Resident Perceptions of Transport Survey

Annual Report

West Yorkshire Combined Authority

3rd April 2020

Quality information

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Executive Summary

The West Yorkshire Public Perceptions of Transport Survey exists to gain insight into how the residents of West Yorkshire perceive various aspects of local infrastructure and passenger transport. The survey was administered by telephone from 6th January to 9th February 2020 and achieved a sample of 1,811 respondents.

Mode Choice: 71% of respondents use a bus at least once a year compared to the 70% in 2018/19 and slightly fewer (67%) use a train at least once a year. In comparison 19% of respondents reported that they cycle at least once a year compared to 20% in 2018/19 and 71% drive a car or van at least once a year compared to the 72% who reported this in 2018/19. 68% of respondents driver a car at least weekly compared to 39% that use a bus and 11% who use a train at least weekly. Respondents aged over 65 were more likely to take the bus at least weekly, with 52% doing so, compared to the other age groups, whilst those aged under 35 were more likely to use the train on a weekly basis compared to other ages with 16% doing so.

Satisfaction with assets and services: Respondents were asked about their satisfaction with 18 aspects of local transport assets and services using a score out of 10. Compared to the 2018/19 survey satisfaction scores are lower in 2019/20. The highest reductions in satisfaction scores were amongst roads and traffic assets and generally lower amongst public transport assets such as local bus and rail stations, local bus and train services and community transport.

People aged over 65 were more likely to be satisfied with local bus services and their local bus station compared to other age groups, which corresponds with frequency of use of the mode. People aged over 65 gave significantly lower scores for their satisfaction with the condition of roads, pavements and footpaths compared to those aged under 35.

People who live in Bradford are more likely to be satisfied with their local train services compared to those who live in Kirklees and Leeds while residents of Wakefield are more likely to be satisfied about their local bus station than those who live in Calderdale and Kirklees.

Confidence in purchasing the best value ticket for travel is similar for bus and train travel with 68% of respondents who were very or fairly confident to purchase the best value bus ticket which is the up from 67% in 2018/19. Similarly, confidence in purchasing the best value ticket for rail travel is 67%, up from 66% in 2018/19.

Methods used to plan journeys and buy tickets: Websites and apps are used to source journey information, a lot more than paper or in person with 66% of respondents planning a journey using these methods and 49% using them while on a journey. A larger proportion of respondents who only use the train use websites and apps to source information both planning and on a journey compared to those who only use a bus with 64% planning for, and 41% using on, a train journey compared to 33% planning for and 21% using on, a bus journey.

A larger proportion of respondents who only use the bus seek information using timetable leaflets and other methods such as asking people with 16% and 25% of respondents using these methods to seek bus journey information respectively, compared to 3% of those who only use a train using timetable leaflets and 9% using another method such as asking people. Similarly, when bus only users are on a journey 26% use electronic screens for information compared to 18% of train only

users and 19% of bus only users will use a timetable poster compared 8% of train only users.

In comparison to the proportion of respondents who use websites and apps for information there are a lot less who use them for purchasing tickets with 24% purchasing train tickets and 3% bus tickets on a website and 14% purchasing train tickets and 8% purchasing bus tickets using an app. Most respondents purchase tickets by talking to staff with 33% of train users and 54% of bus users doing so.

Specific information sources: The main sources of information used at least occasionally by bus and train users who travel by this method at least once in the past 3 months are electronic displays (57% of bus users), timetable posters (55% of bus users and 46% of train users), the bus and rail operators websites (41%) and wymetro.com (34%). The satisfaction levels of users of each information source has decreased slightly since 2018/19.

Access to Technology and Payment Methods: Technology has been adopted by all age groups over recent years, a slightly higher proportion of those aged over 45 have a smartphone compared to 2018/19 and possibly as a result a higher number of people in these age groups are making contactless payments by smartphone. A high proportion of train users have access to the internet compared to bus users (64% compared to 39%) which probably is reflected in the frequency of bus usage with more people aged 65+ using buses. 74% and 6% of train users make contactless payments using bank cards and smartphones respectively compared to 48% and 1% of bus users while 50% of train users make purchases via the internet only 25% of bus users do so.

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

1. Introduction

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

This survey is the 18th wave of surveys that were introduced in 2003 and that have evolved over time.

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

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

2. Research Design and Data collection

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

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

Data was collected through a Computer Aided Telephone Interview (CATI) survey. Surveys were conducted with residents of West Yorkshire in all five local authority districts (Calderdale, Bradford, Kirklees, Leeds and Wakefield). Fieldwork took place from 6th January to 9th February 2020.

2.1   Sample Sizes and Quotas

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

Table 2.1

District	Target		Achieved	
	Sample Size	**Confidence Interval**	**Sample Size**	**Confidence Interval**
West Yorkshire	1800	+/- 3%	1811	+/- 2.3%
Bradford	360	+/- 5 to 6%	359	+/- 5.2%
Calderdale	270	+/- 5 to 6%	277	+/- 5.9%
Kirklees	300	+/- 5 to 6%	276	+/- 5.9%
Leeds	600	+/- 4%	599	+/- 4.0%
Wakefield	270	+/- 5 to 6%	300	+/- 5.7%

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

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

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

2.2   Data Processing and Analysis

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

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

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

Respondents were asked to provide their postcode, and 1417 people agreed to this and provided a valid postcode. These were looked up in a table of postcode to railway station and bus stop distances provided by the West Yorkshire Combined Authority.

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

2.3   Reporting of the data

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

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

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

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

3. All respondents findings

3.1   Introduction and report structure

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

3.2   Mode of transport used and frequency of use

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

Figure 3.2 : Mode of transport used and frequency of use – All Respondents
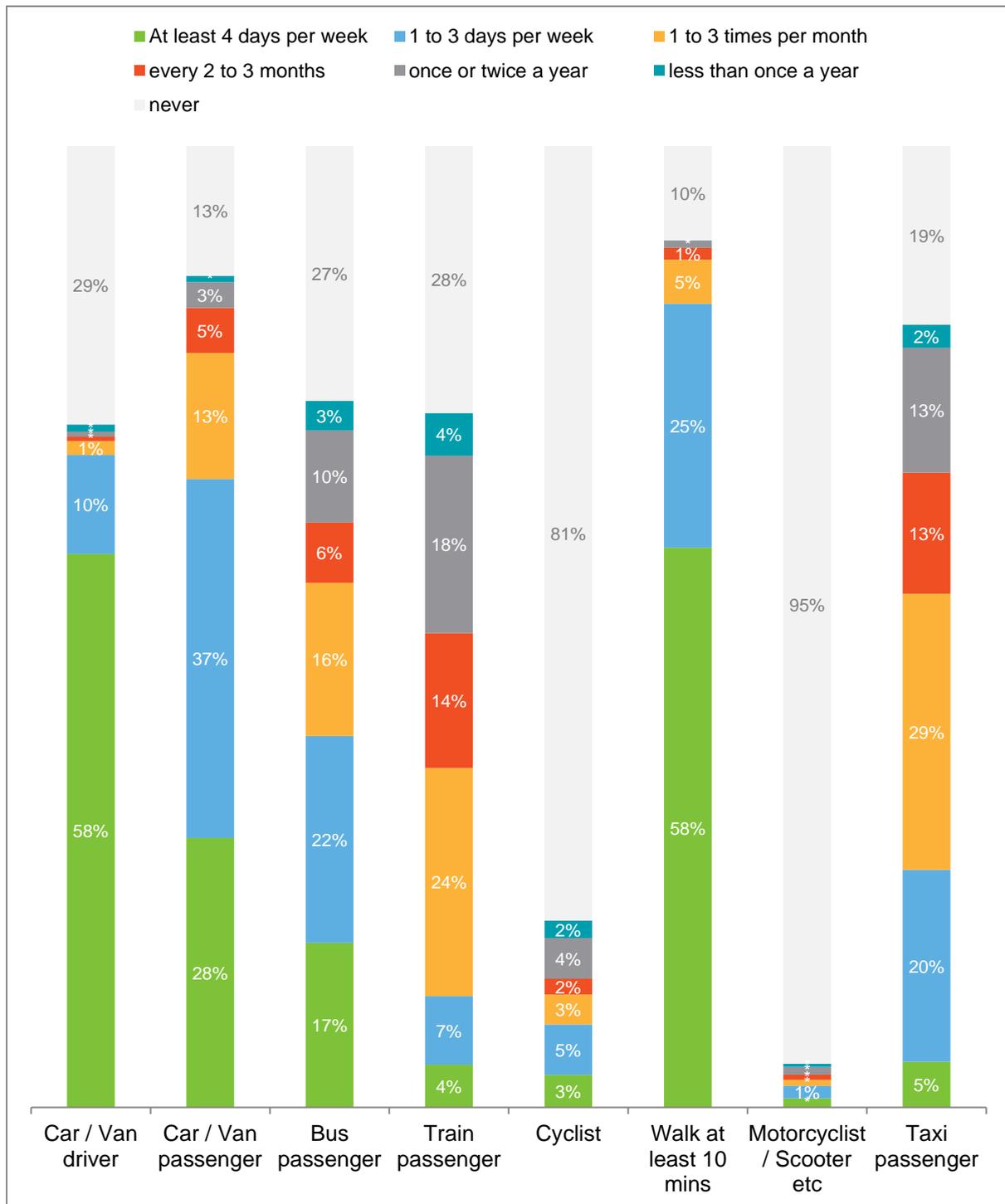
Weighted base: 1825

Responses can be tracked over time. The responses show general levels of use whereas the other sources of data that the West Yorkshire Combined Authority uses to understand actual usage in more detail give indications of the total number of journeys made and/or estimates of the distance travelled. In 2013/14 to 2017/8 respondents were asked how often they walked for at least 30 minutes whereas the last two years include walking 10 minutes or more to get somewhere.

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

Weighted base 2019/20: 1825

Respondents aged over 65 are more likely to take the bus at least weekly, compared to the other age groups, whilst those aged under 35 are significantly more likely to use the train at least weekly compared to other ages.

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

Table 3.21

	Age 16-34						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	51	11	1	1	1	1	33
Car / Van passenger	35	35	13	4	2	1	10
Bus passenger	20	23	15	4	7	3	27
Train passenger	8	8	25	12	18	3	26
Cyclist	3	6	2	2	5	1	81
Walk at least 10 minutes	60	23	5	1	2	0	9
Motorcyclist / Scooter etc.	1	2	0	0	1	0	95
Taxi passenger	6	23	28	11	10	2	19

Weighted base: 628

Table 3.22

	Age 35-64						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	66	9	2	0	1	1	22
Car / Van passenger	25	40	13	5	2	0	14
Bus passenger	13	16	17	9	13	4	28
Train passenger	3	7	27	16	21	4	22
Cyclist	5	7	5	2	5	3	75
Walk at least 10 minutes	59	26	5	1	0	0	8
Motorcyclist / Scooter etc.	1	1	1	1	1	0	95
Taxi passenger	3	17	31	15	15	3	16

Weighted base: 818

Table 3.23

	Age 65+						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	49	12	1	0	0	0	38
Car / Van passenger	23	35	13	6	4	1	18
Bus passenger	22	30	14	4	5	2	22
Train passenger	2	6	15	12	14	6	44
Cyclist	1	2	2	1	1	1	93
Walk at least 10 minutes	54	26	4	1	0	0	15
Motorcyclist / Scooter etc.	1	1	0	0	0	1	97
Taxi passenger	5	21	26	10	14	2	23

Weighted base: 353

3.3   Satisfaction with assets and services

Respondents gave scores out of 10 for various local transport assets and services. Those aged over 65 were satisfied with local bus services more than those in other age groups, which corresponds with frequency of use of the mode. 35% of residents aged over 65 gave a score of 8 or higher for their satisfaction with their local bus service and 40% for their satisfaction with their local bus station.   Residents in Kirklees had the highest level of dissatisfaction about the condition of roads with 42% of all residents giving a score of 3 or lower for their satisfaction. See section 4.12 for additional details.

Figure 3.3: Satisfaction with assets and services : Mean scores

Asset / Service	Mean score
Quality of local rail station	6.32
Local Train Services	5.92
Quality of local bus station	6.32
Local Bus Services	5.99
Local Taxi Services	7.35
Community transport (Dial-a-Ride/Access Bus)	5.84
Condition of pavements & footpaths	5.39
Condition of roads	4.57
Quality of repair to damaged roads & pavements	4.52
Speed of repair to damaged roads & pavements	3.93
Quality of street lighting	6.91
Speed of repair to street lights	6.42
Keeping road drains clear and working	5.77
Winter gritting & snow clearing	5.79
Provision of cycle routes & facilities	5.13
Levels of traffic congestion	4.53
Affordability of motoring	5.42
Affordability of public transport	5.24

Weighted base: 1825

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

Table 3.31 : Satisfaction 2019/20 compared with 2018/19 and 2015/16

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

Table 3.32 : Satisfaction scores comparisons

	Mean scores Satisfaction		Change from 2018/19
	2018/19	2019/20	% change
Speed of repair to damaged roads & pavements	5.27	3.93	-25%
Quality of repair to damaged roads & pavements	5.76	4.52	-22%
Condition of roads	5.53	4.57	-17%
Levels of traffic congestion	5.47	4.53	-17%
Keeping road drains clear and working	6.86	5.77	-16%
Affordability of public transport	6.17	5.24	-15%
Condition of pavements & footpaths	6.26	5.39	-14%
Speed of repair to street lights	7.32	6.42	-12%
Winter gritting & snow clearing	6.59	5.79	-12%
Provision of cycle routes & facilities	5.83	5.13	-12%
Quality of local bus station	7.12	6.32	-11%
Local Bus Services	6.71	5.99	-11%
Local Train Services	6.62	5.92	-11%
Quality of local rail station	7.06	6.32	-10%
Affordability of motoring	5.95	5.42	-9%
Quality of street lighting	7.46	6.91	-7%
Community transport (Dial-a-Ride/Access Bus)	6.74	6.32	-6%
Local Taxi Services	7.40	7.35	-1%

3.4 Affordability of public transport and motoring

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

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

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

	Weighted Base	Affordability of Public Transport (mean scores)	Affordability of Motoring (mean scores)	Satisfaction Comparison with West Yorkshire average	
		Satisfaction	Satisfaction	Public transport	Motoring
West Yorkshire	1825	5.2	5.4	----------	-----------
Adults with dependent children	433	4.9	5	-6.2%	-7.2%
Full-time workers	648	4.8	5.3	-7.7%	-1.5%
Part-time workers	262	4.8	5.4	-8.3%	-0.5%
Social Grade - ABC1	879	5.2	5.4	-0.4%	0.3%
Social Grade - C2DE	766	5.3	5.4	1.0%	0.4%

Social Grades, as described in the National Readership Survey are:
A   Higher managerial, administrative and professional
B   Intermediate managerial, administrative and professional
C1 Supervisory, clerical and junior managerial, administrative and professional
C2 Skilled manual workers
D   Semi-skilled and unskilled manual workers
E   State pensioners, casual and lowest grade workers, unemployed with state benefits only

3.5   Confidence in purchasing best value tickets

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

Of those respondents who did not have a concessionary pass, 59% were confident about purchasing the best value train ticket and 52% were confident about purchasing the best value bus ticket.

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

Table 3.5 : Comparison of confidence purchasing tickets for different modes

Equally confident in bus or train ticket purchase	39%
Equally lacking confidence in bus or train ticket purchase	15%
More confident in bus than train ticket purchase	21%
Less confident in bus than train ticket purchase	24%

Weighted base: 1269

Figures 3.51 and 3.52 show respondents' confidence about purchasing the best value ticket compared to how satisfied they are with the information available to make bus or train journeys. The chart shows that respondents who are more satisfied overall with the information available to make journeys are also more confident about their ticket purchase being the best value.

Figure 3.51:
Confidence purchasing the best value train ticket and satisfaction with information
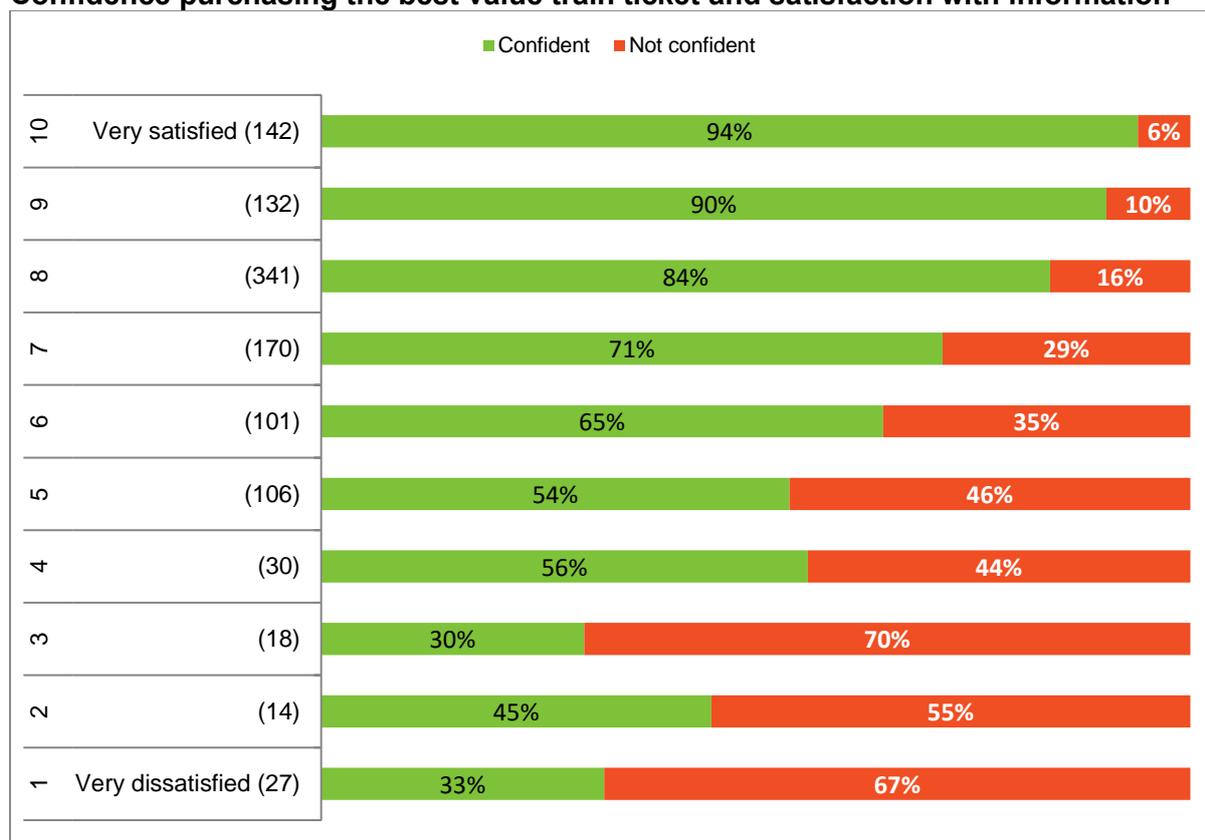
Weighted base 1081: Number of responses for each satisfaction score shown in brackets ( )

Figure 3.52:
Confidence purchasing the best value bus ticket and satisfaction with information
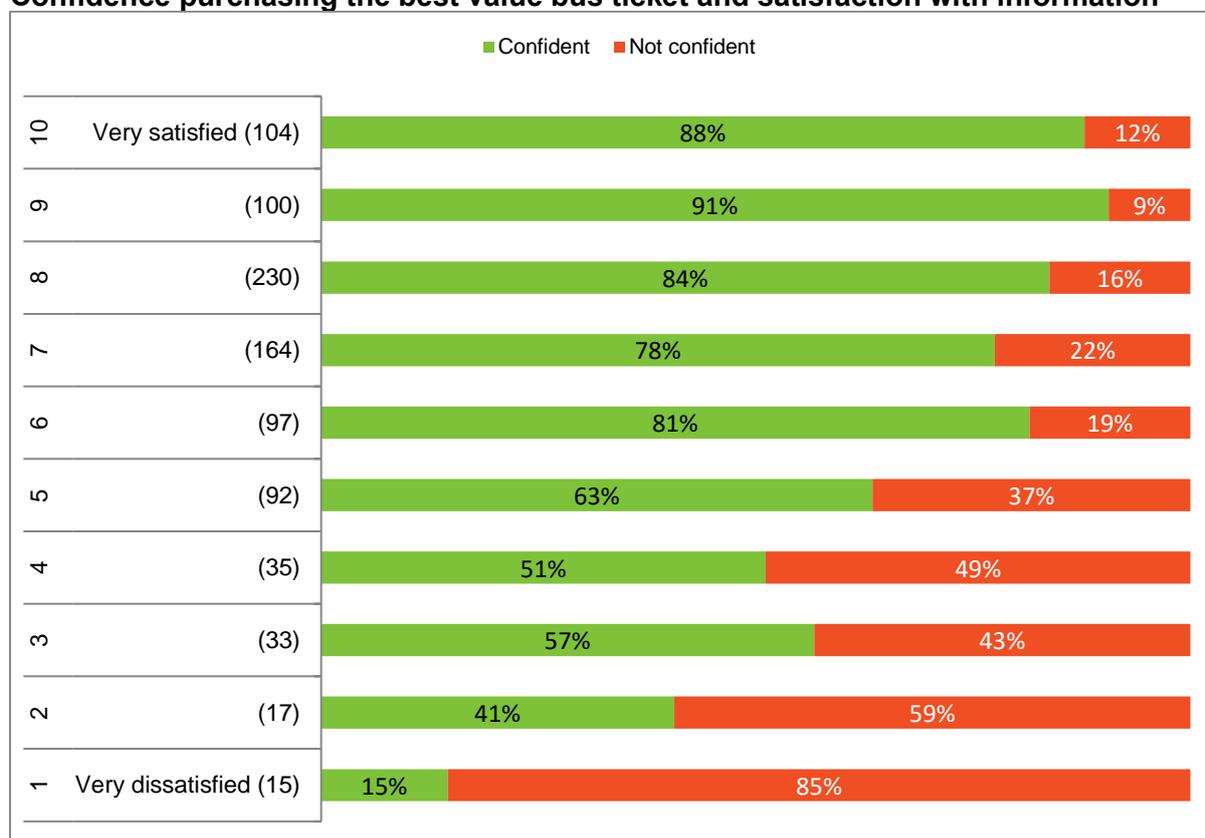
Weighted base 888: Number of responses for each satisfaction score shown in brackets ( )

3.6 Methods used to plan journeys and buy tickets

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

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

Method	By train only	By bus only	By both bus and train	All respondents
Website	64%	33%	46%	47%
App	23%	15%	19%	19%
Timetable leaflets	3%	16%	11%	10%
Paper map	0%	1%	1%	1%
Other (including asked someone)	9%	25%	10%	15%
N/a – I never pre-plan journeys	3%	12%	21%	12%
Weighted base	534	573	453	1561

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

The Trainline	35%
Metro website	31%
Google Maps	17%
National Rail	16%
Bus operators website/app	15%
Train operators website/app	10%
Other	7%
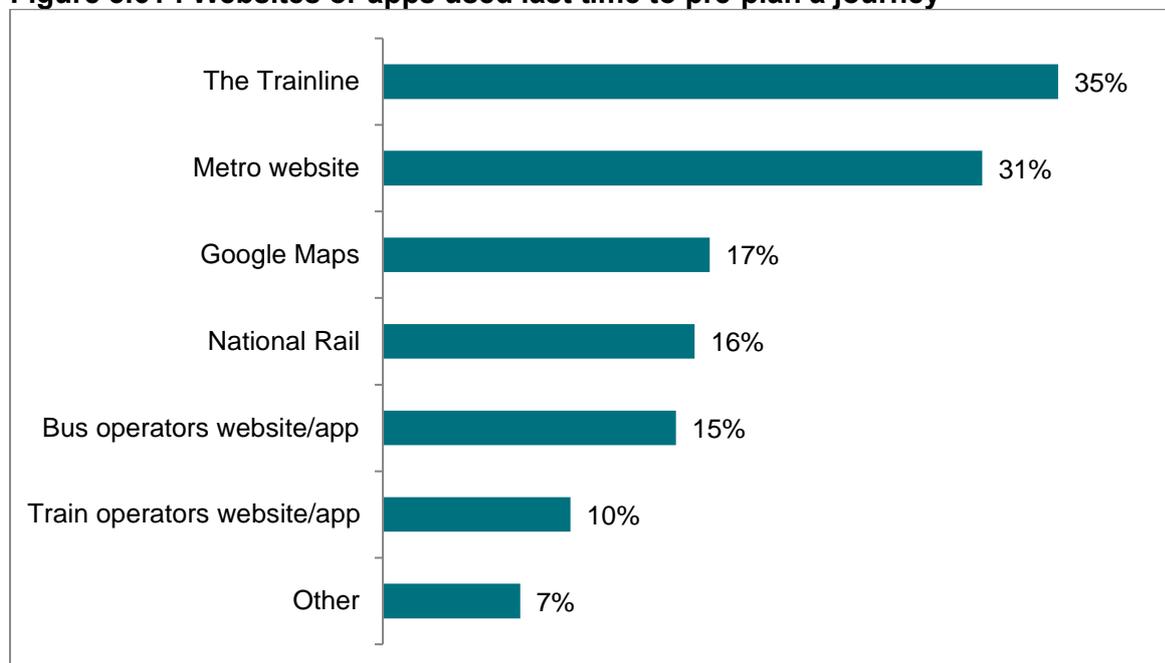
Weighted base: 970

Table 3.62 : Method used last time a ticket was bought

Method	Train	Bus
Website	24%	3%
App	14%	8%
Self-service machine	22%	6%
Talked to staff (incl travel centre and on board)	33%	54%
Other	6%	13%
Not applicable	6%	19%
Weighted base	1237	1285

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

Method	By train only	By bus only	By both bus and train	All respondents
Website	41%	21%	31%	30%
App	26%	16%	15%	19%
Electronic screens at stops & stations	18%	26%	22%	22%
Timetable leaflets	5%	13%	10%	10%
Timetable posters at stops & stations	8%	19%	16%	15%
Other (including asked someone)	5%	8%	3%	6%
N/a	11%	14%	27%	17%
Weighted base	479	591	491	1561

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

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

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

Figure 3.7 : Awareness of source amongst all respondents
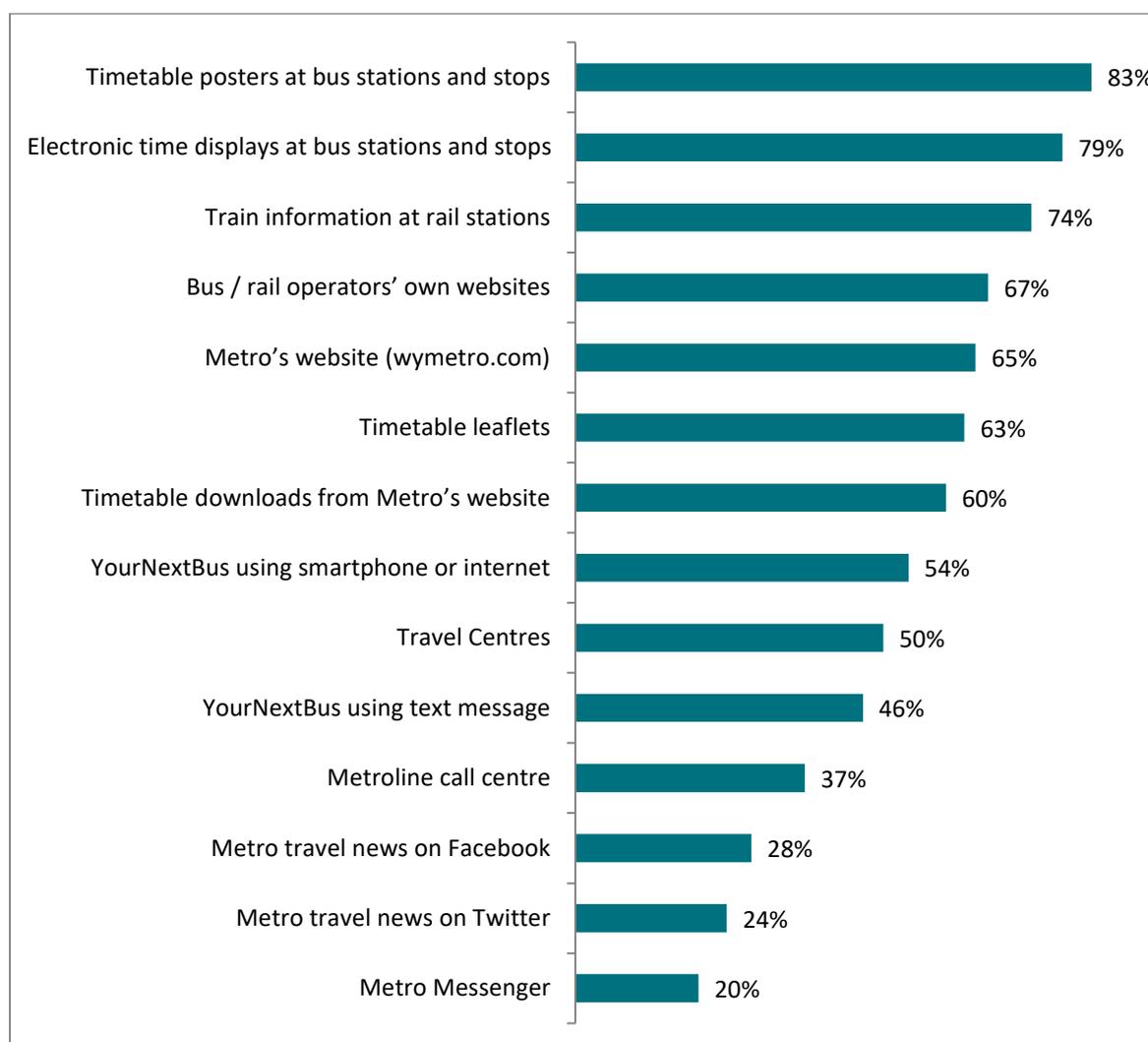
Weighted base: 1825 (multiple responses allowed)

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

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

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

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

Weighted base: 1825 (2019/20)

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

Ways people source information about public transport

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

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

Figure 3.71 : Use of information sources by people who use public transport at least once every 3 months (%)
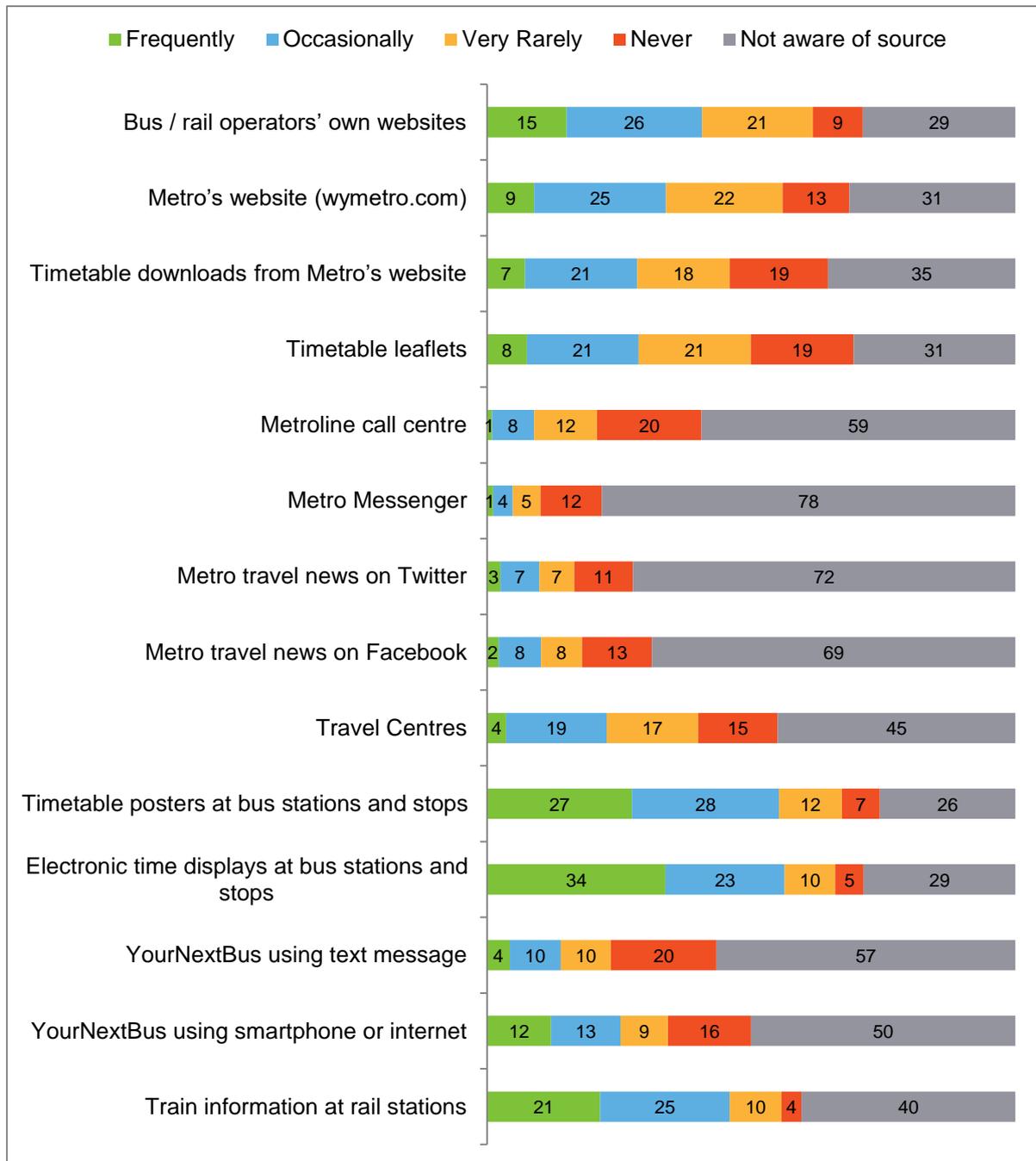
Weighted base: 1369
Respondents who use the bus or train at least once every three months

Table 3.71 shows comparisons of the percentage of all respondents who used sources of information as least occasionally. The figures indicate a decrease in use of on street displays and of Metro's website alongside an increase in use of operators' own websites. As per Table 3.7 some of the questions are not identical so some results are not directly comparable.

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

Information source	2015/16	2016/17	2017/18	2018/19	2019/20
Metroline helpline	4	4	4	6	7
Travel centres	10	12	14	16	17
Timetable leaflets	20	22	21	21	22
Timetable posters at bus stations & stops	37	41	43	39	41
Electronic time displays at bus stations & stops	31	36	41	40	42
Information displays at rail stations	27	30	32	32	34
Train information at rail stations	24	30			
YourNextBus using laptop or PC	2	3	12	14	19
YourNextBus using smart phone	3	5			
YourNextBus using tablet, iPad or similar	2	3			
YourNextBus using text message	5	7	11	9	10
Metro travel news on Facebook	2	3	11	6	8
Metro travel news on Twitter		1	8	6	7
Metro Messenger	1	1	9	4	4
Metro's website	19	22	31	25	25
Timetable downloads from Metro website	--	2	15	18	21
Bus / rail operators own websites	16	15	23	31	31

Weighted base: 1825 (2019/20)

As stated above, since 2018/19 it has been assumed that people who use public transport less than once every three months would only rarely or never use information sources whereas it is in previous years people who rarely use public transport could have responded that they occasionally or frequently information sources.

Satisfaction with information sources

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

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

Figure 3.72 : Satisfaction with information source amongst monthly users of public transport who frequently and occasionally user that source : Mean score
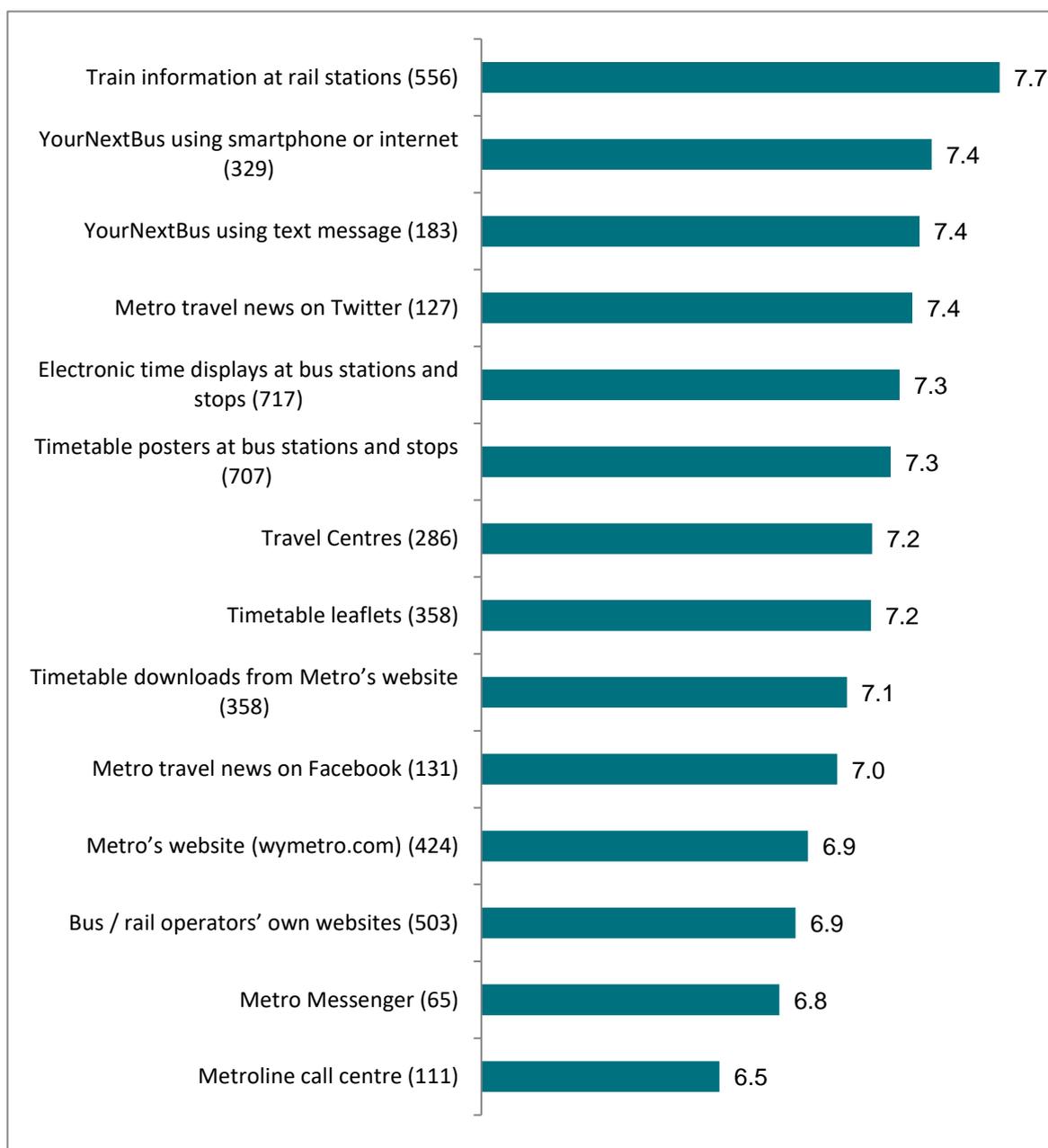
Weighted base: In ( ), respondents who frequently or occasionally use each information source and travel by bus and / or train at least once per month

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

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

Information source	All respondents Aware	Frequent public transport users (at least monthly)		
		Aware	Use frequently or occasionally	Satisfaction (mean score)
Bus / rail operators' own websites	67%	71%	42%	6.88
Metro's website (wymetro.com)	65%	69%	36%	6.92
Timetable downloads from Metro's website	60%	66%	30%	7.07
Timetable leaflets	63%	71%	30%	7.20
Metroline call centre	37%	42%	9%	6.69
Metro Messenger	20%	23%	5%	6.69
Metro travel news on Twitter	24%	28%	11%	7.29
Metro travel news on Facebook	28%	32%	11%	6.99
Travel Centres	50%	57%	24%	7.23
Timetable posters at bus stations and stops	83%	90%	60%	7.26
Electronic time displays at bus stations and stops	79%	86%	60%	7.33
YourNextBus using text message	47%	52%	15%	7.40
YourNextBus using smartphone or internet	54%	60%	28%	7.43
Train information at rail stations	74%	78%	47%	7.72
Weighted base	1825	1186	1186	See fig 3.72

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

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

Information source	2015/16	2016/17	2017/18	2018/19	2019/20
Bus / rail operators own websites	7.8	7.9	7.8	7.2	6.9
Metro's website and/or journey planner	7.9	7.9	7.8	7.5	6.9
Timetable downloads from Metro website	--	8.0	8.1	7.6	7.1
Timetable leaflets	8.2	8.3	8.3	7.9	7.2
Metroline helpline	8.0	8.0	7.7	7.3	6.7
Metro Messenger	8.1	8.6	8.3	7.4	6.7
Metro travel news on Facebook	8.7	8.2	8.0	7.1	7.3
Metro travel news on Twitter				7.3	7.0
Travel centres	8.0	7.9	7.7	7.6	7.2
Timetable posters at bus stations & stops	7.9	7.7	7.3	7.6	7.3
Electronic time displays at bus stations & stops	7.8	7.9	7.7	7.7	7.3
YourNextBus using text message	7.5	7.6	7.9	7.6	7.4
YourNextBus using smartphone or internet	8.0	8.4	8.1	7.7	7.4
Real-time displays at rail stations	8.4	8.4	8.2	8.0	7.7
Information displays at rail stations	8.2	8.2	7.9		

3.8   Access to Technology and Payment Methods

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

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

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

Weighted Base: 1825 (2019/20)

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

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

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

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75+	Overall
Have regular access to the internet								
Bus User	92.1	90.6	92.9	91.5	87.3	76.7	39.1	82.8
Train User	93.9	94.6	92.2	97.6	94.8	80.3	63.8	92.2
Neither	97.7	95.3	93.0	97.6	94.0	80.4	52.4	90.3
Have a smartphone								
Bus User	86.8	87.4	83.8	86.8	73.9	54.3	25.2	73.0
Train User	91.5	92.9	89.4	94.6	86.3	65.6	29.2	86.1
Neither	92.8	88.4	87.0	92.2	77.7	57.6	38.8	80.3
Have a tablet computer or iPad								
Bus User	82.1	78.0	75.7	83.5	76.6	64.3	42.0	73.1
Train User	86.7	78.9	85.3	90.7	82.7	66.5	58.2	81.9
Neither	84.1	86.0	87.7	87.2	83.8	72.9	51.3	81.3
Have a bank account								
Bus User	89.1	90.6	92.9	94.5	90.9	90.6	83.9	90.2
Train User	89.1	92.4	93.5	96.1	93.4	93.9	86.7	92.5
Neither	93.4	94.0	92.4	96.2	92.2	98.4	86.6	93.4
Pay contactless with bank card								
Bus User	79.4	79.3	74.5	74.9	64.6	53.0	44.8	68.3
Train User	83.9	84.6	83.7	83.3	77.2	67.6	73.5	80.6
Neither	74.5	78.6	73.4	71.8	73.1	69.0	47.9	71.1
Pay contactless with smartphone								
Bus User	52.5	35.4	25.8	18.7	12.8	6.2	0.8	23.8
Train User	52.3	41.0	34.8	29.1	19.7	3.5	5.9	31.6
Neither	42.2	35.7	29.8	25.9	15.9	16.3	10.5	26.0
Pay for things via the internet								
Bus User	75.6	81.0	73.7	79.4	66.6	49.0	25.2	66.0
Train User	80.6	84.3	81.4	87.8	83.6	62.4	50.4	80.3
Neither	78.6	82.5	70.1	80.9	73.1	54.3	35.1	71.5
Pay for things via Payzone								
Bus User	29.6	17.7	14.8	11.8	15.5	4.0	2.4	15.1
Train User	27.1	22.4	16.7	11.6	12.0	3.5	3.7	16.5
Neither	17.9	20.6	21.9	12.5	9.8	4.7	5.0	13.7

Weighted Base: 1825

3.9   Additional findings

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

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

Figure 3.9 : Bus satisfaction (users at least once every three months)
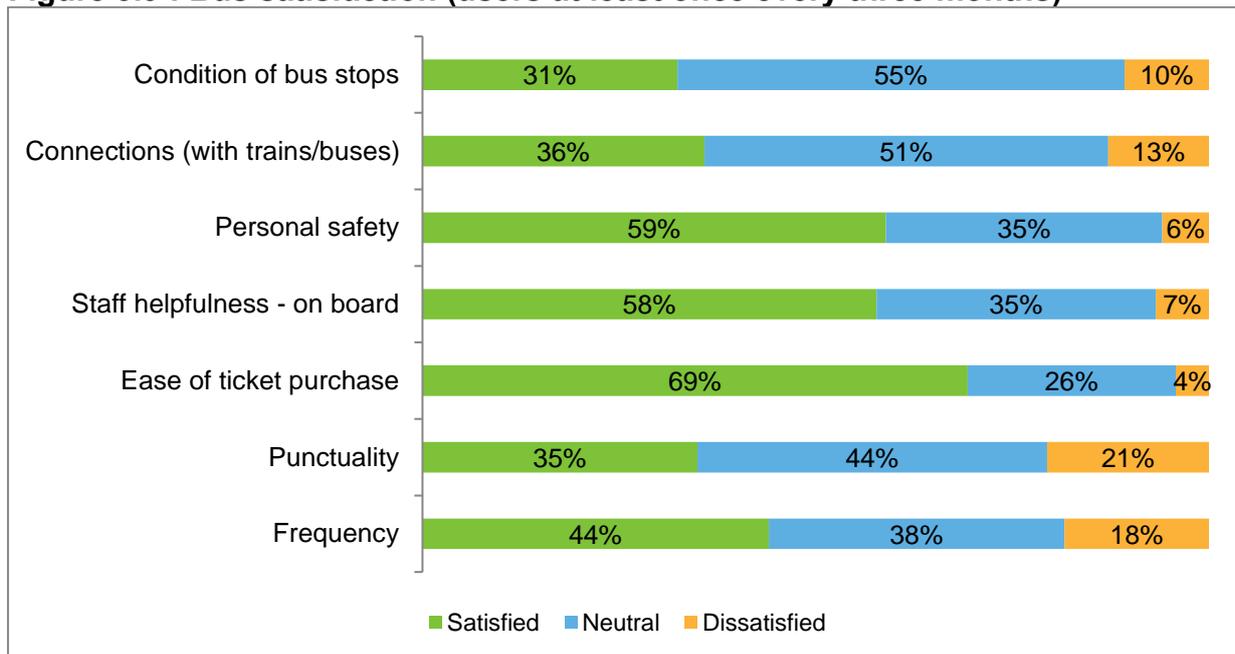
Weighted base 848

Figure 3.91 : How train users travel to their railway station
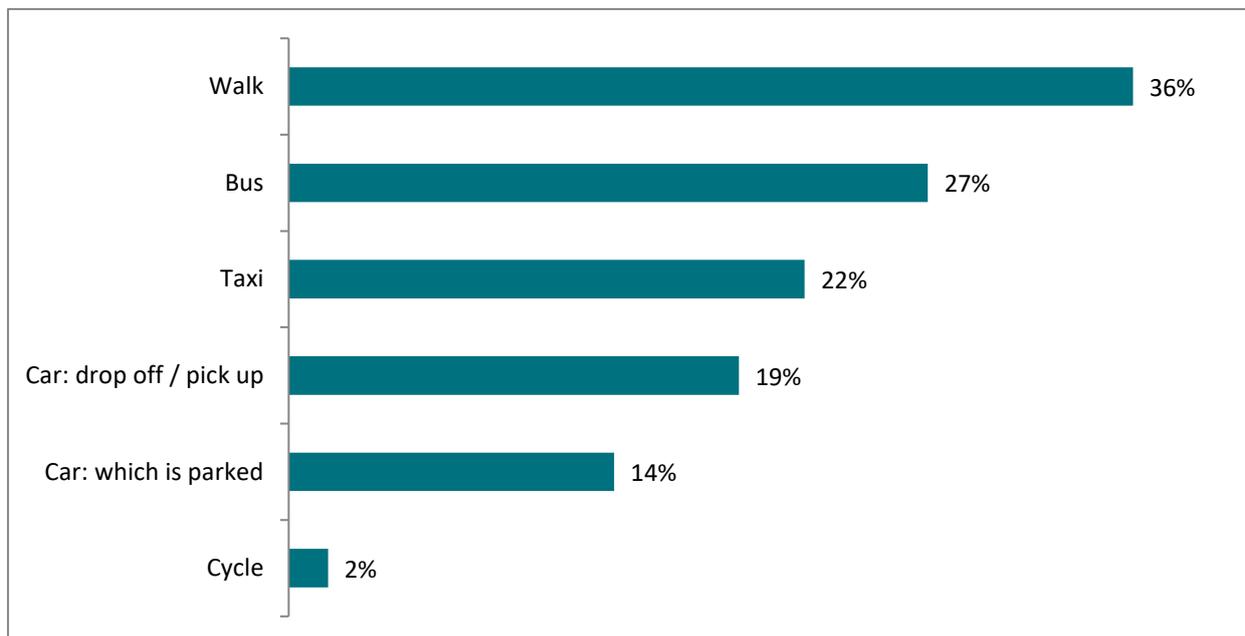
Weighted base 748

Figure 3.92 : Reasons people do not use bus or trains more often

Non-users Bus **Non-users Train**

Reason	Non-users Bus	Non-users Train
Prefer another mode	51%	41%
Availability of service	43%	56%
Convenience	17%	11%
Cost	16%	9%
Other reasons	9%	9%
Don't Know	4%	7%
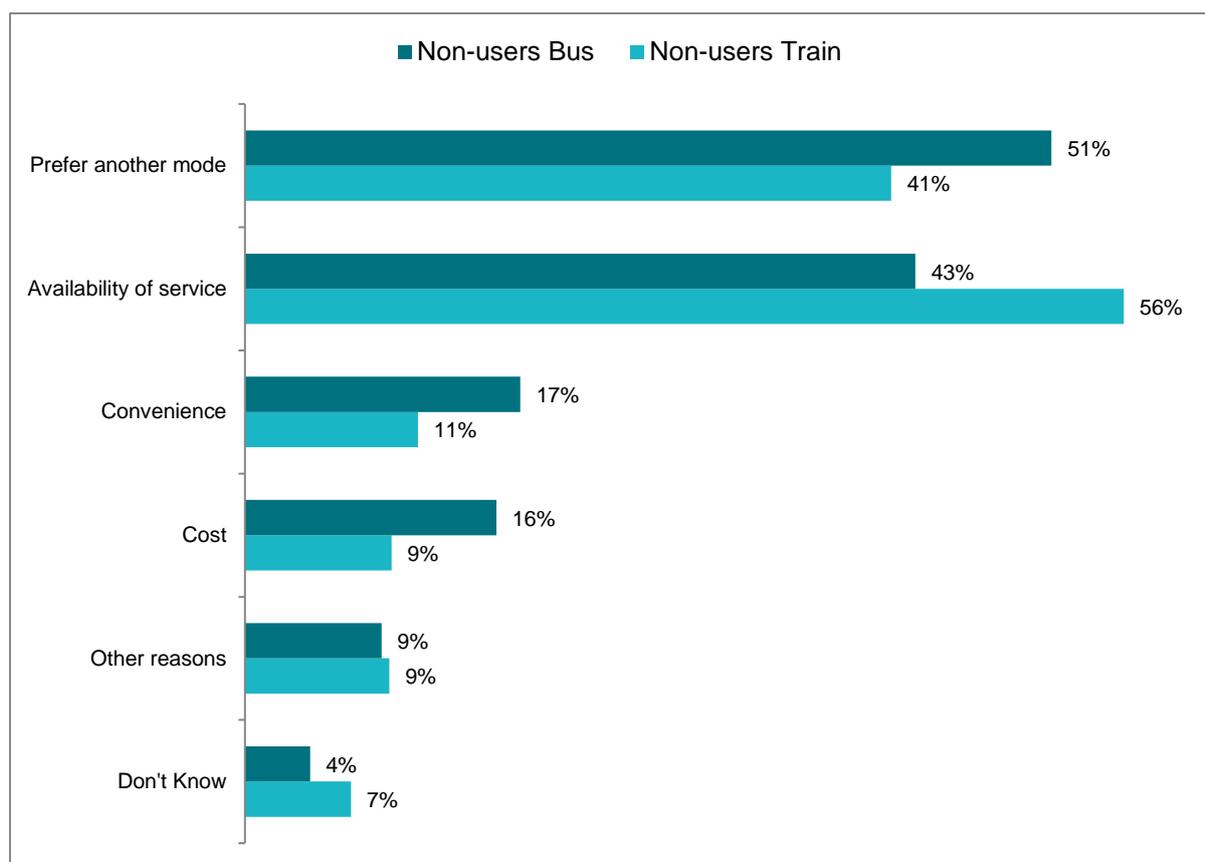
Weighted base: 665 (bus); 765 (trains). Multiple answers per respondent allowed

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

4. Two Page Summaries

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

The first page of each summary shows the results from this 2019/20 survey as a horizontal bar to show relative satisfaction with various assets and services. The vertical bars alongside show the results from the most recent 7 years to give an indication of change over time for West Yorkshire as a whole and each local authority district. The second page shows the use of various information sources and mode of transport, and access to technology and payment methods

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

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

Table 4

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

West Yorkshire

Satisfaction Mean Score	Base: 1825	2013 --> 2019/20 = highest year	Comparison 2018/19 to 2019/20

Passenger Transport

Quality of Local Rail Station	6.3		▼ -0.74
Local Train Services	5.9		▼ -0.70
Quality of Local Bus Station	6.3		▼ -0.80
Local Bus Services	6.0		▼ -0.72
Local Taxi Services	7.4		▼ -0.05
Community Transport (Dial-a-Ride/Access Bus)	5.8		▼ -0.90

Asset Provision and Maintenance

Condition of Pavements & Footpaths	5.4		▼ -0.87
Condition of Roads	4.6		▼ -0.95
Quality of Repair to Damaged Roads & Ravements	4.5		▼ -1.24
Speed of Repair to Damaged Roads & Ravements	3.9		▼ -1.34
Quality of Street Lighting	6.9		▼ -0.55
Speed of Repair to Street Lights	6.4		▼ -0.89
Keeping Road Drains Clear and Working	5.8		▼ -1.09
Winter Gritting & Snow Clearing	5.8		▼ -0.80
Provision of Cycle Routes and Facilities	5.1		▼ -0.70
Levels of Traffic Congestion	4.5		▼ -0.94

Cost

Affordability of Motoring	5.4		▼ -0.53
Affordability of Public Transport	5.2		▼ -0.94

Other

Information to make Train Journeys in West Yorkshire (Base: 1188)	7.3		▼ -0.26
Information to make Bus Journeys in West Yorkshire (Base: 1254)	7.2		▼ -0.18
Safety of children walking and cycling to school (Base: 1825)	5.4		▼ -1.06

Score on a scale of 1 to 10.

Confidence in Purchasing …

■ Very confident ■ Fairly confident
■ Not very confident ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	26	42	20	13	▲	0.32
Best Value Tickets for Local Rail Travel	29	38	21	13	▲	0.80

Result % of repondents with an opinion. (Base 1331 for bus and 1534 for rail)

West Yorkshire

How people source information

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

Base: 1825 (2019/2020)

Mode use

% of respondents. Base: 1825

Access to technology & payment method
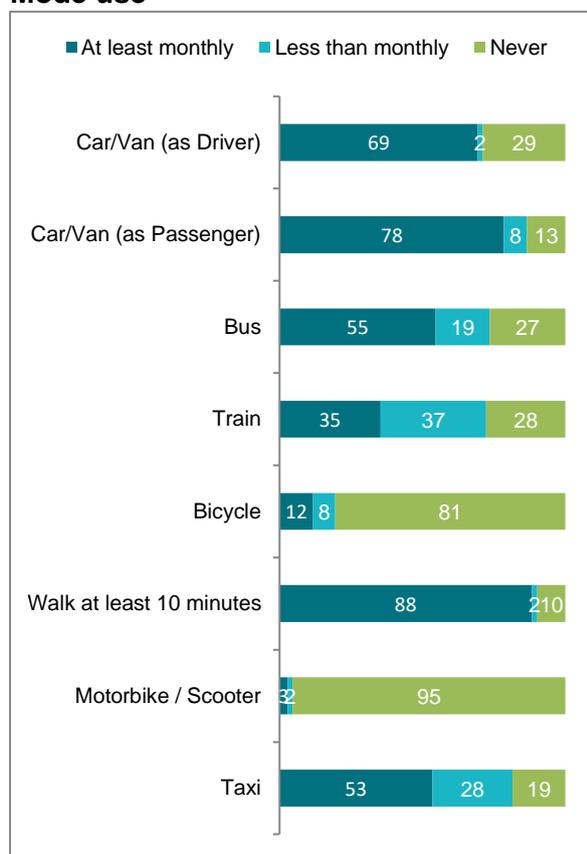
% of respondents. Base: 1825

Prepared for: West Yorkshire Combined Authority
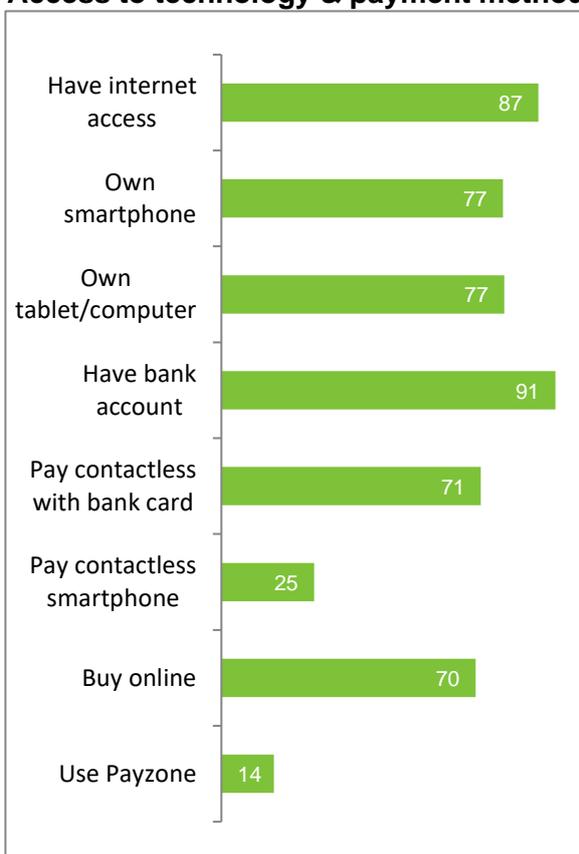
Bradford

Satisfaction Mean Score

Base: 410

| 2013 --> 2019/20 = highest year | | Comparison 2018/19 to 2019/20 |

Passenger Transport

	Score		Comparison
Local Rail Station Quality	6.1		▼ -1.00
Local Train Services	6.4		▼ -0.40
Local Bus Station Quality	6.1		▼ -0.88
Local Bus Services	6.1		▼ -0.60
Local Taxi Services	7.6		▲ 0.32
Community Transport (Dial-a-Ride/Access Bus)	6.1		▼ -0.50

Asset Provision and Maintenance

	Score		Comparison
Condition of Pavements & Footpaths	5.5		▼ -0.80
Condition of Roads	4.8		▼ -0.88
Quality of Repair to Damaged Roads & Ravements	4.8		▼ -1.07
Speed of Repair to Damaged Roads & Ravements	4.1		▼ -1.33
Street Lighting - Quality of	6.4		▼ -0.70
Street Lighting - Speed of repair	5.7		▼ -1.01
Keeping Road Drains Clear and Working	5.8		▼ -0.79
Winter Gritting & Snow Clearing	5.7		▼ -0.59
Provision of Cycle Routes and Facilities	5.4		▼ -0.55
Levels of Congestion	4.3		▼ -1.10

Cost

	Score		Comparison
Affordability of Motoring	5.3		▼ -0.46
Affordability of Public Transport	5.4		▼ -0.68

Other

	Score		Comparison
Information to make Train Journeys in West Yorkshire (Base: 285)	7.4		▼ -0.03
Information to make Bus Journeys in West Yorkshire (Base: 263)	7.3		▲ 0.04
Safety of children walking and cycling to school (Base: 392)	5.2		▼ -1.11

Score on a scale of 1 to 10.

Confidence in Purchasing ...

- ■ Very confident
- ■ Fairly confident
- ■ Not very confident
- ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

	Very confident	Fairly confident	Not very confident	Not at all confident		Comparison
Best Value Tickets for Local Bus Travel	25	40	22	13		▼ -2.29
Best Value Tickets for Local Rail Travel	31	42	14	12		▲ 6.14

Result % of repondents with an opinion. (Base 311 for bus and 355 for rail)

Prepared for: West Yorkshire Combined Authority

Bradford

How people source information

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

Base: 410 (2019/2020)

Mode use

% of respondents. Base: 410

Access to technology & payment method
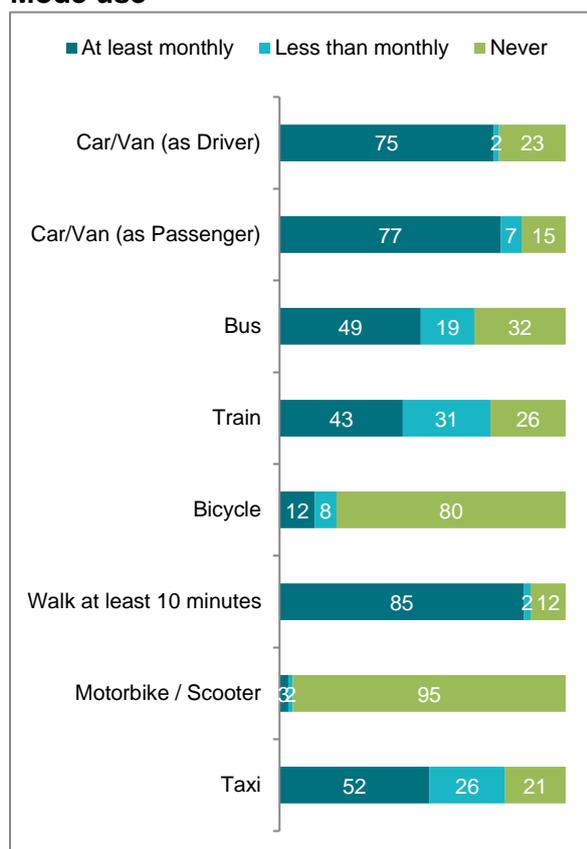
% of respondents. Base: 410

Prepared for: West Yorkshire Combined Authority
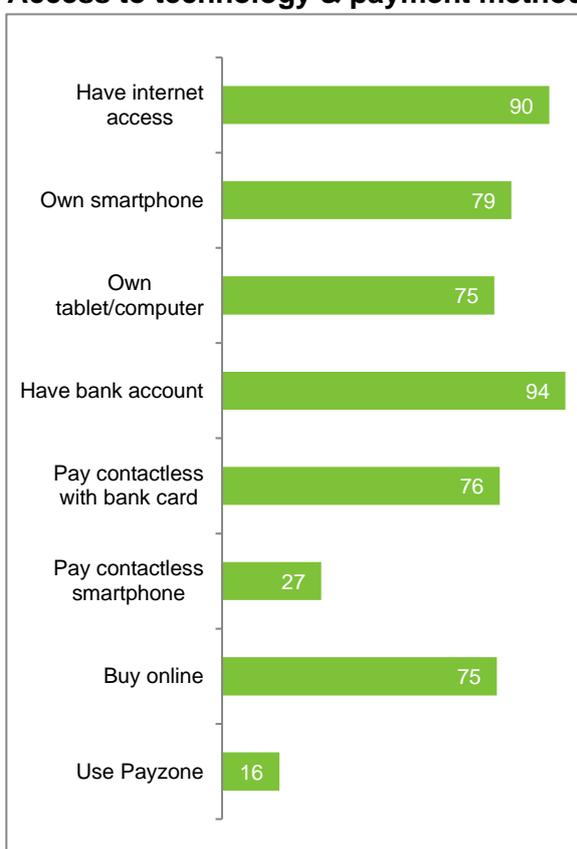
Calderdale

Satisfaction Mean Score

Base: 167

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Category	Score	Comparison
Local Rail Station Quality	6.1	▼ -0.31
Local Train Services	5.9	▼ -0.21
Local Bus Station Quality	5.9	▼ -0.51
Local Bus Services	5.8	▼ -0.85
Local Taxi Services	7.3	▲ 0.02
Community Transport (Dial-a-Ride/Access Bus)	5.8	▼ -0.98

Asset Provision and Maintenance

Category	Score	Comparison
Condition of Pavements & Footpaths	5.5	▼ -0.59
Condition of Roads	4.8	▼ -0.52
Quality of Repair to Damaged Roads & Pavements	4.7	▼ -0.87
Speed of Repair to Damaged Roads & Pavements	4.1	▼ -1.06
Street Lighting - Quality of	6.8	▼ -0.58
Street Lighting - Speed of repair	6.2	▼ -0.59
Keeping Road Drains Clear and Working	5.6	▼ -0.96
Winter Gritting & Snow Clearing	6.1	▼ -1.08
Provision of Cycle Routes and Facilities	4.9	▼ -0.80
Levels of Congestion	4.6	▼ -0.69

Cost

Category	Score	Comparison
Affordability of Motoring	5.4	▼ -0.20
Affordability of Public Transport	5.1	▼ -0.76

Other

Category	Score	Comparison
Information to make Train Journeys in West Yorkshire (Base: 116)	7.2	▼ -0.44
Information to make Bus Journeys in West Yorkshire (Base: 120)	6.9	▼ -0.59
Safety of children walking and cycling to school (Base: 235)	5.3	▼ -1.01

Score on a scale of 1 to 10.

Confidence in Purchasing …

	Very confident	Fairly confident	Not very confident	Not at all confident	Very or fairly confident 2013 ---> 2019/20
Best Value Tickets for Local Bus Travel	27	41	19	13	▲ 0.05
Best Value Tickets for Local Rail Travel	24	38	25	13	▼ -9.32

Result % of repondents with an opinion. (Base 125 for bus and 149 for rail)

Calderdale

How people source information

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

Base: 167 (2019/2020)

Mode use

% of respondents. Base: 167

Access to technology & payment method
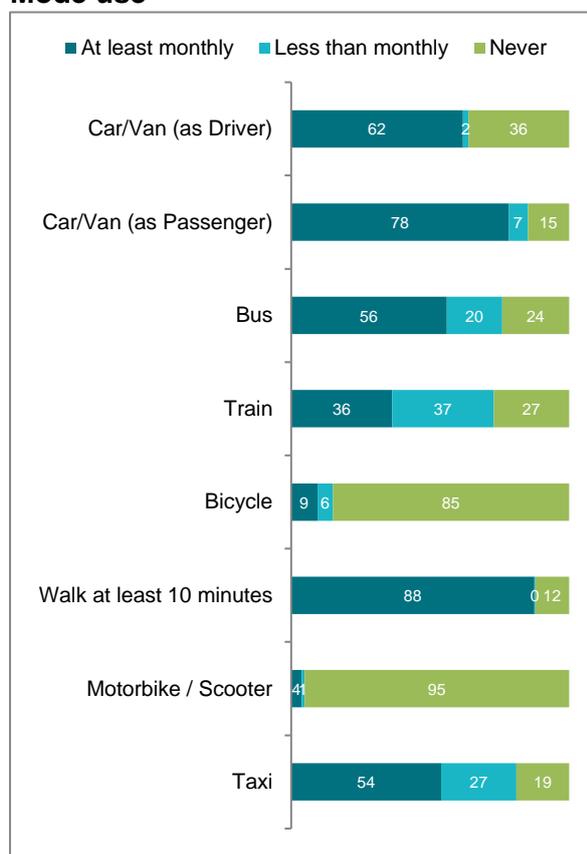
% of respondents. Base: 167

Prepared for: West Yorkshire Combined Authority
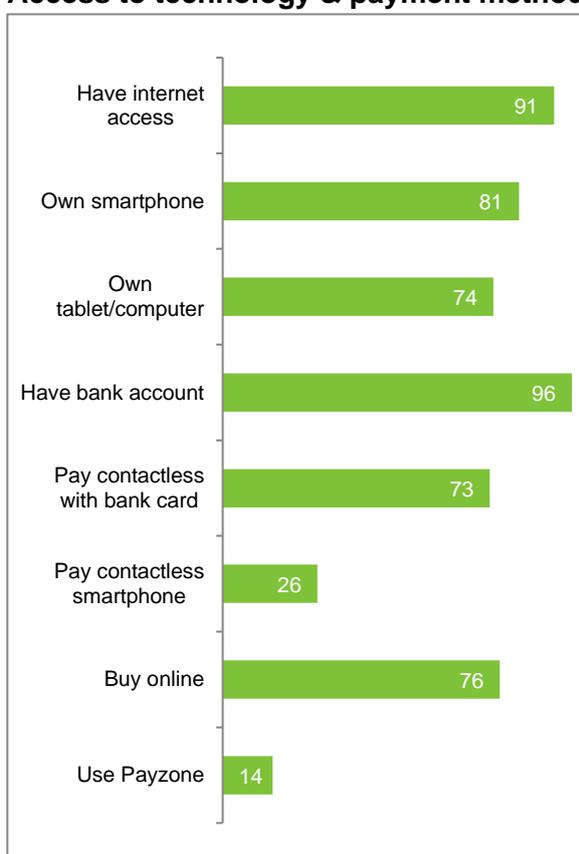
Kirklees

Satisfaction Mean Score

Base: 343

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Measure	Score	Comparison
Local Rail Station Quality	6.4	▼ -0.72
Local Train Services	5.6	▼ -0.97
Local Bus Station Quality	6.3	▼ -0.73
Local Bus Services	6.0	▼ -0.63
Local Taxi Services	7.4	▼ -0.10
Community Transport (Dial-a-Ride/Access Bus)	5.8	▼ -0.95

Asset Provision and Maintenance

Measure	Score	Comparison
Condition of Pavements & Footpaths	5.1	▼ -0.98
Condition of Roads	4.0	▼ -1.04
Quality of Repair to Damaged Roads & Pavements	4.1	▼ -1.39
Speed of Repair to Damaged Roads & Pavements	3.6	▼ -1.35
Street Lighting - Quality of	6.9	▼ -0.26
Street Lighting - Speed of repair	6.4	▼ -0.59
Keeping Road Drains Clear and Working	5.7	▼ -1.16
Winter Gritting & Snow Clearing	5.7	▼ -0.67
Provision of Cycle Routes and Facilities	4.9	▼ -0.90
Levels of Congestion	4.5	▼ -1.03

Cost

Measure	Score	Comparison
Affordability of Motoring	5.6	▼ -0.24
Affordability of Public Transport	4.9	▼ -1.24

Other

Measure	Score	Comparison
Information to make Train Journeys in West Yorkshire (Base: 245)	7.2	▼ -0.38
Information to make Bus Journeys in West Yorkshire (Base: 214)	7.3	▼ -0.02
Safety of children walking and cycling to school (Base: 313)	5.4	▼ -1.00

Score on a scale of 1 to 10.

Confidence in Purchasing ...

■ Very confident ■ Fairly confident
■ Not very confident ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

Measure	Very confident	Fairly confident	Not very confident	Not at all confident	Comparison
Best Value Tickets for Local Bus Travel	22	43	23	11	▼ -1.14
Best Value Tickets for Local Rail Travel	33	34	23	11	▲ 1.52

Result % of repondents with an opinion. (Base 257 for bus and 302 for rail)

Prepared for: West Yorkshire Combined Authority

Kirklees

How people source information

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

Base: 343 (2019/2020)

Mode use

% of respondents. Base: 343

Access to technology & payment method
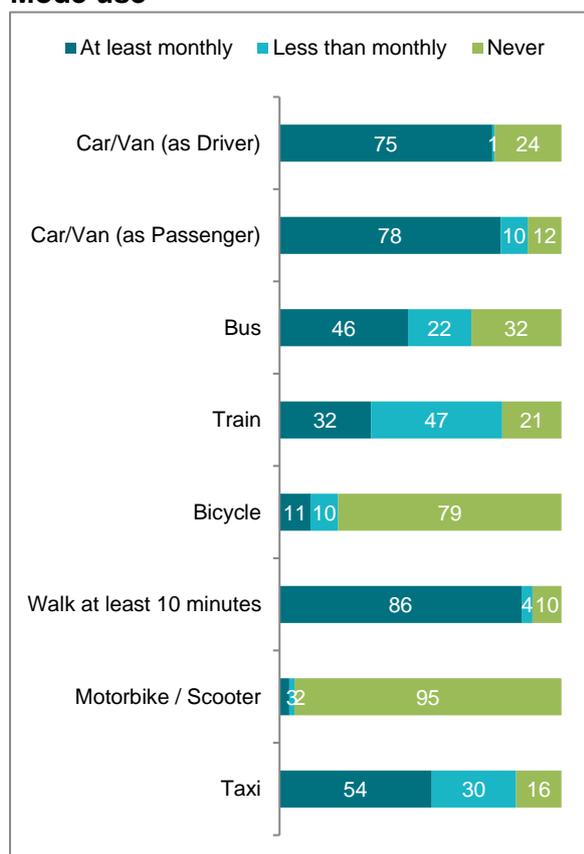
% of respondents. Base: 343

Prepared for: West Yorkshire Combined Authority

Leeds

Satisfaction Mean Score

Base: 631

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

	Score		Comparison
Local Rail Station Quality	6.5		▼ -0.58
Local Train Services	5.6		▼ -0.93
Local Bus Station Quality	6.4		▼ -0.91
Local Bus Services	5.8		▼ -1.01
Local Taxi Services	7.3		▼ -0.13
Community Transport (Dial-a-Ride/Access Bus)	5.8		▼ -1.00

Asset Provision and Maintenance

	Score		Comparison
Condition of Pavements & Footpaths	5.5		▼ -0.85
Condition of Roads	4.9		▼ -1.04
Quality of Repair to Damaged Roads & Pavements	4.6		▼ -1.35
Speed of Repair to Damaged Roads & Pavements	4.1		▼ -1.38
Street Lighting - Quality of	7.2		▼ -0.53
Street Lighting - Speed of repair	6.9		▼ -0.85
Keeping Road Drains Clear and Working	6.0		▼ -1.09
Winter Gritting & Snow Clearing	5.9		▼ -0.91
Provision of Cycle Routes and Facilities	5.2		▼ -0.67
Levels of Congestion	4.5		▼ -0.93

Cost

	Score		Comparison
Affordability of Motoring	5.5		▼ -0.77
Affordability of Public Transport	5.3		▼ -0.97

Other

	Score		Comparison
Information to make Train Journeys in West Yorkshire (Base: 378)	7.4		▼ -0.05
Information to make Bus Journeys in West Yorkshire (Base: 495)	7.1		▼ -0.14
Safety of children walking and cycling to school (Base: 534)	5.6		▼ -1.04

Score on a scale of 1 to 10.

Confidence in Purchasing ...

■ Very confident ■ Fairly confident
■ Not very confident ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	28	44	17	11		▲ 2.94
Best Value Tickets for Local Rail Travel	27	37	21	15		▲ 0.38

Result % of repondents with an opinion. (Base 448 for bus and 501 for rail)

Leeds

How people source information

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

Base: 631 (2019/2020)

Mode use

Legend: ■ At least monthly ■ Less than monthly ■ Never

Mode	At least monthly	Less than monthly	Never
Car/Van (as Driver)	65	3	33
Car/Van (as Passenger)	78	8	13
Bus	68	16	16
Train	32	38	30
Bicycle	13	6	80
Walk at least 10 minutes	92	17	
Motorbike / Scooter	3	2	96
Taxi	55	30	16

% of respondents. Base: 631

Access to technology & payment method

Have internet access	91
Own smartphone	81
Own tablet/computer	74
Have bank account	96
Pay contactless with bank card	75
Pay contactless smartphone	27
Buy online	77
Use Payzone	12

% of respondents. Base: 631

Prepared for: West Yorkshire Combined Authority
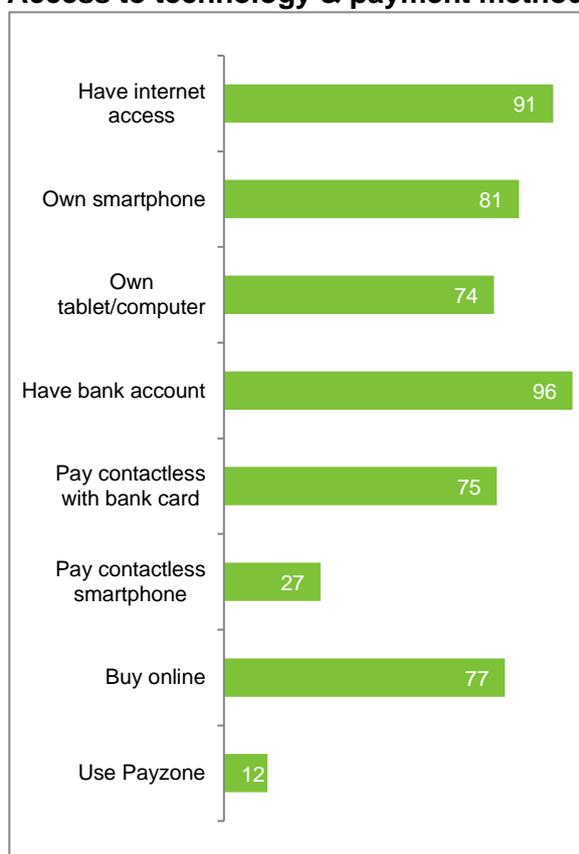
Wakefield

Satisfaction Mean Score

Base: 274

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Measure	Score	Comparison
Local Rail Station Quality	6.3	▼ -0.97
Local Train Services	6.1	▼ -0.77
Local Bus Station Quality	6.7	▼ -0.75
Local Bus Services	6.4	▼ -0.21
Local Taxi Services	7.1	▼ -0.43
Community Transport (Dial-a-Ride/Access Bus)	5.6	▼ -1.18

Asset Provision and Maintenance

Measure	Score	Comparison
Condition of Pavements & Footpaths	5.1	▼ -1.05
Condition of Roads	4.2	▼ -1.01
Quality of Repair to Damaged Roads & Pavements	4.3	▼ -1.27
Speed of Repair to Damaged Roads & Pavements	3.6	▼ -1.47
Street Lighting - Quality of	7.2	▼ -0.74
Street Lighting - Speed of repair	6.6	▼ -1.39
Keeping Road Drains Clear and Working	5.4	▼ -1.50
Winter Gritting & Snow Clearing	5.6	▼ -0.82
Provision of Cycle Routes and Facilities	5.0	▼ -0.73
Levels of Congestion	4.9	▼ -0.78

Cost

Measure	Score	Comparison
Affordability of Motoring	5.4	▼ -0.68
Affordability of Public Transport	5.4	▼ -0.95

Other

Measure	Score	Comparison
Information to make Train Journeys in West Yorkshire (Base: 165)	7.2	▼ -0.80
Information to make Bus Journeys in West Yorkshire (Base: 162)	7.2	▼ -0.55
Safety of children walking and cycling to school (Base: 235)	5.1	▼ -1.11

Score on a scale of 1 to 10.

Confidence in Purchasing …

■ Very confident ■ Fairly confident
■ Not very confident ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

Measure	Very confident	Fairly confident	Not very confident	Not at all confident	Comparison
Best Value Tickets for Local Bus Travel	27	38	21	15	▲ 0.83
Best Value Tickets for Local Rail Travel	26	38	23	13	▼ -1.31

Result % of repondents with an opinion. (Base 191 for bus and 226 for rail)

Wakefield

How people source information

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

Base: 274 (2019/2020)

Mode use

Legend: ■ At least monthly ■ Less than monthly ■ Never

	At least monthly	Less than monthly	Never
Car/Van (as Driver)	68	1	31
Car/Van (as Passenger)	81	7	12
Bus	42	20	37
Train	34	33	33
Bicycle	10	9	81
Walk at least 10 minutes	87	2	11
Motorbike / Scooter	2	2	96
Taxi	51	24	24
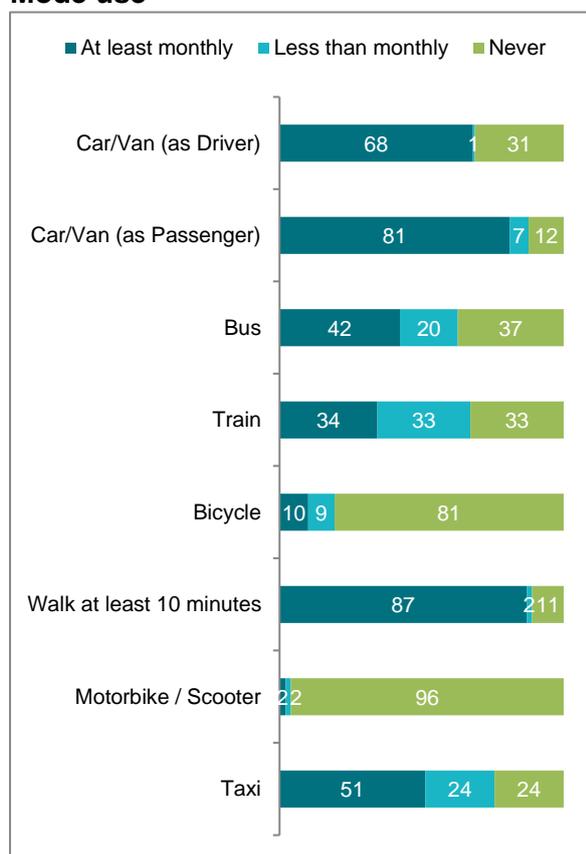
% of respondents. Base: 274

Prepared for: West Yorkshire Combined Authority

Access to technology & payment method

	%
Have internet access	87
Own smartphone	79
Own tablet/computer	76
Have bank account	97
Pay contactless with bank card	68
Pay contactless smartphone	15
Buy online	74
Use Payzone	11
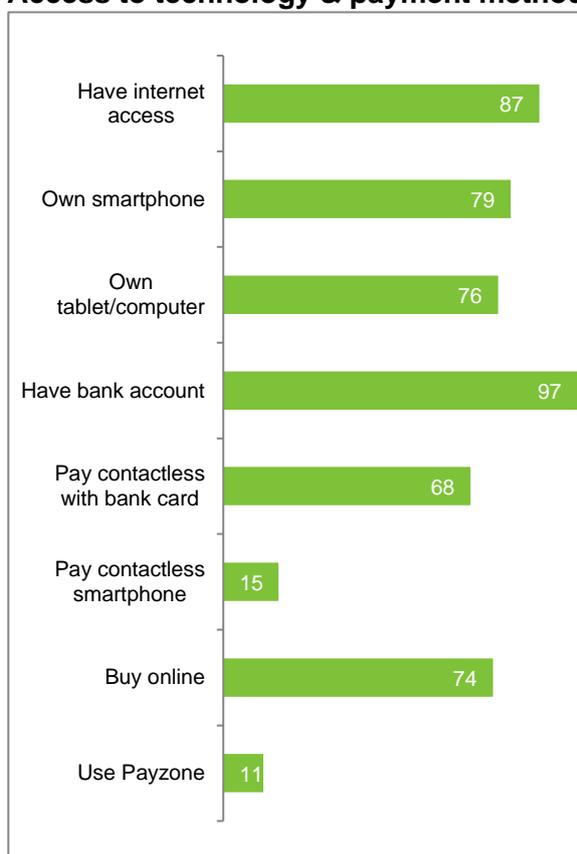
% of respondents. Base: 274

Age 16-34

Satisfaction Mean Score

Base: 628

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Category	Score	Comparison
Local Rail Station Quality	6.1	▼ -1.08
Local Train Services	5.9	▼ -1.06
Local Bus Station Quality	6.1	▼ -1.00
Local Bus Services	5.8	▼ -1.06
Local Taxi Services	7.4	▲ 0.01
Community Transport (Dial-a-Ride/Access Bus)	5.8	▼ -1.23

Asset Provision and Maintenance

Category	Score	Comparison
Condition of Pavements & Footpaths	5.8	▼ -0.85
Condition of Roads	4.9	▼ -0.99
Quality of Repair to Damaged Roads & Pavements	4.9	▼ -1.30
Speed of Repair to Damaged Roads & Pavements	4.2	▼ -1.50
Street Lighting - Quality of	6.9	▼ -0.49
Street Lighting - Speed of repair	6.4	▼ -0.78
Keeping Road Drains Clear and Working	6.2	▼ -1.04
Winter Gritting & Snow Clearing	5.9	▼ -0.68
Provision of Cycle Routes and Facilities	5.3	▼ -0.91
Levels of Congestion	4.8	▼ -0.99

Cost

Category	Score	Comparison
Affordability of Motoring	5.4	▼ -0.63
Affordability of Public Transport	5.2	▼ -0.81

Other

Category	Score	Comparison
Information to make Train Journeys in West Yorkshire (Base: 432)	7.4	▼ -0.09
Information to make Bus Journeys in West Yorkshire (Base: 431)	7.4	▲ 0.13
Safety of children walking and cycling to school (Base: 591)	5.5	▼ -1.07

Score on a scale of 1 to 10.

Confidence in Purchasing ...

■ Very confident ■ Fairly confident
■ Not very confident ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

Category	Very	Fairly	Not very	Not at all	Comparison
Best Value Tickets for Local Bus Travel	27	44	16	12	▲ 3.14
Best Value Tickets for Local Rail Travel	32	41	16	11	▲ 3.29

Result % of repondents with an opinion. (Base 538 for bus and 560 for rail)

Prepared for: West Yorkshire Combined Authority

Age 16-34

How people source information

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

Base: 628 (2019/2020)

Mode use

% of respondents. Base: 628

Access to technology & payment method
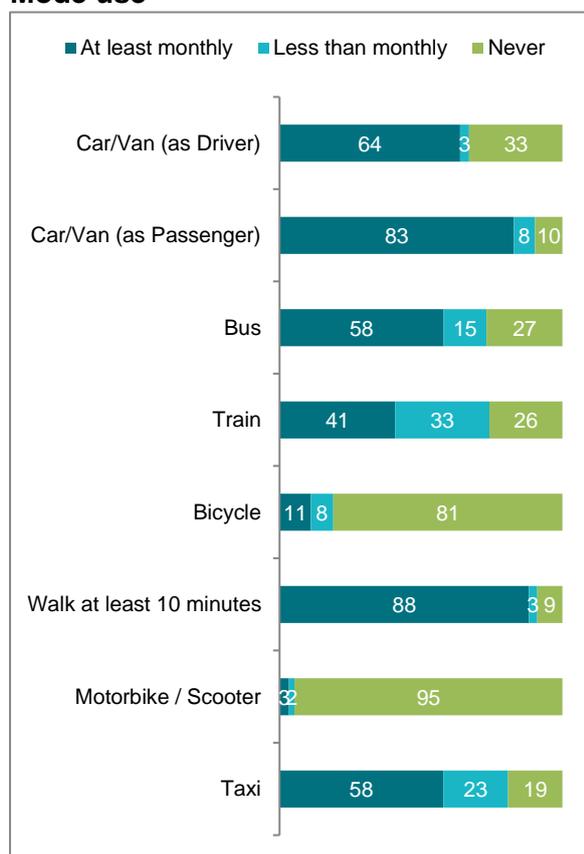
% of respondents. Base: 628

Prepared for: West Yorkshire Combined Authority
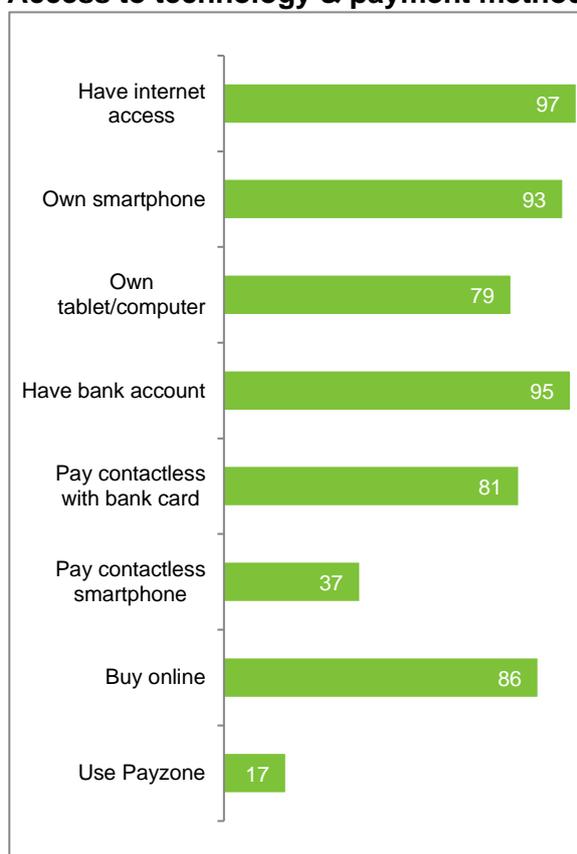
Age 35-64

Satisfaction Mean Score

Base: 818

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Category	Score		Comparison
Local Rail Station Quality	6.3		▼ -0.39
Local Train Services	5.9		▼ -1.17
Local Bus Station Quality	6.2		▼ -0.49
Local Bus Services	5.9		▼ -0.61
Local Taxi Services	7.1		▼ -0.14
Community Transport (Dial-a-Ride/Access Bus)	5.6		▼ -0.71

Asset Provision and Maintenance

Category	Score		Comparison
Condition of Pavements & Footpaths	5.2		▼ -1.04
Condition of Roads	4.3		▼ -1.20
Quality of Repair to Damaged Roads & Pavements	4.3		▼ -1.42
Speed of Repair to Damaged Roads & Pavements	3.7		▼ -1.52
Street Lighting - Quality of	6.7		▼ -0.66
Street Lighting - Speed of repair	6.2		▼ -1.08
Keeping Road Drains Clear and Working	5.6		▼ -1.26
Winter Gritting & Snow Clearing	5.6		▼ -1.00
Provision of Cycle Routes and Facilities	5.0		▼ -0.58
Levels of Congestion	4.2		▼ -1.18

Cost

Category	Score		Comparison
Affordability of Motoring	5.4		▼ -0.45
Affordability of Public Transport	4.8		▼ -0.99

Other

Category	Score		Comparison
Information to make Train Journeys in West Yorkshire (Base: 580)	7.2		▼ -0.36
Information to make Bus Journeys in West Yorkshire (Base: 543)	6.9		▼ -0.32
Safety of children walking and cycling to school (Base: 752)	5.1		▼ -1.18

Score on a scale of 1 to 10.

Confidence in Purchasing ...

■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

	Very confident	Fairly confident	Not very confident	Not at all confident		Comparison
Best Value Tickets for Local Bus Travel	24	40	23	13		▼ -1.05
Best Value Tickets for Local Rail Travel	27	39	23	12		▲ 3.19

Result % of repondents with an opinion. (Base 682 for bus and 732 for rail)

Prepared for: West Yorkshire Combined Authority

Age 35-64

How people source information

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

Base: 818 (2019/2020)

Mode use

% of respondents. Base: 818

Access to technology & payment method
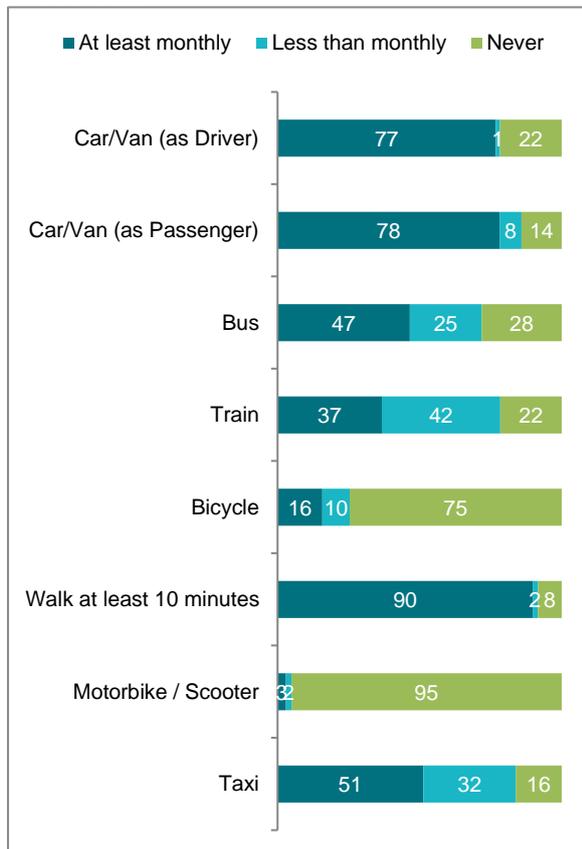
% of respondents. Base: 818

Prepared for: West Yorkshire Combined Authority
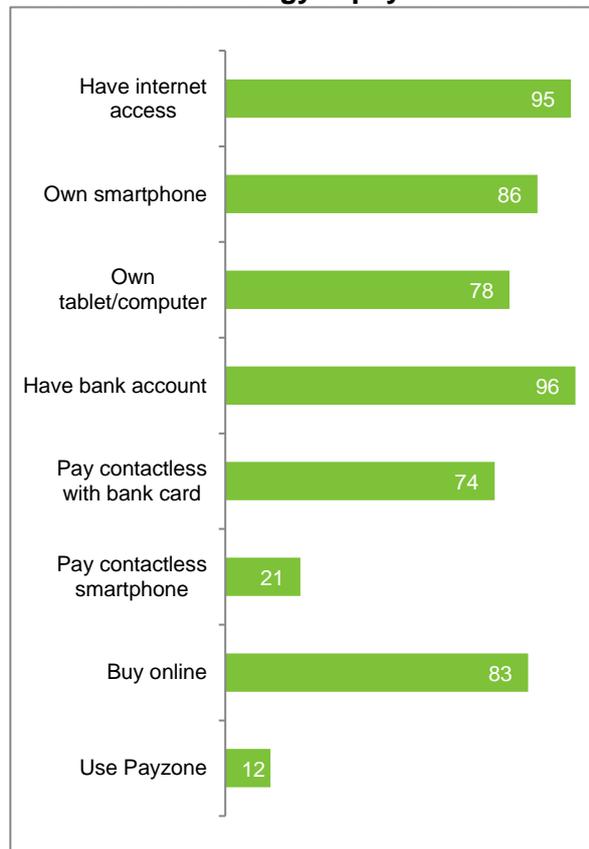
Age 65+

Satisfaction Mean Score

Base: 353

		2013 --> 2019/20 = highest year	Comparison 2018/19 to 2019/20

Passenger Transport

	Score		Comparison
Local Rail Station Quality	6.7		▼ -0.67
Local Train Services	5.9		▼ -0.62
Local Bus Station Quality	6.9		▼ -0.80
Local Bus Services	6.4		▼ -0.45
Local Taxi Services	7.9		▼ -0.04
Community Transport (Dial-a-Ride/Access Bus)	6.3		▼ -0.83

Asset Provision and Maintenance

	Score		Comparison
Condition of Pavements & Footpaths	5.0		▼ -0.60
Condition of Roads	4.4		▼ -0.43
Quality of Repair to Damaged Roads & Pavements	4.4		▼ -0.82
Speed of Repair to Damaged Roads & Pavements	3.9		▼ -0.74
Street Lighting - Quality of	7.3		▼ -0.41
Street Lighting - Speed of repair	6.9		▼ -0.70
Keeping Road Drains Clear and Working	5.4		▼ -0.83
Winter Gritting & Snow Clearing	5.9		▼ -0.62
Provision of Cycle Routes and Facilities	4.9		▼ -0.57
Levels of Congestion	4.7		▼ -0.32

Cost

	Score		Comparison
Affordability of Motoring	5.7		▼ -0.53
Affordability of Public Transport	6.4		▼ -0.99

Other

	Score		Comparison
Information to make Train Journeys in West Yorkshire (Base: 165)	7.4		▼ -0.37
Information to make Bus Journeys in West Yorkshire (Base: 262)	7.3		▼ -0.48
Safety of children walking and cycling to school (Base: 313)	5.7		▼ -0.78

Score on a scale of 1 to 10.

Confidence in Purchasing …

■ Very confident   ■ Fairly confident
■ Not very confident   ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

	Very confident	Fairly confident	Not very confident	Not at all confident		Comparison
Best Value Tickets for Local Bus Travel	30	34	21	15		▼ -6.03
Best Value Tickets for Local Rail Travel	27	27	25	21		▼ -12.78

Result % of repondents with an opinion. (Base 101 for bus and 224 for rail)

Prepared for: West Yorkshire Combined Authority

Age 65+

How people source information

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

Base: 353 (2019/2020)

Mode use
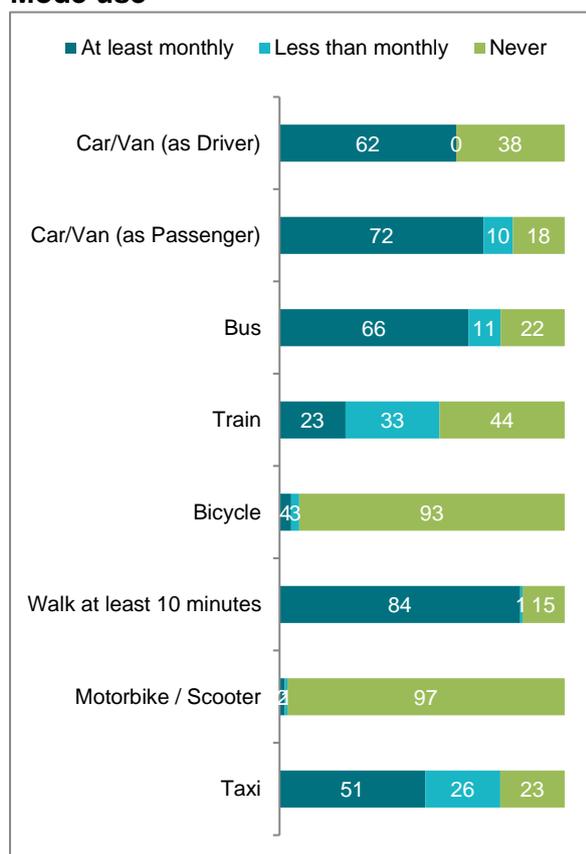
Access to technology & payment method

% of respondents. Base: 353
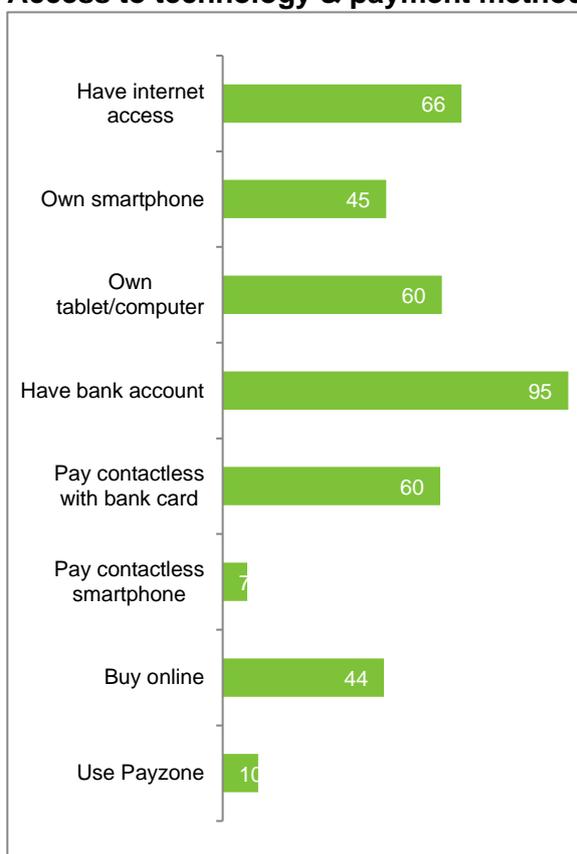
% of respondents. Base: 353

Public Transport: Use at least monthly

Satisfaction Mean Score

Base: 1186

2013 --> 2019/20
= highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Category	Score		Comparison
Local Rail Station Quality	6.5		▼ -0.64
Local Train Services	6.0		▼ -0.65
Local Bus Station Quality	6.4		▼ -0.80
Local Bus Services	5.9		▼ -0.84
Local Taxi Services	7.4		▼ -0.07
Community Transport (Dial-a-Ride/Access Bus)	5.9		▼ -0.90

Asset Provision and Maintenance

Category	Score		Comparison
Condition of Pavements & Footpaths	5.5		▼ -0.72
Condition of Roads	4.8		▼ -0.92
Quality of Repair to Damaged Roads & Pavements	4.7		▼ -1.17
Speed of Repair to Damaged Roads & Pavements	4.1		▼ -1.33
Street Lighting - Quality of	6.9		▼ -0.54
Street Lighting - Speed of repair	6.5		▼ -0.86
Keeping Road Drains Clear and Working	5.8		▼ -1.01
Winter Gritting & Snow Clearing	5.9		▼ -0.76
Provision of Cycle Routes and Facilities	5.3		▼ -0.64
Levels of Congestion	4.6		▼ -0.89

Cost

Category	Score		Comparison
Affordability of Motoring	5.5		▼ -0.54
Affordability of Public Transport	5.4		▼ -0.91

Other

Category	Score		Comparison
Information to make Train Journeys in West Yorkshire (Base: 890)	7.4		▼ -0.19
Information to make Bus Journeys in West Yorkshire (Base: 1025)	7.3		▼ -0.15
Safety of children walking and cycling to school (Base: 1094)	5.5		▼ -0.98

Score on a scale of 1 to 10.

Confidence in Purchasing ...

■ Very confident   ■ Fairly confident
■ Not very confident   ■ Not at all confident

Very or fairly confident
2013 ---> 2019/20

Category	Very confident	Fairly confident	Not very confident	Not at all confident		Comparison
Best Value Tickets for Local Bus Travel	30	45	17	9		▼ -1.07
Best Value Tickets for Local Rail Travel	33	39	18	10		▲ 0.51

Result % of repondents with an opinion. (Base 837 for bus and 978 for rail)

Prepared for: West Yorkshire Combined Authority

Public Transport: Use at least monthly

How people source information

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

Base: 1186 (2019/2020)

Mode use

Legend: ■ At least monthly ■ Less than monthly ■ Never

- Car/Van (as Driver): 60 | 2 | 38
- Car/Van (as Passenger): 82 | 6 | 12
- Bus: 84 | 5 | 11
- Train: 54 | 27 | 19
- Bicycle: 13 | 6 | 81
- Walk at least 10 minutes: 92 | 1 | 7
- Motorbike / Scooter: 3 | 2 | 95
- Taxi: 63 | 23 | 14

% of respondents. Base: 1186

Access to technology & payment method

- Have internet access: 88
- Own smartphone: 78
- Own tablet/computer: 73
- Have bank account: 96
- Pay contactless with bank card: 73
- Pay contactless smartphone: 25
- Buy online: 74
- Use Payzone: 14

% of respondents. Base: 1186

Prepared for: West Yorkshire Combined Authority
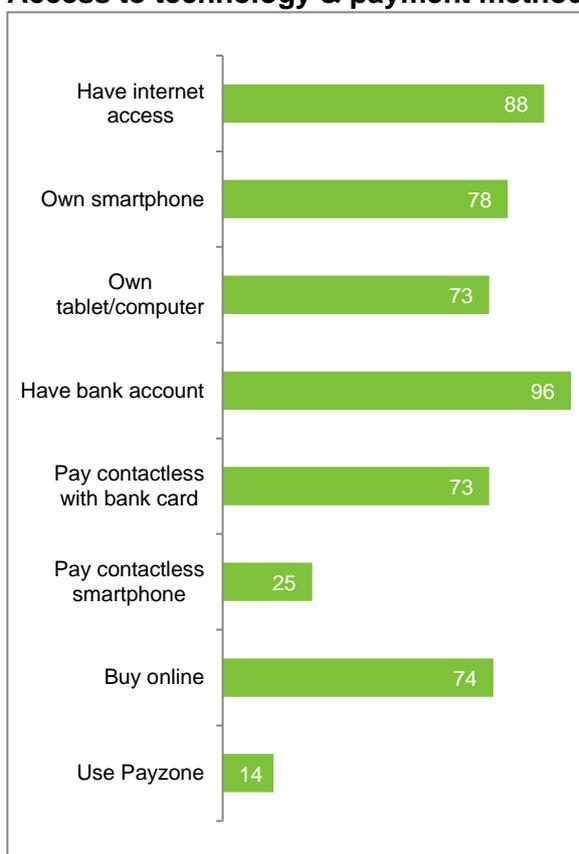
Public Transport: Use less than monthly

Satisfaction Mean Score

Base: 640

2013 --> 2019/20 = highest year

Comparison 2018/19 to 2019/20

Passenger Transport

Category	Score		Comparison
Local Rail Station Quality	6.0		-0.94
Local Train Services	5.8		-0.83
Local Bus Station Quality	6.1		-0.88
Local Bus Services	6.1		-0.48
Local Taxi Services	7.2		-0.07
Community Transport (Dial-a-Ride/Access Bus)	5.7		-0.95

Asset Provision and Maintenance

Category	Score		Comparison
Condition of Pavements & Footpaths	5.2		-1.12
Condition of Roads	4.1		-1.13
Quality of Repair to Damaged Roads & Ravements	4.2		-1.42
Speed of Repair to Damaged Roads & Ravements	3.6		-1.42
Street Lighting - Quality of	6.9		-0.57
Street Lighting - Speed of repair	6.4		-0.95
Keeping Road Drains Clear and Working	5.7		-1.19
Winter Gritting & Snow Clearing	5.6		-0.92
Provision of Cycle Routes and Facilities	4.8		-0.86
Levels of Congestion	4.5		-1.02

Cost

Category	Score		Comparison
Affordability of Motoring	5.3		-0.53
Affordability of Public Transport	4.8		-1.10

Other

Category	Score		Comparison
Information to make Train Journeys in West Yorkshire (Base: 298)	7.0		-0.48
Information to make Bus Journeys in West Yorkshire (Base: 229)	6.5		-0.48
Safety of children walking and cycling to school (Base: 584)	5.2		-1.23

Score on a scale of 1 to 10.

Confidence in Purchasing ...

■ Very confident   ■ Fairly confident   ■ Not very confident   ■ Not at all confident

Very or fairly confident 2013 ---> 2019/20

Category	Very confident	Fairly confident	Not very confident	Not at all confident		Comparison
Best Value Tickets for Local Bus Travel	18	36	26	19		-1.38
Best Value Tickets for Local Rail Travel	21	37	25	18		-1.12

Result % of repondents with an opinion. (Base 494 for bus and 556 for rail)

Prepared for: West Yorkshire Combined Authority

Public Transport: Use less than monthly

Awareness of public transport information sources*

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

Base:640 (2019/2020)

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

Mode use

Legend: ■ At least monthly ■ Less than monthly ■ Never

Mode	At least monthly	Less than monthly	Never
Car/Van (as Driver)	87	0	12
Car/Van (as Passenger)	71	12	16
Bus		44	56
Train		56	44
Bicycle	9	11	81
Walk at least 10 minutes	81	3	16
Motorbike / Scooter	2	2	96
Taxi	36	36	28

Access to technology & payment method

Have internet access	92
Own smartphone	83
Own tablet/computer	77
Have bank account	96
Pay contactless with bank card	74
Pay contactless smartphone	22
Buy online	80
Use Payzone	13

4.12 Significant differences in responses

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

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

Satisfaction with West Yorkshire assets

Table 4.10 : Satisfaction in 2019/20 compared to 2018/19

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

West Yorkshire asset	Proportion of total responses satisfied		
	2018/19	2019/20	Significant change
Condition of pavements & footpaths	31%	19%	Significant
Condition of roads	23%	12%	Significant
Speed of repair to damaged roads & pavements	20%	8%	Significant
Quality of repair to damaged roads & pavements	27%	14%	Significant
Quality of street lighting	58%	50%	Significant
Speed of repair to street lights	55%	41%	Significant
Keeping road drains clear & working	46%	29%	Significant
Winter gritting & snow clearing	43%	30%	Significant
Local bus services	45%	32%	Significant
Local train services	41%	29%	Significant
Local taxi services	57%	57%	Not significant
Community transport (Dial-a-Ride/Access Bus)	44%	30%	Significant
Affordability of public transport	32%	21%	Significant
Quality of local rail station	50%	35%	Significant
Quality of local bus station	50%	35%	Significant
Provision of cycle routes & facilities	29%	20%	Significant
Levels of traffic congestion	21%	14%	Significant
Affordability of motoring	25%	17%	Significant

Weighted base: 1825

Age

As referenced in section 3.3 of this report, Table 4.11 to Table 4.15 shows satisfaction data which is significant between different age bands.

Table 4.11: Satisfaction with roads/pavements

Table 4.11 shows residents aged 16-34 gave significantly higher satisfaction scores for the condition of pavements and footpaths compared to those in other age groups and gave significantly higher scores for the condition of roads and quality of repair than residents aged 35-64.

Age bracket	Condition of pavements and footpaths	Condition of roads	Quality of repair to roads and pavements
16-34	25%	15%	18%
35-64	16%	8%	11%
65+	16%	12%	12%

Table 4.12: Frequency of catching a bus

Residents aged over 65 use buses more frequently with 52% using a bus at least once a week. The data of those who catch a bus at least one day per week is significant compared to residents in the lower age brackets. Of those who catch a bus, most residents do this between one and three days per week, except 35-64 year olds where 17% catch a bus between one and three times per month.

Age bracket	At least four days per week	1 to 3 days per week	Never
16-34	20%	23%	27%
35-64	13%	16%	28%
65+	22%	30%	22%

Table 4.13: Satisfaction with local bus service and bus station

Residents aged over 65 are more satisfied with their local bus station and bus service compared to the other age groups.

Age bracket	Bus service	Bus station
16-34	26%	27%
35-64	27%	26%
65+	35%	40%

Table 4.14: Frequency of catching a train

Residents aged 16-34 catch a train more frequently compared to residents in other age brackets. Of those who catch a train the most common level of use is one to three times per month irrespective of age. 44% of residents aged over 65 never catch a train which is significant compared with 26% of 16-34 year olds and 22% of 35-64 year olds.

Age bracket	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or twice a year	Less than once a year	Never
16-34	8%	8%	25%	12%	18%	3%	26%
35-64	3%	7%	27%	16%	21%	4%	22%
65+	2%	6%	15%	12%	14%	6%	44%

Table 4.15: Affordability of public transport

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

Age bracket	Affordability of public transport
16-34	19%
35-64	11%
65+	32%

District

Table 4.21: Satisfaction with the condition of the roads

The proportion of residents in Kirklees who are dissatisfied with the condition of the roads is statistically significant compared to Bradford and Leeds. This is the same outcome as the 2018/19 survey.

District	Dissatisfied
Bradford	28%
Calderdale	32%
Kirklees	42%
Leeds	31%
Wakefield	35%

Table 4.22: Satisfaction with the quality of their local bus station

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

District	Satisfied
Bradford	27%
Calderdale	23%
Kirklees	26%
Leeds	31%
Wakefield	36%

Table 4.23: Satisfaction with local train services

The proportion of residents in Bradford who are satisfied with local train services is significant compared to those in Kirklees and Leeds.

District	Satisfied
Bradford	29%
Calderdale	23%
Kirklees	18%
Leeds	21%
Wakefield	25%

Table 4.24: Frequency of catching a bus

There are 28% of residents in Leeds who catch a bus one to three times per week and this is statistically significant compared to Bradford, Kirklees and Wakefield.

District	Catch a bus from 1 to 3 times per week
Bradford	20%
Calderdale	24%
Kirklees	17%
Leeds	28%
Wakefield	14%

Appendix A Questionnaire

West Yorkshire Customer Perceptions of Transport Survey
2019-2020 Financial Year

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

West Yorkshire Residents Perceptions of Transport Survey
2019-2020 Financial Year

INTROQ	Before I continue, I just need to ask, is anyone in the household is a West Yorkshire Combined Authority employee? Yes CLOSE No CONTINUE

Demographic quota questions asked up front.....

S1	**Which of these age categories do you belong?** *Response: 16 to 24 / 25 to 34 / 35 to 44 / 45 to 54 / 55 to 64 / 65 to 74 / 75 plus) / unprompted prefer not to say*

S2	***Gender (or Which best describes your gender?)*** *Response: Male / Female / Other or Prefer Not To Say*

S5	**To which of the following ethnic groups do you consider yourself to belong?** If you'd prefer not to allow us to use this data we can move on
	1. White British 2. White Other 3. Asian / Asian British 4. Black / Black British 5. Mixed / Multiple ethnic groups 6. Other ethnic group or prefer not to say
	Response: Tick one that is closest description

Q2	**ROTATE LIST** **I am now going to run through a list of travel themes. I would like you to say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following <u>in your local area</u>?** (QUESTION Q1 - Importance of these attributes - is not an annual question so all respondents were asked about satisfaction with all attributes)
	The condition of pavements & footpaths
	The condition of roads
	The speed of repair to damaged roads & pavements
	The quality of repair to damaged roads & pavements
	The quality of street lighting
	The speed of repair to street lights
	Keeping road drains clear & working
	Winter gritting & snow clearing
	Local bus services
	Local train services
	Local taxi services
	Community transport (Dial-a-Ride/Access Bus)
	The affordability of public transport
	The quality of local rail station
	The quality of local bus station
	Provision of cycle routes & facilities
	Levels of traffic congestion
	The affordability of motoring
	Response on a 10 point scale where 1 is low and 10 is high. Don't know is also an option but not offered by the interviewer

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

Q7	**Thinking about how you travel in West Yorkshire, how often do you …**
	a) drive a car or van
	b) travel as a car or van passenger
	c) Catch a bus
	d) Catch a train
	e) use a bicycle
	f) walk for at least **10** minutes to get somewhere
	g) travel by motorbike or motorscooter
	h) use a taxi
	Response:
	1. *At least 4 days per week*
	2. *1 to 3 days per week*
	3. *1 to 3 times per month*
	4. *every 2 to 3 months*
	5. *once or twice a year*
	6. *less than once a year*
	7. *never*

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

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

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

Q3 to Q5	**Q3 to Q5 asked together (subject to routing). ROTATE LIST** **And now I'm going to run through some ways to get information about public transport in the area.**

Q3	**Q3 : ASK ALL** **Are you aware of …?** Yes No

Q4	**Q4 ASK IF** Yes at Q3 AND Q7A_C (bus) = codes 1-4 and Q3=YES and/or Yes at Q3 AND Q7A_D (train) = codes 1-4 and Q3=YES '**And do you use it (or them)?**' If 'yes' then prompt '**Is that Frequently, Occasionally, or Very Rarely?**' **If "no" then select "Never"**

Q5	*Q5 ASK IF use occasionally or frequently at Q4:* **And how satisfied are you with it (these) .** (prompt if needed on the scale of 1 to 10 like before)

Bus / rail operators' own websites
Metro's website (wymetro.com)
Timetable downloads from Metro's website
Timetable leaflets
Metroline call centre
Metro Messenger
Metro travel news on Twitter
Metro travel news on Facebook
Travel Centres
Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Timetable posters at bus stations and stops
Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Electronic time displays at bus stations and stops
Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Metro's YourNextBus real-time information using text message
Ask IF Yes at Q3 AND Q7A_C (bus) = codes 1-4 Metro's YourNextBus real-time information using smartphone or internet
Ask IF Yes at Q3 AND Q7A_D (train) = codes 1-4 Train time information at rail stations

Response Q3 : Yes / No
Response Q4 :
    1. *Frequently*
    2. *Occasionally*
    3. *Very Rarely*
    4. *Never*
Response Q5 : on a 10 point scale where 1 is low and 10 is high.
Q5 should not require a Don't Know option as people are aware and have used information

Q11a	ASK IF Q7A_C (bus) =codes 1-5 **When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?**
Q11aa	ASK IF Q7A_C (bus) =codes 6-7 If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket
Q11b	ASK IF Q7A_D (train) =codes 1-5 **When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?**
Q11bb	ASK IF Q7A_C (train) =codes 6-7 If you had to travel by a local train tomorrow, how confident are you that you would purchase the best value ticket
	Response list for all (single response to each question): 1. *Very confident* 2. *Fairly confident* 3. *Not very confident* 4. *Not at all confident* 5. *I have a concessionary pass and do not pay for travel* 6. *Unprompted not applicable or don't know*

Q6c_1	ASK IF Q7A_C (bus) = codes 1-5 (local bus used at least once or twice per year) **How satisfied are you overall with the information available to you to make bus journeys in West Yorkshire?** *Response on a 10 point scale*
Q6c_2	ASK IF Q7A_D (train) = codes 1-5 (local train used at least once or twice per year) **How satisfied are you overall with the information available to you to make rail journeys in West Yorkshire?** [ASK only if local bus and/or train used at least once or twice per year] *Response on a 10 point scale*

Q6aa_1	ASK IF Q7A_C (bus) = codes 1-5 and /or Q7A_D (train) = codes 1-5
	INTERVIEWER DO NOT READ OUT RESPONSE LIST. PROBE IF NECESSARY
	Thinking about last time you planned a local bus or train journey before setting off, how did you get the information that you needed?
	
	Response: (Tick any that apply):
	    1. website (specify – see below)
	    2. app (specify – see below)
	    3. timetable leaflets
	    4. paper map
	    5. other (specify)
	    6. N/A – I never pre-plan journeys
	
	IfQ6aa_1=1 or 2
	Which APPS and/or WEBSITES do you use? (MULTICODE)
	INTERVIEWER INSTRUCTION: DO NOT READ OUT LIST
	Metro website
	Google Maps
	National Rail
	The Trainline
	the bus operators own site/app,
	the train operators own site/app,
	other (specify)

Q6aaa	ASK Q6aa_1 response was not option 6
	And was this information sourced for:
	    1. Buses only
	    2. Trains only
	    3. Both buses and trains

Q6ab	ASK IF Q7A_C (bus) = codes 1-5 and /or Q7A_D (train) = codes 1-5
	[ASK only if local bus and/or train used at least once or twice per year]
	INTERVIEWER DO NOT READ OUT RESPONSE LIST.
	What method did you use the last time you obtained information whilst on a bus or train journey?
	Response: (Tick any that apply):
	   1. website
	   2. app
	   3. electronic screens at stops & stations
	   4. timetable leaflets
	   5. timetable posters at stops & stations
	   6. other
	   7. N/A

Q6bbb	ASK Q6ab response was not option 6
	And was this information sourced for:
	   1. Buses only
	   2. Trains only
	   3. Both buses and trains

Q6ba	ASK IF Q7A_D (train) = codes 1-5 (local train used at least once or twice per year)
	INTERVIEWER READ OUT LIST
	What method did you use the last time you bought a rail ticket.
	Response: (Expect a single Response but plausible for more than on to apply):
	   1. website
	   2. app
	   3. self-service machine
	   4. talked to staff
	   5. other
	   6. N/A

Q6bb	ASK IF Q7A_C (bus) = codes 1-5
	INTERVIEWER READ OUT LIST
	What method did you use the last time you bought a bus ticket.
	Response: (Expect a single Response but plausible for more than on to apply):
	   1. website
	   2. app
	   3. self-service machine
	   4. talked to staff
	   5. other
	   6. N/A

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

Q9	**What are the main reason(s) you do not use local buses more often?** *ASK only IF LOCAL BUS used **less than** every 2 to 3 months*

Q10	**What are the main reason(s) you do not use local trains more often?** *ASK only IF LOCAL TRAIN used **less than** every 2 to 3 months*

INTERVIEWER DO NOT READ OUT RESPONSE LIST   **PROBE ONCE: ANY OTHER REASON / IS THAT THE ONLY REASON**   If respondent says "prefer car" ask "what is it that you prefer about the car"

	Response (Tick any that apply):
	Convenience - Hard with pram / wheelchair
	Convenience - Difficult with children
	Convenience - Too much to carry
	Convenience - It's not door to door (car or taxi is door to door)
	Convenience - It takes too long
	Prefer train
	blank
	Don't like waiting for buses
	blank
	Blank
	There is no direct service / I don't like having to change en route
	The routes and times change too often or are too confusing
	Buses are unreliable
	Overcrowding
	Cars feel safer (personal safety)
	Cars are more comfortable
	I prefer not to travel with strangers
	Cost: it's too expensive and I can't afford to travel
	Cost: there are cheaper ways to travel
	No service where I need it
	No service at the times I want to travel
	Other reasons? (Give details)
	Don't know

The blanks are placeholders where some responses available in Wave 17 (2019/19) have been removed. The placeholders ensure correct alignment if compiling and comparing data from different waves.

Q8	ASK IF Q7A_D (train) = codes 1-4 [use train every 2 to 3 months or more] **INTERVIEWER DO NOT READ OUT RESPONSE LIST** **PROBE: ANY OTHERS** **When travelling by train how do you usually get from home to & from your local rail station**?

Car which is parked
Car (drop-off / pick up)
Local Bus
Cycle
Walk
IF WALK … Approximately how long do you walk for? Record the answer in minutes
Motorbike / Scooter
Taxi
Tick any that apply

INTERVIEWER INFORMATION DO NOT READ OUT BUT CAN BE USED FOR CLARIFICATION: a car can be parked at or near the station including parking on a roadside.

Q13	ASK IF Q7A_D (train) = codes 1-4 [use train at least every 2 to 3 months] **Regarding your local rail service how satisfied are you with …** Ease of ticket purchase *Response on a 10 point scale where 1 is low and 10 is high.* *Don't know is also an option but not offered by the interviewer*

Keep all the elements in time series since 2003, plus two new ones

Q12	ASK IF Q7A_C (bus) = codes 1-4 [use local bus at least every 2 to 3 months] **Regarding your local bus service how satisfied are you with …**

Its Frequency
Its Punctuality
Ease of ticket purchase
Helpfulness of on-bus staff
Personal safety while using buses
Connections with other buses and / or trains
The state of the bus stops
Response on a 10 point scale where 1 is low and 10 is high. *Don't know is also an option but not offered by the interviewer*

Keep all the elements in time series since 2003, plus two new ones

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

P5	**Do you…?**
	Have regular access to the internet
	Have a smart phone
	Have a tablet computer or iPad
	Have a bank account
	Make contactless payments using a bank card
	Make contactless payments by smart phone
	Pay for things via the internet
	Pay for things via PayZone

	Response:
	    1. *Yes*
	    2. *No*
	    3. *Don't Know*

P6	**How many people, including you…?**
	… live in this household?
	… and how many are aged *under* 16?
	Response: Enter number of people in each age band

S3	**What is your current employment status?**

	1. Working 30 hours or more per week on any kind of paid work
	    Only read out if clarity needed (e.g. employed, self-employed, freelance etc)
	2. Working less than 30 hours per week on any kind of paid work
	    Further clarification: Those who hold multiple jobs, shift workers and zero-hours contracts, it's the number of hours worked in an 'average week'
	3. Wholly retired from work
	4. Unemployed and available for work
	5. Long-term sick or disabled
	6. Looking after home and family
	7. In full-time education (at school, university or college)
	8. Other (please write in)

	Response: Tick one that is closest description

S4a	**What is the occupation of the chief wage earner in the HOUSEHOLD?** *Response: Free-Text, purpose is to ascertain Socio Economic Group*

S4b	**Social Group** *(interviewer codes HOUSEHOLD from occupation)*
	Response: Supplier to code :
	    1. *AB*
	    2. *C1*
	    3. *C2*
	    4. *DE*

Text to read out before P1:

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

P1	**Are your day-to-day activities limited because of a health problem or condition which has lasted or is expected to last for 12 months or more?** *Response:* 1. *Yes, a lot* 2. *Yes, a little* 3. *No* 4. *Prefer not to say*

P2	**Do you have any conditions or long-standing illnesses that make it difficult for you to**
	Go out on foot unaided
	Use local buses
	Use local trains
	Get in and out of a car
	Ride a bike
	Response: 1. *Yes* 2. *No* 3. *unprompted prefer not to say*

S6	**AUTO-FILL** **Response completed by method** *(e.g. Landline, Mobile phone)*

S7	**To help us get a better picture of services at a local level, it would be helpful if we can use your home postcode. It will not be used to identify you personally and will only be used for research purposes.** **If it is ok for us to use it can you confirm your postcode as XXXXXX.** *Response:* If OK, record FULL POSTCODE Otherwise record Refused

S9	**AUTO-FILL** **Local Authority District:** 1. Bradford 2. Calderdale 3. Kirklees 4. Leeds **5.** Wakefield

S10	**AUTO-FILL** **Date of interview:**

S11	**AUTO-FILL** **Survey Wave** For 2019/20 wave = T18

Appendix B Weighting Factors

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

Weighting factors 2019/20

			Bradford	
		% population	%survey responses	Weighting Factor
Gender	Male	49%	46%	1.071
	Female	51%	53%	0.960
Age	16-34	32%	29%	1.121
	35-64	48%	53%	0.905
	65+	19%	18%	1.091
Ethnicity	White British	64%	78%	0.820
	Black & Minority ethnic	36%	22%	1.633

			Calderdale	
		% population	%survey responses	Weighting Factor
Gender	Male	49%	46%	1.058
	Female	51%	53%	0.957
Age	16-34	27%	29%	0.918
	35-64	50%	48%	1.057
	65+	23%	23%	0.987
Ethnicity	White British	87%	87%	0.999
	Black & Minority ethnic	13%	13%	1.008

			Kirklees	
		% population	%survey responses	Weighting Factor
Gender	Male	49%	54%	0.921
	Female	51%	46%	1.091
Age	16-34	30%	30%	0.995
	35-64	48%	46%	1.053
	65+	22%	24%	0.905
Ethnicity	White British	77%	83%	0.921
	Black & Minority ethnic	23%	17%	1.390

		% population	Leeds %survey responses	Weighting Factor
Gender	Male	49%	47%	1.040
	Female	51%	53%	0.964
Age	16-34	37%	30%	1.233
	35-64	43%	49%	0.895
	65+	19%	21%	0.906
Ethnicity	White British	81%	89%	0.907
	Black & Minority ethnic	19%	11%	1.794

		% population	Wakefield %survey responses	Weighting Factor
Gender	Male	49%	53%	0.926
	Female	51%	47%	1.083
Age	16-34	28%	33%	0.846
	35-64	49%	45%	1.075
	65+	23%	21%	1.080
Ethnicity	White British	93%	89%	1.042
	Black & Minority ethnic	7%	11%	0.661

		% of West Yorkshire	District %survey responses	Weighting Factor
District	Bradford	22%	20%	1.121
	Calderdale	9%	15%	0.600
	Kirklees	19%	15%	1.243
	Leeds	35%	33%	1.046
	Wakefield	15%	17%	0.910

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

West Yorkshire

- 0.3% of respondents described themselves as a gender other than male or female or preferred not to say

- 1.5% of respondents preferred not to give their age

- 2.7% of respondents preferred not to give their ethnicity

Appendix C Demographic profile of respondents

Percent of Respondents	All	Local Authority District					Age Band		
Age Category	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
16 to 24	17.7	17	19	16	21	14	51	0	0
25 to 34	16.8	21	7	17	19	12	49	0	0
35 to 44	8.9	12	8	10	7	6	0	20	0
45 to 54	15.4	15	15	15	14	19	0	34	0
55 to 64	20.6	17	27	20	20	24	0	46	0
65 to 74	9.4	8	11	11	8	12	0	0	49
75 plus	9.9	9	12	10	9	12	0	0	51
Employment Status	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
Working 30 hours or more per week	35.5	32	31	39	39	0	42	46	3
Working less than 30 hrs per week	14.4	15	17	18	12	0	17	18	1
Wholly retired from work	24.8	25	31	23	22	0	0	16	87
Unemployed and available for work	6.4	10	6	4	6	0	11	5	1
Long-term sick or disabled	2.0	3	3	1	1	0	2	3	0
Full time caring for family	2.8	2	3	3	2	0	3	3	1
Full-time education	2.8	3	4	2	3	0	7	1	0
Other / Prefer not to say	11.3	10	5	10	13	0	18	8	6
Gender	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
Male	49.3	49	49	49	50	49	49	49	51
Female	50.2	49	51	51	50	51	50	51	49
Social Class	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
AB	22.6	25	24	27	21	17	22	24	20
C1	25.5	23	25	23	30	21	24	27	27
C2	21.0	20	23	22	18	28	20	20	25
DE	21.0	24	20	17	20	24	25	18	20
Prefer not to say	9.8	8	8	11	10	10	9	10	9
Conditions or long standing illnesses that make it difficult to:	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
Go out on foot unaided	11.7	13	13	12	8	15	10	10	20
Use local buses	13.1	15	15	11	13	12	15	10	17
Use local trains	10.6	6	15	6	14	12	9	8	19
Get in and out of a car	11.4	13	15	10	10	13	12	9	16
Ride a bike	11.2	12	14	12	8	14	10	10	17
Households with people aged under 16	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
At least one person	25.3	29	28	26	23	22	39	25	2
Cars and vans in household	**WY**	**Bfd**	**Cal**	**Kir**	**Lds**	**Wfd**	**16 - 34**	**35 - 64**	**65 plus**
None	10.6	6	15	6	14	12	9	8	19

Percent of Respondents	All	Use Public Transport		Proximity to …	
Age Category	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
16 to 24	17.7	19	15	17	15
25 to 34	16.8	18	15	17	17
35 to 44	8.9	8	11	9	10
45 to 54	15.4	13	20	17	18
55 to 64	20.6	20	21	22	21
65 to 74	9.4	11	7	8	9
75 plus	9.9	10	10	8	9
Employment Status	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
Working 30 hours or more per week	35.5	33	39	37	41
Working less than 30 hrs per week	14.4	13	16	15	16
Wholly retired from work	24.8	26	22	27	28
Unemployed and available for work	6.4	7	5	10	6
Long-term sick or disabled	2.0	2	3	2	2
Full time caring for family	2.8	2	3	3	3
Full-time education	2.8	4	1	5	3
Other	11.3	13	12	19	10
Gender	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
Male	49.3	48	51	50	49
Female	50.2	51	48	49	51
Social Class	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
AB	22.6	22	24	23	24
C1	25.5	26	24	28	28
C2	21.0	19	24	21	23
DE	21.0	22	20	23	21
Prefer not to say	9.8	11	8	4	5
Conditions or long standing illnesses that make it difficult to:	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
Go out on foot unaided	11.7	11	8	14	12
Use local buses	13.1	10	16	15	12
Use local trains	10.6	14	11	12	13
Get in and out of a car	11.4	11	12	15	12
Ride a bike	11.2	11	13	12	11
Households with people aged under 16	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
At least one person	25.3	9	30	29	27
Cars and vans in household	**WY**	**At least monthly**	**Less than monthly**	**Frequent Bus 400m**	**Rail Stn 1600m**
None	10.6	12	3	11	9

Appendix D Satisfaction scores

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

		Age Bands							
	Satisfaction	16 to 34		35 to 64		65+		Total	
		Count	%	Count	%	Count	%	Count	%
Condition Of Pavements & Footpaths	Dissatisfied	102	16%	183	22%	90	26%	376	21%
	Neutral	363	58%	504	62%	199	56%	1066	59%
	Satisfied	156	25%	130	16%	57	16%	343	19%
	Don't know	7	1%	1	0%	6	2%	15	1%
	Total	628	100%	818	100%	353	100%	1800	100%
Condition Of Roads	Dissatisfied	177	28%	291	36%	124	35%	592	33%
	Neutral	346	55%	460	56%	178	50%	984	55%
	Satisfied	97	15%	65	8%	42	12%	204	11%
	Don't know	9	1%	2	0%	9	2%	20	1%
	Total	628	100%	818	100%	353	100%	1800	100%
Speed Of Repair To Damaged Roads & Pavements	Dissatisfied	261	41%	392	48%	152	43%	805	45%
	Neutral	289	46%	353	43%	152	43%	793	44%
	Satisfied	55	9%	51	6%	26	7%	132	7%
	Don't know	24	4%	22	3%	24	7%	70	4%
	Total	628	100%	818	100%	353	100%	1800	100%
Quality Of Repair To Damaged Roads & Pavements	Dissatisfied	204	32%	330	40%	120	34%	654	36%
	Neutral	292	46%	382	47%	174	49%	848	47%
	Satisfied	110	18%	93	11%	41	12%	244	14%
	Don't know	23	4%	13	2%	18	5%	54	3%
	Total	628	100%	818	100%	353	100%	1800	100%
Quality Of Street Lighting	Dissatisfied	58	9%	83	10%	19	5%	160	9%
	Neutral	245	39%	356	44%	123	35%	725	40%
	Satisfied	312	50%	372	45%	193	55%	877	49%
	Don't know	13	2%	7	1%	18	5%	37	2%
	Total	628	100%	818	100%	353	100%	1800	100%
Speed Of Repair To Street Lights	Dissatisfied	78	12%	118	14%	24	7%	219	12%
	Neutral	253	40%	331	40%	119	34%	703	39%
	Satisfied	227	36%	267	33%	145	41%	640	36%
	Don't know	69	11%	103	13%	65	18%	237	13%
	Total	628	100%	818	100%	353	100%	1800	100%
Keeping Road Drains Clear & Working	Dissatisfied	94	15%	185	23%	90	26%	369	21%
	Neutral	317	50%	407	50%	156	44%	880	49%
	Satisfied	198	31%	213	26%	92	26%	502	28%
	Don't know	20	3%	13	2%	15	4%	48	3%
	Total	628	100%	818	100%	353	100%	1800	100%
Winter Gritting & Snow Clearing	Dissatisfied	119	19%	188	23%	73	21%	381	21%
	Neutral	287	46%	396	48%	151	43%	833	46%
	Satisfied	195	31%	223	27%	107	30%	525	29%
	Don't know	27	4%	12	1%	22	6%	60	3%
	Total	628	100%	818	100%	353	100%	1800	100%
Local Bus Services	Dissatisfied	112	18%	122	15%	54	15%	288	16%
	Neutral	294	47%	363	44%	135	38%	792	44%
	Satisfied	168	27%	212	26%	129	37%	509	28%
	Don't know	54	9%	122	15%	35	10%	211	12%
	Total	628	100%	818	100%	353	100%	1800	100%
Local Train Services	Dissatisfied	101	16%	116	14%	35	10%	253	14%
	Neutral	266	42%	356	44%	125	35%	747	42%
	Satisfied	166	26%	179	22%	65	18%	410	23%
	Don't know	95	15%	166	20%	128	36%	389	22%
	Total	628	100%	818	100%	353	100%	1800	100%
Local Taxi Services	Dissatisfied	30	5%	52	6%	8	2%	89	5%
	Neutral	223	35%	294	36%	88	25%	605	34%
	Satisfied	320	51%	378	46%	203	57%	900	50%
	Don't know	56	9%	94	12%	54	15%	205	11%
	Total	628	100%	818	100%	353	100%	1800	100%
Community Transport	Dissatisfied	63	10%	59	7%	19	6%	141	8%
	Neutral	180	29%	201	25%	80	23%	462	26%
	Satisfied	109	17%	89	11%	62	17%	260	14%
	Don't know	276	44%	469	57%	192	54%	937	52%
	Total	628	100%	818	100%	353	100%	1800	100%
Affordability Of Public Transport	Dissatisfied	153	24%	198	24%	46	13%	397	22%
	Neutral	306	49%	437	53%	105	30%	848	47%
	Satisfied	116	19%	92	11%	113	32%	322	18%
	Don't know	53	8%	91	11%	89	25%	233	13%
	Total	628	100%	818	100%	353	100%	1800	100%
Quality Of Local Rail Station	Dissatisfied	84	13%	74	9%	23	7%	181	10%
	Neutral	286	46%	401	49%	121	34%	808	45%
	Satisfied	184	29%	241	29%	106	30%	531	30%
	Don't know	74	12%	103	13%	103	29%	279	16%
	Total	628	100%	818	100%	353	100%	1800	100%
Quality Of Local Bus Station	Dissatisfied	83	13%	73	9%	23	7%	179	10%
	Neutral	295	47%	383	47%	123	35%	801	45%
	Satisfied	170	27%	214	26%	141	40%	525	29%
	Don't know	80	13%	149	18%	66	19%	295	16%
	Total	628	100%	818	100%	353	100%	1800	100%
Provision Of Cycle Routes & Facilities	Dissatisfied	130	21%	210	26%	79	22%	420	23%
	Neutral	281	45%	356	43%	131	37%	768	43%
	Satisfied	117	19%	126	15%	48	14%	291	16%
	Don't know	100	16%	126	15%	95	27%	321	18%
	Total	628	100%	818	100%	353	100%	1800	100%
Levels Of Traffic Congestion	Dissatisfied	192	31%	339	41%	120	34%	651	36%
	Neutral	334	53%	386	47%	155	44%	875	49%
	Satisfied	88	14%	87	11%	66	19%	241	13%
	Don't know	14	2%	6	1%	13	4%	33	2%
	Total	628	100%	818	100%	353	100%	1800	100%
Affordability Of Motoring	Dissatisfied	114	18%	126	15%	46	13%	286	16%
	Neutral	351	56%	522	64%	167	47%	1040	58%
	Satisfied	99	16%	99	12%	62	18%	261	14%
	Don't know	64	10%	72	9%	77	22%	213	12%
	Total	628	100%	818	100%	353	100%	1800	100%

Districts : Satisfaction

	Satisfaction	Local Authority District											
		Bradford		Calderdale		Kirklees		Leeds		Wakefield		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Condition Of Pavements & Footpaths	Dissatisfied	83	20%	32	19%	82	24%	121	19%	61	22%	379	21%
	Neutral	243	59%	104	62%	201	59%	361	57%	170	62%	1079	59%
	Satisfied	83	20%	31	19%	57	17%	142	22%	40	15%	352	19%
	Don't know	1	0%	1	0%	3	1%	8	1%	2	1%	15	1%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Condition Of Roads	Dissatisfied	114	28%	49	30%	144	42%	195	31%	96	35%	598	33%
	Neutral	244	60%	96	57%	172	50%	325	52%	157	57%	994	54%
	Satisfied	49	12%	22	13%	24	7%	99	16%	17	6%	211	12%
	Don't know	3	1%	1	0%	3	1%	11	2%	4	1%	22	1%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Speed Of Repair To Damaged Roads & Pavements	Dissatisfied	175	43%	69	41%	174	51%	268	42%	127	46%	813	45%
	Neutral	179	44%	78	46%	141	41%	277	44%	129	47%	804	44%
	Satisfied	43	10%	14	8%	13	4%	54	9%	10	4%	134	7%
	Don't know	13	3%	7	4%	15	4%	32	5%	7	3%	74	4%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Quality Of Repair To Damaged Roads & Pavements	Dissatisfied	141	34%	55	33%	142	41%	224	35%	100	36%	662	36%
	Neutral	180	44%	84	50%	164	48%	275	44%	153	56%	856	47%
	Satisfied	78	19%	23	14%	25	7%	104	16%	20	7%	251	14%
	Don't know	10	2%	5	3%	12	4%	28	4%	1	0%	56	3%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Quality Of Street Lighting	Dissatisfied	51	12%	21	13%	22	6%	49	8%	19	7%	162	9%
	Neutral	194	47%	57	34%	151	44%	237	38%	97	35%	735	40%
	Satisfied	158	39%	87	52%	163	48%	325	52%	155	57%	888	49%
	Don't know	7	2%	2	1%	7	2%	20	3%	3	1%	39	2%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Speed Of Repair To Street Lights	Dissatisfied	81	20%	29	17%	39	11%	50	8%	23	8%	221	12%
	Neutral	184	45%	62	37%	137	40%	224	35%	104	38%	711	39%
	Satisfied	106	26%	61	36%	120	35%	254	40%	106	39%	647	35%
	Don't know	38	9%	16	9%	47	14%	104	16%	41	15%	246	13%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Keeping Road Drains Clear & Working	Dissatisfied	83	20%	39	23%	80	23%	104	16%	67	24%	373	20%
	Neutral	198	48%	79	47%	158	46%	322	51%	133	48%	891	49%
	Satisfied	119	29%	46	27%	97	28%	182	29%	67	25%	512	28%
	Don't know	9	2%	3	2%	8	2%	23	4%	7	2%	50	3%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Winter Gritting & Snow Clearing	Dissatisfied	99	24%	32	19%	71	21%	116	18%	65	24%	384	21%
	Neutral	177	43%	73	43%	165	48%	297	47%	129	47%	840	46%
	Satisfied	123	30%	59	35%	95	28%	188	30%	71	26%	536	29%
	Don't know	11	3%	3	2%	12	3%	30	5%	9	3%	65	4%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Local Bus Services	Dissatisfied	58	14%	34	20%	50	14%	118	19%	30	11%	289	16%
	Neutral	179	44%	70	42%	147	43%	294	47%	113	41%	804	44%
	Satisfied	123	30%	45	27%	85	25%	178	28%	86	31%	518	28%
	Don't know	50	12%	17	10%	61	18%	41	6%	45	16%	214	12%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Local Train Services	Dissatisfied	43	10%	25	15%	57	16%	97	15%	32	12%	254	14%
	Neutral	185	45%	77	46%	153	44%	228	36%	110	40%	752	41%
	Satisfied	119	29%	38	23%	61	18%	131	21%	68	25%	416	23%
	Don't know	63	15%	28	16%	73	21%	175	28%	64	23%	403	22%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Local Taxi Services	Dissatisfied	13	3%	9	5%	12	4%	39	6%	15	6%	89	5%
	Neutral	128	31%	57	34%	121	35%	213	34%	92	34%	612	34%
	Satisfied	221	54%	85	51%	171	50%	312	49%	123	45%	912	50%
	Don't know	48	12%	16	10%	39	11%	67	11%	43	16%	213	12%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Community Transport	Dissatisfied	31	8%	14	9%	25	7%	48	8%	23	8%	141	8%
	Neutral	108	26%	50	30%	92	27%	144	23%	70	26%	465	25%
	Satisfied	75	18%	26	15%	44	13%	84	13%	37	14%	265	15%
	Don't know	196	48%	77	46%	182	53%	355	56%	143	52%	953	52%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Affordability Of Public Transport	Dissatisfied	83	20%	43	26%	89	26%	146	23%	42	15%	403	22%
	Neutral	196	48%	82	49%	155	45%	294	47%	127	46%	854	47%
	Satisfied	83	20%	28	17%	53	15%	115	18%	48	18%	327	18%
	Don't know	47	12%	14	9%	47	14%	76	12%	56	21%	241	13%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Quality Of Local Rail Station	Dissatisfied	46	11%	18	11%	27	8%	58	9%	35	13%	185	10%
	Neutral	207	51%	80	48%	176	51%	237	38%	113	41%	813	45%
	Satisfied	110	27%	47	28%	97	28%	201	32%	84	31%	539	30%
	Don't know	47	11%	21	13%	44	13%	135	21%	42	15%	288	16%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Quality Of Local Bus Station	Dissatisfied	51	12%	18	11%	32	9%	61	10%	22	8%	183	10%
	Neutral	186	45%	90	54%	175	51%	250	40%	109	40%	810	44%
	Satisfied	113	27%	39	23%	88	26%	197	31%	99	36%	535	29%
	Don't know	60	15%	21	12%	49	14%	123	19%	44	16%	297	16%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Provision Of Cycle Routes & Facilities	Dissatisfied	92	23%	41	24%	69	20%	155	25%	67	24%	424	23%
	Neutral	161	39%	82	49%	169	49%	246	39%	122	45%	780	43%
	Satisfied	88	21%	17	10%	36	11%	113	18%	40	15%	294	16%
	Don't know	69	17%	28	17%	69	20%	117	19%	45	16%	327	18%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Levels Of Traffic Congestion	Dissatisfied	166	41%	58	35%	126	37%	233	37%	74	27%	658	36%
	Neutral	189	46%	79	47%	166	48%	304	48%	152	55%	890	49%
	Satisfied	50	12%	26	15%	45	13%	81	13%	42	15%	244	13%
	Don't know	5	1%	4	2%	6	2%	13	2%	6	2%	33	2%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%
Affordability Of Motoring	Dissatisfied	80	19%	28	17%	41	12%	97	15%	42	15%	287	16%
	Neutral	232	57%	95	57%	219	64%	347	55%	159	58%	1051	58%
	Satisfied	65	16%	24	14%	53	15%	90	14%	34	13%	266	15%
	Don't know	33	8%	21	13%	30	9%	97	15%	39	14%	221	12%
	Total	410	100%	167	100%	343	100%	631	100%	274	100%	1825	100%