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Resident Perceptions of Transport Survey

Annual Report

West Yorkshire Combined Authority

23rd March 2021

Quality information

Prepared by	Checked by	Verified by	Approved by
Neil Rogers Principal Research Consultant	Jonathan Warboys Senior Technician	Jodie Knight Principal Research Consultant	Jodie Knight Principal Research Consultant

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Prepared for:

West Yorkshire Combined Authority

Prepared by:

Neil Rogers
Principal Research Consultant
T: 0161 927 8373
E: neil.rogers@aecom.com

AECOM Limited
AECOM House
179 Moss Lane
Cheshire, Altrincham WA15 8FH
United Kingdom

T: +44(0)1619 278200
aecom.com

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Executive Summary

The West Yorkshire Public Perceptions of Transport Survey exists to gain insight into how the residents of West Yorkshire perceive various aspects of local infrastructure and passenger transport. This year's survey was administered by telephone from 6th January to 23rd February 2021 and achieved a sample of 1,800 respondents.

This wave was completed at the time the Covid-19 pandemic, where government guidance included travel restrictions and may contribute to some of the differences in results compared to previous waves.

The previous wave's data was collected January to February 2020, may be referred to as 2019/20 or as last year.

Mode Choice: Fewer respondents use each mode at least 4 days per week compared with last year. The proportions using bus and train at least 4 days per week have halved, 17% to 9% (bus) and 4% to 2% (train).

67% of respondents said they use a train once or twice a year or less compared with 51% last year. 61% said they use a bus once or twice a year or less compared with 39% last year. Over half of respondents who use a bus or train less than once a quarter, and were asked about COVID, said it is a factor in making few or no journeys on these modes (don't need to use, don't want to use, or both).

38% of respondents aged over 65 said they take the bus at least once per week (52% last year), including 11% at least 4 days per week (22% last year), compared to 22% taking the bus at least once per week across all age groups (39% last year).

There was a decrease from 58% to 54% driving a car or van at least 4 days per week but also a decrease from 29% to 23% who never drive. The largest increase in driving responses was for 1-3 days per week, up from 10% to 19%. Travel by car or van as a passenger at least 4 days per week dropped from 28% to 19% and 1-3 days per week dropped from 37% to 34%. These drops in car or van passengers compared to the numbers driving suggest an increase in single occupancy vehicles.

There has been a small increase in respondents saying they use a bicycle at least once per year, increasing from 18 to 21%.

Satisfaction with assets and services: Respondents were asked about their satisfaction with 18 aspects of local transport assets and services using a score out of 10. Satisfaction scores are higher this year than last. The highest increases were amongst roads and traffic assets, including a 20% increase in satisfaction about levels of traffic congestion. Local train and bus services saw an increase in satisfaction of 18% and 16% respectively. The only asset to receive a lower satisfaction score was winter gritting and snow clearing, down 9% from last year. Taxi service, bus service, and train service scores for 2020/21 were higher than in 2018/19 but all other scores in this section were similar to or lower than that year.

Satisfaction scores for local taxi services (7.7), local train services (7.0), local bus services (7.0) and provision of cycle routes and facilities (5.8) are at their highest level since 2015/16.

People who live in Calderdale are more likely to be satisfied with winter gritting and clearing of snow than Bradford, Leeds or Wakefield. Residents of Wakefield are more likely to be satisfied about their local bus station than those who live in Bradford, Calderdale, and Leeds.

Confidence in purchasing the best value ticket for travel: Confidence in purchasing the best value ticket for rail travel is 70%, up from 67% last year. It has changed little for bus with 69% of respondents who were very or fairly confident to purchase the best value bus ticket compared with 68% last year.

Methods used to plan journeys and buy tickets: Residents who use public transport at least once per year were asked about the last time they planned a journey, bought a ticket, and made a journey.

A slight, though not significant, increase from 88% to 90% used information to plan their last journey coupled with an increase from 83% to 88% who obtained information whilst on their journey. Many respondents referred to multiple sources of information during that journey. The increases indicate that more information is being consumed per journey, though not necessarily in totality given the context of reduced travel.

Like last year digital information channels including websites, apps, and electronic displays were used by more respondents than printed or in-person methods.

Responses indicate that a higher proportion of rail than bus tickets involved more than one channel to complete the purchase, and also a higher number of channels this year than last. Many respondents talked to staff such as in those in travel centres, train guards, and bus drivers when buying tickets, with 34% of train users and 61% of bus users doing so. Responses indicate more take-up of app ticket purchases than last year.

Specific information sources: The satisfaction levels of users of each information source has increased slightly since last year, with satisfaction with electronic time displays at bus stations and stops at its highest level since 2016/17 (8.1). The main sources of information used at least occasionally by respondents who travel by bus or train at least once every 3 months are electronic displays (56%), timetable posters (55%), the bus and rail operators' websites (41%) and wymetro.com (34%). A quarter (25%) use YourNextBus on their smartphone or on the internet at least occasionally.

Access to Technology and Payment Methods: Technology has been adopted by all age groups over recent years. Overall a slightly higher proportion have a smartphone compared to last year. 96% of people aged 16 to 34, 88% of people aged 35 to 64, and 50% of older people own a smartphone. 50% of people aged over 65 now own a smartphone compared to 43% last year. A higher number of people are making contactless payments by smartphone, with 35% of all respondents doing so in 2020/21 compared to 25% in 2019/20 while contactless payments with a bank card have also increase (83% compared to 71%). A high proportion of train users have access to the internet compared to bus users (94% compared to 86%) which probably is reflected in the frequency of bus usage with more people aged 65+ using buses. 89% and 45% of train users make contactless payments using bank cards and smartphones respectively compared to 80% and 32% of bus users while 87% of train users make purchases via the internet, whilst 72% of bus users do so.

The survey should be seen as part of a range of sources of understanding and does not, of itself, attempt to tell the whole story. Anonymised raw data and various tables of analysis have been shared with the West Yorkshire Combined Authority to enable further analysis to be undertaken including comparisons with other data sources.

1. Introduction

This document details AECOM's report to the West Yorkshire Combined Authority about residents' views and satisfaction levels of transport & travel in West Yorkshire.

This survey is the 19th wave of surveys that were introduced in 2003 and that have evolved over time.

The main objective of the research was to help understand the perceptions, usage and satisfaction levels for the transport network as a whole and for various aspects of it, and the provision for public transport in particular.

The research sits alongside other evidence such as the National Travel Survey (NTS), the National Highways and Transportation (NHT) survey, the national surveys of rail passengers and bus passengers conducted by Transport Focus, and empirical evidence on usage of services and assets.

2. Research Design and Data collection

A quantitative survey with residents was designed to help understand general perceptions and opinions about the overall West Yorkshire transport network.

The questionnaire was developed from the one used in the previous wave. A copy of the final questionnaire is shown in Appendix A.

Data was collected through a computer aided telephone interview survey conducted with residents of West Yorkshire in all five local authority districts (Calderdale, Bradford, Kirklees, Leeds and Wakefield). Fieldwork mainly took place from 6th January to 23rd February 2021, with final interviews later in February.

NOTE: Wave 19 was completed during the Covid-19 pandemic. Government guidance affected transport use to varying degrees since the previous March.

2.1 Sample Sizes and Quotas

The target sample was based on numbers required to allow statistically robust comparisons. The criteria were to collect responses from a sufficiently large sample to deliver results to have an accuracy of +/- 3% at 95% confidence for West Yorkshire and a range of accuracy levels for districts. The target and achieved sample sizes are shown in Table 2.1.

Table 2.1

District	Target		Achieved	
	Sample Size	Confidence Interval	Sample Size	Confidence Interval
West Yorkshire	1800	+/- 3%	1800	+/- 2.3%
Bradford	360	+/- 5 to 6%	359	+/- 5.2%
Calderdale	270	+/- 5 to 6%	275	+/- 5.9%
Kirklees	300	+/- 5 to 6%	302	+/- 5.6%
Leeds	600	+/- 4%	594	+/- 4.0%
Wakefield	270	+/- 5 to 6%	270	+/- 6.0%

Quotas were set for age, gender and ethnicity. Each district was given a set of quotas for monitoring purposes which made sure that potential data skews by district were kept to a minimum.

The quotas were set based on 2011 Census data and 2017 mid-year population estimates.

Responses were weighted for each of the districts for age, gender and ethnicity quotas. Weightings are summarised in Appendix B.

2.2 Data Processing and Analysis

The survey was administered using Askia software, with a number of routing and logic checks built in to the programme. The data was checked, cleaned, and analysed using the Statistical Package for Social Sciences (SPSS).

An analysis specification was produced and all questions were crossed by the following variables: Age; Gender; Ethnicity; Mode of transport used at least monthly; Users / Non-users of public transport; Proximity to a railway station; and Proximity to a bus stop with at least 4 buses per hour in the morning peak.

A public transport user was defined as a person who uses a bus or a train at least monthly, otherwise they were analysed as a 'non-user'. This follows precedent set in previous waves of the survey.

Respondents were asked to provide their postcode, and 1385 people agreed to this and provided a valid postcode. These were looked up in a table of postcode to railway station and bus stop distances provided by the West Yorkshire Combined Authority.

Statistical significance testing was completed at the 95% confidence level. Where results are reported as significantly different between sub samples, this means that the differences are significant at the 95% confidence level.

2.3 Reporting of the data

Throughout the report percentages may not total exactly 100%; this is either due to rounding or because respondents were able to give more than one answer to the question.

Throughout the analysis, an * is used if a proportion is more than 0 but less than 1.

Unless otherwise stated, the base is the sum of respondents who expressed an opinion.

For the purposes of some analysis in this report, a person was considered satisfied if they gave a score of 8 or higher and was considered dissatisfied if they gave a score of 3 or lower.

3. All respondents findings

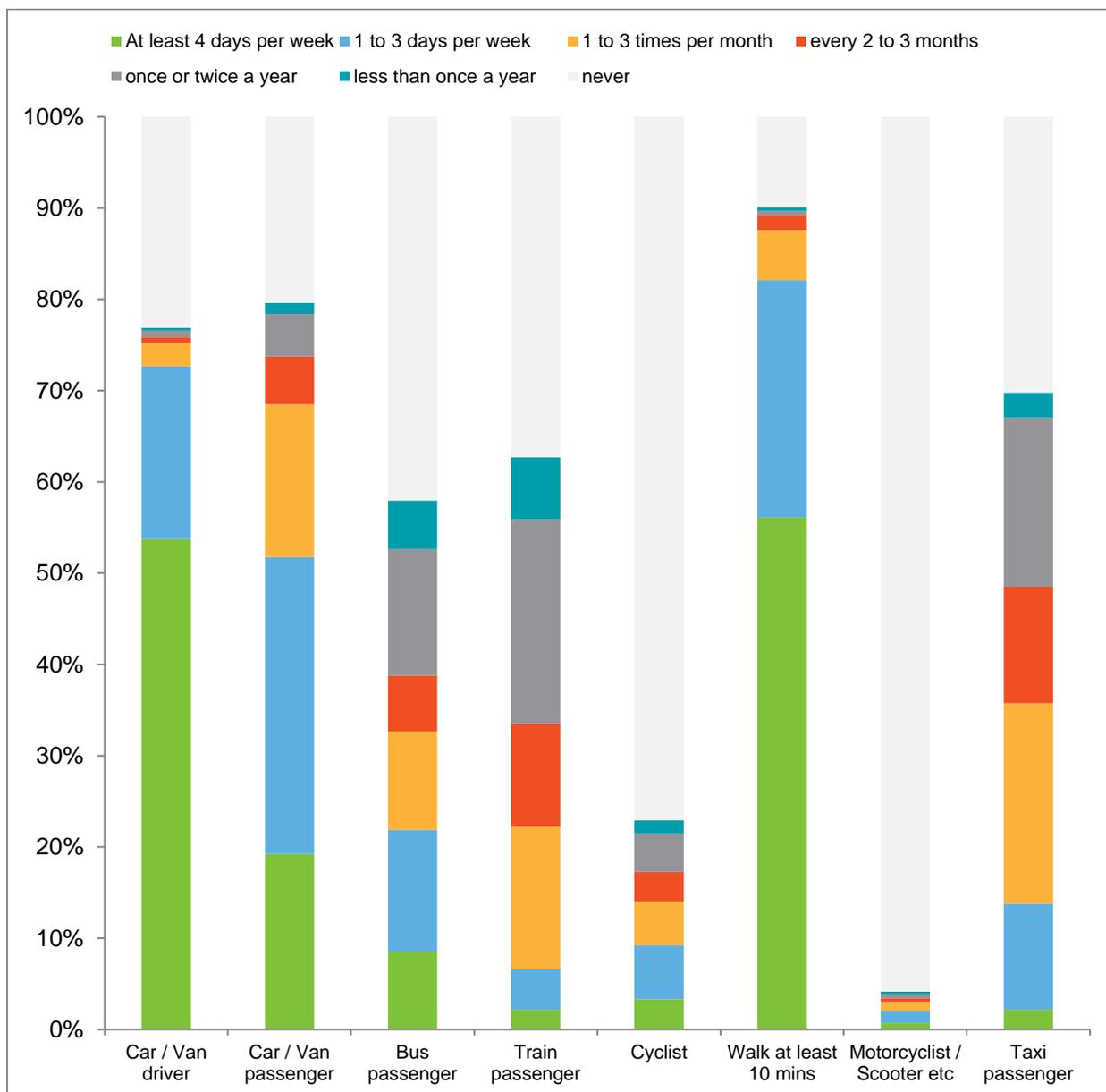
3.1 Introduction and report structure

This section looks at some of the findings for all the respondents in West Yorkshire. Section 4 follows on and shows two-page summaries of key findings from analysis as described in paragraph 2.2.

3.2 Mode of transport used and frequency of use

Respondents were asked how frequently they use each mode of transport locally. This enabled subsequent questions to be targeted to people to whom they would be more relevant and provides some context to the results. The West Yorkshire Combined Authority uses the National Transport Survey (NTS) and various other measurements to understand actual usage in more detail.

Figure 3.2 : Mode of transport used and frequency of use – All Respondents



Weighted base: 1800

Responses can be tracked over time. The responses show general levels of use whereas the other sources of data give indications of the total number of journeys made and/or estimates of the distance travelled. In 2013/14 to 2017/8 respondents were asked how often they walked for at least 30 minutes whereas the last three years include walking 10 minutes or more to get somewhere. Analysis of how COVID has affected need or willingness to use public transport is provided in section 3.9

Figure 3.21 : Mode of transport frequency of use over time– All Respondents



Weighted base 2020/21: 1800

Respondents aged over 65 are more likely to take the bus at least weekly, compared to the other age groups.

Tables 3.21 to 3.23 : Mode of transport used and frequency of use – by age group

Table 3.21

	Age 16-34						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	57	12	4	1	1	1	24
Car / Van passenger	28	34	15	4	3	2	14
Bus passenger	9	11	9	7	14	7	43
Train passenger	2	6	18	12	22	7	33
Cyclist	3	7	5	4	4	2	75
Walk at least 10 minutes	54	28	7	2	1	1	8
Motorcyclist / Scooter etc.	1	2	1	1	1	*	95
Taxi passenger	2	12	24	14	16	3	28

Weighted base: 587

Table 3.22

	Age 35-64						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	59	21	2	1	*	*	17
Car / Van passenger	17	33	19	5	6	1	20
Bus passenger	7	9	12	6	16	6	44
Train passenger	3	4	17	12	26	7	31
Cyclist	4	6	6	4	6	2	72
Walk at least 10 minutes	59	25	5	2	1	0	9
Motorcyclist / Scooter etc.	1	1	1	1	0	0	96
Taxi passenger	2	11	23	12	20	2	30

Weighted base: 831

Table 3.23

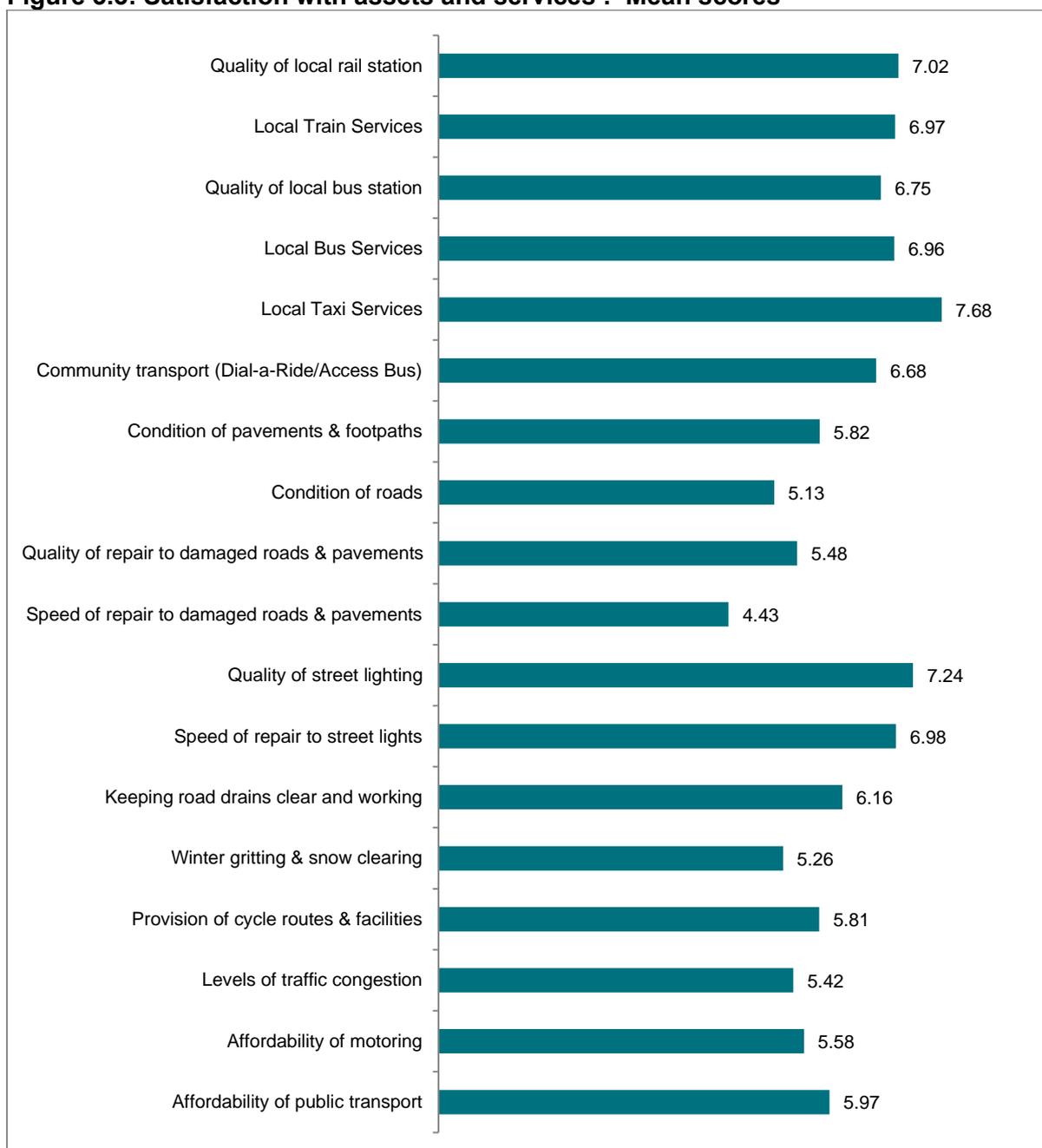
	Age 65+						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	36	26	3	*	*	0	34
Car / Van passenger	12	30	16	7	5	1	30
Bus passenger	11	27	10	4	9	2	37
Train passenger	1	3	10	8	16	5	58
Cyclist	2	2	1	0	1	1	93
Walk at least 10 minutes	54	24	4	2	0	1	16
Motorcyclist / Scooter etc.	0	1	1	0	0	0	98
Taxi passenger	2	11	16	14	21	3	33

Weighted base: 363

3.3 Satisfaction with assets and services

Respondents gave scores out of 10 for various local transport assets and services. Those aged over 65 were satisfied with the local bus station more than those in other age groups, which corresponds with frequency of use of the mode. Those aged under 35 and over 65 were satisfied with the local bus service (43% and 45%) compared to those aged 35 to 64 (35%). 45% of residents aged over 65 gave a score of 8 or higher for their satisfaction with their local bus service and 40% for their satisfaction with their local bus station. Those aged under 35 were more likely to be satisfied with their local train service compared to other age groups, 40% gave a score of 8 or higher for their satisfaction. Residents in Kirklees had the highest level of dissatisfaction about the condition of roads with 37% of all residents giving a score of 3 or lower for their satisfaction. See section 4.12 for additional details.

Figure 3.3: Satisfaction with assets and services : Mean scores



Weighted base: 1800

Tables 3.31 compare results with 2019/20, 2018/19 and 2015/16, and table 3.32 shows the recent change as a percentage. Satisfaction scores were lower than in 2018/19. Elements specific to public transport are shaded light blue in the following tables.

Table 3.31 : Satisfaction 2019/20 compared with previous waves

	Satisfaction Score			
	2015/16	2018/19	2019/20	2020/21
Local Taxi Services	6.9	7.4	7.4	7.7
Quality of street lighting	7.6	7.5	6.9	7.2
Quality of local rail station	7.0	7.0	6.3	7.0
Speed of repair to street lights	6.8	7.3	6.4	7.0
Local Train Services	6.8	6.6	5.9	7.0
Local Bus Services	6.7	6.7	6.0	7.0
Quality of local bus station	7.1	7.1	6.3	6.8
Community transport (Dial-a-Ride/Access Bus)	6.8	6.7	5.8	6.7
Keeping road drains clear and working	6.1	6.8	5.8	6.2
Affordability of public transport	6.2	6.2	5.2	6.0
Condition of pavements & footpaths	5.9	6.3	5.4	5.8
Provision of cycle routes & facilities	5.0	5.8	5.1	5.8
Affordability of motoring	5.3	5.9	5.4	5.6
Quality of repair to damaged roads & pavements	5.1	5.7	4.5	5.5
Levels of traffic congestion	5.3	5.5	4.5	5.4
Winter gritting & snow clearing	5.6	6.6	5.8	5.3
Condition of roads	4.8	5.5	4.6	5.1
Speed of repair to damaged roads & pavements	4.1	5.2	3.9	4.4

Table 3.32 : Satisfaction scores comparisons

	Mean scores Satisfaction		Change from 2019/20
	2019/20	2020/21	% change
Quality of repair to damaged roads & pavements	4.52	5.48	21%
Levels of traffic congestion	4.53	5.42	20%
Local Train Services	5.92	6.97	18%
Local Bus Services	5.99	6.96	16%
Affordability of public transport	5.24	5.97	14%
Provision of cycle routes & facilities	5.13	5.81	13%
Speed of repair to damaged roads & pavements	3.93	4.43	13%
Condition of roads	4.57	5.13	12%
Quality of local rail station	6.32	7.02	11%
Speed of repair to street lights	6.42	6.98	9%
Condition of pavements & footpaths	5.39	5.82	8%
Keeping road drains clear and working	5.77	6.16	7%
Quality of local bus station	6.32	6.75	7%
Community transport (Dial-a-Ride/Access Bus)	6.32	6.68	6%
Quality of street lighting	6.91	7.24	5%
Local Taxi Services	7.35	7.68	4%
Affordability of motoring	5.42	5.58	3%
Winter gritting & snow clearing	5.79	5.26	-9%

3.4 Affordability of public transport and motoring

The affordability of transport is one of the factors that contribute to social inclusion and inclusive growth. Table 3.4 considers the perception of affordability by various groups of respondents compared with the West Yorkshire average.

Respondents who are full-time students, retired or long term sick/disabled give the highest satisfaction scores for the affordability of public transport.

Table 3.4 : Perception of affordability by various segments of the sample

	Weighted Base	Affordability of Public Transport (mean scores)	Affordability of Motoring (mean scores)	Satisfaction Comparison with West Yorkshire average	
		Satisfaction	Satisfaction	Public transport	Motoring
West Yorkshire	1800	6.0	5.6	-----	-----
Adults with dependent children	464	5.9	5.4	-2.5%	-2.7%
Full-time workers	754	5.7	5.5	-5.7%	-1.7%
Part-time workers	259	5.8	5.6	-2.6%	-0.3%
Social Grade - ABC1	872	5.9	5.7	-1.5%	1.6%
Social Grade - C2DE	743	6.1	5.5	1.4%	-1.7%

Social Grades, as described in the National Readership Survey are:

- A Higher managerial, administrative and professional
- B Intermediate managerial, administrative and professional
- C1 Supervisory, clerical and junior managerial, administrative and professional
- C2 Skilled manual workers
- D Semi-skilled and unskilled manual workers
- E State pensioners, casual and lowest grade workers, unemployed with state benefits only

3.5 Confidence in purchasing best value tickets

This section looks at how confident respondents are, or feel they would be, purchasing the best value tickets on both buses and trains. For analysis we excluded people who get free local travel and therefore would never buy a ticket and those who answered 'don't know', but we included people who were able to answer hypothetically.

Of those respondents who need, or would need, to purchase a ticket to travel, 70% were confident about purchasing the best value train ticket and 69% were confident about purchasing the best value bus ticket, an increase from 67% (train) and 68% (bus) in 2019/20.

Table 3.5 compares confidence in purchasing the best value tickets for bus and rail journeys. There is a similar view about confidence purchasing tickets, whether that purchase is for bus or a train.

Table 3.5 : Comparison of confidence purchasing tickets for different modes

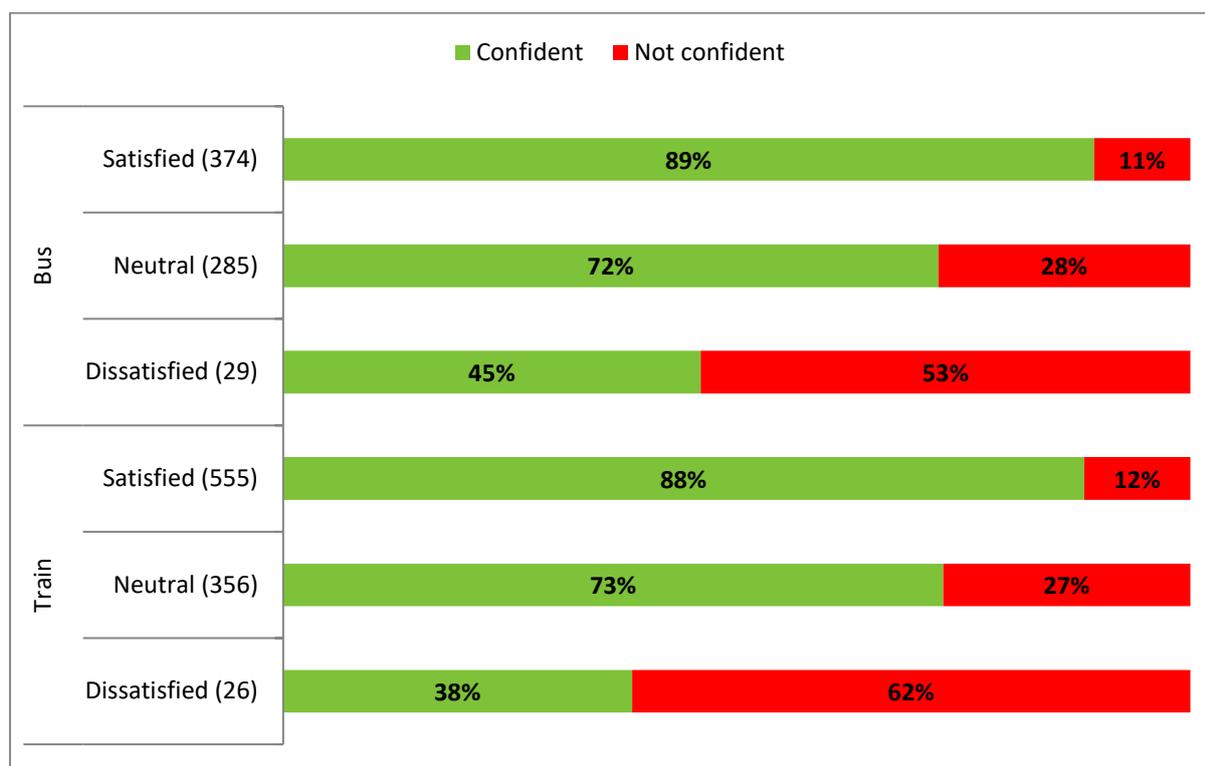
Equally confident in bus or train ticket purchase	44%
Equally lacking confidence in bus or train ticket purchase	15%
More confident in bus than train ticket purchase	18%
Less confident in bus than train ticket purchase	23%

Weighted base: 1336

Figure 3.51 shows respondents' confidence about purchasing the best value ticket compared to how satisfied they are with the information available to make bus or train journeys. A person was considered satisfied if they gave a score of 8 or higher and was considered dissatisfied if they gave a score of 3 or lower.

The chart shows that respondents who are more satisfied overall with the information available to make journeys are also more confident about their ticket purchase being the best value.

Figure 3.51: Confidence purchasing the best value bus and train tickets and satisfaction with information



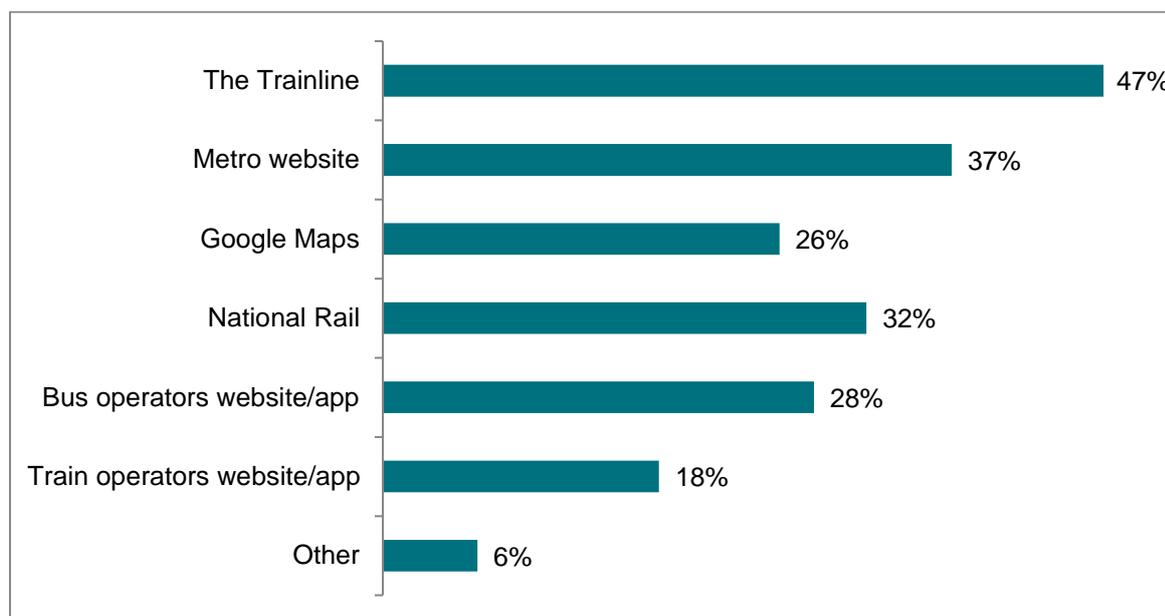
Weighted base Train 936, Bus 687. Number of responses for each shown in brackets ()

3.6 Methods used to plan journeys and buy tickets

Respondents who use buses and/or trains at least once a year were asked about the methods that they used last time they planned a journey (table 3.61), bought a ticket (table 3.62), and obtained information while on a journey (table 3.63). If a respondent used websites and/or apps last time they pre-planned a journey, we asked which ones they used (figure 3.61). Respondents were able to give multiple answers to these questions, if they used multiple sources, therefore the totals exceed 100%.

Table 3.61 : Method used last time to source information when planning a journey

Method	By train only	By bus only	By both bus and train	All respondents
Website	66%	27%	59%	50%
App	23%	15%	27%	21%
Timetable leaflets	4%	11%	6%	7%
Paper map	0%	0%	1%	0%
Other (including asked someone)	12%	26%	19%	19%
N/a – I never pre-plan journeys	3%	24%	0%	10%
Weighted base	483	477	305	1265

Figure 3.61 : Websites or apps used last time to pre-plan a journey

Weighted base: 840

Table 3.62 : Method used last time a ticket was bought

Method	Train	Bus
Website	31%	5%
App	25%	14%
Self-service machine	33%	6%
Talked to staff (incl travel centre and on board)	34%	61%
Other	4%	6%
Not applicable	3%	20%
Weighted base	1006	947

Table 3.63: Method(s) used to obtain information last time whilst on a journey

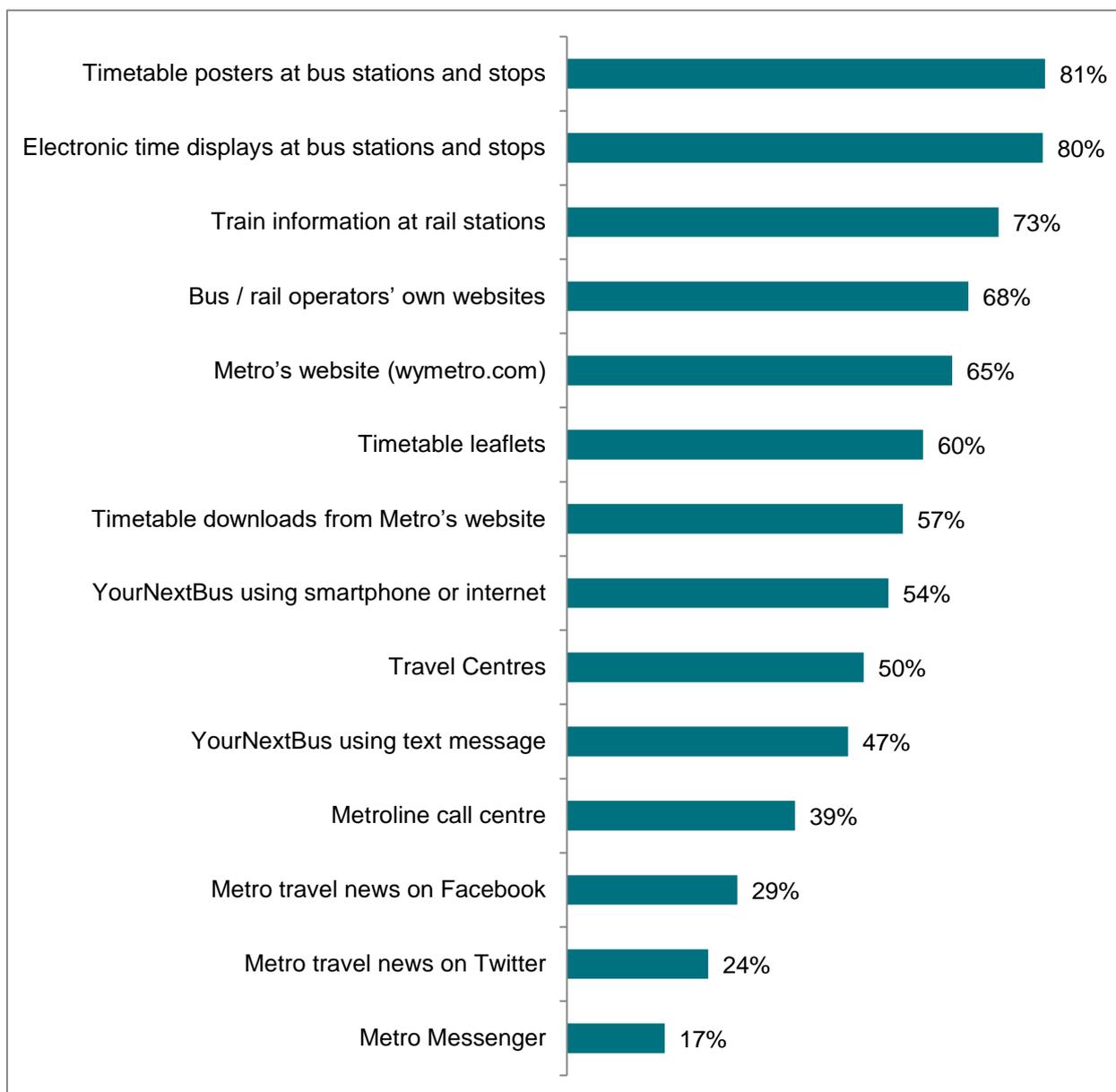
Method	By train only	By bus only	By both bus and train	All respondents
Website	53%	30%	62%	42%
App	33%	20%	39%	28%
Electronic screens at stops & stations	37%	36%	43%	40%
Timetable leaflets	8%	20%	10%	15%
Timetable posters at stops & stations	19%	33%	22%	29%
Other (including asked someone)	7%	10%	8%	8%
N/a	8%	14%	9%	12%
Weighted base	442	446	378	1265

3.7 Awareness of, use of and satisfaction with various public transport information sources

We asked about awareness of, use of, and satisfaction with a selection of information sources provided by the Combined Authority or the bus and train operators.

First we asked all respondents whether they were aware of the source, this was asked regardless of whether or not they use public transport (figure 3.7).

Figure 3.7 : Awareness of source amongst all respondents



Weighted base: 1800 (multiple responses allowed)

YourNextBus is the system hosted by West Yorkshire Combined Authority for seeing the predicted times of next buses on the users' computer, mobile phone, or other electronic device at bus stops. Various bus operator and third-party systems also exist.

Table 3.7 shows comparisons of awareness by year, though as noted below the table some of the questions are not identical each year so some results are not directly comparable.

Table 3.7 : Percentage aware of source amongst all respondents in various years

Information source	2016/17	2017/18	2018/19	2019/20	2020/21
Timetable posters at bus stations & stops	91	91	84	83	81
Electronic time displays at bus stations & stops	75	86	79	79	80
Train time information at rail stations ^A	85	87	80	74	73
Bus / rail operators own websites	41	54	71	67	68
Metro's website	76	78	69	65	65
Timetable leaflets	70	70	67	63	60
Timetable downloads from Metro's website	9	44	60	60	57
YourNextBus combined	55	63	59	60	60
YourNextBus using smartphone or internet	33	50	49	50	54
Travel centres	60	60	55	54	50
YourNextBus using text message	49	51	48	46	47
Metroline call centre	46	49	38	37	39
Metro travel news on Facebook	17	29	28	28	29
Metro travel news on Twitter	9	24	25	24	24
Metro Messenger	11	22	17	20	17

Weighted base: 1800 (2020/21)

Notes

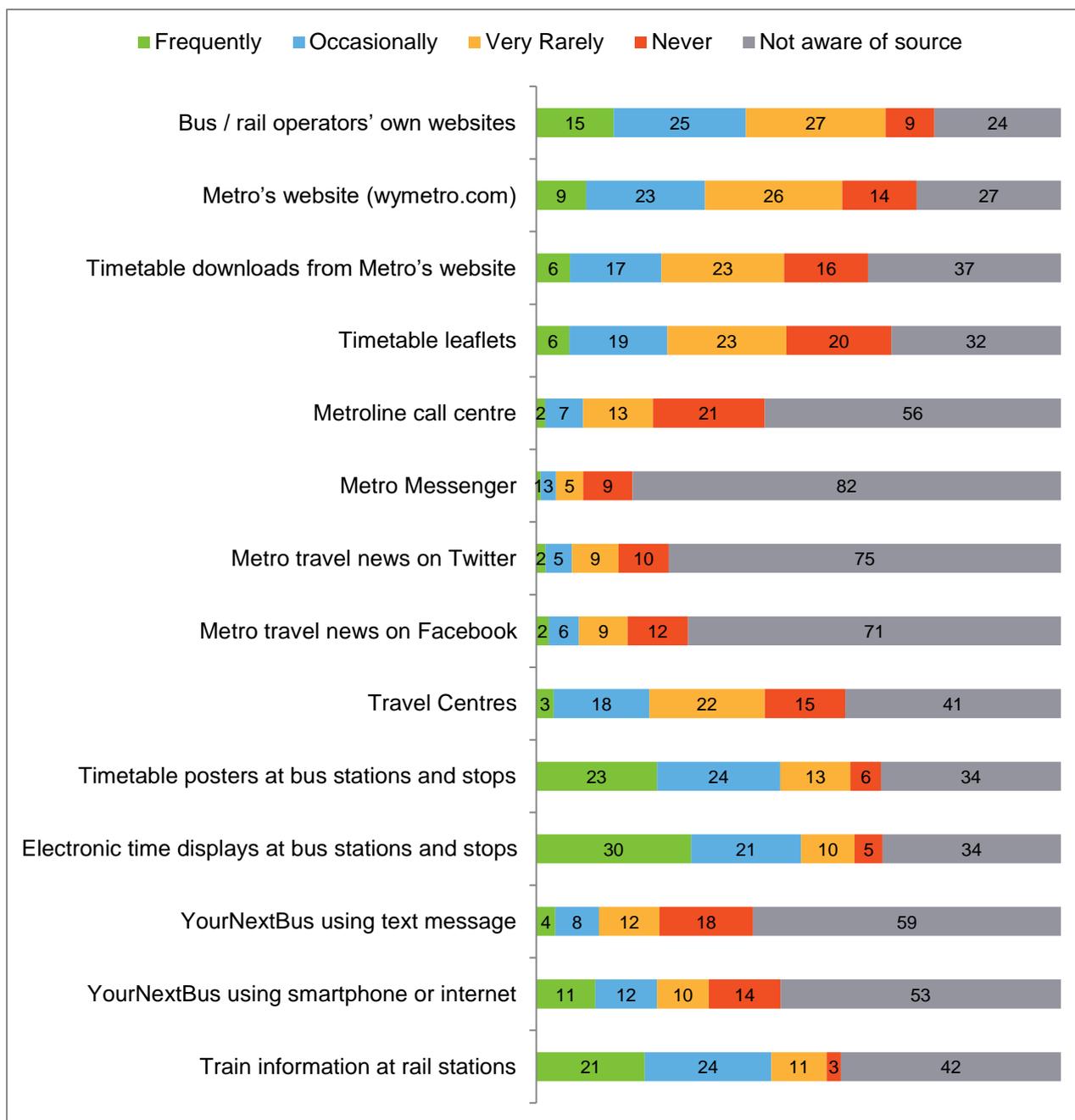
- A. Information at rail stations was previously two separate questions in 2016/17 and 2017/18, but these have been merged and station announcements added in for 2018/19, then the question was simplified for 2019/20.

Ways people source information about public transport

We asked respondents who used public transport at least once every three months more about the information sources that they were aware of, to find out how often they used the source. It was assumed that if someone never or rarely used public transport (i.e. used neither bus nor train at least every 3 months) then they would never or rarely use the information sources even if they were aware of source.

The definition of frequent, occasional, and rare use of information sources was a matter of the respondents' perception rather than having quantifiable values. This enables continuation of time-series data.

Figure 3.71 : Use of information sources by people who use public transport at least once every 3 months (%)



Weighted base: 958
 Respondents who use the bus or train at least once every three months

Table 3.71 shows comparisons of the percentage of all respondents who used sources of information as least occasionally. The figures indicate a decrease in use of all information sources. The decrease in use of all information sources across all respondents should be read in the context of the decrease in frequency of travel, which in turn should be considered in the context of the Covid-19 impact.

Table 3.71 : Percentage of people who use information sources at least occasionally out of all respondents in various years

Information source	2016/17	2017/18	2018/19	2019/20	2020/21
Metroline helpline	4	4	6	7	5
Travel centres	12	14	16	17	11
Timetable leaflets	22	21	21	22	13
Timetable posters at bus stations & stops	41	43	39	41	25
Electronic time displays at bus stations & stops	36	41	40	42	27
Information displays at rail stations	30	32	32	34	24
Train information at rail stations	30				
YourNextBus using laptop or PC	3	12	14	19	12
YourNextBus using smart phone	5				
YourNextBus using tablet, iPad or similar	3				
YourNextBus using text message	7	11	9	10	6
Metro travel news on Facebook	3	11	6	8	4
Metro travel news on Twitter	1	8	6	7	4
Metro Messenger	1	9	4	4	2
Metro's website	22	31	25	25	17
Timetable downloads from Metro website	2	15	18	21	13
Bus / rail operators own websites	15	23	31	31	21

Weighted base: 1800 (2020/21)

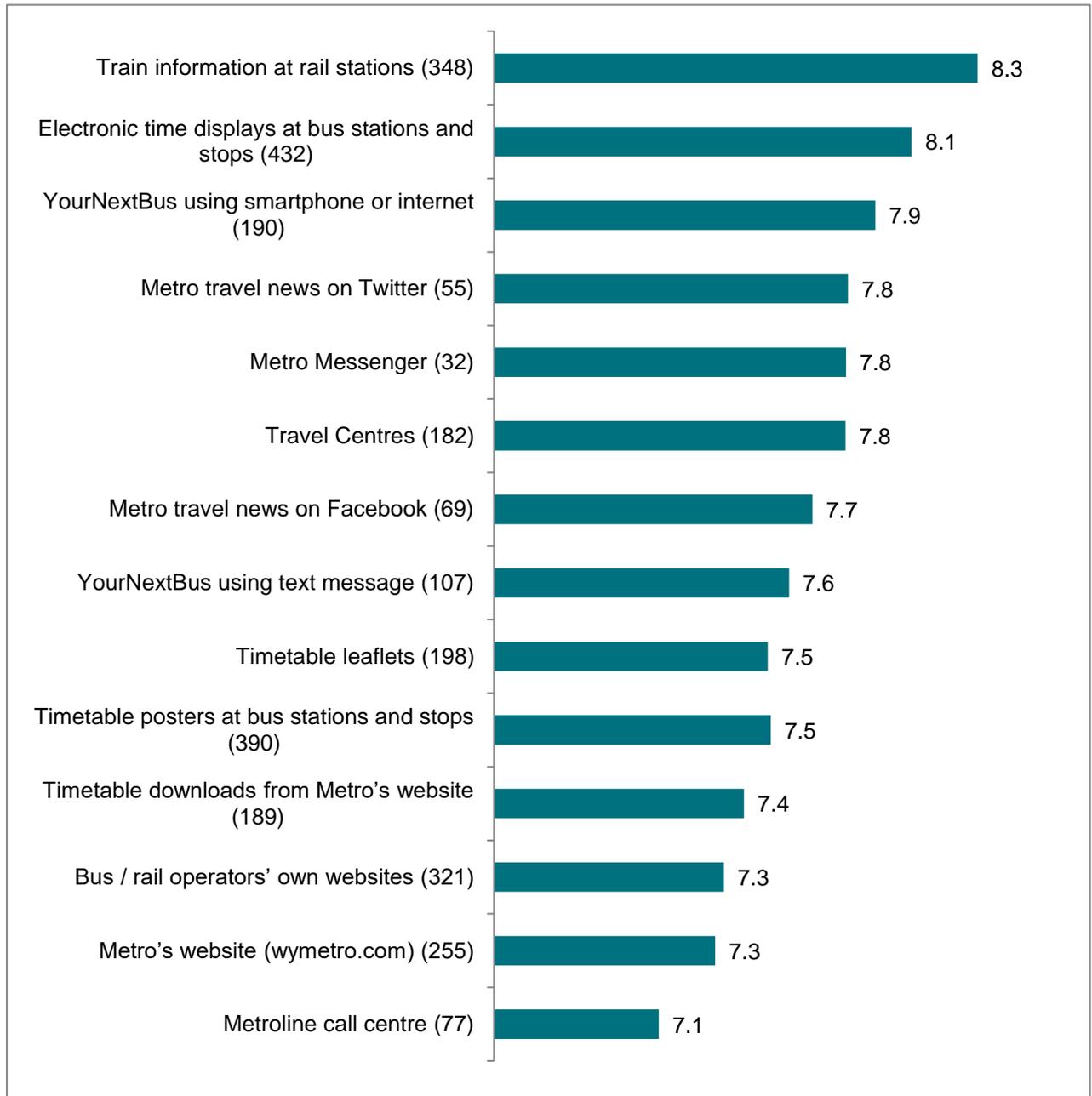
As stated above, since 2018/19 it has been assumed that people who use public transport less than once every three months would only rarely or never use information sources whereas in previous years people who rarely use public transport could have responded that they occasionally or frequently use information sources. As per Table 3.7 some of the older questions were not identical so some results are not directly comparable.

Satisfaction with information sources

Frequent or occasional users of each information source were asked to score their satisfaction out of 10.

The method follows precedents from previous waves of survey. If respondents did not use a source occasionally or frequently they were not asked about their satisfaction. This is robust as a time-series metric in which people with good knowledge of the source are asked how satisfactory it is, though it excludes people who do not use an information source after they were previously dissatisfied by it.

Figure 3.72 : Satisfaction with information source amongst monthly users of public transport who frequently and occasionally user that source : Mean score



Weighted base: In (), respondents who frequently or occasionally use each information source and travel by bus and / or train at least once per month

Table 3.72 shows the awareness levels of the different information sources for all respondents compared to those who use public transport and the satisfaction level for those using the information sources at least occasionally.

Table 3.72 : Awareness of all respondents and awareness, use, and satisfaction of frequent public transport users

Information source	All respondents	Frequent public transport users (at least monthly)		
	Aware	Aware	Use frequently or occasionally	Satisfaction (mean score)
Bus / rail operators' own websites	68%	75%	42%	7.3
Metro's website (wymetro.com)	64%	73%	34%	7.3
Timetable downloads from Metro's website	56%	63%	25%	7.4
Timetable leaflets	60%	68%	26%	7.5
Metroline call centre	38%	44%	10%	7.1
Metro Messenger	16%	19%	4%	7.8
Metro travel news on Twitter	23%	26%	7%	7.8
Metro travel news on Facebook	29%	29%	9%	7.7
Travel Centres	50%	61%	24%	7.8
Timetable posters at bus stations and stops	80%	89%	51%	7.5
Electronic time displays at bus stations and stops	80%	89%	57%	8.1
YourNextBus using text message	47%	56%	14%	7.6
YourNextBus using smartphone or internet	54%	63%	25%	7.9
Train information at rail stations	72%	78%	46%	8.3
Weighted base	1800	758	758	See fig 3.72

Table 3.73 shows comparisons of the mean scores for the satisfaction levels of those respondents who used the information at least occasionally. As per Tables 3.7 and 3.71 some of the questions are not identical so some sources are not directly comparable. The bases for some of these are small, similar to those shown in figure 3.72, therefore year-on-year fluctuations are not statistically significant.

Table 3.73 : Mean scores for satisfaction of respondents who stated that they used the information source at least occasionally in various years

Information source	2016/17	2017/18	2018/19	2019/20	2020/21
Bus / rail operators own websites Base 2020/21: 383	7.9	7.8	7.2	6.9	7.4
Metro's website and/or journey planner Base 2020/21:308	7.9	7.8	7.5	6.9	7.4
Timetable downloads from Metro website Base 2020/21:229	8.0	8.1	7.6	7.1	7.5
Timetable leaflets Base 2020/21: 239	8.3	8.3	7.9	7.2	7.5
Metroline helpline Base 2020/21:85	8.0	7.7	7.3	6.7	7.2
Metro Messenger Base 2020/21: 36	8.6	8.3	7.4	6.7	7.9
Metro travel news on Facebook Base 2020/21: 78	8.2	8.0	7.1	7.3	7.8
Metro travel news on Twitter Base 2020/21: 65			7.3	7.0	7.9
Travel centres Base 2020/21:206	7.9	7.7	7.6	7.2	7.8
Timetable posters at bus stations & stops Base 2020/21: 446	7.7	7.3	7.6	7.3	7.5
Electronic time displays at bus stations & stops Base 2020/21: 484	7.9	7.7	7.7	7.3	8.1
YourNextBus using text message Base 2020/21: 114	7.6	7.9	7.6	7.4	7.6
YourNextBus using smartphone or internet Base 2020/21: 220	8.4	8.1	7.7	7.4	7.9
Real-time displays at rail stations Base 2020/21: combined with information below	8.4	8.2	8.0	7.7	8.4
Information displays at rail stations Base 2020/21: 429	8.2	7.9			

Base shown underneath each information source for most recent year

3.8 Access to Technology and Payment Methods

To understand the methods that people use to obtain information and to purchase tickets, it is useful to understand their technology use in general. The table below shows how technology has been adopted by different age groups over recent years. Coloured shading provides emphasis for results relatively high (green) or low (red) compared to the median. Some caution should be exercised in quoting precise values as the bases of the small age bands in this table are small.

Table 3.8 : Weighted percentage of respondents with access to technology and payment methods by age in various years

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75+
Have regular access to the internet							
2013/14	95.2	89.5	90.3	80.3	67.4	42.5	26.4
2018/19	96.9	97.0	96.8	96.5	92.7	71.7	55.3
2019/20	94.4	92.9	93.1	95.5	91.2	78.2	44.9
2020/21	98.1	99.2	97.0	99.0	94.1	72.8	52.6
Have a smartphone							
2013/14	87.7	71.8	64.3	48.6	35.4	17.1	9.0
2018/19	94.3	92.7	92.1	89.4	78.6	53.7	30.1
2019/20	89.2	88.5	86.5	90.8	77.2	55.5	30.4
2020/21	95.7	95.6	96.5	91.4	83.3	55.0	41.2
Have a tablet computer or iPad (question introduced in 2015/16)							
2015/16	92.9	87.5	83.5	71.2	65.4	53.8	39.7
2018/19	76.3	80.0	82.8	77.6	75.5	65.7	50.8
2019/20	83.5	80.7	82.1	87.0	80.6	67.7	45.7
2020/21	92.4	83.8	84.9	92.9	83.9	61.4	51.3
Have a bank account							
2013/14	93.1	96.9	98.3	95.1	92.8	88.9	88.5
2018/19	92.3	96.5	96.2	97.4	95.6	95.1	94.5
2019/20	90.0	92.5	92.8	95.5	92.4	92.7	84.5
2020/21	97.0	97.9	100.0	96.3	96.2	87.4	94.0
Pay contactless with bank card (question introduced in 2016/17)							
2016/17	29.3	57.2	60.7	64.4	54.9	42.3	23.8
2018/19	80.7	81.2	84.5	72.0	68.5	64.9	51.1
2019/20	79.4	80.4	75.4	76.2	69.4	58.7	47.6
2020/21	87.6	93.5	93.8	87.1	86.5	64.0	59.8
Pay contactless with smartphone (question introduced in 2018/19)							
2018/19	38.0	36.9	35.5	22.0	9.0	8.2	4.3
2019/20	48.6	35.8	28.8	24.1	15.3	9.2	4.4
2020/21	63.1	56.1	50.3	33.1	23.4	5.1	6.0
Pay for things via the internet							
2013/14	79.4	77.6	77.8	60.6	48.3	23.7	12.4
2018/19	84.6	87.1	89.6	84.4	78.0	49.6	35.5
2019/20	76.7	81.7	74.0	82.1	71.7	51.5	30.2
2020/21	93.3	91.2	94.1	86.6	80.4	49.0	29.4
Pay for things via Payzone							
2013/14	10.7	14.1	8.6	7.5	7.6	3.1	5.2
2018/19	11.7	18.1	16.7	12.2	9.7	9.5	10.2
2019/20	24.0	18.6	18.5	12.5	12.8	4.0	3.2
2020/21	20.0	21.4	19.6	15.2	10.5	6.9	4.1

Weighted base: 1800 (2020/21)

Table 3.81 shows data from the latest survey, to illustrate differences between bus users, train users, and people who use neither of those forms of public transport. This is of interest in understanding the appropriateness of different technology in different settings for current users and potential new users. In this table a user is someone who uses the stated mode at least once a month.

Train users generally have greater access to technology and digital payment methods than bus users.

Table 3.81 : Weighted percentage of respondents with access to technology and payment methods by age and public transport use

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75+	Overall
Have regular access to the internet								
Bus User	97.4	100.0	95.0	98.7	89.1	72.2	48.6	85.6
Train User	98.4	100.0	94.7	98.6	97.3	87.0	35.1	94.3
Neither	97.7	95.3	93.0	97.6	94.0	80.4	52.4	90.3
Have a smartphone								
Bus User	95.3	90.5	91.1	85.8	75.6	53.1	39.6	74.7
Train User	97.3	96.8	92.1	97.2	86.3	69.8	20.8	88.4
Neither	92.8	88.4	87.0	92.2	77.7	57.6	38.8	80.3
Have a tablet computer or iPad								
Bus User	92.2	78.2	78.7	94.8	81.2	58.7	42.3	75.1
Train User	95.1	87.9	87.7	91.9	91.4	65.4	28.7	86.2
Neither	84.1	86.0	87.7	87.2	83.8	72.9	51.3	81.3
Have a bank account								
Bus User	96.2	94.5	100.0	92.3	94.7	85.4	95.3	93.4
Train User	95.2	97.3	100.0	98.6	97.6	83.9	88.7	96.0
Neither	93.4	94.0	92.4	96.2	92.2	98.4	86.6	93.4
Pay contactless with bank card								
Bus User	86.3	91.1	93.3	82.1	83.3	66.4	61.6	79.8
Train User	88.8	97.3	97.4	90.8	91.7	65.8	62.6	89.2
Neither	74.5	78.6	73.4	71.8	73.1	69.0	47.9	71.1
Pay contactless with smartphone								
Bus User	66.5	52.8	58.6	37.7	17.3	4.8	7.4	32.0
Train User	68.0	62.9	54.4	43.3	27.8	13.3	0.0	44.7
Neither	42.2	35.7	29.8	25.9	15.9	16.3	10.5	26.0
Pay for things via the internet								
Bus User	93.2	90.8	92.9	76.8	76.7	45.2	35.3	71.7
Train User	94.4	96.4	94.9	94.7	86.2	55.6	28.6	86.9
Neither	78.6	82.5	70.1	80.9	73.1	54.3	35.1	71.5
Pay for things via Payzone								
Bus User	23.8	26.1	25.6	14.4	9.5	7.1	5.0	14.9
Train User	16.1	20.2	19.5	16.0	6.9	8.7	0.0	13.7
Neither	17.9	20.6	21.9	12.5	9.8	4.7	5.0	13.7

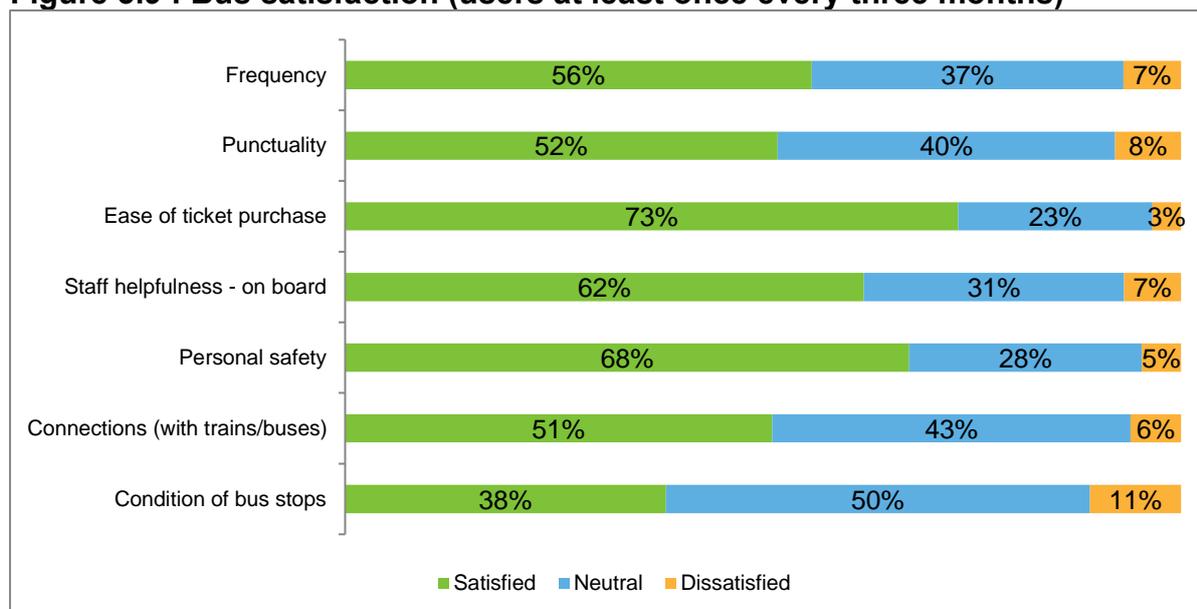
Weighted base: 1800 (2020/21)

3.9 Additional findings

There were some additional questions asked to respondents who had completed the first part of the questionnaire in good time. The selection of respondents in this manner is likely to be less representative than the sampling frame overall and therefore the findings in this section can only be viewed as indicative.

More detailed analysis of bus user satisfaction and analysis of rail user satisfaction can be found via national surveys undertaken by Transport Focus.

Figure 3.9 : Bus satisfaction (users at least once every three months)



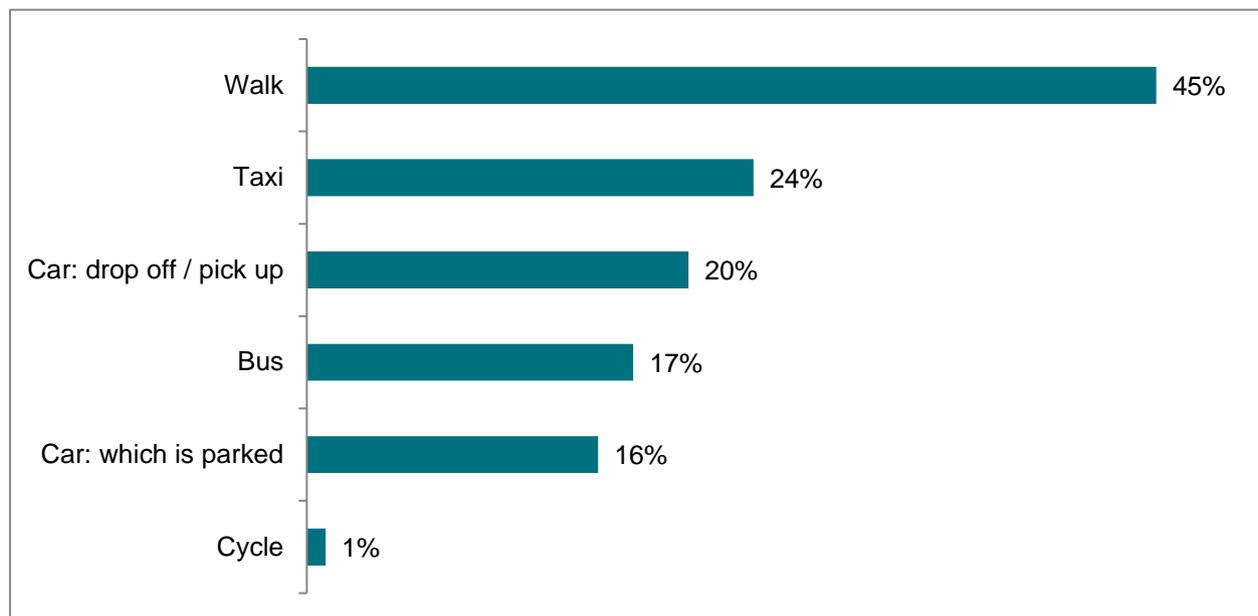
Weighted base 464

Table 3.9 shows comparisons of satisfaction levels of those respondents who use their local bus service at least once every three months

Table 3.9 : Bus satisfaction levels over time

	2018/19	2019/20	2020/21
Frequency	47%	44%	56%
Punctuality	34%	35%	52%
Ease of ticket purchase	66%	69%	73%
Staff helpfulness - on board	53%	58%	62%
Personal safety	58%	59%	68%
Connections (with trains/buses)	45%	36%	51%
Condition of bus stops	40%	31%	38%
Weighted base	609	848	464

Figure 3.91 : How train users travel to their railway station



Weighted base 444

Table 3.91 shows how train users travel to their railway station over time.

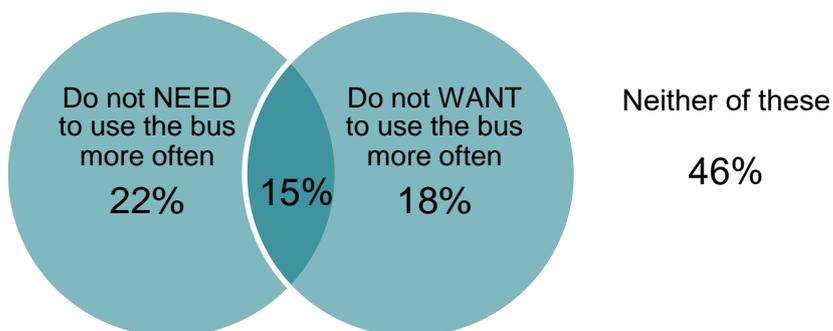
Table 3.91 How train users travel to their railway station

	2018/19	2019/20	2020/21
Walk	40%	36%	45%
Bus	25%	27%	17%
Car drop off / pick up	23%	19%	20%
Car which is parked at the station	22%	14%	16%
Taxi	20%	22%	24%
Cycle	3%	2%	1%
Weighted base	540	748	444

With the onset of Covid-19, those who were not using bus or trains frequently were asked whether they agreed whether they did not need or want to use bus or train as often as they used to.

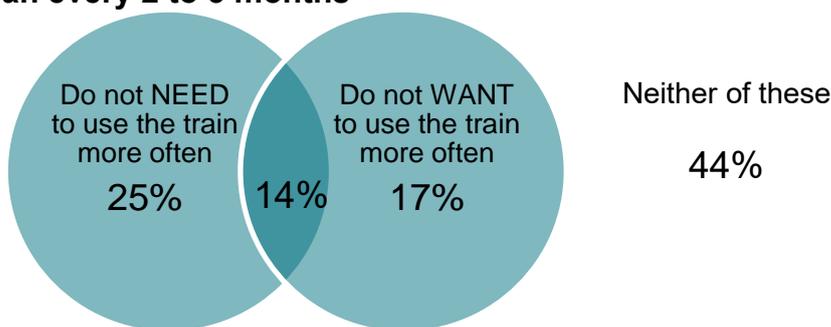
Figure 3.92 : Impact of Covid-19 on residents travel choice

Bus use less than every 2 to 3 months



Weighted base: 992

Train: Use less than every 2 to 3 months



Weighted base:1013

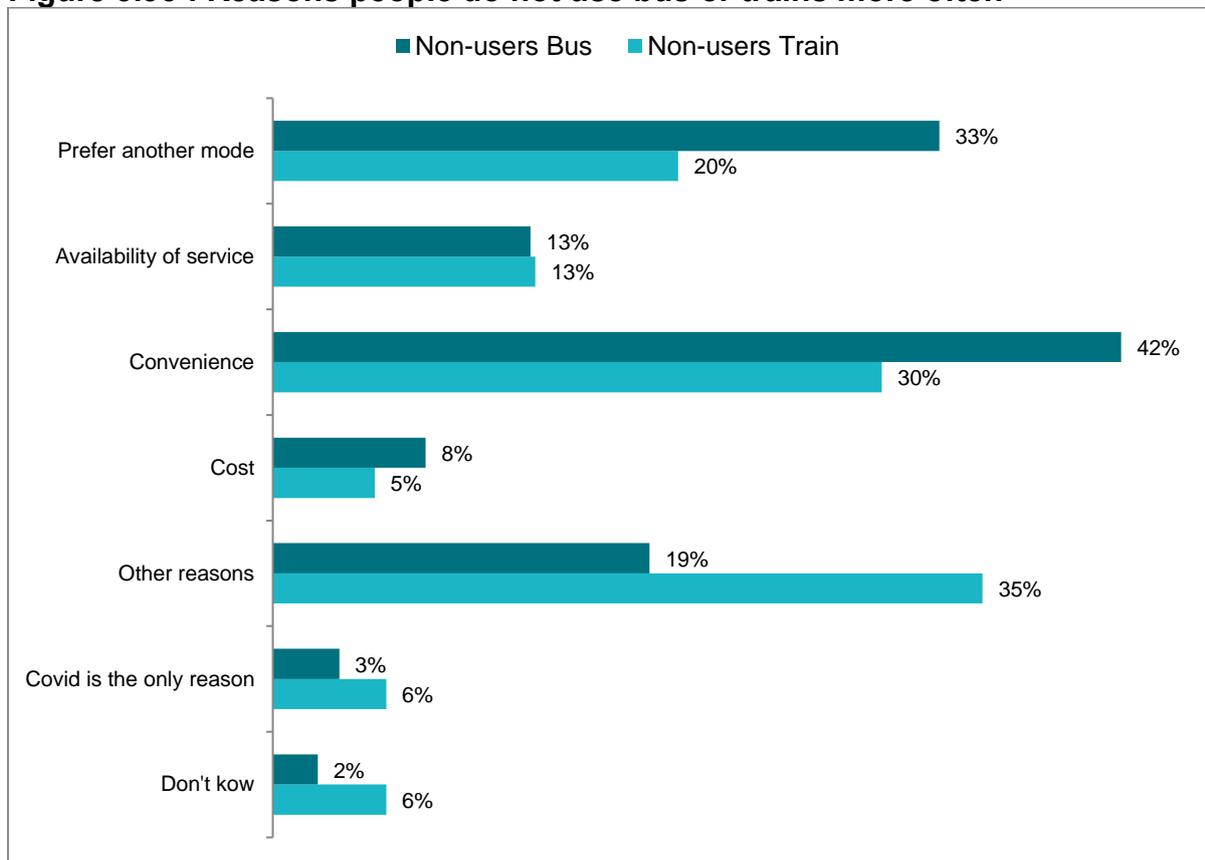
Table 3.9 shows the responses from those who do not use either buses or trains at least once every 2 to 3 months and whether the impact of Covid-19 was the same for both bus and train use.

Table 3.9: Influence of Covid-19 on respondents decisions to use buses and trains for those respondents who do not use a bus or a train at least once every 3 months.

	%
I neither want or need to use buses or trains more often	8%
I do not need to use a bus or a train more often	14%
I do not want to use a bus or a train more often	11%
Only buses are not wanted or needed, trains have no impact	13%
Only trains are not wanted or needed, buses have no impact	17%
I do not need to use a bus or want to use a train more often	2%
I do not need to use a train or want to use a bus more often	3%
Covid-19 has not impacted on whether I use either a bus or a train more often	31%
Weighted base	875

Residents were then asked for the reasons that they do not use the bus or train more frequently, other than due to the current Covid-19 pandemic.

Figure 3.93 : Reasons people do not use bus or trains more often



Weighted base: 993 (bus); 1013 (trains). Multiple answers per respondent allowed

Notes

The data in Figure 3.92 includes responses from those who stated either they do not want to use a bus or train or they do not need to (or both). Any respondent who clearly stated that Covid-19 is the only reason for not using a bus or train more frequently were allocated to this response, others stated they were working from home and/or do not need to use a bus or train as frequently and these were coded as other reasons. Please see the detail below:

- A. Prefer another mode includes specific perceptions of comfort or personal safety but the majority have not given a clear reason for their preference.
- B. Availability of service includes places served, time of day, and frequency issues.
- C. Convenience includes overall journey time, public transport not offering a door-to-door service, the difficulties of travelling with bags, children, or wheelchairs.
- D. Cost includes affordability as a barrier to travel and using a different mode to travel more cheaply.
- E. Other reasons include using each mode on limited occasions e.g. socialising, poor cleanliness and that they don't need to use buses or trains, including those who stated they were working at home more.

4. Two Page Summaries

The following pairs of pages show data for West Yorkshire as a whole then specific to each district, age group and public transport use. The order of these is listed in Table 4.

The first page of each summary shows the results from this 2020/21 survey as a horizontal bar to show relative satisfaction with various assets and services. The vertical bars alongside show the results from the most recent years to give an indication of change over time for West Yorkshire as a whole and each local authority district. The second page shows the use of various information sources and mode of transport, and access to technology and payment methods

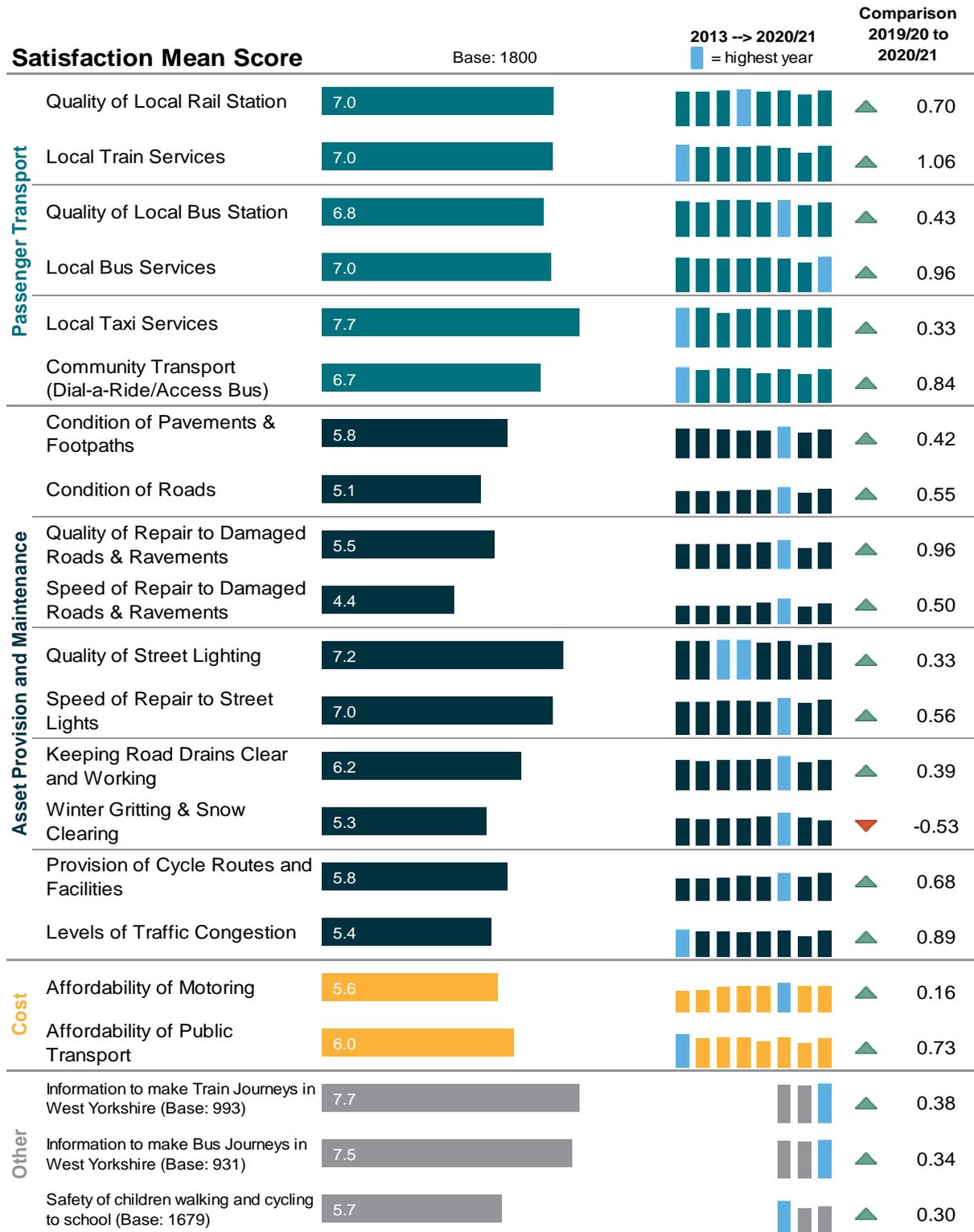
After the two page summaries there are tables to compare the data and identify any statistically significant differences between the results in the district and age summaries.

Appendix C provides demographic characteristics of the cross sections in the sample.

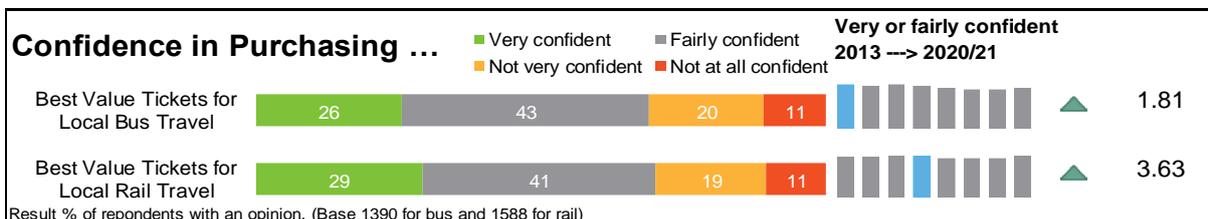
Table 4

4.1	West Yorkshire (whole sample)
4.2	Bradford
4.3	Calderdale
4.4	Kirklees
4.5	Leeds
4.6	Wakefield
4.7	Age 16-34
4.8	Age 35-64
4.9	Age 65+
4.10	Public transport users
4.11	Public transport non-users

West Yorkshire



Score on a scale of 1 to 10.



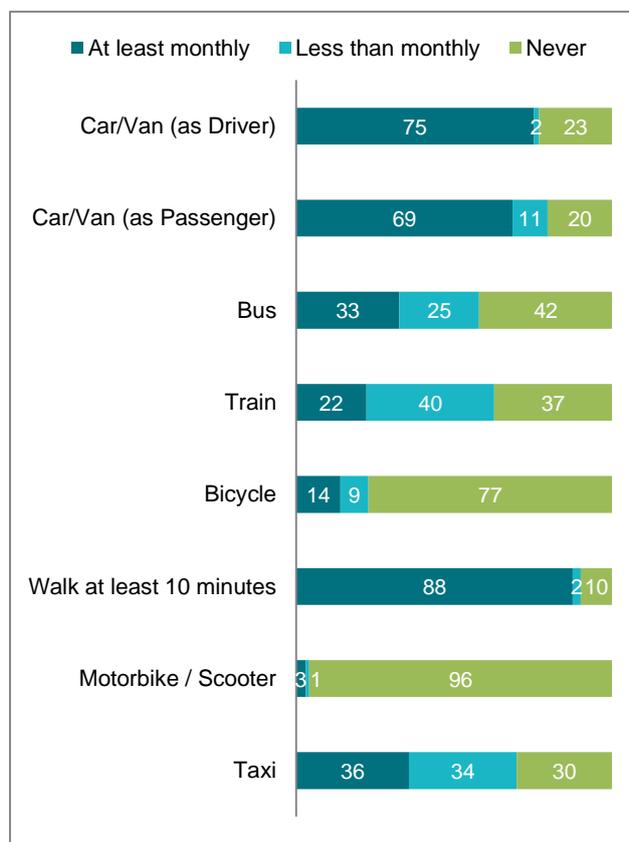
West Yorkshire

How people source information

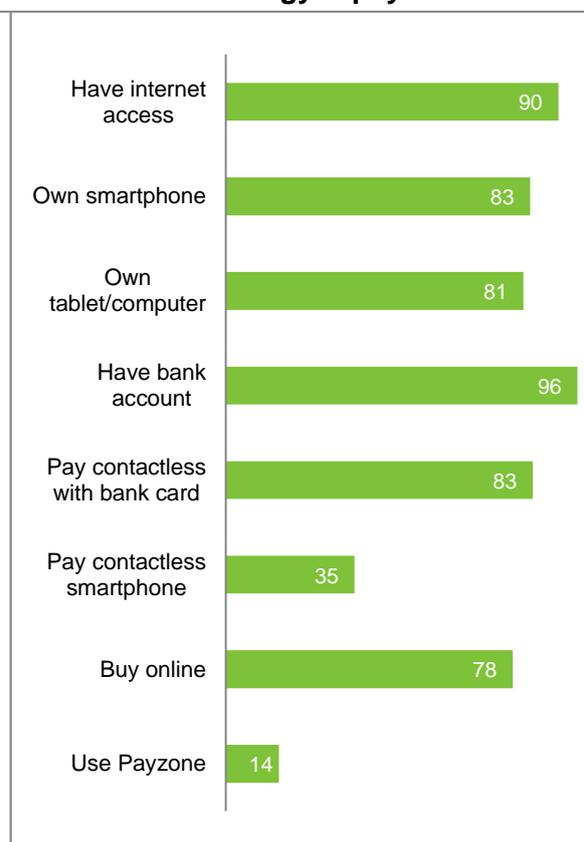
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	23%	25%	16%	40%	42%	27%
Timetable posters at bus stations & stops	17%	21%	12%	39%	41%	25%
Train time information at rail stations	14%	16%	11%	32%	34%	24%
Bus / rail operators' own websites	10%	11%	8%	31%	31%	21%
Metro's website (wymetro.com)	8%	7%	5%	25%	25%	17%
Timetable leaflets	6%	6%	3%	21%	22%	13%
YourNextBus using smartphone or internet	6%	9%	6%	14%	19%	12%
Timetable downloads from Metro's website	4%	5%	3%	18%	21%	13%
Travel Centres	3%	3%	2%	16%	17%	11%
YourNextBus using text message	2%	3%	2%	9%	10%	6%
Metro travel news on Twitter	2%	2%	1%	6%	7%	4%
Metro travel news on Facebook	2%	2%	1%	6%	8%	4%
Metroline call centre	1%	1%	1%	6%	7%	5%
Metro Messenger	1%	1%	0%	4%	4%	2%

Base: 1800

Mode use

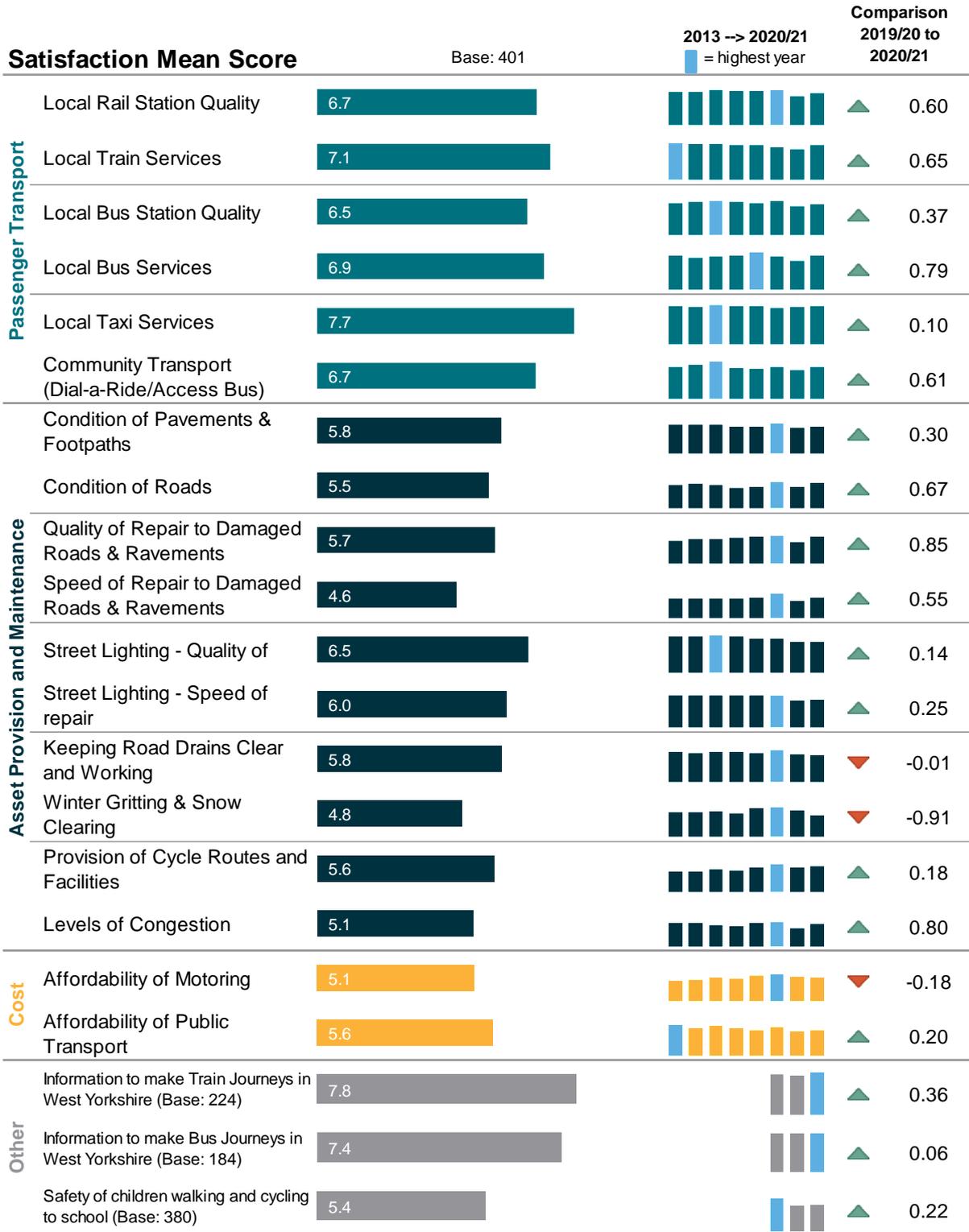


Access to technology & payment method

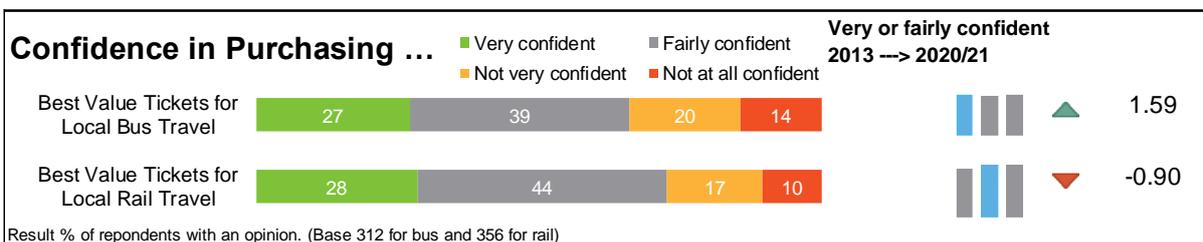


% of respondents. Base: 1800

Bradford



Score on a scale of 1 to 10.



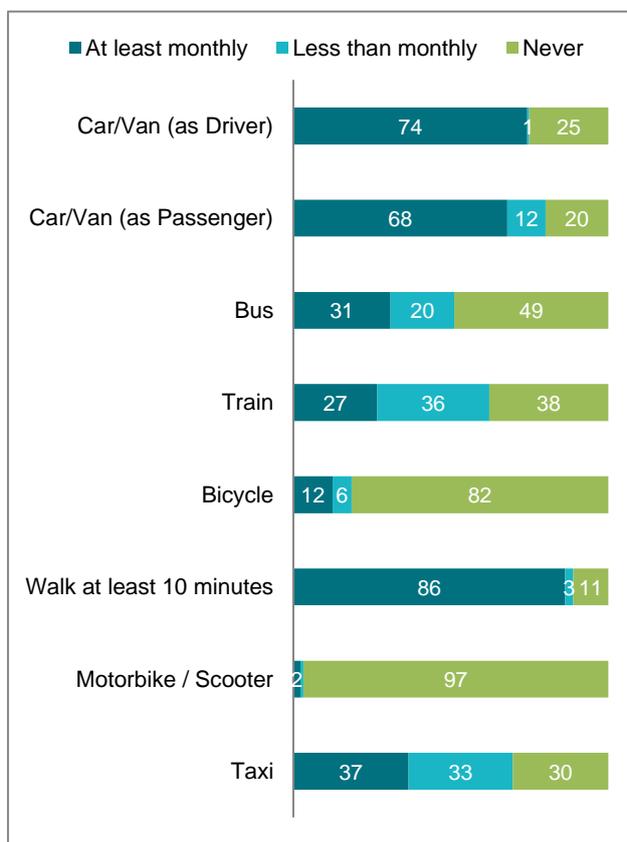
Bradford

How people source information

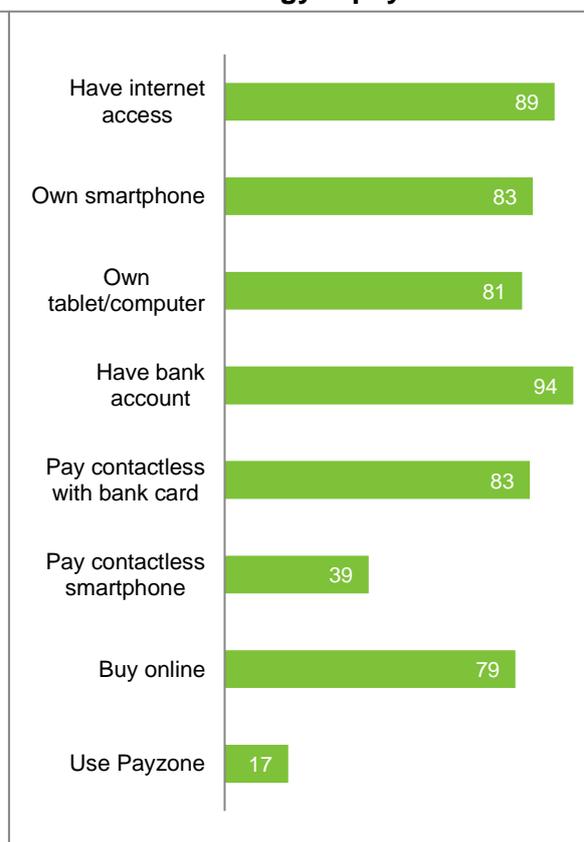
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	19%	19%	16%	35%	35%	25%
Timetable posters at bus stations & stops	17%	17%	12%	36%	37%	21%
Train time information at rail stations	14%	16%	11%	30%	38%	25%
Bus / rail operators' own websites	9%	13%	9%	31%	31%	20%
Metro's website (wymetro.com)	8%	8%	7%	26%	27%	17%
Timetable leaflets	7%	6%	5%	20%	22%	16%
YourNextBus using smartphone or internet	5%	9%	7%	15%	19%	12%
Timetable downloads from Metro's website	5%	8%	4%	20%	24%	12%
Travel Centres	3%	4%	2%	18%	19%	13%
YourNextBus using text message	2%	3%	3%	11%	9%	8%
Metro travel news on Twitter	3%	2%	1%	6%	10%	4%
Metro travel news on Facebook	1%	2%	2%	4%	10%	5%
Metroline call centre	1%	1%	2%	7%	10%	7%
Metro Messenger	0%	1%	1%	3%	4%	3%

Base: 401 (2020/2021)

Mode use



Access to technology & payment method



% of respondents. Base: 401

Calderdale

Satisfaction Mean Score		Base: 166	2013 --> 2020/21 = highest year	Comparison 2019/20 to 2020/21
Passenger Transport	Local Rail Station Quality	6.4		▲ 0.35
	Local Train Services	6.9		▲ 1.00
	Local Bus Station Quality	6.0		▲ 0.12
	Local Bus Services	6.7		▲ 0.91
	Local Taxi Services	7.6		▲ 0.28
	Community Transport (Dial-a-Ride/Access Bus)	6.6		▲ 0.78
Asset Provision and Maintenance	Condition of Pavements & Footpaths	5.9		▲ 0.40
	Condition of Roads	5.2		▲ 0.45
	Quality of Repair to Damaged Roads & Ravements	5.2		▲ 0.49
	Speed of Repair to Damaged Roads & Ravements	4.4		▲ 0.34
	Street Lighting - Quality of	7.3		▲ 0.50
	Street Lighting - Speed of repair	7.0		▲ 0.76
	Keeping Road Drains Clear and Working	6.0		▲ 0.41
	Winter Gritting & Snow Clearing	6.0		▼ -0.07
	Provision of Cycle Routes and Facilities	5.3		▲ 0.43
	Levels of Congestion	5.4		▲ 0.78
Cost	Affordability of Motoring	5.9		▲ 0.54
	Affordability of Public Transport	6.1		▲ 1.00
Other	Information to make Train Journeys in West Yorkshire (Base: 89)	7.5		▲ 0.29
	Information to make Bus Journeys in West Yorkshire (Base: 90)	7.2		▲ 0.36
	Safety of children walking and cycling to school (Base: 154)	5.6		▲ 0.28

Score on a scale of 1 to 10.

Confidence in Purchasing ...	Very confident	Fairly confident	Not very confident	Not at all confident	Very or fairly confident 2013 --> 2020/21	Comparison
Best Value Tickets for Local Bus Travel	23	42	22	13		▼ -1.78
Best Value Tickets for Local Rail Travel	32	40	15	12		▲ 9.71

Result % of repondents with an opinion. (Base 124 for bus and 147 for rail)

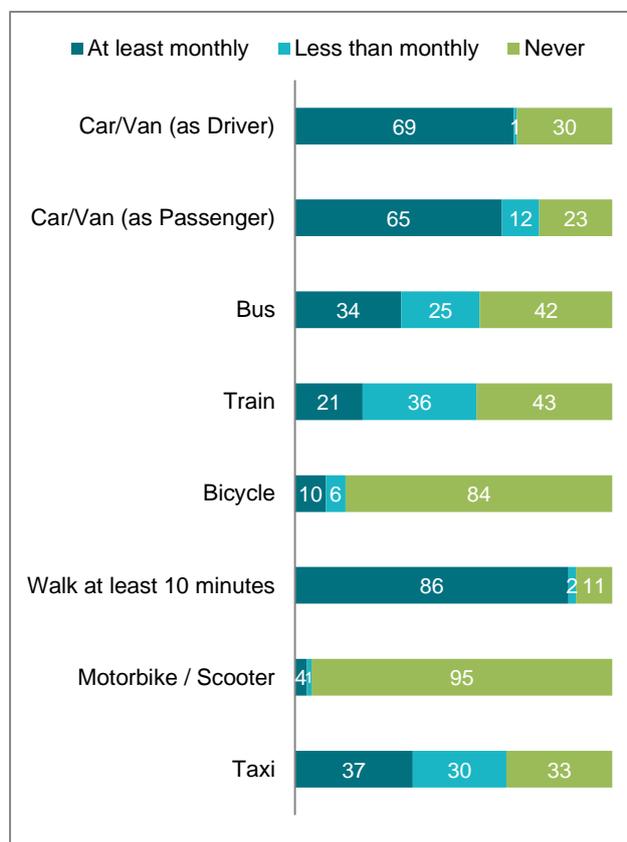
Calderdale

How people source information

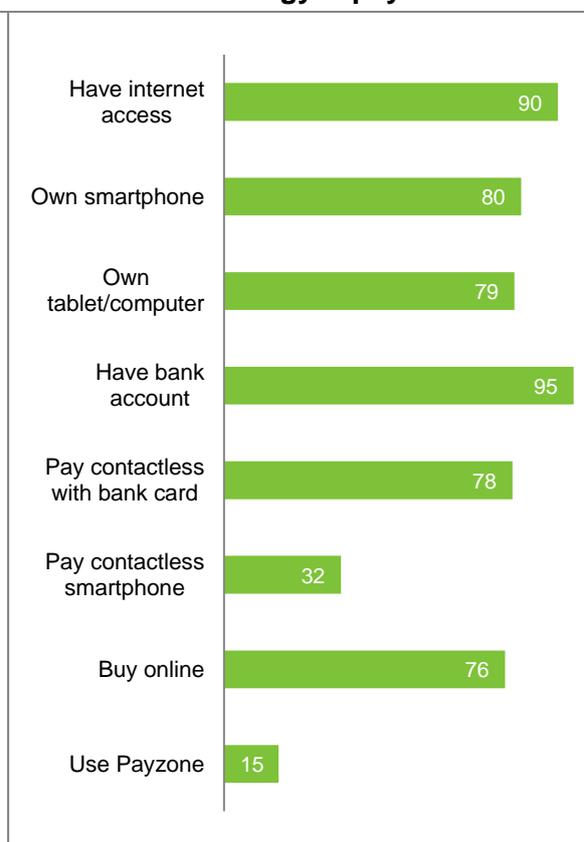
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	24%	31%	16%	39%	45%	28%
Timetable posters at bus stations & stops	19%	25%	11%	40%	44%	24%
Train time information at rail stations	19%	17%	10%	37%	36%	19%
Bus / rail operators' own websites	9%	11%	7%	28%	32%	21%
Metro's website (wymetro.com)	7%	8%	5%	23%	25%	17%
Timetable leaflets	5%	5%	2%	19%	24%	10%
YourNextBus using smartphone or internet	5%	7%	3%	15%	18%	10%
Timetable downloads from Metro's website	4%	5%	2%	17%	19%	13%
Travel Centres	3%	3%	2%	18%	18%	8%
YourNextBus using text message	2%	4%	3%	10%	13%	6%
Metro travel news on Twitter	1%	1%	1%	6%	5%	2%
Metro travel news on Facebook	1%	2%	2%	5%	6%	6%
Metroline call centre	1%	0%	1%	6%	7%	3%
Metro Messenger	1%	3%	0%	4%	7%	2%

Base: 166 (2020/2021)

Mode use

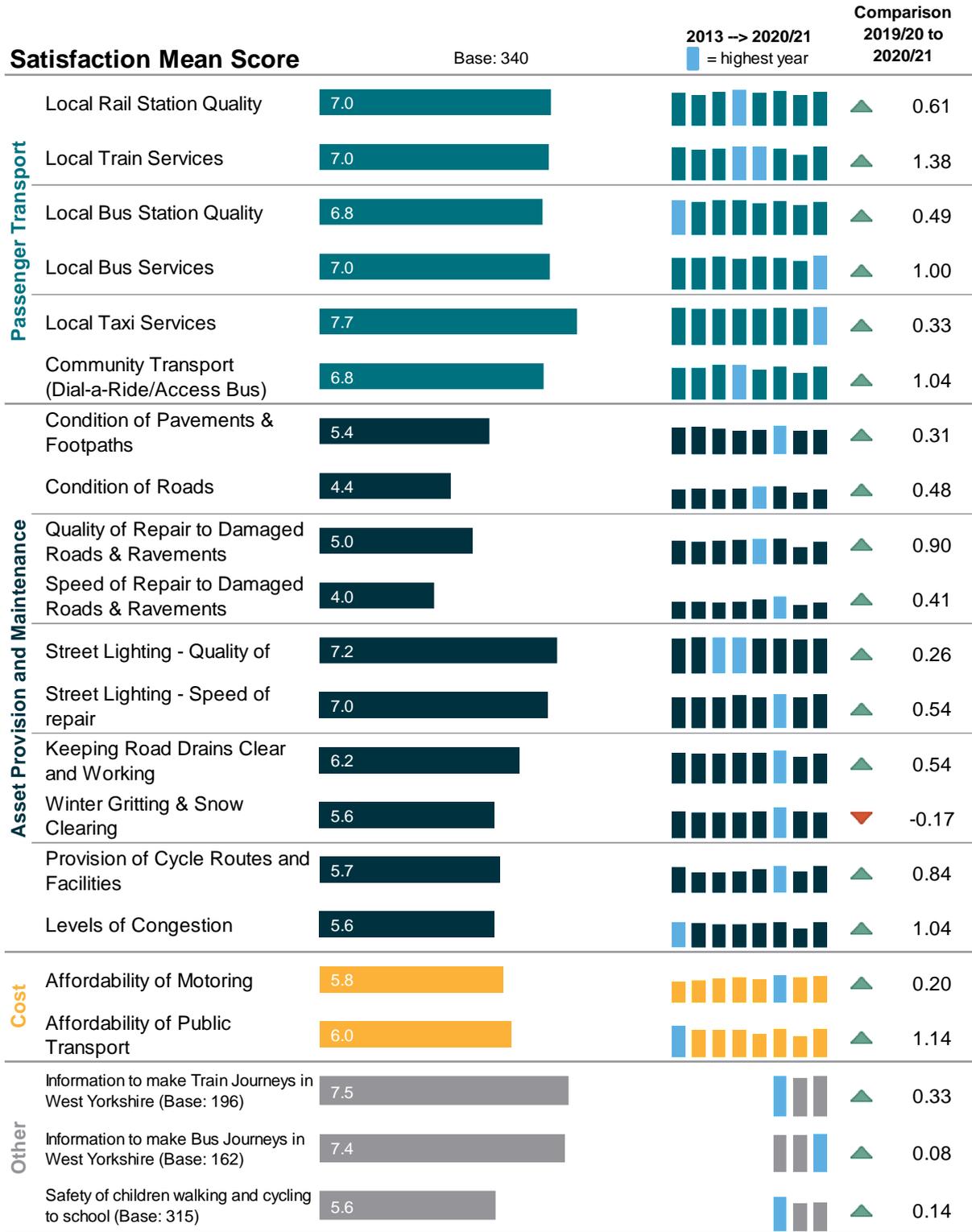


Access to technology & payment method

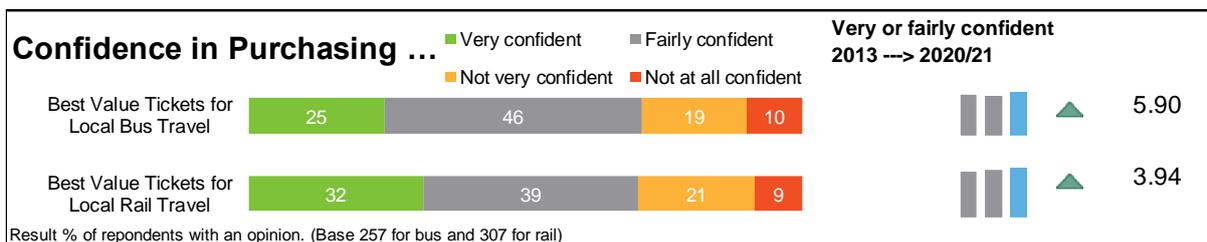


% of respondents. Base: 166

Kirklees



Score on a scale of 1 to 10.



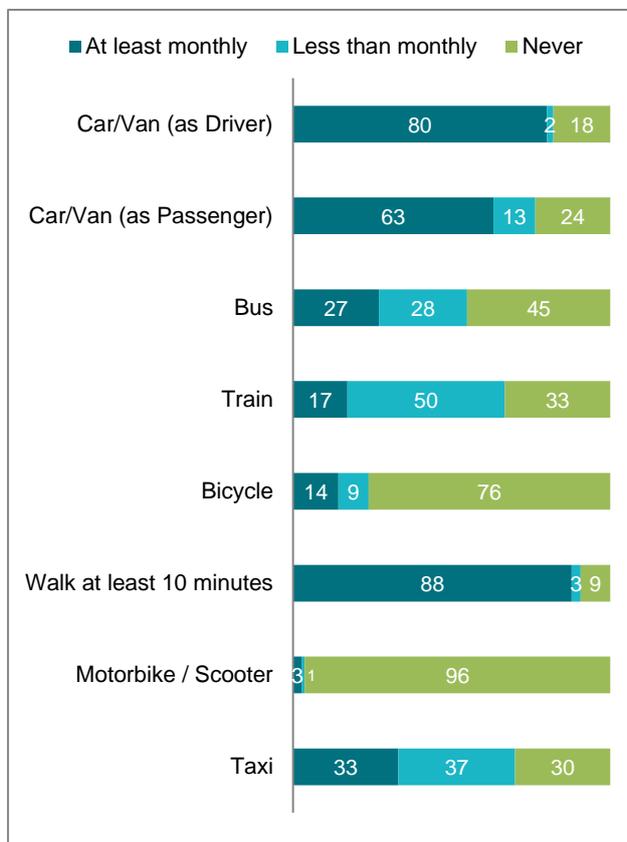
Kirklees

How people source information

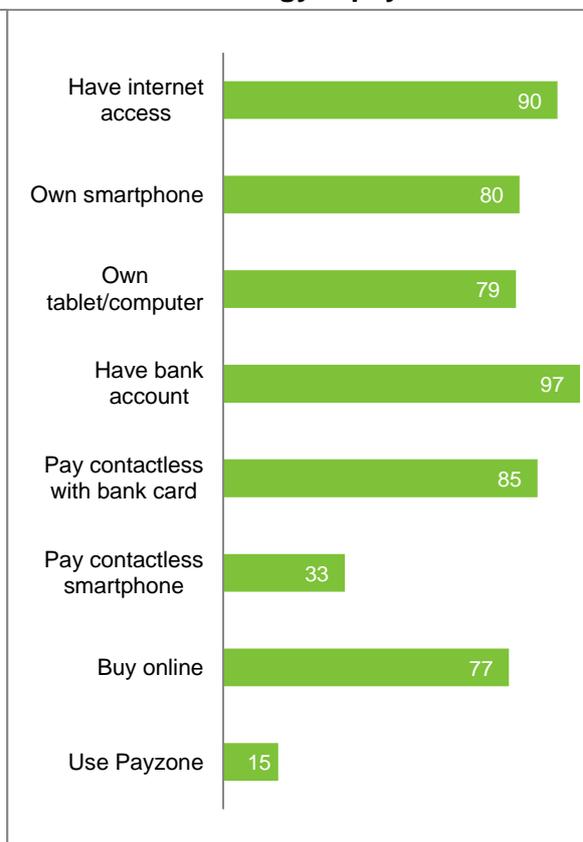
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	17%	21%	11%	34%	36%	21%
Timetable posters at bus stations & stops	14%	17%	9%	33%	37%	22%
Train time information at rail stations	14%	17%	11%	29%	36%	24%
Bus / rail operators' own websites	9%	10%	5%	25%	29%	18%
Metro's website (wymetro.com)	6%	4%	4%	21%	26%	14%
Timetable leaflets	6%	5%	2%	20%	22%	10%
YourNextBus using smartphone or internet	4%	7%	5%	8%	17%	11%
Timetable downloads from Metro's website	5%	4%	3%	14%	21%	11%
Travel Centres	4%	3%	2%	15%	17%	12%
YourNextBus using text message	2%	3%	1%	7%	11%	4%
Metro travel news on Twitter	2%	1%	1%	6%	6%	3%
Metro travel news on Facebook	3%	1%	1%	7%	8%	4%
Metroline call centre	2%	1%	0%	7%	5%	4%
Metro Messenger	1%	0%	1%	3%	2%	2%

Base: 340 (2020/2021)

Mode use

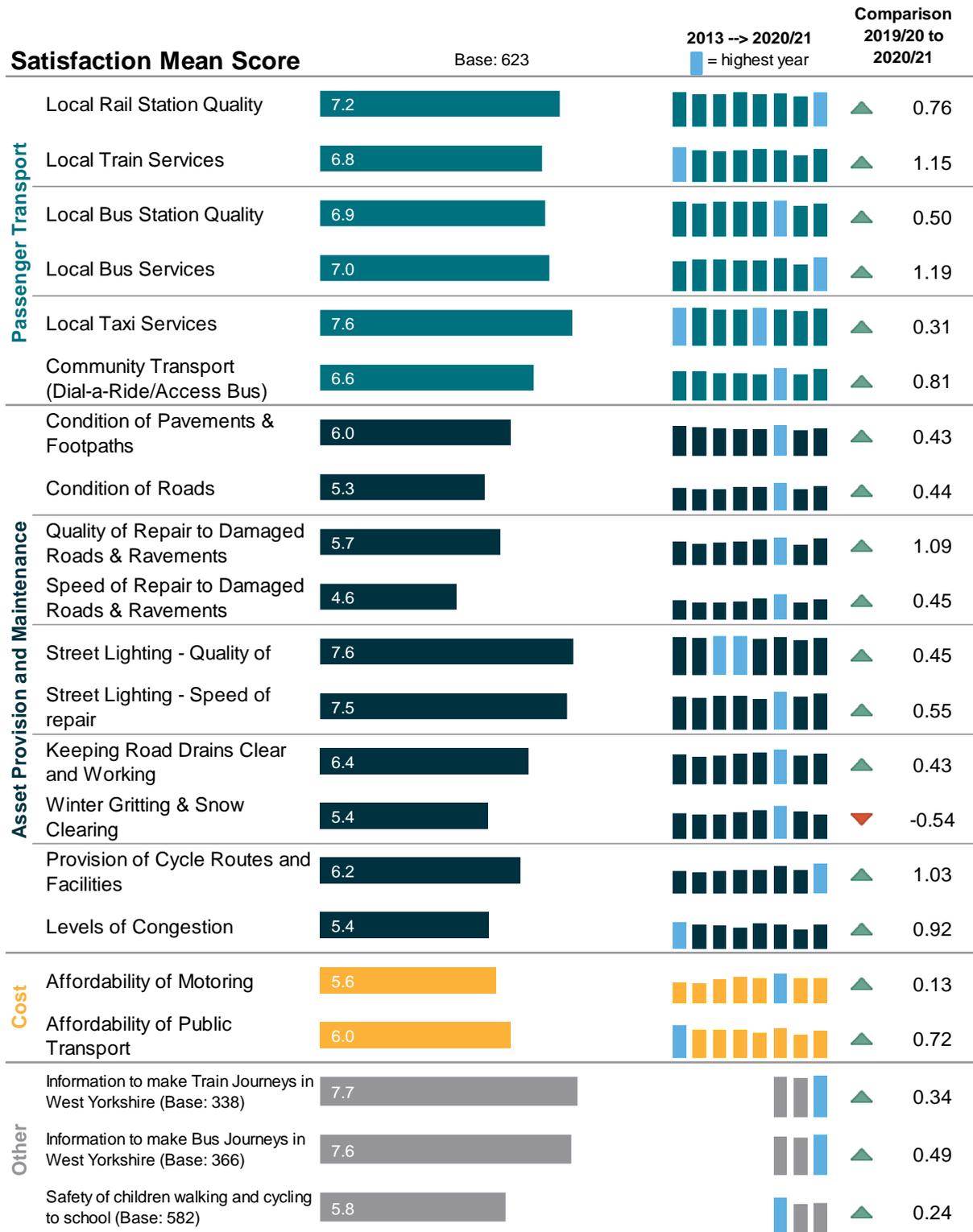


Access to technology & payment method

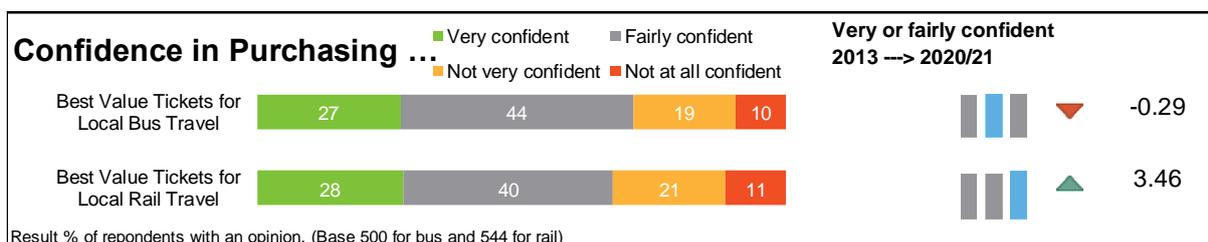


% of respondents. Base: 343

Leeds



Score on a scale of 1 to 10.



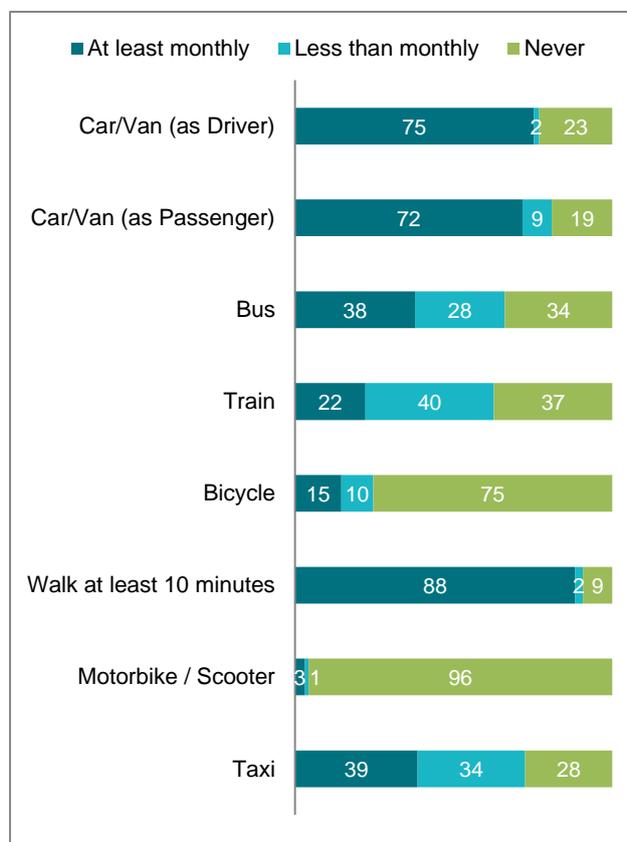
Leeds

How people source information

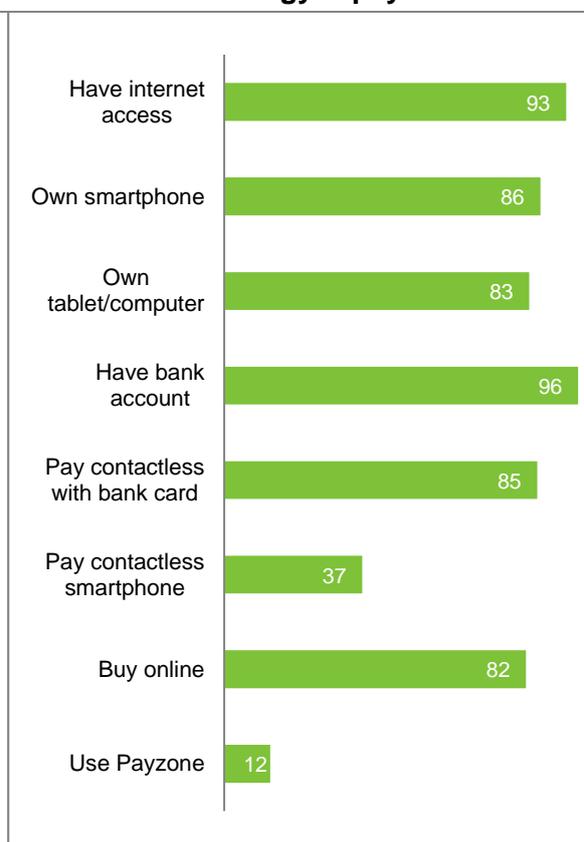
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	30%	35%	20%	50%	55%	33%
Timetable posters at bus stations & stops	20%	26%	15%	44%	49%	31%
Train time information at rail stations	13%	16%	12%	32%	32%	26%
Bus / rail operators' own websites	10%	13%	10%	35%	34%	25%
Metro's website (wymetro.com)	9%	9%	5%	29%	28%	20%
Timetable leaflets	6%	7%	3%	21%	24%	14%
YourNextBus using smartphone or internet	8%	13%	8%	18%	24%	16%
Timetable downloads from Metro's website	4%	6%	4%	20%	24%	16%
Travel Centres	2%	2%	1%	13%	17%	13%
YourNextBus using text message	3%	4%	2%	11%	13%	8%
Metro travel news on Twitter	1%	3%	1%	8%	8%	4%
Metro travel news on Facebook	2%	2%	1%	8%	8%	4%
Metroline call centre	1%	1%	1%	6%	6%	5%
Metro Messenger	1%	1%	0%	5%	4%	2%

Base: 623 (2020/2021)

Mode use



Access to technology & payment method



% of respondents. Base: 631

Wakefield

Satisfaction Mean Score		Base: 270	2013 --> 2020/21 = highest year	Comparison 2019/20 to 2020/21
Passenger Transport	Local Rail Station Quality	7.3		▲ 1.05
	Local Train Services	7.3		▲ 1.16
	Local Bus Station Quality	7.2		▲ 0.49
	Local Bus Services	7.1		▲ 0.66
	Local Taxi Services	7.9		▲ 0.74
	Community Transport (Dial-a-Ride/Access Bus)	6.7		▲ 1.07
Asset Provision and Maintenance	Condition of Pavements & Footpaths	5.9		▲ 0.77
	Condition of Roads	5.0		▲ 0.79
	Quality of Repair to Damaged Roads & Ravements	5.5		▲ 1.22
	Speed of Repair to Damaged Roads & Ravements	4.3		▲ 0.76
	Street Lighting - Quality of	7.5		▲ 0.35
	Street Lighting - Speed of repair	7.6		▲ 0.95
	Keeping Road Drains Clear and Working	6.1		▲ 0.71
	Winter Gritting & Snow Clearing	4.9		▼ -0.70
	Provision of Cycle Routes and Facilities	5.5		▲ 0.54
	Levels of Congestion	5.7		▲ 0.81
	Cost	Affordability of Motoring	5.8	
Affordability of Public Transport		6.3		▲ 0.93
Other	Information to make Train Journeys in West Yorkshire (Base: 147)	7.8		▲ 0.63
	Information to make Bus Journeys in West Yorkshire (Base: 130)	7.8		▲ 0.65
	Safety of children walking and cycling to school (Base: 248)	5.9		▲ 0.78

Score on a scale of 1 to 10.

Confidence in Purchasing ...	Very or fairly confident 2013 --> 2020/21				Comparison
	Very confident	Fairly confident	Not very confident	Not at all confident	
Best Value Tickets for Local Bus Travel	22	46	23	9	▲ 3.40
Best Value Tickets for Local Rail Travel	29	42	19	10	▲ 7.17

Result % of respondents with an opinion. (Base 196 for bus and 235 for rail)

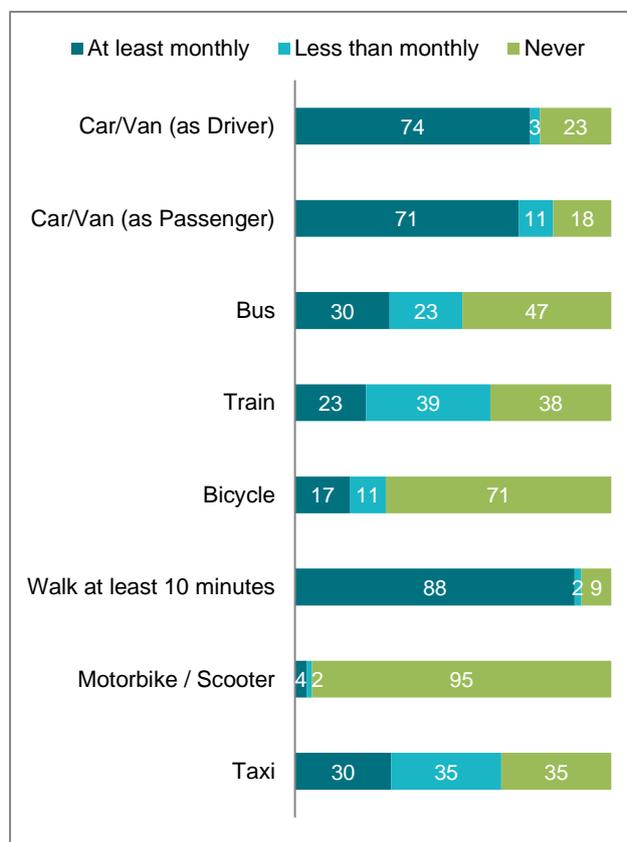
Wakefield

How people source information

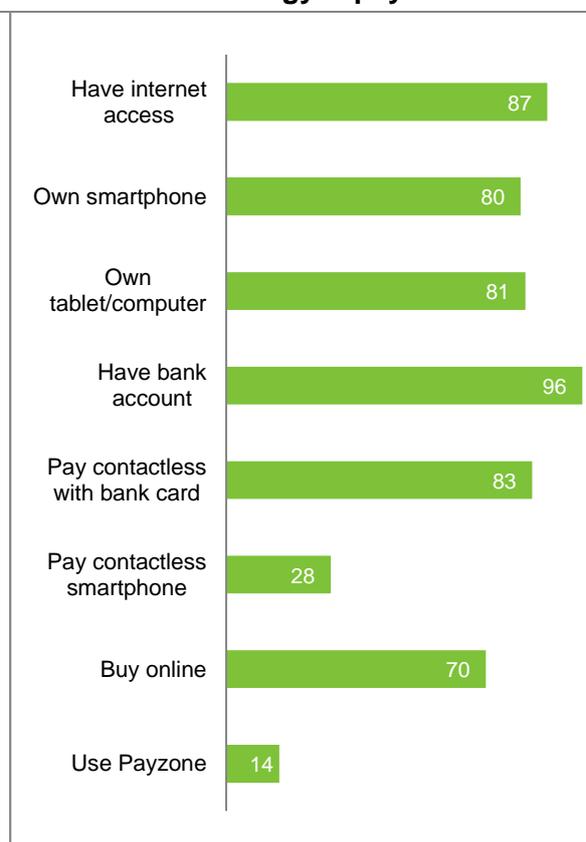
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	18%	15%	11%	33%	30%	22%
Timetable posters at bus stations & stops	16%	14%	11%	39%	34%	21%
Train time information at rail stations	15%	14%	8%	36%	31%	20%
Bus / rail operators' own websites	10%	7%	5%	32%	23%	19%
Metro's website (wymetro.com)	6%	3%	3%	21%	16%	14%
Timetable leaflets	5%	4%	3%	23%	15%	13%
YourNextBus using smartphone or internet	3%	4%	4%	8%	10%	6%
Timetable downloads from Metro's website	4%	2%	2%	17%	14%	8%
Travel Centres	3%	1%	2%	17%	12%	8%
YourNextBus using text message	2%	1%	1%	8%	5%	4%
Metro travel news on Twitter	0%	1%	0%	3%	6%	3%
Metro travel news on Facebook	1%	0%	1%	5%	4%	2%
Metroline call centre	1%	0%	0%	6%	5%	2%
Metro Messenger	0%	0%	0%	4%	1%	0%

Base: 270 (2020/2021)

Mode use

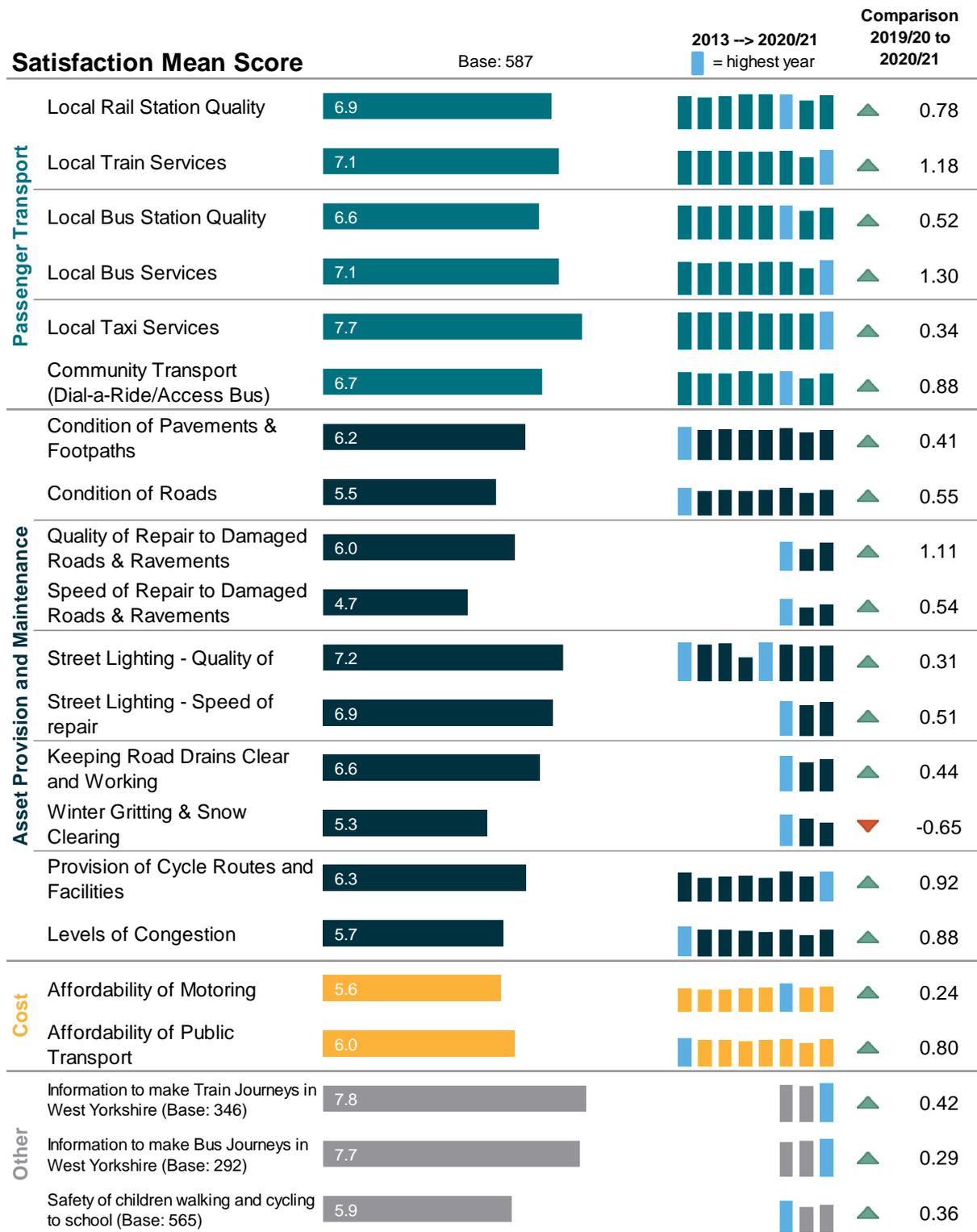


Access to technology & payment method

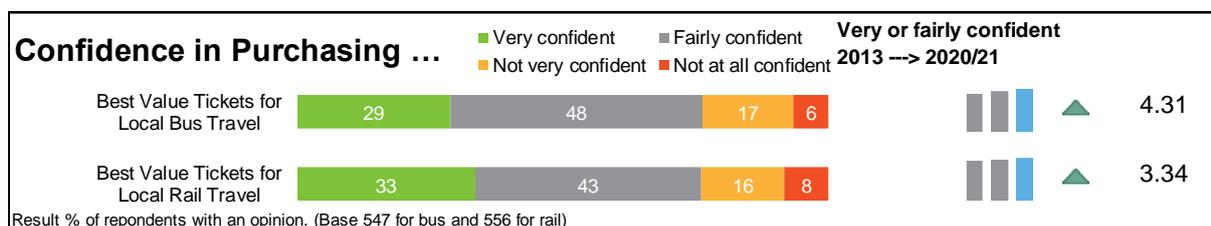


% of respondents. Base: 270

Age 16-34



Score on a scale of 1 to 10.



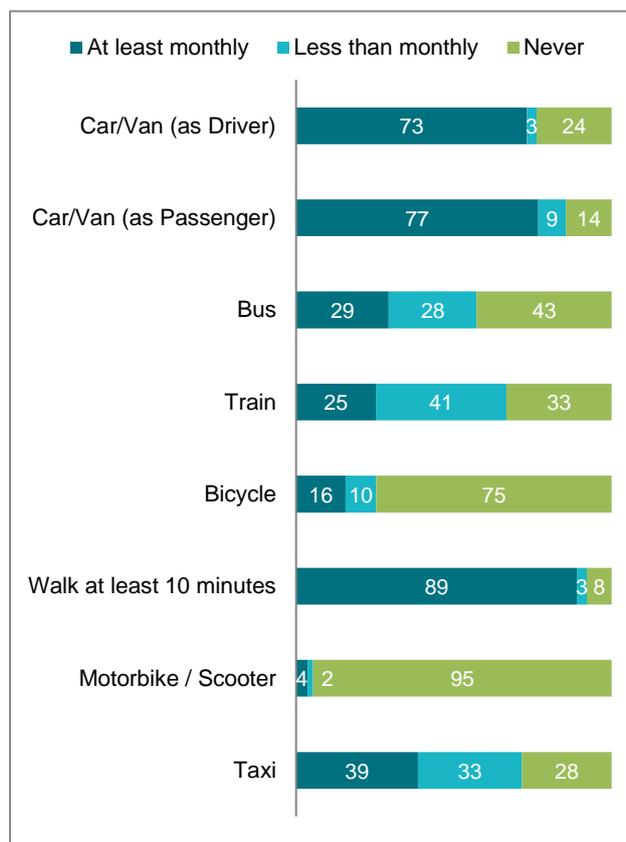
Age 16-34

How people source information

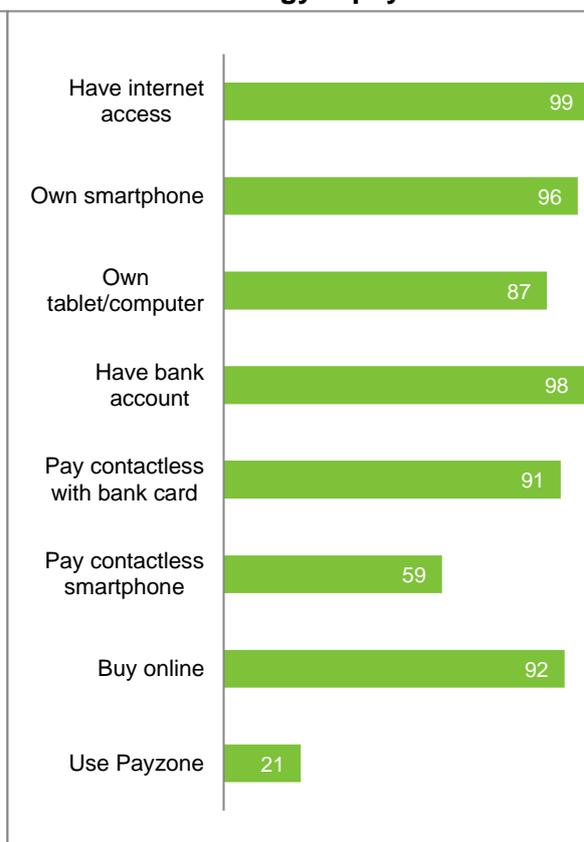
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	27%	30%	19%	42%	44%	29%
Timetable posters at bus stations & stops	20%	24%	16%	39%	41%	25%
Train time information at rail stations	17%	18%	14%	32%	36%	27%
Bus / rail operators' own websites	12%	14%	8%	33%	30%	21%
Metro's website (wymetro.com)	10%	10%	6%	25%	27%	18%
Timetable leaflets	2%	4%	3%	13%	17%	9%
YourNextBus using smartphone or internet	10%	16%	10%	22%	28%	18%
Timetable downloads from Metro's website	6%	8%	5%	20%	23%	13%
Travel Centres	2%	3%	2%	13%	17%	10%
YourNextBus using text message	4%	5%	2%	12%	12%	7%
Metro travel news on Twitter	3%	4%	2%	10%	12%	7%
Metro travel news on Facebook	2%	3%	2%	9%	11%	6%
Metroline call centre	2%	0%	2%	6%	6%	6%
Metro Messenger	1%	1%	1%	4%	5%	2%

Base: 587 (2020/2021)

Mode use



Access to technology & payment method



% of respondents. Base: 587

Age 35-64

Satisfaction Mean Score		Base: 831	2013 -> 2020/21 = highest year	Comparison 2019/20 to 2020/21	
Passenger Transport	Local Rail Station Quality	7.0		▲ 0.71	
	Local Train Services	6.8		▲ 0.94	
	Local Bus Station Quality	6.8		▲ 0.53	
	Local Bus Services	6.8		▲ 0.86	
	Local Taxi Services	7.6		▲ 0.49	
	Community Transport (Dial-a-Ride/Access Bus)	6.5		▲ 0.90	
Asset Provision and Maintenance	Condition of Pavements & Footpaths	5.6		▲ 0.43	
	Condition of Roads	4.8		▲ 0.47	
	Quality of Repair to Damaged Roads & Ravements	5.2		▲ 0.91	
	Speed of Repair to Damaged Roads & Ravements	4.2		▲ 0.44	
	Street Lighting - Quality of	7.1		▲ 0.36	
	Street Lighting - Speed of repair	6.9		▲ 0.68	
	Keeping Road Drains Clear and Working	5.9		▲ 0.33	
	Winter Gritting & Snow Clearing	5.1		▼ -0.49	
	Provision of Cycle Routes and Facilities	5.6		▲ 0.54	
	Levels of Congestion	5.2		▲ 0.98	
	Cost	Affordability of Motoring	5.5		▲ 0.11
		Affordability of Public Transport	5.6		▲ 0.80
	Other	Information to make Train Journeys in West Yorkshire (Base: 504)	7.6		▲ 0.44
Information to make Bus Journeys in West Yorkshire (Base: 413)		7.4		▲ 0.51	
Safety of children walking and cycling to school (Base: 785)		5.5		▲ 0.38	

Score on a scale of 1 to 10.

Confidence in Purchasing ...	Confidence Levels				Very or fairly confident 2013 -> 2020/21	Comparison
	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	22	42	22	13		▲ 0.27
Best Value Tickets for Local Rail Travel	27	41	20	11		▲ 2.64

Result % of repondents with an opinion. (Base 742 for bus and 763 for rail)

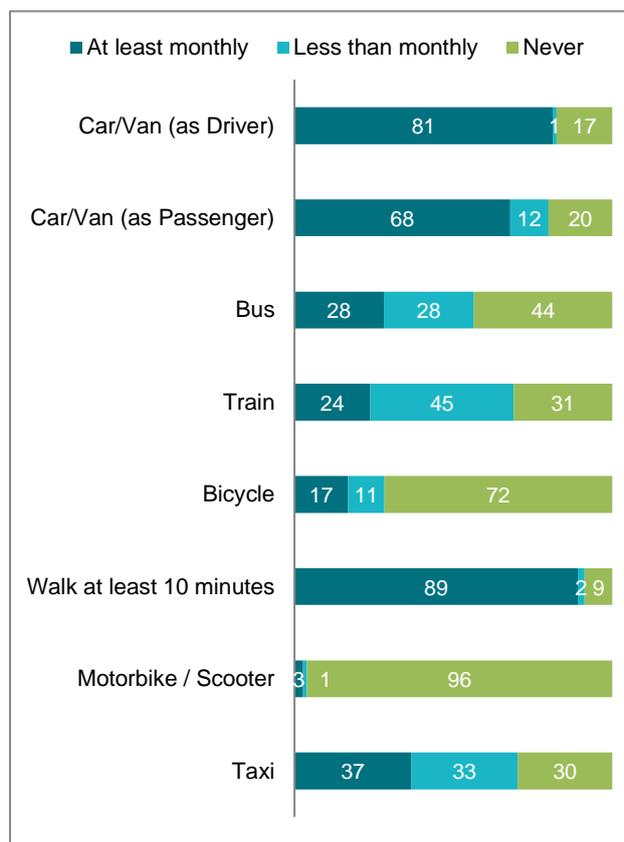
Age 35-64

How people source information

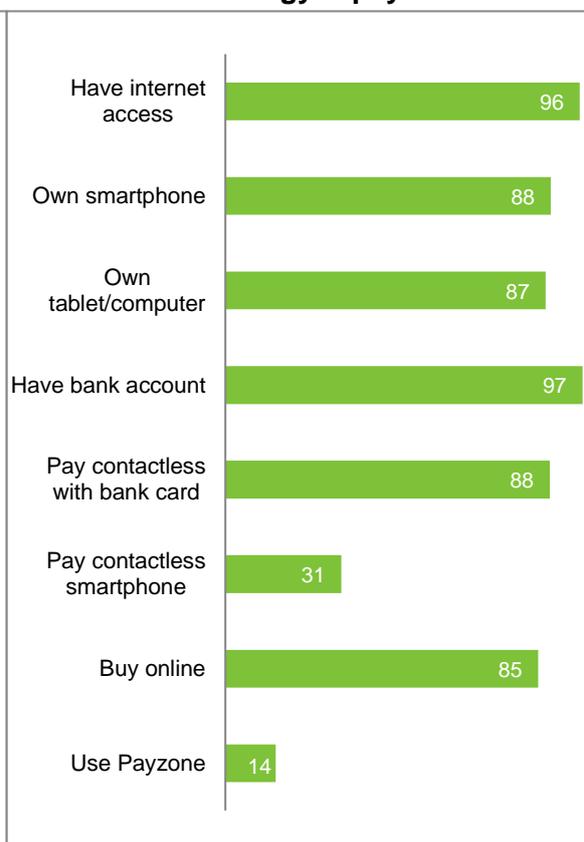
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	18%	21%	13%	37%	40%	23%
Timetable posters at bus stations & stops	13%	17%	10%	35%	39%	22%
Train time information at rail stations	13%	17%	11%	35%	39%	26%
Bus / rail operators' own websites	10%	12%	9%	35%	36%	25%
Metro's website (wymetro.com)	7%	6%	5%	28%	28%	19%
Timetable leaflets	5%	5%	2%	20%	21%	13%
YourNextBus using smartphone or internet	5%	7%	5%	12%	16%	10%
Timetable downloads from Metro's website	4%	4%	3%	20%	22%	13%
Travel Centres	2%	2%	1%	15%	17%	11%
YourNextBus using text message	1%	3%	2%	9%	11%	6%
Metro travel news on Twitter	1%	1%	1%	6%	7%	3%
Metro travel news on Facebook	2%	1%	1%	6%	8%	4%
Metroline call centre	1%	1%	0%	6%	7%	4%
Metro Messenger	1%	1%	0%	4%	3%	2%

Base: 831 (2020/2021)

Mode use



Access to technology & payment method



% of respondents. Base: 831

Age 65+

Satisfaction Mean Score		Base: 363	2013 --> 2020/21 = highest year	Comparison 2019/20 to 2020/21	
Passenger Transport	Local Rail Station Quality	7.2		▲ 0.55	
	Local Train Services	7.0		▲ 1.10	
	Local Bus Station Quality	7.0		▲ 0.09	
	Local Bus Services	7.1		▲ 0.67	
	Local Taxi Services	7.8		▼ -0.06	
	Community Transport (Dial-a-Ride/Access Bus)	7.0		▲ 0.77	
Asset Provision and Maintenance	Condition of Pavements & Footpaths	5.6		▲ 0.53	
	Condition of Roads	5.3		▲ 0.81	
	Quality of Repair to Damaged Roads & Ravements	5.3		▲ 0.89	
	Speed of Repair to Damaged Roads & Ravements	4.5		▲ 0.59	
	Street Lighting - Quality of	7.6		▲ 0.26	
	Street Lighting - Speed of repair	7.2		▲ 0.32	
	Keeping Road Drains Clear and Working	6.0		▲ 0.55	
	Winter Gritting & Snow Clearing	5.5		▼ -0.37	
	Provision of Cycle Routes and Facilities	5.6		▲ 0.67	
	Levels of Congestion	5.5		▲ 0.78	
	Cost	Affordability of Motoring	5.9		▲ 0.20
		Affordability of Public Transport	6.9		▲ 0.53
Other	Information to make Train Journeys in West Yorkshire (Base: 132)	7.5		▲ 0.10	
	Information to make Bus Journeys in West Yorkshire (Base: 216)	7.5		▲ 0.14	
	Safety of children walking and cycling to school (Base: 313)	5.8		▲ 0.06	

Score on a scale of 1 to 10.

Confidence in Purchasing ...	Very or fairly confident 2013 --> 2020/21				
	Very confident	Fairly confident	Not very confident	Not at all confident	
Best Value Tickets for Local Bus Travel	34	32	15	18	▲ 1.46
Best Value Tickets for Local Rail Travel	27	35	24	14	▲ 8.06

Result % of repondents with an opinion. (Base 90 for bus and 249 for rail)

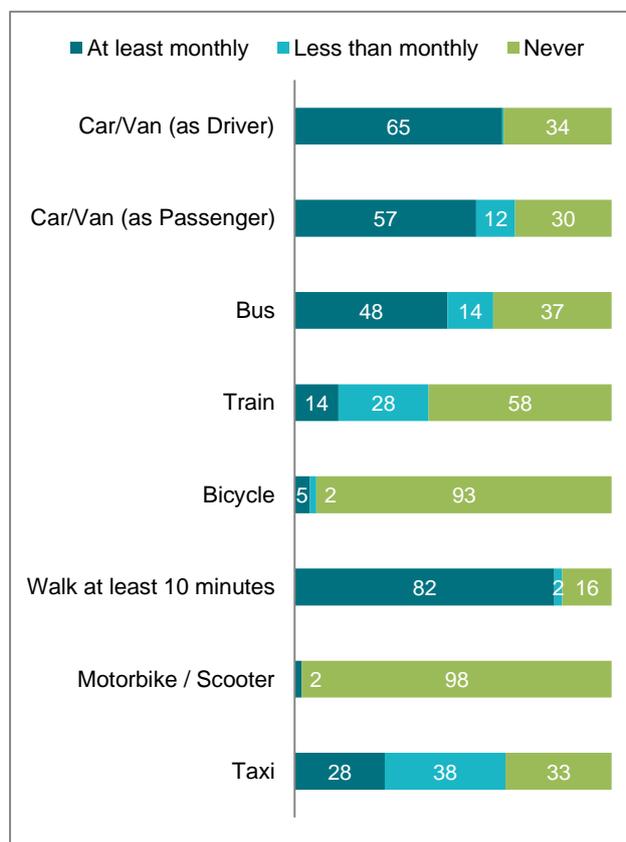
Age 65+

How people source information

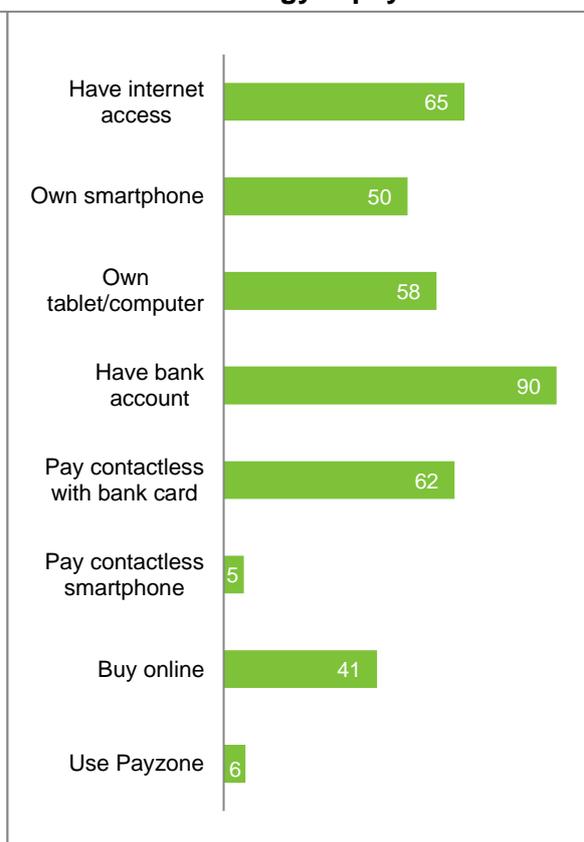
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	27%	26%	17%	46%	45%	32%
Timetable posters at bus stations & stops	24%	23%	12%	48%	47%	30%
Train time information at rail stations	14%	12%	6%	26%	23%	15%
Bus / rail operators' own websites	5%	7%	5%	17%	21%	13%
Metro's website (wymetro.com)	4%	4%	2%	19%	18%	13%
Timetable leaflets	14%	10%	6%	36%	31%	22%
YourNextBus using smartphone or internet	1%	4%	2%	4%	9%	7%
Timetable downloads from Metro's website	2%	3%	2%	11%	17%	11%
Travel Centres	4%	2%	1%	22%	15%	15%
YourNextBus using text message	2%	2%	1%	6%	6%	5%
Metro travel news on Twitter	0%	0%	0%	1%	1%	0%
Metro travel news on Facebook	0%	0%	0%	4%	2%	3%
Metroline call centre	1%	1%	1%	9%	7%	6%
Metro Messenger	1%	1%	0%	3%	1%	2%

Base: 363 (2020/2021)

Mode use

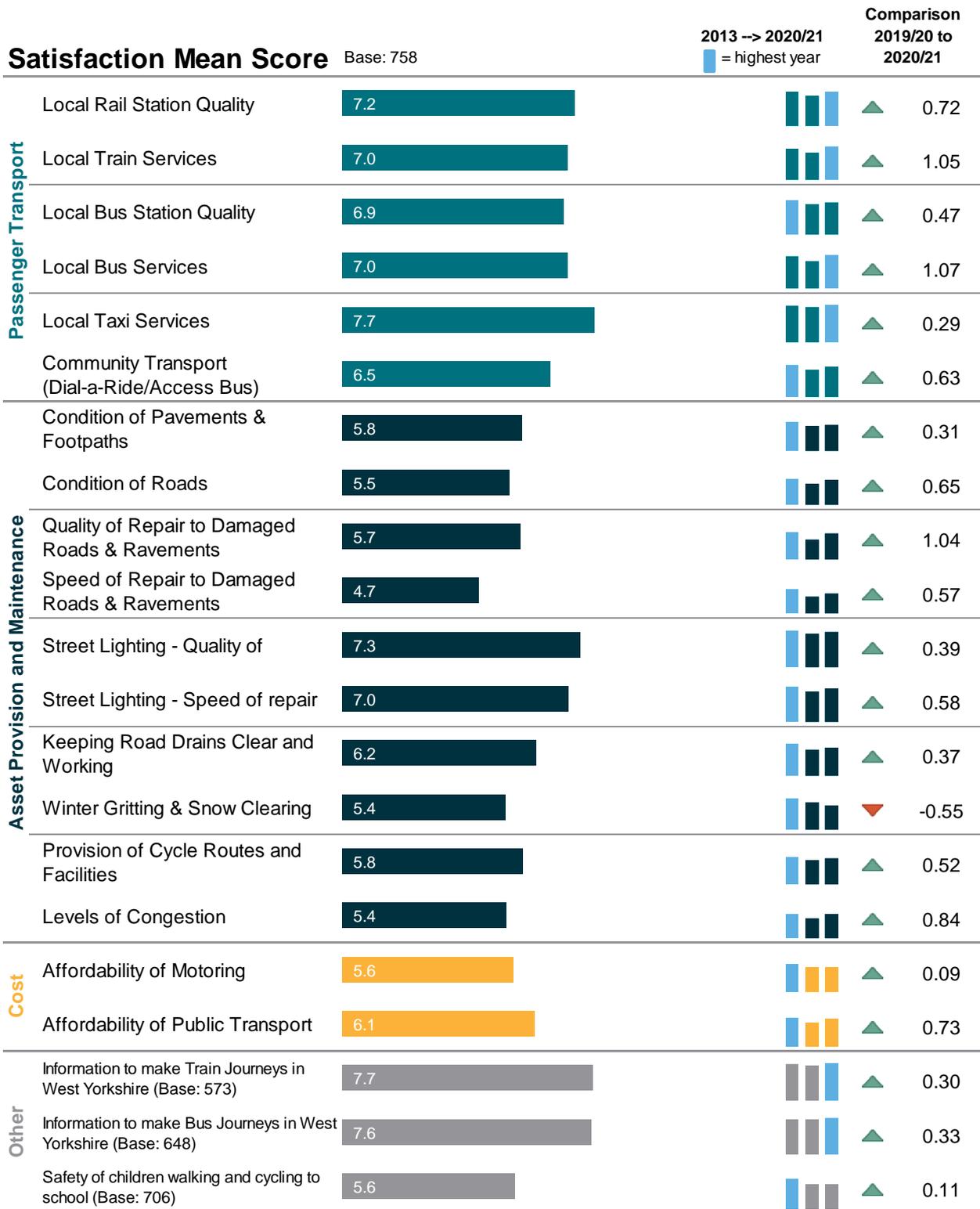


Access to technology & payment method

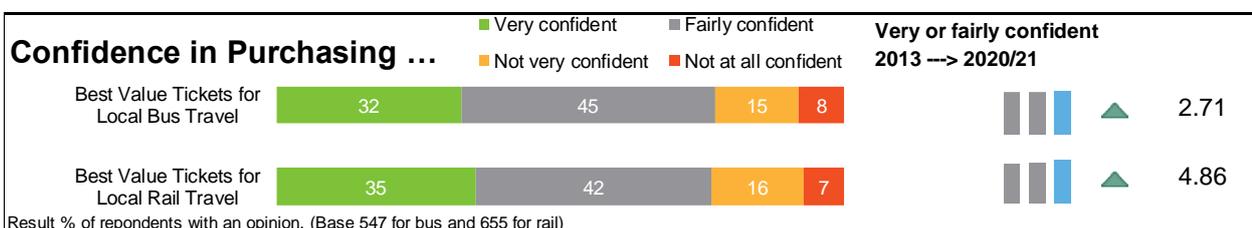


% of respondents. Base: 353

Public Transport: Use at least monthly



Score on a scale of 1 to 10.



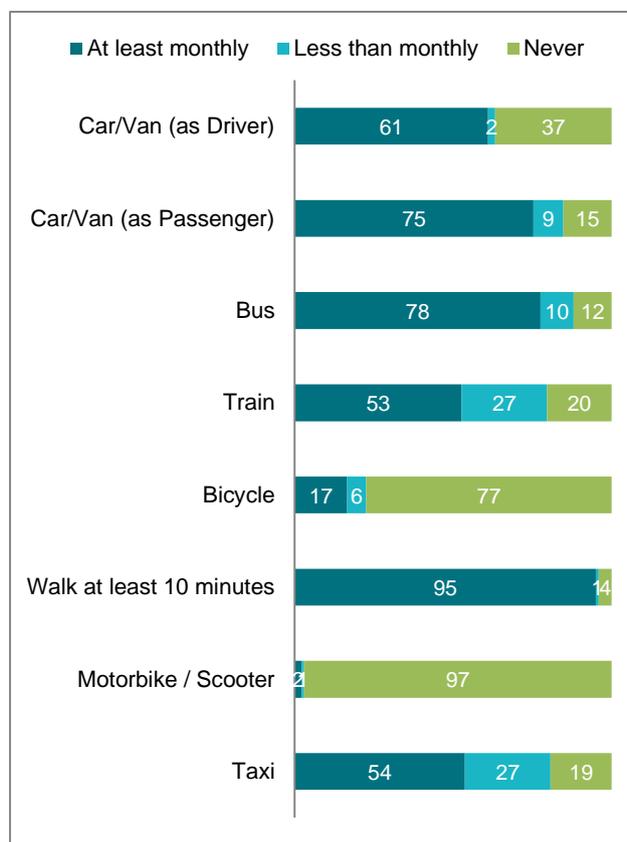
Public Transport: Use at least monthly

How people source information

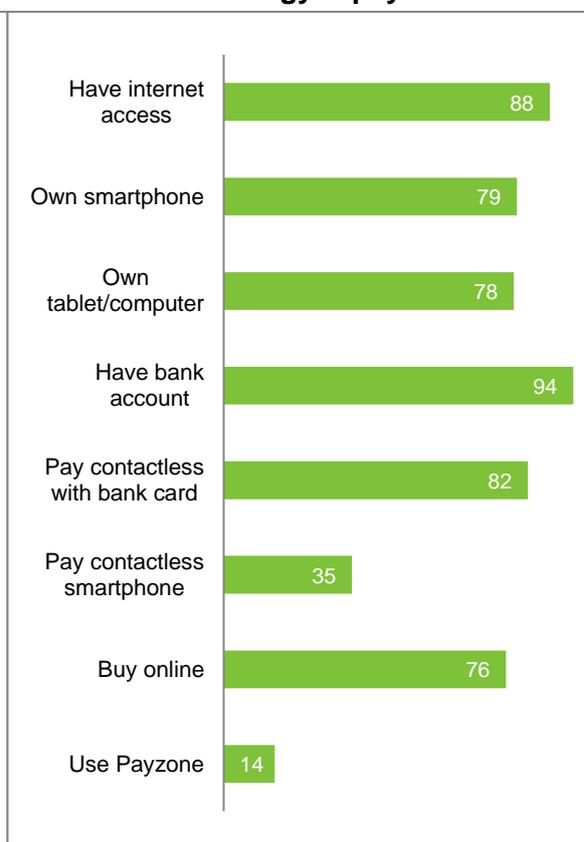
	Frequently			Frequently or Occasionally		
	2019	2020	2021	2019	2020	2021
Electronic time displays at bus stations & stops	38%	37%	36%	64%	61%	57%
Timetable posters at bus stations & stops	30%	31%	27%	61%	60%	51%
Train time information at rail stations	23%	23%	23%	46%	47%	46%
Bus / rail operators' own websites	16%	16%	17%	47%	42%	42%
Metro's website (wymetro.com)	13%	10%	11%	38%	36%	34%
Timetable leaflets	9%	8%	7%	32%	30%	26%
YourNextBus using smartphone or internet	10%	14%	13%	23%	28%	25%
Timetable downloads from Metro's website	7%	8%	8%	28%	30%	25%
Travel Centres	4%	4%	4%	24%	24%	24%
YourNextBus using text message	4%	5%	4%	15%	15%	14%
Metro travel news on Twitter	3%	3%	2%	10%	11%	7%
Metro travel news on Facebook	2%	2%	3%	10%	11%	9%
Metroline call centre	2%	1%	2%	10%	9%	10%
Metro Messenger	1%	1%	1%	6%	5%	4%

Base: 758 (2020/2021)

Mode use



Access to technology & payment method



% of respondents. Base: 758

Public Transport: Use less than monthly

Satisfaction Mean Score		Base: 1041	2013 --> 2020/21	Comparison 2019/20 to 2020/21	
			■ = highest year		
Passenger Transport	Local Rail Station Quality	6.9		▲ 0.85	
	Local Train Services	6.9		▲ 1.14	
	Local Bus Station Quality	6.6		▲ 0.54	
	Local Bus Services	6.9		▲ 0.78	
	Local Taxi Services	7.6		▲ 0.44	
	Community Transport (Dial-a-Ride/Access Bus)	6.8		▲ 1.09	
Asset Provision and Maintenance	Condition of Pavements & Footpaths	5.8		▲ 0.60	
	Condition of Roads	4.9		▲ 0.74	
	Quality of Repair to Damaged Roads & Ravements	5.3		▲ 1.11	
	Speed of Repair to Damaged Roads & Ravements	4.3		▲ 0.63	
	Street Lighting - Quality of	7.2		▲ 0.32	
	Street Lighting - Speed of repair	6.9		▲ 0.58	
	Keeping Road Drains Clear and Working	6.2		▲ 0.44	
	Winter Gritting & Snow Clearing	5.2		▼ -0.40	
	Provision of Cycle Routes and Facilities	5.8		▲ 0.96	
	Levels of Congestion	5.4		▲ 0.95	
	Cost	Affordability of Motoring	5.6		▲ 0.27
		Affordability of Public Transport	5.8		▲ 0.95
	Other	Information to make Train Journeys in West Yorkshire (Base: 421)	7.7		▲ 0.65
		Information to make Bus Journeys in West Yorkshire (Base: 284)	7.2		▲ 0.68
Safety of children walking and cycling to school (Base: 973)		5.8		▲ 0.63	

Score on a scale of 1 to 10.

Confidence in Purchasing ...	Very or fairly confident 2013 --> 2020/21				Comparison 2013 --> 2020/21
	Very confident	Fairly confident	Not very confident	Not at all confident	
Best Value Tickets for Local Bus Travel	21	42	23	13	▲ 8.81
Best Value Tickets for Local Rail Travel	25	40	22	13	▲ 8.35

Result % of respondents with an opinion. (Base 843 for bus and 933 for rail)

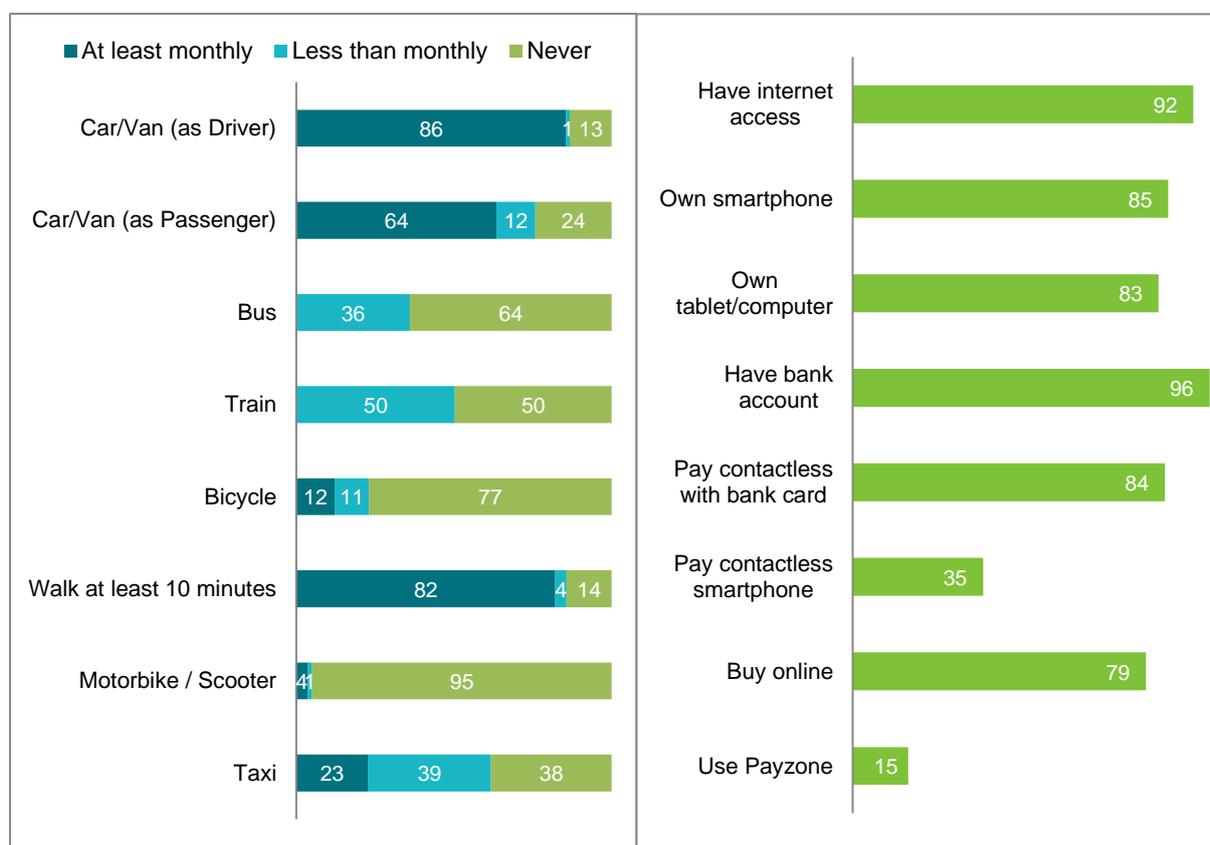
Public Transport: Use less than monthly

Awareness of public transport information sources*

	Aware		
	2019	2020	2021
Timetable posters at bus stations and stops	79%	72%	74%
Train time information at rail stations	73%	66%	69%
Electronic time displays at bus stations and stops	71%	65%	74%
Bus / rail operators' own websites	66%	60%	63%
Metro's website (wymetro.com)	63%	58%	60%
Timetable leaflets	59%	48%	55%
Timetable downloads from Metro's website	54%	49%	52%
Travel Centres	44%	36%	43%
YourNextBus smartphone or internet	40%	43%	48%
YourNextBus text message	40%	35%	41%
Metroline call centre	31%	28%	34%
Metro travel news on Facebook	26%	22%	28%
Metro travel news on Twitter	21%	17%	22%
Metro Messenger	14%	14%	14%

Base:1041 (2020/2021)

*This table shows the awareness of information for respondents who do not use public transport, rather than frequency of using information sources which is shown for all other two page summaries



% of respondents. Base: 1041

4.12 Significant differences in responses

Significance testing was completed at the 95% confidence level. Where results are reported as different between age brackets or districts this means that the differences are significant at the 95% confidence level, and are highlighted where shown in the following tables.

For the purposes of this analysis, a person was considered satisfied if they gave a score of 8 or higher and was considered dissatisfied if they gave a score of 3 or lower. Appendix D shows all the satisfaction scores for West Yorkshire assets based on these criteria.

Satisfaction with West Yorkshire assets

Table 4.10 : Satisfaction in 2020/21 compared to 2019/20

Table 4.10 shows the proportion of residents who gave a score of 8 or higher for each of West Yorkshire assets in 2020/21 and 2018/19 waves of the survey. The difference in satisfaction scores from 2019/20 and 2020/21 is then shown whether it is significant or not.

West Yorkshire asset	Proportion of total responses satisfied		
	2018/19	2019/20	Significant change
Condition of pavements & footpaths	19%	26%	Significant
Condition of roads	12%	16%	Significant
Speed of repair to damaged roads & pavements	8%	12%	Significant
Quality of repair to damaged roads & pavements	14%	26%	Significant
Quality of street lighting	50%	57%	Significant
Speed of repair to street lights	41%	52%	Significant
Keeping road drains clear & working	29%	38%	Significant
Winter gritting & snow clearing	30%	26%	Significant
Local bus services	32%	51%	Significant
Local train services	29%	49%	Significant
Local taxi services	57%	63%	Significant
Community transport (Dial-a-Ride/Access Bus)	30%	44%	Significant
Affordability of public transport	21%	28%	Significant
Quality of local rail station	35%	47%	Significant
Quality of local bus station	35%	42%	Significant
Provision of cycle routes & facilities	20%	29%	Significant
Levels of traffic congestion	14%	20%	Significant
Affordability of motoring	17%	19%	Not significant

Weighted base: 1800 (2020/21)

Age

As referenced in section 3.3 of this report, Tables 4.11 to 4.15 show results that are significantly between different age bands.

Table 4.11: Satisfaction with roads/pavements

Table 4.11 shows residents aged 16-34 gave significantly higher satisfaction scores for the condition of pavements and footpaths compared to residents aged 35-64. Both the youngest (aged 16-34) and oldest (65+) residents gave significantly higher scores for the condition of roads, while those aged over 65 gave significantly higher satisfaction scores for the quality of street lighting.

Age bracket	Condition of pavements and footpaths	Condition of roads	Quality of street lighting
16-34	32%	20%	54%
35-64	21%	12%	54%
65+	26%	21%	63%

Table 4.12: Frequency of catching a bus

Residents aged over 65 use buses more frequently with 38% using a bus at least once a week, which is significantly more compared to residents in the lower age brackets.

Age bracket	At least four days per week	1 to 3 days per week	Never
16-34	9%	11%	43%
35-64	7%	9%	44%
65+	11%	27%	37%

Table 4.13: Satisfaction with local bus service and bus station

Residents aged over 65 are more satisfied with their local bus station compared to the other age groups and the youngest (aged 16-34) and oldest residents (aged 65+) are more likely to be satisfied with the bus service than those aged 35 to 64.

Age bracket	Bus service	Bus station
16-34	43%	30%
35-64	35%	32%
65+	45%	40%

Table 4.14: Frequency of catching a train

Residents aged 16-34 and 35-64 catch a train more frequently, at least monthly, compared to residents aged 65+. 58% of residents aged over 65 never catch a train which is significant compared with 33% of 16-34 year olds and 31% of 35-64 year olds.

Age bracket	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or twice a year	Less than once a year	Never
16-34	2%	8%	17%	12%	22%	7%	33%
35-64	3%	4%	17%	12%	26%	7%	31%
65+	1%	3%	10%	8%	16%	5%	58%

Table 4.15: Affordability of public transport

Residents aged over 65 are more likely to be satisfied with the affordability of public transport than those in the lower age groups. The over 65 age bracket has a higher proportion of people who are eligible for free bus travel and half-price rail travel.

Age bracket	Affordability of public transport
16-34	24%
35-64	16%
65+	32%

District

Table 4.21: Satisfaction with the quality of their local bus and train station

The proportion of residents in Wakefield who are satisfied with the quality of their local bus station is significant compared to Bradford. Calderdale and Leeds and the proportion of residents in Wakefield who are satisfied with the quality of their local train station is significant compared to Bradford and Calderdale.

District	Local bus station	Local train station
Bradford	28%	31%
Calderdale	22%	29%
Kirklees	36%	38%
Leeds	31%	39%
Wakefield	45%	43%

Table 4.22: Satisfaction with winter gritting and snow clearing

The proportion of residents in Bradford and Wakefield who are dissatisfied with winter gritting and snow clearing is statistically significant compared to the other three districts, Calderdale, Kirklees, Leeds and Wakefield. This was the only West Yorkshire asset to have a lower satisfaction score than 2019/20.

District	Dissatisfied
Bradford	37%
Calderdale	21%
Kirklees	25%
Leeds	25%
Wakefield	37%

Table 4.23: Satisfaction with the condition of roads

The proportion of residents in Kirklees who are dissatisfied with the condition of roads is statistically significant compared to Bradford, Leeds and Wakefield. This was the only West Yorkshire asset to have a lower satisfaction score than 2019/20.

District	Dissatisfied
Bradford	20%
Calderdale	25%
Kirklees	37%
Leeds	21%
Wakefield	24%

Table 4.24: Satisfaction with the provision of cycle routes

The proportion of residents in Leeds who are satisfied with the provision of cycle routes is statistically significant compared to Bradford, Calderdale and Wakefield.

District	Dissatisfied
Bradford	19%
Calderdale	15%
Kirklees	23%
Leeds	30%
Wakefield	19%

Appendix A Questionnaire

West Yorkshire Customer Perceptions of Transport Survey

2020-2021 Financial Year

ALL UPDATES FOR THIS WAVE ARE SHOWN IN GREEN TEXT

The survey was introduced and respondents were advised of how their data would be used and their rights under GDPR.

West Yorkshire Residents Perceptions of Transport Survey

2020-2021 Financial Year

INTROQ	Before I continue, I just need to ask, is anyone in the household is a West Yorkshire Combined Authority employee? Yes CLOSE No CONTINUE
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Demographic quota questions asked up front.....

S1	Which of these age categories do you belong? <i>Response: 16 to 24 / 25 to 34 / 35 to 44 / 45 to 54 / 55 to 64 / 65 to 74 / 75 plus) / unprompted prefer not to say</i>
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S2	Gender (or Which best describes your gender?) <i>Response: Male / Female / Other or Prefer Not To Say</i>
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S5	To which of the following ethnic groups do you consider yourself to belong? If you'd prefer not to allow us to use this data we can move on 1. White British 2. White Other 3. Asian / Asian British 4. Black / Black British 5. Mixed / Multiple ethnic groups 6. Other ethnic group or prefer not to say <i>Response: Tick one that is closest description</i>
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Q2	ROTATE LIST
	I am now going to run through a list of travel themes. I would like you to say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following <u>in your local area</u>?
	(QUESTION Q1 - Importance of these attributes - is not an annual question so all respondents were asked about satisfaction with all attributes)
	The condition of pavements & footpaths
	The condition of roads
	The speed of repair to damaged roads & pavements
	The quality of repair to damaged roads & pavements
	The quality of street lighting
	The speed of repair to street lights
	Keeping road drains clear & working
	Winter gritting & snow clearing
	Local bus services
	Local train services
	Local taxi services
	Community transport (Dial-a-Ride/Access Bus)
	The affordability of public transport
	The quality of local rail station
	The quality of local bus station
	Provision of cycle routes & facilities
	Levels of traffic congestion
The affordability of motoring	
<i>Response on a 10 point scale where 1 is low and 10 is high. Don't know is also an option but not offered by the interviewer</i>	

Q16	<p>How satisfied are you with the safety of children walking or cycling to school in your local area?</p> <p>If prompt needed: e.g. think as a parent, grandparent, or a road user, are the roads, paths, and streetlights in good enough condition and are the traffic conditions suitable?</p> <p><i>Response on a 10 point scale where 1 is low and 10 is high. Don't know is also an option but not offered by the interviewer</i></p>
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Q7 Thinking about how you travel in West Yorkshire, how often do you ...

- a) drive a car or van
- b) travel as a car or van passenger
- c) Catch a bus
- d) Catch a train
- e) use a bicycle
- f) walk for at least **10** minutes to get somewhere
- g) travel by motorbike or motorscooter
- h) use a taxi

Response:

1. *At least 4 days per week*
2. *1 to 3 days per week*
3. *1 to 3 times per month*
4. *every 2 to 3 months*
5. *once or twice a year*
6. *less than once a year*
7. *never*

If respondent offers Park and Ride as both Car and also as either bus or train depending on public transport used.

We are interested in travel, meaning to get from A to B.

The travel should be in West Yorkshire, it may include travel to and from neighbouring areas such as Manchester, Sheffield and York but not what happens when people get there.

Q3 to Q5	Q3 to Q5 asked together (subject to routing). ROTATE LIST And now I'm going to run through some ways to get information about public transport in the area.
Q3	Q3 : ASK ALL Are you aware of ...? Yes No
Q4	Q4 ASK IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 and Q3=YES and/or Yes at Q3 AND Q7A_D (train) = codes 1-4 and Q3=YES Q4 'And do you use it (or them)?' If 'yes' then prompt 'Is that Frequently, Occasionally, or Very Rarely?' If "no" then select "Never"
Q5	Q5 ASK IF use occasionally or frequently at Q4: Q5 And how satisfied are you with it (these) . (prompt if needed on the scale of 1 to 10 like before)
	Bus / rail operators' own websites
	Metro's website (wymetro.com)
	Timetable downloads from Metro's website
	Timetable leaflets
	Metroline call centre
	Metro Messenger
	Metro travel news on Twitter
	Metro travel news on Facebook
	Travel Centres
	Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Timetable posters at bus stations and stops
	Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Electronic time displays at bus stations and stops
	Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Metro's YourNextBus real-time information using text message
	Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Metro's YourNextBus real-time information using smartphone or internet
	Ask IF Yes at Q3 AND Q7A_D (train) = codes 1-4 Train time information at rail stations
	<i>Response Q3 : Yes / No</i>
	<i>Response Q4 :</i>
	<i>1. Frequently</i>
	<i>2. Occasionally</i>
	<i>3. Very Rarely</i>
	<i>4. Never</i>
	<i>Response Q5 : on a 10 point scale where 1 is low and 10 is high.</i>
	<i>Q5 should not require a Don't Know option as people are aware and have used information</i>

Q11a	ASK IF Q7A_C (bus) =codes 1-5 When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?
Q11aa	ASK IF Q7A_C (bus) =codes 6-7 If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket
Q11b	ASK IF Q7A_D (train) =codes 1-5 When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?
Q11bb	ASK IF Q7A_C (train) =codes 6-7 If you had to travel by a local train tomorrow, how confident are you that you would purchase the best value ticket
<p><i>Response list for all (single response to each question):</i></p> <ol style="list-style-type: none">1. <i>Very confident</i>2. <i>Fairly confident</i>3. <i>Not very confident</i>4. <i>Not at all confident</i>5. <i>I have a concessionary pass and do not pay for travel</i>6. <i>Unprompted not applicable or don't know</i>	

<p>Q6c_1</p>	<p>ASK IF Q7A_C (bus) = codes 1-5 (local bus used at least once or twice per year) How satisfied are you overall with the information available to you to make bus journeys in West Yorkshire? <i>Response on a 10 point scale</i></p>
<p>Q6c_2</p>	<p>ASK IF Q7A_D (train) = codes 1-5 (local train used at least once or twice per year) How satisfied are you overall with the information available to you to make rail journeys in West Yorkshire? [ASK only if local bus and/or train used at least once or twice per year] <i>Response on a 10 point scale</i></p>
<p>Q6aa_1</p>	<p>ASK IF Q7A_C (bus) = codes 1-5 and /or Q7A_D (train) = codes 1-5 INTERVIEWER DO NOT READ OUT RESPONSE LIST. PROBE IF NECESSARY Thinking about last time you planned a local bus or train journey before setting off, how did you get the information that you needed?</p> <hr/> <p><i>Response: (Tick any that apply):</i></p> <ol style="list-style-type: none"> 1. <i>website (specify – see below)</i> 2. <i>app (specify – see below)</i> 3. <i>Timetable leaflets</i> 4. <i>paper map</i> 5. <i>other (specify)</i> 6. <i>N/A – I never pre-plan journeys</i> <p>If Q6aa_1=1 or 2 Which APPS and/or WEBSITES do you use? (MULTICODE) INTERVIEWER INSTRUCTION: DO NOT READ OUT LIST <i>Metro website</i> <i>Google Maps</i> <i>National Rail</i> <i>The Trainline</i> <i>the bus operators own site/app,</i> <i>the train operators own site/app,</i> <i>other (specify)</i></p> <hr/> <p>ASK Q6aa_1 response was not option 6 And was this information sourced for:</p> <ol style="list-style-type: none"> 1. Buses only 2. Trains only 3. Both buses and trains

<p>Q6ab</p>	<p>ASK IF Q7A_C (bus) = codes 1-5 and /or Q7A_D (train) = codes 1-5 [ASK only if local bus and/or train used at least once or twice per year] INTERVIEWER DO NOT READ OUT RESPONSE LIST. What method did you use the last time you obtained information whilst on a bus or train journey? <i>Response: (Tick any that apply):</i></p> <ol style="list-style-type: none"> 1. website 2. app 3. Electronic screens at stops & stations 4. Timetable leaflets 5. Timetable posters at stops & stations 6. other 7. N/A
<p>Q6bbb</p>	<p>ASK Q6ab response was not option 6 And was this information sourced for:</p> <ol style="list-style-type: none"> 1. Buses only 2. Trains only 3. Both buses and trains
<p>Q6ba</p>	<p>ASK IF Q7A_D (train) = codes 1-5 (local train used at least once or twice per year) INTERVIEWER READ OUT LIST What method did you use the last time you bought a rail ticket. <i>Response: (Expect a single Response but plausible for more than on to apply):</i></p> <ol style="list-style-type: none"> 1. website 2. app 3. self-service machine 4. talked to staff 5. other 6. N/A
<p>Q6bb</p>	<p>ASK IF Q7A_C (bus) = codes 1-5 INTERVIEWER READ OUT LIST What method did you use the last time you bought a bus ticket. <i>Response: (Expect a single Response but plausible for more than on to apply):</i></p> <ol style="list-style-type: none"> 1. website 2. app 3. self-service machine 4. talked to staff 5. other 6. N/A

BREAK POINT:
If less than 4 minutes of time remaining, jump to P5.

NEW QUESTIONS FOR WAVE 19

ASK IF Q7A_C (bus) = codes 5 or 6 or 7

MULTI CODE

INSTRUCTION: Interviewer read out list

Q9a **Thinking about COVID-19, which of these statements do you agree with?**

*ASK only IF LOCAL BUS used **less than** every 2 to 3 months*

I don't need to use buses as often as I used to

I don't want to use buses as often as I used to

None of these

ASK IF Q7A_D (train) = codes 5 or 6 or 7

MULTI CODE

INSTRUCTION: Interviewer read out list

Q10a **Thinking about COVID-19, which of these statements do you agree with?**

*ASK only IF LOCAL TRAIN used **less than** every 2 to 3 months*

I don't need to use trains as often as I used to

I don't want to use trains as often as I used to

None of these

<p>Q9</p>	<p>Other than COVID-19, What are the main reason(s) you do not use local buses more often? <i>ASK only IF LOCAL BUS used less than every 2 to 3 months</i></p>
<p>Q10</p>	<p>Other than COVID-19, What are the main reason(s) you do not use local trains more often? <i>ASK only IF LOCAL TRAIN used less than every 2 to 3 months</i></p>
<p>INTERVIEWER DO NOT READ OUT RESPONSE LIST PROBE ONCE: ANY OTHER REASON / IS THAT THE ONLY REASON <i>If respondent says "prefer car" ask "what is it that you prefer about the car"</i></p>	
<p><i>Response (Tick any that apply):</i></p> <p>Convenience - Hard with pram / wheelchair</p> <p>Convenience - Difficult with children</p> <p>Convenience - Too much to carry</p> <p>Convenience - It's not door to door (car or taxi is door to door)</p> <p>Convenience - It takes too long</p> <p>Prefer train</p> <p><i>blank</i></p> <p>Don't like waiting for buses</p> <p><i>blank</i></p> <p><i>Blank</i></p> <p>There is no direct service / I don't like having to change en route</p> <p>The routes and times change too often or are too confusing</p> <p>Buses are unreliable</p> <p>Overcrowding</p> <p>Cars feel safer (personal safety)</p> <p>Cars are more comfortable</p> <p>I prefer not to travel with strangers</p> <p>Cost: it's too expensive and I can't afford to travel</p> <p>Cost: there are cheaper ways to travel</p> <p>No service where I need it</p> <p>No service at the times I want to travel</p> <p>Other reasons? (Give details)</p> <p>Don't know</p>	
<p>The blanks are placeholders where some responses available in Wave 17 (2019/19) have been removed. The placeholders ensure correct alignment if compiling and comparing data from different waves.</p>	

Q8	ASK IF Q7A_D (train) = codes 1-4 [use train every 2 to 3 months or more]
	INTERVIEWER DO NOT READ OUT RESPONSE LIST
	PROBE: ANY OTHERS
	When travelling by train how do you usually get from home to & from your local rail station?
	Car which is parked
	Car (drop-off / pick up)
	Local Bus
	Cycle
	Walk
	IF WALK ... Approximately how long do you walk for? Record the answer in minutes
Motorbike / Scooter	
Taxi	
<i>Tick any that apply</i>	
INTERVIEWER INFORMATION DO NOT READ OUT BUT CAN BE USED FOR CLARIFICATION: a car can be parked at or near the station including parking on a roadside.	

Q13	ASK IF Q7A_D (train) = codes 1-4 [use train at least every 2 to 3 months]
	Regarding your local rail service how satisfied are you with ...
	Ease of ticket purchase
<i>Response on a 10 point scale where 1 is low and 10 is high.</i>	
<i>Don't know is also an option but not offered by the interviewer</i>	
Keep all the elements in time series since 2003, plus two new ones	
Q12	ASK IF Q7A_C (bus) = codes 1-4 [use local bus at least every 2 to 3 months]
	Regarding your local bus service how satisfied are you with ...
	Its Frequency
	Its Punctuality
	Ease of ticket purchase
	Helpfulness of on-bus staff
	Personal safety while using buses
	Connections with other buses and / or trains
	The state of the bus stops
	<i>Response on a 10 point scale where 1 is low and 10 is high.</i>
<i>Don't know is also an option but not offered by the interviewer</i>	
Keep all the elements in time series since 2003, plus two new ones	

P3	NUMERIC, LESS THAN 10
	How many cars and vans are available to members of your household, including yourself?
	<i>Response: Enter a number (If none, then go straight to P5)</i>

P5	Do you...?
	Have regular access to the internet
	Have a smart phone
	Have a tablet computer or iPad
	Have a bank account
	Make contactless payments using a bank card
	Make contactless payments by smart phone
	Pay for things via the internet
	Pay for things via PayZone
	<i>Response:</i>
<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 	

P6	How many people, including you...?
	... live in this household?
	... and how many are aged <i>under</i> 16?
	<i>Response: Enter number of people in each age band</i>

S3	What is your current employment status?
	INSTRUCTION: If currently on furlough, ask for usual hours as if working normally
	<ol style="list-style-type: none"> 1. Working 30 hours or more per week on any kind of paid work Only read out if clarity needed (e.g. employed, self-employed, freelance etc) 2. Working less than 30 hours per week on any kind of paid work Further clarification: Those who hold multiple jobs, shift workers and zero-hours contracts, it's the number of hours worked in an 'average week' 3. Wholly retired from work 4. Unemployed and available for work 5. Long-term sick or disabled 6. Looking after home and family 7. In full-time education (at school, university or college) 8. Other (please write in)
	<i>Response: Tick one that is closest description</i>

NEW QUESTION FOR WAVE 19

	ASK IF S3=1 OR 2
	SINGLE CODE
S3a	With COVID-19 in mind, which of these is closest to your current working situation?
	INSTRUCTION: Interviewer read out list
	<ol style="list-style-type: none"> 1. Working my usual hours or even more since COVID=19 2. On furlough, working less hours than usual 3. On furlough, not working at all

S4a	What is the occupation of the chief wage earner in the HOUSEHOLD?
	<i>Response: Free-Text, purpose is to ascertain Socio Economic Group</i>
S4b	Social Group (interviewer codes HOUSEHOLD from occupation)
	<i>Response: Supplier to code :</i>
	<ol style="list-style-type: none"> 1. AB 2. C1 3. C2 4. DE

Text to read out before P1:

The following questions will not identify you but if you do not feel comfortable answering any question please let me know that you would prefer not to say and I will move on.

P1	<p>Are your day-to-day activities limited because of a health problem or condition which has lasted or is expected to last for 12 months or more?</p> <p><i>Response:</i></p> <ol style="list-style-type: none"> 1. <i>Yes, a lot</i> 2. <i>Yes, a little</i> 3. <i>No</i> 4. <i>Prefer not to say</i>
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P2	<p>Do you have any conditions or long-standing illnesses that make it difficult for you to</p> <p>Go out on foot unaided</p> <p>Use local buses</p> <p>Use local trains</p> <p>Get in and out of a car</p> <p>Ride a bike</p> <p><i>Response:</i></p> <ol style="list-style-type: none"> 1. <i>Yes</i> 2. <i>No</i> 3. <i>unprompted prefer not to say</i>
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S6	<p>AUTO-FILL Response completed by method (e.g. Landline, Mobile phone)</p>
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S7	<p>To help us get a better picture of services at a local level, it would be helpful if we can use your home postcode. It will not be used to identify you personally and will only be used for research purposes.</p> <p>If it is ok for us to use it can you confirm your postcode as XXXXXX.</p> <p><i>Response:</i> If OK, record FULL POSTCODE Otherwise record Refused</p>
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S9	<p>AUTO-FILL Local Authority District:</p> <ol style="list-style-type: none"> 1. Bradford 2. Calderdale 3. Kirklees 4. Leeds 5. Wakefield
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S10	<p>AUTO-FILL Date of interview:</p>
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S11	<p>AUTO-FILL Survey Wave For 2019/20 wave = T18</p>
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Appendix B Weighting Factors

The figures shown here are percentages rounded to the nearest whole percent and weighting factors rounded to 3 decimal places. The numbers used in the actual calculations were calculated up to 10 decimal places for greater accuracy.

Weighting factors 2020/21

		% population	Bradford %survey responses	Weighting Factor
Gender	Male	49%	49%	0.998
	Female	51%	51%	1.002
Age	16-34	32%	28%	1.150
	35-64	48%	58%	0.838
	65+	19%	14%	1.360
Ethnicity	White British	64%	69%	0.927
	Black & Minority ethnic	36%	31%	1.163

		% population	Calderdale %survey responses	Weighting Factor
Gender	Male	49%	49%	0.988
	Female	51%	51%	1.011
Age	16-34	27%	30%	0.888
	35-64	50%	48%	1.052
	65+	23%	22%	1.040
Ethnicity	White British	87%	77%	1.133
	Black & Minority ethnic	13%	23%	0.567

		% population	Kirklees %survey responses	Weighting Factor
Gender	Male	49%	49%	1.005
	Female	51%	51%	0.996
Age	16-34	30%	23%	1.301
	35-64	48%	55%	0.874
	65+	22%	22%	0.996
Ethnicity	White British	77%	75%	1.020
	Black & Minority ethnic	23%	25%	0.940

		% population	Leeds %survey responses	Weighting Factor
Gender	Male	49%	51%	0.960
	Female	51%	49%	1.042
Age	16-34	37%	37%	1.018
	35-64	43%	40%	1.076
	65+	19%	23%	0.836
Ethnicity	White British	81%	87%	0.937
	Black & Minority ethnic	19%	13%	1.406

		% population	Wakefield %survey responses	Weighting Factor
Gender	Male	49%	54%	0.908
	Female	51%	46%	1.109
Age	16-34	28%	21%	1.317
	35-64	49%	58%	0.844
	65+	23%	21%	1.106
Ethnicity	White British	93%	90%	1.029
	Black & Minority ethnic	7%	10%	0.711

		% of West Yorkshire	District %survey responses	Weighting Factor
District	Bradford	22%	20%	1.114
	Calderdale	9%	15%	0.600
	Kirklees	19%	17%	1.129
	Leeds	35%	33%	1.048
	Wakefield	15%	15%	1.005

A proportion of respondents gave answers other than those listed in the table or preferred not to answer.

West Yorkshire

- 0.2% of respondents described themselves as a gender other than male or female or preferred not to say
- 1.1% of respondents preferred not to give their age
- 4.1% of respondents preferred not to give their ethnicity

Appendix C Demographic profile of respondents

Percent of Respondents	All	Local Authority District					Age Band		
	WY	Bfd	Cal	Kir	Lds	Wfd	16 - 34	35 - 64	65 plus
Age Category									
16 to 24	13.4	16	13	9	15	10	51	0	0
25 to 34	19.2	18	12	20	23	16	49	0	0
35 to 44	8.6	10	13	7	7	8	0	20	0
45 to 54	14.7	15	14	15	14	16	0	34	0
55 to 64	22.9	21	23	26	22	25	0	46	0
65 to 74	12.4	10	14	15	12	12	0	0	49
75 plus	7.8	8	10	6	7	11	0	0	51
Employment Status									
Working 30 hours or more per week	41.9	39	35	39	46	43	52	52	3
Working less than 30 hrs per week	14.4	17	14	14	15	11	20	16	3
Wholly retired from work	26.2	24	30	27	25	29	3	15	90
Unemployed and available for work	5.1	5	7	8	4	3	7	5	1
Long-term sick or disabled	2.5	2	2	3	2	4	2	4	0
Full time caring for family	3.5	6	4	4	2	4	4	4	1
Full-time education	3.1	4	4	2	2	4	9	0	0
Other / Prefer not to say	3.3	3	4	3	4	3	3	4	2
Gender									
Male	49.5	49	51	49	49	50	48	49	52
Female	50.3	51	49	50	51	50	52	51	48
Social Class									
AB	19.1	20	21	16	21	16	18	22	15
C1	29.4	27	18	26	36	29	27	31	30
C2	21.1	19	20	26	18	27	20	20	27
DE	20.2	23	28	23	16	18	22	20	18
Prefer not to say	10.2	11	13	9	10	10	13	8	10
Conditions or long standing illnesses that make it difficult to:									
Go out on foot unaided	9.6	9	11	10	8	12	3	10	18
Use local buses	9.5	8	11	11	8	13	5	10	16
Use local trains	9.6	9	11	9	11	6	7	8	20
Get in and out of a car	10.2	10	13	9	9	13	6	11	15
Ride a bike	10.0	10	11	10	9	13	5	11	16
Households with people aged under 16									
At least one person	28.2	31	32	27	27	26	45	25	7
Cars and vans in household									
None	9.6	9	11	9	11	6	7	8	20

Percent of Respondents	All	Use Public Transport		Proximity to ...	
		At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Age Category	WY				
16 to 24	13.4	16	12	15	10
25 to 34	19.2	16	22	21	18
35 to 44	8.6	8	9	13	10
45 to 54	14.7	14	15	12	16
55 to 64	22.9	21	25	20	25
65 to 74	12.4	15	11	13	13
75 plus	7.8	10	6	6	7
Employment Status	WY	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Working 30 hours or more per week	41.9	39	44	42	45
Working less than 30 hrs per week	14.4	13	16	16	13
Wholly retired from work	26.2	30	24	26	28
Unemployed and available for work	5.1	4	6	3	5
Long-term sick or disabled	2.5	2	3	5	2
Full time caring for family	3.5	3	4	5	4
Full-time education	3.1	5	2	3	3
Other	3.3	4	3	2	0
Gender	WY	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Male	49.5	51	49	56	52
Female	50.3	49	51	44	48
Social Class	WY	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
AB	19.1	20	18	16	18
C1	29.4	32	28	36	32
C2	21.1	17	24	20	23
DE	20.2	19	21	24	24
Prefer not to say	10.2	11	10	5	3
Conditions or long standing illnesses that make it difficult to:	WY	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Go out on foot unaided	9.6	11	10	9	10
Use local buses	9.5	7	12	11	11
Use local trains	9.6	10	9	8	8
Get in and out of a car	10.2	7	9	8	10
Ride a bike	10.0	9	11	12	11
Households with people aged under 16	WY	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
At least one person	28.2	8	29	32	24
Cars and vans in household	WY	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
None	9.6	13	4	11	8

Appendix D Satisfaction scores

Age bands (excluding those who stated they prefer not to say)

	Satisfaction	Age Bands						Total	
		16 to 34		35 to 64		65+		Count	%
		Count	%	Count	%	Count	%		
Condition Of Pavements & Footpaths	Dissatisfied	76	13%	136	16%	81	22%	293	16%
	Neutral	318	54%	516	62%	187	52%	1021	57%
	Satisfied	190	32%	175	21%	93	26%	458	26%
	Don't know	3	0%	5	1%	2	0%	9	0%
	Total	587	100%	831	100%	363	100%	1780	100%
Condition Of Roads	Dissatisfied	107	18%	233	28%	97	27%	437	25%
	Neutral	360	61%	497	60%	187	52%	1044	59%
	Satisfied	115	20%	98	12%	77	21%	290	16%
	Don't know	4	1%	3	0%	2	0%	9	0%
	Total	587	100%	831	100%	363	100%	1780	100%
Speed Of Repair To Damaged Roads & Pavements	Dissatisfied	185	32%	332	40%	137	38%	655	37%
	Neutral	297	51%	397	48%	156	43%	850	48%
	Satisfied	82	14%	70	8%	49	13%	201	11%
	Don't know	22	4%	32	4%	20	6%	74	4%
	Total	587	100%	831	100%	363	100%	1780	100%
Quality Of Repair To Damaged Roads & Pavements	Dissatisfied	116	20%	213	26%	98	27%	427	24%
	Neutral	267	46%	426	51%	165	46%	859	48%
	Satisfied	188	32%	165	20%	88	24%	441	25%
	Don't know	16	3%	26	3%	11	3%	54	3%
	Total	587	100%	831	100%	363	100%	1780	100%
Quality Of Street Lighting	Dissatisfied	51	9%	71	9%	25	7%	148	8%
	Neutral	209	36%	303	37%	107	30%	620	35%
	Satisfied	319	54%	447	54%	229	63%	995	56%
	Don't know	7	1%	9	1%	1	0%	17	1%
	Total	587	100%	831	100%	363	100%	1780	100%
Speed Of Repair To Street Lights	Dissatisfied	65	11%	64	8%	25	7%	153	9%
	Neutral	185	31%	265	32%	112	31%	561	32%
	Satisfied	257	44%	336	40%	165	45%	758	43%
	Don't know	81	14%	166	20%	61	17%	308	17%
	Total	587	100%	831	100%	363	100%	1780	100%
Keeping Road Drains Clear & Working	Dissatisfied	77	13%	155	19%	68	19%	300	17%
	Neutral	240	41%	381	46%	160	44%	782	44%
	Satisfied	251	43%	272	33%	125	34%	648	36%
	Don't know	18	3%	22	3%	10	3%	50	3%
	Total	587	100%	831	100%	363	100%	1780	100%
Winter Gritting & Snow Clearing	Dissatisfied	162	28%	258	31%	99	27%	519	29%
	Neutral	278	47%	364	44%	141	39%	782	44%
	Satisfied	141	24%	199	24%	111	30%	451	25%
	Don't know	6	1%	9	1%	12	3%	28	2%
	Total	587	100%	831	100%	363	100%	1780	100%
Local Bus Services	Dissatisfied	37	6%	69	8%	31	8%	136	8%
	Neutral	180	31%	255	31%	96	27%	532	30%
	Satisfied	252	43%	291	35%	165	45%	708	40%
	Don't know	118	20%	216	26%	71	19%	405	23%
	Total	587	100%	831	100%	363	100%	1780	100%
Local Train Services	Dissatisfied	37	6%	49	6%	11	3%	98	5%
	Neutral	185	32%	254	31%	81	22%	520	29%
	Satisfied	234	40%	263	32%	92	25%	589	33%
	Don't know	130	22%	264	32%	179	49%	573	32%
	Total	587	100%	831	100%	363	100%	1780	100%
Local Taxi Services	Dissatisfied	25	4%	23	3%	9	2%	56	3%
	Neutral	164	28%	228	27%	78	21%	470	26%
	Satisfied	312	53%	409	49%	189	52%	910	51%
	Don't know	85	15%	171	21%	87	24%	344	19%
	Total	587	100%	831	100%	363	100%	1780	100%
Community Transport	Dissatisfied	37	6%	28	3%	7	2%	72	4%
	Neutral	134	23%	130	16%	53	15%	318	18%
	Satisfied	133	23%	107	13%	63	17%	303	17%
	Don't know	282	48%	565	68%	239	66%	1087	61%
	Total	587	100%	831	100%	363	100%	1780	100%
Affordability Of Public Transport	Dissatisfied	82	14%	111	13%	28	8%	221	12%
	Neutral	282	48%	408	49%	94	26%	784	44%
	Satisfied	140	24%	136	16%	117	32%	393	22%
	Don't know	83	14%	176	21%	123	34%	382	21%
	Total	587	100%	831	100%	363	100%	1780	100%
Quality Of Local Rail Station	Dissatisfied	42	7%	45	5%	11	3%	97	5%
	Neutral	244	42%	288	35%	97	27%	629	35%
	Satisfied	214	36%	325	39%	116	32%	655	37%
	Don't know	87	15%	173	21%	139	38%	399	22%
	Total	587	100%	831	100%	363	100%	1780	100%
Quality Of Local Bus Station	Dissatisfied	53	9%	45	5%	21	6%	119	7%
	Neutral	260	44%	312	38%	115	32%	687	39%
	Satisfied	177	30%	263	32%	144	40%	584	33%
	Don't know	96	16%	211	25%	83	23%	390	22%
	Total	587	100%	831	100%	363	100%	1780	100%
Provision Of Cycle Routes & Facilities	Dissatisfied	70	12%	138	17%	56	15%	264	15%
	Neutral	257	44%	363	44%	122	34%	743	42%
	Satisfied	172	29%	172	21%	68	19%	412	23%
	Don't know	87	15%	157	19%	116	32%	360	20%
	Total	587	100%	831	100%	363	100%	1780	100%
Levels Of Traffic Congestion	Dissatisfied	109	19%	198	24%	71	20%	378	21%
	Neutral	344	59%	472	57%	188	52%	1004	56%
	Satisfied	119	20%	147	18%	83	23%	350	20%
	Don't know	14	2%	14	2%	20	6%	48	3%
	Total	587	100%	831	100%	363	100%	1780	100%
Affordability Of Motoring	Dissatisfied	106	18%	132	16%	39	11%	277	16%
	Neutral	317	54%	507	61%	173	48%	997	56%
	Satisfied	114	19%	115	14%	68	19%	297	17%
	Don't know	50	9%	76	9%	83	23%	210	12%
	Total	587	100%	831	100%	363	100%	1780	100%

Districts : Satisfaction

	Satisfaction	Local Authority District											
		Bradford		Calderdale		Kirklees		Leeds		Wakefield		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Condition Of Pavements & Footpaths	Dissatisfied	73	18%	23	14%	70	21%	86	14%	42	16%	294	16%
	Neutral	215	54%	99	60%	206	60%	365	58%	150	56%	1034	57%
	Satisfied	109	27%	42	26%	65	19%	169	27%	78	29%	463	26%
	Don't know	3	1%	2	1%	0	0%	3	1%	0	0%	9	0%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Condition Of Roads	Dissatisfied	78	20%	41	25%	126	37%	131	21%	65	24%	442	25%
	Neutral	243	61%	96	58%	178	52%	375	60%	164	61%	1055	59%
	Satisfied	80	20%	29	17%	36	11%	109	18%	39	15%	293	16%
	Don't know	0	0%	0	0%	0	0%	8	1%	1	0%	9	0%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Speed Of Repair To Damaged Roads & Pavements	Dissatisfied	131	33%	57	35%	154	45%	206	33%	111	41%	660	37%
	Neutral	203	51%	83	50%	146	43%	311	50%	118	44%	860	48%
	Satisfied	49	12%	16	10%	27	8%	76	12%	35	13%	204	11%
	Don't know	18	5%	9	5%	14	4%	30	5%	5	2%	76	4%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Quality Of Repair To Damaged Roads & Pavements	Dissatisfied	86	22%	41	25%	109	32%	120	19%	72	27%	429	24%
	Neutral	201	50%	88	53%	151	44%	313	50%	118	44%	871	48%
	Satisfied	105	26%	30	18%	74	22%	166	27%	70	26%	446	25%
	Don't know	8	2%	6	4%	6	2%	24	4%	10	4%	54	3%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Quality Of Street Lighting	Dissatisfied	59	15%	17	10%	26	8%	29	5%	17	6%	148	8%
	Neutral	169	42%	50	30%	128	38%	193	31%	87	32%	626	35%
	Satisfied	171	43%	99	60%	185	54%	387	62%	166	62%	1008	56%
	Don't know	2	0%	0	0%	1	0%	14	2%	0	0%	17	1%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Speed Of Repair To Street Lights	Dissatisfied	70	17%	15	9%	26	8%	28	5%	14	5%	154	9%
	Neutral	158	39%	54	33%	114	33%	174	28%	67	25%	567	32%
	Satisfied	119	30%	76	46%	140	41%	294	47%	135	50%	765	43%
	Don't know	54	13%	20	12%	60	18%	126	20%	54	20%	314	17%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Keeping Road Drains Clear & Working	Dissatisfied	85	21%	32	19%	67	20%	75	12%	46	17%	304	17%
	Neutral	182	45%	73	44%	124	37%	283	45%	126	47%	788	44%
	Satisfied	130	32%	57	35%	140	41%	235	38%	94	35%	656	36%
	Don't know	4	1%	3	2%	9	3%	31	5%	4	2%	51	3%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Winter Gritting & Snow Clearing	Dissatisfied	148	37%	35	21%	83	25%	159	25%	99	37%	525	29%
	Neutral	164	41%	66	40%	156	46%	301	48%	102	38%	789	44%
	Satisfied	84	21%	62	37%	95	28%	151	24%	64	24%	456	25%
	Don't know	4	1%	2	1%	6	2%	13	2%	5	2%	29	2%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Local Bus Services	Dissatisfied	31	8%	13	8%	26	8%	47	8%	18	7%	136	8%
	Neutral	123	31%	60	36%	94	28%	198	32%	68	25%	542	30%
	Satisfied	144	36%	60	36%	135	40%	267	43%	108	40%	713	40%
	Don't know	103	26%	32	19%	85	25%	112	18%	76	28%	408	23%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Local Train Services	Dissatisfied	20	5%	9	5%	17	5%	41	7%	12	4%	99	5%
	Neutral	113	28%	58	35%	109	32%	167	27%	76	28%	523	29%
	Satisfied	146	36%	50	30%	114	33%	192	31%	95	35%	597	33%
	Don't know	122	31%	49	29%	101	30%	222	36%	87	32%	581	32%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Local Taxi Services	Dissatisfied	21	5%	8	5%	6	2%	17	3%	5	2%	56	3%
	Neutral	91	23%	45	27%	91	27%	181	29%	66	24%	474	26%
	Satisfied	212	53%	82	50%	178	52%	308	50%	139	51%	919	51%
	Don't know	77	19%	31	18%	66	19%	117	19%	60	22%	351	19%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Community Transport	Dissatisfied	16	4%	6	4%	15	4%	24	4%	13	5%	74	4%
	Neutral	76	19%	37	22%	58	17%	112	18%	38	14%	321	18%
	Satisfied	71	18%	30	18%	68	20%	94	15%	44	16%	307	17%
	Don't know	238	59%	93	56%	200	59%	393	63%	175	65%	1098	61%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Affordability Of Public Transport	Dissatisfied	65	16%	19	12%	38	11%	83	13%	21	8%	225	13%
	Neutral	175	44%	67	41%	160	47%	287	46%	102	38%	791	44%
	Satisfied	79	20%	39	24%	75	22%	133	21%	69	26%	396	22%
	Don't know	82	21%	40	24%	67	20%	120	19%	78	29%	387	22%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Quality Of Local Rail Station	Dissatisfied	31	8%	16	9%	18	5%	21	3%	14	5%	99	6%
	Neutral	159	40%	75	45%	123	36%	194	31%	85	32%	637	35%
	Satisfied	124	31%	48	29%	130	38%	242	39%	117	43%	660	37%
	Don't know	87	22%	27	16%	70	21%	166	27%	54	20%	403	22%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Quality Of Local Bus Station	Dissatisfied	40	10%	17	10%	18	5%	35	6%	12	4%	121	7%
	Neutral	159	40%	85	51%	142	42%	228	37%	85	31%	698	39%
	Satisfied	112	28%	37	22%	124	36%	194	31%	120	45%	587	33%
	Don't know	90	22%	27	16%	57	17%	167	27%	53	20%	394	22%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Provision Of Cycle Routes & Facilities	Dissatisfied	67	17%	29	17%	52	15%	76	12%	45	17%	269	15%
	Neutral	168	42%	80	48%	151	44%	243	39%	108	40%	750	42%
	Satisfied	77	19%	24	15%	77	23%	186	30%	50	19%	414	23%
	Don't know	88	22%	33	20%	60	18%	119	19%	66	25%	366	20%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Levels Of Traffic Congestion	Dissatisfied	113	28%	33	20%	69	20%	133	21%	38	14%	386	21%
	Neutral	201	50%	100	60%	197	58%	357	57%	158	58%	1013	56%
	Satisfied	77	19%	29	17%	66	19%	116	19%	65	24%	352	20%
	Don't know	10	2%	4	2%	8	2%	18	3%	9	3%	48	3%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%
Affordability Of Motoring	Dissatisfied	95	24%	19	12%	45	13%	91	15%	30	11%	281	16%
	Neutral	213	53%	97	59%	193	57%	355	57%	147	54%	1005	56%
	Satisfied	50	12%	33	20%	68	20%	96	15%	50	19%	298	17%
	Don't know	44	11%	16	9%	34	10%	81	13%	42	16%	216	12%
	Total	401	100%	166	100%	340	100%	623	100%	270	100%	1800	100%