



National Station Improvement Programme

East Grinstead Station - Final report

January 2010

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National Station Improvement Plan
East Grinstead Station Summary Report

Passenger Focus
April 2009

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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, thereby enabling the elements of the improvement works that had the greatest impact on passenger satisfaction to be determined.

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. This report summarises the data for East Grinstead station.

1.2 Report Layout

This report summarises the findings from the research undertaken at East Grinstead station 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.

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. 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.

Table 1 below highlights the number of shifts undertaken at East Grinstead station 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
East Grinstead	3	142	1650	8.6%

2.4

Data Entry and Processing

All questionnaires received by 7th January 2009 (2,117) 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 (97) 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.

2.5

Response Rate and Respondents Profile

In total, 142 questionnaires were received from passengers at East Grinstead station; 45.3% of respondents were male and 54.7% female³. The highest

² Figures taken from Office of Rail Regulation website 2007 figures (data collated by Delta Rail)

³ N=106

proportions of respondents were aged 26-34 and 16-25 with 27.2%⁴ and 22.8% of respondents respectively. The majority of respondents (118⁵) did not have a disability. Three respondents had mobility impairments, one was a wheelchair user, three had hearing impairments, five had visual impairments and two had 'other' disabilities.

54.0%⁶ of respondents questioned used East Grinstead station at least once a week. The single most common reason for using East Grinstead station was for a daily work commute and was chosen by 22.6%⁷ of respondents. This was followed in popularity by visiting friends/relatives, chosen by 13.5% of respondents. The majority (99⁸) of respondents who responded to the questionnaire at East Grinstead were not travelling with any other adults, 20 were travelling with another adult, four with two other adults and one with four other adults. Three respondents were travelling with one child each and one respondent was with two children.

2.6

Travel Habits

Table 2 Type of tickets used for journey at East Grinstead station

What type of ticket did you use for your journey?	Number of responses
Anytime single or return	19
Off-peak single or return	34
Standard season ticket	31
Super off-peak saver return	1
Advance purchase	2
One day travel-card	39
Rail staff/privilege ticket/police concession	4
Group save	1
Other	9

It can be seen from **Table 2** that out of the 140 respondents that answered the question 'What type of ticket did you use for your journey?' the majority used either a one day travel-card (27.9%), an off-peak single or return (24.3%) or a standard season ticket (22.1%).

⁴ N=136

⁵ N=142

⁶ N=139

⁷ N=133

⁸ N=124

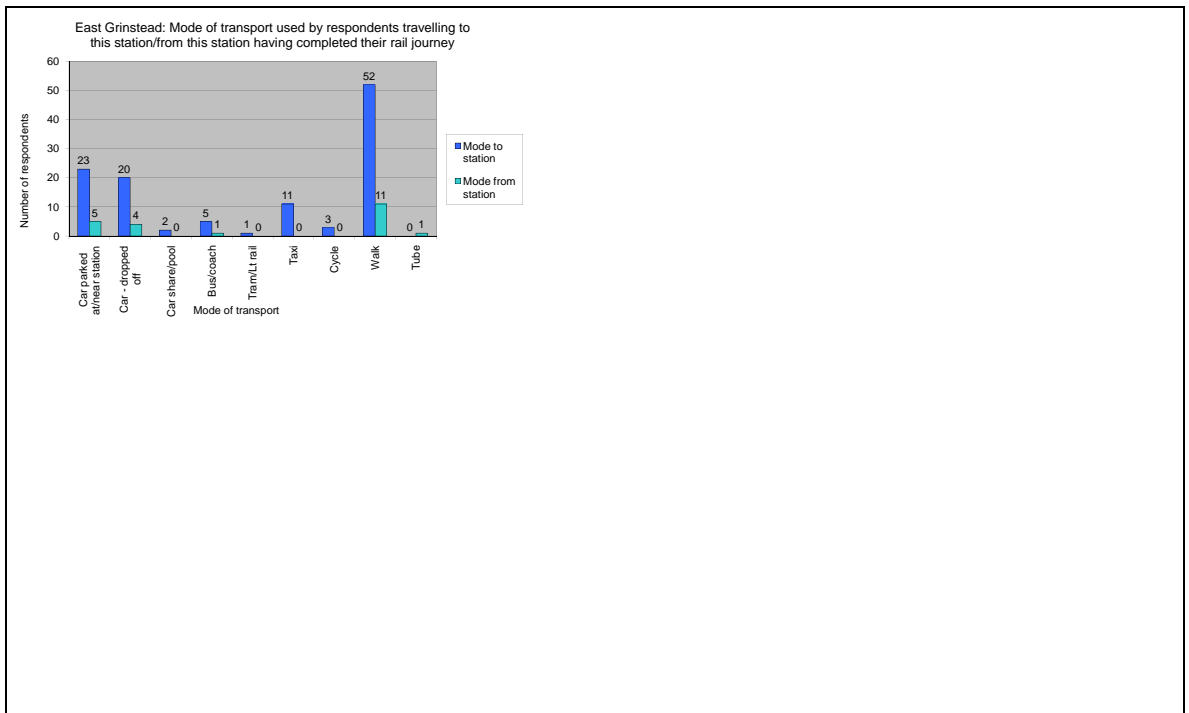
Analysis

3 Analysis

3.1 Journey to/from the Station

Most respondents (84.5%⁹) that completed the questionnaire at East Grinstead were arriving at the station whilst 15.5% were leaving and none were changing between trains.

Figure 1 Mode of transport to and from station



It can be seen from **Figure 1** that the most common method of transport used to travel to and from the station was walking. Specifically, 44.4%¹⁰ of respondents questioned walked to the station and amongst those who were leaving, 50.0%¹¹ intended to walk from the station.

The majority of respondents, 65.9%¹² (travelling to the station) and 62.4%¹³ (travelling from the station), did not feel that there was an 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 most popular method for both arriving at and leaving East Grinstead station was bus/coach, chosen by 58.1%¹⁴ and 51.4%¹⁵ of respondents respectively. The

⁹ N=141

¹⁰ N=117

¹¹ N=22

¹² N=132

¹³ N=109

¹⁴ N=43

¹⁵ N=37

most popular additional facility/service to enable the use of alternative methods of transport was found to be a more frequent bus/coach service, chosen by 23 respondents (out of a total of 131 multiple responses), followed by better connection timings between trains and buses and cheaper parking, each chosen by 14 respondents.

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?' **Table 3** shows respondents at East Grinstead were neither satisfied nor dissatisfied about all facilities. However, respondents were generally dissatisfied with the following areas:

- The 'ease of access on foot to station entrance'
- 'Passenger information services' categories

Facilities which received especially high satisfaction scores included:

- Visibility of electronic departure boards
- Electronic departure boards

Respondents were neither satisfied nor dissatisfied with:

- Car parking facilities
- Cycle storage facilities

Information received from the client showed that East Grinstead station contains both a car park and cycle storage.

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 East Grinstead station was found to be 5.96¹⁶ i.e. neutral to slightly satisfied.

Most (66.1%¹⁷) respondents questioned felt that over the past year East Grinstead station had stayed the same, 26.8% felt the station had got better and just 7.1% felt it had got worse. The main reason given for this change was:

- A general smartening up of the station (noticed by eight respondents)

Most (76.9%¹⁸) respondents felt that there had been no noticeable improvements to East Grinstead station over the past year.

¹⁶ N=139

¹⁷ N=127

¹⁸ N=121

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	6.6	13.2	36.8	22.4	21.1	2.62
Car park security	1.4	21.1	49.3	19.7	8.5	2.87
2. Bicycle parking facilities						
The number of cycle parking facilities	2.1	12.5	50.0	29.2	6.3	2.75
The security of the cycle parking facilities	2.1	8.5	55.3	34.0	0.0	2.79
Cycle routes to and from the station	2.1	12.5	50.0	20.8	14.6	2.67
Protection from the weather	0.0	12.2	46.9	28.6	12.2	2.59
3. Ease of drop off by car:						
Secure and well-lit waiting area	8.1	46.5	23.2	18.2	4.0	3.36
Protection from the weather	6.3	29.2	30.2	25.0	9.4	2.98
Waiting area for cars picking up/drop off	6.9	22.5	21.6	38.2	10.8	2.76
4. Public transport availability						
Frequency of local buses serving the station	2.3	22.7	26.1	21.6	27.3	2.51
Information on the services available	1.1	26.9	33.3	25.8	12.9	2.77

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Ease of getting to the bus stop	6.7	44.4	33.3	10.0	5.6	3.37
Overall	2.2	29.3	31.5	23.9	13.0	2.84
5. Availability of taxis						
Signage	8.8	41.8	33.0	15.4	1.1	3.42
Queuing arrangements	6.5	39.8	34.4	15.1	4.3	3.29
Overall	8.3	38.5	36.5	14.6	2.1	3.36
6. Ease of access on foot to station entrance:						
Lighting	9.4	51.6	24.2	13.3	1.6	3.54
Signage	9.6	50.4	28.0	11.2	.8	3.57
Safe walking route	8.3	44.4	22.6	18.8	6.0	3.30
Overall	9.4	47.7	29.7	11.7	1.6	3.52
7. Passenger information services:						
Direction signs to the station	8.8	50.4	28.0	10.4	2.4	3.53
Direction signs to find your way around the station	10.9	66.4	20.4	2.2	0.0	3.86
Electronic departure boards	22.1	64.7	8.8	3.7	.7	4.04
Visibility of electronic departure boards	22.3	66.2	6.5	5.0	0.0	4.06
Up to date timetable posters	12.0	57.9	24.1	5.3	.8	3.75

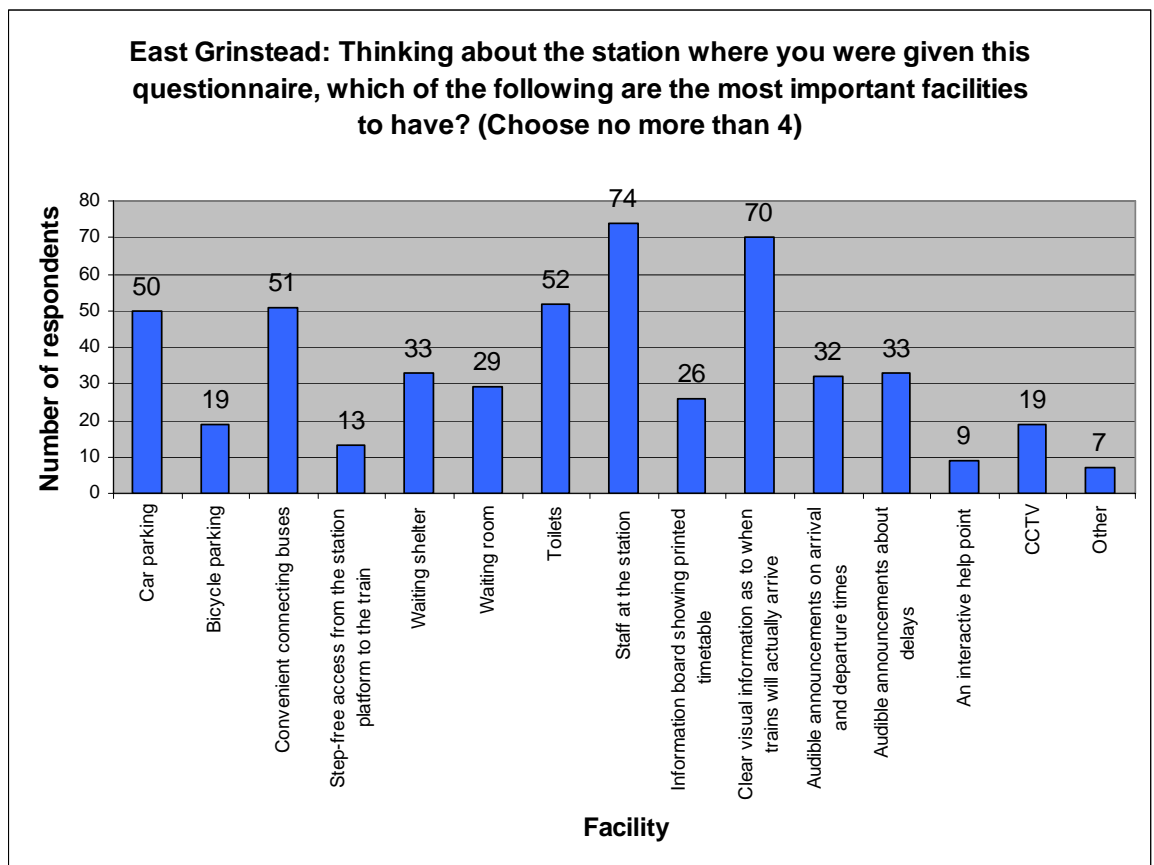
Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Provision of real time information screen displays	18.2	54.0	19.0	7.3	1.5	3.80
Visibility of real time information screen displays	20.0	52.6	17.8	8.1	1.5	3.81
Local area information e.g. places of interest, maps, direction to buses	7.2	36.0	44.0	9.6	3.2	3.34
Audibility of public-address announcements	8.4	55.7	22.1	10.7	3.1	3.56
Information on where to buy your ticket(s)	15.6	63.0	19.3	1.5	.7	3.91
Information on the different types of fares	5.3	20.5	37.9	26.5	9.8	2.85
Information on what to do if the ticket office is closed/ticket machines not working	5.3	23.3	34.6	27.1	9.8	2.87
8. Passenger facilities:						
Appearance of booking office	6.6	46.0	26.3	13.1	8.0	3.30
Availability of seating on platforms	2.9	26.1	37.7	26.8	6.5	2.92
Availability of shelter on platforms e.g. a canopy	4.4	39.0	24.3	27.2	5.1	3.10
Condition of shelter on platforms	5.3	42.9	33.8	12.0	6.0	3.29

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Availability of waiting rooms	4.7	26.0	31.5	27.6	10.2	2.87
Security of waiting rooms	5.4	27.7	50.0	15.2	1.8	3.20
Lighting in waiting rooms	5.4	30.4	50.0	10.7	3.6	3.23
Heating in waiting rooms	4.6	24.8	45.9	20.2	4.6	3.05
Availability of toilets	6.2	48.8	22.5	19.4	3.1	3.36
Condition of toilets	8.3	36.7	31.7	17.5	5.8	3.24
Availability of platform seating	4.5	25.4	38.1	26.9	5.2	2.94
Condition of platform seating	5.2	32.6	43.7	15.6	3.0	3.21
Refreshment facilities	9.6	47.8	30.1	8.8	3.7	3.51
Retail outlets (newsagents etc.)	6.3	46.5	32.3	9.4	5.5	3.39
Public telephones	3.6	30.4	46.4	14.3	5.4	3.13
Availability of rubbish bins	6.1	32.8	35.1	18.3	7.6	3.11
Clocks	7.5	42.5	36.6	10.4	3.0	3.41
9. Station areas						
Main station entrance/exits	8.0	55.1	18.8	14.5	3.6	3.49
Other entrance points/walking routes to platforms	5.3	52.7	26.0	11.5	4.6	3.43
Ticket office/sales points	6.6	56.9	24.1	8.8	3.6	3.54

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Platforms	7.3	61.3	25.5	4.4	1.5	3.69
Subways	3.6	34.5	54.5	5.5	1.8	3.33
Footbridges	4.6	48.9	31.3	10.7	4.6	3.38
Lifts	5.7	20.0	51.4	14.3	8.6	3.00
Escalators	6.9	24.1	58.6	3.4	6.9	3.21
Track bed free from litter and vegetation	4.0	36.3	39.5	16.1	4.0	3.20
Areas around platforms free from litter/unwanted vegetation	2.3	51.9	33.1	8.3	4.5	3.39
Flower beds/vegetation	4.1	29.6	43.9	15.3	7.1	3.08
10. Safety and security						
Number of visible staff in the daytime	3.7	51.9	27.4	14.8	2.2	3.40
Number of visible staff after dark	4.2	17.8	35.6	33.9	8.5	2.75
Level of CCTV provision	3.4	19.7	61.5	13.7	1.7	3.09
Station lighting	3.0	44.4	37.6	12.0	3.0	3.32
Provision of Help Points	1.9	17.8	57.9	16.8	5.6	2.93
Location of Help Points	1.9	17.8	58.9	15.9	5.6	2.94

3.3 Important Station Facilities

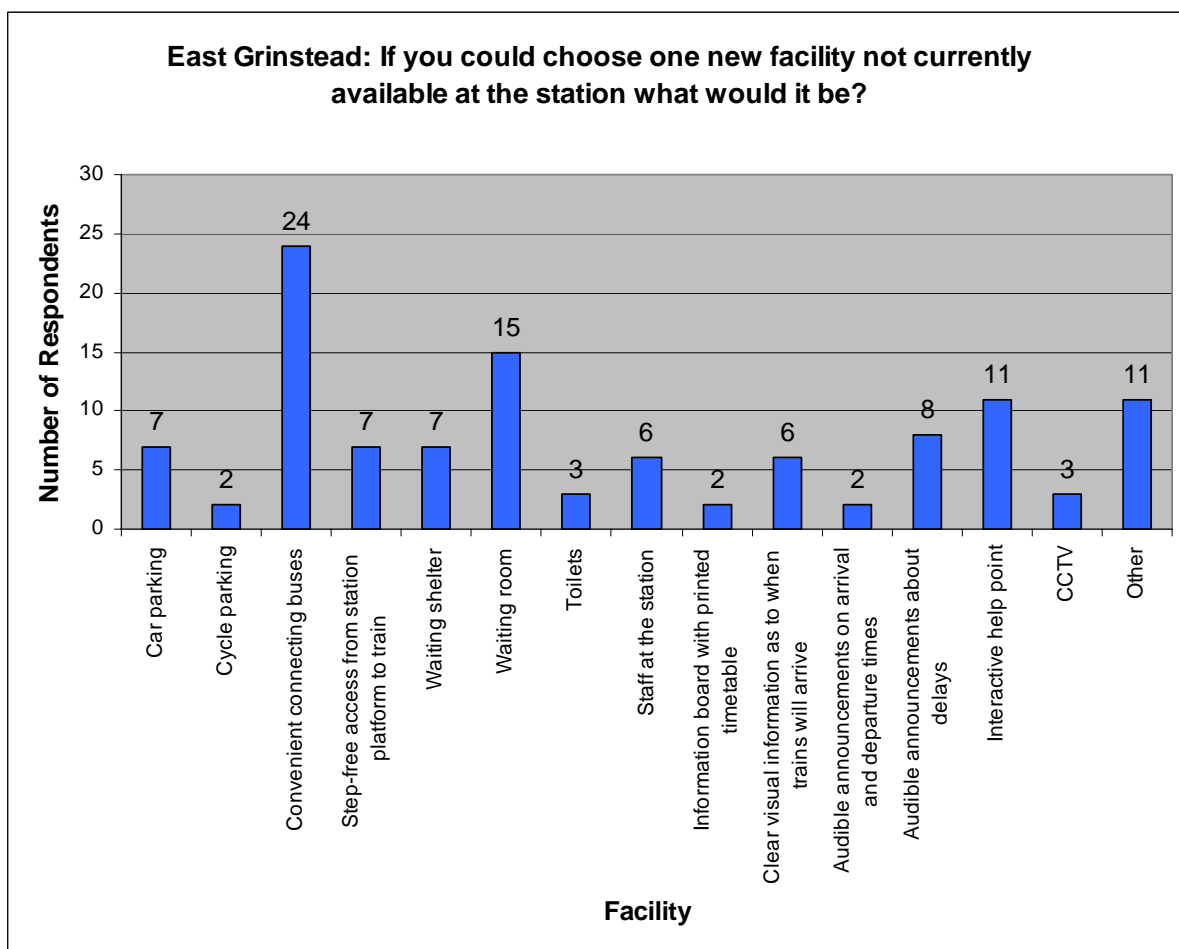
Figure 2 Facilities deemed important



Respondents were asked to select from a list up to three facilities they feel it is important to have at their station. Out of the 517 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:

- Staff at the station (chosen by 74 respondents)
- ‘Clear visual information as to when trains will arrive (chosen by 70 respondents)
- Car parking (50)

Figure 3 Facilities desired

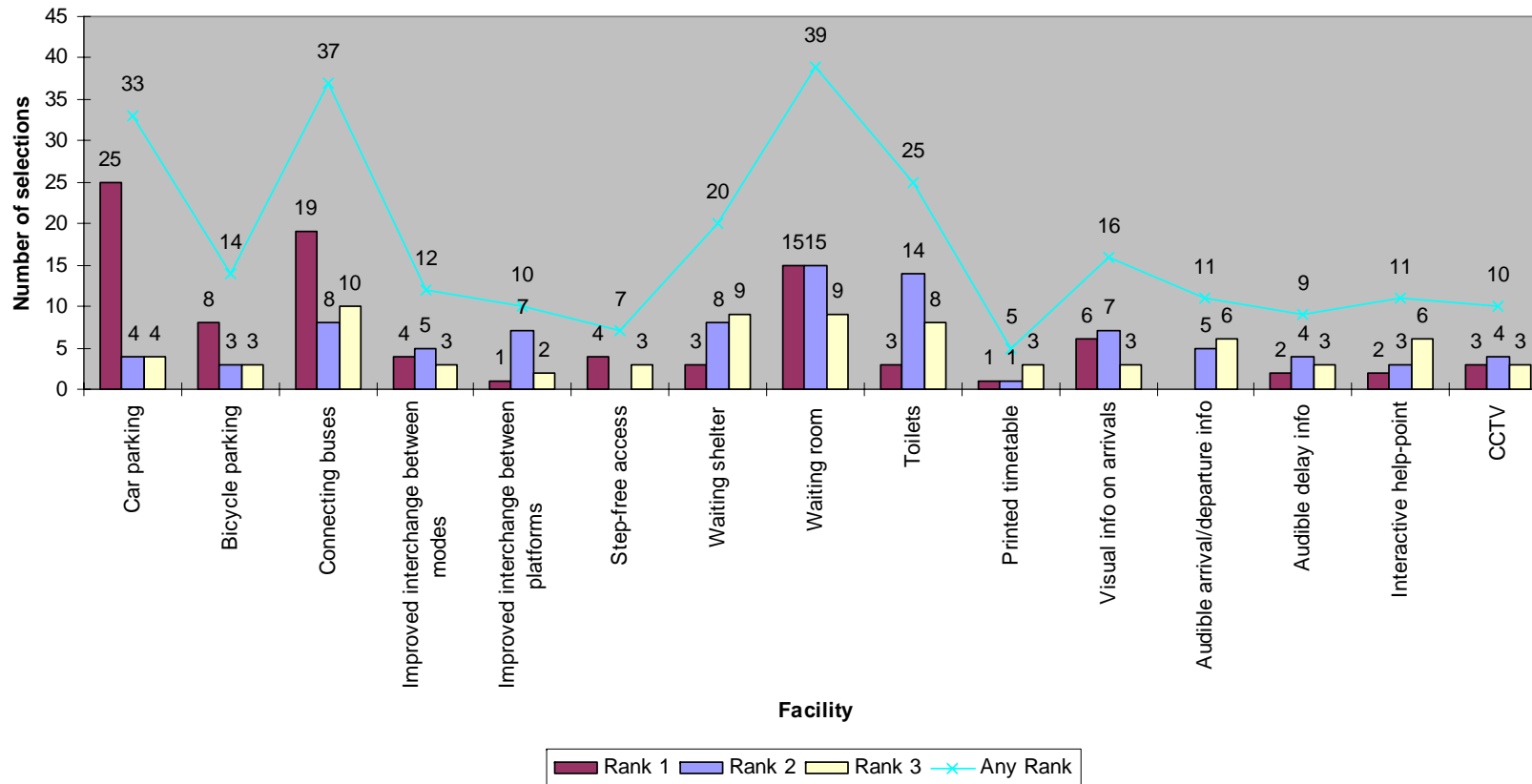


Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that convenient connecting buses was by far the most wanted facility at East Grinstead and was chosen by 21.1%¹⁹ of respondents.

¹⁹ N=114

Figure 4 Facilities in need of improvement

East Grinstead: '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 East Grinstead were:

- The waiting room (ranked by 39 respondents)

The main comment made by respondents was that there is not a waiting room/waiting facilities are insufficient at the station.

This was followed in need of improvement by:

- Convenient connecting buses (ranked by 37 respondents)
- Car parking (ranked by 33 respondents)

Comments made included: connecting buses are insufficient and unreliable; and car parking is insufficient.

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

- Car parking (ranked first by 25 respondents)
- Convenient connecting buses (ranked first by 19 respondents)
- A waiting room (ranked first by 15 respondents)

Amongst facilities deemed to be of second greatest importance were:

- The waiting room (ranked second by 15 respondents)
- Toilets (ranked second by 14 respondents)
- 'Convenient connecting buses (ranked second by eight respondents)
- The waiting shelter (ranked second by eight respondents).

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

- Convenient connecting buses (ranked third by ten respondents)
- The waiting shelter (chosen by nine respondents)
- Waiting room (chosen by nine respondents)



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