



# What passengers tell us about stations

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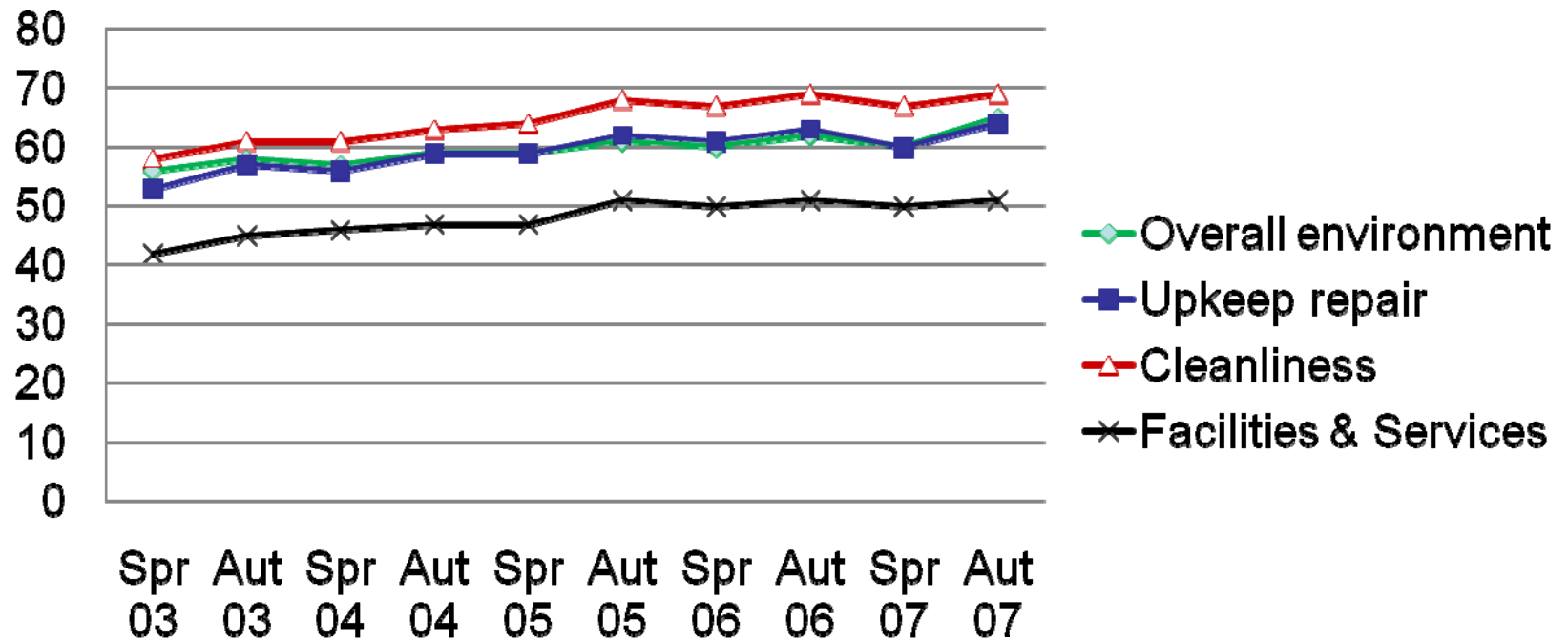
# What passengers tell us about stations



- Station environment
- Station security
- Passenger information
- Getting to and from the station

# Station environment

## Passenger satisfaction - station environment



# Importance / priorities – station environment

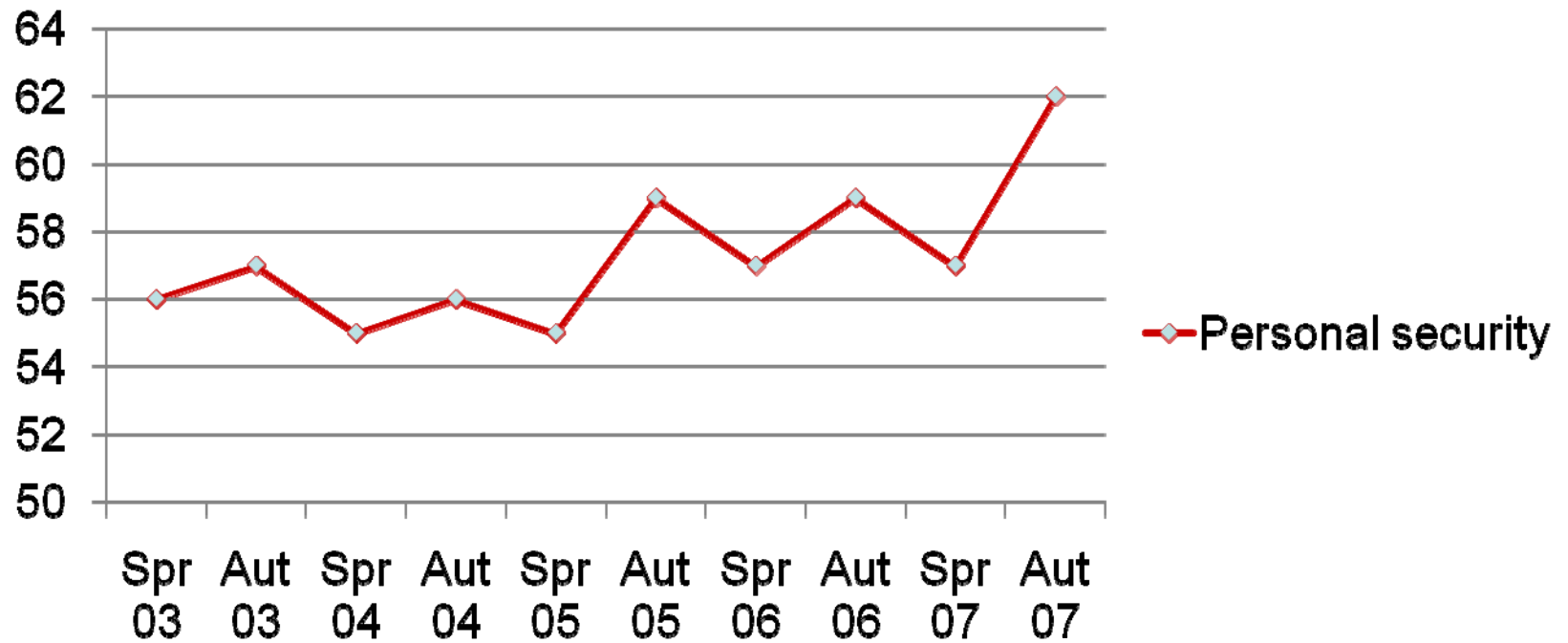
National priorities – attribute	GB rank
Facilities at stations are plentiful and of good quality	18
Station environment always present and comfortable	26
Stations are cleaned to a high standard	27
All station buildings maintained to a high standard	28

# Station environment

- Station fabric/facilities are not top priorities for improvement.
- NPS indicates room for improvement in terms of absolute satisfaction scores – certainly scope to improve these scores.
- Route based research, Southern routes, indicates that the facility considered the most important to improve was accurate visual information, toilets and staff at station.

# Personal security

## Passenger satisfaction - personal security



# Importance / priorities – personal security

National Priorities – attribute	GB Rank
Personal security at stations is improved through CCTV/Staff	11

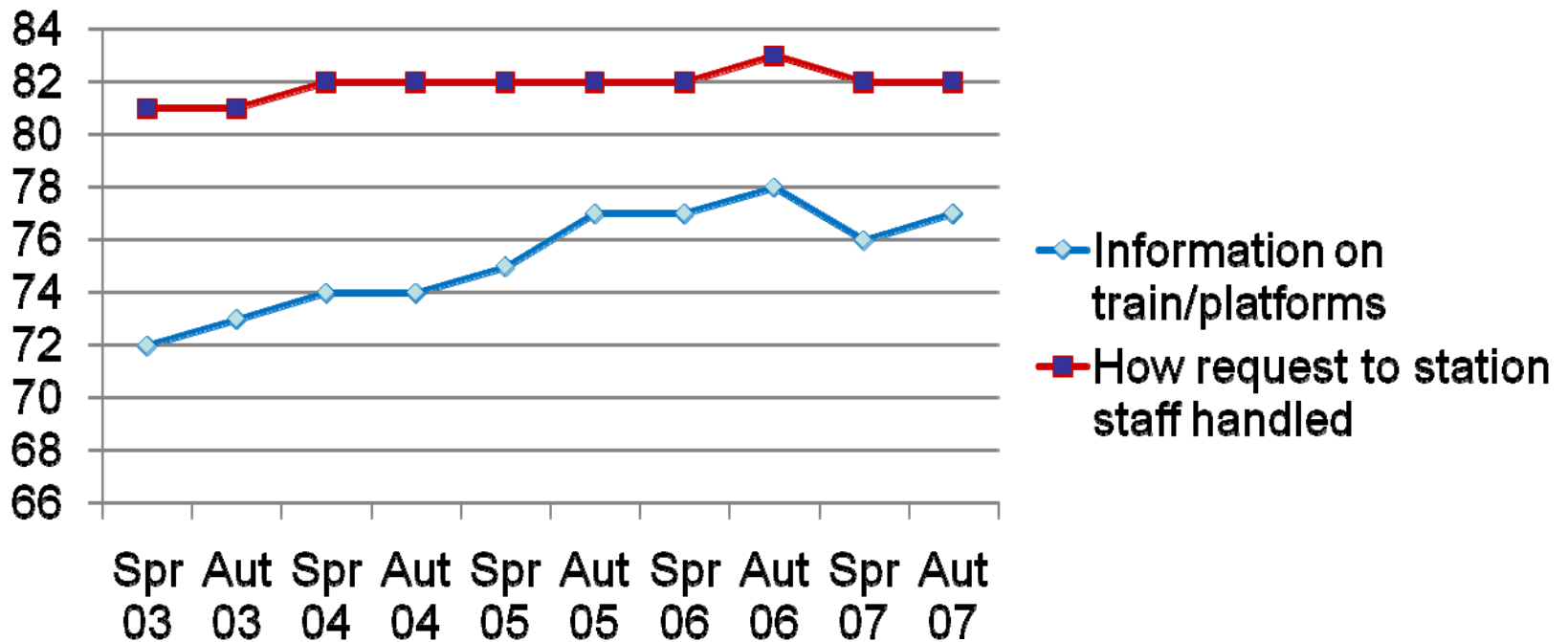
# Personal security

- Caution that we don't miss passengers who are put off travelling because of concerns of safety – only asking people who have already accepted the risk.
- Stations need to be staffed wherever possible.
- The role of staff should be complemented by technology.
- Initiatives like secure stations and secure car parks are good.
- Recognise that the railway suffers the same problems with crime and disorder as the rest of society.



# Passenger information

## Passenger satisfaction – passenger information



# Importance / priorities – passenger information

## National Priorities – attribute

## GB Rank

Information on train times / platforms accurate and available

7

Useful information provided throughout the journey

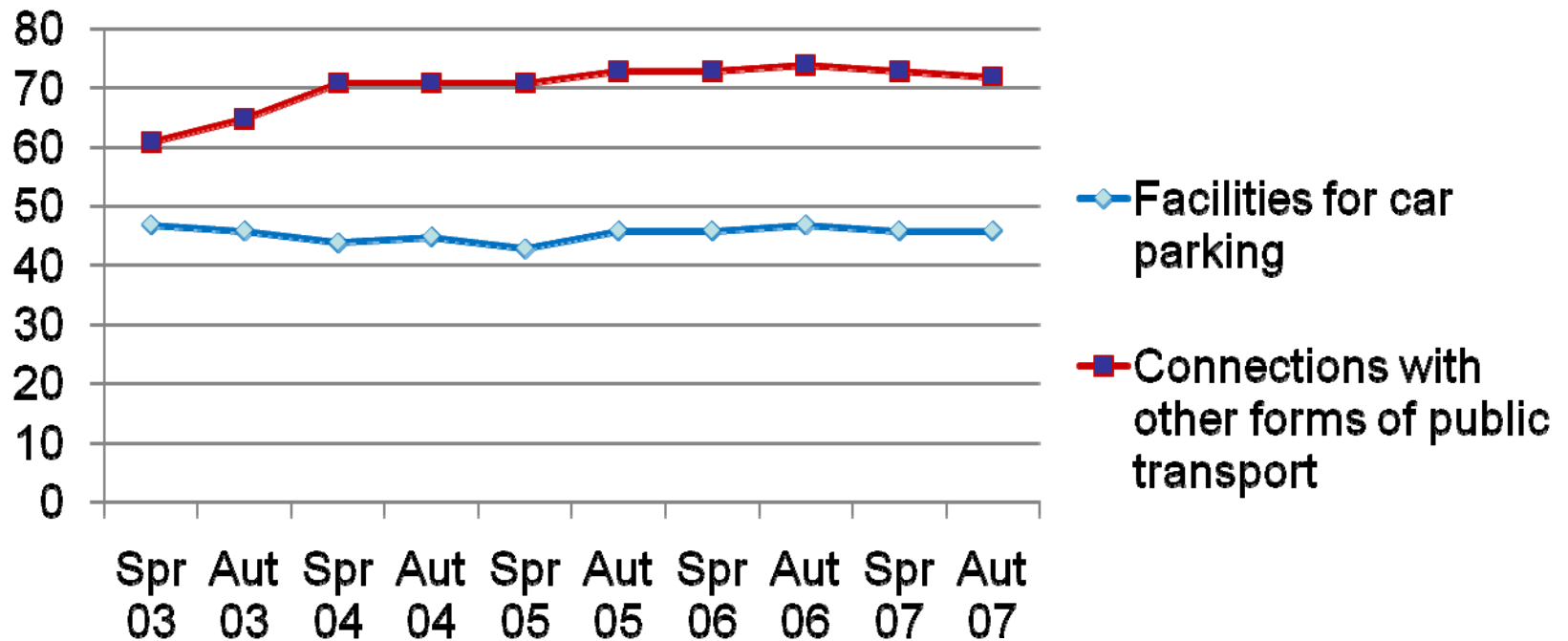
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# Passenger information

- Our research indicates that electronic real time visual displays have the widest acceptance and use.
- During times of disruption there is a preference for a human voice.

# Getting to the station

## Passenger satisfaction – getting to the station



# Importance / priorities – getting to the station

## National Priorities – attribute

## GB Rank

Good easy connections with other forms of transport

12

High quality car parking

29

# Getting to the station

- Southern research, found a hierarchy of modes for getting to the station:
  - 49% walking
  - 17% car
  - 10% bus/coach
  - 2% cycling (1% parking and 1% taking on train)

# Getting to the station

- Walking – major barrier to passengers is the perception of security.
- Buses – greater scope to improve co-ordination of bus and train timetables.
- Cars/motorbikes – research indicates:
  - lack of parking space suppresses demand for rail
  - passengers unable to park would drive to the next station or the drive the whole journey
  - travel earlier to get a space.
- Taxis – opportunity for better coordination between train companies and taxi firms.
- Bicycles – a number of initiatives available to increase usage.



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