

King's Lynn Transport Interchange
Post Project User Survey

March 2016

Regeneration & Economic Development

Borough Council of
**King's Lynn &
West Norfolk**



Background

The borough council received Section 106 funding from Sainsbury's PLC and Tesco Stores Ltd (totalling £1m) to improve the bus station and pedestrian links to King's Lynn Railway Station. The purpose of the funding was to mitigate the impact of the out of town retail development on King's Lynn Town Centre.

An initial user survey was carried out in December 2013 which was used to gauge public opinion on what the users envisaged as being priorities for enhancing the existing Bus Station and what further improvements could be added to make the experience better for both commuters and visitors. The results of this survey fed into the design of the scheme.

Improvement works were undertaken from January – July 2015. A survey was required to assess if the works carried out have been of benefit to the users of the area.

Survey Methodology

The survey targeted all train and bus station users. A copy of the Survey questionnaire is shown in Appendix 1.

The objective of the survey was to ask users of the area if changes made were viewed as positive, neutral or negative.

It was decided to obtain a variety of views and perspectives, the most effective results would be to target the following areas:

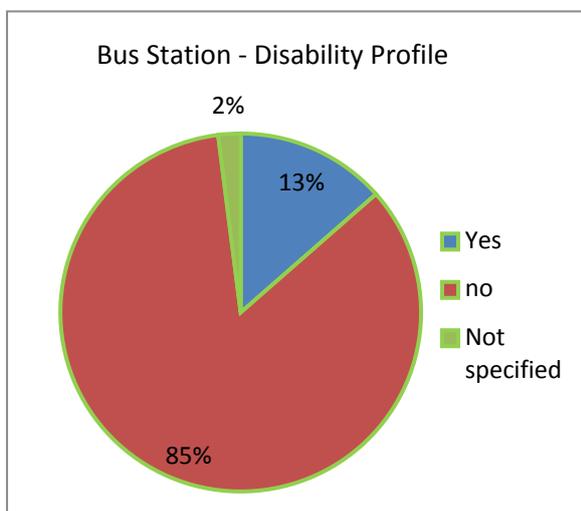
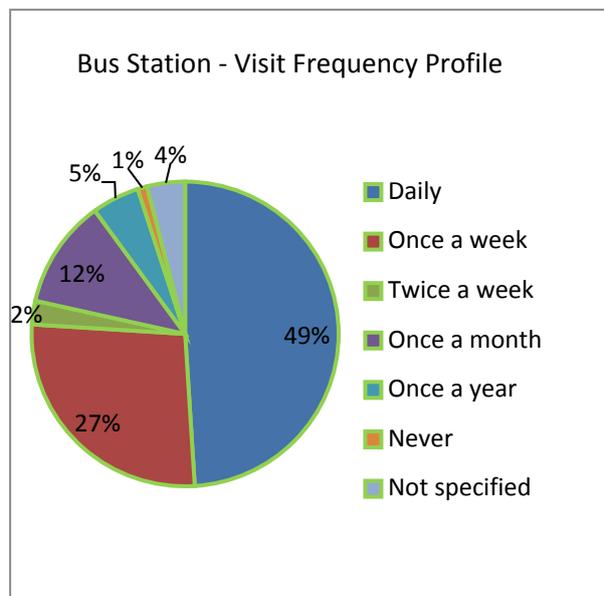
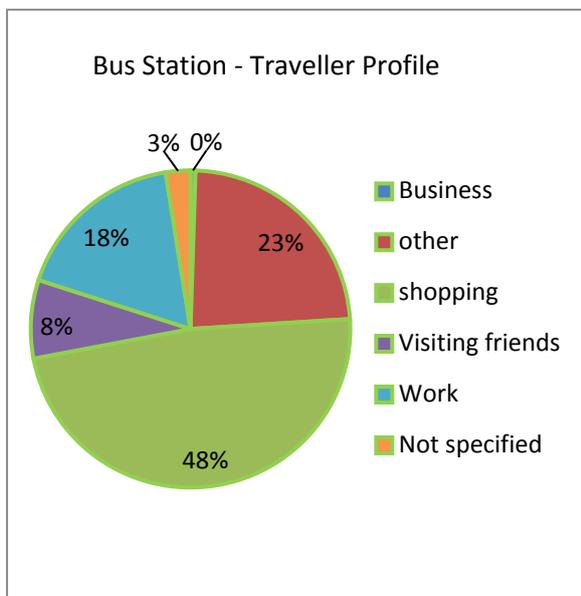
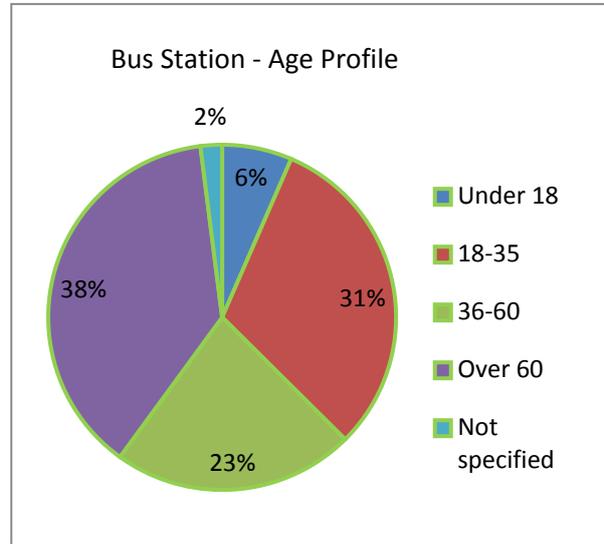
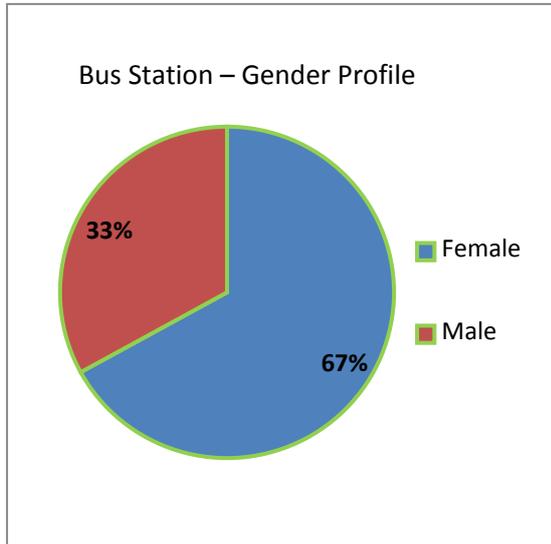
- Close to the museum- to interview rail users
- Under the new shelter close to the bus departure bays – to interview bus users
- Close to Stand G & H – to interview users of the car park

A range of times were covered to try and target all user groups.

The survey was carried out over a four day period from the 14th March 2016 – 17th March 2016. The weather over this period was mainly dry with temperatures ranging from 7 deg C – 10 deg C.

Profile of Participants

The profile of the participants in the survey was as follows:-



The gender split has differed from the results gathered in December 2013, with 5% more females responding in the survey. The age profile has also altered with 8% more over 60's responding and 4% more 18-35's responding. The reason for travel for nearly half of those surveyed was for shopping, an increase of 10% from the survey conducted in December 2013.

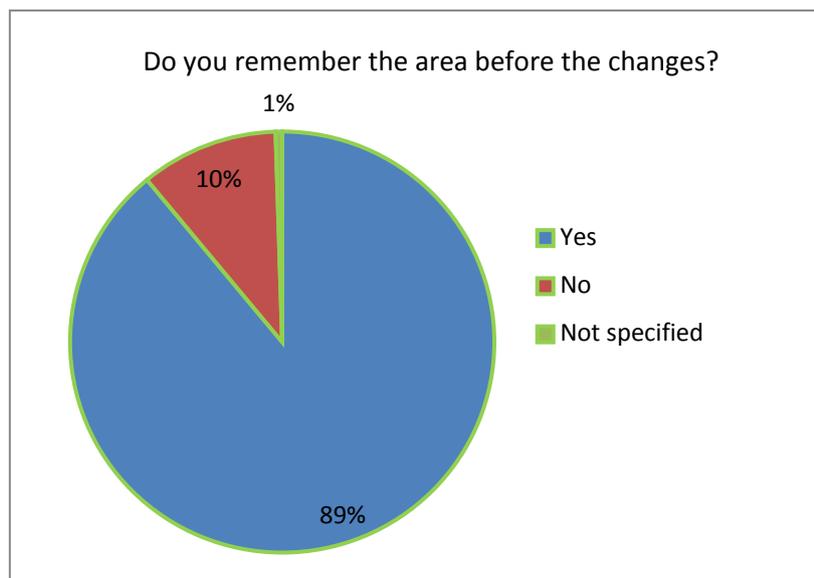
Distribution of Responses

The map in appendix 3 shows the distribution of visitor's home address. Although the majority of responses were received from around the King's Lynn area the map also shows a number of responses received from visitor's as far as field as Shouldham in the south to Wells in the north as well as individual visitors from Ipswich, Leicester and Northampton.

Responses

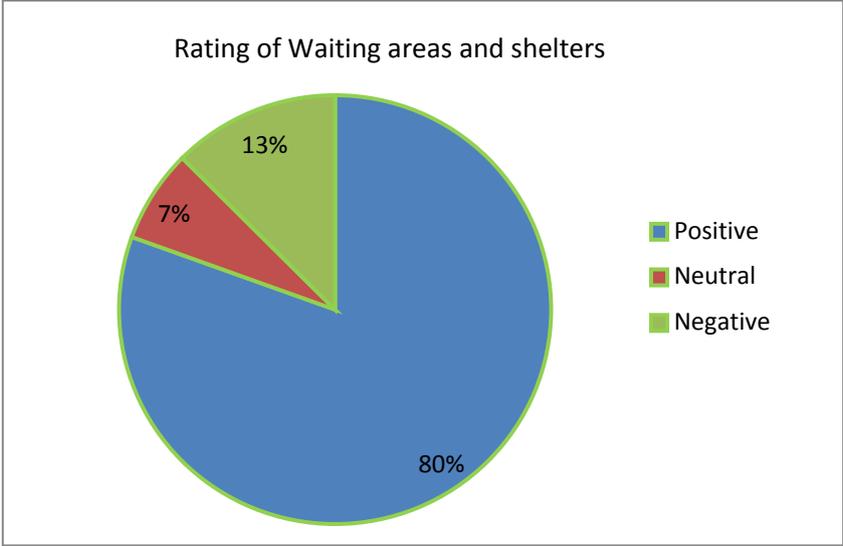
A total of 200 individual responses were obtained with a small number being incomplete due to arrival/departure of their bus.

The areas which were questioned were those which had undergone refurbishment as part of the project. Individuals were asked if they felt the work had had a positive, neutral or negative impact.

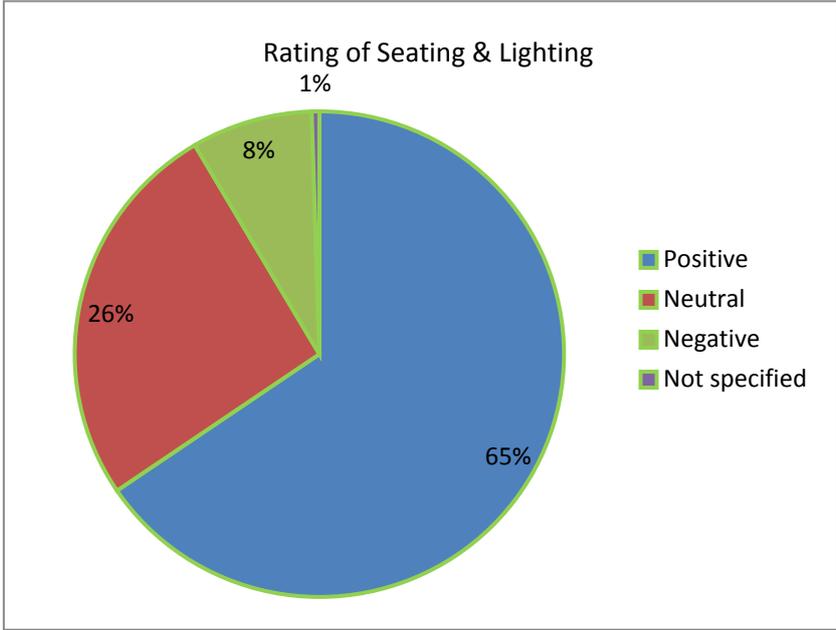


All respondents were asked if they remembered the area before the work had been undertaken, 89% did.

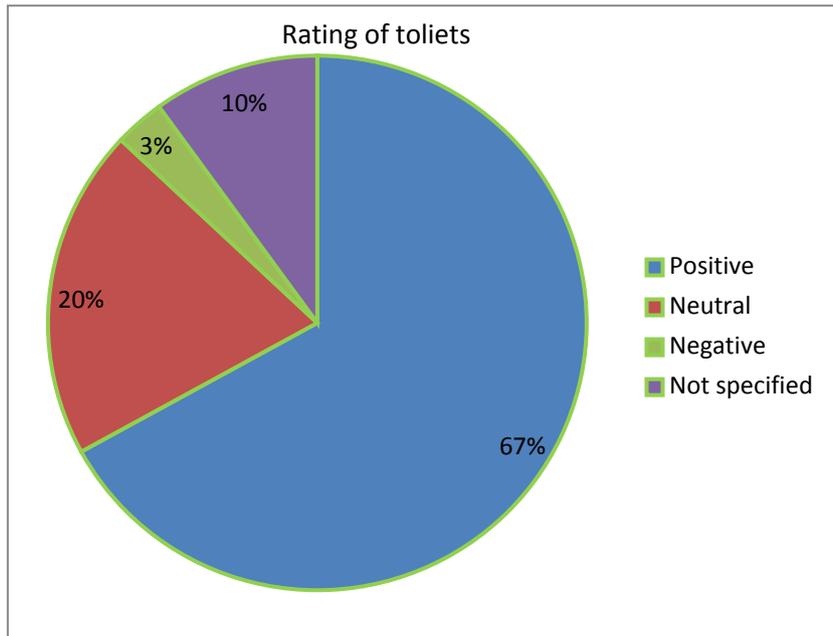
When asked if they felt the works had a positive, neutral or negative impact on distinct elements within the area the following responses were received.



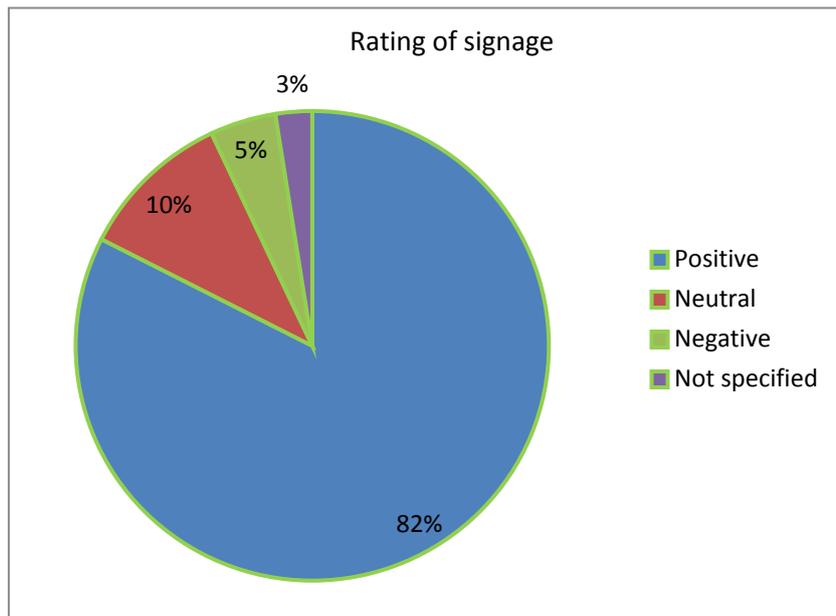
80% of respondents believed the work had a positive impact on the waiting areas and shelter, with 13% stating a negative impact.



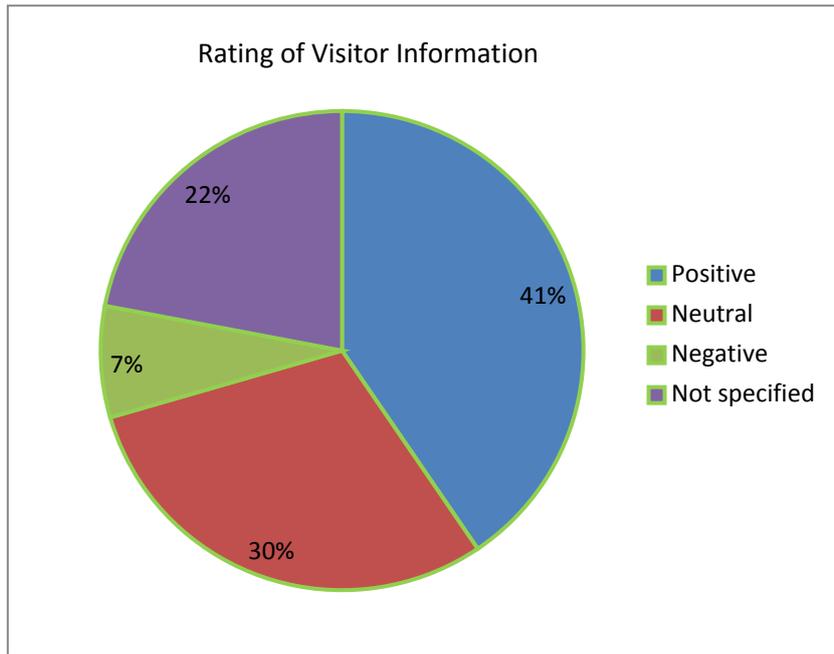
65% of respondents believed the work had a positive impact on seating and lighting with 8% stating a negative impact.



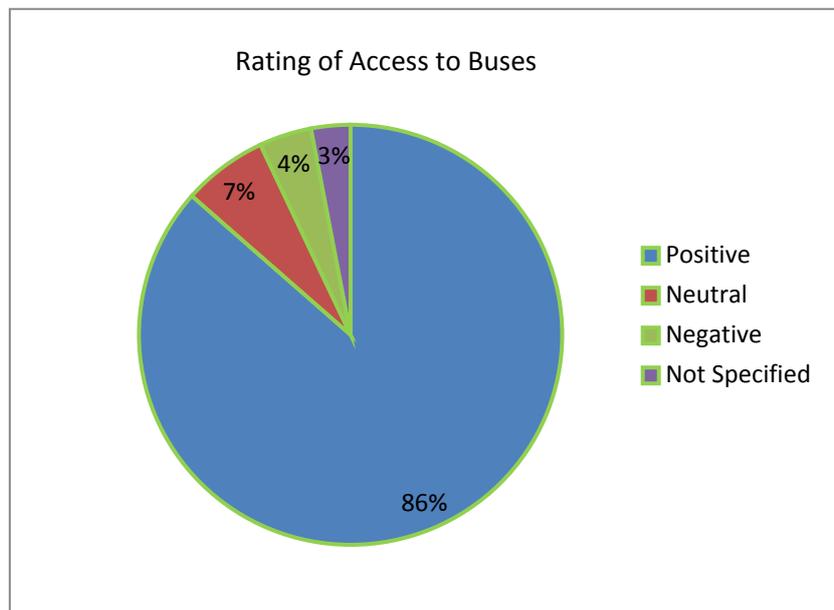
67% of respondents believed the work had a positive impact on the toilets with 3% stating a negative impact.



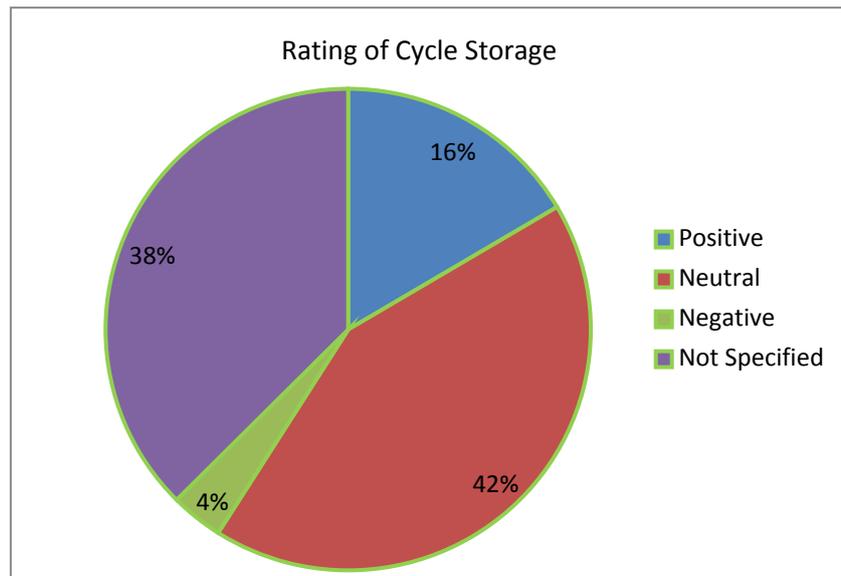
80% of respondents believed the work had a positive impact on signage within the area with 5% stating a negative impact.



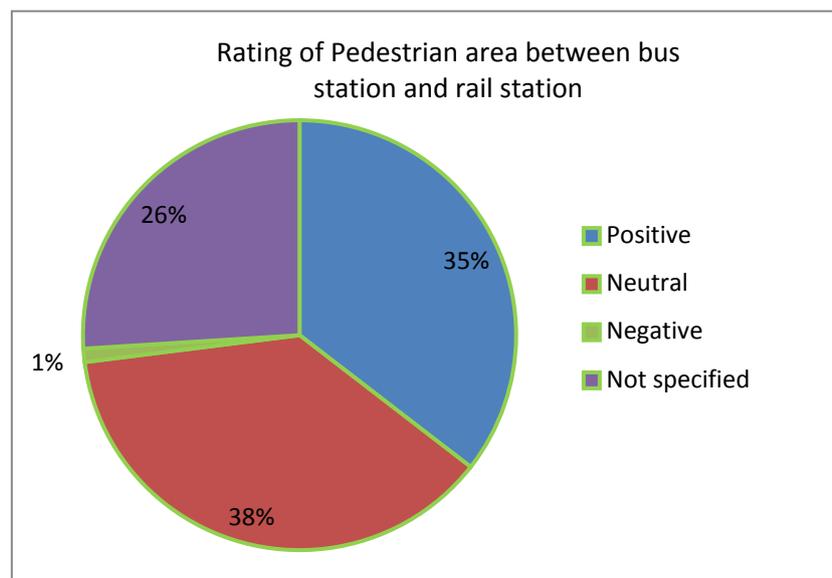
40% of respondents believed the work had a positive impact on signage within the area with 8% stating a negative impact. 52% stated the difference as either neutral or did not specify, this may be due to the large number of local residents who feel they do not need visitor information.



86% of respondents believed the work had a positive impact on signage within the area with 4% stating a negative impact.



16% of respondents believed the work had a positive impact on signage within the area with 4% stating a negative impact. 80% stated the difference as either neutral or did not specify this may be due to the large number of respondents who may not use this facility.



35% of respondents believed the work had a positive impact on signage within the area with 1% stating a negative impact. 64% stated the difference as either neutral or did not specify.

Overall there were a number of responses which stated a neutral impact, in some cases they interviewee stated that they felt unable to comment as they did not use all facilities, this was particularly relevant with the toilets, cycle storage and visitor information.

Summary

The survey demonstrates that the majority of users believe the work has had a positive impact on the area. The areas which are thought to have the most positive impact are:

- Access to buses – 86% positive
- Signage – 82% positive
- Waiting areas and shelters - 80% positive

There were a number of comments received highlighting the positive impact the work has had on the area, however a number of comments were also received with areas of concern, these are all included in appendix 2.



Satisfaction Questionnaire on Refurbishment Works to King's Lynn Bus Station

From January – July 2015, the Council carried out improvement works to the Bus Station using contributions from Tesco's and Sainsbury's following their out of town developments at the Hardwick. The area covered included the bus station and the route along Waterloo Street to the Train Station. We would now like your views on how successful the changes have been. Please help us by answering this brief survey.

Do you remember the bus station before the changes were made? Yes No

Do you consider the refurbishment works to the following areas to be:

| | Positive | Neutral | Negative |
|--|----------|---------|----------|
| Waiting areas & shelters | | | |
| Pedestrian area btwn bus & train station | | | |
| Seating & lighting | | | |
| Toilets | | | |
| Signage | | | |
| Visitor Information | | | |
| Cycle storage | | | |
| Access to the buses | | | |

Any other comments:

How did you travel today?

| | | | |
|-------|--|-------------|--|
| Train | | Train & bus | |
| Bus | | Walk | |
| Taxi | | Cycle | |
| Car | | | |

How often do you use the bus station?

| | | | |
|--------------------|--|-------------|--|
| Never | | Once a week | |
| About once a year | | Daily | |
| About once a month | | | |

My visit today was for:

| | | | |
|--------------|--|------------------|--|
| Shopping | | Visiting friends | |
| Work | | Other | |
| Business mtg | | | |

My postcode is: _____

My age group is:

| | | | |
|----------|--|---------|--|
| Under 18 | | 36-60 | |
| 18-35 | | Over 60 | |

I am:

| | | | |
|------|--|--------|--|
| Male | | Female | |
|------|--|--------|--|

I am disabled:

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

Appendix 2 – Survey Comments

- Stand G negative, seats too cold, Buses arrive at the same time, stand G needs bigger shelter
- Great improvement. Can't fault it. Bus timings good
- Whole lot better. Massive improvement
- Toilets always clean. Sunlight on display screens makes them difficult to read
- Shelters and waiting area very cold. Rain blows in. Toilets spotless. Signing for buses confusing for some
- Brilliant shelter and seating area. Easier for bus drivers. Nice and clean. Much better than before
- Toilets cold. Some find bus signing difficult. Bus movements difficult with need to reverse
- Concerned about collisions. More modern look
- More lighting needed. Really clean and much nicer
- Access to buses new system works better and assists with buses leaving on time
- Safer
- Link to station easier. A lot better
- More seating. Older people struggle with the signage. Unaware of cycle storage
- More seating good. Stand G a problem. If you're rushing for bus, can't see which bus it is as approach it from the side
- Seating/lighting very nice. Visitor info friendly
- Seats cold
- A lot cleaner toilets and waiting area. Can't see well - registered blind
- Toilets bit smelly
- Rain comes in sideways. Need to enforce no smoking
- Waiting area very good - lots of space. Toilets cleaner, but water and dryers cold
- Approves of no smoking area, even though a smoker. Good and spacious for mobility scooter
- Lighting needs to cover a wider area. Visitor info not staffed enough. Layout much better
- Double decker buses can't get in. No timetable for X1 and no help in office
- Lighting should cover wider area. Electronic signage very good. Touch screen info OK, but not staffed enough
- Toilets brilliant
- Sees no need for no smoking area other than under canopies. Can still get wet waiting for no 46 bus and canopy already leaks. Removal of bicycle racks from outside Sainsbury's very good - no teenagers on skateboards now, feel safer
- Very windy under shelters. Should have had more space for buses and less pavement
- Wind and rain still gets in
- Improved but shelter lets in rain and seats get wet. Draughty and cold. Bulletin boards may be difficult for people with poor visibility
- Shelter is too low and buses have collided with it
- Lot better than before refurbishment
- Toilets clean - good improvement
- More spaces needed at bus drop off points. Seats always cold. Shelter is quite good. Toilets are good - nice and clean. Bulletin boards not always working

- Visiting from Norwich for first time
- Bus doesn't run late evening so can't visit KL for cinema/theatre. Seating too low and cold to sit on. Shelter is too open and the rain comes in. Visually good though
- Shelter from the rain better than before with the canopy
- OK - alright, I suppose
- Improvement generally
- Still get people drinking under canopy. Should be able to smoke. Double decker can't get under canopy. Waste of money
- Visually it looks better. Signage a bit better. Visitor info not good. No timetables for other routes e.g. Fakenham - Dereham
- Everyone really helpful during construction works
- Should enforce no smoking, looks better but no people inside
- Muddled as to where to go, information office needs to be manned
- Likes stands G&H not canopy wind blows in, seats too cold, no-one in info office not all bus time tables, more difficult for buses reversing
- Warmer waiting area needed, Info office not staffed
- Rain & wind still comes through, no-one in the info office, seats too low & cold
- Smoking at entrance to Sainsburys not enforced, seats too cold
- Waiting area better but weather still gets in
- Looks good
- Stop G weather still comes in, buses arrive at the same time, not enough seats at stop G
- Cleaner, not as many layabouts, taxi rank better
- More shelter, enough seats so many have no corner, signs too small, A-F too many gates in the way
- Not enough buses to villages,
- People still smoke
- Heaters would be good
- Seats too low, can it not be enclosed/sheltered
- Shelter is good
- No indoor seating
- Whole area should be smoke free
- Still get wet under shelter
- Very cold shelter over seating is a waste of money, looks much better clean & tidy, bulletin boards with info about buses if very helpful, An inside waiting area is needed which could be only open until 6pm to avoid problems with groups of young people or drinkers using it to hang out
- Much better
- Shelter does not work ,warm waiting area is needed, toilets better
- Not impressed with the refurbishment, it is so cold and there is no-where warm to sit. Lots of space which is not used. Space near Sainsburys could provide space for waiting room or info centre could be altered to be an inside waiting area. Toilets not always clean
- Better than before cleaner, tidier, more shelter, set up works
- Bit better than it was
- Better clean toilets & warm

- Seating area is cold and rain comes in, toilets are better and clean
- No waiting room. Seating area is cold seat get wet from the rain. A waiting room is needed, toilets clean
- Not impressed, bus station is cold. There is no cover from the rain and the seats get wet. It was better before the refurb
- Good better than other bus stations, clear info ref buses. Late buses often a problem
- Shelter lets in the rain, Bays work well with people queuing, more orderly
- Much better now, train station pavement could be wider info centre not always staffed when you need
- Lots better, toilets cleaner
- Much nicer
- People push in when I am waiting with pushchair & getting on the bus
- Not an improvement, seating and shelters and waiting area is cluttered and doesn't work
- spent lots of money but not an improvement, There is less shelter than previous too much seating, no boards on stand g & h Shelter doesn't provide shelter, Looks nicer but not practical
- Dark at night - not enough lighting. Toilets disgusting. Lots of people use visitor info
- Bays not positioned well. Can't see bus number
- Visitor info not always manned
- Signage very good. Not enough cycle storage
- Wet gets under shelters. Seats too low. Visitor info should be manned more
- Mirrors in toilets too high and dryers cold and often cubicles out of order. Printed timetables away from bus stops would ease congestion. Reversing buses causes more collisions. Shelter for stop G not big enough. Rain gets in the top and in summer like a greenhouse. Not enough room for buggies and sign doesn't work
- Owns business by traffic lights on corner. Buses have caused damage using that exit
- Signage more organised. Visitor info looks better
- Waiting areas much better. Route to trains nicer, feels safer. Seating and lighting really good. Toilets cleaner. Signage clearer, easier to find way
- Route to train station feels safer. Seating good, but never here after dark. Toilets cleaner. Not enough shelter at Stand G and not enough seats there either and signs don't work
- Toilets much better. Signage easy to use. No X1 timetables in visitor info. Large space outside Sainsbury's where cycle rack was is waste of space. Kiosk there would be good
- Superb. Signage excellent. Sometimes buses use wrong stand if one late leaving. Can the signs show this too
- Too many push chairs and trolleys in the way
- Everything excellent
- Seats cold and hard, but lighting good. Buses use wrong stops sometimes - need to be alert. Enforce the no smoking (even though I smoke)
- Route to train station feels safer. More than one disabled toilet would be good. Reversing buses is an issue
- Seats too low and too far away
- Signage definitely better

- Too dark at night. Needs more signage. Not enough cycle storage. Access too tight and cluttered. Accidents on road, unclear where stops are
- Rain and wind come in under canopy. Too many seats. Not enough bays. Seats hard and cold. Building looks good
- More attractive
- Toilets now slippery and dryer broken. Visitor info not user friendly. Access too cluttered. Buses move too fast - no buffers
- Visitor info not always manned
- No shelter from rain. Stagecoach often cut buses out
- It's hard with children and pram; people push in and some people don't collapse pushchairs and take up space on buses. Old people with shopping trolleys or walkers take up a lot of room
- When it's busy, it is hard to manoeuvre my baby's pushchair and I couldn't get on the bus because there were already 2 pushchairs aboard
- Wasted space by Sainsbury's
- Should be more covered in to stop rain getting in.
- The Gents' toilets should be open before 7.30
- Looks better
- Need more rain shelters
- Seats cold
- Rain comes in - seats get wet
- Still get wet when it rains. Not much shelter. People still smoke
- Signs hard to read
- Seats are hard. Toilets smell
- Buses not always on time
- Some people seem not to find info easy to understand. Access to buses not always easy, depends where driver parks
- Rain gets in under canopy. No-one ever in the office
- Refurbishment is great. Bus station staff could benefit from more customer care training
- Needs better shelter with more cover from elements
- There's lots more seating. Visitor info looks better, but haven't used it
- Don't see it after dark. Visitor info not very helpful. Need to enforce no smoking.
- Visitor info not always manned
- Much better. Was chaotic before. Signage very good. Seats comfortable but cold. Will they get too hot in the summer
- Signage much easier. More cycle storage
- Haven't seen the lighting. One toilet out of order for 2 months. Visitor info has no X1 timetables. Rain hits you - still get wet. Like how the buses are parked
- Lighting too dim. Bus drivers are so friendly. Need no smoking shelter
- Reliable service. Stand G to North Wootton, bus no 3 - shelter too small
- Visitor info was manned. Gender neutral toilets either out of order, or smell
- Awful. Not happy with it. It's cold, wet and draughty. Seats get wet from the rain. A waiting room is needed

- Poor design. Shelter does not work. Cold, wet, draughty, Need a waiting room. Bury St Edmund's is much better
- Lighting - need more - bit dark in places at night
- There's more seating and the shelter helps with the rain. It's a lot better now
- Benches get wet in the rain. Visually good, near town, so convenient. Stand G bus info not good - needs repositioning
- Sometimes 2 buses need the same space at the bus station, which causes confusion and delay
- Toilets so much better now

Appendix 3

