



Return to the Workplace and M-card Focus Group and Survey Findings

Background

- Focus Groups and a survey were undertaken to gain more insight regarding our members plans to return to the workplace as Covid restrictions ease, as well as feedback on the current M-card offering and suggestions for future M-card offerings.
- This allows the Travel Plan Network to better understand the sustainable travel support our members need as we emerge from the pandemic, to ensure we continue to reduce single occupancy car use within West Yorkshire.
- This also allows us to feedback valuable insight to the Ticketing Board, from our members regarding the m-card offering and what it could possibly look like going forward.

Focus Groups

- Two focus groups sessions were held on 25 and 26 May 2021.
- There were 21 attendees at the focus groups.
- This allowed us to gain insight into specific organisations and their plans.

Focus Group Return to Work Insight

William Hill

- No final plans in place yet.
- Returning end of June.
- Requirement of 20% in the office – on e day a week.
- Staff can return five days if they want to.
- Possibly losing one of their offices.

Green Travel Planners

- Will be working from home no more than 3 days (so home worker allowance doesn't apply).
- General feedback is it will be a mix of both home and office based.

TPS Consultants

- Mainly working from home – with a mix of returning to the office when needed.
- Office is fully open with flexible approach – for junior staff more essential to be in the office to allow development.
- Focus on Teams.

Leeds City Council

- Closed one site and in the midst of closing another with staff moving into Merrion House, has over 3000 staff but there will only be 1100 desk. So are planning a hybrid system with a mixture of working from home and in the office. Also, staff are encouraged to travel to their nearest site rather than their main office to try and reduce travel distances.
- Still in planning stages.
- Has cycling infrastructure, challenge is to get people out of their cars.

Northern Rail

- Working from home with a focus of doing meetings on Teams – depends on departments.

Skills for Care

- Still having confidential discussion around return and have not shared more widely with colleagues that we are looking to move towards a hybrid way of working with the percentage office v home to be confirmed. Therefore, having flexibility with an M-Card would be beneficial for our staff who do decide to adopt this new way of working. We will not be instructing people to work from home who are current Leeds office based, meaning some people may still look to purchase passes for commuting 5 days per week.

Optima Highways

- Hybrid working model with flexibility, 2 days at home rest from office.
- Business has changed to allow for WFH with laptops provided to junior staff.

Bradford Council

- Hybrid model being adopted – change of perception as WFH was not common pre-pandemic.
- Depends on departments, front line services will remain from the office.
- Flexible approach to be encourage.
- Current message is to WFH if you can.
- Looking at mental health and home safety.

Wakefield College

- Heads of departments to decide.
- Support for staff to work from home.
- 2 to 3 days WFH for those that can.
- Looking at bringing all students and teachers back in September.

Kirklees Council

- Waiting on the 21 June when restrictions details are confirmed.
- Potential recuperation period over the summer for staff to encourage them to use annual leave that has accumulated.
- 2022 to decide on full policy of WFH.
- Office being converted to have more meeting space rather than desk space.

NHS Bradford District Care Trust

- Admin office to be converted to clinical care with staff to WFH permanently for those that can.
- Department dependant.

M-card Feedback and suggestions

General Feedback

- Flexible ticket option for example 12 for 10.
- Still keep the standard option for people who are not working from home.
- New ticket options not timebound/no time restrictions.
- Should be about choice and flexibility.
- Smart card and app options not only app.
- If flexible or reduced tickets, what discounts will they get?
- Flexible ticket that can be transferrable for different household members if working from office on separate days.

William Hill

- Previously about 40/50 employees had m-cards.
- No one renewed at present.
- Also use First bus scheme.
- Don't use business M-card.

Green Travel Planners

- Previously had about 250/300 M-cards.
- Only renewed about eight this year.
- Also use First, Transdev and Arriva.
- A percentage of staff like having physical tickets/smart cards – example given of First moving to the app and resulted in around 50 people no longer using tickets.
- Do not use business M-card.

- **Bradford Council**

- Would welcome flexible tickets with no time limit, as one week may be in the office for three days but the week after not at all.
- Feel cost of MCard needs to be more competitive than a car especially with hybrid working from home - and driving confidence back to public transport – Feels it is expensive, currently saving £90 a month WFH.

- **TPS Consultants**

- Simplification of the different types of tickets – it is a challenge to work out best value ticket e.g. What ticket is best for a certain route: MCard/Arriva/First.

Survey

- Following on from the focus groups, an anonymous survey was then distributed to all TPN members, to complete and distribute within their organisations.
- The survey ran from until 11 June 2021.

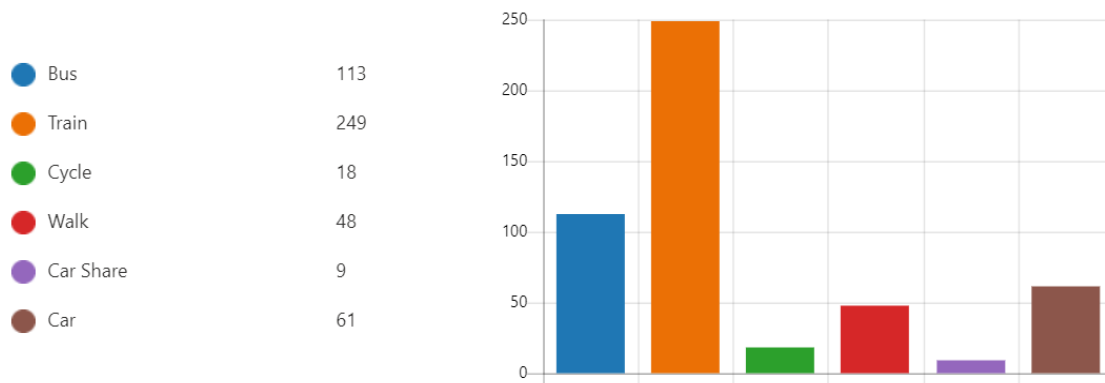
High Level Findings

- 375 responses to the survey from a wide range of businesses and sectors, across West Yorkshire
- 77.6% of the responses plan to return on a hybrid model of home working and office based.
- Pre pandemic single occupancy car use was 16.3%, increasing to 17.07% during the pandemic, and further increasing to 22.1% as restrictions ease.

- Pre pandemic bus commuting was 45.2%, dropping to 9.9% during the pandemic, with only 23.7% planning to return to travelling by bus as restrictions ease.
- Pre pandemic train commuting was 66.4%, dropping to 14.9% during the pandemic, with 54.7% planning to return to travelling by train as restrictions ease.

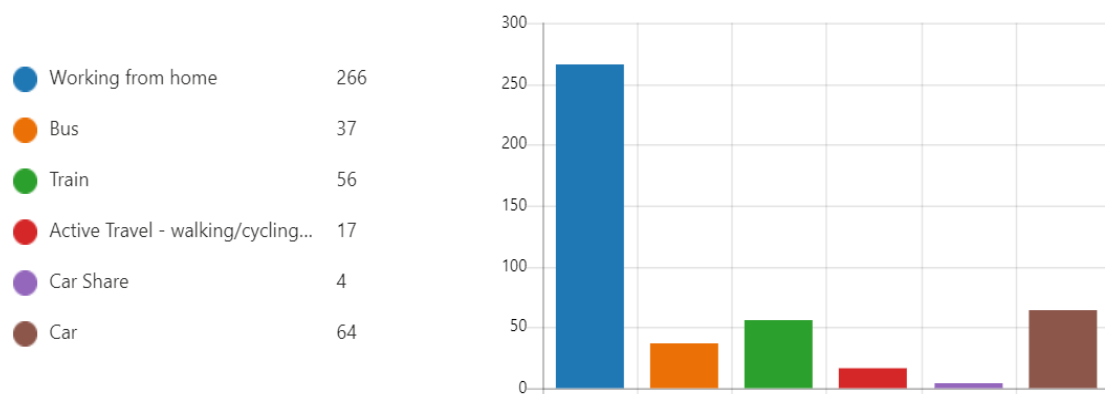
1. How did you travel to work before the pandemic?

[More Details](#)



2. What is your current mode of transport to work?

[More Details](#)



3. How is your organisation planning on returning to the workplace?

[More Details](#)

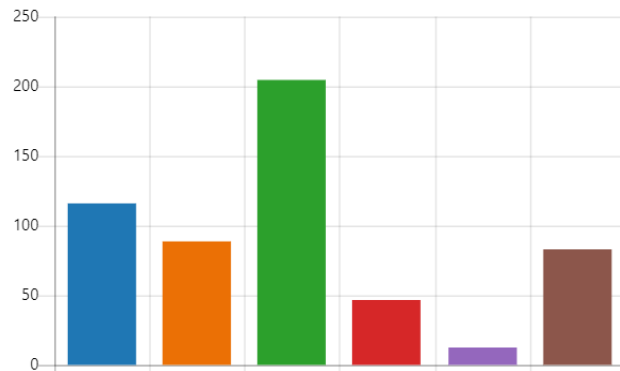
100% working from home	4
Hybrid - mixture of home and ...	291
100% from the workplace	15
Don't know yet	74



4. How are you going to travel to work with the easing of restrictions?

[More Details](#)

Work from Home	116
Bus	89
Train	205
Active travel - cycling/walking...	47
Car share	13
Car	83



5. Do you have a corporate m-card?

[More Details](#)

Yes	141
No	234



6. What Corporate M-card option would you prefer?

[More Details](#)

Annual - 7 days a week pass	66
Annual - 3 day a week pass	93
Flexi ticket - for example buy ...	175



Comments

M-card covid extensions and refunds

- I had an M card and was very disappointed in the value I got in surrender. I also thought the complete lack of response to delayed or cancelled trains devalued the card. I would buy a three-day ticket or 12 for 10. I think you would also need to add something that respected customers when things go wrong.

- The flexibility shown by Metro with regard to the corporate cards has been great. Very much appreciated.
- I was also really disappointed in the amount of money I was reimbursed for my M card which I couldn't use due to lockdown. I appreciate it was in line with your standard Ts and Cs but felt short-changed - it's not like I had any choice in not using the card or requesting a refund. I was paying for a service I couldn't use.
- Thank you for being so flexible with refunds and extensions for corporate Mcards.

General M-card feedback

- It is time for the MCard to extend to include York.
- I have a corporate annual Mcard which is train and bus, I very very rarely travel by bus, why do you not do a zone 3 train only pass?
- Needs to include Harrogate.
- Needs to include Starbeck.
- Please don't switch to cheapest tickets on a smartphone app. Not everyone has/can use a smartphone - and giving bigger discounts this way is discriminatory.
- I would prefer to keep having a card. I know that there is the option to use your phone for some tickets, but much prefer to have a separate card.
- Would be good if the Mcard could be an app-based card, so there is no need to carry the physical card and a danger of losing it.
- The scheme has always been a waste of time and no value for the consumers as we only save £1.50~ on return trips but cannot claim delay repay so, we end up losing money anyway. These cards are unfit for purpose and only work if used more than twice a day. Also, the Flexi ticket is the worst idea I've ever heard of. essentially buy 5 get one free offer which most likely will also exclude you from delay repay so the Leeds train station lines which have a high delay possibility will end up wasting money again. (I never plan to buy the cards again)
- I now live within walking distance of my office and the M-Card was very expensive.
- M-card option is great for bus and train instead of just a train season ticket but is it possible to include the m-card in the train delay repay scheme.
- Annual 7 day a week pass is now too expensive. I only use the pass on weekdays Monday to Friday, so I will need to review my options forgetting to work.
- It would be nice when it gets near the end of the year to have the option to automatically enroll into the next year without having to go through the reapplication.... I ended up with a month's overlap this time.
- It would be good if M Card holders could be offered compensation for late and cancelled trains.
- Depending on the flexi ticket cost the m-card has been more expensive compared to a train season ticket. Can you not make a train only M-card to compete?
- I would say that I'd want the admin to be done directly by Metro i.e., without salary sacrifice via the employer element if at all possible. If staff are paying up front for the card, then I'd want this doing by Metro rather than us having to process anything (we could maybe just provide assent that someone is an employee, if this is needed?)
- If we had 50 people buying the old style annual cards, each of them would need a card every 3 months (if they are going in 1 day a week) – so each person would go through 4 cards in a year, so instead of processing 50 MCard applications we'd be processing 200 applications... probably more as all the people that worked part time and didn't want an MCard before might decide they do want one now.

- The greater the number of apps going through, the smoother the process needs to be. I vote for taking out council payment processing and just having money go between the employee and metro as the service provider.
- I used to have a corporate MCard before the pandemic, but as I have been working at home since March 2020, I no longer have one.
- Since the start of the pandemic, I have moved house further from the office with the expectation to need to enter the office less frequently. In M-Card that allows for all public transport and bicycle storage across the entire county should be considered.
- I did have an annual MCard pre-pandemic which was value for money however as my workplace (with many others) is moving towards a hybrid model the flexi ticket option would be best as will be expected to work different patterns i.e., week 1 - 3 days in the office, week 2 - 2 days in the office.
- For the pool MCard, I guess we'd need to have a way of monitoring what credit remained on each card and topping up as a business?
- We previously had up to 8 Corporate Metro cards but have not renewed. It is principally because people are mainly working from home and therefore, they don't make economic sense.
- Staff should be given more discount because we opt for public transport to travel to city centre - By motivating more staff members to use public transport, this could reduce cars going into the city centre and pollution in Leeds.
- I bought a corporate M card as it was the most cost effective for my journey but as the train fares were subsidised during the pandemic, many non-M Card rail users could benefit from the reduced fares - this was not an option for Annual rail card users who have had to stay with paying full price. The overall benefit of the loyalty M card users has shown has resulted in us overall paying more for our journeys as we are committed to the cost despite many people not using the train the amount needed to see some financial benefit of having an annual card. When are the areas currently closed to rail users going to be made available to everyone?

Return to the workplace plans.

- I will not be travelling on public transport until ALL restrictions are lifted - not because I have any fear that it isn't safe but because people are not always kind to those who are exempt from mask wearing.
- I am just not expecting to use the train like I used to
- I still don't know how often we will be permitted to go to our office. I'm assuming a hybrid model, but we haven't been given any details yet. As such, I've not responded to question 6.
- Not sure of overall organisations plans, I suspect some people will work more from home in a hybrid model, but my job role requires on site working.
- My employer has not yet indicated when they are wanting staff back on site. Initial indicators are September potentially even after Christmas 2021. They are considering hybrid of working from home/in office, but they are still writing policies.
- It's still too early for us to say - we won't know about returning to Leeds arrangements for a few months yet. I imagine it will be a hybrid model.
- Don't yet know the combination of home and office work but it may vary from week to week.
- I currently don't know how many days I will be expected to work in the workplace - I am hoping for a maximum of 2 days /week.

- I've answered Hybrid to Q3. This is not yet official, but it would seem University of Leeds management are seriously considering this scenario for those who would prefer it.
- We have yet to hear the details of our return to work plans but it's extremely likely that it will be a hybrid model and 2/3 days in/3/2 days at home will probably be the norm.
- Until I know what my pattern of working will be from 1st October 2021 onwards, I do not know what travel options I would prefer. I also use buses on top of rail as part of my metro pass and would not wish to lose that.
- I'm assuming the University of Leeds will use a hybrid approach for large numbers of staff, but plans aren't clear, yet which makes this tricky to fill in with confidence.

The future of the M-card

- 3 days travel costs the same as a week of M-Card for me so I am planning on registering for one assuming once returned a full work week will occur.
- . Long term, I think I will prefer the 7 day a week pass. Shorter term, I think the Flexi ticket would be extremely useful.
- I think a system like Oyster cards would work well, some weeks I'll need to travel to work but some I won't, but it'd still be useful to have a card as I don't just travel for work, sometimes juts need a quick bus journey. but it shouldn't be fixed to 3 days or 7, you should be able to use it when you need it, and the credit should not elapse.
- If the 3-day pass is an option, would it have to be 3 days consecutively or can they be spread out over the week, would the week just be Monday to Friday or would the week include Saturday and Sunday?
- Flexi ticket would allow the flexibility we need in the early stages of easing.
- I would not mind the flexi-ticket either but would prefer to buy a pass via a loan from work which is paid off via salary.
- a 3-day week pass would be a huge help and would make the difference for me between having an M card and paying on the day and likely travelling less.
- more flexibility with the type of card you can buy would be helpful so having all the options in 6 would be good as staff probably won't be returning in a standard way, some working from home & in the office, some just at home, some at work. Plus, there are part-time staff who already did not travel in every day.
- It is difficult to know which corporate M-card option I would prefer not knowing what my organisation is planning for work in future, either the 3-day pass or a flexi ticket offer may be better depending on what my employer decides our future working arrangements should be!
- the option of a 3 day a week pass and/or a flexi ticket would be good, otherwise it's not really financially viable for me to come in on the train, I'll take the car instead.
- I did have a corporate annual but given I'm not likely to be in very often any more I don't think I would spend that - The flexi isn't that attractive a deal though - couldn't you do 9 for the price of 12?
- The Annual 3-day pass would be OK if it didn't have to be the same 3 days per week.
- Purchasing bulk M Card App Day rover tickets (25 tickets batches - 25/50/75/100 etc.) on an annual basis and paying through employees' salary.
- Personally, I do not think an M-card is now an option for me as I get good discounts on daily travel through the Northern App using my Senior Railcard. As a general point I think the Flexi ticket is probably the best option.
- Flexi ticket is good but, if it includes bus travel, I will prefer 3-day pass.

- Working from home is likely to be the minority of the time for me, and will likely be ad hoc, so a 7-day pass is the best option for me.
- An Oyster style card with capped daily travel costs would be great to have throughout Yorkshire.
- More flexible tickets options would be really helpful going forward.
- The 7 days a week and the flexi are the best options.
- I do not feel that I will buy a corporate M-card again unless on a flexi-ticket style, for example 12 for the price of 10 but even to buy a monthly ticket for 20 days for example. A monthly ticket would be better and can just buy extra tickets if needed.
- would like the flexi ticket option and use the ticket within 2 months.
- Lowering the cost of the annual M-card to make it more attractive to using the car.
- I will be working 2 days at home and 3 days in the office. I would like to have an annual 3 day a week pass, or a flexi ticket.
- I would prefer a Flexi ticket because I don't know how many days a week, I will be required to go into the office and therefore how many journeys I will have to make. It is difficult at this stage to know whether the other options would be cost effective or a waste of money.
- Flexi ticket. Monday to Friday use only. Make it good value, or people will start using cars because of the cost.
- We will be commuting to the office 1-2 times a week, so the 3 day/week pass may work, but it could also be the flexi ticket.
- All the Corporate M-card options sound good. It would also be helpful to have tickets that allow better connectivity. For example, if you need to take a bus, train, then bus for your commute within west Yorkshire, then you can do it on one ticket.
- Really important that the annual card represents value for money for part time office attendance. I am planning to return to office 3 days/week but know that others' plans are 2 days/week so a good value option for those people also required.
- 3- or 5-days pass
- I returned my m-card when lockdown started - I would like to use this option again for when travel by cycle is not possible but the flexi card would be the only option that would make this cost effective.
- A flexi ticket would also work well if travelling into Leeds 2-3 days per week.
- Flexi would suit my circumstances better as unsure what days I would work in the office.
- Would be useful to have options of M-card for 1-5 days/week.
- A flexible system would be much preferred, not just because hybrid working may become more normal following the pandemic but because it will support vast numbers of part-time workers better too.
- I had a corporate M card but would only return to using one on a flexible basis, as I cannot envisage a time when I will not be working in a hybrid way now, so the daily commute will be a thing of the past for the short to medium term at least. I hope that there will be a flexible M card option.
- Presently I am driving to work but would value the flexibility to use the bus as and when required.
- Moving to Sheffield soon, so will need to look into travel options to get into Leeds when required. Although I'm aware MCard is specifically West Yorkshire, I would be personally interested in the possibility of cross-boundary options.
- Until I know more about the days, I will have to be in the office it's hard to say. I can't see I would want another annual rail card if work were going to be flexible, I would prefer either a three day of 12 for 10 depending on works requirements.
- Although University of Leeds is stilling planning how we work in future it looks very likely to be hybrid. Flexi tickets would allow users to adapt to working patterns as the pandemic

changes. For a corporate flexi ticket perhaps, this could be a number of tickets per year or month. My second choice of ticket would be the 3 day a week annual pass which also seems a sensible alternative.

- Re Q6, a 5-day ticket would be useful if it meant you could reduce the cost of travel? As I, like many, will still be working a 5 day, Mon-Fri, week.
- I don't want to limit myself to a three-day pass because it doesn't allow for unknown flexibility requirements, 7-day pass would be the ideal as long as the price is a justifiable reduction from full cost.
- A choice of options for the M card or any corporate rail tickets would be an excellent way forward. A flexible approach is key.
- Would like either flexible ticket or annual 3 days.
- I do like the M card as I feel I need both bus and train option. The evening bus journey became over a two-hour journey home and the train was a much quicker option, yet the bus works quite well on a morning. Being part-time I would benefit from a 3 day a week annual pass.
- If possible, I want to return to full 5 days a week commuting. Also, I don't drive so I use the MCard at the weekends.
- I think providing a smaller annual weekly ticket will help part time staff as well as those working a hybrid return to work.
- I would prefer an annual three days a week pass or a flexi ticket as it's unlikely that I will need to use my annual card five/six days a week, as I did prior to lockdown.
- Very likely to be going back on a flexible / hybrid operating model so whilst I would like to continue with a corporate card as it works really well to run it directly from my payslip and appreciate the discount (assuming this would still apply), I would need some flexibility in order for it to be cost effective. Would be happy with either a 3-day week pass or flexi ticket, once operating model confirmed. Also, without improvements to the reliability of the train service, would be good to have opportunities to seek compensation if have a flexi ticket and reassurance the tickets apply both on and off-peak time.
- opportunity to find a way to pay that fits in a mixture of working styles.
- When I know what my working pattern will be it will be possible to advise. Currently working 1 week at home 1 week on site but 12 for the price of 10 is more expensive than the current cost of an Arriva ticket, so I would be unlikely to continue with an M card. Driving is not viable/cost effective on a permanent basis so I will be considering options as the need arises.
- I will only be travelling into work 2 or 3 days per week so the flexi option would be ideal. Would these tickets be electronic and purchased online? I would not want to go to a ticket office to buy them. Have you thought about the system for London tube where each journey on swiping entry and exit is deducted directly from a designated bank account?
- It's very difficult to plan for the year ahead at this current time, I appreciate the flexible options that have been suggested above as they are really helpful and useful. I am currently leaning towards the Flexi ticket option.
- We're not certain what the return to the workplace will be yet. It is likely to be a hybrid of working from home and in the workplace, but we don't know what the split will look like - whether we have to be in work at some point each week, or just every so often. As such, currently the option of the flexi ticket appears to be the most attractive and suitable. Before the pandemic, I did have a corporate M card as I travelled to work 5 days a week.
- It's really not clear yet exactly what my working arrangements will be, and I think it will be different week by week, therefore an option with flexibility would be the best pass for me.
- Annual 4 day a week pass should be an option.
- with possibly working from home part of the week a flexible 3-day pass would be better for me

- I love the idea of a flexi ticket.
- I work 3 days per week. I used to have an annual MetroCard, it was just about worthwhile especially for added convenience and ability to use for leisure. I will be returning to the office 1/2 days per week, so flexi ticket makes most sense.
- I had a corporate m-card until 31st May. A flexi ticket is also a good idea - maybe something like an Oyster card which can be topped up and used on trains and/or buses.
- A totally flexible pass - so you can pick 1/2/3/4/5/6/7 day a week pass according to your need. If this is the same cost as a flexi ticket option, then that's fine.
- I loved my annual card but will no longer need to be in the office 5 days a week so something more flexible over a time period would definitely be of interest.
- I would prefer the convenience of an annual card, but more flexibility as to when I can use it - ideally like an Oyster card, but alternatively some sort of 'top up' option monthly. The current offer does not seem to achieve this as flexi ticket seems very complicated in terms of the use of these tickets - why can't it just be one single card?
- I gave up my annual M-card during the first pandemic. My employer hasn't decided what working model to adopt going forward but would prefer to have an annual card either 3 days per week, or anything that provides flexibility on days/times of travel.
- I always had an annual corporate M-card before and would look for something similar but would not need one for 7 days/week. Something flexible would be better.
- If the 3 day a week pass could be used on any 3 days, I would prefer that, but I assume it would have to be set days in which case I'd prefer a flexi ticket option.
- I previously had an annual corporate M Card which was really hand in terms of being able to use on both trains and buses. I expect to be doing a hybrid working model going forward so something flexible would be great!
- 3 day a week pass sounds like a great option! It would be good to have flexibility in the days so not having to nominate which 3 days you can use the M-Card as this may not be the same each week, but once you use it for the first time that day it activates.
- It would depend on the flexi ticket prices. If you log on to National Rail you can get cheap tickets if you book in advance. so, the prices do vary.
- I did have an annual MCard but have not renewed yet as still working from home. It is difficult to answer Q6 as still not sure what my working pattern will be so said flexi ticket, but it may turn out a 3 day per week pass is better for me. I guess to start with it will still be unknown so some flexibility in the first 6 months/Year whilst see what the general pattern will be would suit me better- could start off with a Flexi ticket and move to 3 day per week perhaps?
- I'm also assuming the Annual - 3 day/week pass would have to be fixed for use on nominated days of the week? If so, I might want to consider the Northern Trains Smart card as a more flexible ticketing option. Would the M-cards here be train and county-wide bus as before?
- A flexible ticket will be most valuable to manage changes to working practices and business need to go into the office, e.g., x number of days per month or per six months. There are likely to be differences each week in the amount of time needed in the office.
- My travel is rather hard to predict. I often do simply take the train to work and home 3 days a week, but sometimes also take busses and sometimes am in work more than 3 days per week. The flexibility of reduced-price tickets may be a way forward but ideally this wouldn't involve additional administration, and the salary sacrifice element of the corporate MCard is also very attractive. Would it be feasible to bill my employer after the fact, and for them to pass on the cost to me before tax?
- I would say that there are about 5 ppl who still want / are buying a yearlong MCard via salary sacrifice to cover a regular commute.

- In terms of Metro cards, I think it unlikely that we will have many people office based every day so a card would need to be more flexible. Once train services are more frequent, I would consider buying a ticket for say 100 days in the year if technology would allow that kind of arrangement.
- A 3 day per week or flexible card, whichever I can get best value from for usually 3 days in the office per week.
- a 5 day a week pass would be handy.
- Selected Flexi ticket as my intention is to work from the office when there is a reason to - i.e., meetings, collaboration etc. This means that my working days will vary - if the 3 day per week ticket is "any 3 days", then I would probably prefer that option. But a flexi ticket would be a good alternative - maybe a bigger discount for the more journeys you buy.
- flexibility is key - no set days a week & 'peak times' no longer exist for many.
- Had a M-card but gave it up as it wasn't being used. At the moment I work 2 days a week in the office so a corporate M-card would make no sense, especially as the employer introduced temporary monthly parking permits which are cheaper for only 2-3 days a week. A monthly corporate M-card would also help!
- It is likely I will work 2 days per week in the office and the rest from home on a permanent basis so a card which would enable me to do this without paying for more than 2 days travel would be great, whether that be a number of journeys paid for in advance or a 2-day pass would be great. I want to avoid having to buy individual tickets each time I travel which takes time and is more expensive. I would be undecided whether to get a train only or train and bus option. It would be nice to have both options as I do now.
- I think a more flexible top up style card would appeal to a lot of people.

Bus Operator Feedback

- I'd also like to take this opportunity to highlight the filthy state of seats on a lot of First buses & quite often floors are dirty/sticky in a morning. I mainly use the 640/641, 645 & X6 & often struggle to find a clean unstained seat. It's not certain times/services, it's all the buses, any time, any day of the week. In contrast anytime I use an A2 Harrogate/Bradford bus or 60 Keighley/Leeds bus they are always very clean.
- Will no longer be able to travel by bus because after many (at least 40 years) First has decimated the bus service with no buses now travelling past the Rail Station into the employment area near Bridgewater Place - and only half as many buses going as far as the St John Centre. Having to catch 2 buses from a major route (A660) in North Leeds is unworkable and car is now the only option. If these services were re-instated, I would travel by bus.
- Worked throughout pandemic (except 24/3/20-21/04/20) & shocked never any enforcement of face coverings on buses throughout!
- Due to location and available services, bus travel is not a valid travel option for most colleagues.
- The drawback and frustration and added stress is not knowing if the service I use to get to and from work will be as pre-covid and very unreliable and hit and miss or turn up at all as I and many colleagues have commented on, the wonderful so called 97 service. I have had less stress working from home that I used to get sometimes waiting for up to three hours for this so-called bus service.
- Barring 4 weeks from 24/3/20 – 21/04/20 I have worked throughout the pandemic & lockdowns. I have been shocked there's been no enforcement of face coverings on buses ever since they became mandatory. I did expect spot checks by Metro/First Bus inspectors or even Police, I also expected drivers to question people getting on with no face coverings

(only ever witnessed 3 drivers question passengers) At times it's been quite uncomfortable having to sit near or have people get on the bus at later stops & sit behind with no face covering on. This is still happening & actually becoming more common as restrictions lift.

Train Operator Feedback

- I commute from Ilkley to Huddersfield 3 or 4 days a week. I am driving now, as the reduced services on the trains mean that the train commute takes too long, and it is not possible to get to the office for 8am which I need to do to open the office a few times a week.
- My overriding concern is one of capacity on the train network I have been into the office a few times over the last 12 months and booked advance tickets and always got a seat etc however not sure how this would work with flexi tickets and train capacities once all return to office working or hybrid working.
- I also have a senior railcard, so not sure which option would be best for me, given that there are certain times of the day when I can't use the senior railcard.
- If the train stopped at Kirkstall Forge on the Wharfedale line many of my team would be keen to take up an MCard!
- I am in an older age bracket (59), and I am still fearful of travelling by train. Regardless of lifted restrictions and vaccines, I am still not willing to travel by train currently.
- £11.40 for the daily zone 1-3 train and bus ticket is too expensive when my train ticket is only £6.90 and when compared to 7 day or 28-day tickets. There needs to be something sensibly priced for 2-3 days a week in the office - not rigid at 3. And some sort of capping would be good so if I wanted to do 4 or 5 days, I wouldn't end up paying a fortune.
- At the moment I'm also worried about travelling on the severely overcrowded Skipton / Leeds trains - they were a breeding ground for illnesses!
- I found travelling to work via train VERY expensive, working from home has been cheaper for me.
- I hope to go back to using the train as I will be in the office most days with maybe a day a week at home.
- We're hopeful that a shuttle bus will begin running to/from Kirkstall Forge – but as I said the stopping of the train on the Wharfedale line at Kirkstall Forge would be brilliant – I am aware as I used to catch that train frequently it did trail stopping there but that was before Kirkstall Forge was fully tenanted – it would make a huge difference now!
- The trains are now getting noticeably busier and large areas are closed off and reserved for staff when they are very rarely actually being used by staff...making the rest of the train busier for the rest of the users...

