

Volunteer Count Sheet

Melksham rail user group

Train time due _____ going to _____ 5 Feb 2019
Actual time left _____ Logged by _____ Melksham
20 minutes before train 5 minutes after train

Vehicles in main car park (20 max)) _____
Vehicles outside main car park (2) _____
Vehicles in front of station (5) _____
Extras parked on "keep clear" area _____
Vehicles in Taxi parking (1) _____
add note if not a taxi _____
Vehicles in disabled parking (1) _____
add note if no disabled badge _____
Number of people who joined train _____
Number of people who left train _____
Number of people at station to pick up / drop off _____
(on platform + observed waiting in cars/taxis)

MRUG for TransWilts / Help from GWR & Wiltshire Council
<http://www.mrug.org.uk> info@mrug.org.uk
Contact number during survey - 0797 4 925 928 / Graham Ellis

Also please note ...

Passenger queries answered:

Verbal passenger comments:

Other useful observations

e.g. Cycles, dogs, wheelchairs, large parties, etc

Survey / count notes - 5th February 2019, Melksham

Purpose of Survey

The prime purpose of this survey is to gather data on access to the station at Melksham, with particular reference to the use of the station car park areas.

Passenger numbers travelling to and from Melksham Station have grown for 5 of the last 6 years. Indicators point to further growth this year (year to March) and forecast continued strong growth for years to come provided that the facilities and services are sufficient to handle that growth. With the current car park nearly full, further parking (as well as other improvements to help people get to the station) are to be provided, and this is being planned for this year.

Along with additional parking, TransWilts are looking to deliver the "Melksham Station Hub" - a small cafe and information area, with real time train information and toilets available to passengers. Our survey will also inform us as to the flow of passengers through the day to help inform us on opening hours for this facility.

This is the first survey we have run for a couple of years. The previous survey helped inform us on upcoming needs; some such as longer trains and platform have arrived, others such as buses, announcements, loos, better information are coming as part of the plans for 2019/20 which will be tuned based on the results of this survey on 5th Feb 2019

Survey run by

The survey is run by the Melksham Rail User Group on behalf of TransWilts Community Rail Partnership who have asked us to provide data. The project manager for the survey is the Vice Chair of MRUG, Graham Ellis, who can be reached on 0797 4 925 925 or via graham@wellho.net. The Melksham Rail User Group is online at www.mrug.org.uk. Next public meeting at 19:30 on 20th March at Melksham Town Hall, but PLEASE get in touch in the meantime.

Notes for surveyors

Please count all passengers – including those who say "I am staff" - but do not count staff who are on duty to operate the train. Passengers of any age, including babies, to be counted too, please.

You will be handing out survey forms as people arrive at the station, but some people will arrive so close to the train time / will be far more concerned with other things such as getting their tickets that they'll be too concerned to help straight away. **We will have collection available as all trains arrive back into Melksham** and spare forms later in the day too. There may be some who do not want to help, and their right and privacy must be respected.

If you are helping, please arrive at the station 20 minutes before your (first) train is **scheduled** and be prepared to wait around until 10 minutes after your final train **actually** leaves. Due to long gaps in service, there will be waiting around between trains and I (!) expect to spend a lot of time in McDonalds and / or Subway – happy to buy volunteers a coffee if I'm around (as I will be most of the time), but I do need a couple of breaks.

PLEASE BE SAFE. Please keep well away from the platform edge and well clear of the trains.

Please be as helpful as you can be if passengers ask you questions, but please don't be afraid to tell them "sorry I don't know" and pass them on or tell them where they can get an answer. You have to be brave to say "I don't know", but it's better than giving out wrong information.

We will have a good supply of a limited range of timetable and other information available.

Passenger Survey

Melksham Station 5th Febraury 2019

Melksham rail user group

Please return this completed survey to one of our volunteers or to the box on the platform which will be available until the arrival of the last train of the day.

Where did you start from _____
(postcode ideal. Feel free to leave off last characters of postcode)

Which final station are you headed _____
to on your rail journey

Number of people in your group _____

What time train are you catching FROM Melksham _____

At about what time will you be back _____
(or when did you arrive if you're visiting)

How often do you make this journey? _____

How did you arrive at the station just now? _____
(circle as appropriate) Car driver /
car passenger (driver travelling)
car drop off / taxi / walk
cycle / bus to near stop / other

Would your way of getting to the station _____
vary in different weather?

Why are you travelling today? _____
Regular travel to / from work
Regular travel to / from education
Business journey
Leisure journey
Personal (e.g. shopping / medical)
Visiting family and friends
Accompanying someone
Other

The Melksham Rail User Group is working with the TransWilts Community Rail Partnership and with the support of Wiltshire Council and GWR

Please add any other feedback or comments which may be helpful to us here.
Should your comments require a reply, please provide contact details which we will NOT share without your permission

We are gathering this data to help inform us, and our partners (TransWilts CIC, Great Western Railway and Wiltshire Council) on ongoing development at Melksham Station, and data gathered may be shared with those organisations.

THANK YOU for your help in providing this data. Previous survey responses have helped us and our partners inform the development you have seen already (and will see) at Melksham Station as passenger numbers have grown 20 fold in the last 20 years.

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Trains calling at Melksham on 5th February 2019 / survey shifts

"Early Morning"					
WTT	0636	Gloucester	2M02	GW	Southampton Central
WTT	0719	Westbury	2M03	GW	Cheltenham Spa
WTT	0748	Westbury	2M04	GW	Swindon
"Mid Morning"					
WTT	0917	Swindon	2M05	GW	Westbury
WTT	1001	Westbury	2M06	GW	Swindon
"Lunch Time"					
VAR	1111	Swindon	2M07	GW	Westbury
*					
WTT	1202	Westbury	2M08	GW	Swindon
WTT	1235	Westbury	2M10	GW	Swindon
WTT	1313	Swindon	2M09	GW	Frome
WTT	1354	Swindon	2M11	GW	Westbury
*					
WTT	1439	Frome	2M12	GW	Swindon
"Afternoon"					
WTT	1544	Swindon	2M13	GW	Westbury
*					
WTT	1636	Westbury	2M14	GW	Swindon
"Evening"					
WTT	1801	Swindon	2M15	GW	Westbury
*					
WTT	1847	Westbury	2M16	GW	Swindon
WTT	1914	Cheltenham Spa	2000	GW	Southampton Central
WTT	1946	Westbury	2M18	GW	Cheltenham Spa
*					
_WTT	2032	Swindon	2M17	GW	Westbury

* - service gap during shift

Early Morning	06:15 to 07:58	Pete, Judith and Graham
Mid Morning	08:57 to 10:11	Pete and Graham , Possibly Alix
Lunch Time	10:51 to 14:49	Eddy and Roger
Afternoon	15:24 to 16:46	John and Eddy
Evening	17:40 to 20:40	John (early finish) and Graham

Lead highlighted. Other last minute volunteers may be added. Pass over / Graham will be around at 10:50 as no overlap, then Eddy passes later to John.

Melksham
rail user group

COMPLETED FORMS

MRUG Survey
5th February 2019

Graham Ellis – 01225 708225 / 0797 4 925 928

Melksham
rail user group

Blank Forms and supplies

MRUG Survey
5th February 2019

Graham Ellis – 01225 708225 / 0797 4 925 928