

**The Bishop Line**  
**Community Rail Partnership**  
**Survey of Rail Users and Non-Users – August 2014**  
**Report of Findings**



Analysis and report

NWA Social Research

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## **A. Summary of Main Findings**

### **Background and Introduction**

- A.1 The Bishop Line Community Rail Partnership (CRP) is reviewing its action plan in respect of the Bishop Auckland – Darlington line. In particular, the Partnership is considering the feasibility of increasing the frequency of service during the day from a two-hourly to a one-hourly service, and wished to test public perceptions as to whether this change would encourage much greater use of the Bishop Line service.
- A.2 In total, 920 members of the public were interviewed for this survey: 252 who typically use a car or bus for journeys between Bishop Auckland and Darlington, and 668 interviewed on the train journey itself.

### **Rail Users Survey - Profile**

- A.3 Passengers travelling on the Bishop Line were most likely to give home postcodes of Shildon or Newton Aycliffe (35.5%), or Bishop Auckland (34.1%), than they were to give a Darlington home postcode (10.1%).
- A.4 Just over half of all respondents were female (50.4%), with 49.6% being male. Over a quarter (27.8%) of users were aged 16 to 24 years, whilst 25.2% were 25 to 39 years old, 30.0% were 40 to 59 years old, and 17.0% were aged 60 years and over. 9.2% of respondents said they have a long-term illness or disability which limits their activities and/or affects their choice of travel.

### **Non-Users Survey - Profile**

- A.5 The majority of interviews were conducted in Bishop Auckland (69.8%), whilst 19.8% were carried out in Darlington, and 10.3% in Newton Aycliffe.
- A.6 Overall, 18.7% of respondents were aged 16 to 24 years, 29.0% were 25 to 39 years and 52.0% were 40 to 59 years (0.4% 'not given'). Three-fifths of all respondents were female (59.9%), and 40.1% were male. 7.5% of respondents said they have a long-term illness or disability which limits their activities and/or affects their choice of travel.

### **Users – Travel Behaviour**

- A.7 The largest group of respondents boarded their train at Bishop Auckland (31.8%), with 23.0% boarding at either Darlington Bank Top (19.0%) or Darlington North Road (4.0%), 17.1% boarding at Newton Aycliffe, and 13.1% at Shildon.

- A.8 Nearly a quarter of respondents alighted at Bishop Auckland (23.4%) and Darlington Bank Top (21.7%), whilst fewer respondents alighted at Shildon (10.8%), Newton Aycliffe (10.5%), Middlesbrough (11.5%) and Darlington North Road (8.5%).

### **Users - Travelling on to Other Destinations**

- A.9 Of those respondents who were getting off at stations on the Bishop Line where onwards travel by train is possible (Darlington Bank Top, Eaglescliffe, Thornaby, and Middlesbrough), the majority said that where they got off would be their 'final destination today' (71.0%), whilst 29.0% said they would be travelling on (11.7% of the total sample)..
- A.10 Those who were travelling on were asked where they were travelling to – the most mentioned places were 'York' (2.5% of the total sample); 'Newcastle' (1.8%), and London/ King's Cross (1.0%).

### **Non-Users – Travel Behaviour**

- A.11 When they last travelled on the Bishop Line route, nearly half of all respondents were travelling from Bishop Auckland (47.2%), whilst smaller minorities of respondents were travelling from Newton Aycliffe (11.6%), Darlington (8.4%), Shildon (4.4%), and Middlesbrough (1.6%). A further 26.8% of respondents had travelled from 'other' places – these were diverse, with the most mentioned places being Barnard Castle, Durham, Chilton, Crook, Spennymoor, and Tow Law.
- A.12 The majority of respondents were travelling to Darlington (60.8%) the last time they travelled on the Bishop Line route, whilst 18.8% were travelling to Bishop Auckland, 11.2% to Middlesbrough, 6.0% to Newton Aycliffe, and 2.8% to Shildon.

### **Users – Frequency and Mode of Travel**

- A.13 The majority of respondents (60.9%) said that in the last month they had travelled between Bishop Auckland and Darlington at least three times 'by any form of transport'. One-fifth of respondents said that they were travelling along this route for the 'first time today' (20.0%), and 19.1% said they had travelled along it 'once or twice' in the last month by any form of transport.
- A.14 Nine-in-ten (90%) of those respondents who have travelled on this route at least three times in the last month, said that they usually travel on weekdays (Monday to Friday), with 40.4% saying that they usually travel along it at weekends (Saturday or Sunday).
- A.15 When asked which other forms of transport they have ever used when travelling between Bishop Auckland and Darlington, nearly half of all respondents said they have used a 'bus' (46.9%), whilst 43.3% have travelled on it by 'car as passenger', and 30.7% by 'car as

driver'. Overall 18.9% of respondents have only ever used the train when travelling on this route.

### **Non-Users – Frequency and Mode of Travel**

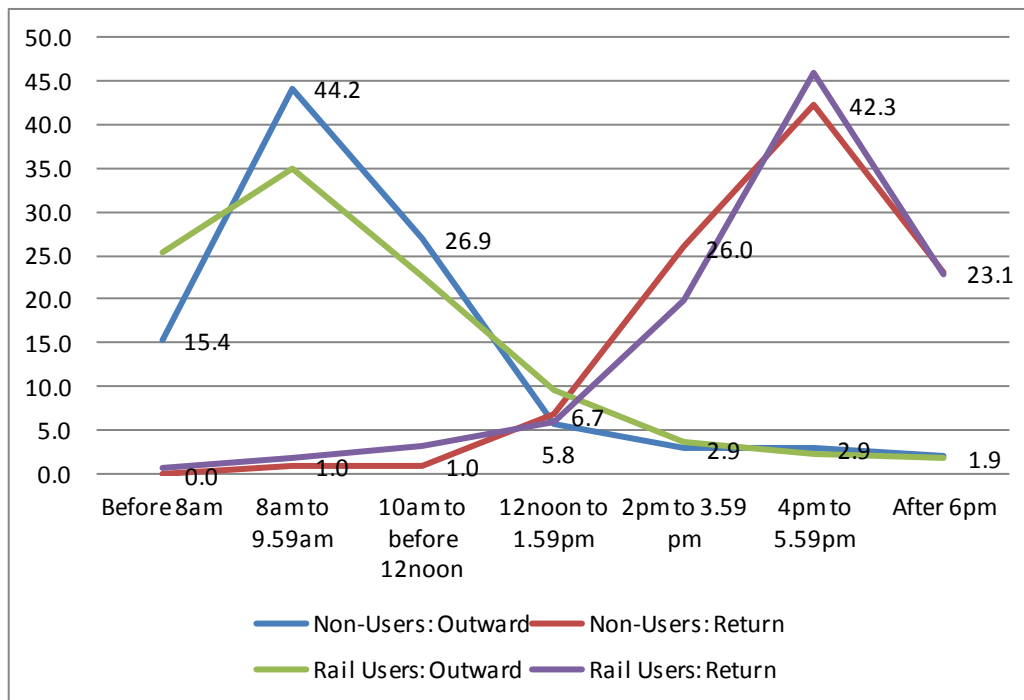
- A.16 Half of all respondents (49.8%) said that they have travelled 'once or twice' on any part of the route between Bishop Auckland and Darlington in the last month by any form of transport, whilst 21.8% have travelled on it 'three or four times' and 27.1% 'more than four times'. Only 1.3% of respondents were travelling on the route for the 'first time today'.
- A.17 Respondents to the 'rail users' survey were significantly more likely to have travelled on the Bishop Line route by any form of transport on three or more occasions during the last month than were 'non-users (car and bus travellers)' (60.9% compared to 48.9%), whilst they were less likely to have travelled 'once or twice' on the route (19.1% compared to 49.8%).
- A.18 Nearly two-thirds of all respondents (64.7%) said that they usually travel on the Bishop Line route 'by car', either as the driver (52.8%) or as a passenger (11.9%). Just under a third of respondents (32.1%) usually travel by bus, whilst small minorities reported that they usually use the 'train' (1.6%, 4 people) or 'other' means of transport (1.6%).
- A.19 Over a third (35.9%) of those respondents who usually travel on the route by means other than the train, said that they have used the train to travel on this route in the past, whilst the remaining 64.1% of respondents have never travelled on it by train.

### **Users and Non-Users- Usual Times of Travel**

- A.20 Those respondents who have travelled on the Bishop Line route at least three times in the last month were asked to state at what times they usually make the journey. As shown in the following chart, the patterns of response for journey times for 'rail users' and 'non-users' are very similar for both the outward and return journeys.

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

(% response – ‘Rail Users’ and ‘Non-Users’)



**Users - Reasons for Choice of Transport**

A.21 Those who have used forms of transport other than the train to travel between Bishop Auckland and Darlington were asked to say why they sometimes do this, rather than making all their journeys by train. Respondents were most likely to say this is due to issues with the ‘timings/ frequency of train service’ (17.3%), or because it is ‘more convenient/ easier’ (13.2%), whilst 6.0% referred to ‘cost’ issues.

**Non-Users - Reasons for Choice of Transport**

A.22 Those respondents who have never used the train for journeys along the Bishop Line route were asked to say why not. The main theme of response was that of ‘convenience/ ease of use’ (47.4% of those who made comments), whilst 14.9% felt it is ‘quicker’ to use a car or bus, 8.4% referred to ‘cost’, and 5.2% to the ‘timings/ frequency of train service’.

**Users – Increasing the Service**

A.23 Two-thirds of all respondents (66.5%) said that if the frequency of the Bishop Line service was increased during the day from a two-hourly to a one-hourly service then they would be ‘much more likely’ to make this journey by train more often, whilst 17.3% said they

would be a 'little more likely' to make this journey – giving a total of 83.8% 'more likely'. 11.0% said it was 'unlikely to make a difference', and 5.3% were 'not sure'.

### **Non-Users – Increasing the Service**

- A.24 Over half of all respondents (55.2%) said that if the frequency of the Bishop Line service was increased during the day then this would be 'unlikely to make a difference' to their travel behaviour. However, 15.9% of respondents said that they would be 'much more likely' to make journeys along the route of the Bishop Line by train if the frequency of service was increased, and 26.2% said they would be 'a little more likely' to do this – giving a total of 42.1% 'more likely'.

### **Users – Changing Trains at Darlington**

- A.25 Two-fifths of all respondents (39.6%) said that if there was a need to change trains in Darlington in order to travel on to beyond Darlington on the Bishop Line, then this would be 'unlikely to make a difference' to them making the journey by train. However, one-fifth of respondents (20.1%) said that if this was the case they would be 'much less likely' to make the journey by train, and 18.3% said they would be 'a little less likely' to do so; giving a total of 38.4% 'less likely'. ( 22.0% of respondents were 'not sure' how this would affect their travel behaviour.)
- A.26 Respondents were then asked 'If a wait became necessary at Darlington to travel on to Middlesbrough and beyond, how long a wait do you feel would be reasonable?' The majority of respondents (64.3%) felt that a wait of less than 15 minutes would be reasonable: 32.8% '5 to 9 minutes' and 31.5% '10 to 14 minutes'. Smaller minorities of respondents felt that longer waiting times would be reasonable (14.1% '15 to 19 minutes' and 2.6% 'longer than 19 minutes').

## **B. Aims and Research Methodology**

### **Background and Introduction**

- B.1 The Bishop Line Community Rail Partnership (CRP) is reviewing its action plan in respect of the Bishop Auckland – Darlington line, which has the following stations: Darlington, North Road, Heighington, Newton Aycliffe, Shildon and Bishop Auckland. In particular the Partnership is considering the feasibility of increasing the frequency of service during the day from a two-hourly to a one-hourly service, and wished to test public perceptions as to whether this change would encourage much greater use of the Bishop Line service.
- B.2 The Bishop Line CRP therefore commissioned NWA Research to undertake surveys of both 'rail users' and 'non-users' (car and bus travellers) to:
- Profile current users and non-users travel behaviour
  - Identify possible reasons for not using the service, or not using it more frequently
  - Assess the impact of the proposed increase in frequency of service
  - Assess whether rail users would be strongly discouraged by the need to change trains at Darlington.

### **Methodology**

- B.3 In total, 920 members of the public were interviewed for this survey: 252 who typically use a car or bus for journeys between Bishop Auckland and Darlington and 668 interviewed on the train journey itself. Non-users of the service were interviewed by means of street intercept interviewing with the screening question of whether the respondents ever travel between the towns that lie on the Bishop Auckland to Darlington route.
- B.4 Interviews of non-users took place in the towns of Bishop Auckland, Newton Aycliffe and Darlington during July and August 2014. Quotas were set for interviewers to achieve a broad cross section of local residents although the process used for sampling ensured that the overall sample was randomised.
- B.5 Users of the train service on the line between Bishop Auckland and Darlington were asked to participate in the user survey. Given the limited time each traveller was on the train, the approach to data collection was to ask passengers to self-complete questionnaires. Passengers getting on to the trains were given a questionnaire and these were collected as they alighted. In order to ensure that the sample was representative, rather than interview passengers at times of highest use of the service, NWA gave interviewers specific time periods in which to invite passengers to complete an interview.
- B.6 Five days of interviewing were completed at end of June/beginning of July 2014. Details of the timetable covered is shown in the table overleaf.

<b>Day 1 and Day 3 - START AT BISHOP</b>	<b>Time</b>	<b>SATURDAY</b>	<b>Time</b>
Interview on station at Bishop	7.00	<b>Day 5 - START AT NORTH ROAD</b>	
Catch train to D'ton	7.17	Catch train to Bishop	8.55
Alight from train at North Road	7.39	Arrive Bishop	9.18
Catch train to Bishop	7.51	Catch train to D'ton	9.26
Arrive Bishop	8.15	Alight at North Road	9.48
Catch train to D'ton	8.21	Catch train to Bishop	10.57
Alight from train at North Road	8.43	Arrive Bishop	11.20
Catch train to Bishop	8.55	Catch train to D'ton	11.25
Arrive Bishop	9.18	Alight at North Road	11.47
Catch train to D'ton	9.26	Catch train to D'ton	12.57
Alight from train at North Road	9.48	Arrive Bishop	13.20
Catch train to Bishop	10.57	Catch train to D'ton	13.25
Arrive Bishop	11.20	Alight at North Road	13.47
Catch train to D'ton	11.25		
Alight from train at North Road	11.47		
Catch train to Bishop	12.54		
<b>Day 2 and Day 4 - START AT NORTH ROAD</b>			
Catch train to Bishop	14.57		
Arrive Bishop	15.20		
Catch train to D'ton	15.25		
Alight from train at North Road	15.47		
Catch train to Bishop	15.56		
Arrive Bishop	16.19		
Catch train to D'ton	16.23		
Alight from train at North Road	16.45		
Catch train to Bishop	17.31		
Arrive Bishop	17.54		
Catch train to D'ton	18.05		
Alight from train at North Road	18.27		
Catch train to Bishop	18.35		
Arrive Bishop	18.56		
Catch train to D'ton	19.02		
Alight from train at North Road	19.24		

B.7 Non-users were sought out for interview using a street intercept methodology. Only respondents who currently travel between Darlington and Bishop Auckland or vice versa were invited to complete an interview.

B.8 The reason for seeking a similar profile was to enable a clear picture to emerge of why those who could, and have reason to, use the service choose to use another form of

transport between the two destinations of Bishop Auckland and Darlington. Interviewers were asked to interview against a quota sample.

- B.9 Originally it had been intended to use a facebook survey to capture the views of younger non users of the Bishop Line service. However, this approach, whilst inexpensive to undertake in itself requires substantial incentives, (usually in the form of a prize draw), to encourage participation. In view of the effects of government cutbacks on local government finance an incentive of this magnitude was considered inappropriate at this time and therefore this part of the project was not undertaken. Instead of the facebook survey additional face to face interviews with non users were undertaken.
- B.10 All sampling is liable to sampling error: this is based on both the size of the sample and the level of response to individual questions. The table below can be used as a guide to give an indication of the 'Confidence Interval' at the 95% 'Confidence Level' for the total sample sizes of 668 and 252 respondents, and a variety of sub-group sample sizes (assuming randomly selected samples and an infinite population). Estimations are based on a 50%/ 50% split in response, and a 10%/ 90% split.

		Sample Size						
		50	100	200	252	400	500	668
		± %	± %	± %	± %	± %	± %	± %
Response	50%	13.9	9.8	6.9	6.2	4.9	4.4	3.8
	10% or 90%	8.3	5.9	4.2	3.7	2.9	2.6	2.3

## C. Report of Findings

### 1. Rail Users Survey

#### 1.1 Sample Profile

Q18: Postcode (home)

Q14: Gender

Q15: Age group

Q16: Ethnicity

Q17: Do you consider yourself to have a long-term illness or disability, which limits your activities and/or affects your choice of travel?

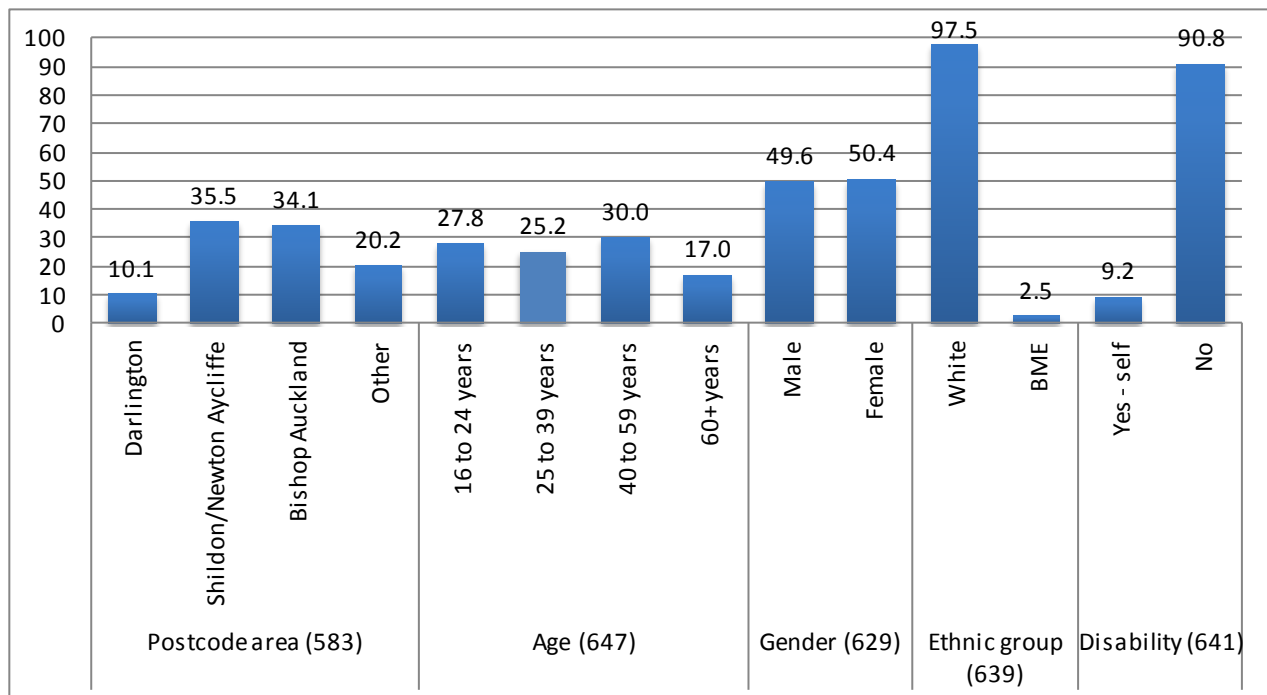
(Appendix 4, pages 29 to 33 refer)

1.1.1 Passengers travelling on the Bishop Line were most likely to give home postcodes of Shildon or Newton Aycliffe (35.5%), or Bishop Auckland itself (34.1%), than they were to give a Darlington home postcode (10.1%). 20.2% of respondents gave postcodes from ‘other’ areas.

1.1.2 Just over half of all respondents were female (50.4%), with 49.6% being male. Over a quarter (27.8%) of users were aged 16 to 24 years, whilst 25.2% were 25 to 39 years old, and 30.0% were 40 to 59 years old. A total of 17.0% of respondents were aged 60 years and over (5.6% - 60 to 64 years, 8.8% - 65 to 74 years, 2.6% - 75 years and over).

#### Service Users: Sample Profile

(% response – Base Numbers shown in brackets)



1.1.3 The great majority (97.5%) of respondents described themselves as ‘White’ (94.2% ‘White – British’, 1.9% ‘White – Irish’, 1.4% ‘White – Other’); 2.5% were from BME Groups. 9.2% of respondents considered that they have a long-term illness or disability which limits their activities and/or affects their choice of travel.

## 1.2 This Journey (Usage Made of the Service)

*Q1: Where did you board this train today?*

*Q2: And where will you be getting off?*

*Q3: Is where you get off the train your final destination or will you need to travel on by train?*

*Q4: (If travelling on) Where are you travelling to?*

*Q4a: If travelled by train - what station did you travel from?*

*Q5: How often have you travelled between Bishop Auckland and Darlington in the last month by any form of transport?*

*Q6: What days do you usually travel on this route?*

*Q7: What other forms of transport have you ever used when travelling on this route?*

*Q8: Why do you sometimes travel by car, bus, etc. rather than make all your journeys by train?*

*Q9: If you have made this journey three or more times in the last month, at what time do you usually use make the journey?*

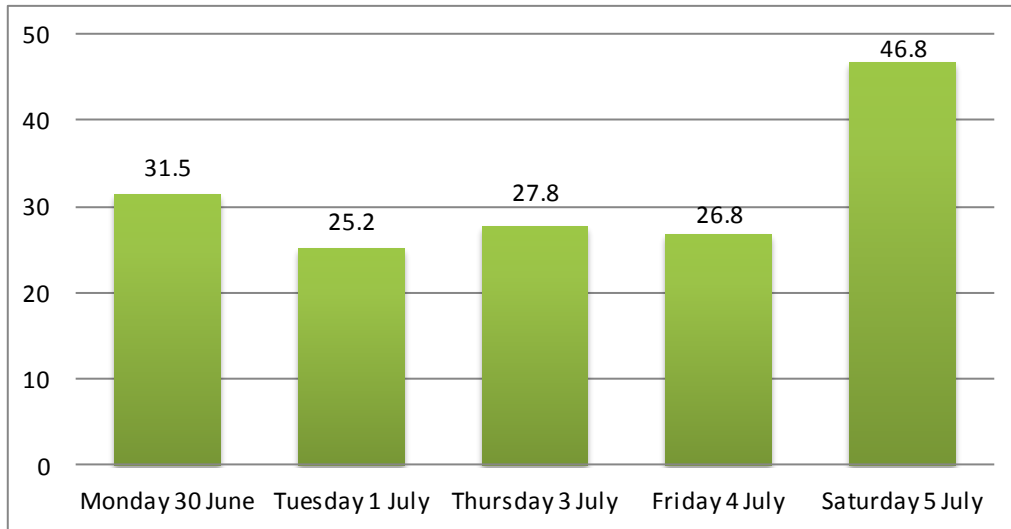
*(Appendix 4, pages 1 to 10 refer)*

1.2.1 In total, 668 questionnaires were completed by users of the train service between Bishop Auckland and Darlington and return. Those passengers who had been previously interviewed were not asked to complete a second survey, and the times of day of interviews were varied to ensure a representative sample of respondents; with some interviews taking place from 7:17am, and the last interviews taking place at 7:02pm.

1.2.2 The number of passengers on trains varied between ten and eighty. The average number of passengers per trip on each day surveys were undertaken has been calculated and is shown in the first figure overleaf. Average passenger numbers were highest on the Monday (31.5), and Saturday (46.8). (Based on counts made by interviewers).

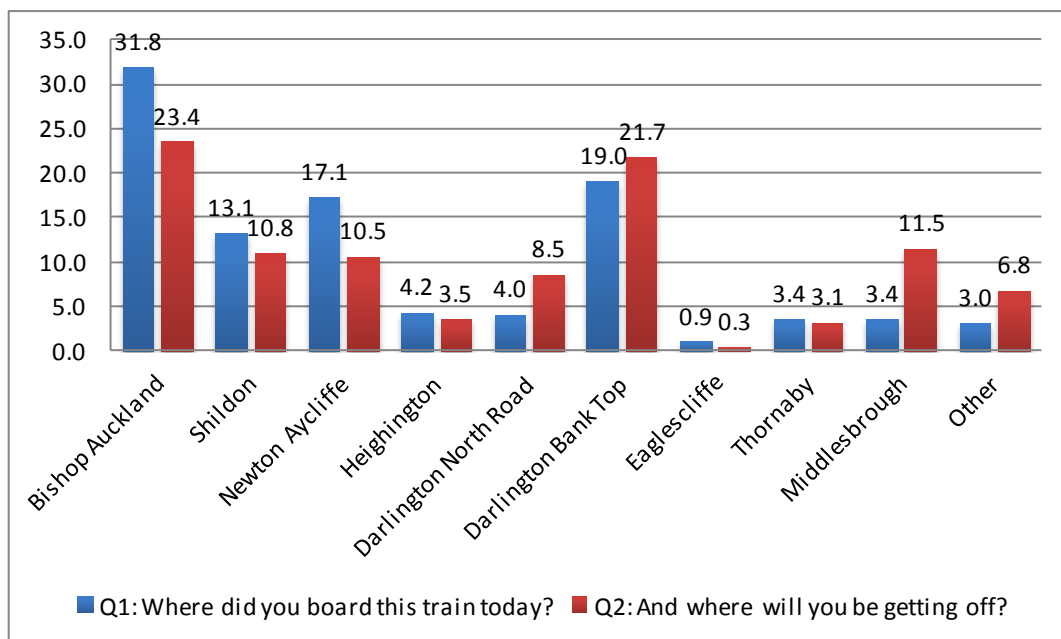
1.2.3 Nearly a third (31.8%) of all respondents boarded the trains at Bishop Auckland, with 23.0% boarding at either Darlington Bank Top (19.0%) or Darlington North Road (4.0%), 17.1% boarding at Newton Aycliffe, and 13.1% at Shildon. Fewer respondents said that they had boarded their train at Heighington (4.2%), Eaglescliffe (0.9%), Thornaby (3.4%), Middlesbrough (3.4%), and ‘other stations’ (3.0%) (such as Redcar and Saltburn).

Average number of passengers per trip on each day surveyed



Where did you board this train today? And where will you be getting off?

(Q1/2: % response – all respondents)



1.2.4 In terms of getting off the trains, nearly a quarter of all respondents alighted at Bishop Auckland (23.4%) and Darlington Bank Top (21.7%), whilst fewer respondents alighted at Shildon (10.8%), Newton Aycliffe (10.5%), Middlesbrough (11.5%) and Darlington North Road (8.5%). Small minorities of respondents alighted at Heighington (3.5%), Eaglescliffe (0.3%), Thornaby (3.1%) and at ‘other stations’ (6.8%).

1.2.5 The table below shows where respondents boarded and where they alighted from the trains. Those respondents who boarded at Bishop Auckland were most likely to alight at Darlington (54.2%), as were those who boarded at ‘Shildon, Newton Aycliffe or Heighington’ (45.6%). Approximately half of those who boarded at Darlington (Bank Top or North Road) alighted at ‘Shildon, Newton Aycliffe or Heighington’ (49.3%), and the other half alighted at Bishop Auckland (46.6%). Similarly those people boarding at ‘Middlesbrough, Thornaby or Eaglescliffe’ were evenly split into those who alighted at ‘Shildon, Newton Aycliffe or Heighington’ (46.0%), and those who alighted at Bishop Auckland (44.0%).

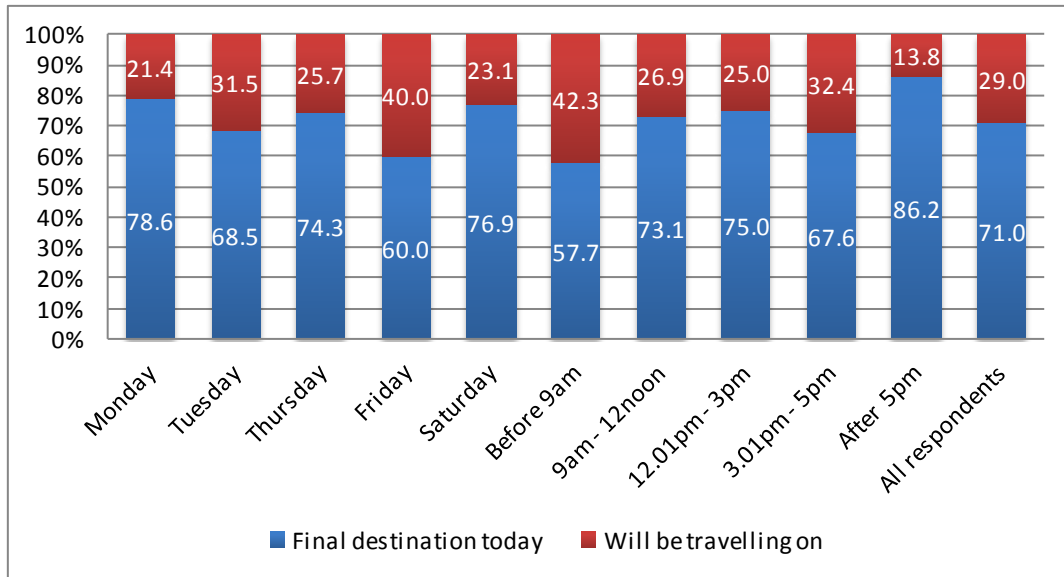
		Q2: And where will you be getting off?								Total	
		Bishop Auckland		Shildon/ Newton Aycliffe/ Heighington		Darlington Bank Top/ North Road		Eaglescliffe/ Thornaby/ Middlesbrough		Count	Row %
		Count	Row %	Count	Row %	Count	Row %	Count	Row %		
Q1: Where did you board this train today?	Bishop Auckland			36	21.4%	91	54.2%	41	24.4%	168	100.0%
	Shildon/ Newton Aycliffe/ Heighington	47	24.4%	13	6.7%	88	45.6%	45	23.3%	193	100.0%
	Darlington Bank Top/ North Road	68	46.6%	72	49.3%	2	1.4%	4	2.7%	146	100.0%
	Eaglescliffe/ Thornaby/ Middlesbrough	22	44.0%	23	46.0%	5	10.0%			50	100.0%
Total		137	24.6%	144	25.9%	186	33.4%	90	16.2%	557	100.0%

1.2.6 Of those respondents (269 people) who were getting off at stations on the Bishop Line where onwards travel by train is possible (namely Darlington Bank Top, Eaglescliffe, Thornaby, and Middlesbrough), the majority said that where they got off would be their ‘final destination today’ (71.0%), whilst the remaining 29.0% said they would be travelling on. The percentage of respondents ‘travelling on’ increased to 40% on the Friday surveyed, and to 42.3% of those who boarded their train before 9:00am.

1.2.7 Those who were travelling on were asked where they were travelling to – the most mentioned places were ‘York’ (17 people, 2.5% of the total sample); ‘Newcastle’ (14 people, 1.8%), and London/ King’s Cross (7 people, 1.0%); followed by Durham (3 people, 0.4%), Leeds (3, 0.4%), Manchester (3, 0.4%), and Bristol (3, 0.4%), each mentioned by three respondents. (See Appendix 6 for full details.)

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

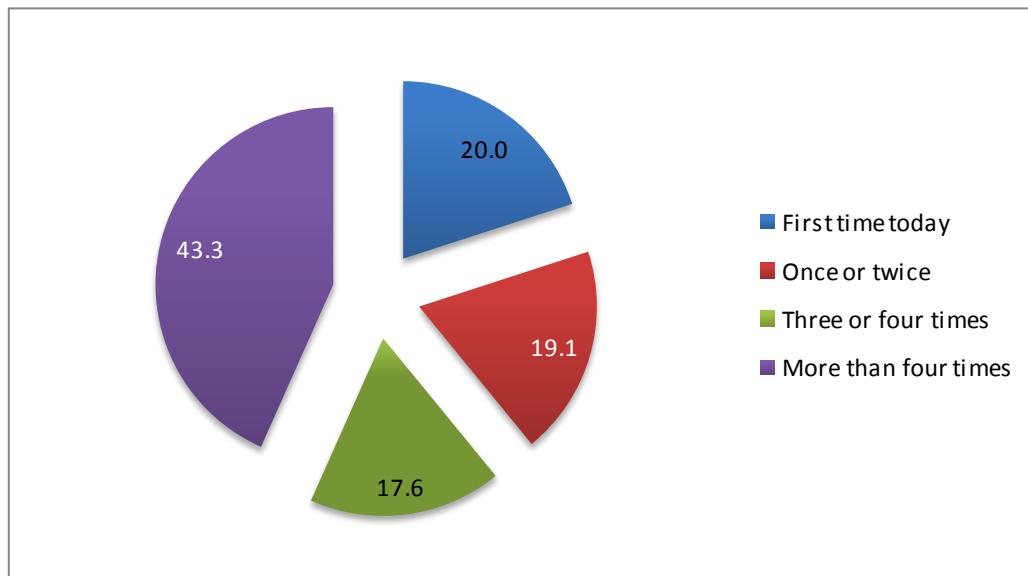
(Q3: % response – overall base 269)



1.2.8 The majority of respondents (60.9%) said that in the last month they had travelled between Bishop Auckland and Darlington at least three times ‘by any form of transport’ (17.6% ‘three or four times’ and 43.3% ‘more than four times’), and this figure did not vary significantly by age group or gender. One-fifth of respondents said that they were travelling along this route for the ‘first time today’ (20.0%), and 19.1% said they had travelled along it ‘once or twice’ in the last month by any form of transport.

**How often have you travelled between Bishop Auckland and Darlington in the last month by any form of transport?**

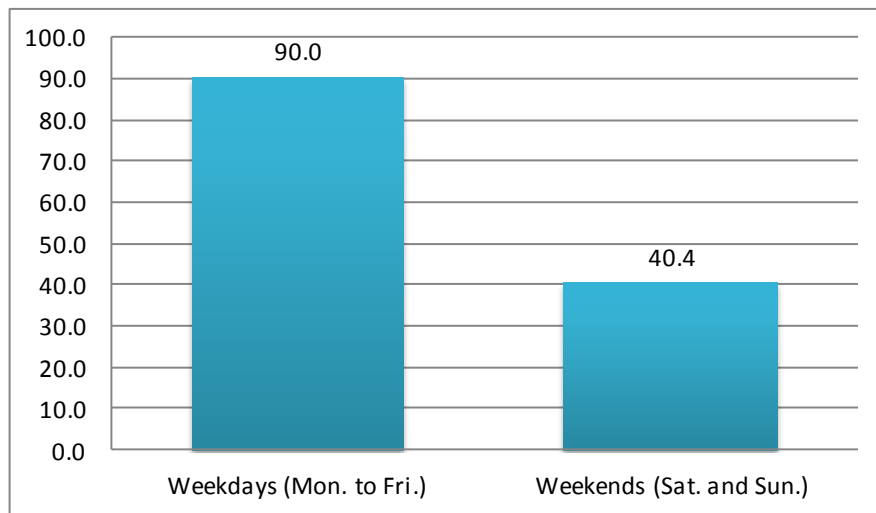
(Q5: % response – all respondents)



1.2.9 Nine-in-ten (90%) of those respondents who have travelled on this route (between Bishop Auckland and Darlington) at least three times in the last month, said that they usually travel on weekdays (Monday to Friday), with 40.4% saying that they usually travel along it at weekends (Saturday or Sunday). Sub-group variations in responses were not significant. (Multiple responses allowed so answers total over 100%).

What days do you usually travel on this route?

(Q6: % response – overall 391 respondents)



1.2.10 When asked which other forms of transport they have ever used when travelling between Bishop Auckland and Darlington, nearly half of all respondents said they have used a ‘bus’ (46.9%), whilst 43.3% have travelled on it by ‘car as passenger’, and 30.7% by ‘car as driver’. Overall 18.9% of respondents said that they have only ever used the train when travelling on this route, and 3.0% mentioned ‘other’ means of transport they have used (such as cycling, walking and ‘taxi’).

Q7: 'Forms of transport ever used' by gender and age groups

			<b>Q7: What other forms of transport have you ever used.... ?</b>				
			Bus	Car as a driver	Car as passenger	Train only	Other
<b>Gender</b>	<b>Male</b>	Row %	50.5%	32.7%	39.7%	17.5%	4.4%
	<b>Female</b>	Row %	44.0%	29.6%	47.6%	19.9%	2.0%
<b>Age group</b>	<b>16 to 24 years</b>	Row %	51.1%	20.5%	56.3%	21.0%	4.0%
	<b>25 to 39 years</b>	Row %	48.1%	28.5%	51.9%	15.8%	3.8%
	<b>40 to 59 years</b>	Row %	44.3%	43.2%	33.3%	16.4%	2.7%
	<b>60+ years</b>	Row %	45.6%	30.1%	25.2%	23.3%	1.0%
<b>Total</b>	<b>All respondents</b>	<b>Row %</b>	<b>46.9%</b>	<b>30.7%</b>	<b>43.3%</b>	<b>18.9%</b>	<b>3.0%</b>

(Statistically significant variations in responses highlighted in blue)

1.2.11 Car usage varied by age, with those aged 16 to 24 years less likely to have driven and more likely to have been a passenger ('driver' 20.5%; 'passenger' 56.3%), compared to the overall sample responses; and those aged 40 to 59 years more likely to have driven and less likely to have been a passenger ('driver' 43.2%; 'passenger' 33.3%).

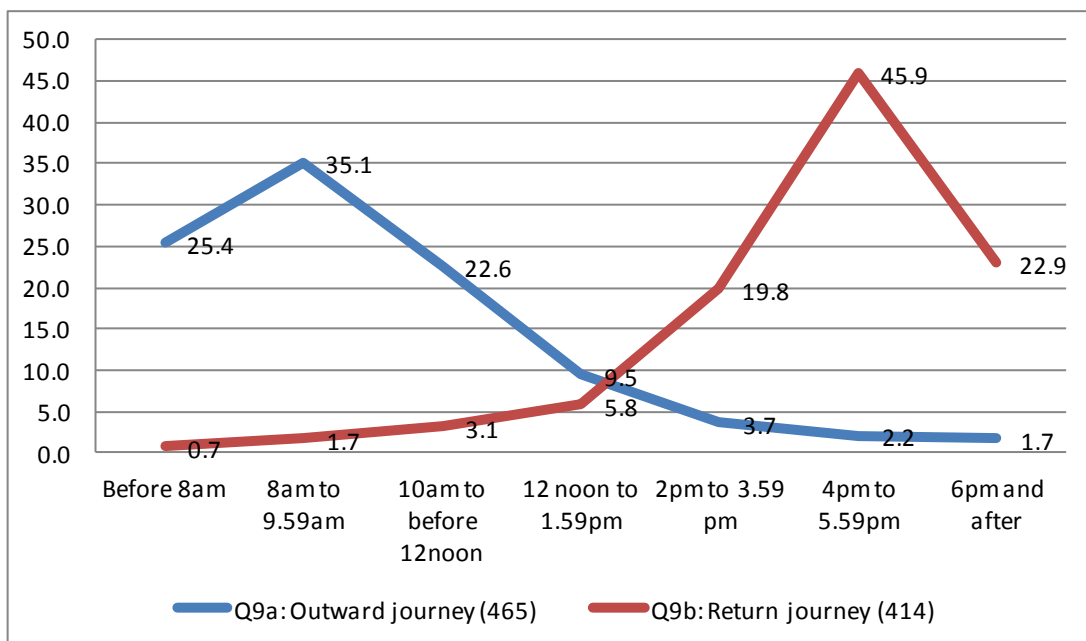
1.2.12 Those who have used forms of transport other than the train to travel between Bishop Auckland and Darlington were asked to say why they sometimes do this, rather than making all their journeys by train. Respondents were most likely to say this is due to issues with the 'timings/ frequency of train service' (17.3%), or because it is 'more convenient/ easier' (13.2%). 6.0% referred to 'cost', 4.1% to problems with 'train reliability/ delays', 4.3% said they sometimes 'get a lift/ car share', 2.7% said it is 'quicker', and 10.7% gave 'other' diverse reasons – see Appendix 6 for verbatim details.

		Count	Col %
Q8: Why do you sometimes travel by other forms of transport, rather than make all your journeys by train? (Coded)	Convenience/ easier	68	13.2%
	Timings/ frequency of service	89	17.3%
	Cost/ cheaper/ free bus pass	31	6.0%
	Reliability/ delays	21	4.1%
	Quicker	14	2.7%
	Get a lift/ car share	22	4.3%
	Other	55	10.7%
	(no comments)	215	41.7%
<b>Total</b>		<b>515</b>	<b>100.0%</b>

1.2.13 Those respondents who have travelled along the route between Bishop Auckland and Darlington at least three times in the last month were asked to indicate when they most often make the journey. As might be expected the percentage of respondents making their outward journey peaked between 8:00am and 9:59am (35.1%), with around a quarter travelling either side of this time period: 25.4% 'before 8:00am' and 22.6% '10:00am to 11:59am'. Return journeys peaked between 4:00pm and 5:59pm (45.9%), with 19.8% returning between 2:00pm and 3:59pm, and 22.9% 6:00pm and after.

If you have made this journey three or more times in the last month, at what time do you usually use make the journey?

(Q9a/b: % response – base numbers shown in brackets)



1.2.14 Men were more likely than women to begin their outward journey before 8:00am (30.7% compared to 20.6%), and the percentage of respondents beginning their outward journey before 8:00am varied by the day of the survey, being significantly higher on Monday (38.1%) and Tuesday (34.6%), falling to only 6.3% on Saturday.

### 1.3 Increasing the Service

Q10: If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?

Q11A: How frequently would you envisage using the service?

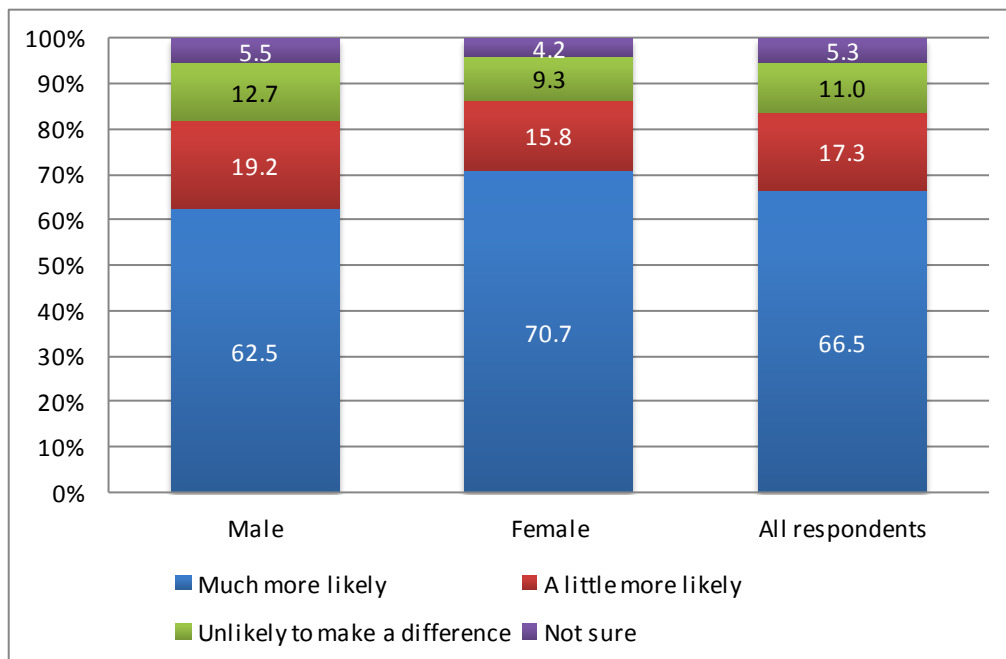
Q11B: (If 'unlikely to make a difference') Why do you say this?

(Appendix 4, pages 11 to19 refer)

1.3.1 Two-thirds of all respondents (66.5%, rising to 70.7% of women) said that if the frequency of the Bishop Line service was increased during the day from a two-hourly to a one-hourly service then they would be 'much more likely' to make this journey by train more often, whilst 17.3% said they would be a 'little more likely' to make this journey (giving a total of 83.8% 'more likely'), 11.0% said it was 'unlikely to make a difference', and 5.3% were 'not sure'. (Otherwise sub-group variations in responses were not significant.)

If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?

(Q10: % response – by gender and overall)

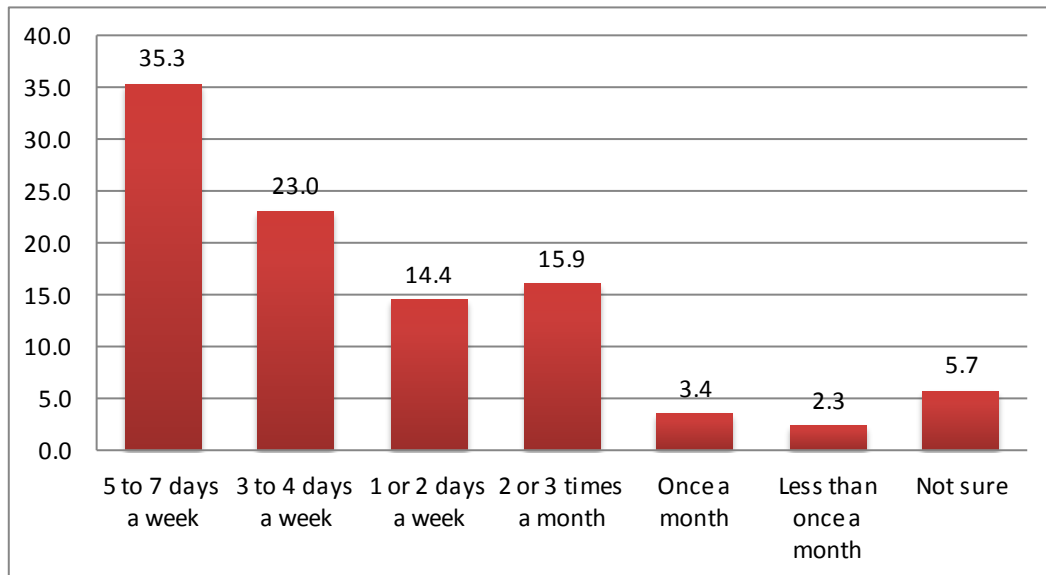


1.3.2 Those respondents who said they would be 'much more likely' or 'a little more likely' to use the Bishop Line if the frequency of service was increased were then asked to say how frequently they would envisage using it. Over a third of respondents (35.3%) said they would use it '5 to 7 days a week' (rising to 41.2% of men), and 23.0% said they would use it '3 or 4 days a week', giving a total of 58.3% '3 days a week or more'. This percentage varied by age, with 65.6% of those aged 25 to 39 years saying they would use the service

on at least three days a week, falling to 39.5% of those aged 60 years and over. Smaller groups of respondents said they would envisage using the service on ‘1 or 2 days a week’ (14.4%), ‘2 or 3 times a month’ (15.9%), ‘once a month’ (3.4%), and ‘less than once a month’ (2.3%). (5.7% ‘not sure’.)

How frequently would you envisage using the service?

(Q11a: % response – those who are more likely to use the service – 527 respondents)



1.3.3 Those respondents who felt that the proposed increase in the frequency of the Bishop Line Service during the day was ‘unlikely to make a difference’ to them, gave reasons such as ‘don’t travel on the route very often’, ‘I have to travel anyway with work, but it may make me more likely to travel more on a weekend’, ‘the trains already run frequently enough for my travel needs’, and ‘normally travel by car’. In total 7% of the sample (47 people) made comments - see Appendix 6 for details.

## 1.4 Changing Trains at Darlington

Q12: *If there was a need to change trains in Darlington in order to travel on to beyond Darlington, how likely would you be to make this journey by train?*

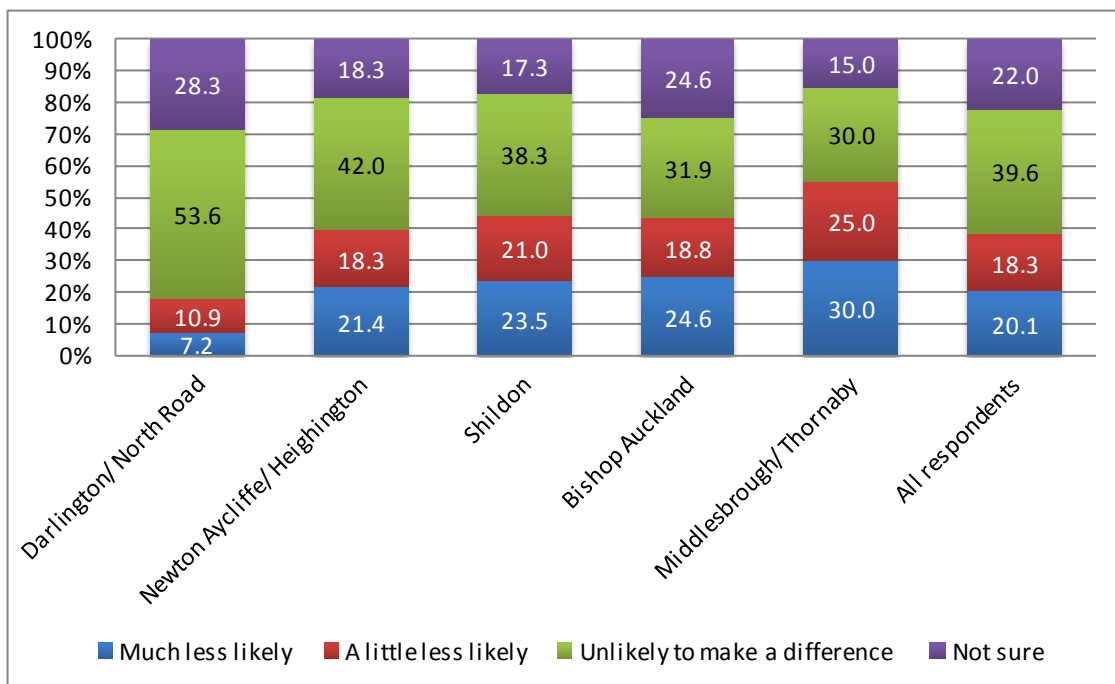
Q13: *If a wait became necessary at Darlington to travel on to Middlesbrough and beyond, how long a wait do you feel would be reasonable?*

(Appendix 4, pages 20 to 28 refer)

1.4.1 Two-fifths of all respondents (39.6%; rising to 47.1% of men and 53.6% of those boarding their train at Darlington) said that if there was a need to change trains in Darlington in order to travel on to beyond Darlington on the Bishop Line, then this would be ‘unlikely to make a difference’ to them making the journey by train. However, one-fifth of respondents (20.1%; rising to 25.1% of women, and 27.9% of those aged 60 years and over) said that if this was the case they would be ‘much less likely’ to make the journey by train, and 18.3% said they would be ‘a little less likely’ to do so; giving a total of 38.4% ‘less likely’. A further 22.0% of respondents were ‘not sure’ how this would affect their travel behaviour.

Currently the service runs from Bishop Auckland to Saltburn. If there was a need to change trains in Darlington in order to travel on to beyond Darlington, how likely would you be to make this journey by train?

(Q12: % response – by Q1 ‘Where boarded train’ and overall)

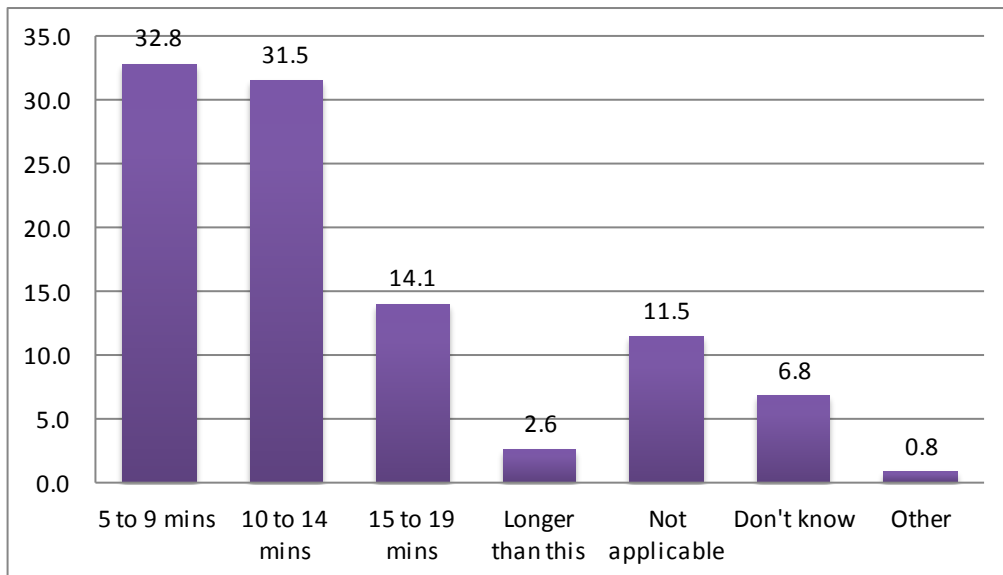


1.4.2 Note that the percentage of those who said that they would be less likely to make the journey by train (‘much less likely’ and ‘a little less likely’ combined) if a change became necessary at Darlington rose significantly to 55.0% of those boarding their train at

‘Middlesbrough or Thornaby’, but reduced to 18.1% of those boarding at ‘Darlington Bank Top or North Road’.

1.4.3 Respondents were then asked ‘If a wait became necessary at Darlington to travel on to Middlesbrough and beyond, how long a wait do you feel would be reasonable?’ The majority of respondents (64.3%) felt that a wait of less than 15 minutes would be reasonable: 32.8% ‘5 to 9 minutes’ and 31.5% ‘10 to 14 minutes’. Smaller minorities of respondents felt that longer waiting times would be reasonable (14.1% ‘15 to 19 minutes’ and 2.6% ‘longer than 19 minutes’), whilst 11.5% gave ‘not applicable’ responses, 6.8% ‘don’t know’ and 0.8% gave ‘other’ responses. Those respondents who boarded at Shildon (43.2% compared to 32.8% overall) and ‘Middlesbrough or Thornaby’ (47.5%) were significantly more likely to favour the shorter waiting time of ‘5 to 9 minutes’.

If a wait became necessary at Darlington to travel on to Middlesbrough and beyond, how long a wait do you feel would be reasonable?  
(Q13: % response – all respondents)



## 2. Non-Users Survey

### 2.1 Sample Profile

Q16: Postcode (home)

Q12: Gender

Q13: Age group

Q14: Ethnicity

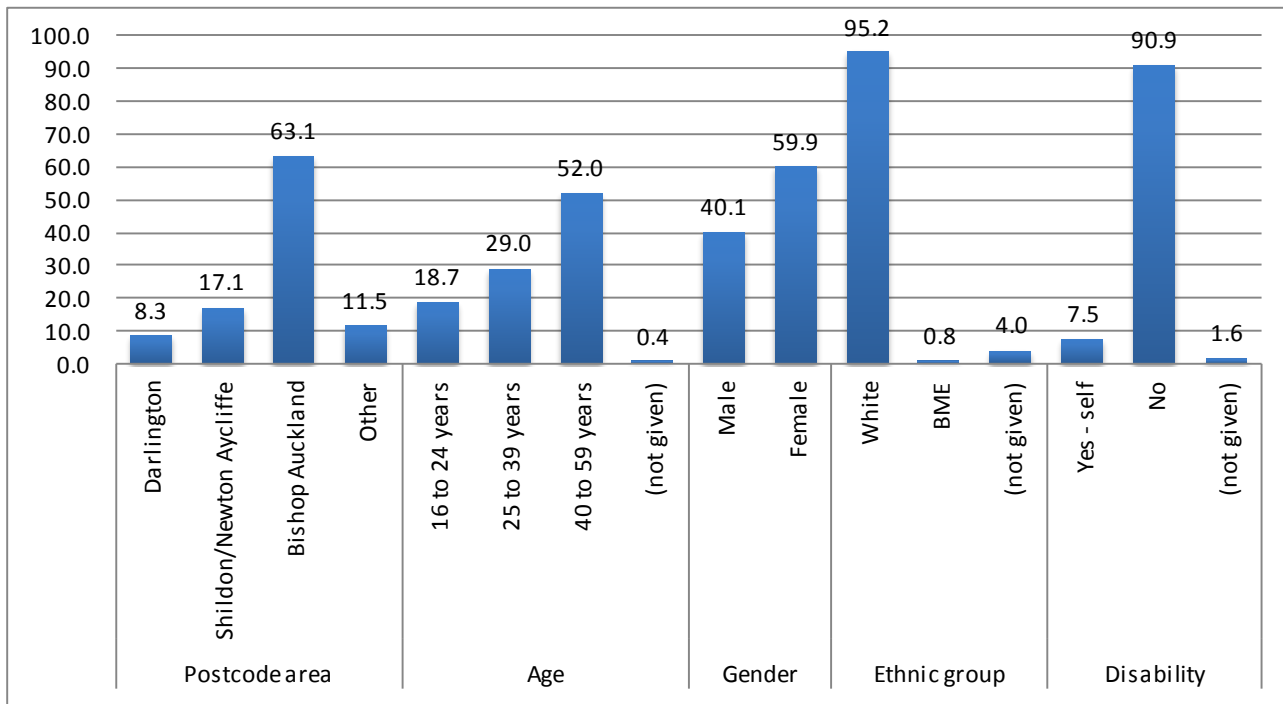
Q15: Do you consider yourself to have a long-term illness or disability, which limits your activities and/or affects your choice of travel?

(Appendix 5, pages 21 to 25 refer)

2.1.1 The chart below shows the profile of the sample of non-users achieved through street-intercept surveys. All respondents interviewed travel between the towns on the route of the Bishop Auckland to Darlington railway line (i.e. Bishop Auckland, Shildon, Newton Aycliffe, Heighington and Darlington). In total, 252 interviews were achieved of which the majority were conducted in Bishop Auckland (69.8%), whilst 19.8% were carried out in Darlington, and 10.3% in Newton Aycliffe.

#### Non-Users – Profile of Sample

(% response – total sample – Base = 252)



## 2.2 Travel behaviour

Q1: Do you ever travel on any part of the route between Darlington and Bishop Auckland – the route travels from Bishop Auckland, Shildon, Newton Aycliffe, to Darlington and on to Middlesbrough?

Q2: When you last travelled on this route where were you travelling from and to?

Q3: How do you usually travel on this route?

Q4: (If train not mentioned) Have you ever used the train to travel by this route?

Q5: (If 'no') Why have you not used the train for this journey?

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?

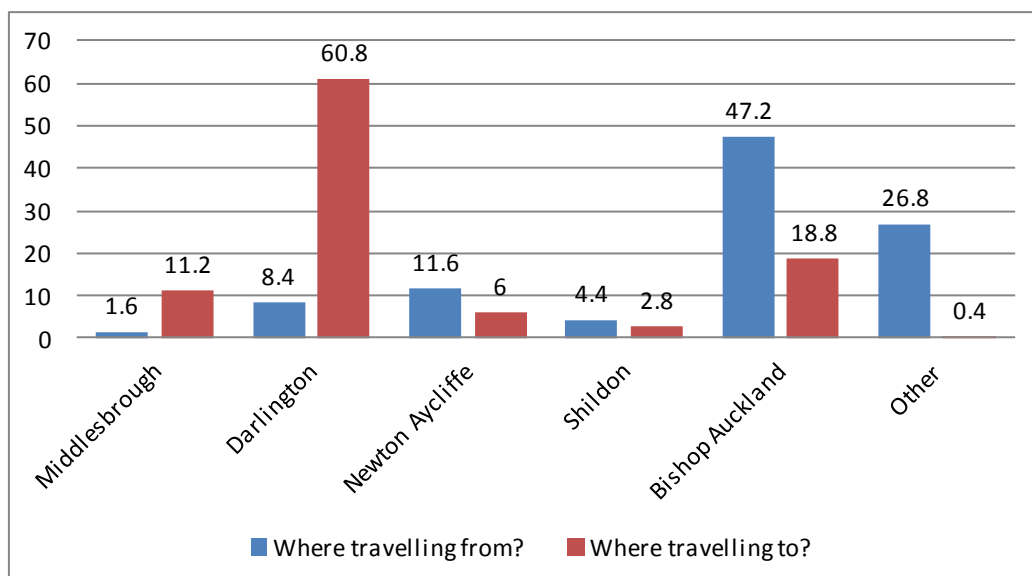
Q7: If you make this journey three or more times in a month, at what times do you usually make the journey?

(Appendix 5, pages 1 to 13 refer)

2.2.1 When they last travelled on the Bishop Line route, nearly half of all respondents were travelling from Bishop Auckland (47.2%), whilst smaller minorities of respondents were travelling from Newton Aycliffe (11.6%), Darlington (8.4%), Shildon (4.4%), and Middlesbrough (1.6%). In addition, over a quarter of respondents (26.8%) said they had travelled from 'other' places – these were diverse, with the most mentioned places being Barnard Castle, Durham, Chilton, Crook, Spennymoor, Tow Law, Howden, Hunwick, and Wellington (see Appendix 6 for details).

### When you last travelled on this route where were you travelling from and to?

(Q2: % response – all respondents)



2.2.2 The majority of respondents were travelling to Darlington (60.8%) the last time they travelled on the Bishop Line route, whilst 18.8% were travelling to Bishop Auckland, 11.2% to Middlesbrough, 6.0% to Newton Aycliffe, 2.8% to Shildon, and 0.4% to 'other' places.

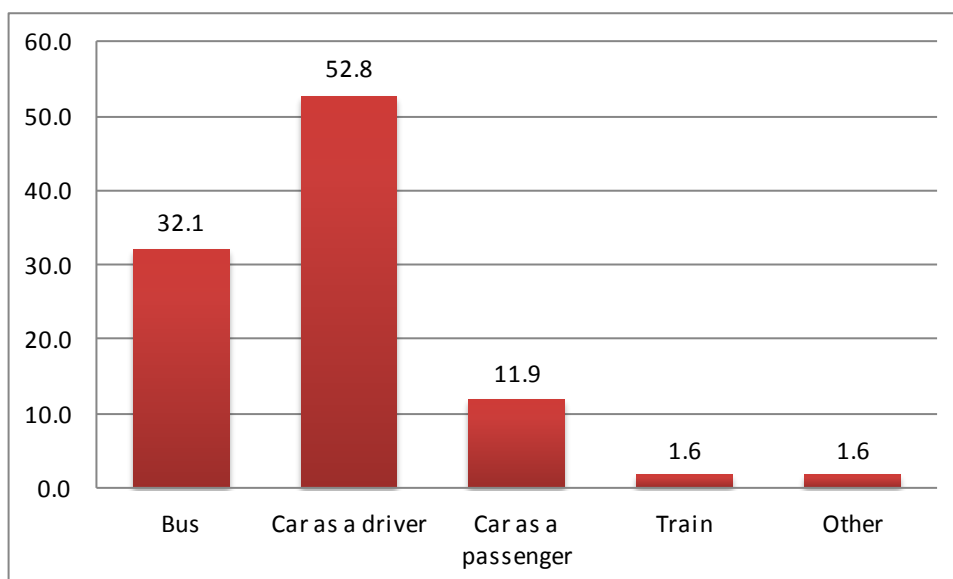
2.2.3 As shown in the table below, the majority of respondents travelling from Newton Aycliffe (62.1%), Shildon (63.6%), and Bishop Auckland (74.4%) were travelling to Darlington; whereas the majority of those travelling from Darlington were going to Bishop Auckland (81.0%).

		Q2: And where were you travelling to?											
		Middlesbrough		Darlington		Newton Aycliffe		Shildon		Bishop Auckland		Other	
		Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Q2: When you last travelled on the route where were you travelling from?	Middlesbrough							25.0%	1	75.0%	3		
	Darlington					14.3%	3			81.0%	17	4.8%	1
	Newton Aycliffe			62.1%	18			3.4%	1	34.5%	10		
	Shildon	9.1%	1	63.6%	7					27.3%	3		
	Bishop Auckland	13.7%	16	74.4%	87	6.0%	7	4.3%	5	1.7%	2		
	Other	16.4%	11	59.7%	40	6.0%	4			17.9%	12		

2.2.4 Nearly two-thirds of all respondents (64.7%) said that they usually travel on the Bishop Line route 'by car', either as the driver (52.8%) or as a passenger (11.9%), with this percentage rising to 70.2% of women respondents, and 77.8% of those interviewed in Bishop Auckland. Almost a third of respondents (32.1%) usually travel by bus, with this figure rising to 46.8% of those aged 16 to 24 years, and 64.0% of those interviewed in Darlington. Small minorities of respondents reported that they usually use the 'train' (1.6%, 4 people) or 'other' means of transport (1.6%).

How do you usually travel on this route?

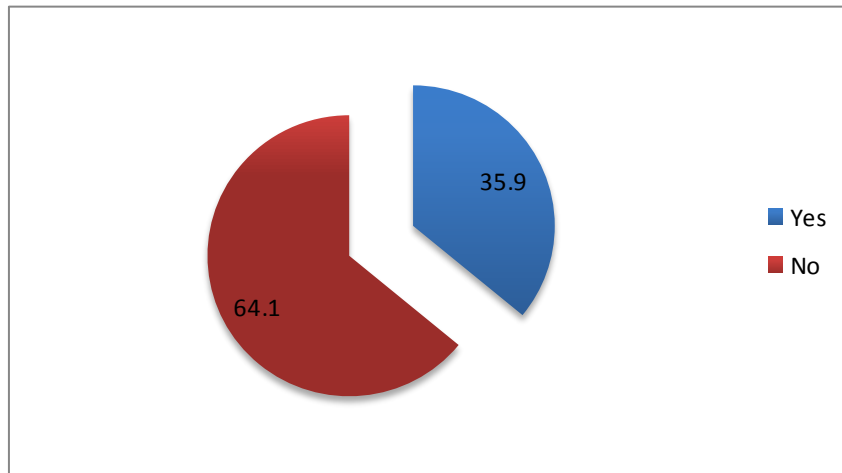
(Q3: % response – all respondents)



2.2.5 Just over a third (35.9%) of those respondents who usually travel on the route by means other than the train, said they have at some point in the past used the train to travel on this route, whilst the remaining 64.1% of respondents have never travelled on it by train. (Sub-group variations in responses were not significant.)

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

(Q4: % response – 248 respondents)



2.2.6 Those respondents who have never used the train for journeys along the Bishop Line route were asked to say why not. The main theme of response was that of ‘convenience/ ease of use’ (47.4% of those who made comments), whilst 14.9% felt it is ‘quicker’ to use a car or bus, 8.4% referred to ‘cost’, and 5.2% to the ‘timings/ frequency of train service’. (See Appendix 6 for a verbatim list of the comments made.)

Why not travel by train on this route?

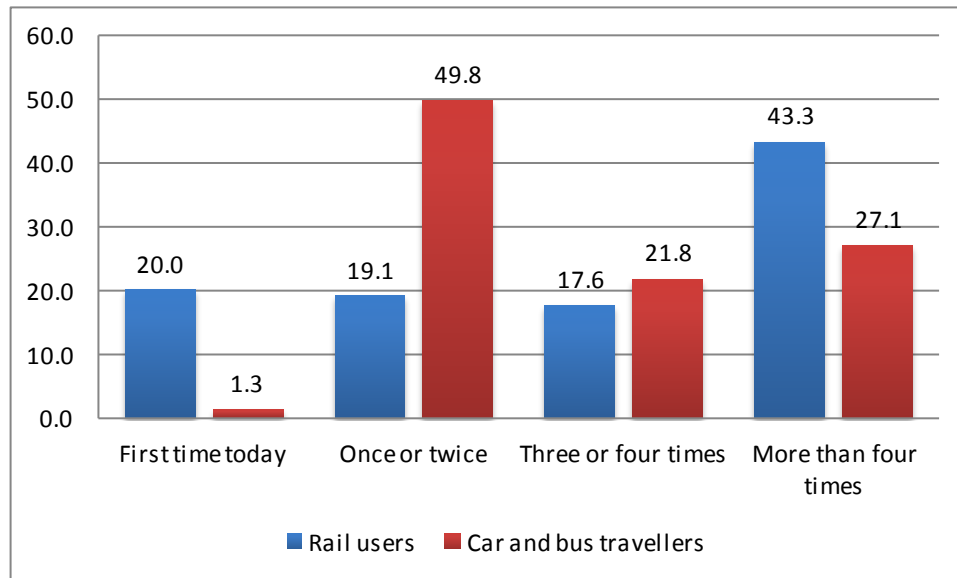
(Q5: % response – all respondents)

		Count	Col %
Q5: If no - why have you not used the train for this journey?	Convenience/ easier/ distance from station	73	47.4%
	Timings/ frequency of service	8	5.2%
	Cost/ cheaper/ free bus pass	13	8.4%
	Quicker	23	14.9%
	Other	37	24.0%
Total		154	100.0%

2.2.7 Half of all respondents (49.8%) said that they have travelled ‘once or twice’ on any part of the route between Bishop Auckland and Darlington in the last month by any form of transport, whilst 21.8% have travelled on it ‘three or four times’ and 27.1% ‘more than four

times’ (rising to 36.5% of those who usually travel by ‘bus’). Only 1.3% of respondents were travelling on the route for the ‘first time today’.

**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?**  
 (Q6: % response – all respondents)

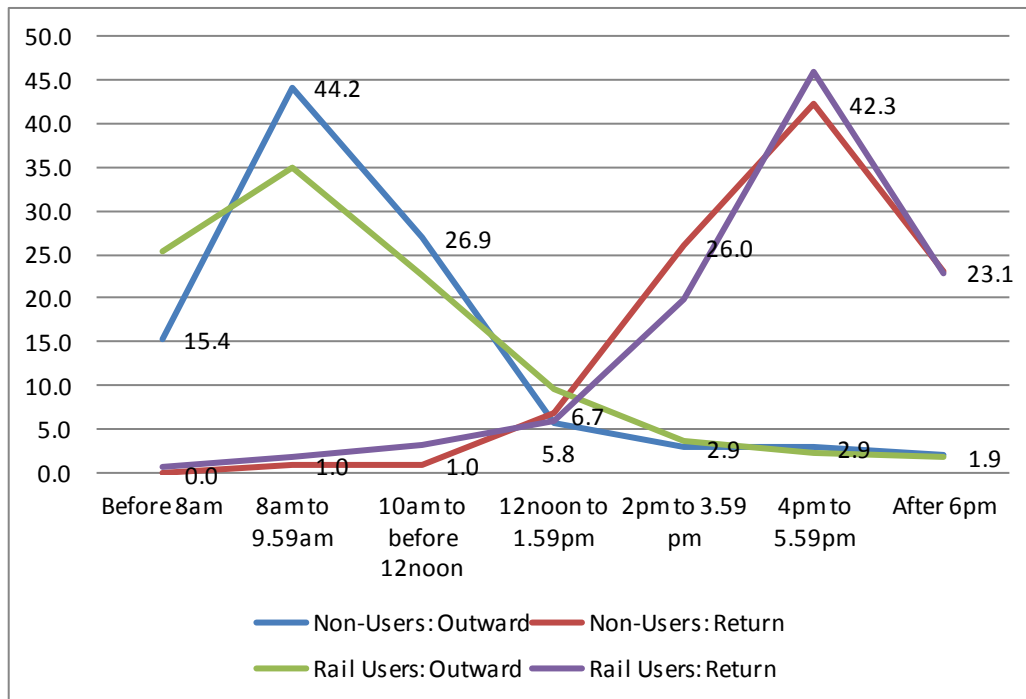


2.2.8 As shown in the chart above, respondents to the ‘rail users’ survey were significantly more likely to have travelled on the Bishop Line route by any form of transport on three or more occasions during the last month than were ‘non-users (car and bus travellers)’ (60.9% compared to 48.9%), whilst they were less likely to have travelled ‘once or twice’ on the route (19.1% compared to 49.8%).

2.2.9 Those respondents who have travelled on the Bishop Line route at least three times in the last month were asked to state at what times they usually make the journey. On the outwards journey the major group of respondents travel between 8:00am and 9:59am (44.2%), with 26.9% travelling between 10:00am and 11:59am, and 15.4% travelling ‘before 8:00am’. Only small minorities of respondents made their outwards journey later in the day: 5.8% ‘12:00 to 1:59pm’, 2.9% ‘2:00pm to 3:59pm’, 2.9% ‘4:00pm to 5:59pm’, and 1.9% ‘after 6:00pm’.

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

(Q7a/b: % response – ‘Rail Users’ and ‘Non-Users’)



2.2.10 In terms of the return journey, most respondents travel on the route between 4:00pm and 5:59pm (42.3%), whilst 23.1% travel ‘after 6:00pm’ (rising to 38.6% of male respondents), and 26.0% travel between ‘2:00pm and 3:59pm’ – only small minorities complete their return journey earlier in the day. As illustrated in the chart above, the patterns of response for journey times are very similar for both outward and return journeys.

## 2.3 Increasing the Service

Q8: *If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?*

Q9A: *How frequently would you envisage using the service?*

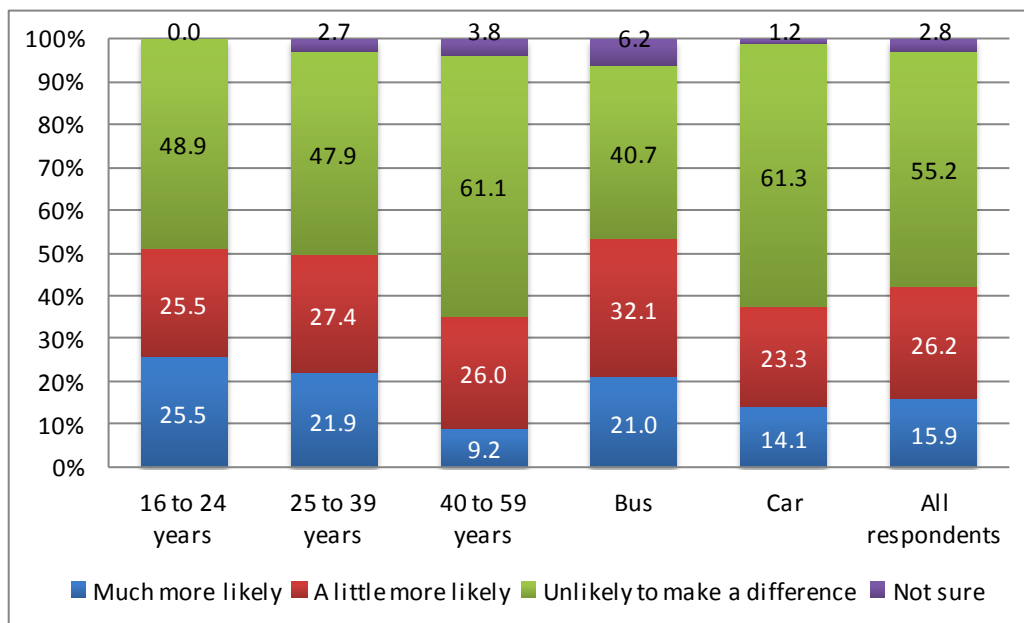
Q9B: *(If 'unlikely to make a difference') Why do you say this?*

*(Appendix 5, pages 14 to 20 refer)*

2.3.1 Over half of all respondents (55.2%) said that if the frequency of the Bishop Line service was increased during the day (from a two-hourly to a one-hourly service), then this would be 'unlikely to make a difference' to their travel behaviour. However, if the frequency of service was increased, 15.9% of respondents said that they would be 'much more likely' to make journeys along the route of the Bishop Line by train more often (rising to 25.5% of those aged 16 to 24 years, but reducing to 9.2% of those aged 40 to 59 years), and 26.2% said they would be 'a little more likely' to do this – giving a total of 42.1% 'more likely' (and this increased to 53.1% of those who usually travel on the route by bus).

If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?

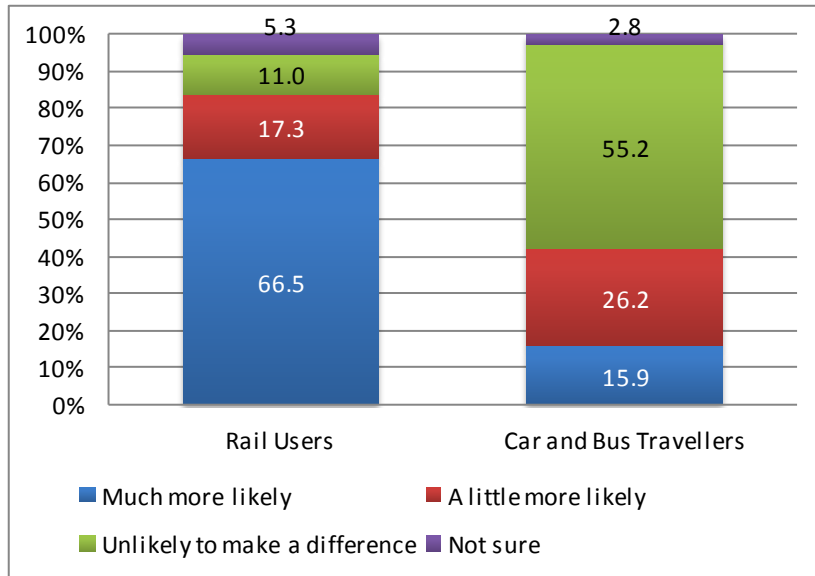
(Q8: % response – by age group, usual means of travel and overall)



2.3.2 Comparing the results for 'Rail Users' and 'Non-Users' (car and bus travellers), it can be seen from the chart overleaf that the large majority of 'Rail Users' would be encouraged to travel on the Bishop Line by train more often if the frequency of service was increased as proposed (81.8% 'much more likely/ a little more likely' to use the service); but also that a substantial minority of 'Non-Users' would be more likely to use the service: 42.1% 'much more likely/ a little more likely'.

**If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?**

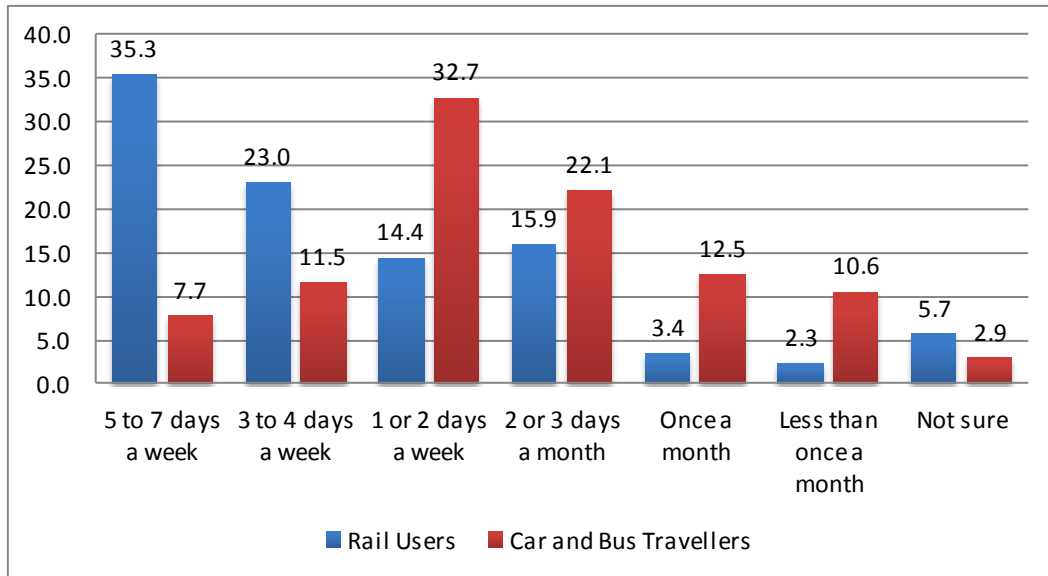
(Q8: % response – all respondents)



2.3.3 Those respondents who would be more likely to travel on the Bishop Line if the frequency of service was increased were asked to say how frequently they would envisage using the service. Most respondents said that they would use the service ‘one or two days a week’ (32.7%) or ‘two to three days a month’ (22.1%), whilst 12.5% said they would envisage using it ‘once a month’, 10.6% ‘less than once a month’ and 2.9% were ‘not sure’. A total of 19.2% of respondents said they would use the service at least three days a week (7.7% ‘five to seven days a week’ and 11.5% ‘three or four days a week’); this is significantly lower than the corresponding figure of 58.3% ‘at least three days a week’ recorded in the ‘Rail Users’ survey.

How frequently would you envisage using the service?

(Q9a: % response – those who would be more likely to use the Bishop Line service)



2.3.4 Finally, those respondents who said that the proposed increase in the frequency of the Bishop Line service was ‘unlikely to make a difference’ to them were asked to say why this is. Typical responses here were that car users find their car is ‘more convenient’, ‘quicker’ and ‘easier’ to use; whilst bus users find them more convenient because the bus stops are nearer to their home than the train station and they run more frequently (‘every 30 minutes’); and also there were a number of comments that the trains are ‘too expensive’. (See Appendix 6 for verbatim details.)