

# Research report

## Merseyside routes

Independent national passenger watchdog

Passengerfocus  
putting passengers first

In December 2008 Passenger Focus carried out a survey with nearly 1600 passengers on the Northern Line and the Wirral Line in Merseyside. Services on both of these lines are provided by Merseyrail. The survey was undertaken to find what passengers currently think of services on the line and what they see as the priorities for future improvements. Passenger Focus has used the findings of the survey to inform their submission to Network Rail's Merseyside Route Utilisation Strategy (RUS) consultation.



Boarding a Merseyrail service

### The research

- The survey was undertaken by Continental Research on behalf of Passenger Focus.
- Questionnaires were given out to passengers on board the trains. Passengers could either fill in the questionnaire on the train and return to the interviewer, or return in a prepaid envelope.
- The survey was carried out from 13 to 19 December 2008, and from 5 to 11 January 2009.
- To ensure a representative sample was achieved survey shifts were carried out in weekday peak and off-peak as well as weekends.
- A total of 1593 passengers were surveyed. On the Northern Line 960 passengers responded to the survey, and on the Wirral Line 633 passengers responded.

## How passengers are currently using the routes

- Most passengers surveyed were making leisure related journeys (63%). A total of 36% of passengers were commuting either to or from work or place of education. Only 2% of passengers were making a business related journey.
- The most frequently used departure stations for passengers surveyed on

the Northern Line were Southport (32%), Liverpool Central (22%), and Moorfields (9%). On the Wirral Line they were West Kirby (18%), Liverpool Central (13%), and Meols (13%).

- The most frequently used arrival stations for passengers using the Northern Line were Southport (22%), Liverpool Central

(20%), and Formby (10%). On the Wirral Line they were Liverpool Central (25%), Liverpool James Street (14%) and Liverpool Lime Street (12%).

- 72% of passengers had made the same journey on the route within the last two weeks.

## How passengers are getting to the station



Kirkdale station on the Northern line

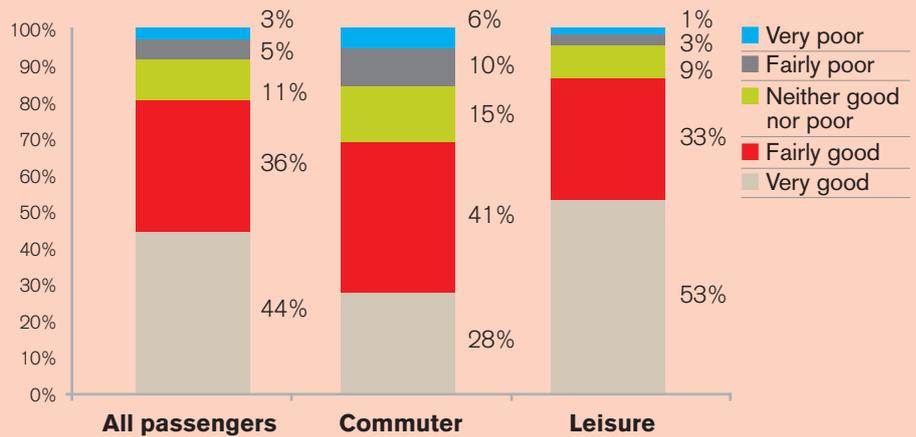
- Most passengers walked to the station that they travelled from (63%). A smaller proportion of passengers travelled by car (22%), and of those most parked at or near the station (15%). More passengers used a car to access the station on the Wirral Line (29%) than the Northern Line (19%). Overall 12% of passengers used public transport to access the station.
- Of those passengers who travel to the station by car, most park in the station car park (44%), with 21% of passengers parking in the street.

- When unable to find a space in the station car park, 63% of passengers stated that they would park in the street.
- Of those who drove to the station 61% said that car parking facilities were either good or very good. However, amongst those who did not drive to the station this figure was lower, at 50%.
- About 80% of passengers who would like to drive to the station but are currently unable to do so state that this is due to a lack of available car parking space.

## Current capacity on the routes...

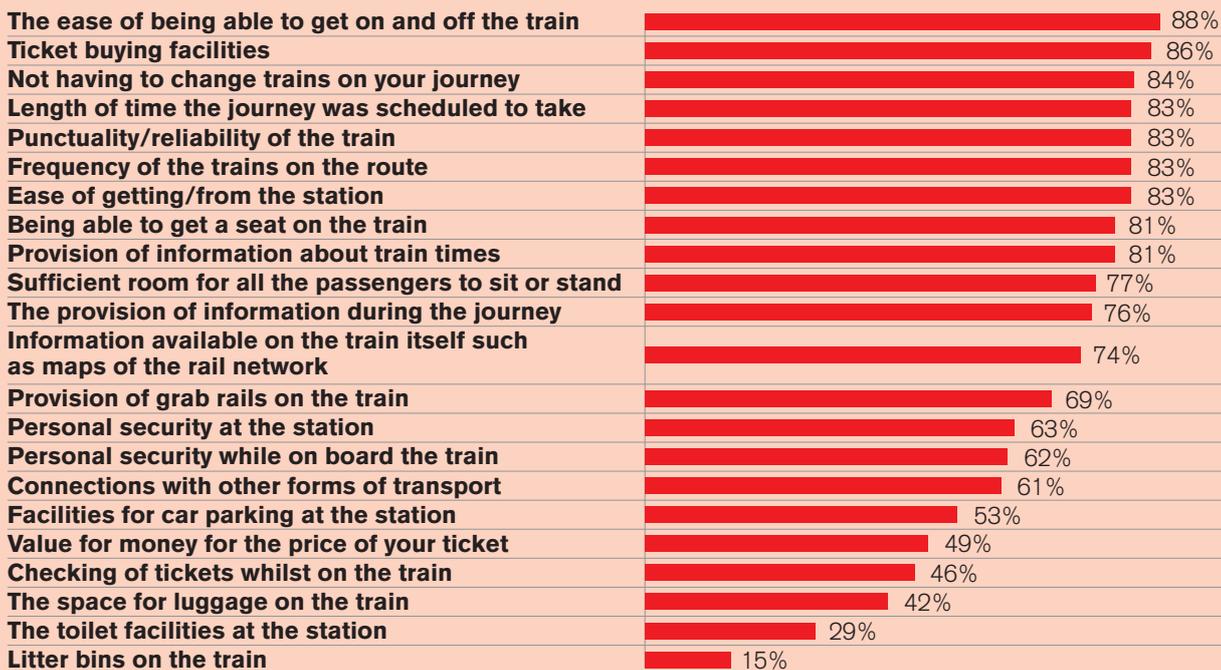
Overall, 80% of passengers rated getting a seat on the train as either fairly good or very good. However amongst commuters the rating dropped to 69%.

### Passenger ratings of getting a seat on board the train



## What passengers think of services on the routes...

### Percentage of passengers who rate services good or very good



#### Services given the highest ratings:

- 1 The ease of being able to get on and off the train (88%)
- 2 Ticket buying facilities (86%)
- 3 Not having to change trains on your journey (84%)

#### Services given the lowest ratings were:

- 1 Litter bins on the train (15%)
- 2 The toilet facilities at the station (29%)
- 3 The space for luggage on the train (42%)

## Passenger improvement priorities

83% of passengers stated that they are currently happy with punctuality and reliability on the lines. However when asked about improvement priorities on the lines

passengers stated that improving punctuality and reliability is the one thing they would like to see improved. The second most important improvement that

passengers would like to see improved is 'value for money for the price of your ticket', with only 49% of passengers satisfied with value for money. Other important areas where passengers would like to see improvements made are to the frequency of trains, personal security at train stations, and to journey times.