



National Station Improvement Programme

Severn Tunnel Junction Station Final report

January 2010

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National Station Improvement Plan
Severn Tunnel Junction Station Summary Report

Passenger Focus
January 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 Severn Tunnel Junction station.

1.2 Report Layout

This report summarises the findings from the research undertaken at Severn Tunnel Junction 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.

Method

2 Method

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 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 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 Severn Tunnel Junction 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
Severn Tunnel Junction	3	62	183	33.9%

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, 62 questionnaires were received from respondents at Severn Tunnel Junction station; 51.1% of respondents were male and 48.9% female³. The

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

³ N=47

highest proportion of respondents was aged 45-54, with 28.8%⁴ of respondents in this age group. The second most common age group was the 16-25 year olds, with 20.3% of respondents falling into this category. The majority of respondents (56⁵) did not have a disability. However, one respondent had a mobility impairment, one person had a hearing impairment, one person had a visual impairment and one person had a disability categorized as 'other', which wasn't listed on the questionnaire.

The majority (82.0%⁶) of respondents used Severn Tunnel Junction station at least once a week. The single most common reason for using Severn Tunnel Junction station was for the daily work commute, chosen by 64.4%⁷ of respondents. The majority (40⁸) of respondents who responded to the questionnaire at Severn Tunnel Junction were not travelling with any other adults. Nevertheless, 11 were travelling with another adult, and four were travelling with one child each.

2.6

Travel Habits

Table 2 Type of tickets used for journey at Severn Tunnel Junction station

What type of ticket did you use for your journey?	Number of responses
First class or standard	3
Anytime single or return	18
Off-peak single or return	8
Standard season ticket	20
Super off-peak saver return	2
Advance purchase	4
One day travel-card	1
Rail staff/privilege ticket/police concession	1
Group save ticket	1
Other	1

It can be seen from **Table 2** that out of the 59 respondents that answered the question 'What type of ticket did you use for your journey?', most used either a standard season ticket or an anytime single/return (33.9% and 30.5% of respondents respectively).

⁴ N=59

⁵ N=60

⁶ N=61

⁷ N=59

⁸ N=51

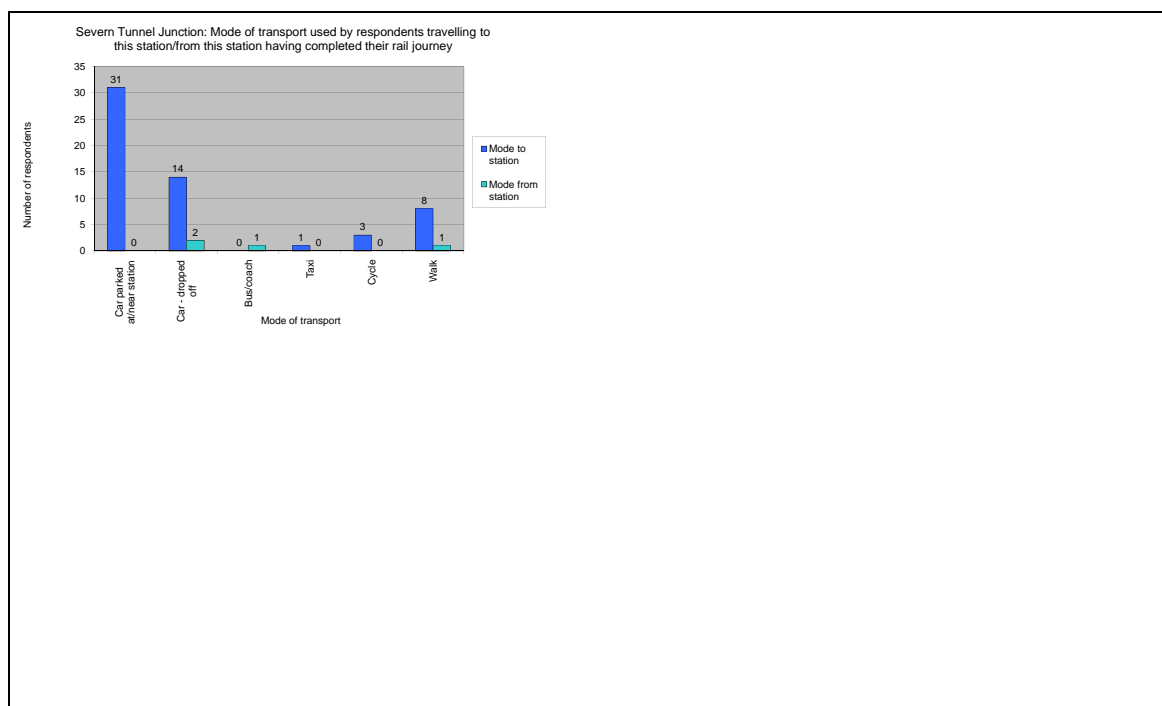
Analysis

3 Analysis

3.1 Journey to/from the Station

The vast majority of respondents (91.9%⁹) that completed the questionnaire at Severn Tunnel Junction were arriving at the station whilst 6.5% were leaving the station and only 1.6% were changing between trains.

Figure 1 Mode of transport to and from station



It can be seen from **Figure 1** that over half (54.4%¹⁰) of respondents questioned travelled by car to Severn Tunnel Junction and parked at or near the station, and half (50.0%¹¹) were dropped off by car on their way to the station.

The majority of respondents did not feel that there was an alternative method of transport they would like to use to get to (57.9%¹²) and from (52.3%¹³) the station if circumstances were different. Amongst those that listed alternative methods of transport, the most popular method for both arriving at and leaving Severn Tunnel Junction station was bus/coach, chosen by 66.7%¹⁴ and 65.0%¹⁵ of respondents respectively. ‘Car parked at or near the station’ (21.1%

⁹ N=62
¹⁰ N=57
¹¹ N=4
¹² N=57
¹³ N=44
¹⁴ N=24
¹⁵ N=20

of respondents) was also found to be popular amongst those leaving the station. The most popular additional facilities/services to enable the use of alternative methods of transport were found to be cheaper parking, chosen by 12 respondents (out of a total of 73 multiple responses) followed by a 'more frequent bus/coach service' and 'better connection timings between trains and buses', each chosen by 10 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 Severn Tunnel Junction station were generally dissatisfied with most of the listed facilities, including:

- Public transport availability
- Availability of taxi

Respondents were neither satisfied nor dissatisfied with:

- Bicycle parking
- The ease of drop off by car
- Ease of access on foot to the station entrance

Facilities rated satisfactory included:

- Car parking

This corresponds with information from the client that reveals there are no taxi or bus services at the station. The information also reveals there are car parking facilities and bicycle storage 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 Severn Tunnel Junction station was found to be 3.57¹⁶ i.e. neutral.

More than half (58.3%¹⁷) of respondents questioned felt that over the past year Severn Tunnel Junction station had stayed the same; 33.5% felt the station had got better and 8.3% felt it had got worse. The two main reasons for these changes were:

- Improved car parking (noticed by nine respondents)
- Better lighting (noticed by six respondents)

More than half (55.0%¹⁸) of respondents felt there had been no noticeable improvements to Severn Tunnel Junction station over the past year.

¹⁶ N=60

¹⁷ N=60

¹⁸ N=60

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	18.9	45.3	28.3	7.5	0.0	3.75
Car park security	5.8	36.5	36.5	15.4	5.8	3.21
2. Bicycle parking facilities						
The number of cycle parking facilities	2.8	13.9	44.4	36.1	2.8	2.78
The security of the cycle parking facilities	9.4	28.1	53.1	9.4	0.0	3.38
Cycle routes to and from the station	3.2	16.1	54.8	19.4	6.5	2.90
Protection from the weather	5.7	11.4	45.7	20.0	17.1	2.69
3. Ease of drop off by car:						
Secure and well-lit waiting area	11.5	34.6	21.2	17.3	15.4	3.10
Protection from the weather	3.8	5.8	13.5	34.6	42.3	1.94
Waiting area for cars picking up/drop off	3.8	19.2	25.0	28.8	23.1	2.52
4. Public transport availability						
Frequency of local buses serving the station	0.0	4.9	22.0	48.8	24.4	2.07

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Information on the services available	2.2	13.3	26.7	35.6	22.2	2.38
Ease of getting to the bus stop	0.0	23.8	23.8	33.3	19.0	2.52
Overall	0.0	4.7	32.6	39.5	23.3	2.19
5. Availability of taxis						
Signage	0.0	3.0	12.1	27.3	57.6	1.61
Queuing arrangements	0.0	0.0	22.2	22.2	55.6	1.67
Overall	0.0	3.2	19.4	32.3	45.2	1.81
6. Ease of access on foot to station entrance:						
Lighting	7.0	31.6	21.1	22.8	17.5	2.88
Signage	7.0	28.1	40.4	14.0	10.5	3.07
Safe walking route	5.3	12.3	15.8	42.1	24.6	2.32
Overall	3.6	17.9	23.2	37.5	17.9	2.52
7. Passenger information services:						
Direction signs to the station	5.4	39.3	35.7	12.5	7.1	3.23
Direction signs to find your way around the station	3.6	28.6	39.3	19.6	8.9	2.98
Electronic departure boards	0.0	3.0	12.1	27.3	57.6	1.61

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Visibility of electronic departure boards	0.0	7.7	19.2	23.1	50.0	1.85
Up to date timetable posters	3.8	34.0	39.6	11.3	11.3	3.08
Provision of real time information screen displays	0.0	3.2	19.4	19.4	58.1	1.68
Visibility of real time information screen displays	0.0	4.0	20.0	16.0	60.0	1.68
Local area information e.g. places of interest, maps, direction to buses	0.0	6.8	27.3	31.8	34.1	2.07
Audibility of public-address announcements	0.0	5.4	13.5	37.8	43.2	1.81
Information on where to buy your ticket(s)	10.9	29.1	34.5	14.5	10.9	3.15
Information on the different types of fares	5.5	10.9	40.0	25.5	18.2	2.60
Information on what to do if the ticket office is closed/ticket machines not working	3.8	11.5	21.2	42.3	21.2	2.35
8. Passenger facilities:						
Appearance of booking office	1.7	22.4	20.7	24.1	31.0	2.40
Availability of seating on platforms	0.0	8.5	11.9	27.1	52.5	1.76

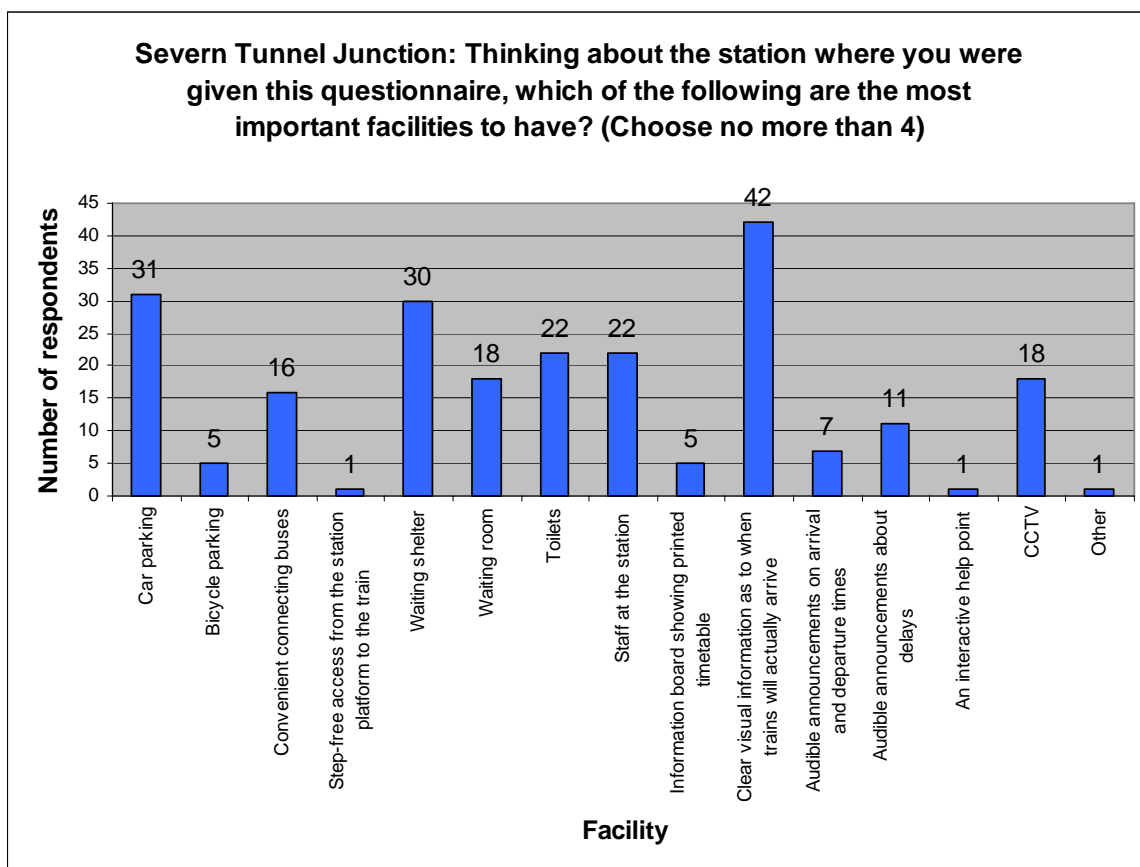
Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Availability of shelter on platforms e.g. a canopy	0.0	11.7	16.7	21.7	50.0	1.90
Condition of shelter on platforms	0.0	11.7	18.3	28.3	41.7	2.00
Availability of waiting rooms	0.0	4.5	6.8	25.0	63.6	1.52
Security of waiting rooms	0.0	7.7	23.1	10.3	59.0	1.79
Lighting in waiting rooms	0.0	20.5	15.4	10.3	53.8	2.03
Heating in waiting rooms	0.0	7.9	10.5	23.7	57.9	1.68
Availability of toilets	0.0	0.0	7.0	9.3	83.7	1.23
Condition of toilets	0.0	0.0	10.3	6.9	82.8	1.28
Availability of platform seating	0.0	5.8	15.4	19.2	59.6	1.72
Condition of platform seating	0.0	6.0	18.0	22.0	54.0	1.76
Refreshment facilities	0.0	3.6	14.3	7.1	75.0	1.46
Retail outlets (newsagents etc.)	0.0	0.0	16.0	4.0	80.0	1.36
Public telephones	0.0	5.6	25.0	11.1	58.3	1.78
Availability of rubbish bins	0.0	10.4	27.1	16.7	45.8	2.02
Clocks	0.0	0.0	8.6	14.3	77.1	1.31

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
9. Station areas						
Main station entrance/exits	1.8	14.5	50.9	7.3	25.5	2.60
Other entrance points/walking routes to platforms	1.8	10.9	47.3	14.5	25.5	2.49
Ticket office/sales points	1.8	23.2	41.1	16.1	17.9	2.75
Platforms	1.7	15.5	44.8	17.2	20.7	2.60
Subways	0.0	11.1	44.4	0.0	44.4	2.22
Footbridges	1.8	19.3	26.3	26.3	26.3	2.44
Lifts	0.0	0.0	25.0	12.5	62.5	1.63
Escalators	0.0	0.0	25.0	12.5	62.5	1.63
Track bed free from litter and vegetation	2.0	15.7	39.2	15.7	27.5	2.49
Areas around platforms free from litter/unwanted vegetation	1.9	20.4	42.6	14.8	20.4	2.69
Flower beds/vegetation	0.0	8.3	33.3	25.0	33.3	2.17
10. Safety and security						
Number of visible staff in the daytime	2.3	9.3	16.3	34.9	37.2	2.05
Number of visible staff after dark	0.0	0.0	13.2	13.2	73.7	1.39

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Level of CCTV provision	5.9	9.8	31.4	17.6	35.3	2.33
Station lighting	8.6	25.9	20.7	27.6	17.2	2.81
Provision of Help Points	2.0	2.0	26.5	36.7	32.7	2.04
Location of Help Points	2.1	2.1	34.0	27.7	34.0	2.11

3.3 Important Station Facilities

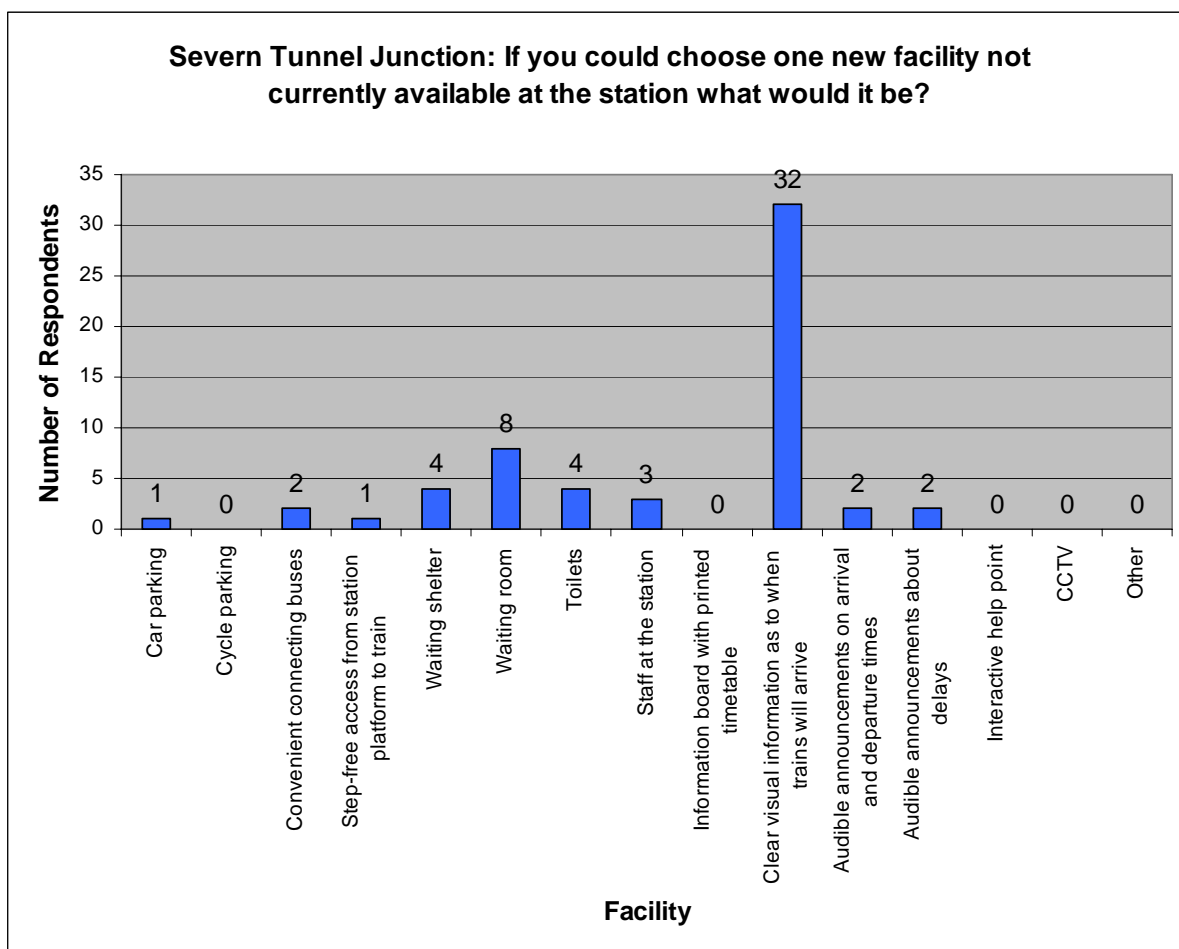
Figure 2 Facilities deemed important



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 230 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 42 respondents.
- Car parking selected by 31 respondents
- A waiting shelter selected by 30 respondents

Figure 3 Facilities desired

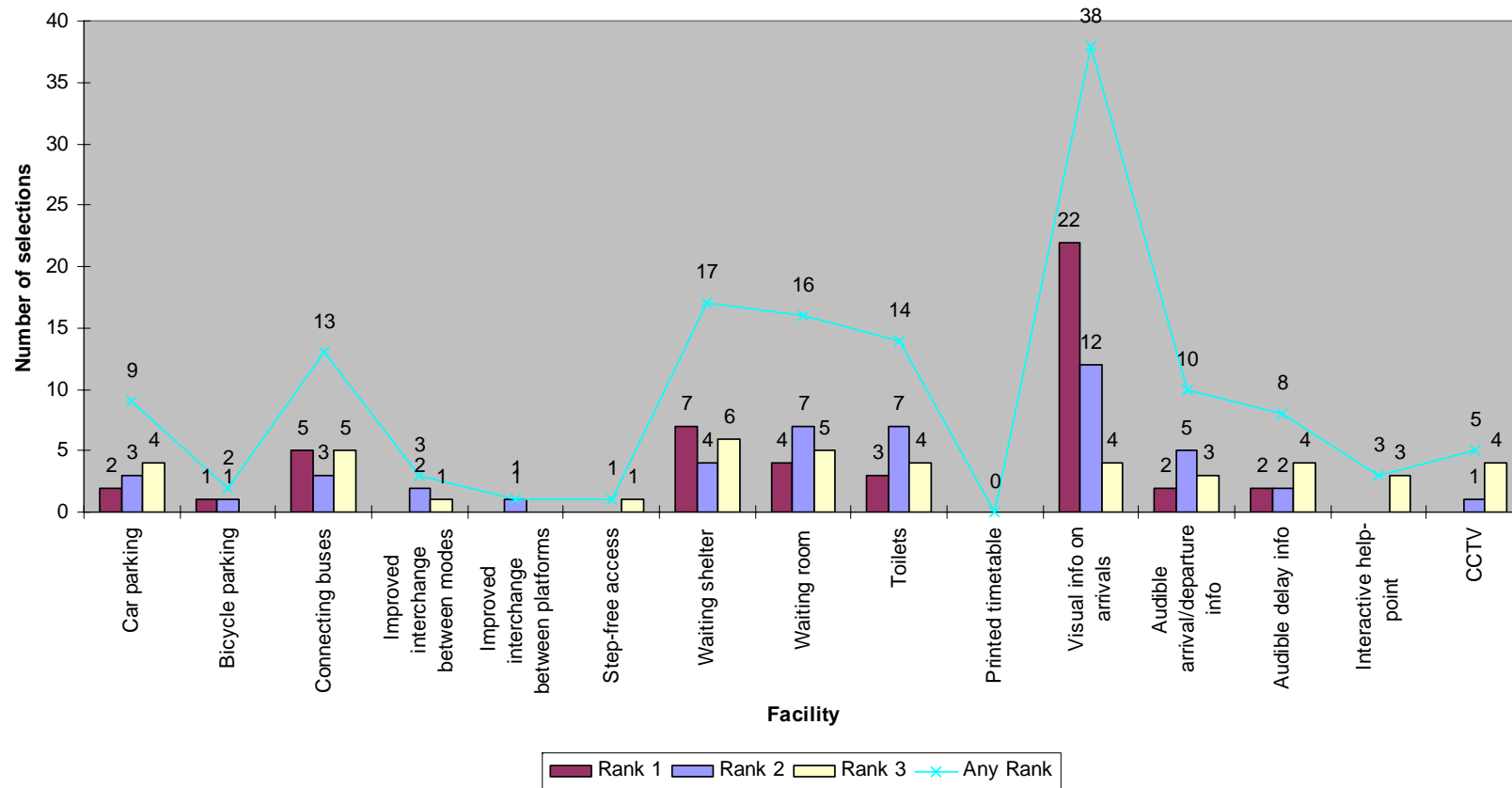


Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that ‘clear visual information as to when trains will arrive’ was by far the single most wanted facility at Severn Tunnel Junction and was chosen by 54.2%¹⁹ of respondents, followed by a waiting room (13.6%).

¹⁹ N=59

Figure 4 Facilities in need of improvement

Severn Tunnel Junction: 'Of the existing facilities at the station you were given this questionnaire, please rank your top three facilities in need of improvement (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 facility ranked in most need of improvement at Severn Tunnel Junction was:

- ‘Visual information as to when trains will actually arrive’ (ranked by 38 respondents)

Comments made about visual information included: visual information is needed to know whether trains are on time or not; and information boards need to be larger.

- Amongst respondents questioned, the facility that was most likely to be ranked first in terms of need of improvement was ‘clear visual information as to when trains will actually arrive’ (ranked first by 22 respondents)
- The facility deemed to be of second greatest importance was ‘clear visual information as to when trains will actually arrive’ (ranked second by 12 respondents)
- Finally, the facility most likely to be ranked of third greatest importance in terms of need of improvement was the waiting shelter (ranked third by six respondents).



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