

# West Yorkshire Residents Perceptions of Transport Survey: 2024

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# Background & methodology

**This report summarises the results of wave 22 of the West Yorkshire Residents Perceptions of Transport Survey. Since 2003, this study has gathered residents’ views on transport and travel in West Yorkshire.**

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

Responses were gathered from January to March 2024 using a mix of telephone (1,250) and online (550) methods, achieving a total of 1,800 responses. This is the second wave where a blended methodology was used and as such a corrective weight was applied to safeguard the integrity of the time series and ensure results are comparable over time. This sample size gives a 95% confidence interval of +/-2.3%.

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

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

		Target quota (n)	Achieved (n)
District	Bradford	22% (404)	24% (424)
	Calderdale	9% (160)	9% (168)
	Kirklees	18% (331)	19% (346)
	Leeds	35% (630)	34% (619)
	Wakefield	15% (275)	14% (243)
Gender	Male	51% (923)	54% (972)
	Female	48% (865)	45% (816)
Age	16-34	32% (571)	28% (495)
	35-64	47% (852)	47% (839)
	65+	21% (377)	25% (451)
Ethnicity	White British	77% (1382)	83% (1488)
	All other ethnicities	23% (418)	16% (265)
SEG	ABC1	52% (933)	59% (1054)
	C2DE	48% (867)	38% (681)
Disability	Yes	19% (344)	27% (488)



# Summary of findings







# Key findings (I)

## Importance of and satisfaction with West Yorkshire assets and services

### Highway assets:

Residents of West Yorkshire continue to value highway assets more than other assets and services. Quality (8.8) and speed (8.6) of repairs to roads and pavements, along with keeping road drains clear (8.8) and the quality of street lighting (8.6) have the highest mean importance scores of any of the assets/services asked about.

Satisfaction with these elements is mixed. The quality of street lighting is broadly well regarded with a mean score of 7.1, road drainage is middling (5.8), but the speed (4.1) and quality (4.5) of repairs are clearly areas of dissatisfaction. Indeed, the latter three elements have all seen a significant decline in the mean satisfaction score compared to the previous wave.

### Transport modes:

Items relating to transport modes have more mixed importance scores. Affordability of public transport (8.4) and motoring (8.0) are considered to be among the most important aspects which is unsurprising given recent economic conditions. Local bus services are also regarded as important (8.1).

In terms of satisfaction, the mean score for the affordability of public transport continues to trend upward (up from 5.6 in 21/22 to 6.5 this wave) and subgroup analysis reveals that this is higher for bus users than train users, indicating this is likely a result of the fare caps that were introduced in 2022. Furthermore, there has been an uplift in satisfaction around the affordability of motoring (5.5 cf. 5.3 in 22/23) which may be a result of easing petrol prices and the continued freeze on fuel duty.



# Key findings (II)

## Mode use, confidence and purchasing tickets

### **Mode Use:**

There has been little change in West Yorkshire residents' transport mode habits, with walking and travelling in a private vehicle either as a passenger or a driver remaining the most frequently used. In terms of public transport, bus usage is the most common with half of residents stating that they use this at least monthly compared to one in three who use a train.

Looking at public transport, bus and train usage have maintained the post-pandemic recovery observed last year, although there has been no further growth. This measure does not, however, capture the number of journeys typically taken.

### **Confidence purchasing bus and rail tickets:**

72% of residents are confident in purchasing the best value ticket for bus travel, representing a new high for this figure. In 21/22 this figure was 64%, representing an 8%-point improvement over the last two years. This is likely a result of price controls such as £2 fare cap for single bus journeys.

In contrast, confidence in purchasing the best value train ticket continues to decline. Now just two in three (65%) residents who need to buy a ticket to travel say that they would be very or fairly confident obtaining the best value. This is down from a high of 72% in 21/22.

### **Method of purchasing tickets:**

The transition towards purchasing tickets digitally continues, with 6%-point growth in those who say they purchase tickets from an app or website (67% cf. 61% 22/23). On buses, talking to the driver remains the most popular method (56%) while around one in three report using a digital source (36%).



# Key findings (III)

## Information sources

### **Awareness, usage and satisfaction:**

Electronic time displays at bus stations and stops is the most used source on a frequent/occasional basis (63%) by those who use public transport at least monthly, while bus/rail operators' own websites (53%) has overtaken timetable posters at bus stations and stops (52%) as the second most commonly used. Metro messenger remains the least used source (6%).

Satisfaction does not overly vary between sources among frequent/occasional users. Train time information at rail stations continues to have the highest satisfaction (7.9), while the Metroline call centre has the lowest (6.8). Less positively, satisfaction is significantly down for timetable downloads from Metro's website (7.1 cf. 7.6 22/23) and timetable posters at bus stations and bus stops (6.9 cf. 7.3).

### **Obtaining information before or during public transport journeys:**

Websites tend to be used more than apps for pre-planning public transport journeys, while the reverse is true during journeys. Both of these sources of information are used far more than any of the alternatives such as printed timetables or electronic screens. When asked about the most recent time they had pre-planned a journey, 44% say they used a website and 39% used an app compared with 12% who checked a timetable at a station/bus stop and 4% who used timetable leaflets.

# **Importance & satisfaction of West Yorkshire assets & services**

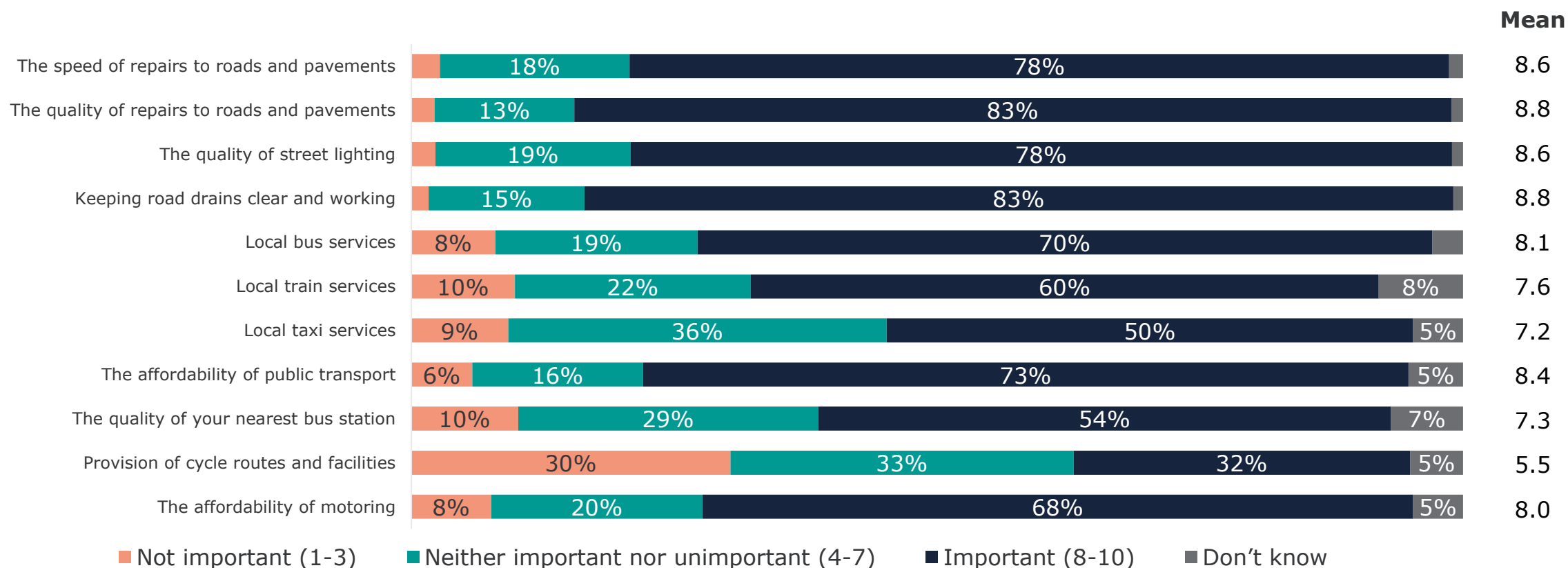






# Importance of West Yorkshire assets & services

The quality of repairs to roads and pavements and keeping road drains clear and working are the two areas which West Yorkshire residents prioritise most (both 8.8), as was the case in the previous wave. The provision of cycle routes and facilities has the lowest mean score, owing to lower use in comparison to other assets and services.



**Source: B1** Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important).

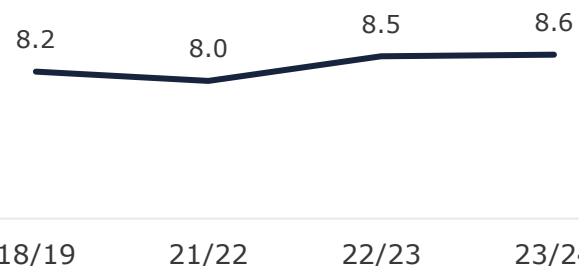
**Base:** all respondents (n=1,800).



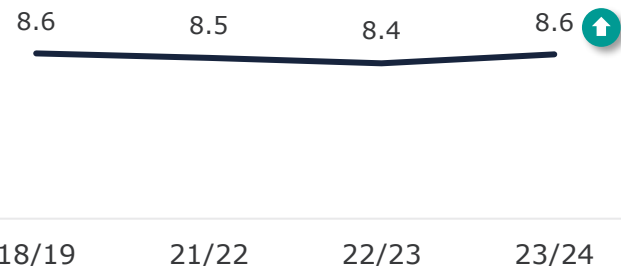
# Importance of West Yorkshire assets & services trend (I)

There has been a significant uptick in the mean scores for the quality of street lighting and keeping road drains clear and working compared to 22/23.

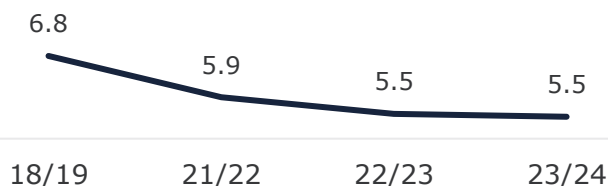
**The speed of repair to roads & pavements**



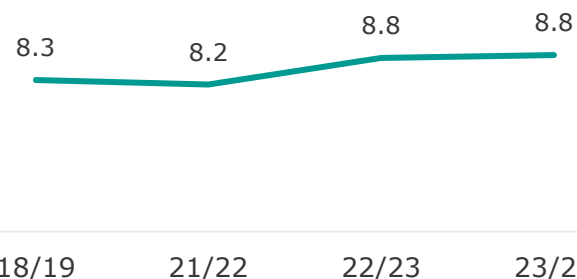
**The quality of street lighting**



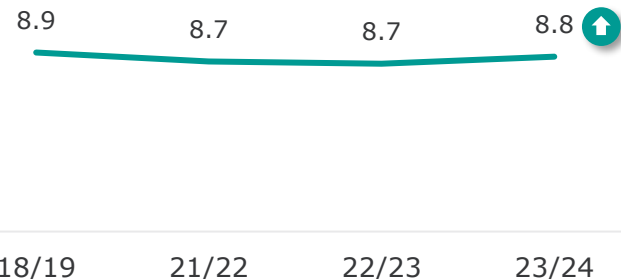
**Provision of cycle routes and facilities**



**The quality of repairs to roads & pavements**



**Keeping road drains clear & working**



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



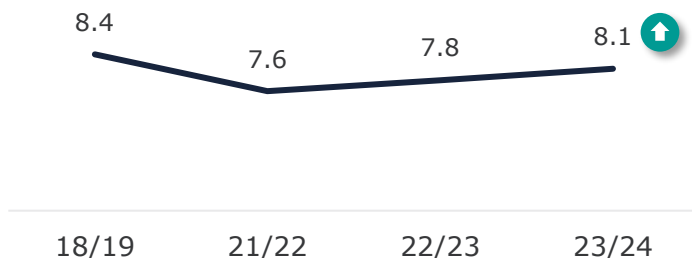
Significant difference compared to previous wave 10



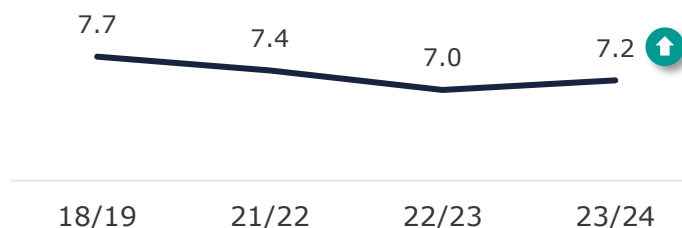
# Importance of West Yorkshire assets & services trend (II)

The importance of local bus services and the quality of bus stations have both increased this wave, showing a reversion back towards pre-covid results. As well as this, the mean importance score for local taxi services has increased.

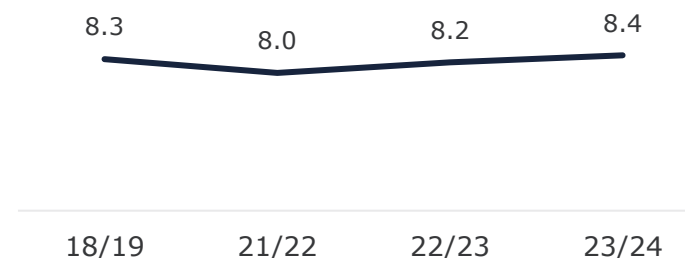
Local bus services



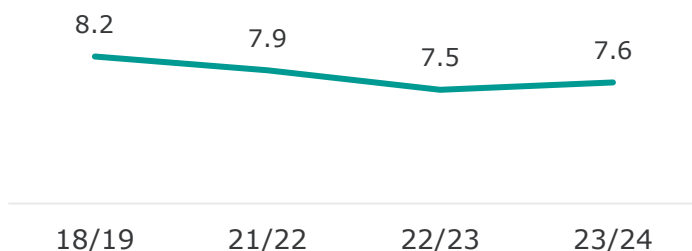
Local taxi services



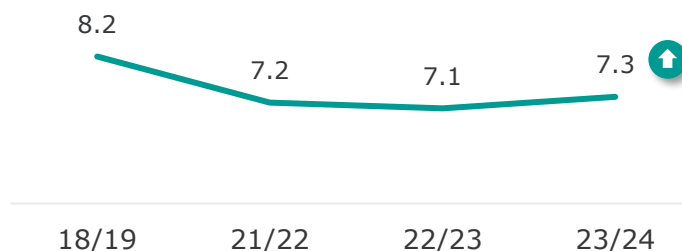
The affordability of public transport



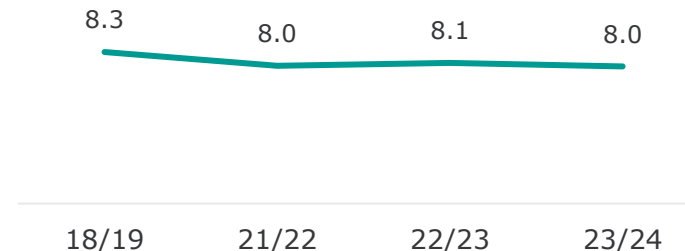
Local train services



The quality of your nearest bus station



The affordability of motoring



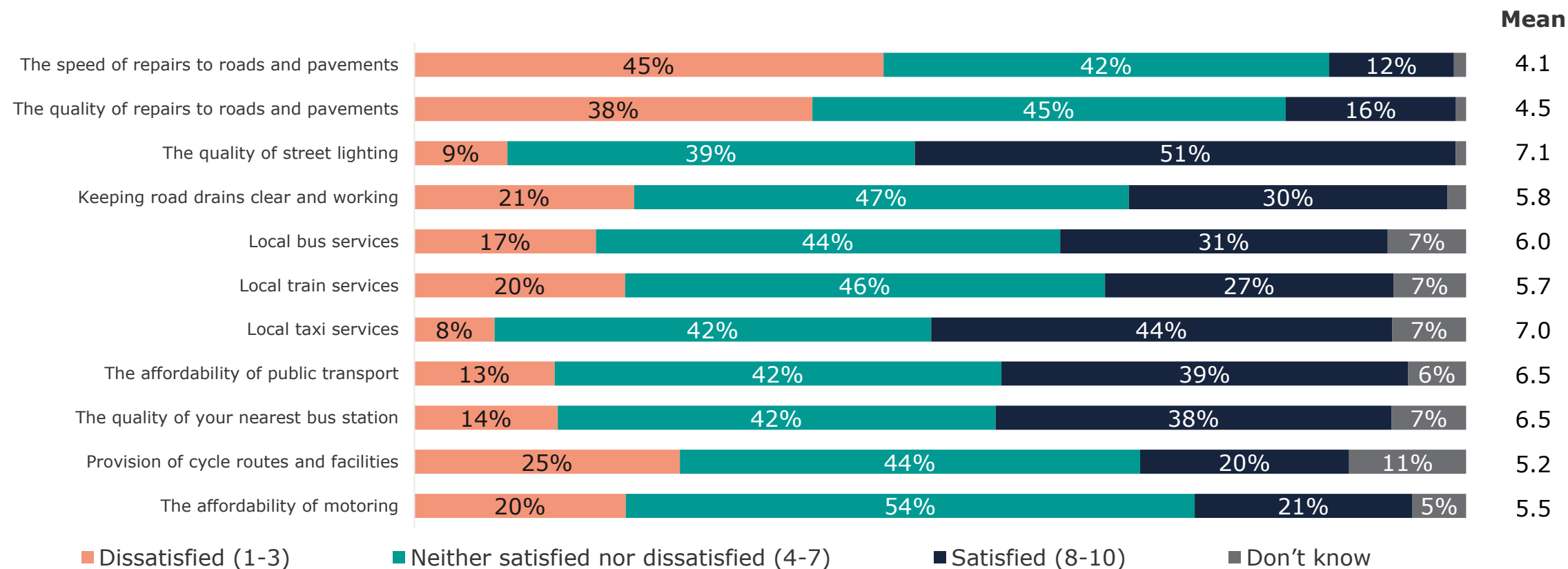
**Source:** B1. Please say how important each of these is to your local area on a scale of 1 (not important) to 10 (very important).  
**Base:** all respondents, base sizes vary as they are based on valid responses only.



# Satisfaction with West Yorkshire assets & services



Dissatisfaction is highest concerning the speed (45%) and quality (38%) of repairs to roads and pavements and lowest with regards to local taxi services (8%) and the quality of street lighting (9%).

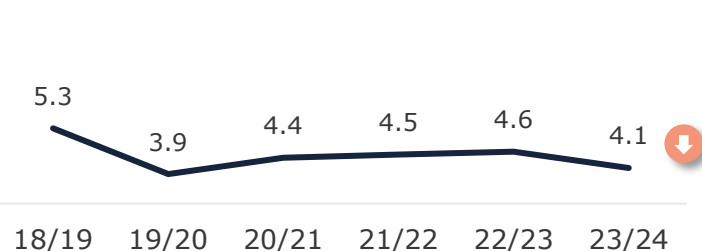


**Source: B2.** Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

# Satisfaction with West Yorkshire assets & services trend (I)

Mean satisfaction scores have worsened with regards to speed and quality of repairs to roads and pavements; the two areas with the highest dissatisfaction scores. There has also been a significant decline in the scores for keeping road drains clear & working and the provision of cycle routes and facilities. More positively, mean satisfaction around the affordability of motoring has marginally increased.

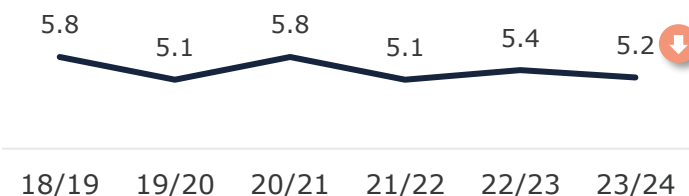
**The speed of repair to roads & pavements**



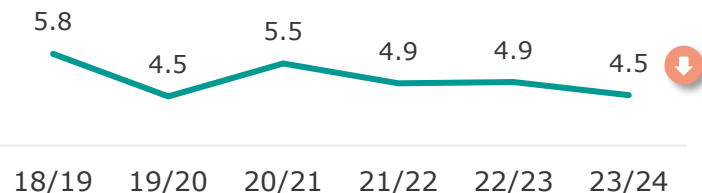
**The quality of street lighting**



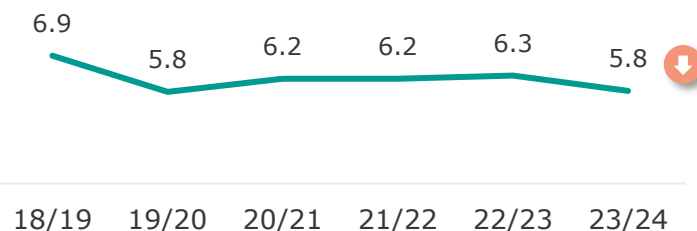
**Provision of cycle routes and facilities**



**The quality of repairs to roads & pavements**



**Keeping road drains clear & working**

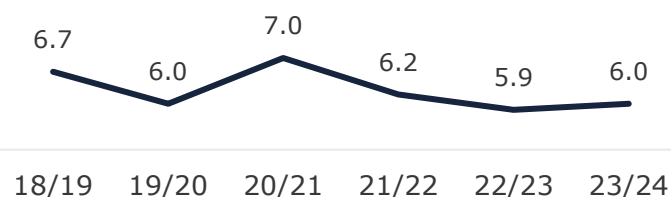


**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

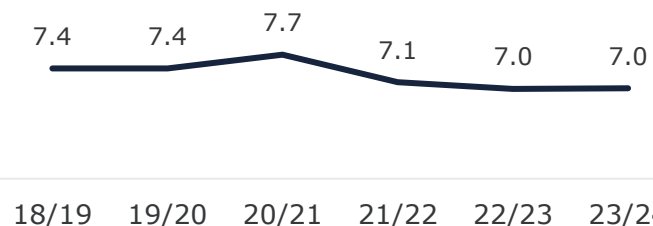
# Satisfaction with West Yorkshire assets & services trend (II)

The mean score for the affordability of public transport has increased, reaching a six-year high. This is likely a result of the extension of the £2 bus fare scheme, as evidenced by the fact that the score for monthly bus users is even higher (7.0) while the score for monthly train users is below the average (6.3).

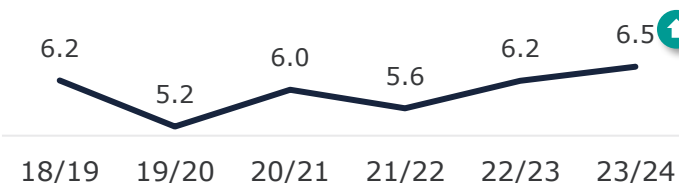
## Local bus services



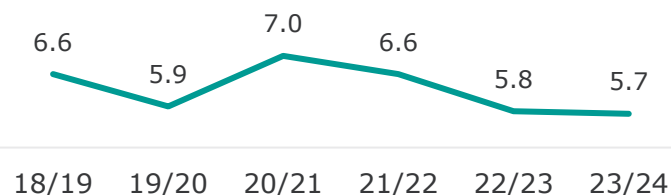
## Local taxi services



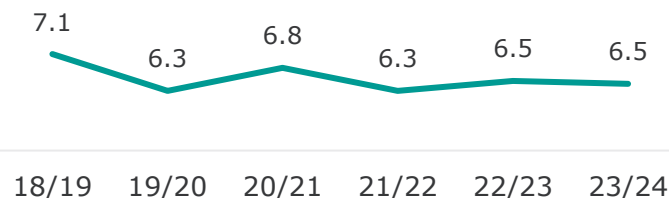
## The affordability of public transport



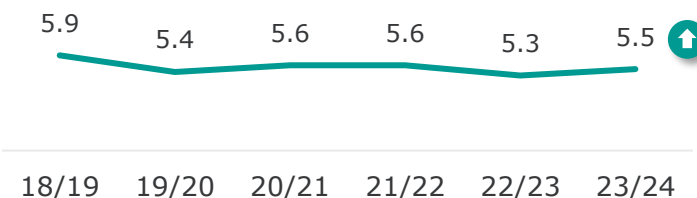
## Local train services



## The quality of your nearest bus station



## The affordability of motoring



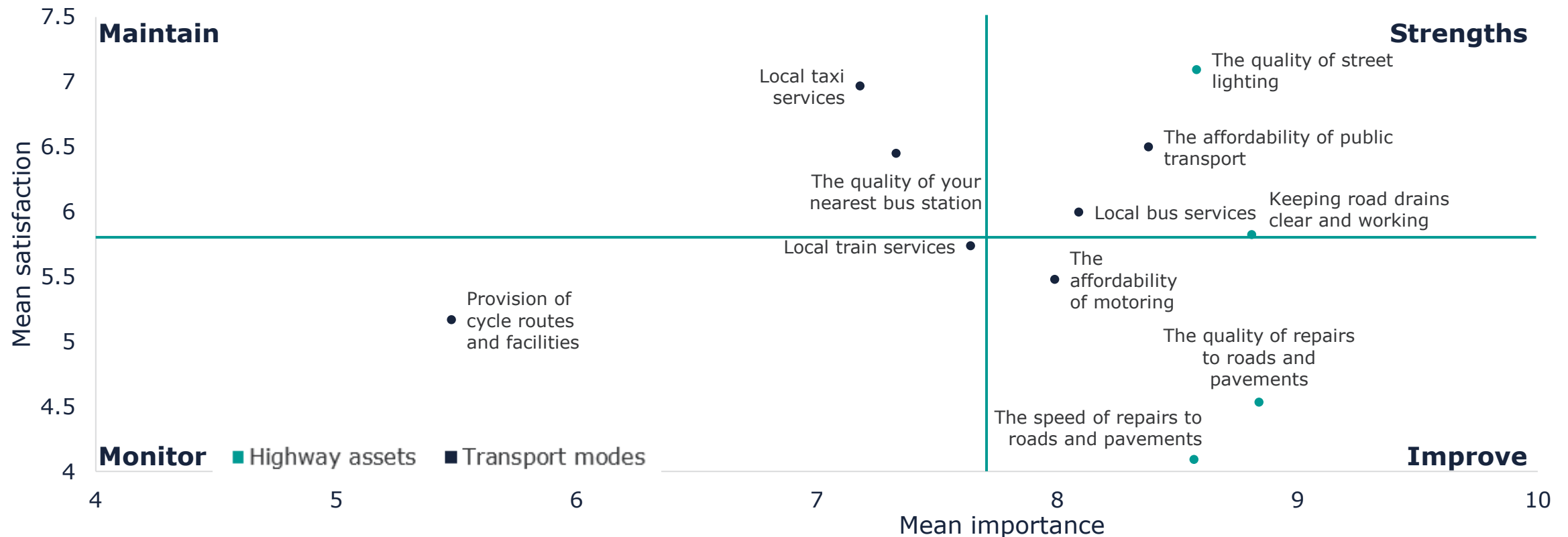
**Source: B2.** Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).





# Importance & satisfaction

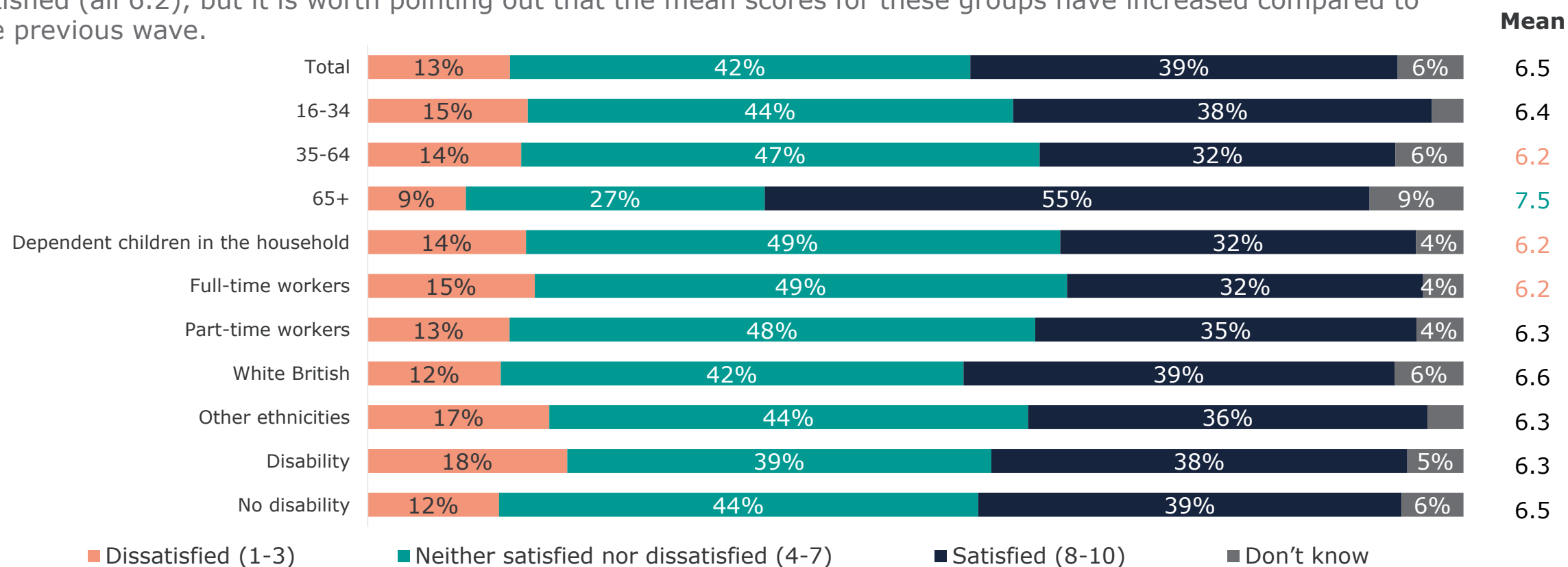
Plotting the mean importance score by mean satisfaction score on a strategic priority matrix reveals elements that are performing well and elements where satisfaction is low while importance is high. Roads and pavements and the affordability of motoring are the most important issues where the public would like to see improvements.



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

# Satisfaction with affordability of public transport

Those aged 65+ continue to be among the most satisfied in this regard, which correlates with their bus pass eligibility. The middle aged, those with dependent children, and full-time workers are meanwhile less likely to be satisfied (all 6.2), but it is worth pointing out that the mean scores for these groups have increased compared to the previous wave.

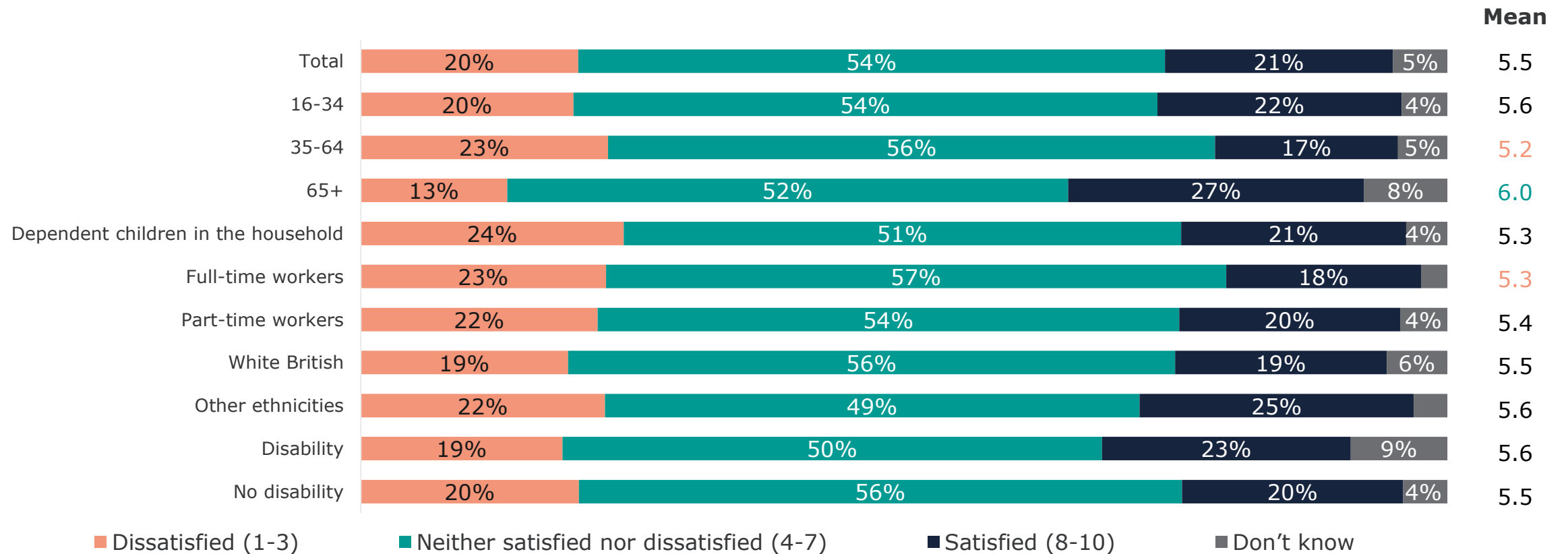


**Source: B2.** Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for public transport n=1,702

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

# Satisfaction with affordability of motoring

Full-time workers (5.3) have a significantly lower mean score, along with those aged 35-64 (5.2). The only group with a score higher than the average is the 65+ age band (6.0).



**Source: B2.** Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with the affordability of public transport / of motoring **Base:** all respondents who gave a valid importance rating at B1 for motoring n=1,704

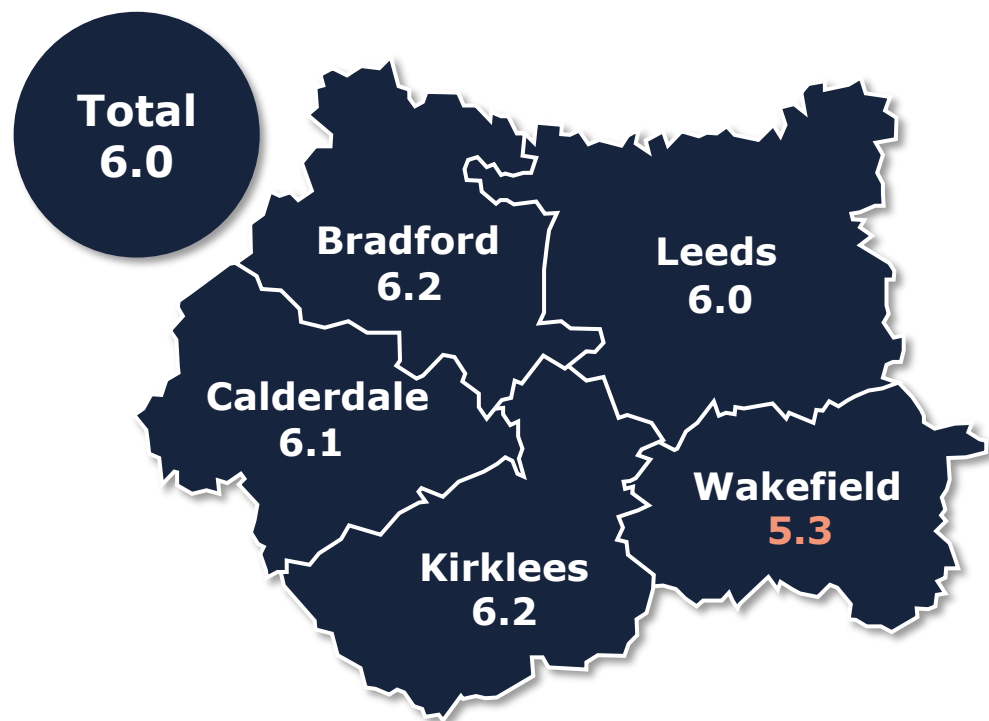
Teal/salmon text indicates a significantly better/worse result compared to total.



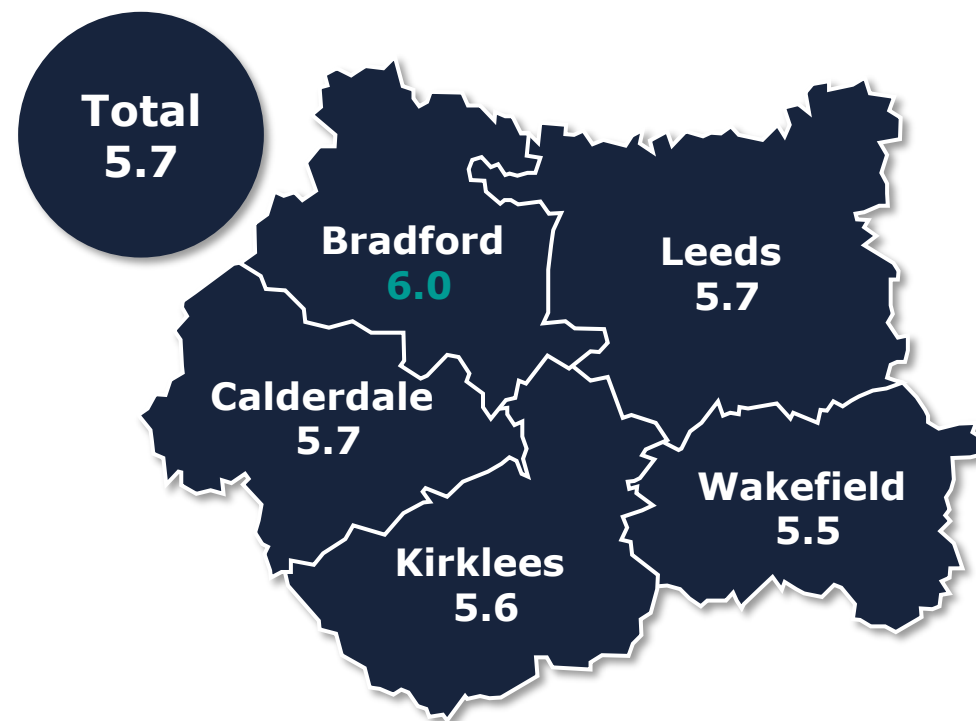
# Satisfaction with local bus/train services: by district

Wakefield residents have a notably lower satisfaction score concerning bus services, and this represents a notable decline compared to the previous year (5.3 cf. 5.7). Meanwhile, in terms of local train services, Bradford continues to be the most positive district, while the result for Kirklees has increased significantly compared to 22/23 and is now broadly in line with the other districts (5.6 cf. 5.1).

## Satisfaction with local bus services

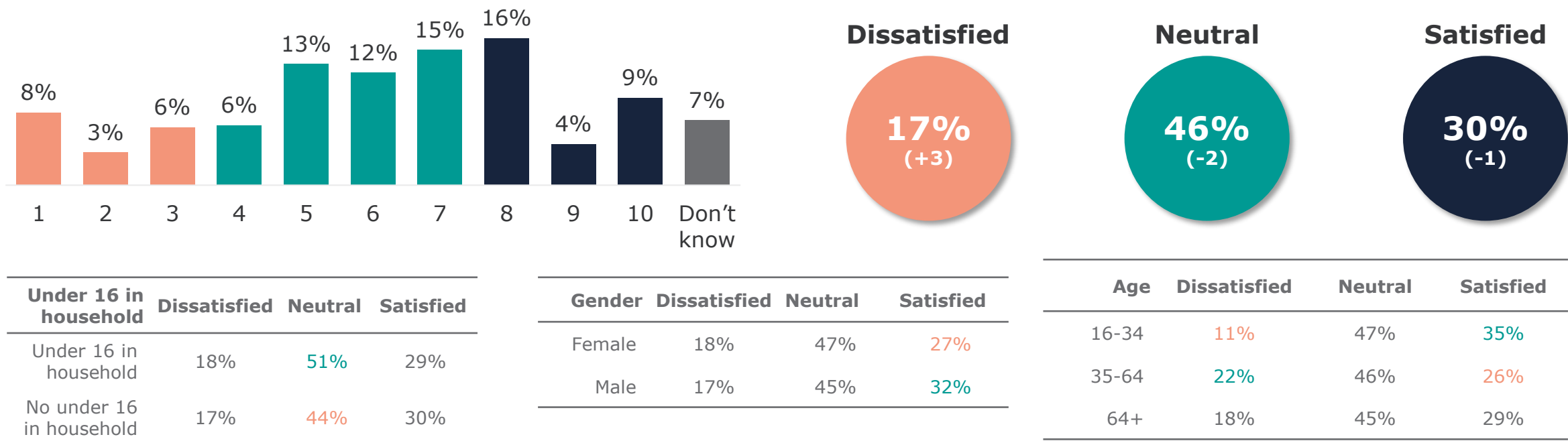


## Satisfaction with local train services



# Satisfaction with safety of children walking/cycling to school

Three in ten residents are satisfied (30%) with the safety of children walking/cycling to school, while just under two in ten are dissatisfied (17%). In fact, dissatisfaction is significantly up compared to the previous year (+3% points). Interestingly, there is no difference in satisfaction dependent on whether there is an under 16 in the household, but there are some significant differences by gender and age.



Source: B3. Using the same 1 to 10 scale, how satisfied are you with the safety of children walking or cycling to school in your local area?  
Base: all respondents (n=1,800)

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

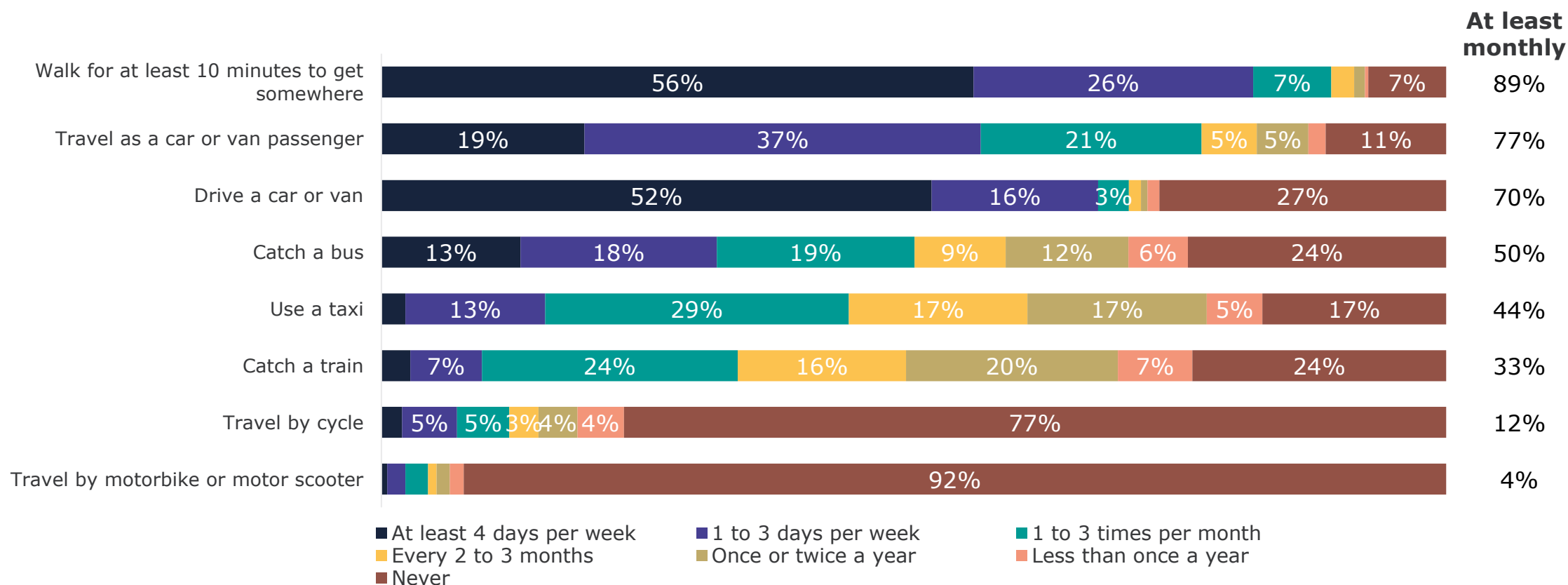
# Modes of transport





# Mode choice

Walking remains the most commonly used form of transport (89%), followed closely by travelling in a car either as a passenger (77%) or driving (70%). In terms of public transport, half of residents report catching a bus on a monthly basis (50%) and a third use the train (33%). These figures are largely consistent with the previous year.



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

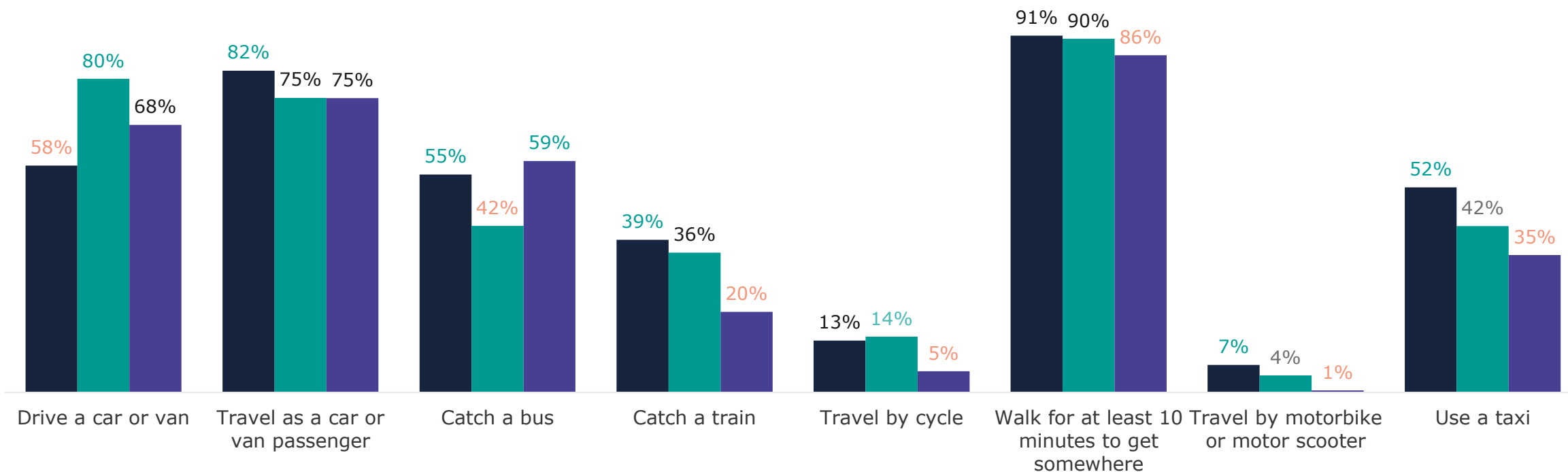
Base: all respondents (n=1,800)



# Mode choice: at least monthly by age

Walking is the most common form of transport for all age groups, followed by travelling as a car or van passenger. Those aged 16-34 are significantly less likely to drive a vehicle, leaving them relying more on alternative forms of transport. Interestingly, the percentage of this group who say they travel by cycle monthly is down by 6% points compared to the previous wave (was 19%).

■ 16-34 ■ 35-64 ■ 65+



**Source:** C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you...?  
**Base:** all respondents (n=1,800 – by age group 16-34 n=495, 35-64 n=839, 65+ n=451)

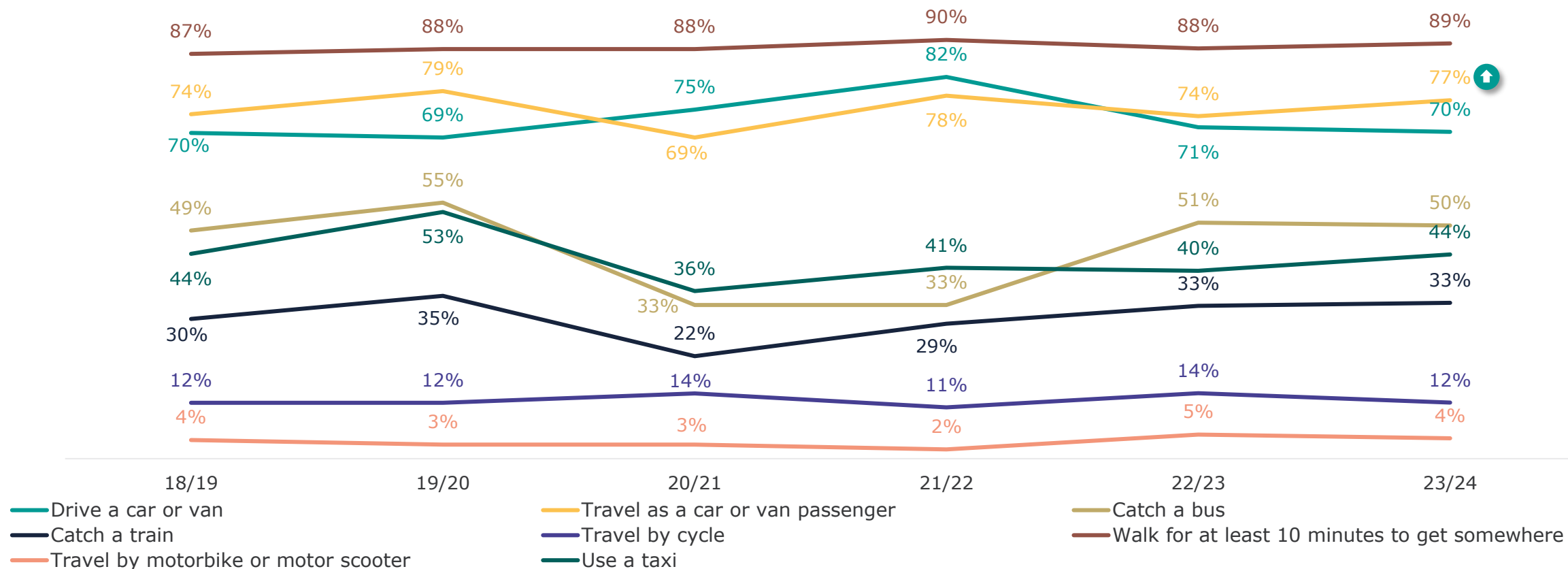
Teal/salmon text indicates a significantly better/worse result compared to total.





# Mode choice trend: at least monthly

Results are largely stable compared to the previous year, with the only significant change being an increase in the percentage who travel monthly as a car or van passenger (77% cf. 74%). Despite bus usage reportedly increasing as a result of the £2 cap, monthly usage here has not changed compared to the previous year. It does, however, remain substantially up on 21/22 which was just prior to the introduction of the scheme. Train usage also remains flat as the uplift seen in 22/23 is maintained.



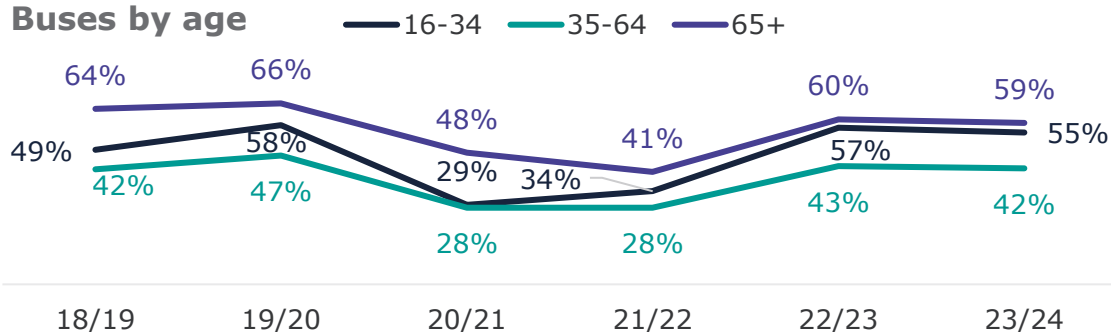


# Mode choice trend: monthly use by demographics

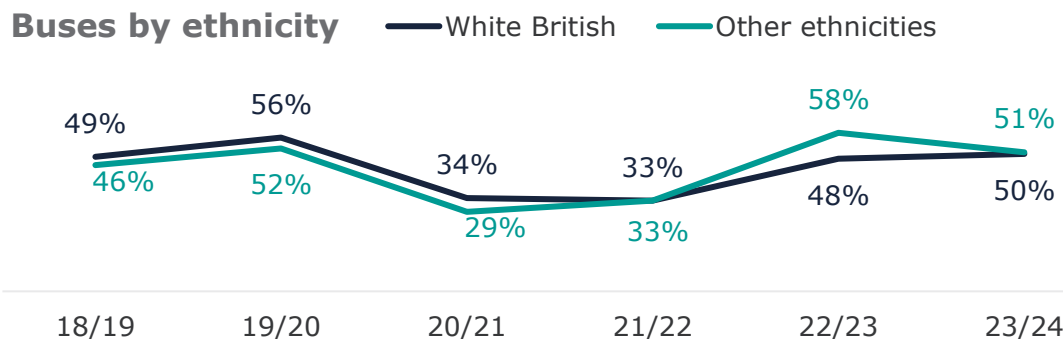
The difference seen in bus usage by ethnicity in the previous wave has closed, largely due to a (non-significant) decline in usage among those are not White British. Meanwhile, train usage continues to trend upwards among 35–64-year-olds and is now only marginally below the peak of 19/20.

## Buses

### Buses by age

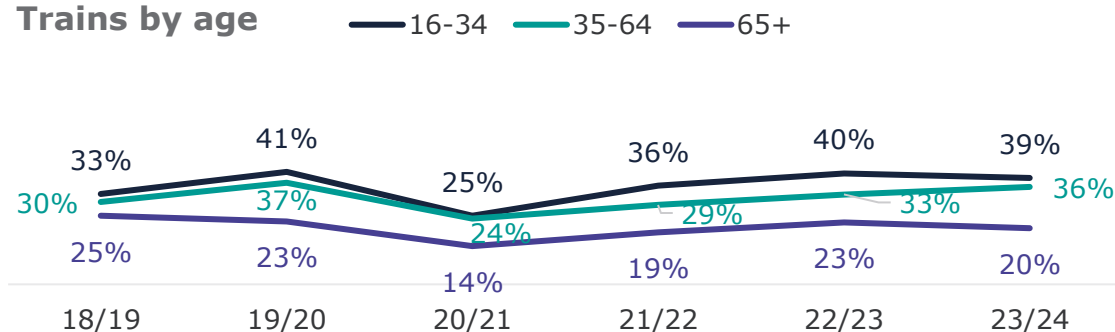


### Buses by ethnicity

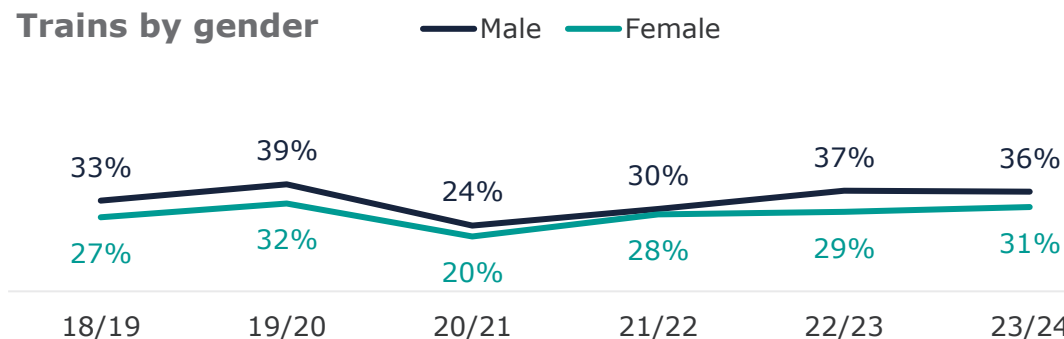


## Trains

### Trains by age



### Trains by gender

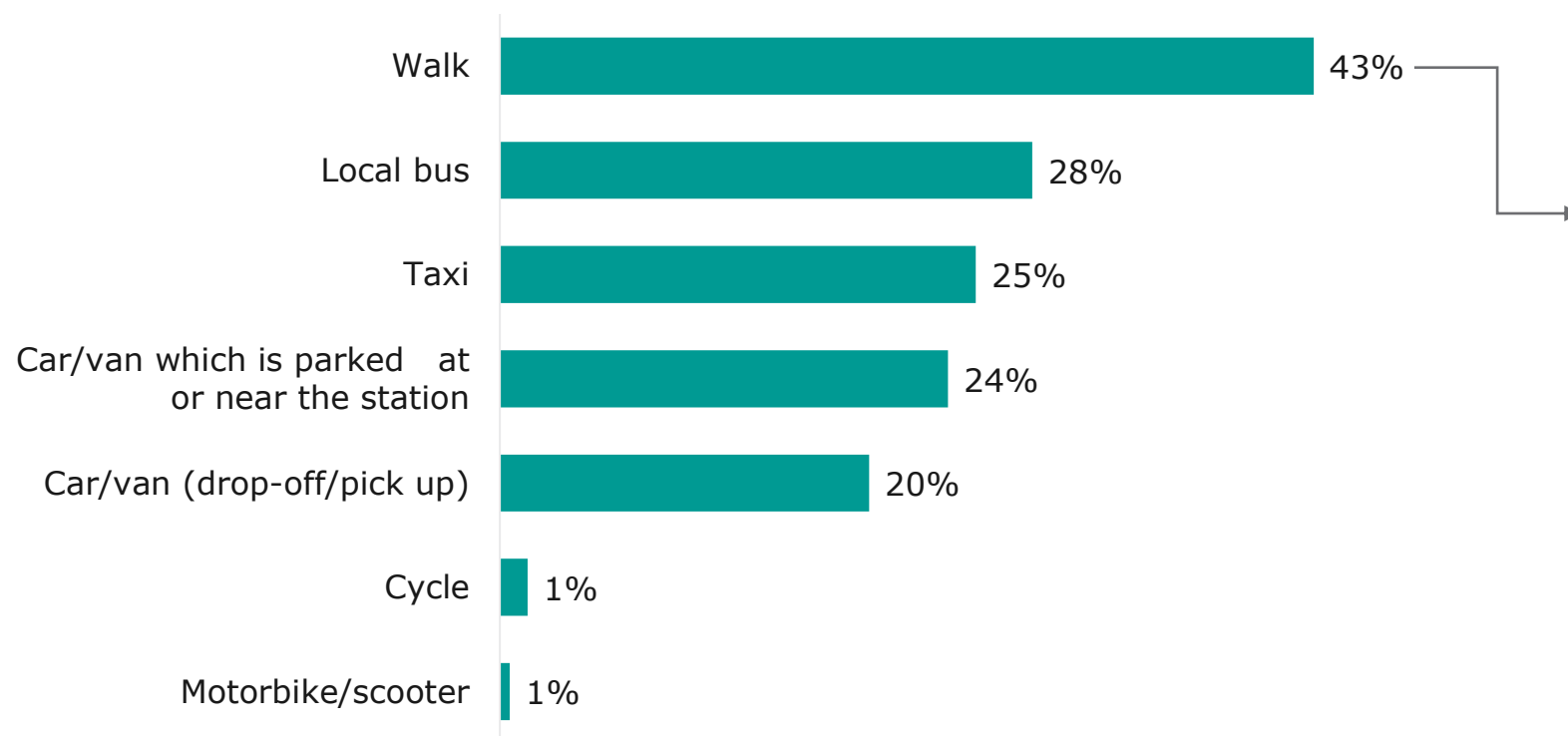




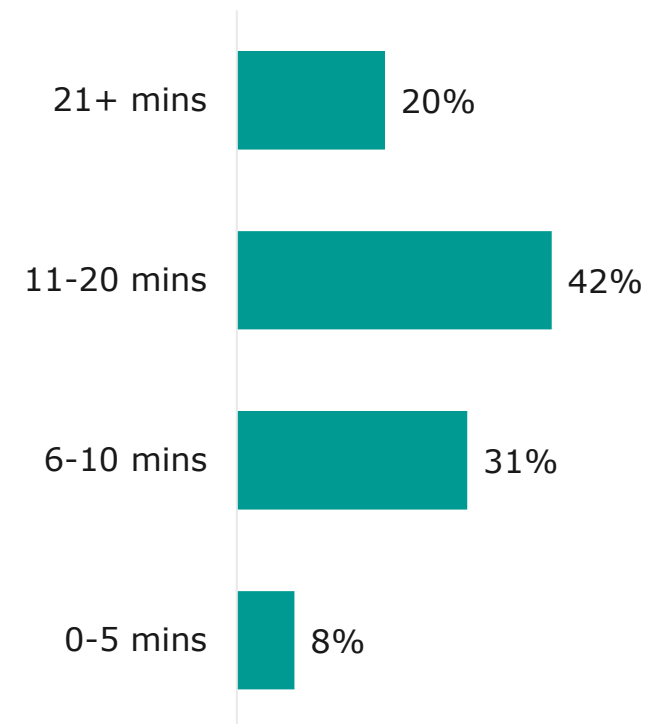
# Travelling to local rail station

Walking remains the most common way of travelling to local rail stations. Four in five residents who walk report a length of less than 20 minutes.

## Mode of travel to rail station



## Length of walk



# **Bus and train ticket purchasing, journey satisfaction & safety**

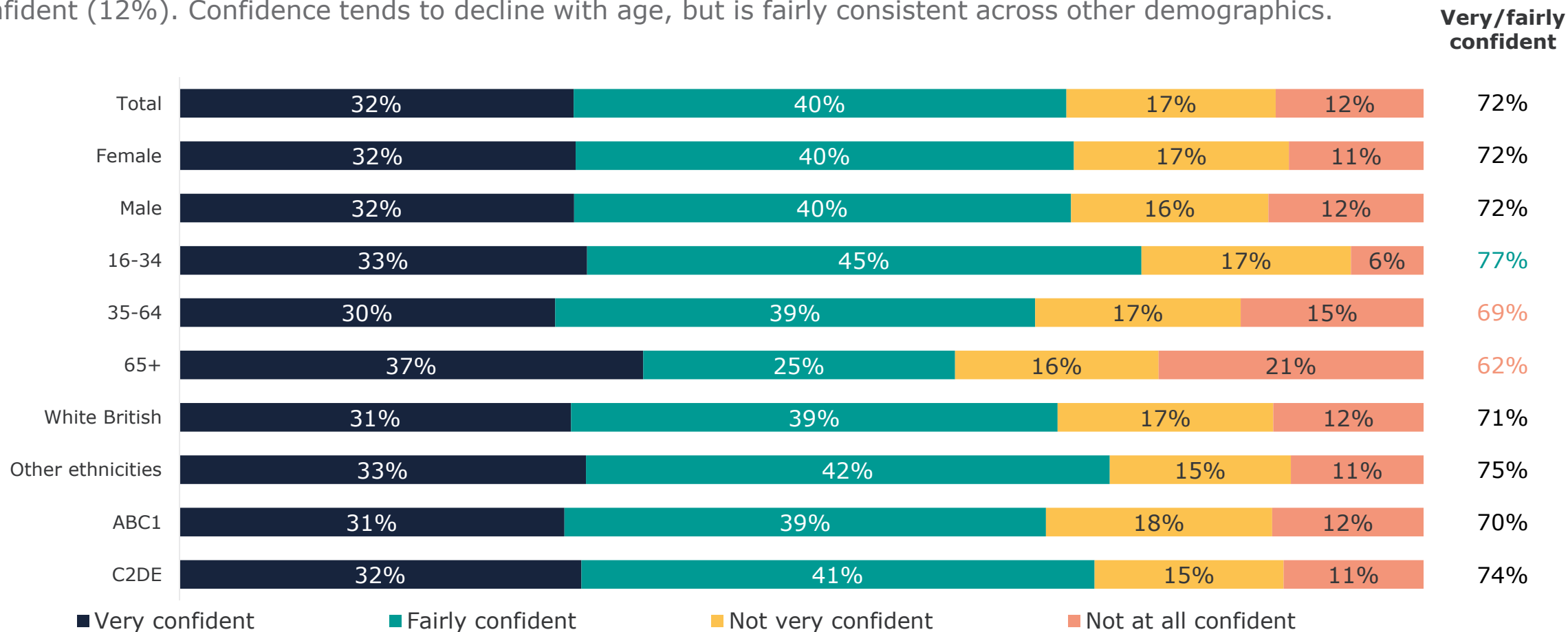






# Confidence purchasing best value bus ticket

In terms of purchasing the best value bus tickets, nearly three-quarters say that they are either very or fairly confident (72%), although this does leave a sizable minority who are either not very (17%) or not at all confident (12%). Confidence tends to decline with age, but is fairly consistent across other demographics.



**Source: E13.** When you travel on local buses in West Yorkshire, how confident are you that you usually purchase the best value ticket?/  
If you had to travel by local bus tomorrow, how confident are you that you would purchase the best value ticket?  
**Base: E13:** all respondents excluding don't know or have a bus pass (n=1,347).

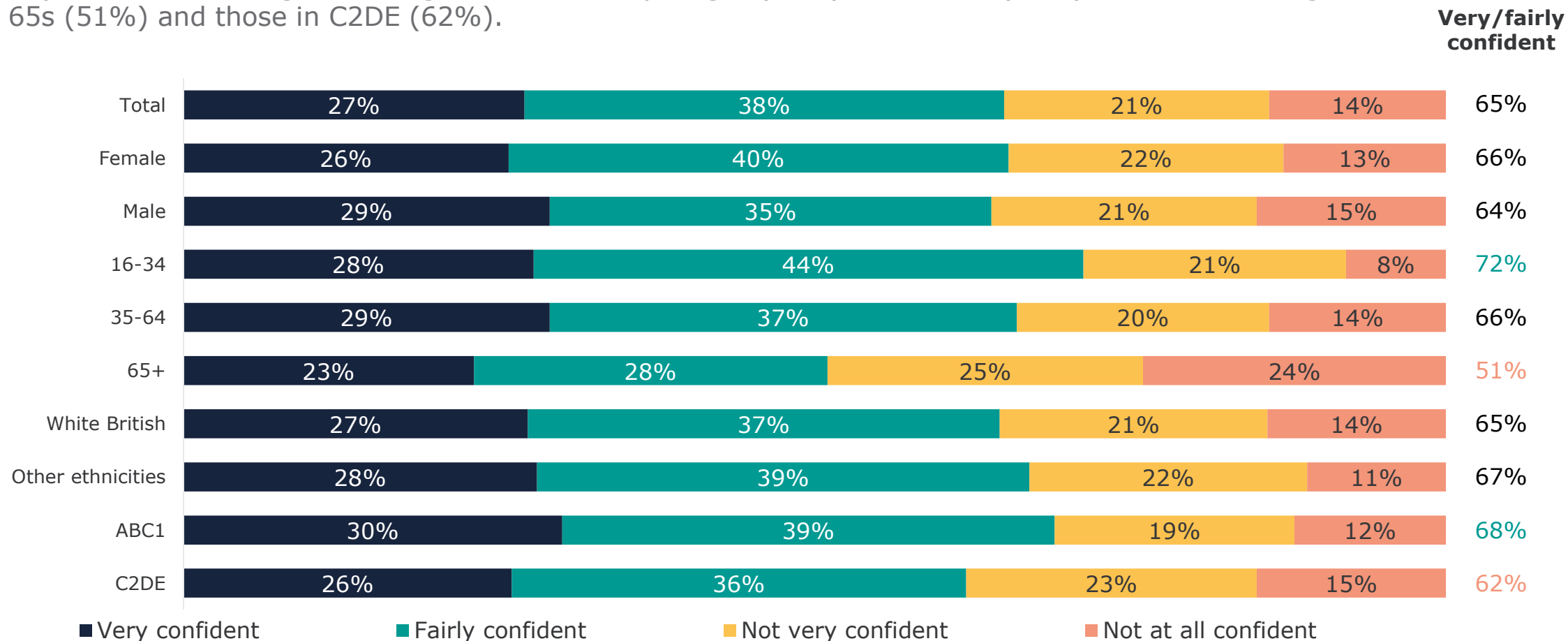
Teal/salmon text indicates a significantly better/worse result compared to the total.





# Confidence purchasing best value train ticket

Confidence levels around purchasing the best value train ticket are slightly poorer compared to bus tickets (65% cf. 72%). Confidence is higher among those who are younger (72%) or in ABC1 (68%) and lower among the over 65s (51%) and those in C2DE (62%).



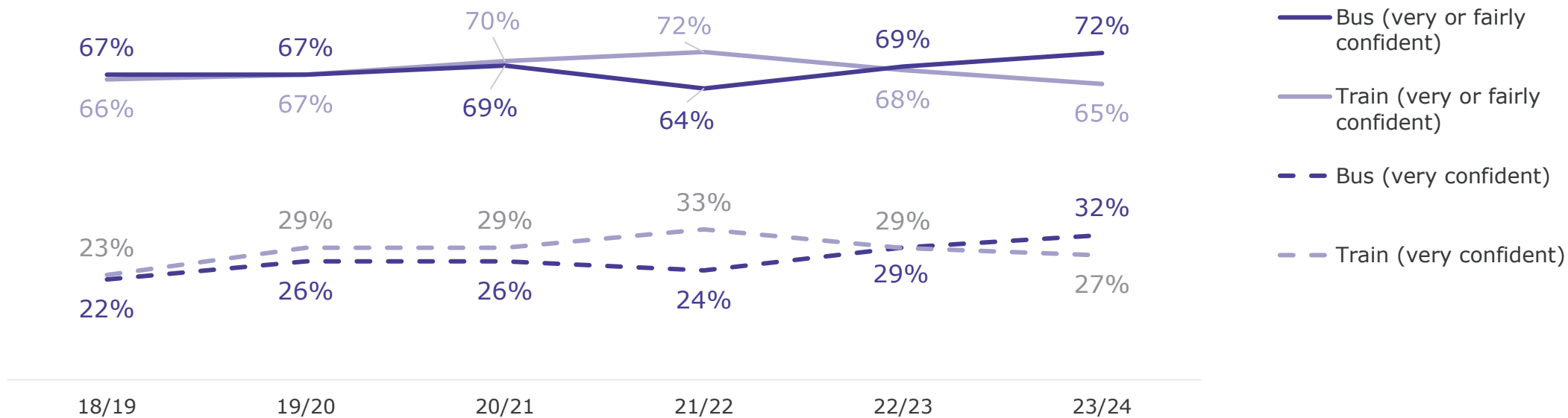
**Source: E23.** When you travel on local trains in West Yorkshire, how confident are you that you usually purchase the best value ticket?/  
If you had to travel by local train tomorrow, how confident are you that you would purchase the best value ticket?  
**E23:** all respondents excluding don't know or have a train pass (n=1,641)

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



# Confidence purchasing best value tickets: trend

Confidence in purchasing the best value bus ticket continues to trend upwards while the reverse is true of train tickets. In fact, the result for bus tickets represents a new high. This is likely a result of the £2 fare cap for bus journeys providing greater certainty for passengers.



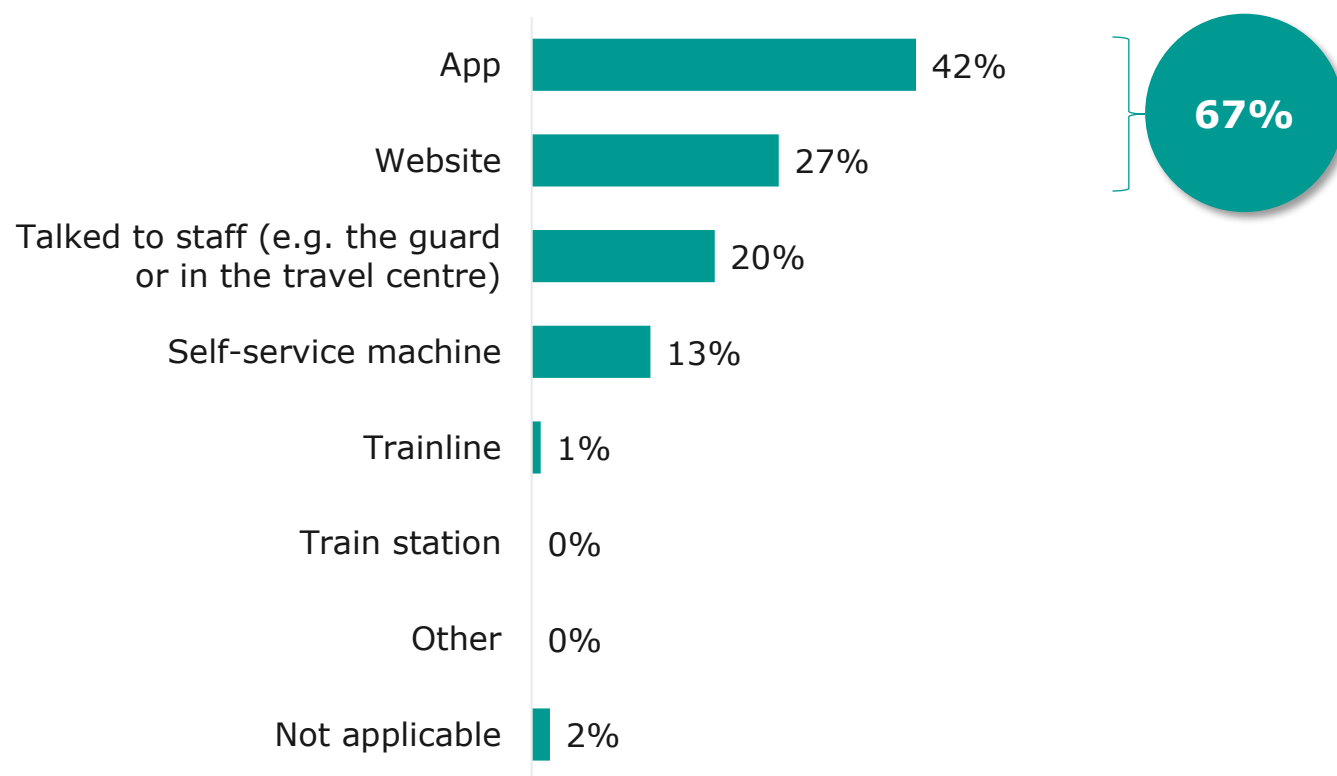
Significant difference compared to previous wave

**Source: E13/E23.** When you travel on local buses / trains in West Yorkshire, how confident would you be/are you that you usually purchase the best value ticket?  
**Base: E13.** all respondents excluding don't know or have a bus pass (n=1,380). **E23.** all respondents excluding don't know or have a train pass (n=1,673).



# Method of ticket purchase: trains

Two in three residents say that they purchase their tickets via a website or app and this is up by 6% points compared to the previous year (67% cf. 61%). This growth is driven by an increase in the app usage (up from 36% in 22/23).



Residents in Leeds are the most likely to say that they purchase their tickets from a website/app (75%). This compares to around 60% for the other districts.

The use of websites/apps declines with age, although there has been an increase in the percentage of those aged 65+ who use these methods compared to the previous year (39% cf. 31%). However, the most common method for this group remains talking to staff (46%).

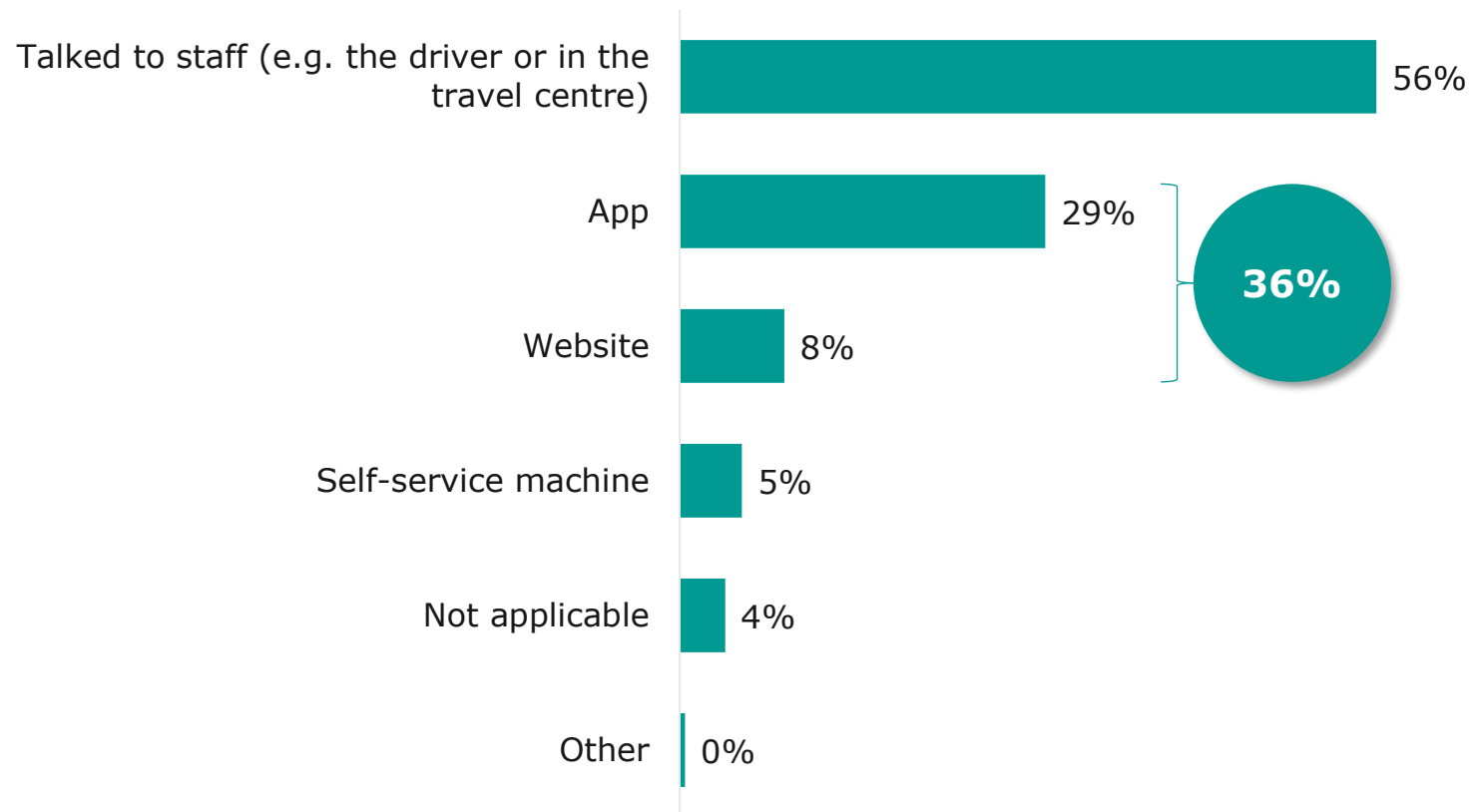
**Source: J11.** What method did you use last time you bought a rail ticket? **Base:** all respondents who have used a train in the past year AND do not use a free train pass (n=1,194).

**Note:** respondents could select multiple options so responses may not sum to 100%.



# Method of ticket purchase: buses

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

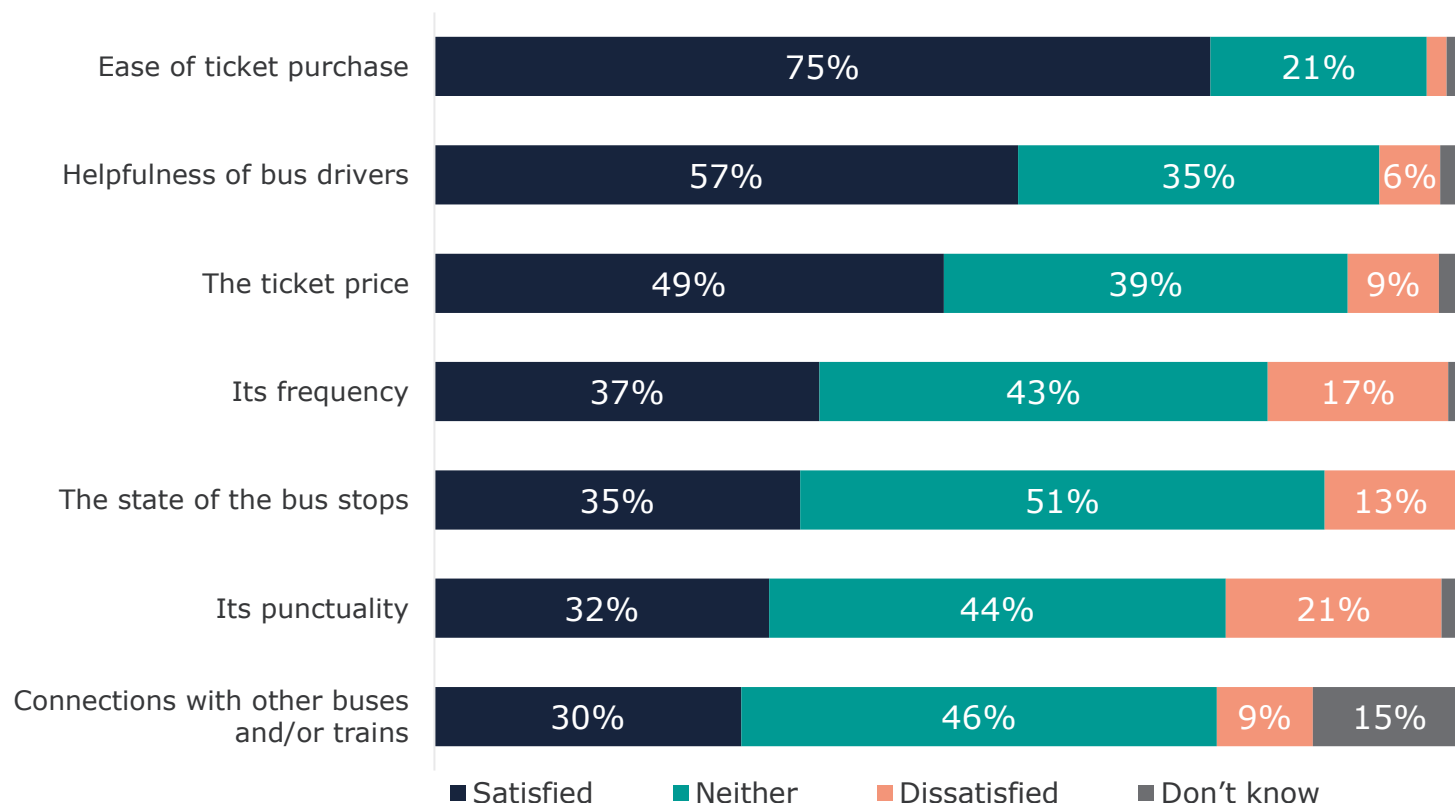


Eight in ten aged 65+ (80%) and seven in ten aged 35-54 (71%) talked to staff to purchase their bus tickets. This compares to just over three in ten for the youngest age group (34%).



# Bus journey satisfaction

Like in the previous wave, only two metrics enjoy a majority who are satisfied – ease of ticket purchasing (75%) and helpfulness of bus drivers (57%). Punctuality (21%) and frequency (17%) attract the highest levels of dissatisfaction.



A quarter (25%) of those who are employed full-time say that they are dissatisfied with the punctuality of bus services.

Those who have a disability are 8% points less likely to say that they are satisfied with the helpfulness of bus drivers compared to those with no disability (50% cf. 58%).

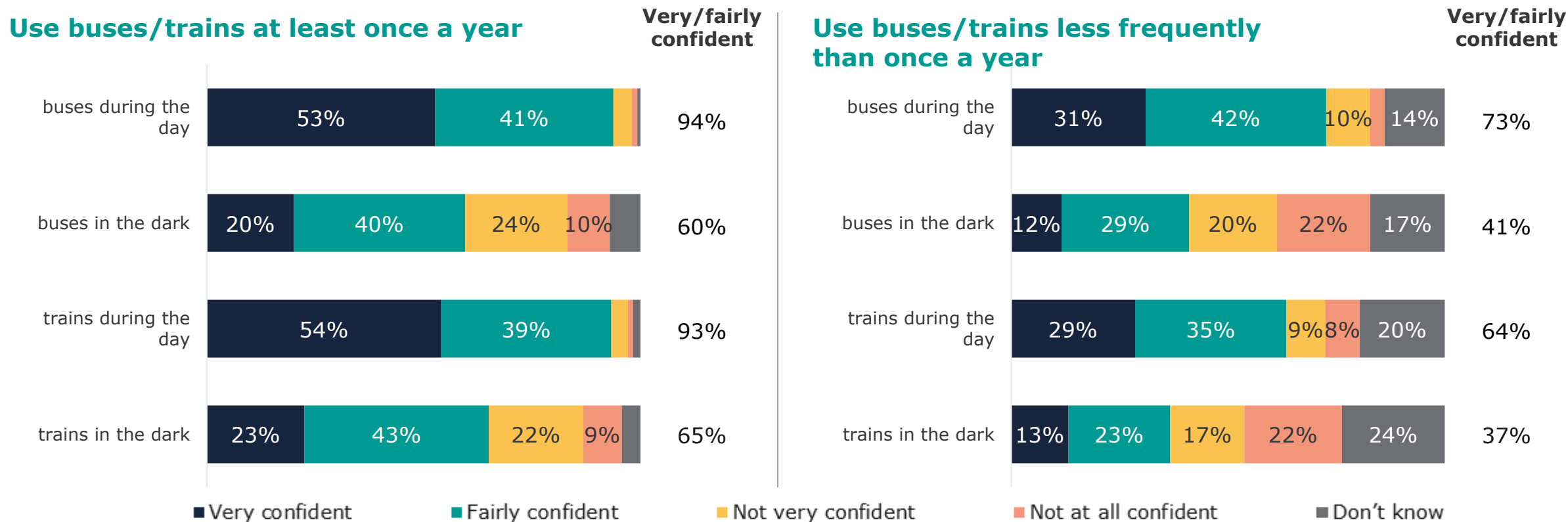
Those who are 16-34 are around twice as likely to be dissatisfied with the state of bus stops (19%) compared to those aged 35-64 (11%) and 65+ (7%).





# Personal safety on public transport

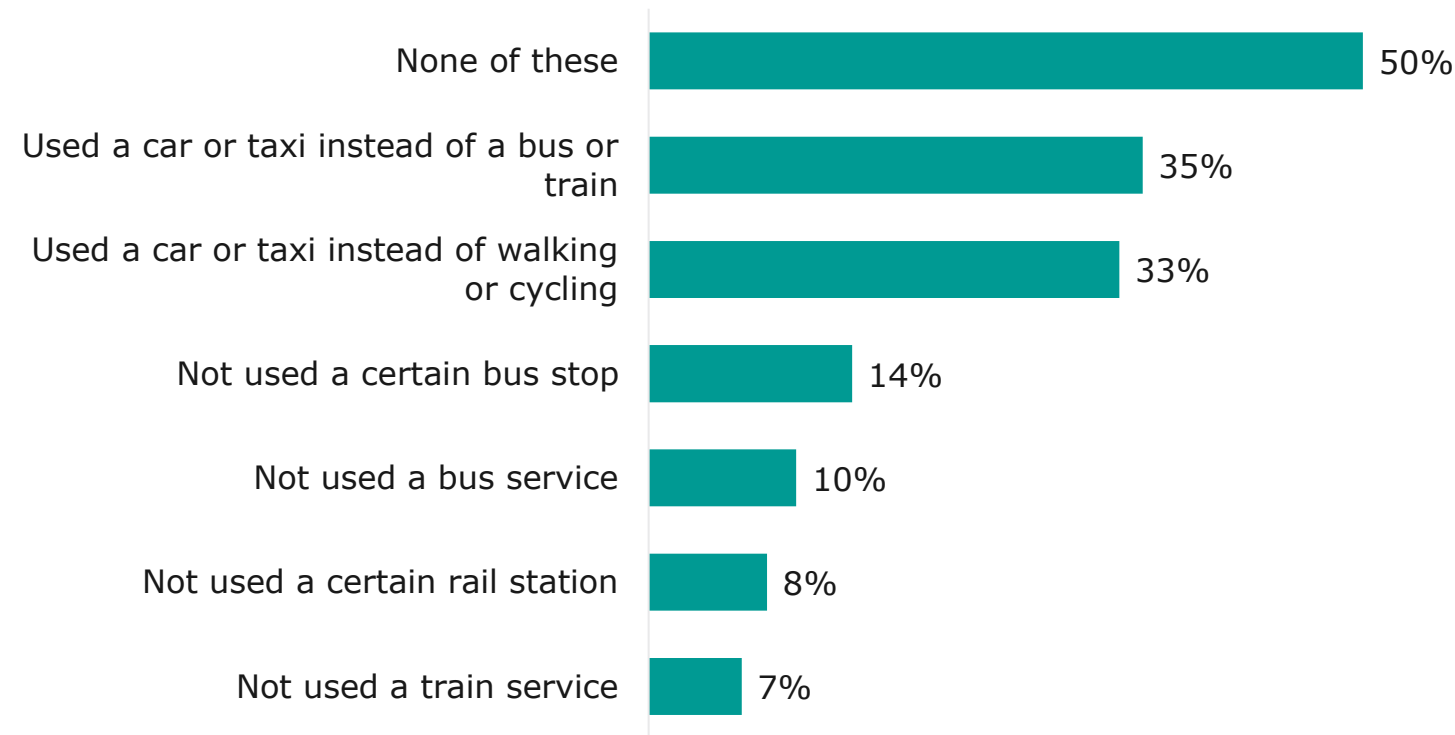
More than nine in ten residents who use buses/trains annually say that they feel very or fairly confident in their personal safety during their trip (94% & 93% respectively). This falls to around six in ten when travelling in the dark (60% & 65% respectively). Figures for those who travel less frequently via these methods are lower, but this is at least somewhat driven by a higher percentage answering 'don't know'.



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

# Measures taken to avoid antisocial behaviour or crime

Half of residents say that they have not taken any of these measures to avoid crime or antisocial behaviour in the past 12 months. Using a car/taxi instead of public or active transport are the most common avoidance actions taken.



	16-34	35-64	65+
% none of these	37%	52%	66%

	White British	Other ethnicities
% none of these	53%	39%

	Female	Male
% none of these	41%	59%

Source: N35. In the last 12 months, which of these have you done to avoid antisocial behaviour or from fear of crime?  
Base: All respondents (n=1,800)

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

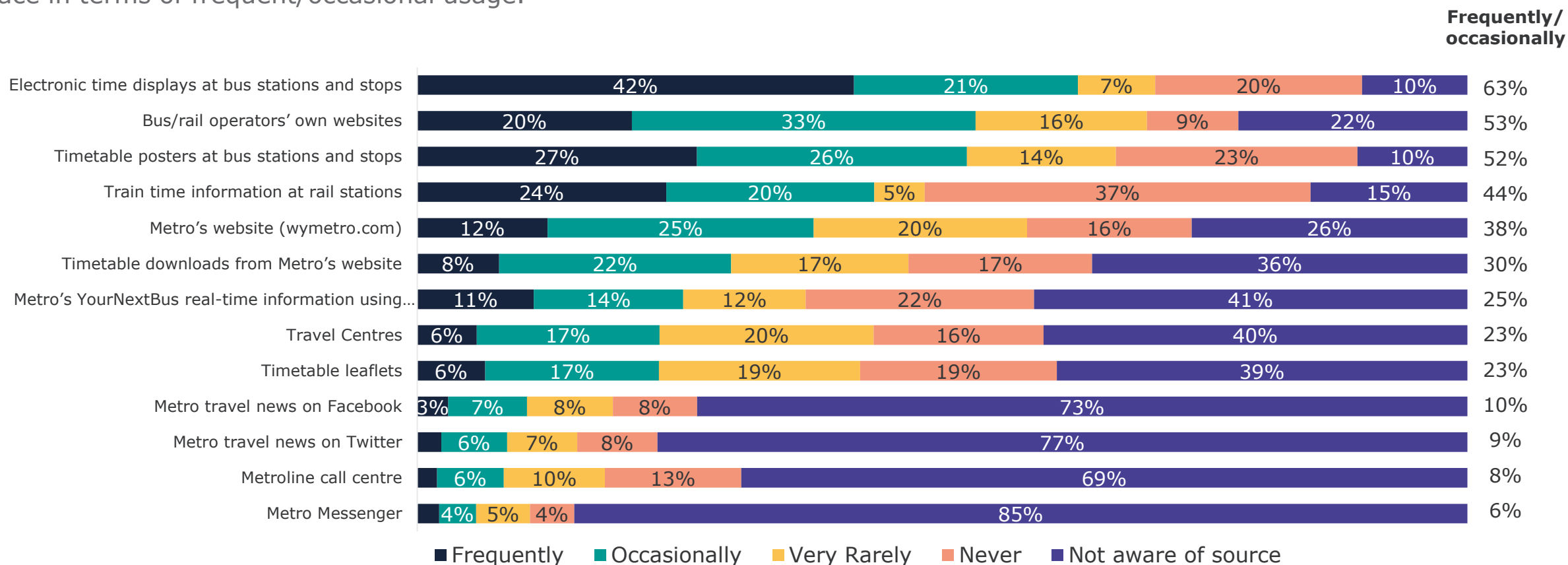
# Information sources: Awareness, use & satisfaction





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

The use of bus/rail operators' own websites has leapfrogged timetable posters at bus stations and stops into second place in terms of frequent/occasional usage.



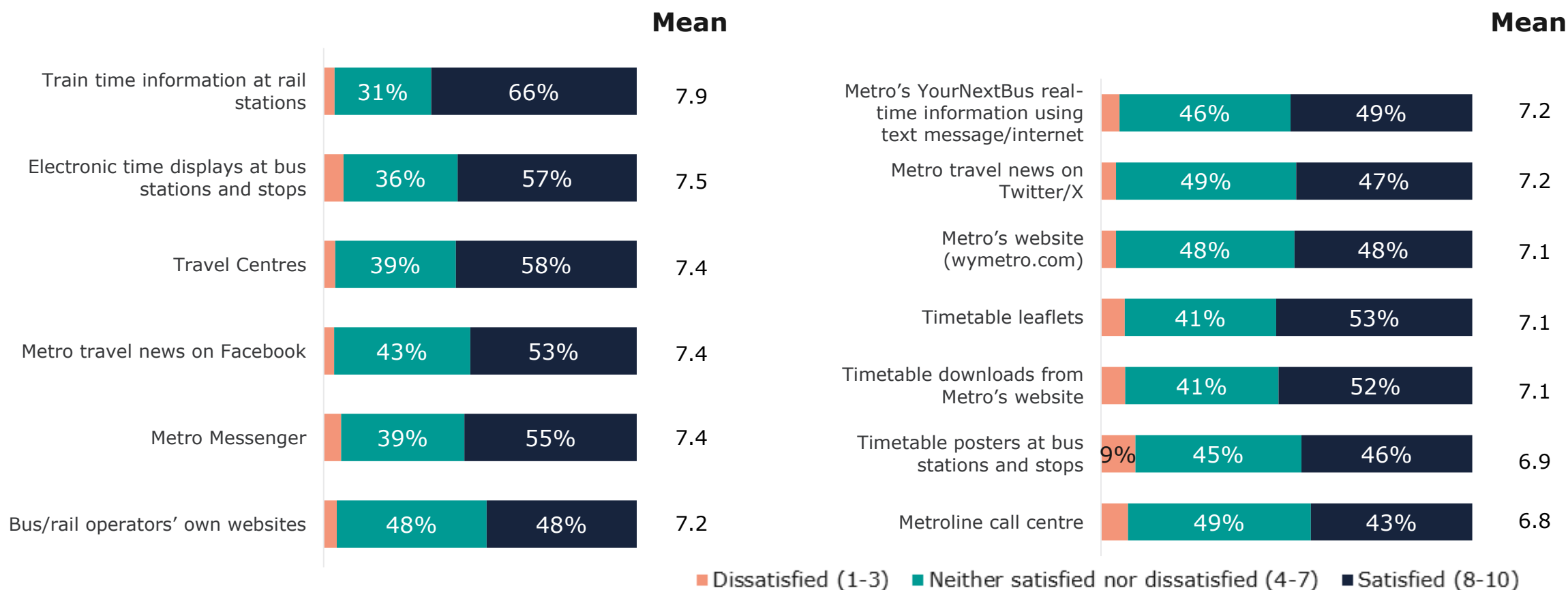
Source: D4. How often, if at all, do you use...

Base: Those who used a train or bus at least once monthly (bases varies between statements)



# Satisfaction with information sources

Like in the last wave, train time information at rail stations has the highest mean satisfaction score (7.9) followed by electronic time displays for buses (7.5). Dissatisfaction is low across the board, not exceeding 10% for any source.



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





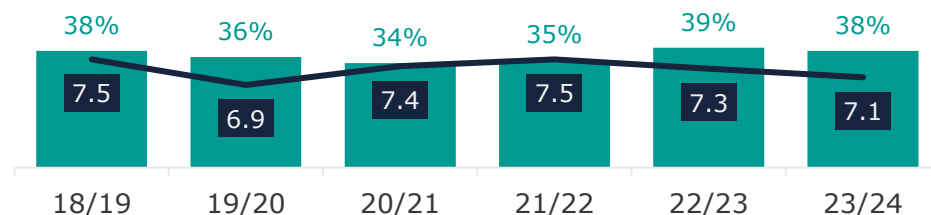
# Satisfaction with information sources: mean score (I)

There has been a notable decline in satisfaction in timetable downloads from Metro's website (-0.5).

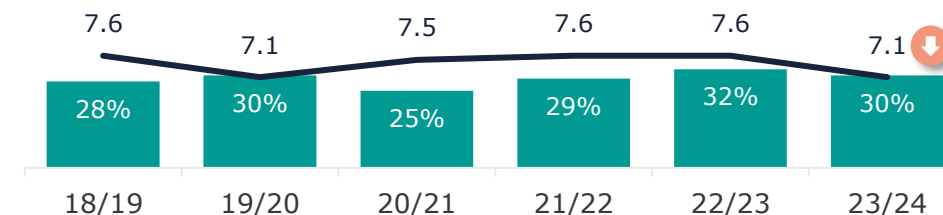

 Significant difference compared to previous wave

**Metro's website (wymetro.com)**

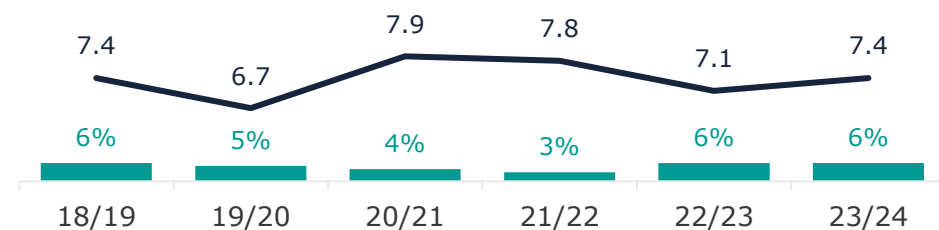
 % use frequently/occasionally  
 Satisfied mean score



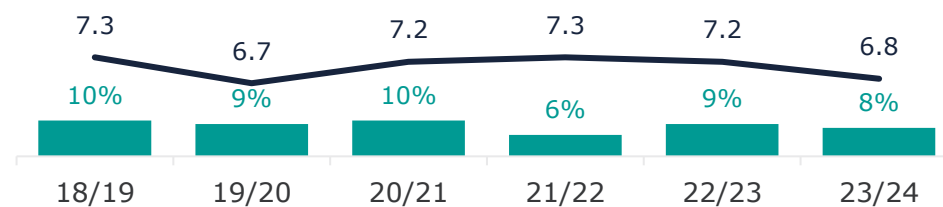
**Timetable downloads from Metro's website**



**Metro messenger**



**Metroline call centre**



**Source:** D4. How often, if at all, do you use... D5. How satisfied or dissatisfied are you with this information source?

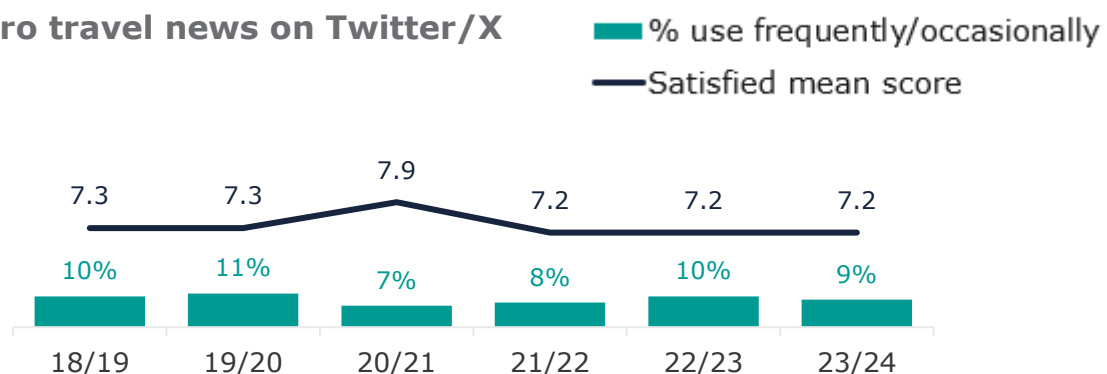
**Base:** D4. Those who used a train or bus at least once monthly (bases varies between statements.) D5. Those who use information source frequently/occasionally (varies between sources).

# Satisfaction with information sources: mean score (II)

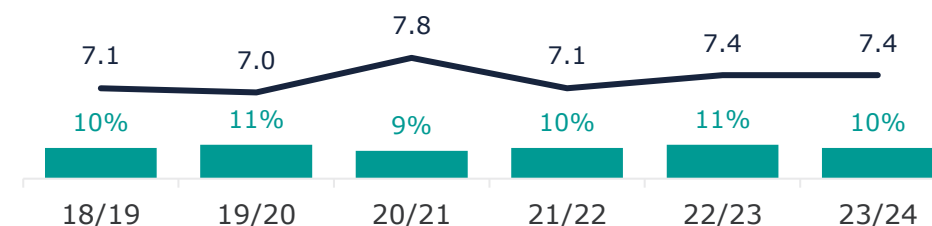
Results this year are largely unchanged, although the mean score for travel centres is down nominally (-0.3).



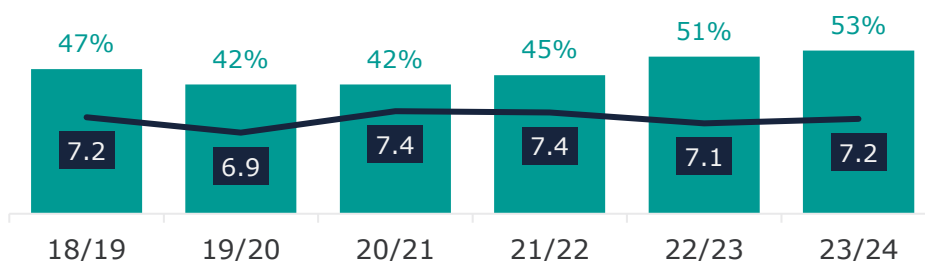
Metro travel news on Twitter/X



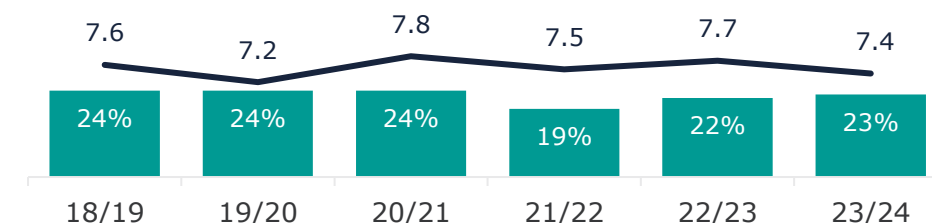
Metro travel news on Facebook



Bus/rail operators' own website



Travel Centres



Source: D4. How often, if at all, do you use... D5. How satisfied or dissatisfied are you with this information source?

Base: D4. Those who used a train or bus at least once monthly (bases varies between statements.) D5. Those who use information source frequently/occasionally (varies between sources).

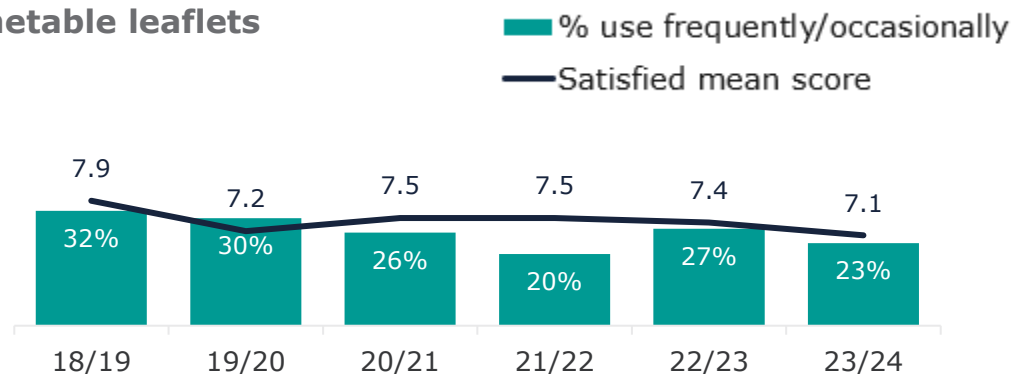
# Satisfaction with information sources: mean score (III)

There has been a significant decline in satisfaction concerning timetable posters at bus stations and bus stops (-0.4). Satisfaction for electronic time displays at bus stations and bus stops continues to trend downwards.

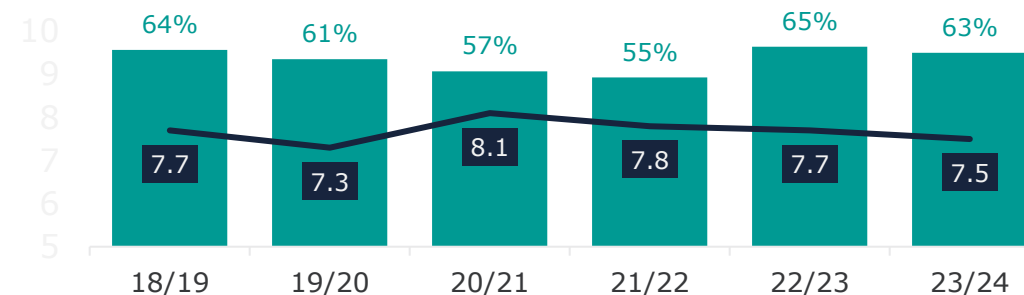


 Significant difference compared to previous wave

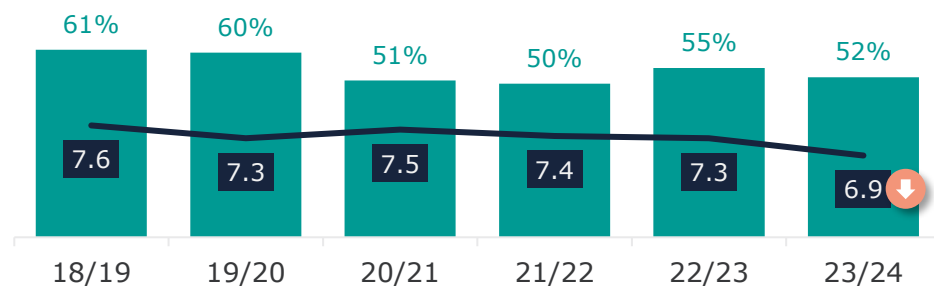
**Timetable leaflets**



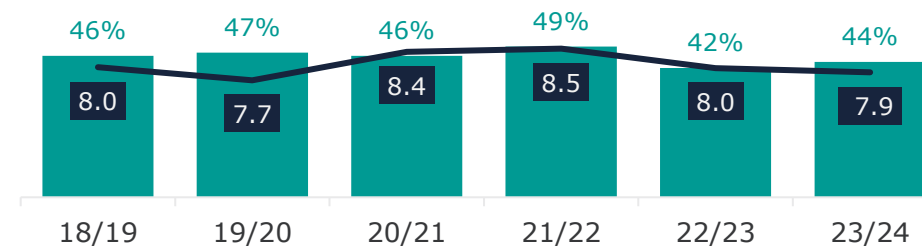
**Electronic time displays at bus stations and bus stops**



**Timetable posters at bus stations and bus stops**



**Train time information at rail stations**



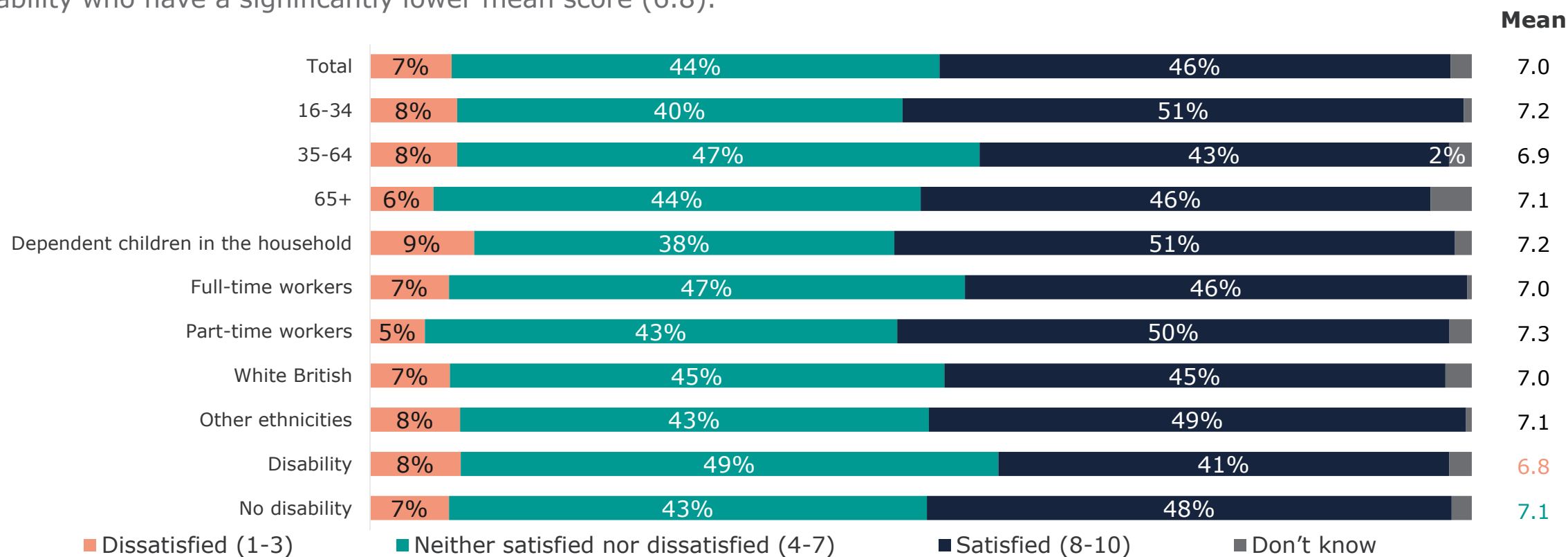
**Source:** D4. How often, if at all, do you use... D5. How satisfied or dissatisfied are you with this information source?

**Base:** D4. Those who used a train or bus at least once monthly (bases varies between statements.) D5. Those who use information source frequently/occasionally (varies between sources).



# Satisfaction with information available to inform bus journeys

The vast majority of people are either satisfied (46%) or neutral (44%) regarding the information available to them to inform bus journeys. Results are consistent across demographic groups, apart from those with a disability who have a significantly lower mean score (6.8).

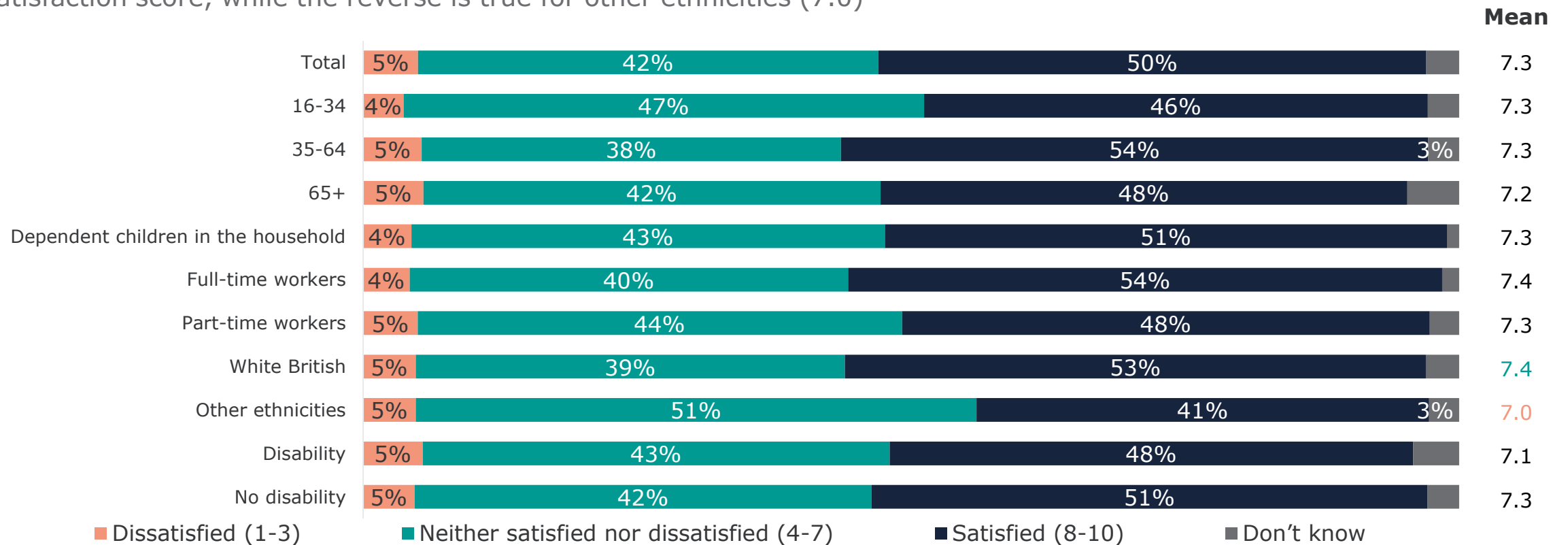


**Source: F11.** How satisfied are you overall with the information available to you to make bus journeys in West Yorkshire?  
**Base: F11:** all respondents who take a bus at least once a year or more often (n=1,242).

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

# Satisfaction with information available to inform train journeys

Likewise, the vast majority are satisfied with the information available to them to make train journeys, and dissatisfaction is marginally lower compared to buses. Those who are White British (7.4) have a higher mean satisfaction score, while the reverse is true for other ethnicities (7.0)



**Source: F12.** How satisfied are you overall with the information available to you to make train journeys in West Yorkshire?  
**Base: F12:** all respondents who take a train at least once a year or more often (n=1,223).

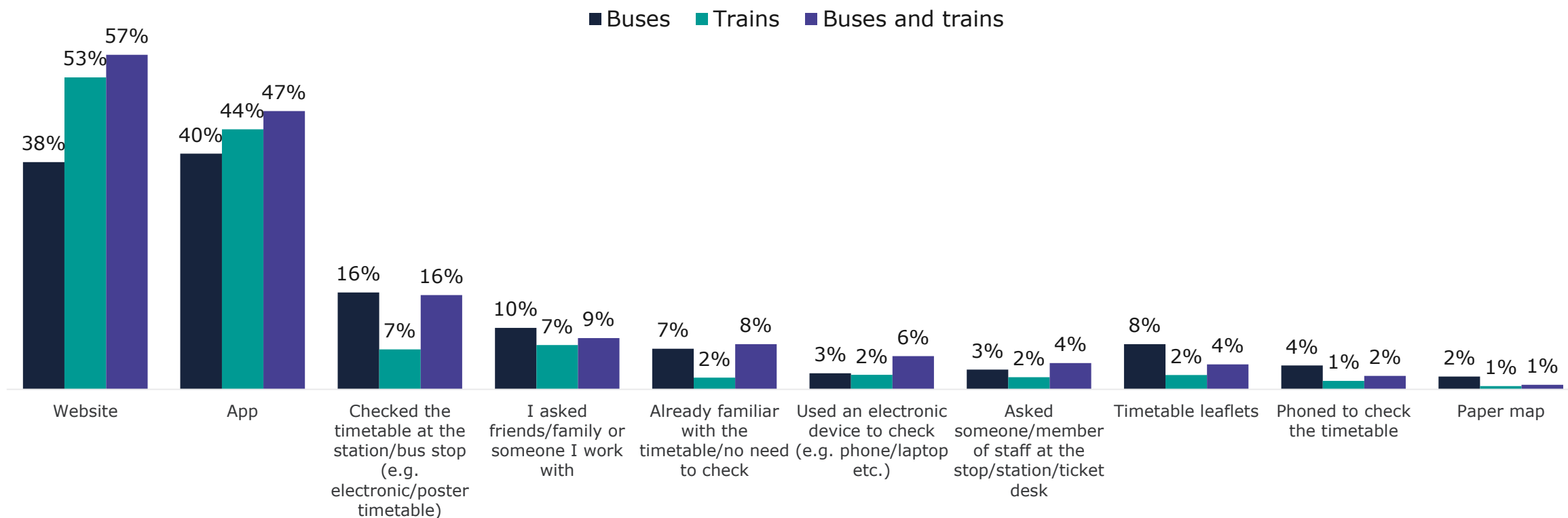
Teal/salmon text indicates a significantly better/worse result compared to total or comparator.





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

Websites and apps are by far the most popular sources of information used before journeys, regardless of the journey type. Just 6% say that they never pre-plan their journey.

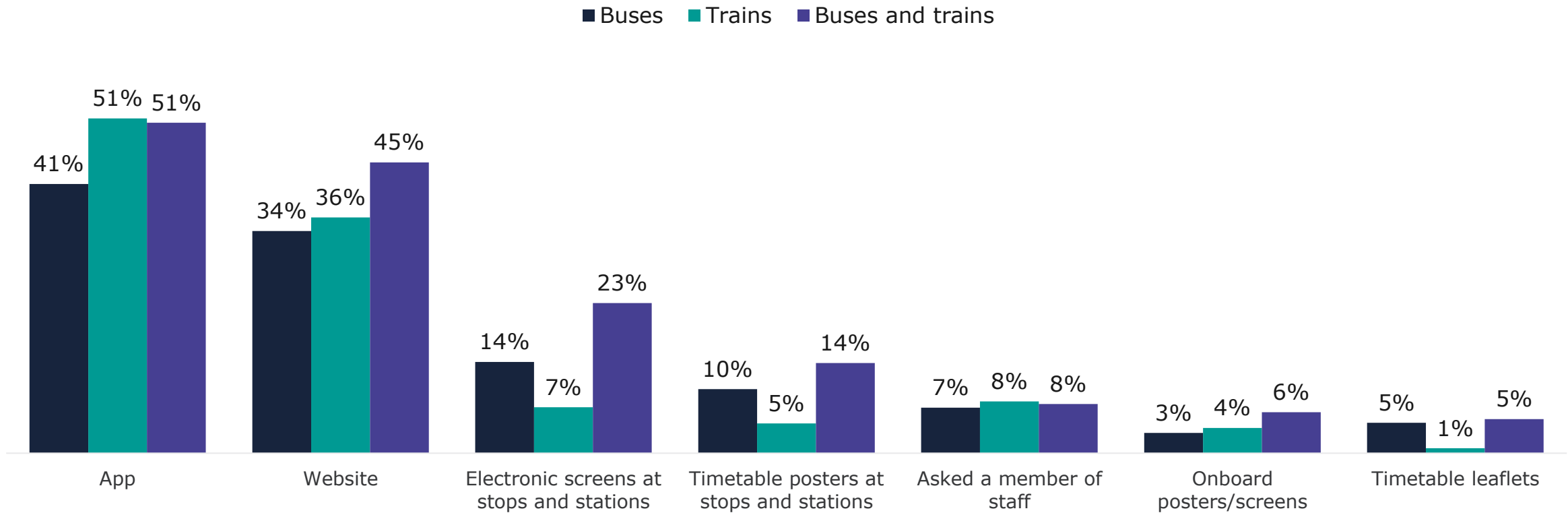


**Source: G11.** Thinking about the last time you planned a local bus or train journey before setting off, how did you get the information that you needed? **G60.** What types of transport did you look up information for? **Base:** those who pre-planned their journey (n=1,375). Other not displayed.



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

Three in ten say they never look for information while on a journey but for those that do, websites and apps are the most used sources.



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



# Appendix







# Satisfaction scores for West Yorkshire assets

Satisfaction score out of 10

	Mean Satisfaction Score (1 to 10)					
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
The speed of repairs to roads and pavements	5.3	3.9	4.4	4.5	4.6	4.1
The quality of repairs to roads and pavements	5.8	4.5	5.5	4.9	4.9	4.5
The quality of street lighting	7.5	6.9	7.2	7.3	7.2	7.1
Keeping road drains clear and working	6.9	5.8	6.2	6.2	6.3	5.8
Local bus services	6.7	6.0	7.0	6.2	5.9	6.0
Local train services	6.6	5.9	7.0	6.6	5.8	5.7
Local taxi services	7.4	7.4	7.7	7.1	7.0	7.0
The affordability of public transport	6.2	5.2	6.0	5.6	6.2	6.5
The quality of your nearest bus station	7.1	6.3	6.8	6.3	6.5	6.5
Provision of cycle routes and facilities	5.8	5.1	5.8	5.1	5.4	5.2
The affordability of motoring	5.9	5.4	5.6	5.6	5.3	5.5

**Source:** B2 Now please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following in your local area?

**Base:** Those who gave a valid importance rating at B1 (bases vary).



# Satisfaction scores for West Yorkshire assets: User Groups

## Affordability of Public Transport

Base shown in brackets

	Mean Satisfaction Scores (1 to 10)					
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
West Yorkshire (n=1596)	6.2	5.2	6.0	5.6	6.2	6.5
Dependent children in the household (n=390)	5.9	4.9	5.9	5.4	5.9	6.2
Full-time workers (n=631)	5.7	4.8	5.7	5.3	5.9	6.2
Part-time workers (n=234)	6.1	4.8	5.8	5.4	5.7	6.3
Social Grade – ABC1 (n=949)	5.8	5.2	5.9	5.6	6.2	6.5
Social Grade – C2DE (n=594)	6.2	5.3	6.1	5.6	6.2	6.6

## Affordability of Motoring

Base shown in brackets

	Mean Satisfaction Scores (1 to 10)					
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
West Yorkshire (n=1607)	5.9	5.4	5.6	5.6	5.3	5.5
Dependent children in the household (n=393)	5.9	5.0	5.4	5.4	5.4	5.3
Full-time workers (n=646)	5.7	5.3	5.5	5.4	5.1	5.3
Part-time workers (n=239)	6.2	5.4	5.6	5.4	5.4	5.4
Social Grade – ABC1 (n=971)	5.9	5.4	5.7	5.6	5.4	5.6
Social Grade – C2DE (n=588)	5.9	5.4	5.5	5.6	5.2	5.4

**Source:** B2 Now please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied) with each of the following in your local area?

**Base:** Those who gave a valid importance rating at B1 (n represents the number of valid responses at B2).





# Mode choice: public and active transport

## Frequency of use (%)

	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or twice a year	Less than once a year	Never
	Bus passenger						
2019/20	17	22	16	6	10	3	27
2020/21	9	13	11	6	14	5	42
2021/22	6	12	15	8	17	6	35
2022/23	13	19	19	10	11	6	22
2023/24	13	18	19	9	12	6	24
	Rail passenger						
2019/20	4	7	24	14	18	4	28
2020/21	2	4	16	11	22	7	37
2021/22	1	6	22	15	26	6	25
2022/23	3	9	22	19	19	9	21
2023/24	3	7	24	16	20	7	24

**Base:** All Respondents (1800). C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you...?



# Mode choice: public and active transport

## Frequency of use (%)

	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or twice a year	Less than once a year	Never
	Bicycle						
2019/20	3	5	3	2	4	2	81
2020/21	3	6	5	3	4	1	77
2021/22	2	5	4	2	5	2	80
2022/23	2	5	7	4	5	4	73
2023/24	2	5	5	3	4	4	77
	Walk at least 10 minutes						
2019/20	58	25	5	1	1	0	10
2020/21	56	26	5	2	0	0	10
2021/22	54	30	7	1	1	0	7
2022/23	56	26	6	3	2	1	6
2023/24	56	26	7	2	1	0	7

**Base:** All Respondents (1800). C7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you...?



# Mode choice: car use

## Frequency of use (%)

	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or twice a year	Less than once a year	Never
	Car / van driver						
2019/20	58	10	1	0	1	1	29
2020/21	54	19	3	1	1	0	23
2021/22	63	17	2	0	0	0	17
2022/23	50	18	4	1	1	1	25
2023/24	52	16	3	1	1	1	27
	Car / van passenger						
2019/20	28	37	13	5	3	1	13
2020/21	19	33	17	5	5	1	20
2021/22	22	39	17	5	4	1	13
2022/23	18	37	18	9	5	2	11
2023/24	19	37	21	5	5	2	11

**Base:** All Respondents (1800). QC7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you...?



# Mode choice: car and motorcycle use

Frequency of use (%)

	At least 4 days per week	1 to 3 days per week	1 to 3 times per month	Every 2 to 3 months	Once or twice a year	Less than once a year	Never
	Taxi passenger						
2019/20	5	20	29	13	13	2	19
2020/21	2	12	22	13	19	3	30
2021/22	2	11	28	16	19	3	21
2022/23	2	12	27	18	18	6	18
2023/24	2	13	29	17	17	5	17
	Motorcyclist/Motor-scooterist						
2019/20	1	1	1	1	1	0	95
2020/21	1	1	1	0	0	0	96
2021/22	0	1	1	0	0	1	97
2022/23	1	2	2	2	1	1	90
2023/24	1	2	2	1	1	1	90

**Base:** All Respondents (1800). QC7. Thinking about how you travel in West Yorkshire, including the West Yorkshire part of cross-boundary journeys, how often do you...?



# Awareness of information sources

Awareness (all respondents) (%)

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





# Satisfaction with information sources

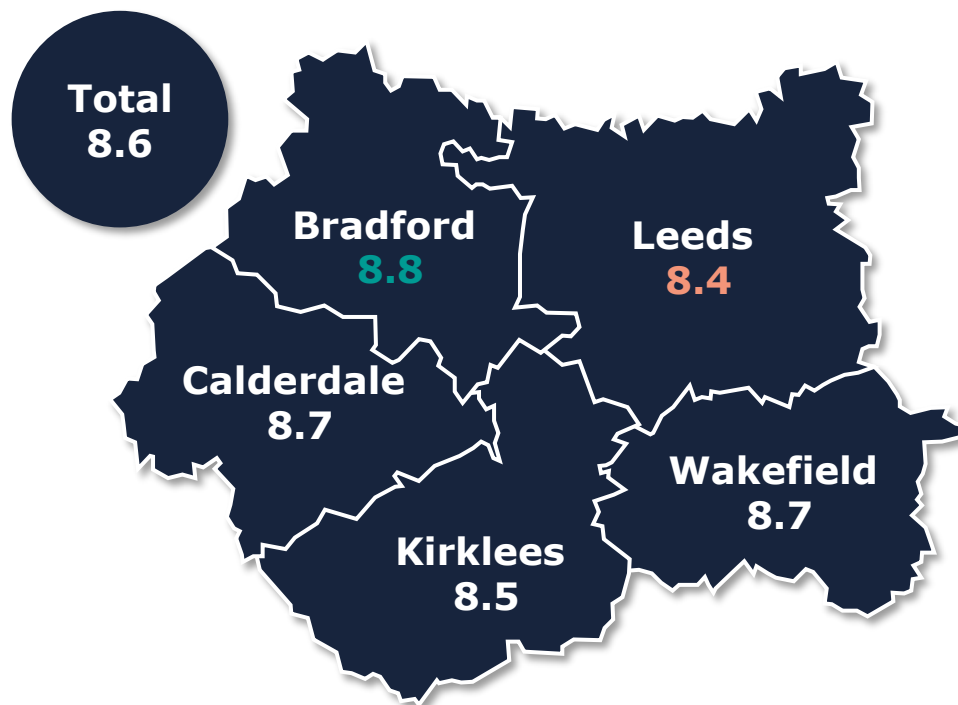
Satisfaction score out of 10

Information Source	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Bus/rail operators' own websites	7.2	6.9	7.4	7.4	7.1	7.2
Metro's website (wymetro.com)	7.5	6.9	7.4	7.5	7.3	7.1
Timetable downloads from Metro's website	7.6	7.1	7.5	7.6	7.6	7.1
Timetable leaflets	7.9	7.2	7.5	7.5	7.4	7.1
Metroline call centre	7.3	6.7	7.2	7.3	7.2	6.8
Metro Messenger	7.4	6.7	7.9	7.8	7.1	7.4
Metro travel news on Twitter/X	7.3	7.3	7.9	7.2	7.2	7.2
Metro travel news on Facebook	7.1	7.0	7.8	7.1	7.4	7.4
Travel Centres	7.6	7.2	7.8	7.5	7.7	7.4
Timetable posters at bus stations and stops	7.6	7.3	7.5	7.4	7.3	6.9
Electronic time displays at bus stations and stops	7.7	7.3	8.1	7.8	7.7	7.5
YourNextBus: text message	7.7	7.4	7.6	7.4	7.5	7.2
YourNextBus: smartphone	7.6	7.4	7.9	7.9		
Train time information at rail stations	8.0	7.7	8.4	8.4	8.0	7.9

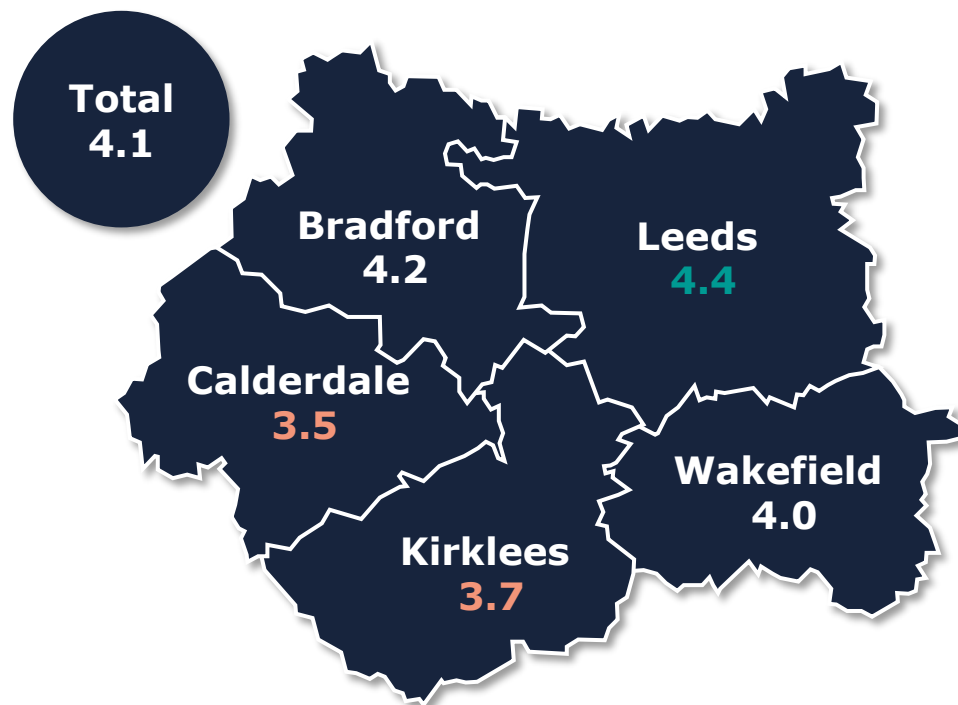


# The speed of repairs to roads and pavements

## Importance mean score



## Satisfaction mean score



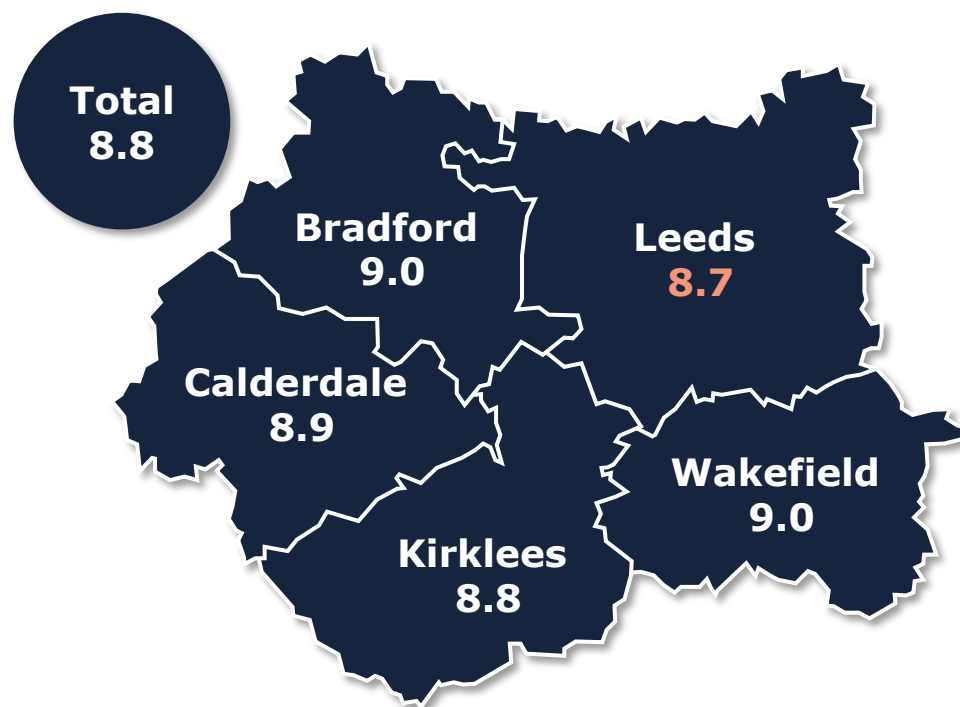
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

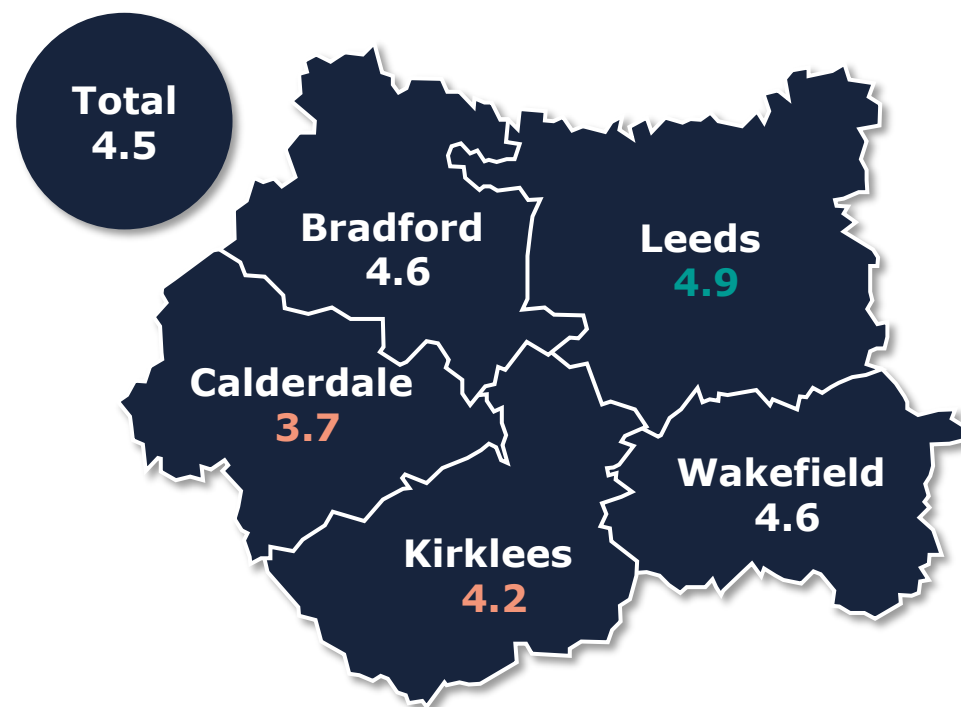
# The quality of repairs to roads and pavements



## Importance mean score



## Satisfaction mean score



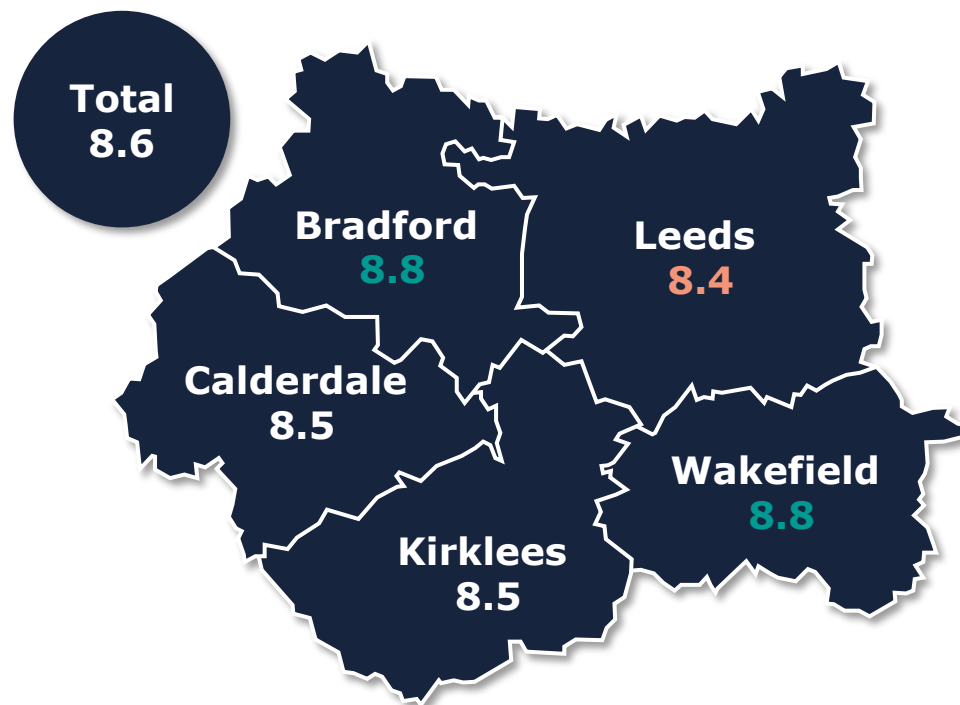
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

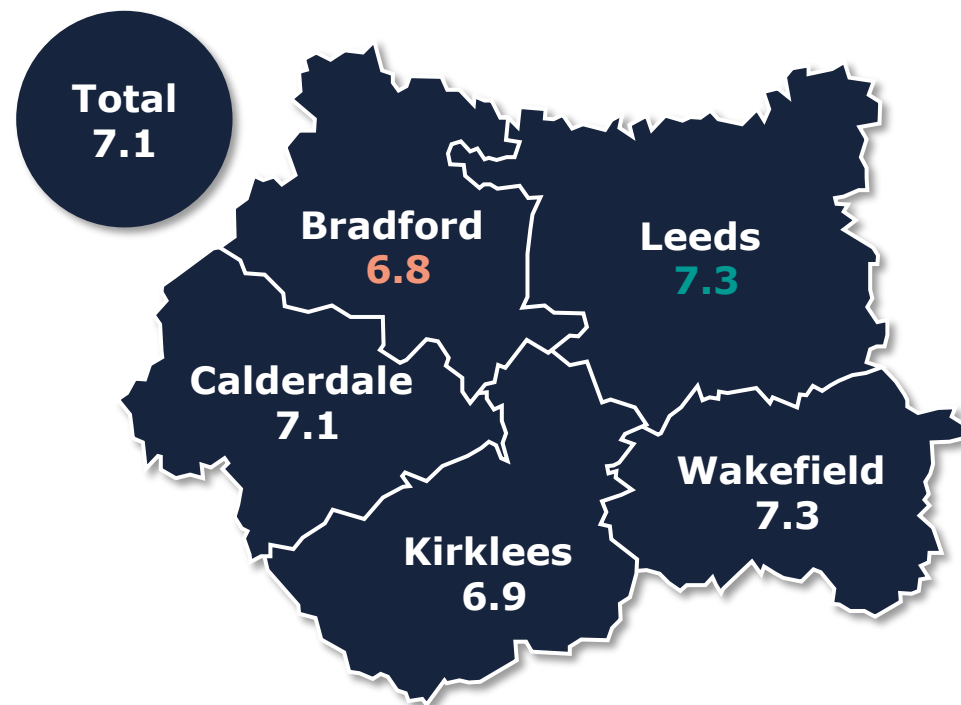
# The quality of street lighting



## Importance mean score



## Satisfaction mean score



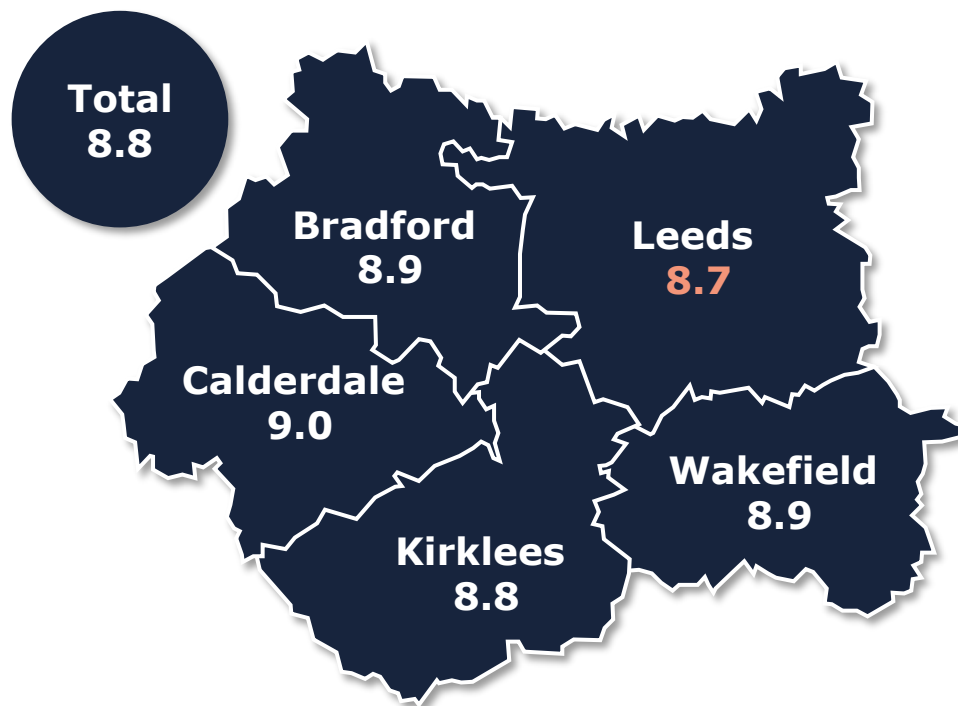
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

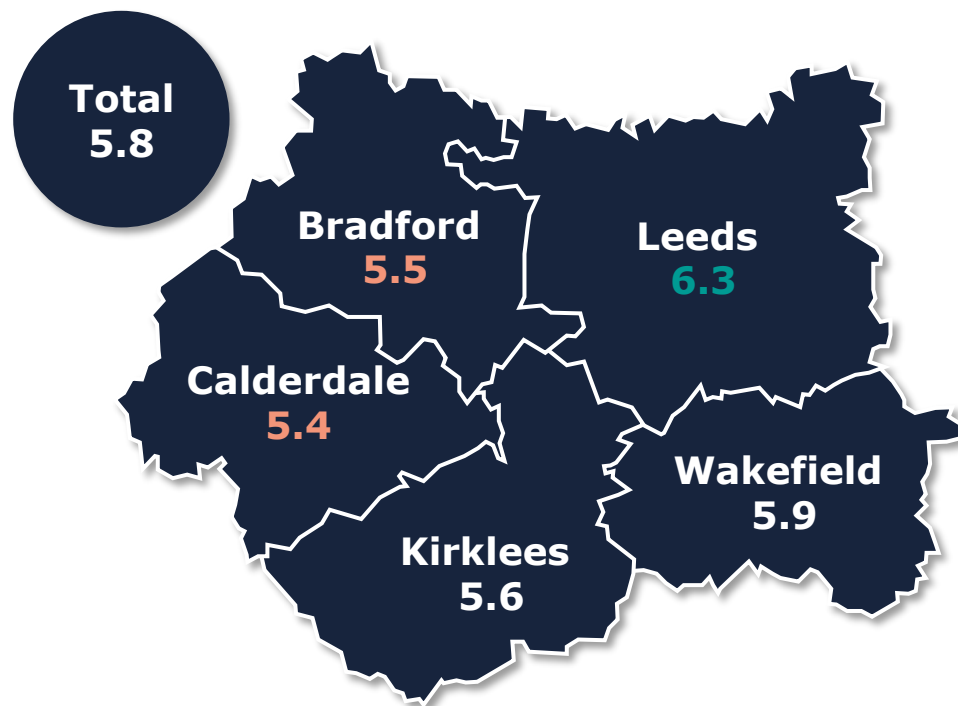


# Keeping road drains clear and working

## Importance mean score



## Satisfaction mean score



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

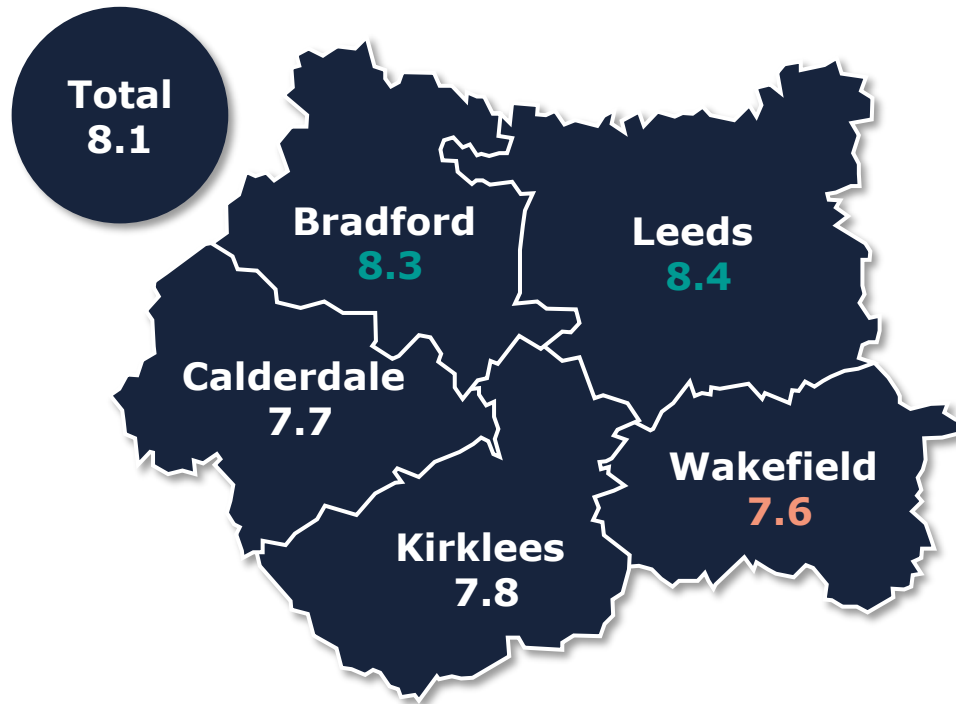
Teal/salmon text indicates a significantly better/worse result compared to total.



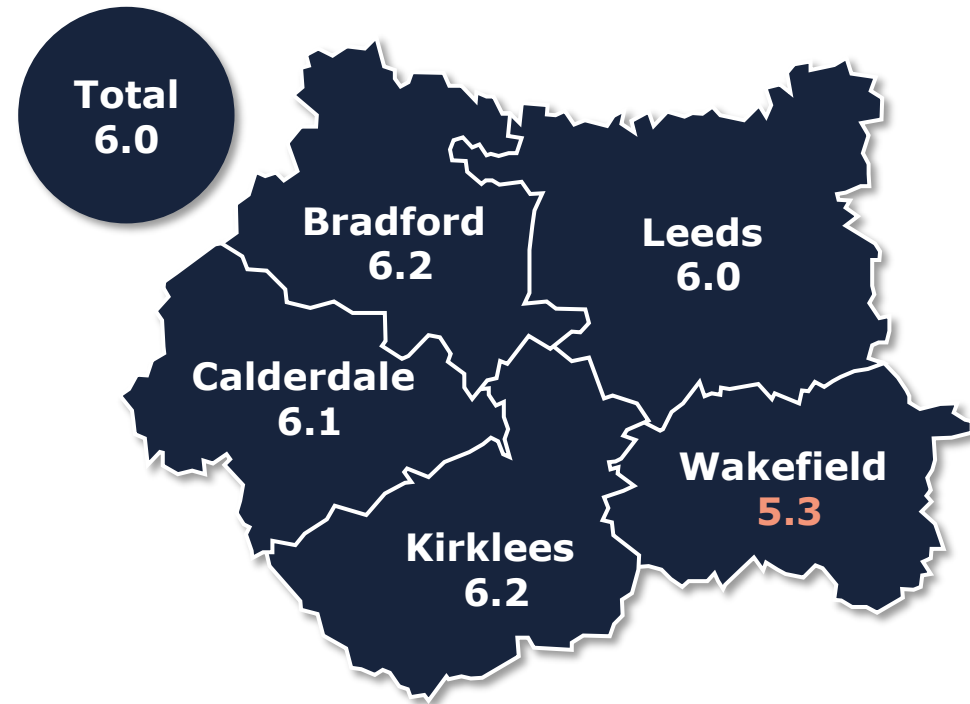
# Local bus services



## Importance mean score



## Satisfaction mean score



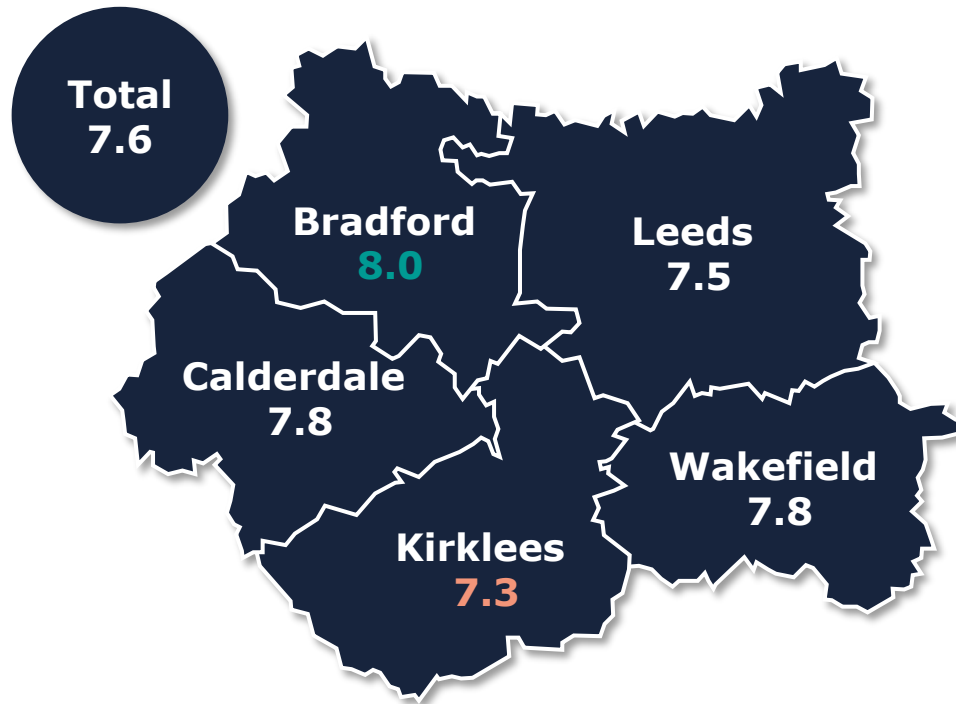
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

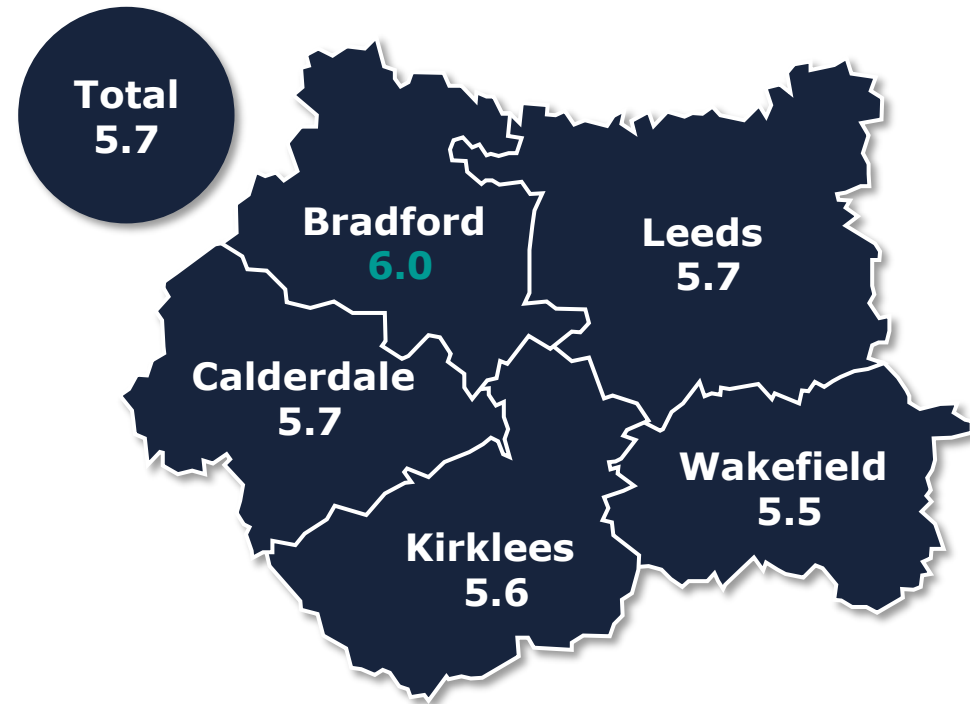
# Local train services



## Importance mean score



## Satisfaction mean score



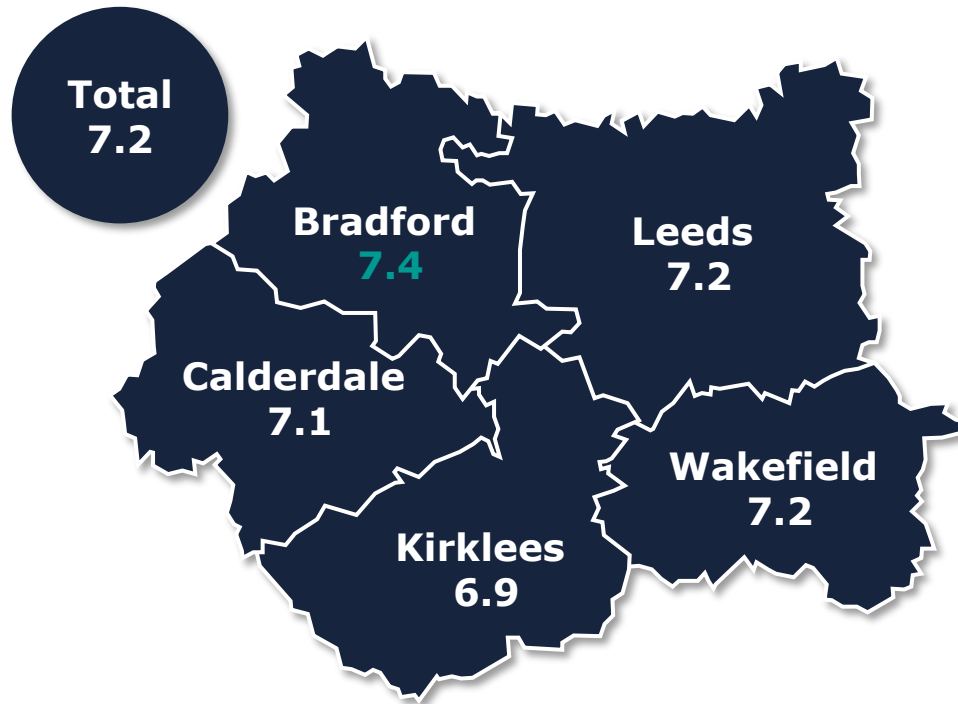
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

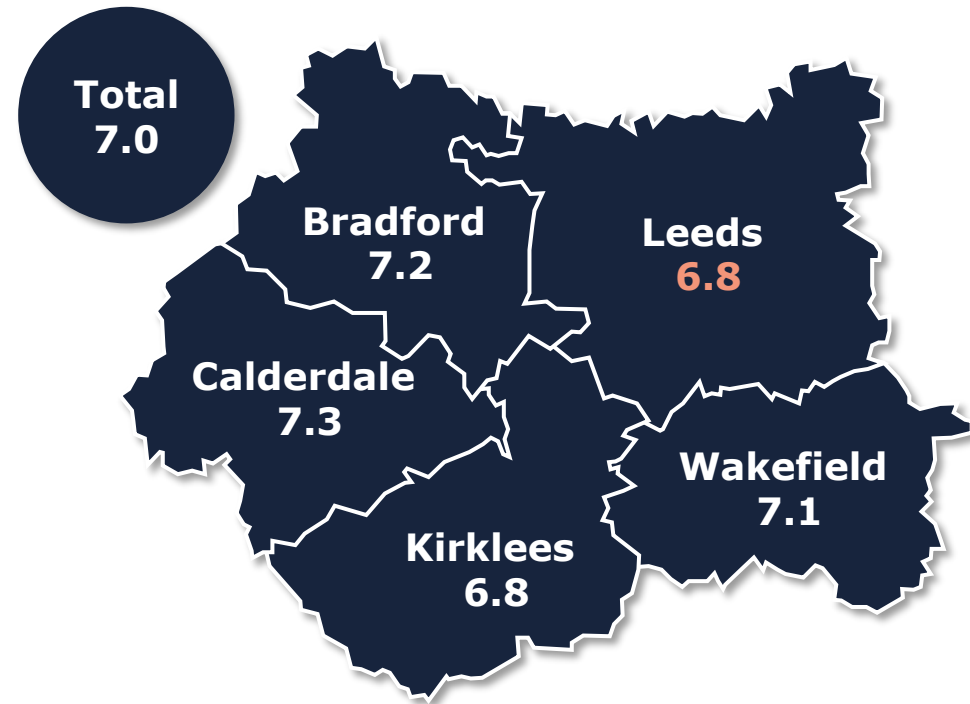
# Local taxi services



## Importance mean score



## Satisfaction mean score



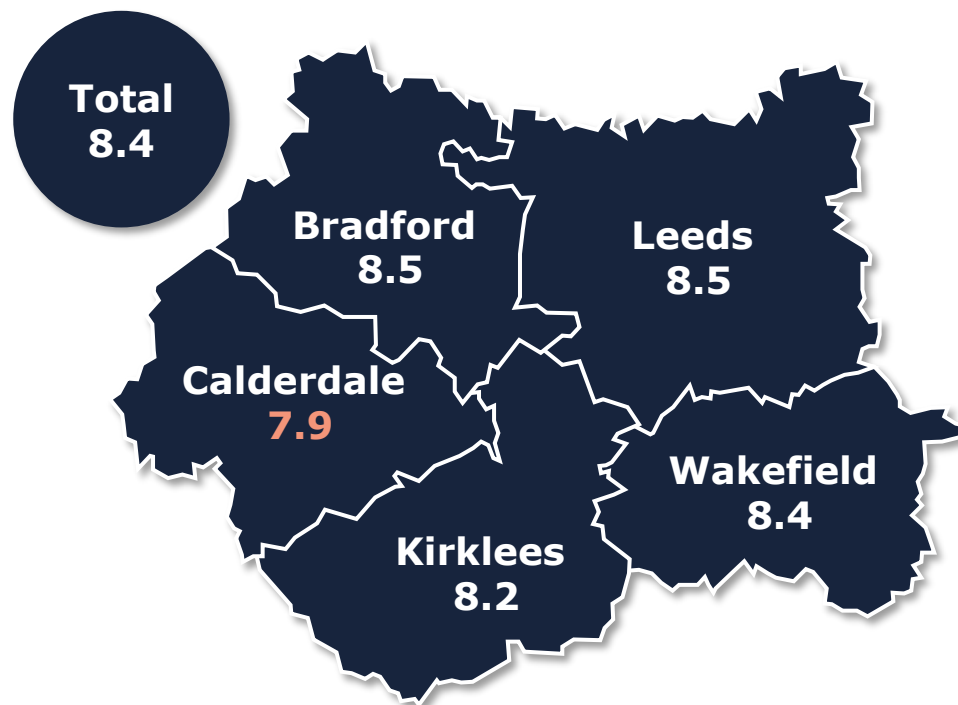
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

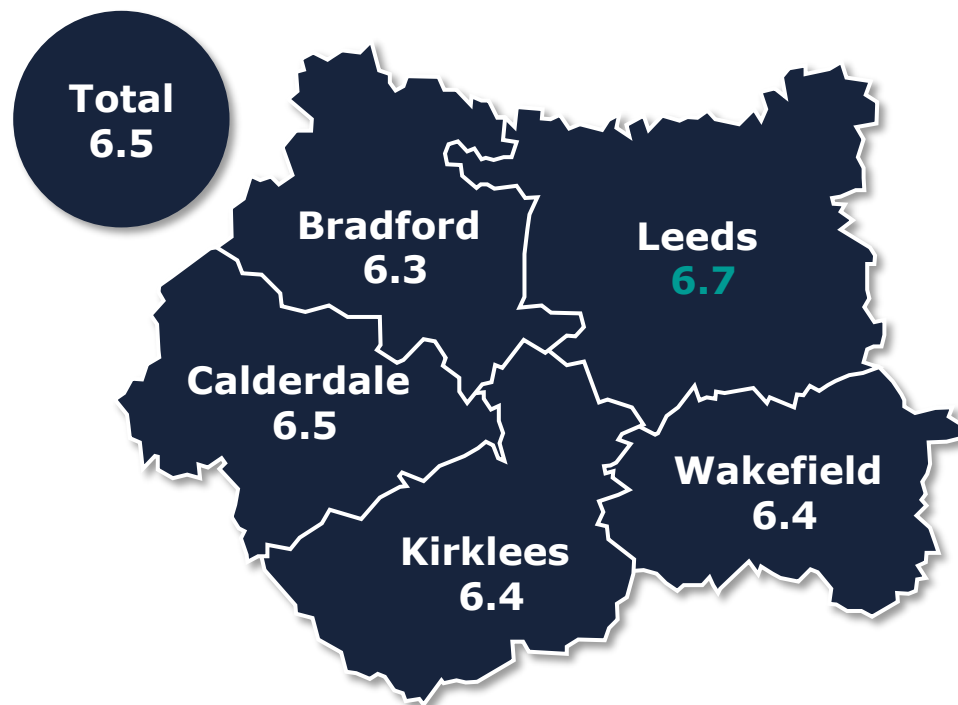


# The affordability of public transport

## Importance mean score



## Satisfaction mean score



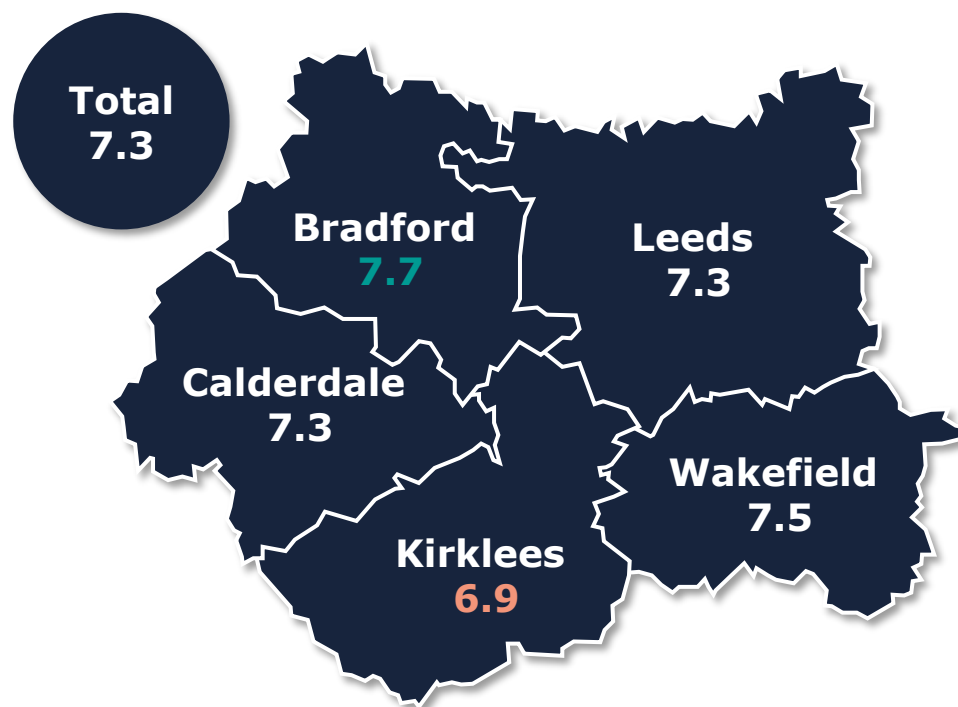
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

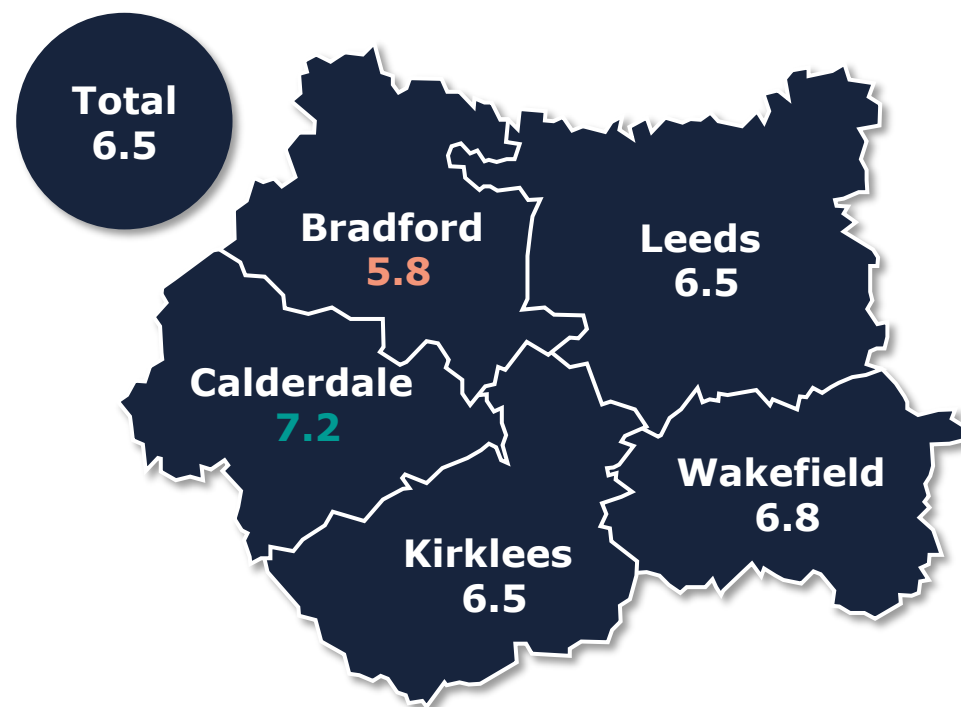
# The quality of your nearest bus station



## Importance mean score



## Satisfaction mean score



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

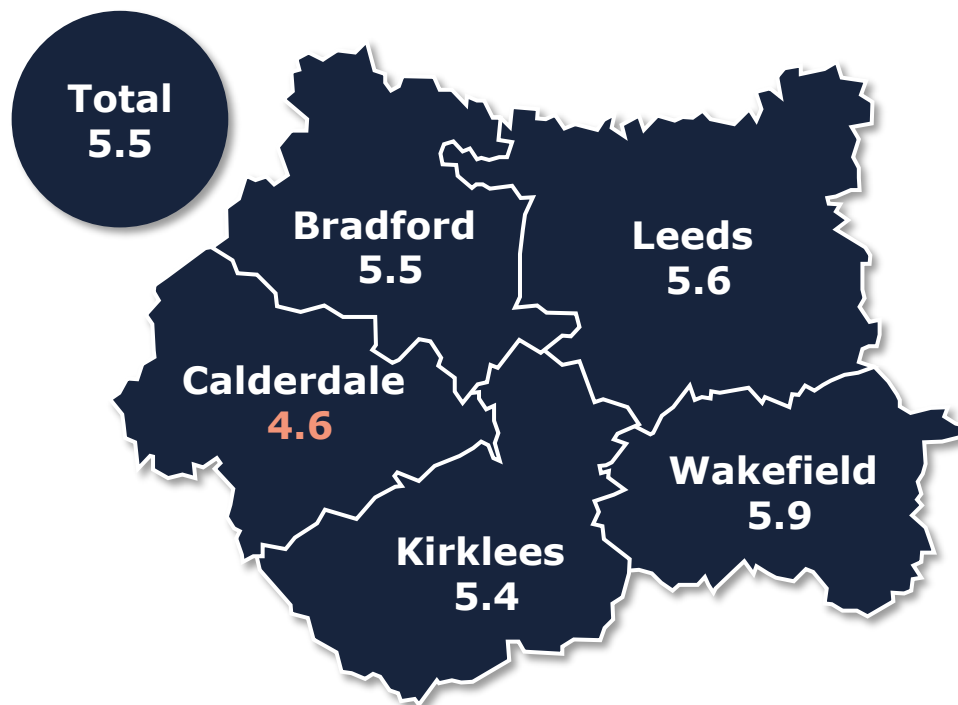
Teal/salmon text indicates a significantly better/worse result compared to total.



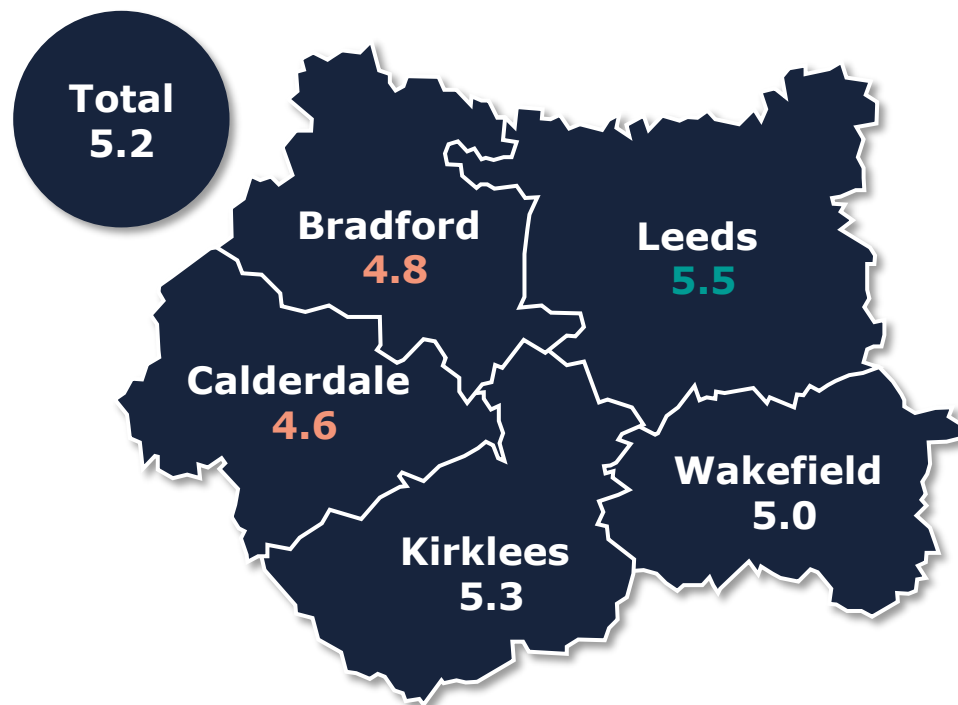


# Provision of cycle routes and facilities

## Importance mean score



## Satisfaction mean score



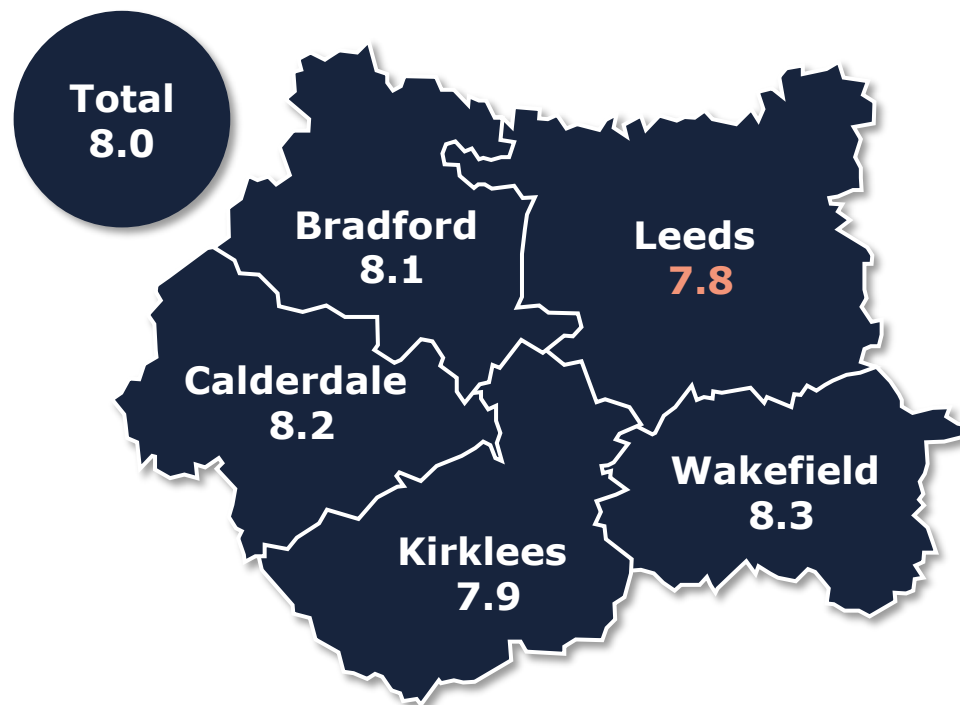
**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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

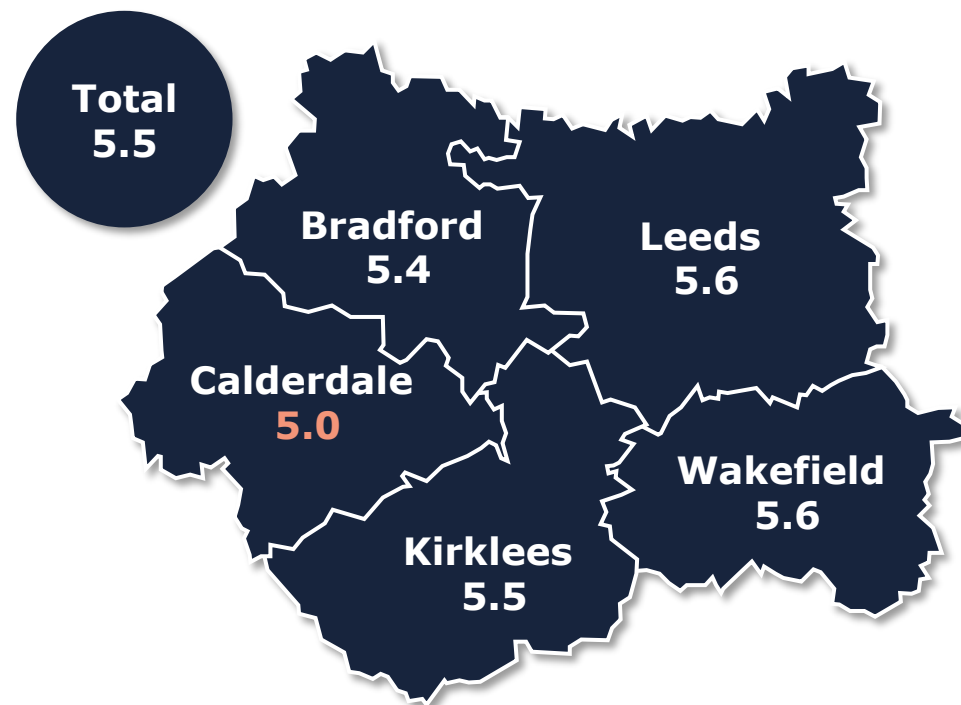


# The affordability of motoring

## Importance mean score



## Satisfaction mean score

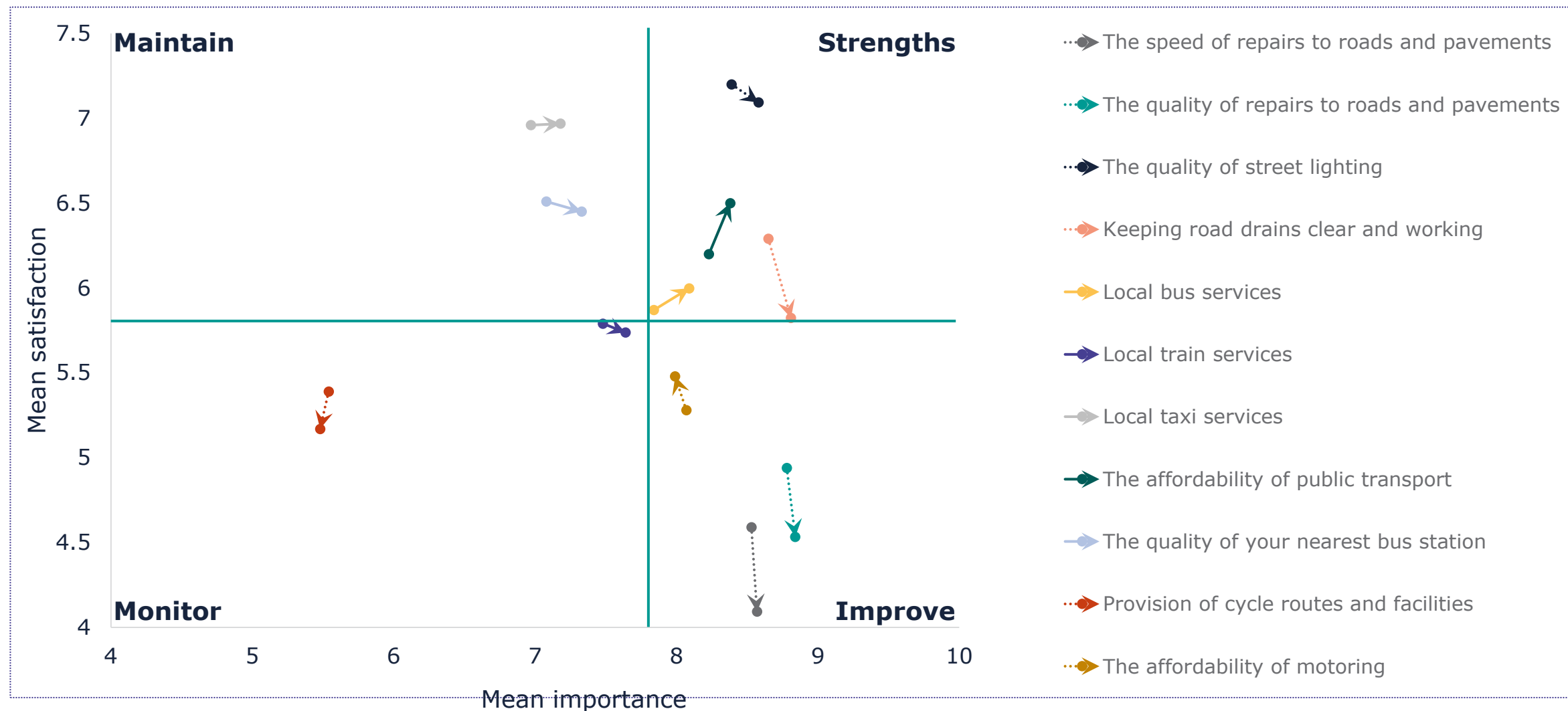


**Source:** B2. Please say how satisfied you are on a scale of 1 (very dissatisfied) to 10 (very satisfied).  
**Base:** all respondents who gave a valid importance rating at B1 (bases vary).

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



# Importance & satisfaction: year-on-year



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

# For more information



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