



National Station Improvement Programme
Anglesey Stations - Summary report

January 2010

Global reach, local knowledge.
Local focus. Worldwide strength. Multi-sector
experience. Multi-disciplinary expertise.
Faber Maunsell offers this all – delivering
outstanding solutions that help to create
a better world in which to work and live.

Table of Contents

1	Introduction	2
	1.1 Overview	2
	1.2 Report Layout	2
2	Methodology.....	4
	2.1 Questionnaire Design.....	4
	2.2 Fieldwork.....	4
	2.3 Additional Shifts	4
	2.4 Data Entry and Processing	5
	2.5 Response Rate and Respondents Profile	6
	2.6 Travel Habits.....	6
3	Analysis	8
	3.1 Journey to/from the Station	8
	3.2 Station Satisfaction	15
	3.3 Important Station Facilities.....	16
	3.4 Facilities in Need of Improvement.....	19

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.

Twenty seven reports have been produced for this survey; one overall report, twenty five individual station reports and one summary report for the five Anglesey stations.

1.2 Report Layout

This report summarises the findings from the five Anglesey stations combined (Bodorgan, Llanfair pg, Rhosneigr, Ty Croes and Valley) before the implementation of NSIP. Following this introduction, **Chapter 2** discusses the methodology used in undertaking the before surveys and **Chapter 3** reports on the findings of the survey.

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.

Methodology

2 Methodology

2.1 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**.

2.2 Fieldwork

Self completion questionnaires were handed out to passengers at each station 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, 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.

2.3 Additional Shifts

After completing three interviewer shifts at each station, the number of returned questionnaires at some stations was low, particularly those at the five Anglesey stations. In order to boost the sample size at 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. Whilst 100% response rates were achieved at each of the five Anglesey stations, as all adults using the stations were interviewed, the sample size for each station remained low. This can be attributed to the low footfall at each of the five stations.

Table 1 below highlights the number of shifts undertaken at Anglesey stations and the number of returned completed surveys.

Table 1 Number of shifts and returned questionnaires

Station	Initial shifts (230 surveys to be handed out per shift)	Number of completed surveys returned	Daily Patronage Figures ²	Approx. response rate
Anglesey	15	25	<120	20.8

2.4

Data Entry and Processing

In total, 25 questionnaires were received. All questionnaires 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 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 Figures taken from Office of Rail Regulation website 2007 figures (data collated by Delta Rail)

2.5 Response Rate and Respondents Profile

In total, 25 questionnaires were received from respondents at the five Anglesey stations. 27.8% of respondents were male and 72.2% female³. The highest proportion of respondents were aged 16-25, with a third (33.3%⁴) of respondents in this age group. Around 20% of respondents were aged 45-54 and another 20% were in the 60-64 age group. The majority of respondents (22⁵) did not have a disability.

2.6 Travel Habits

44.0%⁶ of respondents used the Anglesey stations at least once a week. The three most popular reasons for using the Anglesey stations were the daily work commute, visiting friends and relatives and shopping, each chosen by 20.0%⁷ of respondents.

More than half (13⁸) of respondents who responded to the questionnaire at the Anglesey stations were not travelling with any other adults, five were travelling with another adult and two were travelling with two other adults. The majority of people were travelling without children; however one respondent was travelling with five children.

Table 2 Type of tickets used for journeys at the Anglesey stations

What type of ticket did you use for your journey?	Number of responses
Anytime single or return	8
Off-peak single or return	7
Standard season ticket	1
One day travel-card	2
A special promotional ticket (holiday package/tour ticket)	1
Rail staff/privilege ticket/police concession	3
Group save ticket	2
Other	1

It can be seen from **Table 2** that out of the 25 respondents that answered the question 'What type of ticket did you use for your journey?' around a third (32.0%) used an anytime single or return ticket. Off-peak single or return tickets were also popular ticket types (used by 28.0% of respondents).

³ N=18

⁴ N=24

⁵ N=23

⁶ N=25

⁷ N=25

⁸ N=20

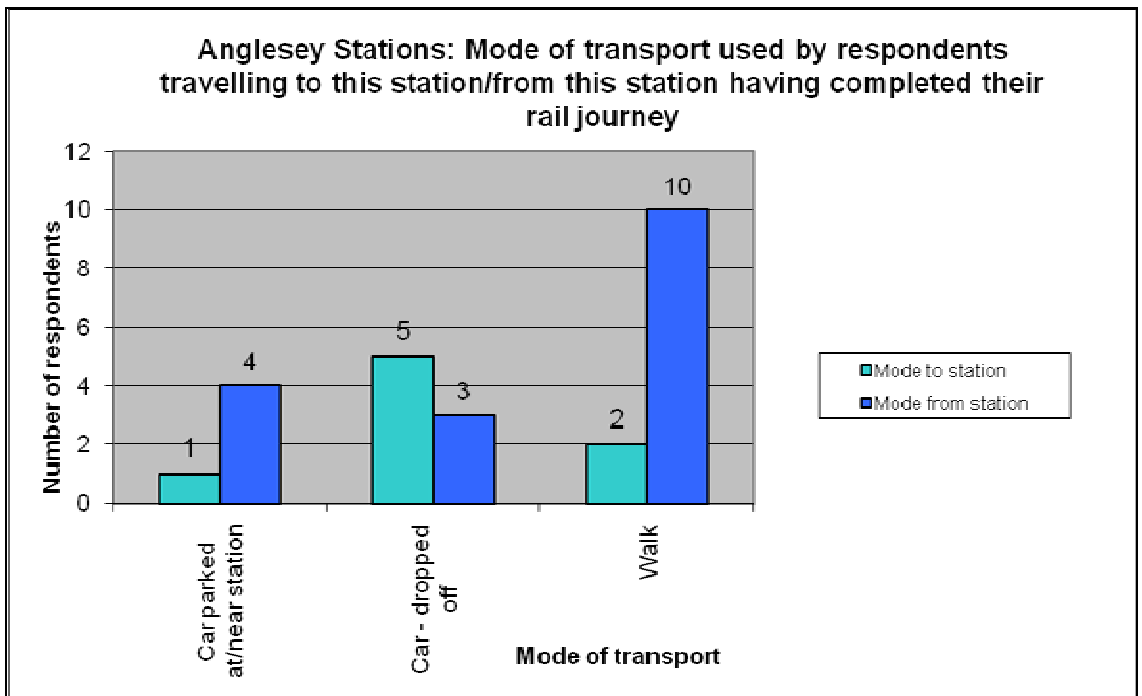
Analysis

3 Analysis

3.1 Journey to/from the Station

Most respondents (68.0%⁹) that completed the questionnaire at the Anglesey stations were leaving the station, whilst the remaining 32.0% were arriving at the station.

Figure 1 Mode of transport to and from station



It can be seen from **Figure 1** that the majority of respondents questioned were dropped off by car when arriving at the station (62.5%¹⁰) and walked (58.8%¹¹) when leaving the Anglesey stations.

Around half (52.4%) of respondents felt that there was no alternative method of transport they would like to use to get to and from the station if circumstances were different. Amongst those that listed alternative methods of transport, the joint most popular methods for both arriving at and leaving the Anglesey stations were bus/coach and taxi, each chosen by 28.6%¹² of respondents to arrive at the station and 37.5%¹³ of respondents to depart from the station. The most popular additional facilities/services to enable the use of alternative methods of transport were found to be ‘better connection timings between trains and buses’, ‘transport available earlier/later’, and ‘better location of bus stop’, each chosen by three respondents (out of a total of 18 multiple responses).

⁹ N=25

¹⁰ N=8

¹¹ N=17

¹² N=7

¹³ N=8

Table 3 Station satisfaction

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
1. Car parking at the station						
The number of spaces	0.0	6.7	53.3	6.7	33.3	3.00
Car park security	0.0	8.3	66.7	8.3	16.7	2.50
2. Bicycle parking facilities						
The number of cycle parking facilities	3.2	3.2	35.5	35.5	22.6	2.00
The security of the cycle parking facilities	0.0	0.0	44.8	31.0	24.1	1.88
Cycle routes to and from the station	0.0	18.5	44.4	14.8	22.2	2.33
Protection from the weather	0.0	17.1	37.1	22.9	22.9	2.00
3. Ease of drop off by car:						
Secure and well-lit waiting area	2.4	24.4	26.8	34.1	12.2	2.60
Protection from the weather	2.3	20.5	25.0	34.1	18.2	2.06
Waiting area for cars picking up/drop off	0.0	7.3	31.7	36.6	24.4	2.86

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
4. Public transport availability						
Frequency of local buses serving the station	7.4	50.0	27.7	11.7	3.2	1.93
Information on the services available	5.2	41.7	32.3	16.7	4.2	1.76
Ease of getting to the bus stop	11.7	57.4	24.5	6.4	0.0	2.65
Overall	9.4	52.1	27.1	11.5	0.0	2.13
5. Availability of taxis						
Signage	6.9	29.2	30.6	22.2	11.1	2.14
Queuing arrangements	7.2	26.1	39.1	18.8	8.7	2.50
Overall	5.5	28.8	37.0	19.2	9.6	2.29
6. Ease of access on foot to station entrance:						
Lighting	12.4	63.6	17.8	4.7	1.6	2.90
Signage	10.8	62.3	17.7	6.2	3.1	3.22
Safe walking route	12.8	60.2	13.5	8.3	5.3	3.17
Overall	10.4	65.7	14.2	6.7	3.0	3.09

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
7. Passenger information services:						
Direction signs to the station	8.7	50.8	26.2	11.1	3.2	2.86
Direction signs to find your way around the station	10.2	60.6	21.9	5.8	1.5	3.56
Electronic departure boards	12.4	65.0	7.3	10.2	5.1	1.75
Visibility of electronic departure boards	13.8	57.2	8.0	15.2	5.8	1.86
Up to date timetable posters	9.6	52.0	29.6	8.0	.8	3.50
Provision of real time information screen displays	8.7	61.4	14.2	11.0	4.7	1.78
Visibility of real time information screen displays	8.0	60.8	15.2	12.0	4.0	1.78
Local area information e.g. places of interest, maps, direction to buses	5.0	16.5	52.9	19.8	5.8	2.38
Audibility of public-address announcements	10.2	48.9	24.1	13.9	2.9	1.50
Information on where to buy your ticket(s)	8.7	57.9	26.2	7.1	0.0	2.40

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Information on the different types of fares	3.3	19.0	38.8	28.1	10.7	2.00
Information on what to do if the ticket office is closed/ticket machines not working	2.4	17.1	38.2	30.9	11.4	2.00
8. Passenger facilities:						
Appearance of booking office	1.5	28.6	36.1	28.6	5.3	2.20
Availability of seating on platforms	1.5	22.1	16.9	44.9	14.7	2.44
Availability of shelter on platforms e.g. a canopy	2.9	48.6	19.6	21.0	8.0	2.32
Condition of shelter on platforms	3.7	42.2	24.4	22.2	7.4	2.65
Availability of waiting rooms	2.4	13.0	17.9	38.2	28.5	1.78
Security of waiting rooms	3.5	19.8	37.2	23.3	16.3	1.60
Lighting in waiting rooms	3.5	23.3	40.7	19.8	12.8	2.33
Heating in waiting rooms	2.4	16.5	41.2	22.4	17.6	1.50
Availability of toilets	.9	2.8	16.5	34.9	45.0	1.56
Condition of toilets	0.0	5.4	35.7	25.0	33.9	1.75

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Availability of platform seating	1.6	23.8	17.5	39.7	17.5	2.10
Condition of platform seating	2.3	31.0	34.9	19.4	12.4	2.19
Refreshment facilities	8.7	59.8	25.2	3.9	2.4	2.00
Retail outlets (newsagents etc.)	4.6	38.9	31.5	17.6	7.4	1.75
Public telephones	0.0	11.0	58.2	19.8	11.0	2.69
Availability of rubbish bins	1.5	22.6	22.6	35.3	18.0	3.39
Clocks	5.2	41.0	30.6	14.2	9.0	1.92
9. Station areas						
Main station entrance/exits	4.4	41.9	24.3	22.1	7.4	3.38
Other entrance points/walking routes to platforms	4.8	38.4	21.6	25.6	9.6	3.45
Ticket office/sales points	3.7	34.8	25.2	27.4	8.9	2.83
Platforms	5.9	53.7	31.6	6.6	2.2	3.36
Subways	5.2	38.3	31.3	18.3	6.1	2.00
Footbridges	5.8	36.5	46.2	5.8	5.8	3.08

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Lifts	17.5	41.7	34.0	4.9	1.9	2.00
Escalators	4.9	31.7	34.1	22.0	7.3	1.00
Track bed free from litter and vegetation	3.8	33.1	38.5	19.2	5.4	3.60
Areas around platforms free from litter/unwanted vegetation	6.9	40.8	27.7	21.5	3.1	3.50
Flower beds/vegetation	3.0	10.4	40.3	34.3	11.9	3.08
10. Safety and security						
Number of visible staff in the daytime	6.7	56.0	23.9	10.4	3.0	1.86
Number of visible staff after dark	4.8	17.6	29.6	32.8	15.2	1.71
Level of CCTV provision	4.1	25.2	58.5	10.6	1.6	1.33
Station lighting	3.8	54.5	31.8	7.6	2.3	2.89
Provision of Help Points	3.1	35.4	40.2	18.1	3.1	1.75
Location of Help Points	3.2	34.4	40.8	18.4	3.2	1.73

3.2 Station Satisfaction

When asked, 'How satisfied are you with facilities at the station from a scale of 1-5, when 1 is very unsatisfied and 5 is very satisfied?', respondents at the Anglesey stations were generally neither satisfied nor dissatisfied with the listed facilities (**see Table 3**).

Facilities that received poor mean satisfaction scores included:

- Security of bicycle parking
- Frequency of local buses serving the station and information on available services
- Electronic information and audibility of information
- Waiting room facilities
- Safety and security

Facilities with higher mean satisfaction scores included:

- Number of parking spaces
- Signage
- Ease of access on foot to the station entrance;
- Timetable posters
- Rubbish bins and litter free environment

When asked, 'Thinking overall, how satisfied are you with this station from a scale of 1-10, when 1 is very unsatisfied and 10 is very satisfied?' the mean level of satisfaction with the Anglesey stations was found to be 5.38¹⁴ i.e. neutral.

Most (73.9%¹⁵) respondents questioned felt that over the past year the Anglesey stations had stayed the same; however 17.3% felt the stations had got better, whilst 8.7% felt it had got worse.

Most (90.0%¹⁶) respondents felt that there had been no noticeable improvements to the Anglesey stations over the past year.

¹⁴ N=24

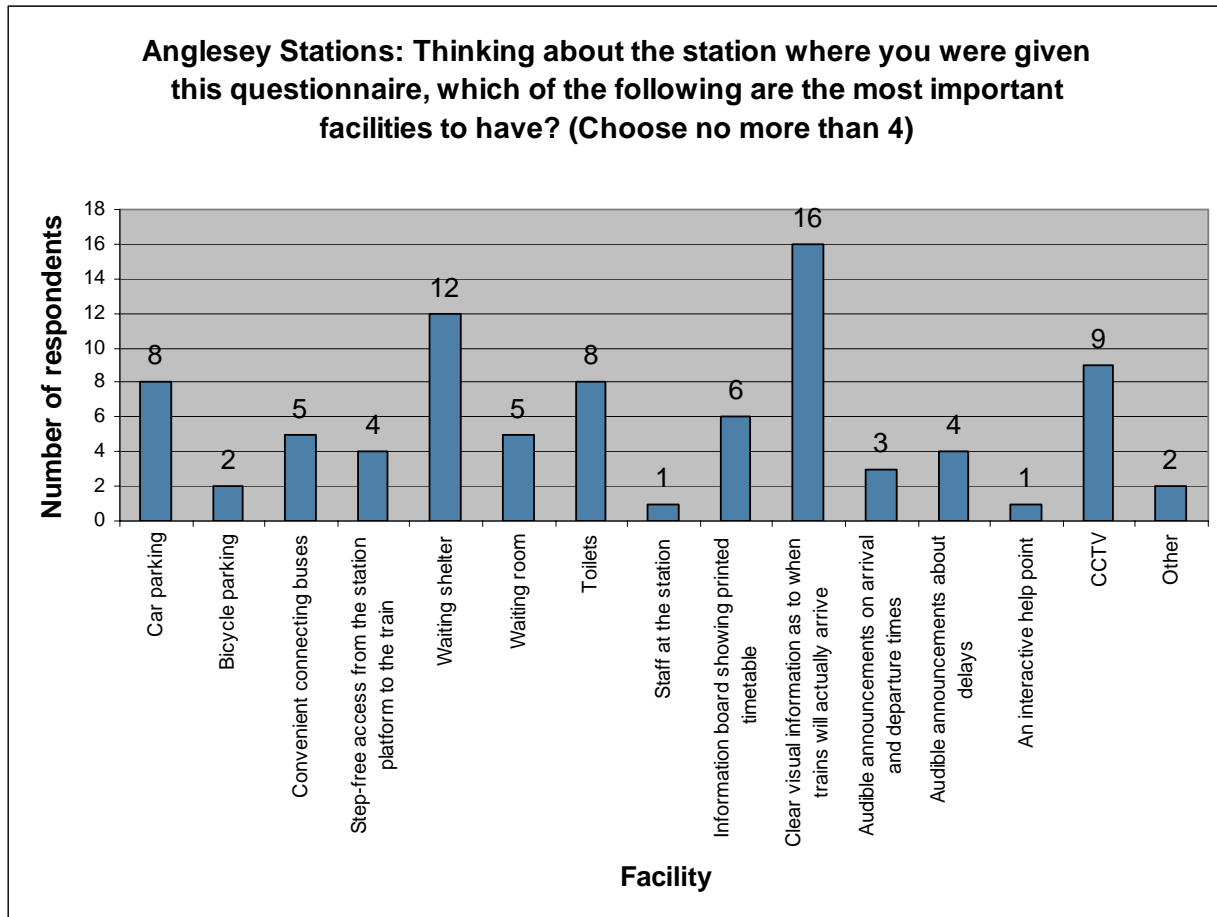
¹⁵ N=23

¹⁶ N=20

3.3

Important Station Facilities

Figure 2 Facilities deemed important

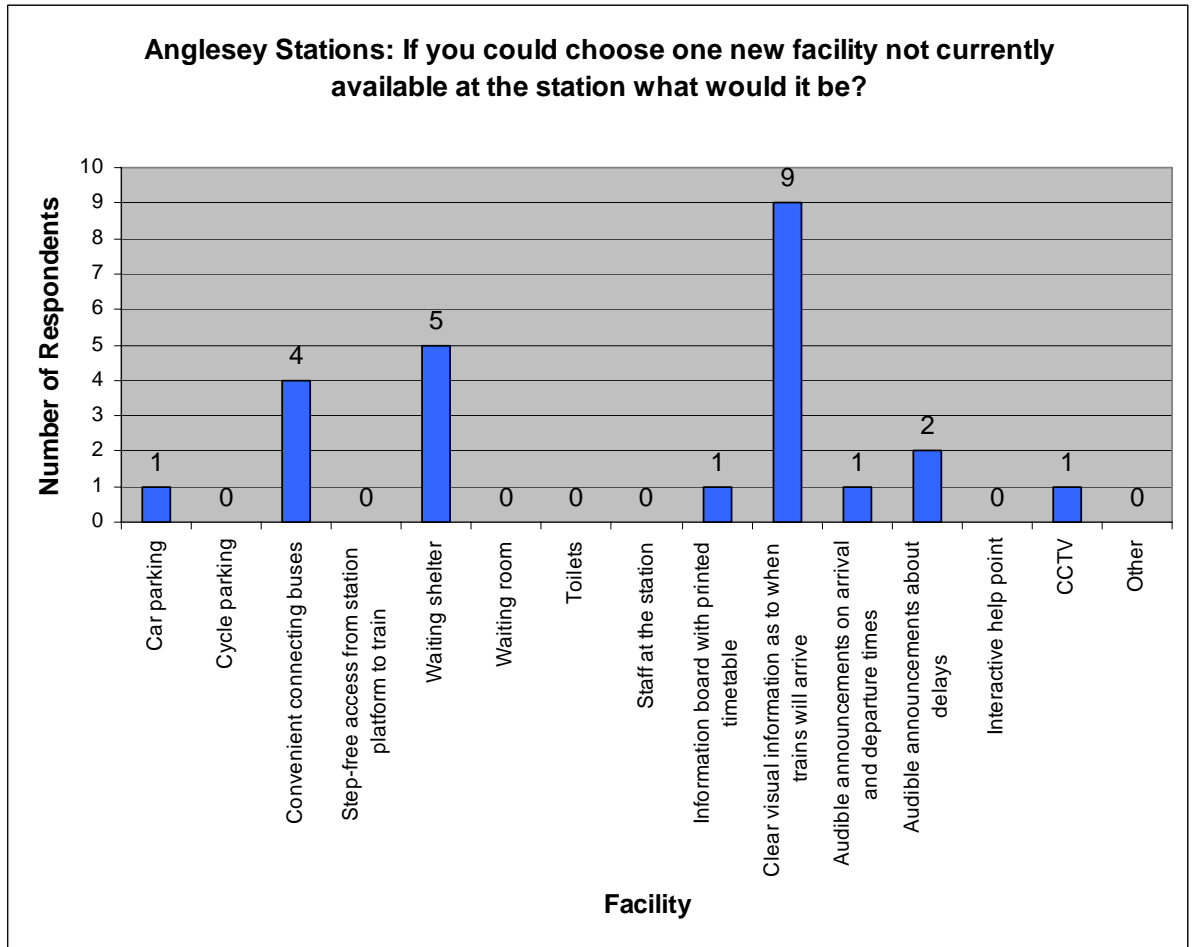


Respondents were asked to select from a list up to four facilities they feel it is important to have at their station. Out of the 86¹⁷ responses to the question ‘Thinking about where you were given this questionnaire, which of the following are the most important facilities to have?’ **Figure 2** shows the three most important facilities were:

- ‘clear visual information as to when trains will arrive’ (chosen by 16 respondents);
- a waiting shelter (chosen by 12 respondents);
- CCTV (nine responses);

¹⁷ Each of the 25 respondents had up to four facilities that they could choose

Figure 3 Facilities desired

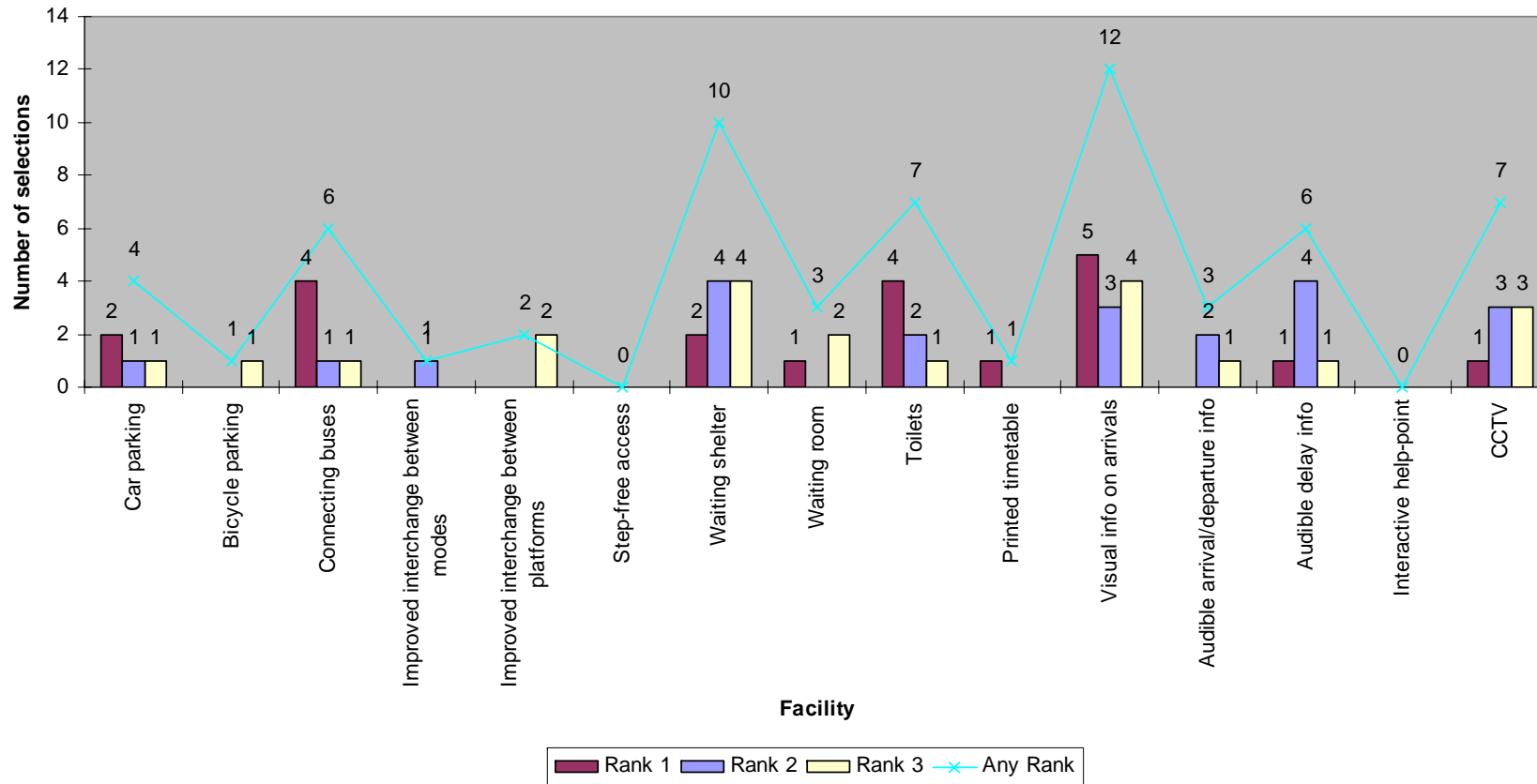


Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that ‘clear visual information as to when trains will arrive’ was the single most wanted feature at the Anglesey stations, chosen by 37.5%¹⁸ of respondents. This was followed by a waiting shelter and convenient connecting buses, chosen by 20.8% and 16.7% of respondents respectively.

¹⁸ N=24

Figure 2 Facilities in need of improvement

Anglesey Stations: '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 2nd most important and 3 being third most important)?'



3.4 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. It can be seen from **Figure 4** that overall the most ranked facilities in need of improvement at the Anglesey stations were:

- ‘Clear visual information as to when trains will arrive’ (ranked by 12 respondents);
- ‘Waiting shelter’ (ranked by 10 respondents);
- Toilets (ranked by seven respondents); and
- CCTV system (ranked by seven respondents).

Amongst respondents questioned, the facilities that were most likely to be ranked first in terms of need of improvement included:

- ‘Clear visual information as to when trains will arrive’ (ranked first by five respondents);
- Connecting buses (ranked first by four respondents); and
- Toilets (ranked first by four respondents).

Facilities deemed second-most in need of improvement were:

- ‘Audible announcements about delays’ (ranked second by four respondents); and
- ‘Waiting shelter’ (ranked second by four respondents).

Finally, the facilities most likely to be ranked of third greatest importance in terms of need of improvement were:

- The waiting shelter (ranked third by four respondents); and
- ‘Clear visual information as to when trains will arrive’ (ranked third by four respondents).



© 2010 Passenger Focus

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