

# Leeds New Generation Transport - Final consultation results

Final Report

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**Prepared for:**

Metro Rapid Transit Team  
Wellington House  
40-50 Wellington Street  
Leeds  
LS1 2DE

**Prepared by:**

Steer Davies Gleave  
West Riding House  
67 Albion Street  
Leeds  
LS1 5AA

+44 (0)113 389 6400  
[www.steerdaviesgleave.com](http://www.steerdaviesgleave.com)

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**SUMMARY**

1. Consultation on the New Generation Transport (NGT) 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 along the three proposals NGT routes and information on the proposals, with an online questionnaire, was made available on the internet.
2. There was a good response to the NGT consultation and over 1,800 questionnaires were completed. All age and ethnic groups were represented and respondents came from all over Leeds and the outlying areas.
3. Over 95% of the sample thought public transport could be improved in Leeds. The most popular requests were for more reliable services, cheaper fares, more frequent services, more bus lanes and less crowded services.
4. 85% thought bus vehicles could be improved and on-board information was the most commonly suggested measure. Over one third of the sample also asked for cleaner vehicles (inside and out) and more environmentally friendly vehicles.
5. There was a positive response to the NGT proposals and respondents welcomed the fact that they involve high quality public transport improvements and Park & Ride. The issue of quality was important and the results show a desire for a scheme which is more than a 'typical bus'.
6. There were also requests for greater route coverage across Leeds, including in West Leeds. A significant number of respondents also asked for a tram scheme rather than NGT.

# 1 Introduction

## Background

1.1 In September 2008 Steer Davies Gleave was commissioned by Metro to assist with the public consultation for the New Generation Transport (NGT) proposals and the Transport for Leeds project. 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 <sup>th</sup> Nov (10am - 5pm)	275
Thursday 13 <sup>th</sup> Nov (10am - 8pm)	271
Friday 14 <sup>th</sup> Nov (10am - 6pm)	397
Saturday 15 <sup>th</sup> Nov (10am - 4pm)	234
Total	1,077

1.3 The purpose of the exhibitions was to show the NGT and Transport for Leeds 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 18<sup>th</sup> and 19<sup>th</sup> 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 NGT questionnaire. A copy of the questionnaire is provided as Appendix A.

## Number of responses

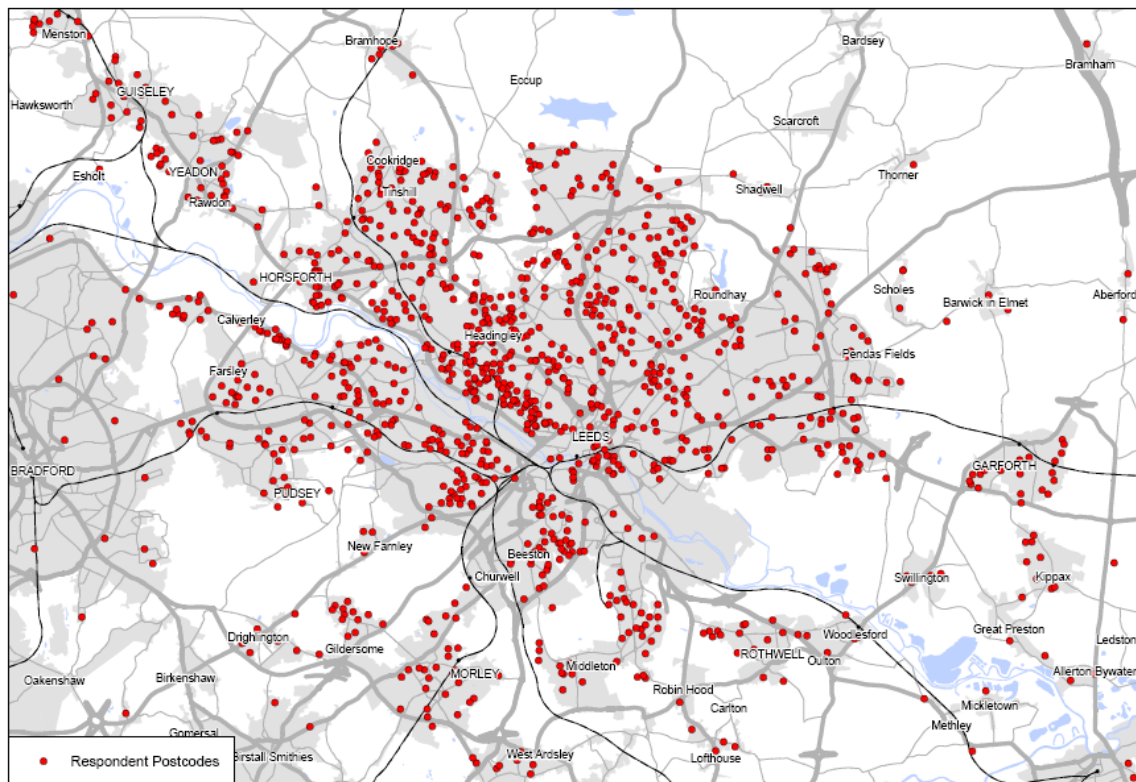
1.6 Table 1.2 illustrates the number and type of questionnaire responses received during the consultation period. This started on 12<sup>th</sup> November 2008 and finished on 9<sup>th</sup> January 2009.

**TABLE 1-2 NGT QUESTIONNAIRE RESPONSES**

Type of questionnaire	No of completed forms	% of all completed forms
Exhibition	906	50%
Internet	500	27%
Freepost - received soon after exhibition	350	19%
Freepost - received soon after extra promotion	64	4%
Total	1,820	100%

- 1.7 There was an excellent questionnaire response from the exhibition and 84% of all those attending completed an NGT questionnaire. The response rate for the forms handed out during the extra promotion was 5%, which is reasonable given that there was no supporting activity at the time (such as an exhibition) and there was no incentive provided 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**



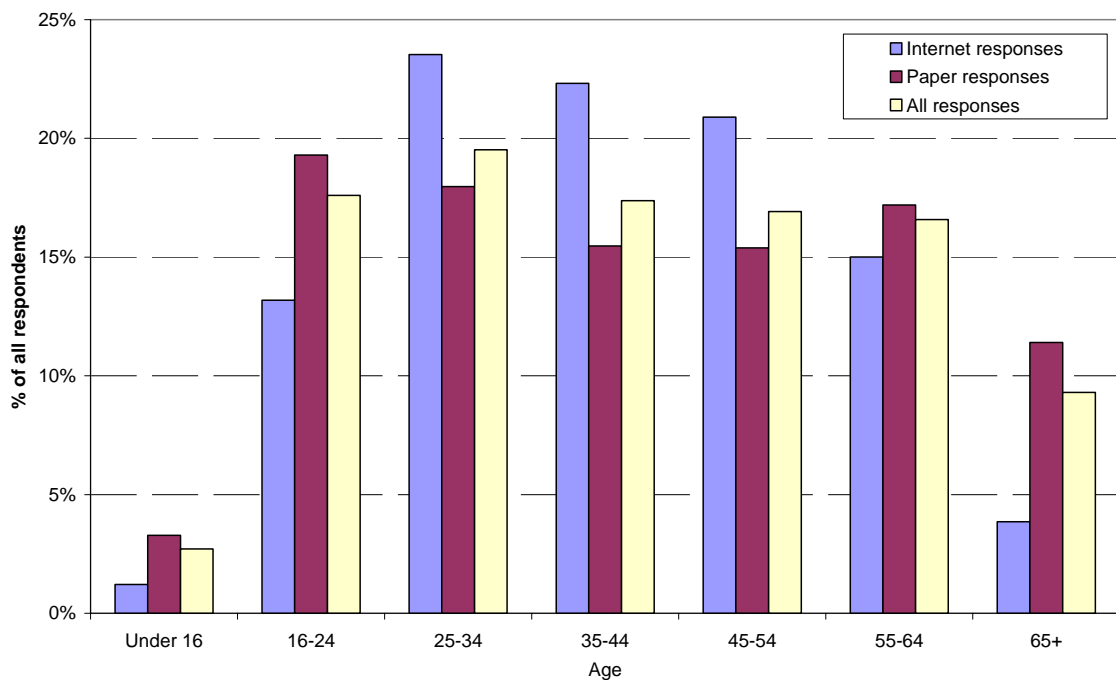
## 2 Results of the consultation

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

### Respondent demographics

2.2 58% of all respondents were males and 42% 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 Transport for Leeds consultation response, over two thirds of the internet forms were completed by those aged 25 - 54 years old. In comparison, fewer than 50% of paper forms were completed by this age group. This suggests that a greater proportion of people aged 25 to 54 are more likely to complete an online questionnaire than a paper form.

2.4 The same pattern was not evident amongst those under 24 years, 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.

2.5 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, 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 Respondents were asked whether they suffer from a long term illness, and if they do, whether it affects the way they travel. 16% 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 ethnic groups. The full breakdown is provided in Table 2-2 and compared well with that of the Leeds population. All ethnic groups were represented by those providing feedback.

**TABLE 2-2 RESPONDENT ETHNIC PROFILE**

Ethnic group	% of Leeds residents (2001 Census)	% of NGT respondents
White: British	89.2%	84.6%
White: Irish	1.2%	1.4%
White: Other White	1.5%	4.7%
Mixed: White and Black Caribbean	0.6%	0.5%
Mixed: White and Black African	0.1%	0.2%
Mixed: White and Asian	0.4%	0.6%
Mixed: Other Mixed	0.2%	0.4%
Asian or Asian British: Indian	1.7%	1.6%
Asian or Asian British: Pakistani	2.1%	1.2%
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%	0.9%
Black or Black British: African	0.3%	1.0%
Black or Black British: Other Black	0.2%	0.2%
Chinese or other ethnic group: Chinese	0.5%	0.7%
Chinese or other ethnic group: Other ethnic group	0.4%	0.8%

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	1587	72%	28%
Asian or Asian British	63	79%	21%
Black or Black British	38	89%	11%
Chinese & 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. This shows that the majority of respondents were employed/self employed.

**TABLE 2-4 RESPONDENT OCCUPATION**

Occupation	% of respondents
Employed/self employed	62%
At school/college/university	17%
Retired	15%
Unemployed	4%
Other	2%
At home/keeping house	2%

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 also asked about whether respondents hold a concessionary pass that allows free bus travel and/or reduced train fares. Approximately 30% of respondents stated that they had a concessionary pass, while the remaining 70% do not.

2.12 The age range of pass holders were examined and 57% of the under 16s said they held a pass, as did 47% of the 55 to 64 year olds and 98% of those aged over 65.

## Travel to Leeds City Centre

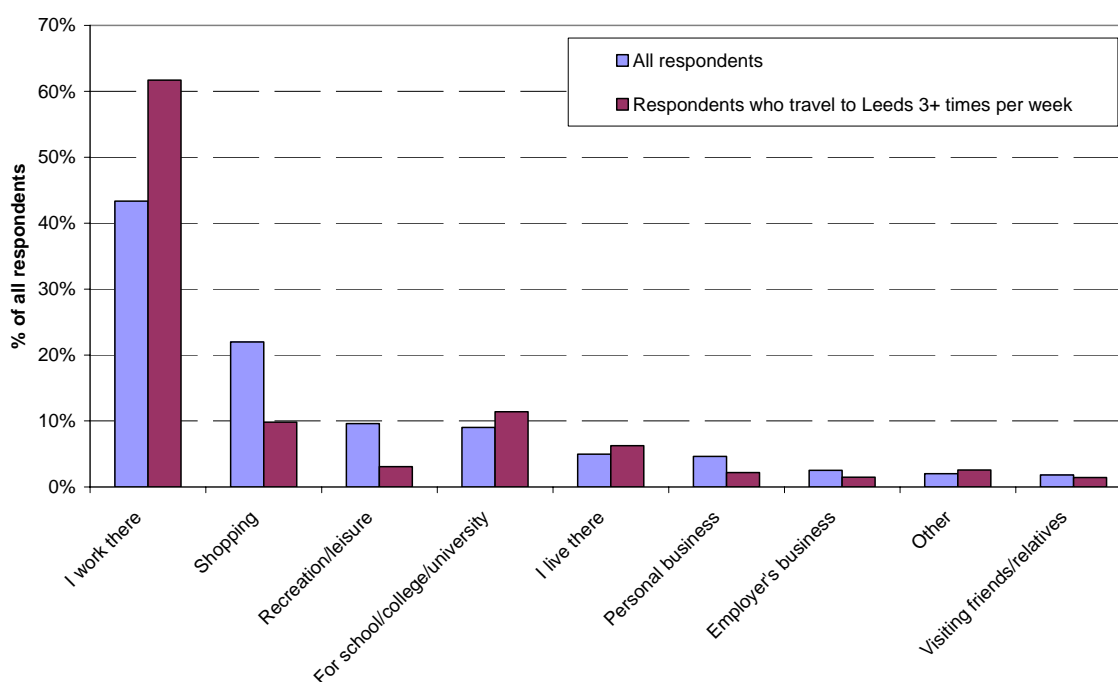
- 2.13 Respondents were asked about the frequency of their travel into Leeds City Centre. Approximately two thirds travel in three or more times a week.

**TABLE 2-6 FREQUENCY OF TRAVEL INTO LEEDS**

Frequency	% of respondents
Three or more times a week	68%
Once or twice a week	19%
Less than once a week but more than once a month	8%
Once a month or less	5%
Very rarely	1%

- 2.14 The questionnaire also 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**

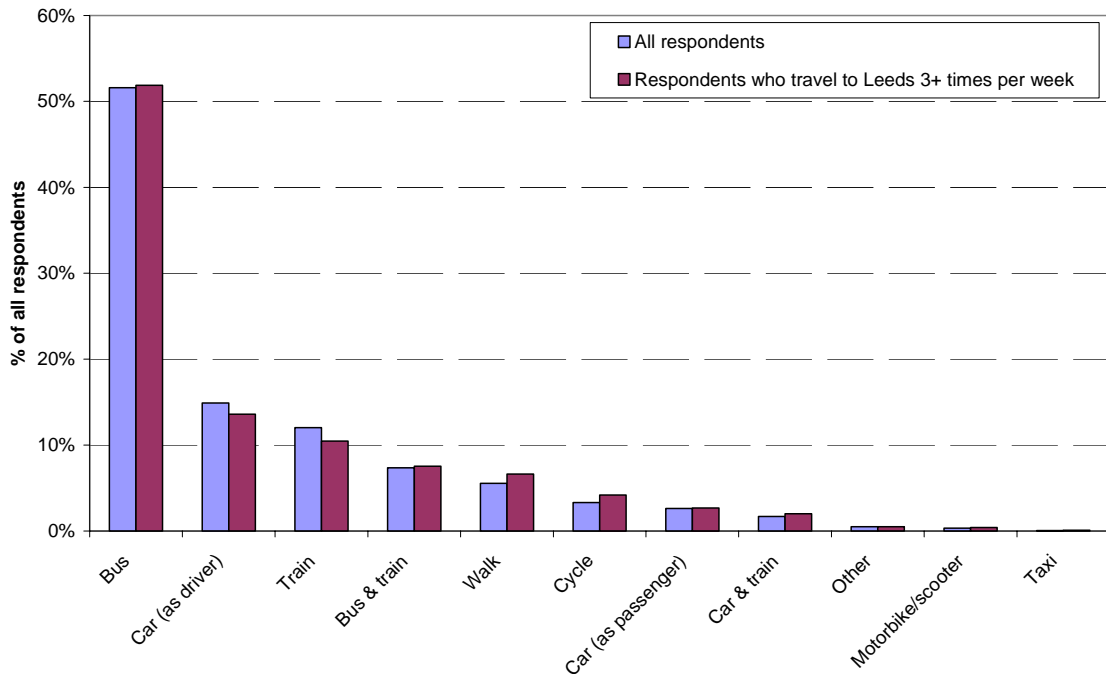


- 2.15 Almost two thirds of those travelling into Leeds three or more times a week do so because they work there. As expected, those who travel into Leeds to shop are less likely to do so three or more times a week. Approximately 10% of both types of respondent (all respondents and those who frequently travel into Leeds) do so for school, college or university.

- 2.16 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 over 10% of the total sample.

2.17 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. The total proportion of those travelling to Leeds by car (drivers and passengers) was 18% amongst all respondents compared to 16% for those who frequently travel into Leeds<sup>1</sup>.

**FIGURE 2.3 MODE CHOICE INTO LEEDS CITY CENTRE**



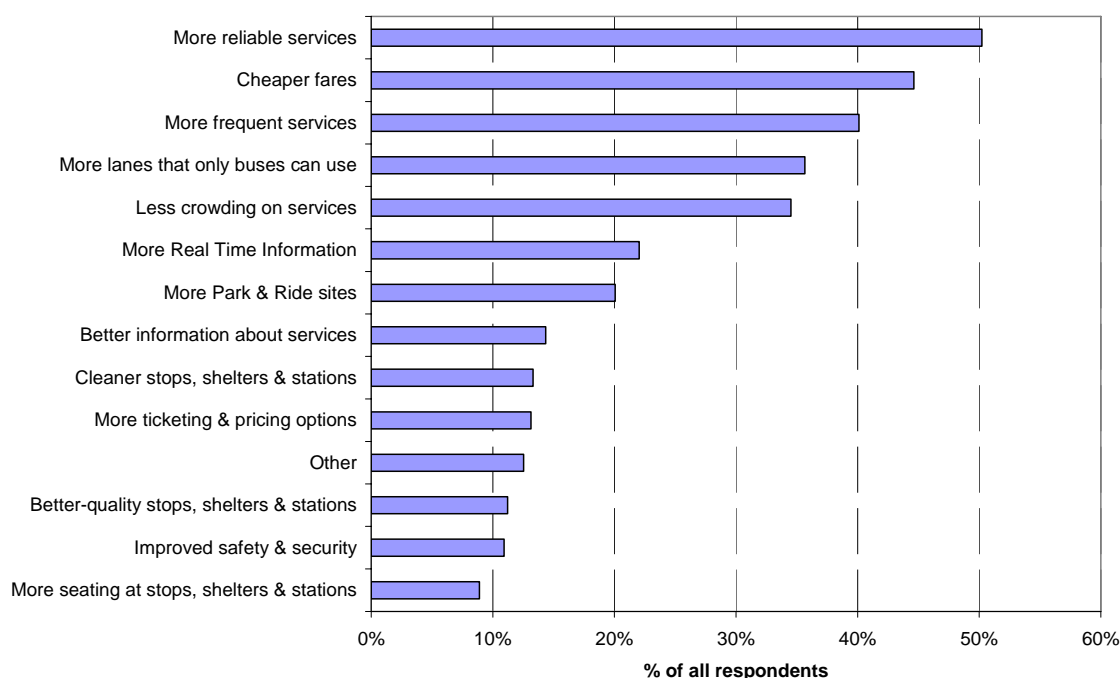
2.18 Those who usually drive to Leeds were asked whether they pay to park. Almost 50% stated that they pay to park and approximately 30% park for free (the remaining proportion are dropped off in the city centre so do not require parking). Results were also examined for those that drive to Leeds three or more times a week. They show that a lower proportion (42%) pay to park and 33% park for free, with fewer being dropped off.

<sup>1</sup> 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.

## Opinions of public transport in Leeds

- 2.19 Respondents were asked whether they feel public transport in Leeds could be improved and over 95% felt that it could. (1% felt that services could not be improved and 2% did not know).
- 2.20 The questionnaire gave a list of suggestions that could help improve services and respondents were asked to select those they felt were most effective<sup>2</sup>. Results show that more reliable services was the most commonly selected response, followed by cheaper fares and more frequent services. This is presented in Figure 2.4.

**FIGURE 2.4 SUGGESTED PUBLIC TRANSPORT IMPROVEMENTS**



- 2.21 The request for cheaper fares was also examined amongst the non-concessionary pass holders (71% of the total sample). This showed that 50% of respondents requested cheaper fares.
- 2.22 Respondents had the opportunity to note 'other' improvements in addition to those on the form. Over 200 people suggested ideas about this and common themes were:

- | Requests for a tram (29 people): "A tram like Sheffield or Manchester."
- | More/better routes (22 people): "Additional routes connecting East and West Leeds without going into city centre" and "urgently need 'shuttle' bus from rail station to St James's Hospital."

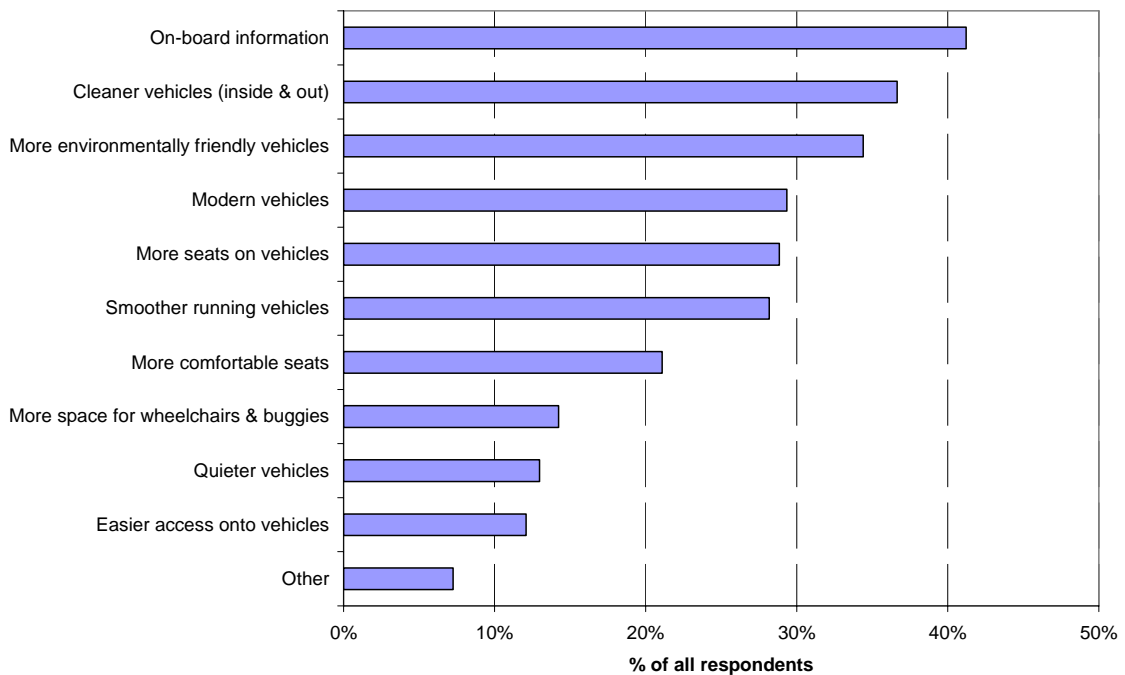
<sup>2</sup> The question asked respondents to select the three suggestions they felt were most important but a large proportion ticked more than three so all views have been reported. This was the same for the question relating to bus vehicle improvements, the results of which are summarised in Figure 2.5.

- | Better customer services on public transport (20 people): *"Less surly drivers - customer focus please"*.
- | More evening/weekend services (16) people: *"More frequent bus services early evening and return services up to midnight so I can realistically choose not to drive when going out in the evening."*
- | Faster bus services (12 people): *"Much faster services."*
- | Smartcard ticketing - generally requested as a way of speeding up bus journeys (11 people): *"Speed up buses by a) paying by simple fare structure or payment in advance, b) more doors for quicker entrance and exit."*
- | Bus priority (8 people): *"Traffic lights should change to green when a bus comes along so it doesn't have to stop."*
- | Restrict car use/parking (7 people): *"Less cars whose journeys should be metered. There should be a questionnaire to ask why they are congesting Leeds roads in a selfish way - the car drivers should be made accountable and responsible for wasting resources."*

2.23 Respondents were also asked whether they felt bus vehicles in Leeds could be improved. A large majority (85%) felt that bus vehicles could be improved, 9% did not know and 6% felt the services could not be improved.

2.24 The questionnaire then provided a list of suggested improvements and again, respondents were asked to select the ones they felt would be most effective. Results are presented in Figure 2.5 and show that onboard information was the most popular response, followed by cleaner vehicles, more environmentally friendly vehicles and more modern vehicles.

**FIGURE 2.5 SUGGESTED IMPROVEMENTS TO BUS VEHICLES**



2.25 Respondents also had the option to suggest 'other' improvements that could be made to bus vehicles. The most common suggestions were:

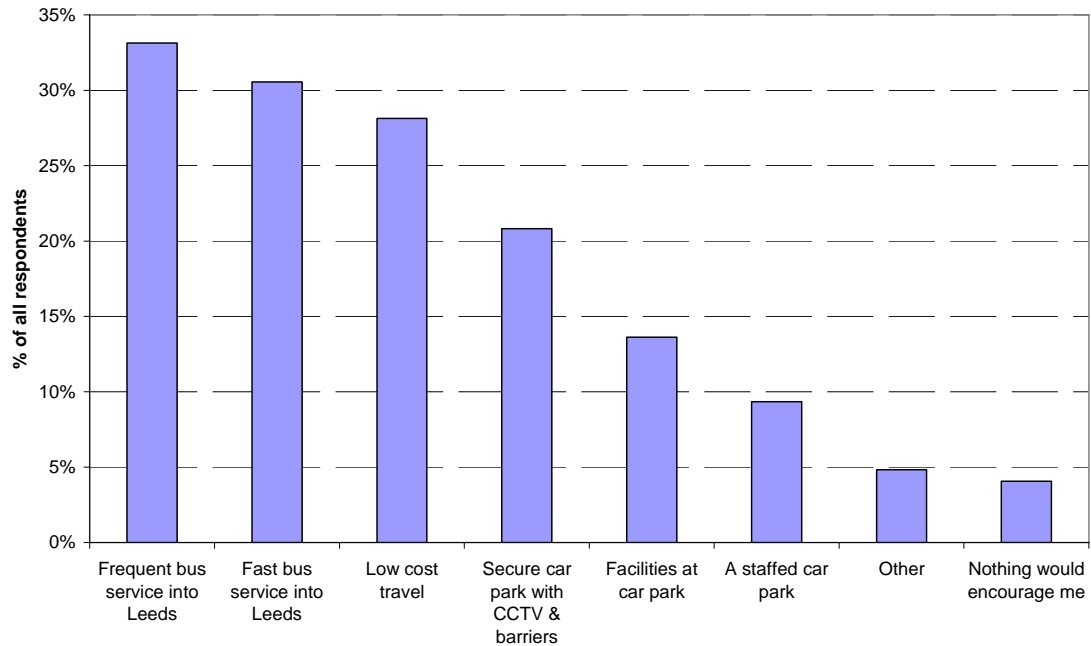
- | Comments about bendy buses or double deck vehicles (17 people): A small number of people were in favour of bendy buses (*" more bendy buses which have more seating and are more comfortable"*) but most expressed dislike for them. It was felt that the vehicles have fewer seats than double deck buses and help create congestion: *" Ban bendy buses - they are rubbish - not enough seats, poor ventilation, poor suspension, take up too much road space."*
- | Security/anti-social behaviour measures (14 people): *" Scratched windows on upper decks of buses send a bad message to users. Signs needed to ask passengers not to play music on buses."*
- | Comments about bus layouts (14 people): It was generally felt that there should be more leg room, *"more room for taller people"* and more space for luggage.
- | Better ventilation/air conditioning/heating (9 people): *" Warmer in winter, colder in summer."*
- | More reliable vehicles (8 people): *" Running vehicles - regularly we pick up passengers from other buses which have died."*

2.26 There were also requests for cleaner windows/no adverts covering windows, cycle racks, better wheelchair accessibility/easier access when stepping onto/off the bus and more space for luggage.

## Opinions of Park & Ride

- 2.27 Those who usually travel to Leeds by car were asked what would encourage them to use Park & Ride. A frequent service into Leeds was the most popular response, followed by a fast service into Leeds and low cost travel. Only 4% stated that 'nothing would encourage me'.

**FIGURE 2.6 MEASURES TO ENCOURAGE PARK AND RIDE USE**



- 2.28 The 'other' suggestions for how to encourage the use of Park & Ride primarily related to the need for a service that is cheaper than the cost of driving and one that it is in a convenient location.
- 2.29 These issues were also picked up amongst those who explained their answer that 'nothing would encourage me to use a Park & Ride.' The most common responses about this were:
- | No need for a Park & Ride as other sustainable modes are already used (45 people): *"I do not need to - I live near a bus stop."*
  - | Preference for driving (18 people): *"How else would I get directly to my destination without changing here there and everywhere? If I have to change buses and walk part of the way to get to my place of work it adds more time to my journey so I may spend extra time sat in the comfort of my car."*
  - | Lack of confidence in a Park & Ride system (11 people): *"I have no confidence in the council's ability to deliver on its promises to provide adequate park and ride facilities" and "it would take too long. It wouldn't be secure."*
  - | Person needs to drive into Leeds (7 people): *"I have a business I need to travel between clients."*

- I Concern about the time a Park & Ride journey would take – primarily due to long bus journey times (5 people): “*Unreliable bus service - travel time on buses too long*”.

## Comments about the New Generation Transport Proposals

- 2.30 Further comments (in an open question format) were invited from the respondents about the NGT proposals. A summary of the responses, and number of people making the comments, is provided in Table 2-7 below.
- 2.31 The comments were broadly supportive of the proposals and the respondents welcomed the fact that the public transport improvements would be high quality and environmentally friendly. There was more support for trolleybuses than the alternative vehicle options, although there were more requests for a tram.

**TABLE 2-7 SUMMARY OF FURTHER COMMENTS ABOUT NGT**

Issue	Summary of comments
Positive comment (143 people)	<p>Respondents noted that they welcomed the plans, especially the fact that they were for high quality services and environmentally friendly transport. Comments included:</p> <ul style="list-style-type: none"> <li>• <i>A welcome and much needed service otherwise Leeds is in danger of grinding to a gridlock halt.</i></li> <li>• <i>Excellent idea. More flexible than trams and easier to extend.</i></li> <li>• <i>Love the environmentally friendly transport - great ideas.</i></li> </ul>
Other areas in Leeds need attention (87 people)	<p>35 people requested an NGT route in West Leeds. Other comments were that public transport improvements are needed within the city centre and outlying areas. Comments included:</p> <ul style="list-style-type: none"> <li>• <i>NGT does not tackle the city-wide problems that bus operators face of congestion on all major radials and in local centres. Rather it is a set of proposals where the benefits will accrue to a limited number of corridors.</i></li> <li>• <i>Council tax payers from the better parts of Leeds will be ignored - they will just pay the bill.</i></li> <li>• <i>Yet again West Leeds misses out.</i></li> </ul>
Request for a tram (61 people)	<p>The responses showed real concern that Leeds is lagging behind other European cities by not having a tram. Comments in support of one included:</p> <ul style="list-style-type: none"> <li>• <i>Trams will always be preferable to buses, many cities in Europe have extensive tram systems and they can't all be wrong.</i></li> <li>• <i>Although the proposals are a step in the right direction I feel that Leeds should have its own tram system, Leeds is the largest city in Europe not to have one, it would encourage people to leave their cars at home.</i></li> <li>• <i>If trams are the best solution why can't we find the money (Manchester did).</i></li> </ul>
Trolleybus welcomed (60 people)	<p>There was more support for a trolleybus than diesel-electric/electric vehicles. There was evidence that some people prefer this option to a tram, although they were in a minority. People welcomed the fact that it was a more radical improvement to high quality buses. Comments included:</p> <ul style="list-style-type: none"> <li>• <i>I think that they should be environment friendly and modern - not just a bus though, make it almost exciting!</i></li> <li>• <i>MUST be differentiated from normal buses if people are to switch, therefore trolley bus is my favoured option.</i></li> <li>• <i>Only the trolleybus option would demonstrate a genuine, permanent investment in Leeds' transport infrastructure. New diesel or diesel-</i></li> </ul>

Issue	Summary of comments
	<i>electric buses would seem to be little better than what Leeds residents already have.</i>
General PT improvements (54 people)	Requests for general public transport improvements related to numerous issues including fares, comfort, accessibility, additional services, faster and more direct routes, cleanliness and bus priorities.
Scepticism about solution (43 people)	<p>A number of comments expressed scepticism about whether the solution was large-scale enough to make a difference. People were also concerned about how NGT could provide faster transport if it was not fully segregated. Comments included:</p> <ul style="list-style-type: none"> <li><i>Seems to combine the worst aspects of trams and buses, lack of flexibility and lack of segregated running. The main requirement is to get segregated routes and then it is not necessary to have a tram or trolleybus</i></li> </ul>
P&R welcomed (23 people)	<p>Comments included:</p> <ul style="list-style-type: none"> <li><i>It is a great idea, the city desperately needs a park and ride system to compete with other major cities, please make sure it happens!</i></li> </ul>
Diesel-electric welcomed (22 people)	<p>There was support for this option as it was seen as more flexible and would not involve as much construction/disruption as the alternatives:</p> <ul style="list-style-type: none"> <li><i>Diesel-electric seems a good option - environmentally friendly but no infrastructure costs and flexible.</i></li> </ul>
Reliability improvements needed (21 people)	<p>Comments included:</p> <ul style="list-style-type: none"> <li><i>My main gripe with bus service is that it can't be relied upon as buses are often late, early (which is especially irritating) or don't show, the buses make me constantly late.</i></li> </ul>
Bus based system not good enough (17 people)	<p>Comments included:</p> <ul style="list-style-type: none"> <li><i>A fancy bus stuck in traffic (say the Headingley corridor) will still be an eyesore and not attractive to drivers.</i></li> <li><i>Diesel bus services are not a next generation transport plan in my opinion.</i></li> </ul>
NGT will take too long to introduce (12 people)	<p>Comments included:</p> <ul style="list-style-type: none"> <li><i>I really want it to happen quickly, as 2014 is just too late.</i></li> <li><i>Your publicity (new generation of transport) proposal makes it very exciting times for public transport in Leeds, but as usual in this country everything takes too long.</i></li> </ul>
Funding concerns (11 people)	<p>There were concerns about whether the government would fund the NGT scheme and also whether council tax would be used. Comments included:</p> <ul style="list-style-type: none"> <li><i>How can we expect to get funding for the NGT when Supertram was refused?</i></li> <li><i>The trolley-bus option looks very expensive - more money for council tax payers to find.</i></li> </ul>
Concern about fares increase (10 people)	<p>Comments included:</p> <ul style="list-style-type: none"> <li><i>Anything to improve the bus service would be good but no doubt that would increase the fares.</i></li> <li><i>Concerned that the bus fare would increase to pay for new transport system.</i></li> </ul>
Better access to hospitals needed (7 people)	A number of comments were received about the need for better access to St James Hospital from South Leeds, Headingley, Meanwood and Cookridge.
The scheme is a waste of money (4 people)	<p>Comments included:</p> <ul style="list-style-type: none"> <li><i>Utter waste of money, it's trams or nothing.</i></li> <li><i>What's the point? Use the money to do something good for a change - we need better roads with no holes or lumps. It ruins cars suspension and costs drivers a lot each year. Get your act together for a change.</i></li> </ul>



APPENDIX  
A  
NGT QUESTIONNAIRE



**12. 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

**Asian or Asian British**

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

**Chinese and Other ethnic groups**

- Chinese
- Gypsy/Traveller
- Other ethnic group

**13. Are you:**

- At school/college/university
- Employed/self employed
- Unemployed
- Retired
- At home/keeping house
- Other (please specify)

**14. How many cars are there in your household?**

- 0
- 1
- 2 or more

**15. 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 New Generation Transport?**

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 New Generation Transport website for more information [www.ngtmetro.com](http://www.ngtmetro.com)

Thank you for completing this questionnaire about our proposals for New Generation Transport (NGT). 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.

# questionnaire



**NGT stands for New Generation Transport, a brand-new, high-quality transport system that would help support the ongoing growth of Leeds' economy and improve our local environment by combating congestion. To help us develop NGT, we want to know your views.**

**1. Do you think that public transport services in Leeds could be improved?**

- Yes
- No
- Don't know

**If yes, what do you think could improve public transport services in Leeds?**

Please tick the **three** suggestions you think would be most effective:

- More reliable services
- Cleaner stops, shelters and stations
- Better information about services
- Less crowding on services
- More-frequent services
- More lanes that only buses can use
- Improved safety and security
- More Park & Ride sites
- Cheaper fares
- Better-quality stops, shelters and stations
- More Real Time Information displays
- More seating at stops, shelters and stations
- More ticketing and pricing options
- Other (please specify)

**2. Do you think bus vehicles in Leeds could be improved?**

- Yes
- No
- Don't know

**If yes, what do you think would improve them?**

Please tick the **three** suggestions you think would be most effective:

- Easier access on to vehicles
- More space for wheelchairs and buggies
- More environmentally-friendly vehicles
- Quieter vehicles
- Modern vehicles
- Cleaner vehicles (inside and out)
- More seats on vehicles
- More comfortable seats
- Smoother running vehicles for a more comfortable ride
- On-board information - such as route plans and next stop information
- Other (please specify)

please turn over ►



[www.ngtmetro.com](http://www.ngtmetro.com)

**3. If you currently travel to Leeds by car, what would encourage you to use Park & Ride?**

Please tick the **three** suggestions that would most encourage you:

- A frequent bus service into Leeds
- A fast bus service into Leeds
- Low-cost travel
- Facilities at the car park including toilets and a high-quality waiting area
- A secure car park with CCTV and barriers
- A staffed car park
- Nothing would encourage me to use Park & Ride
- Other (please specify)

If 'nothing would encourage you to use Park & Ride', please state why.

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**4. Do you have any comments about our New Generation Transport proposals?**

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**5. 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.








**6. 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

**7. 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)

**8. How do you usually travel into Leeds City Centre?**

Please tick **one** 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**

**9. Are you:**

- Male
- Female

**10. Are you:**

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

**11. Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time, i.e. more than six months).**

- Yes
- No

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

- Yes
- No