



Response to Network Rail's Yorkshire and Humber Route Utilisation Strategy Draft for Consultation

December 2008

Passenger Focus is the independent national rail consumer watchdog. It is an executive non-departmental public body sponsored by the Department for Transport.

Our mission is to get the best deal for Britain's rail passengers. We have two main aims: to influence both long and short term decisions and issues that affect passengers; and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of rail passengers and we work with the rail industry, other passenger groups and Government to secure journey improvements.

Our vision is to ensure that the rail industry and Government are always

‘putting rail passengers first’

This will be achieved through our mission of

‘getting the best deal for passengers’

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1. Executive summary

Rail travel has seen unprecedented growth in passenger numbers. Performance on the railways is steadily improving and passenger satisfaction is rising. Passenger Focus expects the programme of Route Utilisation Strategies (RUSes) across the rail network to build on this; to allow for continued passenger growth, to further improve performance and to improve passenger satisfaction.

The RUS objective is defined as “*the effective and efficient use and development of the capacity available, consistent with funding that is, or is reasonably likely to become, available during the period of the RUS and with the licence holder’s performance of the duty.*”¹

Passenger Focus has a wealth of research material regarding what passengers want, and adds to this as the RUS programme rolls out across the network. This evidence informs our input to specific RUS consultations at route level. Drivers of passenger satisfaction change over time, but punctuality and reliability have been the main drivers of passenger satisfaction since the National Passenger Survey (NPS) began in 1999. Issues such as facilities for car parking, frequency of train services and connections with other train services have also been clear factors in overall satisfaction ratings. Passenger Focus expects RUSes to address the link between passenger satisfaction and the development of capacity.

Our submission is based on comprehensive research with 3582² passengers, and includes their views on the options proposed for inclusion in the final RUS, as well as on wider rail issues. We also conducted specific research for this RUS on two routes where significant changes to timetables and stopping patterns are proposed to alleviate crowding: the Calder Valley line and the Airedale line. The results are based on the views of 1521 passengers. We were also mindful of the knowledge and experience of local Rail User Groups (RUGs) who use these services regularly and were keen to capitalise on the information they had about local issues and the feelings of local rail users about proposed changes to services as well as aspirations for the future. We therefore held a focus group workshop with RUG representatives to gather their thoughts on the gaps identified, the options proposed and the overall strategy for this RUS. The information from this workshop has also been used to inform our response.

It is clear from rising passenger demand that the railways in Yorkshire and Humber are performing with a considerable degree of success, attracting more passengers leading to demand outstripping supply on many services. However, some train operators in the region are becoming victims of their own success as satisfaction ratings on the National Passenger Survey clearly demonstrate. With TransPennine Express achieving an overall satisfaction rating of 84% (of 1041 passengers surveyed)³ and Northern achieving an overall satisfaction

¹ ORR Guidelines on Route Utilisation Strategies, June 2005

² Specific research undertaken for this RUS with 769 passengers on the Calder Valley line & 752 passengers on the Airedale line, plus National Passenger Survey Spring 2008 research with 1020 TransPennine Express passengers and 1041 Northern Rail passengers

rating of 79% (of 1020 passengers surveyed)³ there is clearly room for improvement. Passenger Focus therefore welcomes actions that will provide real improvements delivering a step-change for passengers in the Yorkshire and Humber RUS area.

The RUS proposes many sensible options to make “*efficient use and development of the capacity available*” which we support. We welcome and acknowledge the attempts made in the draft RUS to tackle the problem of crowding, which we agree is the most important issue for the Yorkshire and Humber RUS to address. However, our new research demonstrates some options which Network Rail propose to develop further as part of the final RUS are not fully supported by passengers, so the alternatives proposed should be carefully considered, ensuring the passenger viewpoint is at the heart of the decision-making process. This would ensure that train services meet passenger expectations, and avoids the scenario that the RUS provides an operational solution to improve capacity and performance that creates changes in service patterns that do not meet the needs of passengers.

Whilst the overall strategy for the draft RUS tries to address catering for increasing peak demand and growth progressively over time, there is little acknowledgement that rail is only one part of a passenger’s overall journey, and growth in numbers of passengers means the number of people driving to the station is also steadily increasing. Car parking at the station is therefore an important issue but there is scant detail included in the draft RUS of any planning for the future in this regard. Therefore Passenger Focus has begun work on collating details of car parking availability for passengers and highlighting stations where there are currently or predicted problems. We are also conducting further research with non-rail users to determine if lack of car parking is a barrier to rail travel. We will be delivering the results to Network Rail before the final RUS is published and expect the results to inform planning, development and inclusion of any partnership funding.

Passengers also want to know how the proposals identified in the draft RUS will be prioritised, delivered and funded. If the RUS is to avoid becoming just another planning document that sits on the shelf it needs to provide a mechanism for taking forward its longer term requirements and it must include an estimate of costings, when the work might be done, and possible sources of funding.

³ National Passenger Survey, Spring 2008

2. Recommendations

Our key recommendations for inclusion in the final RUS reflect the aspirations of passengers in the Yorkshire and Humber region:

- options that deliver significant improvements affecting passengers' ability to get a seat
- options that deliver improved service frequency to meet passengers' needs
- a commitment to address the discrepancies in the quality of rolling stock within the Yorkshire and Humber RUS area
- a commitment to consider how stations and interchange facilities are developed to meet present and future demand
- options to improve car parking at stations where proposed capacity improvements will lead to an increase in passenger numbers.

3. Introduction

Passenger Focus welcomes the opportunity to respond to the Yorkshire and Humber RUS Draft for Consultation. Passenger Focus supports the broad objectives behind the RUS process and welcomes the consultative approach adopted by Network Rail.

Passenger Focus believes that the RUS is a vital component to inform the implementation of the Yorkshire and the Humber Regional Planning Assessment for the railway (RPA), the Regional Economic Strategy for Yorkshire and the Humber 2006-2015 and the eight local transport plans that fall within the region.

We understand there are practicalities around funding some of the proposed RUS options. However, we make no apologies for having an aspirational vision of the future of the rail network in Yorkshire and the Humber.

Around 1.2 billion passenger journeys were made on the UK rail network in 2007–08. This was a 7.1% increase on 2006–07 compared to a 6.3% increase between 2005–06 and 2006–07⁴. Demand forecasts for the Yorkshire and Humber area predict growth in passenger demand to be between 2.3% – 3.6% per annum over the next 11 years – this is a total of 28% - 47%⁵. An aspirational approach is required to manage current and predicted demand for rail travel and to meet the stated transport objectives to promote economic growth, social inclusion, health and protection of our environment through a safe, integrated, effective and efficient transport system.

Our response to this consultation is informed by liaison with stakeholders and user groups, our postbag, existing research, and bespoke research commissioned by Passenger Focus. As an evidence-based organisation, the Passenger Focus response to the consultation incorporates research with 3582⁶ passengers, including findings obtained from new passenger research conducted on rail services in the Yorkshire and Humber region.

Passenger Focus research with passengers in the Yorkshire and Humber region shows passengers priorities for improvements to rail services are⁷:

1. Value for money
2. Ability to get a seat
3. Train service performance
4. A timetable that delivers services that are convenient for passengers needs
5. Effective management of disruption
6. Good connectivity with other rail services

⁴ National Rail Trends Year Book 2007-8

⁵ Yorkshire and Humber Route Utilisation Strategy Draft for Consultation, 2008

⁶ Specific research undertaken for this RUS with 769 passengers on the Calder Valley line & 752 passengers on the Airedale line, plus National Passenger Survey Spring 2008 research with 1020 TransPennine Express passengers and 1041 Northern Rail passengers

⁷ Passenger priorities for improvements in rail services – Passenger Focus 2007

Passenger Focus recognises that value for money is not solely a concern for passengers within the Yorkshire and Humber region - nationally, value for money is passengers' top priority for improvement. In April 2008 the Secretary of State for Transport asked Passenger Focus to carry out a fares and ticketing study in the light of concern about continuing low passenger satisfaction with value for money for the price of rail tickets, as measured by the National Passenger Survey. This work is ongoing.

4. Scope: Yorkshire and Humber Geography

The RUS covers the Yorkshire and Humber area, with the exception of the East Coast Main Line, and has interfaces with the East Coast Main Line RUS, North West RUS area, the Lancashire and Cumbria RUS area and the East Midlands RUS area, which is still to be covered by the RUS process. As such many issues have been passed to this RUS from other RUSes including the Freight RUS, and there will no doubt be issues from the Network RUS such as electrification which will impact on the Yorkshire and Humber area.

It is our view that a holistic approach is required when deciding future investment on the rail network, and we suggest that Network Rail Stakeholder Management Groups remain mindful of options that overlap two or more RUS areas and ensure that the whole picture is taken into account when determining gaps, options and strategies for RUSes.

Our response reflects comments we previously made on routes that were covered in the East Coast Main Line RUS, Lancashire and Cumbria RUS and North West RUS where there is a linkage between these and the Yorkshire and Humber RUS.

5. General comments

5.1 Crowding and growth in key corridors

Passenger Focus welcomes the acknowledgment by Network Rail that the main strategic issue to be addressed by this RUS is to cater for increasing peak demand. We need to ensure that the network is developed to meet existing and future passenger demand. Peak crowding is the key issue for passengers boarding trains at many stations within the RUS area. We know that Manchester, Leeds, Sheffield and York have services that are running beyond passenger capacity. For example many TransPennine Express services are so crowded that first class cars are regularly de-classified to allow more passengers to travel. However, there is also growing demand at other times of day as passengers purchase cheaper off-peak tickets and choose to travel on less crowded trains where they do not have to stand. Crowding can be a particular problem between Manchester and Leeds at most times of the day.

Passengers in the Yorkshire and Humber area tell us that getting a seat is one of their top priorities, second only to value for money⁸. Obviously passenger perception of the price of their train ticket offering excellent value for money is impacted by many factors, for example, whether the service ran to time or whether they were able to get a seat or had to stand during their journey. National Passenger survey results for Spring 2008 show only 69% of TransPennine Express passengers and 66% of Northern passengers are satisfied with having sufficient room for all passengers to sit or stand on the train and passengers have become less satisfied with this aspect of rail travel over recent surveys. It is widely recognised that TransPennine Express services need strengthening and additional carriages are promised as part of HLOS by March 2014. The Government announced in December 2008 that additional rolling stock for TransPennine Express and Northern core routes will be provided earlier than previously planned. However, it will be several years before passengers see these extra carriages, even if a deal is finalised early in 2009.

It is essential that the industry also views the wider impact on passengers of such accelerating growth in the demand for rail travel. Providing longer trains and platforms, adding additional services and increasing frequency of services are all welcome solutions in tackling the problems of crowding, but Network Rail, and indeed the whole rail industry, must do more to understand the whole journey undertaken by passengers and the impact of growth on other aspects of the journey, such as car parking and station facilities which may be inadequate as passenger numbers continue to increase.

When asked what they would do if it became difficult to park at the station they currently use, 24% of passengers said they would travel earlier in order to secure a space in the car park at their station⁹. This clearly demonstrates that provision of poor or insufficient parking facilities has the potential to further exacerbate the problems already being faced during the main peak travel times and gives a clear message – that access to stations must be considered when planning to manage future growth on the railway.

⁸ Passenger priorities for improvements in rail services – Passenger Focus 2007

⁹ Getting to the station, Passenger Focus March 2007, based on respondents at Witham station

5.2 Providing a seven day railway

Travel patterns have changed over the past decade and there is now much more passenger demand for later evening services during the week and more frequent services at weekends and on Sundays. The Government's White Paper *Delivering a Sustainable Railway* (July 2007) talks about the need for Network Rail to increase the availability of the network to allow a near seven day operation and Passenger Focus is pleased that this is reflected specifically as a gap to be addressed by the Yorkshire and Humber RUS.

Passenger Focus supports the seven day railway concept and appreciates that this will require a major change in planning processes with new engineering methods and technological innovation required.

The draft RUS mentions a number of engineering improvements and enhancements that will be required in order that the railway in the Yorkshire and Humber area continues to meet passenger demand. Passenger Focus acknowledges that in delivering these projects there is the potential for passenger services to be disrupted.

Passengers' immediate reaction to the prospect of service disruption is that any disruption is inconvenient. However, the least inconvenient options for engineering works are smaller disruptions that result in trains starting late or finishing early or taking a break in the middle of the day. Passengers are more likely to accept their services being disrupted if they understand the reasons for the work, the benefits it will bring and if they believe the works are being planned efficiently and in a way that reduces the overall timescale of the disruption. Passengers generally prefer works to be completed as quickly as possible but failing this, passengers are happier if they can make an informed choice about their travel plans. Therefore information about alternative arrangements, length of disruption and increased journey time should be made available well in advance (a month or more) of any works taking place.¹⁰

Passenger Focus consultation with RUGs and other stakeholders within the RUS area showed that the majority are concerned with train timetabling and service frequency. This is further supported by research with passengers in the Yorkshire and Humber area which indicates that passengers rank 'Sufficient train services at times I use the train' as their fourth priority for improvement¹¹. Nationally, this is ranked as passengers' second priority for improvement¹¹.

There are calls by RUGs in the region for services to operate at a minimum frequency of two trains per hour on local lines, and aspirations for better service provision on Sundays.

For example, referring to the Leeds – Knottingley – Goole line where services between Goole and Knottingley operate only twice daily from Goole and only one train per day from Leeds, the Goole – Leeds Railway Action Group told Passenger Focus that:

¹⁰ Passengers' attitudes towards engineering works – Rail Passengers Council August 2003

¹¹ Passengers priorities for improvements in rail services – Passenger Focus 2007

“The Snaith and Cowick Town Action Plan, developed in 2004 as a result of a survey of all residents, which had an exceptionally high response rate of over 82%, identified the very poor rail service as an area of concern. Nearly 80% said that they would use rail if service levels were much improved”.

Demand for rail on Sundays is increasing¹². There is also demand from those who wish to use rail for leisure purposes to visit one of the many attractions the region has to offer. For example, the Hull and East Riding Rail Users Association told Passenger Focus they would like to see a winter service introduced between Bridlington and Scarborough on Sundays as currently a service only exists in the summer months on this line.

Aire Valley RUG has similar aspirations for weekend services and expresses concern that this is not considered in the draft RUS:

“There is no consideration of the provision of services outside the peak hours. This leaves no response to the increasing demand for travel in the early morning (including Saturday), the late evenings (especially on Friday and Saturday) and on Sunday. There can even, on occasion, be overcrowding on Sunday services on the Airedale line. We believe that demand is being suppressed by the poorer services provided on Sundays.”

5.3 Long Distance Travel – Cross Pennine and other Regional Links

The RUS consultation document highlights existing capacity problems for some rail links between large conurbations both within, and outside the Yorkshire and Humber area.

The Yorkshire and Humber rail market accounted for 55 million trips in 2004/5. Many people use rail to travel wholly within the Yorkshire and Humber area: three in five passenger journeys are made to and from destinations contained within the region. Journeys to and from West Yorkshire dominate the rail market with one third of rail journeys either starting or finishing at Leeds station. Most of the trips to or from locations outside of the region are made using the East Coast Main Line (ECML), Midland Main Line (MML) or trans-Pennine routes¹³.

National Passenger Survey results for Spring 2008 show passenger satisfaction for connections with other train services could be improved. Only 74% of TransPennine Express passengers and only 70% of Northern passengers are satisfied with this aspect of rail travel.

Furthermore, passengers surveyed in the Yorkshire and Humber area placed good connections with other rail services as their eighth priority for improvement – ahead of the need to improve existing journey times¹⁴.

Passenger Focus believes it is essential that inter-regional rail links are strengthened where they are deemed to be poor and established where they are currently missing, to enable

¹² Bespoke research undertaken to inform Passenger Focus response to the Department for Transport proposals for the Cross Country franchise, August 2006

¹³ Yorkshire and Humber Regional Planning Assessment for the Railway, June 2007

¹⁴ Passengers priorities for improvements in rail services – Passenger Focus 2007

people to travel more easily between areas. This includes rail links to RHADS (Robin Hood Airport Doncaster Sheffield) which would provide passengers with a convenient and direct service.

5.4 Inadequate freight capacity

From a passenger perspective, Passenger Focus has no specific view on this area of the RUS and therefore we have not commented on the relevant options. However we would welcome assurances from Network Rail that passenger services are not subjected to delays because the current or proposed operating arrangements for freight, cause operational difficulties for Network Rail and Train Operating Companies.

5.5 Performance and reactionary delays

Although drivers of passenger satisfaction change over time, punctuality and reliability have been the main drivers of passenger satisfaction since the National Passenger Survey (NPS) began in 1999. Train service performance has a huge impact on passengers' perception of their journey and continues to have a high rating on lists of priorities in our research.

Passenger priorities for the Yorkshire and Humber area show that performance is ranked as the third most important aspect for passengers. The number one priority is value for money but this perception can be greatly impacted by whether the train departs and arrives on time or whether the passenger can get a seat, which unsurprisingly, is second on the list of priorities¹⁵. Our specific research on the Calder Valley line and Airedale line show that passengers using these Northern services rate punctuality and reliability of the train as their number one priority for improvement.

The National Passenger Survey results for Spring 2008 show that only 77% of TransPennine Express passengers are satisfied with the punctuality and reliability of their services, and similarly only 78% of Northern passengers are satisfied. However, satisfaction ratings for dealing with delays are very poor for both operators. Only 54% of TransPennine Express passengers are satisfied with how the train company deals with delays and Northern passengers are extremely unhappy with only 31% of their passengers satisfied.

Passengers clearly expect trains to run on time. Whilst Public Performance Measure (PPM) results show that punctuality and reliability is improving, the low levels of satisfaction reported on aspects relating to performance in our National Passenger Survey clearly demonstrate that there are still real problems.

5.6 Stations and interchange

The facilities and standards at stations are very important to passengers, particularly in the Yorkshire and Humber area where passengers rate this as their twelfth most important priority for improvement¹⁶. Additionally, RUGs in West Yorkshire have expressed concerns that interchange is particularly poor at local stations. Waiting facilities at bus stops are poor as are the timings of bus/train connections.

¹⁵ Passengers priorities for improvements in rail services – Passenger Focus 2007

¹⁶ Passengers priorities for improvements in rail services – Passenger Focus 2007

The draft RUS states that the larger stations in the region, like Leeds and Sheffield, provide passengers with a comprehensive range of facilities. It recognises that at medium stations these are more variable and that there are a large number of small and lightly used stations. Stations in the RUS area range from barely improved wayside platforms such as Snaith and Rawcliffe to largely rebuilt stations such as Leeds, which has seen significant development in recent years.

The National Passenger Survey for Spring 2008 measures passengers' satisfaction with many different aspects of facilities and services at stations as well as a rating for overall station environment. 78% of TransPennine Express passengers are satisfied with the overall station environment, and TransPennine Express is the most highly rated operator for overall station environment in the survey. This perhaps reflects the £12 million investment by TransPennine Express in improving stations, particularly when compared to satisfaction ratings for Northern, where only 70% of passengers state that they are satisfied with stations. However satisfaction with facilities and services at stations is much lower for both operators at only 67% for TransPennine Express and 49% for Northern.

As passenger usage of the rail network in the region increases, so too will passenger expectations of stations. Consumers today are already seeing ever increasing standards in other aspects of their daily lives – more modern high street facilities, shopping centres, airports and motorway services which all offer modern and accessible fixtures, fittings and facilities. Passengers therefore rightly expect a similar experience when they travel by rail.

Passenger Focus expects stations to be welcoming and convenient, providing a suitable and pleasant gateway to the railway and to the town/place of destination. Stations have for too long been the Cinderella of the network, with vital refurbishment funding held back during lean years when almost all available funding was spent on maintaining train services. There is still a backlog of neglect to rectify, to bring stations' fabric and facilities up to passengers' expectations and to make them more accessible.

Passengers' very basic needs include being able to get to and from the station, the need to feel safe, with adequate light and shelter, and information. Once these have been satisfied, passengers' attention turns to what might be termed "comfort" factors which make the station more pleasant to use. At the top of the hierarchy are the cosmetic or luxury elements which make the station more attractive to people¹⁷.

In the Yorkshire and Humber area specifically, passengers place even more importance on the quality and availability of station facilities than the national average. Nationally station facilities rank as passengers' 18th priority for improvement, whereas in the Yorkshire and Humber region this is given a significantly higher importance rating, with passengers ranking it as their 12th most important priority for improvement¹⁷. A good standard of station is more important than the need for trains to travel at a fast speed throughout the journey, or the

¹⁷ Steer Davies Gleave for Rail Passengers Council – What passengers want from stations, June 2005

need to reduce journey time [by five minutes].¹⁸ Passenger Focus therefore believes it is important that the development of stations and their facilities is not neglected by the RUS, and certainly should not be considered as less essential than improvements that passengers do not rate as important. For example, Passenger Focus understands that the Yorkshire and Humber RUS is under pressure to seek improvements to journey times on the Calder Valley line and this is discussed in more detail in Section 6.8. However, Passenger Focus research indicates that a faster journey time on this route is not passengers' highest priority for improvement and, where journey times are improved, the time saving needs to be at least 15 minutes for it to be beneficial to the majority of passengers.

Network Rail has developed its National Stations Improvement Programme as a means to improve the standard of stations and Passenger Focus welcomes any moves to make stations more accessible and of a higher quality for passengers. Passenger Focus is therefore disappointed that the RUS is not stronger in setting out how Network Rail expects stations in the Yorkshire and Humber area to keep up with higher passenger demand in a social climate of ever increasing consumer standards.

5.7 Car parking

The RUS document explains that most stations in the region provide at least a small number of car parking spaces with better provision at larger stations. It also recognises that car parks tend to fill early.

It is a fact that for many rail passengers, driving to the station remains the most viable and practical means of travel. The increasing length of a working day and the shift towards a '24-7' week means that it is hard to provide a comprehensive rail-bus service that meets the needs of commuters and/or weekend travellers. Fears over personal security also inhibit the use of alternative transport or walking. For these reasons, car parking facilities at stations remain important.

A lack of car parking space could actually suppress overall demand for rail. If passengers can't park at their station then some will drive to the next station or drive all the way to the destination - the net effect being to increase car use. Nearly a quarter of passengers would also travel earlier in order to get a space,¹⁹ which then further adds to peak time crowding as people travel at busier periods when they shouldn't need to.

Passenger Focus therefore believes that the adequate provision of car parking should be given thorough consideration when examining ways of dealing with peak crowding and growth. Indeed, we have long maintained that the provision of car parking at railway stations should be seen as a separate issue in its own right and not part of more general discussions on car parking. Passenger Focus is also mindful of the need to ensure that parking spaces at stations are used by rail users and not by other drivers and this may become a particular

¹⁸ MVA Consultancy for Passenger Focus – Passengers Priorities for Improvements in rail services 2007

¹⁹ Getting to the Station, March 2007 – Passenger Focus / Steer Davis Gleave

issue if local authorities use road pricing and parking measures to reduce car use in the region.

Passenger Focus examined the size of the impact that the lack of car parking has on rail passengers in a March 2007 report *Getting to the Station*²⁰. This case study of stations in the East of England found that the lack of parking was suppressing demand for rail services by 19%. Additionally, for those passengers still prepared to use the rail network, it was resulting in a significant increase in the number and length of car journeys, as people were being driven to and from the station, potentially doubling the number of car trips compared with somebody parking at the station. It is also notable that 38% of people indicated they would drive to a more distant station if they were unable to park at their local station.

Nationally, Passenger Focus research with 9671 passengers shows that only 43% are satisfied with facilities for car parking.²¹ Looking at the issue more closely by train operating company, it is clear that satisfaction is low for car parking facilities at stations. Only 51% of TransPennine Express passengers and 53% of Northern's passengers are satisfied with current car parking at stations. Furthermore, satisfaction is declining. Clearly there is a need for improvement.

Specific Passenger Focus research for the Yorkshire and Humber RUS asked passengers who said they would like to drive to the station more often, why they don't. The results are shown in the table below.

	Airedale Line	Calder Valley Line
No room to park	66%	50%
Concerned over parking cost	33%	9%
Security of leaving car at station car park	26%	26%
No parking facilities at station	19%	23%

n.b. - percentages exceed 100% as respondents were able to select more than one option

Passenger Focus also undertook specific consultation on car parking with a number of RUGs from within the Yorkshire and Humber area. It was unanimously agreed that car parking was an issue at stations in the West Yorkshire PTE area. For example, users of the Airedale Line indicated that car parks at stations on the line are generally full by 07.30 – 08.00 with specific problems at Gargrave, Skipton (where on street parking is a particular issue) and Cononley.

Similar problems were reported by users of other lines. On the Harrogate line, problems parking at Knaresborough are compounded by regular inappropriate use of the station car park by non rail users. Indeed, many passengers travel from Knaresborough to access cheaper, free parking at Garforth²². Horsforth suffers from significant on street parking and

²⁰ Steer Davies Gleave for Passenger Focus, *Getting to the station*, March 2007

²¹ National Passenger Survey, Spring 2008

²² Anecdotal feedback obtained during Passenger Focus' Focus Group for Rail User Groups in the Yorkshire and Humber region, held 15 November 2008.

Cattal station has just six spaces – even though the station is located a significant distance from the population of the village.

On the Leeds – York – Selby – Hull route, Selby station suffers from significant parking problems, forcing some passengers to travel to Micklefield and Garforth.²¹ With passengers already travelling from as far as Knaresborough to use the larger car park at Garforth, it's no surprise that West Yorkshire Passenger Transport Executive report that their car park at this location is full by 07.30-08.00 daily.²³

As it stands, the draft RUS is not strong enough in dealing with how car parks in the region will cope with the increased volumes of passengers that Network Rail are predicting within the region.

Passenger Focus is pleased to be able to work alongside Network Rail to help identify where within the RUS area car parking provision at stations can be improved. We have already begun work on collating details of car parking availability for passengers and highlighting stations where there are currently or predicted problems. We are also planning further research with non-rail users to determine if lack of car parking is a barrier to rail travel. We therefore welcome Network Rail's commitments to look at car parking in more detail and Passenger Focus will continue to encourage Network Rail to develop action plans which will address the need for better station car parking facilities.

5.8 Rolling stock

Passenger rail services in the region are operated with several different types of rolling stock which range in quality from new Class 185s and refurbished Voyagers to Class 142 and 144 Pacers, which offer little comfort for passengers and are unreliable.

We know from recent research²⁴ that passengers do not like many of the older rolling stock types currently in operation. Class 150/158 Sprinter services and especially Class 142 Pacers are seen as simply a means to travelling rather than a vehicle that provides comfort and the type of modern day facilities that passengers expect.

When asked for their priorities for the Yorkshire and Humber area, stakeholders said that Pacer rolling stock should be replaced where possible. For example North Yorkshire County Council said:

"It is widely acknowledged that the 'Pacer' type diesel unit (classes 142/3/4) is unpopular, and the 'Sprinters' (Classes 15X) give a better ride. More recent DMUs (Class 170s and 185) are also generally well liked." "Replace Pacer stock with Sprinters on as many routes as possible, particularly long routes such as Leeds – Skipton – Morecambe."

²³ Data supplied by West Yorkshire Passenger Transport Executive

²⁴ Specific research with passengers undertaken to inform the Lancashire and Cumbria RUS.

Passenger Focus' response to the Lancashire and Cumbria RUS in July 2008 also comments on this issue:

“Passengers and stakeholders have told us that the trains used by Northern in the RUS area are unsuitable for many of the services. Long journeys in class 142 “Pacers” are more to be endured than enjoyed because of the all too frequently uncomfortable ride. Their seating capacity is limited (c. 120) and access is hampered by the steps inside their doorways. Class 150 trains also offer basic accommodation, far from the average family motor car. Class 156 trains and class 158 trains are now showing their age – although the youngest of Northern’s fleet of diesels, most are now nearly 20 years old – and offer some seats with very limited leg-room. The 158s are the only diesel trains that offer air-conditioning, albeit of a somewhat unreliable nature²⁵.

Although thorough refurbishment can offer a really noticeable step-change in the on-board environment for passengers, all Northern’s fleet of diesel trains is nearly due for replacement. The time has arrived to design, for routes such as those in the RUS area, a new train capable of improving passengers’ travelling environment, with increased reliability and performance, and, possibly, offering different interior arrangements of seating and cycle spaces to match markets”.

National Passenger Survey Spring 2008 results demonstrate the differences in passenger perception between different types of rolling stock used in the Yorkshire and Humber area. 91% of TransPennine Express passengers are satisfied with the upkeep and repair of their trains. In comparison, only 55% of Northern’s passengers are satisfied. This is particularly low when compared to train operators nationally and clearly suggests that action should be taken as soon as possible to improve the quality of trains used for Northern’s services.

Passenger Focus undertook research with passengers travelling on TransPennine Express Class 185 trains in May 2007.²⁶ This new fleet of trains represented a £250 million investment and replaced Class 158 trains. More than 90% of passengers said they were satisfied with the key measures: getting a seat, the ease of getting on and off the train and cleanliness of the train interior. Passengers value the modern on-board facilities and the opportunity to travel in a more stylish and relaxed environment.

Concerns have been raised by Wharfedale RUG regarding the type of rolling stock that will be used on the Wharfedale and Airedale lines and whether they will offer the number of seats necessary to alleviate the crowding problems experienced in the peak.

The only sign of planning for the replacement of local and regional diesel trains, with wholly new rolling stock, is the recent announcement that a trial of tram-trains will take place on Northern’s route between Huddersfield and Sheffield. Passenger Focus welcomes any moves to bring new and additional trains to the rail network – however, the issue still remains that across the majority of Northern’s routes, passengers remain unsatisfied with

²⁵ Passenger Focus response to Lancashire and Cumbria Route Utilisation Strategy, Draft for Consultation July 2008

²⁶ The Pennine Class 185 experience – What do Passengers think? Passenger Focus, May 2007

the quality of the trains provided for their journeys²⁷. Passenger Focus understands that the imminent introduction of additional carriages provided by the HLOS mechanism will help to improve the quality and capacity of services on some of the busiest routes in the region.

Passenger Focus has long argued that there is a need for some standardisation of rolling stock design. We also believe it is vital for passengers to be involved in the design of new trains at the earliest opportunity as initial input at the mock-up stage is far too late and retrofitting is costly and sometimes impossible. Failure to consult at the right level at the right time can condemn a generation of passengers to travelling in trains that are unsuitable or less suitable than those they might otherwise have had. We therefore recommend that Passenger Focus should be consulted in the design of any new rolling stock.

Passenger Focus has experience in researching what passengers expect and need from new trains and has advised on various rolling stock procurement programmes including Thameslink, where specific research was undertaken to gain an understanding of passengers' views on the internal design and passenger facilities, as shown in the indicative design of new trains for the Thameslink routes from 2015²⁸.

²⁷ National Passenger Survey, Spring 2008

²⁸ Thameslink Rolling Stock Qualitative Research commissioned by Passenger Focus, in partnership with the Department for Transport and London TravelWatch, April 2008

6. Analysis of options

6.1. Airedale line

AI1 Two-tier service from Skipton/Keighley during the three hour am and pm peaks

AI2 Lengthen peak Skipton – Leeds services

Option AI1 proposes a two tier service which will provide faster journey times from stations north of Keighley to Leeds on semi-fast services which will also be lengthened to six cars. Passengers from stations north of Keighley to Leeds on semi-fast services will not be able to leave the train at Crossflatts, Saltaire or Shipley as these stations will not have calls from the semi-fast service. Passengers travelling to/from Skipton, Cononley and Steeton and Silsden to/from Crossflatts, Saltaire and Shipley will have to change trains.

Option AI2 proposes lengthening trains between Skipton-Leeds with all calls, and services will have longer journey time than services proposed for Option AI1.

Aire Valley RUG (AVRUG) has expressed concerns that the draft RUS underestimates the current capacity provided into Leeds in the morning and therefore overstates the increased capacity provided by the RUS options. AVRUG has specific concerns regarding the proposed options relate to frequencies of trains to Leeds and the RUG would prefer all stations in the Aire Valley to have a minimum of a half hourly service to/from Leeds. AVRUG believes that strengthening of longer distance trains to/from the Lancaster and Carlisle lines by diesel units may be preferable to provision of additional longer electric train and this may postpone the need to upgrade the electrification system. The mix of four and six coach trains suggested by the draft RUS will need to be carefully managed to reliably provide required capacity while remaining within platform lengths on the different services. This will require careful diagramming of either 3 and 4 coach or 2 and 4 coach units. The RUG also questions whether the trains that are proposed to terminate at Keighley in option AI1 could be run fast between Keighley and Skipton instead.

“We are concerned that the report implies a reduction in peak train frequencies to/from Leeds from most Airedale stations (from six to either five or four trains). It is far from clear how these plans are consistent with a regular interval timetable and how the services from beyond Skipton will be incorporated. The mix of three and four car trains will complicate train planning. The report may well have found the cheapest way of increasing peak hour capacity. It does not (I believe) provide a strategic view of how the full potential of the railway could be exploited to serve the travel needs of local people.”

Tim Calow, Chairman of AVRUG²⁹

Passenger Focus conducted bespoke research on the Airedale line to discover passenger views on the options put forward for alleviating overcrowding on the line and to get a better picture of passengers' overall journeys. We surveyed 752 passengers and the results quoted are based on the responses of commuters (548) as they formed 73% of our overall sample.

²⁹ AVRUG newsletter Autumn 2008

Our research also looked at passenger experience and priorities for improvement on the Airedale line. The top priorities for improvement are:

- punctuality and reliability of the train
- value for money for the price of ticket
- not having to change trains
- frequency of trains on the route
- length of time the journey was scheduled to take
- being able to get a seat.

Our research suggests that passengers favour Option A12. Of the 268 commuters sampled travelling to/from Skipton, Cononley or Steeton and Silsden 60% would prefer the same service they have now in the peak but with longer trains. Only 35% preferred a slightly less frequent service but with longer and faster trains that just call at Keighley, Bingley and Leeds.

Of the 77 passengers travelling to/from Crossflatts or Saltaire, 82% would also prefer the same service as they have now but with longer trains. Only 5% favoured services that no longer call at stations north of Keighley even when this meant trains would be less busy although the frequency would be reduced.

The improved journey times provided by Option A11 when travelling from/to stations north of Keighley to/from Leeds does not seem to be a top priority for the passengers in our research. Length of time the journey is scheduled to take is only the 5th priority for improvement for passengers on the Airedale line. Passengers seem to favour longer trains over and above any other benefits such as faster trains, particularly if they are less frequent.

Frequency of trains is passengers' 4th priority for improvement on the Airedale line. The majority of passengers would like trains every 15 minutes on this route (58%) with 35% finding a train every 30 minutes would suit their needs. However, if trains were more frequent on this route only 24% would possibly or definitely make more journeys.

Passengers travelling between intermediate stations north and south of Keighley on the Airedale line would have to change trains to complete their journey under Option A11. Whilst we recognise that passengers generally do not like having to change trains to complete their journey³⁰, we also understand that at times, changes need to be made to meet the needs of the greater number of passengers.

Passenger Focus fully endorses efforts to alleviate crowding on the Airedale line. However, our research suggests that passengers favour option A12 to lengthen all peak Skipton-Leeds services and call at all stations on the route, over option A11 favoured by Network Rail in the draft RUS to provide a two-tier service from Skipton/Keighley during the morning and evening peaks.

³⁰ Specific research undertaken for this RUS with 752 passengers on the Airedale line.

6.2. Wharfedale line

WH1 lengthen peak Ilkley-Leeds services

Passenger Focus welcomes efforts to provide extra capacity on the Wharfedale line. Indeed, this is further supported by our consultation with the Wharfedale Rail User Group. However, the Rail User Group highlighted that some passengers on this line feel that the current frequency of services after 7pm is poor and therefore simply lengthening trains is not sufficient - they feel that consideration should also be given to the frequency of services on this line outside of the main peak times.

Passenger Focus understands that the key issue on this line is peak time crowding and growth. Therefore, we are supportive of any efforts to address this.

6.3. Harrogate line

HA1 Horsforth-Leeds peak shuttles

HA2 Train lengthening

HA3 Additional Harrogate/Leeds services

Passenger Focus believes that option HA1 to increase the frequency of services between Horsforth and Leeds as a solution to alleviate crowding should be included in the RUS and implemented as quickly as resources allow.

6.4. Leeds – York/Hull/Scarborough

YS1 York-Leeds and Selby-Leeds train lengthening

Passenger Focus believes that the option to increase the frequency of services between York and Leeds, and Selby and Leeds and the associated platform lengthening should be included in the RUS, and implemented as quickly as resources allow. We encourage Network Rail to fully develop the practicalities of this option.

6.5. Barnsley and Pontefract lines

BP1 Knottingley-Leeds peak shuttles

BP2 Castleford-Leeds peak shuttles

BP3 Operate BP1 all day

BP4 Barnsley-Sheffield train lengthening

BP5 Loading gauge for intermodal freight traffic

Passenger Focus fully endorses efforts to alleviate crowding on the Barnsley and Pontefract lines.

6.6. Wakefield line

WF1 Wakefield-Leeds and Doncaster-Leeds peak shuttles

WF2 Sheffield-Leeds via Moorthorpe train lengthening or a further Doncaster-Leeds peak shuttle

WF3 Timetabling work to examine provision of extra freight paths

Passenger Focus fully endorses efforts to alleviate crowding on the Wakefield line.

6.7. Huddersfield Line

HD1 Huddersfield/Brighouse-Leeds lengthen stopping services

HD2 Manchester-Leeds additional all day hourly semi-fast service

HD3 Manchester-Leeds semi-fast train lengthening

HD4 Restrictive loading gauge for freight trains

Local RUGs support the long term aspiration for reopening the Micklehurst loop and Woodhead line. RUGs have raised concerns regarding poor connections between Manchester Victoria and stations in the Calder Valley and between the Calder and Colne Valleys.

Passenger Focus supports the provision of additional services and train lengthening on the Huddersfield line. We are supportive of Network Rail's commitment to further examine options to extend additional services between Manchester and Leeds through to York – as this will provide further benefits to passengers who wish to travel between these destinations.

6.8. Calder Valley

CV1 Halifax-Leeds additional peak services

CV2 Manchester Victoria-Leeds train lengthening

CV3 West Yorkshire-Manchester Victoria improved journey times and additional services

Option CV1 proposes Halifax - Leeds additional peak services which would provide more capacity for local journeys into Leeds.

Option CV2 proposes Manchester Victoria – Leeds train lengthening to provide more capacity for passengers from all intermediate stations. Passengers needing to make the long distance journey between Manchester and Leeds will use the faster TransPennine Express service via Huddersfield. The draft RUS recognises that it is more important to serve the needs of passengers making shorter journeys on the busiest parts of the route into Manchester or Leeds from local stations.

Option CV3 proposes improved journey times and extra services between West Yorkshire and Manchester Victoria with services running fast between Todmorden and Manchester to/from Leeds calling only at Rochdale. Hourly services to/from Leeds would pick up the intermediate stations missed by the fast service. Passengers from Rochdale would benefit from more trains in the morning peak. It's not yet possible to understand the exact

implications of the proposed changes for passengers on this line as it is not clear from the RUS document what the intentions are for the new additional Todmorden (or beyond) – Rochdale – Manchester Victoria service. Passengers travelling from Todmorden to Walsden, Littleborough and Smithy Bridge, between these stations or from these stations to Manchester, Castleton, Mills Hill and Moston may find that they have to change trains in order to complete their journey. The draft RUS states that during the peak up to six new Rochdale – Manchester services will run all stops. Given that services throughout the day will have all stops removed west of Todmorden it's not clear what provision will be made for these stations outside of peak hours – currently no service is provided during off peak hours from these stations. Passengers travelling to and from intermediate stations between Todmorden and Manchester Victoria may have to change trains to complete their journey.

The Calder Valley RUG has concerns about services between Leeds and Brighouse believing the services should be faster and crowding is often created by short formed trains, quoting the 07.44 from Brighouse as an example. The RUG has aspirations for longer trains on the line, stops at intermediate stations and an earlier service between Brighouse and Huddersfield.

Passenger Focus conducted bespoke research on the Calder Valley line to discover passenger views on the options put forward for alleviating overcrowding on the line and to get a better picture of passengers' overall journeys. We surveyed 769 passengers and commuters formed 57% of our sample.

Our research also looked at passenger experience and priorities for improvement on the Calder Valley line. The top priorities for improvement are:

- punctuality and reliability of the train
- value for money for the price of ticket
- not having to change trains
- frequency of trains on the route
- length of time the journey was scheduled to take
- being able to get a seat.

The draft RUS talks about improving journey times on the Calder Valley route.

Our research with passengers on this route indicates that passengers would also appreciate a faster service – it's identified as their 5th priority for improvement. However, our research also indicates that any time saving must be over 15 minutes in order for it to actually have a reasonable impact on the majority of passengers' experiences – when asked to give a preference for a faster service between main destinations with fewer intermediate stops, compared to services calling at all stations with slightly increased overall journey times, 72% preferred a faster service. Of these passengers, the majority 34% said that 10 minutes faster would make a worthwhile difference to them. 41% claimed the journey would have to be faster by 15 minutes or more to make a difference.³¹

³¹ Specific research undertaken for this RUS with 769 passengers on the Calder Valley line

Looking at frequency of services – research with passengers indicates that frequency of trains on the Calder Valley line is passengers’ fourth priority for improvement on this route. Furthermore, 89% of passengers said that a regular timetable was very or fairly important to them and the majority (63%) of passengers had a preference for regular services to run throughout the day rather than services concentrated into the morning and evening peak times.

This indicates that passengers would prefer Option CV3 over the other two options proposed in the RUS and Passenger Focus therefore welcomes the proposals in this option particularly if this enables CV1 to be included which addresses crowding at the other end of the Calder Valley line.

There will, however, be some passengers that are inconvenienced as a result of this option, so Network Rail should ensure a robust analysis of the volumes and movements of passengers on this line has been considered.

Further development of CV3 is therefore welcomed.

6.9. Hope Valley

HV1 Additional peak Manchester-Sheffield services

HV2 Manchester-Sheffield peak train lengthening

HV3 Additional inter-peak Manchester-Sheffield services

Option HV1 proposes additional peak time services between Manchester and Sheffield on this line. Option HV3 proposes additional inter-peak services. Passenger Focus welcomes any attempt to increase capacity on the rail network.

6.10. Sheffield – Doncaster / Moorthorpe

SD1 Doncaster-Sheffield peak train lengthening

SD2 Leeds-Sheffield via Moorthorpe peak train lengthening

SD3 Increase train service frequency from 3 to 5 per hour via doubled Holmes Chord

SD4 Improve loading gauge for intermodal freight trains

Passenger Focus welcomes the options for lengthening trains on the Sheffield – Doncaster/Moorthorpe line. We encourage Network Rail to further develop the business case for option SD3 increasing train service frequency.

6.11. Immingham/Cleethorpes Lines

IC1 Airport calls in existing services

IC2 New airport service

IC3 Improved loading gauge for freight trains Doncaster-Immingham via Scunthorpe and via Brigg

IC4 Improved loading gauge for freight trains Gainsborough-Lincoln-Wrawby

Passenger Focus supports the further development of services which will improve regional links and plans to build a new station for RHADS. Rail services to airports are popular with

passengers. There is a strong preference for direct journeys by rail, particularly to airports, where people often travel with larger and heavier luggage, and missed connections can often mean missed flights. Passenger Focus would like to see this option included in the final RUS.

6.12. Penistone line

HPSRUA (Huddersfield, Penistone and Sheffield Rail Users' Association) has told Passenger Focus that they are disappointed that the draft RUS focuses on the tram-train trial taking place on the line from 2010 and as such ignores the current need for a 2 trains per hour service. They state that the hourly service is overcrowded and demand is therefore being suppressed. There are also local concerns about what will happen on the line once the tram-train trial is concluded.

Passenger Focus welcomes the further investigation by WYPTE of peak crowding issues around Huddersfield. We agree that the national tram-train trial must address the crowding issues on this line, but our understanding is that the trial is considering the more technical aspects of using tram-train where the focus is not on specifically considering the crowding problems. Passenger Focus will be involved in research with passengers on the Penistone line during 2009 to inform the tram-train trial and this information should be used to inform future plans for transport provision. We believe the final RUS should state more clearly how the issue of peak crowding will be dealt with on this line, how this will be achieved and provide more detail about the plans for the whole period covered by the RUS.

6.13. Retford/Lincoln Line

LN1 Gainsborough-Lincoln-Wrawby loading gauge for freight trains

6.14. Chesterfield Line

CH1 Peak growth and crowding between Chesterfield, Dronfield and Sheffield

Passenger Focus acknowledges that crowding issues are expected to be addressed by the new Northern Nottingham-Leeds service starting in December 2008 and a possible increase in East Midlands Trains Sheffield-Chesterfield-London services during 2009. According to the December 2008 timetable the Nottingham-Leeds service will have two additional services in the morning peak and with an improved pattern of services provided which should help spread the load and alleviate the current crowding.

6.15. Wolds Coast

No significant gaps have been identified

6.16. Miscellaneous

MC1 Swinton-Church Fenton – engineering access

Passenger Focus welcomes any future options to improve the infrastructure when renewals are due.

6.17. Leeds, Sheffield and Doncaster Station areas

LD1 Combined Leeds north-west option with additional infrastructure at Leeds station

LD2 Construct new platforms to the south of Leeds station

LD3 Construct new turnback facility in Micklefield area and develop options to make best use of constrained infrastructure

LD4 24 hour access between Leeds station and Neville Hill depot

LD5 Leeds Whitehall Junction has highest level of reactionary delays within RUS area

SF1 Provide full reversible working on all through platform lines at Sheffield station

SF2 Provide bi-directional working Sheffield – Nunnery Main Line Junction

SF3 Capacity scheme to alleviate train lengthening of trains at Sheffield

DR1 Split Scunthorpe-Sheffield service at Doncaster and divert Lincoln services to platform 2

DR2 Operate above Scunthorpe-Doncaster through to RHADS

DR3 Identify overall infrastructure requirements for Doncaster station area

Passenger Focus supports the further development of infrastructure which will improve reactionary delays affecting passenger services, provide flexibility which facilitates engineering access and causes less disruption for passengers.

Appendix A: List of consultees

Passenger Focus sent out letters to the following, inviting them to comment on the Draft for Consultation, and reminding them that they could send their comments to Network Rail.

Stakeholder	Response received
Yorkshire Dales Public Transport Users' Group (YDPTUG)	
Settle-Carlisle Line (Friends of) (FOSCL)	
Aire Valley Rail Users' Group (AVRUG)	✓
Lancaster & Skipton Rail Users Group	
Tyne Valley Rail User Group	
Friends of Settle-Carlisle Line	
Lancaster and Skipton Rail User Group (LASRUG)	
Leeds - Morecambe Partnership	
Settle-Carlisle Railway Development Co	
Lancaster, Morecambe and District Rail User Group	
Goole – Leeds Railway Action Group	✓
Bradford Rail Users Group	
Northallerton Rail User Group	
Barton Line (Friends of the) FBL	✓
Doncaster Rail Users Group	
Halifax and District Rail Action Group	✓
Association of Community Rail Partnerships (ACORP)	
Slaithwaite and Marsden Action for Rail Transport	✓
Ripon Railway Re-instatement Association (RRRA)	
Hull and East Riding Rail Users' Association (HULL and ERRUA)	✓
Yorkshire coast Rail Partnership	
Halifax and District Rail Action Group (HADRAG)	
Railfuture (Lincolnshire Branch)	
Yorkshire Dales Public Transport Users' Group (YDPTUG)	
Railfuture	
Friends of Settle-Carlisle Line	
Wharfedale Rail Users' Group	
Campaign for better Transport, West Yorkshire	✓
Sheffield Passengers' Association (SPA)	
Hope Valley Railway Users' Group (HVRUG)	✓
Entrain: Today's Railways UK	
Huddersfield -Penistone-Sheffield Rail Users' Association (HPSRUA)	✓
TravelWatch East Midlands	✓
Penistone Line Partnership (PLP)	

Saltburn Line Users' Group (SLUG)	
Saltburn Line Users' Group (SLUG)	
Huddersfield Line Rail Users Group	
Friends of Kirkgate Station	
Railfuture (Yorkshire Branch);	
Pontefract District Rail Action Group (PDRAG)	✓
Esk Valley Railway Development Company	
Selby and District Rail Users' Group (SADRUG)	
Association of Community Rail Partnerships (ACORP)	
Esk Valley Railway Development Company	
Settle Carlisle Enterprise Network	
Harrogate Line Rail Users Group	
Calderdale Metropolitan Borough Council	
Campaign for Better Transport, West Yorkshire	
City of Bradford Metropolitan District Council	
Doncaster Metropolitan Borough Council	
East Riding of Yorkshire Council	
Government Office for Yorkshire and The Humber	
Kirklees Metropolitan Borough Council	
Leeds City council	
Railfuture	
Railfuture (Lincolnshire Branch)	✓
Railfuture (Yorkshire Branch)	
York City Council	
York and Humber Regional Assembly	
North Yorkshire County Council	✓
ICEC	
Kingston Upon Hull City Council	
Member of Parliament for Morley and Rothwell	✓
Member of Parliament for Barnsley West and Penistone	
Member of Parliament for Rother Valley	
Member of Parliament for Don Valley	
Member of Parliament for Sheffield Attercliffe	
Member of Parliament for Leeds West	
Member of Parliament for Leeds Central	
Member of Parliament for Sheffield Brightside	✓
Member of Parliament for Shipley	
Member of Parliament for Haltemprice and Howden	
Member of Parliament for Sheffield Hallam	
Member of Parliament for Wakefield	
Member of Parliament for Keighley	

Member of Parliament for Pontefract and Castleford	✓
Member of Parliament for Barnsley East and Mexborough	
Member of Parliament for Skipton and Ripon	
Member of Parliament for Sheffield Central	
Member of Parliament for City of York	
Member of Parliament for Selby	
Member of Parliament for Richmond (Yorkshire)	
Member of Parliament for Ryedale	
Member of Parliament for Wentworth	
Member of Parliament for Hull West and Hessle	
Member of Parliament for Chesterfield	
Member of Parliament for Barnsley Central	
Member of Parliament for Yorkshire East	
Member of Parliament for Hull North	
Member of Parliament for Leeds North East	
Member of Parliament for Vale of York	
Member of Parliament for Cleethorpes	
Member of Parliament for Sheffield Hillsborough	✓
Member of Parliament for Scunthorpe	
Member of Parliament for Hull East	
Member of Parliament for Dewsbury	
Member of Parliament for Rotherham	
Member of Parliament for Bradford North	
Member of Parliament for Calder Valley	
Member of Parliament for Leeds North West	
Member of Parliament for Bradford West	
Member of Parliament for Great Grimsby	
Member of Parliament for Halifax	
Member of Parliament for Leeds East	
Member of Parliament for Huddersfield	
Member of Parliament for Doncaster North	
Member of Parliament for Batley and Spen	
Member of Parliament for Pudsey Horsforth and Aireborough	
Member of Parliament for Bradford South	
Member of Parliament for Harrogate and Knaresborough	
Member of Parliament for Doncaster Central	
Member of Parliament for Beverley and Holderness	
Member of Parliament for Hemsworth	
Member of Parliament for Scarborough and Whitby	

Appendix B: Bibliography

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Appendix C: Sample Questionnaires

Please see the two sample questionnaires provided alongside this document – *Passenger Priorities VI Calderdale* and *Passenger Priorities VI Airedale Valley*.

Passenger Priorities VI Calderdale

Thank you again for agreeing to take part in this short survey being conducted by Continental Research on behalf of Passenger Focus. Passenger Focus is the official independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. It should take no more than five minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

The interviewer will collect this questionnaire from you when you have completed it or please use the post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help.

• TO ANSWER THE QUESTIONS PLEASE TICK THE BOX NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. UNLESS THE QUESTION ALLOWS YOU TO TICK SEVERAL ANSWERS PLEASE JUST TICK ONE BOX PER QUESTION.

Your Journey Today

Q1 Please fill in the scheduled departure time of the train from the station where you boarded.
Use the 24 hr clock e.g. 17 : 25

:

Q2 Please write in the name of the station where you boarded **this** train :

Q3 Please write in the name of the station where you are travelling to on **this** train :

Q4 How did you travel to the station where you boarded this train? (Tick all that apply)

On foot / walking.....	<input type="checkbox"/>	Tram / Light Rail (inc. Metrolink).....	<input type="checkbox"/>
Bicycle (parked at or near station).....	<input type="checkbox"/>	Taxi.....	<input type="checkbox"/>
Bicycle (taken onto train).....	<input type="checkbox"/>	Car parked at or near station.....	<input type="checkbox"/>
Motorbike.....	<input type="checkbox"/>	Car - dropped off.....	<input type="checkbox"/>
Bus / Coach.....	<input type="checkbox"/>	Car share / car pool.....	<input type="checkbox"/>
National Rail train.....	<input type="checkbox"/>	Air / Sea.....	<input type="checkbox"/>

If National Rail train: please specify station you travelled from

Q5 How will you travel to your final destination after leaving this train? (Tick all that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Car share/ car pool..... | <input type="checkbox"/> |
| National Rail train..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |

If National Rail train: please specify station you will travel onto

Q6 What is the **main** purpose of your rail journey?

- Daily commuting to / from work
- Less regular commuting to / from work
- Daily commuting for education (to/from college/school/university)
- Less regular commuting for education (to/from college/school/university)
- On company business (or own if self employed)
- Shopping trip
- Visiting friends or relatives
- Sport / entertainment
- A day out
- Travel to / from holiday
- On personal business (job interview, dentist etc)
- Other

Q7 If you had not made this journey by train today, what other modes could you have used? (Tick all that apply)

- | | | | |
|---|--------------------------|-------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle..... | <input type="checkbox"/> | Car as a driver..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car as a passenger..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |
| Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> | No alternative..... | <input type="checkbox"/> |
| Other..... | <input type="checkbox"/> | | |

Other : please specify

Q8 Why did you choose to travel by train for this journey? (Tick all that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| Train is more reliable..... | <input type="checkbox"/> | Speed / faster than alternatives..... | <input type="checkbox"/> |
| Train is the most direct / sensible route..... | <input type="checkbox"/> | No reasonable route by other public | |
| Comfort..... | <input type="checkbox"/> | transport..... | <input type="checkbox"/> |
| Availability / cost of parking..... | <input type="checkbox"/> | No access to car..... | <input type="checkbox"/> |
| Cost..... | <input type="checkbox"/> | Rail station near home / destination..... | <input type="checkbox"/> |

Other : please specify

Q9 How many times have you made this journey in the last two weeks?
(Please note that if you make a return journey that would count as two journeys)

- This is my first journey.....
- 2-5.....
- 6-10.....
- 11-20.....
- 21+.....

Q10 Out of these journeys, how often were you able to get a seat on the train?

- Always.....
- Usually.....
- About half the time.....
- Rarely.....
- Never.....

Q11 Out of these journeys, how often have you been unable to board your preferred train due to overcrowding?

- Always.....
- Usually.....
- About half the time.....
- Rarely.....
- Never.....

Q12 If you travel at peak time, would you prefer:

(A) Lower levels of crowding on trains but a slightly more expensive ticket (up to 10%).....

OR

(B) The existing levels of crowding on trains and ticket cost.....

Q13 How frequent should trains be on this route at peak times (Mon-Fri 07:00-10:00 and 1600-1900) to meet your needs?

- Every 15 mins.....
- Every 30 mins.....
- Every 45 mins.....
- One an hour.....
- One every two hours.....
- Don't know.....

Q14 How frequent should trains be on this route at other times to meet your needs?

- Every 15 mins.....
- Every 30 mins.....
- Every 45 mins.....
- One an hour.....
- One every two hours.....
- Don't know.....

Q15 If trains were more frequent on this route, would you?

- Make the same number of journeys.....
- Possibly make more journeys.....
- Definitely make more journeys.....
- Don't know.....

Q16 If trains were less frequent on this route, would you?

- Make the same number of journeys.....
- Possibly make fewer journeys.....
- Definitely make fewer journeys.....
- Don't know.....

Q17 If there was no longer a direct service on this route and you had to change trains in order to complete this stretch of your journey today, how likely is it that you would still choose to travel by train?

- Very likely.....
- Fairly likely.....
- Neither unlikely nor likely.....
- Fairly unlikely.....
- Very unlikely.....
- Don't know.....

Q18a If you had to change trains during this journey, how concerned would you be with each of the following issues?

	Very concerned	Fairly concerned	Neither	Not very concerned	Not at all concerned	Don't know/ No opinion
Being able to make a connection on time.....	<input type="checkbox"/>					
Having to wait and adding too much time to my journey.....	<input type="checkbox"/>					
Availability of station facilities at the interchange i.e. refreshments, waiting areas etc.....	<input type="checkbox"/>					
Journey information at the station i.e. screens, notice boards.....	<input type="checkbox"/>					
Mobility assistance / moving luggage.....	<input type="checkbox"/>					

Q18b What, if any, other issues would concern you about changing trains during a journey? (Please write in reason)

Q19 How important is a regular timetable to you, e.g. knowing your train always departs at 10 minutes past the hour (09:10, 10:10... 15:10 etc)?

- Very important.....
- Fairly important.....
- Neither important nor unimportant.....
- Not very important.....
- Not at all important.....

Q20 Would you prefer:

- (A) Faster service between main destinations with fewer intermediate stops Go to Q21
- OR**
- (B) Services calling at all stations with slightly increased overall journey times..... Go to Q22

Q21 If you chose faster services, please indicate how many minutes quicker than at present would make a worthwhile difference to you.

- 5 mins.....
- 10 mins.....
- 15 mins.....
- More than 15 mins.....
- Don't know.....

Q22 Would you like trains to run earlier in the morning than at present on this route?

- Yes
- No.....
- Don't know.....

Q23 Would you like trains to run later in the evening than at present on this route?

- Yes
- No.....
- Don't know.....

Q24 Would you prefer:

(A) More services run in the main morning and evening peak with fewer services during the rest of the day

OR

(B) A regular timetable of services to run right throughout the day.....

Q25 How often do you travel in the morning peak (07:00-10:00) and park your car at the station?

5 days or more per week.....

3-4 days per week.....

1-2 days per week.....

A few times a month.....

Less often.....

Never.....

Q26 Which of the following best describes parking in the station car park where you started your journey?

I can always get a space.....

I can get a space most of the time.....

I can hardly ever get a space.....

I can never get a space.....

Don't know.....

Q27 Would you like to drive to the station by car more often than you currently do?

Yes

No.....

Go to Q28

Go to Q29

Q28 If YES, please give the reason(s) why you don't drive to the station more often?

No parking facilities at station.....

Usually / sometimes no room to park in the station car park.....

Cost of parking at station.....

Worried about leaving my car at the station / lack of security or lighting in the station car park.....

Other : please specify

Q29 Would you have preferred to start or end your journey today at a different station from the one you used?

Yes

No.....

Go to Q30

Go to Q32

Q30 Was it that because?

There are no spaces to park at this station

Trains do not stop at this station.....

Trains do stop at this station but only infrequently.....

I have less chance of getting a seat if I board at this station.....

Other : please specify

Q31 What station would you have preferred to have used to board / alight the service? (Please write in name)

Your Experience

Q32 Thinking now about the level of service you **actually experienced** on your journey on this route **today**, please rate what you experienced at the station and on the train?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities.....	<input type="checkbox"/>					
Personal security at the station.....	<input type="checkbox"/>					
Provision of information about train times / platforms....	<input type="checkbox"/>					
Connections with other forms of transport.....	<input type="checkbox"/>					
Ease of getting to/ from the station.....	<input type="checkbox"/>					
Frequency of the trains on the route.....	<input type="checkbox"/>					
Punctuality / reliability of the train.....	<input type="checkbox"/>					
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>					
Value for money for price of ticket.....	<input type="checkbox"/>					
Being able to get a seat on the train.....	<input type="checkbox"/>					
Personal security while on board the train.....	<input type="checkbox"/>					
Not having to change trains on your journey.....	<input type="checkbox"/>					
The ease of being able to get on and off the train.....	<input type="checkbox"/>					

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
OVERALL EXPERIENCE OF SERVICE ON ROUTE.....	<input type="checkbox"/>					

YOUR PREFERENCE

Q33 Here are some things that could be improved on this particular route. There are a number of pairs shown below and for each one please tick the improvement that you would most like to see.

	Prefer the one on the left	No Preference	Prefer the one on the right	
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality / reliability of the train
Connections with other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
The ease of being able to get on and off the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information about train times / platforms
Provision of information about train times / platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information about train times / platforms
Not having to change trains on your journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The ease of being able to get on and off the train
The ease of being able to get on and off the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Frequency of the trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security at the station

Q34 Do you have a disability or long term illness related to the following: (tick all that apply))

- | | | | |
|----------------------|--------------------------|----------------------------|--------------------------|
| Mobility..... | <input type="checkbox"/> | Speech impairment..... | <input type="checkbox"/> |
| Wheelchair user..... | <input type="checkbox"/> | Learning difficulties..... | <input type="checkbox"/> |
| Hearing..... | <input type="checkbox"/> | No: None..... | <input type="checkbox"/> |
| Eyesight..... | <input type="checkbox"/> | | |
-

Q35 What type of ticket did you use for your journey?

- | | | | |
|--|--------------------------|--|--------------------------|
| First Class Single / Return..... | <input type="checkbox"/> | Apex / Super Apex..... | <input type="checkbox"/> |
| Standard Single / Return..... | <input type="checkbox"/> | One Day Travelcard..... | <input type="checkbox"/> |
| First Class Season ticket (weekly / monthly /
annual / Travelcard seasons)..... | <input type="checkbox"/> | A special promotion ticket..... | <input type="checkbox"/> |
| Standard Season ticket (weekly / monthly /
annual / Travelcard seasons)..... | <input type="checkbox"/> | Holiday package / tour ticket..... | <input type="checkbox"/> |
| Cheap Day Single / Return..... | <input type="checkbox"/> | Rail Staff Pass / Privilege ticket / Police
concession..... | <input type="checkbox"/> |
| Saver / SuperSaver..... | <input type="checkbox"/> | Group Save ticket..... | <input type="checkbox"/> |
| Awaybreak / Stayaway..... | <input type="checkbox"/> | Other : Please specify | |
-

Q36 Did you use a railcard to buy your ticket?

- | | | | |
|----------|--------------------------|---------|--------------------------|
| Yes..... | <input type="checkbox"/> | No..... | <input type="checkbox"/> |
|----------|--------------------------|---------|--------------------------|
-

Thank you for your help in completing this research.

Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.

This survey was conducted under the terms of the MRS Code of Conduct. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm our credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route. The information will be used purely for research and planning future services.

Passenger Priorities VI

Airedale Valley

Thank you again for agreeing to take part in this short survey being conducted by Continental Research on behalf of Passenger Focus. Passenger Focus is the official independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. It should take no more than five minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

The interviewer will collect this questionnaire from you when you have completed it or please use the post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help.

• TO ANSWER THE QUESTIONS PLEASE TICK THE BOX NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. UNLESS THE QUESTION ALLOWS YOU TO TICK SEVERAL ANSWERS PLEASE JUST TICK ONE BOX PER QUESTION.

Your Journey Today

Q1 Please fill in the scheduled departure time of the train from the station where you boarded.
Use the 24 hr clock e.g. 17 : 25

		:		
--	--	---	--	--

Q2 Please write in the name of the station where you boarded **this** train :

Q3 Please write in the name of the station where you are travelling to on **this** train :

- Q4** How did you travel to the station where you boarded this train? (Tick all that apply)
- | | | | |
|--|--------------------------|---|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Car share / car pool..... | <input type="checkbox"/> |
| National Rail train..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |

If National Rail train: please specify station you travelled from

Q5 How will you travel to your final destination after leaving this train? (Tick all that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Car share/ car pool..... | <input type="checkbox"/> |
| National Rail train..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |

If National Rail train: please specify station you will travel onto

Q6 What is the **main** purpose of your rail journey?

- Daily commuting to / from work
- Less regular commuting to / from work
- Daily commuting for education (to/from college/school/university)
- Less regular commuting for education (to/from college/school/university)
- On company business (or own if self employed)
- Shopping trip
- Visiting friends or relatives
- Sport / entertainment
- A day out
- Travel to / from holiday
- On personal business (job interview, dentist etc)
- Other

Q7 If you had not made this journey by train today, what other modes could you have used? (Tick all that apply)

- | | | | |
|---|--------------------------|-------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle..... | <input type="checkbox"/> | Car as a driver..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car as a passenger..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |
| Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> | No alternative..... | <input type="checkbox"/> |
| Other..... | <input type="checkbox"/> | | |

Other : please specify

Q8 Why did you choose to travel by train for this journey? (Tick all that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| Train is more reliable..... | <input type="checkbox"/> | Speed / faster than alternatives..... | <input type="checkbox"/> |
| Train is the most direct / sensible route..... | <input type="checkbox"/> | No reasonable route by other public | |
| Comfort..... | <input type="checkbox"/> | transport..... | <input type="checkbox"/> |
| Availability / cost of parking..... | <input type="checkbox"/> | No access to car..... | <input type="checkbox"/> |
| Cost..... | <input type="checkbox"/> | Rail station near home / destination..... | <input type="checkbox"/> |

Other : please specify

Q9 How many times have you made this journey in the last two weeks?
(Please note that if you make a return journey that would count as two journeys)

- This is my first journey.....
- 2-5.....
- 6-10.....
- 11-20.....
- 21+.....

Q10 Out of these journeys, how often were you able to get a seat on the train?

- Always.....
 - Usually.....
 - About half the time.....
 - Rarely.....
 - Never.....
-

Q11 Out of these journeys, how often have you been unable to board your preferred train due to overcrowding?

- Always.....
 - Usually.....
 - About half the time.....
 - Rarely.....
 - Never.....
-

Q12 If you travel at peak time, would you prefer:

- (A) Lower levels of crowding on trains but a slightly more expensive ticket (up to 10%).....
 - OR**
 - (B) The existing levels of crowding on trains and ticket cost.....
-

Q13 How frequent should trains be on this route to meet your needs?

- Every 15 mins.....
 - Every 30 mins.....
 - Every 45 mins.....
 - One an hour.....
 - One every two hours.....
 - Don't know.....
-

Q14 If trains were more frequent on this route, would you?

- Make the same number of journeys.....
 - Possibly make more journeys.....
 - Definitely make more journeys.....
 - Don't know.....
-

Q15 If trains were less frequent on this route, would you?

- Make the same number of journeys.....
 - Possibly make fewer journeys.....
 - Definitely make fewer journeys.....
 - Don't know.....
-

Q16 If there was no longer a direct service to/from Leeds on this route and you had to change trains in order to complete this stretch of your journey today, how likely is it that you would still choose to travel by train?

- Very likely.....
 - Fairly likely.....
 - Neither unlikely nor likely.....
 - Fairly unlikely.....
 - Very unlikely.....
 - Don't know.....
-

Q17a If you had to change trains during this journey, how concerned would you be with each of the following issues?

	Very concerned	Fairly concerned	Neither	Not very concerned	Not at all concerned	Don't know/ No opinion
Being able to make a connection on time.....	<input type="checkbox"/>					
Having to wait and adding too much time to my journey.....	<input type="checkbox"/>					
Availability of station facilities at the interchange i.e. refreshments, waiting areas etc.....	<input type="checkbox"/>					
Journey information at the station i.e. screens, notice boards.....	<input type="checkbox"/>					
Mobility assistance / moving luggage.....	<input type="checkbox"/>					

Q17b What, if any, other issues would concern you about changing trains during a journey? (Please write in reason)

Q18 How important is a regular timetable to you, e.g. knowing your train always departs at 10 minutes past the hour (09:10, 10:10... 15:10 etc)?

- Very important.....
- Fairly important.....
- Neither important nor unimportant.....
- Not very important.....
- Not at all important.....

Q19 Would you prefer:

- (A) Trains that run at regular times past the hour (e.g. 1030, 1130 etc).....
- OR**
- (B) Trains that connect with intercity / other services trains at Leeds.....

IF YOU TRAVEL TO OR FROM SKIPTON, CONNONLEY OR STEETON & SILSDEN, PLEASE ANSWER Q20, OTHERS PLEASE GO TO Q21

Q20 Here are two possible options for peak time services from these stations in future. Would you prefer:

- (A) The same service as you have now but with longer trains
- OR**
- (B) A slightly less frequent service but with longer and faster trains that just call at Keighley, Bingley and Leeds.....

IF YOU TRAVEL TO OR FROM CROSSFLATS OR SALTAIRE, PLEASE ANSWER Q21, OTHERS PLEASE GO TO Q22

Q21 Here are two possible options for peak time services from these stations in future. Would you prefer:

- (A) The same service as you have now but with longer trains
- OR**
- (B) Services that no longer call at stations North of Keighley, meaning the trains would be less busy (even if this meant the frequency of the service might be reduced).....

Q22 How often do you travel in the morning peak (07:00-10:00) and park your car at the station?

- 5 days or more per week.....
- 3-4 days per week.....
- 1-2 days per week.....
- A few times a month.....
- Less often.....
- Never.....

Q23 Which of the following best describes parking in the station car park where you started your journey?

- I can always get a space.....
- I can get a space most of the time.....
- I can hardly ever get a space.....
- I can never get a space.....
- Don't know.....

Q24 Would you like to drive to the station by car more often than you currently do?

- Yes
- No.....

Go to Q25
Go to Q26

Q25 If YES, please give the reason(s) why you don't drive to the station more often?

- No parking facilities at station.....
- Usually / sometimes no room to park in the station car park.....
- Cost of parking at station.....
- Worried about leaving my car at the station / lack of security or lighting in the station car park.....

Other : please specify

Your Experience

Q26 Thinking now about the level of service you **actually experienced** on your journey on this route **today**, please rate what you experienced at the station and on the train?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities.....	<input type="checkbox"/>					
Personal security at the station.....	<input type="checkbox"/>					
Provision of information about train times / platforms....	<input type="checkbox"/>					
Connections with other forms of transport.....	<input type="checkbox"/>					
Ease of getting to/ from the station.....	<input type="checkbox"/>					
Frequency of the trains on the route.....	<input type="checkbox"/>					
Punctuality / reliability of the train.....	<input type="checkbox"/>					
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>					
Value for money for price of ticket.....	<input type="checkbox"/>					
Being able to get a seat on the train.....	<input type="checkbox"/>					
Personal security while on board the train.....	<input type="checkbox"/>					
Not having to change trains on your journey.....	<input type="checkbox"/>					
The ease of being able to get on and off the train.....	<input type="checkbox"/>					

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
OVERALL EXPERIENCE OF SERVICE ON ROUTE.....	<input type="checkbox"/>					

YOUR PREFERENCE

Q27 Here are some things that could be improved on this particular route. There are a number of pairs shown below and for each one please tick the improvement that you would most like to see.

	Prefer the one on the left	No Preference	Prefer the one on the right	
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality / reliability of the train
Connections with other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
The ease of being able to get on and off the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information about train times / platforms
Provision of information about train times / platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information about train times / platforms
Not having to change trains on your journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The ease of being able to get on and off the train
The ease of being able to get on and off the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Frequency of the trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security at the station

Q28 Do you have a disability or long term illness related to the following: (tick all that apply))

- | | | | |
|----------------------|--------------------------|----------------------------|--------------------------|
| Mobility..... | <input type="checkbox"/> | Speech impairment..... | <input type="checkbox"/> |
| Wheelchair user..... | <input type="checkbox"/> | Learning difficulties..... | <input type="checkbox"/> |
| Hearing..... | <input type="checkbox"/> | No: None..... | <input type="checkbox"/> |
| Eyesight..... | <input type="checkbox"/> | | |
-

Q29 What type of ticket did you use for your journey?

- | | | | |
|--|--------------------------|--|--------------------------|
| First Class Single / Return..... | <input type="checkbox"/> | Apex / Super Apex..... | <input type="checkbox"/> |
| Standard Single / Return..... | <input type="checkbox"/> | One Day Travelcard..... | <input type="checkbox"/> |
| First Class Season ticket (weekly / monthly /
annual / Travelcard seasons)..... | <input type="checkbox"/> | A special promotion ticket..... | <input type="checkbox"/> |
| Standard Season ticket (weekly / monthly /
annual / Travelcard seasons)..... | <input type="checkbox"/> | Holiday package / tour ticket..... | <input type="checkbox"/> |
| Cheap Day Single / Return..... | <input type="checkbox"/> | Rail Staff Pass / Privilege ticket / Police
concession..... | <input type="checkbox"/> |
| Saver / SuperSaver..... | <input type="checkbox"/> | Group Save ticket..... | <input type="checkbox"/> |
| Awaybreak / Stayaway..... | <input type="checkbox"/> | Other : Please specify | |
-

Q30 Did you use a railcard to buy your ticket?

- | | | | |
|----------|--------------------------|---------|--------------------------|
| Yes..... | <input type="checkbox"/> | No..... | <input type="checkbox"/> |
|----------|--------------------------|---------|--------------------------|
-

Thank you for your help in completing this research.

Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.

This survey was conducted under the terms of the MRS Code of Conduct. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm our credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route. The information will be used purely for research and planning future services.



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Passenger Focus is the operating
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