

SYMCA: £2 Fare Travel Survey

Report: October 2023



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Contents

Executive Summary	1
Main Report	4
Section 1: Introduction	4
Introduction and background to the research.....	4
Aims of the research	4
Approach to the research.....	4
Reporting	5
Section 2: Travel behaviour	6
Introduction	6
Transport modes.....	6
Journey purpose	7
Levels of bus and tram use.....	8
Reasons for travelling by bus and/or tram	10
Barriers to travelling by bus and/or tram	12
Section 3: The £2 fare cap – awareness, use and impact	14
Introduction	14
Awareness of the £2 fare cap	14
Use of the £2 fare cap.....	18
Savings using the fare cap.....	20
Change in behaviour	21
Impact on quality of life and access to services	26
Overall perceptions of the fare cap	27
Appendix: Questionnaire	28

SYMCA: £2 Fare Travel Survey

Executive Summary

Introduction and background to the research

1. South Yorkshire Mayoral Combined Authority (SYMCA) introduced a £2 capped fare for single trips on buses and trams in South Yorkshire in November 2022. In January 2023 a national £2 bus fare cap initiative was launched and SYMCA continued to support the same offer on trams.
2. SYMCA commissioned research to understand the public's view of the £2 fare cap and its impact on their travel behaviours and cost of living.
3. The research was conducted via a representative telephone survey of 611 residents living in South Yorkshire. The survey took place between 9th September to the 26th September 2023 inclusive.

Key findings

Awareness

4. Overall, 42% are fully aware of the £2 single fare cap on buses, 6% somewhat aware and 52% are not at all aware. 59% of bus users are fully aware and 6% somewhat aware, compared with 28% of non-bus users that are fully aware and 5% somewhat aware.
5. Overall, 28% are fully aware of the £2 single fare cap on trams, with 3% somewhat aware and 69% are not at all aware. Residents in Sheffield are naturally more aware, given the location of the tram (40% fully aware and 4% somewhat aware). 52% of tram users are fully aware and 3% somewhat aware, compared with 20% of non-tram users that are fully aware and 3% somewhat aware.
6. Promotional materials, word-of-mouth from family and friends, information from bus drivers and tram conductors, social media and local news are the main sources of awareness of the £2 fare cap initiative.

Use

7. 55% of bus users, eligible for the £2 single fare cap i.e. do not have access to a free travel pass, mostly use the single journey fare capped at £2. 16% still purchase a standard single fare, 8% a return fare, while the remaining bus users purchase weekly, monthly, flexi or season tickets.
8. Of those that do not opt for the single journey fare capped at £2, 23% said they are not fully aware of the fare and 10% said they were not made aware of the option at the point of purchase – these respondents represent a group that could be supported to utilise the capped fare. This group represents about 4% of all respondents and approximately 15% of all bus users eligible for the capped fare. This suggests increasing awareness of the fare cap could grow use to around two-thirds of all bus users.
9. 54% of tram users (eligible for the £2 single fare cap) mostly use the single journey fare capped at £2. 15% still purchase a standard single fare, 13% a return fare, while the

remaining tram users purchase weekly, flexi or season tickets, or have not travelled on the tram since the introduction of the fare.

10. Of those that do not opt for the single journey fare capped at £2, 35% said they are not fully aware of the fare and 22% said they were not made aware of the option at the point of purchase – these respondents represent a group that could be supported to utilise the capped fare. This group represents about 4% of all respondents and approximately 25% of all tram users eligible for the capped fare. This suggests increasing awareness of the fare cap could grow use to some three-quarters of all tram users.

Savings

11. Eligible bus users that now opt for the £2 single journey fare are saving on average between 10p and 58p per journey, while eligible tram users are saving between 45p and £1.13 per journey.
12. Across both bus and tram users, there are 15 out of 28 respondents that said they now make journeys by bus or tram that they previously made with other forms of transport and as a result of the £2 fare cap they have saved money (this represents about 2.5% of respondents). The savings made since the introduction of the fare range from £8 to £500 per person, with an average of £115 per person.

Change in behaviour

13. There is a net increase in bus use amongst those that mostly opt for the £2 single fare cap for their journeys by bus (net increase of 4 percentage points amongst eligible bus users compared to an overall net decrease in bus use of -5 percentage points) and this likely translates into net increased bus journeys. Likewise, there are a small number of new bus users and there has also been a shift away from other modes of transport to the bus amongst a small number of respondents that now use the £2 fare cap.
14. Whilst there is a net decrease in tram usage, this decrease is less amongst those that mostly opt for the single journey fare cap (net decrease of -4 percentage points amongst eligible tram users compared to an overall net decrease in tram use of -14 percentage points). Likewise, there are a small number of new tram users and shift away from other modes of transport to the tram amongst respondents that now use the £2 fare cap.

Impact on quality of life, access to services and satisfaction with services

15. Across all indicators, there is a net positive impact of the fare cap on bus and/or tram users, including on frequency of travel, access to education, employment opportunities, access to leisure and recreation, and cost of living. For example, on average, across all the indicators, there is a net positive impact amongst bus and/or tram users of +15%.
16. Overall, respondents are more likely to say they are now more satisfied with bus services as a result of the fare cap, than are less satisfied – 18% are at least slightly more satisfied compared with 1% slightly less satisfied.
17. Bus users are more satisfied – 32% are at least slightly more satisfied with bus services compared with 2% that are less satisfied. This increases to 47% that are at least slightly more satisfied amongst those bus users eligible for the fare cap (and 1% slightly less satisfied).

Summary and concluding points for consideration

18. Whilst the majority of eligible bus and tram users are opting for the £2 single journey capped ticket for most of their journeys, there are opportunities to increase awareness of the ticket, which may increase use.
19. There is emerging evidence of the £2 single journey capped ticket having a positive impact on the amount spent on bus and tram journeys, and therefore the cost of living for those that use these services.
20. There is some evidence of minor behaviour change in the form of more journeys, new users and modal shift amongst bus and tram users eligible and using the £2 single journey capped ticket.
21. The £2 single fare capped ticket is having a positive impact on quality of life, access to services and the perceptions of bus services, especially amongst bus and tram users.
22. Underlying this, certain groups are likely to benefit more than others as they are more likely to be bus and tram users – for example, women, disabled residents, residents from lower social grades, unemployed residents, residents without access to a car, and non-White British residents.
23. Whilst the scheme has been in place since November 2022, there may be benefit in subsequent waves of surveying to assess its sustained and potentially growing impact. This is especially relevant where there are opportunities to increase awareness and use, and similarly where behaviour change can be a slower and more gradual process.

SYMCA: £2 Fare Travel Survey

Main Report

Section 1: Introduction

Introduction and background to the research

- 1.1. South Yorkshire Mayoral Combined Authority (SYMCA) introduced a £2 capped fare for single trips on buses and trams in South Yorkshire in November 2022. In January 2023 a national £2 bus fare cap initiative was launched and SYMCA continued to support the same offer on trams.
- 1.2. SYMCA commissioned research to understand the public's view of the £2 fare cap and its impact on their travel behaviours and cost of living.

Aims of the research

- 1.3. The survey covers the following key issues:
 - Levels of bus and tram use, purpose of travel, and barriers to travelling by bus and tram.
 - Awareness and use of the £2 bus and tram fare.
 - Impact of the £2 fare on travel behaviour, and its economic impact.
 - Overall perceptions of the £2 fare initiative and its implications for local bus and tram services.

Approach to the research

- 1.4. The research was conducted via a representative telephone survey of 611 residents living in South Yorkshire. The survey took place between 9th September to the 26th September 2023 inclusive.
- 1.5. A questionnaire was developed in conjunction with SYMCA to capture information to answer the aims and objectives of the research (see appendix). The questionnaire drew on questions developed by the national evaluation of the fare cap. The questionnaire was tested with a small number of the target audience prior to its full implementation to ensure it worked effectively in practice.
- 1.6. Quotas were set based on the latest population data available to help ensure that the survey sample was demographically representative of the local population. Quotas were set by location (local authority area), gender, age and employment status.
- 1.7. Interviews were conducted at different times of the day and different days of the week, including evenings and weekends, to ensure a good mix of respondents.
- 1.8. With 611 respondents, the survey provides for robust data. At this number of respondents, the sample error or accuracy of the survey results is +/- 4% at a 95% confidence level.¹ This means that we can be 95% confident that the "real" result for any given question would be within 4 percentage points of those stated within the survey findings. This provides for robust data when analysed at a headline level and when different questions are cross-referenced against each other. It also allows for reliable comparison over time.

¹ Sampling error exists because even when surveying as robustly as has been the case with this survey, only a proportion of the population has been interviewed. Sampling error, therefore, is the measure of accuracy between the survey results and those that would have been obtained if all residents in the area had been surveyed i.e. a census conducted.

1.9. The following table shows the demographic profile of respondents to the survey:

Demographic	Percentage of interviews achieved	Percentage of population
Gender		
Male	49%	49%
Female	51%	51%
Age		
16-17	2%	3%
18-24	11%	11%
25-34	17%	17%
35-44	16%	15%
45-54	15%	16%
55-64	17%	16%
65-74	11%	12%
75+	11%	11%
Local Authority area		
Barnsley	18%	18%
Doncaster	21%	22%
Rotherham	20%	19%
Sheffield City	41%	41%

Note: All quotas were achieved within 1-2 percentage points of their target and the results 're-weighted' to be fully in line with the latest local population demographics (these were derived from the ONS mid-year population estimates 2022).

Reporting

1.10. The main report summarises the key findings from the research. Each relevant question has been analysed against a set of key demographic and conceptual variables to identify any relevant patterns, trends, similarities or differences by different types of respondents. Commentary is only provided where significant or meaningful findings are identified. The variables include:

- Gender
- Age
- Ethnicity
- Disability
- Employment/Education status
- Socio-economic status
- Type of area – urban v rural
- Local Authority area (most questions, where feasible, are presented by District to provide local comparison, however, please be aware of some small sample sizes that mean differences between Districts may not always be statistically significant)
- Vehicle access/use
- Levels of bus/tram use
- Awareness and/or use of £2 fare cap

1.11. The report is divided into the following sections:

- Section 2: Travel behaviour
- Section 3: The £2 fare cap – awareness, use and impact

Section 2: Travel behaviour

Introduction

2.1. This section provides context and presents findings about travel behaviour, including:

- Transport modes
- Journey purpose
- Levels of bus and tram use
- Reasons for travelling by bus and/or tram
- Barriers to travelling by bus and/or tram

Transport modes

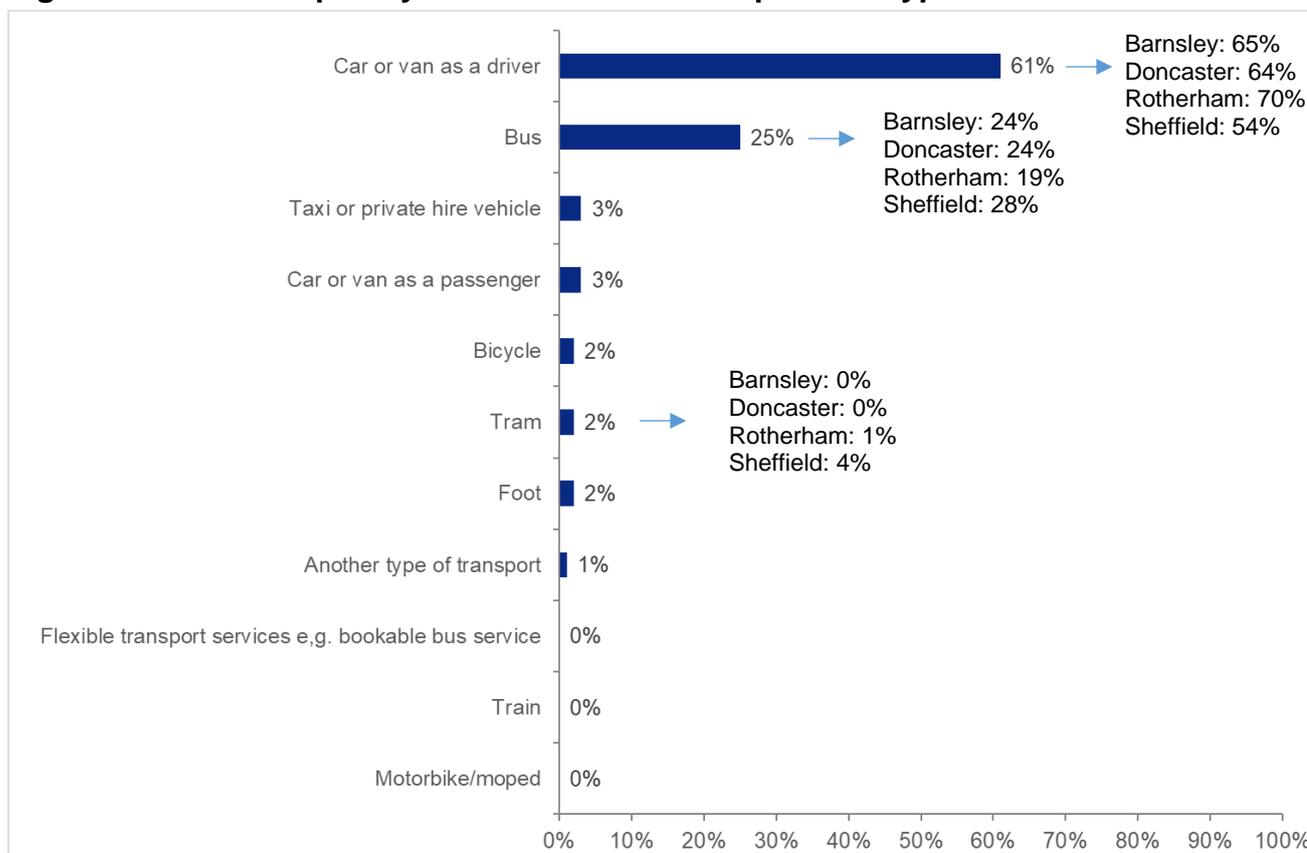
Almost two-thirds travel by car or van most frequently in a typical week, followed by a quarter travelling by bus and 1-in-50 by tram

2.2. 61% of residents most frequently travel by car or van as a driver in a typical week (and 3% as a passenger).

2.3. 25% travel by bus most frequently and 2% by tram.

2.4. Bus use is highest amongst residents aged 35-54 (30% use a bus as their main form of transport), residents aged 75+ (39% use a bus), women (28%), residents living in inner city areas (33%), residents that do not have access to a car etc (69%), residents living with a disability (31%), non-White British residents (31%), unemployed residents (45%) and residents in lower social grades C2DE (38%). These residents also tend to use the tram more, although the percentage point differences are much less, due to the relatively low usage levels.

Figure 2.1: Most frequently used method of transport in a typical week



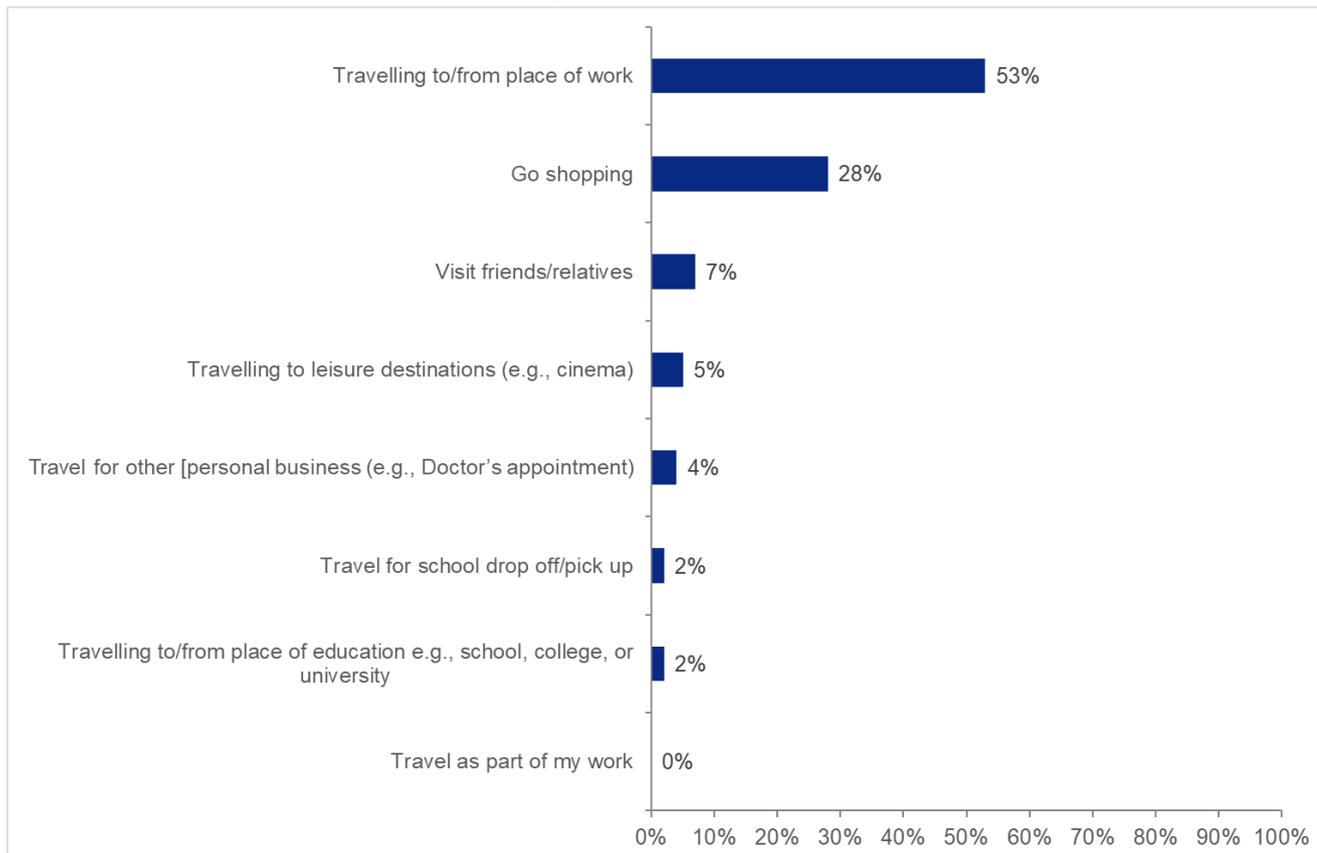
Number of respondents: 610. Question: Thinking about the journeys you undertake in a typical week, which type of transport do you use most often?

Journey purpose

Most residents travel to and from a place of work, with car/van drivers more likely to do so than bus or tram users

- 2.5. 53% of respondents mainly travel to and from work (and this is higher amongst working age residents – 67%), with 28% travelling mainly to go shopping.
- 2.6. 65% that mainly travel by car/van as a driver go to and from work and 22% go shopping.
- 2.7. 36% that mainly travel by bus go to and from work and 37% go shopping.
- 2.8. Of the small number (12 respondents) that mainly travel by tram, 47% travel to and from work and 45% go shopping.

Figure 2.2: Main reason for travelling by transport mode



Number of respondents: 605.

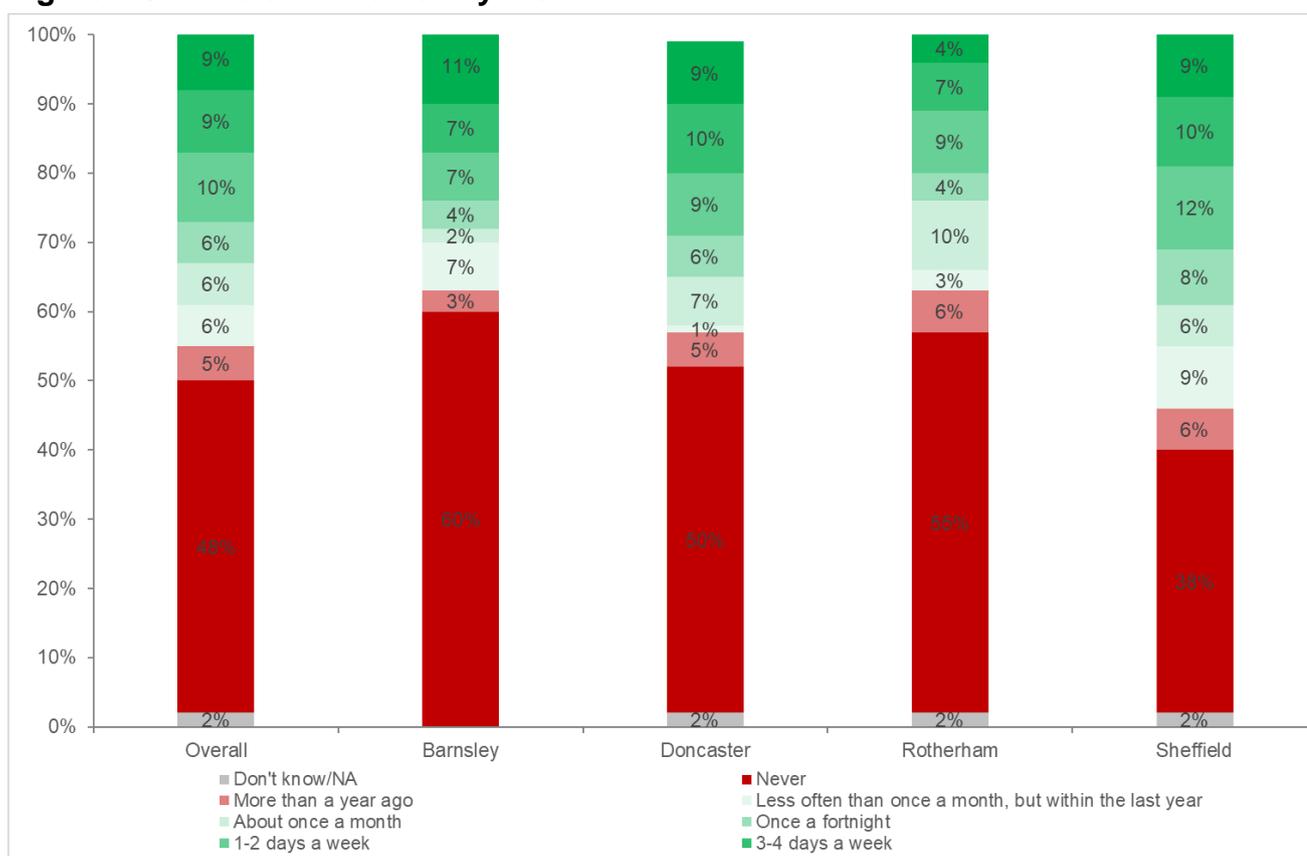
Question: What is the main purpose for your journeys? If you travel by for more than one purpose, please think about the journey you undertake most often.

Levels of bus and tram use

Just under a half can be defined as bus users, with variation by district and key demographics

- 2.9. Overall, 46% of respondents are bus users to lesser or greater degrees (defined by using a bus at least once a year).
- 2.10. There is variation by district – Barnsley (38% bus users), Doncaster (42%), Rotherham (37%), and Sheffield (54%).
- 2.11. The patterns identified with bus use earlier in this report generally hold for this question, with the higher rates of bus use amongst residents aged 35-54 (51% bus users), residents aged 65+ (59%), residents that do not have access to a car etc (82%), residents living with a disability (54%), non-White British residents (58%), unemployed residents (55%) and residents in lower social grades C2DE (57%).

Figure 2.3: Levels of bus use by district



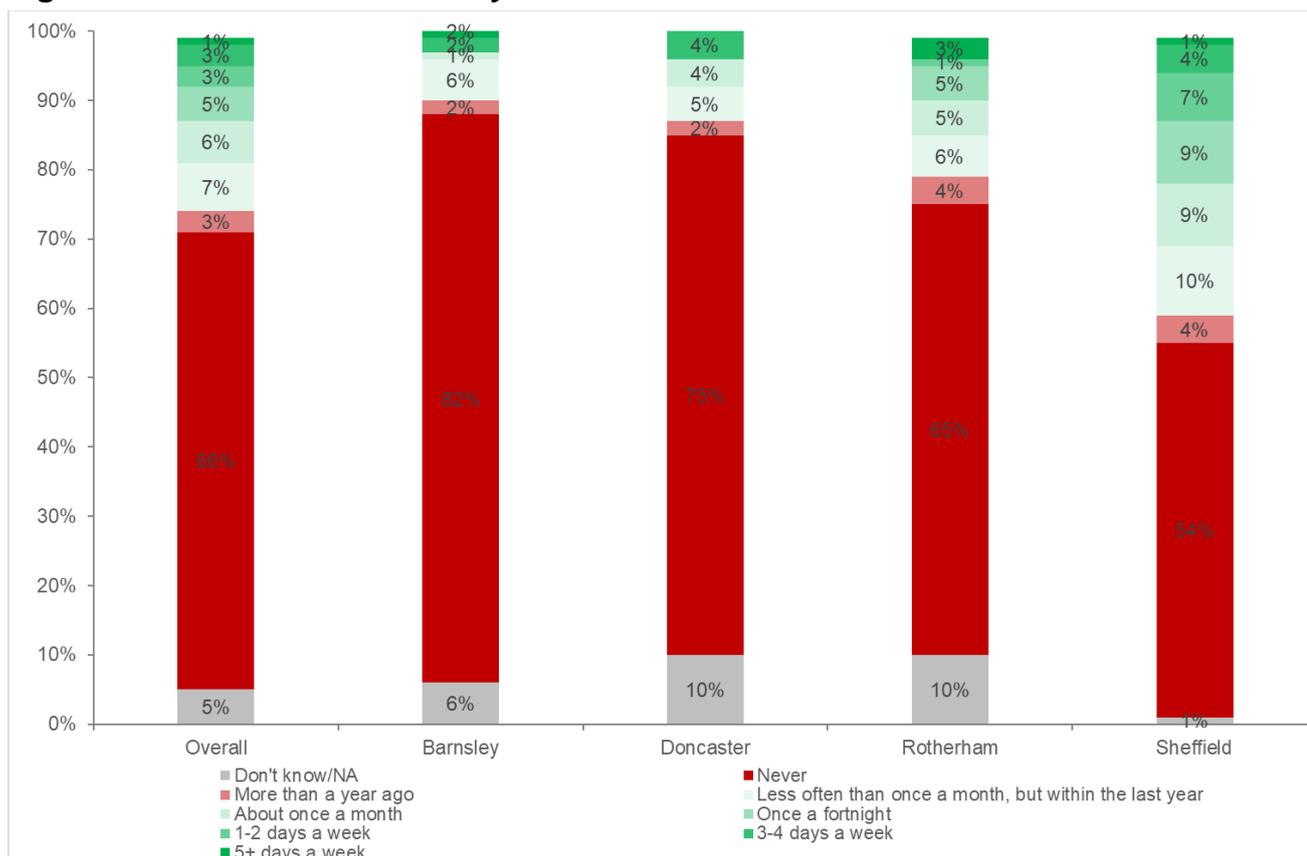
Number of respondents: 609.

Question: How often do you travel by each of the following forms of transport?

A quarter can be defined as tram users, with variation by district and some key demographics

- 2.12. Overall, 25% of respondents are tram users to lesser or greater degrees (defined by using a tram at least once a year). 79% of tram users are also bus users.
- 2.13. There is variation by district (as is expected given that the tram operates in Sheffield) – Barnsley (10% tram users), Doncaster (13%), Rotherham (21%), and Sheffield (41%).
- 2.14. There are higher rates of tram use amongst residents aged 35-59 (29% tram users), residents aged 75+ (36%), residents living in urban areas (31%) and residents that do not have access to a car etc (37%).

Figure 2.4: Levels of tram use by district



Number of respondents: 593.

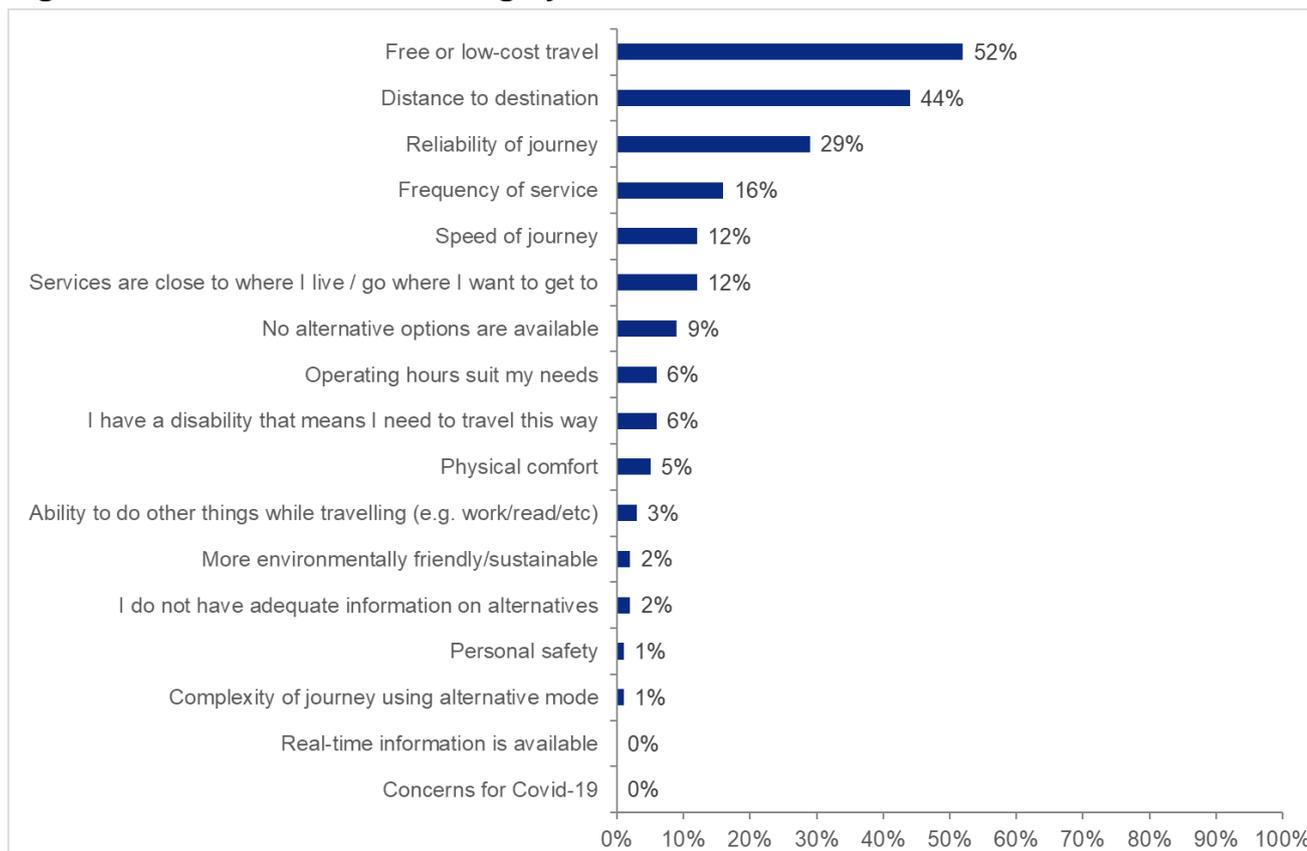
Question: How often do you travel by each of the following forms of transport?

Reasons for travelling by bus and/or tram

The main reasons for travelling by bus are free or low-cost travel, distance to get to destination of choice and reliability of the journey

- 2.15. 52% of bus users said they travel by bus because it is either free or low cost, particularly bus users aged 75+ (cited by 64%) and residents in lower social grades (cited by 62%).
- 2.16. 44% said they travel by bus because of the distance to their destination (defined as ease of travel and/or closeness of stops to home and destination), 29% due to reliability, 16% due to frequency of service, 12% due to speed of journey and 12% because services are close to where they want to go.

Figure 2.5: Reasons for travelling by bus



Number of respondents: 257.

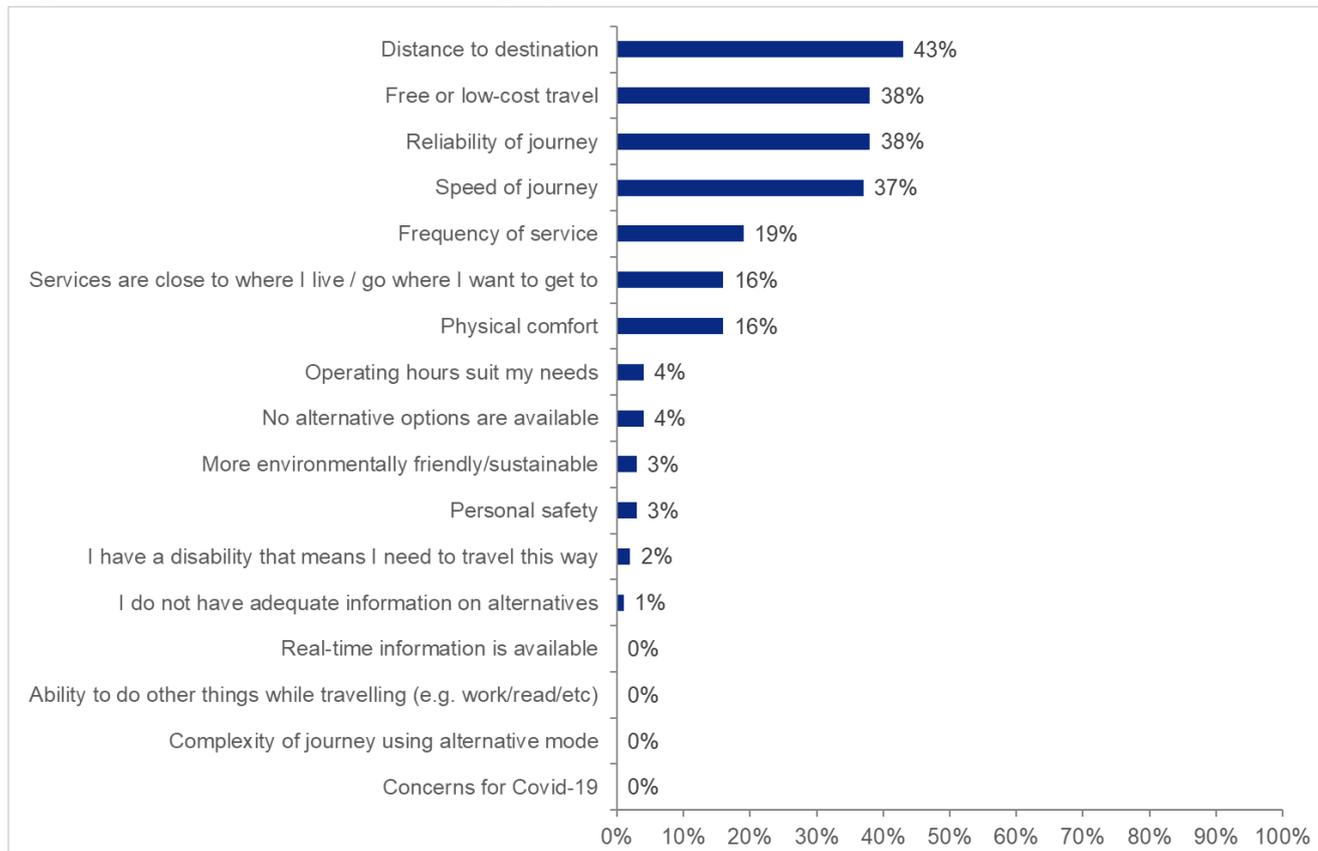
Question: What are your top three reasons for travelling by bus, rather than another type of transport? (Only asked to bus users).

The main reasons for travelling by tram are distance to destination, free or low-cost travel, reliability and speed

2.17. The main reasons mentioned for using the tram are distance to destination (cited by 43%), free or low-cost travel (38%), reliability of journey (38%) and speed of journey (37%).

2.18. 18% cited frequency of service, 16% that services are close to them and 16% mentioned physical comfort.

Figure 2.6: Reasons for travelling by tram



Number of respondents: 132.

Question: What are your top three reasons for travelling by tram, rather than another type of transport? (Only asked to tram users).

Barriers to travelling by bus and/or tram

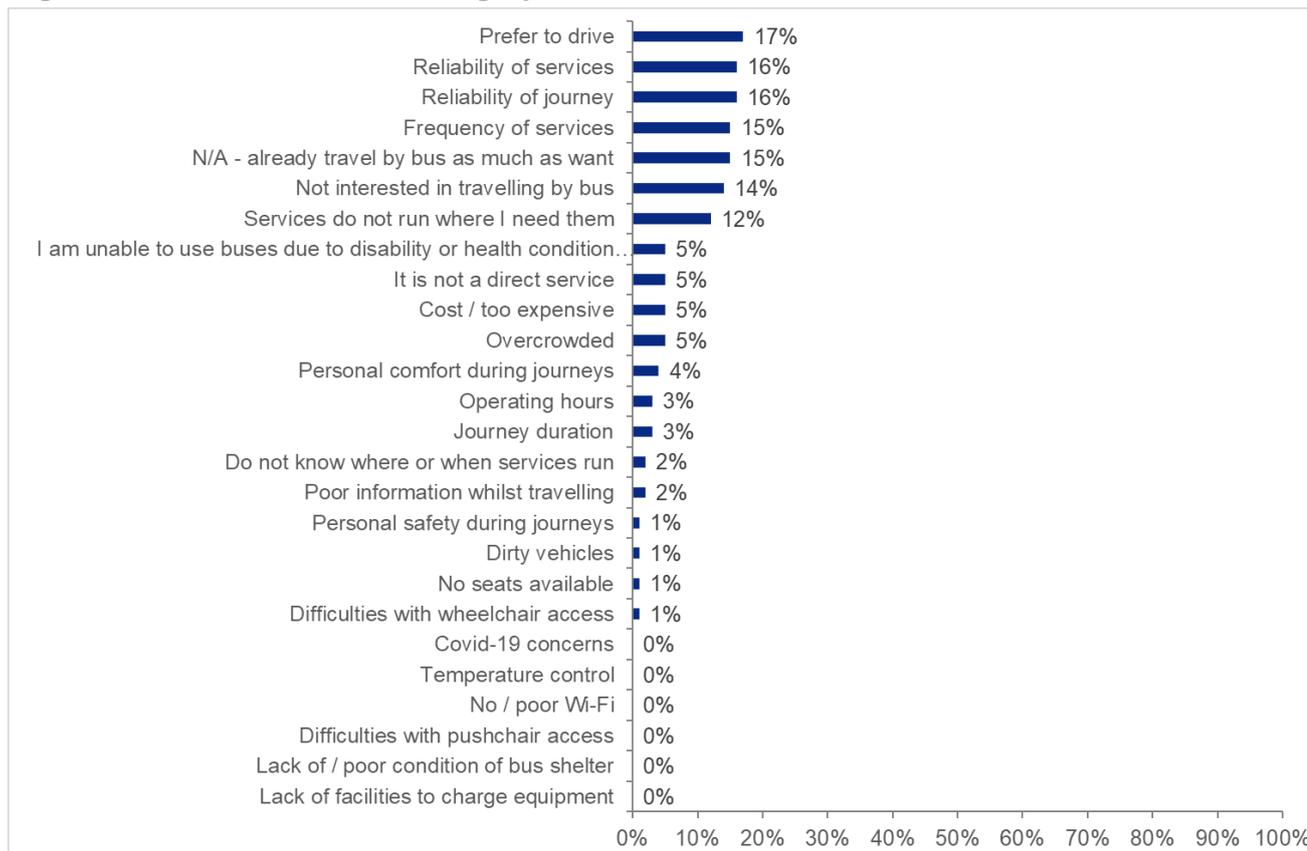
The main barriers to travelling by bus are preferring to drive, reliability, frequency and bus services not going where needed, as well as lack of interest

2.19. The main barriers to travelling by bus are preferring to drive (cited by 17%), reliability of services and the journey (16%), frequency of services (15%), and services not going where needed (12%).

2.20. In addition. 15% said they already use the buses as much as they want (all bus users) and 14% said they are just not interested in travelling by bus (all non-bus users).

2.21. Only 5% cited cost/too expensive.

Figure 2.7: Barriers to travelling by bus



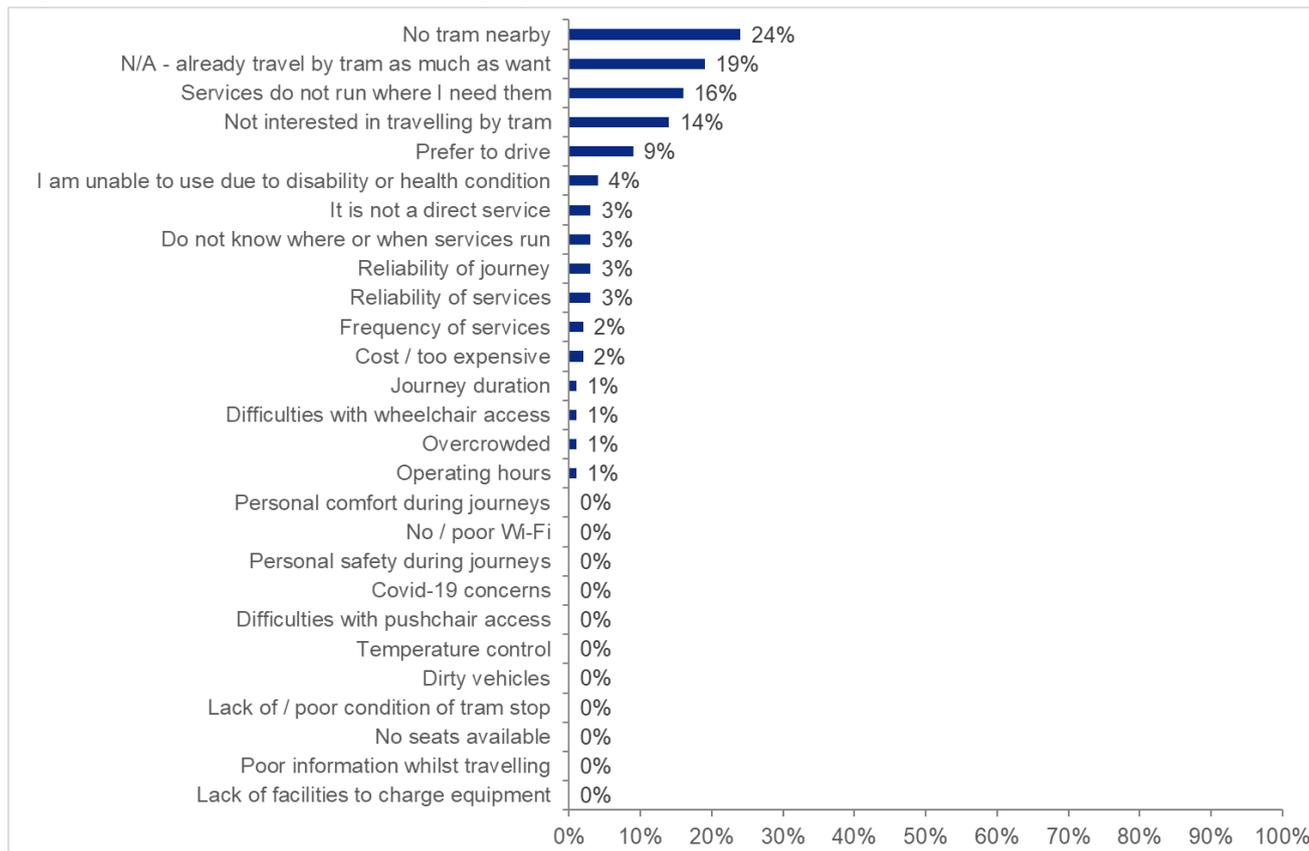
Number of respondents: 611.

Question: What if anything stops you from using the bus at all or as much as you may like? (Respondents could select more than one answer)

The main barriers to travelling by tram are there not being a tram nearby, services not going where needed and preferring to drive, as well as lack of interest

- 2.22. The main barriers to travelling by tram are there not being a tram nearby (mainly applicable to those living outside of Sheffield) (cited by 24%), services not running where needed (16%) and preferring to drive (9%).
- 2.23. 19% said they already use the tram as much as they want (all tram users) and 14% said they are just not interested in travelling by bus (all non-tram users).
- 2.24. Only 2% cited cost/too expensive.

Figure 2.8: Barriers to travelling by tram



Number of respondents: 611.

Question: What if anything stops you from using the tram at all or as much as you may like? (Respondents could select more than one answer)

Section 3: The £2 fare cap – awareness, use and impact

Introduction

3.1. This section covers awareness, use and impact of the £2 fare cap, including:

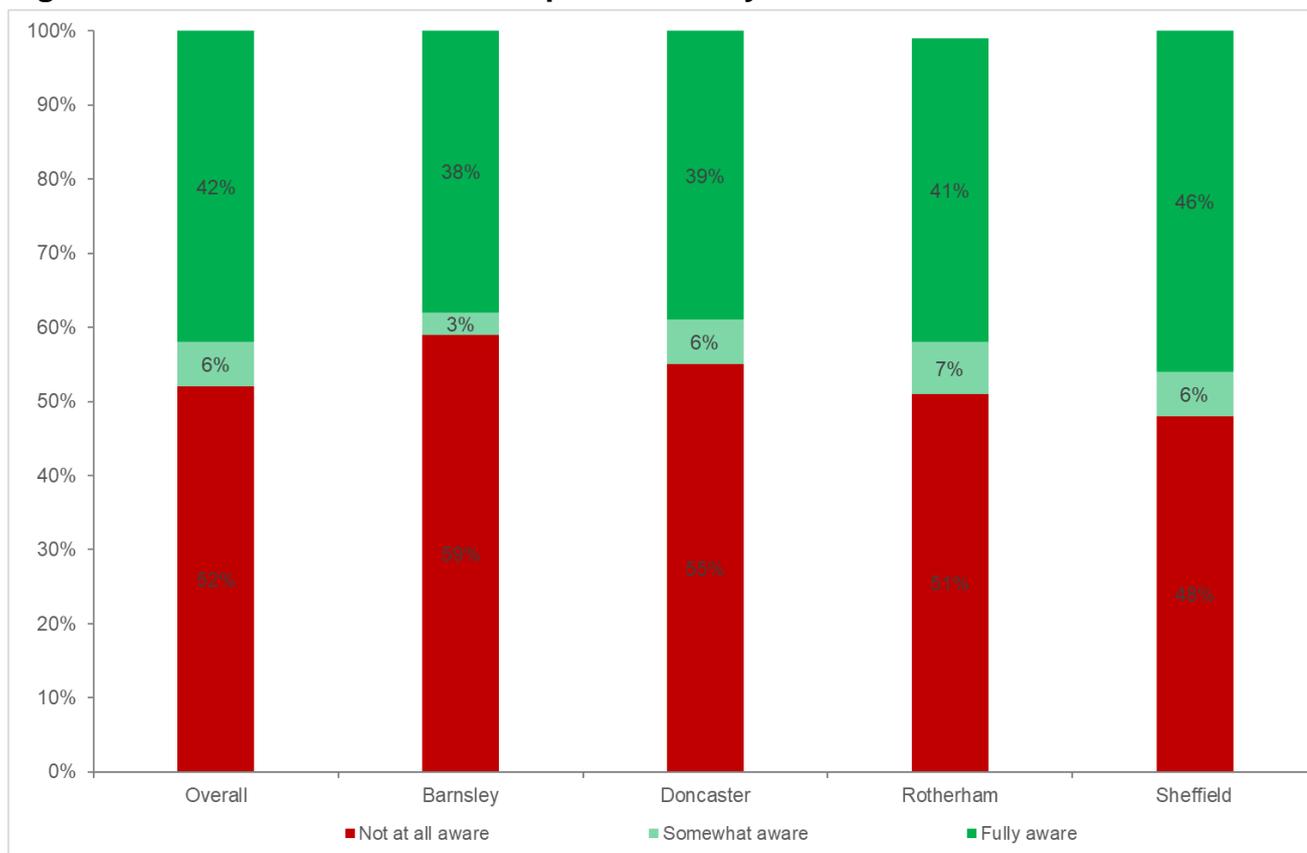
- Levels of awareness of the fare cap
- Levels of use of the fare cap
- Savings associated with the fare cap
- Change in behaviour associated with the fare cap
- Impact on quality of life and access to services associated with the fare cap
- Overall view of the fare cap

Awareness of the £2 fare cap

Over two-fifths are fully aware of the £2 single fare cap on buses, especially bus users

3.2. Overall, 42% are fully aware of the £2 single fare cap on buses, 6% somewhat aware and 52% are not at all aware. 59% of bus users are fully aware and 6% somewhat aware, compared with 28% of non-bus users that are fully aware and 5% somewhat aware.

Figure 3.1: Awareness of £2 fare cap on buses by district



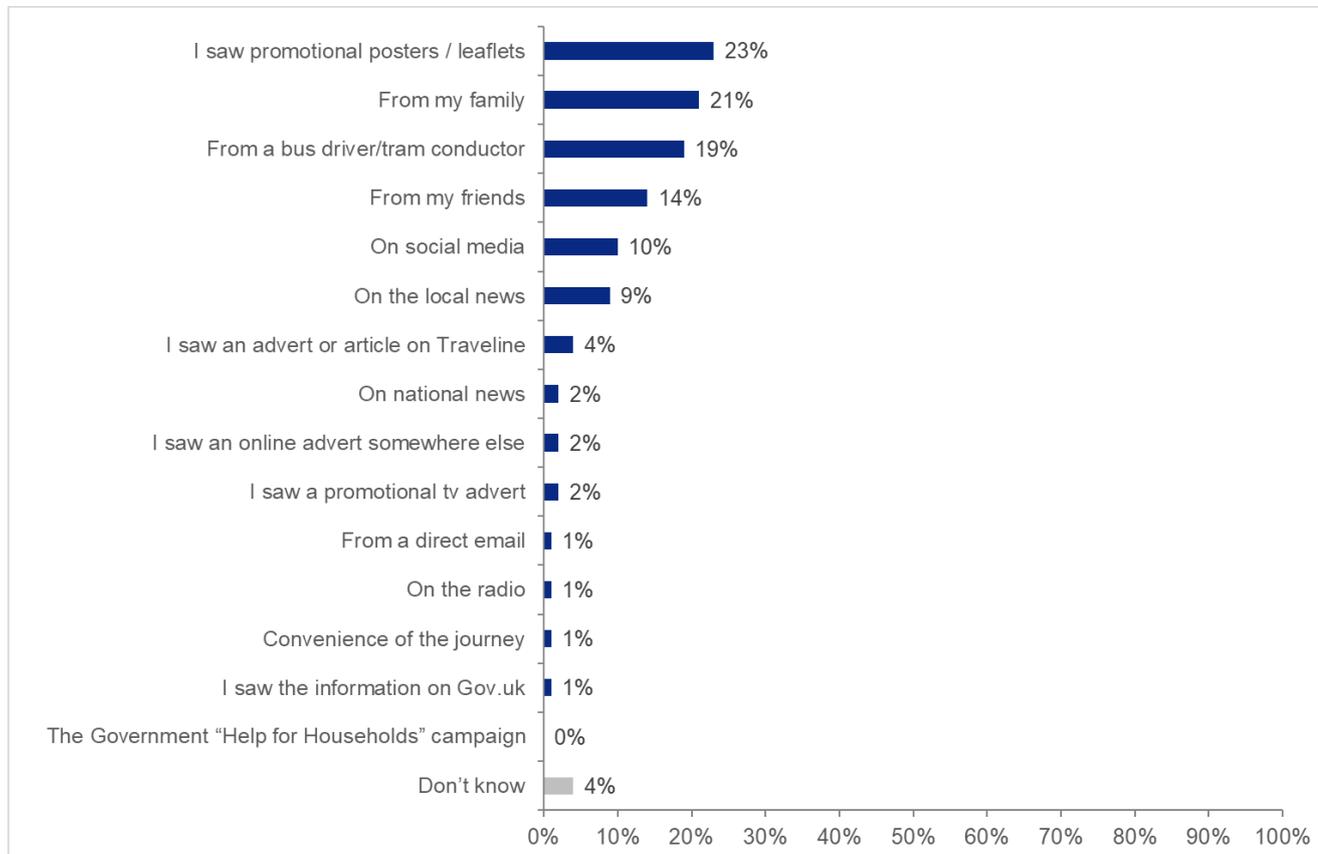
Number of respondents: 610.

Question: Are you aware of the bus ticket initiative in place since 1st November that caps the price you pay for a single bus or tram and journey to a maximum of £2?

Promotional materials, word-of-mouth, from bus drivers, social media and local news are the main sources of awareness of the £2 bus fare cap initiative

3.3. The main source of awareness of the £2 bus fare cap is promotional posters and leaflets (23%), followed by word-of-mouth from family (21%) and friends (14%), in-situ from the bus driver (19%), as well as from social media (10%) and local news (9%).

Figure 3.2: Source of awareness of £2 bus fare cap



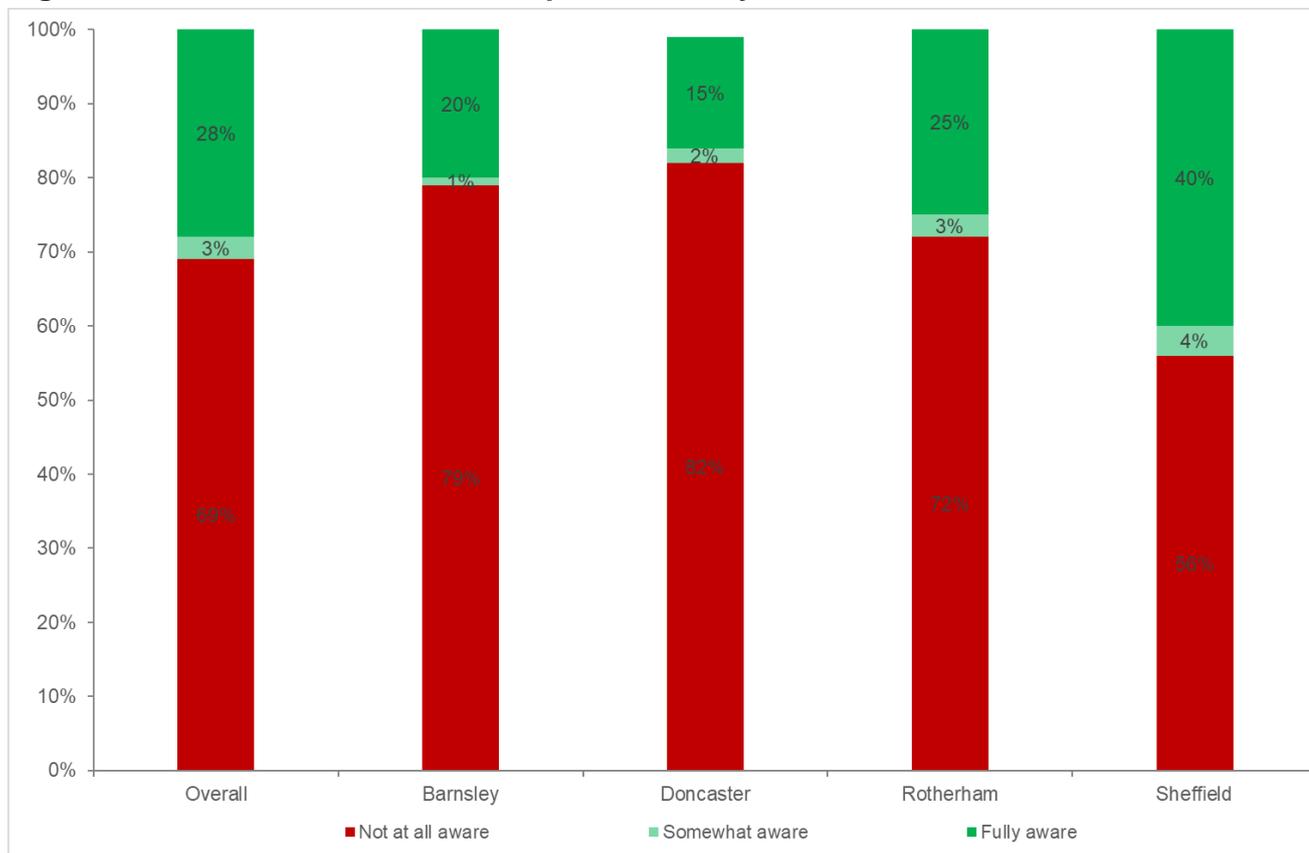
Number of respondents: 284.

Question: How did you find out about the £2 fare cap initiative for a single bus journey? (Only asked to those aware of the £2 bus fare cap) (Respondents could select more than one answer)

Over a quarter are fully aware of the £2 single fare cap on trams, especially tram users

- 3.4. Overall, 28% are fully aware of the £2 single fare cap on trams, with 3% somewhat aware and 69% are not at all aware. Residents in Sheffield are naturally more aware, given the location of the tram (40% fully aware and 4% somewhat aware).
- 3.5. 52% of tram users are fully aware and 3% somewhat aware, compared with 20% of non-tram users that are fully aware and 3% somewhat aware.

Figure 3.3: Awareness of £2 fare cap on trams by district



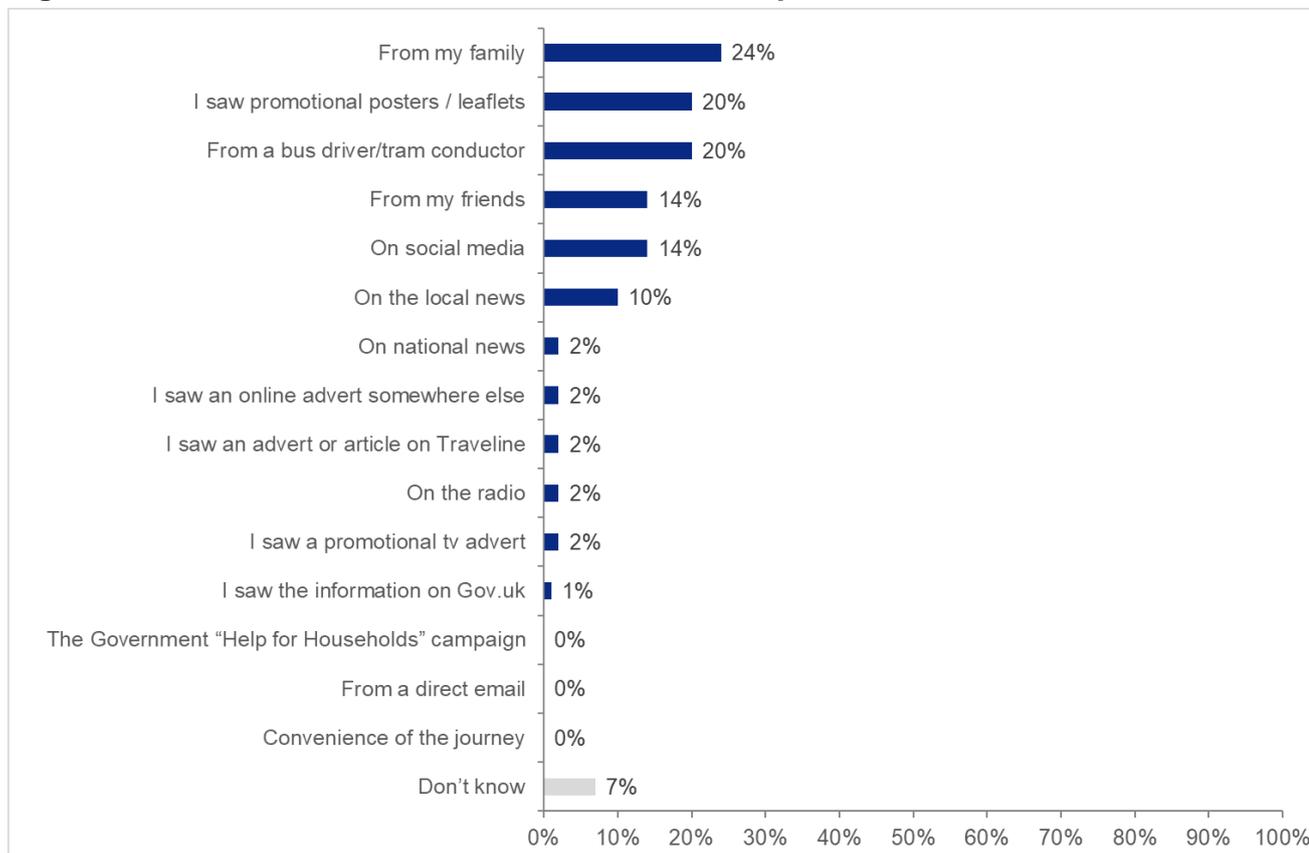
Number of respondents: 610.

Question: Are you aware of the tram ticket initiative in place since 1st November that caps the price you pay for a single bus or tram journey to a maximum of £2?

Word-of-mouth from family and friends, promotional materials, from tram conductors, social media and local news are the main sources of awareness of the £2 tram fare cap initiative

3.6. The main sources of awareness of the £2 tram fare cap are similar to those for the bus fare, albeit in a slightly different order – 24% are aware from their family, 20% from promotional posters and leaflets, 20% from the tram conductor, 14% from friends, 14% from social media and 10% from local news.

Figure 3.4: Source of awareness of £2 tram fare cap



Number of respondents: 166.

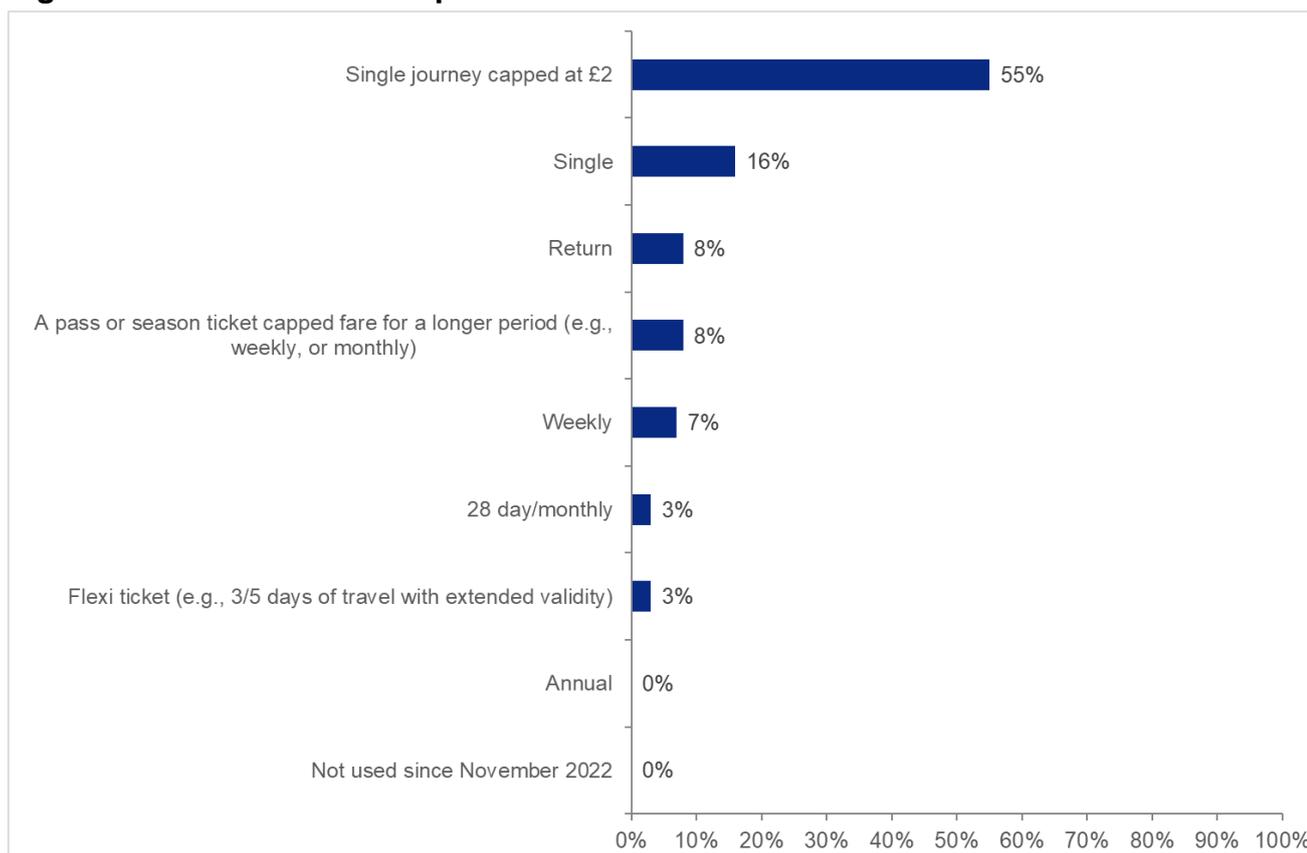
Question: How did you find out about the £2 fare cap initiative for a single tram journey? (Only asked to those aware of the £2 tram fare cap) (Respondents could select more than one answer)

Use of the £2 fare cap

Over half of eligible bus users tend to opt for a £2 single journey capped fare, with potential to grow this number to about two-thirds of all eligible bus users through increased awareness alone

- 3.7. 55% of bus users, eligible for the £2 single fare cap², mostly use the single journey fare capped at £2.³ 16% still purchase a standard single fare, 8% a return fare, while the remaining bus users purchase weekly, monthly, flexi or season tickets.
- 3.8. Of those that do not opt for the single journey fare capped at £2, 23% said they are not fully aware of the fare and 10% said they were not made aware of the option at the point of purchase – these respondents represent a group that could be supported to utilise the capped fare. This group represents about 4% of all respondents and approximately 15% of all bus users eligible for the capped fare. This suggests increasing awareness of the fare cap could grow use to around two-thirds of all bus users.
- 3.9. In addition, 21% said the fare works out more expensive than their usual ticket, 13% said it is still too expensive and 8% said the saving is minor, while 13% said it is easier to purchase their usual ticket and 5% have an existing season ticket – this group are less likely to utilise the capped fare on buses.

Figure 3.5: Use of £2 fare cap on buses



Number of respondents: 184.

Question: Since November 2022, what type of ticket have you used most often when travelling by bus? (Only asked to bus users eligible for a £2 single fare)

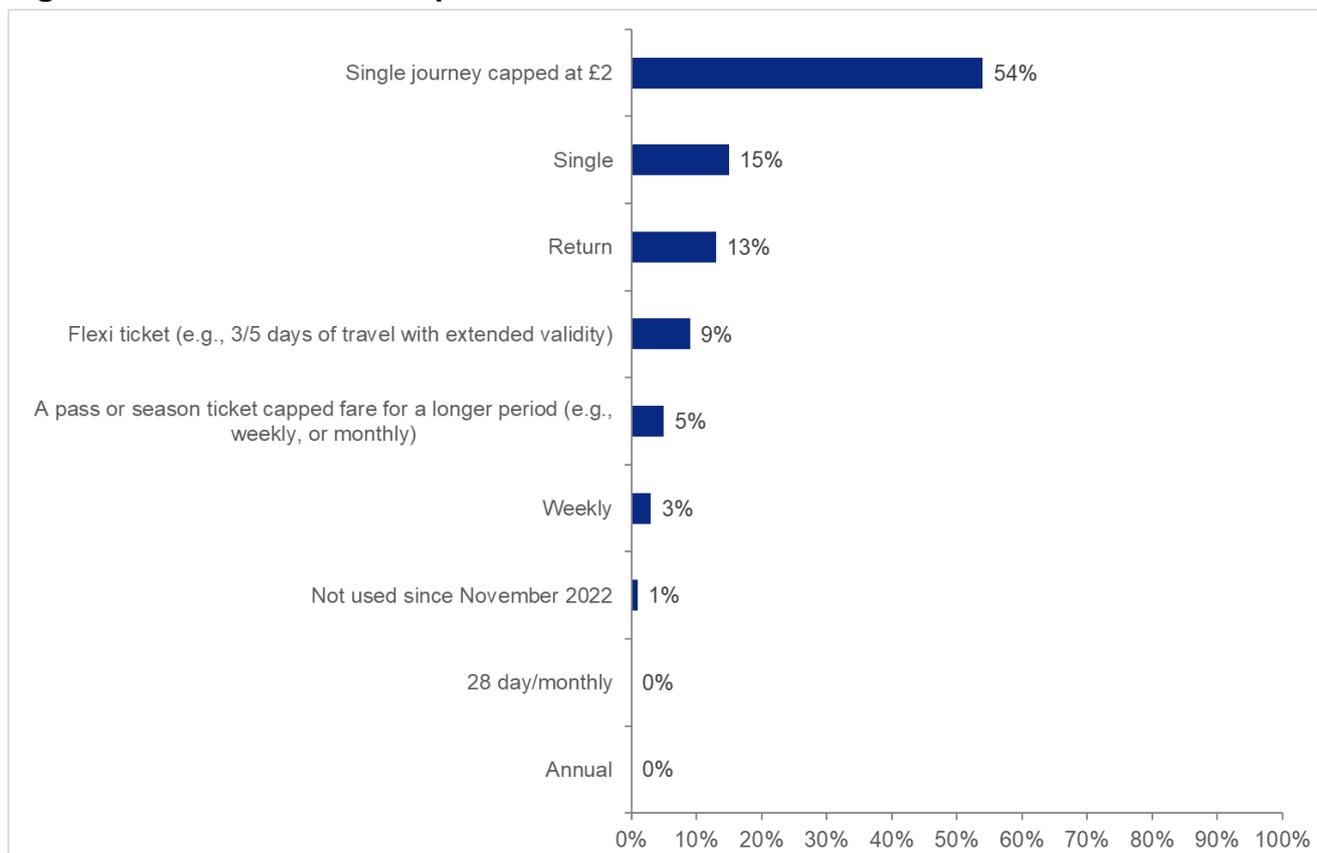
² Eligible in that they are not in receipt of a free travel pass (c32% of bus or tram users), who do not benefit from the fare cap.

³ There may be some users that occasionally use the single journey fare cap, even if most of the time they use an alternative fare. Therefore, this is a minimum estimate of using the fare cap (this point applies to both bus and tram users).

Over half of eligible tram users tend to opt for a £2 single journey capped fare, with potential to grow this number to about three-quarters of all eligible tram users through increased awareness alone

- 3.10. 54% of tram users (eligible for the £2 single fare cap) mostly use the single journey fare capped at £2. 15% still purchase a standard single fare, 13% a return fare, while the remaining tram users purchase weekly, flexi or season tickets, or have not travelled on the tram since the introduction of the fare.
- 3.11. Of those that do not opt for the single journey fare capped at £2, 35% said they are not fully aware of the fare and 22% said they were not made aware of the option at the point of purchase – these respondents represent a group that could be supported to utilise the capped fare. This group represents about 4% of all respondents and approximately 25% of all tram users eligible for the capped fare. This suggests increasing awareness of the fare cap could grow use to some three-quarters of all tram users.
- 3.12. In addition, 8% said the fare works out more expensive than their usual ticket and 8% said the saving is minor, while 12% said it is easier to purchase their usual ticket – this group are less likely to utilise the capped fare on trams.

Figure 3.6: Use of £2 fare cap on trams



Number of respondents: 102.

Question: Since November 2022, what type of ticket have you used most often when travelling by tram? (Only asked to tram users eligible for a £2 single fare)

Savings using the fare cap

Eligible bus users that now opt for the £2 single journey fare are saving on average between 10p and 58p per journey, while eligible tram users are saving between 45p and £1.13 per journey

Bus users

- 3.13. 41% of eligible bus users that now mostly opt for the £2 single journey fare cap previously mainly travelled using a single fare with a range cost of £2 to £4 and an average cost of £2.58.
- 3.14. 22% of eligible bus users that now mostly opt for the £2 single journey fare cap previously mainly travelled using a return fare with a range cost of £2 to £5 and an average cost of £4.20 per return journey (or approximately £2.10 per single journey).
- 3.15. A further 37% of eligible bus users that now mostly opt for the £2 single journey fare cap previously mainly travelled using flexi, weekly, monthly or season tickets (it is difficult to calculate the potential saving from such tickets as it is not clear how many journeys were made during the period of using these tickets).

Tram users

- 3.16. 51% of eligible tram users that now mostly opt for the £2 single journey fare cap previously mainly travelled using a single fare with a range cost of £2 to £4 and an average cost of £3.13.
- 3.17. 27% of eligible tram users that now mostly opt for the £2 single journey fare cap previously mainly travelled using a return fare with a range cost of £3 to £6 and an average cost of £4.90 per return journey (or approximately £2.45 per single journey).
- 3.18. A further 17% of eligible tram users that now mostly opt for the £2 single journey fare cap previously mainly travelled using flexi, weekly, monthly or a season ticket (it is difficult to calculate the potential saving from such tickets as it is not clear how many journeys were made during the period of using these tickets).
- 3.19. In addition, 3 respondents that now mostly use the £2 single journey fare cap previously did not use the tram.

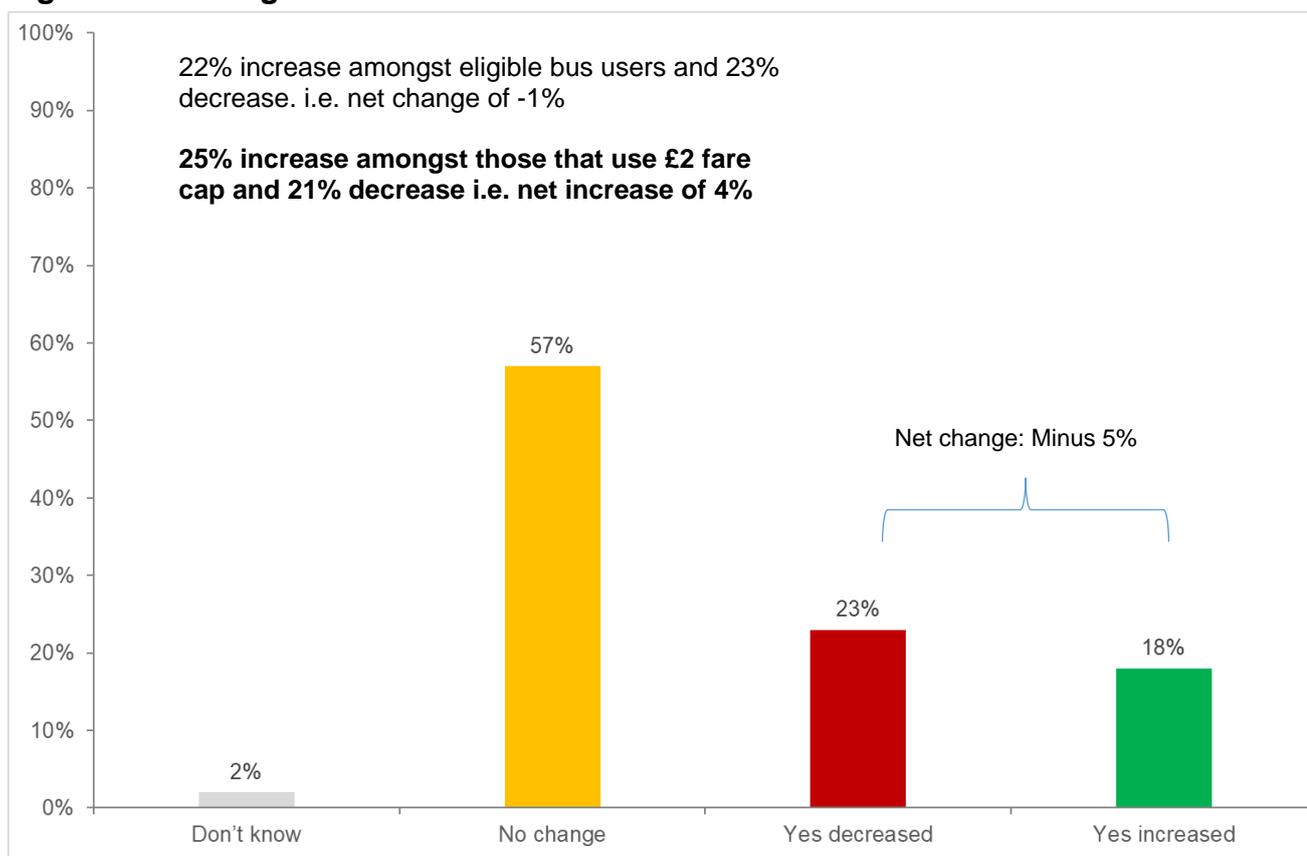
Across both bus and tram users, there are 15 out of 28 respondents that said they now make journeys by bus or tram that they previously made with other forms of transport and as a result of the £2 fare cap they have saved money (this represents about 2.5% of respondents). The savings made since the introduction of the fare range from £8 to £500 per person, with an average of £115 per person.

Change in behaviour

There is a net increase in bus use amongst those that mostly opt for the £2 single fare cap for their journeys by bus and this likely translates into net increased bus journeys, while there has also been a shift away from other modes of transport to the bus amongst a small number of respondents that use the £2 fare cap

3.20. There has been a net decrease of minus 5% in bus usage since November 2022 amongst bus users, with 18% stating bus use has increased and 23% stating it has decreased. This changes amongst those eligible bus users, especially those that have adopted the £2 fare cap for single journeys, with a net increase in bus use of +4% (25% increase and a 21% decrease).

Figure 3.7: Change in behaviour - buses



Number of respondents: 274.

Question: Since November 2022, has your level of bus travel changed? (Only asked to bus users)

3.21. Of the bus users that have increased the number of journeys, there have been approximately 251 additional journeys per week at an average of 5.02 journeys per person per week (this does not take into account those that have decreased their bus use or not changed their behaviour and therefore does not represent the overall number of increased journeys – this comment applies to similar data in this survey).

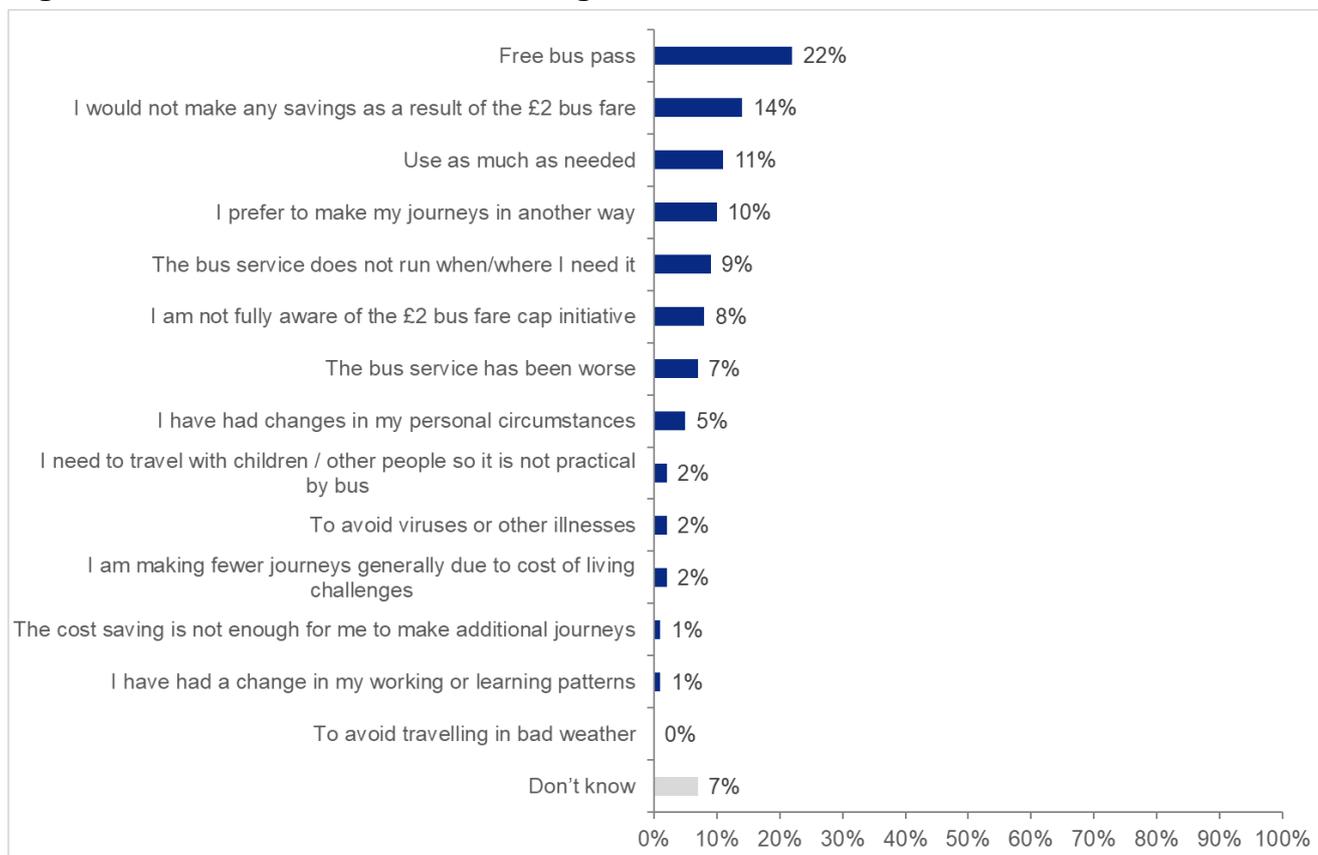
3.22. Of the eligible bus users that now mostly use the £2 fare cap and have increased the number of journeys, there are approximately 142 additional journeys per week at an average of 5.26 journeys per person per week. Equally, of these bus users that now mostly use the £2 fare cap and have increased their bus use, previously 5 were not bus users (c1% of respondents), 2 used the bus less often than once a month and 6 about once a month – all of which now use the bus at least once a fortnight.

- 3.23. Of those that have increased bus journeys, 13 of 50 said that these are new journeys they have been able to make due to the bus fare cap (this represents about 2% of respondents), 21 of 50 said these are journeys they would have made using a different type of transport had the £2 fare cap not been offered (representing about 3% of respondents) and 7 of 50 said some were journeys they wouldn't have made at all and some were journeys they would have made using a different type of transport (representing about 1% of respondents). The remainder did not know.
- 3.24. Of the 28 that said they would have made the journey using a different form of transport if the £2 fare cap was not available, 9 said they would have used a car/van as a driver, 1 as a passenger, 3 by taxi, 2 by tram and 13 would have used another form of transport (i.e. they are unsure what transport they would have used, but it would not have been by bus).

The main reasons for not increasing bus use are either that they would not benefit from the fare cap or that they do not want to travel more by bus, while service issues are also mentioned, along with lack of awareness of the fare cap

- 3.25. 22% said they have a free bus pass (and therefore do not benefit from the £2 bus fare cap) and 14% said they would not make any savings as a result of the bus cap. 11% said they use the bus as much as needed and similarly 10% said they prefer to make journeys in another way. These groups are unlikely/less likely to be encouraged to use the bus more as a result of the bus fare cap.
- 3.26. 8% cited a lack of awareness of the bus fare cap, which means an increase in awareness may increase bus use.
- 3.27. Service issues were mentioned by a small but notable minority of respondents as reasons – 9% said the bus service does not go where they want and 7% said the bus service has been worse.

Figure 3.8: Reasons for not increasing bus use



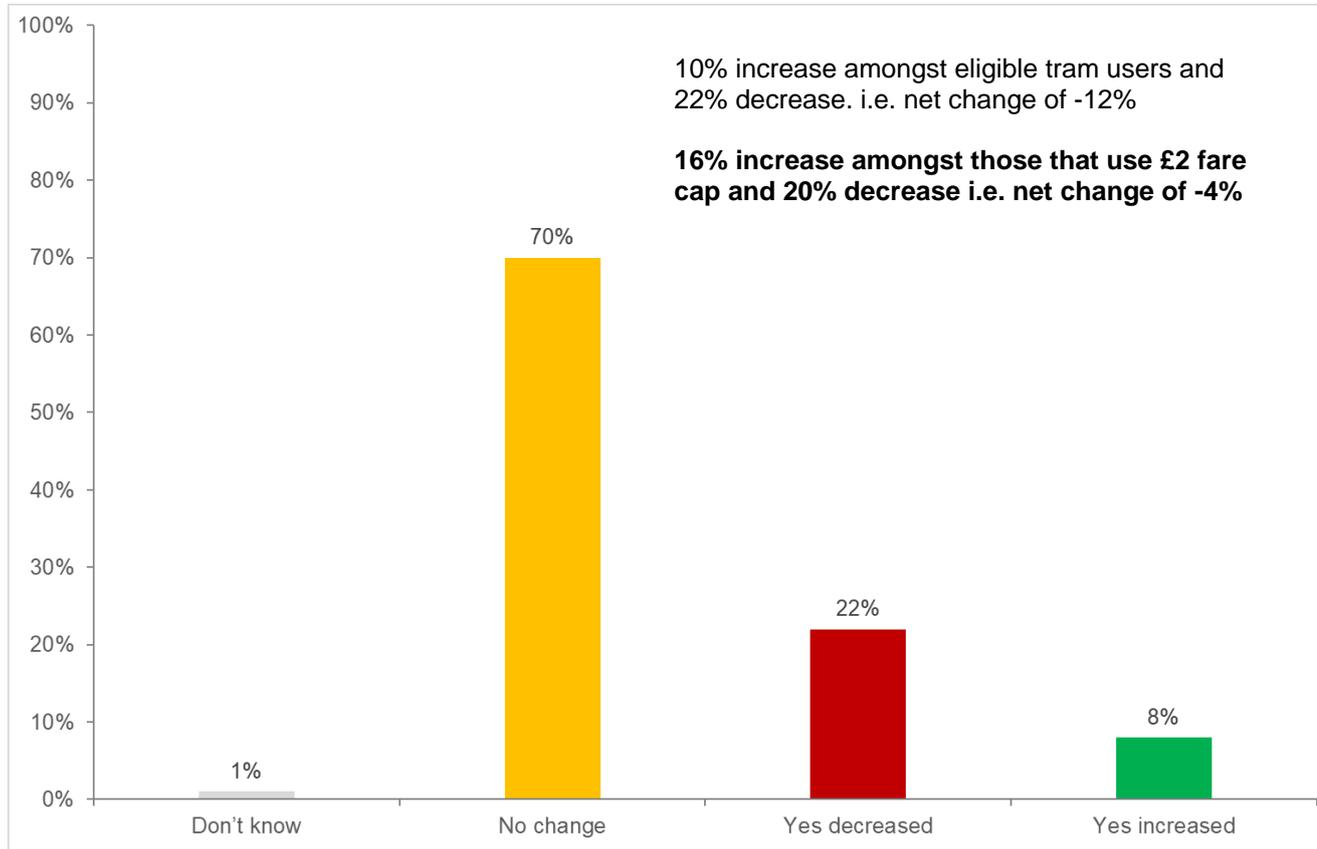
Number of respondents: 221.

Question: Why have you not undertaken more journeys by bus since the £2 fare cap for a single journey was introduced on 1st November 2022? (Only asked to bus users that have not increased bus use) (Respondents could select more than one answer)

Whilst there is a net decrease in tram usage, this decrease is less amongst those that mostly opt for the single journey fare cap

3.28. There has been a net decrease of minus 14% in tram usage since November 2022 amongst tram users, with 8% stating tram use has increased and 22% stating it has decreased. This gap reduces amongst those eligible tram users, especially those that have adopted the £2 fare cap for single journeys, with a net change in tram use of -4% (16% increase and a 20% decrease).

Figure 3.9: Change in behaviour - trams



Number of respondents: 143.

Question: Since November 2022, has your level of tram travel changed? (Only asked to tram users)

- 3.29. Of the tram users that have increased the number of journeys, there have been approximately 16 additional journeys per week at an average of 1.5 journeys per person per week (this does not take into account those that have decreased their tram use or not changed their behaviour and therefore does not represent the overall number of increased journeys – this comment applies to similar data in this survey).
- 3.30. Of the eligible tram users that now mostly use the £2 fare cap and have increased the number of journeys, there are approximately 16 additional journeys per week at an average of 1.8 journeys per person per week. Equally, of these tram users that now mostly use the £2 fare cap and have increased their tram use, previously 2 were not tram users, 3 used the tram less often than once a month, 2 about once a month and 2 3-4 times a week – now 4 use the tram weekly, one fortnightly and 4 monthly.
- 3.31. Of those that have increased tram journeys, 5 of 11 said that these are new journeys they have been able to make due to the tram fare cap (this represents about 1% of respondents), 2 of 11 said these are journeys they would have made using a different type of transport had the £2 fare cap not been offered – representing 0.33% of respondents (the remainder did not know).

3.32. The two that said they would have made the journey using a different form of transport if the £2 fare cap was not available said they would have used a car/van as a driver.

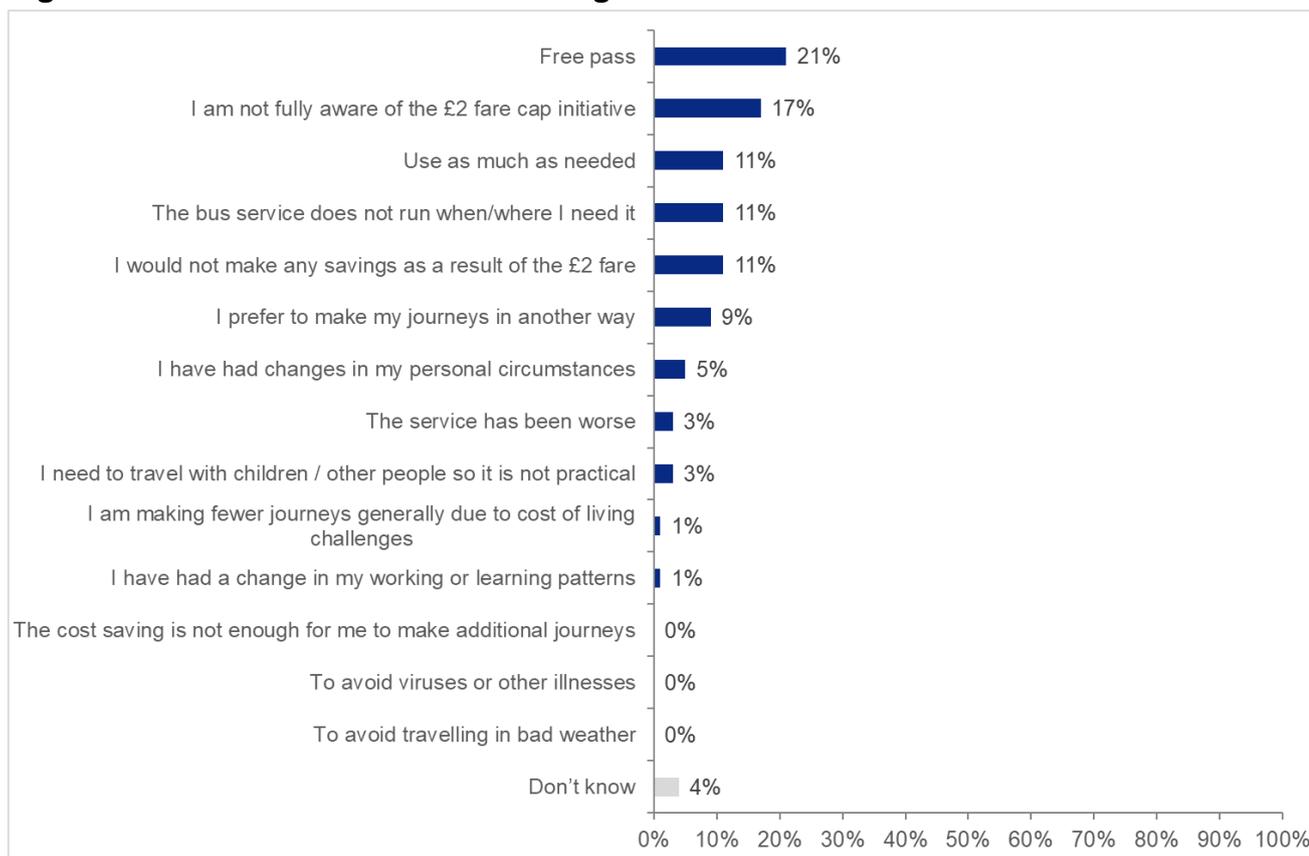
The main reasons for not increasing tram use are either that they would not benefit from the fare cap or that they do not want to travel more by tram, while service issues are also mentioned, along with lack of awareness of the fare cap

3.33. 21% said they have a free travel pass (and therefore do not benefit from the £2 fare cap) and 11% said they would not make any savings as a result of the fare cap. 11% said they use the tram as much as needed and similarly 9% said they prefer to make journeys in another way. These groups are unlikely/less likely to be encouraged to use the tram more as a result of the fare cap.

3.34. 17% cited a lack of awareness of the fare cap, which means an increase in awareness may increase tram use.

3.35. Service issues were mentioned by a small but notable minority of respondents as reasons – 11% said the service does not go where they want and 3% said the service has been worse.

Figure 3.10: Reasons for not increasing tram use



Number of respondents: 128.

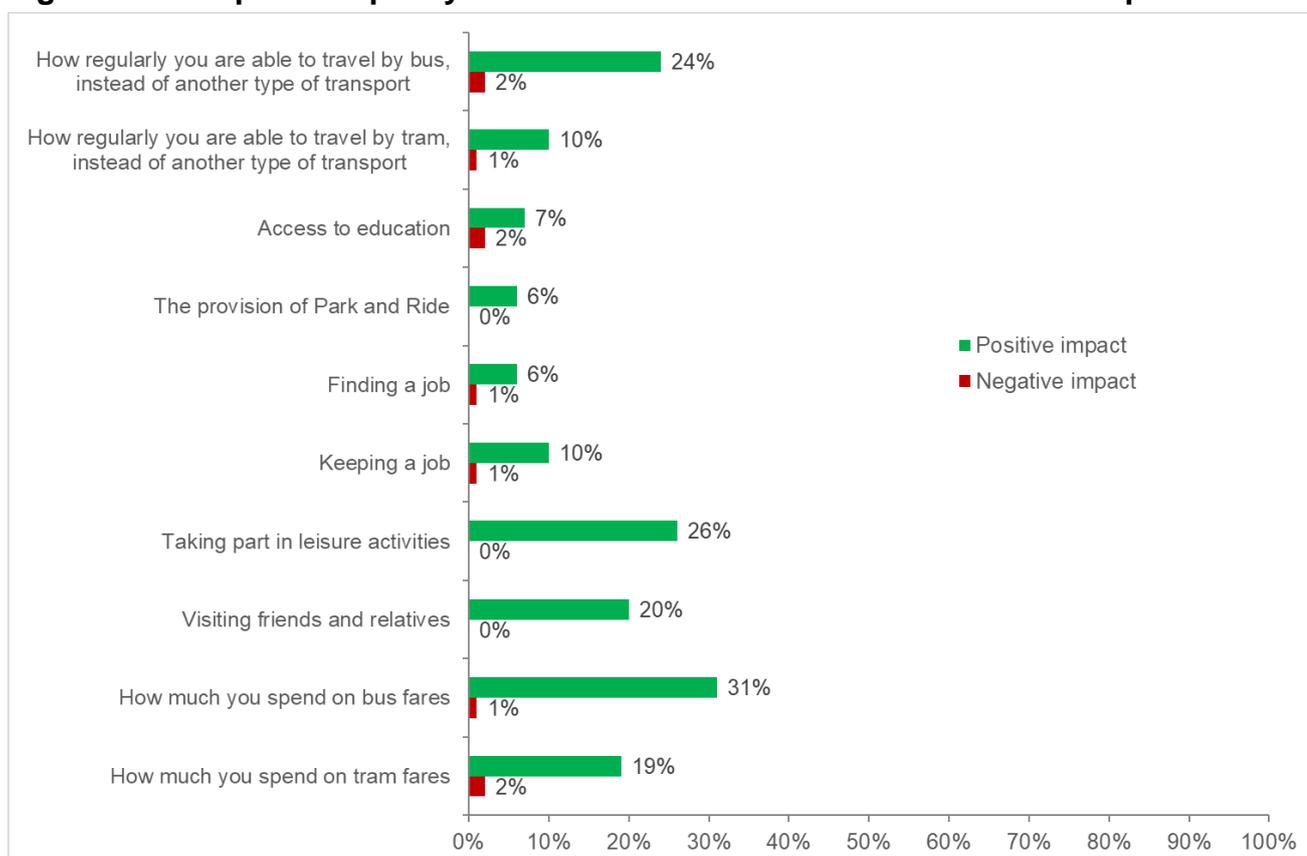
Question: Why have you not undertaken more journeys by tram since the £2 fare cap for a single journey was introduced on 1st November 2022? (Only asked to tram users that have not increased tram use) (Respondents could select more than one answer)

Impact on quality of life and access to services

The fare cap has had a perceived net positive impact on bus and/or tram users across all indicators

- 3.36. Across all indicators, there is a net positive impact of the fare cap on bus and/or tram users, including on frequency of travel, access to education, employment opportunities, access to leisure and recreation, and cost of living. For example, on average, across all the indicators, there is a net positive impact amongst bus and/or tram users of +15%.
- 3.37. Unemployed respondents (that are bus users) are even more positive about finding a job, with a net positive impact of +17%, compared to a net positive impact of +7% amongst those in employment (that are bus users). Similarly, unemployed respondents (that are bus users) are also more positive about access to education with a net positive impact of +14%, compared to net positive impact of +9% amongst those in employment that are bus users.

Figure 3.11: Impact on quality of life and access to services of the fare cap



Number of respondents: 308 (asked to all respondents, but results only show those that are bus and/or tram users).

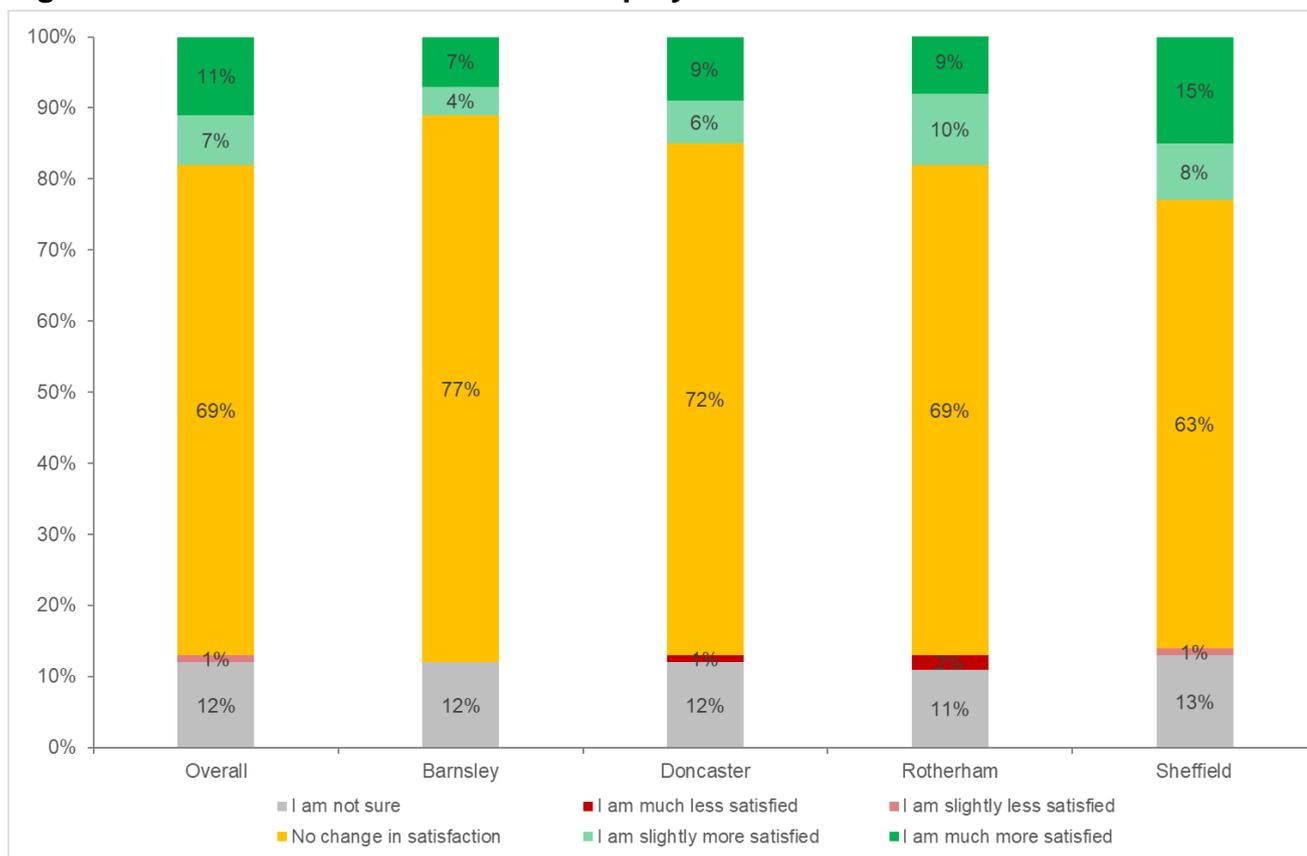
Question: To what extent, if at all, does a £2 fare cap for single bus or tram journey have an impact on the following?

Overall perceptions of the fare cap

The bus fare cap has increased satisfaction with bus services, especially amongst bus users and those eligible for the fare cap

- 3.38. Overall, respondents are more likely to say they are now more satisfied with bus services as a result of the fare cap, than are less satisfied – 18% are at least slightly more satisfied compared with 1% slightly less satisfied.
- 3.39. Bus users are more satisfied – 32% are at least slightly more satisfied with bus services compared with 2% that are less satisfied. This increases to 47% that are at least slightly more satisfied amongst those bus users eligible for the fare cap (and 1% slightly less satisfied).
- 3.40. Women (22% more satisfied and 2% less satisfied) are also more satisfied than men (14% more satisfied and 1% less satisfied). Likewise, those without access to a car etc (33% more satisfied and 1% less satisfied) are more satisfied than those with access (12% more satisfied and 2% less satisfied).

Figure 3.12: Satisfaction with the fare cap by district



Number of respondents: 607.

Question: To what extent, if at all, has the £2 fare cap for single bus journeys changed your views on travelling by bus?

Appendix: Questionnaire

South Yorkshire £2 Single Fare Survey Bus and Tram: Questionnaire

Section 1: Initial demographic questions

- Q1. Which South Yorkshire district do you live in?** Note to interviewer: If required, read out response options to prompt the respondent and Select one answer only.
- Barnsley
 - Doncaster
 - Rotherham
 - Sheffield
- Q2. How old are you?** Note to interviewer: If required, read out response options to prompt the respondent and Select one answer only.
- 16-17
 - 18-24
 - 25-34
 - 35-44
 - 45-54
 - 55-59
 - 60-64
 - 65-74
 - 75+
- Q3. With which gender do you identify?** Note to interviewer: Ask unprompted, clarify if required and select one answer only.
- Male
 - Female
- Q4. What is your current employment status?** Note to interviewer: Ask unprompted, clarify if required and select one answer only - Please tick the main one only, i.e. the one which they spend most time doing
- Employee in full time job (30 hours+)
 - Employee in part time job (under 16-30 hours)
 - Employee in part time job (less than 16 hours)
 - Self-employed, full, or part time
 - Unpaid work, including regular voluntary work/work experience
 - On a training/apprenticeship programme
 - Full time education at school/college/ university
 - Unemployed and available for work
 - Unemployed and not available for work due to temporary sickness
 - Permanently sick/disabled
 - Wholly retired from work
 - Looking after the home
 - Doing something else

Q5. Which of the following best describes the area you live in? Note to interviewer: Read out response options and select one answer only.

- Inner city area
- Suburban city area
- Town
- Village
- Rural
- Prefer not to say

Section 2: Travel behaviour

Q6. Thinking about the journeys you undertake in a typical week, which type of transport do you use most often? Note to interviewer: Ask unprompted and select one answer only.

- Car or van as a driver
- Car or van as a passenger
- Bus
- Train
- Tram
- Foot
- Bicycle
- Motorbike/moped
- Taxi or private hire vehicle
- Flexible transport services e.g. bookable bus service
- Another type of transport

If 'another type of transport', please specify:

Q7. What is the main purpose for your journeys? If you travel by for more than one purpose, please think about the journey you undertake most often. Note to interviewer: Ask unprompted and select one answer only.

- Travelling to/from place of work
- Travelling to/from place of education e.g., school, college, or university
- Travel for school drop off/pick up
- Go shopping
- Visit friends/relatives
- Travelling to leisure destinations (e.g., cinema)
- Travel as part of my work
- Travel for other [personal business (e.g., Doctor's appointment)]

If 'any other purpose', please specify:

Q8. How often do you travel by each of the following forms of transport? Note to interviewer:
Read out response options and select one answer for each row.

	5+ days a week	3-4 days a week	1-2 days a week	Once a fortnight	About once a month	Less often than once a month, but within the last year	More than a year ago	Never	Don't know/NA
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Q9.a Ask to bus users that travel at least once a year (this is automated): What are your top three reasons for travelling by bus, rather than another type of transport? Note to interviewer:

Ask unprompted and select up to three responses.

- Speed of journey
- Reliability of journey
- Distance to destination
- Free or low-cost
- Physical comfort
- Personal safety
- I have a disability that means I need to travel this way
- Concerns for Covid-19
- Complexity of journey using alternative mode (e.g., number of connections)
- No alternative options are available
- I do not have adequate information on the other types of transport available for this journey
- Operating hours suit my needs
- Ability to do other things while travelling (e.g., work/read/etc)
- Frequency of service
- Services are close to where I live / go where I want to get to
- Real-time information is available
- More environmentally friendly/sustainable
- Any other reason

If 'any other reason', please specify:

Q9.b Ask to tram users that travel at least once a year (this is automated): **What are your top three reasons for travelling by tram, rather than another type of transport?** Note to interviewer:

Ask unprompted and select up to three responses.

- Speed of journey
- Reliability of journey
- Distance to destination
- Free or low-cost
- Physical comfort
- Personal safety
- I have a disability that means I need to travel this way
- Concerns for Covid-19
- Complexity of journey using alternative mode (e.g., number of connections)
- No alternative options are available
- I do not have adequate information on the other types of transport available for this journey
- Operating hours suit my needs
- Ability to do other things while travelling (e.g., work/read/etc)
- Frequency of service
- Services are close to where I live / go where I want to get to
- Real-time information is available
- More environmentally friendly/sustainable
- Any other reason

If 'any other reason', please specify:

Q9.c Ask to all: **What if anything stops you from using the bus at all or as much as you may like?** Note to interviewer: Ask unprompted and select all relevant answers.

- Cost / too expensive
- Reliability of journey
- Do not know where or when services run
- Poor information whilst travelling
- Reliability of services
- Frequency of services
- Services do not run where I need them
- Operating hours
- It is not a direct service
- Journey duration
- Overcrowded
- No seats available
- Personal comfort during journeys
- Personal safety during journeys
- Lack of / poor condition of bus shelter
- Dirty vehicles
- No / poor Wi-Fi
- Temperature control
- I am unable to use buses due to disability or health condition
- Lack of facilities to charge equipment
- Difficulties with wheelchair access
- Difficulties with pushchair access
- Covid-19 concerns
- Prefer to drive
- Other

If 'Other', please specify:

Q9.d Ask to all: What if anything stops you from using the tram at all or as much as you may like? Note to interviewer: Ask unprompted and select all relevant answers.

- Cost / too expensive
- Reliability of journey
- Do not know where or when services run
- Poor information whilst travelling
- Reliability of services
- Frequency of services
- Services do not run where I need them
- Operating hours
- It is not a direct service
- Journey duration
- Overcrowded
- No seats available
- Personal comfort during journeys
- Personal safety during journeys
- Lack of / poor condition of tram stop
- Dirty vehicles
- No / poor Wi-Fi
- Temperature control
- I am unable to use buses due to disability or health condition
- Lack of facilities to charge equipment
- Difficulties with wheelchair access
- Difficulties with pushchair access
- Covid-19 concerns
- Prefer to drive
- No tram nearby
- Other

If 'Other', please specify:

Section 3: £2 fare cap

Q10. Are you aware of the bus ticket initiative in place since 1st November that caps the price you pay for a single bus or tram journey to a maximum of £2? Note to interviewer: Read out response options and select one answer for each form of transport.

- Not at all aware
- Somewhat aware
- Fully aware

Q10. Are you aware of the tram ticket initiative in place since 1st November that caps the price you pay for a single bus or tram journey to a maximum of £2? Note to interviewer: Read out response options and select one answer for each form of transport.

- Not at all aware
- Somewhat aware
- Fully aware

Q11. Ask to bus users that are aware (this is automated): How did you find out about the £2 fare cap initiative for a single bus journey? Note to interviewer: Ask unprompted and select all relevant responses.

- I saw promotional posters / leaflets
- I saw a promotional tv advert
- I saw the information on Gov.uk
- Convenience of the journey
- I saw an advert or article on Traveline
- I saw an online advert somewhere else
- From my friends
- From my family
- On the local news
- On national news
- From a bus driver/tram conductor
- From a direct email
- On social media
- On the radio
- The Government "Help for Households" campaign
- Other
- Don't know

If 'Other', please specify:

Q11. Ask to tram users that are aware (this is automated): How did you find out about the £2 fare cap initiative for a single tram journey? Note to interviewer: Ask unprompted and select all relevant responses.

- I saw promotional posters / leaflets
- I saw a promotional tv advert
- I saw the information on Gov.uk
- Convenience of the journey
- I saw an advert or article on Traveline
- I saw an online advert somewhere else
- From my friends
- From my family
- On the local news
- On national news
- From a bus driver/tram conductor
- From a direct email
- On social media
- On the radio
- The Government "Help for Households" campaign
- Other
- Don't know

If 'Other', please specify:

Q12. Ask to bus and tram users (this is automated): **Thinking of tickets you use to travel, what type of passenger are you?** Note to interviewer: Prompt and clarify as required, and select one answer only.

- Adult fare payer (route Q13)
- Concessionary traveller with a 16-18 student pass (Zoom pass for bus and tram) (route Q13)
- Concessionary traveller with an 18-21 student pass (Zoom Beyond for bus and train) (route Q13)
- Travel for free with a ENCTS elderly pass (state pensioner) (route Q15)
- Travel for free with a ENCTS disabled pass (based on meeting disability criteria) (route Q15)
- Travel for free with a complimentary pass (route Q15)
- Other (route Q13)

If 'Other', please specify:

Q13. Ask to bus users based on Q12 response (this is automated): **Since November 2022, what type of ticket have you used most often when travelling by bus?** Note to interviewer:

Prompt and clarify as required, and select one answer only.

- Single
- Single journey capped at £2
- Return
- Flexi ticket (e.g., 3/5 days of travel with extended validity)
- A pass or season ticket capped fare for a longer period (e.g., weekly, or monthly)
- Weekly
- 28 day/monthly
- Annual
- Not used since November 2022

Q13. Ask to tram users based on Q12 response (this is automated): **Since November 2022, what type of ticket have you used most often when travelling by tram?** Note to interviewer:

Prompt and clarify as required, and select one answer only.

- Single
- Single journey capped at £2
- Return
- Flexi ticket (e.g., 3/5 days of travel with extended validity)
- A pass or season ticket capped fare for a longer period (e.g., weekly, or monthly)
- Weekly
- 28 day/monthly
- Annual
- Not used since November 2022

Q14. Ask to bus users that have not used the fare cap (this is automated): Why have you not paid for £2 fare cap for a single bus journey for most of your journeys? Note to interviewer: Ask unprompted and select all relevant answers.

- I have not travelled by bus/tram since the 1st of November 2022, but did travel by bus/tram occasionally before this date
- I have only used bus/tram services that do not offer the £2 fare cap initiative
- I never travel by bus/tram
- I am not fully aware of the £2 fare cap initiative
- I was not made aware of the £2 fare cap at point of purchase and so I bought a different type of ticket
- I have an existing season ticket
- The £2 bus fare cap is more expensive than my usual ticket
- The cost saving from the £2 fare cap is minor
- The £2 bus fare cap is still too expensive
- It is easier to purchase my usual bus ticket
- I have used my free travel pass for bus journeys since 1st November 2022
- The length of the scheme (1st Nov – 31st June) means it is not worth my while
- Other

If 'Other', please specify:

Q14. Ask to tram users that have not used the fare cap (this is automated): Why have you not paid for £2 fare cap for a single tram journey for most of your journeys? Note to interviewer: Ask unprompted and select all relevant answers.

- I have not travelled by bus/tram since the 1st of November 2022, but did travel by bus/tram occasionally before this date
- I have only used bus/tram services that do not offer the £2 fare cap initiative
- I never travel by bus/tram
- I am not fully aware of the £2 fare cap initiative
- I was not made aware of the £2 fare cap at point of purchase and so I bought a different type of ticket
- I have an existing season ticket
- The £2 bus fare cap is more expensive than my usual ticket
- The cost saving from the £2 fare cap is minor
- The £2 bus fare cap is still too expensive
- It is easier to purchase my usual bus ticket
- I have used my free travel pass for bus journeys since 1st November 2022
- The length of the scheme (1st Nov – 31st June) means it is not worth my while
- Other

If 'Other', please specify:

Q15. Ask to bus users (this is automated): Before November 2022 what type of ticket did you use most often when travelling by bus? Note to interviewer: Prompt and clarify as required, and select one answer only.

- Single
- Return
- Flexi ticket (e.g., 3/5 days of travel with extended validity)
- A pass or season ticket capped fare for a longer period (e.g., weekly, or monthly)
- Weekly
- 28 day/monthly
- Annual
- Not used before November 2022

Q15. Approximately, what was the cost of this bus ticket? (Write in numerical format)
a1

Q15. Ask to tram users (this is automated): Before November 2022 what type of ticket did you use most often when travelling by tram? Note to interviewer: Prompt and clarify as required, and select one answer only.

- Single
- Return
- Flexi ticket (e.g., 3/5 days of travel with extended validity)
- A pass or season ticket capped fare for a longer period (e.g., weekly, or monthly)
- Weekly
- 28 day/monthly
- Annual
- Not used before November 2022

Q15. Approximately, what was the cost of this tram ticket? (Write in numerical format)
b1

Q16. Ask to bus users (this is automated): Since November 2022, has your level of bus travel changed? Note to interviewer: Prompt and clarify as required, and select one answer only.

- Yes increased
- Yes decreased
- No
- Don't know

Q16. Ask to tram users (this is automated): Since November 2022, has your level of tram travel changed? Note to interviewer: Prompt and clarify as required, and select one answer only.

- Yes increased
- Yes decreased
- No
- Don't know

Q17. Ask to bus users that have increased or decreased their bus travel (this is automated): **How often did you travel by bus before November 2022?** Note to interviewer: Read out response options and select one answer only.

- 5+ days a week
- 3-4 days a week
- 1-2 days a week
- Once a fortnight
- About once a month
- Less often than once a month but within the last year
- More than a year ago
- Never
- Don't know/NA

Q17. You said you undertake more journeys by bus since November 2022, compared to before.

a1 **Approximately, how many more bus journeys do you make each week?** (Write in numerical format) (if undertake more bus journeys, but less than once a week - just state 0).

Q17. Ask to bus users that have increased their bus travel (this is automated): **Thinking about the**

a2 **additional bus journeys you undertake since the launch of the £2 fare cap for a single journey (in November 2022); are these...?** Note to interviewer: Read out response options and select one answer only.

- Journeys **I wouldn't have made** at all had the £2 fare cap not been offered
- Journeys **I would have made** using a different type of transport had the £2 fare cap not been offered
- Some** were journeys I wouldn't have made at all and **some** were journeys I would have made using a different type of transport
- Don't know

Q17. Ask to bus users that have made new bus journeys instead of using alternative forms of transport (this is automated): **If the £2 fare cap for bus travel had not been offered, what type of transport would you most likely have used for these journeys?** Note to interviewer:

Ask unprompted and select one answer only.

- Car or van, as a driver
- Car or van, as a passenger
- Train
- Bicycle
- Motorbike / moped
- Taxi or private hire vehicle
- Tram
- Bus
- Scooter/E-Scooter
- Dial-a-ride bus services
- Another type of transport

Q17. Ask to tram users that have increased or decreased their tram travel (this is automated): **How often did you travel by tram before November 2022?** Note to interviewer: Read out response options and select one answer only.

- 5+ days a week
- 3-4 days a week
- 1-2 days a week
- Once a fortnight
- About once a month
- Less often than once a month but within the last year
- More than a year ago
- Never
- Don't know/NA

Q17. You said you undertake **more journeys by tram since November 2022, compared to before.** Approximately, **how many more tram journeys do you make each week?** (Write in numerical format) (if undertake more tram journeys, but less than once a week - just state 0).

Q17. Ask to tram users that have increased their tram travel (this is automated): **Thinking about the additional tram journeys you undertake since the launch of the £2 fare cap for a single journey (in November 2022); are these...?** Note to interviewer: Read out response options and select one answer only.

- Journeys **I wouldn't have made** at all had the £2 fare cap not been offered
- Journeys **I would have made** using a different type of transport had the £2 fare cap not been offered
- Some** were journeys I wouldn't have made at all and **some** were journeys I would have made using a different type of transport
- Don't know

Q17. Ask to tram users that have made new tram journeys (this is automated): **If the £2 fare cap for tram travel had not been offered, what type of transport would you most likely have used for these journeys?** Note to interviewer: Ask unprompted and select one answer only.

- Car or van, as a driver
- Car or van, as a passenger
- Train
- Bicycle
- Motorbike / moped
- Taxi or private hire vehicle
- Tram
- Bus
- Scooter/E-Scooter
- Dial-a-ride bus services
- Another type of transport

Q18. You said you now make journeys by bus or tram that you previously made with other forms of transport. As a result of the £2 fare cap, what financial impact, if any, has changing to bus or tram had on you? Note to interviewer: Prompt and clarify if required, and select one answer only.

- I have saved money on my travel costs
- I have not saved money on my travel costs
- I am not sure if I have saved money on my travel costs

Q18. If you have saved money, please can you tell us approximately how much you have saved overall from the fare cap? If you are unsure, please provide your best guess. Write in numerical value. If don't know, leave blank.

Q19. Ask to bus users that have not increased journeys (this is automated): Why have you not undertaken more journeys by bus since the £2 fare cap for a single journey was introduced on 1st November 2022? Note to interviewer: Ask unprompted and select all relevant answers.

- I am not fully aware of the £2 bus fare cap initiative
- I have had a change in my working or learning patterns
- I have had changes in my personal circumstances
- I am making fewer journeys generally due to cost of living challenges
- To avoid travelling in bad weather
- To avoid viruses or other illnesses
- The bus service has been worse
- The bus service does not run when/where I need it
- The cost saving is not enough for me to make additional journeys
- I would not make any savings as a result of the £2 bus fare
- I prefer to make my journeys in another way
- I need to travel with children / other people so it is not practical by bus
- Use as much as needed
- Free bus pass
- Other
- Don't know

If 'Other', please specify:

Q19. Ask to tram users that have not increased journeys (this is automated): **Why have you not undertaken more journeys by tram since the £2 fare cap for a single journey was introduced on 1st November 2022?** Note to interviewer: Ask unprompted and select all relevant answers.

- I am not fully aware of the £2 fare cap initiative
- I have had a change in my working or learning patterns
- I have had changes in my personal circumstances
- I am making fewer journeys generally due to cost of living challenges
- To avoid travelling in bad weather
- To avoid viruses or other illnesses
- The service has been worse
- The service does not run when/where I need it
- The cost saving is not enough for me to make additional journeys
- I would not make any savings as a result of the £2 fare
- I prefer to make my journeys in another way
- I need to travel with children / other people so it is not practical
- Use as much as needed
- Free pass
- Other
- Don't know

If 'Other', please specify:

Q20. Ask to all: To what extent, if at all, does a £2 fare cap for single bus or tram journey have an impact on the following? Note to interviewer: Read out each row and select one answer only for each.

	Very negative impact	Negative impact	No impact	Positive impact	Very positive impact	Don't know/NA
How regularly you are able to travel by bus, instead of another type of transport	<input type="checkbox"/>					
How regularly you are able to travel by tram, instead of another type of transport	<input type="checkbox"/>					
Access to education	<input type="checkbox"/>					
The provision of Park and Ride	<input type="checkbox"/>					
Finding a job	<input type="checkbox"/>					
Keeping a job	<input type="checkbox"/>					
Taking part in leisure activities	<input type="checkbox"/>					
Visiting friends and relatives	<input type="checkbox"/>					
How much you spend on bus fares	<input type="checkbox"/>					
How much you spend on tram fares	<input type="checkbox"/>					

Q21. To what extent, if at all, has the £2 fare cap for single bus journeys changed your views on travelling by bus? Note to interviewer: Read out response options and select one answer only.

- I am much less satisfied
- I am slightly less satisfied
- No change in satisfaction
- I am slightly more satisfied
- I am much more satisfied
- I am not sure

Section 4: About you

Note to interviewer: Remind respondent that these questions are asked so we can understand the opinions of different residents. Stress anonymity and confidentiality.

Q22. Do you have access to a car, van, motorbike or moped, as a driver? Note to interviewer:

Select all relevant answers.

- Yes, car or van
- Yes, motorbike or moped
- No none of these

Q23. Are your day-to-day activities limited because of a long-term health problem, impairment, or disability? Note to interviewer: Probe, clarify as required and select one answer only.

- Yes – limited a lot
- Yes – limited a little
- No
- Prefer not to say

Q24. How would you describe your ethnic background? Note to interviewer: Ask unprompted and select one answer only.

- White British
- White Central or Eastern European
- White other
- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed / multiple ethnic group
- Other ethnic group

Q25. How would you describe the occupation (or if retired the former occupation) of the chief income earner in your household? Note to interviewer: Ask unprompted and select one answer only.

- Higher managerial / professional / administrative
- Intermediate managerial / professional / administrative
- Supervisory or clerical / junior managerial / professional / administrator
- Skilled manual worker
- Semi-skilled or unskilled manual worker
- Student
- Retired and living on state pension only
- Unemployed for over 6 months or not working due to long term sickness

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