West Yorkshire Combined Authority

Residents Perceptions of Transport Survey

Summary slides
(wave 19, year 2020-21)

West Yorkshire Residents Perceptions of Transport Survey

The West Yorkshire Residents Perceptions of Transport Survey provides insight into how people perceive various aspects of infrastructure and passenger transport from a telephone sample of 1800 respondents.

This year's data was collected in January and February 2021, last year's in January to February 2020, and the year before that in February and March.

Where differences are described as being significant they have been tested to 95% confidence interval. Other results have either not been tested or fall below outside of the 95% confidence interval.

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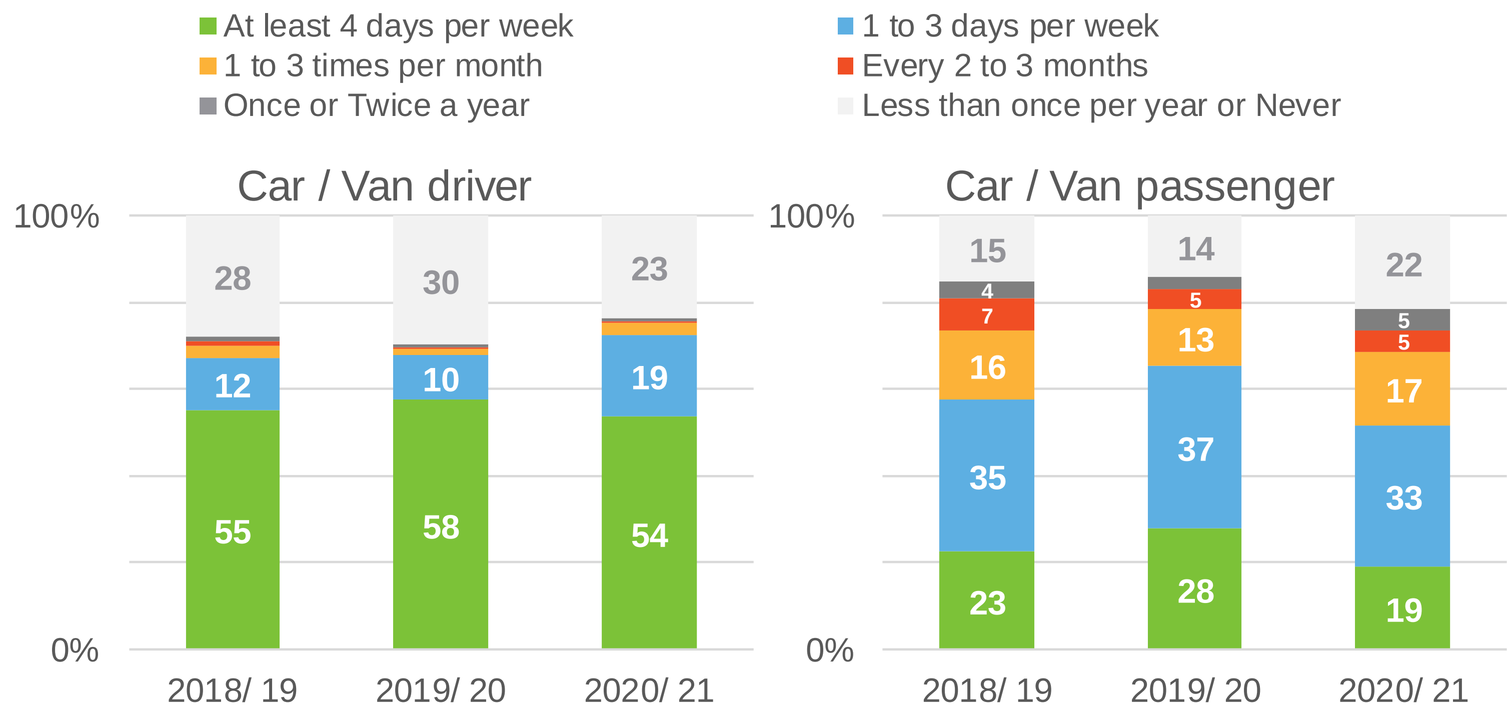
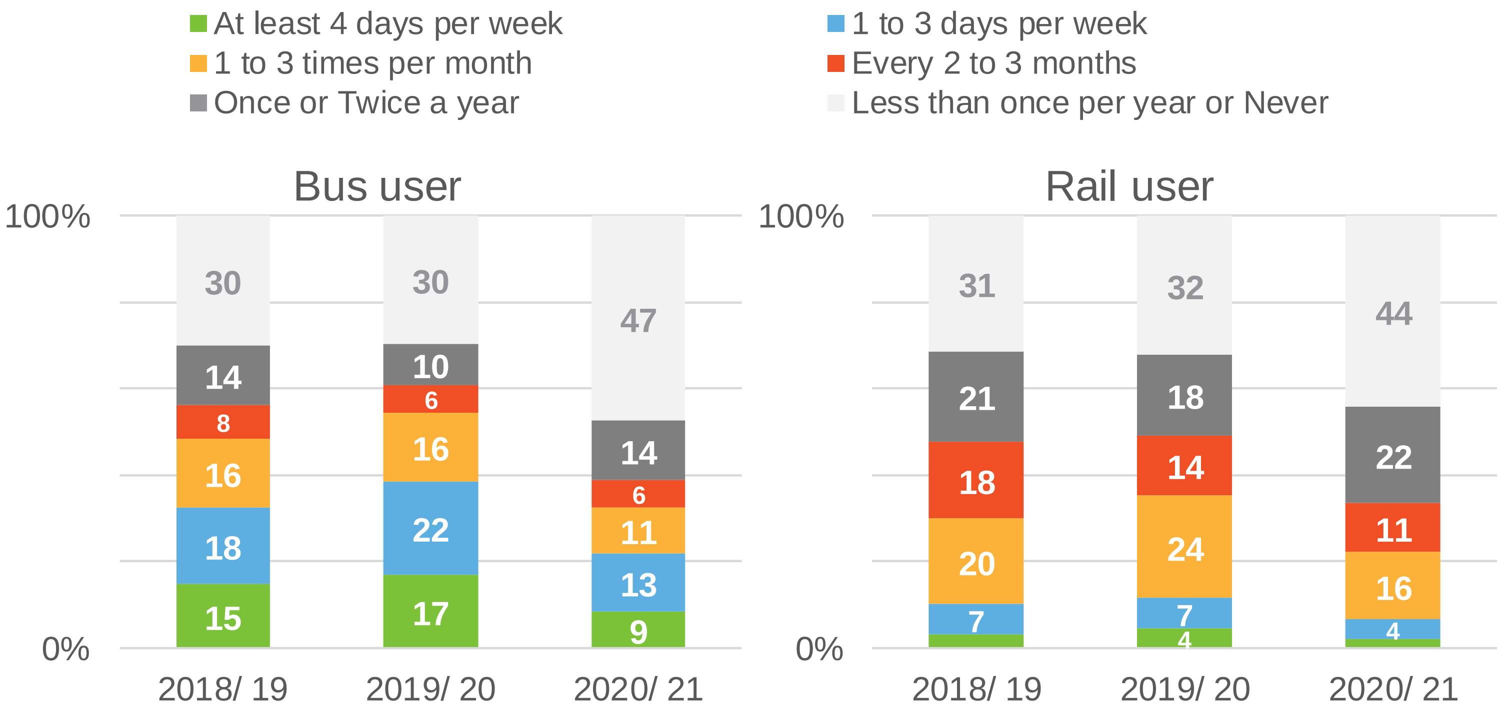
Potential increase in low occupancy car use

- At least 4 days per week: driver apparent decrease; passenger larger decrease.
- 1 to 3 days per week: driver increase; passenger decrease.
- These changes in travel as car or van passengers compared to drivers suggest an increase in low occupancy cars or vans.



Lower frequencies of public transport use

- Use of bus or rail dropped significantly, with the COVID-19 impact.
- Use at least 4 days per week have halved.
- 67% said they use a train twice a year or less compared with 51% last year.
- 61% said they use a bus twice a year or less compared with 39% last year.



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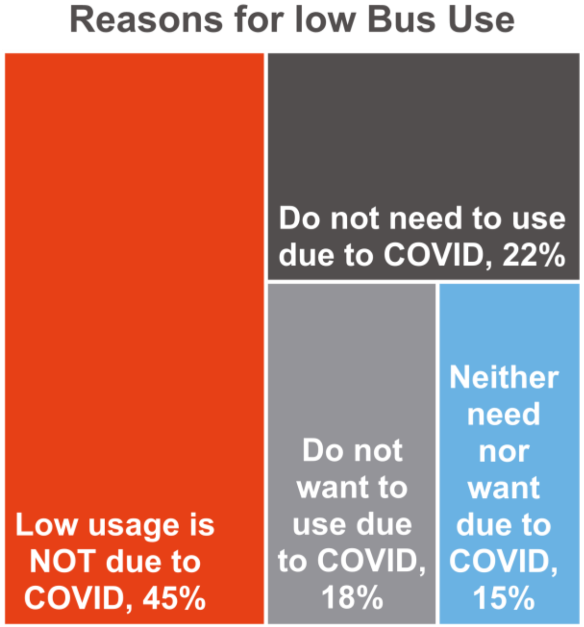
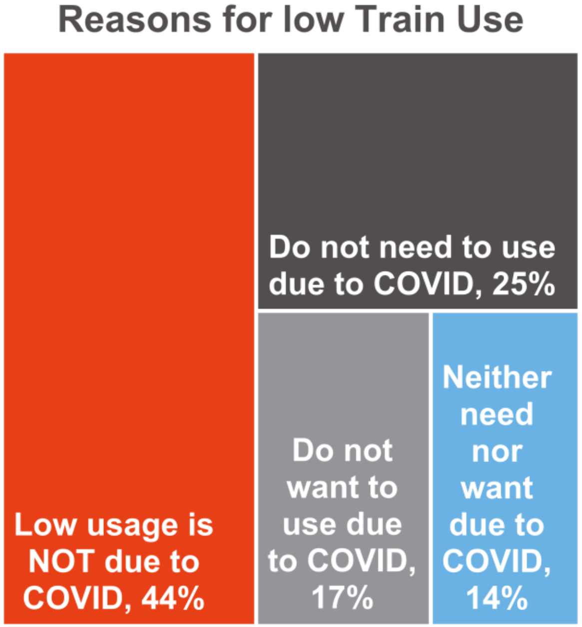
Over half of respondents rarely or never using bus or rail agreed COVID-19 was a factor

- When asked, over half of respondents using bus or rail twice a year or less said that COVID was a factor in making few or no journeys on these modes - don't *need* to use, don't *want* to use, or *both*.
- Don't *need* to use is given as a more common reason than don't *want* to use.
- Responses for the two modes were similar, though it appears that rail usage was slightly more affected by need and slightly less by want than bus usage was.





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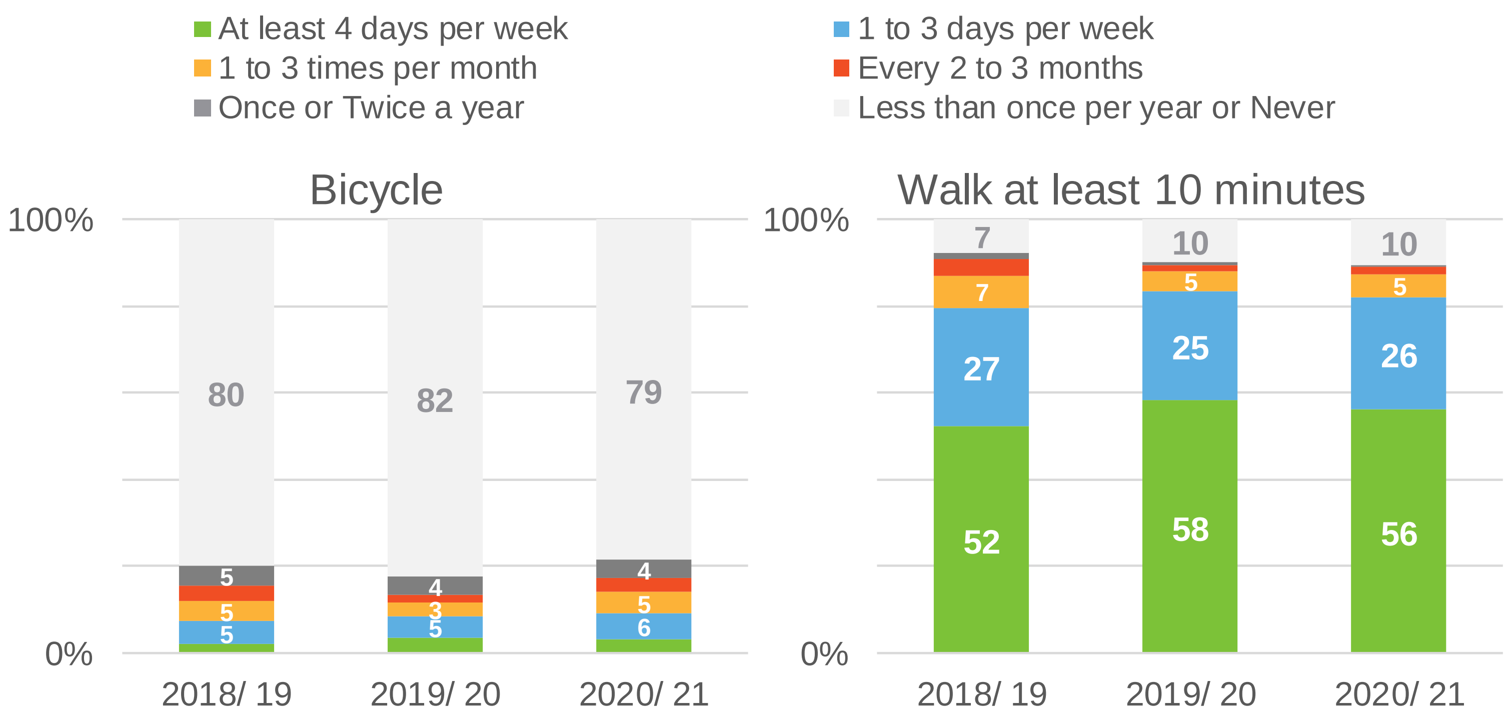
Slight increase in cycling, with little or no change in walking

- Small increase in bicycle at least once per year, up from 18% to 21%.
- Statistically significant increase in cycle between 3 times per month and once every 3 months (the orange and red bands combined).
- The changes in walking since last year are not statistically significant.



Overall satisfaction with highways assets has increased since last year (scale 1 to 10)

Most 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.
The only highways score to receive a lower satisfaction score was winter gritting & snow clearing was one of the few satisfaction scores that reduced from last year.

Satisfaction Mean Score

Base: 1800

2012/13 --> 2020/21 (light blue bar = highest year)

Asset Provision and Maintenance	Satisfaction Mean Score	Comparison 2019/20 to 2020/21
Condition of Pavements & Footpaths	5.8	▲ 0.42
Condition of Roads	5.1	▲ 0.55
Quality of Repair to Damaged Roads & Ravements	5.5	▲ 0.96
Speed of Repair to Damaged Roads & Ravements	4.4	▲ 0.50
Quality of Street Lighting	7.2	▲ 0.33
Speed of Repair to Street Lights	7.0	▲ 0.56
Keeping Road Drains Clear and Working	6.2	▲ 0.39
Winter Gritting & Snow Clearing	5.3	▼ -0.53
Provision of Cycle Routes and Facilities	5.8	▲ 0.68
Levels of Traffic Congestion	5.4	▲ 0.89

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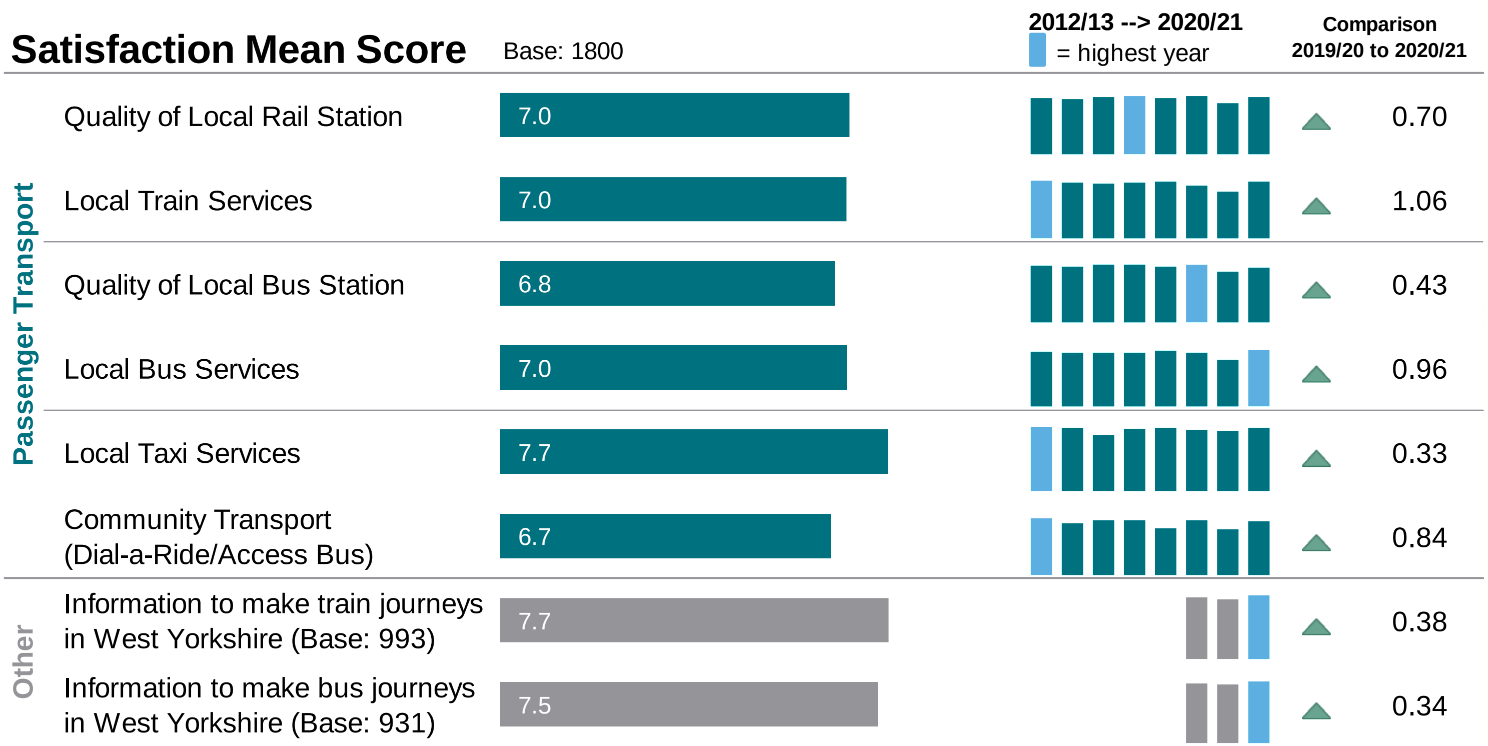
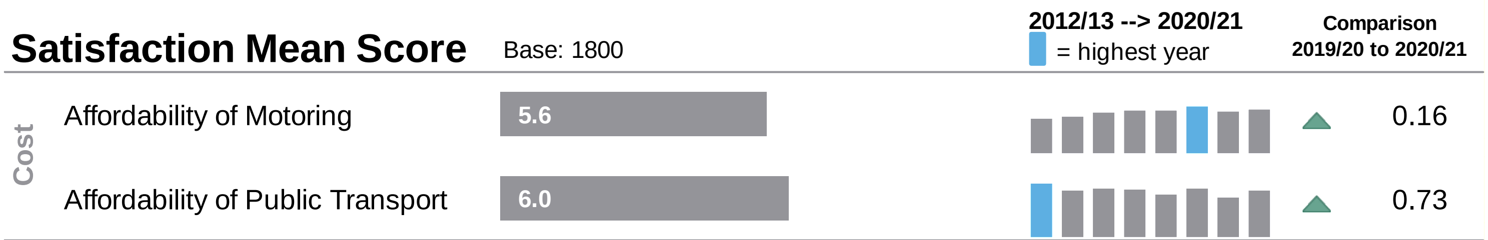
Overall satisfaction with passenger transport has increased since last year (scale 1 to 10)

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) and local bus services (7.0) are at their highest level since 2015/16.



Satisfaction with affordability has increased since last year (scale 1 to 10)

The affordability of transport is one of the factors that contribute to social inclusion and inclusive growth, while the satisfaction with affordability also affects choice between private car and public transport.



The table below considers affordability by other characteristics

		Satisfaction with Affordability (mean scores)		Comparison with West Yorkshire average	
	Base	Public Transport	Motoring	Public Transport	Motoring
West Yorkshire	1800	6.0	5.6	----------	-----------
Adults with dependent children	464	5.9	5.4	-0.1	-0.2
Full-time workers	754	5.7	5.5	-0.3	-0.1
Part-time workers	259	5.8	5.6	-0.2	-0.0
Social Grade - ABC1	872	5.9	5.7	-0.1	+0.1
Social Grade - C2DE	743	6.1	5.5	+0.1	-0.1

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, admin 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

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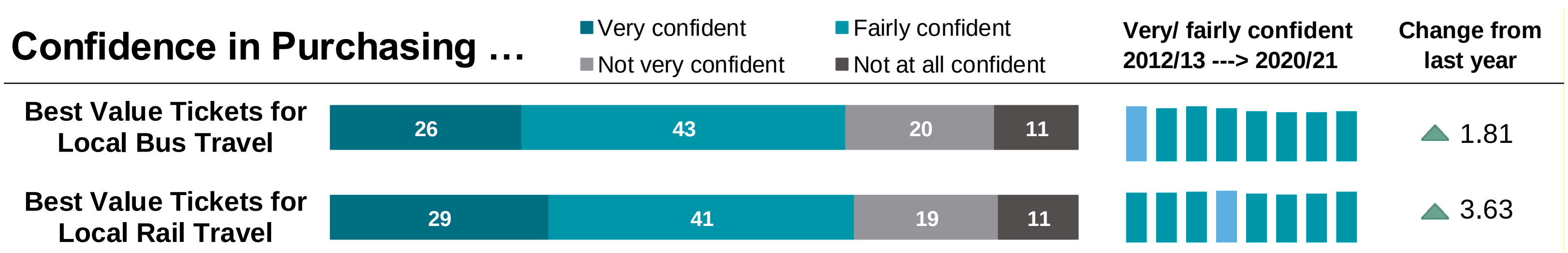
Confidence in purchasing best value tickets has improved since last year

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. These improvements were not enough to restore previous higher confidence.

This measure includes people who responded hypothetically about if they had to buy a ticket but excludes people who felt they were unable to answer and those who said they would never buy a ticket because they get free travel.



Result % of repondents with an opinion. (Base 1390 for bus and 1588 for rail)

Q: When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket? OR If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket?

Q: When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket? OR If you had to travel by local train tomorrow, how confident are you that you would purchase the best value ticket?

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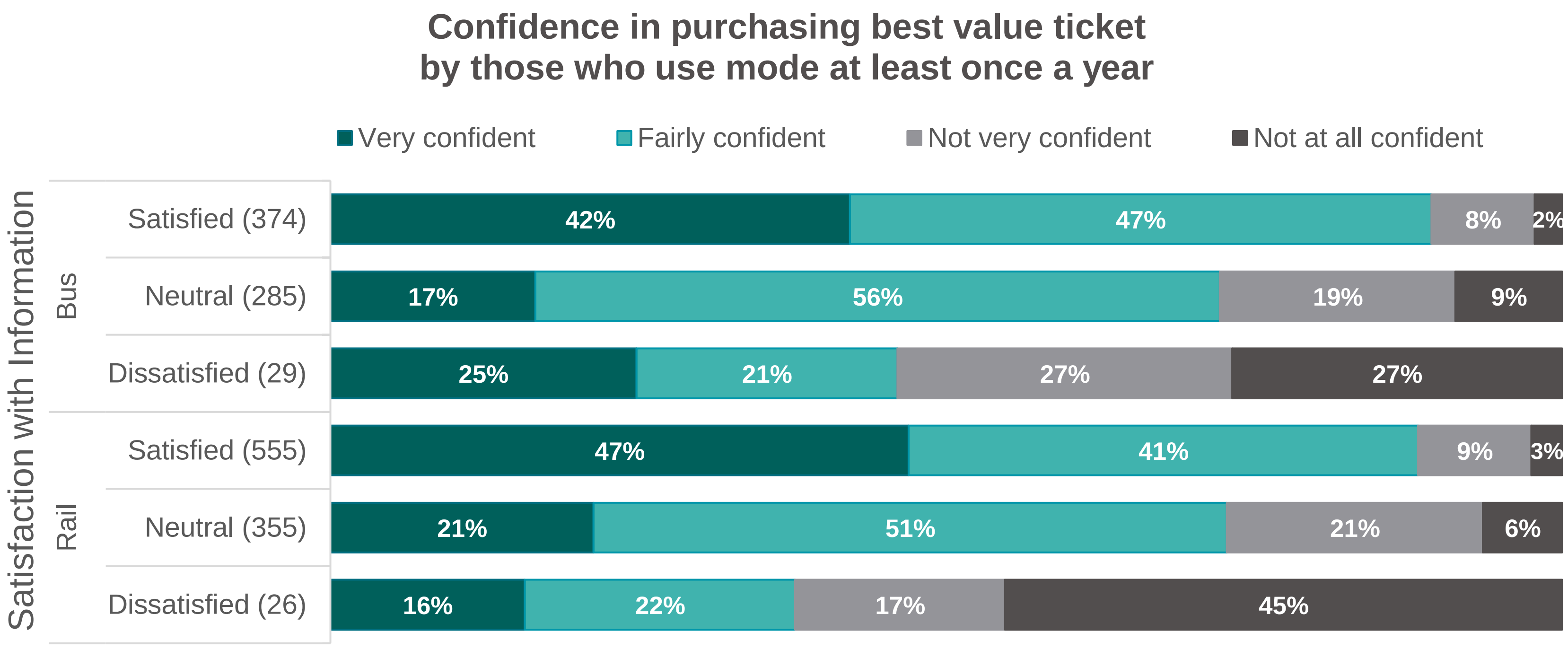
There's a correlation between confidence in ticket choice and satisfaction with information.

To purchase the best value bus and train tickets people need:

- A good assessment of the journeys they will make,
- Good information about ticket options, and
- Cash flow if a month or longer ticket offers best value.



Base (in brackets) respondents who travel at least once year by bus or train
Q: When you travel on local buses / trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?
Q: How satisfied are you overall with the information available to you to make bus / rail journeys in West Yorkshire?

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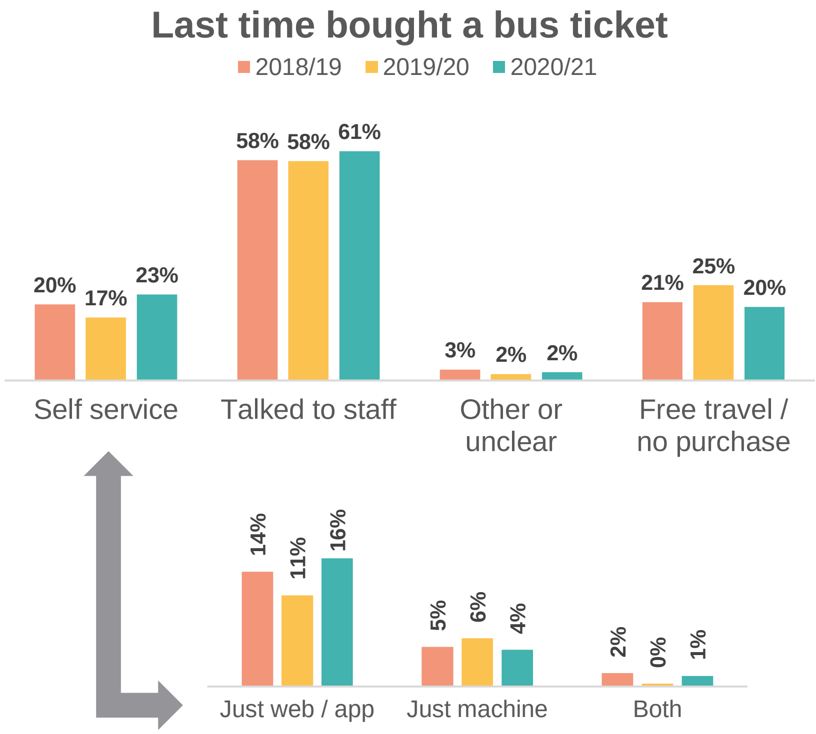
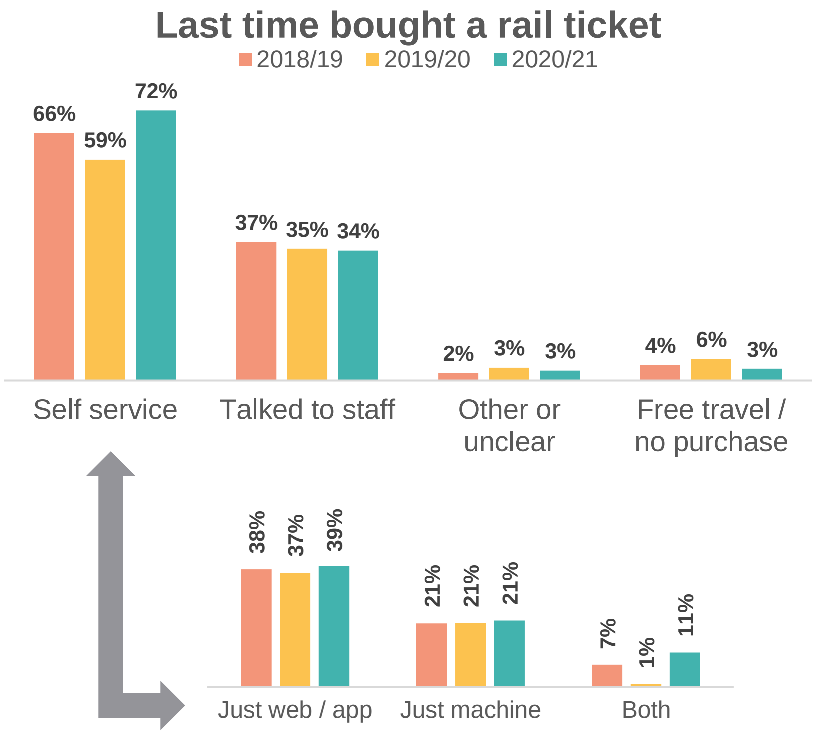
Rail ticket purchases remain much more likely to be self-service than bus ticket purchases.

Many respondents talked to staff such as in travel centres, train guards, and bus drivers when buying tickets with 61% of bus users and 34% of train users doing so.

Responses indicate more take-up of digital service methods than last year.

Respondents could select one or more methods so totals exceed 100%.





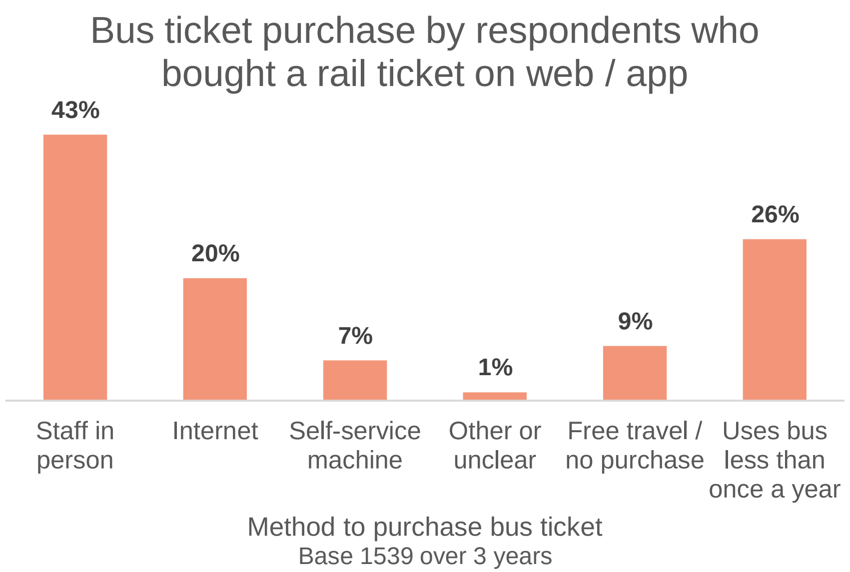
Results = % of base. Bases: Respondents who travel by bus or train at least once per year.

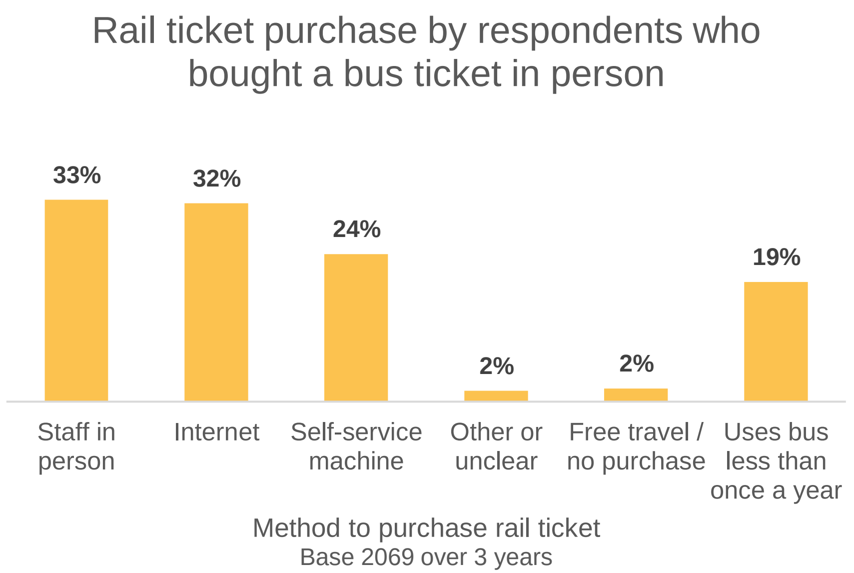
Q: What method did you use last time you bought a bus ticket? Q: What method did you use last time you bought a train ticket?

Respondents use different methods to purchase tickets depending how they travel

The most common method of rail ticket purchase was web or app. Most respondents who used the internet to purchase a rail ticket either bought a bus ticket in person (43%) or use a bus less than once a year (26%).

The most common method of bus ticket purchase was in person. Most respondents who bought a bus ticket in person either bought a rail ticket in person (33%) or used the internet (32%).





Bases: Respondents who travel by bus or train at least once per year.

Q: What method did you use last time you bought a bus ticket?

Q: What method did you use last time you bought a train ticket?

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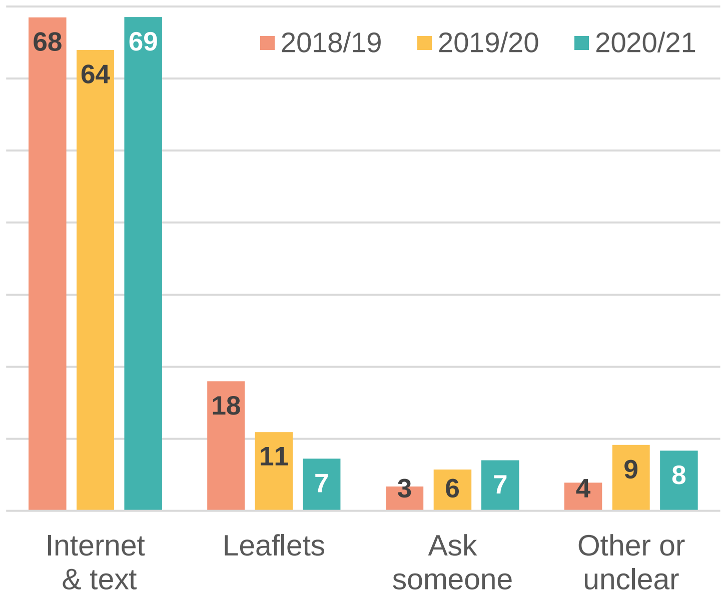
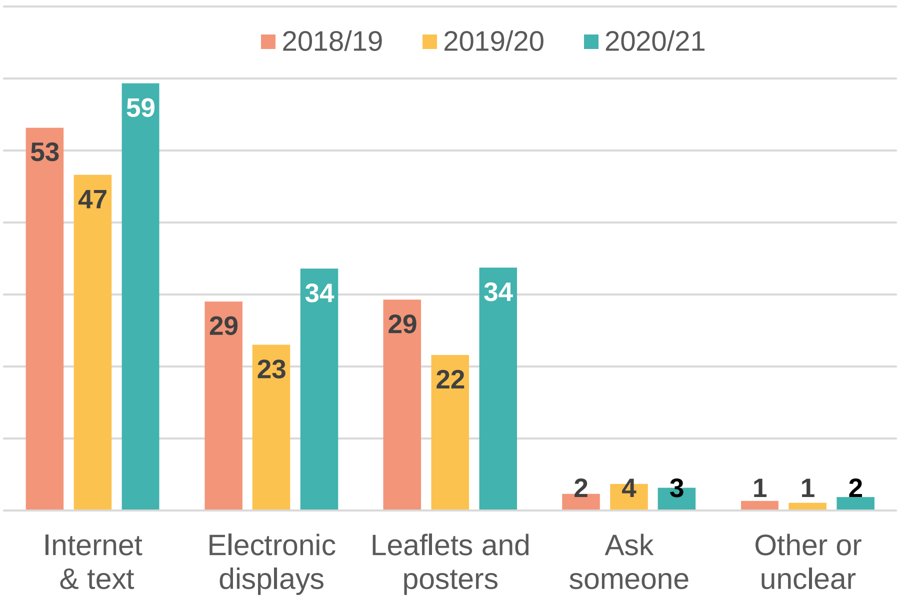
Information consumed per journey appears to have increased

Use of information to plan a journey and during a journey decreased in 2019/20 then increased in 2020/21. The analysis on this page does not account for the frequency of travel of each respondent or the type or complexity of the journey for which information was sought. It is set against the context of reduced travel in 2020/21.

Information to plan a journey



Information whilst on a journey



Results = % of base. Bases: Respondents who travel by bus or train at least once per year (2018/19 - 1514; 2019/20 - 1561; 2020/21 – 1265).
Q: Thinking about last time you planned a local bus or train journey before setting off, how did you get the information that you needed?
Q: What method did you use the last time you obtained information whilst on a bus or train journey?

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Specific information source usage levels

The main information sources used at least occasionally by those who travel by bus or train at least once a month are electronic displays at bus stations and stops (57%), timetable posters at bus stations and stops (51%), train time information at railway stations (46%), bus and rail operators' websites (42%) and wymetro.com (34%).

More respondents frequently use YourNextBus using smartphone or internet (13%) than frequently use the Metro website (11%).

The reduction in use of timetable posters at bus stations and stops from could reflect the fact that many roadside display cases contained generic messaging rather than the usual detail during the COVID-19 emergency timetable period.

How public transport users source information	Frequently			Frequently or Occasionally		
Base: 758 (2020/2021)	2018/ 2019	2019/ 2020	2020/ 2021	2018/ 2019	2019/ 2020	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%

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Satisfaction with information sources up from last year but mostly lower than 5 years ago

The satisfaction levels of users of each information source has increased slightly since last year. It is mostly lower than 5 year ago, though encouragingly

To allow comparison with older years of survey this analysis includes respondents who said that they use the information source occasionally or frequently even if they only travel by bus or train once every 2 or 3 months.

Satisfaction on a scale of 1 to 10	**2020/21**	***Change since* 2016/17**	***Change since* 2019/20**
Electronic time displays at bus stations & stops (484)	8.1	▲ 0.2	▲ 0.8
Timetable posters at bus stations & stops (446)	7.5	▼ -0.2	▲ 0.2
Information displays at rail stations (429)	8.4	▲ 0.2	▲ 0.7
Bus / rail operators own websites (383)	7.4	▼ -0.5	▲ 0.5
Metro's website and/or journey planner (308)	7.4	▼ -0.5	▲ 0.5
Timetable leaflets (239)	7.5	▼ -0.8	▲ 0.3
Timetable downloads from Metro website (229)	7.5	▼ -0.5	▲ 0.4
YourNextBus using smartphone or internet (220)	7.9	▼ -0.5	▲ 0.5
Travel centres (206)	7.8	▼ -0.1	▲ 0.6
YourNextBus using text message (114)	7.6	= 0	▲ 0.2
Metroline helpline (85)	7.2	▼ -0.8	▲ 0.5
Metro travel news on Facebook (78)	7.8	▼ -0.4	▲ 0.5
Metro travel news on Twitter (65)	7.9	▼ -0.3	▲ 0.9
Metro Messenger (36)	7.9	▼ -0.7	▲ 1.2

Base (in brackets) shows respondents who use the information source frequently or occasionally.

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Access to Technology and Payment Methods

Smartphone ownership has reached

- 96% of people aged 16-34,
- 88% of people aged 35-64, and
- 50% of older people.

The number of people who pay contactless by smartphone has increased in all age ranges, reaching 35% overall, though usage remains heavily skewed towards the younger respondents rather than proportionate to smartphone ownership.

Contactless payments with a bank card have increased to 83% of respondents overall.

Some caution should be exercised in quoting precise values as the bases of the small age bands in this table are small.

	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
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
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
2020/21	92.4	83.8	84.9	92.9	83.9	61.4	51.3
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
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
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
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
2020/21	20.0	21.4	19.6	15.2	10.5	6.9	4.1

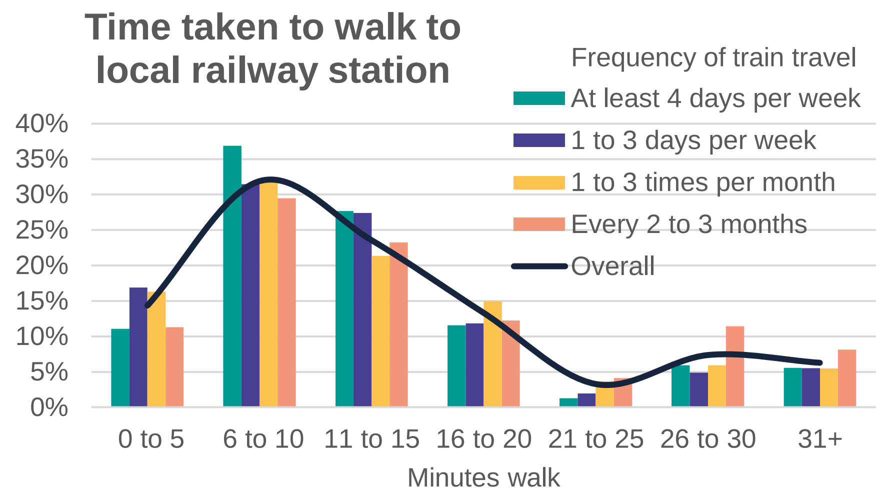
Travel to railway stations

Over the latest three waves of the survey some respondents who use a train at least once every 3 months were asked how they got to the railway station.

Some respondents used various modes so the totals add up to more than 100%

Those who said that they walked to the station were then asked the length of the walk. The most common lengths of walk were 10 or 15 minutes, and the mean was around 15 minutes.

Method to get to 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 or near the station	22%	14%	16%
Taxi	20%	22%	24%
Cycle	3%	2%	1%
Weighted base	*540*	*748*	*444*



Bases: Respondents who travel by train at least every 2 to 3 months.

Q: When travelling by train how do you usually get from home to & from your local rail station?

Q: If walk: Approximately how long do you walk for? (Record the answer in minutes)

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Appendix: Footnotes and caveats to slides:

Slide 2:

- Drive less than once a year – significant decrease from 29% to 23%
  Drive 1 to 3 days per week – significant increase from 10% to 19%.
  Drive at least 4 days per week – apparent drop from 58% to 54%.
- Travel as a car or van passenger dropped significantly.
  At least 4 days per week dropped from 28% to 19% and
  1 to 3 days per week dropped from 37% to 34%.
- These changes in travel as car or van passengers compared to drivers suggest an increase in low occupancy cars or vans.

Slide 3:

- Use of bus or rail at least 4 days per week, 1 to 3 days per week, and 1 to 3 times per month all dropped significantly.
- Respondents using bus or train at least 4 days per week have halved, from 17% to 9% (bus) and from 4% to 2% (train).
- 67% use a train twice a year or less compared with 51% last year.
- 61% use a bus twice a year or less compared with 39% last year.

Slide 6: The score for winter gritting and snow clearing reduced by 0.53 points, a 9% decrease. Calderdale residents are more likely to be satisfied with winter gritting & snow clearing than Bradford, Leeds or Wakefield residents.

Slide 7: Wakefield residents are more likely to be satisfied about their local bus station than those who live in Bradford, Calderdale, & Leeds.

Slide 8: Full-time students, retired, or long-term sick/ disabled respondents give the highest satisfaction scores for the affordability of public transport. This may be influenced by free and discounted fares.

Slide 10: The correlation between confidence to purchase the best value ticket and satisfaction with information available does not show if one causes the other or whether other factors cause both outcomes.

Slide 11: As the question was about the last purchase of a ticket it is implied that multiple selection means that multiple methods were used to purchase one ticket.

Bus users were more likely to simply talk to staff (e.g. buy a ticket from the driver) whereas respondents using web / app, or self-service machine were more likely to use multiple methods. While it is not clear form the questionnaire it seems that a plausible explanation for the number of rail users who use both self-service methods is that they click-and-collect.

Slide 12: This slide explores what users of the most common method for one mode used when buying tickets or the other mode. It shows that many people who talk to staff to buy a bus ticket use self-service to buy a rail ticket, suggesting it is not simply impediments to using technology that cause the difference.

Slide 13: Many respondents referred to multiple sources of information, though some said that they 'just turned up' or did not plan journeys and some said that they did not refer to information during their journey.

More sources were cited per response in 2020/21 than in 2019/20, indicting that more information was consumed per journey. In the context of reduced travel and in combination with other questions it could mean that people were seeking more confirmation during a period of uncertainty and reduced familiarity.

- Asking staff in person, phone calls to Metroline, and getting help from friends or family are grouped as 'ask someone'.
- Responses such as went to the bus station or the bus stop to plan a journey before setting off are classed as 'other or unclear', unless the response indicated 'turn up and go' behaviour in which case it was counted as not having been planned before setting off.
- Responses indicating prior knowledge are counted as 'other or unclear' where the source of that prior knowledge was not clear.
- The chart shows use of leaflets and posters whilst on a journey as a combined column. The detailed results show it is the use of posters that puts 2020/21 above 2018/19 levels.

Slide 15: Satisfaction with electronic time displays at bus stations and stops at its highest level since 2016/17 (score 8.1). Timetable posters at bus station and stops showed a small increase in average satisfaction compared with 2019/20, though the structure of the questionnaire would not have captured satisfaction of people who had stopped using these while the display cases only contained generic information.

Slide 17: The frequency of train travel does not tell us the frequency of walking to the railway station, though it does indicate that people who travel by rail less frequently tend towards the longer walking time.

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Produced by Research & Intelligence Team.
Compiled from full report produced by AECOM plus some additional in-house analysis.

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