



## National Station Improvement Programme

### Peckham Rye Station - Final report

January 2010

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**National Station Improvement Plan**  
Peckham Rye 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-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 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 Peckham Rye station.

## 1.2 Report Layout

This report summarises the findings from the research undertaken at Peckham Rye 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.

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<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 so 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 Peckham Rye station and the number of returned completed surveys.

**Table 1 Number of shifts and returned surveys**

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	Daily Patronage Figures <sup>2</sup>	Approx. response rate
Peckham Rye	3	2	101	3548	2.8%

## 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.

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

## 2.5 Response Rate and Respondents Profile

In total, 101 questionnaires were received from respondents at Peckham Rye station; 27.8% of respondents were male and 72.2% female<sup>3</sup>. The highest proportions of respondents were aged 26-34 with 50.6%<sup>4</sup> of respondents. The majority of respondents (89<sup>5</sup>) did not have a disability. One respondent had mobility impairments, one had a hearing impairment and one had an 'other' disability, not listed on the questionnaire.

93.7%<sup>6</sup> of respondents used Peckham Rye at least once a week. The majority (79.2%<sup>7</sup>) of respondents questioned used Peckham Rye station for their daily work commute. Most (77<sup>8</sup>) respondents at Peckham Rye were not travelling with any other adults; six were travelling with another adult and one with two other adults. One respondent was travelling with one child and two with two children each.

## 2.6 Travel Habits

**Table 2 Type of tickets used for journey at Peckham Rye station**

What type of ticket did you use for your journey?	Number of responses
Anytime single or return	11
Off-peak single or return	3
First anytime/off peak	1
Standard season ticket	26
Advance purchase	1
One day travel-card	6
Oyster card	34
Freedom pass	1
Other	10

It can be seen from **Table 2** that out of the 93 respondents that answered the question 'What type of ticket did you use for your journey?' the majority used either an Oyster card (36.6%<sup>9</sup> of respondents) or a standard season ticket (28.0% of respondents).

<sup>3</sup> N=79

<sup>4</sup> N=89

<sup>5</sup> N=101

<sup>6</sup> N=95

<sup>7</sup> N=96

<sup>8</sup> N=84

<sup>9</sup> N=93

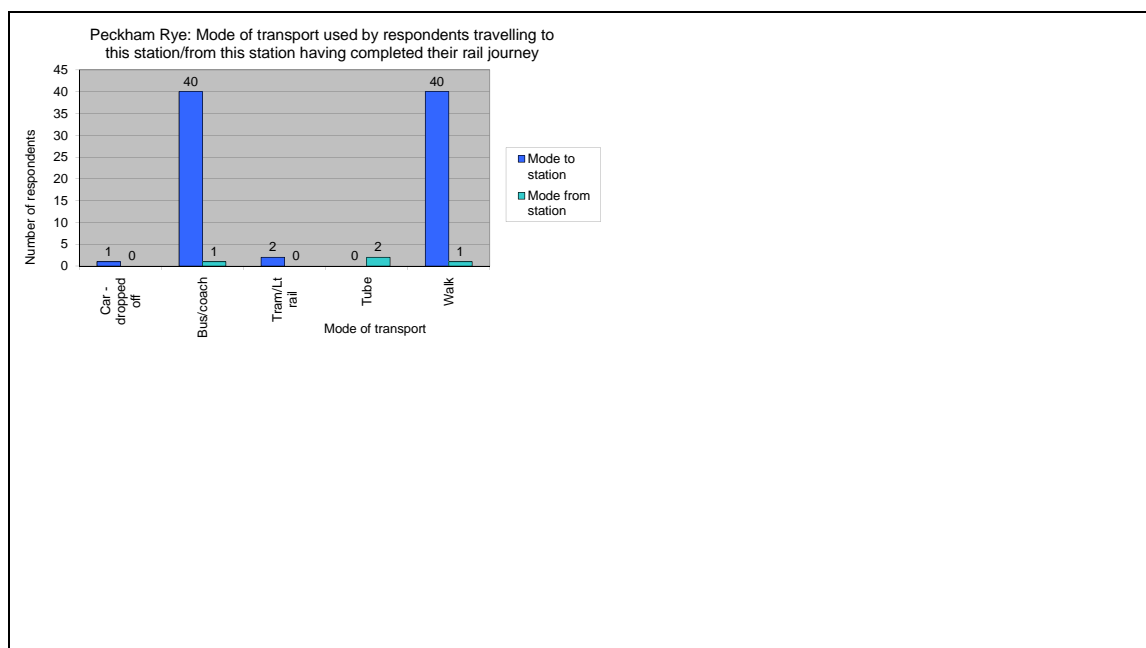
# Analysis

# 3 Analysis

## 3.1 Journey to/from the Station

Most respondents (83.0%<sup>10</sup>) that completed the questionnaire at Peckham Rye were arriving at the station whilst 4.0% were leaving and 13.0% were changing between trains.

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



It can be seen from **Figure 1** that nearly half of respondents questioned walked to the station (48.2%<sup>11</sup>) or used a bus/coach (48.2%), whilst amongst those who were leaving the station, it can be seen half (50.0%<sup>12</sup>) intended to use the tube.

The majority of respondents, 67.9%<sup>13</sup> (travelling to the station) and 64.9%<sup>14</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 most popular method for arriving at Peckham Rye station was walking, chosen by 24.0%<sup>15</sup> of respondents. The most popular method of transport chosen by those leaving the station was bus/coach, chosen by 30.8%<sup>16</sup> of respondents.

<sup>10</sup> N=100  
<sup>11</sup> N=83  
<sup>12</sup> N=4  
<sup>13</sup> N=84  
<sup>14</sup> N=74  
<sup>15</sup> N=25  
<sup>16</sup> N=26

The most popular additional facility/service to enable use of the alternative methods of transport was found to be discounted fares, chosen by eight respondents, followed by a more frequent bus service, chosen by seven respondents (out of a total of 64 multiple responses).

### 3.2 Station Satisfaction

In general, **Table 3** shows respondents questioned were satisfied with:

- The availability of public transport
- Passenger information systems.

Respondents were dissatisfied with:

- The ease of drop-off by car
- Car parking facilities

Respondents were neither satisfied nor dissatisfied about most other facilities including cycle parking. Information received from the client shows that there are cycle storage facilities and a bus available but no car park or taxi rank at the station.

When asked, 'Thinking overall, how satisfied are you with this station from a scale of 1-10, when 1 is very satisfied and 10 is very unsatisfied?', the mean level of satisfaction with Peckham Rye station was found to be 5.13<sup>17</sup> i.e. slightly unsatisfied.

Over half of respondents questioned (57.7%<sup>18</sup>) felt that over the past year Peckham Rye station had got better whilst 31.5% felt the station had stayed the same and 10.9% felt it had got worse. The main reasons given for these changes were:

- The painting of the station (noticed by 21 respondents)
- Repairs to the stairs/corridors (noticed by nine respondents)
- A general smartening up of the station (noticed by nine respondents)

69.3%<sup>19</sup> of respondents felt that there had been noticeable improvements to Peckham Rye station over the past year. The main improvements mentioned were:

- The station has been painted/smartened up (noticed by 35 respondents)
- Repairs to the stairway/footbridge (noticed by 14 respondents).

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<sup>17</sup> N=94

<sup>18</sup> N=92

<sup>19</sup> N=88

**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	5.0	15.0	30.0	25.0	25.0	2.50
Car park security	0.0	6.7	53.3	33.3	6.7	2.60
<b>2. Bicycle parking facilities</b>						
The number of cycle parking facilities	0.0	9.8	41.5	34.1	14.6	2.46
The security of the cycle parking facilities	0.0	2.5	40.0	32.5	25.0	2.20
Cycle routes to and from the station	2.3	16.3	51.2	18.6	11.6	2.79
Protection from the weather	2.4	21.4	33.3	28.6	14.3	2.69
<b>3. Ease of drop off by car:</b>						
Secure and well-lit waiting area	4.8	16.7	16.7	38.1	23.8	2.40
Protection from the weather	2.3	20.9	30.2	25.6	20.9	2.58
Waiting area for cars picking up/drop off	4.9	7.3	14.6	41.5	31.7	2.12
<b>4. Public transport availability</b>						
Frequency of local buses serving the station	23.5	49.4	12.3	11.1	3.7	3.78

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Information on the services available	7.6	40.5	25.3	21.5	5.1	3.24
Ease of getting to the bus stop	27.5	57.5	3.8	8.8	2.5	3.99
Overall	16.7	52.6	16.7	10.3	3.8	3.68
<b>5. Availability of taxis</b>						
Signage	0.0	5.4	12.5	33.9	48.2	1.75
Queuing arrangements	0.0	4.3	19.6	30.4	45.7	1.83
Overall	0.0	3.8	15.1	35.8	45.3	1.77
<b>6. Ease of access on foot to station entrance:</b>						
Lighting	4.4	31.1	17.8	33.3	13.3	2.80
Signage	3.3	34.8	23.9	27.2	10.9	2.92
Safe walking route	4.3	27.2	20.7	32.6	15.2	2.73
Overall	4.5	26.1	30.7	27.3	11.4	2.85
<b>7. Passenger information services:</b>						
Direction signs to the station	2.4	19.0	40.5	25.0	13.1	2.73
Direction signs to find your way around the station	8.4	57.9	22.1	9.5	2.1	3.61
Electronic departure boards	11.5	55.2	16.7	11.5	5.2	3.56

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Visibility of electronic departure boards	9.5	56.8	13.7	15.8	4.2	3.52
Up to date timetable posters	5.7	43.2	37.5	11.4	2.3	3.39
Provision of real time information screen displays	7.5	59.1	14.0	15.1	4.3	3.51
Visibility of real time information screen displays	6.6	54.9	15.4	17.6	5.5	3.40
Local area information e.g. places of interest, maps, direction to buses	1.1	12.6	51.7	25.3	9.2	2.71
Audibility of public-address announcements	4.3	49.5	21.5	12.9	11.8	3.22
Information on where to buy your ticket(s)	4.3	59.1	26.9	6.5	3.2	3.55
Information on the different types of fares	1.1	23.1	34.1	33.0	8.8	2.75
Information on what to do if the ticket office is closed/ticket machines not working	1.1	17.6	35.2	27.5	18.7	2.55
<b>8. Passenger facilities:</b>						
Appearance of booking office	3.3	26.1	29.3	29.3	12.0	2.79
Availability of seating on platforms	0.0	24.7	20.6	40.2	14.4	2.56



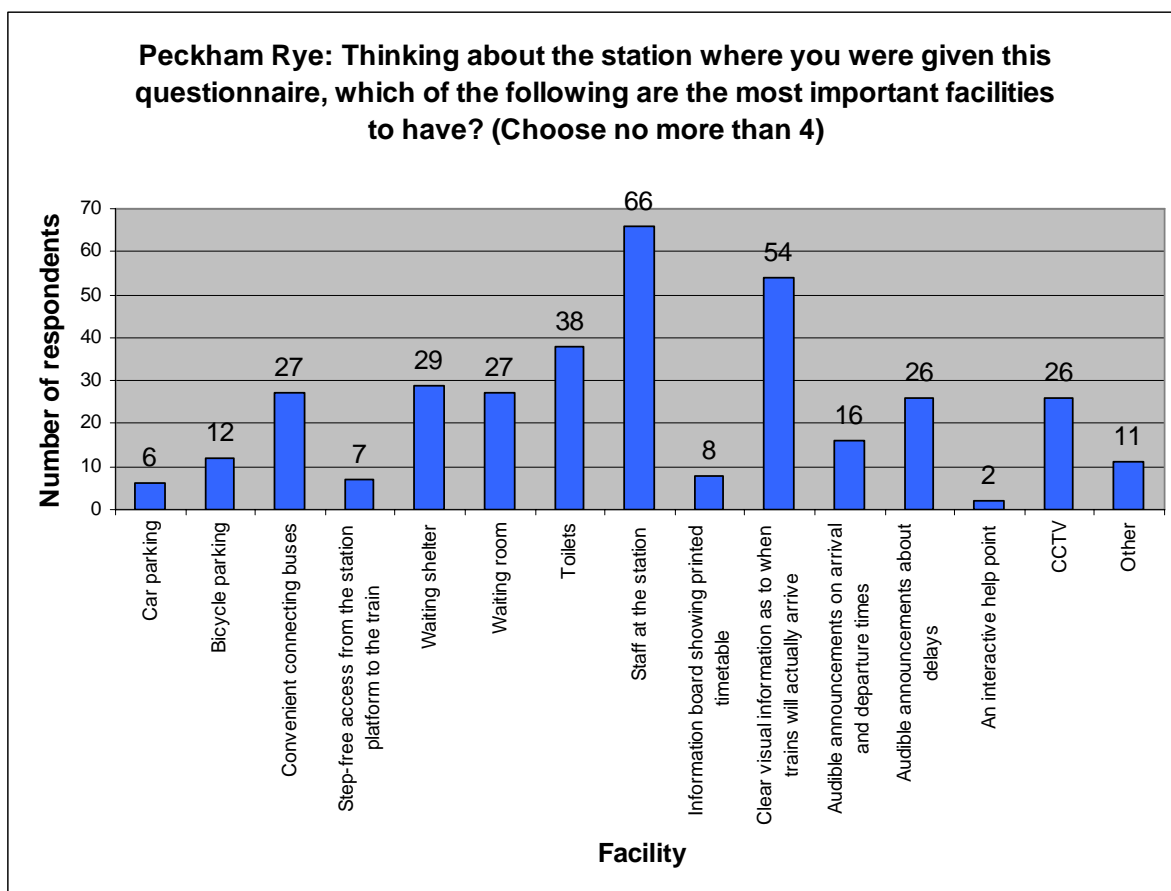
<b>Facility</b>	<b>Very Satisfied (%)</b>	<b>Satisfied (%)</b>	<b>Neither Satisfied nor Dissatisfied (%)</b>	<b>Dissatisfied (%)</b>	<b>Very Dissatisfied (%)</b>	<b>Mean Score (1 to 5)</b>
Availability of shelter on platforms e.g. a canopy	3.1	43.3	19.6	22.7	11.3	3.04
Condition of shelter on platforms	1.1	36.2	25.5	28.7	8.5	2.93
Availability of waiting rooms	1.1	37.2	23.4	29.8	8.5	2.93
Security of waiting rooms	1.1	29.7	38.5	23.1	7.7	2.93
Lighting in waiting rooms	1.1	37.5	45.5	11.4	4.5	3.19
Heating in waiting rooms	1.2	25.0	35.7	26.2	11.9	2.77
Availability of toilets	0.0	2.2	13.5	44.9	39.3	1.79
Condition of toilets	0.0	4.1	34.7	24.5	36.7	2.06
Availability of platform seating	0.0	22.3	24.5	39.4	13.8	2.56
Condition of platform seating	1.1	31.9	30.9	24.5	11.7	2.86
Refreshment facilities	0.0	24.4	27.8	30.0	17.8	2.59
Retail outlets (newsagents etc.)	0.0	6.8	17.6	45.9	29.7	2.01
Public telephones	0.0	13.9	38.9	29.2	18.1	2.49
Availability of rubbish bins	0.0	19.8	24.2	37.4	18.7	2.45
Clocks	1.1	40.0	25.3	21.1	12.6	2.96

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	0.0	37.2	17.0	31.9	13.8	2.78
Other entrance points/walking routes to platforms	0.0	37.6	28.2	24.7	9.4	2.94
Ticket office/sales points	0.0	44.6	20.7	21.7	13.0	2.97
Platforms	0.0	51.1	33.7	12.0	3.3	3.33
Subways	0.0	37.7	32.8	23.0	6.6	3.02
Footbridges	0.0	39.1	34.8	19.6	6.5	3.07
Lifts	0.0	10.7	35.7	21.4	32.1	2.25
Escalators	0.0	16.0	36.0	24.0	24.0	2.44
Track bed free from litter and vegetation	0.0	26.1	37.5	19.3	17.0	2.73
Areas around platforms free from litter/unwanted vegetation	0.0	31.8	38.6	19.3	10.2	2.92
Flower beds/vegetation	0.0	12.5	34.4	37.5	15.6	2.44
<b>10. Safety and security</b>						
Number of visible staff in the daytime	4.2	61.1	16.8	13.7	4.2	3.47
Number of visible staff after dark	2.2	27.0	21.3	30.3	19.1	2.63

<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	2.3	18.4	52.9	18.4	8.0	2.89
Station lighting	3.2	49.5	22.6	19.4	5.4	3.26
Provision of Help Points	1.1	27.6	41.4	21.8	8.0	2.92
Location of Help Points	1.2	24.4	46.5	20.9	7.0	2.92

### 3.3 Important Station Facilities

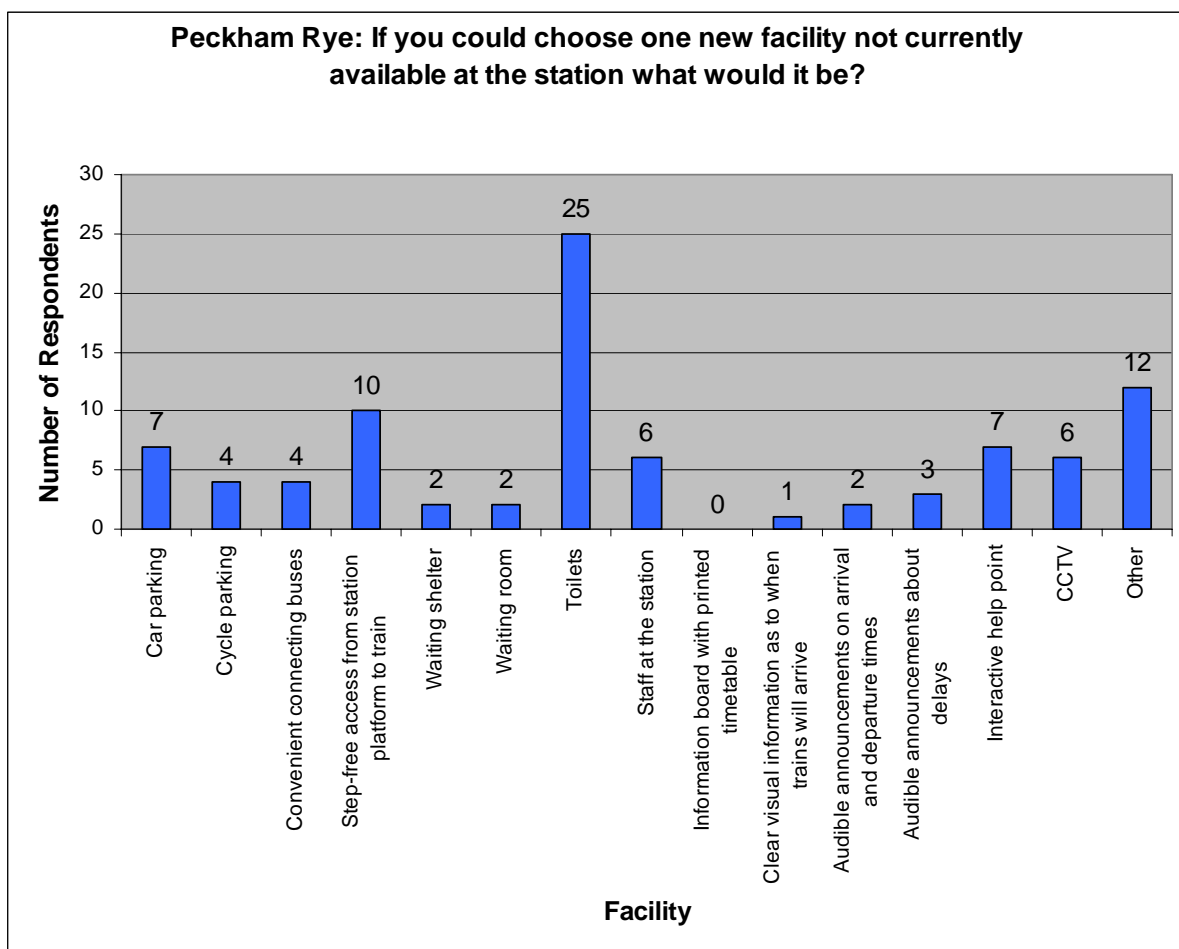
Figure 2 Facilities deemed important



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 355 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 66 respondents
- Clear visual information as to when trains will arrive’, chosen by 54 respondents
- Toilets chosen by 38 respondents

**Figure 3 Facilities desired**

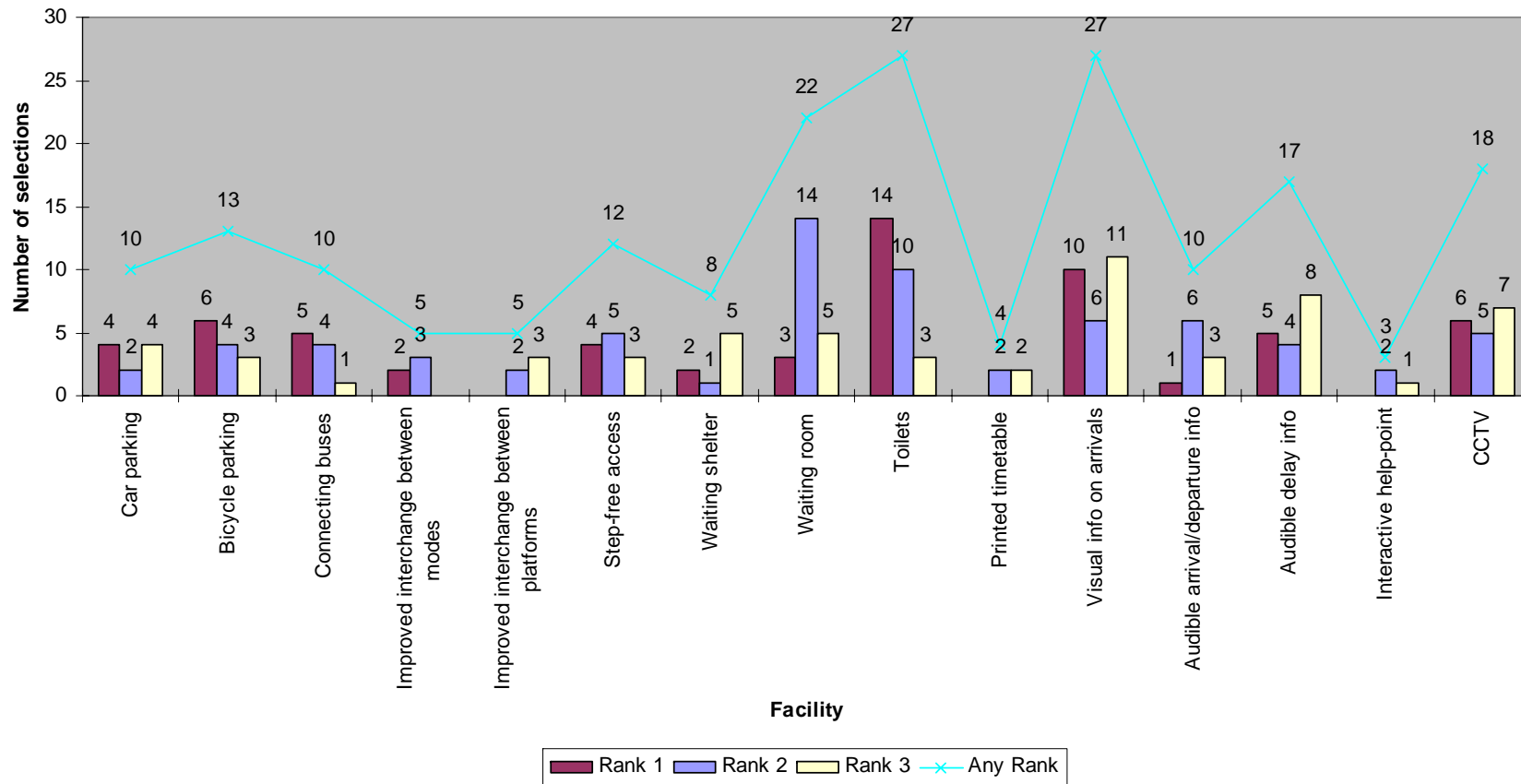


Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that toilets were by far the most wanted additions at Peckham Rye and were chosen by 27.5%<sup>20</sup> of respondents.

<sup>20</sup> N=91

**Figure 4 Facilities in need of improvement**

**Peckham Rye: '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 Peckham Rye were:

- Toilets (ranked by 27 respondents)
- ‘Clear visual information as to when trains will actually arrive’ (ranked by 27 respondents)

Comments made about toilets included that they should not require a key to be used and that they should be available all of the time. Comments made about visual information included that information needs to be available to see if trains are on time or if any changes have been made. It was also felt that information boards needed to be larger.

These were followed in need of improvement by:

- The waiting room (ranked by 22 respondents)

The main comments made about the waiting room were that more shelter is needed, especially when it is cold or raining.

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

- Toilets (ranked first by 14 respondents)
- ‘Clear visual information as to when trains will actually arrive’ (ranked first by 10 respondents)

Amongst facilities deemed to be of second greatest importance were:

- The waiting room (ranked second by 14 respondents)
- Toilets (ranked second by 10 respondents)

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

- ‘Visual information as to when trains will actually arrive’ was (ranked third by 11 respondents)
- ‘Audible announcements about delay’ (chosen by eight respondents)
- CCTV (chosen by eight respondents)



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