



# HULL TRANSPORT SURVEY 2022

# **SUMMARY REPORT**

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**Hull**  
City Council

## **Methodology**

The Hull Transport Survey 2022 was launched on 11<sup>th</sup> August 2022 and remained open until the 30<sup>th</sup> September 2022.

A paper copy of the survey was posted out to every household in Hull during the week commencing 15<sup>th</sup> August. Residents could complete the paper survey and return it using the freepost envelope provided.

The paper version of the survey also included information on how residents could complete the survey online; either by visiting the website or scanning the provided QR code.

The electronic version of the survey was promoted on both the Hull City Council website and the HCC News website, it was the subject of a press release, and it was promoted using the councils social media platforms and other existing communication mechanisms including the People's Panel. Staff were also available at a number of key community events across the city to support completions.

## **Response Rates**

**There was a total of 22,068 responses to the survey.**

Postal survey responses	17,623	80%
Online electronic survey responses	4,229	19%
Completions at events	216	1%
<b>TOTAL</b>	<b>22,068</b>	

Responses came from residents of Hull, the East Riding and further afield:

Hull	18,985	86%
East Riding	1,785	8%
Not Hull or East Riding	12	<1%
No Postcode Provided	1,286	6%
<b>TOTAL</b>	<b>22,068</b>	

NB: An assumption has been made that any postal survey without a postcode came from a Hull resident as these should have only been sent to Hull households.

### **THE RESULTS PRESENTED IN THIS REPORT ARE BASED ON THE 18,985 RESPONSES PROVIDED BY INDIVIDUALS WITH A HULL POSTCODE ONLY.**

This is so that the results can be weighted to be demographically representative of the population of Hull as a whole.

Responses from East Riding residents will be presented in future, more detailed analysis as a comparator to the responses from Hull residents.

**The Hull figures in this report have a confidence interval of 0.68% at a 95% confidence level. We are therefore 95% certain that the actual result falls within +/-0.68 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		Hull Survey Respondents		Actual Hull Pop	Weighted Survey Sample
Age group	16-34	1,823	9.8%	35.7%	35.3%
	35-44	2,000	10.8%	15.4%	15.7%
	45-54	2,917	15.8%	15.2%	15.2%
	55-64	4,537	24.5%	14.7%	14.7%
	65-74	4,464	24.1%	10.9%	10.9%
	75+	2,774	15.0%	8.2%	8.3%
Gender	Female (inc. MTF)	8,382	46.4%	49.5%	49.3%
	Male (inc. FTM)	9,630	53.3%	50.5%	50.1%
	Other / non-binary	66	0.4%	-	0.6%
Ethnic group	BAME (Black, Asian and Minority Ethnicities inc. White Other)	895	4.9%	9.8%	9.2%
	White British	17,309	95.1%	90.2%	90.8%
LLTI (impairment or illness)	No	12,314	68.6%	76.7%	76.6%
	Yes	5,630	31.4%	23.3%	23.4%

## Notes on Analysis

This report presents the overall results of each question.

Where possible, results are also broken down by four key transport user types, based on respondents answers to Q1 of the survey:

- **Motor Vehicle Users** (including all car / van drivers, passengers, cab / taxi users and motorcyclists)
- **Cyclists** (including e-scooter users)
- **Pedestrians** (including mobility scooter users)
- **Public Transport Users**

To identify whether these transport user types have notably different views, the results by transport user type have all undergone statistical significance checks, and any results which are significantly different from the overall average have been highlighted in the narrative.

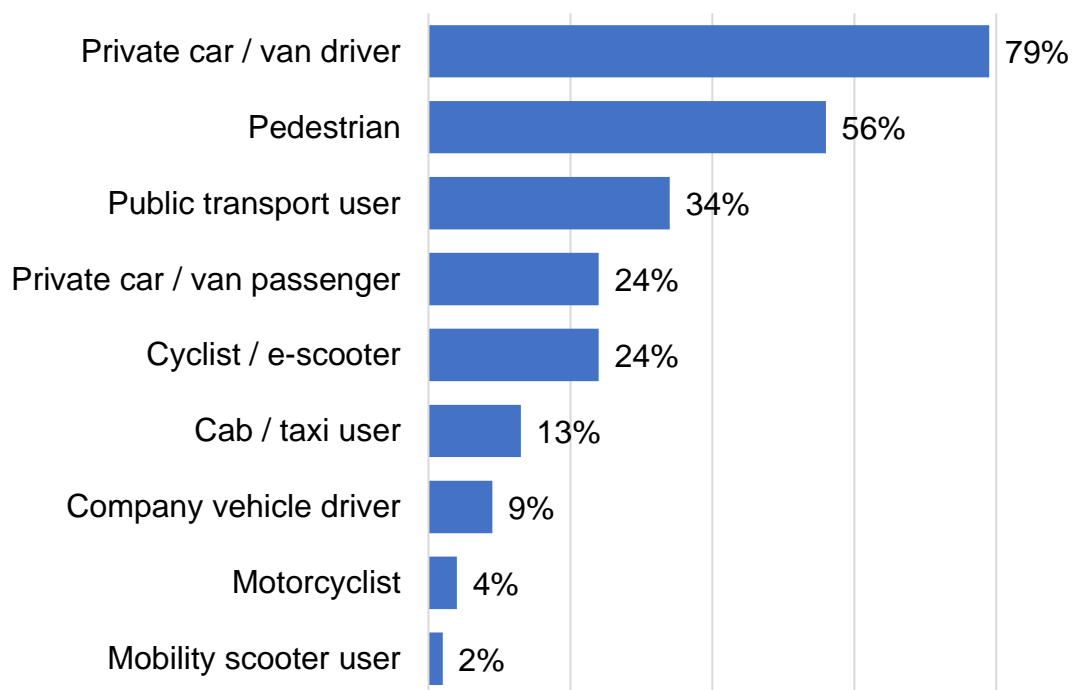
This report does not include any analysis of open text comments. This will be produced as a separate report once analysis has been completed by the University of Hull.

## Results

**NB: As the dataset is weighted to be demographically representative of Hull residents, occasionally the total number of responses received to a question may slightly exceed 18,985 due to rounding errors.**

### Q1. Are you a regular...?

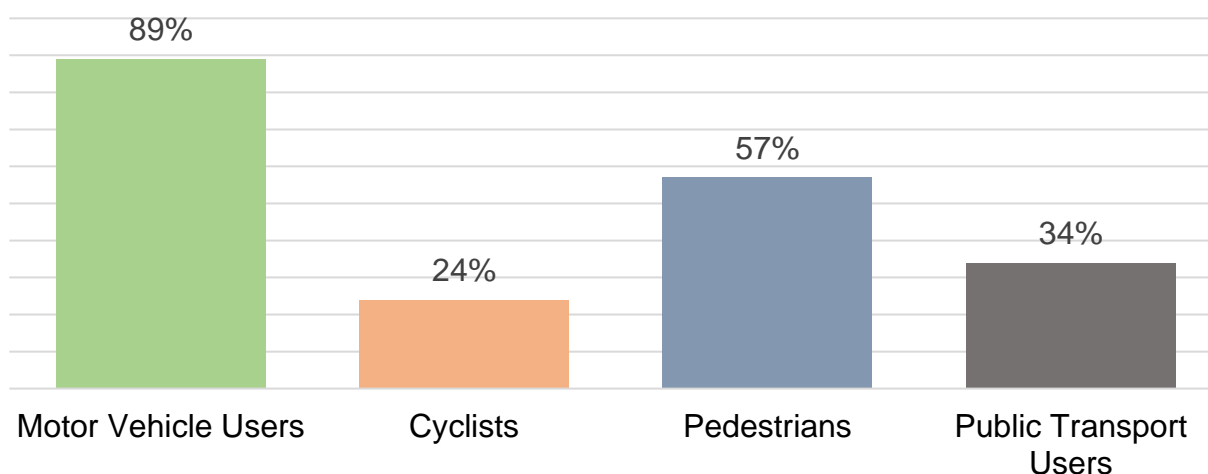
Total Responses	18,992	
Private car / van driver	14,942	79%
Pedestrian	10,668	56%
Public transport user	6,406	34%
Private car / van passenger	4,629	24%
Cyclist / e-scooter	4,579	24%
Cab / taxi user	2,528	13%
Company vehicle driver	1,756	9%
Motorcyclist	793	4%
Mobility scooter user	361	2%



- Over three quarters of respondents (79%) are regular private car / van drivers.
- Over half of respondents (56%) are regular pedestrians.
- Around a third of respondents (34%) are regular public transport users.
- Approximately a quarter of respondents (24%) are regular cyclists / e-scooter users.
- A similar proportion of respondents (24%) are regular private car / van passengers.

For the purposes of the more detailed analysis in this report, respondents were amalgamated into the 4 main transport types, as follows, and where appropriate the results analysed by these:

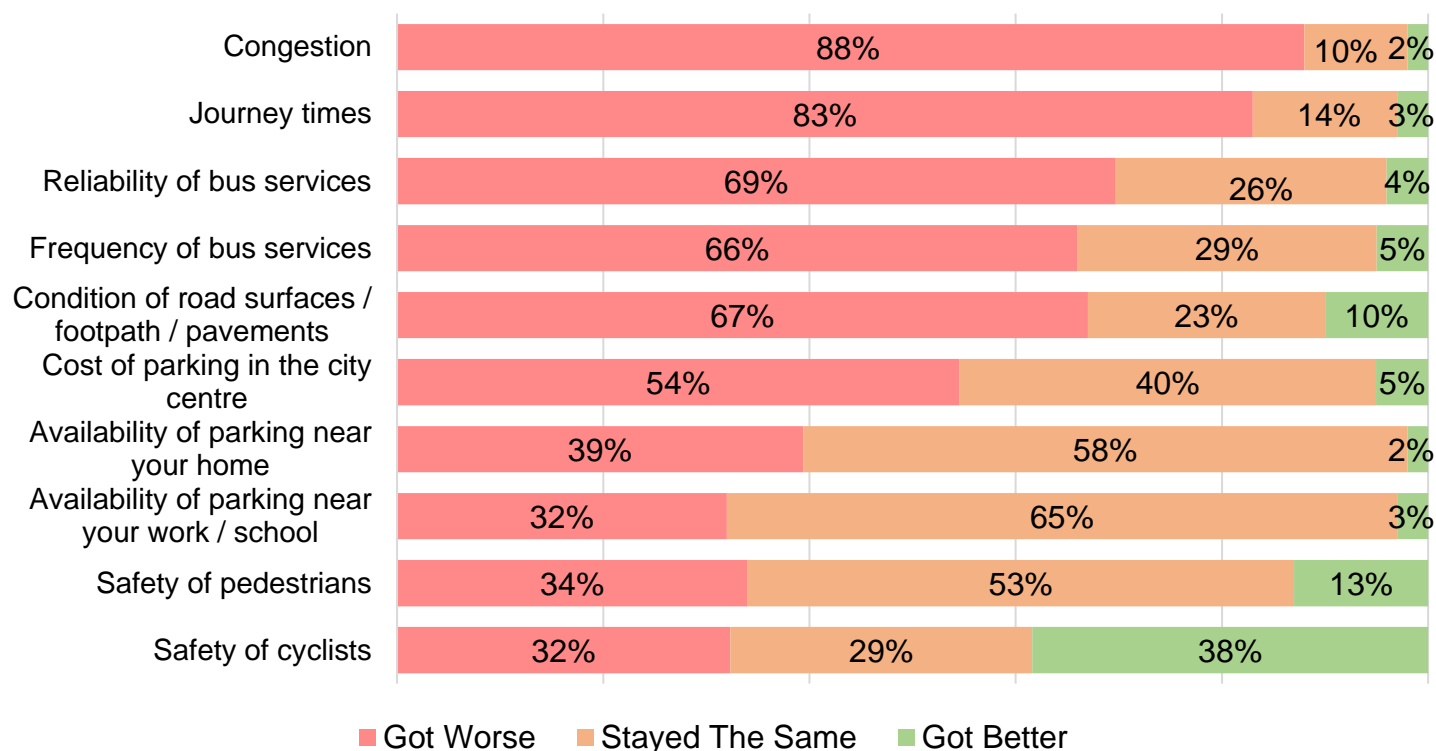
<b>Total Responses</b>	<b>18,992</b>	
<b>Motor Vehicle Users</b> (including all car / van drivers, passengers, cab / taxi users and motorcyclists)	16,954	89%
<b>Cyclists</b> (including e-scooter users)	4,579	24%
<b>Pedestrians</b> (including mobility scooter users)	10,893	57%
<b>Public Transport Users</b>	6,406	34%



**Q2. Over the last two years, have the following aspects of Hull's roads got worse, stayed the same or got better?**

	<b>Total Responses</b>	<b>Got Worse</b>	<b>Stayed the same</b>	<b>Got Better</b>	<b>Don't Know</b>
Congestion	<b>18,547</b>	86%	9%	2%	2%
Condition of road surfaces / footpath / pavements	<b>18,543</b>	66%	23%	9%	2%
Journey times	<b>18,323</b>	80%	14%	3%	3%
Frequency of bus services	<b>18,205</b>	41%	18%	3%	38%
Reliability of bus services	<b>18,048</b>	43%	17%	3%	37%
Availability of parking near your home	<b>18,120</b>	37%	55%	2%	6%
Availability of parking near your work / school	<b>17,198</b>	25%	51%	2%	22%
Cost of parking in the city centre	<b>17,910</b>	39%	29 %	4%	29%
Safety of cyclists	<b>18,053</b>	25%	22%	29%	23%
Safety of pedestrians	<b>18,359</b>	30%	46%	11%	13%

## Don't Know Responses Removed (Sorted Worst to Best):

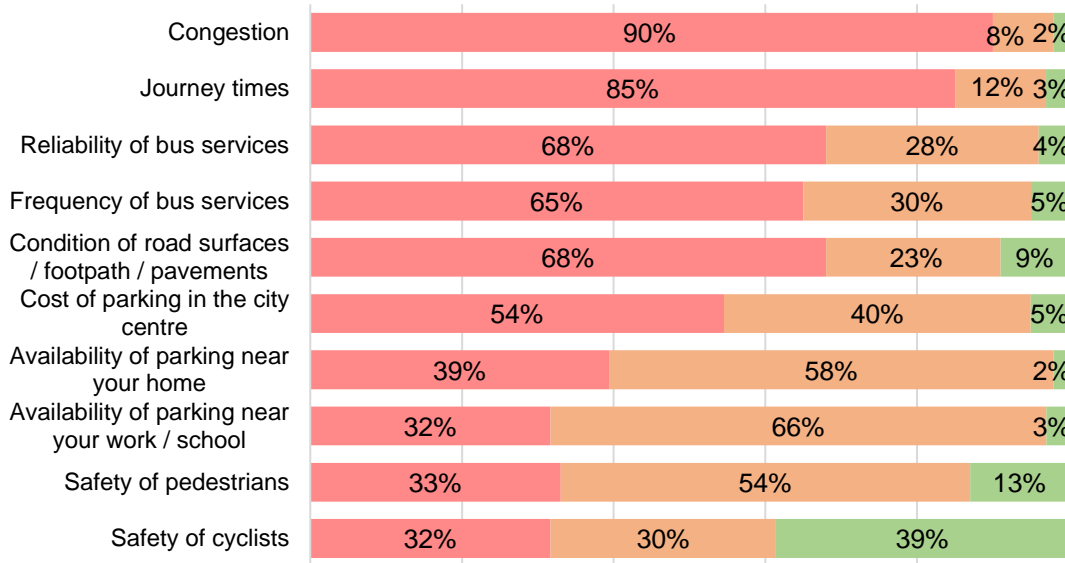


	Total Responses	Got Worse -1	Stayed the same 0	Got Better +1	Average Score (From -1 to +1)
Congestion	18,103	88%	10%	2%	-0.85
Journey times	17,836	83%	14%	3%	-0.80
Reliability of bus services	11,305	69%	26%	4%	-0.65
Frequency of bus services	11,251	66%	29%	5%	-0.61
Condition of road surfaces / footpath / pavements	18,218	67%	23%	10%	-0.58
Cost of parking in the city centre	12,759	54%	40%	5%	-0.49
Availability of parking near your home	17,071	39%	58%	2%	-0.37
Availability of parking near your work / school	13,411	32%	65%	3%	-0.29
Safety of pedestrians	15,934	34%	53%	13%	-0.22
Safety of cyclists	13,821	32%	29%	38%	0.06

- The significant majority of respondents say that congestion (88%) and journey times (83%) have got worse over the last two years.
- A high proportion of respondents also say that the reliability of bus services (69%), the condition of road surfaces / footpath / pavements (67%), and the frequency of bus services (66%) have got worse over the last two years.
- Respondents are more likely to say that all these things have got worse over the last two years, rather than got better, except for the safety of cyclists.
- In the case of the safety of cyclists, respondents are much more split, with only marginally more (38%) saying the safety of cyclists has got better over the last two years, rather than got worse (32%).

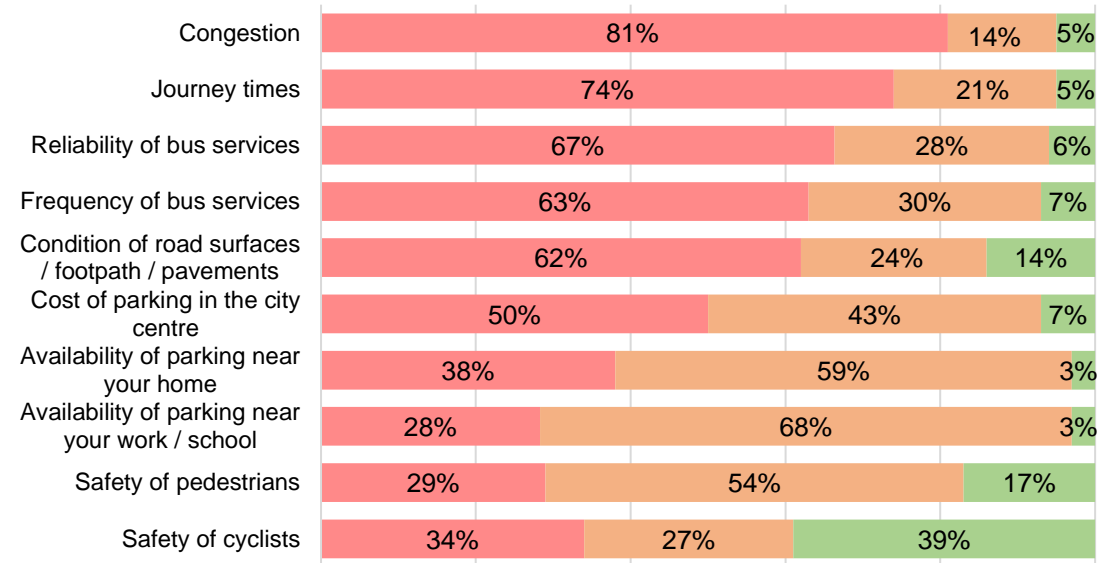
By Key Transport User Type:

**Motor Vehicle Users**



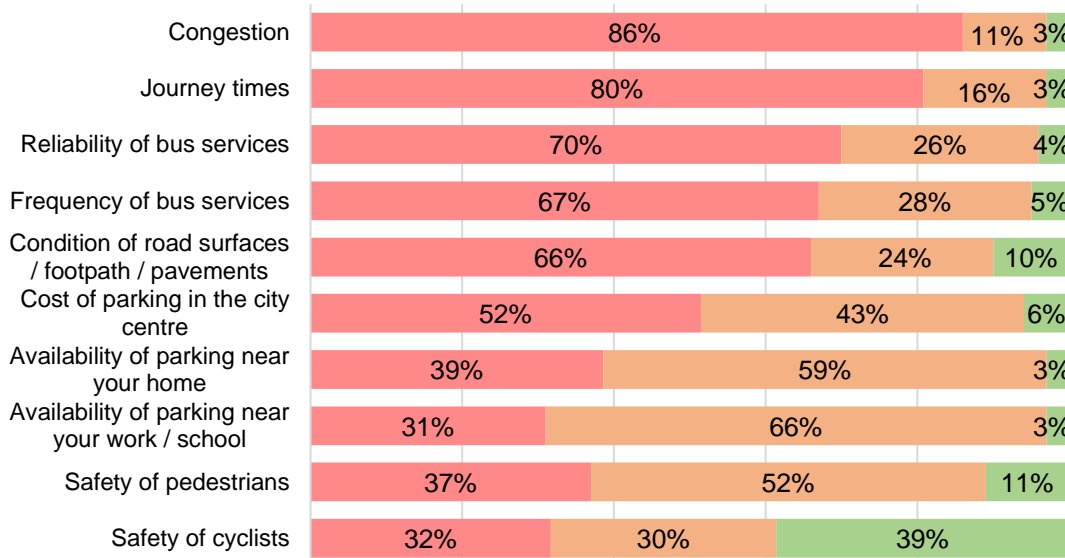
■ Got Worse ■ Stayed The Same ■ Got Better

**Cyclists**



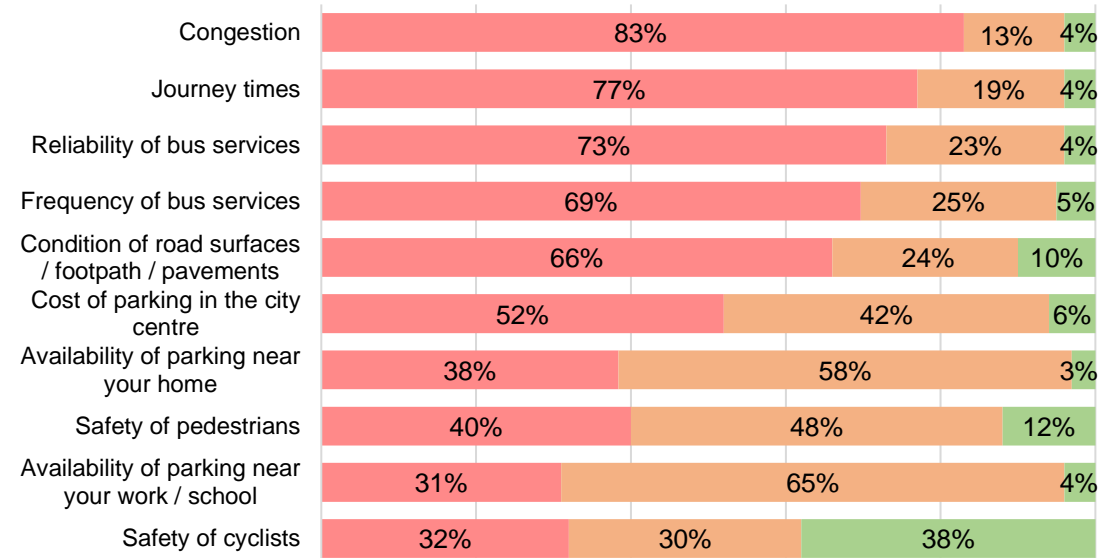
■ Got Worse ■ Stayed The Same ■ Got Better

**Pedestrians / Mobility Scooter Users**



■ Got Worse ■ Stayed The Same ■ Got Better

**Public Transport Users**



■ Got Worse ■ Stayed The Same ■ Got Better

### Motor Vehicle Users (16,954):

	Total Responses	Got Worse	Stayed the same	Got Better	Average Score
Congestion	16,398	90%	8%	2%	-0.87
Journey times	16,095	85%	12%	3%	-0.83
Reliability of bus services	9,582	68%	28%	4%	-0.64
Frequency of bus services	9,474	65%	30%	5%	-0.60
Condition of road surfaces / footpath / pavements	16,319	68%	23%	9%	-0.59
Cost of parking in the city centre	12,084	54%	40%	5%	-0.49
Availability of parking near your home	15,720	39%	58%	2%	-0.37
Availability of parking near your work / school	12,489	32%	66%	3%	-0.29
Safety of pedestrians	14,138	33%	54%	13%	-0.20
Safety of cyclists	12,381	32%	30%	39%	+0.07

### Cyclists (4,579):

	Total Responses	Got Worse	Stayed the same	Got Better	Average Score
Congestion	4,316	81%	14%	5%	-0.76
Journey times	4,301	74%	21%	5%	-0.68
Reliability of bus services	2,874	67%	28%	6%	-0.61
Frequency of bus services	2,856	63%	30%	7%	-0.56
Condition of road surfaces / footpath / pavements	4,397	62%	24%	14%	-0.48
Cost of parking in the city centre	2,981	50%	43%	7%	-0.43
Availability of parking near your home	4,102	38%	59%	3%	-0.35
Availability of parking near your work / school	3,435	28%	68%	3%	-0.25
Safety of pedestrians	4,204	29%	54%	17%	-0.12
Safety of cyclists	4,348	34%	27%	39%	+0.05

### Pedestrians / Mobility Scooter Users (10,893):

	Total Responses	Got Worse	Stayed the same	Got Better	Average Score
Congestion	10,282	86%	11%	3%	-0.83
Journey times	10,225	80%	16%	3%	-0.77
Reliability of bus services	7,154	70%	26%	4%	-0.66
Frequency of bus services	7,120	67%	28%	5%	-0.62
Condition of road surfaces / footpath / pavements	10,443	66%	24%	10%	-0.56
Cost of parking in the city centre	6,997	52%	43%	6%	-0.46
Availability of parking near your home	9,725	39%	59%	3%	-0.36
Availability of parking near your work / school	7,460	31%	66%	3%	-0.28
Safety of pedestrians	9,856	37%	52%	11%	-0.25
Safety of cyclists	8,118	32%	30%	39%	+0.07



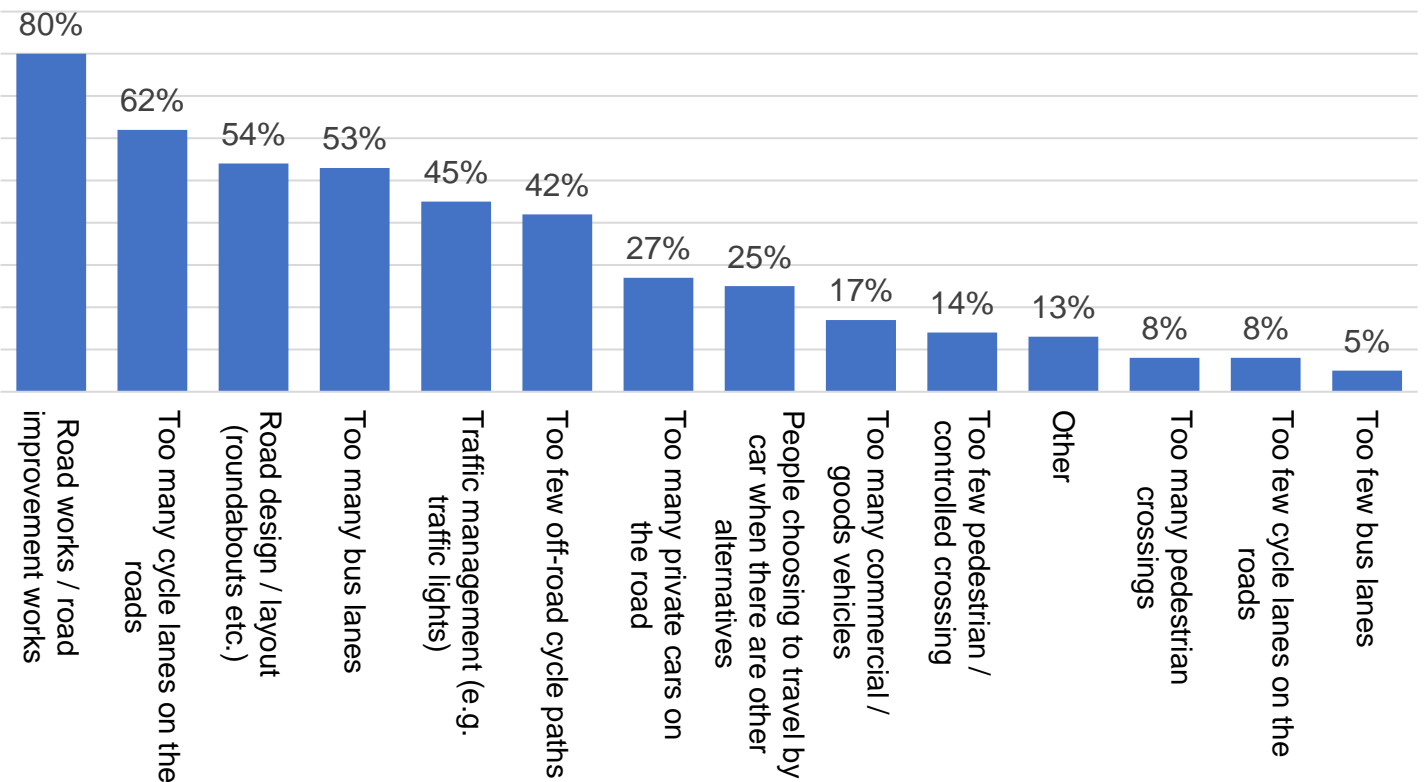
## Public Transport Users (6,406):

	Total Responses	Got Worse	Stayed the same	Got Better	Average Score
Congestion	5,927	83%	13%	4%	-0.79
Journey times	5,973	77%	19%	4%	-0.73
Reliability of bus services	5,895	73%	23%	4%	-0.69
Frequency of bus services	5,922	69%	25%	5%	-0.64
Condition of road surfaces / footpath / pavements	6,079	66%	24%	10%	-0.56
Cost of parking in the city centre	3,861	52%	42%	6%	-0.46
Availability of parking near your home	5,381	38%	58%	3%	-0.35
Safety of pedestrians	5,786	40%	48%	12%	-0.28
Availability of parking near your work / school	3,952	31%	65%	4%	-0.27
Safety of cyclists	4,754	32%	30%	38%	+0.06

- Typically, all four key transport user types are more likely to say that all the things listed have got worse over the last two years, rather than have got better.
- The notable exception to this is the safety of cyclists, where all four key transport user types tend to be split approximately equally, with slightly more saying this has got better rather than has got worse.
- All four key transport user types are most likely to identify congestion and journey times as having got worse over the last two years.
- They are all least likely to identify the following as having got worse over the last two years: the safety of cyclists, the safety of pedestrians, and the availability of parking near to their work / school.
- Motor vehicle users are the most likely to say that many of the things listed have got worse over the last two years.
- In particular, they are significantly more likely than other transport user types to say that congestion, journey times, and the condition of road surfaces / footpath / pavement have got worse over the last two years.
- Conversely, cyclists are the least likely group to say that all the things listed have got worse over the last year, with the exception of the safety of cyclists.
- Pedestrians / mobility scooter users and public transport users are also significantly less likely than other transport user types to say that many of the things listed have got worse.
- That said, public transport users are significantly more likely than other transport user types to say that the safety of pedestrians, the reliability of bus services, and the frequency of bus services have got worse over the last two years

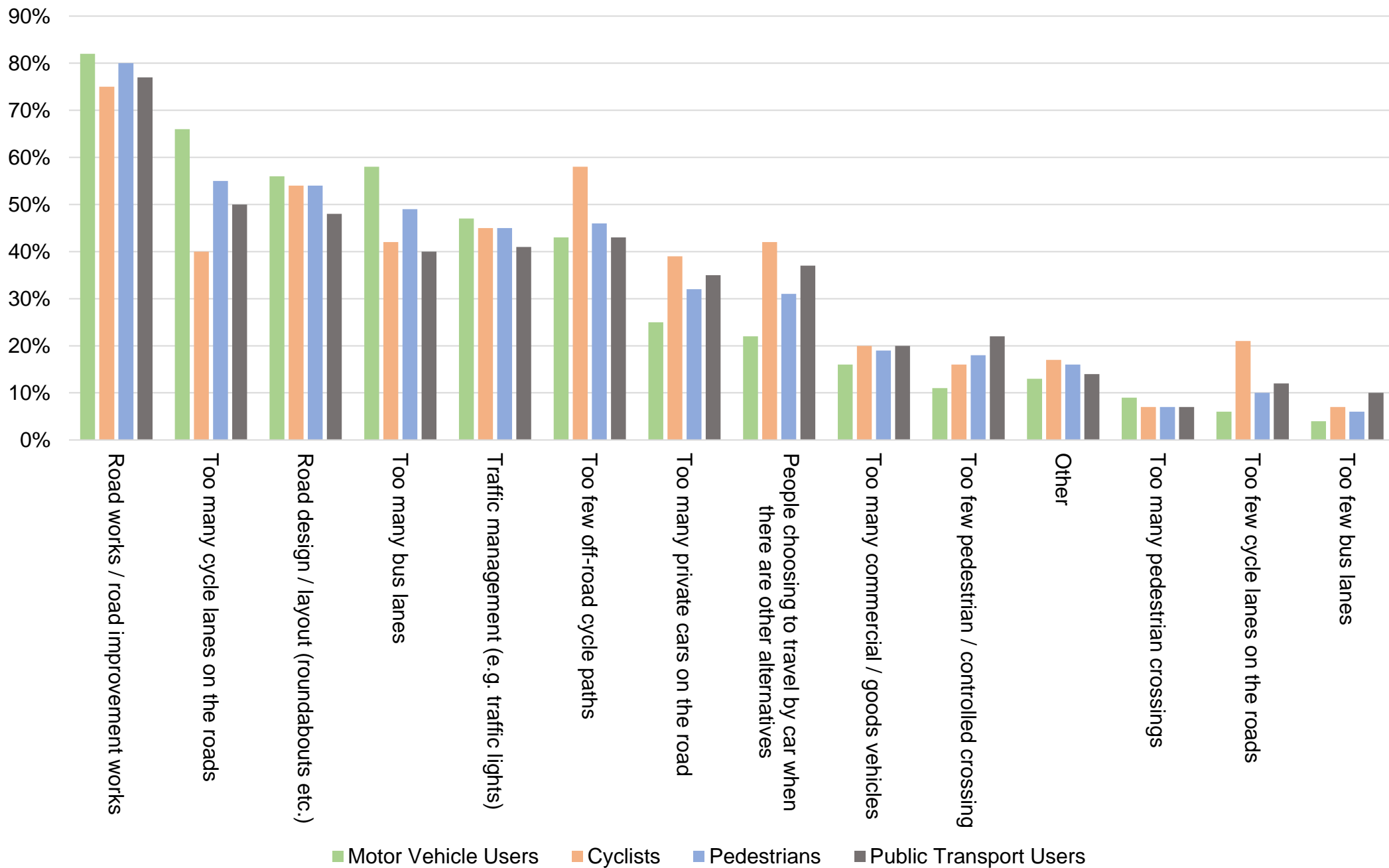
**Q3. And which of the following do you think are the main causes of these issues?**

Total Responses	18,951
Road works / road improvement works	80%
Too many cycle lanes on the roads	62%
Road design / layout (roundabouts etc.)	54%
Too many bus lanes	53%
Traffic management (e.g. traffic lights)	45%
Too few off-road cycle paths	42%
Too many private cars on the road	27%
People choosing to travel by car when there are other alternatives	25%
Too many commercial / goods vehicles	17%
Too few pedestrian / controlled crossing	14%
Other	13%
Too many pedestrian crossings	8%
Too few cycle lanes on the roads	8%
Too few bus lanes	5%



- The significant majority of respondents say that the main causes of these issues are road works / road improvement works (80%) and too many cycle lanes on the roads (62%).
- A high proportion of respondents also say that the main causes of these issues are road design / layout (roundabouts etc.) (54%), too many bus lanes (53%), traffic management (e.g. traffic lights) (45%), and too few off-road cycle paths (42%).
- Respondents are least likely to say that the main causes of these issues are too many pedestrian crossings (8%), too few cycle lanes on the roads (8%), and too few bus lanes (5%).

## By Key Transport User Type:



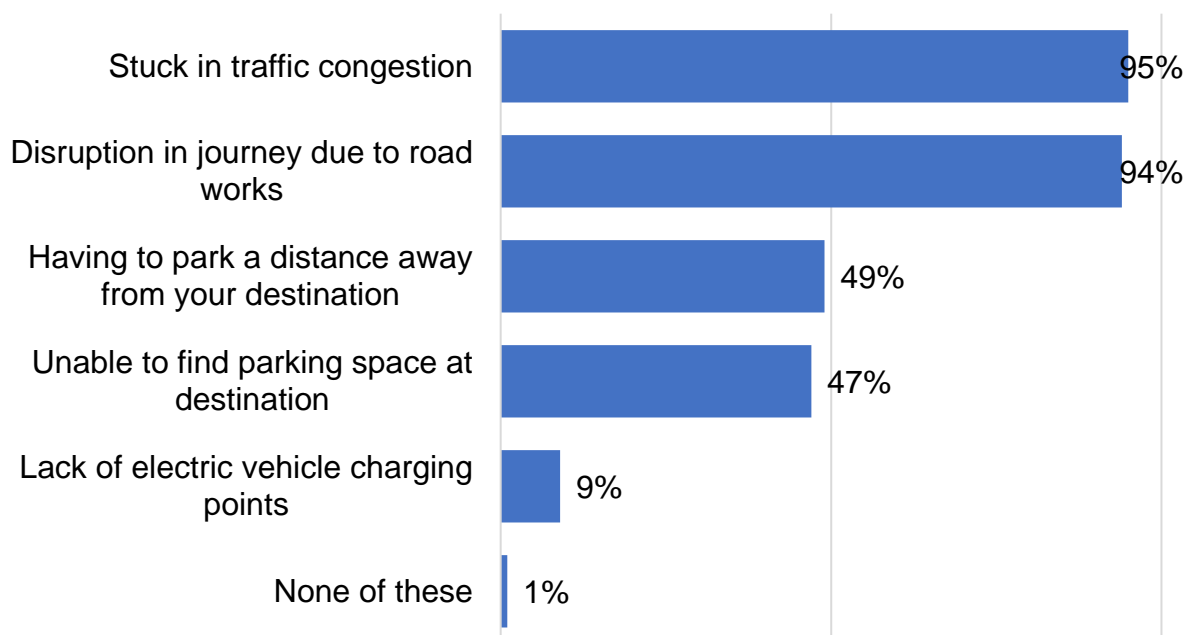
	Overall	Motor Vehicle Users	Cyclists	Pedestrians / Mobility Scooter Users	Public Transport Users
<b>Total Responses</b>	<b>18,951</b>	<b>16,887</b>	<b>4,552</b>	<b>10,825</b>	<b>6,362</b>
Road works / road improvement works	80%	82%	75%	80%	77%
Too many cycle lanes on the roads	62%	66%	40%	55%	50%
Road design / layout (roundabouts etc.)	54%	56%	54%	54%	48%
Too many bus lanes	53%	58%	42%	49%	40%
Traffic management (e.g. traffic lights)	45%	47%	45%	45%	41%
Too few off-road cycle paths	42%	43%	58%	46%	43%
Too many private cars on the road	27%	25%	39%	32%	35%
People choosing to travel by car when there are other alternatives	25%	22%	42%	31%	37%
Too many commercial / goods vehicles	17%	16%	20%	19%	20%
Too few pedestrian / controlled crossing	14%	11%	16%	18%	22%
Other	13%	13%	17%	16%	14%
Too many pedestrian crossings	8%	9%	7%	7%	7%
Too few cycle lanes on the roads	8%	6%	21%	10%	12%
Too few bus lanes	5%	4%	7%	6%	10%

- The main causes of these issues are common for motor vehicle users, pedestrians / mobility scooter users and public transport users:
  - Road works / road improvement works
  - Too many cycle lanes on the roads
- However, cyclists state that one of the main causes of issues is too few off-road cycle paths, rather than too many cycle lanes on the roads.
- Motor vehicle users tend to attribute significantly more impact than other transport user types on there being too many cycle lanes on the roads and too many bus lanes.
- They attribute significantly less impact than other transport user types on there being too many private cars on the road, people choosing to travel by car when there are other alternatives, there being too many commercial / goods vehicles on the road, there being too few pedestrian / controlled crossings, there being too few cycle lanes on the roads and also too few bus lanes.
- The exact opposite is true of cyclists, pedestrians / mobility scooter users, and public transport users.

**Q4. Which of the following have you experienced in Hull when using a car or van?**

	Overall	Motor Vehicle Users
<b>Total Responses</b>	<b>18,987</b>	<b>16,500</b>
Stuck in traffic congestion	87%	95%
Disruption in journey due to road works	86%	94%
Having to park a distance away from your destination	44%	49%
Unable to find parking space at destination	42%	47%
Lack of electric vehicle charging points	8%	9%
None of these	1%	1%
I don't use a car / van in Hull	8%	

**Motor Vehicle Users**

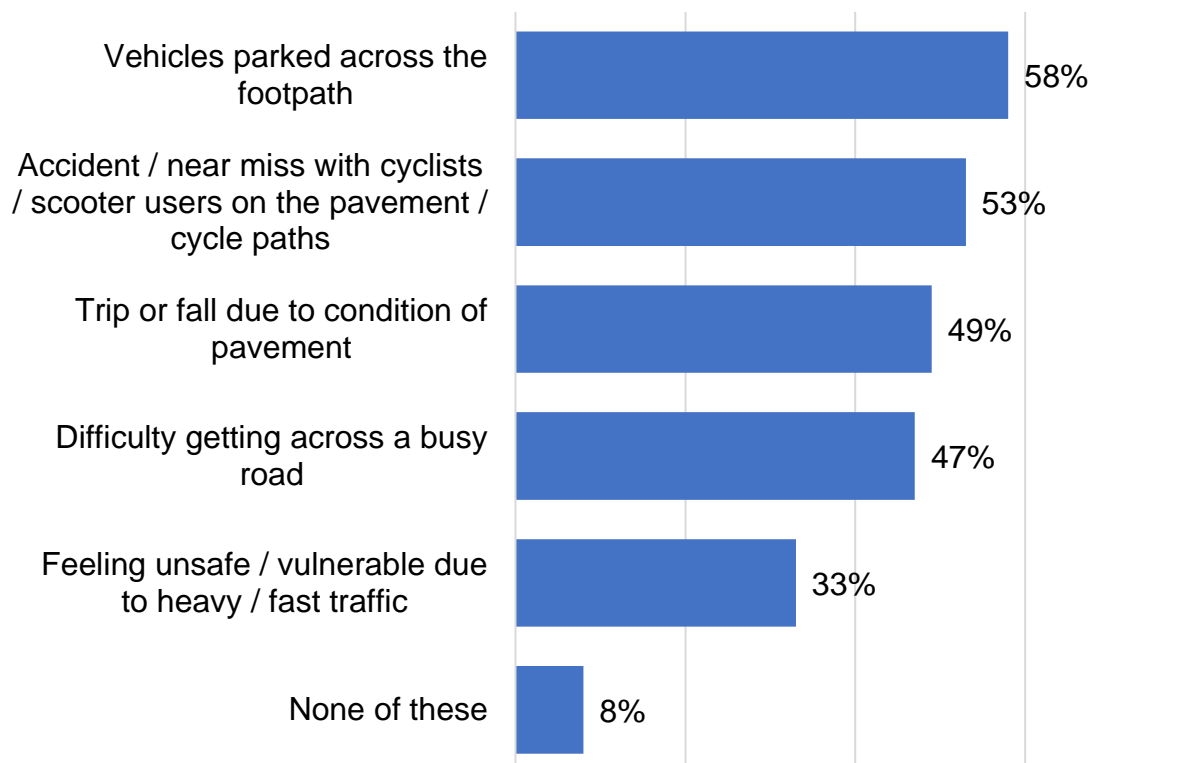


- 98% of all motor vehicle users in the city have experienced at least one of the issues / problems listed.
- Almost all have either been stuck in traffic congestion in Hull (95%) and / or experienced disruption to the journey due to road works (94%).
- Nearly half of all motor vehicle users in the city have also had to park a distance away from their destination (49%) and / or been unable to find a parking space at their destination (47%).
- 9% of all motor vehicle users in the city have experienced a problem with a lack of electric vehicle charging points; it is expected that this will be due to the lower rate of electric car ownership compared to other vehicle.

**Q5. Which of these have you experienced walking / using your mobility scooter in Hull?**

	Overall	Pedestrians / Mobility Scooter Users
<b>Total Responses</b>	<b>18,712</b>	<b>10,365</b>
Vehicles parked across the footpath	48%	58%
Accident / near miss with cyclists / scooter users on the pavement / cycle paths	44%	53%
Trip or fall due to condition of pavement	43%	49%
Difficulty getting across a busy road	37%	47%
Feeling unsafe / vulnerable due to heavy / fast traffic	26%	33%
None of these	10%	8%
I don't walk / use a mobility scooter in Hull	10%	

**Pedestrians / Mobility Scooter Users**

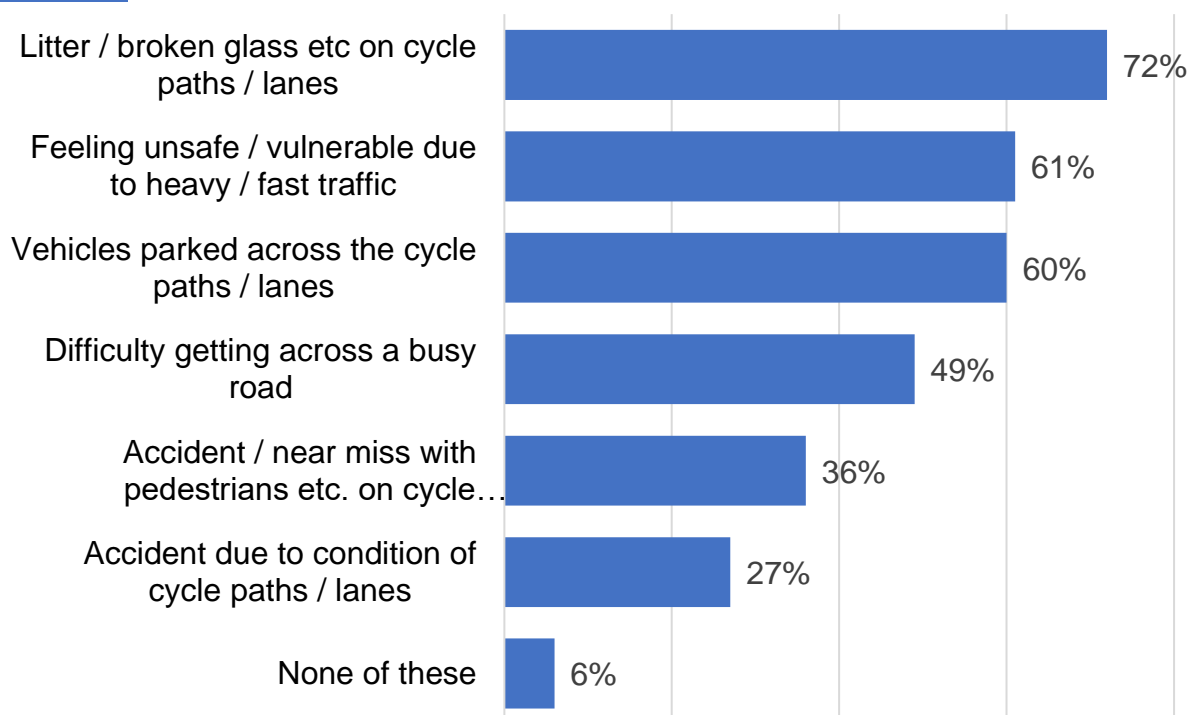


- 92% of all pedestrians (including mobility scooter users) have experienced at least one of the issues / problems listed.
- Over half have experienced issues with vehicles parked across the footpath (58%) and / or had an accident / near miss with cyclists / scooter users on the pavement / cycle paths (53%).
- Just under a half have had a trip or fall due to the condition of the pavement (49%) and / or had difficulty getting across a busy road (47%).
- A third (33%) have felt unsafe / vulnerable due to heavy / fast traffic.

## Q6. Which of these have you experienced cycling in Hull?

	Overall	Cyclists
<b>Total Responses</b>	<b>18,372</b>	<b>4,466</b>
Litter / broken glass etc on cycle paths / lanes	25%	72%
Vehicles parked across the cycle paths / lanes	20%	60%
Feeling unsafe / vulnerable due to heavy / fast traffic	22%	61%
Difficulty getting across a busy road	17%	49%
Accident / near miss with pedestrians etc. on cycle paths / lanes	12%	36%
Accident due to condition of cycle paths / lanes	9%	27%
None of these	5%	6%
I don't cycle in Hull	60%	

### Cyclists:

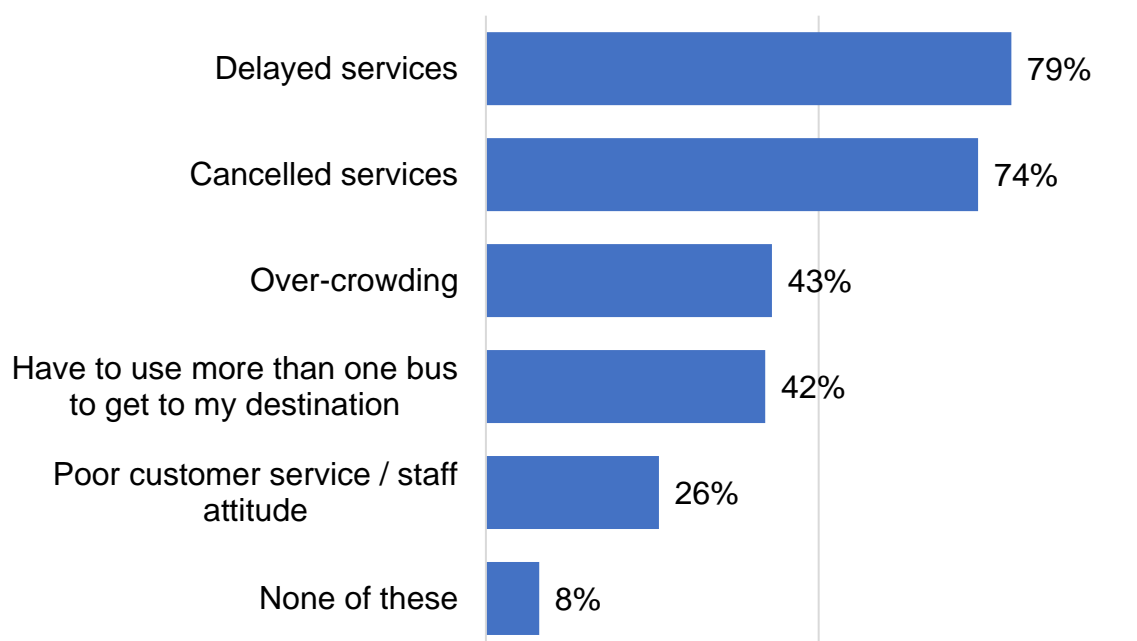


- 94% of all cyclists have experienced at least one of the issues / problems listed.
- Nearly three quarters (72%) have experienced issues with litter / broken glass etc. on cycle paths / lanes.
- Just under two thirds have felt unsafe / vulnerable due to heavy / fast traffic (61%) and / or had problems with vehicles parked across the cycle paths / lanes (60%)
- Around a half have had difficulty getting across a busy road (49%).
- Over a third (36%) have had an accident / near miss with pedestrians etc. on cycle paths / lanes and over a quarter (27%) have had an accident due to the condition of cycle paths / lanes.

## Q7. Which of the following have you experienced using Hull's buses?

	Overall	Public Transport Users
<b>Total Responses</b>	<b>18,719</b>	<b>6,241</b>
Delayed services	46%	79%
Cancelled services	41%	74%
Have to use more than one bus to get to my destination	24%	42%
Over-crowding	23%	43%
Poor customer service / staff attitude	15%	26%
None of these	8%	8%
I don't use buses in Hull	36%	

### Public Transport Users

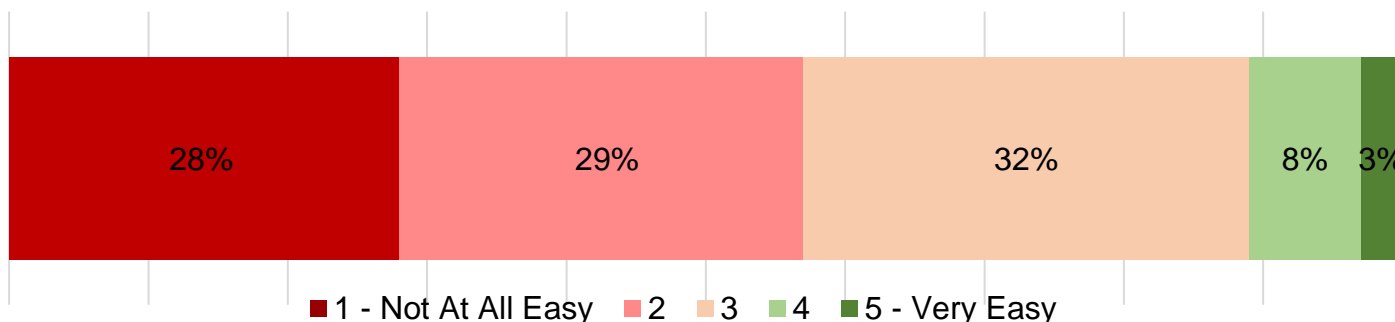


- 92% of all public transport users have experienced at least one of the issues / problems listed.
- Around three quarters have experienced issues with delayed (79%) and / or cancelled (74%) services.
- Nearly a half have experienced over-crowding on the bus (43%) and / or had to use more than one bus to get to their destination (42%)
- A quarter (26%) have experienced poor customer service / staff attitude.



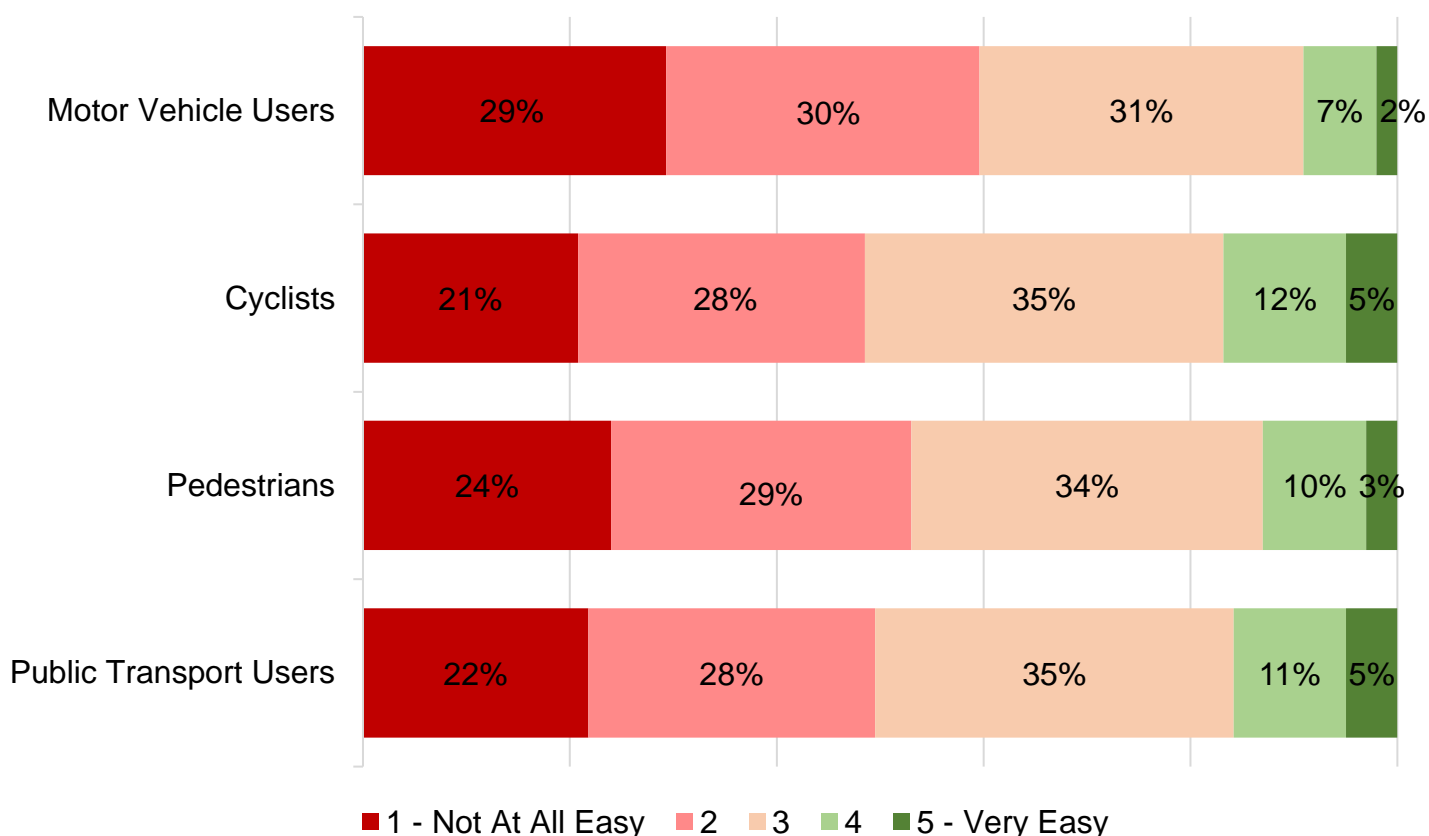
**Q8. How easy do you find travelling around the city overall?**

Total Responses: 18,852					
1 – Not At All Easy	2	3	4	5 – Very Easy	Average Score (Out of 5)
28%	29%	32%	8%	3%	2.29



- Over a half of respondents (57%) rated the ease of travelling around Hull as very difficult or difficult (1 or 2).
- Approximately a third (33%) rated the ease of travelling around Hull as neither difficult nor easy (3).
- 11% of respondents rated the ease of travelling around Hull as very easy or easy (4 or 5).

**By Key Transport User Type:**



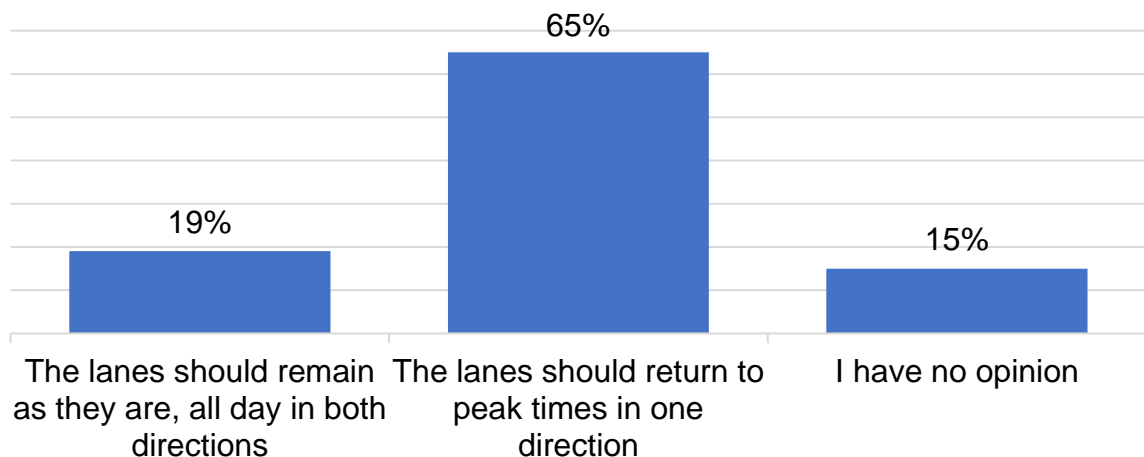
	Total Responses	1 – Not At All Easy	2	3	4	5 – Very Easy	Average Score (Out of 5)
<b>Overall</b>	<b>18,852</b>	<b>28%</b>	<b>29%</b>	<b>32%</b>	<b>8%</b>	<b>3%</b>	<b>2.29</b>
Motor Vehicle Users	<b>16,758</b>	29%	30%	31%	7%	2%	<b>2.23</b>
Cyclists	<b>4,537</b>	21%	28%	35%	12%	5%	<b>2.52</b>
Pedestrians / Mobility Scooter Users	<b>10,769</b>	24%	29%	34%	10%	3%	<b>2.39</b>
Public Transport Users	<b>6,300</b>	22%	28%	35%	11%	5%	<b>2.48</b>

- All key transport user types have an average score of less than 3 meaning they are more likely to say that they find it difficult to travel around Hull than to say they find it easy.
- However, motor vehicle users are significantly more likely than other transport user types to find it difficult to travel around Hull.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are all significantly less likely than motor vehicle users to find it difficult to travel around Hull.

**Q9. Over the last 2 years, the operating hours of bus lanes in Hull have changed from peak hours in one direction to all day in both directions.**

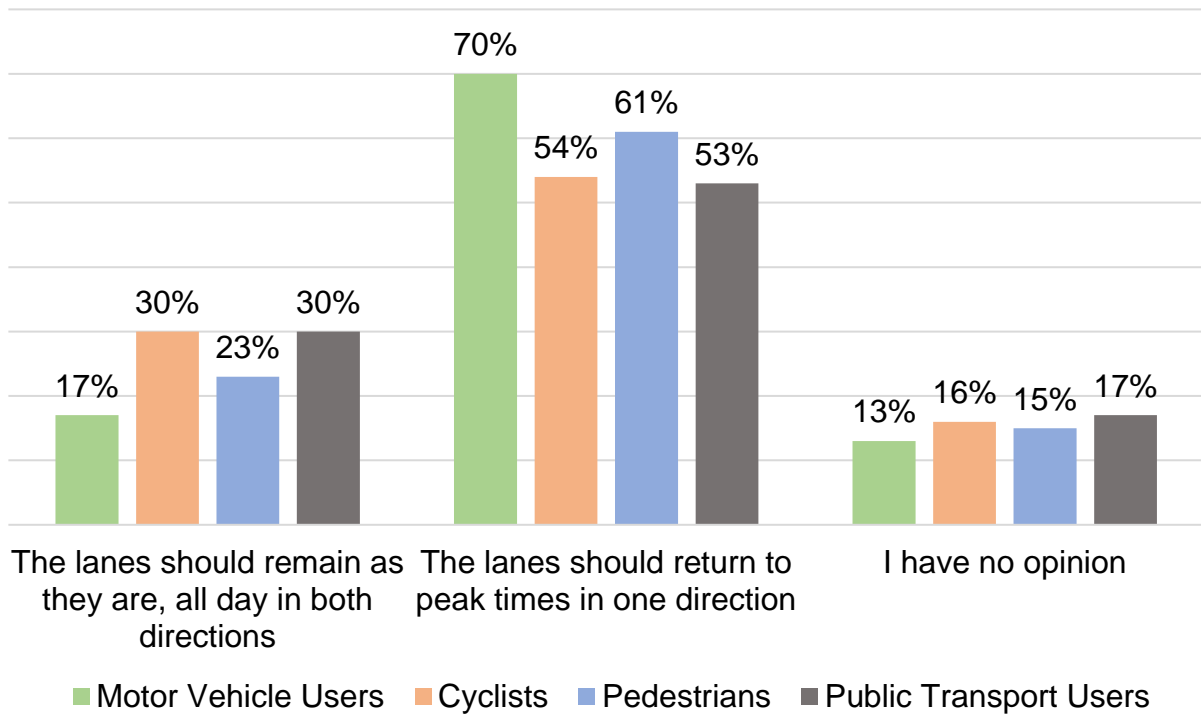
**Which of the following best describes your view?**

<b>Total Responses</b>	<b>18,836</b>
The lanes should remain as they are, all day in both directions	19%
The lanes should return to peak times in one direction	65%
I have no opinion	15%



- Nearly two thirds of respondents (65%) believe the bus lanes should be returned to peak times in one direction.
- Around a fifth (19%) believe that the bus lanes should remain as they are, all day in both directions.
- 15% of respondents have no opinion on how the bus lanes should operate.

**By Key Transport User Type:**



	Overall	Motor Vehicle Users	Cyclists	Pedestrians / Mobility Scooter Users	Public Transport Users
<b>Total Responses</b>	<b>18,836</b>	<b>16,722</b>	<b>4,510</b>	<b>10,739</b>	<b>6,313</b>
The lanes should remain as they are, all day in both directions	<b>19%</b>	17%	30%	23%	30%
The lanes should return to peak times in one direction	<b>65%</b>	70%	54%	61%	53%
I have no opinion	<b>15%</b>	13%	16%	15%	17%

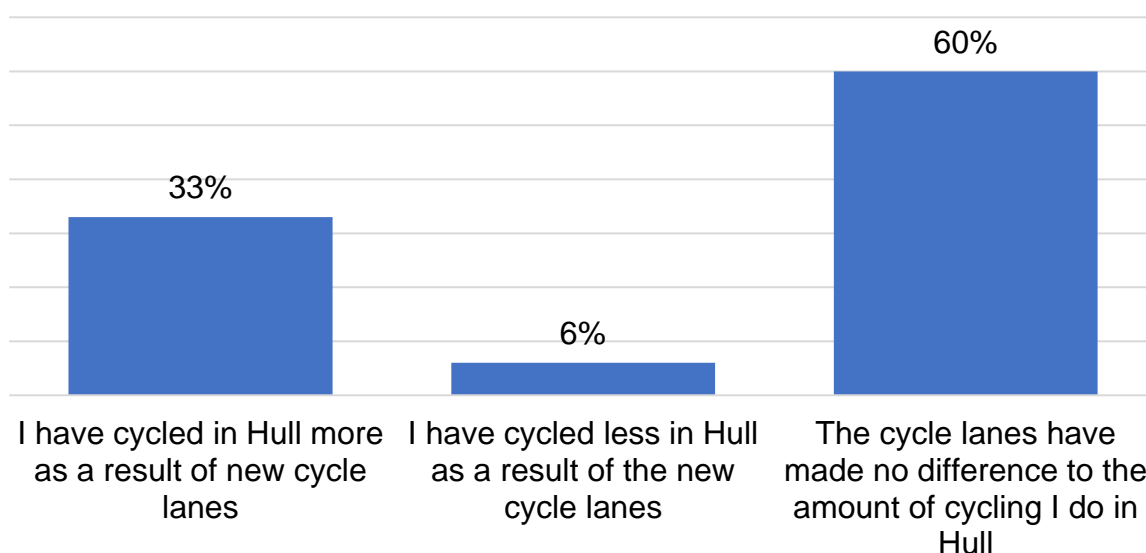
- For all key transport user types, the majority of respondents believe the bus lanes should be returned to peak times in one direction.
- However, motor vehicle users are significantly more likely than other transport user types to believe that the bus lanes should be returned to peak times in one direction.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are significantly less likely than motor vehicle users to believe that the bus lanes should be returned to peak times in one direction.

**Q10. Over the last 2 years more cycle lanes, both on and off road have been created in Hull.**

**Which of the following best describes you?**

	Overall	Cyclists
<b>Total Responses</b>	<b>18,674</b>	<b>4,418</b>
I have cycled in Hull more as a result of new cycle lanes	9%	33%
I have cycled less in Hull as a result of the new cycle lanes	4%	6%
The cycle lanes have made no difference to the amount of cycling I do in Hull	31%	60%
No opinion / I don't cycle around Hull	55%	

**Cyclists:**

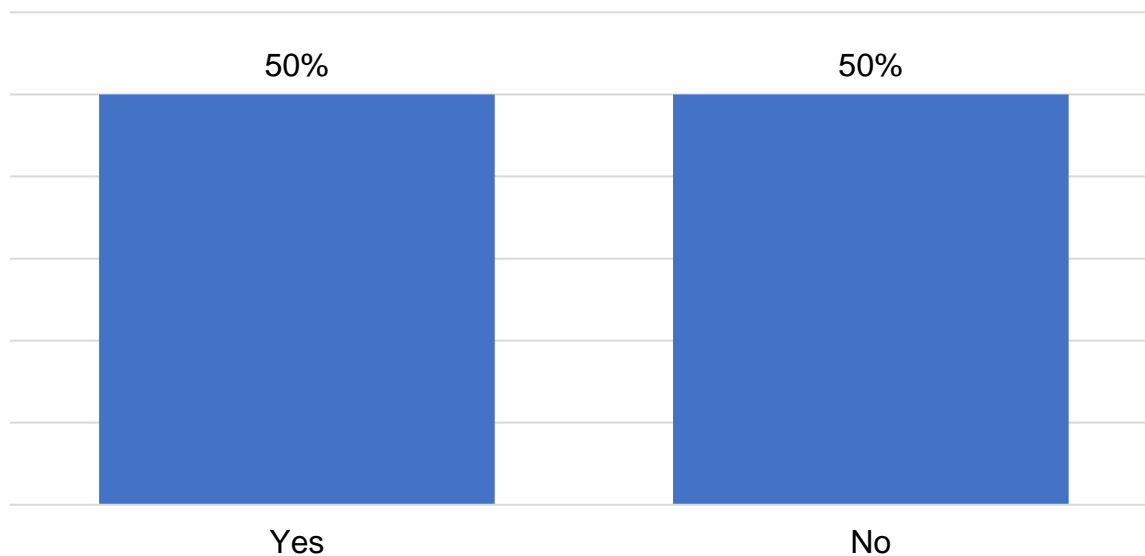


- Over half of people who say that they regularly cycle, state that the new cycle lanes have made no difference to the amount of cycling they do in Hull (60%).
- A third of those who say that they regularly cycle, state that the new cycle lanes have resulted in an increase in the amount of cycling they do in Hull (33%).
- 6% of those who say that they regularly cycle, state that the new cycle lanes have resulted in a decrease in the amount of cycling they do in Hull.

**Q11. Has the increase in the number of cycle lanes made you feel safer cycling around Hull?**

	<b>Overall</b>	<b>Cyclists</b>
<b>Total Responses</b>	<b>12,936</b>	<b>4,308</b>
Yes	22%	50%
No	35%	50%
Don't know / don't cycle	42%	

**Cyclists:**

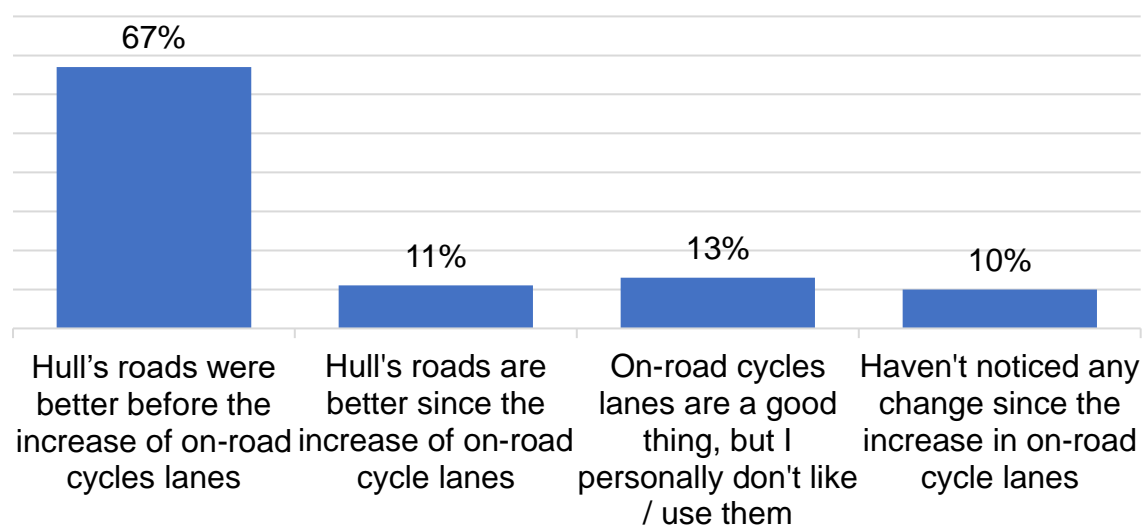


Respondents who say that they regularly cycle are split equally between:

- those who say that the new cycle lanes do make them feel safer (50%)
- those who say that the new cycle lanes do not make them feel safer (50%)

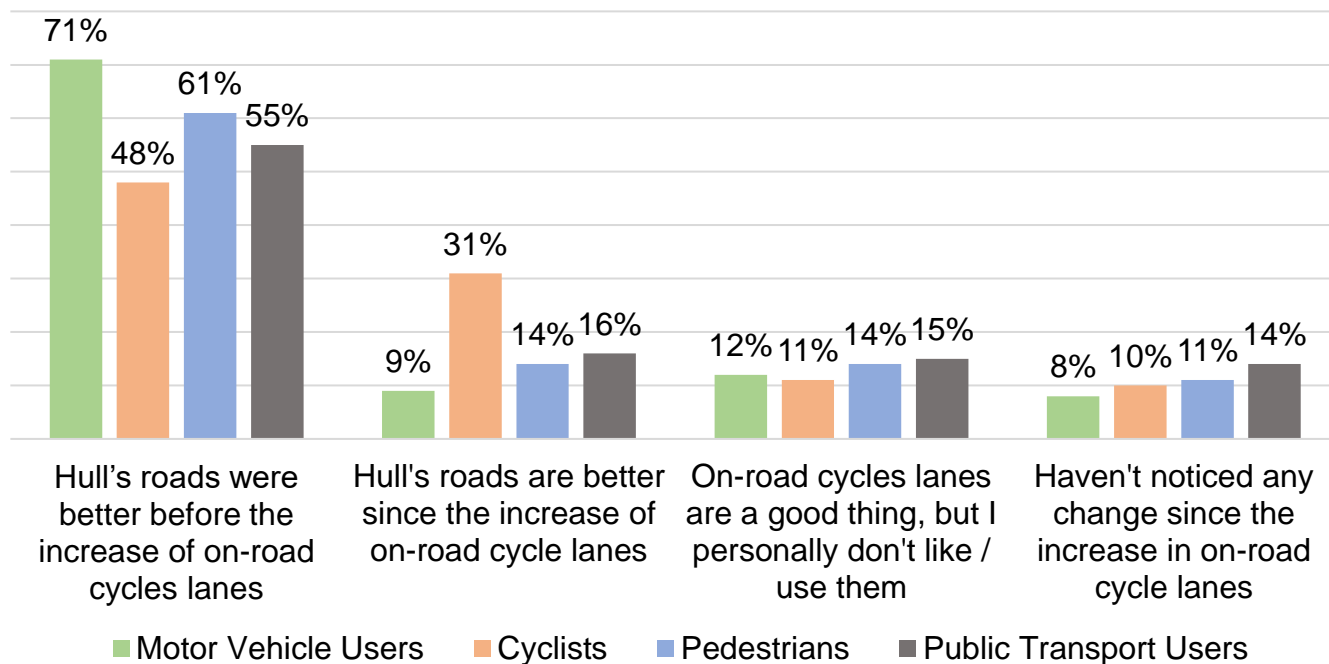
**Q12. Which of the following best describes your view of Hull roads, since the increase in the number of on-road cycles lanes?**

Total Responses	18,461
Hull's roads were better before the increase of on-road cycles lanes	67%
Hull's roads are better since the increase of on-road cycle lanes	11%
On-road cycles lanes are a good thing, but I personally don't like / use them	13%
Haven't noticed any change since the increase in on-road cycle lanes	10%



- Two thirds of respondents (67%) believe that Hull's roads were better before the increase of on-road cycle lanes.
- Conversely, 11% of respondents believe that Hull's roads are better since the increase of on-road cycle lanes.
- 13% of respondents think the on-road cycles lanes are a good thing, but personally don't like / use them.
- 10% of respondents haven't noticed any change since the increase in on-road cycle lanes.

## By Key Transport User Type:



	Overall	Motor Vehicle Users	Cyclists	Pedestrians / Mobility Scooter Users	Public Transport Users
<b>Total Responses</b>	<b>18,461</b>	<b>16,428</b>	<b>4,449</b>	<b>10,497</b>	<b>6,117</b>
Hull's roads were better before the increase of on-road cycles lanes	<b>67%</b>	71%	48%	61%	55%
Hull's roads are better since the increase of on-road cycle lanes	<b>11%</b>	9%	31%	14%	16%
On-road cycles lanes are a good thing, but I personally don't like / use them	<b>13%</b>	12%	11%	14%	15%
Haven't noticed any change since the increase in on-road cycle lanes	<b>10%</b>	8%	10%	11%	14%

- For all key transport user types, the majority of respondents believe Hull's roads were better before the increase of on-road cycles lanes.
- However, motor vehicle users are significantly more likely than other transport user types to believe that Hull's roads were better before the increase of on-road cycles lanes.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are significantly less likely than motor vehicle users to believe that Hull's roads were better before the increase of on-road cycles lanes.
- In particular, cyclists are significantly less likely than other transport user types to believe that Hull's roads were better before the increase of on-road cycles lanes, and significantly more likely than other transport user types to believe that Hull's roads are better since the increase of on-road cycles lanes.

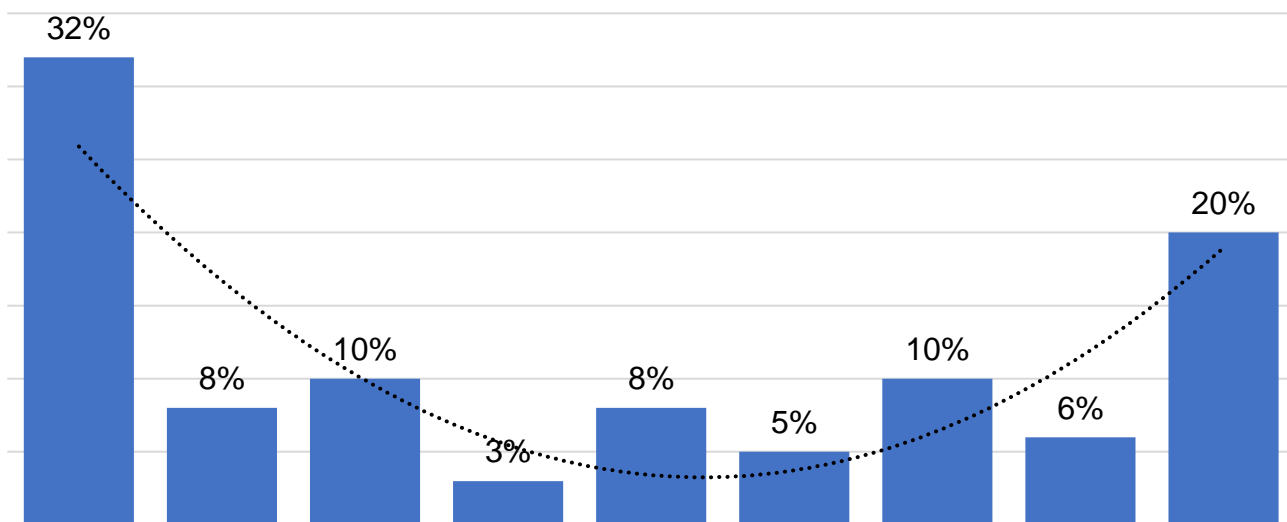
### Q13. How should the council balance competing needs on Hull's roads?

Respondents were asked to move a slider / tick a box nearer to the statement that most closely reflected their view. The nearer to one side that they selected / ticked, the more important they think that statement is.

If they felt that both should be equally balanced, then they were asked to select the mid-point (Point 5).

#### Choice A

Total Responses: 17,958											
Road works done as quickly as possible, even if it increases disruption	1	2	3	4	5	6	7	8	9	Road works done to minimise disruption, even if it takes longer to complete	Average Score (From 1 – 9)
	32%	8%	10%	3%	8%	5%	10%	6%	20%		<b>4.48</b>



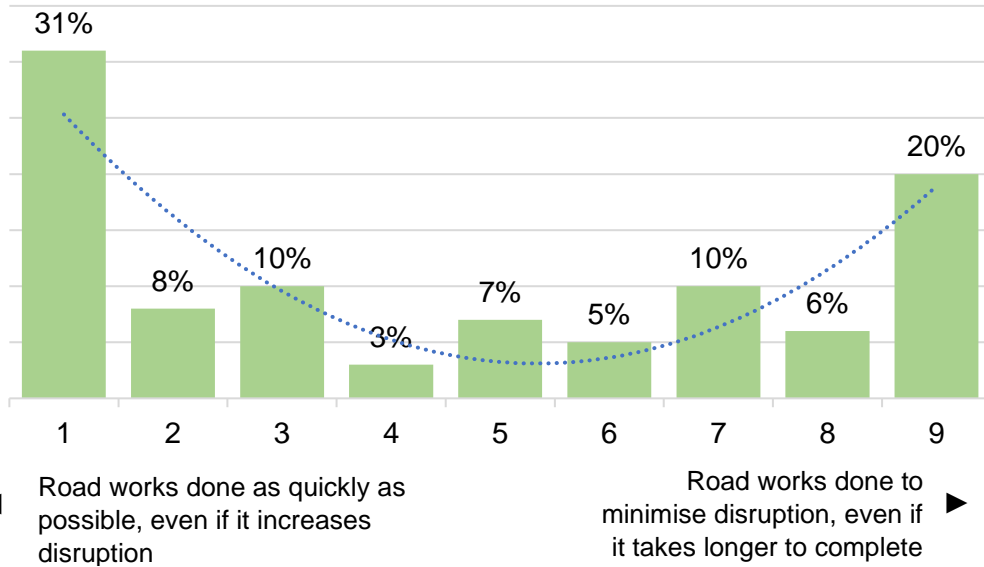
◀ Road works done as quickly as possible, even if it increases disruption      Road works done to minimise disruption, even if it takes longer to complete ▶

- Half of respondents (50%) express a preference towards road works being done as quickly as possible, even if it increases disruption (1, 2 or 3).
- Conversely a third of respondents (36%) express a preference towards road works being done to minimise disruption, even if it takes longer to complete (7, 8 or 9).
- 16% of respondents are somewhere between the two (4,5,or 6)

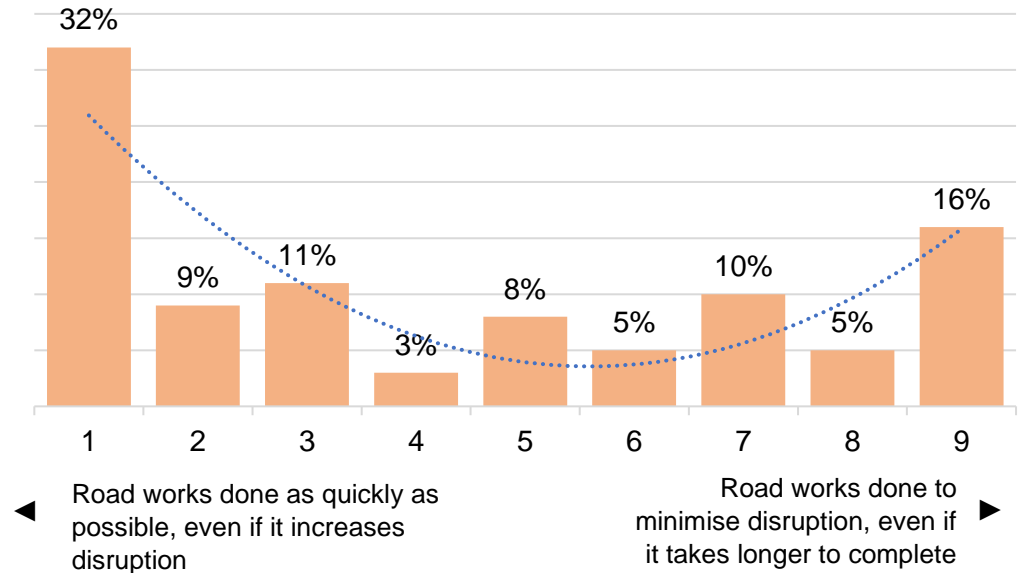


By Key Transport User Type:

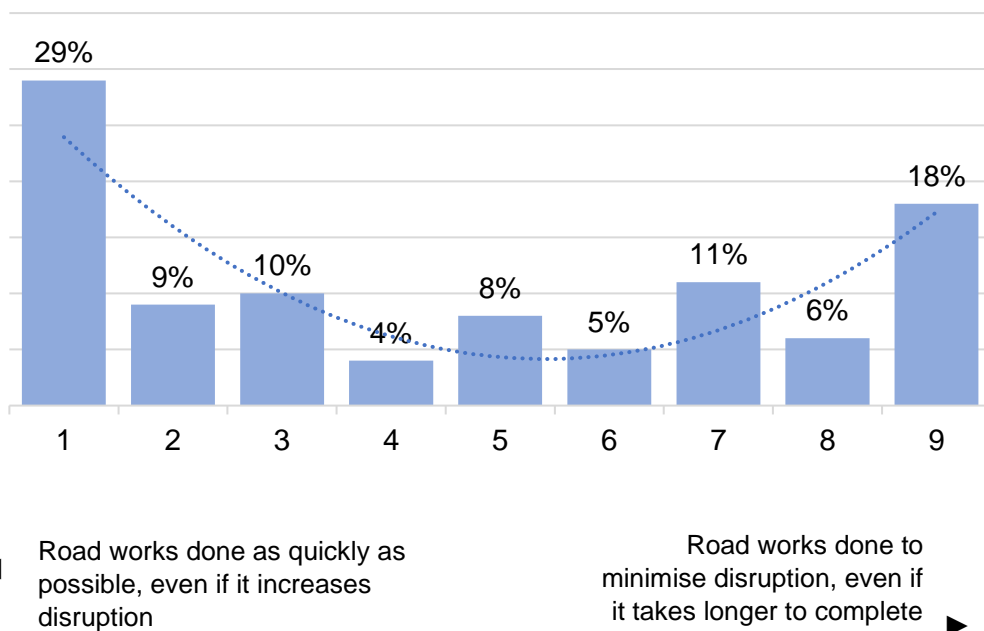
### Motor Vehicle Users



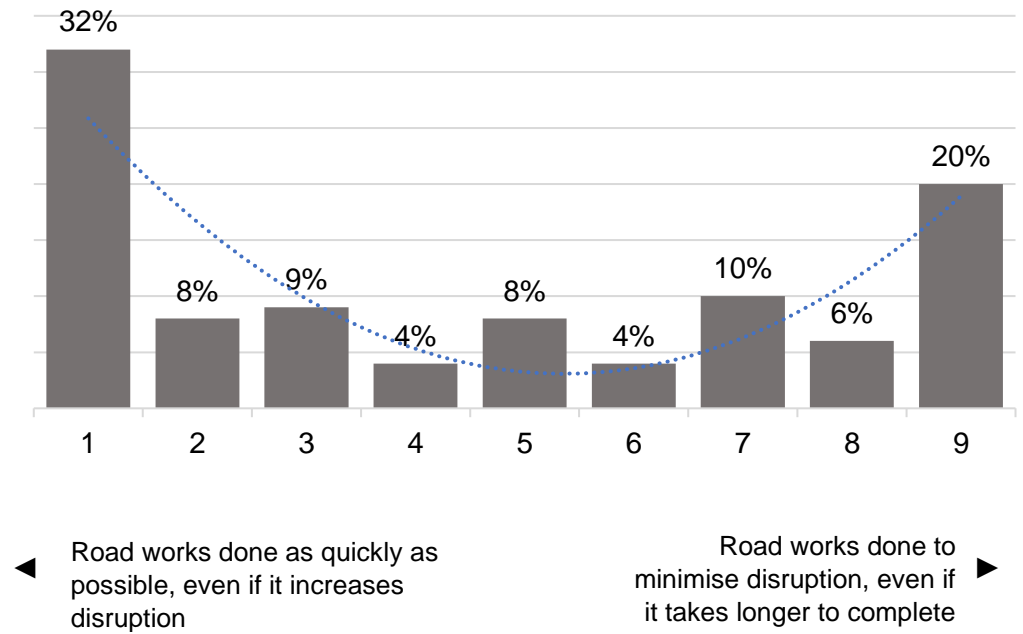
### Cyclists



### Pedestrians / Mobility Scooter Users



### Public Transport Users



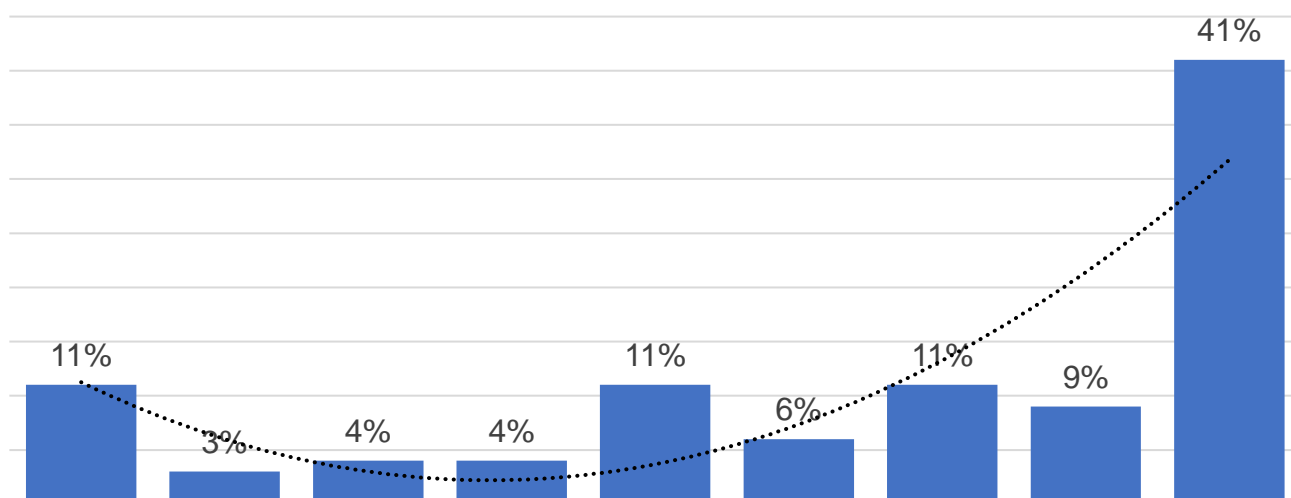
### By Key Transport User Type:

	Total Responses	1	2	3	4	5	6	7	8	9	Average Score
<b>Overall</b>	<b>17,958</b>	<b>32%</b>	<b>8%</b>	<b>10%</b>	<b>3%</b>	<b>8%</b>	<b>5%</b>	<b>10%</b>	<b>6%</b>	<b>20%</b>	<b>4.48</b>
Motor Vehicle Users	<b>16,083</b>	31%	8%	10%	3%	7%	5%	10%	6%	20%	<b>4.51</b>
Cyclists	<b>4,368</b>	32%	9%	11%	3%	8%	5%	10%	5%	16%	<b>4.28</b>
Pedestrians / Mobility Scooter Users	<b>10,343</b>	29%	9%	10%	4%	8%	5%	11%	6%	18%	<b>4.49</b>
Public Transport Users	<b>5,944</b>	32%	8%	9%	4%	8%	4%	10%	6%	20%	<b>4.51</b>

- For all key transport user types, slightly more respondents expressed a preference towards road works being done as quickly as possible, even if it increases disruption (1, 2 or 3).
- Cyclists, in particular, are significantly more likely than other transport user types to express a preference towards road works being done as quickly as possible, even if it increases disruption (1, 2 or 3).

## Choice B

Total Responses: 17,690											
Improve roads for pedestrians & cyclists even if it slows journey times	1	2	3	4	5	6	7	8	9	Minimise congestion to improve journeys times for motorists	Average Score (From 1 – 9)
		11%	3%	4%	4%	11%	6%	11%	9%		



◀ Improve roads for pedestrians & cyclists even if it slows journey times

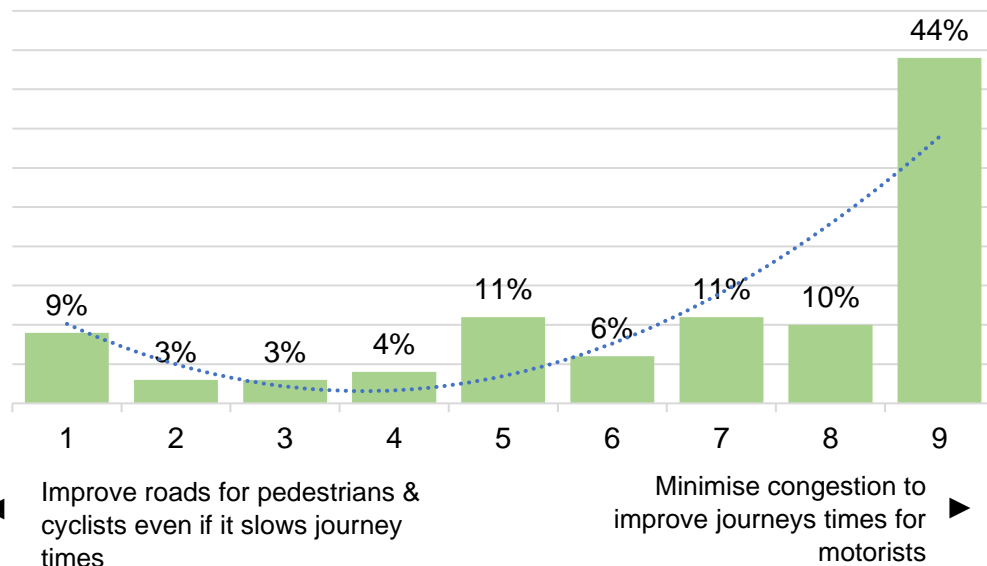
Minimise congestion to improve journeys times for motorists ▶

In this case respondents show a clearer preference:

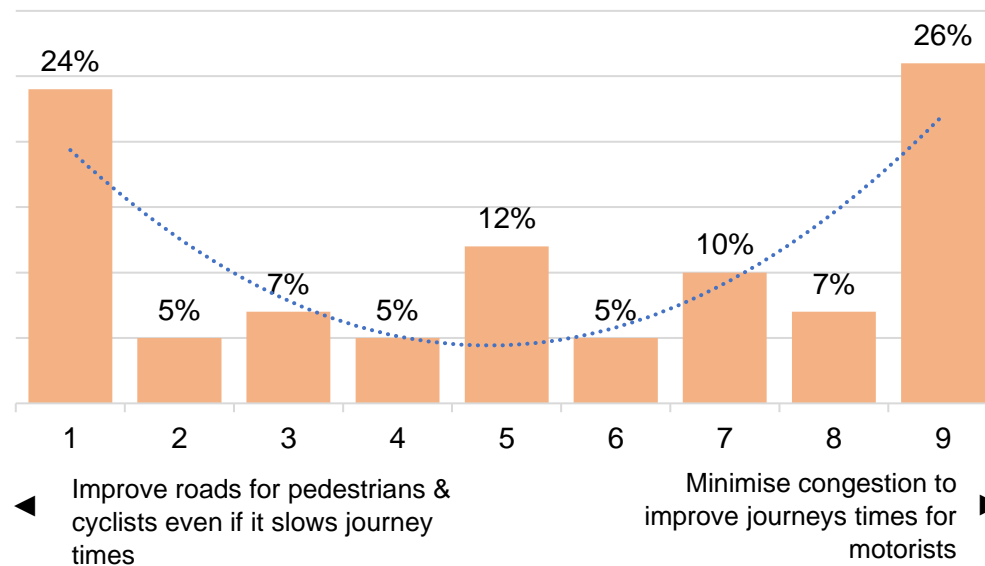
- 61% of respondents expressed a preference towards minimising congestion to improve journey times for motorists (7, 8 or 9).
- Conversely, 15% of respondents expressed a preference towards improving roads for pedestrians and cyclists even if it slows journey times (1, 2 or 3).
- 21% of respondents are somewhere between the two (4,5,or 6)

By Key Transport User Type:

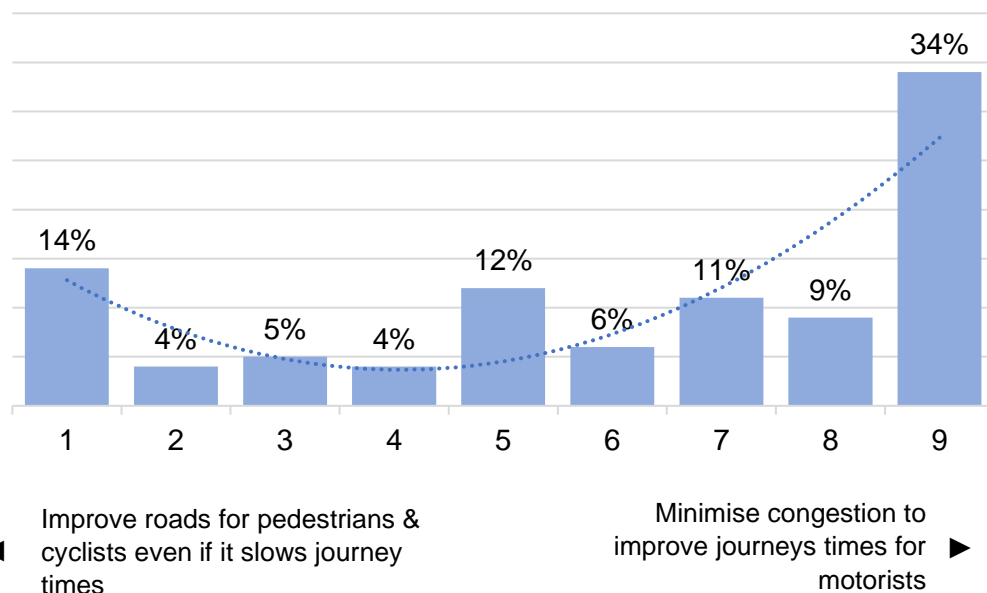
### Motor Vehicle Users



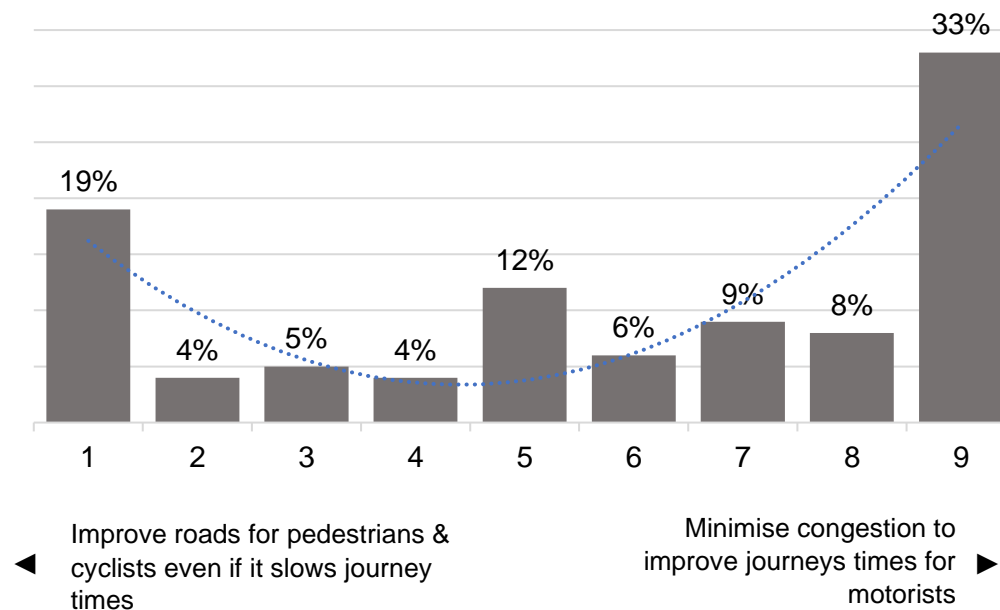
### Cyclists



### Pedestrians / Mobility Scooter Users



### Public Transport Users



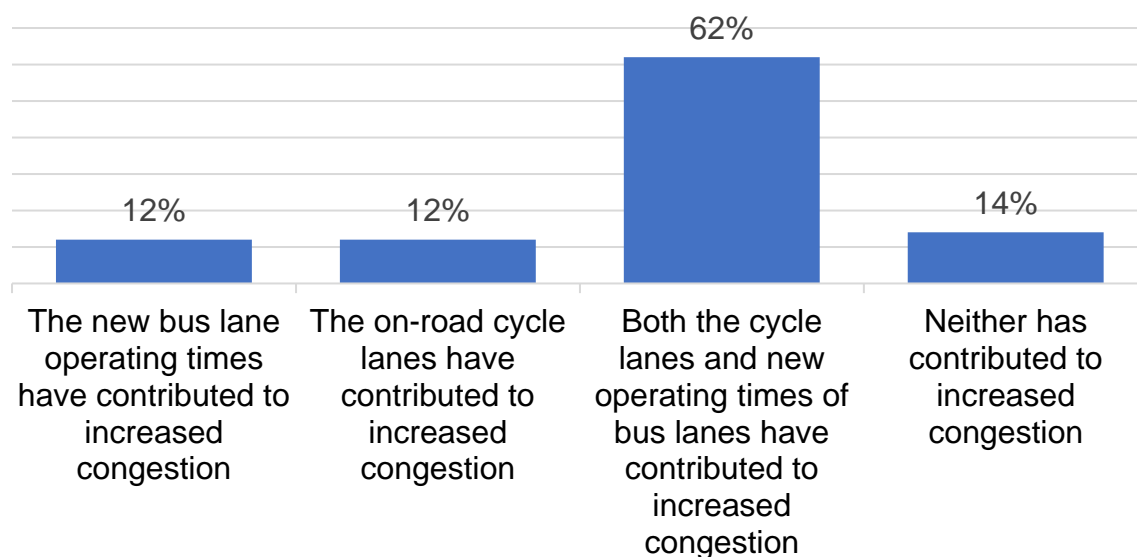
### By Key Transport User Type:

	Total Responses	1	2	3	4	5	6	7	8	9	Average Score
<b>Overall</b>	<b>17,690</b>	<b>11%</b>	<b>3%</b>	<b>4%</b>	<b>4%</b>	<b>11%</b>	<b>6%</b>	<b>11%</b>	<b>9%</b>	<b>41%</b>	<b>6.54</b>
Motor Vehicle Users	<b>15,881</b>	9%	3%	3%	4%	11%	6%	11%	10%	44%	<b>6.80</b>
Cyclists	<b>4,357</b>	24%	5%	7%	5%	12%	5%	10%	7%	26%	<b>5.23</b>
Pedestrians / Mobility Scooter users	<b>10,225</b>	14%	4%	5%	4%	12%	6%	11%	9%	34%	<b>6.06</b>
Public Transport Users	<b>5,850</b>	19%	4%	5%	4%	12%	6%	9%	8%	33%	<b>5.75</b>

- For all key transport user types, the majority of respondents expressed a preference towards minimising congestion to improve journey times for motorists (7, 8 or 9).
- However, unsurprisingly, motor vehicle users are significantly more likely than other transport user types to express a preference towards minimising congestion to improve journey times for motorists (7, 8 or 9).
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are all significantly more likely than motorists to express a preference towards improving roads for pedestrians and cyclists even if it slows journey times (1, 2 or 3).

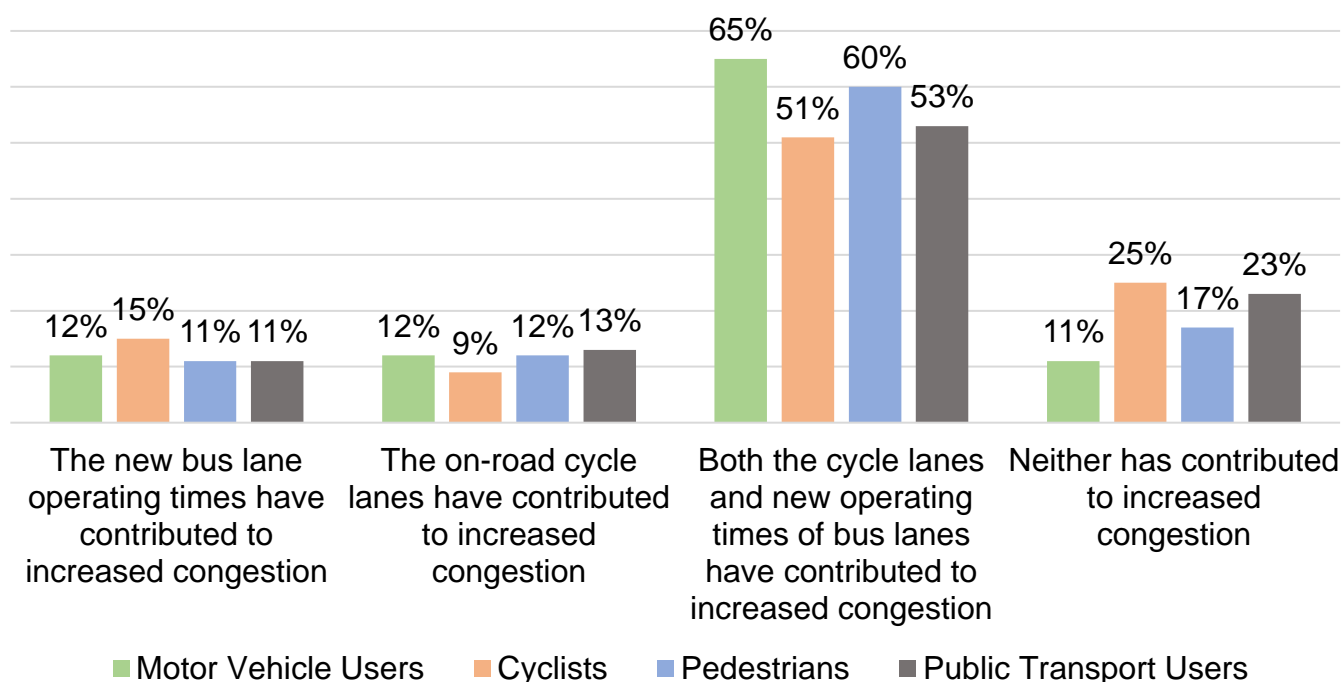
**Q14. Which of the following best describes your view of Hull roads, since the increase in the number of on-road cycles lanes?**

Total Responses	18,371
The new bus lane operating times have contributed to increased congestion	12%
The on-road cycle lanes have contributed to increased congestion	12%
Both the cycle lanes and new operating times of bus lanes have contributed to increased congestion	62%
Neither has contributed to increased congestion	14%



- Nearly two thirds of respondents (62%) believe that both the cycle lanes and new operating times of bus lanes have contributed to increased congestion.
- 12% of respondents believe that only the on-road cycle lanes have contributed to increased congestion.
- 12% of respondents believe that only the new bus lane operating times have contributed to increased congestion.
- 14% of respondents believe that neither the cycle lanes nor the new operating times of bus lanes have contributed to increased congestion.

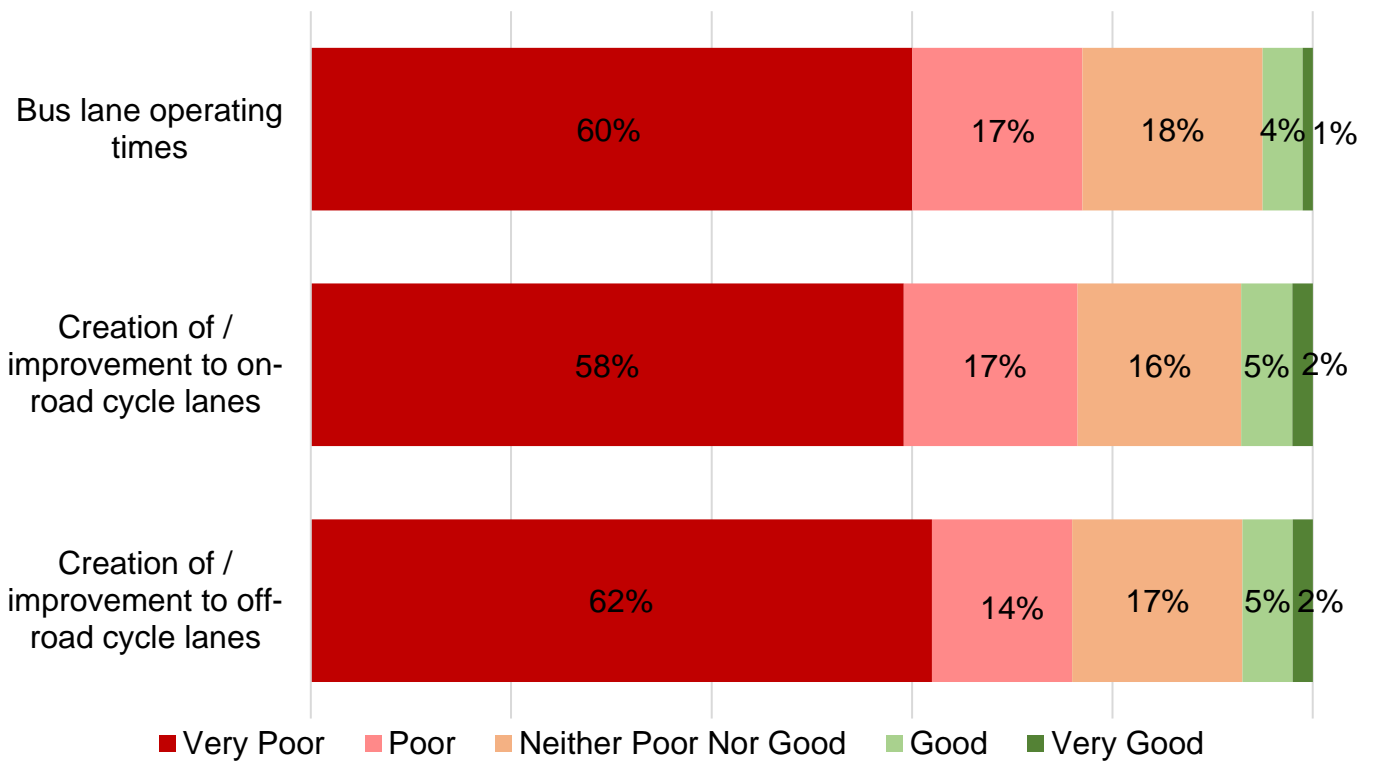
## By Key Transport User Type:



	Overall	Motor Vehicle Users	Cyclists	Pedestrians / Mobility Scooter Users	Public Transport Users
<b>Total Responses</b>	<b>18,371</b>	<b>16,353</b>	<b>4,424</b>	<b>10,449</b>	<b>6,114</b>
The new bus lane operating times have contributed to increased congestion	12%	12%	15%	11%	11%
The on-road cycle lanes have contributed to increased congestion	12%	12%	9%	12%	13%
Both the cycle lanes and new operating times of bus lanes have contributed to increased congestion	62%	65%	51%	60%	53%
Neither has contributed to increased congestion	14%	11%	25%	17%	23%

- For all key transport user types, the majority of respondents believe that both the cycle lanes and the new operating times of bus lanes have contributed to increased congestion.
- However, motor vehicle users are significantly more likely than other transport user types to believe that both the cycle lanes and new operating times of bus lanes have contributed to increased congestion.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are all significantly less likely than motorists to believe that both the cycle lanes and new operating times of bus lanes have contributed to increased congestion.
- Instead, they are all significantly more likely than motorists to believe that neither the cycle lanes nor the new operating times of bus lanes have contributed to increased congestion.

**Q15. In the last 2 years, how do you feel the Council did in seeking your views on the following changes to Hull's roads?**



**Bus lane operating times**

Total Responses: 18,458				
Very Poor	Poor	Neither Poor Nor Good	Good	Very Good
60%	17%	18%	4%	1%

- Over three quarters of respondents (77%) believe that the council was poor or very poor at seeking views on bus lane operating times.
- 5% of respondents believe that the council was good or very good at seeking views on bus lane operating times.
- 18% of respondents believe that the council was neither poor nor good at seeking views on bus lane operating times.



### Creation of / improvement to on-road cycle lanes

Total Responses: 18,043				
Very Poor	Poor	Neither Poor Nor Good	Good	Very Good
58%	17%	16%	6%	2%

- Three-quarters of respondents (75%) believe that the council was poor or very poor at seeking views on the creation of / improvement to on-road cycle lanes.
- 8% of respondents believe that the council was good or very good at seeking views on the creation of / improvement to on-road cycle lanes.
- 16% of respondents believe that the council was neither poor nor good at seeking views on the creation of / improvement to on-road cycle lanes.

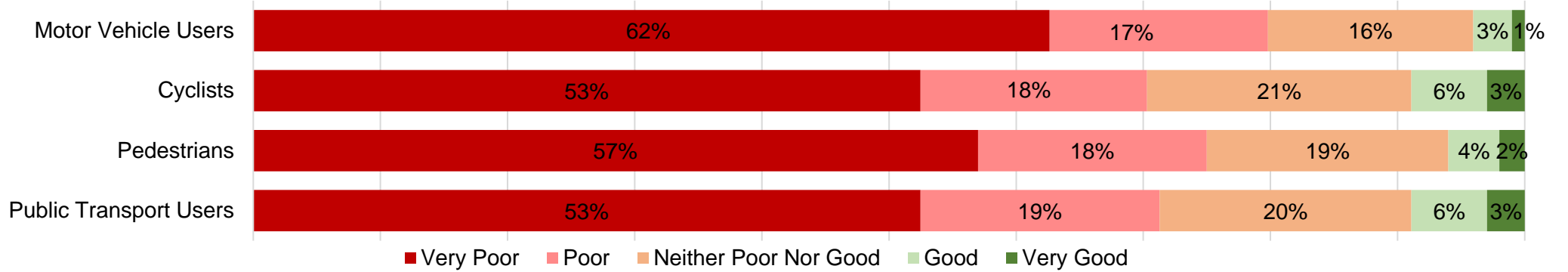
### Creation of / improvement to off-road cycle lanes

Total Responses: 17,909				
Very Poor	Poor	Neither Poor Nor Good	Good	Very Good
55%	17%	20%	6%	2%

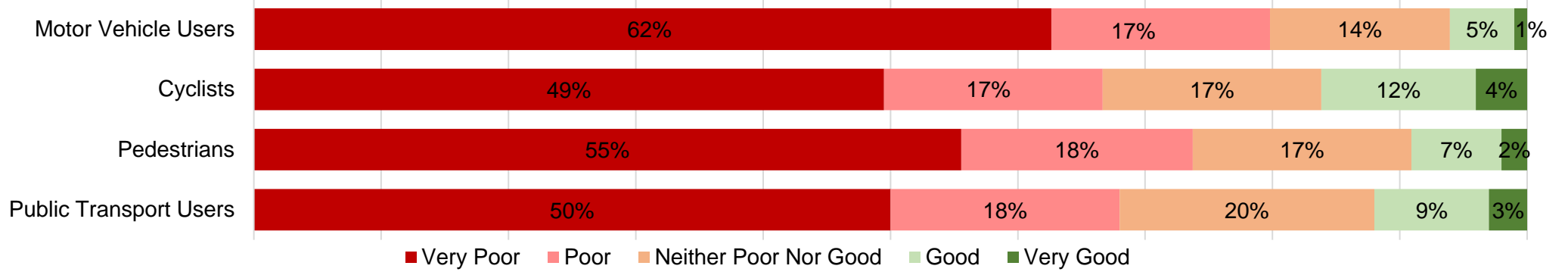
- Nearly three quarters of respondents (72%) believe that the council was poor or very poor at seeking views on the creation of / improvement to off-road cycle lanes.
- 8% of respondents believe that the council was good or very good at seeking views on the creation of / improvement to off-road cycle lanes.
- 20% of respondents believe that the council was neither poor nor good at seeking views on the creation of / improvement to off-road cycle lanes.

By Key Transport User Type:

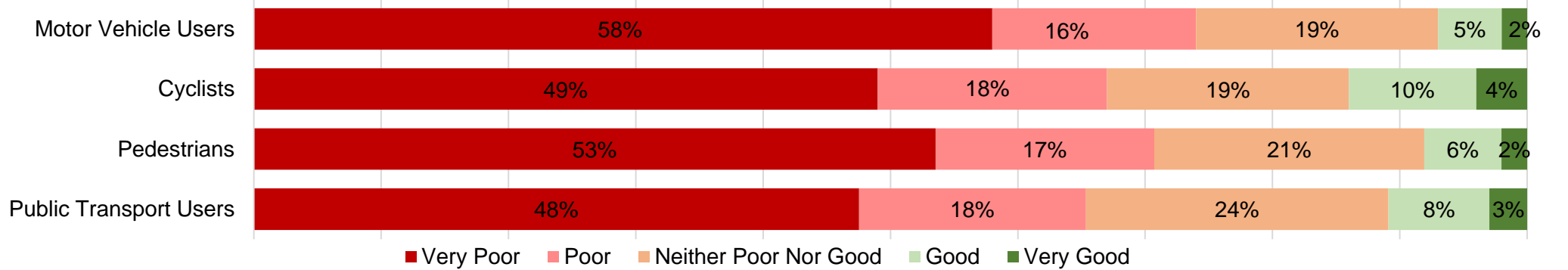
**Bus lane operation times**



**Creation of / improvement to on-road cycle lanes**



**Creation of / improvement to off-road cycle lanes**



## Bus lane operating times

	Total Responses	Very Poor	Poor	Neither Poor Nor Good	Good	Very Good
<b>Overall</b>	<b>18,458</b>	<b>60%</b>	<b>17%</b>	<b>18%</b>	<b>4%</b>	<b>1%</b>
Motor Vehicle Users	<b>16,479</b>	62%	17%	16%	3%	1%
Cyclists	<b>4,434</b>	53%	18%	21%	6%	3%
Pedestrians / Mobility Scooter Users	<b>10,565</b>	57%	18%	19%	4%	2%
Public Transport Users	<b>6,157</b>	53%	19%	20%	6%	3%

- For all key transport user types, the majority of respondents believe that the council was poor or very poor at seeking views on bus lane operating times.
- However, motor vehicle users are significantly more likely than other transport user types to believe that the council was very poor at seeking views on bus lane operating times.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are all significantly less likely than motorists to believe that the council was very poor at seeking views on bus lane operating times.

## Creation of / improvement to on-road cycle lanes

	Total Responses	Very Poor	Poor	Neither Poor Nor Good	Good	Very Good
<b>Overall</b>	<b>18,043</b>	<b>58%</b>	<b>17%</b>	<b>16%</b>	<b>6%</b>	<b>2%</b>
Motor Vehicle Users	<b>16,210</b>	62%	17%	14%	5%	1%
Cyclists	<b>4,421</b>	49%	17%	17%	12%	4%
Pedestrians / Mobility Scooter Users	<b>10,389</b>	55%	18%	17%	7%	2%
Public Transport Users	<b>5,949</b>	50%	18%	20%	9%	3%

- For all key transport user types, the majority of respondents believe that the council was poor or very poor at seeking views on the creation of / improvement to on-road cycle lanes.
- However, motor vehicle users are significantly more likely than other transport user types to believe that the council was very poor at seeking views on the creation of / improvement to on-road cycle lanes.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are all significantly less likely than average to believe that the council was very poor at seeking views on the creation of / improvement to on-road cycle lanes.

## Creation of / improvement to off-road cycle lanes

	Total Responses	Very Poor	Poor	Neither Poor Nor Good	Good	Very Good
<b>Overall</b>	<b>17,909</b>	<b>55%</b>	<b>17%</b>	<b>20%</b>	<b>6%</b>	<b>2%</b>
Motor Vehicle Users	<b>16,098</b>	58%	16%	19%	5%	2%
Cyclists	<b>4,415</b>	49%	18%	19%	10%	4%
Pedestrians / Mobility Scooter Users	<b>10,346</b>	53%	17%	21%	6%	2%
Public Transport Users	<b>5,899</b>	48%	18%	24%	8%	3%

- For all key transport user types, the majority of respondents believe that the council was poor or very poor at seeking views on the creation of / improvement to off-road cycle lanes.
- However, motor vehicle users are significantly more likely than other transport user types to believe that the council was very poor at seeking views on the creation of / improvement to off-road cycle lanes.
- Conversely, cyclists, pedestrians / mobility scooter users and public transport users are all significantly less likely than motorists to believe that the council was very poor at seeking views on the creation of / improvement to off-road cycle lanes.