

# Research Report

Independent national rail passenger watchdog

# Calder Valley Route



In October 2008 Passenger Focus carried out a survey of over 760 passengers on the Calder Valley Route, which runs between Leeds to Manchester Victoria and carries services operated by Northern Rail. The survey was undertaken to understand what passengers think about current services on the route and explore their views on potential changes and improvements. The findings were used to inform Passenger Focus' submission to the Yorkshire and Humber Route Utilisation Strategy (RUS) consultation.

Image: Tessa M



Hebdon Bridge station

## The research

- The survey was undertaken by Continental Research on behalf of Passenger Focus.
- Questionnaires were distributed to passengers on the train during their journey, and either handed back to the interviewer onboard or returned by post at a later date.
- The survey was administered on weekday peak and off-peak services between the 13th and 24th of October 2008.
- A total of 769 passengers were surveyed.

## How passengers currently use the route

- Just over a half (57%) of passengers were using the route to commute to or from work/education. A third (33%) were travelling for leisure and 7% for business.
- Most passengers joined the route at either

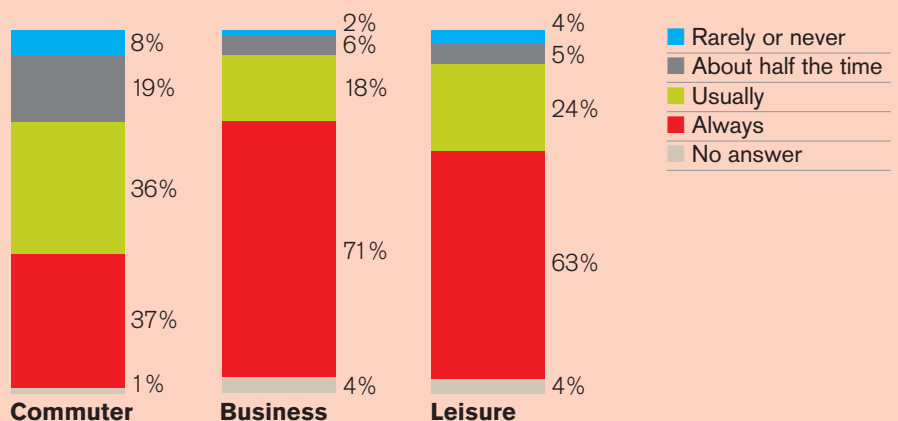
- Manchester Victoria (41%), Todmorden (10%) or Rochdale (9%).
- A quarter (24%) of passengers were travelling on the route for the first time when they were surveyed, while (44%) had used it

- 6 or more times in the previous 2 weeks.
- Over half (53%) of passengers walked to the station where they joined the route, while a smaller proportion had travelled by public transport (24%) or car (14%).

## Current capacity on route...

Overall, 77% of passengers said they were usually or always able to get a seat when they travelled on the route. Commuters were more likely to report problems getting a seat than leisure and business travellers.

## How often passengers are able to get a seat on Calder Valley route



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

Overall, 70% of passengers were fairly or very satisfied with services on the route.

## Percentage of passengers fairly or very satisfied with different aspects of service on the Calder Valley route

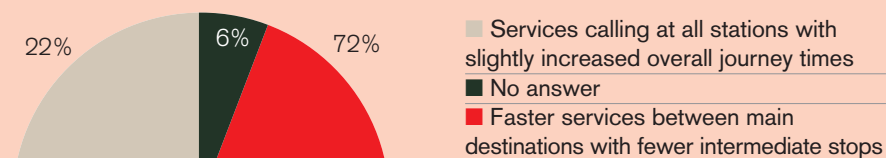


## What passengers think about proposed changes to services

The Yorkshire and Humber RUS consultation proposed a number of potential changes to services running on the Calder Valley route. In the survey,

passengers were asked for their views on these. Their responses formed a key part of the submission Passenger Focus made to the RUS consultation.

## Passengers were asked which of the following options they would prefer:



Among the passengers who expressed a preference for faster services, a third (34%) said a reduction in their journey time of 10 minutes would make a

worthwhile difference to them. 41% said their journey time would have to be reduced by 15 minutes or more to make a difference.

Passengers on the route also expressed a clear preference for regular services running throughout the day (63%) rather than increased services in peak time at the expense of off-peak services (32%).



Image: iwouldstay

## What improvements passengers would like to see

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

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

For further information or to contact us: [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)