



people's panel
making your voice count



People's Panel September 2021 Analysis Report

Copyright © 2021 Hull City Council Insight Team (The People's Panel)

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law.

Where quotations or research results are used, other than in whole, the Customer Insight Team must be given the opportunity to check the usage for purposes of accuracy and reserve the right to provide edits accordingly.

For permission requests, contact the publisher, at the address below:

Customer Insight
Economic Development and Regeneration
Hull City Council
The Guildhall
Alfred Gelder Street
Hull
HU1 2AA

Or by email panel@hullcc.gov.uk

Contents

		Page
1	Introduction and Methodology	3
2	Demographics and Weighting	4
3	Executive Summary	5
4	Walking and Cycling: Access and Ability	11
5	Preferred Walking and Cycling Routes	13
6	Changes in Travel Behaviour	15
7	Switching For Short, Regular, Journeys	18
8	Walking and Cycling: Important Vs Needs Improving	19
9	Feelings of Safety	22
10	Satisfactions and Priorities	23
11	And Finally	28

Introduction and Methodology

Introduction

This survey was conducted between late August 2021 and early October 2021.

Questions covered the following topics:

- Your access to different modes of transport
- How far you travel
- Walking & cycling
- Types of routes you would prefer
- Has the way you travel changed? If so, why?
- What is important, and what needs improving
- Levels of satisfaction

The People's Panel includes residents of both Hull and the East Riding. The latter 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 between late August 2021 and early October 2021.

As usual, an electronic version of the survey was emailed to over 3,500 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. Limited face to face interviewing took place and a number of paper surveys were also distributed to resident addresses with a freepost reply envelope.

Response Rate

Method	Count	%
Member (All Online)	1044	68%
Non Member	492	32%
- Non Member Survey	384	25%
- Data Entry / Paper	76	5%
- Enterprise Panel	32	2%
Total	1536	

Local Authority Residence	Count	%
Hull	1234	80%
East Riding	222	15%
Not Hull or East Riding	13	1%
No Postcode Provided	67	4%
Total	1536	

1,234 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 2.78% at a 99% confidence level (e.g. we are 99% certain that the actual result falls within +/-2.78 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 (1234)		Hull Pop	Weighted Sample
Gender	Male (inc FTM)	610	49.5%	50.5%	49.9%
	Female (inc MTF)	615	49.9%	49.5%	48.9%
	Other / non-binary	7	0.6%	-	1.2%
LLTI (impairment or illness)	Yes	431	35.1%	23.3%	23.3%
	No	798	64.9%	76.7%	76.7%
Age group	16-34	146	12.0%	35.7%	36.8%
	35-44	144	11.8%	15.4%	15.9%
	45-54	224	18.4%	15.2%	15.1%
	55-64	307	25.2%	14.7%	14.3%
	65-74	295	24.2%	10.9%	10.5%
	75+	101	8.3%	8.2%	7.3%
Ethnic group	White British	1160	95.0%	90.2%	90.6%
	BAME (Black, Asian and Minority Ethnicities inc. White Other)	61	5.0%	9.8%	9.4%

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

Walking and Cycling: Access and Ability

Motor Vehicles

Three quarters of respondents (75%) own / have regular access to a car or van, and 3% of respondents own / have regular access to a motorbike.

Two thirds of respondents (66%) regularly use a motor vehicle to get to a particular destination (e.g. work, school, leisure activity etc.)

Cycles

86% of respondents say they know how to ride a bike. 54% are confident riding a bike and 34% say they are not very confident riding a bike as they haven't done so in years.

Just under half of respondents (45%) own / have regular access to a bike and 2% own / have regular access to an e-bike.

Approximately a fifth of respondents (22%) regularly use a cycle to get to a particular destination (e.g. work, school, leisure activity etc.) and a quarter (25%) of respondents cycle for pleasure and exercise.

3% of respondents do not know how to ride a bike and 11% cannot ride a bike because of a long-term illness, disability or age-related reasons.

Walking and Mobility Scooter

Only 13% of respondents do not own / have regular access to a motor vehicle, a cycle of any kind or to public transport.

However, half of respondents (50%) regularly walk to get to a particular destination (e.g. work, school, leisure activity etc.) and over half (57%) walk for pleasure or exercise.

11% of respondents say that their ability to walk at all or very far is limited because of a long-term illness or disability (including conditions related to aging). However, just 1% of respondents own / have regular access to a mobility scooter and 1% of respondents regularly use a mobility scooter to get to a particular destination (e.g. work, school, leisure activity etc.)

Public Transport

Approximately a quarter of respondents (26%) regularly use public transport to get to a particular destination (e.g. work, school, leisure activity etc.)

Distance of Journey

The majority of key journeys made by respondents are a distance of up to 2 - 3 miles.

Specifically, a travel radius of up to 2 - 3 miles would include:

- 52% of all journeys to work / education
- 87% of all journeys to the shops / supermarket
- 94% of all journeys to a GP surgery

70% of respondents say they would be able to travel at least 2 – 3 miles on a bike.

80% of respondents say they would be able to travel at least 2 – 3 miles on foot / mobility scooter.

Preferred Walking and Cycling Routes

The significant majority of respondents would prefer to walk (or use a mobility scooter) either mainly on a pavement alongside a road (55%) or mainly on footpaths away from the road (42%)

Unsurprisingly, only a very small percentage (1%) would prefer to walk (or use a mobility scooter) mainly on roads without a pavement.

Over half of respondents (52%) would prefer to cycle mainly on dedicated cycle tracks away from the road.

A further quarter (23%) would prefer to cycle mainly on segregated cycle routes next to the road.

Only a small percentage would prefer to cycle either mainly on dedicated segregated cycle lanes on the road (14%) or mainly on roads without cycle lanes / footpaths (6%).

Respondents who do not currently cycle are significantly more likely to say they would prefer to cycle mainly on cycle tracks away from the roads (56%) and significantly less likely to say they would prefer to cycle mainly on dedicated segregated cycle lanes on the road (10%).

Similarly, respondents who can ride a bike but are not currently confident to do so are also significantly more likely to say they would prefer to cycle mainly on cycle tracks away from the roads (58%) or mainly on off-road segregated cycle routes next to the road (28%), and significantly less likely to say they would prefer to cycle mainly on dedicated segregated cycle lanes on the road (7%).

Changes in Travel Behaviour

Motor Vehicles

Around a half of respondents (47%) are currently using motor vehicles the same amount as they did two years ago.

19% of respondents are now using motor vehicles more and 34% are now using motor vehicles less.

Cycles

Around a half of respondents (51%) are currently cycling the same amount now as they did two years ago.

16% of respondents are now cycling more and 31% are now cycling less.

Respondents are significantly more likely than average to say that they are cycling less because:

- It is easier / quicker to go by car
- They have got a car / learned to drive
- The distance they travel makes cycling an issue

Walking and Mobility Scooter

Around a half of respondents (45%) are currently walking / using a mobility scooter the same amount now as they did two years ago.

37% of respondents are now walking / using a mobility scooter more and 18% are now walking / using a mobility scooter less.

Respondents are significantly more likely than average to say that they are walking / using a mobility scooter less because of health reasons / their age (34%).

Public Transport

Unlike the previous modes of transport, around a half of respondents (47%) are currently using public transport less now than they did two years ago.

12% of respondents are now using public transport more and 41% are now using public transport the same amount.

Respondents are significantly more likely than average to say that they are using public transport less because of 'Other' reasons (27%). Many of these 'other' reasons focus on people who previously used the bus to travel to work but continue to work from home during the pandemic.

Switching to Short Regular Journeys

Nearly half of respondents (46%) say that they have already switched to walking / using a mobility scooter, cycling or using public transport for short, regular journeys; and intend to keep it up.

A further 4% are doing this this but feel they won't keep it up and 2% have tried doing this and have given up already. 8% of respondents are thinking about doing this.

A quarter of respondents (26%) say that they do not want to switch to walking / using a mobility scooter, cycling or using public transport for short, regular journeys.

A further 5% haven't really thought about doing this and 8% have thought about doing this but probably won't do it.

The majority of people who are currently, are considering or have tried switching for short, regular journeys have done so / will do so:

- To get more exercise / improve fitness (70%)
- To improve my mental health (60%)

A notable proportion have also done so:

- To help the environment (43%)
- To save money (34%)
- To beat road congestion (32%)

Walking and Cycling: Important Vs Needs Improving

When asked what the most important things are in encouraging / enabling people to cycle or walk / use a mobility scooter, and which are the most in need of improvement, then respondents picked the same six answers under each category:

- More footpaths / cycle paths away from roads
- Well maintained pavements, cycle paths and cycle lanes
- More direct walking / cycling routes
- More pavements / cycle paths alongside roads
- Better street lighting
- More / better sited secure cycle parking facilities

Cyclists put greater than average focus on:

- Well maintained pavements, cycle paths and cycle lanes
- More footpaths / cycle paths away from roads
- More / better sited secure cycle parking facilities
- More pavements / cycle paths alongside roads
- Less traffic on roads
- More cycle lanes on roads

Conversely, walkers put greater than average focus on more direct walking / cycle routes.

Feelings of Safety

When walking / cycling alone, respondents feel safest in their own neighbourhood during the day. Nearly three quarters of respondents (73%) feel safe in this situation, compared to just 9% who feel unsafe.

Approximately two thirds of respondents also feel safe walking / cycling alone during the day in both Hull city centre (62%) and Hull in general (63%); compared to around 15% who feel unsafe in both situations.

However, there is a significant drop in feelings of safety when walking / cycling alone after dark in all areas of the city.

Only 31% of respondents feel safe walking / cycling alone after dark in their own neighbourhood, compared to 46% who feel unsafe.

Similarly, the majority of respondents also feel unsafe walking / cycling alone after dark both in Hull city centre (62%) and Hull in general (59%); compared to around 18% who feel safe in both situations.

Satisfaction and Priorities

Overall, respondents are most satisfied with:

- Street lighting in their local area (49% satisfaction)
- Street lighting in the city (47% satisfaction)
- The ease of parking near their home (41% satisfaction)

They are most unsatisfied with:

- The amount of traffic on major roads (70% unsatisfied)
- The condition of roads (66% unsatisfied)
- Levels of air pollution in their local area (49% unsatisfied)
- The ease of getting about (49% unsatisfied)
- The condition of cycle tracks, cycle lanes and footpaths / pavements (50% unsatisfied)

In particular, cyclists are more satisfied than average with the ease of getting around the city but less satisfied than average with safety on the roads.

Walkers are more satisfied than average with the ease of getting around the city, street lighting across Hull and the ease of parking near to their home.

Car users who neither regularly cycle or walk tend to have lower satisfaction than average including lower than average satisfaction with the provision and condition of cycle and walking surfaces, local taxi services, street lighting, the condition of roads, the ease of getting about the city and the ease of parking in the city centre.

Overall, respondents are most likely to agree:

- More off-road cycle tracks are needed (72% agree)
- Off-road cycle tracks / footpaths need better street lighting (65% agree)
- Off-road cycle tracks / footpaths need better surfaces (61% agree)

They are most likely to disagree:

- I am satisfied with cycle lanes on the road (59% disagree)
- I would use affordable bike hire (61% disagree)
- There should be more on-road segregated cycle lanes (53% disagree)
- I enjoy cycling around the city (49% disagree)
- Slower traffic would encourage me to cycle / walk (51% disagree)

In particular, cyclists are more likely than average to agree that:

- More off-road cycle tracks are needed
- Off-road cycle tracks / footpaths need better surfaces
- Off-road cycle tracks / footpaths need better lighting
- There should be more on-road segregated cycle lanes
- Cyclists and buses / taxis should not share a lane
- I enjoy walking around the city
- I enjoy cycling around the city
- Slower traffic would encourage me to cycle / walk
- Less traffic would encourage me to cycle / walk
- I am satisfied with cycle lanes on the road

They are less likely than average to agree that they are satisfied with off-road cycle lanes

Walkers are more likely than average to agree that:

- There should be more on-road segregated cycle lanes
- I enjoy walking around the city
- I enjoy cycling around the city
- Slower traffic would encourage me to cycle / walk
- Less traffic would encourage me to cycle / walk

Car users who neither regularly cycle or walk are more likely than average to agree that cyclists and pedestrians should share paths / lanes and that they are satisfied with off-road cycle lanes.

However, they are less likely than average to agree that:

- More off-road cycle tracks are needed
- Off-road cycle tracks / footpaths need better surfaces
- There should be more on-road segregated cycle lanes
- I enjoy walking around the city
- I enjoy cycling around the city
- Pedestrian crossings need to be improved
- I would use affordable bike hire
- Slower traffic would encourage me to cycle / walk
- Less traffic would encourage me to cycle / walk
- I am satisfied with cycle lanes on the road

And Finally

When asked if there was anything else they would like to say about travel, cycling, walking or public transport, 700 respondents (57%) left a comment. The most popular words used across all comments were:

- cycle
- lanes
- road
- city
- traffic

Sentiment analysis suggests that nearly two thirds (62%) 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”. This reflects the analysis of the open comments in the last People’s Panel survey.

Walking and Cycling: Access and Ability

Q. Which of the following do you own or have regular access to?

Own / have regular access to a bike	45%
Own / have regular access to an e-bike	2%
Own / have regular access to a car / van	75%
Own / have regular access to a motorbike	3%
Own a mobility scooter	1%
None of these	13%

Q. Which of the following applies to you?

I regularly use a motor vehicle to get to a particular destination	66%
I regularly walk to get to a particular destination	50%
I regularly cycle to get to a particular destination	22%
I regularly use public transport to get to a particular destination	26%
I regularly use a mobility scooter to get to a particular destination	1%
I walk for pleasure and exercise	57%
I cycle for pleasure and exercise	25%

Q. Which of the following applies to you?

I can ride a bike and am confident to do so	54%
I can ride a bike, but am not very confident / haven't for years	32%
I don't know how to ride a bike	3%
I cannot ride a bike because of a long-term illness, disability or age-related reasons	11%

Q. Is your ability to walk at all or very far limited because of a long-term illness or disability (including conditions related to aging)?

Yes	11%
No	89%

Motor Vehicles

- Three quarters of respondents (75%) own / have regular access to a car or van
- Just 3% of respondents own / have regular access to a motorbike
- Two thirds of respondents (66%) regularly use a motor vehicle to get to a particular destination (e.g. work, school, leisure activity etc.)

Cycles

- 86% of respondents know how to ride a bike and are either confident to do so (54%) or are not very confident as they haven't done so in years (32%)
- Just under half of respondents (45%) own / have regular access to a bike
- 2% own / have regular access to an e-bike
- Approximately a fifth of respondents (22%) regularly use a cycle to get to a particular destination (e.g. work, school, leisure activity etc.)
- A quarter (25%) of respondents cycle for pleasure and exercise
- 3% of respondents do not know how to ride a bike and 11% cannot ride a bike because of a long-term illness, disability or age-related reasons

Walking and Mobility Scooter

- Only 13% of respondents do not own / have regular access to any of the forms of transport listed
- However, half of respondents (50%) regularly walk to get to a particular destination (e.g. work, school, leisure activity etc.)
- Over half (57%) walk for pleasure or exercise.
- 11% of respondents say that their ability to walk at all or very far is limited because of a long-term illness or disability (including conditions related to aging)
- However, just 1% of respondents own / have regular access to a mobility scooter
- 1% of respondents regularly use a mobility scooter to get to a particular destination (e.g. work, school, leisure activity etc.)

Public Transport

- Approximately a quarter of respondents (26%) regularly use public transport to get to a particular destination (e.g. work, school, leisure activity etc.)

Q. How far, on average, would you say you travel to the following destinations (one way)

N/A Responses Removed

	Work / Education	Shops / Supermarket	GP Surgery
Up to 1 Mile	17%	44%	58%
2 – 3 Miles	35%	43%	36%
4 – 5 Miles	22%	9%	4%
Over 5 Miles	26%	3%	2%

Q. How far do you think you are able to travel by bike and by walking or using a mobility scooter (consider battery life and road / pavement surface)?

	Cycle	Walking / Mobility Scooter
Not at all	22%	6%
Up to 1 Mile	8%	14%
2 – 3 Miles	15%	30%
4 – 5 Miles	11%	13%
Over 5 Miles	44%	37%

Based on the above; a travel radius of **up to 2 – 3** miles would include:

- 52% of all journeys to work / education
- 87% of all journeys to the shops / supermarket
- 94% of all journeys to a GP surgery

If we compare this with the information in the second table:

- 70% of respondents say they would be able to travel at least 2 – 3 miles on a bike
- 80% of respondents say they would be able to travel at least 2 – 3 miles on foot / mobility scooter.
- 22% of respondents say they would not be able to travel any distance on a bike
- 6% of respondents say they would not be able to travel any distance on foot / mobility / scooter

Preferred Walking and Cycling Routes

Q. What kind of route would you prefer to use if you were to **walk** or use a mobility scooter to a specific destination (work, school, leisure activity etc.)?

Mainly on a pavement alongside a road	55%
Mainly on footpaths away from the road	42%
Other	2%
Mainly on roads without a pavement	1%

- The significant majority of respondents would prefer to walk (or use a mobility scooter) either mainly on a pavement alongside a road (55%) or mainly on footpaths away from the road (42%)
- Unsurprisingly, only a very small percentage (1%) would prefer to walk (or use a mobility scooter) mainly on roads without a pavement.

Q. What kind of route would you prefer to use if you were to **cycle** to a specific destination (work, school, leisure activity etc.)?

Mainly on dedicated cycle tracks away from the road	52%
Mainly off-road segregated cycle route next to the road	23%
Mainly on dedicated segregated cycle lanes on the road	14%
Mainly on roads that don't have cycle lanes / footpaths	6%
Other	4%

- Over half of respondents (52%) would prefer to cycle mainly on dedicated cycle tracks away from the road.
- A further quarter (23%) would prefer to cycle mainly on segregated cycle routes next to the road.
- Only a small percentage would prefer to cycle either mainly on dedicated segregated cycle lanes on the road (14%) or mainly on roads without cycle lanes / footpaths (6%).

Preferred Cycling Routes by Cycling Experience / Ability

	Current Destination Cyclists	Current Exercise / Pleasure Cyclists	Current Non-Cyclists
Mainly on dedicated cycle tracks away from the road	41%	49%	56%
Mainly off-road segregated cycle route next to the road	21%	21%	24%
Mainly on dedicated segregated cycle lanes on the road	26%	20%	10%
Mainly on roads that don't have cycle lanes / footpaths	9%	7%	5%
Other	3%	4%	5%

Respondents who do not currently cycle are:

- significantly more likely to say they would prefer to cycle mainly on cycle tracks away from the roads
- significantly less likely to say they would prefer to cycle mainly on dedicated segregated cycle lanes on the road

	Ride a Bike - Confident	Ride A Bike – Not Confident	Don't Know How to Ride Bike
Mainly on dedicated cycle tracks away from the road	50%	58%	40%
Mainly off-road segregated cycle route next to the road	20%	28%	20%
Mainly on dedicated segregated cycle lanes on the road	19%	7%	10%
Mainly on roads that don't have cycle lanes / footpaths	8%	2%	10%
Other	3%	5%	19%

Respondents who can ride a bike but are not currently confident to do so are:

- significantly more likely to say they would prefer to cycle mainly on cycle tracks away from the roads or mainly on off-road segregated cycle routes next to the road
- significantly less likely to say they would prefer to cycle mainly on dedicated segregated cycle lanes on the road

Changes in Travel Behaviour

Q. Thinking about the last 2 years, has the amount you travel in the following ways changed?

	Less	The Same	More
Cycle	31%	53%	16%
Walk / Mobility Scooter	18%	45%	37%
Public Transport	47%	41%	12%
Motor Vehicles	34%	47%	19%

- The majority of respondents (51%) are currently cycling the same amount as they have over the last two years.
- Around a third (31%) are cycling less than they have over the last two years.
- 16% are cycling more than they have over the last two years.

- The majority of respondents (45%) are currently walking / using a mobility scooter the same amount as they have over the last two years.
- 37% are cycling more than they have over the last two years.
- 18% are cycling less than they have over the last two years.

- The majority of respondents (47%) are currently using public transport less than they have over the last two years.
- 41% are using public transport the same amount as than they have over the last two years.
- 12% are using public transport more than they have over the last two years.

- The majority of respondents (47%) are currently using motor vehicles the same amount as than they have over the last two years.
- 34% are using motor vehicles less than they have over the last two years.
- 19% are using motor vehicles more than they have over the last two years.

Q. If you said that you cycle, walk or use public transport less - please tell us why

Easier / quicker to go by car	40%
I walk as much as I can	34%
Other	23%
Distance	22%
Personal safety / security concerns	22%
Public transport has got worse	22%
Got a car / learned to drive	21%
Health reasons / age	20%
Lack of time / too busy	18%
Poorly maintained road / track / pavements	16%
Road safety concerns	16%
Drivers' attitudes towards cyclists	14%
Too far / have to travel further	13%
Too much traffic	12%
I cycle as much as I can	12%
The weather	11%
Lack of cycle / walking routes	10%
Changed jobs / stopped working	10%
Bicycle was or could have been stolen	9%
Increased access to a motor vehicle as a passenger	6%
Poor air quality	5%
Lack of pedestrian crossings	4%
Traffic is too fast	4%
Switched to public transport	3%
Moved house	3%
Too lazy / could not be bothered	3%
Lack of dropped kerbs	3%
I use my mobility scooter as much as I can	1%

Overall respondents who say they cycle, walk or use public transport less are most likely to say they do so because:

- It is easier / quicker to go by car (40%)
- I walk as much as I can (34%)

A high proportion also say it is because:

- 'Other' reasons (23%)
- Distance (22%)
- Personal safety / security concerns (22%)
- Public transport has got worse (22%)
- Got a car / learned to drive (21%)
- Health reasons / age (20%)

	Cycle Less	Walk / Mobility Scooter Less	Public Transport Less
Easier / quicker to go by car	47%	42%	41%
I walk as much as I can	30%	19%	32%
Other	20%	21%	27%
Distance	28%	25%	21%
Personal safety / security concerns	26%	19%	21%
Public transport has got worse	21%	21%	22%
Got a car / learned to drive	29%	27%	22%
Health reasons / age	24%	34%	18%
Lack of time / too busy	19%	14%	18%
Poorly maintained road / track / pavements	18%	17%	14%
Road safety concerns	22%	16%	12%
Drivers' attitudes towards cyclists	16%	8%	11%
Too far / have to travel further	14%	16%	13%
Too much traffic	12%	8%	10%
I cycle as much as I can	3%	6%	14%
The weather	12%	10%	11%
Lack of cycle / walking routes	12%	7%	10%
Changed jobs / stopped working	9%	11%	8%
Bicycle was or could have been stolen	14%	11%	8%
Increased access to a motor vehicle as a passenger	10%	8%	3%
Poor air quality	6%	5%	5%
Lack of pedestrian crossings	6%	7%	3%
Traffic is too fast	5%	3%	3%
Switched to public transport	7%	2%	0%
Moved house	5%	4%	2%
Too lazy / could not be bothered	5%	4%	3%
Lack of dropped kerbs	2%	2%	2%
I use my mobility scooter as much as I can	1%	1%	1%

Those who cycle less are significantly more likely to say this is because:

- It is easier / quicker to go by car (47%)
- Got a car / learned to drive (29%)
- Distance (28%)
- Road safety concerns (22%)
- Bicycle was / could have been stolen (14%)
- Increased access to motor vehicle as a passenger (10%)
- Switched to public transport (7%)

Those who walk / use a mobility scooter less are significantly more likely to say this is because:

- Health reasons / age (34%)

Those who use public transport less are significantly more likely to say this is because:

- 'Other' reasons (27%)

Many of these 'other' reasons focus on people who previously used the bus to travel to work but continue to work from home during the pandemic.

Switching for Short, Regular Journeys

Q. How do you personally feel about switching to walking / using a mobility scooter, cycling or using public transport for short, regular journeys?

I don't really want to do this	26%
I haven't really thought about doing this	5%
I've thought about doing this, but probably won't do it	8%
I'm thinking about doing this	8%
I'm already doing this, but I probably won't manage to keep it up	4%
I'm already doing this and intend to keep it up	46%
I've tried doing this, but I've given up	2%

- Nearly half of respondents (46%) say that they have already switched to walking / using a mobility scooter, cycling or using public transport for short, regular journeys; and intend to keep it up.
- A further 4% are doing this this but feel they won't keep it up and 2% have tried doing this and have given up already.
- 8% of respondents are thinking about doing this.
- A quarter of respondents (26%) say that they do not want to switch to walking / using a mobility scooter, cycling or using public transport for short, regular journeys.
- A further 5% haven't really thought about doing this and 8% have thought about doing this but probably won't do it.

Q. If you said that you are currently, are considering or have tried switching for short, regular journeys - what made you do so?

To get more exercise / improve fitness	70%
To improve my health and wellbeing	60%
To help the environment	43%
To save money	34%
To beat road congestion	32%
To help reduce congestion	24%
To save petrol / diesel	20%
Other	16%
Public transport has improved	6%
Less confident driving because of traffic levels	4%
Lost my licence / access to a vehicle	2%

The majority of people who are currently, are considering or have tried switching for short, regular journeys have done so / will do so:

- To get more exercise / improve fitness (70%)
- To improve my mental health (60%)

A notable proportion have also done so:

- To help the environment (43%)
- To save money (34%)
- To beat road congestion (32%)

Walking and Cycling: Important Vs Needs Improving

Q. Thinking about walking, cycling or using a mobility scooter, which of the following things do you think are **most important** in encouraging / enabling people to use these modes of transport?

Q. And which are the **most in need of improvement**?

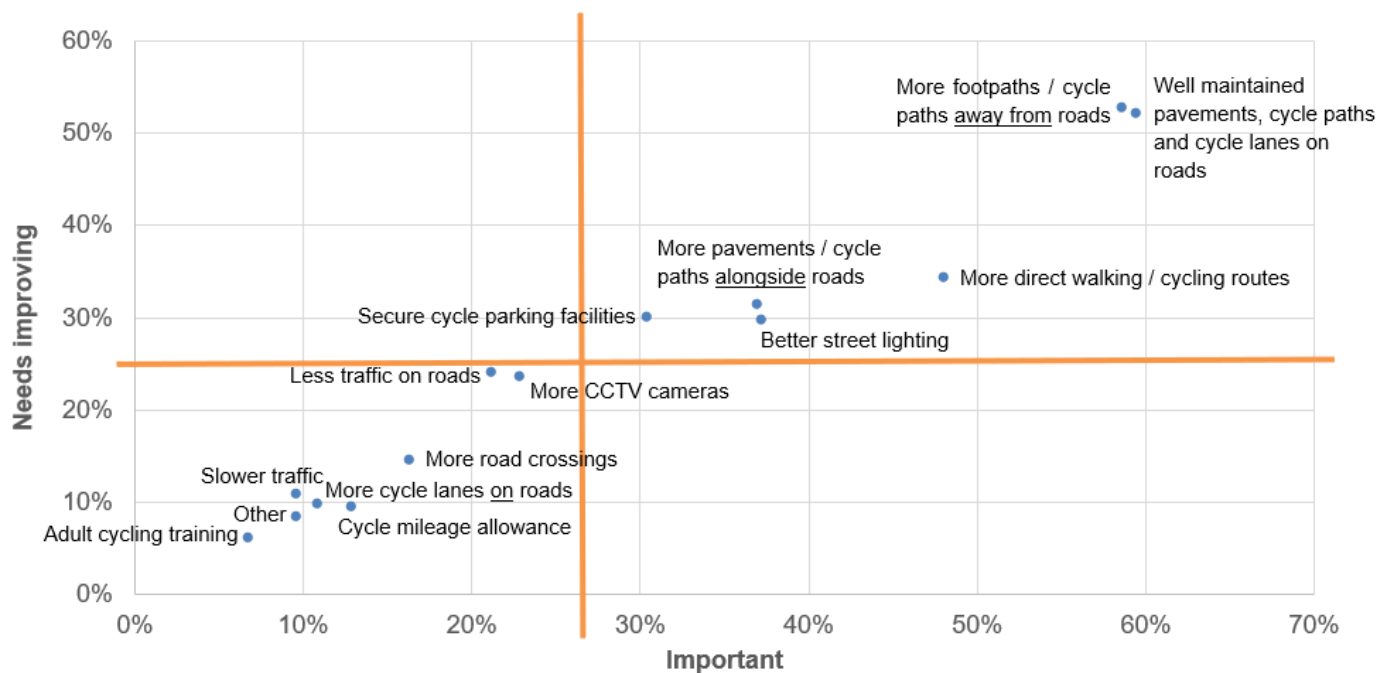
	Most Important	Most In Need of Improvement
Better street lighting	37%	30%
Well maintained pavements, cycle paths and cycle lanes	59%	52%
More pavements / cycle paths alongside roads	37%	31%
More footpaths / cycle paths away from roads	59%	53%
More road crossings	16%	15%
More CCTV cameras	23%	24%
Less traffic on the roads	21%	24%
Slower traffic	10%	11%
More direct walking / cycling routes	48%	34%
More cycle lanes on roads	11%	10%
More / better sited secure cycle parking facilities	30%	30%
Adult cycling training provided	7%	6%
Get a cycle mileage allowance for journeys to work / for business	13%	9%
Other	10%	8%

Respondents say that the **most important** things in encouraging / enabling people to use these modes of transport are:

- Well maintained pavements, cycle paths and cycle lanes (59%)
- More footpaths / cycle paths away from roads (59%)
- More direct walking / cycling routes (48%)
- Better street lighting (37%)
- More pavements / cycle paths alongside roads (37%)
- More / better sited secure cycle parking facilities (30%)

Respondents say that the things **most in need of improvement** are:

- More footpaths / cycle paths away from roads (53%)
- Well maintained pavements, cycle paths and cycle lanes (52%)
- More direct walking / cycling routes (34%)
- More pavements / cycle paths alongside roads (31%)
- More / better sited secure cycle parking facilities (30%)
- Better street lighting (30%)



	Most Important				
	Destination Cyclists	Exercise / Pleasure Cyclists	Destination Walkers	Exercise / Pleasure Walkers	Car Only Users
Better street lighting	22%	27%	38%	35%	40%
Well maintained pavements, cycle paths and cycle lanes	74%	70%	68%	63%	45%
More pavements / cycle paths alongside roads	50%	47%	42%	40%	26%
More footpaths / cycle paths away from roads	69%	69%	60%	62%	51%
More road crossings	12%	13%	20%	16%	14%
More CCTV cameras	13%	14%	19%	19%	31%
Less traffic on the roads	30%	27%	27%	23%	14%
Slower traffic	14%	12%	11%	11%	5%
More direct walking / cycling routes	56%	56%	55%	53%	30%
More cycle lanes on roads	26%	19%	14%	13%	2%
More / better sited secure cycle parking facilities	54%	51%	31%	33%	24%
Adult cycling training provided	6%	4%	7%	6%	7%
Get a cycle mileage allowance for journeys to work / for business	18%	15%	13%	13%	11%
Other	6%	6%	8%	11%	12%

	Most In Need of Improvement				
	Destination Cyclists	Exercise / Pleasure Cyclists	Destination Walkers	Exercise / Pleasure Walkers	Non-Active Car Users
Better street lighting	14%	20%	27%	26%	35%
Well maintained pavements, cycle paths and cycle lanes	66%	60%	56%	55%	40%
More pavements / cycle paths alongside roads	44%	38%	35%	32%	25%
More footpaths / cycle paths away from roads	60%	60%	55%	55%	48%
More road crossings	12%	13%	17%	14%	13%
More CCTV cameras	15%	18%	22%	23%	27%
Less traffic on the roads	32%	30%	30%	27%	14%
Slower traffic	19%	15%	11%	10%	6%
More direct walking / cycling routes	40%	40%	40%	39%	21%
More cycle lanes on roads	23%	18%	12%	11%	5%
More / better sited secure cycle parking facilities	50%	48%	33%	33%	16%
Adult cycling training provided	5%	5%	6%	6%	6%
Get a cycle mileage allowance for journeys to work / for business	14%	14%	10%	9%	8%
Other	7%	6%	7%	9%	11%

Unique Key Priorities			
Destination Cyclists	Exercise / Pleasure Cyclists	Destination Walkers	Exercise / Pleasure Walkers
<ul style="list-style-type: none"> Well maintained pavements, cycle paths and cycle lanes (140/200) More footpaths / cycle paths <u>away</u> from roads (129/200) More / better sited secure cycle parking facilities (104/200) More pavements / cycle paths <u>alongside</u> roads (94/200) Less traffic on roads (62/200) More cycle lanes <u>on</u> roads (49/200) Get a cycle mileage allowance for journeys to work / for business (32/200) 	<ul style="list-style-type: none"> Well maintained pavements, cycle paths and cycle lanes (130/200) More footpaths / cycle paths <u>away</u> from roads (129/200) More / better sited secure cycle parking facilities (99/200) More direct walking / cycling routes (96/200) More pavements / cycle paths <u>alongside</u> roads (85/200) Less traffic on roads (57/200) More cycle lanes <u>on</u> roads (37/200) 	<ul style="list-style-type: none"> Less traffic on roads (95/200) More direct walking / cycling routes (57/200) 	<ul style="list-style-type: none"> More direct walking / cycling routes (92/200)

Feelings of Safety

Q. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
I do / would feel safe walking / cycling / on a mobility scooter alone in my neighbourhood during the day	5%	4%	17%	26%	47%
I do / would feel safe walking / cycling / on a mobility scooter alone in my neighbourhood after dark	24%	22%	23%	19%	11%
I do / would feel safe walking / cycling / on a mobility scooter alone in Hull city centre during the day	8%	7%	23%	29%	33%
I do / would feel safe walking / cycling / on a mobility scooter alone in Hull city centre after dark	36%	26%	22%	12%	5%
I do / would feel safe walking / cycling / on a mobility scooter alone in Hull generally during the day	6%	8%	23%	35%	28%
I do / would feel safe walking / cycling / on a mobility scooter alone in Hull generally after dark	34%	24%	23%	12%	6%

	Unsafe	Neither	Safe
Neighbourhood during the day	9%	17%	73%
Neighbourhood after dark	46%	23%	31%
Hull city centre during the day	15%	23%	62%
Hull city centre after dark	62%	22%	17%
Hull generally during the day	14%	23%	63%
Hull generally after dark	59%	23%	18%

- When walking / cycling alone, respondents feel safest in their own neighbourhood during the day.
- Nearly three quarters of respondents (73%) feel safe in this situation, compared to just 9% who feel unsafe.
- Approximately two thirds of respondents also feel safe walking / cycling alone during the day in both Hull city centre (62%) and Hull in general (63%); compared to around 15% who feel unsafe in both situations.
- There is a significant drop in feelings of safety when walking / cycling alone after dark in all areas of the city.
- Only 31% of respondents feel safe walking / cycling alone after dark in their own neighbourhood, compared to 46% who feel unsafe.
- Similarly, the majority of respondents also feel unsafe walking / cycling alone after dark both in Hull city centre (62%) and Hull in general (59%); compared to around 18% who feel safe in both situations.

Satisfaction and Priorities

Q. How satisfied are you with the following?

	Very Unsatisfied -2	Unsatisfied -1	Neither 0	Satisfied +1	Very Satisfied +2	Average Satisfaction Score
Street lighting in your local area	7%	15%	18%	39%	10%	0.30
Street lighting in the city	5%	14%	35%	39%	8%	0.30
The ease of parking near your home	18%	16%	24%	23%	18%	0.08
The provision of dropped kerbs	8%	14%	51%	23%	4%	0.02
Local bus services	14%	16%	33%	29%	8%	0.00
Local taxi (or mini-cab) services	15%	14%	42%	25%	5%	-0.09
The ease of parking in the Hull city centre	19%	19%	28%	25%	9%	-0.12
Community Transport	11%	9%	72%	8%	1%	-0.20
Safety on roads	12%	33%	29%	23%	2%	-0.30
The provision of cycle tracks, cycle lanes & footpaths / pavements	16%	30%	30%	19%	5%	-0.33
Demand Responsive Transport	16%	14%	61%	8%	1%	-0.35
The condition of cycle tracks, cycle lanes & footpaths / pavements	16%	34%	26%	21%	3%	-0.37
The ease of getting about	28%	21%	25%	22%	4%	-0.48
Levels of air pollution in your local area	22%	27%	38%	10%	4%	-0.53
The condition of roads	30%	36%	20%	12%	1%	-0.83
The amount of traffic on major roads	37%	33%	22%	6%	1%	-0.98

NB: The Average Score ranges between -2 (Very Dissatisfied) and +2 (Very Dissatisfied). Negative Average Scores suggest that respondents are more likely to be unsatisfied; with values closer to -2 suggesting they are more unsatisfied. Conversely, positive Average Scores suggest that respondents are more likely to be satisfied; with values closer to +2 suggesting they are more satisfied.

Overall, respondents are most satisfied with:

- Street lighting in their local area (49% satisfaction)
- Street lighting in the city (47% satisfaction)
- The ease of parking near their home (41% satisfaction)

They are most unsatisfied with:

- The amount of traffic on major roads (70% unsatisfied)
- The condition of roads (66% unsatisfied)
- Levels of air pollution in their local area (49% unsatisfied)
- The ease of getting about (49% unsatisfied)
- The condition of cycle tracks, cycle lanes and footpaths / pavements (50% unsatisfied)

	Average Satisfaction Score				
	Destination Cyclists	Exercise / Pleasure Cyclists	Destination Walkers	Exercise / Pleasure Walkers	Non-Active Car Users
The condition of cycle tracks, cycle lanes & footpaths / pavements	-0.40	-0.41	-0.30	-0.35	-0.55
The provision of cycle tracks, cycle lanes & footpaths / pavements	-0.27	-0.28	-0.20	-0.27	-0.65
The provision of dropped kerbs	0.02	0.02	0.09	0.04	-0.13
Local bus services	-0.02	0.01	0.01	0.02	-0.07
Local taxi (or mini-cab) services	-0.13	-0.06	-0.02	-0.08	-0.32
Community Transport	-0.10	-0.06	-0.14	-0.20	-0.29
Demand Responsive Transport	-0.32	-0.36	-0.35	-0.40	-0.40
Safety on roads	-0.60	-0.54	-0.30	-0.35	-0.23
Street lighting in your local area	0.51	0.40	0.35	0.35	0.10
Street lighting in the city	0.42	0.39	0.40	0.40	0.06
The condition of roads	-0.81	-0.82	-0.65	-0.77	-1.21
The ease of getting about	-0.08	-0.20	-0.17	-0.29	-1.01
The amount of traffic on major roads	-1.14	-1.06	-0.95	-1.01	-1.03
Levels of air pollution in your local area	-0.79	-0.62	-0.60	-0.53	-0.40
The ease of parking near your home	0.09	0.17	-0.02	0.10	0.22
The ease of parking in the Hull city centre	0.22	0.20	0.06	0.00	-0.45

	Destination Cyclists	Exercise / Pleasure Cyclists	Destination Walkers	Exercise / Pleasure Walkers	Non-Active Car Users
More Satisfied Than Average	<ul style="list-style-type: none"> Street lighting in local area Ease of getting about Ease of parking near home 	<ul style="list-style-type: none"> Community Transport Ease of getting about Ease of parking in city centre 	<ul style="list-style-type: none"> Provision of cycle tracks, cycle lanes and pavements Street lighting in Hull The condition of roads Ease of getting about Ease of parking near home 	<ul style="list-style-type: none"> Street lighting in Hull Ease of getting about Ease of parking near home 	
Less Satisfied Than Average	<ul style="list-style-type: none"> Safety on roads Amount of traffic Air pollution 	<ul style="list-style-type: none"> Safety on roads 			<ul style="list-style-type: none"> Condition of cycle tracks, cycle lanes and pavements Provision of cycle tracks, cycle lanes and pavements Provision of dropped kerbs Local taxi services Street lighting in local area Street lighting in Hull The condition of roads Ease of getting about Ease of parking in city centre

Q. How much do you disagree or agree with the following statements about walking, using a mobility scooter and cycling?

	Strongly Disagree -2	Disagree -1	Neither 0	Agree +1	Strongly Agree +2	Average Agreement Score
More off-road cycle tracks are needed	7%	5%	17%	23%	49%	1.02
Off-road cycle tracks / footpaths need better lighting	2%	4%	28%	32%	33%	0.90
Off-road cycle tracks / footpaths need better surfaces	3%	5%	31%	29%	32%	0.81
Cyclists and buses / taxis should not share a lane	15%	9%	25%	17%	33%	0.44
I enjoy walking around the city	11%	11%	26%	32%	19%	0.37
Pedestrian crossings need to be improved	6%	15%	45%	19%	14%	0.20
Cyclists and pedestrians should share paths / lanes	22%	18%	21%	18%	20%	-0.06
Road safety worries prevent me from cycling or walking	20%	22%	24%	17%	17%	-0.13
Less traffic would encourage me to cycle / walk	32%	14%	21%	18%	15%	-0.30
I am satisfied with off-road cycle lanes	19%	21%	39%	11%	10%	-0.30
I am satisfied with pavements around the city	18%	25%	34%	19%	5%	-0.32
Slower traffic would encourage me to cycle / walk	34%	17%	24%	14%	12%	-0.47
I enjoy cycling around the city	31%	18%	29%	14%	8%	-0.51
There should be more on-road segregated cycle lanes	40%	13%	18%	15%	13%	-0.53
I would use affordable bike hire	41%	20%	23%	9%	7%	-0.81
I am satisfied with cycle lanes on the road	40%	19%	28%	9%	4%	-0.81

NB: The Average Score ranges between -2 (Strongly Disagree) and +2 (Strongly Agree). Negative Average Scores suggest that respondents are more likely to disagree; with values closer to -2 suggesting they disagree more strongly. Conversely, positive Average Scores suggest that respondents are more likely to agree; with values closer to +2 suggesting they agree more strongly.

Overall, respondents are most likely to agree:

- More off-road cycle tracks are needed (72% agree)
- Off-road cycle tracks / footpaths need better street lighting (65% agree)
- Off-road cycle tracks / footpaths need better surfaces (61% agree)

They are most likely to disagree:

- I am satisfied with cycle lanes on the road (59% disagree)
- I would use affordable bike hire (61% disagree)
- There should be more on-road segregated cycle lanes (53% disagree)
- I enjoy cycling around the city (49% disagree)
- Slower traffic would encourage me to cycle / walk (51% disagree)

	Average Satisfaction Score				
	Destination Cyclists	Exercise / Pleasure Cyclists	Destination Walkers	Exercise / Pleasure Walkers	Non-Active Car Users
More off-road cycle tracks are needed	1.41	1.36	1.10	1.02	0.82
Cyclists and pedestrians should share paths / lanes	-0.16	0.05	-0.26	-0.15	0.27
Off-road cycle tracks / footpaths need better surfaces	1.27	1.20	0.83	0.84	0.61
Off-road cycle tracks / footpaths need better lighting	1.15	1.11	0.89	0.88	0.76
There should be more on-road segregated cycle lanes	0.39	0.07	-0.20	-0.38	-1.31
Cyclists and buses / taxis should not share a lane	0.63	0.64	0.47	0.45	0.32
I enjoy walking around the city	0.72	0.70	0.73	0.66	-0.39
I enjoy cycling around the city	0.57	0.44	-0.28	-0.34	-1.11
Pedestrian crossings need to be improved	0.38	0.31	0.23	0.22	0.02
Road safety worries prevent me from cycling or walking	-0.39	-0.20	-0.14	-0.14	-0.18
I would use affordable bike hire	-0.57	-0.68	-0.66	-0.78	-1.04
Slower traffic would encourage me to cycle / walk	0.25	0.01	-0.18	-0.34	-1.14
Less traffic would encourage me to cycle / walk	0.42	0.22	0.02	-0.15	-1.00
I am satisfied with cycle lanes on the road	-0.55	-0.61	-0.63	-0.76	-1.13
I am satisfied with off-road cycle lanes	-0.48	-0.48	-0.30	-0.37	-0.13
I am satisfied with pavements around the city	-0.26	-0.31	-0.25	-0.31	-0.36

	More Likely to Agree Than Average	More Likely to Disagree Than Average
Destination Cyclists	<ul style="list-style-type: none"> • More <u>off-road</u> cycle tracks are needed • Off-road cycle tracks / footpaths need better surfaces • Off-road cycle tracks / footpaths need better lighting • There should be more <u>on-road segregated</u> cycle lanes • Cyclists and buses / taxis should not share a lane • I enjoy walking around the city • I enjoy cycling around the city • Pedestrian crossings need to be improved • I would use affordable bike hire • Slower traffic would encourage me to cycle / walk • Less traffic would encourage me to cycle / walk • I am satisfied with cycle lanes on the road 	<ul style="list-style-type: none"> • Road safety worries prevent me from cycling or walking • I am satisfied with <u>off-road</u> cycle lanes
Exercise / Pleasure Cyclists	<ul style="list-style-type: none"> • More <u>off-road</u> cycle tracks are needed • Off-road cycle tracks / footpaths need better surfaces • Off-road cycle tracks / footpaths need better lighting • There should be more <u>on-road segregated</u> cycle lanes • Cyclists and buses / taxis should not share a lane • I enjoy walking around the city • I enjoy cycling around the city • Slower traffic would encourage me to cycle / walk • Less traffic would encourage me to cycle / walk • I am satisfied with cycle lanes on the road 	<ul style="list-style-type: none"> • I am satisfied with <u>off-road</u> cycle lanes

	More Likely to Agree Than Average	More Likely to Disagree Than Average
Destination Walkers	<ul style="list-style-type: none"> • There should be more <u>on-road segregated</u> cycle lanes • I enjoy walking around the city • I enjoy cycling around the city • I would use affordable bike hire • Slower traffic would encourage me to cycle / walk • Less traffic would encourage me to cycle / walk • I am satisfied with cycle lanes on the road 	<ul style="list-style-type: none"> • Cyclists and pedestrians should share paths / lanes
Exercise / Pleasure Walkers	<ul style="list-style-type: none"> • There should be more <u>on-road segregated</u> cycle lanes • I enjoy walking around the city • I enjoy cycling around the city • Slower traffic would encourage me to cycle / walk • Less traffic would encourage me to cycle / walk 	N/A

	More Likely to Agree Than Average	More Likely to Disagree Than Average
Non-Active Car Users	<ul style="list-style-type: none"> • Cyclists and pedestrians should share paths / lanes • I am satisfied with <u>off-road</u> cycle lanes 	<ul style="list-style-type: none"> • More <u>off-road</u> cycle tracks are needed • Off-road cycle tracks / footpaths need better surfaces • There should be more <u>on-road segregated</u> cycle lanes • I enjoy walking around the city • I enjoy cycling around the city • Pedestrian crossings need to be improved • I would use affordable bike hire • Slower traffic would encourage me to cycle / walk • Less traffic would encourage me to cycle / walk • I am satisfied with cycle lanes on the road

And Finally

Q. Is there anything else you would like to say about travel, cycling, walking or public transport?

There were 700 open comments provided by respondents; therefore 57% of respondents provided additional comment.

Top Words Overall

Word	Freq Mentioned
cycle	720
lanes	516
road	413
city	381
traffic	313
people	271
roads	270
use	254
cyclists	250
bus	243
hull	232
get	180
need	178
car	171
cycling	169
work	159
transport	154
will	148
public	141
cars	138

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

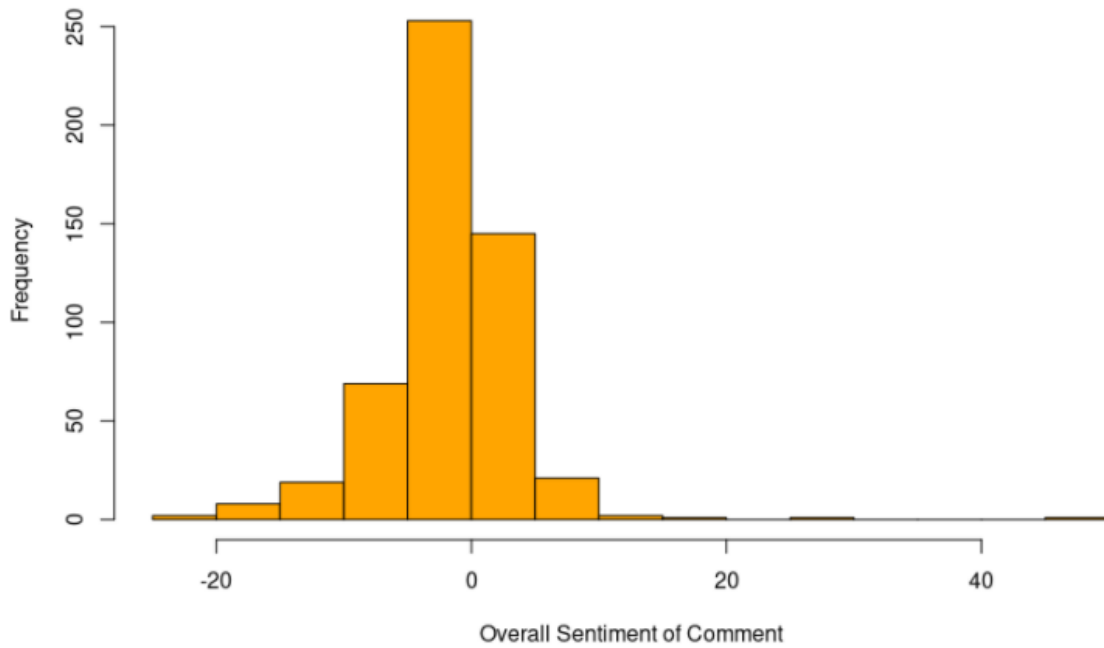
Sentiment Analysis

Sentiment analysis works by assigning over 3,500+ individual words a numeric value between -5 and +5 according to a predefined dictionary / lexicon.

- Negative words are given a score between -5 (usually extreme expletives) and -1 (e.g. noisy, pressure, rejects etc)
- Positive words are given a score between +1 (e.g. agree, competent, smart) and +5 (e.g. breath-taking, outstanding, superb etc.)

Each resident comment is then given a "total score" based on the sum of the scores of its individual words.

Number of Comments by Overall Sentiment of Comment



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	62%
Neutral	5%
Positive	33%

- Almost two thirds (62%) 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



Top 10 Negative Words	
congestion	102
dangerous	71
poor	33
bad	32
worse	32
issues	26
expensive	21
unsafe	21
waste	21
impossible	20

Positive Comments



Top 10 Positive Words	
safe	64
encourage	44
improve	37
easier	25
easy	18
improving	18
improvements	17
dedicated	14
encouraging	14
secure	14