



Metropolitan Transport Forum

Better Stations survey data – preliminary report v1

The Better Stations survey was made available to commuters on the internet and mobile phones from July until Sunday 8 August 2011.

It was promoted in the media, social media and emails to previous pt4me2 participants. The survey attracted significant media attention, including the following TV and metropolitan news reports:

[12 July 2011: Seven News report on stations survey](#)

[12 July 2011: Ten News report on stations survey and part 2](#)

[12 July 2011: Nine News report on stations](#)

[12 July 2011: Herald Sun: City's worst stations](#)

A total of 1,868 surveys were completed.

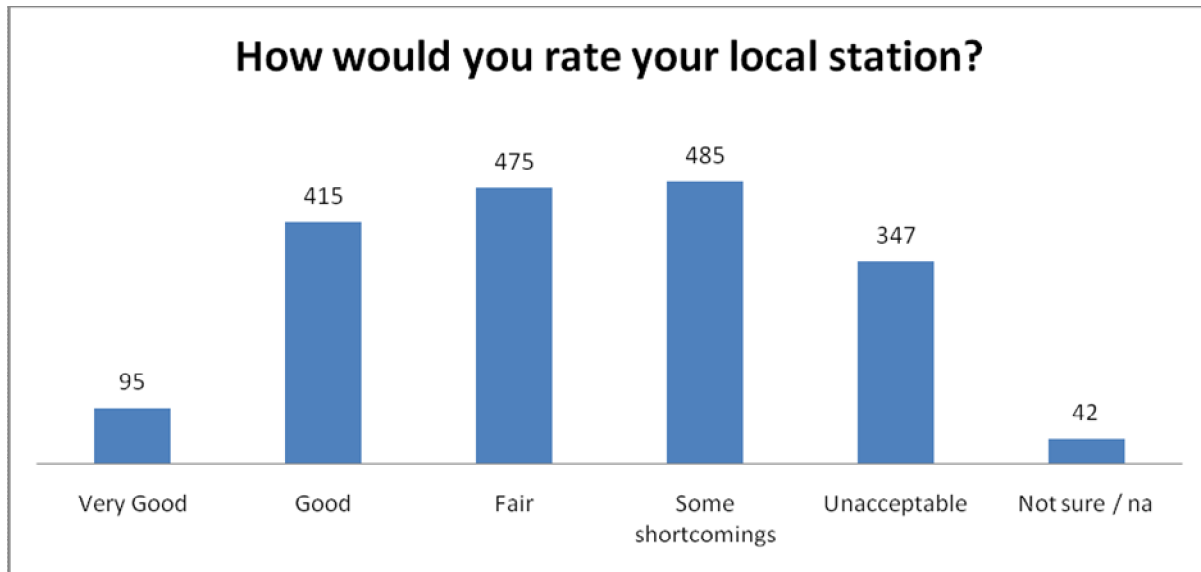
22 local councils were also asked to submit their ideas for better stations. These will be included in the final report at a later date.

Summary data

How would you rate your local station?

Respondents were asked to nominate their local station and then rate it on a five point scale from very good to unacceptable.

From the 1,868 surveys completed, 985 or 53 per cent of respondents rated their nominated station as very good, good or fair. Correspondingly, 832 or 45 per cent rated their station as having some shortcomings or unacceptable.

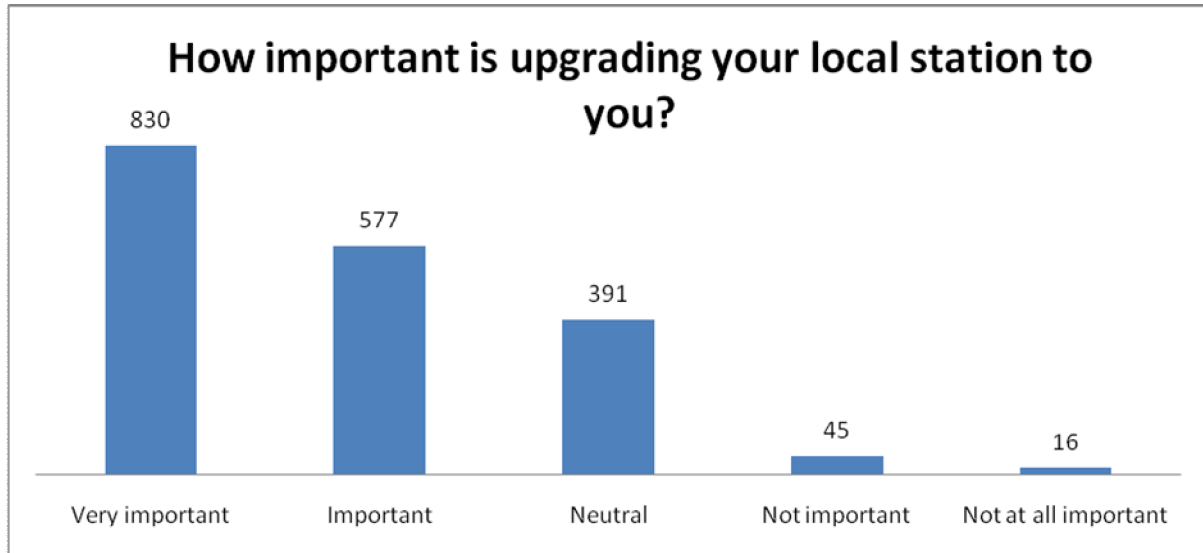


How would you rate your local station?

Very Good	95	5%
Good	415	22%
Fair	475	26%
Some shortcomings	485	26%
Unacceptable	347	19%
Not sure / NA	42	2%

How important is upgrading your local station to you?

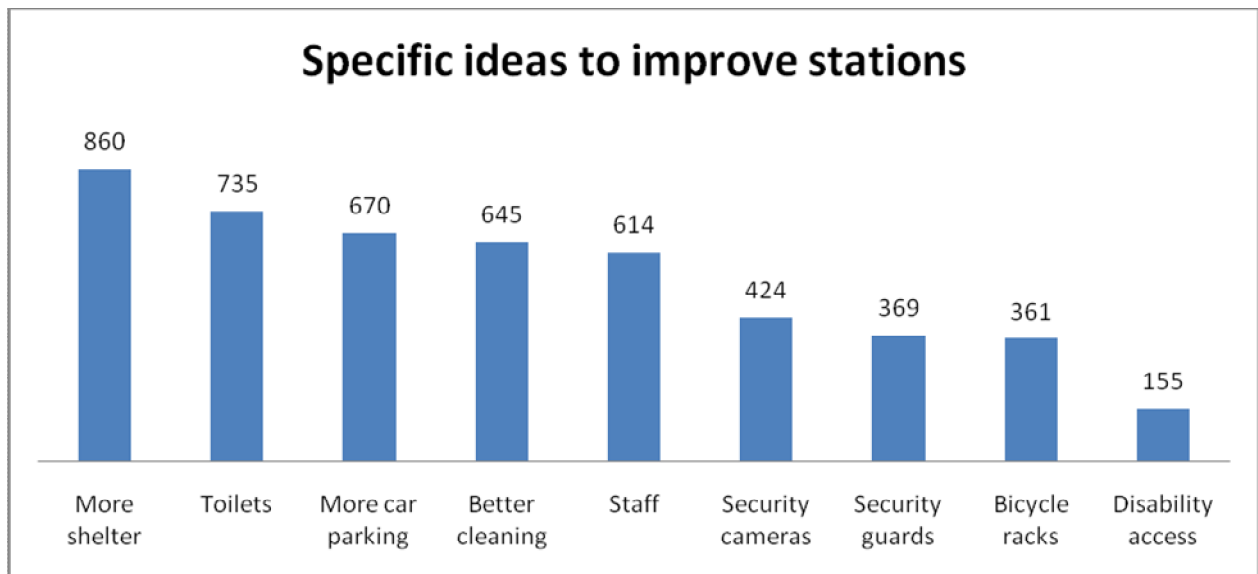
Respondents were also asked to indicate how important upgrading their station was to them. In this case 1,407 or 76 per cent said it was either very important or important. Conversely only 61 or 3 per cent of respondents felt it was unimportant – neutral answers equaled 391 or 21 per cent.



How important is upgrading your local station to you?		
Very important	830	45%
Important	577	31%
Neutral	391	21%
Not important	45	2%
Not at all important	16	1%

How would you improve your local station?

Respondents were given a list of options to choose from to improve their station. They could select as many options as they wanted. The most selected option was more shelter (806 selections or 46 per cent), followed by toilets (735 or 40 per cent), more car parking (607 or 36 per cent), better cleaning (645 or 35 per cent) and staffing (614 or 33 per cent).



Specific ideas to improve stations		
More shelter	860	46%
Toilets	735	40%
More car parking	670	36%
Better cleaning	645	35%
Staff	614	33%
Security cameras	424	23%
Security guards	369	20%
Bicycle racks	361	19%
Disability access	155	8%

Collating the ratings

We have collated the ratings to determine the most highly rated and lowly rated stations. To do this we have sorted the data to only including stations where there were 10 or more ratings. Each station has been scored on a scale where 2 = very good, 0 = fair, -2 = unacceptable.

According to the respondents to the survey, Melbourne's worst station is Tottenham, followed closely by Ringwood. The best station is Fairfield followed by Mitcham.

Best and worst stations

Best (in order)	Worst (in order, worst first)
Fairfield	Tottenham
Mitcham	Ringwood
Nunawading	West Footscray
Elsternwick	Hallam
Oakleigh	Sunshine
Mentone	Victoria Park
Ivanhoe	Balaclava
Camberwell	Footscray
Newport	Hoppers Crossing
Glenferrie	Dandenong

Full results (only stations with 10 or more votes)

	Votes	Total score	Ave score
Tottenham	19	-36	-1.89
Ringwood	36	-54	-1.50
West Footscray	15	-20	-1.33
Hallam	20	-26	-1.30
Sunshine	23	-29	-1.26
Victoria Park	12	-13	-1.08
Balaclava	39	-41	-1.05
Footscray	40	-39	-0.98
Hoppers Crossing	28	-26	-0.93
Dandenong	11	-10	-0.91
Frankston	23	-17	-0.74
Werribee	39	-27	-0.69
Laburnum	13	-9	-0.69
Laverton	29	-18	-0.62
Anstey	13	-8	-0.62
Westgarth	10	-6	-0.60
Watergardens	17	-10	-0.59
Huntingdale	20	-11	-0.55
Richmond	15	-8	-0.53
Thornbury	17	-9	-0.53

Rosanna	16	-8	-0.50
Glenhuntly	10	-5	-0.50
Merlynston	10	-5	-0.50
Chelsea	21	-10	-0.48
Bentleigh	15	-7	-0.47
Craigieburn	15	-7	-0.47
Reservoir	13	-6	-0.46
Box Hill	36	-15	-0.42
Epping	12	-5	-0.42
Mooroolbark	10	-4	-0.40
Croydon	19	-5	-0.26
Batman	13	-3	-0.23
Northcote	10	-1	-0.10
Belgrave	11	-1	-0.09
Ferntree Gully	15	-1	-0.07
Rushall	16	-1	-0.06
Watsonia	17	-1	-0.06
Heidelberg	24	-1	-0.04
<i>Coburg</i>	<i>17</i>	<i>0</i>	<i>0.00</i>
<i>Thomastown</i>	<i>10</i>	<i>0</i>	<i>0.00</i>
Jewell	19	1	0.05
Yarraville	15	1	0.07
Surrey Hills	24	2	0.08
Glen Waverley	13	2	0.15
Alphington	11	2	0.18
Burwood	11	2	0.18
Windsor	10	2	0.20
Greensborough	14	3	0.21
Clifton Hill	23	5	0.22
Macleod	13	4	0.31
Eltham	19	6	0.32
South Yarra	12	4	0.33
Southern Cross	11	4	0.36
Brunswick	18	8	0.44
Essendon	18	8	0.44
Blackburn	21	11	0.52
Glenferrie	13	7	0.54
Newport	11	6	0.55
Camberwell	16	9	0.56
Ivanhoe	14	9	0.64
Mentone	14	9	0.64
Oakleigh	14	9	0.64
Elsternwick	10	7	0.70
Nunawading	10	8	0.80
Mitcham	13	12	0.92
Fairfield	10	13	1.30

Survey responses about the worst stations

Respondents were able to suggest improvements they would like to see. Here are the suggestions for the stations most in need.

Tottenham

- Access to the station is partly via a horrible, dirty, wet tunnel. This urgently needs to be improved.
- Better amenity/landscaping- it's ugly cold and windy, the 'landscaping' is dust and gravel. The underpass to access the station is narrow and covered in seeping groundwater, water and litter. Only one loudspeaker works so you can't hear announcements.
- Approach to station is a dark and dingy footpath underpass squeezed next to busy road.
- Better access for all - currently through a narrow tunnel shared with cars - noisy, dark, polluted and footpath frequently flooded.
- Better speaker system - announcements can only be heard close to the station building. Also, better parking facilities needed on the Rupert Street side of the station.
- Better, safer pedestrian access from northern side.
- Complete rebuild of station would be nice. Maybe with bridge access from north to remove having to travel through terrible Ashley Street underpass.
- Current car parking is in a muddy paddock. Needs asphaltting and lighting. Ramps and walkway under bridge are 'scary'. I rarely use the station because of appalling conditions. This station would not be tolerated if it was in a more affluent area.
- Extra speakers so everyone can hear announcements; improved pedestrian access from north (fix underpass); dynamic signage to advise next train; more trains in peak periods.
- Fix the underpass, it's a disgrace - pollution and noise from traffic, room only for one person because of channel permanently filled with water, inadequate and failing safety barriers.
- Improved surrounds and approach from north (currently share road underpass - channel of water covers half of path, making it one way pedestrian traffic only; also inhale excessive exhaust fumes.
- Landscaping.
- More frequent trains with enough space to actually fit on! visual and audio notification of next train details and service alterations (front half of train can't hear announcements).
- Needs overhaul to improve pedestrian safety and amenity: proper parking, compliant access, landscaping (esp trees), lighting and signage. Underpass is unacceptable (fumes, narrow access, low lighting, rubbish, unsafe) needs upgrading/replaced with overpass.
- No open drains, more lighting, upgraded facilities and overpass for pedestrians not present underpass, which puts pedestrians within inches of freight trucks
- Tickets sold by a real person would be nice - can't buy tickets with a credit card that doesn't have a PIN - not all of us have this luxury

Ringwood

- A complete rebuild with better access to platforms via crossovers
- It's terrible, poor connections to Eastland. Lack of car parking space, looks uninviting and unsafe.
- Get rid of teenage druggies and drunk teens that sit there all the time with no life.
- Provide more Myki machines on Platform 1. Only 2 Myki machines on a major station is ridiculous.
- Better pick up for commuters being collected by private cars.
- Get rid of the gangs, my son and three friends were attacked by a gang of up to 12 youths in an unprovoked cowardly assault.
- Less gangs and druggies at night!

- More timetables on display so you know which platform to go to.
- The station is very old and needs an upgrade. The main footbridge has recently needed to be propped up with wooden supports which mean there is little room for one person to walk through part of it at a time. I don't think it's safe.
- Disability Access -No steep ramps.
- Easier access for the elderly.
- Get rid of station rats.
- Get rid of the loitering. Open up frontage more it is such a bottle neck.
- More frequent services 7 days per week, from early morning to late night, not just concentrated on weekday peak times. Also, as an immediate priority, we want, need, and demand trains that run more frequently than every 40 minutes after 7pm.
- More room at entrances. The entrances are too narrow and confined.
- Needs a lift, ramp too long, I am 88.
- Pull it down, start again. Overheads walkways terrible.
- Removal of the 'ferals' and 'trailer trash'.
- Ringwood train station is dirty, the overpass is unstable, and a temporary barrier blocks gaps between the footpath and fencing. Not safe. Almost daily intoxicated people block the exit, pushing past you yelling. Young teenagers hang around the station.
- Stop druggies from hanging around and pushing passengers and yelling. It's not safe.

West Footscray

- By staff I mean more staff.
- Actually running trains through it! Or at least have the train replacement buses stop there reliably - no-one wants to go to Tottenham and back for the fun of it.
- Better/ more lighting.
- It's location is terrible and dangerous to walk to.
- Needs pedestrian crossing on North side entrance.
- Needs shrubbery, flower boxes, litter removal from track, better and safer access to the station across busy Sunshine Road.
- Better lighting - it's a dodgy station in a dodgy area.
- Improved lighting.
- Police monitoring to deter drug trafficking. More street lighting outside of station. Very dim and unsafe at night.
- Total renovation, better pedestrian access from Kingsville direction.
- Very dim lighting outside of station. Unsafe at night. Police monitoring to deter drug trafficking.

Hallam

- A lot more parking. I get to the station at 7:40 am and there is no parking whatsoever left, people have resorted to parking on the walkways.
- More than one validating machine for city bound travellers.
- Need better traffic control measures across Hallam Road.
- The platform is too narrow that during peak hour, if I am trying to move further down the platform (weaving in and out) I feel that one small push I will fall onto the tracks. The shelter also has some shortcomings with poor lighting and very small shelters.
- Electronic timetables.
- It seems 3/4 of passengers in my carriage get off at Hallam. Only narrow exit to get through.
- Only one way to get to station by road which has heavy traffic no matter what time of day. A road overpass would help traffic flow.

- More shelters ALONG the platform. Only shelter is cold and windy and at the (tail) end of the platform. Needs AT LEAST one more Myki validator to cater for patronage. More random visits from Revenue Officers as too many customers DON'T validate tickets.
- Wider entrances and exits to and from the platforms. Access to the platforms from both ends, not just one end.

Sunshine

- Better security.
- It needs to be renovated and updated.
- Car parking is extremely limited with double and triple parking leading to regular block ins.
- Subway between car park and station often smells like urine and floods in some sections with heavy rains.
- No smoking laws to be enforced.
- The station is depressing as it is run down. The underground walkways are particularly bad.
- The underpass, although it has cameras, is dark, dingy and unsafe.
- Too many blind corners for undesirable people to hide in. Cannot see what is happening in the tunnels from any entrance point. Tunnels too narrow, even in non-peak periods difficult for people to walk in different directions.
- A completely new redesign of the Station
- A lot of cars have been smashed due to theft. And nothing has been done about it.
- Is the major junction west of the city yet only 25 per cent of Bendigo services stop there. Disconcerting for us locals, yes, but must be a major inconvenience for regional passengers who wish to change trains.
- It's dirty/hard to access/and feels unsafe.
- Staff are very rude and arrogant. eg: they themselves smoke in non-smoking areas.
- The security is a concern, my car has been broken twice and I can see scattered glass everywhere at the car park but nothing has been done or actioned about it. It is also a concern when exiting station during late night doesn't feel secure at all.
- The station, with notoriously unsafe underpass splits the suburbs in two and the underpass is the only way across. It is filthy and incredibly unsafe.
- Too many bad kids.

Victoria Park

- Generally inadequate for increased use but many more commuters due to increase in offices in the area eg Computershare.
- More inspectors and station staff to deter drug dealers. The station is actually busy.
- No staff means dangerous! And when trains are cancelled or late (which is EVERY day) they make local trains run express but then bypass this station and leave dozens of people on the platform trying to get to Clifton Hill to connect to Greensborough.

Balaclava

- More lighting
- Width of platform
- Toilets not always open. Trains 24 hours.
- A complete revamp to make it more modern and welcoming.
- Clearer signage to the station, from the footpaths & remaining suitable access ramps.
- General clean up and modernisation; cafe and newspaper stand.
- It would also be nice if I could get a train at 6 am Sunday to go to work.
- Lighting.
- More lighting and more bins.

- Complete rebuild.
- More ticket machines. You can miss the train waiting. Also there is very poor lighting along the path to and from the station and I don't feel safe.
- Restore access ramps or steps from the south in addition to current northern. Carlisle St access.
- TV Screens with train timetabling details; ramp access is too steep for wheelchair and pram users; Cafe / areas for commercial activity; Rooms that are heated in winter; baby changing facilities.
- Wider platform.
- Wider platform before somebody falls off!
- Wider platforms before somebody falls off (in)!

Footscray

- Escalators.
- There is a big gap between the middle platforms and the trains.
- Police Officers manning the station at ALL times. Too much crime, violence, drugs and harassment.
- Put Myki readers near the entry/exit gates on platform 2 (otherwise you have to exit via the inside of the station building). 2. Customer service staff should do something about smoking in covered areas. 3. Announcements make no sense.
- Better access between platforms - stairs are poorly pitched (possibly outside design standards) dangerous. Toilets dodgy. Forget security guards with guns - what about a customer service presence on the platform, or selling good coffee and snacks.
- Better access to platforms. The stairs are too dangerous, more Myki machines at other locations as it's hard to swipe on and off.
- Bus interchange at station, paint job in waiting room, heated waiting room, wider gates for faster customer throughput, remove junk food from forecourt outlets.
- Design of station should be to standard and functional which it isn't.
- Escalators, large format electronic details of when trains are due and which platform etc.
- Lots more seating under cover as well as in the open.
- Need accurate real time announcements, not misleading announcements.
- Secure bicycle parking, lockers or cages.
- The design of the station should complement the area, the parts of current design of the station is at odds with the suburb that it's in.
- The new steps used to climb up from the platforms to the overpass are too steep, the instep is too narrow and they collect puddles of water when it rains. The waiting room from platform 4 is appallingly dirty drab and comfortless. Also, more staff.
- Train info at entrance to station that can be easily read from ground level.
- A bridge that works.
- A bridge that works and shelter.
- A footbridge that is 'fit for purpose', instead of the terrible structure we've been saddled with.
- A user friendly footbridge - not the Mount Everest they recently put up.
- Escalators - stairs too steep for elderly and disabled.
- Footbridge has no escalators causing ugly competition for available lifts.
- Replace the new steep slippery wet steps with the old wheel and rain friendly ramps (you might find the old ramps at the local tip)
- The new station pedestrian overpass roof allows rain through. It is absolutely absurd that up to 50 per cent of the roof panels are perforated. The steps down to the platforms are the

barest minimum and dangerous. Compare the quality of North Melbourne station with Footscray.

Hoppers Crossing

- Definitely more parking!
- I am against the placing of armed guards at stations.
- I would make it better by having more buses go to it. A clean station is not much good if I cannot get there!
- You can miss a train if Vline or freight trains are coming past (sometimes they take 5 - 10 minutes) and the boom gates stay down. An entrance to the station that is an underpass or overpass would make it better.
- Better access to timetables or LED timetables as well as functional clocks.
- Electronic Screens giving out information.
- More benches and proper lighting.
- Clean graffiti and renovate.
- Hoppers Crossing is very busy station that should be premium level like its neighbour Laverton.

Dandenong

- Needs to be redesigned - stairs are so steep they are dangerous to use.
- Staff to move around the station, rather than hiding in the ticket booth. And more frequent bus services to/from the station.
- There aren't enough toilet facilities and they are filthy. The whole station needs a good gurney and scrub. Bike lockers needed.
- Dandenong station is violent and has a constant undercurrent of danger. It is NOT a safe place to be and I dread going there.
- It wants pulling down and rebuilding, it's disgusting.
- More policing to cut down drug exchanges, fights, knives.