

Walking, Cycling and Public Transport in Northern Ireland 2017/18

Findings from the Northern Ireland
Continuous Household Survey 2017/18



 Department for
Infrastructure
An Roinn
Bonneagair
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This publication is also available at

<https://www.infrastructure-ni.gov.uk/publications/walking-cycling-and-public-transport-northern-ireland-201718>

Key Facts



64% of respondents are satisfied with the current situation for walking and walkers in their local area

55% of respondents are satisfied with the current situation for cycling and cyclists in their local area

72% of respondents are satisfied with the current public transport situation and facilities in their local area

Main reasons why people aren't satisfied:

Walking
 'Poor lighting at night' (51%), 'Traffic goes too fast' (49%), 'Poor footpath conditions' (43%) and 'Not enough footpaths' (43%).

Cycling
 'No cycle lanes' (69%), 'Too much traffic' (42%) and 'Traffic goes too fast' (41%).

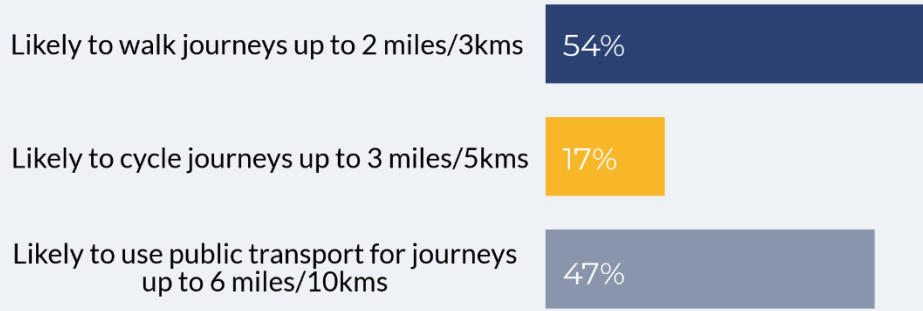
Public Transport
 'Not enough services' (77%), 'No direct services' (43%) and 'Times of buses/trains not suitable' (38%).

Main reasons why people don't walk, cycle or use public transport:

Walking
 'Bad weather' (35%), 'Lack of footpaths' (23%), 'Takes too long' (22%) and 'Cars driving too quickly' (22%).

Cycling
 'Don't own/have access to a bicycle' (54%), 'Too much traffic' (27%) and 'Motorists driving without consideration of cyclists' (21%).

Public Transport
 'Takes too long' (36%), 'Frequency of buses/trains' (27%) and 'Price of fares' (19%).



Introduction

The Department for Infrastructure (Dfi) has responsibility for the development of sustainable travel throughout Northern Ireland. This includes responsibility for both active travel policy and public transport policy. It invests in developing better walking and cycling infrastructure and provides significant levels of funding to support and improve public transport services for passengers through a service agreement with Translink. The Department also provides grants to fund a range of passenger transport services aimed at reducing rural and social isolation across Northern Ireland.

The Travel Survey for Northern Ireland reveals that on average we make around 900 journeys every year. Of these, around one third are less than two miles in length and many of these are much shorter. These are journeys that could and should be made by walking, cycling and public transport, yet far too many of them are still made by the private car. Incorporating more walking and cycling into our everyday routines (including walking and cycling to and from public transport) could significantly increase levels of physical activity across the population with substantial benefits of physical and mental health and wellbeing at both the individual and societal levels. Incentivising more sustainable and efficient ways of travelling such as walking, cycling and public transport as preferred choices could also contribute to reduced traffic congestion particularly in the peak am/pm commuter period, improved air quality and encourage healthier, more environmentally sustainable lifestyles which would bring many other economic benefits.

Through these activities the Department makes a key contribution to progress on NICS Outcomes Delivery Plan outcomes, in particular Outcome 11 (We connect people and opportunities through our infrastructure).

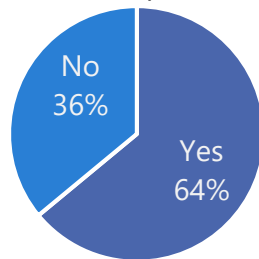
Dfi commissioned questions in the Continuous Household Survey 2017/18 to ascertain how satisfied people are with the walking, cycling and public transport provision in their local area, to explore the reasons for their level of satisfaction, and to gauge their willingness to walk journeys of up to 2 miles (3km), cycle journeys of up to 3 miles (5km) and take public transport for journeys up to 6 miles (10km). This information will be used to assist the Department in focussing its policies on addressing the key issues that prevent people from taking up active travel and to encourage more people to use public transport. This was the first time this question set was asked and the findings are reported in this publication. Detailed tables are available at <https://www.infrastructure-ni.gov.uk/publications/walking-cycling-and-public-transport-northern-ireland-201718>. Any differences noted in this report are statistically significant at 95% level.

1. Walking

Satisfaction with current situation for walking and walkers

Respondents were asked to indicate whether or not they are satisfied with the current situation for walking and walkers in their local area. They were asked to consider condition of footpaths, pedestrian crossings, street lighting, etc.

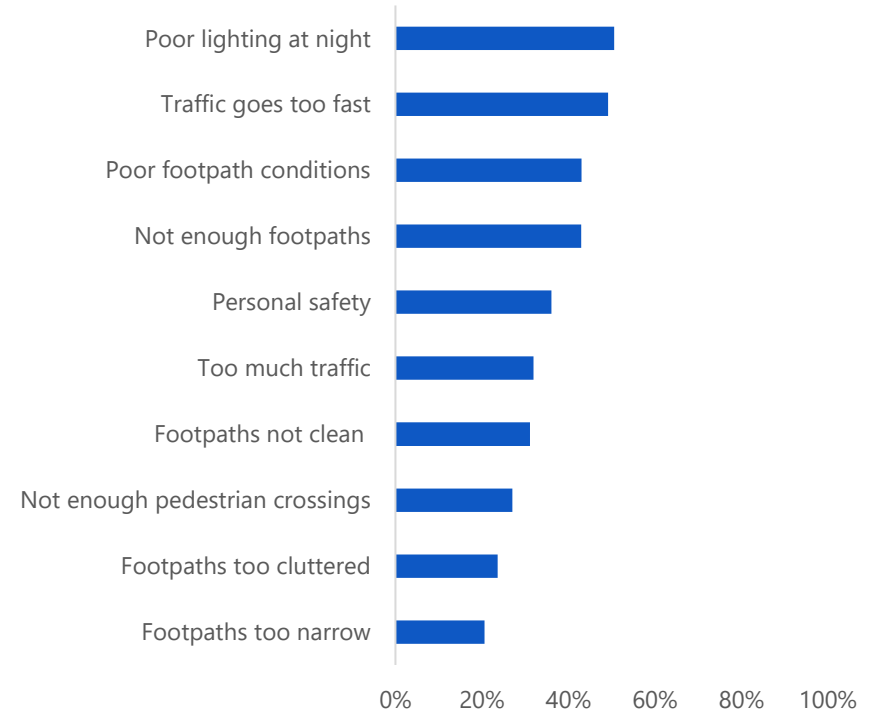
Figure 1: Are you satisfied with the current situation for walking and walkers in your local area at present?



Base: 2,787

Those who said they weren't satisfied with the current situation were asked to give reasons why not. Reasons included 'poor lighting at night' (51%), 'traffic goes too fast' (49%), 'poor footpath conditions' (43%) and 'not enough footpaths' (43%).

Figure 2: Why are you not satisfied with the current situation for walking and walkers in your local area at present? (Top 10)



Base: 999

Full range of responses can be found in [table 1.2 associated with this report](#).

N.B. Throughout the report, percentages may sum to more than 100% due to multiple responses

Satisfaction with current situation for walking and walkers by respondent group

Those aged 16-24 (75%) were more likely to report satisfaction with the current provision for walking and walkers in their local area than those aged 65+ (60%).

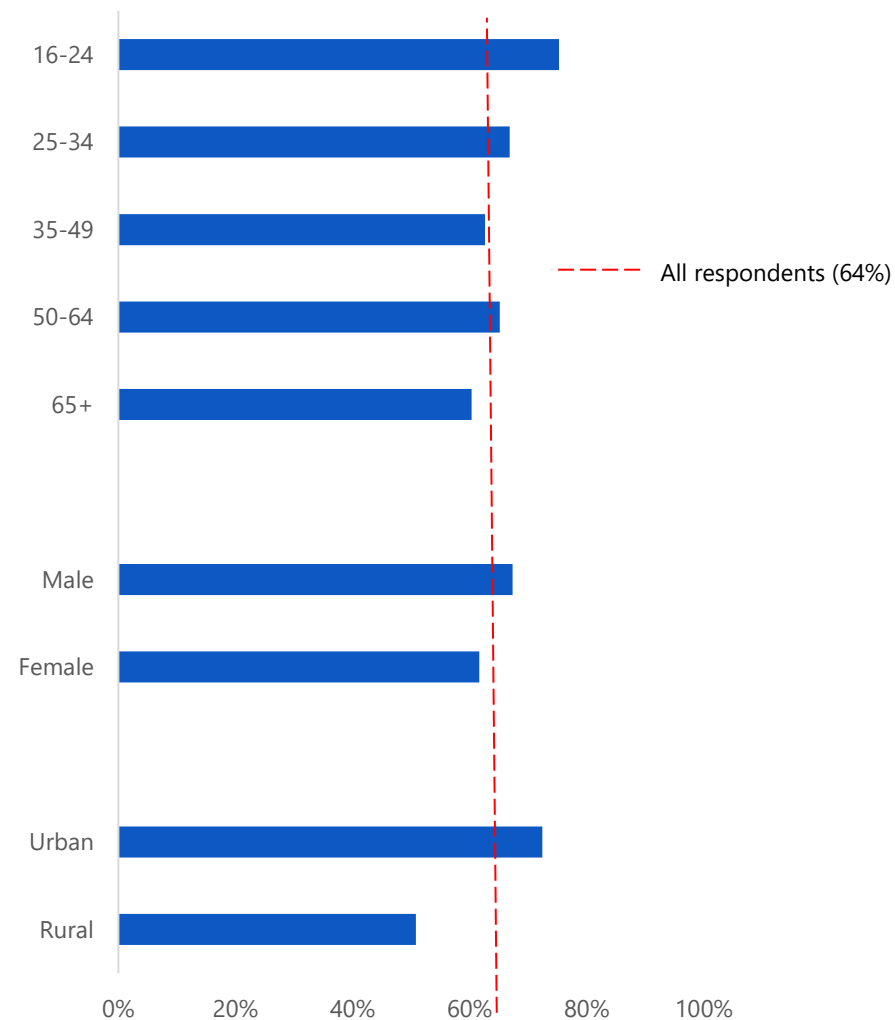
Males (67%) were more likely to report satisfaction with the current provision for walking and walkers in their local area than females (62%).

People in urban areas (72%) were more likely to report satisfaction with the current provision for walking and walkers in their local area than people in rural areas (51%).

Satisfaction with walking ranged from 55% in Fermanagh & Omagh District Council to 72% in Belfast City Council.

More information on differences across respondent groups can be found in [table 1.1 associated with this report](#).

Figure 3: Satisfaction with the current situation for walking and walkers by respondent group

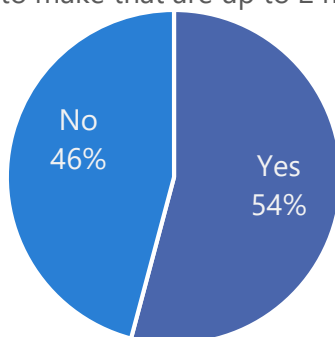


Base: 2,787

Attitudes to walking short journeys

Respondents were asked about their likelihood of walking short journeys of up to 2 miles/3kms.

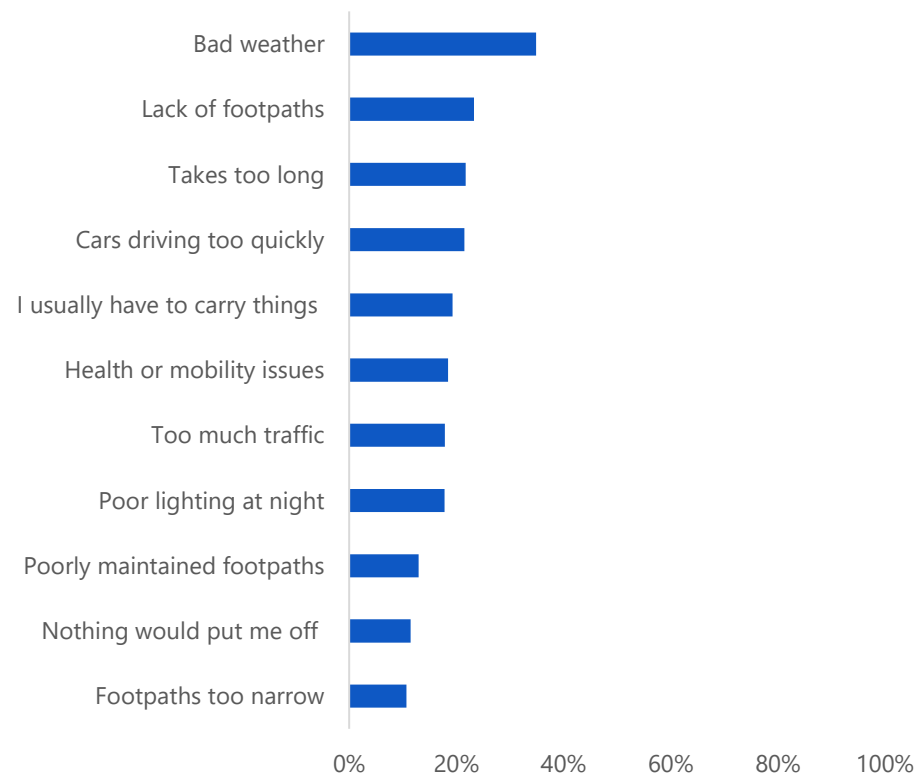
Figure 4: Would you be likely to walk any journeys you have to make that are up to 2 miles/3kms?



Base: 2,787

All respondents were asked what would discourage them from walking short journeys, and reasons given included 'bad weather' (35%), 'lack of footpaths' (23%), 'takes too long – car is quicker' (22%) and 'cars driving too quickly' (22%).

Figure 5: What would discourage you from walking short journeys of up to 2 miles/ 3kms? (top ten)



Base: 2,787

Full range of responses can be found in [table 1.4 associated with this report.](#)

Attitudes to walking short journeys by respondent group

Those aged 16-24 (65%) were more likely to walk any journeys they have to make that are up to 2 miles/3kms than those aged 65+ (37%).

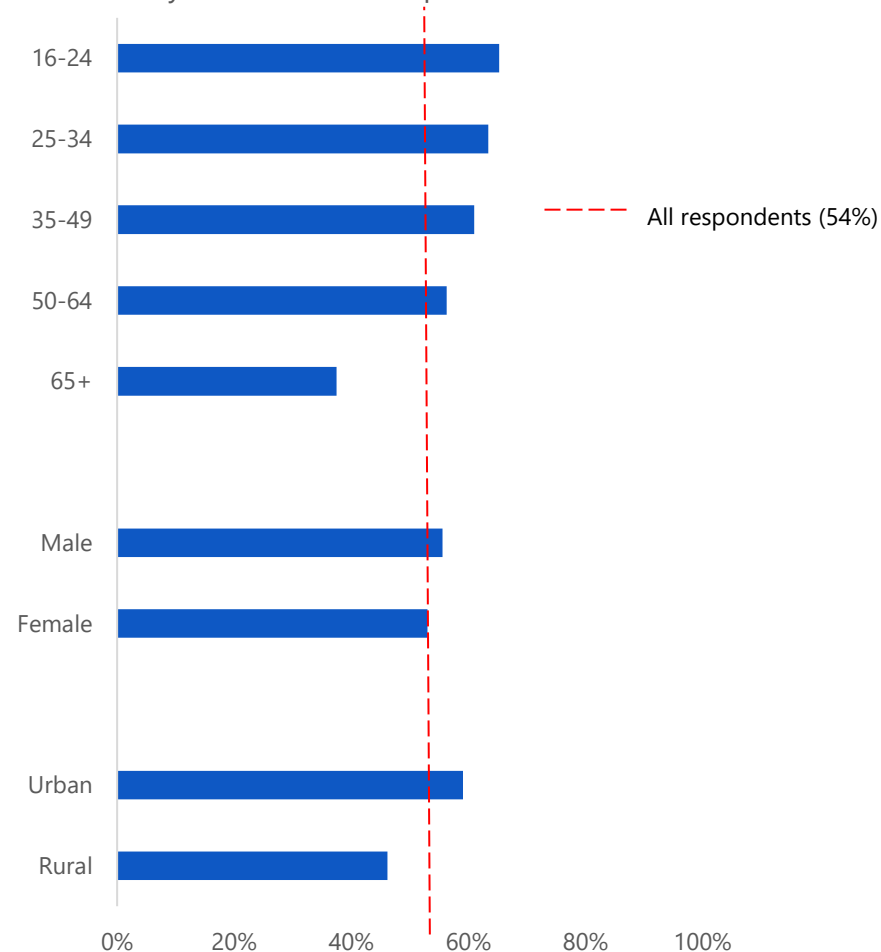
Those in urban areas (59%) were more likely to walk any journeys they have to make that are up to 2 miles/3kms than those in rural areas (46%).

There was no significant difference between males and females.

Likelihood of walking short distances ranged from 44% in Mid Ulster District Council to 60% in Ards & North Down Borough Council.

More information on differences across respondent groups can be found in [table 1.3 associated with this report](#).

Figure 6: % who would be likely to walk any journeys they have to make of up to 2 miles/ 3kms



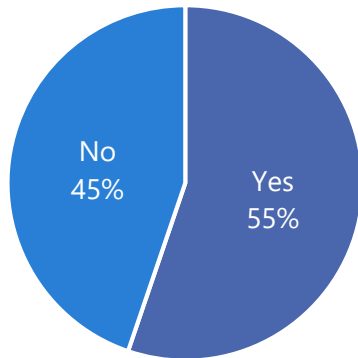
Base: 2,787

2. Cycling

Satisfaction with current situation for cycling and cyclists

Respondents were asked to indicate whether or not they are satisfied with the current situation for cycling and cyclists in their local area.

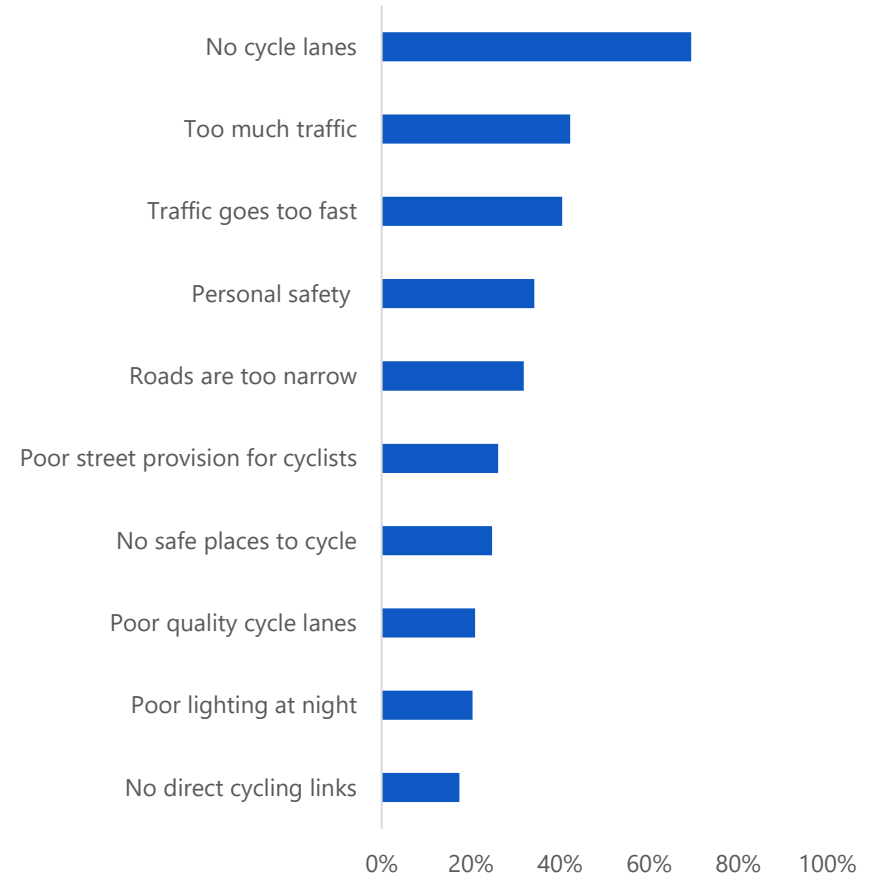
Figure 7: Are you satisfied with the current situation for cycling and cyclists in your local area at present?



Base: 2,613

Those who weren't satisfied with the current cycling situation were asked why they were not satisfied. Reasons given included 'no cycle lanes' (69%), 'too much traffic' (42%) and 'traffic goes too fast' (41%).

Figure 8: Why are you not satisfied with the current situation for cycling and cyclists in your local area at present? (Top 10)



Base: 1,167

Full range of responses can be found in [table 2.2 associated with this report](#).

Satisfaction with current situation for cycling and cyclists by respondent group

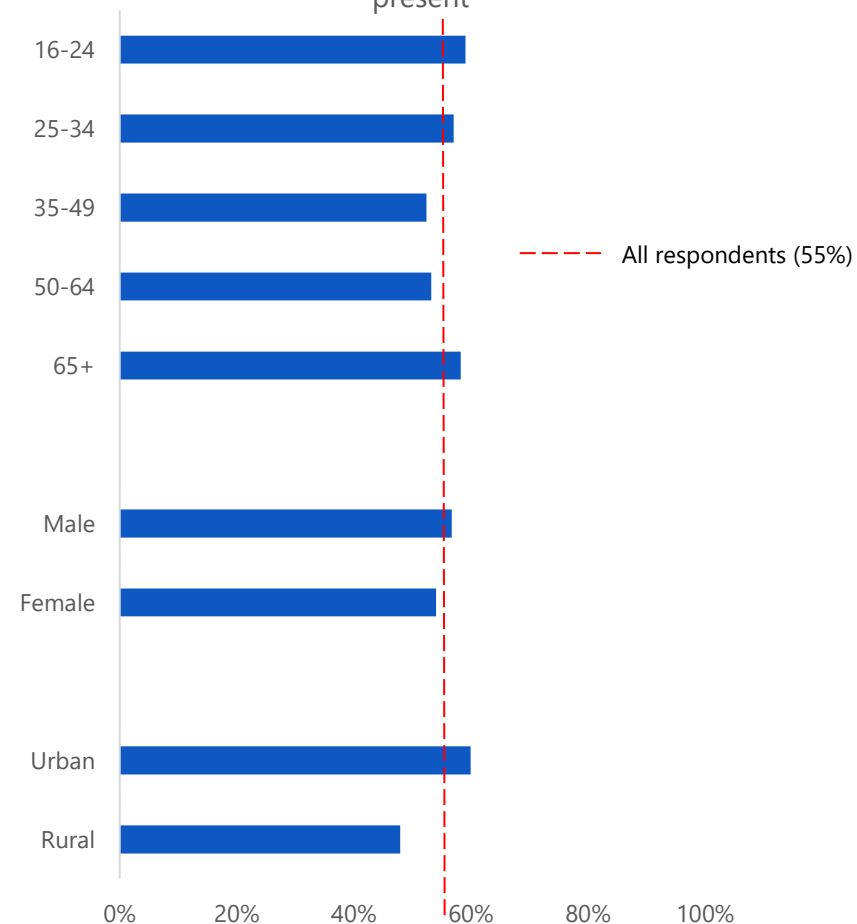
People in urban areas (60%) were more likely to report satisfaction with the current provision for cycling and cyclists in their local area than people in rural areas (48%).

There was no significant difference between males and females, or between the youngest and oldest age groups.

Satisfaction with the situation for cycling and cyclists ranged from 49% in Mid & East Antrim Borough Council and 59% in Antrim & Newtownabbey Borough Council, Armagh, Banbridge & Craigavon Borough Council and Lisburn & Castlereagh City Council.

More information on differences across respondent groups can be found in [table 2.1 associated with this report](#).

Figure 9: % who are satisfied with the current situation for cycling and cyclists in their local area at present

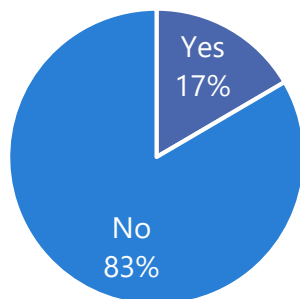


Base: 2,613

Attitudes to cycling short distances

Respondents were asked if they would be likely to cycle for journeys they have to make of up to 3 miles/5kms.

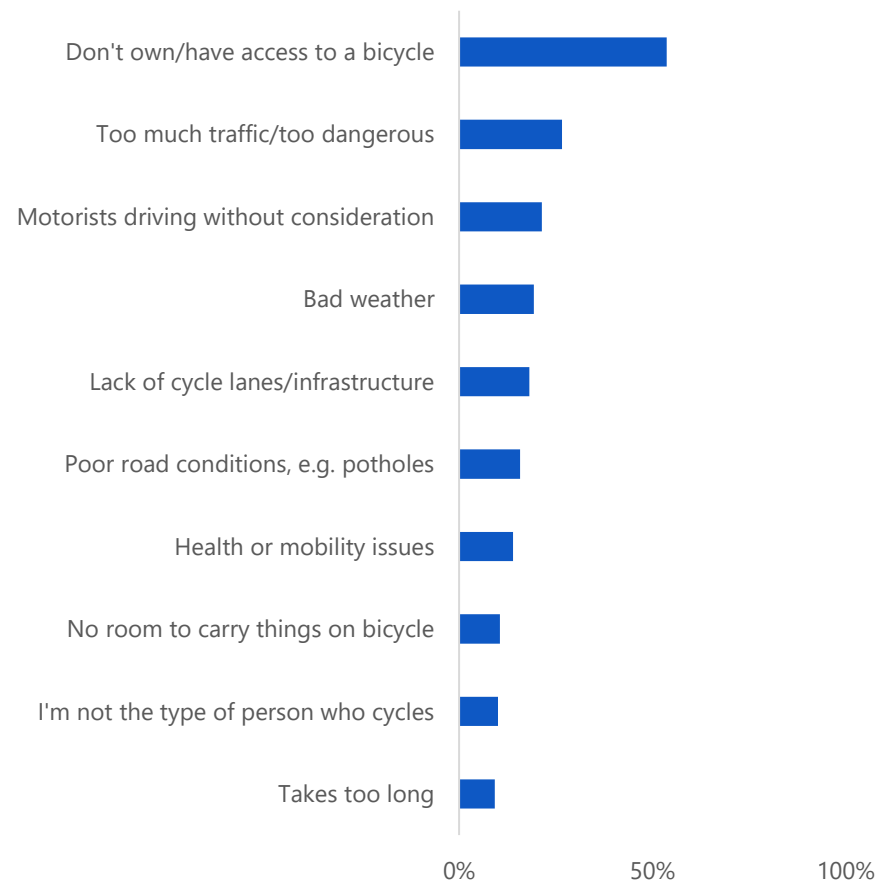
Figure 10: Would you be likely to cycle any journeys you have to make that are up to 3 miles/5kms?



Base: 2,783

All respondents were asked what would put them off cycling short distances. More than half (54%) didn't own or have access to a bicycle. Other reasons given for not cycling journeys of 3 miles/5kms included 'too much traffic/too dangerous' (27%) and 'motorists driving without consideration of cyclists' (21%).

Figure 11: What would discourage you from cycling journeys of up to 3 miles/5kms? (Top 10)



Base: 2,782

Full range of responses can be found in [table 2.4 associated with this report](#).

Attitudes to cycling short distances by respondent group

Those aged 16-24 (26%) were more likely to cycle any journeys they have to make that are up to 3 miles/5kms than those aged 65+ (6%).

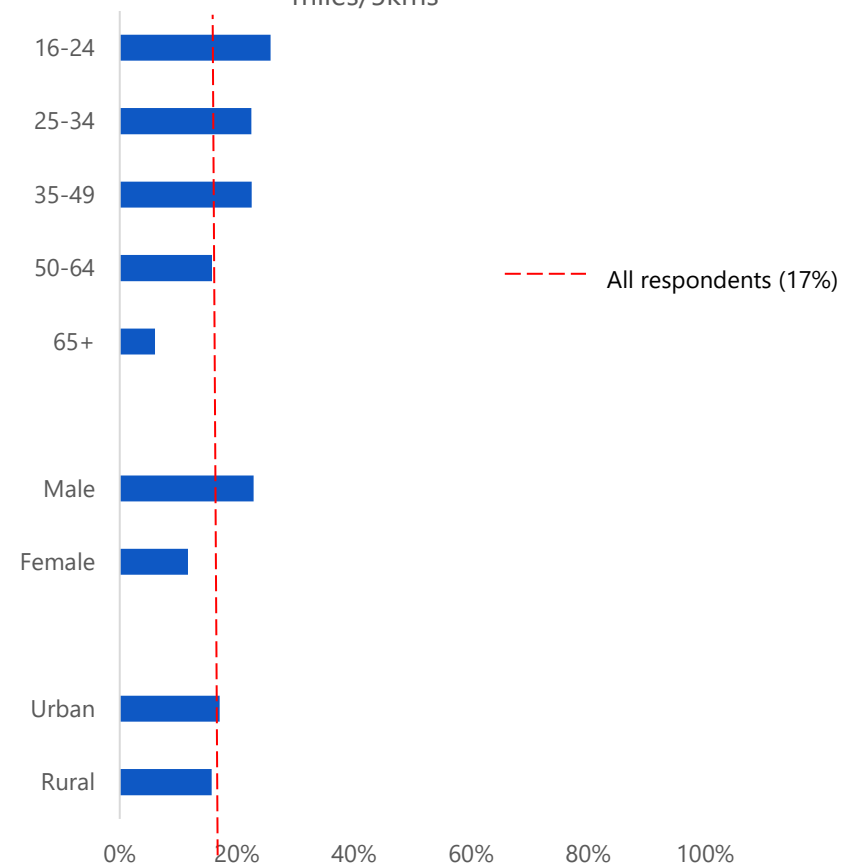
Males (23%) were more likely than females (12%) to cycle any journeys they have to make that are up to 3 miles/5kms.

There was no significant difference between those living in urban or rural areas.

Likelihood of cycling short distances ranged from 10% in Fermanagh & Omagh District Council to 21% in Ards & North Down Borough Council.

More information on differences across respondent groups can be found in [table 2.3 associated with this report](#).

Figure 12: % who would be likely to cycle any journeys they have to make that are up to 3 miles/5kms

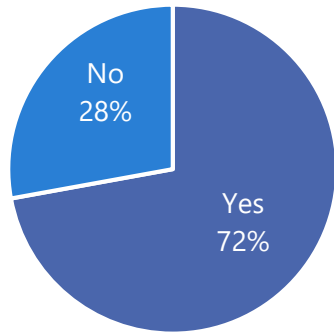


Base: 2,783

3. Public Transport

Respondents were asked to indicate whether or not they are satisfied with the current public transport situation and facilities in their local area.

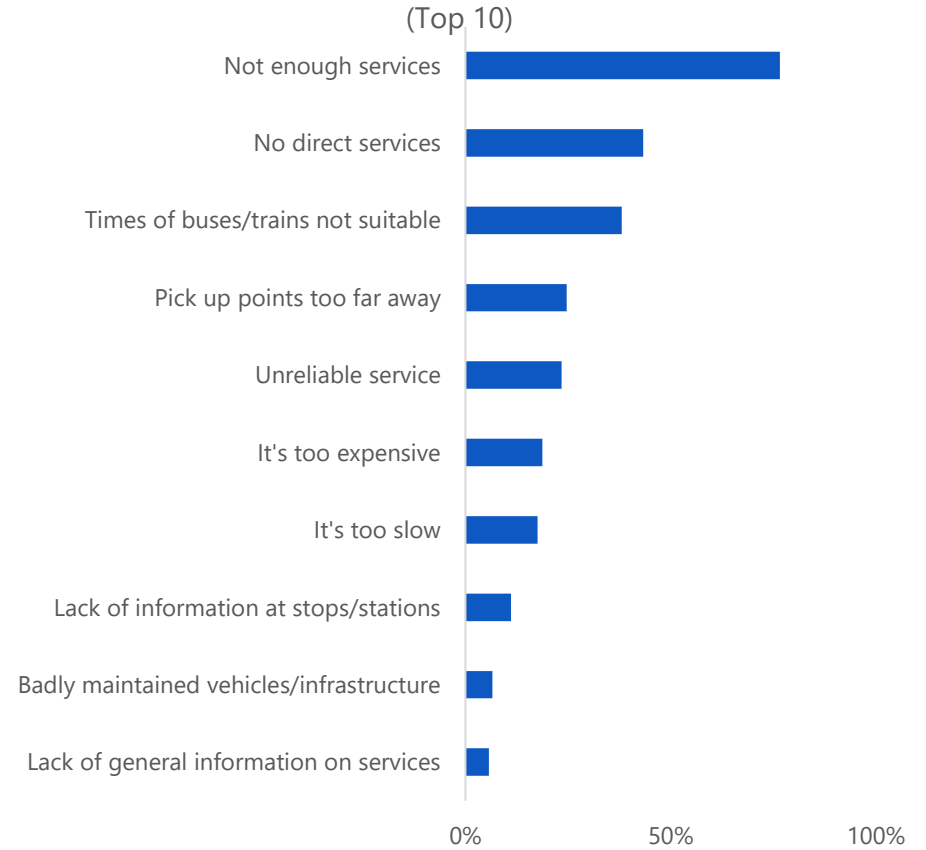
Figure 13: Are you satisfied with the current public transport situation and facilities in your local area?



Base: 2,721

Of those respondents who weren't satisfied, more than three quarters (77%) said there were 'not enough services'. 43% said there were 'no direct services to where I want to go' and 38% said 'times of buses/trains not suitable'.

Figure 14: Why are you not satisfied with the current public transport situation and facilities in your area?



Base: 757

Full range of responses can be found in [table 3.2 associated with this report](#).

Satisfaction with current public transport situation and facilities by respondent group

Those aged 65+ (79%) were more likely to report satisfaction with the public transport situation and facilities in their area than those aged 35-49 (67%).

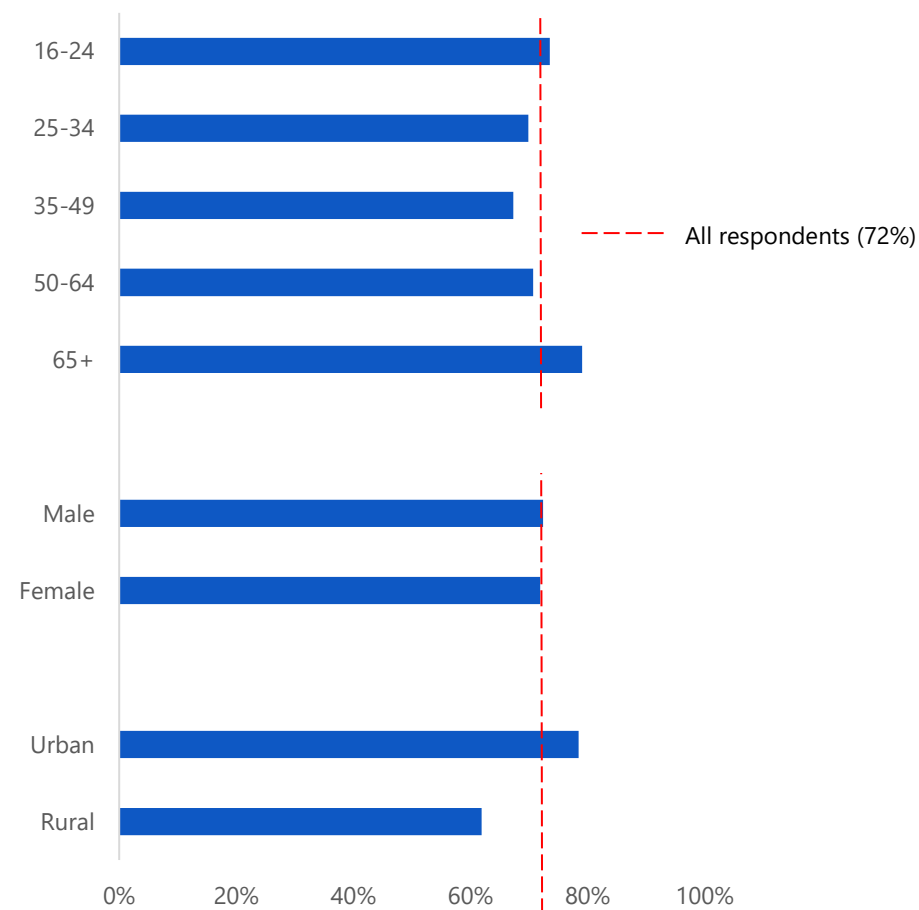
Those living in urban areas (78%) were more likely to report satisfaction with the public transport situation and facilities in their area than those living in rural areas (62%).

Satisfaction with public transport was around the same for males and females.

Satisfaction with public transport ranged from 65% in Antrim and Newtownabbey Borough Council to 76% in Belfast City Council.

More information on differences across respondent groups can be found in [table 3.1 associated with this report](#).

Figure 15: % who are satisfied with the current public transport situation and facilities in their local area

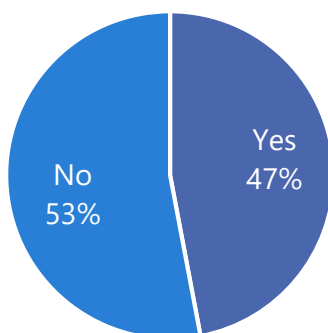


Base: 2,721

Attitudes to public transport

Respondents were asked if they would be likely to use public transport for any journeys they have to make that are up to 6 miles/10kms.

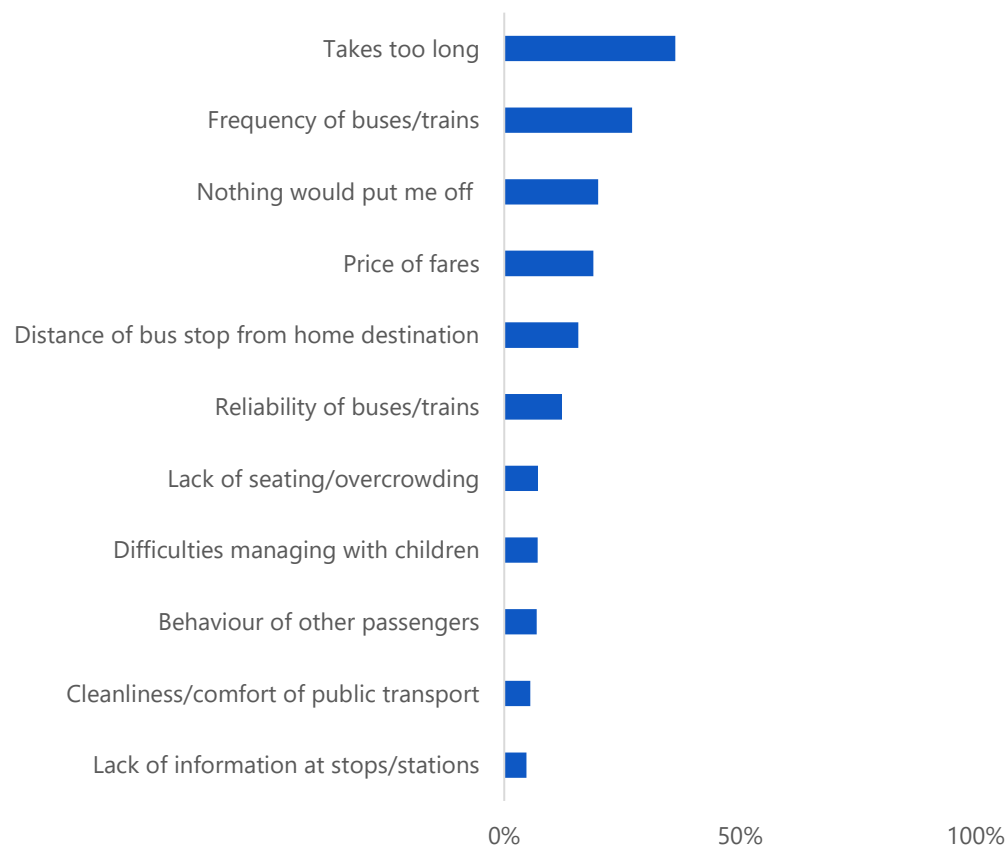
Figure 16: Would you be likely use public transport for journeys of up to 6 miles/10kms?



Base: 2,786

All respondents were then asked what would discourage them from using public transport. The most common responses were 'takes too long' (36%), 'frequency of buses/trains' (27%) and 'price of fares' (19%).

Figure 17: What would discourage you from using Public Transport for journeys of up to 6 miles/10kms? (Top 10)



Base: 2,786

Full range of responses can be found in [table 3.4 associated with this report](#).

Attitudes to using public transport by respondent group

Those aged 16-24 (67%) were more likely to report that they would use public transport for any journeys that they have to make that are up to 6miles/10kms than those aged 35-49 (41%).

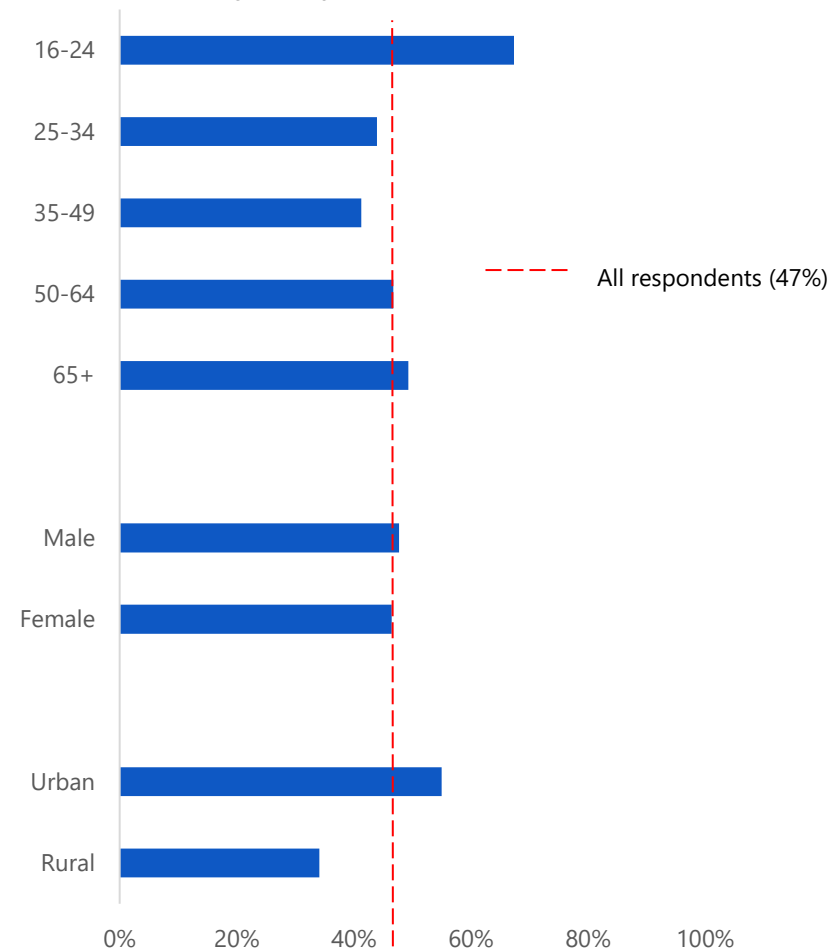
There was no significant difference between males and females.

Those living in urban areas (55%) were more likely than those living in rural areas (34%) to report that they would be likely to use public transport for any journeys that they have to make that are up to 6miles/10kms.

Likelihood of using public transport ranged from 20% in Fermanagh & Omagh District Council to 64% in Belfast City Council.

More information on differences across respondent groups can be found in [table 3.3 associated with this report](#).

Figure 18: % who would be likely to use public transport for journeys of up to 6 miles/10kms



Base: 2,786

Appendix A: Technical Notes

The Northern Ireland Continuous Household Survey

Data Collection

The information presented in this publication derives from the Northern Ireland Continuous Household Survey (CHS), a Northern Ireland wide household survey administered by Central Survey Unit (CSU), Northern Ireland Statistics and Research Agency (NISRA).

It is based on a sample of the general population resident in private households and has been running since 1983. The survey is designed to provide a regular source of information on a wide range of social and economic issues relevant to Northern Ireland. The nature and aims of CHS are similar to those of the General Household Survey (GHS), which is carried out by the Office for National Statistics (ONS) in Great Britain. The Walking, Cycling and Public Transport in Northern Ireland questions which were commissioned by DfI are included in Appendix C of this report.

Data Quality

Data were collected by CSU and various validation checks were carried out as part of the processing. CSU is the leading social survey research organisation in Northern Ireland and is one of the main business areas of NISRA, an Agency within the Department of Finance. CSU has a long track record and a wealth of experience in the design, management and analysis of behavioural and attitude surveys in the context of a wide range of social policy issues. CSU procedures are consistent with the Code of Practice for Statistics¹.

The CHS sample was assessed and considered to be a representative sample of the Northern Ireland population at household level.

Whilst data quality is considered to be very good, note that all survey estimates are subject to a degree of error and this must be taken account of when considering results. This error will be reasonably

¹ <https://www.statisticsauthority.gov.uk/wp-content/uploads/2018/02/Code-of-Practice-for-Statistics.pdf>

small for the majority of Northern Ireland level results but care should be taken when looking at results based on smaller breakdowns.

Respondents

The 2017/18 CHS was based on a random sample of 9,000 domestic addresses drawn from the Land and Property Services list of addresses and interviews were sought with all adults aged 16 and over in these households. The dataset contains the records for 2,877 adults aged 16 and over with all respondents answering the initial question.

The number of respondents who answered each question, i.e. the base number, is stated in the commentary and/or the associated chart. The base number is the unweighted count.

Some questions were only asked if the respondent had answered 'yes' to a previous question. The base number may also vary between questions due to some respondents not answering certain questions.

Weighting

Statistical tests have been carried out on these results and have determined that weighting is not required for this module.

Confidence Intervals

No sample is likely to reflect precisely the characteristics of the population it is drawn from because of both sampling and non-sampling errors. An estimate of the amount of error due to the sampling process can be calculated. For a simple random sample design, in which every member of the sampled population has an equal and independent chance of inclusion in the sample, the sampling error of any percentage, p, can be calculated by the formula:

$$\text{s.e. (p)} = \sqrt{(p*(100 - p)/n)}$$

where n is the number of respondents on which the percentage is based. The sample for the Continuous Household Survey is drawn as a random sample, and thus this formula can be used to calculate the sampling error of any percentage estimate from the survey.

Multiple Response Questions

Multiple response questions are those for which respondents can give more than one response if they wish. In such questions, when individual percentages are summed they may add to more than 100%.

Rounding Conventions

Percentages have been rounded to whole numbers and as a consequence some percentages may not sum to 100. 0% may reflect rounding down of values under 0.5.

Significant Difference

Any statements in this report regarding differences between groups such as males and females, different age groups, dependant status, etc., are statistically significant at the 95% confidence level. This means that we can be 95% confident that the differences between groups are actual differences and have not just arisen by chance. Both the base numbers and the sizes of the percentages have an effect on statistical significance. Therefore on occasion, a difference between two groups may be statistically significant while the same difference in percentage points between two other groups may not be statistically significant. The reason for this is because the larger the base numbers or the closer the percentages are to 0 or 100, the smaller the standard errors. This leads to increased precision of the estimates which increases the likelihood that the difference between the proportions is actually significant and did not just arise by chance.

Respondent Groups

The following respondent groups were considered:

Age group

The age of the respondent is grouped into the following age bands;

16-24, 25-34, 35-49, 50,-64, 65 and over.

Gender

Gender of respondent is defined as whether the respondent is male or female.

Urban and rural areas

Urban and rural areas have been classified using the statistical classification of settlements defined by the Inter-Departmental Urban-Rural Definition Group.

- Bands A to E are classified as Urban. This includes Belfast Metropolitan Urban Area (Band A), Derry Urban Area (Band B) and large, medium and small towns (Bands C-E) with populations greater than or equal to 5,000 people.

- Bands F to H are classified as rural. This includes intermediate settlements (Band F), villages (Band G) and small villages, hamlets and open countryside (Band H) with populations of less than 5,000 people and including open countryside.

Appendix B: Confidence Intervals

A confidence interval represents the range of values in which the true population value is likely to lie. It is based on the sample estimate and the confidence level. As the percentages are calculated from a representative sample of the Northern Ireland population (aged 16 and over), a confidence interval can be calculated to estimate the level of uncertainty in the sample estimate.

95% confidence intervals were calculated for the headline figures. Table B1 summarizes the confidence intervals for Walking, Cycling and Public Transport in Northern Ireland.

- The 95% confidence interval for respondents who are satisfied with the current situation for walking and walkers in their local area at present is 64% +/- 2%. This means that there is a 95% probability that the proportion of the Northern Ireland adult population who are satisfied with the current situation for

Table B1: Confidence Intervals for Walking, Cycling and Public Transport in Northern Ireland

	Estimate (%)	Sample (n)	95% Confidence Range +/-	Confidence Interval
% who are satisfied with the current situation for walking and walkers in their local area at present.	64	2,787	2	62 - 66%
% who are satisfied with the current situation for cycling and cyclists in their local area at present.	55	2,613	2	53 - 57%
% who are satisfied with the current public transport situation and facilities in their local area at present.	72	2,721	2	70 - 74%

walking and walkers in their local area at present lies between 62% and 66%.

- The 95% confidence interval for respondents who are satisfied with the current situation for cycling and cyclists in their local area at present is 55% +/- 2%. This means that there is a 95%

probability that the proportion of the Northern Ireland adult population who are satisfied with the current situation for cycling and cyclists in their local area at present lies between 53% and 57%.

- The 95% confidence interval for respondents who are satisfied with the current public transport situation and facilities in their

local area at present is 72% +/- 2%. This means that there is a 95% probability that the proportion of the Northern Ireland adult population who are satisfied with the current public transport situation and facilities in their local area at present lies between 70% and 74%.

Appendix C: Walking, Cycling and Public Transport in Northern Ireland Questionnaire

CYCLING, WALKING, PUBLIC TRANSPORT

[WALKINTRO] The Department for Infrastructure will be working to develop proposals to provide well connected, safe, high quality walkways and cycleways, which will make walking a more attractive option for shorter journeys of around 2 miles / 3 kilometres and cycling for journeys of around 3 miles / 5 kilometres. It also wants to encourage greater use of public transport particularly for journeys of 6 miles / 10 kilometres or more. This will have many benefits in terms of reducing pollution and harmful Greenhouse Gas emissions and contribute to better health and environmental outcomes. (Continue)

[WALK5] Are you satisfied with the current situation for walking and walkers in your local area at present? By this I mean condition of footpaths, pedestrian crossings, street lighting etc

1. Yes
2. No -> [WALK6]

[WALK6] SHOWCARD 67 (WALKING NOT SATISFIED)
Why are you not satisfied with the current situation for walking and walkers in your local area at present?

1. Personal safety- I don't feel safe walking
2. Poor lighting at night
3. Not enough pedestrian crossings
4. Too much traffic

5. Traffic goes to fast
6. Too many fumes from traffic
7. It's too hilly to walk
8. Poor footpath condition
9. Not enough footpaths
10. Footpaths too narrow
11. No parks, greenways safe areas to go for a walk
12. Footpaths not clean- too much dog mess
13. Footpaths cluttered including cars parking on them
14. Too may cyclists on footpaths
15. No direct walking links to where I want to get to
16. Other -> [WALK6OTH]

[WALK6OTH] Please specify

[WALK7] Would you be likely to walk any journeys you have to make that are up to 2 miles / 3kms?

1. Yes
2. No

[WALK8] SHOWCARD 68 (WALK DISCOURAGE)
Which of the options listed on the showcard, if any, discourage you from walking short journeys of up to 2 miles / 3kms?

1. Cars driving too quickly
2. Too much traffic/ have to cross busy roads
3. Lack of footpaths
4. Poorly maintained footpaths
5. Footpaths too narrow

6. Takes too long - the car is quicker
7. Clutter on the pavement including cars parked on them
8. Worried about crime/ personal safety/ being attacked
9. I usually have to carry things (e.g. shopping)
10. Walking takes too much effort
11. Bad weather
12. My health or mobility makes walking difficult or impossible
13. I'm not fit enough to walk short journeys
14. Difficulties managing with children
15. Poor lighting at night
16. Not enough pedestrian crossings
17. I would be too embarrassed to walk
18. Other -> [WALK80TH]
19. I already walk short journeys of up to 2 miles or 3km (spontaneous)
20. No, nothing would put me off walking short journeys (spontaneous)

[WALK80TH] Please specify

[CYCLE5] Are you satisfied with the current situation for cycling and cyclists in your local area at present?

1. Yes
2. No

[CYCLE6] SHOWCARD 69 (CYCLING NOT SATISFIED)

Why are you not satisfied with the current situation for cycling and cyclists in your local area at present?

1. Personal safety- I don't feel safe cycling
2. Poor lighting at night
3. No cycle lanes
4. Poor quality cycle lanes

5. Poor street provision for cyclists/Unable to cycle on the street
6. Cars park in cycle lanes
7. Not enough crossing points for cyclists
8. Roads are too narrow
9. Too much traffic
10. Traffic goes too fast
11. Too many fumes from traffic
12. It's too hilly to cycle
13. There are no safe places to cycle such as greenways or parks
14. No direct cycling links to where I want to get to
15. Nowhere safe to leave your bike
16. Other -> [CYCLE60TH]

[CYCLE60TH] Please specify

[CYCLE7] Would you be likely to cycle any journeys you have to make that are up to 3 miles / 5kms?

1. Yes
2. No

[CYCLE8] SHOWCARD 70 (CYCLING DISCOURAGE)

Which of the options listed on the showcard, if any, discourage you from cycling journeys of up to 3 miles / 5kms?

1. Don't own/ have access to a bicycle
2. Too much traffic/ too dangerous
3. Motorists driving without consideration of cyclists
4. Cars parking in cycle lanes
5. Lack of cycle lanes/ poor cycling infrastructure
6. Poor road conditions, e.g. potholes

7. Takes too long - the car is quicker
8. Worried about crime/ personal safety/ being attacked
9. No room to carry things on bicycle - (e.g. shopping, work related items)
10. Cycling takes too much effort/ I'm not fit enough
11. Bad weather
12. I'm not the type of person who rides a bicycle
13. My health or mobility makes cycling difficult or impossible
14. No secure facilities to park bike at destination
15. Difficulties managing with children
16. Poor lighting
17. Not enough crossings for cyclists
18. I don't feel confident cycling
19. I need to look smart when I arrive (i.e. lack of changing/ showering facilities at destination)
20. Other ->[CYCLE80TH]
21. I already cycle short journeys of up to 3 miles or 5km (spontaneous)
22. No, nothing would put me off cycling short journeys (spontaneous)

[CYCLE80TH] Please specify

[TLINK5] Are you satisfied with the current public transport situation and facilities in your local area at present?

1. Yes -> [TLINK7]
2. No

[TLINK6] SHOWCARD (PUBLIC TRANSPORT NOT SATISFIED)

Why are you not satisfied with the current public transport situation and facilities in your local area?

CODE ALL THAT APPLY

1. Not enough services

2. Unreliable service
3. No direct services to where I want to go
4. Times of buses/ trains not suitable
5. Location of pick up points is too far away
6. It's too slow to get to where I want to go
7. It's too complicated to use
8. Unable to get a seat (or wheelchair space)
9. Difficulty getting on or off vehicles
10. Difficulty seeing signs or notices
11. Lack of announcements or difficulty hearing announcements
12. It's too expensive
13. Personal safety
14. Cars park in bus lanes
15. Badly maintained trains, buses, train or bus stops, shelters and stations
16. Lack of information at stops/stations on when next bus/train due
17. Lack of information on board buses/trains about what is the next bus stop/train station
18. Lack of general information on bus/train services
19. Poor lighting at bus stops/ train halts and pick up points
20. Not enough Translink staff at bus/ train stations
21. Unhelpful or unfriendly Translink Staff
22. Lack of bus lanes
23. Other -> [TLINK60th]

[TLINK60th] Please specify

[TLINK7] Would you be likely to use public transport for any journeys you have to make that are up to 6 miles / 10kms?

1. Yes
2. No

[TLINK8] SHOWCARD (PUBLIC TRANSPORT DISCOURAGE)

Which of the options listed on the showcard, if any, discourage you from travelling on public transport for journeys of 6 miles / 10kms?

CODE ALL THAT APPLY

1. Price of fares
2. Frequency of buses/trains i.e. times of buses/trains not suitable
3. Reliability of buses/ trains
4. Takes too long- the car is quicker
5. Distance of bus stop from home/destination
6. Behaviour of other passengers- noisy, using mobile phones etc
7. Difficulties managing with children
8. Lack of seating/ overcrowding
9. Cleanliness/ comfort of public transport
10. I don't feel safe using public transport (e.g. people loitering at train or bus stops, shelters and stations, inadequate lighting at train or bus stops, shelters and stations, lack of staff at train or bus stops, shelters and stations, lack of CCTV/security cameras)
11. Badly maintained trains, buses, train or bus stops, shelters and stations
12. Lack of information at stops/stations on when next bus/train due
13. Lack of information on board buses/trains about what is the next bus stop/train station
14. Unhelpful or unfriendly Translink staff
15. The way the bus is driven
16. Station\halts inaccessible
17. No audio visual announcements on buses
18. Having to book a wheelchair space in advance on some services
19. Lack of wheelchair spaces and priority seats for older people and disabled people
20. Difficulty getting on\off buses
21. I do not view public transport as an option for me due to health or mobility issues
22. I would be embarrassed using public transport
23. Other

24. I already use public transport for journeys of 6 miles / 10kms(spontaneous)

25. No, nothing would put me off using public transport (spontaneous)

[TLINK80th] Please specify