West Yorkshire Residents Perceptions of Transport Survey

Report to West Yorkshire Combined Authority

April 2022

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Introduction

This document summarises the results of the latest West Yorkshire Residents Perceptions of Transport Survey. This is the 20th wave of a series that was introduced in 2003, aimed at gathering residents' views and satisfaction with transport and travel in West Yorkshire.

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.

Data was collected from 13 January to 15 February 2022, using Computer Assisted Telephone Interviewing (CATI) surveys.

A questionnaire was updated using the main questions from previous waves with a target interview length of 15 minutes.

The questionnaire is available in the Appendix to this document.

Wave 20 questionnaire

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Sample size and sampling

- 1,200 interviews were completed to obtain a representative sample of the West Yorkshire resident population. The target quotas and achievement is shown in Figure 1.

- Participants were selected using a stratified sample plan based on district proportions and the five quintiles of the index of multiple deprivation to achieve inclusivity in the response.

- The interview distribution was very close to the population distribution for each group therefore the data did not require weighting.

Figure 1: Quotas and number of interviews achieved

		Target Quota*		Achieved	
		n	%	n	%
TOTAL		**1200**	**100**	**1200**	**100**
District	Bradford	267	22	267	22
	Calderdale	110	9	108	9
	Kirklees	227	19	228	19
	Leeds	414	35	416	35
	Wakefield	182	15	181	15
Gender	Male	586	49	585	49
	Female	614	51	612	51
	Prefer not to say	0	0	3	0
Age	16 to 34	387	32	376	31
	35 to 64	561	47	564	47
	65 and older	252	21	252	21
	Prefer not to say	0	0	8	1
Ethnicity	White British	941	78	938	78
	All other ethnicities	259	22	255	21
	Prefer not to say	0	0	7	1

*Quotas set for the whole of West Yorkshire Combined Authority.
Source: ONS 2011 Census, provided by West Yorkshire Combined Authority

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Analysis and reporting

- Analysis was completed for each quota group, users of each mode at least monthly and an additional profile of users of any public transport at least monthly.

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

- For the sample as a whole, 1200 responses gives a level of confidence of +/- 2.8%. The previous three years of survey had a sample size of 1800 giving a level of confidence of +/-2.3%. Figure 2 shows confidence intervals for various numbers of responses (base number).

Figure 2: Confidence intervals by sample size	
Base (n)	**Interval (+/-)**
1800	2.3%
1200	2.8%
600	4.0%
270	6.0%

Reporting notes:

- A '*' is used to denote results which are lower than 1%.
- Where a respondent could give more than one response to a question, percentages add up to more than 100.
- All percentages are rounded therefore totals may also add to slightly less or more than 100.
- Where residents are described as satisfied this is based on a rating of 8 or higher out of 10; dissatisfied is based on a rating from 1 to 3.
- The survey was administered using Askia software, with routing and logic checks built into the programme. The data was checked, cleaned, and analysed using the Statistical Package for Social Sciences (SPSS).

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Summary of findings

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Headline findings:
Satisfaction with West Yorkshire assets and services

Satisfaction with West Yorkshire highway assets:

- Using a score of 1 to 10, the highest satisfaction scores were quality of street lighting (7.3) and speed of repair to street lights (7.0). The lowest scores were speed of repair of roads and pavements (4.5), condition of roads (4.9) and quality of repair of roads and pavements (4.9).

- The highest scores on public transport were quality of local rail stations (6.8) and local train services (6.6), the lowest was affordability of public transport (5.6). Bus services scored 6.2, bus stations scored 6.3, and community transport (Dial-a-Ride/ Access Bus) scored 6.1.
  By contrast local taxi services scored 7.1.

- Compared with 2020/21: The score with the highest increase is for winter gritting, up 22%. The score with the highest decrease is for traffic congestion down 17%. Provision of cycle routes and facilities was down 13%, local bus services and quality of repair to damaged roads and pavements were both by 10%.

- Some aspects with lower scores than 2020/21 still show an improvement against 2019/20. The score for traffic congestion by 15%, local bus services by 4%, and quality of repair to damaged roads and pavements by 9%.

- Other aspects showing an improvement against 2019/20 are speed of repair to damaged roads and pavements (15% increase), local train services (12% increase) and speed of repair to street lights (10% increase). Only local taxi services show a decreased score since 2019/20 (4% decrease).

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Headline findings:
Mode use and confidence

Mode use:

- The proportion of residents travelling at least monthly has increased for car, taxi, train and walking relative to the previous year but cycling reduced from 14% to 11%, and bus remained at 33%. Those using a bus at least monthly remains lower than the two years before the COVID-19 pandemic (55% and 48%).

- The proportion of residents using a train at least weekly remains at 7%, like last year, lower than the two years prior to that (12% & 10%). Monthly train use has increased from 22% to 29% of residents, close to the 2018/19 proportion of 30% but lower than 2019/20 (35%).

Confidence purchasing bus and rail tickets:

- 72 % of residents are confident in purchasing the best value ticket for rail travel, a slight increase from 70% last year and 67% in 2019/20.

- 64% of residents are confident in purchasing the best value ticket for bus travel, slightly down from 69% last year and 68% in 2019/20.

Confidence travelling by bus and train (personal safety):

- 86% of residents are, or would be, very or fairly confident about their personal safety using a bus during the day and 56% after dark.

- 89% of residents are, or would be, very or fairly confident about their personal safety using a train during the day and 63% after dark

- Females are more likely to be less confident to travel on bus and trains in the dark than males, with around half of females who are confident during the daytime being not confident in the dark, and 20-25% of males being confident in the daytime but not confident in the dark. Remaining respondents were either confident both during the day and after dark or they were not confident at any time.

This is the first year this personal safety question has been asked so there is no comparison with previous years.

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Headline findings:
Travel information

Awareness of public transport information sources:

▪ Awareness of YourNextBus using smartphones or internet increased from 54% to 59%, while text message awareness decreased from 47% to 42%.

▪ Awareness of posters and electronic displays in stations and at bus stops remains highest, as previous years. At least 80% of residents are aware of these, 10% more than any other source.

Usage of public transport information sources:

▪ The main sources of information used at least occasionally by those who travel by bus or train at least monthly are the same sources as awareness: electronic displays at bus stations and stops (55%), timetable posters at bus stations and stops (50%) and information at rail stations (49%).

▪ Those who access information online use bus/rail operator websites (45%), wymetro.com (35%) and YourNextBus (29%).

Satisfaction with public transport information sources:

▪ The satisfaction scores for users of each information source has generally remained similar to last year, though satisfaction with Metro travel news on Facebook and Twitter have both decreased (from 7.8 to 7.1 and from 7.9 to 7.2 respectively).

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Importance and satisfaction of West Yorkshire assets and services

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Importance of and satisfaction with West Yorkshire transport assets and services: Mean scores

- Respondents rated the importance of, and their satisfaction with local transport assets and services on a 1-10 scale, with an option of don't know for all who were unsure. A mean score was calculated based on all those who provided a rating.

- The aspects with the lowest satisfaction gap (i.e. the lowest difference between importance and satisfaction) were local taxi services, community transport, and the quality of local bus and rail station.

- The aspects with the highest satisfaction gap were quality and speed of repairing roads and pavements and condition of roads.
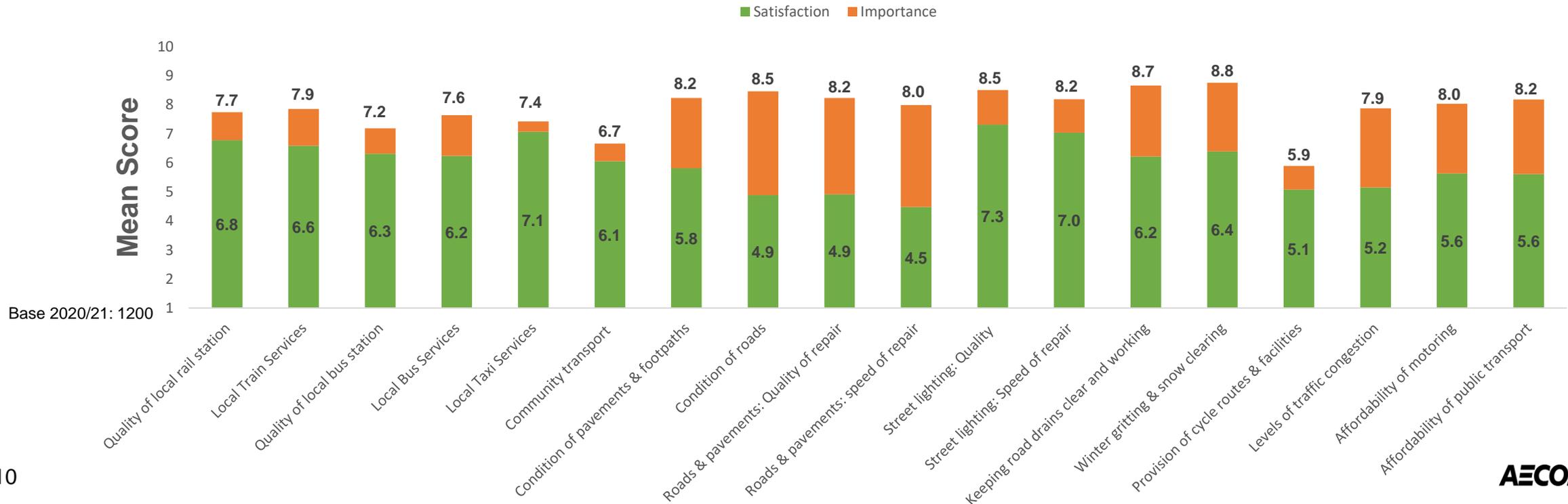
Importance of West Yorkshire assets – year on year

- The importance of West Yorkshire's transport assets and services is measured periodically, not every year. The aspects whose relative importance for residents has fallen the most since the last time this indicator was measured are provision of cycle routes and facilities (15%), community transport (14%) and quality of local bus station (14%).

- No aspects have increased in importance to residents since 2018/19.

■ 2020/21   ■ 2018/19

Importance (1 to 10)

Asset	2020/21	2018/19
Quality of local rail station	7.7	8.2
Local Train Services	7.9	8.2
Quality of local bus station	7.2	8.2
Local Bus Services	7.6	8.4
Local Taxi Services	7.4	7.7
Community transport	6.7	7.6
Condition of pavements & footpaths	8.2	8.3
Condition of roads	8.5	8.6
Roads & pavements: Quality of repair	8.2	8.3
Roads & pavements: speed of repair	8.0	8.2
Street lighting: Quality	8.5	8.6
Street lighting: Speed of repair	8.2	8.3
Keeping road drains clear and working	8.7	8.9
Winter gritting & snow clearing	8.8	8.9
Provision of cycle routes & facilities	5.9	6.8
Levels of traffic congestion	7.9	8.5
Affordability of motoring	8.0	8.3
Affordability of public transport	8.2	8.7

Base 2020/21: 1200
Base 2018/19: 1800

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Further findings: Satisfaction with West Yorkshire assets

Appendix A shows satisfaction with transport assets and services by district, age and gender. A resident is assumed to be satisfied if giving a rating of 8 or higher (on a 1-10 scale) and dissatisfied if giving a rating of 3 or lower. Findings from these data are:

- Leeds residents are more likely to be satisfied with the condition of pavements and footpaths than Kirklees residents (28% and 18% respectively). Similarly, Kirklees residents are more likely to be dissatisfied with the condition of roads than Leeds residents (38% and 24% dissatisfied respectively).

- Leeds residents are more likely to be satisfied with the quality of street lighting (63%) than residents of Bradford and Kirklees (43% and 50% respectively are satisfied). Only Bradford has less than 50% of residents who are satisfied with the quality of street lighting. Similarly, residents of Leeds and Wakefield are more likely to be satisfied with the speed of repair to street lights (49% and 51% respectively) than residents of Bradford (38% satisfied).

- Residents aged 35 to 64 and aged 65 and over are more likely to be dissatisfied with the condition of roads (30% and 35% dissatisfied respectively), than 16 to 34 year olds (23% dissatisfied).

- Residents aged 65 and over are more likely to be dissatisfied with the speed of repair to roads and pavements than 16 to 34 year olds (43% and 28% dissatisfied, respectively).

- Residents aged 65 and over are more likely to be satisfied with local bus services (41% satisfied) than 16 to 34 year olds and 35 to 64 year olds (both 27% satisfied), while 16 to 34 year olds are more likely to be satisfied with local train services (43%) than other age groups (age 35 to 64, 30% satisfied and age 65 and over 30%).

- **Additionally:** the mean score (out of 10) for satisfaction with the safety of children walking or cycling to school was 6.3, in the previous wave the mean score was 5.7.

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Satisfaction with public transport and taxis: year-on-year

- Mean scores (out of 10) for satisfaction with West Yorkshire's public transport elements are shown below, compared with previous years.

- Satisfaction with West Yorkshire's public transport elements is higher than in 2019/20, the year prior to the COVID-19 pandemic, but lower than the previous wave in 2020/21.

- Affordability of public transport is, as previous years, the asset with the lowest mean satisfaction score.

- Data tables are available in Appendix B.

Legend: ■ 2018/19 ■ 2019/20 ■ 2020/21 ■ 2021/22

Y-axis: Satisfaction Score (1 - 10)

Labelled values (2021/22):
- Local Taxi Services: 7.1
- Quality of local rail station: 6.8
- Local Train Services: 6.6
- Quality of local bus station: 6.3
- Local Bus Services: 6.2
- Community transport: 6.1
- Affordability of public transport: 5.6

Base 2020/21: 1200

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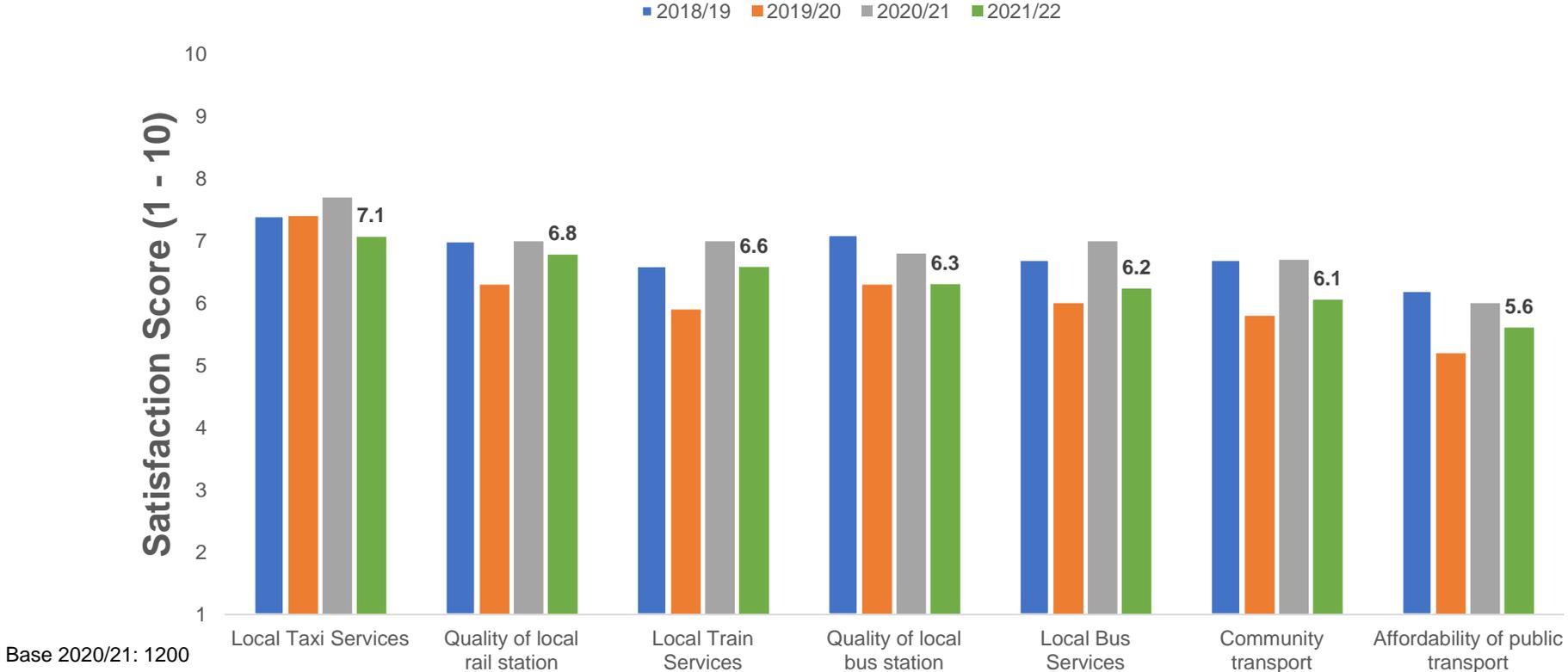
Satisfaction with highways: year-on-year trends

- The assets with the highest satisfaction were quality and speed of repair of street lights (both achieving the highest score since 2018/19.

- The assets with the lowest satisfaction were condition of roads and quality and speed of repair of roads, although satisfaction with the latter has increased relative to 2018/19.

- Data tables are available in Appendix B.

Legend: ■ 2018/19 ■ 2019/20 ■ 2020/21 ■ 2021/22

Y-axis: Satisfaction Score (1 - 10)

Categories and 2021/22 labelled values:
- Street lighting: Quality — 7.3
- Street lights: Speed of repair — 7.0
- Winter gritting & snow clearing — 6.4
- Keeping road drains clear and working — 6.2
- Condition of pavements & footpaths — 5.8
- Affordability of motoring — 5.6
- Levels of traffic congestion — 5.2
- Provision of cycle routes & facilities — 5.1
- Roads & pavements: Quality of repair — 4.9
- Condition of roads — 4.9
- Roads & pavements: speed of repair — 4.5

Base 2020/21: 1200

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Satisfaction with the affordability of transport

- Satisfaction with the affordability of public transport is lower than in 2020/21 for all user groups analysed, while satisfaction with the affordability of motoring shows little variation.

- Satisfaction among retired residents (not shown) was higher than among respondents in the working age groups (6.3 for affordability of public transport and 6.1 for affordability of motoring).

- Data tables are available in Appendix B.

Legend: ■ 2018/19 ■ 2019/20 ■ 2020/21 ■ 2021/22

Affordability of Public Transport — Satisfaction Score (1 - 10)

Group	2021/22 value
West Yorkshire (n=1200)	5.6
Dependent children in the household (n=310)	5.4
Full-time workers (n=511)	5.3
Part-time workers (n=131)	5.4
Social Grade - ABC1 (n=567)	5.6
Social Grade - C2DE (n=395)	5.6

Affordability of Motoring — Satisfaction Score (1 - 10)

Group	2021/22 value
West Yorkshire (n=1200)	5.6
Dependent children in the household (n=316)	5.4
Full-time workers (n=532)	5.4
Part-time workers (n=136)	5.4
Social Grade - ABC1 (n=598)	5.6
Social Grade - C2DE (n=405)	5.6

Base: Those who gave an answer other than don't know, number shown in brackets for 2021/22

In addition to the data shown on the chart:

The mean satisfaction with affordability of public transport for residents who use public transport at least monthly is slightly higher than the West Yorkshire average at 5.7.

Residents who use buses at least monthly gave a mean score of 5.8, however, when users who use a concessionary pass and never pay for travel are excluded the score equals the West Yorkshire average at 5.6.

The mean satisfaction with motoring for residents who drive a car at least monthly is the same as West Yorkshire overall at 5.6.

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Modes of transport

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Mode choice: Frequency of use for all modes of transport

- 18% of West Yorkshire residents catch a bus at least weekly, 33% at least monthly.

- 7% of West Yorkshire residents catch a train at least weekly, 29% at least monthly.

- 7% of West Yorkshire residents cycle at least weekly, 11% at least monthly.

- 84% of West Yorkshire residents walk at least 10 minutes at least weekly, and just over half West Yorkshire residents (54%) walk at least 4 days per week.
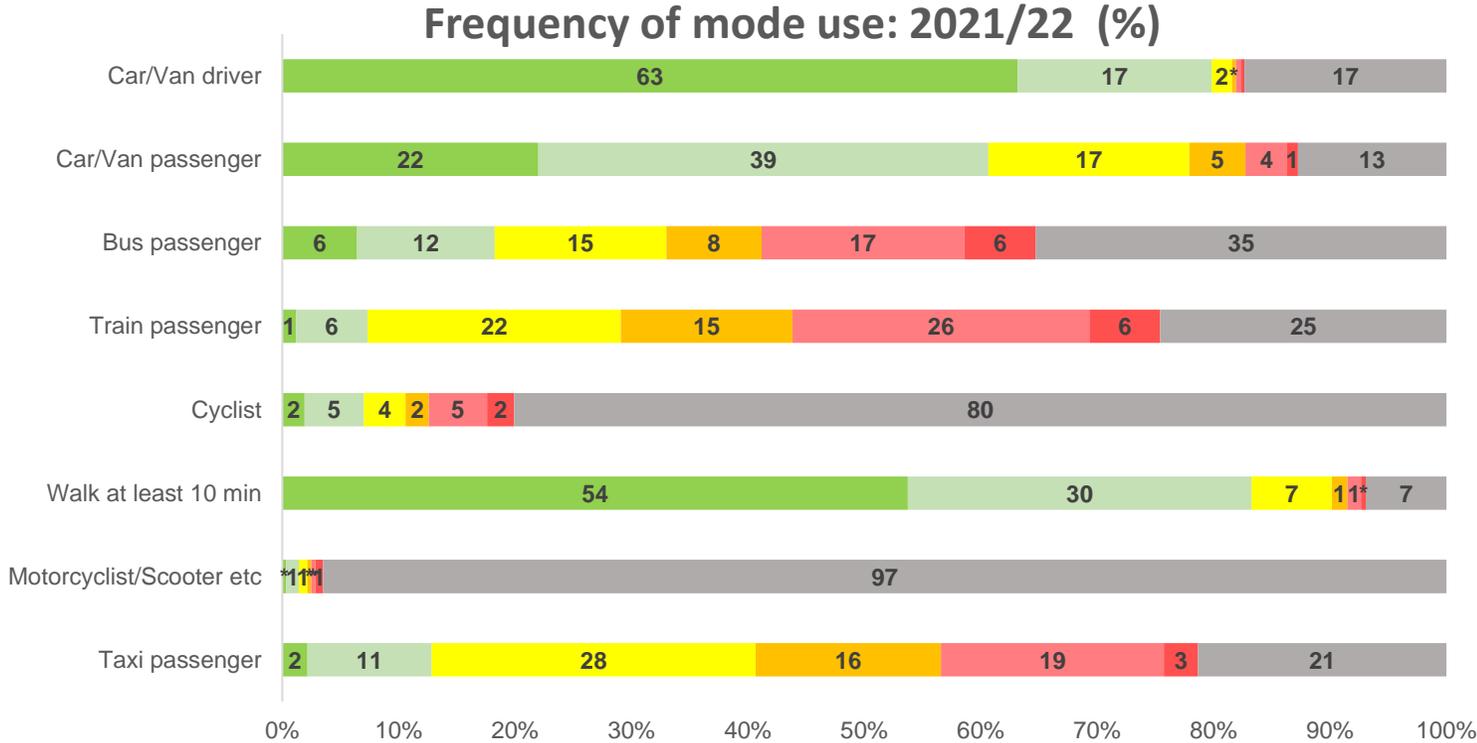
In addition to the data shown on the chart: Leeds residents are more likely to use a bus at least monthly (40%) than those in Bradford (28%) and Wakefield (25%).

Frequency of mode use: 2021/22 (%)

Mode	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	63	17	2*				17
Car/Van passenger	22	39	17	5	4	1	13
Bus passenger	6	12	15	8	17	6	35
Train passenger	1	6	22	15	26	6	25
Cyclist	2	5	4	2	5	2	80
Walk at least 10 min	54	30	7		1	1*	7
Motorcyclist/Scooter etc	*1	1	*1				97
Taxi passenger	2	11	28	16	19	3	21

Legend:
- 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

Base: 1200

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Mode choice: Public transport year-on-year frequency of use

- The use of bus and rail is lower than prior to the pandemic. The number of people using these modes at least yearly has increased since last year - 69% stated they used a train at least yearly compared with 56% in 2020/21. 59% stated they used a bus less at least yearly compared with 53% in 2020/21.

- 18% of residents used a bus at least weekly in 2021/22 this has reduced from 33% in 2018/19. Bus use at least monthly has also reduced, 33% in 2021/22 and 49% in 2018/19.

- 7% of residents used a train at least weekly in 2021/22 this has reduced from 10% in 2018/19. Rail use at least monthly is now similar to three years ago, 29% in 2021/22 and 30% in 2018/19.

- Data tables are available in Appendix B.

Base: 1200

Bus users (%)

Rail users (%)

■ 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

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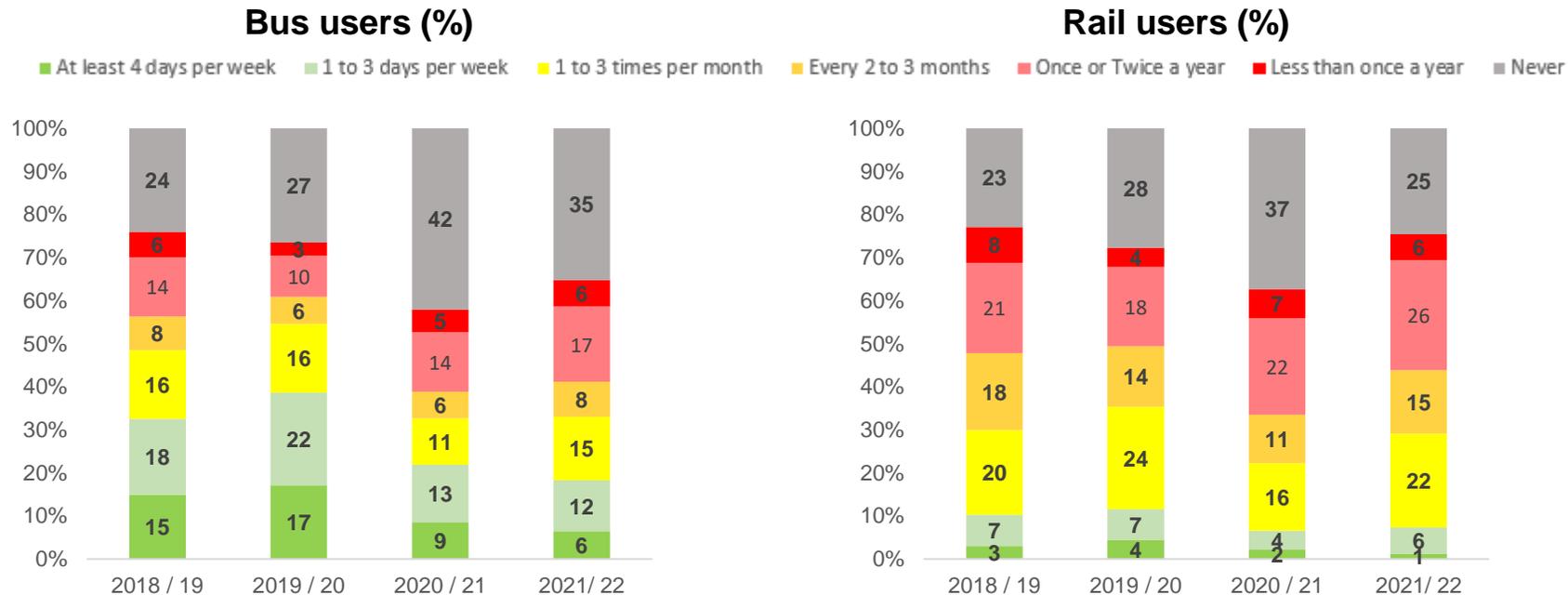
Mode choice: Active transport year-on-year frequency of use

- There was a small decrease in bicycle use at least yearly compared to last year, 18% in 2021/22 and 22% in 2020/21.

- Walking at least weekly remains consistent over time with gradual increases 84% stated they walked for at least 10 minutes in 2021/22 compared with 82% in 2020/21 and 79% in 2018/19.

- Data tables are available in Appendix B.

Bicycle (%)   **Walk at least 10 minutes (%)**

■ At least 4 days per week   ■ 1 to 3 days per week   ■ 1 to 3 times per month   ■ Every 2 to 3 months   ■ Once or Twice a year   ■ Less than once a year   ■ Never

Bicycle (%)

Category	2018 / 19	2019 / 20	2020 / 21	2021/ 22
Never	75	81	77	80
Less than once a year	5	2	1	2
Once or Twice a year	5	2	4	2
Every 2 to 3 months	3	4	3	5
1 to 3 times per month	5	3	5	2
1 to 3 days per week	5	5	6	4
At least 4 days per week	2	3	3	2

Walk at least 10 minutes (%)

Category	2018 / 19	2019 / 20	2020 / 21	2021/ 22
Never	7	10	10	7
Less than once a year	2	1		1
Once or Twice a year			2	1
Every 2 to 3 months	4			
1 to 3 times per month	7	5	5	7
1 to 3 days per week	27	25	26	30
At least 4 days per week	52	58	56	54

Base: 1200

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Mode choice: Car and taxi year-on-year frequency of use

- 80% of residents drive a car or van at least weekly an increase from 2020/21 and 2018/19 (73% and 67% respectively). Car passenger use, at least weekly was 61% in 2021/22, an increase from last year (52%) and slightly higher than 2018/19 (58%).

- Taxi use, at least weekly, has reduced by 1% since last year. Use of taxis at least monthly was 41% in 2021/22, an increase from 2020/21 (36%) and slightly lower than 2018/19 (44%).

- Data tables are available in Appendix B.

- The data tables include use of motorbikes, in 2021/22 3% of residents ever used a motorbike.

Car / van driver (%) | **Car / van passengers (%)** | **Taxi passengers (%)**

Legend: ■ 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 (%)

Category	Col 1	Col 2	Col 3	Col 4
Never	27	29	23	17
Less than once a year	1	1	1	2
Once or Twice a year	1	1	3	—
Every 2 to 3 months	3	—	—	—
1 to 3 times per month	3	—	—	—
1 to 3 days per week	12	10	19	17
At least 4 days per week	55	58	54	63

Car / van passengers (%)

Category	Col 1	Col 2	Col 3	Col 4
Never	13	13	20	13
Less than once a year	2	1	1	1
Once or Twice a year	4	3	1	4
Every 2 to 3 months	7	5	5	5
1 to 3 times per month	16	13	17	17
1 to 3 days per week	35	37	33	39
At least 4 days per week	23	28	19	22

Taxi passengers (%)

Category	Col 1	Col 2	Col 3	Col 4
Never	17	19	30	21
Less than once a year	6	2	3	3
Once or Twice a year	17	13	19	19
Every 2 to 3 months	16	13	13	16
1 to 3 times per month	27	29	22	28
1 to 3 days per week	14	20	12	11
At least 4 days per week	3	5	2	2

Base: 1200

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Mode choice by age and frequency of use

- 35 to 64 year olds are more likely to drive cars at least weekly than those aged 65 or over.

- 16 to 34 year olds are less likely to drive a car than 35 to 64 year olds, however 16 to 34 year olds are more likely to be a car passenger at least weekly compared with other age groups.

- 16 to 34 year olds and those aged 65 and over are more likely to catch a bus at least weekly than those aged 35 to 64.

- 16 to 34 year olds are more likely to use a train at least monthly than with those aged 65 and over.

- Those aged 65 and over are less likely to use a train compared with either 16 to 34 or 35 to 64 year olds.

Frequency of mode use by age group: 2021/22 (%)

■ Weekly ■ Monthly ■ Quarterly ■ Annually ■ Less than annual/never

16 to 34 year olds

Mode	Weekly	Monthly	Quarterly	Annually	Less than annual/never
Car/Van driver	76	2	1	1	20
Car/Van passenger	69	17	4	1	9
Bus passenger	20	14	8	15	43
Train passenger	10	26	18	19	27
Cyclist	7	3	2	5	83
Walk at least 10 min	84	9	1		6
Motorcyclist/Scooter	1	1			98
Taxi passenger	16	33	16	12	22

Base: 376*

35 to 64 year olds

Mode	Weekly	Monthly	Quarterly	Annually	Less than annual/never
Car/Van driver	85			2	13
Car/Van passenger	57	19	5	4	15
Bus passenger	15	14	9	19	44
Train passenger	7	22	14	30	27
Cyclist	9	5	2	7	77
Walk at least 10 min	84	7	2	1	7
Motorcyclist/Scooter	1	1	1		96
Taxi passenger	12	27	17	21	23

Base: 564*

65 year old and above

Mode	Weekly	Monthly	Quarterly	Annually	Less than annual/never
Car/Van driver	75			0	24
Car/Van passenger	56	14	6	5	19
Bus passenger	24	17	7	17	35
Train passenger	4	15	12	25	45
Cyclist	2	2	1	2	93
Walk at least 10 min	82	5	1	2	11
Motorcyclist/Scooter	1	0			98
Taxi passenger	10	21	13	27	30

Base: 252*

* 8 respondents preferred not to provide their age

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Information sources:
Awareness, use and satisfaction

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Awareness of public transport information sources

- The information sources that most West Yorkshire residents are aware of continue to be timetable posters and electronic time displays at bus stations and stops, and train time information at rail stations.

- The media that have seen the largest increases in awareness since 2020/21 are YourNextBus by smartphone or internet (from 54% to 59% aware) and downloading timetables from Metro's website (increase from 57% to 63% aware).

- Data tables are available in Appendix B.

Awareness of information sources: 2021/22 (%)

Legend: 2018/19, 2019/20, 2020/21, 2021/22

Base 2021/22: 1200

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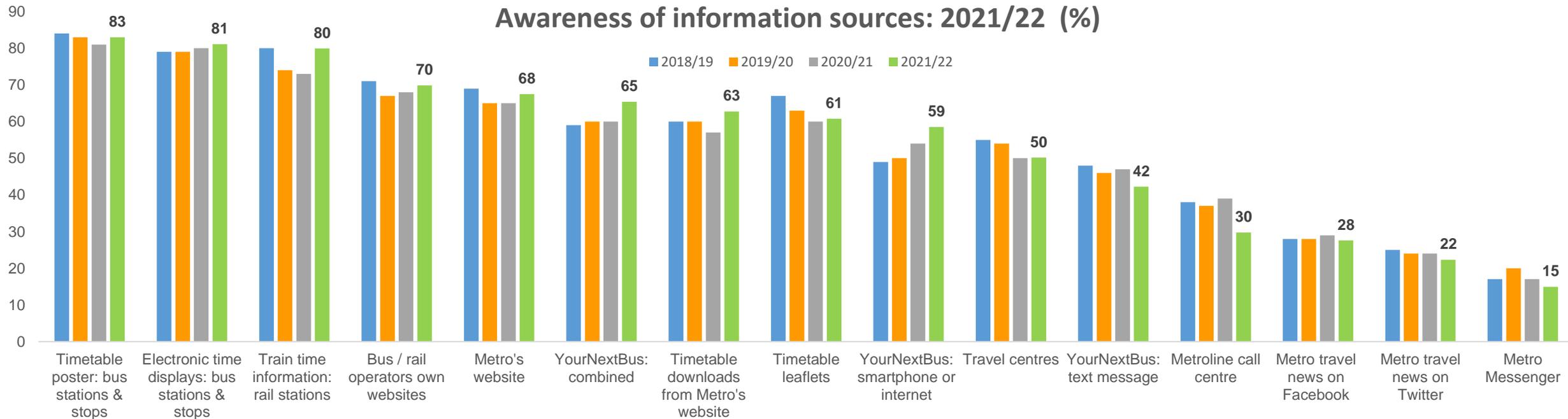
Information sources: Frequency of use
by residents who use public transport at least monthly

- Bus stations and stops, and rail stations are the sources of information used most often (frequently or occasionally) by public transport users; 55% use electronic time displays and 50% timetable posters at bus stations and stops, 49% use train information at the rail stations.

- When going online, 45% use a bus/rail operator website, 35% use wymetro.com and 29% download a timetable from Metro's website. 29% use YourNextBus on their smartphones or internet at least occasionally.

Frequency of using information sources: 2021/22 (%)
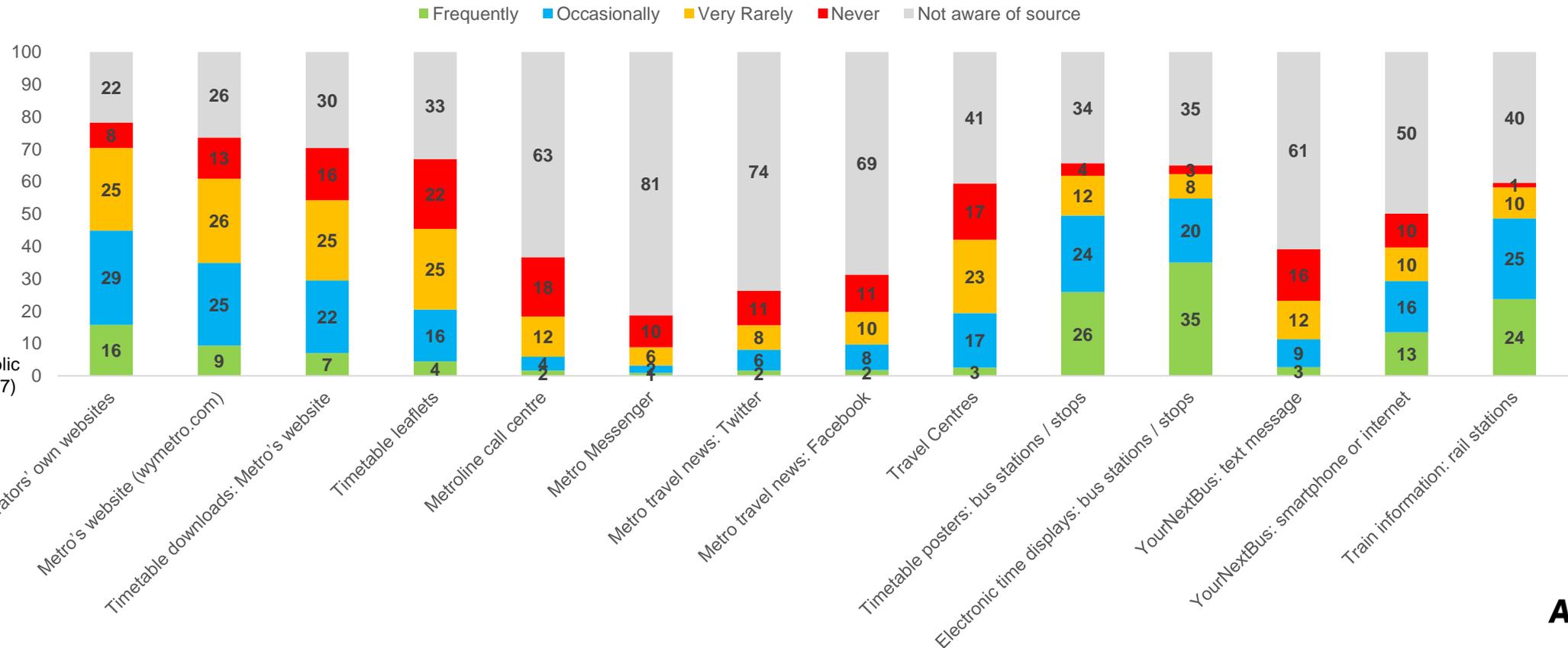
Base: All monthly public transport users (n=557)

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Information sources: Frequency of use year-on-year by residents who use public transport at least monthly

- The most frequently used sources for information are at bus stations and stops or rail stations as previous years.

- YourNextBus using smartphone or internet has an increase in use and is now used frequently by more monthly public transport users than wymetro.com compared to previous years, increasing from 11% to 13%. Use of wymetro.com remains higher than YourNextBus by smartphone or internet when occasional use is added, 35% and 29% respectively.

- YourNextBus using text message has a decrease in at least occasional use (14% to 11%).

- Timetable leaflet use has reduced over time, from 32% in 2019 to 20% in 2022, similarly Metro Messenger use has reduced from 6% to 3%.

How people source information (% of monthly public transport users)	Frequently				Frequently or Occasionally			
	2019	2020	2021	2022	2019	2020	2021	2022
Electronic time displays at bus stations & stops	38	37	36	35	64	61	57	55
Timetable posters at bus stations & stops	29	31	27	26	61	60	51	50
Train time information at rail stations	22	23	23	24	46	47	46	49
Bus / rail operators' own websites	16	16	17	16	47	42	42	45
YourNextBus using smartphone or internet	9	14	13	13	23	28	25	29
Metro's website (wymetro.com)	12	10	11	9	38	36	34	35
Timetable downloads from Metro's website	7	8	8	7	28	30	25	29
Timetable leaflets	9	8	7	4	32	30	26	20
YourNextBus using text message	4	5	4	3	15	15	14	11
Travel Centres	4	4	4	3	24	24	24	19
Metro travel news on Facebook	3	2	2	2	10	11	9	10
Metro travel news on Twitter	2	3	3	2	10	11	7	8
Metroline call centre	2	1	2	2	10	9	10	6
Metro Messenger	1	1	1	1	6	5	4	3

Base 2021/22: 557 (All who use public transport at least monthly)

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Satisfaction with information sources: Mean scores

- Public transport users who use an information source at least occasionally were asked to rate the source on a 1 to 10 scale. The mean score for each source, compared year-on-year, are shown in the chart below.

Satisfaction with information sources

■ 2018/19 ■ 2019/20 ■ 2020/21 ■ 2021/22

Y-axis: Satisfaction Score (1 - 10)

Data labels (2021/22 values):
- Bus / rail operator websites (n=250): 7.4
- Metro's website (n=194): 7.5
- Timetable downloads (n=164): 7.6
- Timetable leaflets (n=114): 7.5
- Metroline call centre (n=33): 7.3
- Metro Messenger (n=18): 7.8
- Metro travel news: Facebook (n=54): 7.1
- Metro travel news: Twitter (n=45): 7.2
- Travel Centres (n=108): 7.5
- Bus: Timetable posters (n=276): 7.4
- Bus: Electronic time displays (n=305): 7.8
- YourNextBus: text message (n=63): 7.4
- YourNextBus: smartphone (n=163): 7.9
- Train times at rail stations (n=305): 8.4

Base: All who use the source at least occasionally.
2021/22 base shown in brackets

26

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Bus and train ticket purchase confidence

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Confidence purchasing best value tickets: bus and train

All respondents, irrespective of whether they travel by bus or rail were asked how confident they were, or would be, to purchase the best value ticket. 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.

- 64% were very or fairly confident about purchasing the best value bus ticket and 72% for rail tickets.

- Of those who use buses at least monthly, 79% are very or fairly confident they will purchase the best value ticket and 52% who use a bus less frequently or never are very or fairly confident in purchasing the best value ticket.

- Of those who use trains at least monthly, 82% are very or fairly confident they will purchase the best value ticket and 62% who use a train less frequently or never are very or fairly confident in purchasing the best value ticket.

Confidence purchasing best value bus and rail tickets (%)

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

	Bus tickets (base=923)	Rail tickets (base=1083)
Not at all confident	12	9
Not very confident	24	19
Fairly confident	40	39
Very confident	24	33

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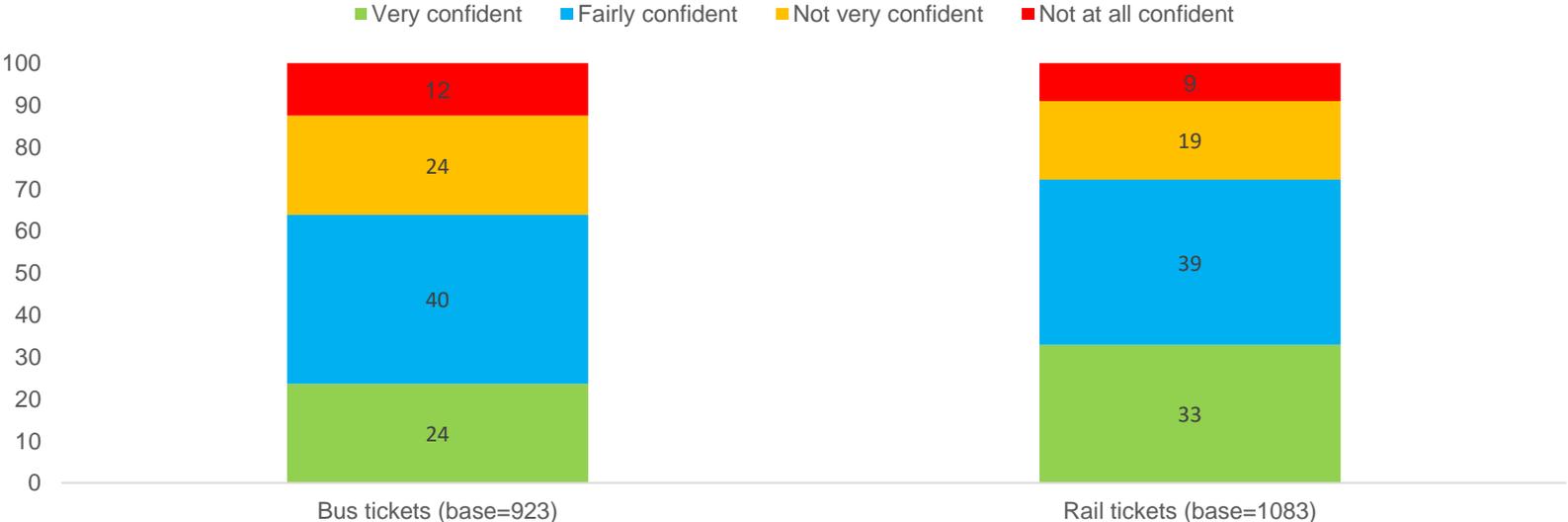
Confidence purchasing best value tickets: year-on-year

- Year-on-year opinions about purchasing the best value ticket for bus have little variation over time, between 64% and 69% either very or fairly confident about purchasing the best value ticket.

- Year-on-year opinions about purchasing the best value ticket for rail show small increases over time with 66% of respondents stating they were very or fairly confident about purchasing the best value ticket in 2018/19, increasing to 72% in 2021/22.

Note: All data excludes those who always travel for free or stated don't know when they were asked.

Bus: confidence purchasing the best value tickets (%)

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

Year	Very confident	Fairly confident	Not very confident	Not at all confident
2018/19	22	45	22	11
2019/20	26	42	20	13
2020/21	26	43	20	11
2021/22	24	40	24	12
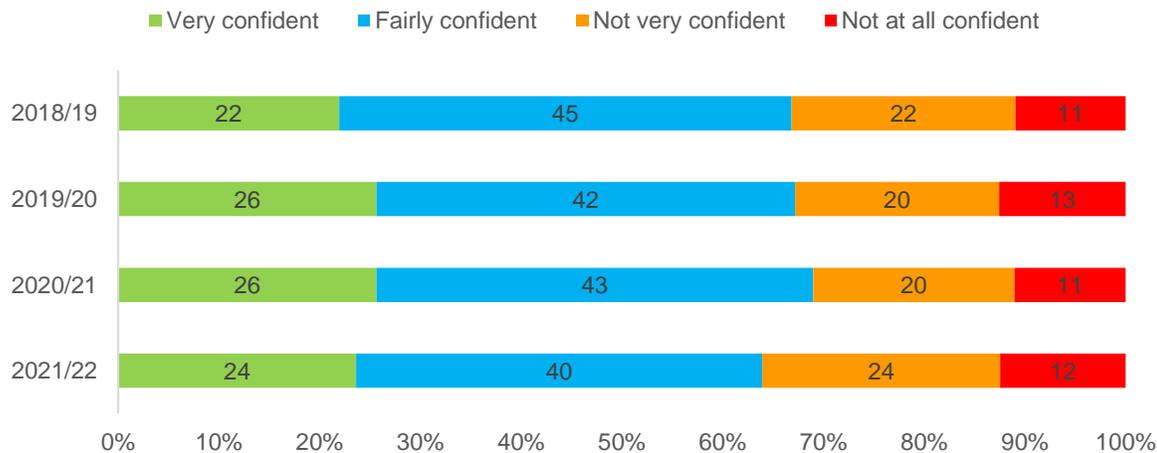
Base: All respondents who provided a response, whether they use buses or not.
Base 2021/22: 923

Rail: confidence purchasing the best value tickets (%)

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

Year	Very confident	Fairly confident	Not very confident	Not at all confident
2018/19	23	43	23	12
2019/20	29	38	21	13
2020/21	29	41	19	11
2021/22	33	39	19	9
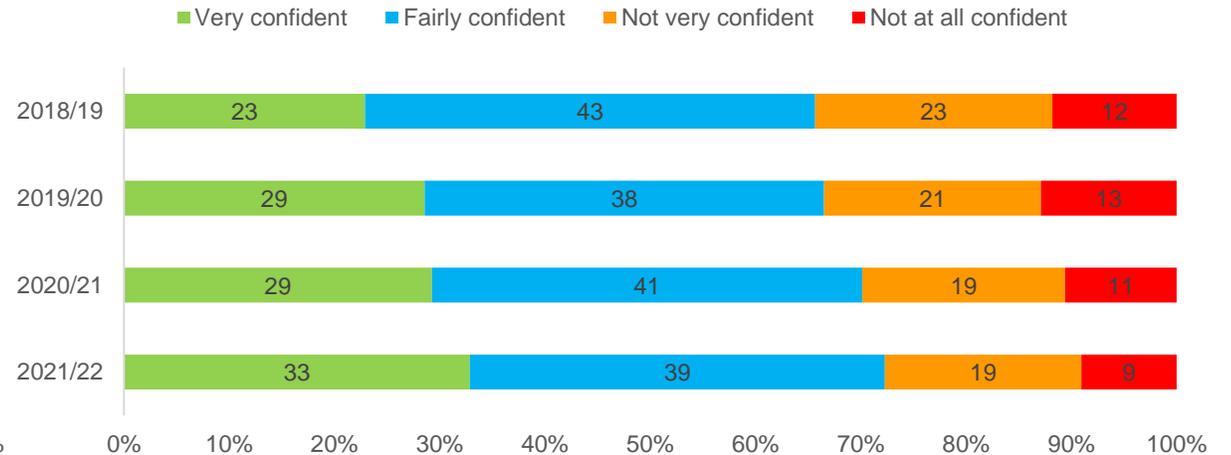
Base: All respondents who provided a response, whether they use trains or not.
Base 2021/22: 1083

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Bus and train travel confidence

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Confidence of personal safety: bus and train travel during the day and in the dark

- All respondents, irrespective of whether they travel by bus or rail were asked how confident they were or would be when travelling by bus or train during the day or after it goes dark.

- 86% are, or would be, very or fairly confident about their personal safety using a bus during the day and 56% after dark.

- 89% are, or would be, very or fairly confident about their personal safety using a train during the day and 63% after dark

Confidence of personal safety when travelling by bus and train (%)

Legend: ■ Very confident ■ Fairly confident ■ Not very confident ■ Not at all confident ■ Don't know

	Bus: Daytime	Bus: After dark	Train: Daytime	Train: After dark
Don't know	7	13	6	10
Not at all confident	2	8	2	7
Not very confident	4	22	3	21
Fairly confident	41	36	40	38
Very confident	45	20	49	25

Base: Bus 1051 and train 1055. Question introduced after the pilot, when interview length proved additional questions were feasible

31

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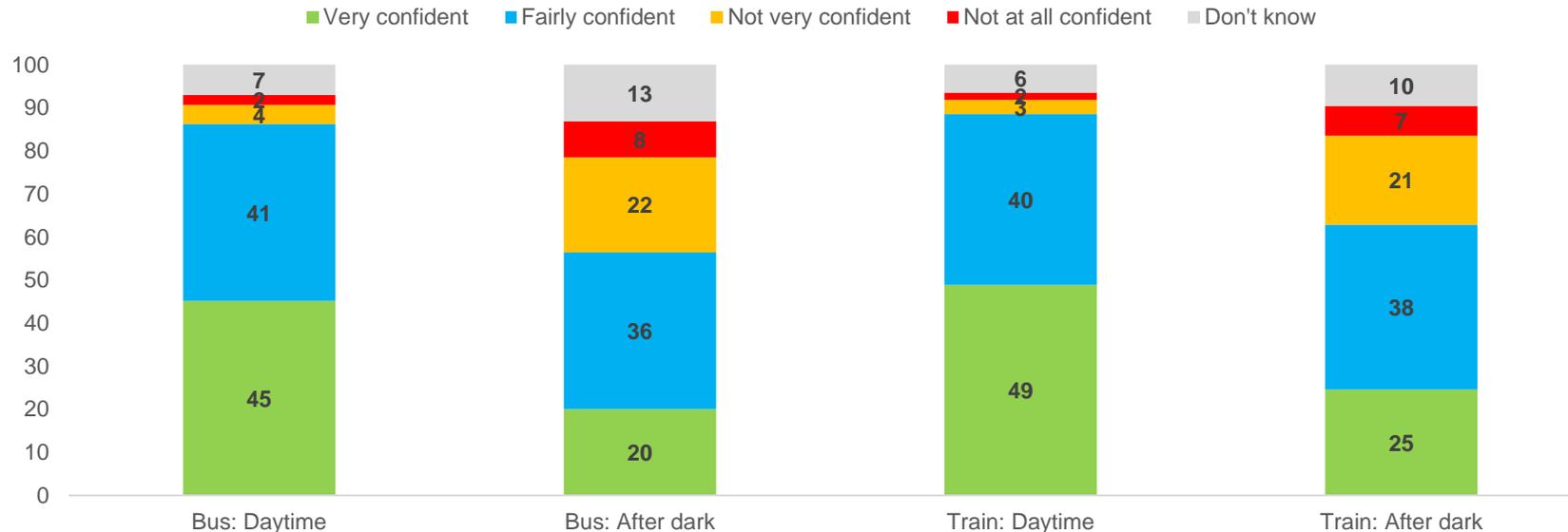
Confidence of personal safety: gender differences

- The drop in confidence when travelling after dark by bus or train is greater for females than for males.

- For travelling by bus, the proportion of females confident about travelling at night is half what is during the day, (43% at night compared with 87% during the day).

- Similarly, when travelling by train, the proportion of females confident about travelling drops from 88% to 50%.

GENDER: Confidence of personal safety when travelling by bus and train (%)
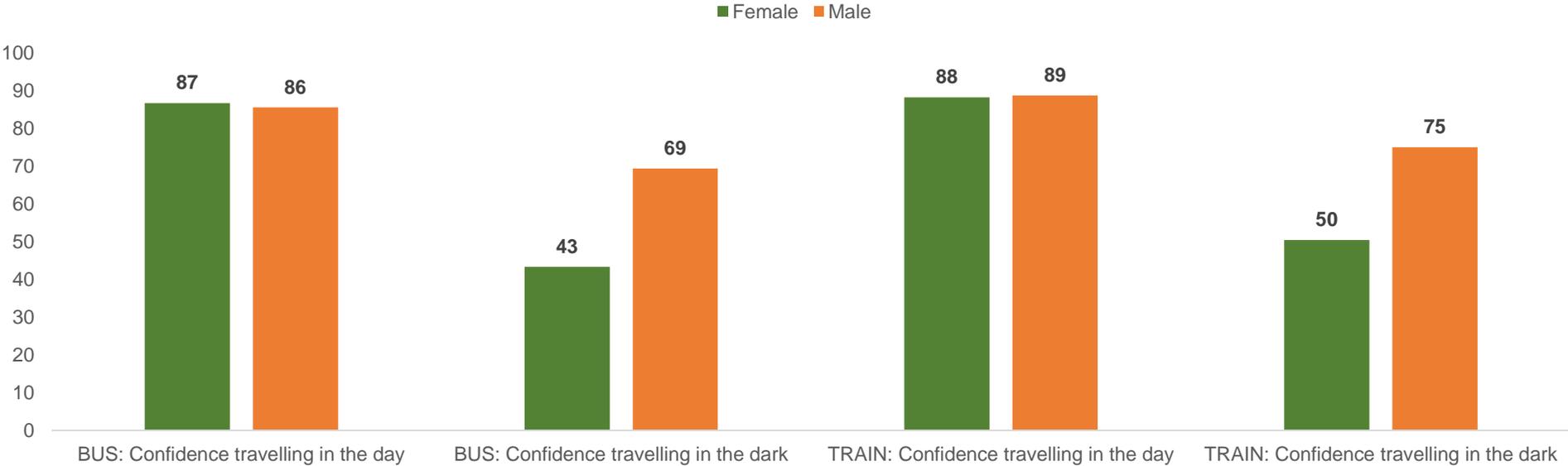
■ Female ■ Male

	Female	Male
BUS: Confidence travelling in the day	87	86
BUS: Confidence travelling in the dark	43	69
TRAIN: Confidence travelling in the day	88	89
TRAIN: Confidence travelling in the dark	50	75

Base: Bus 1051 and train 1055. Question introduced after the pilot, when interview length proved additional questions were feasible

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Avoiding anti-social behaviour and fear of crime

- When asked whether they had taken action to avoid anti-social behaviour or from fear of crime in an active travel or public transport setting in the last 12 months, less than half (48%) of all respondents said they had not taken any of the options listed.

- 16 to 34 year olds were more likely to have taken at least one type of avoiding action than other ages (61% compared with 48% of 35 to 64 year olds and 24% of those aged 65 or older.

- Females were more likely than males to have taken at least one type of avoiding action (55% and 38% respectively).

Action taken to avoid anti-social behaviour or for fear of crime in active travel and public transport settings (%)

Category	Value
Used a car or taxi instead of a bus or train	38
Used a car or taxi instead of walking or cycling	42
Not used a certain bus stop	15
Not used a bus service	15
Not used a certain rail station	11
Not used a train service	9
None of these	48

Base: 1079. Question introduced after the pilot, when interview length proved additional questions were feasible
Data adds up to more than 100% as respondents could say yes to more than one option

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Appendix A: Importance and Satisfaction of West Yorkshire assets

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Importance & Satisfaction: condition of pavements & footpaths

- The West Yorkshire mean average rating for importance is 8.23 and for satisfaction is 5.81

Importance

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	4	22	74	
Bradford (n=267)	4	20	76	
Calderdale (n=108)	6	29	65	
Kirklees (n=228)	5	23	72	
Leeds (n=416)	4	22	75	
Wakefield (n=181)	3	18	77	1
16 to 34 (n=376)	3	22	75	1
35 to 64 (n=564)	4	21	75	
65 and over (n=252)	7	23	70	
Male (n=585)	5	23	72	1
Female (n=612)	3	20	76	

■ Not important ■ Neither important nor unimportant ■ Important ■ Don't know

Satisfaction

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	16	59	24	1
Bradford (n=267)	17	56	26	1
Calderdale (n=108)	19	59	22	
Kirklees (n=228)	23	59	18	
Leeds (n=416)	11	61	28	
Wakefield (n=181)	15	59	23	3
16 to 34 (n=376)	12	59	28	1
35 to 64 (n=564)	16	60	22	1
65 and over (n=252)	22	55	23	
Male (n=585)	17	59	23	1
Female (n=612)	16	59	25	1

■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Don't know

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: condition of roads

- The West Yorkshire mean average rating for importance is 8.46 and for satisfaction is 4.89

Importance	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	6	14	79	
Bradford (n=267)	6	12	81	1
Calderdale (n=108)	8	10	81	
Kirklees (n=228)	5	15	80	
Leeds (n=416)	6	16	77	
Wakefield (n=181)	6	15	80	
16 to 34 (n=376)	4	11	85	
35 to 64 (n=564)	6	14	80	
65 and over (n=252)	10	19	69	1
Male (n=585)	8	16	76	
Female (n=612)	5	12	83	

Satisfaction	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	29	57	13	1
Bradford (n=267)	25	59	15	1
Calderdale (n=108)	37	53	10	
Kirklees (n=228)	38	50	11	1
Leeds (n=416)	24	61	15	1
Wakefield (n=181)	29	60	12	
16 to 34 (n=376)	23	61	16	1
35 to 64 (n=564)	30	59	11	
65 and over (n=252)	35	48	15	2
Male (n=585)	32	57	10	1
Female (n=612)	26	58	16	

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: speed of repair to damaged roads & pavements

- The West Yorkshire mean average rating for importance is 7.99 and for satisfaction is 4.48

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	8	21	70	1
Bradford (n=267)	9	18	73	1
Calderdale (n=108)	11	16	73	
Kirklees (n=228)	7	23	68	2
Leeds (n=416)	7	25	66	1
Wakefield (n=181)	8	19	71	2
16 to 34 (n=376)	5	19	75	1
35 to 64 (n=564)	7	22	71	1
65 and over (n=252)	15	24	59	2
Male (n=585)	9	21	69	1
Female (n=612)	7	22	70	1

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	34	53	10	2
Bradford (n=267)	33	51	13	2
Calderdale (n=108)	43	50	7	
Kirklees (n=228)	41	49	8	3
Leeds (n=416)	28	59	10	3
Wakefield (n=181)	36	52	9	2
16 to 34 (n=376)	28	57	15	1
35 to 64 (n=564)	35	56	7	2
65 and over (n=252)	43	43	11	3
Male (n=585)	37	52	9	2
Female (n=612)	32	55	11	2

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: quality of repair to damaged roads & pavements

- The West Yorkshire mean average rating for importance is 8.23 and for satisfaction is 4.92

Importance (left chart):

Region/Group	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	6	19	74	1
Bradford (n=267)	5	16	78	
Calderdale (n=108)	11	14	75	
Kirklees (n=228)	6	18	75	1
Leeds (n=416)	7	21	72	1
Wakefield (n=181)	6	22	71	2
16 to 34 (n=376)	3	16	80	1
35 to 64 (n=564)	6	20	74	
65 and over (n=252)	13	20	65	2
Male (n=585)	8	20	72	
Female (n=612)	5	17	76	1

Satisfaction (right chart):

Region/Group	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	30	53	15	1
Bradford (n=267)	31	50	18	1
Calderdale (n=108)	37	52	10	1
Kirklees (n=228)	40	44	14	1
Leeds (n=416)	24	57	17	2
Wakefield (n=181)	27	57	13	2
16 to 34 (n=376)	25	53	21	1
35 to 64 (n=564)	31	56	12	1
65 and over (n=252)	37	45	15	3
Male (n=585)	34	52	13	1
Female (n=612)	27	53	17	2

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

38

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Importance & Satisfaction: quality of street lighting

- The West Yorkshire mean average rating for importance is 8.50 and for satisfaction is 7.32

Importance

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	3	20	77	1
Bradford (n=267)	3	21	75	
Calderdale (n=108)	2	27	71	
Kirklees (n=228)	3	22	74	
Leeds (n=416)	3	17	79	1
Wakefield (n=181)	2	16	81	1
16 to 34 (n=376)	2	18	80	
35 to 64 (n=564)	3	20	77	1
65 and over (n=252)	4	23	72	1
Male (n=585)	3	24	72	1
Female (n=612)	2	16	81	

■ Not important ■ Neither important nor unimportant ■ Important ■ Don't know

Satisfaction

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	7	38	55	1
Bradford (n=267)	11	45	43	1
Calderdale (n=108)	9	37	53	1
Kirklees (n=228)	6	44	50	
Leeds (n=416)	4	32	63	1
Wakefield (n=181)	6	32	61	2
16 to 34 (n=376)	6	39	55	
35 to 64 (n=564)	7	38	55	1
65 and over (n=252)	8	35	56	1
Male (n=585)	7	41	51	1
Female (n=612)	7	35	58	1

■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Don't know

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: speed of repair to street lights

- The West Yorkshire mean average rating for importance is 8.18 and for satisfaction is 7.04

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	4	23	69	5
Bradford (n=267)	4	22	70	4
Calderdale (n=108)	3	30	61	6
Kirklees (n=228)	3	27	63	7
Leeds (n=416)	5	22	69	4
Wakefield (n=181)	3	17	75	4
16 to 34 (n=376)	3	20	74	2
35 to 64 (n=564)	3	23	69	4
65 and over (n=252)	5	27	59	10
Male (n=585)	4	28	63	4
Female (n=612)	3	18	73	5

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	8	38	45	9
Bradford (n=267)	15	40	38	7
Calderdale (n=108)	6	43	41	11
Kirklees (n=228)	5	40	44	11
Leeds (n=416)	6	36	49	8
Wakefield (n=181)	7	32	51	10
16 to 34 (n=376)	8	39	49	5
35 to 64 (n=564)	8	38	45	9
65 and over (n=252)	7	37	41	14
Male (n=585)	9	40	42	10
Female (n=612)	7	36	49	8

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: keeping road drains clear & working

- The West Yorkshire mean average rating for importance is 8.66 and for satisfaction is 6.22

Importance

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	4	15	81	1
Bradford (n=267)	3	13	84	
Calderdale (n=108)	6	14	79	1
Kirklees (n=228)	6	13	81	
Leeds (n=416)	3	17	79	1
Wakefield (n=181)	3	17	80	
16 to 34 (n=376)	4	15	81	
35 to 64 (n=564)	3	15	82	
65 and over (n=252)	7	13	78	1
Male (n=585)	5	19	75	1
Female (n=612)	3	11	86	

■ Not important ■ Neither important nor unimportant ■ Important ■ Don't know

Satisfaction

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	16	49	34	2
Bradford (n=267)	16	50	33	1
Calderdale (n=108)	18	53	28	2
Kirklees (n=228)	20	49	29	2
Leeds (n=416)	12	46	40	2
Wakefield (n=181)	15	51	32	1
16 to 34 (n=376)	12	48	39	1
35 to 64 (n=564)	15	53	30	2
65 and over (n=252)	22	41	35	2
Male (n=585)	18	50	30	1
Female (n=612)	13	47	38	2

■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Don't know

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

41

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Importance & Satisfaction: winter gritting & snow clearing
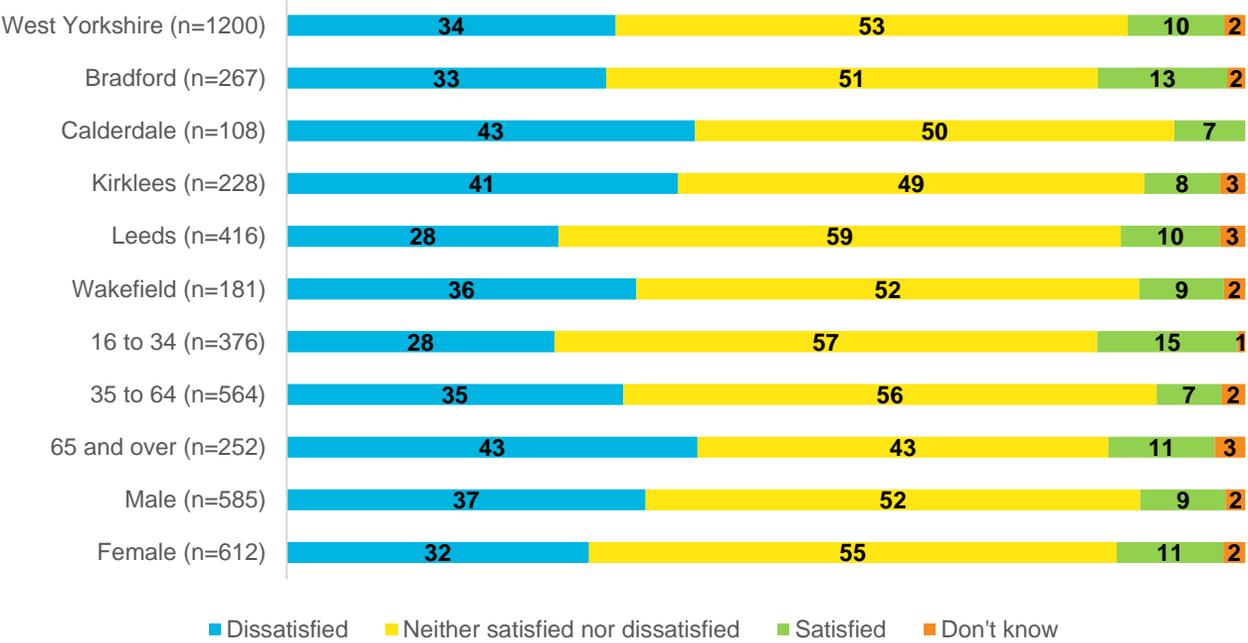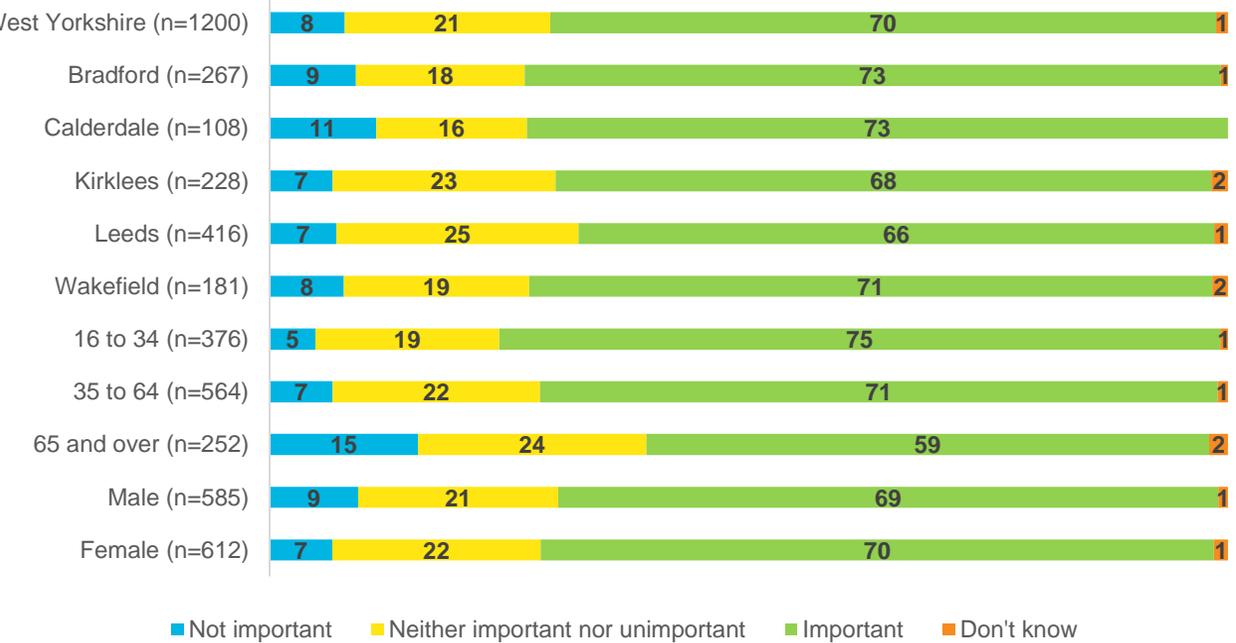
- The West Yorkshire mean average rating for importance is 8.75 and for satisfaction is 6.39

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	4	13	83	1
Bradford (n=267)	3	11	85	1
Calderdale (n=108)	6	8	84	1
Kirklees (n=228)	4	12	83	1
Leeds (n=416)	3	15	81	0
Wakefield (n=181)	3	13	83	1
16 to 34 (n=376)	3	7	89	1
35 to 64 (n=564)	3	15	82	1
65 and over (n=252)	7	15	77	1
Male (n=585)	4	17	78	1
Female (n=612)	3	9	87	1

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	15	45	39	1
Bradford (n=267)	18	46	34	1
Calderdale (n=108)	19	39	41	1
Kirklees (n=228)	17	46	35	2
Leeds (n=416)	11	44	44	1
Wakefield (n=181)	15	47	36	2
16 to 34 (n=376)	13	44	43	1
35 to 64 (n=564)	16	48	35	1
65 and over (n=252)	17	38	42	3
Male (n=585)	15	45	40	1
Female (n=612)	16	45	38	2

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: local bus services

- The West Yorkshire mean average rating for importance is 7.64 and for satisfaction is 6.24

Importance	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	10	23	60	7
Bradford (n=267)	10	27	58	6
Calderdale (n=108)	13	21	60	6
Kirklees (n=228)	14	22	55	9
Leeds (n=416)	7	23	66	5
Wakefield (n=181)	10	20	59	10
16 to 34 (n=376)	12	25	60	3
35 to 64 (n=564)	10	20	62	9
65 and over (n=252)	8	27	58	7
Male (n=585)	11	25	56	8
Female (n=612)	9	21	65	5

Satisfaction	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	13	44	30	14
Bradford (n=267)	13	42	32	12
Calderdale (n=108)	11	46	24	19
Kirklees (n=228)	15	43	24	18
Leeds (n=416)	12	45	34	9
Wakefield (n=181)	14	41	28	17
16 to 34 (n=376)	13	51	27	9
35 to 64 (n=564)	14	42	27	17
65 and over (n=252)	10	37	41	12
Male (n=585)	13	44	29	14
Female (n=612)	13	43	30	13

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: local train services
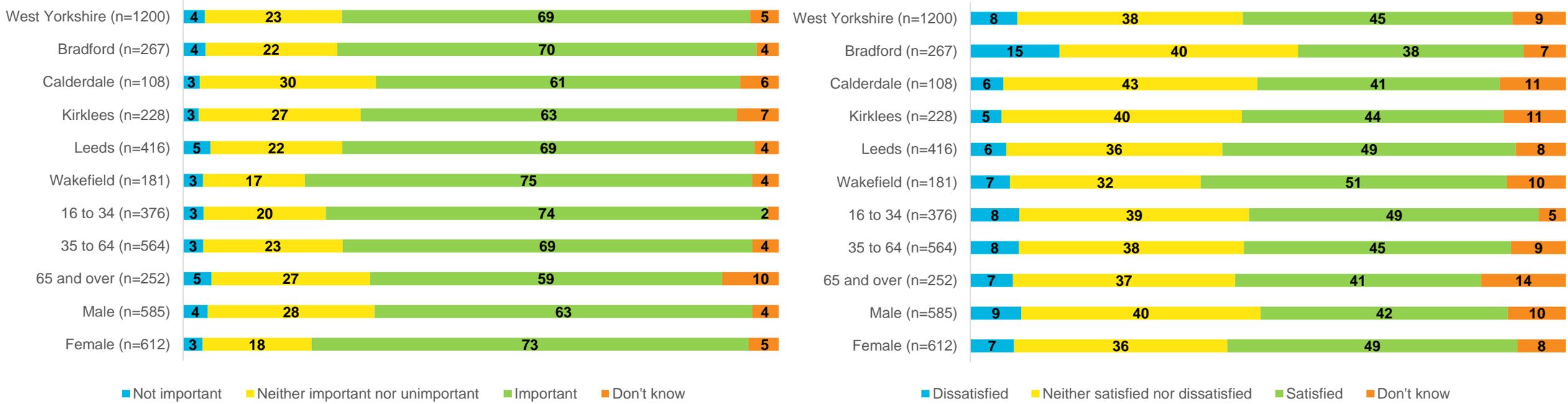
- The West Yorkshire mean average rating for importance is 7.85 and for satisfaction is 6.59

Importance

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	6	22	61	11
Bradford (n=267)	5	22	63	10
Calderdale (n=108)	6	21	62	11
Kirklees (n=228)	8	21	59	12
Leeds (n=416)	6	23	59	12
Wakefield (n=181)	6	20	65	9
16 to 34 (n=376)	6	20	69	5
35 to 64 (n=564)	5	23	63	9
65 and over (n=252)	9	23	44	24
Male (n=585)	7	25	56	11
Female (n=612)	6	19	65	11

Legend: ■ Not important ■ Neither important nor unimportant ■ Important ■ Don't know

Satisfaction

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	9	41	34	16
Bradford (n=267)	4	43	39	13
Calderdale (n=108)	12	42	29	18
Kirklees (n=228)	11	41	29	18
Leeds (n=416)	9	43	31	17
Wakefield (n=181)	12	34	43	12
16 to 34 (n=376)	7	42	43	8
35 to 64 (n=564)	11	44	30	15
65 and over (n=252)	7	32	31	30
Male (n=585)	10	43	31	15
Female (n=612)	8	39	36	17

Legend: ■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Don't know

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10
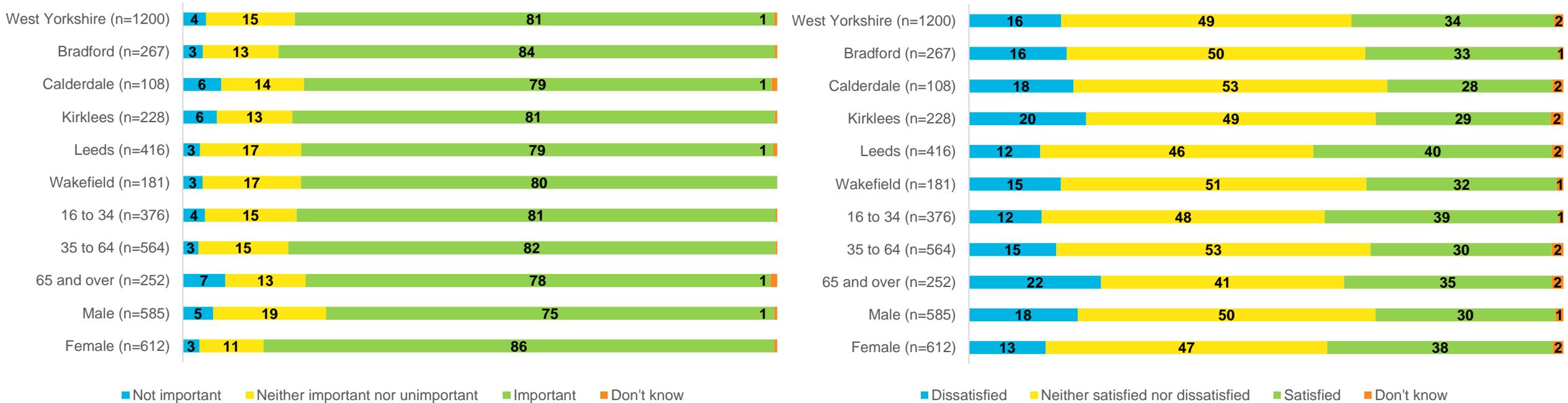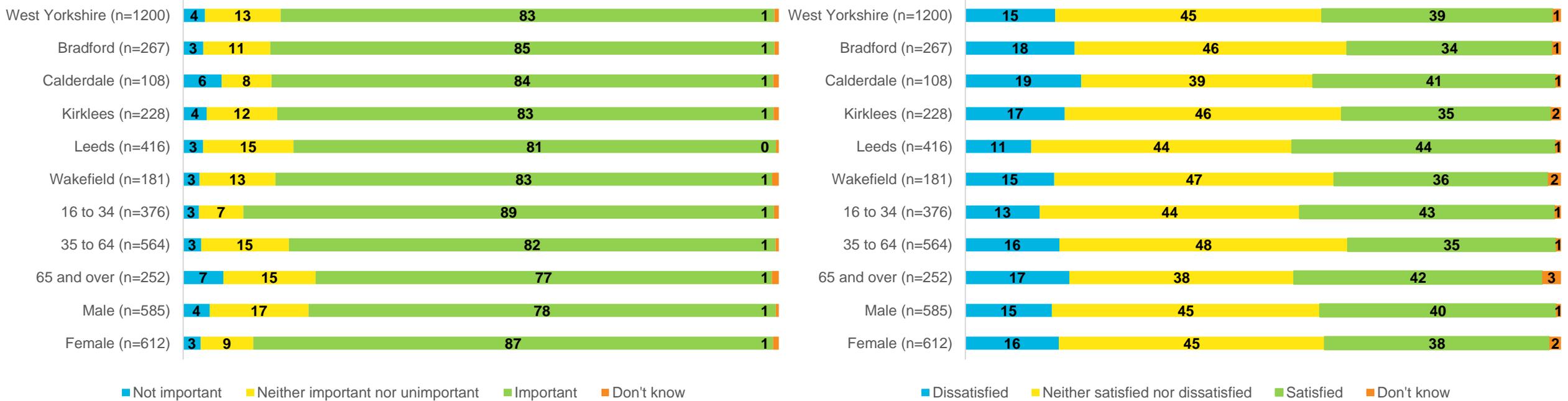
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Importance & Satisfaction: local taxi services

■ The West Yorkshire mean average rating for importance is 7.42 and for satisfaction is 7.07

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	7	31	54	8
Bradford (n=267)	9	31	53	8
Calderdale (n=108)	6	29	60	5
Kirklees (n=228)	7	30	53	11
Leeds (n=416)	6	32	54	7
Wakefield (n=181)	7	30	54	9
16 to 34 (n=376)	7	30	59	4
35 to 64 (n=564)	7	32	53	8
65 and over (n=252)	8	29	50	13
Male (n=585)	8	38	46	8
Female (n=612)	6	24	62	8

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	6	39	43	12
Bradford (n=267)	7	40	42	10
Calderdale (n=108)	6	37	44	13
Kirklees (n=228)	5	41	40	14
Leeds (n=416)	6	39	45	11
Wakefield (n=181)	7	38	42	14
16 to 34 (n=376)	6	42	45	7
35 to 64 (n=564)	7	40	42	12
65 and over (n=252)	5	33	43	19
Male (n=585)	7	43	39	11
Female (n=612)	6	36	46	12

■ Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10
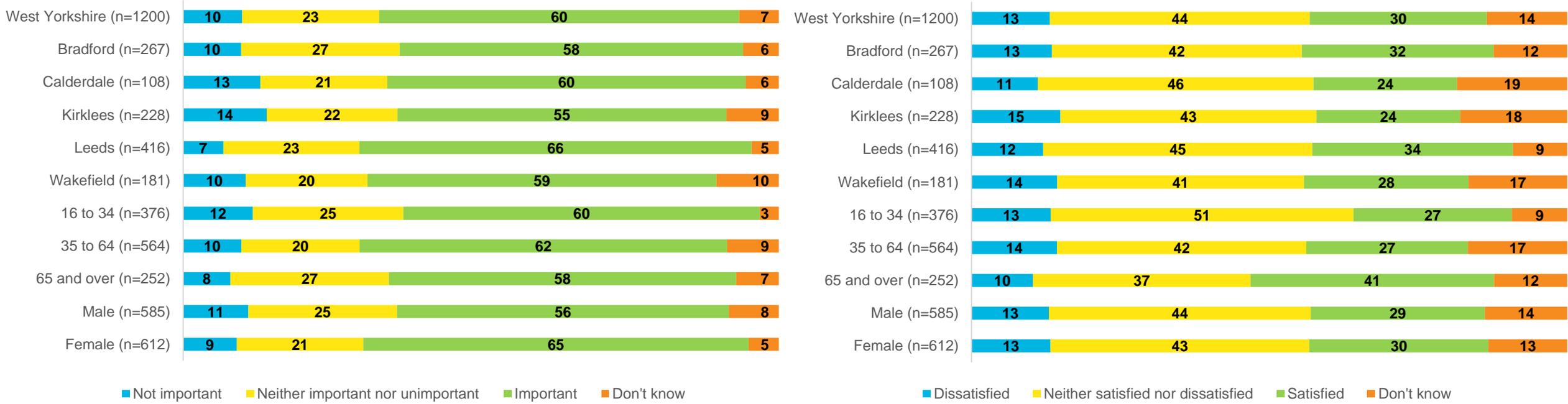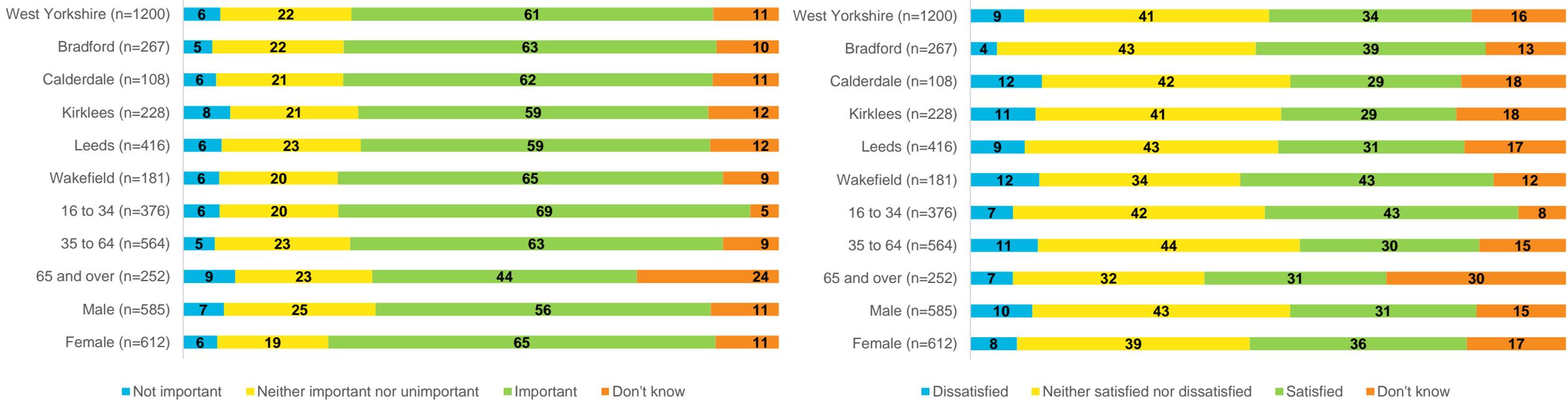
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Importance & Satisfaction: community transport

- The West Yorkshire mean average rating for importance is 6.66 and for satisfaction is 6.06

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	16	20	40	23
Bradford (n=267)	18	22	38	22
Calderdale (n=108)	17	16	43	25
Kirklees (n=228)	17	18	39	25
Leeds (n=416)	13	21	42	23
Wakefield (n=181)	20	20	39	21
16 to 34 (n=376)	20	23	42	15
35 to 64 (n=564)	15	20	42	23
65 and over (n=252)	15	17	34	35
Male (n=585)	18	23	35	24
Female (n=612)	15	17	46	22

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	8	30	19	43
Bradford (n=267)	10	34	17	39
Calderdale (n=108)	7	27	15	51
Kirklees (n=228)	7	29	19	45
Leeds (n=416)	7	30	21	41
Wakefield (n=181)	9	30	18	43
16 to 34 (n=376)	8	36	24	32
35 to 64 (n=564)	8	31	15	45
65 and over (n=252)	8	21	19	52
Male (n=585)	9	34	18	40
Female (n=612)	8	27	20	45

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10
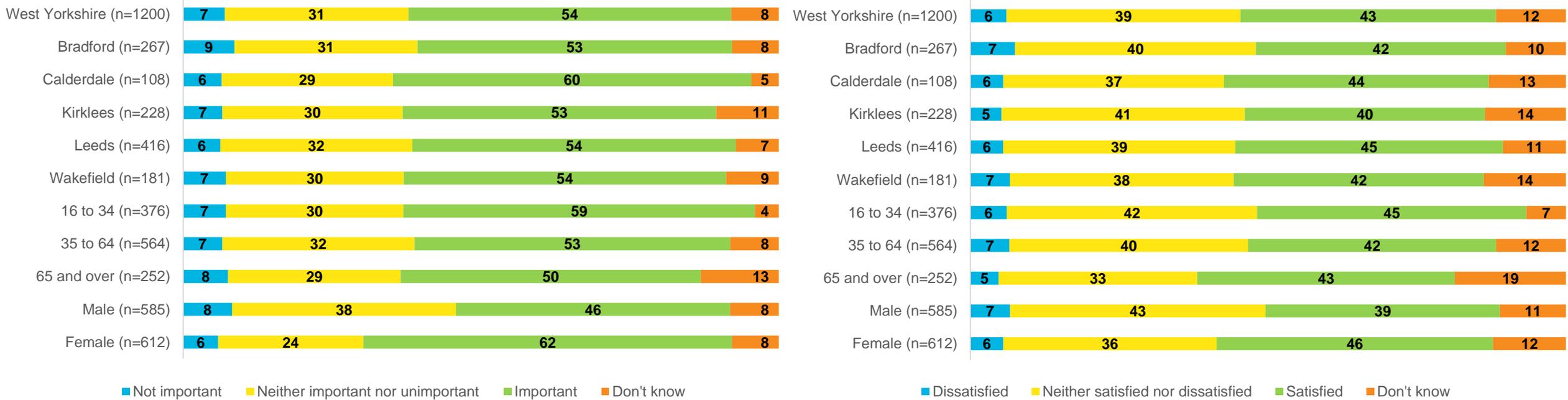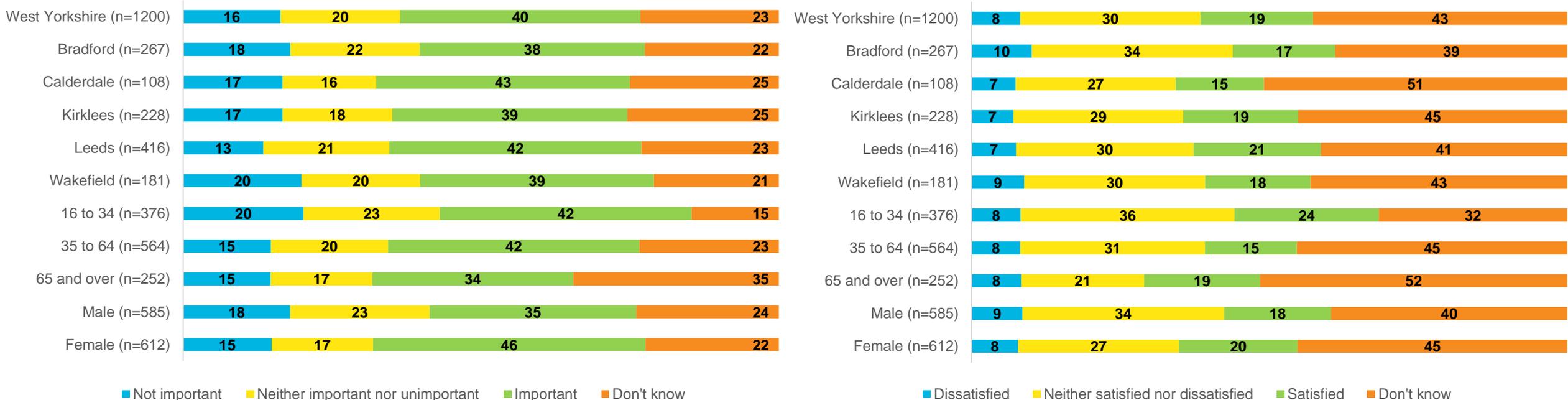
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Importance & Satisfaction: affordability of public transport

- The West Yorkshire mean average rating for importance is 8.18 and for satisfaction is 5.61

Importance

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	7	17	70	6
Bradford (n=267)	9	16	67	9
Calderdale (n=108)	10	17	69	5
Kirklees (n=228)	8	18	67	7
Leeds (n=416)	5	15	76	4
Wakefield (n=181)	6	20	66	8
16 to 34 (n=376)	7	15	77	2
35 to 64 (n=564)	7	16	70	7
65 and over (n=252)	8	21	60	12
Male (n=585)	9	18	67	6
Female (n=612)	5	15	73	7

Satisfaction

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	18	50	21	11
Bradford (n=267)	15	48	25	12
Calderdale (n=108)	23	51	14	12
Kirklees (n=228)	20	48	19	13
Leeds (n=416)	17	52	23	8
Wakefield (n=181)	19	48	19	14
16 to 34 (n=376)	19	56	20	4
35 to 64 (n=564)	19	53	16	13
65 and over (n=252)	13	34	35	18
Male (n=585)	19	48	22	10
Female (n=612)	16	52	20	12

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10
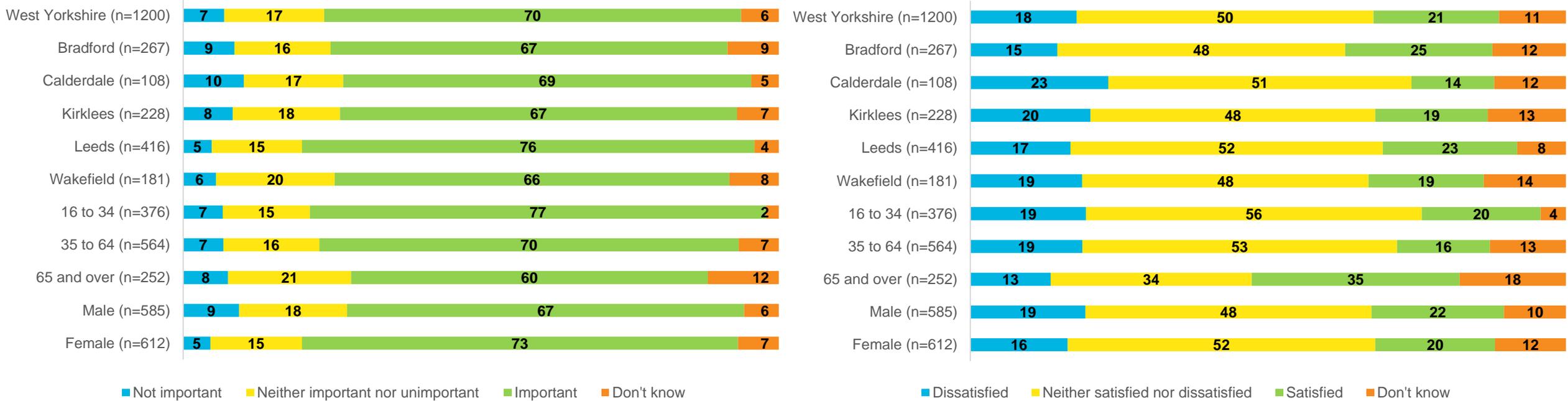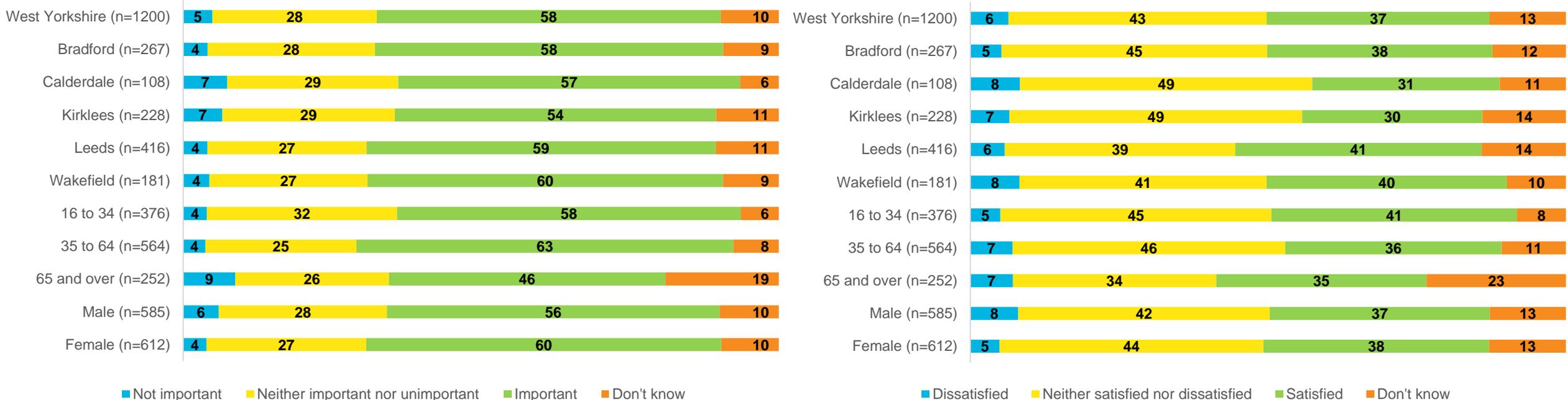
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Importance & Satisfaction: quality of local rail station

- The West Yorkshire mean average rating for importance is 7.74 and for satisfaction is 6.78

Importance

Category	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	5	28	58	10
Bradford (n=267)	4	28	58	9
Calderdale (n=108)	7	29	57	6
Kirklees (n=228)	7	29	54	11
Leeds (n=416)	4	27	59	11
Wakefield (n=181)	4	27	60	9
16 to 34 (n=376)	4	32	58	6
35 to 64 (n=564)	4	25	63	8
65 and over (n=252)	9	26	46	19
Male (n=585)	6	28	56	10
Female (n=612)	4	27	60	10

■ Not important ■ Neither important nor unimportant ■ Important ■ Don't know

Satisfaction

Category	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	6	43	37	13
Bradford (n=267)	5	45	38	12
Calderdale (n=108)	8	49	31	11
Kirklees (n=228)	7	49	30	14
Leeds (n=416)	6	39	41	14
Wakefield (n=181)	8	41	40	10
16 to 34 (n=376)	5	45	41	8
35 to 64 (n=564)	7	46	36	11
65 and over (n=252)	7	34	35	23
Male (n=585)	8	42	37	13
Female (n=612)	5	44	38	13

■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Don't know

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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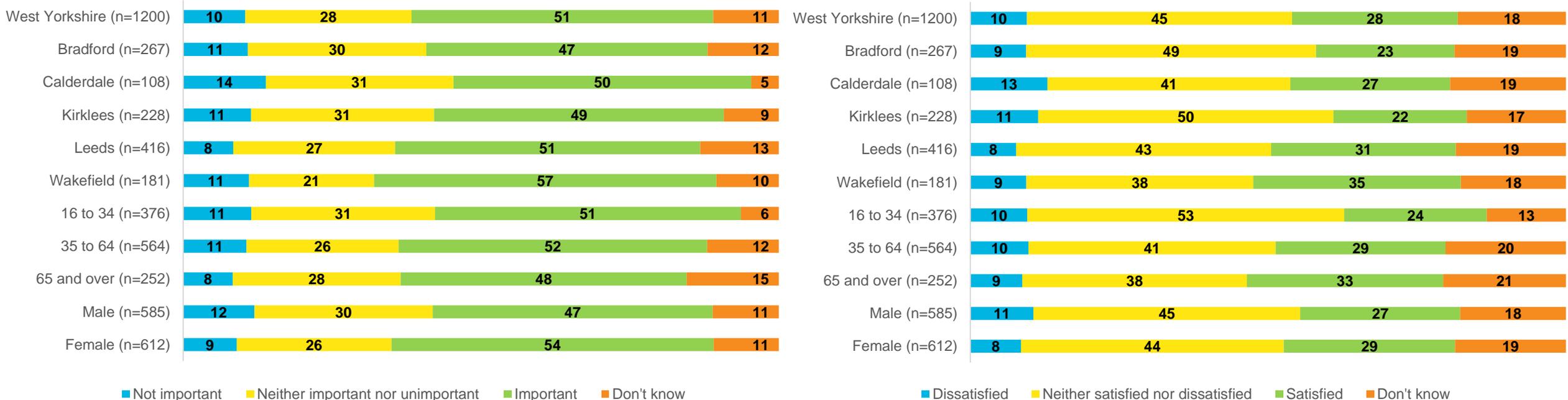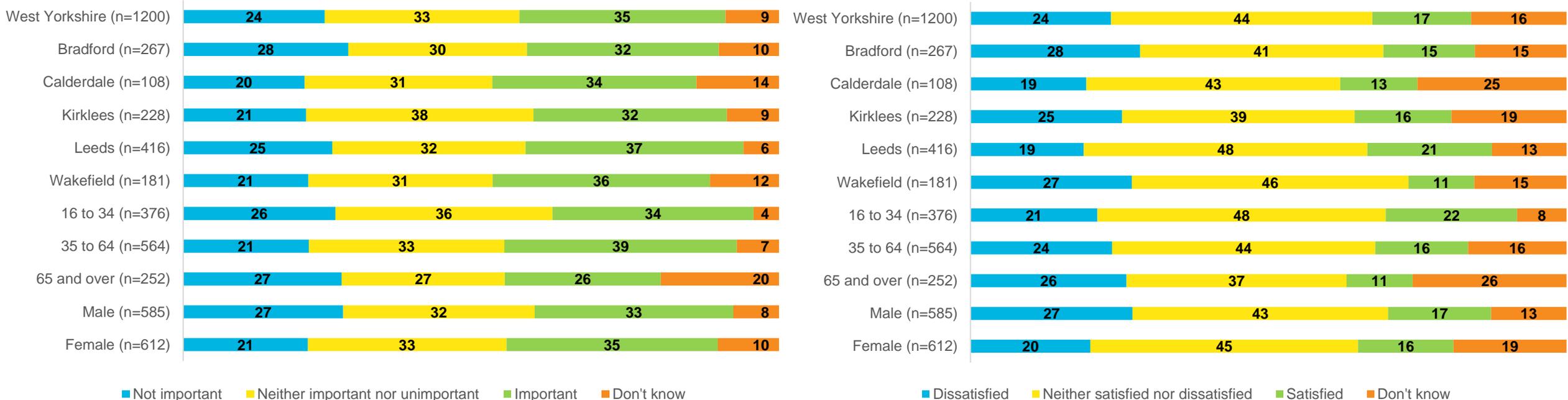# Importance & Satisfaction: quality of local bus station

- The West Yorkshire mean average rating for importance is 7.19 and for satisfaction is 6.31

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	10	28	51	11
Bradford (n=267)	11	30	47	12
Calderdale (n=108)	14	31	50	5
Kirklees (n=228)	11	31	49	9
Leeds (n=416)	8	27	51	13
Wakefield (n=181)	11	21	57	10
16 to 34 (n=376)	11	31	51	6
35 to 64 (n=564)	11	26	52	12
65 and over (n=252)	8	28	48	15
Male (n=585)	12	30	47	11
Female (n=612)	9	26	54	11

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	10	45	28	18
Bradford (n=267)	9	49	23	19
Calderdale (n=108)	13	41	27	19
Kirklees (n=228)	11	50	22	17
Leeds (n=416)	8	43	31	19
Wakefield (n=181)	9	38	35	18
16 to 34 (n=376)	10	53	24	13
35 to 64 (n=564)	10	41	29	20
65 and over (n=252)	9	38	33	21
Male (n=585)	11	45	27	18
Female (n=612)	8	44	29	19

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

49

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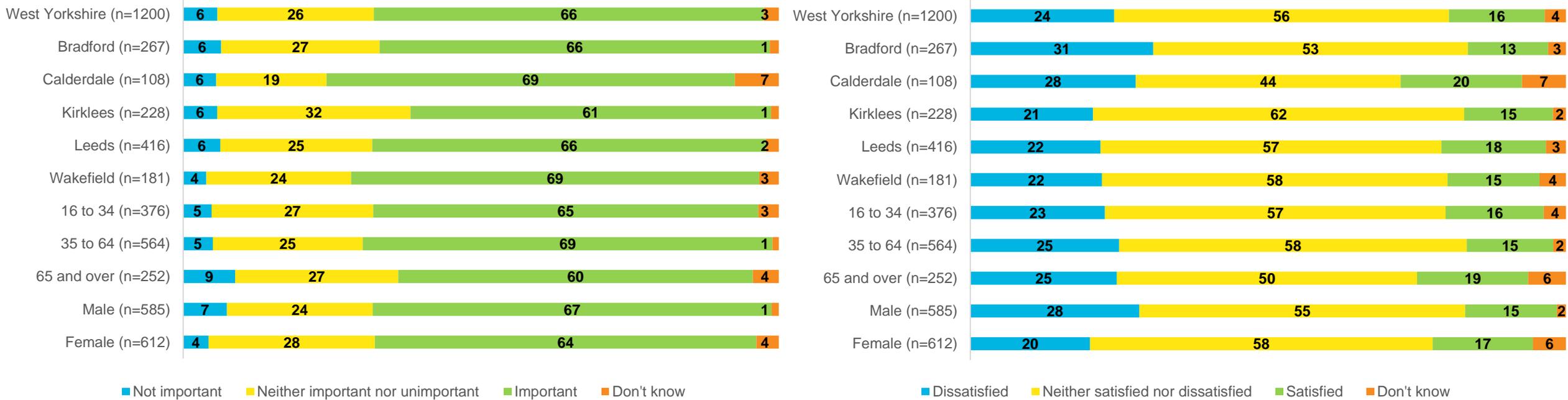# Importance & Satisfaction: provision of cycle routes & facilities

- The West Yorkshire mean average rating for importance is 5.89 and for satisfaction is 5.08

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	24	33	35	9
Bradford (n=267)	28	30	32	10
Calderdale (n=108)	20	31	34	14
Kirklees (n=228)	21	38	32	9
Leeds (n=416)	25	32	37	6
Wakefield (n=181)	21	31	36	12
16 to 34 (n=376)	26	36	34	4
35 to 64 (n=564)	21	33	39	7
65 and over (n=252)	27	27	26	20
Male (n=585)	27	32	33	8
Female (n=612)	21	33	35	10

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	24	44	17	16
Bradford (n=267)	28	41	15	15
Calderdale (n=108)	19	43	13	25
Kirklees (n=228)	25	39	16	19
Leeds (n=416)	19	48	21	13
Wakefield (n=181)	27	46	11	15
16 to 34 (n=376)	21	48	22	8
35 to 64 (n=564)	24	44	16	16
65 and over (n=252)	26	37	11	26
Male (n=585)	27	43	17	13
Female (n=612)	20	45	16	19

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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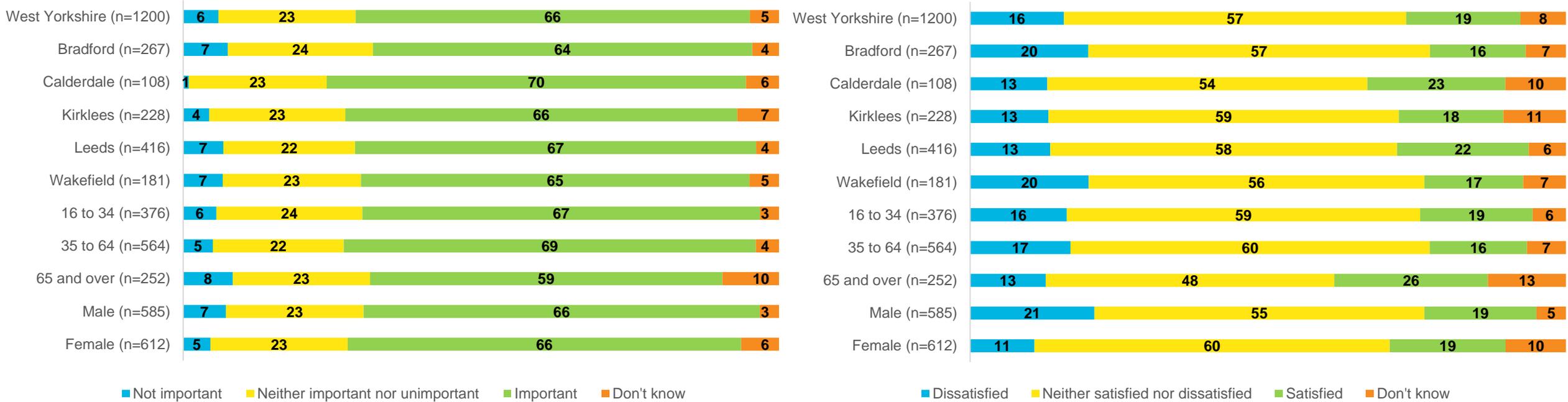# Importance & Satisfaction: levels of traffic congestion

- The West Yorkshire mean average rating for importance is 7.88 and for satisfaction is 5.15

Importance

Area	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	6	26	66	3
Bradford (n=267)	6	27	66	1
Calderdale (n=108)	6	19	69	7
Kirklees (n=228)	6	32	61	1
Leeds (n=416)	6	25	66	2
Wakefield (n=181)	4	24	69	3
16 to 34 (n=376)	5	27	65	3
35 to 64 (n=564)	5	25	69	1
65 and over (n=252)	9	27	60	4
Male (n=585)	7	24	67	1
Female (n=612)	4	28	64	4

Legend: ■ Not important ■ Neither important nor unimportant ■ Important ■ Don't know

Satisfaction

Area	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	24	56	16	4
Bradford (n=267)	31	53	13	3
Calderdale (n=108)	28	44	20	7
Kirklees (n=228)	21	62	15	2
Leeds (n=416)	22	57	18	3
Wakefield (n=181)	22	58	15	4
16 to 34 (n=376)	23	57	16	4
35 to 64 (n=564)	25	58	15	2
65 and over (n=252)	25	50	19	6
Male (n=585)	28	55	15	2
Female (n=612)	20	58	17	6

Legend: ■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Don't know

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Importance & Satisfaction: affordability of motoring

- The West Yorkshire mean average rating for importance is 8.03 and for satisfaction is 5.64

	Not important	Neither important nor unimportant	Important	Don't know
West Yorkshire (n=1200)	6	23	66	5
Bradford (n=267)	7	24	64	4
Calderdale (n=108)	1	23	70	6
Kirklees (n=228)	4	23	66	7
Leeds (n=416)	7	22	67	4
Wakefield (n=181)	7	23	65	5
16 to 34 (n=376)	6	24	67	3
35 to 64 (n=564)	5	22	69	4
65 and over (n=252)	8	23	59	10
Male (n=585)	7	23	66	3
Female (n=612)	5	23	66	6

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Don't know
West Yorkshire (n=1200)	16	57	19	8
Bradford (n=267)	20	57	16	7
Calderdale (n=108)	13	54	23	10
Kirklees (n=228)	13	59	18	11
Leeds (n=416)	13	58	22	6
Wakefield (n=181)	20	56	17	7
16 to 34 (n=376)	16	59	19	6
35 to 64 (n=564)	17	60	16	7
65 and over (n=252)	13	48	26	13
Male (n=585)	21	55	19	5
Female (n=612)	11	60	19	10

- Note, from 1 to 10: Dissatisfied and not important rating of 1 to 3; neither dissatisfied nor important rating 4 to 7 and satisfied and important rating of 8 to 10

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Appendix B:
Year-on-Year data tables

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Satisfaction scores for West Yorkshire assets

Satisfaction score out of 10

Base 2021/22: 1200

	Mean satisfaction scores (1 to 10)			
	2018/19	2019/20	2020//21	2021//22
Street Lighting - Quality of	7.5	6.9	7.2	7.3
Local Taxi Services	7.4	7.4	7.7	7.1
Street Lighting - Speed of repair	7.3	6.4	7.0	7.0
Local Bus Station Quality	7.1	6.3	6.8	6.3
Local Rail Station Quality	7.0	6.3	7.0	6.8
Keeping Road Drains Clear and Working	6.8	5.8	6.2	6.2
Community Transport (Dial-a-Ride/Access Bus)	6.7	5.8	6.7	6.1
Local Bus Services	6.7	6.0	7.0	6.2
Local Train Services	6.6	5.9	7.0	6.6
Winter Gritting & Snow Clearing	6.6	5.8	5.3	6.4
Condition of Pavements & Footpaths	6.3	5.4	5.8	5.8
Affordability of Public Transport	6.2	5.2	6.0	5.6
Affordability of Motoring	5.9	5.4	5.6	5.6
Provision of Cycle Routes & Facilities	5.8	5.1	5.8	5.1
Quality of Repair to Damaged Roads & Pavements	5.7	4.5	5.5	4.9
Condition of Roads	5.5	4.6	5.1	4.9
Levels of Congestion	5.5	4.5	5.4	5.2
Speed of Repair to Damaged Roads & Pavements	5.2	3.9	4.4	4.5

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Satisfaction scores for West Yorkshire assets: User groups

Affordability of Public Transport
Base shown in brackets

	Mean satisfaction scores (1 to 10)			
	2018/19	2019/20	2020/21	2021/22
West Yorkshire (n=1200)	6.2	5.2	6.0	5.6
Dependent children in the household (n=310)	5.9	4.9	5.9	5.4
Full-time workers (n=511)	5.7	4.8	5.7	5.3
Part-time workers (n=131)	6.1	4.8	5.8	5.4
Social Grade - ABC1 (n=567)	5.8	5.2	5.9	5.6
Social Grade - C2DE (n=395)	6.2	5.3	6.1	5.6

Affordability of Motoring
Base shown in brackets

	Mean satisfaction scores (1 to 10)			
	2018/19	2019/20	2020/21	2021/22
West Yorkshire (n=1200)	5.9	5.4	5.6	5.6
Dependent children in the household (n=310)	5.9	5.0	5.4	5.4
Full-time workers (n=511)	5.7	5.3	5.5	5.4
Part-time workers (n=131)	6.2	5.4	5.6	5.4
Social Grade - ABC1 (n=567)	5.9	5.4	5.7	5.6
Social Grade - C2DE (n=395)	5.9	5.4	5.5	5.6

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Mode choice: public and active transport

Frequency of use (%)

Base 2021/22: 1200

	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or Twice a year	Less than once a year	Never
	Bus passenger						
2018/19	15	18	16	8	14	6	24
2019/20	17	22	16	6	10	3	27
2020/21	9	13	11	6	14	5	42
2021/22	6	12	15	8	17	6	35
	Rail passenger						
2018/19	3	7	20	18	21	8	23
2019/20	4	7	24	14	18	4	28
2020/21	2	4	16	11	22	7	37
2021/22	1	6	22	15	26	6	25
	Bicycle						
2018/19	2	5	5	3	5	5	75
2019/20	3	5	3	2	4	2	81
2020/21	3	6	5	3	4	1	77
2021/22	2	5	4	2	5	2	80
	Walk at least 10 minutes						
2018/19	52	27	7	4	2	0	7
2019/20	58	25	5	1	1	0	10
2020/21	56	26	5	2	0	0	10
2021/22	54	30	7	1	1	0	7

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Mode choice: car and taxi use

Frequency of use (%)

Base 2021/22: 1200

	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or Twice a year	Less than once a year	Never
Car / van driver							
2018/19	23	35	16	7	4	2	13
2019/20	28	37	13	5	3	1	13
2020/21	19	33	17	5	5	1	20
2021/22	22	39	17	5	4	1	13
Car / van passenger							
2018/19	23	35	16	7	4	2	13
2019/20	28	37	13	5	3	1	13
2020/21	19	33	17	5	5	1	20
2021/22	22	39	17	5	4	1	13
Taxi passenger							
2018/19	3	14	27	16	17	6	17
2019/20	5	20	29	13	13	2	19
2020/21	2	12	22	13	19	3	30
2021/22	2	11	28	16	19	3	21
Motorcyclist							
2018/19	1	1	2	1	1	1	94
2019/20	1	1	1	1	1	0	95
2020/21	1	1	1	0	0	0	96
2021/22	0	1	1	0	0	1	97

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Awareness of information sources

Awareness (all respondents) (%)

Information source	2018/19	2019/20	2020/21	2021/22
Timetable poster: bus stations & stops	84	83	81	83
Electronic time displays: bus stations & stops	79	79	80	81
Train time information: rail stations	80	74	73	80
Bus / rail operators own websites	71	67	68	70
Metro's website	69	65	65	68
YourNextBus: combined	59	60	60	65
Timetable downloads from Metro's website	60	60	57	63
Timetable leaflets	67	63	60	61
YourNextBus: smartphone or internet	49	50	54	59
Travel centres	55	54	50	50
YourNextBus: text message	48	46	47	42
Metroline call centre	38	37	39	30
Metro travel news on Facebook	28	28	29	28
Metro travel news on Twitter	25	24	24	22
Metro Messenger	17	20	17	15

Base 2021/22: 1200

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Satisfaction with information sources

Satisfaction score out of 10

Information source	2018/19	2019/20	2020/21	2021/22
Bus / rail operator websites (n=250)	7.2	6.9	7.4	7.4
Metro's website (n=194)	7.5	6.9	7.4	7.5
Timetable downloads (n=164)	7.6	7.1	7.5	7.6
Timetable leaflets (n=114)	7.9	7.2	7.5	7.5
Metroline call centre (n=33)	7.3	6.7	7.2	7.3
Metro Messenger (n=18)	7.4	6.7	7.9	7.8
Metro travel news: Facebook (n=54)	7.1	7.3	7.8	7.1
Metro travel news: Twitter (n=45)	7.3	7	7.9	7.2
Travel Centres (n=108)	7.6	7.2	7.8	7.5
Bus: Timetable posters (n=276)	7.6	7.3	7.5	7.4
Bus: Electronic time displays (n=305)	7.7	7.3	8.1	7.8
YourNextBus: text message (n=63)	7.6	7.4	7.6	7.4
YourNextBus: smartphone (n=163)	7.7	7.4	7.9	7.9
Train times at rail stations (n=305)	8	7.7	8.4	8.4
Bus / rail operator websites (n=250)	7.2	6.9	7.4	7.4

Base 2021/22: all those who use the source either frequently or occasionally, number shown in brackets

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