

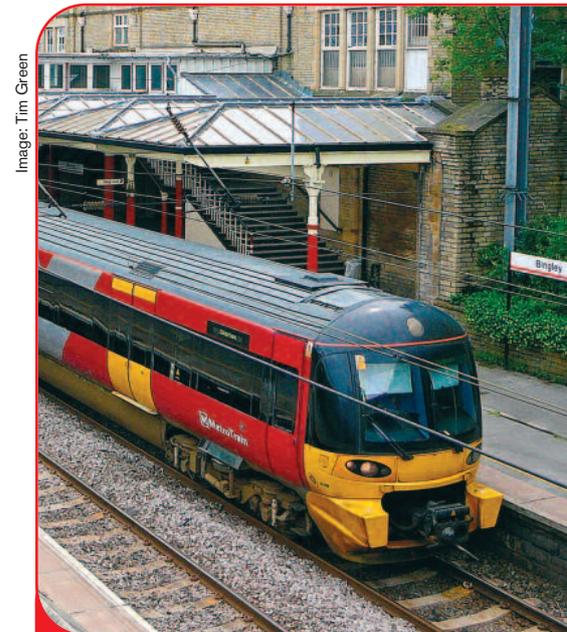
Research Report

Airedale Route

Independent national rail passenger watchdog



In October 2008 Passenger Focus carried out a survey of over 750 passengers on the Airedale Route, which runs from Leeds to Skipton and carries services operated by Northern Rail. The survey was undertaken to understand what passengers think about current services on the route and explore their views on potential changes and improvements. The findings were used to inform Passenger Focus' submission to the Yorkshire and Humber Route Utilisation Strategy (RUS) consultation.



A Northern service at Bingley

The research

- The survey was undertaken by Continental Research on behalf of Passenger Focus.
- Questionnaires were distributed to passengers on the train during their journey, and either handed back to the interviewer onboard or returned by post at a later date.
- The survey was administered on weekday peak and off-peak services between the 13th and 24th of October 2008.
- A total of 752 passengers were surveyed.

How passengers currently use the route

- Nearly three-quarters (73%) of passengers were using the route to commute to or from work/education. 19% were travelling for leisure and 6% for business.
- Most passengers joined the route at either

Leeds (44%) or Skipton (23%) with the remainder joining at an intermediate station.

- 84% of passengers had travelled on the route two or more times in the previous 2 weeks and only 13% were using the

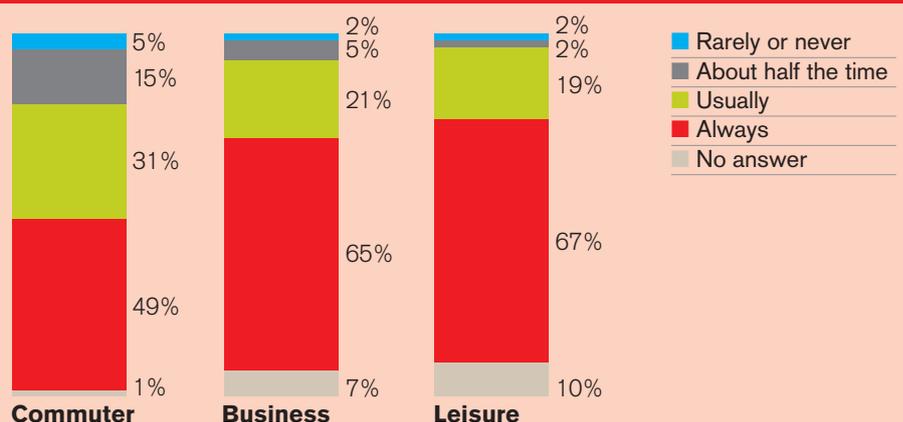
route for the first time.

- Just over a half (51%) of passengers walked to the station where they joined the route, while a smaller proportion had travelled by car (25%) or used public transport (22%).

Current capacity on route...

Overall, 79% of passengers said they were usually or always able to get a seat when they travelled on the route. However commuters were more likely to report problems getting a seat than business and leisure passengers.

How often passengers are able to get a seat on the Airedale route



What passengers think of services on the route...

Overall, 84% of passengers were fairly or very satisfied with services on the route.

Percentage of passengers fairly or very satisfied with different aspects of service on the Airedale route



What passengers think about proposed changes to services

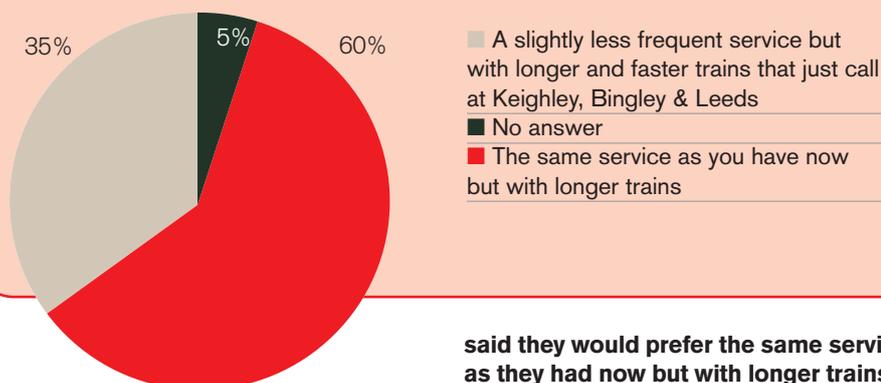
The Yorkshire & Humber RUS consultation proposed a number of potential changes to services running on the Airedale route. In the survey, passengers were asked for their views on each of these. Their responses

formed a key part of the submission Passenger Focus made to the RUS consultation. The proposed changes are to peak-time services, and for this reason the findings for commuters only are reported here.



Saltaire station

Commuters travelling to or from Skipton, Cononley and Steeton and Silsden were asked which of the following options they would prefer



Commuters travelling to or from Crossflats and Saltaire were also given two options to consider. A majority (82%)

said they would prefer the same services as they had now but with longer trains. Only 5% preferred the option of services that no longer called at stations north of Keighley, meaning trains would be less busy but potentially less frequent.

What improvements passengers would like to see

Passengers were also asked what they would most like to see improved on the services they used on the Airedale route. Their top five priorities for improvement were:

- 1 Punctuality/reliability of trains
- 2 Value for money
- 3 Not having to change trains to complete journey
- 4 Frequency of trains on the route
- 5 Length of journey time

For further information or to contact us: www.passengerfocus.org.uk