



people's panel
making your voice count



People's Panel July 2021 Analysis Report

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Contents

		Page
1	Introduction and Methodology	3
2	Demographics and Weighting	4
3	Executive Summary	5
4	Hull's Roads and Traffic	11
5	Personal Travel and Transport	12
6	Using Alternatives to Motor Vehicles	16
7	Buses and Public Transport	17
8	And Finally	23
9	Analysis by Transport User	26

Introduction and Methodology

Introduction

This survey was conducted throughout July and August 2021.

Questions covered the following topics:

- Hull's roads – problems, causes, solutions
- How do you travel? Where do you go? How long does it take? How would you prefer to travel? How difficult would it be without a car?
- Frequency of use of different modes of transport
- Benefits of other means of travel than a car
- Bus service – what is important vs what needs improvement.
- Incentives and barriers to public transport usage

The People's Panel includes residents of both Hull and the East Riding who often work, shop and use the entertainment facilities in Hull, as well as access some services such as healthcare.

Methodology

This survey was open to People's Panel members, and non-members, across Hull and East Riding, over a seven-week period in July and August 2021.

As usual, an electronic version of the survey was emailed to over 3,000 online People's Panel members. A non-member version of the survey was also made available through the Hull City Council website and promoted on social media. This non-member survey was also heavily promoted across the city, by both the council and partners, using an extensive poster campaign, customer / peer mailing lists and paid for social media advertising. Face to face interviewing, using a paper survey, took place at local events and in the transport interchange; whilst a number of paper surveys were also distributed to resident addresses with a freepost reply envelope. This is reflected in the significantly large number of non-member responses.

Response Rate

Method	Count	%
Member (All Online)	990	32%
Non Member	2085	68%
Total	3075	

Local Authority Residence	Count	%
Hull	2382	77%
East Riding	482	16%
Not Hull or East Riding	18	1%
No Postcode Provided	193	6%
Total	3075	

2,382 responses came from residents with a Hull postcode.

There are an estimated 206,892 residents of Hull aged 16 +.

This means that any figures reported for Hull have a confidence interval of 2.0% at a 99% confidence level (e.g. we are 99% certain that the actual result falls within +/-2.0 percentage points of the reported figure). This is within both corporate and industry standards.

Demographics and Weighting

The demographics of respondents from Hull are given below.

Survey responses from Hull are weighted to be demographically representative of the whole Hull population. Responses are weighted based on age, gender, ethnicity and LLTI (impairment or illness). Total weights are capped at 4.0 to avoid individual's responses carrying too much weight in the analysis.

Total		Sample (2382)		Hull Pop	Weighted Sample
Gender	Male (inc FTM)	1204	50.8%	50.5%	49.9%
	Female (inc MTF)	1137	48.0%	49.5%	48.4%
	Other / non-binary	27	1.1%	-	1.7%
LLTI (impairment or illness)	Yes	748	31.6%	23.3%	23.3%
	No	1621	68.4%	76.7%	76.7%
Age group	16-34	413	17.5%	35.7%	37.1%
	35-44	326	13.8%	15.4%	16.0%
	45-54	460	19.5%	15.2%	15.0%
	55-64	569	24.1%	14.7%	14.3%
	65-74	464	19.6%	10.9%	10.3%
	75+	132	5.6%	8.2%	7.2%
Ethnic group	White British	2233	94.7%	90.2%	89.9%
	BAME (Black, Asian and Minority Ethnicities inc. White Other)	126	5.3%	9.8%	10.1%

Responses are not weighted geographically and ward level results are not produced. Ward level results are not produced because to do so requires a sample of approx. 1000 *per ward*, for confidence intervals to be meaningful at ward level.

Average Score Analysis:

A number of the questions in this panel survey asked respondents to state how much they disagree / agree with a statement or how dissatisfied / satisfied they are with certain things.

This report includes, as standard, the proportion of respondents who disagree / agree or who are dissatisfied / satisfied. However, it also provides an "Average Score" measure for each aspect of these questions.

This is done by assigning a numerical value to each response category (see below) and then calculating an average value across all respondents.

Strongly Disagree	Very Dissatisfied	-2
Disagree	Dissatisfied	-1
Neither	Neither	0
Agree	Satisfied	+1
Strongly Agree	Very Satisfied	+2

Negative Average Scores suggest that respondents are more likely to disagree / be dissatisfied; with values closer to -2 suggesting they disagree more strongly / are more dissatisfied.

Conversely, positive Average Scores suggest that respondents are more likely to agree / be satisfied; with values closer to +2 suggesting they agree more strongly / are more satisfied.

Executive Summary

Hull's Roads and Traffic

Respondents clearly think that congestion is a serious issues on Hull's roads.

In fact, 86% of respondents said that congestion is a large problem in Hull; including 71% of respondents who gave it the highest problem rating possible.

Respondents were also more likely than not to say that air pollution near to roads (51%), the cost of parking (46%) and access to car parking spaces (45%) are also a large problem in Hull.

Over three quarters (78%) of respondents believe that the issues on Hull's roads are due to road works / road improvement works.

A majority also believe the issues are the result of too many cycle lanes on the roads (59%), traffic flow management (54%), road design / layout (53%) and too many bus lanes (52%).

A high proportion of respondents also attribute issues to too few off-road cycle paths (49%), people choosing to travel by car when there are other alternatives (32%) and too many private cars on the road (30%).

Three quarters (74%) of respondents believe that traffic issues in Hull could be reduced with better coordinated road works.

A high proportion of respondents also believe that traffic issues in Hull could be reduced by improving the bus / public transport system (47%), improving / increasing park and rides around the city (44%), diverting commercial / HGV traffic away from the city centre (37%) and prioritising public transport (31%).

Personal Travel and Transport

Over three quarters (76%) of respondents have access to their own car or van.

9% of respondents have access to a works vehicle they need for their job, 10% have access to a car or van or as a passenger and 4% have their own motorcycle.

15% of respondents do not have any kind of access to a car / van or a motorcycle.

When asked about the frequency with which they use different types of transport:

Respondents use a car / van or walk with the most frequency.

82% of respondents use a car / van at least once a week; including 42% who use one daily. Only 8% of respondents never use a car / van.

Similarly, 74% of respondents walk at least once a week; including 31% who walk daily. Only 8% of respondents never walk.

After a car / van and walking, then respondents use a bus or a cycle with the most frequency.

18% of respondents use a bus at least once a week, 43% use a bus less frequently and 40% never use a bus.

Similarly, 18% of respondents use a cycle at least once a week. However, unlike above, only 19% use a cycle less frequently and a significant 62% never use a cycle.

Respondents use a taxi, train, motorbike or park and ride with the least frequency.

Travelling to Work / Education

Respondents who work or are in education typically commute by a mixture of car / van (53%), walking (18%), bus (13%) or cycle (11%). This journey normally takes either less than 30 minutes (49%) or 30 minutes to an hour (41%).

When considering how these respondents would prefer to commute; 15% would like to move away from using a car / van to travel to work / education. Instead, there is a notable increase in those who would prefer to walk (+7%) or cycle (+7%).

However, over half of respondents (56%) state that they would find it difficult to travel to work / education if they did not have access to a motor vehicle.

Travelling to Shops / Supermarket

Respondents largely travel to a shop or supermarket by either car / van (55%) or by walking (30%). For over three quarters of respondents (76%) this journey takes less than 30 minutes.

When considering how these respondents would prefer to travel to a shop or supermarket; 5% would like to move away from using a car / van to travel. Instead, there is a small increase in those who would prefer to cycle (+4%).

Around half of respondents (49%) state that they would find it difficult to travel to a shop or supermarket if they did not have access to a motor vehicle.

Travelling to the GP Surgery

Respondents largely travel to a GP surgery by either car / van (44%) or by walking (40%). For the significant majority of respondents (82%) this journey takes less than 30 minutes.

When considering how these respondents would prefer to travel to a GP surgery; 12% would like to move away from using a car / van to travel. Instead, there is a notable increase in those who would prefer to walk (+5%) or cycle (+6%).

Only around a third of respondents (32%) state that they would find it difficult to travel to a GP surgery if they did not have access to a motor vehicle.

Travelling for Leisure

Respondents largely travel for leisure / to visit family and friends by a mixture of car / van (44%), walking (27%) or bus (12%). This journey normally takes either less than 30 minutes (46%) or 30 minutes to an hour (41%).

When considering how these respondents would prefer to travel for leisure / to visit family and friends; 6% would like to move away from using a car / van to travel. Instead, there is a small increase in those who would prefer to walk (+2%) or cycle (+4%).

Around half of respondents (51%) state that they would find it difficult to travel for leisure / to visit family and friends if they did not have access to a motor vehicle.

Using Alternatives to Motor Vehicles

The majority of respondents believe that the benefits of increased usage of alternative types of transport to motor vehicles focus on it being better for the environment (76%), reducing air pollution (70%), reducing congestion on the roads (68%) and improving physical health (66%).

A high proportion of respondents also believe that benefits include improved mental health / wellbeing (50%), benefits for wildlife and nature (50%), reduced parking pressure (47%) and reduced traffic accidents / improved road safety (37%).

Respondents are most likely to say that they would be encouraged to use alternative types of transport to motor vehicles if public transport tickets were cheaper (46%).

A high proportion of respondents would also be encouraged if there were better evening / weekend public transport services (34%), if there were more frequent public transport services (32%), if there were public transport routes that went where they wanted to go / better connected public transport (31%) and if public transport was more reliable (27%).

These priority themes of cost, frequency of service, reliability and availability of routes are also identified and explored further in the next section.

Buses and Public Transport

Respondents think that the most important things in making the local bus service a good service are frequency of service (67%), cost (65%), reliability / punctuality (58%) and the routes that are available (54%).

Similarly, respondents think that the things most in need of improvement in the local bus service are cost (51%), frequency of service (47%), reliability / punctuality (47%) and the routes that are available (43%).

Clearly, four factors stand out as both significantly more important than others and significantly more in need of improvement than others –

- Cost
- Frequency of service
- Reliability / punctuality
- Routes available

Remaining factors are more closely grouped together – and whilst not as important or as in need of improvement as the four factors above – it is useful to look at these in more detail to understand priorities for importance / improvement once cost, frequency of service, reliability / punctuality and routes are removed from the equation.

With these four priority factors removed then the areas that are both significantly more important than others and significantly more in need of improvement than others include:

- Bus stops
- Cross city connectedness / number of changes needed
- Real time bus information
- Journey times
- Ticketing

Whilst bus users and non-bus users both have the same overall priorities for importance and improvement (frequency, reliability / punctuality, routes and cost); the two groups place differing levels of importance / need of improvement on differing factors. It is important to note that while bus users' opinions will be based on direct experience, the opinions of non-bus users are more likely to be perception based.

Bus users, for example, place greater importance / need of improvement on bus stops, frequency of service, reliability / punctuality, staff attitude and accessibility (wheelchairs, disabled passengers etc).

Conversely, non-bus users place greater importance / need of improvement on cost, comfort and safety.

Understanding these differences should help to both retain / satisfy current bus users and to increase bus usage amongst non-bus users.

The majority of public transport users (44%) use public transport because they do not have an alternative form of transport e.g. a car.

A high proportion also use public transport because they can go for a drink / don't need a designated driver (32%), it is better for the environment (31%), it is easier than driving (28%) and they are able to relax / have a less stressful journey (24%).

The majority of those who do not use public transport do not because there are no routes to where they want to go (46%).

A high proportion also do not use public transport because of the cost / it is too expensive (36%), the frequency of service (29%), reliability / punctuality issues or 'Other' reasons (27%).

And Finally

The significant majority of respondents (93%) think that the most effective way to encourage people to use an alternative form of transport to the car / van more often is to make it easier to use public transport / cycle / walk.

Only 7% of respondents think that the most effective way is to make using a car or van much more difficult / expensive.

When asked if there was anything else about local roads, traffic, transport, or travel that respondents would like to share, 1593 respondents left a comment.

The most popular words used across all comments were:

- lanes
- cycle
- road
- bus

Sentiment analysis suggests that two thirds (66%) of all the comments left by residents were classified as negative comments.

The most popular word used in negative comments was “congestion”. Conversely, the most popular word used in positive comments was “safe”.

Analysis by Transport User

Pedestrians

81% of respondents are classed as regular pedestrians.

The views of pedestrians do not differ significantly from those of respondents overall.

They are more likely than average to suggest that prioritising public transport would be effective in reducing traffic issues and are more likely than average to say that improved physical health is a benefit of increased usage of alternative types of transport to motor vehicles.

Cyclists and Public Transport Users

22% of respondents are classed as regular cyclists whilst 31% of respondents are classed as regular public transport users.

The views of the two groups are very similar in many areas.

Both are less likely than average to think that both congestion and the cost of parking are a large problem in Hull. Both are also less likely to believe that these problems are caused road work / road improvements, too many cycle lanes on the roads, traffic flow management, too many bus lanes or too many pedestrian / controlled crossings. Instead, both are more likely than average to believe that these problems are caused by people choosing to travel by car when there are other alternatives, too

many private cars on the road, too few pedestrian / controlled crossings and too few cycle lanes on the roads.

Both are less likely than average to think that better co-ordinated road works would be an effective solution; and more likely than average to think that solutions should focus on priority for public transport, priority for cyclists, priority for pedestrians and congestion charge zones.

Both are also more likely to believe that there are many benefits of increased usage of alternative types of transport to motor vehicles.

However, differences do exist between the two groups. Unsurprisingly cyclists tend to be more likely than average to perceive cycling safety as a problem, and to prioritise road design and cycle paths, including the extension of cycle lanes and vehicle exclusion zones.

Conversely, public transport users tend to be more likely than average to perceive pedestrian safety as a problem, and to prioritise bus lanes, more reliable public transport, better bus stops / shelters, express bus services and bus priority on all main roads.

Most notably, cyclists are significantly less likely to say we should make it easier to use public transport / cycle / walk and significantly more likely to say we should make using a car or van much more difficult / expensive.

Motor Vehicles Users

86% of respondents are classed as regular motor vehicle users.

The views of this groups tends to differ completely from those of cyclists and public transport users.

Motor vehicle users are more likely than average to feel that congestion and the cost of parking are large problems in Hull. They are more likely than average to feel that the issues are the result of road works / road improvement works, too many cycle lanes on the road, road design / layout and too many bus lanes.

They are less likely than average to feel that effective measures would include improving the bus / public transport system, priority for public transport, priority for cyclists, priority for pedestrians, congestion charge zones and more expensive parking in the city centre. Instead, they are more likely than average to feel that effective measures would include better co-ordinated road works.

Motor vehicle users are less likely than average to state that reduced air pollution, reduced congestion, reduced traffic accidents / improved safety and shorter journey times are benefits of increased usage of alternative types of transport to motor vehicles.

They are more likely than average to say that they would find it difficult to get both work / education and the shops / supermarket if they did not / do not have access to a motor vehicle.

Hull's Roads and Traffic

Q. How much of a problem are the following on Hull's roads?

	1 – Not At All	2	3	4	5 – A Lot	Average Score	Small Problem	Medium Problem	Large Problem
Congestion	2%	3%	9%	15%	71%	4.51	5%	9%	86%
Air pollution near roads	7%	15%	28%	23%	27%	3.51	21%	28%	51%
Cost of parking	13%	17%	24%	19%	27%	3.31	30%	24%	46%
Access to car parking spaces	12%	17%	26%	21%	24%	3.28	29%	26%	45%
Safety for cyclists / dedicated cycle lanes	17%	19%	24%	17%	23%	3.11	36%	24%	40%
Safety for car / van users	15%	25%	30%	14%	15%	2.87	41%	30%	29%
Safety for pedestrians	17%	27%	30%	14%	12%	2.78	44%	30%	27%

- Respondents clearly think that congestion is a serious issue in the city.
- 86% of respondents said that congestion is a large problem in Hull; including 71% of respondents who gave it the highest problem rating possible.
- Respondents were also more likely than not to say that air pollution near to roads (51%), the cost of parking (46%) and access to car parking spaces (45%) are a large problem in Hull.
- Respondents are split on their opinion of safety for cyclists / dedicated cycle lanes; 36% think this is a small problem in Hull while 40% think this is a large problem.
- Finally, respondents are more likely to say that safety for car / van users (41%) and safety for pedestrians (44%) are a small problem in Hull.

Q. Which of the following do you think are the main causes of these issues?

Road works / road improvement works	78%
Too many cycle lanes on the roads	59%
Traffic flow management (e.g. traffic lights)	54%
Road design / layout (e.g. roundabouts, yellow box junctions)	53%
Too many bus lanes	52%
Too few off-road cycle paths	49%
People choosing to travel by car when there are other alternatives	32%
Too many private cars on the road	30%
Too many commercial / goods vehicles in the city	22%
Too few pedestrian / controlled crossing	11%
Too many pedestrian / controlled crossings	11%
Too few cycle lanes on the roads	10%
Other	10%
Too few bus lanes	6%

- Over three quarters (78%) of respondents believe that these issues are due to road works / road improvement works.
- A majority also believe the issues are the result of too many cycle lanes on the roads (59%), traffic flow management (54%), road design / layout (53%) and too many bus lanes (52%).

- A high proportion of respondents also attribute issues to too few off-road cycle paths (49%), people choosing to travel by car when there are other alternatives (32%) and too many private cars on the road (30%).

Q. Which of the following do you think would be most effective in reducing traffic issues?

Better coordinated road works	74%
Improve the bus / public transport system	47%
Improve / increase park and rides around the city	44%
Divert commercial / HGV traffic away from the city centre	37%
Priority for public transport	31%
Priority for cyclists	19%
Other	18%
Priority for pedestrians	17%
Priority for car-sharing	17%
Priority for electric / low emission vehicles	16%
Divert private cars / vans away from the city centre	10%
Congestion charge zones across the city	6%
More expensive parking in the city centre	3%

- Three quarters (74%) of respondents believe that traffic issues in Hull could be reduced with better coordinated road works.
- A high proportion of respondents also believe that traffic issues in Hull could be reduced by improving the bus / public transport system (47%), improving / increasing park and rides around the city (44%), diverting commercial / HGV traffic away from the city centre (37%) and prioritising public transport (31%).
- Only a significantly small proportion of respondents believe that traffic issues in Hull could be reduced by diverting private cars / vans away from the city centre (10%), congestion charge zones across the city (6%) or more expensive parking in the city centre (3%).

Personal Travel and Transport

Q. Do you have access to a motor vehicle?

Yes, my own car / van	76%
Yes, a works vehicle that I need for my job	9%
Yes, a car / van as a passenger	10%
Yes, my own motorcycle	4%
Yes, as a pillion on a motorcycle	0%
None of these	15%

- Over three quarters (76%) of respondents have access to their own car or van.
- 9% of respondents have access to a works vehicle they need for their job, 10% have access to a car or van or as a passenger and 4% have their own motorcycle.
- 15% of respondents do not have any kind of access to a car / van or a motorcycle.

Q. How do you **usually** travel to each of the following?

Q. If there were no practical barriers, how would you **prefer** to travel to each of the following?

N/A Responses Removed

		Usually Use	Prefer to Use	Difference
Work / Education	Walk	18%	25%	+7%
	Cycle	11%	18%	+7%
	Car / Van	53%	38%	-15%
	Motorbike	2%	2%	0%
	Bus	13%	11%	-2%
	Park and Ride	0%	2%	+2%
	Taxi	1%	1%	0%
	Train	1%	3%	+2%
Shops / Supermarket	Walk	30%	29%	-1%
	Cycle	5%	9%	+4%
	Car / Van	55%	50%	-5%
	Motorbike	1%	1%	0%
	Bus	8%	8%	0%
	Park and Ride	0%	1%	+1%
	Taxi	1%	1%	0%
	Train	0%	1%	+1%
GP Surgery	Walk	40%	45%	+5%
	Cycle	6%	12%	+6%
	Car / Van	44%	32%	-12%
	Motorbike	1%	1%	0%
	Bus	7%	8%	+1%
	Park and Ride	0%	1%	+1%
	Taxi	1%	1%	0%
	Train	0%	1%	+1%
Leisure / Visiting Family and Friends	Walk	27%	29%	+2%
	Cycle	9%	13%	+4%
	Car / Van	44%	38%	-6%
	Motorbike	1%	2%	+1%
	Bus	12%	11%	-1%
	Park and Ride	0%	1%	+1%
	Taxi	4%	2%	-2%
	Train	3%	4%	+1%

Q. How long, on average, would you say these journeys take you (one way)?

N/A Responses Removed

	Less Than 30 Minutes	30 Minutes – 1 Hour	1 – 2 Hours	More Than 2 Hours
Work / Education	49%	41%	7%	2%
Shops / Supermarket	76%	21%	3%	0%
GP Surgery	82%	16%	1%	0%
Leisure / Visiting Family and Friends	46%	41%	9%	4%

Q. How difficult would it be to get to the following if you did not / do not have access to a motor vehicle?

	1 – Very Easy	2	3	4	5 – Very Difficult	Easy	Neither	Difficult
Work / Education	24%	9%	11%	12%	44%	33%	11%	56%
Shops / Supermarket	22%	12%	18%	18%	30%	33%	18%	49%
GP Surgery	37%	13%	17%	13%	19%	51%	17%	32%
Leisure / Visiting Family and Friends	17%	12%	21%	17%	34%	28%	21%	51%

Work / Education

- Respondents who work or are in education typically commute by a mixture of car / van (53%), walking (18%), bus (13%) or cycle (11%). This journey normally takes either less than 30 minutes (49%) or 30 minutes to an hour (41%).
- When considering how these respondents would prefer to commute; 15% would like to move away from using a car / van to travel to work / education. Instead, there is a notable increase in those who would prefer to walk (+7%) or cycle (+7%).
- However, over half of respondents (56%) state that they would find it difficult to travel to work / education if they did not have access to a motor vehicle.

Shops / Supermarket

- Respondents largely travel to a shop or supermarket by either car / van (55%) or by walking (30%). For over three quarters of respondents (76%) this journey takes less than 30 minutes.
- When considering how these respondents would prefer to travel to a shop or supermarket; 5% would like to move away from using a car / van to travel. Instead, there is a small increase in those who would prefer to cycle (+4%).
- Around half of respondents (49%) state that they would find it difficult to travel to a shop or supermarket if they did not have access to a motor vehicle.

GP Surgery

- Respondents largely travel to a GP surgery by either car / van (44%) or by walking (40%). For the significant majority of respondents (82%) this journey takes less than 30 minutes.
- When considering how these respondents would prefer to travel to a GP surgery; 12% would like to move away from using a car / van to travel. Instead, there is a notable increase in those who would prefer to walk (+5%) or cycle (+6%).
- Only around a third of respondents (32%) state that they would find it difficult to travel to a GP surgery if they did not have access to a motor vehicle.

Leisure / Visiting Family and Friends

- Respondents largely travel for leisure / to visit family and friends by a mixture of car / van (44%), walking (27%) or bus (12%). This journey normally takes either less than 30 minutes (46%) or 30 minutes to an hour (41%).
- When considering how these respondents would prefer to travel for leisure / to visit family and friends; 6% would like to move away from using a car / van to travel. Instead, there is a small increase in those who would prefer to walk (+2%) or cycle (+4%).
- Around half of respondents (51%) state that they would find it difficult to travel for leisure / to visit family and friends if they did not have access to a motor vehicle.

Q. How often do you use the following ways to travel (for a specific purpose rather than for pleasure / exercise)?

	Never	Less Than Monthly	Monthly	More Than Once A Month	At Least Once A Week	A Few Times A Week	Daily
Walk	8%	7%	4%	7%	16%	27%	31%
Cycle	62%	12%	3%	4%	5%	8%	6%
Car / Van	8%	3%	2%	4%	14%	26%	42%
Motorbike	94%	1%	1%	1%	1%	1%	1%
Bus	40%	27%	8%	8%	6%	6%	5%
Park and Ride	87%	11%	1%	1%	0%	0%	0%
Taxi	44%	39%	7%	7%	2%	1%	1%
Train	49%	43%	5%	1%	0%	0%	1%

- Respondents use a car / van or walk with the most frequency.
- 82% of respondents use a car / van at least once a week; including 42% who use one daily. Only 8% of respondents never use a car / van.
- Similarly, 74% of respondents walk at least once a week; including 31% who walk daily. Only 8% of respondents never walk.
- After a car / van and walking, then respondents use a bus or a cycle with the most frequently.
- 18% of respondents use a bus at least once a week, 43% use a bus less frequently and 40% never use a bus.
- Similarly, 18% of respondents use a cycle at least once a week. However, unlike above, only 19% use a cycle less frequently and a significant 62% never use a cycle.
- Respondents use a taxi, train, motorbike or park and ride with the least frequency.
- 4% of respondents use a taxi at least once a week, 52% use a taxi less frequently and 44% never use a taxi.
- 1% of respondents use a train at least once a week, 50% use a train less frequently and 49% never use a train.
- 3% of respondents use a motorbike at least once a week, 3% use a motorbike less frequently and 94% never use a motorbike.
- 1% of respondents use a park and ride at least once a week, 12% use a park and ride less frequently and 87% never use a park and ride.

Using Alternatives to Motor Vehicles

Q. What do you think are the benefits of increased usage of alternative types of transport (walking, cycling, public transport)?

Better for the environment	76%
Reduced air pollution	70%
Reduces congestion on the roads	68%
Improved physical health	66%
Improved mental health / wellbeing	50%
Good for wildlife and nature	50%
Reduces parking pressure	47%
Reduced traffic accidents / improved road safety	37%
Better for the local economy generally	24%
Shorter journey times	22%
Better for the visitor economy / visitors	21%
Can do something else – read a book etc.	20%
Other	7%

- The majority of respondents believe that the benefits of increased usage of alternative types of transport focus on it being better for the environment (76%), reducing air pollution (70%), reducing congestion on the roads (68%) and improving physical health (66%).
- A high proportion of respondents also believe that benefits include improved mental health / wellbeing (50%), benefits for wildlife and nature (50%), reduced parking pressure (47%) and reduced traffic accidents / improved road safety (37%).

Q. What would most encourage you to use alternative types of transport (to a car / van)?

Cheaper public transport tickets	46%
Better evening / weekend public transport services	34%
More frequent public transport service	32%
Public transport routes that go where I need to go / better connected public transport	31%
If public transport services were more reliable	27%
Live information at bus stops / via an app	23%
Nicer buses / trains	18%
Flexible public transport ticketing	17%
Other	15%
Park & ride I can use / in the right place for me	13%
Hail and ride (no bus stops) / hop on / hop off	13%
Better bus shelters / stops	12%
Public transport routes near me	11%
Extension of cycle lanes	10%
Integrated public transport services (e.g. train arrival coordinates with other forms of travel)	9%
Express services on key routes	7%
Bus priority on all main roads	6%
Vehicle exclusion zones	5%
Car-share priority lanes	4%
24 x 7 bus lanes	4%
Lower speed limits on all main roads	3%
Congestion charge	3%
Less parking in the city centre	2%
Higher parking charges	1%

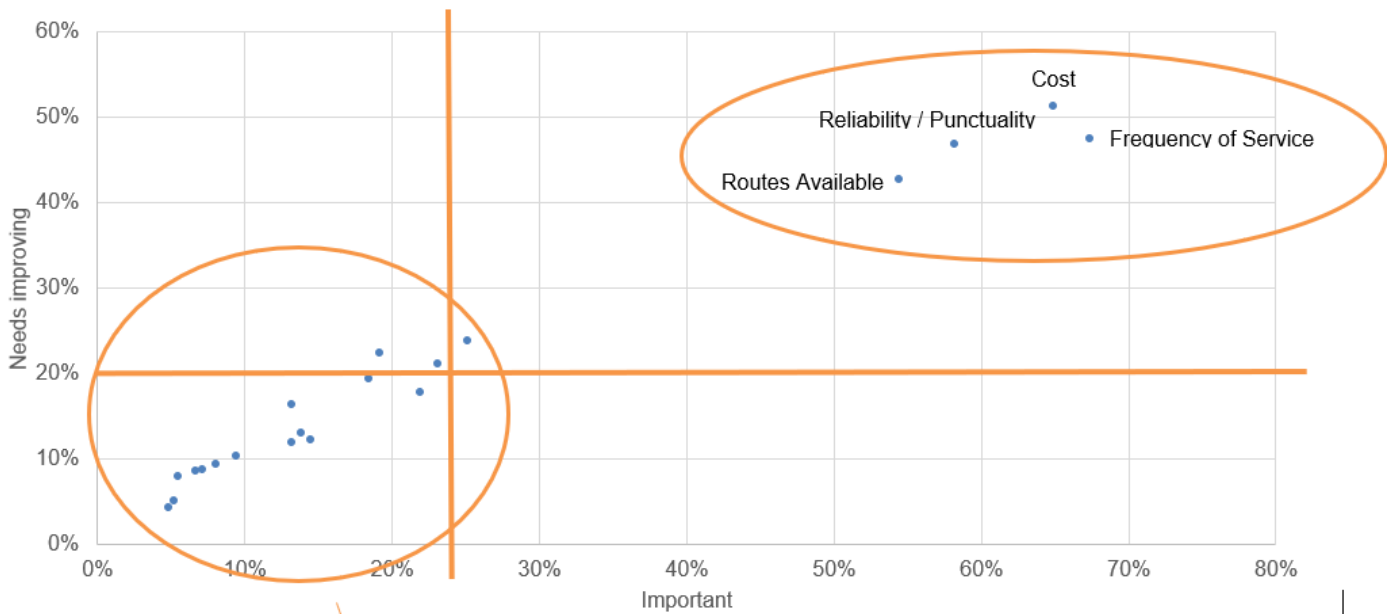
- Respondents are most likely to say that they would be encouraged to use alternative types of transport if public transport tickets were cheaper (46%).
- A high proportion of respondents would also be encouraged if there were better evening / weekend public transport services (34%), if there were more frequent public transport services (32%), if there were public transport routes that went where they wanted to go / better connected public transport (31%) and if public transport was more reliable (27%).
- **These priority themes of cost, frequency of service, reliability and availability of routes are also identified and explored further in the next section (Buses and Public Transport).**
- Respondents are least likely to say that they would be encouraged to use alternative types of transport by lower speed limits on all main roads (3%), congestion charging (3%), less parking in the city centre (2%) or higher parking charges (1%).

Buses and Public Transport

Q. Which of the following is **most important** in making the local bus service a good service? Which of the following is **most in need of improvement** in the local bus service?

	Most Important	Most In Need Of Improvement
Cost	65%	51%
Ticketing (i.e. getting best price, flexible ticketing)	22%	18%
Routes that are available	54%	43%
Frequency of service	67%	47%
Comfort	13%	12%
On board services (e.g. wi-fi, phone charging)	5%	4%
Bus stops (location. Lighting, seating, shelter, etc.)	25%	24%
Reliability / punctuality	58%	47%
Ease of getting / finding info (fares, routes, timetable etc)	13%	16%
Safety	15%	12%
Space for luggage / shopping / bikes / dogs	5%	8%
Accessibility for wheelchairs / disabled / prams	14%	13%
Real time bus information (e.g. bus tracking, next bus)	23%	21%
Journey times	18%	19%
Connectedness to other forms of public transport	7%	8%
Cross city connectedness / number of changes needed	19%	22%
Staff attitude (driver, booking office etc.)	9%	10%
On board destination information / announcements	8%	9%
Easy to use website / app	7%	9%
Other	5%	5%

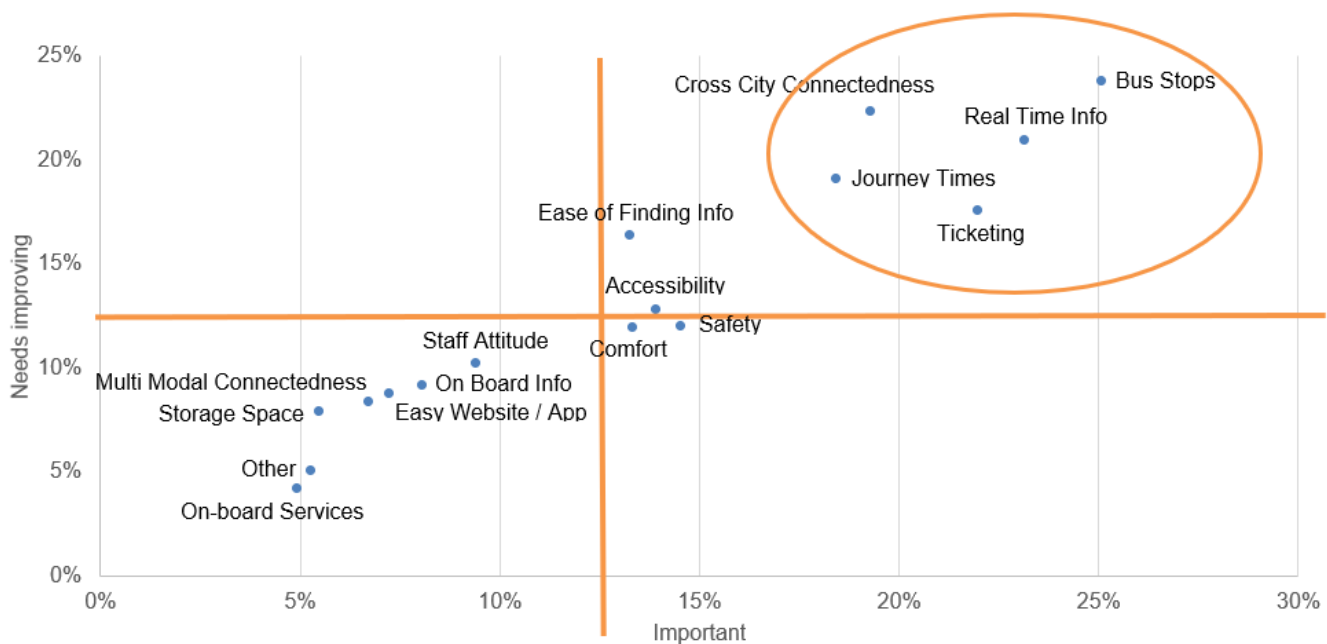
- Respondents think that the most important things in making the local bus service a good service are frequency of service (67%), cost (65%), reliability / punctuality (58%) and the routes that are available (54%).
- Least important are connectedness to other forms of public transport (7%), and easy to use website / app (7%), on board services (5%), storage space (5%) and 'Other' factors (5%).
- Similarly, respondents think that the things most in need of improvement in the local bus service are cost (51%), frequency of service (47%), reliability / punctuality (47%) and the routes that are available (43%).
- Least in need of improvement are connectedness to other forms of public transport (8%), storage space (8%), 'Other' factors (5%) and on board services (4%)



Four factors stand out as both significantly more important than others and significantly more in need of improvement than others –

- Cost
- Frequency of service
- Reliability / punctuality
- Routes available

Remaining factors are more closely grouped together – and whilst not as important or as in need of improvement as the four factors above – it is useful to look at these in more detail to understand priorities for importance / improvement once cost, frequency of service, reliability / punctuality and routes are removed from the equation.



With these four priority factors removed then the areas that are both significantly more important than others and significantly more in need of improvement than others include:

- Bus stops
- Cross city connectedness / number of changes needed
- Real time bus information
- Journey times
- Ticketing

Bus Users Vs Non Bus Users

	Most Important		Most In Need Of Improvement	
	Bus Users	Non Bus Users	Bus Users	Non Bus Users
Cost	54%	69%	40%	55%
Ticketing (i.e. getting best price, flexible ticketing)	26%	21%	19%	17%
Routes that are available	56%	54%	44%	42%
Frequency of service	73%	65%	52%	46%
Comfort	11%	14%	8%	13%
On board services (e.g. wi-fi, phone charging)	5%	5%	5%	4%
Bus stops (location. Lighting, seating, shelter, etc.)	31%	23%	28%	23%
Reliability / punctuality	62%	57%	53%	45%
Ease of getting / finding info (fares, routes, timetable etc)	15%	13%	16%	17%
Safety	12%	15%	9%	13%
Space for luggage / shopping / bikes / dogs	5%	6%	10%	7%
Accessibility for wheelchairs / disabled / prams	17%	13%	15%	12%
Real time bus information (e.g. bus tracking, next bus)	25%	22%	21%	21%
Journey times	21%	18%	22%	18%
Connectedness to other forms of public transport	8%	6%	9%	8%
Cross city connectedness / number of changes needed	22%	18%	25%	21%
Staff attitude (driver, booking office etc.)	13%	8%	13%	9%
On board destination information / announcements	9%	8%	12%	8%
Easy to use website / app	8%	7%	8%	9%
Other	2%	6%	4%	5%

- Bus users think the most important things are frequency of service (73%), reliability / punctuality (62%), routes available (56%) and cost (54%).
- Similarly non bus users think the most important things are cost (69%), frequency of service (65%), reliability / punctuality (57%), and routes available (54%).
- Bus users think the things most needing improvement are reliability / punctuality (53%), frequency of service (52%), routes available (44%) and cost (40%).
- Similarly non bus users think the things most needing improvement are cost (55%), frequency of service (46%), reliability / punctuality (45%), and routes available (42%).

However, comparing the two with one another –

Bus users are significantly more likely to say that the following are **important**:

- Bus stops (+8pp)
- Frequency of service (+8pp)
- Reliability / punctuality (+5pp)
- Ticketing (+5pp)
- Staff attitude (+5pp)
- Accessibility (wheelchairs, prams etc.) (+4pp)

Bus users are significantly more likely to say that the following are **in need of improvement**:

- Reliability / punctuality (+8pp)
- Frequency of service (+6pp)
- Bus stops (+5pp)
- Staff attitude (+4pp)
- Cross city connectedness (+4pp)
- Journey times (+4pp)
- On board destination information (+4pp)
- Accessibility (wheelchairs, prams etc.) (+3pp)
- Storage space (shopping, bikes, dogs etc.) (+3pp)

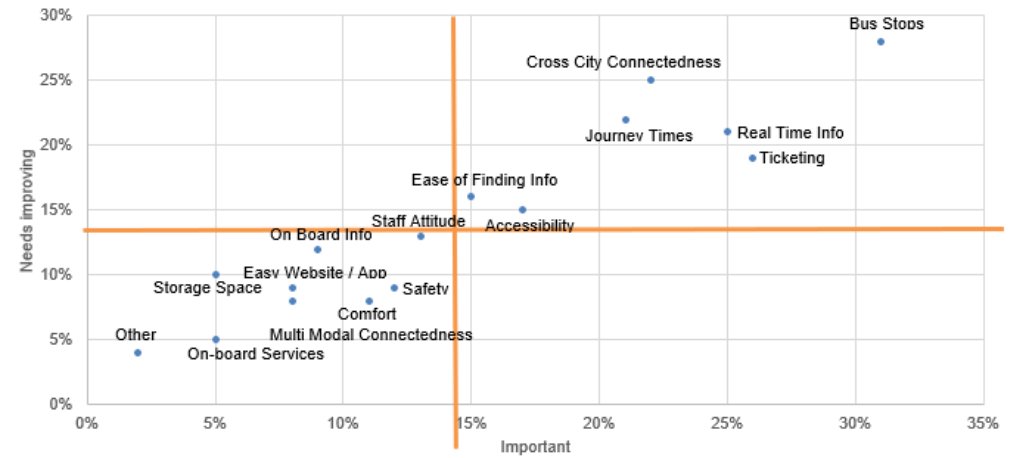
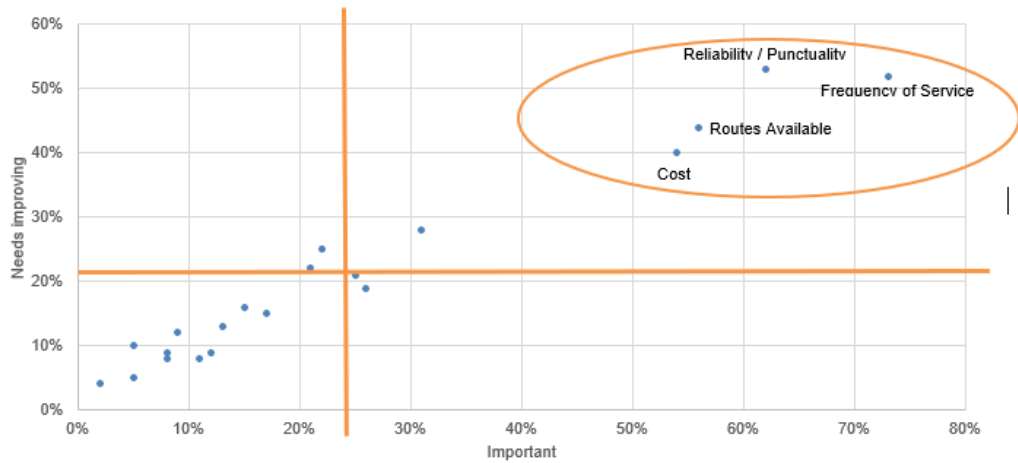
Non bus users are significantly more likely to say that the following are **important**:

- Cost (+15pp)
- Other' factors (+4pp)
- Comfort (+3pp)
- Safety (+3pp)

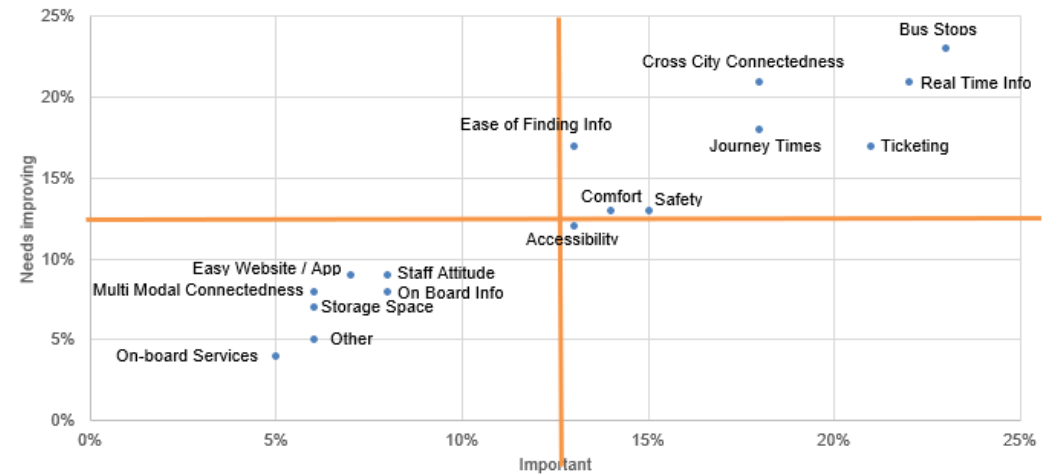
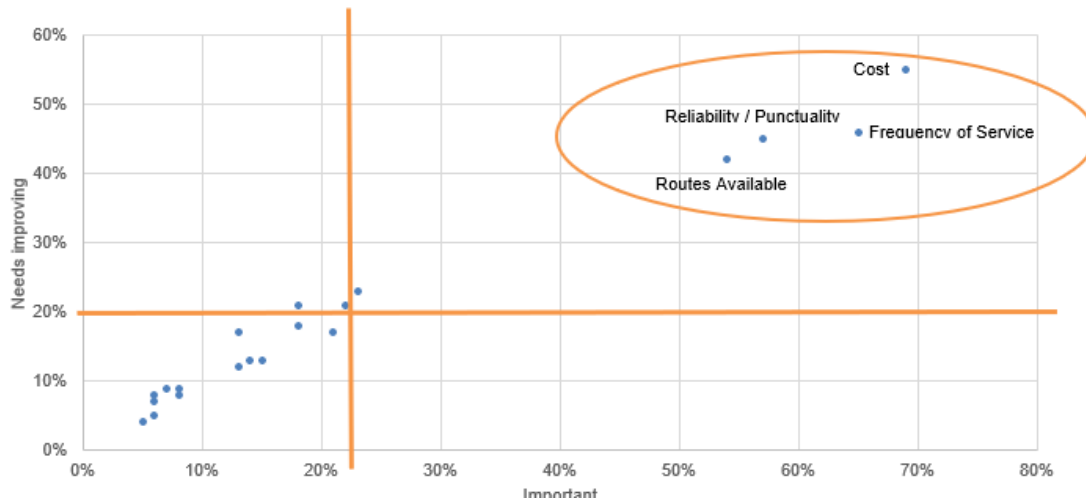
Non bus users are significantly more likely to say that the following are **in need of improvement**:

- Cost (+15pp)
- Comfort (+5pp)
- Safety (+4pp)

Bus Users:



Non Bus Users:



Public Transport Users:

Q. Why do you use public transport?

Don't have an alternative form of transport (no car etc.)	44%
Can go for a drink / don't need a designated driver	32%
Better for the environment	31%
It is easier than driving	28%
Being able to relax / less stress on journey	24%
Reduced air pollution	22%
Reduces congestion on the roads	22%
It's cheaper than owning a car	21%
I avoid congestion	16%
Can do something else – read a book do some work etc.	16%
Reduces parking pressure	15%
Good for wildlife and nature	15%
Better for my personal health	13%
It's quicker than any other form of transport	12%
Less wear and tear on my vehicle	11%
Better for the local economy generally	9%
Other	9%
It is the safest way to travel	8%
Better for the visitor economy / visitors	6%
Free wi-fi	2%
Cheaper car insurance	1%

- The majority of public transport users (44%) use public transport because they do not have an alternative form of transport e.g. a car.
- A high proportion also use public transport because they can go for a drink / don't need a designated driver (32%), it is better for the environment (31%), it is easier than driving (28%) and they are able to relax / have a less stressful journey (24%).

Non Public Transport Users:

Q. What prevents you from using public transport more often?

Routes to where I want to go	46%
Cost / too expensive	36%
Frequency of service	29%
Reliability / punctuality	29%
Other	27%
Journey times	22%
Cross city connectedness to get to destination / number of changes	21%
Other people	19%
Personal safety	16%
Comfort	13%
Bus stops (where, seating, shelter, etc.)	13%
Getting information (about fares, tickets, timetable, route info etc.)	10%
Real-time bus information	9%
Space for luggage / shopping / bikes / dogs	8%
Ticketing (i.e. getting the best price, flexible ticketing etc.)	7%
Accessibility for wheelchairs / disabled people / people with prams	6%
Staff attitude (driver, booking office etc.)	6%
Don't want to be seen on the bus	4%
Safety of my children going to / from school	3%

- The majority of those who do not use public transport do not because there are no routes to where they want to go (46%).
- A high proportion also do not use public transport because of the cost / it is too expensive (36%), the frequency of service (29%), reliability / punctuality issues or 'Other' reasons (27%).

And Finally

Q. What do you think would be the most effective way to encourage people to use an alternative form of transport to the car / van more often?

Make it easier to use public transport / cycle / walk	93%
Make using a car or van much more difficult / expensive	7%

- The significant majority of respondents (93%) think that the most effective way to encourage people to use an alternative form of transport to the car / van more often is to make it easier to use public transport / cycle / walk.
- Only 7% of respondents think that the most effective way is to make using a car or van much more difficult / expensive.

Q. Is there anything else about local roads, traffic, transport, or travel that you would like to share?

There were 1593 open comments provided by respondents (i.e two thirds (67%) of respondents provided additional comment).

Top Words Overall

Word	Freq Mentioned
lanes	1417
cycle	1241
road	1181
bus	1123
city	985
traffic	804
use	737
roads	729
people	712
hull	657
get	604
car	590
work	495
need	454
lane	436
congestion	421
time	414
one	410
buses	403
transport	397

- The most frequently used words in respondents' comments were "lanes", "cycle", "road" and "bus".

We can simply classify any comment with a negative total score as a negative comment, and any comment with a positive total score as a positive comment:

Negative	66%
Neutral	6%
Positive	28%

- Two thirds (66%) of all the comments left by residents were classified as negative comments.

With comments now classified as either negative or positive we can then create separate word lists / clouds for each:

Negative Comments



congestion	427
dangerous	119
difficult	91
poor	86
expensive	82
ridiculous	78
worse	69
emergency	69
bad	59
issue	59

Positive Comments



safe	124
encourage	77
free	67
improve	64
easier	59
cheaper	43
improvements	43
improved	35
dedicated	34
quicker	32

Analysis by Transport User

To provide additional insight, a number of the questions in the survey have been analysed further broken down by users of different types of transport.

This is based on respondents' answers to the question:

Q. How often do you use the following ways to travel?

A respondent is defined as a “user” of a specific type of transport if they use it:

- More than once a month
- At least once a week
- A few times a week
- Daily

The proportion of respondents who are classed as “users” of each type of transport using this definition are given below:

Walk	81%
Cycle	22%
Car / Van	86%
Motorbike	4%
Bus	25%
Park and Ride	1%
Taxi	11%
Train	3%

In order to produce a meaningful analysis a sufficient sample size is needed. Based on the above, the sample sizes for motorbike, park and ride, taxi and train are all too small to be analysed as individual groups. Therefore, the above transport types have been aggregated as follows:

Walk	81%
Cycle	22%
Motor Vehicle (Car / Van / Motorbike)	86%
Public Transport (Bus / Park and Ride / Taxi / Train)	31%

This section of the report provides a breakdown, by the above four groups, of those questions where such an analysis is both possible and is likely to provide additional insight.

Results for specific transport users which differ significantly (based on statistical significance) from the results of respondents overall are highlighted.

Q. How much of a problem are the following on Hull's roads?

% Who Think It Is A Large Problem

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Congestion	86%	86%	81%	89%	81%
Air pollution near roads	51%	52%	62%	49%	52%
Cost of parking	46%	43%	35%	50%	37%
Access to car parking spaces	45%	42%	31%	47%	42%
Safety for cyclists / dedicated cycle lanes	40%	41%	51%	38%	39%
Safety for car / van users	29%	27%	20%	30%	26%
Safety for pedestrians	27%	27%	29%	25%	31%

- Cyclists' responses to this question differ significantly from responses overall. They are significantly **less** likely to feel that congestion, the cost of parking access to parking spaces and safety for car / van users are large problems in Hull. However, they are significantly **more** likely to feel that air pollution near to roads and safety for cyclists / dedicated cycle lanes are large problems in Hull.
- Motor vehicle users are significantly **more** likely to feel that congestion and the cost of parking are large problems in Hull.
- Public transport users are significantly **less** likely to feel that congestion and the cost of parking are large problems in Hull. However, they are significantly **more** likely to feel that safety for pedestrians is a large problem in Hull.

Q. Which of the following do you think are the main causes of these issues?

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Road works / road improvement works	78%	78%	68%	81%	74%
Too many cycle lanes on the roads	59%	57%	36%	65%	47%
Traffic flow management (e.g. traffic lights)	54%	54%	49%	56%	47%
Road design / layout (e.g. roundabouts, yellow box junctions)	53%	53%	49%	56%	51%
Too many bus lanes	52%	49%	37%	58%	32%
Too few off-road cycle paths	49%	50%	63%	49%	45%
People choosing to travel by car when there are other alternatives	32%	35%	52%	27%	47%
Too many private cars on the road	30%	32%	49%	25%	41%
Too many commercial / goods vehicles in the city	22%	22%	26%	21%	25%
Too few pedestrian / controlled crossing	11%	12%	14%	9%	18%
Too many pedestrian / controlled crossings	11%	10%	7%	12%	7%
Too few cycle lanes on the roads	10%	12%	25%	8%	15%
Other	10%	10%	13%	9%	9%
Too few bus lanes	6%	7%	8%	5%	14%

There was considerable difference of opinion to this question depending on transport use:

- Cyclists are significantly **less** likely to feel that the issues on Hull's roads are the result of road works / road improvement works, too many cycle lanes on the road, traffic flow management, too many bus lanes or too many pedestrian / controlled crossings. Instead, they are significantly **more** likely to feel that the issues are the result of too few off-road cycle paths, people choosing to travel by car when there are other alternatives, too many private cars on the road, too many commercial / goods vehicles in the city, too few pedestrian / controlled crossings, too few cycle lanes on the roads and 'Other' reasons.
- Similarly, public transport users are also significantly **less** likely to feel that the issues on Hull's roads are the result of road works / road improvement works, too many cycle lanes on the road, traffic flow management, too many bus lanes or too many pedestrian / controlled crossings. Instead, they are significantly **more** likely to feel that the issues are the result of people choosing to travel by car when there are other alternatives, too many private cars on the road, too few pedestrian / controlled crossings, too few cycle lanes on the roads and too few bus lanes.
- Motor vehicle users differ from these two groups considerably. They are significantly **less** likely to feel that the issues on Hull's roads are the result of people choosing to travel by car when there are other alternatives, too many private cars on the road, too few pedestrian / controlled crossings and too few cycle lanes on the roads. Instead, they are significantly **more** likely to feel that the issues are the result of road works / road improvement works, too many cycle lanes on the road, road design / layout and too many bus lanes.
- Pedestrians are significantly **less** likely to feel that the issues on Hull's roads are the result of too many bus lanes. They are significantly **more** likely to feel that the issues are the result of people choosing to travel by car when there are other alternatives and too few cycle lanes on the road.

Q. Which of the following do you think would be most effective in reducing traffic issues?

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Better coordinated road works	74%	73%	64%	79%	66%
Improve the bus / public transport system	47%	48%	49%	44%	61%
Improve / increase park and rides around the city	44%	44%	41%	45%	43%
Divert commercial / HGV traffic away from the city centre	37%	37%	32%	38%	36%
Priority for public transport	31%	34%	41%	26%	52%
Priority for cyclists	19%	21%	44%	15%	23%
Other	18%	18%	16%	20%	12%
Priority for pedestrians	17%	19%	27%	13%	27%
Priority for car-sharing	17%	17%	19%	16%	14%
Priority for electric / low emission vehicles	16%	16%	17%	15%	17%
Divert private cars / vans away from the city centre	10%	10%	12%	9%	13%
Congestion charge zones across the city	6%	6%	11%	4%	9%
More expensive parking in the city centre	3%	3%	5%	2%	4%

- Cyclists are significantly **less** likely to feel that effective measures would include better co-ordinated road works and diverting commercial / HGV traffic away from the city centre. Instead, they are significantly **more** likely to feel that effective measures would include priority for public transport, priority for cyclists, priority for pedestrians, congestion charge zones and more expensive parking in the city centre.
- Similarly, public transport users are also are significantly **less** likely to feel that effective measures would include better co-ordinated road works or 'Other' measures. Instead, they are significantly **more** likely to feel that effective measures would include improving the bus / public transport system, priority for public transport, priority for cyclists, priority for pedestrians, diverting private vehicles away from the city centre and congestion charge zones.
- Again, motor vehicle users differ from these two groups considerably. They are significantly **less** likely to feel that effective measures would include improving the bus / public transport system, priority for public transport, priority for cyclists, priority for pedestrians, congestion charge zones and more expensive parking in the city centre. Instead, they are significantly **more** likely to feel that effective measures would include better co-ordinated road works.
- Pedestrians are significantly **more** likely to feel that effective measures would include priority for public transport.

Q. Do you have access to a motor vehicle?

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Yes, my own car / van	76%	74%	73%	85%	50%
Yes, a works vehicle that I need for my job	9%	8%	9%	10%	5%
Yes, a car / van as a passenger	10%	11%	9%	11%	16%
Yes, my own motorcycle	4%	4%	7%	5%	3%
Yes, as a pillion on a motorcycle	0%	0%	0%	0%	0%
None of these	15%	17%	20%	6%	35%

Unsurprisingly -

- Respondents who say they are motor vehicle users are significantly **more** likely to say that they own their own car / van and significantly **less** likely to say that they do not have access to any form of motor vehicle.
- Conversely, respondents who say they are public transport users are significantly **more** likely to say that they only have access to a car / van as a passenger or that they do not have access to any form of motor vehicle. They are significantly **less** likely to say that they own their own car / van or that they have a works vehicle.
- Cyclists are both significantly **more** likely to say that they own a motorcycle and also to say that they do not have access to any form of motor vehicle.

Q. How difficult would it be to get to the following **if you did not / do not have access to a motor vehicle**?

% Who Would Find It Difficult

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Work / Education	56%	52%	36%	60%	44%
Shops / Supermarket	49%	43%	37%	53%	35%
GP Surgery	32%	27%	20%	35%	25%
Leisure / Visiting Family and Friends	51%	46%	34%	54%	42%

- Pedestrians, cyclists and public transport users are all significantly **less** likely to say that they would find it difficult to get to any of these places if they did not / do not have access to a motor vehicle.
- Motor vehicle users are significantly **more** likely to say that they would find it difficult to get both work / education and the shops / supermarket if they did not / do not have access to a motor vehicle.

Q. What do you think are the benefits of increased usage of alternative types of transport (walking, cycling, public transport)?

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Better for the environment	76%	78%	82%	75%	79%
Reduced air pollution	70%	72%	76%	67%	75%
Reduces congestion on the roads	68%	70%	77%	65%	75%
Improved physical health	66%	69%	82%	64%	66%
Improved mental health / wellbeing	50%	53%	70%	48%	54%
Good for wildlife and nature	50%	52%	61%	48%	50%
Reduces parking pressure	47%	47%	52%	45%	49%
Reduced traffic accidents / improved road safety	37%	38%	42%	34%	43%
Better for the local economy generally	24%	25%	31%	22%	31%
Shorter journey times	22%	23%	36%	19%	29%
Better for the visitor economy / visitors	21%	22%	29%	19%	28%
Can do something else – read a book etc.	20%	21%	21%	20%	27%
Other	7%	7%	7%	8%	6%

- Cyclists are significantly **more** likely to state that almost all the things listed are benefits of increased usage of alternative types of transport to motor vehicles (with the exception of being able to do something else and something 'Other').
- Similarly, public transport users are also significantly **more** likely to state that many of the things listed are benefits of increased usage of alternative types of transport to motor vehicles; specifically, reduced air pollution, reduced congestion, reduced traffic accidents / improved safety, better local economy, shorter journey times, better visitor economy and being able to do something else.
- Conversely, motor vehicle users are significantly **less** likely to state that reduced air pollution, reduced congestion, reduced traffic accidents / improved safety and shorter journey times are benefits of increased usage of alternative types of transport to motor vehicles.
- Pedestrians are significantly **more** likely to state that improved physical health is a benefit of increased usage of alternative types of transport to motor vehicles.

Q. What would most encourage you to use alternative types of transport (to a car / van)?

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Cheaper public transport tickets	46%	47%	48%	46%	43%
Better evening / weekend public transport services	34%	35%	31%	32%	44%
More frequent public transport service	32%	31%	27%	31%	41%
Public transport routes that go where I need to go / better connected public transport	31%	32%	28%	32%	34%
If public transport services were more reliable	27%	28%	24%	27%	32%
Live information at bus stops / via an app	23%	23%	22%	22%	30%
Nicer buses / trains	18%	18%	14%	19%	17%
Flexible public transport ticketing	17%	17%	19%	16%	19%
Other	15%	14%	16%	16%	8%
Park & ride I can use / in the right place for me	13%	13%	12%	15%	9%
Hail and ride (no bus stops) / hop on / hop off	13%	12%	12%	13%	13%
Better bus shelters / stops	12%	13%	9%	11%	19%
Public transport routes near me	11%	10%	9%	11%	11%
Extension of cycle lanes	10%	11%	29%	9%	9%
Integrated public transport services (e.g. train arrival coordinates with other forms of travel)	9%	9%	11%	9%	10%
Express services on key routes	7%	8%	7%	7%	10%
Bus priority on all main roads	6%	7%	7%	5%	11%
Vehicle exclusion zones	5%	6%	11%	4%	5%
Car-share priority lanes	4%	4%	6%	4%	2%
24 x 7 bus lanes	4%	5%	7%	3%	9%
Lower speed limits on all main roads	3%	4%	9%	3%	4%
Congestion charge	3%	4%	6%	3%	5%
Less parking in the city centre	2%	2%	4%	2%	3%
Higher parking charges	1%	1%	2%	1%	2%

- Cyclists are significantly **less** likely to say they would be encouraged to use alternative types of transport to motor vehicles by more frequent public transport services, nicer buses / trains and better bus stops / shelters. Instead, they are significantly **more** likely to say they would be encouraged to use alternative types of transport to motor vehicles by extension of cycle lanes, vehicle exclusion zones, car share priority lanes, 24/7 bus lanes, lower speed limits on all main roads, congestion charges and less parking in the city centre.
- Similarly, public transport users are significantly **less** likely to say they would be encouraged to use alternative types of transport to motor vehicles by park and rides and car share priority lanes. Instead, they are significantly **more** likely to say they would be encouraged to use alternative types of transport to motor vehicles by better evening / weekend public transport services, more frequent public transport services, more reliable public transport services, live bus info at stops / via an app, better bus stops / shelters, express services on key routes, bus priority on all main roads, 24/7 bus lanes, congestion charges and higher parking charges.
- The opinions of both pedestrians and motor vehicle users do not differ significantly from respondents as a whole.

Q. What do you think would be the most effective way to encourage people to use an alternative form of transport to the car / van more often?

	Hull Overall	Walk	Cycle	Motor Vehicle	Public Transport
Make it easier to use public transport / cycle / walk	93%	92%	87%	94%	91%
Make using a car or van much more difficult / expensive	7%	8%	13%	6%	9%

- Cyclists are significantly **less** likely to say we should make it easier to use public transport / cycle / walk and significantly **more** likely to say we should make using a car or van much more difficult / expensive.
- The opinions of pedestrians, motor vehicle users and public transport users do not differ significantly from respondents as a whole.