West Yorkshire Residents Perceptions of Transport Survey: 2023

May 2023

Jenna Allen, Research Director
jallen@djsresearch.com

Jamie Lawson, Senior Research Manager
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

JN8668

Contents

Background & methodology

This report summarises the results of wave 21 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 February 2023 – April 2023 using a mix of telephone (1,250) and online (558) methodologies, achieving a total of 1,808 responses. This was the first wave in which 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 the West Yorkshire resident population. Where necessary, results have been weighted at a district level by age, gender and ethnicity to correct for imbalances in the sample population.

		Target quota (n)	Achieved (n)
District	Bradford	22% (404)	22% (404)
	Calderdale	9% (160)	9% (157)
	Kirklees	18% (331)	19% (350)
	Leeds	35% (630)	35% (635)
	Wakefield	15% (275)	14% (262)
Gender	Male	51% (923)	50% (905)
	Female	48% (865)	49% (892)
Age	16-34	32% (571)	29% (517)
	35-64	47% (852)	48% (861)
	65+	21% (377)	23% (411)
Ethnicity	White British	74% (1336)	84% (1517)
	All other ethnicities	26% (464)	15% (265)

Summary of findings

Key findings (I)

Importance of and satisfaction with West Yorkshire assets and services

Pavements and Roads:

In terms of importance, residents of the combined authority particularly value elements that contribute to the functioning of pavements and roads. Indeed, all of these assets/services have a mean importance score of 8.0 or above, with the highest being the condition of roads, the quality of repairs to roads and pavements and winter gritting and snow clearing (all 8.8).

When it comes to satisfaction with the performance of these elements, it is a mixed picture. Winter gritting, keeping road drains clear and street lighting can all be regarded as relative strengths, but there is a clear disparity between importance and satisfaction when it comes to elements which relate to the condition and repair of pavements and roads.

Transport:

Items relating to transport have more mixed importance scores. Affordability is unsurprisingly high salience, given the current cost of living crisis, with public transport affordability (8.2) and the affordability of motoring (8.1) having the highest mean scores. More niche services/assets such as the provision of cycle routes & facilities (5.5) and community transport (5.9) have the lowest mean scores.

In terms of satisfaction, the mean score for the affordability of public transport has significantly increased this year from 5.6 to 6.2, and this may reflect a positive impact from the Mayor’s Fares scheme which launched in September 2022. Less positively, there has been a dip in satisfaction for the affordability of motoring (5.6 to 5.3), as well as for local bus services (6.2 to 5.9) and local train services (6.6 to 5.8).

Key findings (II)

Mode use and confidence

Mode Use:

Walking for at least 10 minutes continues to be the most common mode of transportation among West Yorkshire residents (88% do this monthly), followed by private car/van use either as a driver (74%) or passenger (71%).

Looking at public transport, the number of bus and train users has rebounded to around pre-pandemic levels. The percentage of residents that catch a bus at least monthly has increased over the last year by 18% points (33% cf. 51%), while there has been a steady increase in those that catch a train at least monthly, rising from 22% in 20/21 to 29% in 21/22 and again to 33% this year. This shift back towards public transport may have contributed to the 11% point decline in those that drive a car or van at least monthly (82% to 71%), with travelling as a passenger also decreasing by 4% points this year (78% to 74%). However, it should be noted that empirical evidence indicates that the total number of journeys made by public transport is still below pre-pandemic levels, indicating that users do not make as many journeys each.

Confidence purchasing bus and rail tickets:

68% of residents are confident in purchasing the best value ticket for rail travel. This represents a 4% point decline from last year (72%) and a reverse of the upward trend seen from 18/19 onwards.

In contrast, confidence in purchasing the best value bus ticket has rebounded to 20/21 levels (69%), following last year's low of 64%.

Key findings (III)

Information sources

Awareness, usage and satisfaction:

The sources of information that residents are most aware of are electronic time displays at bus stations and stops (85%), timetable posters at bus stations and stops (84%) and train time information at rail stations (84%) making up the top three. Awareness of information sources on social media is low, with only 26% aware of Metro Travel News on Facebook, and 22% for Twitter. Metro messenger is the source with the least awareness (15%).

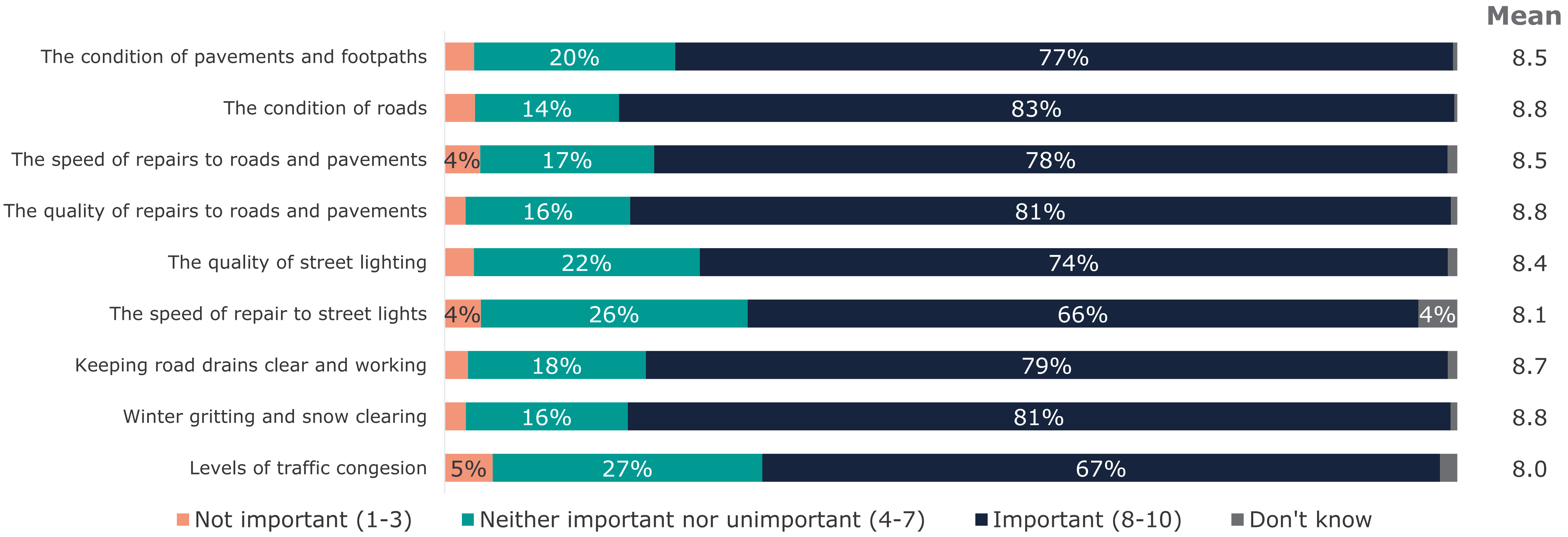
Those who use public transport at least monthly are most likely to regularly get their information from electronic time displays at bus stations/stops (65%), timetable posters at bus stations and stops (55%) and bus/rail operators' own websites (51%).

Satisfaction among regular users of sources is reasonably strong, each achieving a mean score of between 8.0 and 7.1. The highest performing in this regard is train time information at rail stations (8.0), but it is worth noting that there has been a significant decline in the mean score of this source compared to the previous wave (was 8.5).

Importance & satisfaction of West Yorkshire assets & services

Importance of West Yorkshire assets & services: pavements & roads

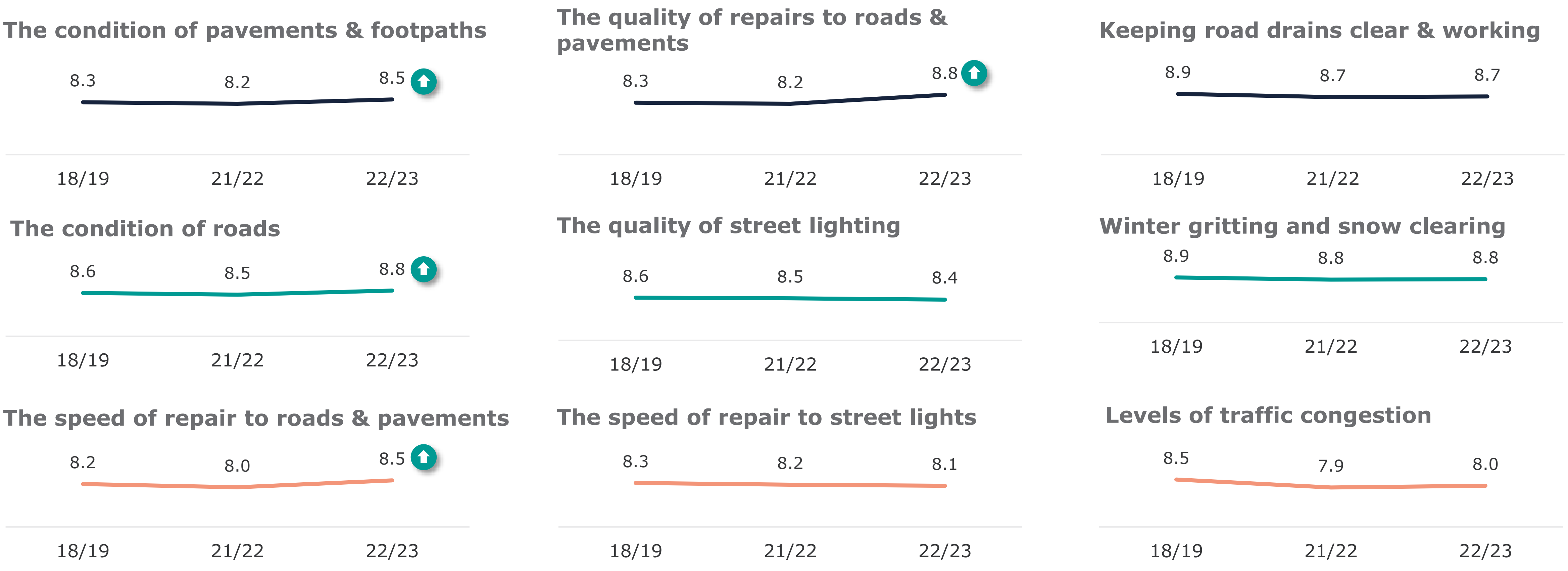
The condition of roads, the quality of repairs to roads and pavements and winter gritting have the highest mean importance scores among residents (8.8 out of 10). At least two thirds of residents consider all aspects to be important, with the percentage who feel they are not important not exceeding 5%.



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 (n=1,808).

Importance of West Yorkshire assets & services trend: pavements & roads

Results are largely stable, but there has been a notable uptick in the mean importance scores relating to the condition and repair of roads and pavements.

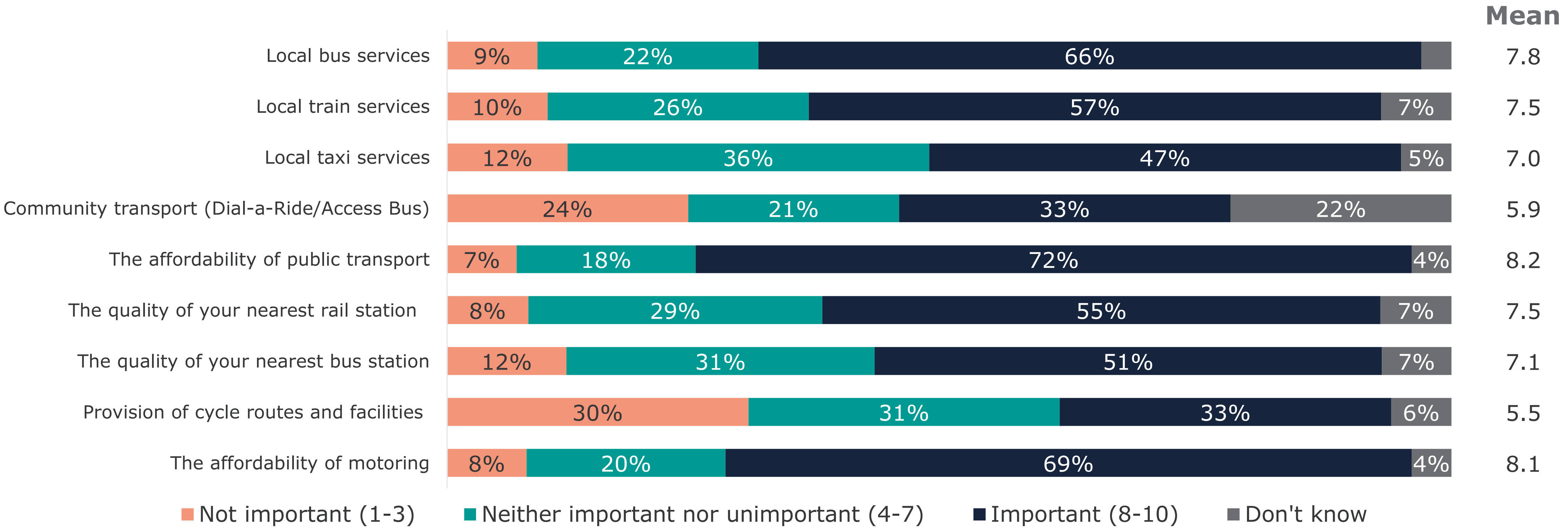


Source: B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important).
Base: all respondents, base sizes vary as they are based on valid responses only.

Significant difference compared to previous wave

Importance of West Yorkshire assets & services: transport

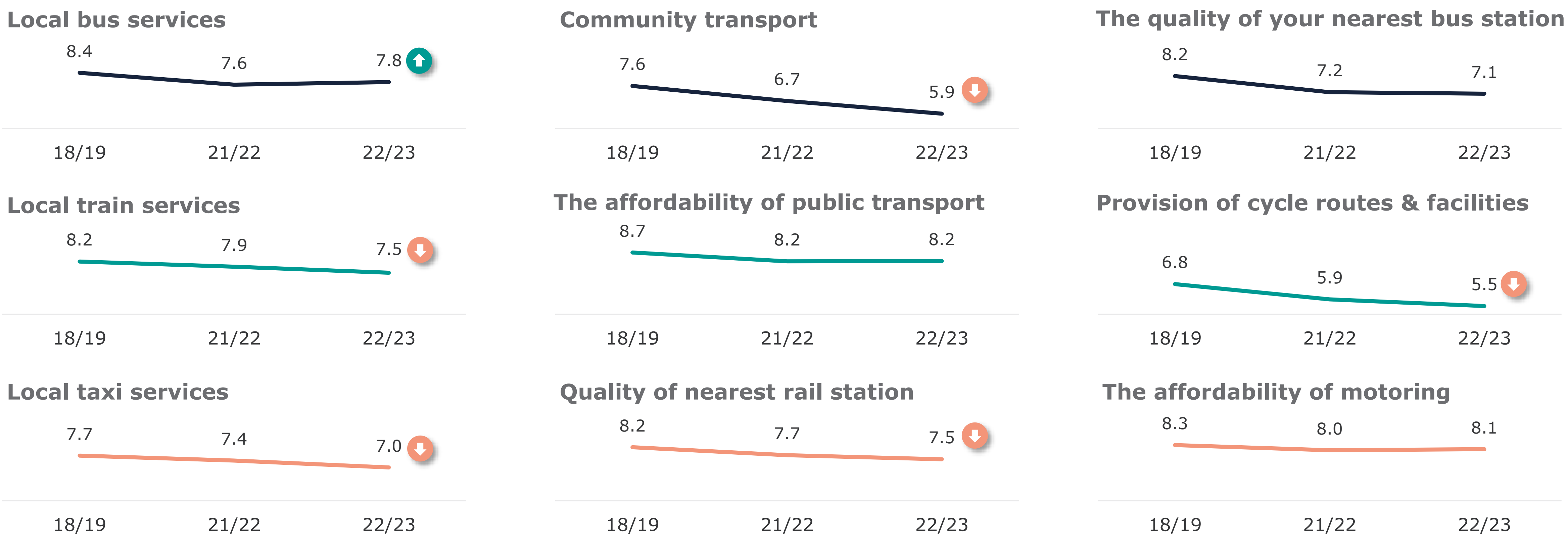
The mean importance score for these assets and services tends to be lower than those relating to roads and pavements. This is likely because these assets and services are less universally experienced, meaning many will have less of a stake in them.



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 (n=1,808).

Importance of West Yorkshire assets & services trend: transport

The importance of many of the assets and services listed here have remained stable since 21/22, but there are some exceptions. In particular, community transport's mean importance score has declined by 0.8.

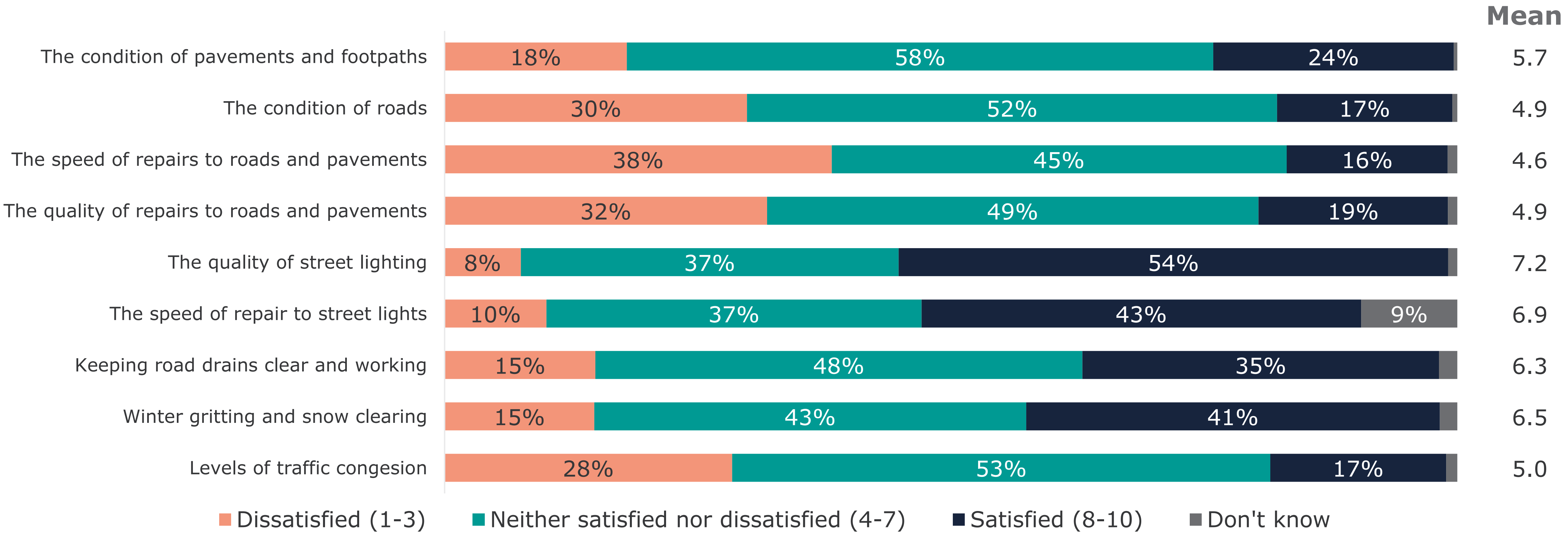


Source: B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important).
Base: all respondents, base sizes vary as they are based on valid responses only.

Significant difference compared to previous wave

Satisfaction with West Yorkshire assets & services: pavements & roads

The mean satisfaction score is highest for the quality of street lighting and lowest for the speed of repairs to road and pavements. Roads are clearly an area of dissatisfaction, with the condition of roads and quality of repairs to roads and pavements also among the lowest mean scores.

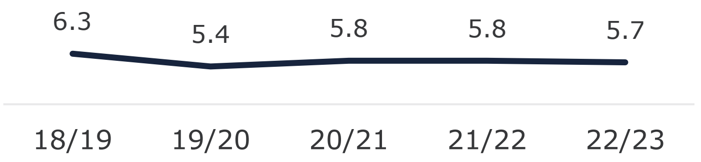


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

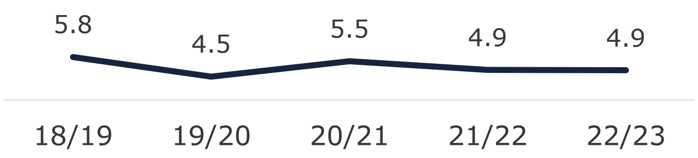
Satisfaction with West Yorkshire assets & services trend: pavements & roads

Satisfaction is largely unchanged compared to the previous wave. It is worth noting that there has been a permanent decline in satisfaction for many of these elements since 18/19.

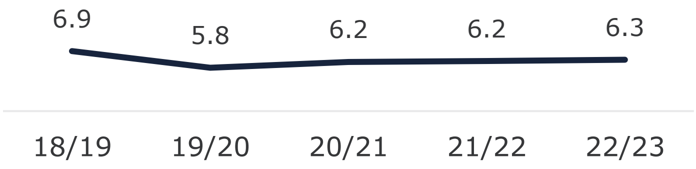
The condition of pavements & footpaths



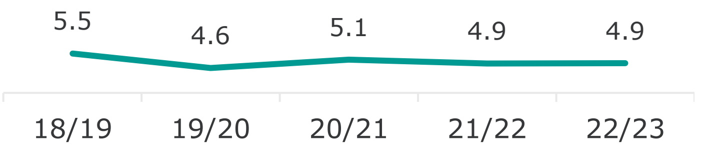
The quality of repairs to roads & pavements



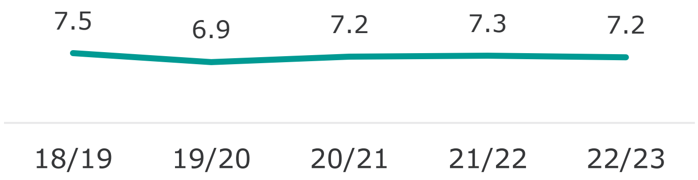
Keeping road drains clear & working



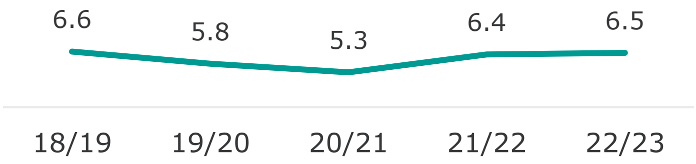
The condition of roads



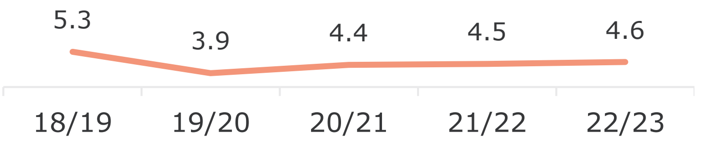
The quality of street lighting



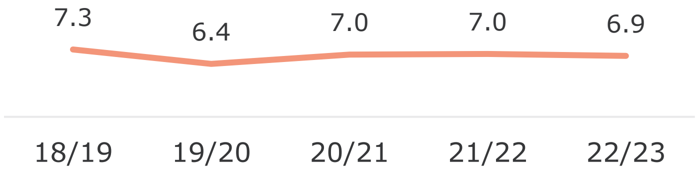
Winter gritting and snow clearing



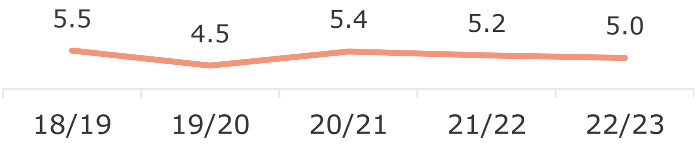
The speed of repair to roads & pavements



The speed of repair to street lights



Levels of traffic congestion

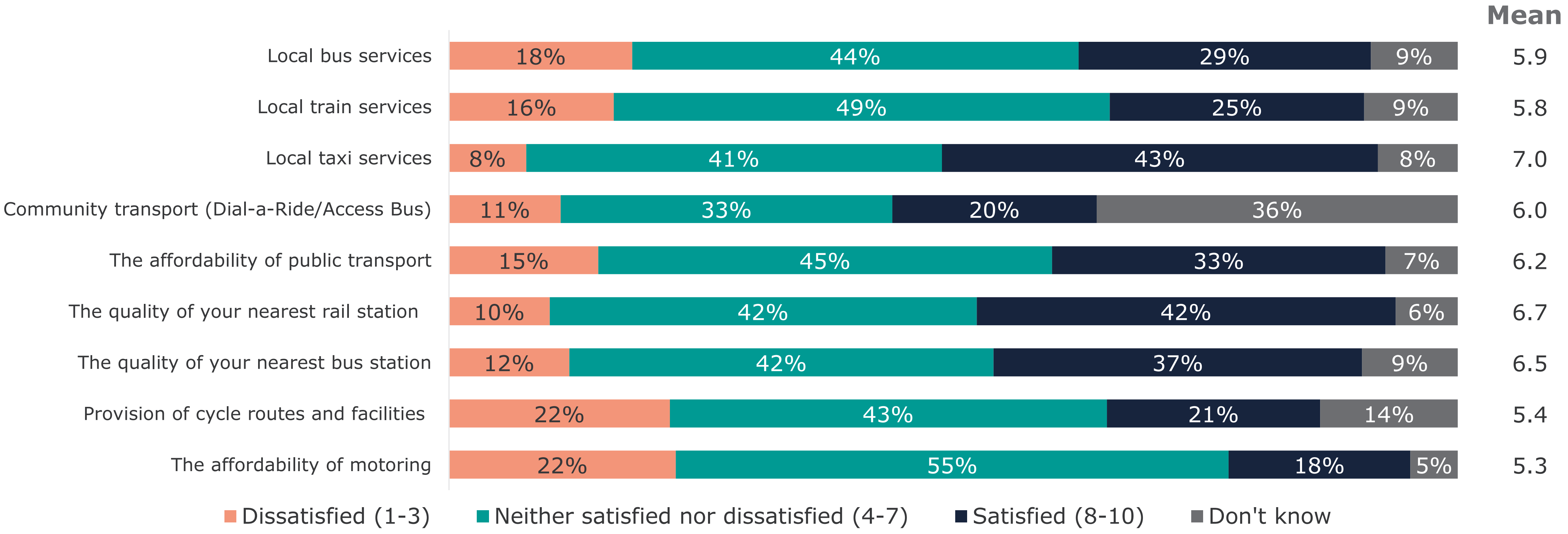


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

Significant difference compared to previous wave

Satisfaction with West Yorkshire assets & services: transport

Local taxi services are given the highest satisfaction rating, while the affordability of motoring has the lowest. The latter's poor performance is perhaps unsurprising given the cost of living pressures that households have experienced over the last 12 months.

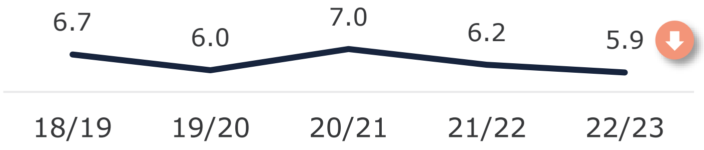


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary)

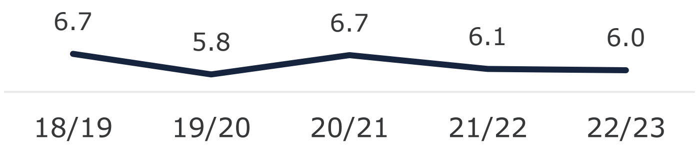
Satisfaction with West Yorkshire assets & services trend: transport

Encouragingly, there has been an increase of 0.6 in the mean satisfaction score of affordability of public transport, hitting a five year high. This improvement in satisfaction may have been aided by the recent Mayor's Fares initiative which limits a single bus fare to £2 and daily fares to £4.50.

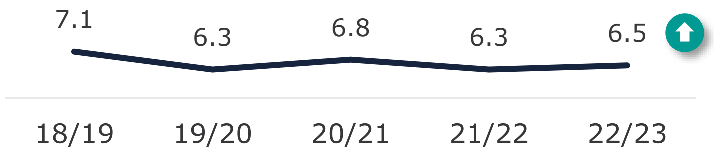
Local bus services



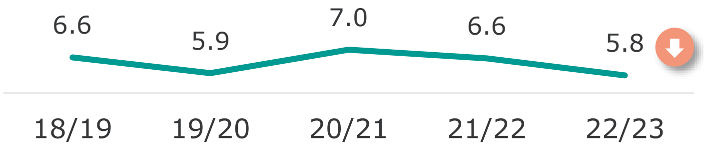
Community transport



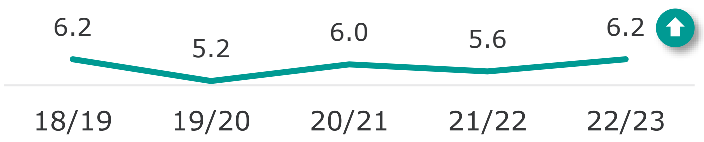
The quality of your nearest bus station



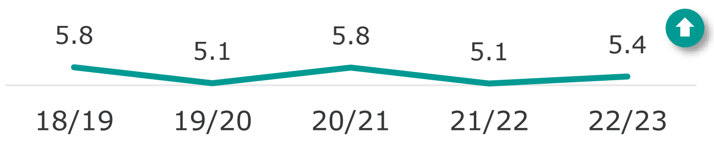
Local train services



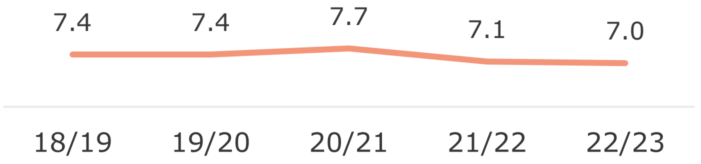
The affordability of public transport



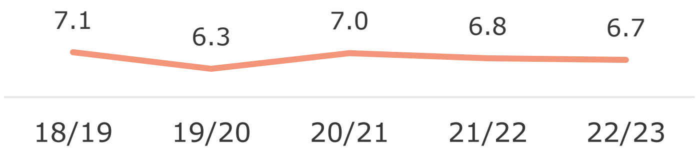
Provision of cycle routes & facilities



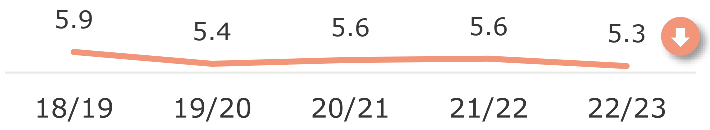
Local taxi services



Quality of nearest rail station



The affordability of motoring

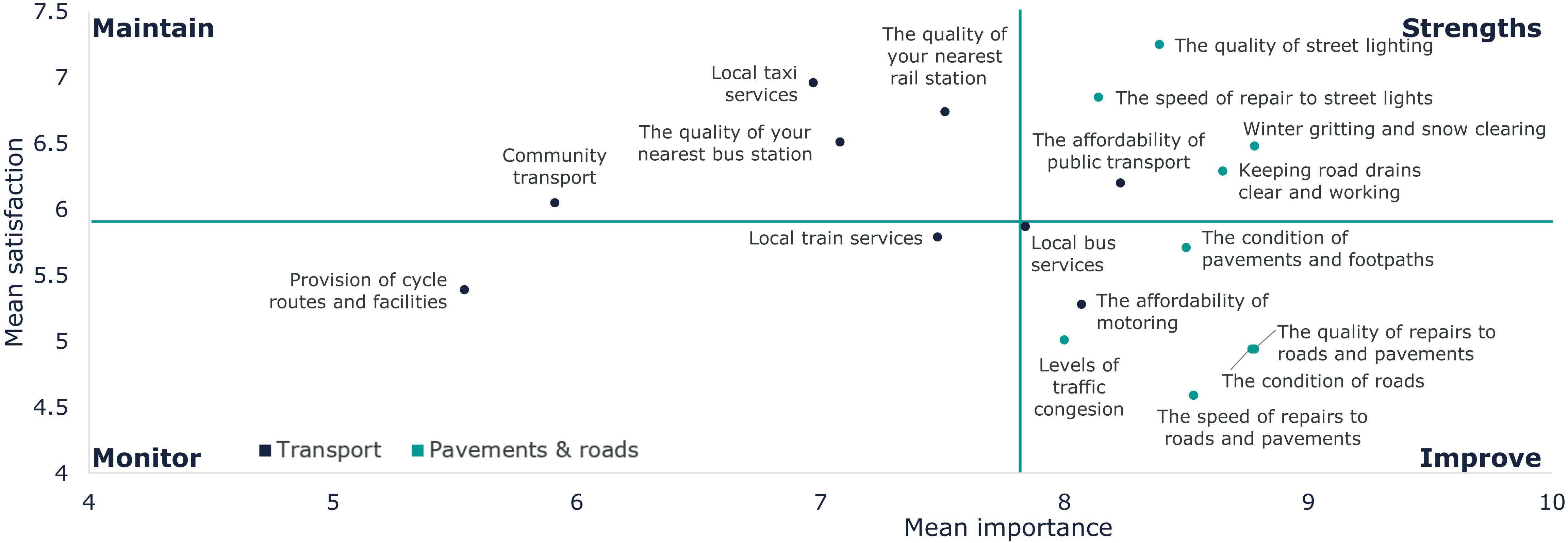


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

Significant difference compared to previous wave

Importance & satisfaction

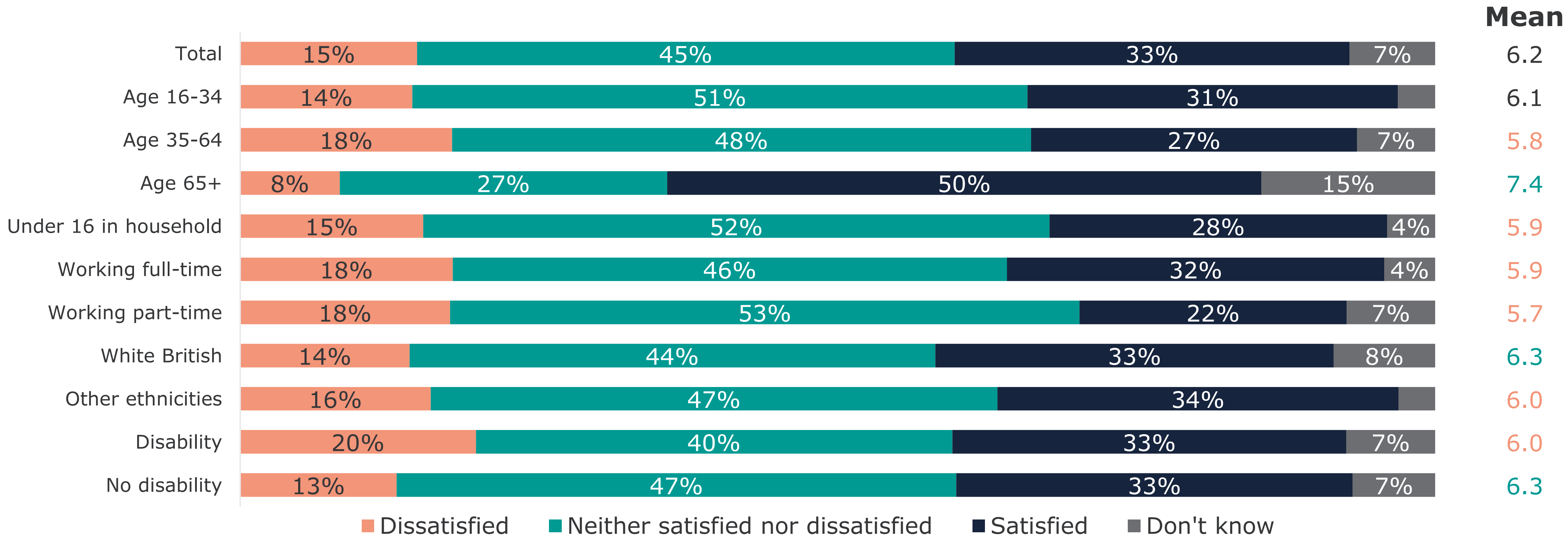
Plotting mean importance score by mean satisfaction score on a strategic priority matrix reveals elements that are performing well and elements where satisfaction is low while importance is high. Roads and pavements are used by virtually everyone and have relatively high mean importance scores, but some other elements have relatively low mean satisfaction scores.



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).

Satisfaction with affordability of public transport

Those aged 65+ are the most satisfied with the affordability of public transport across the demographic groups, which is to be expected given their bus pass eligibility. Those with under 16s in the house, along with those who work are less satisfied than the average.

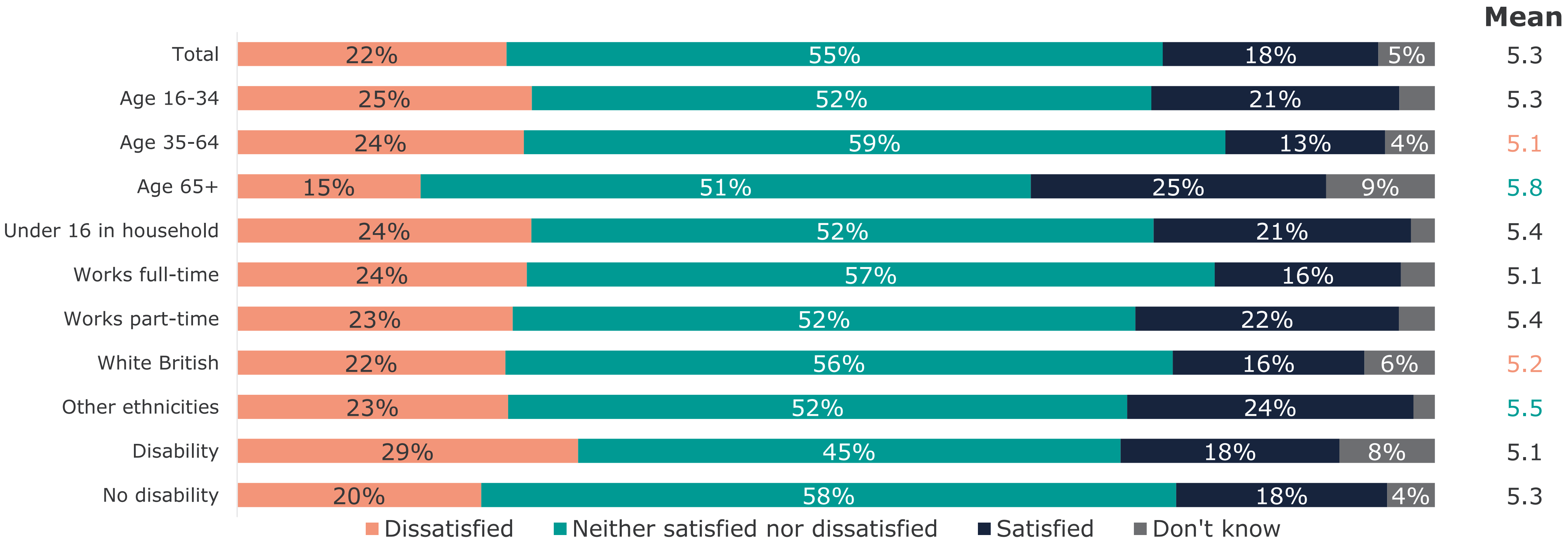


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for public transport n=1,732 / for motoring n=1,739

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

Satisfaction with affordability of motoring

Those aged 65+ (5.8) are also the most satisfied with the affordability of motoring while those aged 35-64 (5.1) are significantly less satisfied than average. There is also a significant difference by ethnicity, with those who are White British (5.2) having a significantly lower satisfaction score compared to other ethnicities (5.5).



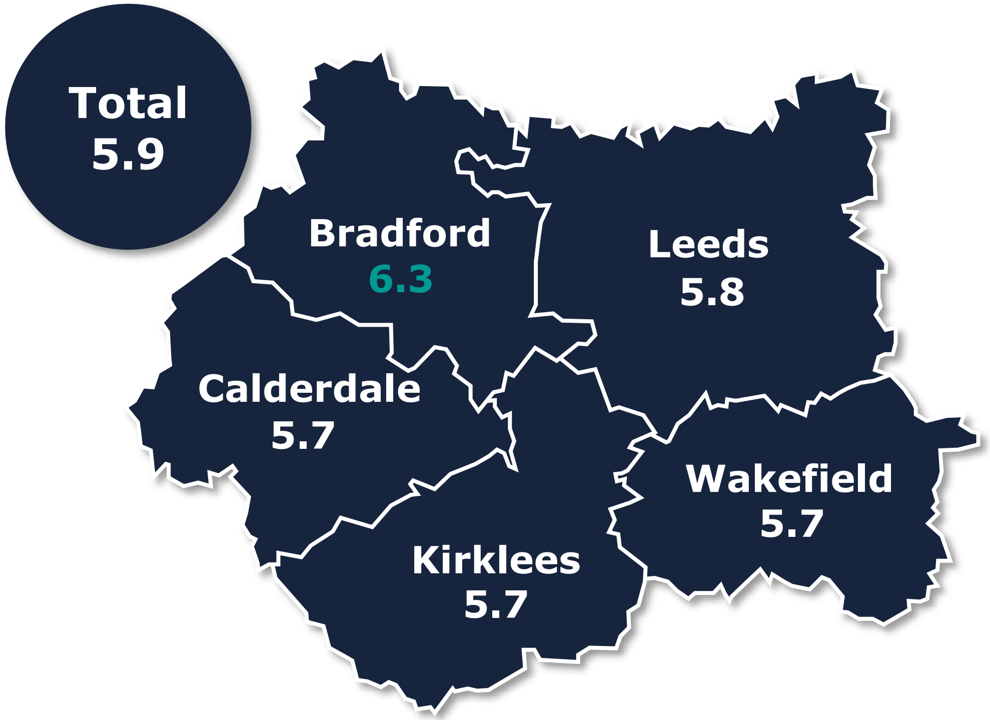
Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for public transport n=1,732 / for motoring n=1,739

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

Satisfaction with local bus/train services: by district

Bradford residents are the most satisfied with both local bus and train services, scoring above the average for the region. Meanwhile, Kirklees residents have significantly lower satisfaction than average when it comes to train services.

Satisfaction with local bus services



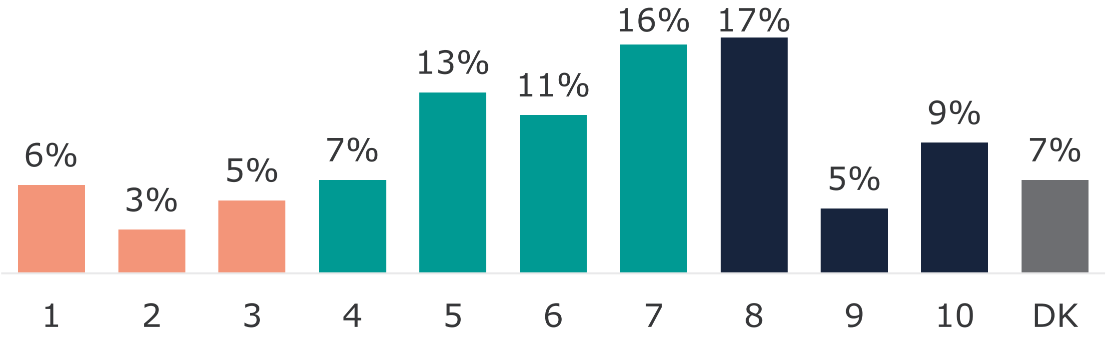
Satisfaction with local train services

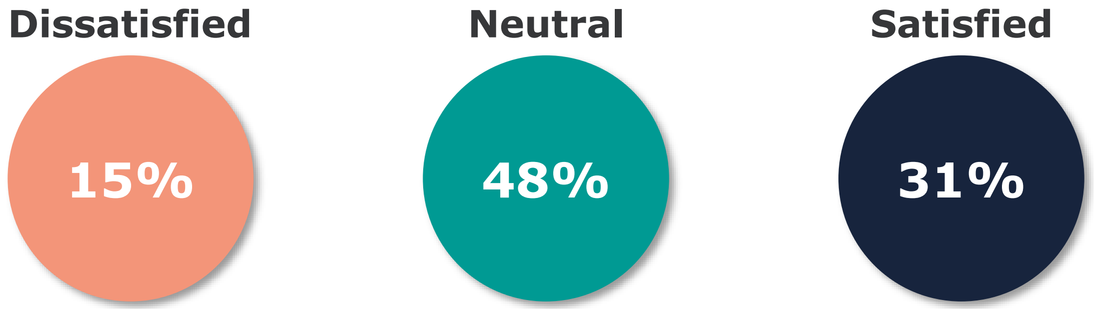
Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with local bus services / with local train services
Base: all respondents who gave a valid importance rating at B1 for local bus services n=1,746 / for local train services n=1,674 (mean scores shown)

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

Satisfaction with safety of children walking/cycling to school

Almost a third of residents are satisfied (31%) with the safety of children walking/cycling to school, while nearly half are neutral (48%). Interestingly, there is no difference in satisfaction dependent on whether there is an under 16 in the household, but there are some significant differences by gender.





Under 16 in household	Dissatisfied	Neutral	Satisfied
Under 16 in household	16%	49%	33%
No under 16 in household	14%	47%	31%

Gender	Dissatisfied	Neutral	Satisfied
Female	17%	45%	30%
Male	12%	50%	33%

Age	Dissatisfied	Neutral	Satisfied
16-34	12%	50%	35%
35-64	16%	48%	28%
64+	14%	44%	33%

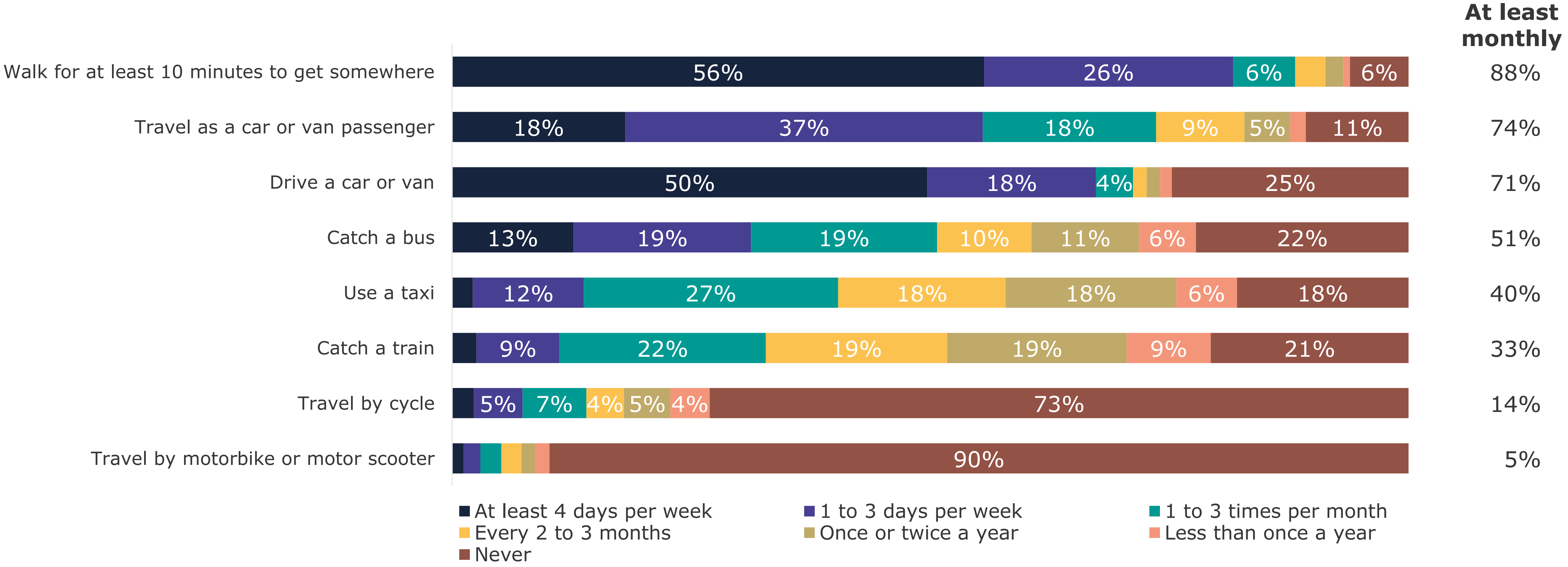
Source: B3. Using the same 1 to 10 scale, how satisfied are you with the safety of children walking or cycling to school in your local area?
Base: all respondents (n=1,808)

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

Modes of transport

Mode choice

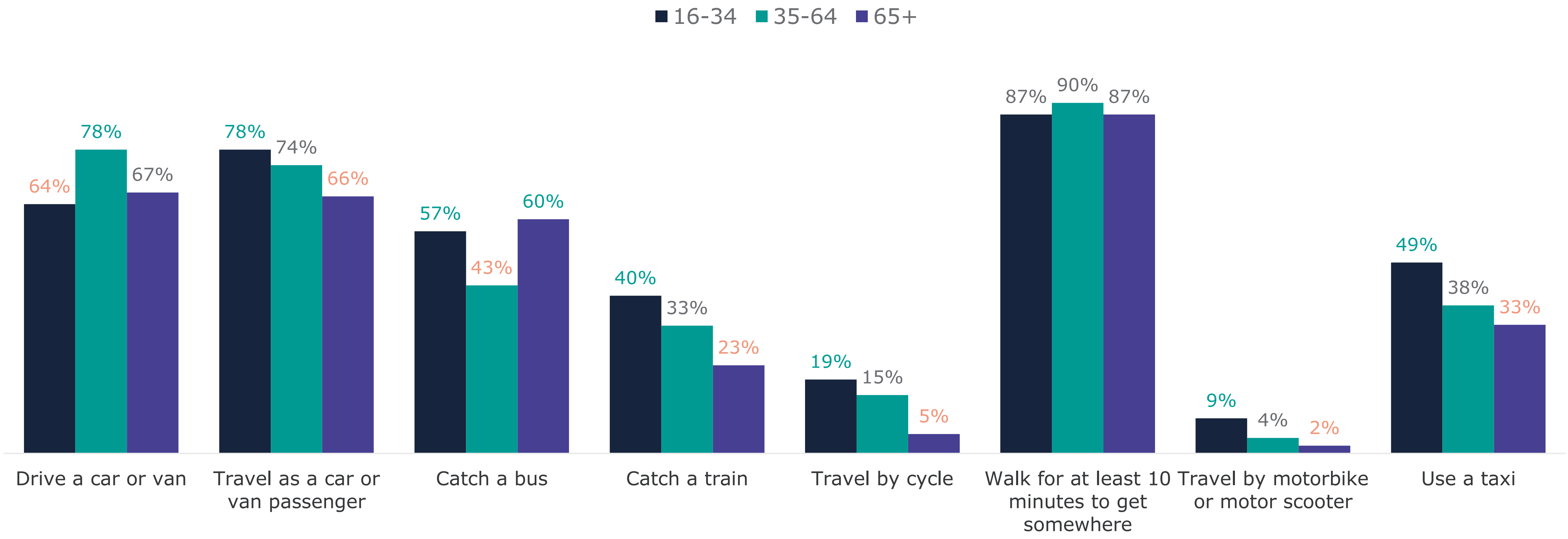
Nearly nine in ten residents report walking at least 10 minutes to get somewhere on a monthly basis, making it the most commonly used form of transport. Either travelling as a passenger or driving a car or van are the next most popular modes of transport. In terms of public transport, half of residents report catching a bus on a monthly basis and a third use the train.



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=1,808)

Mode choice: at least monthly by age

Breaking transport mode use down by age reveals that driving is more popular among 35-64 year olds than the other two age groups, while the reverse is true for catching a bus. Interestingly, catching a train, cycling and taxi use declines with age.

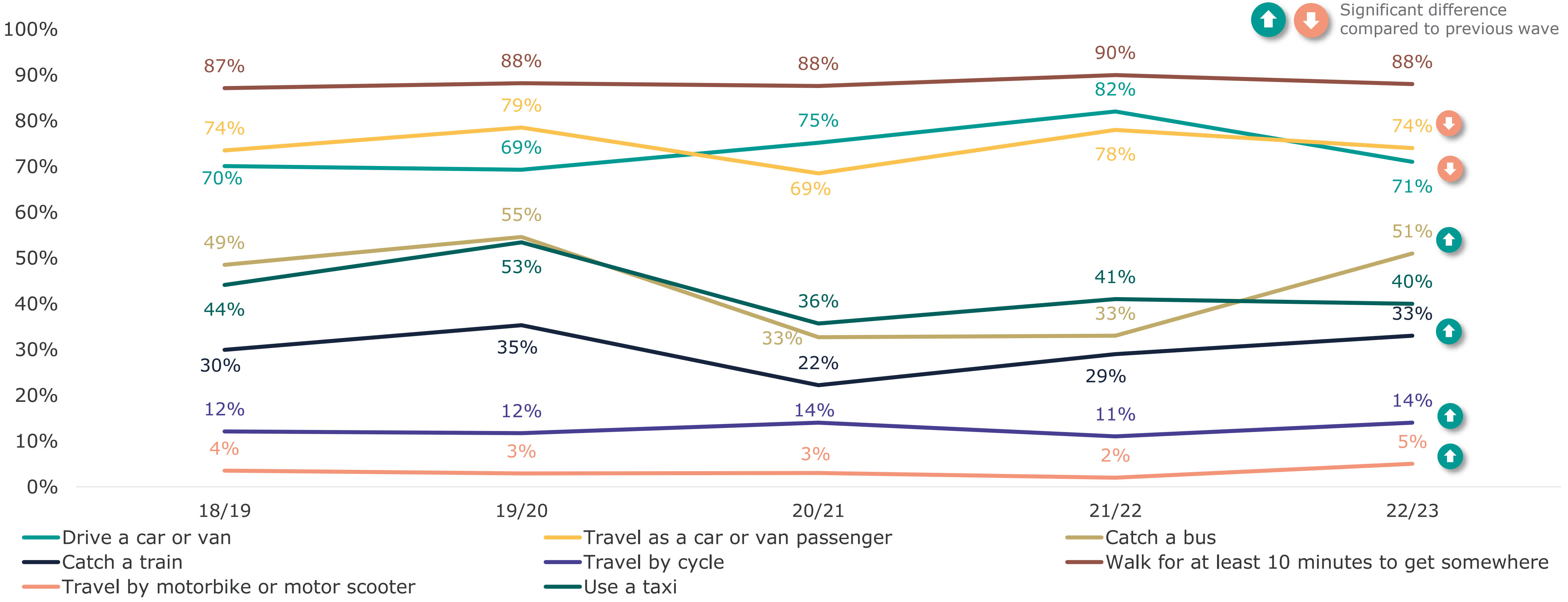


Teal/salmon text indicates a significantly better/worse result compared to total.

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=1,808 – by age group 16-34 n=517, 35-64 n=861, 65+ n=411)

Mode choice trend: at least monthly

There has been a significant 18% point increase in the monthly use of buses, bring it back to pre-pandemic levels. Meanwhile, there has been an 11% point decline in monthly car use compared to the previous year (71%).



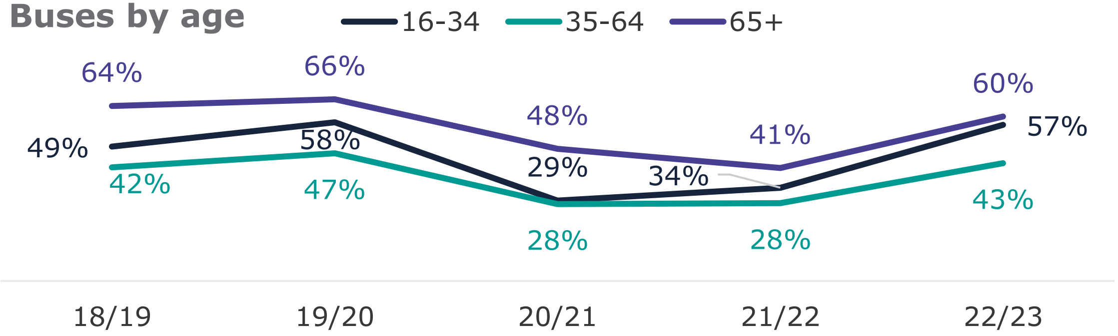
Source: C7. Thinking about how you travel in West Yorkshire, how often do you…?
Base: 18/19 n=1,824, 19/20 n=1,825, 20/21 n=1,800, 21/22 n=1,200, 22/23 n=1,808

Mode choice trend: monthly use by age & gender

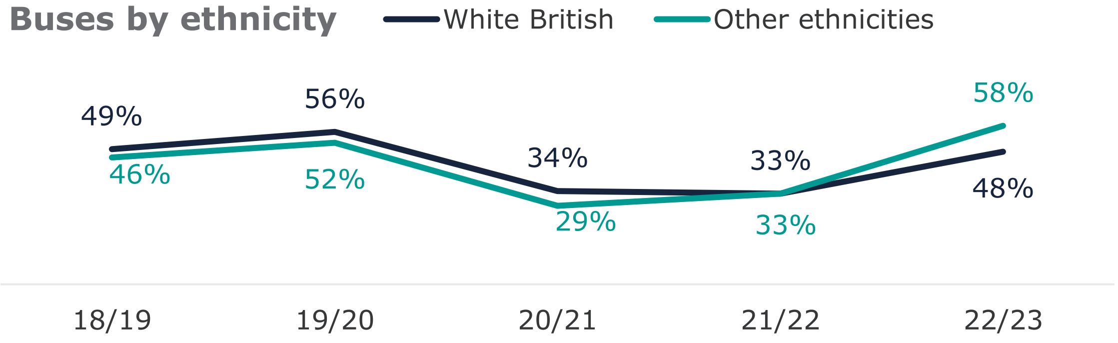
Bus and train use has returned to near pre-covid levels for all age groups. In terms of ethnicity, bus travel is now more popular among people from minority ethnic backgrounds than white British, while the pre-covid gender disparity remains for train use.

Buses

Buses by age

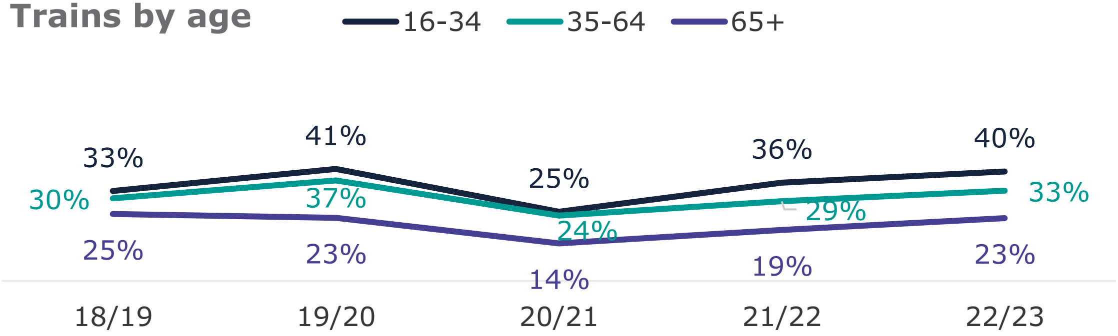


Buses by ethnicity

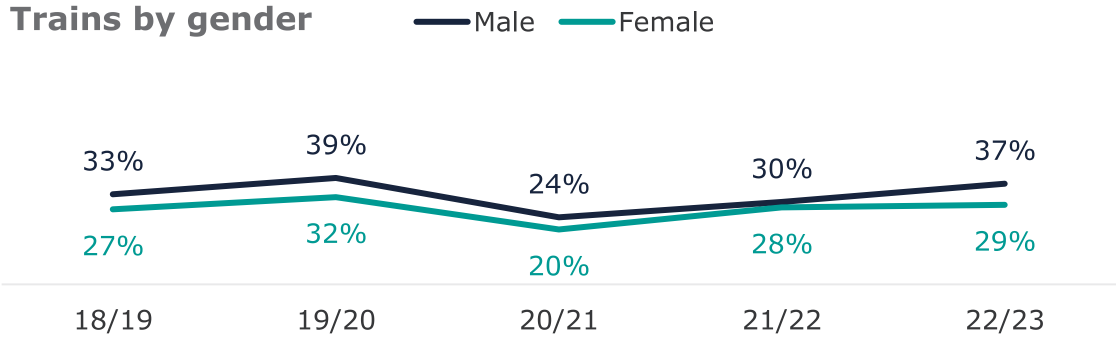


Trains

Trains by age



Trains by gender

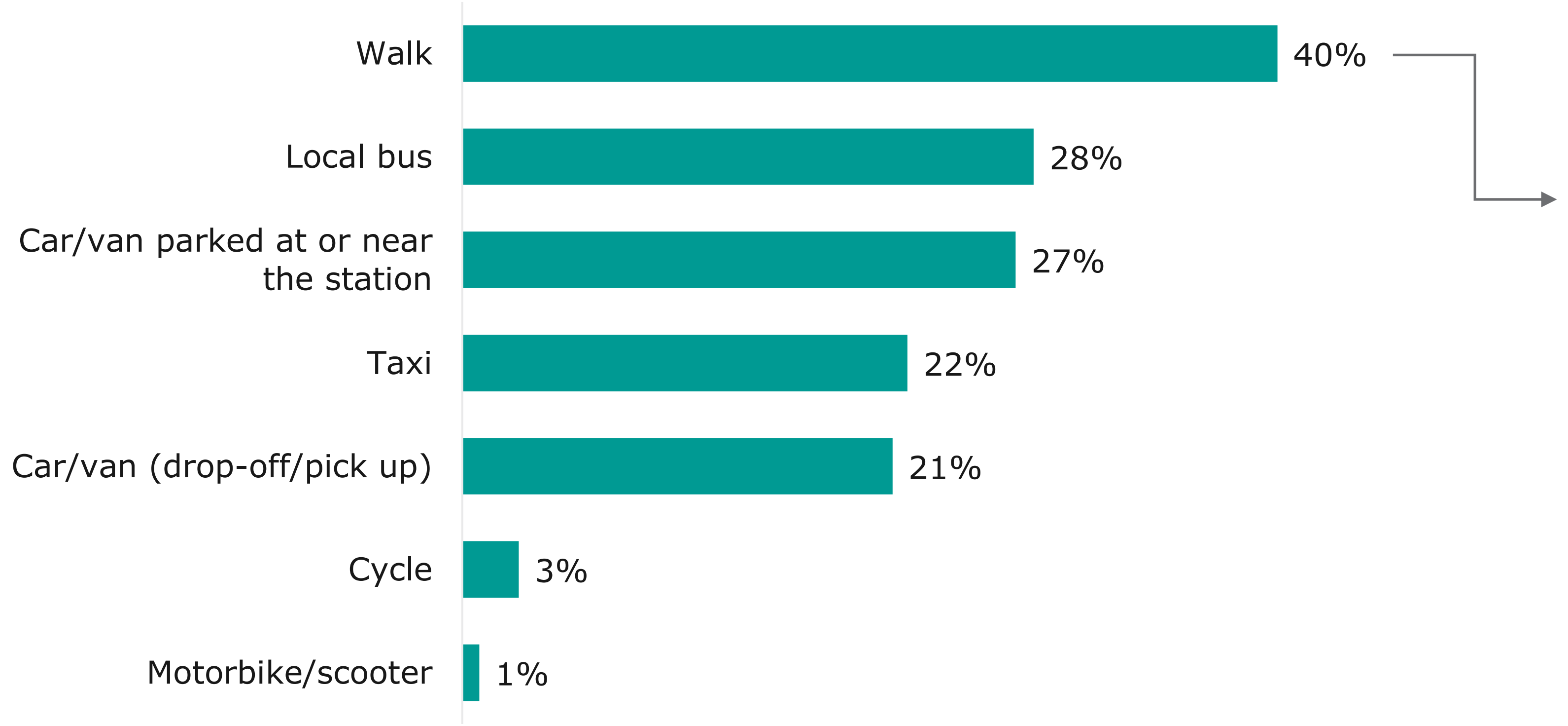


Source: C7. Thinking about how you travel in West Yorkshire, how often do you travel by bus (at least monthly)
Base: 18/19 n=1,824, 19/20 n=1,825, 20/21 n=1,800, 21/22 n=1,200, 22/23 n=1,808

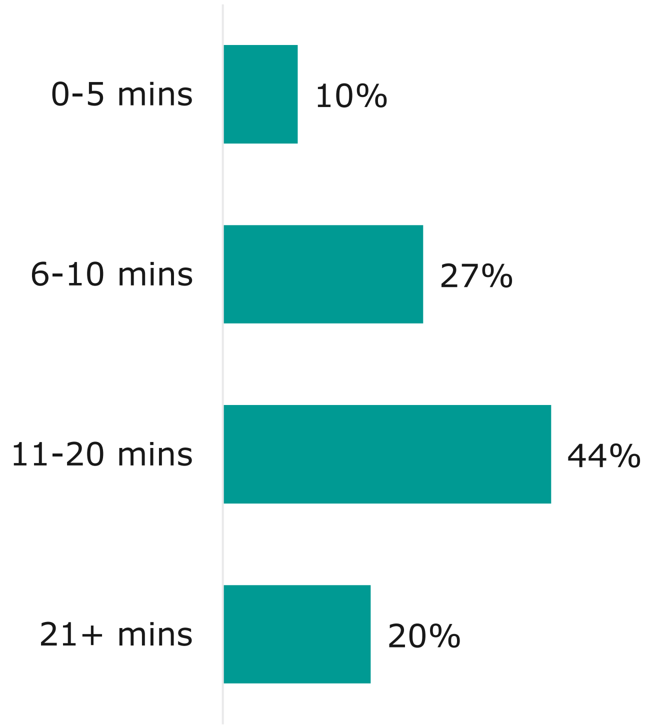
Travelling to local rail station

Four in ten residents who frequently use the train get to the station by walking (40%), with walks most commonly taking up to 20 minutes. Connecting to the train via bus (28%) is the next most common method, followed by parking a private vehicle at or near the station (27%).

Mode of travel to rail station



Length of walk

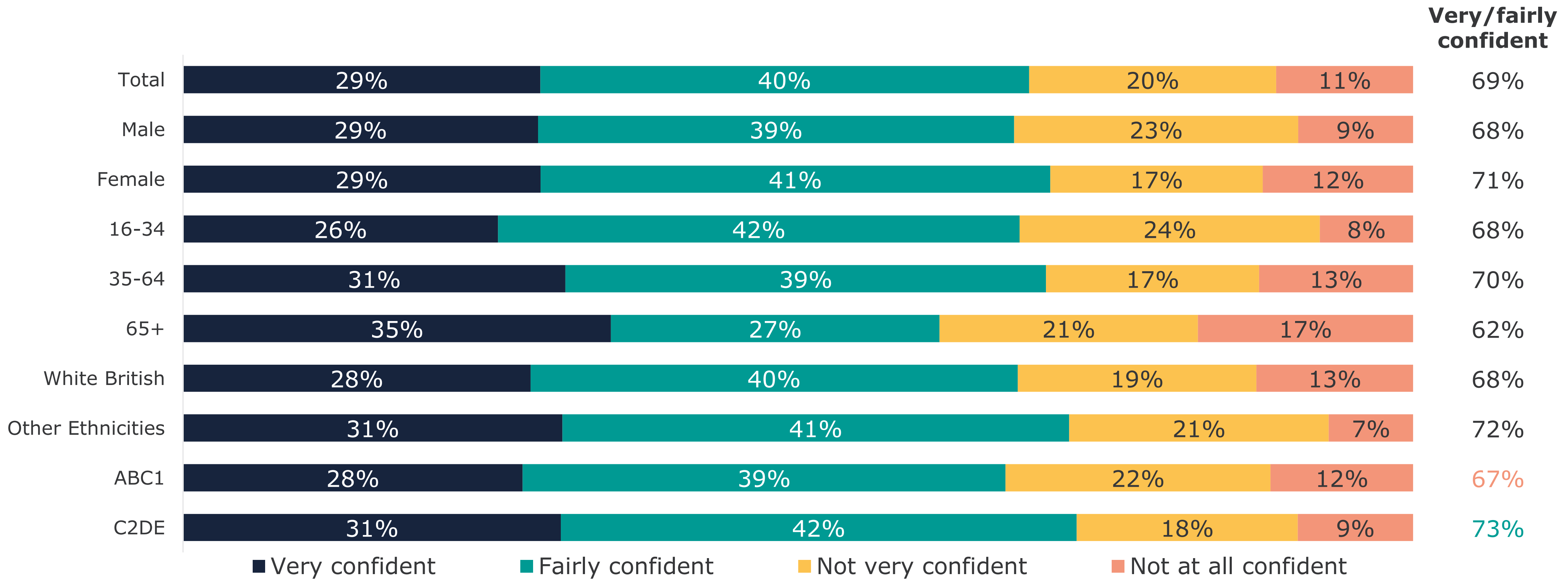


Source: C8. When travelling by train how do you usually get to and from your local rail station? **C8a.** How long does this walk take? (Minutes)
Base: C8: all respondents who travel by train every 2-3 months or more often (n=936). **C8a:** all respondents who walk to the train station (n=374).

Bus and train ticket purchasing & journey satisfaction

Confidence purchasing best value bus ticket

Seven in ten (69%) residents say that they are confident in purchasing the best value bus ticket, with two in ten (20%) not very confident and one in ten (11%) not at all confident. Results are largely consistent across demographics, although the C2DE group are slightly more likely to be very/fairly confident compared to ABC1 (73% cf. 67%).

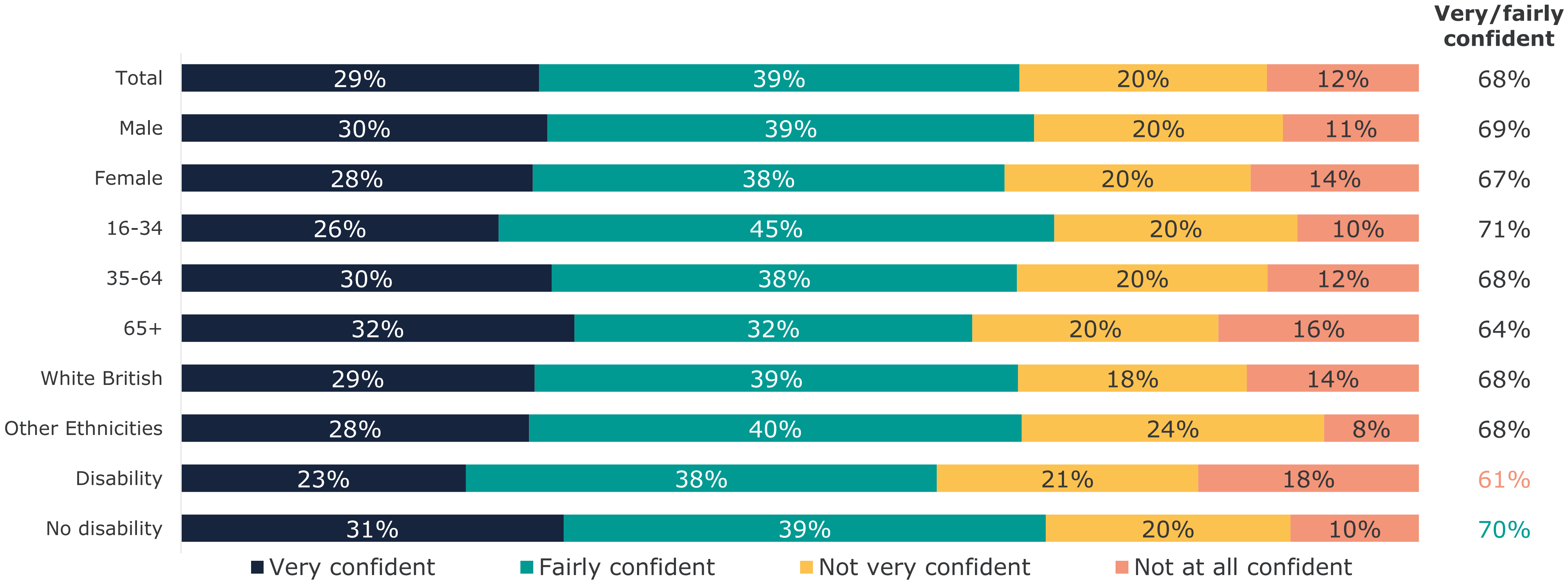


Source: E13. When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?/ If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket?
Base: E13: all respondents excluding don't know or have a bus pass (n=1,380).

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

Confidence purchasing best value train ticket

Levels of confidence in buying rail tickets is consistent with that of bus tickets. Furthermore, there are few demographic differences, although those with a disability are significantly less likely to feel confident (61%) compared to those with no disability (70%).

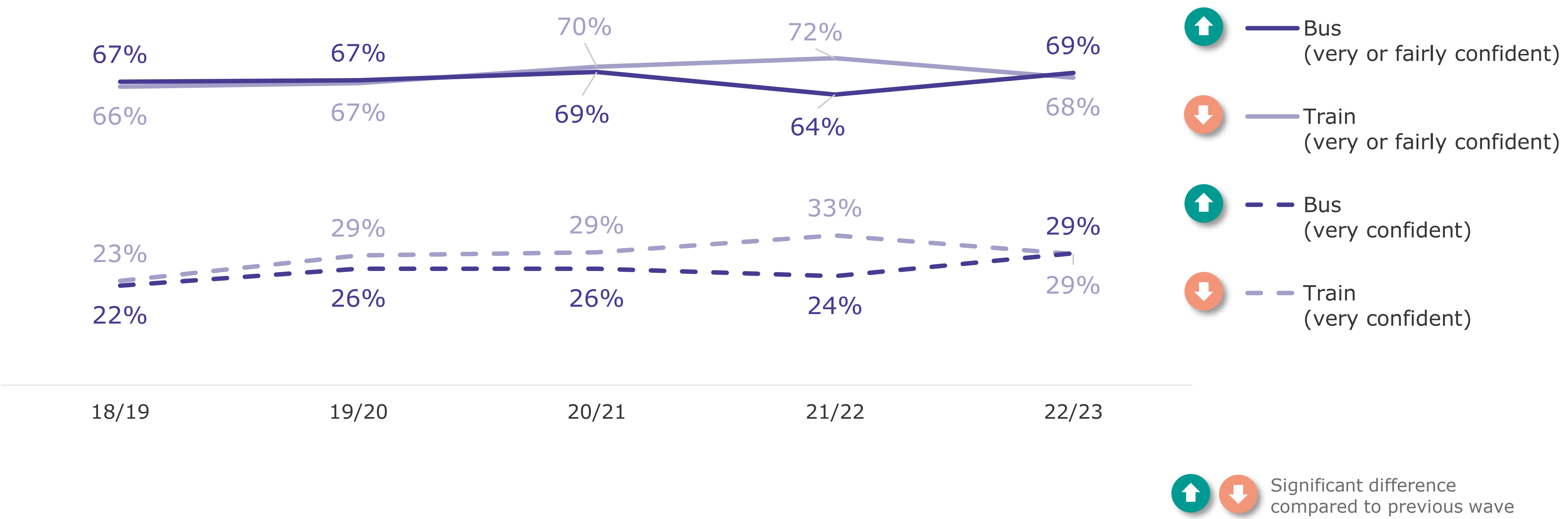


Source: E23. When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?/ If you had to travel by local train tomorrow, how confident are you that you would purchase the best value ticket?
E23: all respondents excluding don't know or have a train pass (n=1,673)

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

Confidence purchasing best value tickets: trend

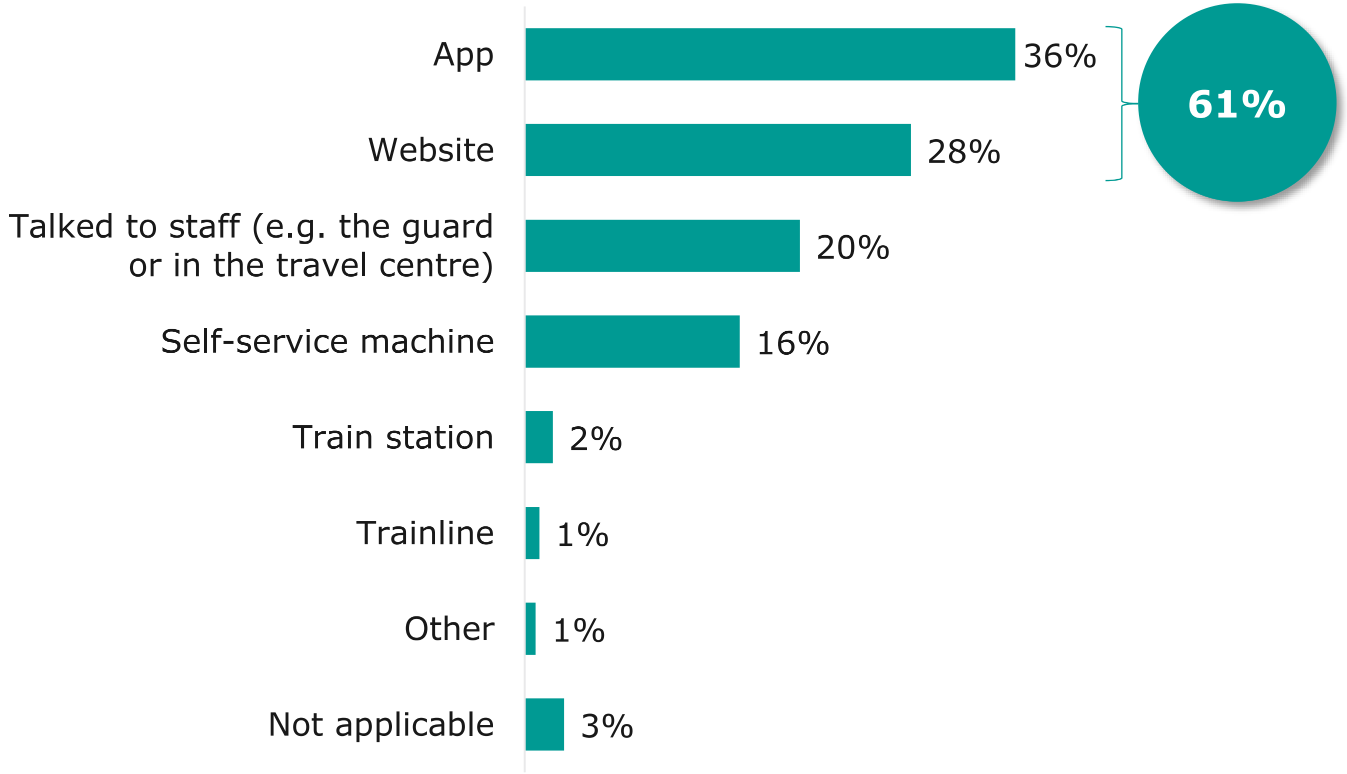
There has been a significant increase in confidence regarding buying the best value bus tickets, rebounding from the 5% point fall seen in 21/22. In contrast, train ticket confidence has regressed from the high seen in 21/22 (72%) to a more typical level (68%).



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=1,380). **E23.** all respondents excluding don't know or have a train pass (n=1,673).

Method of ticket purchase: trains

Three in five (61%) of train using residents who purchase a ticket say that they use an app or a website to do so. That being said, more traditional methods are still used also, with around one in five purchasing a ticket by talking to staff (20%) and one in six through a self-service machine (16%).



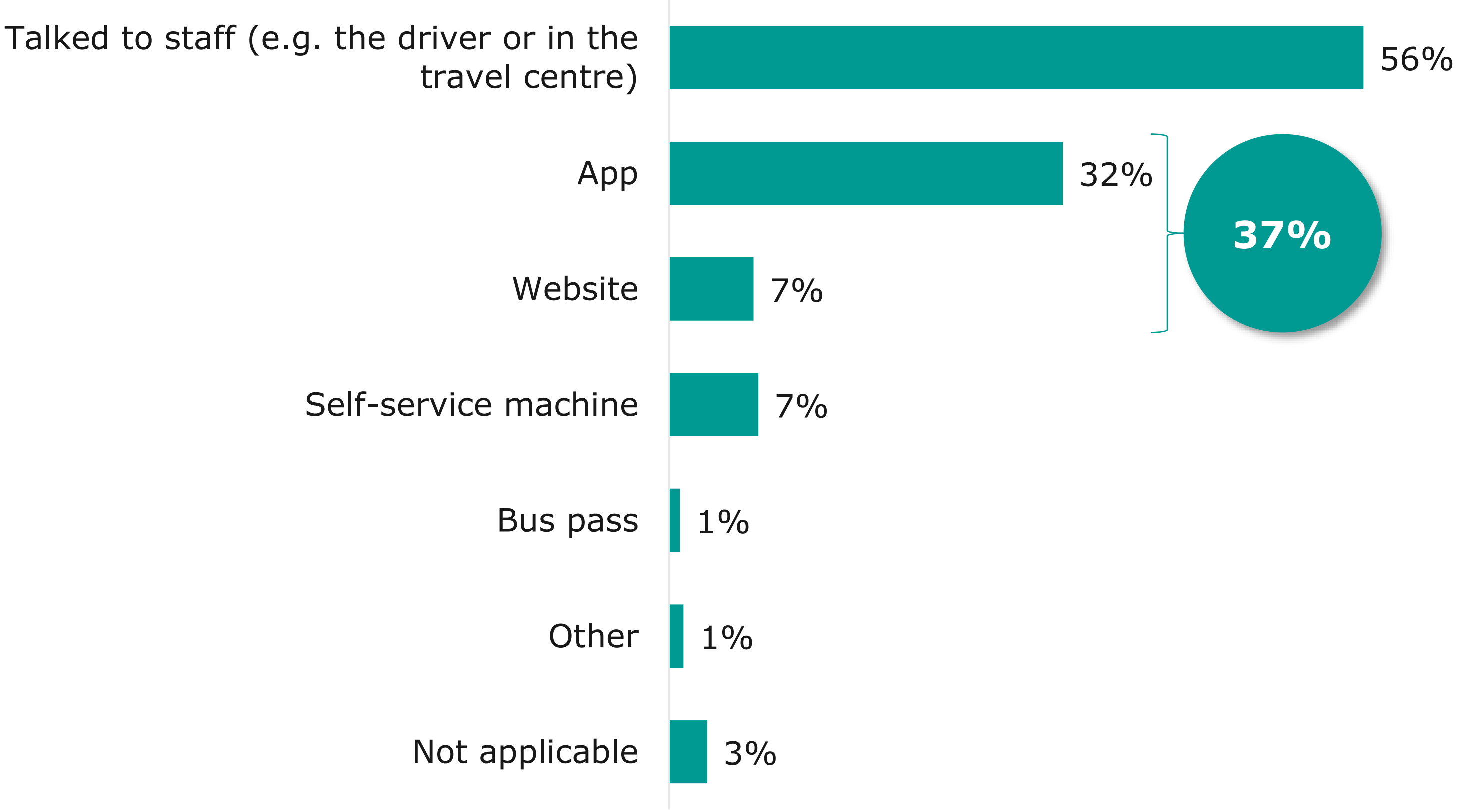
Interestingly, website usage is fairly similar between age groups, but there is a far bigger disparity when it comes to app usage. 16–34-year-olds are nearly twice as likely to use an app compared to 35–64-year-olds (58% cf. 31%) and nearly ten times more likely compared to those aged 65+ (58% cf. 6%). These older residents are far more likely to rely on talking to staff (47%) than the youngest (13%) or middle age group (16%).

Aside from age, those with a disability are 9% points more likely to use an app (42%) compared to those without (33%).

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=1,280).

Method of ticket purchase: buses

Modern methods of ticket purchasing are not as prominent for buses as they are on trains, with just over a third of bus users (without a pass) utilising an app or website. The traditional method of talking to staff remains the most popular, used by more than half (56%).



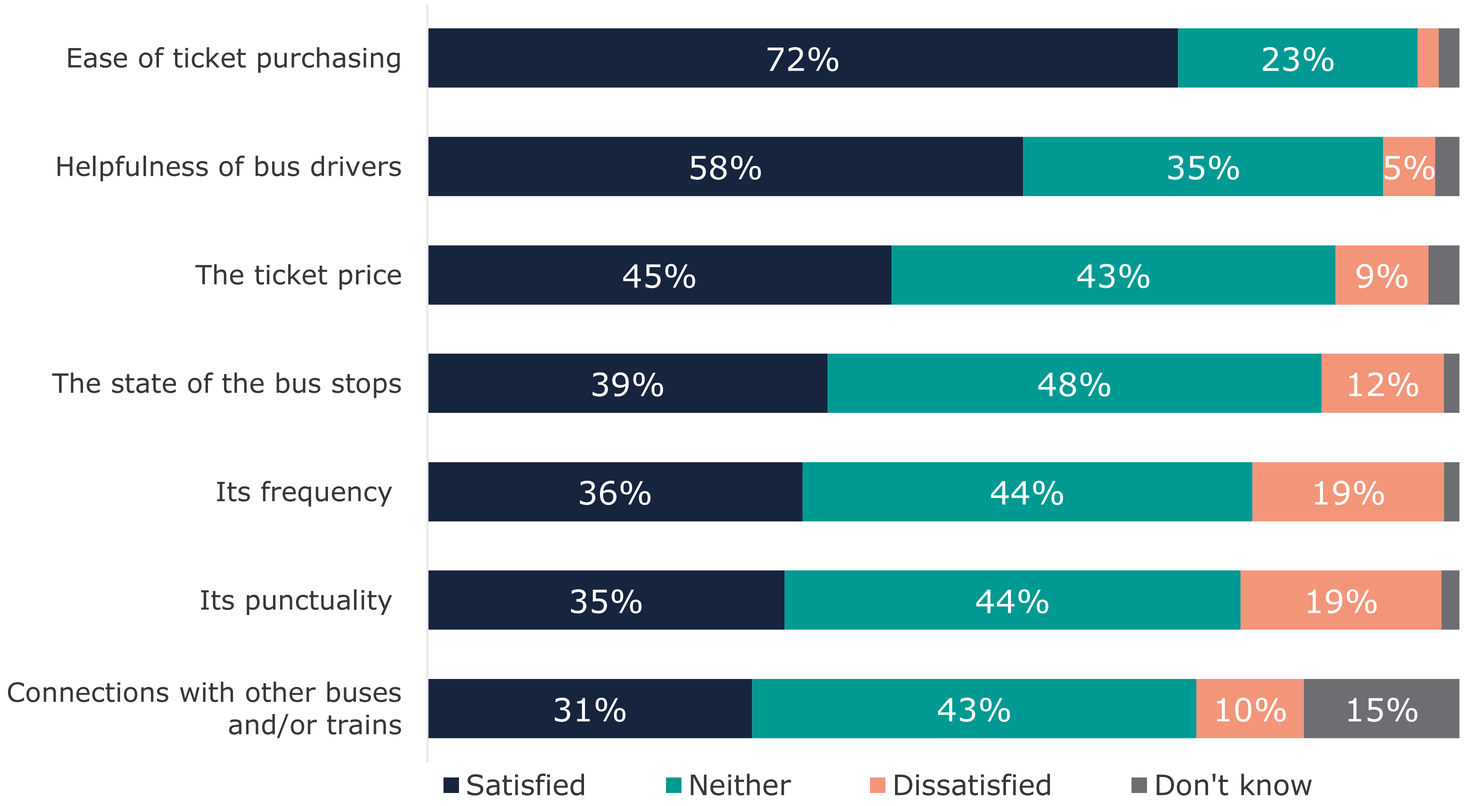
Those with a disability are more likely to rely on digital methods (49%) compared with those with no disability (32%). Similarly, C2DEs are more likely that ABC1s to use these methods (42% cf. 34%).

Those who use a bus weekly are more likely than average to use a website/app (45% cf. 37%).

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=1,001).

Bus journey satisfaction

Only two metrics enjoy a majority who are satisfied – ease of ticket purchasing (72%) and helpfulness of bus drivers (58%). Ticket prices have the 3rd highest satisfaction rating (45%). Meanwhile, frequency and punctuality attract the highest levels of dissatisfaction (both 19%).



Older residents are significantly more likely to be satisfied with bus frequency (44%) compared to the those aged 16-34 or 35-64 (both 34%).

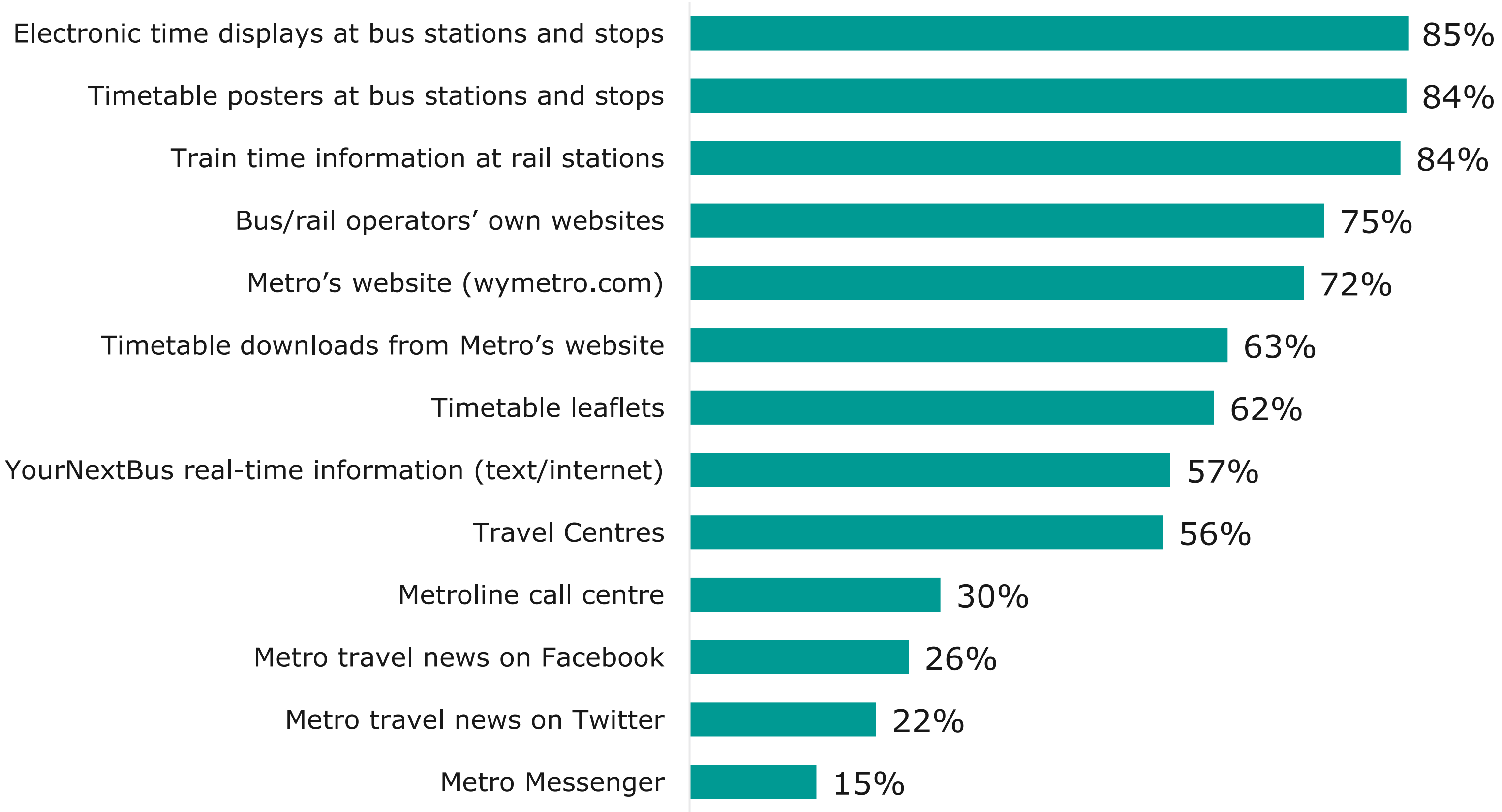
Those who are economically active report significantly higher levels of satisfaction (22%) with punctuality compared to those who are economically inactive (16%). Similarly, Leeds residents are more likely to be dissatisfied with punctuality than average (24%) while Bradford and Kirklees residents are more satisfied (42% & 45% respectively).

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=1,070) *Only showing codes ≥ 5%

Information sources: Awareness, use & satisfaction

Awareness of information sources

Sources of information at stations and bus stops have the highest levels of awareness, followed by information available on websites (either operators' or Metro's). In contrast, social media channels and Metro Messenger have the lowest levels of awareness.

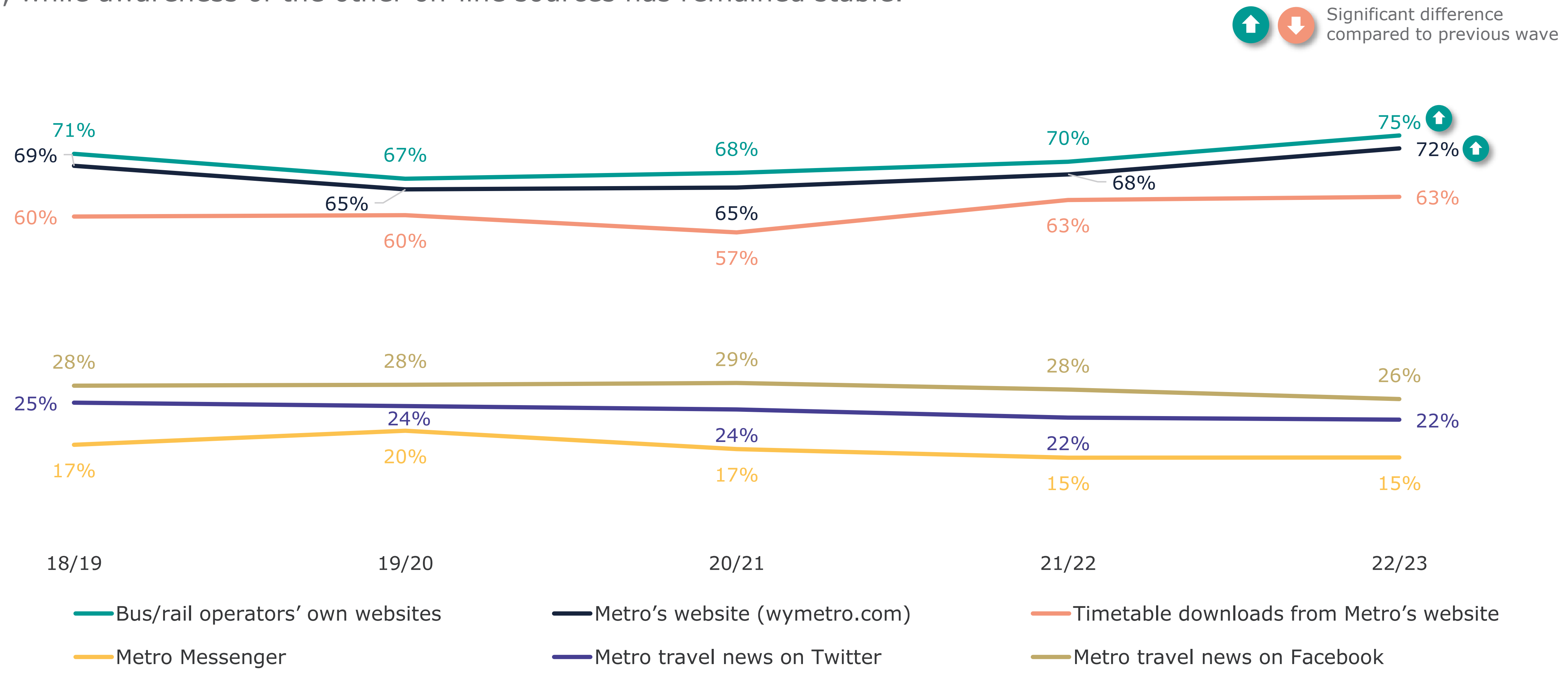


Social media sources (37% Twitter & 38% Facebook) and Metro Messenger (25%) enjoy higher than average awareness among 16-34 year olds. Use of operators' and Metro's website tends to be fairly similar among 16-34 and 35-64 year olds, but is lower for those aged 65+.

Source: D3. Are you aware of the following? (% yes)
Base: All respondents (1808).

Awareness of information sources: trend (group I)

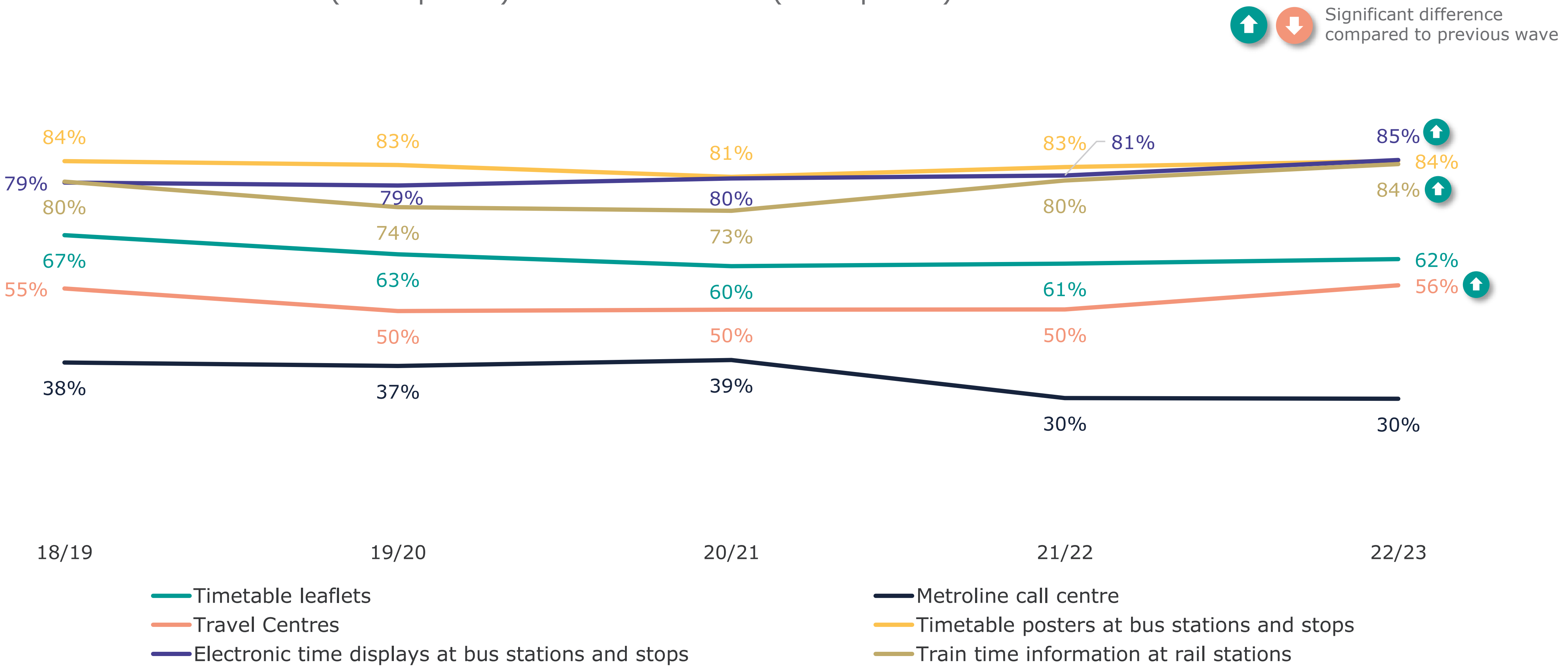
There has been a significant uptick in awareness of operators' websites (+5% points) and Metro's website (+4% points), while awareness of the other on-line sources has remained stable.



Source: D3. Are you aware of the following? (% Yes)
Base: All respondents. 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. Note: Your next bus trend not displayed as in previous waves this was split out between smartphone and text message.

Awareness of information sources: trend (group II)

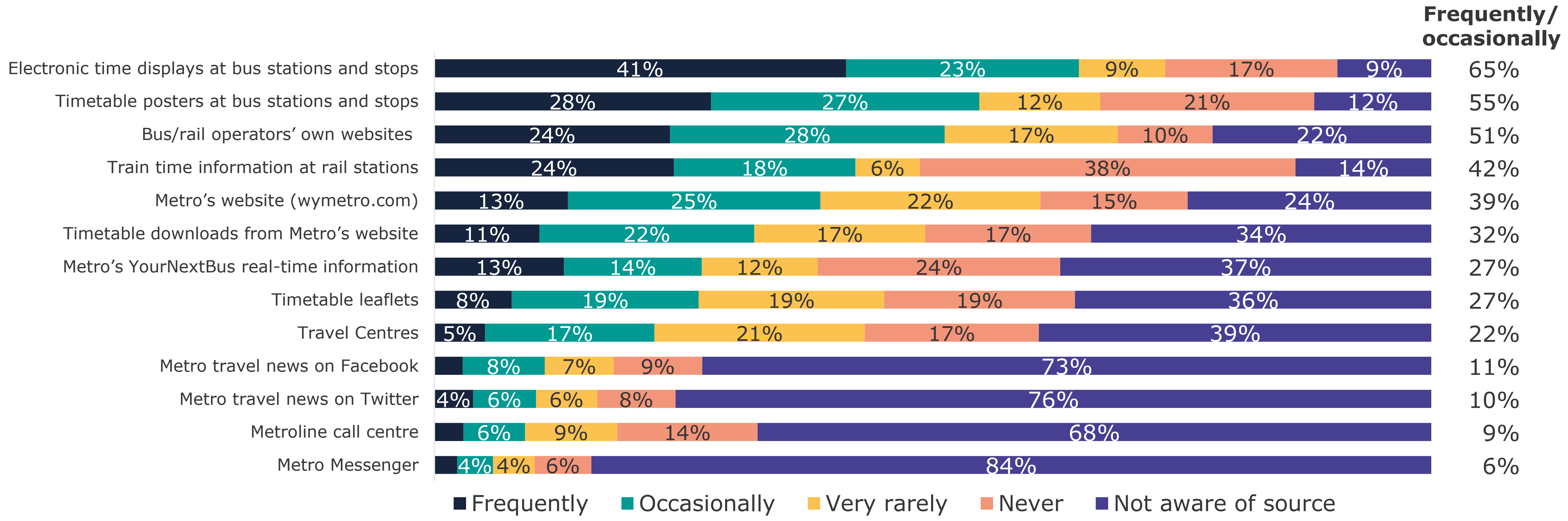
There has been a significant increase in residents' awareness of electronic time displays (+4% points), train time information at rail stations (+4% points) and travel centres (+6% points).



Source: D3. Are you aware of the following? (% Yes)
Base: All respondents. 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

Frequency of use by respondents who use public transport at least monthly and are aware of source

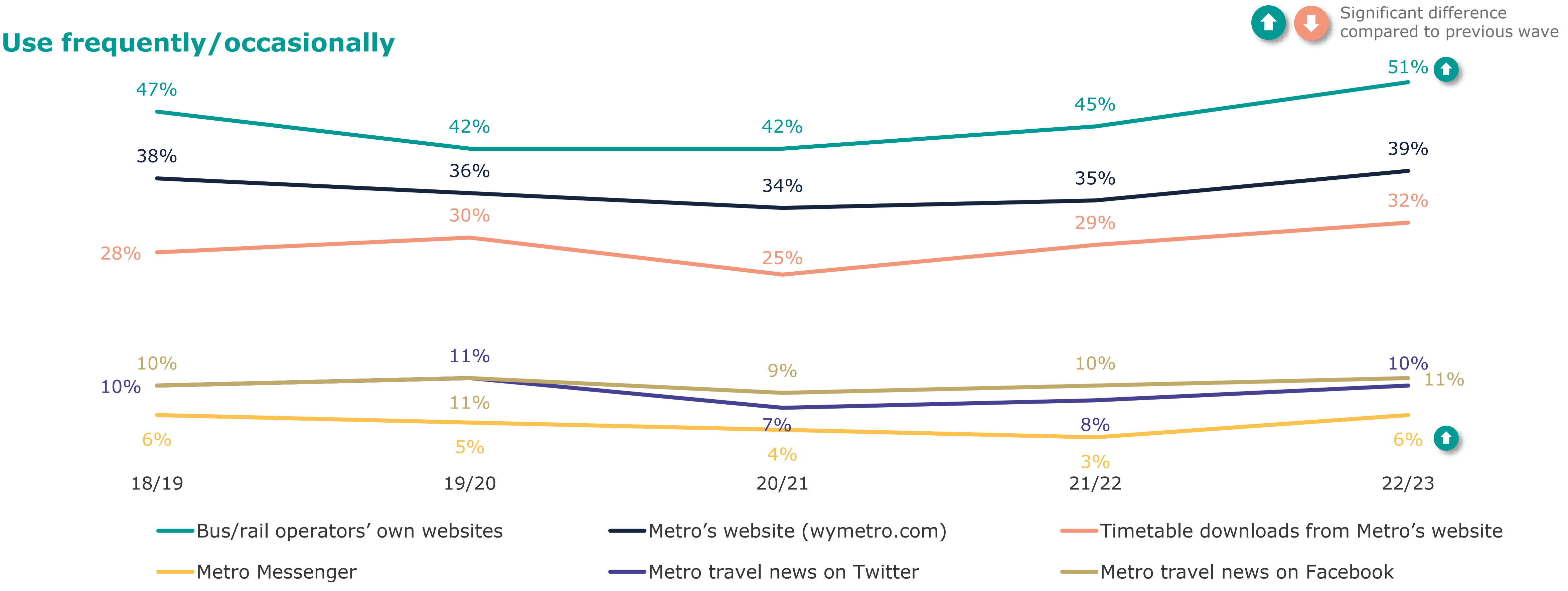
Information that passengers can consume passively at stations/stops are the most commonly used sources. The most popular is electronic time displays at bus stations/stops with around two in three (65%) saying that they use this frequently or occasionally, followed by timetable posters at bus stations (55%). Bus/rail operator websites is the third most used (51%).



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

Frequency of use: trend (group I)

Frequent or occasional use has increased across nearly all of these on-line sources of information. Two of these increases are statistically significant – bus/rail operators' websites (51% cf. 45%) and Metro Messenger (6% cf. 3%).



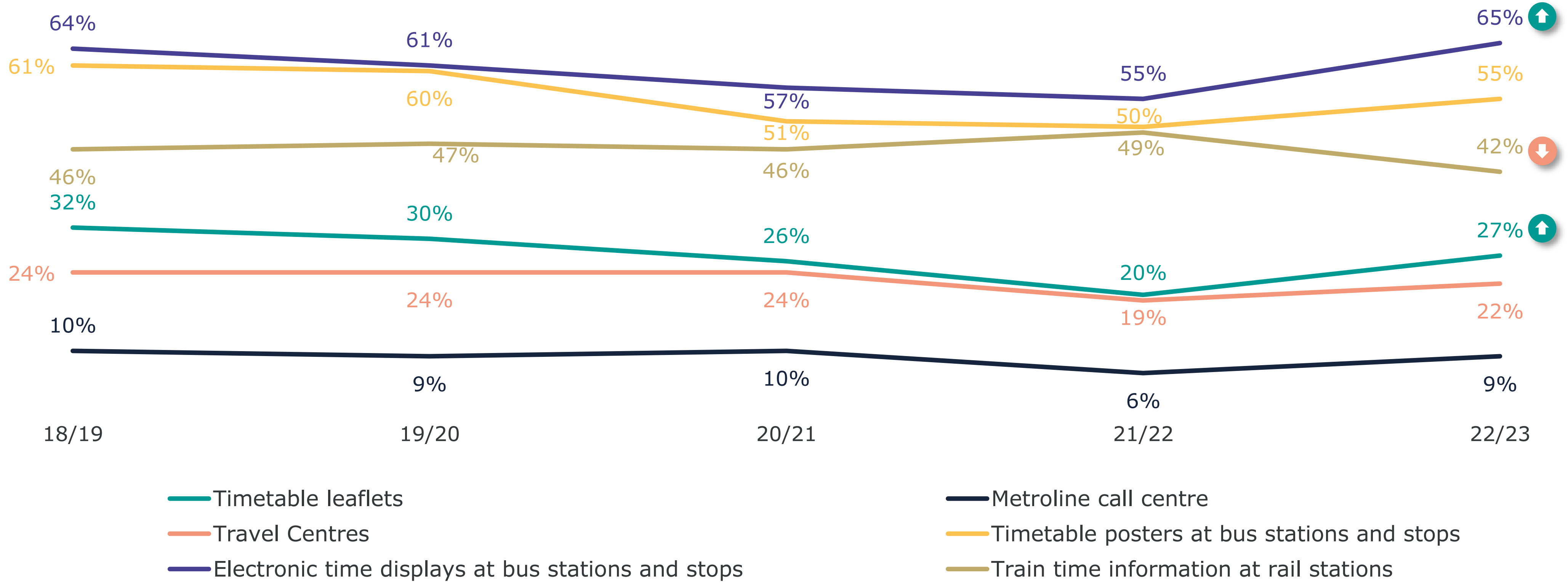
Source: D4. How often, if at all, do you use…
Base: Those who used a train or bus at least once monthly (bases varies between statements)
Your next bus trend not displayed as in previous waves this was split out between smartphone and text message.

Frequency of use: trend (group II)

Frequent/occasional use of timetable leaflets and electronic time displays at bus stations and stops have reached new highs. Meanwhile, use of train time information at rail stations has declined.

Significant difference compared to previous wave

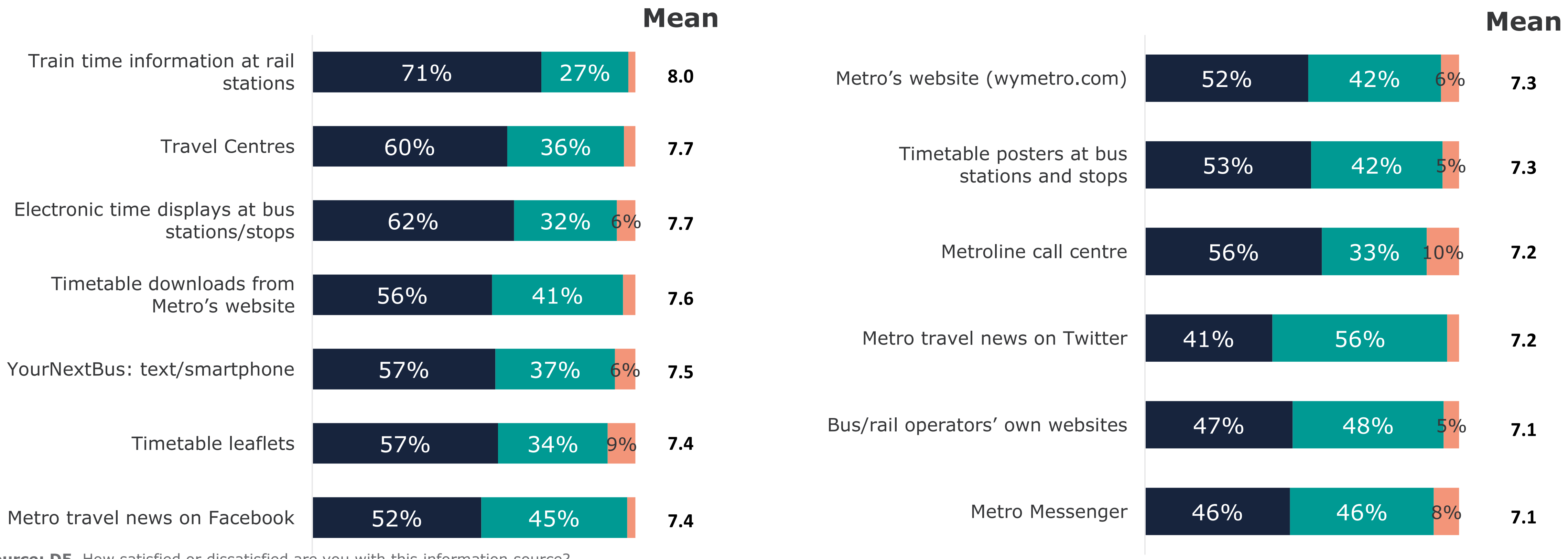
Use frequently/occasionally



Source: D4. How often, if at all, do you use…
Base: Those who are aware of a way to get information about public transport and who used a train or bus at least once monthly (1093)

Satisfaction with information sources

Train time information at rail stations has the highest mean satisfaction score (8.0) followed by travel centres and electronic time displays for buses (both 7.7). Dissatisfaction is low across the board, not exceeding 10% for any source.



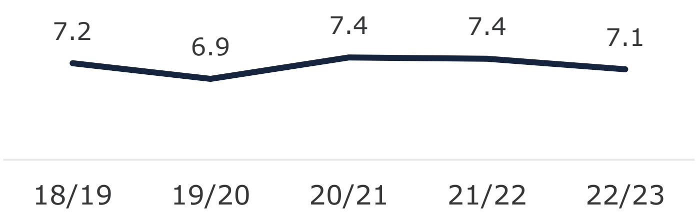
Source: D5. How satisfied or dissatisfied are you with this information source?
Base: Those who use information source frequently/occasionally(varies between sources)

Satisfaction with information sources: mean score (group I)

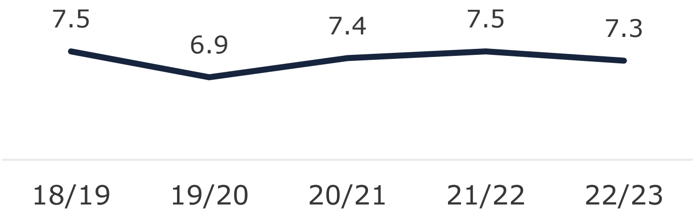
There has been a notable decline in satisfaction in Metro Messenger's satisfaction rating (-0.7), with other on-line sources remaining relatively stable.

Significant difference compared to previous wave

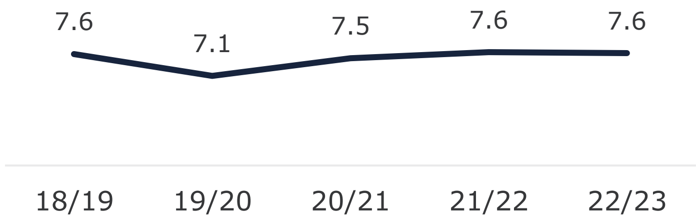
Bus/rail operators' own website



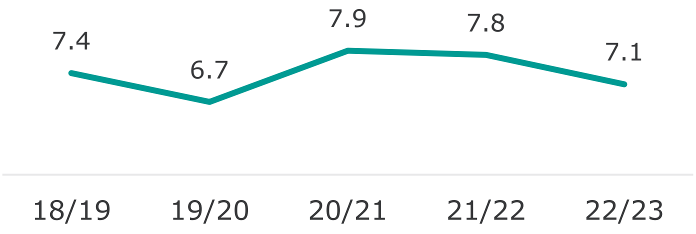
Metro's website (wymetro.com)



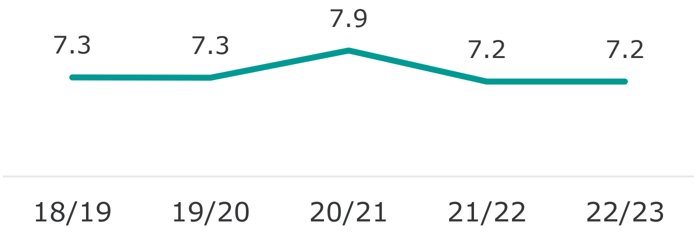
Timetable downloads from Metro's website



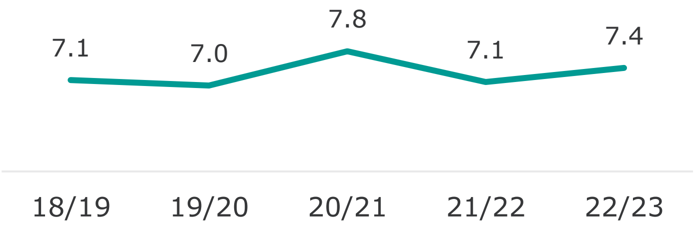
Metro messenger



Metro travel news on Twitter



Metro travel news on Facebook



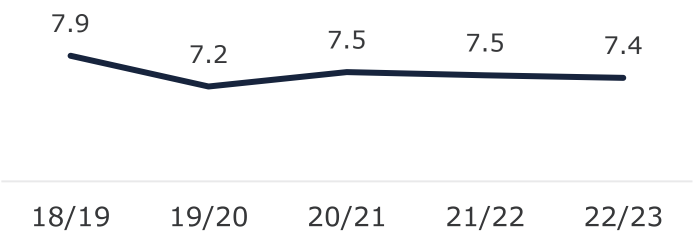
Source: D5. How satisfied or dissatisfied are you with this information source?
Base: Those who use information source frequently/occasionally (varies between sources). Your next bus trend not displayed as in previous waves this was split out between smartphone and text message.

Satisfaction with information sources: mean score (group II)

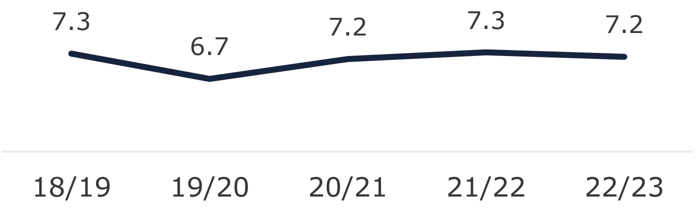
Satisfaction with physical sources of information is relatively stable, although there has been a significant decline of 0.5 in the mean score for information at railway stations.

Significant difference compared to previous wave

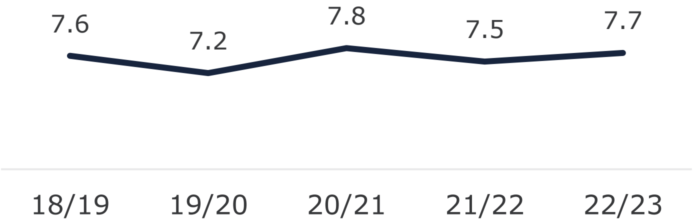
Timetable leaflets



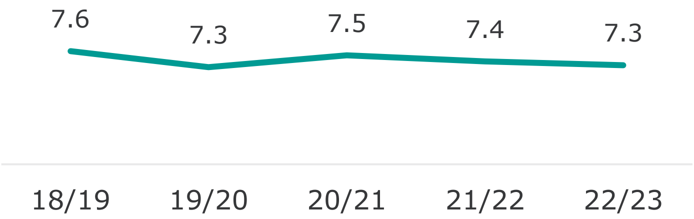
Metroline call centre



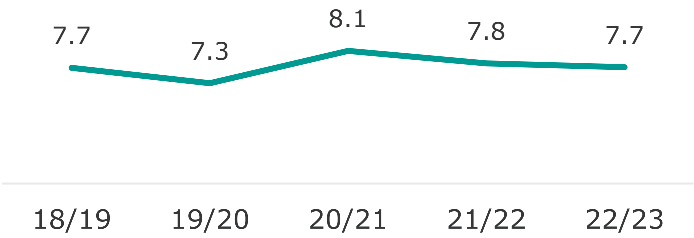
Travel Centres



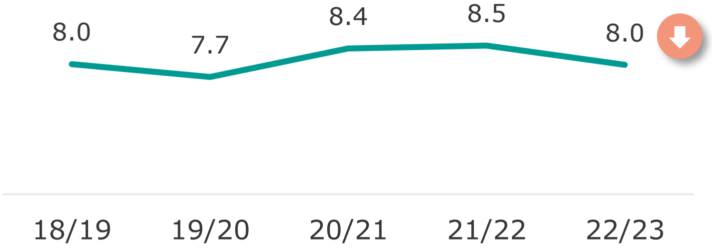
Timetable posters at bus stations and bus stops



Electronic time displays at bus stations and bus stops



Train time information at rail stations



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

For more information

Jenna Allen, Research Director
jallen@djsresearch.com

Jamie Lawson, Senior Research Manager
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

Proud to be EMPLOYEE OWNED

Follow us on LinkedIn...

For free market research findings and our latest news and developments: linkedin.com/company/djs-research-ltd

For regularly updated market research findings from your sector, please have a look at our complimentary insights: djsresearch.co.uk/blog/articles

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
The condition of pavements and footpaths	6.3	5.4	5.8	5.8	5.7
The condition of roads	5.5	4.6	5.1	4.9	4.9
The speed of repairs to roads and pavements	5.3	3.9	4.4	4.5	4.6
The quality of repairs to roads and pavements	5.8	4.5	5.5	4.9	4.9
The quality of street lighting	7.5	6.9	7.2	7.3	7.2
The speed of repair to street lights	7.3	6.4	7.0	7.0	6.9
Keeping road drains clear and working	6.9	5.8	6.2	6.2	6.3
Winter gritting and snow clearing	6.6	5.8	5.3	6.4	6.5
Local bus services	6.7	6.0	7.0	6.2	5.9
Local train services	6.6	5.9	7.0	6.6	5.8
Local taxi services	7.4	7.4	7.7	7.1	7.0
Community transport (Dial-a-Ride/Access Bus)	6.7	5.8	6.7	6.1	6.0
The affordability of public transport	6.2	5.2	6.0	5.6	6.2
The quality of your nearest rail station	7.0	6.3	7.0	6.8	6.7
The quality of your nearest bus station	7.1	6.3	6.8	6.3	6.5
Provision of cycle routes and facilities	5.8	5.1	5.8	5.1	5.4
Levels of traffic congestion	5.5	4.5	5.4	5.2	5.0
The affordability of motoring	5.9	5.4	5.6	5.6	5.3

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).

Satisfaction scores for West Yorkshire assets: 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
West Yorkshire (n=1604)	6.2	5.2	6.0	5.6	6.2
Dependent children in the household (n=387)	5.9	4.9	5.9	5.4	5.9
Full-time workers (n=666)	5.7	4.8	5.7	5.3	5.9
Part-time workers (n=202)	6.1	4.8	5.8	5.4	5.7
Social Grade – ABC1 (n=985)	5.8	5.2	5.9	5.6	6.2
Social Grade – C2DE (n=568)	6.2	5.3	6.1	5.6	6.2

Affordability of Motoring Base shown in brackets	Mean Satisfaction Scores (1 to 10)				
	2018/19	2019/20	2020/21	2021/22	2022/23
West Yorkshire (n=1657)	5.9	5.4	5.6	5.6	5.3
Dependent children in the household (n=394)	5.9	5.0	5.4	5.4	5.4
Full-time workers (n=692)	5.7	5.3	5.5	5.4	5.1
Part-time workers (n=209)	6.2	5.4	5.6	5.4	5.4
Social Grade – ABC1 (n=1026)	5.9	5.4	5.7	5.6	5.4
Social Grade – C2DE (n=577)	5.9	5.4	5.5	5.6	5.2

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).

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						
2018/19	15	18	16	8	14	6	24
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
	Rail passenger						
2018/19	3	7	20	18	21	8	23
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

Base: All Respondents (1808). QC7. 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						
2018/19	2	5	5	3	5	5	75
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
	Walk at least 10 minutes						
2018/19	52	27	7	4	2	0	7
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

Base: All Respondents (1808). 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 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						
2018/19	55	12	3	1	1	1	27
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
	Car / van passenger						
2018/19	23	35	16	7	4	2	13
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

Base: All Respondents (1808). 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						
2018/19	3	14	27	16	17	6	17
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
	Motorcyclist						
2018/19	1	1	2	1	1	1	94
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

Base: All Respondents (1808). 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) (%)

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

Base: All Respondents (1808). D3. Are you aware of any of the following ways to get information about public transport in the area?

Satisfaction with information sources

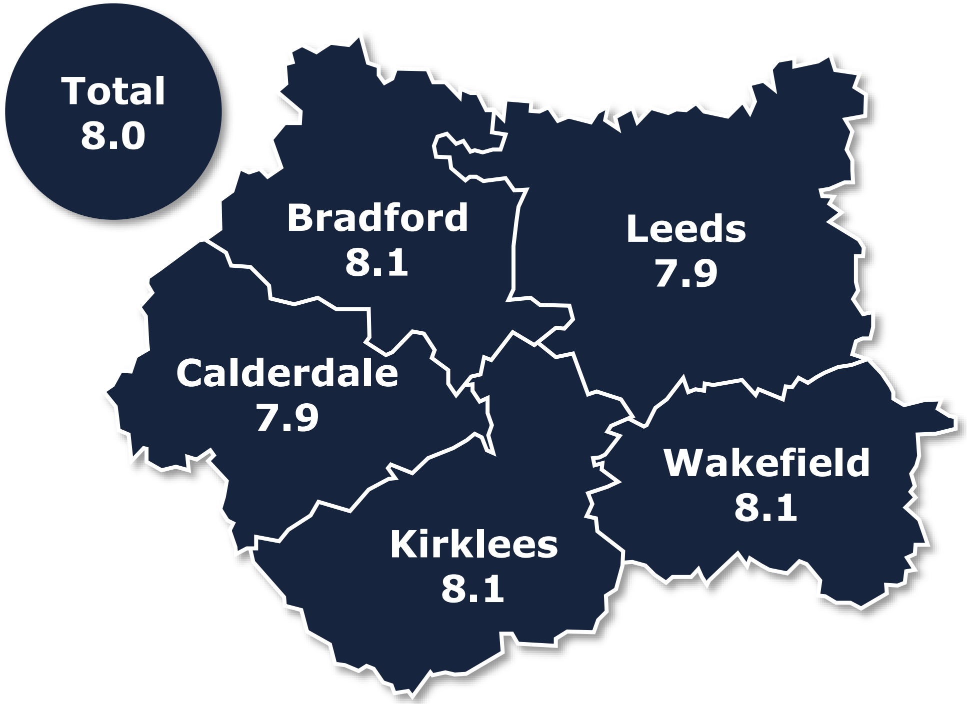
Satisfaction score out of 10

Information Source	2018/19	2019/20	2020/21	2021/22	2022/23
Bus/rail operators' own websites	7.2	6.9	7.4	7.4	7.1
Metro's website (wymetro.com)	7.5	6.9	7.4	7.5	7.3
Timetable downloads from Metro's website	7.6	7.1	7.5	7.6	7.6
Timetable leaflets	7.9	7.2	7.5	7.5	7.4
Metroline call centre	7.3	6.7	7.2	7.3	7.2
Metro Messenger	7.4	6.7	7.9	7.8	7.1
Metro travel news on Twitter	7.3	7.3	7.9	7.2	7.2
Metro travel news on Facebook	7.1	7.0	7.8	7.1	7.4
Travel Centres	7.6	7.2	7.8	7.5	7.7
Timetable posters at bus stations and stops	7.6	7.3	7.5	7.4	7.3
Electronic time displays at bus stations and stops	7.7	7.3	8.1	7.8	7.7
YourNextBus: text message	7.7	7.4	7.6	7.4	7.5
YourNextBus: smartphone	7.6	7.4	7.9	7.9	
Train time information at rail stations	8.0	7.7	8.4	8.4	8.0

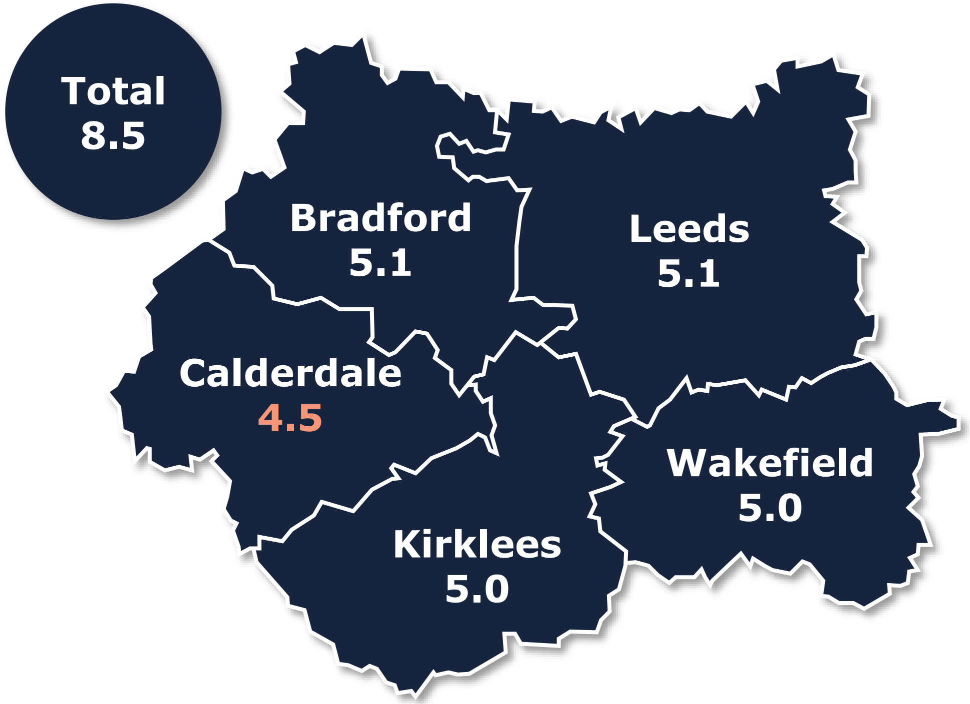
Base: Those who use at least one information method at least occasionally*. **D5**. On a scale of 1 to 10, how satisfied are you with…? *note – base size varies by statement.

Levels of traffic congestion

Importance mean score



Satisfaction mean score

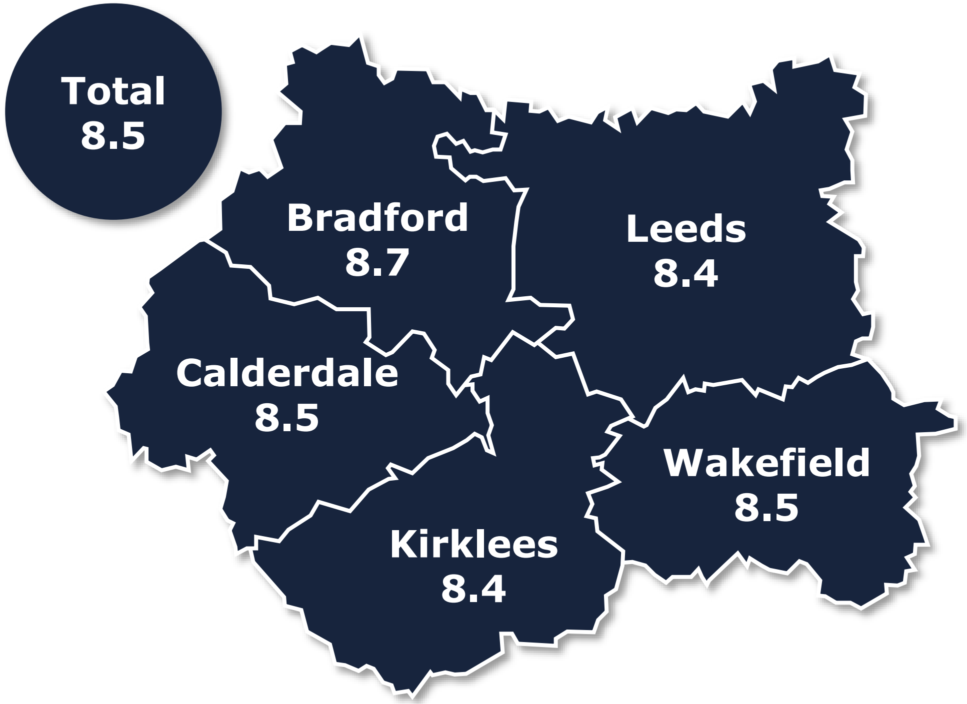


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

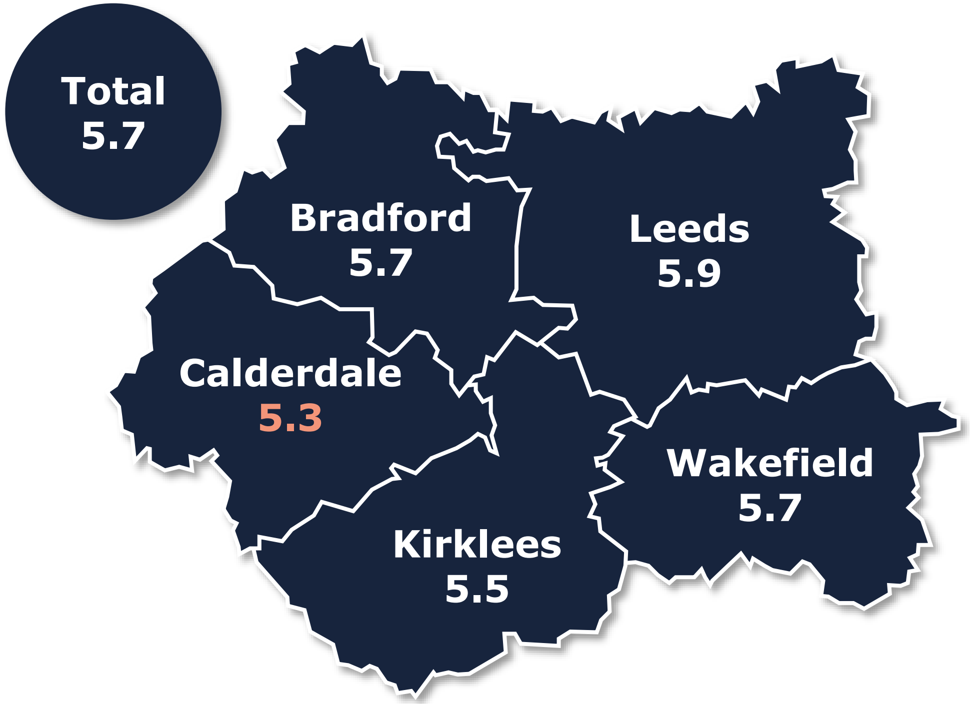
Teal/salmon text indicates a significantly better/worse result compared to total.

The condition of pavements and footpaths

Importance mean score



Satisfaction mean score

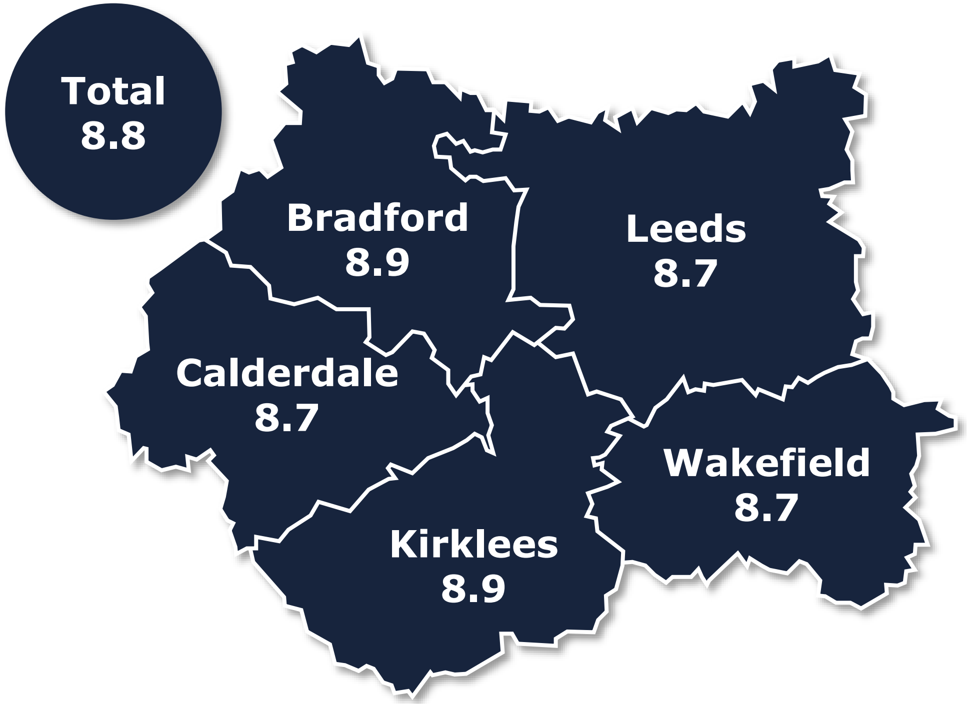


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

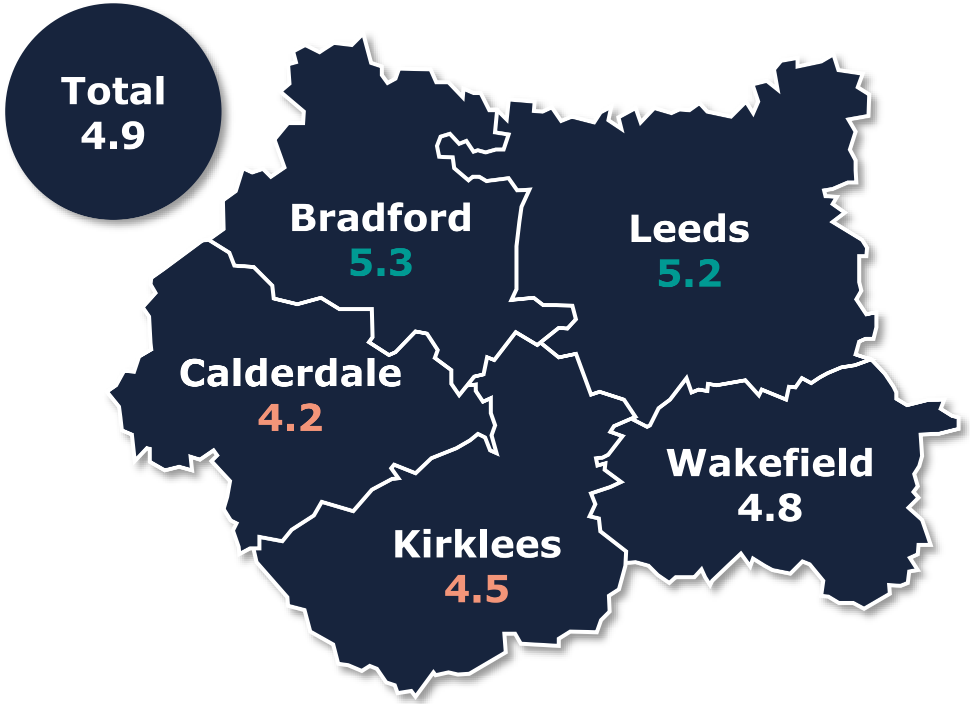
Teal/salmon text indicates a significantly better/worse result compared to total.

The condition of roads

Importance mean score



Satisfaction mean score

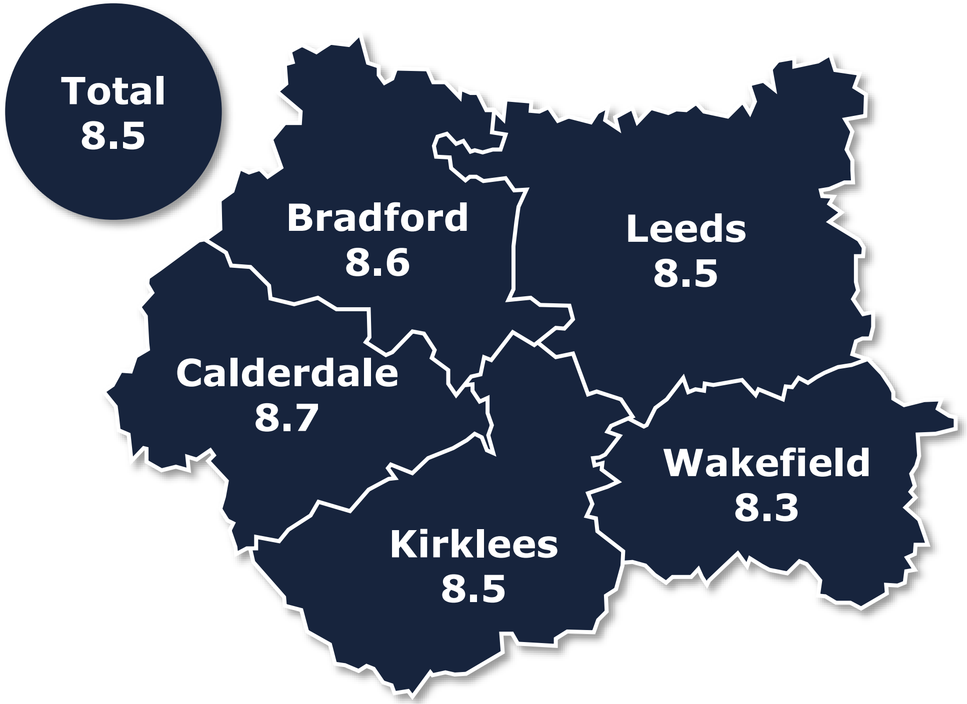


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

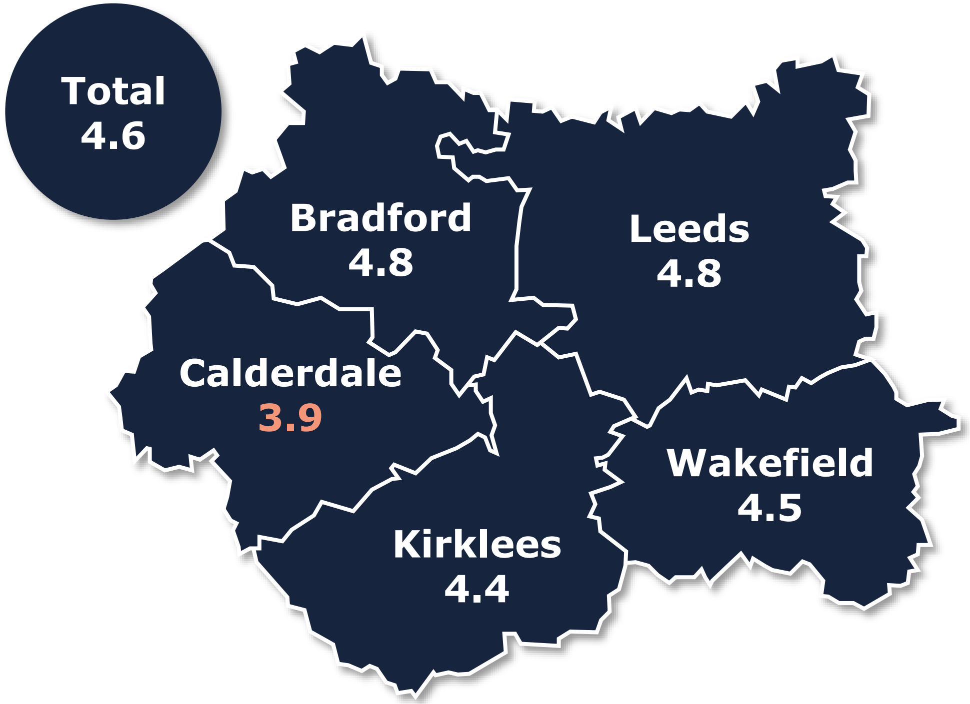
Teal/salmon text indicates a significantly better/worse result compared to total.

The speed of repairs to roads and pavements

Importance mean score



Satisfaction mean score

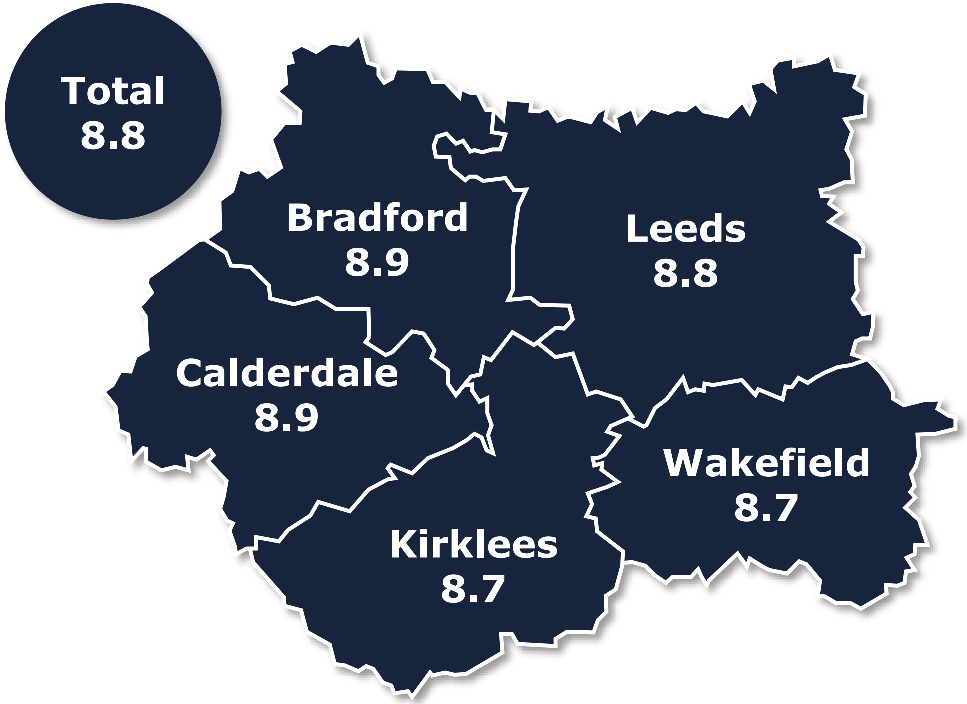


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

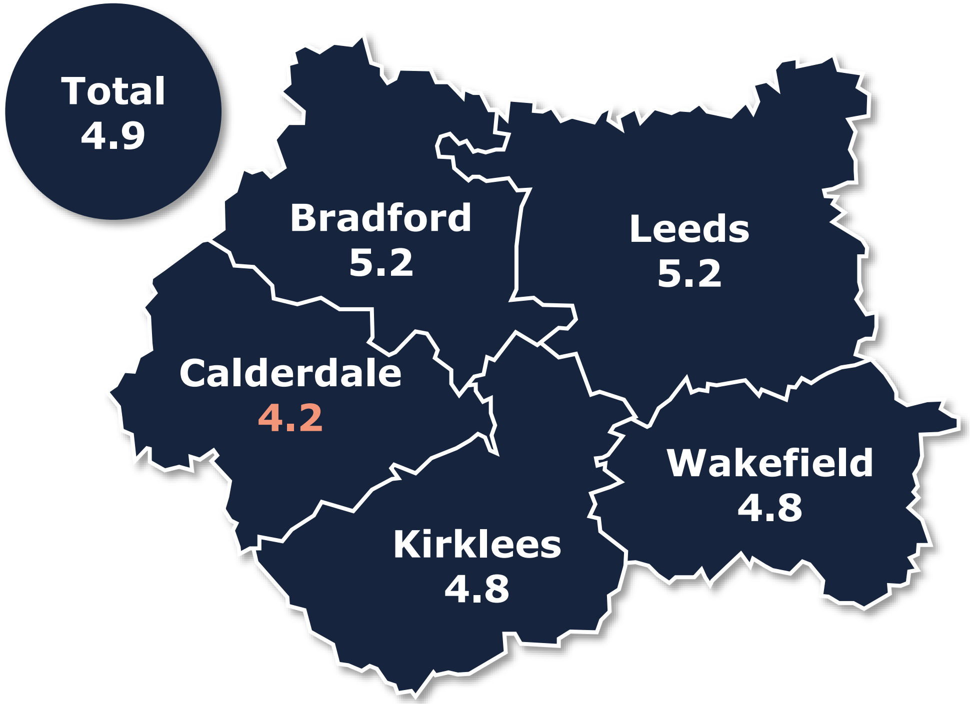
Teal/salmon text indicates a significantly better/worse result compared to total.

The quality of repairs to roads and pavements

Importance mean score



Satisfaction mean score

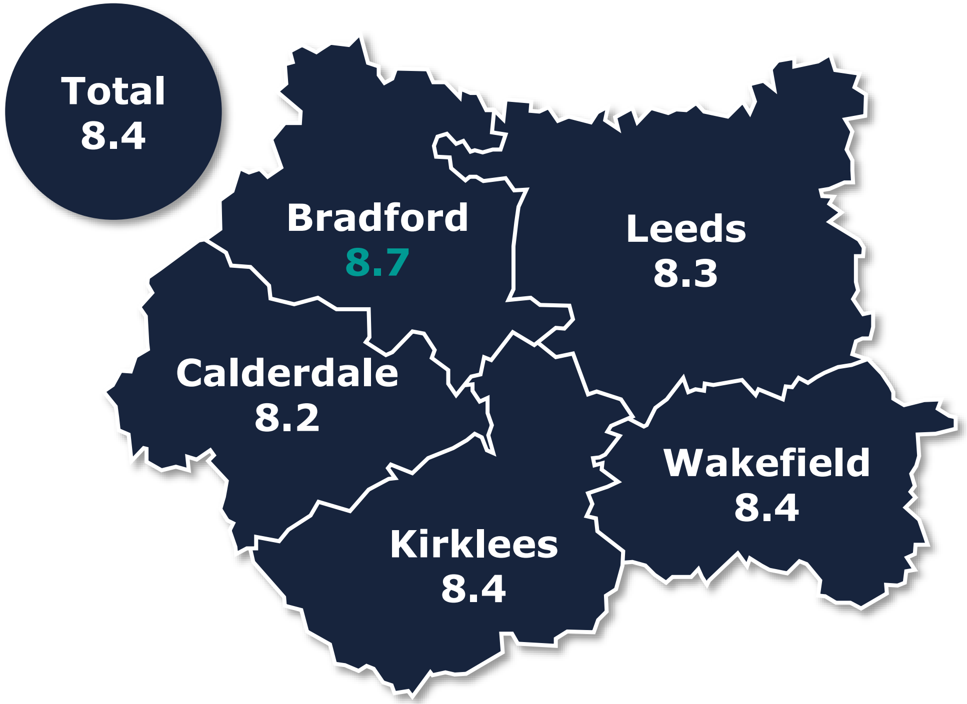


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

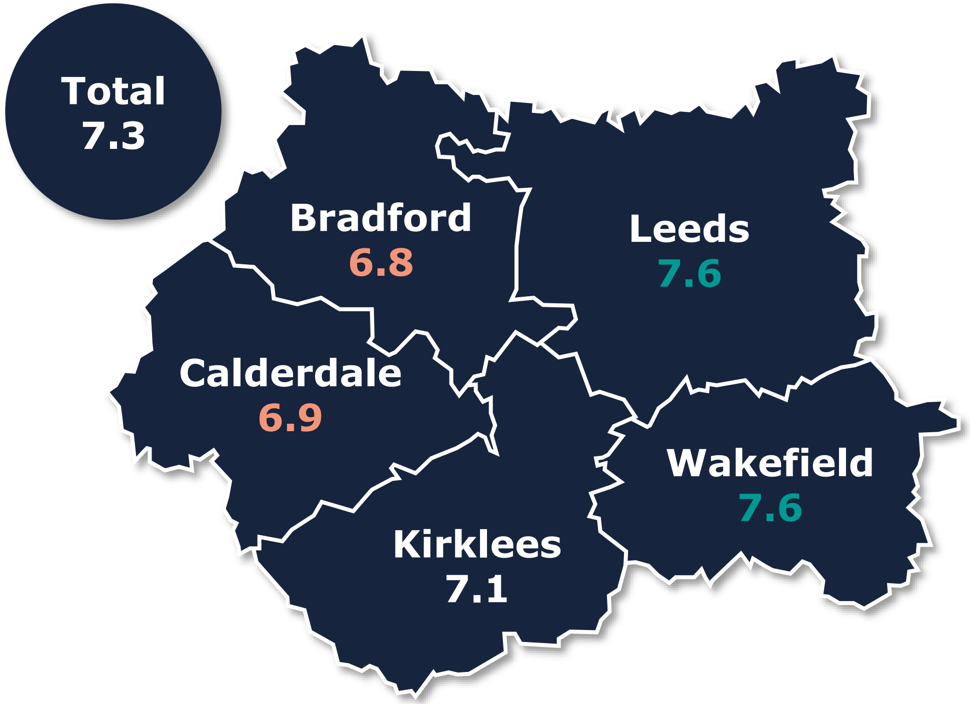
Teal/salmon text indicates a significantly better/worse result compared to total.

The quality of street lighting

Importance mean score



Satisfaction mean score

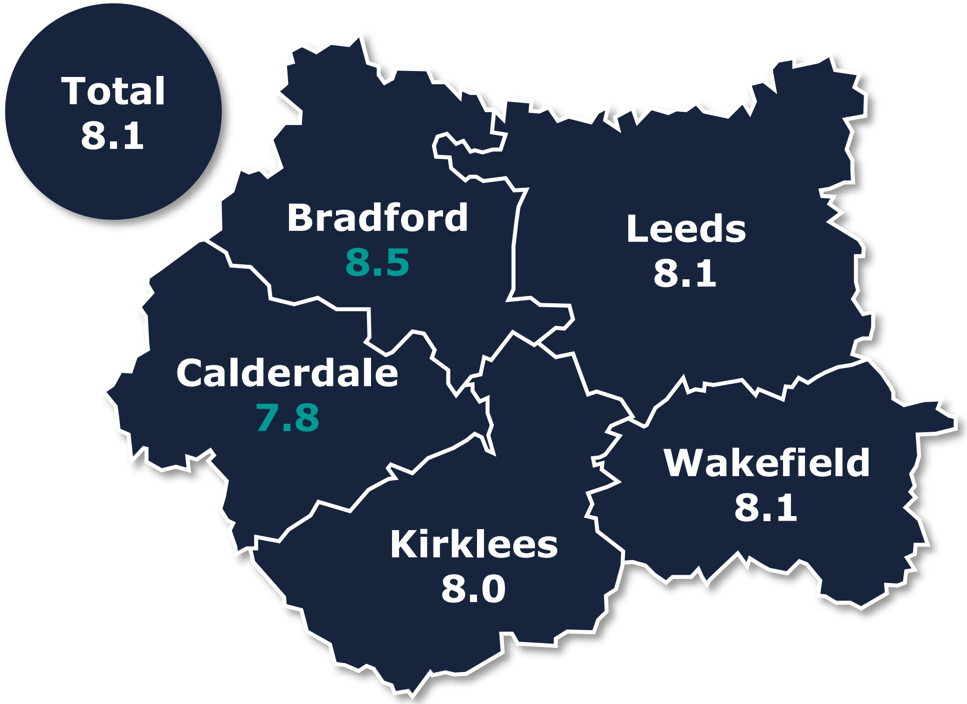


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

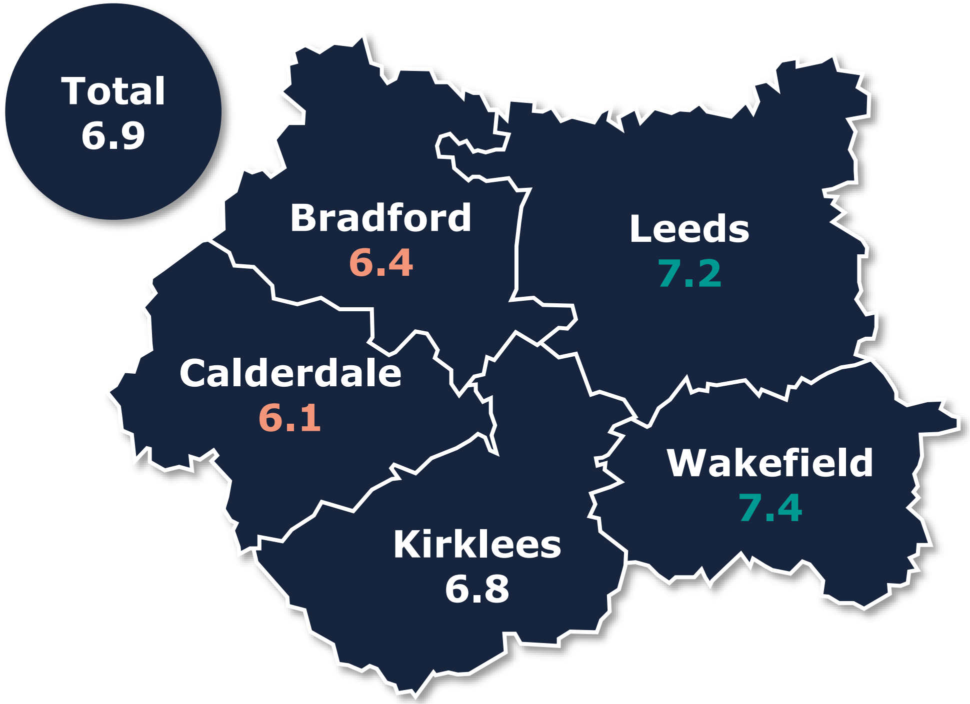
Teal/salmon text indicates a significantly better/worse result compared to total.

The speed of repair to street lights

Importance mean score



Satisfaction mean score

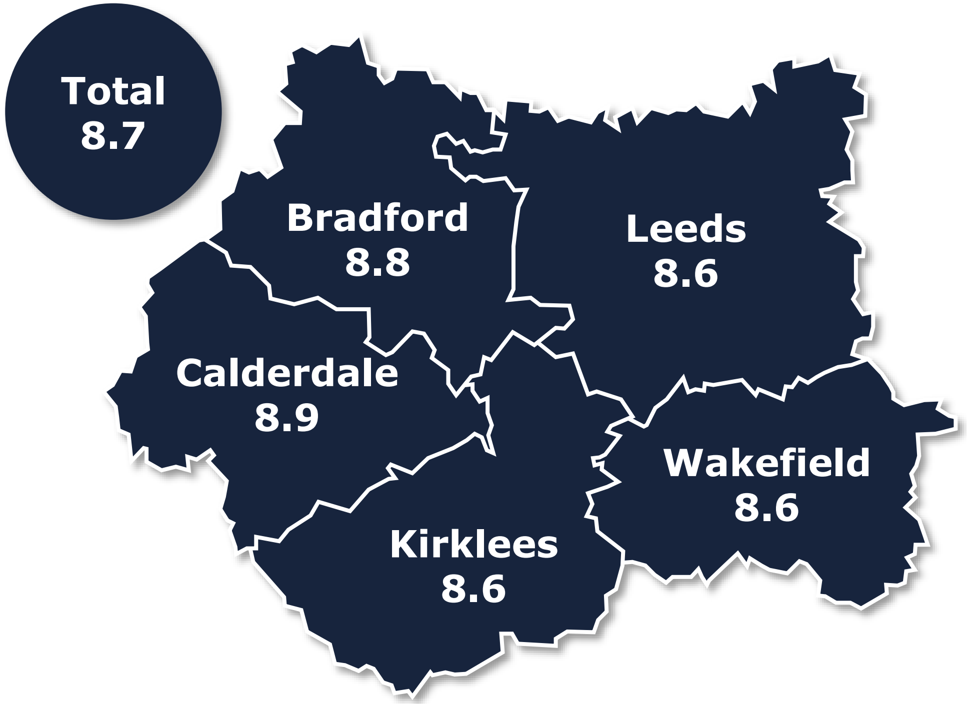


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

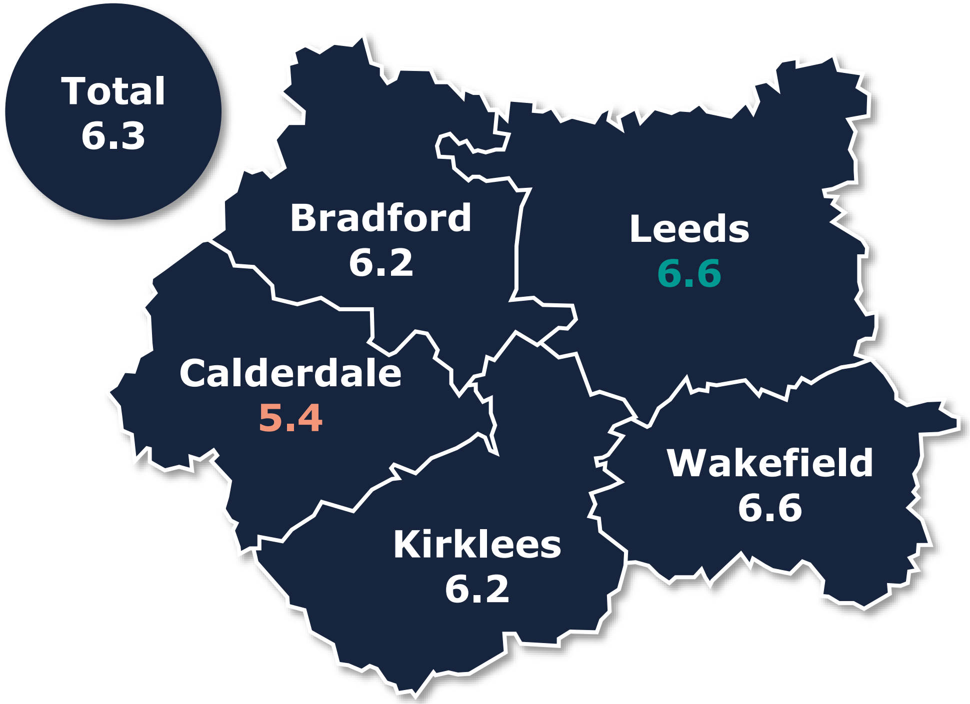
Teal/salmon text indicates a significantly better/worse result compared to total.

Keeping road drains clear and working

Importance mean score



Satisfaction mean score

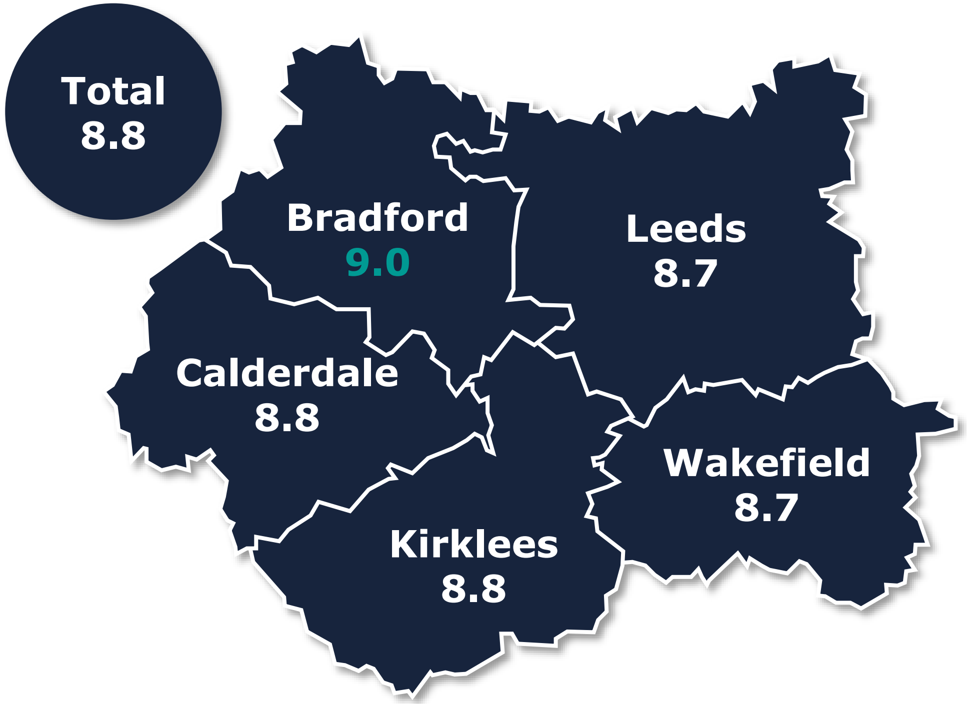


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

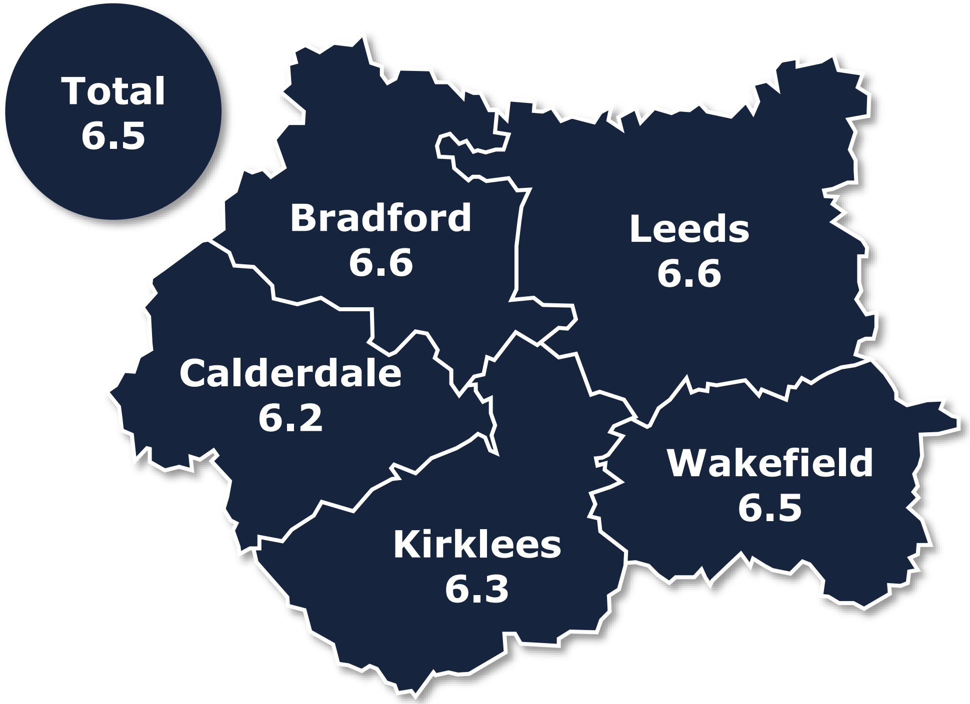
Teal/salmon text indicates a significantly better/worse result compared to total.

Winter gritting and snow clearing

Importance mean score



Satisfaction mean score

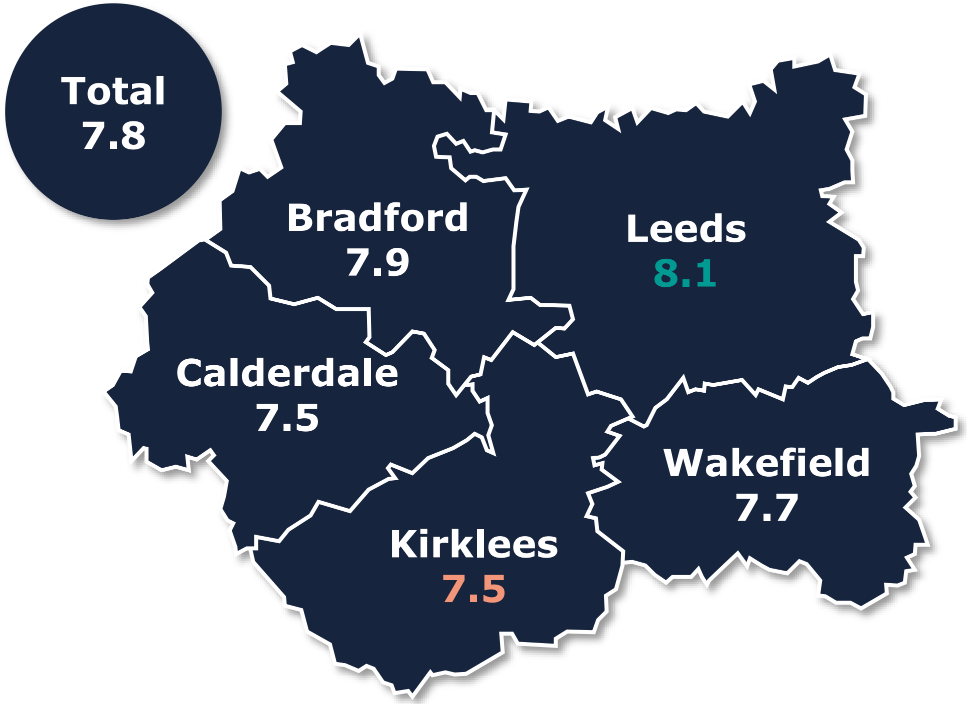


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

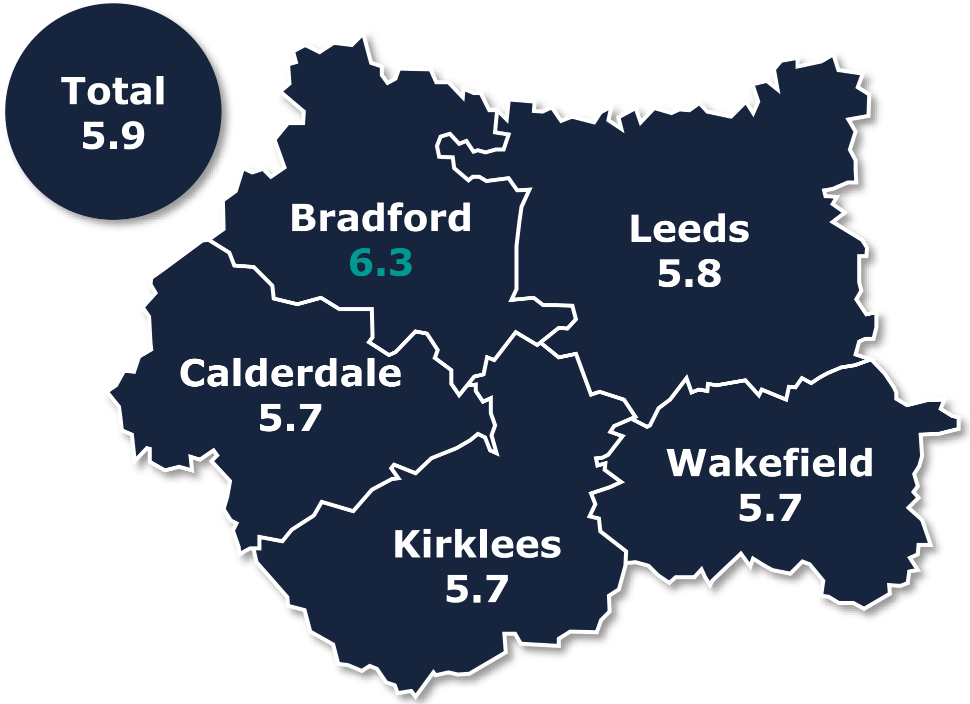
Teal/salmon text indicates a significantly better/worse result compared to total.

Local bus services

Importance mean score



Satisfaction mean score

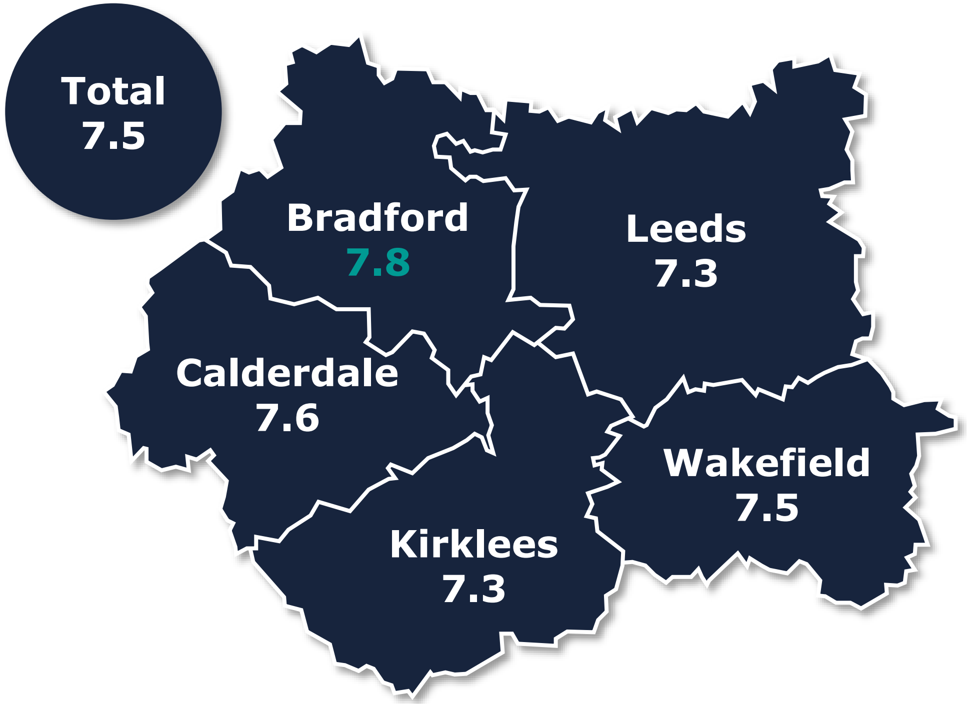


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

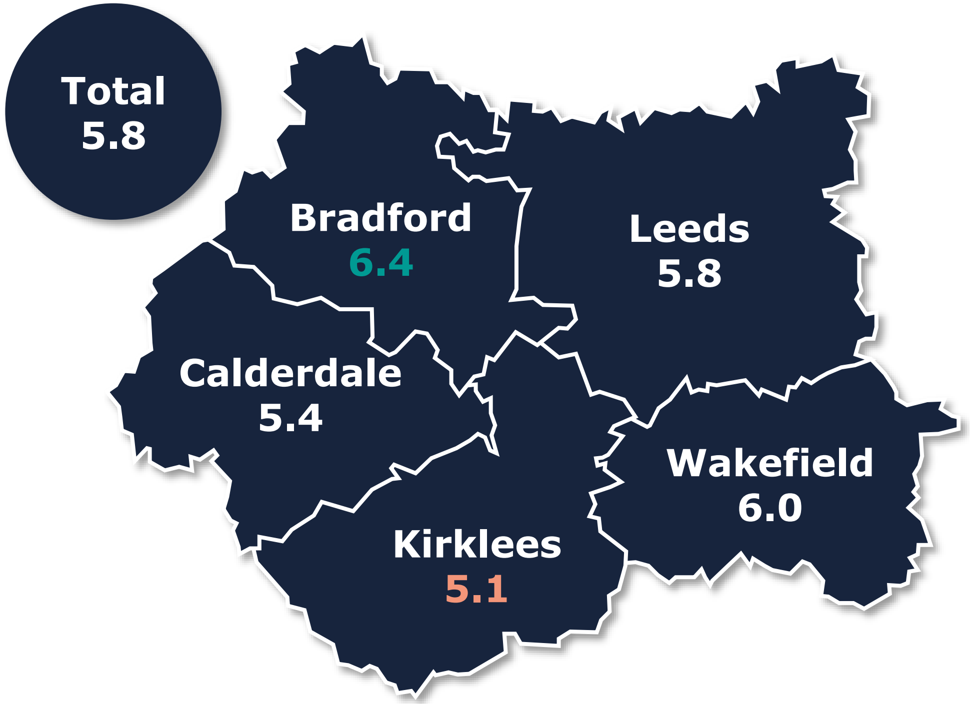
Teal/salmon text indicates a significantly better/worse result compared to total.

Local train services

Importance mean score



Satisfaction mean score

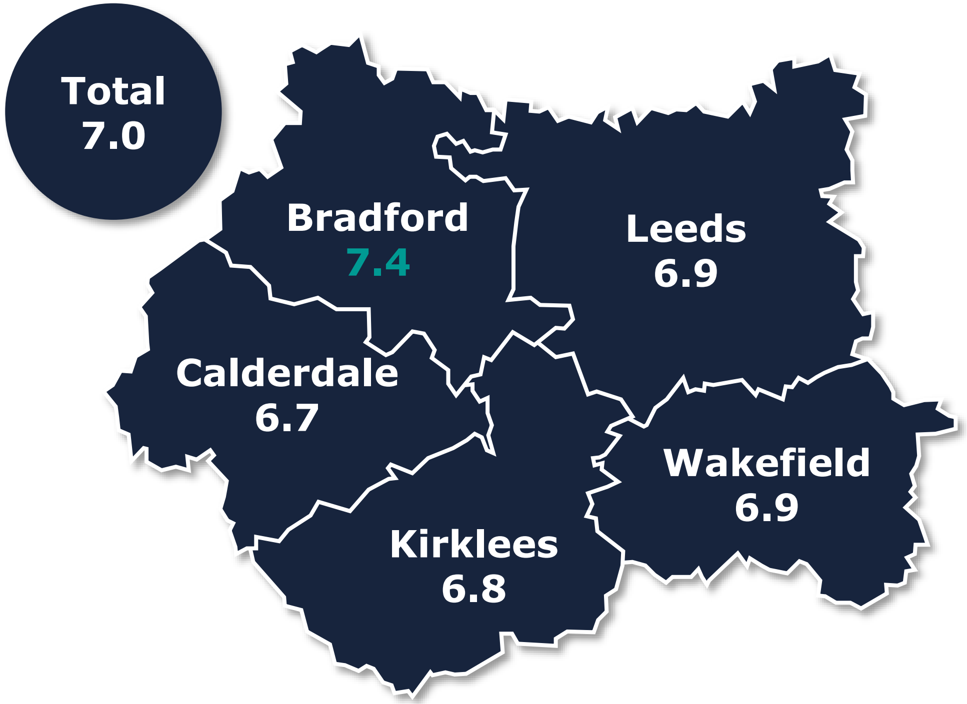


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

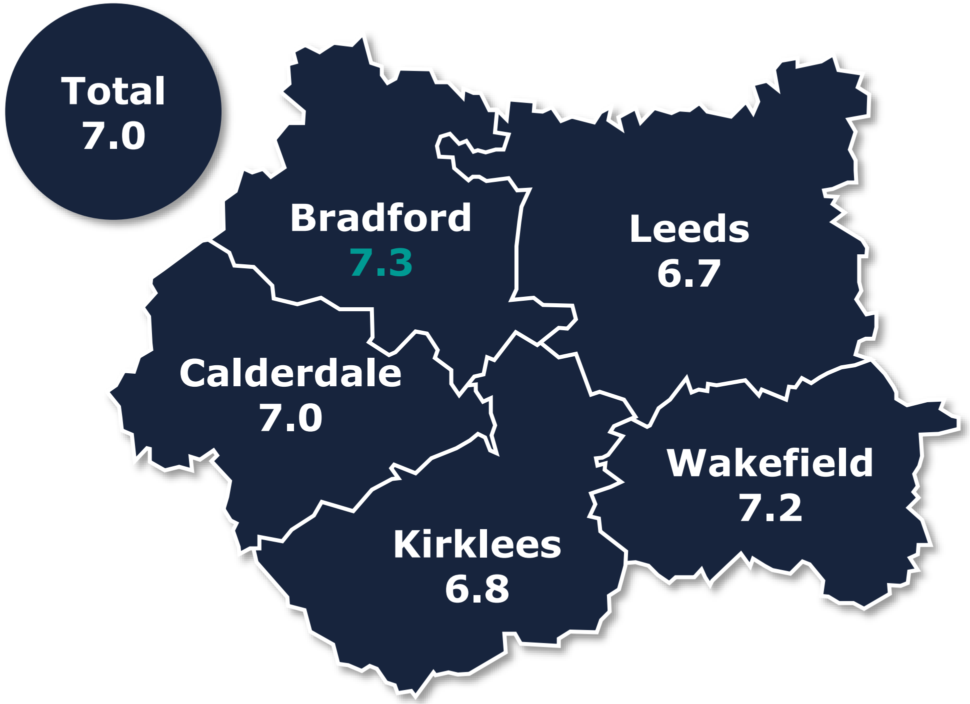
Teal/salmon text indicates a significantly better/worse result compared to total.

Local taxi services

Importance mean score



Satisfaction mean score

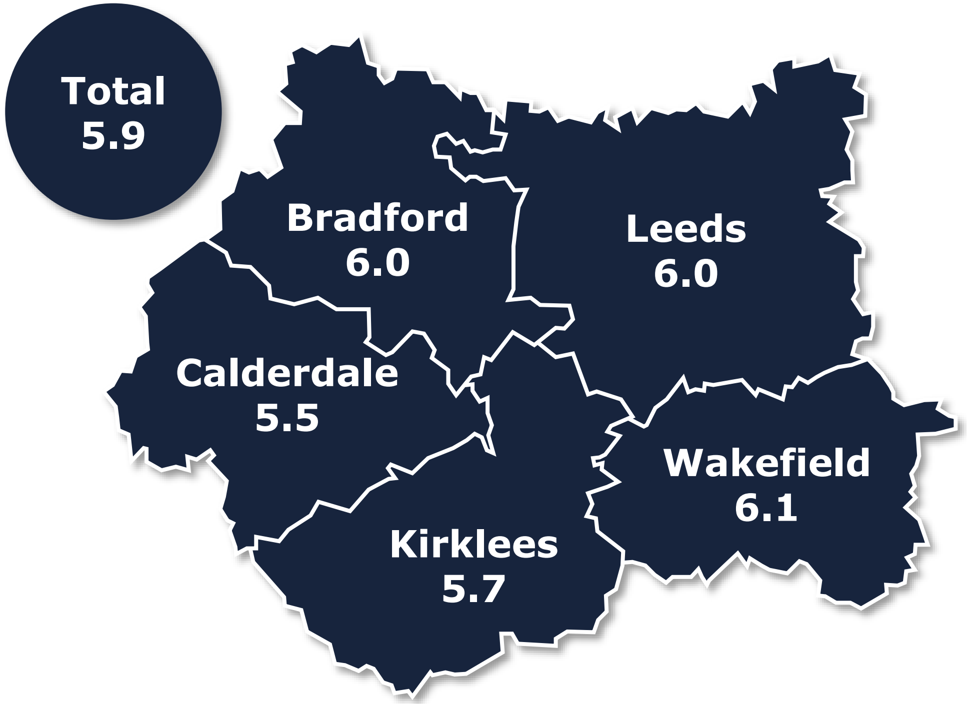


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

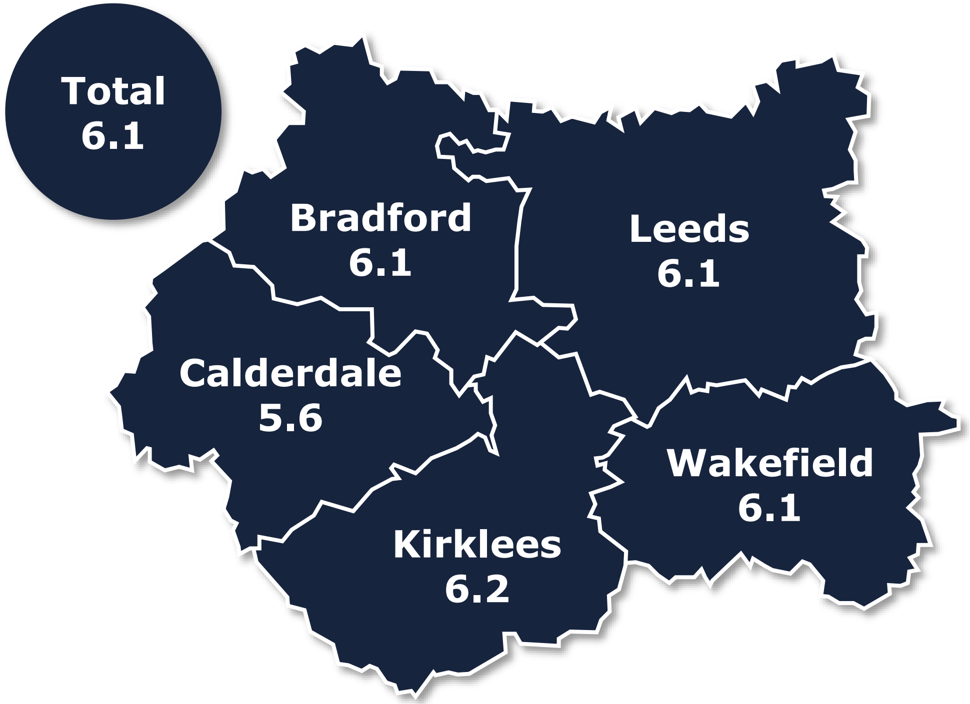
Teal/salmon text indicates a significantly better/worse result compared to total.

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

Importance mean score



Satisfaction mean score

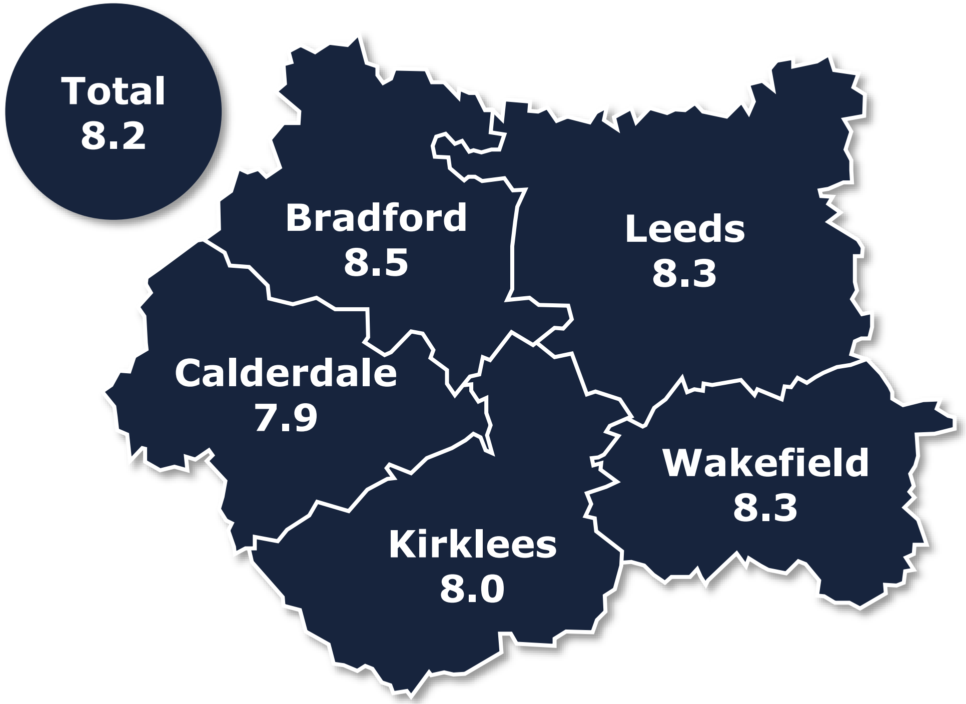


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

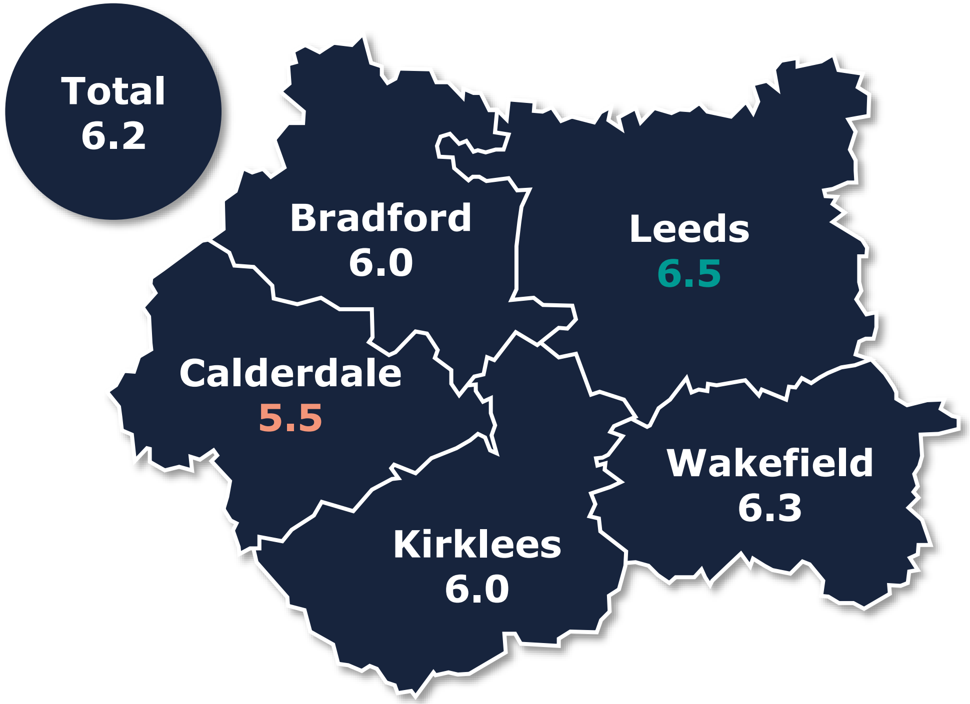
Teal/salmon text indicates a significantly better/worse result compared to total.

The affordability of public transport

Importance mean score



Satisfaction mean score

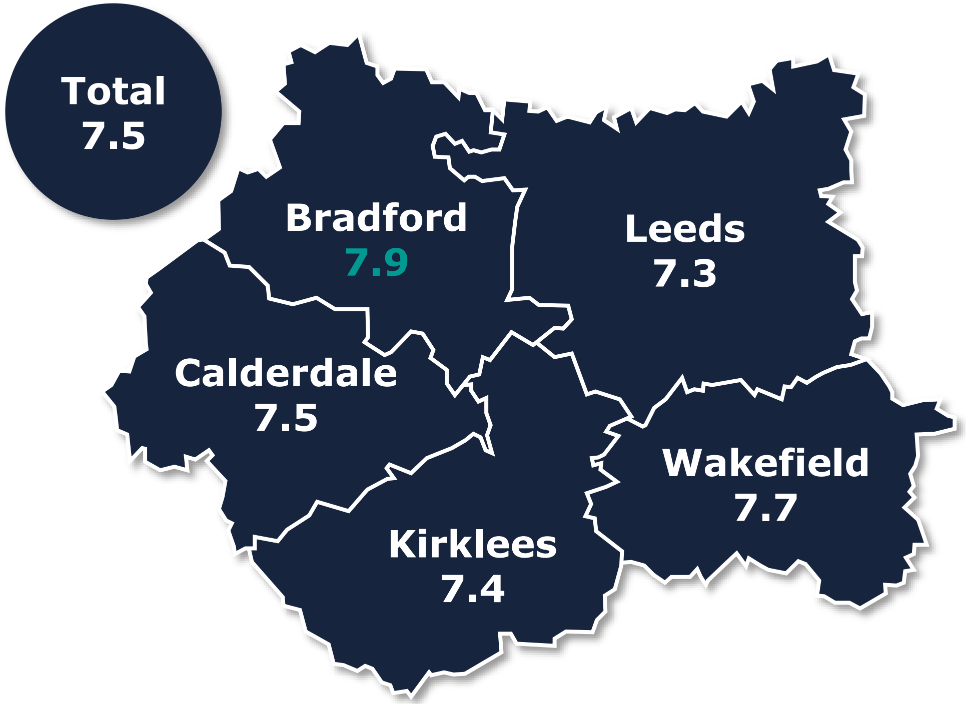


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

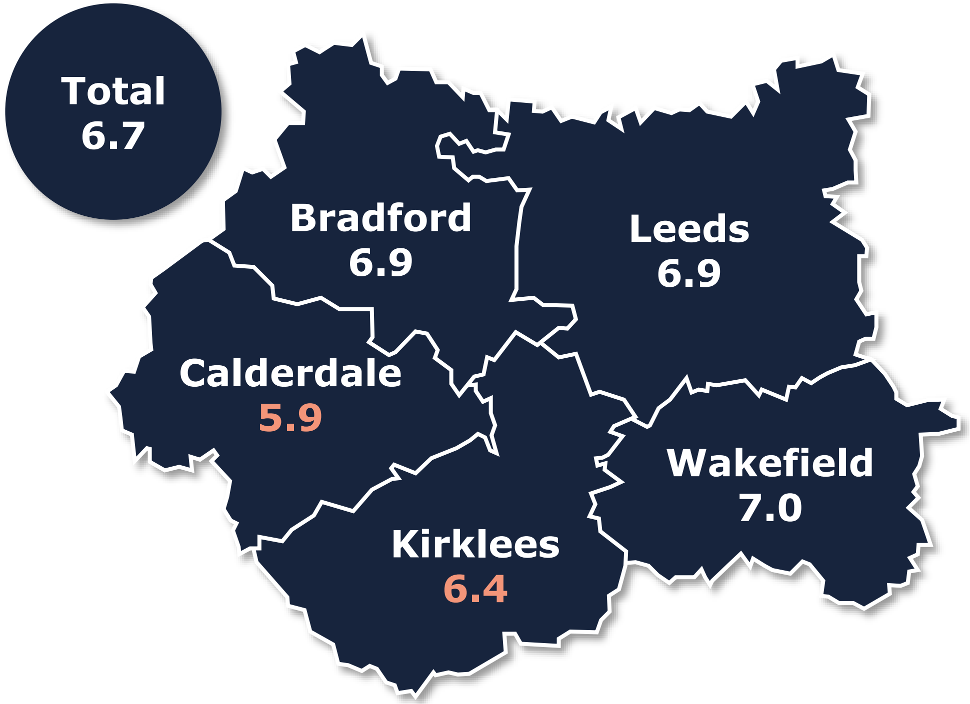
Teal/salmon text indicates a significantly better/worse result compared to total.

The quality of your nearest rail station

Importance mean score



Satisfaction mean score

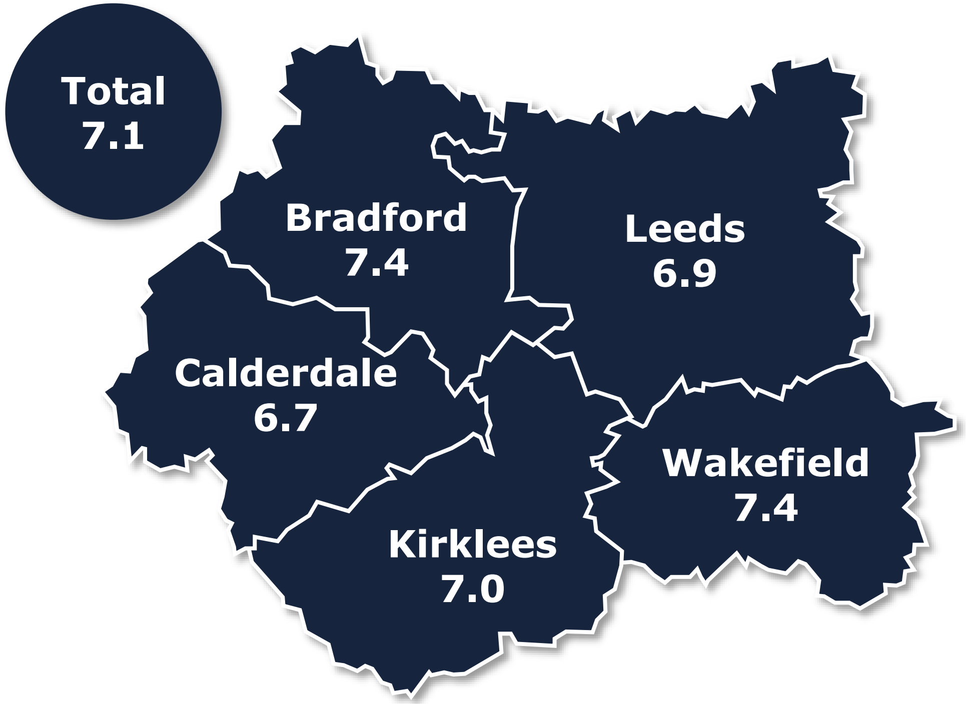


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

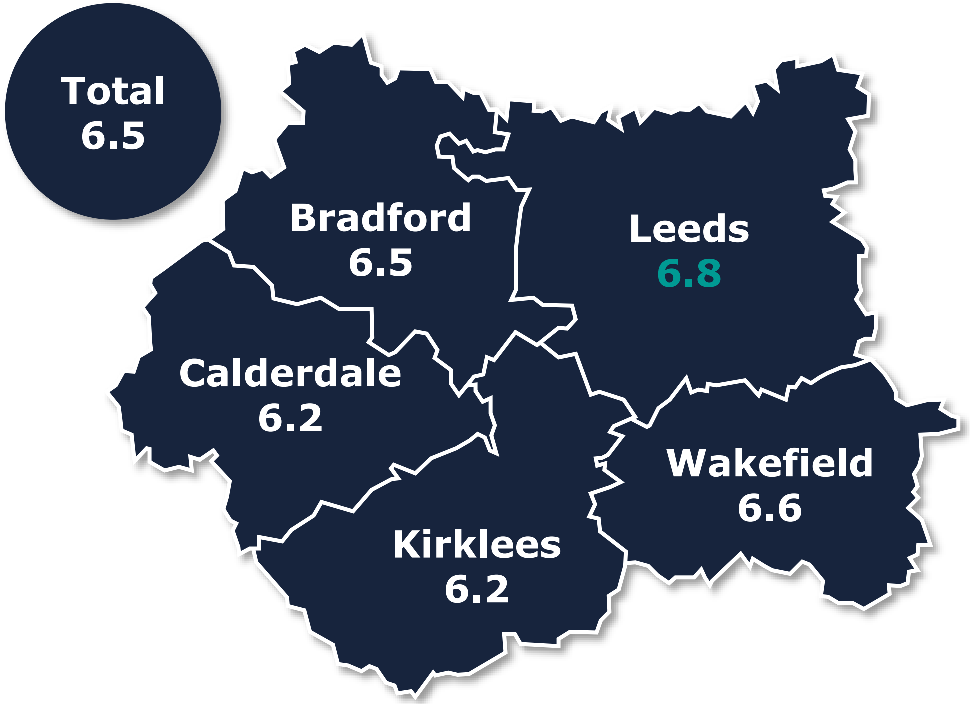
Teal/salmon text indicates a significantly better/worse result compared to total.

The quality of your nearest bus station

Importance mean score



Satisfaction mean score

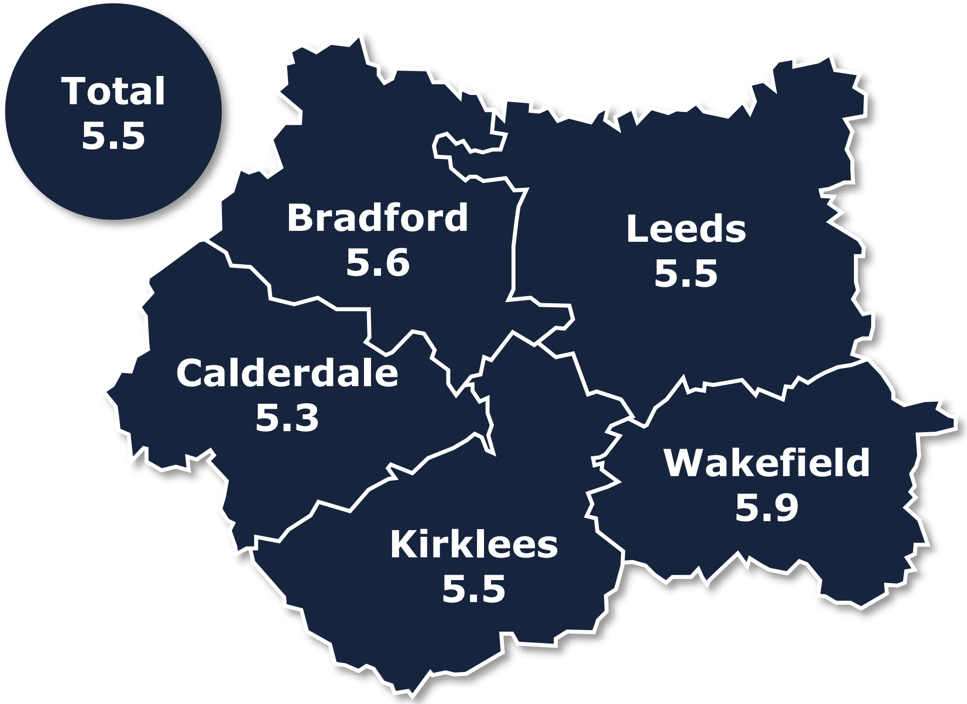


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

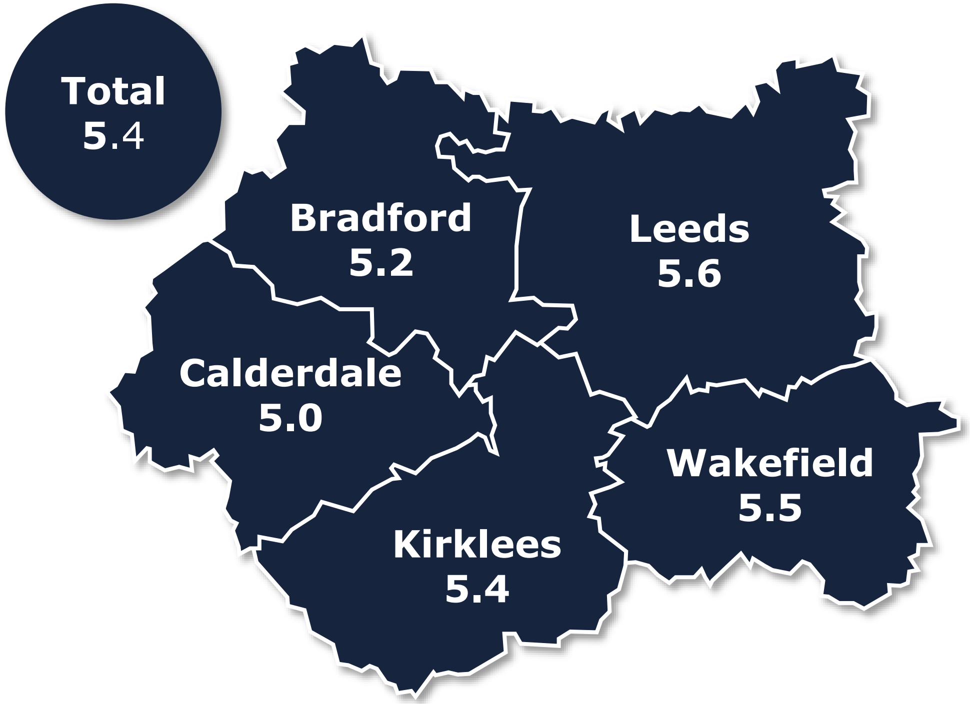
Teal/salmon text indicates a significantly better/worse result compared to total.

Provision of cycle routes and facilities

Importance mean score



Satisfaction mean score

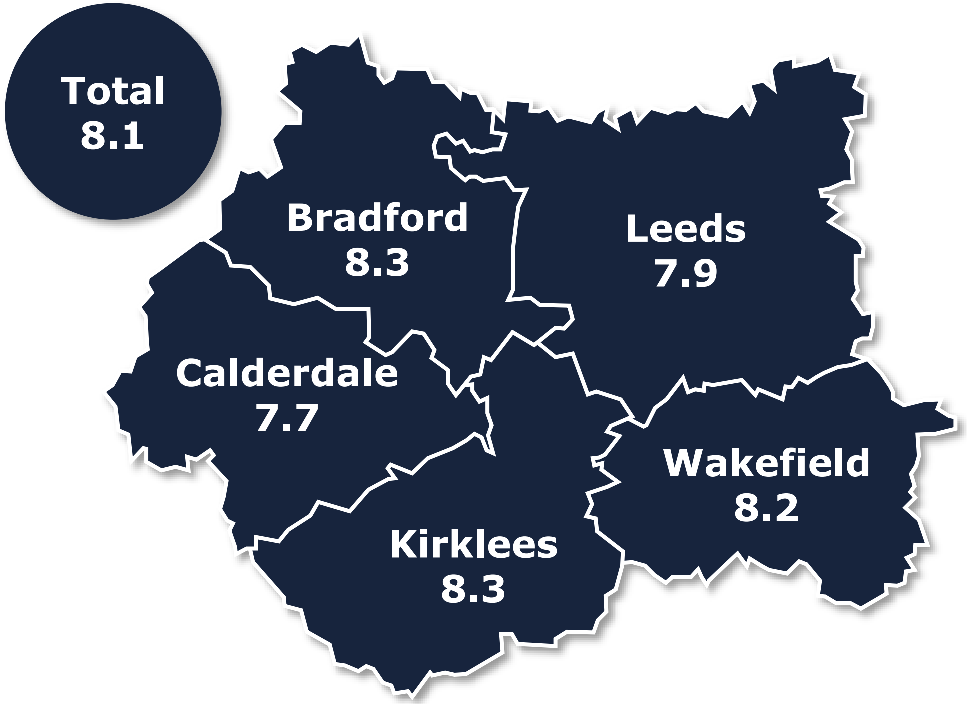


Source: B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).
Base: all respondents who gave a valid importance rating at B1 (bases vary).

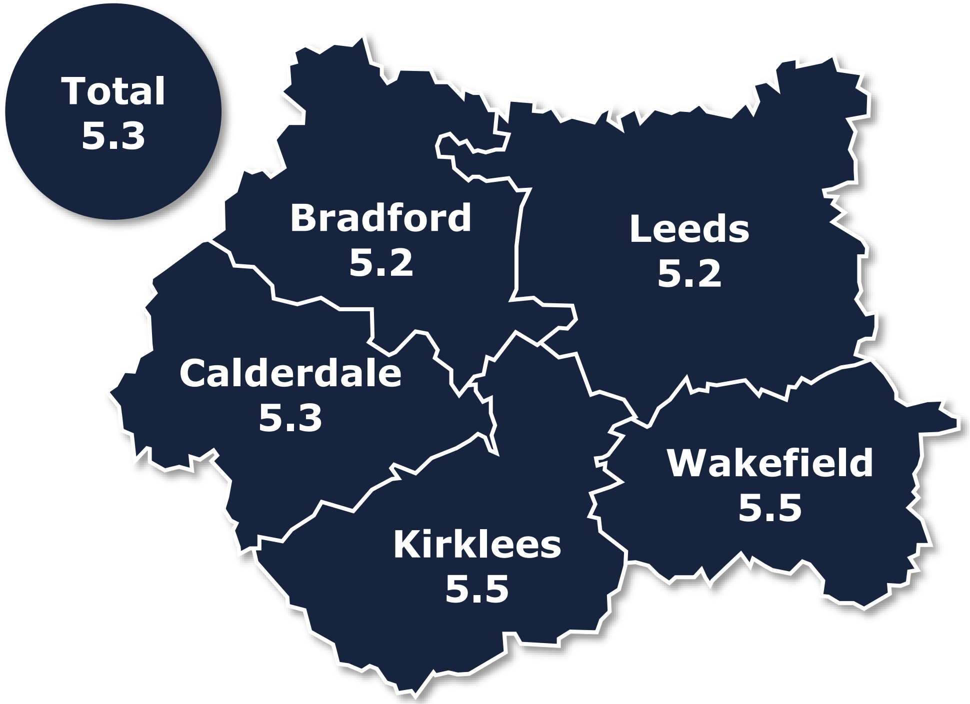
Teal/salmon text indicates a significantly better/worse result compared to total.

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.