### **SYMCA TRAVEL SURVEY 2023/24**

Quota	a Ques	stions							
Q1.		of the following		ies do you b	elong to?				
		SE TICK ONE BO		44	4				
ſ	16-		25-34	35-44	45-54	55-59	60-64	65-74	75+
	L	<u> </u>	Ш		Ц			Ц	Ш
Q2.		which gender do y SE TICK ONE BO		,					
		Male	JA ONL I						1
		Female							
		Transgender Fe	emale						ļ
		Transgender Ma							
		Gender variant/		ning/non-bin	nary				
		Prefer to self-de					1		
		Prefer not to say					1		
-02	Which	n of the following	activities be	st describes	what vou ar	e doing at p	resent?		
Q3.		SE TICK THE MA						TIME DOING	3
		Employee in ful	I time job (3	0 hours+)					
		Employee in pa	ırt time job (ı	under 16-30	hours)				
		Employee in pa	ırt time job (l	ess than 16	hours)				
		Self-employed,	full, or part	time					
		Unpaid work, in	ıcluding regu	ılar voluntar	y work/work	experience			
		On a training/ap	pprenticeshi	p programm	e				
		Full time educat	tion at scho	ol/college/ ui	niversity				
		Unemployed an	nd available	for work					
		Unemployed an	nd not availa	ble for work	due to temp	orary sickne	ess		
		Permanently sid	ck/disabled						
		Wholly retired fr	rom work						
		Looking after th	ie home						
l		Doing somethin	ıg else (PLE	ASE TICK A	.ND WRITE IN	N BOX)			

PLEASE TICK C			d, or av	ailable for	use by	members of your l	household	d?	
☐ None									
☐ One									
☐ Two									
☐ Three									
☐ Four or N	∕lore								
L									
Q5. Which South Yo			ive in?						
Barnsley									
☐ Doncaste									
Rotherha	am								
☐ Sheffield									
All South Yorkshire	Journeys								
Q6. How often do yo					f transpo	ort?			
PLEASE TICK C	ONE BOX ONL 5+	.Y FOR E 3-4	1-2	OW	About	Less often than	More		Don't
	days a week	days a week	days a week	Once a fortnight	once a month	once a month but within the last year	than a year ago	Never	know/ NA
Bus									
Car as a driver								П	
Car as a passen	nger		_					ш	Ш
Cycle									
Walk	_		_						
	📃		_						
Walk			_						
Walk			_						
Walk Train			_						
Walk Train Tram Motorcycle			_						
Walk Train  Tram  Motorcycle  Scooter  Taxi  Park & Ride usir									
Walk Train  Tram  Motorcycle  Scooter  Taxi  Park & Ride usir  for onward journ									
Walk Train  Tram  Motorcycle  Scooter  Taxi  Park & Ride usir for onward journ  Park & Ride usir					_				
Walk Train  Tram  Motorcycle  Scooter  Taxi  Park & Ride usir  for onward journ	ng bus				_				
Walk					_				
Walk	ng bus				_				

# Public Transport South Yorkshire Journeys

Q7.	This section is about the <b>operation of the bu</b> Please indicate whether you are satisfied or normally use the bus service or not. PLEASE	dissatisfie				ents, wheth	er you
	nonnany acc are pas correct or near 22, to 2	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
	Bus services run at the times you want						
	Frequency of bus service						
	Reliability of service (whether the buses arrive on time)						
	How long you have to wait for the bus						
	The length of the journey (i.e., time on the bus)						
	Bus services go where you want						
	The bus takes you <b>directly</b> where you want to go						
	Value for money of the local bus services						
	Local bus services overall						
Q8.	This section is about the <b>operation of the transport</b> Please indicate whether you are satisfied or normally use the train service or not. PLEAS	dissatisfie		ONLY FOR E			er you
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
	Train services run at the times you want						
	Frequency of train service						
	Reliability of service (whether the trains arrive on time)						
	How long you have to wait for the train						
	The length of the journey (i.e., time on the train)						
	Train services go where you want						
	The train takes you <b>directly</b> where you want to go						
	Value for money of the local train services						
l	Local train services overall						

Q9.	This section is about the <b>operation of the tr</b> Please indicate whether you are satisfied or normally use the tram service or not. PLEAS	dissatisfie					er you
	Tram services run at the times you want Frequency of tram service	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
	Reliability of service (whether the trams arrive on time)						
	The length of the journey (i.e., time on the tram)  Tram services go where you want						
	The tram takes you <b>directly</b> where you want to go						000
Q10.	Why do you choose to use public transport (I						
	I have no other option  Quickest way to get to my destination	Bus	Tram	Train			
	Reliability of service (whether the service runs on-time)  Frequency of the service  Quality of the service  Value for money						
	Convenience (e.g. to your home/final destination)  Availability of seating  Availability of parking  Environmental reasons  Other (please specify)						

		ng about your most recent trip, how did you travel (if you used more than one mode please pick the ou spent most time on)? PLEASE TICK ONE BOX ONLY
		Bus
		Train
		Tram
		Car as a driver
		Car as a passenger
		Motorcycle
		Scooter
		Тахі
		Walk
		Cycle
		Other, please specify
Q12.	What v	was the main reason you chose this mode for this trip? PLEASE TICK ONE BOX ONLY
		Most convenient
		Quicker than other modes
		Cheaper than other modes
		Travel for free
		Reliable service
		Best way get to where I'm going
		No other option
		For exercise
		For environmental reasons
		Health reasons
		Mobility reasons
		Other, please specify

Q13.	Thinking about this recent trip, what other modes could you have used to complete this trip and what was the main reason why you didn't choose this/these option/s?												
	PLEASE	TICK ONE E	OX FC	R EAC	H RELE	VANT C	OLUMN Car	I					
			Bus	Train	Tram	Car as a driver	as a passe nger	Motorcycle/Scoot er	Taxi	Cycle	Walk		
	Not conve	enient											
	Takes too	long											
	Тоо ехре	nsive											
	Not reliab	ole											
	Not frequent enough												
	Not a direct route												
	Lack of road infrastructure (e.g. bus lanes, cycle lanes etc.)												
	lanes etc.)												
	•	asons						Ē					
	Mobility r	easons											
	Other, ple	ease											
Q14.	Thinking	about your b	us use	in the la	ast year	, for wha	t reasor	ns do you travel?	(routed)				
	PLEASE	TICK ALL T	HAT AF	PPLY									
	□т	ravelling to/fr	om wo	rk									
	□⊤	ravelling to/fr	om edu	ucation	e.g., to g	get to sch	nool or d	college					
	☐ s	hopping											
		isiting friends	s/relativ	es									
	□т	ravelling to/fr	om an	appoint	ment (e	.g., docto	r/hospit	tal appointment)					
	☐ L	eisure											
		ther											

Q15.	Thinking about your train use in the last yea	r, for what	reasons	do you travel'	? (routed)		
	PLEASE TICK ALL THAT APPLY						
	☐ Travelling to/from work						
	☐ Travelling to/from education e.g., to	get to scho	ol or colle	ege			
	☐ Shopping	J					
	☐ Visiting friends/relatives						
	☐ Travelling to/from an appointment (e	.g., doctor/	hospital a	appointment)			
	Leisure		•	,			
	☐ Other						
040	Thinking about your tram use in the last yea	ır for what	reasons	do vou travel	? (routed)		
Q 10.		ii, ioi wiidt	10000110	ao you havoi	. (routou)		
	PLEASE TICK ALL THAT APPLY						
	☐ Travelling to/from work						
	☐ Travelling to/from education e.g., to	get to scho	ol or colle	ege			
	☐ Shopping						
	☐ Visiting friends/relatives						
	☐ Travelling to/from an appointment (e	.a., doctor/	hospital a	appointment)			
	☐ Leisure	3,	•	,			
	☐ Other						
	_ <del>_</del>						
0.47	Thinking of a typical week, how often do you	ı walk for t	he followi	na purposesí	>		
	PLEASE TICK ONE BOX ONLY FOR EACH			ng parpooco	•		
		More than	Approx once a	2-3 times a	Approx once a	Walk less than	Never
		once a day	day	week	week	weekly	Walk
	As a form of exercise	╚			Ц		
	To get to local shops	Ш	Ц	Ц	Ш	Ш	Ц
	To get to local amenities (dentist, library, sports centre etc)						
	To get to/from the bus stop						
,	To get to/from the tram stop						
	To get to/from the train station						
	To get to directly to/from place of work						
	Visiting friends/relations						
	To get directly to/from education						
	Other (please type in)						

Q18.	Thinking of a typical week, how often do yo PLEASE TICK ONE BOX ONLY FOR EACH			ing purposes	?		
		More than once a day	Approx once a day	2-3 times a week	Approx once a week	Walk less than weekly	Never Cycle
	As a form of exercise						
	To get to local shops						
	To get to local amenities (dentist, library, sports centre etc)						
	To get to/from the bus stop						
	To get to/from the tram stop						
	To get to/from the train station						
	To get to directly to/from place of work						
	Visiting friends/relations						
	To get directly to/from education						
	Other (please type in)						
Q19.	Thinking about your bus travel in the last ye	ear, which s	tops did y Stop Nam			nost often? ( Stop Location	routed)
	Start stop (stop name and/or location)						
	End stop (stop name and/or location)						
Q20.	Thinking about your tram travel in the last y	ear, which	stops did	you travel to	and from r	nost often?	
	(routed)						
		-	Stop Nam	e	;	Stop Location	-
	Start stop (stop name and/or location)						
	End stop (stop name and/or location)						
					_		
Q21.	Thinking about your train travel in the latoften? (routed)	st year, wh	nich stati	ons did you	travel to a	and from mo	ost
Q21.		•	nich stati Station Na	-		and from mo	
Q21.		•		-			

## Public Transport Information (Ask All)

Q22.	What is the main source of information you please TICK ONE BOX ONLY FOR EACH			r service inf	ormation?		
		Before you leave	At the bus or tram stop/train				
	Paper timetable	home	platform				
	Online timetable	H	H				
	Journey planner on the Travel South		ш				
	Yorkshire website						
	Journey planner on an operator website						
	Journey planner using Google						
	Journey planner using Moovit						
	Using a mobile app/web e.g., national rail live departures, trainline app						
	Disruption updates via Twitter/Facebook						
	Electronic displays at bus/tram stops/station platforms						
	Other (please type in)						
	Don't know/NA						
Q23.	Please indicate whether you are satisfied or PLEASE TICK ONE BOX ONLY FOR EACH		ed with se	rvice informa	tion.		
		Very satisfied	Fairly satisfied	satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
	Paper timetable						
	Online timetable						
	Journey planner on the Travel South Yorkshire website						
	Journey planner on an operator website						
	Journey planner using Google						
	Journey planner using Moovit						
	Using a mobile app/web e.g., national rail live departures, trainline app						
	Disruption updates via Twitter/Facebook						
	Electronic displays at bus/tram stops/station platforms						
	Other (please type in)						
	Provision of public transport information						

## Public Transport Tickets (Ask All)

lik	you needed to find out more about vely to look for information? EASE TICK THE MAIN ONE ONLY	vhat ticke	ts are av	vailable, who	ere would you be the most
	Operator website				
	Travel South Yorkshire website				
	☐ Information at a bus/tram stop or trai	in station			
	Traveline (telephone enquiry line)				
	Social media, for example Facebook	or Twitter			
	Ask a friend				
	Customer service desk at an interch	ange			
	Other (type in)				
	Don't know				
	nat factors make you choose one ticket ty EASE TICK THE MAIN ONE ONLY	pe over an	other?		
	Cheapest / best value for money				
	Convenient purchase e.g., can buy h	now/where	l want		
	Flexible travel e.g., no restrictions or	n routes, tin	ne of day	, frequency of	f travel etc.
	I rely on the driver to sell me the mos	st appropria	ate ticket		
	Other (type in)				
	Don't know				
	nere do you usually buy you tickets from? EASE TICK ONE BOX ONLY FOR EACH		I		
		Bus tickets	Tram tickets	Train tickets	
On	vehicle				Route to question 20 for on vehicle
Tic	ket machine				VOINGIO
On	line				
Tic	ket app				
	phoning a contact centre				
Oth	ner (type in)				
Do	n't know/refused				
N/A	٩				

Q27.	How do you pay for your tickets on vehicle? ( PLEASE TICK ONE BOX ONLY FOR EACH		N			
		Bus	Tram	Train		
	Cash					
	Contactless					
	Don't know					
	N/A					
Q28.	Are you happy with the way you currently pur PLEASE TICK ONE BOX ONLY FOR EACH					
		Bus	Tram	Train		
	Yes					
	No					
	Don't know					
Q29.	If you have used public transport within the la (routed) PLEASE TICK ONE BOX ONLY FOR EACH			of ticket have	you used most	often?
		Bus	Tram	Train		
	Travel for free(elderly/disabled/complimentary)					
	Concessionary fare using 16-18 student pass (Zoom pass for bus and tram)					
	Concessionary fare using 18-21 student pass (Zoom pass for bus and tram)					
	Single/return ticket					
	A day pass					
	A flexible ticket (e.g., 3/5 days of travel with extended validity)					
	Longer period pass (e.g., weekly, monthly, yearly)					
	Other					
I	Don't know/NA					

## Public Transport Facilities

Q30.	Please indicate whether you are satisfied or dissatisfied with the bus stop (routed) PLEASE TICK ONE BOX ONLY FOR EACH ROW									
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA			
	Your personal safety when using a bus stop									
	Waiting facilities at bus stops e.g., shelter, lighting, seating etc.									
	Convenience of the stop location									
	Accessibility of the stop (for those with a disability)									
	Service information e.g., real time displays, timetables etc									
Q31.	Please indicate whether you are satisfied or PLEASE TICK ONE BOX ONLY FOR EACH		d with the	train station	(routed)					
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA			
	Your personal safety when using a train station									
	Waiting facilities at the station e.g., shelter, lighting, seating etc.									
	Convenience of the station location									
	Accessibility of the station (for those with a disability)									
	Service information e.g., real time displays, timetables etc									
	Range of services offered at the station e.g., shops, toilets, cafes etc.									

Q32.	Q32. Please indicate whether you are satisfied or dissatisfied with the tram stop (routed) PLEASE TICK ONE BOX ONLY FOR EACH ROW						
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
	Your personal safety when using a tram stop						
	Waiting facilities at tram stops e.g., shelter, lighting, seating etc.						
	Convenience of the stop location						
	Accessibility of the stop (for those with a disability						
	Service information e.g., real time displays, timetables etc						
Q33.	Please indicate whether you are satisfied or interchanges with regard to (routed): PLEASE TICK ONE BOX ONLY FOR EACH		ed with bu		d public tra	nsport	
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
	Your personal safety						
	Waiting facilities e.g., lighting, seating etc.						
	Convenience of the interchange location						
	Accessibility of the interchange (for those with a disability						
	Service information e.g., real time displays, timetables, customer service desks etc						
	Range of services offered e.g., shops, toilets, cafes etc.						
Puk	olic Transport Improvements						
Ask A	All						
Would you like to see any improvements made to public transport provision in South Yorkshire? PLEASE TICK ONE BOX ONLY FOR EACH ROW							
		Yes, major	Yes, minor	No improvement			
		improveme nt is	ent is	needed, happy with			
	Bus	needed	needed	the service	Don't know		
	Train						
	Tram						
			<del></del>				

Q35.	What bus improvements are needed? (Up to 3 answers) Which would you say is the most important? ONE BOX ONLY FOR EACH ROW	PLEASE	TICK
		Three main factors	The most important factor
	Better reliability/punctuality (turns up and at the time expected)	ᆜ	
	Cheaper fares	╚	
	More frequent services		
	Quicker journeys		
	More direct routes/fewer changes		
	More stops/stations (e.g., closer to where I live)		
	Better security/feeling safer		
	Better quality vehicles/carriages (e.g., cleaner, newer, better condition)		
	More seating/less overcrowding		
	Better access (e.g., for elderly, disabled, prams etc.)		
	Friendlier/more polite drivers and staff		
	Extended operating hours e.g., earlier, or		
	later services (for shift workers etc.)		
	Other		
	Don't know	<u> </u>	Ш
Q36.	What train improvements are needed? (Up to 3 answers)		
	Which would you say is the most important?	DI EASE	TICK
	Which would you say is the most important? ONE BOX ONLY FOR EACH ROW	PLEASE '	
	Which would you say is the most important? ONE BOX ONLY FOR EACH ROW	PLEASE Three main factors	TICK  The most important factor
	ONE BOX ONLY FOR EACH ROW	Three main	The most important
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)	Three main	The most important
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares	Three main	The most important
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)	Three main	The most important
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys	Three main	The most important factor
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys	Three main	The most important factor
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys	Three main	The most important factor
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys	Three main	The most important factor
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys  More direct routes/fewer changes  More stops/stations (e.g., closer to where I live)  Better security/feeling safer  Better quality vehicles/carriages (e.g., cleaner, newer, better condition)	Three main	The most important factor
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys	Three main	The most important factor
	ONE BOX ONLY FOR EACH ROW  Better reliability/punctuality (turns up and at the time expected)  Cheaper fares  More frequent services  Quicker journeys  More direct routes/fewer changes  More stops/stations (e.g., closer to where I live)  Better security/feeling safer  Better quality vehicles/carriages (e.g., cleaner, newer, better condition)  More seating/less overcrowding	Three main	The most important factor
	Better reliability/punctuality (turns up and at the time expected) Cheaper fares More frequent services Quicker journeys	Three main	The most important factor
	Better reliability/punctuality (turns up and at the time expected) Cheaper fares More frequent services Quicker journeys	Three main	The most important factor
	Better reliability/punctuality (turns up and at the time expected) Cheaper fares More frequent services Quicker journeys	Three main	The most important factor

Q37.	What tram improvements are needed? (Up to 3 answ Which would you say is the most important?	vers	)		ſ	PLEASE T	TICK
	ONE BOX ONLY FOR EACH ROW				1	Three main factors	The most important factor
	Better reliability/punctuality (turns up and at the time	ехр	ected)				
	Cheaper fares						
	More frequent services						
	Quicker journeys						
	More direct routes/fewer changes						
	More stops/stations (e.g., closer to where I live)						
	Better security/feeling safer						
	Better quality vehicles/carriages (e.g., cleaner, newe	r, be	etter co	ndition)			
	More seating/less overcrowding						
	Better access (e.g., for elderly, disabled, prams etc.)						
	Friendlier/more polite drivers and staff						
	Extended operating hours e.g., earlier, or						
	later services (for shift workers etc.)						
	Other						
	Don't know						Ш
							1
Q38.	If public transport improvements are made would you PLEASE TICK ONE BOX PER ROW	u us	e it mo	re often? (routed)			
	Yes		No	Don't Know			
	Bus						
	Train						
	Tram						

Abo	out You	
Q39.	Do you use any of the following: PLEASE TICK ALL BOXES THAT APPLY	
	A Smart phone (a mobile phone with internet access)	
	A mobile phone without internet access	
	☐ Internet access at work/school/college	
	☐ Internet access at home	
	None	
Q40.	Are you able to make payments using a contactless debit/credit card (either via card or mobile phone) for public transport journeys?	
	PLEASE TICK ONE BOX ONLY	
	☐ Yes	
	Yes, but prefer to pay by cash	
	☐ No (only able to pay by cash)	
	☐ Don't know	

Q41.	ur day-to-day activities limited because of a long-term health problem, impairment, or disability? SE TICK ONE BOX ONLY
	Yes – limited a lot
	Yes – limited a little
	No
	Prefer not to say

Q42.	Do you currently have any of the following par PLEASE TICK ALL THAT APPLY	sses?		
	16-18 pass (Zoom pass for bus and tram)			
	18-21 pass (Zoom pass for bus and tram)			
	Senior Rail Card			
	Senior Travel Pass			
	Young Person's Railcard			
	Disabled pass			
	Annual Travelmaster			