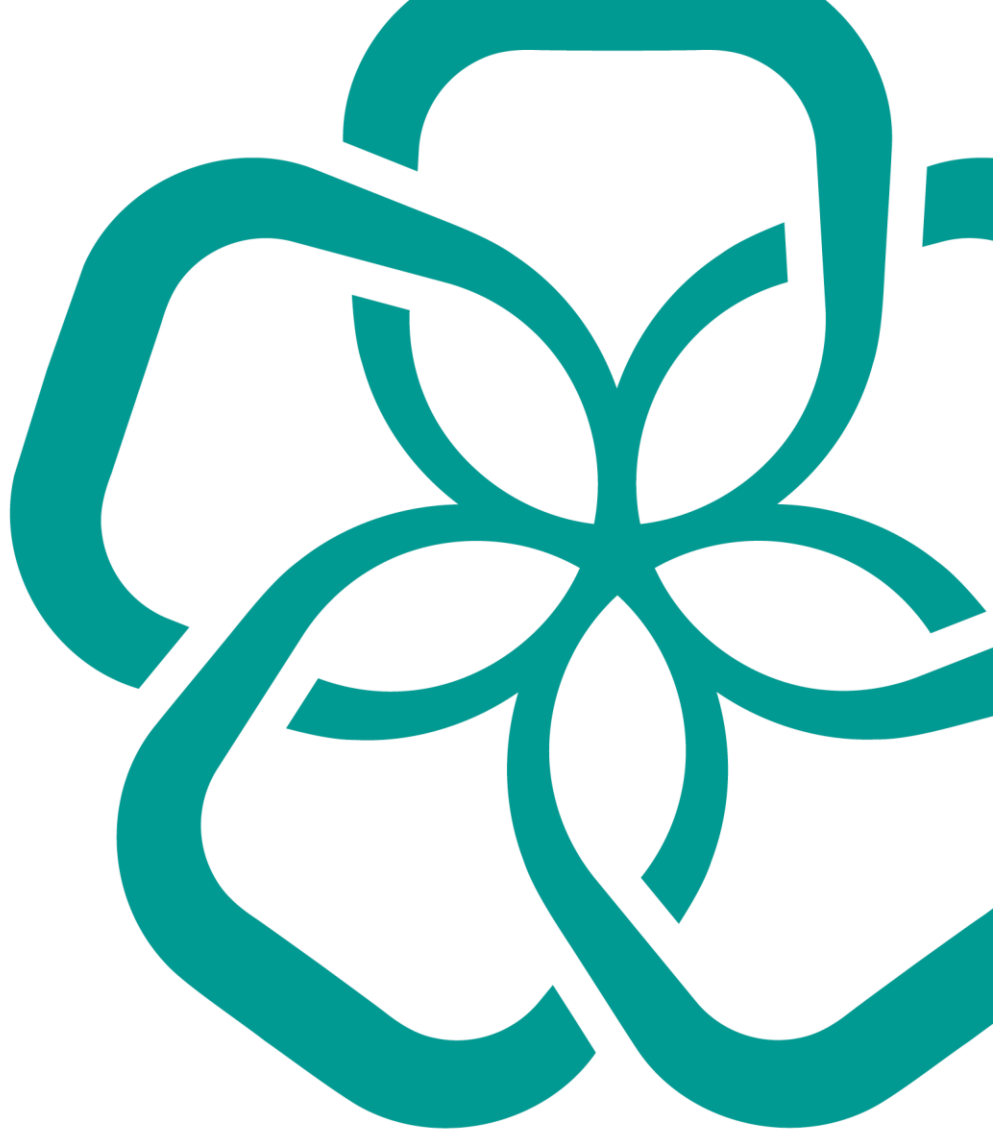




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Leeds Rail Station Platform 17 extension

Engagement outcome report

Consultation and engagement team, April 2025

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1. Executive summary

Platform 17 is on the southern side of Leeds rail station, serving trains to and from Lincoln, Nottingham, Sheffield and Knottingley. Trains using this platform also stop at Wakefield Kirkgate, Normanton, Woodlesford, Glasshoughton and Pontefract. Network Rail is leading a project to extend platform 17, with additional funding, subject to successful business case approval, by the West Yorkshire Combined Authority (the Combined Authority) provided by the City Region Sustainable Transport Settlement (CRSTS).

Currently, platform 17 can accommodate up to four-coach trains, and often has two trains with two coaches at the platform. This results in overcrowding, as the number of passengers regularly exceeds the number of seats available on the trains. The planned extension will lengthen the platform to accommodate six-coach trains, allowing two trains with three coaches each to be at the platform, and significantly increasing seating capacity.

The access route to platform 17 is only 2.5 metres wide due to the location of the lift shaft on platform 16. This narrow passage creates congestion, discomfort, and restricts passenger flow, particularly during peak times. Although the platform meets Network Rail's minimum width standards, it is not wide enough to provide the necessary 1.5 metres of space between the end of the wheelchair ramp and the edge of the platform.

The proposed plans include:

- Extending platform 17 to at least 143 metres to accommodate two trains with three coaches each.
- Widening platform 17 to 3.3 metres for most of its length, improving accessibility.
- Relocating the lift shaft, stairs, and escalator to improve access to the platform.

These improvements aim to enhance:

- connectivity between Leeds and Sheffield, Nottingham and Lincoln, providing a less congested and more reliable service.
- the passenger experience at Leeds station, reducing pedestrian delays and improving safety.

The public engagement took place over four weeks, from 4 to 31 March 2025. Respondents could feedback online, by post, phone call, email, at two drop-in sessions at the station and 18 face-to-face sessions held on platform 17. The engagement was promoted via posters and leaflets within the station, and on social media. In total, 686 survey responses were received – 461 online and 225 from face-to-face surveying on the platform.

There were mixed levels of satisfaction in response to questions regarding the current experience of using platform 17. The majority of respondents agreed or strongly agreed with the statements:

- Providing longer trains with more space and more seats would improve my passenger experience.
- More pedestrian space on a longer and wider platform 17 at Leeds station would improve

my passenger experience.

- The route between platform 16 and 17 should be made wider because overcrowding there feels unsafe.
- Moving the lift to a more central position on platform 16 would make it easier to access platforms 16 and 17.

This engagement outcome report will be considered by the project team as they finalise proposals, ahead of the submission of a full business case (FBC) to the Combined Authority later this year. Should the scheme be approved, the proposed date to start on site is estimated to be late 2026 - 2027, subject to the relevant approvals and contracts.

2. Overview

2.1 Background

Network Rail is leading the project to extend platform 17 at Leeds rail station, with additional funding from the Combined Authority, provided by the CRSTS, pending the approval of a successful business case.

Project objectives:

- Deliver a station ready for growth.
- Contribute towards clean, green economic growth.
- Improve connectivity between communities served by routes to Pontefract, Knottingley, Sheffield, Nottingham and Lincoln.
- Enhance the passenger experience at Leeds station.

Project plans:

- Extend the length of platform 17 to make it long enough to accommodate six-coach trains (or two three-coach trains), increasing capacity by over 50% to address current overcrowding on trains which regularly have more passengers than available seats.
- Widen the platform to alleviate discomfort and improve passenger flow, especially around the lift shaft on platform 16. The current width does not allow for sufficient space for a wheelchair ramp onto trains.
- Relocate the lift shaft to improve access to platform 17.

Expected outcomes:

- Reduced congestion and a more reliable train service between Leeds and Sheffield, Nottingham, and Lincoln.
- Improved passenger experience for West Yorkshire rail users travelling to and from stations such as Wakefield Kirkgate, Castleford, Pontefract and Knottingley.
- Reduced pedestrian delays between platforms and improving safety at Leeds station.

2.2 Aims

This project aims to engage the public and stakeholders to gather their views and assess levels of support for the proposed platform extension. The survey has highlighted key issues with the current platform. This will help inform the FBC and justify the need for the proposed improvements.

The key objectives of the engagement are to:

- Raise awareness of the proposed scheme
- Understand stakeholders' views on the current platform layout and identify their priorities for improvements

The engagement aims to reach a broad audience of stakeholders and capture their perceptions of the proposals. This feedback will be crucial for gauging support, identifying any concerns, and ensuring the project aligns with the needs and priorities of stakeholders.

2.3 The proposals

- **Extend platform 17 length by at least 47% (143 metres).** This extension will allow trains with more than 50% additional seating capacity to use this platform.
- **Increase the width of the platform to 3.3 metres for most of its length,** with the final 17 metres being at least 2.8 metres wide. This will help ease crowding and ensure easier placement of wheelchair access ramps for smoother boarding and alighting for wheelchair users.
- **Relocate the stairs, escalators, and lift to a more central position on platform 16.** This will enhance accessibility and improve passenger flow between platforms 16 and 17.

3. Engagement activity

The engagement took place over four weeks, from 4 March to 31 March 2025. During this period, a variety of communication methods were used to raise awareness of the proposals among stakeholders and the local community. These methods provided stakeholders with multiple accessible and convenient ways to give feedback. The methods used to engage stakeholders and promote the engagement are outlined below.

3.1 Your Voice

The engagement was hosted on the [Combined Authority's engagement website Your Voice](#). The page ensured that information on the proposals was readily available, easily accessible, and provided participants an opportunity to share feedback on the scheme.

The following tools were available and promoted on Your Voice to provide further information or gather feedback:

- **Frequently Asked Questions (FAQs):** Provided further information about the project and signposted participants to other resources.
- **Survey:** Participants could submit feedback via an online survey or could use Your Voice to download a printable version. Once a survey response was submitted, it prompted the responder to share details of the engagement amongst their networks by email or social media. Face-to-face surveys were also conducted on the station platform during the engagement.
- **Question and Answer (Q&A):** Participants were able to submit queries for response by the project team.
- **Email:** Responses, questions or feedback were encouraged through the Your Voice email address - yourvoice@westyorks-ca.gov.uk.
- **Post:** The freepost address (FREEPOST CONSULTATION TEAM WYCA) was publicised on all engagement materials, providing a further channel for people to submit feedback and pose questions to the consultation and engagement team in writing.
- **Telephone:** MetroLine 0113 245 7676 was also publicised on materials to allow people to request printed copies and information in alternative formats.

3.2 Marketing and communication campaign

The engagement was promoted using the following activities:

- **Social media:** Social media posts from the Combined Authority across platforms such as Facebook, X (formerly Twitter) and LinkedIn were used to promote the engagement. Social media promotion had an average click through rate of 5.3%.
- **Email:** Interest groups and local stakeholders were contacted by the Combined Authority project team by email to encourage their participation. Over 3,000 people who have registered their interest on Your Voice to receive updates about consultations in Leeds or West Yorkshire were contacted by email newsletter by the Combined Authority.
- **Flyers:** Were available at leaflet stands and information points at Leeds rail station and distributed at drop-in events and during in-person surveying.
- **Posters:** Displayed on platforms and walkways at Leeds rail station.

3.3 Events

Events raised awareness of the proposals, informed attendees, and encouraged feedback. They also provided an opportunity for stakeholders and members of the public to meet with the project team and ask any questions.

In-person events and activities:

The project team at the drop-in events included representatives from Network Rail, the Combined Authority consultation and engagement team, and transport planners. Approximately 60 people attended these drop-in events, and over 220 individuals were encouraged to provide feedback through the survey.

- **Drop-in events:** The team ran two drop-in events at different times of day on the footbridge above platform 17. At these events, the team answered questions, distributed flyers, and conducted face-to-face surveys with the public.

Location: Leeds Rail Station, West footbridge

Dates and times: Saturday 15 March 2025, 11am-2pm, Thursday 20 March 3pm-6pm.

- **Face-to-face surveying:** The team conducted surveys on platform 17 during 18 separate sessions, targeting both peak and off-peak times. During these sessions, team members approached passengers to complete the survey and distribute flyers.

Location: Leeds Rail Station, platform 17

Dates and times: From 11 to 26 March between 7.30am–6pm.

3.4 Stakeholder engagement

Stakeholder mapping was carried out prior to the engagement in order to identify people and groups who may be interested or have a stake in the proposals, including those connected to Leeds station and destinations served by platform 17.

Targeted mapping was carried out to ensure the engagement was inclusive for seldom heard groups. Emails were sent to a list of stakeholders, including businesses and services, education providers, transport providers, community groups and other statutory stakeholders.

Prior to the launch of public engagement, the project team briefed local ward councillors from the scheme area and the Combined Authority's transport committee.

3.5 Inclusive engagement

Network Rail and the Combined Authority are committed to promoting equity and value diversity and inclusion. We encourage fairness with equal chances for all to work, learn and be free from any barriers, discrimination, or victimisation. [Read more about our approach to equity, diversity and inclusion on our website.](#)

The term 'seldom-heard groups' refers to under-represented people and/or, communities, who rarely have the same opportunities or access to express themselves as other stakeholders. Due to multiple barriers affecting access to and the use of public and social services, often the views of these groups go underrepresented. It is critical that efforts are made to connect and

communicate with diverse groups, to facilitate fuller participation and ensuring that our consultations are as accessible and progressively inclusive as possible. Many factors can contribute to people, who use services, being seldom heard, including:

- Gender, including trans identity / history
- Age
- Disability
- Race and ethnicity
- Sexuality
- Mental health
- Homelessness
- Geographical isolation
- Socio-economic background
- Caring responsibilities
- Marriage, partner, and relationships
- Religion and belief
- Pregnancy, maternity, and parental leave

Network Rail developed a Diversity Impact Assessment to ensure that the right people were engaged in the right ways. The equality analysis is a review of the actual or potential effects of project or policies on people who identify with any of the protected characteristics outlined in the [Equality Act](#). This assessment helped us identify who we need to engage with and how.

Network Rail's Diversity Impact Assessment showed that the proposals may have a positive impact on the protected characteristic groups of age, sex, disability, pregnancy and maternity, and religion and belief. The proposed platform extension will improve accessibility overall, for example increasing seating available on the platform and better pedestrian flow, making the visitor experience safer and more comfortable. The extended platform will introduce a longer route for passengers with reduced mobility, therefore a new onboarding / alighting strategy will be developed with station management groups throughout the design process to ensure that passengers have time to travel down the full platform length. A full analysis of feedback from protected characteristic groups through the survey can be found in section 4.3.

In our inclusive engagement, we were also keen to reach people who are unable to engage online, feel uncomfortable using online services, or may experience access issues. We supplied a freepost address for letters or return of paper surveys, a dedicated telephone number for enquiries, printed leaflets, and we offered paper versions of our surveys upon request. Contact details were supplied for those requiring materials or to request alternative ways of accessing the information.

3.6 Your Voice engagement statistics

During the four-week engagement period, 3,243 visits were made to the Your Voice consultation page. Visitors can be divided into the following categories:

Aware (1,982 visitors): Visitors that we consider to be aware have made at least one single visit to the webpage. These people have seen the information but not taken any further action by clicking on anything. The total number of visitors is higher than the total number of visits, because a single visitor may visit the webpage several times.

Informed (798 visitors): An informed visitor has taken the next step from being aware of the webpage and clicked on something to find out more. That might be to download the printable survey, read frequently asked questions (FAQs) about the scheme, or view the privacy notice.

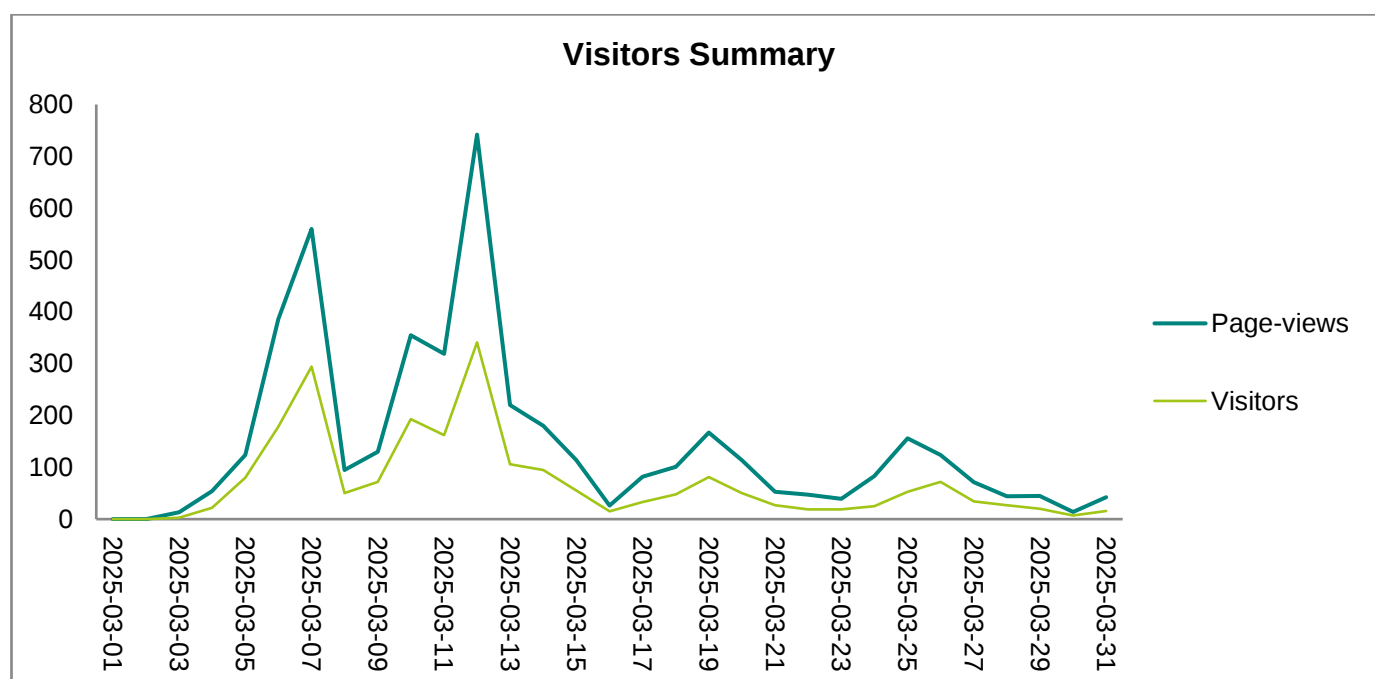
Engaged (463 visitors): Every visitor that contributes using a tool is considered to have actively participated with the engagement.

- **461 surveys** were submitted online (with a further 225 completed in person)
- **Three questions** were asked through the Q&A tool
- **Four emails** were received through the Your Voice email inbox (with one further message received by MetroLine)

The submissions can be viewed in full along with associated responses in the appendices.

Timeline of visits

The graph below shows the visiting trend to the Your Voice webpage throughout the engagement period.



Traffic channels

The table below shows the different channels used to access the Your Voice webpage.

Site access routes	Number of visits
Direct: (By typing the webpage directly into the address bar on browser or using links within general emails)	1,504
Social media:	
Facebook	924
LinkedIn	126
X (formerly Twitter)	64
Instagram	4
Referrals: (re-directed to the site)	462
Search engine: (including Google, Bing, Internet Explorer etc)	312
Email: (webpage access through direct email campaigns using external email tools)	273
.GOV sites: (referrals from government websites)	34

The number of visitors to the Your Voice page is higher than the number of respondents completing the survey. Whilst we note that there will be various reasons why visitors may not engage further, we would assume that some are not concerned by the proposals and do not feel the need to provide feedback.

4. Engagement results

A total of 686 surveys were completed, 461 online and 225 face-to-face. The surveys asked a mixture of closed (quantitative) and open questions (qualitative) to understand people's views. These views are shown in the charts and graphs below alongside summaries. Comments received as open text responses have been coded by topic and grouped into themes and are shown in the tables below. Full responses can be found in the appendices. Please note that some questions may have fewer responses because respondents have chosen those they would like to answer.

Quantitative data analysis: The quantitative responses from the survey were analysed using standard frequency counts and percentages. Where figures in this report do not add up to 100%, this is the result of rounding or due to a respondent giving multiple responses to a question in which respondents could select more than one option. Responses to these questions are reported by the number of respondents per option. Percentages are not used where respondents were asked to select multiple options.

Qualitative data analysis: Open text questions were included to enable respondents to tell us more about their views. The analysis of open text qualitative data was carried out using thematic coding. This process involves identifying themes in responses and assigning responses (or elements of responses) to these themes. Comments relating to each theme are grouped together and counted allowing common themes to emerge. The total count may not equal the total number of comments as some respondents raise multiple themes.

Cross tabulation analysis: This is a method to analyse the relationship between multiple variables. Cross tabulation analysis has been used in this report to compare the responses of different groups of respondents. We have used cross tabulation to look at the differences in views and experience between respondents who identified as having a disability.

Filtered analysis: This is a method to analyse the responses of one group of respondents separately. Filtering can be used to look at the responses of one group of respondents based on their answer to a specific question. Filtering has been used in this report to look specifically at the experiences of those who travel for business, and those who identified as having a disability.

In this report filtering and cross tabulation has been used to analyse the responses of certain groups of respondents identified as being particularly impacted by the project. We have also used filtering and cross tabulation to understand differences in the views and experiences of respondents from protected characteristic groups that were identified in the diversity impact assessment as being disproportionately impacted by the proposals.

The longer survey was divided into four sections:

- Section one: Your train travel habits
- Section two: Your experience of using platforms 16 and 17
- Section three: About you (optional)
- Section four: Your experience of the engagement (optional)

The shorter (face-to-face) survey was divided into three sections:

- Section one: Your experience of using platform 17
- Section two: Your train travel habits
- Section three: About you (optional)

4.1 Overview of survey responses

Online survey

Section one: Your train travel habits

Platform 17

- 430 of 461 respondents (93%) stated that they use platform 17.
- On how often 430 respondents use trains on this route, the most common responses were at least once a month (31%, 134) and two to four days a week (27%, 115).
- Regarding which station they usually start their journey, the most common responses were Leeds (27%, 117), Castleford (16%, 69), and Pontefract Monkhill (10%, 41).
- Regarding which station they usually end their journey, the most common responses were Leeds (62%, 261) and Sheffield (13%, 55).
- When they usually travel on this route, 245 (57%) respondents travel weekdays at peak times (Monday to Friday before 9.30am and/or between 3.30-6.30pm), 178 (42%) respondents travel weekdays at off-peak times (Monday to Friday after 9.30am and/or after 6.30pm) and 213 (50%) respondents travel at weekends (respondents could select more than one option).
- Regarding if they ever make this journey by car, 154 (36%) responded yes. When asked how frequently, of 155 responses, the most common answers were at least once a month (33%, 51), at least once a year (33%, 51) and once a week (20%, 30).
- For what purposes 431 respondents usually travel on this route, a majority selected for leisure activities (66%, 286), followed by to go to work or volunteering (45%, 192), and for business purposes (15%, 65).

Platform 16

- 208 of 461 respondents (45%) stated that they use platform 16.
- On how often 210 respondents use trains on this route, the most common responses were at least once a year (43%, 89), at least once a month (30%, 62), and once a week (13%, 26).
- When they usually travel on this route, 99 (48%) respondents travel weekdays at peak times (Monday to Friday before 9.30am and/or between 3.30-6.30pm), 104 (50%) respondents travel weekdays at off-peak times (Monday to Friday after 9.30am and/or after 6.30pm) and 101 (49%) respondents travel at weekends.
- Regarding if they ever make this journey by car, 58 (28%) responded yes. When asked how frequently, of 59 responses, the most common answers were at least once a year (38%, 22), at least once a month (31%, 18) and once a week (16%, 9).
- For what purposes the 208 respondents usually travel on this route, a majority selected for leisure activities (73%, 152), followed by to go to work or volunteering (29%, 60) and for business purposes (19%, 39).

Section two: Your experience of using platforms 16 and 17

Platform 17

Respondents were asked to rate each statement based on their experience of arriving at or departing from platform 17.

- **Safety accessing platform 17:** Of 430 respondents 245 (57%) were dissatisfied or very dissatisfied compared with 88 (21%) who were very satisfied or satisfied. 93 (22%) neither agree nor disagree and two (1%) said not applicable.
- **Levels of crowding on route through Leeds station to and from platform 17:** Of 430 respondents 349 (82%) were dissatisfied or very dissatisfied compared with 33 (8%) who were very satisfied or satisfied. 45 (11%) neither agree nor disagree and one (1%) said not applicable.
- **Safety whilst waiting on platform 17:** Of 430 respondents 222 (52%) who were dissatisfied or very dissatisfied compared with 95 (23%) who were very satisfied or satisfied. 108 (26%) neither agree nor disagree and three (1%) said not applicable.
- **Levels of crowding on platform 17:** Of 430 respondents 352 (82%) were dissatisfied or very dissatisfied compared with 29 (7%) who were very satisfied or satisfied. 46 (11%) neither agree nor disagree and one (1%) said not applicable.
- **Overall quality of waiting environment on platform 17:** Of 430 respondents 343 (80%) were dissatisfied or very dissatisfied compared with 26 (7%) who were very satisfied or satisfied. 58 (14%) neither agree nor disagree and two (1%) said not applicable.
- **Being able to get a seat on the train:** Of 430 respondents 251 (59%) were dissatisfied or very dissatisfied compared with 78 (19%) who were very satisfied or satisfied. 99 (23%) neither agree nor disagree and one (1%) said not applicable.
- **Experience of getting on and off trains at platform 17 by foot:** Of 430 respondents 247 (58%) were dissatisfied or very dissatisfied compared with 71 (17%) who were very satisfied or satisfied. 108 (26%) neither agree nor disagree and two (1%) said not applicable.
- **Experience of getting on and off trains at platform 17 while using a wheelchair or mobility aid:** Of 430 respondents 30 (7%) were dissatisfied or very dissatisfied compared with six (2%) who were very satisfied or satisfied. 14 (4%) neither agree nor disagree and 375 (87%) said not applicable.
- **Experience of getting on and off trains at platform 17 with a pushchair or pram:** Of 430 respondents 55 (13%) were dissatisfied or very dissatisfied compared with four (1%) who were very satisfied or satisfied. 14 (4%) neither agree nor disagree and 352 (82%) said not applicable.
- **Experience of getting on and off trains at platform 17 with a bicycle:** Of 430 respondents 56 (13%) were dissatisfied or very dissatisfied compared with six (2%) who were very satisfied or satisfied. 18 (5%) neither agree nor disagree and 345 (80%) said not applicable.

The following question received a high level of dissatisfaction from respondents:

- **Overall, how satisfied are you with your experience of arriving at or departing from platform 17 at Leeds station?** Of 430 respondents 319 (74%) were dissatisfied or very dissatisfied compared with 30 (7%) who were very satisfied or satisfied. 80

(19%) neither agree nor disagree.

Platform 16

Respondents were asked to rate each statement based on their experience of arriving at or departing from platform 16.

- **Safety accessing platform 16:** Of 210 respondents 86 (41%) were dissatisfied or very dissatisfied compared with 77 (37%) who were very satisfied or satisfied. 44 (21%) neither agree nor disagree.
- **Levels of crowding on route through Leeds station to and from platform 16:** Of 210 respondents 136 (65%) were dissatisfied or very dissatisfied compared with 33 (16%) who were very satisfied or satisfied. 39 (19%) neither agree nor disagree.
- **Safety whilst waiting on platform 16:** Of 210 respondents 90 (43%) were dissatisfied or very dissatisfied compared with 71 (34%) who were very satisfied or satisfied. 45 (21%) neither agree nor disagree.
- **Levels of crowding on platform 16:** Of 210 respondents 153 (73%) were dissatisfied or very dissatisfied compared with 28 (13%) who were very satisfied or satisfied. 24 (11%) neither agree nor disagree.
- **Overall quality of waiting environment on platform 16:** Of 210 respondents 135 (64%) were dissatisfied or very dissatisfied compared with 36 (17%) who were very satisfied or satisfied. 36 (17%) neither agree nor disagree.
- **Being able to get a seat on the train:** Of 210 respondents 124 (59%) were dissatisfied or very dissatisfied compared with 40 (19%) who were very satisfied or satisfied. 41 (20%) neither agree nor disagree and two (1%) said not applicable.
- **Experience of getting on and off trains at platform 16 by foot:** Of 210 respondents 113 (54%) were dissatisfied or very dissatisfied compared with 51 (24%) who were very satisfied or satisfied. 42 (20%) neither agree nor disagree and one (1%) said not applicable.
- **Experience of getting on and off trains at platform 16 while using a wheelchair or mobility aid:** Of 210 respondents 14 (7%) were dissatisfied or very dissatisfied compared with four (2%) who were very satisfied or satisfied. Six (3%) neither agree nor disagree and 182 (87%) said not applicable.
- **Experience of getting on and off trains at platform 16 with a pushchair or pram:** Of 210 respondents 14 (7%) were dissatisfied or very dissatisfied compared with four (2%) who were very satisfied or satisfied. Eight (4%) neither agree nor disagree and 181 (86%) said not applicable.
- **Experience of getting on and off trains at platform 16 with a bicycle:** Of 210 respondents 30 (14%) were dissatisfied or very dissatisfied compared with four (2%) who were very satisfied or satisfied. Ten (5%) neither agree nor disagree and 161 (77%) said not applicable.

All respondents were asked to rate how much they agree or disagree with the following statements about their passenger experience – with all statements being agreed with by the majority:

- **Providing longer trains with more space and more seats would improve my passenger experience:** Of 448 respondents 415 (93%) strongly agree or agree compared with ten (3%) who disagree or strongly disagree. 17 (4%) neither agree nor

disagree and four (1%) said they did not know.

- **More pedestrian space on a longer and wider platform 17 at Leeds station would improve my passenger experience:** Of 448 respondents 411 (92%) strongly agree or agree compared with seven (2%) who disagree or strongly disagree. 21 (5%) neither agree nor disagree and six (2%) said they did not know.
- **The route between platforms 16 and 17 should be made wider because overcrowding there feels unsafe:** Of 448 respondents 408 (91%) strongly agree or agree compared with six (2%) who disagree or strongly disagree. 25 (6%) neither agree nor disagree and five (2%) said they did not know.
- **Moving the lift to a more central position on platform 16 would make it easier to access platforms 16 and 17:** Of 448 respondents 284 (64%) strongly agree or agree compared with 26 (6%) who disagree or strongly disagree. 93 (21%) neither agree nor disagree and 42 (9%) said they did not know.

When asked if they had any further comments about platform 17 and/or 16 and journeys on this route, the most popular themes raised by respondents were:

- Suggestions to improve the platforms, such as more cover and more seating (159 comments).
- Safety related concerns (127 comments).
- Train specific concerns (73 comments).

Section three: About you

Respondents had the option answer several demographic questions. This section outlines the headline demographics of respondents. It uses the 2021 Census data, by the Office for National Statistics as a point of comparison. A map showing postcode areas of respondents can be viewed on page 37.

Sex and gender/gender identity

- Of 415 respondents, 52% (214) are male which is roughly the same as national population data (49%), whilst 43% (178) are female which is slightly less than national population data (51%). 5% (21) of respondents chose not to say.
- Most respondents (93%, 383) said the gender they identify with is the same as their sex registered at birth, while 1% (one) self-describe their gender in another way and 5% (22) prefer not to say.

Age

- Of 416 respondents, 36% (151) are aged 16-34, which is more than national population data (24%).
- The survey was not completed by anyone under the age of 15, or over the age of 85.

Ethnicity

- Of 415 respondents, the majority are White or White British (91%, 379) which is more than national population data (81%). 3% (11) are Asian or Asian British, which is proportionally less than local population data (10%).

Disability

- Of 420 respondents, 22% (92) have a long-term physical or mental health condition or illness, which is proportionately more than national population data (17%).

Sexuality

- Of 411 respondents, the majority (71%, 290) are heterosexual or straight. 8% (32) are gay, 6% (26) are bisexual, 14% (58) prefer not to say and 1% (three) self-describe their orientation in a different way.

Religion

- Of 414 respondents, 52% (213) selected no religion or belief – more than the national population (37%), whilst 33% (136) are Christian – less than the national population (46%). 1% (five) are Muslim, which is proportionally less than national population data (7%).

Full information of the demographics of the respondents can be found in section 4.2.

Face-to-face survey

Section one: Your experience of using platform 17

Respondents were asked to rate each statement based on their experience of arriving at or departing from platform 17

- **Safety accessing platform 17:** Of 224 respondents 137 (61%) were very satisfied or satisfied compared with 59 (26%) who were dissatisfied or very dissatisfied. 24 (11%) neither agree nor disagree and two (1%) said they did not know.
- **Safety whilst waiting on platform 17:** Of 224 respondents 153 (68%) were very satisfied or satisfied compared with 36 (16%) who were dissatisfied or very dissatisfied. 35 (16%) neither agree nor disagree.
- **Overall quality of waiting environment on platform 17:** Of 224 respondents 111 (50%) were dissatisfied or very dissatisfied compared with 72 (32%) who were very satisfied or satisfied. 41 (18%) neither agree nor disagree.
- **Levels of crowding on board trains departing from platform 17:** Of 224 respondents 99 (44%) were dissatisfied or very dissatisfied compared with 62 (28%) who were very satisfied or satisfied. 52 (23%) neither agree nor disagree and 11 (5%) said they did not know.
- **Levels of crowding on board trains arriving at platform 17:** Of 224 respondents 98 (44%) were dissatisfied or very dissatisfied compared with 58 (26%) who were very satisfied or satisfied. 51 (23%) neither agree nor disagree and 17 (8%) said they did not know.
- **Experience of getting on and off trains at platform 17:** Of 224 respondents 103 (46%) were very satisfied or satisfied compared with 74 (33%) who were dissatisfied or very dissatisfied. 36 (16%) neither agree nor disagree and nine (4%) said they did not know.

Respondents were asked to rate how much they agree or disagree with the following statements about their passenger experience – with all statements being agreed with by the

majority:

- **Providing longer trains with more space and more seats would improve my passenger experience:** Of 223 respondents 199 (89%) strongly agree or agree compared with six (3%) who disagree or strongly disagree. 17 (8%) neither agree nor disagree and one said they did not know.
- **More pedestrian space on a longer and wider platform at Leeds station would improve my passenger experience:** Of 223 respondents 173 (78%) strongly agree or agree compared with 12 (5%) who disagree. 37 (17%) neither agree nor disagree and one said they did not know.
- **The route between platforms 16 and 17 should be made wider because overcrowding there feels unsafe:** Of 223 respondents 171 (77%) strongly agree or agree compared with 16 (7%) who disagree or strongly disagree. 31 (14%) neither agree nor disagree and five said they did not know.
- **Moving the lift to a more central position on platform 16 would make it easier to access platform 17:** Of 223 respondents 123 (55%) strongly agree or agree compared with 13 (6%) who disagree or strongly disagree. 62 (28%) neither agree nor disagree and 25 (11%) said they did not know.

Section two: Your train travel habits

- Regarding which station they started their journey, the most common responses were Leeds (46%, 99) and other (29%, 63)
- Regarding which station they were ending their journey, the most common responses were Leeds (19%, 42), Barnsley (13%, 29) and Sheffield (12%, 27)
- On how frequently 222 respondents use trains on this route, the most common responses were two to four days a week (28%, 62) and at least once a month (21%, 47)
- For what purposes the 219 respondents usually travel on this route, a majority selected for leisure activities (44%, 97), followed by to go to work or volunteering (38%, 84) and to go to school/ college/ university (18%, 40). 16 (7%) respondents selected for business purposes.

The following question received a high level of satisfaction from respondents:

- **Overall, how satisfied are you with your experience of arriving at or departing from platform 17 at Leeds station?** Of 219 respondents 107 (49%) were very satisfied or satisfied compared with 56 (26%) who were dissatisfied or very dissatisfied. 56 (26%) neither agree nor disagree.

When asked if they had any further comments about platform 17 and/or 16 and journeys on this route, the most popular themes raised by respondents were:

- More seating needed on platform 17 (21 comments)
- More/ better signage directing to and on platform 17 (13 comments)
- More cover/ shelter needed on platform 17 (12 comments)

Section three: About you (optional)

The face-to-face survey asked three optional demographic questions.

Sex

- Of 213 respondents, 49% (105) are male which is the same as national population data (49%), whilst 48% (103) are female which is slightly less than national population data (51%). 2% (five) of respondents chose not to say.

Age

- Of 205 respondents, 45% (93) are aged 16-34, which is more than national population data (24%).
- The survey was not completed by anyone over the age of 85.

Disability

- Of 200 respondents, 16% (32) have a long-term physical or mental health condition or illness, which is proportionately similar to national population data (17%).

Combined survey results

Satisfaction levels were different in the online survey compared to the face-to-face survey. There could be several reasons for this, including participation bias. It's possible that some people modified their answers in the face-to-face survey because an interviewer was present, while the online survey may have encouraged more honest answers due to its greater anonymity.

Below is a summary of the combined results of the online and face-to-face surveys, where the same questions were asked.

How often do you use trains on this route?

On how frequently 651 respondents (429 online and 222 face-to-face) use trains on this route, the most common responses were at least once a month (28%, 181) and two to four days a week (27%, 177).

For what purposes do you travel on this route?

(Respondents could select more than one response.) For what purposes the respondents usually travel on this route (629 online and 249 face-to-face), a majority selected for leisure activities (44%, 383), followed by to go to work or volunteering (31%, 276). 81 (9%) respondents selected for business purposes.

Based on your experience of arriving at or departing from platform 17, please rate each of the following statements:

- **Safety accessing platform 17:** Of 650 respondents (428 online and 222 face-to-face), 304 (47%) were dissatisfied or very dissatisfied compared with 225 (35%) who were very satisfied or satisfied.
- **Safety whilst waiting on platform 17:** Of 652 respondents (428 online and 224 face-to-face), 258 (40%) were dissatisfied or very dissatisfied compared with 248 (38%) who were very satisfied or satisfied.
- **Overall quality of waiting environment on platform 17:** Of 653 respondents (429 online and 224 face-to-face), 454 (70%) were dissatisfied or very dissatisfied compared with 98 (15%) who were very satisfied or satisfied.

Please rate how much you agree or disagree with the following statements about your passenger experience:

- **Providing longer trains with more space and more seats would improve my passenger experience:** Of 669 respondents (446 online and 223 face-to-face), 614 (92%) strongly agree or agree compared with 16 (3%) who disagree or strongly disagree.
- **More pedestrian space on a longer and wider platform at Leeds station would improve my passenger experience:** Of 668 respondents (445 online and 223 face-to-face), 584 (87%) strongly agree or agree compared with 19 (3%) who disagree or strongly disagree.
- **The route between platforms 16 and 17 should be made wider because overcrowding there feels unsafe:** Of 667 respondents (444 online and 223 face-to-face), 579 (87%) strongly agree or agree compared with 22 (4%) who disagree or strongly disagree.
- **Moving the lift to a more central position on platform 16 would make it easier to access platform 17:** Of 668 respondents (445 online and 223 face-to-face), 407 (61%) strongly agree or agree compared with 39 (6%) who disagree or strongly disagree.

Overall, how satisfied are you with your experience of arriving at or departing from platform 17 at Leeds station?

Of 648 respondents (429 online and 219 face-to-face), 375 (58%) were dissatisfied or very dissatisfied compared with 137 (22%) who were very satisfied or satisfied. 136 (21%) felt neutral.

4.2 Analysis of survey responses

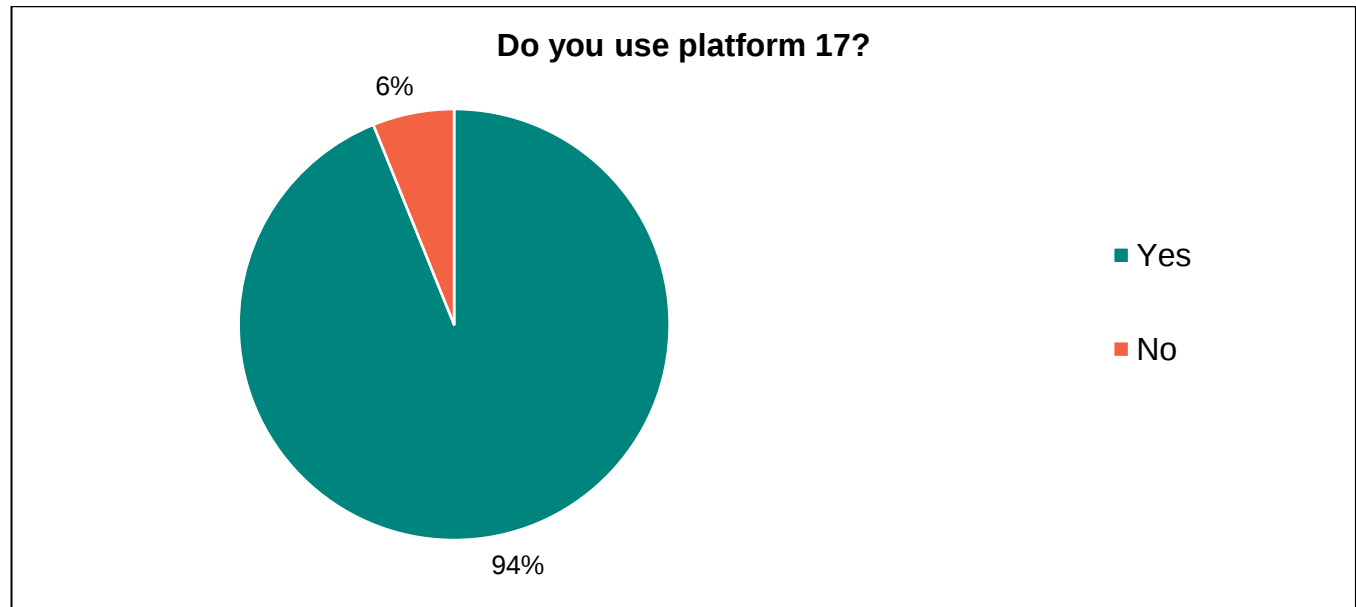
Online survey

Section one: Your train travel habits

Platform 17

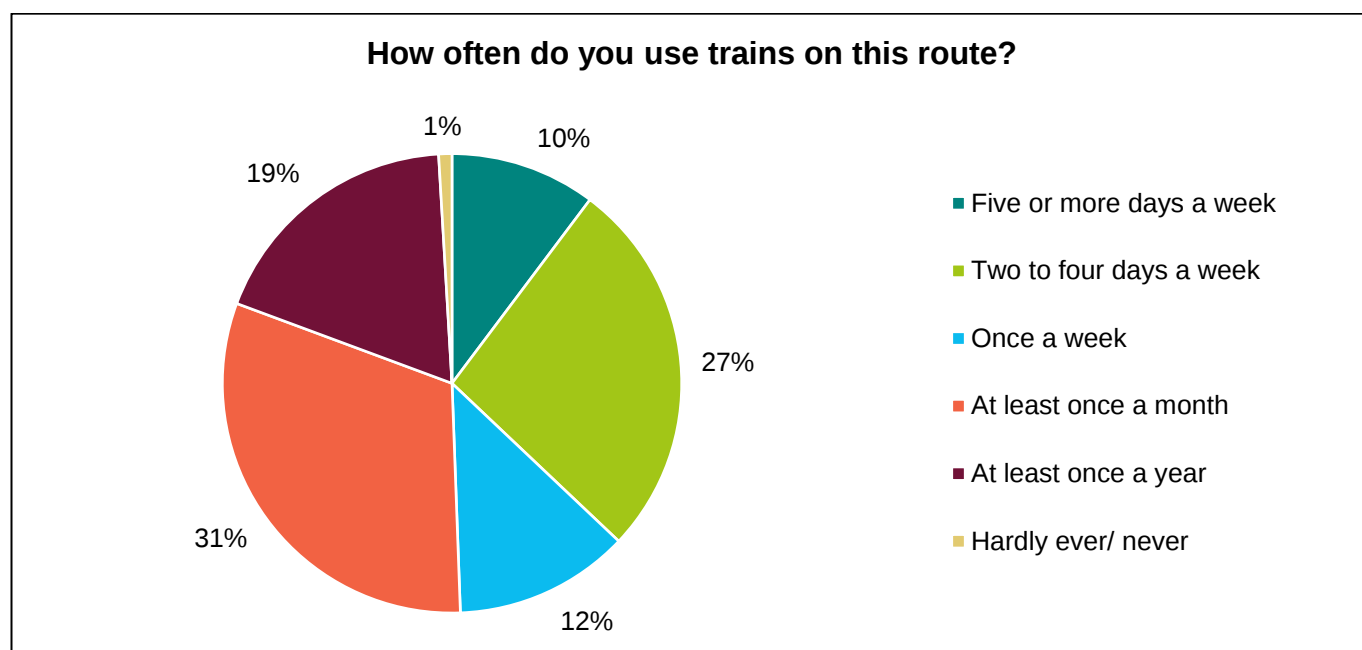
Q1. Do you use platform 17? 458 responses, three skipped

430 respondents (94%) said yes, they do use platform 17, and 28 (6%) said no they don't use it.



Q2. How often do you use trains on this route? 429 responses, 32 skipped

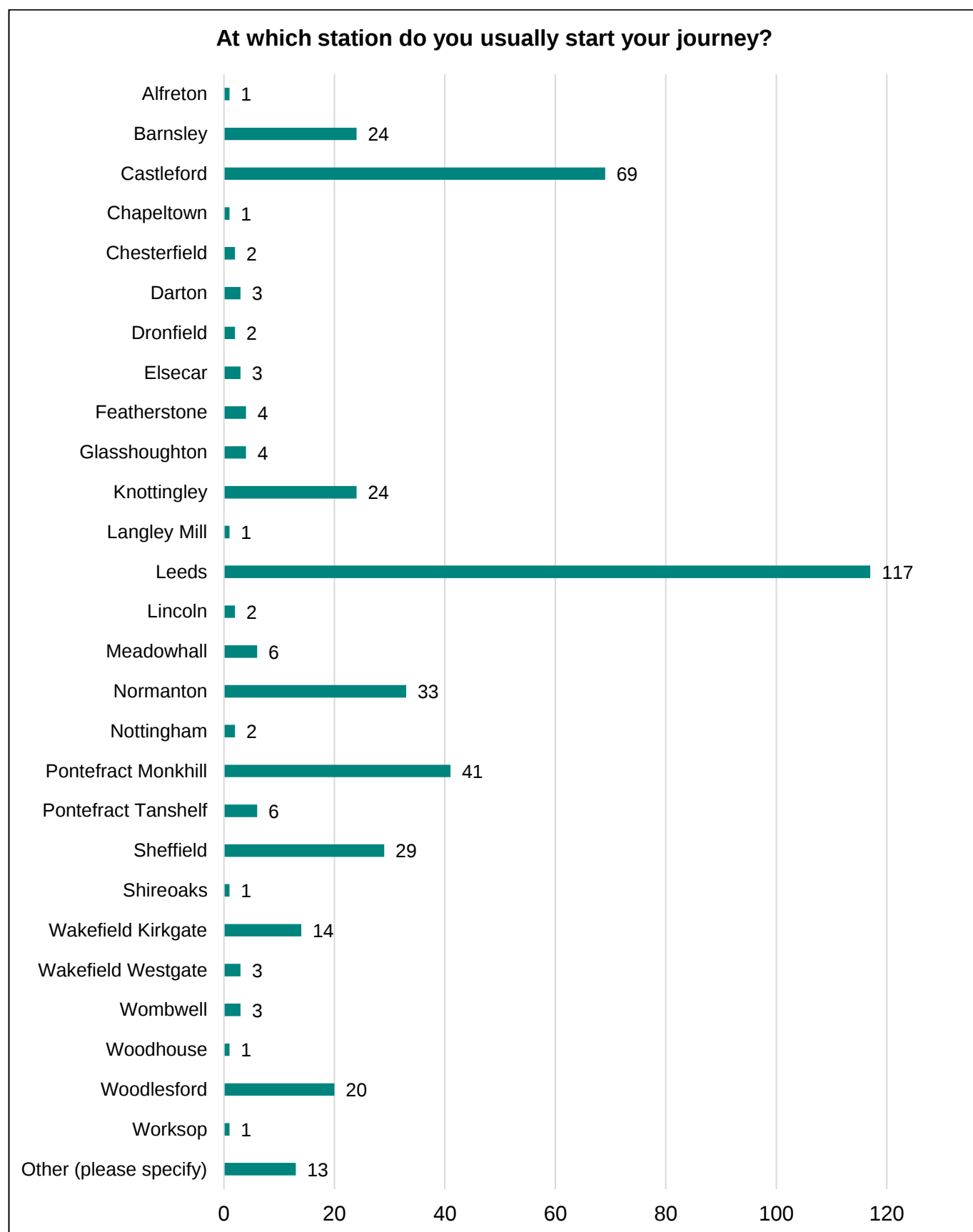
Frequency	Number of responses	Percentage
At least once a month	134	31%
Two to four days a week	115	27%
At least once a year	79	19%
Once a week	53	12%
Five or more days a week	44	10%
Hardly ever / never	4	1%



Q3. At which station do you usually start your journey? 430 responses, 31 skipped

Station	Number of respondents	Station	Number of respondents
Leeds	117	Elsecar	3
Castleford	69	Wombwell	3
Pontefract Monkhill	41	Wakefield Westgate	3
Normanton	33	Chesterfield	2
Sheffield	29	Dronfield	2
Barnsley	24	Lincoln	2
Knottingley	24	Nottingham	2
Woodlesford	20	Alfreton	1
Wakefield Kirkgate	14	Chapelton	1
Meadowhall	6	Langley Mill	1
Pontefract Tanshelf	6	Shireoaks	1
Featherstone	4	Woodhouse	1
Glasshoughton	4	Worksop	1
Darton	3	Other (please specify)	13

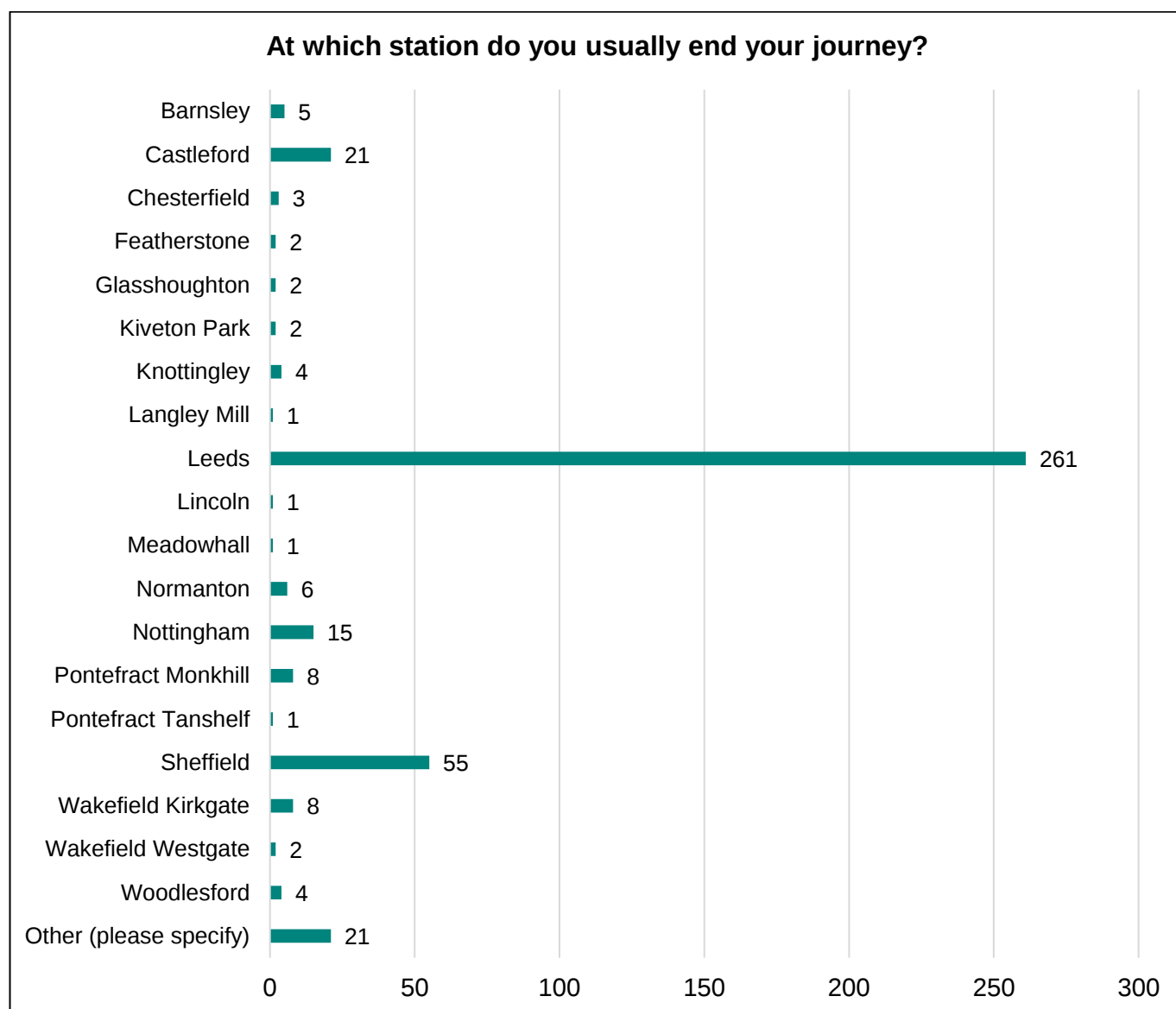
For the 13 respondents who said 'other', their answers include: York (2); Selby; Menston; Huddersfield; Cross Gates; Newcastle; Cottingley; Sheffield; Crewe; Outwood; Burley Park to Leeds, Leeds to Sheffield.



Q4. At which station do you usually end your journey? 423 responses, 38 skipped

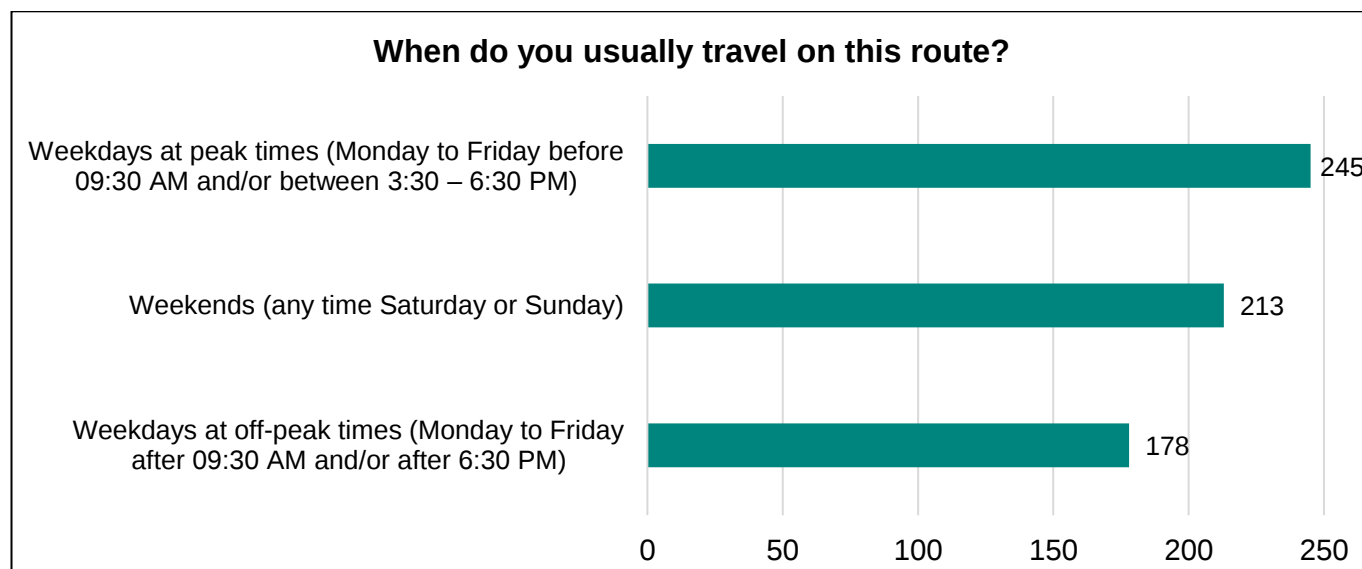
Station	Number of respondents	Station	Number of respondents
Leeds	261	Woodlesford	4
Sheffield	55	Chesterfield	3
Castleford	21	Featherstone	2
Other (please specify)	21	Glasshoughton	2
Nottingham	15	Kiveton Park	2
Pontefract Monkhill	8	Wakefield Westgate	2
Wakefield Kirkgate	8	Langley Mill	1
Normanton	6	Lincoln	1
Barnsley	5	Meadowhall	1
Knottingley	4	Pontefract Tanshelf	1

For the 21 respondents who selected 'other'; the stations include: Various (6); Featherstone; York; Manchester Airport; Liverpool or Newton-Le-Willows as a connection to Chester; Saltaire; Huddersfield; Keighley; Leeds and Barnsley equally; Sheffield/ Nottingham; Derby; Dewsbury; Newcastle; Hebden Bridge; Skipton; Bradford.

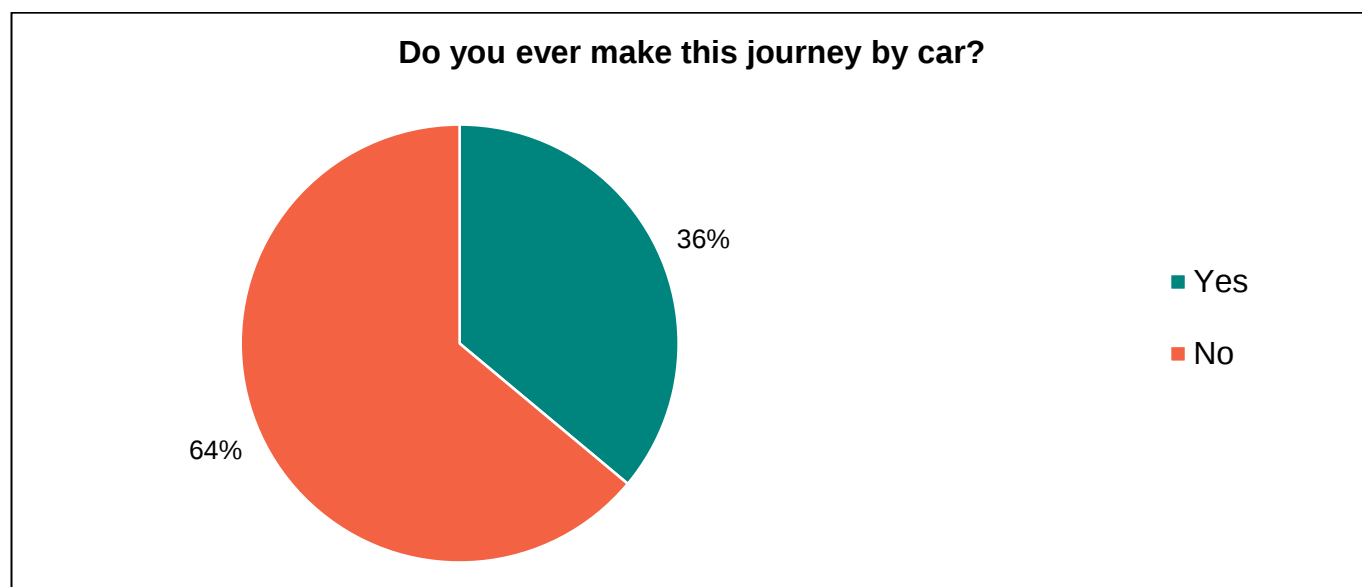


Q5. When do you usually travel on this route? 429 responses, 32 skipped

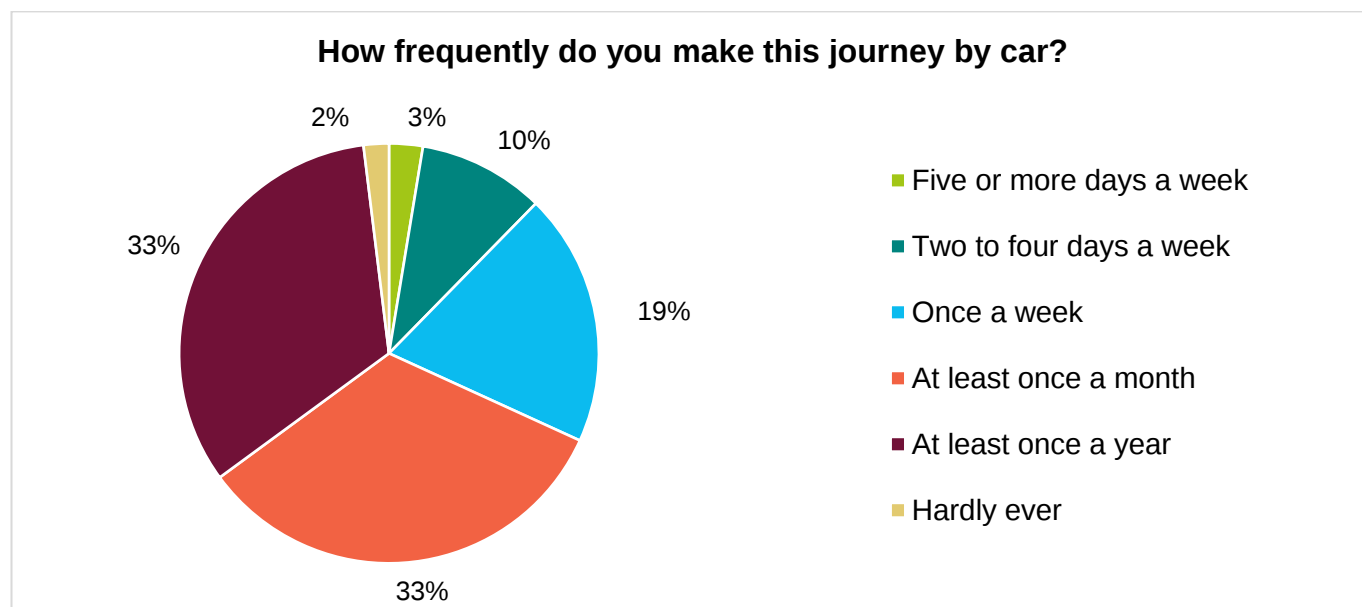
245 respondents selected weekdays at peak times, 178 respondents selected weekdays at off-peak times and 213 selected weekends.



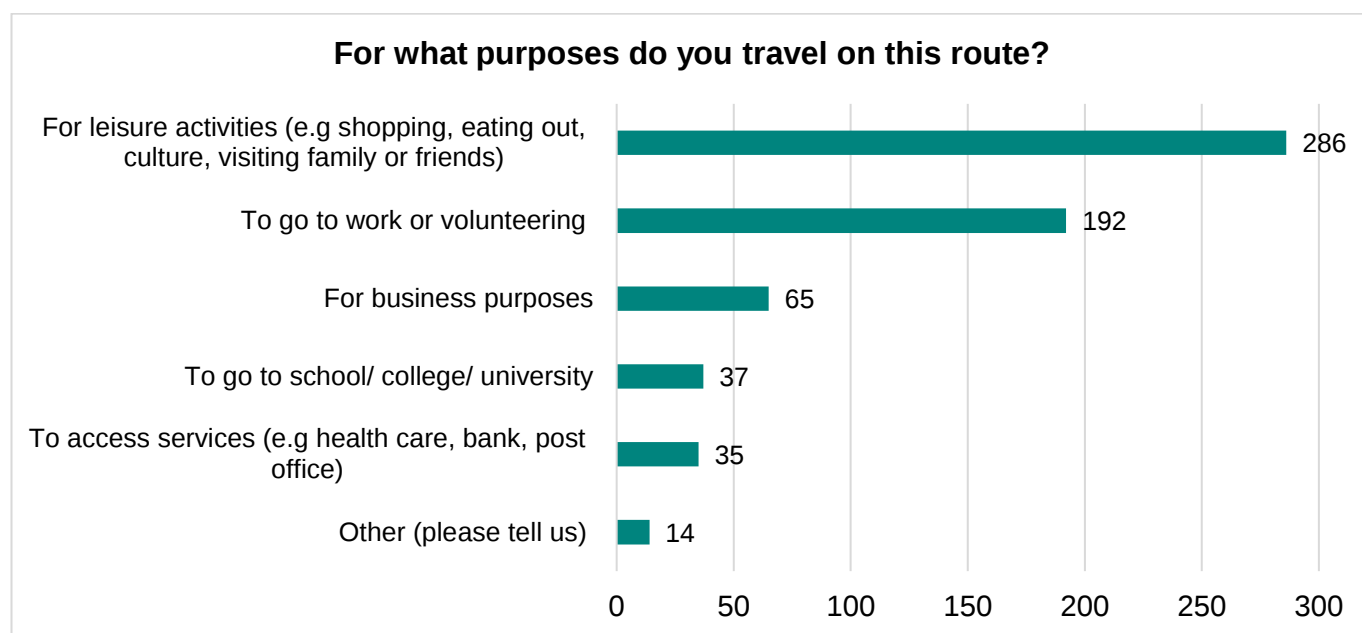
Q6. Do you ever make this journey by car? 427 responses, 34 skipped
154 respondents (36%) said yes and 273 (64%) said no.



Q7. (If yes) How frequently do you make this journey by car? 154 responses, 307 skipped
51 respondents selected at least once a month and 51 selected at least once a year. 30 said once a week, 15 said two to four days a week and four said five or more days a week. Three said hardly ever.



Q8. For what purposes do you travel on this route? 431 responses, 30 skipped
286 said leisure activities and 192 said to go to work or volunteering. 65 said for business purposes. 37 said to go to school/ college/ university and 35 to access services. 14 said 'other'.



'Other' comments include leisure activities (7); to make a connection (2), training (1), football (1), university (1), as a train driver (1) and none of the above (1)

If categorising travel purposes into two categories – business and leisure, then 335 travel for leisure (including for leisure activities, to access services and other) and 294 travel for business (including to go to work or volunteering, for business purposes and to go to school/ college/ university).

Q9. Based on your experience of arriving at or departing from platform 17, please rate each of the following statements 430 responses, 31 skipped

Safety

- More respondents felt dissatisfied about the safety of accessing platform 17 (245, 57%) than satisfied (88, 21%). 93 felt neutral and two selected 'not applicable'.
- More respondents felt safety whilst waiting on platform 17 was dissatisfactory (222, 52%) compared to those who felt satisfied (95, 22%). 108 (25%) felt neutral and three selected 'not applicable'.

Overcrowding

- More respondents felt the levels of crowding on route through Leeds station to and from platform 17 were dissatisfactory (349, 82%) than satisfactory (33, 8%). 45 felt neutral and one selected 'not applicable'.
- More respondents felt levels of crowding on platform 17 were dissatisfactory (352, 82%) compared to those who felt satisfied (29, 7%). 46 felt neutral and one selected 'not applicable'.

Waiting environment

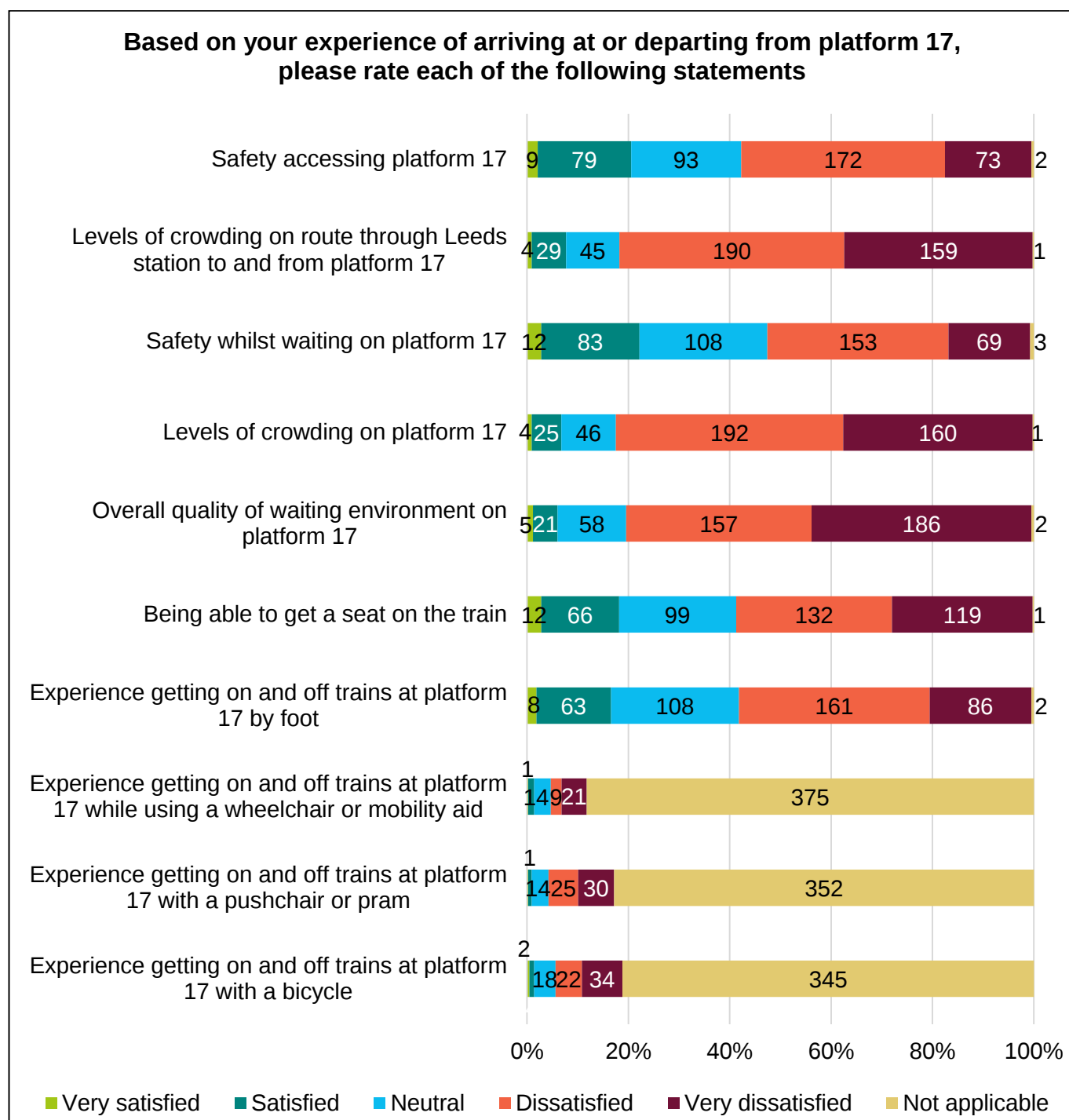
- More respondents felt the overall quality of waiting environment on platform 17 was dissatisfactory (343, 82%) compared to those who felt satisfied (26, 6%). 58 felt neutral and two selected 'not applicable'.

Getting a seat on the train

- More respondents felt that being able to get a seat on the train was dissatisfactory (251, 59%) compared to those who felt satisfied (78, 18%). 99 felt neutral and one selected 'not applicable'.

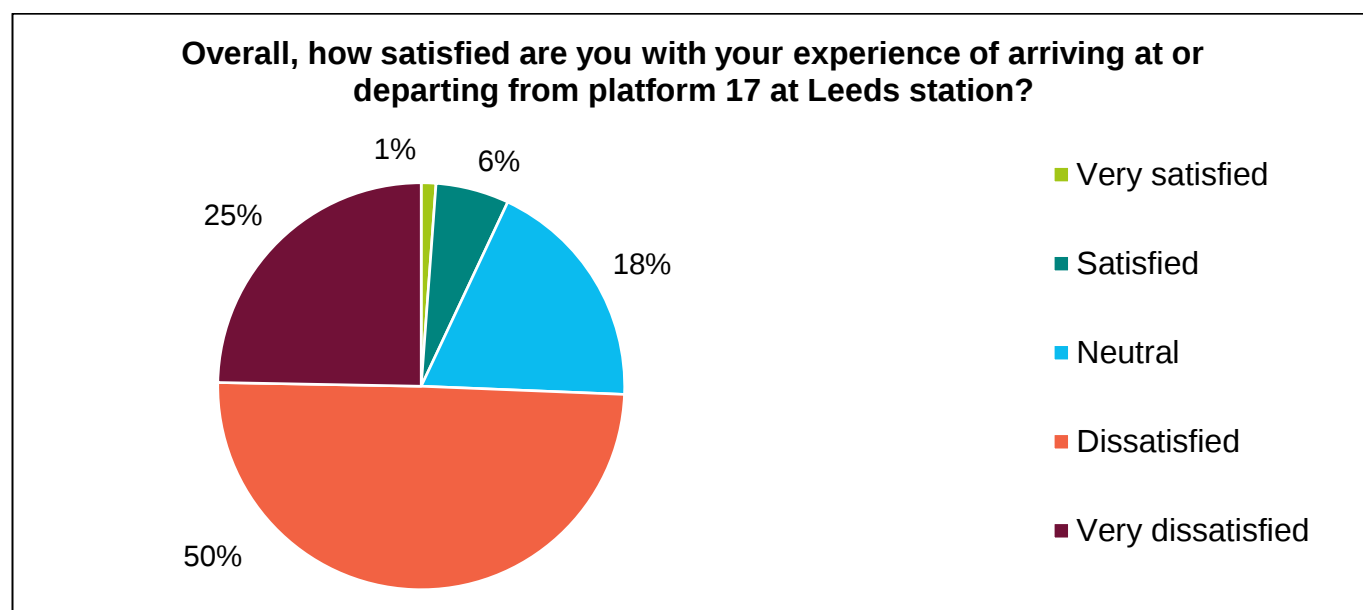
Getting on and off the train

- More respondents felt the experience getting on and off trains at platform 17 by foot was dissatisfactory (247, 58%) compared to those who felt satisfied (71, 17%). 108 (25%) felt neutral and two (1%) selected 'not applicable'.
- Slightly more respondents felt the experience getting on and off trains at platform 17 while using a wheelchair or mobility aid was dissatisfactory (30, 7%) compared to those who felt satisfied (six, 1%). 14 (3%) felt neutral and 375 (88%) selected 'not applicable'.
- More respondents felt the experience getting on and off trains at platform 17 with a pushchair or pram was dissatisfactory (55, 13%) compared to those who felt satisfied (four, 1%). 14 (3%) felt neutral and 352 (83%) selected 'not applicable'.
- More respondents felt the experience getting on and off trains at platform 17 with a bicycle was dissatisfactory (56, 13%) compared to those who felt satisfied (six, 1%). 18 (4%) felt neutral and 345 (81%) selected 'not applicable'.



Q10. Overall, how satisfied are you with your experience of arriving at or departing from platform 17 at Leeds station? 429 responses, 32 skipped

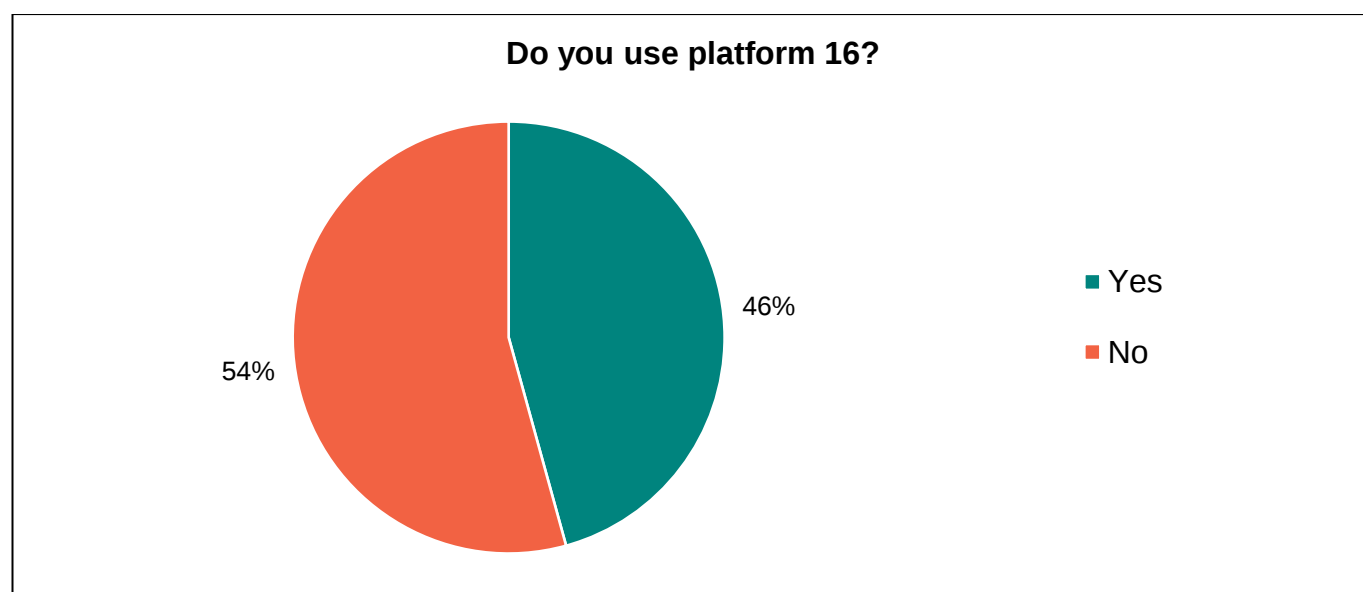
50% (213) of respondents said dissatisfied and 25% (106) very dissatisfied. 18% (80) felt neutral. 6% (25) said satisfied and 1% (five) said very satisfied.



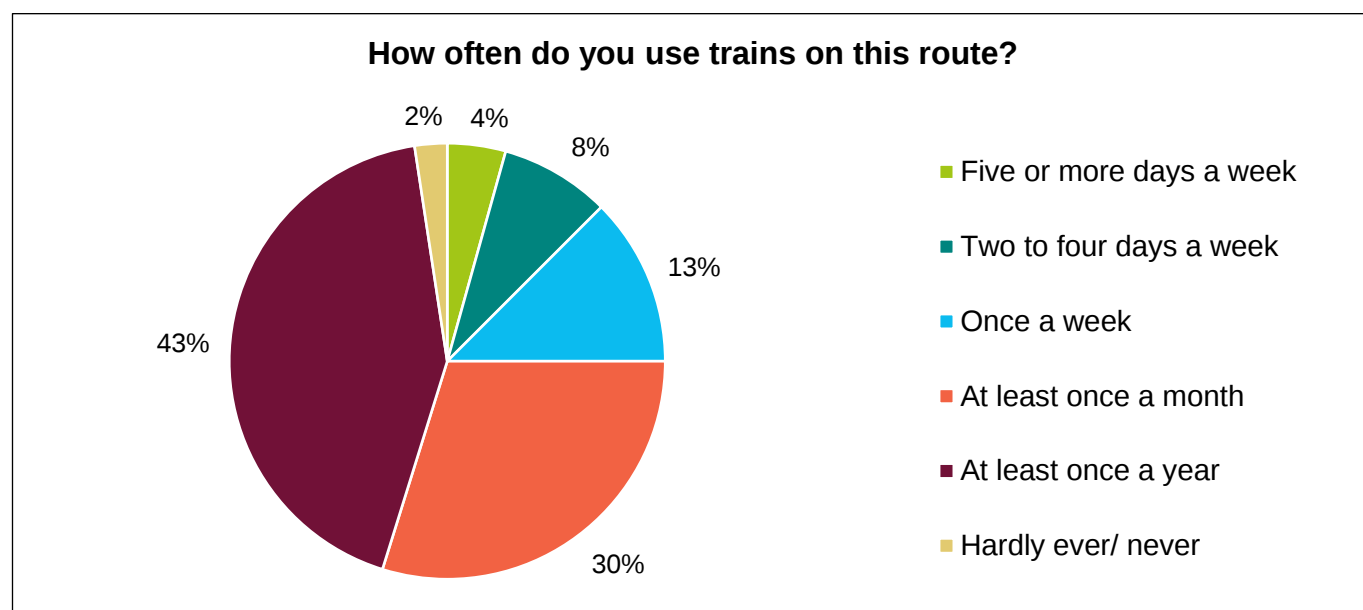
Section two: Your experience of using platforms 16 and 17

Platform 16

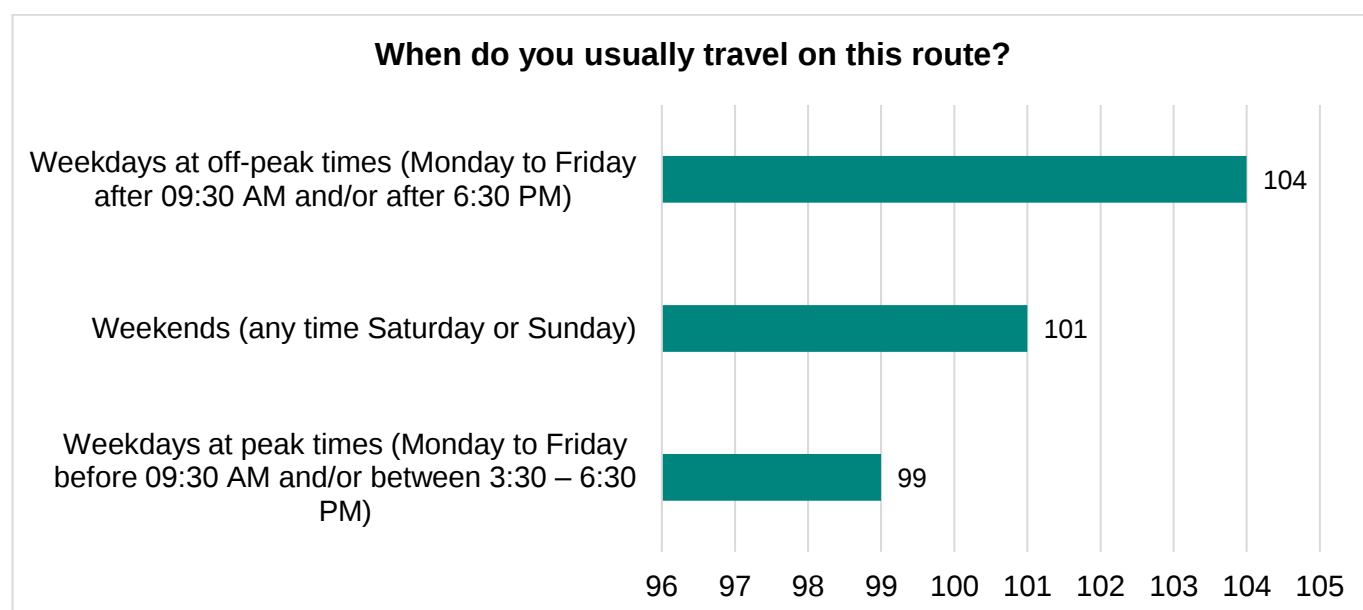
Q11. Do you use platform 16? 455 responses, 6 skipped
247 respondents said no, 208 said yes.



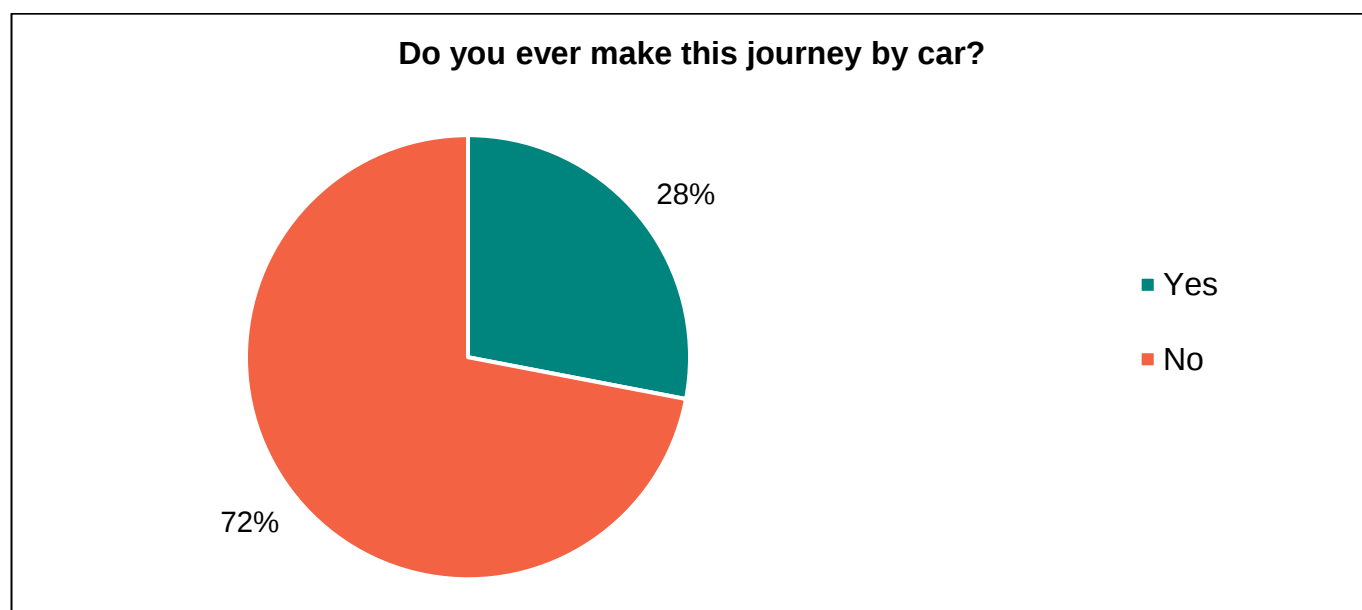
Q12. How often do you use trains on this route? 208 responses, 253 skipped
89 said at least once a year and 62 said at least once a month. 26 said once a week. 17 said two to four days a week, and nine said five or more days a week. Five said hardly ever/ never.



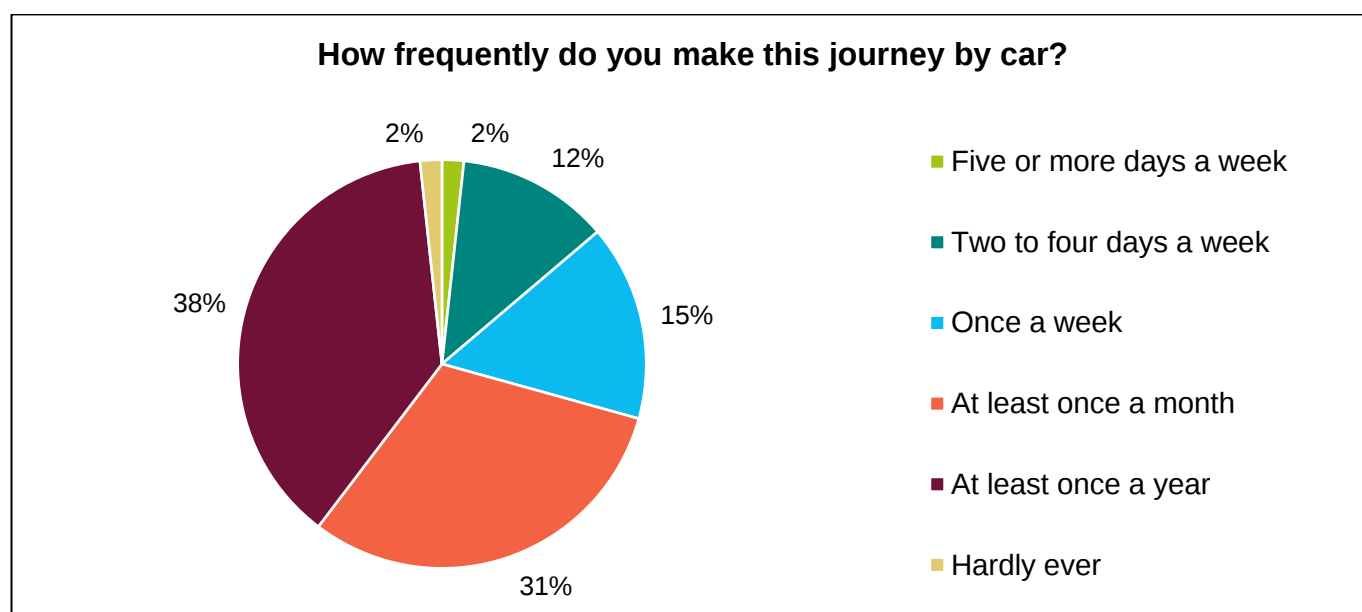
Q13. When do you usually travel on this route? 208 responses, 253 skipped
104 said weekdays at off-peak times and 101 said weekends. 99 said weekdays at peak times.



Q14. Do you ever make this journey by car? 207 responses, 254 skipped
149 respondents said no, and 58 said yes.



Q15. (If yes) How frequently do you make this journey by car? 58 responses, 403 skipped. One respondent travels the journey by car five or more days a week, seven do two to four days a week, nine do once a week. 18 respondents travel this journey by car at least once a month, 22 at least once a year, and one said hardly ever.

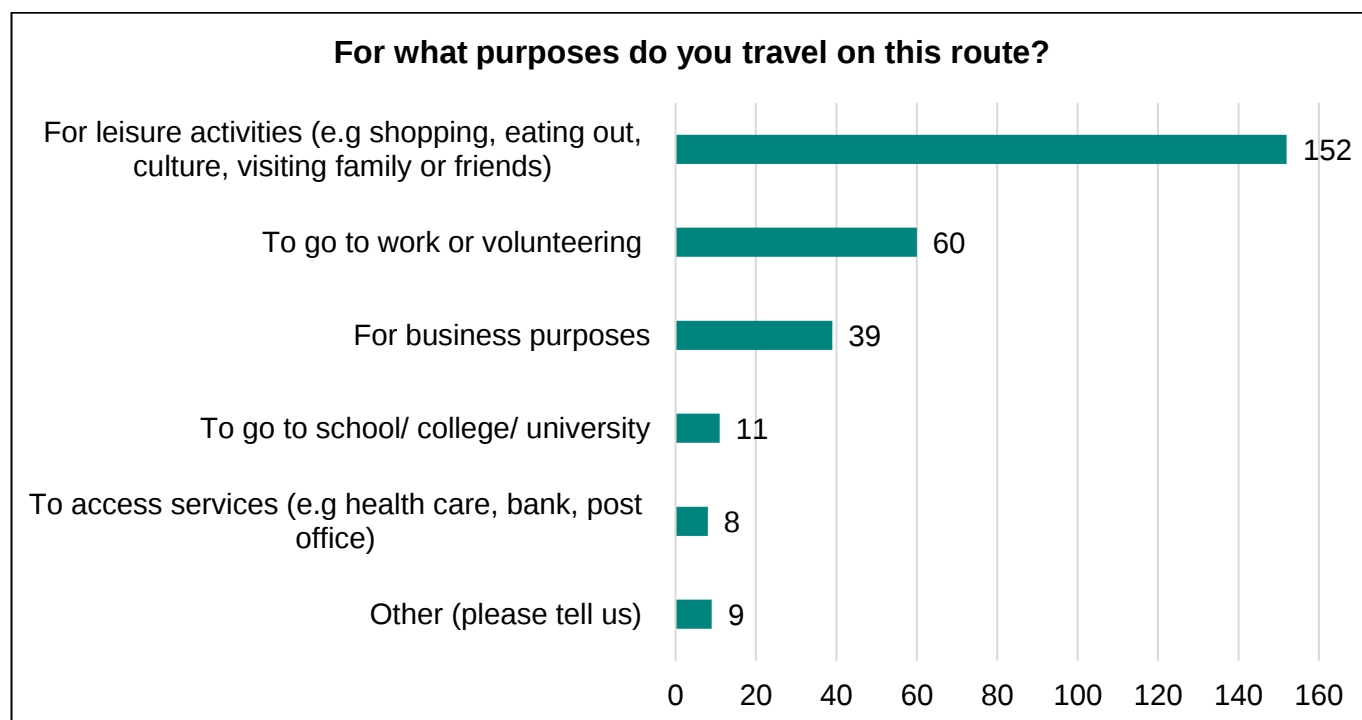


Q16. For what purposes do you travel on this route? 208 responses, 253 skipped. 152 respondents selected for leisure activities and 60 said to go to work or volunteering. 39 said for business purposes. 11 said to go to school / college / university, eight said to access services and nine selected 'other'.

'Other' comments include: Airport (4); Travelling; Train driving; Cycling trips; Business and Leisure equally; None of the above.

If categorising travel purposes into two categories – business and leisure, then 110 travel for business (including to go to work or volunteering, for business purposes and to go to school/

college/ university) and 169 travel for leisure (including for leisure activities, to access services and other).



Q17. Based on your experience of arriving at or departing from platform 16, please rate each of the following statements 209 responses, 252 skipped

Safety

- More respondents felt dissatisfied about the safety of accessing platform 16 (86, 42%) than satisfied (77, 37%). 44 (21%) felt neutral.
- More respondents felt safety whilst waiting on platform 16 was dissatisfactory (90, 44%) compared to those who felt satisfied (71, 34%). 45 (22%) felt neutral.

Overcrowding

- More respondents felt the levels of crowding on route through Leeds station to and from platform 16 were dissatisfactory (136, 65%) than satisfactory (33, 16%). 39 felt neutral (19%).
- More respondents felt levels of crowding on platform 16 were dissatisfactory (153, 75%) compared to those who felt satisfied (28, 14%). 24 felt neutral (12%).

Waiting environment

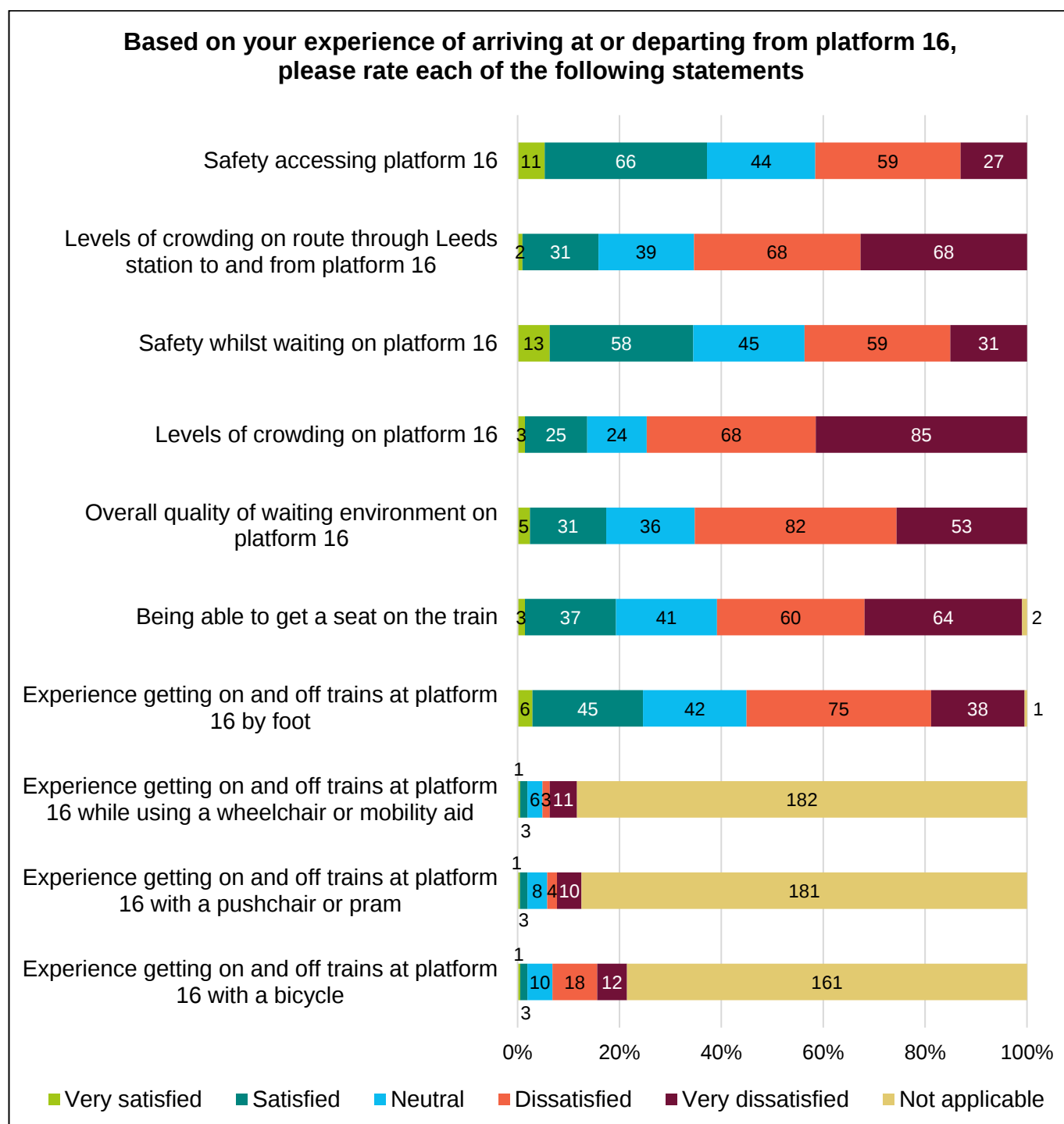
- More respondents felt the overall quality of waiting environment on platform 16 was dissatisfactory (135, 65%) compared to those who felt satisfied (36, 17%). 36 (17%) felt neutral.

Getting a seat on the train

- More respondents felt that being able to get a seat on the train was dissatisfactory (124, 62%) compared to those who felt satisfied (40, 18%). 41 (20%) felt neutral.

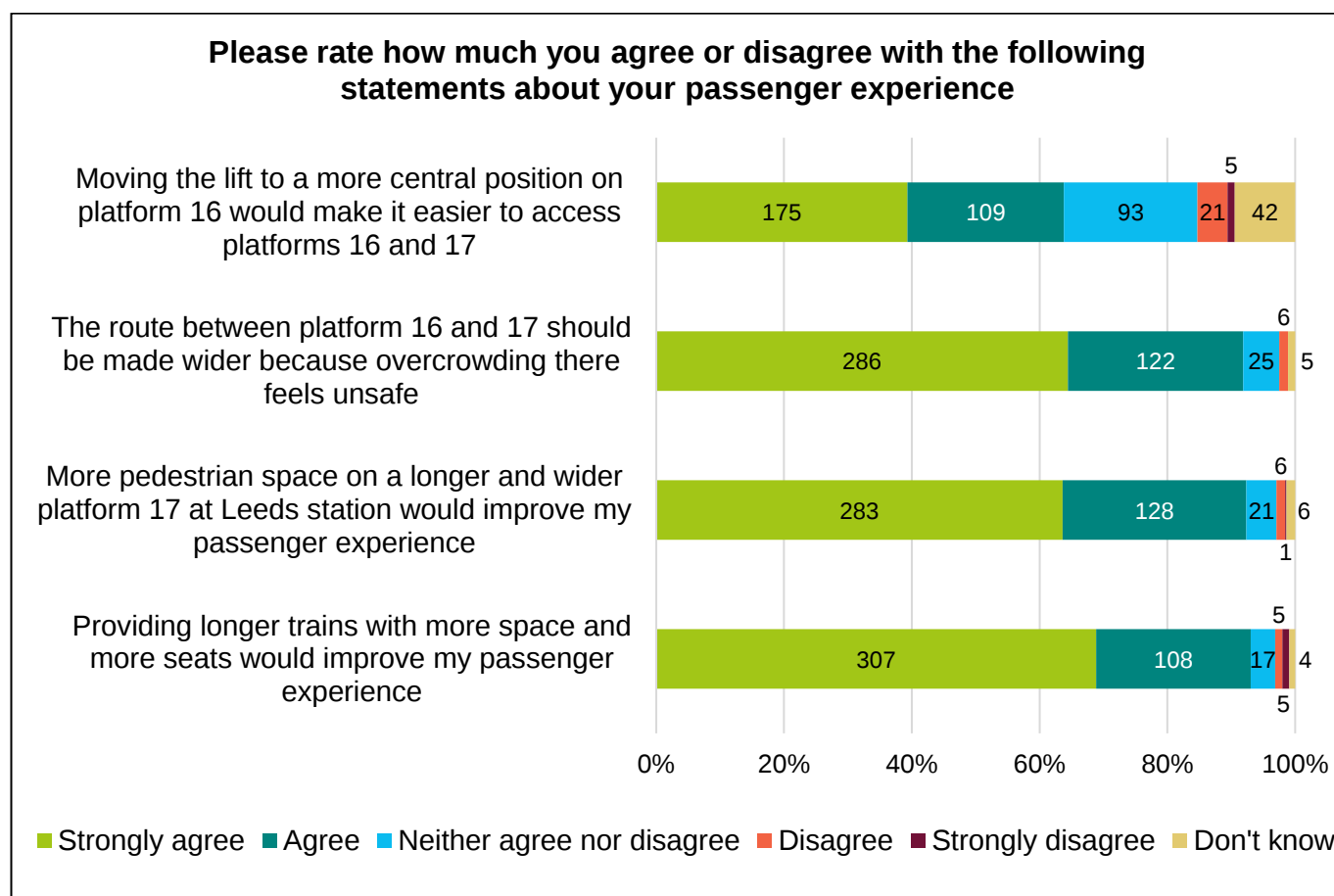
Getting on and off the train

- More respondents felt the experience getting on and off trains at platform 16 by foot was dissatisfactory (113, 55%) compared to those who felt satisfied (51, 25%). 42 (20%) felt neutral and one selected 'not applicable'.
- Slightly more respondents felt the experience getting on and off trains at platform 16 while using a wheelchair or mobility aid was dissatisfactory (14, 6%) compared to those who felt satisfied (4, 1%). Six felt neutral (3%) and 182 (88%) selected 'not applicable'.
- More respondents felt the experience getting on and off trains at platform 16 with a pushchair or pram was dissatisfactory (14, 7%) compared to those who felt satisfied (three, 1%). Eight (4%) felt neutral and 181 (87%) selected 'not applicable'.
- More respondents felt the experience getting on and off trains at platform 16 with a bicycle was dissatisfactory (30, 15%) compared to those who felt satisfied (four, 1%). 10 (5%) felt neutral and 161 (79%) selected 'not applicable'.



Q18. Please rate how much you agree or disagree with the following statements about your passenger experience 448 responses, 13 skipped

- 63% agreed that moving the lift to a more central position on platform 16 would make it easier to access platforms 16 and 17
- 91% agreed the route between platform 16 and 17 should be made wider because overcrowding there feels unsafe
- 92% agreed that more pedestrian space on a longer and wider platform 17 would improve passenger experience
- 93% agreed providing longer trains with more space and seats would improve passenger experience



Q19. Do you have any other comments about platform 17 and/or 16 and your journeys on this route? 258 responses, 203 skipped

Suggestions	159
More cover	74
More seating	44
Toilets	8
Warm waiting room	5
More electronic screens along platform	4
Signage - show people where to wait	4
Platform 17 needs its own stairs	4
Extend even more	3
Have two entrances	2
More bins	2
Food/drink vendor	2
Water station	1
More staff available	1
Add markings where pushchair/wheelchair/cycle spaces will be	1
East side access to platform 17	1
Make solid fence to help people with vertigo	1
Screens on side of trains	1
Clean	1
Safety concerns	127

Concerned about current safety	33
Agree the platform is currently overcrowded	27
Concerned about crowding on the stairs	12
Concerned for those less mobile	13
Platform narrow especially between 16 and 17	12
Platform 17 feels remote	6
Comment on behaviour - people on platform don't let people off the train first	5
Can be slippery when wet	4
Create southside access to platform 17	4
Install more / better signage	4
Comment on behaviour - people don't spread out down the platform	2
Install railing at the edge	2
Concerned about safety when it's dark	1
Concerned about safety of children	1
Dangerous for guide dogs	1
In agreement	31
Agree with improvements	13
Agree with longer platform	11
Improvements would encourage people to leave their car at home	7
Concerns about proposals	21
Perhaps the money could be spent elsewhere	6
Not sure the suggested lift relocation is best	5
Concerned about disruptions during construction work	6
No changes needed	2
Longer platform still means trains block each other in	1
Ensure improvements don't compromise on frequency / journey times	1
Lift / escalators / stairs	27
Lift can often be slow	4
Need stairs/lift direct to platform 17	3
Lift can be out of order	3
Make east end lift available to the public	2
Have lift open both sides	2
Agree with moving the lift	2
Where exactly will the escalator go?	1
Concerned if moving the stairs would mean a longer walk	2
Remove escalator and replace with max. width staircase	1
Escalators can be out of order	1
Stairs are too narrow	1
Lifts are necessary for large bags	1
Have both up and down escalators	1
The current stairs are steep	1
Have additional lift	1
Instead of moving lift, add new stairs directly to platform 17	1
Train specific concerns	73

Need more carriages	29
Many trains are full	11
Need more trains	6
Many trains are cancelled / delayed	6
Need fast train to Sheffield	4
Need new trains	4
Trains remain closed when they could be open and help get people off the platform	4
Need trains that run later	3
Concern - cannot get bike on train	2
Need trains especially for football	1
The three-seater layout not efficient	1
'Knottingly' and 'Nottingham' are too similar sounding to leave from the same platform	2
Miscellaneous and questions	12
No comment	8
I use the platforms infrequently	1
Question - is fire safety efficient?	1
Question - why do some trains depart so close together?	1
Question - will there be a third footbridge?	1
Comments on other stations	3
Need lift access at Pontefract	1
No accessibility at Monkhill	1
Not all trains need to go through Leeds	1

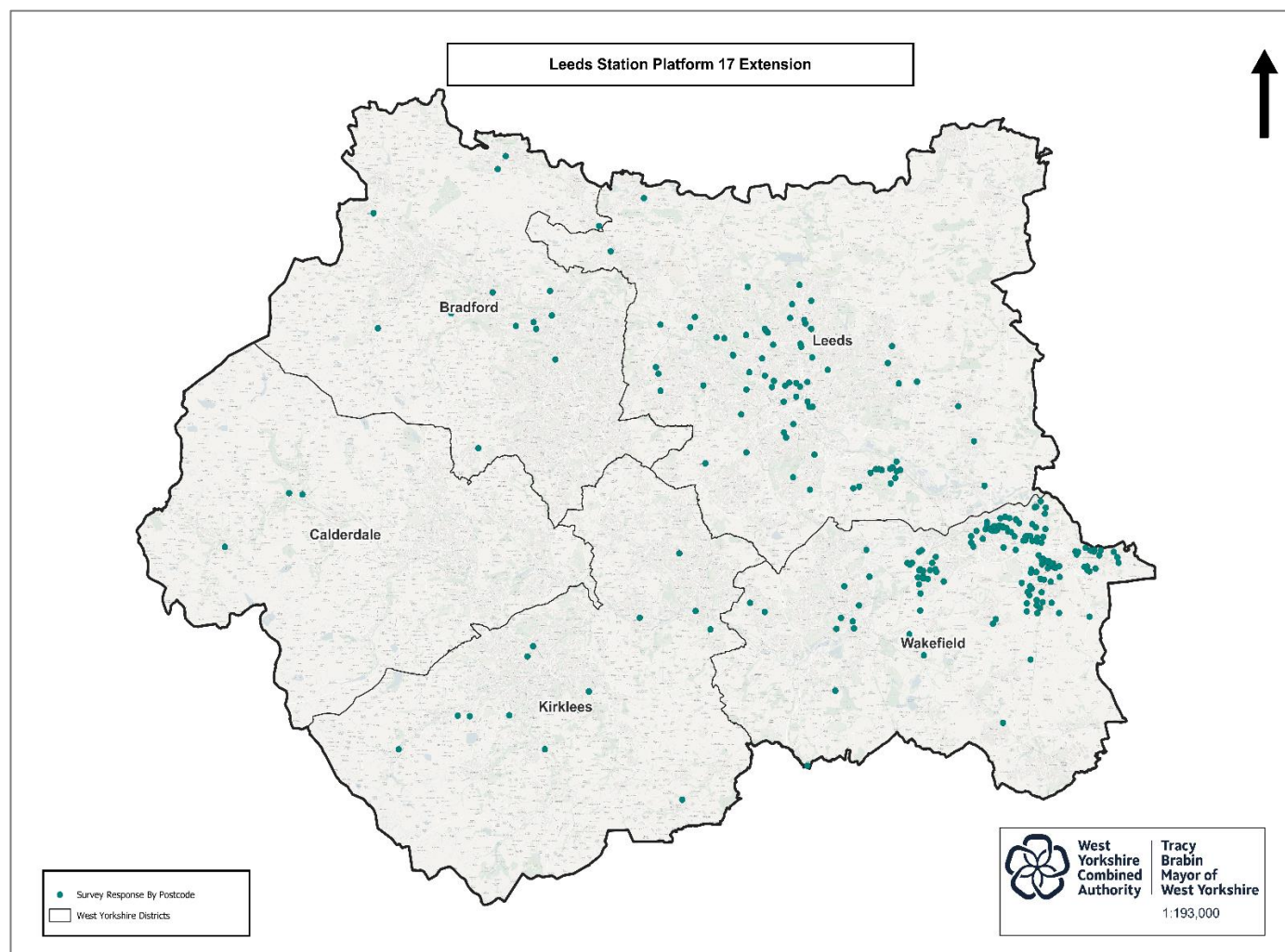
Q20. Do you have any comments or suggestions relating to other areas of Leeds rail station? 179 responses, 282 skipped

Responses to be given to Network Rail – full list of comments can be viewed in the appendices.

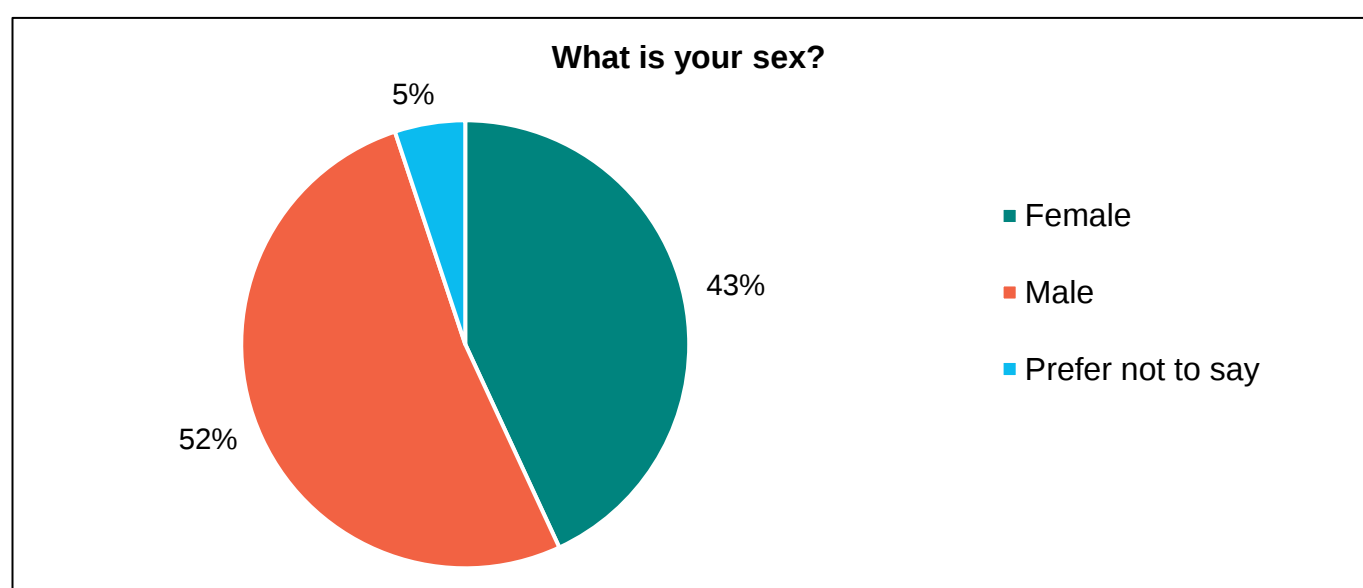
Section three: About you

What is your postcode? 389 responses, 72 skipped

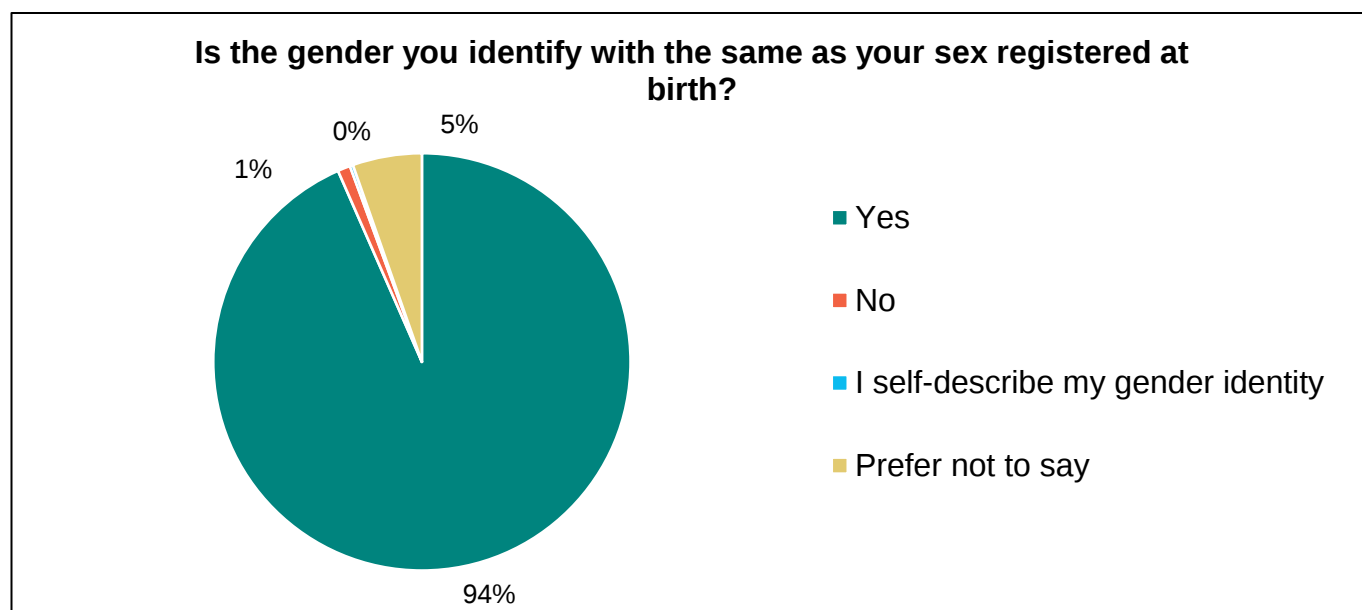
Postcode	Count	Postcode	Count
WF	176	YO	2
LS	93	B	1
S	70	BB	1
BD	13	CW	1
HD	13	DE	1
DN	5	LA	1
HX	2	M	1
LN	2	NE	1
NG	2	OL	1



What is your sex? 413 responses, 48 skipped
178 said female, 214 said male and 21 prefer not to say.

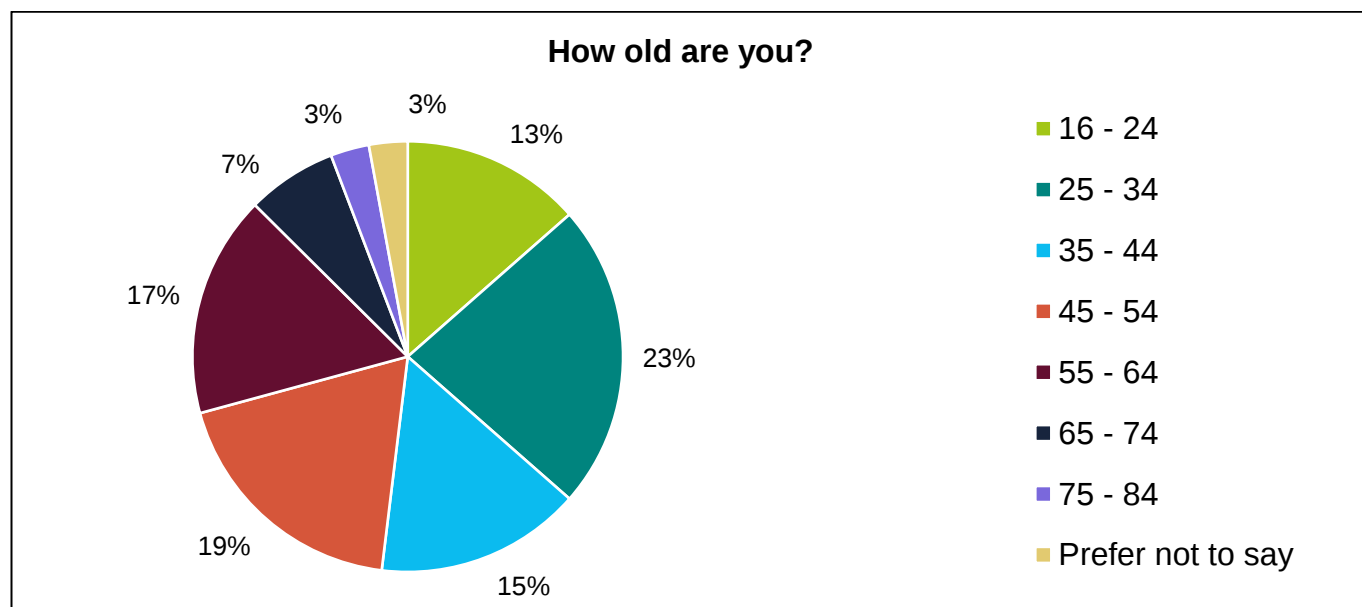


Is the gender you identify with the same as your sex registered at birth? 410 responses, 51 skipped
383 respondents said yes, one said no, four self-described their gender identity and 22 preferred not to say.



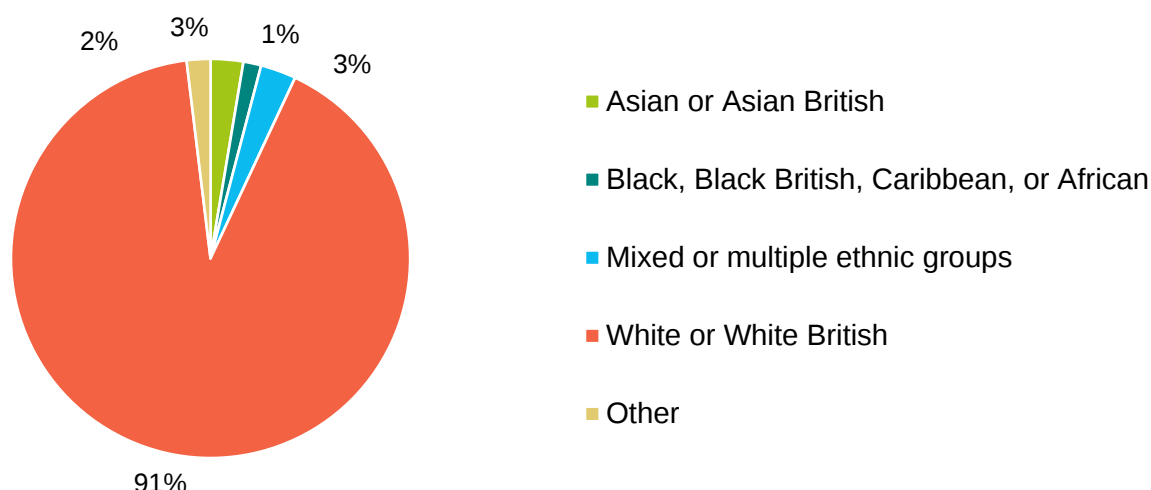
How old are you? 414 responses, 47 skipped

We heard from a mix of age groups. 95 respondents are aged between 25 and 34. 78 are 45-54 and 64 are 35-44. 56 are aged between 16 and 24. 69 are 55-64 and 28 are 65-74. 12 are 75-84 and 12 preferred not to say.



How would you describe your ethnicity or ethnic background? 416 responses, 45 skipped
379 respondents said they were White or White British, 12 said Mixed or multiple ethnic groups, 11 said Asian or Asian British and six said Black, Black British, Caribbean, or African. Eight said 'other'.

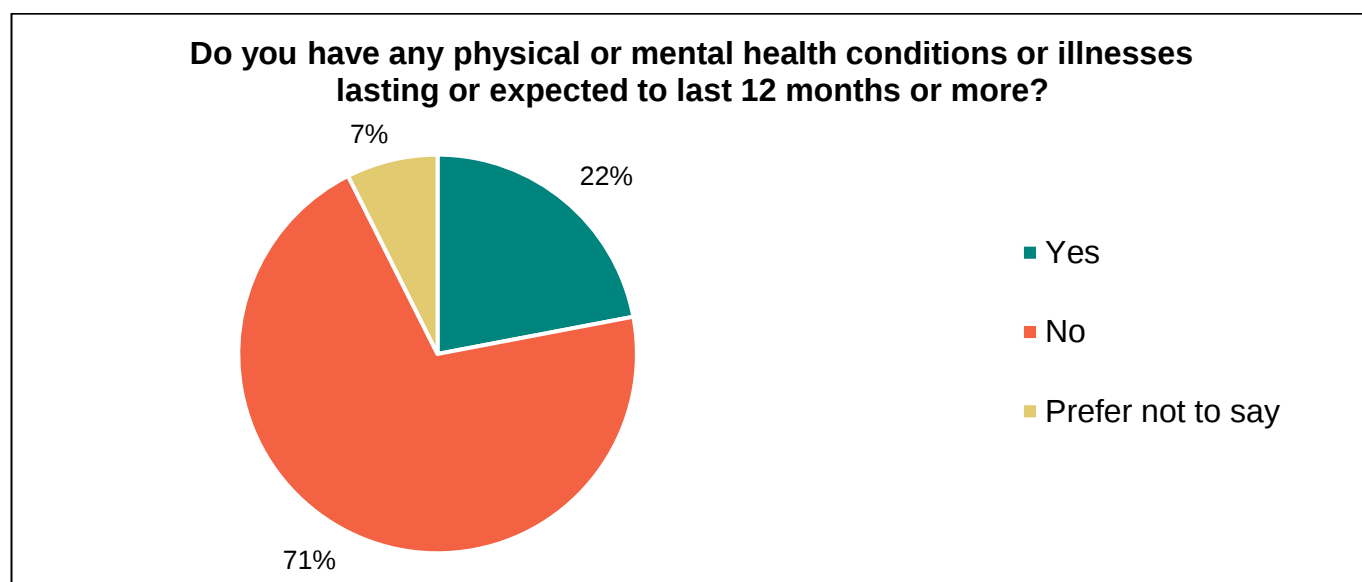
How would you describe your ethnicity or ethnic background?



Asian or Asian British (11)			
Indian	3	Chinese	3
Pakistani	3	Any other Asian background	2
Black, Black British, Caribbean, or African (6)			
African	4	Any other Black, Black British, Caribbean, or African	1
Caribbean	1		
Mixed or multiple ethnic groups (12)			
White and Black Caribbean	1	White and Asian	4
White and Black African	1	Any other Mixed or Multiple ethnic background	6
White or White British (379)			
English, Welsh, Scottish, Northern Irish or British	355	Gypsy or Irish Traveller	2
Irish	2	Any other White background	16
Other (8)			
Arab	1	Any other ethnic group	3
Prefer not to say	4		

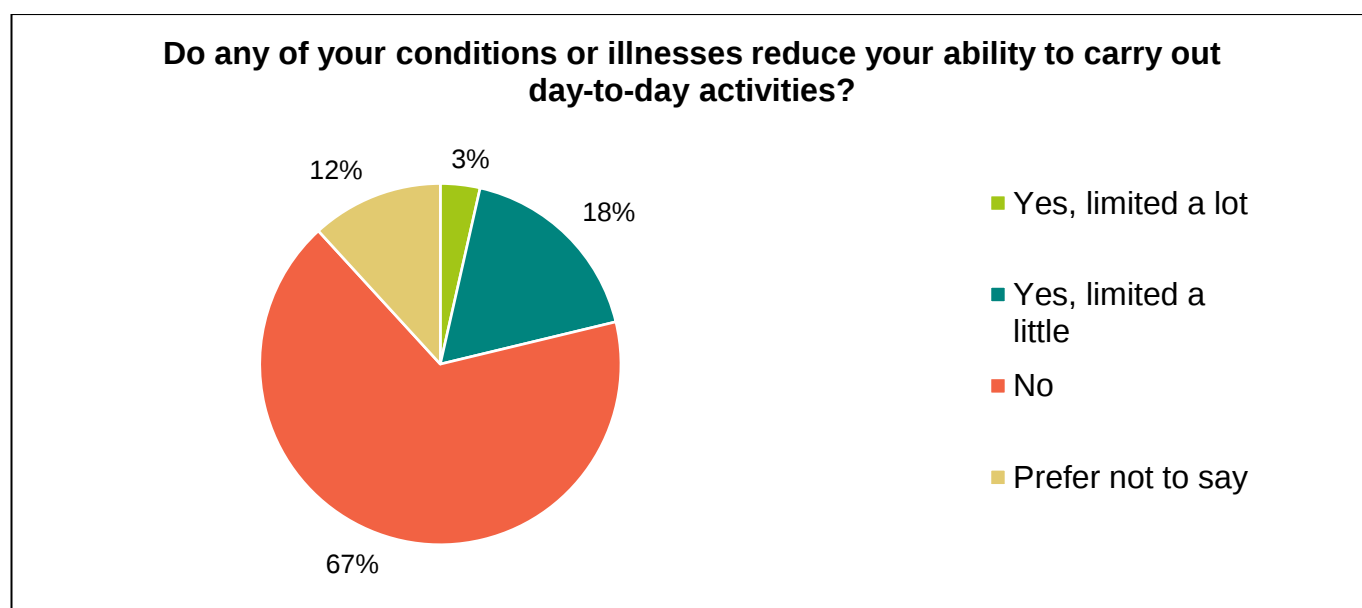
Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? 418 responses, 43 skipped

92 respondents said yes, 295 said no and 31 preferred not to say.



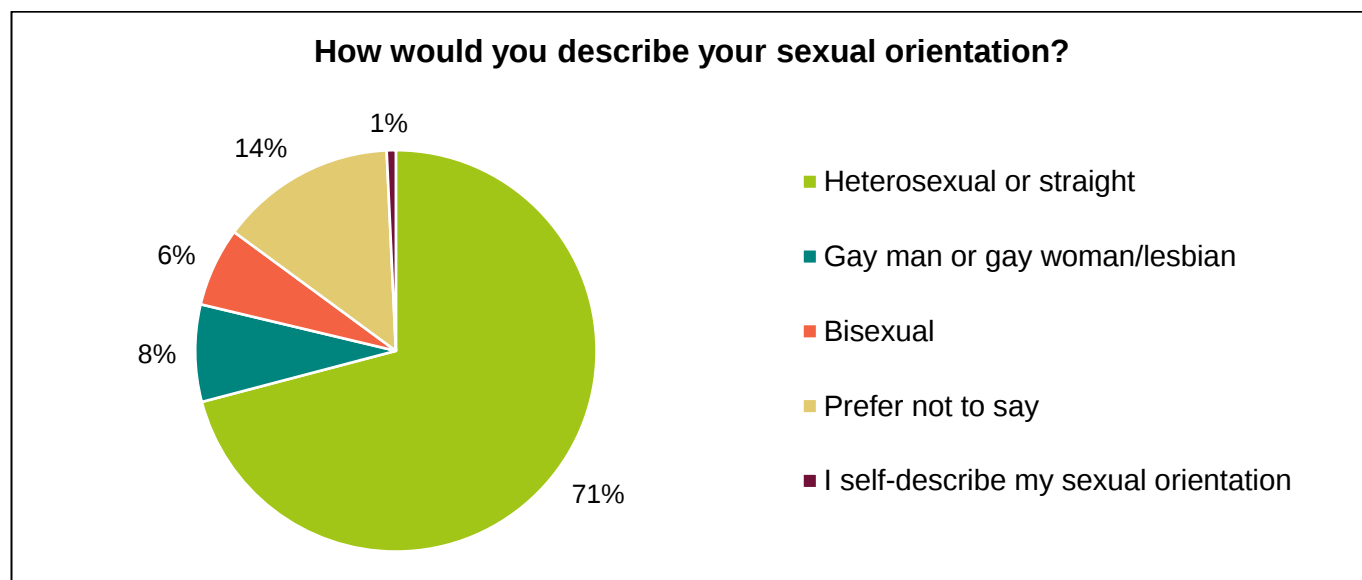
If yes, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities? 339 responses, 122 skipped

12 said yes, limited a lot, and 60 said yes, limited a little. 227 said no. 40 preferred not to say.



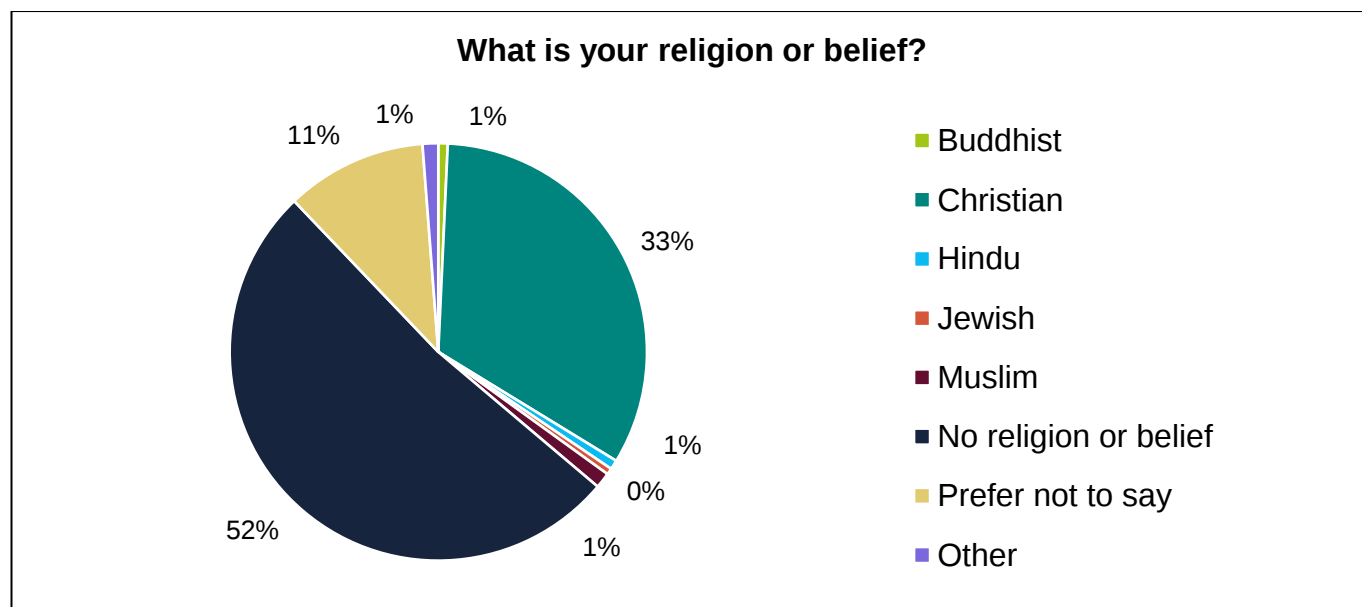
How would you describe your sexual orientation? 409 responses, 52 skipped

290 respondents said heterosexual / straight, 32 said gay man or gay woman / lesbian, 26 said bisexual. 58 preferred not to say and three self-described.



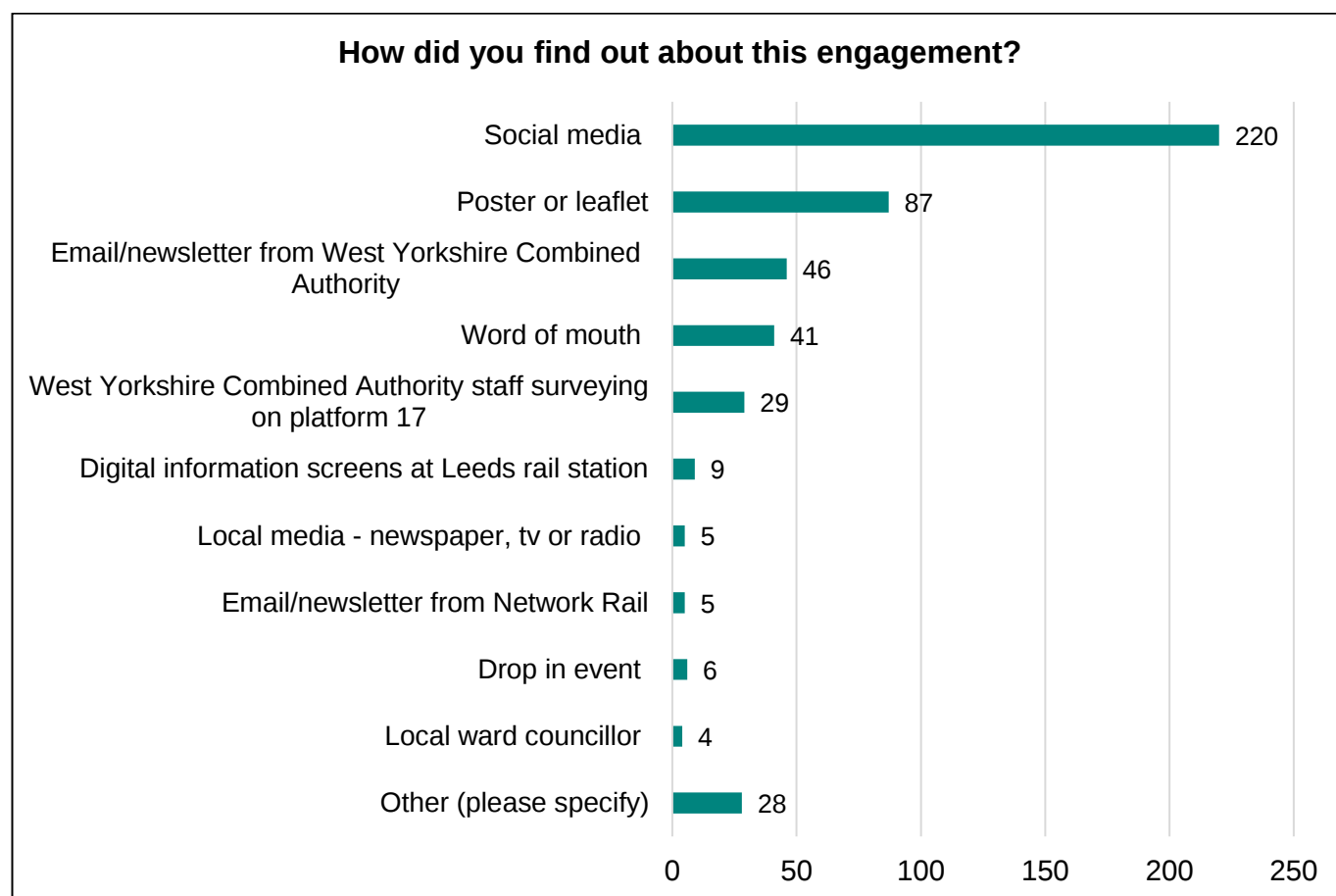
What is your religion or belief? 412 responses, 49 skipped

213 said no religion or belief. 136 said Christian, five said Muslim, three said Hindu and two said Jewish. 45 preferred not to say.



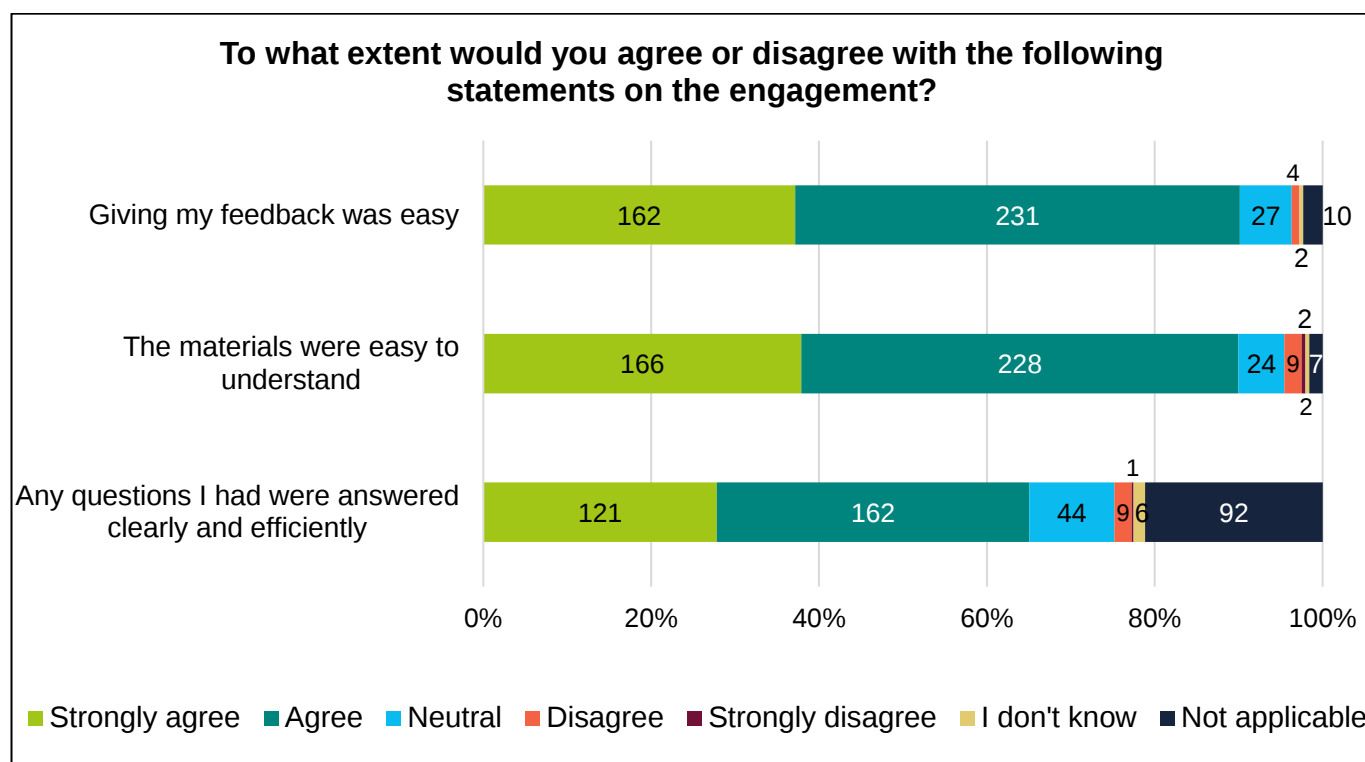
Section four: About the engagement (optional)

How did you find out about this engagement? 444 responses, 17 skipped



To what extent would you agree or disagree with the following statements on the engagement? 436 responses, 25 skipped

Most respondents said giving their feedback was easy (90%). Most respondents said the materials were easy to understand (90%). Most respondents said any questions were answered clearly and efficiently (65%) with 21% answering not applicable.



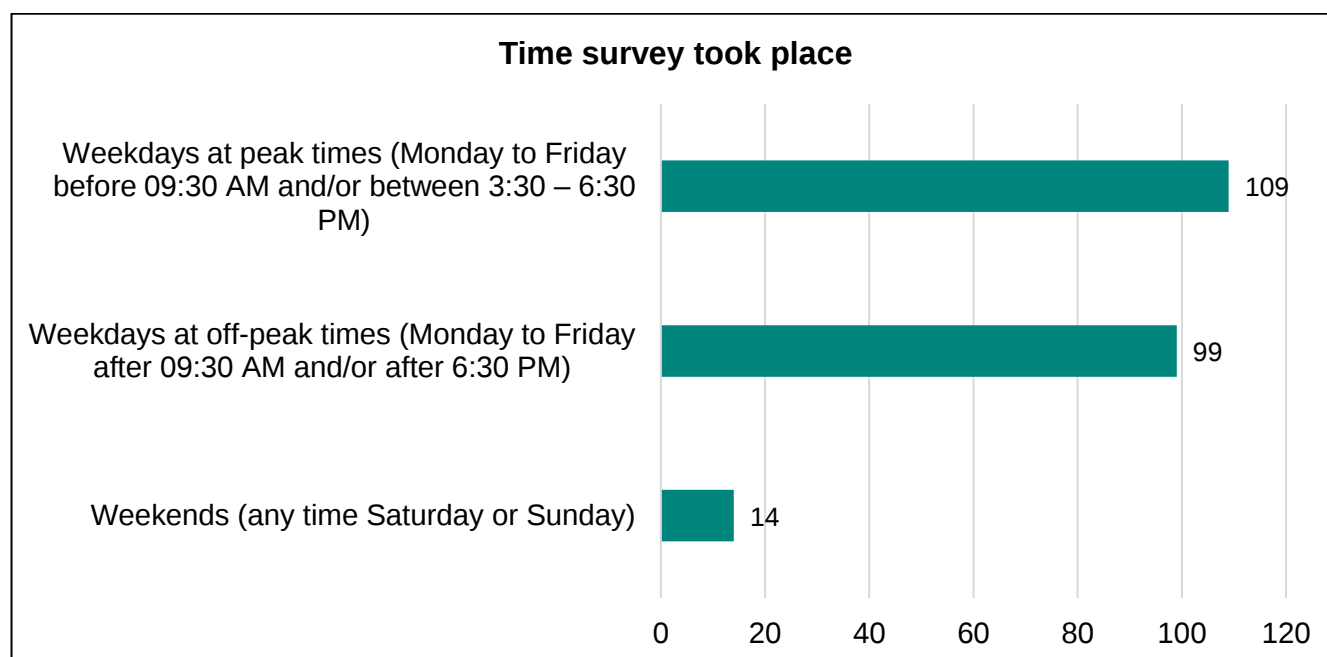
If you would like to share any suggestions for how we could improve future engagements, please use the box below 53 responses, 408 skipped

A full list of suggestions can be found in the appendix.

Face-to-face survey

Section one: Your experience of using platform 17

Q1. Time survey took place 222 responses, three skipped



Q2. Based on your experience of arriving at or departing from platform 17, please rate each of the following statements 224 responses, one skipped

Safety

- More respondents felt satisfied about the safety of accessing platform 17 (137, 62%) than unsatisfied (59, 27%). 24 felt neutral and two selected 'don't know'.
- More respondents felt safety whilst waiting on platform 17 was satisfactory (153, 68%) compared to those who felt unsatisfied (36, 16%). 35 (16%) felt neutral.

Overcrowding

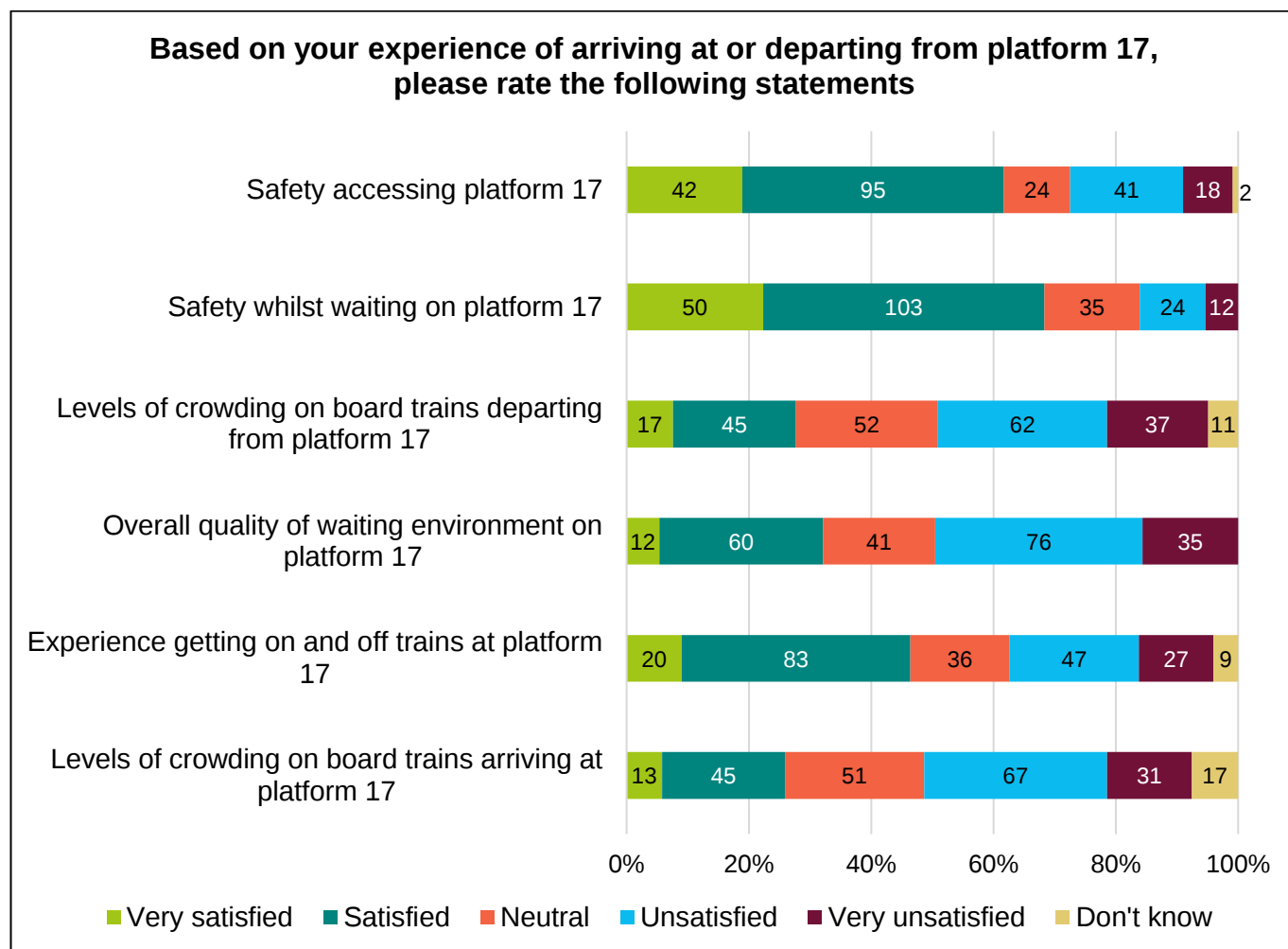
- More respondents felt the levels of crowding on board trains departing from platform 17 were unsatisfactory (99, 44%) than satisfactory (62, 28%). 52 (23%) felt neutral and 11 selected 'don't know'.
- More respondents felt the levels of crowding on board trains arriving at platform 17 were unsatisfactory (98, 44%) than satisfactory (58, 26%). 51 (23%) felt neutral and 17 selected 'don't know'.

Waiting environment

- More respondents felt the overall quality of waiting environment on platform 17 was unsatisfactory (111, 50%) compared to those who felt satisfied (72, 32%). 41 (18%) felt neutral.

Getting on and off the train

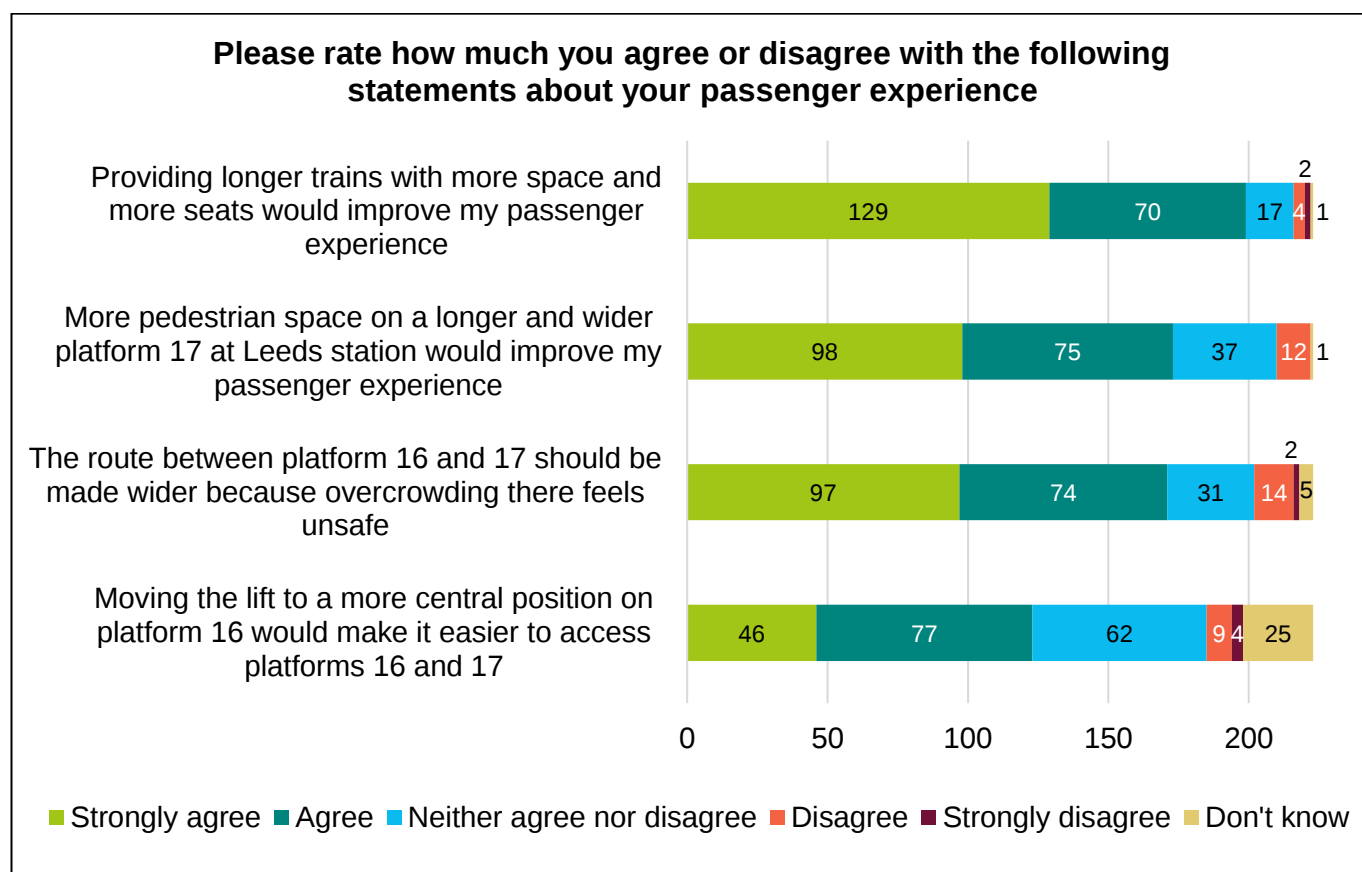
- More respondents felt the experience getting on and off trains at platform 17 was satisfactory (103, 46%) compared to those who felt unsatisfied (74, 33%). 36 (16%) felt neutral and nine selected 'don't know'.



Q3. Please rate how much you agree or disagree with the following statements about your passenger experience 223 responses, two skipped

89% agreed providing longer trains with more space and seats would improve passenger experience

- 78% agreed that more pedestrian space on a longer and wider platform 17 would improve passenger experience
- 77% agreed the route between platform 16 and 17 should be made wider because overcrowding there feels unsafe
- 55% agreed that moving the lift to a more central position on platform 16 would make it easier to access platforms 16 and 17.

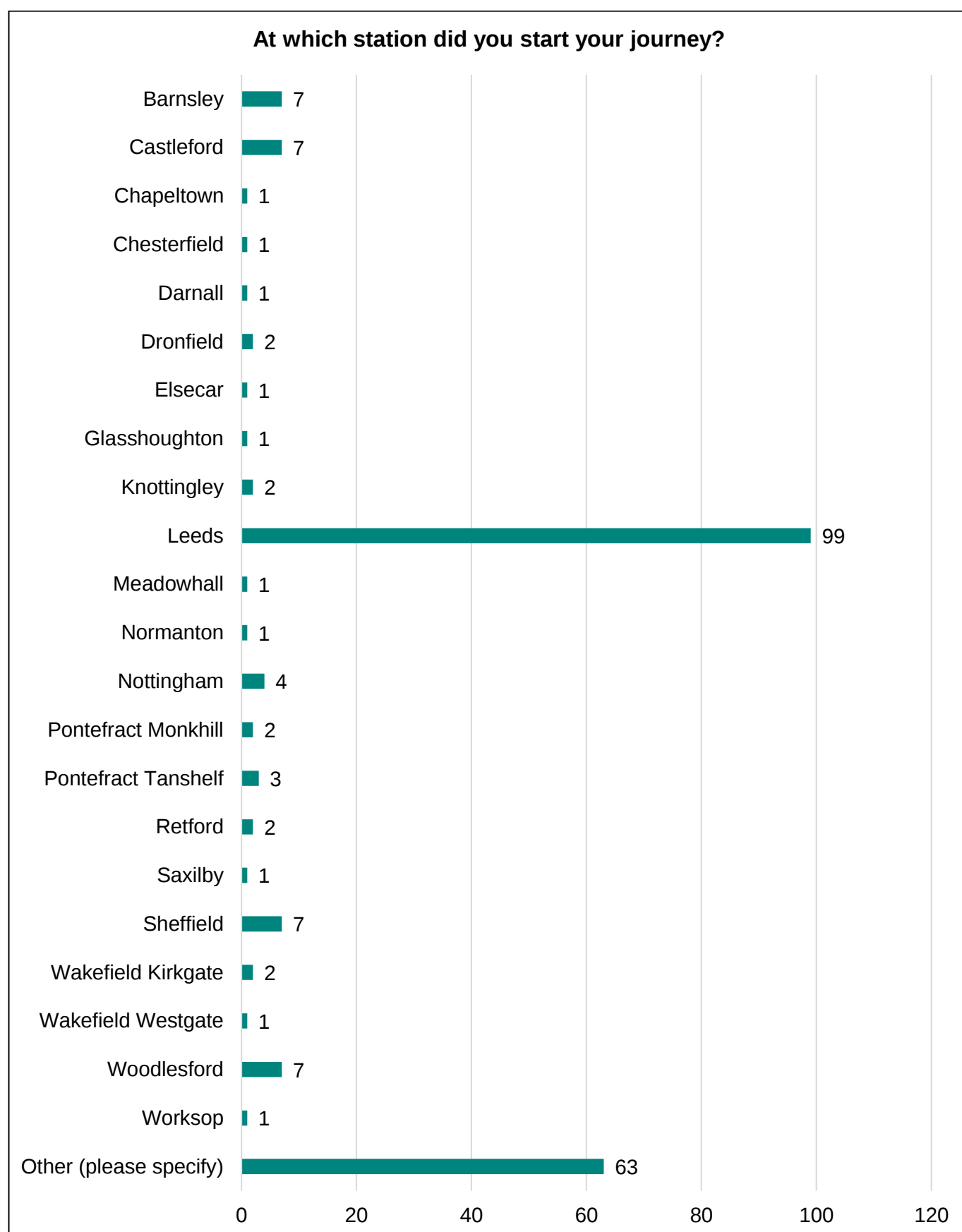


Section two: Your train travel habits

Q4. At which station did you start your journey? 217 responses, eight skipped

Station	Number of respondents	Station	Number of respondents
Leeds	99	Wakefield Kirkgate	2
Other (please specify)	63	Chapeltown	1
Barnsley	7	Chesterfield	1
Castleford	7	Darnall	1
Sheffield	7	Elsecar	1
Woodlesford	7	Glasshoughton	1
Nottingham	4	Meadowhall	1
Pontefract Tanshelf	3	Normanton	1
Dronfield	2	Saxilby	1
Knottingley	2	Wakefield Westgate	1
Pontefract Monkhill	2	Worksop	1
Retford	2		

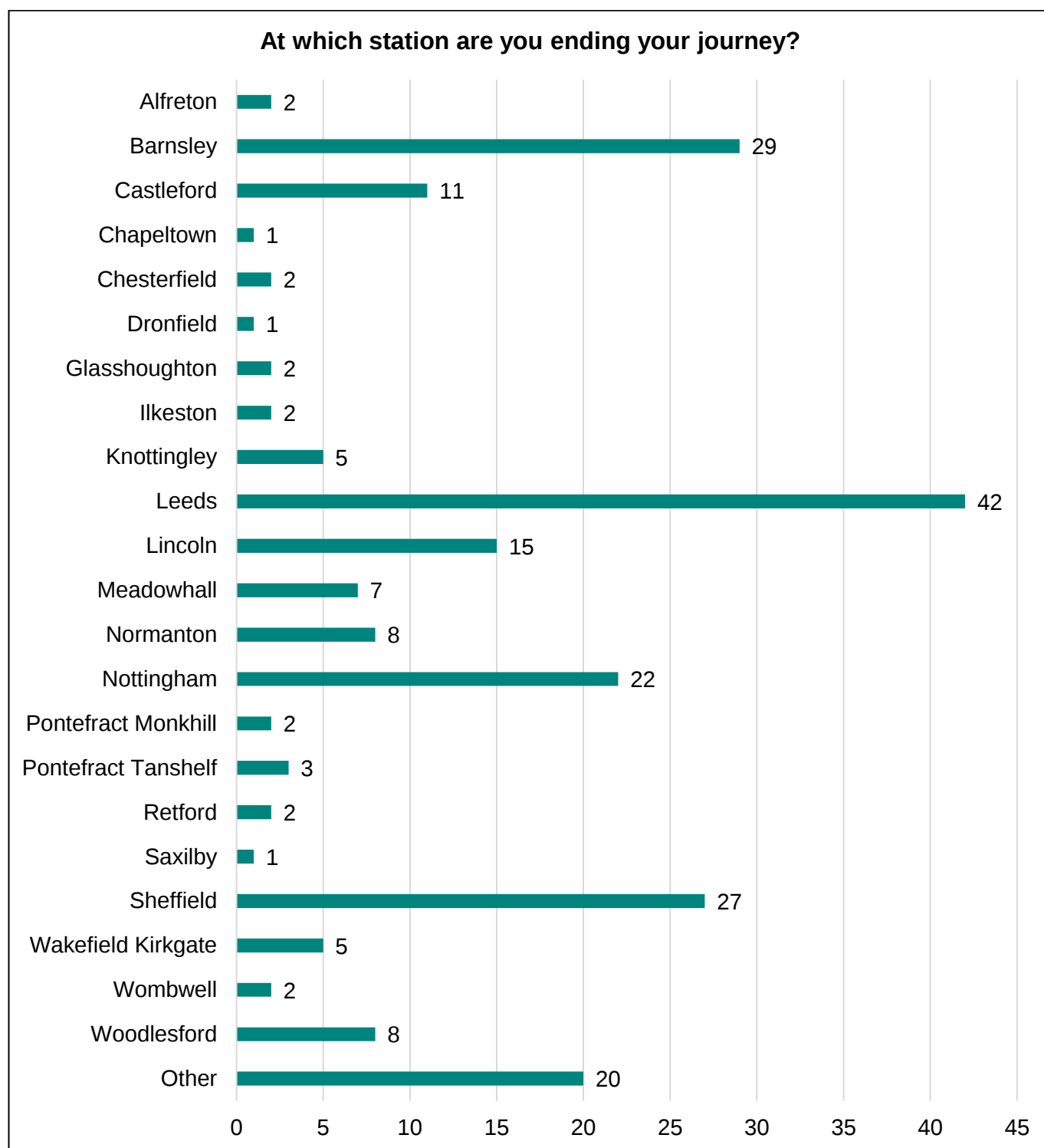
For the 63 respondents who said 'other', answers include: Accrington, Armley, Batley, Bingley (2), Blackpool North, Bradford (7), Burley Park (2), Burnley, Crossgates (2), Doncaster, Drighlington, Frizinghall, Garforth, Guiseley (3), Halifax (3), Harrogate (4), Horsforth, Ilkley (2), Kettering, Keighley, Lancaster, Low Moor, Manchester, Market Rasen, Middlesbrough, Mirfield (4), New Pudsey, Newcastle (3), Norwich, Rothwell, Shipley (2), Skipton (2), Silsden and Steeton, Sowerby Bridge, Todmorden (2), York (3).



Q5. At which station are you ending your journey? 219 responses, six skipped

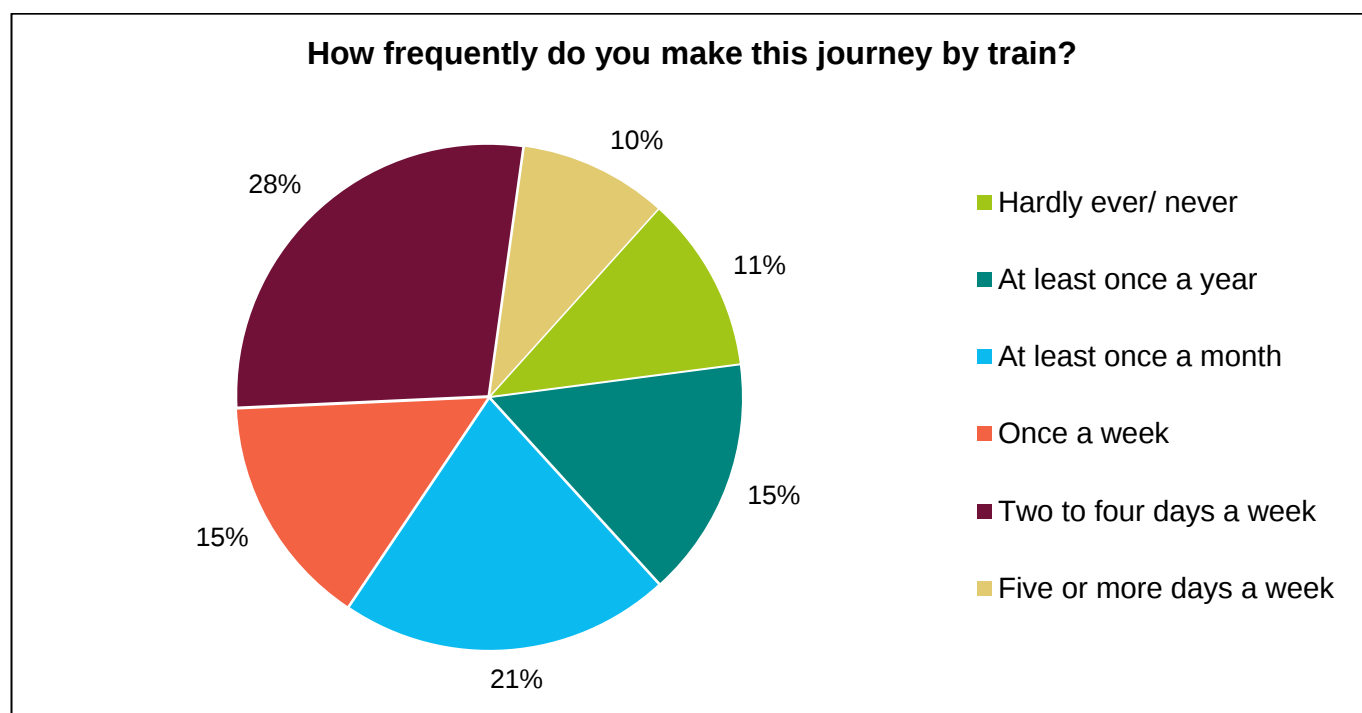
Station	Number of respondents	Station	Number of respondents
Leeds	42	Pontefract Tanshelf	3
Barnsley	29	Alfreton	2
Sheffield	27	Chesterfield	2
Nottingham	22	Glasshoughton	2
Other (please specify)	20	Ilkeston	2
Lincoln	15	Pontefract Monkhill	2
Castleford	11	Retford	2
Normanton	8	Wombwell	2
Woodlesford	8	Chapelton	1
Meadowhall	7	Dronfield	1
Knottingley	5	Saxilby	1
Wakefield Kirkgate	5		

For the 20 respondents who selected 'other'; the stations include: Manchester, Bradford (3), Brighouse, Mirfield (3), Penistone (2), Kettering, York, Halifax, Blackpool North, Slaithwaite, Tiverton Bridge, Caerphilly, Market Harborough, Syston.



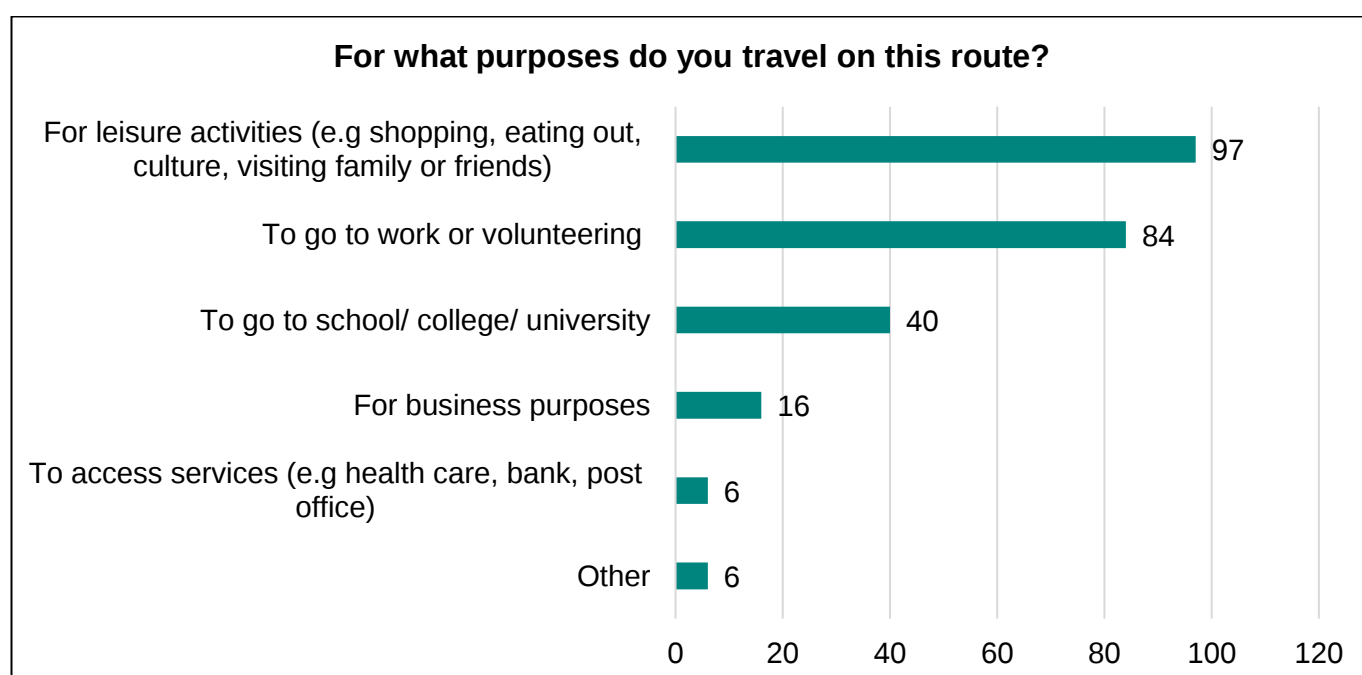
Q6. How frequently do you make this journey by train? 222 responses, three skipped

Frequency	Number of responses	Percentage
Two to four days a week	62	28%
At least once a month	47	21%
At least once a year	34	15%
Once a week	33	15%
Hardly ever / never	25	11%
Five or more days a week	21	10%

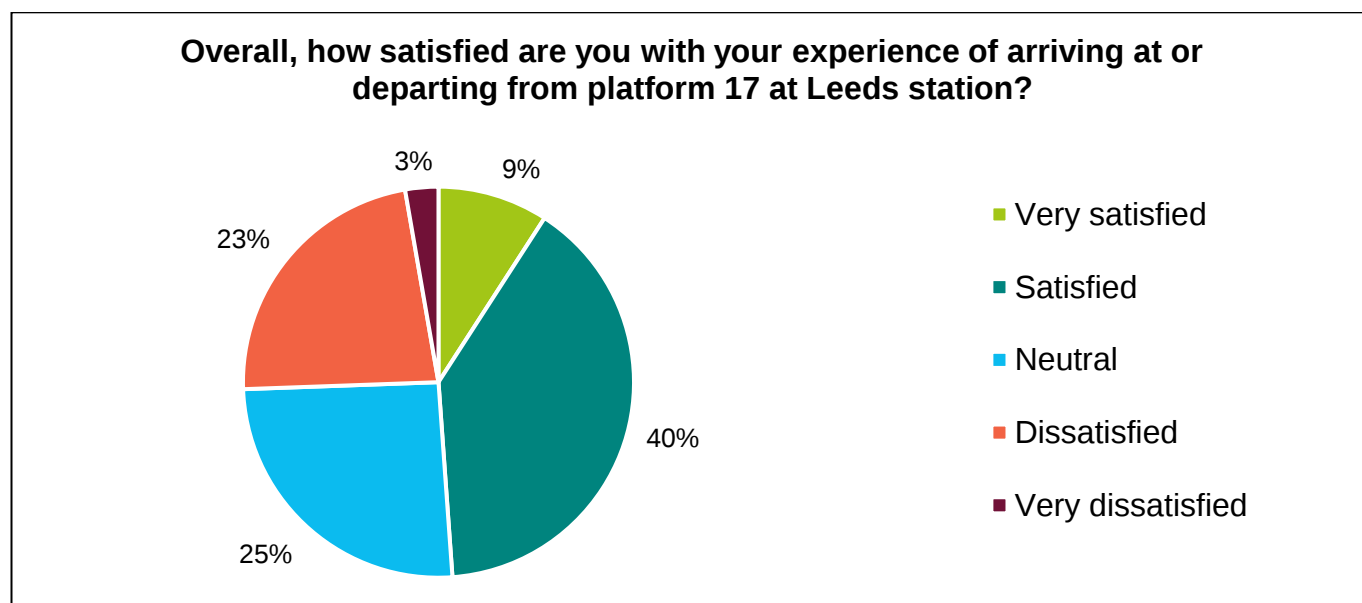


Q7. For what purposes do you travel on this route? 219 responses, six skipped. 97 said leisure activities and 84 said to go to work or volunteering. 40 said to go to school/ college/ university, 16 said for business purposes, six said to access services. Six said 'other' with comments including: family, help a relative, part of a job, home from university.

If categorising travel purposes into two categories – business and leisure, then 140 travel for business (including to go to work or volunteering, for business purposes and to go to school/ college/ university) and 109 travel for leisure (including for leisure activities, to access services and other).



Q8. Overall, how satisfied are you with your experience of arriving at or departing from platform 17 at Leeds station? 219 responses, six skipped
40% of respondents said satisfied, 26% felt neutral and 23% said dissatisfied. 9% said very satisfied and 3% very dissatisfied.



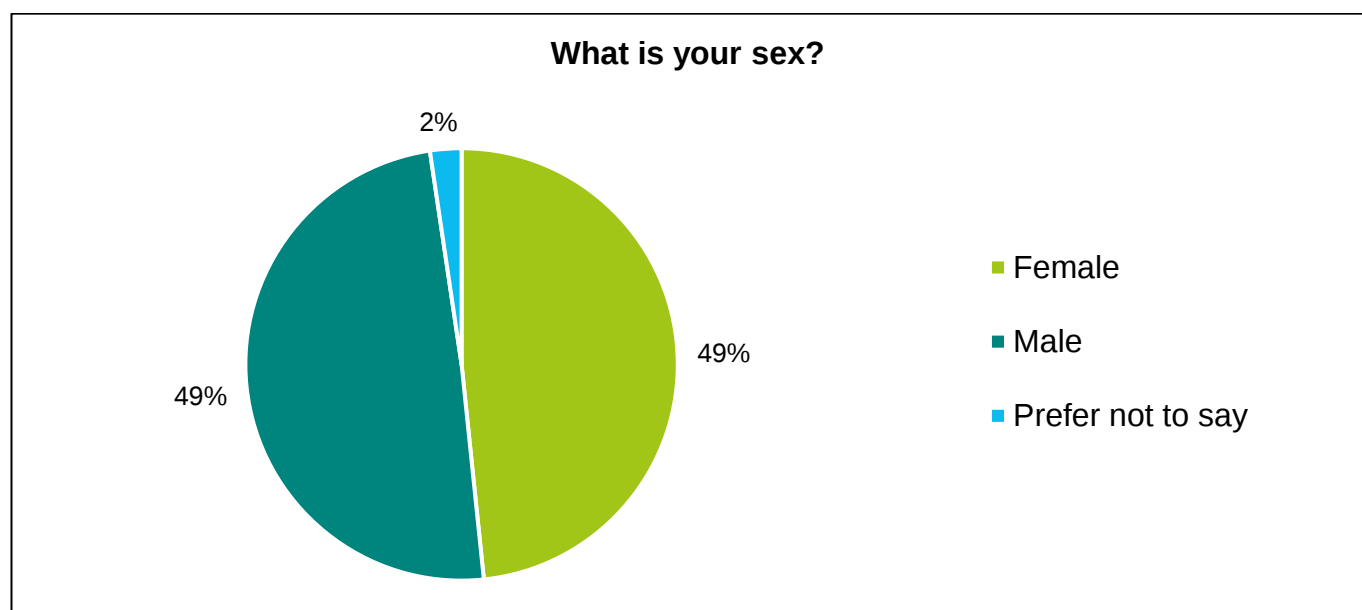
Q9. Do you have any other comments about platform 17 and/or 16 and your journeys on this route? 105 responses, 120 skipped

Suggestions	68
More seating	21
More / better signage to find platform 17 easily	13
More cover / shelter	12
More bins	5
Takes a long time to get to platform 17	3
A warm waiting room	3
It's cold waiting on the platform	3
Suggestion - platform 18	2
Suggestion - southside access to platform 17	1
Suggestion - toilets	1
Suggestion - railing at the edge	1
Suggestion - have 'stand back' signs	1
Suggestion - install call point for assistance	1
Distance between platform 16 and 17 when train delayed	1
Comments on safety	35
Agree the platform is currently overcrowded	8
Concerned about current safety due to crowding	6
Agree - needs longer platform	4
Concerned about safety of children	3
Concerned about crowding on the stairs	3
Concerned for those less mobile	3
Concerned about the gap between getting on the train from the platform	3

Supports any improvements	2
Concern - busy even at non-peak hours	1
Concern - safety when it's dark	1
Crowding makes it difficult to get off the train	1
Comments on the lift and escalators	6
Suggestion – both up and down escalators	2
Escalators can often be out of order	1
Lift can be out of order	1
Lift is often slow	1
Agree with moving the lift	1
Concerns about the proposals	5
Lift - not sure the suggested relocation is best	2
More work on the layout is needed	1
No changes needed	1
Concerned about disruptions if move lift	1
Train specific concerns	26
Need more carriages / longer trains	9
Trains remain closed when they could be open and help get people off the platform	4
Need new / more modern trains	3
Many trains are full	3
Many trains are delayed / cancelled	3
Need more trains	1
Not clear which train is fast / slow	1
Concern - having to book wheelchair for the train	1
Suggestion - trains especially for football transport?	1
Miscellaneous	8
No comment	4
Compliments to the staff	2
Comment - rats on the track	1
Difficult to drop off outside the station	1

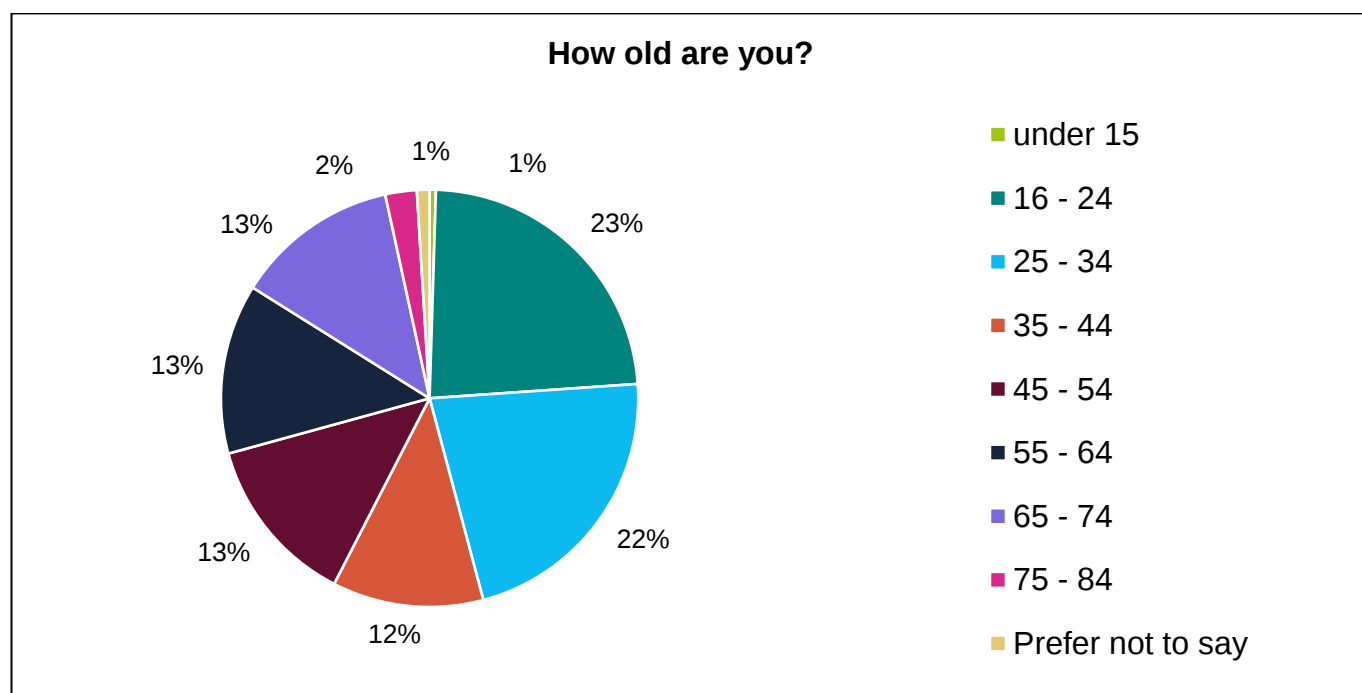
Section three: About you (optional)

What is your sex? 213 responses, 12 skipped
105 said male, 103 said female and five prefer not to say.



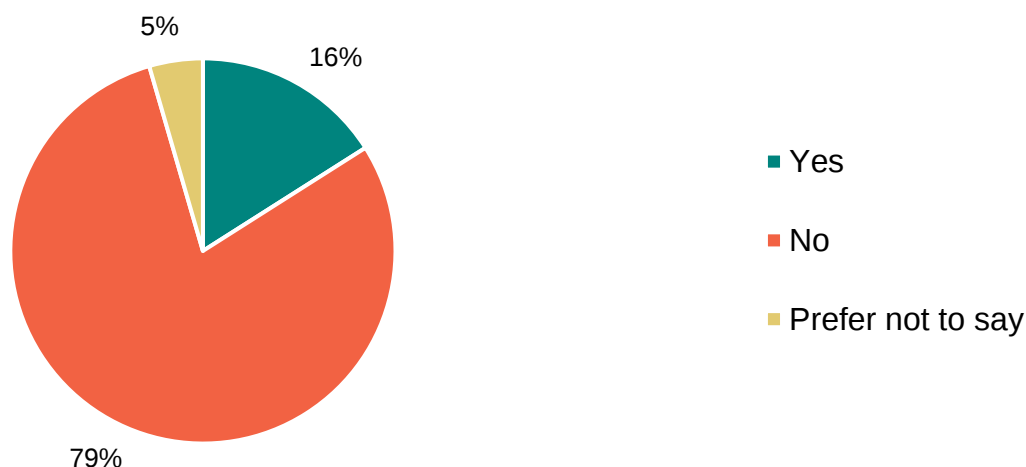
How old are you? 205 responses, 20 skipped

Responses were from a mix of age groups. 48 are aged between 16-24 and 45 are 25-34. 27 are 45-54 and 27 are 55-64. 26 are aged between 65-74 and 24 are aged 35-44. Five are 75-84 and one under 15 years old. Two preferred not to say.

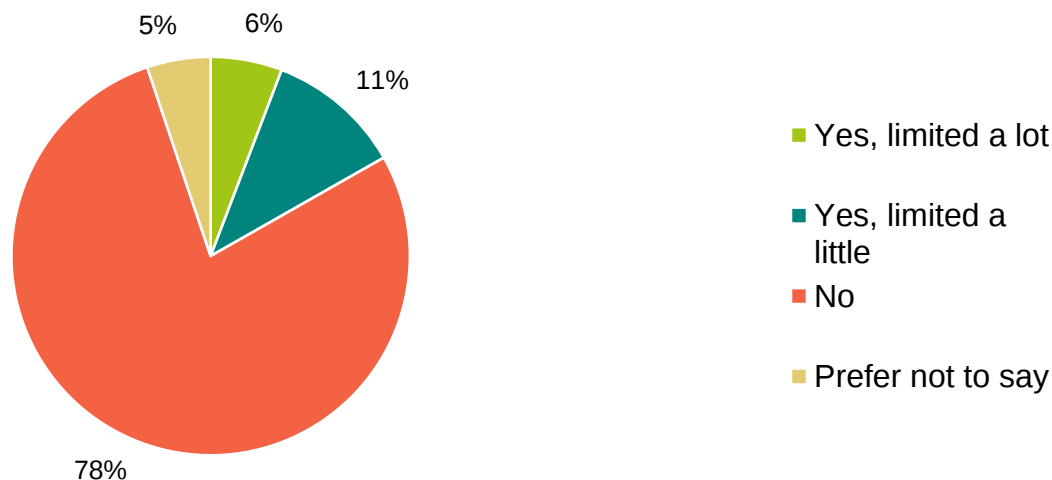


Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? 200 responses, 25 skipped

32 respondents said yes, 159 said no, and nine preferred not to say.

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?** 155 responses, 70 skipped

Nine said yes, limited a lot, and 17 said yes, limited a little. 121 said no. Eight preferred not to say.

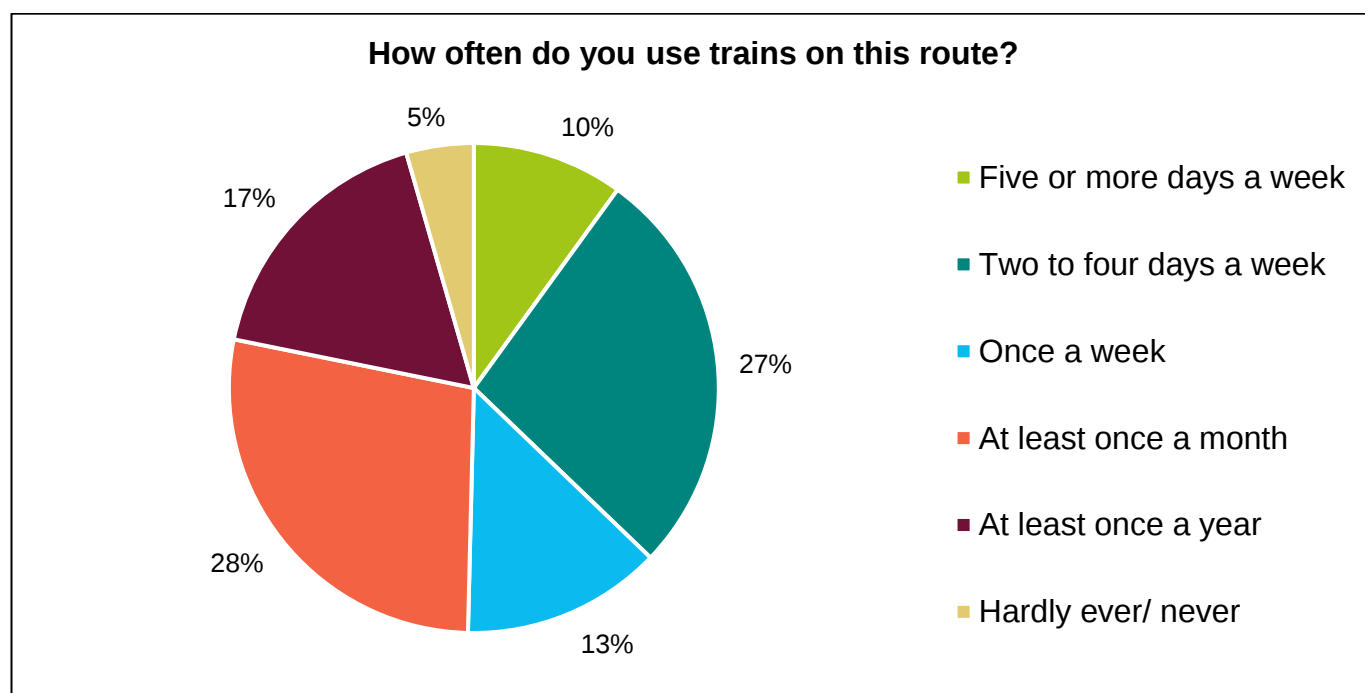
Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

Combined survey results

Below is the analysis of the combined results of the online and face-to-face surveys, where the same questions were asked.

How often do you use trains on this route/ How frequently do you make this journey by train? 651 responses, 429 online and 222 face-to-face

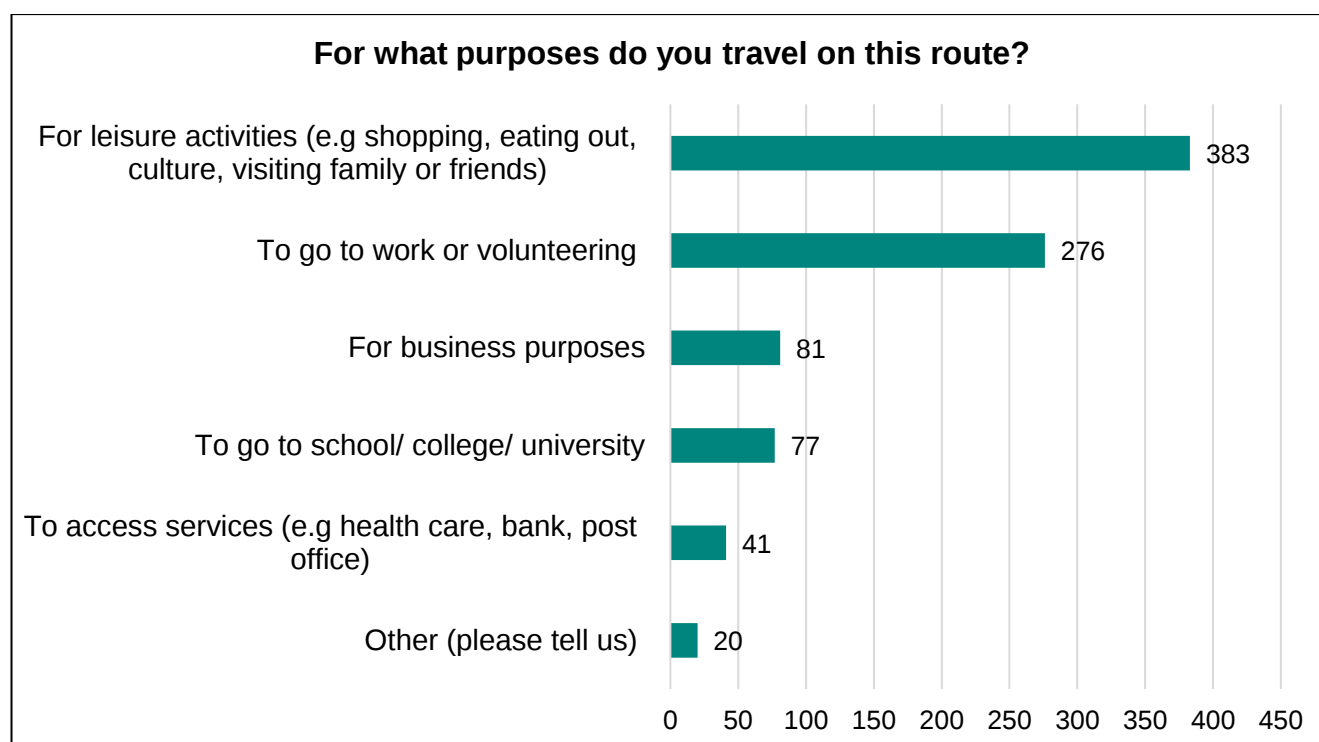
181 said at least once a month and 177 said two to four days a week. 113 said at least once a year. 86 said once a week, and 65 said five or more days a week. 29 said hardly ever/ never.



For what purposes do you travel on this route? 878 responses, 629 online and 249 face-to-face

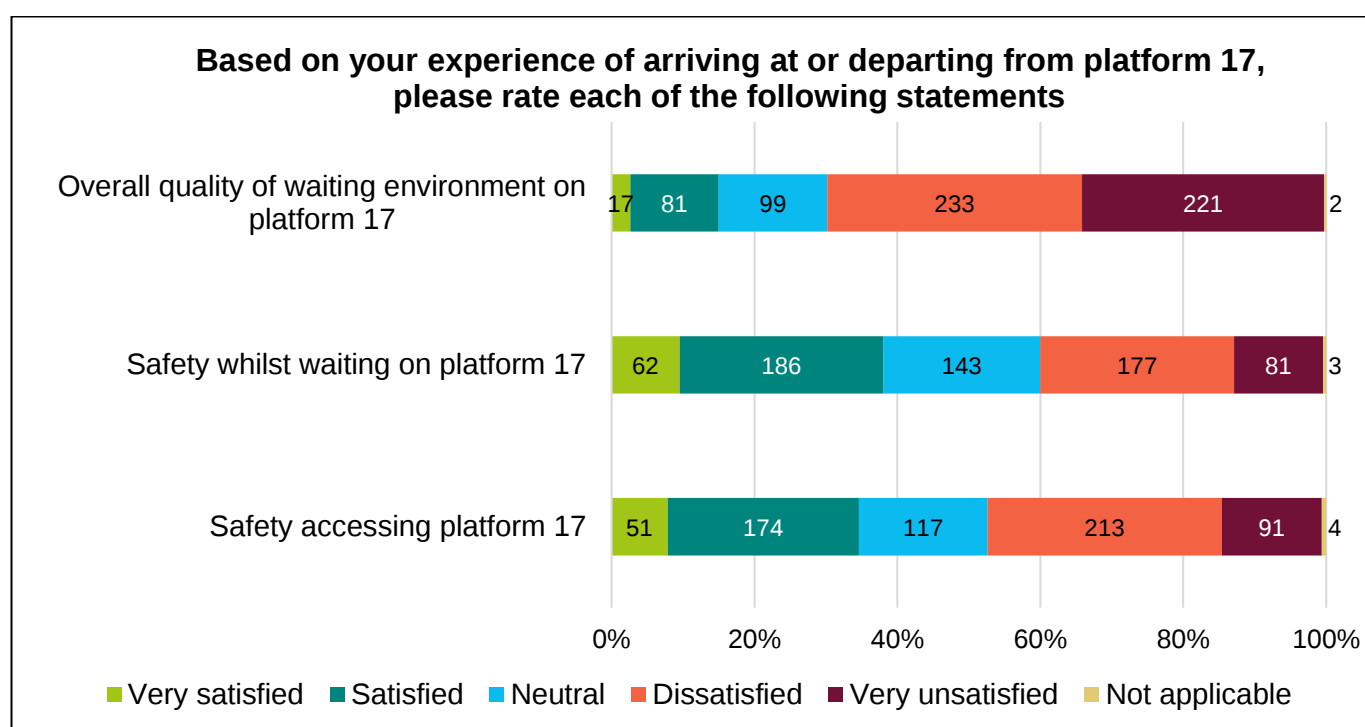
383 said leisure activities and 276 said to go to work or volunteering. 81 said for business purposes. 77 said to go to school/ college/ university and 41 to access services. 20 said 'other'.

If categorising travel purposes into two categories – business and leisure, then 434 travel for business (including to go to work or volunteering, for business purposes and to go to school/ college/ university) and 444 travel for leisure (including for leisure activities, to access services and other).



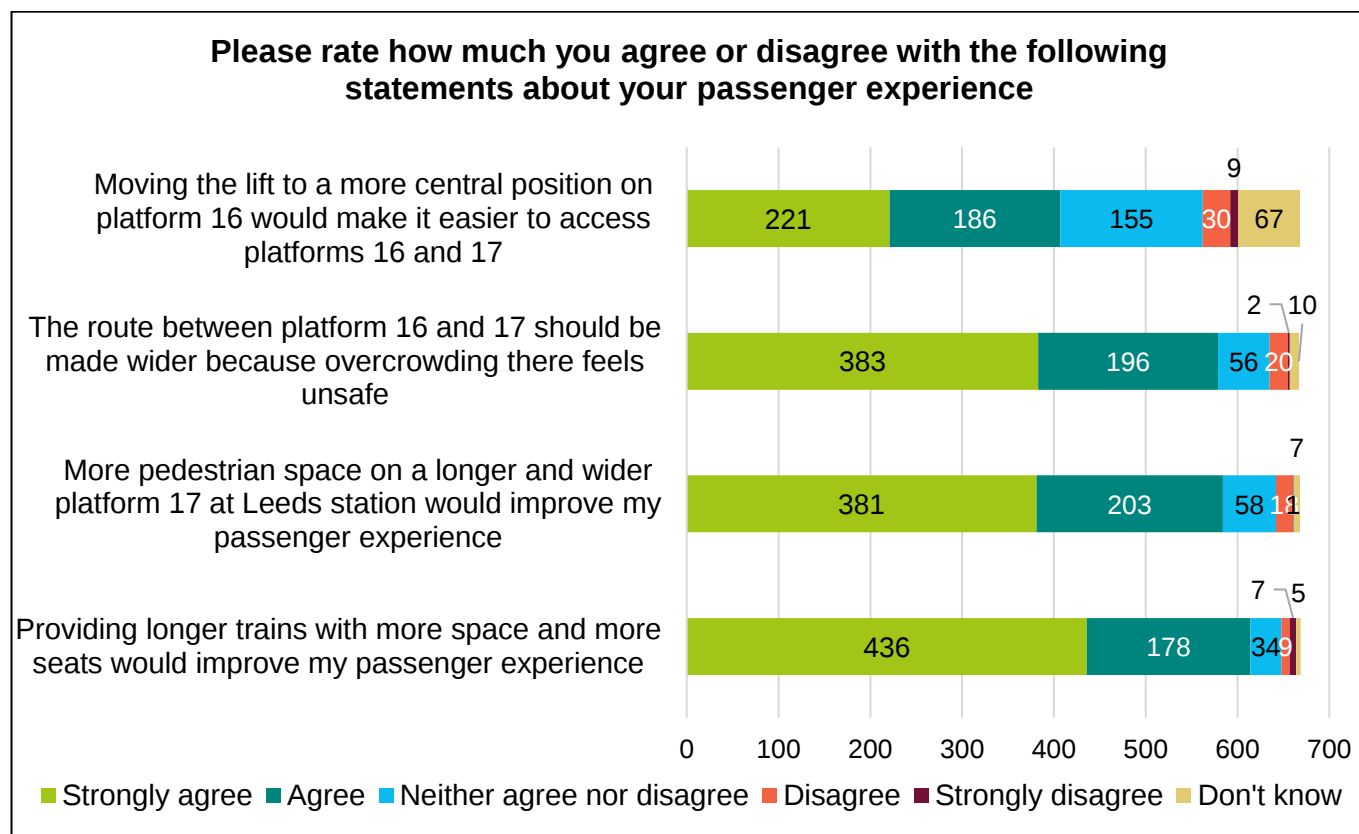
Based on your experience of arriving at or departing from platform 17, please rate each of the following statements 653 responses, 429 online and 224 face-to-face

- **Safety accessing platform 17:** More respondents felt dissatisfied about the safety of accessing platform 17 (304, 47%) than satisfied (225, 35%). 117 (18%) felt neutral and four selected 'not applicable'.
- **Safety whilst waiting on platform 17:** More respondents felt safety whilst waiting on platform 17 was dissatisfactory (258, 40%) compared to those who felt satisfied (248, 38%). 143 (22%) felt neutral and three selected 'not applicable'.
- **Overall quality of waiting environment on platform 17:** More respondents felt the overall quality of waiting environment on platform 17 was dissatisfactory (454, 70%) compared to those who felt satisfied (98, 15%). 99 (15%) felt neutral and two selected 'not applicable'.

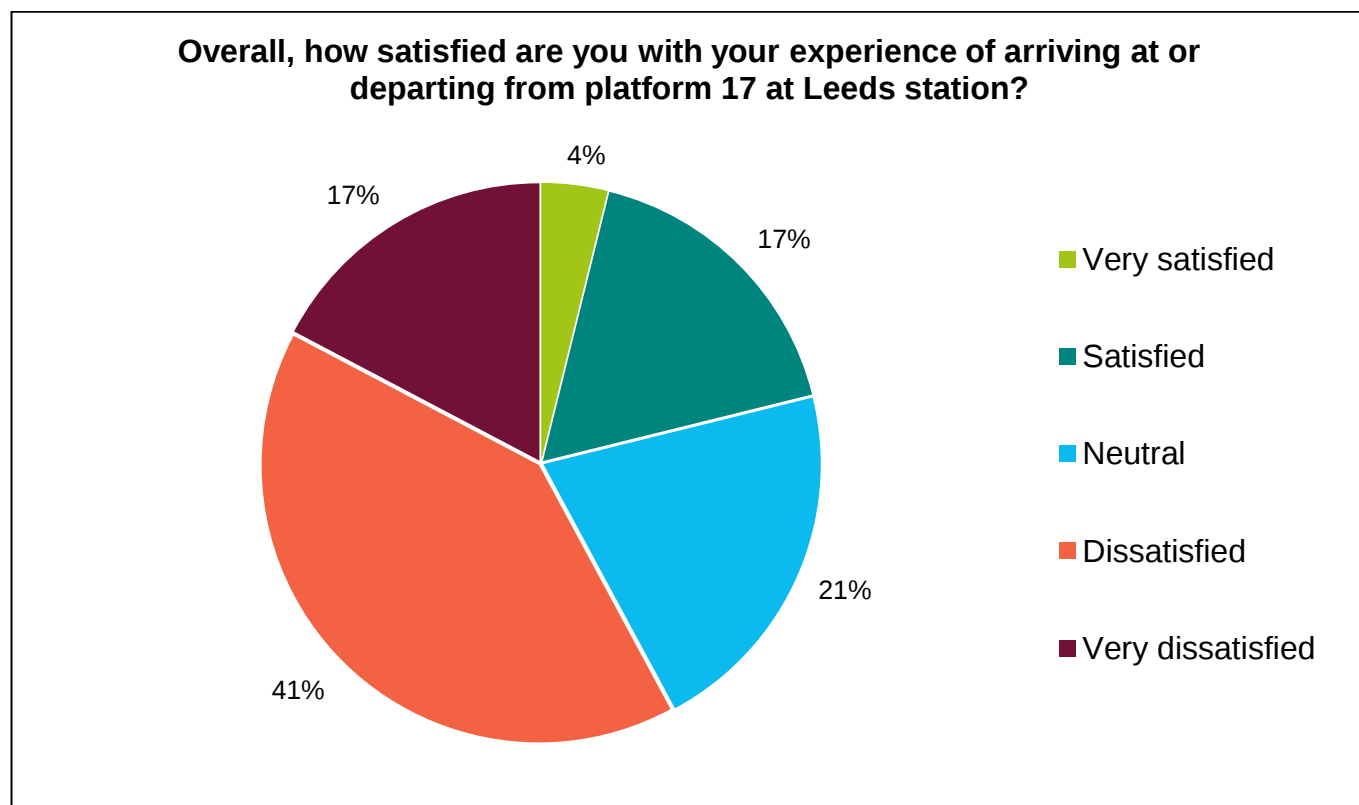


Please rate how much you agree or disagree with the following statements about your passenger experience 669 responses, 446 online and 223 face-to-face

- 92% agreed providing longer trains with more space and seats would improve passenger experience
- 87% agreed that more pedestrian space on a longer and wider platform 17 would improve passenger experience
- 87% agreed the route between platform 16 and 17 should be made wider because overcrowding there feels unsafe
- 61% agreed that moving the lift to a more central position on platform 16 would make it easier to access platforms 16 and 17.



Overall, how satisfied are you with your experience of arriving at or departing from platform 17 at Leeds station? 648 responses, 429 online and 219 face-to-face
22% of respondents said satisfied, 21% felt neutral and 58% said dissatisfied.



4.3 Equity, diversity and inclusion informed analysis

We have a statutory duty to demonstrate that we have considered the impact our projects have on members of the public and to identify changes we can make to reduce/remove any negative impacts. Network Rail's diversity impact assessment identified a number of key groups we should consider and engage with as a result of the proposals for this scheme.

As mentioned in section 3.5, the protected characteristics of age, sex, disability, pregnancy and maternity, and religion and belief were identified as groups potentially impacted by the proposals through the diversity impact assessment. A cross-tabulation analysis was carried out to determine whether the survey responses of older people, younger people, and disabled people showed differences in views when compared with the survey responses as a whole. This type of analysis allows us to see whether people from the protected characteristic groups identified as potentially being impacted by the proposals have similar or different views to the respondents when taken as a whole group.

Age

Views of respondents over the age of 65 varied between the online and face-to-face surveys. In the online survey, 73% of participants in this age group were dissatisfied with their experience of arriving at or departing from platform 17. In contrast, 55% of face-to-face survey respondents aged over 65 said they were satisfied. Despite this difference, comments in the open text question had similar themes, with the most common responses highlighting that platform 17 is exposed and needs a cover, more seating is required, and that the platform feels overcrowded.

There were not enough responses from those aged under 15 to perform cross-tabulation analysis on the feedback of younger people. However, there were some comments that mentioned children, for example:

"I like to bring my children into Leeds by train but this can be a stressful experience due to the overcrowded platform 17 and area to the escalator on platform 16. The platforms are just not wide enough, this causes passengers to be bunched up, leading to impatience and jostling. This is not a nice environment for a child to be present in."

Sex

When filtering responses between male and female, results matched the general themes as shown in the main analysis. Open text responses were also along the same themes, although there were slightly more comments relating to safety from female respondents, for example:

"Crowding, pushing and shoving makes this platform feel unsafe. There is no where to wait safely and it is the furthest away from the main entrance."

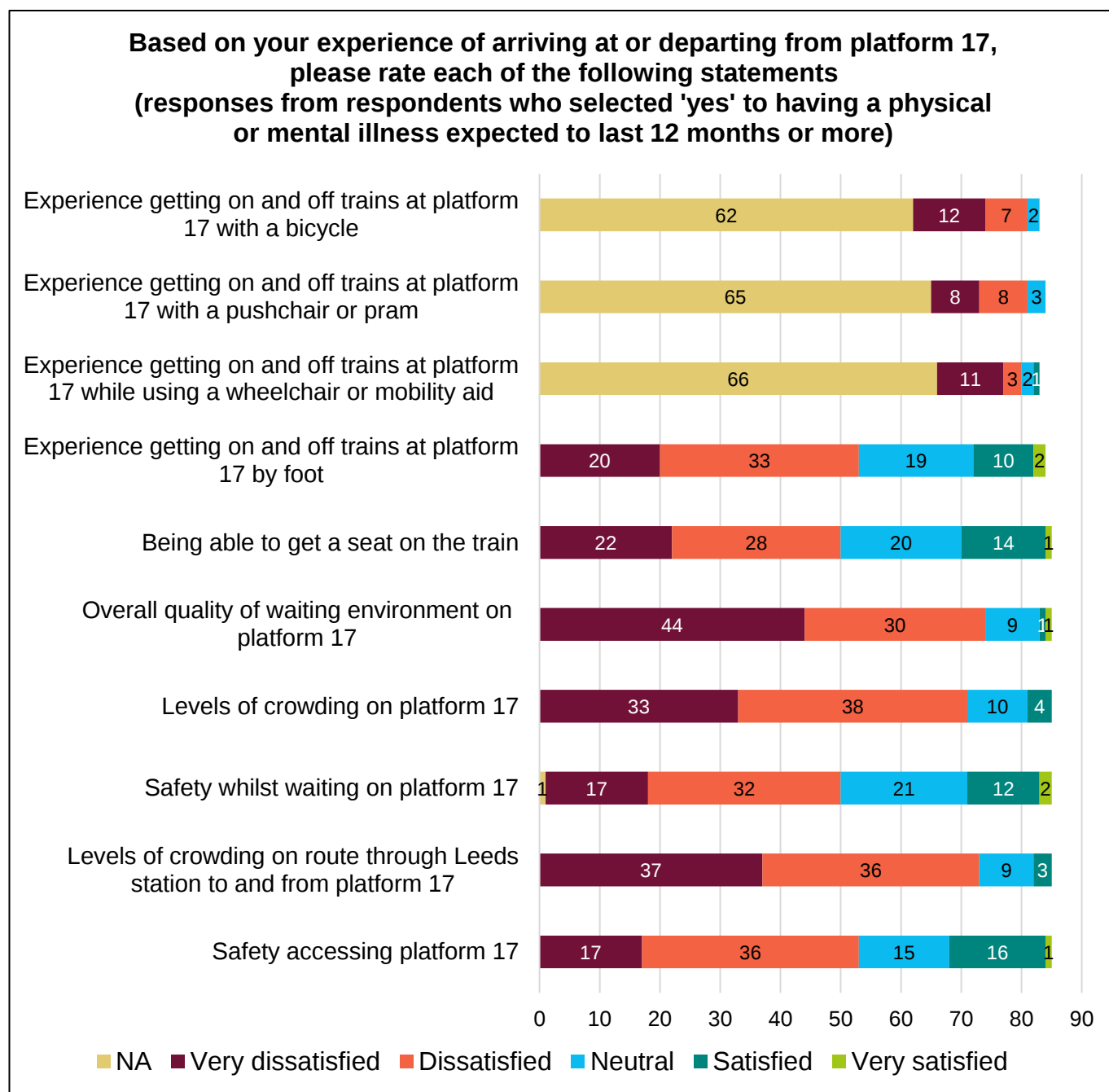
Disability

124 people who selected 'yes' to the question "Do you have any physical or mental illnesses that are expected to last 12 months or more?" completed a survey. In the open text responses, they told us that:

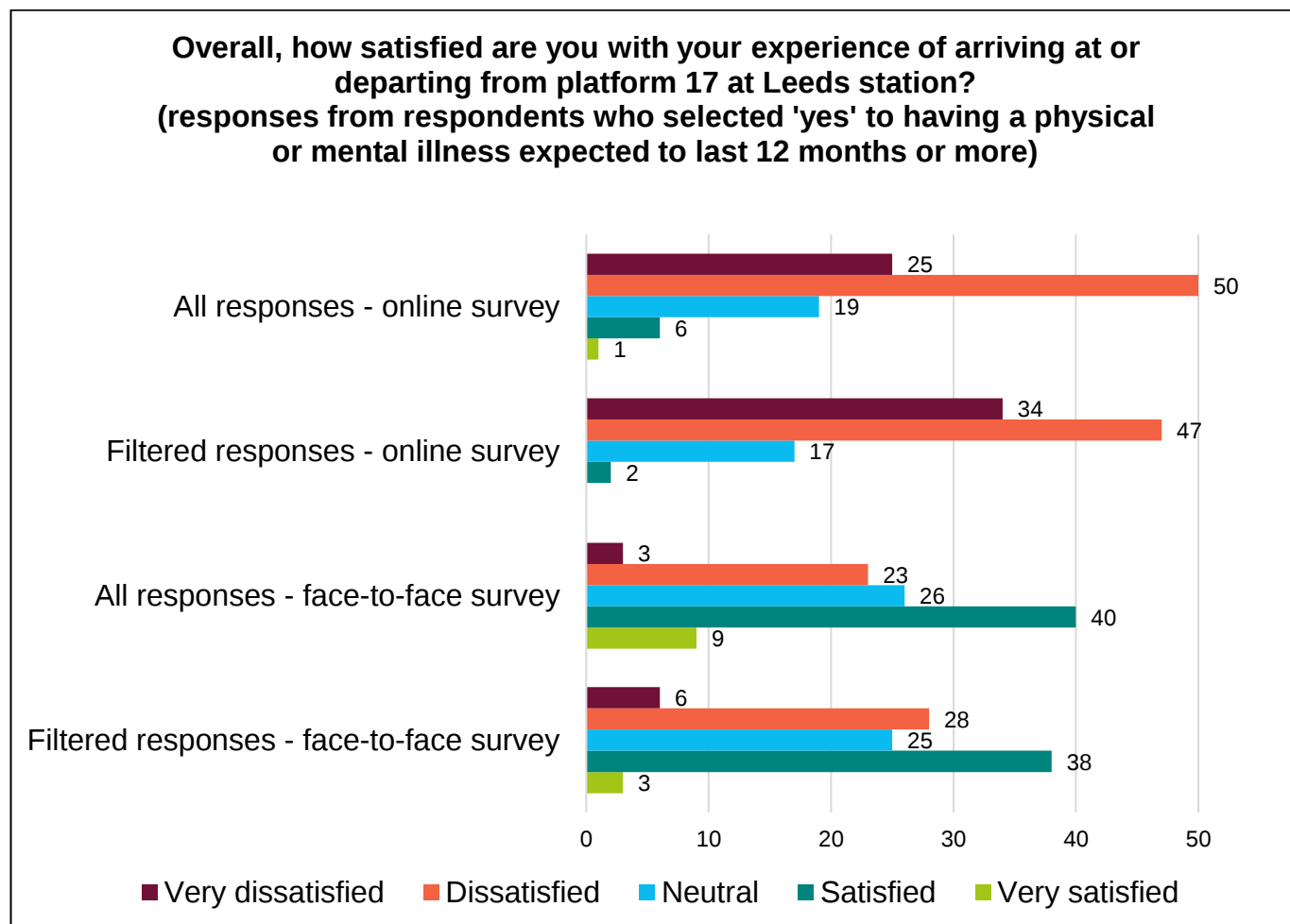
- *"There is very little seating available on platform 17. It is a particular issue for me as I have a lot of pain when standing, and the 1638 and 1709 trains are always very busy, so being near the doors when they open is essential to be able to get a seat on the train."*
- *"Getting of the train at platform 17 and walking to the escalators is often overcrowded"*

and unsafe. Improving this route would feel safer and most likely make the journey much easier for those with physical disabilities”

The following graph shows survey responses solely from the 92 respondents who answered the online survey and selected ‘yes’ to the question “Do you have any physical or mental illnesses that are expected to last 12 months or more?”



The following graph compares levels of satisfaction with the online and face-to-face survey results with the responses filtered for those who consider themselves to have a disability.



5. Next steps

This engagement outcome report will be considered by the project team and submitted to support the FBC. It will also be presented to the Leeds Station Board to identify any other issues at Leeds Station that may need addressing.

The next stage in the assurance framework is submission of a FBC later this year. Should the scheme be approved, construction is expected to take place between late 2026 - 2027.

You can register to follow the scheme and have your say in future consultations [by visiting our Your Voice platform](#).

If you would like to contact us, please email yourvoice@westyorks-ca.gov.uk.

Appendices

Appendix one: Full list of written comments to open text questions

[Redacted]: Any information that could potentially identify an individual has been redacted from the content of this report to retain anonymity, and best practice data handling in line with our privacy statement. Redacted information includes names, addresses, and contact information or other information that could be used to identify an individual. Any foul language, and defamatory or abusive comments have also been redacted.

Please note that these comments have been copied verbatim from their source and have not been altered, updated, or amended.

Online survey

Q19. Do you have any other comments about platform 16 and/ or 17 and your journeys on this route?
17 would benefit from a roof covering. In the winter this platform is a miserable experience
16/17 considering these platforms are used for Leeds/Sheffield/Nottingham and Manchester they really do need improvement and more seating areas
Could do with more seats on both platforms, especially platform 17. Platform 17 is very exposed to the elements and is uncomfortable to wait at during cold and wet weather, a roof wouldn't go amiss. The information boards on platform 17 are also difficult to see, if there were information boards facing both directions that would be amazing.
describing the proposed resited escalators and lift as 'more central' isn't helpful without a diagram to show exactly where your mean. If its an extra bridge from platform 8, great, but its a longer walk to platform 17
Both platforms are quite narrow and at peak times they can be trickier to navigate, but not impossible. Seating at platform 17 is very much needed, particularly on mornings, as I am usually early to wait for my train and the doors do not usually open until a few minutes before departure.
I don't understand the question regarding moving the left to "a more central position". Where else would it move to? It already occupies a significant area of space on the platform anyway.
The routes from Sheffield, Barnsley, Wakefield and the Five Towns are crying out for longer trains. These must not come at the expense of shortening other Northern trains - Northern needs more units.
You should double the length of 17, to allow 6 carriage trains to Sheffield,etc
People congregating at the foot of the stairs on platform 16 can cause a problem accessing platform 17 as can walking to platform 17 when a train has just arrived on that platform. Other than that, it is fine.
K

I am autistic and find busy spaces and overcrowded trains really distressing so having more space on Platform 17 and longer trains able to use it would be great. I also don't drive so having public transport that is comfortable to use is really important so I can access places. Although I mainly travel from Pontefract to Leeds, I often feel put off using trains towards Sheffield and Barnsley (by changing at Wakefield Kirkgate or Castleford) because of how busy they get with only having 2 carriages. I also think some weather protection or shelters on Platform 17 would be appreciated - particularly when it rains!
Platform 16 trains often have a lot of crowding at the end of the stairs down which can be really irritating when wanting to pass through to platform 17 so would welcome a more direct route to platform 17 than avoids 16
Platform 17 could also do with more cover. It is extremely cold when wet/windy
The increase in space for 6 coaches is for sure an improvement to 4, however still not enough. 3 coaches from Nottingham/Lincoln to Leeds through various towns and cities is still not enough. Better off making an 18 and 19 that little bit further on, with a travelator.
Can be slippery - that's the grey finish under cover.
Platform 16 feels dangerously overcrowded when waiting for trains. Everybody is fighting to get on and people don't spread down the platform. Trains are often larger than those on 16 but more indication of where to wait for the train would help.
Clearer signage, particularly on the divided up sections of platform 16 would instantly help improve passenger experience.
The Sheffield trains especially need lengthening
At busy times it's impossible to navigate through platform 16 to get to platform 17 and incredibly dangerous. Trains are always full, it's challenging to get a seat and incredibly frustrating that the journey and experience are so poor
I think a separate access into the station at the other end of platform 16 might enhance congestion / crowding, as people tend to stand at the end of the stairs. Two entrances would allow the dispersal of groups
Platform 17 could do with its own stairs directly onto the platform to reduce the distance and reduce overcrowding.
Consideration should be given to additional measures on the west end of P16 - eg reducing operational length at west end and fencing off, yellow lines, hatching. Consideration should also be given to encouraging passengers to spread out to the east of p16 to use the full length, where TPE trains are 5/6 coaches long. Really P17 also needs line G to further help improve journeys Consideration should be given on how to manage passengers waiting for the train at the buffer end with doors locked. Again yellow lines, hatching, staff etc to allow a clear path for passengers to/from the train at the far end of the platform. A wider platform will help but not fully solve the issue
Normanton to Leeds is a nightmare in the morning, overcrowded unreliable trains, having 3 carriages would make the world of difference

The current set up and design is one that has not been updated and does not reflect the modern service pattern and use of this part of the station. The crowding and amount of people isn't necessarily a problem, it's more the fact the infrastructure isn't suitable to accommodate this demand and needs to change accordingly.
The rear of platform 17 should have track added to connect to the track out of platform 16 in case the front train on platform 17 can't move for whatever reason
The journeys on this route are often overcrowded and also often made much more unpleasant by football fans, and groups of drunk men, especially to and from Manchester on a Saturday after 5 pm.
all aspects of vertical circulation from the overbridge down to all parts of platforms 17 and 16 need to be improved and capacity maximised within constraints - including width of staircases. consider removing the escalator wholesale and replacing with maximum width staircase -escalators increase energy use, are vulnerable to failure which puts more pressure on stairs. scope for additional stairs direct from overbridge to platform 17 should be considered if they can help capacity without affecting overcrowding on platform 17 itself.
i stair case and or escalator direct to platform 17 ie to right rather than use the existing to the left stairs from the top concourse would be more than beneficial due to the amount of people using the existing stairs to use platform 16 ,
The Pontefract train is usually very busy at the times that I use it - not a frequent user, but when I do use it it is always full. Would this mean that the Pontefract service will be getting more seating capacity?
I think this is a great scheme and should go ahead. In particular, I think it is really important so we improve the quality of public transport in Yorkshire so that less people choose to drive and instead take public transport.
Not sure where or how the lift could be moved considering the space is almost entirely used by the lift at the moment. This survey and plans aren't clear how this would be done
Platform 17 badly needs passenger shelters. If it is cold, windy snowing or raining we get soaked through or freeze
It already feels safe, more people will make it worse. Definitely agree with these plans.
I would like the trains to Chesterfield to have more carriages than the 2 at present.
I often use 17a, and in poor weather there is no area to stay sheltered unless standing near platform 17b. However, this leads to ridiculous levels of overcrowding. Alongside this, I usually get on the 17.32 train however as 17B has the 17.38 to Lincoln the passengers for this service often block the full platform making it difficult to get through.
Getting to platform 17 via platform 16 is a nightmare, especially when there is a train due at 16 or just arrived. The platform space between the lift and the edge of the platform is unsafe when a train has just arrived with people both leaving and arriving at platform 17 at the same time. Escalator is often out of order. No seating on platform 17. Getting to 17a through 17b is awful when there are people already there crowding the doors blocking the whole platform. 2 carriages is not enough at peak times. The trains with 3 seats across are pointless because the 3 seats are often being taken up by 1-2 people.
The staircase is too narrow
Platform 16 is used to get to Manchester Airport, meaning people have large bags and HAVE to use the lift. One to get to the footbridge and one to get to platform 16.

How is Fire safety being achieved .. I note that existing fire escape (mcr side) route takes passengers on to side of track, albeit it waist from station, but to a restricted area?
In the winter platform 17 is exposed to the elements as there is no roof. The wind and rain blows across platform 17
Platform 17 is the abandoned corner of Leeds station, its dangerous to walk along it especially at peak times and theres no shelter over the end of it
Make the platform as long as you can. There's a suppressed level of usage between Leeds and Nottingham because the trains are so full, too small, take to long. If this improves it will get alot more customers
More accessibility to platform 16 from other entrances and secondary bridges to make the walk less crowded
platform 17 is very cold and exposed
It is very difficult to get to and around the escalator due to the number of people.
My daily commute is unbearable with no seats and being squashed onto a packed 1 hourly service with just 2 carriages. Anything to increase capacity and frequency of this service would be welcomed
Additional carriages would reduce overcrowding and therefore increase rail rather than road use
There needs to be some cover provided for waiting passengers on platform 17.
Why is the Sheffield to Leeds line hidden away at the furthest end of the station? Surely it should be a main artery!! It's very poor, especially compared to other European city links.
A fast Leeds-Sheffield service is needed at least 3 times an hour
There is very little seating available on platform 17. It is a particular issue for me as I have a lot of pain when standing, and the 1638 and 1709 trains are always very busy, so being near the doors when they open is essential to be able to get a seat on the train.
Lack of seating and no escalator if the lift is not working, I have mobility issues and cannot do steps. Also no toilets or rubbish bins
An escalator that takes you down from the foot bridge would be a great improvement
I fully support the idea of the proposed work on these platforms. Good to see some sensible plans being put forward to improve non-car travel.
Very steep stairs to access platform 16 and 17
The overcrowding is what causes delays to trains as it takes a long time for everyone to jostle their way on or off the train especially if they are heading to the airport with lots of luggage. Longer and more frequent trains will also result in more punctual due to the quicker boarding speed.
Platform 17 is currently too short to allow trains sufficientluy long for the number of people using the route, It is also too narrow to for the number of people using it and as a result there is no seating or adequate shelter for people waiting. The route to the steps is loing and convoluted and in crowded periods quite dangerous. P17 passengers currently have substandard facilities and access compared to every other platform in the station.

Compared to other platforms at Leeds station, platform 17 always seems rather remote.
Welcoming changes to platform 17 but will extra capacity be provided on trains from there (Knottingley, Sheffield and Nottingham Northern services) especially at peak times when you can't always get a seat to fully support the platform extension and benefit passengers not only whilst on the platform but whilst travelling. More space is definitely required across both platforms, especially travelling through platform 16 to get to 17 due to the masses of people waiting for Manchester services as it often feels unsafe with crowds gathering in the same area, again especially at peak times. Would it be possible to provide markings on the platform as to where pushchair/wheelchair/bicycles spaces will be so we passengers know whereabouts on the platform to wait to board to minimise the possibility of being dashed by others rushing for a seat when trying to board with a pushchair or would this depend on the type of train. More seats on platform 17 would also be welcome and possibly more covering from the weather (if possible) as currently not all of platform 17 is sheltered.
There should be better/more facilities for modern, larger wheeled/tyred bicycles. The new TPE trains are inadequate for cycles, compared to the Class 185's and the vast majority of Northern's Class 15X and 195 fleets used from these platforms.
non
When a train movement is taking place from platform 16 towards Whitehall West and pedestrian movements from platform 17 towards platform 16 are also taking place, an extremely dangerous PTI risk occurs.
There is little to no sheltered seating area on the exposed platform 17. Platform 16 is ridiculously overcrowded. I speak as both a rail user and a train driver when I say platform 17 is no longer fit for purpose.
16 & 17 do offer good access to Leeds south entrance along with the walking and cycling routes along the waterways and should be promoted as such with information boards about Sustrans and the Trans Pennine Trail.
It seems like late trains are shunted onto that platform as well so this needs to be taken into consideration rather than just planned routes and as we know, because of the poor design coming into/out of Leeds station trains are invariably late or delayed so I often end up shunted to 17 even if I travel via a different route from Leeds > Wakefield and back.
so awfully crowded and it's such a long walk from the barriers to the platform, i dread getting the train from that platform
A good construction disruption strategy is going to need to be in place as this is SUCH a high demand line. Also I don't think the full existing train capacity of two cars (4 carriages) is currently serving platform 17. I would monitor this to ensure the capacity is not being suppressed by Northern services.. Can a better access point be made to the station from the east-end? More passenger seating. Are the Manchester trains lining up along the full platform length effectively? Or are they hoarding space. Could the East-end lift be made available to the public at all times?
It's awful! It's the worst possible welcome to Leeds and the worst platform to leave.
It's a very long way from the station entrance!
It's a horrible bottle neck coming down the steps to platform 16 and fighting your way through people crowding at the bottom when trying to get to 17
No

Please make it so that the Sheffield - Leeds trains can be four carriages long, platform 17 needs to be 7 carriages long.
Need more shelter and seating along the platform Need more carriages on the Castleford to Leeds trains
A lack of a frequent trains from Leeds towards Pontefract means I have to use the park and ride service instead. Standing on platform 17 is not a pleasant experience after rush hour, you feel isolated being so far away from the station's facilities and platform staff.v
It would be handy to be able to cut through onto 16/17 from inside the southern entrance rather than having to go all the way up to the top only to come back down again. Platform 17 also desperately needs shelter along as much of its length as possible, it's a terrible place to wait for a train when it is raining.
Later last train would be highly recommended
Overhead cover and shelter is also required as I get wet waiting for the train when it's raining and there is nowhere to shelter
I like to bring my children into Leeds by train but this can be a stressful experience due to the overcrowded platform 17 and area to the escalator on platform 16. The platforms are just not wide enough, this causes passengers to be bunched up, leading to impatience and jostling. This is not a nice environment for a child to be present in.
The main concern is safety, often I've had to walk along the edge of platform 16 to get to platform 17. When getting off at platform 17 there is often such a crowd there is risk of trips and crushing
Horrible platform very unsafe & overcrowded
More seating whilst waiting for a train on platform 17 aswell
The proposed changes are in line with what we have personally believed would be a benefit to using the train to Leeds for a good few years.
The access down from the bridge is difficult as passengers waiting at platform 16 makes it hard to reach platform 17, the same is applicable in a reverse motion. The fact that both a Nottingham train and a knottingley train stop at platform 17 can also be confusing meaning myself and other passengers end up boarding the wrong train.
Why can't you use other platforms instead of spending a lot of money extending these current ones? Just use one train on platform 17 at all times. An estimate of £40m also seems high for basic engineering works that and the designs are based on standard designs?
No
Furthest platform away. Often can't get through due to people waiting for Manchester train.
Access to Platform 17 should be made available via the south entrance, where there is already staff access.
How will the redevelopment affect journeying? In the evening for example, the 20:29 train to Knottingley already departs from platform 15 and previously platform 16.

Crowding, pushing and shoving makes this platform feel unsafe. There is no where to wait safely and it is the furthest away from the main entrance.
Inadequate seating and weather protection for disabled user's avoid return by train as unable to stand for long periods whilst awaiting train arrival
Stressful
Surely what you really need is a set of stairs that goes directly down to Platform 17. Right now you have to go down this long flight of stairs and then double back, it adds significant time to trying to get to the platform!
Before the pandemic I used platform 16 five times a week to get back to Huddersfield after work but since the pandemic I only travel to Leeds once a week. I've been commuting to Leeds by train since 1994. My current experience of platform 16 is that it is not as overcrowded at the times I travel as it used to be. I feel quite happy and comfortable waiting there and I think there is good access with steps at both ends of the platform and a lift. I don't think moving the lift would be beneficial but perhaps an additional lift would be a good idea. Moving the lift towards the centre of platform 16 takes it further away from platform 17, so will not improve access for passengers heading there.
It feels as if we are pushed to the farthest reaches of the station in the most coldest/exposed place.
Need more seating. Very difficult experience for people with any mobility issues or difficulty standing. Currently would not contemplate using platform 16 with family members who are wheelchair users, frail elderly or small children. It is too dangerous.
Trains to Sheffield need to be longer! On some days it is unsafe the amount of people squeezed on. In both directions. It doesn't help the overcrowding that half of platform 17 is uncovered and therefore if the weather is bad, everyone is squeezing into a much smaller section of the platform.
Need more seats, a decent waiting area, toilets and a food/drink vendor
The escalator/stairs are often overcrowded when going to/from the platform, especially just after a train arrives There are also no toilets near platform 16/17
Cover it for when it's raining
Waiting for the Castleford train on platform 17 there is no cover on the platform. Think it is the only platform without cover.
Platform 17 needs to be covered. It's about the only uncovered part of the station and it's very unpleasant as an elderly traveller.
As stated, the overcrowding on platform 17 feels quite dangerous at times.
Platform 17B is windy and uncovered meaning this increases overcrowding on rainy days with people trying to escape the bad weather by finding cover
Platform 17B is windy and uncovered meaning this increases overcrowding on rainy days with people trying to escape the bad weather by finding cover
I used to travel to uni using the platform. In comparison to the rest of the station at Leeds it feels forgotten about. No comfortable seating or cover and it is unclear what train pulling up is for which destination. I think signage could be improved as well. At peak times it is a nightmare to get past 16b and feels dangerous and the platform is so thin and overcrowded it is hard to get off the train. I also used to feel unsafe on a night time on that platform it feels dark and secluded.

Just want to feel safe using public transport
More seating or shelter would be better
No
Platforms have too many obstacles, 17 is very narrow, escalator capacity inadequate and too narrow. Primary problem isn't the location of the overbridge, it's the capacity constraints on platforms and the access to the footbridge.
Needs a shelter, or a roof as if it rains you get wet! Platform is too shallow for amount of people getting on and off
More carriages should be provided at peak times on during the week. Sometimes the number of passengers standing on the platform and how they stand can result in you needing to walk close to the edge of the platform. The fact that the Nottingham/Lincoln trains also depart from platform 17 doesn't help. The platform as feels quite remote from the rest of the station and it would be good to have a dedicated stairs/lift to remove the need in accessing it through platform 16.
When trains are delayed. Overcrowding could lead to accidents or a crush. When train arrives people push on to get a seat. Can not get on with my bike. Even with reservations.
Platform 17 needs to be under cover its horrible waiting on a train in the cold and wet or snowy weather
We in this modern society to be encouraged to use trains but it terrible the way it is now
Always cancel or move platforms too
Always far too busy on 17 get soaked waiting as it is not under cover
On platform 17, I currently have to stand in the open air, is the new extension to be covered?
Needs rain cover and seats. I get vertigo and use the buses as I cannot stand with the visible drop through the fence on platform 17.
Cover from inclement weather's much needed and more seating for elderly or doubled people waiting to board.
The narrow area between platforms 16 and 17 is dangerous especially when busy.
Platform 17 should have a fully covered canopy like the rest of the station. Terrible having to be crowded in inclement weather. Also signage needs improving for 17 including more electronic screens along platform. Screens mounted on side of trains would be also extremely helpful in situations where trains are doubled on platform or when platform crowded.
The passenger experience on the trains themselves is horrible, they are old tired and cramped.
Platform 17 should have cover. Very cold and windy.

Why can't access be taken from the rear entrance directly onto platform 17? We currently have to take an additional escalator to concourse level, just to go back down to platform 17. Putting barriers in to give access straight into platform 16/17 would help overcrowding
Platform 17 needs to be covered. It's a very exposed platform to all weather rules
far too busy during peak times and if trains have been cancelled major overcrowding and unsafe trains on the next train. Extra train carriage is a necessity
I'm much more concerned with cancelled trains
Maybe add longer shelter
Roof needed
The end of platform 17 where my trains go from is not under cover. Considering the rest of the train station is this is really disappointing
Only problem is the proposed extension of platform 17 isn't long enough. It needs to be able to take 2 x 4 coach trains. Just adding 1 more coach to existing services will already be inadequate at peak times, and allows no further growth. Leeds - Sheffield - Nottingham could easily be 6 coaches at peak times.
Needs to be seating and protection from elements in the platform. Trains from Pontefract need to be longer , freqncy needs to be increased to every 20 mins . Needs improvements at Pontefract for disabled people, pushchair users and people with heavy bags to access a lift .
It would be good if the whole platform could be covered. Currently half of the platform (I think technically just platform 17) is uncovered so is open to the elements. Having it covered would help with if there are any announcements about platform changes being made, as currently the openness makes it hard to hear.
1. Whether the lift is central (what ever that means) or not, having a lift that open both sides might help. 2. The frequency of train to platform 17 might help. I have 2 trains an hour from Castleford. 3. After traveling to Leeds from castleford for over 20 years, more carriages is definitely needed due to decades of over crowding. Plus if u want more people to travel by train this is definitely needed. 4 . Walking round the lift, especially at peak times, and when the Manchester train is in. This as always been for a safety issue for me. 5. More and better shelter is needed at platform 17. Covering of the lower end is need to shelter passengers from wind and rain. The wind that comes from double tree hotel side can be cold and strong. 6. When the South end entrance was open. I though that this could help platform 17. Could this not be incorporated into a safer way to enter the station from platform 17.
The lift/escalator should be pointed the other direction so you are off the train and straight up the escalator as a lot of the back up is waiting for people to turn the corner and step onto the escalator
Extra seats would be nice as sometimes it can be very crowded on a Saturday evening. More of the information boxes which tell you the next train are needed as when it is crowded you cannot always get in a position to see one.

Platform 17 is a form of torture, it's a nightmare to get to and very unpleasant waiting for a train on it. It's overcrowded, cold, wet, no seating and the signage is inadequate
Needs a roof covering, bad when waiting in poor weather
Lifts - see below. On one occasion I had to ask people to stop coming onto the train and move so that I could get off the train with my large suitcase. They had started to barge on as soon as the train opened its doors, no regard to people getting off.
It need the canopy extending over platform 17 so you don't get wet , plus more seats on the platform while you wait for your connecting train, a safety barrier near to the edge of 16 towards 17 would benefit the safety of pedestrians, i put this forward to the Route Director of NWR so years ago.
why are the journeys to Sheffield either 40 mins, 1 hour or 1 hour 15minutes. It should be a direct route that does not take a lot of time considering it is a major neighbouring city. There are never any seats and even if you get the early trains its still tough to get a seat.
There is no previtions for bad weather on platform 17B
A toilet would be good as it's a long way back to the entrance also the stairs get very busy maybe a bigger lift . Also letting you on the train earlier very cold platform and more seats more shelter needed
Separate staircase for Platform 17 that prevents the need to move through passengers waiting on platform 16. People wait at the bottom of the stairs at platform 16, which causes significant congestion, which can be very difficult to navigate.
I agree with the proposals to lengthen and widen platform 17 and I hope there will be an extension to the overhead canopy.
more seating area would be nice, especially with it being the furthest platform away from the entrance and there is very limited seating
Platform 17 is mostly uncovered and fully open to the elements, which makes it an awful place to wait for a train
No accessibility for wheelchair users at Monkhill
very challenging and gets very busy. Allowing for confusion and dangerous travelling forcing people to use private car.
I think that moving the lift is rather excessive and not worth the additional cost.
The platforms are unsafe for disabled passengers. The over crowding makes it difficult for disabled passengers. No one seems to care about disabled passengers, the lifts are often out of order, no seating areas for disabled people to sit at on the platform, trains over crowded at peak time, no room on platform to walk through safely, pushed out of the way due to slow mobility. No care for the Equality Act or reasonable adjustments such as access when lift isn't working, seating areas or reserved seating
As well as being lengthened, platform 17 needs a canopy along the full length and much more seating. The bottleneck passing the lift shaft when arriving off a train can feel unsafe as passengers are forced to walk close to the edge of platform 16, so moving the lift and stairs would be a big improvement.
New TPE Service via Wakefield Kirkgate reduces my use of Leeds Station and potentially reduces pressure on Leeds Sta. capacity

The train is always overcrowded during rush hour and struggle to get a seat on the way home after a long day at work which is extremely uncomfortable
Moving the lift to a more central position on platform 16 will result in incoming passengers approaching it from two directions resulting in conflict. It is better where it is.
Quite often come down current stairs to access platform 17 and due to number of people waiting at 16 you cannot get to 17 without pushing through the crowds which could be dangerous and potentially deadly . Also no shelter on platform 17, open to the elements and no seating. We get a 3rd class service and trains often cancelled.
The stairs and lift take up so much space. It could be consolidated and access granted both sides to reduce pressure.
Platform 17 needs lengthening to accommodate longer trains the morning trains are completely overcrowded and unsafe. The ability for Northern to run 3/4 car sets would alleviate this issue. At 8:15 when the train from Nottingham arrives there is often a TPE service being despatched, customers walking past the lift shaft often get far too close to the passing train
Today Friday March 14, 2025 I travelled to Leeds from Sheffield and the train arrived at platform 17. It was a busy service, and we all had suitcases, bags, pushchairs, and mobility aids, and many people were impatient to leave the station. We all reached the narrow part of platform 17 as it turns into platform 16 at the same time, in a body of people moving purposefully towards the stairs. As we did so, a Transpennine Express staff member began to shout at us to keep away from the train that was coming in on platform 16. It was not possible to keep away any more than we were doing, and there was no yellow line on the platform. Why on earth does TPE use platform 16? Their trains are always full. The shouting of the TPE staff member intimidated the crowd and they all slowed down. He kept saying, "It's so rare to find people who keep away from the train," which was not appropriate to the situation. Why on earth also don't they stop the TPE trains further back along platform 16 where there's plenty of room on a long platform instead of ramming them down the end near platform 17? I walk with a stick and I found it pretty tricky walking amongst a crowd of impatient slightly panicky people just because TPE wanted to push us around. I don't think moving the lift and the waiting area on platform 16 is cost effective against the simple expedient of bringing TPE trains in further back along platform 16 : it just looks like millions of pounds of expenditure to pander to TPE. I do think the narrow gap between 16 and 17 needs to be widened for the sake of the passengers, and to stop people walking quickly, staring straight ahead, and cutting people up by walking in front of them in a very limited space. No-one likes it. So what is Network Rail's priority : promises to a railway company, or safety and comfort of passengers? You could close platform 17, and move the services that were using it to the weird zone of platform 0, where trains go to have a little rest, and generally in pairs.
Am impressed with these improvements. Thank you
Platform 17 has very little seating. Plus, waiting exposes passengers to wind and rain - no cover.
Feel unsafe walking between the tracks and the crowd on platform 17
No
Route is always super crowded and uncomfortable, bigger and more modern trains are required. A cover on platform 17 to shelter from the rain would be appreciated.
No,
I don't think for the cost and disruption this can be justified.
The plans are too disruptive

Due to the layout of the West End of Leeds station, it would be overall too complex to even attempt to add an additional platform on this side. Meaning an extension to platform 17 makes sense, without having to alter the existing structure that Leeds station resides. However, if it was possible; would it not be more feasible to extend the platform towards Leeds West Jn, but adding another crossover to aid in Operational Flexibility
Platform 17 always feels hidden, despite being the platform mostly used for train services linking the north's two largest cities.
The waiting environment on platform 17 is also very poor. No waiting room and hardly any canopy. It is freezing waiting there in cold weather. The rest of the station is covered and/or has waiting rooms. Why are passengers on these train routes / platform 17 not as valued?
Only four seats on platform 17, please sort this.
Needs more cover/shelter on platform 17
There is no shelter from the weather and it must be one of the worst platforms in the station. Always feel like a second rate citizen whilst other passengers are swanking about with heated shelters, seats and toilets. I used to commute every day to Leeds for 10 years, always hated catching the train home to Castleford and now I'm sure it made me use my car more. I hate it still when I go into Leeds for other reasons but at least I haven't been working all day
I'm concerned about whether the platforms will be accessible with pushchairs during the works - I hope an alternative lift will be available?
Only that the access between platforms 17 and 16 is especially dangerous in wet weather as it is open to the wind and rain from Granary Warfe and the walkway gets wet and slippery
I think this is a brilliant plan if it goes ahead. I've never like waiting on platform 17.
Fixing the route from platform 16 to 17 is the most important change. The gap is way too narrow to be safe and the journey from the front of the station to platform 17 is just too long. An alternative could be for a new set of stairs which leads down from the concourse directly onto a wider platform 17 to avoid moving the lift.
I often have to get a connecting train from platform 13, and due to overcrowding and minor delays, that connection is getting harder to make - I should have about 10 minutes, but my incoming train is frequently delayed by 4-6 minutes, and it can be really difficult to get to platform 16/17 in enough time - just due to overcrowding. The stairs up are narrow, and people are rushing and coming in both directions, which feels unsafe.
more carriages are needed doors should be unlocked earlier frequently train doors are locked for 15/20 mins meaning that passengers build up on the platform
I really hate the bit of platform by the escalator/stairs on platform 16 where you would walk to get to 17. It's similar throughout the station that these little bits of the platform just feel too small to walk past, it just doesn't feel safe when it's busy, like you might get pushed or fall onto the tracks. When it's really busy, and admittedly this hasn't been as often since COVID meant more people work from home but sometimes you couldn't get onto the platform and people would push down the stairs. When it's like that it's simply unsafe.
No clean

Unsure how to approach the problem of people rushing to catch trains departing from 17a before 17b but having to go via the crowding at 17b end. Possibly let people on trains waiting at 17b sooner as doors tend to open only a few minutes before departure compared to other platforms.
I've been on the Wakefield Kirkgate-Leeds train twice where someone has fainted due to heat and overcrowding. Current trains do not accommodate capacity of commuters on this line.
Platform 17 is always severely overcrowded during the working commute hours (around 9am and around 5pm). I'm filling out this form while travelling on the train from Platform 17 and every seat is full with about 25 people at least stood up. It's like this every day and you can never get a seat if you're travelling to/from Normanton and standing is crowded. It's a terrible experience and insane that such a busy route only gets 2 carriages.
Platform 17 being able to hold trains larger than 2 carriages would be great, more rail capacity and more profitability for those trains
Very sparse and bleak when waiting in autumn/cold and rain on 17. Making it bigger and longer might make it more crowded. It seems a very out of the way platform -feel very sorry for passengers with disabilities- long way from exit of station. P17 does get v. crowded - can feel a bit unsafe in terms of someone slipping on to rails. Trains to from Castleford tend to go to and from here. Can't they be rotated a d other services go from there?
I feel like an improvement to the journey itself needs to be made I think specifically speaking for Barnsley there's a lot of us who comes from Barnsley and goes to sixth form for education purposes and when the train cancels we have no alternate route. Especially now with the construction happening how will Barnsley students be able to go to Barnsley without any disruption there was no direct bus to Barnsley it was from Leeds to Wakefield to then Barnsley which I think it was ridiculous. Platform 16 going to 17 is overcrowded sometimes there's no space at all
wider/ longer platform is key to safety
No
The line to Woodlesford/Castleford is overcrowded, 3 or 4 carriage trains would be very welcome, especially at peak times, additionally, the 3 & 2 seat arrangement on the class150 trains are not used effectively, many seats are unused whilst lots of people stand to Woodlesford.
Just make sure no trains are cancelled due to this
Other than feeling unsafe with the crowding (feeling pushed onto the tracks on platform 17), it's so hard to get a flow of traffic to get out of the way of the boarding passengers and there's no space to get to the side to "gather yourself" once off without being in the way and feeling like an absolute incompetent nuisance. I know to stand off to the side and get out of the way - there's just nowhere to do so!!
Another solution to overcrowding on platform 17 could be providing more frequent trains between Wakefield Kirkgate and Leeds. Currently only one train per hour stops in Normanton outside of rush hours.
It would be nicer if the platform was fully covered because it's open to the elements and is the coldest platform on the station.
I use it for work & leisure it's the worst platform it's cold not under cover narrow & very over crowded at a lot of times
Needs more seats and shelter on platform 17

Walking between platforms 17 and 16 feels very narrow and not enough room. Sometimes the platform is so crowded it is difficult to get off the train at platform 17
I think a turnback facility like that proposed at Micklefield, Thorpe Park or even reopen station near Quarry House station could allow more through trains which would free up more platforms. Making the platforms longer still means trains block each other in e.g. Knottingley and Nottingham trains.
It's always like we are an afterthought on our line so it's good this is being addressed
I would support lengthening platform 17 to fit longer trains in as long as there is no compromise on the frequency of the service or increase in the journey times. I would much rather stand the whole journey on a train and be packed in like sardines to save on journey time/get to my destination on time because I take multiple modes of transport to get to work so if one mode of transport is late it has a snowball effect. I find that the northern trains from Leeds to Sheffield are less crowded than the cross country trains from Leeds to Sheffield even though the Cross country trains are much longer than the northern trains so providing longer trains with more seats does not always equate to a more comfortable journey. I regularly take the 'express' northern train from Leeds to Sheffield in the morning ..I am not sure why it is an express train when it takes at least an hour to get there with no delays! I do appreciate the northern Sheffield to Kiveton park train as it is much quicker than the bus however this train often gets partially cancelled on the Sheffield to Kiveton park leg which is annoying because the Sheffield to Kiveton park trains are not exactly frequent in the first place. While platform 17 can get overcrowded, the level of overcrowding can be tolerated for a short time.
It's really difficult getting through to the bottom of the stairs at rush hour or if there is a lot of traffic at platform 16 and there is inadequate seating and shelter on platform 17 a and b
There should be a roof and seats
On a morning the fast train is generally standing room only so could do with more carriages. With housing development planned in Normanton this commuter route is going to get busier.
Platform 17 is the furthest away from the entrance I use to enter the station and the stairs are very long and they lead to platform 16 extending the journey to platform 17, risking the train leaving. I don't mind that the platform itself is not wide but I would prefer to have longer trains with more seats because at peak times the train gets so packed that the area in-front of the door is so overcrowded and I have to somehow find space to enter the train, and because there are limited poles and such to hold onto people crowd around the same ones or they decide to sit on the floor which I think is very unsafe. Also, I would like some more seats on the actual platform because waiting for my train standing the whole time is not ideal, I would like to sit. Also, if there is any way to make the lift faster I would be very satisfied.
Attempting to walk through/past Platform 16 to reach Platform 17 when a train is due to arrive at Platform 16, it is unsafe, extremely overcrowded, there has been pushing/shoving amongst the public. In addition, there is a high demand for seats on trains leaving Platform 17, especially at peak times, the aisles are usually full with people standing, blocking the way. On the platform, people are always rushing to try and get a seat.
I would strongly support using this extension to facilitate the launch of an additional fast (40 minutes) connect between Sheffield and Leeds in addition to the Cross Country service running only once an hour, which is severely overcrowded on this stretch. These are Yorkshire's two main cities and a genuinely fast connection between them lacking is something holding the economic growth of Yorkshire back at the moment.
There is a bottleneck where the lift and escalators are. Currently the steps and escalators are overcapacity (especially when the escalator breaks down). Furthermore passengers waiting for trains on pl16 tend to crowd about the bottom of the stairs instead of dispersing throughout. They obstruct the path of people coming and going to pl17. Is a dedicated set of stairs and escalators linking pl17 to the footbridge viable?

PI16 could do with more benches, and maybe a toilet(?) PI17b is exposed to the elements on all sides. It needs to be at the minimum covered by a roof. How will this project be paired with the rumoured third footbridge? 2 car class 195s for rush hour services is diabolical. It's overcrowded at peak times
Platform 17 is not good to use. Most of it is open to the weather, with no proper shelter, especially Platform 17A. There is nothing like enough seating either. The lift from the walkway over the platforms is remarkably slow in every way. My friends from London are always amazed that trains from Leeds to cities like Sheffield and Nottingham are only two coaches long, so even the modest upgrade to three will be a big improvement.
Please can the entire platform be undercover. Standing outside on a cold, wet, miserable winter's day is sole destroying. Also could more timetable screens be placed further up on platform 17a. At present there is only one screen positioned on platform 17. This platform is usually occupied by the Lincoln train which leaves slightly later than my Sheffield train so there is no view of the screen from 17a. The vocal announcements are also very difficult to hear on this platform.
Over crowding at peak times
We welcome these significant improvements to Leeds Station, which will enhance customer comfort, safety, and overall station efficiency. These upgrades to platforms 16 and 17 will create a better environment for passengers waiting for trains, improving accessibility, wayfinding, and overall journey experience. By extending the length and width of platform 17, the station will be able to accommodate longer trains with greater seating capacity, reducing overcrowding and improving service reliability. This expansion will also allow for more efficient train operations, reducing dwell times and enhancing punctuality, benefiting both passengers and rail operators. Relocating the lift, stairs, and escalators to a central position on platform 16 will further improve passenger flow, making it easier for customers to move through the station. This will particularly benefit those with reduced mobility, families with pushchairs, and passengers with luggage, ensuring a smoother and more accessible journey for all. These improvements will contribute to the overall efficiency of Leeds Station by enhancing operational performance, reducing congestion during peak travel times, and supporting future growth in rail travel demand.
While I have no objections to the proposals the money would be better spent on increasing the frequency of services and the number of available carriages
Seating and protection from weather should be provided on platforms 16 and 17.
It's a busy platform more seating is needed and a refreshments stand would be nice
Levels of crowds are too dangerous on these platforms
This work will no doubt cause extreme disruption to our services which always utilise these platforms. This will cause extra delays on awaiting signals to enter the station during this period which can also sometimes be an issue currently and can't be afforded when you have other transport connections to make. Realistically all this is going to provide is a wider platform, where we'll still have to wait exposed to all elements of weather and only benefit from this would be one extra carriage per service really not sure that it is worth spending £40m!
Number of times I have been on a Nottingham train which people have got on for Knottingley, having two similar sounding places on the same platform isn't the best idea.

There needs to be more bench space and seating. There aren't enough and if trains are delayed all we have is the floor of the platform. There should also be outside protection in case of bad weather
17 feels dangerous at rush hour, walking around the lift at rush hour is definitely dangerous - people are forced to walk right at the edge of the platform due to overcrowding. Two carriages for Castleford at at rush hour is woefully inadequate so extending the platforms is a must.
The main issue with access to platform 17 may be out of the station staff's control, because it is passengers waiting for platform 16 trains who act like platform 17 does not exist, filling up the space at the bottom of the steps and not wanting to let people through.
Your survey and article does not accurately describe what is proposed to happen.i.e. moving the stairs nearer the centre of platform 16 would involve a longer walk from platform 17
Platform 17 feels like it is outside of the station, there is no protection from the weather when waiting for trains, in winter it can be very unpleasant. The route to & from the platform is always crowded & the time to queue to get up the escalator is excessive
Lifts need speeding up, way too slow causing delays to passengers with bicycles, pushchairs, wheelchairs, luggage and passengers with reduced mobility at busy times. Nearly missed trains when travelling with bicycle because of this.
The stairs at the end of platform 17 make it easy to get to Platform 17 especially since Platform 17B is right at the end and there is only 12mins to change from connecting trains. Moving the stairs would make it difficult for me to get to 17B quickly
There aren't enough seats
Run them later to Wakefield so we can go out in Leeds and enjoy a drink
Getting of the train at platform 17 and walking to the escalators is often overcrowded and unsafe. Improving this route would feel safer and most likely make the journey much easier for those with physical disabilities
it suuuucks waiting (on 17) exposed to the weather. it feels unsafe (slipping hazards) but its also just miserable. if you lengthen/widen the platform PLEASE provide more shelter, or people will continue to crowd the sheltered part
The access onto platform 17 is very unsafe, as my train is normally at the end of platform 17, I not only have to navigate people on platform 16 who congregate around the bottom of the stairs, then have to squeeze passed passengers who have left the inbound train and are heading into Leeds on a narrow strip of platform around the lift shaft and then have to weave passed the people waiting for the Lincoln / Nottingham train who stand across the platform as they don't have access to the train to try to reach my train at the end of the platform. I have been pushed into the fencing before now by passengers squeezing along the platform, I quite often feel unsafe on this area of the station. The announcements for platform changes are also none existent at this area of the station. The 150 units that run on these services are also not fit for purpose, seating areas are narrow and every other seat is inaccessible.
People crowd to get on the train in front of the doors, often people coming off the train struggle to get by

Trains too crowded on platform 17. Packed trains. The 2 carriage trains need an extra carriage. I regularly have to stand on trains destined for platform 17, often without something to hold onto.
Having the 16:32 and 16:38 on the same platform seems bonkers, it's so easy to get on the wrong train and be on a service which is 20 mins slower. Is there any way of having these leaving from different platforms to reduce crowding and improve experiences? Also these trains are way too short, there's always people forced to stand so there is definitely a market for more carriages. It puts me off to the office more regularly.
I only spend a few minutes waiting on platform 17 and from my experience it's no different than any other platforms.
It is genuinely unsafe and we are expected to pay high commuter prices when we often have to sit on the floor
Would be useful to have a bin on the platform. Also, signage through to 17a from 17b is not obvious and if there's a train at both platforms people can't always tell immediately that there's a further train at 17a.
The impact of platform 17 being too short is felt across the wider network eg trains through to Nottingham and Lincoln get very overcrowded and not only on commuter journeys but also leisure, to the extent that they are unable to pick up any more passengers eg at Donfield on train to Nottingham on matchdays. This is because of the limitations of the originating platform at Leeds and it is unacceptable
More staff on platform 17 to control the passengers waiting for trains. Passengers need to be moved back away from the platform edge to allow arriving passenger access. It's dangerous
16 always looks very crowded compared to 17
Accessibility is key. Maybe later trains from Leeds to Outwood to Wakefield especially on Friday and Saturday night so people could enjoy a few drinks. Maybe. 12/1am train.
Getting to platform 17 from 16 is a nightmare. As platform 16 is busy with the Manchester Victoria train. In a morning there is a bottle neck operation going off with the escalator. This morning the 26/03/25 the lift or the escalator wasn't working. Which made the stairs hectic with passengers heading down and up. In my 17 needs its own stairs or lift.
I'm not sure what you mean by more central position for the lifts on platform 16 but because trains are every 15mins there are a lot of people who run down the stairs and jump on last minute so positioning would need to take cognisance of existing behaviour. On platform 17 waits are longer and it can be very cold and windy - perhaps some shelter and seating could be provided as part of the scheme, particularly for those less mobile.
There just needs to be longer trains on the Castleford Woodlesford route. During peak times there's just not enough seats.
a roof is needed on platform 17 as everyone crowds on platform 17a or 16 to stay dry. also, seats would be useful.

Not only does 17 need to be extended and widened, it also needs to be under cover and to have more seating. At commute time it is the worst platform in the whole station especially when the manchester train is on 16 as it is unsafe and very cold. It is unsafe for everyone especially those with mobility issues.
The services to Nottingham are critical but other than Sundays are hopelessly overcrowded.
The length of platform 17 directly affects the service on all other parts of the route as it affects train capacity, such as trains from Barnsley to Sheffield which originate in Leeds therefore must be 2 carriages. It's really unsafe. It makes me feel like a second class passenger because I travel in from South Yorkshire. Lengthening the platform would make for a better and safer experience and I'm glad this is being considered.
Use both platforms on a casual basis to various destinations
Moving the lift and escaltor even further away from 17 could be irritating because we'd have to fight through even more platform 16ers on a morning but I do agree that the platform in between 16 and 17 near the lift is too narrow for the volume of people. The train timetabling doesn't help though, with Manchester bound trains arriving at a very similar time to trains arriving at 17. It is admittedly irritating that platform 17 is the furthest away from everything as I'm always in a rush and would much prefer my train to be at platform 8 hahaha But 17 is cold and wet and crap in bad weather which is really annoying when the train is late 17 needs to be more under cover and have a waiting room like nearly every other platform
I take it to/from Huddersfield where I live and it also covers my visits to family in Edinburgh when I change the train in York. Platform 16 is far too small for the amount of people that use this train, it often feels unsafe. Especially as the trains are entirely unreliable and frequently late or cancelled (is it right that I am surprised when my train is actually on time?) so even more people have no choice but to squeeze on the platform. There used to be a waiting room but now there is virtually nowhere to sit waiting for a train (what about people with limited mobility?). It is far from all the other station facilities including the toilets and water station, and I have to battle through everyone to get to my platform so it feels like us travellers are relegated to the worst platform because you don't care. Please improve the train service and the platform.
Platform 17 is largely open to the elements. I usually catch a train at 16:38 to Sheffield from platform 17B. The staff on the train do not open the doors until the 16:32 train has departed from 17A. I have often had to wait in the cold and rain for my train doors to be unlocked. Besides the issues raised in this survey, can I ask why two trains are booked to depart so close together, meaning that it is not reasonable to open the second train until after the first has departed? I have tried to raise this with Norther staff on the train, but they were not open to discussing it. Train scheduling is not their responsibility, apparently.
From platform 17 the regular Nottingham trains I use need to be 3 carriages as standard, the current 2 carriages are inadequate and are overcrowded at most points in the day.
Extending/ widening should have happened years ago. A shelter would be nice.
Part of the problem with platform 17 is the lack of covered accommodation. In inclement weather all the passengers for the Nottingham and Knottingley services are crowded under the small portion of canopy which restricts access even more. When arriving from Knottingley in the evening, the passengers for the Nottingham train are all crowded round the doors so you have to push your way past them to exit the station

Platform 17 needs some form of weather protection. Having trains in 17a and 17b means passengers waiting at 17b end up blocking people trying to get to 17a. There should be more signage and markings to encourage people on platform 16 to move down the platform and leave a passageway for passengers alighting the train.
I am usually travelling with a bicycle which means that I have to use the lifts instead of the escalators. They are so very very slow.
2 carriages to Leeds to Nottingham/Lincoln is awful at all times of the day, I am really glad you're planning to extend 17. Platform 16 is also horrible for crowding and always a dread going to it
It would be great if we could use the stairs / lifts / escalators in the 'staff only' door that takes you to the newer entrance/exit which is on the side of platform 17. Maybe add a railing or barrier between the edge on the narrow route on the side of the lift between 16 and 17 as I can also get a sense of vertigo when walking through
Using a guide dog these platforms can be very dangerous on my dog has been pushed off the platform before and fallen between the train and the platform when it's stationary. Luckily a member of the public helped And get him back up. This was very dangerous.
Needs to be sheltered fully on platform 17 or have a waiting area as is very unpleasant waiting in the cold, especially over winter. Maybe a toilet on that side of the station as the closest one is back on platform 8.

Q20. Do you have any comments or suggestions relating to other areas of Leeds rail station?

More seating areas / cheaper food/drink options on platform and bridge areas Improvements to toilets.
improve opening times at the Southern Entrance and improve vehicle drop off points at all entrances. Connection to local bus services is also appalling
J.
Not really, generally Leeds is an easy station to use with plenty of amenities, even if it can often be busy!
Faster lifts, i have never been in lifts so slow
I wider viewing and seating area at the top of the escalators would be good. Using multiple lifts to get from the ticket barriers to platform 17 is frustrating. The lifts are slow and you have to move between them on busy thoroughfares. A travelator would be great and /or improved lifts.
All lifts and escelators are extremley slow compared to other major stations, they feel old fashioned. There is a grotty feel around the station at times, as it is very unclean, particularly around the buffers where there is a lot of litter, aswell as the main roof being filthy and not kept up with.
Push the bridge further over to platform 0.
I think the station will eventually need another footbridge. The current design seems inefficient with not enough escalators or staircases connecting to and from platforms.

Signage should remain a focus. Be in the shoes of someone who rarely ever travels by train or through the station. Making it easier for these people makes the experience better for the regular users.
A second set of stairs and escalators leading down directly to the A platforms from the overbridge would help reduce the overcrowding in rush hour, especially when the escalators are regularly out of order.
Wider, longer platforms will make us feel safer and more seating would help us feel taken care of. The Manchester trains are always so hard to get on, often standing up squished like sardines or simply not safe to get on them at all. People would use the trains more if the experience is consistent and more pleasant, but for that there needs to be consistency, and seats/space for all. Some nice bright art work on the walls commissioned by a local artist would help the environment and space look more interesting and appealing.
Further encouraging the use of the east end footbridge for passengers entering the station via the main gateline and looking for C/D end platforms could help even out pedflows and pinch points
Please sort out the chronic begging from drug addicts.
a secondary middle raised or underground walkway to access platforms. While having a walkway either end of the station suits, having an additional middle one would ease congestion and make the waiting and general experience of passengers better.
It would be really good to integrate information on bus departures from the bus station, or stops nearby, somehow.
Comment about escalators applies to all other/many platforms - flexible and useable vertical circulation needs to be maximised across the station. Risk of "overengineering" with "excess capacity" should be seen as lower risk than risk of planning and delivering capacity that does meet needs of medium/long term future. given safety issues/concerns across major stations e.g. Euston
no
A sheltered seating area as it is a long platform and when the trains are double stacked you are subject to the elements quite far down the platform.
I think we should continue to try to improve our public transport so that less people choose to drive and instead take public transport. Public transport caters to all whereas cars and roads only cater to those who can afford a car and are lucky enough to live in the distant suburbs, far away from the A-roads and motorways that are a blight and ruin the quality of life for everyone else!
The naming and numbering of platforms is varied, confusing and all over the show! 7 is right back from the entrance whilst 6 and 8 are right in front of you after walking in
Platform 13a also badly needs shelters for the same reasons, as well as the end section of platform 10
Lift speed is frustrating when connecting long distances across the station.
Escalators in the whole station constantly out of order
Better entry/exit from outside the station into the eastern end of platforms 8-16 as currently you have to walk all the way to the main gateline

Passenger flows across the main footbridge are the wrong way around.... Leaving platforms via the escalator results in you exiting onto the overbridge through a stream of passengers trying to access platforms. If the up and down escalators from platform 8 to the footbridge were reversed then this conflict of passenger flows could be minimised.
Make it easier for people with large bags to get around the airport. Move all major city and airport trains to more accessible tracks to give a smoother experience. Remember that Leeds Station is often the Gateway to Yorkshire for people visiting for business and leisure. So make sure it feels modern, spacious and welcoming.
Toilets available on other platforms
The other 'eastern' footbridge over the tracks is a horrible experience and should be improved as it's dingy, dark, too busy, too narrow.
overcrowding on stairs everywhere - need one-way system
Quicker and larger lifts!! It takes ages for the lifts to come and when they do they get filled up very quickly by people with prams, suitcases or both!
Supply rubbish bins on all platforms
Improve the speed of the lifts! I travel a fair bit and the only station I've experienced with such slow lifts in the North of England is Lancaster. Even Carlisle is better than Leeds. And of course, increase the provision of seating on platforms exposed to the elements. I'm particularly thinking of the Carlisle trains normally departing from platform 4. As reliability has declined on the West Coast mainline, there are more passengers using the Carlisle train as a shortcut to Glasgow and hence the 1049 service is busy all year round, not just when the 4-carriage services run from late March to early December.
Lack of toilets and taxi access at south entrance of the station. Due to current works this entrance feels very unsafe. 2 disabled car parking places but very difficult to drop off/pick up at South entrance for those live south of the city and have disabled needs.
More (and larger) toilet facilities needed throughout the station.
There is an absence of bins. Please could you install strategically placed bins. The lack of bins actually dissuades me from buying anything at the station as I know I will have to carry the rubbish.
no
I am usually changing trains at Leeds rather than exiting the station, so having more displays showing where services are running from would be appreciated, e.g. tops and bottoms of stairs and at intervals along platforms. It often seems that there are too few and / or they are facing away from the direction I am walking in!
/
Decent secure cycle storage at Leeds is a problem, but then again is also bad at all West Yorkshire stations. The lifts which are used to access the footbridge are way too slow, whether its call times or actual platform to bridge times, meaning at busy times trains can be missed. Really need more lifts across the station in passenger use.
non

Toilets are usually in a very poor state. Pigeon excrement on both bridges is an issue and a health hazard. Lack of bins is troubling.
People need to be made aware of how long it takes to get to platforms 16 & 17 from the main entrance as there is often a last minute rush.
Same as above. Probably not something within your gift but the bottle necking of trains coming into the station is a real disrupter. Even if my train is early I often end up sat waiting for 5 - 10mins outside the station and can then often end up being delayed anyway. It feels like all eggs have been placed in Leeds central station's basket as well; would it night make sense to have a terminus built out in the outer city to share the capacity and load as trains are going through respective stations as they come into central and this would mean that users wouldn't need to go all the way into central in order to get a train back out elsewhere?
For large trains coming through Leeds like LNER and Cross Country, could we give number markers on platforms or letters to help align with where passengers should go wait by associated train staff to reduce the rush effect happening when trains roll in at platforms. People could be spacing out ahead of time like they do at stations like Lancaster or Preston. Signs to not stop on the stairs (I am waiting for the day someone is knocked down them...) Signs for people to stand on either side of the train doors to allow for the outflow of train passengers. People stand right in front, and it makes no sense!
All too crowded.
Everything seems to require walking the long way round.
South entrance closes way too early and opens way too late
No
Why are Castleford to Leeds trains almost always on platform 17?
Can you offer hot drinks at platform 17. Plus can you consider a train service from Selby to Leeds via Pontefract. Then I could book a train to London from Selby and avoid the busy Wakefield Westgate and Leeds stations. As Grand Central Trains stopped using the Pontefract Station during weekends a few years ago and only offer 3 trains a day except weekends is very disappointing.
When buying a ticket on Trainline it groups members of the family together, however the ticket gates do not accommodate this. We end up having to wait for an attendant. Also there have been a large number of times that the platform has been changed from 17 to an alternative (usually 12/13) at the last minute. When 17 is hard to access this is not acceptable. I and many others have missed the last train home as a result of this
There needs to be more female toilets, there's always a queue. More seating on platform areas would be good, but the main issue is definitely platform 16-17
Changing platforms at last minute so I have to rush
Cleaner toilet facilities, escalators going down rather than lifts or steps
The far bridge towards the D areas of platforms could be improved to include escalators and lifts or be accessible earlier from the concourse to allow easier and less congested transit to trains.
Think there should be more toilets platform 17
No

No
Annoyingly long walk to most buses Ticket concourse can get busy
Better toilet access on or near platform 17 more seating , priority seating if possible. Better wind and rain.protection.
More places to stand and also sometimes I smell sometimes something
Better ventilation is sorely needed for the diesel fumes.
I think the station is pretty good and easy to get around. The only issues I have are that groups of people gather either side of the gateline, rather than the area being clear, which means you have to dodge them when you are heading for your train and the other issue is people taking luggage, prams, bicycles etc. on to escalators. I don't think anything can be done about these issues, It's just human nature I think
I find the rest of the station quite pleasant although at times it feels over crowded
The stairs & escalators on the platforms get really crowded really quickly, especially during peak hours with people leaving trains. Would 2 staircases / 2 points of entry be possible?
No, just that other platforms have seated waiting areas, access to toilets and food/drink vendors just not 16/17
Toilet facilities
Toilet facilities for platform 16/17.
I have complained about the narrow platform between platforms 16 and 17 before so I'm please something is being done about it.
No.
Should be clearer signage to Locate the entrance that's by 16 and 17
Should be clearer signage to Locate the entrance that's by 16 and 17
Does the whole station need to be grey? Could we do more on the walls with colours and murals to showcase all the great things about visiting Leeds?
No
No
It's not big enough to manage flows of passengers at peak times. Escalators don't work reliably. Too many obstacles on platforms.
No

Extend platform 17 and put it undercover as its horrible when your waiting on the train to and from work in horrible in weather conditions such as wet and cold its about time they put some decent trains on as 2 carriages is not enough the fleet of trains are out dated now we need extra carriages im sick of standing all the time
No
As above
No
See above
no
More toilets
More warm waiting rooms would be welcome. It is very cold to wait outside. Alternatively Northern Trains could open them earlier when they are in the station.
Create a two way walking system for commuters to better improve the flow of people through the station.
Every platform needs another dedicated escalator, instead of the cheapskate up only arrangement. I reckon all main stations in the south have this (and always have), so time for some equality for northern taxpayers.
More screens are needed around 16/17 - when platform changes are announced it is currently easy to miss. If they had double sided ones it would help a lot.
The bridge that links all the platforms where Starbucks is. The floor covering could be made better. The tiles you guys put down are very slippery when wet, putting down a none slip flooring would help. The entrance at whetherspoons would also benefit from this. Platform 16 seating. These seats get wet when it rains, moving these away from the wall or improving the wall/ ceiling would improve the seating area.
Entry and exit are often very crowded on a weekend but sometimes not all of the gates are in use. As in one side for entry and one for exit but the middle will be not in use
The more money thrown at Leeds station the worse it seems to get. Very little thought ever seems to be given to the passenger experience and certainly none to passenger comfort and safety. They should never have removed the underpass, the walkways in the sky are a nightmare to navigate, and the lack of escalator down to platform 17 is a disgrace.
Lifts - Awful - on all platforms, they are incredibly slow at opening/shutting doors and just generally. The slowest of all train stations I go to regularly. Change them please.
no
Platform 11B needs widening also next to the lift area. it is difficult to walk past anyone standing on that platform in peak times.
The station overall is excellent.

Toilets and quicker updates if platform changes you can be waiting till the last five minutes to get an update then you have to move quickly . Also why is the Nottingham train cancelled a lot some days it has been a lot . Saying there is no driver is the general excuse but I have heard drivers talking so they get to the train and it's took off ?? Not everyone wants to spend a hour and a half getting to Sheffield it always seems to be the quick train .one last thing the information booth seems to be shut most times on the upper landing when your waiting for a train for information nobody available
n/a
Platform 17 has almost no seating available despite large numbers of passengers waiting at peak times
The Chamber is supportive on more investment to the station and the wider environment, especially the areas of picking people up outside. Including the additional over bridge. Concerned barriers getting very busy and would support more being used/built. We've had several updates in relation to the station and support plans to improve it in.
Not disability friendly at all. Disabled people struggle, lifts often out of action, as are the escalators. Disabled access poor. Treated like second class citizens. No seating area on platforms for Disabled people- no support or compassion.
The whole station is lacking in seats on the platforms.
Loss of Bus Services at the front is very negative
Better access to intercity platforms that aren't London
The lifts are all too slow. Some segregation of passengers (keep left for example) moving in different directions on the footbridge would be useful. There is a general lack of seating on all the platforms. Access to the station by vehicle is chaotic and surely discourages passengers who might change mode if drop off and pick up was easier.
The floor is slippery on the walkway. Get rid of the tiles.
No
It's about time the "down" escalator from the bridge to the ticket barriers was replaced, and something strong done about people who insist on dogs, large suitcases, and rucksacks on the "up" escalator. Northern staff who walk in pairs in straight lines across the paths of the lucky few who make it across the platform out to the concourse could take a minute to think about the passengers rather than staring straight ahead.
Love your station
Be nice when work on and around the station is finished
No
No
No,

N/A
Poor environment, station is filthy easily accessible roof structure never cleaned so is filthy.
The men's toilets on the main concourse are poorly planned (though I am thankful they are now free).
More ladies loos on the train side of the barriers
It always has been a nightmare getting from the stairs or escalator area to go around to get to no 17 and I've nearly missed my train by being blocked with too many people blocking that route.
Overall the lifts at Leeds station are the worst of any station I've ever used: they are incredibly slow, to the point that I've missed trains before when a platform has been announced 10 minutes in advance but the lifts have been too slow to make it. This is why people carry bikes, suitcases etc up the stairs and escalators, which is unsafe.
Generally have made some excellent improvements over the last few years.
Platform 17 always feels dirty and hidden compared to the rest of Leeds station that is open and modern in comparison. It's like being the poor relation.
The escalators up to the concourse from the main entrance are often overcrowded too. The narrow single file staircase onto the middle platform is also pretty awful and widening that would help a lot when the escalator inevitably breaks down
The escalators are frequently out of order, and the top walkway is often overcrowded and hard to navigate. better signage and directed walkway flows would be helpful
open the rear river air exit later
No
Staff on station work very hard. Lacks ramps lots of stairs and escalators lifts seem very slow.
That we need more services for Barnsley not just on platform 17. Every other stop as an alternate train or a bus is accessible. For people going Barnsley it's platform 17 and 17 only. On the first week back for college I couldn't come in because the rail replacement was too expensive and also way too long and early.
very busy during early mornings
No
Get the escalators working
Markings on the floor to help flow of incoming and outgoing traffic on the upstairs part that takes you to all the platforms would be welcomed as it's a free for all.
More seating required especially on the Olkey and Harrogate platforms. Why do we have to wait in the cold for the doors to open when the train is standing at the platform

Needs work to allow more trains
Number of train carriages between Normanton and Leeds needs to be increased urgently. Commuter trains in rush hour can get dangerously full
Make Leeda a through station for more journeys, Leeds to Sheffield could continue onto Micklefield/Thorpe Park/Quarry House. Manchester services could also do the same.
No the station is a really good station
Please can you introduce more phone charging ports inside the station..what is the point of having phone charging points outside of the main barriers if you are waiting for a train inside the station?
A traveller along the overhead walkway would be helpful given the size of the station.
It's too crowded
More seating on platforms and toilets in the forecourt
The train schedule from Normanton to Leeds needs increasing, a train of one per hour is ridiculous in this day and age.
I don't like starbucks can there be a costa please
Needs more bike parking stands. Either add more between pl6 & 8 or remove abandoned bikes. The corner of the Upper Crust in the concourse should be rounded/chamfered. Awful blind spot.
Another entrance for platform 17 would ease congestion
Many platforms lack adequate shelter from the weather. Many platforms do not have enough seats for passengers waiting for their train. If you want to get people out of their warm, dry cars and on to trains this needs to be fixed.
Na
The car drop off and taxi pick up area is a disgrace. Access is difficult, with long queues and many near misses means it's a safety issue. Spend the money on fixing this!!!!
Additional set of lifts provided to access the east end footbridge with access to exit station.
No
No, juts that improvements to platform 17 safety and capacity are required
No

Decent station.
Are the free water machines fixed yet?
Could you fit an upstairs in the roofspace a la London Kings Cross for more facilities food and drinks outlet?
A new roof that lets in more natural light would be great. The removal of buses from New Station Street was a retrograde step in my opinion and has destroyed Leeds station as an interchange. The car access is a disgrace. It is very difficult to pick up or drop off people.
No
When trains are delayed/change platform/cancelled there isn't enough information of anyone to ask. Sometimes staff themselves aren't very helpful.
The area beyond platform 17 and the round tower block has enough room to build 3 or 4 dead-end platforms to ease pressure on the rest of the station, a walkway above platform 17 so passengers going to new platform don't have to negotiate through other passengers waiting at platform 17.
We need trains with better capacity for bicycles, the Hitachi trains are NOT fit for purpose for journeys within West Yorkshire, mountain bikes don't always fit. I avoid using them if at all possible.
N/a
personally i take the northern burley park to leeds train all the time, about 50% of the time i take the sheffield to leeds train (connecting in leeds) and i wish the platforms were not literally opposite ends of the station, especially when the transfer time is tight
Seating on platform 16 needs rethinking as when it rains this is often wet as it leaks down the side of the roof.
N/a
No
Promising longer trains is great, but wether we get them or not is questionable. I sometimes take cross country train from platform 12 and it usually only has 5 coaches max and is extremely crowded, even more so than the train I take from platform 17. I don't set any value spending all that money to widen the platform, which will likely cause months of disruption, when we can't I currently have long enough trains on longer platforms. There is no guarantee that the wider platform will actually get longer trains.
More toilets needed on the platforms. The station is huge and there are few facilities
Needs easier access for wheelchairs too many steps
Escalators never work
Despite the years long "improvement works" (who knows what is going on out at front of the station, seems like some sort of faux archaeological dig to wind up commuters), Leeds station remains a totally garbage train station that belies Leeds' supposed status as a "northern powerhouse". It was better in the nineties.

na
Some form of heated shelter on 16 would be great
Not enough escalators
More toilets please Phone charging points please
Sometimes, the area just beyond the ticket barriers on the train side can get very crowded. I think this is due to people waiting to learn where the London train departs from. It can make it difficult to move to the stairs and access other platforms.
A refresh of the waiting room between platforms 12 and 15 would be welcomed.
Passengers congregating around the departure screens at the bottom of the escalators and exit barrier can make it difficult to exit the station
It would useful to have some signage, announcements, or floor markings showing the stopping position of the trains at platform. Often when a train pulls in people have to rush to the front or end of the train to find space to board, whereas if they were aware of the length and position of the train they can wait in the correct position.
We need more bicycle parking in the station. The racks are usually full. There is lots of space for more bike racks. There should be more seating on platforms. The 'perching seats' are no good for people who need to sit properly due to health / age conditions.
Downwards escalator to platforms please and for them to be fixed quicker when broken
The reliability of the escalators are very poor
No

Q32. If you would like to share any suggestions for how we could improve future engagements, please use the box below:

Would have been helpful to have some visualisations of the proposed changes to layout and location of lifts etc Would have been useful to have more details on potential disruption
Stick to the point of what you're asking views on.
J
Show platform 17 in the marketing in case people aren't sure which one it is

Why do you need to know ethnicity, gender identity or sexuality when asking about a train platform extension.
Map of station platforms would be useful plus initial sketch/visualisation
No drawings of proposed work to comment on.
There were no plans as part of the consultation, just a vague description. Compared to the consultations Leeds City Council do (Connecting Leeds I think) this was poor. I would think this would discourage people to respond as you have to visualise rather than provided with a picture/ drawing. Surely there are some pictures/ drawings of potential designs.
poster actually on the platform where people are waiting no one knows what the southern entrance is
Much wider publicity across the whole of Leeds Station. Publicity at stations served by platform 17.
I can't find where the lifts are actually going to be moved to on platform 16. A "central position" is quite vague.
Email it out to a wider group of stakeholders
I only heard about the proposal through word of mouth yet I am a regular reader of the railway press. Was the publicity limited to West Yorkshire outlets?
N/A
Seek opinions from users travelling to Leeds. Like Rail User Groups and Station Friends
Why on Earth are questions about my religion and sexual orientation relevant to consultations for platform extensions?
It's not really clear what's happening to the lift and the staircase. Diagrams would be useful here.
None
No
No
None

Stop asking people's age, sexual orientation, ethnicity etc.
None of this matters one jot when answering questions like this apart from your demographic tick box exercises.
I needed help to complete the survey.
It would have been helpful to provide a map of the station and affected platforms and where the trains largely went to from there .
No thank you
N/A
I've still not been able to get to see a plan of the suggested change !
A map of the plans for Platform 16 showing where the lift / escalator would be would have been useful
Stop assuming that the people with feedback will be available at the times you are running an "engagement". Is that management-speak? Passengers as paying customers rather than shareholders ; passengers as remote curiosities that might have an opinion, which can probably be ignored.
Can't think of any you seem to be the best station I have been to
Some questions I find inappropriate. I also fail to see how it relates to platforms 17 expansion
Find out from the tickets bought and rail cards to identify the actual real passengers who use the service on a regular basis. My son is 25 and works in Leeds and now only has to go into his office once or twice a week but doesn't drive so travels from Castleford to Leeds by train. He doesn't use Facebook, he won't know about this survey.
I'm confused about why the questions asked my (binary) sex, and whether my gender is the same as the one I was assigned at birth, but didn't ask my gender:~? If you're trying to establish how people's lived experience impacts their engagement with the survey, gender is a relevant characteristic (e.g. if you want to know whether the survey excludes women, you need to find out which users live as women, not which users were assigned female at birth. I was assigned female at birth but I'm read as a man in society, so I don't experience misogyny.) Please consider revising these questions in future.
It is easier to understand the change if there is a picture of it. I'm not sure what the end result will look like based on the description
A draft plan of (e.g.) where the lift would be moved to, or what the station would look like after the platform had been extended would have been useful

Please keep doing this -please keep engaging in this way. Maybe have some kind of dedicated space near p 17
It would be helpful to see a floor plan for the extension of the platform - I assume the changes will be located where platform 17 A and 17B are located - there should; be a visualisation of this for people to better understand the changes.
N/A
No
Publicise these surveys at stations affected and use a QR code to allow ease of access to links via smartphone.
:)
It is unclear what the disadvantage of this project is, and why this would require consultation
Needs more posters to advertise.
Na
Actually publicise it rather than me finding it from a random Facebook group. Only found through chance
Provide a plan of proposals
It could have been better publicised. I happened to pass a poster at the train station today - I had not seen one before. By the time I saw it, the engagement meetings had happened, so I could not attend.
It would be good to have a plan showing the proposals
On the personal survey make your gender options more inclusive not just 'male' or 'female'
I'm glad you were giving out leaflets on the platform today or I would not have known about this consultation
More later trains and if so may bigger trains to London

The bloke handing out leaflets was doing a great job and I was appalled at how rude people were in just ignoring him, when he was only trying to bring something which could impact their lives to their attention. I know this doesn't really answer the question but I wanted to mention it. It could be soul destroying! Maybe massive posters with qr codes instead and huge font would get more attention. And maybe offering some free train tickets or something as an incentive so you potentially get a wider range of views/more input

You asked for my opinion re platform 17. I do not have any as I don't use it but this was not an option on the question.

Face-to-face survey

Q8. Do you have any other comments about platform 16 and/ or 17 and your journeys on this route?

Not safe, need longer trains

The largest issue is the train usually boards a couple of minutes before departure leading to a rush onto the train and more time waiting on the platform with the train waiting on the platform with closed doors.

Nope absolutely brilliant and the staff

Extra carriages, children, frequency more often

(Comments from Northern Rail train driver departing the train on platform 17) - the platform could be extended... or alternatively build a platform 18 on the plot of land beyond platform 17. This would allow longer trains on these routes while avoiding one pulling into the station in front of another.

Signage is poor. P17 is too far away

getting on as passengers getting off - narrow space

Up & down escalators would be easier

Lift out of order. Slow lifts

Move lift

Hard to find (signage)

Rats on the track

Platform 18

Signage

Confused what the fast train and slow train

First time using the platform it was hard to find once on platform 16

Wheelchair booking - I hate that I need to book. Where football special trains? Bank holiday very busy. Level boarding, please

Too long, too much walking

More seating and cover

Difficult to find, signs are unclear

Difficult to identify the platform

Works in Rail industry and stated longer trains are need and it will support safety

More seats at platform and train

Better trains

Newer trains

More seats

Needs 3 carriage train. More seats
delays/full
There is little or no cover or waiting room
raining - no cover
cold and damp, open to the elements
Only issue is the overcrowding for the Sheffield/Knottingly train between 4-6pm
very open area could be a little more enclosed
poor signage, cancelled a lot
more seats
more seating
Decently busy at non-peak hours
layout more work required
Over crowded at times, often during peak hours
Like action to be taken
Why is the Ilkley/ Leeds train 4 carriages and the Leeds to Lincoln train two carriages therefore always crowded?
Route from 17 to 16 when dark very scary
warm room
worried about relocation of lift shaft disruptions.
location of lift not sure if further on 16 is right location
commuter time unsafe
cold waiting
stairs crowded, unsafe
stairs crowded unsafe
cold waiting
cold waiting
stairs crowded unsafe
knee replacement, steps and platform gap. Navigating crowds of people. Big gap at platform - step to trains on/off hard.
Escalators out of order week of March 10th making getting off platform hard
Huge volume of passengers having to rush to platform 13 due to signals affecting Castleford/Knottingley bound trains
lift location pending, not sure right place to relocate - no cover of a canopy
shelter/canopy cover
- southside access to Platform 17 would make life easier
crowded
more seats
waiting room
expand the platform
toilets
needs a rubbish bag and more seating
Lack of dustbins
Some kind of rain protection on platform 17 would be useful
No more of 3 & 2 seating trains. Get rid of them
more seats, warm room, more shelter, longer platform
longer trains required, better/ newer trains would be nice

More seating on platform
A railing at the edge of P16 would also help.
Needs to a bigger train
I am concerned about those who cannot walk far/ easily Improvements needed but will lessen accessibility if walking distances are increased Signage needs to be improved - around platforms many signs are too small and dark/ hard to read I travel with others who have limited physical ability
crowding at train doors at peaks makes it difficult to get off
More seating, only one bench
Stopping outside the station Delays - missed connections
Gets too crowded
somewhere to sit
Trains take ages to let you on the platform
Platform overcrowding No seats, no bins, overcrowding, limits access to 17A No yellow lane
Tucked away - not clearly signposted, Missed train
Large step between train and platform
Horrible to find
Small platform Lack of shelter Size (First time using the platform)
Would be hard to accomplish moving the lift No benches on 17a
Long journey to platform 16/17 through station and paying attention to which platform Safety of children on platform Luggage space
Long journey through station to platform 16/17 Safety of children on platform Luggage space
Add seating please 17a Didn't see a need for things to change
Amount of walking to get off platform and out of station. Turning escalator round or adding another would also make a difference
More bins would be useful
No seating and gets squishy when crowded. Would support any improvements
Staff not opening doors causes lots of crowding and safety issues. Let us on the train earlier! Crowding gets terrible and people can't walk pas the doors to the end of the train when waiting for the doors to open Getting to 16-17 platforms may be worse for people with mobility issues.
Would welcome bigger trains. They are cheaper than cross country to get these trains - but just the lesser of two evils

More seats on the platform, shelter from the rain would be nice
No
No
More seating would be nice The gap train - platform is bad
Satisfied with train service Everything's as you want it to be
More seating further up would help
More seating under the rail shelter
Trains get really overcrowded, I've sat in the luggage compartment before
Unsatisfied with provision of seating and shelter. More seating and shelter would be nice - doesn't need to be a full waiting room, but right now it's not very user friendly
It would be helpful if they let us board the train earlier
Unsatisfied with crowding platform 16 to 17
Add a bin on platform 17
Signage - confusing to the location, wayfinding
Very overcrowded (especially at peak times). 17a platform should be extended. Stand back signs.
Not yet
More seating and under cover
Yes, it gets very busy. People are close to the platform arriving or departing quite frequently
Signage is not great. No call point for station assistance.
Hidden platform, hard to find
Distance from stairs on platform 16 to platform 17 to catch trains, especially when delayed from another train
Don't normally use this platform
Feels very unsafe due to overcrowding/ making your way through crowds

Appendix two: Questions received via the Your Voice Q&A tool

Date received: 12 March 2025	Public response
Question/comment: Will the new platform be covered. As passengers were the only passengers regularly exposed to the elements while using services to Castleford.	
Project team response: Thank you for your question regarding the extension to platform 17. The design for the new platform is still being developed and is subject to change. However, the current design does include an increase in the length of the platform canopy, extending from just over 21 metres to 80 metres. While this extended canopy won't cover the entire platform, it will provide much more space for passengers to take shelter from the rain while on the platform.	
Date received: 25 March 2025	Public response
Question/comment: While this is happening where will the trains on platform 17 go?	
Project team response: Thank you for your question. During the platform extension works, there is likely to be disruption to trains on platform 17. However, we don't have the exact details of the disruption at this time. The project team is currently working with timetabling teams and	

evaluating how to carry out the work in a way that minimises the number of trains that will need to be relocated. Once details are available they will be communicated to passengers.	
Date received: 27 March 2025	Public response
Question/comment: Why do you have to lengthen platforms at great expense when 'selective door opening' could be used instead?	
Project team response: Thank you for your question. To make room for longer trains on platform 17, we will first need to extend the track at the platform and move the points that connect platform 17 to the shared track. If we don't do this, the back of a train would often block the line into platform 16. We also need to move the overhead lines and signalling equipment. It is this work which is the most expensive part of the project, not the lengthening of the platform itself. However, we do need to extend the platform to make sure wheelchair users can get on the train at the far end of the platform.	

Appendix three: Emails received, and responses provided

Date received: 19 March 2025
Railfuture Yorkshire Branch is fully in support of the proposals and we look forward to them being implemented
Project team response: Thank you for your email regarding support for the extension to platform 17. Your feedback will form part of the outcome report. If you have yet to complete the survey, or to find out more about the platform extension, please visit https://www.yourvoice.westyorks-ca.gov.uk/leeds-platform17 by 31 March.
Date received: 26 March 2025
Where the platform is to have extended coverage will it also have a back wall to shield the worst of the weather? Also will the newly extended platform include any seating?
Project team response: At this stage, we don't have specific details on whether the back wall will be extended. However, I can confirm that additional seating will be added, with three groups of four seats planned along the platform, spaced no more than 50 meters apart. I hope this helps address your query
Date received: 31 March 2025
Dear Sir / Madam Consultation on works to enhance capacity on Platform 17 at Leeds Station I am writing on behalf of South Yorkshire Mayoral Combined Authority (SYMCA) to support the proposals you are currently consulting on for Platforms 16 and 17 at Leeds Station. We are the Strategic Transport Authority for South Yorkshire, with responsibility for strategic and operational rail planning. Improving rail connectivity between Sheffield, Barnsley and Leeds is a priority for SYMCA. We are currently developing a new Plan for Rail which will highlight the importance of this connectivity. Platform 17 at Leeds Station is used by the two 'semi-fast' Northern services between Sheffield and Leeds via Barnsley, and also the stopping service between Sheffield and Leeds via Barnsley. These trains originate from Nottingham and Lincoln respectively and provide

important inter-city and inter-regional connectivity between the East Midlands, South Yorkshire and West Yorkshire.

However, due to the capacity constraints on Platform 17 at Leeds, Northern can only operate two carriage trains on these services. This is inadequate for a busy inter-regional service, and these trains are often crowded, with standing passengers. Therefore, the lengthening of Platform 17 to enable it to accommodate a three-carriage train on these services will be a significant benefit to passengers, relieving crowding at busy times. The widening of the platform will also create more capacity for waiting and alighting passengers, relieving crowding, as well as improving access to / from the train for wheelchair users. Extending canopy cover would also be useful to provide more shelter. We understand that this element was removed from the scope to reduce costs, but it would be helpful if passive provision could be made to enable future provision of a canopy.

It would be useful to understand the details of the proposals to move or re-design the lifts and stairs from the bridge to Platform 16. At present the lifts and escalators face the wrong direction for passengers using Platform 17, resulting in a long walk to get to Platform 17. Will the relocation of the lifts and stairs reduce the distance passengers have to walk to / from Platform 17, and / or enable a more direct route? Moving it to a 'more central position' on Platform 16 suggests it won't. We would welcome clarification on the above and sight of the detailed plan when it is available.

Project team response: Thank you for your email and the feedback regarding the plans for platform 17 at Leeds station. I have sent your response to the project team, and your comments will form part of the outcome report.

Date received: 21 March 2025

Thank you for sharing the link. I have replied to the survey as a user of Leeds station and I would like to add the following to from Transpennine Express:

We welcome these significant improvements to Leeds Station, which will enhance customer comfort, safety, and overall station efficiency.

These upgrades to platforms 16 and 17 will create a better environment for all passengers waiting for trains, improving accessibility, wayfinding, and overall journey experience.

By extending the length and width of platform 17, the station will be able to accommodate longer trains with greater seating capacity, reducing overcrowding and improving service reliability. This expansion will also allow for more efficient train operations, reducing dwell times and enhancing punctuality, benefiting both passengers and rail operators.

Relocating the lift, stairs, and escalators to a central position on platform 16 will further improve passenger flow, making it easier for customers to move through the station. This will particularly benefit those with reduced mobility, families with pushchairs, and passengers with luggage, ensuring a smoother and more accessible journey for all.

These improvements will contribute to the overall efficiency of Leeds Station by enhancing operational performance, reducing congestion during peak travel times, and supporting future growth in rail travel demand.

Project team response: Thank you, this feedback will be included in the outcome report. I'll share it with the project team as well.

Appendix four: Comments received from drop-in events and in-person surveying

Comments received from drop-in event Saturday 15 March 2025 11am – 2pm • Northern services Sheffield to Huddersfield should then go to Leeds • Leeds station entrances not easy, long walking • 195 seats, 3 car trains not enough • Northern need to use new trains • Football special trains • No one on train • Wheelchairs - steps - book in advance
Comments received from drop-in event Thursday 20 March 3pm – 6pm • Needing a ticket to access the drop-in as drop-in located just past the barriers. (Guard on barriers let visitors through on request for the purposes of the drop-in) • New improvements to the platform are needed but also need to fix current issues in the station, lifts, escalators not working, don't just make the station entrance look nice • Extension really needed • Lift to p.17 very slow compared to others • Unsuitable bike spaces on Northern Trains – commented on twice by cyclists • Moving lift would create a longer walk
Comments and observations received during in-person surveying • Irritation with congestion on platform of conflicting movements trying to get between trains, onto or off the platform. • Congestion largely created by one train waiting to board, with locked out the doors, and passengers waiting beside the train. • Metal pillars constrain platform flow around 17b. • People were visibly angry and annoyed with other people moving slowly on the platform along the limited movement paths. Some were shoved. • There is a risk to negative social interactions, and safety hazards in congestion, and in reduced mobility passengers being more vulnerable and challenged at peak periods. • Could trains waiting, allow for passengers to board earlier to free up platform congestion when there are two trains waiting on the platform? • Could there be larger trains with more cars, staggered in their arrival and departure times to better fit on the platform and less interference with one another? • Will the construction be phased - Relocate elevator shaft then widen/lengthen platform? Not all platform changes all at once? Overnight work? Keeping hoarding to a minimum. • Are there any rail sidings at Leeds Stn that a construction car could be pulled into? • A lot of passengers expressed hesitancy to have improvements if it meant their experience would be made worse during construction. • Northern staff needed to navigate the platform congestion to set-up a wheelchair ramp for an arriving train amidst a crowd of people with the ramp footprint to offload and assist a wheelchair using passenger.

- The way to get to platform 16/17 is incredibly challenging over the concourse and the bridge to all platforms (unless entering from southside, which is also not direct). It should be noted that Leeds needs to consider better surface markings on the bridge to support flows of users.
- Should be noted there was a lot of station flow disruptions today with two of the escalators out of service
- People very wary about what work disruption will do to their service. They don't want improvements if it means delays or harder to get their trains. The construction strategy will need to be super well managed.
- Was asked when the main stn entrance will be reopened
- Challenge of congested bridge, lack of flow paths
- Largely in-bound crowds, less outbound, platform 17a was creating challenges for trains going to Sheffield but stopping at other intermediary stops.
- The earlier train to leave would take longer and arrive later to Sheffield than the second waiting train.
- Doors not being opened on the later train was creating platform confusion and congestion due to the guard's choice to lock out the doors in order to not have users be confused about the different intermediate stops. Could this be communicated better to ensure people got on the right train for stops ahead of Sheffield?
- Escalators are still out for exiting platforms 12-15 and down to the main station concourse making only the elevators and stairs available for major station movements. Have been out for a week now for interchanging passengers. This does not seem acceptable.
- Platform 17a sign is super far down platform and completely faded out, making it very challenging to see. So too is the display of which train, and it's stops. Could this be moved back further on platform 17 or a second display put up by 17b to help users differentiate the double stacked trains?
- Platform 17 signage needs to be strengthened from platform 16. The sign has been hit and bent in a way that makes it easier for stair users to see, but not platform users.

Find out more
westyorks-ca.gov.uk

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**West
 Yorkshire
 Combined
 Authority**

**Tracy
 Brabin
 Mayor of
 West Yorkshire**

All information correct at time of writing