



# National Station Improvement Programme

## Halifax Station - Final 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.

**National Station Improvement Plan**  
Halifax Station Summary Report

Passenger Focus  
April 2009

Prepared by: .....  
 Sonya Courtney  
 Graduate Consultant

Approved by: .....  
 Fiona Lever  
 Associate Director

Rev No	Comments	Date
1		

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

Job No    Reference    Date Created

This document has been prepared by Faber Maunsell Limited (“Faber Maunsell”) for the sole use of our client (the “Client”) and in accordance with generally accepted consultancy principles, the budget for fees and the terms of reference agreed between Faber Maunsell and the Client. Any information provided by third parties and referred to herein has not been checked or verified by Faber Maunsell, unless otherwise expressly stated in the document.

No third party may rely upon this document without the prior and express written agreement of Faber Maunsell.

# Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
	1.1 Overview .....	2
	1.2 Report Layout .....	2
<b>2</b>	<b>Methodology.....</b>	<b>4</b>
	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 .....	5
	2.6 Travel Habits.....	6
<b>3</b>	<b>Analysis .....</b>	<b>9</b>
	3.1 Journey to/from the Station .....	9
	3.2 Station Satisfaction .....	10
	3.3 Important Station Facilities.....	18
	3.4 Facilities in Need of Improvement.....	21

# 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-E<sup>1</sup> 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 levels 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 Halifax station.

## 1.2 Report Layout

This report summarises the findings from the research undertaken at Halifax 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.

---

<sup>1</sup> 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 22<sup>nd</sup> November 2008 and 18<sup>th</sup> 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 15<sup>th</sup> and 19<sup>th</sup> 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 Halifax 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 <sup>2</sup>	Approx. response rate
Halifax	3	150	1439	10.4%

## 2.4

### Data Entry and Processing

All questionnaires received by 7<sup>th</sup> 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 7<sup>th</sup> January and 16<sup>th</sup> 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, 150 questionnaires were received from respondents at Halifax station. 46.4% of respondents were male and 53.6% female<sup>3</sup>. The highest proportions

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

<sup>3</sup> N=110

of respondents were aged 16-25 (23.7%<sup>4</sup>) and 26-34 (20.9%). The majority of respondents (128<sup>5</sup>) did not have a disability. Seven respondents had mobility impairments, three had hearing impairments, one had a visual impairment, one had a speech impediment, two had learning difficulties and one had an 'other' disability not listed on the questionnaire.

Just over half (50.7%<sup>6</sup>) of respondents used Halifax at least once a week. 30.4%<sup>7</sup> of respondents questioned used Halifax station for their daily work commute and 24.6% as part of a shopping trip. The majority (92<sup>8</sup>) of respondents who responded to the questionnaire at Halifax were not travelling with any other adults, 28 were travelling with another adult, two with two other adults, two with three other adults and one with four other adults. Five respondents were travelling with one child, two with two children each, one with three children and one with four children.

## 2.6

### Travel Habits

**Table 2 Type of tickets used for journey at Halifax station**

What type of ticket did you use for your journey?	Number of responses
Anytime single or return	40
Off-peak single or return	38
Standard season ticket	13
Super off peak saver return	2
Advance purchase	2
First advance purchase	1
One day travel-card	3
Rail staff/privilege ticket/police concession	6
Group save	1
Other	39

It can be seen from **Table 2** that out of the 145 respondents that answered the question 'What type of ticket did you use for your journey?', the majority used either an anytime single/return (27.6% of respondents) or an off-peak

<sup>4</sup> N=139

<sup>5</sup> N=150

<sup>6</sup> N=148

<sup>7</sup> N=138

<sup>8</sup> N=125

single/return (26.2%% of respondents). Although 39 respondents cited they used another type of ticket only 11 respondents indicated what these were. Six used a Metro card, three used concessionary passes and one used Duo Northern.

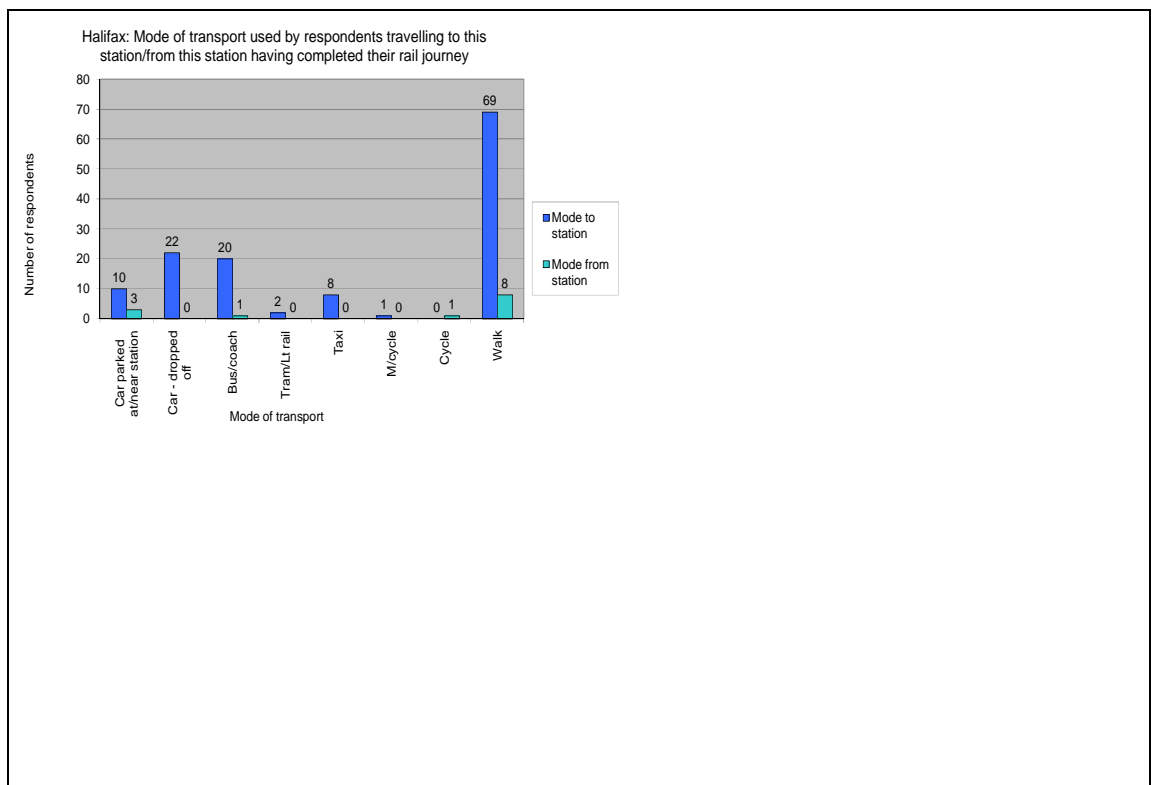
# Analysis

# 3 Analysis

## 3.1 Journey to/from the Station

Most respondents (87.9%<sup>9</sup>) that completed the questionnaire at Halifax were arriving at the station whilst 8.7% were leaving and only 3.4% were changing between trains.

**Figure 1 Mode of transport to and from station**



It can be seen from **Figure 1** that over half (52.7%<sup>10</sup>) of respondents questioned walked to the station whilst amongst those who were leaving the station, it can be seen that 61.5%<sup>11</sup> intended to walk.

The majority of respondents, 58.5%<sup>12</sup> (travelling to the station) and 53.6%<sup>13</sup> (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

<sup>9</sup> N=149

<sup>10</sup> N=131

<sup>11</sup> N=13

<sup>12</sup> N=135

<sup>13</sup> N=110

most popular method for both arriving at and leaving Halifax station was bus/coach, chosen by 40.8%<sup>14</sup> and 46.5%<sup>15</sup> of respondents respectively.

The most popular additional facilities/services to enable the use of alternative methods of transport was found to be a more frequent bus/coach service, chosen by 22 respondents (out of a total of 192 multiple responses). This was followed by more parking, discounted fares and better connection timings between trains and buses (each chosen by 17 respondents) and better location of bus stop (chosen by 16 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 Halifax station were generally satisfied with:

- The availability of taxis
- The ease of access on foot to the station entrance
- The passenger information services

Respondents were neither satisfied nor dissatisfied with:

- The bicycle parking facilities
- The ease of drop off by car
- The station areas
- Car park security
- Passenger facilities (with the exception of availability of toilets and condition of toilets, which received poor satisfaction scores)

Respondents questioned were generally dissatisfied with:

- The number of car parking spaces at the station
- The public transport availability
- The safety and security features at the station

Information received from the client showed there to be a car park, cycle storage facilities and a bus available at the station but no taxi rank.

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 Halifax station was found to be 4.01<sup>16</sup> i.e. fairly dissatisfied.

---

<sup>14</sup> N=49

<sup>15</sup> N=43

<sup>16</sup> N=147

45.7%<sup>17</sup> of respondents questioned felt that over the past year Halifax station had got better, whilst 43.5% felt the station had stayed the same and 10.8% felt it had got worse. The main reasons given for these changes included:

- The run down/deteriorated nature of the station (noticed by 21 respondents)
- The lack of information on, and unpleasant view of, building work (noticed by 17 respondents)
- The dirtiness of the station (noticed by 15 respondents)

The majority (91.9%<sup>18</sup>) of respondents did not feel that there had been any noticeable improvements to Halifax station over the past year.

---

<sup>17</sup> N=138

<sup>18</sup> N=135

**Table 3 Station satisfaction**

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
<b>1. Car parking at the station</b>						
The number of spaces	2.4	10.7	19.0	34.5	33.3	2.14
Car park security	5.1	21.8	41.0	17.9	14.1	2.86
<b>2. Bicycle parking facilities</b>						
The number of cycle parking facilities	2.2	33.3	42.2	15.6	6.7	3.09
The security of the cycle parking facilities	2.3	37.2	37.2	18.6	4.7	3.14
Cycle routes to and from the station	4.5	25.0	45.5	15.9	9.1	3.00
Protection from the weather	1.9	39.6	35.8	18.9	3.8	3.17
<b>3. Ease of drop off by car:</b>						
Secure and well-lit waiting area	6.3	41.1	17.9	27.4	7.4	3.12
Protection from the weather	3.3	30.8	16.5	37.4	12.1	2.76
Waiting area for cars picking up/drop off	4.4	26.4	14.3	40.7	14.3	2.66
<b>4. Public transport availability</b>						
Frequency of local buses serving the station	4.3	10.8	11.8	36.6	36.6	2.10



Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Information on the services available	3.5	25.9	23.5	23.5	23.5	2.62
Ease of getting to the bus stop	6.1	17.1	18.3	22.0	36.6	2.34
Overall	3.5	15.3	20.0	30.6	30.6	2.31
<b>5. Availability of taxis</b>						
Signage	13.5	48.1	21.2	12.5	4.8	3.53
Queuing arrangements	13.6	56.3	15.5	11.7	2.9	3.66
Overall	13.6	53.4	18.4	11.7	2.9	3.63
<b>6. Ease of access on foot to station entrance:</b>						
Lighting	10.2	57.5	15.0	15.0	2.4	3.58
Signage	8.5	57.4	19.4	13.2	1.6	3.58
Safe walking route	11.3	54.1	15.8	16.5	2.3	3.56
Overall	6.2	56.2	21.5	14.6	1.5	3.51
<b>7. Passenger information services:</b>						
Direction signs to the station	7.5	55.6	21.8	12.0	3.0	3.53
Direction signs to find your way around the station	5.1	60.9	23.9	9.4	.7	3.60
Electronic departure boards	5.7	42.6	18.4	26.2	7.1	3.13

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Visibility of electronic departure boards	5.0	47.1	21.4	22.9	3.6	3.27
Up to date timetable posters	3.6	47.1	31.2	13.0	5.1	3.31
Provision of real time information screen displays	6.6	41.6	16.1	25.5	10.2	3.09
Visibility of real time information screen displays	4.3	40.6	22.5	26.8	5.8	3.11
Local area information e.g. places of interest, maps, direction to buses	1.5	25.2	34.4	29.8	9.2	2.80
Audibility of public-address announcements	5.9	47.8	21.3	16.9	8.1	3.26
Information on where to buy your ticket(s)	11.0	68.4	16.2	2.9	1.5	3.85
Information on the different types of fares	4.6	29.0	32.1	27.5	6.9	2.97
Information on what to do if the ticket office is closed/ticket machines not working	2.3	18.0	43.0	29.7	7.0	2.79
<b>8. Passenger facilities:</b>						
Appearance of booking office	10.6	66.7	14.9	7.1	.7	3.79
Availability of seating on platforms	4.1	26.9	14.5	35.9	18.6	2.62

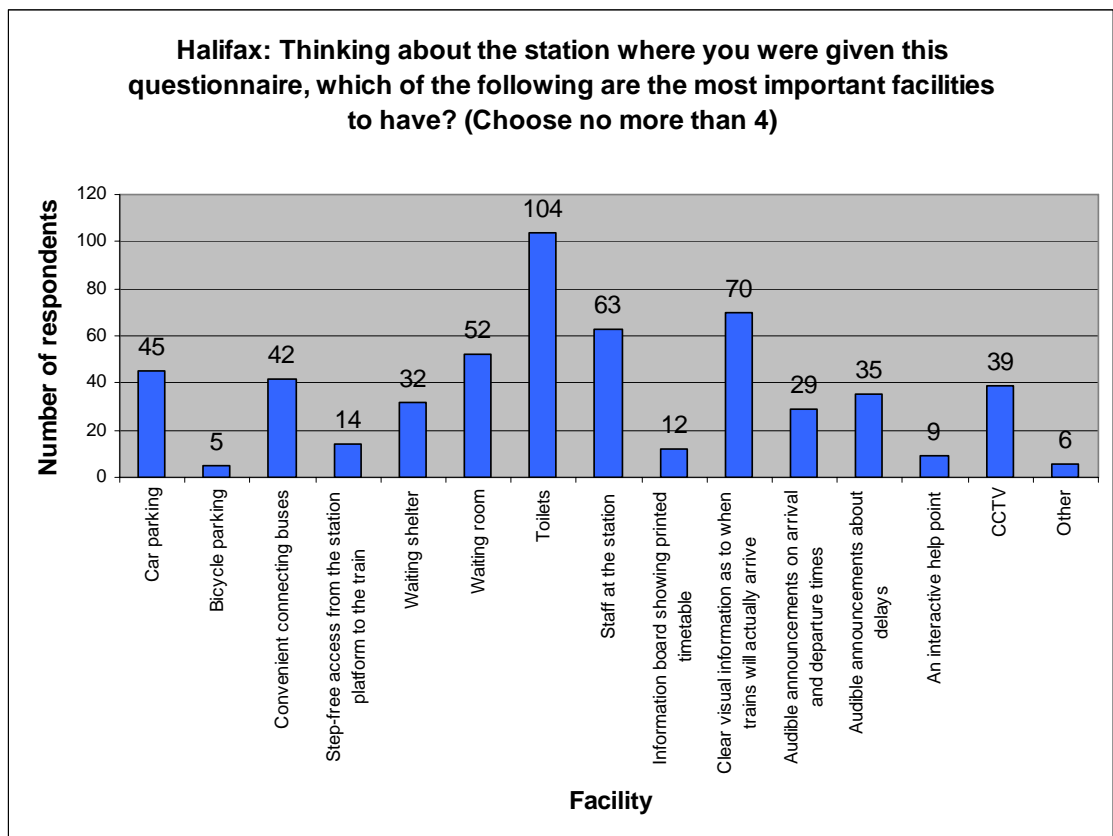
<b>Facility</b>	<b>Very Satisfied (%)</b>	<b>Satisfied (%)</b>	<b>Neither Satisfied nor Dissatisfied (%)</b>	<b>Dissatisfied (%)</b>	<b>Very Dissatisfied (%)</b>	<b>Mean Score (1 to 5)</b>
Availability of shelter on platforms e.g. a canopy	4.9	41.3	18.9	19.6	15.4	3.01
Condition of shelter on platforms	1.4	20.8	16.0	29.9	31.9	2.30
Availability of waiting rooms	2.1	30.3	13.1	34.5	20.0	2.60
Security of waiting rooms	2.8	25.4	25.4	28.9	17.6	2.67
Lighting in waiting rooms	3.5	40.8	32.4	14.1	9.2	3.15
Heating in waiting rooms	2.8	24.8	22.7	27.7	22.0	2.59
Availability of toilets	.8	3.1	6.2	23.1	66.9	1.48
Condition of toilets	1.3	3.8	16.7	24.4	53.8	1.74
Availability of platform seating	1.4	22.0	22.7	30.5	23.4	2.55
Condition of platform seating	2.2	22.6	27.7	24.1	23.4	2.56
Refreshment facilities	3.7	25.0	26.5	36.0	8.8	2.79
Retail outlets (newsagents etc.)	3.7	40.3	27.6	21.6	6.7	3.13
Public telephones	1.8	17.5	32.5	29.8	18.4	2.54
Availability of rubbish bins	3.6	37.1	19.3	24.3	15.7	2.89
Clocks	1.5	16.9	21.3	37.5	22.8	2.37

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
<b>9. Station areas</b>						
Main station entrance/exits	5.6	37.8	28.7	18.9	9.1	3.12
Other entrance points/walking routes to platforms	5.6	31.2	24.8	24.8	13.6	2.90
Ticket office/sales points	11.5	56.1	18.7	11.5	2.2	3.63
Platforms	5.0	32.6	23.4	29.1	9.9	2.94
Subways	4.4	20.0	33.3	24.4	17.8	2.69
Footbridges	3.5	22.4	28.2	29.4	16.5	2.67
Lifts	1.8	20.4	39.8	23.9	14.2	2.72
Escalators	0.0	21.9	28.1	21.9	28.1	2.44
Track bed free from litter and vegetation	3.0	14.9	24.6	29.9	27.6	2.36
Areas around platforms free from litter/unwanted vegetation	2.9	20.7	24.3	28.6	23.6	2.51
Flower beds/vegetation	1.1	9.7	25.8	30.1	33.3	2.15
<b>10. Safety and security</b>						
Number of visible staff in the daytime	1.4	20.4	19.7	33.8	24.6	2.40
Number of visible staff after dark	0.0	7.8	16.4	37.9	37.9	1.94

<b>Facility</b>	<b>Very Satisfied (%)</b>	<b>Satisfied (%)</b>	<b>Neither Satisfied nor Dissatisfied (%)</b>	<b>Dissatisfied (%)</b>	<b>Very Dissatisfied (%)</b>	<b>Mean Score (1 to 5)</b>
Level of CCTV provision	.8	12.3	36.1	26.2	24.6	2.39
Station lighting	2.2	30.6	27.6	27.6	11.9	2.84
Provision of Help Points	.8	12.6	27.7	34.5	24.4	2.31
Location of Help Points	.9	12.0	28.2	35.9	23.1	2.32

### 3.3 Important Station Facilities

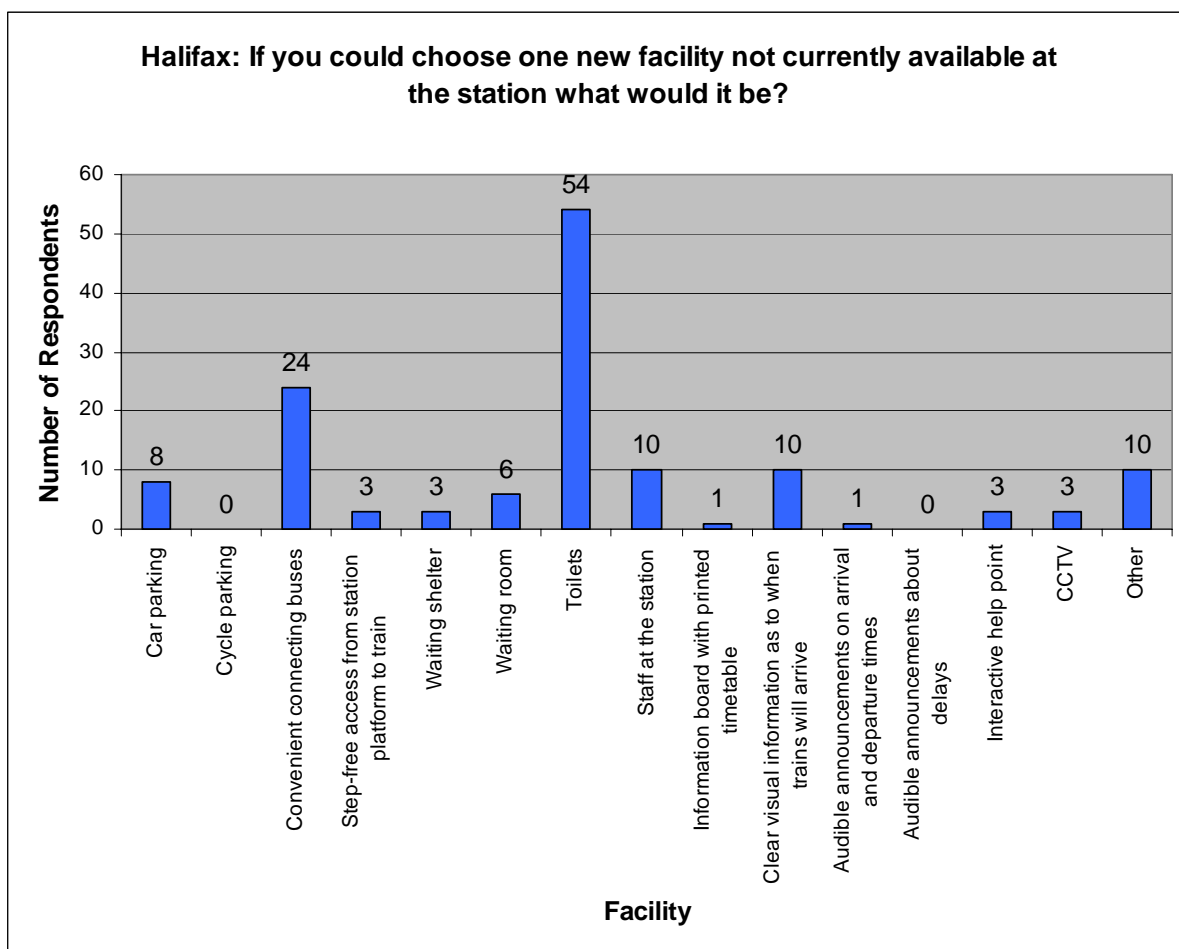
Figure 2 Facilities deemed important



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 557 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:

- Toilets, chosen by 104 respondents.
- Clear visual information; chosen by 70 respondents
- Staff at the station, chosen by 63 respondents

**Figure 3 Facilities desired**

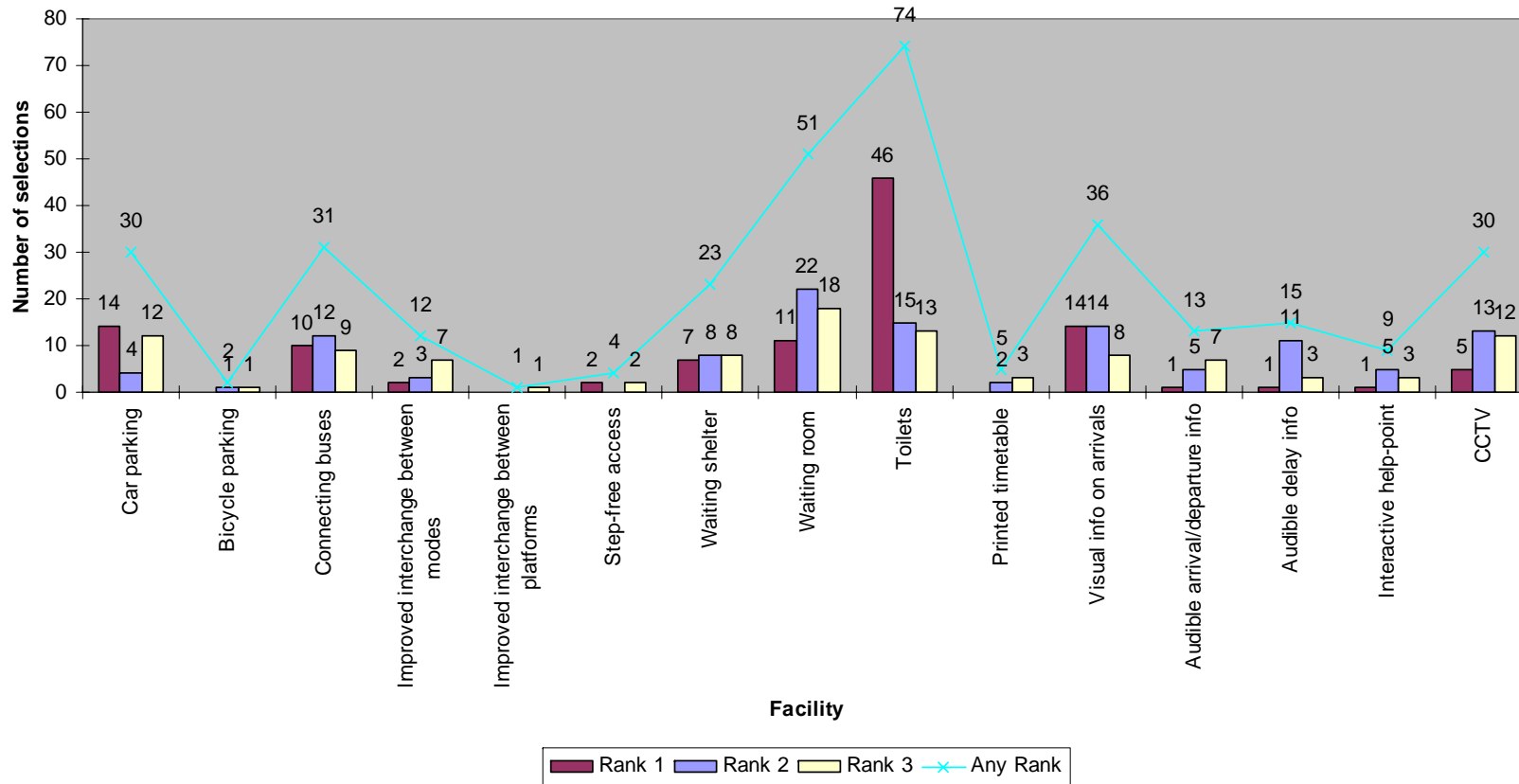


Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that toilet facilities were by far the most wanted addition at Halifax and were chosen by 39.1%<sup>19</sup> of respondents. This was followed in popularity by convenient connecting buses, chosen by 17.4% of respondents.

<sup>19</sup> N=138

**Figure 4 Facilities in need of improvement**

**Halifax: '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 facility in need of improvement at Halifax was:

- Toilets (ranked by 74 respondents)

The main comment made about toilets was that there are none available. This was followed in need of improvement by:

- The waiting room (ranked by 51 respondents)
- 'Clear visual information as to when trains will actually arrive' (ranked by 36 respondents)

Comments made about the waiting room related to it being worked on, which meant it was often not available to passengers. As regards to visual information respondents wanted more information boards that worked.

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

- Toilets (ranked first by 46 respondents)

This was followed by:

- Car parking (ranked first by 14 respondents)
- 'Clear visual information as to when trains will actually arrive' (ranked first by 14 respondents)

Amongst facilities deemed to be of second greatest importance were:

- The waiting room (ranked second by 22 respondents)
- Toilets (ranked second by 15 respondents)
- 'Clear visual information about when trains will actually arrive' (ranked second by 14 respondents)

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

- The waiting room (ranked third by 18 respondents)
- Toilets (ranked third by 13 respondents)
- Car parking (chosen by 12 respondents)
- CCTV (chosen by 12 respondents)



© 2010 Passenger Focus

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

0300 123 2350  
[www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)  
[info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

Passenger Focus is the operating  
name of the Rail Passengers Council