

# West Yorkshire Bus Strategy Consultation Responses

## Phase 2b

### Accessibility Policy Proposal

May 2017

#### Appendixes:

- A – Marked up questionnaire of responses
- B – List of all comments (anonymised and split by agreement level)
- C – Accessibility policy proposal, questionnaire and story board
- D – Storyboard analysis

## Executive Summary

### Introduction

The West Yorkshire Bus Strategy is an integral element of the broader West Yorkshire Transport Strategy, which in turn forms the basis for the transport aspect of the Leeds City Region Strategy Economic Plan.

The strategy and its updates have been developed in partnership\* with bus operators: First West Yorkshire, Arriva Yorkshire, Transdev and the Association of Bus Operators in West Yorkshire (ABOWY).

This is the fourth phase of the consultation on the Bus Strategy. The information gathered during the consultations is being used to form the development of the strategy:

- Phase 0 consultation took place in September 2015 and was an initial scoping stage of the Bus Strategy with a number of key stakeholders;
- Phase 1 consultation took place in October/November 2015 on the draft vision and principles. This consultation was predominantly with District Authorities, Bus Operators, the Business Community and a number of members of the public also commented.
- Phase 2a consultation took place between 18<sup>th</sup> July and 21<sup>st</sup> October 2016 and was aligned to run together as part of the Transport Strategy consultation.
- Phase 2b of the consultation ran between 28<sup>th</sup> March 2017, and 1<sup>st</sup> May 2017. This consultation phase came about following consideration of the analysis and conclusions from Phase 2a, and sought views on an additional policy proposal for the Bus Strategy on Accessibility.

This report provides a summary of the consultation methodology and approach of Phase 2b, as well as the key conclusions from the consultation responses.

The conclusions presented within this report will be used alongside the Phase 2a report by WYCA to inform and finalise the West Yorkshire Bus Strategy. It will allow an updated version of the West Yorkshire Bus Strategy to be produced for consideration and then adoption by WYCA later in 2017.

In total 297 responses were received to the Phase 2b consultation (this includes questionnaires, email responses, and storyboard completions). 253 individuals completed the questionnaire survey. Just under half (49%) of respondents to the questionnaire were female. Nearly three quarters (73%) were aged 45 and above and just 6% were aged 24 years and below. Over a third (38%) of respondents stated that they had a disability or limiting long term illness, and 4% said they were from a Black or Minority Ethnic background.

Overall 3652 responses took part in Phase 2 of the West Yorkshire Bus Strategy consultations (Phase 2a and Phase 2b combined).

Continued promotion of the consultation ceased on 19<sup>th</sup> April 2017 due to the calling of a snap General Election by Central Government. Purdah rules were enforced from Saturday 21<sup>st</sup> April 2017, covering the final two weeks of Phase 2b consultation, limiting public communication. This has potentially been an impact on the number of people who engaged with the consultation.

### \*Bus18

The initiative Bus18 was launched through the Bus Strategy as a way to bring together WYCA and the county's bus operators, to look at what can be done to improve bus services and encourage more people to use them now. The Bus18 board recognise the importance of making the bus system accessible to all, and welcomed the additional policy proposal and consultation.

[www.westyorks-ca.gov.uk/transport/bus-18/](http://www.westyorks-ca.gov.uk/transport/bus-18/)

## Analysis of Consultation Responses

In Phase 2b, WYCA were consulting on an additional policy proposal for the West Yorkshire Bus Strategy. This additional policy proposal on Accessibility was developed following consideration of analysis of Phase 2a consultation on the full draft Bus Strategy documentation. The draft Accessibility Policy Proposal was available on the WYCA website alongside documentation on the full draft West Yorkshire Bus Strategy, and the Phase 2a consultation analysis report. Respondents were invited to complete a questionnaire (available both online and in paper form – on request), which included a question focused on the additional policy. The question followed the same design as the policy proposal questions in the Phase 2a consultation. The key analysis of the results from this consultation is provided below with further details provided within the report.

### The Accessibility Policy Proposal

Respondents were asked how far they agreed or disagreed with the draft Accessibility Policy Proposal.

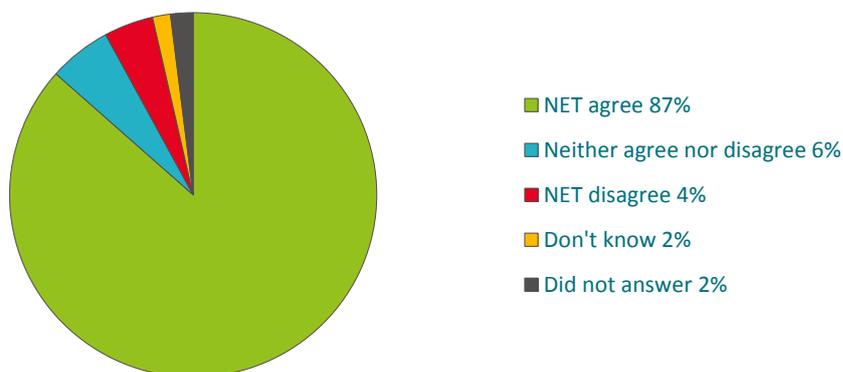
*Our proposal is to provide an inclusive and accessible bus system. This proposal seeks to ensure that the bus system is accessible to our customers and communities. To achieve this, we propose:*

- *Involving our communities, including older people, disabled people and young people in the design and delivery of the bus system*
- *Providing an inclusive customer experience*
- *Providing information which meets best practice guideline and statutory requirements*

*(Additional information on the proposal could be found in an accompanying policy proposal summary document – on request, and on the WYCA website: [www.yourtravelyoursay.co.uk](http://www.yourtravelyoursay.co.uk))*



How strongly do you agree or disagree with the Accessibility Proposal? (NET responses)



### Limited by a health problem or a disability

Over a third (38%) of respondents said they were limited a little (21%) or a lot (17%) in their day-to-day activities because of a health problem, or a disability. (The population of West Yorkshire with a disability, according to the 2011 Census is 17.95%).

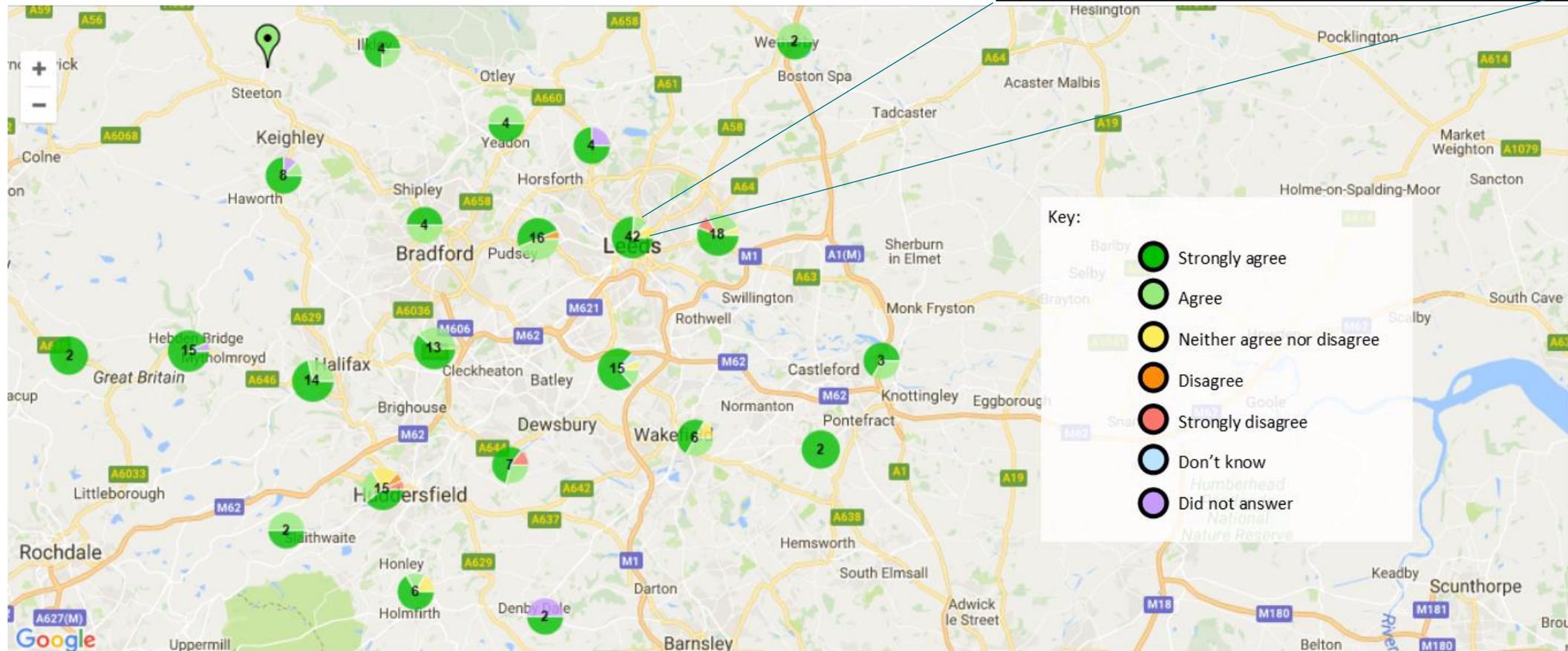
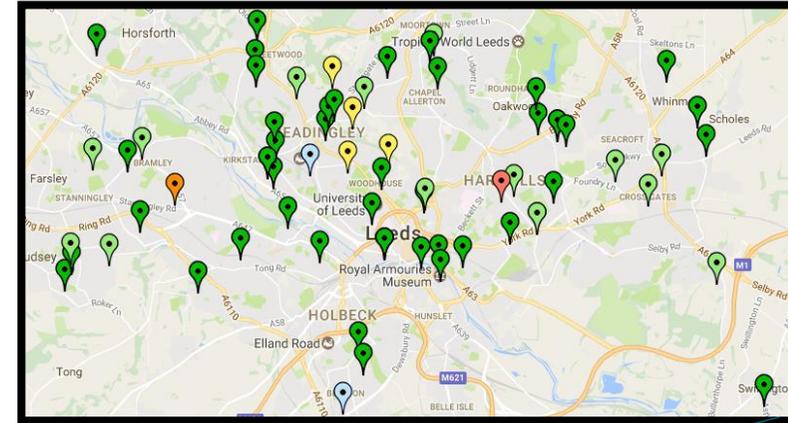
Their response in comparison to those who stated they are not limited because of a health problem or a disability, varied only slightly:

- Those limited a lot by disability were less likely to agree (84%) when compared to respondents not limited by a health problem or disability (88%)
- They were also more likely (12%) than those not limited by a health problem or disability (5%) to neither agree nor disagree with the proposal
- However, respondents not limited by a health problem or a disability were more likely to disagree (5%) than either group little/a lot effected by a health problem or disability (both 2%)

## Map of responses

The below map plots respondents based on their complete and provided West Yorkshire postcode (n. 205). Colours are used to represent the responses given on the scale of strongly agree (dark green), to strongly Disagree (red). It shows a good level of agreement from across the region.

*Because of the size of the map area, responses have been randomly clustered into pie-charts depicting the proportion of different opinions provided in that area. The accompanying map on the right, shows how the highest concentration of respondents (n.42) in and around Leeds City, answered.*



## Comments

Respondents to the Phase 2b consultation were asked to provide any comments they had about the accessibility proposal. These comments have been coded by theme for analysis, and also split by how they responded to Q1 – how strongly they agreed/disagreed with the accessibility policy proposal. The anonymised comments can be found in appendix B of this report.

## Themes

The comments received were coded into theme categories – and where appropriate, into more than one theme. Due to the fact that the majority of the respondents agreed with the proposal, the majority of the themes are mentioned by those respondents. However, overall the tone of the comments are constructive, mostly querying the potential, scope, reach and influence of the policy, irrespective of how far the respondent agreed or disagreed with it. This is evident by the number of respondents with comments suggesting that they feel commitment is lacking without additional details outlining what the proposal means, and suggesting that it should be more inclusive of all disabilities and requirements, hidden and visible.

“In theory – this is a well-intentioned plan. As we’ve seen previously, the proof is in the pudding. There must be a public timetable and practical steps as to how this will be achieved. I’m a positive person but need practical proposal with a time-line.”

“It’s very vague and seems over focussed on wheelchair users. There is no mention of mental health, sight, hearing, speech, behavioural, or other less visible disabilities.”

This table shows the most popular theme of comment dependent on their agreement with the proposal:

Agree with the proposal (87%)	Neither agree nor disagree (6%)	Disagree with the proposal (4%)
<ul style="list-style-type: none"> <li>▪ Details of the proposal</li> <li>▪ Support for the proposal</li> <li>▪ Space-wheelchair/prams/luggage</li> <li>▪ Infrastructure</li> <li>▪ Staff training</li> <li>▪ Stakeholder involvement in the development of the strategy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Details of the proposal</li> <li>▪ Infrastructure development/upgrade</li> </ul>	<ul style="list-style-type: none"> <li>▪ Details of the proposal</li> </ul>

This is what people were saying on these most popular themes:

### Details of the proposal

Regardless of how far respondents agreed or disagreed with the proposal, this theme was consistent, requesting more information and detail on the proposal.

“The proposal is very welcome in principle but more details would be needed to guess how effective the proposals will be” (Strongly agree – 80+ years, limited a lot by a disability or health problem)

“Would have hoped to see something beyond proposals for engagement. ...” (Neither agree nor disagree – female, age 45-64)

“The Accessibility Proposal is wishy washy and just kicks the disability access can down the road. The West Yorkshire Bus Policy Proposal should unequivocally state that West Yorkshire buses will be fully disability accessible. Full stop.” (Strongly disagree – frequent bus user)

### Support for the proposal

Comments in support of the proposal had the sentiment that the focus on accessibility was welcomed and necessary.

“I’m a Guide Dog owner and it needs sorting.” (Strongly agree – male, limited a lot by a disability or health problem)

“The reports are thorough and I hope that any recommendations are acted on.” (Agree – female, 65-79 years)

### Wheelchair/Pram/Luggage space

Concern for how space allocations would be provided to ensure confidence in travel was mentioned by some respondents. This was with regard to wheelchair users, parents with prams and luggage space.

“Don’t have the ability to use transport because the wheelchair space is always occupied with prams when it reaches our stop” (Don’t know – female, limited a lot by a disability or health problem)

“Little space on buses for even small suitcases. Difficulty to solve problem of pushchairs, they seem to get bigger once again – not enough room.” (Agree – male, not limited by disability or health problem)

## Infrastructure

There are requests for accessibility to be broadened past just the bus vehicle, but to bus stops and shelters, to make them a comfortable and accessible facility for all.

“I hope this will bring attention to bus stops and not just buses. As a disabled person I find it very hard to stand and wait at Bus stops. Seating needs to be a priority at all bus stops. In addition – as an asthmatic – please ban smoking at bus stops.” (Agree – female, frequent bus user)

“I think you also need to focus on facilities at bus stops – namely seating. I struggle with standing so waiting for a bus at a stop with no seating is agony.” (Neither agree nor disagree – age 45-64, frequent bus user)

## Staff training

Comments on staff training stressed its importance, particularly around the customer experience, and disability awareness more broadly.

“Driver training and awareness is vital to the improvement of accessibility. Also structural improvements of the relationship between the kerb/stop/bus. Simple acts like always lowering the bus step and always using the raised kerb where provided would make a huge difference.” (Strongly agree – female, age 65-79)

“What would help a great deal is if the drivers would lower the bus for passengers without being asked. I limp and walk with a stick but very rarely does the driver lower the bus. When I have asked for the bus to be lowered I have been met with attitude and rudeness, so now I am afraid to ask. ...” (Don’t know – female, age 45-64)

## Stakeholder involvement in development of the strategy

There is enthusiasm for the effective representation of those with accessibility issues in the development of policies and ideas.

“As long as there are disabled/elderly representatives on the ongoing consultation panel plus some re complaints responses as not to would defeat the object.” (Agree – age 45-64, infrequent bus user)

“Ensure passengers involved at every stage and ongoing” (Strongly agree – female, limited a lot by a disability or health problem)

Other themes which highlighted accessibility issues include:

*A full list of all the comments split by theme and agree/disagree level with proposal can be found in appendix B.*

## Consideration of non-wheelchair disabilities and characteristics

Some respondents felt that the proposal was not clear in its inclusion of other disabilities people have that will bring their own accessibility issues.

“There does not appear to be any provision for persons with non-visible disabilities, e.g. cognitive processing, autism, etc. Not all disabilities are visible and I am disappointed the Combined Authority has not chosen to highlight this at a time when it would be ideal, and take limited additional effort, to do so.” (Strongly agree – frequent bus user, limited a lot by a disability or health problem)

“Not relevant to put in the one page document but you need to consider all disabilities as often the problem is in response to disabilities that are not easily seen such as partially sighted, deaf etc.” (Agree – age 25-44, female)

## Vehicles

Specific issues with the design of current buses were highlighted, suggesting in some instances that they are not adaptable to needs.

“The design of the buses is very important. Some of the newer buses have nowhere to hold on to from the front seats to the door.” (Strongly agree – age 80+, female)

“Buses should be designed to provide a range of different seat heights and depths, with foot rests, to enable passengers of all ages and sizes to travel comfortably and safely with minimal need for additional support...” (Agree – age 45-64, frequent bus user)

## Reliability

A few comments stressed that reliability of their bus service is the bigger problem.

“For Accessibility to work, buses need to run on time regularly” (Strongly agree – male, age 65-79)

“The unreliability of the bus service is the problem not access” (Neither agree nor disagree – male, age 45-64)

## Emails

8 members of the public and stakeholders participated in the consultation by providing their comment on the accessibility proposal by email to [yourtravelyoursay@westyorks-ca.gov.uk](mailto:yourtravelyoursay@westyorks-ca.gov.uk) (the dedicated email address for the consultation on Bus and Transport Strategy). Comments received by email varied, no two respondents covered the same theme, exception when mentioning operational issues they have with their current bus services.

The topics mentioned were:

Inclusivity of the proposal to include more than older people and people with a disability

“... Many people with autism might not class themselves in either of these categories...”

Inclusivity of reference groups to include young people

“... Stakeholders – young people’s reps need to be included. ...”

Stronger responses and follow up to complaints

“...There is nothing worse than a problem in practice, resulting in a complaint which vanishes into ‘the system’ without follow up & response. ...”

Reliability of services for vulnerable people travelling in more rural towns/villages

“...The elderly and disabled clients that board these buses are now at the mercy of your company, reluctant to travel to towns in fear of not being able to get home is an issue for all villages...”

Accessibility of the current website

“...Accessibility your website has not phone number on its front page it takes 3 clicks in additional contacts before you get to your phone number – not great for people who struggle and need to speak to someone”

Consistent lowering of bus to kerb

“1. The step should always be lowered at the bus stop... 2. Where there is a raised kerb this should always be used...”

Visual displays in bus stations

“Electronic displays needed at Otley bus station.”

Operational issues

*Operational issues raised by respondents, as well as specific ‘here and now’ complaints, will be looked at separately to this consultation where appropriate, and as part of Bus18 in partnership with the bus operators.*

## Storyboards

Following on from our provision of accessible materials provided for our Phase 2a consultation, an easy read storyboard style questionnaire was developed to enable those with learning difficulties or who felt unable to answer the main questionnaire to take part. The ‘storyboard’ visually sets out the consultation question, with images as aids to help provide an answer, and plenty of space for participants to write or draw their response. This method is more accessible, giving choice for respondents depending on their capabilities, but it does require interpretation on the analyst’s part to bring the multi-method answers together. The ‘storyboard’ was shared with stakeholder groups for their members, and available online.

36 people completed and returned a storyboard questionnaire, and overall there was strong agreement (90-100%) with the 7 ideas. The 7 ideas were taken from the draft accessibility policy proposal to illustrate the thinking behind the proposal, and show what improvements it could influence. Key concerns and ideas raised by respondents in the open text/picture option include:

- Make buses accessible for wheelchair users
- Driver training
- Better, more accessible information

“Buses should be accessible for prams and wheelchairs. Maybe have wheelchairs on one side and prams on the other side.”

“Make sure that bus drivers don’t set off until people are sat down”

“To have the general public who use buses to know sooner when buses have their routes altered or time changes when there is a special event on around the same time...”

Analysis of responses to the storyboard can be found in appendix D.

## Developing the draft Accessibility Policy Proposal

### Background and context

In December 2016, Transport Committee considered the Transport and Bus Strategies report outlining the initial analysis and conclusions from the public consultation on the draft West Yorkshire Bus Strategy. Consultants AECOM were commissioned to produce a full independent report which analysed the consultation responses. The AECOM report illustrates that whilst many of the responses pick up on points already in the full Bus Strategy, feedback from consultation inducted that a further number of issues required greater emphasis namely: driver attitude, lack of support when things go wrong and greater accessibility for disabled people.

As a result of the consultation responses received and also subsequent comments received during a workshop with Transport Committee members, it was proposed that certain aspects of the bus strategy documentation were refreshed, including expanding the strategy to include an additional policy proposal around accessibility and usability of existing bus services, particularly for older people and disabled people. This will also need to address a High Court judgement from January 2017 about priority use of spaces on buses for wheelchairs.

Vulnerable and socially disadvantaged groups in society are often the most reliant on bus networks. Bus services are fundamental to providing young people with access to education and training; and providing a way out of social isolation for older and disabled people. The accessibility issues need to be considered within the current social context. The UK population is ageing; there are now 11.6 million people aged 65 or over in the UK and this is projected to rise by over 40 percent in the next 17 years to over 16 million. Twenty percent (12.9 million) of people in the UK reported a disability in 2014/15; with the most common impairments identified as mobility (57%), stamina/breathing/fatigue (38%) and dexterity (28%). The prevalence of disability rises with age: in 2012/13, 42% of adults over state pension age were disabled. Mobility impairments tend to affect older people more than younger people. 31% of those aged 70 or over have problems walking or using a bus, compared with 3% of those aged 16 to 49. Those on low incomes, older and disabled people, as well as young people in education have much lower access to cars and are much more dependent on bus services for local accessibility and are also more likely to report that they face barriers to using public transport.

### Phase 2a feedback

Throughout the Phase 2a consultation and cutting across all of the responses, whether individual, group or stakeholder, issues were raised around accessibility of the bus network. These issues included:

- Accessible information provision, both for journey planning and for disruptions
- The design of public transport infrastructure including bus stations and bus waiting facilities
- Dropped kerb and low floor vehicle or ramp access, including lack of consistency in deployment of low floors and ramps
- Vehicle design for pram, wheelchair and limited mobility users, and use/enforcement of wheelchair and priority spaces
- Driver awareness of access requirements and general disability awareness, including specifics around setting off before passengers are seated, general attitudes/lack of understanding/patience
- Audio/visual travel information displays on vehicles and in facilities
- Attitudes of other passengers, including concerns for personal safety.

### Accessibility Policy Proposal

In order to ensure that the Bus Strategy is inclusive and considerate of accessibility issues for vulnerable and socially disadvantaged groups it was proposed that an individual policy proposal on accessibility with a set of associated initiatives would be added to the Bus Strategy to sit alongside the 5 policy proposals consulted on in Phase 2a. Based on feedback from the Phase 2a consultation the policy proposal was developed (appendix C). To align with consultation in phase 2a, a questions was developed to ensure consistency with those asked around the other 5 policy proposals. Respondents were asked how far they agreed or disagree with the draft policy proposal, to provide any comments and demographic information to help with analysis and understanding of requirements.

Participants to Phase 2a who had expressed that they would like to be kept informed of progress with the development of the Bus Strategy were written to or emailed, depending on their stated preference, inviting them to take part. Equality, disability and stakeholder groups engaged with throughout the consultations on Bus Strategy were again contacted to take part and promote engagement with their members. Additional promotion and wider communication was done via press releases and social media.

## Overall conclusions

There is strong support for the inclusion of the accessibility policy proposal in the West Yorkshire Bus Strategy.

The key issue respondents wished to raise was that they felt they needed more information about the policy.

Some respondents commented on specific aspects of the policy, e.g. wheelchair priority spaces. They included their ideas for how it could work, or stressed its importance to bus users/welcomed it.

Other comments requested the broadening of the language of the policy to clearly include all disabilities (hidden/learning difficulties/mental health), and to include the whole bus service infrastructure (stops and shelters/staff training/vehicles) ensuring accessibility for all, at all points of a journey.

### Analysis:

For the purpose of this analysis Chi Square probability tests were used to look for significance between the responses given by respondents of different demographics/characteristics. The number of respondents tested when split into a group greatly diminishes, and was only tested against one question (how far do you agree/disagree with the policy proposal – to which 87% agreed). There was found to be no significant differences. However, when comparing the pattern of responses given at Phase 2a and Phase 2b, it should be noted that a higher proportion of BME respondents disagreed with the policy proposals in both consultations. Therefore, it should be

recommended that WYCA does more to engage with BME residents to understand and ensure that future policy development addresses the issues they have.

Consultation and Engagement Team, WYCA – May 2017

## Appendix A

# West Yorkshire Bus Strategy Consultation Questionnaire – Accessibility Policy Proposal

28<sup>th</sup> March 2017 – 1<sup>st</sup> May 2017

We want you to have the opportunity to comment on the new policy, and this short questionnaire should take no more than 5 minutes to complete. Please complete this questionnaire online at [www.yourtravelyoursay.co.uk](http://www.yourtravelyoursay.co.uk) or complete and return this form to postal address: Freepost CONSULTATION TEAM (WYCA) by 1<sup>st</sup> May 2017.

Following extensive consultation on the content of the draft West Yorkshire Bus Strategy in summer 2016, West Yorkshire Combined Authority (WYCA), have developed an additional policy proposal on Accessibility.

The draft West Yorkshire Bus Strategy, the analysis report, the feedback from the summer 2016 consultation, and all additional information on the Accessibility Policy can be found on our website: [www.yourtravelyoursay.co.uk](http://www.yourtravelyoursay.co.uk). If you require information in another format (e.g. large print, braille, audio, other language) please phone MetroLine on 0113 245 7676 or email [yourtravelyoursay@westyorks-ca.gov.uk](mailto:yourtravelyoursay@westyorks-ca.gov.uk)

West Yorkshire Combined Authority (WYCA) processes all personal data in accordance with the principles of good information handling contained in the Data Protection Act 1998. We will not sell this information to any other persons or organisations.

### Part 1 – Accessibility Policy Proposal

**Our proposal is to provide an inclusive and accessible bus system.**

**This proposal seeks to ensure that the bus system is accessible to our customer and communities.**

**To achieve this, we propose:**

- **Involving our communities, including older people, disabled people and young people in the design and delivery of the bus system**
- **Providing an inclusive customer experience**
- **Providing information which meets best practice guidelines and statutory requirements**

(Additional information on the proposal can be found in the accompanying policy proposal summary document, and on our website: [www.yourtravelyoursay.co.uk](http://www.yourtravelyoursay.co.uk))

1 How strongly do you agree or disagree with the Accessibility Proposal?

**Accessibility:** Our proposal is to provide an inclusive and accessible bus system

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know
63%	23%	6%	2%	2%	2%
(n.160)	(n.59)	(n.14)	(n.5)	(n.6)	(n.4)

2 Please use the space below to write any comments you have about the accessibility policy proposal:

98 comments

### Part 2 – About you

3 How frequently do you travel by bus (in West Yorkshire)? *Please tick one only*

25% Daily 5% At least once a fortnight

	(n.63) <b>19%</b> (n.48)	4-5 days a week	(n.12) <b>3%</b> (n.7)	At least once a month
	<b>26%</b> (n.67)	2-3 days a week	<b>4%</b> (n.11)	Occasionally
	<b>15%</b> (n.37)	At least once a week	<b>2%</b> (n.4)	Never ( <i>please go straight to Q.7</i> )
4	Which bus services do you regularly use? <i>Please provide up to three bus services numbers</i>			
	16	12	X84	
	56	4	Top 5 mentioned services	
5	Do you hold any of the following valid tickets / passes for travelling in West Yorkshire? <i>Please tick all that apply</i>			
	<b>30%</b> (n.76)	Senior Concessionary Pass	<b>14%</b> (n.35)	Bus Operator Ticket e.g. weekly, monthly, annual
	<b>15%</b> (n.39)	Blind / Disabled Person Pass	<b>2%</b> (n.4)	Young Persons Concessionary Pass
	<b>9%</b> (n.24)	MetroCard / MCard bus <u>only</u>	<b>11%</b> (n.27)	MetroCard / MCard bus <u>and</u> rail
	<b>8%</b> (n.19)	Other, please specify:	<b>15%</b> (n.39)	None
6	What are your main reasons for using buses in West Yorkshire? <i>Please tick all that apply</i>			
	<b>37%</b> (n.94)	To get to work	<b>57%</b> (n.145)	To go to leisure facilities / activities
	<b>6%</b> (n.14)	To get to school / training	<b>45%</b> (n.114)	To visit family / friends
	<b>35%</b> (n.88)	To go to health facilities	<b>15%</b> (n.37)	Other, please specify:
	<b>63%</b> (n.160)	To do shopping		
The following questions are optional, but the information will help us to better understand your transport needs, and ensure that we are getting a representative view from members of the public				
<u>West Yorkshire Combined Authority (WYCA processes all personal data in accordance with the principles of good information handling contained in the Data Protection Act 1998. We will not sell this information to any other persons or organisations</u>				
7	Are you:			
	<b>47%</b> (n.119)	Male	<b>49%</b> (n.125)	Female
			<b>2%</b> (n.4)	Prefer not to say
8	Home postcode:			
	<b>10%</b> (n.26)	Bradford	<b>16%</b> (n.40)	Calderdale
	<b>38%</b> (n.95)	Leeds	<b>4%</b> (n.10)	Wakefield
			<b>13%</b> (n.34)	Kirklees
			<b>5%</b> (n.13)	Other (invalid/not WY)
9	Which age category do you fall within?			
	<b>1%</b> (n.2)	15 and under	<b>19%</b> (n.48)	25 – 44 years
	<b>5%</b> (n.13)	16 – 24 years	<b>41%</b> (n.103)	45 – 64 years
			<b>30%</b> (n.76)	65 – 79 years
			<b>2%</b> (n.4)	80 +
10	Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?			
	<b>57%</b> (n.145)	No	<b>17%</b> (n.43)	Yes, limited a lot

	21% (n.53)	Yes, limited a little	2% (n.6)	Prefer not to say		
11	What is your ethnic origin?					
	2% (n.4)	Asian / Asian British	2% (n.4)	Black / Black British	0% (n.1)	Mixed / Multiple ethnic groups
	86% (n.217)	White	7% (n.18)	Prefer not to say	3% (n.5)	Other, please specify:

**Thank you for taking the time to provide us with your comments**

## Appendix B:

- Open text responses (Q2) split by agreement level (at Q1)
- Emails received (p.10)

### Open text responses

Q2. Please use the space below to write any comments you have about the accessibility policy (free text)

**NB. Respondents were able to make multiple comments. Responses have been split first by rating given and then by category. Comments made by a single individual have been split into the appropriate category. Where meaning was obvious, minor grammatical and spelling errors have been corrected.**

STRONGLY AGREE
<b>Support for the proposal</b>
I welcome the development of this policy and think it is essential for us to create an accessible and inclusive bus system.
I'm a Guide Dog owner and it needs sorting.
[redacted] agrees with the policy
My husband is disabled and accessibility is so important.
The proposal is very welcome but the details will be important
The proposal is very welcome in principle but more details would be needed to guess how effective the proposals will be
Sound in principle but I have my doubts that it will ever be put into practice.
You seem to have made good progress over the past 10 years or so e.g. buggy friendly, wheelchair access, ramps and the lowering of front entrance step. Also free Wi-Fi on some services. Also the use of technology such been able to text when a bus is coming. All these developments have not gone unnoticed. Focused and visioned for the future.
<b>Proposal details</b>
The proposal is very vague. The detail about how you will do it is not included in the short list of proposals above. The accessibility policy proposal document referred to is badly designed. It is an unusual elongated size. Difficult to print out in larger size print and has too much space occupied by the photo and wide margins. Not an example of good accessible print design.
There is absolutely no detail on what you would do that is different from now - what is the future of Access Bus, for example? What about support for community-based providers?
The proposal is very welcome but the details will be important
The proposal is very welcome in principle but more details would be needed to guess how effective the proposals will be
<b>Concern surrounding implementation of the proposal</b>
Sound in principle but I have my doubts that it will ever be put into practice.
<b>Stakeholder involvement in the development of the strategy</b>
Ensure passengers involved at every stage and ongoing
I am shocked that I did not receive this consultation [redacted]. I am a disabled activist representing the disabled community of Hebden Bridge on Hebden Bridge Town Partnership and many other bodies.
I would be interested in more information about how you are actually going to engage with older people, and how someone might get involved with the reference group.
it is important any advisory group contains individuals as well as representatives of groups and organisations

<p>My fear is that those who are "involved" in the design and delivery are usually those who are better able to cope - you need "mystery travellers" who "sample" the network with view to finding out what is good and what is not so good by observing, talking to customers, waiting at bus stops in the cold and rain,</p>
<p>This group needs to be chaired independently by a respected chair who has and can represent people</p>
<p>"Embedding disability awareness training for transport staff" - does this include the people who design the system? In particular does it include the morons who design the seats in bus shelters that are so high and narrow, and awkwardly tilted that it is very difficult for anyone, let alone disabled people, to sit on them? In what way were disabled people involved in their design?  "Adopting a clear, consistent policy on the use of wheelchair priority spaces" - what about a policy on the use of disabled priority seating?</p>
<p>As an able bodied person I have long felt that disabled users of public transport have been ignored. Of late while there has been better provision for wheelchair users on buses I feel that other disabilities have been ignored such as recorded announcements of the stop coming up for visually impaired riders and screens with the information on for those who are hearing impaired. This would also assist passengers without issues so we all win. However, I feel that the proposal will only have real teeth if disabled people are actively and properly consulted, e.g. listened to, and that the politicians have the powers to force change if the bus companies will not do so willingly.</p>
<p>Why was I not contacted direct? I represent the disabled community of Hebden Bridge on Hebden Bridge Town Partnership, Chair Disabled Access Forum and various other bodies</p>
<p><b>Provision for non-wheelchair disabilities and characteristics</b></p>
<p>It would be good to include young people, especially those with an unseen disability e.g. autistic spectrum as well as those whom are wheelchair users, visually impaired etc.</p>
<p>There does not appear to be any provision for persons with non-visible disabilities, e.g. cognitive processing, autism, etc. Not all disabilities are visible and I am disappointed the Combined Authority has not chosen to highlight this at a time when it would be ideal, and take limited additional effort, to do so.</p>
<p>As an able bodied person I have long felt that disabled users of public transport have been ignored. Of late while there has been better provision for wheelchair users on buses I feel that other disabilities have been ignored such as recorded announcements of the stop coming up for visually impaired riders and screens with the information on for those who are hearing impaired. This would also assist passengers without issues so we all win. However, I feel that the proposal will only have real teeth if disabled people are actively and properly consulted, e.g. listened to, and that the politicians have the powers to force change if the bus companies will not do so willingly.</p>
<p>Very important to include various levels of old/young/ disabled bus passengers at every level and ongoing. Monitoring effects is also very important and a robust systems needs to be in place with facility for change where appropriate.</p>
<p><b>Consider accessibilities both before, during and after a journey</b></p>
<p>Please focus on the access ability both during and before travel for example do both the bus stops and the bosses of audio announcements enabled</p>
<p>Please look at access ability before and during travel for example is audio available at the bus stops and aboard the buses? Please</p>
<p><b>Ongoing monitoring</b></p>
<p>Very important to include various levels of old/young/ disabled bus passengers at every level and ongoing. Monitoring effects is also very important and a robust systems needs to be in place with facility for change where appropriate.</p>
<p><b>Space – wheelchairs, prams and luggage</b></p>

Don't disregard disabled travellers as opposed to those with prams. People with prams can and should fold them down.

I'm all for accessibility but you must also provide space for pushchairs on buses for it to be truly about access for all. I'm not a mum, don't have friends with kids so I'm not biased, this is an objective opinion. It's not so simple as folding up a pram, once it's folded there's nowhere for it to go, same with shopping or bulky items people transport in the bus. Provide some luggage space so inclusive is truly what you achieve. Ask the best and I hope this policy is successful.

Need to prioritise wheelchair users over push chairs and shopping trolleys And bags.  
Wheelchair users need more support to provide consistent service across all West Yorkshire bus services

The design of buses may need to be changed there is frequently conflict between disabled users and parents with children in pushchairs as to access to bus? May need to request pushchairs are folded on all journeys.

Disabled people can suffer from transport poverty and exclusion as they are currently not guaranteed a space on a bus; consequently they have a much reduced service. Providing 1 wheelchair space only makes it impossible for 2 wheelchair users to travel together.

I think disability awareness training for staff is crucial...also a clear policy regarding use of wheelchair accessible spaces

I think that disability awareness training for staff is crucial...as are clear policies regarding use of wheelchair accessible spaces.

#### **Vehicles**

From personal experience - the access is very important as we get older - and also the comfort of the transport. The 521 First is the best route for me as I do not need to climb the hill when I get off. But it is the most uncomfortable, I feel it needs new suspension on new springs. Travelling up Ovenden Way is like a roller coaster.

The design of buses may need to be changed there is frequently conflict between disabled users and parents with children in pushchairs as to access to bus? May need to request pushchairs are folded on all journeys.

The design of the buses is very important. Some of the newer buses have nowhere to hold on to from the front seats to the door.

In some buses the disability places are in different places. I have been round and had a look at the other company's apart from the First buses. Transdev in Keighley: No 704, year 04, 1 place. No 18 111, year 08, 3 tip up on [illegible] side. No 703, year 52, 2 on side] Arriva: No [illegible], year 15, 1 [illegible] with gap and 2 on the right. No [illegible], year 62, 3 tip up on both sides. Yorkshire Tiger: The airport buses have the rack for the luggage. No 792, year 14, 2-3 on the left and 1 [illegible] they will tip up. First: All the older buses have got 1 tip up with a gap at the left hand side. The new ones started with 2 tip up and three on the right. Then they [illegible] it by making it 4 tip up on the left with 3 on the right. The Batley bus are a bit different as they have but 2 seat on the left that you have to clamp on and 2 seat behind that are separate then the double on the right hand side, so a wheelchair on board has to go in the gap [illegible] into the bus as it not at the front door, it is behind the two seats on the left. Fleet no 39206 & 39222, year 11, they are Batley buses. Fleet no 36203, year 12, a seat on [illegible] 3 on right. Fleet no 35211, year 16, 1 on the left & 3 on the right. They have but the new single decker into Bradford and Leeds are getting them transferred from other towns and when I look I find they are the old buses that were in Scotland and they have just got some in from Norwich, as they single deckers. TLC in Bradford: I looked at one and found it will be hard to get a wheelchair on as the seats go right to the door on the left as it look like a mini bus, has it just got a [illegible] space on the right.

#### **Audio-Visual Announcements**

Please focus on the access ability both during and before travel for example do both the bus stops and the bosses of audio announcements enabled

Please look at access ability before and during travel for example is audio available at the bus stops and aboard the buses? Please

Additionally, there should be more announcements. Partially-sighted persons would really benefit from voice announcements on buses and at bus stops. This technology exists in the UK - it is used in London, and is in widespread use in other countries. It's inexpensive by this point too, an off-the-shelf smartphone or tablet permanently installed on each bus and at major bus stops is all that's needed.

As an able bodied person I have long felt that disabled users of public transport have been ignored. Of late while there has been better provision for wheelchair users on buses I feel that other disabilities have been ignored such as recorded announcements of the stop coming up for visually impaired riders and screens with the information on for those who are hearing impaired. This would also assist passengers without issues so we all win. However, I feel that the proposal will only have real teeth if disabled people are actively and properly consulted, e.g. listened to, and that the politicians have the powers to force change if the bus companies will not do so willingly.

Buses need to serve isolated communities to tackle social exclusion, this includes a need for evening and weekend services. Progress is being made about announcements on buses, this is an essential travel aid for some people with communication issues and should be rolled out further.

### **Infrastructure**

If you are to encourage older and less mobile people (including those temporarily affected by an injury) to use buses, it is essential to provide seating at or adjacent to all bus stops.

It is essential, if those with either temporary or permanent mobility difficulties are to be encouraged to use buses, that seating is provided at every bus stop

I do not have a disability myself, but I have heard stories of drivers simply not stopping for wheelchair users or people with walking aids. There is also a particular problem at stops where many buses stop or where buses tend to park (e.g. Wellington Street in Leeds, S2 and S3. When the 7's are parked there, the view of when buses are approaching is obstructed and sometimes people have to walk out into the middle of the street to flag down a bus. I have also seen that if one bus is picking up passengers, another bus for another route will just drive by without stopping, because they have not seen that people want to be picked up. Finally, the seating at bus stops is not disability- or age-friendly at all. Most stops do not have seats, and the ones that do are those small slanted metal half benches. It would be great to have proper seats with arm supports, like they do in other cities (Bristol, for example).

"Embedding disability awareness training for transport staff" - does this include the people who design the system? In particular does it include the morons who design the seats in bus shelters that are so high and narrow, and awkwardly tilted that it is very difficult for anyone, let alone disabled people, to sit on them? In what way were disabled people involved in their design?  
"Adopting a clear, consistent policy on the use of wheelchair priority spaces" - what about a policy on the use of disabled priority seating?

The positioning of bus stops themselves are also important, e.g. including more hail and ride routes

Driver training and awareness is vital to the improvement of accessibility. Also structural improvements of the relationship between the kerb/stop/bus. Simple acts like always lowering the bus step and always using the raised kerb where provided would make a huge difference.

Bus travel is key to mobility and independence. It is vital that it is accessible in terms of information, driver training plus practical measures to ensure someone can use the service. Constancy is also v. important

### **Fares and ticketing**

The existing access and fare collection arrangements do not achieve accessibility or inclusiveness

### **Social Exclusion**

This issue is of particular concern to elderly people as their number is set to increase and, while the bus pass helps protect the elderly from social isolation it is of no use if they can't access the free transport easily.

Disabled people can suffer from transport poverty and exclusion as they are currently not guaranteed a space on a bus; consequently they have a much reduced service. Providing 1 wheelchair space only makes it impossible for 2 wheelchair users to travel together.

Buses need to serve isolated communities to tackle social exclusion, this includes a need for evening and weekend services. Progress is being made about announcements on buses, this is an essential travel aid for some people with communication issues and should be rolled out further.

It would be good, if everyone who wants to, could travel by bus, regardless of disability.

#### **Reliability**

For Accessibility to work, buses need to run on time regularly

The first thing you must do is ensure that first bus runs all its buses on time especially after 1800hrs they seem to disappear after 1800hrs regularly

The first thing you must do is ensure that first bus runs all its buses on time especially after 1800hrs they seem to disappear after 1800hrs regularly

The bus system must become more accessible, reliable and comfortable for all people to travel on and drivers taught the meaning of customer service

#### **Frequency**

You also need to increase the frequency of bus services so all areas especially more distant areas have at least an half, hourly service.

#### **Operational hours and days**

Buses need to serve isolated communities to tackle social exclusion, this includes a need for evening and weekend services.

#### **Routes**

Buses from LS25 7BU do not run at work times, I'm not sure who they're aimed at or where they go. I have to get a taxi each day to Garforth to get a bus to Leeds centre. Why can't the 166 or 163 to Leeds call into or outside the village.

More routes needed to different areas.

#### **Hail and Ride**

The positioning of bus stops themselves are also important, e.g., including more hail and ride routes

#### **Availability of information**

I like the use of clear information so people will know how to complain. It would be nice to include information so people would know how to send their compliments to drivers that go out of their way to help.

Bus travel is key to mobility and independence. It is vital that it is accessible in terms of information, driver training plus practical measures to ensure someone can use the service. Constancy is also v. important

#### **Complaints procedure**

The strategy should include a proposal to develop a process which allows those with accessibility requirements to raise specific issues and get a response within a stated time period.

I like the use of clear information so people will know how to complain. It would be nice to include information so people would know how to send their compliments to drivers that go out of their way to help.

#### **Integration / other modes of transport**

Don't forget trains and trams - which are far better at moving large numbers of people

#### **Staff training**

The bus system must become more accessible, reliable and comfortable for all people to travel on and drivers taught the meaning of customer service

Key factor is the attitude of drivers, staff and other passengers
Driver training and awareness is vital to the improvement of accessibility. Also structural improvements of the relationship between the kerb/stop/bus. Simple acts like always lowering the bus step and always using the raised kerb where provided would make a huge difference.
Bus travel is key to mobility and independence. It is vital that it is accessible in terms of information, driver training plus practical measures to ensure someone can use the service. Constancy is also v. important
I think disability awareness training for staff is crucial...also a clear policy regarding use of wheelchair accessible spaces
I think that disability awareness training for staff is crucial...as are clear policies regarding use of wheelchair accessible spaces.
Also disability training for staff. On the bus route that I use most of the drivers are superb but now and again there is one who needs the platform lowering or starts off with a jerk before I am seated. I would like to repeat that on the buses I use this is very rare.
<b>Attitude of other passengers</b>
Key factor is the attitude of drivers, staff and other passengers
<b>Miscellaneous</b>
It doesn't appear to include working with traffic agencies to ensure bus lanes & bus stops remain clear at all times and bad parking doesn't block roads
I do not have a disability myself, but I have heard stories of drivers simply not stopping for wheelchair users or people with walking aids. There is also a particular problem at stops where many buses stop or where buses tend to park (e.g. Wellington Street in Leeds, S2 and S3. When the 7's are parked there, the view of when buses are approaching is obstructed and sometimes people have to walk out into the middle of the street to flag down a bus. I have also seen that if one bus is picking up passengers, another bus for another route will just drive by without stopping, because they have not seen that people want to be picked up.
The Combined Authority should seek to include ALL people. This includes people who are neither male, nor female. Everything the Combined Authority seems to do excludes us, from installing gendered toilets at bus stations, starting announcements with "Ladies and gentlemen" (which excludes people like us). A better alternative would be to start announcements with "Good morning/day/afternoon/evening". Even this very form doesn't give me the option to say I'm anything other than male or female.
<b>AGREE</b>
<b>Support for the proposal</b>
In theory - this is a well-intentioned plan. As we've seen previously, the proof is in the pudding. There must be a public timetable and practical steps as to how this will be achieved. I'm a positive person but need practical proposals with a time-line
The reports are thorough and I hope that any recommendations are acted on
The reports are very thorough and informative, I sincerely hope that any proposals in the report will be considered and acted on.
Details are patchy but basics of the proposal are sound. How would you guarantee the quality of staff training?
<b>Proposal details</b>
Bus Accessibility has a number of meanings depending on the context it is being used. For example all the Local Planning Authorities will talk about 'Bus Accessibility'; This is more about accessibility to jobs, schools, hospitals etc, frequencies of services, journey times etc. WYCA LTP for example has accessibility criteria which is not about the topics. We need to make sure the scope of accessibility in this context is made clear or change the name (maybe Inclusive Travel?)

In theory - this is a well-intentioned plan. As we've seen previously, the proof is in the pudding. There must be a public timetable and practical steps as to how this will be achieved. I'm a positive person but need practical proposals with a time-line
Details are patchy but basics of the proposal are sound. How would you guarantee the quality of staff training?
<b>Concern surrounding implementation of the proposal</b>
The reports are thorough and I hope that any recommendations are acted on
The reports are very thorough and informative, I sincerely hope that any proposals in the report will be considered and acted on.
<b>Stakeholder involvement in the development of the strategy</b>
As long as there are disabled/elderly representatives on the ongoing consultation panel plus same re complaints responses as not to would defeat the object.
<b>Provision for non-wheelchair disabilities and characteristics</b>
Not relevant to put in the one page document but you need to consider all disabilities as often the problem is in response to disabilities that are not easily seen such as partially sighted, deaf etc.
<b>Space – wheelchairs, prams and luggage</b>
Always been concerned about space for one wheelchair only. You couldn't have confidence going out for a bus with only one space suitable for you and knowing that that one place could already have been taken.
Little space on buses for even small suitcases. Difficult to solve problem of pushchairs, they seem to get bigger once again - not enough room.
More luggage space to allow pushchairs to be folded
<b>Vehicles</b>
Buses should be designed to provide a range of different seat heights and depths, with foot rests, to enable passengers of all ages and sizes to travel comfortably and safely, with minimal need for additional support. This should be to the same layout across all vehicles so that passengers know the best place for them to sit.
Theory good, but needs firm policy for ensuring that disabled people can access seats more easily. I request stronger wording e.g. "use these seats ONLY if you are disabled."
<b>Infrastructure</b>
Needs to incorporate all bus stops.
I hope this will bring attention to bus stops and not just buses. As a disabled person I find it very hard to stand and wait at Bus stops. Seating needs to be a priority at all bus stops. In addition - as an asthmatic - please ban smoking at bus stops.
<b>Fares and ticketing</b>
What I would like you to aim for is a Yorkshire bus pass for the whole of Yorkshire, not just West Yorks. North Yorks. etc.
<b>Reliability</b>
Services need to run and on time and provide a joined up service. It takes me more than 2 hours to get to work on time when the buses ARE on time but only 25 mins by car. The bus service is far worse than it was 10 years ago.
<b>Integration / other modes of transport</b>
Great need too to harmonise bus times with train times at key stations like Ilkley. Mobility impaired people cannot run for bus or train if the connection is tight, and if they are using public transport this is important.
Services need to run and on time and provide a joined up service. It takes me more than 2 hours to get to work on time when the buses ARE on time but only 25 mins by car. The bus service is far worse than it was 10 years ago.
<b>Staff training</b>

Details are patchy but basics of the proposal are sound. How would you guarantee the quality of staff training?
Wheelchair disabilities have been highlighted in the news. But I have sight issues and use a guide dog. I have been spat on in a bus, I have not been able to access the disabled seats which my guide dog is trained to go to. It can be a real problem and the bus driver just wants to stay out of any disagreement.
<b>Attitude of other passengers</b>
Wheelchair disabilities have been highlighted in the news. But I have sight issues and use a guide dog. I have been spat on in a bus, I have not been able to access the disabled seats which my guide dog is trained to go to. It can be a real problem and the bus driver just wants to stay out of any disagreement.
<b>Miscellaneous</b>
I hope this will bring attention to bus stops and not just buses. As a disabled person I find it very hard to stand and wait at Bus stops. Seating needs to be a priority at all bus stops. In addition - as an asthmatic - please ban smoking at bus stops.
<b>NEITHER AGREE NOR DISAGREE</b>
<b>Proposal details</b>
One main thing I feel is missing is commitment to accessibility whenever it is needed until then bus services can never guarantee inclusion or accessibility.
Would have hoped to see something beyond proposals for engagement. I regularly meet with older and disabled people who cannot get about by bus because of reduction in services, non-accessible bus stops, driver actions.
It's very vague and seems over focussed on wheelchair users. There is no mention of mental health, sight, hearing, speech, behavioural, or other less visible disabilities.
<b>Provision for non-wheelchair disabilities and characteristics</b>
It's very vague and seems over focussed on wheelchair users. There is no mention of mental health, sight, hearing, speech, behavioural, or other less visible disabilities.
<b>Space – wheelchairs, prams and luggage</b>
Being able to get a bus using a wheelchair
<b>Infrastructure</b>
I think you also need to focus on facilities at bus stops - namely seating. I struggle with standing so waiting for a bus at a stop with no seating is agony.
Would have hoped to see something beyond proposals for engagement. I regularly meet with older and disabled people who cannot get about by bus because of reduction in services, non-accessible bus stops, driver actions.
<b>Reliability</b>
The unreliability of the bus service is the problem not access
<b>Operational hours and days</b>
My concern is that service 29 isn't year round and doesn't operate as extensive hours as I need for work travel and this is my sole option for the journey I make,
<b>Integration / other modes of transport</b>
Please add bike racks to the front fender of the bus, so more people can use a mix of cycling and bus to travel to work etc. Please make buses accessible to cyclists.
<b>Staff training</b>
Would have hoped to see something beyond proposals for engagement. I regularly meet with older and disabled people who cannot get about by bus because of reduction in services, non-accessible bus stops, driver actions.
<b>DISAGREE</b>
<b>Proposal details</b>

It just kicks the issue of disability access to buses down the road. You should commit to providing full disability access to buses. Full Stop

**Separate vehicles for wheelchair users**

A bus designed to take wheelchair users and accompanying carers would surely be a better idea than the present system. Getting wheelchairs on and off buses is a strain on the drivers who have to stop driving and start lowering the bus deck and otherwise helping on board people who need a lot of support to travel by bus. It inevitably takes up time, causing delays for the rest of the passengers. Providing separate and appropriately designed facilities would benefit both disabled and non-disabled travellers.

**Miscellaneous**

Its not all about information, being able to simply get on a bus in the first place helps

**STRONGLY DISAGREE**

**Proposal details**

Providing an inclusive customer experience. What does this mean

The Accessibility Proposal is wishy washy and just kicks the disability access can down the road. The West Yorkshire Bus Policy Proposal should unequivocally state that West Yorkshire buses will be fully disability accessible. Full stop.

**Reliability**

Many time bus late

**Integration / other modes of transport**

Leeds is the largest town/city in Europe with neither trams nor a light rail system. For effective "people moving" one or other, even both is NECESSARY not buses

**DON'T KNOW**

**Staff Training**

What would help a great deal is if drivers would lower the bus for passengers without being asked. I limp and walk with a stick but very rarely does the driver lower the bus. When I have asked for the bus to be lowered I have been met with attitude and rudeness, so now I am afraid to ask. Also a lot of drivers when pulling up to a stop they don't pull close enough to the pavement which leaves a big drop on to the floor and it is extremely difficult to get off the bus. When that happens, which is quite often, I am slow getting off and then I am met with nasty looks and impatience from the drivers. I do dread going on buses sometimes.

**Space – wheelchairs, prams and luggage**

Don't have the ability to use transport because the wheelchair space is always occupied with prams when it reaches our stop

**Emails**

First my apologies for a very late response.

The overall proposals seemed very sound.

We understood that your reference group would most likely be web based. Whilst this might well preclude some disabled would be users it should enable consultation to be more widespread, representative & would obviate the need to find a convenient time for meetings.

Stakeholders – young people's reps need to be included.

Responses need to be provided to complaints raised. There is nothing worse than a problem in practice, resulting in a complaint which vanishes into 'the system' without follow up & response.

On the broader issue of the bus strategy, it will be most interesting to compare what shortly becomes possible in Greater Manchester under the new mayor & his better management powers as compared with WY seeking to work through more limited powers in view of the local political structure.

Sorry if this is too late

... just wondered whether we could be more "inclusive" than older people and people with a disability. Many people with autism might not class themselves in either of these categories.... Not sure what I would suggest instead but I'm sure that people with autism would have a view.

I believe that should you wish to gain top of the leader board for public transport you as a large company needs to look at the times you run your services and also stop cutting small villages off from getting to local towns and cities, the elderly and disabled clients that board these buses are now at the mercy of your company, reluctant to travel to towns in fear of not being able to get home is an issue for all villages not just Ryhill where I am from. I personally do not think anything will change for the local people who live away from towns and cities, although I hope you reconsider the terrible loss of transportation from our village and help us. You have given the most vulnerable routes to a company that rarely turns up or if it does is usually very late. I also along with my work colleagues suffer deeply when finishing work at 23.00 at south Elmsall and is unable to get the last bus home this bus leaves at 23.05 heading towards Wakefield, I personally miss my connecting bus at hemsworth heading for Ryhill/Havercroft due to the bus times. I don't mind paying a reasonable fare if there are buses that run on time with more accessibility for wheelchair users, mobility scooters and the elderly plus proper bustimes for those without transport whom also need to get home from work. Maybe you will do something, we people in villages do feel cut off from the rest of West Yorkshire. Thanks

I filled in the survey but it crashed right at the end and I don't know whether it was transmitted.

For the avoidance of doubt. I wanted to say that two very simple actions by bus drivers would help accessibility enormously.

1. The step should always be lowered at the bus stop. This is not routinely done I have many times had to requests this - even went I was recently using two sticks for a temporary period.
2. Where there is a raised kerb this should always be used. In Market Street in Bradford where more than one bus sometimes arrive at the same time, the rearmost vehicle loads from the pavement and does not move up to the raised kerb. In Bingley Main Street, buses frequently load and unload at the National Express stop not at the stop with the raised kerb and the shelter. I have brought this up with First Bus but to no avail. The drivers have even alleged that they are at the correct place and refused to move up.

Thank you for consulting on this matter.

Good Afternoon

There are a number of observations that I wish to make concerning local bus services:

- 1) Bus Stop Timetables - the "average" journey times to certain destinations can be a little wide of the mark! For example, my local bus stop in th direction of Bradford City Centre (Thackley Corner; Town Lane) is shown as 15 minutes! I have yet to travel on a bus that takes 15 minutes to reach Bradford City Centre - 22-25 minutes being much closer to reality! So I beg of you, for the sake of the sanity of the travelling public, PLEASE make the timings on bus stop timteables more truthful and realistic!

2) A lack of true "Express" bus services from Bradford - there is only the X6 (Bradford - Leeds) that is truly an "Express" service! The X63 (Bradford - Huddersfield) is effectively a "normal" bus service with boarding and alighting restrictions on its route, whilst the X11 (Bradford - Pudsey - Leeds) takes such a circuitous route that it's no faster than a "normal" bus service! I would suggest reinstating the X6 as a through service between Leeds, Bradford and Huddersfield, and running it every 20 minutes, providing a link from Bradford every 10 minutes in tandem with the 72 (Leeds) and 363 (Huddersfield), 7 days per week. I would also suggest reinstating the X81 (Bradford - Shelf - Halifax), which ran briefly, but this time operating every 30 minutes, 7 days per week; and the X33 (Bradford - Leeds - Wakefield - Barnsley - Meadowhall - Sheffield), again operating every 30 minutes, 7 days per week; extending the Yorkshire Coastliner network to commence from Bradford; and initiating a new Express service between Bradford and Skipton, every 30 minutes, 7 days per week.

3) Keighley Bus Company operations in South Bradford - their operation of the 845, 846 and 847 totally defies logic! There must be a great deal of "dead mileage" between Keighley Depot and Bradford to enable the vehicles involved to take up service (unless there exists an agreement with First to outbase the vehicles at Bowling Back Lane Depot)!

4) The lack of a City Centre Bus Service in Bradford - following the liquidation of the previous operator (Ladies Only Travel), the good citizens of Bradford were promised that the service would be replaced! But as yet, no replacement service is forthcoming! Can I please ask you to get your fingers out and re-instate the service as soon as possible! There are a great number of elderly people in this city, who rely upon the service to get around the City Centre. Yet for the past 12 months, the City Centre has practically been out-of-bounds for them!

5) Apperley Bridge Railway Station - there is only one service timed to visit this station: the 948 which runs from Eccleshill Hospital, three times per day! This is appalling, and must be improved upon - not only with an increased frequency serve the hospital more effectively and allow for planned expansion of train services (I have it on good authority that Northern are aiming to increase the number of trains serving Apperley Bridge), but also to improve connections from other parts of the area - from Thackley and Wrose, for instance!!!!

I hope that these points having given you a great deal of food for thought!

Hi

Would like to share

1. Journey planner does not always work see below I am told the info should just pop up it doesn't I have tried at work and at home
2. Accessibility your website has no phone number on its front page it takes 3 clicks in additional contacts before you get to your telephone number – not great for people who struggle and need to speak to someone

I think the bus-18 initiative sounds just what the area needs, however I do worry that First will honour it. Last month, my last bust failed to operate 8 times over a 10 day period. That would result in £136 worth of taxis, and my buses in general are still failing to operate about 40% of the time. I just can't believe that they can, or even want to turn a service that disgraceful around.

Hello

Electronic displays needed at Otley bus station.

Regards

Otley Bus User

# Appendix C

Accessibility policy proposal:

## Accessibility

Our proposal is to provide an inclusive and accessible bus system

This proposal seeks to ensure that the bus system is accessible to our customers and communities.

To achieve this, we propose:

- Involving our communities, including older people, disabled people and young people in the design and delivery of the bus system
- Providing an inclusive customer experience
- Providing information which meets best practice guidelines and statutory requirements

This includes:

- Establishing a 'reference' group to work in an accessibility advisory capacity on the development of projects and services
- Maintaining dialogue with stakeholder groups through regular communications and engagement
- Embedding disability awareness training for transport staff
- Ensure that complaints procedures are accessible and well promoted
- Recording and monitoring accessibility related complaints and using data to inform service improvements
- Adopting a clear, consistent policy on the use of wheelchair priority spaces
- Adopting a Customer Service Charter, including a section on accessibility, enabling customers to know what to expect when they travel





## Part 2 – About you

3	<p>How frequently do you travel by bus (in West Yorkshire)? <i>Please tick <u>one</u> only</i></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Daily  <input type="checkbox"/> 4-5 days a week  <input type="checkbox"/> 2-3 days a week  <input type="checkbox"/> At least once a week                 </div> <div style="width: 45%;"> <input type="checkbox"/> At least once a fortnight  <input type="checkbox"/> At least once a month  <input type="checkbox"/> Occasionally  <input type="checkbox"/> Never (<i>please go straight to Q.7</i>)                 </div> </div>
4	<p>Which bus services do you regularly use? <i>Please provide <u>up to three</u> bus services numbers</i></p> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="width: 60%;"> <input style="width: 30px; height: 20px; margin-bottom: 5px;" type="text"/> <input style="width: 30px; height: 20px; margin-bottom: 5px;" type="text"/> <input style="width: 30px; height: 20px; margin-bottom: 5px;" type="text"/> </div> <div style="width: 35%; text-align: right;"> <input type="checkbox"/> Don't know                 </div> </div>
5	<p>Do you hold any of the following valid tickets / passes for travelling in West Yorkshire? <i>Please tick <u>all</u> that apply</i></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Senior Concessionary Pass  <input type="checkbox"/> Blind / Disabled Person Pass  <input type="checkbox"/> MetroCard / MCard bus <u>only</u>  <input type="checkbox"/> Other, please specify: _____                 </div> <div style="width: 45%;"> <input type="checkbox"/> Bus Operator Ticket e.g. weekly, monthly, annual  <input type="checkbox"/> Young Persons Concessionary Pass  <input type="checkbox"/> MetroCard / MCard bus <u>and</u> rail  <input type="checkbox"/> None                 </div> </div>
6	<p>What are your main reasons for using buses in West Yorkshire? <i>Please tick <u>all</u> that apply</i></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> To get to work  <input type="checkbox"/> To get to school / training  <input type="checkbox"/> To go to health facilities  <input type="checkbox"/> To do shopping                 </div> <div style="width: 45%;"> <input type="checkbox"/> To go to leisure facilities / activities  <input type="checkbox"/> To visit family / friends  <input type="checkbox"/> Other, please specify: _____                 </div> </div>
<p>The following questions are optional, but the information will help us to better understand your transport needs, and ensure that we are getting a representative view from members of the public  <u>West Yorkshire Combined Authority (WYCA processes all personal data in accordance with the principles of good information handling contained in the Data Protection Act 1998. We will not sell this information to any other persons or organisations)</u></p>	
7	<p>Are you:</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Male                 <input type="checkbox"/> Female                 <input type="checkbox"/> Prefer not to say             </div>
8	<p>Home postcode:</p> <div style="display: flex; justify-content: space-around;"> <input style="width: 30px; height: 20px;" type="text"/> </div>
9	<p>Which age category do you fall within?</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> 15 and under                 <input type="checkbox"/> 16 – 24 years                 <input type="checkbox"/> 25 – 44 years                 <input type="checkbox"/> 45 – 64 years                 <input type="checkbox"/> 65 – 79 years                 <input type="checkbox"/> 80 +             </div>
10	<p>Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> No                 <input type="checkbox"/> Yes, limited a little                 <input type="checkbox"/> Yes, limited a lot                 <input type="checkbox"/> Prefer not to say             </div>
11	<p>What is your ethnic origin?</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <input type="checkbox"/> Asian / Asian British  <input type="checkbox"/> White                 </div> <div style="width: 30%;"> <input type="checkbox"/> Black / Black British  <input type="checkbox"/> Prefer not to say                 </div> <div style="width: 30%;"> <input type="checkbox"/> Mixed / Multiple ethnic groups  <input type="checkbox"/> Other, please specify: _____                 </div> </div>
12	<p>Are you happy for us to contact you regarding the outcome of this consultation and any further Bus Strategy Consultations?</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Yes                 <input type="checkbox"/> No thank you, I prefer not to be contacted                 <input type="checkbox"/> I am already on your contact list             </div>
13	<p>If yes, please state your preferred method of contact, and provide appropriate contact details:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Email: _____  <input type="checkbox"/> Post to address                 </div> <div style="width: 45%;">                     Your name: _____                      Address (line 1): _____                      Address (line 2): _____                      Town: _____ Postcode: _____                 </div> </div>

Thank you for taking the time to provide us with your comments

# Storyboard

## What you think about buses – big plan for buses storyboard

### I am...

*Add a picture or use some words to describe who you are*

Name:	
Age:	
Town/City:	



### I take the bus because...

*Add a picture or some words to tell us what you most use the bus for:*

*Circle anything else you use the bus for:*

Shopping

Doctors or health

Family / Friends

Going out / having fun

Work / Job

School / Training

### When I use the bus...

*Fill in the calendar to show the days you use the bus:*

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
 Morning	<input type="checkbox"/>						
 Afternoon	<input type="checkbox"/>						
 Evening	<input type="checkbox"/>						

**Do you agree with our ideas?** *Circle all colour in your answer (yes, no or don't know):*



Training for bus drivers and staff in bus stations to help them understand how they can help people use transport more easily



Make sure all bus companies have the same rules about wheelchairs on buses, to make travelling in a wheelchair easier



Work with older people and disabled people to make sure transport is easy for them to use



Easy to get information that is easy to understand



Make it easy to tell us when things go wrong

YES
 NO
 DON'T KNOW

YES
 NO
 DON'T KNOW

YES
 NO
 DON'T KNOW

YES
 NO
 DON'T KNOW

**My idea:** *add a picture or some words if you have any more ideas*



# Appendix D

## Accessible Bus Travel Storyboard 2017

**Supplementary analysis into the opinions of bus users with learning difficulties on accessibility of bus services**

Your Travel, Your Say consultation (West Yorkshire Combined Authority)

Phase 2b – Accessibility Policy Proposal

### Contents:

- [Background](#)
- [Results](#)
  - [Travel habits](#)
  - [Ideas](#)
- [Storyboard questionnaire](#)
- [Marked up questionnaire](#)

## 1 Background

In December 2016, Transport Committee considered reports outlining the initial analysis and conclusions from the public consultation, Phase 2a (July-October 2016), on the West Yorkshire Bus Strategy. Supporting documentation to summarise the content of the strategy was designed to accompany online questionnaires, and additional formats were produced to assist different groups taking part. These formats included: low vision, braille and easy read. As a result of the consultation responses received, and also subsequent comments received during workshops it was proposed that certain aspects of the bus strategy documentation were refreshed, including expanding the strategy to include an additional policy proposal around accessibility and usability of existing bus services, particularly for older people and disabled people. This will also need to address a High Court judgement from January 2017 about priority use of spaces on buses for wheelchairs.

### Phase 2a feedback

Throughout the Phase 2a consultation and cutting across all of the responses, whether individual, group or stakeholder, issues were raised around accessibility of the bus network. These issues included:

- Accessible information provision, both for journey planning and for disruptions
- The design of public transport infrastructure including bus stations and bus waiting facilities
- Dropped kerb and low floor vehicle or ramp access, including lack of consistency in deployment of low floors and ramps
- Driver awareness of access requirements and general disability awareness, including specifics around setting off before passengers are seated, general attitudes/lack of understanding/patience
- Audio/visual travel information displays on vehicles and in facilities
- Attitudes of other passengers, including concerns for personal safety.

### Accessibility Policy Proposal

In order to ensure that the Bus Strategy is inclusive and considerate of accessibility issues for vulnerable and socially disadvantaged groups it was proposed that an individual policy proposal on accessibility with a set of associated initiatives would be added to the Bus Strategy to sit alongside the 5 policy proposals consulted on in Phase 2a. Based on feedback from the Phase 2a consultation the policy proposal was developed (Appendix C). Consultation Phase 2b was opened inviting comment on this additional policy proposal.

An easy read version of the Accessibility Policy Proposal was created to help participants with learning difficulties take part, and a 'storyboard' form was created for collating feedback.

Like for Phase 2a the storyboard was designed to reflect the main questionnaire, and asked if participants agreed with the ideas behind the accessibility policy proposal, and 'about you' information. The storyboard then allowed participants to respond as best suited their abilities, writing or drawing their answer/opinion, or by selecting from a number of pre-defined options matching those in the main questionnaire that are based on the information in the summary document.

The easy read and storyboard materials, were offered to groups with learning difficulties across West Yorkshire, following up with self-advocacy groups that had taken part in the Phase 2a consultation. 36 completed storyboards were returned and analysed.

## 2 Results

### 36 responses

#### **Context:**

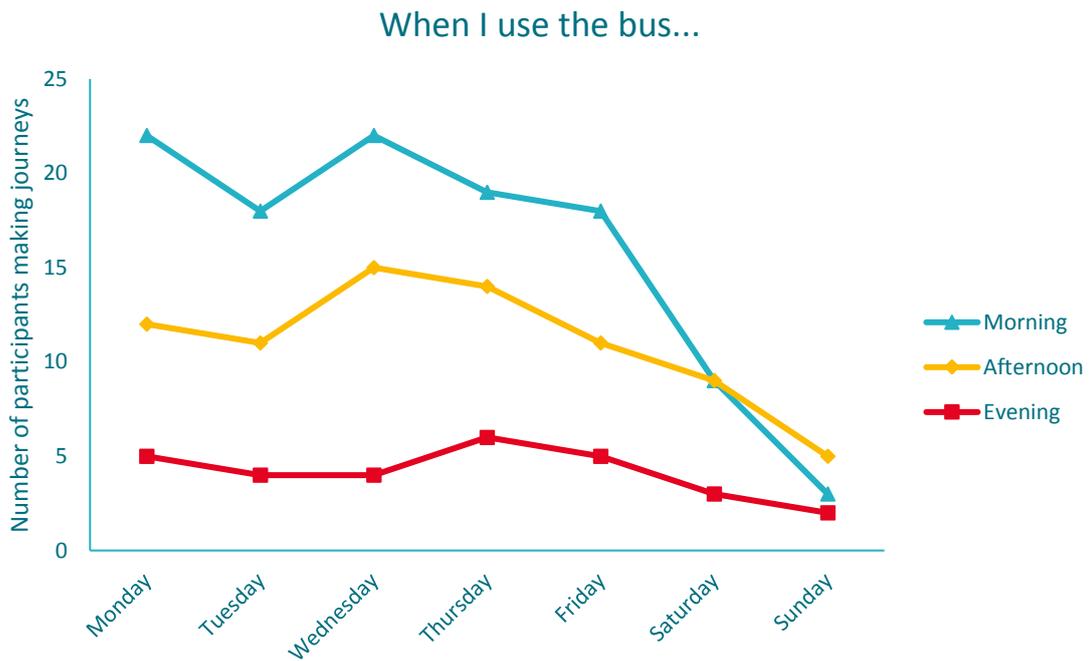
As part of the wider Bus Strategy consultation, an Easy Read storyboard style questionnaire was developed to enable those with learning difficulties or who felt unable to answer the main questionnaire to take part. The questionnaire was designed to determine if participants thought that the ideas behind the additional accessibility policy proposal were good or not. The storyboard method allowed participants to circle answer options, write in their own words, or draw pictures to illustrate their response. This method is more accessible, giving choice for respondents depending on their capabilities, but it does require interpretation on the analyst's part to bring the multi-method answers together. Where possible drawings and notations have been coded and recorded in the report.

#### **Headline Findings:**

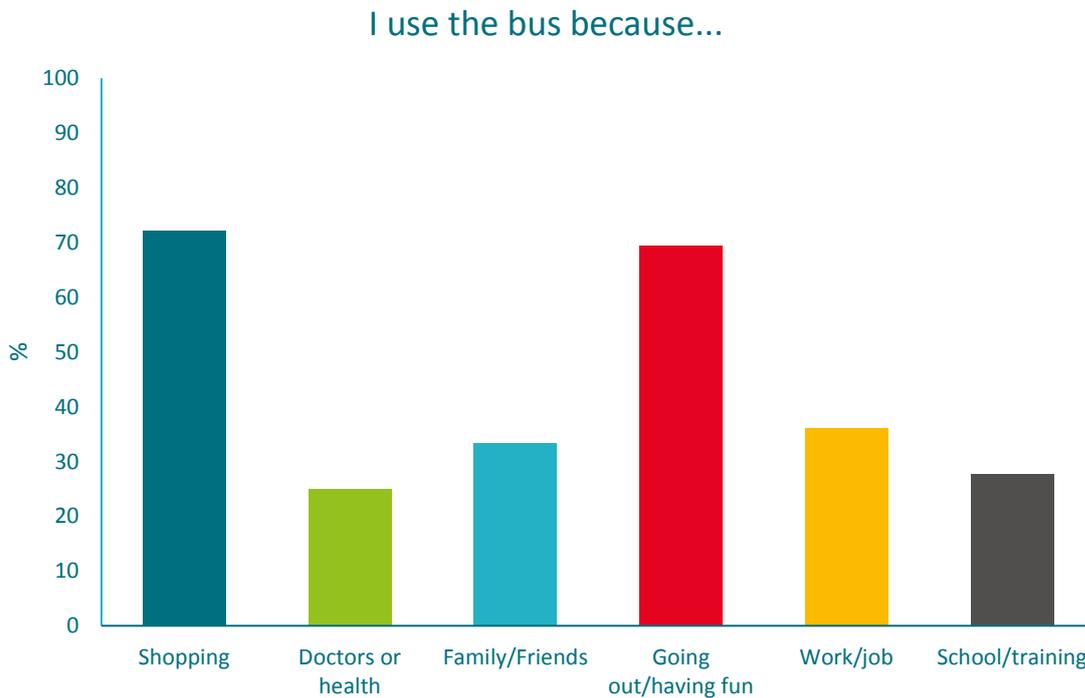
- Overall there was strong agreement (90-100%) with the 7 ideas
- It is important that buses are accessible for wheelchair users
- Driver training is necessary for accessibility
- Information needs to be better and more accessible

### 3 Travel habits:

33 respondents provided information on when they typically use the bus:



This is their purpose for travelling by bus:



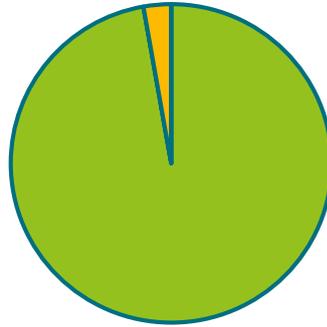
Other reasons included volunteering and attending day services.

4 Ideas:



Training for bus services and staff in bus stations to help them understand how they can help people use transport more easily

Yes	35	No	0	Don't know	1
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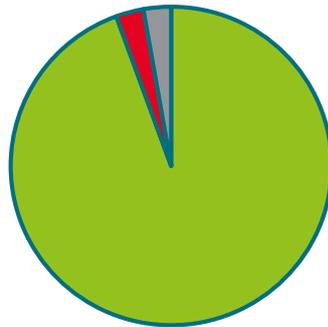


- Yes 97%
- No 0%
- Don't know 3%
- Did not answer 0%



Make it easy to tell us when things go wrong

Yes	34	No	1	Don't know	0
-----	----	----	---	------------	---

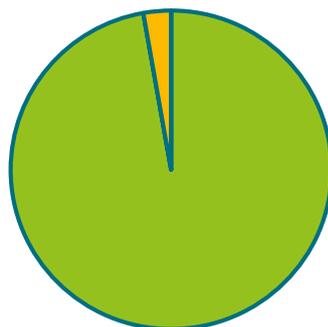


- Yes 94%
- No 3%
- Don't know 0%
- Did not answer 3%



Make sure that people with a disability know what to expect when they use buses

Yes	35	No	0	Don't know	1
-----	----	----	---	------------	---

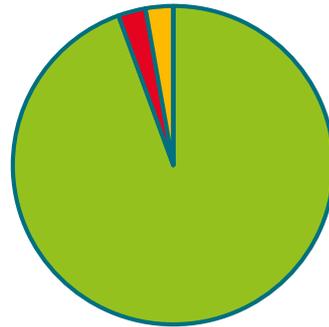


- Yes 97%
- No 0%
- Don't know 3%
- Did not answer 0%



Make sure all bus companies have the same rules about wheelchairs on buses to make travelling in a wheelchair easier

Yes	34	No	1	Don't know	1
-----	----	----	---	------------	---

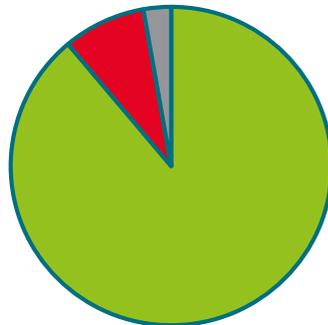


- Yes 94%
- No 3%
- Don't know 3%
- Did not answer 0%



East to get information that is easy to understand

Yes	32	No	3	Don't know	0
-----	----	----	---	------------	---

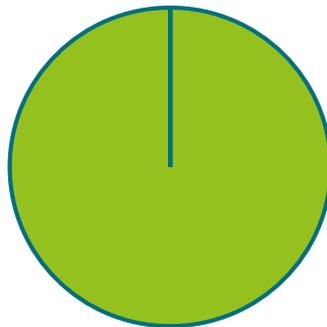


- Yes 89%
- No 8%
- Don't know 0%
- Did not answer 3%



Make sure older and disabled people can have their say about getting about by bus

Yes	100	No	0	Don't know	0
-----	-----	----	---	------------	---

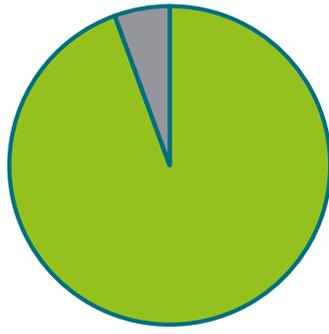


- Yes 100%
- No 0%
- Don't know 0%
- Did not answer 0%



Work with older people and disabled people to make sure transport is easy for them to use

Yes	34	No	0	Don't know	0
-----	----	----	---	------------	---



- Yes 94%
- No 0%
- Don't know 0%
- Did not answer 6%

# Questionnaire:

## What you think about buses – big plan for buses storyboard

**I am...**  
*Add a picture or use some words to describe who you are*

Name:	
Age:	
Town/City:	



**I take the bus because...**  
*Add a picture or some words to tell us what you most use the bus for:*

*Circle anything else you use the bus for:*

Shopping

Doctors or health

Family / Friends

Going out / having fun

Work / Job

School / Training

**When I use the bus...**  
*Fill in the calendar to show the days you use the bus:*

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
<b>Morning</b> 	<input type="checkbox"/>						
<b>Afternoon</b> 	<input type="checkbox"/>						
<b>Evening</b> 	<input type="checkbox"/>						

**Do you agree with our ideas?** *Circle all colour in your answer (yes, no or don't know):*

**Training for bus drivers and staff in bus stations to help them understand how they can help people use transport more easily**

YES  
  NO  
  DON'T KNOW

**Make sure all bus companies have the same rules about wheelchairs on buses, to make travelling in a wheelchair easier**

YES  
  NO  
  DON'T KNOW

**Work with older people and disabled people to make sure transport is easy for them to use**

YES  
  NO  
  DON'T KNOW

**Easy to get information that is easy to understand**

YES  
  NO  
  DON'T KNOW

**Make it easy to tell us when things go wrong**

YES  
  NO  
  DON'T KNOW

**Make sure older people and disabled people can have their say about getting about by bus**

YES  
  NO  
  DON'T KNOW

**Make sure that people with a disability know what to expect when they use buses**

YES  
  NO  
  DON'T KNOW

**My idea:** *add a picture or some words if you have any more ideas*

## 6 Marked up questionnaire:

A total of 36 responses were received.

### Age (n.34):

16-24 years:	19% (n.7)
25-44 years:	47% (n.17)
45-64 years:	25% (n.9)
65-79 years:	3% (n.1)

### District (n.36):

Bradford	53% (n.19)
Kirklees	44% (n.16)
Calderdale	3% (n.1)

### When I Use the Bus.... *Fill in the calendar to show the days you use the bus* (n.36):

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	61% (n.22)	50% (n.18)	61% (n.22)	53% (n.19)	50% (n.18)	25% (n.9)	8% (n.3)
Afternoon	33% (n.12)	31% (n.11)	42% (n.15)	39% (n.14)	31% (n.11)	25% (n.9)	14% (n.5)
Evening	14% (n.5)	11% (n.4)	11% (n.4)	17% (n.6)	14% (n.5)	8% (n.3)	2% (n.6)

### I take the bus because... *Add a picture or some words to tell us what you most use the bus for. Circle anything else you use the bus for* (n.36):

Shopping	72% (n.26)
Going out / Having Fun	69% (n.25)
Family / Friends	33% (n.12)
Work / Job	36% (n.13)
Doctors or health	25% (n.9)
School / Training	28% (n.10)

#### Others:

- I like to relax and enjoy the scenery. To get out and about.
- Volunteer work places
- Volunteer work. Shopping. Socialising.
- I work at volunteer places eg Bradford People First
- I only use the bus when I am at Bradford People first. I normally travel by car.
- The only time I can access the bus is when I am working at Bradford People First

- Going home from day services
- To go to day services Visiting the fire station
- Going to day service. Bridgewood Day Service
- Bowling. White Rose. Shopping
- Going to library. Bowling. Getting back from work.
- To do activities in the community
- I need to get to places like my job, bowling, Dewsbury Library, shopping

**Do you agree with our ideas? Add a picture or some words to tell us what problems you have with getting the bus. Circle any other problems you have (n.57):**

Idea	Yes	No	Don't know
Training for bus drivers and staff in bus stations to help them understand how they can help people use transport more easily	97% (n.35)	0% (n.0)	3% (n.1)
Make it easy to tell us when things go wrong	94% (n.34)	3% (n.1)	0% (n.0)
Make sure that people with a disability know what to expect when they use buses	97% (n.35)	0% (n.0)	3% (n.1)
Make sure all bus companies have the same rules about wheelchairs on buses, to make travelling in a wheelchair easier	94% (n.34)	3% (n.1)	3% (n.1)
Easy to get information that is easy to understand	89% (n.32)	8% (n.3)	0% (n.0)
Make sure older people and disabled people can have their say about getting about by bus	100% (n.36)	0% (n.0)	0% (n.0)
Work with older people and disabled people to make sure transport is easy for them to use	94% (n.34)	0% (n.0)	0% (n.0)

**Other/writing/drawing:**

- Do not drive fast. Electronic screens to say when the bus is due like the hubs. Wait until people sit down before the driver sets off. People put rubbish in bins. Ask people to leave if noisy or rude.
- So things on buses are ok for people with learning disabilities
- there should be more spaces for wheelchairs and buggies on all buses, One space for wheelchairs is not enough. Redesign buses to have seating suitable for every user. Train the drivers to make sure they put the ramps down for wheelchairs. This is still not always happening.
- To have the general public who use buses to know sooner when buses have their routes altered or time changes when there is a special event on around the same time eg tour de Bradford / Yorkshire or general cycle rides
- Bring back the trams
- As a wheelchair user I think buses should be accessible for wheelchairs and pushchairs
- Make timetables easier to read and understand or have a button to press for next bus - speaking timetable
- Buses should be accessible for prams and wheelchairs. Maybe have wheelchairs on one side and prams on the other side.
- Make bus timetables bigger
- Make sure buses run on time
- Make sure that bus drivers don't set off until people are sat down