



# National Station Improvement Programme

## Rhosneigr Station – Final report

January 2010

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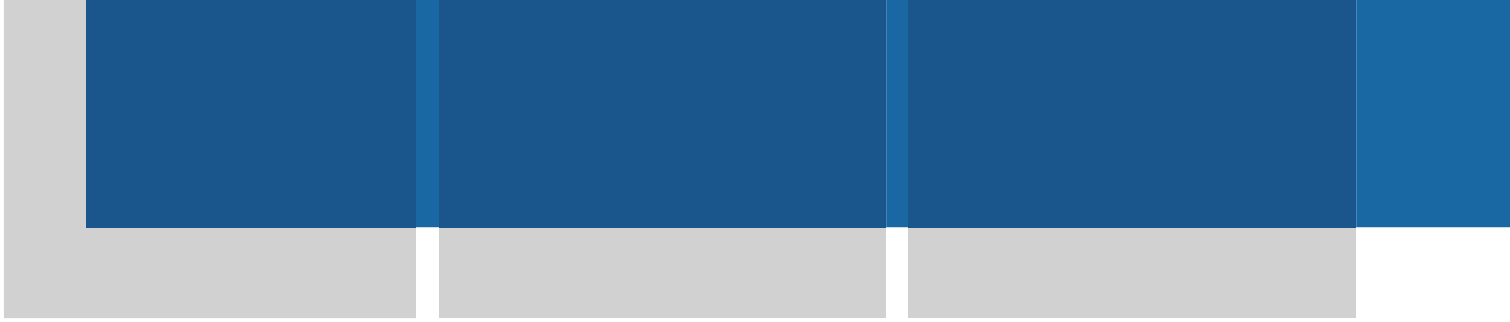
**National Station Improvement Plan**  
Rhosneigr Station Summary Report

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 Rhosneigr station.

## 1.2 Report Layout

This report summarises the findings from the research undertaken at Rhosneigr 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 Rhosneigr 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
Rhosneigr	3	7	<24	29.2%

## 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, seven questionnaires were received from respondents at Rhosneigr station; 40.0% of respondents were male and 60.0% female<sup>3</sup>. Two respondents

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

<sup>3</sup> N=5

(28.6%<sup>4</sup>) belonged to each of the age groups 16-25, 55-59 and 60-64, and one respondent (14.3%) was from the 35-44 age group. The majority of respondents (6<sup>5</sup>) did not have a disability. One respondent had a mobility impairment.

42.9%<sup>6</sup> of respondents used Rhosneigr station at least once a week. The two most common reasons for using Rhosneigr station was for the daily work commute and for a day out, each chosen by 28.6%<sup>7</sup> of respondents. A majority of four<sup>8</sup> respondents who responded to the questionnaire at Rhosneigr were not travelling with any other adults; however one respondent was travelling with another adult.

## 2.6 Travel Habits

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

What type of ticket did you use for your journey?	Number of responses
Anytime single or return	1
Off-peak single or return	3
Promotional	1
Rail staff/privilege ticket/police concession	1
Other	1

It can be seen from Table 2 that out of the seven respondents that answered the question 'What type of ticket did you use for your journey?' a large proportion (42.9%) used an off-peak single/return.

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<sup>4</sup> N=7

<sup>5</sup> N=7

<sup>6</sup> N=7

<sup>7</sup> N=7

<sup>8</sup> N=5

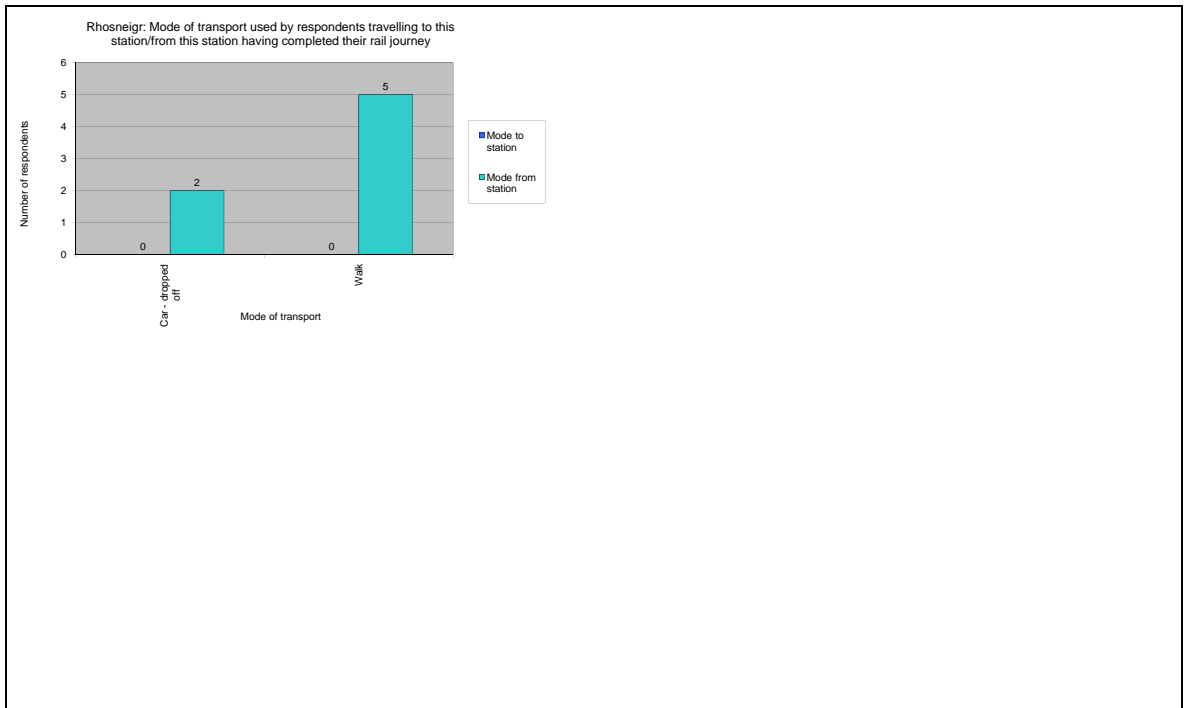
# Analysis

# 3 Analysis

## 3.1 Journey to/from the Station

Seven respondents (100.0%<sup>9</sup>) who completed the questionnaire at Rhosneigr were leaving the station. One person failed to answer the question.

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



It can be seen from **Figure 1** that a majority of 71.4%<sup>10</sup> of respondents questioned walked from Rhosneigr station.

The majority (60.0%<sup>11</sup>) of respondents did not feel that there was an alternative method of transport they would like to use to get to the station; furthermore 50.0%<sup>12</sup> did not feel there was an alternative mode to get from the station if circumstances were different. Two respondents gave alternative methods of transport for arriving at Rhosneigr station, choosing taxi and walking. The bus/coach, walk and taxi options were each chosen once as alternative methods of leaving Rhosneigr station. The most popular additional facilities/services to enable the use of alternative methods of transport were found to be better connection timings between buses and trains, chosen by two respondents, and transport available earlier/later, chosen by three respondents each (out of a total of 10 multiple responses). Discounted fares, combined fares and a better bus stop location were each chosen once.

<sup>9</sup> N=6

<sup>10</sup> N=7

<sup>11</sup> N=5

<sup>12</sup> N=6

**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	0.0	0.0	33.3	33.3	33.3	2.00
Car park security	0.0	0.0	33.3	33.3	33.3	2.00
<b>2. Bicycle parking facilities</b>						
The number of cycle parking facilities	0.0	0.0	25.0	25.0	50.0	1.75
The security of the cycle parking facilities	0.0	0.0	33.3	0.0	66.7	1.67
Cycle routes to and from the station	0.0	0.0	50.0	50.0	0.0	2.50
Protection from the weather	0.0	25.0	0.0	25.0	50.0	2.00
<b>3. Ease of drop off by car:</b>						
Secure and well-lit waiting area	0.0	50.0	0.0	0.0	50.0	2.50
Protection from the weather	0.0	0.0	66.7	0.0	33.3	2.33
Waiting area for cars picking up/drop off	0.0	50.0	50.0	0.0	0.0	3.50
<b>4. Public transport availability</b>						
Frequency of local buses serving the station	0.0	0.0	0.0	75.0	25.0	1.75

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Information on the services available	0.0	0.0	0.0	25.0	75.0	1.25
Ease of getting to the bus stop	0.0	25.0	0.0	75.0	0.0	2.50
Overall	0.0	0.0	0.0	50.0	50.0	1.50
<b>5. Availability of taxis</b>						
Signage	0.0	0.0	0.0	100.0	0.0	2.00
Queuing arrangements	0.0	0.0	0.0	100.0	0.0	2.00
Overall	0.0	0.0	0.0	100.0	0.0	2.00
<b>6. Ease of access on foot to station entrance:</b>						
Lighting	0.0	33.3	16.7	33.3	16.7	2.67
Signage	0.0	50.0	33.3	0.0	16.7	3.17
Safe walking route	0.0	33.3	16.7	50.0	0.0	2.83
Overall	0.0	33.3	33.3	16.7	16.7	2.83
<b>7. Passenger information services:</b>						
Direction signs to the station	0.0	25.0	25.0	50.0	0.0	2.75
Direction signs to find your way around the station	20.0	40.0	40.0	0.0	0.0	3.80
Electronic departure boards	0.0	0.0	0.0	0.0	0.0	0.0

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Visibility of electronic departure boards	0.0	0.0	0.0	0.0	0.0	0.0
Up to date timetable posters	33.3	50.0	16.7	0.0	0.0	4.17
Provision of real time information screen displays	0.0	0.0	0.0	0.0	0.0	0.0
Visibility of real time information screen displays	0.0	0.0	0.0	0.0	0.0	0.0
Local area information e.g. places of interest, maps, direction to buses	0.0	0.0	50.0	0.0	50.0	2.00
Audibility of public-address announcements	0.0	0.0	0.0	100.0	0.0	2.00
Information on where to buy your ticket(s)	0.0	0.0	0.0	0.0	100.0	1.00
Information on the different types of fares	0.0	0.0	50.0	0.0	50.0	2.00
Information on what to do if the ticket office is closed/ticket machines not working	0.0	0.0	0.0	0.0	0.0	0.0
<b>8. Passenger facilities:</b>						
Appearance of booking office	0.0	0.0	0.0	0.0	0.0	0.0
Availability of seating on platforms	0.0	33.3	33.3	0.0	33.3	2.67

<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	0.0	50.0	25.0	25.0	0.0	3.25
Condition of shelter on platforms	0.0	60.0	20.0	20.0	0.0	3.40
Availability of waiting rooms	0.0	0.0	0.0	0.0	100.0	1.00
Security of waiting rooms	0.0	0.0	0.0	0.0	0.0	0.0
Lighting in waiting rooms	0.0	0.0	0.0	0.0	0.0	0.0
Heating in waiting rooms	0.0	0.0	0.0	0.0	0.0	0.0
Availability of toilets	0.0	0.0	0.0	0.0	0.0	0.0
Condition of toilets	0.0	0.0	0.0	0.0	0.0	0.0
Availability of platform seating	0.0	33.3	33.3	0.0	33.3	2.67
Condition of platform seating	0.0	50.0	0.0	0.0	50.0	2.50
Refreshment facilities	0.0	0.0	0.0	0.0	0.0	0.0
Retail outlets (newsagents etc.)	0.0	0.0	0.0	0.0	0.0	0.0
Public telephones	0.0	0.0	100.0	0.0	0.0	3.00
Availability of rubbish bins	33.3	0.0	33.3	33.3	0.0	3.33
Clocks	0.0	0.0	100.0	0.0	0.0	3.00



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	50.0	50.0	0.0	0.0	3.50
Other entrance points/walking routes to platforms	0.0	60.0	40.0	0.0	0.0	3.60
Ticket office/sales points	0.0	0.0	100.0	0.0	0.0	3.00
Platforms	0.0	60.0	40.0	0.0	0.0	3.60
Subways	0.0	0.0	0.0	0.0	0.0	0.0
Footbridges	0.0	0.0	0.0	0.0	0.0	0.0
Lifts	0.0	0.0	0.0	0.0	0.0	0.0
Escalators	0.0	0.0	0.0	0.0	0.0	0.0
Track bed free from litter and vegetation	16.7	83.3	0.0	0.0	0.0	4.17
Areas around platforms free from litter/unwanted vegetation	16.7	66.7	16.7	0.0	0.0	4.00
Flower beds/vegetation	0.0	100.0	0.0	0.0	0.0	4.00
<b>10. Safety and security</b>						
Number of visible staff in the daytime	0.0	0.0	0.0	0.0	0.0	0.0
Number of visible staff after dark	0.0	0.0	0.0	0.0	0.0	0.0

<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	0.0	0.0	0.0	0.0	100.0	1.00
Station lighting	0.0	75.0	0.0	25.0	0.0	3.50
Provision of Help Points	0.0	0.0	0.0	50.0	50.0	1.50
Location of Help Points	0.0	0.0	0.0	0.0	100.0	1.00

### 3.2 Station Satisfaction

The question '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?' was not completely answered by respondents at Rhosneigr station. From the data collected, **Table 3** shows the facilities that respondents were dissatisfied with. These included:

- Passenger information services
- The availability of waiting rooms
- Safety and security features
- Car parking at the station
- Bicycle parking at the station
- Public transport availability
- The availability of taxis.

Respondents were neither satisfied nor dissatisfied with:

- Ease of drop off by car
- Ease of access on foot to the station entrance
- Passenger facilities
- Station areas

This corresponds with information received from the client, which reveals that there are no car or bicycle parking facilities, bus or taxi services 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 Rhosneigr station was found to be 6.33<sup>13</sup> i.e. slightly satisfied.

Three respondents (42.9%<sup>14</sup> of questioned respondents) felt that over the past year Rhosneigr station had stayed the same; three respondents felt that over the past year the station had improved and one respondent (14.3%) felt the station had got worse.

Five<sup>15</sup> (100.0%) respondents felt that there had been no noticeable improvements to Rhosneigr station over the past year.

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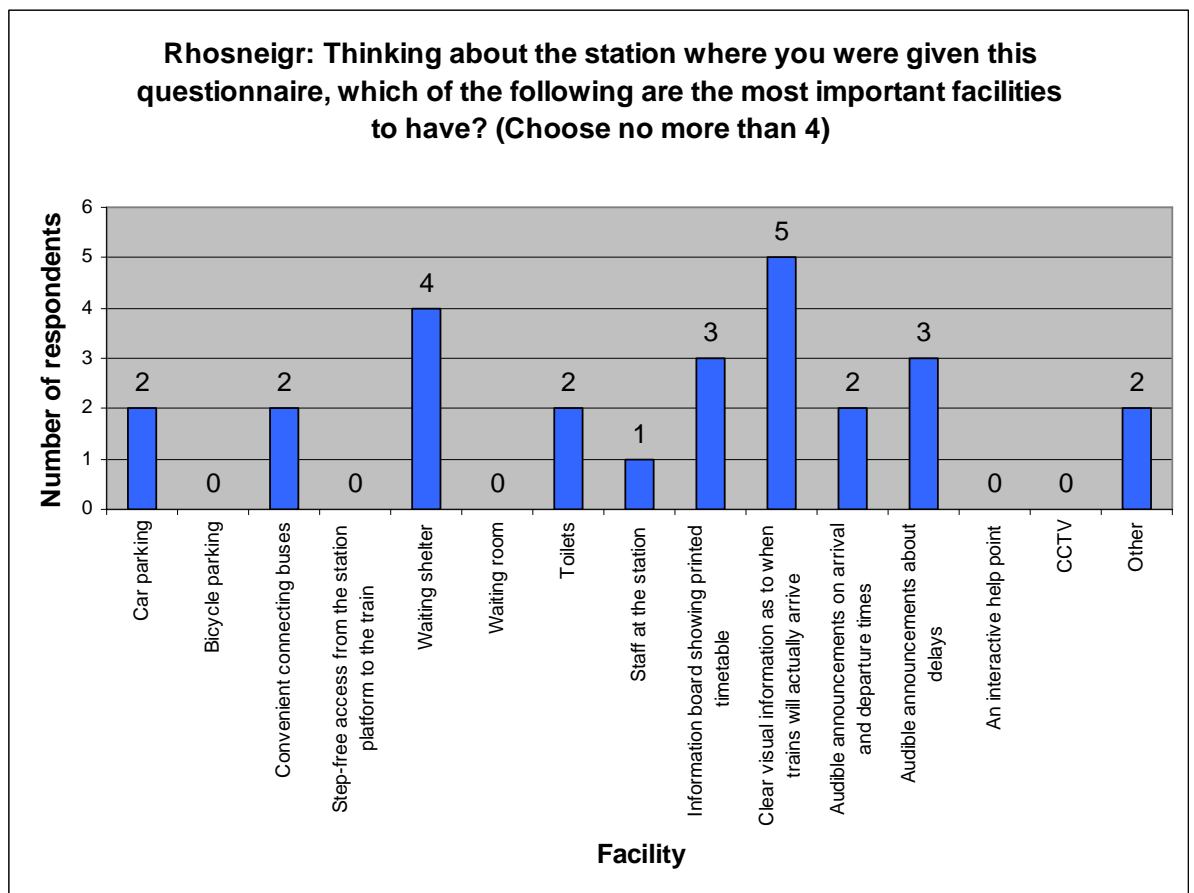
<sup>13</sup> N=6

<sup>14</sup> N=7

<sup>15</sup> N=7

### 3.3 Important Station Facilities

Figure 2 Facilities deemed important

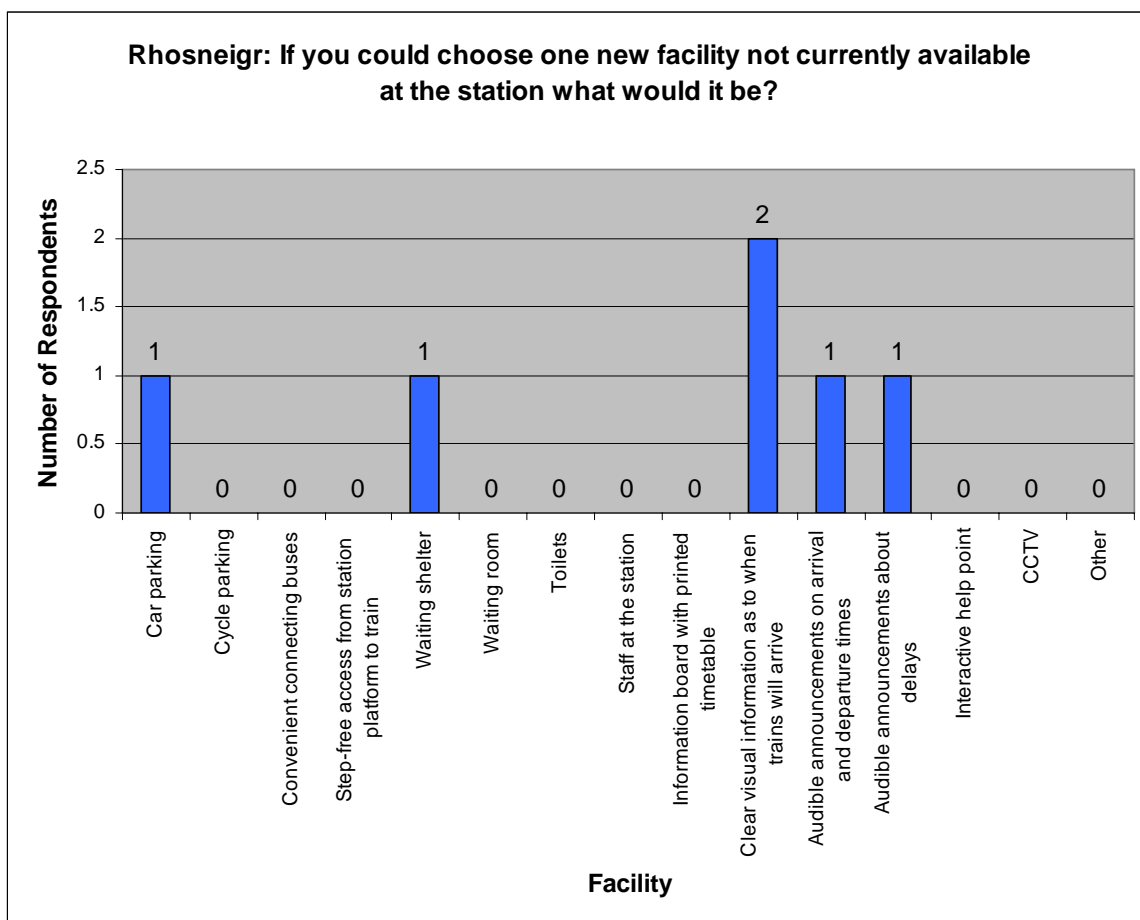


Respondents were asked to select from a list up to four facilities they feel it is important to have at their station. Out of the 26 responses to the question ‘Thinking about where you were given this questionnaire, which of the following are the most important facilities to have?’ **Figure 2** shows the three most important facilities were:

- Clear visual information as to when trains will arrive’, chosen by five respondents
- A waiting shelter, chosen by four respondents

These were followed in importance by ‘information board showing printed timetable (three responses) and ‘audible announcements on arrival and departure times’ (three responses).

**Figure 3 Facilities desired**



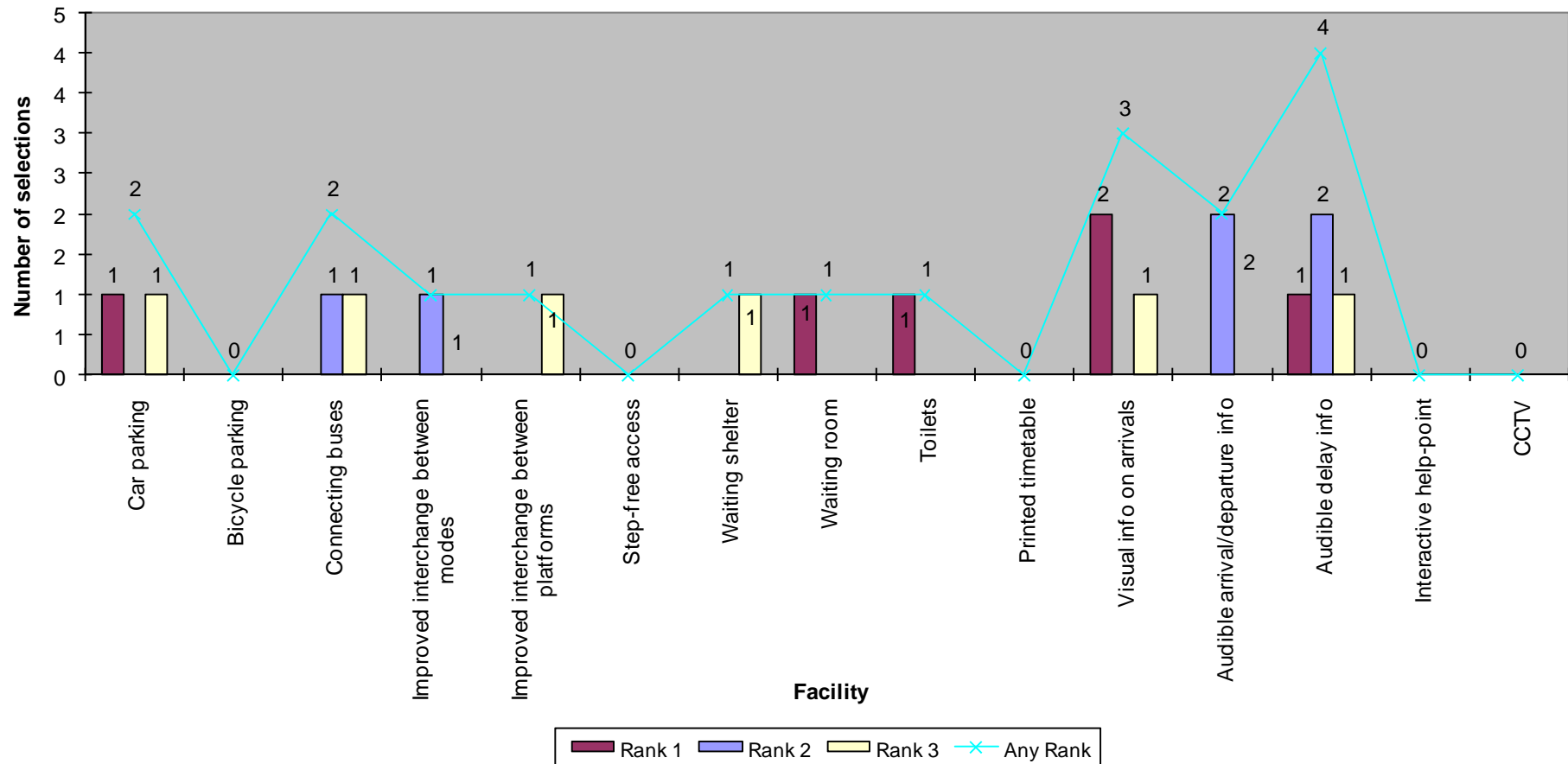
Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that ‘Clear visual information as to when trains will arrive’ was the most wanted facility at Rhosneigr and was chosen by two<sup>16</sup> respondents (33.3%). Car parking, a new waiting shelter, ‘audible announcements on arrival/departure times’, and ‘audible announcements about delays’ were each chosen by one respondent (16.7%).

Respondents were asked to rank the top three, existing, facilities at the station they were given the questionnaire, in terms of their need for improvement. Overall, audible announcements about delays were selected by most respondents (four people). The low numbers of respondents means facilities were ranked by no more than two respondents.

<sup>16</sup> N=6

**Figure 4 Facilities in need of improvement**

**Rhosneigr: '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)?'**





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