

2015 Passenger Count - Headlines

- A **9% increase** in overall passenger numbers from 2014 to 2015.
- The morning rush-hour peak to Manchester has been 'squashed' by the previous service changes and overcrowding, with only half as many people on the 8am train as all previous years, but more travelling earlier.
- The May 2015 timetable has increased the number of carriages in the morning rush hour, hopefully solving the above problem once the potential passengers are aware.
- 20% more people travel to Manchester than come back – do some not trust the late night services?

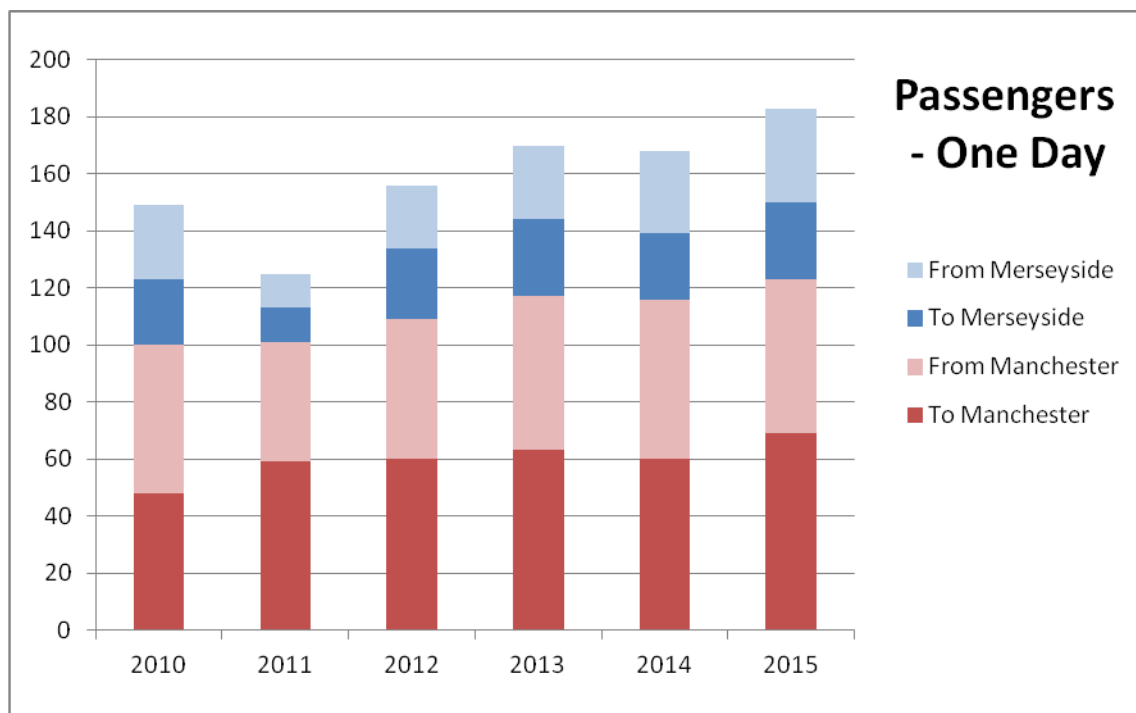
Report Contents

- Passenger Count by Direction
- Annual Passenger Totals
- Service Types and Performance
- Service Patterns
- Passenger Patterns
- Passenger Comments

Passenger Count by Direction

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

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	33	183



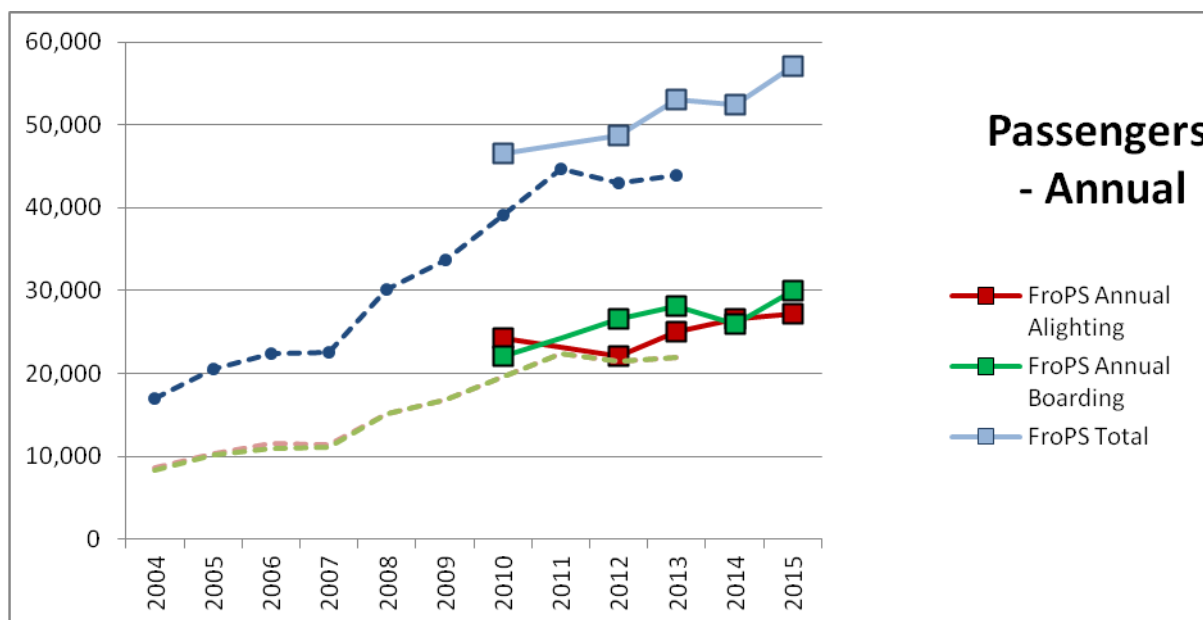
The 2011 figures are low and seem to be incomplete.

Annual Passenger Totals

Based on services running 6 days a week for 52 weeks, the one-day counts can give projected annual totals. Also shown for comparison are the figures compiled by the Office of Rail Regulation:

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

Year	FroPS Annual Alighting	FroPS Annual Boarding	FroPS Total	Change	ORR Alighting	ORR Boarding	ORR Total
2004					8,684	8,260	16,945
2005					10,310	10,162	20,471
2006					11,493	10,947	22,440
2007					11,487	11,029	22,516
2008					15,080	15,080	30,160
2009					16,883	16,883	33,766
2010	24,336	22,152	46,488		19,546	19,546	39,092
2011	23,244	24,336	47,580	+2%	22,342	22,342	44,684
2012	22,152	26,520	48,672	+2%	21,473	21,473	42,946
2013	24,960	28,080	53,040	+9%	21,926	21,926	43,852
2014	26,520	25,896	52,416	-1%			
2015	27,144	29,952	57,096	+9%			



Notes:

- 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 June 2014 and June 2015.
- The ORR used to produce separate counts for Alighting and Boarding, but now assume them to be the same. As we have shown, this is not the case.

Service Types and Performance

Of the **45** train services due to run on the 18th June 2015:

- **33** were Electric
- **9** were Diesel
- **1** was a bus
- **2** were cancelled

Live train timing can be obtained using the rail industry's own records of the services through Eccles station (Patricroft does not have timing records). Of the trains that ran:

- Trains from Liverpool were on average **2** minutes late, with the worst being 11 minutes late
- Trains from Manchester were on average **5** minutes late, with the worst being 12 minutes late

Using the industry standard allowances of up to 5 minutes late being "on-time":

- **2** trains left **early**
- **30** trains were **on time**
- **10** trains were **late**

Service Patterns

The pattern of services calling at Patricroft station was changed in the May 2014 timetable recasting, removing peak-time morning services, with one service added back in May 2015. In addition, this May saw the introduction of 4-car electric trains to replace most of the 2-car diesel trains previously used.

This should partly solve the overcrowding seen in 2014/2015. The problem with the previous calling pattern is shown better when looking at the carriages available per half-hour:

Number of Carriages To Manchester, Morning Peak						
Half-Hours	2010	2011	2012	2013	2014	2015
07:00 - 07:29					2	4
07:30 - 07:59	2	2	2	2		
08:00 - 08:29	2	2	2	2	2	4
08:30 - 08:59	2	2	2	2		2
09:00 - 09:29					2	4
Total Carriages	6	6	6	6	6	14

While the loss of the 07:30 train is still a problem for some commuters, the number of carriages available in the **crucial 7:30 – 8:30 period** has been restored. The 8:30 service should also become a 4-car electric train later this year.

There have been no other changes to the timetable this year. The next major change is expected to be at some point between December 2016 and December 2017, which will depend on:

- The progress of the electrification and tracks works in Salford, including the delayed Ordsall chord.
- Any changes implemented by the new franchise operators for both Northern and TPE.

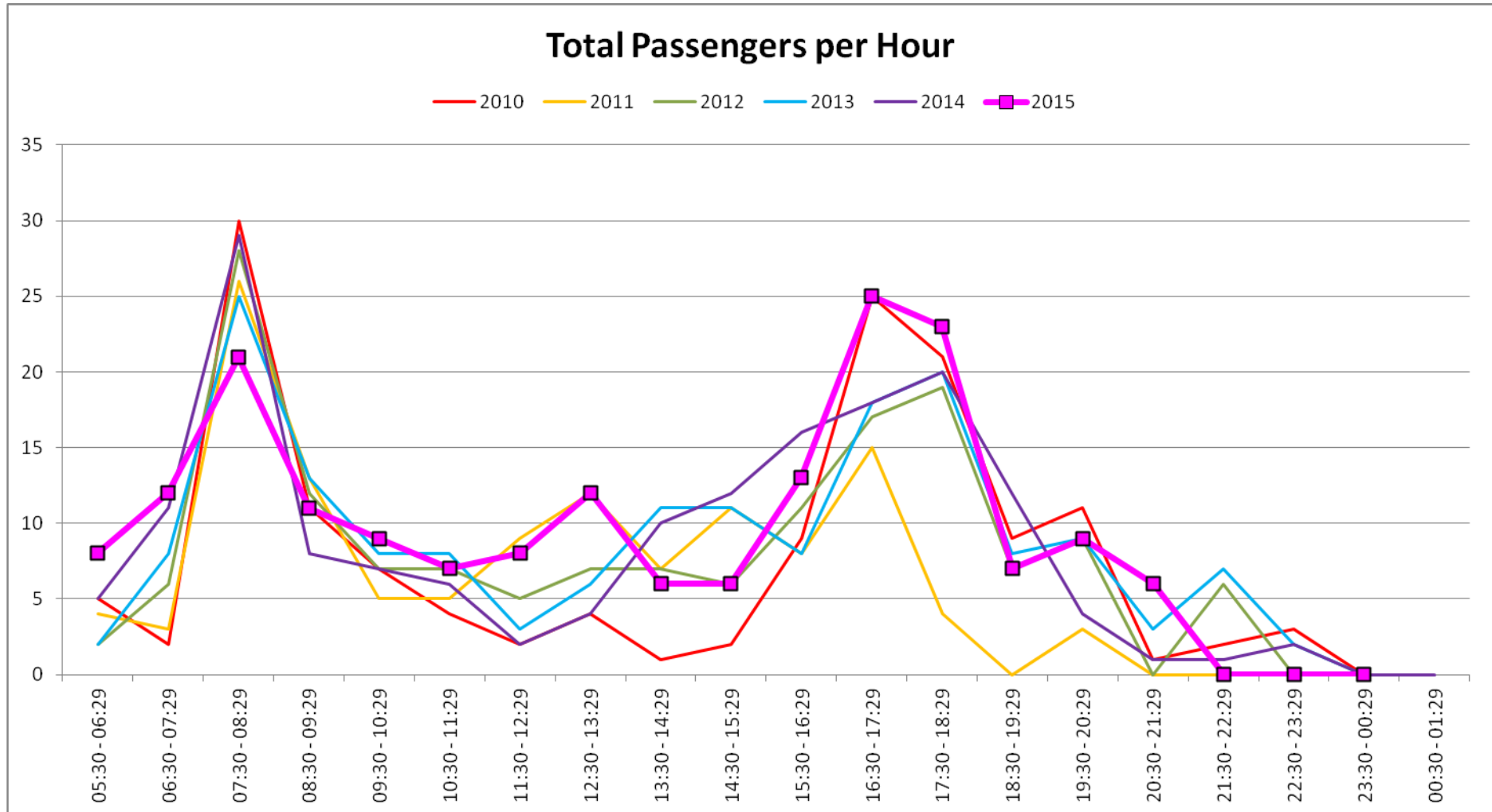
Passenger Patterns

The effect of the morning rush-hour overcrowding can be seen in the passenger numbers:

Number of Passengers To Manchester, Morning Peak						
Hours	2010	2011	2012	2013	2014	2015
05:30 - 06:29	0	0	0	0	3	4
06:30 - 07:29	0	1	1	3	4	6
07:30 - 08:29	18	16	15	14	16	9
08:30 - 09:29	10	11	8	9	4	4
Total	28	28	24	26	27	23

People are either travelling earlier to avoid the '8am crush' or not using the train at all at this time. Given that the service got worse on 2014, and has improved in 2015, there is clearly a delay in these changes to passengers' choice of travelling patterns.

Passenger Patterns



Passenger Comments

The following comments were made by passengers to the FroPS volunteers during the day about the station:

- The bike rails would be more useful if they weren't so close to the wall and hand-rail
- It's nice, it feels safe
- Trains are much nicer than when I was younger – they're quite luxurious now
- I like the planters and flower beds and when they get more murals up it will look really nice
- Better here with Northern Rail than in Birmingham
- I use Eccles too but Patricroft is often more convenient
- We hate Network Rail for getting rid of bike storage
- It would be good to be able to pay at the station
- A Sunday service would be good
- How do disabled people get on here?
- The last train could be later as we will have to leave our concert early