



West
Yorkshire
Combined
Authority

Tracy
Brabin
Mayor of
West Yorkshire

Our Reference: 2506

13/01/2026

Freedom of Information Act 2000 Enquiry: Complaints & Fines related to Commuter Behaviour

Thank you for contacting the West Yorkshire Combined Authority ('the Combined Authority') with your request for information, which was received on 04/12/2025 and further clarified on 15/12/2026. Your request after clarification was:

"The request relates to complaints made in line with the categories on trains, busses, train platforms and bus stations operated by the West Yorkshire Combined Authority where data is available.

Ideally we'd like to see the number of complains per category for each mode of transport or transport station (trains, busses, train platforms and bus stations) separately. Could you please provide data on the number of complaints received and fines or penalties issued in relation to the following categories:

- *Vaping**
- *Smoking (non-vaping)**
- *Drinking**
- *Playing music out loud**
- *Littering**
- *Eating*
- *Excessive noise*
- *Verbal abuse*
- *Physical abuse*
- *Obstructive behaviour (blocking doors, blocking aisles, feet on seats)*
- *Offensive odours/hygiene complaints*
- *Animal-related issues (e.g. complaints about pets on transport)*
- *Vandalism*
- *Misuse of emergency equipment*

Please organise this information as follows:

- Monthly totals for both complaints and fines over the last 3 years (December 2022 – December 2025) by city. If the data cannot be provided at city level, please supply it broken down by region.

- Break down by line, route, or service if applicable and if the data is held in this format.

If any category is recorded under a different internal label, or combined within broader anti-social behaviour categories, please provide the closest equivalent available.”

This request was handled under the Freedom of Information Act 2000, and I can confirm that the Combined Authority holds some of the information covered by your request:

Complaints:

Please see the two attached files:

‘Ref 2506 - Raw Data Bus Stations & Shelters Complaints by Category’ and *‘Ref 2506 - Response Data Bus Stations & Shelters Complaints by Category & Year’* for complaints figures relating to bus stations, bus stops and bus shelters. The data are not held in a format that allows breakdown by location, but we are able to provide data by category and month for the past 3 years.

Penalties:

Please see the attached files:

‘Ref 2506 - Raw Data Bus Stations Exclusions’, *‘Ref 2506 - Response Data Bus Stations Exclusions by Category & Year’* and *‘Ref 2506 - Response Data Bus Stations Exclusions by Location & Category’* for data relating to the exclusion orders issued where individuals have been banned from the site of a bus station.

In accordance with your request, it should be noted that where cycling or scooting on a bus carriageway has been given as a reason for the exclusion from the bus station site, this has been included under the category 'Obstructive behaviour'. Where no reason has been entered, this has been included under the category 'Blank', where the reason has been entered as ASB, this has been included under the category 'Unspecified Anti-social behaviour'; anything else that does not fall within the categories provided or outlined above has been entered as 'Other'.



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Data regarding Bus Station Exclusions are held on a separate electronic system to complaints data and are the only data held by the Combined Authority in relation to penalties. The Combined Authority does not issue fines.

It should also be noted that whilst we do hold records of complaints which will have originated on buses and trains - elements of which are reported as part of an update on the Passenger Charter to the Transport Committee - we cannot provide the data in the requested granularity. Complaints - including instances of issues reported on bus and train services - are not held in a reportable format which can be further broken down by the method of transport, e.g. bus or train, as this is not a category that is recorded on the electronic system. Nor do we oversee the management of West Yorkshire train stations; these services are provided by commercial operators.

Individual service operators may hold data for buses and trains (e.g. First Bus, Arriva Yorkshire, Stagecoach Yorkshire, Northern Trains, LNER, CrossCountry etc.), and Network Rail may hold data for the train stations that they manage within West Yorkshire. To request information from Network Rail you can go to their [Make a request form](#) or email them at FOI@networkrail.co.uk.

We know that anti-social behaviour is unsettling for our communities. We want to encourage everyone to use public transport and that's why our Safer Travel team are working hard to make our stations safe and welcoming spaces. At the end of last year, they set up an overtime operation at the two busiest bus stations in West Yorkshire, Leeds City and Huddersfield. The team have been working closely with partners to focus on tackling this issue at Leeds Bus Station in particular, with extra dedicated patrols in the last few months. Due to this operation, and ongoing work with partners, November saw an over 50% reduction in crimes recorded at the bus station, and an over 50% reduction in incidents in which the police had to be called from the previous month. These are the lowest crime and incident figures we have seen at Leeds bus station over the past 18 months. The Safer Travel team will be continuing extra patrols across West Yorkshire's bus stations through the early part of this year.

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. They can be contacted at:



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Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,

Information Governance Officer

freedom.info@westyorks-ca.gov.uk