West Yorkshire Residents Perceptions of Transport Survey: 2025

March 2025

Jenna Allen, Research Director
jallen@djsresearch.com

Jamie Lawson, Associate Director
jlawson@djsresearch.com

Head office: 3 Pavilion Lane,
Strines, Stockport, Cheshire, SK6 7GH

Leeds office: Regus, Office 18.09, 67 Albion Street,
Pinnacle, 15th–18th Floors, Leeds, LS1 5AA

+44 (0)1663 767 857 | djsresearch.co.uk

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Background & methodology

This report summarises the results of wave 23 of the West Yorkshire Residents Perceptions of Transport Survey. Since 2003, this study has gathered residents' views on transport and travel in West Yorkshire.

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

Responses were gathered from January to March 2025 using a mix of telephone (1,250) and online (554) methods, achieving a total of 1,804 responses. This is the third wave where a blended methodology has been used and as such a corrective weight has been applied to safeguard the integrity of the time series and ensure results are comparable over time. This sample size gives a 95% confidence interval of +/-2.3%.

Please note that prefer not to say responses are not shown in the table.

Quotas were set to obtain a representative sample of West Yorkshire. Where necessary, results have been weighted at a district level by age, gender, ethnicity, disability and SEG to correct for imbalances in the sample population.

		Target quota (n)	Achieved (n)
District	Bradford	23% (406)	21% (382)
	Calderdale	9% (158)	8% (148)
	Kirklees	18% (341)	19% (345)
	Leeds	35% (630)	38% (682)
	Wakefield	15% (275)	14% (247)
Gender	Female	51% (925)	54% (968)
	Male	49% (875)	46% (821)
Age	16-34	32% (578)	28% (521)
	35-64	48% (855)	45% (817)
	65+	20% (367)	25% (460)
Ethnicity	White British	77% (1382)	80% (1450)
	All other ethnicities	23% (418)	18% (331)
SEG	ABC1	52% (933)	50% (909)
	C2DE	48% (867)	47% (845)
Disability	Yes	19% (344)	27% (488)

Summary of findings

Key findings (I)

Affordability:

The importance of the affordability of public transport has increased steadily from 8.2 to 8.6 (out of 10) over the last four years. It now almost equals the high of 8.7 recorded in 2018/19.

Interestingly, affordability of public transport has a consistently higher importance rating than the affordability of motoring across the last five years.

Satisfaction with the affordability of public transport is similar to last year at 6.4 (out of 10). Respondents in social grades covering manual workers, long-term unemployed, and retired living only on state pension show reduced satisfaction (down from 6.6 to 6.3). Respondents from households with dependant children have seen an increase in satisfaction (up from 6.2 to 6.6).

More specifically, satisfaction with the ticket price among fare paying bus users has increased from 45% when asked in early 2023 to 49% in early 2024, and 52% in early 2025.

Meanwhile, satisfaction with the affordability of motoring has fluctuated in a range of 5.3 to 5.6 in recent years.

Transport modes:

Satisfaction with local train services has improved from 5.7 to 6.3 (out of 10). Satisfaction with rail stations is at 6.9 this year, which is in keeping with the results of recent years.

The importance of local bus services has increased gradually across the last four years, from 7.6 in 2021/22 to 8.3 this year. Satisfaction with local bus services was relatively high at 7.0 in 2020/21 but has been lower in subsequent years, and this trend continues with a score of 6.1 this year. Meanwhile, satisfaction with bus stations has been low for the last four years, ranging between 6.3 and 6.5.

Among occasional and regular bus users, satisfaction with ease of ticket purchase appears to have increased (79% satisfied in the latest survey, compared with 75% last year and just 61% in 2020/21). The percentage satisfied with other aspects of bus services viz: helpfulness of bus drivers, frequency, punctuality, the state of bus stops, and connections with other buses and/or trains are all higher than last year though these metrics do not show a clear long-term trend.

Key findings (II)

Personal Safety:

Antisocial behaviour and fear of crime can discourage people from using public transport and active travel or lead to people using a different route where they feel safer.

Slightly more respondents were very or fairly confident about their personal safety on trains than last year, while there are no significant changes for safety on buses. There remains a large disparity between confidence during the day (bus 87%, train 87%) and confidence in the dark (bus 56%, train 60%). Those who use a public transport mode at least once a year tend to be more confident than other respondents.

Encouragingly, fewer individuals report changing behaviour around public transport and active travel due to fear of antisocial behaviour/crime compared to the previous year (46% cf. 50% in 23/24). Demographic disparities are worth noting, with females more likely to be affected than males (53% c.f. 40%), other ethnicities more likely to be affected than White British (61% c.f. 42%) and urban residents more likely to be affected than rural ones (49% c.f. 37%).

Public Transport Information & Payment Channels:

Awareness of electronic time displays in bus stations and stops is increasing (up 7% points since 2020/21). There has also been an increase in awareness of websites. Meanwhile awareness of Your Next Bus and of Metroline have decreased (down 6% points and 11% points respectively).

Satisfaction with information for bus journeys is up significantly from 7.0 to 7.3 out of 10 this year. There is reasonable consistency across demographic groups, but those aged 16-34 and those with dependent children tend to be more satisfied (both 7.6) while those who are 35-64 (7.0) and those with a disability are less satisfied (6.9).

Satisfaction with information for rail journeys increased significantly from 7.3 to 7.5 this year. Residents with a disability are less likely to report being satisfied while the reverse is true for those with no disability (7.2 and 7.6 respectively).

The use of app or website to purchase train tickets increased by 3% points from last year (up to 70%) but interestingly for buses it decreased by 3% points (down to 33%). Further to this, there has been increase in bus ticket purchases from staff (61% cf. 56%).

Key findings (III)

Highway Assets:

Highway assets affect all users – be they using active, public, or private motorised transport.

There has been a significant decrease in the satisfaction score for winter gritting and snow clearing – down from 6.5 to 5.4. It should be noted, however, that the exact timing of survey fieldwork in relation to ice and snow may impact perceptions of this service each year it is asked.

Satisfaction with levels of traffic congestion has been trending downwards across the last four years (from 5.4 in 2020/21 to 4.9 in 2024/25).

Satisfaction with the condition of roads appears to have reduced slightly from 5.1 in 2020/21 to 4.8 in 2024/25. Those aged 16-34 have the highest mean satisfaction score for the condition of roads (score 6.0) while 35-64-year-olds are significantly less likely to be satisfied (score 4.0).

There is a year-on-year improvement in satisfaction with the provision of cycle routes and facilities. People aged 16 to 34 tend to give higher scores than older age ranges, while there is a particularly low score from people aged 65.

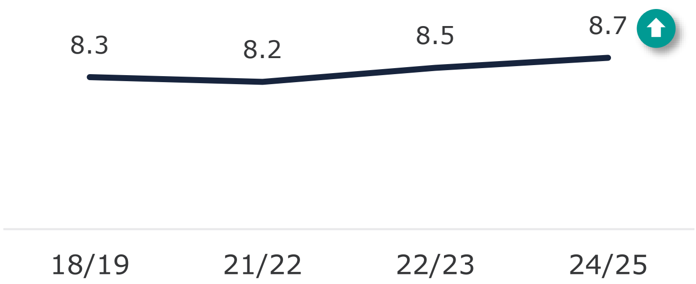
Satisfaction with the condition of pavements and footpaths has remained steady over the last four years, fluctuating between 5.7 and 5.8.

Importance & satisfaction of West Yorkshire assets & services

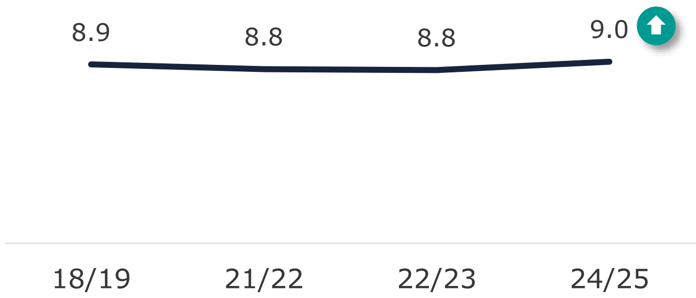
Importance of West Yorkshire assets & services trend (I)

The mean importance score has increased for every asset/service which was included in the 24/25 survey. This continues the general upward trend in importance scores that was seen in 23/24.

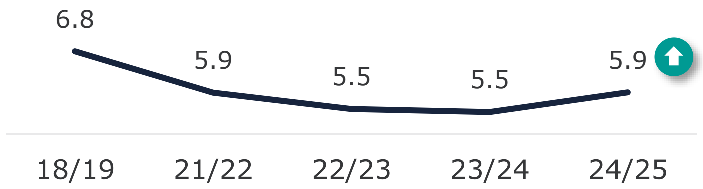
The condition of pavements and footpaths



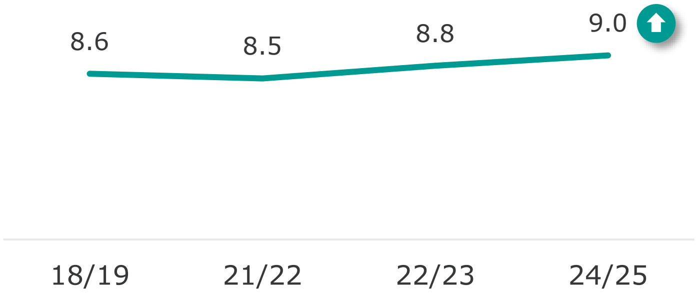
Winter gritting and snow clearing



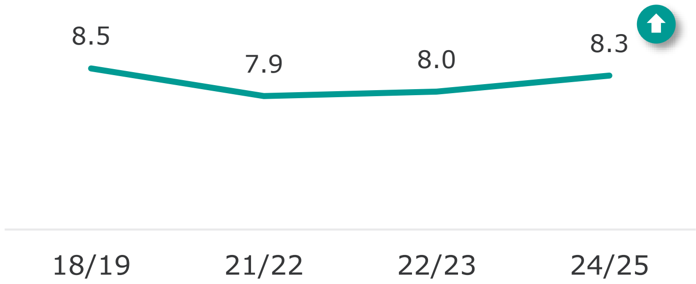
Provision of cycle routes and facilities



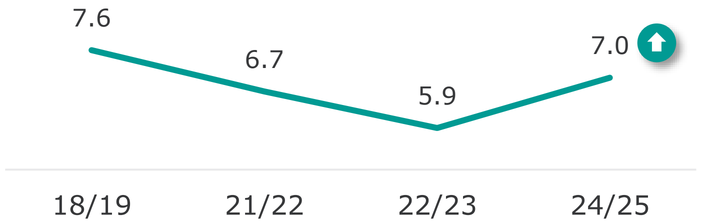
The condition of roads



Levels of traffic congestion



Community transport



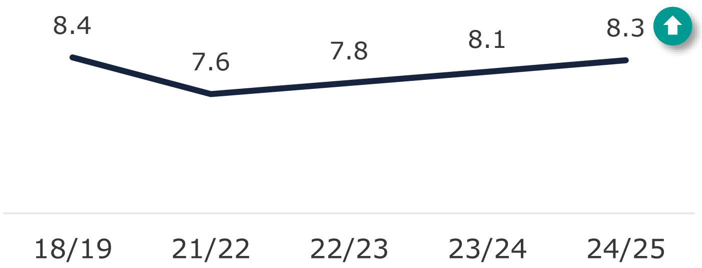
Source: B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important).
Base: all respondents, base sizes vary as they are based on valid responses only. Note: not all statements are included in each wave.

Significant difference compared to previous wave

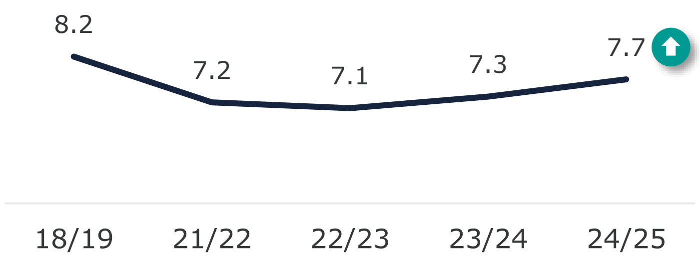
Importance of West Yorkshire assets & services trend (II)

Affordability of transport is very important for West Yorkshire residents, with mean scores for public transport affordability and motoring affordability reaching six and seven-year highs.

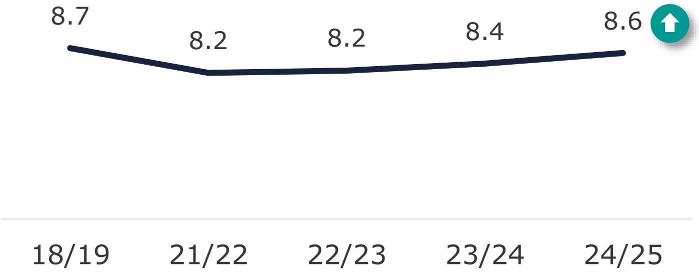
Local bus services



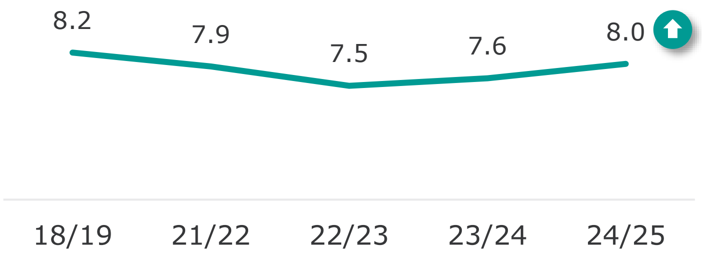
The quality of your nearest bus station



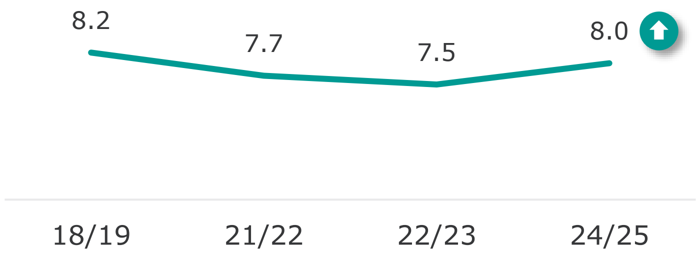
The affordability of public transport



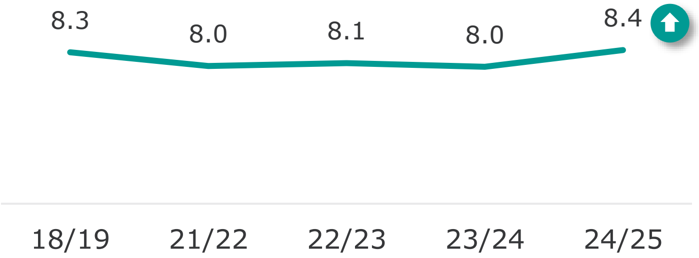
Local train services



The quality of your nearest rail station



The affordability of motoring



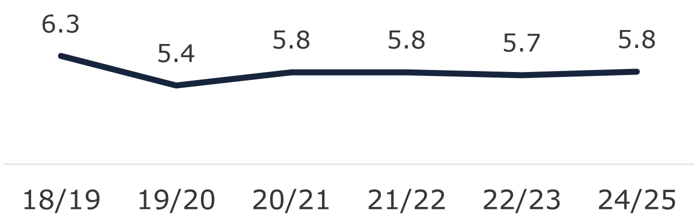
Source: B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important).
Base: all respondents, base sizes vary as they are based on valid responses only. Note: not all statements are included in each wave.

Significant difference compared to previous wave

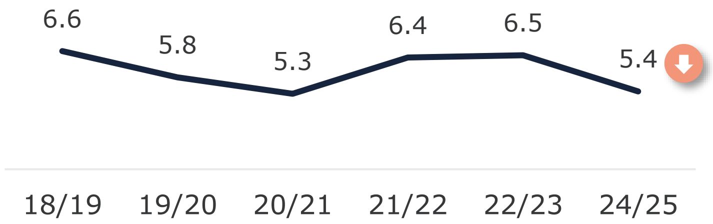
Satisfaction with West Yorkshire assets & services trend (I)

Winter gritting and snow clearing has experienced a considerable decline in satisfaction (-1.1), resulting in this service experiencing its second lowest rating in the last six waves. More positively, provision of cycle routes and facilities has seen an increase in satisfaction from 5.2 to 5.5, although this change does appear to be in-keeping with the fluctuations seen for this asset's mean score since 21/22. Those in the youngest age group express higher satisfaction with cycling provision (6.4) compared to those aged 35-64 (5.0) or 65+ (4.8)

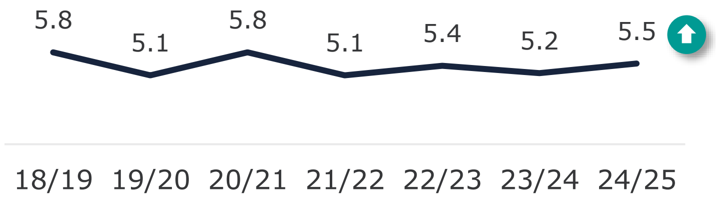
The condition of pavements and footpaths



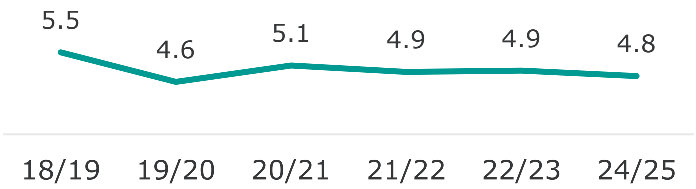
Winter gritting and snow clearing



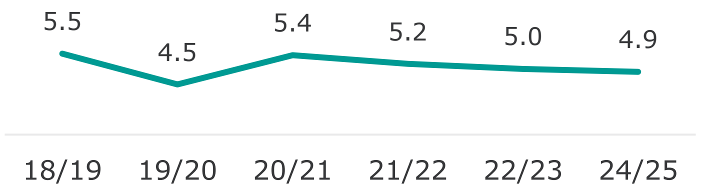
Provision of cycle routes and facilities



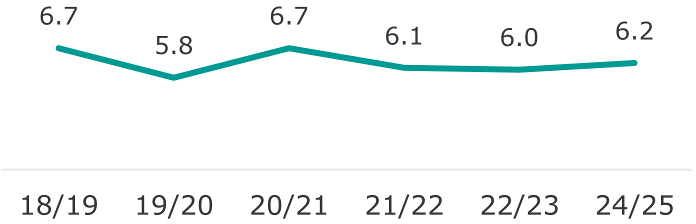
The condition of roads



Levels of traffic congestion



Community transport



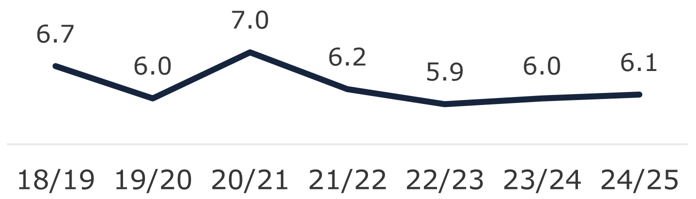
Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary). Note: not all statements are included in each wave.

Significant difference compared to previous wave

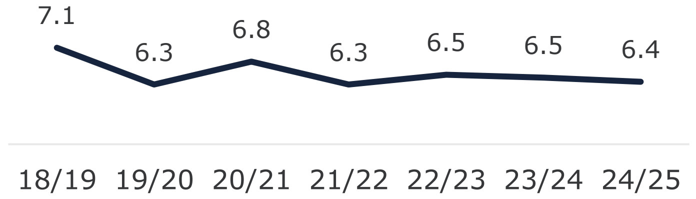
Satisfaction with West Yorkshire assets & services trend (II)

There has been an encouraging recovery in satisfaction with local train services (6.3) following the lows seen in 22/23 (5.8) and 23/24 (5.7). Mean satisfaction for all other assets/services remains stable.

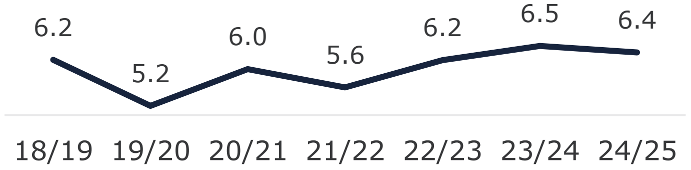
Local bus services



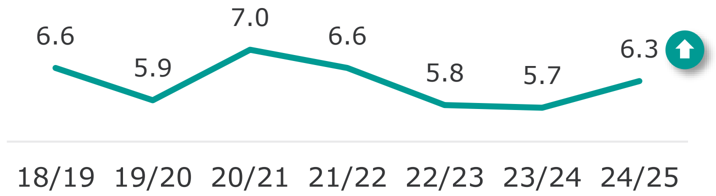
The quality of your nearest bus station



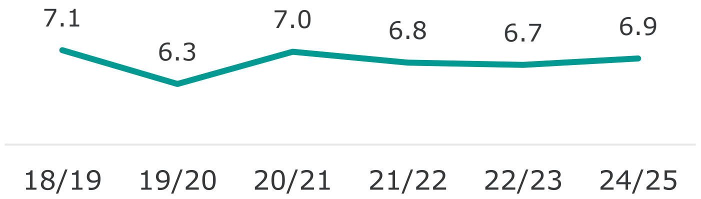
The affordability of public transport



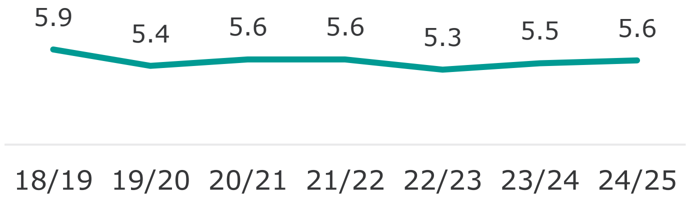
Local train services



The quality of your nearest rail station



The affordability of motoring



Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary). Note: not all statements are included in each wave.

Significant difference compared to previous wave

Satisfaction scores for Affordability: User Groups

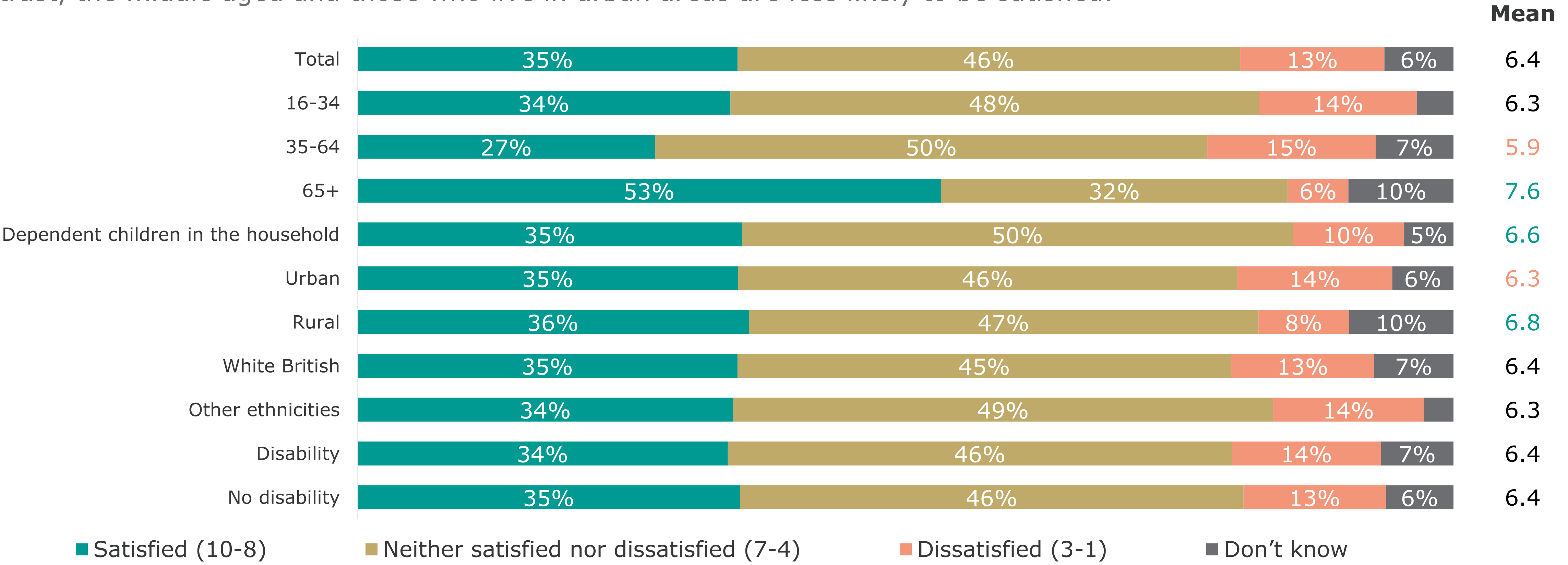
Affordability of Public Transport Base shown in brackets	Mean Satisfaction Scores (1 to 10)						
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
West Yorkshire (n=1621)	6.2	5.2	6.0	5.6	6.2	6.5	6.4
Dependent children in the household (n=434)	5.9	4.9	5.9	5.4	5.9	6.2	6.6
Full-time workers (n=719)	5.7	4.8	5.7	5.3	5.9	6.2	6.1
Part-time workers (n=221)	6.1	4.8	5.8	5.4	5.7	6.3	6.2
Social Grade – ABC1 (n=1,023)	5.8	5.2	5.9	5.6	6.2	6.5	6.5
Social Grade – C2DE (n=555)	6.2	5.3	6.1	5.6	6.2	6.6	6.3

Affordability of Motoring Base shown in brackets	Mean Satisfaction Scores (1 to 10)						
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
West Yorkshire (n=1638)	5.9	5.4	5.6	5.6	5.3	5.5	5.6
Dependent children in the household (n=433)	5.9	5.0	5.4	5.4	5.4	5.3	6.1
Full-time workers (n=753)	5.7	5.3	5.5	5.4	5.1	5.3	5.5
Part-time workers (n=221)	6.2	5.4	5.6	5.4	5.4	5.4	5.6
Social Grade – ABC1 (n=1051)	5.9	5.4	5.7	5.6	5.4	5.6	5.7
Social Grade – C2DE (n=541)	5.9	5.4	5.5	5.6	5.2	5.4	5.4

Source: B2 Now please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following in your local area?
Base: Those who gave a valid importance rating at B1 (n represents the number of valid responses at B2).

Satisfaction with affordability of public transport

Those aged 65+ continue to be among the most satisfied with the affordability of public transport, and this is of no surprise given this group's eligibility for a free bus pass (aged 66+) and discounted rail travel (from age 60+). In contrast, the middle aged and those who live in urban areas are less likely to be satisfied.

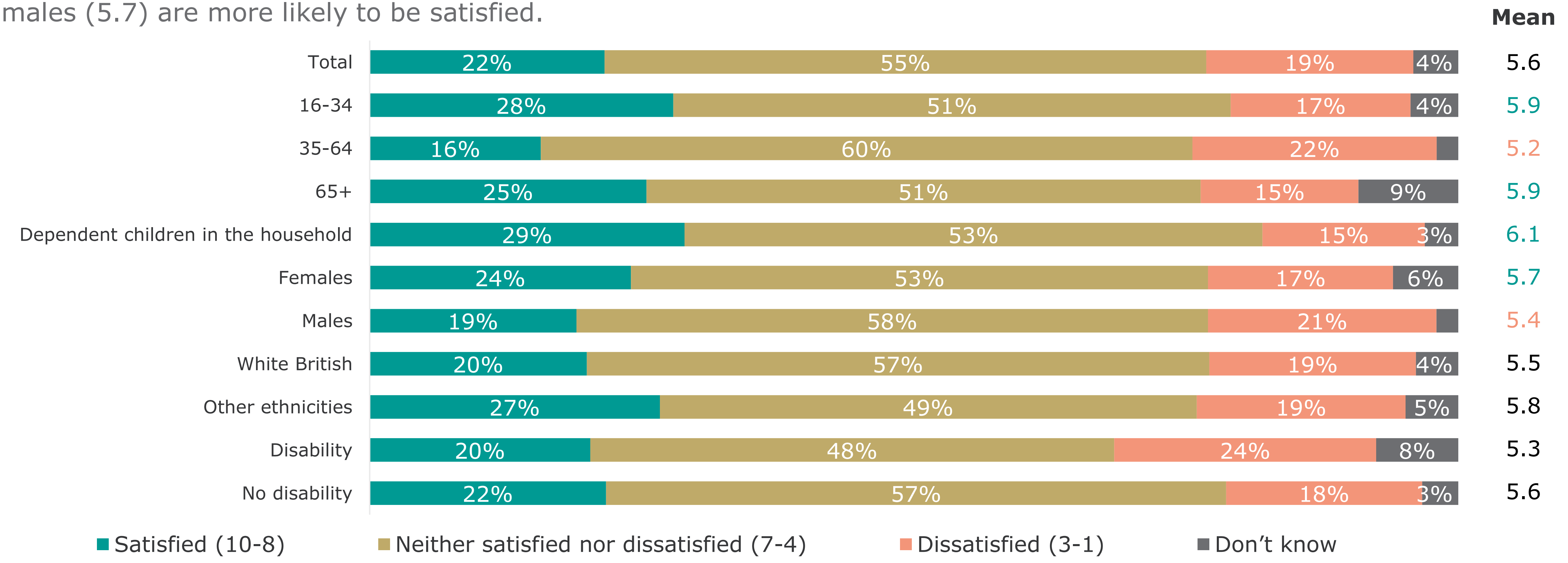


Teal/salmon text indicates a significantly better/worse result compared to total.

Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for public transport n=1,743

Satisfaction with affordability of motoring

The middle age group (5.2) are significantly less likely to be satisfied with the affordability of motoring, along with males (5.4). Meanwhile, 16-34-year-olds (5.9), over 65s (5.9), those with dependent children (6.1) and females (5.7) are more likely to be satisfied.

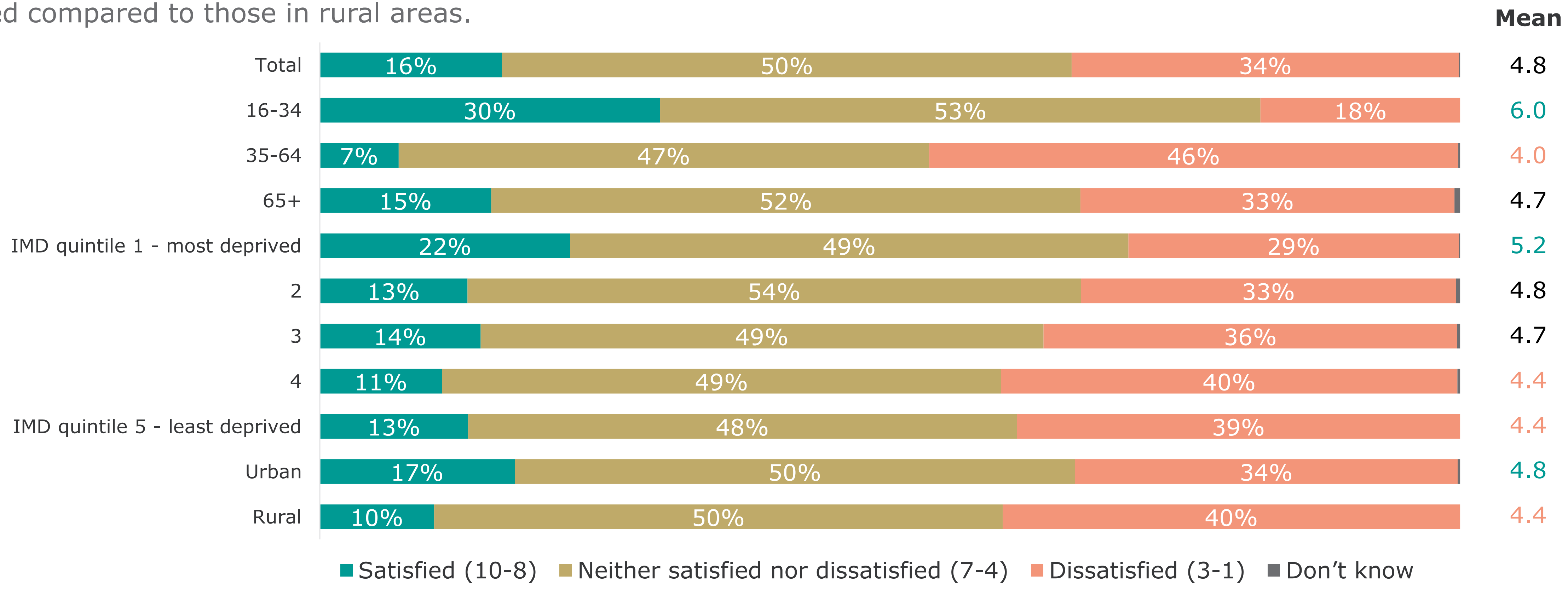


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for motoring n=1,711

Teal/salmon text indicates a significantly better/worse result compared to total.

Satisfaction with condition of roads

Those aged 16-34 have the highest mean satisfaction score for the condition of roads, while 35-64-year-olds are significantly less likely to be satisfied. Interestingly, those who live in urban areas are significantly more likely to be satisfied compared to those in rural areas.

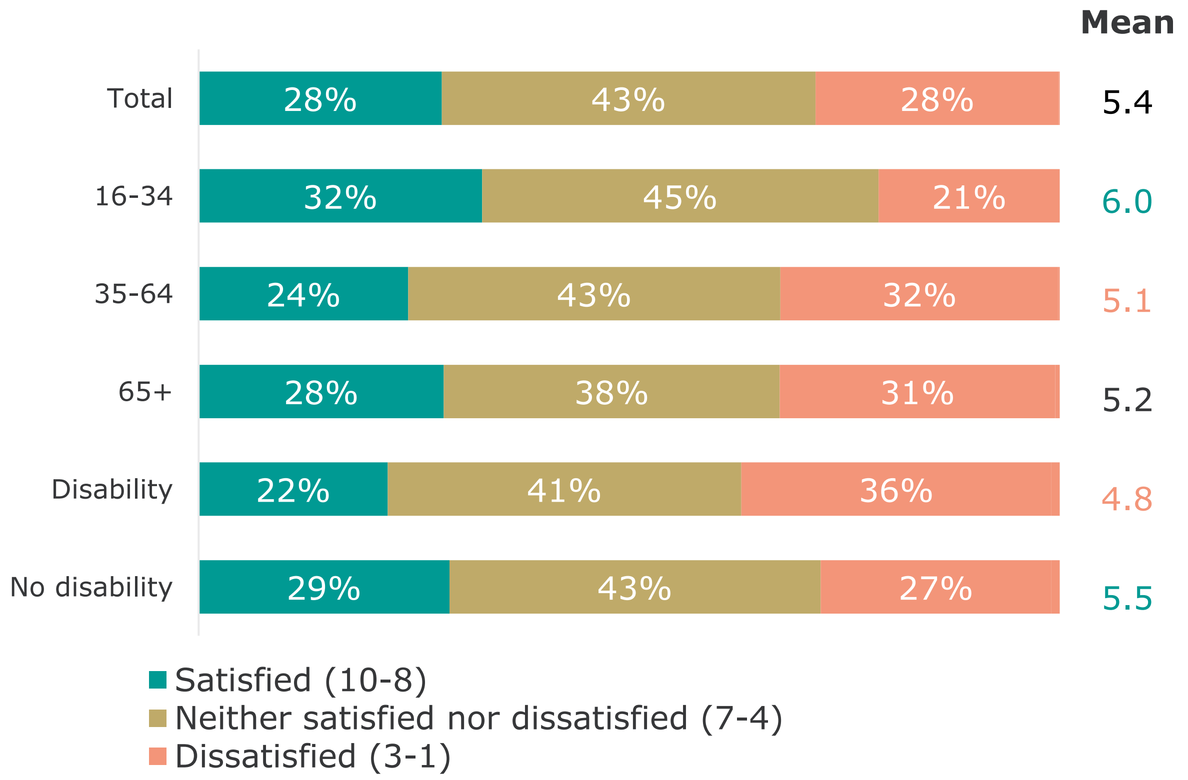


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for motoring n=1,791

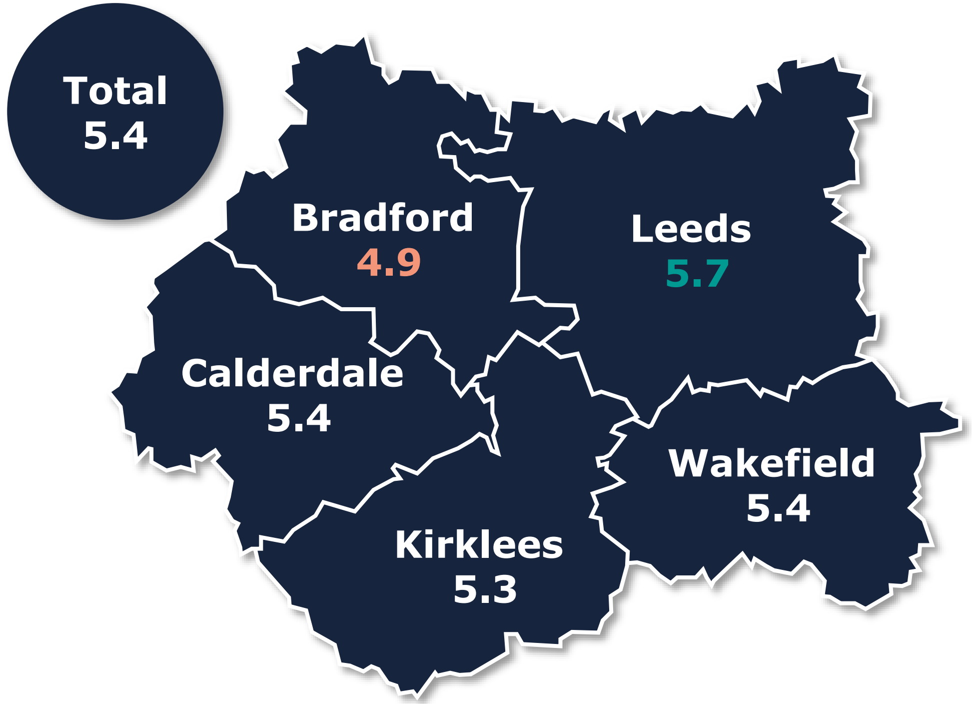
Teal/salmon text indicates a significantly better/worse result compared to total.

Satisfaction with winter gritting and snow clearing

Those aged 16-34 (6.0) are significantly more likely to be satisfied with winter gritting and snow clearing while those aged 35-64 are significantly less likely to be satisfied (5.1). Those with a disability (4.8) are also less likely to be satisfied. By district, Bradford (4.9) has the lowest satisfaction rating.



Satisfaction mean score by district



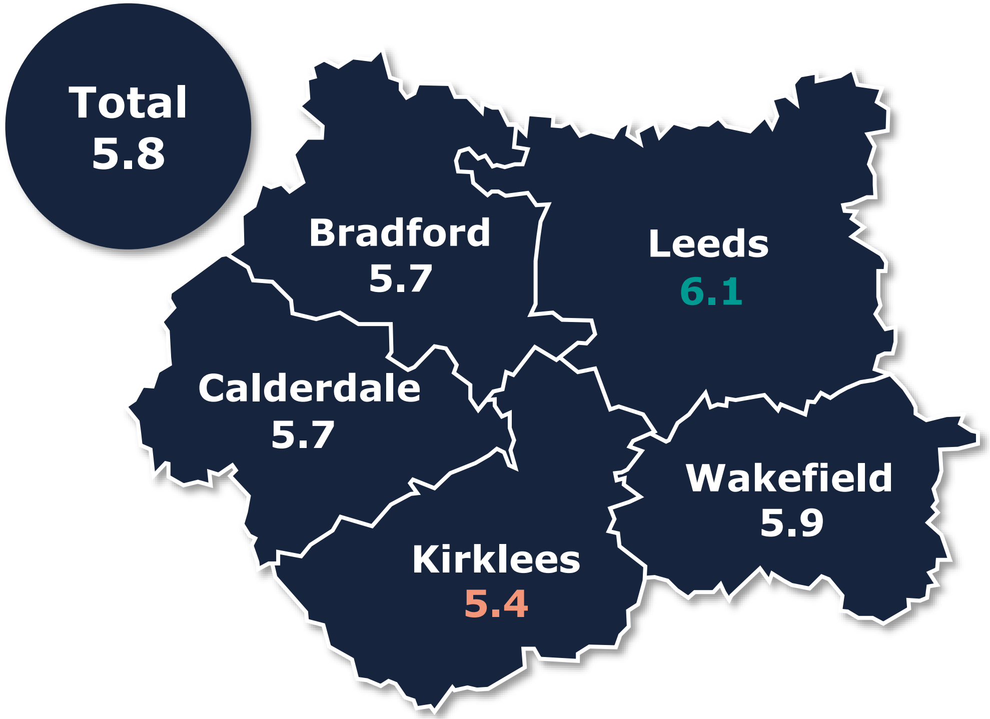
Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (n=1,711).

Teal/salmon text indicates a significantly better/worse result compared to total.

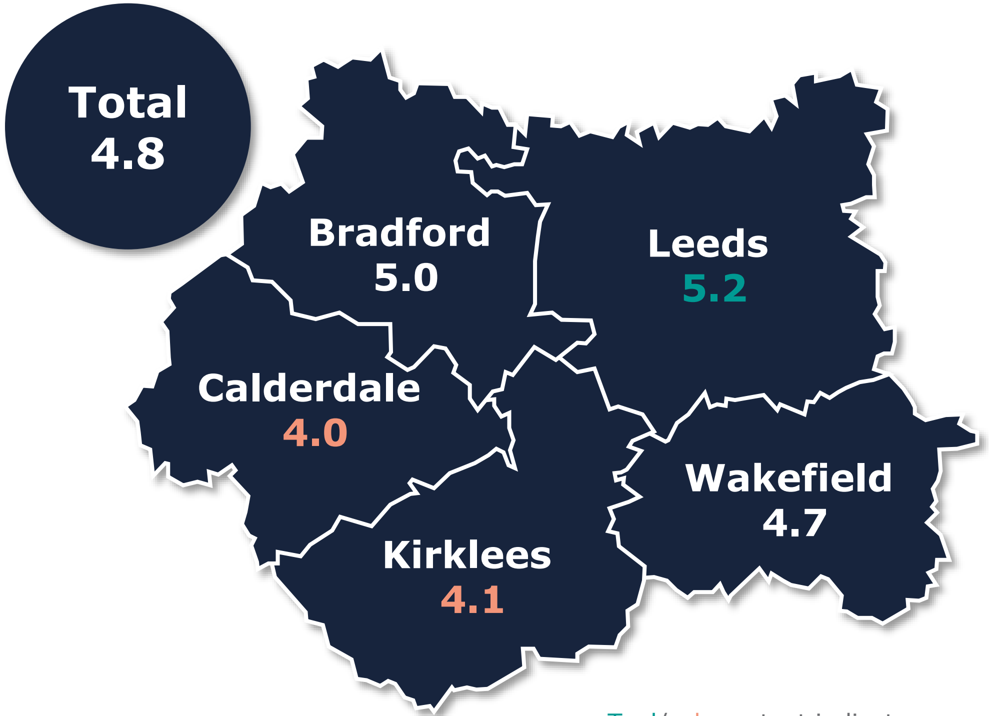
Satisfaction with local condition of pavements and roads: by district

Leeds residents are more satisfied with the condition of these two types of infrastructure than average, with a mean score of 6.1 for footpaths/pavements and 5.2 for roads. In contrast, Kirklees residents are significantly less positive about both, while Calderdale residents are less satisfied with the condition of roads.

Satisfaction with condition of footpaths/pavements



Satisfaction with condition of roads



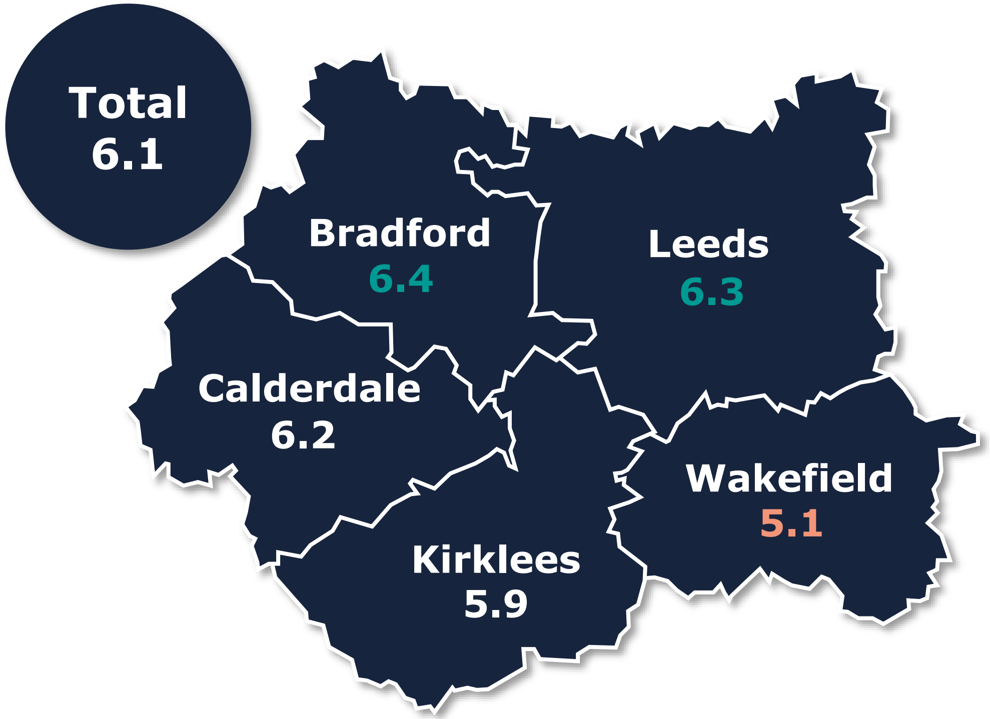
Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with local bus services / with local train services
Base: all respondents who gave a valid importance rating at B1 for condition of footpaths/pavements n=1,793 / for condition of roads n=1,791 (mean scores shown)

Teal/salmon text indicates a significantly better/worse result compared to total.

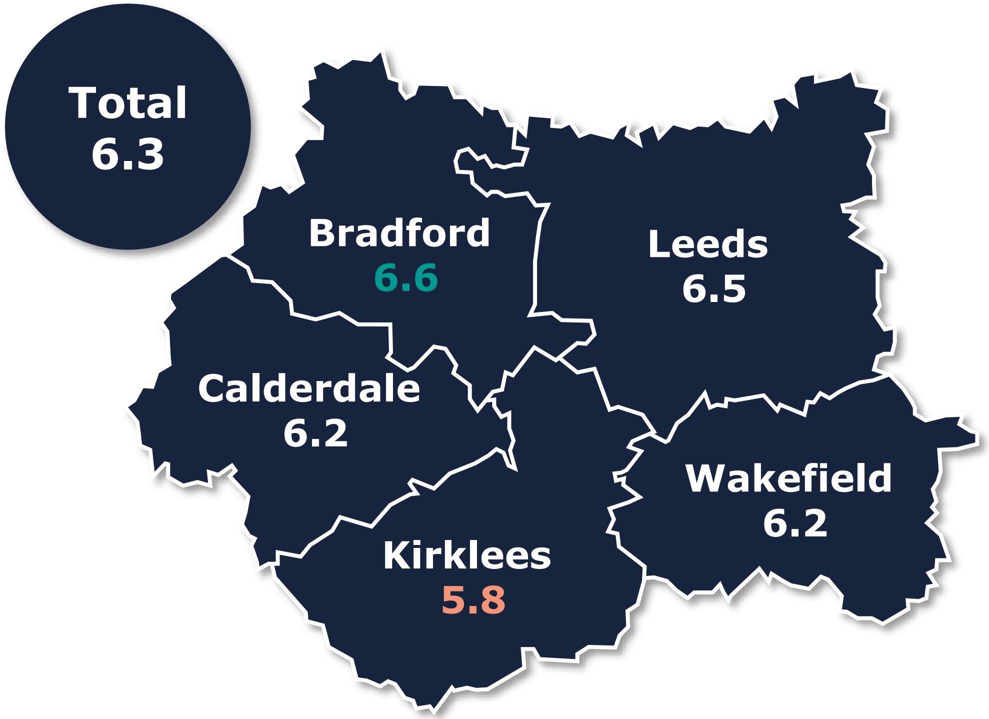
Satisfaction with local bus/train services: by district

Mean satisfaction is up at a total level across both of these metrics, but drilling down by district reveals that bus service satisfaction has increased in Leeds (up from 5.8 in 23/24) and had declined in Wakefield (down from 5.7). In terms of trains, satisfaction is up across all districts, but residents in Bradford (6.6) remain more likely to be satisfied and those in Kirklees less likely (5.8).

Satisfaction with local bus services



Satisfaction with local train services

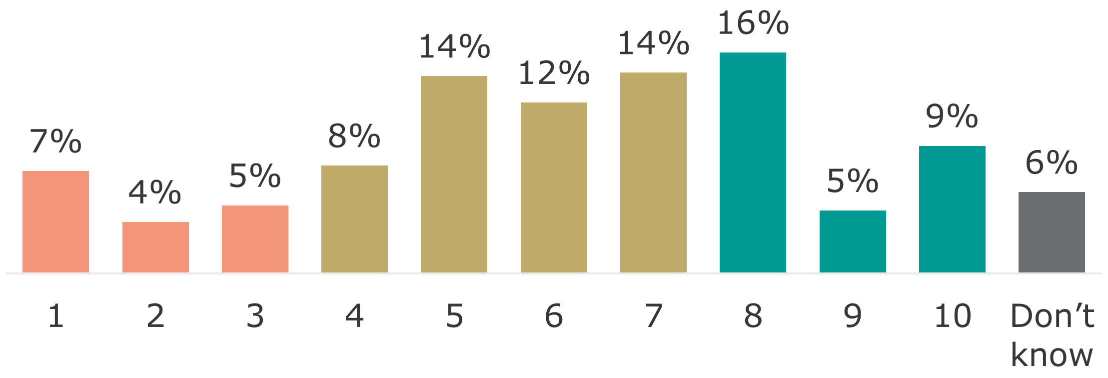


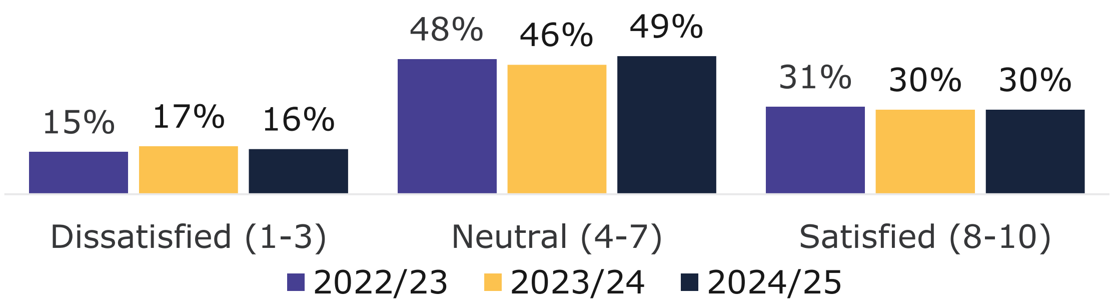
Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with local bus services / with local train services
Base: all respondents who gave a valid importance rating at B1 for local bus services n=1,746 / for local train services n=1,674 (mean scores shown)

Teal/salmon text indicates a significantly better/worse result compared to total.

Satisfaction with safety of children walking/cycling to school

There has been a small shift away from dissatisfaction and towards neutral ratings around the safety of children walking/cycling to school. However, these changes are not big enough to be statistically significant. Interestingly, those with a child under 16 in the household are significantly more likely to be satisfied compared to those with no child (36% cf. 27%).





Under 16 in household	Dissatisfied	Neutral	Satisfied
Under 16 in household	13%	49%	36%
No under 16 in household	17%	48%	27%

Gender	Dissatisfied	Neutral	Satisfied
Female	17%	50%	27%
Male	15%	48%	32%

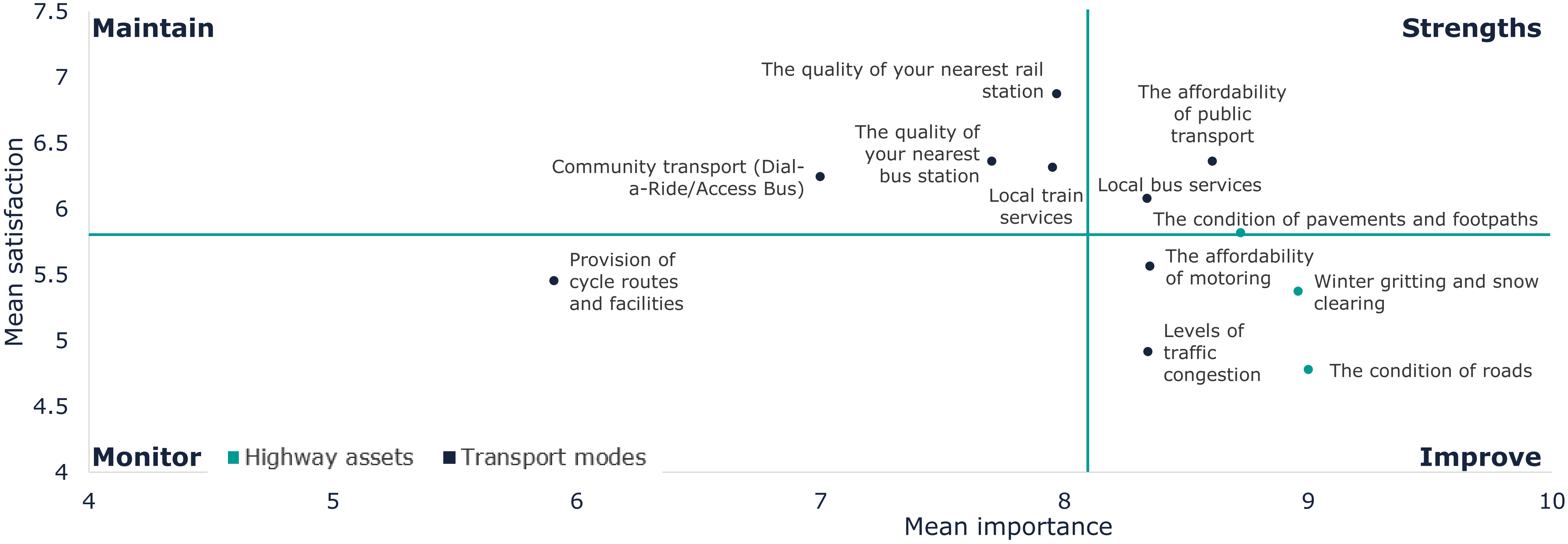
Age	Dissatisfied	Neutral	Satisfied
16-34	11%	52%	32%
35-64	20%	47%	27%
65+	13%	47%	32%

Source: B3. Using the same 1 to 10 scale, how satisfied are you with the safety of children walking or cycling to school in your local area?
Base: all respondents (n=1,804)

Teal/salmon text indicates a significantly better/worse result compared to the total.

Importance & satisfaction

Plotting the mean importance score by mean satisfaction score on a strategic priority matrix reveals elements that are performing well and elements where satisfaction is low while importance is high. The affordability of motoring, winter gritting and snow clearing, the levels of traffic congestion and the condition of roads are the most important areas in need of improvement. However, it should be noted that any change in the affordability of motoring would likely induce further demand and make traffic congestion worse. This means that it may be more pertinent for the combined authority to focus more on the condition of roads and winter gritting, as this will benefit a wider number of road users.

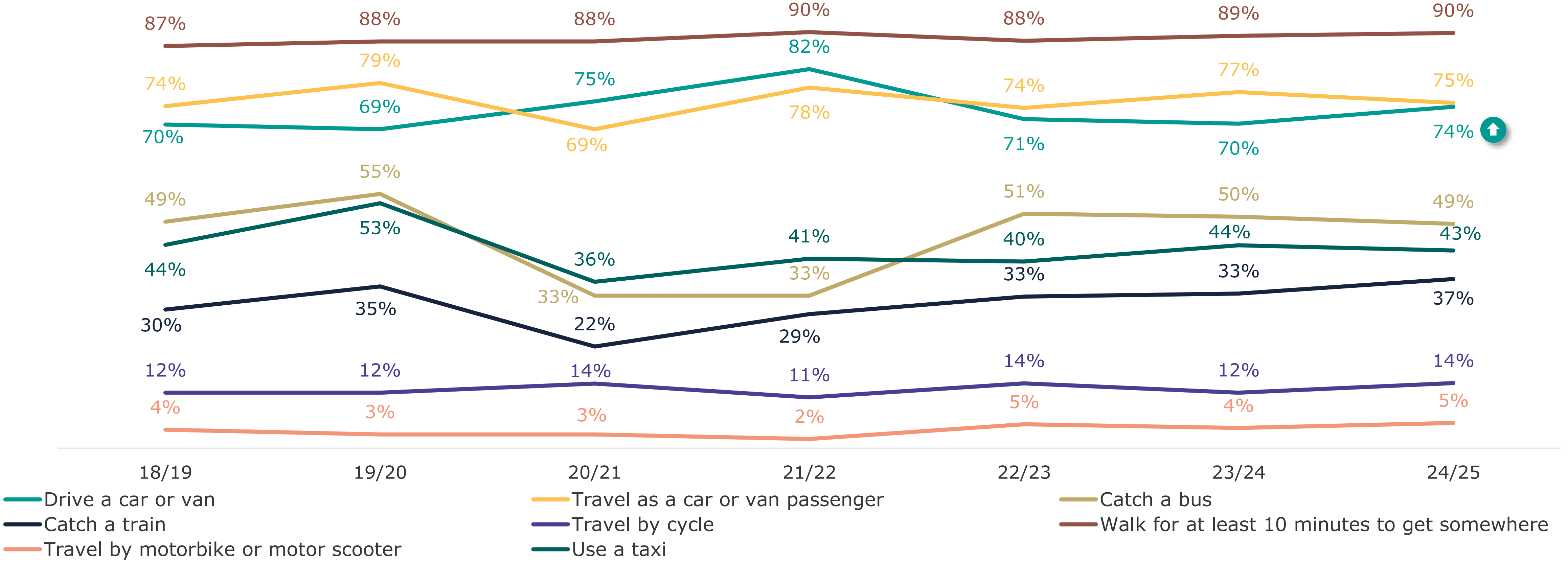


Source: B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important). **B2.** Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied). **Base:** B1 all respondents (n=1,808), B2 all respondents who gave a valid importance rating at B1 (bases vary).

Modes of transport

Mode choice trend: at least monthly

Results are largely stable compared to the previous year, with the only significant change being an increase in the percentage who drive a car or van monthly (74% cf. 70%). Monthly bus usage remains elevated compared to 21/22 but is flat across the last three waves. It will be interesting to see if bus usage will remain at this level going forward given the planned increase in single bus fares (from £2.00 to £2.50), due to come into effect in April. Elsewhere, monthly train usage has increased by 4% points, but this change is not significant.

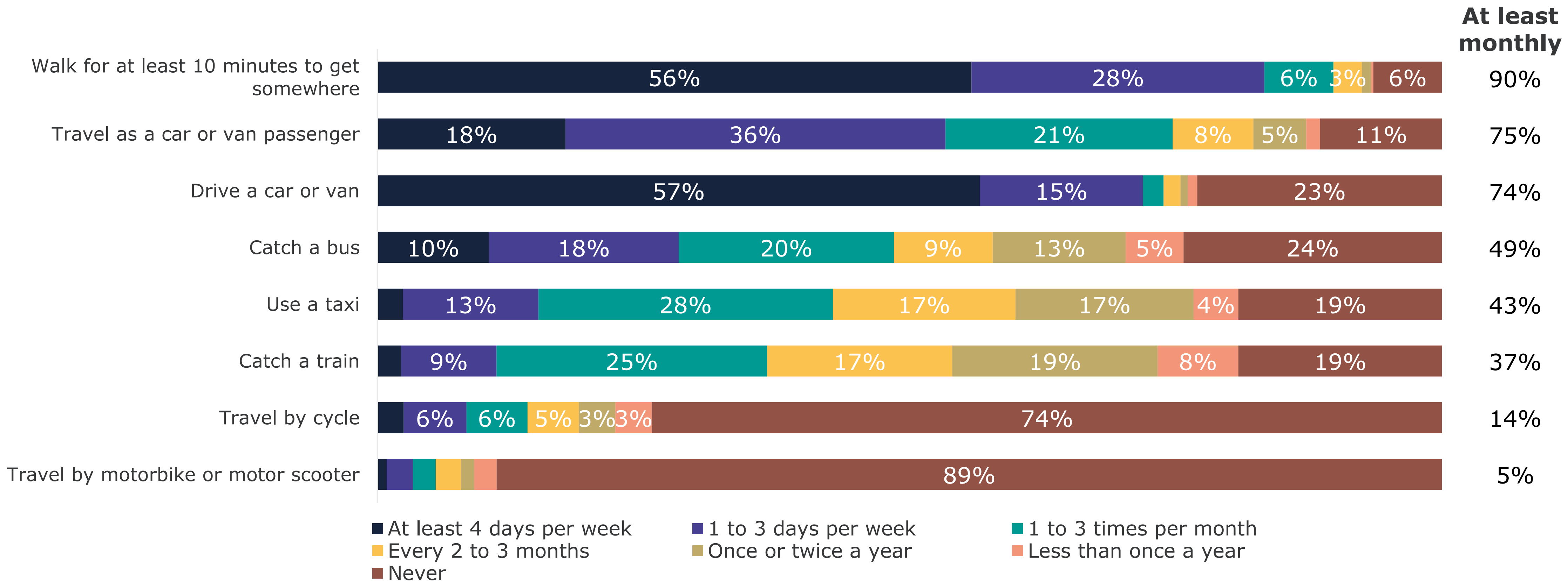


Source: C7. Thinking about how you travel in West Yorkshire, how often do you…?
Base: 18/19 n=1,824, 19/20 n=1,825, 20/21 n=1,800, 21/22 n=1,200, 22/23 n=1,808, 23/24 n=1,800, 24/25 n=1,804

Significant difference compared to previous wave

Mode choice

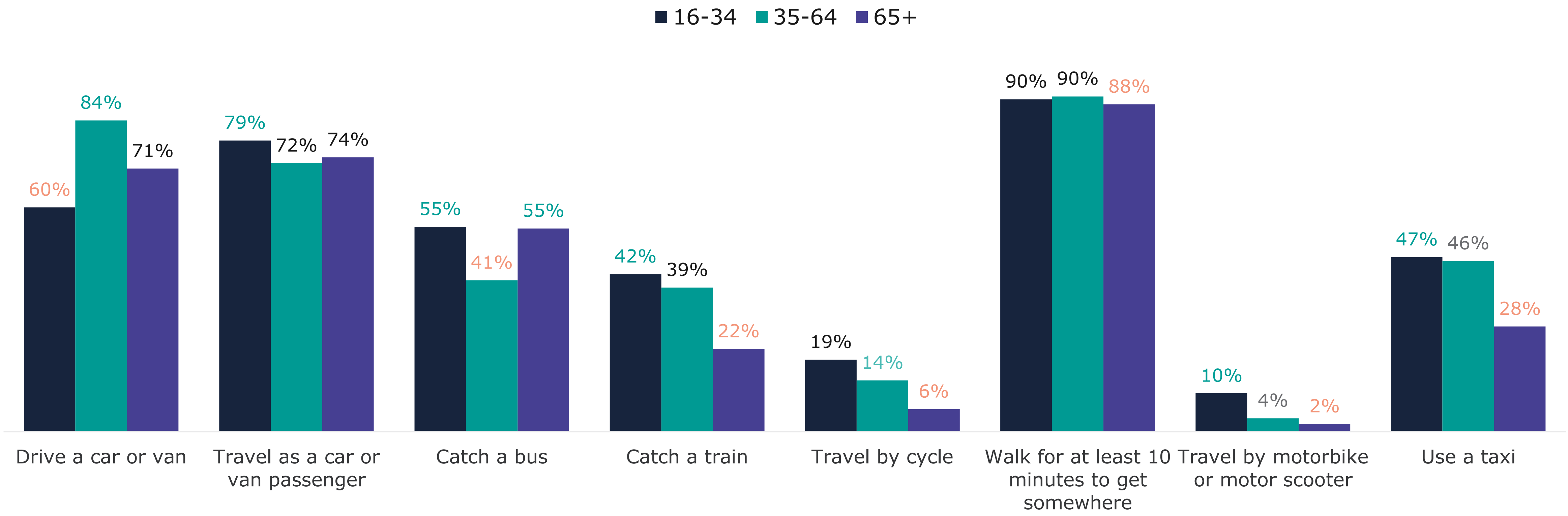
Walking at least ten minutes remains the most common form of transport with at least nine in ten doing this monthly (90%). This is followed closely by travelling in a car either as a passenger (75%) or driving (74%). Interestingly, there has been a 5% point increase in those who drive a car or van at least four days per week, and a decline of 3% points in this figure for buses, indicating a possible growing reliance on private transport.



Source: C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you…?
Base: all respondents (n=1,804)

Mode choice: at least monthly by age

Walking for at least 10 minutes remains the most common form of transport for all age groups, followed by travelling in a car or van (driving or as a passenger). Those aged 16-34 are significantly less likely to drive a vehicle, leaving them relying more on alternative forms of transport. Encouragingly, the percentage of this age group who cycle has rebounded to 19% after falling to 13% in 23/24. Bus usage is higher among those aged 65+, likely due to this group's eligibility for free bus travel.



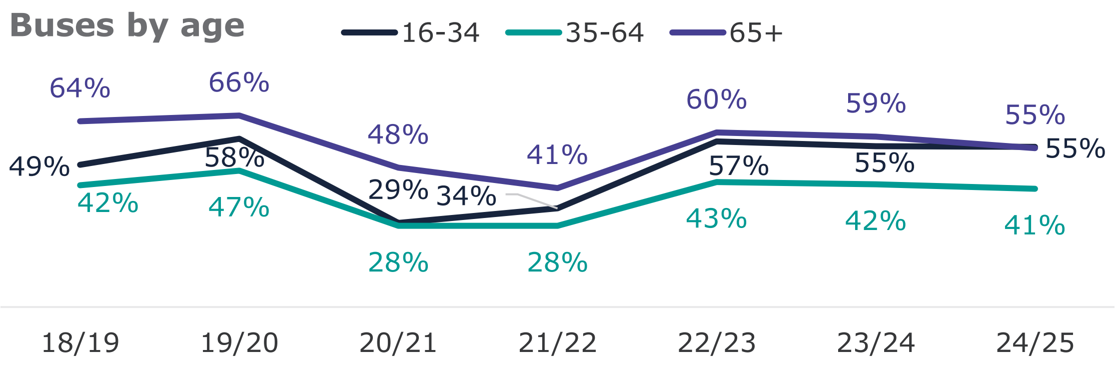
Source: C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you…?
Base: all respondents (n=1,804 – by age group 16-34 n=512, 35-64 n=817, 65+ n=460)

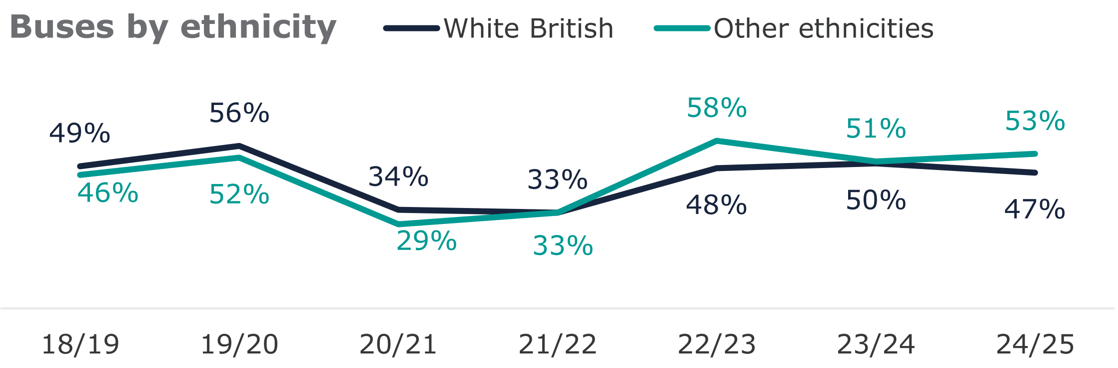
Teal/salmon text indicates a significantly higher/lower result compared to total.

Mode choice trend: monthly use by demographics

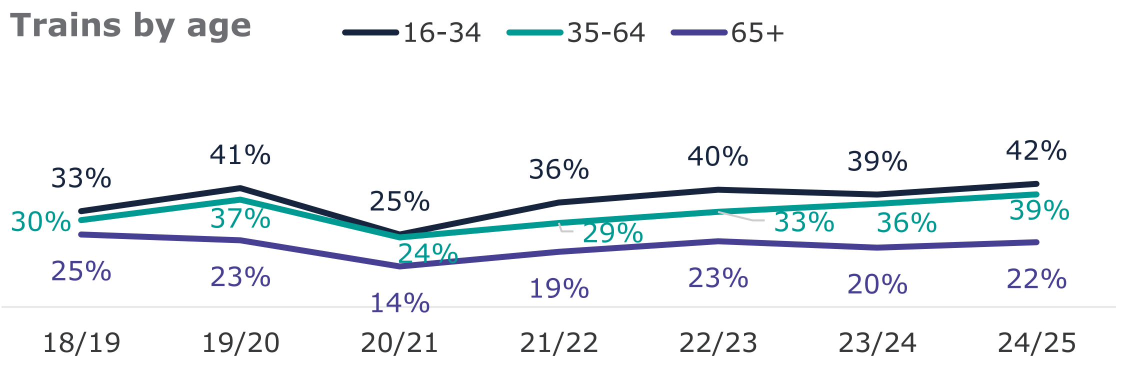
The gap in bus usage between those who are white British (47%) and those of other ethnicities (53%) has reopened after closing last year (6% point difference). For trains, usage continues to trend up for those aged 35-64. Indeed, this group has seen steady growth following the low of 20/21 which was caused by the covid lockdowns. Growth in monthly train usage is also visible across both males and females.

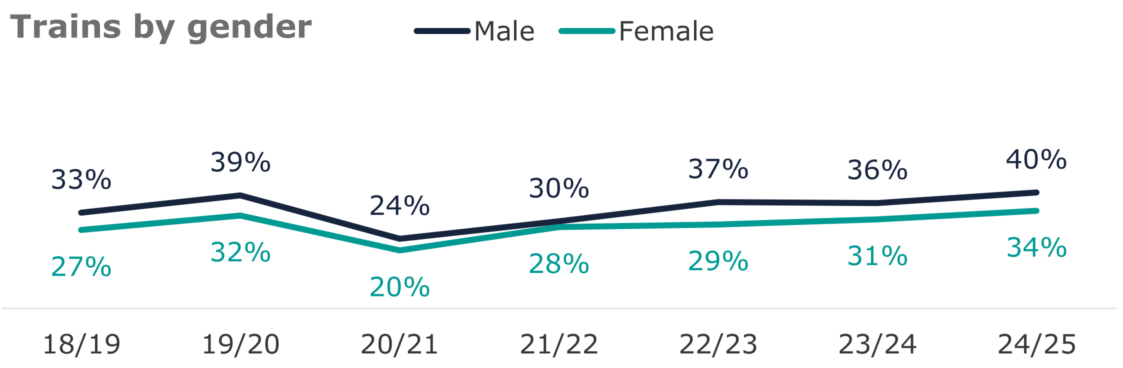
Buses





Trains



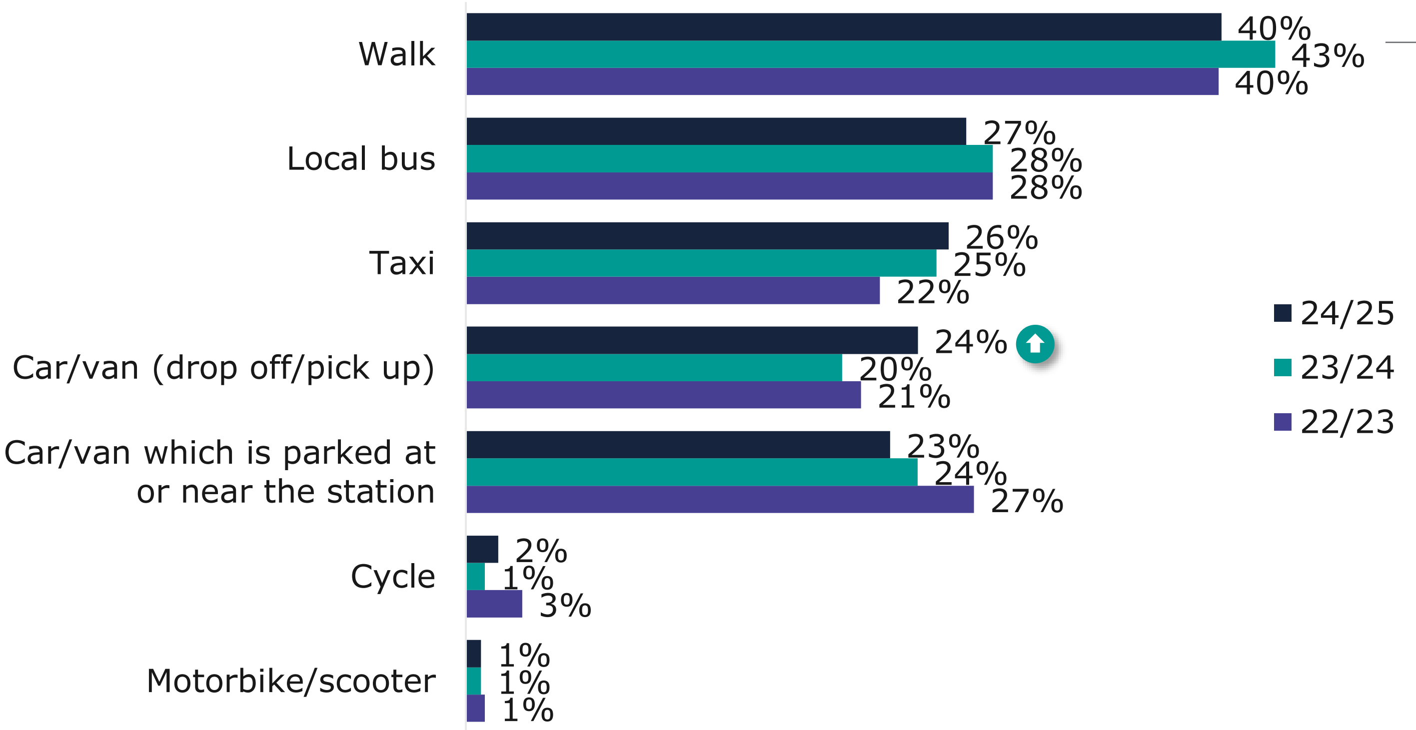


Source: C7. Thinking about how you travel in West Yorkshire, how often do you travel by bus (at least monthly)
Base: 18/19 n=1,824, 19/20 n=1,825, 20/21 n=1,804, 21/22 n=1,200, 22/23 n=1,808, 23/24 n=1,800, 24/25 n=1,804

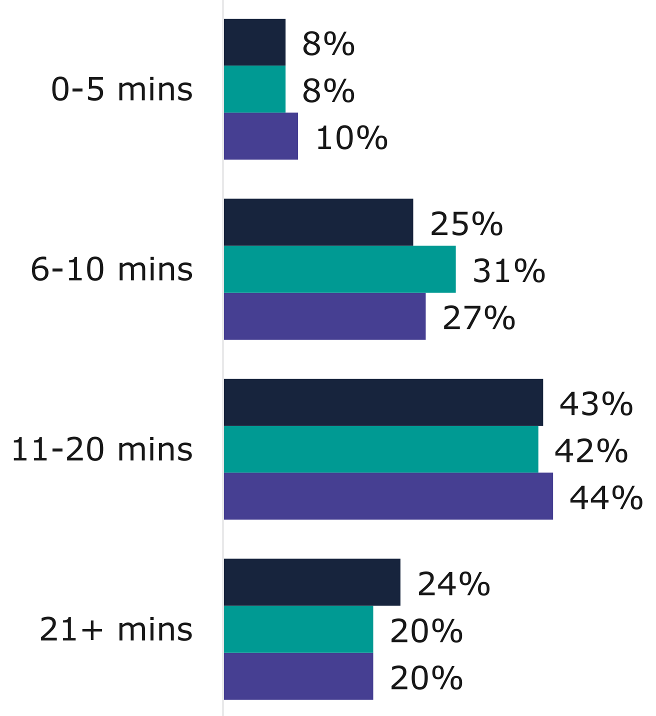
Travelling to local rail station

Walking remains the most common way of travelling to local rail stations, and there has been a significant increase in those being dropped off/picked up (24% cf. 20%). The most common length of walk for is 11-20 minutes (43%), followed by 6-10 minutes (25%) and 21+ minutes (24%), and there are no significant differences compared to the previous wave.

Mode of travel to rail station



Length of walk



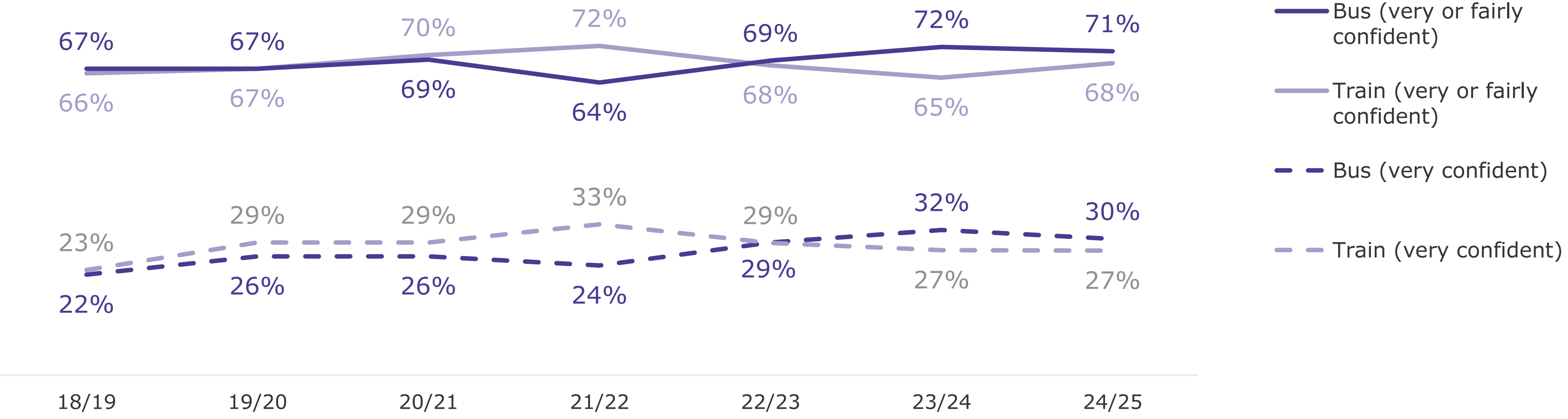
Source: C8. When travelling by train how do you usually get to and from your local rail station? **C8a.** How long does this walk take? (Minutes)
Base: C8: all respondents who travel by train every 2-3 months or more often (n=956). **C8a:** all respondents who walk to the train station (n=377).

Significant difference compared to previous wave

Bus and train ticket purchasing, journey satisfaction & safety

Confidence purchasing best value tickets: trend

Confidence in purchasing the best value bus ticket has plateaued this year (71%), ending the steady increases seen since 21/22. Encouragingly, confidence around train tickets has increased by 3% points compared to the previous wave, rebounding from the low seen in 23/24 (68% cf. 65%), but it should be noted that this change is not statistically significant.

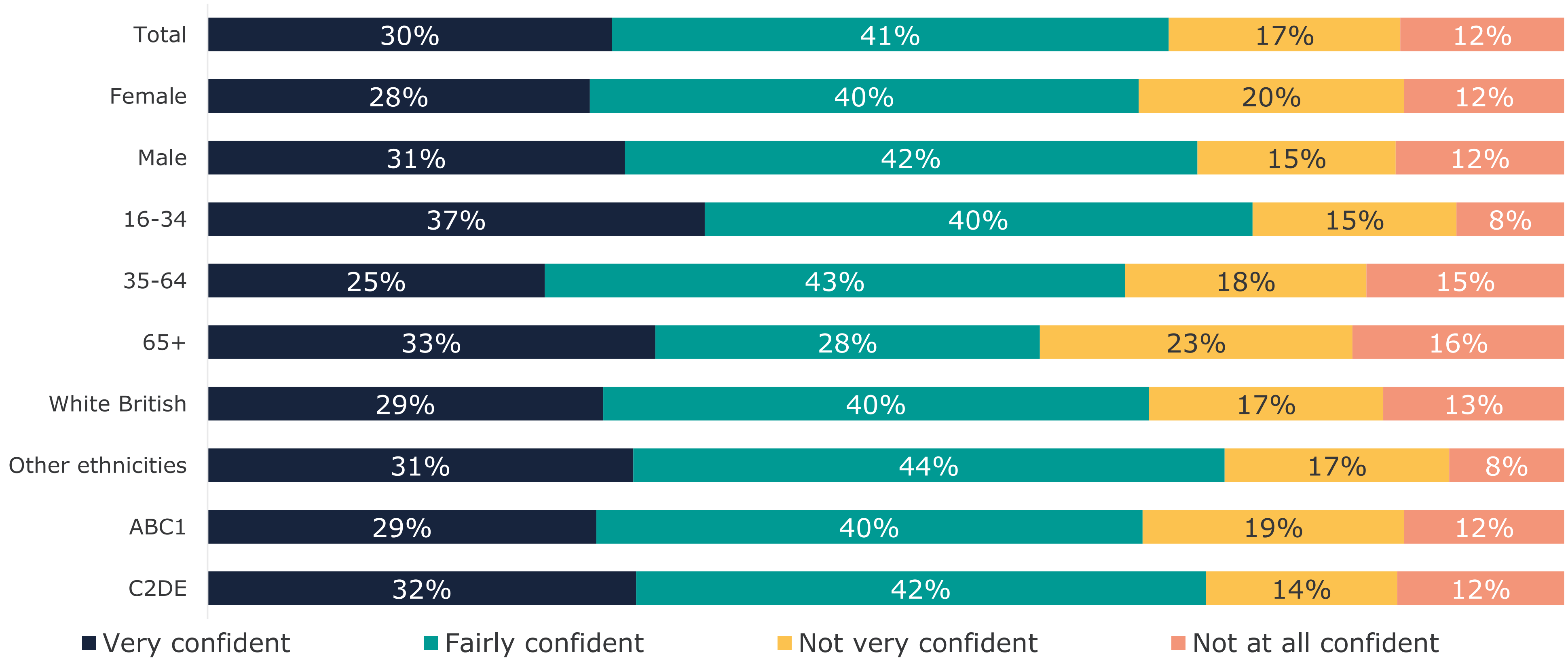


Significant difference compared to previous wave

Source: E13/E23. When you travel on local buses / trains in West Yorkshire, how confident would you be/are you that you usually purchase the best value ticket?
Base: E13. all respondents excluding don't know or have a bus pass (n=1,351). **E23.** all respondents excluding don't know or have a train pass (n=1,681).

Confidence purchasing best value bus ticket

In terms of purchasing the best value bus tickets, seven in ten say that they are either very or fairly confident (71%), leaving a sizable minority who are either not very (17%) or not at all confident (12%). Confidence is significantly higher among 16-34 year-olds (77%) along with other ethnicities (75%) and C2DEs (74%).



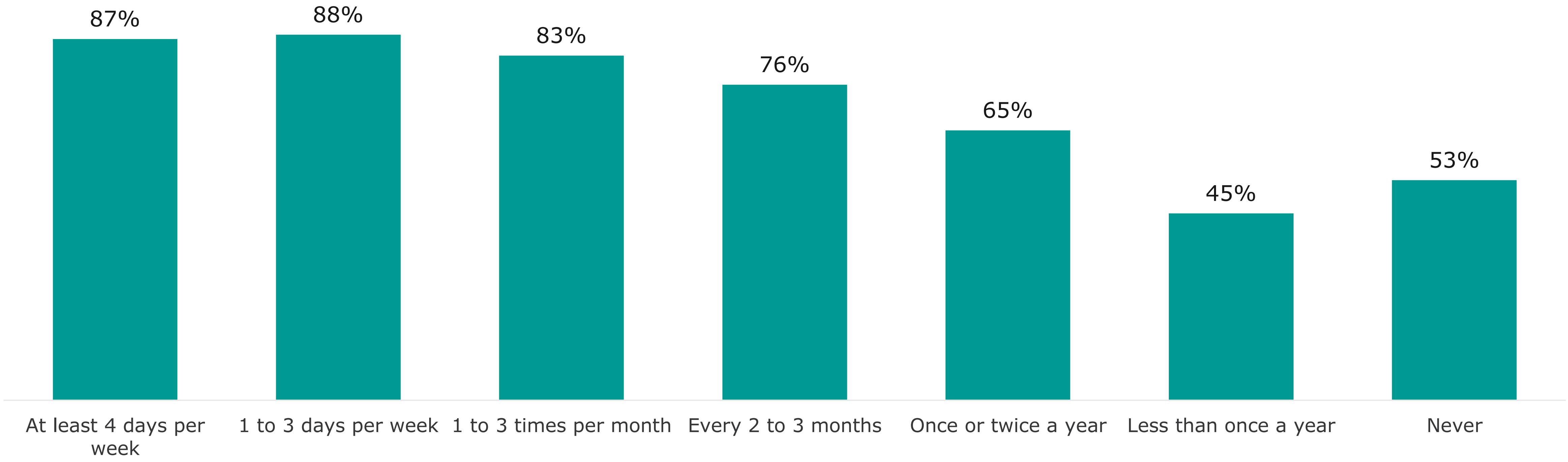
	Very/fairly confident		
	22/23	23/24	24/25
Total	69%	72%	71%
Female	68%	72%	69%
Male	71%	72%	73%
16-34	68%	77%	77%
35-64	70%	69%	68%
65+	62%	62%	61%
White British	68%	71%	69%
Other ethnicities	72%	75%	75%
ABC1	67%	70%	69%
C2DE	73%	74%	74%

Source: E13. When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?/ If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket?
Base: E13: all respondents excluding don't know or have a bus pass (n=1,351).

Teal/salmon text indicates a significantly better/worse result compared to the total.

Confidence purchasing best value bus ticket by frequency of bus usage(% very/fairly confident)

Confidence in purchasing the best value bus ticket decreases as frequency of use declines. There is a modest drop of 7% points between monthly and quarterly users, followed by a more pronounced decline of 11% points from quarterly to annual users. The most substantial drop occurs between annual and less frequent users, with confidence falling by 20 percentage points.

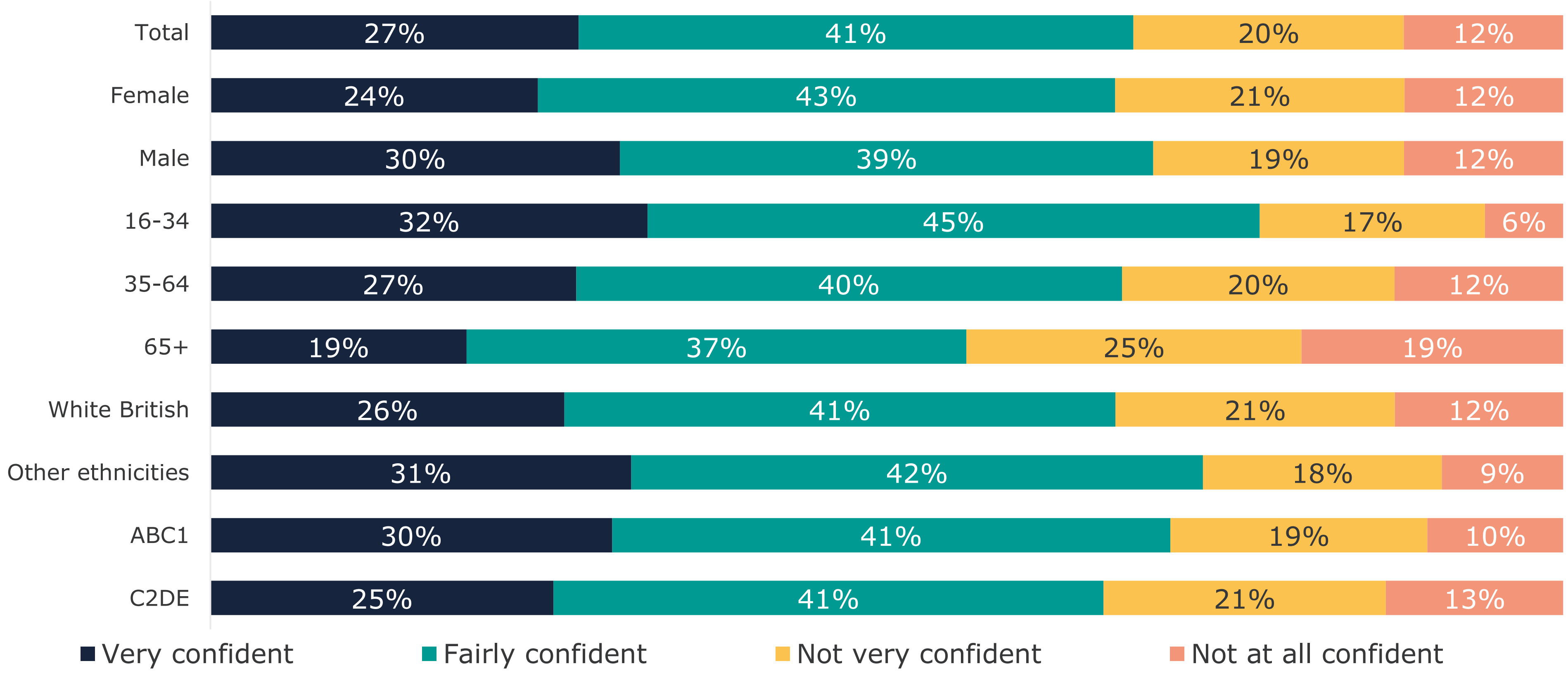


Source: E13. When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?/ If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket?
Base: E13: all respondents excluding don't know or have a bus pass (n=1,351).

Teal/salmon text indicates a significantly higher/lower result compared to total.

Confidence purchasing best value train ticket

Confidence levels around purchasing the best value train ticket remain slightly lower than for bus tickets (68% cf. 71%). Confidence is higher among those who are younger (78%), non-White British (73%) or in ABC1 (71%). This disparity between SEG group contrasts the results for bus tickets, where C2DEs have higher confidence.



Very/fairly confident

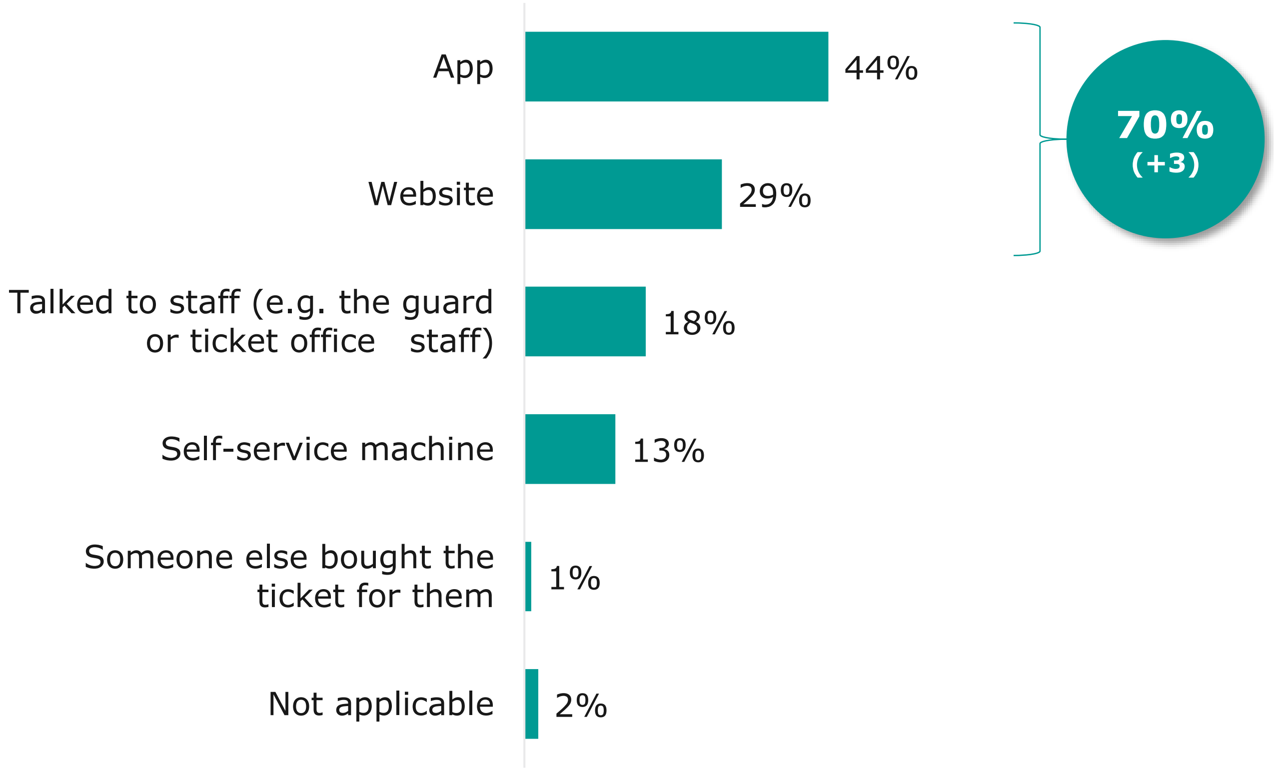
	22/23	23/24	24/25
Total	68%	72%	68%
Female	69%	72%	67%
Male	67%	72%	70%
16-34	71%	77%	78%
35-64	68%	69%	67%
65+	64%	62%	56%
White British	68%	71%	67%
Other ethnicities	68%	75%	73%
ABC1	68%	70%	71%
C2DE	66%	74%	66%

Source: E23. When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?/ If you had to travel by local train tomorrow, how confident are you that you would purchase the best value ticket?
E23: all respondents excluding don't know or have a train pass (n=1,681)

Teal/salmon text indicates a significantly better/worse result compared to total or comparator.

Method of ticket purchase: trains

Seven in ten residents say that they purchase their tickets via a website or app, and this is up by 3% points compared to the previous year (70% cf. 67%). This growth is driven by an increase in the app usage (up from 42% in 22/23).



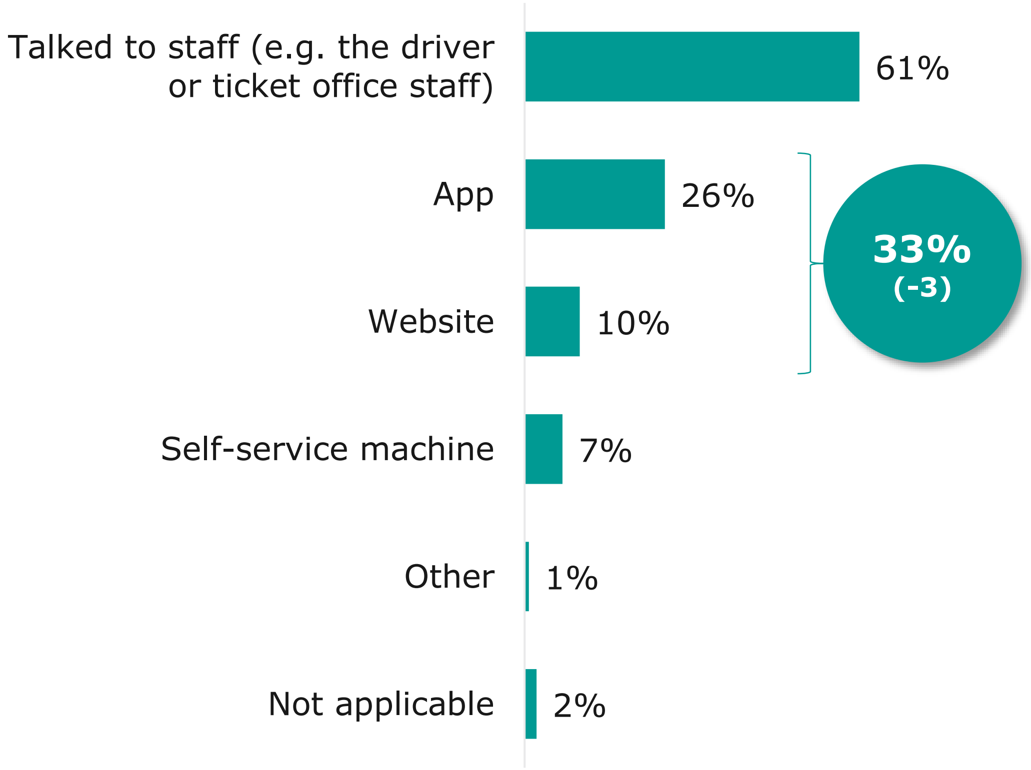
Residents in Leeds are the most likely to say that they purchase their tickets from a website/app (75%). This compares to 65-68% for the other districts.

The use of websites/apps declines with age, although the percentage of those aged 65+ who use these methods has increased by 13% points since 22/23 (44% cf. 31%). The over 65s are significantly more likely to rely on talking to staff (39%) to buy their ticket or getting someone else to buy it for them (4%).

Source: J11. What method did you use last time you bought a rail ticket? **Base:** all respondents who have used a train in the past year AND do not use a free train pass (n=1,271).
Note: respondents could select multiple options so responses may not sum to 100%.

Method of ticket purchase: buses

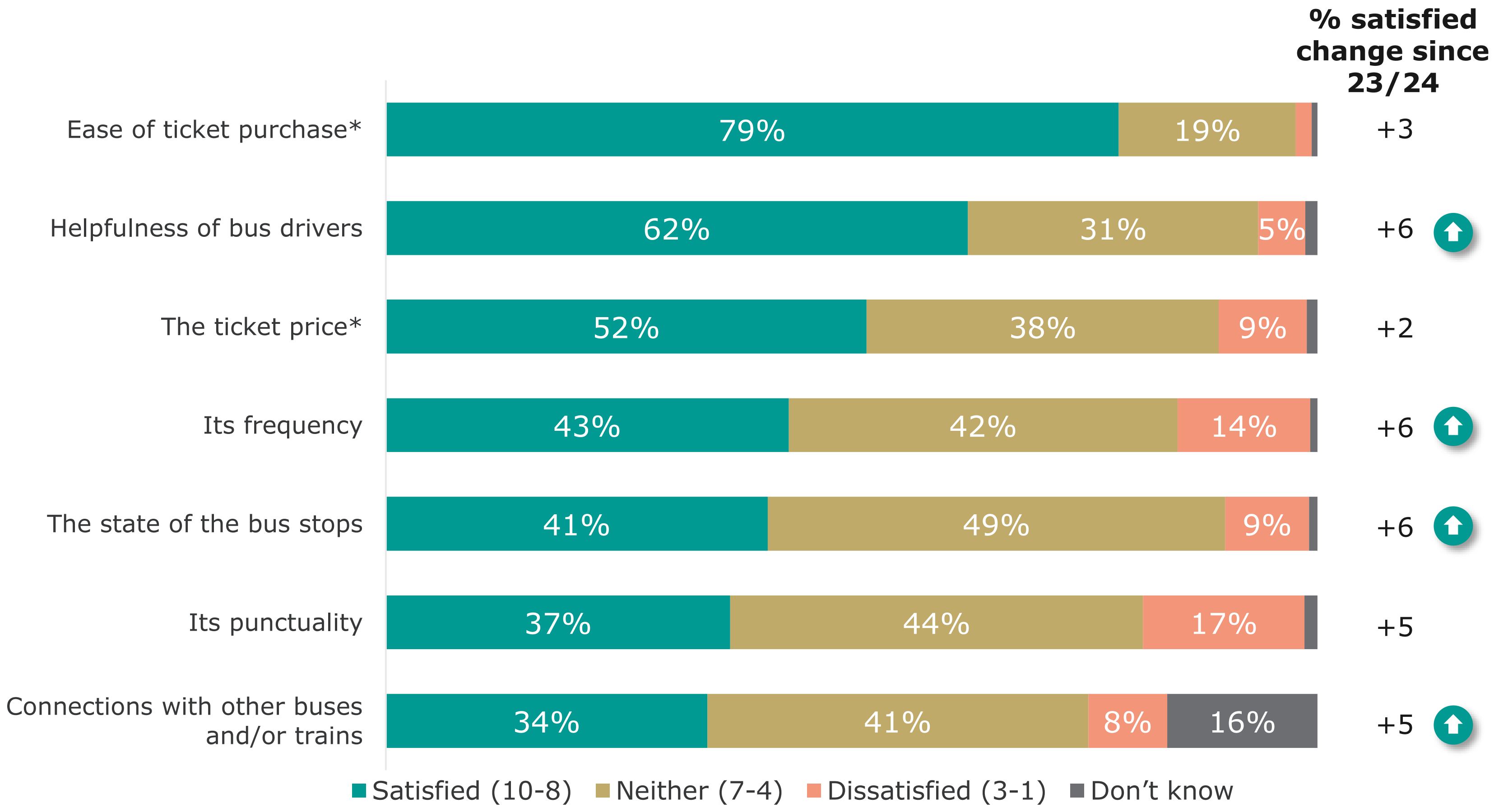
Technological methods of purchasing bus tickets are not utilised to the same extent as for trains. Only around one in three say that they use a website or an app here, less than half that of trains (70%). There has been an uptick in those purchases from staff (+5% points), but a majority of young people (54%) use a website or app indicating that there will likely be a gradual shift away from this method in the future.



Source: K11. What method did you use last time you bought a bus ticket? **Base:** all respondents who have used a bus in the past year and do not use a free bus pass (n=926).
Note: respondents could select multiple options so responses may not sum to 100%.

Bus service satisfaction

Satisfaction is up across all of these metrics, significantly so for the helpfulness of bus drivers, the frequency of buses, the state of bus stops and transport connections. Over the past three years, satisfaction with the ticket price has increased by 7% points.



Those in the youngest age group are significantly more likely than average to be dissatisfied with the ticket price of their local bus service (12%). Moreover, other ethnicities are more than twice as likely to be dissatisfied with this compared to those who are White British (7% cf. 16%).

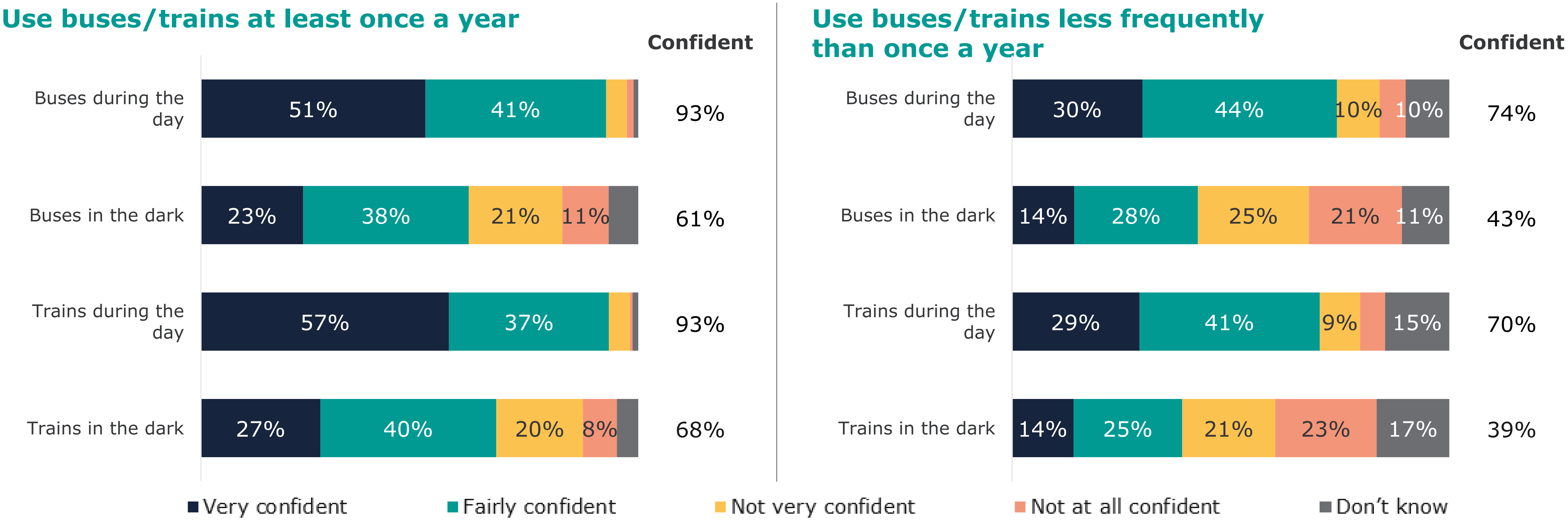
Those in the most deprived IMD quintile are more likely than average to be dissatisfied with the state of bus stops (13%).

Source: M12 Regarding your local bus service, how satisfied are you with each of the following?
Base: All respondents who take a bus every 2 to 3 months or more often (n=1,044)
***Base:** All respondents who take a bus every 2 to 3 months or more often and don't have a free bus pass (n=751)

Significant difference compared to previous wave

Personal safety on public transport

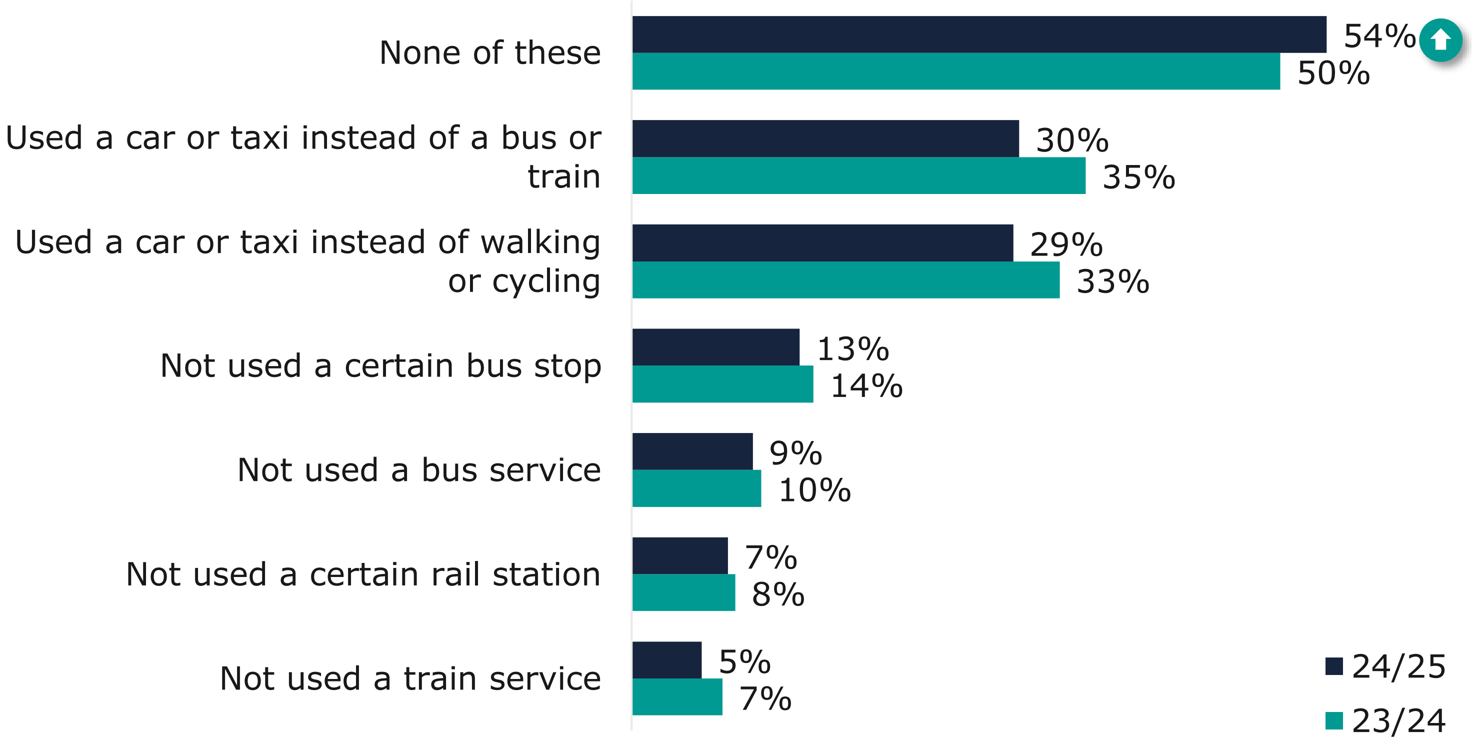
More than nine in ten residents who use buses/trains at least annually say that they feel very or fairly confident in their personal safety during their trip (both 93%). In the dark, this falls to 68% for trains and 61% for buses. Figures for those who travel less frequently via these methods are lower, but this is at least somewhat driven by a higher percentage answering ‘don’t know’. Results are broadly similar to last year.



Source: N31. How confident do you feel about your personal safety when…? / **N32.** How confident would you feel about your personal safety…?
Base: N31. Those who use either buses/trains at least yearly. **N32.** Those who use buses/trains less frequently than once a year.

Measures taken to avoid antisocial behaviour or crime

More than half of residents (54%) say that they have not taken any of these measures to avoid crime or antisocial behaviour in the past 12 months. Using private vehicular transport is the most common avoidance action taken. Older residents (76%), those who are White British (58%), males (60%) and those from rural areas (63%) are more likely to have not practiced any avoidance behaviours.



	16-34	35-64	65+
% none of these	35%	56%	76%

	White British	Other ethnicities
% none of these	58%	39%

	Female	Male
% none of these	47%	60%

	Urban	Rural
% none of these	51%	63%

Source: N35. In the last 12 months, which of these have you done to avoid antisocial behaviour or from fear of crime?
Base: All respondents (n=1,804)

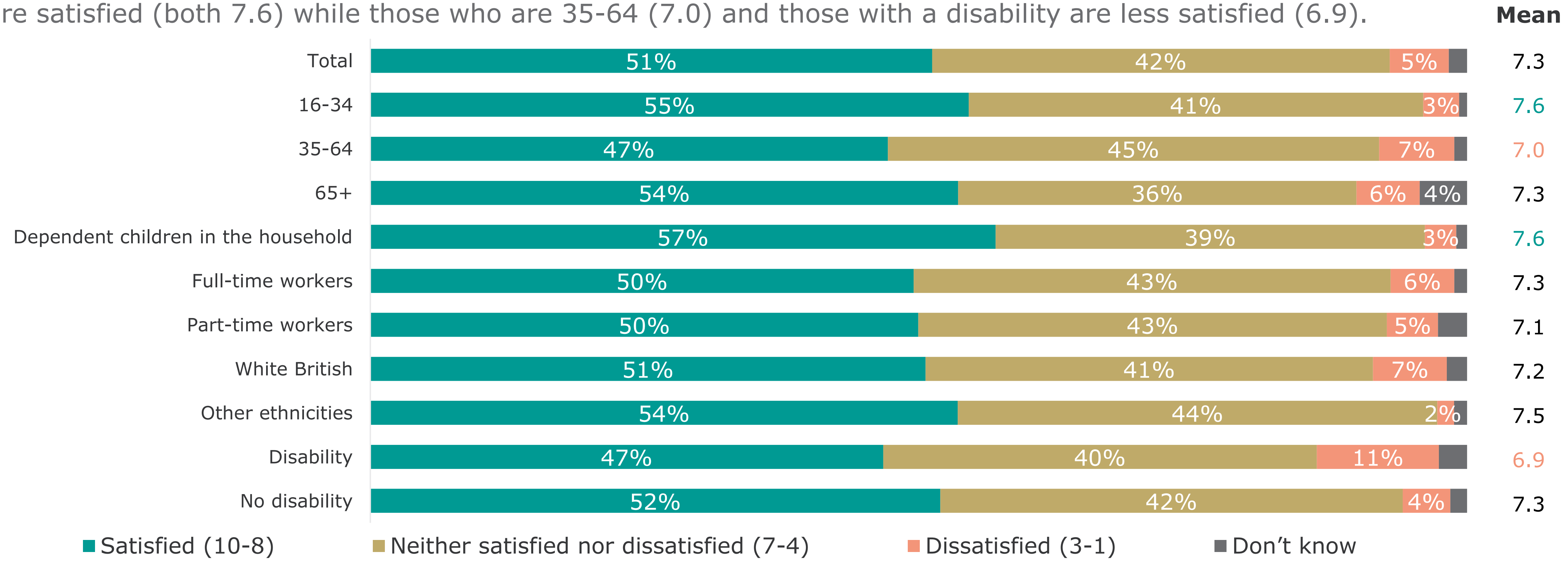
Significant difference compared to previous wave

Teal/salmon text indicates a significantly better/worse result compared to total or comparator.

Information sources: Awareness, use & satisfaction

Satisfaction with information available to inform bus journeys

The vast majority of people are either satisfied (51%) or neutral (42%) regarding the information available to them to inform bus journeys. Total mean satisfaction is up significantly from 7.0 to 7.3 this year. Results are reasonably consistent across demographic groups, but the youngest age group and those with dependent children tend to be more satisfied (both 7.6) while those who are 35-64 (7.0) and those with a disability are less satisfied (6.9).

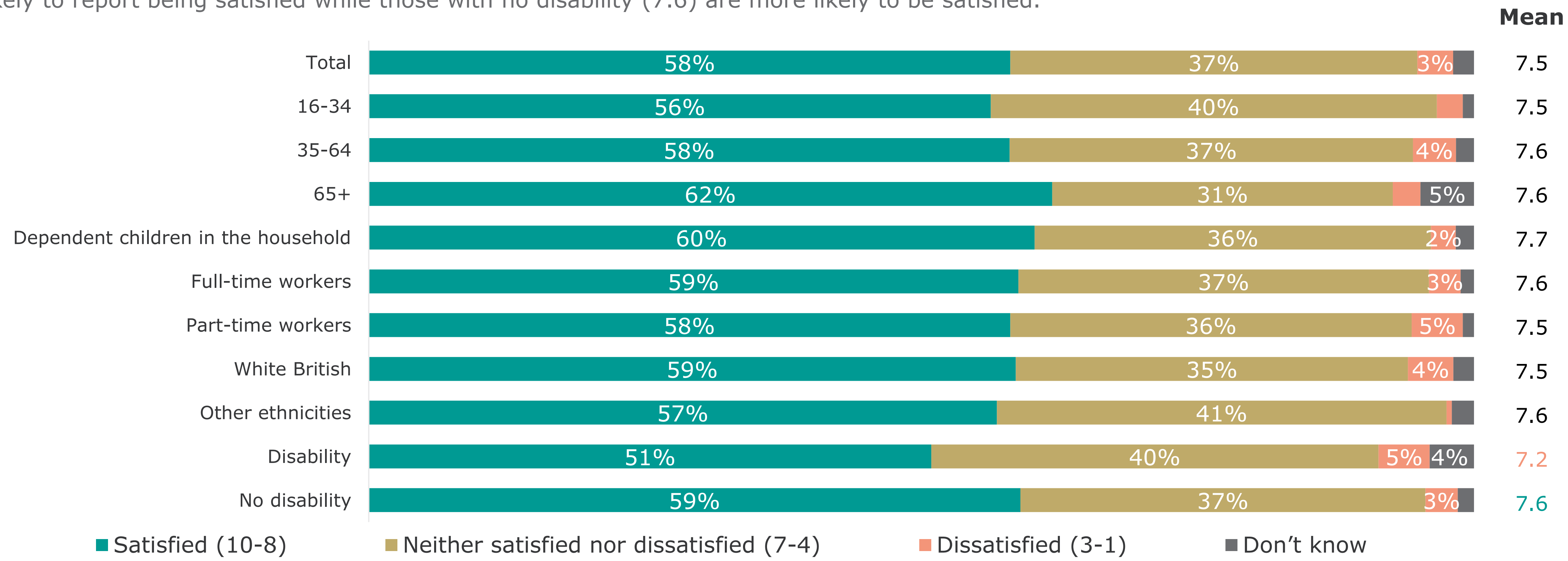


Source: F11. How satisfied are you overall with the information available to you to make bus journeys in West Yorkshire?
Base: F11: all respondents who take a bus at least once a year or more often (n=1,260).

Teal/salmon text indicates a significantly better/worse result compared to total or comparator.

Satisfaction with information available to inform train journeys

Likewise, the vast majority are satisfied with the information available to them to make train journeys. In fact, satisfaction is 7% points higher for trains at an overall level compared to for buses (58% cf. 51%). At a total level, mean satisfaction has significantly increased to 7.5 from 7.3 in 23/24. The only demographic significant difference of note is that those with a disability (7.2) are less likely to report being satisfied while those with no disability (7.6) are more likely to be satisfied.

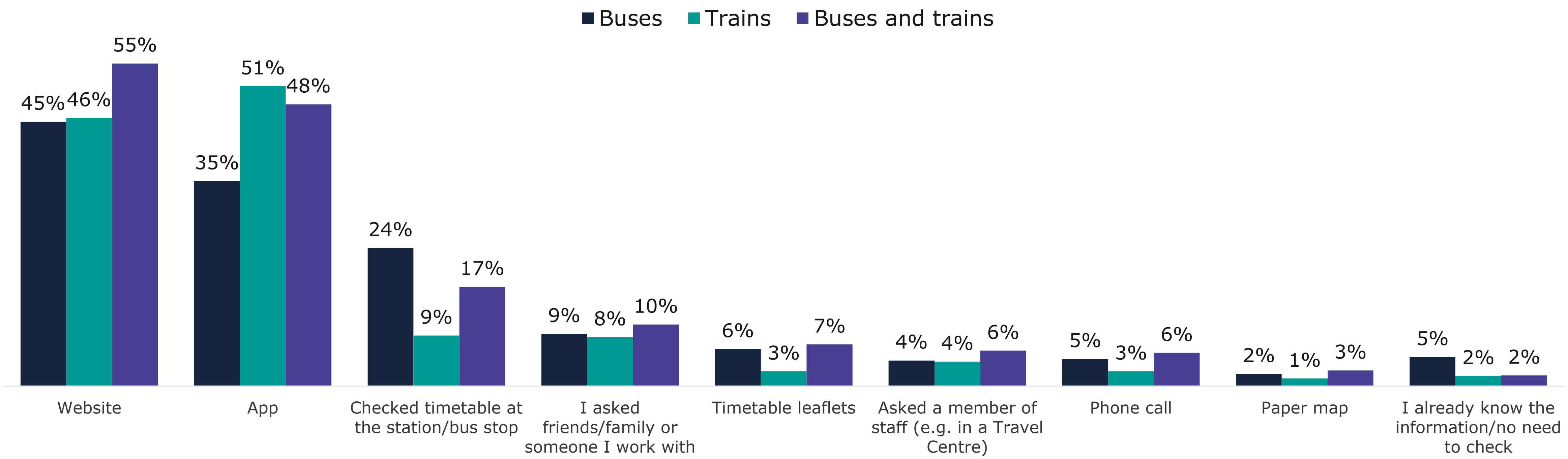


Source: F12. How satisfied are you overall with the information available to you to make train journeys in West Yorkshire?
Base: F12: all respondents who take a train at least once a year or more often (n=1,301).

Teal/salmon text indicates a significantly better/worse result compared to total or comparator.

Method of information last used before setting off on a bus or train journey

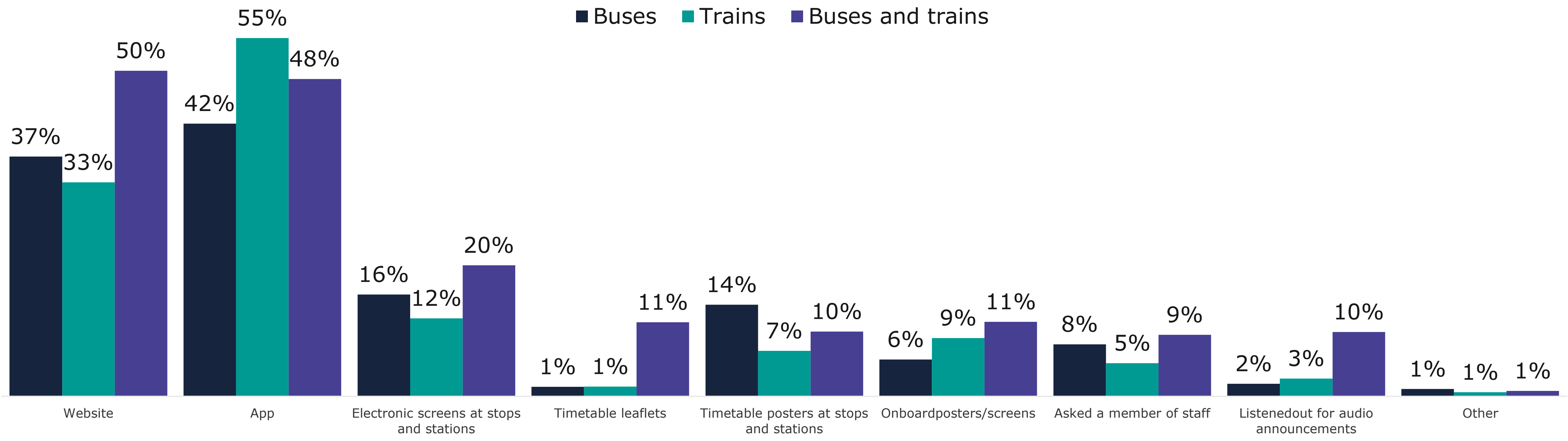
Websites and apps are by far the most popular sources of information used before journeys, regardless of the journey type. Combined, 76% use these digital methods to obtain information before a journey. Meanwhile, just 4% say that they never pre-plan their journey.



Source: G11. Thinking about the last time you planned a local bus or train journey before setting off, how did you get the information that you needed? **G60.** What types of transport did you look up information for? **Base:** those who pre-planned their journey (n=1,375). Other not displayed.

Method of information last used while on a bus or train journey

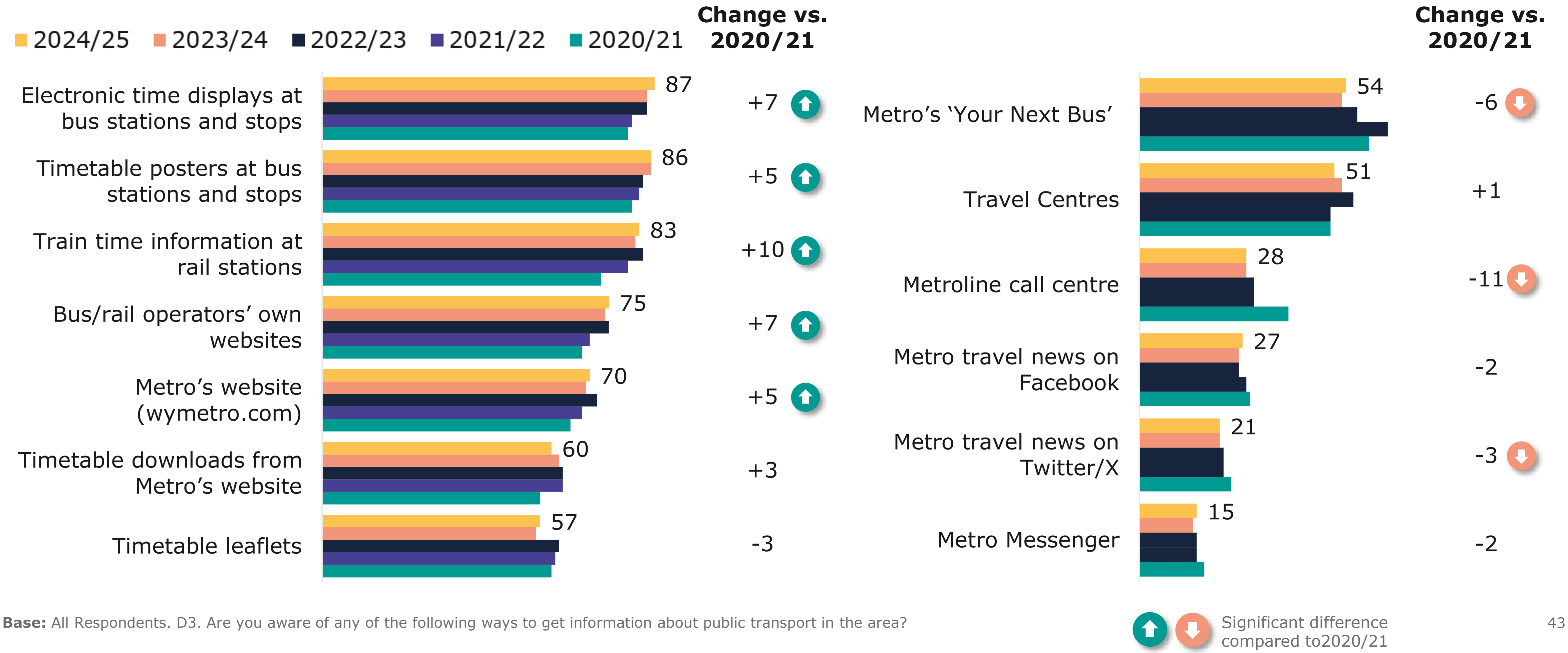
Three in ten (32%) say they never look for information while on a journey but for those that do, websites and apps are the most used sources. Combined, 53% say that they use websites/apps in this scenario.



Source: H11. What method did you use the last time you obtained information whilst on a bus or train journey? **H60.** What types of transport did you look up information for?
Base: those who obtained information on their journey (n=1,029). Smaller codes are hidden.

Awareness of information sources

Since 2020/21, awareness is up significantly across the five sources with the highest levels of awareness. Meanwhile, awareness has fallen significantly for Metro's 'Your Next Bus', Metroline call centre and Metro travel news on Twitter



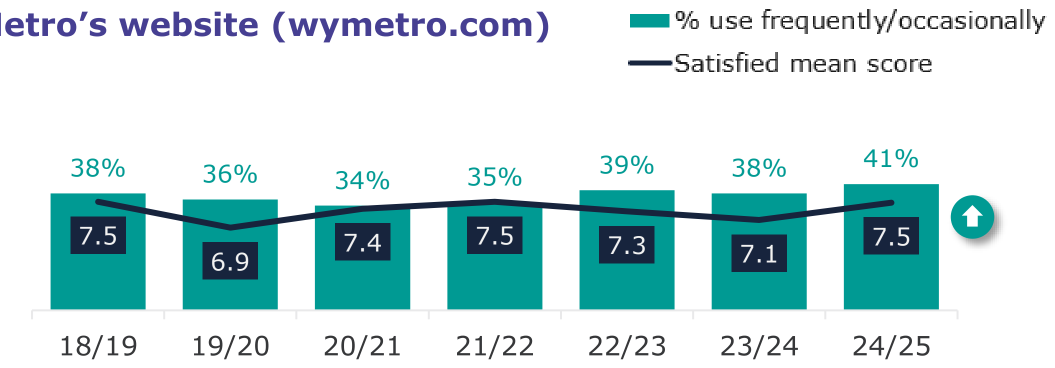
Base: All Respondents. D3. Are you aware of any of the following ways to get information about public transport in the area?

Satisfaction with information sources: mean score (I)

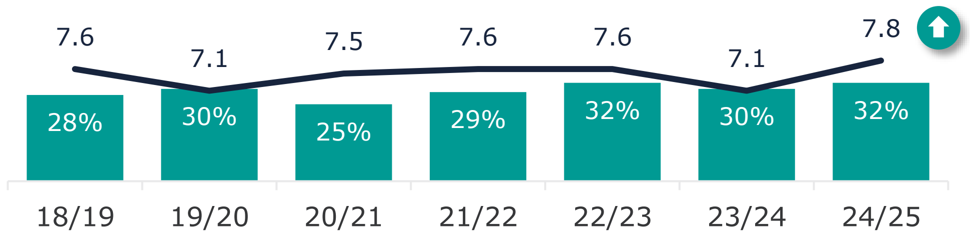
There have been significant upticks in mean satisfaction with Metro's website, timetable downloads and call centre. While not significant, an uptick is also visible in the mean score for Metro Messenger.

Significant difference compared to previous wave

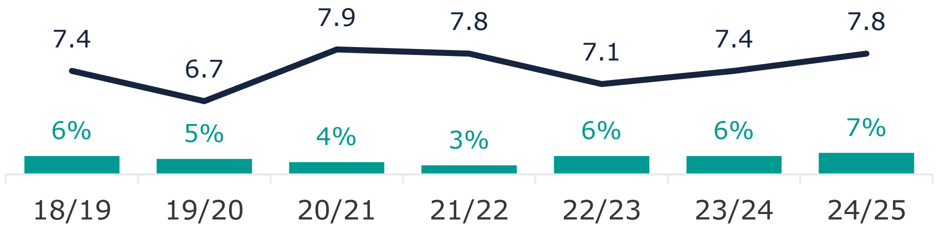
Metro's website (wymetro.com)



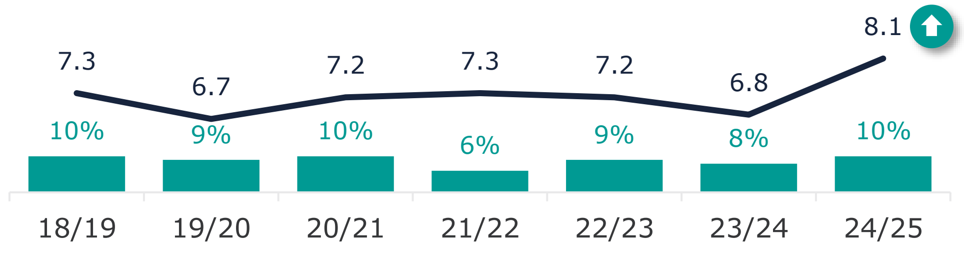
Timetable downloads from Metro's website



Metro Messenger



Metroline call centre



Source: D4. How often, if at all, do you use… **D5.** How satisfied or dissatisfied are you with this information source?
Base: D4. Those who used a train or bus at least once monthly (bases varies between statements.) **D5.** Those who use information source frequently/occasionally (varies between sources).

Satisfaction with information sources: mean score (II)

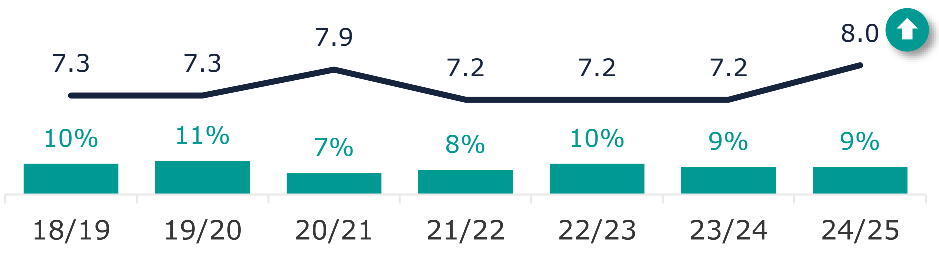
The increase in satisfaction for Metro information sources also extends to travel news on Twitter/X. Satisfaction with travel news of Facebook is also up, but not significantly so, likewise with bus/rail operators' own websites and travel centres.

Significant difference compared to previous wave

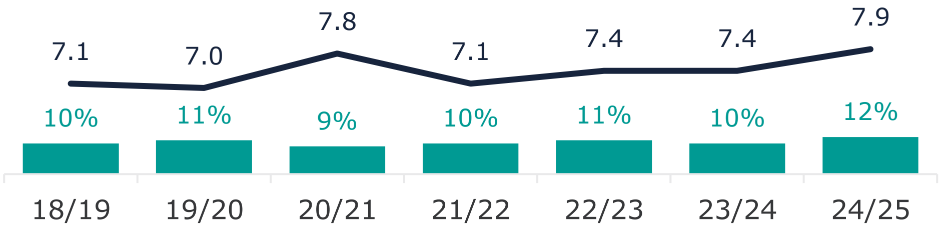
Metro travel news on Twitter/X

% use frequently/occasionally

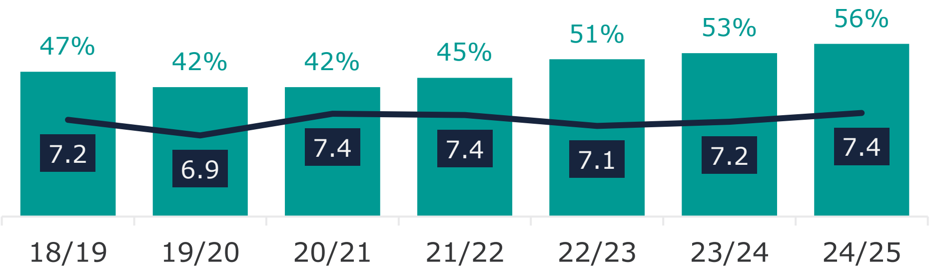
Satisfied mean score



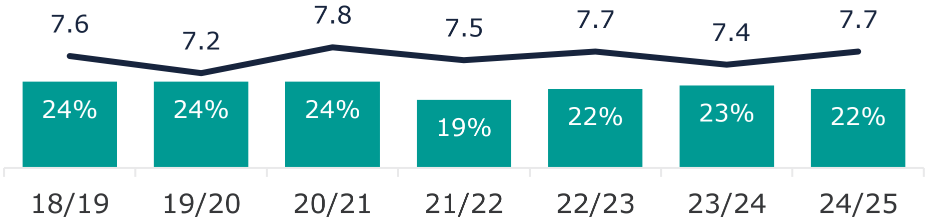
Metro travel news on Facebook



Bus/rail operators' own website



Travel centres



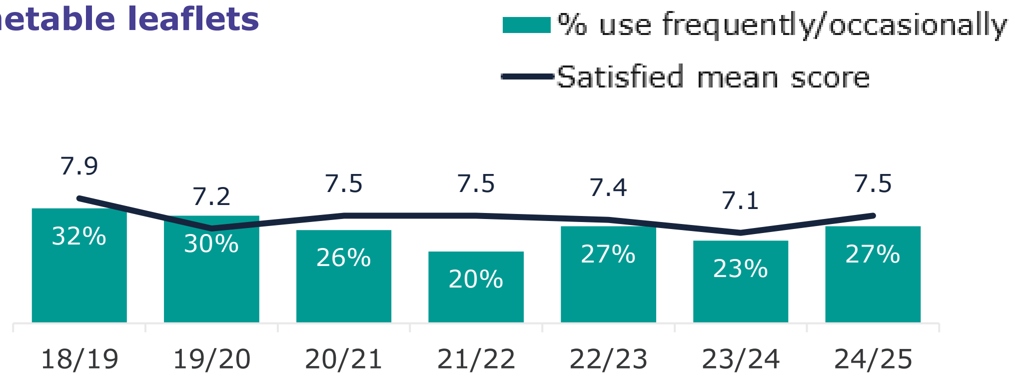
Source: D4. How often, if at all, do you use… **D5.** How satisfied or dissatisfied are you with this information source?
Base: D4. Those who used a train or bus at least once monthly (bases varies between statements.) **D5.** Those who use information source frequently/occasionally (varies between sources).

Satisfaction with information sources: mean score (III)

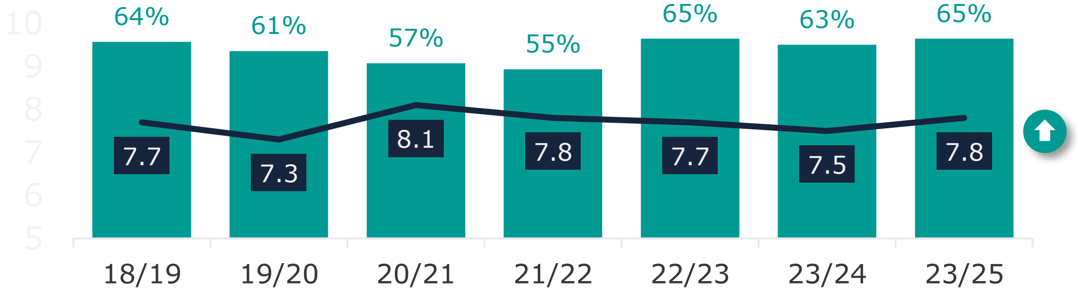
The general improvement in satisfaction also extends to these sources, with significant increases for electronic time displays at bus stations/stops, timetable posters at bus stations/stops, and train time information at rail stations.

Significant difference compared to previous wave

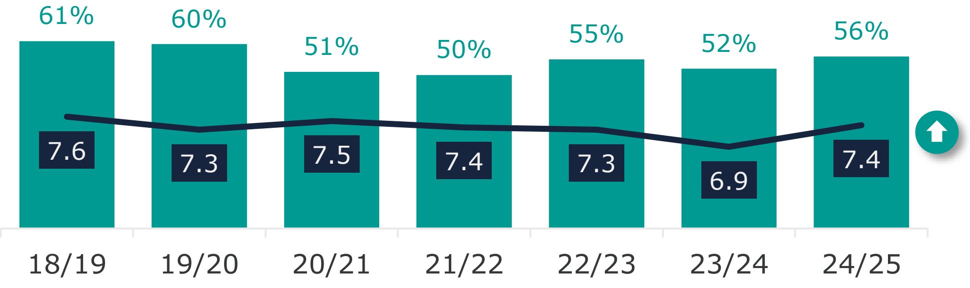
Timetable leaflets



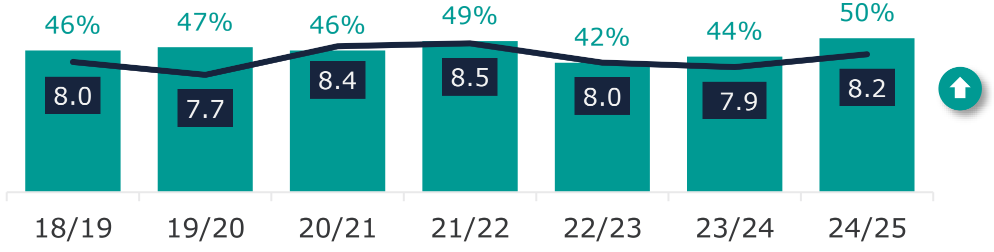
Electronic time displays at bus stations and bus stops



Timetable posters at bus stations and bus stops



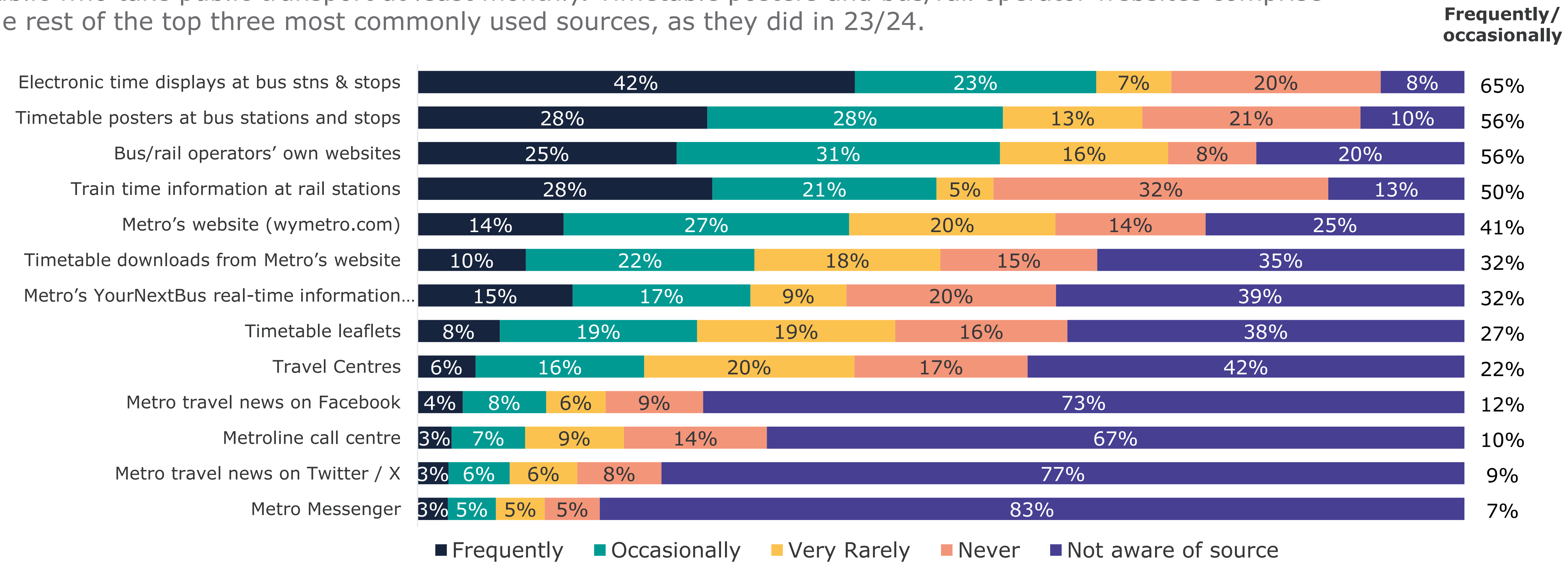
Train time information at rail stations



Source: D4. How often, if at all, do you use… **D5.** How satisfied or dissatisfied are you with this information source?
Base: D4. Those who used a train or bus at least once monthly (bases varies between statements.) **D5.** Those who use information source frequently/occasionally (varies between sources).

Frequency of use by respondents who use public transport at least monthly

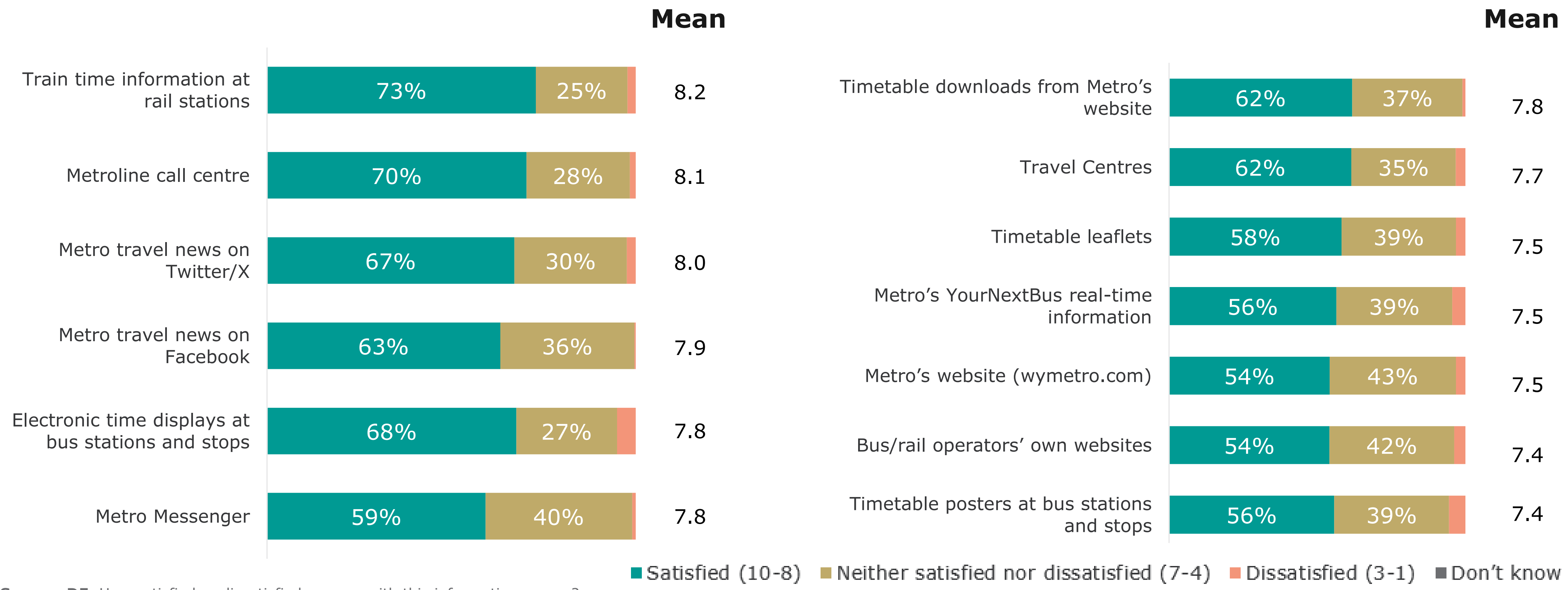
Electronic time displays at bus stations and stops remains the top used information source by members of the public who take public transport at least monthly. Timetable posters and bus/rail operator websites comprise the rest of the top three most commonly used sources, as they did in 23/24.



Source: D4. How often, if at all, do you use…
Base: Those who used a train or bus at least once monthly

Satisfaction with information sources

Train time information at rail stations continues to have the highest mean satisfaction score (8.2), while the Metroline call centre takes second place after finding itself in bottom position last year (8.1 cf. 6.8). Dissatisfaction is low across the board, not exceeding 6% for any source.



Source: D5. How satisfied or dissatisfied are you with this information source?
Base: Those who use information source frequently/occasionally (varies between sources)

Appendix

Satisfaction scores for West Yorkshire assets

Satisfaction score out of 10

	Mean Satisfaction Score (1 to 10)						
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
The condition of pavements and footpaths	6.3	5.4	5.8	5.8	5.7	N/A	5.8
The condition of roads	5.5	4.6	5.1	4.9	4.9	N/A	4.8
Winter gritting and snow clearing	6.6	5.8	5.3	6.4	6.5	N/A	5.4
Local bus services	6.7	6.0	7.0	6.2	5.9	6.0	6.1
Local train services	6.6	5.9	7.0	6.6	5.8	5.7	6.3
Community transport (Dial-a-Ride/Access Bus)	6.7	5.8	6.7	6.1	6.0	N/A	6.2
The affordability of public transport	6.2	5.2	6.0	5.6	6.2	6.5	6.4
The quality of your nearest rail station	7.0	6.3	7.0	6.8	6.7	N/A	6.9
The quality of your nearest bus station	7.1	6.3	6.8	6.3	6.5	6.5	6.4
Provision of cycle routes and facilities	5.8	5.1	5.8	5.1	5.4	5.2	5.5
Levels of traffic congestion	5.5	4.5	5.4	5.2	5.0	N/A	4.9
The affordability of motoring	5.9	5.4	5.6	5.6	5.3	5.5	5.6

Source: B2 Now please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following in your local area?
Base: Those who gave a valid importance rating at B1 (bases vary).

Mode choice: public and active transport

Frequency of use (%)

	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
	Bus passenger						
2019/20	17	22	16	6	10	3	27
2020/21	9	13	11	6	14	5	42
2021/22	6	12	15	8	17	6	35
2022/23	13	19	19	10	11	6	22
2023/24	13	18	19	9	12	6	24
2024/25	10	18	20	9	13	5	24
	Rail passenger						
2019/20	4	7	24	14	18	4	28
2020/21	2	4	16	11	22	7	37
2021/22	1	6	22	15	26	6	25
2022/23	3	9	22	19	19	9	21
2023/24	3	7	24	16	20	7	24
2024/25	2	9	25	17	19	8	19

Base: All Respondents. C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you…?

Mode choice: public and active transport

Frequency of use (%)

	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
	Bicycle						
2019/20	3	5	3	2	4	2	81
2020/21	3	6	5	3	4	1	77
2021/22	2	5	4	2	5	2	80
2022/23	2	5	7	4	5	4	73
2023/24	2	5	5	3	4	4	77
2024/25	2	6	6	5	3	3	74
	Walk at least 10 minutes						
2019/20	58	25	5	1	1	0	10
2020/21	56	26	5	2	0	0	10
2021/22	54	30	7	1	1	0	7
2022/23	56	26	6	3	2	1	6
2023/24	56	26	7	2	1	0	7
2024/25	56	28	6	3	1	0	6

Base: All Respondents. C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you…?

Mode choice: car use

Frequency of use (%)

	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						
2019/20	58	10	1	0	1	1	29
2020/21	54	19	3	1	1	0	23
2021/22	63	17	2	0	0	0	17
2022/23	50	18	4	1	1	1	25
2023/24	52	16	3	1	1	1	27
2024/25	57	15	2	2	1	1	23
	Car / van passenger						
2019/20	28	37	13	5	3	1	13
2020/21	19	33	17	5	5	1	20
2021/22	22	39	17	5	4	1	13
2022/23	18	37	18	9	5	2	11
2023/24	19	37	21	5	5	2	11
2024/25	18	36	21	8	5	1	11

Base: All Respondents. QC7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you…?

Mode choice: car and motorcycle use

Frequency of use (%)

	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
	Taxi passenger						
2019/20	5	20	29	13	13	2	19
2020/21	2	12	22	13	19	3	30
2021/22	2	11	28	16	19	3	21
2022/23	2	12	27	18	18	6	18
2023/24	2	13	29	17	17	5	17
2024/25	2	13	28	17	17	4	19
	Motorcyclist/Motor-scooterist						
2019/20	1	1	1	1	1	0	95
2020/21	1	1	1	0	0	0	96
2021/22	0	1	1	0	0	1	97
2022/23	1	2	2	2	1	1	90
2023/24	1	2	2	1	1	1	90
2024/25	1	2	2	2	1	2	89

Base: All Respondents. QC7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you…?

Awareness of information sources

Awareness (all respondents) (%)

<table>
<tr><th>Information Source</th><th>2018/19</th><th>2019/20</th><th>2020/21</th><th>2021/22</th><th>2022/23</th><th>2023/24</th><th>2024/25</th></tr>
<tr><td>Bus/rail operators’ own websites</td><td>71</td><td>67</td><td>68</td><td>70</td><td>75</td><td>74</td><td>75</td></tr>
<tr><td>Metro’s website (wymetro.com)</td><td>69</td><td>65</td><td>65</td><td>68</td><td>72</td><td>69</td><td>70</td></tr>
<tr><td>Timetable downloads from Metro’s website</td><td>60</td><td>60</td><td>57</td><td>63</td><td>63</td><td>62</td><td>60</td></tr>
<tr><td>Timetable leaflets</td><td>67</td><td>63</td><td>60</td><td>61</td><td>62</td><td>56</td><td>57</td></tr>
<tr><td>Metroline call centre</td><td>38</td><td>37</td><td>39</td><td>30</td><td>30</td><td>28</td><td>28</td></tr>
<tr><td>Metro Messenger</td><td>17</td><td>20</td><td>17</td><td>15</td><td>15</td><td>14</td><td>15</td></tr>
<tr><td>Metro travel news on Twitter</td><td>25</td><td>24</td><td>24</td><td>22</td><td>22</td><td>21</td><td>21</td></tr>
<tr><td>Metro travel news on Facebook</td><td>28</td><td>28</td><td>29</td><td>28</td><td>26</td><td>26</td><td>27</td></tr>
<tr><td>Travel Centres</td><td>55</td><td>54</td><td>50</td><td>50</td><td>56</td><td>53</td><td>51</td></tr>
<tr><td>Timetable posters at bus stations and stops</td><td>84</td><td>83</td><td>81</td><td>83</td><td>84</td><td>86</td><td>86</td></tr>
<tr><td>Electronic time displays at bus stations and stops</td><td>79</td><td>79</td><td>80</td><td>81</td><td>85</td><td>85</td><td>87</td></tr>
<tr><td>YourNextBus: text message</td><td>48</td><td>46</td><td>47</td><td>42</td><td rowspan="2">57</td><td rowspan="2">53</td><td rowspan="2">54</td></tr>
<tr><td>YourNextBus: smartphone</td><td>49</td><td>54</td><td>54</td><td>59</td></tr>
<tr><td>Train time information at rail stations</td><td>80</td><td>74</td><td>73</td><td>80</td><td>84</td><td>82</td><td>83</td></tr>
</table>

Base: All Respondents. D3. Are you aware of any of the following ways to get information about public transport in the area?

Satisfaction with information available to inform bus journeys

All respondents who take a bus at least once a year or more often (%)

Response	2018/2019	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Satisfied	52	51	55	-	-	46	51
Neither	40	40	40	-	-	44	42
Dissatisfied	4	7	4	-	-	7	5
Don't know	4	2	2	-	-	2	2

Base: All respondents who take a bus at least once a year or more often. F11. How satisfied are you overall with the information available to you to make bus journeys in West Yorkshire?

Satisfaction with information available to inform train journeys

All respondents who take a train at least once a year or more often (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Satisfied	56	54	59	-	-	50	58
Neither	36	37	37	-	-	42	37
Dissatisfied	3	5	3	-	-	5	3
Don't know	4	4	1	-	-	3	2

Base: All respondents who take a train at least once a year or more often. F12. How satisfied are you overall with the information available to you to make train journeys in West Yorkshire?

Method of information last used before setting off on a bus or train journey

All respondents who pre-planned their journey (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Website	56	47	60	-	45	44	44
App	19	19	25	-	35	39	41
Checked timetable at the station/stop	-	-	-	-	3	12	15
I asked friends/family or someone I work with	-	-	-	-	8	8	9
Timetable leaflets	17	10	8	-	6	4	5
Asked a member of staff (e.g. in a Travel Centre)	-	-	-	-	1	3	4
Phone call	-	-	-	-	1	3	4
Paper map	3	1	0.5	-	1	1	2
I already know the information/no need to check	-	-	-	-	2	6	6

Base: All respondents who pre-planned their journey. G11. Thinking about the last time you planned a local bus or train journey before setting off, how did you get the information that you needed?

Website or apps used to pre-plan journeys

All respondents who have used a website or app to pre-plan their journey (%)

Response	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Metro website	-	-	-	23	22	20
Google Maps	-	-	-	19	18	19
National Rail	-	-	-	14	16	16
The Trainline	-	-	-	36	42	40
Bus operator’s own site/app	-	-	-	26	25	26
Train operator’s own site/app	-	-	-	13	13	13
Google search	-	-	-	2	2	4
Other website/app	-	-	-	3	2	3
Don’t know	-	-	-	5	5	4

Base: All respondents who have used a website or app to pre-plan their journey. G11a. Which websites/apps did you use?

Method of information last used while on a bus or train journey

All respondents who obtained information on their journey (%)

Response	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Website	30	42	-	-	26	26
App	19	28	-	-	33	33
Electronic screens at stops and stations	22	40	-	-	9	10
Timetable leaflets	10	15	-	-	2	3
Timetable posters at stops and stations	15	29	-	-	6	7
Asked a member of staff	-	-	-	-	5	5
Onboard posters/screens	-	-	-	-	3	6
Listened out for audio announcements	-	-	-	-	-	3
Other	6	8	-	-	1	1

Base: All respondents who obtained information on their journey (1,029). H11. What method did you use the last time you obtained information whilst on a bus or train journey? Smaller codes are not shown on the table.

Bus service satisfaction

Satisfied (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Ease of ticket purchase*	59	56	61	-	72	75	79
Helpfulness of bus drivers	51	56	61	-	58	57	62
The ticket price*	-	-	-	-	45	49	52
Its frequency	46	43	55	-	36	37	43
The state of the bus stops	40	32	38	-	39	35	41
Its punctuality	34	34	51	-	35	32	37
Connections with other buses and/or trains	40	31	45	-	31	30	34

Base: All respondents who take a bus every 2 to 3 months or more often (1,044). ***Base:** All respondents who take a bus every 2 to 3 months or more often and don’t have a free bus pass (n=751) M12. Regarding your local bus service, how satisfied are you with each of the following?

Method of ticket purchase: trains

All respondents who have used a train in the past year AND do not use a free train pass (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Website	32	25	31	-	28	27	29
App	16	14	25	-	36	42	44
Self-service machine	28	22	33	-	16	13	13
Talked to staff (e.g. the guard or ticket office staff)	36	35	34	-	20	20	18
Other	3	4	4	-	1	0	0
Someone else bought ticket	-	-	-	-	-	1	1
Not applicable	4	6	3	-	3	2	2

Base: All respondents who have used a train in the past year AND do not use a free train pass (1,271). J11. What method did you use last time you bought a rail ticket? Smaller codes are not shown on the table. **Note:** respondents could select multiple options so responses may not sum to 100%.

Method of ticket purchase: buses

All respondents who have used a bus in the past year AND do not use a free bus pass (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Website	7	3	5	-	7	8	10
App	10	8	14	-	32	29	26
Self-service machine	6	6	6	-	7	5	7
Talked to staff (e.g. the driver or ticket office staff)	56	58	61	-	56	56	61
Other	7	2	6	-	1	0	1
Not applicable	20	25	20	-	3	4	2

Base: All respondents who have used a bus in the past year AND do not use a free bus pass (926). K11. What method did you use last time you bought a bus ticket? Smaller codes are not shown on the table.
Note: respondents could select multiple options so responses may not sum to 100%.

Personal safety on public transport

Very or fairly confident (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Using local buses during the day	-	-	-	86	84	87	87
Using local buses in the dark	-	-	-	56	49	54	56
Using local trains during the day	-	-	-	89	82	84	87
Using local trains in the dark	-	-	-	63	53	56	60

Base: All respondents. N31N32. How confident would you feel about your personal safety…?

Measures taken to avoid antisocial behaviour

All respondents (%)

Response	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Used a car or taxi instead of a bus or train	-	-	-	38	34	35	30
Used a car or taxi instead of walking or cycling	-	-	-	42	33	33	29
Not used a certain bus stop	-	-	-	15	13	14	13
Not used a bus service	-	-	-	15	10	10	9
Not used a certain rail station	-	-	-	11	10	8	7
Not used a train service	-	-	-	9	6	7	5
None of these	-	-	-	48	48	50	54

Base: All respondents. N35. In the last 12 months, which of these have you done to avoid antisocial behaviour or from fear of crime?

Satisfaction with information sources

Satisfaction score out of 10

<table>
<tr><th>Information Source</th><th>2018/19</th><th>2019/20</th><th>2020/21</th><th>2021/22</th><th>2022/23</th><th>2023/24</th><th>2024/25</th></tr>
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<tr><td>Metro travel news on Facebook</td><td>7.1</td><td>7.0</td><td>7.8</td><td>7.1</td><td>7.4</td><td>7.4</td><td>7.9</td></tr>
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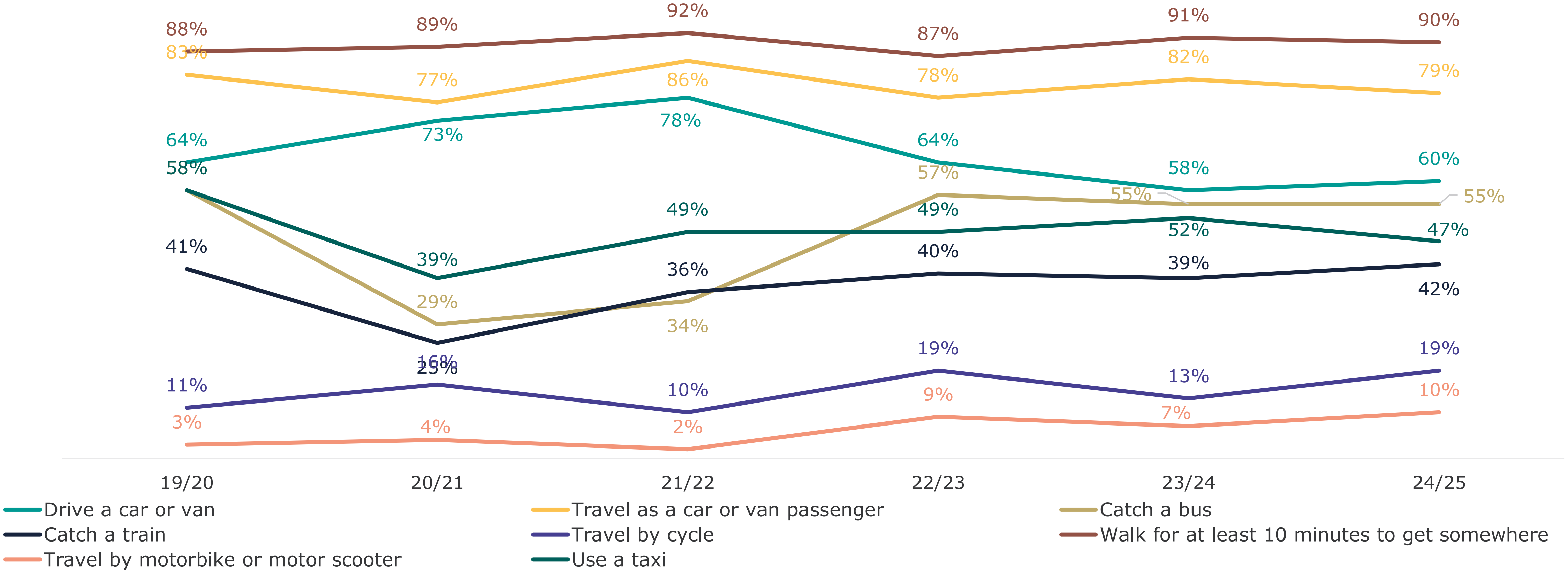
<tr><td>YourNextBus: text message</td><td>7.7</td><td>7.4</td><td>7.6</td><td>7.4</td><td rowspan="2">7.5</td><td rowspan="2">7.2</td><td rowspan="2">7.5</td></tr>
<tr><td>YourNextBus: smartphone</td><td>7.6</td><td>7.4</td><td>7.9</td><td>7.9</td></tr>
<tr><td>Train time information at rail stations</td><td>8.0</td><td>7.7</td><td>8.4</td><td>8.4</td><td>8.0</td><td>7.9</td><td>8.2</td></tr>
</table>

Base: Those who use at least one information method at least occasionally*. **D5**. On a scale of 1 to 10, how satisfied are you with…? *note – base size varies by statement.

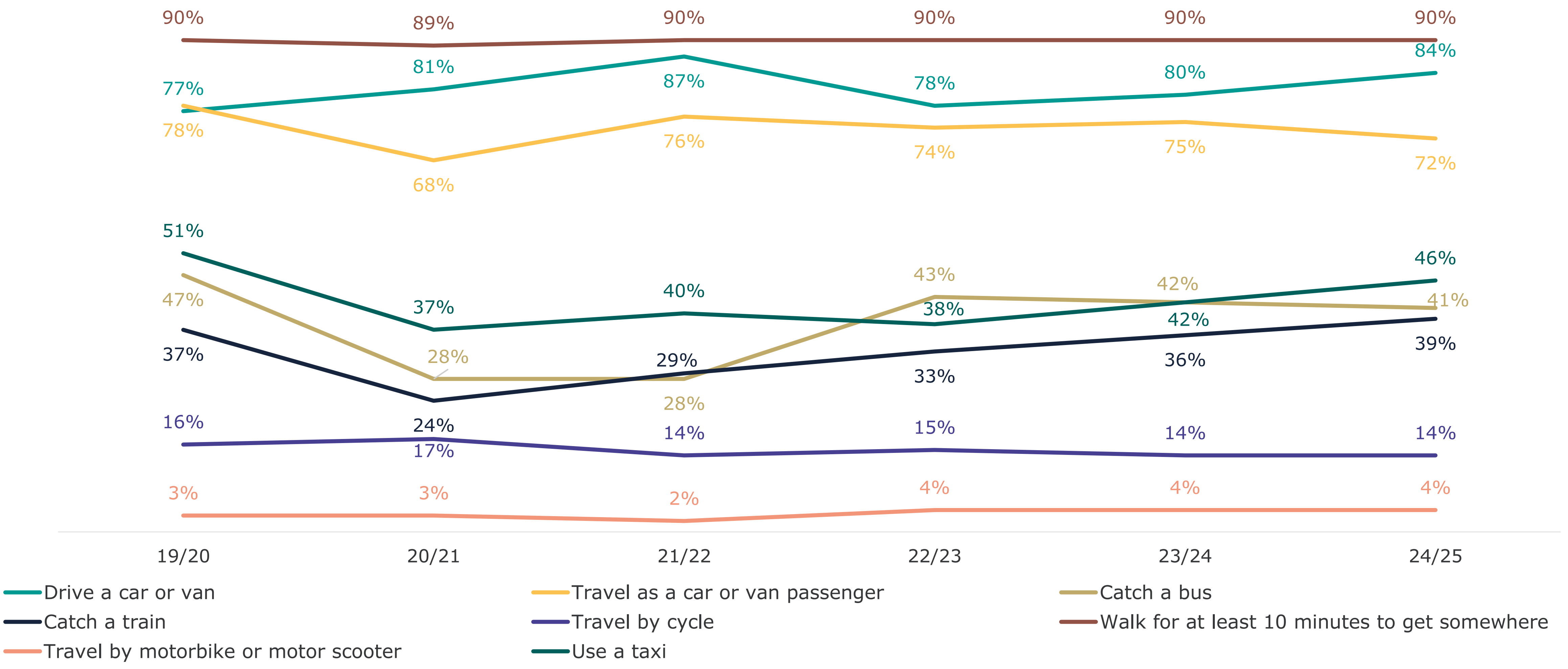
Mode choice trend: at least monthly (aged 16-34)



Significant difference compared to previous wave

Source: C7. Thinking about how you travel in West Yorkshire, how often do you…?

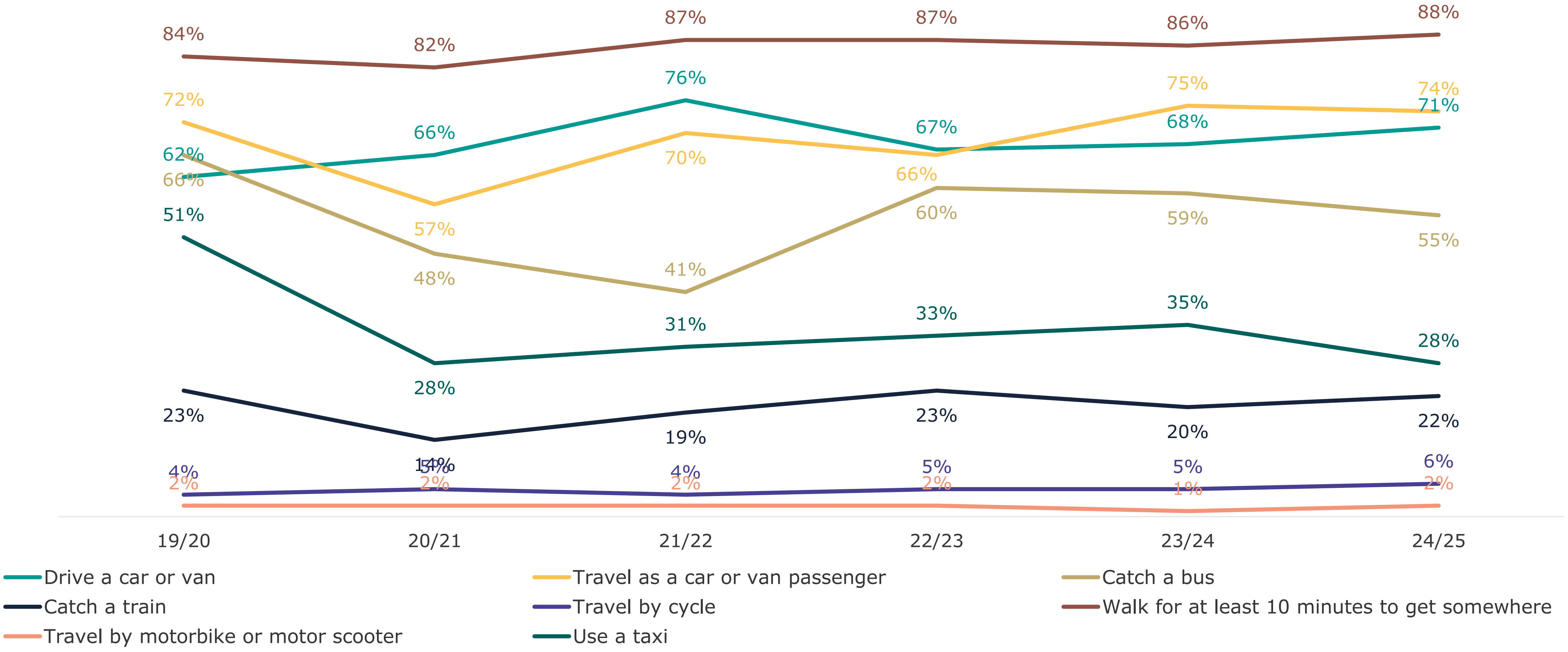
Mode choice trend: at least monthly (aged 35-64)



Significant difference compared to previous wave

Source: C7. Thinking about how you travel in West Yorkshire, how often do you…?

Mode choice trend: at least monthly (aged 65+)

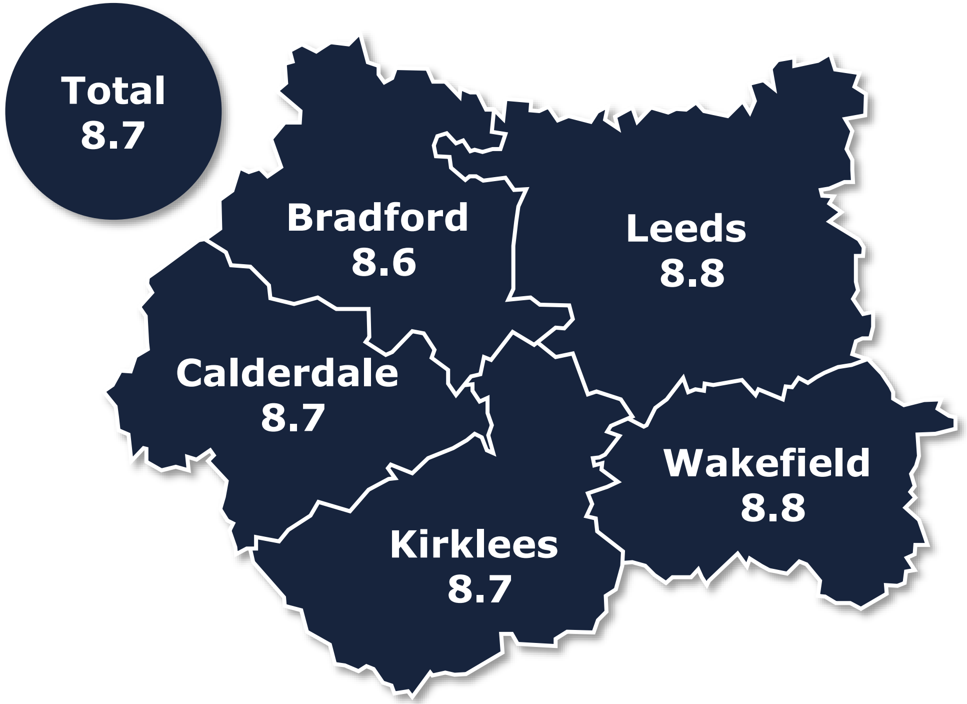


Source: C7. Thinking about how you travel in West Yorkshire, how often do you…?

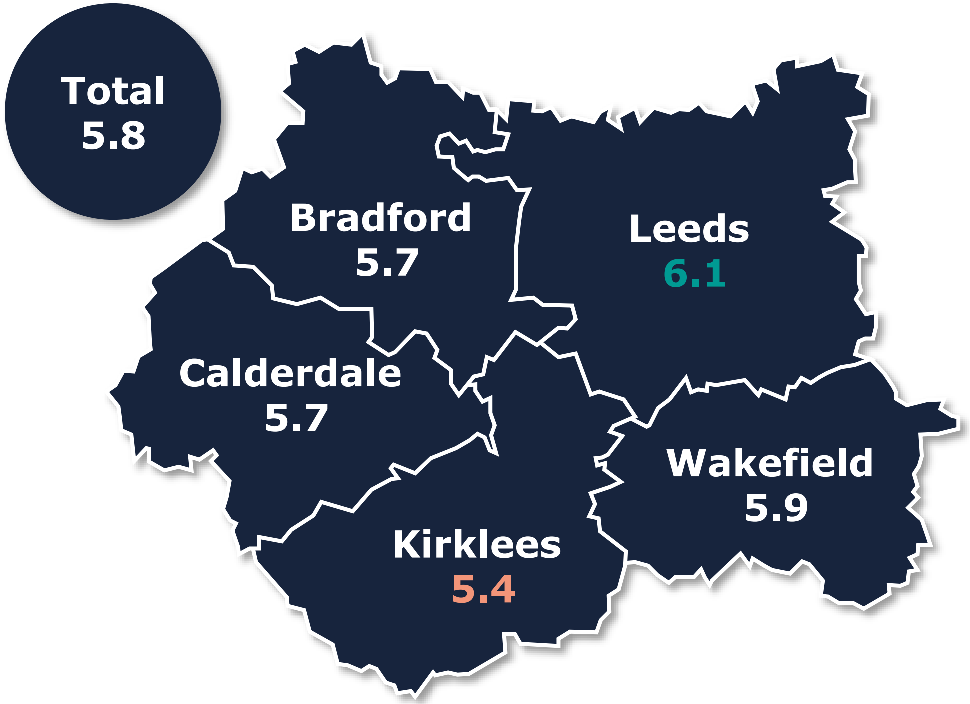
Significant difference compared to previous wave

The condition of pavements and footpaths

Importance mean score



Satisfaction mean score

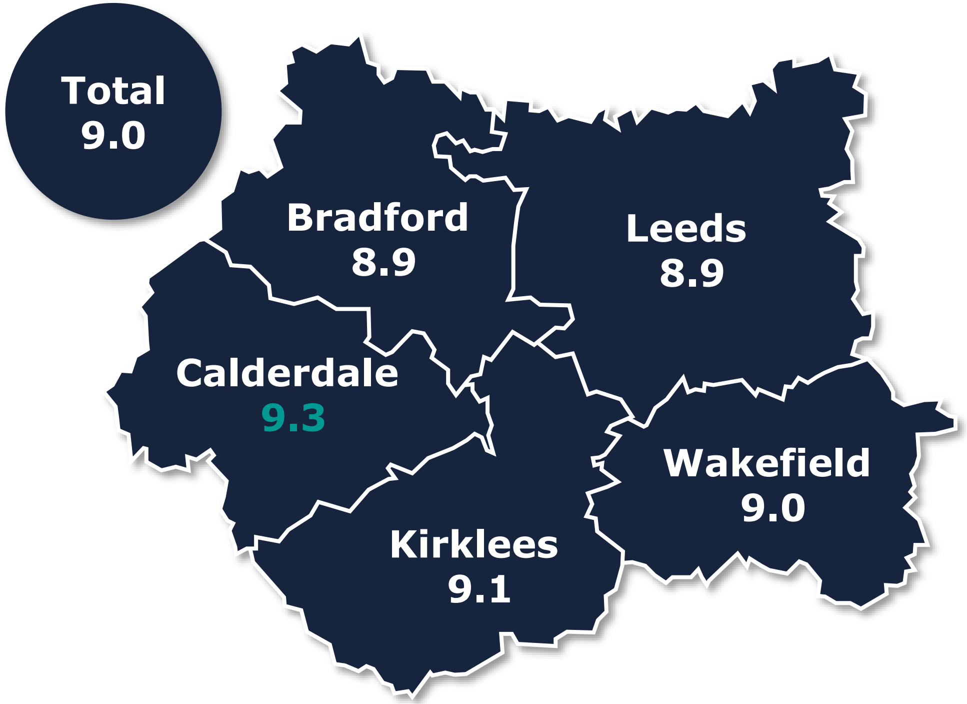


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

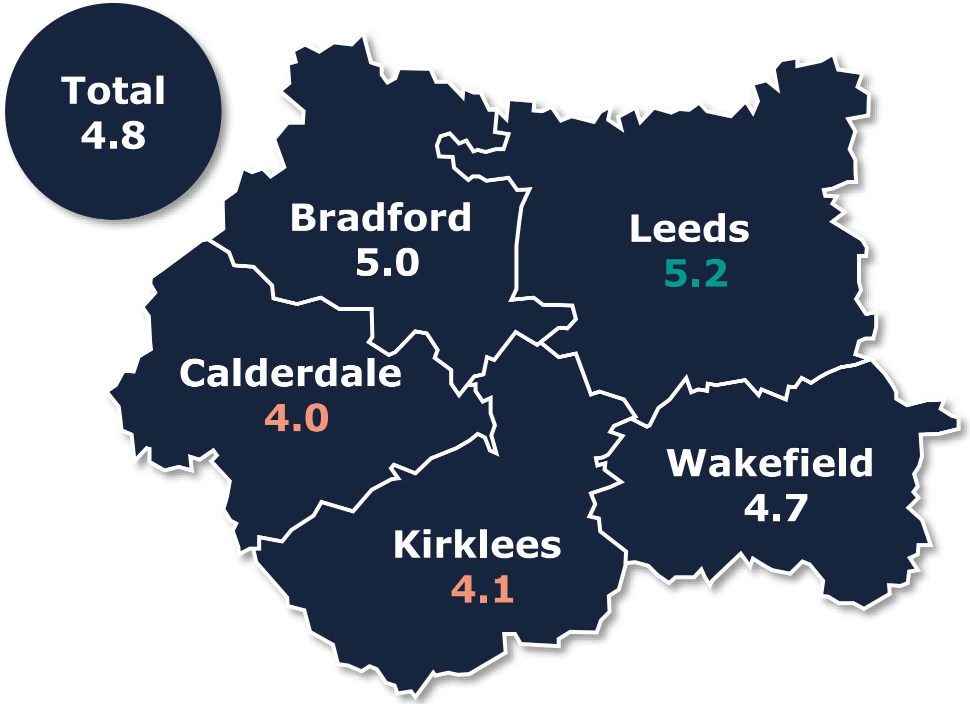
Teal/salmon text indicates a significantly better/worse result compared to total.

The condition of roads

Importance mean score



Satisfaction mean score

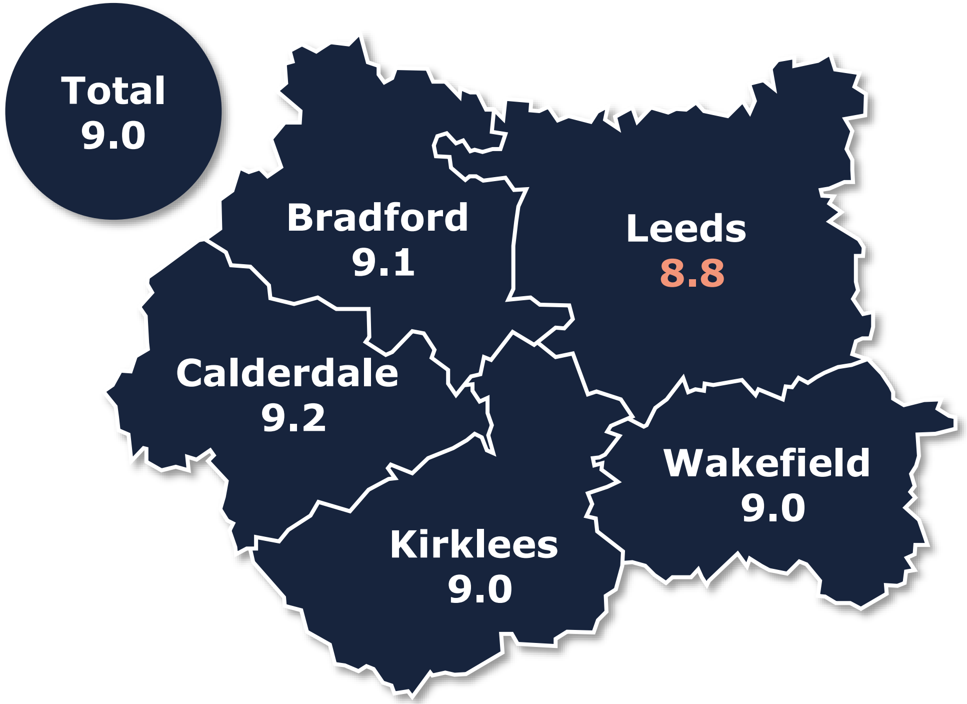


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

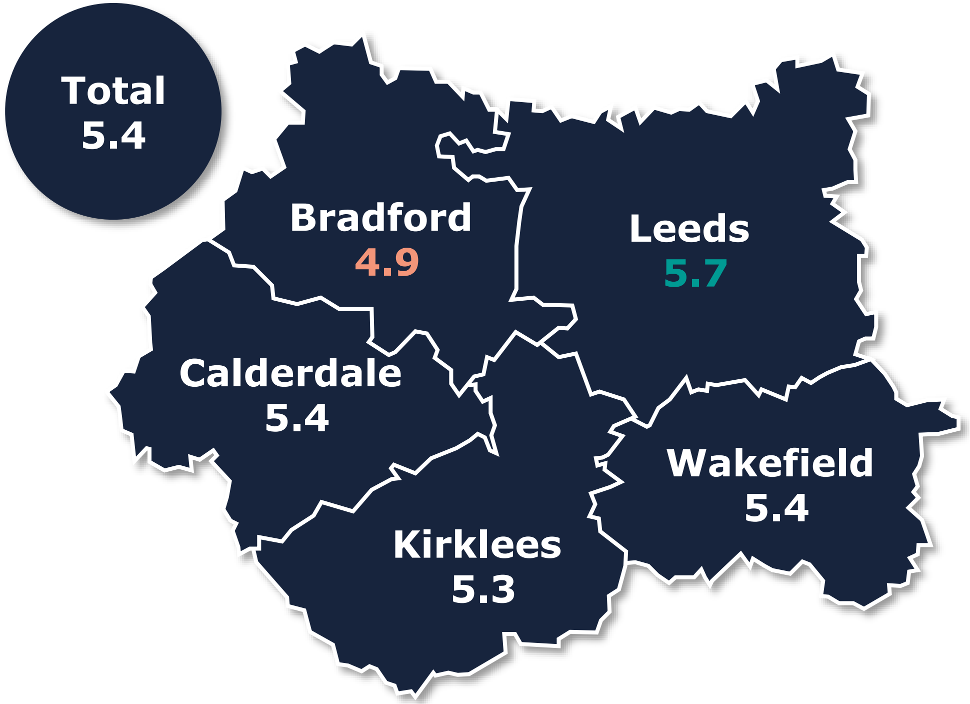
Teal/salmon text indicates a significantly better/worse result compared to total.

Winter gritting and snow clearing

Importance mean score



Satisfaction mean score

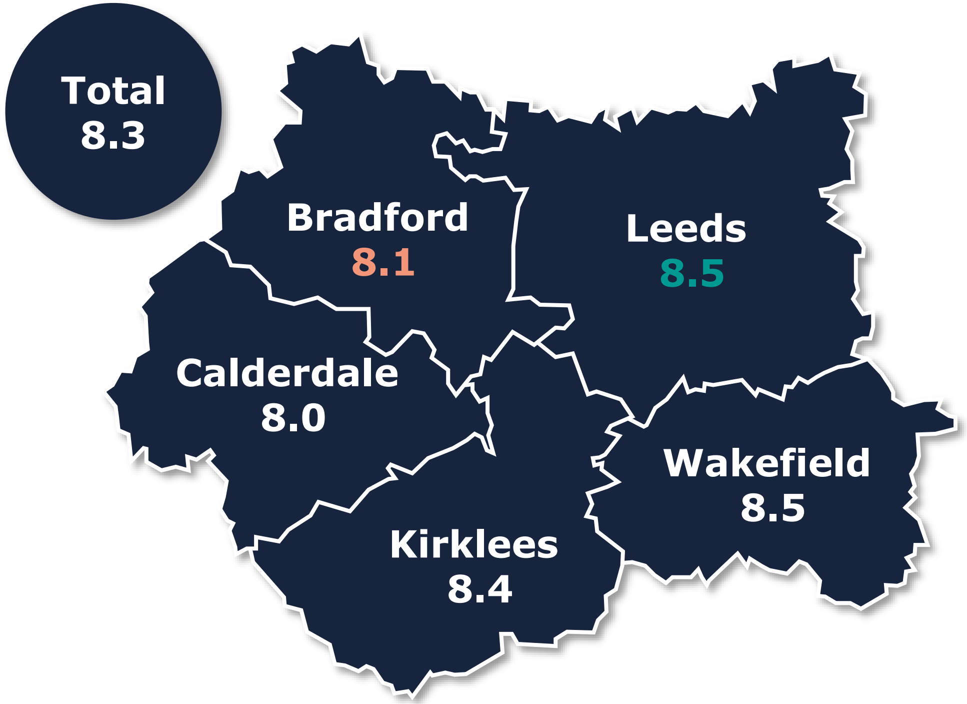


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

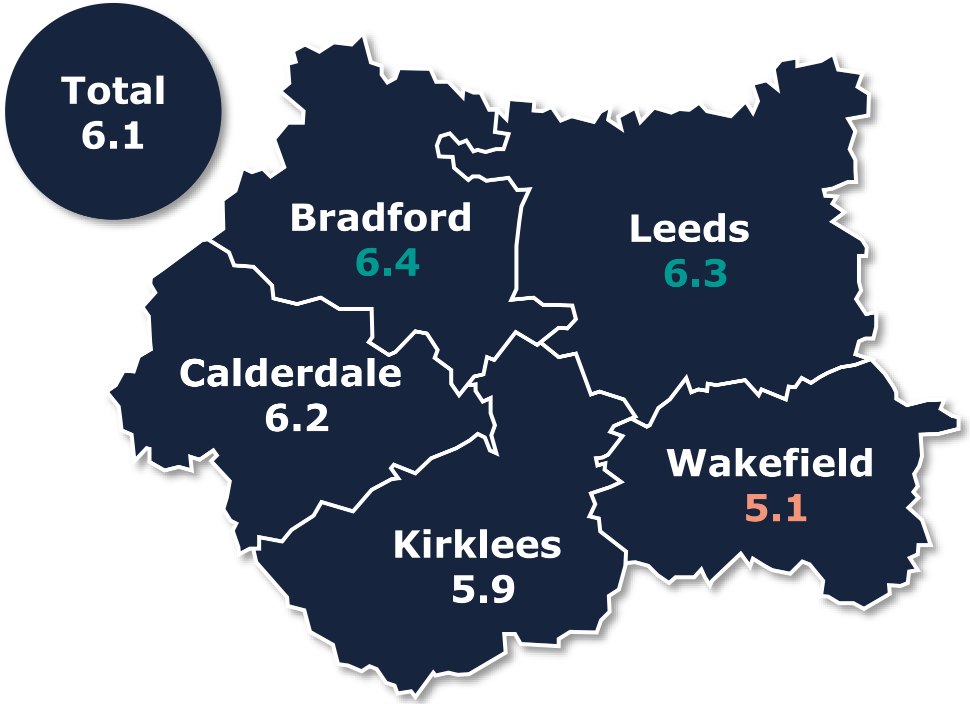
Teal/salmon text indicates a significantly better/worse result compared to total.

Local bus services

Importance mean score



Satisfaction mean score

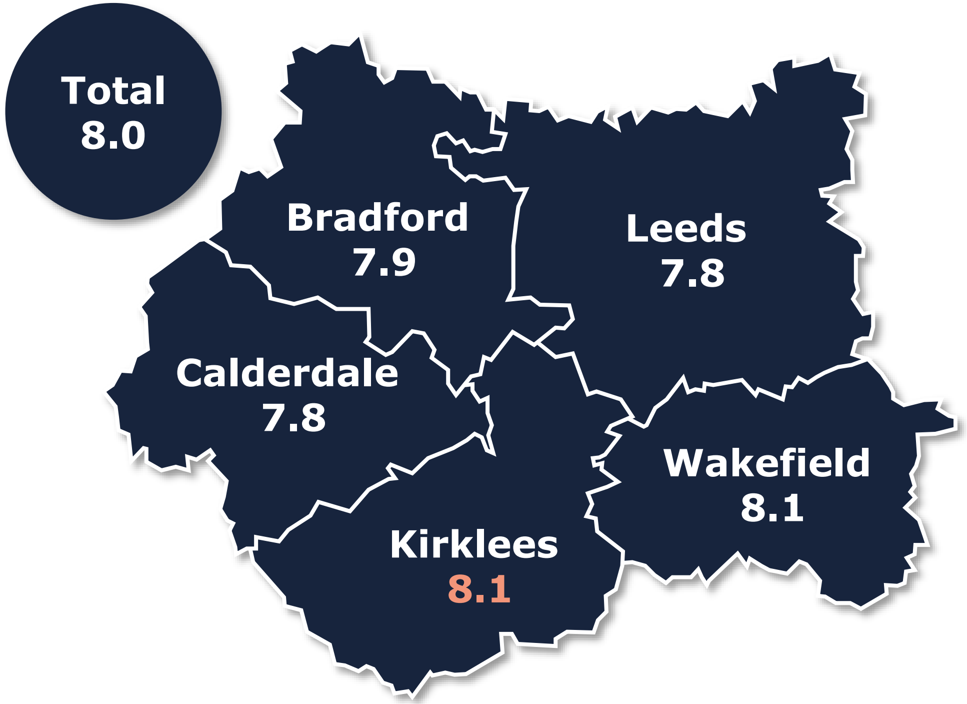


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

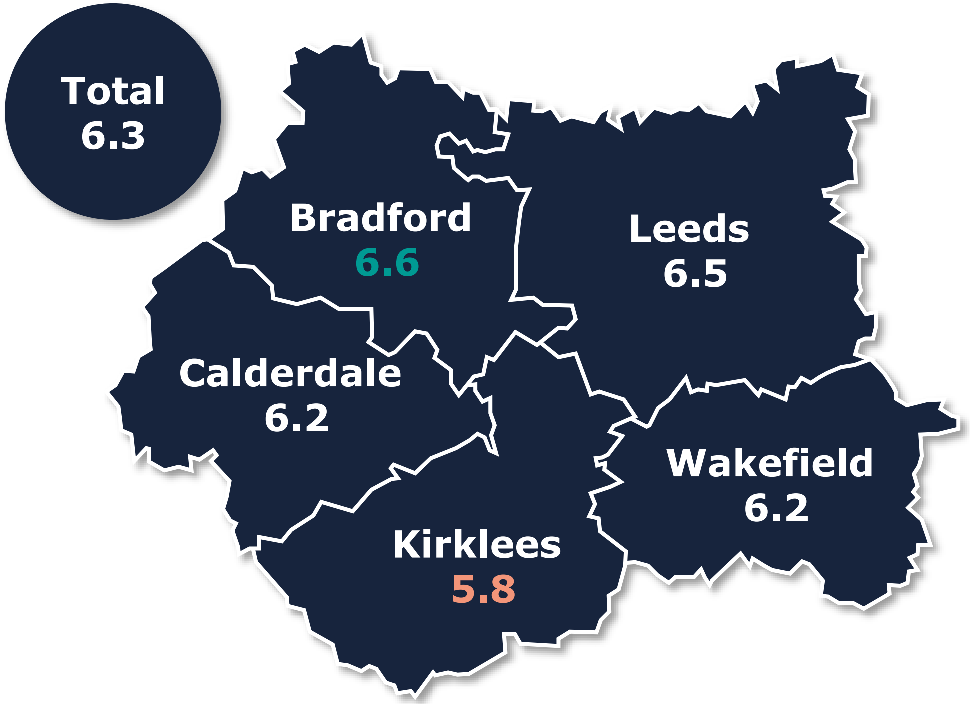
Teal/salmon text indicates a significantly better/worse result compared to total.

Local train services

Importance mean score



Satisfaction mean score

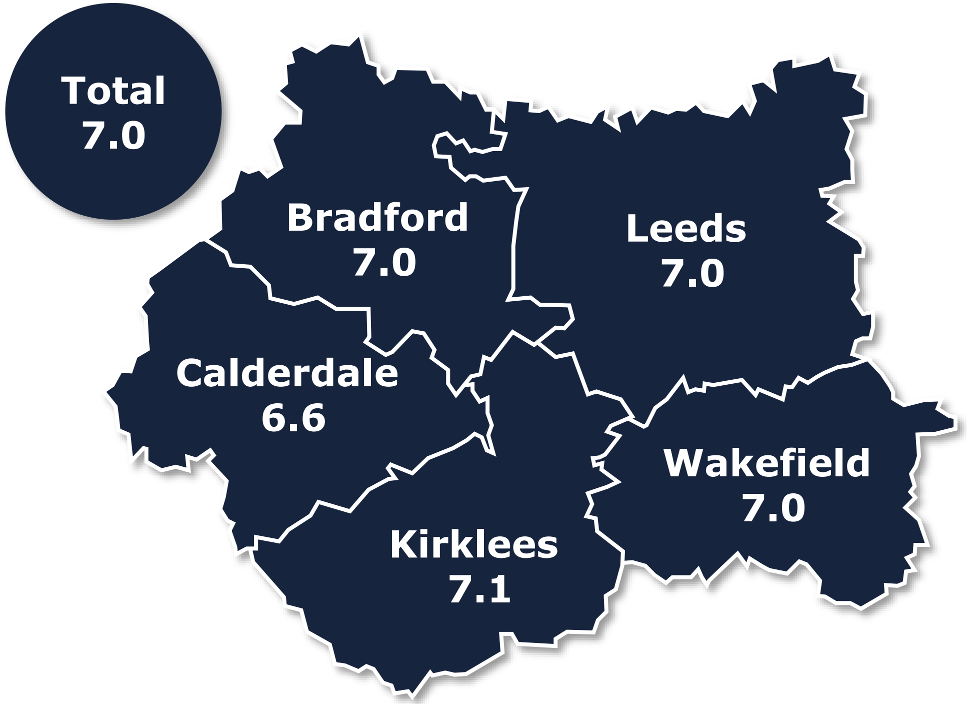


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

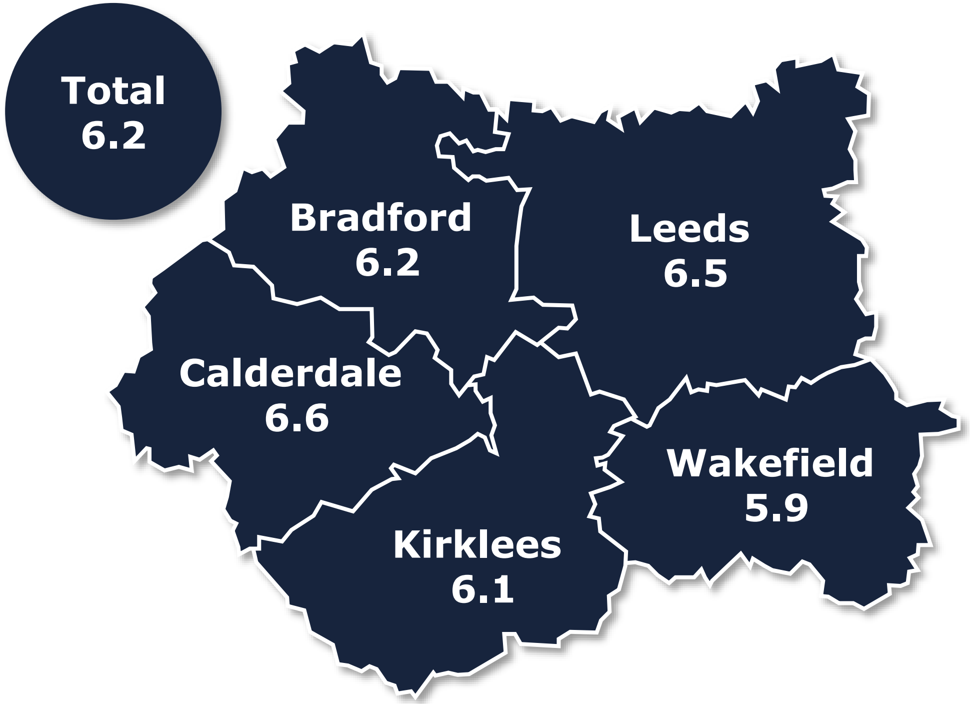
Teal/salmon text indicates a significantly better/worse result compared to total.

Community transport (Dial-a-Ride/Access Bus)

Importance mean score



Satisfaction mean score

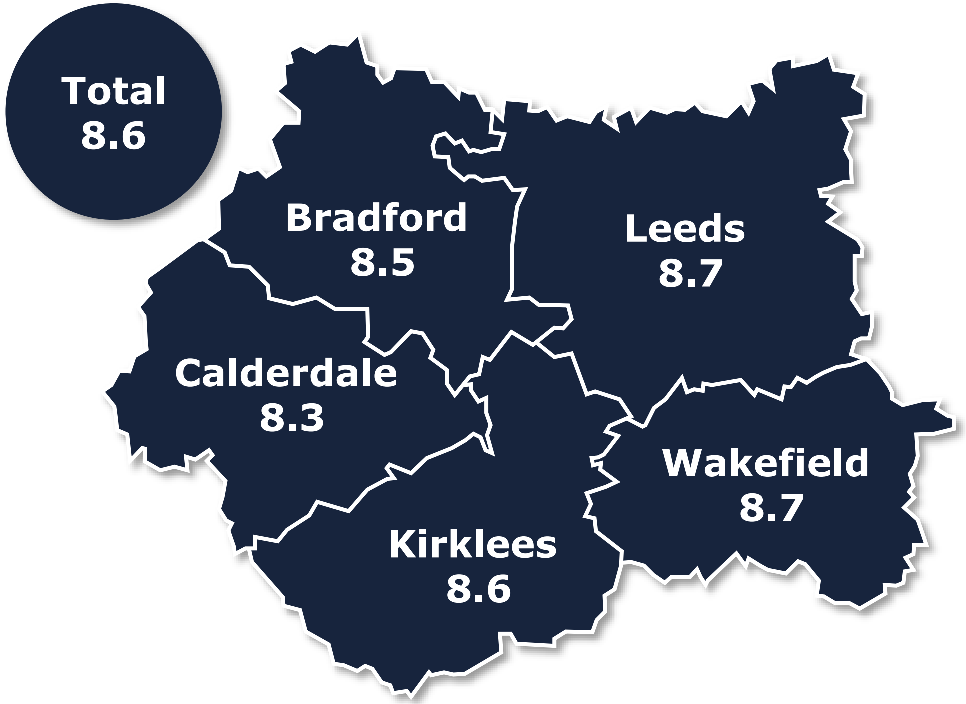


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

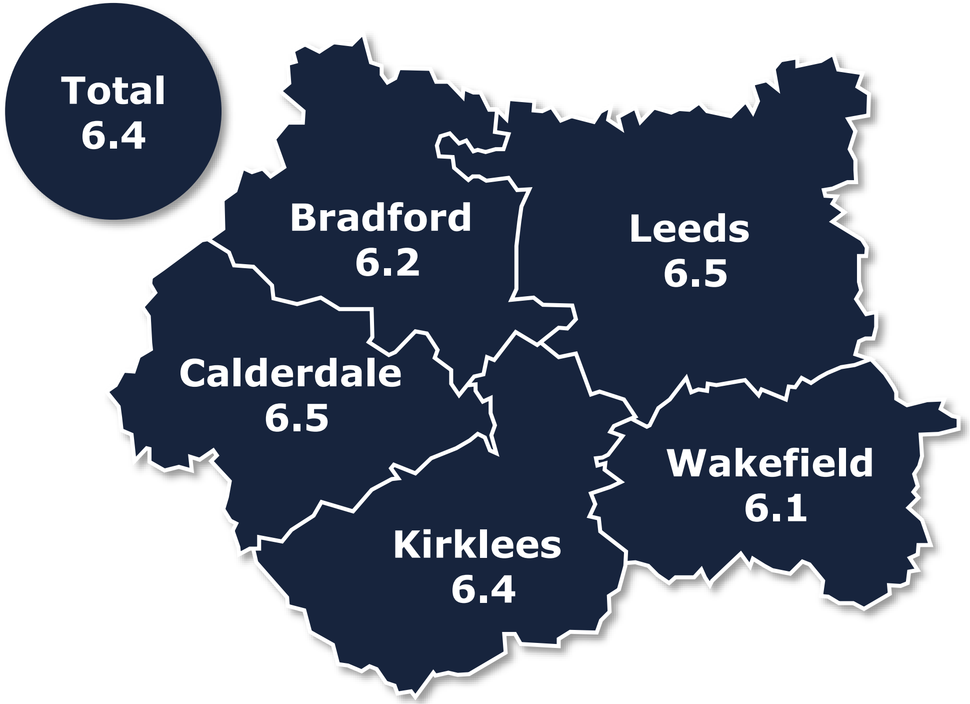
Teal/salmon text indicates a significantly better/worse result compared to total.

The affordability of public transport

Importance mean score



Satisfaction mean score

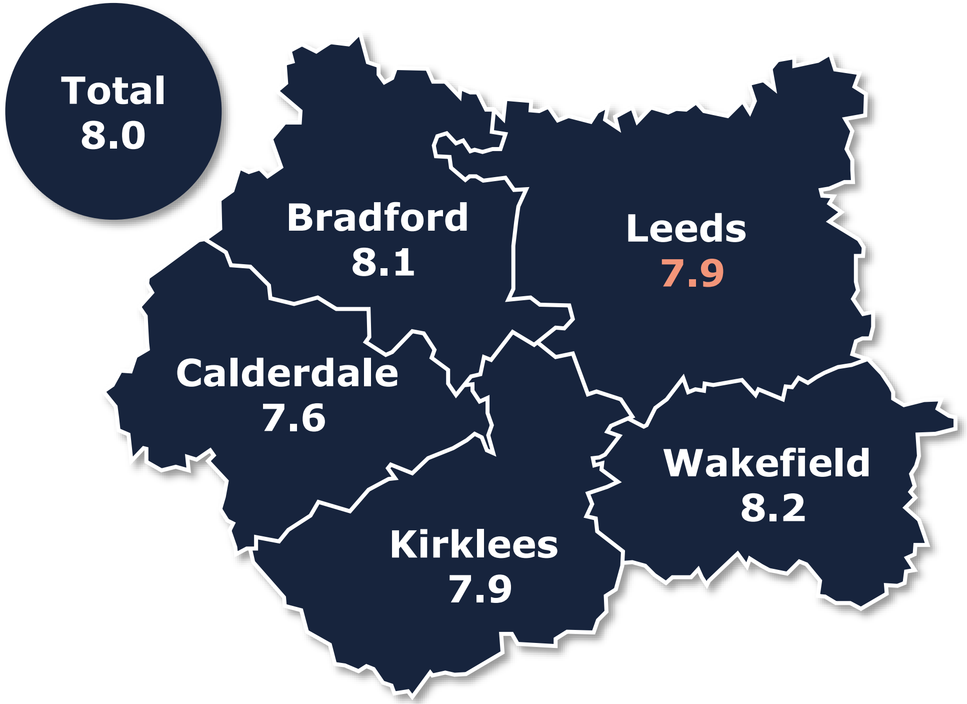


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

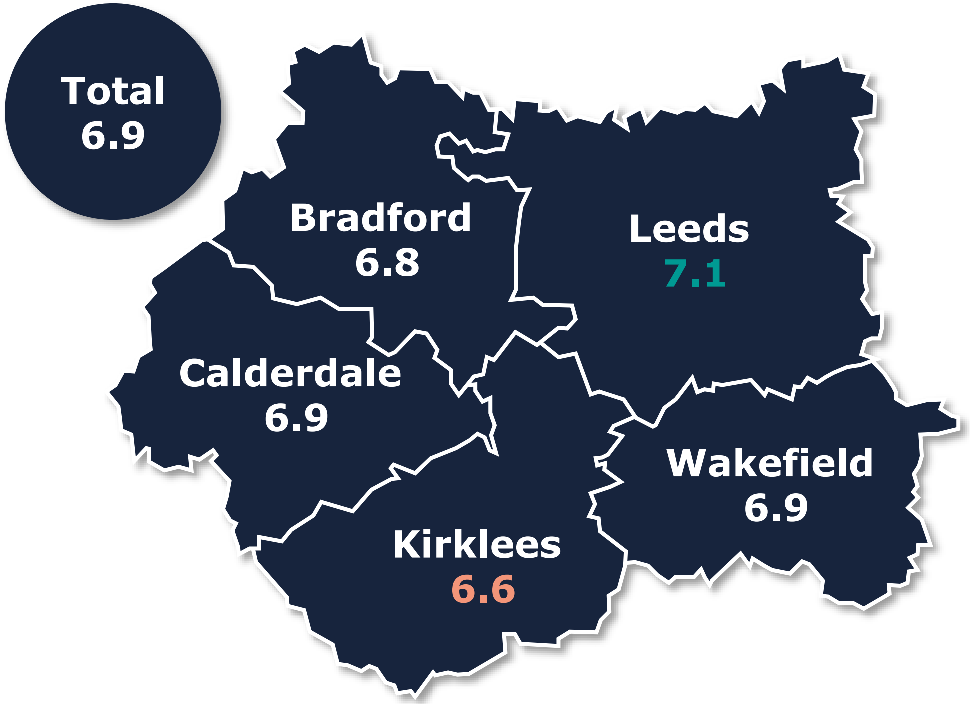
Teal/salmon text indicates a significantly better/worse result compared to total.

The quality of your nearest rail station

Importance mean score



Satisfaction mean score

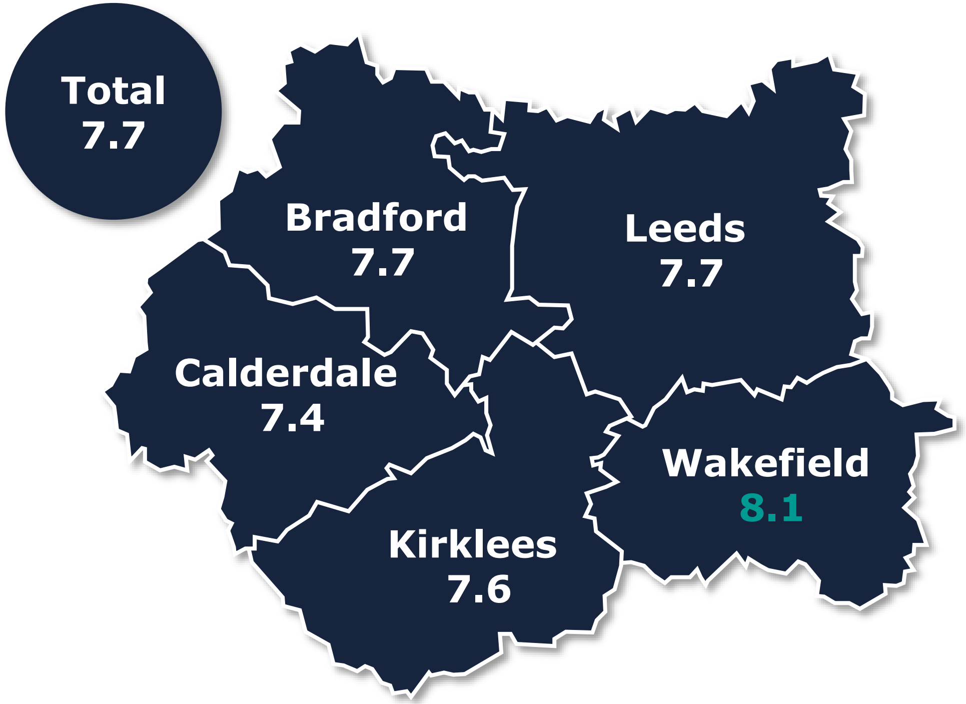


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

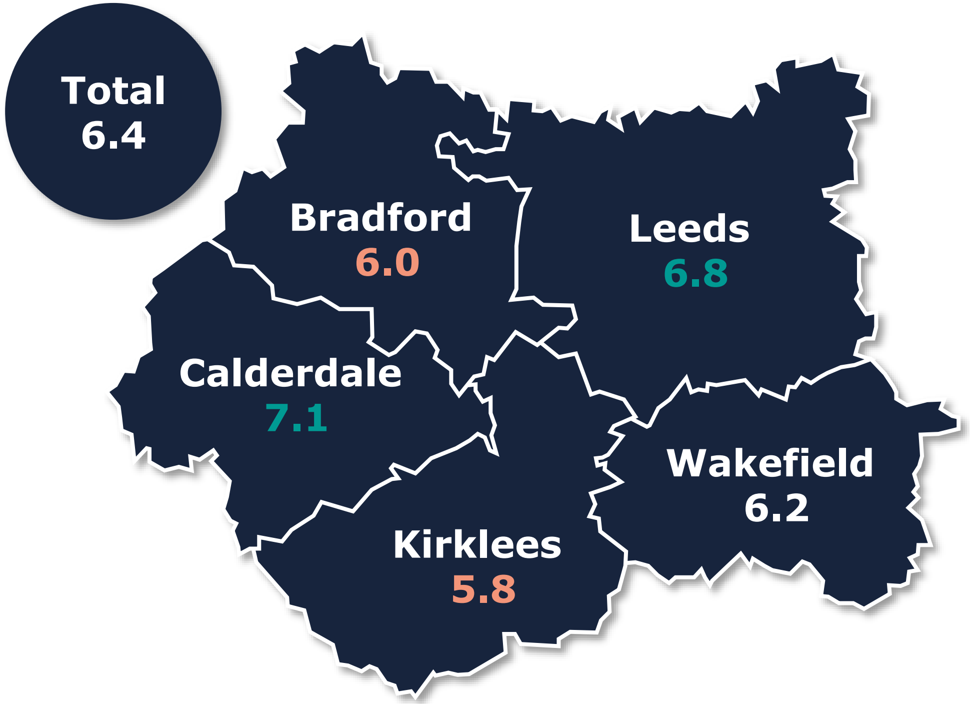
Teal/salmon text indicates a significantly better/worse result compared to total.

The quality of your nearest bus station

Importance mean score



Satisfaction mean score

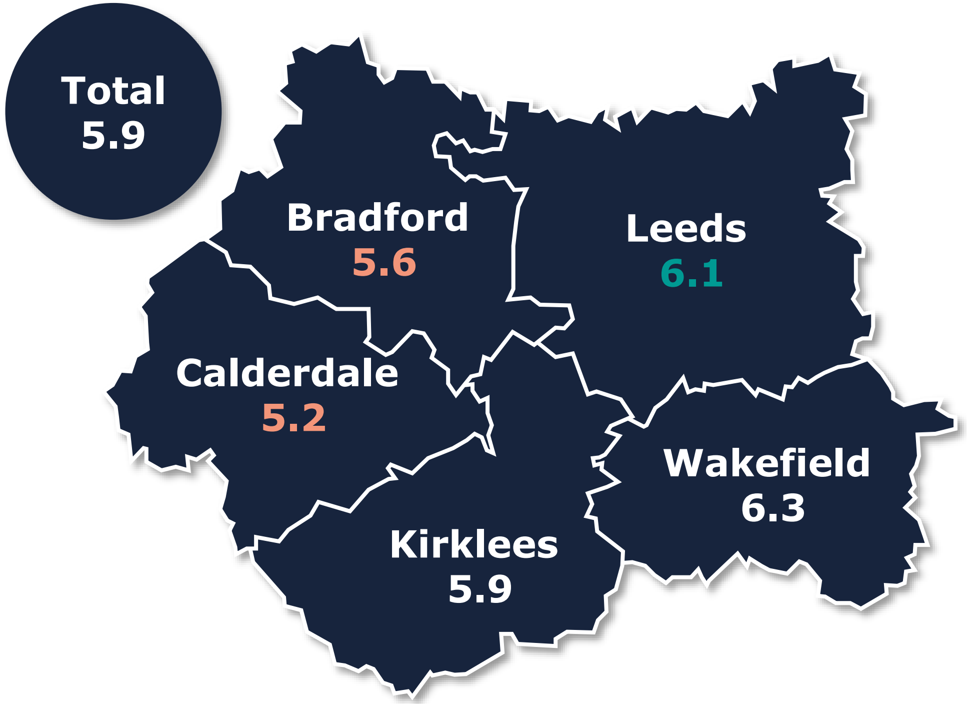


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

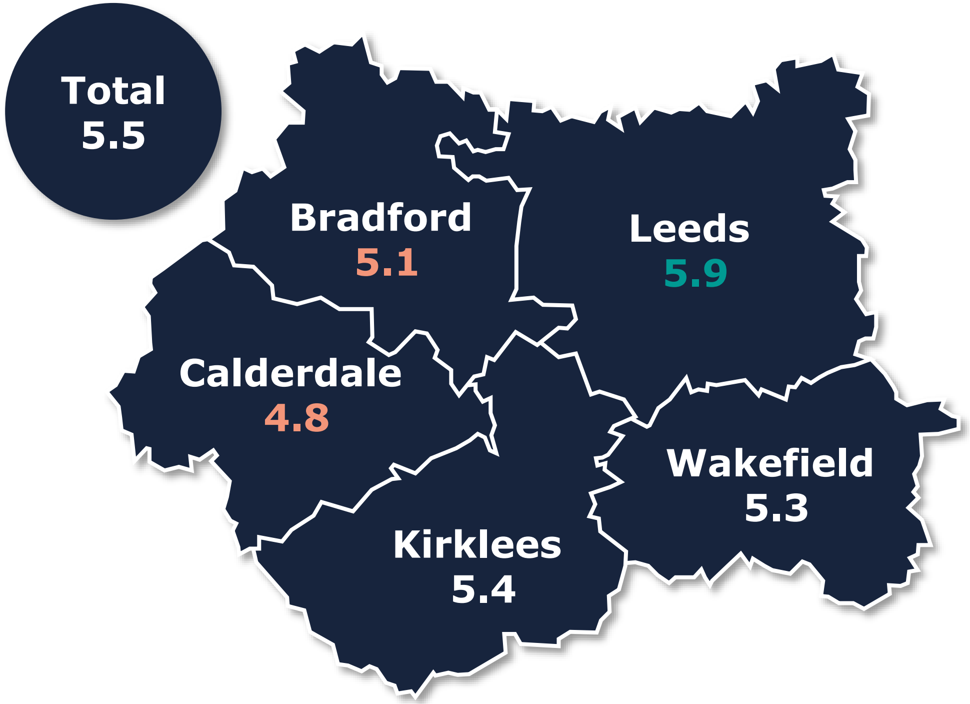
Teal/salmon text indicates a significantly better/worse result compared to total.

Provision of cycle routes and facilities

Importance mean score



Satisfaction mean score

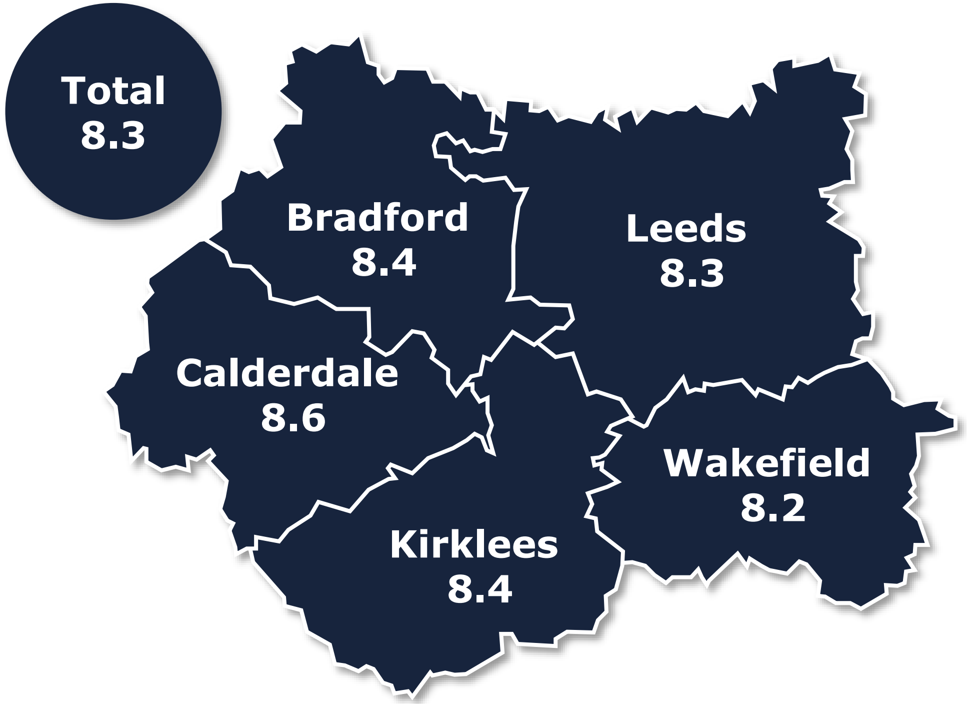


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

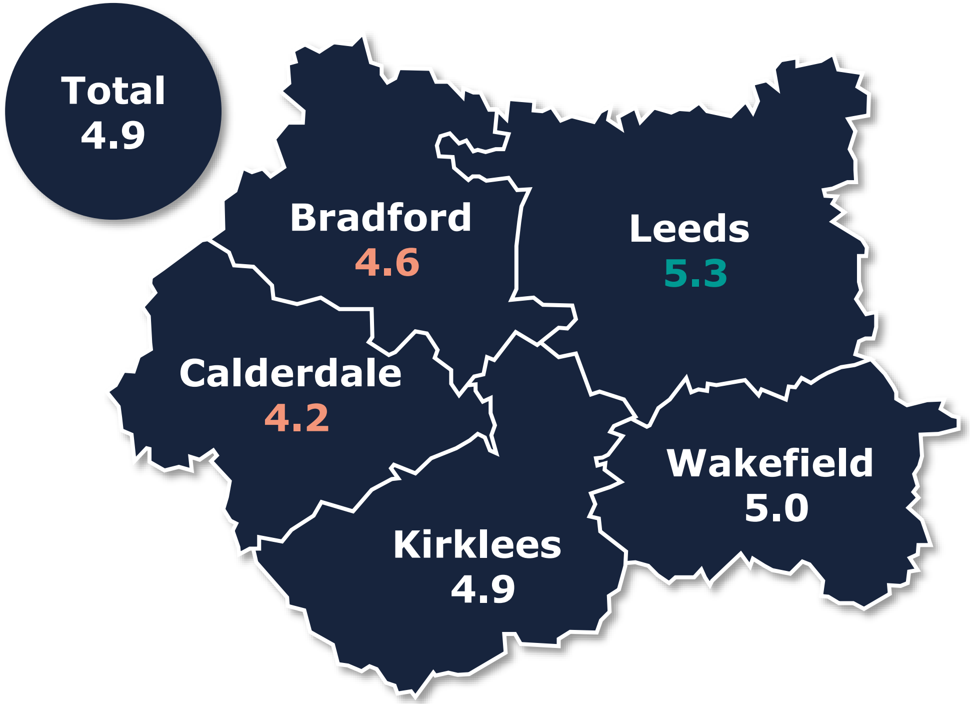
Teal/salmon text indicates a significantly better/worse result compared to total.

Levels of traffic congestion

Importance mean score



Satisfaction mean score

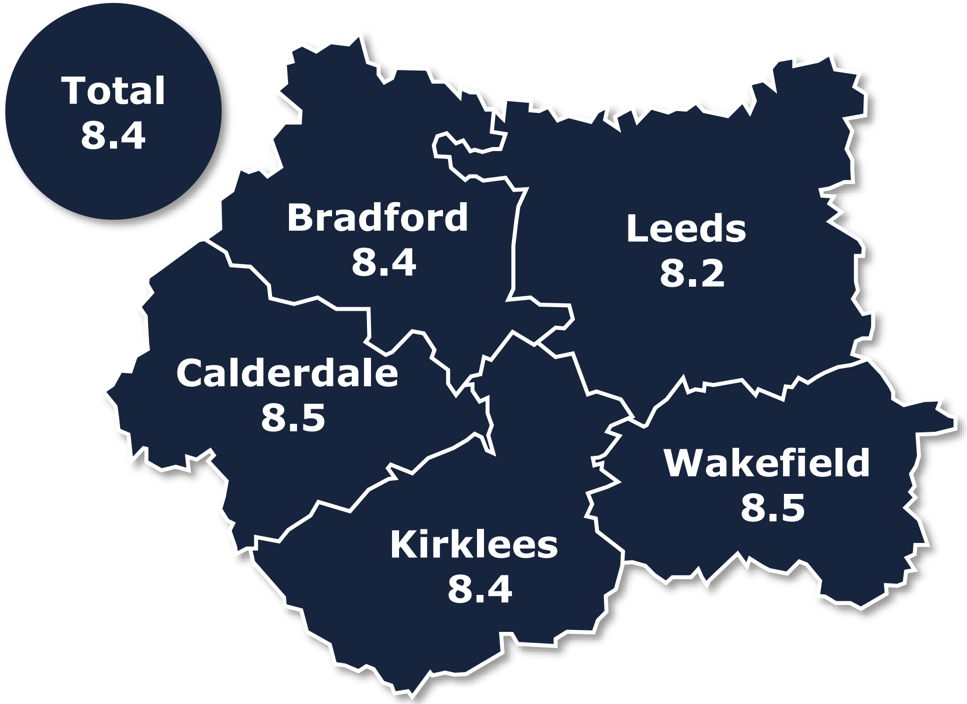


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

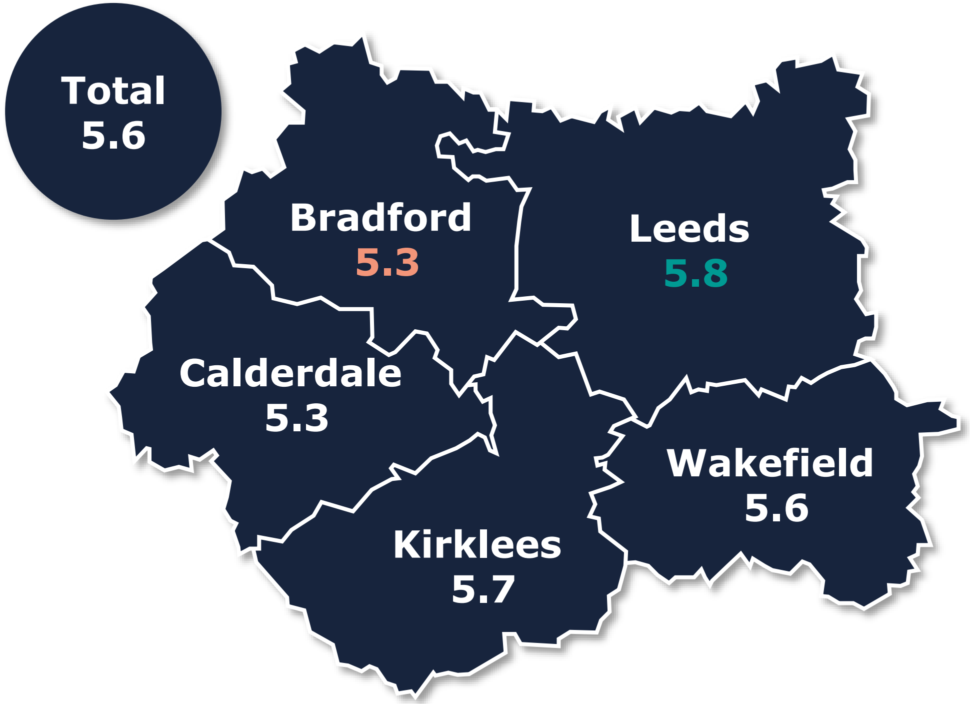
Teal/salmon text indicates a significantly better/worse result compared to total.

The affordability of motoring

Importance mean score



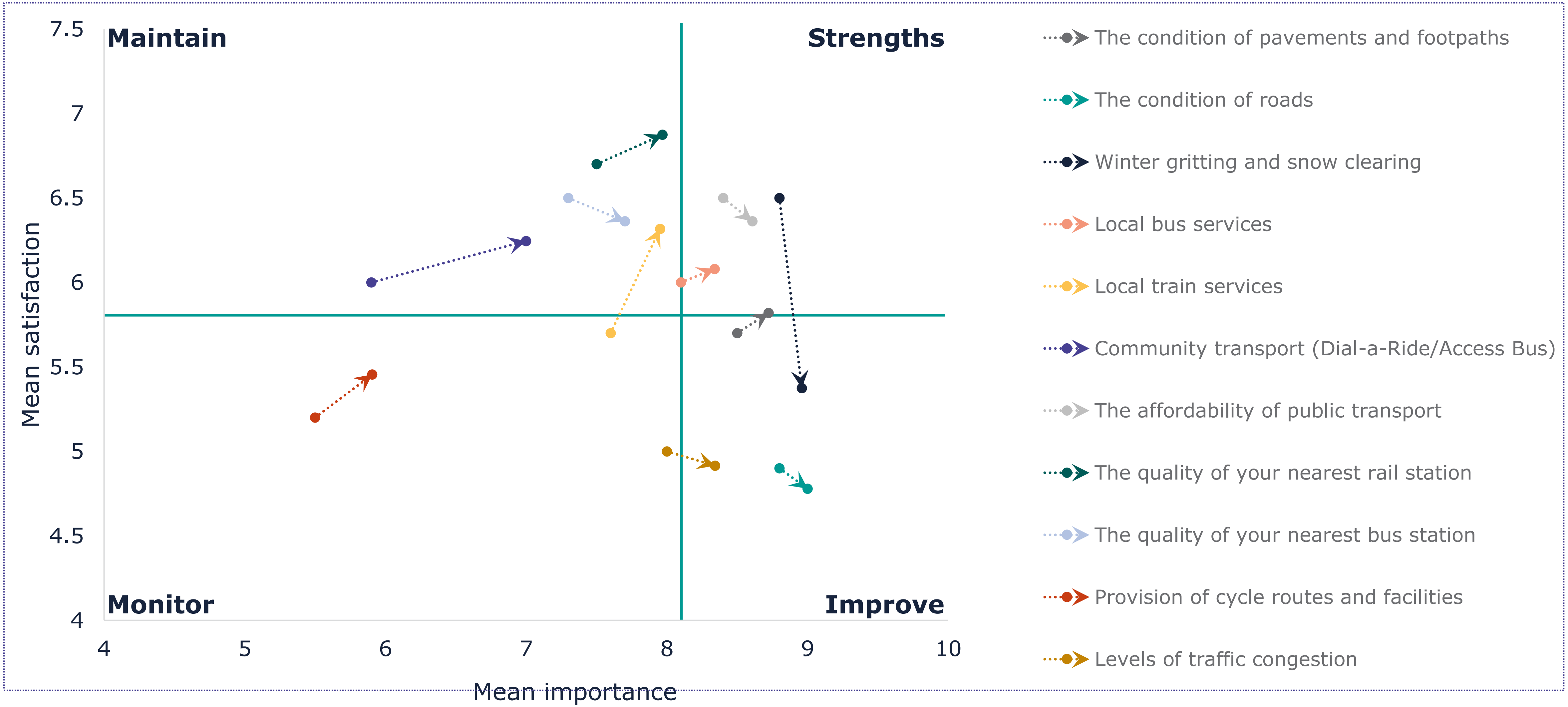
Satisfaction mean score



Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

Teal/salmon text indicates a significantly better/worse result compared to total.

Importance & satisfaction: wave-on-wave



Source: B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important). **B2.** Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied). **Base:** B1 all respondents (n=1,808), B2 all respondents who gave a valid importance rating at B1 (bases vary). Segments based on 2023/24 data. Changes vs. last available wave.

For more information

Jenna Allen, Research Director
jallen@djsresearch.com

Jamie Lawson, Associate Director
jlawson@djsresearch.com

Head office: 3 Pavilion Lane, Strines,
Stockport, Cheshire, SK6 7GH

Leeds office: Regus, Office 18.09, 67 Albion Street
Pinnacle, 15th–18th Floors, Leeds, LS1 5AA

+44 (0)1663 767 857 | djsresearch.co.uk

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