

METRO TRACKING SURVEY : WAVE 7

JN : 24802 (101-105)
 SN : (106-109)
 Sample Point No : (110-112)
 CN : (113)

RESPONDENT NAME : Mr/Mrs/Miss/Ms _____

ADDRESS : _____

POSTCODE : TELEPHONE NO. : _____

INTERVIEW LENGTH : _____

INTERVIEWER DECLARATION:
 I confirm this interview has been carried out within the Code of Conduct and in person with the respondent named, who was not previously known to me. I have followed the instructions and have asked all the questions in full as required.

Name (PRINT) : _____ Signed : _____ Date : _____

Q-AIRE SIGN OFF Field/Tel : _____ Production : _____ DP : _____

Good morning/afternoon/evening. My name is _____ from XXXXXXXX. We are carrying out a survey amongst a random sample of the population of West Yorkshire about local public transport services.

The interview will take around 15 minutes. It will speed things up if you can get a piece of paper : now draw a horizontal line on it. At one end write 1 and the other write 10. This is a simple scale for you to use in answering some questions later on.

Can I just check that you or anyone else in your household is not a METRO employee or a member of the WYPTA. (If so, Close & Thank)

Q1. So that I have a good cross section of people in my sample, can I ask, to which of these categories do you belong?

WRITE IN AGE AND CODE

16-24	1
25-34	2
35-44	3
45-54	4
55-59	5
60-64	6
65-74	7
75+	8

Q2

Q2. GENDER

DO NOT ASK	Male	1
	Female	2

Q3

3 How often do you travel by the following means of transport? INTERVIEWER SINGLE CODE

	At least 4 days per week	1-3 days per week	1-3 times per month	Every 2-3 months	Once or twice a year	Less than once per year
(a) Car (as a driver)	1	2	3	4	5	6
(b) Car (as a passenger)	1	2	3	4	5	6
(c) Bus	1	2	3	4	5	6
(d) Train	1	2	3	4	5	6
(e) Cycle	1	2	3	4	5	6
(f) Walk	1	2	3	4	5	6

Public transport information

West Yorkshire Passenger Transport Executive (Metro) has responsibility for the following types of information about local transport services: timetables, leaflets and information at bus stops, maps, Metro Travel Centres, Metroline telephone information line, Journey Planner (Internet), 'yournextbus' realtime information by text, internet and WAP, and promotional leaflets, such as those for concessionary travel by senior citizens or young people.

4 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide. **Please tick one box per row.**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ don't know
(a) The amount of information	1	2	3	4	5	6
(b) The accuracy of the information	1	2	3	4	5	6
(c) The provision of public transport information overall	1	2	3	4	5	

5 Have you received or seen any of the information provided on local transport services, in the last 12 months? **Please tick one box only.**

Yes	1
No	2
Don't know	3

Q5b (NON-USERS ONLY) If you were to use public transport, where would you go to/how would you find information on buses/trains?

Q6a. Are you aware of the following information sources on public transport...?

	Yes	No	Don't know
... METRO website	1	2	3
... timetable cases on bus stops or shelters	1	2	3
... information displays at bus stations	1	2	3
... information displays at rail stations	1	2	3
... Travel Centres	1	2	3
... Metroline telephone information service	1	2	3
... telephone for rail information	1	2	3
... rail information on websites	1	2	3
electronic information displays at bus stations			
electronic real-time displays at bus shelters	1	2	3
how/where to get hold of pocket rail/bus timetables?	1	2	3

Q6b

Q6b. How often do you...

	Never	Very rarely	Occasionally	Frequently	Don't know
... look at pocket rail or bus timetables	1	2	3	4	5
...seek public transport information on the METRO website	1	2	3	4	5
...look at timetable cases on bus stops or shelters	1	2	3	4	5
...look at information displays at bus stations	1	2	3	4	5
...look at information displays at rail stations	1	2	3	4	5
... go into a Travel Centre to ask for information	1	2	3	4	5
...use the yournextbus service via text, wap or the internet	1	2	3	4	5
...call the Metroline telephone information service	1	2	3	4	5
... telephone for rail information	1	2	3	4	5
...look for rail information on websites	1	2	3	4	5

check electronic information displays at bus stations
 check electronic real time displays at bus shelters

1 2 3 4 5

Q7

ASK OF EACH INFO. SOURCE USED AT Q6. (i.e. codes 3-4). IF NONE USED, GO TO Q8.

Q7 Using your scale where 1=very dissatisfied and 10=very satisfied, how satisfied or not were you with the service you received the last time you _____ [EACH SOURCE USED AT Q6.] with respect to...

...how user friendly it was

ASK OF TRAVEL CENTRE, METROLINE AND NATIONAL RAIL ENQUIRY AND USERS ONLY

...how helpful the staff were

TICK ONES USED AT Q6.

WRITE IN SCORES

	User-friendly	...staff helpfulness
3		
0	... pocket rail or bus timetables <input type="checkbox"/>	
0	... METRO website <input type="checkbox"/>	
0	... timetable cases on bus stops or shelters <input type="checkbox"/>	
0	... information displays at bus stations <input type="checkbox"/>	
0	... information displays at rail stations <input type="checkbox"/>	
	... yournextbus text, WAP or internet information <input type="checkbox"/>	
	Yournextbus information on electronic displays at bus shelters <input type="checkbox"/>	
	... Metro Messenger email update <input type="checkbox"/>	
	...rail information on websites <input type="checkbox"/>	
0	... Metroline telephone information service <input type="checkbox"/>	<input type="checkbox"/>
0	... Travel Centres <input type="checkbox"/>	<input type="checkbox"/>
0	Telephone for rail information <input type="checkbox"/>	<input type="checkbox"/>

Q8

Q8a. Yournextbus is Metro's service providing bus time information. You can now get the actual time or the scheduled time of your next bus at any stop in West Yorkshire via text message or WAP on your mobile phone or via the internet at wymetro.com. Have you heard of this service?

----- Yes 1 Q8b
 No 2 Q9a

Q8b.	Have you tried to get bus time information using the Yournextbus service?	Yes	1	Q8c
		No	2	Q9a
Q8c.	How satisfied or not are you with the Yournextbus information service?	Very satisfied	1	Q8d
		Satisfied	2	
		Neither satisfied nor dissatisfied	3	
		Dissatisfied	4	
		Very dissatisfied	5	

Q8d.	Which of the following best describes the effect of the Yournextbus information service upon your use of the bus?	I have used the bus more often	1	Q9a
		My bus usage hasn't changed	2	
		I have used the bus less often	3	

Q9a.	Metro recently launched a new free email update service called Metro Messenger. You can register via Metro's website to receive a number of free email updates on travel news, service changes and special offers. Have you heard of Metro Messenger?	Yes	1	Q9b
		No	2	Q10

Q9b.	Have you registered for Metro Messenger email updates ?	Yes	1	Q9c
		No	2	Q9d

Q9c.	On a scale of 1 (very dissatisfied) to 10 (very satisfied), how satisfied or not were you with the Metro messenger email update last time you received it in terms of user-friendly?			
	Write in score			Q10

Q9d.	Do you intend to register for Metro Messenger email updates?	Yes	1	Q10
		No	2	Q10

Q10.	Where would you prefer to access/find information on changes to your bus service?	On the bus	1	Q11
		Leaflets in the Travel Centres	2	
		Bus stop / shelter / bus station display	3	
		Email alert	4	
		Text alert / WAP	5	
		Website	6	
		New timetable posted to home address	7	
		Other – please specify	8	

Local Train Services

Q11a.	Generally, how often do you use local train services?	5+ days a week	1	Q11b
		3-4 days a week	2	
		1-2 days a week	3	
		Once a fortnight	4	
		Once a month	5	
		Less than once a month	6	
		Rarely	7	
		Never	8	

ASK ALL USING LOCAL TRAINS AT LEAST MONTHLY (CODES 1-5 AT Q11a).
REST GO TO Q16.

Q11b. In the last month, for how many of your train journeys has the service been on time?

- All of them 1
- Most of them 2
- Some of them 3
- Very few (one or two) 4
- None 6

Q12

Q12. How long, in your opinion, is a reasonable amount of time to wait for a **train after it is due?**

mins

Q13

Q13. When travelling by train, which ticket and/or pass do you normally use?

DO NOT PROMPT
 CAN MULTICODE

- Single journey ticket 1
- Return journey ticket 2
- MetroCard 3
- Day Rover 4
- Scholars/Young Persons Permit/Photocard 5
- Elderly/Senior Permit/Photocard 6
- Disabled Permit/Photocard 7
- Student Plus MetroCard 8
- Rail Season 9
- Other 0

Q14

Q14. What is your local station, the one you use when starting from home?

DO NOT PROMPT

- | | | | |
|---------------|---|-------------|---|
| Bingley | 1 | Keighley | 1 |
| Bradford | 2 | Leeds (nfs) | 2 |
| Burley Park | 3 | Leeds City | 3 |
| Castleford | 4 | Marsden | 4 |
| Dewsbury | 5 | Menston | 5 |
| Featherstone | 6 | Mirfield | 6 |
| Fitzwilliam | 7 | Moorthorpe | 7 |
| Halifax | 8 | Morley | 8 |
| Hebden Bridge | 9 | Pontefract | 9 |
| Horsforth | 0 | Saltaire | 0 |
| Huddersfield | X | Shipley | X |
| Ilkley | Y | Wakefield | Y |

Other (WRITE IN)

Q15

Q15. Using your rating scale where 1=not at all well and 10=very well, how well or badly do you rate the local rail station you use most often, for...

ROTATE & TICKET START
 PLEASE USE THIS RATING SCALE.

		RATING SCALE											
		So-so											
Not at all well		1	2	3	4	5	6	7	8	9	Very well		
												10	
3		Not at all well										Very well	DK
0	...having accurate timetable information available	1	2	3	4	5	6	7	8	9	10	X	
0	...being well lit	1	2	3	4	5	6	7	8	9	10	X	
0	...keeping you informed of how services are running when you are waiting for a train	1	2	3	4	5	6	7	8	9	10	X	
0	...being clean	1	2	3	4	5	6	7	8	9	10	X	
0	...offering comfortable waiting facilities	1	2	3	4	5	6	7	8	9	10	X	

θ	...making you feel personally safe in the approaches to the station	1	2	3	4	5	6	7	8	9	10	X
θ	...making you feel personally safe at the station	1	2	3	4	5	6	7	8	9	10	X
θ	...the station overall	1	2	3	4	5	6	7	8	9	10	X

Q16

ASK ALL

Q16. Regardless of whether or not you use services, and using the (same) 1-10 scale where 1 = 'Not At All Well' and 10 = 'Very Well', could you please tell me how badly or how well you rate your local train service for...
ROTATE & TICK START

		Not at all well										Very well	DK	
3														
θ	...its frequency	1	2	3	4	5	6	7	8	9	10	X		
θ	...its reliability (keeping to the timetable)	1	2	3	4	5	6	7	8	9	10	X		
θ	...how easy it is to get on and off	1	2	3	4	5	6	7	8	9	10	X		
θ	...the quality of the carriages (i.e. clean, comfortable, spacious)	1	2	3	4	5	6	7	8	9	10	X		
θ	...space for pushchairs, wheelchairs, cycles, etc	1	2	3	4	5	6	7	8	9	10	X		
θ	...being able to get a seat	1	2	3	4	5	6	7	8	9	10	X		
θ	...having helpful staff	1	2	3	4	5	6	7	8	9	10	X		
θ	...having on-train service announcements	1	2	3	4	5	6	7	8	9	10	X		
θ	...the cost of the journey	1	2	3	4	5	6	7	8	9	10	X		
θ	...the length of the journey (i.e. time on the train)	1	2	3	4	5	6	7	8	9	10	X		
θ	...its making you feel personally safe and at ease while travelling	1	2	3	4	5	6	7	8	9	10	X		
θ	...the service overall	1	2	3	4	5	6	7	8	9	10	X		

Q17

The local bus service

Q17. How frequently, if at all, do you use the local bus service? Please tick one box only.

Almost every day	1
At least once a week	2
About once a month	3
Within the last 6 months	4
Within the last year	5
Longer ago	6
Never used	7
Don't know	8

Q18. How long, in your opinion, is a reasonable amount of time to wait for a bus **after it is due**?

mins

Q20

Q19.	When travelling by bus, which ticket and/or pass do you normally use? DO NOT READ OUT CAN MULTICODE	Single journey ticket	1	
		Return journey ticket	2	
		MetroCard	3	
		Day Rover	4	
		First Day/Day Rider	5	
		First Week/Month	6	
		Arriva Value	7	
		Scholars/Young Persons Permit/Photocard	8	
		Elderly/Senior Permit/Photocard	9	
		Disabled Permit/Photocard	0	
		Student Plus MetroCard	X	
		School Plus MetroCard	Y	
	Other (PLEASE SPECIFY) <input type="text"/>		()	
			0	Q21

Q20.	How often do you use a bus station anywhere in West Yorkshire?	5+ days a week	1	
		3-4 days a week	2	
		1-2 days a week	3	
		Once a fortnight	4	
		Once a month	5	Q22
		----- Less than once a month	6	
		Rarely	7	
		Never	8	Q24

<u>ASK ALL USING LOCAL BUS STATIONS MONTHLY (CODES 1-5 AT Q.21). REST GO TO Q23.</u>				
Q21.	Which bus station do you use most regularly? DO NOT PROMPT	Bradford	1	
		Castleford	2	
		Dewsbury	3	
		Leeds	4	
		Huddersfield	5	
		Halifax	6	
		Keighley	7	
		Pontefract	8	
		Wakefield	9	Q23
		----- Somewhere else	0	Q23

Q22.	On your 1-10 scale where 1=not at all well and 10= very well, how well or badly do you rate this bus station for...														
	ROTATE & TICK START	Not at all well								Very well	DK				
3	θ ...providing comfortable waiting facilities	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...having accurate timetable info available	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...keeping you informed of how services are running when you are waiting for a bus	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...directing you to the correct bus stand	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...being clean	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...making you feel personally safe	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...having toilets	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...having helpful and courteous staff	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...having facilities to get something to eat or drink	1	2	3	4	5	6	7	8	9	10	X			
θ	θ ...being free from cigarette smoke	1	2	3	4	5	6	7	8	9	10	X			
	θ ...the bus station overall	1	2	3	4	5	6	7	8	9	10	X			Q23

ASK ALL BUS USERS I.E. CODES 1-5 AT Q17

Q23.	Does the stop you use most frequently to travel to and from your home have a shelter ?	Yes	1	Q24
		No	2	Q25

ASK THOSE WHO ANSWER YES TO Q23 – REST GO TO Q25

Q24. Please think about the bus stop that you use most frequently to travel to and from your home and using your 1-10 scale where 1=not at all well and 10=very well, how well or badly do you rate it for...

ROTATE & TICK START

3		Not at all well										Very well	DK
0	...its state of repair (e.g. broken glass/panels, etc)	1	2	3	4	5	6	7	8	9	10	X	
0	... cleanliness & freedom from litter & graffiti	1	2	3	4	5	6	7	8	9	10	X	
0	...the level of protection offered against the weather	1	2	3	4	5	6	7	8	9	10	X	
0	...your personal safety	1	2	3	4	5	6	7	8	9	10	X	
0	...information about where the buses go	1	2	3	4	5	6	7	8	9	10	X	
0	...information about which buses stop there	1	2	3	4	5	6	7	8	9	10	X	
0	...the information about service times	1	2	3	4	5	6	7	8	9	10	X	
0	...the information about the actual time of the next bus	1	2	3	4	5	6	7	8	9	10	X	
	...the bus stop overall	1	2	3	4	5	6	7	8	9	10	X	

Q25

ASK ALL

Q25. Regardless of whether or not you use them please use your 1-10 scale where 1=not at all well and 10=very well, how well or badly do you rate your local bus service for...

ROTATE & TICK START

3		Not at all well										Very well	DK
0	...its frequency	1	2	3	4	5	6	7	8	9	10	X	
0	...its reliability (keeping to the timetable)	1	2	3	4	5	6	7	8	9	10	X	
	...the number of bus stops	1	2	3	4	5	6	7	8	9	10	X	
0	...how easy it is to get on and off	1	2	3	4	5	6	7	8	9	10	X	
0	...the quality of the vehicle (i.e. clean, comfortable, spacious)	1	2	3	4	5	6	7	8	9	10	X	
0	...being able to get a seat	1	2	3	4	5	6	7	8	9	10	X	
0	...its taking you directly where you want to go	1	2	3	4	5	6	7	8	9	10	X	
0	...knowing where to get off	1	2	3	4	5	6	7	8	9	10	X	
0	...the cost of the journey	1	2	3	4	5	6	7	8	9	10	X	
0	...its making you feel personally safe and at ease	1	2	3	4	5	6	7	8	9	10	X	
0	...the politeness of the driver	1	2	3	4	5	6	7	8	9	10	X	
0	...the driving style of the driver	1	2	3	4	5	6	7	8	9	10	X	
0	...having route information inside the bus	1	2	3	4	5	6	7	8	9	10	X	
	...the service overall	1	2	3	4	5	6	7	8	9	10	X	

Q26

Q26. In the last 6 months have you decided **not** to make a local journey by bus or train because you were concerned about your personal safety **whilst travelling**?

Yes	1	Q27
No	2	

Q27a	What would you say is the best thing about public transport in West Yorkshire?	Q27b																																			
Q27b	What would you say is the worst thing about public transport in West Yorkshire?	Q28																																			
Q28	In general would you say that you are treated with respect when...?																																				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">All of the time</th> <th style="text-align: center;">Most of the time</th> <th style="text-align: center;">Some of the time</th> <th style="text-align: center;">Rarely</th> <th style="text-align: center;">Never</th> <th style="text-align: center;">N/A</th> </tr> </thead> <tbody> <tr> <td>a) at work</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> </tr> <tr> <td>b) at school/college</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> </tr> <tr> <td>c) using public transport</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> </tr> <tr> <td>d) using health services</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> </tr> </tbody> </table>		All of the time	Most of the time	Some of the time	Rarely	Never	N/A	a) at work	1	2	3	4	5	6	b) at school/college	1	2	3	4	5	6	c) using public transport	1	2	3	4	5	6	d) using health services	1	2	3	4	5	6	Q29
	All of the time	Most of the time	Some of the time	Rarely	Never	N/A																															
a) at work	1	2	3	4	5	6																															
b) at school/college	1	2	3	4	5	6																															
c) using public transport	1	2	3	4	5	6																															
d) using health services	1	2	3	4	5	6																															
Q29.	And are you...	Q30																																			
	...employed full time (30 or more hours/week)	1																																			
	...employed part time (under 30 hours/week)	2																																			
	...self employed (full or part time)	3																																			
	...on a government supported training programme (e.g. Modern apprenticeship/ National Traineeship/Training for Work)	4																																			
	...full time education at school/college/university	5																																			
	...unemployed and available for work	6																																			
	...long term sick/disabled	7																																			
	...wholly retired from work	8																																			
	...looking after the home	9																																			
	...doing something else	0																																			
Q30.	Do you experience difficulties in getting about outside? By that I mean do you have difficulty in say reading notices, crossing streets, climbing steps, boarding buses or trains?	Q31																																			
	Yes	1																																			
	No	2																																			
Q31.	Are the difficulties you have in getting about permanent?	Q32																																			
	Yes	1																																			
	No	2																																			
	Comes & goes but is permanent	3																																			
	Comes & goes but is temporary	4																																			
	Don't know	X																																			
Q32.	Are you registered disabled?	Q33																																			
	Yes	1																																			
	No	2																																			
Q33.	How many cars and vans are available to members of your household, including yourself?	Q34																																			
	WRITE IN <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/>																																				
Q34.	ASK IF AT LEAST ONE VEHICLE AT Q33. IF NONE GO TO Q35. And generally, would you say you have a car available to you, either as a driver or a passenger... READ OUT SINGLE CODE	Q35																																			
	...all of the time	1																																			
	...most of the time	2																																			
	...mainly in the evenings	3																																			
	...mainly at weekends	4																																			
	...rarely	5																																			
	...never	6																																			

Q35.	Do you...	Yes	No	Don't know	
	...have a mobile phone	1	2	X	
	...have a WAP enabled mobile phone	1	2	X	
	...have access to the internet	1	2	X	
	...have an e-mail address	1	2	X	
	...have a bank account	1	2	X	
	...have a credit card	1	2	X	
	...use direct debit for paying bills etc				Q36

Q36.	How many people, including yourself, live in this household and are aged...				
	PLEASE WRITE IN THE ACTUAL NUMBER OF PEOPLE IN EACH AGE BAND				
	PLEASE REMEMBER TO INCLUDE THE RESPONDENT				
	...under 5			<input type="checkbox"/>	
	...between 5 and 16			<input type="checkbox"/>	
	...between 16 and 60			<input type="checkbox"/>	
	...61 and over			<input type="checkbox"/>	Q37

ASK IF ANY CHILDREN UNDER 5 IN THE HOUSEHOLD				
Q37.	Thinking of all the journeys you make locally by public transport, on how many are you accompanied by children under 5?	Q37	Q38	
		()	()	
	All of them	1	1	
	Most of them	2	2	
	Some of them	3	3	
	None of them	4	4	
	Do not use public transport/do not make car trips	5	5	Q39

ASK IF ANY CHILDREN UNDER 5 IN THE HOUSEHOLD				
Q38.	And thinking of all the journeys you make locally by car, on how many are you accompanied by children under 5?			
	CODE AT Q38 ABOVE			Q39

Q39.	To which of the following groups do you consider yourself to belong?			
	WHITE		BLACK OR BLACK BRITISH	
	British	1	Caribbean	1
	Irish	2	African	2
	Any other White background	3	Any other Black background	3
	MIXED		OTHER ETHNIC GROUP	
	White & Black Caribbean	4	Chinese	4
	White & Black African	5	Any other Ethnic group	5
	White & Asian	6		
	Any other mixed background	7	NOT STATED	
	ASIAN OR ASIAN BRITISH		Do not wish to be known	6
	Indian	8		
	Pakistani	9		
	Bangladeshi	0		
	Any other Asian background	X		Q40

Q40.	SEG	AB	1
		C1	2
		C2	3
		DE	4