

Leeds Transport Conversation

Inner East Report – April 2017



1. Introduction

The Leeds Conversation questionnaire included two questions which allowed people to enter free text:

1. Please provide any further comments on your priorities for transport investment; and
2. Please provide any further comments.

Respondents were assigned to a Committee area based on the partial postcode information that they were asked to provide. Postcode information was not provided by over a quarter (27%) of respondents. Furthermore, 6% of respondents were designated as 'Out of District'.

This document presents detailed analysis of responses given by those living in the Inner East.

2. Inner East

A total of 136 respondents (2%) to the Leeds Conversation were designated as Inner East. Of those, 80 gave comments on their priorities for transport investment.

Table 1 below shows the top ten comments given by Inner East respondents and compares them to comments provided by respondents outside of the area (others). Highlighted blue are issues that appeared in the top ten for respondents from the Inner East but not the top ten of respondents overall (see main report).

Priority 1: More reliable bus service: a more reliable bus service (21%) was the most frequently mentioned issue by Inner East respondents, which was a slightly higher proportion than others (14%). The quotes below illustrate the impact poor reliability has on respondents from the Inner East.

"I would love to use the bus to and from the city centre more often, but quite apart from bad weather conditions, another disincentive is when you wait for the bus and it is either late or does not turn up. This sometimes happens on Stoney Rock Lane."

"I find it shocking that Leeds public transport is just so poor. I live in East Leeds and the local transport is just so poor. The services are cancelled or are late! When I finish work I run to get the bus, again only to find it is cancelled and when you ask the bus company, they respond with a standard pathetic letter blaming a problem. It would be good if First buses could be opened up to competition. I am certain services would improve. Also, the City Council needs to charge pensioners 10/20p per bus journey to help raise much needed funds."

Priority 2: Invest in tram system: the second priority was for investment in a tram system with 21% commenting on this compared to 16% of others. The comments below relate to suggestions made about such an investment.

"We need trams again. It is vital that a city of this size has a good tram/metro network like all other major cities in the UK and Europe."

"The priority for Leeds HAS to be the development of a high quality rapid mass transit system, such as a tram, which will provide quick, reliable easy to use, well connected, environmentally friendly links between the city centre and local centres of population and employment. Ideally this would be publicly run to make it affordable and to prevent the extraction of profit at the expense of service quality and re-investment. Importantly, a tram (or similar fixed infrastructure network) would also encourage regeneration and investment in the areas it would serve, as fixed infrastructure provides confidence for businesses and individuals to invest, which bus services do not. This would help stalled projects, such as the South Bank."

Priority 3: Cheaper/ better value for money (Bus): 15% of Inner East respondents cited cheaper/ better value for money for bus travel, compared to 8% of others. Some of the views regarding this priority are highlighted in the quotes below.

"The cost of using a bus is too high, so I use my car which works out cheaper."

"Cheaper bus journeys. Buses should be free for kids. [It is] cheaper for me to park in Leeds than bring my family to town by bus and I only live two miles from town."

Improved bus stock/ bus stop facilities and better connections with surrounding areas both featured in the top ten priorities raised by respondents in the Inner East, but not overall (see main report).

Table 1: Top Ten Comments about Priorities for Investment in Inner East

	Inner East	Others
1. More reliable bus service	21%	14%
2. Invest in tram system	21%	16%
3. Cheaper/ better value for money (Bus)	15%	8%
4. Improvements to cycling facilities	14%	18%
5. Improve journey times/ more express services	10%	7%
6. Improvements to pedestrian facilities	9%	7%
7. Improve bus stock/ bus stop facilities	8%	3%
8. Expanded Metro rail service	8%	9%
9. Cheaper/ better value for money (General)	8%	7%
10. Better connections with surrounding areas	8%	7%
Base: Respondents who provided a comment	80	4465

Green = statistically significant difference

At the end of the Leeds Conversation questionnaire respondents were given the opportunity to provide any other comments. 42 respondents from the Inner East area gave a comment.

Table 2 shows the top ten comments they gave and compares them to other people who also provided a comment. Highlighted blue are issues that appeared in the top ten for respondents from the Inner East but not the top ten of respondents overall (see main report). However, most of the comments received were very similar to those of other respondents; including the **top three priorities**:

- Improvements to bus services/ network/ facilities (10 respondents) (24%)
- Longer term vision for transport solutions needed (9 respondents) (21%)
- Improvements to rail services/ network/ facilities (6 respondents) (14%)

Anecdotal evidence to support these priorities can be found in the subsequent quotes.

“Improve bus routes. Some routes have more than one bus available to them. Sometimes you see two buses coming at once that are the same number bus, which means only one bus is really getting filled when the empty bus could be used on another route.”

“Planning for the future is key. When you look at other large cities like Leeds (e.g. Manchester/Birmingham), they are years ahead whilst Leeds gets left behind with a struggling support network of public transport. We need to focus on big schemes that will push us years into the future.”

“I realise the money available is not huge. However, just having the buses running to time would help. Also, more trains covering areas like East End Park would just be ace and other areas in inner Leeds. The trains tend to be more reliable than the buses.”

Respondents from the Inner East were more likely to suggest utilising or building on existing infrastructure. Similarly, respondents from the Inner East made more suggestions for using the latest technology, such as apps, charging points, WiFi and visual maps.

Table 2: Top Ten Other Comments in Inner East

	Inner East*	Others
1. Improvements to bus services/ network/ facilities	24%	16%
2. Longer term vision for transport solutions needed	21%	18%
3. Improvements to rail services/ network/ facilities	14%	15%
4. Implement tram system/rapid mass transit	12%	11%
5. Consider needs of all users, e.g. commuters, residents, visitors, etc.	12%	9%
6. Use/ build on existing infrastructure	7%	2%
7. Deliver several small scale joined up schemes	7%	9%
8. Use of latest technology, e.g. apps, charging points, WiFi, visual maps	7%	1%
9. Criticism regarding money wasted on previous schemes	5%	6%
10. Improvements to ticketing, e.g. affordability, fare structure, VFM	5%	7%
Base: Respondents who provided a comment	42	2281

*Caution small base

Green = statistically significant difference

Summary

A more reliable bus service was the top priority for investment and was mentioned more frequently by Inner East respondents than others. Respondents from the Inner East also raised the need to invest in a tram or rapid mass transit system services in both open ended questions. The need for bus services to be cheaper and better value for money was also highlighted by a significantly higher proportion of respondents. Furthermore, improved bus stock/ bus stop facilities and better connections with surrounding areas were issues particular to this area.

The top three priorities for respondents from the Inner East for the delivery of transport investment mirrored those of respondents overall (see main report). In addition, there were suggestions to build on existing infrastructure and make use of the latest technology.