

Liverpool Lime Street station engineering work

Experience during October 2017 improvement work

November 2017

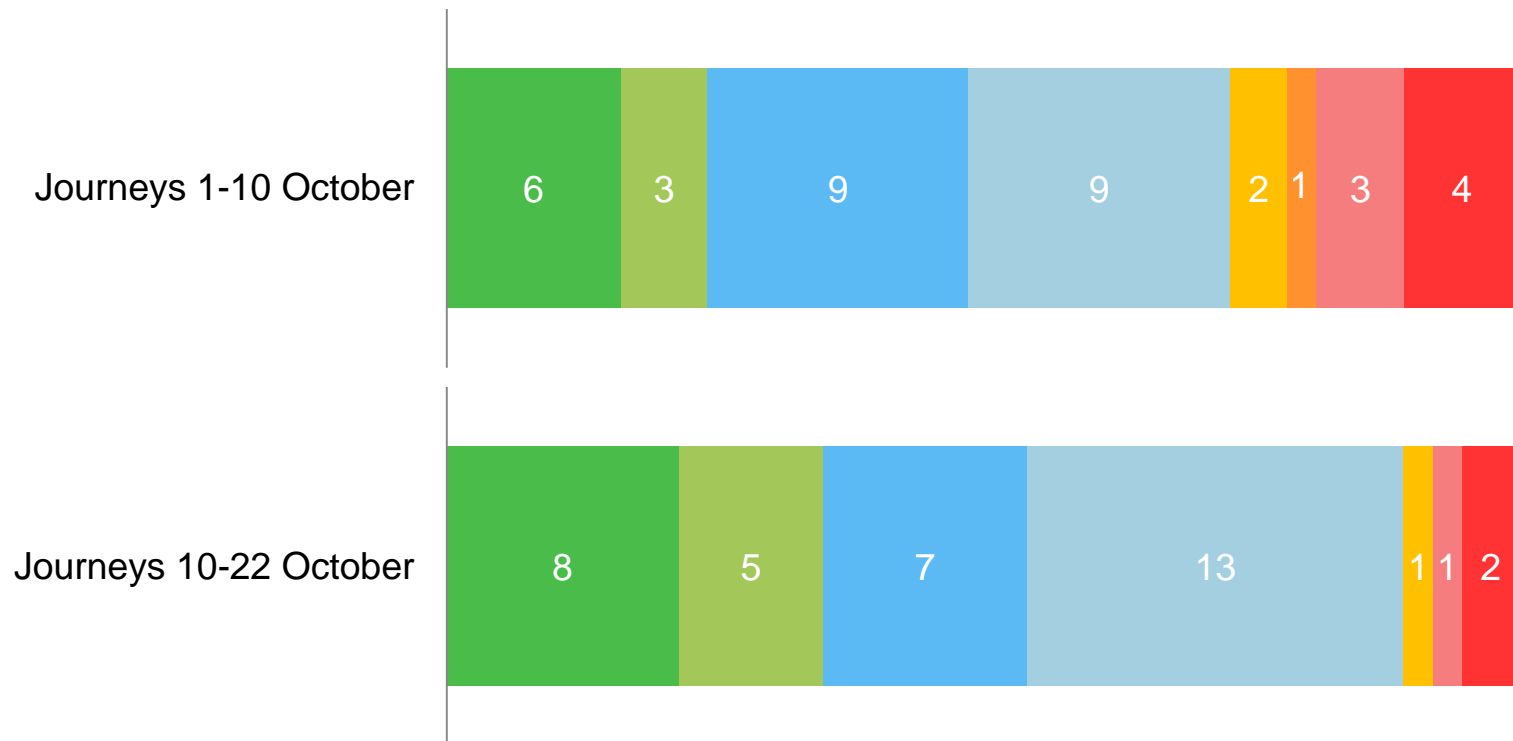
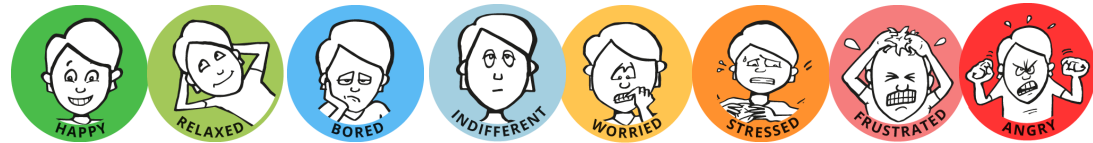
Overview – during the engineering work

- Between 30 September and 22 October engineering work at Liverpool Lime Street station affected passengers travelling to and from Liverpool. Though the work is important, the way that it is managed needed to account for the needs of passengers during this time and minimise disruption to their journeys. For this reason Transport Focus undertook surveys with passengers affected to monitor the impact of the work.
- Before the work at Liverpool Lime Street began we surveyed affected passengers to understand their views on the work and the information that had been provided by the industry. 379 passengers responded to this initial survey. Two further surveys were then sent to passengers who had indicated they would be affected by the work and would be happy to provide feedback on their journeys. The first of these was sent out on 6 October and covered journeys made between 1 and 10 October. The second was sent on 17 October and covered journeys made between 10 and 22 October.
- 37 passengers replied that they had travelled between 1 and 10 October, and 37 between 10 and 22 October. 21 passengers completed both surveys.
- Before the work began, those taking part in the survey indicated the types of journeys that they typically are making when using Liverpool Lime Street station, their level of knowledge about the work being carried out there, and their support or otherwise for this work and the train companies they used. The figures for each of the surveys are indicated in the chart below.
- Sample sizes are small, therefore results should be treated as indicative rather than statistically significant.

Profile of respondents

		First Survey (1-10 October)	Second Survey (10-22 October)
Journey type	Commuting	14	16
	Business	18	3
	Leisure	5	18
Operator used	Merseyrail	21	20
	Northern	14	16
	TransPennine Express	12	4
	Virgin Trains (West Coast)	6	6
	East Midlands	5	1
	London Midland	1	2
Knowledge of work	A lot/ A fair amount	24	21
	A little / less	13	16
Support for work	Support	25	27
	No feelings	9	7
	Oppose	3	3

Overall, most passengers felt positive or neutral during their journey. Passengers were happier during the later stages of the works.



Base: All respondents who had made journey into Liverpool, wave one survey (37), wave two survey (37)
 Respondents were asked to select the image (without description) which best matched their emotion during the journey

Case study 1 - commuter, neither supports nor opposes the work. Passenger indicated some issues with making connecting trains.

Journey 1

Nantwich to Liverpool, 6 October



“The works are adding at least 25 minutes on the journey into Liverpool, and around 45 minutes to the journey to Crewe - this often means I miss the Nantwich connection meaning an even longer delay getting home.”

“The number of people trying to get trains from South Parkway into Liverpool in the morning rush hour is very significant.... they should really be served with additional services as well as the current additional carriages. Also these Merseyrail services from South Parkway should include a "fast/direct" option that does not stop at all the intermediate stations before Liverpool Central.”

Journey 2

Nantwich to Liverpool, 17 October



“The connections at South Parkway are not great, especially on the Liverpool Central to Crewe journey - it seems to have been designed to NOT allow passengers to make connections.”

“The system is just flawed - the actual train journey times are acceptable, but the walking around South Parkway and standing around waiting for connecting trains is a complete joke and a huge waste of my time.”

Case Study 2 - commuter, opposes the work.

There was irritation given the time taken for a perceived short journey, but some improvement noticed during the work.

Journey 1

Manchester Piccadilly to Moorfield,
7 October



“Because every day I have to take 2 trains instead than one just to reach Liverpool from Manchester; because trains are crowded and some times I don't get a seat; because the wait (out in the cold) for the Merseyrail train can be up to 15 minutes; because I leave home at 7h07 to be in my office in Liverpool at 8h35 (I should not start later than 8h30); and finally because now I have to take the earlier train from Manchester (6h07) to be on time and I am spending about 2h45 minutes just to reach a city that is so nearby!!!”

Journey 2

Manchester Piccadilly to Moorfields,
17 October



“It was better than one week ago as no delays and I guess I am getting used to the two trains, but I am bored (and tired) and cannot wait for Lime Street Station to reopen to full efficiency!”

“It is getting better, I am not going to deny that. However I am still waking up at 5h00 AM to be able to get at work (Liverpool 3) by 8h00 AM. It should not be this way seeing the distance between the two cities.”

Reasons for emotion felt during journey



"I'm not finding it a problem"

"I needed to travel to Liverpool one so James St station was ideal for me."

"...I tend to take the rough with the smooth, accepting the reason for a convoluted journey was a good one."



"I am retired and in no rush, as long as the journey is made with staff who have all the information to hand."

"Merseyrail putting on extra 6-car trains. Seamless changeover at Liverpool South Parkway. Transpennine train arrived 10 minutes later."

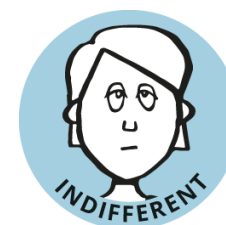
Reasons for emotion felt during journey



"Tedious without being positively aggravating."

"It takes much longer traveling by rail replacement bus than it does by train."

"Poorly organised, no ticket machines to collect tickets, large queues at ticket barriers, overcrowding on trains."



"I go two stops, I'm barely on the train before I get off again. Nothing to get excited or upset about."

"Couldn't get into Central station which was closer to my destination than Moorfields....nice day though so walking good!"

Reasons for emotion felt during journey



“The rail replacement service to Central Station was fine. I was expecting to get the West Kirby train from there but was told I had to go to James Street Station. This was not what I was expecting.”



“Because every day I have to take 2 trains instead than one just to reach Liverpool from Manchester; because trains are crowded and sometimes I don't get a seat; because the wait (out in the cold).”

“Delays on line due to derailment.”

Reasons for emotion felt during journey



"Its frustrating having to switch trains in an area which I don't know well. It also adds time onto my journey home."



"Took a lot longer - went a different route and used a service bus."

"The works are adding at least 25 minutes on the journey into Liverpool, and around 45 minutes to the journey to Crewe - this often means I miss the Nantwich connection meaning an even longer delay."

"Train late and standing all the way from Oxford Rd to South Parkway. This also isn't my usual route I go from Wavertree Techpark to Oxford Rd."

General feedback – long term view

“I get that this is for the greater good in the long run, and it’s only a short term problem but I just think it could be slicker. There are two queues to go to the same place at the same time.”

“Realise the work has to be done but it is a major issue as the best route is via central Liverpool. The alternative service bus - Bootle to Broadgreen was less frequent and very slow.”

“The improvements works will be good and deliver many benefits. Well worth putting up with a little inconvenience.”

“Must be done otherwise it will get worse or stop all together.”

General feedback – what was good?

“Although rail replacement buses covered most of my journey the disruption was well advertised and there were plenty of customer service colleagues to ask.”

“I am happy as I knew there would be delays and inconvenience so I was prepared.”

“The arrangements are well organised but there is still a lot of queuing and inevitable delays.”

“The Transportation Strategy seems to be working well. The extra staff at Liverpool South Parkway are all very helpful, much appreciated.”

“The staff were quite helpful at Moorfields....but they've got extra staff from Central to help haven't they? Platform was crowded when we were allowed down to it and there was some pushing to get on.”

“The staff at Liverpool South Parkway were polite and effective.”

General feedback – what was less good?

“I just want to go back to normal when in about 43/47 minutes I could reach Liverpool from Manchester. I have asked my Manager to work from home some days so I don't have to face a "nightmare journey".”

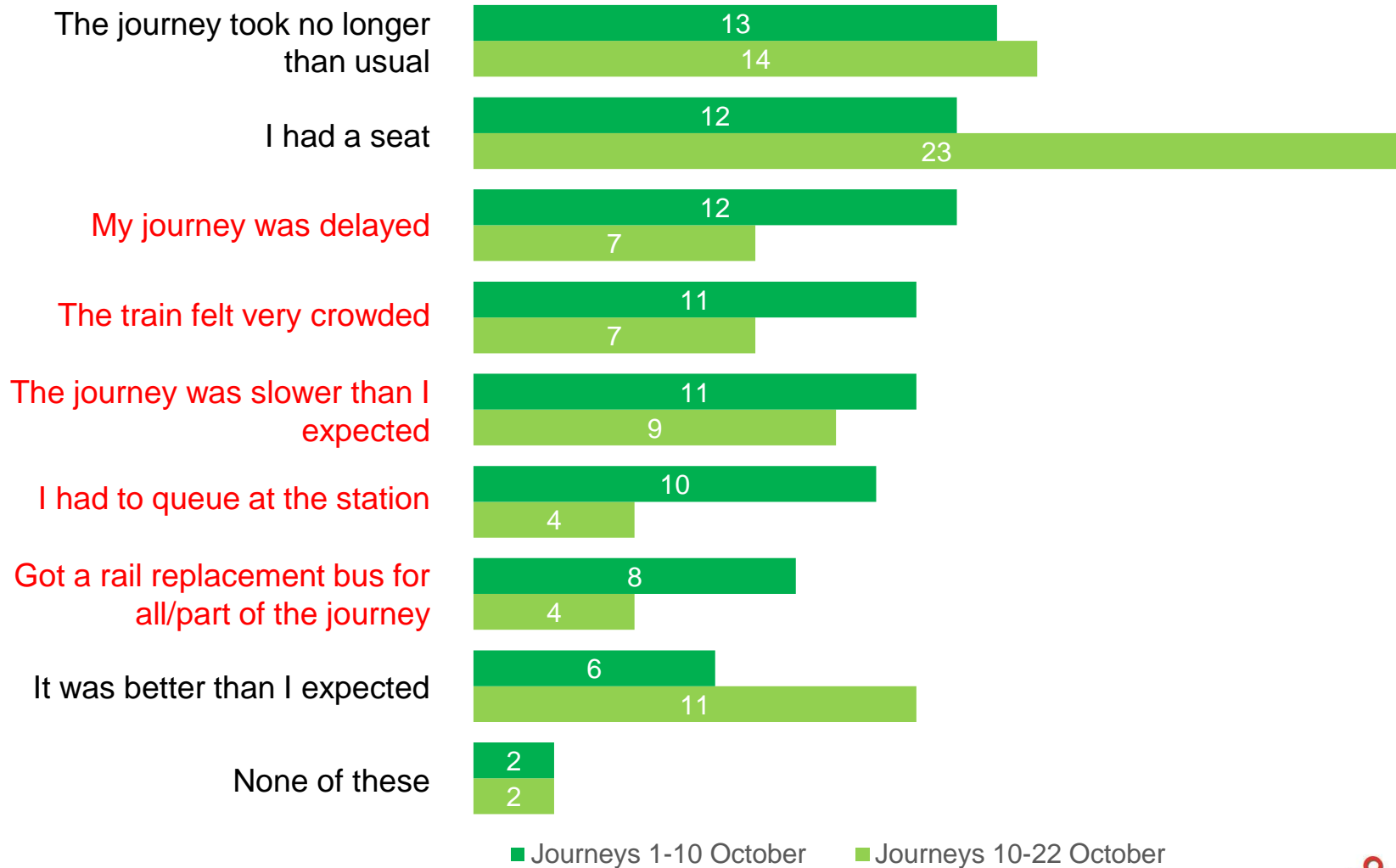
“The info on Merseyrail website said trains from Kirkby/Ormskirk were terminating at Moorfields. But some trains were extended to South Parkway to meet services there. It was confusing.”

“The number of people trying to get trains from South Parkway into Liverpool in the morning rush hour is very significant.... they should really be served with additional services.”

“Trains are constantly late or cancelled. Oxford Rd station is very over crowded. Why am I affected the whole of the month at Wavertree? No additional parking at south parkway.”

“There must be a better way to organise changes, I don't think it is at all fair that travellers carrying heavy bags need to lug then up and down stairs or go through the stress of trying to find space.”

Overall about a third reported journey time same as usual.
 More passengers got a seat in the later stages of the works.
 Several negative journey experiences occurred throughout.



Base: All respondents who had made journey into Liverpool, wave one survey (37), wave two survey (37)