

YORK TRANSPORT CONSULTATION – KEY FINDINGS REPORT (Residents and Commuters)

November 2019

For York Civic Trust,
York Environment Forum and
York Bus Forum



RESEARCH

Contents

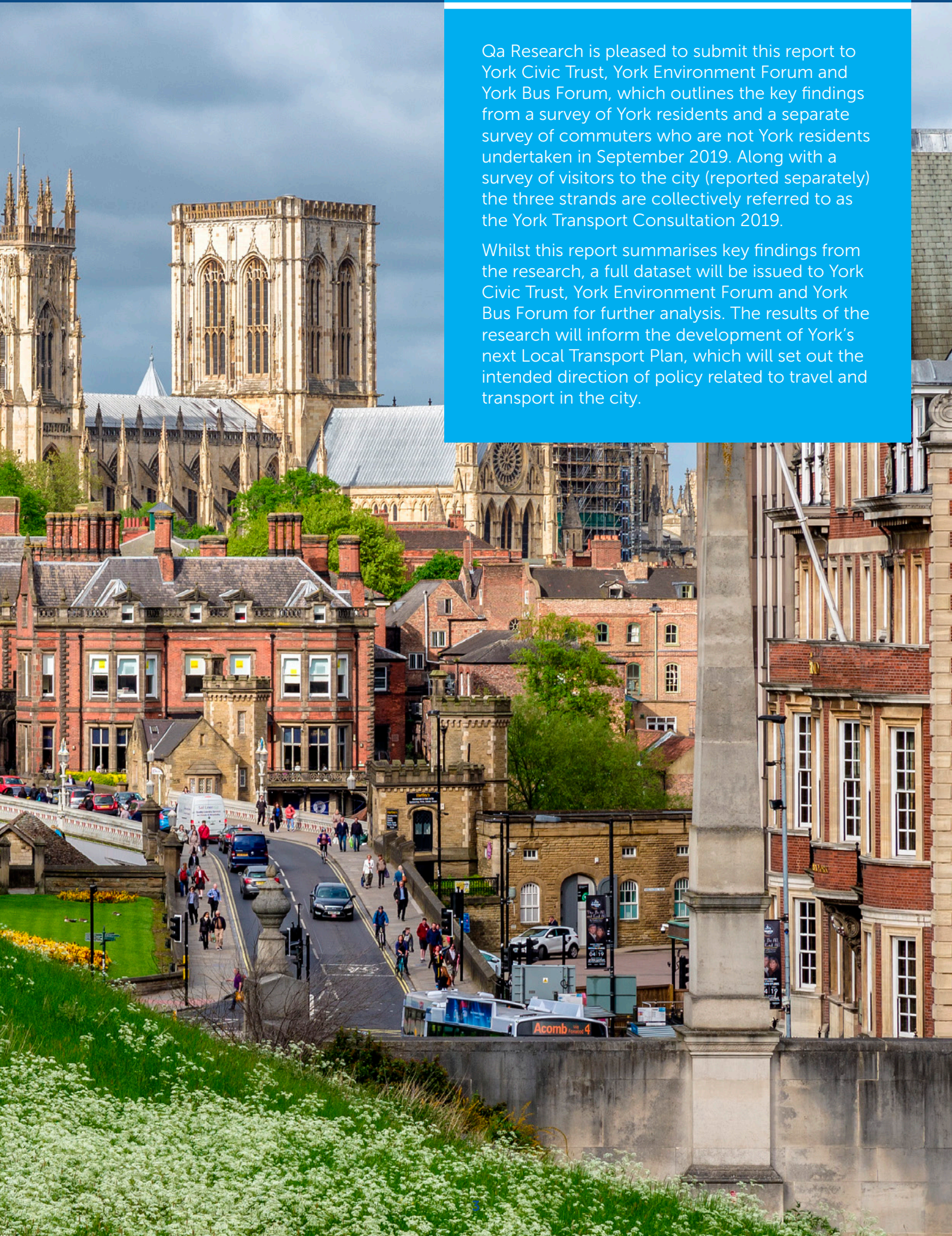
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1. Introduction

Qa Research is pleased to submit this report to York Civic Trust, York Environment Forum and York Bus Forum, which outlines the key findings from a survey of York residents and a separate survey of commuters who are not York residents undertaken in September 2019. Along with a survey of visitors to the city (reported separately) the three strands are collectively referred to as the York Transport Consultation 2019.

Whilst this report summarises key findings from the research, a full dataset will be issued to York Civic Trust, York Environment Forum and York Bus Forum for further analysis. The results of the research will inform the development of York's next Local Transport Plan, which will set out the intended direction of policy related to travel and transport in the city.



2. Aims and objectives

The principal objectives of the research with both residents and commuters were to:

- Identify the role that transport plays in carrying out activities, and whether it acts as a barrier;
- Build a picture of the journeys taken within York (including when, why and how);
- Investigate expectations for future travel preferences;
- Establish aspirations for desirable attributes of York's future transport system;
- Capture suggestions for actions which might be taken to realise those aspirations;
- Identify any differences between different socio-demographic groups;
- Identify a representative group of York residents and commuters to establish a Citizens' Transport Forum to comment on each stage of the development of the Local Transport Plan.



3. Methodology

3.1 Residents' survey

To collect the views of York residents, two methods of survey completion were made available. Firstly, a paper survey was distributed to a random sample of 8,500 households (approximately 10%) in the City of York Council area. Addresses were selected from the Post Office Address file proportionally by ward. Secondly, a parallel online survey was made available to other residents and advertised in libraries and York College, on First York buses and on several websites, to maximise response. The online survey was open for responses from Monday 2nd September, with paper questionnaires arriving shortly after that date. The closing date for responses was Monday 30th September.

In total, 798 residents returned a paper form and an additional 590 online responses were received, giving a total response of 1,388.

Weighting was applied at the analysis stage to ensure that the final sample was representative of York residents. Due to the variation in respondent type by each data collection method, separate weights were applied to (a) the sampled paper survey responses and (b) online responses. Data was weighted by gender, age, employment status, highest qualification and home ward (for paper responses) or postcode district where ward wasn't available (online responses). A lower response was achieved within the 16-24 age group (one factor being that the survey took place during the university vacation period), and a cap was placed on the weight that could be applied to the group to avoid placing an overly large weight on the group. It should therefore be noted that the views of this group are somewhat under-represented in the overall results.

Based on the City of York Council adult (16+) population (166,275¹) and the final sample of 1,388, the residents' results in this report at an overall level are accurate to within +/- 2.6% at 95% confidence. This falls comfortably within the statistically representative benchmark of +/- 5%.

3.2 Commuters' survey

To collect the views of commuters (who are not York residents) an online survey was circulated or promoted via York BID, York Chamber of Commerce, the Federation of Small Businesses, the Local Enterprise Partnership, Make it York, iTravel York, York Civic Trust and City of York Council. A total of 500 paper forms were also provided for any commuters who may not have access to email or who preferred to complete it offline. As with the residents' survey, the online survey was open for responses from Monday 2nd September to Monday 30th September.

In total, 182 commuters responded to the survey. This response was lower than expected, and the fact that just three paper forms were returned was a contributing factor. It is not known how many of the forms were actually distributed by employer organisations.

2011 Census data reports that 25,734 people commute into York from another Local Authority. Combined with the final sample of 182, the commuters' results in this report at an overall level are accurate to within +/- 7.3% at 95% confidence.

All data processing, coding and data preparation for both surveys was carried out in-house by Qa Research.



1 Office for National Statistics, 2011 Census





4. Key findings

Figure 1

Demographic profile of respondents

	 RESIDENTS	 COMMUTERS
MALE	47%	47%
FEMALE	51%	49%
OTHER	<0.5%	1%
PREFER NOT TO SAY	2%	3%
16-24	10%	18%
25-44	35%	36%
45-64	32%	40%
65+	22%	3%
PREFER NOT TO SAY	1%	3%

BASE: GENDER 1,336; AGE 1,370; COMMUTERS 182

	 RESIDENTS	 COMMUTERS
EMPLOYED	59%	84%
RETIRED	22%	0%
OTHER	18%	13%
PREFER NOT TO SAY	1%	3%
DEGREE LEVEL QUALIFICATION	32%	55%
NO DEGREE	63%	36%
PREFER NOT TO SAY	5%	8%

BASE: WORK STATUS 1,352; EDUCATION 1,258; COMMUTERS 182

NB: Base sizes for residents vary as those not responding to each question are excluded from analysis.

4.1 Profile of respondents

Figure 1 provides an overview of the demographic profile of both samples. As outlined in section 3.1 the residents' sample was weighted to make it representative of all York residents aged 16+.

Residents who provided home address details (just 3% did not) have been categorised geographically to the city centre, the rest of the inner urban area (but including Dringhouses and Woodthorpe, Acomb and Westfield), and outer York. Wards were used for the postal survey and the partial postcodes for the online responses. It should be noted that the ward and postal sector boundaries do not relate well so online postal areas have been allocated to the relevant geographic category based on where the majority of the postal area residents live. A minority of respondents (6%) live within York city centre (either within the Guildhall ward or having a YO1 post code if ward data was not known). More than half (56%) live elsewhere in the wards identified as inner urban York, whilst 38% live in the remaining outer York wards.

Other information provided by commuters adds additional detail to their demographic profile:

- 30% of commuters work in the city centre (YO1 work postcode);
- They commute in from varied home locations with areas to the South West of York (25%), South (16%), North West (15%), West (14%), North East (11%) and South East (10%) the most common;
- A quarter (27%) live more than 25 miles away from work, with 45% living between 11 and 25 miles away, and 28% living 10 miles or less away;
- Three-quarters (74%) are travelling to work before 8:00am, with a further 20% travelling between 8:00am and 8:59am, and a minority (7%) travelling later;
- 43% are travelling home between 4:00pm and 4:59pm, with 38% travelling between 5:00pm and 5:59pm. A minority are travelling home earlier (8%) or later (10%) than these peak times.

4.2 Current transport usage

Firstly, current demand on York’s transport system was assessed.

Residents were asked how frequently they undertake journeys within York during a typical week via a variety of modes of transport. Figure 2 compares demand across all modes of transport, with each mode ranked from most to least used.

Walking was the most frequently used mode of transport, with 95% of residents ever undertaking journeys on foot. This includes half (50%) who do so once a day or more, which increases to 62% of those aged 16-24 and 85% living in the city centre².

Car usage tends to be frequent amongst the 87% who ever use one to undertake journeys within York. A third (32%) use a car daily, whilst a further third (32%) use a car a few times a week. Car usage is highest in more remote areas, for example 42% of those living in outer York use a car to undertake journeys on a daily basis (increasing to as high as 54% of those living in YO19). Those aged 16-24 (11%) and 65+ (25%) were less likely to use a car to make journeys on a daily basis.

Local bus services also had a high level of usage, with 82% of residents ever undertaking journeys via this mode. Two-fifths (41%) of residents only use local bus services less often than once a week, but one in ten (11%) are daily users. A fifth (20%) of residents aged 16-24 use local bus services on a daily basis, whilst those living in outer York are the most likely to ever use them (88%).

Around three-quarters of residents ever use trains (75%) or taxis (71%), but only a small minority do so on a regular basis. Those living in the city centre are the most likely to ever use both modes of transport (92% and 81% respectively), as are those aged 25-44 (83% and 77% respectively).

A smaller proportion of residents ever use a bike to undertake journeys within York (54%), but those that do are more likely to do so on a frequent basis (21% of residents are making journeys on a bike at least once a day). Those living in the city centre are the least likely to do so (39% ever make journeys on a bike, including 5% who do so daily).

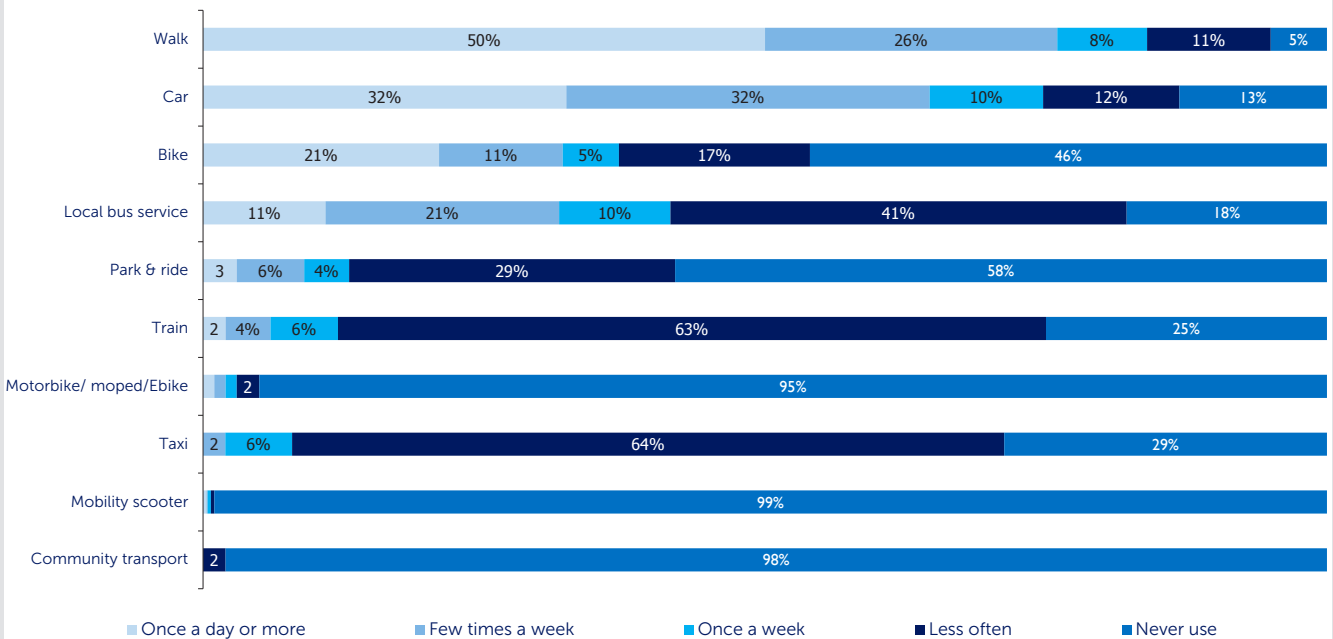
² Data cut by age, location (and other sub-groups) is available in the full dataset issued with this report.

Figure 2

Current transport usage - residents



Q1. For each of the following modes of transport, please indicate how frequently you undertake journeys within York during a typical week (including the weekend)?



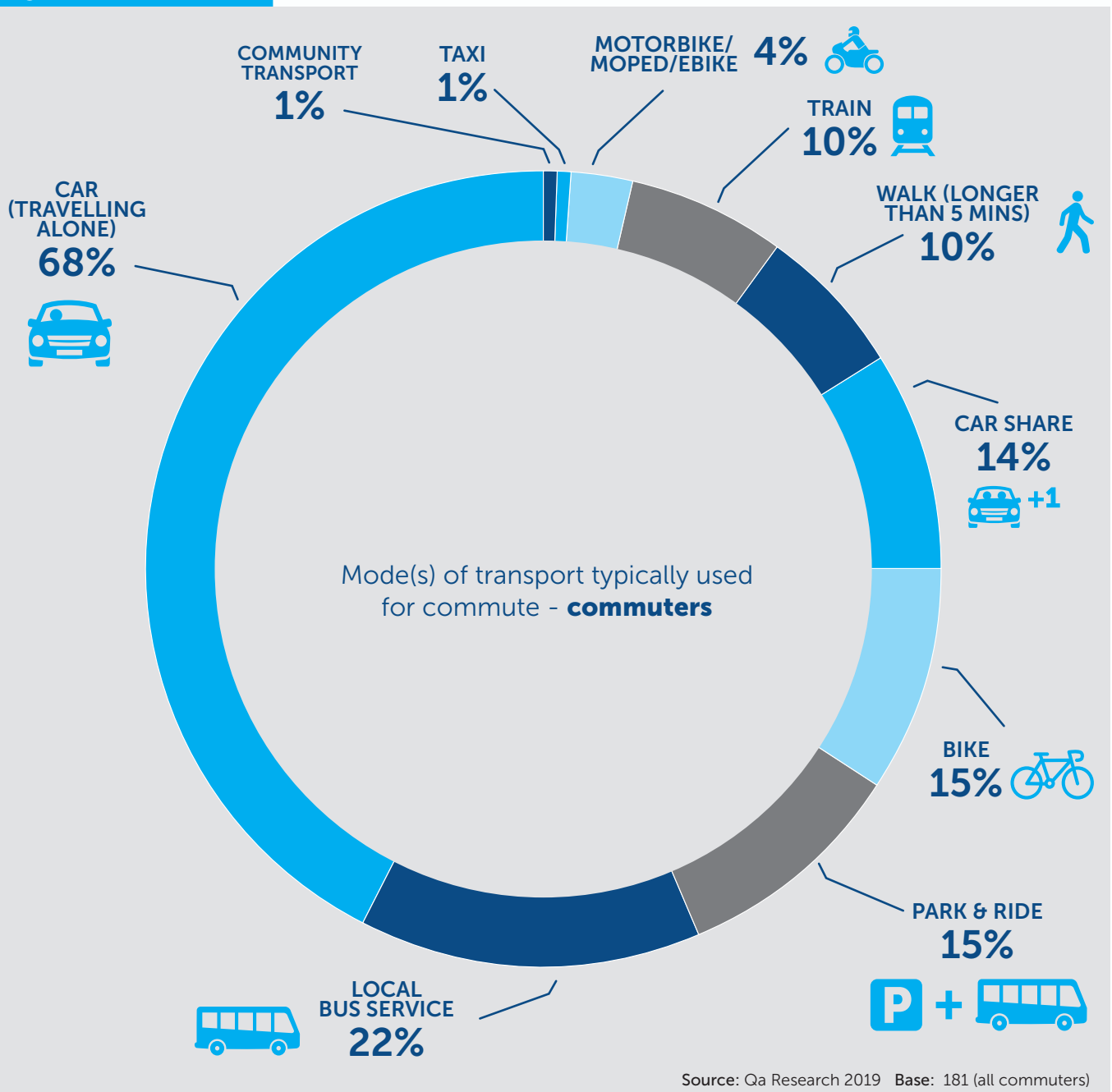
Source: Qa Research 2019 Base: Varies from 1,241 to 1,324 (all respondents)

Commuters were asked more specifically about the mode(s) that they used to travel to and from work. Figure 3 shows typical demand by mode of transport, with commuters being able to select more than one mode where journeys may involve multiple methods or vary by day. Two-thirds (68%) of commuters are typically using a car (travelling alone), whilst a further 14% are using a car share to undertake their commute to or from work. Those working outside the city centre (their place of work not having a YO1 postcode) were particularly likely to typically commute using a car share (19%, compared to 2% working in YO1).

Bus services are also popular with commuters, with 22% typically using local bus services and 15% using the park and ride (the latter increasing to 39% of those working in YO1).

A further 15% are using a bike, 10% are using train services and 10% are walking (where the walk is longer than 5 minutes, so walking to or from a station).

Figure 3




Source: Qa Research 2019 Base: 181 (all commuters)

4.3 Barriers to travel

Residents provided details about four journeys that they make frequently and each journey was rated on how easy or difficult it is to undertake. As shown in the following table, 29% of residents rated at least one of these journeys as being difficult (which includes 10% describing that journey as very difficult). Younger residents (36% of those aged 16-24) are the most likely to find a frequent journey difficult.

Those living further out from the city centre in areas including YO26 (48%), YO30 (37%), YO19 (36%) and YO41 (35%) are the most likely to find a frequent journey difficult.

Figure 4

Whether finds any of four most frequent journeys difficult - **residents** 


GROUP	PERCENTAGE	BASE
ALL RESIDENTS	29%	1,327
16-24	36%	135
25-44	31%	465
45-64	24%	418
65+	30%	279

A fifth (21%) of commuters find their current commute to and from work on an average day difficult, including just 5% who find it very difficult. Those working in the city centre (with work addresses in YO1) were more likely than those working outside the city centre to find their commute difficult (29% and 18% respectively).

It is not possible to link the difficulty to a specific mode of transport but those using the park & ride on a typical commute (43%) or a local bus service (28%) are more likely to find their commute difficult on an average day.

A higher proportion of commuters (27%) find travelling around within York once they have got to work difficult, including 6% who find it very difficult. There was little difference between those working in the city centre and those working outside it.

Figure 5

Whether finds commute or travelling within York difficult - **commuters** 

GROUP	DIFFICULT COMMUTING TO AND FROM WORK	DIFFICULT TRAVELLING WITHIN YORK	BASE
ALL COMMUTERS	21%	27%	182
WORK IN YO1	29%	27%	41
WORK OUTSIDE YO1	18%	30%	94

The reasons behind the difficulties faced provide additional insight into the problems faced by users of York's existing transport system. The proportion of both residents and commuters citing each reason (they were asked to state all reasons for their difficulties) are shown in Figure 6.

Amongst residents who found journeys difficult, 55% faced these difficulties because of road congestion and delays/time taken to make a journey. This increased to more than three-quarters of commuters who found their commute difficult for these reasons (78% and 76% respectively). Those commuting in a car (travelling alone) were particularly likely to face difficulties because of delays/time taken to make a journey (85%).

Public transport was another common reason for difficulties, with around two-fifths of residents (39%, increasing to 62% of those using local bus services at least weekly) and commuters (40%) citing the frequency of public transport as the reason for their problems. Base sizes are low but around three-quarters of those commuting by train and local bus services face difficulties because of the frequency of public transport. A general lack of public transport was the next most common reason for difficulties amongst residents (32%, increasing to 38% of those living in outer York), but it was lower down the ranking amongst commuters (despite still affecting 28%).

Commuters were generally more likely than residents to cite each reason, and were particularly more likely to face difficulties because of the cost of transport (39%, compared to 22% of residents) and the cost of parking (31%, compared to 9% of residents). These issues were even more prominent for those working in the city centre.

The condition of roads, paths or cycle routes caused problems for 19% of residents experiencing difficulties in their journeys (increasing to 31% of those using a bike at least weekly) and for 27% of commuters experiencing difficulties.

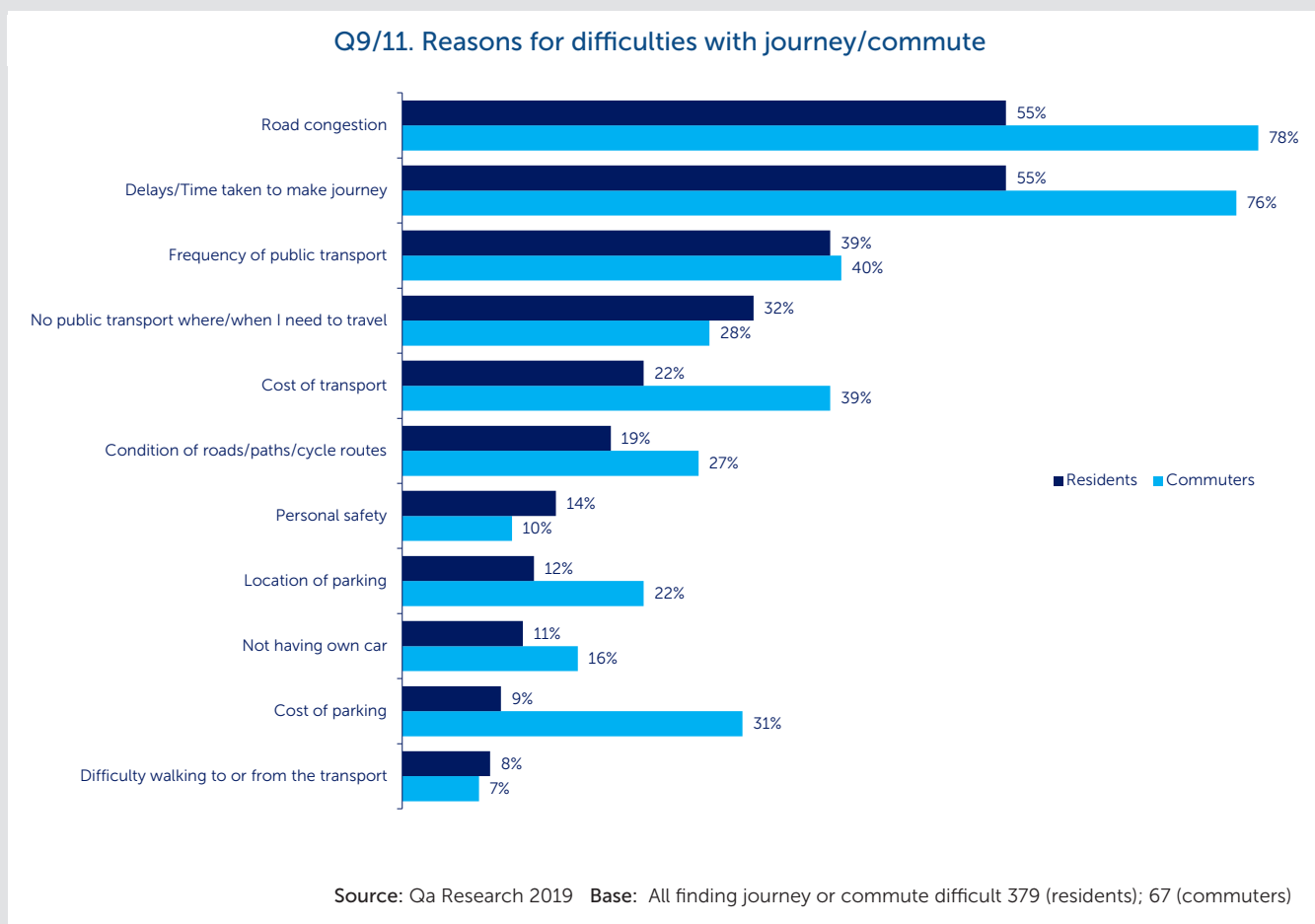
Residents experiencing any difficulties with the journeys that they frequently make were asked to say whether there are activities that they cannot do or places that they cannot get to because of local transport in York. Two-fifths (37%) said that despite facing difficulties in making journeys it did not actually stop them from doing particular activities or getting to particular places. Many of those facing difficulties gave more general responses related to the expense of public transport or roads being too congested, to reiterate what they had already described previously (see Figure 6).

Of the responses that did reference particular locations the most frequent problem areas are getting to: Monk's Cross or Clifton Moor (9%), rural villages (5%), places outside the city centre requiring multiple buses (4%) and the University of York (3%). Each of these responses equates to just 1 or 2% of all residents.

Specific types of activity that are made difficult, where mentioned, are getting to: the hospital or doctors surgery (5% of those facing difficulties – and most likely to be an issue for those aged 16-24 or 65+), leisure activities (4%), work (3%) and the gym or exercise classes (3%). Only a small minority of residents are affected by such barriers through local transport.

Figure 6

Reasons for difficulties amongst those finding journeys or commute difficult



4.4 Future demand on York's transport system

A quarter (25%) of residents expect to be making more journeys in an average week in five years' time than they are making now (including 7% making 'a lot more'), whilst 17% expect to be making fewer than they are now (including 4% making 'a lot less'). As shown in Figure 7, those residents facing difficulties with the journeys they make frequently (32%) and younger residents (49% of those aged 16-24) are the most likely to expect their transport usage to increase in five years' time. Older residents and those living in outer York are more likely to expect the number of journeys made in five years' time to be less than the number made now.

Those residents experiencing difficulties in making journeys who also expect that they will be making more journeys in five years' time, are particularly likely to cite the frequency of public transport (48%) and a lack of public transport (46%) as a reason for the difficulties they face. These issues should be investigated thoroughly to ensure increased demand does not place further pressure on existing gaps in the transport system.

Two-thirds (66%) of commuters feel that they are likely to still be commuting to York in five years'

time (increasing to 82% of those aged 25-44). Those currently facing difficulties with their commute are less likely to think that they will still be commuting in five years' time (54%) than those who find their commute easy (72%).

Of those likely to still be commuting in five years' time only a minority (8%) expect to be commuting more frequently than they are now. This is again most common amongst those aged 25-44 (15% of those expecting to be commuting in five years' time think the amount they commute will increase). None of those currently facing difficulties with their commute expect to be commuting more frequently in five years' time.

All residents and those commuters expecting to still be commuting to and from work in five years' time were asked to provide an estimate of (a) whether they expect their usage of each mode of transport to increase, stay the same or decrease and (b) whether they would like their usage of each mode of transport to increase, stay the same or decrease.

Figure 8 shows the % of both residents and commuters that expect or would like their usage of each mode to increase. A very similar pattern emerges for both residents and commuters, with around a fifth who expect their car usage (when travelling alone) to increase (most commonly residents aged 16-24, 57%), but a smaller proportion in each case who would actually like their car usage to increase. The pattern is reversed for car share usage, as it is for other modes of transport, suggesting that there is some appetite to decrease car usage in favour of other modes.

For all modes of public transport, a higher proportion of both residents and commuters would like their usage to increase when compared to what they expect to happen. There is particular appetite for increased usage of local bus services amongst residents (34% expecting their usage to increase, whilst 48% would like it to increase). Residents in some areas of York are particularly likely to say that they would like to see an increase in their usage of local bus services in five years' time (69% of those living in YO19; 61% of those living in YO23; 58% of those living in YO32).

There is also significant appetite to increase more active travel options, particularly amongst residents. More than half of all residents (54%) would like to increase the number of journeys made on foot and more than two-fifths (43%) would like to increase the number of journeys made on a bike. Commuters also displayed significant appetite to utilise these methods more often when compared to what they expected to happen.

Some residents and commuters said that they would like to use other modes of transport more often, and these most commonly related to usage of electric vehicles, autonomous vehicles or a tram system.

Figure 7

Number of journeys made in an average week in five years' time expected to be more or less than the number made now - **residents**



GROUP	MORE	LESS	BASE
ALL RESIDENTS	25%	17%	1,358
FACED DIFFICULTIES WITH FREQUENT JOURNEYS	32%	10%	385
NO DIFFICULTIES WITH FREQUENT JOURNEYS	22%	20%	930
16-24	49%	14%	135
25-44	29%	8%	478
45-64	18%	24%	425
65+	19%	26%	291
LIVE IN CITY CENTRE	29%	11%	77
LIVE IN REST OF MAIN URBAN AREA	27%	15%	740
LIVE IN OUTER YORK	22%	22%	499

Figure 8

Future expected/desired changes to transport mode usage



RESIDENTS



COMMUTERS

MODE OF TRANSPORT	EXPECT INCREASE	WOULD LIKE INCREASE	EXPECT INCREASE	WOULD LIKE INCREASE
CAR TRAVELLING ALONE	23%	14%	21%	12%
CAR SHARE	15%	22%	9%	24%
TRAIN	19%	32%	13%	24%
LOCAL BUS SERVICE	34%	48%	13%	34%
PARK & RIDE	11%	21%	12%	24%
COMMUNITY TRANSPORT	4%	7%	3%	7%
TAXI	14%	11%	4%	3%
MOTORBIKE/MOPED/EBIKE	3%	7%	9%	11%
BIKE	25%	43%	18%	34%
WALK	34%	54%	13%	28%
MOBILITY SCOOTER	2%	2%	N/A	N/A
SOMETHING ELSE	2%	7%	3%	8%
BASE (MINIMUM-MAXIMUM)	836-1,278	814-1,277	119	119



4.5 Influencing car usage

Both residents and commuters who are currently using a car to undertake journeys/their commute were asked why this was. As shown in Figure 9 a wide variety of factors contribute to the need to use a car and it also varies considerably between the two groups.

For more than half (55%) of residents the 'general convenience' of using a car is a main reason for doing so. The fact that it is quicker (47%), having a lot to carry (43%) or cheaper (25%) are also common reasons.

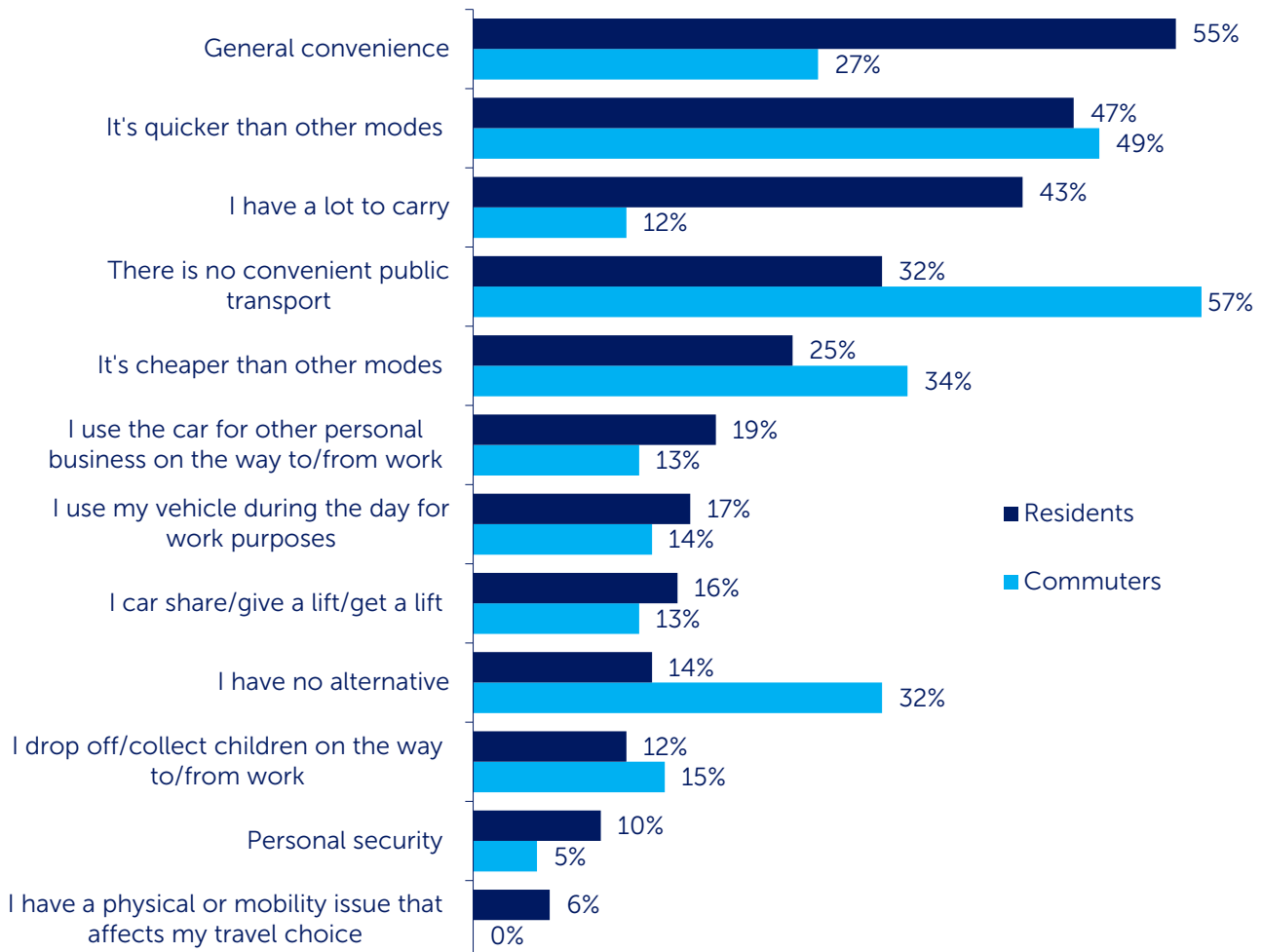
A third (32%) of residents said that there is no convenient public transport and this varied by location, rising to as high as 69% amongst residents living in YO41. Interestingly those living in the city centre (41%) were also more likely than average to use a car because of a lack of convenient public transport.

Amongst commuters a lack of other options is the main reason behind using a car for their commute, with 57% citing no convenient public transport and 32% citing having no alternative. Half (49%) said that it is quicker and a third (34%) that it is a cheaper option.

Figure 9

Reasons for using a car

Q2. What are your main reasons for using a car OR driving to/home from work?



Source: Qa Research 2019 Base: All using a car 1,113 (residents); 141 (commuters)

Figure 10 shows to what extent a variety of changes might impact on residents and commuters choices regarding car usage. The question was only asked of those expecting their car usage to increase in 5 years' time, which for commuters also includes only those expecting to be commuting in 5 years' time. As a proportion of all respondents this equates to 21% of residents and 20% of commuters providing a response to this question (some expecting their car use to increase chose not to answer this question and hence are excluded from the results). A score out of 5, where 1 was no influence and 5 was a lot of influence, was given and a mean score is compared for each possible change.

Improvements to York's public transport system is the most likely to influence a reduction in car usage. More frequent public transport scored 3.88 amongst residents and 4.09 amongst commuters. Amongst both groups cheaper buses and more accessible public transport were the next most likely to influence car users to use their car less. They were overall more likely to be influential than 'penalties' placed on driving itself such as increased or more widespread parking charges and increased fuel prices.

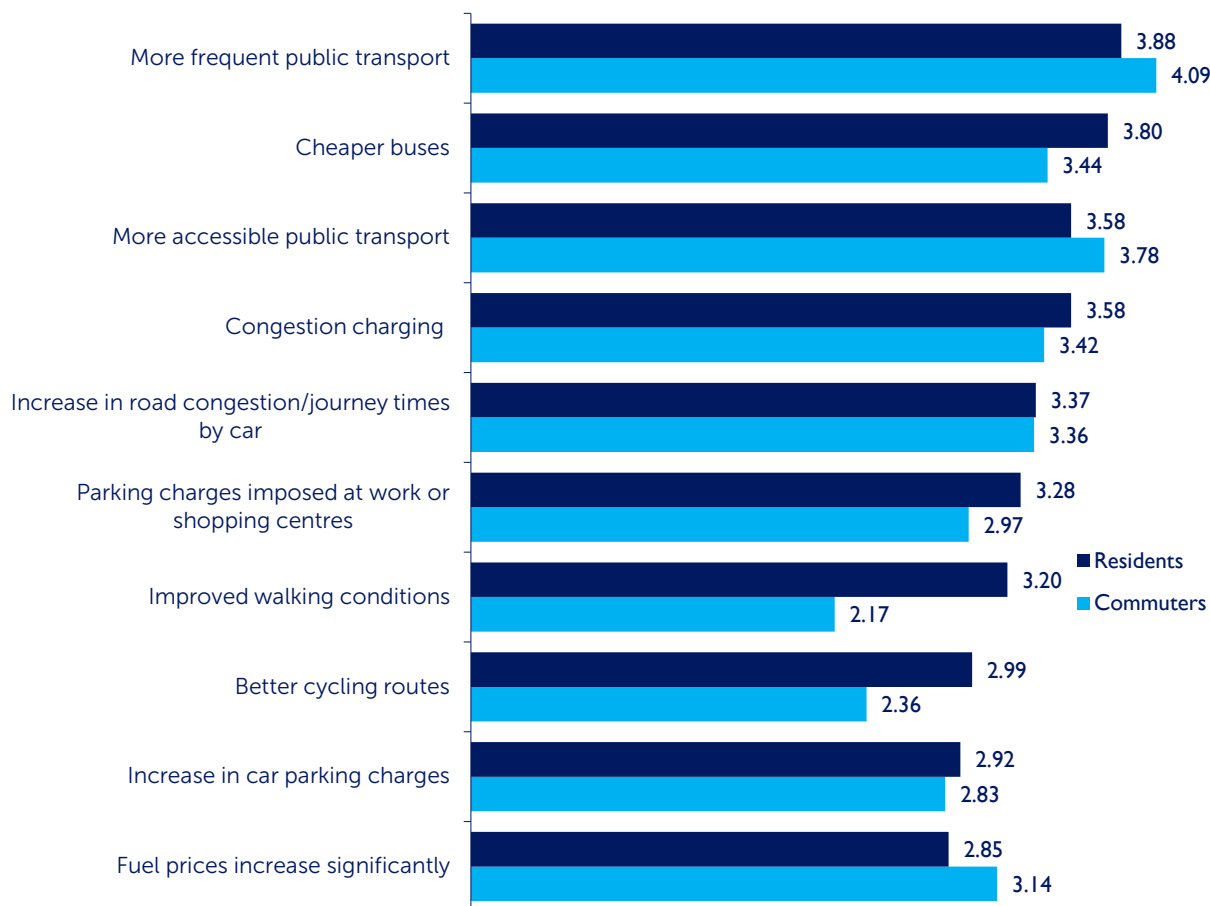
Although 'better cycling routes' is towards the bottom of the ranked list, the score was as high as 3.96 amongst those who ever use a bike to make journeys in York.

Across the board for residents all possible changes had a mean score of around or in excess of 3, which suggests that all of these changes have a part to play in influencing a reduction in car usage.

Figure 10

Likely influence of various changes on using car less

Q14/17. On a scale of 1 to 5 where 1 is no influence and 5 is a lot of influence, please tell us to what extent each of the following changes might influence you to use your car less in/to and from York?



Source: Qa Research 2019 Base: All expecting car usage to increase in 5 years time. Varies from 264 to 290 (residents); 36 (commuters)

4.6 Problems impacting on York's transport system

All residents and commuters were presented with a list of potential problems as a result of the transport system in York. Figure 11 shows the percentage of residents and commuters considering each problem as being serious (including very or fairly).

Clearly for residents and commuters alike congestion is a major problem, with nearly nine in ten (88%) of each group rating it as serious (either very or fairly).

Both groups are also environmentally aware and approaching four-fifths of each group consider both local air pollution and impact on climate change to be serious issues. In fact both residents and commuters were most likely to rate 'impact of transport on climate change' as very serious (47% and 49% respectively).

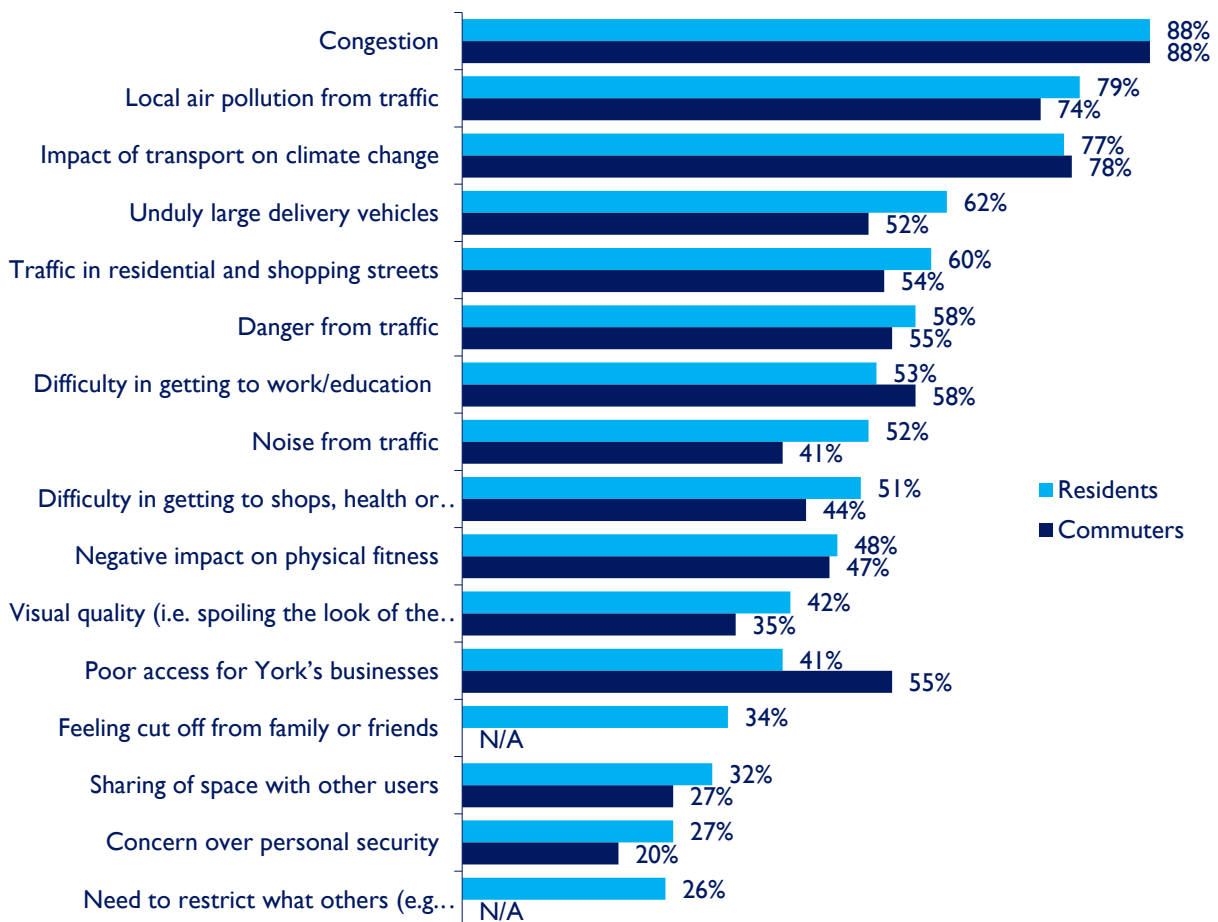
Unduly large delivery vehicles, traffic in residential/shopping streets and danger from traffic were other problems frequently rated as serious by both residents and commuters.

Younger residents aged 16-24 generally tended to have less extreme views on the severity of problems impacting on York's transport system. For example just 17% felt that local air pollution from traffic is very serious, and just 3% felt that danger from traffic is very serious (the % responding 'serious' (either fairly or very) was also significantly lower than other age groups). This age group were most likely however to feel that 'difficulties in getting to work or education' was a very serious problem (30%).

Figure 11

Seriousness of problems in York

Q15/18. Please indicate how serious you think each of the problems listed below is in York (% saying very/fairly serious shown)



Source: Qa Research 2019 Base: Varies from 1,297-1,328 (residents); 181 (commuters)

All residents and commuters were also presented with a list of potential problems for them as a user of the transport system in York. Figure 12 again shows the percentage of residents and commuters considering each problem as being serious (including very or fairly).

There was less variation from one problem to the next, hence suggesting that all of these issues are serious to different user groups. For example, four-fifths (80%) of those who ever use a bike to make journeys within York said that 'incomplete cycle routes' was a serious issue for them.

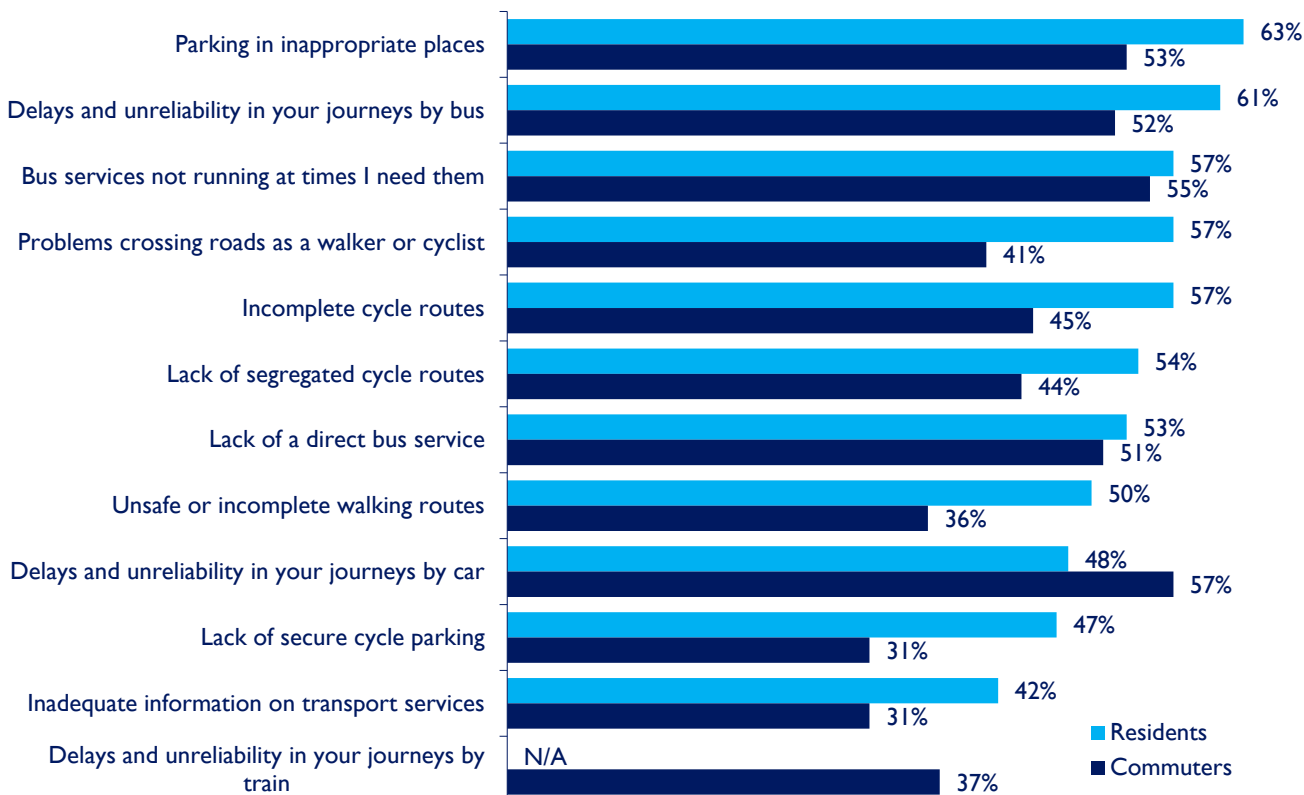
Likewise those commuting by bus were more likely to regard 'delays and unreliability in your journeys by bus' as a serious problem (85%). The same pattern exists amongst those commuting by car and train.

Where residents live is also a factor in how serious different problems are to them. Those living in outer York are more likely to regard 'delays and unreliability in your journeys by car' as a serious problem (56%) and also more likely to regard 'bus services not running at times I need them' and 'lack of a direct bus service' as a very serious problem (35% and 33% respectively). Those living in the city centre are more likely to regard 'unsafe or incomplete walking routes' as a serious problem (65%, including 38% regarding it as a very serious problem).

Figure 12

Seriousness of problems for the individual as a user of transport

Q15/18. Please indicate how serious you think each of the problems listed below is in York (% saying very/fairly serious shown)



Source: Qa Research 2019 Base: Varies from 1,288-1,312 (residents); 181 (commuters)

4.7 Suggested actions to tackle the most serious travel problems

Both residents and commuters were asked whether they have any suggestions for actions to tackle the most serious problems identified in this section. Whilst a huge range of responses were provided, figure 13 shows the most common themes emerging (all other responses were provided by 3% of residents or less).

Improving public transport was a key theme running across the most common responses, with 20% of residents stating that improving the frequency or routes of local bus services or park & ride services would help to tackle some of the serious problems affecting York's transport system (rising to 36% of those aged 16-24 and 24% of those living in outer York). A further 12% of residents felt that local bus services or park & ride services would benefit from being cheaper and 8% that buses could specifically be earlier or later (rising to 14% of those living in outer York). A total of 6% of residents felt that information should be improved e.g. timetabling and digital screens, however this increased to 22% of those aged 16-24.

Improving walking or cycling also featured in a number of suggested actions, with more pedestrian or cycle lanes (11%), better cycle routes (10%) and designing roads that put pedestrians and cyclists first (8%) all featuring fairly frequently. They were also all more likely to be mentioned by those making journeys using a bike.

Reducing car use was another common theme running through a number of the suggested actions. Around one in ten residents mentioned each of having 'a vehicle free zone or vehicle classification limitation within the city walls' (11% - the most common response from those living in the city centre (24%)) and 'enforcing illegal parking rules' (8%). A further 6% mentioned 'reducing congestion or introducing a congestion charge'.

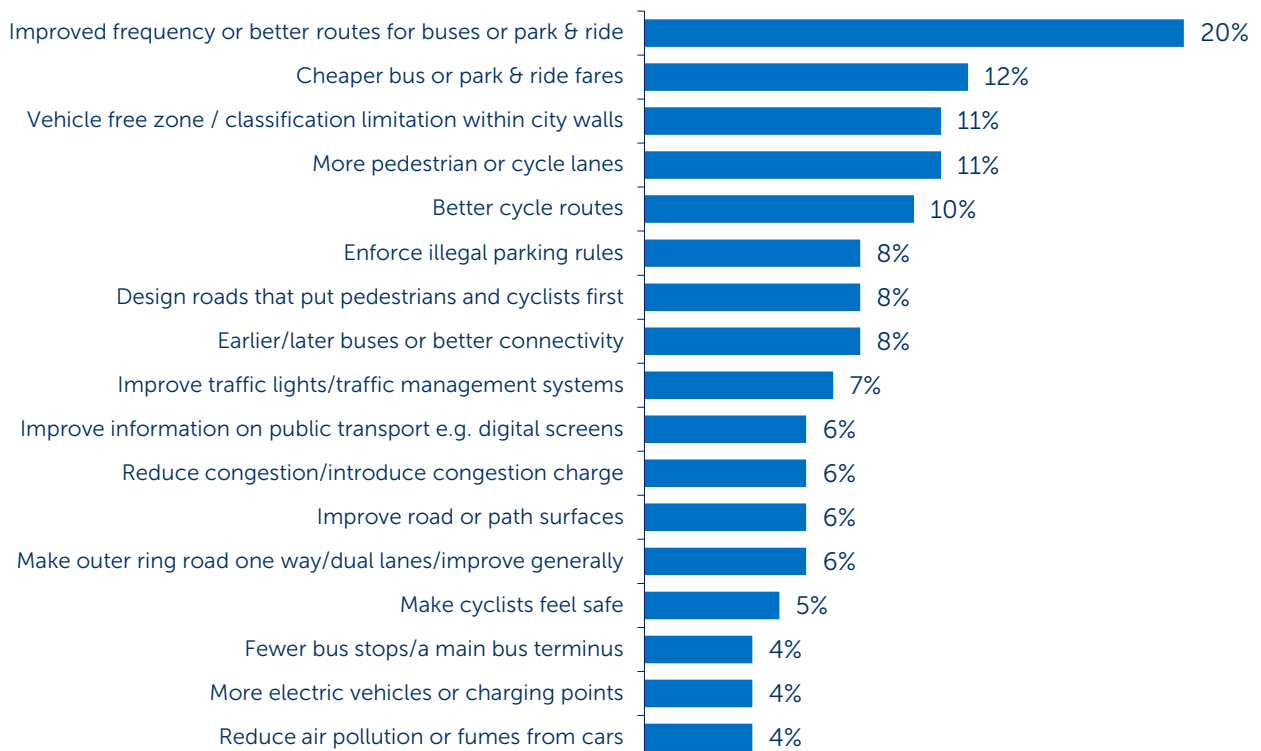
Suggested actions concerning new technologies did not come up very often. Just 4% of residents suggesting a need for 'more electric cars or charging points'.

Figure 13

Suggestions for action in tackling serious transport problems - residents



Q17. Do you have any suggestions for actions to tackle the most serious problems which you identified in the previous two questions?



Source: Qa Research 2019 Base: 1,022 (all residents)

Commuters gave a narrower range of responses to the same question, with any other responses besides those listed in Figure 14 only being mentioned by 1% or fewer.

The single most frequent response was 'improving cycle paths and routes' (13%), increasing to 44% of those using a bike to commute to work.

Improving public transport was again a key theme running throughout responses, with just under one in ten mentioning 'reducing the cost of public transport'

(9%), 'improving bus routes and lanes (8%), 'or improving the frequency of buses' (7%). Those using public transport to commute to or from work were generally more likely to propose each suggestion.

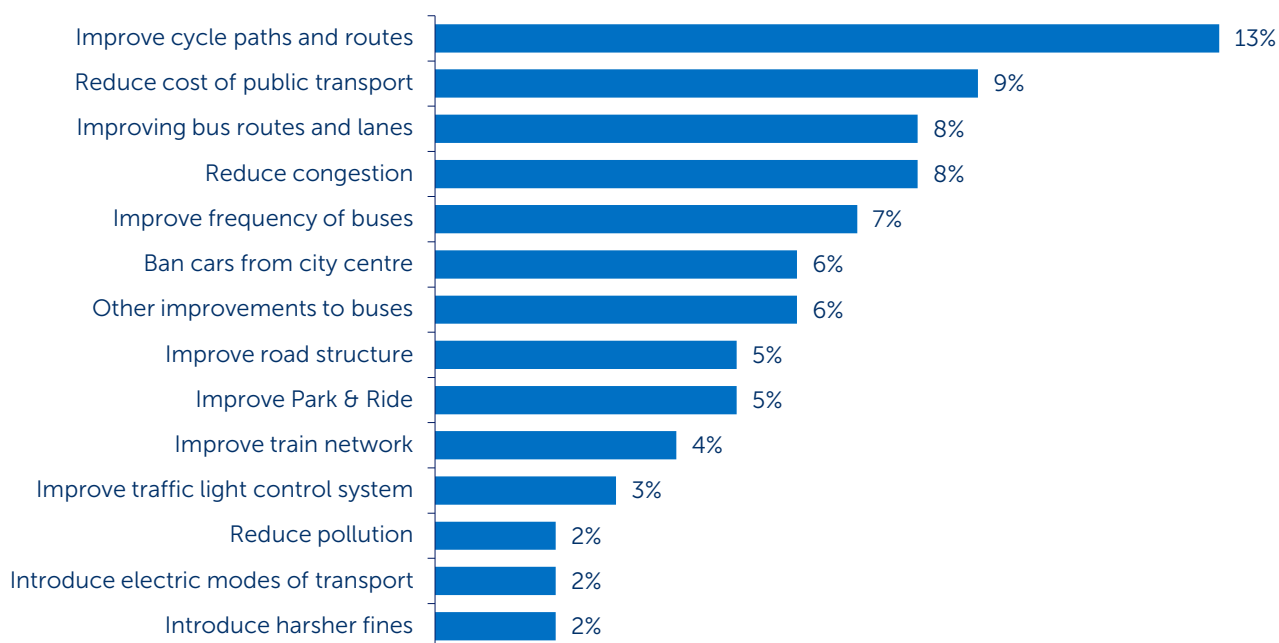
Reducing congestion and banning cars from the city centre (both 6%) were also mentioned by a number of commuters. Again, suggested actions concerning new technologies did not come up very often (just 2% of commuters suggesting a need for 'more electric modes of transport').

Figure 14

Suggestions for action in tackling serious transport problems - **commuters**



Q20. Do you have any suggestions for actions to tackle the most serious problems which you identified in the previous two questions?



Source: Qa Research 2019 Base: 181 (all commuters)





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