Customer Perceptions of Transport Survey

Annual Report

West Yorkshire Combined Authority

26 July 2019

Quality information

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Table of Contents

Executive Summary

The West Yorkshire Public Perceptions of Transport Survey exists to gain insight into how the residents of West Yorkshire perceive various aspects of local infrastructure and passenger transport. The survey was administered by telephone in March 2019 and achieved a sample of 1,764 respondents.

Mode Choice: Only 20% of respondents cycle at least once a year, compared with 70% who use a bus, 72% who drive a car or van, and 85% who travel as a car or van passenger at least once a year. Respondents aged over 65 were more likely to take the bus at least weekly, compared to the other age groups, whilst those aged under 35 were significantly more likely to use the train on a weekly basis compared to other ages.

Satisfaction with assets and services: Respondents were asked the importance and satisfaction with 18 aspects of local transport assets and services using a score out of 10. People aged over 65 considered bus services more important than those in other age groups, which corresponds with frequency of use of the mode. People aged over 65 gave significantly lower scores for the importance of road repair and conditions compared to those aged under 65 and gave significantly higher scores for satisfaction for the same assets.

Part time workers are more satisfied with affordability of both public transport and motoring than full time workers and respondents classed as manual workers, state pensioners and unemployed with state benefits are more satisfied than people classed as professional, administrative, and supervisory.

Comparison with 2015/16 when importance was last surveyed shows that winter gritting and snow clearing received the highest mean importance scores in both waves, with a mean score at 8.9 this wave and 9.0 in 2015/16. The provision of cycle routes & facilities and community transport each received a higher mean importance score than 3 years ago, though the scores were still lower than the other aspects of local transport included in this section of the survey. Public transport is viewed as more important now than in 2015/16, for instance the mean importance of the affordability of public transport has increased from 8.2 to 8.7 and moved from 9th to 3rd highest in the section. At the West Yorkshire level most mean satisfaction scores in this section were similar to, or better than, 2015/16 whilst local train services mean satisfaction score has declined by 3%.

Confidence in purchasing the best value ticket for travel is similar for bus and train travel, but has reduced over time for both. 67% of respondents were very or fairly confident to purchase the best value bus ticket, down 16% over 7 years. For rail the similar figures are 66% very or fairly confident, down 13% over 7 years. The largest drop in confidence for both modes was recorded between 2012/13 and 2013/14.

Methods used to plan journeys and buy tickets: Websites and apps are used a lot more than paper or in person. 56% of respondents used a website and 19% used an app last time they planned a journey whereas only 17% used a timetable leaflet, 3% used a paper map and 8% used other methods including in person. Over a third of respondents talked to staff when buying rail tickets and over half of respondents talked to staff when buying bus tickets.

Specific information sources: Respondents have become more aware of bus and rail operators' own websites (from 54% in 2013/14 to 71% in 2018/19) while

awareness of Metro's website increased from 69% to 78% but has now dropped back to 69% and awareness of Metroline has dropped from 52% to 38% in the same 4 years. 6% of respondents said that they used Metroline occasionally or frequently which is a small increase over time despite the drop in awareness of its existence. Use of timetable leaflets appears steady at around 21% for the last 4 years. Use of Metro's website appears to have increased for 3 years from 19% to 31% then dropped to 25% this year while use of bus and rail operators' own websites has increased. The satisfaction scores for all the information sources included in the questionnaire has decreased since 2016/17, though the mean satisfaction score for timetable posters at bus stations and stops has improved from 7.3 in 2017/18 to 7.6 in 2018/19.

Access to Technology and Payment Methods: Technology has been adopted by all age groups over recent years, with even the older age groups having increased access to the internet and payment by contactless card. It should be noted however that while 81% of 16 to 34 year old respondents pay with contactless card this drops to 58% of respondents age 65+ and regular internet access is at 97% for 16 to 34 year olds but only 67% for people aged 65+. Train users generally report having greater access to technology and use of payment methods than bus users across the age ranges.

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

1. Introduction

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

This survey is the 17th wave of surveys that were introduced in 2003 and that have evolved over time.

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

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

2. Research Design and Data collection

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

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

Data was collected through a Computer Aided Telephone Interview (CATI) survey. Surveys were conducted with residents of West Yorkshire in all five local authority districts (Calderdale, Bradford, Kirklees, Leeds and Wakefield). Fieldwork took place from 1st March to 28th March 2019.

2.1 Sample Sizes and Quotas

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

Table 2.1

District	Target		Achieved	
	Sample Size	Confidence Interval	Sample Size	Confidence Interval
West Yorkshire	1800	+/- 3%	1764	+/- 2.3%
Bradford	360	+/- 5 to 6%	376	+/- 5.1%
Calderdale	270	+/- 5 to 6%	282	+/- 5.8%
Kirklees	300	+/- 5 to 6%	311	+/- 5.6%
Leeds	600	+/- 4%	524	+/- 4.8%
Wakefield	270	+/- 5 to 6%	271	+/- 6.0%

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

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

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

2.2 Data Processing and Analysis

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

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

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

Respondents were asked to provide their postcode, and 1397 people agreed to this and provided a valid postcode. These were looked up in a table of postcode to railway station and bus stop distances provided by the West Yorkshire Combined Authority.

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

2.3 Reporting of the data

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

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

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

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

3. All respondents findings

3.1 Introduction and report structure

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

3.2 Mode of transport used and frequency of use

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

Figure 3.2 : Mode of transport used and frequency of use – All Respondents
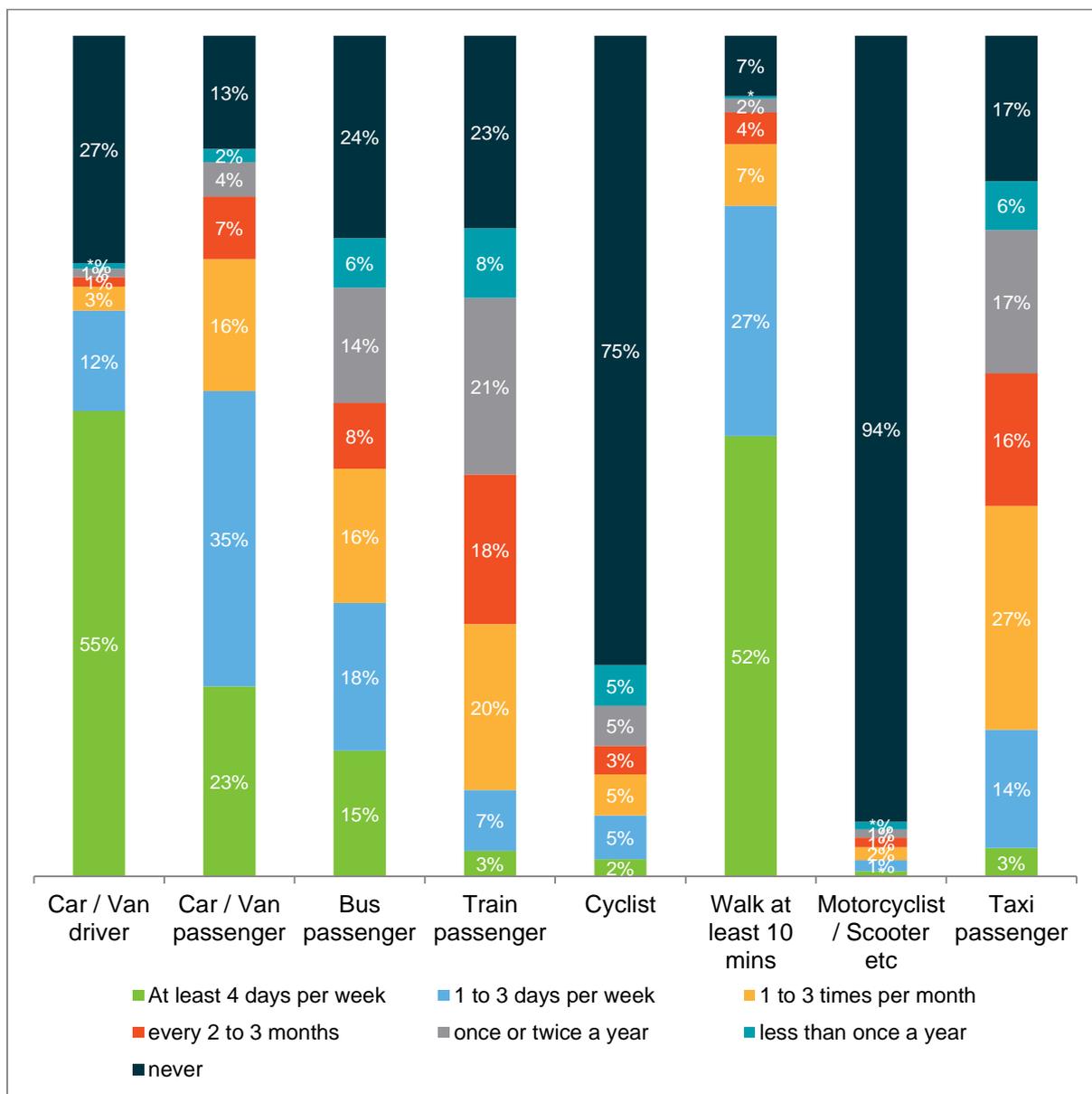
Weighted base: 1824

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

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

Table 3.21

	Age 16-34						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	51	13	5	1	1	0	28
Car / Van passenger	27	35	15	7	3	0	13
Bus passenger	15	19	15	7	14	5	25
Train passenger	4	9	19	19	22	7	19
Cyclist	2	5	6	4	6	8	69
Walk at least 10 minutes	51	30	7	5	3	0	5
Motorcyclist / Scooter etc.	1	2	1	2	2	1	92
Taxi passenger	4	14	31	17	14	4	15

Weighted base: 620

Table 3.22

	Age 35-64						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	62	11	2	1	1	1	22
Car / Van passenger	19	35	18	8	5	3	12
Bus passenger	11	14	17	10	16	8	24
Train passenger	3	6	21	19	21	9	21
Cyclist	2	6	6	4	5	4	73
Walk at least 10 minutes	54	24	10	4	1	0	6
Motorcyclist / Scooter etc.	0	1	2	1	1	1	93
Taxi passenger	3	12	26	16	20	8	16

Weighted base: 844

**Table 3.23**

	Age 65+						
	At least 4 days per week %	1 to 3 days per week %	1 to 3 times per month %	Every 2 to 3 months %	Once or twice a year %	Less than once a year %	Never %
Car / Van driver	48	13	2	0	1	0	36
Car / Van passenger	24	35	14	7	2	1	17
Bus passenger	23	24	16	6	7	2	21
Train passenger	1	7	17	14	20	7	34
Cyclist	1	3	1	2	2	1	90
Walk at least 10 minutes	52	30	3	2	1	0	13
Motorcyclist / Scooter etc.	0	1	0	0	1	0	98
Taxi passenger	3	20	21	12	17	4	24

Weighted base: 358

Mode of transport used at least monthly

Figure 3.21 compares usage at least once a month with recent years' surveys. A generalisation applied, as in previous waves of surveying, is that if someone uses the mode at least once a month they are a user. Otherwise they are a 'non-user' even if they do actually use the mode very occasionally.

Figure 3.21 : Mode of transport used at least monthly
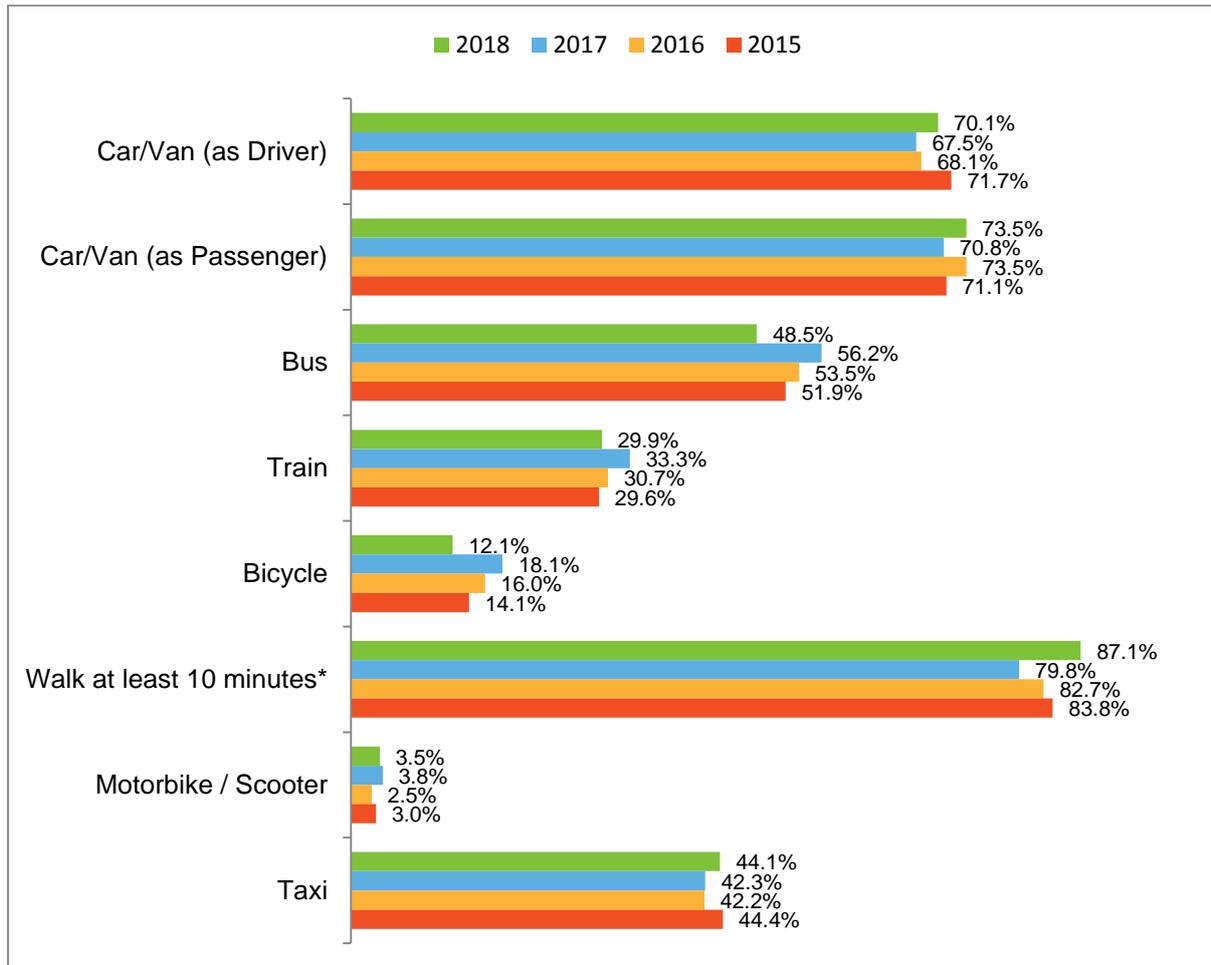
Weighted base: 1824 (2018)

*Walking time in previous waves was 30 minutes

3.3 Importance and satisfaction with assets and services

Respondents gave scores out of 10 for various local transport assets and services. Those aged over 65 considered bus services more important than those in other age groups, which corresponds with frequency of use of the mode. 85% of respondents aged over 65 gave a score of 8 or higher for the importance of street lighting compared to 78% of 35-64 year olds and 73% of respondents under the age of 35. Respondents aged over 65 gave significantly lower scores for the importance of road repair and conditions but significantly higher scores for satisfaction for these assets compared to respondents aged under 65. See section 4.14 for additional details.

Figure 3.3: Importance and satisfaction with assets and services : Mean scores

Asset/Service	Importance	Satisfaction
Local Rail Station - Quality of	8.22	7.06
Local Train Services	8.18	6.62
Local Bus Station - Quality of	8.17	7.12
Local Bus Services	8.35	6.71
Local Taxi Services	7.71	7.40
Community transport (Dial-a-Ride/Access Bus)	7.57	6.74
Condition of Pavements & Footpaths	8.33	6.26
Condition of roads	8.60	5.53
Quality of repair to damaged roads & pavements	8.30	5.76
Speed of repair to damaged roads & pavements	8.22	5.27
Street Lighting - Quality of	8.56	7.46
Street Lights - Speed of repair	8.31	7.32
Keeping road gullies & drains clear and working	8.85	6.86
Winter gritting & snow clearing	8.94	6.59
Cycle routes & facilities - provision of	6.82	5.83
Levels of congestion	8.46	5.47
Affordability of motoring	8.34	5.95
Affordability of public transport	8.71	6.17

Weighted base: 1824

Tables 3.31 and 3.32 compare results with 2015/16 when importance was last surveyed. Winter gritting and snow clearing was perceived as the most important in both waves, at 8.9 this wave and 9.0 in 2015/16. The provision of cycle routes & facilities and community transport remained least important but both were scored more important than 3 years ago. The perception of importance of public transport elements has generally increased. Most satisfaction scores were similar to 2015/16 whilst local train services satisfaction scores have declined by 3%.

Elements specific to public transport are shaded light blue in the following tables.

Table 3.31 : Satisfaction 2018/19 compared with 2015/16

	Satisfaction Score		Satisfaction Rank	
	2018/19	2015/16	2018/19	2015/16
Street Lighting - Quality of	7.5	7.6	1	1
Local Taxi Services	7.4	6.9	2	4
Street Lighting - Speed of repair	7.3	6.8	3	5
Local Bus Station Quality	7.1	7.1	4	2
Local Rail Station Quality	7.0	7.0	5	3
Keeping Road Drains Clear and Working	6.9	6.1	6	10
Community Transport (Dial-a-Ride/Access Bus)	6.7	6.8	7	5
Local Bus Services	6.7	6.8	8	6
Local Train Services	6.6	6.8	9	5
Winter Gritting & Snow Clearing	6.6	5.6	10	12
Condition of Pavements & Footpaths	6.3	5.9	11	11
Affordability of Public Transport	6.2	6.2	12	9
Affordability of Motoring	5.9	5.3	13	13
Provision of Cycle Routes & Facilities	5.8	5.0	14	16
Quality of Repair to Damaged Roads & Pavements	5.8	5.1	15	15
Condition of Roads	5.5	4.8	16	17
Levels of Congestion	5.5	5.3	17	13
Speed of Repair to Damaged Roads & Pavements	5.3	4.1	18	18

Table 3.32 : Importance 2018/19 compared with 2015/16

	Importance Score		Importance Rank	
	2018/19	2015/16	2018/19	2015/16
Winter Gritting & Snow Clearing	8.9	9.0	1	1
Keeping Road Drains Clear and Working	8.9	8.7	2	3
Affordability of Public Transport	8.7	8.2	3	9
Condition of Roads	8.6	8.7	4	3
Street Lighting - Quality of	8.6	8.8	5	2
Levels of Congestion	8.5	8.0	6	11
Local Bus Services	8.4	7.6	7	12
Affordability of Motoring	8.3	8.2	8	9
Condition of Pavements & Footpaths	8.3	8.6	9	5
Street Lighting - Speed of repair	8.3	8.4	10	8
Quality of Repair to Damaged Roads & Pavements	8.3	8.6	11	5
Speed of Repair to Damaged Roads & Pavements	8.2	8.6	12	5
Local Rail Station Quality	8.2	7.5	13	14
Local Train Services	8.2	7.6	14	12
Local Bus Station Quality	8.2	7.1	15	15
Local Taxi Services	7.7	6.8	16	16
Community Transport (Dial-a-Ride/Access Bus)	7.6	5.3	17	18
Provision of Cycle Routes & Facilities	6.8	5.4	18	17

The differences in importance and satisfaction are shown in table 3.33, using a formula of the mean satisfaction score divided by the mean importance score. The table shows these scores and how they have changed since 2015/16.

At the top of the table is speed of repair to damaged roads and pavements. As satisfaction has increased and importance has decreased the change in the gap is positive. Many public transport items have a similar satisfaction score as previously but increased importance which has produced negative changes in this gap analysis.

In the absence of raw data from 2015/16 it has not been possible to investigate whether the changes are statistically significant, nor whether they can be related to particular cross sections of respondents.

Table 3.33 : Gap Analysis of Satisfaction and Importance scores over time

	Mean scores Satisfaction / Importance		Change from 2015/16
	2018/19	**2015/16**	**% change**
Speed of Repair to Damaged Roads & Pavements	0.64	0.48	34%
Winter Gritting & Snow Clearing	0.74	0.62	19%
Quality of Repair to Damaged Roads & Pavements	0.69	0.59	18%
Condition of Roads	0.64	0.55	17%
Keeping Road Drains Clear and Working	0.77	0.7	11%
Affordability of Motoring	0.71	0.65	10%
Condition of Pavements & Footpaths	0.75	0.69	9%
Street Lighting - Speed of repair	0.88	0.81	9%
Street Lighting - Quality of	0.87	0.86	1%
Levels of Congestion	0.65	0.66	-2%
Local Taxi Services	0.96	1.01	-5%
Affordability of Public Transport	0.71	0.76	-7%
Provision of Cycle Routes & Facilities	0.86	0.93	-8%
Local Rail Station Quality	0.86	0.93	-8%
Local Bus Services	0.80	0.88	-9%
Local Train Services	0.81	0.89	-9%
Local Bus Station Quality	0.87	1	-13%
Community Transport (Dial-a-Ride/Access Bus)	0.89	1.28	-30%

3.4 Affordability of public transport and motoring

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

Overall satisfaction with affordability of motoring as shown in the section 4 has been increasing while that of public transport had decreased for 6 years but recovered a little in this latest year.

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

	Weighted Base	Affordability of Public Transport (mean scores)		Affordability of Motoring (mean scores)		Satisfaction Comparison with West Yorkshire average	
		Importance	Satisfaction	Importance	Satisfaction	Public transport	Motoring
West Yorkshire	1824	8.7	6.2	8.3	5.9	----------	-----------
Adults with dependent children	555	8.4	5.9	8.4	5.9	-4%	0%
Full-time workers	754	8.4	5.7	8.5	5.7	-7%	-4%
Part-time workers	257	8.3	6.2	8.4	6.2	0%	4%
Social Grade - ABC1	747	8.8	5.9	8.4	5.9	-5%	-1%
Social Grade - C2DE	821	8.7	6.4	8.3	6.0	4%	1%

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

3.5 Confidence in purchasing best value tickets

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

In total 58% of respondents were confident that about purchasing the best value train ticket and 51% were confident about purchasing the best value bus ticket.

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

Table 3.5 : Comparison of confidence purchasing tickets for different modes

Equally confident in bus or train ticket purchase	43%
Equally lacking confidence in bus or train ticket purchase	18%
More confident in bus than train ticket purchase	21%
Less confident in bus than train ticket purchase	19%

Weighted base: 1367

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

Figure 3.51 : **Confidence purchasing the best value ticket compared with satisfaction with information by mode**
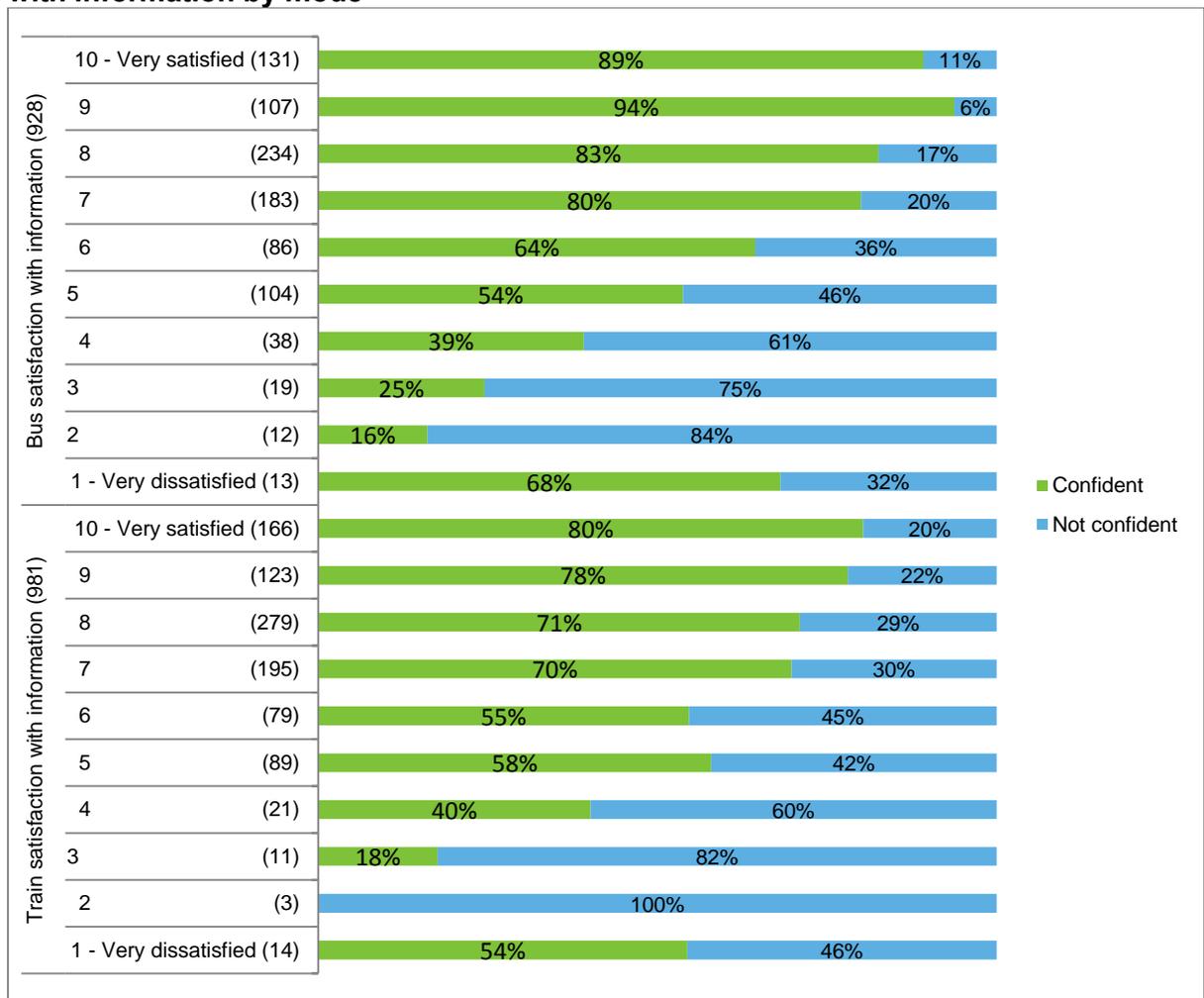
Weighted base shown in ( ) including number of responses for each satisfaction score

3.6   Methods used to plan journeys and buy tickets

Respondents who use buses and/or trains at least once a year were asked about the methods that they used last time they planned or made a journey (table 3.61), or bought a ticket (table 3.62). If a respondent used websites and/or apps last time they pre-planned a journey, we asked which ones they used (figure 3.6). Respondents were able to give multiple answers to these questions.if they used multiple sources, therefore the totals exceed 100%.

Table 3.61 : Method used last time to source information

Method	Pre-plan	During Journey
Website	56%	38%
App	19%	22%
Electronic screens at stops & stations	NA	29%
Timetable leaflets	17%	18%
Paper map	3%	NA
Timetable posters at stops and stations	NA	20%
Other (including asked someone)	8%	4%
Not applicable / I never pre-plan journeys	13%	20%
Weighted base	1516	1516

Table 3.62 : Method used last time a ticket was bought

Method	Train	Bus
Website	32%	7%
App	16%	10%
Self-service machine	28%	6%
Talked to staff (incl travel centre and on board)	36%	56%
Other	3%	7%
Not applicable	4%	20%
Weighted base	1255	1277

Figure 3.6 : Websites or apps used last time to pre-plan a journey

The Trainline 41%
Metro website 38%
National Rail 32%
Google Maps 25%
Bus operators website/app 20%
Train operators website/app 15%
Other 6%
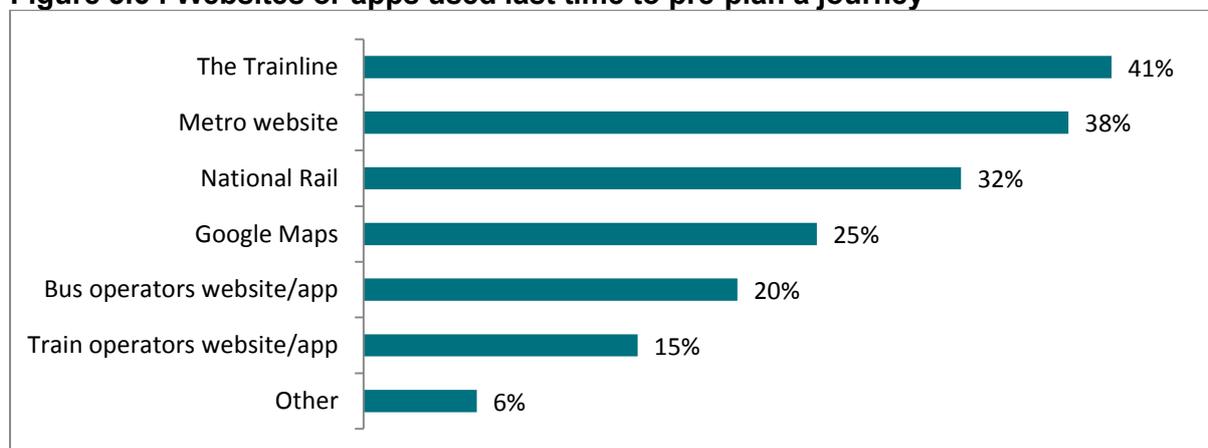
Weighted base: 1021

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

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

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

Figure 3.7 : Awareness of source amongst all respondents

Source	Awareness
Timetable posters at bus stations and stops	84%
Posters, displays, and announcements at rail stations	80%
Electronic time displays at bus stations and stops	79%
Bus / rail operators' own websites	71%
Metro's website (wymetro.com)	69%
Timetable leaflets	67%
Timetable downloads from Metro's website	60%
Travel Centres	55%
YourNextBus using smartphone or internet	49%
YourNextBus using text message	48%
Metroline call centre	38%
Metro travel news on Facebook	28%
Metro travel news on Twitter	25%
Metro Messenger	17%

Weighted base: 1824 (multiple responses allowed)

YourNextBus is the system for seeing the times of next buses at bus stops hosted by West Yorkshire Combined Authority. Various bus operator and third-party systems also exist.

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

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

Information source	2013/14	2016/17	2017/18	2018/19
Timetable posters at bus stations & stops	88	91	91	84
Timetable posters, electronic displays and announcements at rail stations [A]	--	85	87	80
Electronic time displays at bus stations & stops	68	75	86	79
Bus / rail operators own websites	54	41	54	71
Metro's website	69	76	78	69
Timetable leaflets	76	70	70	67
Timetable downloads from Metro's website	--	9	44	60
YourNextBus combined	59	55	63	59
Travel centres	56	60	60	55
YourNextBus using smartphone or internet [B]	20	33	50	49
YourNextBus using text message	51	49	51	48
Metroline helpline	52	46	49	38
Metro travel news on Facebook [C]	16	17	29	28
Metro travel news on Twitter		9	24	25
Metro Messenger	16	11	22	17

Weighted base: 1824 (2018/19)

Notes
- A. Information at rail stations was previously two separate questions, these have been merged and station announcements added in.
- B. The 2013/14 figure of 20% is just smartphone, whereas later figures include internet access by computer.
- C. The 2013/14 figure is for Metro travel news on Facebook and Twitter, whereas in later years the figures are available separately.

Ways people source information about public transport

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

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

Figure 3.71 : Use of information sources by people who use public transport at least once every 3 months
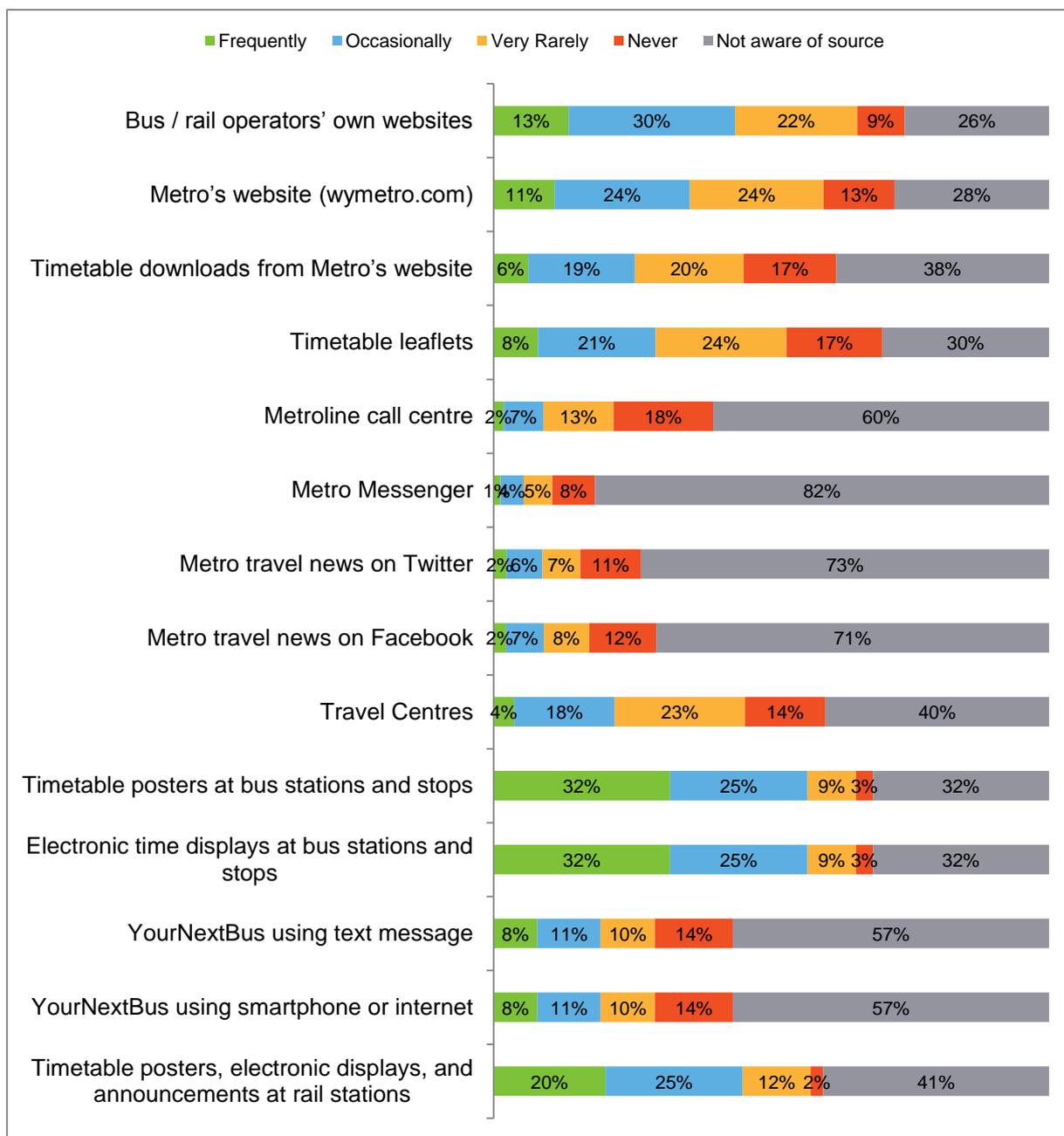
Weighted base: 1278
Respondents who use the bus or train at least once every three months

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

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

Information source	2014/15	2015/16	2016/17	2017/18	2018/19
Metroline helpline	2	4	4	4	6
Travel centres	7	10	12	14	16
Timetable leaflets	14	20	22	21	21
Timetable displays at bus stations & stops	29	37	41	43	39
Electronic time displays at bus stations & stops	25	31	36	41	40
Information displays at rail stations	22	27	30	32	32
Real-time displays at rail stations	21	24	30		
YourNextBus using laptop or PC	1	2	3	12	14
YourNextBus using smart phone	4	3	5		
YourNextBus using tablet, iPad or similar	1	2	3		
YourNextBus using text message	5	5	7	11	9
Metro travel news on Facebook	< 1	2	3	11	6
Metro travel news on Twitter			1	8	6
Metro Messenger	1	1	1	9	4
Metro's website	19	19	22	31	25
Timetable downloads from Metro website	--	--	2	15	18
Bus / rail operators own websites	10	16	15	23	31

Weighted base: 1824 (2018/19)

As stated above, in 2018/19 it was assumed that people who use public transport less than once evey three months would only rarely or never use information sources whereas it is in previous years people who rarely use public transpoert could have responded that they occasionaly or frequently inforamtion sources.

Satisfaction with information sources

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

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

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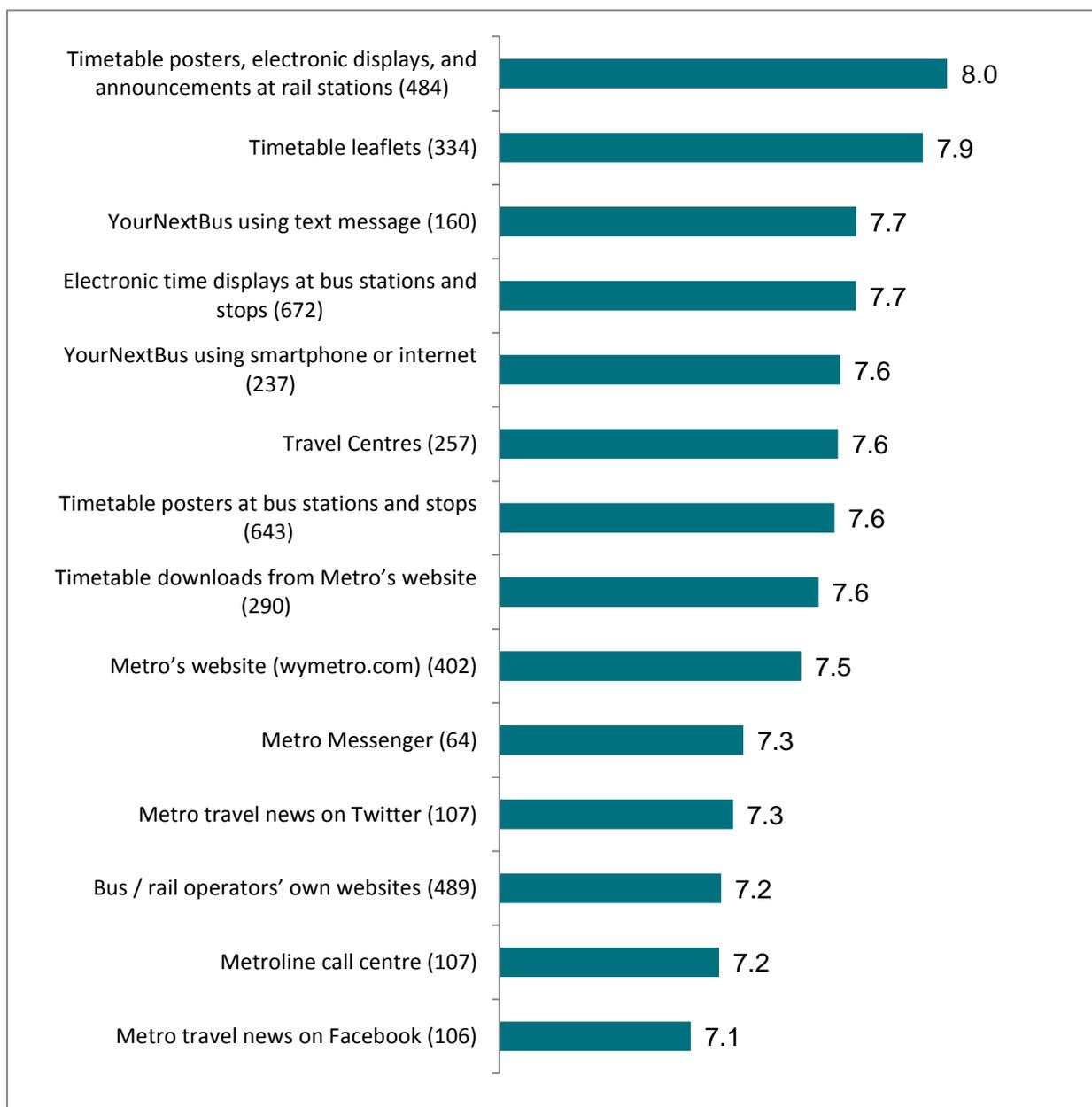
Weighted base: In ( ), respondents who frequently or occasionally use each information source and travel by bus and / or train at least once per month

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

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

Information source	All respondents Aware	Frequent public transport users (at least monthly)		
		Aware	Use frequently or occasionally	Satisfaction (mean score)
Bus / rail operators' own websites	71%	75%	47%	7.2
Metro's website (wymetro.com)	69%	73%	38%	7.5
Timetable downloads from Metro's website	60%	64%	28%	7.6
Timetable leaflets	67%	73%	32%	7.9
Metroline call centre	38%	43%	10%	7.2
Metro Messenger	17%	20%	6%	7.3
Metro travel news on Twitter	25%	28%	10%	7.3
Metro travel news on Facebook	28%	30%	10%	7.1
Travel Centres	55%	64%	24%	7.6
Timetable posters at bus stations and stops	84%	88%	61%	7.6
Electronic time displays at bus stations and stops	79%	86%	64%	7.7
YourNextBus using text message	48%	55%	15%	7.7
YourNextBus using smartphone or internet	49%	55%	23%	7.6
Timetable posters, electronic displays, and announcements at rail stations	80%	84%	46%	8.0
Weighted base	1824	1048	1048	See fig 3.72

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

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

Information source	2014/15	2015/16	2016/17	2017/18	2018/19
Bus / rail operators own websites	7.7	7.8	7.9	7.8	7.2
Metro's website and/or journey planner	7.8	7.9	7.9	7.8	7.5
Timetable downloads from Metro website	--	--	8.0	8.1	7.6
Timetable leaflets	8.3	8.2	8.3	8.3	7.9
Metroline helpline	7.5	8.0	8.0	7.7	7.3
Metro Messenger	7.8	8.1	8.6	8.3	7.4
Metro travel news on Facebook	7.4	8.7	8.2	8.0	7.1
Metro travel news on Twitter					7.3
Travel centres	7.8	8.0	7.9	7.7	7.6
Timetable posters at bus stations & stops	7.7	7.9	7.7	7.3	7.6
Electronic time displays at bus stations & stops	7.7	7.8	7.9	7.7	7.7
YourNextBus using smartphone or internet	7.6	7.5	7.6	7.9	7.6
YourNextBus using text message	8.2	8.0	8.4	8.1	7.7
Real-time displays at rail stations	8.4	8.4	8.4	8.2	8.0
Information displays at rail stations	8.2	8.2	8.2	7.9	

3.8 Access to Technology and Payment Methods

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

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

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75+
Have regular access to the internet							
2013/14	95.2	89.5	90.3	80.3	67.4	42.5	26.4
2017/18	97.6	94.6	100	98.9	92.3	76.5	37.0
2018/19	96.9	97.0	96.8	96.5	92.7	71.7	55.3
Have a smartphone							
2013/14	87.7	71.8	64.3	48.6	35.4	17.1	9.0
2017/18	97.6	94.6	94.5	86.7	73.7	42.6	20.1
2018/19	94.3	92.7	92.1	89.4	78.6	53.7	30.1
Have a tablet computer or iPad (question introduced in 2015/16)							
2015/16	92.9	87.5	83.5	71.2	65.4	53.8	39.7
2017/18	98.3	87.1	84.8	73.8	71.2	53.7	32.9
2018/19	76.3	80.0	82.8	77.6	75.5	65.7	50.8
Have a bank account							
2013/14	93.1	96.9	98.3	95.1	92.8	88.9	88.5
2017/18	100.0	100.0	96.5	100.0	96.7	99.0	91.2
2018/19	92.3	96.5	96.2	97.4	95.6	95.1	94.5
Pay contactless with bank card (question introduced in 2016/17)							
2016/17	29.3	57.2	60.7	64.4	54.9	42.3	23.8
2017/18	57.2	49.7	56.4	73.6	49.4	29.8	25.4
2018/19	80.7	81.2	84.5	72.0	68.5	64.9	51.1
Pay contactless with smartphone (new question)							
2018/19	38.0	36.9	35.5	22.0	9.0	8.2	4.3
Pay for things via the internet							
2013/14	79.4	77.6	77.8	60.6	48.3	23.7	12.4
2017/18	92.9	86.1	90.7	84.7	76.3	57.1	24.0
2018/19	84.6	87.1	89.6	84.4	78.0	49.6	35.5
Pay for things via Payzone							
2013/14	10.7	14.1	8.6	7.5	7.6	3.1	5.2
2017/18	11.2	10.3	15.0	12.9	4.6	2.3	5.6
2018/19	13.7	18.1	16.7	12.2	9.7	9.5	10.2

Weighted Base: 1824 (2018/19)

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

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

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

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75+	Overall
Have regular access to the internet								
Bus User	98.2	96.1	99.1	97.8	89.5	65.0	49.0	86.4
Train User	100.0	97.1	100.0	100.0	96.5	72.9	64.0	93.9
Neither	92.5	97.2	94.3	94.3	94.6	84.3	62.1	92.2
Have a smartphone								
Bus User	93.0	89.0	95.2	90.6	77.3	48.2	19.5	75.3
Train User	98.4	97.0	96.6	95.6	88.3	60.2	36.1	88.4
Neither	95.7	95.2	88.7	85.4	78.1	62.0	42.1	83.0
Have a tablet computer or iPad								
Bus User	74.2	74.4	80.0	76.7	76.2	61.4	44.8	70.6
Train User	71.5	81.0	90.5	80.2	85.8	66.8	62.2	79.5
Neither	79.0	83.1	80.8	78.0	72.9	74.2	57.0	77.2
Have a bank account								
Bus User	91.3	96.7	98.9	96.6	96.1	93.9	91.9	95.2
Train User	92.7	96.7	97.0	96.2	95.6	96.3	89.0	95.6
Neither	93.0	96.2	94.4	97.5	94.7	97.1	98.3	95.9
Pay contactless with bank card								
Bus User	84.0	80.6	83.8	64.8	66.6	62.0	45.2	70.5
Train User	83.5	86.7	90.0	78.2	77.4	72.7	55.3	80.9
Neither	71.8	80.4	82.9	73.7	66.9	70.2	58.7	74.2
Pay contactless with smartphone								
Bus User	40.2	34.9	36.3	20.5	9.7	7.9	0.0	22.1
Train User	42.5	48.8	50.5	31.3	13.0	8.7	3.6	32.7
Neither	33.7	37.0	27.4	18.5	7.3	9.0	9.8	22.0
Pay for things via the internet								
Bus User	84.8	87.6	89.7	84.2	76.4	41.5	27.1	72.0
Train User	83.4	90.2	93.6	86.6	83.8	52.8	32.4	81.3
Neither	85.7	86.4	88.7	82.6	78.5	62.8	48.0	80.4
Pay for things via Payzone								
Bus User	15.8	18.8	20.2	12.0	13.6	8.5	8.3	14.1
Train User	20.0	23.0	29.3	13.8	11.9	11.1	1.8	17.9
Neither	7.3	18.7	11.1	12.9	7.8	10.3	13.8	12.6

Weighted Base: 1824

3.9 Additional findings

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

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

Figure 3.9 : Bus satisfaction (users at least once every three months)
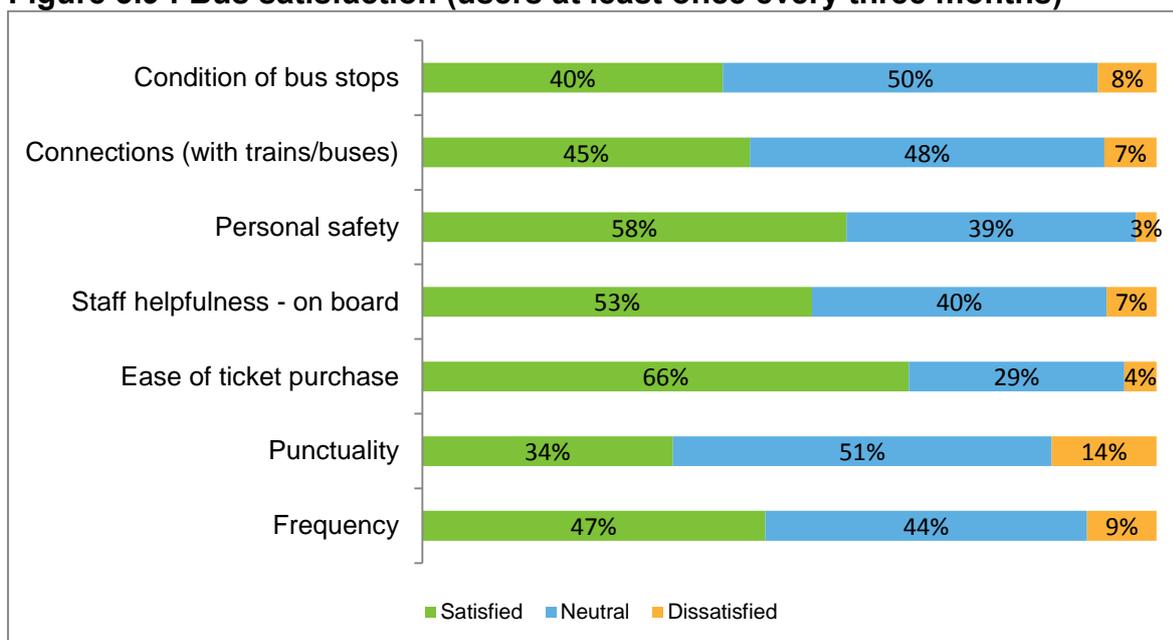
Weighted base 609

Figure 3.91 : How train users travel to their railway station
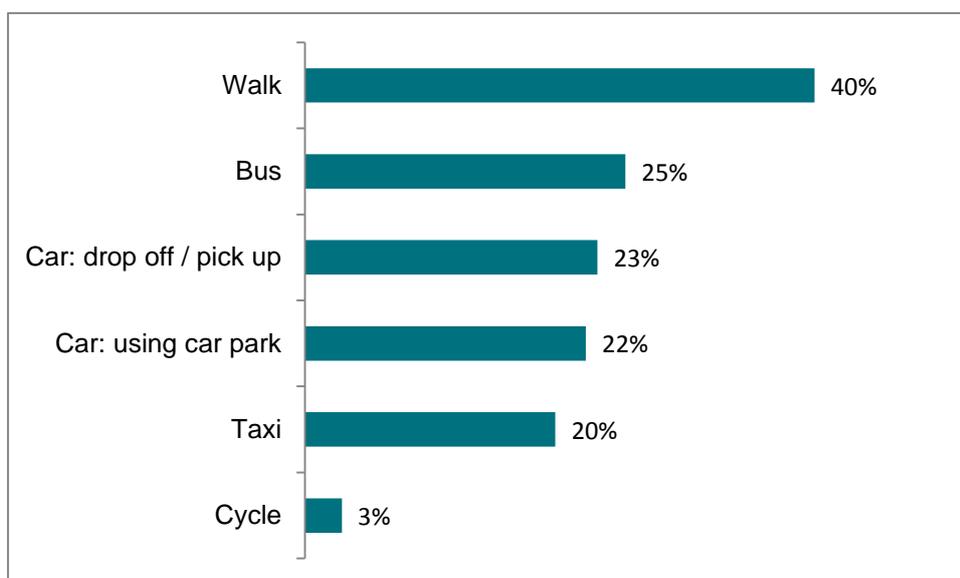
Weighted base 540

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

■ Non-users Bus ■ Non-users Train

Reason	Non-users Bus	Non-users Train
Prefer own car / a taxi	58%	37%
It takes too long	19%	6%
Too expensive	14%	18%
It's not door to door	13%	12%
No bus / train going where I usually travel / doesn't run at the time I need	12%	19%
Don't like waiting for buses / trains	11%	6%
Think buses / trains are unreliable	10%	6%
I would need to take more than one bus / train	9%	6%
Overcrowding	6%	9%
Prefer bus / train	5%	7%
Difficult with children	5%	3%
Too much to carry	4%	2%
Route and times change too often / too confusing	4%	3%
Hard with pram / wheelchair	4%	2%
I don't have a reason to travel	1%	0%
Other reasons	12%	10%
Don't know	2%	4%

Weighted base: 597 (bus); 666 (trains). Multiple answers allowed

Other reasons provided by respondents included:

- Limitations due to health (5% bus; 3% train)
- Railway station too far from home (4% train)
- No parking at the station / difficult to park (4% train)
- Don't like public transport / cleanliness (1% train; 2% bus)
- Prefer to walk / cycle (2% bus)
- Safety (1% bus)

4. Two Page Summaries

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

The first page of each summary shows the results from this 2018/19 survey as a horizontal bar to show relative satisfaction with various assets and services. The vertical bars alongside show the results from the most recent 7 years to give an indication of change over time for West Yorkshire as a whole and each local authority district. The second page shows the use of various information sources and mode of transport, and access to technology and payment methods

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

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

Table 4

4.1   West Yorkshire (whole sample)
4.2   Bradford
4.3   Calderdale
4.4   Kirklees
4.5   Leeds
4.6   Wakefield
4.7   Age 16-34
4.8   Age 35-64
4.9   Age 65+
4.10 Public transport users
4.11 Public transport non-users
4.12 Within 400m of a bus stop with frequent buses
4.13 Within 1600m of a railway station

West Yorkshire

Satisfaction Mean Score

Base: 1824

2012/13 --> 2018/19
■ = highest year

Comparison with 2012 / 2013

Passenger Transport

Category	Score	Comparison	Value
Local Rail Station Quality	7.1	▲	0.26
Local Train Services	6.6	▼	-0.38
Local Bus Station Quality	7.1	▲	0.12
Local Bus Services	6.7	▼	-0.19
Local Taxi Services	7.4	▼	-0.30
Community Transport (Dial-a-Ride/Access Bus)	6.7	▲	0.14

Asset Provision and Maintenance

Category	Score	Comparison	Value
Condition of Pavements & Footpaths	6.3	▼	-0.14
Condition of Roads	5.5	▲	0.03
Quality of Repair to Damaged Roads & Ravements	5.8	▲	0.16
Speed of Repair to Damaged Roads & Ravements	5.3	▲	0.37
Street Lighting - Quality of	7.5	▼	-0.14
Street Lighting - Speed of repair	7.3	▲	0.52
Keeping Road Drains Clear and Working	6.9	▲	0.56
Winter Gritting & Snow Clearing	6.6	▲	0.79
Provision of Cycle Routes and Facilities	5.8	▲	0.13
Levels of Congestion	5.5	▼	-0.43

Cost

Category	Score	Comparison	Value
Affordability of Motoring	5.9	▲	1.05
Affordability of Public Transport	6.2	▼	-0.53

Other

Category	Score
Information to make Train Journeys in West Yorkshire (Base: 1278)	7.6
Information to make Bus Journeys in West Yorkshire (Base: 1255)	7.3
Safety of children walking and cycling to school (Base: 1824)	6.4

Score on a scale of 1 to 10.

Confidence in Purchasing ...

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

Very or fairly confident
2012/13 ---> 2018/19

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	22	45	22	11	-15.66	-15.66
Best Value Tickets for Local Rail Travel	23	43	22	12	-12.69	-12.69

Result % of repondents with an opinion. (Base 1394 for bus and 1610 for rail)

West Yorkshire

How people source information

	Frequently	Frequently or Occasionally
	2019	**2019**
Electronic time displays at bus stations and stops	22%	39%
Timetable posters at bus stations and stops	17%	38%
Posters, displays, and announcements at rail stations	14%	31%
Bus / rail operators' own websites	9%	30%
Metro's website (wymetro.com)	7%	24%
Timetable leaflets	6%	20%
YourNextBus using smartphone or internet	5%	13%
Timetable downloads from Metro's website	4%	18%
Travel Centres	3%	15%
YourNextBus using text message	2%	9%
Metro travel news on Facebook	2%	6%
Metro travel news on Twitter	2%	6%
Metroline call centre	1%	6%
Metro Messenger	1%	4%

Base: 1824

Mode use
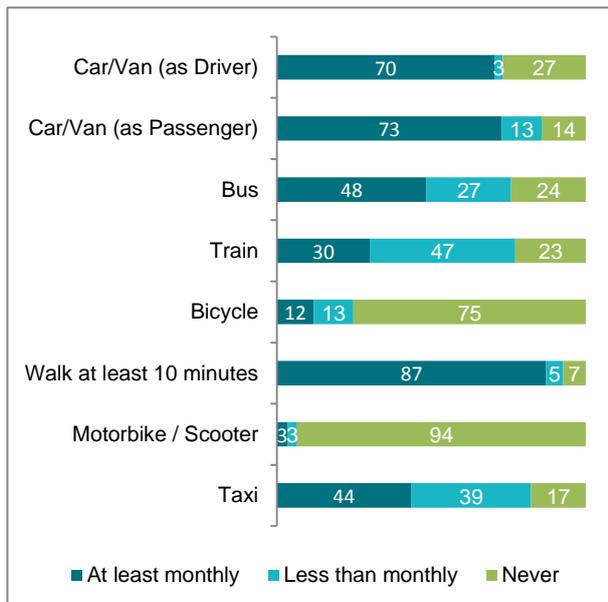
% of respondents. Base: 1824

Access to technology & payment method
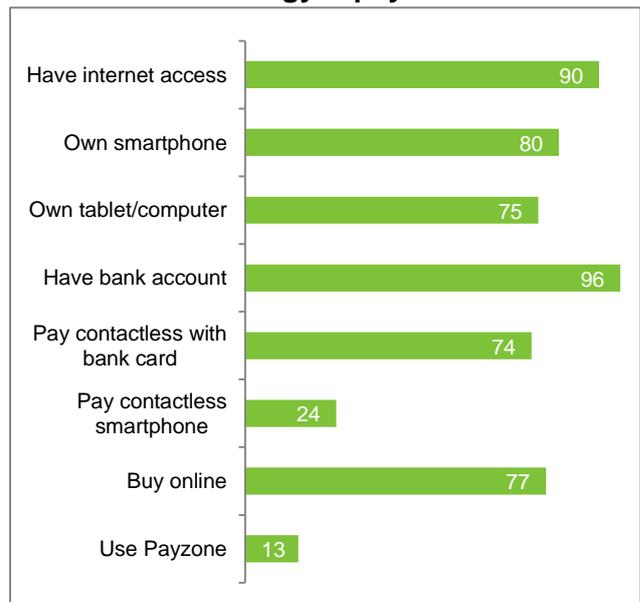
% of respondents. Base: 1824

Bradford

Satisfaction Mean Score

Base: 408

2012/13 --> 2018/19
█ = highest year

Comparison with 2012 / 2013

Passenger Transport

Measure	Score	Comparison	Value
Local Rail Station Quality	7.1	▼	-0.07
Local Train Services	6.8	▼	-0.56
Local Bus Station Quality	7.0	▼	-0.31
Local Bus Services	6.7	▼	-0.36
Local Taxi Services	7.3	▼	-0.62
Community Transport (Dial-a-Ride/Access Bus)	6.6	▼	-0.20

Asset Provision and Maintenance

Measure	Score	Comparison	Value
Condition of Pavements & Footpaths	6.3	▼	-0.08
Condition of Roads	5.7	▼	-0.51
Quality of Repair to Damaged Roads & Ravements	5.9	▼	-0.13
Speed of Repair to Damaged Roads & Ravements	5.4	▼	-0.09
Street Lighting - Quality of	7.1	▼	-0.43
Street Lighting - Speed of repair	6.7	▼	-0.28
Keeping Road Drains Clear and Working	6.6	▲	0.22
Winter Gritting & Snow Clearing	6.3	▲	0.56
Provision of Cycle Routes and Facilities	6.0	▲	0.19
Levels of Congestion	5.4	▼	-0.51

Cost

Measure	Score	Comparison	Value
Affordability of Motoring	5.7	▲	0.94
Affordability of Public Transport	6.1	▼	-0.51

Other

Measure	Score
Information to make Train Journeys in West Yorkshire (Base: 267)	7.4
Information to make Bus Journeys in West Yorkshire (Base: 282)	7.3
Safety of children walking and cycling to school (Base: 408)	6.3

Score on a scale of 1 to 10.

Confidence in Purchasing …

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

Very or fairly confident 2012/13 ---> 2018/19

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	18	49	23	10	na	na
Best Value Tickets for Local Rail Travel	21	46	23	10	na	na

Result % of repondents with an opinion. (Base 320 for bus and 361 for rail)

Bradford

## How people source information

	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	18%	34%
Timetable posters at bus stations and stops	16%	34%
Posters, displays, and announcements at rail stations	14%	29%
Bus / rail operators' own websites	9%	30%
Metro's website (wymetro.com)	8%	25%
Timetable leaflets	6%	20%
YourNextBus using smartphone or internet	5%	15%
Timetable downloads from Metro's website	5%	20%
Travel Centres	3%	18%
YourNextBus using text message	2%	10%
Metro travel news on Facebook	1%	4%
Metro travel news on Twitter	3%	5%
Metroline call centre	1%	7%
Metro Messenger	0%	3%

Base: 408

Mode use
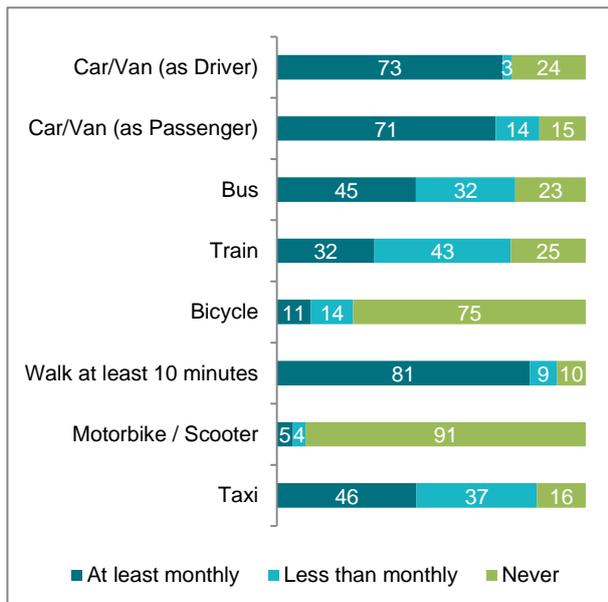
% of respondents. Base: 408

Access to technology & payment method
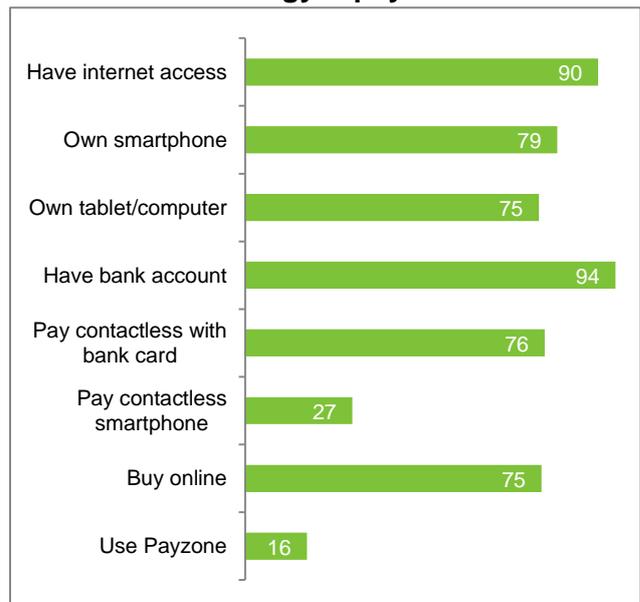
% of respondents. Base: 408

Calderdale

	Satisfaction Mean Score	Base: 176	2012/13 --> 2018/19 ■ = highest year	Comparison with 2012 / 2013
Passenger Transport	Local Rail Station Quality	6.4		▼ -0.51
	Local Train Services	6.1		▼ -0.93
	Local Bus Station Quality	6.4		▼ -0.36
	Local Bus Services	6.6		▼ -0.30
	Local Taxi Services	7.3		▲ 0.11
	Community Transport (Dial-a-Ride/Access Bus)	6.8		▲ 0.86
Asset Provision and Maintenance	Condition of Pavements & Footpaths	6.1		▼ -0.59
	Condition of Roads	5.3		▼ -0.62
	Quality of Repair to Damaged Roads & Pavements	5.6		▼ -0.52
	Speed of Repair to Damaged Roads & Pavements	5.1		▼ -0.06
	Street Lighting - Quality of	7.4		▼ -0.21
	Street Lighting - Speed of repair	6.8		▲ 0.02
	Keeping Road Drains Clear and Working	6.6		▲ 0.18
	Winter Gritting & Snow Clearing	7.2		▲ 0.69
	Provision of Cycle Routes and Facilities	5.7		▲ 0.10
	Levels of Congestion	5.3		▼ -1.00
Cost	Affordability of Motoring	5.6		▲ 0.28
	Affordability of Public Transport	5.9		▼ -0.71
Other	Information to make Train Journeys in West Yorkshire (Base: 133)	7.7		
	Information to make Bus Journeys in West Yorkshire (Base: 119)	7.4		
	Safety of children walking and cycling to school (Base: 176)	6.3		

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident	Very or fairly confident 2012/13 ---> 2018/19	
Best Value Tickets for Local Bus Travel	25 | 42 | 19 | 14	na	na
Best Value Tickets for Local Rail Travel	27 | 45 | 17 | 11	na	na

Result % of repondents with an opinion. (Base 136 for bus and 155 for rail)

Calderdale

## How people source information

	Frequently	Frequently or Occasionally
	2019	**2019**
Electronic time displays at bus stations and stops	24%	39%
Timetable posters at bus stations and stops	19%	40%
Posters, displays, and announcements at rail stations	19%	37%
Bus / rail operators' own websites	9%	28%
Metro's website (wymetro.com)	7%	23%
Timetable leaflets	5%	19%
YourNextBus using smartphone or internet	5%	15%
Timetable downloads from Metro's website	4%	17%
Travel Centres	3%	18%
YourNextBus using text message	2%	10%
Metro travel news on Facebook	1%	5%
Metro travel news on Twitter	1%	6%
Metroline call centre	1%	6%
Metro Messenger	1%	4%

Base: 176

Mode use

Car/Van (as Driver): 66 / 4 / 30
Car/Van (as Passenger): 75 / 13 / 12
Bus: 46 / 28 / 26
Train: 37 / 46 / 17
Bicycle: 10 / 8 / 82
Walk at least 10 minutes: 90 / 3 / 7
Motorbike / Scooter: 5 / 2 / 93
Taxi: 44 / 38 / 18

■ At least monthly   ■ Less than monthly   ■ Never
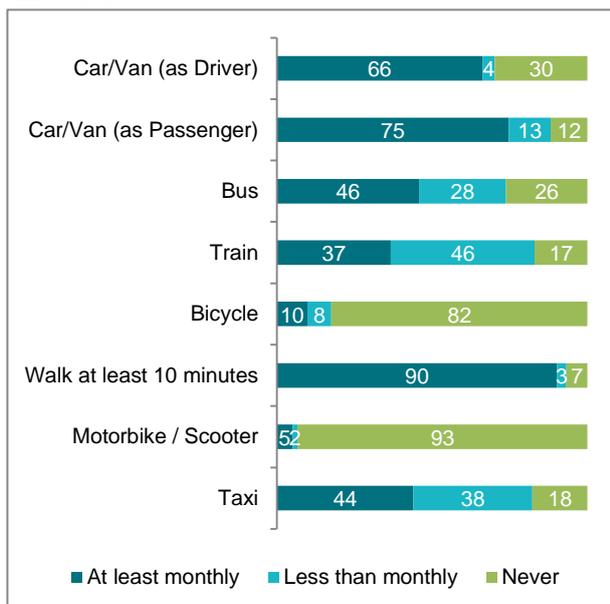
% of respondents. Base: 176

Access to technology & payment method

Have internet access: 91
Own smartphone: 81
Own tablet/computer: 74
Have bank account: 96
Pay contactless with bank card: 73
Pay contactless smartphone: 26
Buy online: 76
Use Payzone: 14
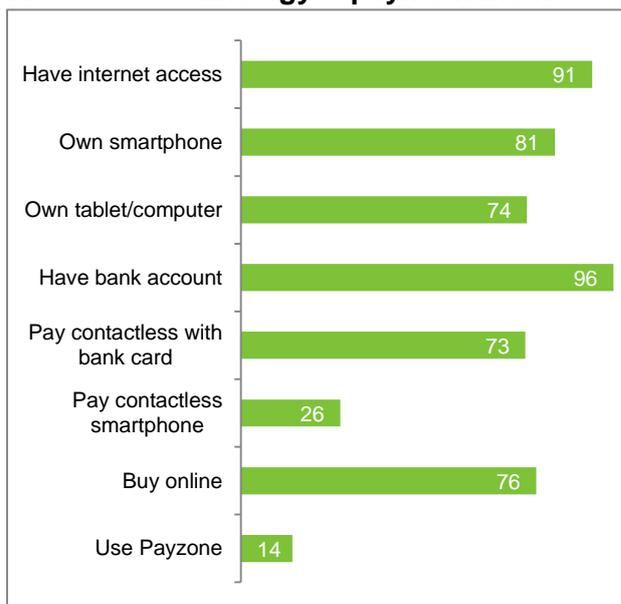
% of respondents. Base: 176

Kirklees

Satisfaction Mean Score	Base: 338	2012/13 --> 2018/19 = highest year	Comparison with 2012 / 2013

Passenger Transport

Metric	Score	Comparison	Value
Local Rail Station Quality	7.2	▲	0.25
Local Train Services	6.6	▼	-0.63
Local Bus Station Quality	7.1	▼	-0.03
Local Bus Services	6.6	▼	-0.36
Local Taxi Services	7.5	▼	-0.50
Community Transport (Dial-a-Ride/Access Bus)	6.8	▼	-0.54

Asset Provision and Maintenance

Metric	Score	Comparison	Value
Condition of Pavements & Footpaths	6.1	▼	-0.20
Condition of Roads	5.0	▼	-0.11
Quality of Repair to Damaged Roads & Ravements	5.5	▲	0.28
Speed of Repair to Damaged Roads & Ravements	4.9	▲	0.35
Street Lighting - Quality of	7.2	▼	-0.20
Street Lighting - Speed of repair	7.0	▲	0.52
Keeping Road Drains Clear and Working	6.8	▲	0.43
Winter Gritting & Snow Clearing	6.4	▲	0.42
Provision of Cycle Routes and Facilities	5.8	▼	-0.14
Levels of Congestion	5.5	▼	-0.15

Cost

Metric	Score	Comparison	Value
Affordability of Motoring	5.8	▲	0.94
Affordability of Public Transport	6.1	▼	-0.48

Other

Metric	Score
Information to make Train Journeys in West Yorkshire (Base: 230)	7.6
Information to make Bus Journeys in West Yorkshire (Base: 209)	7.3
Safety of children walking and cycling to school (Base: 338)	6.4

Score on a scale of 1 to 10.

Confidence in Purchasing …

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

Very or fairly confident 2012/13 ---> 2018/19

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	24	42	23	10	na	na
Best Value Tickets for Local Rail Travel	25	40	26	9	na	na

Result % of repondents with an opinion. (Base 253 for bus and 304 for rail)

Kirklees

How people source information

	Frequently	Frequently or Occasionally
	2019	**2019**
Electronic time displays at bus stations and stops	17%	33%
Timetable posters at bus stations and stops	14%	32%
Posters, displays, and announcements at rail stations	14%	28%
Bus / rail operators' own websites	8%	24%
Metro's website (wymetro.com)	6%	20%
Timetable leaflets	6%	20%
YourNextBus using smartphone or internet	3%	7%
Timetable downloads from Metro's website	4%	14%
Travel Centres	4%	14%
YourNextBus using text message	2%	6%
Metro travel news on Facebook	3%	7%
Metro travel news on Twitter	2%	5%
Metroline call centre	2%	7%
Metro Messenger	1%	2%

Base: 338

Mode use

Car/Van (as Driver): 75 / 2 / 23
Car/Van (as Passenger): 75 / 10 / 15
Bus: 41 / 29 / 31
Train: 27 / 52 / 21
Bicycle: 13 / 8 / 79
Walk at least 10 minutes: 90 / 4 / 5
Motorbike / Scooter: 3 / 5 / 92
Taxi: 44 / 36 / 20

■ At least monthly ■ Less than monthly ■ Never
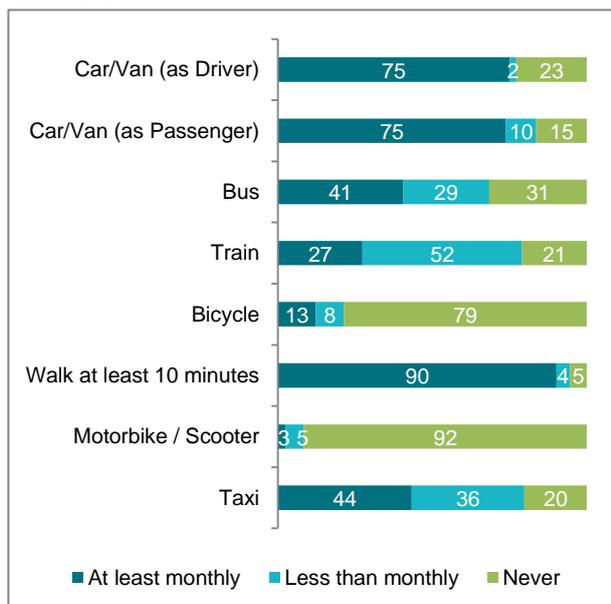
% of respondents. Base: 338

Access to technology & payment method

Have internet access: 91
Own smartphone: 80
Own tablet/computer: 76
Have bank account: 96
Pay contactless with bank card: 72
Pay contactless smartphone: 19
Buy online: 80
Use Payzone: 15
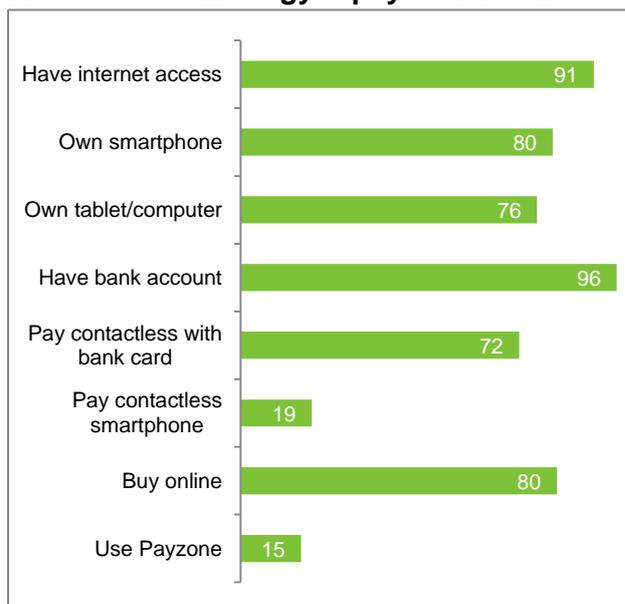
% of respondents. Base: 338

Leeds

Satisfaction Mean Score

Base: 633

2012/13 --> 2018/19
■ = highest year

Comparison with 2012 / 2013

Passenger Transport

Measure	Score		Comparison
Local Rail Station Quality	7.1	▲	0.36
Local Train Services	6.6	▼	-0.03
Local Bus Station Quality	7.3	▲	0.38
Local Bus Services	6.8	▲	0.21
Local Taxi Services	7.4	▼	-0.40
Community Transport (Dial-a-Ride/Access Bus)	6.8	▼	-0.03

Asset Provision and Maintenance

Measure	Score		Comparison
Condition of Pavements & Footpaths	6.4	▲	0.10
Condition of Roads	5.9	▲	0.70
Quality of Repair to Damaged Roads & Ravements	6.0	▲	0.77
Speed of Repair to Damaged Roads & Ravements	5.5	▲	1.00
Street Lighting - Quality of	7.7	▲	0.19
Street Lighting - Speed of repair	7.7	▲	1.05
Keeping Road Drains Clear and Working	7.1	▲	1.10
Winter Gritting & Snow Clearing	6.8	▲	1.52
Provision of Cycle Routes and Facilities	5.9	▲	0.46
Levels of Congestion	5.4	▼	-0.28

Cost

Measure	Score		Comparison
Affordability of Motoring	6.2	▲	1.43
Affordability of Public Transport	6.2	▼	-0.36

Other

Measure	Score
Information to make Train Journeys in West Yorkshire (Base: 452)	7.4
Information to make Bus Journeys in West Yorkshire (Base: 501)	7.2
Safety of children walking and cycling to school (Base: 633)	6.6

Score on a scale of 1 to 10.

Confidence in Purchasing …

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

Very or fairly confident
2012/13 ---> 2018/19

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	23	46	21	11	na	na
Best Value Tickets for Local Rail Travel	21	42	23	14	na	na

Result % of repondents with an opinion. (Base 489 for bus and 556 for rail)

Leeds

## How people source information

	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	29%	49%
Timetable posters at bus stations and stops	19%	42%
Posters, displays, and announcements at rail stations	13%	31%
Bus / rail operators' own websites	10%	34%
Metro's website (wymetro.com)	9%	28%
Timetable leaflets	5%	21%
YourNextBus using smartphone or internet	8%	18%
Timetable downloads from Metro's website	4%	20%
Travel Centres	2%	13%
YourNextBus using text message	3%	11%
Metro travel news on Facebook	2%	8%
Metro travel news on Twitter	1%	8%
Metroline call centre	1%	6%
Metro Messenger	1%	5%

Base: 633

Mode use

Car/Van (as Driver): 68 | 3 | 30
Car/Van (as Passenger): 74 | 14 | 12
Bus: 59 | 23 | 18
Train: 28 | 48 | 23
Bicycle: 13 | 17 | 71
Walk at least 10 minutes: 90 | 4 | 6
Motorbike / Scooter: 3 | 2 | 95
Taxi: 46 | 41 | 14

■ At least monthly ■ Less than monthly ■ Never
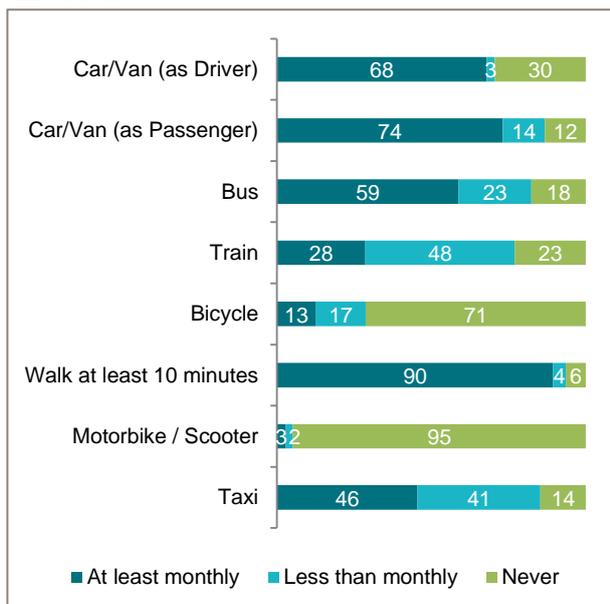
% of respondents. Base: 633

Access to technology & payment method

Have internet access: 91
Own smartphone: 81
Own tablet/computer: 74
Have bank account: 96
Pay contactless with bank card: 75
Pay contactless smartphone: 27
Buy online: 77
Use Payzone: 12
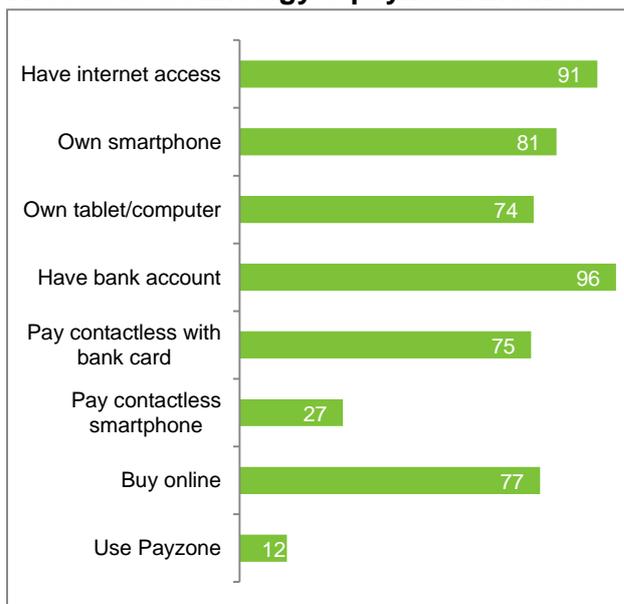
% of respondents. Base: 633

Wakefield

Satisfaction Mean Score	Base: 269		2012/13 --> 2018/19 ■ = highest year	Comparison with 2012 / 2013

Passenger Transport

Local Rail Station Quality	7.2	▲ 0.75
Local Train Services	6.9	▼ -0.04
Local Bus Station Quality	7.5	▲ 0.30
Local Bus Services	6.6	▼ -0.37
Local Taxi Services	7.5	▼ -0.05
Community Transport (Dial-a-Ride/Access Bus)	6.8	▲ 0.32

Asset Provision and Maintenance

Condition of Pavements & Footpaths	6.2	▼ -0.22
Condition of Roads	5.2	▲ 0.15
Quality of Repair to Damaged Roads & Ravements	5.5	▼ -0.07
Speed of Repair to Damaged Roads & Ravements	5.1	▲ 0.56
Street Lighting - Quality of	7.9	▲ 0.24
Street Lighting - Speed of repair	8.0	▲ 1.01
Keeping Road Drains Clear and Working	6.9	▲ 0.69
Winter Gritting & Snow Clearing	6.4	▲ 0.77
Provision of Cycle Routes and Facilities	5.7	▲ 0.13
Levels of Congestion	5.7	▼ -0.28

Cost

Affordability of Motoring	6.1	▲ 1.25
Affordability of Public Transport	6.4	▼ -0.44

Other

Information to make Train Journeys in West Yorkshire (Base: 175)	8.0
Information to make Bus Journeys in West Yorkshire (Base: 168)	7.7
Safety of children walking and cycling to school (Base: 269)	6.2

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident	Very or fairly confident 2012/13 ---> 2018/19	
Best Value Tickets for Local Bus Travel	21 / 42 / 25 / 12	na	na
Best Value Tickets for Local Rail Travel	24 / 42 / 21 / 14	na	na

Result % of repondents with an opinion. (Base 196 for bus and 235 for rail)

Wakefield

How people source information

	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	18%	33%
Timetable posters at bus stations and stops	16%	38%
Posters, displays, and announcements at rail stations	14%	35%
Bus / rail operators' own websites	9%	31%
Metro's website (wymetro.com)	6%	20%
Timetable leaflets	5%	22%
YourNextBus using smartphone or internet	3%	7%
Timetable downloads from Metro's website	4%	16%
Travel Centres	3%	16%
YourNextBus using text message	2%	7%
Metro travel news on Facebook	1%	5%
Metro travel news on Twitter	0%	3%
Metroline call centre	1%	6%
Metro Messenger	0%	4%

Base: 269

Mode use

	At least monthly	Less than monthly	Never
Car/Van (as Driver)	67	3	30
Car/Van (as Passenger)	72	14	14
Bus	41	29	30
Train	31	42	27
Bicycle	13	12	75
Walk at least 10 minutes	84	7	9
Motorbike / Scooter	3	1	96
Taxi	37	40	23
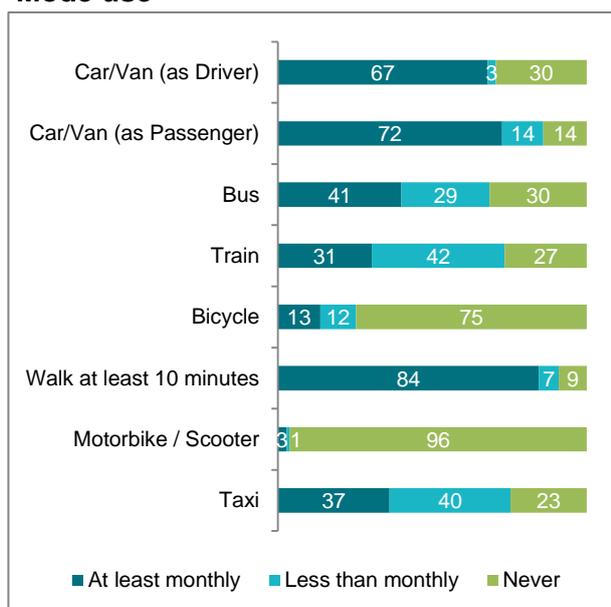
% of respondents. Base: 269

Access to technology & payment method

Have internet access	87
Own smartphone	79
Own tablet/computer	76
Have bank account	97
Pay contactless with bank card	68
Pay contactless smartphone	15
Buy online	74
Use Payzone	11
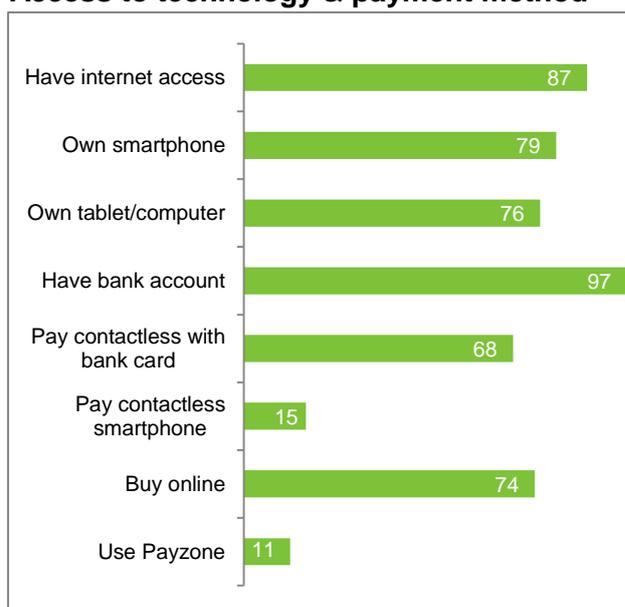
% of respondents. Base: 269

Age 16-34

Satisfaction Mean Score

Base: 620

2012/13 --> 2018/19
▌ = highest year

Comparison with 2012 / 2013

Passenger Transport

	Score	Comparison	Value
Local Rail Station Quality	7.2	▲	0.37
Local Train Services	7.0	▲	0.04
Local Bus Station Quality	7.1	▲	0.08
Local Bus Services	6.9	▲	0.13
Local Taxi Services	7.4	▼	-0.19
Community Transport (Dial-a-Ride/Access Bus)	7.0	▲	0.29

Asset Provision and Maintenance

	Score	Comparison	Value
Condition of Pavements & Footpaths	6.7	▼	-0.22
Condition of Roads	5.9	▼	-0.02
Quality of Repair to Damaged Roads & Pavements	6.2	na	na
Speed of Repair to Damaged Roads & Pavements	5.7	na	na
Street Lighting - Quality of	7.4	▼	-0.25
Street Lighting - Speed of repair	7.2	na	na
Keeping Road Drains Clear and Working	7.2	na	na
Winter Gritting & Snow Clearing	6.6	na	na
Provision of Cycle Routes and Facilities	6.3	▲	0.26
Levels of Congestion	5.8	▼	-0.41

Cost

	Score	Comparison	Value
Affordability of Motoring	6.0	▲	0.86
Affordability of Public Transport	6.0	▼	0.00

Other

	Score
Information to make Train Journeys in West Yorkshire (Base: 455)	7.5
Information to make Bus Journeys in West Yorkshire (Base: 433)	7.2
Safety of children walking and cycling to school (Base: 620)	6.6

Score on a scale of 1 to 10.

Confidence in Purchasing ...

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

Very or fairly confident 2012/13 ---> 2018/19

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	23	46	22	9	na	na
Best Value Tickets for Local Rail Travel	22	47	22	9	na	na

Result % of repondents with an opinion. (Base 570 for bus and 588 for rail)

Age 16-34

How people source information

	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	27%	42%
Timetable posters at bus stations and stops	20%	39%
Posters, displays, and announcements at rail stations	17%	32%
Bus / rail operators' own websites	12%	34%
Metro's website (wymetro.com)	10%	25%
Timetable leaflets	2%	13%
YourNextBus using smartphone or internet	10%	22%
Timetable downloads from Metro's website	6%	20%
Travel Centres	2%	13%
YourNextBus using text message	4%	13%
Metro travel news on Facebook	2%	9%
Metro travel news on Twitter	3%	10%
Metroline call centre	2%	6%
Metro Messenger	1%	4%

Base: 620

Mode use

Mode	At least monthly	Less than monthly	Never
Car/Van (as Driver)	69	3	28
Car/Van (as Passenger)	77	10	13
Bus	49	26	25
Train	33	48	19
Bicycle	14	17	69
Walk at least 10 minutes	87	8	5
Motorbike / Scooter	4	4	92
Taxi	49	35	15

■ At least monthly ■ Less than monthly ■ Never
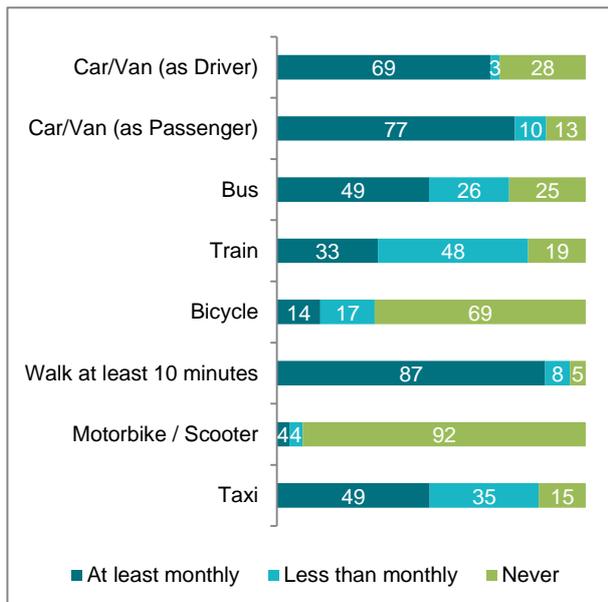
% of respondents. Base: 620

Access to technology & payment method

Have internet access	97
Own smartphone	93
Own tablet/computer	79
Have bank account	95
Pay contactless with bank card	81
Pay contactless smartphone	37
Buy online	86
Use Payzone	17
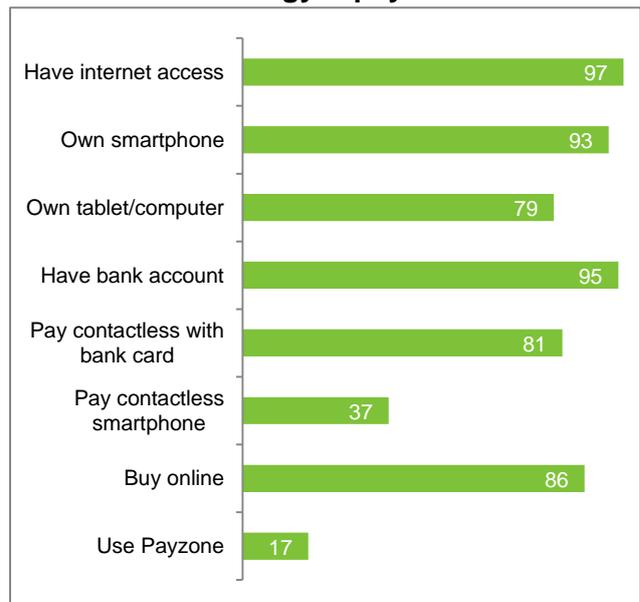
% of respondents. Base: 620

Age 35-64

Satisfaction Mean Score

Base: 844

	2012/13 --> 2018/19 ▮ = highest year	Comparison with 2012 / 2013

Passenger Transport

Measure	Score	Trend	Comparison
Local Rail Station Quality	6.8	▼	-0.09
Local Train Services	6.4	▼	-0.68
Local Bus Station Quality	6.9	▼	-0.10
Local Bus Services	6.5	▼	-0.35
Local Taxi Services	7.2	▼	-0.56
Community Transport (Dial-a-Ride/Access Bus)	6.3	▲	0.02

Asset Provision and Maintenance

Measure	Score	Trend	Comparison
Condition of Pavements & Footpaths	6.2	▼	0.00
Condition of Roads	5.5	▲	0.16
Quality of Repair to Damaged Roads & Pavements	5.7	na	na
Speed of Repair to Damaged Roads & Pavements	5.2	na	na
Street Lighting - Quality of	7.4	▼	-0.04
Street Lighting - Speed of repair	7.3	na	na
Keeping Road Drains Clear and Working	6.9	na	na
Winter Gritting & Snow Clearing	6.6	na	na
Provision of Cycle Routes and Facilities	5.6	▲	0.22
Levels of Congestion	5.4	▼	-0.36

Cost

Measure	Score	Trend	Comparison
Affordability of Motoring	5.8	▲	1.08
Affordability of Public Transport	5.8	▼	-0.70

Other

Measure	Score	Trend	Comparison
Information to make Train Journeys in West Yorkshire (Base: 589)	7.6		
Information to make Bus Journeys in West Yorkshire (Base: 569)	7.2		
Safety of children walking and cycling to school (Base: 844)	6.3		

Score on a scale of 1 to 10.

Confidence in Purchasing ...

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

Very or fairly confident 2012/13 ---> 2018/19

	Very confident	Fairly confident	Not very confident	Not at all confident		
Best Value Tickets for Local Bus Travel	20	45	23	12	na	na
Best Value Tickets for Local Rail Travel	21	42	23	14	na	na

Result % of respondents with an opinion. (Base 739 for bus and 760 for rail)

Age 35-64

How people source information

	Frequently	Frequently or Occasionally
	2019	**2019**
Electronic time displays at bus stations and stops	17%	36%
Timetable posters at bus stations and stops	13%	34%
Posters, displays, and announcements at rail stations	13%	34%
Bus / rail operators' own websites	10%	34%
Metro's website (wymetro.com)	7%	27%
Timetable leaflets	4%	20%
YourNextBus using smartphone or internet	4%	12%
Timetable downloads from Metro's website	4%	20%
Travel Centres	2%	15%
YourNextBus using text message	1%	9%
Metro travel news on Facebook	1%	6%
Metro travel news on Twitter	1%	6%
Metroline call centre	1%	5%
Metro Messenger	1%	4%

Base: 844

Mode use

Car/Van (as Driver): 74 | 3 | 22
Car/Van (as Passenger): 71 | 16 | 12
Bus: 41 | 34 | 24
Train: 30 | 49 | 21
Bicycle: 13 | 13 | 73
Walk at least 10 minutes: 89 | 5 | 6
Motorbike / Scooter: 4 | 3 | 93
Taxi: 40 | 44 | 16

■At least monthly ■Less than monthly ■Never
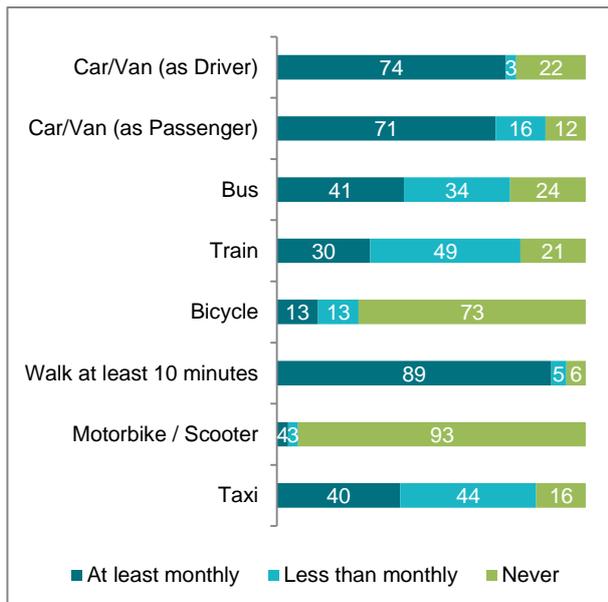
% of respondents. Base: 844

Access to technology & payment method

Have internet access: 95
Own smartphone: 86
Own tablet/computer: 78
Have bank account: 96
Pay contactless with bank card: 74
Pay contactless smartphone: 21
Buy online: 83
Use Payzone: 12
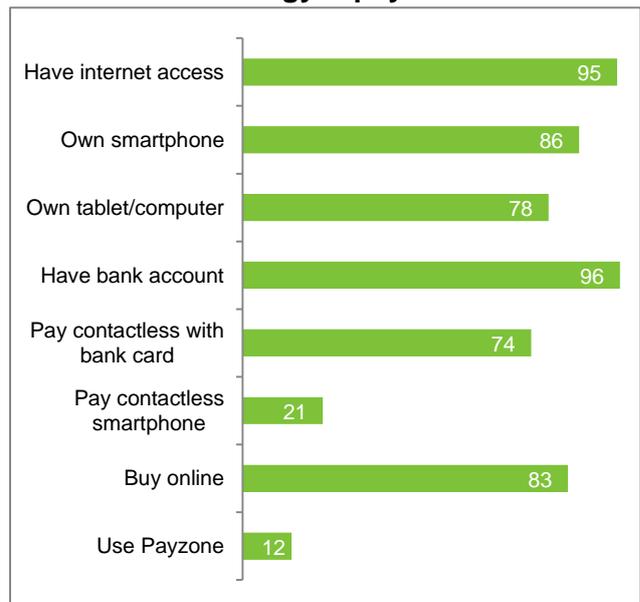
% of respondents. Base: 844

Age 65+

	Satisfaction Mean Score	Base: 358		**2012/13 --> 2018/19** ■ = highest year		**Comparison with 2012 / 2013**
Passenger Transport	Local Rail Station Quality	7.3			▲	0.27
	Local Train Services	6.5			▼	-0.74
	Local Bus Station Quality	7.7			▲	0.14
	Local Bus Services	6.9			▼	-0.76
	Local Taxi Services	7.9			▲	0.11
	Community Transport (Dial-a-Ride/Access Bus)	7.1			▼	-0.06
Asset Provision and Maintenance	Condition of Pavements & Footpaths	5.6			▼	-0.61
	Condition of Roads	4.9			▼	-0.42
	Quality of Repair to Damaged Roads & Ravements	5.2			na	na
	Speed of Repair to Damaged Roads & Ravements	4.6			na	na
	Street Lighting - Quality of	7.7			▼	-0.05
	Street Lighting - Speed of repair	7.6			na	na
	Keeping Road Drains Clear and Working	6.3			na	na
	Winter Gritting & Snow Clearing	6.5			na	na
	Provision of Cycle Routes and Facilities	5.5			▼	-0.45
	Levels of Congestion	5.1			▼	-0.78
Cost	Affordability of Motoring	6.2			▲	0.99
	Affordability of Public Transport	7.4			▼	-1.09
Other	Information to make Train Journeys in West Yorkshire (Base: 208)	7.7				
	Information to make Bus Journeys in West Yorkshire (Base: 274)	7.8				
	Safety of children walking and cycling to school (Base: 358)	6.5				

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident	■ Fairly confident	■ Not very confident	■ Not at all confident	**Very or fairly confident 2012/13 ---> 2018/19**	
Best Value Tickets for Local Bus Travel	34	37	15	15	na	na
Best Value Tickets for Local Rail Travel	31	36	20	13	na	na

Result % of repondents with an opinion. (Base 82 for bus and 259 for rail)

Age 65+

How people source information

|	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	25%	42%
Timetable posters at bus stations and stops	22%	44%
Posters, displays, and announcements at rail stations	12%	24%
Bus / rail operators' own websites	4%	16%
Metro's website (wymetro.com)	4%	17%
Timetable leaflets	13%	33%
YourNextBus using smartphone or internet	1%	3%
Timetable downloads from Metro's website	2%	10%
Travel Centres	4%	20%
YourNextBus using text message	1%	5%
Metro travel news on Facebook	0%	4%
Metro travel news on Twitter	0%	1%
Metroline call centre	0%	8%
Metro Messenger	1%	3%

Base: 358

Mode use
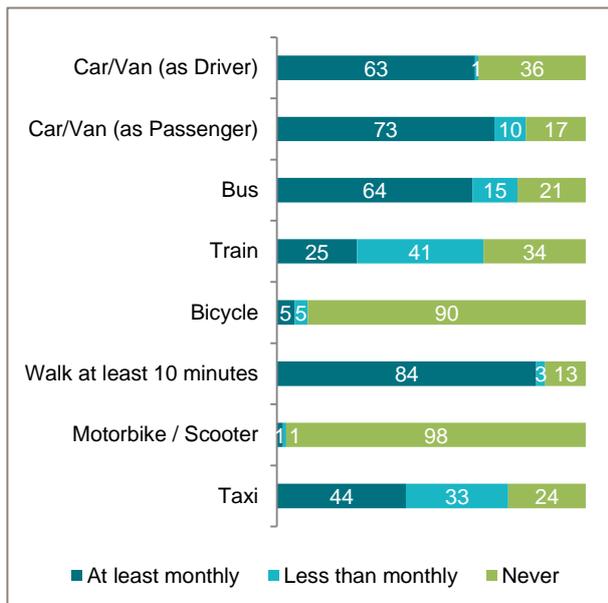
% of respondents. Base: 358

Access to technology & payment method
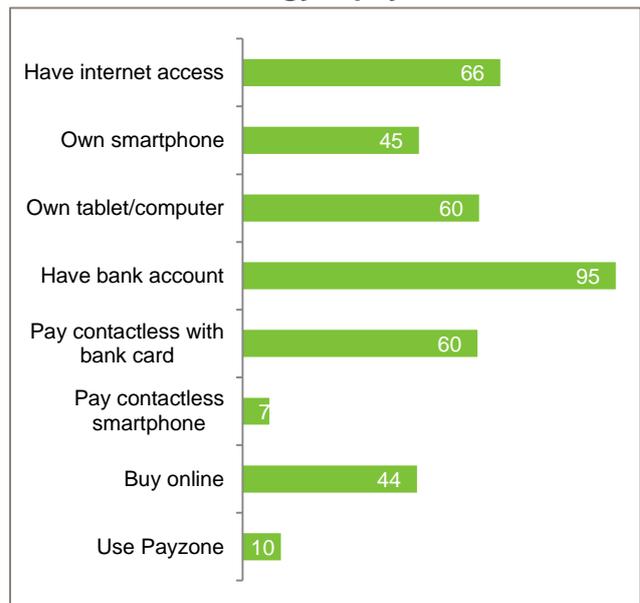
% of respondents. Base: 358

Public Transport: Use at least monthly

Satisfaction Mean Score	Base: 1048		2012/13 --> 2018/19 ■ = highest year	Comparison with 2012 / 2013	

Passenger Transport

Local Rail Station Quality	7.1			na	na
Local Train Services	6.6			na	na
Local Bus Station Quality	7.2			na	na
Local Bus Services	6.8			na	na
Local Taxi Services	7.5			na	na
Community Transport (Dial-a-Ride/Access Bus)	6.8			na	na

Asset Provision and Maintenance

Condition of Pavements & Footpaths	6.2			na	na
Condition of Roads	5.7			na	na
Quality of Repair to Damaged Roads & Ravements	5.9			na	na
Speed of Repair to Damaged Roads & Ravements	5.4			na	na
Street Lighting - Quality of	7.5			na	na
Street Lighting - Speed of repair	7.3			na	na
Keeping Road Drains Clear and Working	6.8			na	na
Winter Gritting & Snow Clearing	6.7			na	na
Provision of Cycle Routes and Facilities	5.9			na	na
Levels of Congestion	5.4			na	na

Cost

Affordability of Motoring	6.0			na	na
Affordability of Public Transport	6.3			na	na

Other

Information to make Train Journeys in West Yorkshire (Base: 860)	7.6				
Information to make Bus Journeys in West Yorkshire (Base: 971)	7.4				
Safety of children walking and cycling to school (Base: 1048)	6.5				

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident		**Very or fairly confident 2012/13 ---> 2018/19**		
Best Value Tickets for Local Bus Travel	28	48	18	6	na	na
Best Value Tickets for Local Rail Travel	25	46	20	9	na	na

Result % of repondents with an opinion. (Base 767 for bus and 917 for rail)

Public Transport: Use at least monthly

How people source information

	Frequently	Frequently or Occasionally
	2019	**2019**
Electronic time displays at bus stations and stops	37%	63%
Timetable posters at bus stations and stops	29%	60%
Posters, displays, and announcements at rail stations	22%	45%
Bus / rail operators' own websites	16%	46%
Metro's website (wymetro.com)	12%	38%
Timetable leaflets	9%	31%
YourNextBus using smartphone or internet	9%	22%
Timetable downloads from Metro's website	7%	27%
Travel Centres	4%	24%
YourNextBus using text message	4%	15%
Metro travel news on Facebook	2%	10%
Metro travel news on Twitter	3%	10%
Metroline call centre	2%	10%
Metro Messenger	1%	6%

Base: 1048

Mode use
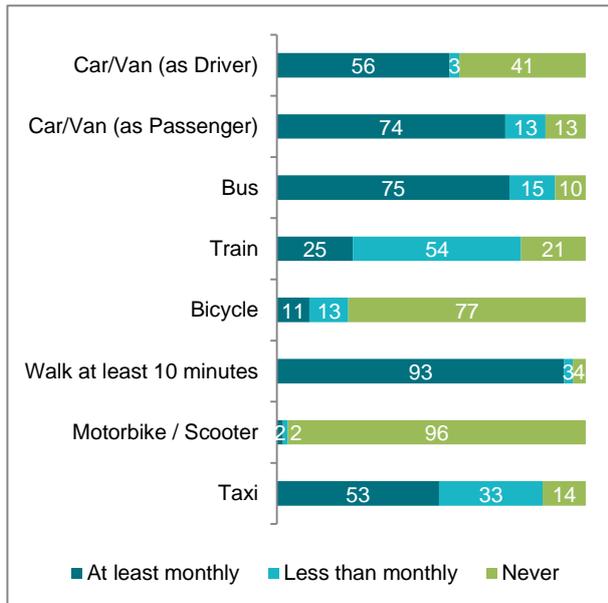
% of respondents. Base: 1048

Access to technology & payment method
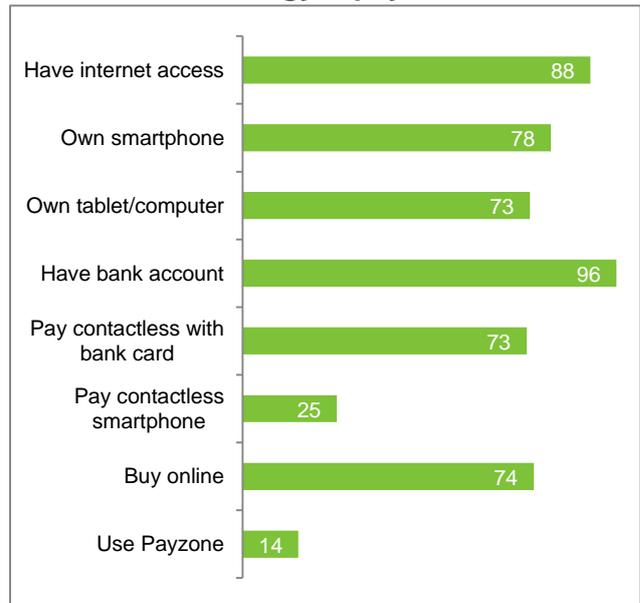
% of respondents. Base: 1048

Public Transport: Use less than monthly

Satisfaction Mean Score	Base: 776	2012/13 --> 2018/19 ▮ = highest year	Comparison with 2012 / 2013	

Passenger Transport

	Score			
Local Rail Station Quality	7.0		na	na
Local Train Services	6.6		na	na
Local Bus Station Quality	7.0		na	na
Local Bus Services	6.6		na	na
Local Taxi Services	7.3		na	na
Community Transport (Dial-a-Ride/Access Bus)	6.6		na	na

Asset Provision and Maintenance

	Score			
Condition of Pavements & Footpaths	6.4		na	na
Condition of Roads	5.3		na	na
Quality of Repair to Damaged Roads & Ravements	5.6		na	na
Speed of Repair to Damaged Roads & Ravements	5.1		na	na
Street Lighting - Quality of	7.4		na	na
Street Lighting - Speed of repair	7.3		na	na
Keeping Road Drains Clear and Working	6.9		na	na
Winter Gritting & Snow Clearing	6.5		na	na
Provision of Cycle Routes and Facilities	5.7		na	na
Levels of Congestion	5.5		na	na

Cost

	Score			
Affordability of Motoring	5.8		na	na
Affordability of Public Transport	5.9		na	na

Other

	Score			
Information to make Train Journeys in West Yorkshire (Base: 396)	7.5			
Information to make Bus Journeys in West Yorkshire (Base: 305)	7.0			
Safety of children walking and cycling to school (Base: 776)	6.4			

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident	Very or fairly confident 2012/13 ---> 2018/19		
Best Value Tickets for Local Bus Travel	15 | 41 | 27 | 16		na	na
Best Value Tickets for Local Rail Travel	20 | 39 | 26 | 16		na	na

Result % of repondents with an opinion. (Base 627 for bus and 693 for rail)

Public Transport: Use less than monthly

Awareness of public transport information sources*

	Aware
	2019
Electronic time displays at bus stations and stops	69%
Timetable posters at bus stations and stops	78%
Posters, displays, and announcements at rail stations	72%
Bus / rail operators' own websites	65%
Metro's website (wymetro.com)	63%
Timetable leaflets	58%
YourNextBus using smartphone or internet	39%
Timetable downloads from Metro's website	54%
Travel Centres	43%
YourNextBus using text message	39%
Metro travel news on Facebook	26%
Metro travel news on Twitter	21%
Metroline call centre	31%
Metro Messenger	14%

Base: 802

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

Mode use

Car/Van (as Driver): At least monthly 86, Less than monthly 2, Never 12
Car/Van (as Passenger): At least monthly 69, Less than monthly 16, Never 16
Bus: Less than monthly 52, Never 48
Train: Less than monthly 64, Never 36
Bicycle: At least monthly 8, Less than monthly 13, Never 79
Walk at least 10 minutes: At least monthly 78, Less than monthly 10, Never 12
Motorbike / Scooter: At least monthly 3, Less than monthly 3, Never 94
Taxi: At least monthly 28, Less than monthly 48, Never 24

■ At least monthly ■ Less than monthly ■ Never

% of respondents. Base: 802

Access to technology & payment method

Have internet access: 92
Own smartphone: 83
Own tablet/computer: 77
Have bank account: 96
Pay contactless with bank card: 74
Pay contactless smartphone: 22
Buy online: 80
Use Payzone: 13
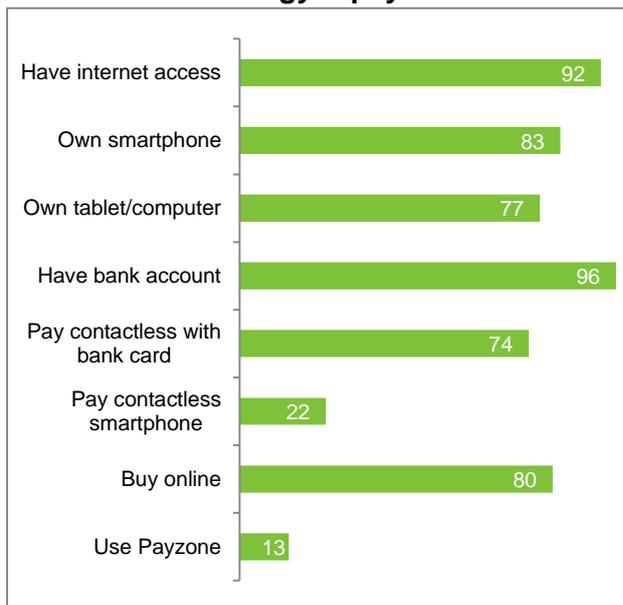
% of respondents. Base: 802

Live within 400m of a 'frequent service' bus stop

Satisfaction Mean Score	Base: 619		2012/13 --> 2018/19 ■ = highest year	Comparison with 2012 / 2013	
Passenger Transport	Local Rail Station Quality	7.2		na	na
	Local Train Services	6.6		na	na
	Local Bus Station Quality	7.4		na	na
	Local Bus Services	7.1		na	na
	Local Taxi Services	7.5		na	na
	Community Transport (Dial-a-Ride/Access Bus)	7.1		na	na
Asset Provision and Maintenance	Condition of Pavements & Footpaths	6.2		na	na
	Condition of Roads	5.6		na	na
	Quality of Repair to Damaged Roads & Ravements	5.7		na	na
	Speed of Repair to Damaged Roads & Ravements	5.3		na	na
	Street Lighting - Quality of	7.5		na	na
	Street Lighting - Speed of repair	7.4		na	na
	Keeping Road Drains Clear and Working	6.8		na	na
	Winter Gritting & Snow Clearing	6.5		na	na
	Provision of Cycle Routes and Facilities	6.2		na	na
	Levels of Congestion	5.5		na	na
Cost	Affordability of Motoring	6.1		na	na
	Affordability of Public Transport	6.3		na	na
Other	Information to make Train Journeys in West Yorkshire (Base: 419)	7.6			
	Information to make Bus Journeys in West Yorkshire (Base: 462)	7.5			
	Safety of children walking and cycling to school (Base: 619)	6.4			

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident	**Very or fairly confident 2012/13 ---> 2018/19**	
Best Value Tickets for Local Bus Travel	28 | 42 | 19 | 11	na	na
Best Value Tickets for Local Rail Travel	27 | 39 | 21 | 13	na	na

Result % of repondents with an opinion. (Base 450 for bus and 534 for rail)

Live within 400m of a 'frequent service' bus stop

How people source information

	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	27%	44%
Timetable posters at bus stations and stops	19%	41%
Posters, displays, and announcements at rail stations	14%	31%
Bus / rail operators' own websites	10%	30%
Metro's website (wymetro.com)	8%	25%
Timetable leaflets	5%	21%
YourNextBus using smartphone or internet	7%	17%
Timetable downloads from Metro's website	5%	17%
Travel Centres	3%	17%
YourNextBus using text message	3%	10%
Metro travel news on Facebook	1%	7%
Metro travel news on Twitter	1%	7%
Metroline call centre	1%	5%
Metro Messenger	1%	3%

Base: 619

Mode use

Mode	At least monthly	Less than monthly	Never
Car/Van (as Driver)	65	4	32
Car/Van (as Passenger)	71	14	15
Bus	56	24	21
Train	29	45	25
Bicycle	9	11	80
Walk at least 10 minutes	88	4	8
Motorbike / Scooter	4	3	93
Taxi	50	36	14

■ At least monthly ■ Less than monthly ■ Never
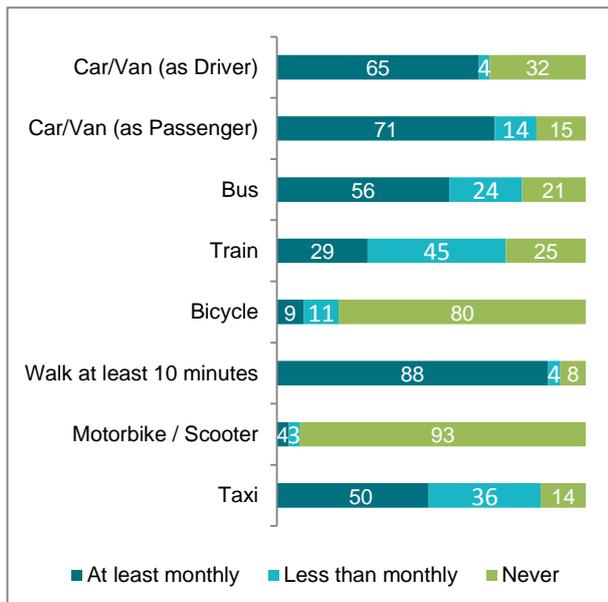
% of respondents. Base: 619

Access to technology & payment method

Have internet access	87
Own smartphone	77
Own tablet/computer	73
Have bank account	95
Pay contactless with bank card	72
Pay contactless smartphone	24
Buy online	72
Use Payzone	15
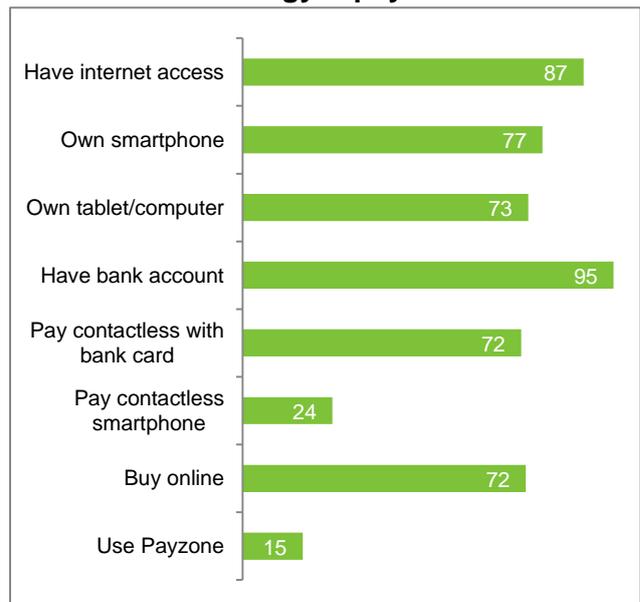
% of respondents. Base: 619

Live within 1600m of a railway station

Satisfaction Mean Score	Base: 545	2012/13 --> 2018/19 ▪ = highest year	Comparison with 2012 / 2013	

Passenger Transport

Local Rail Station Quality	7.3	na	na
Local Train Services	6.8	na	na
Local Bus Station Quality	7.3	na	na
Local Bus Services	6.8	na	na
Local Taxi Services	7.6	na	na
Community Transport (Dial-a-Ride/Access Bus)	6.8	na	na

Asset Provision and Maintenance

Condition of Pavements & Footpaths	6.3	na	na
Condition of Roads	5.4	na	na
Quality of Repair to Damaged Roads & Ravements	5.6	na	na
Speed of Repair to Damaged Roads & Ravements	5.2	na	na
Street Lighting - Quality of	7.5	na	na
Street Lighting - Speed of repair	7.4	na	na
Keeping Road Drains Clear and Working	6.8	na	na
Winter Gritting & Snow Clearing	6.3	na	na
Provision of Cycle Routes and Facilities	5.9	na	na
Levels of Congestion	5.4	na	na

Cost

Affordability of Motoring	6.0	na	na
Affordability of Public Transport	6.3	na	na

Other

Information to make Train Journeys in West Yorkshire (Base: 382)	7.8		
Information to make Bus Journeys in West Yorkshire (Base: 376)	7.6		
Safety of children walking and cycling to school (Base: 545)	6.6		

Score on a scale of 1 to 10.

Confidence in Purchasing ...	■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident	Very or fairly confident 2012/13 ---> 2018/19		
Best Value Tickets for Local Bus Travel	25 / 42 / 21 / 12	na	na
Best Value Tickets for Local Rail Travel	29 / 42 / 19 / 9	na	na

Result % of repondents with an opinion. (Base 404 for bus and 491 for rail)

Live within 1600m of a railway station

How people source information

	Frequently	Frequently or Occasionally
	2019	2019
Electronic time displays at bus stations and stops	22%	40%
Timetable posters at bus stations and stops	16%	41%
Posters, displays, and announcements at rail stations	18%	40%
Bus / rail operators' own websites	10%	33%
Metro's website (wymetro.com)	7%	26%
Timetable leaflets	7%	26%
YourNextBus using smartphone or internet	5%	13%
Timetable downloads from Metro's website	5%	18%
Travel Centres	3%	17%
YourNextBus using text message	2%	9%
Metro travel news on Facebook	1%	5%
Metro travel news on Twitter	1%	5%
Metroline call centre	1%	7%
Metro Messenger	0%	3%

Base: 545

Mode use
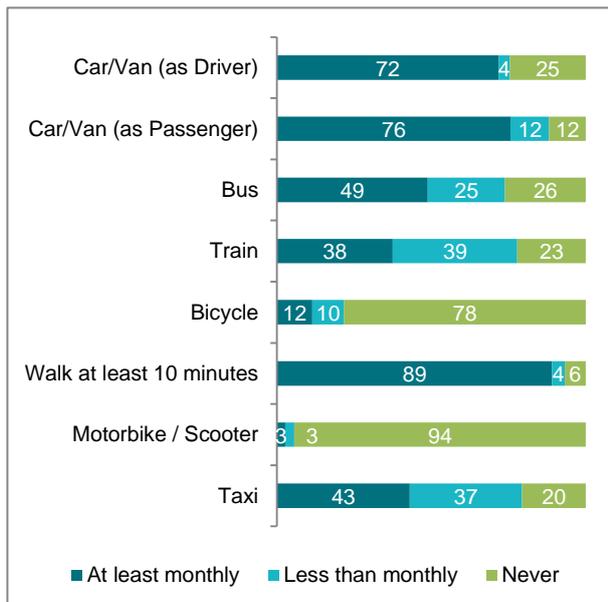
% of respondents. Base: 545

Access to technology & payment method
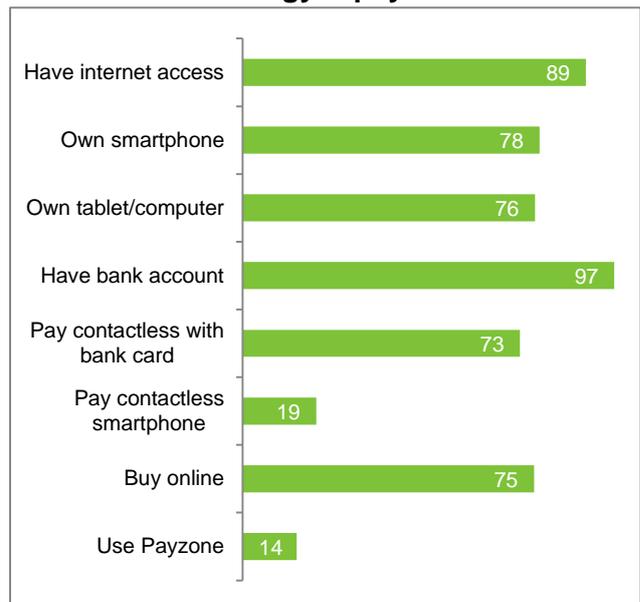
% of respondents. Base: 545

4.14 Further detail on key findings

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

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

Age

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

Table 4.11 shows residents aged 65+ gave significantly lower scores for the importance of road repair and conditions compared to those in other age groups and Table 4.12 shows significantly higher dissatisfaction scores for the same assets.

Table 4.11: Roads/pavements conditions are important

Age bracket	Condition of roads	Speed of repair	Quality of repair
16-34	80%	72%	71%
35-64	80%	77%	76%
65+	72%	64%	65%

Table 4.12: Dissatisfied with roads/pavements

Age bracket	Condition of roads	Speed of repair	Quality of repair
16-34	18%	23%	15%
35-64	22%	26%	20%
65+	31%	34%	26%

Table 4.13: Importance of bus services

79% of residents aged over 65 feel bus services are important which is statistically significant compared to those who are aged under 35, whilst those under 16-34 and over 64 are equally satisfied with local bus services and this is significant compared to those aged 35-64.

Age bracket	Important	Satisfied
16-34	69%	45%
35-64	71%	37%
65+	79%	45%

Table 4.14: Frequency of catching a bus

Residents aged over 65 in all of West Yorkshire will use buses more frequently and the data in Table 4.22 is significant compared to residents in the lower age brackets.

Age bracket	At least four days per week	1 to 3 days per week
16-34	15%	19%
35-64	11%	14%
65+	23%	24%

Table 4.15: Satisfaction with trains and cycling

Residents aged under 35 in all of West Yorkshire are satisfied with local train services and cycle routes and facilities compared to those aged over 35. The data in Table 4.23 is significant for those aged under 35 compared to all other residents in the higher age brackets.

Age bracket	Local train services	Cycle routes and facilities
16-34	42%	30%
35-64	32%	21%
65+	31%	18%

District

Table 4.21: Satisfaction with the condition of the roads

The proportion of residents in Kirklees who are dissatisfied with the condition of the roads is statistically significant compared to Bradford and Leeds.

District	Dissatisfied
Bradford	18%
Calderdale	23%
Kirklees	33%
Leeds	18%
Wakefield	25%

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

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

District	Satisfied
Bradford	39%
Calderdale	35%
Kirklees	41%
Leeds	48%
Wakefield	55%

Table 4.23: Frequency of catching a bus

There are 18% of residents in Leeds who never catch a bus, the lowest proportion in West Yorkshire and this is statistically significant compared to Kirklees and Wakefield.

District	Never
Bradford	23%
Calderdale	26%
Kirklees	31%
Leeds	18%
Wakefield	30%

Appendix A Questionnaire

West Yorkshire Customer Perceptions of Transport Survey
2018-2019 Financial Year

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

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

Demographic quota questions asked up front…..

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

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

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

Q1 I am now going to run through a list of travel themes. I would like you to say How important each of these is on a scale of 1 (not important) to 10 (very important) *ROTATE LIST (the sequence of themes is rotated automatically by the computer)* **Q2 And then how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following <u>in your local area</u>?** *DO NOT ASK Q2 IF DON'T KNOW AT Q1*	
Importance of the condition of pavements & footpaths	… and Satisfaction?
Importance of the condition of roads	… and Satisfaction?
Importance of the speed of repair to damaged roads & pavements	… and Satisfaction?
Importance of the quality of repair to damaged roads & pavements	… and Satisfaction?
Importance of the quality of street lighting	… and Satisfaction?
Importance of the speed of repair to street lights	… and Satisfaction?
Importance of keeping road drains clear & working	… and Satisfaction?
Importance of winter gritting & snow clearing	… and Satisfaction?
Importance of local bus services	… and Satisfaction?
Importance of local train services	… and Satisfaction?
Importance of local taxi services	… and Satisfaction?
Importance of community transport (Dial-a-Ride/Access Bus)	… and Satisfaction?
Importance of the affordability of public transport	… and Satisfaction?
Importance of the quality of local rail station	… and Satisfaction?
Importance of the quality of local bus station	… and Satisfaction?
Importance of provision of cycle routes & facilities	… and Satisfaction?
Importance of levels of traffic congestion	… and Satisfaction?
Importance of the affordability of motoring	… and Satisfaction?
Response on a 10 point scale where 1 is low and 10 is high. *plus 'not applicable' response (only for people who really can't answer).*	

Q16	**How satisfied are you with the safety of children walking or cycling to school in your local area?** *(If prompt needed: e.g. think as a parent, grandparent, or a road user, are the roads, paths, and streetlights in good enough condition and are the traffic conditions suitable?)* *Response on a 10 point scale (include don't know option but do not prompt/offer)*

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

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

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

And now I'm going to run through some ways to get information about public transport in the area.

Q3   **Are you aware of (**name the source listed below**)…?**

Q4   ASK only if respondent is aware of source AND uses bus and/or train at least once every 3 months (If Yes at Q3 and Q7A_C (bus) or Q7A_D (train) = codes 1-4
And how frequently do you use it (or them)?

Q5   *If use occasionally or frequently at Q4:*
And how satisfied are you with it (these) *(like before, on a scale of 1 to 10)*

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

Response Q3 : Yes / No
Response Q4 :
1. *Frequently*
2. *Occasionally*
3. *Very Rarely*
4. *Never*

Response Q5 : on a 10 point scale (should not require a Don't Know option as people are aware and have used information)

Q11a	[Ask only if use bus at least once per year] **When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?**
Q11aa	[Ask only if use bus less than once a year or never] **If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket**
Q11b	[Ask only if use train at least once per year] **When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?**
Q11bb	[Ask only if use train less than once a year or never] **If you had to travel by a local train tomorrow, how confident are you that you would purchase the best value ticket**

	Response list for all:
	   1. Very confident
	   2. Fairly confident
	   3. Not very confident
	   4. Not at all confident
	   5. I have a concessionary pass and do not pay for travel
	   6. Unprompted not applicable or don't know

Q6c_1	[ASK only if local bus used at least once or twice per year] **How satisfied are you overall with the information available to you to make bus journeys in West Yorkshire?**] *Response on a 10 point scale*
Q6c_2	[ASK only if local train used at least once or twice per year] **How satisfied are you overall with the information available to you to make rail journeys in West Yorkshire?** *Response on a 10 point scale*

Q6aa_1	[Ask only if use bus and/or train at least once a year]
	What method (or methods) did you use the last time you gathered information to pre-plan a bus or train journey?
	Response: (Do not read out list, Tick any that apply):
	   1. website (specify – see below)
	   2. app (specify – see below)
	   3. timetable leaflets
	   4. paper map
	   5. other (specify)
	   6. N/A – I never pre-plan journeys
	[ASK only If answer includes website and/or app]
	Which APPS and/or WEBSITES do you use?

	Response: (Do not read out list, Tick any that apply): *Metro website* *Google Maps* *National Rail* *The Trainline* *the bus operators own site/app,* *the train operators own site/app,* *other (specify)*

Q6ab	[ASK only if local bus and/or train used at least once per year]
	What method did you use the last time you obtained information whilst on a bus or train journey?
	Response: (Tick any that apply):
	   1. *website*
	   2. *app*
	   3. *electronic screens at stops & stations*
	   4. *timetable leaflets*
	   5. *timetable posters at stops & stations*
	   6. *other*
	   7. *N/A*

Q6ba	[Ask only if local train used at least once per year]
	What method did you use the last time you bought a rail ticket?
	Response: (Expect a single Response but plausible for more than on to apply):
	   1. *website*
	   2. *app*
	   3. *self-service machine*
	   4. *talked to staff*
	   5. *other*
	   6. *N/A*

Q6bb	[Ask only if local bus used at least once per year]
	What method did you use the last time you bought a bus ticket?
	Response: (Expect a single Response but plausible for more than on to apply):
	   1. *website*
	   2. *app*
	   3. *self-service machine*
	   4. *talked to staff*
	   5. *other*
	   6. *N/A*

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

Q9	*ASK only IF LOCAL BUS used **less than** every 2 to 3 months* **What are the main reason(s) you do not use local buses more often?** *Response: (Do not read out list, Tick any that apply)* *(Probe once: Any other reason / Is that the only reason?):*
	Convenience - Hard with pram / wheelchair
	Convenience - Difficult with children
	Convenience - Too much to carry
	Convenience - It's not door to door (car or taxi is door to door)
	Convenience - It takes too long
	Prefer train
	Prefer own car / a taxi
	Don't like waiting for buses
	Too expensive (can't afford to travel, it costs too much, another way is cheaper)
	No bus going where I usually travel / doesn't run at the time I need
	I would need to take more than one bus
	The routes and times change too often or are too confusing
	Think buses are unreliable
	Overcrowding
	Other reasons? (Give details)
	Don't know

Q10	[ASK only IF LOCAL TRAIN used **less than** every 2 to 3 months] **What are the main reason(s) you do not use local trains more often?** *Response: (Do not read out list, Tick any that apply)* *(Probe once: Any other reason / Is that the only reason?):*
	Convenience - Hard with pram / wheelchair
	Convenience - Difficult with children
	Convenience - Too much to carry
	Convenience - It's not door to door (car or taxi is door to door)
	Convenience - It takes too long
	Prefer bus
	Prefer own car / a taxi
	Don't like waiting for trains
	Too expensive (can't afford to travel, it costs too much, another way is cheaper)
	No train going where I usually travel / doesn't run at the time I need
	I would need to take more than one train (or bus and a train)
	The routes and times change too often or are too confusing
	Think trains are unreliable
	Overcrowding
	Other reasons? (Give details)
	Don't know

Q8	[ASK only if use train every 2 to 3 months or more] **When travelling by train how do you usually get from home to & from your local rail station** *(Tick any that apply, though expect single answer)*
	Car (park)
	Car (drop-off / pick up)
	Local Bus
	Cycle
	Walk
	IF WALK … Approximately how long do you walk for? *(Answer in minutes)*
	Motorbike / Scooter
	Taxi

Q13	[Ask only if local train used at least every 2 or 3 months] **Regarding your local rail service how satisfied are you with …** Ease of ticket purchase *Response on a 10 point scale (see previous comments on 10 point scale)*

Q12	[Ask only if local bus used at least every 2 or 3 months] **Regarding your local bus service how satisfied are you with …**
	Its Frequency
	Its Punctuality
	Ease of ticket purchase
	Helpfulness of on-bus staff
	Personal safety while using buses
	Connections with other buses and / or trains
	The state of the bus stops
	Response on a 10 point scale (see previous comments on 10 point scale)

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

RESUME HERE IF BREAK POINT USED:

P5	**Do you…?**
	Have regular access to the internet
	Have a smart phone
	Have a tablet computer or iPad
	Have a bank account
	Make contactless payments using a bank card
	Make contactless payments by smart phone
	Pay for things via the internet
	Pay for things via PayZone
	Response:
	1. *Yes*
	2. *No*
	3. *Don't Know*

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

S3	**What is your current employment status?**
	1. Working 30 hours or more per week on any kind of paid work
	Only read out if clarity needed (e.g. employed, self-employed, freelance etc.)
	2. Working less than 30 hours per week on any kind of paid work
	Further clarification: Those who hold multiple jobs, shift workers and zero-hours contracts, it's the number of hours worked in an 'average week'
	3. Wholly retired from work
	4. Unemployed and available for work
	5. Long-term sick or disabled
	6. Full time caring for family
	7. In full-time education (at school, university or college)
	8. Other (please write in)
	Response: Tick one that is closest description

S4a	**What is the occupation of the chief wage earner in the HOUSEHOLD?**
	Response: Free-Text, purpose is to ascertain Socio Economic Group
S4b	**Social Group** *(interviewer codes HOUSEHOLD from occupation)*
	Response: Supplier to code :
	1. *AB*
	2. *C1*
	3. *C2*
	4. *DE*

Text to read out before P1:
The following questions will not identify you but if you do not feel comfortable answering any question please let me know that you would prefer not to say and I will move on.

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

P2	**Do you have any conditions or long-standing illnesses that make it difficult for you to**
	Go out on foot unaided?
	Use local buses?
	Use local trains?
	Get in and out of a car?
	Ride a bike?

	Response:
	     1. Yes
	     2. No
	     3. unprompted prefer not to say

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

S7	**POST CODE** **FULL POSTCODE**

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

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

S11	**AUTO-FILL** **Survey Wave** (2018/19 financial year = survey wave T17)

Appendix B Weighting Factors

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

Weighting factors 2018/19

			Bradford	
		% population	%survey responses	Weighting Factor
Gender	Male	49%	47%	1.046
	Female	51%	52%	0.969
Age	16-34	32%	26%	1.259
	35-64	48%	55%	0.886
	65+	19%	19%	0.990
Ethnicity	White British	64%	76%	0.845
	Black & Minority ethnic	36%	22%	1.618

			Calderdale	
		% population	%survey responses	Weighting Factor
Gender	Male	49%	47%	1.044
	Female	51%	53%	0.961
Age	16-34	27%	37%	0.723
	35-64	50%	43%	1.163
	65+	23%	19%	1.212
Ethnicity	White British	87%	75%	1.153
	Black & Minority ethnic	13%	21%	0.625

			Kirklees	
		% population	%survey responses	Weighting Factor
Gender	Male	49%	47%	1.052
	Female	51%	53%	0.954
Age	16-34	30%	30%	1.021
	35-64	48%	50%	0.957
	65+	22%	20%	1.076
Ethnicity	White British	77%	80%	0.954
	Black & Minority ethnic	23%	18%	1.273

| | | **Leeds** | | |
		% population	%survey responses	Weighting Factor
Gender	Male	49%	48%	1.030
	Female	51%	52%	0.973
Age	16-34	37%	23%	1.658
	35-64	43%	52%	0.844
	65+	19%	26%	0.739
Ethnicity	White British	81%	87%	0.936
	Black & Minority ethnic	19%	12%	1.594

| | | **Wakefield** | | |
		% population	%survey responses	Weighting Factor
Gender	Male	49%	52%	0.950
	Female	51%	48%	1.062
Age	16-34	28%	23%	1.229
	35-64	49%	54%	0.904
	65+	23%	23%	0.998
Ethnicity	White British	93%	91%	1.022
	Black & Minority ethnic	7%	8%	0.850

| | | **District** | | |
		% of West Yorkshire	%survey responses	Weighting Factor
District	Bradford	22%	21%	1.043
	Calderdale	9%	16%	0.574
	Kirklees	19%	18%	1.075
	Leeds	35%	30%	1.164
	Wakefield	15%	15%	0.981

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

- 0.2% of respondents described themselves as a gender other than male or female or preferred not to say

- 0.2% of respondents preferred not to give their age

- 1.8% of respondents preferred not to give their ethnicity

Appendix C Demographic profile of respondents

Percent of Respondents	All	Local Authority District					Age Band		
							16	35	65
Age Category	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
16 to 24	9.6	9	10	9	10	9	28	0	0
25 to 34	24.4	27	13	22	29	19	72	0	0
35 to 44	12.8	14	16	19	9	9	0	28	0
45 to 54	15.3	15	17	13	17	14	0	33	0
55 to 64	18.2	18	19	17	16	25	0	39	0
65 to 74	12.3	11	15	13	11	15	0	0	63
75 plus	7.1	5	8	8	8	9	0	0	37
							16	35	65
Employment Status	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
Working 30 hours or more per week	41.3	43	42	39	43	37	53	49	4
Working less than 30 hrs per week	14.1	45	19	12	15	11	16	17	5
Wholly retired from work	26.0	23	23	27	26	31	7	15	86
Unemployed and available for work	5.0	8	4	4	5	4	9	4	0
Long-term sick or disabled	3.0	3	2	3	2	5	2	5	1
Full time caring for family	3.9	3	3	6	3	6	4	5	0
Full-time education	2.8	2	3	3	3	3	8	0	0
Other	3.9	4	4	6	4	3	2	5	5
							16	35	65
Gender	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
Male	49	48	50	50	49	49	45	52	47
Female	51	52	50	50	51	51	55	48	52
							16	35	65
Social Class	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
AB	23.5	23	25	23	25	20	25	28	9
C1	19.0	23	19	18	18	17	20	22	11
C2	17.4	14	19	19	19	16	19	19	11
DE	32.0	31	28	34	29	42	24	24	65
Prefer not to say	8.1	9	10	6	9	4	12	7	5
Conditions or long standing							16	35	65
illnesses that make it difficult to:	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
Go out on foot unaided	12.2	13	9	12	11	16	7	13	19
Use local buses	12.9	14	9	12	12	18	9	12	21
Use local trains	11.2	12	10	11	9	17	7	11	18
Get in and out of a car	13.5	15	9	12	12	19	10	13	21
Ride a bike	14.4	13	13	17	12	20	9	14	23
Households with people							16	35	65
aged under 16	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
At least one person	29.4	36	30	28	30	22	40	64	1
							16	35	65
Cars and vans in household	WY	Bfd	Cal	Kir	Lds	Wfd	- 34	- 64	plus
None	13.0	12	14	10	15	14	12	12	23

Percent of Respondents	All	Use Public Transport		Proximity to …	
Age Category	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
16 to 24	9.6	12	6	9	9
25 to 34	24.4	22	27	27	22
35 to 44	12.8	11	15	13	13
45 to 54	15.3	15	16	14	14
55 to 64	18.2	16	21	15	17
65 to 74	12.3	15	8	14	17
75 plus	7.1	8	7	8	8
Employment Status	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Working 30 hours or more per week	41.3	39	44	40	39
Working less than 30 hrs per week	14.1	14	14	13	14
Wholly retired from work	26.0	29	22	29	32
Unemployed and available for work	5.0	5	5	6	2
Long-term sick or disabled	3.0	2	4	3	3
Full time caring for family	3.9	3	5	4	4
Full-time education	2.8	4	1	2	3
Other	3.9	3	5	4	3
Gender	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Male	49	47	51	47	49
Female	51	53	49	53	51
Social Class	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
AB	23.5	23	25	22	19
C1	19.0	19	19	17	20
C2	17.4	16	19	18	19
DE	32.0	33	30	36	37
Prefer not to say	8.1	9	7	7	6
Conditions or long standing illnesses that make it difficult to:	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
Go out on foot unaided	12.2	11	14	13	11
Use local buses	12.9	14	12	14	12
Use local trains	11.2	11	12	11	11
Get in and out of a car	13.5	14	13	14	12
Ride a bike	14.4	15	14	14	13
Households with people aged under 16	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
At least one person	29.4	27	35	32	25
Cars and vans in household	**WY**	At least monthly	Less than monthly	Frequent Bus 400m	Rail Stn 1600m
None	13.0	22	5	16	12

Appendix D Importance and Satisfaction scores

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

	Importance	Age Bands						Satisfaction	Age Bands					
		16 to 34		35 to 64		65+			16 to 34		35 to 64		65+	
		Count	%	Count	%	Count	%		Count	%	Count	%	Count	%
Condition Of Pavements & Footpaths	Not important	21	3%	15	2%	16	4%	Dissatisfied	40	7%	91	11%	64	18%
	Neutral	158	26%	190	23%	82	23%	Neutral	348	56%	499	59%	193	54%
	Important	435	70%	637	76%	260	73%	Satisfied	217	35%	251	30%	99	28%
	Don't know	6	1%	2	0%	0	0%	Don't know	15	3%	3	0%	2	1%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Condition Of Roads	Not important	28	5%	22	3%	32	9%	Dissatisfied	111	18%	180	21%	112	31%
	Neutral	91	15%	142	17%	68	19%	Neutral	323	52%	477	57%	184	51%
	Important	496	80%	678	80%	257	72%	Satisfied	173	28%	183	22%	57	16%
	Don't know	6	1%	2	0%	2	1%	Don't know	12	2%	3	0%	5	1%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Speed Of Repair To Damaged Roads & Pavements	Not important	27	4%	36	4%	43	12%	Dissatisfied	140	23%	218	26%	123	34%
	Neutral	138	22%	151	18%	82	23%	Neutral	298	48%	459	54%	173	49%
	Important	443	72%	650	77%	228	64%	Satisfied	160	26%	154	18%	49	14%
	Don't know	12	2%	7	1%	5	2%	Don't know	21	3%	12	2%	13	4%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Quality Of Repair To Damaged Roads & Pavements	Not important	25	4%	30	4%	26	7%	Dissatisfied	92	15%	171	20%	92	26%
	Neutral	139	22%	169	20%	96	27%	Neutral	311	50%	450	53%	187	52%
	Important	441	71%	640	76%	231	65%	Satisfied	196	32%	210	25%	71	20%
	Don't know	15	2%	5	1%	4	1%	Don't know	21	3%	13	2%	8	2%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Quality Of Street Lighting	Not important	15	3%	23	3%	6	2%	Dissatisfied	48	8%	41	5%	11	3%
	Neutral	149	24%	160	19%	46	13%	Neutral	218	35%	325	39%	115	32%
	Important	451	73%	656	78%	304	85%	Satisfied	344	56%	471	56%	228	64%
	Don't know	5	1%	5	1%	2	1%	Don't know	10	2%	6	1%	4	1%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Speed Of Repair To Street Lights	Not important	25	4%	25	3%	14	4%	Dissatisfied	53	9%	50	6%	21	6%
	Neutral	155	25%	187	22%	53	15%	Neutral	223	36%	305	36%	100	28%
	Important	416	67%	598	71%	266	74%	Satisfied	299	48%	418	50%	199	56%
	Don't know	24	4%	34	4%	25	7%	Don't know	45	7%	70	8%	38	11%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Keeping Road Drains Clear & Working	Not important	11	2%	3	0%	13	4%	Dissatisfied	46	7%	82	10%	65	18%
	Neutral	112	18%	120	14%	42	12%	Neutral	245	40%	364	43%	153	43%
	Important	491	79%	716	85%	304	85%	Satisfied	309	50%	383	46%	137	38%
	Don't know	6	1%	4	1%	0	0%	Don't know	20	3%	14	2%	4	1%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Winter Gritting & Snow Clearing	Not important	13	2%	11	1%	12	3%	Dissatisfied	81	13%	104	12%	61	17%
	Neutral	100	16%	100	12%	36	10%	Neutral	265	43%	376	45%	139	39%
	Important	500	81%	730	87%	308	86%	Satisfied	259	42%	358	42%	155	43%
	Don't know	7	1%	3	0%	2	1%	Don't know	15	2%	5	1%	4	1%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Local Bus Services	Not important	39	6%	49	6%	21	6%	Dissatisfied	71	11%	101	12%	40	11%
	Neutral	121	20%	162	19%	34	9%	Neutral	219	35%	356	42%	128	36%
	Important	430	69%	599	71%	283	79%	Satisfied	278	45%	309	37%	162	45%
	Don't know	30	5%	33	4%	21	6%	Don't know	52	8%	79	9%	29	8%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Local Train Services	Not important	28	5%	43	5%	16	5%	Dissatisfied	48	8%	89	11%	33	9%
	Neutral	127	21%	176	21%	60	17%	Neutral	243	39%	363	43%	125	35%
	Important	414	67%	550	65%	214	60%	Satisfied	257	42%	271	32%	110	31%
	Don't know	50	8%	75	9%	68	19%	Don't know	72	12%	121	14%	89	25%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Local Taxi Services	Not important	46	7%	52	6%	24	7%	Dissatisfied	47	8%	45	5%	19	5%
	Neutral	179	29%	284	34%	66	18%	Neutral	202	33%	336	40%	69	19%
	Important	372	60%	470	56%	230	64%	Satisfied	323	52%	396	47%	218	61%
	Don't know	24	4%	38	5%	38	11%	Don't know	47	8%	67	8%	52	15%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Community Transport	Not important	57	9%	103	12%	25	7%	Dissatisfied	24	4%	77	9%	16	5%
	Neutral	145	23%	149	18%	41	11%	Neutral	204	33%	214	25%	71	20%
	Important	316	51%	397	47%	178	50%	Satisfied	193	31%	189	22%	97	27%
	Don't know	103	17%	195	23%	115	32%	Don't know	199	32%	363	43%	175	49%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Affordability Of Public Transport	Not important	23	4%	23	3%	16	4%	Dissatisfied	106	17%	139	16%	27	8%
	Neutral	87	14%	124	15%	36	10%	Neutral	298	48%	443	53%	105	29%
	Important	481	78%	663	79%	265	74%	Satisfied	168	27%	194	23%	169	47%
	Don't know	29	5%	33	4%	42	12%	Don't know	48	8%	68	8%	58	16%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Quality Of Local Rail Station	Not important	17	3%	28	3%	17	5%	Dissatisfied	29	5%	62	7%	21	6%
	Neutral	135	22%	197	23%	50	14%	Neutral	230	37%	356	42%	93	26%
	Important	423	68%	553	66%	223	62%	Satisfied	300	48%	330	39%	162	45%
	Don't know	45	7%	65	8%	68	19%	Don't know	60	10%	96	11%	82	23%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Quality Of Local Bus Station	Not important	21	3%	43	5%	15	4%	Dissatisfied	39	6%	55	7%	13	4%
	Neutral	156	25%	198	23%	34	9%	Neutral	242	39%	351	42%	95	27%
	Important	395	64%	546	65%	268	75%	Satisfied	276	45%	329	39%	203	57%
	Don't know	49	8%	57	7%	41	11%	Don't know	63	10%	109	13%	47	13%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Provision Of Cycle Routes & Facilities	Not important	75	12%	144	17%	53	15%	Dissatisfied	79	13%	150	18%	63	18%
	Neutral	206	33%	244	29%	88	25%	Neutral	265	43%	349	41%	141	39%
	Important	288	46%	374	44%	157	44%	Satisfied	186	30%	179	21%	64	18%
	Don't know	51	8%	81	10%	60	17%	Don't know	91	15%	166	20%	90	25%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Levels Of Traffic Congestion	Not important	19	3%	17	2%	20	6%	Dissatisfied	116	19%	192	23%	97	27%
	Neutral	133	22%	156	19%	64	18%	Neutral	322	52%	488	58%	175	49%
	Important	447	72%	658	78%	260	73%	Satisfied	151	24%	147	18%	70	20%
	Don't know	21	3%	13	2%	15	4%	Don't know	31	5%	16	2%	16	5%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%
Affordability Of Motoring	Not important	26	4%	38	5%	15	4%	Dissatisfied	81	13%	120	14%	36	10%
	Neutral	133	22%	165	20%	64	18%	Neutral	335	54%	480	57%	181	51%
	Important	429	69%	595	71%	232	65%	Satisfied	147	24%	181	21%	88	25%
	Don't know	32	5%	45	5%	47	13%	Don't know	57	9%	62	7%	52	15%
	Total	620	100%	844	100%	358	100%	Total	620	100%	844	100%	358	100%

Districts : Importance

	Importance	Local Authority District											
		Bradford		Calderdale		Kirklees		Leeds		Wakefield		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Condition Of Pavements & Footpaths	Not important	8	2%	10	6%	6	2%	22	4%	6	2%	52	3%
	Neutral	110	27%	40	23%	74	22%	157	25%	51	19%	431	24%
	Important	290	71%	125	71%	259	77%	448	71%	212	79%	1334	73%
	Don't know	1	0%	1	1%	0	0%	5	1%	0	0%	8	0%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Condition Of Roads	Not important	11	3%	9	5%	17	5%	31	5%	13	5%	81	5%
	Neutral	92	23%	26	15%	48	14%	96	15%	38	14%	301	17%
	Important	302	74%	140	79%	271	80%	503	79%	216	80%	1433	79%
	Don't know	3	1%	1	0%	1	0%	4	1%	1	0%	10	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Speed Of Repair To Damaged Roads & Pavements	Not important	18	4%	13	7%	14	4%	40	6%	21	8%	106	6%
	Neutral	99	24%	36	20%	65	19%	136	22%	35	13%	371	20%
	Important	284	70%	127	72%	256	76%	446	71%	211	78%	1324	73%
	Don't know	7	2%	1	1%	3	1%	10	2%	3	1%	24	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Repair To Damaged Roads & Pavements	Not important	13	3%	8	4%	12	4%	37	6%	12	4%	82	5%
	Neutral	100	25%	40	23%	70	21%	145	23%	51	19%	405	22%
	Important	289	71%	127	72%	255	75%	441	70%	202	75%	1314	72%
	Don't know	6	2%	2	1%	1	0%	11	2%	4	2%	24	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Street Lighting	Not important	13	3%	4	2%	11	3%	15	2%	3	1%	45	2%
	Neutral	87	21%	30	17%	67	20%	127	20%	44	16%	355	20%
	Important	305	75%	142	81%	260	77%	485	77%	221	82%	1413	77%
	Don't know	4	1%	0	0%	1	0%	6	1%	1	0%	12	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Speed Of Repair To Street Lights	Not important	12	3%	11	6%	12	4%	25	4%	6	2%	65	4%
	Neutral	108	26%	40	23%	77	23%	129	20%	41	15%	395	22%
	Important	278	68%	122	69%	235	70%	444	70%	202	75%	1282	70%
	Don't know	11	3%	4	2%	14	4%	34	5%	20	7%	83	5%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Keeping Road Drains Clear & Working	Not important	7	2%	5	3%	3	1%	8	1%	4	2%	27	2%
	Neutral	67	17%	25	14%	46	14%	102	16%	34	13%	274	15%
	Important	332	81%	145	83%	290	86%	515	81%	231	86%	1514	83%
	Don't know	2	1%	1	0%	0	0%	7	1%	0	0%	10	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Winter Gritting & Snow Clearing	Not important	12	3%	3	2%	5	1%	11	2%	6	2%	36	2%
	Neutral	70	17%	22	12%	42	13%	77	12%	26	10%	236	13%
	Important	323	79%	151	86%	290	86%	539	85%	237	88%	1541	85%
	Don't know	4	1%	1	0%	1	0%	6	1%	0	0%	11	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Local Bus Services	Not important	19	5%	13	7%	24	7%	40	6%	14	5%	109	6%
	Neutral	72	18%	34	19%	62	19%	104	16%	44	16%	317	17%
	Important	296	73%	122	69%	238	70%	464	73%	194	72%	1314	72%
	Don't know	21	5%	7	4%	14	4%	25	4%	17	6%	85	5%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Local Train Services	Not important	17	4%	9	5%	15	5%	35	6%	11	4%	87	5%
	Neutral	79	19%	34	19%	77	23%	135	21%	39	15%	363	20%
	Important	269	66%	121	69%	218	65%	387	61%	185	69%	1180	65%
	Don't know	43	11%	13	7%	28	8%	76	12%	34	13%	194	11%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Local Taxi Services	Not important	23	6%	12	7%	22	7%	53	8%	14	5%	123	7%
	Neutral	114	28%	47	27%	107	32%	192	30%	68	25%	528	29%
	Important	255	62%	107	61%	188	56%	360	57%	163	61%	1074	59%
	Don't know	17	4%	10	6%	21	6%	28	4%	24	9%	100	6%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Community Transport	Not important	27	7%	18	11%	28	8%	75	12%	36	14%	185	10%
	Neutral	83	20%	24	14%	69	21%	122	19%	36	14%	335	18%
	Important	219	54%	91	52%	173	51%	291	46%	118	44%	892	49%
	Don't know	80	20%	43	24%	67	20%	145	23%	78	29%	413	23%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Affordability Of Public Transport	Not important	11	3%	6	4%	13	4%	24	4%	8	3%	62	3%
	Neutral	59	14%	26	15%	40	12%	86	14%	36	13%	247	14%
	Important	314	77%	134	76%	267	79%	487	77%	211	78%	1412	77%
	Don't know	24	6%	10	6%	18	5%	36	6%	15	6%	104	6%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Local Rail Station	Not important	10	2%	7	4%	9	3%	33	5%	3	1%	62	3%
	Neutral	82	20%	39	22%	67	20%	138	22%	57	21%	382	21%
	Important	279	68%	117	66%	231	68%	388	61%	186	69%	1201	66%
	Don't know	38	9%	13	8%	32	9%	73	12%	23	9%	179	10%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Local Bus Station	Not important	12	3%	9	5%	9	3%	39	6%	10	4%	80	4%
	Neutral	87	21%	37	21%	80	24%	145	23%	40	15%	387	21%
	Important	276	68%	118	67%	230	68%	389	61%	198	74%	1211	66%
	Don't know	33	8%	13	7%	20	6%	60	10%	21	8%	147	8%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Provision Of Cycle Routes & Facilities	Not important	52	13%	32	18%	48	14%	105	17%	35	13%	273	15%
	Neutral	123	30%	49	28%	103	31%	189	30%	75	28%	539	30%
	Important	198	49%	75	42%	158	47%	275	44%	114	42%	820	45%
	Don't know	35	9%	20	11%	29	9%	64	10%	45	17%	192	11%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Levels Of Traffic Congestion	Not important	18	4%	8	4%	8	2%	17	3%	5	2%	56	3%
	Neutral	88	22%	33	19%	64	19%	116	18%	52	19%	353	19%
	Important	289	71%	132	75%	260	77%	480	76%	205	76%	1367	75%
	Don't know	13	3%	3	2%	6	2%	20	3%	6	2%	48	3%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Affordability Of Motoring	Not important	20	5%	10	6%	13	4%	24	4%	12	4%	79	4%
	Neutral	92	23%	33	19%	68	20%	132	21%	38	14%	363	20%
	Important	273	67%	119	68%	237	70%	433	68%	196	73%	1259	69%
	Don't know	23	6%	15	8%	20	6%	44	7%	23	9%	124	7%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%

Districts : Satisfaction

	Satisfaction	Local Authority District											
		Bradford		Calderdale		Kirklees		Leeds		Wakefield		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Condition Of Pavements & Footpaths	Dissatisfied	40	10%	23	13%	45	13%	58	9%	30	11%	196	11%
	Neutral	232	57%	103	59%	197	58%	358	57%	150	56%	1040	57%
	Satisfied	131	32%	49	28%	95	28%	203	32%	89	33%	568	31%
	Don't know	4	1%	1	1%	1	0%	14	2%	0	0%	20	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Condition Of Roads	Dissatisfied	74	18%	40	23%	110	33%	115	18%	66	25%	405	22%
	Neutral	234	57%	106	60%	162	48%	335	53%	149	55%	986	54%
	Satisfied	97	24%	30	17%	64	19%	173	27%	51	19%	414	23%
	Don't know	4	1%	1	0%	2	1%	10	2%	3	1%	20	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Speed Of Repair To Damaged Roads & Pavements	Dissatisfied	102	25%	43	24%	108	32%	152	24%	80	30%	484	27%
	Neutral	211	52%	105	60%	165	49%	316	50%	135	50%	932	51%
	Satisfied	83	20%	28	16%	57	17%	146	23%	49	18%	363	20%
	Don't know	12	3%	1	1%	9	3%	19	3%	5	2%	46	3%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Repair To Damaged Roads & Pavements	Dissatisfied	69	17%	29	16%	78	23%	113	18%	67	25%	356	20%
	Neutral	226	55%	108	61%	173	51%	315	50%	127	47%	949	52%
	Satisfied	101	25%	37	21%	81	24%	187	30%	72	27%	477	26%
	Don't know	12	3%	3	2%	6	2%	18	3%	3	1%	42	2%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Street Lighting	Dissatisfied	25	6%	12	7%	23	7%	32	5%	8	3%	101	6%
	Neutral	182	45%	60	34%	139	41%	205	32%	73	27%	660	36%
	Satisfied	197	48%	103	59%	173	51%	385	61%	186	69%	1044	57%
	Don't know	4	1%	0	0%	2	1%	10	2%	2	1%	20	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Speed Of Repair To Street Lights	Dissatisfied	41	10%	22	13%	25	7%	32	5%	7	3%	126	7%
	Neutral	192	47%	62	35%	125	37%	179	28%	71	27%	630	35%
	Satisfied	158	39%	85	48%	153	45%	358	57%	161	60%	916	50%
	Don't know	18	4%	7	4%	35	10%	63	10%	29	11%	152	8%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Keeping Road Drains Clear & Working	Dissatisfied	48	12%	24	14%	40	12%	52	8%	28	11%	193	11%
	Neutral	197	48%	75	43%	124	37%	257	41%	111	41%	764	42%
	Satisfied	157	39%	74	42%	170	50%	304	48%	125	46%	830	46%
	Don't know	6	1%	3	2%	4	1%	20	3%	5	2%	38	2%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Winter Gritting & Snow Clearing	Dissatisfied	64	16%	16	9%	47	14%	75	12%	44	16%	246	14%
	Neutral	188	46%	63	36%	153	45%	257	41%	120	45%	782	43%
	Satisfied	153	37%	95	54%	133	40%	287	45%	104	39%	772	42%
	Don't know	3	1%	2	1%	4	1%	14	2%	1	0%	24	1%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Local Bus Services	Dissatisfied	40	10%	17	10%	38	11%	78	12%	37	14%	211	12%
	Neutral	170	42%	75	43%	133	39%	227	36%	98	37%	704	39%
	Satisfied	162	40%	65	37%	138	41%	280	44%	104	39%	749	41%
	Don't know	35	9%	19	11%	29	9%	47	8%	30	11%	160	9%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Local Train Services	Dissatisfied	27	7%	24	14%	38	11%	60	10%	21	8%	171	9%
	Neutral	170	42%	84	48%	135	40%	247	39%	96	36%	731	40%
	Satisfied	155	38%	46	26%	119	35%	216	34%	103	38%	639	35%
	Don't know	56	14%	22	12%	45	13%	111	18%	50	18%	283	16%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Local Taxi Services	Dissatisfied	25	6%	13	7%	18	6%	40	6%	15	6%	111	6%
	Neutral	149	37%	57	32%	108	32%	213	34%	81	30%	608	33%
	Satisfied	209	51%	93	53%	178	53%	321	51%	138	51%	939	52%
	Don't know	25	6%	13	8%	34	10%	59	9%	35	13%	166	9%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Community Transport	Dissatisfied	28	7%	10	6%	23	7%	37	6%	18	7%	117	6%
	Neutral	123	30%	41	23%	95	28%	174	28%	57	21%	490	27%
	Satisfied	109	27%	44	25%	100	30%	161	25%	66	25%	480	26%
	Don't know	148	36%	81	46%	120	35%	261	41%	128	48%	738	40%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Affordability Of Public Transport	Dissatisfied	58	14%	28	16%	55	16%	93	15%	37	14%	271	15%
	Neutral	203	50%	83	47%	155	46%	277	44%	130	48%	848	47%
	Satisfied	108	27%	47	27%	102	30%	196	31%	78	29%	531	29%
	Don't know	39	10%	19	11%	27	8%	66	10%	23	9%	174	10%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Local Rail Station	Dissatisfied	21	5%	21	12%	23	7%	34	5%	12	5%	112	6%
	Neutral	158	39%	80	45%	123	37%	221	35%	97	36%	680	37%
	Satisfied	177	44%	57	32%	157	47%	277	44%	126	47%	794	44%
	Don't know	52	13%	18	10%	35	10%	101	16%	34	13%	239	13%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Quality Of Local Bus Station	Dissatisfied	24	6%	19	11%	19	6%	34	5%	13	5%	108	6%
	Neutral	175	43%	79	45%	147	44%	212	34%	75	28%	688	38%
	Satisfied	158	39%	62	35%	139	41%	304	48%	147	55%	809	44%
	Don't know	52	13%	17	10%	33	10%	83	13%	34	13%	219	12%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Provision Of Cycle Routes & Facilities	Dissatisfied	67	16%	29	16%	51	15%	99	16%	46	17%	291	16%
	Neutral	171	42%	77	44%	146	43%	262	41%	100	37%	756	41%
	Satisfied	104	25%	35	20%	77	23%	159	25%	55	20%	429	24%
	Don't know	67	16%	35	20%	64	19%	113	18%	68	25%	348	19%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Levels Of Traffic Congestion	Dissatisfied	98	24%	42	24%	63	19%	152	24%	50	19%	405	22%
	Neutral	219	54%	98	56%	199	59%	321	51%	149	55%	986	54%
	Satisfied	78	19%	32	18%	67	20%	130	21%	63	23%	370	20%
	Don't know	12	3%	4	2%	10	3%	30	5%	7	3%	63	4%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%
Affordability Of Motoring	Dissatisfied	65	16%	28	16%	47	14%	68	11%	32	12%	238	13%
	Neutral	230	56%	103	58%	196	58%	328	52%	139	52%	996	55%
	Satisfied	85	21%	29	16%	68	20%	166	26%	70	26%	418	23%
	Don't know	28	7%	17	10%	28	8%	71	11%	29	11%	172	9%
	Total	408	100%	176	100%	338	100%	633	100%	269	100%	1824	100%

Prepared for: West Yorkshire Combined Authority