

SYMCA TRAVEL SURVEY 2023/24

Quota Questions

Q1. Which of the following age categories do you belong to?
PLEASE TICK ONE BOX ONLY

- | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-59 | 60-64 | 65-74 | 75+ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q2. With which gender do you identify?
PLEASE TICK ONE BOX ONLY

- Male
- Female
- Transgender Female
- Transgender Male
- Gender variant/non-conforming/non-binary
- Prefer to self-describe
- Prefer not to say

Q3. Which of the following activities best describes what you are doing at present?
PLEASE TICK THE MAIN ONE ONLY, I.E. THE ONE WHICH YOU 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 (PLEASE TICK AND WRITE IN BOX)

Q9.

This section is about the **operation of the tram:**

Please indicate whether you are satisfied or dissatisfied with each of the following elements, whether you normally use the tram service or not. PLEASE TICK ONE BOX ONLY FOR EACH ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/NA
Tram services run at the times you want.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of tram service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service (whether the trams arrive on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long you have to wait for the tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of the journey (i.e., time on the tram).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tram services go where you want.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The tram takes you directly where you want to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money of the local tram services..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tram services overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10.

Why do you choose to use public transport (routed):

PLEASE TICK ALL THAT APPLY

	Bus	Tram	Train
I have no other option	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quickest way to get to my destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service (whether the service runs on-time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience (e.g. to your home/final destination)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11. Thinking about your most recent trip, how did you travel (if you used more than one mode please pick the one you spent most time on)? PLEASE TICK ONE BOX ONLY

- Bus
- Train
- Tram
- Car as a driver
- Car as a passenger
- Motorcycle
- Scooter
- Taxi
- Walk
- Cycle
- Other, please specify

Q12. What 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 BOX FOR EACH RELEVANT COLUMN

	Bus	Train	Tram	Car as a driver	Car as a passenger	Motorcycle/Scooter	Taxi	Cycle	Walk
Not convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Takes too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not frequent enough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not a direct route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of road infrastructure (e.g. bus lanes, cycle lanes etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobility reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. Thinking about your bus use in the last year, 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 school or college
- Shopping
- Visiting friends/relatives
- Travelling to/from an appointment (e.g., doctor/hospital appointment)
- Leisure
- Other

Q18. Thinking of a typical week, how often do you cycle for the following purposes?
PLEASE TICK ONE BOX ONLY FOR EACH COLUMN

	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to local shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to local amenities (dentist, library, sports centre etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to/from the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to/from the tram stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to/from the train station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to directly to/from place of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting friends/relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get directly to/from education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please type in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19. Thinking about your bus travel in the last year, which stops did you travel to and from most often? (routed)

	Stop Name	Stop Location
Start stop (stop name and/or location)	<input type="text"/>	<input type="text"/>
End stop (stop name and/or location)	<input type="text"/>	<input type="text"/>

Q20. Thinking about your tram travel in the last year, which stops did you travel to and from most often? (routed)

	Stop Name	Stop Location
Start stop (stop name and/or location)	<input type="text"/>	<input type="text"/>
End stop (stop name and/or location)	<input type="text"/>	<input type="text"/>

Q21. Thinking about your train travel in the last year, which stations did you travel to and from most often? (routed)

	Station Name	Station Location
Start station (station name and/or location)	<input type="text"/>	<input type="text"/>
End stop (station name and/or location)	<input type="text"/>	<input type="text"/>

Public Transport Tickets (Ask All)

Q24. If you needed to find out more about what tickets are available, where would you be the most likely to look for information?

PLEASE TICK THE MAIN ONE ONLY

- Operator website
- Travel South Yorkshire website
- Information at a bus/tram stop or train station
- Traveline (telephone enquiry line)
- Social media, for example Facebook or Twitter
- Ask a friend
- Customer service desk at an interchange
- Other (type in)
- Don't know

Q25. What factors make you choose one ticket type over another?

PLEASE TICK THE MAIN ONE ONLY

- Cheapest / best value for money
- Convenient purchase e.g., can buy how/where I want
- Flexible travel e.g., no restrictions on routes, time of day, frequency of travel etc.
- I rely on the driver to sell me the most appropriate ticket
- Other (type in)
- Don't know

Q26. Where do you usually buy you tickets from?

PLEASE TICK ONE BOX ONLY FOR EACH COLUMN

	Bus tickets	Tram tickets	Train tickets	
On vehicle.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Route to question 20 for on vehicle
Ticket machine.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Online.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ticket app.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
By phoning a contact centre.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (type in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Don't know/refused.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
N/A.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q27. How do you pay for your tickets on vehicle? (routed)
PLEASE TICK ONE BOX ONLY FOR EACH COLUMN

	Bus	Tram	Train
Cash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contactless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28. Are you happy with the way you currently purchase your tickets?
PLEASE TICK ONE BOX ONLY FOR EACH COLUMN

	Bus	Tram	Train
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29. If you have used public transport within the last year, which type of ticket have you used most often? (routed)
PLEASE TICK ONE BOX ONLY FOR EACH COLUMN

	Bus	Tram	Train
Travel for free(elderly/disabled/complimentary).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concessionary fare using 16-18 student pass (Zoom pass for bus and tram).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concessionary fare using 18-21 student pass (Zoom pass for bus and tram).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Single/return ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A day pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A flexible ticket (e.g., 3/5 days of travel with extended validity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer period pass (e.g., weekly, monthly, yearly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/NA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting facilities at tram stops e.g., shelter, lighting, seating etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of the stop location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of the stop (for those with a disability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service information e.g., real time displays, timetables etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33. Please indicate whether you are satisfied or dissatisfied with bus stations and public transport interchanges with regard to (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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting facilities e.g., lighting, seating etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of the interchange location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of the interchange (for those with a disability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service information e.g., real time displays, timetables, customer service desks etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of services offered e.g., shops, toilets, cafes etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Public Transport Improvements

Ask All

Q34. 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 improvement is needed	Yes, minor improvement is needed	No improvement needed, happy with the service	Don't know
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train	<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"/>

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)	<input type="checkbox"/>	<input type="checkbox"/>
Cheaper fares	<input type="checkbox"/>	<input type="checkbox"/>
More frequent services	<input type="checkbox"/>	<input type="checkbox"/>
Quicker journeys.....	<input type="checkbox"/>	<input type="checkbox"/>
More direct routes/fewer changes.....	<input type="checkbox"/>	<input type="checkbox"/>
More stops/stations (e.g., closer to where I live)	<input type="checkbox"/>	<input type="checkbox"/>
Better security/feeling safer	<input type="checkbox"/>	<input type="checkbox"/>
Better quality vehicles/carriages (e.g., cleaner, newer, better condition)	<input type="checkbox"/>	<input type="checkbox"/>
More seating/less overcrowding	<input type="checkbox"/>	<input type="checkbox"/>
Better access (e.g., for elderly, disabled, prams etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Friendlier/more polite drivers and staff	<input type="checkbox"/>	<input type="checkbox"/>
Extended operating hours e.g., earlier, or later services (for shift workers etc.).....	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q36.

What train 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)	<input type="checkbox"/>	<input type="checkbox"/>
Cheaper fares	<input type="checkbox"/>	<input type="checkbox"/>
More frequent services	<input type="checkbox"/>	<input type="checkbox"/>
Quicker journeys.....	<input type="checkbox"/>	<input type="checkbox"/>
More direct routes/fewer changes.....	<input type="checkbox"/>	<input type="checkbox"/>
More stops/stations (e.g., closer to where I live)	<input type="checkbox"/>	<input type="checkbox"/>
Better security/feeling safer	<input type="checkbox"/>	<input type="checkbox"/>
Better quality vehicles/carriages (e.g., cleaner, newer, better condition)	<input type="checkbox"/>	<input type="checkbox"/>
More seating/less overcrowding	<input type="checkbox"/>	<input type="checkbox"/>
Better access (e.g., for elderly, disabled, prams etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Friendlier/more polite drivers and staff	<input type="checkbox"/>	<input type="checkbox"/>
Extended operating hours e.g., earlier, or later services (for shift workers etc.).....	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q37. What tram 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)	<input type="checkbox"/>	<input type="checkbox"/>
Cheaper fares	<input type="checkbox"/>	<input type="checkbox"/>
More frequent services	<input type="checkbox"/>	<input type="checkbox"/>
Quicker journeys.....	<input type="checkbox"/>	<input type="checkbox"/>
More direct routes/fewer changes.....	<input type="checkbox"/>	<input type="checkbox"/>
More stops/stations (e.g., closer to where I live)	<input type="checkbox"/>	<input type="checkbox"/>
Better security/feeling safer	<input type="checkbox"/>	<input type="checkbox"/>
Better quality vehicles/carriages (e.g., cleaner, newer, better condition)	<input type="checkbox"/>	<input type="checkbox"/>
More seating/less overcrowding	<input type="checkbox"/>	<input type="checkbox"/>
Better access (e.g., for elderly, disabled, prams etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Friendlier/more polite drivers and staff	<input type="checkbox"/>	<input type="checkbox"/>
Extended operating hours e.g., earlier, or later services (for shift workers etc.).....	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q38. If public transport improvements are made would you use it more often? (routed)
 PLEASE TICK ONE BOX PER ROW

	Yes	No	Don't Know
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About 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.

Are your day-to-day activities limited because of a long-term health problem, impairment, or disability?
PLEASE 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 passes?
PLEASE TICK ALL THAT APPLY

- 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