# Transport Strategy Refresh

## Your Voices Survey Report

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## 1.0 Overview

1.1 Between April and June 2024 Transport for the South East ran a 'Your Voices' survey, with the purpose being to establish how residents across the South East felt key priorities from our existing strategy had grown or lessened in importance.

1.2 This report sets outs the results from the full survey, which received a total of 1501 responses. There are three key findings to draw from findings:

- There is a clear prioritisation order for the key themes, with society being the top priority, environment second, and economy third
- Public transport is the key priority for most people, in terms of investment, availability and accessibility.
- Affordability was a defining issue mentioned by a large proportion of respondents.

1.3 Identifying these priority issues amongst South East citizens will feed into the development of the Transport Strategy refresh.

## 2.0 Introduction

2.1 The Transport for the South East (TfSE) Transport Strategy was published in 2020. We have a commitment and a need to refresh this strategy to reflect the changes in transport and travel across our region since its publication.

2.2 This refresh will provide a vision for our region and how this can be supported by investment in the transport network.

2.3 One of our key aims as we develop this strategy is that it is co-created with a range of stakeholders and has people and places at its heart.

2.4 Alongside our engagement with local authorities, key partners, and socially excluded groups we have put a renewed focus on engagement with the wider public.

2.5 The first step in achieving this has been our Your Voices survey, launched to find out from people across the South East how much our existing priorities have changed in importance. This will guide the way in which we begin to refresh the Transport Strategy, and the outputs from this report will begin to shape the development of the Missions our strategy will seek to address.

2.6 This work is also part of a wider programme of engagement undertaken by TfSE to seek input into its Draft Transport Strategy. How this work, including the results from this survey, influenced the content of the strategy is summarised in a You Said – We Did Report published alongside the Draft Transport Strategy.

## 3.0 Methodology

3.1 The survey launched on April 8, 2024, and was hosted on our online engagement platform ‘Your Voices’ and ran until June 2. The survey period length was determined so that engagement was not solely taking place within the pre-election period for many of the May local authority elections.

3.2 To promote the survey TfSE issued two press releases. The following news outlets picked these up, either in print or online:

- More Radio
- V2 Radio
- Seahaven FM
- Ashdown Radio
- Hampshire Chronicle
- Eastbourne Herald
- Sussex Express
- Andover Advertiser
- Basingstoke Gazette
- Ventnor Blog
- Isle of Wight Radio
- Brighton and Hove Independent
- Portsmouth News
- Wokingham Today
- Lymington Advertiser
- Romsey Advertiser

3.3 To support the promotion of the survey, we also released an episode of The TfSE podcast which focussed on the Transport Strategy Refresh and why engagement was an important element of its development.

3.4 We utilised our social media profiles on X, Facebook and LinkedIn to further promote the survey, and contacted all our local transport authorities and the district and borough councils and town, parish and community councils across the region to reach residents.

3.5 The following authorities shared our social media posts during the survey period:

- Surrey County Council Highways
- Brighton & Hove City Council
- Eastbourne and Lewes District Councils
- Gravesham Borough Council
- Hastings Borough Council

3.6 Alongside this, over 20 of our town and parish councils shared a link to the survey either via their social media or their websites. Across the region more than 10 of our MP's also shared the survey.

3.7 In total we received 1501 valid responses to the Your Voices survey. 1498 of these (99.8%) were received through the online survey, one was a returned paper questionnaire, and two emails submissions were received. In total, 18 responses were removed before analysis because they were duplicate submissions.

3.8 As part of the survey, we also asked if respondents would like to be kept up to date with the development of the Transport Strategy Refresh. A total of 803 respondents (53.5%) said yes to this and will be informed of both outcomes of this survey, and future engagement opportunities during the project.

3.9 We received responses from all 16 of our local transport authority areas. The spread of responses across the region is shown below in Figure 3.1.

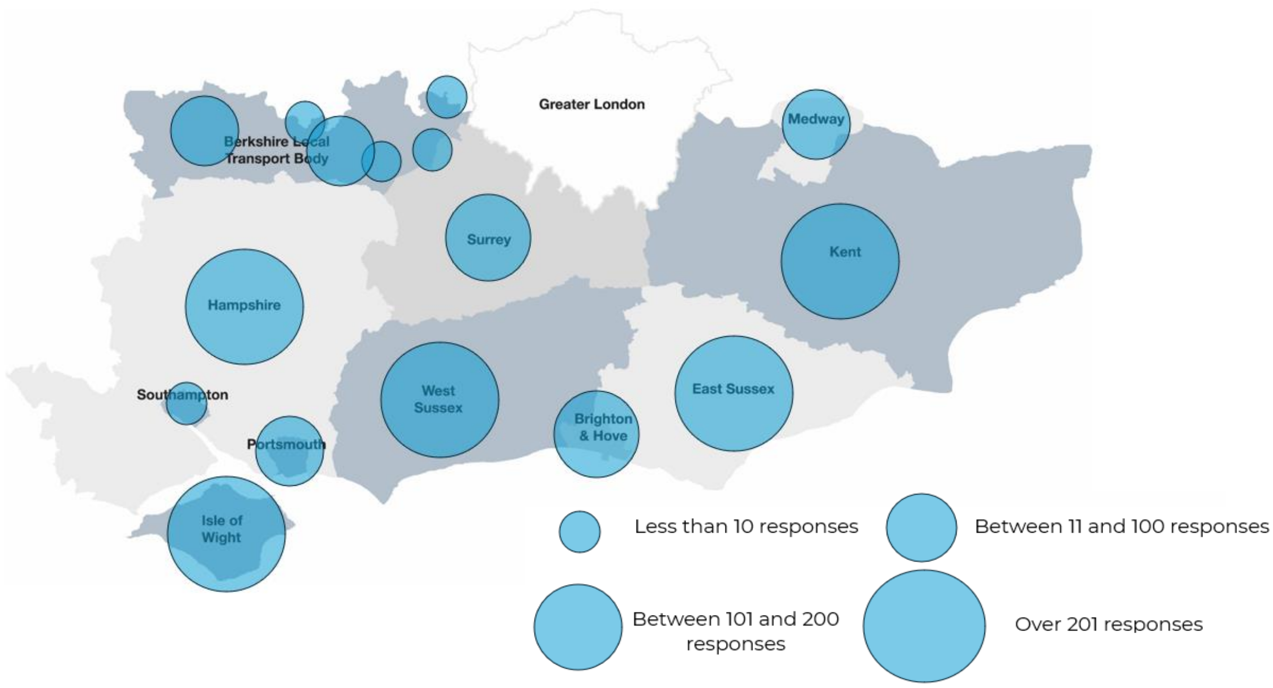


**Figure 3.1: Map of respondents' postcodes**

3.10 The greatest numbers of responses were received from the four county council areas across the TfSE region. These also have the highest populations compared to unitary authorities. A high number of responses were also received from the Isle of Wight. Responses were analysed to establish any major differences in responses from different areas, however priorities were consistent across the TfSE area.

## 4.0 Headline Results

- Amongst the three themes from the existing transport strategy: economic, environmental and social, 47.8% or respondents ranked social as their highest priority, 31.9% said environmental was the top priority and 20.2% ranked the economic theme first.
- Amongst the economic priorities, the need for joined up thinking between transport planning and housing and employment needs emerged as the area which had grown most in importance. 86.2% of respondents stated this was more or much more important than 5 years ago.
- Responses across the environmental priorities were similar with improving biodiversity as part of new infrastructure schemes emerging as the one with most respondents stating this had got more or much more important (71.4% of respondents).
- 84.9% of respondents said an accessible and affordable transport network was now more or much more important than 5 years ago, this was the highest amongst the social themes.
- Walking was the most frequent mode of travel, with 92.1% of respondents having walked once a week or more, closely followed by car driving with 74.9% of respondents driving once a week or more.
- Public transport was the priority which emerged as most important across the board in the free comments. The top six themes all related to public transport, with the affordability of public transport being the most mentioned priority overall.
- Public transport was rated as both the area respondents were most concerned about in their local area and the area which people felt authorities should act to improve.
- Around half of respondents were either ‘not aware’ or ‘not very aware’ of Transport for the South East prior to taking part in the survey.
- There was over representation from citizens aged 55 or over (63% of respondents) compared to the demographic profile of the region (32.8% of south east residents aged over 55). The gender split was in line with the Census 2021 results.

## 5.0 Results

5.1 In this section, each of the questions is analysed in the order in which they were asked in the survey.

**Q1. How would you rank these three items in order of priority?**
(response base: 1488[1])

5.2 Respondents were asked to rank the following three themes from our existing strategy in order of priority from 1 to 3, with 1 being the top priority.

- Economic: Improve productivity and attract investment to grow our economy and better compete in the global marketplace.
- Social: Improve health, safety, wellbeing, quality of life, and access to opportunities for everyone.
- Environmental: Protect and enhance the south east's unique natural and historic environment.

The resulting rankings are shown in Table 5.1 and Figure 5.1 below.

| Theme | Rank 1 | | Rank 3 | | Rank 3 | |
|---|---|---|---|---|---|---|
| | Number | % | Number | % | Number | % |
| Economic | 301 | *20.2%* | 351 | *23.6%* | 836 | *56.2%* |
| Social | 712 | *47.8%* | 619 | *41.6%* | 157 | *10.6%* |
| Environmental | 475 | *31.9%* | 518 | *34.8%* | 495 | *33.3%* |

**Table 5.1: Q1 Priority ranking of key themes.**

5.3 The social theme emerged as the highest priority for almost half of respondents (47.8%). The environmental theme had an even spread across the three ranking options, while only 20.2% of respondents ranked economy as the top priority.

[1]Number of respondents who answered this question.

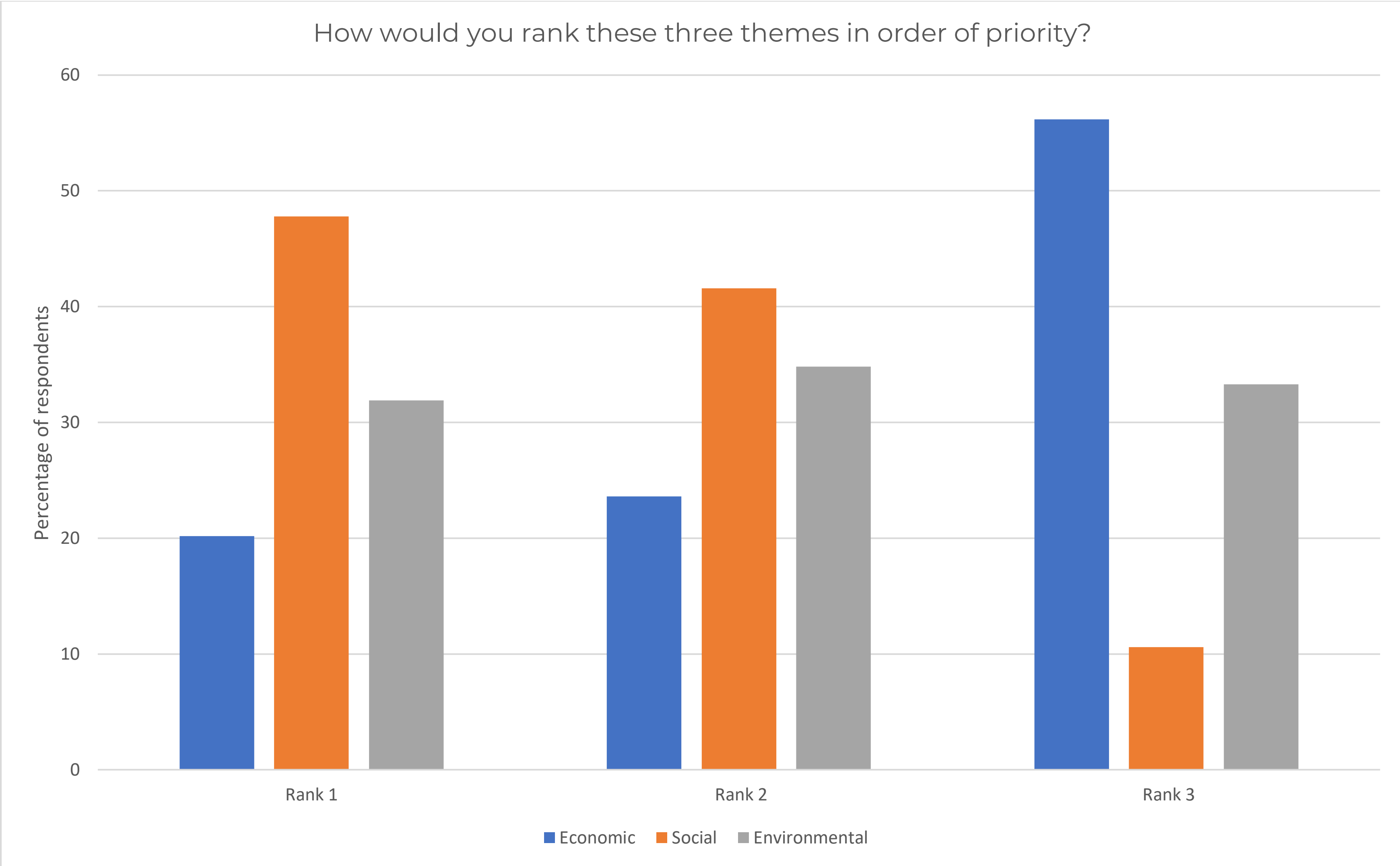


**Figure 5.1: Q1 Priority ranking of key theme**

**Q2. Compared to 5 years ago, would you say the following economic priorities are now more or less important to you?**

5.4 Respondents were presented with the economic priorities in the existing Transport Strategy to consider how their attitudes to them had changed.

| Economic priority | Much more important | | More important | | No change | | Less important | | Much less important | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Better connections to major destinations and international gateways such as airports, rail stations and ports (response base 1490[1]) | 307 | *20.6%* | 407 | *27.3%* | 508 | *34.1%* | 187 | *12.6%* | 81 | *5.4%* |
| More reliable journeys to major destinations and international gateways such as airports, rail stations and ports (response base 1488[1]) | 430 | *28.9%* | 517 | *34.7%* | 375 | *25.2%* | 105 | *7.1%* | 61 | *4.1%* |
| A transport network more resilient to incidents, extreme weather and impacts of a changing climate (response base 1490[1]) | 663 | *44.5%* | 590 | *39.6%* | 196 | *13.2%* | 30 | *2.0%* | 11 | *0.7%* |
| More joined up thinking between new transport infrastructure and meeting the needs of housing and employment (response base 1485[1]) | 804 | *54.1%* | 476 | *32.1%* | 175 | *11.8%* | 18 | *1.2%* | 12 | *0.8%* |
| A smart transport network, that uses digital technology to manage transport demand, and improve user experience (response base 1468[1]) | 342 | *23.3%* | 490 | *33.4%* | 414 | *28.2%* | 138 | *9.4%* | 84 | *5.7%* |

**Table 5.2: Q2 Changing importance of economic priorities.**

5.5 As shown in Table 5.2, the priority of more joined up thinking between transport infrastructure and meeting the needs of housing and employment emerged as the priority which had increased in importance most, with 1280 (86.2%) respondents stating this was either more important or much more important than 5 years ago. The importance of having better connections to international gateways, was the only priority which had increased in importance for less than 50% of respondents. However, this category did have the highest number of respondents say importance had not changed compared to years ago. The relative importance that respondents gave to different priorities is shown in Figure 5.2 below.

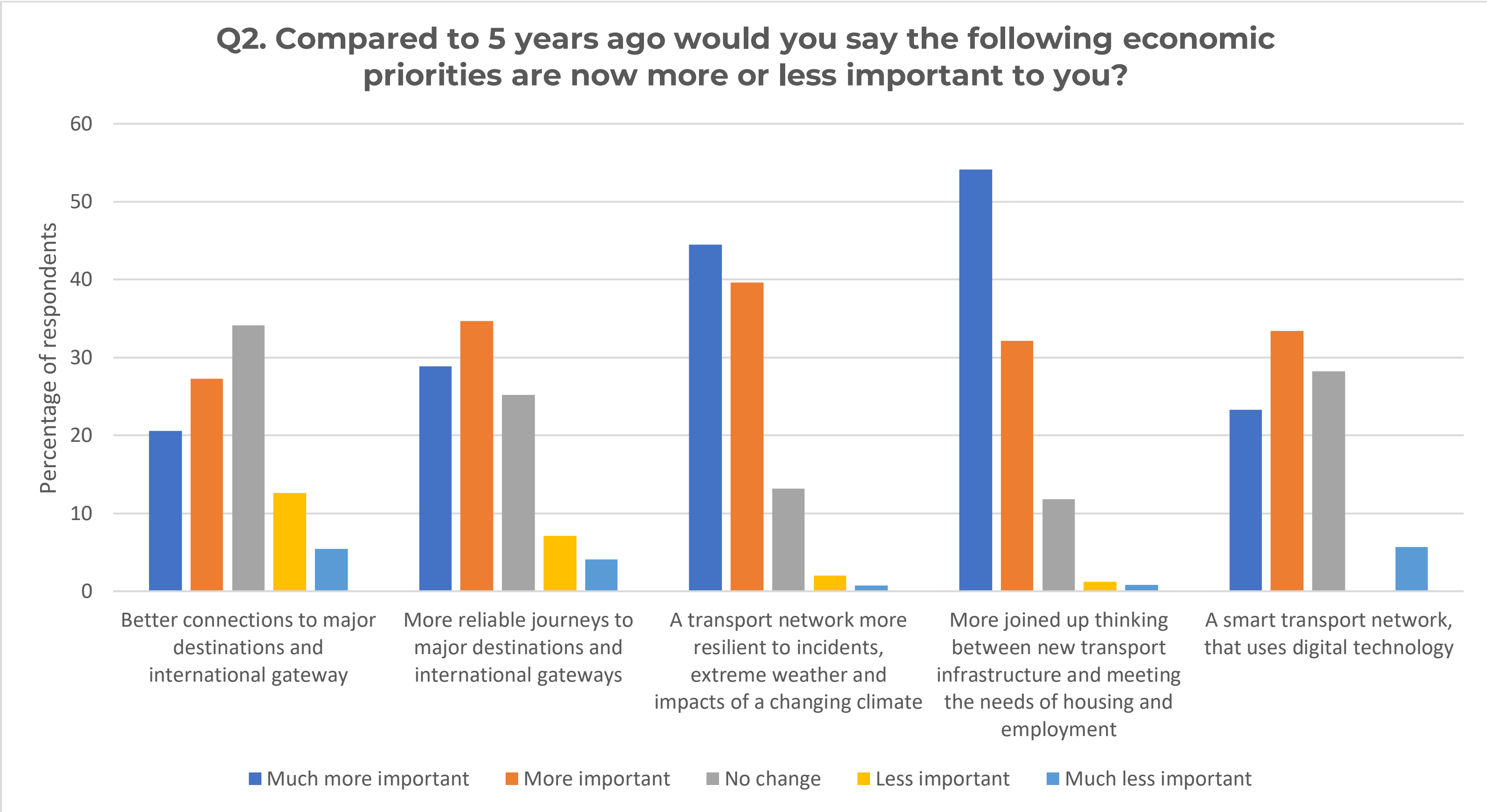


**Figure 5.2: Q2 The relative importance of economic priorities compared to 5 years ago.**

5.6 As shown in Figure 5.2 a resilient network was also identified as 'of more' or 'much more importance' compared to 5 years ago (84.1% of respondents).

**Q3. Compared to 5 years ago would you say the following environmental priorities are now more or less important to you?**

5.7 Respondents were presented with the environmental priorities in the existing Transport Strategy and asked to consider how their attitudes to them had changed. The results of the analysis of their responses are shown in Table 5.3 and Figure 5.3.

| Environmental priority | Much more important | | More important | | No change | | Less important | | Much less important | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| A reduction in carbon emissions to net zero, and efforts to minimise the contribution of transport to climate change (response base 1492[1]) | 613 | *41.1%* | 384 | *25.7%* | 341 | *22.9%* | 69 | *4.6%* | 85 | *5.7%* |
| A reduction in the need to travel, particularly by private car, to reduce the impact of transport on people and the environment (response base 1485[1]) | 582 | *39.2%* | 368 | *24.8%* | 328 | *22.1%* | 85 | *5.7%* | 122 | *8.2%* |
| A transport network that increasingly protects and enhances our natural, built and historic environments (response base 1487[1]) | 556 | *37.4%* | 473 | *31.8%* | 389 | *26.2%* | 42 | *2.8%* | 27 | *1.8%* |
| Improve biodiversity as part of new infrastructure schemes, going above replacing any lost when it was built (response base 1484[1]) | 575 | *38.7%* | 486 | *32.7%* | 334 | *22.5%* | 48 | *3.2%* | 41 | *2.8%* |
| Minimisation of transport's consumption of resources and energy (response base 1483[1]) | 570 | *38.4%* | 453 | *30.5%* | 351 | *23.7%* | 54 | *3.6%* | 55 | *3.7%* |

**Table 5.3: Q3 Changing importance of economic priorities.**

5.8 Across all three themes, it was in the environment theme where respondents ranked similar levels of importance across all five priorities. The priority which emerged with slightly higher importance than the others was to improve biodiversity as part of new infrastructure schemes, with 71.4% of respondents stating this was now more or much more important than five years ago. However, a reduction in carbon emissions to achieve net zero gained the highest number of respondents saying this was now much more important than five years ago (41.1%).

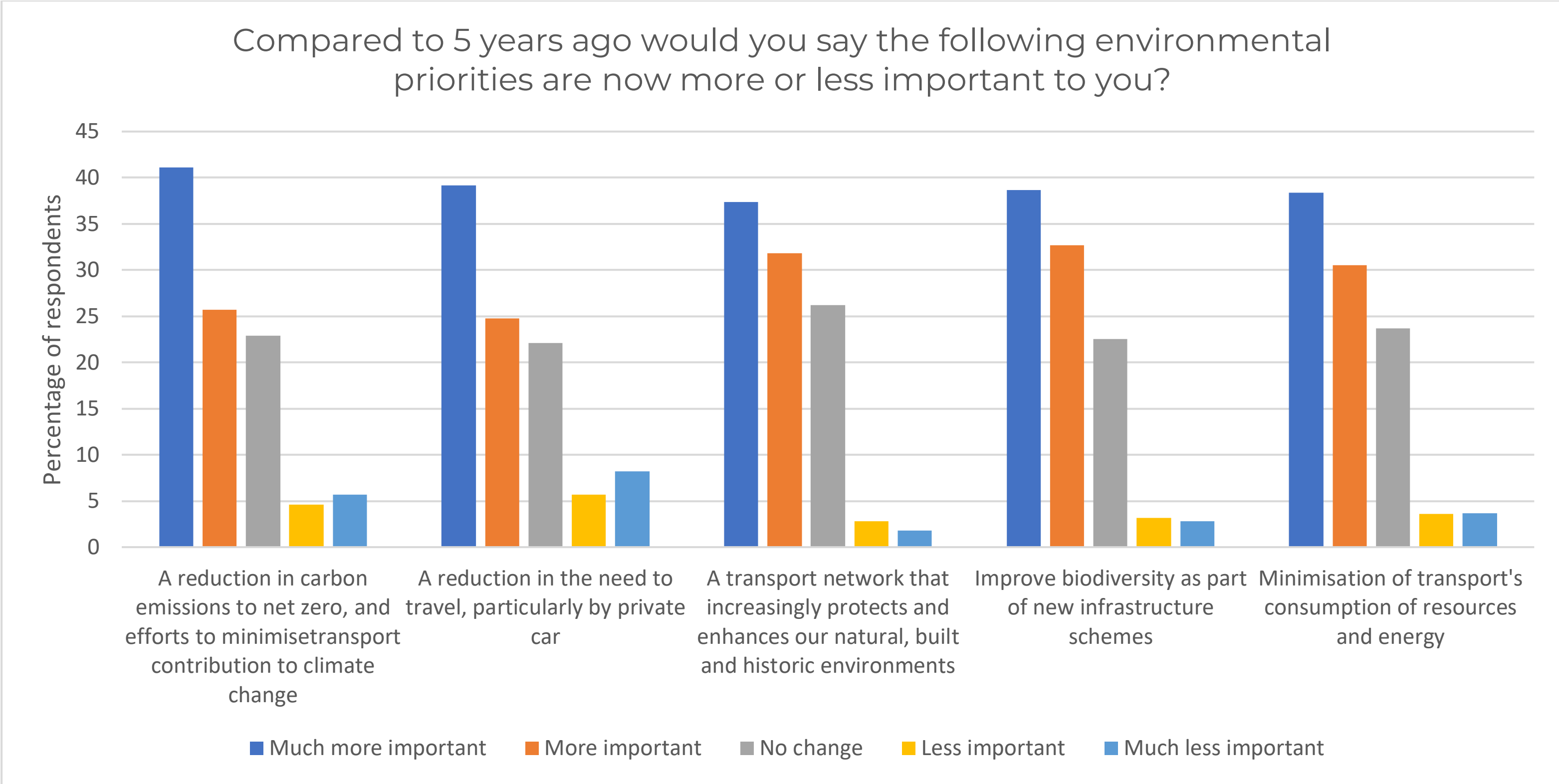


**Figure 5.3: Q3 Changing importance of environmental priorities.**

5.9 Although levels of increasing importance where consistent across the environmental priorities, and lower than some of the economic and social priorities, many respondents indicated that there had been no change in importance over the past 5 years and levels of rating priorities as less or much less important remained low across all priorities.

**Q4. Compared to 5 years ago would you say the following social priorities are now more or less important to you?**

5.10 Respondents were presented with the social priorities in the existing Transport Strategy to consider how their attitudes had changed.

| Social priorities | Much more important | | More important | | No change | | Less important | | Much less important | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Improved air quality supported by initiatives to reduce congestion and encourage use of public transport (response base 1492[1]) | 627 | *42.0%* | 450 | *30.2%* | 324 | *21.7%* | 40 | *2.7%* | 51 | *3.4%* |
| An affordable and accessible transport network that reduces barriers to employment, learning, and leisure activity (response base 1490[1]) | 849 | *57.0%* | 416 | *27.9%* | 197 | *13.2%* | 17 | *1.1%* | 11 | *0.7%* |
| An integrated transport network, making it simpler to plan and pay for journeys and change between different forms of transport (response base 1493[1]) | 811 | *54.3%* | 445 | *29.8%* | 204 | *13.7%* | 23 | *1.5%* | 10 | *0.7%* |
| A safe transport network with no fatalities or serious injuries amongst transport users and workers (response 1490[1]) | 547 | *36.7%* | 358 | *24.0%* | 561 | *37.6%* | 9 | *0.6%* | 15 | *1%* |

**Table 5.4: Q4 Changing importance of social priorities.**

5.11 Table 5.4 shows that the two priorities which respondents felt had increased the most in importance were an affordable and accessible transport network and an integrated transport network. For both priorities the percentage of respondents who said these were now more or much more important was over 80%. Across all the priorities, including those which fell under the economic and environmental themes, an affordable and accessible network was the priority which the highest number of respondents said was much more important (57%).

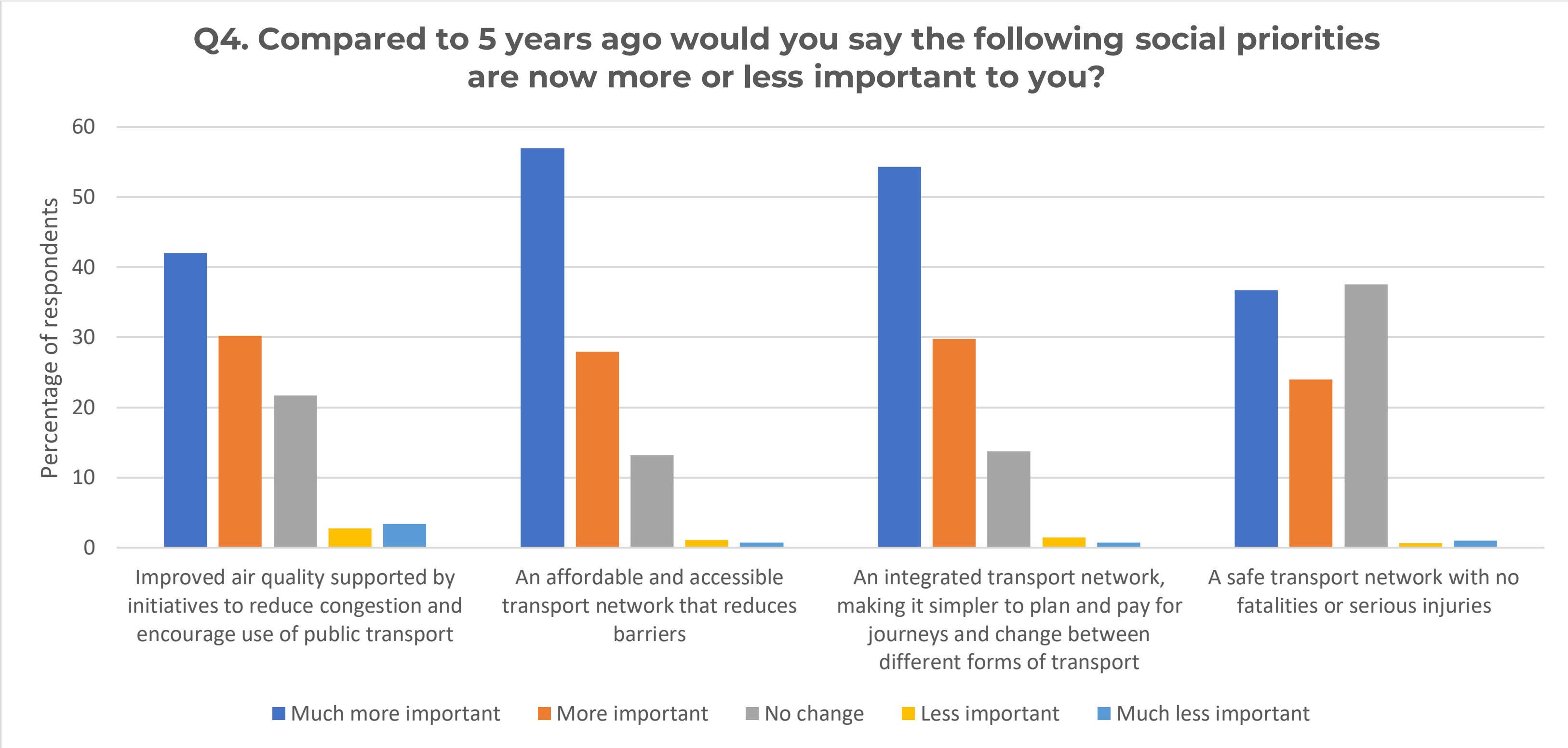


**Figure 5.4: Q4 Changing importance of social priorities.**

5.12 As shown in Figure 5.4, having a safe network with no fatalities of serious injuries, was the priority for which the highest percentage of respondents felt importance has not changed (37.6%). However, this priority also had the lowest number of respondents who said importance has decreased (1.6%). This suggests a safe network is a consistently important transport priority.

**Q5. Are there any other priorities you think we should consider as part of the Transport Strategy Refresh?**

5.13 Respondents were given the option to leave free comments for this question, 886 (59%) chose to do so. They were reminded of the strategic role of both TfSE and the Transport Strategy. However, many respondents did mention local schemes and issues relevant to them. The most common themes are shown below in Table 5.5.[2]. There were also many comments which related to some of the existing priorities in the existing strategy.

| Theme | Number of respondents[3] |
|---|---|
| More affordable public transport | 180 |
| More frequent PT services / services than run later in the evening / run at weekends/ restore cut services | 134 |
| Improved public transport for rural areas / car journeys currently only option for key journeys / communities are cut off, promotes inequality and creates barriers to essential services | 118 |
| More reliable PT services / less strikes / more information | 111 |
| Strategic prioritisation of improving public transport infrastructure/ Making PT an easier choice / new system: Trams / Park and Ride / Promoting and incentivising public transport use / more investment in public transport/ connections to major destinations / attractive public transport | 106 |
| More integration of modes / multi-model connection / timetable alignment | 90 |
| Improvements to cycle lane network / connect towns / segregate from roads / increase safety / more cycle lane provision | 68 |
| Prioritise Active Travel / Focus on improving active travel routes and corridors to connect places / Promote benefits and incentivise | 60 |
| Ensure accessibility for all / consider needs of those with disabilities/ vulnerable transport users | 47 |
| Focus on improving road condition / fix potholes / prioritise maintenance | 46 |
| Public ownership or nationalisation / Public Transport not run for profit / Should benefit communities not private shareholders / More regulation | 44 |
| More road capacity / create bypasses / new strategic corridors / fixed link | 39 |
| Ensure transport is well planned for when building new developments / reduce car dependent housing development | 39 |
| More focus on safer roads / more traffic calming / driver training / enforce penalties | 37 |
| Focus on reducing the need for private car usage/ reduce the need to travel | 29 |
| Simpler ticketing / booking / pricing structures / flexibility | 28 |
| No new road schemes / stop road building or widening | 26 |
| Increase rail capacity and coverage / more carriages / new lines / faster services | 25 |

[2] Only Themes mentioned 5 or more times are included.

[3] The total number will not equal the total number of respondents because respondents could talk about multiple themes within their response.

| Theme | Number of respondents[3] |
|---|---|
| More walking lanes / improved footpaths, pavements and bridleways / Don't exclude walking or horse riding | 23 |
| Re-open disused rail lines to improve connectivity | 23 |
| Improve East to West connectivity / More options to avoid routes that travel into London and back out | 21 |
| Stop penalising drivers / cheaper cars / fuel / tax / no charging / need to use a car / stop focus on minority | 19 |
| Reduce traffic / congestion | 19 |
| Support and encourage the shift to electric vehicles / more infrastructure / charging/ incentives | 17 |
| Protect and enhance the historic and natural environment / protect green spaces and focus on sustainability | 17 |
| More on-demand transport / car-sharing / community transport / smaller buses in rural areas | 16 |
| Keep staff at station or on trains / ticket offices open / human presence supports safe travel for vulnerable / digital exclusion | 14 |
| Look at alternative ways to move freight / more rail freight / waterborne | 14 |
| More investment or better investment | 14 |
| Less polluting buses / tax on larger vehicles / more emissions-based restrictions / encourage uptake of smaller vehicles | 12 |
| More prioritisation for health / impact of traffic and pollution on health / net zero targets | 11 |
| Timetable roadworks / maintenance for minimal impact / reduce road closures | 11 |
| More engagement / earlier engagement / reflecting the views of residents/ engage with wider groups | 10 |
| Keep polluting vehicles on major roads and not routed through residential areas / Tackle Satnav routing | 9 |
| Stop focus on climate / Abandon Net Zero Policies | 8 |
| Electrification of rail | 7 |
| More secure cycle parking | 7 |
| Focus on encouraging use for younger people to access work and education | 6 |
| Better provision for bikes on trains | 6 |
| Improves mobile signal at rural stations (enabling taxi ordering) | 5 |
| Remove smart motorways / less variable speed limits | 5 |
| More public toilets / water fountains | 5 |

**Table 5.5: Q5 Analysis of free text responses for any other priorities**

5.14 The top 6 most referenced themes all related to public transport, with affordability to the most popular priority identified by respondents. Across the most popular themes related to public transport, there were specific modes or areas mentioned. Table 5.6 below gives some detail into emerging key areas.

| Priority Area | Specific Mentions | Number |
|---|---|---|
| More affordable public transport | Isle of Wight Ferries | 108 |
| | Train fares | 23 |
| | Bus fares | 10 |
| More frequent PT services / services than run later in the evening / run at weekends/ restore cut services | Bus services | 60 |
| | Ferry services | 20 |
| | Rail services | 19 |
| Improved public transport for rural areas / car journeys currently only option for key journeys / communities are cut off, promotes inequality and creates barriers to essential services | Isle of Wight | 33 |
| More reliable PT services / less strikes / more information | Isle of Wight Ferries | 52 |
| | Rail services | 16 |
| | Bus services | 11 |

**Table 5.6: Q5 Open comment specific theme analysis**

5.15 As shown in table 5.6 affordability was specifically mentioned in terms of the Isle of Wight ferries by 108 respondents. Bus services were most mentioned in terms of later running or weekend timetables. Although many modes were referenced when respondents talked about rural areas, many of the Isle of Wight respondents had specific experiences about access to employment, education and health services.

**Q6. How often do you use each of the following methods of travel?**

5.16 As part of the survey, we also asked respondents about their travel habits and broader views of the transport network. This included their frequency of using various travel modes, the results of this are shown in table 5.7 and figure 5.5 below.

| Travel method | Every day or nearly every day | | 2 to 5 days a week | | Once a week | | Less often but more than once a month | | Less than once a month | | Never | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Walk (response base 1480[1]) | 964 | *65.1%* | 290 | *19.6%* | 110 | *7.4%* | 43 | *2.9%* | 30 | *2.0%* | 43 | *2.9%* |
| Bicycle or E-bike (response base 1457[1]) | 83 | *5.7%* | 179 | *12.3%* | 80 | *5.5%* | 94 | *6.5%* | 236 | *16.2%* | 785 | *53.9%* |
| Bus (response base 1472[1]) | 63 | *4.3%* | 187 | *12.7%* | 170 | *11.5%* | 265 | *18.0%* | 440 | *29.9%* | 347 | *23.6%* |
| Car or van as driver (response base 1477[1]) | 516 | *34.9%* | 483 | *32.7%* | 175 | *11.8%* | 47 | *3.2%* | 37 | *2.5%* | 219 | *14.8%* |
| Car or van as passenger (response base 1444[1]) | 63 | *4.4%* | 299 | *20.7%* | 354 | *24.5%* | 239 | *16.6%* | 332 | *23.0%* | 157 | *10.9%* |
| Motorcycle or moped (response base 1455[1]) | 6 | *0.4%* | 12 | *0.8%* | 6 | *0.4%* | 16 | *1.1%* | 21 | *1.4%* | 1394 | *95.8%* |
| Wheelchair or mobility aid (response base 1447[1]) | 37 | *2.6%* | 9 | *0.6%* | 9 | *0.6%* | 4 | *0.3%* | 6 | *0.4%* | 1382 | *95.5%* |
| Taxi or private hire (response base 1468[1]) | 6 | *0.4%* | 10 | *0.7%* | 38 | *2.6%* | 127 | *8.7%* | 660 | *45.0%* | 627 | *42.7%* |
| Train (response base 1478[1]) | 33 | *2.2%* | 152 | *10.3%* | 160 | *10.8%* | 398 | *26.9%* | 586 | *39.6%* | 149 | *10.1%* |
| Other (response base 1132[1]) | 14 | *1.2%* | 26 | *2.3%* | 25 | *2.2%* | 73 | *6.5%* | 147 | *13.0%* | 845 | *74.8%* |

**Table 5.7: Q6 Frequency of use of different forms of travel**

5.17 Walking was the form of transport used most frequently by respondents, closely followed by driving a car. Bus use was slightly more frequent than train use, however only 10.1% of respondents said they never used the train compared to 23.6% who said they never travelled by bus.

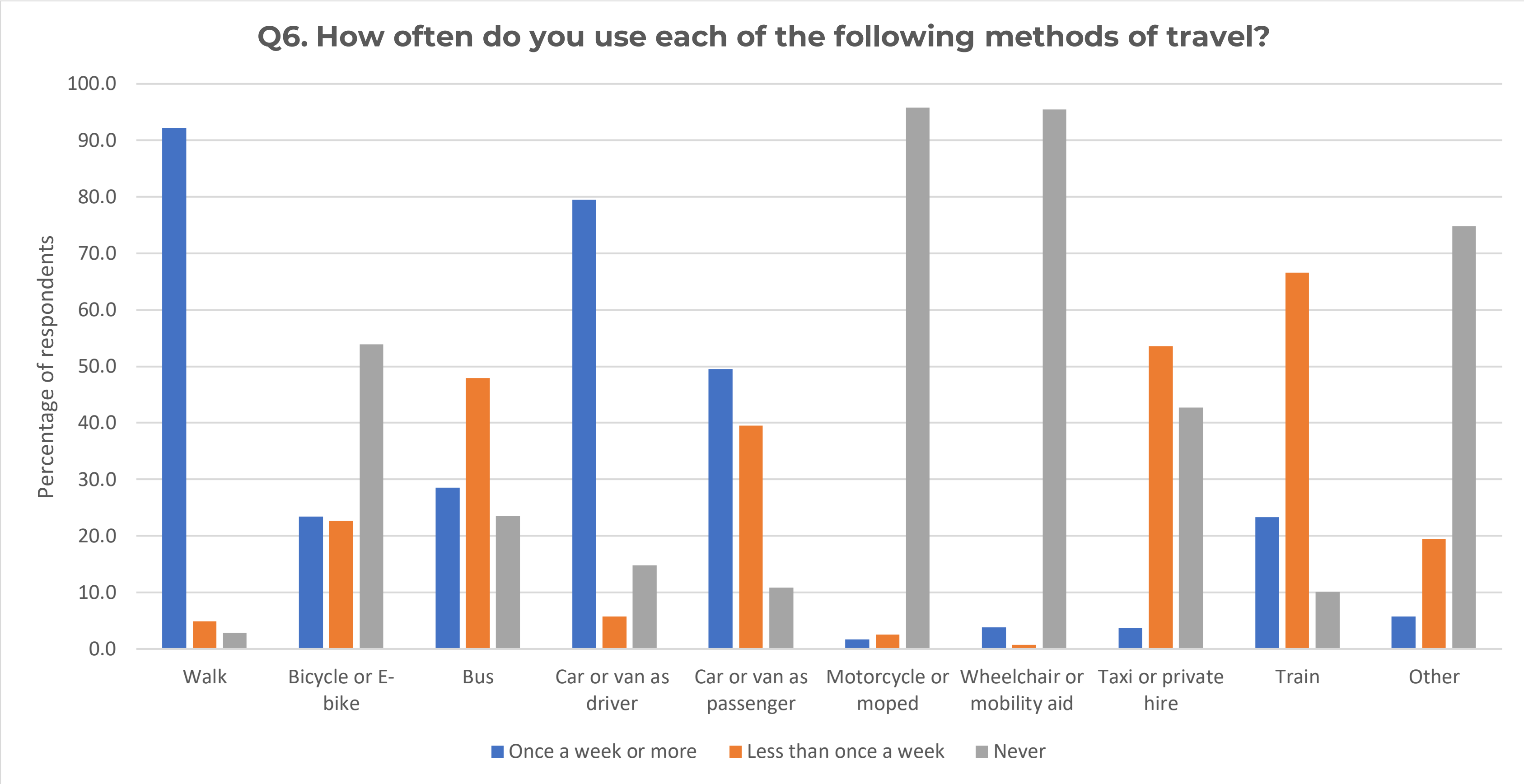


**Figure 5.5: Q6 Frequency of use of different travel methods**

5.18 Figure 5.5 above, shows the responses grouped into three distinct categories, frequent use (once a week or more), infrequent use (less than once a week) or never. As in Table 7, walking was the most frequently used mode with 92.1% of respondents travelling once a week more or more. Infrequent train use was high with 66.5% of respondents travelling this way less than once a week but still travelling this way for some journeys.

**Q7. Do you own or have access to any of the following in your household?**

| Vehicle type | Number |
|---|---|
| Car | 1300 |
| Van | 100 |
| Motorbike, scooter or moped | 61 |
| Bicycle (including e-bikes and cargo bikes) | 776 |
| Other | 53 |

**Table 5.8: Q7 Vehicle Ownership**

5.19 As shown in table 5.8 most respondents indicated that they had access to at least one car in their household. Analysis showed that 87.7% of respondents have access to at least one car or van in their household. This is slightly higher than the regional profile from the 2021 Census (82.7% of households with one or more car or van).

5.20 Of those who answered other the following modes were mentioned more than 5 times: Wheelchair, scooter or mobility aid (13 respondents), campervan or motorhome (7 respondents) and horse or horsebox (5 respondents).

**Q8. How concerned are you about each of the following in your local area?**

5.21 As part of the survey respondents were also asked for their views on transport and travel issues in their local area, including which areas of concern and areas where action was most needed by local authorities. Table 5.9 and figure 5.6 below explore show how concerned citizens felt about key issues.

| Transport and travel issue | Extremely concerned | | Moderately concerned | | Somewhat concerned | | Slightly concerned | | Not at all concerned | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Traffic congestion (response base 1489[1]) | 560 | *37.6%* | 420 | *28.2%* | 209 | *14.0%* | 161 | *10.8%* | 139 | *9.3%* |
| Journey times (response base 1483[1]) | 353 | *23.8%* | 464 | *31.3%* | 278 | *18.7%* | 212 | *14.3%* | 176 | *11.9%* |
| Air pollution (response base 1483[1]) | 513 | *34.6%* | 369 | *24.9%* | 247 | *16.7%* | 189 | *12.7%* | 165 | *11.1%* |
| Noise pollution (response base 1488[1]) | 343 | *23.1%* | 420 | *28.2%* | 262 | *17.6%* | 247 | *16.6%* | 216 | *14.5%* |
| Road safety (response base 1492[1]) | 602 | *40.3%* | 401 | *26.9%* | 249 | *16.7%* | 152 | *10.2%* | 88 | *5.9%* |
| Personal safety (response base 1481[1]) | 388 | *26.2%* | 361 | *24.4%* | 255 | *17.2%* | 236 | *15.9%* | 241 | *16.3%* |
| Quality of public transport (response base 1470[1]) | 653 | *44.4%* | 416 | *28.3%* | 225 | *15.3%* | 96 | *6.5%* | 80 | *5.4%* |
| Quality of cycling and walking routes (response base 1456[1]) | 529 | *36.3%* | 348 | *23.9%* | 209 | *14.4%* | 137 | *9.4%* | 233 | *16.0%* |

**Table 5.9: Q8 Level of concern with transport and travel issues**

5.22 Over 50% of respondents said they were extremely or moderately concerned about all the transport and travel issues shown in table 5.9. The quality of public transport emerged as the area with most concern with the highest number of respondents stating they were extremely or moderately concerned (72.7%).

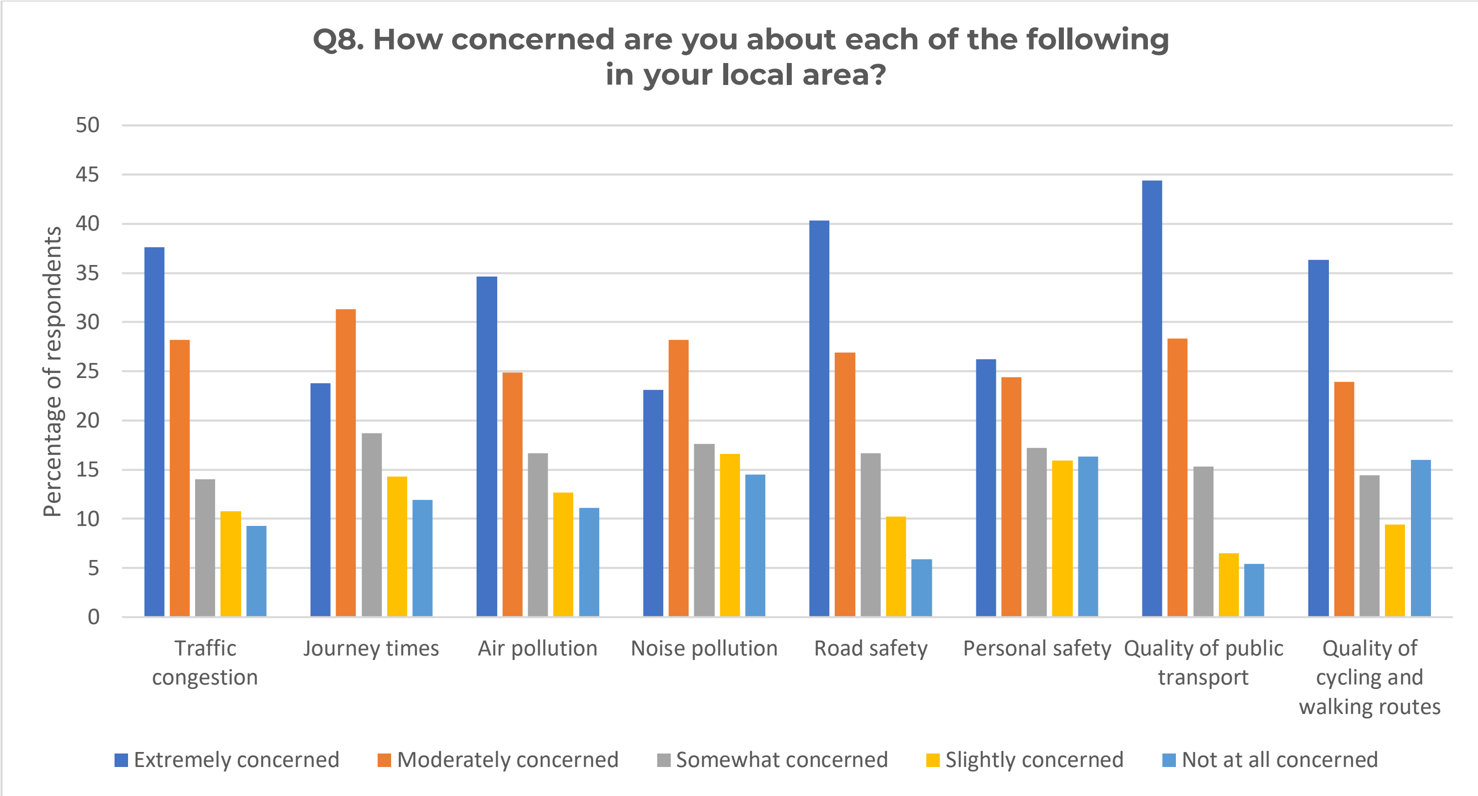


**Figure 5.6: Q8 Level of concern with transport and travel**

5.23 As shown above in figure 5.6 road safety also emerged as a key area of concern with 67.2% of respondents stating that they were either extremely or moderately concerned about it, which was second only to quality of public transport.

**Q9. To what extent do you agree authorities should act in local areas to address a range of issues?**

5.24 Following on from areas of concern raised in question 8, respondents were given the opportunity to indicate id they felt local authorities should be acting to address these issues locally. He results of this are shown in table 5.10 and figure 5.7 below.

| Transport issue | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|---|---|---|---|---|---|---|---|---|---|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Reduce traffic congestion (response base 1486[1]) | 643 | *43.3%* | 579 | *39.0%* | 192 | *12.9%* | 51 | *3.4%* | 21 | *1.4%* |
| Improve air quality (response base 1488[1]) | 682 | *45.8%* | 513 | *34.5%* | 214 | *14.4%* | 41 | *2.8%* | 38 | *2.6%* |
| Reduce traffic noise (response base 1482[1]) | 421 | *28.4%* | 561 | *37.9%* | 400 | *27.0%* | 67 | *4.5%* | 33 | *2.2%* |
| Improve road safety (response base 1491[1]) | 698 | *46.8%* | 580 | *38.9%* | 181 | *12.1%* | 23 | *1.5%* | 9 | *0.6%* |
| Improve public transport (response base 1484[1]) | 1028 | *69.3%* | 347 | *23.4%* | 83 | *5.6%* | 10 | *0.7%* | 16 | *1.1%* |
| Improve local cycling and walking routes (response base 1472[1]) | 735 | *49.9%* | 435 | *29.6%* | 221 | *15.0%* | 43 | *2.9%* | 38 | *2.6%* |

**Table 5.10: Q9 Agreement with the need for authority intervention**

5.25 Improving public transport emerged as the area in which respondents most strongly agreed local authorities should act, this reflects with other strong responses around public transport through question 5 (table 5.5) and question 8 (table 5.9).

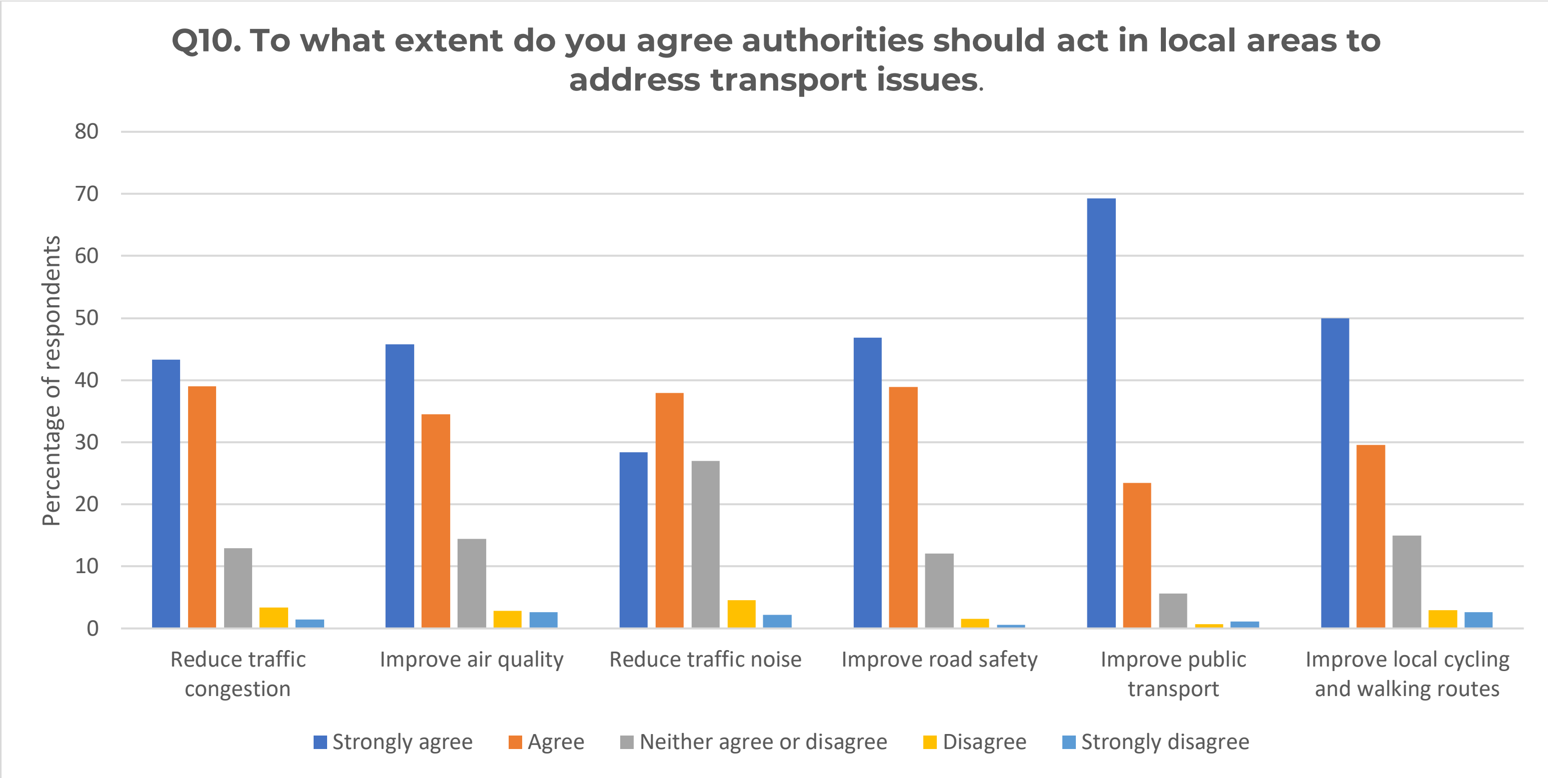


**Figure 5.7: Q9 Level of agreement with authority intervention**

**Q10. How aware are you of Transport for the South East?**

Response base: 1495[1]

5.26 Respondents were asked about their awareness of Transport for the South East to gauge whether the survey and associated promotion had reached new audiences. Results are shown in table 5.11 and figure 5.8.

| | Number | % |
|---|---|---|
| Very aware | 238 | *15.9%* |
| Aware | 506 | *33.8%* |
| Not very aware | 459 | *30.7%* |
| Not at all aware | 292 | *19.5%* |

**Table 5.11: Q10 Awareness of TfSE**

5.27 Around 50% of respondents were either not very or not at all aware of Transport for the South East before responding to the survey. This demonstrates the reach of our communication and promotional activities, and the support our stakeholder partners gave to help us achieve final response numbers.

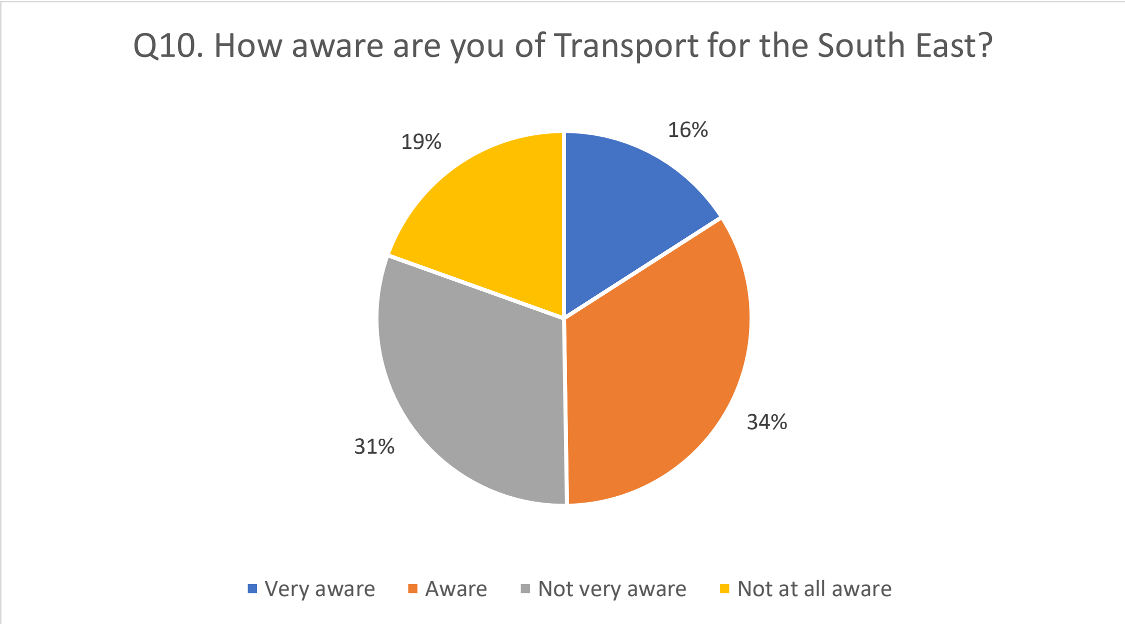


**Figure 5.8. Q10 Level of awareness of TfSE**

5.28 Respondents were asked if they would like to keep up to date with the Transport Strategy Refresh, and 805 (53.6%) responded positively to this. With the email addresses submitted TfSE can provide feedback from the survey and its integration into the strategy development, as well having a core group of interested citizens to re-engage at future stages.

**Q11. How did you hear about this survey?**

5.29 Results shown in table 5.12 show how the respondents first heard about the survey and identify the methods of promotion which were most successful.

| | Number |
|---|---|
| Through my council’s social media | 318 |
| Through my council’s website | 115 |
| Through Transport for the South East’s social media | 169 |
| Through Transport for the South East’s website | 32 |
| I read about or saw it in the press | 210 |
| I heard about it through word of mouth | 253 |
| Other | 447 |

**Table 5.12: Q11 Survey promotion**

5.30 Amongst those 447 respondents who answered ‘other’ above as shown in table 5.12 the following methods of learning about the survey were mentioned. 153 respondents stated they had heard through, Facebook, X or LinkedIn or just “social media”. Some identified specific Facebook groups, with the most common mentioned the ‘Wightlink Users Group’ page. A further 62 respondents said they had heard about the survey through newsletters or email from community, charity, voluntary or action groups such as Winchester Action on Climate Change and Transport Action Network.

5.31 60 respondents specifically referred to hearing through their local MP, either through social media, email or newsletter. 46 respondents said they heard through email with no specifics given, a further 42 said they had direct email communication from TfSE or are on the distribution list for our newsletter.

**Q12. How are you responding to this survey?**

5.32 Respondents were asked in which capacity they were responding to the survey. Table 5.13 shows that most of those responding to the survey do live within the region. Respondents could choose multiple options in response to this question.

| | Number |
|---|---|
| As a resident of the South East region | 1423 |
| As a business owner in the South East region | 86 |
| As a visitor to the South East region | 20 |
| As a representative of an organisation | 96 |
| Other | 8 |

**Table 5.13: Q12 Respondent type**

5.33 Those who responded on behalf of an organisations were representing the organisations shown in Table 5.14.

| **Organisations** | | |
|---|---|---|
| Railfuture Ltd | Houghton Parish Meeting | Active Travel Kent |
| Isle of Wight Tramway Company | Brighton & Hove Albion Football Club | Aldingbourne Parish Council |
| Hydrogen Sussex | British Regional Transport association | High Salvington Residents Association |
| New Romney Town Council | West Sussex Sight Loss Council | Bracknell Forest Council |
| Folkestone Town Council | Coldwaltham Parish Council | Mayer Brown Ltd |
| Ash-cum-Ridley Parish Council | The British Horse Society | Canterbury Christ Church University |
| Burwash Parish Council | Gatwick Diamond Initiative | Heathfield and Waldron Parish Council |
| Hampshire County Council | Bletchingley Parish Council | Polegate Town Council |
| Historic England | Portsmouth Hospitals | Slough Borough Council |
| Lewes Town Council | Horton Kirby & South Darenth Parish Council | Wingham Parish Council |
| Horsham District Council | The Railway Heritage Trust | Eversley Parish Council |
| Sidlesham Parish Council | University of Brighton | Telscombe Residents Association |
| Tunbridge Wells Borough Council | The Grace Eyre Foundation | Kennington Community Council |
| Sussex Ramblers | Cobham Parish Council | Hastings Ageing Network |
| Transport Futures | Cliffsend Parish Council | Sevenoaks Town Council |
| Lindfield Parish Council | BHT Sussex | Wightlink Users Group |
| Egerton Parish Council | East Sussex Vision Support | Big Lemon CIC |
| Disability Access (East Grinstead) | Mid Sussex Voluntary Action | Cycle Advocacy Network |

**Table 5.14: Responses from organisations**

# 6.0 Equalities Monitoring Information

6.1 Respondents were asked a range of standard demographic questions, to monitor the representativeness of the sample against the TfSE demographic profile. Responses were compared to Census 2021 figures.

6.2 As shown in table 6.1 the group with least representation was citizens aged 35 and under, while residents aged 55 and made up 63.3% of respondents compared to 32.8% of South East residents. This suggests for future public engagement exercise dedicated effort should be put into reaching younger audiences, identifying alternative means and methods of ensuring they can give us their views.

6.3 The self-reported gender of respondents was in line with census figures for the region as shown in table 6.2.

6.4 As across the region, most respondents identified as being White British (81.8% of respondent's vs 80.1% South East residents). There was some variation in representation across other ethnicities, however as respondent numbers across these were relatively small, percentages are indicative only. The full results are shown in table 6.3.

6.5 Table 6.4 and 6.5 show the split of respondents who identify as having a disability or health issue which impacts daily life. Amongst respondents to the survey 23.4% answered yes, compared to 16.5% of South East residents showing slight over representation. This demonstrates we have good reach into a group with protected characteristics, and we could explore specific issues with these groups.

6.6 As part of the wider Transport Strategy refresh work, dedicated engagement has been conducted with representatives from socially excluded groups, including young people, people with disability and ethnic minority groups. These results will feed into the development of the strategy to ensure we capture these views, which may be underrepresented in this survey.

**Q13 What is your age group?**

Response base: 1416

| | Number | % | **TfSE Region[4]** |
|---|---|---|---|
| Under 24 | 24 | *1.7%* | *11.1%[5]* |
| 25 to 34 | 94 | *6.6%* | *12.2%* |
| 35 to 44 | 128 | *9.0%* | *12.9%* |

[4] Figures taken from 2021 Census

[5] Only includes ages 15 to 24 with the assumption under 14's would not be suitable to respond to this survey. Residents 14 and under make up the remaining 17.3% of the TfSE region population.

| | Number | % | TfSE Region[4] |
|---|---|---|---|
| 45 to 54 | 274 | 19.4% | 13.7% |
| 55 to 64 | 394 | 27.8% | 12.9% |
| 65 to 74 | 355 | 25.1% | 10.4% |
| 75 or over | 147 | 10.4% | 9.5% |

Table 6.1: Age Group

**Q14 What is your gender?**
Response base: 1404

| | Your Voices Respondents | | TfSE Region |
|---|---|---|---|
| | Number | % | % |
| Male | 661 | 47.1% | 48.9% |
| Female | 726 | 51.7% | 51.1% |
| Non-Binary | 6 | 0.4% | - |
| Other | 11 | 0.8% | - |

Table 6.2: Gender

**Q15 Which of the following best describes your ethnic group?**
Response base: 1361

| | Respondents | | TfSE Region |
|---|---|---|---|
| | Number | % | |
| Arab | 1 | 0.1% | 0.3% |
| Asian or Asian British: Bangladeshi | 2 | 0.1% | 0.4% |
| Asian or Asian British: Chinese | 3 | 0.2% | 0.7% |
| Asian or Asian British: Indian | 3 | 0.2% | 2.5% |
| Asian or Asian British: Pakistani | 1 | 0.1% | 1.3% |
| Any other Asian background | 2 | 0.1% | 1.7% |
| Black or Black British: African | 2 | 0.1% | 1.5% |
| Black or Black British: Caribbean | 0 | 0.0% | 0.4% |
| Any other Black background | 0 | 0.0% | 0.3% |
| Mixed: Asian and White | 4 | 0.3% | 0.9% |
| Mixed: Black African and White | 0 | 0.0% | 0.4% |
| Mixed: Black Caribbean and White | 3 | 0.2% | 0.6% |
| Any other mixed background | 5 | 0.4% | 0.7% |
| White or White British: English / Scottish / Welsh / Northern Irish | 1113 | 81.8% | 80.1% |
| White or White British: Irish | 141 | 10.4% | 0.8% |
| White or White British: White Gypsy or Irish Traveller | 4 | 0.3% | 0.2% |
| Any other white background | 76 | 5.6% | 6.0% |
| Any other ethnic background | 1 | 0.1% | 1.1% |

Table 6.3: Ethnicity

**Q16 Are your day-to-day activities limited because of a health issue or disability which has lasted, or is expected to last, at least 12 months?**
Response base: 1423

| | Your Voices Respondents | | TfSE Region % |
|---|---|---|---|
| | Number | % | |
| Yes, a little | 230 | *16.2%* | *10.0%* |
| Yes, a lot | 103 | *7.2%* | *6.5%* |
| No | 1090 | *76.6%* | *83.5%* |

Table 6.4: Disability

**Q17 If you answered 'Yes, a little' or 'Yes, a lot' please tell us the type of your impairments**

| | Number |
|---|---|
| Physical impairment | 197 |
| Sensory impairment | 43 |
| Learning disability or difficulty | 9 |
| Long-standing illness | 109 |
| Mental health condition | 41 |
| Developmental condition | 2 |
| Autistic Spectrum | 28 |
| Other | 36 |

Table 6.5: Disability Type