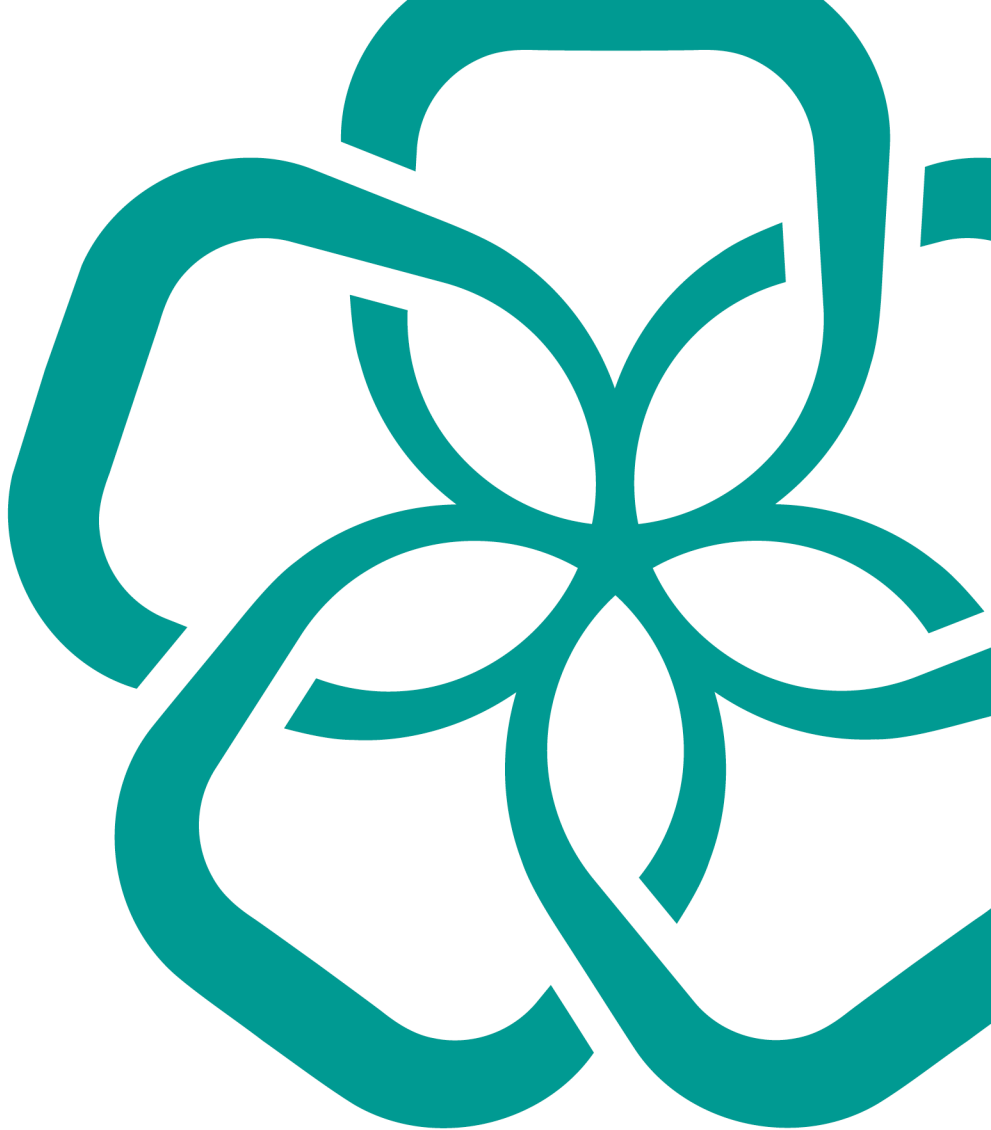




Contents

<i>Ref 2506 - Raw Data Bus Stations & Shelters Complaints by Category</i>	1
<i>Ref 2506 - Response Data Bus Stations & Shelters Complaints by Category & Year</i>	2
<i>Ref 2506 - Raw Data Bus Stations Exclusions</i>	4
<i>Ref 2506 - Response Data Bus Stations Exclusions by Category & Year'</i>	6
<i>Ref 2506 - Response Data Bus Stations Exclusions by Location & Category</i>	8

[illegible]

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Vaping	0	2	2	0	0	5	4	1	2	3	1	1	21
Smoking	3	4	3	2	1	8	3	5	3	4	1	4	41
Drinking	0	0	1	1	0	1	1	2	0	1	1	0	8
Loud music	0	0	0	1	0	1	0	0	0	2	0	0	4
Littering/Rubbish	3	3	9	3	3	6	3	2	1	4	1	4	42
Eating	0	0	0	0	0	0	0	0	0	0	0	0	0
Excessive noise	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbal abuse	0	0	2	0	0	0	0	1	0	0	0	0	3
Physical abuse	0	0	0	0	0	0	0	0	0	0	0	0	0
Feet on seats	0	0	0	0	0	0	0	0	0	0	0	0	0
Blocking aisles/doors	0	0	0	0	0	0	0	0	0	0	0	0	0
Odours/smells	1	0	0	0	0	1	0	0	0	0	0	1	3
Animals	0	0	0	0	0	0	0	0	0	0	0	0	0
Vandalism	0	0	0	0	0	0	2	2	1	1	1	0	7
Misuse of emergency equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Month Total:	7	9	17	7	4	22	13	13	7	15	5	10	129

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Vaping	1	3	1	3	3	2	1	3	2	4	1	1	25
Smoking	3	2	3	2	2	2	3	1	4	2	1	2	27
Drinking	1	0	0	0	0	1	0	0	0	0	0	0	2
Loud music	0	0	0	0	1	0	0	0	1	0	0	0	2
Littering/Rubbish	3	5	3	8	5	6	3	2	4	5	3	3	50
Eating	0	0	0	0	0	0	0	0	0	0	0	0	0
Excessive noise	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbal abuse	0	0	1	1	0	0	0	0	0	0	0	0	2
Physical abuse	0	0	0	0	0	0	0	0	0	0	0	0	0
Feet on seats	0	0	0	0	0	0	0	0	0	1	0	0	1
Blocking aisles/doors	0	0	0	0	0	0	0	0	0	0	0	0	0
Odours/smells	0	0	1	0	1	0	0	0	0	0	0	0	2
Animals	0	0	0	0	0	0	0	0	0	0	0	0	0
Vandalism	1	0	2	2	0	0	0	0	1	2	0	0	8
Misuse of emergency equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Month Total:	9	10	11	16	12	11	7	6	12	14	5	6	119

	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Total
Vaping	1	0	3	3	0	2	1	2	0	1	2	1	16
Smoking	4	2	3	3	0	4	1	4	1	2	3	0	27
Drinking	0	0	2	1	1	2	0	0	0	2	1	0	9
Loud music	0	0	1	2	0	1	0	1	0	0	0	0	5
Littering/Rubbish	1	3	4	2	1	3	10	2	1	3	3	5	38
Eating	0	0	0	0	0	0	0	0	0	0	0	0	0
Excessive noise	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbal abuse	0	0	0	0	1	0	1	0	0	0	0	0	2
Physical abuse	0	0	0	0	0	0	0	0	0	0	0	0	0
Feet on seats	0	1	0	0	0	0	1	0	0	0	0	0	2
Blocking aisles/doors	0	0	0	0	0	0	0	0	0	0	0	0	0
Odours/smells	1	0	0	0	0	0	0	0	0	1	0	1	3
Animals	0	0	0	0	0	0	0	0	0	0	0	0	0
Vandalism	1	0	0	2	0	0	2	3	1	2	4	1	16
Misuse of emergency equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Month Total:	8	6	13	13	3	12	16	12	3	11	13	8	118

	Dec-25
Vaping	0
Smoking	3
Drinking	1
Loud music	0
Littering/Rubbish	0
Eating	0
Excessive noise	0
Verbal abuse	0
Physical abuse	0
Feet on seats	0
Blocking aisles/doors	0
Odours/smells	1
Animals	0
Vandalism	2
Misuse of emergency equipment	0
Total	7

Grand Total Dec-22 - Dec-25: 373

	Month	Date	Location	Category
1	Dec-22	21/12/2022	Pontefract	Blank
2	Dec-22	21/12/2022	Pontefract	Blank
3	Dec-22	21/12/2022	Pontefract	Blank
4	Dec-22	21/12/2022	Pontefract	Blank
5	Dec-22	21/12/2022	Pontefract	Blank
6	Mar-23	01/03/2023	Pontefract	Physical abuse
7	Mar-23	06/03/2023	Pontefract	Blank
8	Mar-23	06/03/2023	Pontefract	Blank
9	Mar-23	06/03/2023	Pontefract	Blank
10	Mar-23	06/03/2023	Pontefract	Blank
11	Mar-23	17/03/2023	Halifax	Unspecified Anti-social behaviour
12	Mar-23	21/03/2023	Pontefract	Blank
13	Apr-23	11/04/2023	Pontefract	Blank
14	Apr-23	11/04/2023	Pontefract	Blank
15	Apr-23	11/04/2023	Pontefract	Misuse of emergency equipment
16	Apr-23	11/04/2023	Pontefract	Misuse of emergency equipment
17	Apr-23	11/04/2023	Pontefract	Verbal abuse
18	Jun-23	22/06/2023	Keighley	Physical abuse
19	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
20	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
21	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
22	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
23	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
24	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
25	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
26	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
27	Jun-23	29/06/2023	Pontefract	Misuse of emergency equipment
28	Jun-23	29/06/2023	Pontefract	Blank
29	Jun-23	29/06/2023	Pontefract	Blank
30	Jun-23	29/06/2023	Pontefract	Blank
31	Jun-23	29/06/2023	Pontefract	Blank
32	Jun-23	29/06/2023	Pontefract	Blank
33	Jun-23	29/06/2023	Pontefract	Blank
34	Jun-23	29/06/2023	Pontefract	Blank
35	Jun-23	29/06/2023	Pontefract	Verbal abuse
36	Jun-23	29/06/2023	Pontefract	Verbal abuse
37	Jun-23	29/06/2023	Pontefract	Vandalism
38	Jun-23	29/06/2023	Pontefract	Verbal abuse
39	Jun-23	29/06/2023	Pontefract	Verbal abuse
40	Jun-23	29/06/2023	Pontefract	Verbal abuse
41	Jun-23	30/06/2023	Keighley	Verbal abuse
42	Jul-23	12/07/2023	Pontefract	Verbal abuse
43	Aug-23	16/08/2023	Pontefract	Obstructive behaviour
44	Aug-23	16/08/2023	Pontefract	Verbal abuse
45	Aug-23	16/08/2023	Pontefract	Vandalism
46	Aug-23	16/08/2023	Pontefract	Vaping
47	Aug-23	16/08/2023	Pontefract	Vaping

	Month	Date	Location	Category
48	Aug-23	16/08/2023	Pontefract	Obstructive behaviour
49	Aug-23	16/08/2023	Pontefract	Obstructive behaviour
50	Aug-23	16/08/2023	Pontefract	Verbal abuse
51	Aug-23	16/08/2023	Pontefract	Verbal abuse
52	Jun-24	24/06/2024	Halifax	Other
53	Sep-24	25/09/2024	Pontefract	Vandalism
54	Sep-24	25/09/2024	Pontefract	Verbal abuse
55	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
56	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
57	Sep-24	25/09/2024	Pontefract	Verbal abuse
58	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
59	Sep-24	25/09/2024	Pontefract	Vandalism
60	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
61	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
62	Sep-24	25/09/2024	Pontefract	Vandalism
63	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
64	Sep-24	25/09/2024	Pontefract	Vandalism
65	Sep-24	25/09/2024	Pontefract	Verbal abuse
66	Sep-24	25/09/2024	Pontefract	Obstructive behaviour
67	Sep-24	25/09/2024	Pontefract	Vandalism
68	Oct-24	04/10/2024	Halifax	Drinking
69	Oct-24	16/10/2024	Halifax	Blank
70	Nov-24	05/11/2024	Halifax	Unspecified Anti-social behaviour
71	Nov-24	05/11/2024	Halifax	Unspecified Anti-social behaviour
72	Nov-24	18/11/2024	Halifax	Vandalism
73	Dec-24	03/12/2024	Halifax	Other
74	Dec-24	03/12/2024	Halifax	Other
75	Dec-24	16/12/2024	Halifax	Drinking
76	Aug-25	05/08/2025	Castleford	Verbal abuse
77	Aug-25	19/08/2025	Pontefract	Physical abuse
78	Nov-25	18/11/2025	Pontefract	Blank
79	Nov-25	18/11/2025	Pontefract	Blank
80	Nov-25	18/11/2025	Pontefract	Blank
81	Nov-25	18/11/2025	Pontefract	Blank
82	Nov-25	18/11/2025	Pontefract	Blank
83	Nov-25	18/11/2025	Pontefract	Blank
84	Nov-25	18/11/2025	Castleford	Blank
85	Nov-25	18/11/2025	Castleford	Blank
86	Nov-25	18/11/2025	Castleford	Blank
87	Nov-25	18/11/2025	Castleford	Blank

Bus Station Exclusion Notices Issued:

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
Vaping									2				2
Drinking													0
Verbal abuse					1		6	1	3				11
Physical abuse				1			1						2
Obstructive behaviour									3				3
Vandalism							1		1				2
Misuse of emergency equipment					2		9						11
Unspecified antisocial behaviour				1									1
Other													0
Blank	5			5	2		7						19
Grand Total	5			7	5		24	1	9				51

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Vaping													0
Drinking											1		1
Verbal abuse										3			3
Physical abuse													0
Obstructive behaviour										7			7
Vandalism										5		1	6
Misuse of emergency equipment													0
Unspecified antisocial behaviour												2	2
Other							1						1
Blank											1		1
Grand Total							1			15	2	3	21

	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Total
Vaping													0
Drinking	1												1
Verbal abuse									1				1
Physical abuse									1				1
Obstructive behaviour													0
Vandalism													0
Misuse of emergency equipment													0
Unspecified antisocial behaviour													0
Other	2												2
Blank												10	10
Grand Total	3								2			10	15

	Dec-25	Total	Grand Total
Vaping		0	2
Drinking		0	2
Verbal abuse		0	15
Physical abuse		0	3
Obstructive behaviour		0	10
Vandalism		0	8
Misuse of emergency equipment		0	11
Unspecified antisocial behaviour		0	3
Other		0	3
Blank		0	30
Grand Total		0	87

Exclusions from Bus Station by Location and Category:

Cycling and scooting on bus carriageway have been included under the category 'Obstructive behaviour'

Bus Station	Total
Castleford	5
Verbal abuse	1
Blank	4
Halifax	10
Drinking	2
Vandalism	1
Unspecified Anti-social behaviour	3
Other	3
Blank	1
Keighley	2
Verbal abuse	1
Physical abuse	1
Pontefract	70
Vaping	2
Verbal abuse	13
Physical abuse	2
Obstructive behaviour	10
Vandalism	7
Misuse of emergency equipment	11
Blank	25
Grand Total	87

Exclusions from Bus Station by Location, Month, and Category:

	Vaping	Drinking	Verbal abuse	Physical abuse	Obstructive behaviour	Vandalism	Misuse of emergency equipment	Unspecified Anti-social behaviour	Other	Blank	Grand Total
Castleford			1							4	5
Aug-25			1								1
Nov-25										4	4
Halifax		2				1		3	3	1	10
Mar-23								1			1
Jun-24									1		1
Oct-24		1								1	2
Nov-24						1		2			3
Dec-24		1							2		3
Keighley			1	1							2
Jun-23			1	1							2
Pontefract	2		13	2	10	7	11			25	70
Dec-22										5	5
Mar-23				1						5	6
Apr-23			1				2			2	5
Jun-23			5			1	9			7	22
Jul-23			1								1
Aug-23	2		3		3	1					9
Sep-24			3		7	5					15
Aug-25				1							1
Nov-25										6	6
Grand Total	2	2	15	3	10	8	11	3	3	30	87