



## The Staffordshire Rail Strategy:Full Report

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## Overview

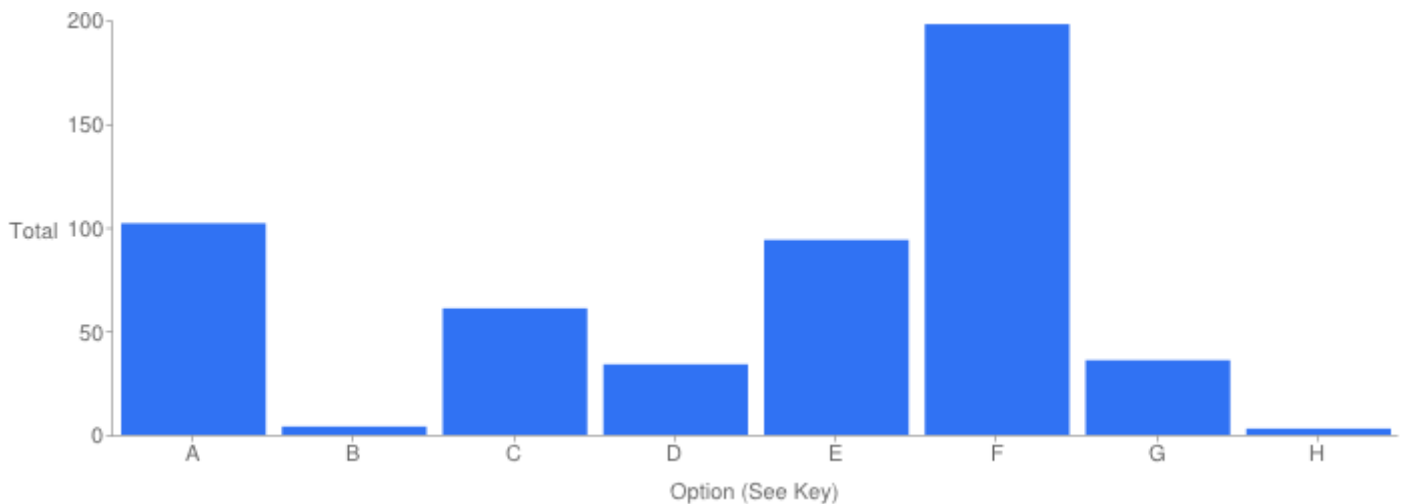
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From **10/09/2013** to **04/11/2013**, Staffordshire County Council ran a consultation entitled '*The Staffordshire Rail Strategy*'. This report covers the online element of the consultation process, which was run from <http://consultation.staffordshire.gov.uk/roads-and-transport/the-staffordshire-rail-strategy>

## Introduction

### Question 1: How often do you travel by train?

Table of "Frequent user?"



Key	Option	Total	Percent of All
A	Daily (as part of commute to work)	102	19.17%
B	Daily (for leisure purposes)	4	0.7519%
C	At least once a week	61	11.47%
D	At least once a fortnight	34	6.391%
E	At least once a month	94	17.67%
F	Less than once a month	198	37.22%
G	Never	36	6.767%

Key	Option	Total	Percent of All
H	Not Answered	3	0.5639%

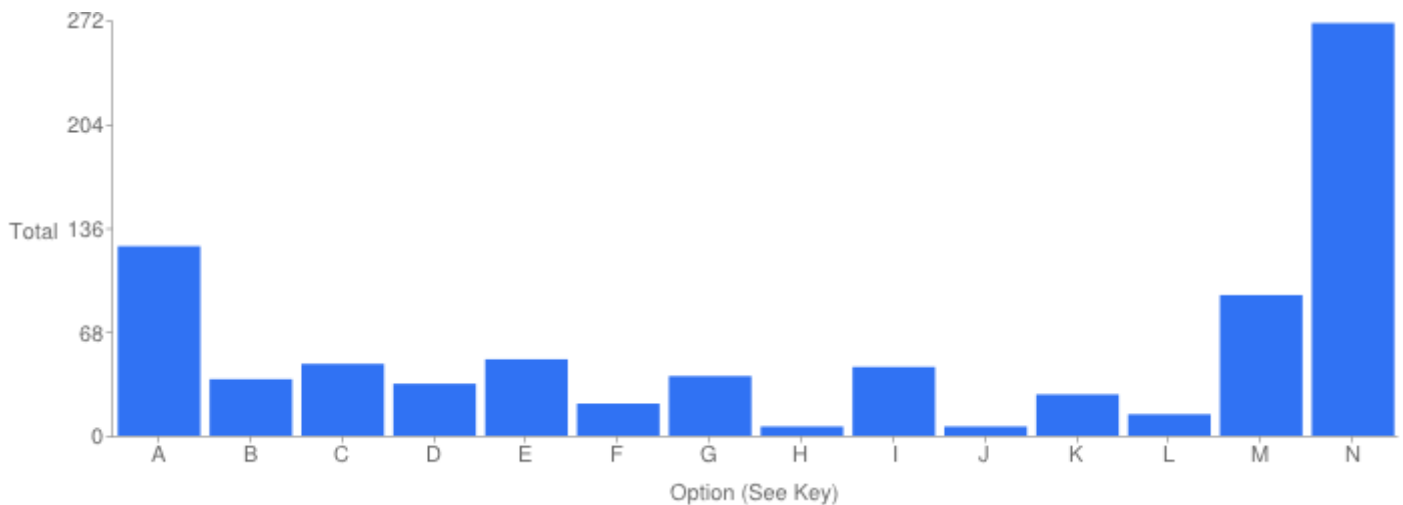
### Question 2: If you travel by train into, out of or within Staffordshire...

There are **480** responses to this part of the question.

There are **467** responses to this part of the question.

### Question 3: If you answered 'less than once a month' or 'never' to Q1 please tell us why. (Please only select 3 from the following reasons)

#### Table of "Why don't use trains"



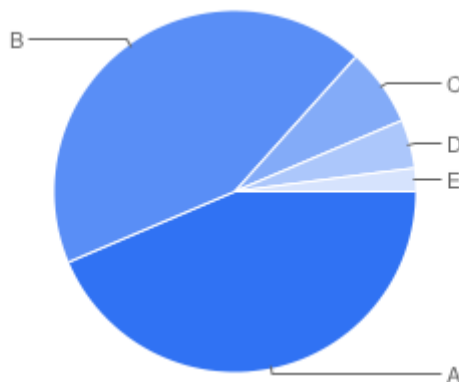
Key	Option	Total	Percent of All
A	Cost of travel	124	23.31%
B	Longer journey times (compared with cars, buses, etc.)	37	6.955%
C	No direct service, so have to change trains	47	8.835%
D	Difficulty parking at train stations	34	6.391%
E	Cost of parking at train stations	50	9.398%

Key	Option	Total	Percent of All
F	Trains are often late or delayed	21	3.947%
G	Trains don't run when I need them	39	7.331%
H	Don't feel safe or secure on a train or at a station	6	1.128%
I	Station too far away from where I live (and poor public transport links)	45	8.459%
J	No access for prams, wheelchairs, etc.	6	1.128%
K	Inflexible tickets (have to use a specific train/route)	27	5.075%
L	Don't know	14	2.632%
M	Other	92	17.29%
N	Not Answered	270	50.75%

There are **104** responses to this part of the question.

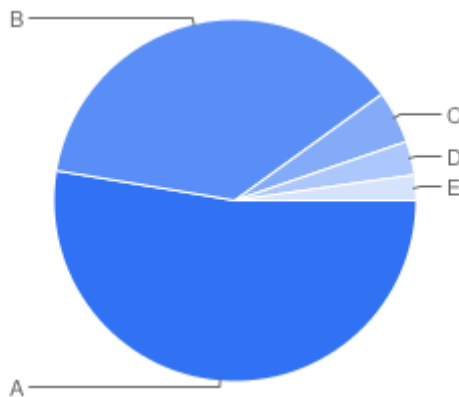
#### Question 4: How important do you think the following objectives of this Rail Strategy are?

Table of "To encourage the growth of the economy."



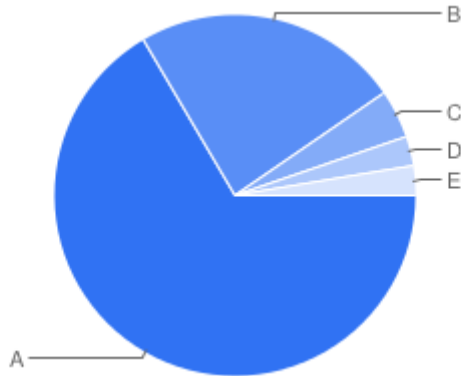
Key	Option	Total	Percent of All
A	Very important	232	43.61%
B	Fairly important	229	43.05%
C	Not important	37	6.955%
D	Don't know	23	4.323%
E	Not Answered	11	2.068%

Table of "To reduce the impacts of travel on the environment."



Key	Option	Total	Percent of All
A	Very important	280	52.63%
B	Fairly important	199	37.41%
C	Not important	25	4.699%
D	Don't know	16	3.008%
E	Not Answered	12	2.256%

Table of "To increase connectivity for Staffordshire residents."

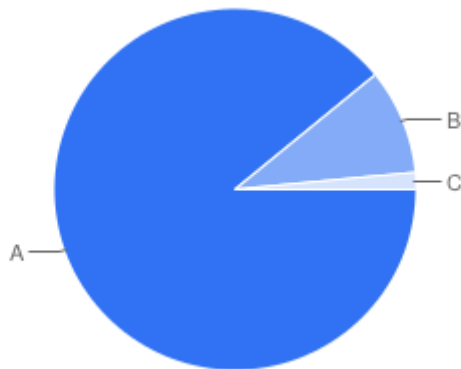


Key	Option	Total	Percent of All
A	Very important	354	66.54%
B	Fairly important	127	23.87%
C	Not important	23	4.323%
D	Don't know	14	2.632%
E	Not Answered	14	2.632%

There are **23** responses to this part of the question.

### Question 5: Do you live in Staffordshire?

#### Table of "County"







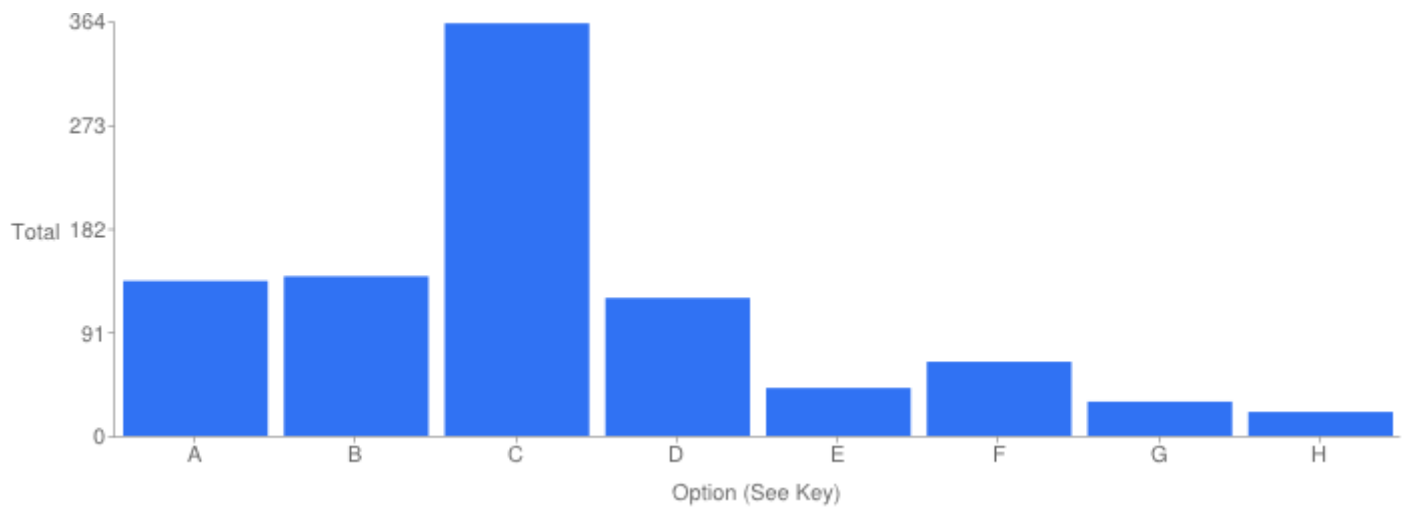
Key	Option	Total	Percent of All
A	Yes	474	89.10%
B	No	50	9.398%
C	Not Answered	8	1.504%

There are **49** responses to this part of the question.

## Your train travel experiences

**Question 6: What are the main reasons for your rail journeys? (Please select only your top two from the following list)**

Table of "Why travel"

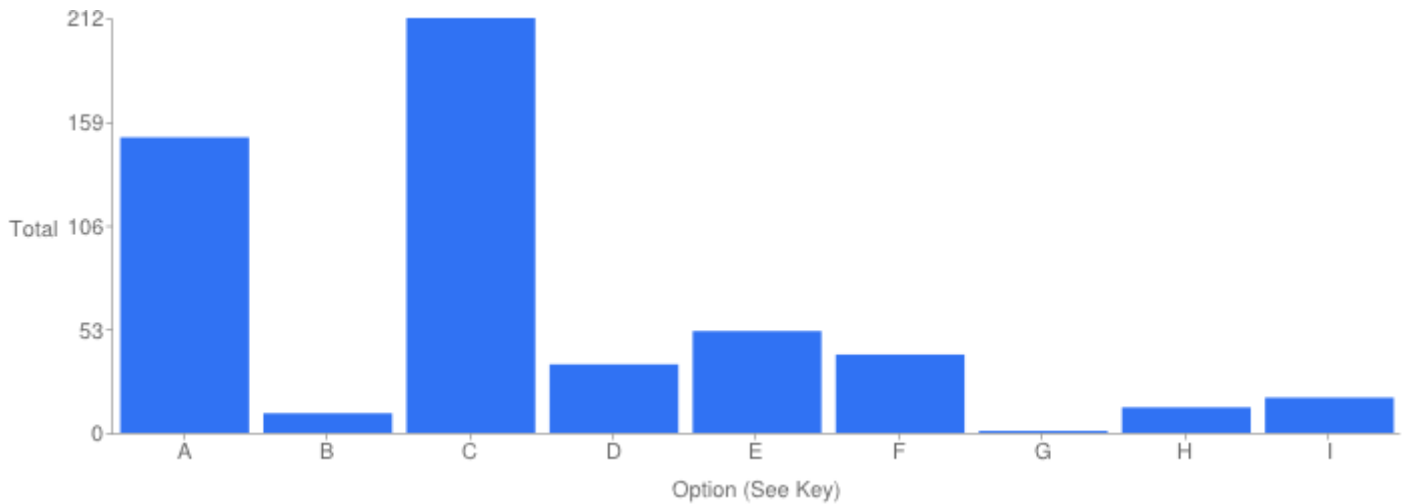


Key	Option	Total	Percent of All
A	Commuter to work	136	25.56%
B	Business travel	140	26.32%
C	Leisure (e.g. shopping, tourism, visiting friends/family)	362	68.05%
D	Entertainment (e.g. theatre, cinema)	121	22.74%
E	Sporting events	42	7.895%
F	Travel to a holiday destination	65	12.22%
G	Other	30	5.639%
H	Not Answered	21	3.947%

There are **29** responses to this part of the question.

**Question 7: How do you usually purchase your train travel tickets?**

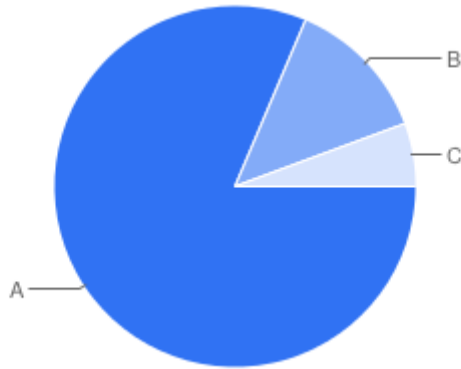
**Table of "Ticket purchases"**



Key	Option	Total	Percent of All
<b>A</b>	Ticket office at the station I travel from	151	28.38%
<b>B</b>	Ticket office at another station	10	1.880%
<b>C</b>	Online	212	39.85%
<b>D</b>	Electronic ticket machine	35	6.579%
<b>E</b>	On the train	52	9.774%
<b>F</b>	Rail pass	40	7.519%
<b>G</b>	A 'multimodal' smart card (i.e. Oyster Card)	1	0.1880%
<b>H</b>	Other	13	2.444%
<b>I</b>	Not Answered	18	3.383%

**Question 8: Is this how you prefer to purchase your train travel tickets?**

Table of "preference for buying tickets"

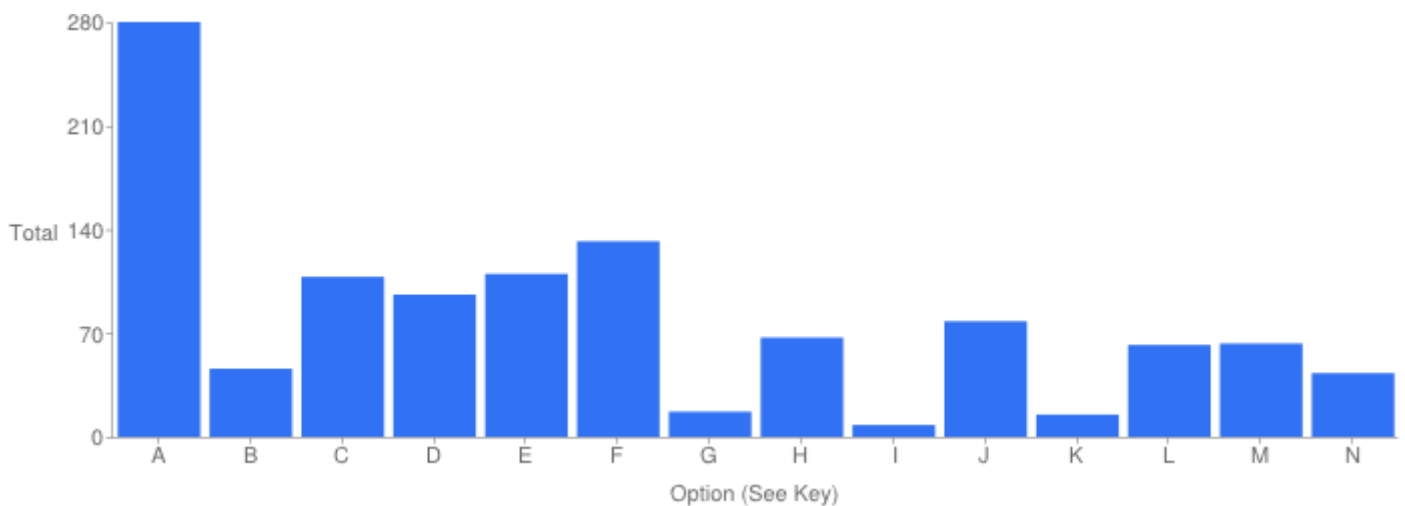


Key	Option	Total	Percent of All
A	Yes	433	81.39%
B	No	69	12.97%
C	Not Answered	30	5.639%

There are **72** responses to this part of the question.

**Question 9: If you are a rail user, what are the main issues you have, if any, with your current journeys? (Please select up to three from the following)**

Table of "Any issues to travel?"





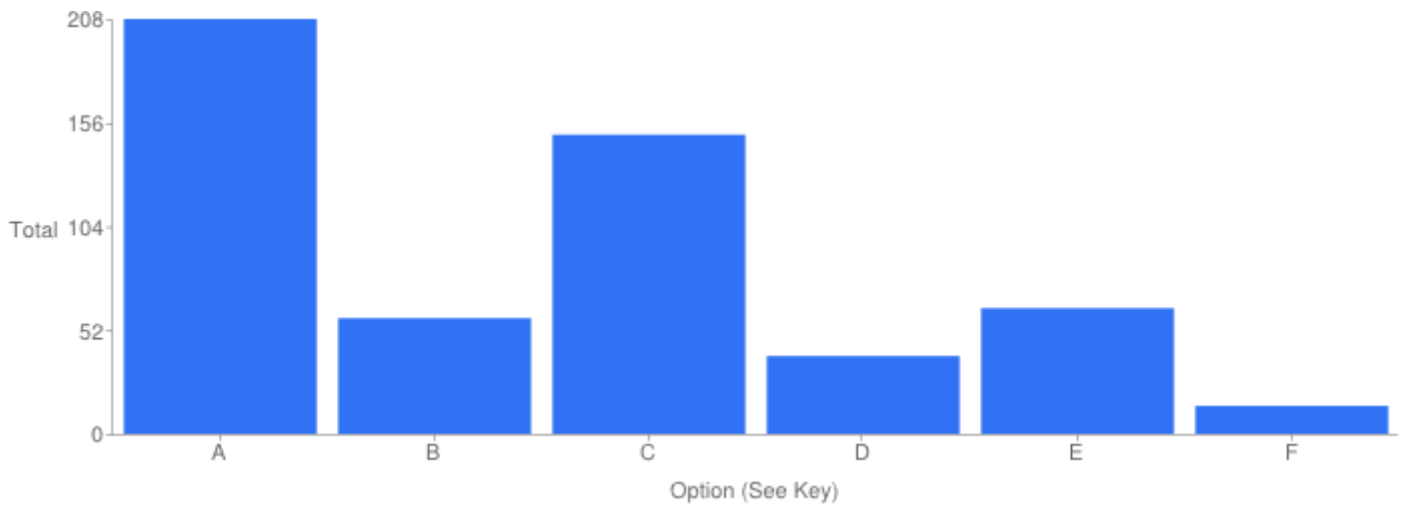
Key	Option	Total	Percent of All
A	Cost of travel	280	52.63%
B	Longer journey times (compared with cars, buses, etc.)	46	8.647%
C	No direct service, so have to change trains	108	20.30%
D	Difficulty parking at train stations	96	18.05%
E	Trains are often late or delayed	110	20.68%
F	Not enough trains running	132	24.81%
G	Don't feel safe or secure on a train or at a station	17	3.195%
H	Station too far away from where I live (and poor public transport links)	67	12.59%
I	No wheelchair access	8	1.504%
J	Inflexible tickets (have to use a specific train/route)	78	14.66%
K	Don't know	15	2.820%
L	Don't currently have any issues with my rail journeys	62	11.65%
M	Other	63	11.84%
N	Not Answered	43	8.083%

There are **92** responses to this part of the question.

## Staffordshire's Rail Strategy

### Question 10: Who do you think should decide which train services to run?

Table of "who decides? "

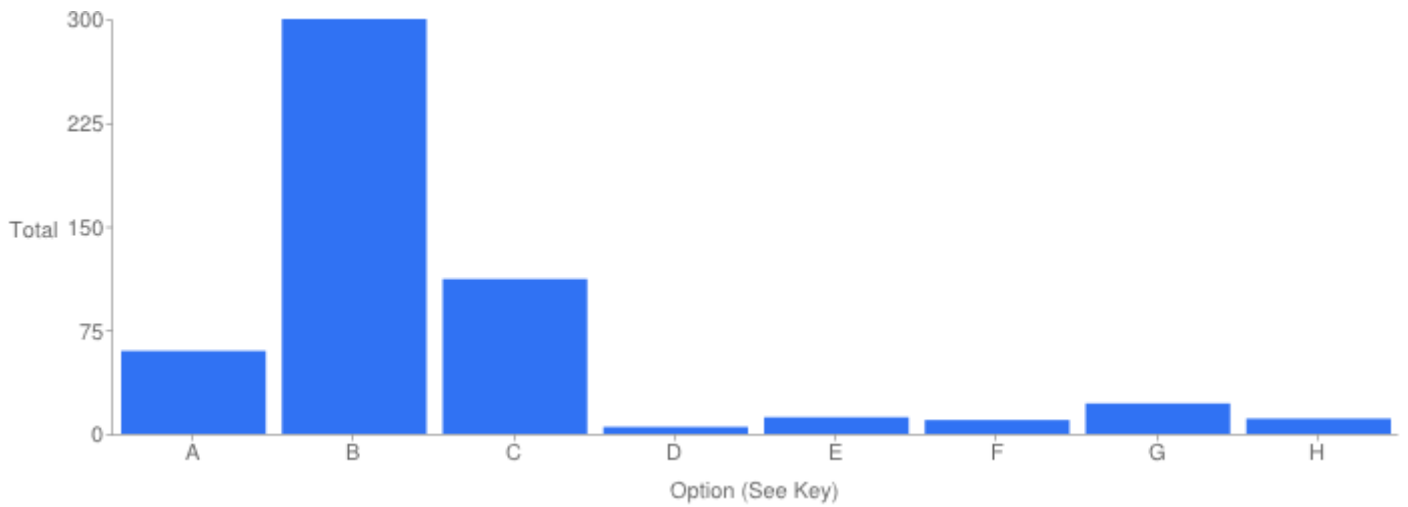


Key	Option	Total	Percent of All
A	Local Authorities	208	39.10%
B	Central Government	58	10.90%
C	Train operating companies	150	28.20%
D	Other organisation	39	7.331%
E	Don't know	63	11.84%
F	Not Answered	14	2.632%

There are **50** responses to this part of the question.

### Question 11: How long do you think ticket offices at stations should be open?

Table of "opening hours"



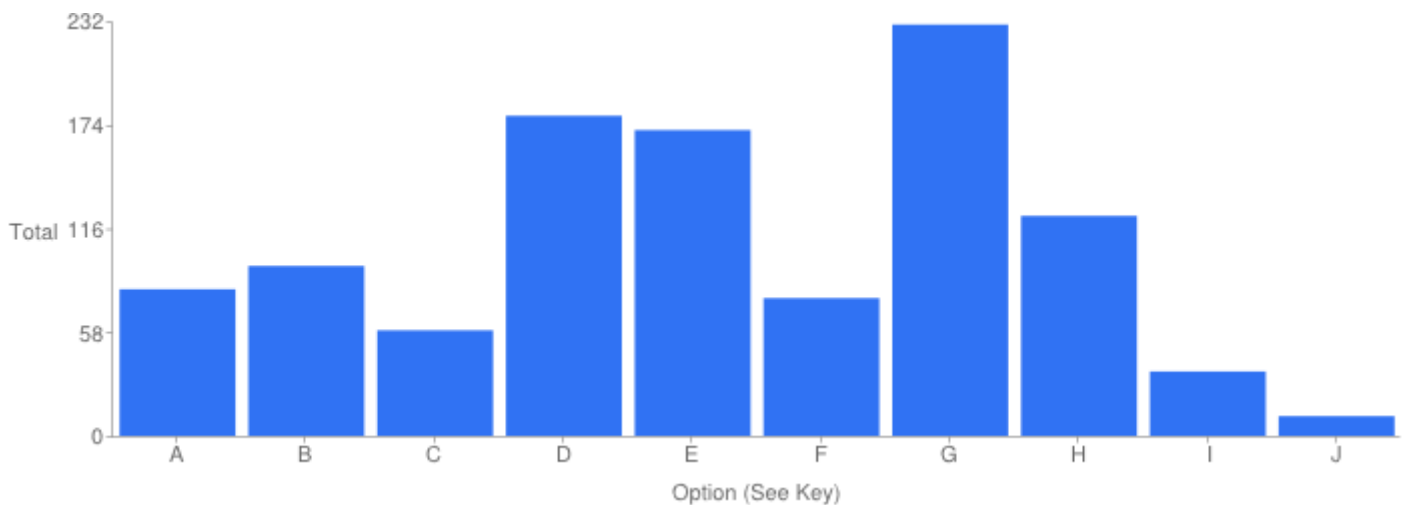
Key	Option	Total	Percent of All
A	24 hours a day, 7 days a week	60	11.28%
B	All hours where a train will be running from that station	300	56.39%
C	Only when demand for tickets at that station can pay for it to be open	112	21.05%
D	2 or 3 hours a day	5	0.9398%
E	Not at all - people can get tickets elsewhere, e.g. online	12	2.256%
F	Don't know	10	1.880%
G	Other	22	4.135%
H	Not Answered	11	2.068%

There are **30** responses to this part of the question.

## Staffordshire's Rail Strategy

**Question 12: From the following issues regarding rail user experience, please select the top two that you think are the most important and need to be addressed.**

Table of "user experience"



Key	Option	Total	Percent of All
A	Waiting facilities at stations.	82	15.41%
B	Poor quality trains, i.e. layout, seating quality, accessibility, etc.	95	17.86%
C	Access to stations by walking, cycling and public transport.	59	11.09%
D	Ticketing/price of fares/availability of 'through ticketing' between train and bus, including smart cards.	179	33.65%
E	Better direct connections from Staffordshire to e.g. the East Midlands area or to Birmingham/Manchester airports.	171	32.14%
F	Improve station access for public transport and provide more car parking spaces.	77	14.47%



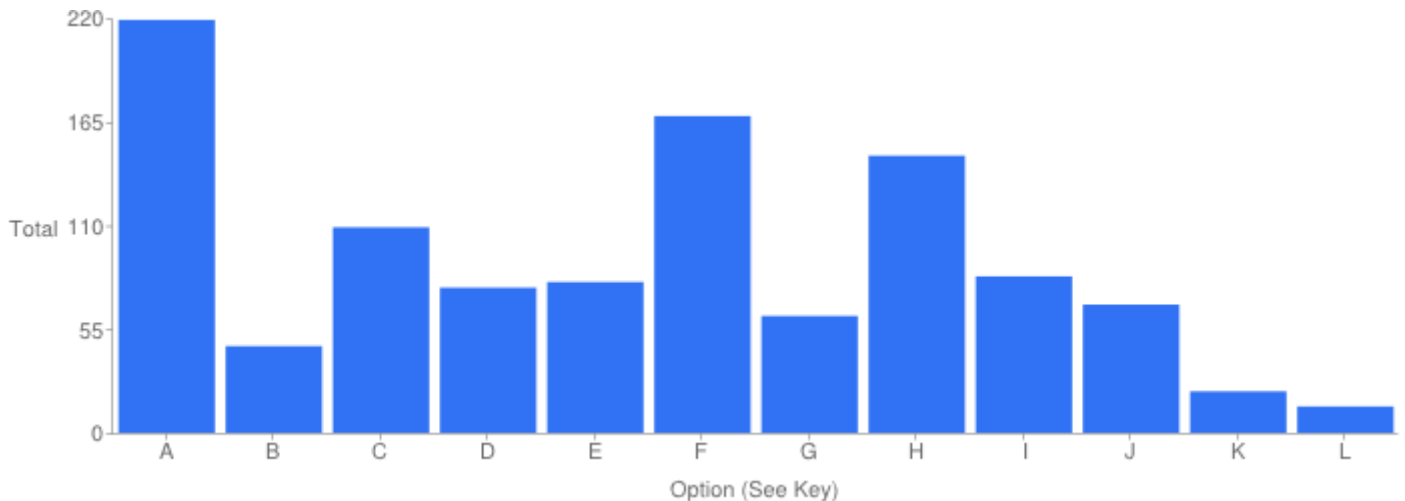


Key	Option	Total	Percent of All
<b>G</b>	Overcrowding at peak times needs to be reduced by increasing the availability of carriages thereby increasing the length of trains.	230	43.23%
<b>H</b>	Lack of a 24 hour rail services - i.e. services currently tend to start too late/finish too early.	123	23.12%
<b>I</b>	Other.	36	6.767%
<b>J</b>	Not Answered	11	2.068%

There are **38** responses to this part of the question.

**Question 13: From the following issues surrounding rail in Staffordshire, please select the top two that you think are the most important for improving rail services in the future.**

Table of "future vision"



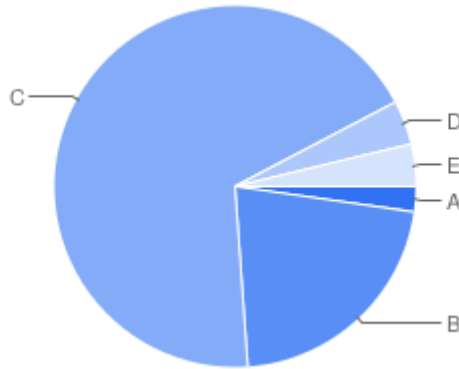
Key	Option	Total	Percent of All
<b>A</b>	The re-opening of closed/discarded/freight-only rail lines for new or extended passenger services.	219	41.17%

Key	Option	Total	Percent of All
<b>B</b>	The need to promote growth and development opportunities.	46	8.647%
<b>C</b>	Understanding the impact of High Speed 2 on current services and making sure that existing levels of service are maintained.	109	20.49%
<b>D</b>	Better promotion of existing rail services, working closer with rail operators and the Community Rail Partnership.	77	14.47%
<b>E</b>	Encouraging more cars and HGV users to make their journey/move goods by rail.	80	15.04%
<b>F</b>	Improve rail infrastructure, i.e. increase the number of trains that can run on the network.	168	31.58%
<b>G</b>	Support electrification to e.g. reduce diesel emissions.	62	11.65%
<b>H</b>	Improve rail services between local stations and principal stations - supporting jobs and tourism across Staffordshire.	147	27.63%
<b>I</b>	Using rail to better connect people to jobs, education and healthcare.	83	15.60%
<b>J</b>	Easier access to whole 'end to end' journeys, i.e. door to door.	68	12.78%
<b>K</b>	Other.	22	4.135%
<b>L</b>	Not Answered	14	2.632%

There are **27** responses to this part of the question.

**Question 14: How do you think Rail Freight should be balanced with Passenger Services?**

**Table of "Priorities"**



Key	Option	Total	Percent of All
<b>A</b>	Priority should be given to Rail Freight.	12	2.256%
<b>B</b>	Priority should be given to Passenger Services.	115	21.62%
<b>C</b>	Both should be considered and given equal opportunity.	364	68.42%
<b>D</b>	Other option.	21	3.947%
<b>E</b>	Not Answered	20	3.759%

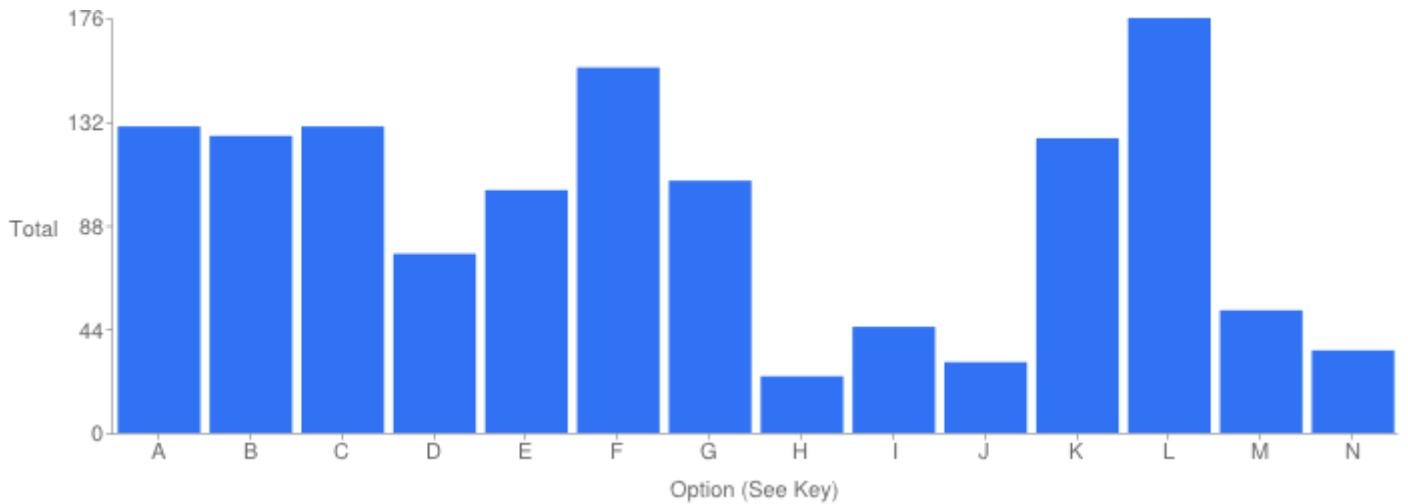
There are **23** responses to this part of the question.

There are **253** responses to this part of the question.

## High Speed 2

**Question 15: If capacity was created by the introduction of High Speed 2 (HS2), what would be your priorities for extra rail services? Please indicate up to 3 areas which you feel should be prioritised.**

Table of "Priorities for extra rail services"



Key	Option	Total	Percent of All
A	Increased rail services to Manchester, Birmingham and East Midlands airports.	130	24.44%
B	Increased local rail services to the proposed HS2 Hub stations: Birmingham Curzon Street, Birmingham Interchange, Manchester, Toton (East Midlands.)	126	23.68%



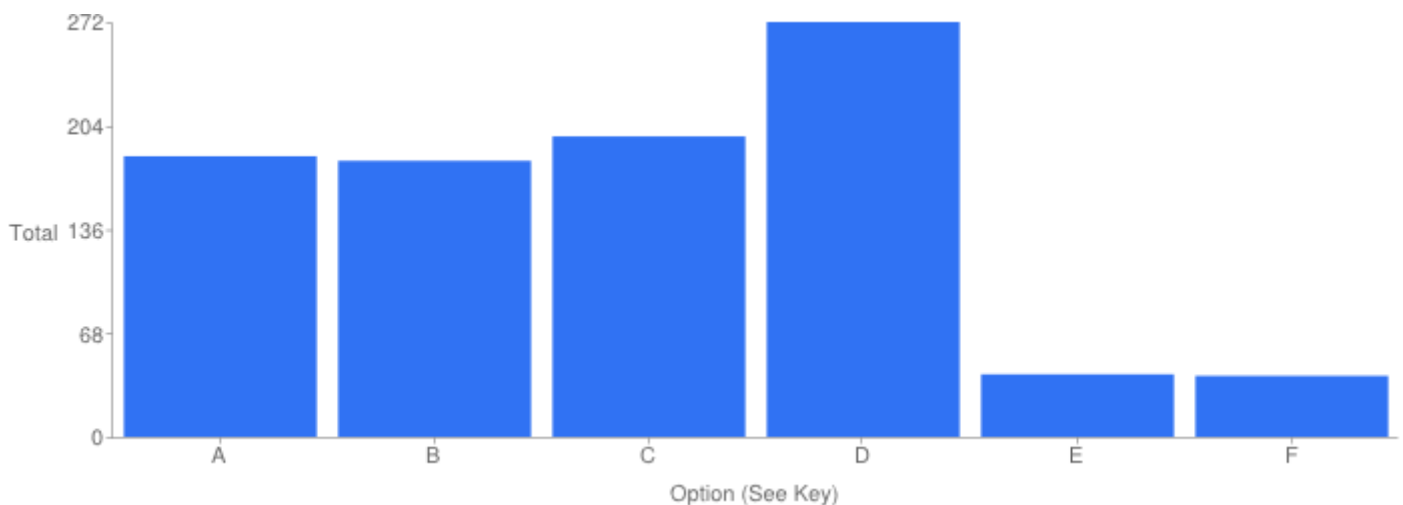
Key	Option	Total	Percent of All
C	Increased direct rail services from a greater range of destinations to Crewe and Stafford stations which, under the current proposals, will be served by a high speed classic compatible rail service (which can run on HS2 and then transfer to conventional rail lines to serve stations not on the HS2 network.)	130	24.44%
D	Increased frequency of existing services to Crewe and Stafford stations (to provide improved links into the HS2 'classic compatible' service.)	76	14.29%
E	Improved local rail links between Staffordshire stations and the East Midlands.	103	19.36%
F	Improved local rail services within the West Midlands region.	155	29.14%
G	Greater frequency of fast rail services direct from Staffordshire stations to London and the south east.	107	20.11%
H	Greater frequency of fast rail services direct from Staffordshire stations to the south west and Wales.	24	4.511%
I	Greater frequency of fast rail services direct from Staffordshire stations to the north west and Scotland.	45	8.459%

Key	Option	Total	Percent of All
J	Greater frequency of fast rail services direct from Staffordshire stations to Yorkshire and the north east.	30	5.639%
K	Increased transfer of freight from road to rail.	125	23.50%
L	Improved services at evenings and weekends including higher frequencies and longer operating days.	176	33.08%
M	Other	52	9.774%
N	Not Answered	35	6.579%

There are 56 responses to this part of the question.

**Question 16: Whilst HS2 may well be delivered, and despite the County Council's opposition to the proposals, which of the following priorities do you think are the most important to increase Staffordshire's prosperity, economic growth and job creation? Please select no more than 2.**

Table of "Most important to prosperity"





Key	Option	Total	Percent of All
A	Improved rail links to airports (Birmingham, Manchester, East Midlands, Stansted, Luton, Gatwick.)	184	34.59%
B	Good interchange links to and from the proposed HS2 Hub stations (Birmingham Curzon Street, Birmingham Interchange, Manchester, Toton (East Midlands.))	181	34.02%
C	Increased direct rail services from a greater range of destinations to Crewe and Stafford stations which, under the current proposals, will be served by a high speed classic compatible rail service (which can run on HS2 and then transfer to conventional rail lines to serve stations not on the HS2 network.)	197	37.03%
D	Improved local rail services within the West Midlands region.	272	51.13%
E	Other	41	7.707%
F	Not Answered	40	7.519%

There are **43** responses to this part of the question.



## Final Comments

### Question 17: Final comments

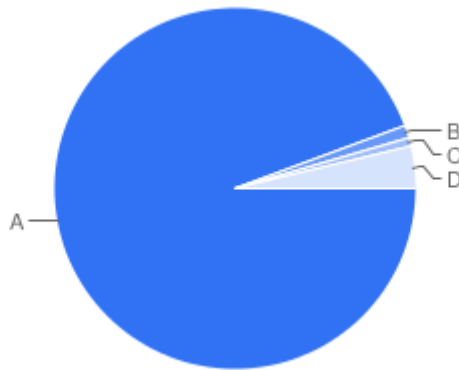
There are **306** responses to this part of the question.



## About you

### Question 18: Are you responding as...?

#### Table of "response"



Key	Option	Total	Percent of All
A	An individual	502	94.36%
B	A business	6	1.128%
C	An organisation	4	0.7519%
D	Not Answered	20	3.759%

There are **414** responses to this part of the question.

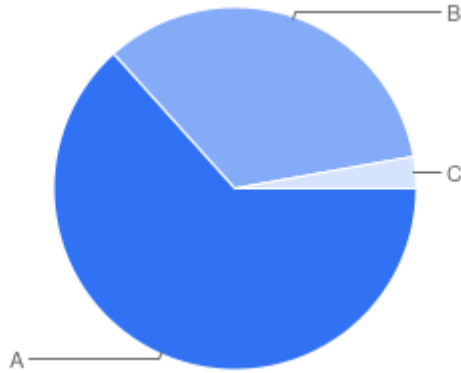
There are **9** responses to this part of the question.

### Question 19: If you would like to be kept informed about the outcome of this consultation and the strategy which will follow, please provide your email address.

There are **246** responses to this part of the question.

### Question 20: Are you male or female?

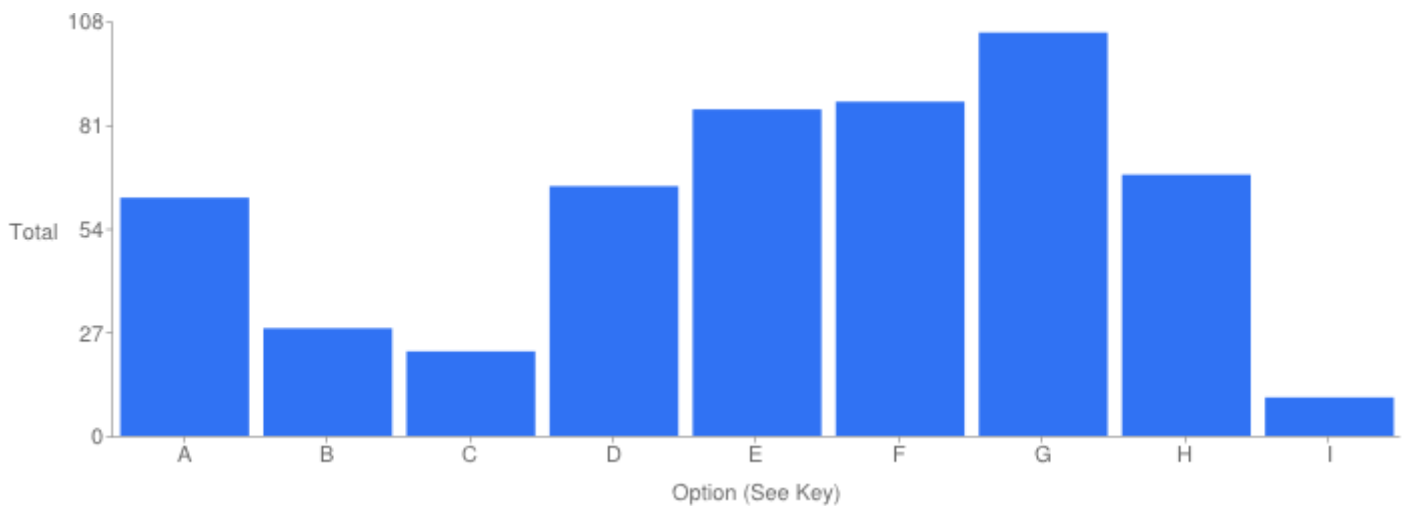
#### Table of "gender"



Key	Option	Total	Percent of All
A	Male	337	63.35%
B	Female	180	33.83%
C	Not Answered	15	2.820%

### Question 21: Your age - are you...?

#### Table of "age"



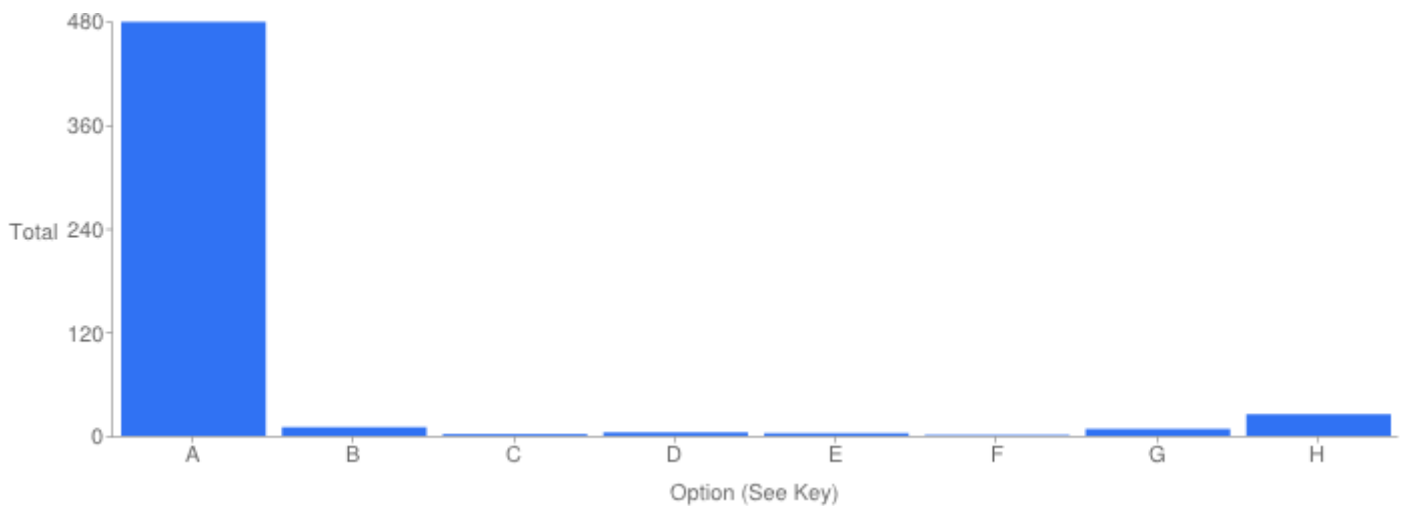
Key	Option	Total	Percent of All
A	Under 16	62	11.65%



Key	Option	Total	Percent of All
B	16 - 18	28	5.263%
C	19 - 24	22	4.135%
D	25 - 34	65	12.22%
E	35 - 44	85	15.98%
F	45 - 54	87	16.35%
G	55 - 64	105	19.74%
H	Over 65	68	12.78%
I	Not Answered	10	1.880%

**Question 22: I would describe my ethnicity as:**

**Table of "Ethnicity"**



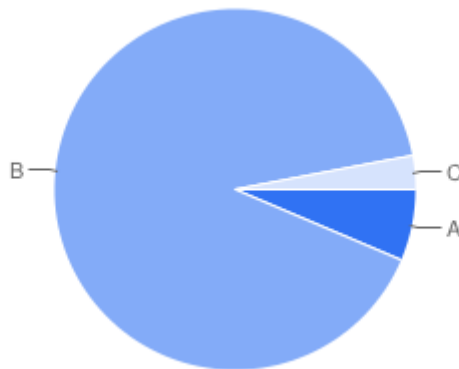
Key	Option	Total	Percent of All
A	White - British	479	90.04%
B	White - Other	10	1.880%
C	Mixed Heritage	2	0.3759%

Key	Option	Total	Percent of All
D	Black or Black British	4	0.7519%
E	Asian or Asian British	3	0.5639%
F	Chinese	1	0.1880%
G	Other	8	1.504%
H	Not Answered	25	4.699%

There are **25** responses to this part of the question.

**Question 23: Do you consider yourself to have a disability?**

Table of "disability"



Key	Option	Total	Percent of All
A	Yes	34	6.391%
B	No	482	90.60%
C	Not Answered	16	3.008%