



St Erth and Hayle Train Station Passenger Count and Interview Survey

Results and Analysis

February 2010

Environment, Planning & Economy

Hayle Train Station - Passenger Count

Platform No: 1 (To Penzance)

Date: 03 / 02 / 2010

Day: Wednesday

Weather: Cloudy

Scheduled time of departure	No. of passengers alighting	No. of passengers boarding	Comments
07:39	5	2	Late arriving at platform
08:05	2	6	
08:53	6	6	
10:07	2	7	
11:06	0	5	
12:27	2	11	
14:22	11	5	+ 2 Toddlers. 8 minutes late
14:55	1	1	
15:37	8	3	
17:50	22	1	
Total	59	47	

Platform No: 2 (To Plymouth)

Date: 03 / 02 / 2010

Day: Wednesday

Weather: Cloudy

Scheduled time of departure	No. of passengers alighting	No. of passengers boarding	Comments
07:53	3	25	Youths passed through barrier gate on red light
09:52	1	7	
10:57	1	3	
11:54	1	4	
13:05	7	7	
15:01	10	3	
16:56	9	6	
17:53	11	11	
Total	43	66	

Hayle Train Station - Interview Survey

Platform Number: **1 (To Penzance)**

Day: **Wednesday**

Date: **03 / 02 / 2010**

For what purpose are you travelling today?

Train Departure Time	For what purpose are you travelling today?										Total
	1	2	3	4	5	6	7	8	9	10	
	To get to/from work	Employers business	To get to/from school/college	Leisure purposes	To access other services e.g. shops, doctors surgeries	To visit friends/family	I am on holiday in Cornwall	To go on/return from holiday	Personal business e.g. job interview, dentist	Other (please specify)	
07:54	2										2
08:08	5		1								6
08:57	6										6
10:07			1		5	1					7
11:06	1				2				1		4
12:27				3	5	3			1		12
14:30	1			1	2	1					5
14:53						1					1
15:37	1		1	1							3
17:52			1								1
Total	16	0	4	5	14	6	0	0	2	0	47
Percentage	34.0%	0.0%	8.5%	10.6%	29.8%	12.8%	0.0%	0.0%	4.3%	0.0%	100.0%

Comments:

Would like more trains to stop at Hayle rather than St Erth.

Would like more Sunday trains.

Platform Number: **2 (To Plymouth)**

Day: **Wednesday**

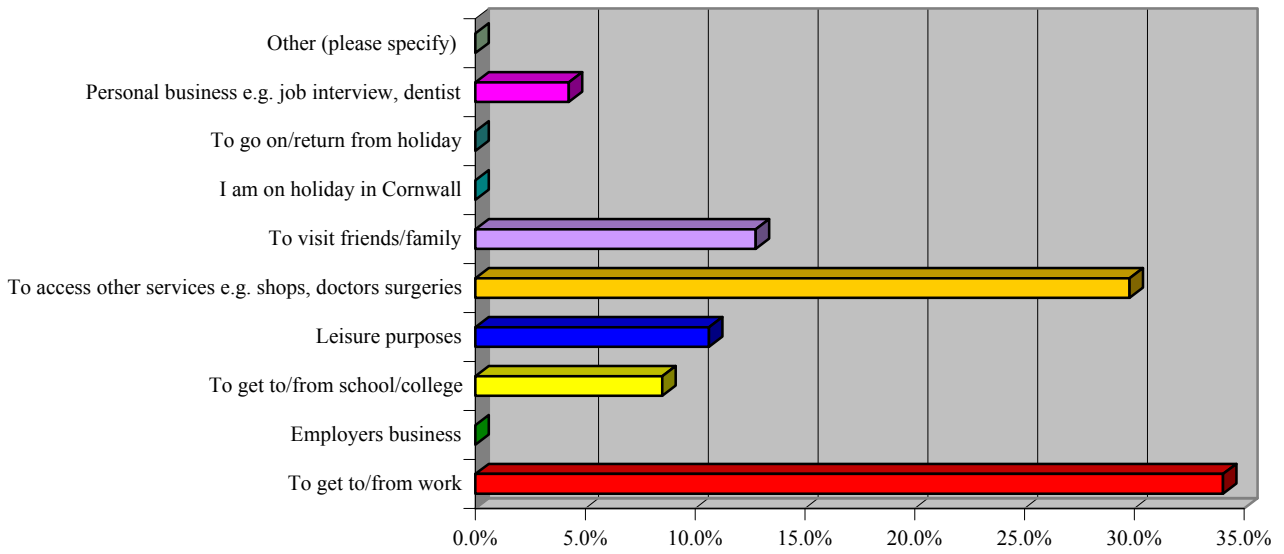
Date: **03 / 02 / 2010**

For what purpose are you travelling today?

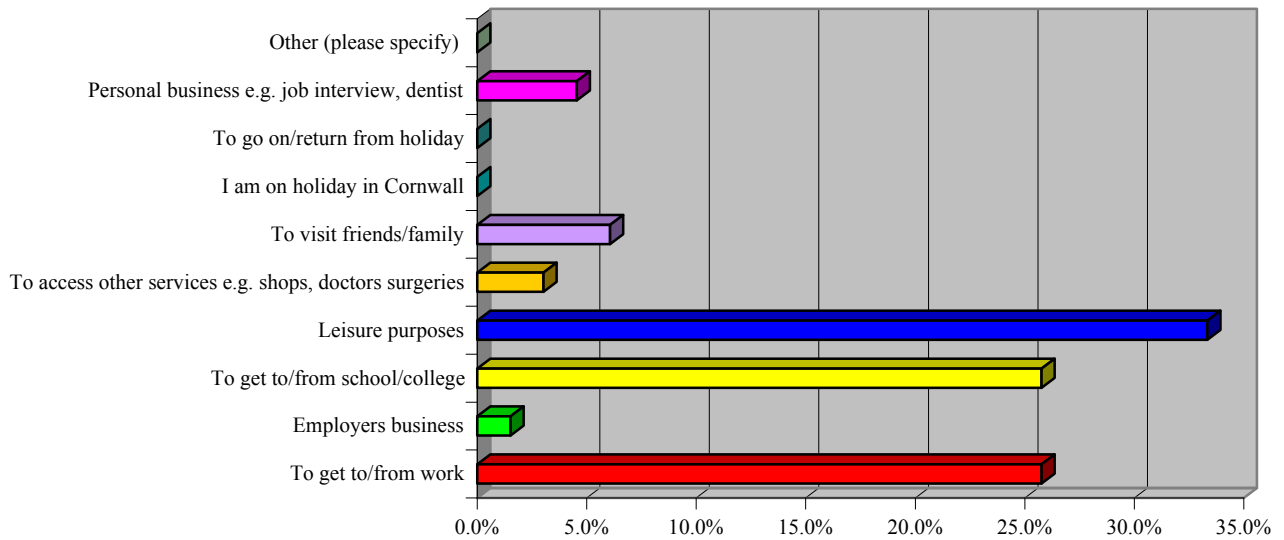
Train Departure Time	For what purpose are you travelling today?										Total
	1	2	3	4	5	6	7	8	9	10	
	To get to/from work	Employers business	To get to/from school/college	Leisure purposes	To access other services e.g. shops, doctors surgeries	To visit friends/family	I am on holiday in Cornwall	To go on/return from holiday	Personal business e.g. job interview, dentist	Other (please specify)	
07:53	11		14								25
09:52					2						2
09:52				5							5
10:57		1							2		3
11:54	1		2	1							4
13:05			1	5					1		7
15:01	1			1		1					3
16:56	3			3							6
17:53	1			7		3					11
Total	17	1	17	22	2	4	0	0	3	0	66
Percentage	25.8%	1.5%	25.8%	33.3%	3.0%	6.1%	0.0%	0.0%	4.5%	0.0%	100.0%

Hayle Train Station - Interview Survey

Platform 1: For what purpose are you travelling today?



Platform 2: For what purpose are you travelling today?



St Erth Train Station - Passenger Count

Platform No: 1 (To Penzance)

Date: 11 / 02 / 2010

Day: Thursday

Weather: Fine

Scheduled time of departure	No. of passengers alighting	No. of passengers boarding	Comments
07:44	6	1	
08:12	0	0	
08:33	5	0	Platform 2
08:43			Monday only
08:58	4	5	
10:11	3	5	
11:12	10	3	Passengers transferring to St Ives
12:30	3	1	Passengers transferring to St Ives
13:03	7	2	3 Passengers transferring to St Ives
14:26	4	0	1 Passenger transferring to St Ives
14:59	13	2	4 Passengers transferring to St Ives. 16 minutes late.
15:42	2	1	1 Passenger transferring to St Ives
16:56	47	5	Loads of students getting off this train would prefer to get off at Hayle - Where they got on in the morning! *
17:54	20	5	3 Passengers transferring to St Ives
Total	124	30	

* Approximately 40 of the 47 passengers alighting were Truro High School pupils. Some parents said they had requested several times for this train to stop at Hayle to no avail - Car park full of parents meeting them.

Platform No: 2 (To Plymouth)

Date: 11 / 02 / 2010

Day: Thursday

Weather: Fine

Scheduled time of departure	No. of passengers alighting	No. of passengers boarding	Comments
07:49	0	31	
08:36	0	6	
08:55	0	8	
09:05	2	0	Terminates at St Erth
09:48	0	11	
10:11	0	15	No stop at Hayle
10:54	0	6	
11:51	4	5	
13:02	3	7	
14:11	7	8	Not stopping at Hayle - Not able to interview 3 passengers who alighted from the St Ives train straight onto the waiting London train.
14:57	0	6	
16:11	0	10	Not stopping at Hayle
16:52	0	5	St Ives train swapped for 16:52 - All passengers decamped
17:49	2	0	
Total	18	118	

St Erth Train Station - Passenger Count

Platform No: 3 (To St Ives)

Date: 11 / 02 / 2010

Day: Thursday

Weather: Fine

Scheduled time of departure	No. of passengers alighting	No. of passengers boarding	Comments
08:05	3	3	Passengers alight well before departure time as train waits at platform 3 for 20 minutes. 08:05 departure to St Ives returned to platform 2 at 08:33 (5 passengers alighted, 0 passengers boarded). This train continued to Penzance departure time 08:34 (2 passengers alighted at Penzance, 5 passengers boarded). Departure time from Penzance 08:57. This anomaly in the timetable occurs again at 21:50.
09:05	1	3	This train is the 08:57 departure from Penzance
09:38	7	0	
10:11	12	3	3 passengers boarded but 2 passengers stayed on the train from St Ives to return to St Ives
10:41	5	0	
11:11	5	14	14 passengers joined train after alighting at platform 1 - Kept the 11:11 waiting
11:41	2	4	2 adults, 1 toddler & 1 baby arrived at station by car.
12:11	4	5	5 boarded but 4 passengers stayed on the train from St Ives to return to St Ives
12:41	5	3	
13:11	1	11	
13:41	0	0	
14:11	7	0	
14:41	5	1	
15:11	1	2	
15:41	2	4	
16:11	5	2	
16:41	5	3	Due to mechanical problems the Plymouth train was used to go to St Ives. The St Ives train went to Plymouth. 16:41 became 16:56 to allow for passengers to swap. 17:11 train was cancelled so 17:41 would run normal time.
17:11	-	-	Cancelled
17:41	1	3	
18:11	5	6	
18:41	0	0	
Total	76	67	

St Erth Train Station - Interview Survey

Platform Number: 1 (To Penzance)

Day: Thursday

Date: 11 / 02 / 2010

Train Departure Time	For what purpose are you travelling today?										Total
	1	2	3	4	5	6	7	8	9	10	
	To get to/from work	Employers business	To get to/from school/college	Leisure purposes	To access other services e.g. shops, doctors surgeries	To visit friends/family	I am on holiday in Cornwall	To go on/return from holiday	Personal business e.g. job interview, dentist	Other (please specify)	
07:44	1										1
08:12	No Passengers										
08:34										1	1
08:58				1					1		2
10:11				3							3
11:12				3							3
12:30		1									1
13:03	1								1		2
14:59	1					1					2
15:42	1										1
16:56	1			4							5
17:54	4										4
Total	9	1	0	11	0	1	0	0	2	1	25
Percentage	36.0%	4.0%	0.0%	44.0%	0.0%	4.0%	0.0%	0.0%	8.0%	4.0%	100.0%

Would you prefer to use Hayle rather than St Erth?	
Yes	No
0	1
0	1
0	2
0	3
0	3
0	1
0	2
1	
0	5
0	4
1	24

Platform Number: 2 (To Plymouth)

Day: Thursday

Date: 11 / 02 / 2010

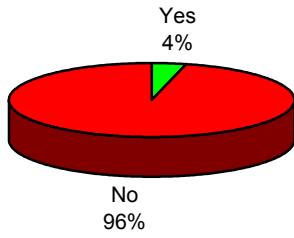
Train Departure Time	For what purpose are you travelling today?										Total
	1	2	3	4	5	6	7	8	9	10	
	To get to/from work	Employers business	To get to/from school/college	Leisure purposes	To access other services e.g. shops, doctors surgeries	To visit friends/family	I am on holiday in Cornwall	To go on/return from holiday	Personal business e.g. job interview, dentist	Other (please specify)	
07:49	8	2	20	1							31
08:36	4								1		5
08:55	1	3		4							8
09:48	2	1		5		3					11
10:13			1	7			2	5			15
10:55			1	4		1					6
11:52	1			1		1	2				5
13:02	2		1	2	1		1			*	7
14:11		2			2					1	5
14:57				3	1		2				6
16:11	1			3		2	4				10
17:02	1			1		1	2				5
17:49											0
Total	20	8	23	31	4	8	13	5	1	1	114
Percentage	17.5%	7.0%	20.2%	27.2%	3.5%	7.0%	11.4%	4.4%	0.9%	0.9%	100.0%

Would you prefer to use Hayle rather than St Erth?	
Yes	No
1	30
2	3
5	3
1	10
5	10
1	5
0	5
0	7
0	5
0	6
3	7
0	5
0	0
18	96

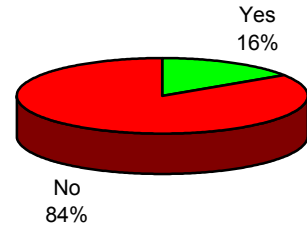
* Would like more late trains to stop at St Erth. Ideally 22:35 to connect with last bus/train to Carbis Bay

St Erth Train Station - Interview Survey

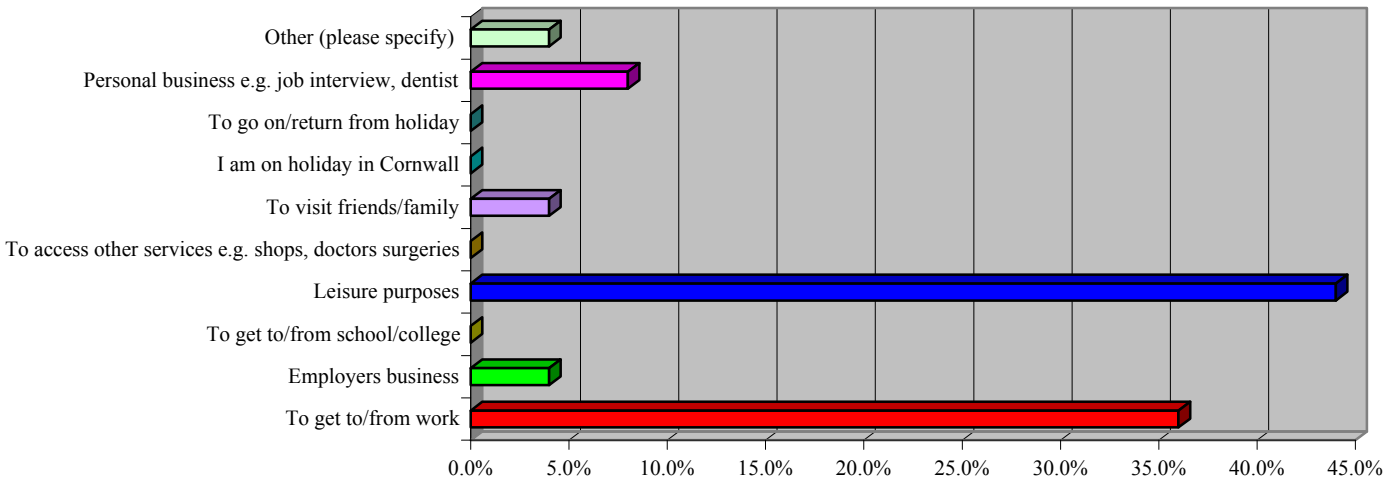
Platform 1 - Would you prefer to use Hayle rather than St Erth?



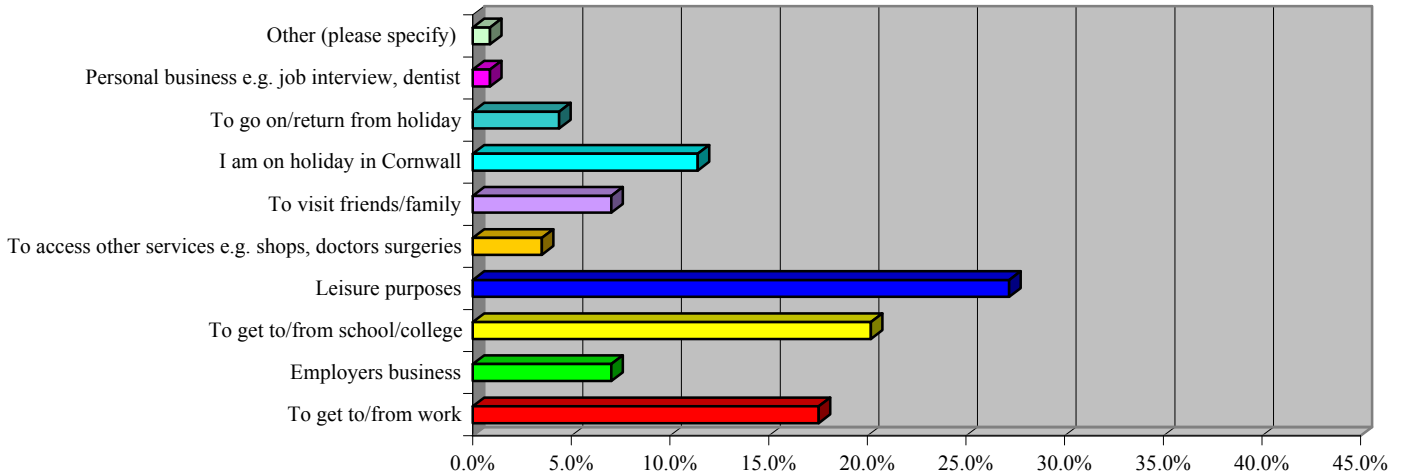
Platform 2 - Would you prefer to use Hayle rather than St Erth?



Platform 1: For what purpose are you travelling today?



Platform 2: For what purpose are you travelling today?



St Erth Train Station - Interview Survey

Platform Number: 3 (To St Ives)

Day: Thursday

Date: 11 / 02 / 2010

Train Departure Time	For what purpose are you travelling today?										Total
	1	2	3	4	5	6	7	8	9	10	
	To get to/from work	Employers business	To get to/from school/college	Leisure purposes	To access other services e.g. shops, doctors surgeries	To visit friends/family	I am on holiday in Cornwall	To go on/return from holiday	Personal business e.g. job interview, dentist	Other (please specify)	
08:05								3			3
08:57	2			2					1		5
09:05	2			1							3
10:11				1						2	3
11:15				14							14
11:44				4							4
12:11				5							5
12:41				2		1					3
13:11		2		9							11
14:41			1								1
15:11				2							2
15:41				1				1			2
16:11	1			3							4
16:41	1			2							3
17:41	3										3
18:11	6										6
Total	15	2	1	46	0	1	0	4	1	2	72
Percentage	20.8%	2.8%	1.4%	63.9%	0.0%	1.4%	0.0%	5.6%	1.4%	2.8%	100.0%

Platform 3: For what purpose are you travelling today?

