



**Bishop Line Community Rail Partnership
Train, Car and Bus Users Survey 2019
DRAFT Report of Survey**



Analysis and report by
NWA Social Research



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- APPENDIX 1B** Copy of questionnaire - Bus and car Users
- APPENDIX 2A** Tables of results - Train Users
- APPENDIX 2B** Tables of results - Bus and car Users
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KEY ISSUES

- ❖ Three quarters of journeys made by train on the Bishop Line are completed within the Bishop Line itself. (27% - direct between the stations of Bishop Auckland and Darlington and 48% between stations on the line).
- ❖ Primary reasons for choice of transport for both car and bus and rail users is perceived convenience with car users also noting their preference for use of a car when available. Only 17% of bus and car users and 32% of rail users were aware of dual tickets.
- ❖ Awareness of the increase to an hourly service amongst bus and car users has increased since 2018 from 17% in 2018 to 22% in 2019 but remains low.
- ❖ Three quarters of rail users thought that an increase to a half hourly service (76%) and 39% of bus and car users would make them more likely to use the service
- ❖ When train users were asked if there is anything that would encourage increased use of the Bishop Line – more than they currently do 30% of rail users made comment and two key issues emerged: ‘more frequent trains’, (25%) and ‘better quality trains and carriages’ with some also mentioning cleaning, (25%).
- ❖ 62% of train users and 72% of bus and car users said that having to change trains in Darlington would be unlikely to make a difference to their use of the service.
- ❖ 54% of rail users and 92% of bus and car users had NOT seen or heard of the Bishop Line logos prior to being shown them during the survey.

1. SUMMARY OF MAIN FINDINGS

DETAILS OF JOURNEYS

- 1.1 **Rail users** surveyed on where they were most likely to have boarded or alighted from their train largely mirror findings from previous years. Just under half of all respondents journeys (48%) were within the Bishop Line itself, 27% were direct between the stations of Bishop Auckland and Darlington and a quarter of respondents board or alight from their trains outside of the Bishop Line.
- 1.2 Travel for work on the Bishop Line by **rail users** has increased slightly since 2018, (29% in 2019, 26% in 2018), and the primary reason for choice of train travel (52%) was the convenience of the train times. Further reasons of note were cost of the train (35%), and convenience of the station being close to their destination, (26%).
- 1.3 54% of respondents to the **bus and car** users survey usually travel on the Bishop Line route 'bus' while 46% do so either by 'car as driver' or 'car as a passenger'.
- 1.4 43% (2018 – 48%) of **rail users** had travelled between any of the stations or towns on the Bishop Line 'more than four times' in the previous month, rising to 73% of respondents surveyed prior to 9am.
- 1.5 Over half of **rail users** who had made the journey at least three times in the last month (57%) had made their outward journey either before 8am or between 8am and 10am. Conversely, 63% of respondents who had used the Bishop Line at least three times in the last month had made their journey after 4pm.
- 1.6 59% (2018 - 57%) of **rail users** usually travel on the route on 'weekdays' rising to 79% of respondents who completed the survey prior to 9am, and a further 22% said that they travel both weekdays and weekends. Only 19% travel at weekends only.
- 1.7 Over half (55%) of **bus and car** users had travelled on any part of their current route 'more than 4 times' in the previous month. Outward journeys were most likely to take place between 8am and 10am (40%), while conversely return journeys peaked between 4pm and 6pm. 48% of respondents who had travelled on any part of their current route in the previous month indicated that they do so at 'both weekdays and weekends', while 43% stated that they do so on 'weekdays only'.

CHOICE OF TRANSPORT

- 1.8 40% of **bus and car** users indicated that they had previously made the journey by train. When asked why they did not make the journey by train the most mentioned response was 'convenience' (48%), followed by 'prefer to use car' (30%) and 'I don't live near a station' (24%). When asked to identify the MAIN reason for not using the train, 31% of respondents stated that their main reason for not using the train was 'convenience'.
- 1.9 Just 17% of all respondents to the **bus and car** survey were aware that dual tickets are available for use on both train and bus journeys between Darlington and Bishop Auckland.
- 1.10 When asked if they were aware that they could now buy a 'Bus and Rail' ticket which can be used on both the train and the bus, just 32% of **rail users** were aware; 65% said that were not aware and 3% were not sure.
- 1.11 32% of **rail users** said that they travel this route by train only. Respondents who indicated that they travel by other transport were then asked why they sometimes use other transport. 29% (19% of the overall sample) of those who sometimes use other forms of transport said that this was because they have the use of the car on those days, a further 13% said that this was because they got a lift on those days and 28% that the trains are not running at the times needed.

AWARENESS AND EFFECTS OF CHANGE

- 1.12 A similar proportion of **rail users** as in 2018 were aware of the change on the Bishop Line to a one hourly service, (64% in 2019 and 66% in 2018). Just over half (52%) said that the change to a one hour service has made them 'much more likely' to use the service and a further 19% that this had made it a 'little more likely'.
- 1.13 22% of **bus and car** users were aware that the Bishop Line service increased to an hourly service in December 2017, an increase in awareness of 5% from 2018. Four-in-five respondents stated that the change in the frequency of service 'hadn't made a difference' (82%) to the likelihood of them using the train when needing to travel along their current route.
- 1.14 **Rail users** were asked if the service was more frequent during the day whether they would be more likely to make the journey by train more often. 76% overall said that this would make their use 'more likely': 52% 'much more likely' and 24% 'a little more likely'.

- 1.15 In terms of a change to a twice hourly service in the future, 39% of **bus and car** users respondents believed this would make them either 'much more' (18%) or 'a little more likely' (21%) to travel on their route by train.
- 1.16 **Rail users** who said that they would be more likely to use the service if it were increased to half hourly during the day were asked how frequently they envisaged using the service. Nearly a third of all respondents who thought they would use the service more, (32%), said that they would use it 5 to 7 days a week. This rose to 52% of those who use the service for travelling to or from work.
- 1.17 Of the **bus and car** users who indicated that they were either 'much more' or 'a little more likely' to use the service were its frequency increased, 53% indicated that they would do so at least once a week while a further 23% would do so '2 or 3 times a month' and 12% gave 'once a month' responses.
- 1.18 **Rail users** who said that increased times were unlikely to make a difference said that this was because they 'didn't live locally' (11%), they 'don't make the journey very regularly', (42%); that they 'do not need to use the service more frequently', (21%); or that they did not 'see the need' for more frequent trains', (20%).
- 1.19 When asked if there is anything that would encourage increased use of the Bishop Line – more than they currently do 30% of **rail users** made comment at this but two key issues emerged amongst those who gave comment: 'more frequent trains', (25%) and 'better quality trains and carriages' with some also mentioning cleaning, (25%).
- 1.20 **Bus and car** users who indicated that a change in service frequency was 'unlikely to make a difference' a third made reference to the convenience of their car or their car being needed for work purposes (33%), the convenience of travelling by bus (19%) and the distance to train stations (17%).
- 1.21 **Rail users** were told in the questionnaire that currently the full service runs from Bishop Auckland to Saltburn via Darlington. They were asked if there was a need to change trains in Darlington in order to travel beyond Darlington, how likely would they be to make this journey by train. 62% of respondents said that this change would be unlikely to make a difference to them. When asked how long a wait they thought would be reasonable a quarter of all respondents, (26%) thought five to nine minutes and 38% 10 to 14 minutes.. i.e. nearly two thirds thought a wait of under 15 minutes would be reasonable, (64%).
- 1.22 72% of **bus and car** users believed that if a need to change trains at Darlington to travel beyond Darlington became necessary that this was 'unlikely to make a difference' to their likelihood of travelling by train.

AWARENESS OF LOGO

- 1.23 54% of **rail users** said that they had NOT seen or heard of the designs before with 46% noting locations that they had seen or heard of the logo. This is slightly higher than the recollection of the designs shown in the 2018 survey when 42% had been aware of the logo. The most mentioned place where the logo had been encountered was on posters at stations with 44% of respondents saying that they had seen the logo there.
- 1.24 92% of **bus and car** users stated that they had not seen the logo/design shown to them. 4% of the overall sample had seen the logo/design on 'posters at stations' and 1% had 'heard on radio'.

2. BACKGROUND AND INTRODUCTION

- 2.1 The Bishop Line is the railway line which runs between Darlington and Bishop Auckland. The service is designated by the Department for Transport as Community Rail. With six stations along the line, including Darlington's main line station, the Bishop Line serves commuters, shoppers and day travellers alike. Starting in Bishop Auckland the line covers Shildon, Newton Aycliffe, Heighington, Darlington – North Road, then ends at Darlington's main station – Bank Top. Darlington Bank Top Station gives travellers main line access to North and South.
- 2.2 The service has been increased from a two hourly to a one hourly service and customer numbers have risen. The purpose of the survey was to:
- Profile current users and non-users of the train travel behaviour
 - Identifying the reasons for use of the train and other forms of transport for these journeys
 - Identify possible reasons for not using the service, or not using it more frequently
 - Reviewing potential increases in use of the train should the hourly service be increased
 - Recognition and recall of the advertising and information campaign amongst users and non-users of the service.
- 2.3 **Current users of the train** were accessed by on train or at station interviews. To ensure a good cross section interviews took place on 5 days including one day at a weekend. Starting times were scheduled to cover 12 hours during the weekdays, (4 sessions of 6 hours) starting at 7am and going through to 7pm. Because some journeys were quite short the questionnaires were self-completion (with support from an interviewer if required), with questionnaires given out and collected by the interviewers. The research using this methodology resulted in 663 interviews being completed by train users. Note that passengers making the same journey were only interviewed once during the fieldwork period.
- 2.4 For **travellers using a bus service for the same journey** 149 respondents were interviewed at bus stops during the same period. Interviews took place in each of the towns, (Darlington, Heighington, Newton Aycliffe, Shildon, and Bishop Auckland). **For travellers currently making the same journey by car** street intercept interviews were carried out and a sample of 127 car users who made the same journey was achieved.

- 2.5 The questionnaire was developed in conjunction with the client and people who did not travel between Bishop Auckland and Darlington or stations in between were routed out of the survey. Demographic and geographic information was collected so that the profile of users can be updated. Copies of the questionnaires are attached as **Appendices 1a and 1b**.
- 2.6 Tables of results have been produced for both surveys using key demographic and behaviour variables. These are attached as **Appendices 2a and 2b**.
- 2.7 Responses to open questionnaires are attached as **Appendix 3**.
- 2.8 The following report covers both the car and bus user travellers and the train travellers so that where appropriate comparisons can be made between the users of the train and others.

3. DETAILS OF TRAIN JOURNEYS

QUESTION 1A: Where did you board this train today?

QUESTION 1B: And where will you be getting off?

QUESTION 2: What is the main purpose of your journey today?

QUESTION 3: Why did you choose to travel by train today?

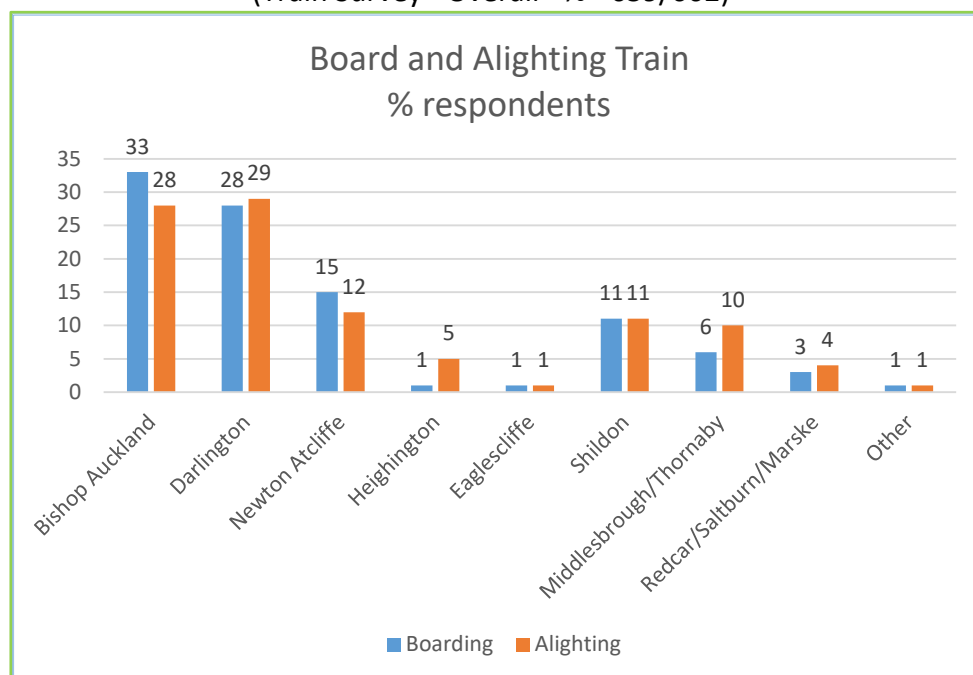
QUESTION 4: Is where you get off the train your final destination or will you need to travel on by train?

QUESTION 5: If travelling on, where are you travelling on to?

APPENDIX 2A - Pages 1 to 5

3.1 Rail users surveyed were most likely to have boarded their train at either ‘Bishop Auckland’ (33%) (2018 -35%), ‘Darlington – North Road and Bank Top’ (28%) (2018 - 24%) or ‘Newton Aycliffe’ (15%) (2018 -16%), with responses in 2019 largely mirroring those recorded in previous years. Respondents in 2019 were most likely to state that their intended alighting point were either ‘Bishop Auckland’ (28%) (2018 -27%) or ‘Darlington’ (29%) (2018 - 28%) – again largely similar to those recorded previously.

Q1A: Where did you board this train today? / Q1B: And where will you be getting off?
(Train Survey - Overall - % - 659/662)

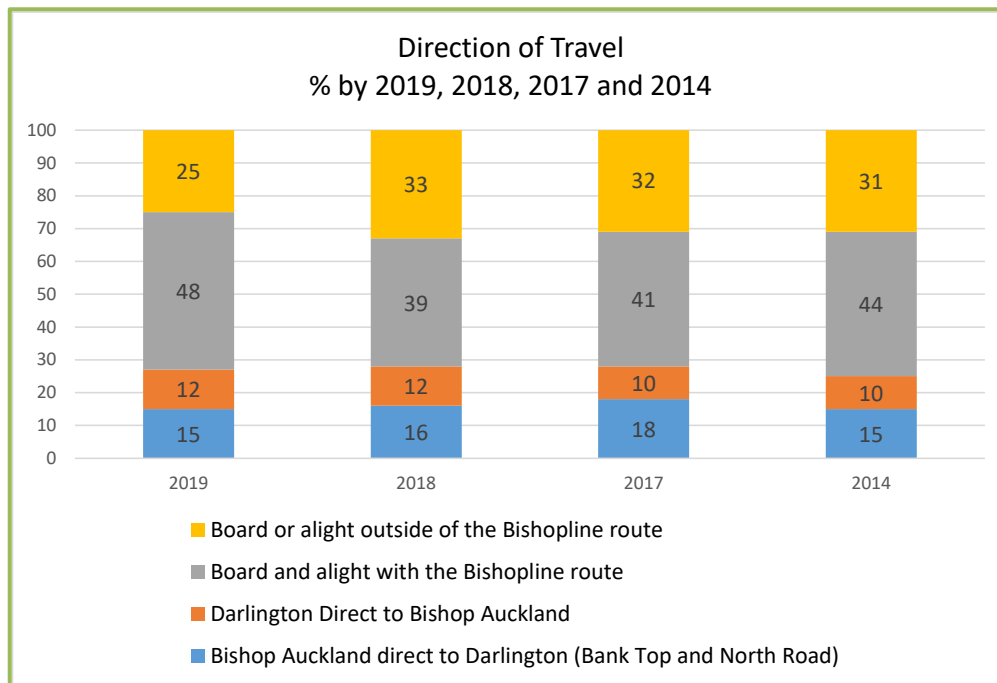
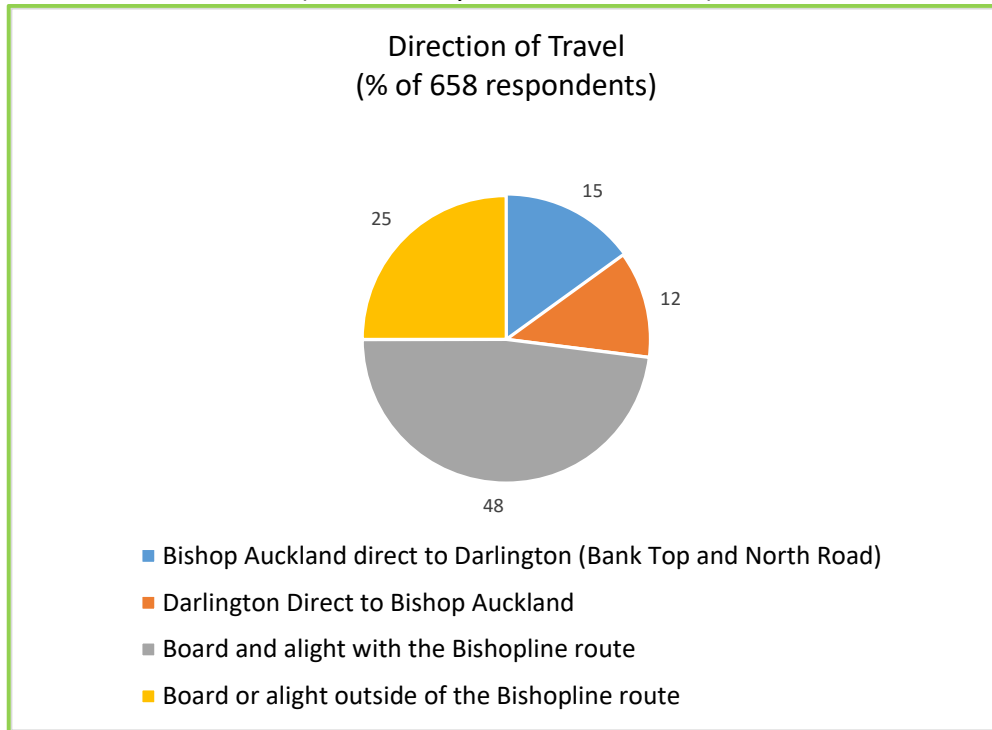


3.2 Comparing where rail-users boarded and alighted from their trains (Q1A/1B), reveals that a quarter (25%) were boarding or alighting from the train outside of the Bishop Line

itself. 15% of train travellers were travelling direct from Bishop Auckland to Darlington and 12% direct from Darlington to Bishop Auckland. Nearly half (48%) boarded or alighted at stations within the route.

Q1A: Where did you board this train today? / Q1B: And where will you be getting off?

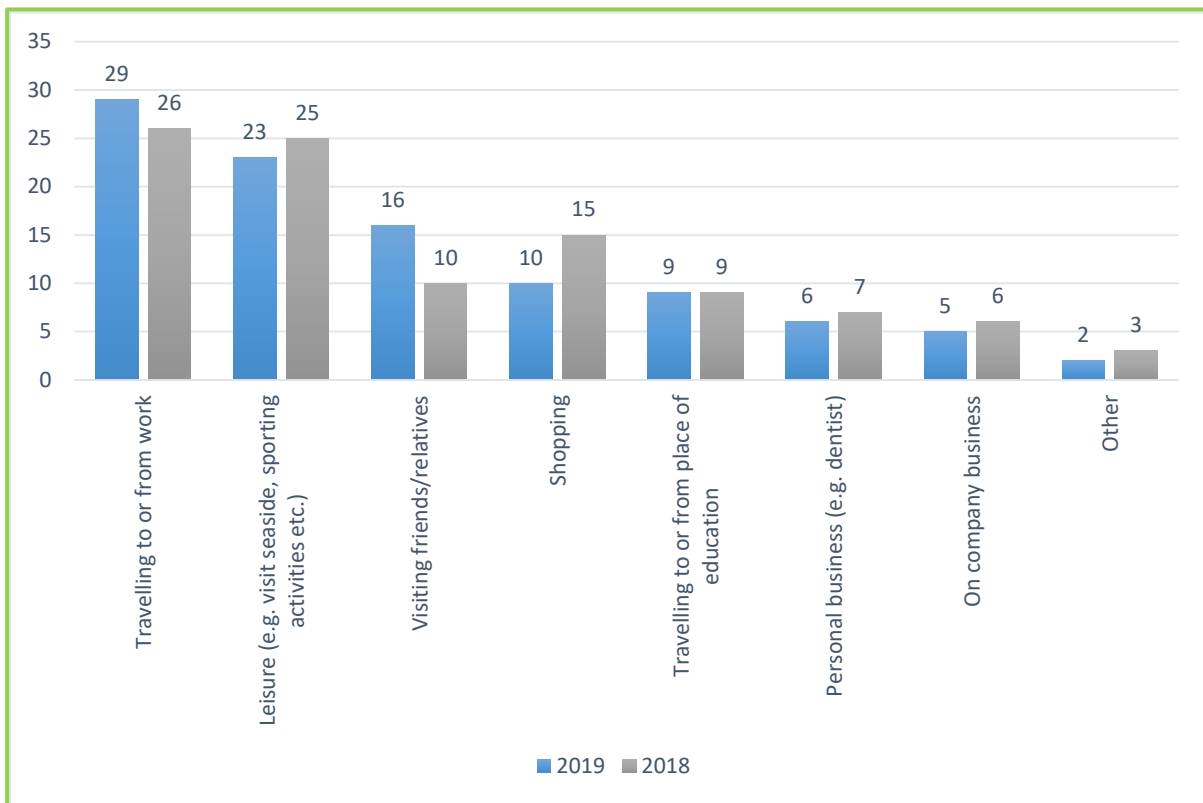
(Train Survey - Overall - % - 658)



As can be noted from the figure above the percentage of passengers boarding and alighting within the Bishop Line route has increased since 2018, (48% in 2019 compared with 39% in 2018).

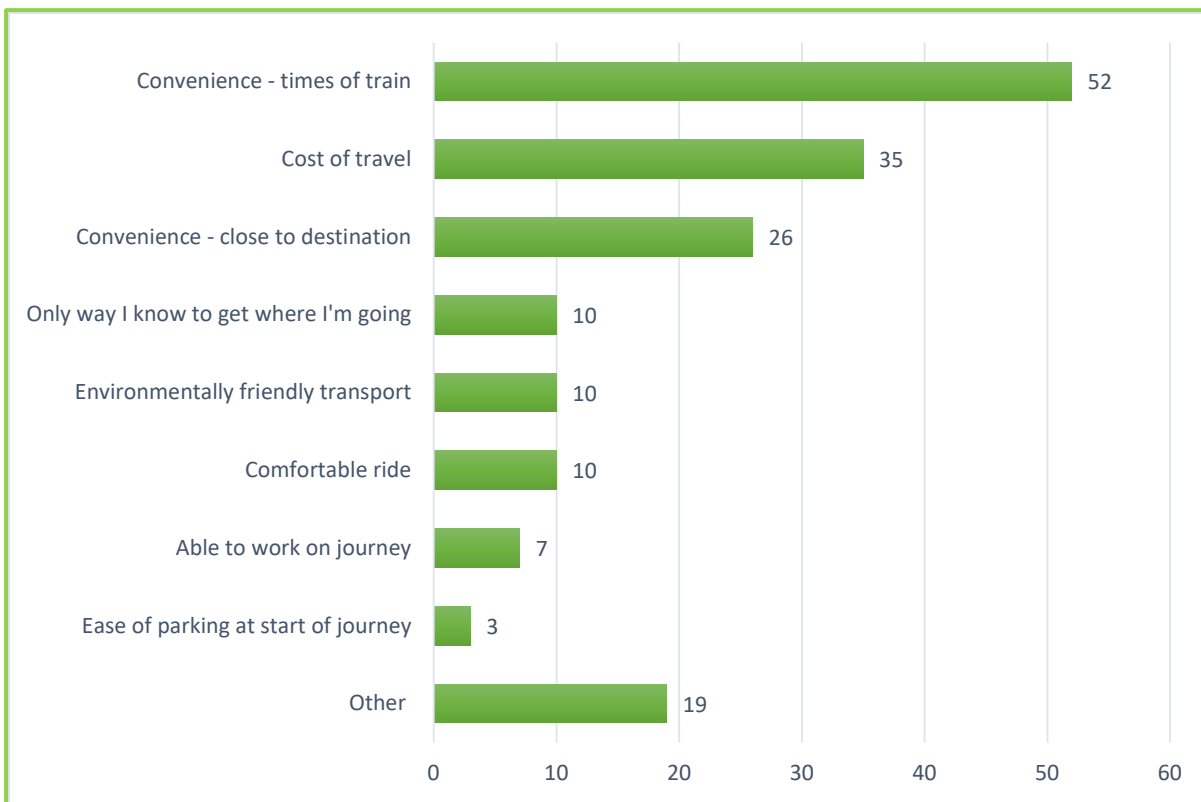
3.4 29% (2018 -26%) of rail user respondents were travelling either to or from work with a further 5% (2018 - 6%) stating that they were ‘on company business’. Just under a quarter of respondents were travelling for ‘leisure purposes’ (23%) (2018 - 25%), while 10% (2018 - 15%) were ‘shopping’. Smaller numbers of respondents stated that they were ‘visiting friends/relatives’ (16%) (2018 - 10%), ‘travelling to or from place of education’ (9%) (2018 - 9%) or on ‘personal business’ (6%) (2018 - 7%).

Q2: What is the main purpose of your journey today?
(Train Survey - Overall - % - 445)



3.5 When asked why they had chosen to travel by train today over half of all respondents, (52%) said it was the convenience of the times of the train. 35% said that their choice related to cost; and 26% the convenience of the station being close to their destination. 10% identified that the train was a comfortable ride; 10% that it is an environmentally friendly form of transport and 10% as it was the ‘only way I know to get to where I am going’. (Multiple response question so answers add to more than 100%).

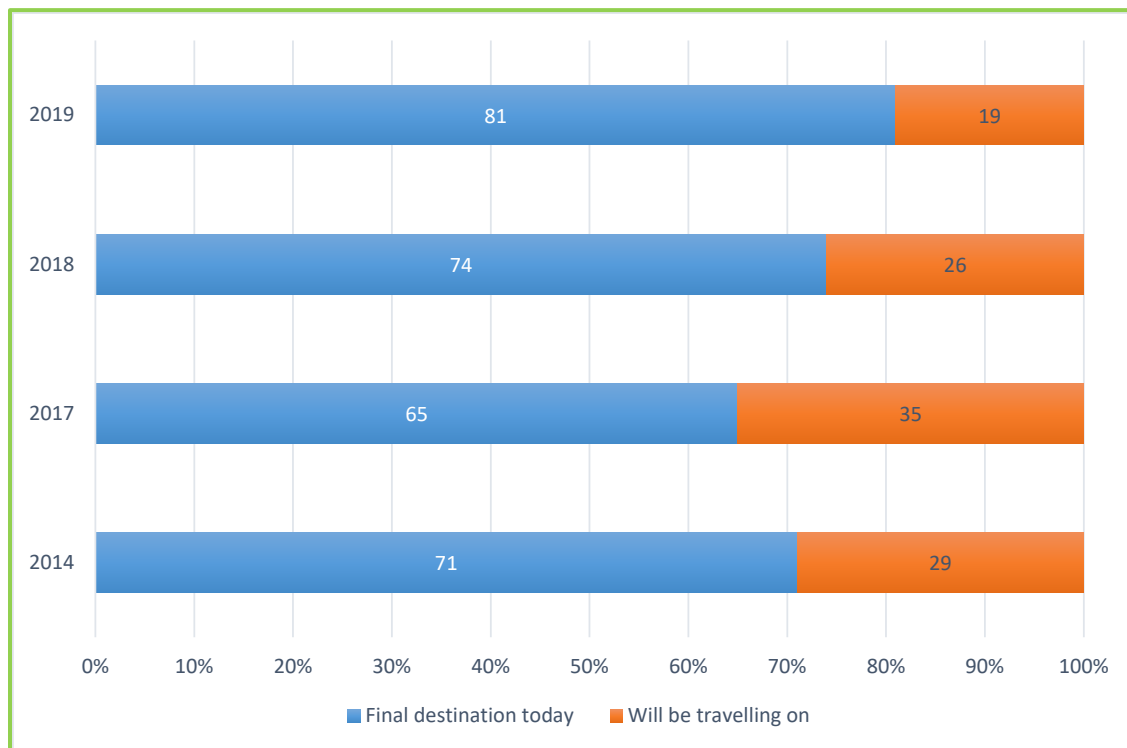
Q3: Why did you choose to travel by train today?
(Train Survey - Overall - % - 661)



3.6 Over 80%, (81%) (an increase on the 2018 survey - 74%) indicated that the station mentioned at Question 1B was their final destination, rising to 94% of those on the Darlington to Bishop Auckland service. 19% of respondents were travelling on to another destination.

	Q4: Is where you get off the train your final destination?				Total	
	Final destination today		Will be travelling on		Count	Row %
	Count	Row %	Count	Row %	Count	Row %
Bishop Auckland direct to Darlington	47	47%	54	53%	101	100%
Darlington direct to Bishop Auckland	62	94%	4	6%	66	100%
Board and alight within the Bishop Line route	283	87%	44	13%	327	100%
Board or alight outside of the Bishop Line route	141	88%	19	12%	160	100%
Total	533	81%	121	19%	654	100%

Q4: Is where you get off the train your final destination or will you need to travel on by train?
(Train Survey - Overall - % - 659)



3.7 The following table shows a breakdown of the numbers of respondents who alight at Darlington Bank Top or elsewhere, and then travel on to other destinations, or who stop in that place as their final destination; together with some comparative figures from previous years' surveys.

		2019 Count	2019 Col %	2018 Col %	2017 Col %	2014 Col %
Q4: Code	Alighting at Bank Top and travelling on	87	13%	10%	15%	11%
	Alighting at Bank Top as final destination	81	12%	10%	9%	10%
	Alighting elsewhere and travelling on	35	5%	6%	8%	1%
	Alighting elsewhere as final destination	455	69%	74%	69%	77%
	Total (Base Numbers in brackets)	(658)	(658)	(633)	(581)	(630)

3.8 Overall, 13% of respondents were found to alight at Bank Top and then travel on by train to some other destination to the North or South, (excepting one respondent who said they were travelling on to Thornaby), with the most frequently mentioned destinations being York (18), Newcastle (14 respondents), London (9), and Leeds (4); whilst 12% were alighting at Bank Top as their final destination. Full details are shown in

the table below. As regards previous years' results, these need to be treated with some caution due to differences in the survey questionnaires and coding of responses; however, broadly speaking it can be seen that for each year 20-25% of respondents alighted at Bank Top and around half or more of these travelled on by train.

Q5: Where are you travelling to? (Only those alighting at Bank Top and then travelling on by train)			
		Frequency	%
Valid	(not stated)	16	18.4
	(Travelling further East on Bishop Line - Thornaby)	1	1.1
	Berwick	1	1.1
	Biggleswade	1	1.1
	Blackpool	1	1.1
	Cambridge	1	1.1
	Chichester, West Sussex	1	1.1
	Derby	1	1.1
	Doncaster	1	1.1
	Durham	1	1.1
	Glasgow	1	1.1
	Grateley, Andover	1	1.1
	Hartlepool	1	1.1
	Hook, Basingstoke	1	1.1
	Ipswich	1	1.1
	Kent	1	1.1
	Kings Cross, London	3	3.4
	Leeds	4	4.6
	London	6	6.9
	Manchester	2	2.3
	Morecambe	1	1.1
	Morley	1	1.1
	Morpeth	1	1.1
	Newcastle	14	16.1
	Northallerton	2	2.3
	Oxford	1	1.1
	Peterborough	1	1.1
	Pitsea, Essex	1	1.1
	Sheffield	1	1.1
	York	18	20.7
	Total	87	100.0

- 3.9 Only a small percentage of all respondents said that they were alighting 'elsewhere' (all stations other than Bank Top) and then travelling on by train, with the most common final destinations here (aside from other stations on the Bishop Line) being cities/ towns further North: Newcastle (7 respondents), Sunderland (2) and Hartlepool (2).

4. DETAILS OF JOURNEYS – CAR AND BUS JOURNEYS

QUESTION 2: When last travelled on this route where were you travelling to/from?

QUESTION 3: (Last journey) Form of transport used?

QUESTION 4: Have you ever used the train to travel on this route?

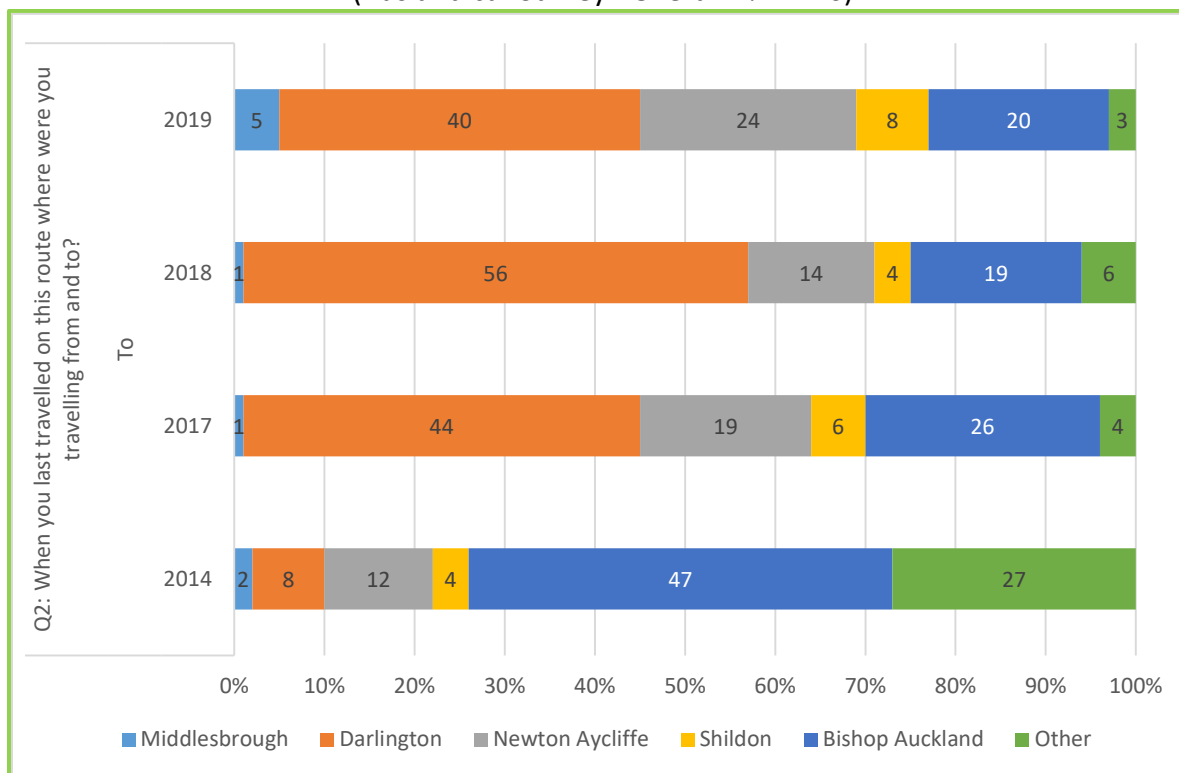
QUESTION 5a/b: Why not use the train – all and main

QUESTION 5c: Aware of dual tickets?

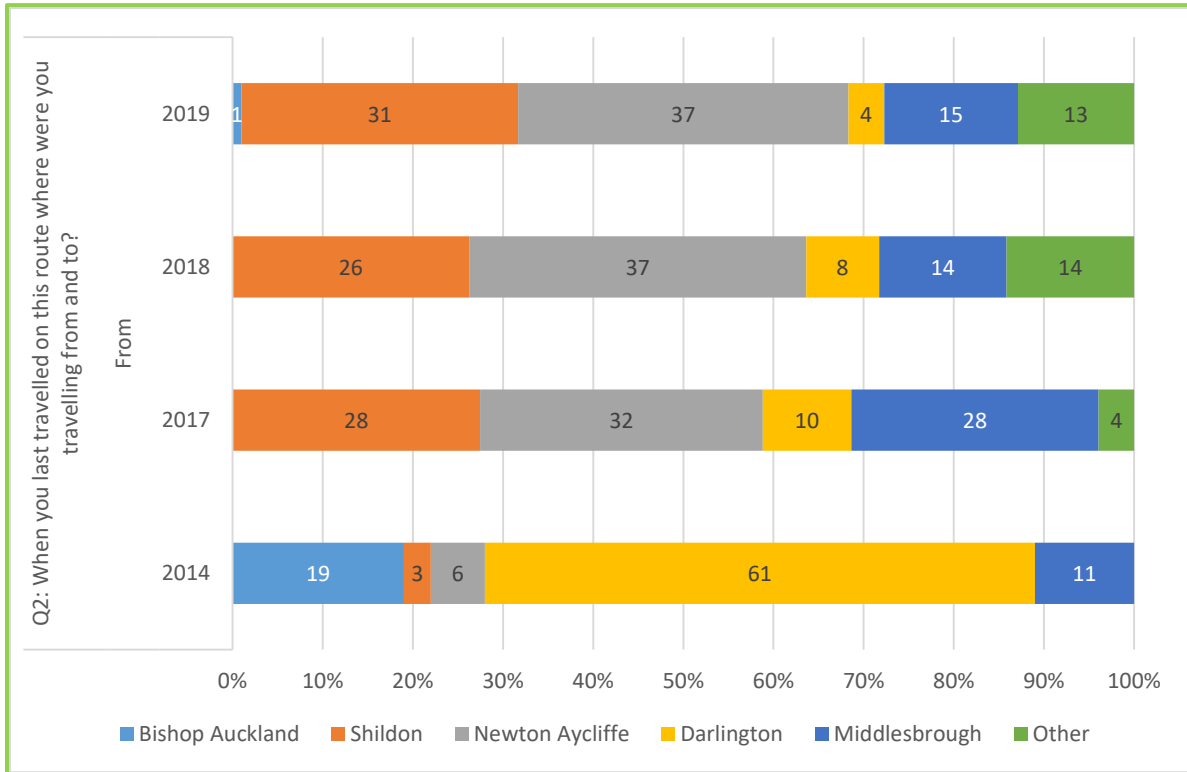
APPENDIX 2B - Pages 1 to 6

4.1 Respondents to the Bus and car Survey were most likely to be travelling to either 'Darlington' (40%) or 'Bishop Auckland' (20%), while 'Newton Aycliffe' (37%) was most selected as their point of departure. Comparisons with the previous surveys shown below and overleaf.

Q2: When you last travelled on this route where were you travelling from and to?
(Bus and car Survey - Overall - % - 276)

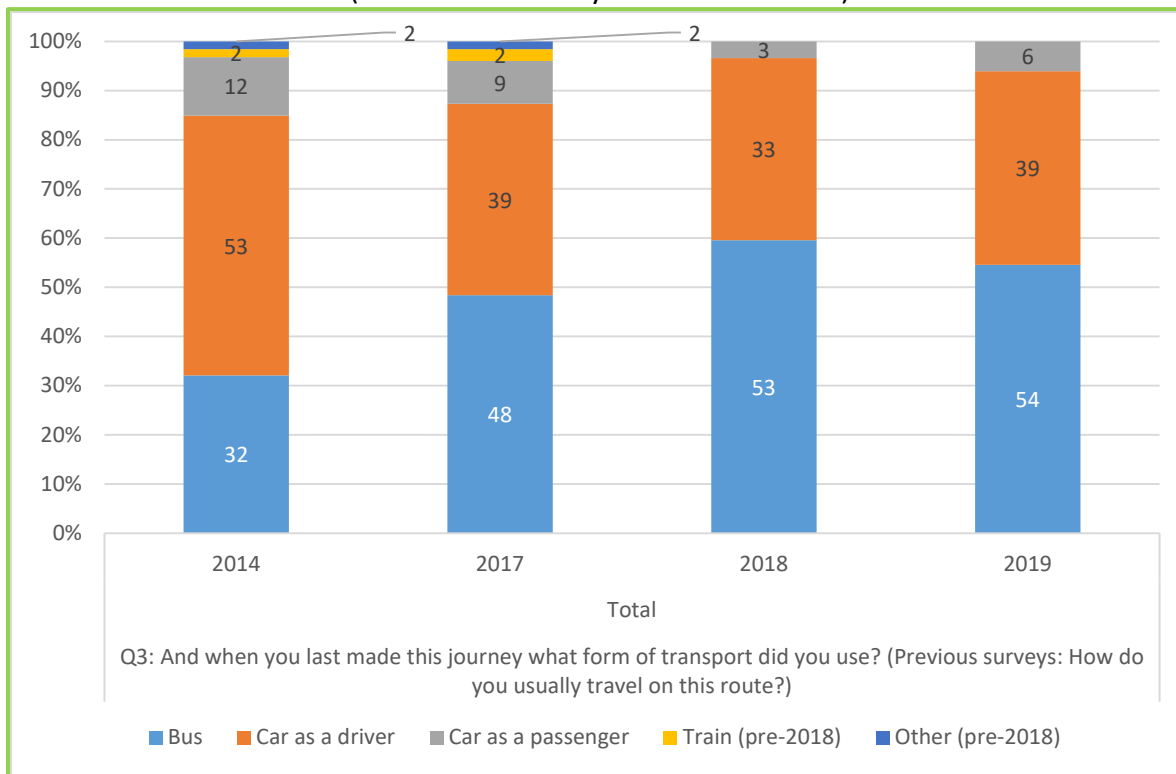


Q2: When you last travelled on this route where were you travelling from and to?
 (Bus and car Survey - Overall - % - 276)



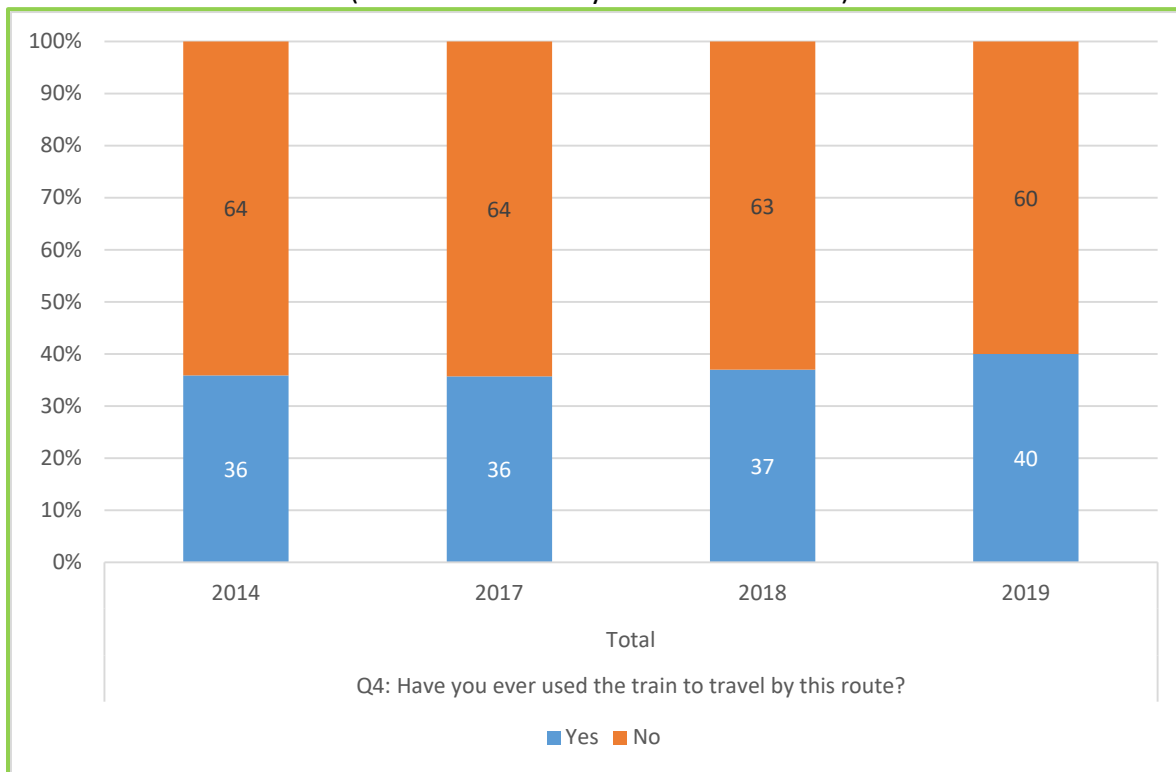
4.2 54% of respondents to the Bus and car Survey usually travel on the route outlined at Question 2 by 'bus' rising to 78% of respondents aged 16 to 24, while 39% do so by 'car as driver' rising to 71% of respondents aged 60 to 64 and 92% of respondents in Bishop Auckland. A further 6% usually make their journey by 'car as passenger' with respondents interviewed on weekend much more likely to do so than those on a weekday (20% cf. 2%).

Q3: And when you last made this journey what form of transport did you take?
 (Bus and car Survey - Overall - % - 276)



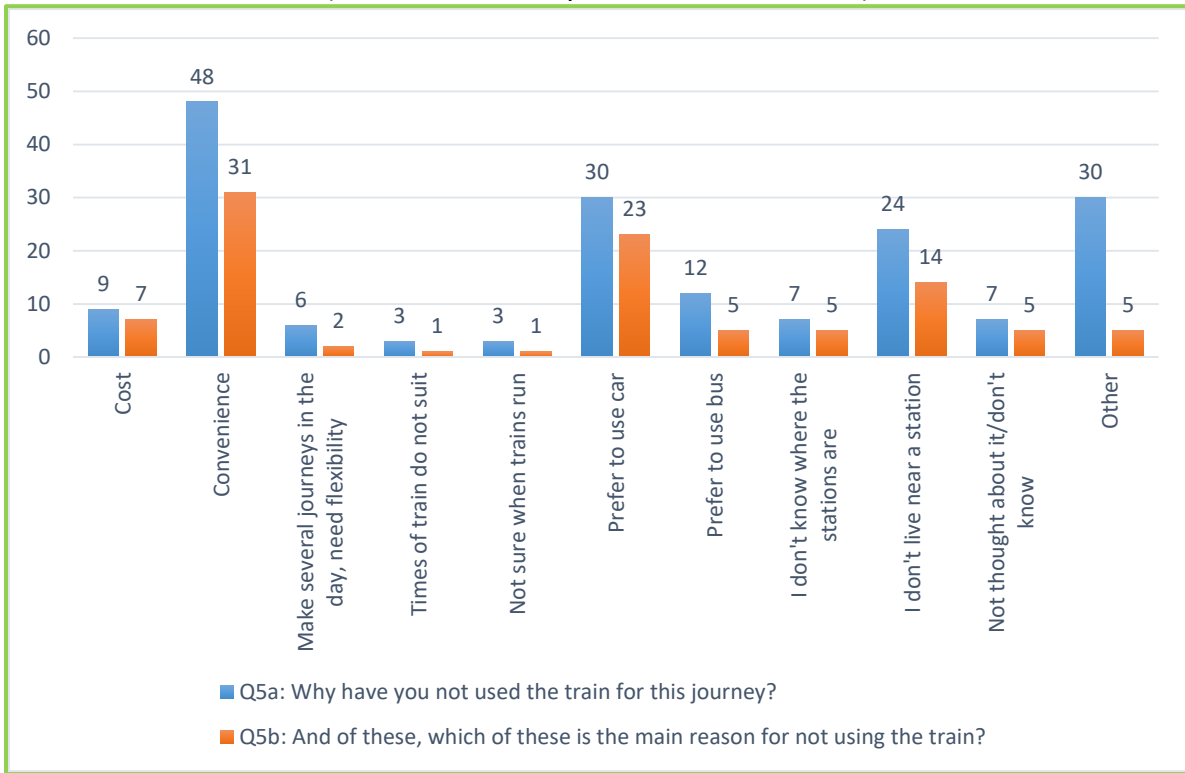
4.3 40% of respondents indicated that they had previously made the journey by train, with such responses by age being most likely amongst those aged 16 to 24 (49%) and lowest amongst respondents over the age of 65 (34% '60 to 74'/9% '75 and over'). 59% of Bus and car Survey respondents had not used the train for the journey outlined at Question 2, with such responses being highest amongst respondents interviewed in Bishop Auckland (68%) and those over the age of 75 (91%). These figures represent similar results to those recorded in previous surveys.

Q4: Have you ever used the train to travel by this route?
 (Bus and car Survey - Overall - % - 276)

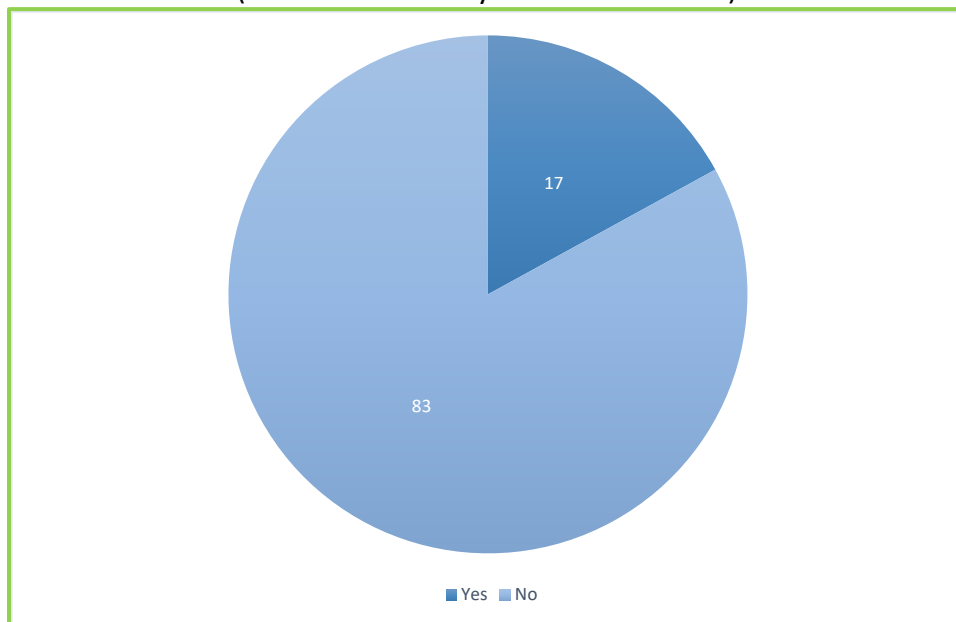


- 4.4 Respondents who stated that they do not make the journey by train at Question 4 were then asked why this was the case with most selected responses amongst 164 respondents at this point being 'convenience' (48%), 'prefer to use car' (30%) and 'I don't live near a station' (24%). 30% of respondents gave 'other' responses which are listed verbatim in the appendices.
- 4.5 When asked their main reason for not using the train 31% of respondents identified 'convenience'.
- 4.6 Just 17% of all respondents to the Bus and car Survey were aware that dual tickets are available for use on both train and bus journeys between Darlington and Bishop Auckland with responses by subgroup only reaching a peak of 24% amongst respondents aged 60 to 64. 83% of all respondents were unaware of the availability of dual tickets.

Q5a: Why have you not used the train for this journey? / Q5b: And of these, which is the main reason for not using the train?
 (Bus and car Survey – ‘No’ at Q4 - % - 164)



Q5c: Were you aware of these dual tickets?
 (Bus and car Survey - Overall - % - 276)



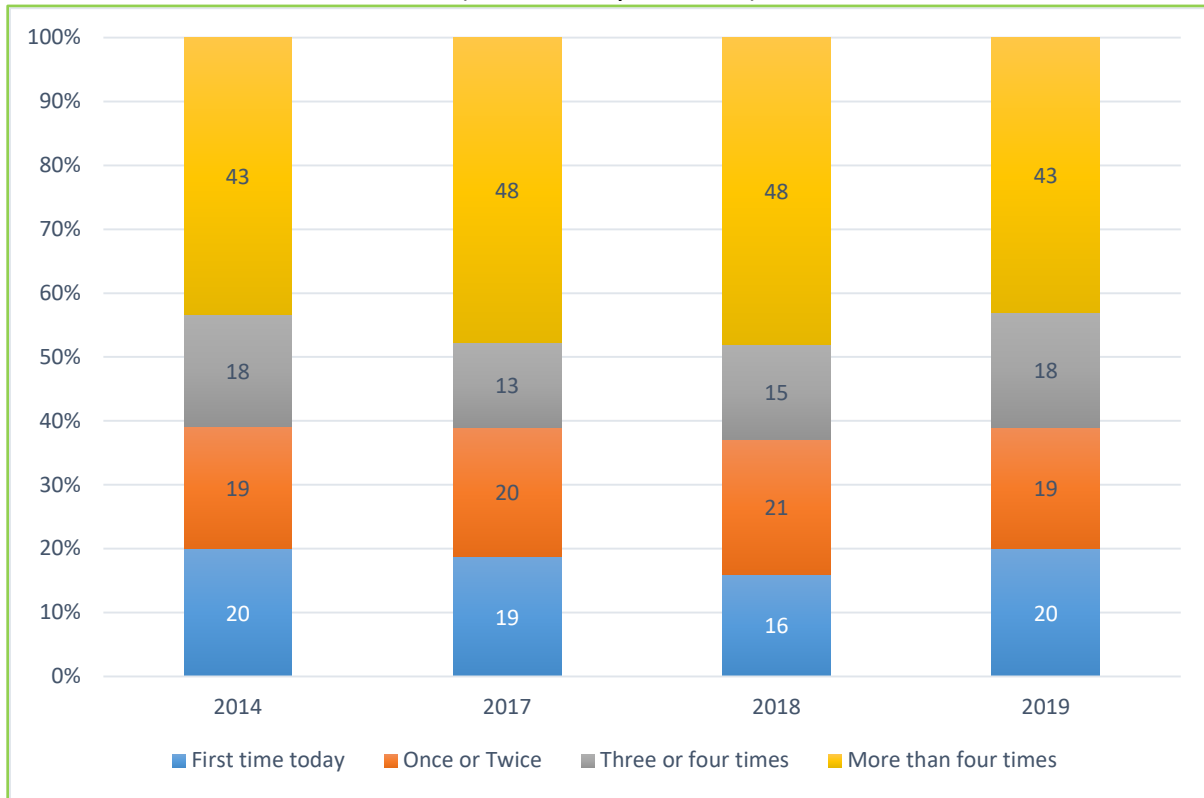
5. USE OF TRANSPORT – TRAIN ONLY

- QUESTION 6:** How often have you travelled between any of the stations/towns on the Bishop Line (Bishop Auckland to Darlington line) (route between Bishop Auckland and Darlington) in the last month by any form of transport?
- QUESTION 7:** If you have made this journey three or more times in a month, at what times do you usually make the journey?
- QUESTION 8:** What days do you usually travel on this route?
- QUESTION 9:** What other forms of transport have you ever used when travelling on this route?
- QUESTION 10:** Why do you sometimes travel by (car, bus, other) rather than make all your journeys by train?

APPENDIX 2A - Pages 6 to 11

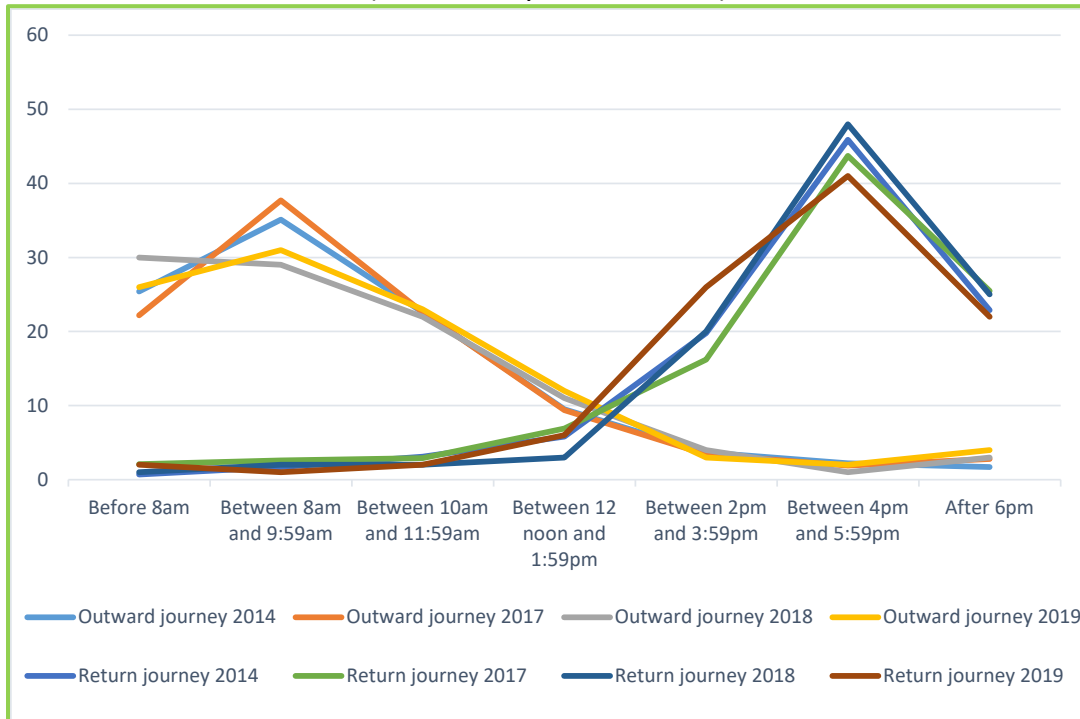
- 5.1 43% (2018 – 48%) of rail users had travelled between any of the stations or towns on the Bishop Line ‘more than four times’ in the previous month, rising to 73% of respondents surveyed prior to 9am. 50% of respondents aged 16 to 24 years and 54% of respondents aged 25 to 39 years had travelled ‘more than four times’ in the previous month.
- 5.2 The majority of respondents make their train journey ‘three or more times a month’ or ‘more than four times’ in the past month. (61%). One in five respondents (20%) said that the journey they were making was the first time in the last month.
- 5.3 Over half of all respondents who had made the journey at least three times in the last month (57%) had made their outward journey either before 8am (26%), or between 8am but before 10am (31%). Only small number of respondents (6%) had made their outward journey after 4pm in the afternoon.
- 5.4 Conversely 63% of respondents who had used the Bishop Line at least three times in the last month: 41% had made their return journey after 4pm but before 6pm and 22% had made their return journey after 6pm.

Q6: How often have you travelled between any of the stations/towns on the Bishop Line (Bishop Auckland to Darlington line) (route between Bishop Auckland and Darlington) in the last month by any form of transport?
 (Train Survey - % - 663)

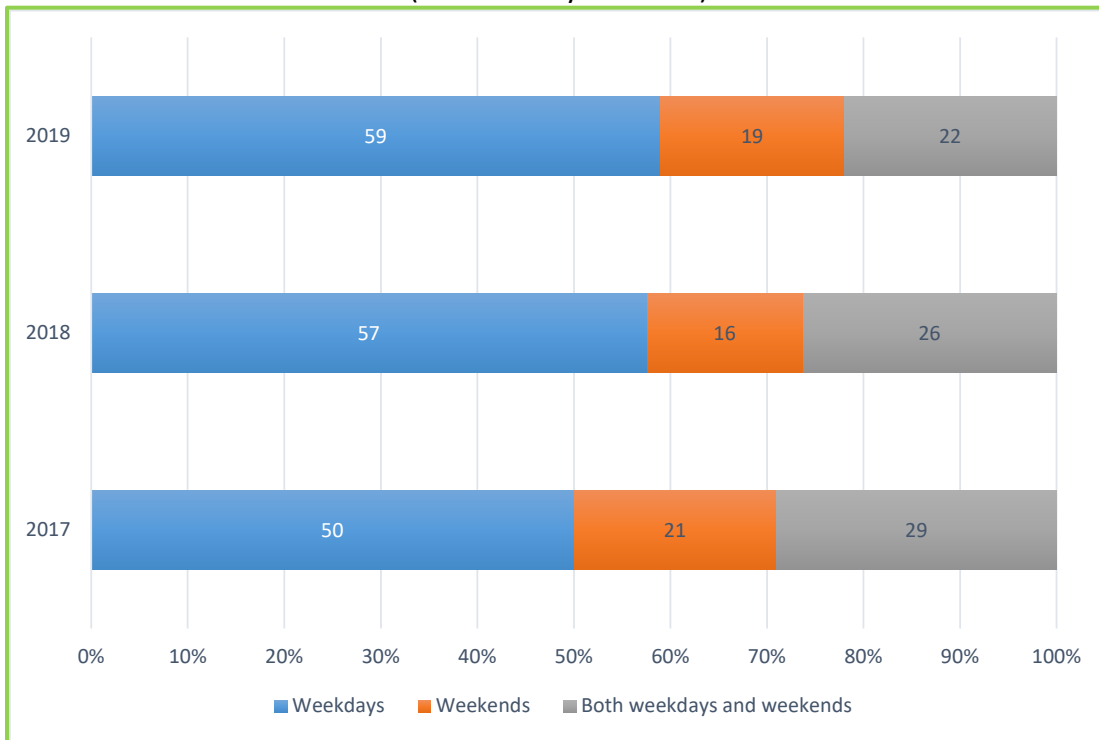


5.5 59% (2018 - 57%) of rail users usually travel on the route on ‘weekdays’ rising to 79% of respondents who completed the survey prior to 9am, and a further 22% said that they travel both weekdays and weekends. Only 19% travel at weekends only.

Q7: Time of outward and return journeys – respondents who had made the journey at least 3 times in last month?
(Train Survey - % - 386/367)

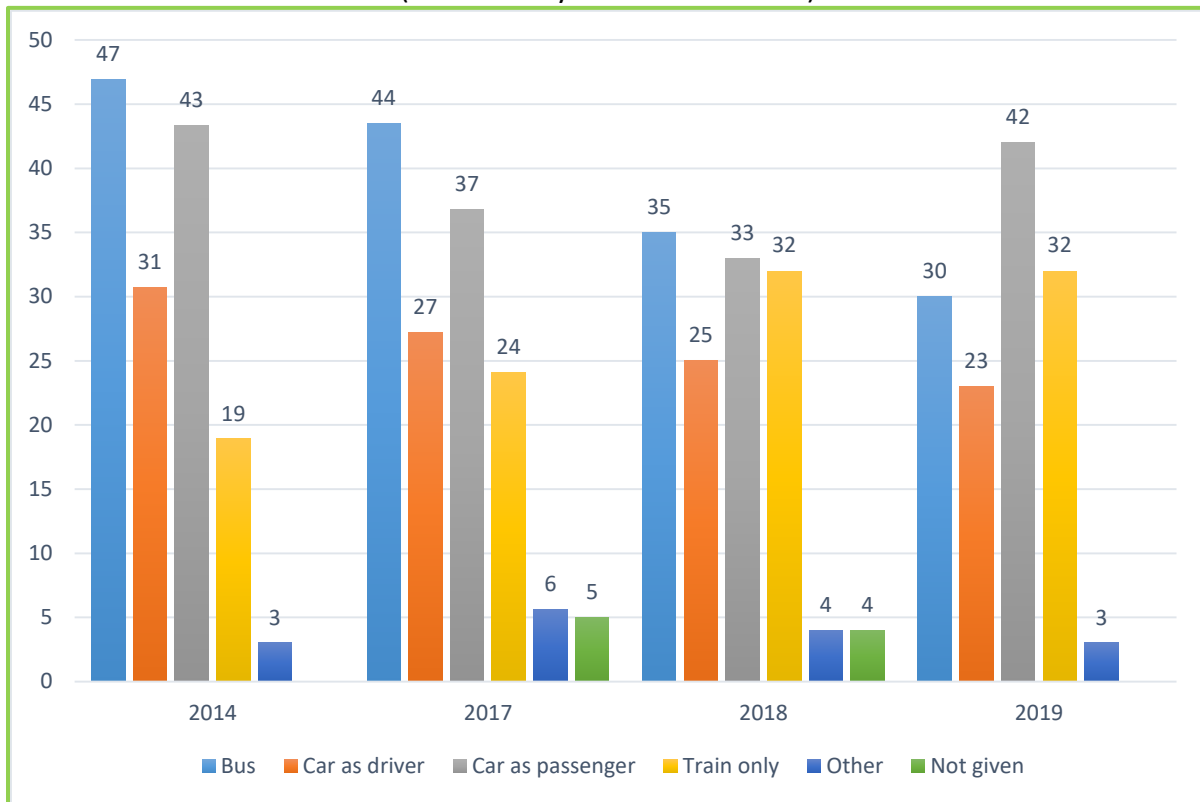


Q8: What days do you usually travel on this route?
(Train Survey - % - 663)



5.4 32% of rail users said that they travel this route by train only. Of those who had travelled on occasion by other modes of transport on the Bishop Line route had done so by ‘bus’, (30%), with 42% having done so by ‘car as passenger’ (rising to 58% of respondents aged 16 to 24). 23% had travelled by ‘car as driver’.

Q9: What other forms of transport have you ever used when travelling on this route?
(Train Survey - Overall - % - 663)



5.5 Respondents who indicated that they travel by other transport were then asked why they sometimes use other transport. 29% (19% of the overall sample) of those who sometimes use other forms of transport said that this was because they have the use of the car on those days, a further 13% said that this was because they got a lift on those days and 28% said that the trains are not running at the times needed.

		Use other transport on route %	All respondents
Q10: Why do you sometimes use other transport?	Have use of a car on those days	29%	19%
	Need a car for work purposes	7%	5%
	Trains not running at times I need	28%	19%
	Need to drop my kids at school/ clubs	1%	1%
	Too much to carry	18%	12%
	Health reasons	3%	2%
	Other	26%	18%
	Sometimes get a lift	13%	8%
	Use train only		32%

5.6 Over a quarter of respondents (112 – 26%) of those who travel more than three times in a month gave ‘other’ responses and these have been reviewed and responses are coded below. Full detail is given in the appendices.

Other reasons given for sometimes using other forms of transport	Number
Issues with train (e.g. cancellation)	31
Cost	8
Quicker/easier	18
Opportunities to get a lift/use a car	17
Circumstances of the journey	19
Other	19



6. USE OF TRANSPORT – CAR/BUS ONLY

QUESTION 6: How often have you travelled on any part of the route between Bishop Auckland and Darlington in the last month by any form of transport?

QUESTION 7: If you have made this journey three or more times in a month, at what times do you usually make the journey?

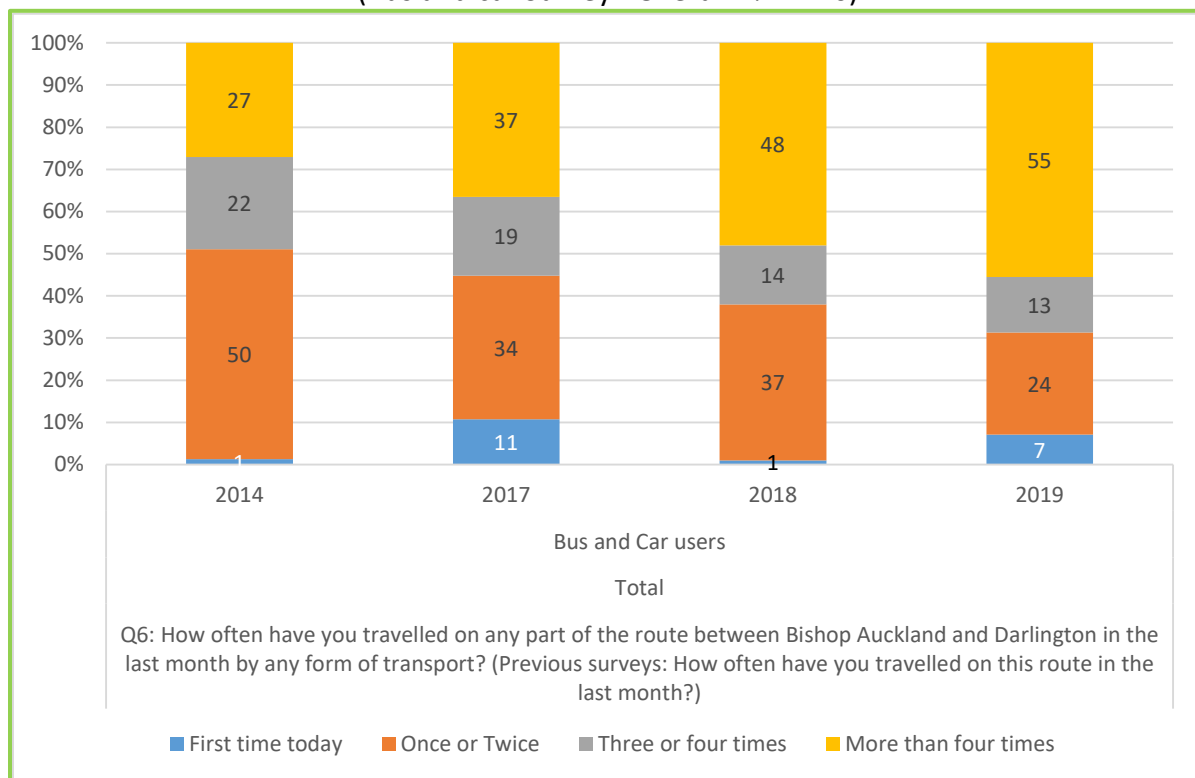
QUESTION 8: What days do you usually travel on this route?

APPENDIX 2B - Pages 9 to 12

6.1 Over half (55%) of respondents had travelled on any part of their current route ‘more than 4 times’ in the previous month rising to 69% of respondents aged 16 to 24 while least likely to have done so were respondents over the age of 75 (36%) and those travelling by car as a passenger (35%). 37% had travelled on their route either ‘twice’ (24%) or ‘three or four times’ (13%), with 7% doing so for the first time. Comparisons with previous surveys are shown below.

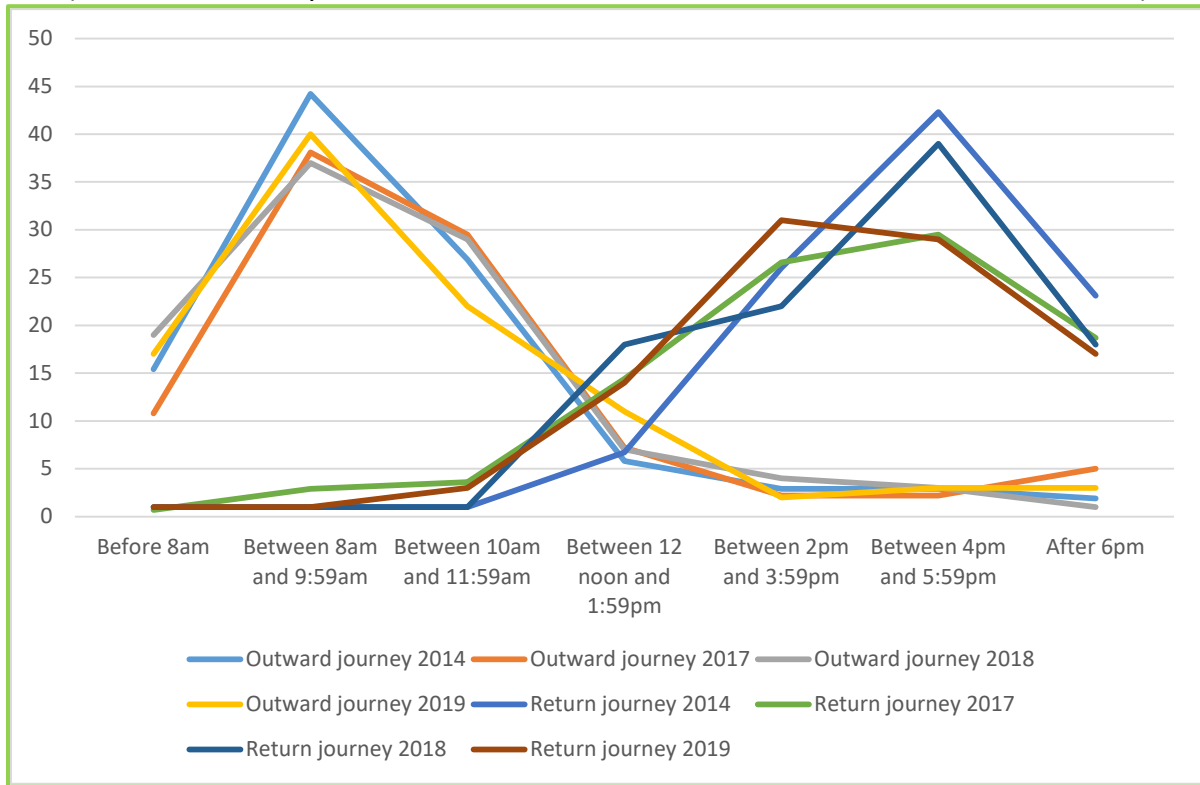
Q6: How often have you travelled on any part of the route between Bishop Auckland and Darlington in the last month by any form of transport?

(Bus and car Survey - Overall - % - 276)



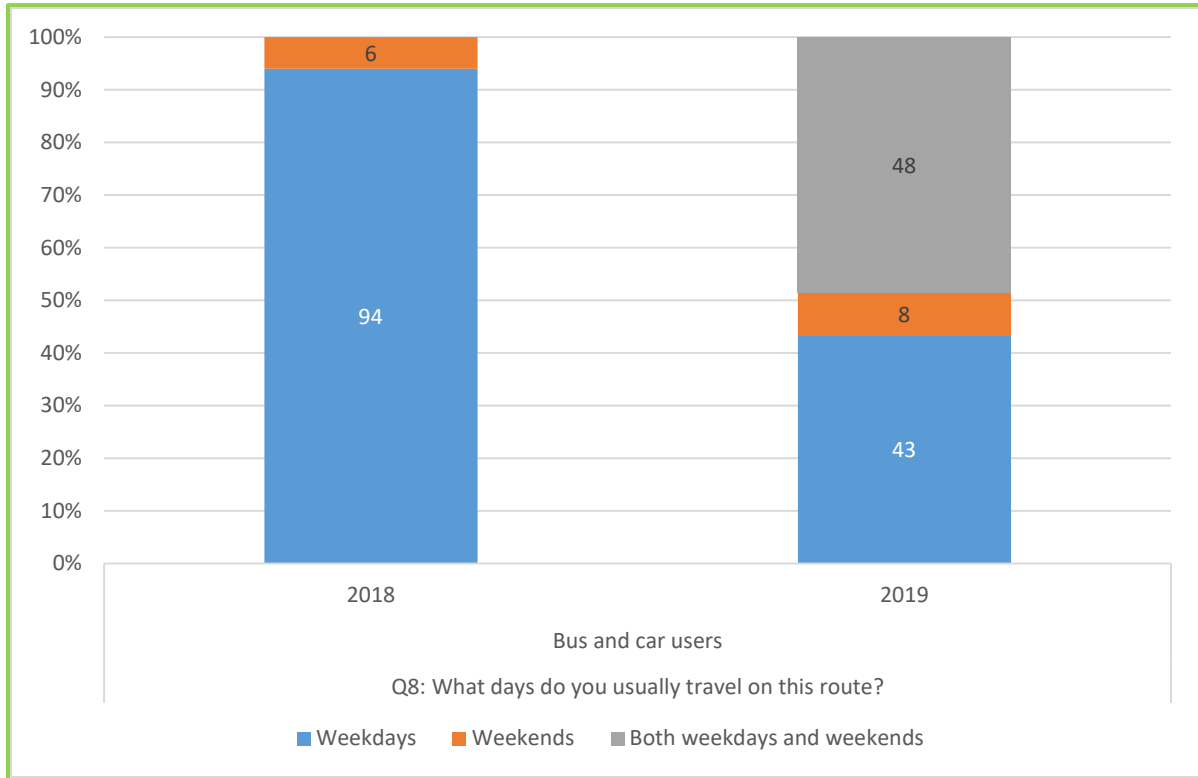
Q7: If you make this journey three or more times in a month, at what times do you usually make the journey?

(Bus and car Survey – ‘Three or more times’/‘More than four times’ at Q6 - % - 189)



- 6.2 As illustrated above, outward journeys were most likely to take place between 8am and 10am (40%) falling to 3% or below after 2pm, while conversely return journeys peaked between 4pm and 6pm.
- 6.3 48% of respondents who had travelled on any part of their current route in the previous month indicated that they do so at ‘both weekdays and weekends’, while 43% stated that they do so on ‘weekdays only’.

Q8: What days do you usually travel on this route?
(Bus and car Survey - Overall - % - 189)





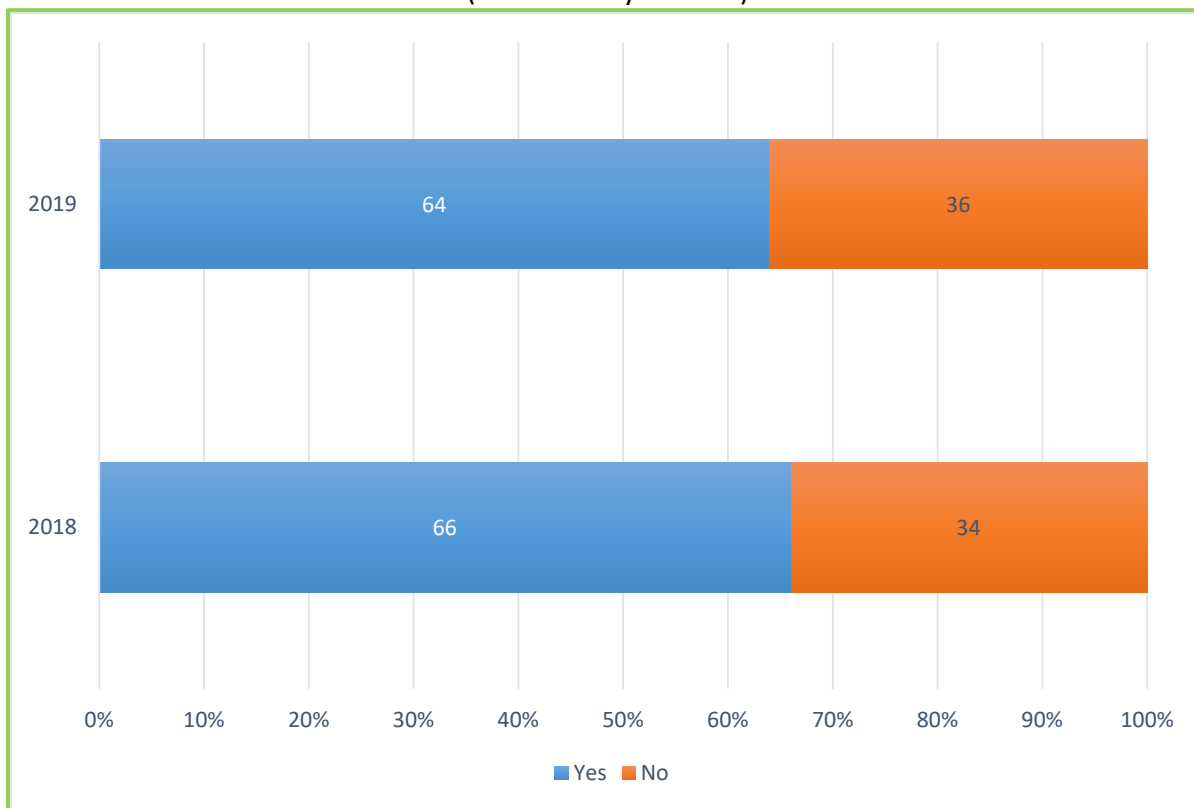
7. CHANGES TO BISHOP LINE – TRAIN ONLY

- QUESTION 11:** The Bishop Line train service changed from a two hourly service to a one hourly service in December. Were you aware that there has been this change?
- QUESTION 12:** Has the change in timetable from a two to a one hour service made it more likely that you use the train when you need to travel this route or has this not made a difference?
- QUESTION 13:** If the service was more frequent during the day would this make a difference to your use?
- QUESTION 14:** If the service increased to half hourly how frequently would you envisage using the service?
- QUESTION 15:** Why do you say this? (Response to Q14)
- QUESTION 16:** Is there anything that would encourage you to use the Bishop Line more?
- QUESTION 17:** If you needed to change in Darlington, how likely would you be to make this journey by train?
- QUESTION 18:** How long a wait would you feel would be reasonable?
- QUESTION 19:** Are you aware of the bus and rail ticket?
- QUESTION 20:** Where have you seen or heard of this logo?

APPENDIX 2A - Pages 12 to 19

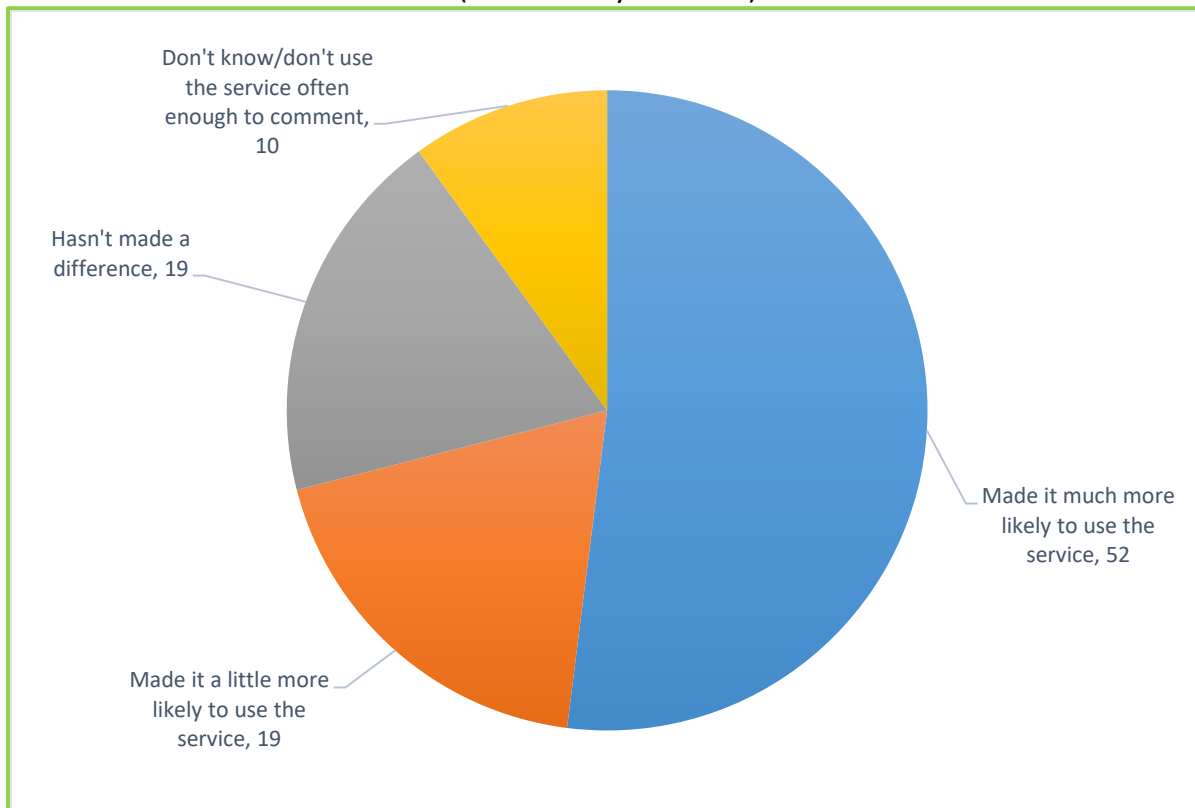
- 7.1 A similar proportion of rail users as in 2018 were aware of the change on the Bishop Line to a one hourly service, (64% in 2019 and 66% in 2018). This ranged from 79% of respondents who use the service both on weekdays and weekends to 54% of those who use the service only at weekends.

Q11: The Bishop Line train service changed from a two hourly service to a one hourly service in December 2017. Were you aware that there has been this change?
(Train Survey % - 659)



7.2 Just over half (52%) of rail users responded that the change to a one hour service has made them ‘much more likely’ to use the service and a further 19% that this had made it a ‘little more likely’ that they would use the service. (Total ‘more likely’ – 71% a slight reduction on 2018 when 76% overall said that the change would make it more likely that they use the service).

Q12: Has the change in timetable from a two to a one hour service made it more likely that you use the train when you need to travel this route or has this not made a difference?
(Train Survey - % - 648)



Q12: Has one hourly service change made a difference?		Much more likely to use the service	Little more likely to use the service	Hasn't made a difference	DK/can't comment
Q2: What is the main purpose of your journey today?	Travelling to or from work	59%	27%	10%	4%
	On company business	35%	6%	29%	29%
	Leisure	51%	18%	16%	15%
	Personal business	38%	28%	21%	13%
	Shopping	48%	20%	22%	9%
	Travelling to or from place of education	53%	9%	28%	10%
	Visiting friends/relatives	51%	14%	26%	9%
	Other	60%		10%	30%
Total		52%	19%	18%	11%

7.3 Reviewing whether the change to an hourly service has made a difference, 86% of respondents who use the service for work said that the change has made it more likely



that they will use the service. 81% of those who have used the service more than four times in the last month said that either they were ‘much more likely’, (57%), or a ‘little more likely’ (19%) to use the service.

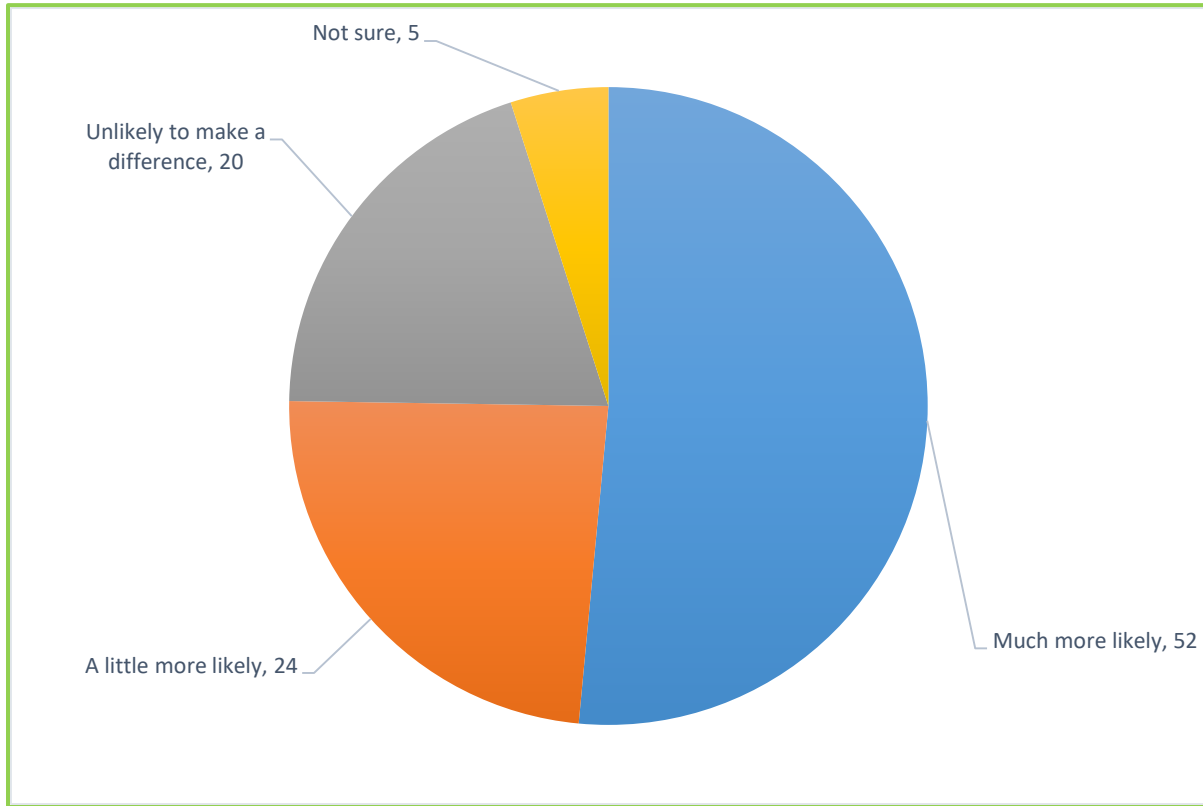
7.4 Respondents were informed that the Bishop Line CRP is investigating the feasibility of increasing the service during the day from an hourly to a half hourly service. They were asked if the service was more frequent during the day whether they would be more likely to make the journey by train more often. 76% overall said that this would make their use ‘more likely’: 52% ‘much more likely’ and 24% ‘a little more likely’.

Q13: If service was more frequent during the day would this make a difference?					
		Much more likely	A little more likely	Unlikely to make a difference	Not sure
Q2: What is the main purpose of your journey today?	Travelling to or from work	58%	24%	15%	3%
	On company business	31%	3%	47%	19%
	Leisure	49%	24%	23%	4%
	Personal business	33%	33%	33%	
	Shopping	60%	27%	12%	1%
	Travelling to or from place of education	55%	24%	17%	3%
	Visiting friends/relatives	53%	22%	16%	9%
	Other	40%	10%	30%	20%
Total		52%	24%	20%	5%

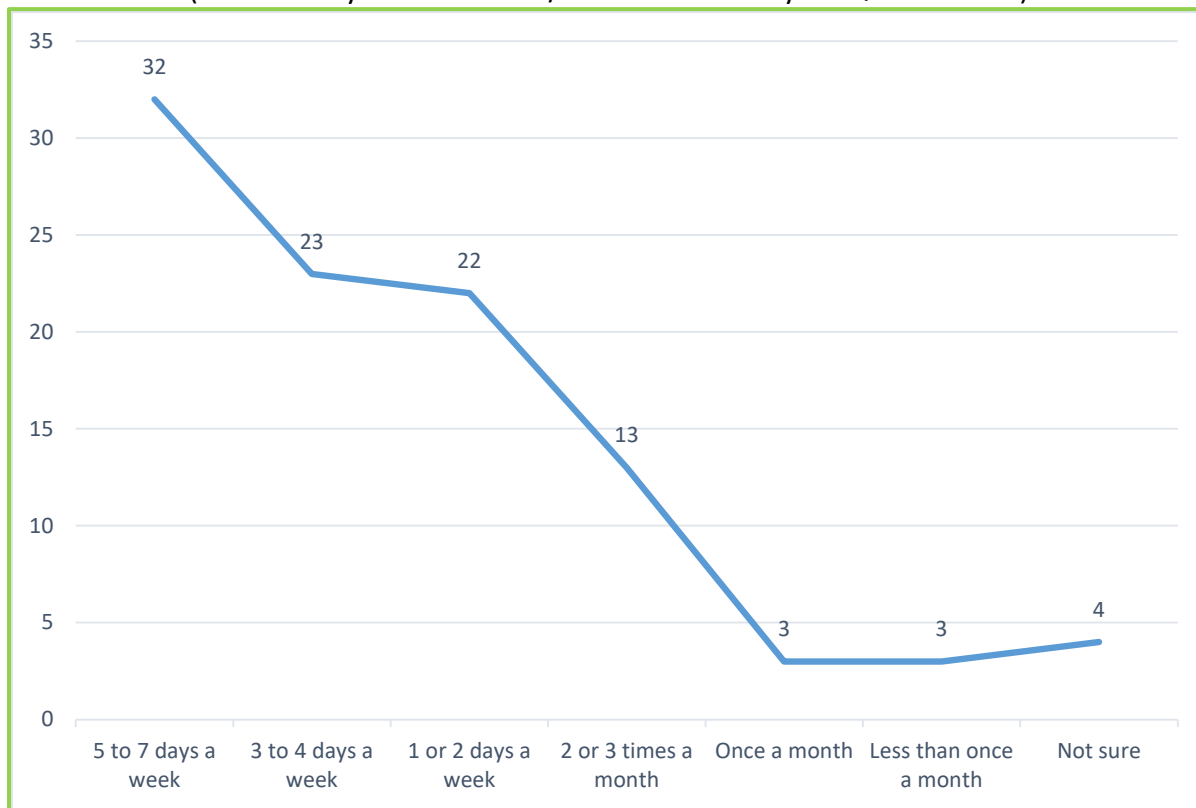
7.5 As with the change to the one hour service the respondents who said they were ‘more likely’ to use the service more were those who used the service for work: 58% ‘much more likely’ and 24% ‘a little more likely’.

7.6 Respondents who said that they would be more likely to use the service if it were increased to half hourly during the day were asked how frequently they envisaged using the service. Nearly a third of all respondents who thought they would use the service more, (32%), said that they would use it 5 to 7 days a week. This rose to 52% of those who use the service for travelling to or from work. A Further 23% said that they would use it 3 to 4 days a week.

**Q13: If increased to half hourly how frequently would you envisage using the service
(Train Survey - % - 489)**



Q14: How frequently would you envisage using the service?
 (Train Survey – ‘Much more/A little more likely’ at Q13 - % - 489)

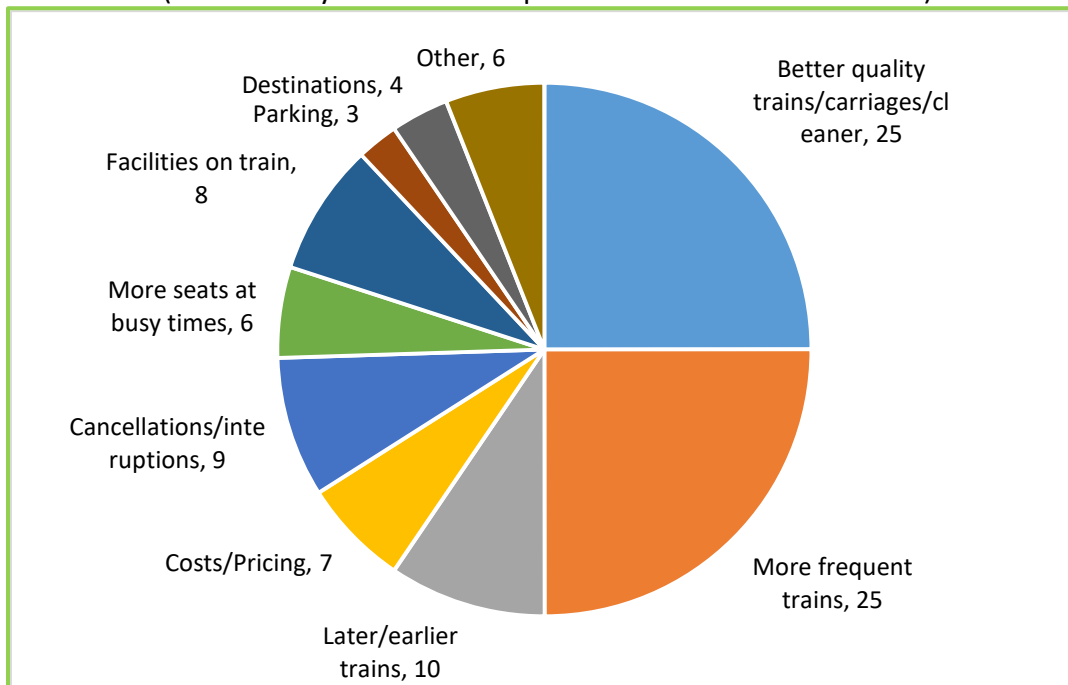


Q14: If increased to half hourly, how frequently would you envisage using the service?		5 to 7 days a week	3 to 4 days a week	1 or 2 days a week	2 or 3 times a month	Once a month	Less than once a month	Not sure
Q2: What is the main purpose of your journey today?	Travelling to or from work	52%	26%	14%	3%	1%	1%	2%
	On company business	18%	36%	27%	9%		9%	
	Leisure	15%	20%	20%	22%	7%	9%	8%
	Personal business		21%	33%	38%			8%
	Shopping	22%	29%	26%	12%	2%	2%	7%
	Travelling to or from place of education	57%	26%	15%				2%
	Visiting friends/relatives	21%	14%	32%	22%	6%	1%	4%
	Other		40%	20%	40%			
Total		32%	23%	21%	13%	3%	3%	4%

- 7.7 Respondents who said that increased times were unlikely to make a difference were asked why they said this. Responses have been coded and the primary reasons for their response were that they ‘didn’t live locally’ (11%), and were therefore unlikely to need an increased service; that they ‘don’t make the journey very regularly’, (42%); that they ‘do not need to use the service more frequently’, (21%); or that they did not ‘see the need’ for more frequent trains’, (20%). Full responses are included in the appendices.
- 7.8 Respondents were asked if there is anything that would encourage increased use of the Bishop Line – more than they currently do. 30% of respondents made comment at this juncture and comments have been coded and are shown in full in the appendices. Two key issues emerged amongst those who gave comment: ‘more frequent trains’, (25%) and ‘better quality trains and carriages’ with some also mentioning cleaning, (25%). Other issues raised were later or earlier trains, (10%); facilities on trains such as Wi-Fi, places for bikes and prams, (8%); and cancellations/interruptions to services, (9%).

Q16: Is there anything else that would encourage you to use the Bishop Line more (than you currently do?)

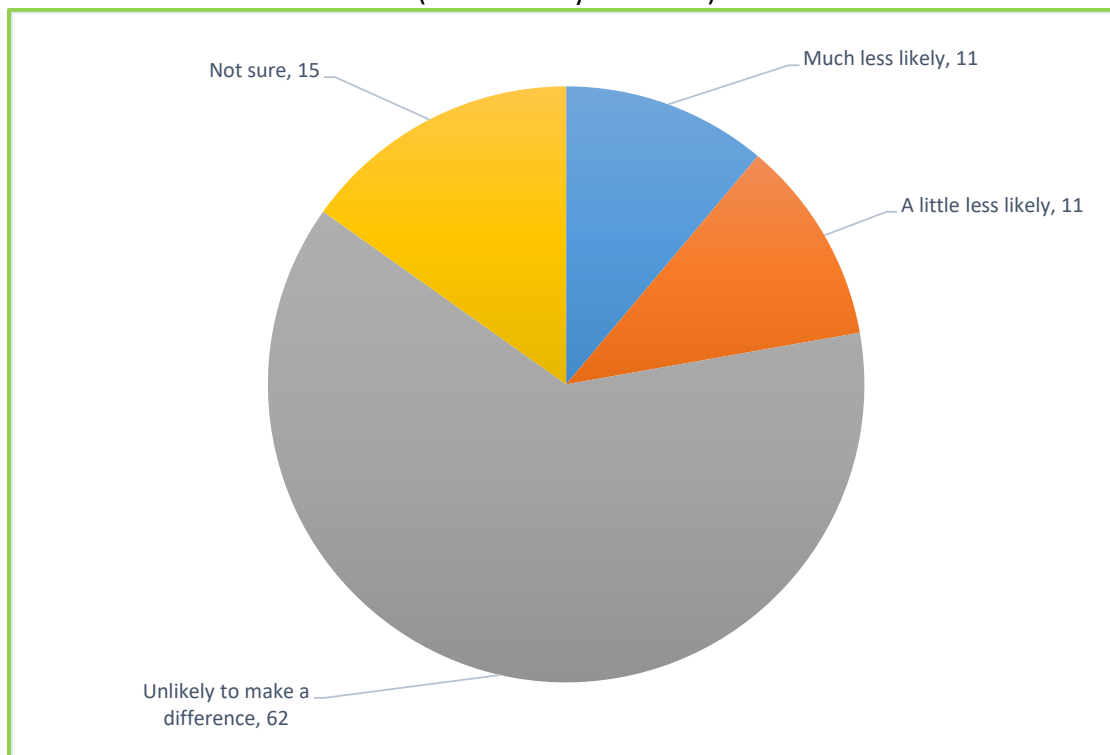
(Train Survey - % - 200 – respondents who made comment)



- 7.9 Respondents were told in the questionnaire that currently the full service runs from Bishop Auckland to Saltburn via Darlington. They were asked if there was a need to change trains in Darlington in order to travel beyond Darlington, how likely would they be to make this journey by train. 62% of respondents said that this change would be

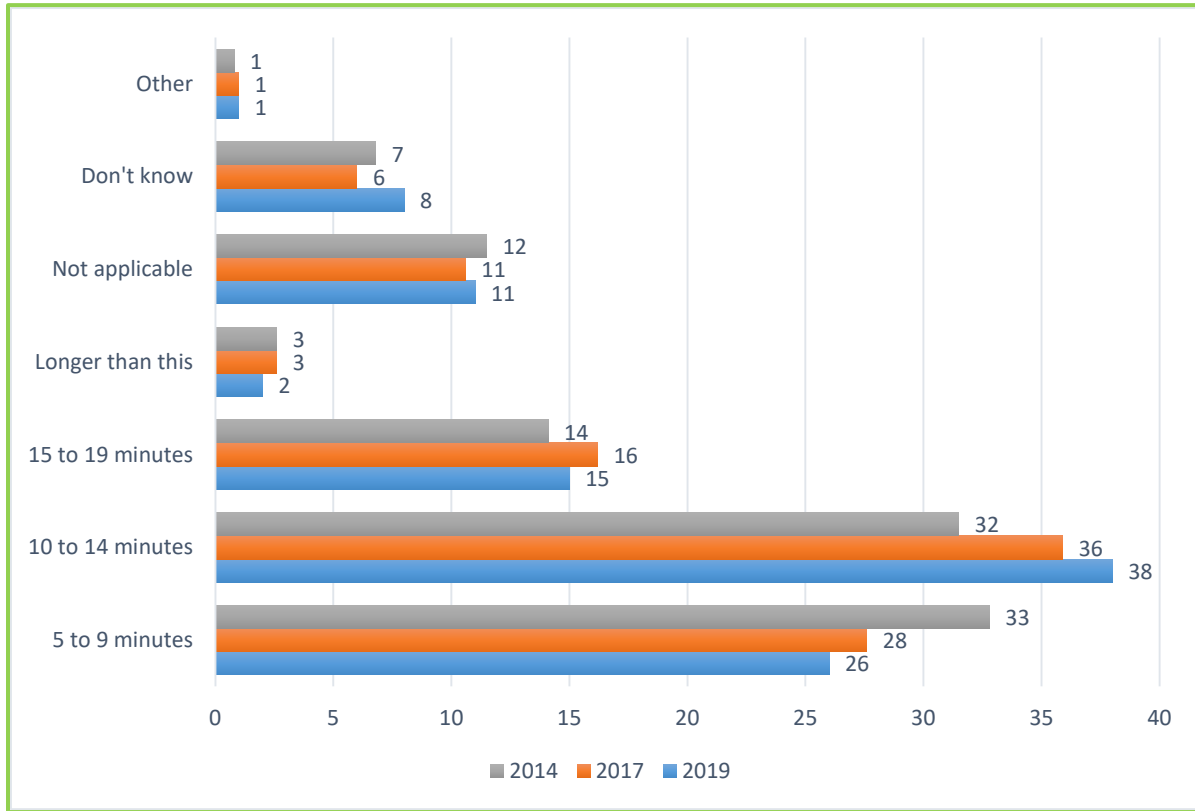
unlikely to make a difference to them. 11% said that the change would make them 'much less likely' to make the journey by train and a further 11% that this would make then 'a little less likely'.

Q17: If need to change in Darlington, how likely would you be to make this journey by train?
(Train Survey - % - 654)



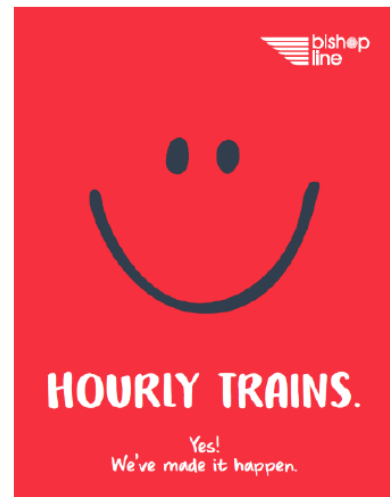
7.10 When asked how long a wait they thought would be reasonable a quarter of all respondents, (26%) thought five to nine minutes and 38% 10 to 14 minutes. i.e. nearly two thirds thought a wait of under 15 minutes would be reasonable, (64%).

Q18: How long a wait do you feel would be reasonable?
(Train Survey - % - 651)



7.11 When asked if they were aware that they could now buy a 'Bus and Rail' ticket which can be used on both the train and the bus just 32% were aware; 65% said that were not aware and 3% were not sure.

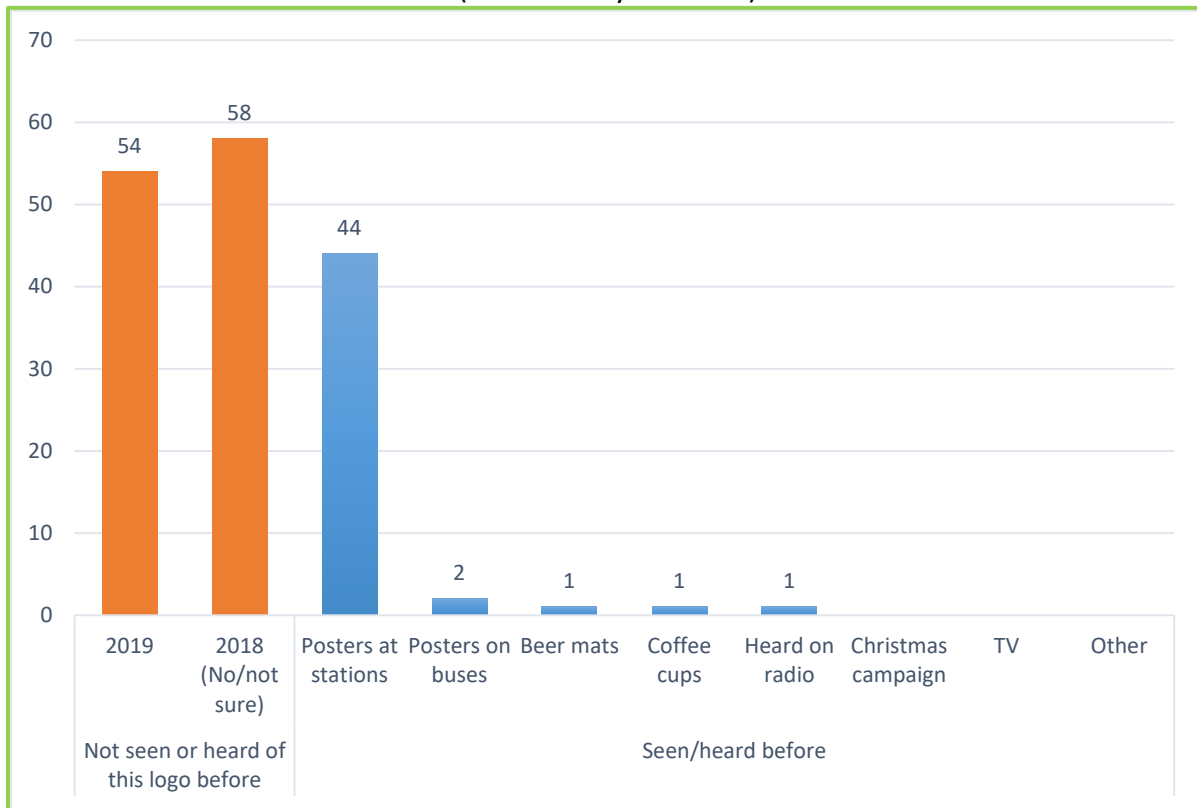
7.12 Finally respondents were asked if they had seen the logo below before.





7.13 54% said that they had NOT seen or heard of the designs before with 46% noting locations that they had seen or heard of the logo. This is slightly higher than the recollection of the designs shown in the 2018 survey when 42% had been aware of the logo.

Q20: The changes to the Bishop Line timetable were advertised in a number of places. Have you seen this logo/design before?
(Train Survey - % - 652)



7.14 The most mentioned place where the logo had been encountered was on posters at stations with 44% of respondents saying that they had seen the logo there. Other places were mentioned by very few respondents rising only to 10 respondents, (2%), having seen the logo on posters on buses.

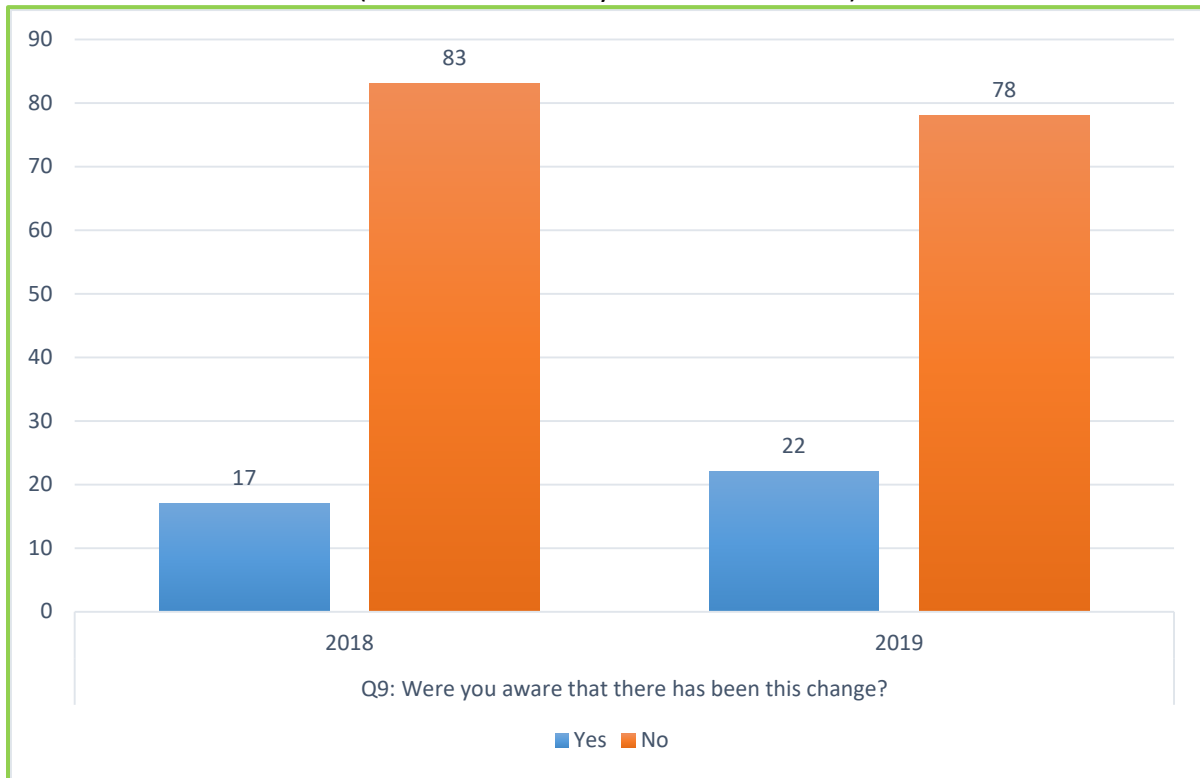
8. CHANGES TO THE BISHOP LINE ROUTE – CAR/BUS ONLY

- QUESTION 9:** The Bishop Line train service changed from a two hourly service to a one hourly service in December 2017- aware that there has been this change?
- QUESTION 10:** Has the change in timetable from a two to a one hour service made it more likely that you use the train when you need to travel this route or has this not made a difference?
- QUESTION 11:** If the service was more frequent during the day would this make a difference to your use?
- QUESTION 12:** If the service increased to half hourly how frequently would you envisage using the service?
- QUESTION 13:** Why do you say this? (Response to Q14)
- QUESTION 14:** Is there anything that would encourage you to use the Bishop Line more?
- QUESTION 15:** If you needed to change in Darlington, how likely would you be to make this journey by train?
- QUESTION 16:** How long a wait would you feel would be reasonable?
- QUESTION 17:** Are you aware of the bus and rail ticket?
- QUESTION 18:** Where have you seen or heard of this logo?

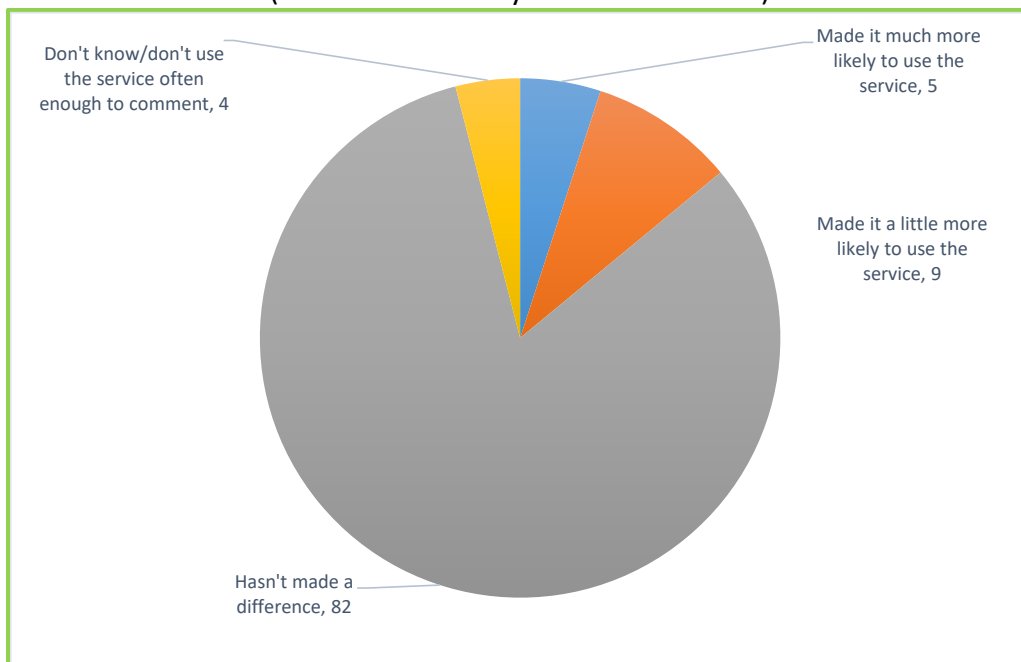
APPENDIX 2B - Pages 13 to 20

- 8.1 22% of respondents to the Bus and car Survey were aware that the Bishop Line service increased to an hourly service in December 2017, an increase in awareness of 5% from 2018. Respondents in Newton Aycliffe (28%) were more likely to be aware than those in both Bishop Auckland (18%) and Darlington (16%). Respondents aged 65 to 74 (34%) were the subgroup to most likely be aware of this change. 78% of the overall sample were unaware of the change in Bishop Line frequency.
- 8.2 Four-in-five respondents stated that the change in the frequency of service ‘hadn’t made a difference’ (82%) to the likelihood of them using the train when needing to travel along their current route with such responses representing 70% or more of respondents in each subgroup. 14% of respondents believed the change would make them either ‘much more likely’ (5%) or ‘a little more likely’ (9%) to travel by train, with the remaining 4% giving ‘don’t know’ responses.

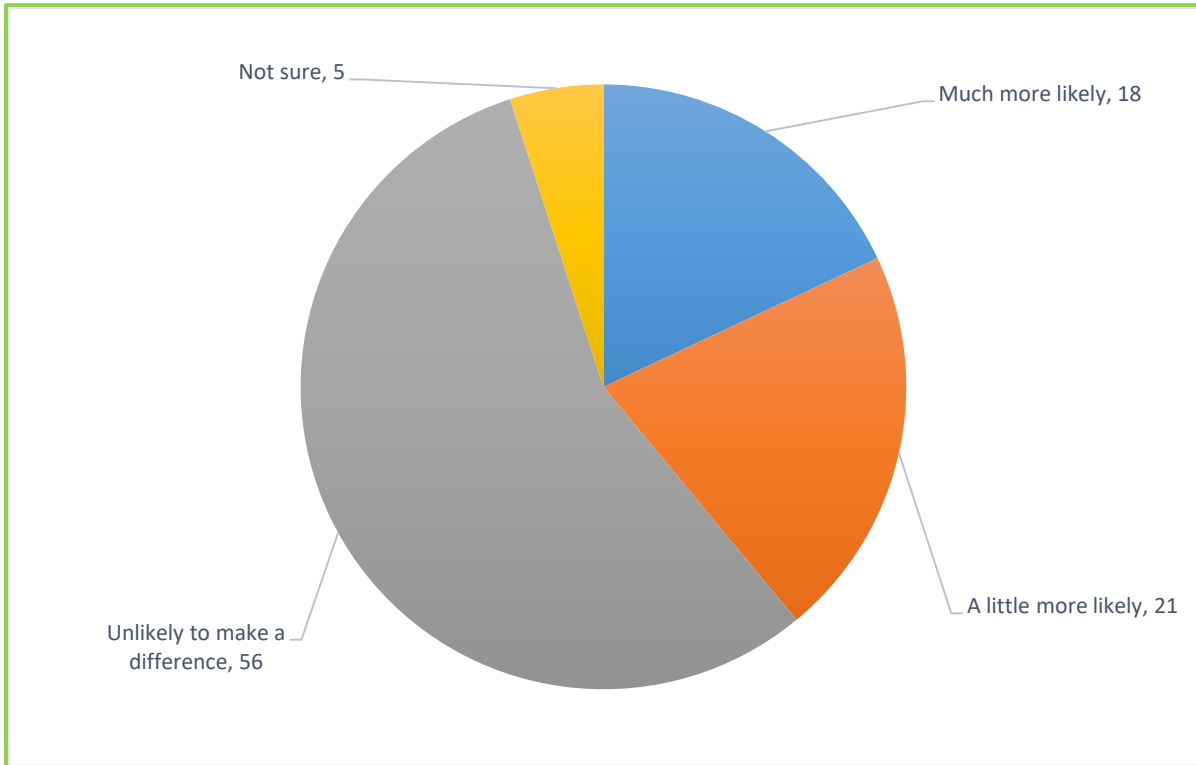
Q9: Were you aware that there had been this change?
(Bus and car Survey - Overall - % - 276)



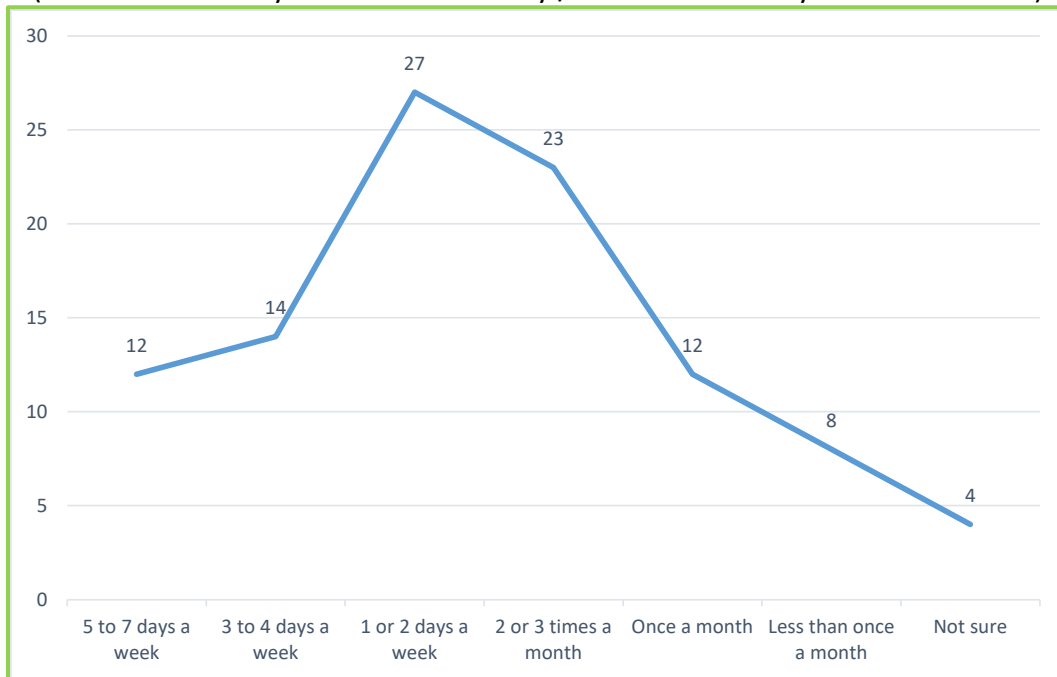
Q10: Has the change in timetable from a two to a one hour service made it more likely that you use the train when you need to travel this route or has this not made a difference?
(Bus and car Survey - Overall - % - 276)



Q11: If the service was more frequent during the day, would you be more likely to make this journey?
(Bus and car Survey - Overall - % - 276)



Q12: How frequently would you envisage using the service?
(Bus and car Survey – ‘Much more likely’/‘a little more likely’ at Q11 - % - 106)





- 8.3 In terms of a change to a twice hourly service in the future, 39% of respondents believed this would make them either ‘much more’ (18%) or ‘a little more likely’ (21%) to travel on their route by train rising to 48% of respondents aged 25 to 39, 50% of those interviewed on a weekend and 59% of respondents who last travelled by car as a passenger. 56% of respondents believed the change was ‘unlikely to make a difference’ while 5% were ‘not sure’.
- 8.4 Respondents who indicated that they were either ‘much more’ or ‘a little more likely’ to use the service were its frequency increased were then asked with what frequency they would envisage using such a service. Amongst these 106 respondents, 53% indicated that they would do so at least once a week (12% ‘5 to 7 days a week’/14% ‘3 to 4 days a week’/27% ‘1 to 2 days a week’) while a further 23% would do so ‘2 or 3 times a month’ and 12% gave ‘once a month’ responses. 8% of respondents gave ‘less than once a month’ responses and 4% were ‘not sure’.
- 8.5 Respondents who indicated that a change in service frequency was ‘unlikely to make a difference’ to their use of the Bishop Line were then asked why this was the case and these responses are shown verbatim in the appendices. . When coded, respondents were most likely to have made reference to the convenience of their car or their car being needed for work purposes (33%), the convenience of travelling by bus (19%) and the distance to train stations (17%).

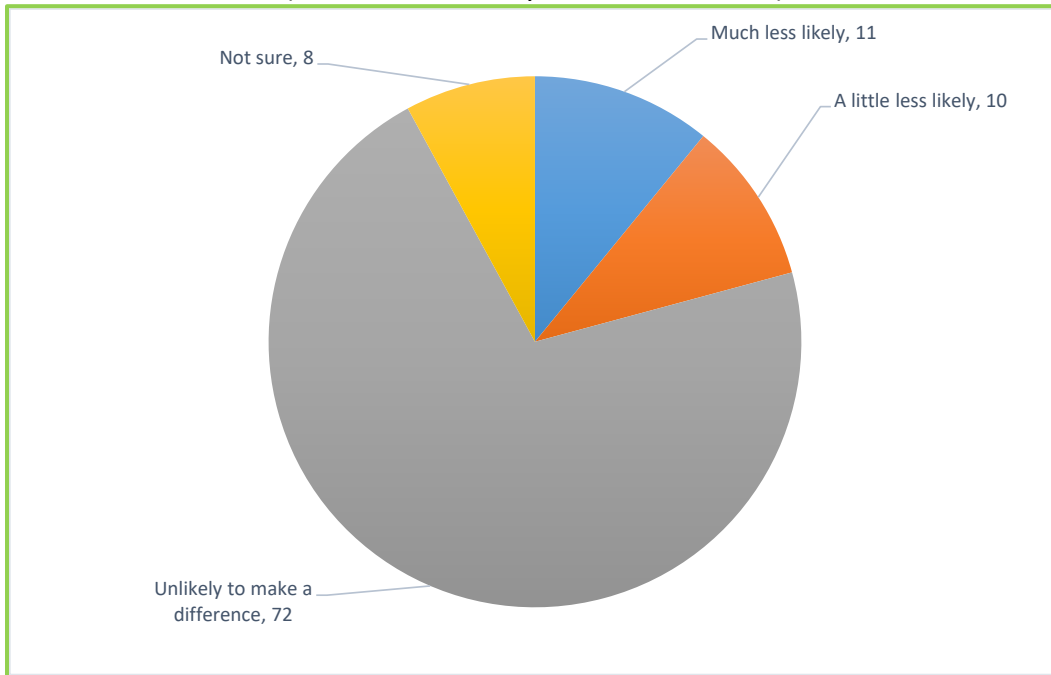
		Count	Col %
Q13: Why do you say this? (Unlikely to make a difference)	Convenience of car/ need for work etc.	51	33%
	Convenience of bus	30	19%
	Cost	4	3%
	Distance to train stations	26	17%
	Don't/ wouldn't ever use trains/ don't like trains	14	9%
	Don't travel often/ rarely use, except for special journeys	11	7%
	Other	12	8%
	(don't know/ no comment)	7	5%
Total		155	100%

- 8.6 At Question 14, respondents were asked if there was anything that would encourage them to use the Bishop Line more than they presently do and these responses are listed verbatim in the appendices while coded responses are shown in the following table.

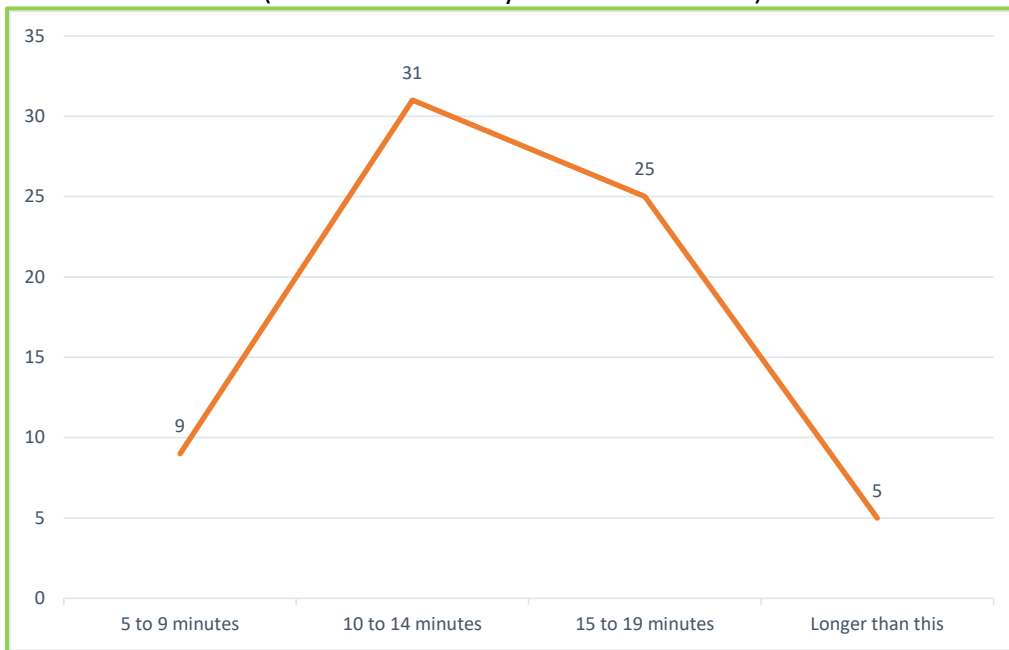
		Count	Col %
Q14: Is there anything that would encourage you to use the Bishop Line more?	Greater frequency	26	9%
	Cost/ cheaper	16	6%
	Distance to train station/ shuttle bus to station	14	5%
	Dual tickets	2	1%
	More information	7	3%
	Only use rarely, for special/ longer journeys/ days out etc.	14	5%
	Other	16	6%
	No/ nothing	171	62%
	(Don't know/ no comment)	10	4%
	Total	276	100%

- 8.7 72% of all respondents believed that if a need to change trains at Darlington to travel beyond Darlington became necessary that this was 'unlikely to make a difference' to their likelihood of travelling by train rising to 78% of respondents in Darlington and 78% of those who indicated that they have a disability that affects their travel options. Respondents in Darlington (78%) were more likely than those in both Bishop Auckland (63%) and Newton Aycliffe (73%) to give 'unlikely to make a difference' responses. 21% of the overall sample believed such a change would make them 'much less' (11%) or 'a little less likely' (10%) to travel by train while 8% gave 'not sure' responses.
- 8.8 When asked how long a wait at Darlington would be acceptable to travel on to Middlesbrough and beyond, 65% of respondents gave responses of less than 20 minutes (9% '5 to 10 minutes'/31% '10 to 14 minutes'/25% '15 to 19 minutes') and 5% felt a wait of 'longer than this' was acceptable. 25% gave 'not applicable' responses while 5% didn't know.

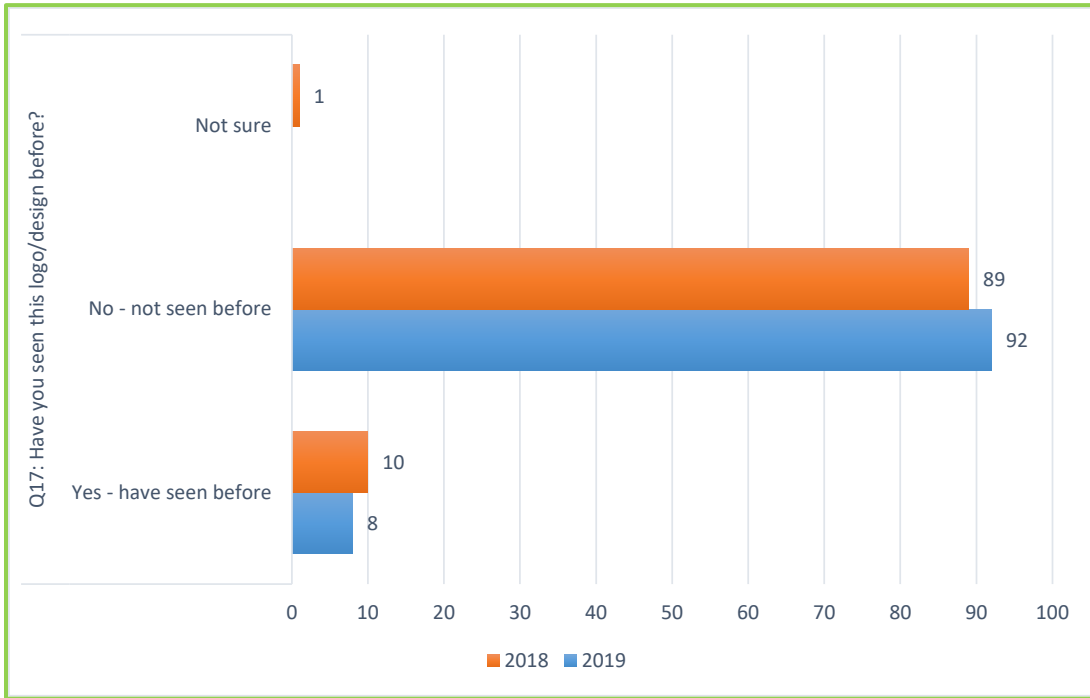
Q15: If there was a need to change trains in Darlington in order to travel beyond Darlington, how likely would you be to make this journey by train?
(Bus and car Survey - Overall - % - 276)



Q16: If a wait became necessary at Darlington to travel to Middlesbrough and beyond, how long a wait do you feel would be reasonable?
(Bus and car Survey - Overall - % - 276)

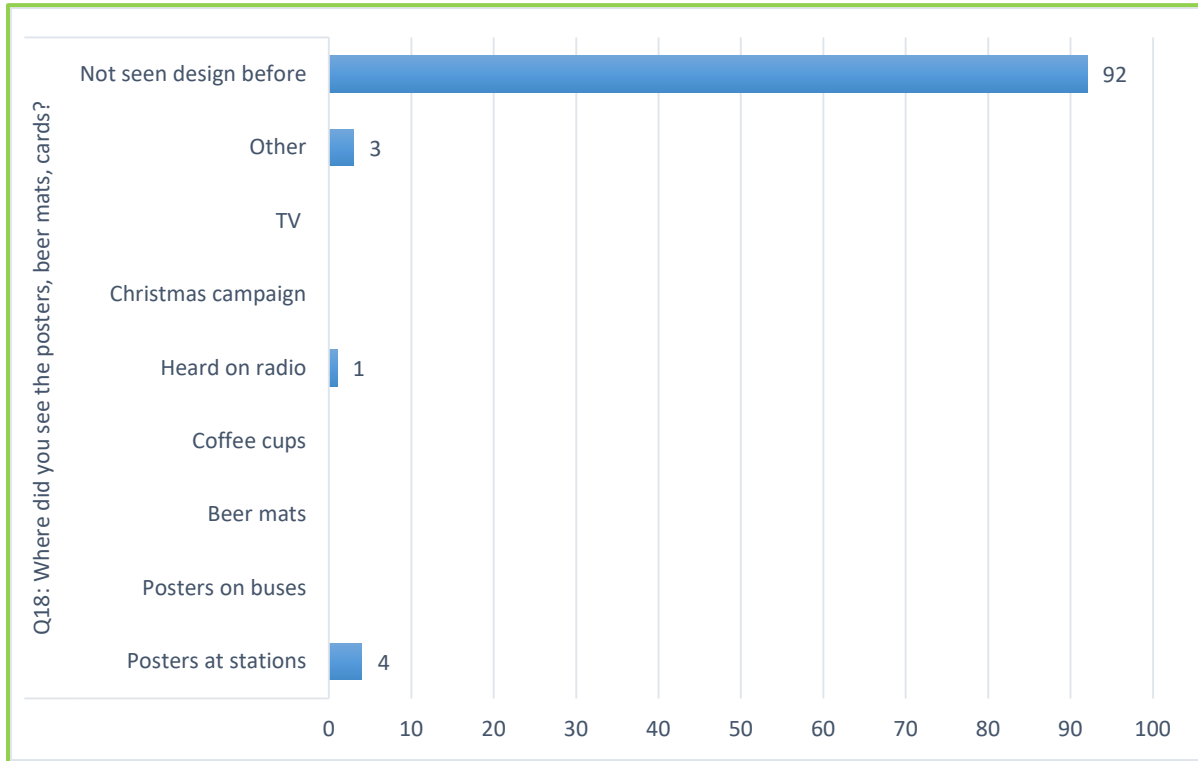


Q17: Have you seen this logo/design before?
 (Bus and car Survey - Overall - % - 276)



- 8.9 92% of respondents stated that they had not seen the logo/design shown to them with recognition by subgroup only rising to 18% amongst the few respondents who usually travel by car as a passenger and 16% of respondents aged 16 to 24 years old. 8% of the overall sample had seen the logo/design previously.
- 8.10 4% of the overall sample had seen the logo/design on 'posters at stations' and 1% had 'heard on radio'. 3% of respondents gave 'other' responses which are listed verbatim in the appendices...

Q18: Where did you see the posters, beer mats, cards?
(Bus and car Survey - Overall - % - 276)





9. PROFILE OF RESPONDENTS – TRAIN ONLY

QUESTION 21: Gender

QUESTION 22: Which of the following age groups do you belong to?

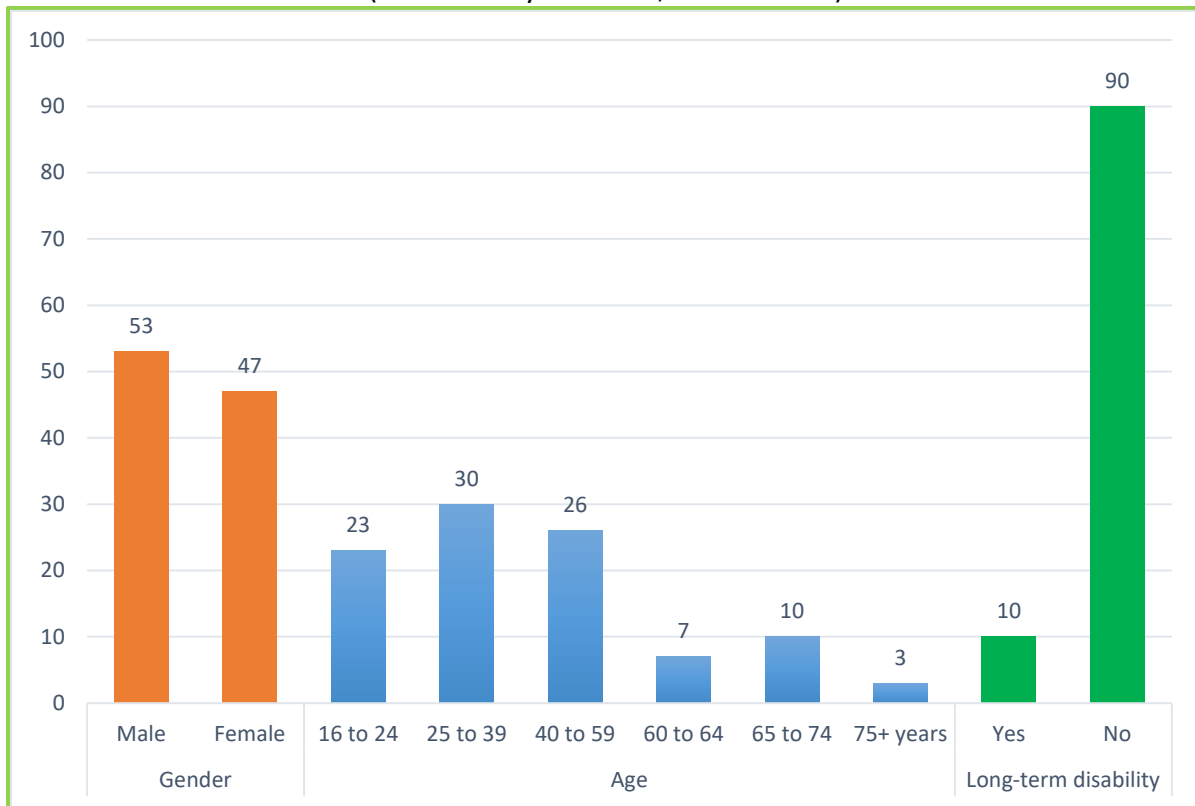
QUESTION 23: Do you consider yourself to have a long-term illness or disability which limits your activities and/or affects your choice of travel?

QUESTION 24: So we can track where people are coming from please may I have your postcode?

APPENDIX 2A - Pages 20 to 21

9.1 53% of respondents to the Train Survey were male and 47% were female. Over half of all respondents were under 40 years: 30% - 25 to 39 and 23% - 16 to 24 years). Just 10% said that they had a disability that affects their travel.

Q14/13: Gender, Age and Disability
(Train Survey - % - 657, 660 and 657)



10. PROFILE OF RESPONDENTS – BUS/CAR ONLY

QUESTION 21: Gender

QUESTION 22: Which of the following age groups do you belong to?

QUESTION 23: Do you consider yourself to have a long-term illness or disability which limits your activities and/or affects your choice of travel?

QUESTION 24: So we can track where people are coming from please may I have your postcode?

APPENDIX 2B - Pages 21 to 23

9.1 50% of respondents to the Bus and car Survey were male and 50% were female. 51% of all respondents were under 40 years: 31% - 25 to 39 and 20% - 16 to 24 years). 13% of respondents said that they had a disability that affects their travel.

9.2 54% of respondents to Bus and car Survey did so as a bus user, while 46% were travelling by car.

Q21/Q22/Q23: Gender, Age and Disability
(Bus and car Survey - Overall - % - 276)

