



## The Northern Ireland Concessionary Fares Scheme Research

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## Executive Summary

The Consumer Council commissioned Social Market Research (SMR) to undertake research on the NI Concessionary Fares Scheme. The survey is based on sample of 1003 NI adults using an online panel methodology. The survey was conducted in accordance with the ISO20252 Standard and fieldwork was carried out in March 2022.

### Key Findings

#### Awareness of entitlement to free travel on eligible bus / train services operated by Translink and others

- 90% of consumers are aware that everyone age 60+ is entitled to free travel on eligible scheduled services
- 94% of consumers aged 60+ are aware that those age 60+ are entitled to free travel on eligible services
- 56% are aware that people who are registered blind are eligible for free travel on eligible services
- 46% are aware that those with a war disablement pensioner are eligible for free travel on eligible services

#### Awareness of different groups being eligible for half price fares

- 32% of consumers are aware that those who are partially-sighted (sight impaired) are eligible for half fare travel
- 29% are aware that those who have a recognised learning disability are eligible for half fare travel
- 28% are aware that those who get the mobility component of (PIP) are eligible for half fare travel
- 17% are aware that those who have had a driving licence refused / revoked on medical grounds are eligible

#### Awareness that those aged 65+ are entitled to free travel on public transport in Republic of Ireland

- 89% are aware that those aged 65+ are entitled to free travel on public transport on the Island of Ireland
- 99% of those aged 65+ are aware that they are entitled to free travel on public transport on the Island of Ireland

#### Concessionary fare eligibility criteria

- 12% of consumers said they are in receipt of the mobility component of Personal Independence Payment (PIP)
- 3% said they have a recognised learning disability
- 2% said they are partially-sighted (sight impaired)
- 1% have had a driving licence refused or revoked on medical grounds
- 1% are in receipt of a war disablement pension

#### Take up of different concessionary fares

- 18% of all consumers have a 60+ SmartPass
- 68% of those aged 60+ have a 60+ SmartPass
- 13% of those aged 60+ said they are entitled to a 60+ SmartPass but have not yet applied
- 11% of those aged 60+ believe they are not entitled to a 60+ SmartPass
  
- 10% of all consumers have a senior 65+ SmartPass
- 84% of those aged 65+ have a 65+ SmartPass
- 14% of those aged 65+ said they are entitled to a 65+ SmartPass but have not yet applied
- 1% of those aged 65+ believe they are not entitled to a 65+ SmartPass
  
- 11% have free concessionary bus and rail travel
- 2% have a Half Fare SmartPass - Personal Independence Payment (PIP)
- 2% have a Half Fare SmartPass - Learning Disability
- 2% have a War Disablement SmartPass
- 1% have a Registered Blind SmartPass
- 1% have a Half Fare SmartPass - Partially-Sighted
- 1% have a Half Fare SmartPass - Driving Licence Refused

### Applying for a SmartPass

- 61% had called in person at a bus or train station to get a SmartPass application form
- 18% emailed and got a form sent out to them
- 14% had phoned and got a form sent out to them
- 4% had experienced difficulties when applying to the SmartPass scheme
- Not being aware of the scheme and difficulty getting scheme information were the most common difficulties

### Attitudes to free transport and the SmartPass scheme

- 78% say that anyone with a disability should be entitled to reduced fares when using public transport in N Ireland
- 75% agree that anyone with a disability should be entitled to free public transport in N Ireland
- 62% agreed that free public transport would encourage them to use public transport more often
- 47% feel that those covered by the SmartPass should be able to avail of concessionary fares when using Taxis
- 45% agree said they can afford to pay for public transport and so should others in the same position
- 22% believe that public transport should be free to everyone in N Ireland

### Conclusions

This survey shows a high level of consumer awareness that free travel on eligible bus / train services operated by Translink and others is available to everyone aged 60 and over, with awareness higher in the target 60+ age group. Awareness that those aged 65+ are entitled to free travel on public transport in Republic of Ireland, is also high among all consumers, with almost all those aged 65+ aware. However, awareness of other concessionary fares is significantly lower, which suggests that some form of awareness raising may benefit consumers who may be eligible or know of someone who may be eligible.

Although awareness is high that free travel on eligible bus / train services operated by Translink and others is available to everyone aged 60, the survey found that around seven out of ten of those eligible for a 60+ SmartPass have one, with around one in ten of the view that they are not entitled to one. Take up of the 65+ SmartPass was higher, with more than eight out of ten aged 65+ saying they have one. This suggests a need to continue to raise awareness of the concessionary fare scheme among those who meet the different age criteria, particularly given that the application process appears to be reasonably straightforward with very few consumers reporting any difficulties in applying.

In terms of general public attitudes, the survey reveals that most consumers believe that anyone with a disability should be entitled to free public transport in N Ireland. However, there was only limited support among consumers for making public transport free to everyone in NI, although a majority agreed that free public transport would encourage them to use public transport more often.

## 1. Introduction

In March 2022, The Consumer Council commissioned Social Market Research (SMR) to undertake research on the NI Concessionary Fares Scheme.

### 1.1 Survey Focus and Content

The aim of the survey was to explore:

- Awareness of different concessionary fares
- Awareness of free public transport for over 65s in the Republic of Ireland
- Eligibility criteria and availing of different concessionary fares
- Reasons for not availing of different concessionary fares
- Application process for concessionary fares
- Attitudes to free public transport and the concessionary fares schemes

### 1.2 Survey Methodology

The survey is based on 1003 interviews with the N Ireland general public aged 18+. The survey was conducted using an online panel methodology with results representative of the NI adult population. The survey has a margin of error of +/-3.1% (at most). Fieldwork was conducted between 19-26 March 2022. The research was conducted in line with ISO20252 of which Social Market Research is fully accredited. The survey questionnaire is included as Appendix 1.

#### 1.2.1 Sample Profile

Table 1.1 presents an overview of the sample profile weighted by age, sex, social class and area (LGD) and in line with census mid-year population estimates for 2020.

		%	n
Sex	Male	49	487
	Female	51	516
Age	18-34	27	275
	35-59	48	482
	60+	25	246
SEG <sup>1</sup>	ABC1	44	436
	C2DE	56	567
Local government district	Antrim and Newtownabbey Borough Council	8	80
	Ards and North Down	9	90
	Armagh City, Banbridge and Craigavon	10	100
	Belfast	18	180
	Causeway Coast and Glens	8	80
	Derry and Strabane	8	80
	Fermanagh and Omagh	6	60
	Lisburn and Castlereagh	8	80
	Mid and East Antrim	7	70
	Mid Ulster	8	80
	Newry, Mourne and Down	10	100

### 1.3 Notes on Reporting

Please note that due to rounding, row and column totals in tables and figures may not sum to 100. Also, please note that any differences between sample subgroups (e.g. age, gender, social class etc.) alluded to in the report commentary are statistically significant to at least the 95% confidence level. The use of [-] within tables denotes less than 1%. Prior to analysis the data have been weighted by age, sex, social class, and local government district, and in line with NI census estimates.

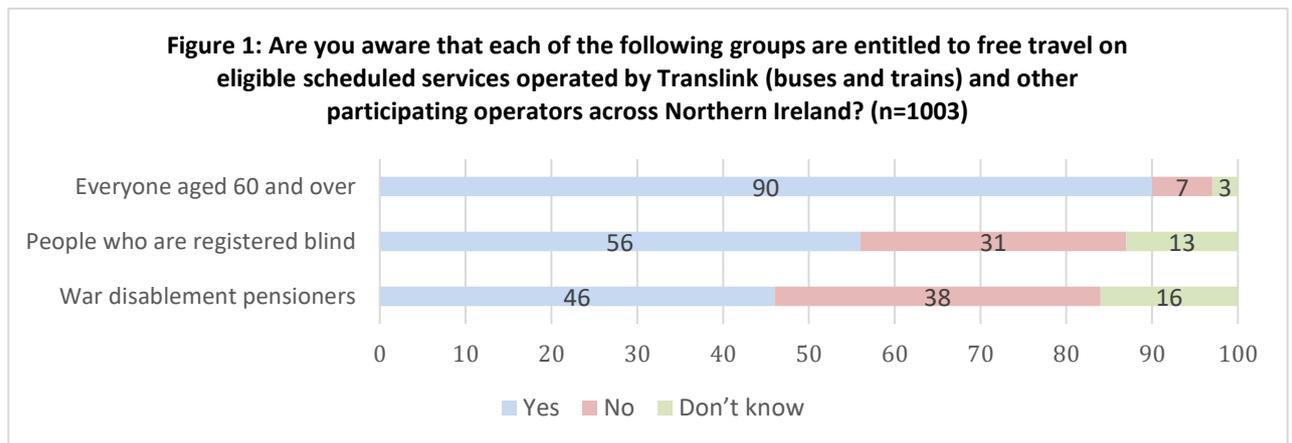
<sup>1</sup> Used as an indicator of social class with ABC1 grades including: higher managerial, administrative or professional; intermediate managerial, administrative or professional; and, supervisory or clerical, junior managerial, administrative or professional. C2DE social grades include: skilled manual workers; semi and unskilled manual workers; and, state pensioners or widows (no other earner), casual or lowest grade workers.

## 2. Survey Findings

### 2.1 Awareness of entitlement to free travel on eligible scheduled services

Consumers were asked if they were aware that specific groups are entitled to free travel on eligible scheduled services operated by Translink (buses and trains) and other participating operators across NI.

Figure 1 shows that nine out of ten (90%) consumers said they are aware that everyone age 60 and over is entitled to free travel on eligible scheduled services operated by Translink (buses and trains) and other participating operators across NI, with 56% aware that people who are registered blind are eligible. Just under half (46%) said they are aware that those with a war disablement pensioner are eligible.



#### Statistically significant differences

Awareness that each of the following groups are entitled to free travel on eligible scheduled services operated by Translink (buses and trains) and other participating operators across NI

#### Everyone aged 60 and over

- Owner occupiers were more likely to be aware (own occup., 93%; NIHE, 88%; priv. rent, 84%; house assoc, 78%)
- Mid Ulster consumers were more likely to be aware (95%) [Derry and Strabane least likely, 80%]

#### People who are registered blind

- Mid and East Antrim consumers were more likely to be aware (72%) [Mid Ulster least likely, 41%]

#### War disablement pensioners

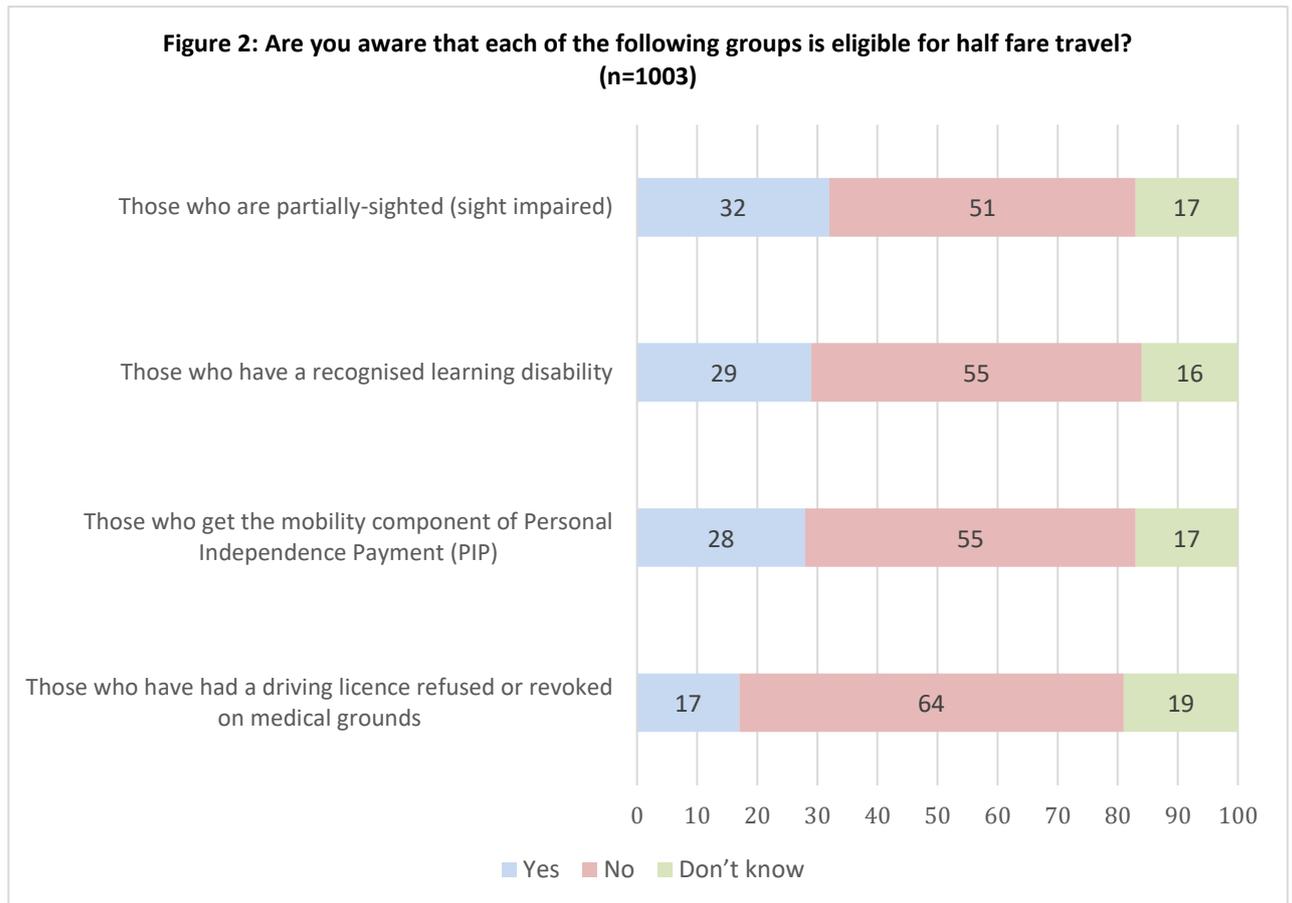
- Older consumers were more likely to be aware (18-34, 39%; 35-59, 44%; 60+, 57%)

## 2.2 Awareness of different groups being eligible for half price fares

Figure 2 shows that almost one in three (32%) consumers said they are aware that those who are partially-sighted (sight impaired) are eligible for half fare travel.

Similar numbers were aware that those who have a recognised learning disability are eligible for half fare travel (29%), and that those who get the mobility component of Personal Independence Payment (PIP) are also eligible for half fare travel (28%).

Relatively fewer consumers were aware that those who have had a driving licence refused or revoked on medical grounds are eligible for half fare travel (17%).



### Statistically significant differences

Awareness that each of the following groups are entitled to half fare travel

#### Those who get the mobility component of Personal Independence Payment (PIP)

- Younger consumers were more likely to be aware (18-34, 32%: 35-59, 29%: 60+, 24%)
- Owner occupiers were less likely to be aware (own occup., 23%: NIHE, 40%: priv. rent, 37%: house assoc, 35%)
- Those with access to a car or van were less likely to be aware (25% vs. 43%)
- Armagh City, Banbridge and Craigavon residents were more likely to be aware (37%) [Ards and North Down were least likely to be aware, 18%]

#### Those who have had a driving licence refused or revoked on medical grounds

- Those with access to a car or van were less likely to be aware (14% vs. 29%)
- Derry and Strabane residents were more likely to be aware (27%) [Newry, Mourne and Down were least likely to be aware, 8%]

**Those who have a recognised learning disability**

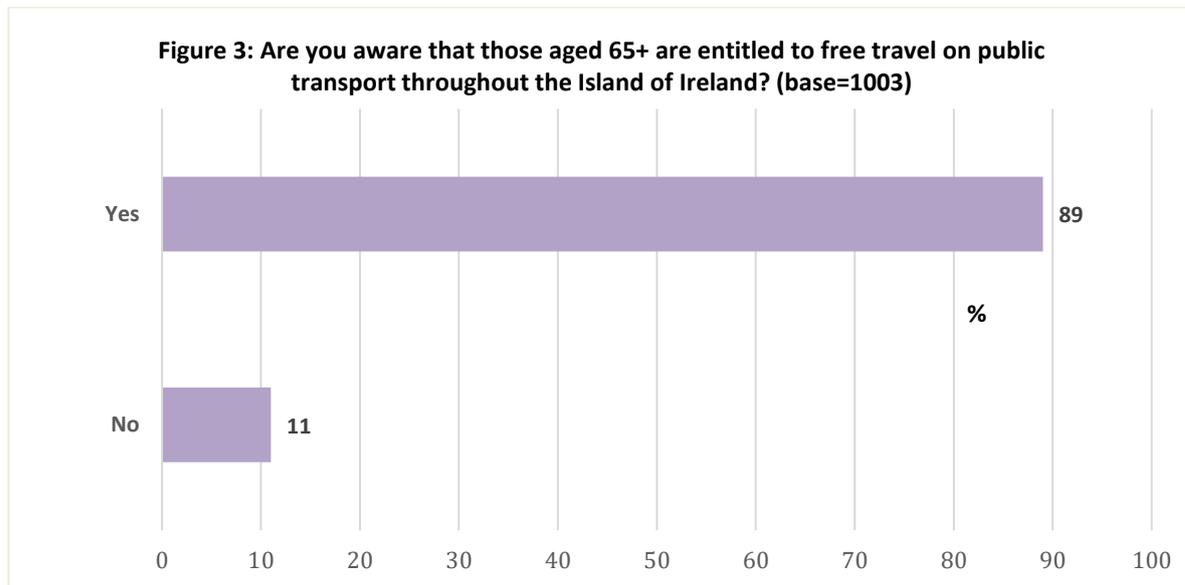
- Men were more likely to be aware (32% vs. 26%)
- Younger consumers were more likely to be aware (18-34, 37%: 35-59, 30%: 60+, 20%)
- NIHE tenants were more likely to be aware (own occup., 25%: NIHE, 40%: priv. rent, 35%: house assoc, 31%)
- Those with access to a car or van were less likely to be aware (27% vs. 39%)
- Derry and Strabane residents were more likely to be aware (43%) [Causeway Coast and Glens were least likely to be aware, 14%]

**Those who are partially-sighted (sight impaired)**

- Younger consumers were more likely to be aware (18-34, 35%: 35-59, 32%: 60+, 29%)
- Owner occupiers were less likely to be aware (own occup., 27%: NIHE, 44%: priv. rent, 41%: house assoc, 37%)
- Those with access to a car or van were less likely to be aware (29% vs. 45%)
- Derry and Strabane residents were more likely to be aware (40%) [Ards and North Down were least likely to be aware, 17%]

**2.3 Awareness that those aged 65+ are entitled to free travel on public transport throughout the Island of Ireland**

Figure 3 shows that almost nine out of ten (89%) consumers said they are aware that those aged 65+ are entitled to free travel on public transport throughout the Island of Ireland (note that almost all those aged 65+ said they are aware).



**Statistically significant differences**

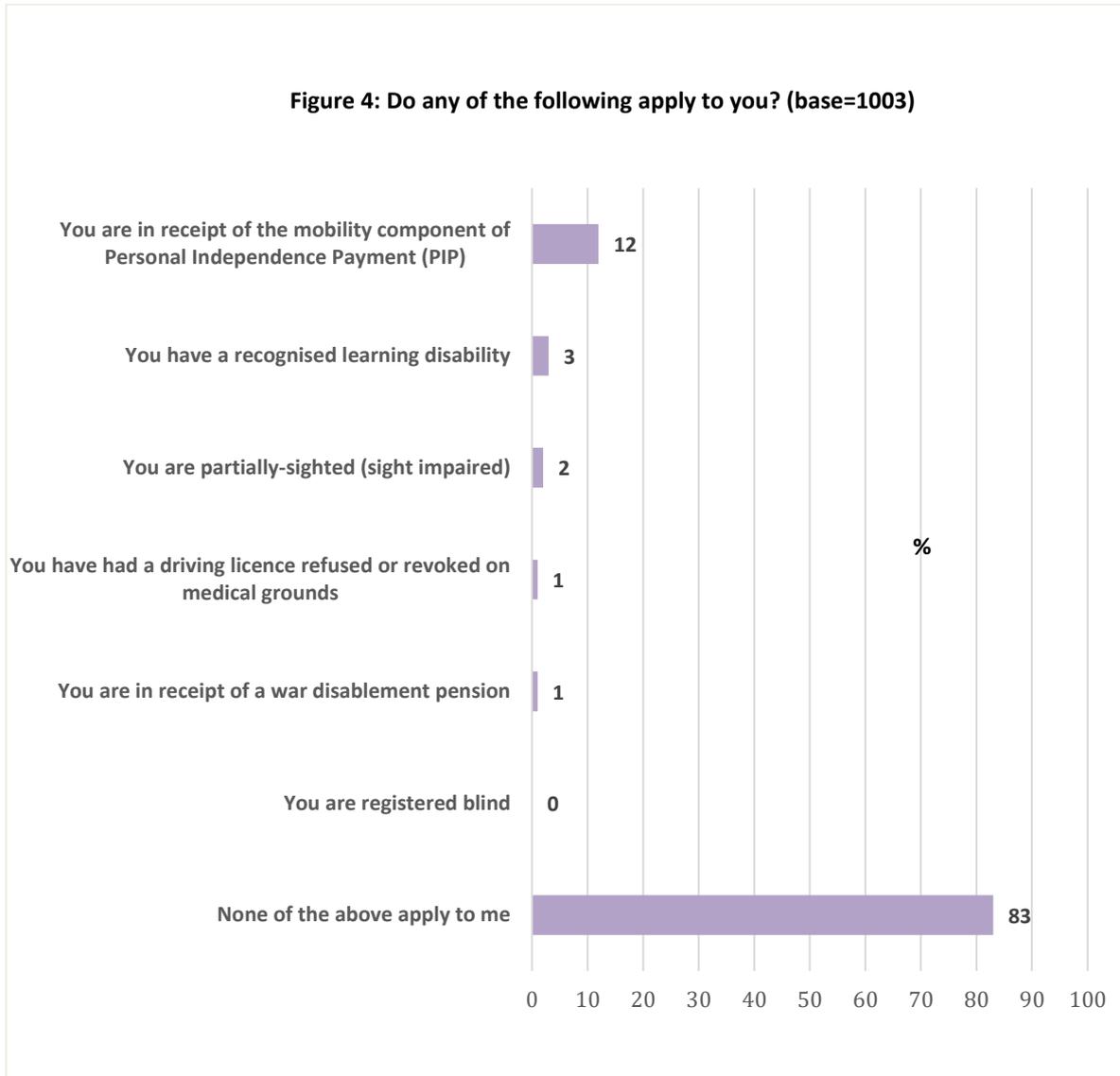
Those more likely to be aware that those aged 65+ are entitled to free travel on public transport throughout the Island of Ireland included:

- Women (93% vs. 86%)
- Older consumers (18-34, 86%: 35-59, 89%: 60+, 95%)
- ABC1 consumers (92% vs. C2DE, 88%)
- Non-disabled consumers (91% vs. 86%)
- Owner occupiers (own occup., 94%: NIHE, 78%: priv. rent, 82%: house assoc, 85%)
- Consumers living in urban areas (91% vs. 86%)
- Mid and East Antrim residents were more likely to be aware (96%) [Causeway Coast and Glens were least likely to be aware, 89%]

## 2.4 Eligibility criteria applicable to consumers

Consumers were asked if any qualifying criteria for concessionary travel applied to them.

Figure 4 shows that 12% of consumers said they are in receipt of the mobility component of Personal Independence Payment (PIP). Relatively few consumers reported other qualifying criteria: 3% said they have a recognised learning disability; 2% said they are partially-sighted (sight impaired); 1% had a driving licence refused or revoked on medical grounds; and, 1% are in receipt of a war disablement pension.



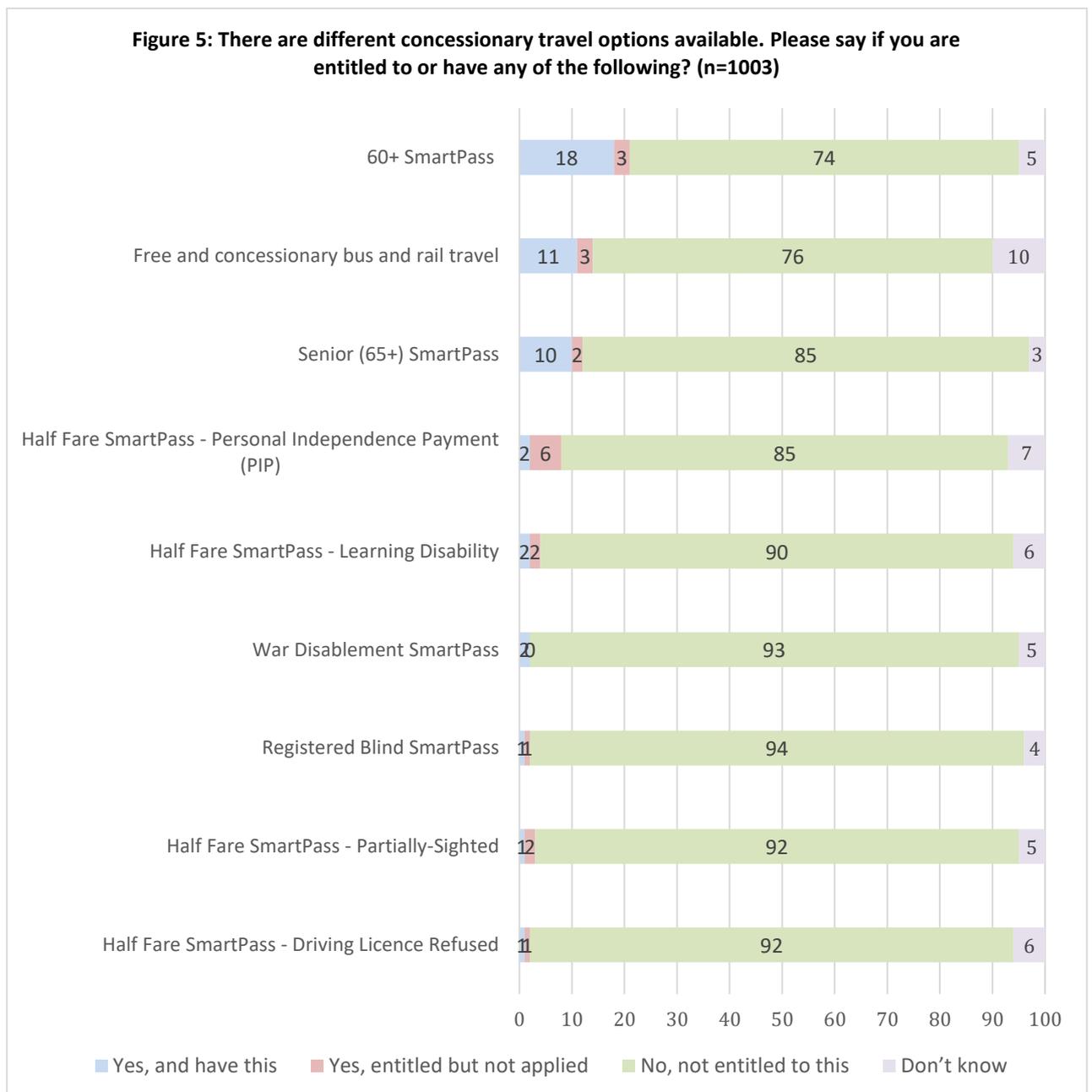
2.5 Have or entitled to different concessionary travel options

There are different concessionary travel options available, with consumers asked if they are entitled to or have any of the different options.

Figure 5 shows that 18% of consumers said they had a 60+ SmartPass. Among those aged 60+, 68% confirmed they have a 60+ SmartPass, with 13% saying they are entitled to one but have not yet applied. Eleven percent (11%) of those aged 60+ said they are not entitled to a 60+ SmartPass, and 7% didn't know if they were entitled to one or not.

Ten percent (10%) of all consumers reported having a senior 65+ SmartPass. Among those aged 65+, 84% said they have a 65+SmartPass, 14% said they don't have one but are entitled to one, and 1% said they are not entitled to one. Two percent of those aged 65+ said they didn't know if they are entitled to a 65+ SmartPass.

Approximately one in ten (11%) consumers said they had free concessionary bus and rail travel and 2% reported having half a fare Personal Independence Payment (PIP) SmartPass. Other concessionary travel options cited by respondents included: Half Fare SmartPass - Personal Independence Payment (PIP), 2%; Half Fare SmartPass - Learning Disability, 2%; War Disablement SmartPass. 2%; Registered Blind SmartPass. 1%; Half Fare SmartPass - Partially-Sighted, 1%; Half Fare SmartPass - Driving Licence Refused, 1%.



## 2.5.1 Reasons for not having applied for different concessionary fares

### Reasons for not applying for: 60+ SmartPass

The reasons why those eligible for a 60+ SmartPass have not applied included: being too busy (n=3); able to drive / have a car (n=2); no interest (n=2); in process of applying (n=1); not aware could apply (n=1); don't need it (n=4); don't know how to (n=1); don't / rarely use public transport (n=2); live too far from nearest bus stop (n=1); no reason (n=1); over 65 (n=1); not that age (n=1); and, waited until I was 65 and entitled to all island full free travel (n=1).

### Reasons for not applying for: Senior (65+) SmartPass

The reasons why those eligible for a 65+ SmartPass have not applied included: too busy (n=3); able to drive / have a car (n=2); don't need it (n=1); don't know (n=2); don't travel too much don't need it (n=1); didn't know about it, don't need it (n=1); not bothered (n=1); no interest (n=2); and, not that age.

### Reasons for not applying for: Free and concessionary bus and rail travel

The reasons why those eligible for free and concessionary bus and rail travel have not applied included: too busy (n=2); able to drive / have a car (n=4); in process of applying (n=1); didn't feel it necessary to apply (n=1); don't know (n=1); don't know how to (n=1); don't use public transport that much (n=1); don't use rail travel (n=1); have a bus pass (n=1); never travel (n=2); laziness (n=1); not bothered (n=1); not my responsibility (n=1); and, rarely use public transport (n=1).

### Reasons for not applying for: Half Fare SmartPass - Driving Licence Refused

The reasons why those eligible for a Half Fare SmartPass (Driving Licence Refused) have not applied included: because I have the over 60 one (n=1); too busy (n=1); can drive (n=1); didn't feel this necessary to apply (n=1); didn't know about it until now (n=2); effort (n=1); found it complicated (n=1); and, didn't know but I will now (n=2).

### Reasons for not applying for: Half Fare SmartPass - Learning Disability

The reasons why those eligible for a Half Fare SmartPass (Learning Disability) have not applied included: hardly ever get the bus (n=1); because I have the 60+ card and get free travel (n=1); busy (n=1); did not know / until now (n=4); doctor unaware (n=2); don't need it (n=1); don't take the bus in my town (n=1); don't want to take it away from someone more worthy (n=1); don't know (n=1); too much effort (n=1); not known to HST (n=1); unnecessary (n=1); worried about being on my own (n=1); and, would not use it (n=1).

### Reasons for not applying for: Half Fare SmartPass - Partially-Sighted

The reasons why those eligible for a Half Fare SmartPass (Partially-Sighted) have not applied included: can drive (n=1); didn't know about it (n=3); I didn't know I could (n=1); mistake (n=1); never got time (n=1); not for me (n=1); and, the waiting list is too long.

### Reasons for not applying for: Half Fare SmartPass - Personal Independence Payment (PIP)

The reasons why those eligible for a Half Fare SmartPass (Partially-Sighted) have not applied included: did not know about it / didn't know I was entitled (n=15); don't need them (n=6); already have it because of age. Had I known about it before that I would have applied (n=1); application rejected me (n=2); completed the form not yet applied (n=1); drive a car (n=2); have not been on a bus for years (n=1); have over 60 pass (n=1); I have a bus pass (n=1); I never travel (n=1); I only learnt about this lately (n=1); my husband drives me in our car if I need to go out (n=1); and, too difficult to apply for (n=1).

### Reasons for not applying for: Registered Blind SmartPass

The reasons why those eligible for a Registered Blind SmartPass have not applied included: too busy (n=1); can drive (n=1); didn't feel this necessary to apply (n=1); don't know (n=1); not blind (n=1); and, not eligible (n=1).

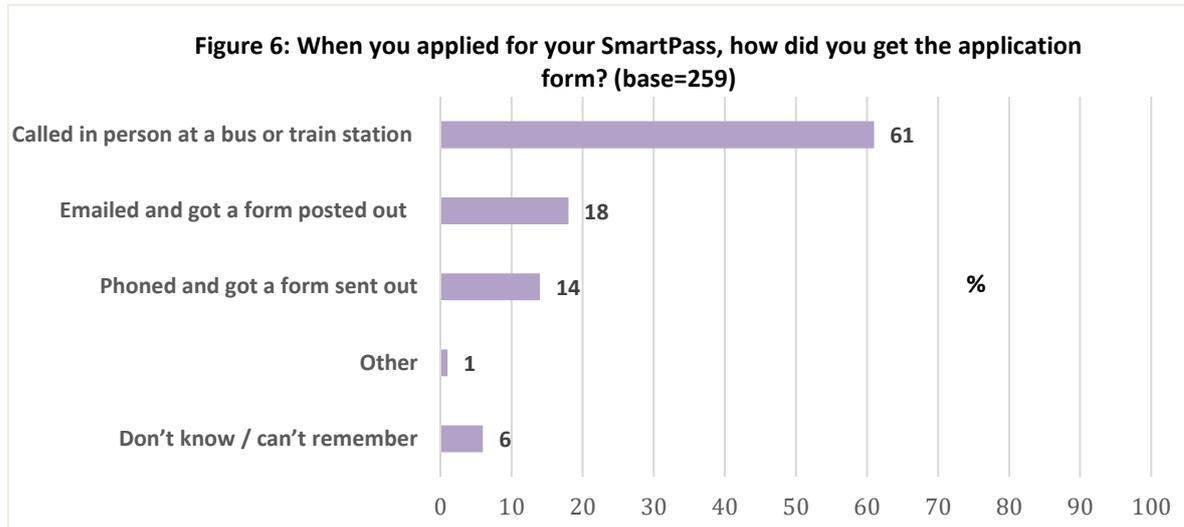
### Reasons for not applying for: War Disablement SmartPass

The reasons why those eligible for a War Disablement SmartPass have not applied included: too busy (n=1); can drive (n=1); don't want it (n=1); and, not entitled (n=1).

## 2.6 Applying for a SmartPass

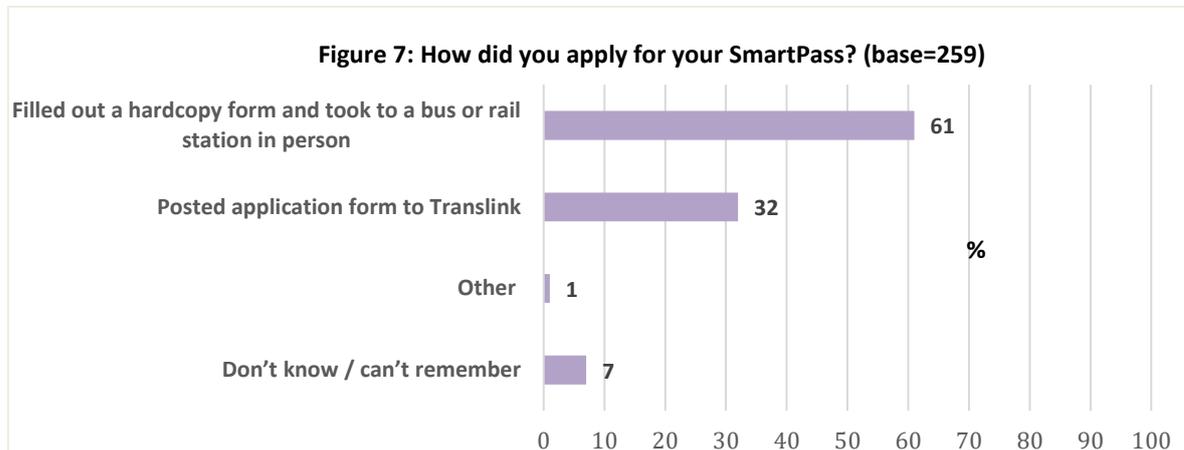
### 2.6.1 Getting the SmartPass application form

Figure 6 shows that among those who had applied for a SmartPass, most (61%) had called in person at a bus or train station, 18% emailed and got a form sent out, and 14% had phoned and got a form sent out. One consumer said they are currently an employee of Translink and their staff pass gives them access to free travel.



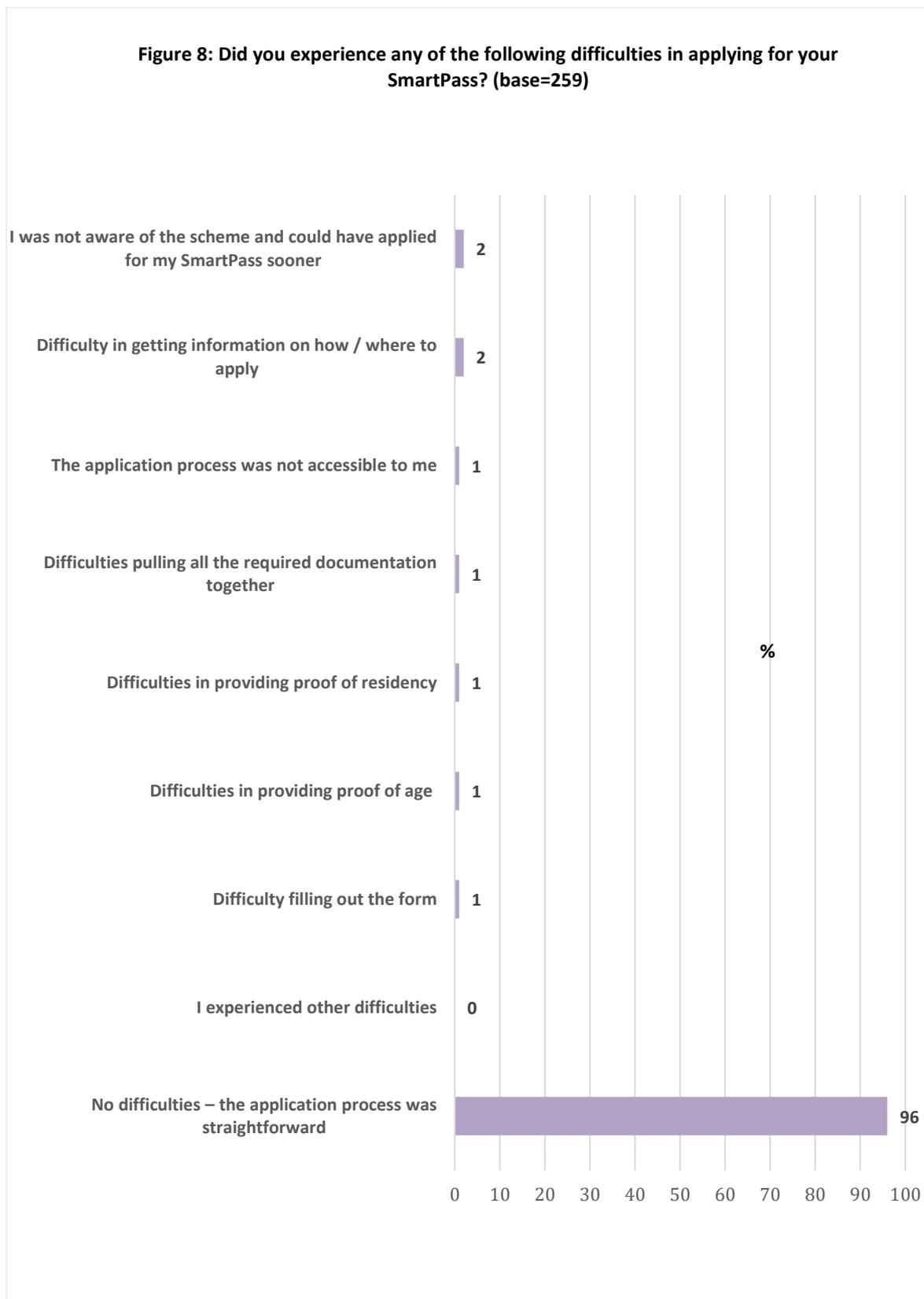
### 2.6.2 Method of applying for a SmartPass

Figure 7 shows that most (61%) SmartPass applicants said they filled out a hardcopy form and took it to a bus or rail station in person. Approximately three out of ten applicants (31%) said they posted their application form to Translink. One respondent noted that as an employee of Translink it is a standard pre-employment form on commencement of employment.



2.6.3 Experience any difficulties when applying for a SmartPass

Just 4% of those who had applied for a SmartPass had encountered difficulties with the application process. The most common difficulties included: not being aware of the scheme (2%); and, difficulty getting information on how / where to apply.

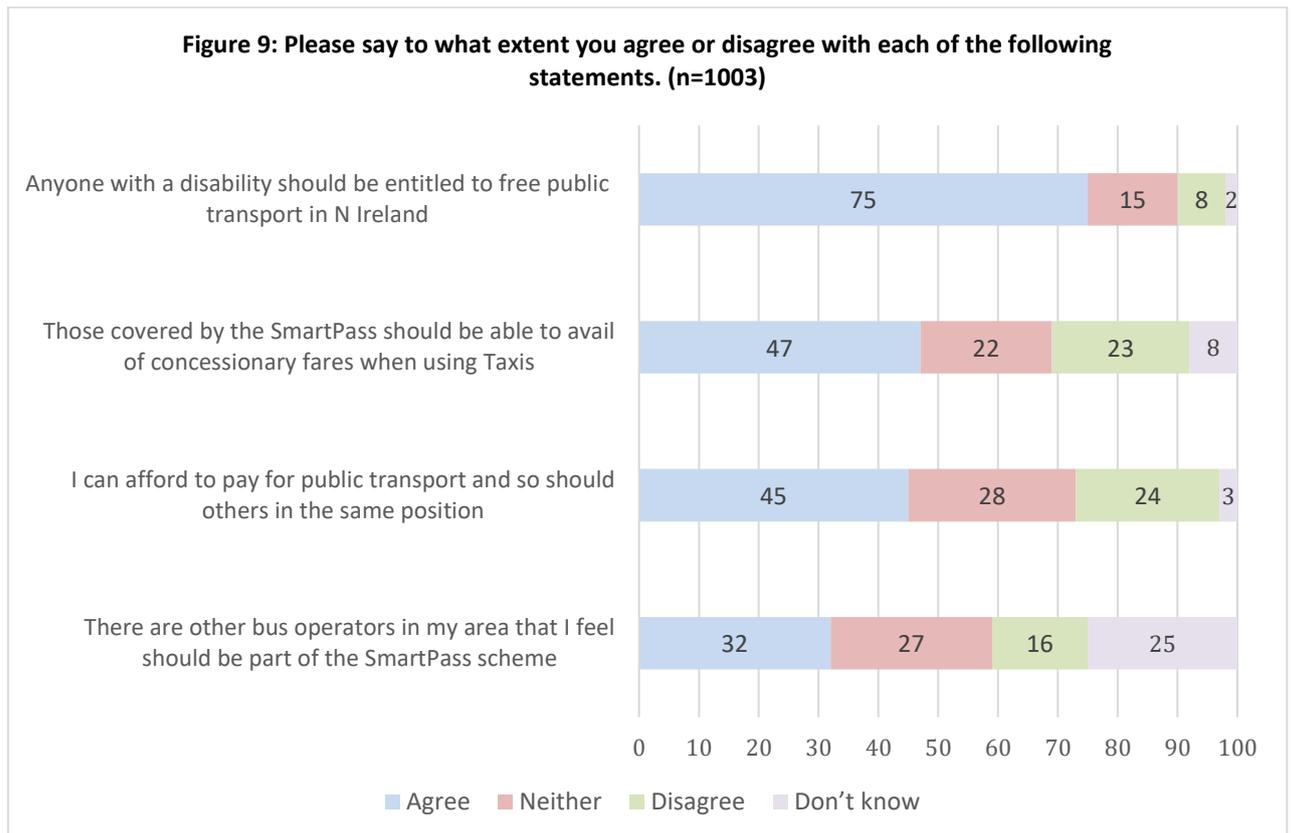


## 2.7 Attitudes to free transport and the SmartPass scheme

Consumers were presented with four statements relating to free public transport and the SmartPass scheme.

Figure 9 shows that 75% of consumers agreed that anyone with a disability should be entitled to free public transport in N Ireland, with just under half (47%) saying that those covered by the SmartPass should be able to avail of concessionary fares when using Taxis. A similar number of consumers said they can afford to pay for public transport and so should others in the same position (45%).

Relatively fewer consumers agreed that there are other bus operators in their area that they feel should be part of the SmartPass scheme (32%).



### Statistically significant differences

**Statement:** Anyone with a disability should be entitled to free public transport in N Ireland

- Younger consumers were more likely to agree (18-34, 78%: 35-59, 76%: 60+, 68%)
- C2DE consumers were more likely to agree (78% vs. ABC1, 71%)
- Consumers with a disability were more likely to agree (80% vs. 72%)
- Relatively lower income consumers were more likely to agree (<=£20K, 75%: 20K-£40K, 76%: £40K+, 63%)
- Mid Ulster residents were more likely to agree (83%) [Antrim and Newtownabbey and Newry and Mourne residents were least likely to be agree, 68%]

**Statement:** I can afford to pay for public transport and so should others in the same position

- Younger consumers were more likely to agree (18-34, 33%: 35-59, 19%: 60+, 9%)
- ABC1 consumers were more likely to disagree (63% vs. C2DE, 51%)
- Higher income consumers were more likely to disagree (<=£20K, 52%: 20K-£40K, 59%: £40K+, 68%)
- Car owners were more likely to disagree (59% vs. 45%)
- Fermanagh and Omagh residents were more likely to agree (38%) [Ards and North Down and Newry and Mourne residents were least likely to be agree, 8%]

**Statement:** There are other bus operators in my area that I feel should be part of the SmartPass scheme

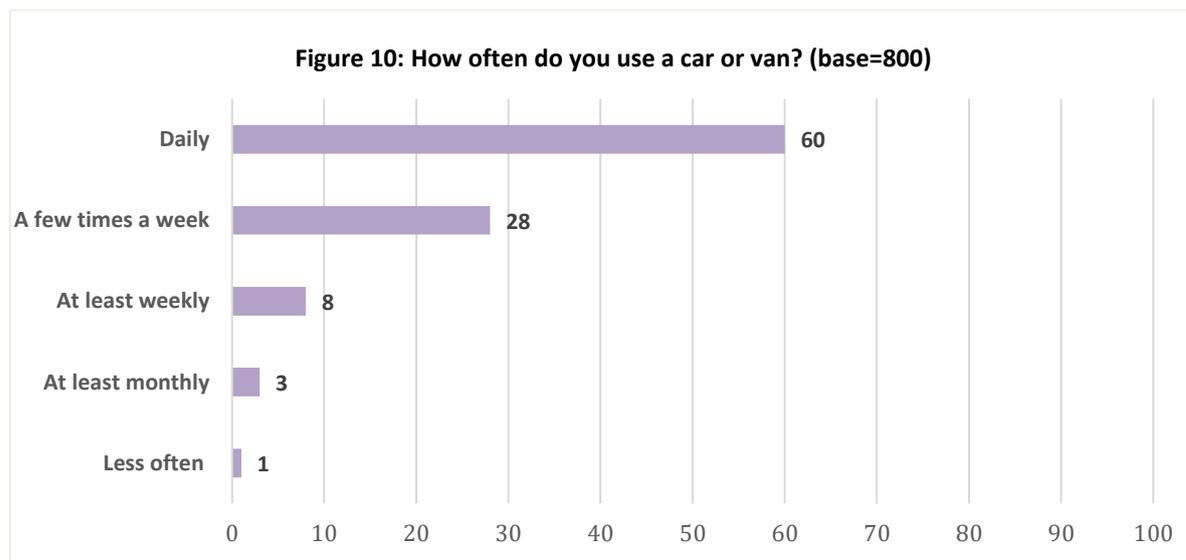
- Consumers aged under 60 were more likely to agree (18-34, 50%: 35-59, 50%: 60+, 29%)
- Those with a disability were less likely to agree (31% vs. 51%)
- Higher income consumers were more likely to agree (<=£20K, 41%: 20K-£40K, 48%: £40K+, 58%)
- Consumers in rural areas were more likely to agree (52% vs. 42%)
- Newry, Mourne and Down residents were more likely to agree (69%) [Ards and North Down were least likely to be agree, 25%]

**Statement:** Those covered by the SmartPass should be able to avail of concessionary fares when using Taxis

- Younger consumers were more likely to agree (18-34, 40%: 35-59, 34%: 60+, 20%)
- ABC1 consumers were more likely to disagree (21% vs. C2DE, 12%)
- Higher income consumers were more likely to disagree (<=£20K, 14%: 20K-£40K, 16%: £40K+, 28%)
- Car owners were less likely to agree (30% vs. 40%)
- Fermanagh and Omagh residents were more likely to agree (44%) [Ards and North Down were least likely to be agree, 12%]

## 2.8 Own or have access to a car or van

Eight out of ten (80%) consumers said they owned or had access to a car or van. Among those who owned or had access to a car or van, 60% said they use their car / van on a daily basis, 28% use it a few times a week, 8% use it a few times a week, 3% use it as least weekly, 3% at least monthly, and 1% less often.

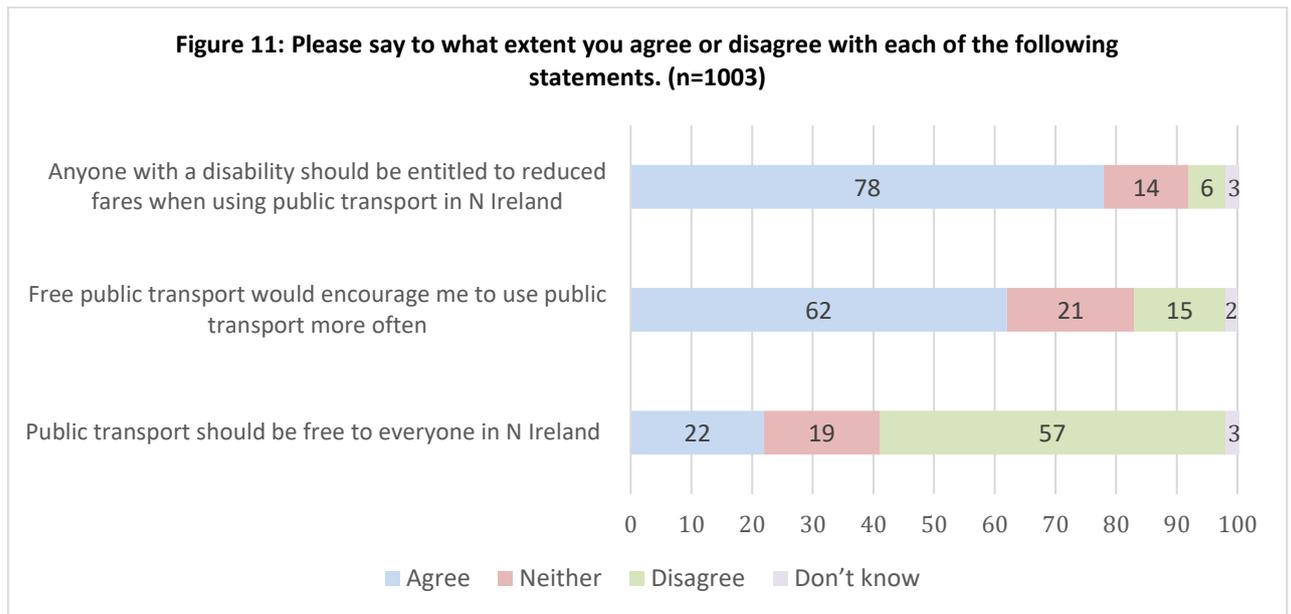


## 2.9 Views on free transport and reduced fares

Consumers were presented with a number of statements relating to public transport and asked if they agree or disagree.

Figure 11 shows that almost eight out of ten (78%) consumers agreed that anyone with a disability should be entitled to reduced fares when using public transport in N Ireland, with 72% agreeing that anyone with a disability should be entitled to free public transport in N Ireland.

Approximately six out of ten (62%) consumers agreed that free public transport would encourage them to use public transport more often, with 22% supporting the view that public transport should be free to everyone in N Ireland.



### Statistically significant differences

**Statement:** Public transport should be free to everyone in N Ireland

- Younger consumers were more likely to agree (18-34, 37%; 35-59, 21%; 60+, 7%)
- ABC1 consumers were more likely to disagree (64% vs. C2DE, 51%)
- Higher income consumers were more likely to disagree (<=£20K, 55%; 20K-£40K, 60%; £40K+, 66%)
- Car owners were less likely to agree (19% vs. 32%)
- Armagh City, Banbridge and Craigavon residents were more likely to agree (29%) [Newry, Mourne and Down were least likely to be agree, 6%]

**Statement:** Anyone with a disability should be entitled to reduced fares when using public transport in N Ireland

- Women were more likely to agree (83% vs. 72%)
- Higher income consumers were less likely to agree (<=£20K, 79%; 20K-£40K, 80%; £40K+, 70%)
- Mid Ulster residents were more likely to agree (91%) [Ards and North Down were least likely to be agree, 58%]

**Statement:** Free public transport would encourage me to use public transport more often

- Younger consumers were more likely to agree (18-34, 76%; 35-59, 66%; 60+, 40%)
- ABC1 consumers were more likely to disagree (18% vs. C2DE, 12%)
- Consumers with a disability were less likely to agree (52% vs. 66%)
- Fermanagh and Omagh residents were more likely to agree (80%) [Ards and North Down were least likely to be agree, 46%]

## Appendix (Questionnaire)



## QUESTIONNAIRE

# Concessionary Fares Research

V3

11 March 2022



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**We want to ask you about free and concessionary bus and rail travel in Northern Ireland.**

Q1. Are you aware that each of the following groups are entitled to free travel on eligible scheduled services operated by Translink (buses and trains) and other participating operators across Northern Ireland?

	Yes	No	Don't know
Everyone aged 60 and over	1	2	3
People who are registered blind	1	2	3
War disablement pensioners	1	2	3

Q2. Are you aware that each of the following groups is eligible for half fare travel?

	Yes	No	Don't know
Those who get the mobility component of Personal Independence Payment (PIP)	1	2	3
Those who have had a driving licence refused or revoked on medical grounds	1	2	3
Those who have a recognised learning disability	1	2	3
Those who are partially-sighted (sight impaired)	1	2	3

Q3. Are you aware that those aged 65+ are entitled to free travel on public transport throughout the Island of Ireland? **(Select one only)**

Yes	1
No	2

Q4. Do any of the following apply to you? **(Select all that apply)**

You are registered blind	1
You are in receipt of a war disablement pension	2
You are in receipt of the mobility component of Personal Independence Payment (PIP)	3
You have had a driving licence refused or revoked on medical grounds	4
You have a recognised learning disability	5
You are partially-sighted (sight impaired)	6
None of the above apply to me	7

Q5. There are different concessionary travel options available. Please say if you are entitled to or have any of the following?

Yes, and have this	1
Yes, entitled but not applied	2
No, not entitled to this	3
Don't know	4

A	60+ SmartPass	1
B	Senior (65+) SmartPass	2
C	Free and concessionary bus and rail travel	3
D	Half Fare SmartPass - Driving Licence Refused	4
E	Half Fare SmartPass - Learning Disability	5
F	Half Fare SmartPass - Partially-Sighted	6
G	Half Fare SmartPass - Personal Independence Payment (PIP)	7
H	Registered Blind SmartPass	8
I	War Disablement SmartPass	9

**DISPLAY FOR EACH ANSWERED '2' AT Q5A TO Q5I**

Q6. You indicated that you are entitled to the following, why have you not applied?

60+ SmartPass	
Senior (65+) SmartPass	
Free and concessionary bus and rail travel	
Half Fare SmartPass - Driving Licence Refused	
Half Fare SmartPass - Learning Disability	
Half Fare SmartPass - Partially-Sighted	
Half Fare SmartPass - Personal Independence Payment (PIP)	
Registered Blind SmartPass	
War Disablement SmartPass	

**ASK IF ANY AT Q5A TO Q5I EQ 1**

Q7. When you applied for your SmartPass, how did you get the application form? **(Select one only)**

Called in person at a bus or train station	1
Emailed and got a form posted out	2
Phoned and got a form sent out	3
Other (please specify)	4
Don't know / can't remember	5

**ASK IF ANY AT Q5A TO Q5I EQ 1**

Q8. How did you apply? **(Select one only)**

Filled out a hardcopy form and took to a bus or rail station in person	1
Posted application form to <b>Translink</b>	2
Other (please specify)	3
Don't know / can't remember	4

**ASK IF ANY AT Q5A TO Q5I EQ 1**

Q9. Did you experience any of the following difficulties in applying for your SmartPass? **(Select all that apply)**

Difficulty in getting information on how / where to apply	1
Difficulty filling out the form	2
I was not aware of the scheme and could have applied for my SmartPass sooner	3
Difficulties in providing proof of age	4
Difficulties in providing proof of residency	5
Difficulties pulling all the required documentation together	6
The application process was not accessible to me	7
I experienced other difficulties (please specify)	8
No difficulties – the application process was straightforward	9

Q10. Please say to what extent you agree or disagree with each of the following statements.

Agree	1
Neither agree nor disagree	2
Disagree	3
Don't know	4

A	Anyone with a disability should be entitled to free public transport in N Ireland
B	Public transport should be free to everyone in N Ireland
C	I can afford to pay for public transport and so should others in the same position
D	There are other bus operators in my area that I feel should be part of the SmartPass scheme
E	Those covered by the SmartPass should be able to avail of concessionary fares when using Taxis

Q11. Do you own or have access to a car or van? **(Select one only)**

Yes	1
No	2

**ASK IF Q11 EQ 1**

Q12. How often do you use a car or van? **(Select one only)**

Less often	5
At least monthly	4
At least weekly	3
A few times a week	2
Daily	1

Q13. Please say if you agree or disagree with each of the following statements.

Agree	1
Neither agree nor disagree	2
Disagree	3
Don't know	4

A	Public transport should be free to everyone in N Ireland
B	Anyone with a disability should be entitled to free public transport in N Ireland
C	Anyone with a disability should be entitled to reduced fares when using public transport in N Ireland
D	Free public transport would encourage me to use public transport more often

**Section B: About You**B1. Are you...? **(Single Code)**

Male	Female	Prefer not to say
1	2	3

B2. What age are you?

B3. What is your current employment status? **(Single Code)**

Self-employed	1
Working full-time	2
Working full-time (but currently on furlough)	3
Working part-time	4
Working part-time (but currently on furlough)	5
Seeking work for the first time	6
Unemployed, i.e. not working but actively seeking work	7
Not actively seeking work but would like to work	8
Not working and not seeking work	9
Looking after home and family	10
Unable to work due to permanent illness or disability	11
Student (full time)	12
Student (part time)	13
On a government or other training scheme / apprenticeship	14
Retired	15
Other (please specify)	16

B4. What is your occupation or if you don't work what is the occupation of the highest income earner in your household?

B5. Which of the following defines your employment position (or if you don't work the employment status of the highest income earner in your household)? **(Single code)**

Higher managerial, administrative or professional	1
Intermediate managerial, administrative or professional	2
Supervisory or clerical and junior managerial, administrative or professional	3
Skilled manual worker	4
Semi-skilled and unskilled manual worker	5
State pensioner, casual worker, or unemployed with state benefits only	6

B6. What is your highest educational qualification? **(Single Code)**

Degree Level or higher	1
BTEC (Higher), BEC (Higher), TEC (Higher), HNC, HND	2
GCE A 'Level (including NVQ Level 3)	3
BTEC (National), BEC (National), TEC (National), ONC, OND	4
GCSE (including NVQ Level 2), GCE O' Level (including CSE Grade 1), Senior Certificate, BTEC (General), BEC (General)	5
CSE (Other than Grade 1)	6
No formal qualification	8
Other (Please specify)	7

- B7. Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last, at least 12 months? Include problems which are due to ageing. **(Single Code)**

Yes, limited a lot	1
Yes, limited a little	2
No	3
Prefer not to say	9

**ASK IF B7 EQ 1 OR 2**

- B7a. Do you have any of the following health conditions? **(Select all that apply)**

Mobility	1
Stamina or breathing or fatigue	2
Hearing	3
Vision	4
Dexterity	5
Memory	6
Mental health	7
Physical health	8
Learning or understanding or concentrating	9
Social or behavioural problems	10
Other health problem (please specify)	11
Don't have any of these health problems	12
Don't know	13

- B8. Which local council area do you live in? **(Single Code)**

Antrim and Newtownabbey Borough Council	1
Ards and North Down	2
Armagh City, Banbridge and Craigavon	3
Belfast	4
Causeway Coast and Glens	5
Derry and Strabane	6
Fermanagh and Omagh	7
Lisburn and Castlereagh	8
Mid and East Antrim	9
Mid Ulster	10
Newry, Mourne and Down	11

- B9. What type of area do you live in? **(Select one only)**

City	1
A town	2
A village	3
Rural or countryside	4

- B10. Is your home...? **(Select one only)**

Owned outright or with a mortgage	1
Housing Executive (social housing)	2
Private rented	3
Housing Association	4
Other (please specify)	5

B11. What is your total personal income per year (whether from employment, pensions, state benefits, investments, or any other sources) before the deduction of tax? **(Single code)**

Less than £10,000	1
£10,001 – £20,000	2
£20,001 – £30,000	3
£30,001 – £40,000	4
£40,001 – £50,000	5
£50,001 - £60,000	6
£60,001 - £70,000	7
£70,001 - £80,000	8
£80,001- £90,000	9
£90,001 - £99,999	10
£100,000+	11
Prefer not to answer/ Don't know	12

**THANK AND CLOSE**