

Transport for Leeds
Final consultation Results

Final Report

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SUMMARY

Consultation on the Transport for Leeds project ran from November 2008 to January 2009, and started with a four day public exhibition at Victoria Gardens in Leeds City Centre. Consultation packs (containing a leaflet, questionnaire and freepost envelope) were given out to those who did not have time to or wish to enter the trailer on the exhibition day. A further 1,400 consultation packs were distributed to members of the public on 18th and 19th December 2008 in Leeds City Centre. The packs were also available at libraries across Leeds and information on the proposals, with an online questionnaire, was made available on the internet.

There was a good response to the Transport for Leeds consultation and over 2,500 questionnaires were completed. All age and ethnic groups were represented and respondents came from all over Leeds and the outlying areas.

Traffic congestion was seen as the greatest transport problem in Leeds, followed by the cost of bus fares and late or cancelled buses. As expected, opinions about transport problems varied according to the usual mode travelled into Leeds:

- | Those who travel to Leeds by car placed greater emphasis on traffic congestion and the cost and availability of parking;
- | Those who travel to Leeds by bus place greater emphasis on the cost of fares, bus reliability, bus frequency and bus journey times; and
- | Those who travel to Leeds by train place greater emphasis on train crowding, late or cancelled services, frequency of services and train quality.

Over half of the respondents have changed their travel behaviour as a result of congestion. Changes relate to the time of travel, route taken, where people travel to and how the journey is made. Amongst those who drive to Leeds and have changed their behaviour, almost half stated that this involved a change in the time of travel.

A wide range of transport improvements were requested. The most popular suggestions were for more reliable and frequent public transport, cheaper fares, reduced road congestion and crowding on public transport and more Park & Ride sites. The issue of fares increased in importance when examined only amongst non-concessionary travel pass holders, and over 40% of this group requested cheaper fares.

1 Introduction

Background

- 1.1 In September 2008 Steer Davies Gleave was commissioned by Metro to assist with the public consultation for the Transport for Leeds (TFL) project and New Generation Transport (NGT) proposals. This included a four day public exhibition at Victoria Gardens in Leeds City Centre in November 2008 and the design and analysis of feedback questionnaires.
- 1.2 The exhibition was well attended by over 1,000 people as shown in Table 1-1.

TABLE 1-1 NUMBER OF PEOPLE THAT ATTENDED THE EXHIBITION

Day	No of people at the exhibition
Wednesday 12 th Nov (10am - 5pm)	275
Thursday 13 th Nov (10am - 8pm)	271
Friday 14 th Nov (10am - 6pm)	397
Saturday 15 th Nov (10am - 4pm)	234
Total	1,077

- 1.3 The purpose of the exhibitions was to show the Transport for Leeds and NGT proposals to members of the public and seek feedback on them to help inform ideas.
- 1.4 Questionnaires to capture people's views on the proposals were made available for people to complete at the exhibition, and consultation packs (containing a leaflet, questionnaire and freepost envelope) were given out to those who did not have time to or wish to enter the trailer on the exhibition day. A further 1,400 consultation packs were distributed to members of the public on 18th and 19th December 2008 in Leeds City Centre. Information on the proposals, with an online questionnaire, was also made available on the internet.
- 1.5 This report summarises the responses to the TFL questionnaire. A copy of the questionnaire is provided as Appendix A.

Number of responses

- 1.6 Table 1-2 illustrates the number and type of questionnaire responses received during the consultation period. This started on 12th November 2008 and finished on 9th January 2009.

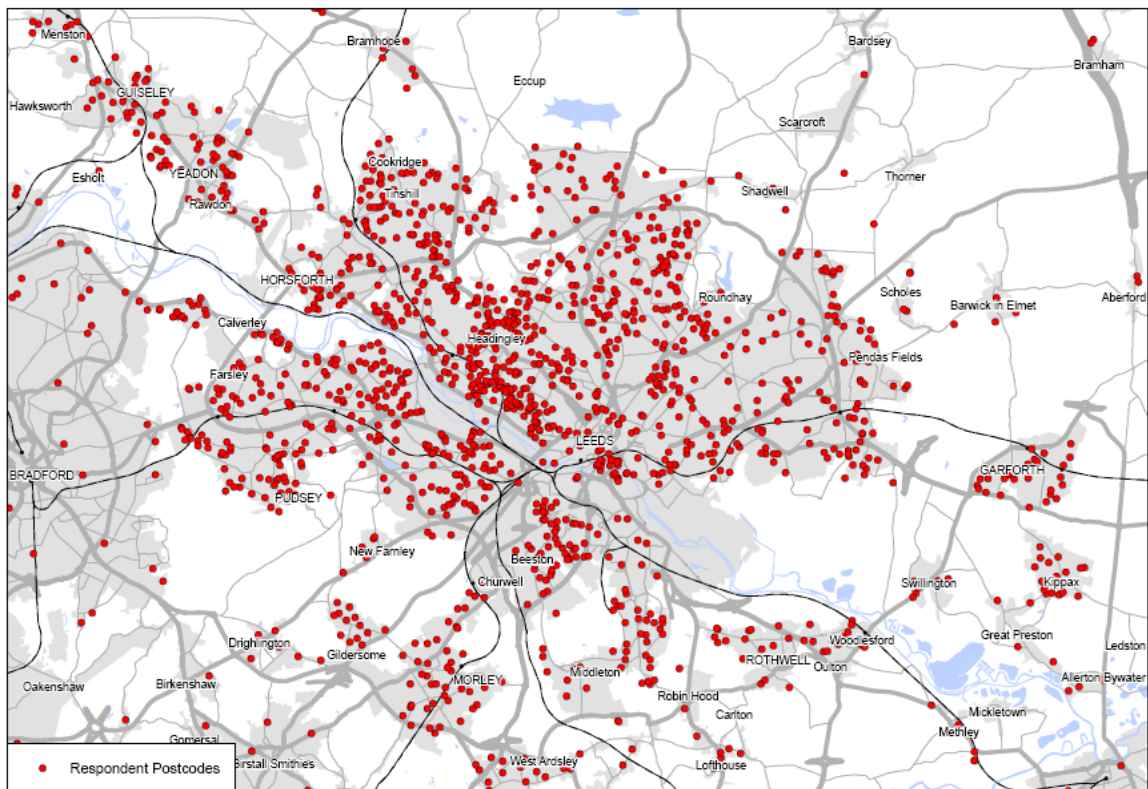
TABLE 1-2 TFL QUESTIONNAIRE RESPONSES

Type of questionnaire	No of completed forms	% of all completed forms
Exhibition	989	38%
Internet	972	37%
Freepost - received soon after exhibition	512	19%
Freepost - received soon after extra promotion	158	6%
Total	2,631	100%

1.7 There was an excellent questionnaire response from the exhibition and 92% of all those attending completed a Transport for Leeds questionnaire. The response rate for the forms handed out during the extra promotion was 11%, which is good given that there was no supporting activity at the time (such as an exhibition) and there was no incentive for questionnaire completion.

1.8 Respondent postcodes have been mapped to illustrate the spread of responses. This is presented in Figure 1.1 and shows that respondents came from all over Leeds, with a large concentration around Headingley.

FIGURE 1.1 GEOGRAPHICAL SPREAD OF RESPONDENT POSTCODES



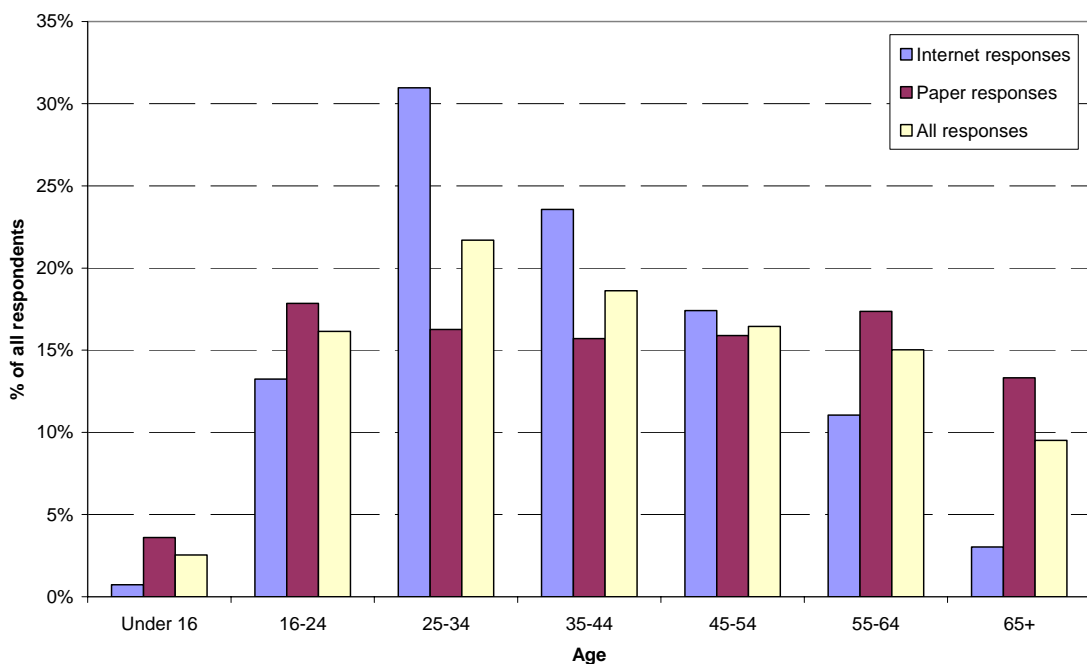
2 Results of the consultation

2.1 The results presented in this report came from those who chose to take part in the consultation. They may not be representative of the wider Leeds population.

Respondent demographics

2.2 56% of all respondents were males and 44% were females. Responses came from a mixed age group, including 3% that were under 16 years old. The age of respondents was compared against the means of questionnaire completion to identify whether there were any patterns. The results are presented in Figure 2.1.

FIGURE 2.1 AGE OF RESPONDENTS



2.3 Figure 2.1 shows that, as with the NGT consultation response, a greater proportion of internet responses were completed by those aged 25 - 44 years old compared to the paper forms. (55% of internet forms were completed by this age group compared to 32% of paper forms). Those under 24 years old made up a greater proportion of the paper responses than internet, but it is not possible to identify whether this, and the pattern identified above, is influenced by choice of how to participate or awareness of all options. The latter issue relates to how the different consultation options were advertised and whether this reached all age groups.

2.4 Those aged over 55 years old were less likely to complete the internet form compared to a paper one.

2.5 The respondents' age profile does not fully align with the Leeds population (identified in the 2001 Census), although all groups are represented and there is a good spread of age ranges. Those under 16 and over 65 years old are under-represented (which is to be expected) whilst those aged 16 to 64 years old are over-represented.

TABLE 2-1 AGE OF RESPONDENTS COMPARED TO THE LEEDS POPULATION

Age	NGT respondents	Leeds residents (2001 Census)
Under 16	3%	20%
16-24	18%	14%
25-34	20%	15%
35-44	17%	14%
45-54	17%	12%
55-64	17%	10%
65+	9%	15%
Total	100%	100%

- 2.6 The respondents were asked whether they suffer from a long term illnesses and if they do, whether it affects the way they travel. 15% of respondents stated that they suffer from such an illness and 7% stated that they suffer from a long standing illness that affects the way they travel.
- 2.7 The respondents were from a wide range of ethnicities. The full breakdown is provided in Table 2-2 and compares well with that of the Leeds population (identified in the 2001 Census). All ethnic groups were represented by those providing feedback.

TABLE 2-2 RESPONDENT ETHNIC PROFILE

Ethnic group	% of Leeds residents (2001 Census)	% of TFL respondents
White: British	89.2%	87.6%
White: Irish	1.2%	1.3%
White: Other White	1.5%	3.4%
Mixed: White and Black Caribbean	0.6%	0.4%
Mixed: White and Black African	0.1%	0.2%
Mixed: White and Asian	0.4%	0.4%
Mixed: Other Mixed	0.2%	0.6%
Asian or Asian British: Indian	1.7%	1.2%
Asian or Asian British: Pakistani	2.1%	1.0%
Asian or Asian British: Bangladeshi	0.4%	<0.1%
Asian or Asian British: Other Asian	0.3%	0.6%
Black or Black British: Caribbean	0.9%	1.0%
Black or Black British: African	0.3%	1.0%
Black or Black British: Other Black	0.2%	0.1%
Chinese or other ethnic group: Chinese	0.5%	0.5%
Chinese or other ethnic group: Other ethnic group	0.4%	0.6%
Gypsy/traveller	-	0.1%

- 2.8 The ethnicity of respondents was also compared to the type of questionnaire response to identify whether there were any patterns. The results are presented in Table 2-3 and show that ethnic groups other than White and Chinese & Other were less likely to complete an internet form than a paper one. The sample size of groups other than White are small however, therefore this suggestion must be treated with a degree of caution.

TABLE 2-3 ETHNIC GROUP AND QUESTIONNAIRE COMPLETION

Ethnic group	No of respondents within group	% of group completing paper forms	% of group completing internet forms
White	1,587	72%	28%
Asian or Asian British	63	79%	21%
Black or Black British	38	89%	11%
Chinese and Other ethnic groups	30	67%	33%
Mixed	30	80%	20%

- 2.9 The occupation of the respondents was also recorded and is presented in Table 2-4. It shows that almost two thirds of the sample are employed/self employed.

TABLE 2-4 RESPONDENT OCCUPATION

Occupation	% of respondents
Employed/self employed	65%
Retired	15%
At school/college/university	14%
Unemployed	4%
Other	1%
At home/keeping house	1%

- 2.10 Respondents gave details of their existing transport opportunities. The respondents' car ownership profile compares well to that of Leeds and almost one third of the sample lives in a non-car owning household.

TABLE 2-5 CAR OWNERSHIP

Number of cars in household	% of respondents	% of Leeds residents (2001 Census)
0	29%	34%
1	44%	42%
2+	26%	24%

- 2.11 A question was asked about the ownership of a concessionary pass that allows free bus travel and/or reduced train fares. Fewer than 30% stated that they own such a pass, including 97% of those aged over 65 years old. Over half of all under 16s and those aged 55 to 64 years old were concessionary pass holders.

Travel into Leeds

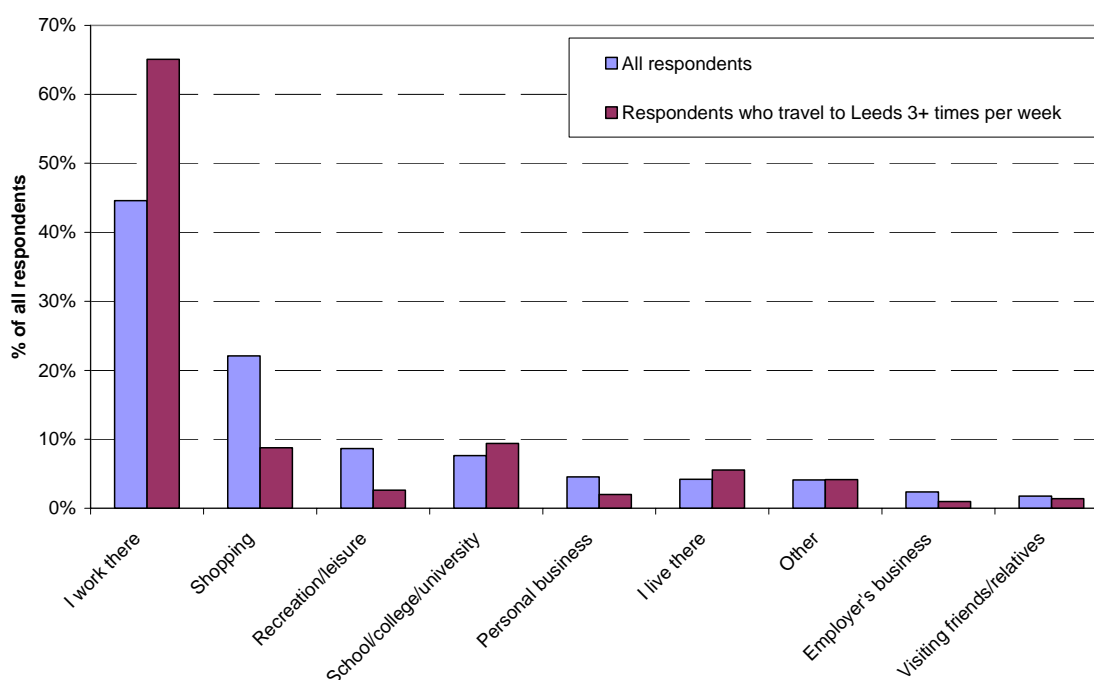
- 2.12 Respondents were asked how often they travel into Leeds City Centre on average. Two thirds travel there three or more times a week, as presented in Table 2-6.

TABLE 2-6 FREQUENCY OF TRAVEL INTO LEEDS

Frequency	% of respondents
Three or more times a week	66%
Once or twice a week	20%
Less than once a week but more than once a month	9%
Once a month or less	5%
Very rarely	1%

- 2.13 The questionnaire asked why people travel into Leeds most often. The most common response was for work, followed by shopping. The results are compared between the whole sample and those who travel into Leeds three or more times a week.

FIGURE 2.2 REASONS TO TRAVEL INTO LEEDS CITY CENTRE

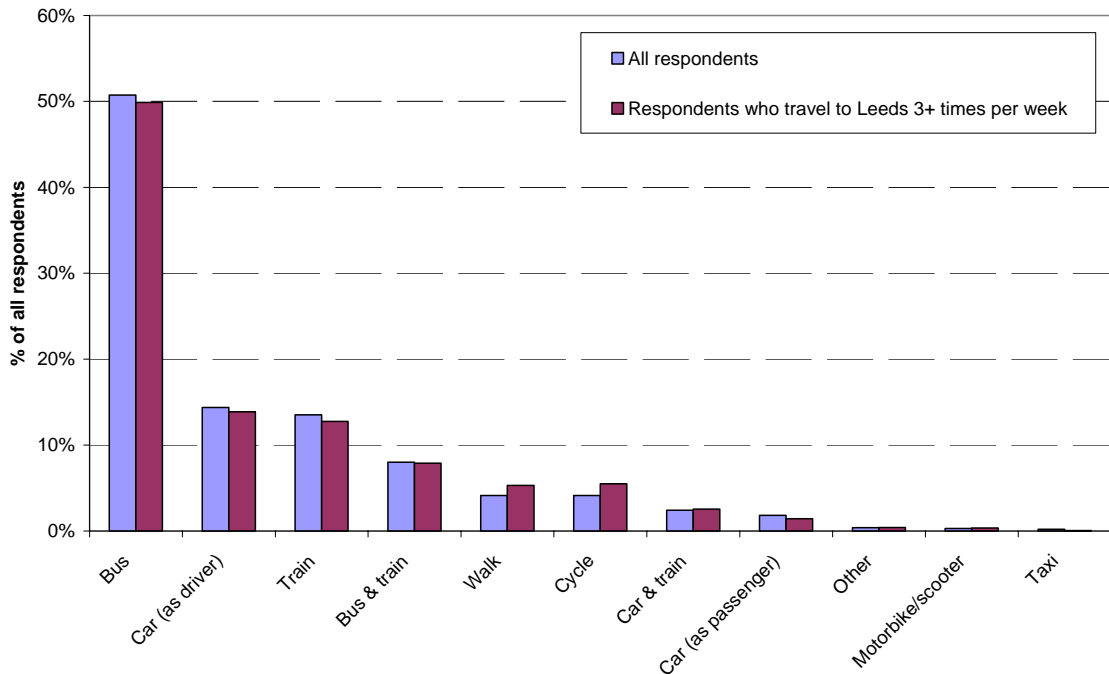


- 2.14 Almost two thirds of those travelling into Leeds three or more times a week do so because they work there. Almost 10% also travel to Leeds three or more times a week for school/college/university. Shopping was also a common reason for travelling into Leeds and this was the most common reason for over one fifth of the whole sample (but less so amongst the frequent travellers to Leeds).

- 2.15 Respondents were asked how they usually travel into Leeds. Bus was, by far, the most frequent response and over half the sample usually travels into Leeds this way. After that the most frequent responses were car driver and train, both which are used by 14% of the total sample.

2.16 The responses were compared between the total sample and those who travel into Leeds three or more times a week. The results, presented in Figure 2.3, show little difference between the two groups. The total proportion of those travelling to Leeds by car (drivers and passengers) was 16% amongst all respondents compared to 15% for those who frequently travel into Leeds¹.

FIGURE 2.3 MODE CHOICE INTO LEEDS CITY CENTRE



2.17 Those who usually drive to Leeds were asked whether they pay to park. Just over half (52%) stated that they do, whilst 29% park for free and 20% are dropped off so do not park. Results were also examined just for those that travel to Leeds three or more times a week. They show that a lower proportion (47%) pay to park, 31% park for free and 23% are dropped off so do not park.

¹ Please note that the travel patterns shown in this report are based on those participating in the consultation and may not be representative of the wider population. This means that some travel categories are over/under represented.

Opinions about transport problems in Leeds

- 2.18 Respondents were asked whether they thought there were any transport problems in Leeds. The majority (95%) felt there were problems.
- 2.19 The questionnaire contained a suggestion of potential problems and respondents were asked to tick the suggestions they felt were most important². Traffic congestion, by far, came out as the most apparent problem as shown in Table 2-7.

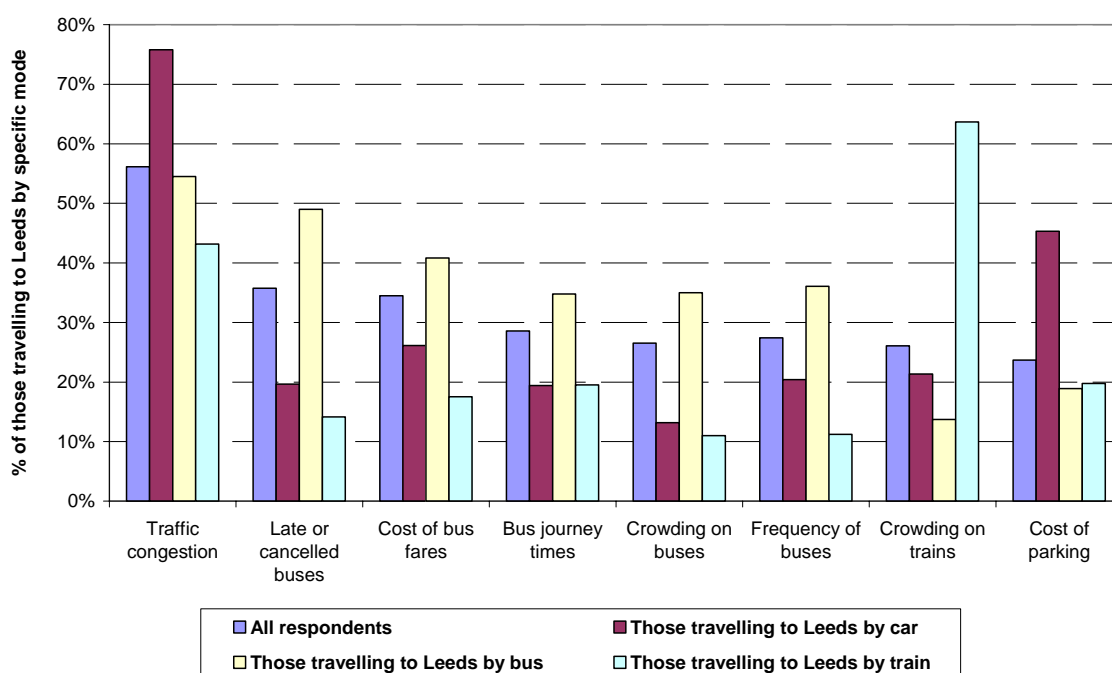
TABLE 2-7 REPORTED TRANSPORT PROBLEMS IN LEEDS

Problem	% of all respondents reporting problem
Traffic congestion	56%
Late or cancelled buses	36%
Cost of bus fares	34%
Bus journey times	29%
Crowding on buses	27%
Frequency of buses	27%
Crowding on trains	26%
Cost of parking	24%
Traffic pollution	19%
Availability of parking	18%
Cost of rail fares	18%
Cyclist safety	17%
Quality of buses	16%
Late or cancelled trains	16%
Pedestrian safety	13%
Frequency of trains	11%
Personal safety on buses	10%
Quality of trains	9%
Accessibility of buses	6%
Personal safety on trains/at stations	5%
Accessibility of trains/stations	5%

- 2.20 The above results have been further examined for those that usually travel into Leeds by car (as a driver and passenger), bus and train. A table for each category, similar to Table 2-7, is included in the appendix. Figure 2.4 shows the differences in opinion for the problems noted as most important by over 20% of the total sample, by usual mode of travel.

² The question asked respondents to select the three problems they felt were most important but a large proportion ticked more than three. All responses have therefore been reported. This also happened when respondents were asked to select their preferred transport improvements (reported in Figure 2.11Error! Reference source not found.) so again, all responses have been reported.

FIGURE 2.4 TRANSPORT PROBLEMS IN LEEDS - THOSE SUGGESTED BY MORE THAN 20% OF THE TOTAL SAMPLE



2.21 Figure 2.4 shows that traffic congestion is the most important problem across the whole sample, apart from those who usually travel by train, where crowding on trains was the most important problem (traffic congestion was their second most important problem). Late or cancelled buses and the cost of bus fares also scores highly among most groups. The cost of fares is considered even more important when examined solely amongst non-concessionary pass holders, so that:

- | The cost of bus fares: 40% of non-concessionary pass holders think this is a problem, compared to 34% of the total sample; and
- | The cost of train fares: there is not such a difference in opinion between pass holders and non pass holders - 19% of non-concessionary pass holders think this is a problem, compared to 18% of the total sample.

2.22 Figure 2.4 also highlights the difference in opinion between the total sample and those that travel to Leeds in different ways. As expected, those who usually travel to Leeds by car place greater emphasis on traffic congestion and the cost and availability of parking. Those who usually travel to Leeds by bus place greater emphasis on issues such as late or cancelled buses, cost of fares, bus journey times and crowding and frequency of buses. Such issues are less important to those who usually travel to Leeds by train. As expected, the most important issues for this group are crowding on trains, late or cancelled trains, frequency of services and train quality.

2.23 A number of 'other' problems were also reported. Those who usually travel to Leeds by car stated that these include:

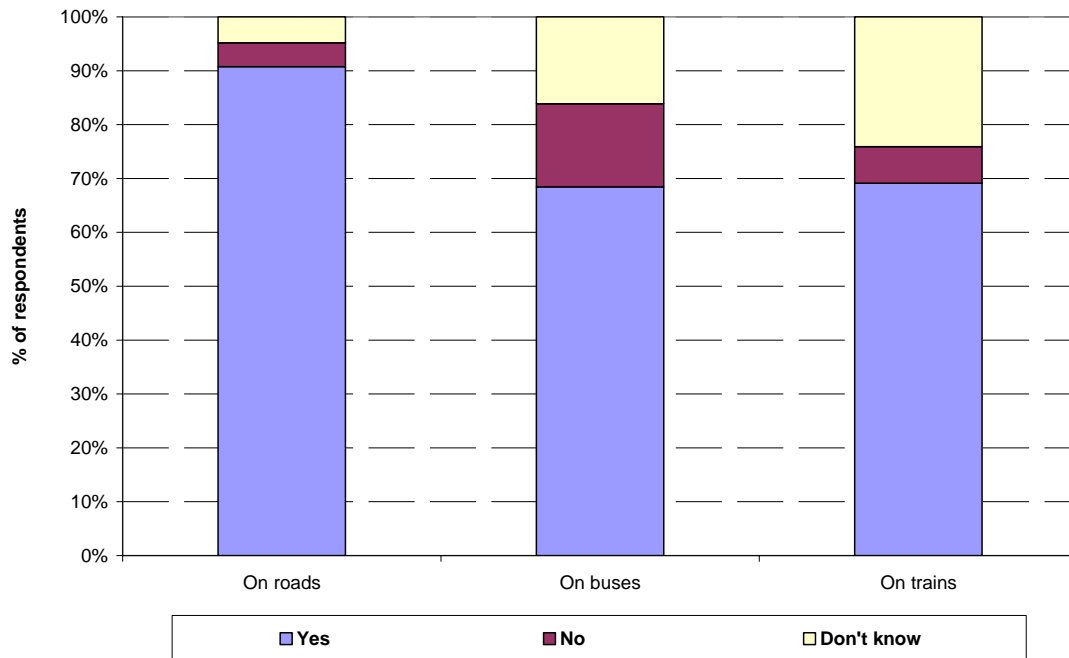
- | Issues relating to the availability of alternative ways of travelling - including availability of parking at stations, location of bus stops, evening and Sunday public transport and the cost of cross boundary rail fares:

- | *"Lack of alternative to car to get from the north side of the city to the south side without making countless changes."*
 - | Issues which make driving more difficult/take longer - including irresponsible cyclists and bus lanes bus lanes:
 - | *"Poor road links with much road space pointlessly taken up by largely empty bus lanes."*
- 2.24 The most common 'other' problems reported by those that usually travel to Leeds by bus related to:
- | The availability of evening, Sunday and Bank Holiday services: *"why no bus service on public holidays?"*
 - | Bus driver behaviour: *"rude, ignorant drivers"*
 - | The quality of buses: *"most of them not serviced"*
 - | The location of bus routes: *"inadequate services to public facilities in South Leeds from East Leeds."*
- 2.25 Other reported issues related to a lack of integration between buses and other forms of transport (such as buses to the train station in Leeds), perceived monopoly of First buses, and the cost of fares and pricing structure.
- 2.26 The most common 'other' problems reported by those that usually travel to Leeds by train related to:
- | The availability of evening, Sunday and Bank Holiday services: *"I live in Saltaire but often like to meet up with friends in Leeds in the evening. The last train home in the evening is far too early (11:15) - its time to come home before the evening has really begun, particularly on Friday and Saturday nights."*
 - | Availability of parking at stations: *"Lack of parking at commuter stations."*

Congestion and crowding on public transport

- 2.27 The questionnaire asked respondents where they felt congestion was a problem - on the roads, or crowding on buses and trains. Results are presented in Figure 2.5 and show that more people think congestion is a problem on the roads, compared to crowding on public transport.

FIGURE 2.5 OPINIONS ABOUT CONGESTION ON THE ROADS AND CROWDING ON PUBLIC TRANSPORT



- 2.28 Results were also examined by usual mode of travel into Leeds:
- | 92% of those who travel into Leeds by car think that congestion on the roads is a problem;
 - | 74% of those who travel into Leeds by bus think that bus crowding is a problem; and
 - | 91% of those who travel into Leeds by train think train crowding is a problem.
- 2.29 As expected, regular users of each mode are more likely to state a problem with congestion or crowding on the mode that they are most familiar with than the wider population.
- 2.30 The questionnaire also asked respondents how often they were affected by congestion or public transport crowding. Results are presented overleaf and each graph compares the results from the whole sample against those who travel into Leeds by either by car, bus or train. (The blank 'not applicable' responses have been excluded).

FIGURE 2.6 HOW OFTEN DOES CONGESTION ON THE ROADS IN LEEDS AFFECT YOU?

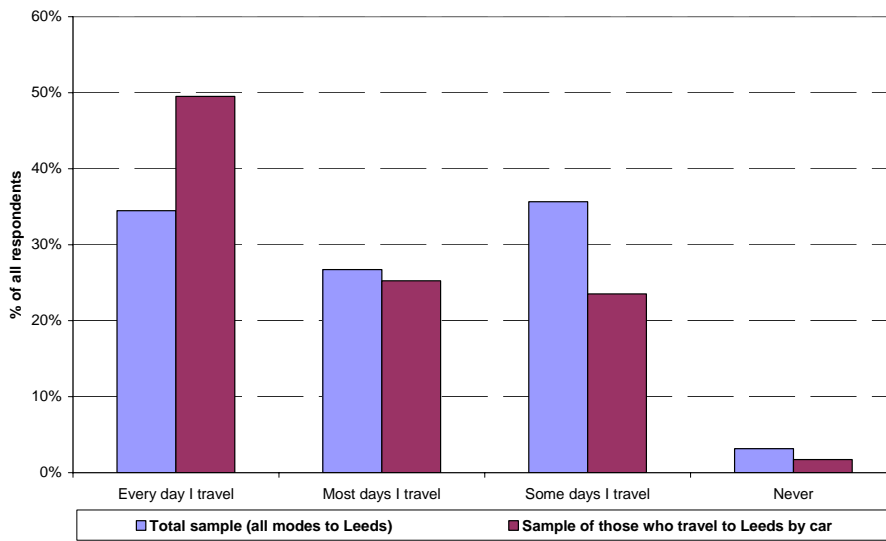


FIGURE 2.7 HOW OFTEN DOES CROWDING ON BUSES AFFECT YOU?

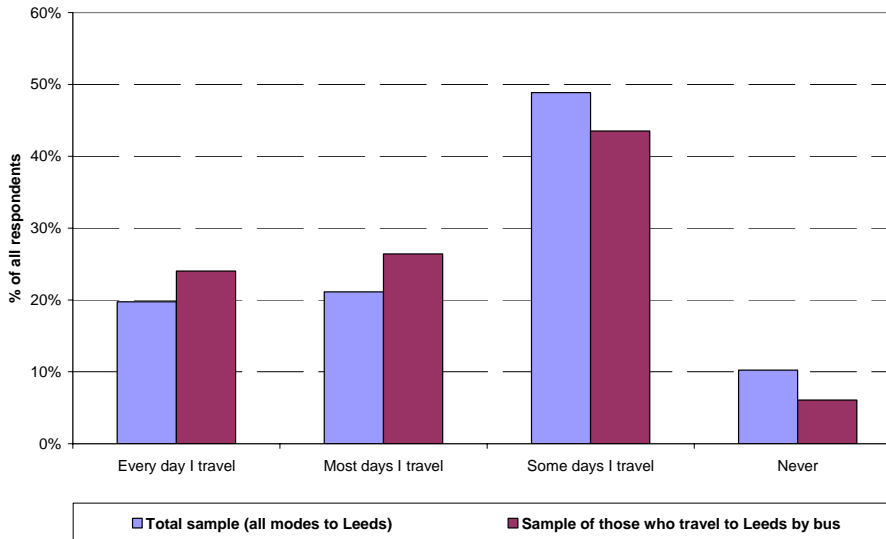
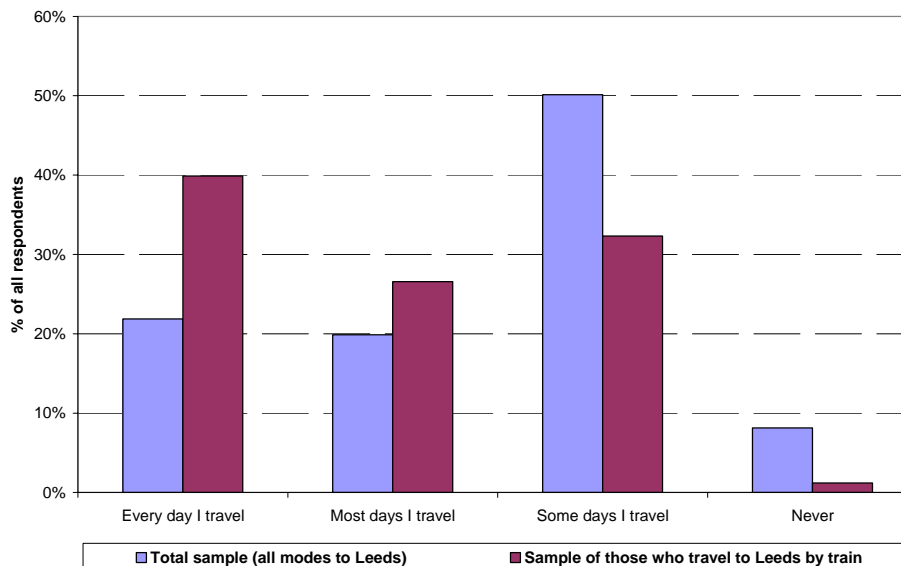


FIGURE 2.8 HOW OFTEN DOES CROWDING ON TRAINS AFFECT YOU?

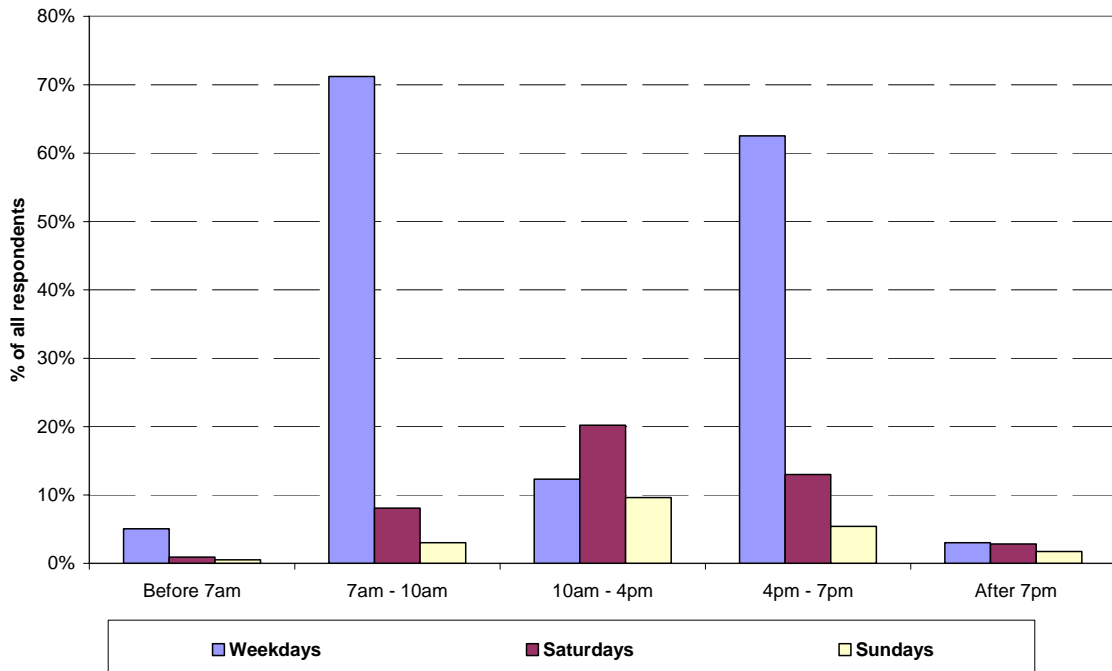


- 2.31 The results for congestion on the roads (illustrated in Figure 2.6) show that the majority of all respondents feel that congestion affects them every day or most days they travel. An even higher proportion of car drivers into Leeds feel this (75% compared to 61% of the whole sample). Very few people from either category feel that congestion never affects them - 3% from the whole sample and just 2% from those who travel into Leeds by car.
- 2.32 The results for crowding on buses (illustrated in Figure 2.7) show that a smaller proportion of respondents feel that bus crowding affects them every/some days they travel, compared to road congestion. Results are fairly similar for the whole sample compared to the sample that travel into Leeds by bus. The most common response to this question was that bus crowding affects respondents 'some days' they travel.
- 2.33 The results for crowding on trains (illustrated in Figure 2.8) show more difference between those from the whole sample compared to the sample that travel into Leeds by train. 40% of the latter group are affected by crowding on trains every day they travel compared to just over 20% of the total sample.

The times of day when congestion and public transport crowding occurs

- 2.34 Respondents were asked when congestion and public transport crowding affected them. More people are affected during the week than at the weekends as shown in Figure 2.9. The peak times for congestion or crowding are noted as 7am - 10am and 4pm - 7pm on weekdays, with a smaller peak from 10am - 4pm on Saturdays.

FIGURE 2.9 WHEN DOES CONGESTION/ PUBLIC TRANSPORT CROWDING AFFECT YOU?



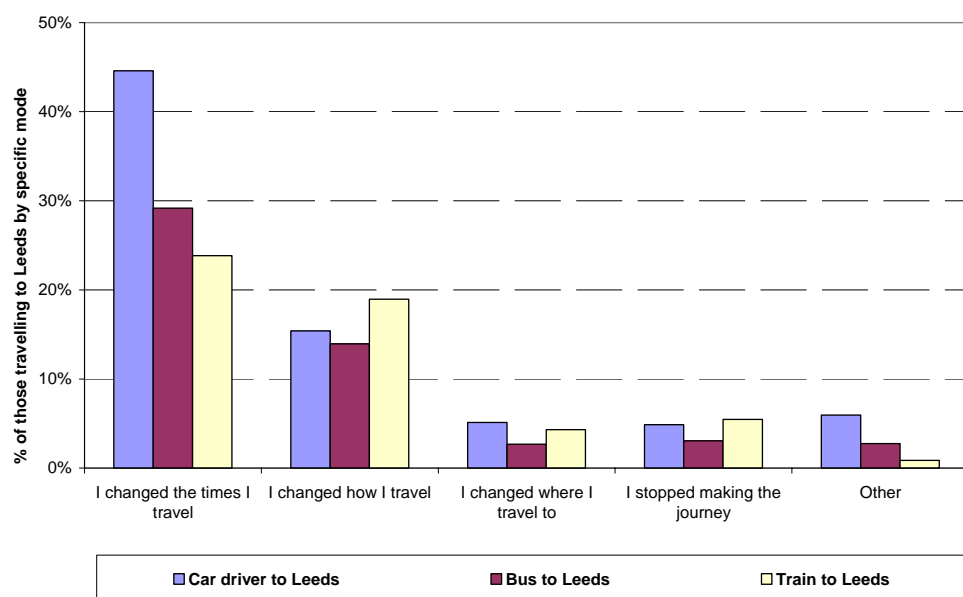
Change in behaviour as a result of congestion or crowding

2.35 Respondents were asked whether they had changed their behaviour as a result of congestion or crowding. 55% of the total sample said that they have made a change and, if examined by mode of travel into Leeds:

- | 64% of those travelling to Leeds by car had changed their behaviour;
- | 47% of those travelling to Leeds by bus had changed their behaviour; and
- | 47% of those travelling to Leeds by train had changed their behaviour.

2.36 Figure 2.10 identifies how the above travellers have changed their behaviour as a result of congestion or crowding.

FIGURE 2.10 CHANGES TO TRAVEL BEHAVIOUR AS A RESULT OF CONGESTION OR CROWDING



2.37 Those travelling to Leeds by car were most likely to change the times they travel compared to other modes. The 'other' responses focused on two main themes;

- | An increase in stress or frustration when travelling:
 - | *"more angry and bitter towards First"*
 - | *"become aggressive"*
 - | *"I sometimes cycle on pavement and cycle more aggressively"*
- | A change in the route taken:
 - | *"changed route to use quieter residential roads"*
 - | *"use a different bus and walk a bit further".*

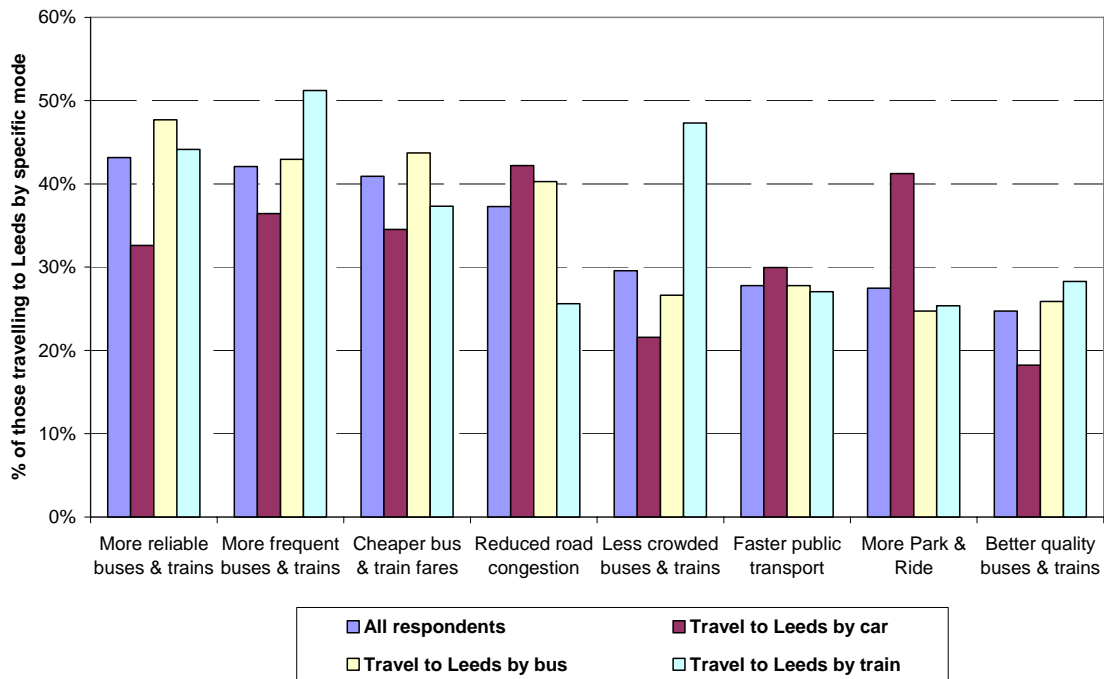
2.38 A number of respondents also noted that their change involved sustainable travel:

- | *"Started cycling to work - as a journey which takes 1 hour and 20 minutes on a bus takes 35 minutes on a bicycle"*
- | *"I try to walk when I can."*

Improvements to transport in Leeds

- 2.39 Respondents were asked to identify which travel improvements they would most like to see in Leeds. Figure 2.11 presents those that were noted by over 20% of the whole sample. It also compares the proportion that suggested the improvement against those who usually travel to Leeds by car, bus or train.

FIGURE 2.11 IMPROVEMENTS TO TRANSPORT IN LEEDS



- 2.40 More reliable, frequent and cheaper public transport was noted as being most important, along with reduced road congestion. Differences in opinion are evident and those that usually travel to Leeds by car placed greater importance on the need for more Park & Ride facilities, and less on better public transport quality and reduced crowding.
- 2.41 The need for cheaper bus and train fares was noted by 41% of the whole sample. This rose to 44% when examined solely amongst non-concessionary pass holders.
- 2.42 More detail about which improvements different road users would like to see is provided in Appendix B.
- 2.43 A number of 'other' improvements were also suggested and Table 2-8 presents the most commonly suggested 'other' improvements.

TABLE 2-8 'OTHER' TRANSPORT IMPROVEMENTS

Travel to Leeds by car	Travel to Leeds by bus	Travel to Leeds by train
<ul style="list-style-type: none"> • Segregated public transport • Improved connections/ more integrated transport • Tram system • More car parking at stations 	<ul style="list-style-type: none"> • Segregated public transport/bus lanes • Improved connections/ more integrated transport • Tram system • Another service provider • Traffic restrictions • Improved bus driver behaviour • Road user charging • Later running bus services • Parking restrictions • Better facilities for cyclists • Free bus fares • Dedicated buses for students 	<ul style="list-style-type: none"> • Tram system • Road user charging • Later train services • Improved connections/ more integrated transport

APPENDIX

A

TRANSPORT FOR LEEDS QUESTIONNAIRE

15. To which of these groups do you consider yourself to belong?

White

- British
- Irish
- Any other White background

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other Mixed background

Black or Black British

- Caribbean
- African
- Any other Black background

16. Are you...

- At school/college/university
- Employed/self employed
- Unemployed

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Kashmiri
- Any other Asian background

Chinese and Other ethnic groups

- Chinese
- Gypsy/Traveller
- Other ethnic group

Retired

- At home/keeping house
- Other (please specify)

17. How many cars are there in your household?

- 0
- 1
- 2 or more

18. Do you have a concessionary pass that allows you to travel for free on buses and/or for a reduced price on trains in Leeds?

- Yes
- No

Would you like to be kept informed of progress with Transport for Leeds?

If yes please provide us with your name and an email address. If you don't have an email address please provide us with a postal one.

Name:

Email address:

Postal address:

Please visit the Transport for Leeds website for more information www.transportforleeds.com

Thank you for completing this questionnaire about Transport for Leeds. Please return it to the public exhibition staff or, if you take the form away with you, please complete and return it by the end of the day on 9th January 2009 using the FREEPOST envelope provided. Responses will be analysed by our transport consultants Steer Davies Gleave. Any personal information you provide will be processed strictly in accordance with the Data Protection Act 1998 and will only be used to help inform future transport proposals in Leeds.

Transport for Leeds Questionnaire



Metro and Leeds City Council are carrying out the Transport for Leeds study to look at congestion in Leeds and how we can tackle it through investment in better transport systems. As part of that process we want you to tell us your experiences and how you think transport in Leeds could be improved.

1. Do you think there are any transport problems in Leeds?

- Yes
- No
- Don't know

2. Are any of the following problems for you in Leeds?

If so, please tick the three problems that affect you most.

- | | |
|--|--|
| <input type="checkbox"/> Traffic congestion | <input type="checkbox"/> Crowding on buses |
| <input type="checkbox"/> Traffic pollution | <input type="checkbox"/> Personal safety on buses |
| <input type="checkbox"/> Cost of parking | <input type="checkbox"/> Accessibility of buses |
| <input type="checkbox"/> Availability of parking | <input type="checkbox"/> Cost of rail fares |
| <input type="checkbox"/> Pedestrian safety | <input type="checkbox"/> Late or cancelled trains |
| <input type="checkbox"/> Cyclist safety | <input type="checkbox"/> Frequency of trains |
| <input type="checkbox"/> Bus journey times | <input type="checkbox"/> Quality of trains |
| <input type="checkbox"/> Cost of bus fares | <input type="checkbox"/> Crowding on trains |
| <input type="checkbox"/> Late or cancelled buses | <input type="checkbox"/> Personal safety on trains/at stations |
| <input type="checkbox"/> Frequency of buses | <input type="checkbox"/> Accessibility of trains/stations |
| <input type="checkbox"/> Quality of buses | <input type="checkbox"/> Other (please specify) |

3. Do you think any of the following are problems in Leeds?

- | | Yes | No | Don't know |
|-------------------------|--------------------------|--------------------------|--------------------------|
| Congestion on the roads | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crowding on buses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crowding on trains | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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4. How often do these problems affect you in Leeds?

	Every day I travel	Most days I travel	Some days I travel	Never	Not applicable I don't travel this way
Congestion on the roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crowding on buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crowding on trains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. If congestion or crowding affects you, when is this? Please tick all that apply:

	Before 7am	7-10am	10am-4pm	4-7pm	After 7pm
Weekdays (Monday - Friday)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Have you changed your behaviour as a result of congestion?

Yes No

If yes, how has it changed? (Please tick all that apply):

- I have changed the times I travel
- I have changed how I travel
- I have changed where I travel to
- I stopped making the journey
- Other (please specify)

7. What do you think would improve transport in Leeds?

Please tick three suggestions that you think would be most effective

- Reduced road congestion
- More roads or wider roads
- Better road safety
- More car parking
- More Park & Ride facilities
- Better road, pavement and footpath maintenance
- Better facilities for cyclists
- Better facilities for pedestrians
- Better quality buses and trains
- More frequent bus and train services
- More reliable bus and train services
- Faster public transport
- Reduced crowding on buses and trains
- Cheaper bus and train fares
- Better public transport information
- Better public transport waiting facilities
- More public transport ticketing and pricing options
- More school buses
- Other (please specify)

8. How often do you travel into Leeds City Centre on average?

- Three or more times a week
- Once or twice a week
- Less than once a week but more than once a month
- Once a month or less
- Very rarely/never

9. What is your most common reason for travelling into Leeds City Centre?

Please tick one box only.

- I live there
- I work there
- For school/college/university
- Shopping
- Visiting friends/relatives
- Recreation/leisure
- Personal business
- Employer's business
- Other (please specify)

10. How do you usually travel into Leeds City Centre?

Please tick the box to say which method you use most often.

- Bus
- Train
- Bus and train
- Car (as driver)
- Car (as passenger)
- Car and train (e.g. drive to station then train into Leeds)
- Cycle
- Walk
- Taxi
- Motorbike/scooter
- Other (please specify)

If you travel by car do you usually:

- Pay to park
- Park for free
- Get dropped off so do not park

About you:

11. Please could you provide your home postcode

This will only be used to understand the views of people living in different areas and will not be used for any other purpose.

12. Are you:

- Male
- Female

13. Are you:

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

14. Do you have any long-standing illness, disability or infirmity?

(Long-standing means anything that has troubled you over a period of time, e.g. more than 6 months, or that is likely to affect you over a period of time).

- Yes
- No

If yes, does this illness or disability affect the way you travel?

- Yes
- No

APPENDIX

B

TRANSPORT PROBLEMS IN LEEDS:

REPORTED BY THOSE THAT TRAVEL TO THE CITY CENTRE BY CAR, BUS AND TRAIN

B1. TRANSPORT PROBLEMS REPORTED BY THE WHOLE SAMPLE

Problem	% of all respondents that reported problem
Traffic congestion	56%
Late or cancelled buses	36%
Cost of bus fares	34%
Bus journey times	29%
Crowding on buses	27%
Frequency of buses	27%
Crowding on trains	26%
Cost of parking	24%
Traffic pollution	19%
Availability of parking	18%
Cost of rail fares	18%
Cyclist safety	17%
Quality of buses	16%
Late or cancelled trains	16%
Pedestrian safety	13%
Frequency of trains	11%
Personal safety on buses	10%
Quality of trains	9%
Accessibility of buses	6%
Personal safety on trains/at stations	5%
Accessibility of trains/stations	5%

The issue of fares was examined amongst non-concessionary pass holders.

- 40% of this group felt the cost of bus fares is a problem
- 19% of this group felt the cost of train fares is a problem

B2. TRANSPORT PROBLEMS REPORTED BY THOSE THAT USUALLY TRAVEL INTO LEEDS CITY CENTRE BY CAR

Problem	% of all respondents that usually travel into Leeds by car
Traffic congestion	76%
Cost of parking	45%
Availability of parking	33%
Cost of bus fares	26%
Crowding on trains	21%
Frequency of buses	20%
Late or cancelled buses	20%
Bus journey times	19%
Traffic pollution	17%
Cost of rail fares	16%
Cyclist safety	15%
Crowding on buses	13%
Quality of buses	12%
Late or cancelled trains	10%
Frequency of trains	8%
Accessibility of trains/stations	7%
Accessibility of buses	7%
Pedestrian safety	6%
Personal safety on buses	6%
Quality of trains	6%
Personal safety on trains/at stations	3%

The issue of fares was examined amongst those who usually travel into Leeds by car and do not hold a concessionary pass.

- 27% of this group felt the cost of bus fares is a problem
- 16% of this group felt the cost of train fares is a problem

B3. TRANSPORT PROBLEMS REPORTED BY THOSE THAT USUALLY TRAVEL INTO LEEDS CITY CENTRE BY BUS

Problem	% of all respondents that usually travel into Leeds by bus
Traffic congestion	55%
Late or cancelled buses	49%
Cost of bus fares	41%
Frequency of buses	36%
Crowding on buses	35%
Bus journey times	35%
Quality of buses	21%
Cost of parking	19%
Traffic pollution	19%
Availability of parking	15%
Crowding on trains	14%
Pedestrian safety	14%
Cost of rail fares	13%
Personal safety on buses	13%
Cyclist safety	13%
Late or cancelled trains	8%
Accessibility of buses	7%
Quality of trains	5%
Frequency of trains	5%
Personal safety on trains/at stations	4%
Accessibility of trains/stations	4%

The issue of fares was examined amongst those who usually travel into Leeds by bus and do not hold a concessionary pass.

- 53% of this group felt the cost of bus fares is a problem
- 13% of this group felt the cost of train fares is a problem

B4. TRANSPORT PROBLEMS REPORTED BY THOSE THAT USUALLY TRAVEL INTO LEEDS CITY CENTRE BY TRAIN

Problem	% of all respondents that usually travel into Leeds by train
Crowding on trains	64%
Traffic congestion	43%
Late or cancelled trains	40%
Frequency of trains	30%
Cost of rail fares	28%
Quality of trains	23%
Cost of parking	20%
Bus journey times	20%
Cost of bus fares	18%
Traffic pollution	17%
Availability of parking	15%
Late or cancelled buses	14%
Cyclist safety	12%
Pedestrian safety	11%
Frequency of buses	11%
Crowding on buses	11%
Quality of buses	9%
Personal safety on trains/at stations	7%
Accessibility of trains/stations	6%
Personal safety on buses	4%
Accessibility of buses	3%

The issue of fares was examined amongst those who usually travel into Leeds by train and do not hold a concessionary pass.

- 18% of this group felt the cost of bus fares is a problem
- 30% of this group felt the cost of train fares is a problem

APPENDIX

C

TRANSPORT IMPROVEMENTS IN LEEDS:

REPORTED BY THOSE THAT TRAVEL TO THE CITY CENTRE BY CAR, BUS AND TRAIN

C1. TRANSPORT IMPROVEMENTS REQUESTED BY THE WHOLE SAMPLE

Improvement	% of all respondents that requested improvement
More reliable buses & trains	43%
More frequent buses & trains	42%
Cheaper bus & train fares	41%
Reduced road congestion	37%
Less crowded buses & trains	30%
Faster public transport	28%
More Park & Ride	27%
Better quality buses & trains	25%
Better facilities for cyclists	19%
Better road & pavement footpath	14%
More or wider roads	11%
More car parking	11%
Better facilities for pedestrians	11%
Better public transport information	11%
More PT ticket & price options	10%
Better public transport waiting facilities	10%
More school buses	8%
Better road safety	7%

Requests for cheaper bus and train fares were examined amongst those who do not hold a concessionary pass. 44% of this group requested cheaper fares.

C2. TRANSPORT IMPROVEMENTS REQUESTED BY THOSE THAT USUALLY TRAVEL INTO LEEDS CITY CENTRE BY CAR

Improvement	% of all respondents that usually travel into Leeds by car
Reduced road congestion	42%
More Park & Ride	41%
More frequent buses & trains	36%
Cheaper bus & train fares	35%
More reliable buses & trains	33%
Faster public transport	30%
Less crowded buses & trains	22%
More or wider roads	18%
More car parking	18%
Better quality buses & trains	18%
Better facilities for cyclists	18%
Better road & pavement footpath	11%
Better public transport information	7%
More school buses	7%
More PT ticket & price options	5%
Better public transport waiting facilities	5%
Better facilities for pedestrians	4%
Better road safety	4%

Requests for cheaper bus and train fares were examined amongst those who usually travel into Leeds by car and do not hold a concessionary pass. 36% of this group requested cheaper fares.

C3. TRANSPORT IMPROVEMENTS REQUESTED BY THOSE THAT USUALLY TRAVEL INTO LEEDS CITY CENTRE BY BUS

Improvement	% of all respondents that usually travel into Leeds by bus
More reliable buses & trains	48%
Cheaper bus & train fares	44%
More frequent buses & trains	43%
Reduced road congestion	40%
Faster public transport	28%
Less crowded buses & trains	27%
Better quality buses & trains	26%
More Park & Ride	25%
Better road & pavement footpath	16%
Better facilities for cyclists	15%
Better public transport waiting facilities	11%
Better facilities for pedestrians	11%
Better public transport information	11%
More or wider roads	10%
More PT ticket & price options	10%
More car parking	10%
More school buses	8%
Better road safety	7%

Requests for cheaper bus and train fares were examined amongst those who usually travel into Leeds by bus and do not hold a concessionary pass. 51% of this group requested cheaper fares.

C4. TRANSPORT IMPROVEMENTS REQUESTED BY THOSE THAT USUALLY TRAVEL INTO LEEDS CITY CENTRE BY TRAIN

Improvement	% of all respondents that usually travel into Leeds by train
More frequent buses & trains	51%
Less crowded buses & trains	47%
More reliable buses & trains	44%
Cheaper bus & train fares	37%
Better quality buses & trains	28%
Faster public transport	27%
Reduced road congestion	26%
More Park & Ride	25%
Better facilities for cyclists	17%
Better public transport information	10%
More PT ticket & price options	10%
Better facilities for pedestrians	9%
More or wider roads	7%
More car parking	7%
Better public transport waiting facilities	7%
More school buses	5%
Better road & pavement footpath	4%
Better road safety	4%

Requests for cheaper bus and train fares were examined amongst those who usually travel into Leeds by train and do not hold a concessionary pass. 39% of this group requested cheaper fares.

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