



National Station Improvement Programme

Final report

January 2010

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Prepared by:
Suki Moreno
Senior Consultant

Approved by:
Fiona Lever
Associate Director

National Station Improvement Programme

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Beaufort House, 94/96 Newhall Street, Birmingham, B3 1PB
Telephone: 0121 262 1900 Fax: 0121 262 1994 Website: <http://www.fabermaunsell.com>

Job No 60051155

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1 Introduction

1 Introduction

1.1 Overview

Passenger Focus, Network Rail and the Association of Train Operating Companies (ATOC) appointed Faber Maunsell to investigate passenger perceptions and satisfaction with the station environment and facilities at 25 stations across England and Wales. This study aims to provide evidence to establish the impact of the National Stations Improvement Programme (NSIP) by measuring and benchmarking the level of passenger satisfaction with the station environment prior to any improvement work taking place. NSIP is a government-sponsored programme providing £150 million of funding to support improvements at 150 category A-E¹ rail stations across England and Wales. A similar study will be repeated in 2009/2010 at the same stations after improvement works have been completed, to identify the elements of the improvement works that had the greatest impact on passenger satisfaction.

This report contains data for all 25 stations combined. Summary reports for each station and another for the five Anglesey stations combined have been produced as separate documents.

1.2 Report Layout

This report summarises the findings from the research undertaken at the 25 stations prior to the implementation of NSIP. Following this introduction, **Chapter 2** discusses the methodology used in undertaking the 'before' surveys, **Chapter 3** reports on the findings of the survey and **Chapter 4** summarises the findings.

¹ National rail stations are categorised in six bands, broadly corresponding to their level of use. Major termini are found in category A, whilst unstaffed halts are found in category F.

2 Methodology

2 Methodology

2.1 Overview

Passengers were asked to fill in questionnaires at 25 stations identified by Network Rail before improvement works were scheduled to take place. The stations were selected because the proposed works were at a sufficient stage of development to be certain that they would take place within the next 18 months. Assurance was provided by the fact that third-party funding had been secured to help pay for the proposed improvements. The survey was conducted at the following stations:

- Balham
- Bodorgan
- Camarthen
- Chester
- Crystal Palace
- East Grinstead
- Finsbury Park
- Gipsy Hill
- Halifax
- Hatfield
- Hersham
- Horsham
- Llanfair pg
- Norwood Junction
- Peckham Rye
- Penzance
- Queens Road Peckham
- Rhosneigr
- Selhurst
- Severn Tunnel Junction
- Smitham
- Streatham Hill
- Ty Croes
- Uckfield
- Valley

2.2 Questionnaire Design

Faber Maunsell designed the questionnaire in conjunction with Passenger Focus, Network Rail and ATOC. The questionnaire identified which station the respondent was handed the questionnaire, whether each respondent was arriving, leaving or changing trains and the mode of travel to or from the station. Respondents were asked whether there was an alternative mode of travel they would like to use to access the station, what it was and what improvements would be needed for them to use this mode. Respondents were then asked to rate a number of station facilities and their overall satisfaction with the station, where they were handed the questionnaire. It is important to note that where respondents have expressed dissatisfaction with a facility that does not currently exist at the station, it may be because they feel such a facility should be provided. Respondents were then asked to indicate which facilities are important to them and which single new facility currently not available they would like to see at the station. They were then asked to rank existing facilities

in need of improvement and whether they had noticed any improvement in the past year. General respondent profile and ticket information was also collected. A copy of the questionnaire can be seen in **Appendix A**.

2.3 Fieldwork

Self-completion questionnaires were handed out at each of the stations listed in section 2.1 between 22nd November 2008 and 18th December 2008. Three six-hour shifts were carried out at each station: one weekday morning shift 07:00-13:00; one weekday afternoon shift 13:00-19:00; and one Saturday shift 10:00-16:00.

Interviewers were provided with 210 questionnaires to hand out at each station over each six hour shift. This was possible at the busier stations but not at those stations with lower footfalls. On average around 160 questionnaires were handed out per shift. The questionnaires were handed out by trained interviewers, together with pens and reply-paid envelopes. Where possible, passengers were encouraged to return the completed questionnaires to interviewers, before boarding the train. If this was not practicable, respondents were asked to complete the questionnaire at another time during the day and return it by post using the reply-paid envelope.

2.4 Additional Shifts

After completing three interviewer shifts at each station, the number of returned questionnaires at the following stations was low: Balham, Smitham, Selhurst, Horsham, Crystal Palace, Gipsy Hill, Norwood Junction, Peckham Rye and Queens Road Peckham. In order to boost the sample size at each of these stations, extra shifts, were conducted between the 15th and 19th December 2008. The additional shifts were all carried out over the morning peak. Interviewers were asked to start at 07.00 and continue until at least 10.00. Interviewers were asked to distribute 100 questionnaires at each of the stations.

Table 2.1 below highlights the number of shifts undertaken at each station and the number of returned completed surveys. A total of 130 questionnaires were received incomplete or blank.

Table 2.1 – Number of Shifts and Returned Surveys at Each Station

Station	Initial shifts (230 surveys to be handed out per shift)	Additional shifts (100 surveys to be handed out per shift)	Number of completed surveys returned
Balham	3	2	142
Bodorgan*	3	-	5
Camarthen	3	-	76
Chester	3	-	134
Crystal Palace	3	1	120
East Grinstead	3	-	142
Finsbury Park	3	-	121
Gipsy Hill	3	1	101
Halifax	3	-	150
Hatfield	3	-	83
Hersham	3	-	116
Horsham	3	1	136
Llanfair pg*	3	-	9
Norwood Junction	3	1	76
Peckham Rye	3	2	101
Penzance	3	-	135
Queens Road Peckham	3	2	117
Rhosneigr*	3	-	7
Selhurst	3	1	89
Severn Tunnel Junction	3	-	62
Smitham	3	1	77
Streatham Hill	3	-	120
Ty Croes*	3	-	2
Uckfield	3	-	91
Valley*	3	-	2

* These five Anglesey stations have low patronage; fewer than 24 people a day. Base figures should be taken into account when viewing the results for each station.

2.5 Data Entry and Processing

All questionnaires (2,117) received by 7th January 2009 were data entered by F1 Data Services. Each questionnaire was checked and allocated a unique serial number for identification purposes by Faber Maunsell before it was sent off for data entry. F1 Data Services coded questions where necessary and data entered the surveys into a fixed-column ASCII file. To ensure data quality, F1 Data Services entered the data twice (double entry) and compared the two files for verification. Questionnaires received between 7th January and 16th January 2009 (97) were data entered and coded in-house and merged with the data set from F1 data services.

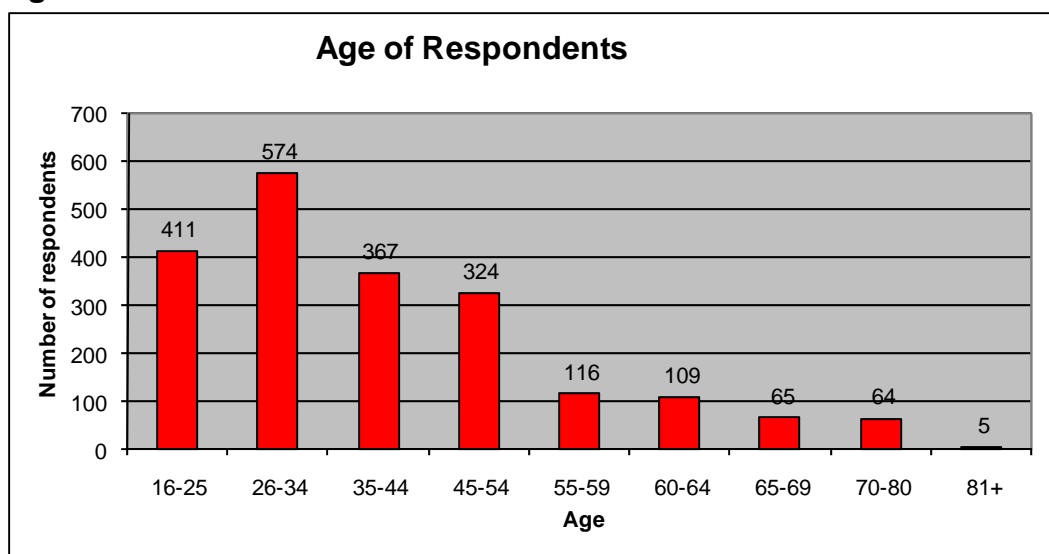
On receipt of the data file, Faber Maunsell created a syntax file which read the data into SPSS and checked the range, routing and logic of answers given by respondents. Checks included running frequency tables to ensure all responses were valid and all routing was correctly observed. In instances where data from linked questions was missing but could be deduced from subsequent questions syntax was written to cater for this. For example, if Q2 was blank but Q3 was answered, code 1 would be inserted at Q2. However, if it was not clear what the response should be, the data was cleared. For example if Q2 was blank but both Q3 and Q4 were answered the data for Q3 and Q4 would be cleared from the data set. For Q14 only comments accompanying a ranking have been reported. Any rankings numerically higher than three have been removed.

Once the checks on the data had been made, frequencies, cross tabulations and mean scores were run. As well as a data set for all responses, individual data sets were produced for each station. Due to the low sample size, a combined data set for the five Anglesey stations was also produced.

2.6 Respondent Profile

2.6.1 Demographics

Figure 2.1



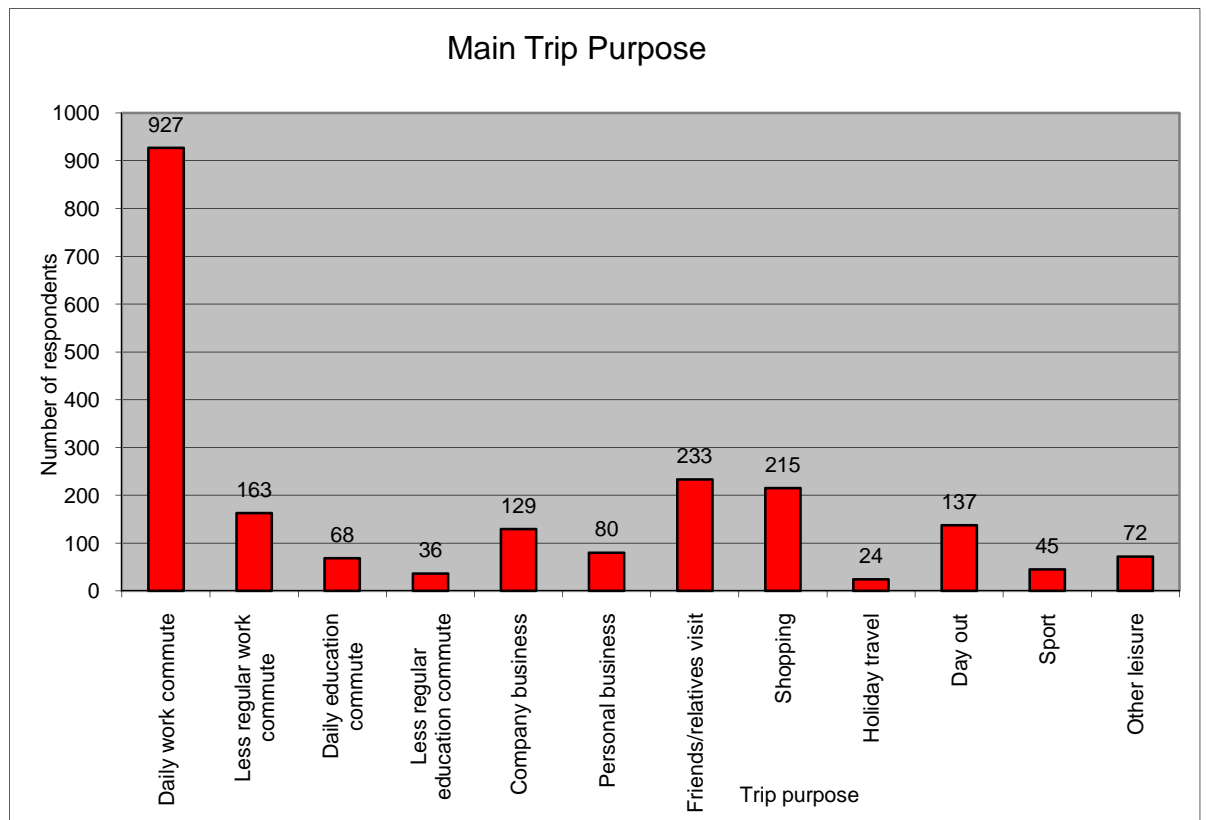
In total, 2214 questionnaires were received. Overall, 42.0%² of respondents were male and 58.0% were female. **Figure 2.1** shows that the highest proportions of respondents were aged 26-34 and 16-25 accounting for 28.2%³ and 20.2% of respondents respectively. All age groups are represented; 48% of respondents were under 35.

The majority (84%⁴) of respondents questioned did not have a disability, 65 respondents were mobility-impaired, 11 were wheelchair users, 52 had hearing impairments, 46 had visual impairments, 12 had a speech impairment, 11 had learning difficulties, and 24 stated 'other', meaning their disability was not listed in the questionnaire e.g. heart problems and diabetes.

2.6.2

Travel Habits

Figure 2.2



It can be seen from **Figure 2.2** that nearly half of respondents questioned (43.5%⁵) cited their daily commute to work as the main reason for using the station. Following this, the main reasons for using the station were visiting friends and relatives (10.9% of respondents) and shopping (10.1% of respondents).

² N=1646

³ N=2035

⁴ N=2214

⁵ N=2129

‘Daily commute’ is the main single reason for using the majority of stations, although Bodorgan, Camarthen, Chester, Penzance, Ty Croes and Valley are principally used for leisure trips – shopping and visiting friends/relatives.

For the purpose of this report ‘commuters’ are classed as those travelling for work or education on a daily or less regular basis. Business users are those on company business. Leisure users are those travelling on personal business and those on a day out for shopping, visiting friends/relatives, sport etc.

Figure 2.3

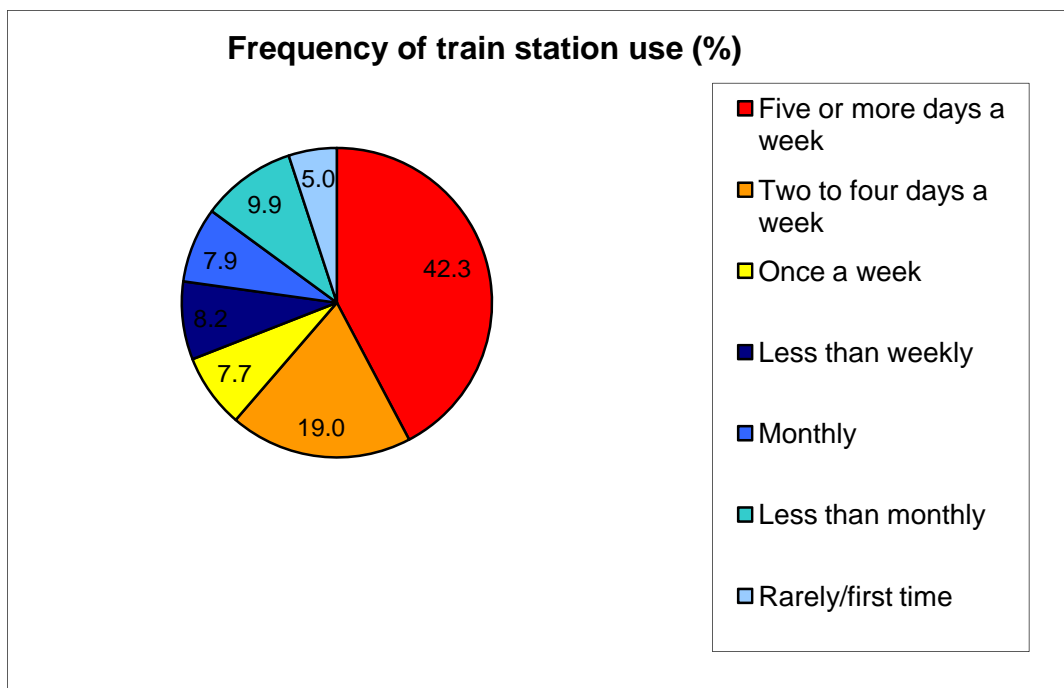
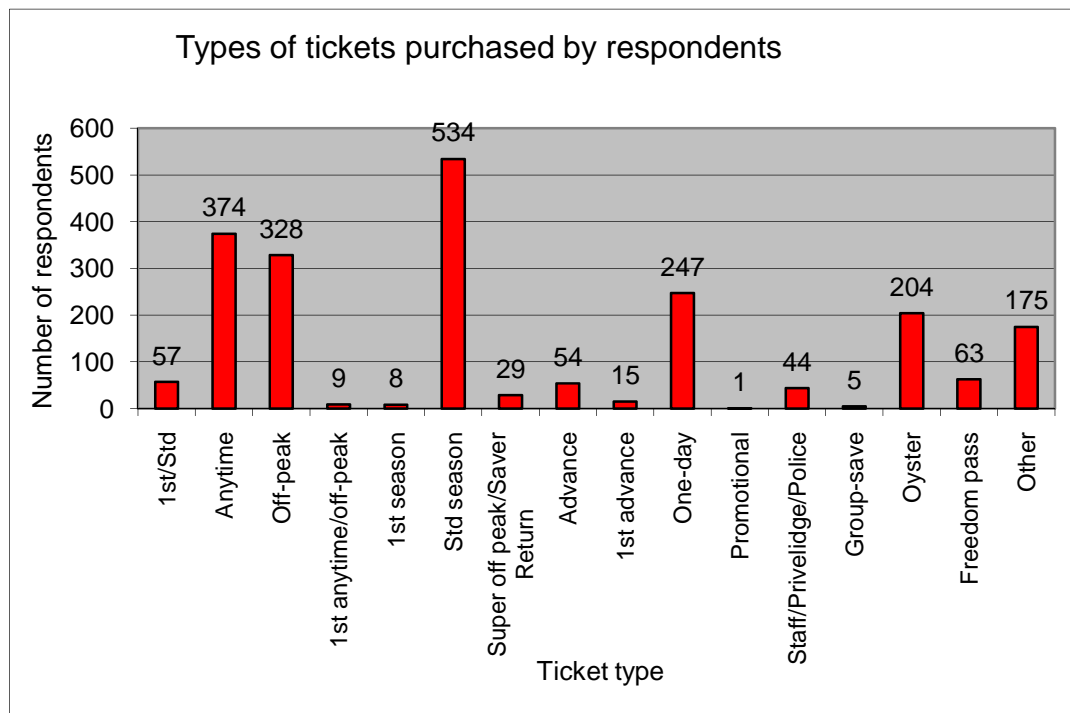


Figure 2.3 shows that the majority (69.0%⁶) of respondents used the train station at least once a week, whilst a further, 42.3% of respondents used the station five or more days a week. Most respondents are familiar with the station where they were given the questionnaire. Stations where less than half of respondents use the station at least weekly are Bodorgan, Camarthen, Chester, Penzance, Rhosneigr and Valley.

⁶ N=2171

Figure 2.4

It can be seen from **Figure 2.4** the most frequently used type of ticket was a standard class season ticket, purchased by 24.9%⁷ of respondents. This was followed by an anytime single/return, purchased by 17.4% of respondents and an off-peak single/return, purchased by 15.3% of respondents. Oyster cards were frequently used at the London stations; namely Balham, Gipsy Hill, Peckham Rye, Queens Road Peckham, Selhurst and Streatham Hill.

Most (81.8%⁸) respondents questioned were not travelling with any other adults; 15.8% of respondents questioned were travelling with one adult whilst 2.4% were travelling with more than one adult. 86.4%⁹ of respondents questioned were travelling without children, 8.8% with one child, 3.3% with two children and 1.5% with two or more children. Commuters tended to travel alone, while those making shopping trips, visits to friends and relatives and days out travelled as part of larger groups.

⁷ N=2147

⁸ N=1889

⁹ N=674

3 Analysis

3 Analysis

3.1 Overview

A total of 2,214 completed surveys were returned. **Table 3.1** below shows the number of completed surveys returned per station and the response rate based on daily patronage figures. The daily patronage figures show that generally a higher response rate was achieved at stations outside London. Respondents travelling by train from outside London tend to arrive much earlier at stations, prior to their train's departure. This is most likely attributed to the fact that services in London are typically of a higher frequency and that respondents do not set out with a specific service in mind.

Table 3.1 – Number of Surveys Returned for Each Station

Station	Number of completed surveys returned	Daily Patronage Figures ¹⁰	Approx. response rate
Balham	142	7461	1.9%
Bodorgan	5	<24	20.8%
Camarthen	76	447	17%
Chester	134	3353	4.0%
Crystal Palace	120	2006	6.0%
East Grinstead	142	1650	8.6%
Finsbury Park	121	8169	1.5%
Gipsy Hill	101	2211	4.6%
Halifax	150	1439	10.4%
Hatfield	83	2242	3.7%
Hersham	116	721	16.1%
Horsham	136	3001	4.5%
Llanfair pg	9	<24	37.5%
Norwood Junction	76	1955	3.9%
Peckham Rye	101	3548	2.8%
Penzance	135	645	20.9%
Queens Road Peckham	117	4051	2.9%
Rhosneigr	7	<24	29.2%
Selhurst	89	1267	7.0%

¹⁰ Figures taken from Office of Rail Regulation website 2007 figures (data collated by Delta Rail)

Station	Number of completed surveys returned	Daily Patronage Figures ¹¹	Approx. response rate
Severn Tunnel Junction	62	183	33.9%
Smitham	77	1202	6.4%
Streatham Hill	120	2761	4.3%
Ty Croes	2	<24	8.3%
Uckfield	91	358	25.4%
Valley	2	<24	8.3%

3.2

Journey to/from the Station

When questionnaires were handed out at the stations, over three-quarters of respondents (76.6%¹²) were arriving at the station to start their rail journey, 16.1% were leaving the station having completed the rail element of their journey and 7.2% were changing between trains.

Figure 3.1 (Percentage)

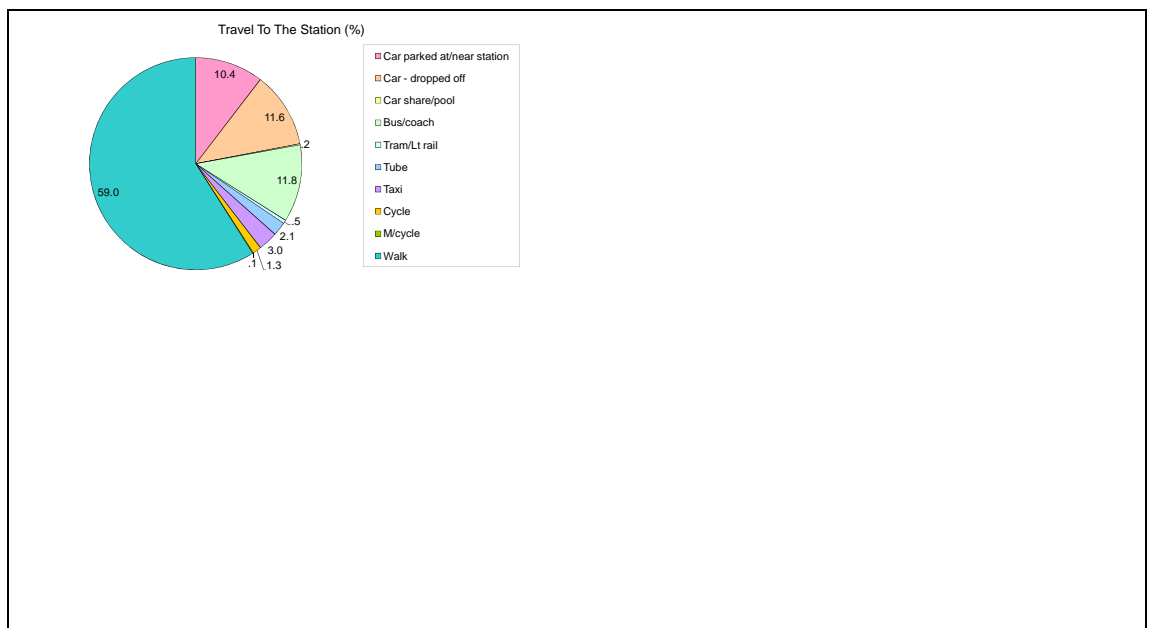


Figure 3.1 shows that overall, most respondents (59.0%¹³) arriving at the stations had walked there. Around one-tenth travelled by bus/coach, car as passenger and car as driver. The main mode of travel to the majority of individual stations was walking. However, at Bodorgan, Camarthen, Llanfair pg and Severn Tunnel Junction, the car was the most popular mode; London Underground was the main arrival mode at Finsbury Park and bus at Hatfield.

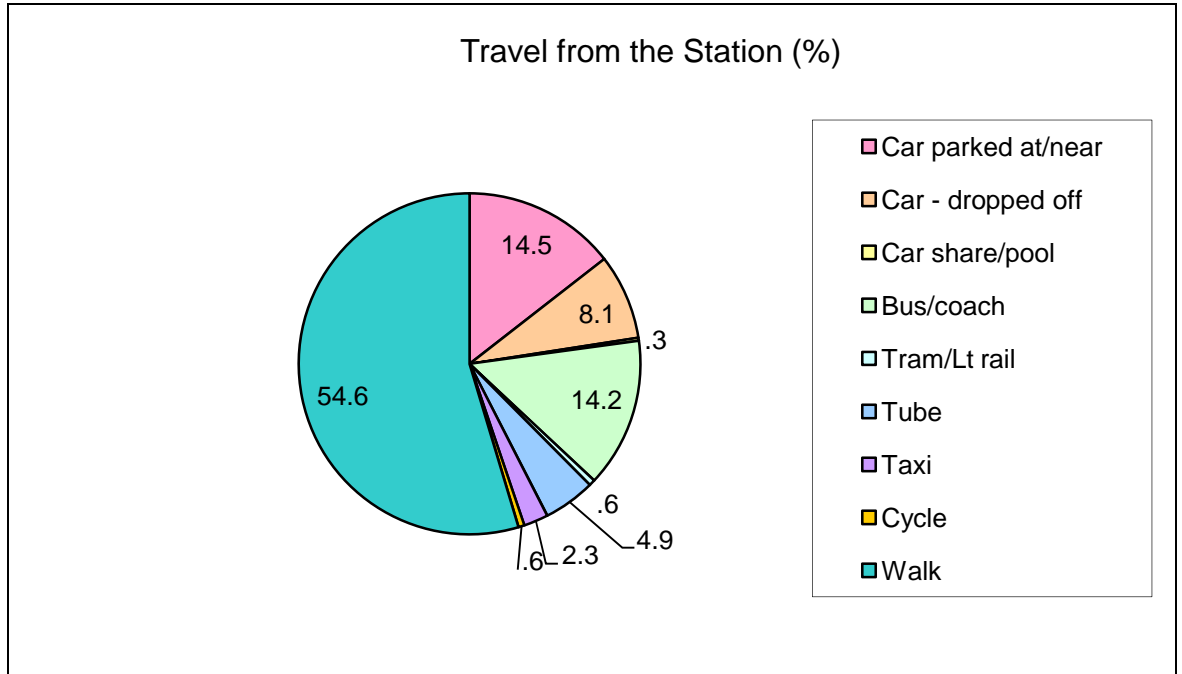
¹¹ Figures taken from Office of Rail Regulation website 2007 figures (data collated by Delta Rail)

¹² N = 2205

¹³ N = 1679

As shown in **Figure 3.2**, most respondents (54.6%¹⁴) leaving the station also walked. Modal share for those travelling to and from the station was very similar.

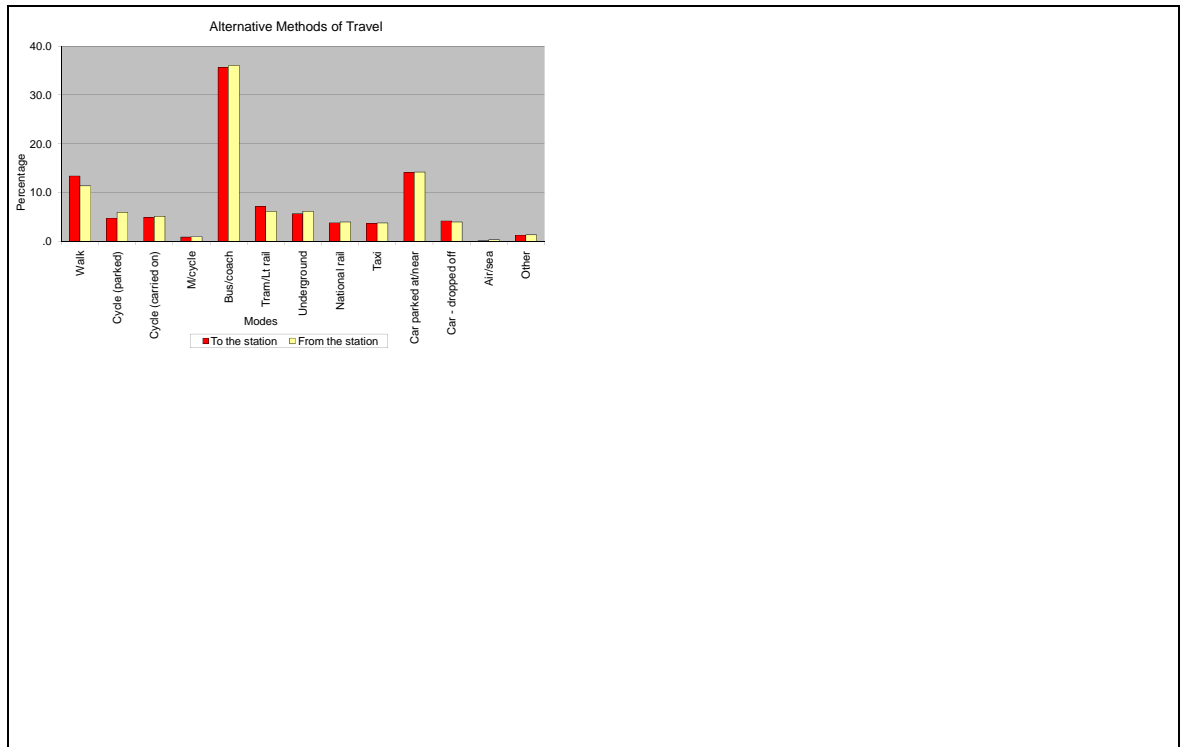
Figure 3.2 (Percentage)



All respondents, except those changing trains, were asked whether there was an alternative mode of transport they would like to use to travel to and from the station. Nearly a third of respondents (30.2%¹⁵) said there was an alternative they would like to use to get to the station. A similar proportion (33.2%¹⁶) indicated there was an alternative they would like to use to make their onward trip from the station. **Figure 3.3** shows which alternative modes were selected.

¹⁴ N = 346
¹⁵ N=1908
¹⁶ N = 1634

Figure 3.3



- 35% said they would like to travel to or from the station by bus/coach
- 14% said they would like to drive to or from the station
- 12% said they would like to walk to or from the station
- 9.8% said they would like to cycle to the station, whether they were to park the bicycle at the station or carry it onto the train
- 11.2% felt they would like to cycle from the station¹⁷, whether they were to park the bicycle at the station or carry it onto the train¹⁸

Forty-seven percent of respondents who drove by car and parked at/near the station would like to use an alternative mode. Of the respondents who drove to the station:¹⁹

- 56% said that they would like to use bus/coach
- 13% would like to walk
- 9% would like to cycle

Similar responses were given by respondents who were dropped off at the station by car.

¹⁷ N = 499

¹⁸ N = 544

¹⁹ N = 77

Of existing bus/coach users, 42% would like to use an alternative mode; over-ground trains, walking and car parked at/nearby each scored 13%²⁰. Just over a fifth (22%) of walkers arriving at the stations would like to use an alternative mode; mainly bus (36%)²¹, car (14%) or cycle (13%). Proportions are similar for those leaving the station.

Although preferences for alternative modes of travel varied by individual station, bus/coach travel was the most popular alternative across the board. Over 40% of respondents indicated that they would like to use bus/coach as alternative modes at Bodorgan, Camarthen, Chester, Halifax, Hatfield, Llanfair pg, Rhosneigr and Severn Tunnel Junction.

Fewer than 20% of respondents at Balham and Queens Road Peckham selected an alternative mode of travel they would like to use to travel to/from the station.

Those respondents mentioning bus/coach as an alternative mode of travel to/from the station said that they would use this mode if there was a more frequent bus/coach service (50.3%²² to the station, 52.6%²³ from the station), with better connections between trains and buses (41.6% to the station, 40% from the station) and discounted fares (22.2% to the station, 21.7% from the station).

Respondents at individual stations mentioning bus/coach as an alternative mode of travel to/from the station said they would use this mode if there is:

- A more frequent bus/coach service at Camarthen, East Grinstead, Gipsy Hill, Halifax, Hatfield, Horsham, Norwood Junction, Peckham Rye, Penzance, Severn Tunnel Junction and Uckfield.
- Better connections at Balham, Bodorgan, Camarthen, Chester, Crystal Palace, East Grinstead, Gipsy Hill, Halifax, Hatfield, Horsham, Penzance, Queens Road Peckham and Rhosneigr.
- Discounted bus/coach fares at London stations.

Respondents who said they would like to drive to the station and park at/near to it, as an alternative mode of travel to/from the station, wanted to see more parking (50.7%²⁴ travelling to and from the station), cheaper parking (44% to the station, 47.8% from the station) and secure parking (26.7% to the station, 20.3% from the station).

Those who said they would like to walk to the station largely wanted improved lighting (29.7%²⁵ to the station, 22.4%²⁶ from the station). The other main facility/services they would like if they decided to walk was discounted fares (28.1% to the station, 22.4% from the station).

²⁰ N = 79

²¹ N = 189

²² N = 185

²³ N = 175

²⁴ N = 75 for travel to the station, N=69 for travel from the station

²⁵ N = 64

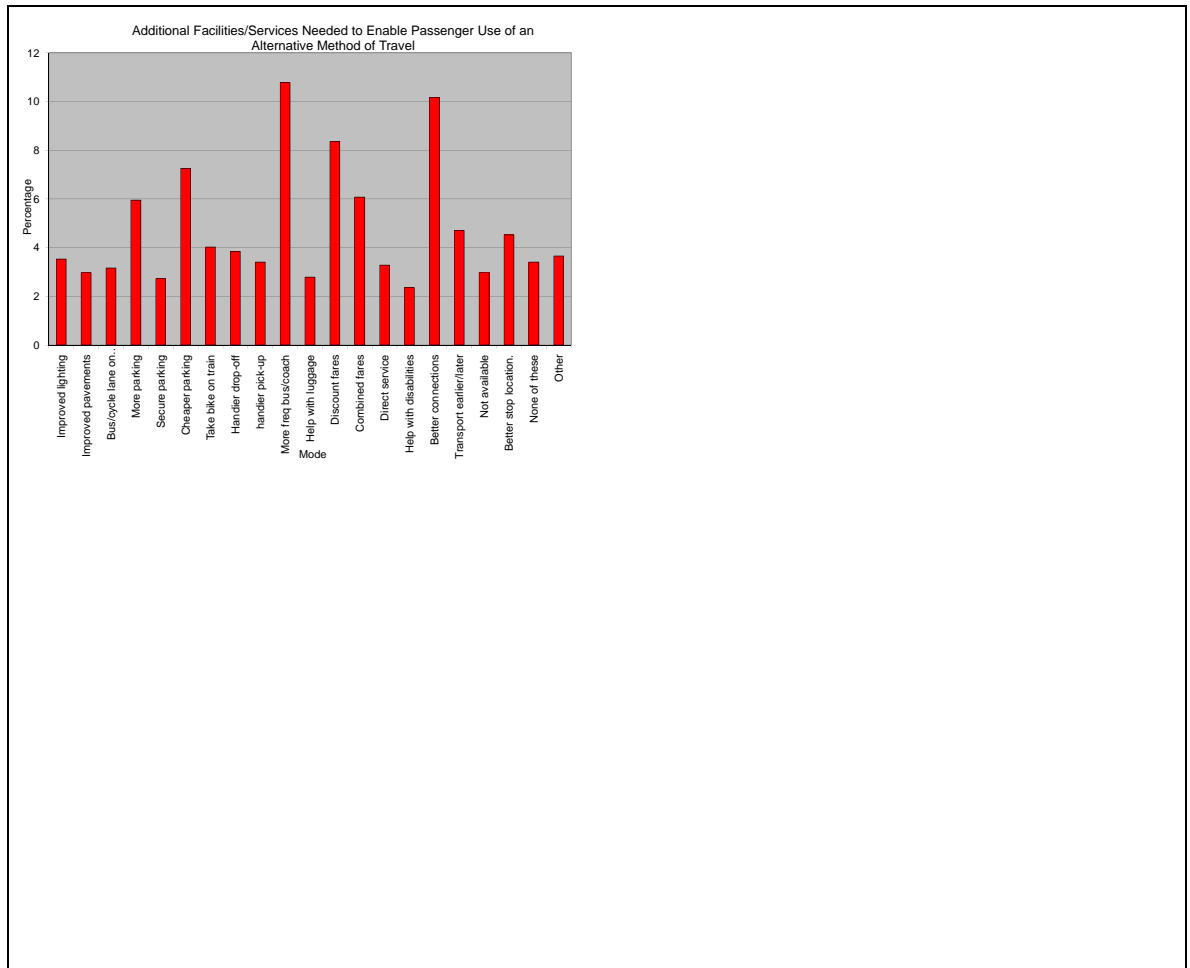
²⁶ N = 49

The main facilities/services potential cyclists²⁷ wanted to see included:

- Ability to take bicycle on train (63.5% travelling to the station, 60.0% travelling from the station)
- Bus/cycle lane on approach to station (40.4% travelling to the station, 43.6% travelling from the station)
- Discount fares (26.9% travelling to the station, 23.6% travelling from the station)

Overall, the additional facilities/services that would enable travel by alternative modes are illustrated in **Figure 3.4**. In the main, respondents would like to see more frequent bus/coach services (10.8%²⁸), better connections (10.2%), discounted fares (8.4%), cheaper parking (7.3%), combined fares with trains (6.1%) and more parking (6.0%) to enable them to use an alternative mode of travel.

Figure 3.4



²⁷ N = 52 for travel to the station; N = 55 for travel from station

²⁸ N = 1613

3.3 Station Satisfaction

3.3.1 Overview

Respondents were asked to rate their current satisfaction with station facilities. **Tables 3.2 to 3.9** highlight the satisfaction scores (where 1 is ‘very dissatisfied’ and 5 is ‘very satisfied’) overall for each facility and by station for each of the ten facility groupings on the questionnaire.

Overall mean scores for each of the ten facility groupings are also provided by station. Boxes shaded green indicate satisfaction, yellow indicates respondents were neither satisfied nor dissatisfied and red indicates dissatisfaction. For ease of use, the mean scores are reported to two decimal places. ‘Rounding’ of the data means that results published in the total column/row may differ from the sum of the published column/row

Mean scores overall, for existing station facilities, reveal that respondents are generally satisfied with station facilities.

Satisfaction is highest with:

- Ease of access on foot to the station entrance (3.45 overall)
- Passenger information services (3.40 overall)
- Public transport availability (3.22 overall)
- Station areas (3.11 overall)

Satisfaction is lowest with:

- Bicycle parking facilities (2.61)
- Car parking (2.87 overall) and drop off facilities (2.70 overall)

Satisfaction scores at the five stations in Anglesey are generally low, though the scores are based on very small sample sizes.

3.3.2 Parking Facilities and Ease of Drop Off by Car

Table 3.2 – Mean Satisfaction Scores Parking Facilities and Ease of Drop-off by Car

	Overall	Balham	Bodorgan [^]	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
1. Car parking at the station													
The number of spaces	2.82	2.33	2.50	3.33	2.59	3.08	2.62	3.08	2.57	2.14	3.05	3.96	2.40
Car park security	2.92	2.67	1.33	3.45	3.02	2.75	2.87	2.95	2.26	2.86	3.13	3.10	2.88
Overall	2.87	2.48	2.00	3.39	2.79	2.93	2.74	3.02	2.45	2.49	3.08	3.54	2.63

* Those who use the station at least once a week

[^] Less than 10 respondents at station

Key

Dissatisfied (1.00-2.3349)	Neither Satisfied nor Dissatisfied (2.335-3.669)	Satisfied (3.67-5.0)
----------------------------	--------------------------------------------------	----------------------

Table 3.2 – Mean Satisfaction Scores Parking Facilities and Ease of Drop Off by Car (continued)

	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP [#]	Rhosneigr [^]	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
1. Car parking at the station													
The number of spaces	3.83	2.54	2.50	3.60	3.00	2.00	2.35	3.75	2.50	2.32		1.74	
Car park security	3.33	2.75	2.60	3.43	2.64	2.00	2.46	3.21	2.54	2.53		2.33	
Overall	3.58	2.64	2.54	3.52	2.86	2.00	2.40	3.49	2.52	2.41		2.02	

	Overall	Balham	Bodorgan [^]	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
3. Ease of drop off by car:													
Secure and well-lit waiting area	2.99	2.71	1.75	3.56	3.48	3.32	3.36	3.22	2.52	3.12	2.85	2.12	3.29
Protection from the weather	2.57	2.55	1.40	3.09	3.01	2.81	2.98	3.19	2.40	2.76	2.31	1.96	2.74
Waiting area for cars picking up/drop off	2.55	2.22	2.00	3.17	3.03	3.08	2.76	2.75	1.95	2.66	2.16	1.78	2.64
Overall	2.70	2.49	1.69	3.27	3.17	3.07	3.03	3.05	2.30	2.85	2.44	1.96	2.89

	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP [#]	Rhosneigr [^]	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
3. Ease of drop off by car:													
Secure and well-lit waiting area	2.86	3.30	2.40	3.82	2.50	2.50	2.58	3.10	3.36	2.06	3.50	2.54	
Protection from the weather	2.43	2.80	2.58	3.13	2.06	2.33	2.77	1.94	2.27	2.08	2.00	1.80	
Waiting area for cars picking up/drop off	3.29	2.95	2.12	3.22	2.04	3.50	2.08	2.52	3.48	1.75	2.00	1.97	
Overall	2.86	3.02	2.37	3.39	2.20	2.71	2.48	2.52	3.05	1.97	2.60	2.10	

Key

Dissatisfied (1.00-2.3349)	Neither Satisfied nor Dissatisfied (2.335-3.669)	Satisfied (3.67-5.0)
----------------------------	--------------------------------------------------	----------------------

* Those who use the station at least once a week

[^] Less than 10 respondents at station

Broadly speaking, most station respondents felt ‘satisfied’ or ‘neither satisfied nor dissatisfied’ about parking and drop-off facilities. However, at Rhosneigr and Bodorgan, where there are no car parks, passengers were dissatisfied with the car park facilities. At Bodorgan respondents were also dissatisfied with all pick-up/drop-off facilities. Uckfield respondents were dissatisfied with the number of parking spaces, car park security, protection from the weather when waiting in the area for pick-up and the waiting area for pick-up itself. Uckfield has a 24-hour car park with 16 spaces.

Respondents at the following stations were dissatisfied with waiting areas at car pick up/drop off points:

- Bodorgan
- Gipsy Hill
- Hersham
- Queens Road Peckham
- Streatham Hill
- Uckfield

3.3.3 *Bicycle Parking Facilities*

Table 3.3 – Mean Satisfaction Scores – Bicycle Parking Facilities

	Overall	Balham	Bodorgan [^]	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
2. Bicycle Parking facilities													
The number of cycle parking facilities	2.66	2.29	2.33	3.05	3.12	2.68	2.75	2.81	2.05	3.09	2.48	2.43	2.70
The security of the cycle parking facilities	2.54	2.21	2.33	3.18	3.15	2.41	2.79	2.63	1.82	3.14	2.58	2.15	2.55
Cycle routes to and from the station	2.69	2.59	2.50	3.23	2.94	2.73	2.67	2.84	2.32	3.00	2.67	2.66	2.78
Protection from the weather	2.55	2.49	1.67	3.13	3.22	2.62	2.59	2.74	2.13	3.17	2.31	2.13	2.56
Overall	2.61	2.39	2.18	3.15	3.11	2.61	2.70	2.76	2.09	3.10	2.50	2.34	2.65

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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* Those who use the station at least once a week

[^] Less than 10 respondents at station

**Table 3.3 – Mean Satisfaction Scores – Bicycle Parking Facilities
(continued)**

	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP [#]	Rhosneigr [^]	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
2. Bicycle Parking facilities													
The number of cycle parking facilities	2.00	2.88	2.46	3.30	2.77	1.75	2.96	2.78	2.07	1.93		2.55	
The security of the cycle parking facilities	1.50	2.65	2.20	3.31	2.11	1.67	2.52	3.38	1.87	1.97		2.34	
Cycle routes to and from the station	2.00	3.12	2.79	3.24	2.43	2.50	2.70	2.90	2.33	2.00		2.39	
Protection from the weather	2.50	3.00	2.69	3.68	1.85	2.00	2.96	2.69	1.88	1.98		1.89	
Overall	2.00	2.92	2.54	3.39	2.29	1.92	2.79	2.93	2.03	1.97		2.28	

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Although satisfaction is lowest with bicycle parking facilities, on the whole, respondents were neither satisfied nor dissatisfied. This was the case at Chester, Crystal Palace, East Grinstead, Finsbury Park, Halifax, Hatfield, Hersham, Horsham, Norwood Junction, Peckham Rye, Penzance and Selhurst, all of which have cycle storage. Respondents at Queens Road Peckham and Uckfield stations are dissatisfied with the cycle parking facilities. Both these stations currently have six cycle parking spaces each.

At those stations where there are no facilities for cyclists, respondents tended to express dissatisfaction when asked for their opinion on the bicycle-parking facilities at their station. Those few respondents who indicated that they would consider cycling as an alternative mode of travel, to and from the station, often arrived at or left the station on foot. Examples of this were found at Streatham Hill, Smitham and Gipsy Hill.

At Streatham Hill station there are currently no cycle facilities. Unsurprisingly, there were no respondents who accessed the station by bicycle and satisfaction with the related facilities and access routes was low. Despite this, a small number of respondents (5), indicated that they would be willing to change their mode of travel to and from the station, to cycling. They would only do so however, if the following measures/facilities were in place:

- they could take their bikes on the train (3 responses)
- there was a bus/cycle lane on approach to the station (2 responses)
- bike racks were provided (1 response)

Similarly, there were also no cycle facilities at Smitham Station and respondents expressed dissatisfaction over this. At present, none of the respondents cycle to or from Smitham station, however two respondents (who

* Those who use the station at least once a week

[^] Less than 10 respondents at station

currently travel to/from the station on foot) suggested that they would be willing to make a modal switch to bicycles if they were able to take them onto the train.

At Gipsy Hill none of the respondents cycled to or from the station. Two people (currently walkers) suggested cycling as an alternative mode; one who wanted to park their bike at or near the station and one who wanted to take their bike on the train.

Respondents from Hatfield, Hersham, Queens Road Peckham and Uckfield were dissatisfied with the protection that the bicycle facilities offered from the weather. With the exception of Hatfield which has partial cycle storage shelter, the rest have cycle spaces that are not sheltered. At Uckfield none of the respondents currently cycle to the station but one respondent indicated they would like to take their bike on to the train as an alternative mode of access; this respondent currently walks. One respondent currently cycles to Queens Road Peckham. However of those passengers willing to consider cycling to/from the station one would like to park their bike at the station and three would like to take their bikes on the train for inbound journeys; four would like to take their bikes on the train for outbound journeys. At Hersham, six people currently cycle to the station. However three respondents, who accessed the station by either car (2) or foot (1), said that they would like to cycle and park their bicycles at the station. One respondent said that they would like to cycle, if they could take their bike on the train. One respondent currently cycles to Hatfield, but two people would like to cycle and take their bikes on the train and another two would like to cycle and park at the station. Two of these respondents currently travel by bus/coach and one is dropped off by car.

Most of those respondents, at the above stations, citing cycling as an alternative mode of access currently walk; though Hatfield and Hersham had people travelling to the station by car that would be willing to cycle to the station instead.

3.3.4 Public Transport Availability

Table 3.4: Mean Satisfaction Scores – Public Transport Availability

	Overall	Balham	Bodorgan [^]	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
4. Public Transport Availability													
Frequency of local buses serving the station	3.13	3.47	1.20	2.92	3.66	3.41	2.51	3.84	2.58	2.10	2.95	1.95	2.93
Information on the services available	3.03	3.27	1.20	3.08	3.35	3.24	2.77	3.49	2.92	2.62	3.25	2.20	3.08
Ease of getting to the bus stop	3.59	3.74	1.40	3.45	3.93	3.83	3.37	3.88	3.75	2.34	3.91	3.04	3.83
Overall	3.22	3.59	1.25	3.02	3.68	3.49	2.84	3.76	3.02	2.31	3.28	2.22	3.17

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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* Those who use the station at least once a week

[^] Less than 10 respondents at station

Table 3.4: Mean Satisfaction Scores – Public Transport Availability (Continued)

	Llanfair pg^	Norwood Junction	Peckham Rye	Penzance	QRP#	Rhosneigr^	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes^	Uckfield	Valley^
4. Public Transport Availability													
Frequency of local buses serving the station	2.75	3.15	3.78	3.54	3.75	1.75	3.32	2.07	3.13	4.01		2.42	3.00
Information on the services available	3.00	3.00	3.24	3.62	3.10	1.25	3.11	2.38	2.66	3.36	1.00	2.43	2.00
Ease of getting to the bus stop	3.40	3.42	3.99	4.21	3.74	2.50	4.03	2.52	3.38	3.82	4.00	3.07	3.00
Overall	2.80	3.25	3.68	3.77	3.53	1.50	3.52	2.19	3.22	3.66	3.00	2.51	3.00

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Aside from those using stations at Bodorgan, Halifax, Hersham, Rhosneigr and Severn Tunnel Junction, respondents were typically satisfied with the availability of public transport to/from the station. Those travelling to and from Bodorgan and Rhosneigr were the most dissatisfied with public transport facilities overall.

Halifax, Hersham and Severn Tunnel Junction respondents are dissatisfied with the frequency of local buses serving the station. Hersham respondents were also dissatisfied with the information on the services available. Respondents at Chester, Finsbury Park, Peckham Rye and Penzance were satisfied with public transport availability overall. Finsbury Park, Peckham Rye, Queens Road Peckham and Streatham Hill respondents were the most satisfied with the frequency of local buses serving the station. Respondents at these stations alongside Balham, Chester, Crystal Palace, Gipsy Hill, Hatfield, Horsham, Penzance, Selhurst and Ty Croes were most satisfied with the ease of getting to the bus stop.

* Those who use the station at least once a week

^ Less than 10 respondents at station

Table 3.5 Mean Satisfaction Scores – Availability of Taxis

	Overall	Balham	Bodorgan^	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
5. Availability of Taxis													
Signage	2.99	2.99	2.00	3.65	3.92	3.59	3.42	3.12	1.81	3.53	3.75	1.51	3.81
Queuing arrangements	3.00	3.04	2.50	3.65	3.84	3.32	3.29	3.30	1.93	3.66	3.33	1.53	3.85
Overall	2.99	3.01	2.00	3.63	3.84	3.58	3.36	3.20	1.92	3.63	3.52	1.48	3.84
	Llanfair pg^	Norwood Junction	Peckham Rye	Penzance	QRP#	Rhosneigr^	Selhurst	STJ ⁻	Smitham	Streatham Hill	Ty Croes^	Uckfield	Valley^
5. Availability of Taxis													
Signage	2.50	2.58	1.75	3.95	1.67	2.00	2.00	1.61	1.63	2.42		3.63	
Queuing arrangements	3.00	2.67	1.83	3.88	1.70	2.00	2.12	1.67	1.67	2.46		3.00	
Overall	3.00	2.68	1.77	3.95	1.67	2.00	2.10	1.81	1.58	2.44		3.19	

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Very few respondents travelled to/from the station by taxi (3% travel to the station by taxi and 2.3% travel from the station by taxi). Stations where taxi facilities were seen as poor included: Bodorgan, Gipsy Hill, Hersham, Peckham Rye, Queens Road Peckham, Rhosneigr, Selhurst, Severn Tunnel Junction and Smitham. None of these stations have a taxi rank available.

Unsurprisingly stations with no available taxi rank tended to have low satisfaction scores for the taxi related facilities.

* Those who use the station at least once a week
 ^ Less than 10 respondents at station

Table 3.6: Mean Satisfaction Scores – Ease of Access on Foot to Station Entrance

	Overall	Balham	Bodorgan^	Carmarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
6. Ease of access on foot to station entrance:													
Lighting	3.54	3.81	1.75	3.89	4.04	3.67	3.54	3.61	3.52	3.58	3.35	3.22	3.82
Signage	3.56	3.72	2.00	3.94	3.94	3.58	3.57	3.50	3.57	3.58	3.41	3.21	3.86
Safe walking route	3.33	3.67	1.75	3.82	3.72	3.38	3.30	3.48	3.33	3.56	3.00	2.94	3.44
Overall	3.45	3.74	1.75	3.85	3.91	3.52	3.52	3.46	3.37	3.51	3.32	3.14	3.69
	Llanfair pg^	Norwood Junction	Peckham Rye	Penzance	QRP#	Rhosneigr^	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes^	Uckfield	Valley^
6. Ease of access on foot to station entrance:													
Lighting	3.43	3.35	2.80	4.10	3.41	2.67	3.32	2.88	3.52	3.38	4.00	3.50	3.00
Signage	3.78	3.56	2.92	4.08	3.33	3.17	3.45	3.07	3.51	3.35	3.50	3.66	3.00
Safe walking route	4.22	3.16	2.73	3.92	3.02	2.83	3.03	2.32	3.48	3.12	2.00	3.60	3.50
Overall	3.89	3.33	2.85	4.03	3.21	2.83	3.11	2.52	3.44	3.21	3.00	3.65	3.00

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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A large proportion of the respondents walk to and from the station and they typically report that they are pleased with the provision for pedestrians on route to the station. Only Bodorgan respondents are dissatisfied with all pedestrian facilities. At Ty Croes and Severn tunnel Junction, respondents are dissatisfied with safe walking routes to the station. At the other end of the scale Balham, Carmarthen, Chester, Horsham, Llanfair pg and Penzance respondents are the most satisfied with the overall ease of access on foot to the station entrance.

* Those who use the station at least once a week
 ^ Less than 10 respondents at station

Table 3.7: Mean Satisfaction Scores – Passenger Information Services

	Overall	Balham	Bodorgan^	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
7. Passenger Information Services:													
Direction signs to the station	3.39	3.51	2.00	3.76	3.72	3.38	3.53	3.52	3.18	3.53	3.29	3.01	3.69
Direction signs to find your way around the station	3.67	3.72	2.25	4.01	3.72	3.53	3.86	3.52	3.74	3.60	3.70	3.53	3.79
Electronic departure boards	3.71	3.69	1.00	4.00	3.98	3.63	4.04	3.84	3.76	3.13	3.91	4.07	4.00
Visibility of electronic departure boards	3.64	3.58	1.00	3.96	3.90	3.45	4.06	3.83	3.48	3.27	3.79	3.86	3.92
Up to date timetable posters	3.56	3.62	2.40	3.81	3.74	3.68	3.75	3.61	3.34	3.31	3.63	3.55	3.65
Provision of real time information screen displays	3.52	3.58	1.00	3.83	3.85	3.52	3.80	3.61	3.47	3.09	3.62	3.64	3.71
Visibility of real time information screen displays	3.49	3.57	1.00	3.93	3.79	3.48	3.81	3.66	3.37	3.11	3.56	3.56	3.67
Local area information e.g. places of interest, maps, direction to buses	3.04	2.95	1.00	3.39	3.46	3.13	3.34	3.18	2.67	2.80	3.39	2.86	3.37
Audibility of public-address announcements	3.43	3.50	1.00	3.90	3.48	3.53	3.56	3.53	3.34	3.26	3.44	3.38	3.81
Information on where to buy your ticket(s)	3.65	3.68	2.00	3.96	3.86	3.79	3.91	3.44	3.79	3.85	3.83	3.40	3.89
Information on the different types of fares	2.92	2.76	1.25	3.32	2.96	3.08	2.85	2.97	3.10	2.97	2.89	2.85	3.15
Information on what to do if the ticket office is closed/ticket machines not working	2.66	2.68	1.50	3.02	2.92	2.86	2.87	2.64	2.74	2.79	2.61	2.12	2.92
Overall	3.40	3.41	1.48	3.75	3.63	3.43	3.62	3.47	3.34	3.23	3.48	3.32	3.64

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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* Those who use the station at least once a week

^ Less than 10 respondents at station

Table 3.7: Mean Satisfaction Scores – Passenger Information Services (continued)

	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP [#]	Rhosneigr [^]	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
7. Passenger Information Services:													
Direction signs to the station	3.67	3.54	2.73	3.92	2.99	2.75	3.20	3.23	3.30	3.06	1.50	3.43	2.50
Direction signs to find your way around the station	4.00	3.78	3.61	4.08	3.38	3.80	3.76	2.98	3.59	3.64		3.48	4.00
Electronic departure boards	2.00	3.92	3.56	3.74	3.19		3.89	1.61	3.69	3.70		3.87	4.00
Visibility of electronic departure boards	2.00	3.73	3.52	3.75	3.28		3.89	1.85	3.26	3.44		3.76	4.00
Up to date timetable posters	3.56	3.66	3.39	3.72	3.41	4.17	3.64	3.08	3.43	3.37	3.50	3.62	4.00
Provision of real time information screen displays	2.00	3.73	3.51	3.63	3.22		3.58	1.68	3.27	3.51		3.32	4.00
Visibility of real time information screen displays	2.00	3.72	3.40	3.58	3.27		3.65	1.68	3.06	3.35		3.37	4.00
Local area information e.g. places of interest, maps, direction to buses	3.13	2.97	2.71	3.73	2.69	2.00	3.10	2.07	2.80	2.67	2.00	2.89	3.00
Audibility of public-address announcements	2.00	3.68	3.22	3.63	3.27	2.00	3.67	1.81	3.15	3.31		3.17	
Information on where to buy your ticket(s)	3.00	3.96	3.55	3.97	3.43	1.00	3.70	3.15	3.30	3.78	2.00	2.34	
Information on the different types of fares	2.67	3.27	2.75	3.30	2.75	2.00	2.82	2.60	2.86	2.88	1.50	2.26	
Information on what to do if the ticket office is closed/ticket machines not working	2.50	2.92	2.55	2.94	2.40		2.47	2.35	2.68	2.58		2.07	
Overall	3.00	3.59	3.22	3.67	3.11	3.14	3.46	2.49	3.21	3.28	2.13	3.12	3.60

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Respondents at most stations were generally satisfied or indifferent with passenger information services overall; the exceptions being Bodorgan and Ty Croes. With the exception of Valley, the Anglesey station respondents felt dissatisfied with passenger information services. Severn tunnel Junction respondents were dissatisfied with provision and visibility of both electronic departure boards and real-time information, as well as the audibility of public address announcements and local area information. Hersham respondents were dissatisfied with information on what to do if the ticket office is closed.

* Those who use the station at least once a week

[^] Less than 10 respondents at station

Overall satisfaction with passenger information services was high in Carmarthen and Penzance. Respondents at Chester, East Grinstead, Horsham, Norwood Junction and Valley were satisfied with more than half of the passenger information services mentioned in this category, namely signage, provision and visibility of electronic departure boards and real time information and up to date timetable posters.

3.3.8

Passenger Facilities

Table 3.8: Mean Satisfaction Scores – Passenger Facilities

	Overall	Balham	Bodorgan^	Carmarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
8. Passenger Facilities:													
Appearance of booking office	3.21	2.92	1.00	3.70	3.95	3.48	3.30	3.37	3.18	3.79	3.61	2.70	3.65
Availability of shelter on platforms e.g. a canopy	2.93	3.17	1.20	3.68	3.39	2.77	3.10	3.14	2.54	3.01	2.54	2.85	3.67
Condition of shelter on platforms	2.96	3.13	1.00	3.61	3.25	3.15	3.29	3.23	2.45	2.30	2.95	3.06	3.58
Availability of waiting rooms	2.51	2.23	1.50	3.51	2.56	2.82	2.87	3.02	2.68	2.60	2.72	1.45	3.26
Security of waiting rooms	2.75	2.71	1.00	3.43	2.87	3.14	3.20	2.90	2.75	2.67	2.86	1.61	3.40
Lighting in waiting rooms	2.98	2.85	1.00	3.70	2.98	3.32	3.23	3.32	3.12	3.15	3.09	1.88	3.56
Heating in waiting rooms	2.68	2.64	1.00	3.37	2.83	3.04	3.05	3.16	2.70	2.59	2.54	1.65	3.39
Availability of toilets	2.32	1.80	1.00	3.70	3.19	2.28	3.36	2.93	1.60	1.48	2.99	1.37	3.29
Condition of toilets	2.56	2.13	1.00	2.89	3.14	2.74	3.24	2.77	1.97	1.74	2.94	1.81	3.16
Availability of platform seating	2.66	2.52	1.89	3.16	2.81	2.94	2.94	3.29	2.55	2.55	2.92	2.61	3.14
Condition of platform seating	2.88	2.91	1.75	3.38	2.90	3.15	3.21	3.37	2.58	2.56	3.00	3.19	3.44
Refreshment facilities	3.01	3.69	2.00	3.67	3.78	1.97	3.51	3.37	3.31	2.79	2.79	1.60	3.71
Retail outlets (newsagents etc.)	2.88	3.16	1.00	3.41	3.83	2.08	3.39	3.17	3.12	3.13	3.16	1.80	3.71
Public telephones	2.73	2.69	3.00	3.45	3.50	2.46	3.13	2.89	2.46	2.54	2.94	2.19	3.10
Availability of rubbish bins	2.70	2.54	3.20	3.40	2.53	2.59	3.11	2.83	2.75	2.89	2.41	2.06	3.04
Clocks	3.15	3.19	1.75	3.51	3.56	3.22	3.41	3.64	3.12	2.37	3.15	3.24	3.68
Overall	2.81	2.79	1.73	3.45	3.18	2.86	3.20	3.17	2.70	2.66	2.91	2.43	3.41

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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* Those who use the station at least once a week

^ Less than 10 respondents at station

Table 3.8: Mean Satisfaction Scores – Passenger Facilities (continued)

	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP [#]	Rhosneigr [^]	Selhurst	STJ [*]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
8. Passenger Facilities:													
Appearance of booking office	3.00	3.78	2.79	3.94	2.77		3.28	2.40	2.38	2.58		1.82	
Availability of shelter on platforms e.g. a canopy	2.44	3.54	3.04	3.69	1.79	3.25	3.19	1.90	2.89	2.14	2.00	1.84	3.00
Condition of shelter on platforms	2.88	3.33	2.93	3.65	2.20	3.40	3.00	2.00	3.37	2.37	2.00	2.00	3.00
Availability of waiting rooms	2.00	2.37	2.93	2.78	1.61	1.00	1.72	1.52	1.98	2.47	2.00	1.44	
Security of waiting rooms	1.50	2.55	2.93	2.83	1.84		2.02	1.79	2.33	2.70	2.00	1.57	
Lighting in waiting rooms	2.50	2.80	3.19	2.85	1.91		2.00	2.03	2.36	3.07	3.50	1.62	
Heating in waiting rooms	2.50	2.52	2.77	2.91	1.62		1.93	1.68	2.11	2.53	1.00	1.41	
Availability of toilets	2.25	1.97	1.79	3.40	1.42		1.52	1.23	1.55	1.66	1.00	1.35	
Condition of toilets	2.00	2.28	2.06	3.23	1.54		1.61	1.28	1.92	1.98		1.42	
Availability of platform seating ²⁹	2.41	2.93	2.56	2.85	1.72	2.67	2.95	1.72	3.02	2.11	1.00	1.76	2.50
Condition of platform seating	2.63	3.13	2.86	3.04	1.88	2.50	2.91	1.76	3.49	2.43	1.00	1.86	
Refreshment facilities	2.67	3.35	2.59	3.88	1.60		1.77	1.46	1.84	2.69	1.00	1.57	
Retail outlets (newsagents etc.)	2.50	2.85	2.01	3.11	1.84		1.84	1.36	1.76	2.26	1.00	2.09	
Public telephones	2.67	2.84	2.49	3.39	2.02	3.00	2.62	1.78	1.97	2.25	1.00	1.86	4.00
Availability of rubbish bins	3.29	2.80	2.45	3.28	1.82	3.33	2.90	2.02	2.79	2.40	4.00	2.62	4.00
Clocks	2.00	3.43	2.96	3.39	2.72	3.00	3.22	1.31	2.94	2.88	1.00	2.93	
Overall	2.51	2.95	2.67	3.27	1.92	2.96	2.57	1.76	2.58	2.41	1.70	1.86	3.13

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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A number of stations scored poorly for passenger facilities, in particular waiting rooms and toilets. The poorest scores, for both of these areas were received at: Balham, Bodorgan, Hersham, Llanfair pg, Queens Road Peckham, Selhurst, Severn Tunnel Junction, Smitham, Ty Croes and Uckfield. Retail outlets and refreshment facilities score poorly at Bodorgan, Crystal Palace, Hersham,

²⁹ It should be noted that on the questionnaire two questions in this section were very similar, namely 'Availability of seating on platforms' and 'Availability of platform seating'. We provided a single mean score from a weighted average of the two.

* Those who use the station at least once a week

[^] Less than 10 respondents at station

Queens Road Peckham, Selhurst, Severn Tunnel Junction, Smitham, Ty Croes and Uckfield. The number of staff visible after dark also scored poorly at these stations. The latter is also true at Gipsy Hill, Halifax and Streatham Hill.

Overall respondents tended to be neither satisfied nor dissatisfied with passenger facilities; however, at all but eight stations respondents were dissatisfied with at least one of the passenger facilities. Stations where respondents are satisfied with all passenger facilities are Camarthen, Chester, East Grinstead, Finsbury Park, Hatfield, Horsham, Penzance and Valley, although few questions were answered in this category for the latter station.

The main facilities respondents from at least five stations are dissatisfied with include:

- Availability of toilets (16 stations have respondents dissatisfied with this facility)
- Condition of toilets (14 stations have respondents dissatisfied with this facility)
- Availability of waiting rooms (11 stations have respondents dissatisfied with this facility)
- Retail outlets (11 stations have respondents dissatisfied with this facility)
- Security of waiting rooms (9 stations have respondents dissatisfied with this facility)
- Refreshment facilities (9 stations have respondents dissatisfied with this facility)
- Heating in waiting rooms (8 stations have respondents dissatisfied with this facility)
- Public telephones (7 stations have respondents dissatisfied with this facility)
- Availability of shelter on platforms (6 stations have respondents dissatisfied with this facility)
- Condition of shelter on platform (6 stations have respondents dissatisfied with this facility)
- Lighting in waiting rooms (6 stations have respondents dissatisfied with this facility)
- Availability of platform seating (6 stations have respondents dissatisfied with this facility)
- Condition of platform seating (5 stations have respondents dissatisfied with this facility)

It should be noted that on the questionnaire two questions in this section were very similar, namely 'Availability of seating on platforms' and 'Availability of platform seating'. We provided a single mean score from a weighted average of the two.

* Those who use the station at least once a week

^ Less than 10 respondents at station

Table 3.9: Mean Satisfaction Scores – Station Areas

	Overall	Balham	Bodorgan^	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
9. Station Areas													
Main station entrance/exits	3.25	3.14	1.00	3.89	3.95	2.98	3.49	3.49	3.19	3.12	3.31	2.82	3.58
Other entrance points/walking routes to platforms	3.11	3.03	1.00	3.83	3.63	2.76	3.43	3.32	2.69	2.90	3.11	2.72	3.56
Ticket office/sales points	3.25	2.97	1.00	3.93	3.82	3.25	3.54	3.44	3.36	3.63	3.35	2.49	3.66
Platforms	3.40	3.54	2.50	3.93	3.55	3.40	3.69	3.53	3.29	2.94	3.54	3.33	3.70
Subways	3.08	3.28	1.00	3.86	3.49	3.10	3.33	3.17	3.12	2.69	3.06	2.43	3.43
Footbridges	3.08	3.31	1.00	3.74	3.50	3.01	3.38	3.46	2.62	2.67	2.96	2.67	3.63
Lifts	2.79	3.68	1.00	3.47	3.41	2.02	3.00	2.76	2.76	2.72	2.19	1.71	2.91
Escalators	2.70	3.05	1.00	3.42	3.29	1.93	3.21	2.93	2.82	2.44	2.40	2.08	3.06
Track bed free from litter and vegetation	2.99	3.11	2.25	3.38	2.80	3.03	3.20	3.32	3.16	2.36	3.50	3.34	3.16
Areas around platforms free from litter/unwanted vegetation	3.12	3.27	2.25	3.71	3.14	3.12	3.39	3.34	3.08	2.51	3.29	3.15	3.46
Flower beds/vegetation	2.79	2.58	1.00	3.29	2.88	2.75	3.08	2.78	2.42	2.15	2.90	2.67	3.32
Overall	3.11	3.20	1.62	3.72	3.41	2.95	3.39	3.28	3.01	2.80	3.20	2.89	3.45

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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* Those who use the station at least once a week

^ Less than 10 respondents at station

Table 3.9: Mean Satisfaction Scores – Station Areas (continued)

	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP#	Rhosneigr [^]	Selhurst	STJ [^]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
9. Station Areas													
Main station entrance/exits	3.67	3.62	2.78	4.05	2.63	3.50	3.49	2.60	3.10	2.51	4.00	3.04	3.50
Other entrance points/walking routes to platforms	3.78	3.01	2.94	3.89	2.56	3.60	3.18	2.49	3.06	2.24	4.00	3.03	3.50
Ticket office/sales points	3.00	3.79	2.97	3.93	2.72	3.00	3.20	2.75	2.88	2.83		1.97	4.00
Platforms	3.33	3.61	3.33	3.89	2.91	3.60	3.36	2.60	3.77	2.77	4.00	3.14	4.00
Subways	4.00	2.69	3.02	3.68	2.49		3.00	2.22	3.15	2.72		2.80	
Footbridges	3.89	3.26	3.07	3.54	2.44		2.87	2.44	3.33	2.08	2.00	2.83	
Lifts	2.50	2.44	2.25	3.50	1.67		2.32	1.63	2.44	2.14		2.88	
Escalators		2.63	2.44	3.53	1.95		2.53	1.63	2.75	2.16		2.86	
Track bed free from litter and vegetation	3.88	3.26	2.73	3.26	2.32	4.17	3.03	2.49	3.08	2.62		2.88	3.50
Areas around platforms free from litter/unwanted vegetation	3.67	3.26	2.92	3.58	2.44	4.00	3.18	2.69	3.34	2.66	4.00	2.87	3.50
Flower beds/vegetation	2.67	2.74	2.44	3.64	2.02	4.00	2.86	2.17	3.21	2.05	4.00	3.03	3.00
Overall	3.58	3.23	2.87	3.74	2.50	3.79	3.13	2.51	3.14	2.49	3.78	2.84	3.58

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Respondents are generally satisfied with the station areas although less so with lifts, escalators and flower beds/vegetation. Bodorgan respondents were dissatisfied with a majority of the station areas; the only area they were neither satisfied nor dissatisfied with was platforms. Crystal Palace, Hatfield, Hershaw, Peckham Rye, Queens Road Peckham, Selhurst, Severn Tunnel Junction and Streatham Hill were all dissatisfied with lifts. With the exception of Hatfield, Peckham Rye and Selhurst, respondents at these stations were also dissatisfied with escalators. It is important to note that at some stations dissatisfaction is likely to reflect that there are no escalators or lifts present.

Respondents at Halifax, Queens Road Peckham, Severn Tunnel Junction and Streatham Hill were all dissatisfied with flower beds/vegetation.

The following stations had respondents dissatisfied with different station areas:

- Queens Road Peckham – respondents were dissatisfied with the amount of litter and vegetation on the track.

* Those who use the station at least once a week

[^] Less than 10 respondents at station

- Streatham Hill – respondents were dissatisfied with footbridges and other entrance points/walking routes to platforms
- Ty Croes – respondents were dissatisfied with footbridges.
- Severn Tunnel Junction – respondents were dissatisfied with subways.
- Uckfield – respondents were dissatisfied with ticket office/sales points.

3.3.10

Safety and Security

Table 3.10: Mean Satisfaction Scores – Safety and Security

	Overall	Balham	Bodorgan [^]	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
10. Safety and Security													
Number of visible staff in the daytime	3.04	3.53	1.67	3.69	3.38	2.76	3.40	3.42	3.09	2.40	3.69	2.10	3.69
Number of visible staff after dark	2.38	2.64	1.67	3.22	3.00	2.11	2.75	2.98	2.12	1.94	2.79	1.71	3.11
Level of CCTV provision	2.85	3.20	1.00	3.34	3.08	3.05	3.09	3.03	2.73	2.39	2.97	2.46	3.28
Station lighting	3.21	3.50	2.00	3.78	3.51	3.24	3.32	3.38	3.23	2.84	3.23	2.99	3.72
Provision of Help Points	2.92	3.17	1.25	3.41	3.04	3.22	2.93	2.97	3.07	2.31	2.89	3.00	3.12
Location of Help Points	2.91	3.16	1.25	3.32	3.01	3.15	2.94	2.96	3.07	2.32	2.89	3.02	3.11
Overall	2.89	3.21	1.48	3.48	3.18	2.93	3.09	3.14	2.89	2.38	3.09	2.56	3.35
	Llanfair pg [^]	Norwood Junction	Peckham Rye	Penzance	QRP [#]	Rhosneigr [^]	Selhurst	STJ [~]	Smitham	Streatham Hill	Ty Croes [^]	Uckfield	Valley [^]
10. Safety and Security													
Number of visible staff in the daytime	3.00	3.90	3.47	3.61	2.11		2.48	2.05	2.06	3.16	1.00	1.88	
Number of visible staff after dark	2.50	2.72	2.63	2.99	1.52		1.89	1.39	1.51	2.31	1.00	1.69	
Level of CCTV provision	1.67	3.20	2.89	3.11	2.44	1.00	2.71	2.33	2.67	2.64	1.00	2.38	
Station lighting	3.00	3.41	3.26	3.59	2.62	3.50	2.95	2.81	3.07	2.82	3.50	2.91	3.00
Provision of Help Points	2.75	3.28	2.92	3.03	2.50	1.50	2.94	2.04	2.99	2.80	1.00	2.69	
Location of Help Points	2.75	3.22	2.92	2.98	2.49	1.00	2.85	2.11	3.00	2.83	1.00	2.74	
Overall	2.56	3.30	3.02	3.24	2.28	2.38	2.64	2.17	2.57	2.76	1.45	2.41	3.00

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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* Those who use the station at least once a week

[^] Less than 10 respondents at station

Overall respondents are satisfied with safety and security at stations. However, respondents at Bodorgan, Ty Croes and Severn Tunnel Junction are dissatisfied with all safety and security facilities with the exception of station lighting.

At Bodorgan, Hershaw, Queens Road Peckham, Severn Tunnel Junction, Smitham, Ty Croes and Uckfield respondents were dissatisfied with the current provision of staff during the day and after dark. Crystal Palace, Gipsy Hill, Halifax, Selhurst, and Streatham Hill respondents are also dissatisfied with the provision of staff after dark.

Respondents at Bodorgan, Llanfair pg, Rhosneigr, Severn Tunnel Junction and Ty Croes were dissatisfied with the level of CCTV provision. Furthermore Bodorgan, Rhosneigr, Severn Tunnel Junction and Ty Croes respondents were also dissatisfied with the current provision and locations of help points.

3.3.11

Commuters, Business and Leisure Users

Table 3.11 below shows current satisfaction with station facilities by user type: commuter, business and leisure. Commuters are those travelling to work or education daily or less frequently. Business users are those on company business. Leisure users are those travelling on personal business and those on a day out for shopping, visiting friends/relatives, sport etc.

On the whole, all users were satisfied or neither satisfied nor dissatisfied with station facilities. Only, commuters registered dissatisfaction with some facilities, these being:

- Availability of toilets – 60.8%
- Number of visible staff after dark – 45.5%

Business users are satisfied with:

- Lighting – 47.8%
- Provision and visibility of electronic departure boards – 82.4% and 80.7% respectively
- Provision and visibility of real time information screen displays – 69.2% and 66.1% respectively

Leisure users are satisfied with:

- Signage – 69.0%
- Direction signs to find your way around the station – 73.2%
- Provision and visibility of electronic departure boards – 77.1% and 73.9% respectively
- Information on where to buy your ticket(s) – 69.2%

Table 3.11 – User Mean Scores

	Commuter Users	Business Users	Leisure Users
1. Car parking at the station			
The number of spaces	2.88	2.55	2.79
Car park security	2.90	2.91	2.94
Overall	2.89	2.72	2.86
2. Bicycle Parking facilities			
The number of cycle parking facilities	2.58	2.57	2.82
The security of the cycle parking facilities	2.45	2.71	2.72
Cycle routes to and from the station	2.64	2.68	2.80
Protection from the weather	2.45	2.66	2.71
Overall	2.53	2.65	2.76
3. Ease of drop off by car:			
Secure and well-lit waiting area	2.85	3.34	3.13
Protection from the weather	2.47	2.72	2.68
Waiting area for cars picking up/drop off	2.42	2.71	2.71
Overall	2.58	2.92	2.84
4. Public Transport Availability			
Frequency of local buses serving the station	3.10	3.03	3.17
Information on the services available	2.97	2.89	3.15
Ease of getting to the bus stop	3.59	3.47	3.63
Overall	3.17	3.08	3.32
5. Availability of Taxis			
Signage	2.73	3.44	3.32
Queuing arrangements	2.74	3.45	3.32
Overall	2.73	3.44	3.31
6. Ease of access on foot to station entrance:			
Lighting	3.47	3.68	3.63
Signage	3.48	3.64	3.67
Safe walking route	3.23	3.47	3.47
Overall	3.37	3.62	3.57
7. Passenger Information Services:			
Direction signs to the station	3.26	3.55	3.54
Direction signs to find your way around the station	3.61	3.65	3.76
Electronic departure boards	3.61	4.00	3.82
Visibility of electronic departure boards	3.52	3.97	3.76
Up to date timetable posters	3.51	3.59	3.63
Provision of real time information screen displays	3.42	3.78	3.62
Visibility of real time information screen displays	3.41	3.71	3.57
Local area information e.g. places of interest, maps, direction to buses	2.97	3.18	3.10
Audibility of public-address announcements	3.38	3.62	3.46
Information on where to buy your ticket(s)	3.63	3.64	3.68
Information on the different types of fares	2.88	2.85	2.97
Information on what to do if the ticket office is closed/ticket machines not working	2.59	2.75	2.75
Overall	3.32	3.55	3.48

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.11 – User Mean Scores (continued)

	Commuter Users	Business Users	Leisure Users
8. Passenger Facilities:			
Appearance of booking office	3.09	3.41	3.33
Availability of shelter on platforms e.g. a canopy	2.80	3.19	3.06
Condition of shelter on platforms	2.88	3.17	3.04
Availability of waiting rooms	2.39	2.73	2.63
Security of waiting rooms	2.68	2.94	2.82
Lighting in waiting rooms	2.92	2.92	3.05
Heating in waiting rooms	2.59	2.74	2.78
Availability of toilets	2.12	2.74	2.54
Condition of toilets	2.38	2.79	2.76
Availability of platform seating	2.54	2.91	2.79
Condition of platform seating	2.80	2.98	2.97
Refreshment facilities	2.84	3.24	3.19
Retail outlets (newsagents etc.)	2.72	3.22	3.04
Public telephones	2.60	2.91	2.88
Availability of rubbish bins	2.58	2.72	2.84
Clocks	3.06	3.37	3.25
Overall	2.63	3.00	2.93
9. Station Areas			
Main station entrance/exits	3.11	3.49	3.42
Other entrance points/walking routes to platforms	2.98	3.26	3.28
Ticket office/sales points	3.12	3.37	3.41
Platforms	3.33	3.43	3.49
Subways	3.03	3.08	3.18
Footbridges	3.00	3.27	3.19
Lifts	2.74	2.76	2.88
Escalators	2.60	2.74	2.85
Track bed free from litter and vegetation	2.98	2.89	3.02
Areas around platforms free from litter/unwanted vegetation	3.12	2.99	3.13
Flower beds/vegetation	2.73	2.82	2.87
Overall	3.04	3.15	3.21
10. Safety and Security			
Number of visible staff in the daytime	3.04	3.24	3.00
Number of visible staff after dark	2.32	2.59	2.43
Level of CCTV provision	2.80	2.99	2.89
Station lighting	3.17	3.28	3.27
Provision of Help Points	2.90	2.94	2.92
Location of Help Points	2.90	2.95	2.90
Overall	2.86	3.05	2.92

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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3.3.12

Age and Gender Satisfaction Scores

Table 3.12 highlights mean satisfaction scores by gender and age groups. On the whole both genders and all age groups are neither satisfied nor dissatisfied with station facilities.

However both genders and most age groups are dissatisfied with the availability of toilets at stations. The 60-64 age group are dissatisfied with escalators and those aged 55+ are dissatisfied with the number of visible staff after dark.

Whilst there is little difference between the genders, women are slightly less satisfied with all station facilities bar public transport availability, passenger information services and station areas.

3.3.13

Disability/Long-term Illness Satisfaction Scores

In the main, those respondents with a disability or long-term illness are not dissatisfied with facilities. The nature of each respondents disability had little bearing on their satisfaction scores. When comparing the mean scores of disabled respondents with those of respondents without disabilities, there is very little difference.

Table 3.12 – Gender & Age Mean Scores

	Male	Female	16-25	26-34	35-44	45-54	55-59	60-64	65+
1. Car parking at the station									
The number of spaces	2.87	2.71	2.90	2.70	2.89	2.98	2.83	2.58	2.43
Car park security	2.95	2.84	2.86	2.80	3.03	3.06	3.15	2.82	2.64
Overall	2.91	2.77	2.88	2.75	2.96	3.02	2.98	2.68	2.52
2. Bicycle Parking facilities									
The number of cycle parking facilities	2.67	2.62	2.69	2.64	2.65	2.64	2.63	2.92	2.56
The security of the cycle parking facilities	2.55	2.53	2.59	2.48	2.54	2.59	2.55	2.75	2.63
Cycle routes to and from the station	2.75	2.63	2.73	2.68	2.59	2.75	2.83	2.50	2.33
Protection from the weather	2.55	2.54	2.62	2.49	2.36	2.81	2.61	2.67	2.50
Overall	2.63	2.58	2.66	2.57	2.53	2.70	2.66	2.73	2.50

Key	Dissatisfied (1.00-2.3349)	Neither Satisfied nor Dissatisfied (2.335-3.669)	Satisfied (3.67-5.0)
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Table 3.12 – Gender & Age Mean Scores Continued

	Male	Female	16-25	26-34	35-44	45-54	55-59	60-64	65+
3. Ease of drop off by car:									
Secure and well-lit waiting area	3.03	2.93	2.96	2.84	3.00	3.11	3.01	2.93	3.38
Protection from the weather	2.57	2.57	2.50	2.55	2.60	2.69	2.52	2.39	2.61
Waiting area for cars picking up/drop off	2.56	2.49	2.60	2.36	2.58	2.67	2.40	2.46	2.81
Overall	2.72	2.67	2.69	2.59	2.73	2.82	2.65	2.59	2.92
4. Public Transport Availability									
Frequency of local buses serving the station	3.09	3.19	3.09	3.16	3.16	3.05	2.97	2.85	3.29
Information on the services available	3.04	3.05	3.02	3.06	3.07	2.95	2.86	2.67	3.38
Ease of getting to the bus stop	3.59	3.68	3.61	3.60	3.51	3.63	3.44	3.41	3.76
Overall	3.20	3.30	3.19	3.24	3.30	3.15	2.90	2.95	3.43
5. Availability of Taxis									
Signage	2.99	2.96	3.05	2.71	2.96	3.13	3.25	3.34	3.38
Queuing arrangements	3.04	2.95	3.05	2.78	2.96	3.06	3.23	3.34	3.23
Overall	3.01	2.95	3.04	2.73	2.93	3.09	3.28	3.27	3.37
6. Ease of access on foot to station entrance:									
Lighting	3.56	3.48	3.45	3.41	3.59	3.66	3.61	3.57	3.84
Signage	3.53	3.55	3.46	3.49	3.53	3.60	3.63	3.62	3.89
Safe walking route	3.35	3.25	3.20	3.18	3.38	3.40	3.46	3.42	3.71
Overall	3.45	3.42	3.38	3.34	3.46	3.49	3.49	3.52	3.80

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.12 – Gender & Age Mean Scores Continued

	Male	Female	16-25	26-34	35-44	45-54	55-59	60-64	65+
7. Passenger Information Services:									
Direction signs to the station	3.33	3.38	3.33	3.24	3.38	3.44	3.45	3.62	3.75
Direction signs to find your way around the station	3.64	3.70	3.58	3.65	3.64	3.68	3.60	3.91	3.80
Electronic departure boards	3.65	3.72	3.63	3.63	3.72	3.73	3.89	3.99	3.93
Visibility of electronic departure boards	3.60	3.64	3.56	3.58	3.60	3.63	3.76	3.98	3.95
Up to date timetable posters	3.53	3.57	3.48	3.51	3.58	3.55	3.56	3.76	3.78
Provision of real time information screen displays	3.45	3.54	3.44	3.51	3.44	3.54	3.57	3.73	3.71
Visibility of real time information screen displays	3.48	3.48	3.45	3.45	3.46	3.47	3.62	3.70	3.72
Local area information e.g. places of interest, maps, direction to buses	3.03	3.04	3.05	2.99	3.02	3.07	2.99	3.05	3.03
Audibility of public-address announcements	3.41	3.46	3.38	3.44	3.48	3.39	3.25	3.52	3.38
Information on where to buy your ticket(s)	3.63	3.70	3.68	3.65	3.65	3.65	3.55	3.70	3.60
Information on the different types of fares	2.82	2.98	2.90	2.95	2.92	2.88	2.83	2.94	2.82
Information on what to do if the ticket office is closed/ticket machines not working	2.62	2.66	2.63	2.62	2.74	2.63	2.75	2.65	2.65
Overall	2.81	2.79	2.76	2.74	2.83	2.85	2.82	2.82	2.96

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.12 – Gender & Age Mean Scores Continued

	Male	Female	16-25	26-34	35-44	45-54	55-59	60-64	65+
8. Passenger Facilities:									
Appearance of booking office	3.15	3.24	3.24	3.11	3.25	3.19	3.20	3.28	3.35
Availability of shelter on platforms e.g. a canopy	2.94	2.92	2.87	2.87	2.92	3.01	2.84	3.06	3.07
Condition of shelter on platforms	2.96	2.97	2.93	2.90	3.01	3.00	2.86	2.99	3.00
Availability of waiting rooms	2.49	2.51	2.49	2.51	2.50	2.57	2.50	2.44	2.52
Security of waiting rooms	2.78	2.73	2.68	2.73	2.82	2.79	2.85	2.49	2.84
Lighting in waiting rooms	3.01	2.97	2.94	2.97	3.00	3.02	3.11	2.78	2.85
Heating in waiting rooms	2.68	2.64	2.58	2.63	2.77	2.79	2.84	2.42	2.73
Availability of toilets	2.27	2.32	2.39	2.18	2.18	2.48	2.27	2.21	2.64
Condition of toilets	2.57	2.49	2.48	2.42	2.62	2.69	2.66	2.36	3.19
Availability of platform seating	2.70	2.60	2.55	2.63	2.70	2.74	2.59	2.80	2.73
Condition of platform seating	2.89	2.85	2.74	2.88	2.95	2.87	2.88	3.05	2.97
Refreshment facilities	2.96	3.01	2.99	2.83	3.00	3.10	3.10	3.17	3.50
Retail outlets (newsagents etc.)	2.91	2.84	2.88	2.68	2.89	2.96	2.99	3.03	3.33
Public telephones	2.78	2.69	2.74	2.66	2.74	2.65	2.74	2.72	2.94
Availability of rubbish bins	2.62	2.72	2.66	2.65	2.69	2.70	2.74	2.66	2.79
Clocks	3.21	3.14	3.08	3.12	3.20	3.06	3.22	3.29	3.25
Overall	3.36	3.41	3.35	3.36	3.39	3.40	3.41	3.57	3.53

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.12 – Gender & Age Mean Scores Continued

	Male	Female	16-25	26-34	35-44	45-54	55-59	60-64	65+
9. Station Areas									
Main station entrance/exits	3.17	3.28	3.41	3.11	3.23	3.16	3.22	3.32	3.51
Other entrance points/walking routes to platforms	3.08	3.09	3.23	2.97	3.11	3.03	3.13	3.09	3.32
Ticket office/sales points	3.21	3.28	3.32	3.14	3.24	3.30	3.08	3.45	3.43
Platforms	3.38	3.45	3.38	3.37	3.41	3.32	3.41	3.38	3.65
Subways	3.10	3.14	3.14	3.08	3.06	3.05	2.74	3.03	3.24
Footbridges	3.07	3.08	3.13	2.98	3.15	3.10	2.98	3.02	3.19
Lifts	2.84	2.78	2.82	2.73	2.75	2.78	2.36	2.94	2.89
Escalators	2.78	2.74	2.69	2.78	2.66	2.57	2.44	2.23	2.65
Track bed free from litter and vegetation	2.92	3.08	2.98	3.00	3.08	2.86	2.94	3.02	2.86
Areas around platforms free from litter/unwanted vegetation	3.02	3.24	3.11	3.11	3.09	3.10	3.19	3.01	3.13
Flower beds/vegetation	2.72	2.85	2.82	2.67	2.79	2.81	2.86	2.73	2.95
Overall	3.07	3.15	3.15	3.04	3.12	3.07	3.06	3.12	3.26
10. Safety and Security									
Number of visible staff in the daytime	3.01	3.10	3.03	3.11	3.02	3.02	2.86	2.88	2.84
Number of visible staff after dark	2.36	2.41	2.39	2.37	2.41	2.37	2.30	2.20	2.18
Level of CCTV provision	2.92	2.81	2.86	2.81	2.87	2.78	2.87	2.85	2.93
Station lighting	3.25	3.21	3.19	3.19	3.23	3.20	3.30	3.28	3.22
Provision of Help Points	2.98	2.90	2.84	2.96	3.00	2.80	3.06	2.86	2.90
Location of Help Points	2.99	2.89	2.82	2.93	3.00	2.83	3.06	2.86	2.86
Overall	2.93	2.90	2.86	2.90	2.93	2.85	2.91	2.85	2.85

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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3.3.14

Satisfaction by mode of transport used to get to and from the station

When looking at respondents' mode of travel to or from the station and the facilities which relate to that mode of travel, it can be seen from **Tables 3.13-3.17** that respondents are generally satisfied with the facilities available for that mode. Of the different modes, cyclists and car users are the least happy with the facilities available to them.

Table 3.13 – Modal Satisfaction Scores – Car

Facility (Scores out of 5, where 1 = very satisfied and 5 = very dissatisfied)	Car parked at/near (Base 225)	Car - dropped off (Base 222)	Car share/pool (Base 4)
1. Car parking at the station			
The number of spaces	3.11	2.71	2.33
Car park security	3.20	2.82	2.50
Overall	3.15	2.76	2.40
3. Ease of drop off by car:			
Secure and well-lit waiting area	3.13	3.09	3.00
Protection from the weather	2.52	2.51	2.00
Waiting area for cars picking up/drop off	2.61	2.56	2.75
Overall	2.75	2.72	2.58

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.14 - Modal Satisfaction Scores - Bicycle

Facility (Scores out of 5, where 1 = very satisfied and 5= very dissatisfied)	Bicycle (Base 24)
2. Bicycle Parking facilities	
The number of cycle parking facilities	2.41
The security of the cycle parking facilities	2.71
Cycle routes to and from the station	2.80
Protection from the weather	2.74
Overall	2.67

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.15 – Modal Satisfaction Scores – Bus/coach

Facility (Scores out of 5, where 1 = very satisfied and 5= very dissatisfied)	Bus/Coach (Base 247)
4. Public Transport Availability	
Frequency of local buses serving the station	3.39
Information on the services available	3.39
Ease of getting to the bus stop	3.93
Overall	3.52

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.16 – Modal Satisfaction Scores - Taxi

Facility (Scores out of 5, where 1 = very satisfied and 5= very dissatisfied)	Taxi (Base 58)
5. Availability of Taxis	
Signage	3.77
Queuing arrangements	3.65
Overall	3.60

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Table 3.17 – Modal Satisfaction Scores - Walk

Facility (Scores out of 5, where 1 = very satisfied and 5= very dissatisfied)	Walk (Base 1180)
6. Ease of access on foot to station entrance:	
Lighting	3.63
Signage	3.60
Safe walking route	3.48
Overall	3.47

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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3.4

Overall Station Satisfaction

Table 3.18 – Overall Station Satisfaction

	Overall	Balham	Bodorgan	Camarthen	Chester	Crystal Palace	East Grinstead	Finsbury Park	Gipsy Hill	Halifax	Hatfield	Hersham	Horsham
Overall Satisfaction Score out of 10 (1=Very unsatisfied and 10=Very satisfied)	5.35	5.87	3	6.49	6.07	5.59	5.96	5.69	5.45	4.01	5.41	4.84	6.55
	Llanfair pg	Norwood Junction	Peckham Rye	Penzance	QRP	Rhosneigr	Selhurst	STJ	Smitham	Streatham Hill	Ty Croes	Uckfield	Valley
Overall Satisfaction Score out of 10 (1=Very unsatisfied and 10=Very satisfied)	5.89	5.9	5.13	6.76	4.25	6.33	5.07	3.57	5.59	4.16	6.5	3.65	5

Key

	Dissatisfied (1.00-2.3349)		Neither Satisfied nor Dissatisfied (2.335-3.669)		Satisfied (3.67-5.0)
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Respondents were asked to rate their overall satisfaction with the station at which they were given the questionnaire on a scale of one to ten, where ten is very satisfied. **Table 3.18** reveals that overall respondents were neither satisfied or dissatisfied with the stations they were given the questionnaires at, the overall mean score being 5.35.

However, the following stations all have a mean score lower than the all station average, highlighting lower satisfaction amongst respondents:

- Bodorgan (3.00)
- Severn Tunnel Junction (3.57)
- Uckfield (3.65)
- Halifax (4.01)
- Streatham Hill (4.16)
- Queens Road Peckham (4.25)
- Hersham (4.84)
- Valley (5.00)
- Selhurst (5.07)
- Peckham Rye (5.13)

It is important to note that at the following five stations there were fewer than 10 respondents at each station so the scores are less likely to be representative of all passengers at these stations.

- Bodorgan
- Llanfair pg
- Rhosneigr
- Ty Croes
- Valley

Excluding the Anglesey stations (Bodorgan, Llanfair pg, Rhosneigr, Ty Croes and Valley) due to the low sample size, respondents at Severn Tunnel Junction (3.57), and Uckfield (3.65) gave the lowest satisfaction scores. Respondents at Penzance (6.76), Horsham (6.55) and Carmarthen (6.49) gave the highest. There is no clear pattern between the mean scores for individual facilities and the overall station satisfaction scores, i.e. satisfaction with one facility does not seem to have a consistent influence on the overall scores. That said, at a limited number of stations where respondents were dissatisfied with the availability and condition of the toilets, overall satisfaction scores were lower. Nevertheless those stations with consistent high or average satisfaction scores across all facilities, receive a higher satisfaction score overall.

3.5 State of the Station

Respondents were asked to say whether they thought the station had got worse, better or stayed the same over the past year. When looking at the data overall, the largest proportion of respondents felt that stations had stayed the same (42.7%³⁰). When combining ‘a lot better’, ‘slightly better’ and ‘better’, 39.7% of respondents felt their stations had improved over the last year. The remaining 17.7% felt their station had either got ‘a lot worse’ or ‘slightly worse’ over the last year. **Table 3.19** below shows which stations respondents perceive to have improved, stayed the same or got worse over the past year. Respondents from Balham, Chester, Crystal Palace, Finsbury Park, Hatfield, Norwood Junction, Peckham Rye and Smitham felt these stations had improved over the last year; the overall satisfaction scores for these stations (**Table 3.18**) reflect this.

Table 3.19 – Stations Improved (✓), Stayed the Same (-) or Worse (✗) Over the Last Year

Station	Rating	Stations Improved	Stayed the Same	Stations Worse
Balham	✓	59.0	29.9	11.2
Bodorgan	-		100.0	
Carmarthen	-	34.2	56.2	9.6
Chester	✓	81.7	11.7	6.7
Crystal Palace	✓	50.0	32.4	17.6
East Grinstead	-	26.8	66.1	7.1
Finsbury Park	✓	45.0	41.3	13.8
Gipsy Hill	-	32.6	52.6	14.7
Halifax	✗	10.9	43.5	45.7
Hatfield	✓	69.3	21.3	9.3
Hersham	-	30.4	45.2	24.3
Horsham	-	42.3	49.6	8.1
Llanfair	-	12.5	75.0	12.5
Norwood Junction	✓	60.6	28.8	10.6
Peckham Rye	✓	57.6	31.5	10.9
Penzance	-	24.2	70.3	5.5

³⁰ N = 2037

Table 3.19 – Stations Improved (✓), Stayed the Same (-) or Worse (✗) Over the Last Year (continued)

Station	Rating	Stations Improved	Stayed the Same	Stations Worse
Queens Rd Peckham	-	37.8	44.1	18.0
Rhosneigr	✓/-*	42.9	42.9	14.3
Selhurst	-	29.4	60.0	10.6
Severn Tunnel Jcn	-	33.3	58.3	8.3
Smitham	✓	59.4	33.3	7.2
Streatham Hill	✗	20.5	21.4	58.0
Ty Croes	-		100.0	
Uckfield	-/✗**	10.0	45.0	45.0
Valley	-		100.0	

* the station has been given both a positive and average rating due to the same proportion of respondents mentioning the station has improved and the station has stayed the same.

** the station has been given both a negative and average rating due to the same proportion of respondents mentioning the station has got worse and the station has stayed the same.

Amongst those who felt that the station where they filled in the questionnaire had got better, the main improvements noticed included:

- The station was generally smarter/cleaner/tidier (noticed by 108 respondents)
- The staff are great/more available (noticed by 72 respondents)
- The station has been painted (noticed by 63 respondents)
- Visual information screens have been replaced/improved (noticed by 49 respondents)
- A lift has been installed (noticed by 47 respondents)
- The station has been done up/improvements made (noticed by 45 respondents)
- New ticket machines have been installed (noticed by 44 respondents).

Examples

- The main improvements noticed by respondents at Balham were a new lift and the fact that the station had been painted
- At Chester the main improvements noted were that the station had been refurbished, had a new ticket office and that a new café had been provided
- At Crystal Palace respondents reported that the broken information screens had been replaced along with ticket barriers
- Respondents felt that Finsbury Park had been tidied up
- At Hatfield respondents had noticed ticket barriers, a general refurbishment and the introduction of new ticket machines
- Ticket barriers were also noticed by respondents at Norwood Junction along with more/better staff

- At Peckham Rye respondents reported that the station had been painted and repairs made to the stairs/corridors
- At Smitham a general smartening up and a new lift were reported.

Amongst those who felt that the station where they filled in the questionnaire had got worse, the main problems noticed included:

- the station is run-down/deteriorated (noticed by 64 respondents)
- the station has become dirtier (noticed by 52 respondents)
- there is no information on the building work/you can see the building work (noticed by 48 respondents)
- more staff are needed (noticed by 29 respondents)
- the ticket office is inconveniently situated and it is difficult to see the information boards (each noticed by 20 respondents).

Respondents at Halifax reported that there is no information on building work/that they can see building work, that the station is dirty and that it is very run down. Respondents at Streatham Hill reported that the station was very run down. At Uckfield the ticket office was felt to be inconveniently sited and availability of tickets was unsatisfactory.

3.6 Noticeable improvements

When asked whether they had noticed any improvement to the station over the past year, two-fifths of respondents (40.3%³¹) said that they had. The main improvements included:

- painted station (15.6%³²),
- cleaner/tidier station (14.8%)
- more staff/security staff (11.7%),
- a lift (9.2%),
- improvements to screens/displays/announcements (7.4%)
- ticket barriers/gates (6.8%) and outside entrance been redone (6.1%)

More than half of respondents had noticed improvements at Balham (61%), Chester (81%), Crystal Palace (57%), Hatfield (69%), Norwood Junction (63%), Peckham Rye (61%) and Smitham (59%); the same stations at which the majority of respondents reported that the stations had got better in the past year. The improvements noticed are typically the same as those given in response to whether the station has got better or worse over the past year.

When comparing whether respondents had noticed any improvements with whether they felt the station had got better or worse over the past year, those noticing improvements tended to feel the station had got better over the past

³¹ N = 1940

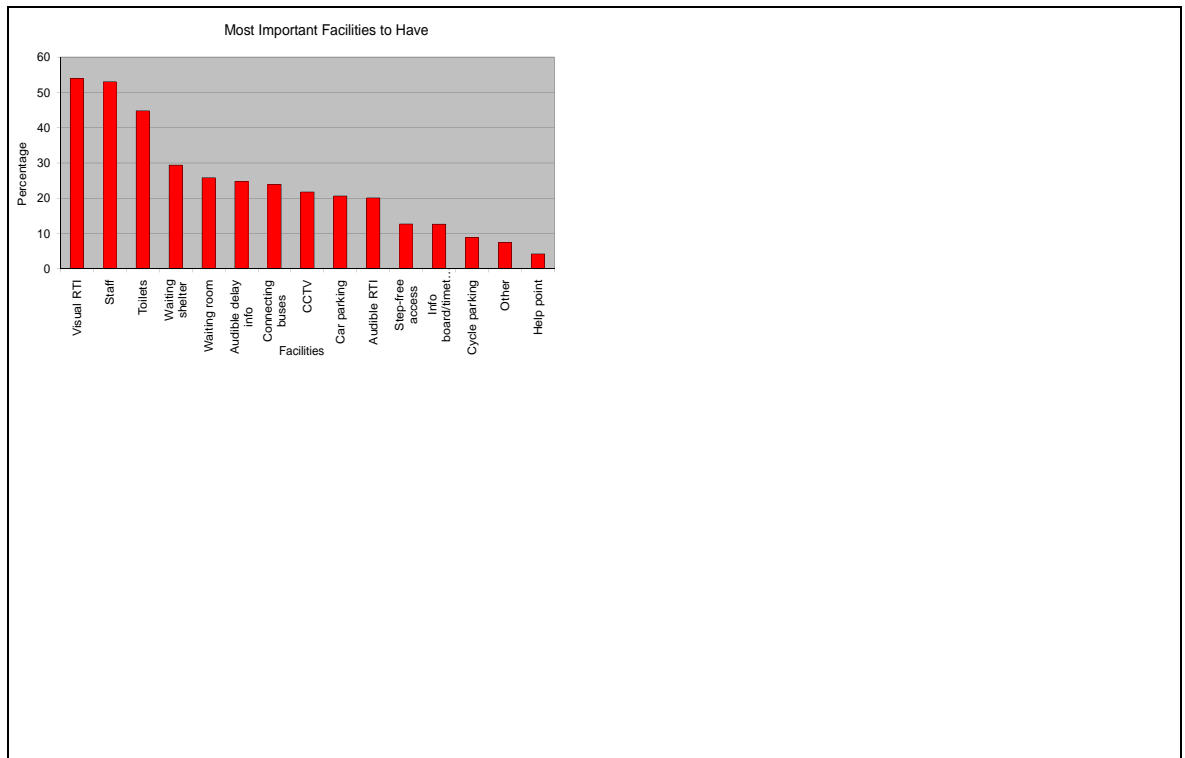
³² N = 784

year (78.4%³³). Of those noticing improvements only 8.1% felt the station had got worse over the past year; the main reasons given were building works and lack of information about them, staff presence and availability and ticket machines. Of those respondents that had not identified any specific improvements, 12.4%³⁴ felt the station had got better over the past year.

In the main, those stations which have seen improvements over the past year score towards the top end of neither satisfied nor dissatisfied in terms of overall station satisfaction.

3.7 Important Station Facilities

Figure 3.5



NB. RTI = Real Time Information

Respondents were asked to select from a list up to four facilities they feel it is important for their station to have. It can be seen from **Figure 3.5** that 'clear visual information as to when trains will arrive', staff at the station and toilets were deemed to be the most important facilities to have at a train station and were chosen by 53.9%³⁵, 53.0% and 44.8% respondents respectively. The main 'other' facilities deemed important included lifts, chosen by 37 respondents, and café/refreshments on the station platform, chosen by 23 respondents. Improved access to the station platforms (chosen by 11 respondents) and a ticket office/better opening hours for the ticket office (chosen by 10 respondents) were also felt to be important station facilities.

It can be seen from **Figure 3.6** that males and females attach similar importance to facilities. However, **Figure 3.6** shows that more males than females wanted car parking, cycle parking, toilets and an information board with

³³ N = 768

³⁴ N = 1128

³⁵ N = 2214

a printed timetable, whilst more females than males wanted connecting buses, step-free access from the station platform to the train, a waiting shelter, staff, audible announcements on arrival and departure times and CCTV.

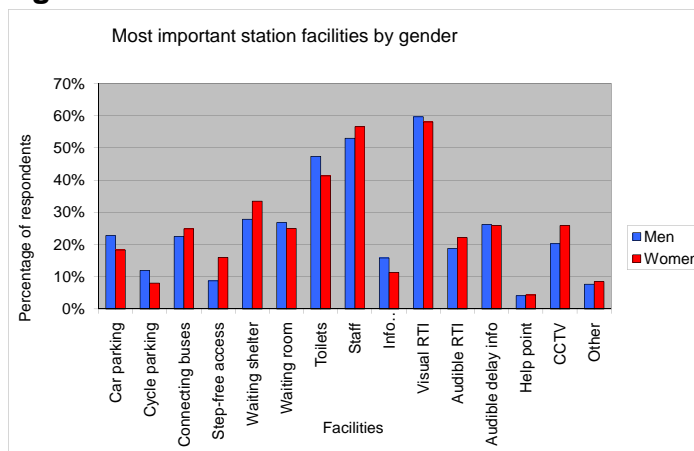
The 'other' facilities deemed most important amongst males included:

- Lifts
- Café/refreshments on the platform (chosen by six respondents)
- Easy access to the entrances and exits (chosen by five respondents).

The most important 'other' facilities amongst females included:

- Lifts
- Café/refreshments on platforms
- Improved access to platforms

Figure 3.6



NB. RTI = Real Time Information

Table 3.20 shows the top three important station facilities by age. The three most important facilities by each age group were toilets, staff at the station and 'clear visual information as to when trains will actually arrive'. The only exception to this is the small group of respondents over the age of 81. Furthermore, it can be seen that 'clear visual information as to when trains will arrive' is considered to be the most important facility by the under 60's, whilst toilets are considered the most important facility by the over 60's.

Looking at the 'Other' facilities that were felt important to have at stations by the different age groups lifts, refreshment facilities and ticket machines featured frequently.

- 16-25 year olds - considered the most important 'other' facilities to be a café/refreshment facilities on the platform, and lifts
- 26-34 year olds - deemed lifts to be the most important 'Other' facility and easy access to the entrance and exit.

- 35-44 year olds – felt the most important ‘other’ facilities were lifts and café/refreshment facilities on the platform
- 45-54 year olds - considered lifts and a café/refreshment facilities on the platform to be the most important ‘other’ facilities
- 55-59 year olds - lifts (chosen by three respondents) and more ticket machines (chosen by two respondents) were deemed the most important ‘other’ facilities amongst 55-59 year olds.
- 60-64 year olds – considered Café/Refreshments on the platform and a lift to be the most important ‘other’ facilities
- 65-69 year olds – felt a ticket office/improved ticket office opening hours was the most important ‘other’ facility
- 70-80 year olds – felt the most important ‘other’ facilities were improved access to platforms, a cleaner appearance and lifts

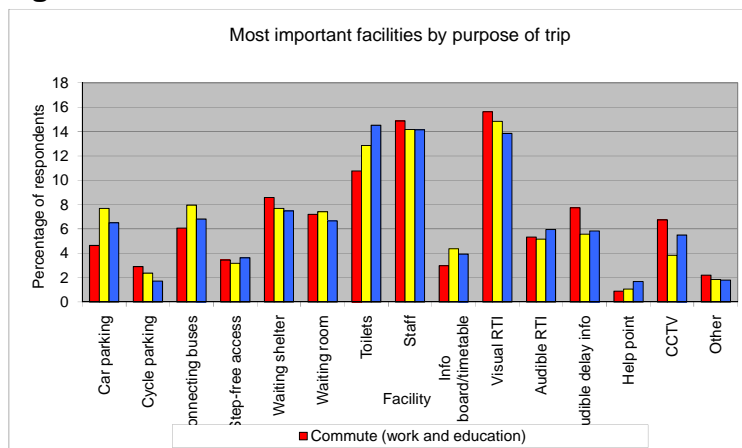
Some caution should be exercised when looking at the ‘other facilities’ selected by the different age groups as only a small sample named the ‘other facility’ they felt to be most important. For most facilities this was 10 respondents or less.

Table 3.20 – Top three most important facilities by age

Age	Rank	Facility	% Respondents
16-25			
	1 st	Clear visual information as to when trains will actually arrive	56.5
	2 nd	Staff at the station	52.8
	3 rd	Toilets	43.5
26-34			
	1 st	Clear visual information as to when trains will actually arrive	57.2
	2 nd	Staff at the station	56.1
	3 rd	Toilets	38.5
35-44			
	1 st	Clear visual information as to when trains will actually arrive	58.6
	2 nd	Staff at the station	56.1
	3 rd	Toilets	44.2
45-54			
	1 st	Clear visual information as to when trains will actually arrive	60.0
	2 nd	Staff at the station	59.4
	3 rd	Toilets	53.8
55-59			
	1 st	Clear visual information as to when trains will actually arrive	55.3
	2 nd	Staff at the station	51.8
	3 rd	Toilets	50.9

60-64			
	1 st	Toilets	61.8
	2 nd	Staff at the station	58.8
	3 rd	Clear visual information as to when trains will actually arrive	45.1
65-69			
	1 st	Toilets	62.5
	2 nd	Clear visual information as to when trains will actually arrive	51.6
	3 rd	Staff at the station	42.2
70-80			
	1 st	Toilets	70.0
	2 nd	Staff at the station	46.7
	3 rd	Clear visual information as to when trains will actually arrive	36.7
81+			
	1 st	Convenient connecting buses	75.0
	=2 nd	Toilets	50.0
		Clear visual information as to when trains will actually arrive	50.0
		Audible announcements on arrival and departure times	50.0
		Audible announcements about delays	50.0

Figure 3.7



NB. RTI = Real Time Information

It can be seen from **Figure 3.7** that the station facilities deemed most important do not vary much by trip purpose.

Commuters and those on business ranked visual information first, followed by staff and toilets; leisure travellers reversed the three options.

There were some slight differences in facility importance with respect to trip purpose.

- Audible announcements about delays and CCTV were more important to commuters than business or leisure users
- Business respondents placed more importance on car parks than commuters and leisure users and CCTV is less important to this group
- Leisure users placed more importance on connecting buses than commuters or business users

In terms of the importance of 'other' facilities there was no variation between trip purpose, as all three groups reported lifts to be the most important 'other' facility.

It can be seen from **Table 3.21** that the station facilities identified as being most important to respondents, varies according to the mode of transport they used to travel to and from the station. **Table 3.21** shows that car parking was deemed to be the most important station facility amongst those who travelled by car and parked at or near the station. For those that car pooled, were dropped off by car, walked or cycled, clear visual information on train arrival times was considered the most important station facility. Car pool respondents also indicated having staff at the station was important. Convenient connecting buses was felt to be the most important station facility amongst bus/coach users, whilst 'clear visual information as to when trains will actually arrive' was felt to be most important facility amongst both cyclists and walkers.

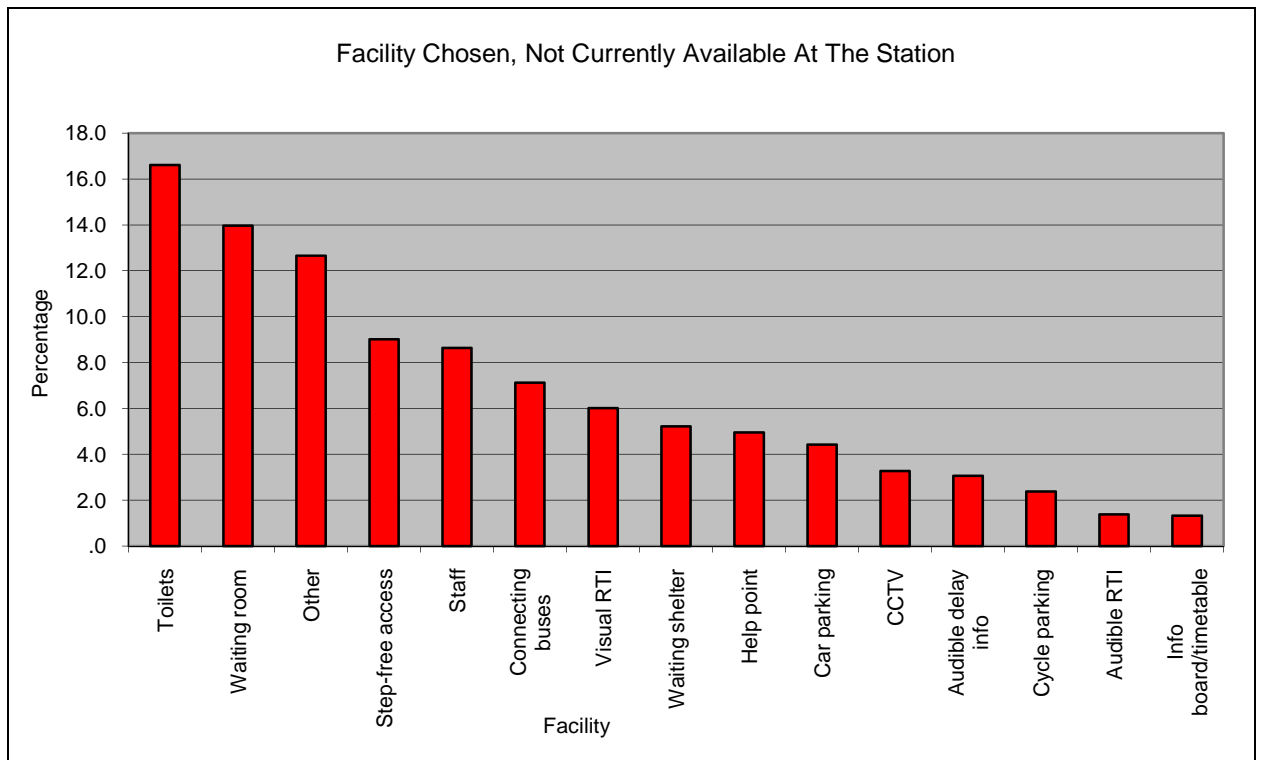
Unsurprisingly, those that travelled by car (parked at or near the station 64.3% and car dropped-off at the station 47.7%) found car parking facilities more important than users of other modes of transport. Similarly cycle parking facilities were deemed to be more important by cyclists (66.7%) than those respondents using other modes of transport to get to and from the station. Convenient connecting buses were more important to those that travelled to the station by bus/coach (56.1%) than to other transport users. Those who walked to the station were more likely to find audible delay information (31.2%) and 'other' facilities (9.7%) important than were respondents who used other forms of transport to travel to the station.

Table 3.21 - Three most important facilities by mode of transport

Mode of Transport	Rank	Facility	% Respondents
Car (parked)			
	1 st	Car parking	64.3
	2 nd	Staff at the station	54.3
	3 rd	Clear visual information as to when trains will arrive	51.1
Car (dropped off)			
	1 st	Clear visual information as to when trains will arrive	56.1
	2 nd	Toilets	50.5
	3 rd	Staff at the station	50.0
Car share/pool			
	=1 st	Staff at the station Clear visual information as to when trains will arrive	50.0 50.0
	=2 nd	Car parking Convenient connecting buses Step-free access from the station platform to the train Waiting shelter Waiting room Toilets Information board showing printed timetable CCTV	25.0 25.0 25.0 25.0 25.0 25.0 25.0 25.0
Bus/coach			
	1 st	Convenient connecting buses	56.1
	2 nd	Toilets	51.1
	3 rd	Staff at the station	50.6
Cycle			
	1 st	Clear visual information as to when trains will arrive	70.8
	2 nd	Cycle parking	66.7
	3 rd	Staff at the station CCTV	29.2 29.2
Walk			
	1 st	Clear visual information as to when trains will arrive	60.3
	2 nd	Staff at the station	57.7
	=3 rd	Toilets	43.3

Most Important New Facility

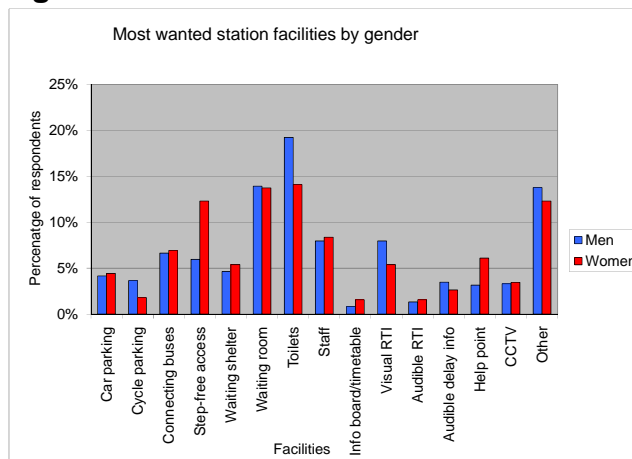
Figure 3.8



NB. RTI = Real Time Information

Respondents were asked to choose from a given list which single new facility not currently available at their station they would like to see introduced. **Figure 3.8** shows that of the facilities not currently available, the most desired station facilities were toilets (16.6%), waiting rooms (14.0 %) and 'other' (12.7%). The most popular new 'other' facility wanted amongst respondents questioned was lift/escalators, which was requested by 54 respondents.

Figure 3.9



It can be seen from **Figure 3.9** that although the top three selections made by men and women, for desired new facilities, remain the same as all respondents combined, the emphasis placed on their selections differs slightly. Specifically:

- twice as many women (12.3%³⁶) than men (6.0%³⁷) would choose step-free access from the station platform to the train
- more men (19.2%) than women (14.1%) would choose toilets
- more men (8.0%) than women (5.4%) would choose 'clear visual information as to when trains will actually arrive
- twice as many women (6.1%) than men (3.2%) would choose an interactive help point.

The most common 'other' facilities referred to by both males and females were lifts/escalators.

It can be seen from **Table 3.22** that a waiting room and toilets featured in the top 3 most requested new facilities by every age group (with the exception of those aged 70-80). 'Other' facilities were also found to be popular, the most common of which (referred to by eight of the nine age categories) was a lift/escalator. Station staff, interactive help points, step free access and convenient connecting buses were also requested by individual age groups.

Looking at the 25 stations, whilst respondents were keen for toilets and waiting rooms to be installed at most stations, connecting buses were the most

³⁶ N=603

³⁷ N=837

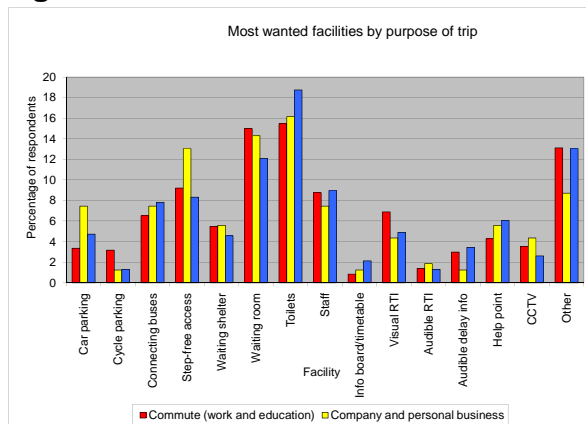
requested new facility at Bodorgan, Camarthen and East Grinstead. Clear visual information as to when trains arrive topped the list of desired new facilities at Llanfair pg, Rhosneigr, Severn Tunnel Junction and Valley. Lifts/escalators were the most desired new facility at Crystal Palace, Finsbury Park and Horsham; and step-free access at Hatfield.

Table 3.22 - Top three new station facilities, requested by age group

Age	Rank	Facility	% Respondents
16-25			
	1 st	Toilets	15.1
	2 nd	Waiting room	14.8
	3 rd	Other	11.8
26-34			
	1 st	Other	16.3
	2 nd	Toilets	15.9
	3 rd	Waiting room	12.9
35-44			
	1 st	Toilets	15.9
	2 nd	Waiting room	13.1
	3 rd	Other	12.5
45-54			
	1 st	Toilets	16.5
	2 nd	Staff	11.8
	3 rd	Waiting room	11.4
55-59			
	1 st	Toilets	20.4
	2 nd	Other	14.6
	3 rd	Waiting room	11.7
60-64			
	1 st	Toilets	25.5%
	2 nd	Waiting room	17.0%
	=3 rd	Help point	9.6
		Other	9.6
65-69			
	1 st	Toilets	20.8
	2 nd	Convenient connecting buses	12.5
	3 rd	Waiting room	12.5
70-80			
	1 st	Waiting room	25.5
	2 nd	Step-free access from the station platform to the train	16.4
	3 rd	Other	12.7

81+			
	1 st	Toilets	50.0
	=2 nd	Waiting shelter	25.0
		Audible announcements about delays	25.0

Figure 3.10



NB. RTI = Real Time Information

Toilets and waiting rooms are clearly the most desired new facility across all age groups. **Figure 3.10** reveals a similar picture when looking at the preferences for new station facilities by journey purpose. A waiting room was chosen by 15%³⁸ of commuters, 19.8%³⁹ of those on business and 11.5%⁴⁰ of leisure users. Toilets were the most wanted facility for commuters (15.5%) and leisure users (19.5%) although they were less important to business travellers (9.4%). ‘Other’ facilities were popular amongst commuters (chosen by 13.1%) and leisure users (chosen by 12.9%) The main ‘other’ facilities requested by all three user groups were lifts/escalators.

It can be seen from **Table 3.23** that the new facilities wanted, but not currently available at the stations, varies according to the mode of transport used by the respondent to get to the station. **Table 3.23** shows that a waiting room was the most wanted new facility amongst those who drove and parked at or near the station as well as amongst those who were dropped off by car at the station. Toilets were the most wanted new facility amongst bus/coach users and those who walked to the station, whilst convenient connecting buses were the most

³⁸ N=1074

³⁹ N=96

⁴⁰ N=678

* This is a small sample size

popular new facility amongst car sharers and 'other' new facilities the most popular amongst cyclists. 'Other' facilities popular amongst cyclists included: internet access*; more security/CCTV*; a cleaner/tidier station appearance*; and a shop*.

Amongst 'other' facilities lifts/escalators were the most popular with bus/coach users, car users parking at the station and walkers.

As you might expect, requests for some new facilities were more prominent amongst particular groups of transport users than others. In particular:

- Cyclist - 8.7% chose cycle parking
- Car drivers - 7.1% chose car parking, 6.1% chose staff at station, and 3.1% chose CCTV
- Bus Users - 10.3% chose convenient connecting buses.

Table 3.23 - Three most wanted facilities by mode of transport

Mode of Transport	Rank	Facility	% Respondents
Car (parked)			
	1 st	Waiting room	14.3
	2 nd	Clear visual information as to when trains will arrive	13.3
	3 rd	Other	10.7
Car (dropped off)			
	1 st	Waiting room	14.4
	2 nd	Toilets	12.3
	=3 rd	Convenient connecting buses Other	11.2
Car share/pool			
	1 st	Connecting buses*	100.0
Bus/coach			
	1 st	Toilets	19.7
	2 nd	Waiting room	15.8
	3 rd	Convenient connecting buses	10.3
Cycle			
	1 st	Other	17.4
	=2 nd	Step-free access from the station platform to the train Waiting room Staff at the station	13.0
Walk			
	1 st	Toilets	17.6
	2 nd	Other	14.1
	=3 rd	Waiting room	13.0

3.9

Ranking Top Three Facilities in Need of Improvement

Respondents were asked to rank, from a given list, the top three station facilities in need of most improvement at the station they were given the questionnaire, and to explain why they had selected each facility. **Figure 3.11** illustrates the rankings of the desired improvements. Overall, 'toilets' are perceived to be most in need of improvement as they came top as the first, second and third priority of all those respondents who ranked a facility; they also came top of all rankings combined (37%)⁴¹. Improving 'waiting rooms' ranked second overall (30%) and in first, second and third place. Whilst 'visual information on arrivals' and 'waiting shelters' ranked joint third for first choice improvements; overall, in terms of the combined rankings, improving 'visual information on arrivals' ranked third (25%) and 'waiting shelters' fourth (24%).

The top three comments relating to respondents rankings of each facility are highlighted in **Table 3.24**. The main concern with toilets is the lack of them or that the existing facilities are unpleasant. Respondents also indicated that there was a lack of waiting rooms and those that were there were often inadequate. Comments relating to shelters and waiting rooms may be more prevalent due to the time of year in which the surveys were undertaken. Respondents also indicated that there should be clear information provided to show whether trains are on time or not.

Priorities for improvement, for different types of respondent

In the main, toilets and waiting rooms are seen as a priority for improvement for both genders, all age groups and by journey purpose.

- Both males (13.6%) and females (12.1%) ranked toilets as the highest priority for improvement
- When all ranks were combined, all age groups placed toilets as the top priority for improvement
- Both those who travelled more than weekly and those that travelled less frequently considered toilets the top priority for improvement.
- Commuters and leisure users, also ranked toilets highest priority for improvement overall.

Overall users of different modes ranked toilets as the highest priority, with their second and third choice priorities split between toilets, waiting rooms and mode specific options. The only exception were those who travel by car and park at or near the station as they want to see improvements to car parking facilities given priority. These respondents ranked car parking highest in first place; toilets and waiting rooms were second and third priorities for improvement.

Overall, when all rankings were combined, those who travelled to/from the station by bus/coach believed waiting rooms were the main priority for improvement. Waiting rooms ranked highest in both second and third place but 'convenient connecting buses' was ranked highest in first place.

⁴¹ N = 1788

* This is a very small sample

Those who cycle to or from the station attached the greatest priority to improving bicycle parking - both when all ranks are added together and in first place. In the second place rankings cyclists felt 'convenient connecting buses' was in most need of improvements, whilst toilets came top of the third place rankings.

With few exceptions, respondent priorities for improved station facilities at the individual stations reflect those of the overall priorities, when all respondents' views are combined. Toilets and waiting shelters/rooms are deemed to be the most important priorities for improvement. However, improvements to waiting shelters is ranked highest overall when all ranks are added together at Queens Road Peckham and Uckfield. Clear, visual information as to when trains will actually arrive, ranked highest overall at Severn Tunnel Junction.

Figure 3.11 – Top Three Facilities Ranked In Need of Improvement

Improvements Desired, Rankings (base 1788)

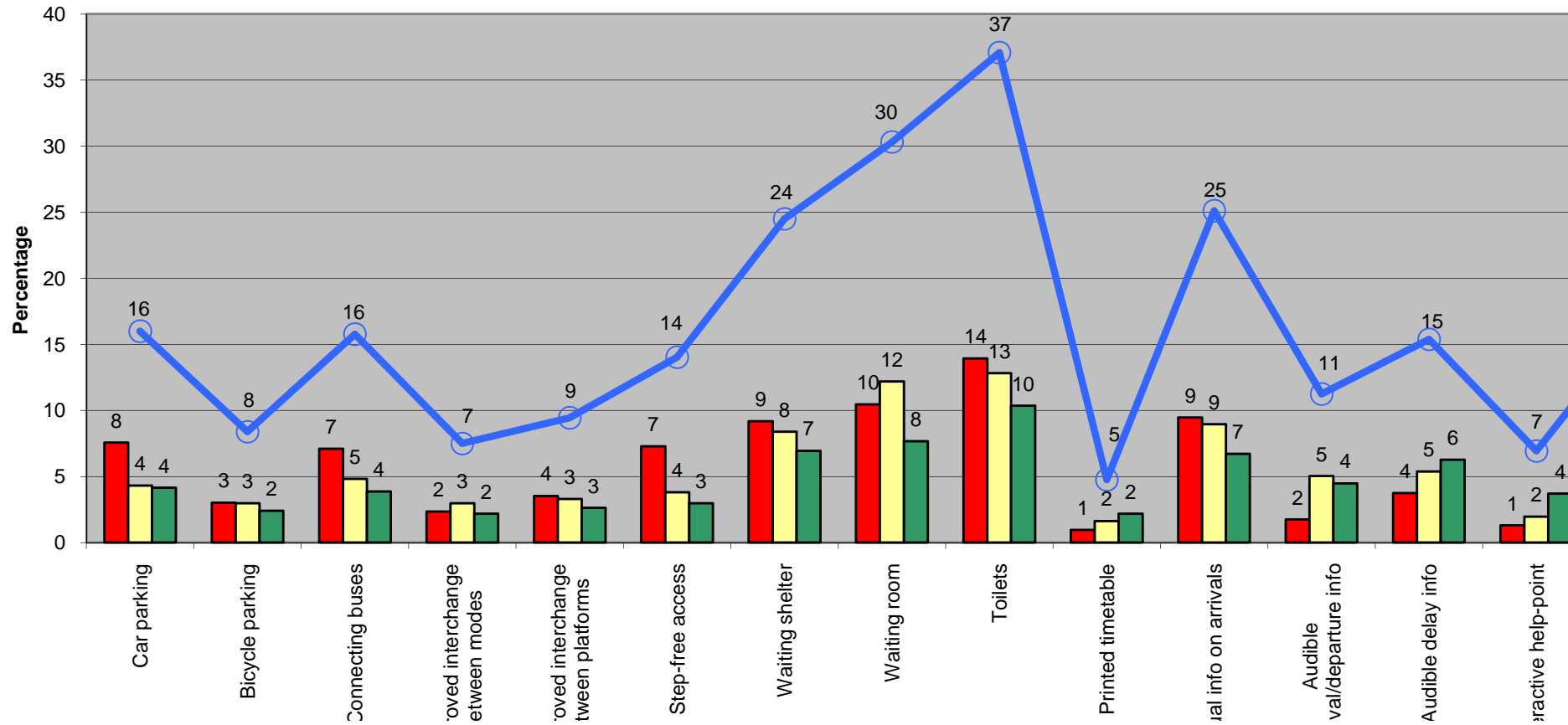


Table 3.24 – Reasons for improving station facilities - top three comments made by respondents

Facilities	Comments	Percentage of respondents
Car parking (base 154)	Insufficient parking	59.1%
	Cost of parking/very expensive	16.2%
	General improvements to drop off and waiting areas in the car park	6.5%
Bicycle parking (base 85)	Bike racks need to be more secure/in a better position	37.6%
	Need more bike racks	28.2%
	No bike facilities	18.8%
Convenient connecting buses (base 132)	Reduce fares	75.0%
	Would like bus to stop nearer station	9.8%
	Improve public transport integration	7.6%
Improved interchange facilities for connecting modes of transport (base 58)	Shelter needs to be open more	24.1%
	No step free access	19.0%
	Not enough buses/more reliable buses	9.1%
Improved interchange between platforms (base 89)	Needs to have better security	13.5%
	Very narrow footbridge	12.4%
	Step free access for pushchairs/wheelchairs is poor	11.2%
Step free access from the station platform to the train (base 135)	Step free access for pushchairs/wheelchairs is poor	30.4%
	No step free access	15.6%
	Could do with a park and ride	7.4%
Waiting shelter (base 235)	Waiting shelter because its cold/raining	28.5%
	Very limited/need more shelter	27.2%
	Shelter not big enough	14.0%
Waiting room (base 263)	Waiting shelter because its cold/raining	27.4%
	Need a waiting room/shelter	23.2%
	Shelter needs to be more spacious	11.0%
Toilets (base 267)	There are currently no toilets	40.8%
	Toilets are odorous/unpleasant/too small/could do with a refurbishment	21.7%
	Turnstiles	10.5%

Table 3.24 – Top three comments for each facility (continued)

Facilities	Comments	Percentage of respondents
Information board showing printed timetable (base 25)	Clear visual information needs to be available to show if trains are on time	48.0%
	Information board with platform information	24.0%
	More/bigger information boards	12.0%
Clear, visual information as to when trains will actually arrive (base 233)	Clear visual information needs to be available to show if trains are on time	36.9%
	More/bigger information boards	23.2%
	More information boards that work	15.0%
Audible announcements on arrival and departure times (base 70)	Trouble hearing the announcements/can be muffled/can't understand	40.0%
	Clear visual information needs to be available to show if trains are on time	24.3%
	Announcements are lacking	10.0%
Audible announcements about delays (base 111)	Trouble hearing the announcements/can be muffled/can't understand	22.5%
	Delays need to be shared	20.7%
	Announcements are lacking	19.8%
An interactive help point (base 0)	No comments	-
Security cameras (CCTV) (base 141)	Need more CCTV cameras/security	60.3%
	Never feel safe	18.4%
Other improvements that should be made (base 568)	More staff	16.0%
	Modernisation/clean up in general	8.5%
	A proper ticket office	5.3%

4 Summary

4.1 Sample

A total of 2214 questionnaires were returned by 16th January 2009. Over 100 questionnaires were returned for most of the larger stations. At the five Anglesey stations, the low number of responses reflected the low patronage of the station; however a 100% response rate was achieved at those stations. Interviewers received questionnaires from all adults using these stations during their shifts.

Almost half of the sample (48%)⁴² were under 35 years of age, 58%⁴³ were female, 52%⁴⁴ used the station to commute either to work or education; daily commute was the main reason for using the majority of stations. The most frequently used ticket type was a standard class season ticket, though anytime and off-peak singles/returns were also popular. Use of Oyster cards was common at the London stations. Sixty nine percent of respondents⁴⁵ use the train at least weekly so the majority of respondents are familiar with the stations. Most people (82%)⁴⁶ travel alone.

4.2 Existing and Alternative Modes of Travel

Most respondents were arriving at the station (77%)⁴⁷ and most (59%)⁴⁸ of those had walked there; this being true for the majority of stations. Of those travelling to the station:

- 12% had travelled by bus/coach
- 12% had been dropped off
- 10% had driven

The mode choice of respondents leaving the stations was similar to those arriving.

Thirty percent of respondents⁴⁹ indicated that there was an alternative mode of transport that they would like to use to get to the station. Of the 544 respondents who indicated which alternative mode they would like, 35% cited bus/coach, 14% would like to drive, 12% walk and 10% would like to cycle. Of the 77 car users who indicated an alternative mode choice, 56% would like to use the bus, 13% would like to walk and 9% cycle. Of the 79 bus users, 13%

⁴² N = 2035

⁴³ N = 1646

⁴⁴ N = 1158

⁴⁵ N = 2171

⁴⁶ N = 1889

⁴⁷ N = 2205

⁴⁸ N = 1679

⁴⁹ N = 1908

* Out of 10

cited each of the following: over ground train, walking and car as alternative modes. Thirty six percent of the 189 walkers indicated bus as an alternative mode, followed by car (14%).

Overall the most popular additional facilities respondents required, to enable them to use the alternative mode they had indicated, were more frequent bus/coach services and better connection timings between trains and buses. Parking related issues were also cited. Those respondents who would like to use bus/coach as an alternative would like more frequent services, better connections and discounted fares, although the latter was only mentioned at the London stations. Those who would like to walk to/from the station would like improved lighting, whilst those wishing to cycle would like the ability to take their bike on the train and a bus/cycle lane on approach to the station.

4.3 Station Satisfaction

Respondents were asked to rate their current satisfaction with a number of station facilities. Mean scores overall show that respondents are generally either satisfied, or neither satisfied nor dissatisfied with existing station facilities. Typically, satisfaction is highest with ease of access on foot to the station entrance, public transport availability, passenger information and station areas. Satisfaction is highest with direction signs to find your way around the station and lowest with availability of toilets and number of visible staff after dark. In general, there is little difference between commuters, business and leisure travellers mean scores although commuters tend to be less satisfied than leisure or business users. Commuters were the only group to register dissatisfaction with two facilities: availability of toilets and number of visible staff after dark.

When asked to rate their satisfaction with the stations overall, the mean station satisfaction score of 5.35* indicates that respondents are typically neither satisfied nor dissatisfied with the station. Looking at the individual stations and excluding the five Anglesey stations as they have low bases, Severn Tunnel Junction has the lowest satisfaction scores, Penzance has the highest.

There is no clear pattern between the mean satisfaction scores of each of the facilities and the overall satisfaction score for the station. As a rule, those stations where respondents have noticed improvements score 'satisfied' although stations where improvements have not been noticed also score well.

Most station respondents typically felt 'satisfied' or 'neither satisfied nor dissatisfied' about parking and drop off facilities. Leisure travellers are slightly less satisfied with the number of parking spaces than commuters. This is most likely because respondents travelling earlier in the day (e.g. commuters) have taken the available spaces before the leisure travellers arrive at the station. Respondents were generally neither satisfied nor dissatisfied with bicycle parking facilities. The few respondents who would like to cycle to stations currently walk so would not be switching from an unsustainable mode. On the whole, respondents were satisfied with the availability of public transport. Few respondents used taxi's but at those stations which had no taxi provision the satisfaction scores for taxi facilities were, understandably, very poor.

* Out of 10

A large proportion of respondents walk to and from the station and are generally satisfied with pedestrian facilities in the vicinity of the station. Respondents at most stations were satisfied with passenger information services. However, of the facilities in this category, respondents were least satisfied with information on the different types of fares and information on what to do if the ticket office is closed/ticket machines not working. Respondents were largely neither satisfied nor dissatisfied with passenger facilities; however respondents at all but eight stations were dissatisfied with at least one of the passenger facilities. Satisfaction was lowest with the availability and condition of toilets and the availability, security, lighting and heating relating to waiting rooms. Refreshment facilities also scored poorly at some stations.

Respondents are satisfied with the station areas although less so with lifts, escalators and flower beds/vegetation. Overall respondents are satisfied with the number of visible staff in the daytime and station lighting.

In most instances both genders and all age groups are not dissatisfied with the station facilities. Overall women are least satisfied with parking for cars and bicycles, ease of drop off by car, and taxi facilities than men but are more satisfied with the availability of public transport, passenger information and station areas. Whilst there is little difference between the genders relating to passenger facilities, women are less satisfied with the security and lighting of waiting rooms and the condition of toilets. Women are slightly more satisfied than men with the number of visible staff both during the day and at night but less satisfied with the level of CCTV provision and the location and provision of help points.

Those respondents with a disability or long-term illness tended not to be dissatisfied with facilities. The nature of the respondent's disability has little bearing on their satisfaction scores. When comparing the mean scores of respondents with and without disabilities there is very little difference. When looking at respondents' mode of travel to or from the station overall and the facilities which relate to that mode of travel, respondents are generally satisfied with the facilities available for that mode. However cyclists are least happy with the facilities available to them.

4.4 Station Improvements

Respondents felt that some stations had got better over the past year; the stations and the reasons for this are shown in **Table 4.1**. Respondents were also asked whether they had noticed any improvements to the station in the past year and over half of respondents at the stations in Table 4.1, had noticed the listed improvements.

Table 4.1: Stations Perceived to have improved in the past year

Station	Improvements in last year
Balham	New lift and it had been painted
Chester	Refurbished, new ticket office and a new café
Crystal Palace	Broken information screens replaced and new ticket barriers
Finsbury Park	Tidied up
Hatfield	New ticket barriers, general refurbishment, new ticket machine
Norwood Junction	New ticket barriers and better staff
Peckham Rye	Painted and repaired
Smitham	Smartened up and a new lift

Respondents at Halifax and Streatham Hill felt that these stations had got worse over the last year. Reasons for this including building, lack of information relating to this work and the station being dirty and run down.

4.5 Important Station Facilities

Respondents were asked to select from a list, up to four facilities they feel it is important to have at their station. The top three are:

- Clear visual information as to when trains will arrive – 53.9%
- Staff at the station – 53.0%
- Toilets – 44.8%

Males and females place similar importance on facilities and both selected the above facilities as their top three. These facilities were also the top three selections by age but the order differed amongst the groups. 'Clear visual information as to when trains will arrive' is considered to be the most important facility by the under 60's, whilst toilets are considered the most important facility by the over 60's. Station facilities deemed most important do not vary much by the trip purpose of respondents. Commuters and those on business ranked visual information first, followed by staff and toilets; Leisure travellers reversed the three options.

However, the station facilities deemed to be most important varies by mode of transport used to travel to and from the station. Not surprisingly, those that travelled by car found car parking facilities more important than users of other modes of transport. Cycle parking facilities were deemed to be more important by cyclists and convenient connecting buses were more important to those that travelled to the station by bus/coach than to other transport users.

Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. Of the facilities not currently available at stations, the most desired were:

- Toilets – 16.6%
- A waiting room – 14%
- 'Other'- 12.7%

The most popular new 'other' facility wanted amongst respondents questioned was lift/escalators and was chosen by 54 respondents. Other suggestions included: a café/vending machine on platforms, more ticket machines and a shop. Waiting room and toilets are the top selections by gender, age and journey purpose.

4.6 Top Three Facilities in Need of Improvement

Respondents were asked to rank the top three facilities in need of improvement at the station where they were given their questionnaire and to state why. When all rankings were combined 'toilets' are perceived to be most in need of improvement followed by 'waiting rooms' and 'visual information on arrivals' and 'waiting shelters'.

The main concern with toilets is the lack of them or that the existing facilities are unpleasant. Turnstiles are not favoured at toilets. With regard to waiting rooms and waiting shelters respondents often said that they simply weren't available or that those that were were inadequate. Comments relating to shelters and waiting rooms may be more prevalent due to the time of year in which the surveys were undertaken.

Toilets and waiting rooms rank high in need for improvement for both genders, all age groups, the three different journey purposes and regardless of how frequently the respondents travel. Whilst toilets and waiting rooms were often seen as the priority for improvement, mode specific improvements also featured highly as car drivers' ranked car parking top overall, bus users ranked convenient connecting buses as their first choice priority improvement and cyclists ranked bicycle parking their top priority. Typically the overall rankings at the individual stations mirror those overall, with toilets and waiting shelters/rooms deemed as most important priorities for improvement.

4.7 Common Elements

The common elements which are important to respondents and which they would like to see improved are:

- Toilets
- Waiting rooms
- Clear, visual information as to when trains will actually arrive
- Waiting rooms
- Staff

Appendix A - Questionnaire

National Station Improvement Programme Questionnaire

This survey is being conducted by Faber Maunsell, an independent research agency, on behalf of Passenger Focus, a public body representing the interests of rail passengers in the UK. The purpose of the survey is to establish satisfaction with services provided at this station, and the findings will be used to inform a planned programme of station improvements.

Please help us by taking a few minutes to complete the questionnaire. When completed please hand to one of our survey team or return it by post using the freepost envelope provided. This survey is being carried out in accordance with the Market Research Society Code of Conduct.

Should you have any questions about the survey please contact the survey manager Suki Moreno on 0121 262 6778. We would like to thank you in advance for your co-operation.

Your Journey

	Please write in the name of the station where you were given this questionnaire.

Q2	When you were given this questionnaire, were you...	
	Arriving at the station to start your rail journey	<input type="checkbox"/> ₁
	Leaving the station having completed the rail element of your journey	
	Changing between train	<input type="checkbox"/> ₃ GO TO Q8

Q3	How did you travel to this station?			
	Car parked at or near station	<input type="checkbox"/> ₁ GO TO Q5	Tube	<input type="checkbox"/> ₆ GO TO Q5
	Car – dropped off	<input type="checkbox"/> ₂ GO TO Q5	Taxi	<input type="checkbox"/> ₇ GO TO Q5
	Car share/pool	<input type="checkbox"/> ₃ GO TO Q5	Bicycle	<input type="checkbox"/> ₈ GO TO Q5
	Bus/Coach	<input type="checkbox"/> ₄ GO TO Q5	Motorcycle	<input type="checkbox"/> ₉ GO TO Q5
	Tram/Light Rail (e.g. Docklands Light Railway)	<input type="checkbox"/> ₅ GO TO Q5	On foot/walking	<input type="checkbox"/> ₁₀ GO TO Q5

Q4	How will you travel from this station having completed your rail journey?			
	Car parked at or near station	<input type="checkbox"/> ₁	Tube	<input type="checkbox"/> ₆
	Car – dropped off	<input type="checkbox"/> ₂	Taxi	<input type="checkbox"/> ₇
	Car share/pool	<input type="checkbox"/> ₃	Bicycle	<input type="checkbox"/> ₈
	Bus/Coach	<input type="checkbox"/> ₄	Motorcycle	<input type="checkbox"/> ₉
	Tram/Light Rail (e.g. Docklands Light Railway)	<input type="checkbox"/> ₅	On foot/walking	<input type="checkbox"/> ₁₀

Q5	Is there an alternative method of transport you would like to use to get to and from this station if circumstances were different? Please indicate whether this applies to the outward or inward leg of your journey.		
		Inward	Outward
	Yes	<input type="checkbox"/> ₁	
	No	<input type="checkbox"/> ₂ GO TO Q8	

Q6	Which alternative method of transport would you like to have used if it had been available? Please indicate whether this applies to the outward or inward leg of your journey. Please tick ONLY ONE choice for each direction.		
		Inward	Outward

On foot/walking	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Bicycle (parked at or near station)	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Bicycle (taken onto train)	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Motorbike	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Bus/Coach	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Tram/light Rail	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Underground train	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Overground (National Rail) train	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Taxi	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Car parked at or near station	<input type="checkbox"/> 10	<input type="checkbox"/> 10
Car - dropped off	<input type="checkbox"/> 11	<input type="checkbox"/> 11
Air/sea	<input type="checkbox"/> 12	<input type="checkbox"/> 12
Other (Please write in)	<input type="checkbox"/> 13	<input type="checkbox"/> 13

Q7	Which, if any, of these additional facilities / services would enable you to use this alternative method of transport to get to and from <i>this</i> station? Tick all that apply.		
	Improved lighting on approach to station	<input type="checkbox"/> 1	Discounted fares <input type="checkbox"/> 12
	Improved pavements on approach to station	<input type="checkbox"/> 2	Combined fares with train <input type="checkbox"/> 13
	Bus/cycle lane on approach to station	<input type="checkbox"/> 3	Direct/non stop service <input type="checkbox"/> 14
	More car/motorbike parking space	<input type="checkbox"/> 4	Help with disabilities <input type="checkbox"/> 15
	Secure car/motorbike parking space	<input type="checkbox"/> 5	Better connection timings between trains and buses <input type="checkbox"/> 16
	Cheaper parking	<input type="checkbox"/> 6	Transport available earlier/later <input type="checkbox"/> 17
	Ability to take bicycle onto train	<input type="checkbox"/> 7	Preferred transportation not available <input type="checkbox"/> 18
	More convenient drop off point	<input type="checkbox"/> 8	Better location of bus stop <input type="checkbox"/> 19
	More convenient pick up point	<input type="checkbox"/> 9	None of these <input type="checkbox"/> 20
	More frequent bus/coach service	<input type="checkbox"/> 10	Other (Please write in): <input type="checkbox"/> 21
	Help with luggage	<input type="checkbox"/> 11	

Q8 The following questions ask about current satisfaction with the station facilities where you were handed this questionnaire. Some of the questions may not be relevant and when this is the case please tick the box labelled 'not applicable'.

Q8 How satisfied are you with:		Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
1. Car parking at the station							
The number of spaces		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Car park security		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
2. Bicycle Parking facilities							
The number of cycle parking facilities		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The security of the cycle parking facilities		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Cycle routes to and from the station		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Protection from the weather		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
3. Ease of drop off by car:							
Secure and well-lit waiting area		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Protection from the weather		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Waiting area for cars picking up/drop off		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
4. Public Transport Availability							
Frequency of local buses serving the station		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Information on the services available		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Ease of getting to the bus stop		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Overall		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
5. Availability of Taxis							
Signage		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Queuing arrangements		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Overall		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
6. Ease of access on foot to station entrance:							
Lighting		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Signage		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Safe walking route		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Overall		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
7. Passenger Information Services:							
Direction signs to the station		<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

Q8 cont.	How satisfied are you with:					
	Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
7. Passenger Information Services:						
Direction signs to find your way around the station	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Electronic departure boards	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Visibility of electronic departure boards	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Up to date timetable posters	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Provision of real time information screen displays	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Visibility of real time information screen displays	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Local area information e.g. places of interest, maps, direction to buses	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Audibility of public-address announcements	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Information on where to buy your ticket(s)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Information on the different types of fares	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Information on what to do if the ticket office is closed/ticket machines not working	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
8. Passenger Facilities:						
Appearance of booking office	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Availability of seating on platforms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Availability of shelter on platforms e.g. a canopy	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Condition of shelter on platforms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Availability of waiting rooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Security of waiting rooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Lighting in waiting rooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Heating in waiting rooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Availability of toilets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Condition of toilets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

	Availability of platform seating	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Condition of platform seating	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Q8 cont.	How satisfied are you with:						
		Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
	8. Passenger Facilities:						
	Refreshment facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Retail outlets (newsagents etc.)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Public telephones	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Availability of rubbish bins	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Clocks	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	9. Station Areas						
	Main station entrance/exits	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Other entrance points/walking routes to platforms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Ticket office/sales points	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Platforms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Subways	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Footbridges	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Lifts	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Escalators	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Track bed free from litter and vegetation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Areas around platforms free from litter/unwanted vegetation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Flower beds/vegetation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	10. Safety and Security						
	Number of visible staff in the daytime	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Number of visible staff after dark	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Level of CCTV provision	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Station lighting	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Provision of Help Points	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
	Location of Help Points	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

Q9	Thinking overall, how satisfied are you with this station from a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied (satisfaction is to be rated with the station itself, not the level and quality of train service)?									
	Very Unsatisfied					Very Satisfied				
	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀

Q10	Over the past year would you say that this station has got...					
	A lot worse	Slightly worse	Better	Slightly better	A lot better	Stayed the same
	<input type="checkbox"/> ₁ CONT. TO Q11	<input type="checkbox"/> ₂ CONT. TO Q11	<input type="checkbox"/> ₃ CONT. TO Q11	<input type="checkbox"/> ₄ CONT. TO Q11	<input type="checkbox"/> ₅ CONT. TO Q11	<input type="checkbox"/> ₆ GO TO Q12

If better or worse please tell us why?	

Q12	Thinking about the station where you were given this questionnaire, which of the following are the most important facilities to have? (Please tick <u>NO MORE</u> than <u>FOUR</u> options)			
	Car parking	<input type="checkbox"/> ₁	Information board showing printed timetable	<input type="checkbox"/> ₉
	Bicycle parking	<input type="checkbox"/> ₂	Clear, visual information as to when trains will actually arrive	<input type="checkbox"/> ₁₀
	Convenient connecting buses	<input type="checkbox"/> ₃	Audible announcements on arrival and departure times	<input type="checkbox"/> ₁₁
	Step free access from the station platform to the train	<input type="checkbox"/> ₄	Audible announcements about delays	<input type="checkbox"/> ₁₂
	Waiting shelter	<input type="checkbox"/> ₅	An interactive help point	<input type="checkbox"/> ₁₃
	Waiting room	<input type="checkbox"/> ₆	Security cameras (CCTV)	<input type="checkbox"/> ₁₄
	Toilets	<input type="checkbox"/> ₇	Other (please specify):	<input type="checkbox"/> ₁₅
	Staff at the station	<input type="checkbox"/> ₈		

Q13	And if you could choose one new facility not currently available at the station what would it be? (Please tick <u>ONE</u> only)			
	Car parking	<input type="checkbox"/> ₁	Information board showing printed timetable	<input type="checkbox"/> ₉
	Bicycle parking	<input type="checkbox"/> ₂	Clear, visual information as to when trains will actually arrive	<input type="checkbox"/> ₁₀
	Convenient connecting buses	<input type="checkbox"/> ₃	Audible announcements on arrival and departure times	<input type="checkbox"/> ₁₁
	Step free access from the station platform to the train	<input type="checkbox"/> ₄	Audible announcements about delays	<input type="checkbox"/> ₁₂
	Waiting shelter	<input type="checkbox"/> ₅	An interactive help point	<input type="checkbox"/> ₁₃
	Waiting room	<input type="checkbox"/> ₆	Security cameras (CCTV)	<input type="checkbox"/> ₁₄
	Toilets	<input type="checkbox"/> ₇	Other (please specify):	<input type="checkbox"/> ₁₅
	Staff at the station	<input type="checkbox"/> ₈		

Q14	Of the existing facilities at the station you were given this questionnaire, please rank your top three facilities in need of improvement (with 1 being the most important, 2 being 2 nd most important and 3 being third most important)? Please state why in the comments box provided next to your ranking.		
		Rank	Comments
	Car parking		
	Bicycle parking		
	Convenient connecting buses		
	Improved interchange facilities for connecting modes of transport		
	Improved interchange between platforms		
	Step free access from the station platform to the train		
	Waiting shelter		
	Waiting room		
	Toilets		
	Information board showing printed timetable		
	Clear, visual information as to when trains will actually arrive		
	Audible announcements on arrival and departure times		
	Audible announcements about delays		
An interactive help point			
Security cameras (CCTV)			
Other improvement you would make not referred to on this questionnaire (please specify):			

Q15	Have you noticed any improvements to this station over the past year?		
	Yes	<input type="checkbox"/> ₁ CONTINUE TO Q16	No

Q16	What improvements have you noticed?

About You

Finally just a few questions to help us analyse the survey

Q17	What was the main purpose of the trip you were making when given this questionnaire?					
	Daily commuting to/from work	<input type="checkbox"/>	On company business (or own if self employed)	<input type="checkbox"/>	Travel to/from holiday	<input type="checkbox"/>
	Less regular commuting to/from work	<input type="checkbox"/>	On personal business (job interview, dentist etc)	<input type="checkbox"/>	A day out	<input type="checkbox"/>
	Daily commuting to/from place of education	<input type="checkbox"/>	Visiting friends or relatives	<input type="checkbox"/>	Sport	<input type="checkbox"/>
	Less regular commuting to/from place of education	<input type="checkbox"/>	Shopping trip	<input type="checkbox"/>	Other leisure trip	<input type="checkbox"/>

Q18	How often do you use this station?						
	5 or more days a week	2-4 days a week	Once a week	Less often than once a week	Once a month	Less often than once a month	Rarely/this is my first time
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19	Please indicate your gender and the age group you fall into?											
	Male	<input type="checkbox"/>	16-25	<input type="checkbox"/>	35-44	<input type="checkbox"/>	55-59	<input type="checkbox"/>	65-69	<input type="checkbox"/>	81+	<input type="checkbox"/>
	Female	<input type="checkbox"/>	26-34	<input type="checkbox"/>	45-54	<input type="checkbox"/>	60-64	<input type="checkbox"/>	70-80	<input type="checkbox"/>		

Q20	Do you have a disability or long term illness related to the following: (Tick all that apply)							
	No: None	<input type="checkbox"/>	Yes: Wheelchair user	<input type="checkbox"/>	Yes: Eyesight	<input type="checkbox"/>	Yes: Learning difficulties	<input type="checkbox"/>
	Yes: Mobility	<input type="checkbox"/>	Yes: Hearing	<input type="checkbox"/>	Yes: Speech impairment	<input type="checkbox"/>	Other: Please write in:	<input type="checkbox"/>

Q21	What type of ticket did you use for your journey? Please tick one only)							
	First Class or standard	<input type="checkbox"/>	First Class Season ticket	<input type="checkbox"/>	First Advance Purchase	<input type="checkbox"/>	Group save ticket	<input type="checkbox"/>
	Anytime single or return	<input type="checkbox"/>	Standard Season ticket	<input type="checkbox"/>	One day Travelcard	<input type="checkbox"/>	Oyster	<input type="checkbox"/>
	Off-peak single or return	<input type="checkbox"/>	Super off peak Saver Return	<input type="checkbox"/>	A special promotion ticket - Holiday package / tour ticket	<input type="checkbox"/>	Freedom pass (available in London only)	<input type="checkbox"/>
	First Anytime or off-peak	<input type="checkbox"/>	Advance Purchase	<input type="checkbox"/>	Rail Staff Pass / Privilege ticket / Police concession	<input type="checkbox"/>	Other (please specify):	<input type="checkbox"/>

Q22	How many people (including yourself) were travelling with you today?			
	Adults...		Children...	

PLEASE NOW RETURN THE QUESTIONNAIRE TO OUR TEAM OR IN THE PRE-PAID ENVELOPE PROVIDED

THANK YOU FOR YOUR TIME



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Passenger Focus
FREEPOST (RRRE-ETTC-LEET)
PO Box 4257
Manchester
M60 3AR

0300 123 2350
www.passengerfocus.org.uk
info@passengerfocus.org.uk

Passenger Focus is the operating
name of the Rail Passengers Council