



# National Station Improvement Programme

## Uckfield Station – Final report

January 2010

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**National Station Improvement Plan**  
Uckfield 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 Uckfield station.

## 1.2 Report Layout

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

## 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 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 Uckfield 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
Uckfield	3	91	358	25.4%

## 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, 91 questionnaires were received from respondents at Uckfield station; 63.6% of respondents were male and 36.4% female<sup>3</sup>. The age groups with the highest proportions of respondents were the 16-25 and 35-44 age groups, each

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

<sup>3</sup> N=55

with 19.0%<sup>4</sup> of respondents. The majority of respondents (74<sup>5</sup>) did not have a disability. However, three respondents had mobility impairments, four people had hearing impairments, three people had eyesight problems and two people had 'other' disabilities.

56.8%<sup>6</sup> of respondents used Uckfield station at least once a week. The most common reason for using Uckfield station was for a daily work commute, chosen by more than a quarter (27.1%<sup>7</sup>) of respondents. The majority (65<sup>8</sup>) of respondents at Uckfield were not travelling with any other adults, 11 were travelling with another adult, one was travelling with two other adults, one was travelling with three other adults and one was travelling with six other adults. One respondent was travelling with seven children.

## 2.6 Travel Habits

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

What type of ticket did you use for your journey?	Number of responses
Anytime single or return	13
Off-peak single or return	21
First season ticket	1
Standard season ticket	18
Super off-peak saver return	2
One day travel-card	22
Rail staff/privilege ticket/police concession	1
Freedom pass	1
Other	9

It can be seen from Table 2 that out of the 88 respondents that answered the question 'What type of ticket did you use for your journey?' a quarter (25.0%) used a one-day travelcard. Off peak single or return tickets and standard season tickets were also common ticket types (chosen by 23.9% and 20.5% of respondents respectively).

<sup>4</sup> N=84

<sup>5</sup> N=86

<sup>6</sup> N=88

<sup>7</sup> N=85

<sup>8</sup> N=79

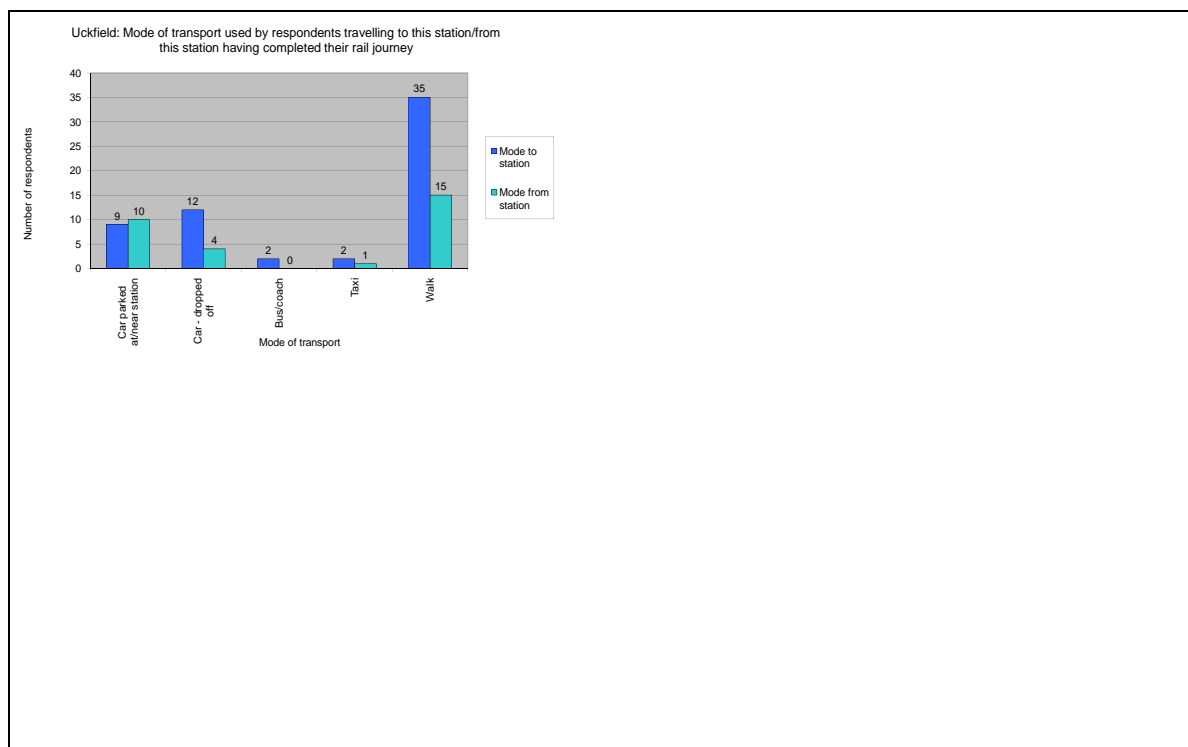
# Analysis

# 3 Analysis

## 3.1 Journey to/from the Station

Most respondents (68.1%<sup>9</sup>) that completed the questionnaire at Uckfield were arriving at the station whilst 31.9% were leaving the station.

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



It can be seen from **Figure 1** that the majority of respondents questioned walked to (58.3%<sup>10</sup>) and from (48.3%<sup>11</sup>) Uckfield station. Car (dropped off) and car (parked at/near station) were also common ways of getting to the station (20.0% and 15.0% of respondents respectively). For respondents leaving the station, car (parked at the station) and car (dropped off) were again popular modes of transport (33.3% and 13.3% of respondents respectively).

The majority of respondents did not feel that there was an alternative method of transport they would like to use to get to (64.0%<sup>12</sup>) and from (62.2%<sup>13</sup>) the station if circumstances were different. Amongst those that listed alternative methods of transport, the most popular method for both arriving at<sup>14</sup> and

<sup>9</sup> N=91  
<sup>10</sup> N=60  
<sup>11</sup> N=29  
<sup>12</sup> N=86  
<sup>13</sup> N=74  
<sup>14</sup> N=30

leaving<sup>15</sup> Uckfield station was bus/coach, chosen by 50.0% and 48.1% of respondents respectively. The most popular additional facilities/services to enable the use of alternative methods of transport were found to be a more frequent bus/coach service, chosen by twelve respondents (out of a total of 77 multiple responses). More parking was another popular additional feature, chosen by eleven 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 Uckfield station were generally neither satisfied nor dissatisfied, or dissatisfied with the facilities listed,

Respondents questioned were, however, satisfied with:

- The ease of access on foot to the station entrance

Respondents were dissatisfied with:

- Car parking
- Bicycle parking
- Public transport availability

Information received from the client stated that there are no car parking facilities and only a small bicycle storage facility.

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 Uckfield station was found to be 3.65<sup>16</sup> i.e. unsatisfied.

Of the respondents questioned, 45.0%<sup>17</sup> felt that over the past year Uckfield station had got worse, and 45.0% felt that the station had stayed the same. The remaining 10.0% felt the station had got better over the past year. The main reasons given for these changes were:

- The lack of ticket office (noticed by 19 respondents)
- The inconvenient location of the ticket office (noticed by five respondents)
- The limited ticket office opening hours (noticed by four respondents).

Most (92.3%<sup>18</sup>) respondents felt that there had been no noticeable improvements to Uckfield station over the past year.

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<sup>15</sup> N=27

<sup>16</sup> N=83

<sup>17</sup> N=80

<sup>18</sup> N=78

**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	1.8	22.8	22.8	52.6	1.74
Car park security	0.0	9.8	41.2	21.6	27.5	2.33
<b>2. Bicycle parking facilities</b>						
The number of cycle parking facilities	0.0	12.1	48.5	21.2	18.2	2.55
The security of the cycle parking facilities	0.0	6.3	50.0	15.6	28.1	2.34
Cycle routes to and from the station	0.0	9.1	51.5	9.1	30.3	2.39
Protection from the weather	0.0	2.6	28.9	23.7	44.7	1.89
<b>3. Ease of drop off by car:</b>						
Secure and well-lit waiting area	0.0	29.8	24.6	15.8	29.8	2.54
Protection from the weather	0.0	5.0	16.7	31.7	46.7	1.80
Waiting area for cars picking up/drop off	0.0	8.2	24.6	23.0	44.3	1.97
<b>4. Public transport availability</b>						
Frequency of local buses serving the station	1.8	17.5	33.3	15.8	31.6	2.42

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Information on the services available	0.0	17.9	35.7	17.9	28.6	2.43
Ease of getting to the bus stop	3.6	40.0	30.9	10.9	14.5	3.07
Overall	0.0	22.6	32.1	18.9	26.4	2.51
<b>5. Availability of taxis</b>						
Signage	14.0	49.1	28.1	3.5	5.3	3.63
Queuing arrangements	9.4	26.4	37.7	7.5	18.9	3.00
Overall	12.1	31.0	34.5	8.6	13.8	3.19
<b>6. Ease of access on foot to station entrance:</b>						
Lighting	6.3	61.3	17.5	6.3	8.8	3.50
Signage	9.1	61.0	22.1	2.6	5.2	3.66
Safe walking route	10.0	58.8	20.0	3.8	7.5	3.60
Overall	8.9	62.0	20.3	2.5	6.3	3.65
<b>7. Passenger information services:</b>						
Direction signs to the station	3.9	50.0	34.2	9.2	2.6	3.43
Direction signs to find your way around the station	7.6	48.5	31.8	9.1	3.0	3.48
Electronic departure boards	14.3	64.3	16.7	3.6	1.2	3.87

Facility	Very Satisfied (%)	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Mean Score (1 to 5)
Visibility of electronic departure boards	11.0	63.4	15.9	9.8	0.0	3.76
Up to date timetable posters	7.7	56.4	26.9	7.7	1.3	3.62
Provision of real time information screen displays	8.2	45.2	24.7	13.7	8.2	3.32
Visibility of real time information screen displays	9.0	43.3	29.9	11.9	6.0	3.37
Local area information e.g. places of interest, maps, direction to buses	2.7	21.6	47.3	18.9	9.5	2.89
Audibility of public-address announcements	7.4	37.0	29.6	17.3	8.6	3.17
Information on where to buy your ticket(s)	2.5	20.0	17.5	28.8	31.3	2.34
Information on the different types of fares	4.9	3.7	33.3	28.4	29.6	2.26
Information on what to do if the ticket office is closed/ticket machines not working	1.2	13.4	15.9	30.5	39.0	2.07
<b>8. Passenger facilities:</b>						
Appearance of booking office	1.3	9.0	14.1	21.8	53.8	1.82
Availability of seating on platforms	1.2	4.8	14.3	33.3	46.4	1.81



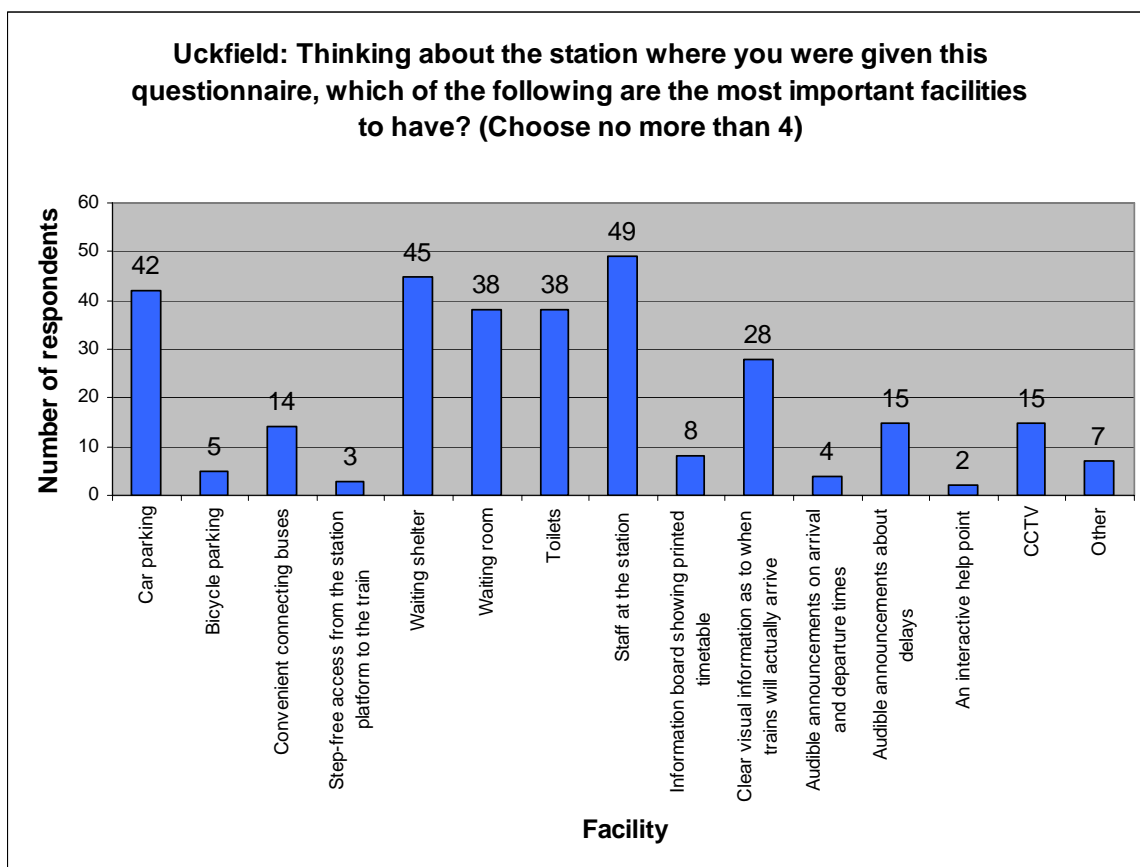
<b>Facility</b>	<b>Very Satisfied (%)</b>	<b>Satisfied (%)</b>	<b>Neither Satisfied nor Dissatisfied (%)</b>	<b>Dissatisfied (%)</b>	<b>Very Dissatisfied (%)</b>	<b>Mean Score (1 to 5)</b>
Availability of shelter on platforms e.g. a canopy	1.2	7.2	13.3	31.3	47.0	1.84
Condition of shelter on platforms	1.3	7.5	20.0	32.5	38.8	2.00
Availability of waiting rooms	0.0	1.5	6.1	27.3	65.2	1.44
Security of waiting rooms	0.0	2.1	12.8	25.5	59.6	1.57
Lighting in waiting rooms	0.0	0.0	0.0	0.0	0.0	1.62
Heating in waiting rooms	0.0	0.0	9.1	22.7	68.2	1.41
Availability of toilets	0.0	3.2	3.2	19.4	74.2	1.35
Condition of toilets	0.0	6.1	3.0	18.2	72.7	1.42
Availability of platform seating	1.3	5.0	10.0	30.0	53.8	1.76
Condition of platform seating	1.3	6.4	19.2	23.1	50.0	1.86
Refreshment facilities	2.2	2.2	8.7	23.9	63.0	1.57
Retail outlets (newsagents etc.)	2.2	11.1	24.4	17.8	44.4	2.09
Public telephones	2.3	4.5	20.5	22.7	50.0	1.86
Availability of rubbish bins	2.5	22.2	30.9	23.5	21.0	2.62
Clocks	2.9	32.4	35.3	13.2	16.2	2.93

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	2.5	34.2	40.5	10.1	12.7	3.04
Other entrance points/walking routes to platforms	1.7	36.2	39.7	8.6	13.8	3.03
Ticket office/sales points	1.3	10.5	13.2	34.2	40.8	1.97
Platforms	1.3	43.0	31.6	16.5	7.6	3.14
Subways	0.0	20.0	50.0	20.0	10.0	2.80
Footbridges	0.0	16.7	58.3	16.7	8.3	2.83
Lifts	0.0	12.5	75.0	0.0	12.5	2.88
Escalators	0.0	14.3	71.4	0.0	14.3	2.86
Track bed free from litter and vegetation	2.7	28.4	36.5	18.9	13.5	2.88
Areas around platforms free from litter/unwanted vegetation	2.6	30.3	35.5	14.5	17.1	2.87
Flower beds/vegetation	4.7	29.7	37.5	20.3	7.8	3.03
<b>10. Safety and security</b>						
Number of visible staff in the daytime	2.7	1.4	20.3	32.4	43.2	1.88
Number of visible staff after dark	3.1	0.0	16.9	23.1	56.9	1.69

<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	1.4	8.7	43.5	18.8	27.5	2.38
Station lighting	1.2	32.9	32.9	22.0	11.0	2.91
Provision of Help Points	1.3	17.9	41.0	28.2	11.5	2.69
Location of Help Points	1.3	17.1	47.4	22.4	11.8	2.74

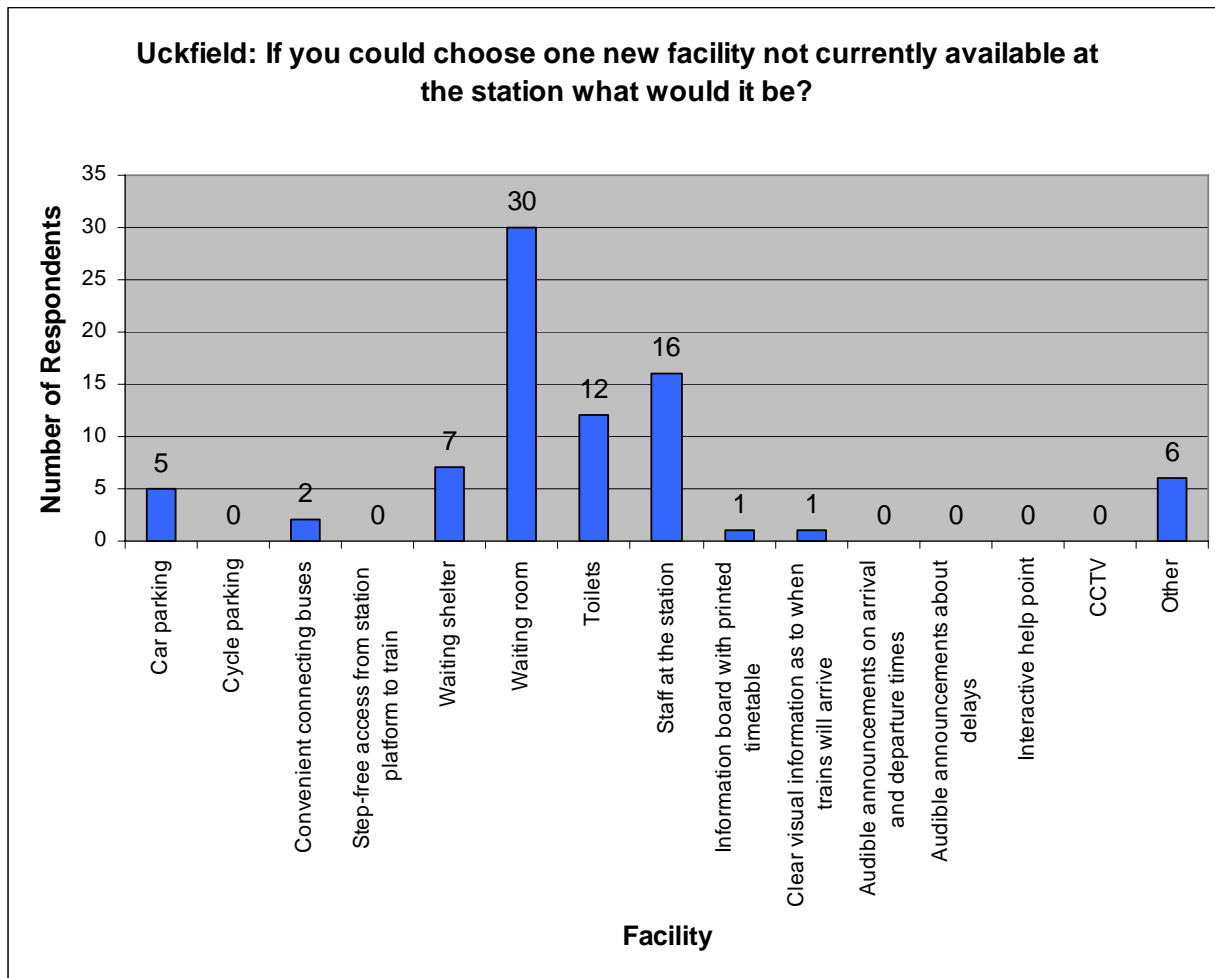
### 3.3 Important Station Facilities

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 313 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 two most important facilities were staff at the station, chosen by 49 respondents, and a waiting shelter, chosen by 45 respondents. Car parking (42 respondents), a waiting room (38 respondents) and toilets (38 respondents) were also popular.

**Figure 3 Facilities desired**

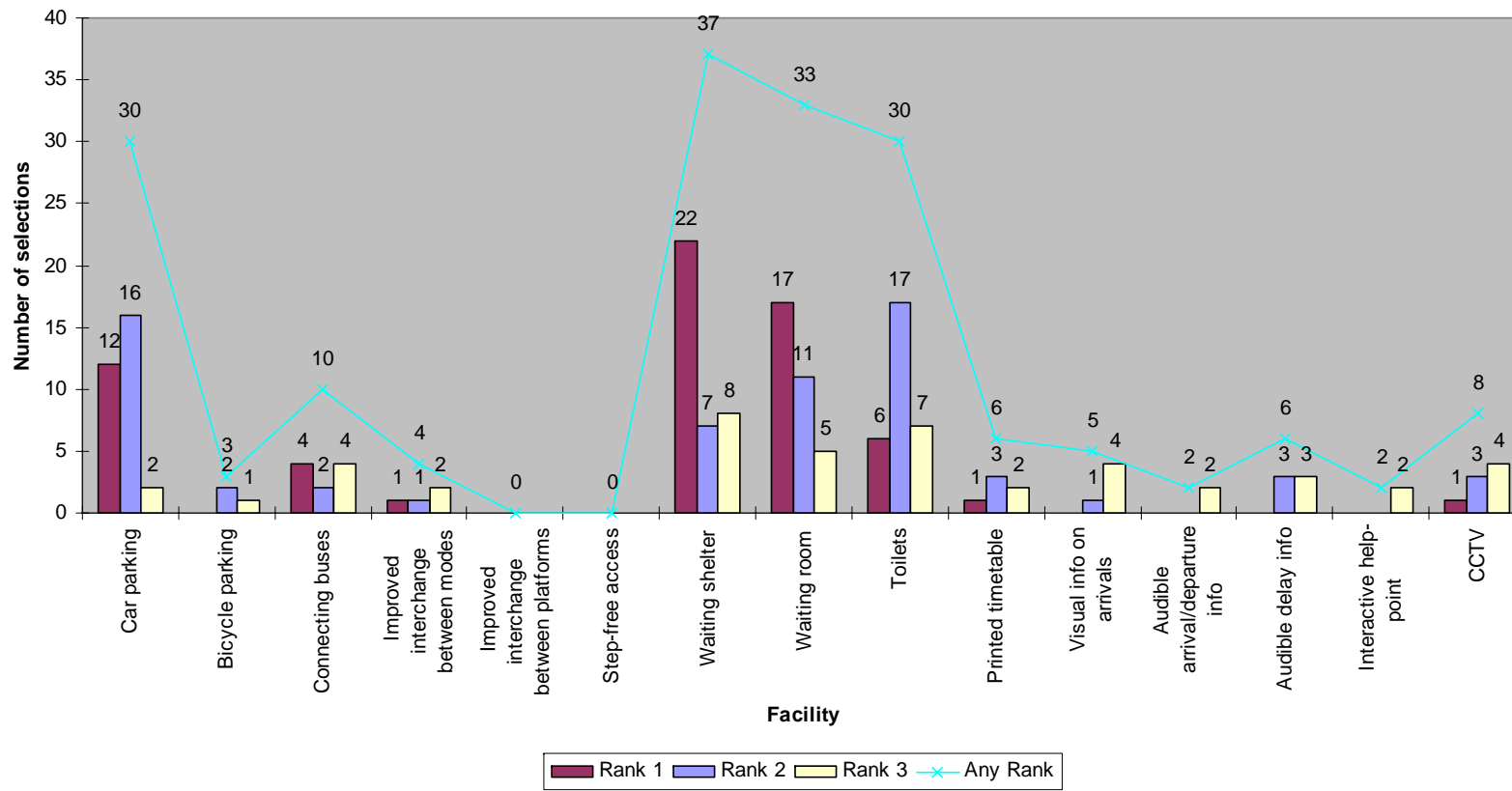


Respondents were asked to choose from a list which single facility not currently available at their station they would like to see added. It can be seen from **Figure 3** that a new waiting room was by far the most wanted single feature at Uckfield and this was chosen by 37.5%<sup>19</sup> of respondents, followed by more staff at the station (20%) and new toilets (15.0%).

<sup>19</sup> N=80

**Figure 4 Facilities in need of improvement**

**Uckfield: '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 Uckfield was:

- The waiting shelter (ranked by 37 respondents)

The main comment made about a waiting shelter was that one is needed, especially when it is cold or raining, and more seats are required.

This was followed in need of improvement by:

- The waiting room (ranked by 33 respondents)
- Car parking and toilets (each ranked by 30 respondents)

Comments included: the station is in need of a waiting room; there is insufficient parking at the station; and there are no toilet facilities at the station.

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

- The waiting shelter (ranked first by 22 respondents)
- The waiting room (ranked first by 17 respondents)
- Car parking (ranked first by 12 respondents)

Facilities ranked as second priority for improvement included:

- Toilets (ranked second by 17 respondents)
- Car parking (ranked second by 16 respondents)
- The waiting room (ranked second by 11 respondents)

Finally, the facilities ranked as third priority for improvement were:

- The waiting shelter (ranked third by eight respondents)
- Toilets (chosen by seven respondents)
- The waiting room (chosen by five respondents)



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