



This document sets out how Pilning Station Group (PSG) counts passenger numbers and usage statistics at Pilning Station.

This document takes immediate effect from Saturday 8 December 2018, including the services applicable to that date. This document was agreed by members of Pilning Station Group on 8 December 2018.

This document was amended to version 2 to include collection of active travel statistics, and to further clarify how PSG counts statistics in the event its volunteers are unable to visit the station. This amended document was agreed by members of Pilning Station Group on 9 April 2021.

Methodology – Passenger Numbers

PSG collects an internal count of passenger numbers using the station, boarding and alighting from the two trains per week. These figures are made public in statistical form only, with the full figures available to members of the Group.

In counting passenger usage statistics, PSG will include:

- Passengers boarding or alighting from a train at Pilning Station;
- Passengers boarding or alighting from a rail replacement service at Pilning Station; and
- Passengers boarding or alighting from another railway industry provided transport such as taxis, where these have been arranged by a Train Operating Company (for example, as a result of disruption or missed connections).

Ticketed/ticketless travel is not accounted for in the collection of the above statistics.

PSG will not include in its passenger counts any circumstances such as the following:

Travel to or from Pilning Station which was made by methods of transport other than those explicitly listed above;

- Passengers who alight from a service at Pilning Station and re-board before departure;
- Passengers who board a service at Pilning Station then alight before departure;
- Passengers showing intent to board or alight at Pilning Station but who otherwise decide or are prevented from doing so, excepting where permitted above; and
- Passengers who have a ticket 'split' at Pilning Station, excepting those who physically board or alight from the train as per the above rules. Ticket 'splits' will not confer additional counts.

Where it is not possible for PSG members to attend the station to collect figures, it will be assumed that 0 passengers used the station.

Methodology - Active Travel

(added 04/04/2021)

PSG collects statistics relating to passengers seeking to make use of methods of active travel, where train travel to or from Pilning Station forms part of a larger journey. PSG encourages active travel both as a way of reducing pollution and congestion in the Greater Bristol area, and to allow Pilning passengers who may not be able to use both services an alternative method of getting home.

Considering the potential number of opportunities and methods of travel available in any given journey, PSG will consider any passenger alighting or departing a scheduled calling train with a bicycle (or equivalent) to be partaking in an active travel journey.

Given the resources available to the group in collecting this information, PSG will simply count the number of bicycles (or equivalent) loaded and unloaded from each calling passenger service, as a single figure logged against each service.

In counting bicycle usage statistics, PSG will include:

- Bicycles boarding or alighting from a train at Pilning Station;
- Bicycles boarding or alighting from a rail replacement service at Pilning Station; and
- Bicycles boarding or alighting from another railway industry provided transport such as taxis, where these have been arranged by a Train Operating Company (for example, as a result of disruption or missed connections).

PSG will not include in its bicycle counts any circumstances such as the following:

- Travel to or from Pilning Station made otherwise than by using the weekly train service;
- Bicycles alighting from a service at Pilning Station and re-boarding before departure;
- Bicycles boarding a service at Pilning Station then alighting before departure.
- Individuals carrying more than one bicycle - in this instance PSG will consider this to be a single bicycle for the data collection point of active travel.

In the above instance, bicycles which are denied carriage for any reason (such as a full luggage compartment or cycle storage area) will not be included in these statistics.

The passenger count as set out in the above section will be unaffected by this count; passengers will continue to be counted separately from bicycles.

Methodology – Unticketed Travel

Pilning Station Group, where feasible, collects statistical information from passengers relating to unticketed travel. As a Department for Transport category F2 station (“small unstaffed”), and with no ticket purchasing facilities, passengers at Pilning Station are required to purchase tickets either in advance or on-board. In a number of cases, passengers are not presented with an opportunity to purchase those tickets. This may be caused by a number of issues, and potentially causes lost revenue to Train Operating Companies (TOCs).

PSG collects this information anonymously, and no information is collected about individuals travelling without tickets. The statistical information is used as part of the wider campaign to work with local TOCs to ensure all opportunities are taken to collect revenue due to them, and subsequently to accurately account for passenger figures.

It is acknowledged that some passengers making longer journeys may travel unticketed on the first part of their journey but purchase at the first opportunity, which may be a staffed station. It is also acknowledged in these cases that the passenger may subsequently not choose to request the ticket purchase from Pilning. PSG is unable to collect statistics surrounding this, but is instead focussed on ensuring adequate ticket purchase facilities are provided for those boarding at the station.

For this metric, PSG will include:

- Passengers travelling fully unticketed on local journeys, for example from Pilning to Patchway or Filton Abbey Wood, or from Newport or Severn Tunnel Junction to Pilning;
- Passengers not presented with an opportunity to purchase tickets prior to Filton Abbey Wood on the morning train, where those passengers do not hold a ticket purchased prior to
- travel; and
- Passengers not presented with an opportunity to purchase tickets prior to Pilning on the
- afternoon train, where those passengers do not hold a ticket purchased prior to travel.

PSG will not include:

- Passengers who hold a valid ticket for travel, regardless of origin and destination;
- Passengers who hold a ticket such as a Ranger or Rover, where these are valid to or from Pilning;
- Passengers making use of appropriate easements doubling-back via Newport or Severn Tunnel Junction;
- Information about passengers travelling from Cardiff, Newport and/or Severn Tunnel Junction and alighting at Pilning on the morning train, due to the resource required in collecting these figures; and
- Information about passengers boarding at Pilning and travelling towards Patchway, Filton Abbey Wood and/or Bristol on the afternoon train, due to the resource required in collecting these figures.

Where rail replacement or diverted services are in operation, Bristol Parkway will substitute accordingly for the above list of stations.

Each individual will only count once to the above statistics per journey.