

Liverpool Lime Street station engineering work

Knowledge and support for October 2017 improvement work

November 2017

Overview – before the engineering work starts

On 30 September work began at Liverpool Lime Street station to improve the train services that operate there. This first part of the work took around three weeks, affecting services to and from the station until 22 October.

While recognising the need for this work to be carried out Transport Focus is aware that it would affect passengers who would usually be using the station. Though the work is important, the way that it is managed needed to account for the needs of passengers during this time. For this reason Transport Focus monitored the impact of the work on those who would usually be using the station.

Prior to the start of the work Transport Focus spoke to 375 passengers who use Liverpool Lime Street station at least once every six months to find out their views of the work which is taking place. Transport Focus contacted these passengers in two ways. Firstly we spoke with passengers on our Transport User Panel who indicated that they used the station. Secondly Northern sent a link to a survey to passengers on their database who had used the station recently.

The results of the survey undertaken with these passengers is presented here.

Summary of findings – before the engineering work starts

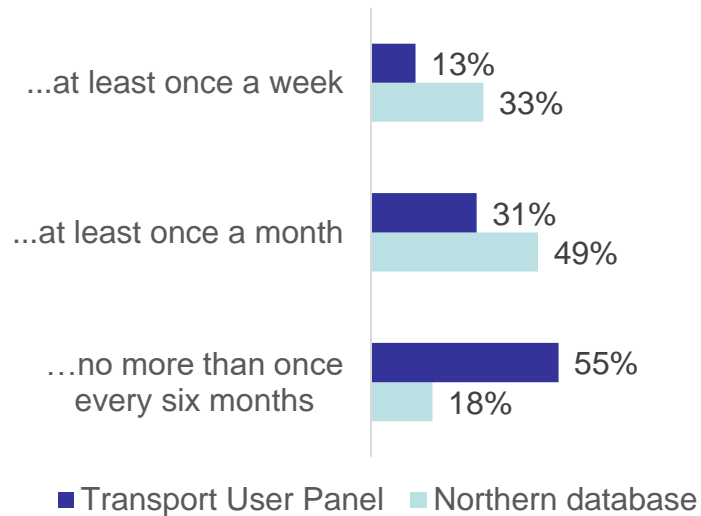
- 37 per cent of those who use Liverpool Lime Street station at least once every six months said they knew at least a fair amount about the work which is being undertaken there. A similar proportion said that they knew a fair amount or a lot about the impact that the work will have on the journeys that they might usually make.
- In contrast 17 per cent say that they knew nothing about the work, and 20 per cent say that they knew nothing about the impact of the work on their journeys.
- A half of those who knew at least a little about the impact that the work will have on the journeys that they might usually make learnt about the impact through posters or notices at a station. 29 per cent found out about the impact through local or national press, radio, or television, while 20 per cent found out through announcements made at a station.
- 42 per cent are satisfied with the information which was provided about the impact of the work on their journeys, while 22 per cent are dissatisfied.
- Around two thirds supported the work which is being undertaken at Liverpool Lime Street station, while six per cent opposed it. Findings indicate that those who knew at least a fair amount about the work which is being carried out are more likely than those who know less to support the work.
- Around a half of those who use the station at least once every six months said that the work would have some impact on the journeys that they will, or might usually make. Of these passengers a third would travel to or from a different station during the time of the work, a quarter would avoid making the journeys that they had planned, and a similar proportion would travel via an alternative rail route.

Profile of those completing the survey

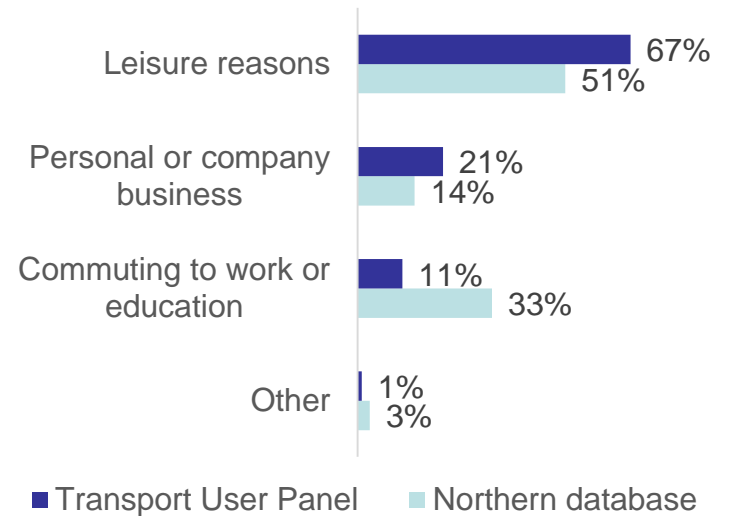
The survey was completed by passengers contacted through the Transport Focus Transport User Panel and those on the Northern database. Three quarters of respondents answering the survey came from the Transport User Panel. The profile of who accessed the survey via each of the routes is indicated below.

Which of the following describes your use of Liverpool Lime Street Station?

I travel to or from the station



When you are using Liverpool Lime Street Station, for what reason are you travelling most often?



Base: All who use Liverpool Lime Street at least once every six months (379).
Those accessing the survey via the Transport Users' Panel (284), those accessing via the Northern database (95)

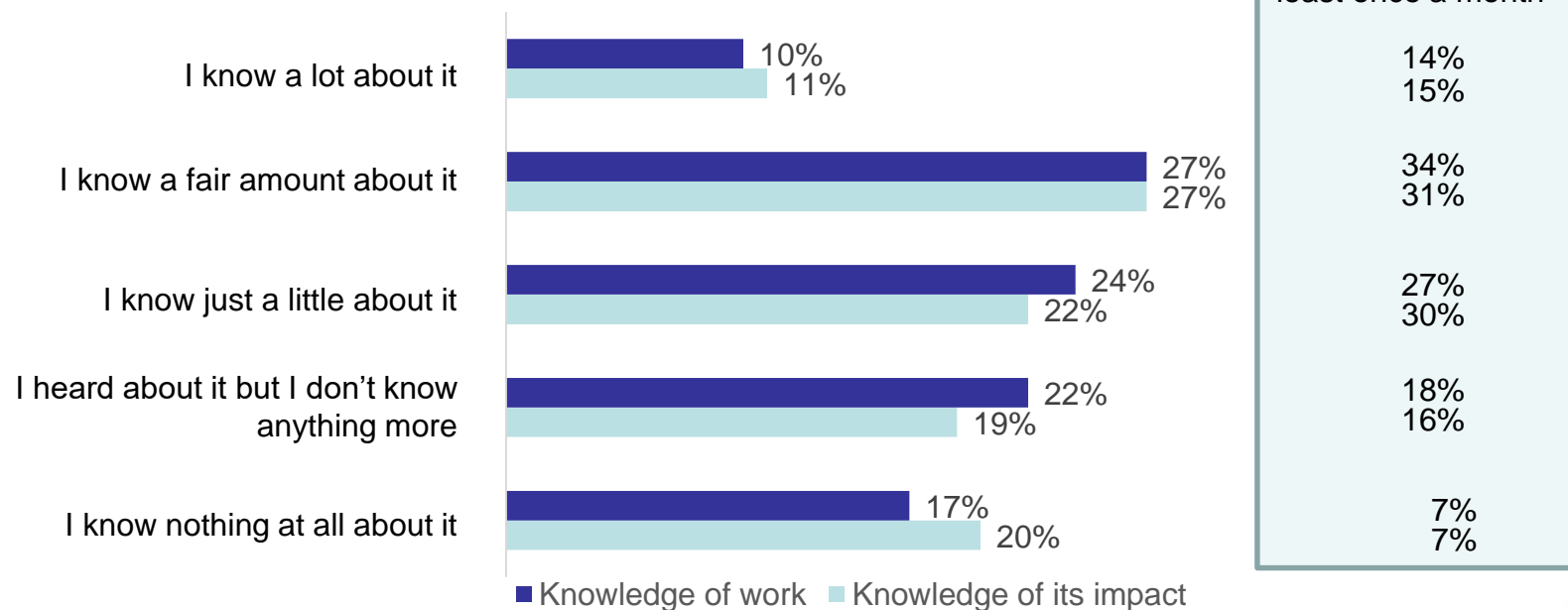
Knowledge of the work and its impact

Among those who use the station at least once every six months, 37 per cent said that they knew at least a fair amount about the work undertaken at the station. Similarly 38 per cent say they knew at least a fair amount about the impact the work would have on the journeys that they might usually make. In contrast 17 per cent say that they knew nothing about the work and 20 per cent say that they knew nothing about its impact on their journeys. Those that use the station most frequently tended to know more about the work and about its impact.

From the 30th September to the 22nd October this year, journeys to and from Liverpool Lime Street station may be affected by work being carried out at the station to improve train services. Before today how much, if anything, would you say that you knew about...

the work being undertaken at Liverpool Lime Street station during this time?

the impact the work will have on the journeys that you might usually make to and from the station?

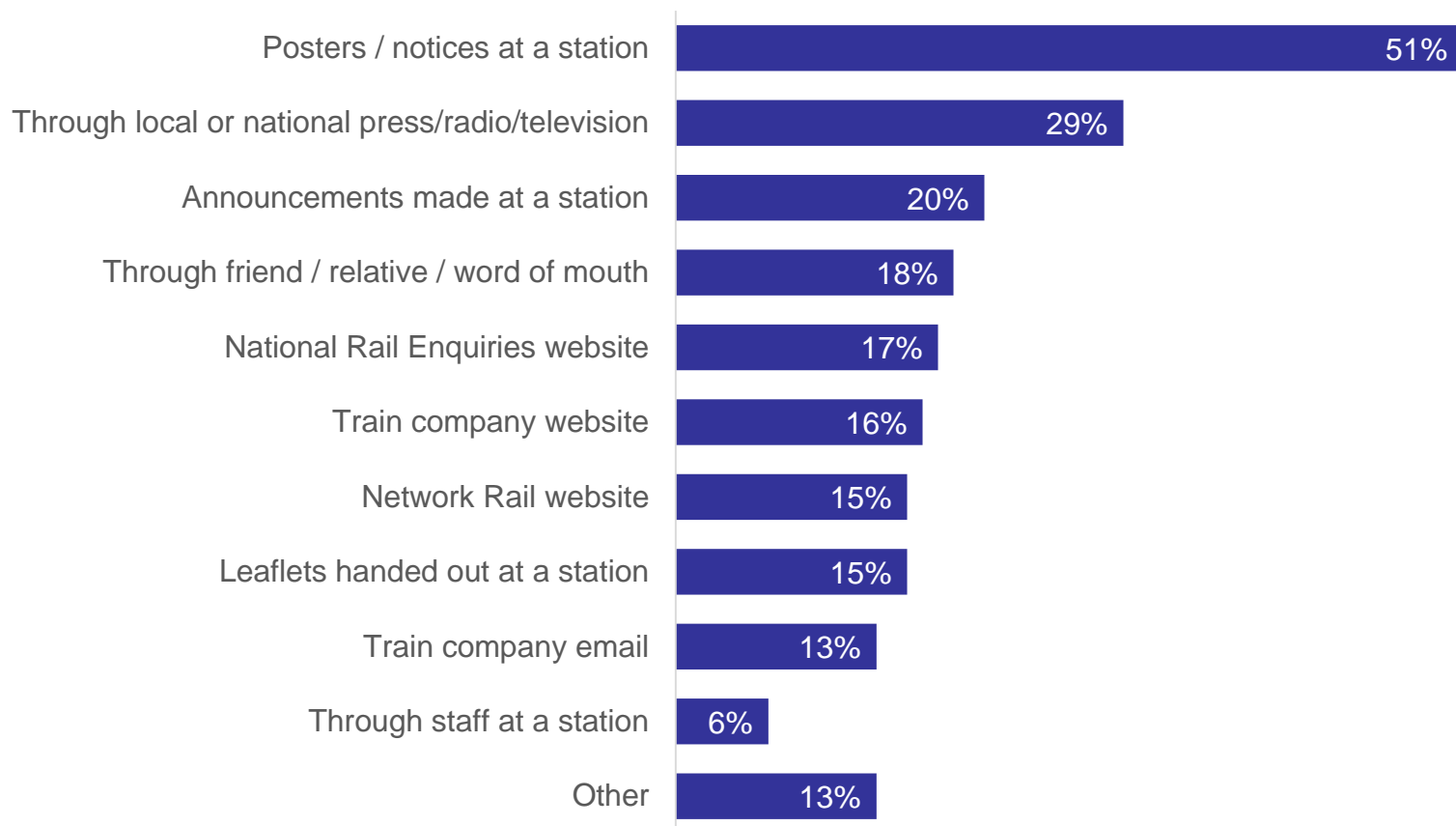


Base: All who use Liverpool Lime Street at least once every six months (379).
Those using the station once a month or more (202).

Sources of information about the impact of the work

Amongst those who knew at least a little about the impact on their journeys of the work which is being undertaken around a half got this information through posters or notices at a station. Three in ten learnt about the impact through local or national press, radio, or television, while one in five learnt through an announcement made at a station.

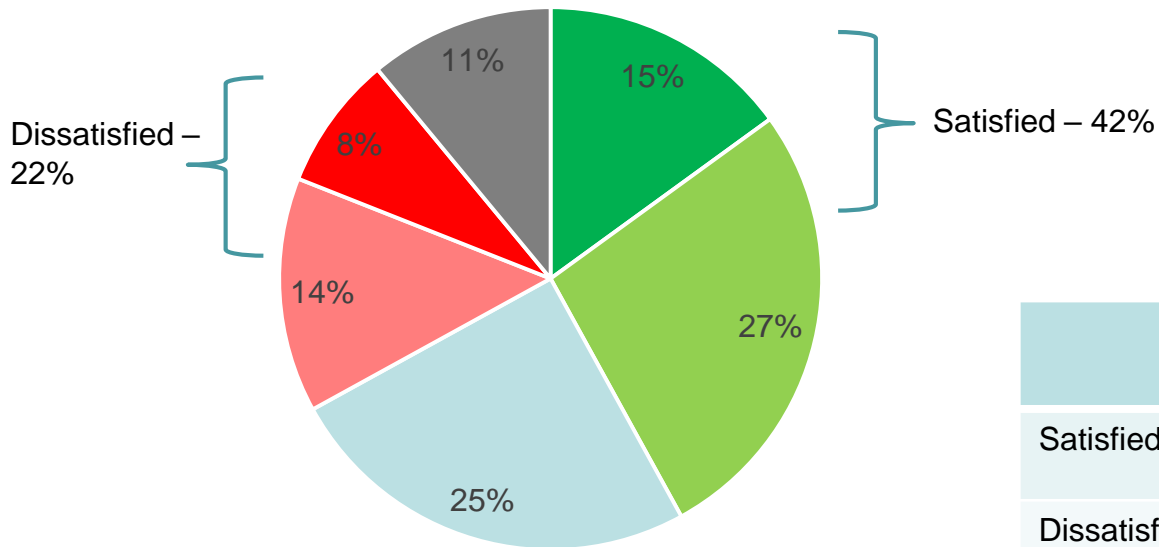
How did you find out about the impact of the work being carried out at Liverpool Lime Street station?



Satisfaction with the information provided

42 per cent of passengers who use the station at least once every six months were satisfied with the information that has been provided about the impact of the work on the journeys that they might usually make. In contrast 22 per cent were dissatisfied. Perhaps unsurprisingly, findings indicate that those who say that they knew at least a fair amount about the impact of the work are more likely than others to be satisfied with the information which has been provided.

Overall, how satisfied or dissatisfied are you with the information provided about the impact of the work on journeys that you might or usually make to or from Liverpool Lime Street station during this time?



| | Know a lot/a fair amount | Know a little/ nothing |
|--------------|--------------------------|------------------------|
| Satisfied | 76% | 20% |
| Dissatisfied | 8% | 31% |

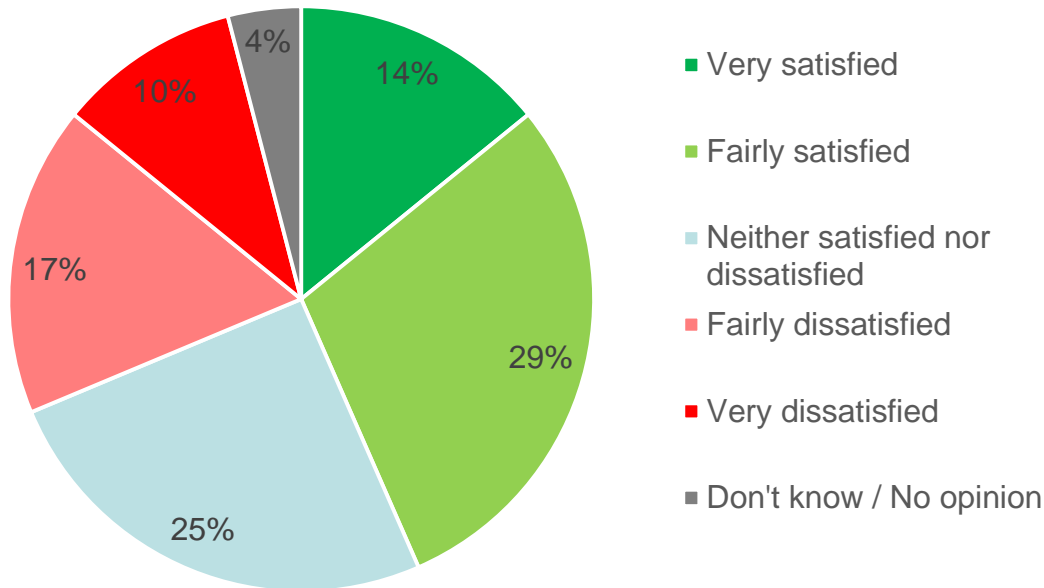
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know/no opinion

Base: All who use Liverpool Lime Street at least once every six months (379).
 Those who know a lot/a fair amount about the impact of the work (147), those who know a little/nothing (232)

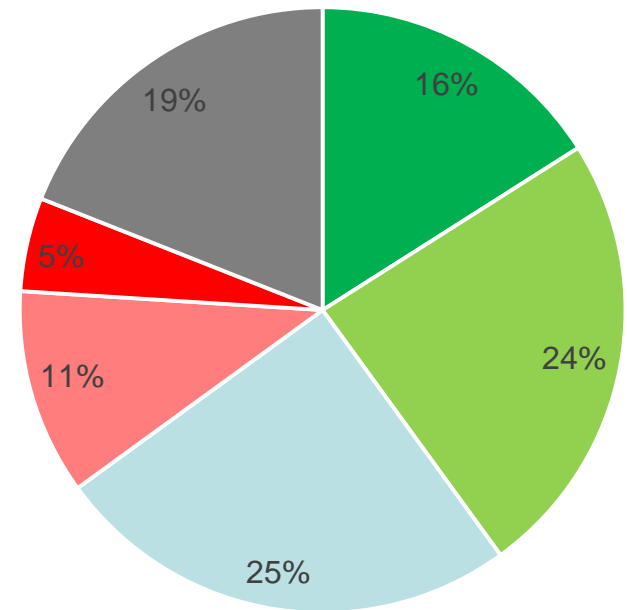
Satisfaction with information by frequency of station use

Those who use Liverpool Lime Street station at least once a month were more likely to be dissatisfied with the information provided about the impact of the work on their journeys, compared with those who use the station less often. Less frequent users of the station were more likely than others not to have an opinion about the information which has been provided.

Overall, how satisfied or dissatisfied are you with the information provided about the impact of the work on journeys that you might or usually make to or from Liverpool Lime Street station during this time?



Use Liverpool Lime Street at least once a month



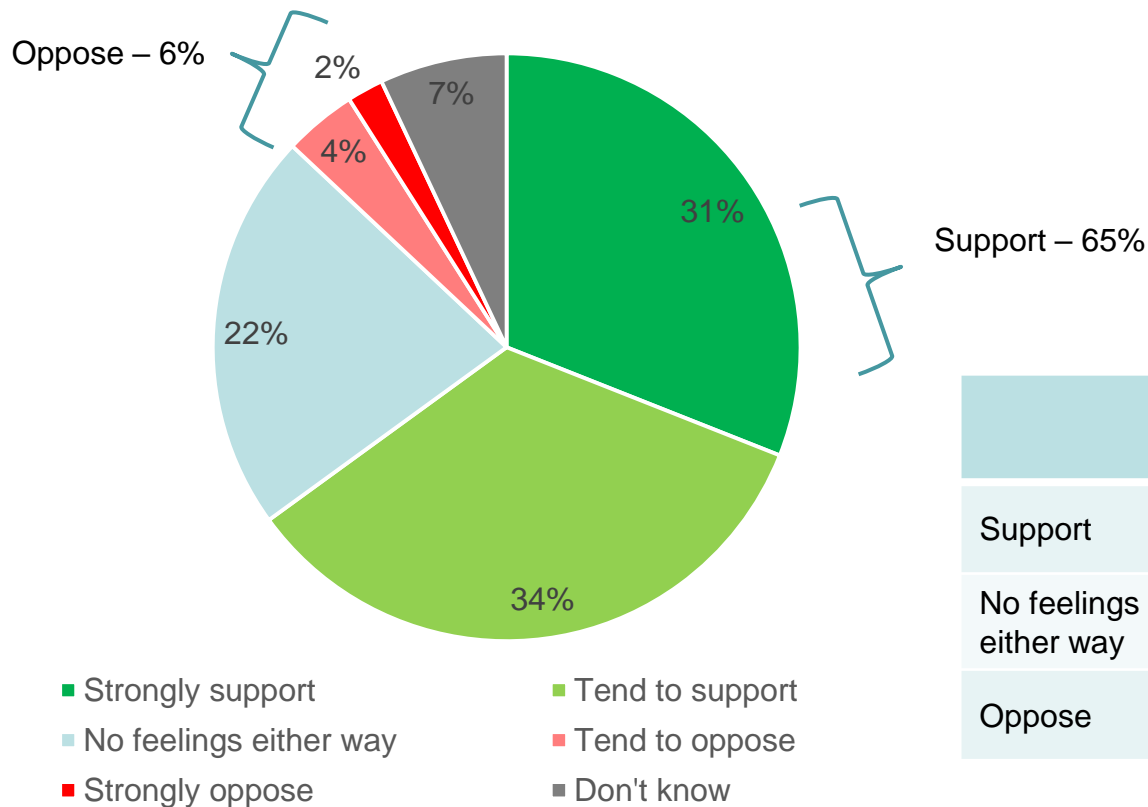
Use Liverpool Lime Street once every six months

Base: Those who use the station at least once a month (202)
All who use Liverpool Lime Street at least once every six months (177).

Support for the work

65 per cent of those who use Liverpool Lime Street at least once every six months said that they supported the work which is being carried out, while six per cent opposed it. 22 per cent had no feelings about this either way. Findings indicate that those who say that they are more informed about the work are more likely than others to support the work which undertaken.

To what extent do you support or oppose the work being carried out at Liverpool Lime Street station, or do you have no feelings either way?



| | Know a lot / a fair amount | Know a little / nothing |
|------------------------|----------------------------|-------------------------|
| Support | 78% | 56% |
| No feelings either way | 13% | 28% |
| Oppose | 7% | 5% |

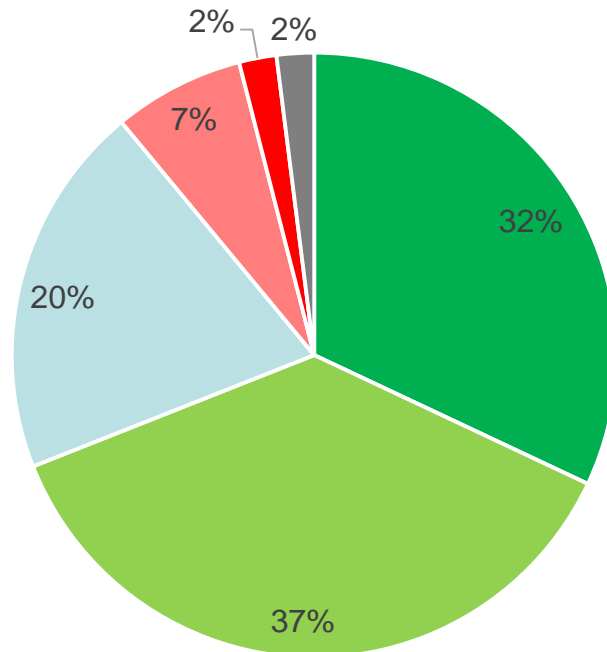
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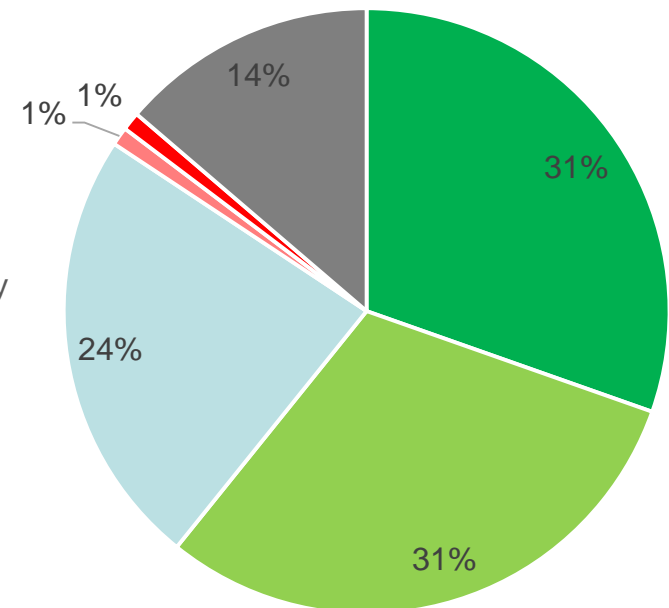
Support for the work by frequency of station use

When those who use Liverpool Lime Street most frequently are compared against those who use the station less often, differences are not large enough to assume statistical significance. While this is the case findings indicate that more frequent users are simply more likely to have an opinion, that is that they are more likely than those who use the station less often both to support and oppose the work being carried out there.

To what extent do you support or oppose the work being carried out at Liverpool Lime Street station, or do you have no feelings either way?



Use Liverpool Lime Street at least once a month



Use Liverpool Lime Street once every six months

Base: Those who use the station at least once a month (202)
All who use Liverpool Lime Street at least once every six months (177).

Reason for support and opposition

Those who indicated that they were in support, or in opposition to the work being undertaken at Liverpool Lime Street station were asked to indicate why they felt this way.

Reasons for support

"It has needed improvements for many many years. Facilities and train access/announcements are poor."
Travelling for leisure, using once a month

"[I] understand need for development in order to upgrade and future-proof services to and from Liverpool Lime Street."
Commuter, using once a week

"Improved links into Liverpool is very positive for the region's economy."
Commuter, using once a week

"Overall improvement in communication links from and to Liverpool, Hopefully with an overall improvement in facilities at [the] station."
Business traveller, using once a week

Reasons for opposition

"Major disruption to travel, unsure exactly how the work will benefit my journey."
Commuter, using once a week

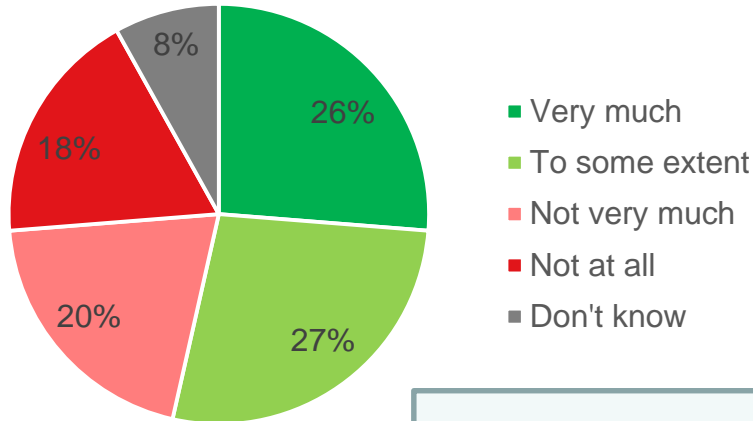
"Can you please carry out this work at another time? October is a really important time for me to go to uni. I don't know how I'm going to manage travelling there now."
Commuter, using once a week

"Don't know what it's for. Seems fine as it is."
Commuter, using once a month

"As usual mending something that isn't broken causing great inconvenience."
Travelling for leisure, using once a week

Perceived impact and actions taken

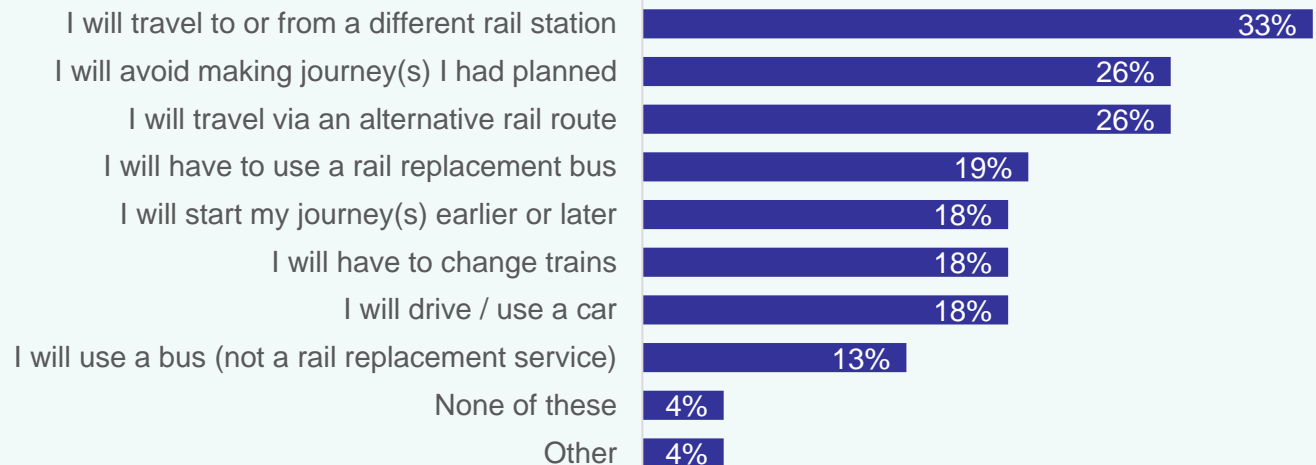
To what extent do you think that the journeys that you will, or that you might usually take will be affected by the work being carried out at Liverpool Lime Street station?



Those whose journeys will be affected (73%)

More than a half of those who use Liverpool Lime Street station at least once a month said that the journeys that they would, or might usually take would be impacted by the work. A third of these would travel to a different rail station in order to deal with the impact of the work, while a quarter would avoid making journeys or travel via an alternative rail route.

Which, if anything, of the following actions are you currently considering taking in order to deal with the impact of the work being carried out at Liverpool Lime Street station?



Technical appendix

How we carried out the survey

- On 22 September 2017 the online survey was sent to 6594 passengers on the Transport Focus Transport User Panel who had previously been in contact with Transport Focus and had indicated that they had used either East Midlands, Transpennine Express, Northern, Virgin West Coast, Merseyrail, or London Midland train services in the last 12 months.
- These passengers were screened so that only those who indicated that they use Liverpool Lime Street station at least once every six months, went on to complete the survey. Out of 814 of those on the Transport User Panel who responded to the initial email, 284 completed the survey.
- On 26 September Northern sent an invite to complete the survey to passengers on its database. These passengers were screened so that only those who indicated that they use Liverpool Lime Street station at least once every six months, went on to complete the survey. 95 passengers from the Northern database completed the survey.
- Survey responses were collected until Friday 29 September 2017. 379 completed surveys were received in total.
- Note on interpretation of the data: data has not been weighted to the profile of users of Liverpool Lime Street more generally and therefore should be seen as indicative rather than statistically significant.
- Where findings do not sum to 100 per cent this is because respondents were asked to enter more than one option, or because of data rounding.