

## 2019 Passenger Count - Headlines

- A **24% increase** in overall passenger numbers from 2018 to 2019
- This follows a 27% and 31% increase in the two previous years
- A predicted annual passenger figure of around 124,000
- Passenger numbers have trebled in the ten year lifetime of FroPS
- This year's increase is mostly resulting from commuters moving to earlier peak trains – with the high peak remaining the same
- Still no current or planned improvements in train capacity or frequency from the Operator – in fact capacity is actually being slightly reduced

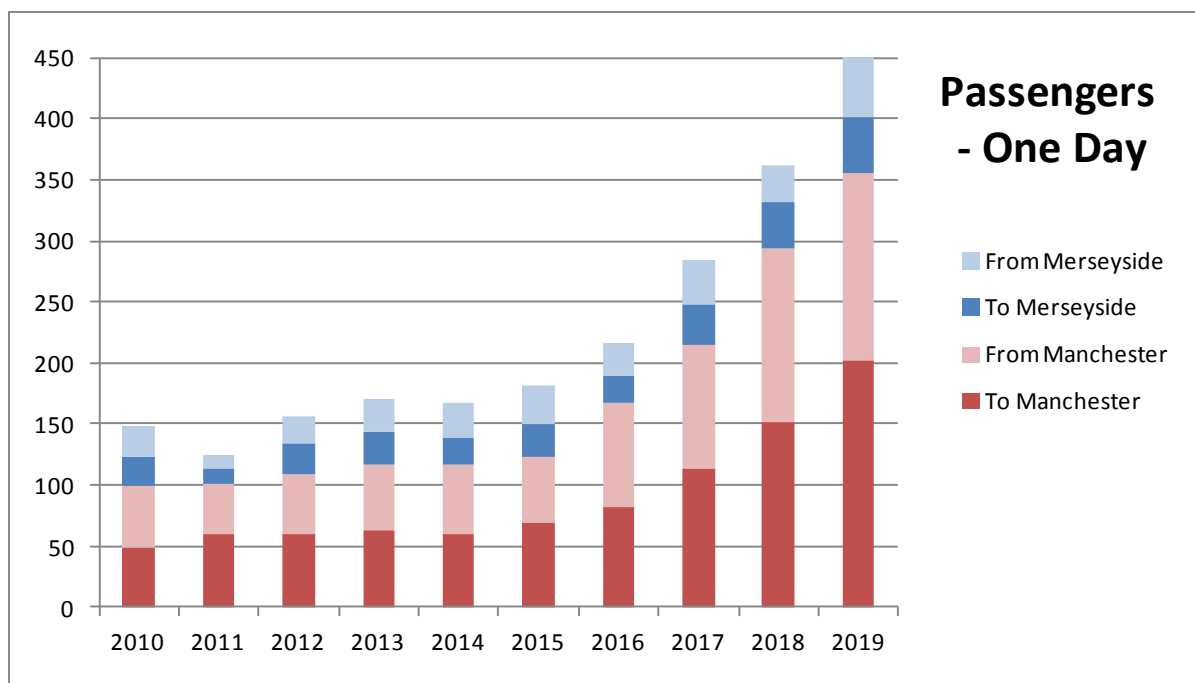
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## Passenger Count by Direction

These figures are the actual counts recorded by the Friends of Patricroft Station, each year, on one Thursday.

Year	Passengers				Total
	To Manchester	From Manchester	To Merseyside	From Merseyside	
2010	48	52	23	26	149
2011	59	42	12	12	125
2012	60	49	25	22	156
2013	63	54	27	26	170
2014	60	56	23	29	168
2015	69	54	27	32	182
2016	82	86	21	28	217
2017	113	102	33	37	285
2018	152	141	39	30	362
2019	202	153	47	48	450



- The counts are normally done in June or July. In 2018 the count was done in September, due to the service collapse in May and temporary timetable in June/July meaning no valid count could be performed then.
- The 2011 figures are low and seem to be incomplete.

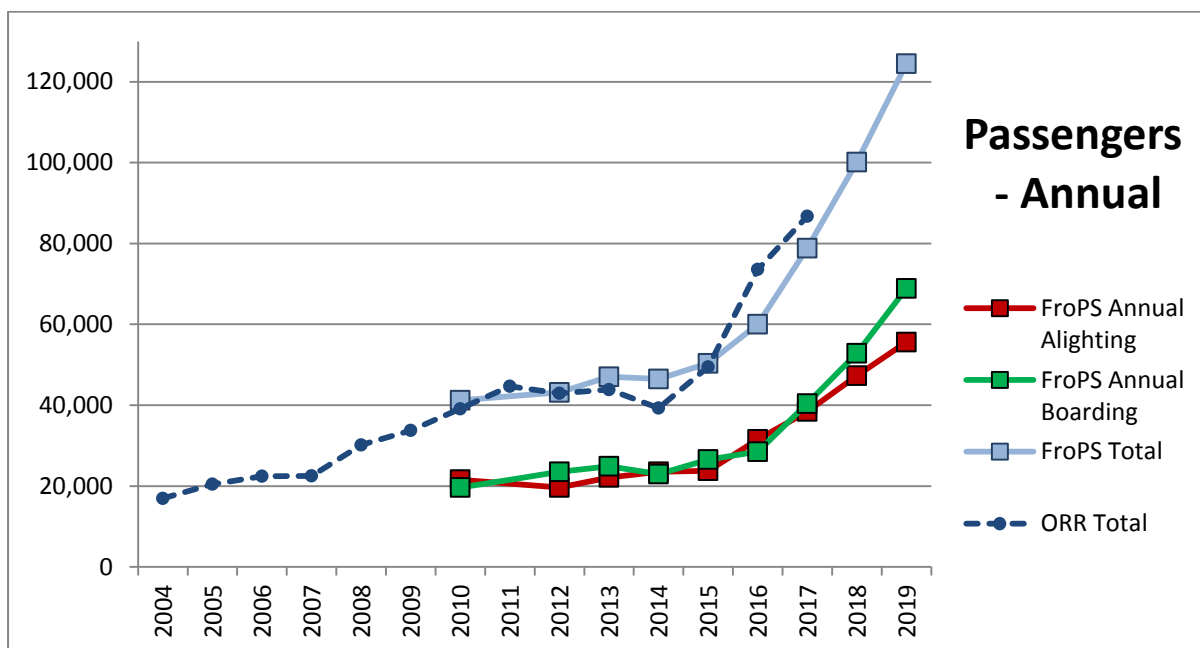
## Annual Passenger Totals

The one-day counts can be scaled up to give projected annual totals. Also shown for comparison are the official figures compiled by the **Office of Rail and Road**:

<http://orr.gov.uk/statistics/published-stats/station-usage-estimates>

The FroPS annual figures have been scaled to 'best-fit' the previous ORR figures.

Year	FroPS Annual Alighting	FroPS Annual Boarding	FroPS Total	FroPS Change	ORR Total	ORR Change
2004					16,945	
2005					20,471	+21%
2006					22,440	+10%
2007					22,516	+0%
2008					30,160	+34%
2009					33,766	+12%
2010	21,575	19,639	41,215		39,092	+16%
2011				+2%	44,684	+14%
2012	19,639	23,512	43,151	+2%	42,946	-4%
2013	22,129	24,895	47,023	+9%	43,852	+2%
2014	23,512	22,958	46,470	-1%	39,298	-10%
2015	23,788	26,554	50,343	+8%	49,468	+26%
2016	31,533	28,491	60,024	+19%	73,596	+49%
2017	38,449	40,385	78,833	+31%	86,744	+18%
2018	47,300	52,832	100,132	+27%		
2019	55,598	68,875	124,474	+24%		



- The FroPS 2011 count seems to be an anomaly, so has been removed from the trend.
- The ORR has yet to publish statistics for the years including September 2018 and June 2019.

## Service Types and Performance

Of the **40** train services due to run on the 20<sup>th</sup> June 2019:

- 20 were Electric 4 car (319)
- 13 were Electric 3 car (323)
- 5 were Diesel 4 car (150+142)
- 2 were Bus substituted

This is an increase in the number of 3 car EMUs on the line since last year, when there were 6. When combined with the 5 Diesel services, where one unit is a short 142 class, this means that 18 out of 38 trains were running with a lower capacity than the previous service of 100% 4-car units.

In combination with the timetable change in 2018, when two services in each direction were removed, this means that the current franchise has now **reduced** weekday passenger capacity at Patricroft by **14%** since taking over in 2016, while passenger demand has doubled.

## Lateness

Live train timing can be obtained using the rail industry's own records of the services through Patricroft. Of the trains that ran:

- Trains from Liverpool were on average 3½ minutes late, with the worst being 21 minutes late
- Trains from Manchester were on average 2 minutes late, with the worst being 9 minutes late

Using the industry standard allowances, which state that delays of up to 5 minutes are regarded as being "on-time":

- 2 trains were **early**
- 29 trains were **on time**
- 7 trains were **late**

This is a slight improvement on last year's performance.

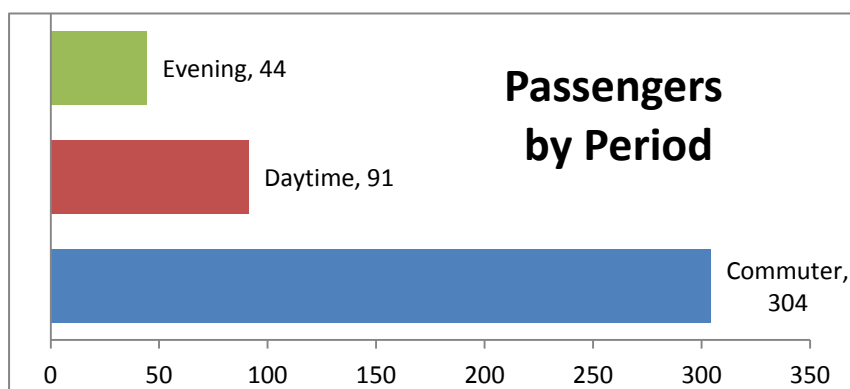
### Service Patterns

There have been no changes to the service patterns between 2018 and 2019. An extra Northern service is now running on this line, between Chester and Leeds, but does not stop at Patricroft.

There are also no known plans for future service changes at Patricroft in the Arriva Northern franchise, which runs until 2025.

### Passenger Patterns

Passenger patterns remain the same as last year – dominated by commuting



While commuting continues to increase, the effect of the high-peak overcrowding is showing in the figures:

Hours	2017	2018	2019	Change
05:30 - 06:29	2	9	18	100%
06:30 - 07:29	17	28	40	43%
07:30 - 08:29	24	41	40	-2%
08:30 - 09:29	24	20	23	15%

The numbers catching the 8:12 train to Manchester have not increased – as it is full. Instead, there has been a large increase in those having to start their day earlier.

One anomaly in this year’s figures is that 49 more people went to Manchester than came back. It is not known if they returned on the late services (that were not surveyed), made alternative arrangements (eg taxis) or were not returning at all.

## Passenger Patterns

