

Northumberland Rail Line Public Consultation

December 2019

Quality information

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1. Introduction

- 1.1 The reintroduction of passenger services on the railway line between Ashington and Newcastle is a key priority of Northumberland County Council (NCC), to improve connectivity within, and beyond, the South East Northumberland Corridor area. The scheme is hereinafter known as the Northumberland Line, as illustrated in the figure below.

Figure 1: Proposed Northumberland New Line



- 1.2 **Figure 1** illustrates the proposed route of the Northumberland Line and the wider connectivity that this will provide. This service is scheduled to start in 2023, initially operating an hourly service with two trains per hour at peak times. New stations are proposed at Ashington, Bedlington, and Newsham, with interchanges provided at the existing stations of Northumberland Park, Manors and Newcastle Central Station. The intention would be that a full half-hourly service is introduced by 2025 along with two further stations at Blyth Bebside and Seaton Delaval.
- 1.3 One of the key objectives of the scheme is to tackle deprivation in those areas served by the line. There are still areas suffering many years down the line as a consequence of closures of the mining and shipbuilding industries, which provided the major source of employment in the area. The improvement to transport links will encourage economic investment within the region and help to deliver the housing allocations as well as tackling poor air quality and providing a credible alternative to the car. Key benefits of the scheme are as follows:
- Provide a real incentive for potential employers to relocate to the area;
 - Provide vital infrastructure to deliver the region's aspirations for population and economic growth;
 - Enhance connectivity within and beyond the regions;
 - Help to improve air quality on key corridors; and
 - Deliver significant growth in sectors such as the National Renewable Energy Centre (NaREC), offshore oil and gas, renewables, engineering and for the Port of Blyth itself.
- 1.4 Whilst there is clearly an aspiration to deliver the Northumberland Line scheme, funding the construction cost of the scheme remains a significant constraint. That said, Transforming Cities Funding has been made available to the region and the Northumberland Line scheme has been included as a scheme in the North East bid for funding. However, Transforming Cities Funding is time limited, and schemes progressing through this funding opportunity must be deliverable within the 2022/23 financial year. Given the planning conditions associated with some of the proposed new stations, it would not be realistic to deliver the full scheme within this timescale. The scheme has therefore been phased, with stations at Blyth Bebside and Seaton Delaval delivered in the second phase of the project. NCC however, remain committed to delivering both phases of the project and alternative funding streams are currently being explored.
- 1.5 An Outline Business Case for the scheme has been prepared (of which this document forms an appendix), which clearly sets out the case for investment in the Northumberland Line and the option development process that has been adopted to arrive at the preferred option for the scheme. As part of determining the preferred option, public consultation was undertaken to help inform the option development and prioritisation process. The outcomes of this public consultation exercise are summarised in the remaining sections of this report.

2. Raising Awareness

- 2.1 A number of initiatives were undertaken to raise awareness of the public consultation, particularly to those residents within the area most affected by the proposed railway line. The various methods adopted are detailed in this chapter.

Public Consultation Events

- 2.2 NCC supported by AECOM, undertook a public consultation between 2nd September and 18th October 2019, to raise awareness of the scheme and to gather important feedback on what the Northumberland Line service should offer to local residents.
- 2.3 **Table 1** shows that during the consultation period, there was a total of 10 drop-in sessions. These were a mixture of five locations with a day and evening slot provided at each location. The locations were situated in the vicinity of the proposed railway station locations.

Table 1: Public Consultation Events

Date	Location	Time
2 nd September 2019	Ashington YMCA, North View Ashington, NE63 9XQ	10:00 – 16:00
3 rd September 2019	East Bedlington Community Centre, 16 & 17 Station Rd, Bedlington, NE22 7JN	15:00 – 19:00
4 th September 2019	East Bedlington Community Centre, 16 & 17 Station Rd, Bedlington, NE22 7JN	10:00 – 16:00
5 th September 2019	Ashington YMCA, North View Ashington, NE63 9XQ	15:00 – 19:00
9 th September 2019	Buffalo Community Centre, 55 Regent Street, Blyth, NE24 1LL	10:00 – 16:00
10 th September 2019	Buffalo Community Centre, 55 Regent Street, Blyth, NE24 1LL	15:00 – 19:00
11 th September 2019	Seaton Delaval & Holywell Community Centre, Elsdon Avenue, Seaton Delaval, NE25 0BW	10:00 – 16:00
12 th September 2019	St Mark's Church Hall, Brenkley Ave, Shiremoor, NE27 0PP	10:00 – 16:00
16 th September 2019	St Mark's Church Hall, Brenkley Ave, Shiremoor, NE27 0PP	15:00 – 19:00
18 th September 2019	Seaton Delaval & Holywell Community Centre, Elsdon Avenue, Seaton Delaval, NE25 0BW	15:00 – 19:00

- 2.4 Each drop-in session was facilitated by NCC and project team staff, to provide a variety of expertise and knowledge to discuss the proposals, answer questions and to respond and record feedback from attendees.
- 2.5 In total, 266 people attended the events.
- 2.6 Large display boards were available at the drop-in sessions to promote discussion. A copy of these visuals can be found in **Appendix A**.

Online Survey

- 2.7 In addition to the public consultation events, an online survey was developed and published on the NCC website. The survey asked key questions with regards to the scheme providing a combination of qualitative and quantitative questions. The full survey can be found in **Appendix B**.
- 2.8 **Figure 2** provides an overview and the location of the survey through the NCC website. The majority of the surveys were completed online, although paper copies were made available at the public consultation drop-in sessions. Following these, the paper surveys were processed and entered by NCC for data analysis.

Figure 2: Consultation Survey online

The screenshot shows the Northumberland County Council website. The header includes the council's logo, name, and navigation links: Home, Pay, Apply, Report, Councillors, All Services, and My Account. A search bar is located below the header. The main content area features a consultation announcement for September and October 2019, with a link to submit views online. A sidebar on the right lists background information and station names. The survey question Q1 asks for support for reopening the railway line between Ashington and Newcastle to passenger services, with a scale from 1 (Not supportive) to 5 (Fully supportive).

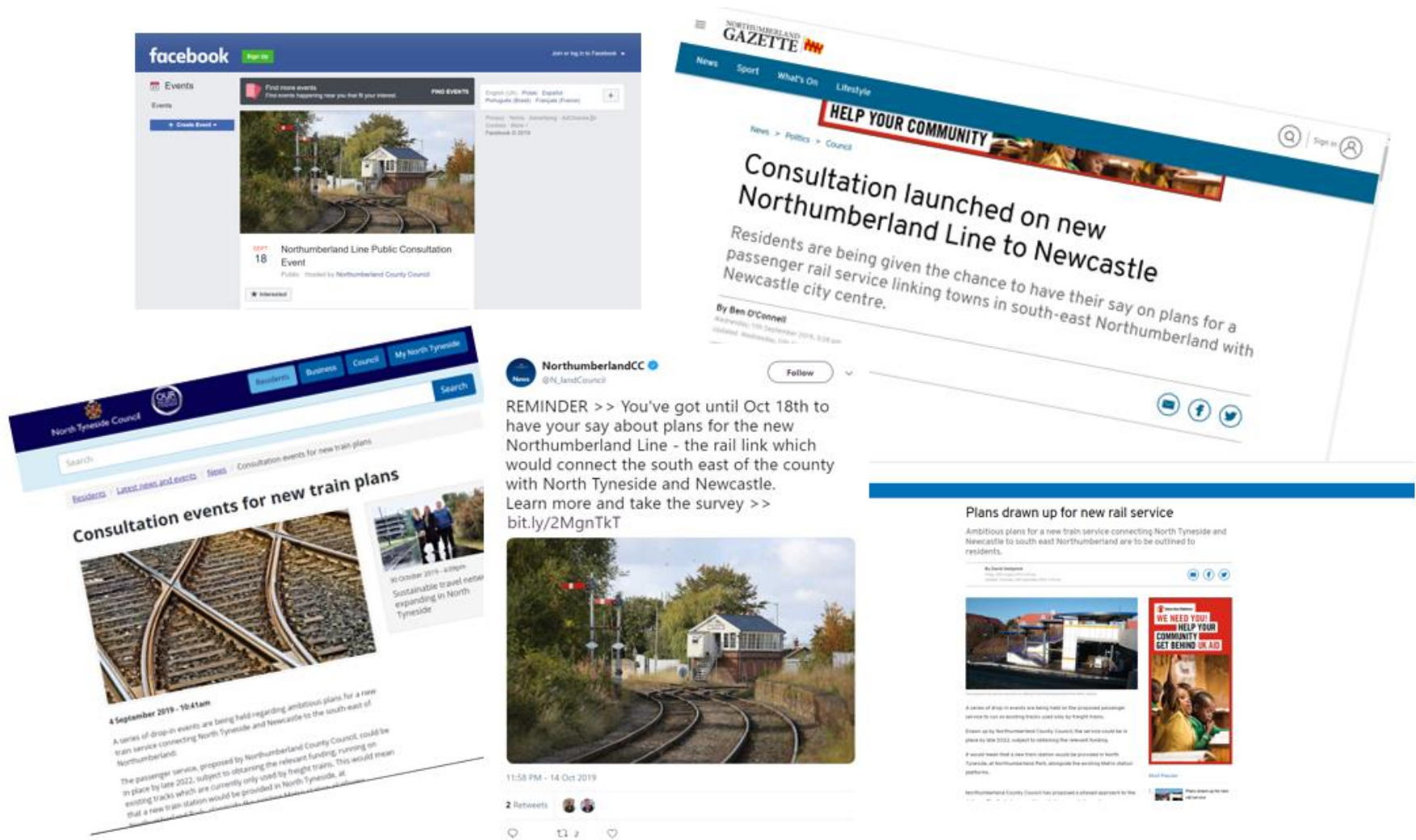
Source: <https://www.northumberland.gov.uk/Highways/Transport-policy/Projects.aspx>

Press Release

- 2.9 Northumberland County Council promoted the consultation via a variety of press releases though local newspapers such as Northumberland Gazette and News Post Leader. **Figure 3** provides an overview of the some of the press releases and social media content promoting the consultation period.
- 2.10 NCC also released details of the consultation via their website, the following articles are detailed below:

	Hyperlinks
Northumberland County Council website archived news.	https://www.northumberland.gov.uk/News/2019/Mar/Council-welcomes-think-tank-findings-over-rail-sch.aspx
	https://www.northumberland.gov.uk/News/2019/Feb/Minister-visits-planned-new-rail-line.aspx
	https://www.northumberland.gov.uk/News/2019/Feb/Rail-scheme-on-track-for-next-stage.aspx

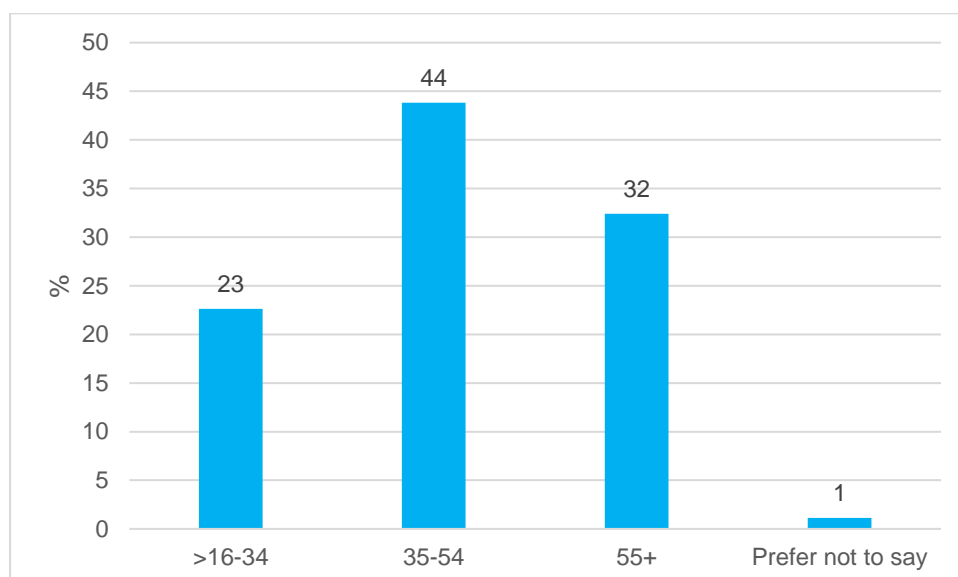
Figure 3: Press Releases and Social Media Content



3. Survey Results

- 3.1 The survey consisted of 16 questions that included qualitative, quantitative and equality monitoring questions. Each question is analysed in this chapter and for more in-depth analysis, some cross tabulations have been completed. A total of 971 survey responses were received and analysed. However, not all questions have been answered; the base sample for each question is therefore provided in brackets.
- 3.2 An overview of the respondents shows that of all the responses, 50% identified as a woman, 49% identified as a man, 1.3% preferred not to say and less than 1% preferred another term.
- 3.3 Just under half (44%) of respondents were aged between 35 and 54, with 32% aged over 55. Almost a fifth (18%), stated their day-to-day activities were limited due to a health problem or disability.

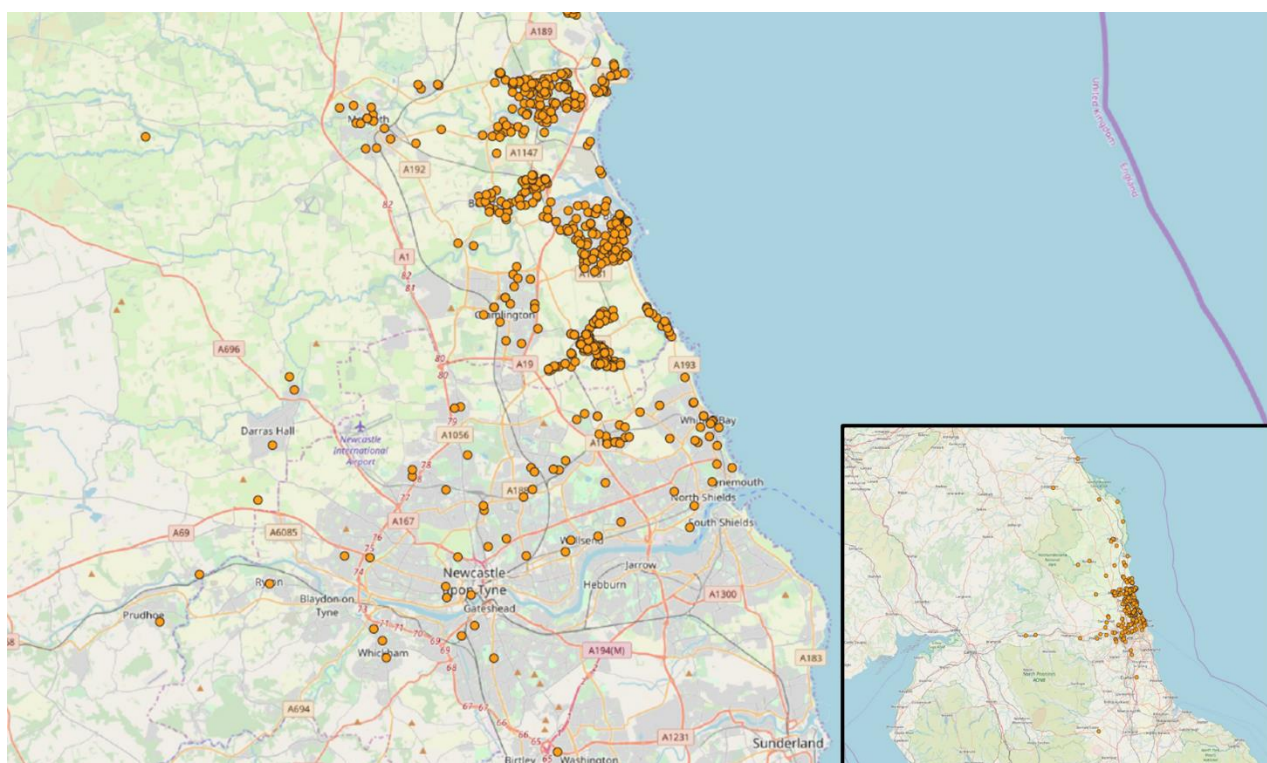
Figure 4: Respondent Age



Base: 963 NB 8 did not provide a response

- 3.4 The postcodes of the respondents have been mapped in **Figure 5**. From the postcodes provided, there was a high concentration of respondents located around Ashington, Bedlington, Blyth and Seaton Delaval. This demonstrated a good spread of responses along the whole corridor of the railway. Looking at the wider response area, there were also some responses further inland to the west of the line at Haltwhistle as well as to the south, close to Barnard Castle.

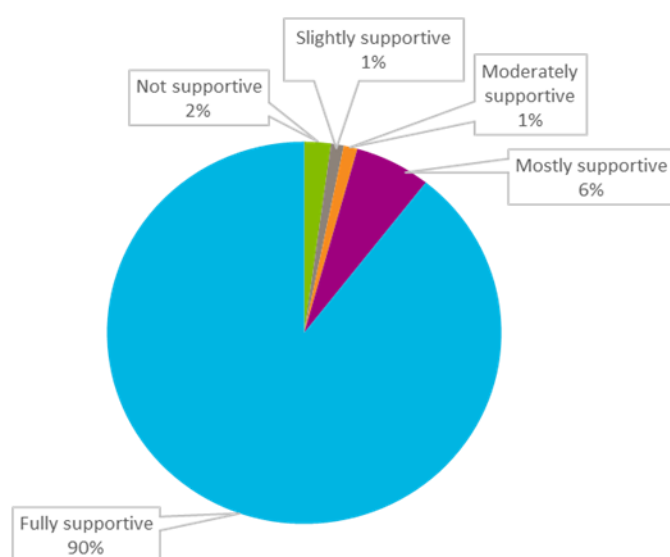
Figure 5: Postcode locations of respondents



Base: 971

- 3.5 Respondents were asked to what extent were they supportive of the proposed scheme. **Figure 6** shows a total of 96% (n=922) were supportive, this includes 89% being fully supportive and 6% being mostly supportive. Just 2% (n=21) were not supportive with a further 1% (n=10) stating they were slightly supportive. Those that were unsupportive were asked to provide further feedback.

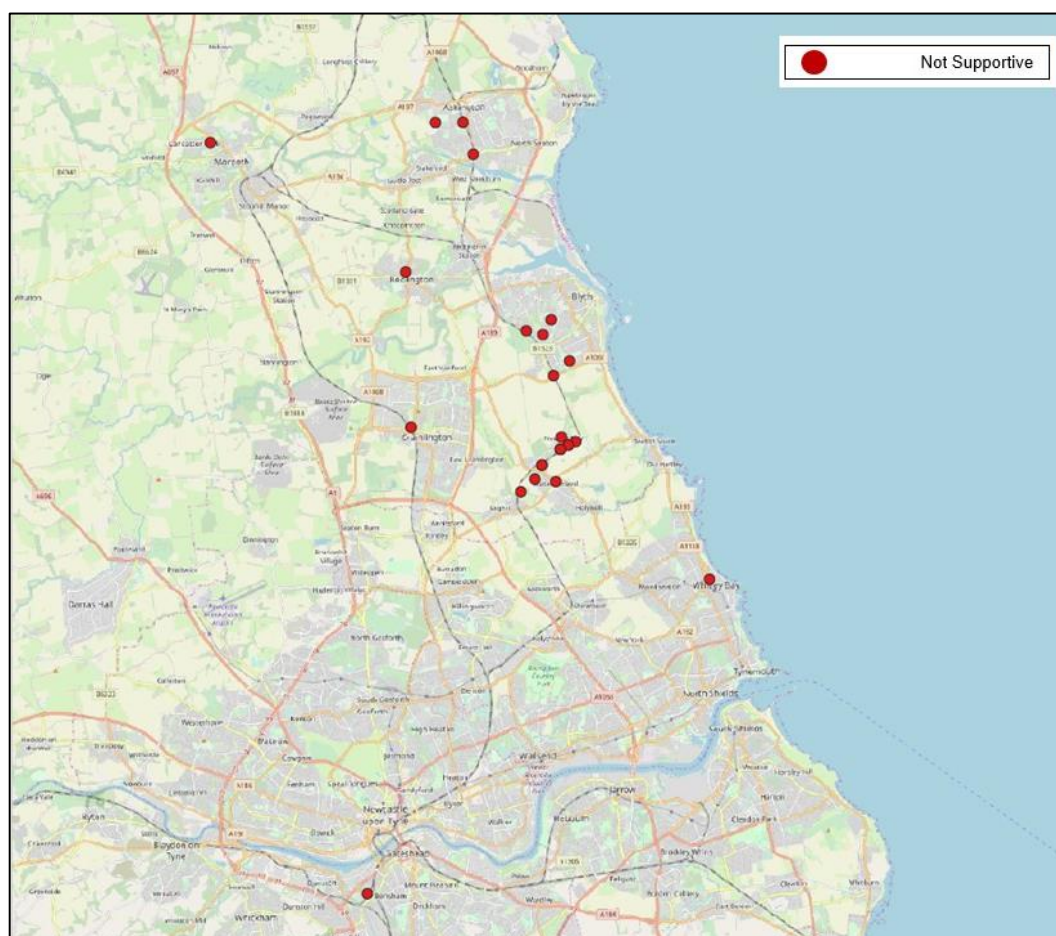
Figure 6: To what extent do you support the proposals to reopen the railway line between Ashington and Newcastle to passenger services?



Base: 964 NB: 7 did not provide a response

- 3.6 **Figure 7** maps respondents who were not supportive of the scheme. The map shows a cluster of postcodes located around the proposed Seaton Delaval station, highlighting that this station is of concern for residents.

Figure 7: Not supportive by location (postcode)



Base 31

- 3.7 A total of 31 respondents were provided with opportunity to provide feedback as to why they did not support the proposed new railway line. **Table 2** shows that the main reasons for not supporting the new railway line were mainly due to the increase in noise (n=7) from the introduction of more rail services and omitting other locations which could benefit from this new service (n=6).

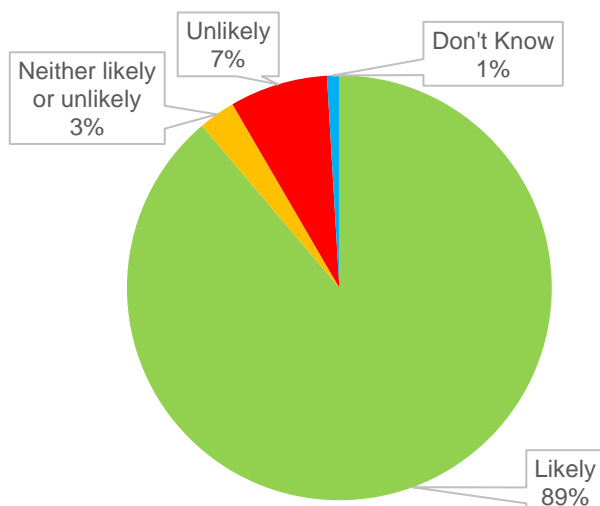
Table 2: If you are not supportive of the proposal, what are the reasons for this?

	n
Noise	7
Omitting other locations	6
Disapproval / Won't happen	5
Traffic	4
Disruption	4
Too frequent trains	3
Buses need improving	2
More frequent trains	2
Privacy	1
Pollution	1

Base: 25 NB, 6 did not provide a response, respondents could provide more than one answer.

- 3.8 All respondents were asked how likely they would be to use the rail service. Out of 965 respondents that provided an answer, 89% (n=857) stated that they would be likely to use the rail service with 69% stating that they would be 'very likely' as illustrated in **Figure 8**.

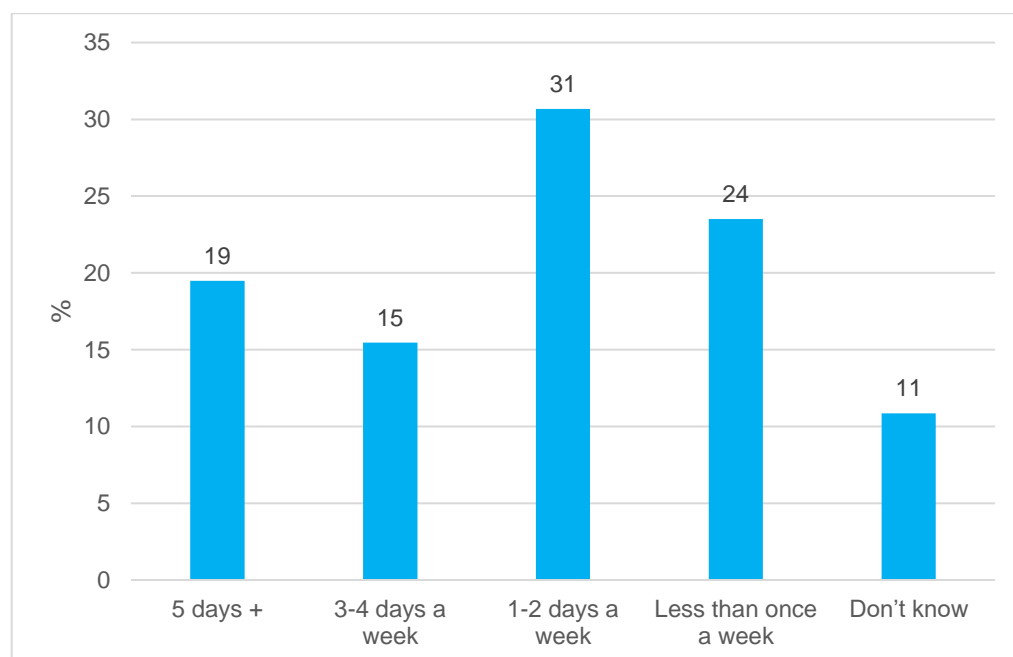
Figure 8: How likely are you to use the railway line?



Base: 965 NB 6 did not provide a response

- 3.9 All respondents (excluding those who were either 'unlikely' or 'very unlikely' to use the railway line) were asked how many times a week they would use the railway line. **Figure 9** shows two-thirds (65%, n=586) stated that they would use it at least once a week. Circa 1 in 3 respondents indicated that they would be regular users of the rail service more than 3 times a week.

Figure 9: How many times a week would you use the railway line?

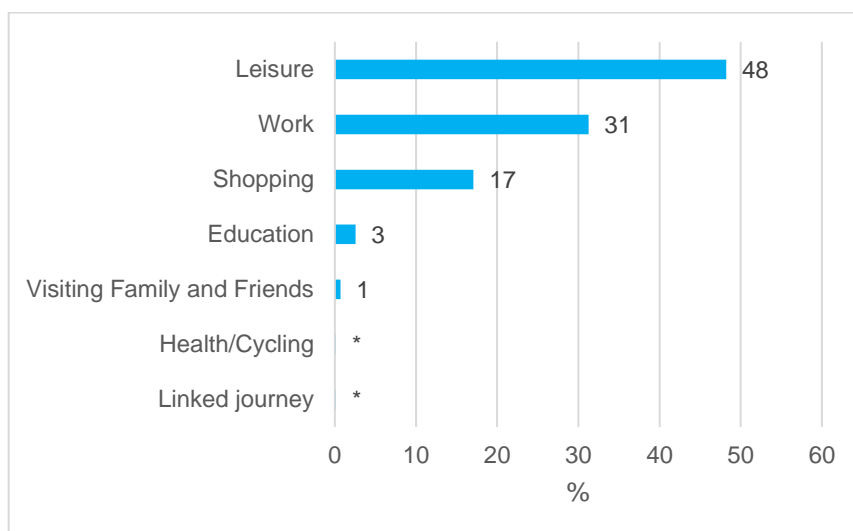


Base: 893

- 3.10 The main reasons for using the new rail service included leisure purposes 48% (n=418) and commuting 31% (n = 271). Respondents who were in the 34-54 age group were more likely to use the rail service for leisure purposes 43% (n=164), and they were the second highest age group who would use the new railway line for work 42% (n=157). Conversely those aged between 16 and 34 were significantly more likely to use the rail for commuting and educational purposes. It is worth noting that the numbers indicating commuting and education (34%), align with the number of respondents who indicated they would be regular users of the rail service more than 3 times a week (34%).

- 3.11 This helps to identify that usage of the railway line will provide economic benefits to the region by creating access to employment and provide the opportunity to encourage social activities in areas where this previously may not have been accessible.

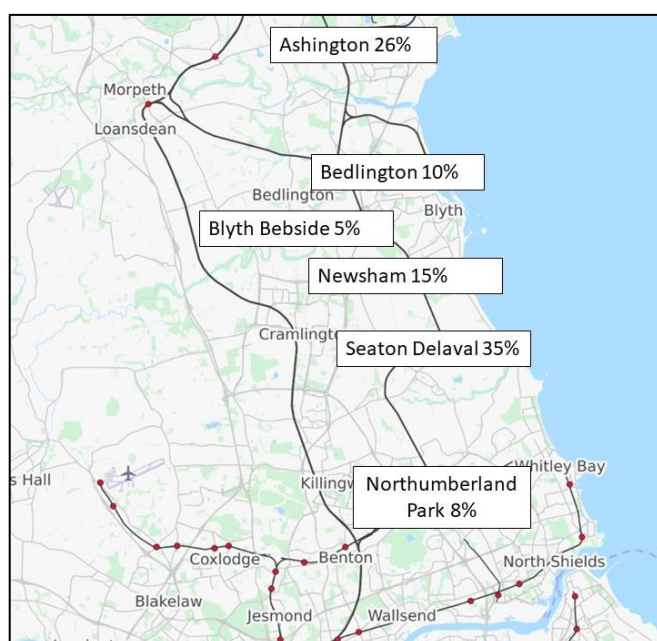
Figure 10: Which would be your main purpose when using the railway line?



Base: 867 NB 26 did not provide a response.

- 3.12 Respondents were asked which station they would board when using the railway line. Respondents could only pick one location. Over a third (35%), stated that they would board at Seaton Delaval and a fifth (26%) would board at Ashington. These figures are likely to reflect the location of the respondents to the stations (**Figure 5**), for example, there were a high concentration of respondents in Ashington and Seaton Delaval who could access these stations. Furthermore, the low percentage of people who stated they would board at the Northumberland Station would be due to the lower sample of respondents living close to the station.

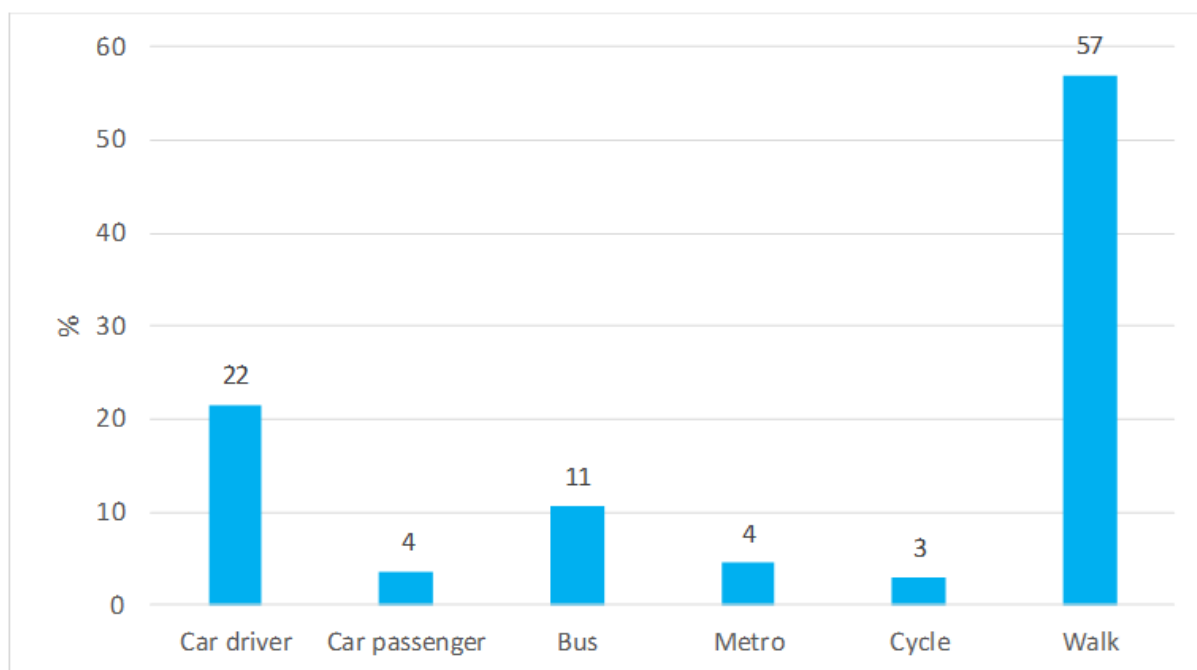
Figure 5: Which station will you board at?



Base: 891 NB: 2 did not provide a response

- 3.13 Respondents who stated that they would use the train were asked how they thought they would travel to the station. **Figure 12** illustrates that over half (57%) would walk, with just over a quarter (26%) driving.

Figure 6: How do you think you will travel TO the station?



Base: 893 NB: 6 did not provide a response

- 3.14 Those aged over 55 years were significantly more likely to drive to the station than those aged 35 to 54. Conversely, respondents aged 16 to 34 were significantly more likely to walk to the station than those aged 35 and over. Respondents that identified as having a disability were more likely to use the bus to get to the station. This highlights the importance of ensuring bus provision to the stations on the new line to ensure a level of accessibility for all.
- 3.15 Table 3 below shows that Bebside (42%) and Ashington (33%) are more likely to be accessed by car, whereas Seaton Delaval (78%) and Bedlington (63%) would be most likely to be accessed on foot.

Table 3: Mode expected to use to access station

		Ashington	Bedlington	Bebside	Newsham	Seaton Delaval	Northumberland Park
Expected Access mode	Car driver	33%	20%	42%	18%	14%	13%
	Car passenger	5%	6%	2%	6%	1%	3%
	Bus	17%	11%	10%	18%	4%	4%
	Metro	0%	0%	0%	0%	1%	51%
	Cycle	3%	0%	6%	3%	2%	5%
	Walk	42%	63%	40%	54%	78%	24%
	Base	235	87	48	130	316	75

- 3.16 **Table 4** gives the main reasons for using the rail service instead of their current mode of transport. Time (36%), environmental considerations (25%) and location of station relative to end destination, (22%) were the main reasons given.

Table 4: What is the main reason you would use the railway line instead of your current mode of transport?

	%
Time	36
Environmental considerations	25
Location of station relative to end destination	22
Cost	7
Poor health/disability	3
Enjoy trains/ Leisure	2
Safety	1
Convenience	1
Parking	1

Base: 880 NB 18 did not provide a response

- 3.17 Respondents were asked to provide feedback on what facilitates they would like to see at the train station and on the rail service. Respondents were asked to identify up to three different facilities in each case,

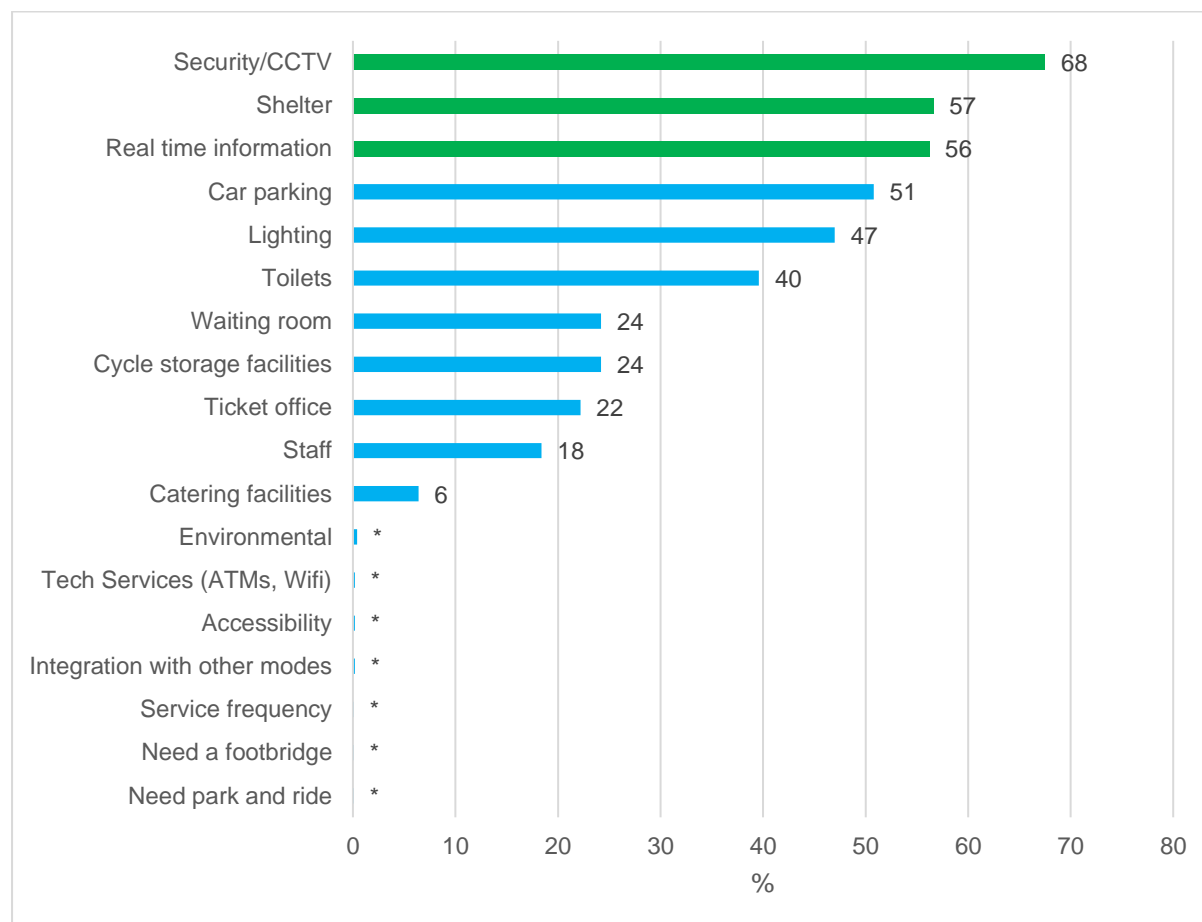
- 3.18 **Figure 13** provides an overview of the station facilities responses. The top three identified were:

- Security / CCTV (68%);
- Shelter (57%); and
- Real time information (56%).

- 3.19 **Figure 14** provides an overview of the rail service facilities responses. The top three identified were:

- Toilets (55%);
- WiFi (53%); and
- Real time information (53%).

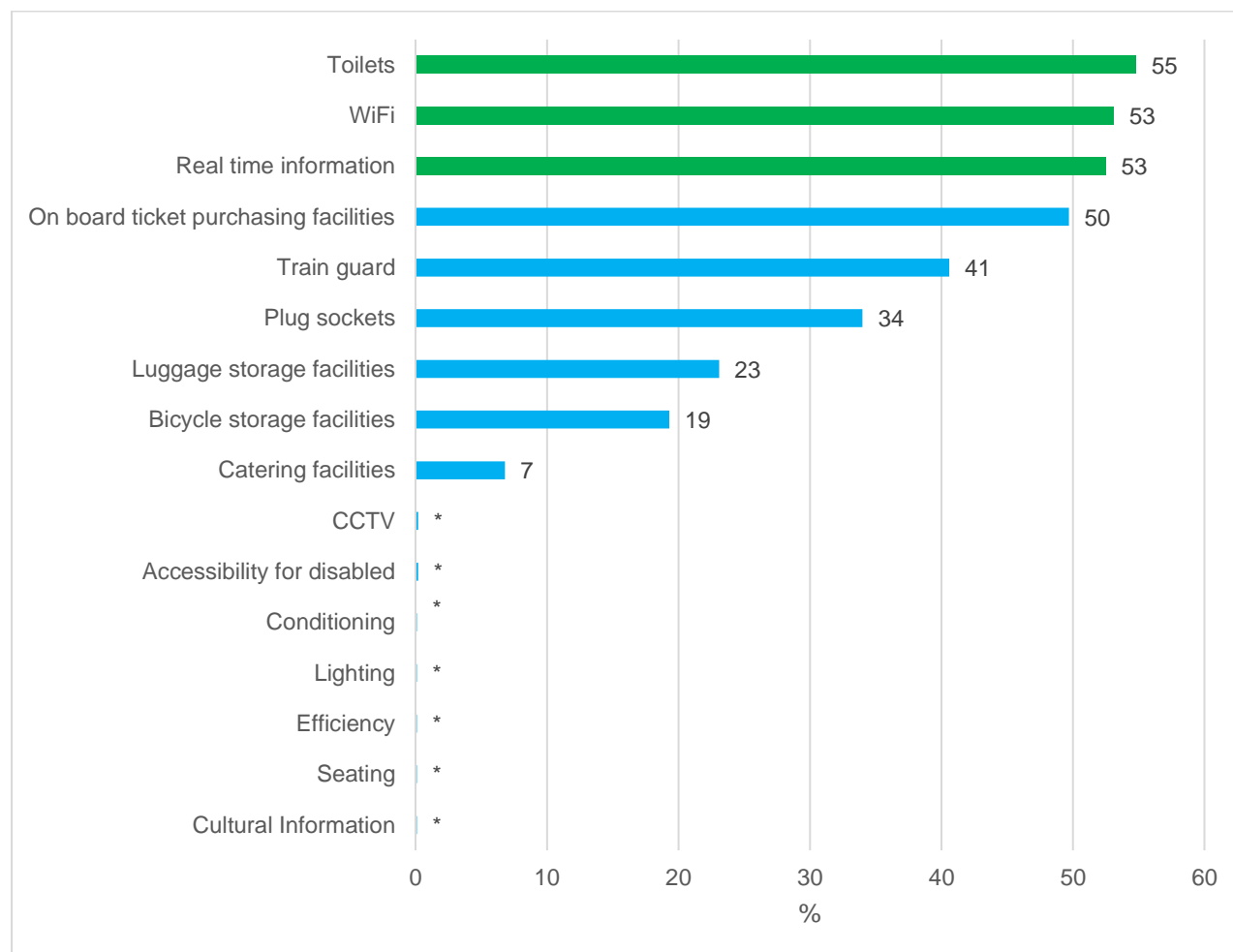
Figure 7: What facilities would you like to see at the train station?



Base: 893 NB respondent could provide more than one answer. '**Accessibility**' is in relation to providing disabled access at stations and '**Environmental**' refers to comments asking for recycling bins, electric vehicle charging points and gardens.

*less than 1 percent

Figure 8: What facilities would you like to see on the rail service?

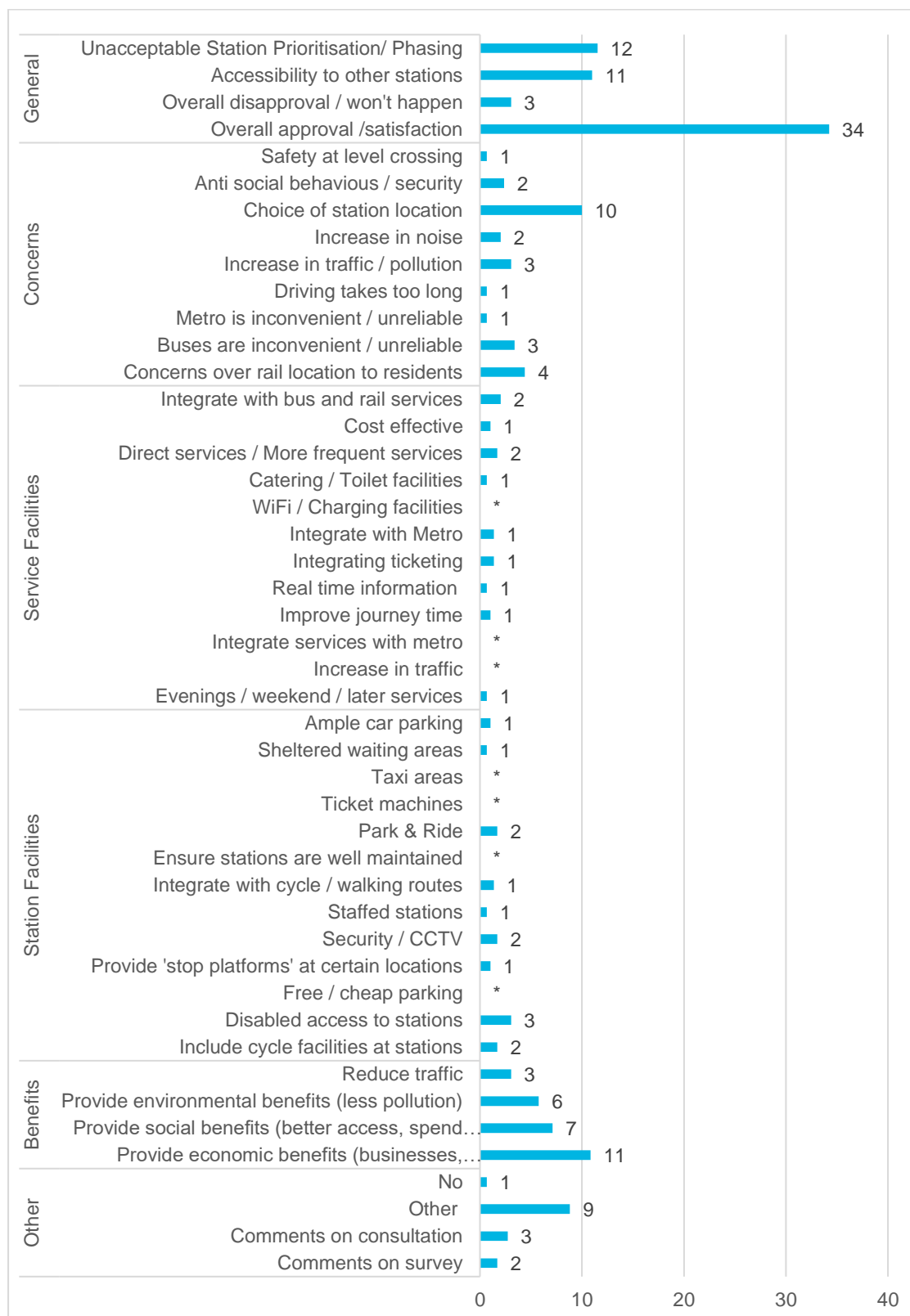


Base: 874 NB 19 did not provide a response. '**Conditioning**' refers to respondents asking for heating / air conditioning on services.

*less than 1 percent

3.20 The survey concluded with the opportunity for all respondents to provide feedback or comments on the proposed scheme. A total of 30% (n=295) of respondents provided further comments. **Figure 15** provides an overview of the responses received. There was a consideration amount of feedback that simply expressed support for the scheme as a whole (34%). In addition, a number of respondents identified that the new line would provide wider accessibility to other stations on the rail network and wider accessibility within the region (11%).

Figure 9: Are there any other comments you would like to make?

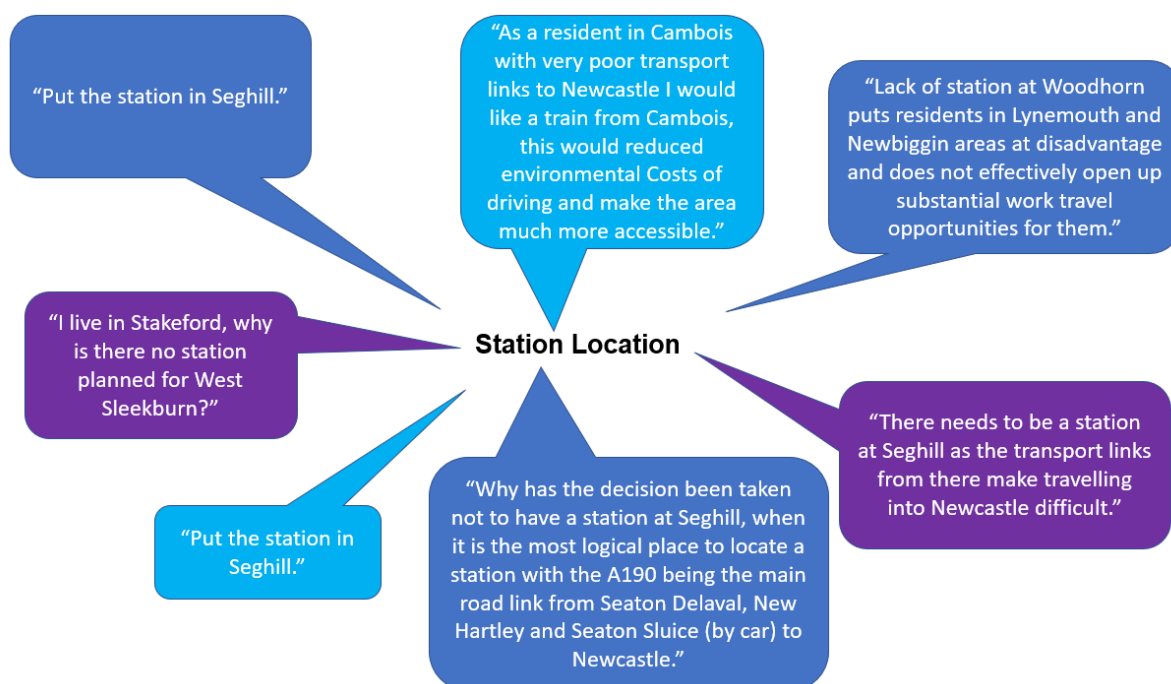


Base: 295 NB respondents could provide more than one response. ‘

*less than 1 percent

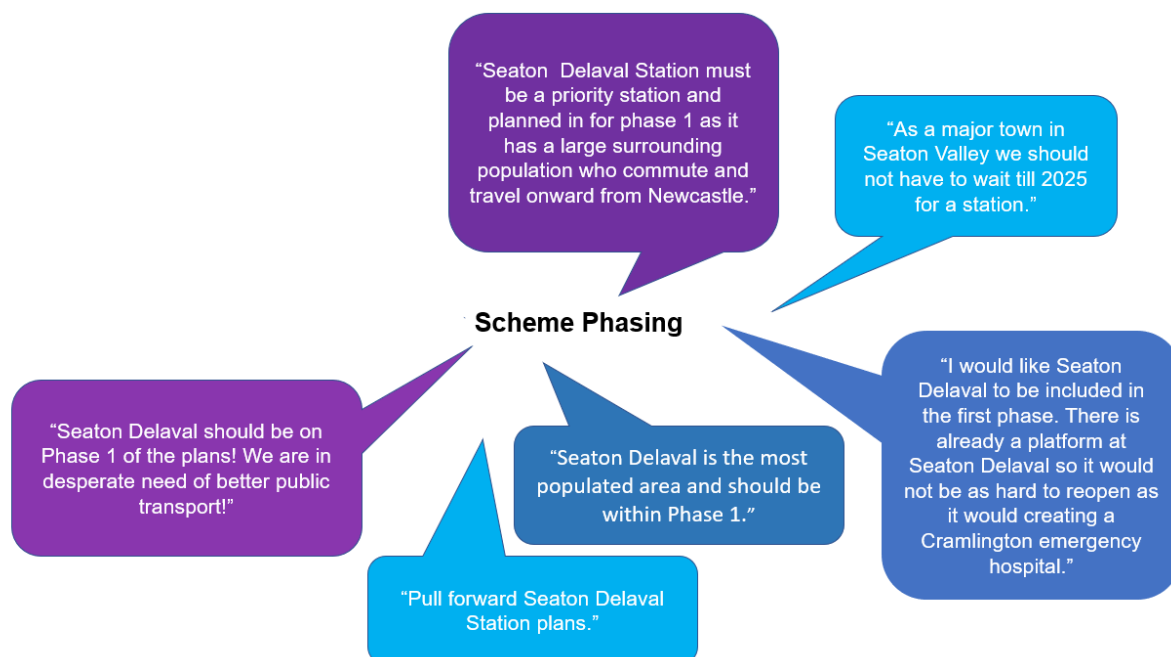
3.21 The highest rated concern was identified as the choice of station location. Some respondents queried the access to stations and other potential stations along the route. **Figure 15** provides a snapshot of some of the comments received which in particular highlights some concerns from residents of Seghill regarding the lack of a station site proposed for that location.

Figure 10: Concerns over Station Location



- 3.22 Further analysis identified that in addition to other locations being of concern for residents, the phasing of the development was considered an issue. Respondents who were most unsupportive of the proposed scheme were located around Seaton Delaval, it highlights that a key concern for these objections may be due to the phasing, with comments identifying that the Seaton Delaval station should be under Phase 1. **Figure 16** provides some of the feedback received.

Figure 11: Concerns over Development Phasing.



- 3.23 Feedback from the survey has also raised concerns about noise pollutions for residents located directly near the line. These concerns can be addressed as part of the next stage of the scheme development.

4. Summary

- 4.1 Northumberland County Council have engaged with stakeholders and wider communities to obtain feedback on the introduction of the Northumberland Line to passenger services. To reach out and obtain as many responses as possible, different media and approaches were employed, including online surveys and drop in sessions. In order to further the responses obtained, these were advertised on websites and local newspapers. As a consequence, nearly 1,000 responses were obtained, which provides an invaluable source of information to assist in:
- Developing the scheme and planning the service;
 - Establishing and developing the likely usage profiles;
 - Determine how the services would be used (employment, access to leisure facilities etc);
 - Understand the age profiles most likely to use the service
 - Determining additional provision of services to promote greater use (such as providing bus access to the rail stations); and
 - Identifying any issues with the proposals, which need to be addressed during the next stages of scheme development.
- 4.2 Encouragingly, the majority of the respondents were in favour of the new rail service and indicated that they were likely to use it at least one day every week. There were a number of concerns raised regarding the proposed phasing of the scheme, with some respondents questioning the proposed delivery of Seaton Delaval station in phase 2. The aspiration of NCC is to deliver the full scheme, and the delivery of the scheme is only being planned in phases to align with potential funding streams.
- 4.3 On balance, there was overwhelming support for the scheme from those respondents taking part in the survey, both online and at the drop in sessions. Where concerns were raised, these will be taken on board and assessed during the next stage of scheme development.

Appendix A Display Board Visuals

Appendix B Paper Survey

Public Consultation – Northumberland Line

The reintroduction of passenger services on the railway line between Ashington and Newcastle is a key priority of Northumberland County Council (NCC), to improve connectivity within, and beyond, South East Northumberland. We want to know what you think of the proposals and how you think the service and facilities should be developed. Please answer the questions below to help inform the development of the scheme.

Your response to this questionnaire is being collected by AECOM on behalf of Northumberland County Council (NCC).

NCC and AECOM process your personal data as joint data controllers because it is necessary to have a company independent from the council to analyse the data and as the study is in the public interest, NCC wish to exercise their right to process personal data.

Personal information retained by, or submitted to, Northumberland County Council is governed and protected by the General Data Protection Regulation 2018 (GDPR). This means only necessary information will be kept accurately, safely and securely. Northumberland County Council is registered on the public register of data controllers, with the registration number Z1727733. Please direct all data protection queries to

informationgovernance@northumberland.gov.uk

Data collected from this questionnaire will be aggregated, so you will not be identified. Anonymised data will be shared with local authorities, academic institutions or contractors working on behalf of Northumberland County Council for the development of the Northumberland Railway Line and research purposes. All survey responses containing personal data will be deleted within two years of the closure of the survey.

Further information about data privacy and your rights under the General Data Protection Regulation (the “GDPR”) can be found at the ICO website (data protection regulator) ico.org.uk/for-the-public.

Proposals

ASK ALL

Q1. To what extent do you support the proposals to reopen the railway line between Ashington and Newcastle to passenger services? Please tick one only

- | | |
|-----------------------|----------------------------|
| Not supportive | <input type="checkbox"/> 1 |
| Slightly supportive | <input type="checkbox"/> 2 |
| Moderately supportive | <input type="checkbox"/> 3 |
| Mostly supportive | <input type="checkbox"/> 4 |
| Fully supportive | <input type="checkbox"/> 5 |

IF CODES 1 OR 2 AT Q1

Q2: If you are not supportive of the proposals, what are the reasons for this? Please include as much detail as possible

Q3: How likely are you to use the railway line? Please tick one only

- | | |
|----------------------------|----------------------------|
| Very likely | <input type="checkbox"/> 1 |
| Likely | <input type="checkbox"/> 2 |
| Neither likely or unlikely | <input type="checkbox"/> 3 |
| Unlikely | <input type="checkbox"/> 4 |
| Very unlikely | <input type="checkbox"/> 5 |
| Don't know | <input type="checkbox"/> 6 |

If CODE 4 or CODE 5 at Q3, there is no need to complete the following questions so go to Q12.

Q4: How many times a week would you use the railway line? Please tick one only

- | | | | |
|-----------------|----------------------------|-----------------------|----------------------------|
| 5 days or more | <input type="checkbox"/> 1 | Less than once a week | <input type="checkbox"/> 4 |
| 3-4 days a week | <input type="checkbox"/> 2 | Don't know | <input type="checkbox"/> 5 |
| 1-2 days a week | <input type="checkbox"/> 3 | | |

Q5a: What purposes would you use the railway line for? Please tick all that apply

- | | |
|------------------------|----------------------------|
| Work | <input type="checkbox"/> 1 |
| Leisure | <input type="checkbox"/> 2 |
| Shopping | <input type="checkbox"/> 3 |
| Education | <input type="checkbox"/> 4 |
| Other (please specify) | <input type="checkbox"/> 5 |

Q5b. Of these, which would be your main purpose when using the railway line? Please tick one only

- | | |
|------------------------|----------------------------|
| Work | <input type="checkbox"/> 1 |
| Leisure | <input type="checkbox"/> 2 |
| Shopping | <input type="checkbox"/> 3 |
| Education | <input type="checkbox"/> 4 |
| Other (please specify) | <input type="checkbox"/> 5 |

Q6: Which station will you board at? Please tick one only

- | | |
|---------------------|----------------------------|
| Ashington | <input type="checkbox"/> 1 |
| Bedlington | <input type="checkbox"/> 2 |
| Bebside | <input type="checkbox"/> 3 |
| Newsham | <input type="checkbox"/> 4 |
| Seaton Delaval | <input type="checkbox"/> 5 |
| Northumberland Park | <input type="checkbox"/> 6 |

Q7a: How do you think you will travel TO the station? If you'd use more than one type of transport, then please pick the one you would use most regularly

- | | |
|---------------|----------------------------|
| Car driver | <input type="checkbox"/> 1 |
| Car passenger | <input type="checkbox"/> 2 |
| Bus | <input type="checkbox"/> 3 |
| Metro | <input type="checkbox"/> 4 |
| Cycle | <input type="checkbox"/> 5 |
| Walk | <input type="checkbox"/> 6 |

Q7b. Will you use the same type of transport to travel from the station? Please tick one only

- | | |
|------------|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Don't know | <input type="checkbox"/> 3 |

If NO at Q7b.

Q7c: How do you think you will travel FROM the station? If you'd use more than one type of transport, then please pick the one you would use most regularly

- | | |
|---------------|----------------------------|
| Car driver | <input type="checkbox"/> 1 |
| Car passenger | <input type="checkbox"/> 2 |
| Bus | <input type="checkbox"/> 3 |
| Metro | <input type="checkbox"/> 4 |
| Cycle | <input type="checkbox"/> 5 |
| Walk | <input type="checkbox"/> 6 |

Q8: How do you currently make trips for the main purpose selected in Q5b? Please tick one only

- | | |
|---------------------------|----------------------------|
| Car (driver) | <input type="checkbox"/> 1 |
| Car (passenger) | <input type="checkbox"/> 2 |
| Rail (other railway line) | <input type="checkbox"/> 3 |
| Bus | <input type="checkbox"/> 4 |
| Metro | <input type="checkbox"/> 5 |
| Cycle | <input type="checkbox"/> 6 |
| Walk | <input type="checkbox"/> 7 |

Q9: What is the main reason you would use the railway line instead of your current mode of transport? Please tick one only

- | | |
|---|----------------------------|
| Time | <input type="checkbox"/> 1 |
| Cost | <input type="checkbox"/> 2 |
| Safety | <input type="checkbox"/> 3 |
| Poor health/ disability | <input type="checkbox"/> 4 |
| Environment | <input type="checkbox"/> 5 |
| Location of station relative to end destination | <input type="checkbox"/> 6 |
| Other (please specify) | <input type="checkbox"/> 7 |

Q10: What facilities would you like to see at the train station? (Of the list below, please tick the three that are the most important)

- | | | | |
|--------------------------|----------------------------|------------------------|-----------------------------|
| Car parking | <input type="checkbox"/> 1 | Lighting | <input type="checkbox"/> 8 |
| Cycle storage facilities | <input type="checkbox"/> 2 | Security/ CCTV | <input type="checkbox"/> 9 |
| Real time information | <input type="checkbox"/> 3 | Catering facilities | <input type="checkbox"/> 10 |
| Waiting room | <input type="checkbox"/> 4 | Ticket office | <input type="checkbox"/> 11 |
| Shelter | <input type="checkbox"/> 5 | Other (please specify) | <input type="checkbox"/> 12 |
| Toilets | <input type="checkbox"/> 6 | | |
| Staff | <input type="checkbox"/> 7 | | |

Q11: What facilities would you like to see on the rail service? (Of the list below, please tick the three that are the most important)

- | | | | |
|----------------------------|----------------------------|---------------------------------------|-----------------------------|
| Wi-fi | <input type="checkbox"/> 1 | Toilet | <input type="checkbox"/> 7 |
| Plug sockets | <input type="checkbox"/> 2 | Train guard | <input type="checkbox"/> 8 |
| Bicycle storage facilities | <input type="checkbox"/> 3 | On board ticket purchasing facilities | <input type="checkbox"/> 9 |
| Luggage storage facilities | <input type="checkbox"/> 4 | Other (please specify) | <input type="checkbox"/> 10 |
| Real time information | <input type="checkbox"/> 5 | | |
| Catering facilities | <input type="checkbox"/> 6 | | |

ASK ALL

Q12: Are there any other comments you would like to make?

Demographic Section

D1. Which one of these age groups are you in? Please tick one only

- | | | | |
|----------|----------------------------|-------|----------------------------|
| Under 16 | <input type="checkbox"/> 1 | 45-54 | <input type="checkbox"/> 6 |
|----------|----------------------------|-------|----------------------------|

16-17	<input type="checkbox"/> 2	55-64	<input type="checkbox"/> 7
18-24	<input type="checkbox"/> 3	65-74	<input type="checkbox"/> 8
25-34	<input type="checkbox"/> 4	75+	<input type="checkbox"/> 9
35-44	<input type="checkbox"/> 5	Prefer not to say	<input type="checkbox"/> 10

D2. Which of the following describes how you think of yourself? Please tick one only

- Woman ☐1
- Man ☐2
- Prefer another term ☐3
- Prefer not to say ☐4

ASK ALL

OPEN RESPONSE

D3. Please provide your home postcode below (UK postcodes only). *This will be used for analysis purposes and to understand which areas in the North East are responding to this survey. Be assured that this will not be used to identify or contact you. These details will never be shared beyond the remit of this research.*

ASK ALL

SINGLE CODE

D4. Are your day-to-day activities limited because of a health problem or disability? Please tick one only

- Yes, limited a lot ☐1
- Yes, limited a little ☐2
- No ☐3
- Prefer not to say ☐4

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