



# What passengers want from the Essex Thameside rail franchise

A submission from Passenger Focus

November 2009

## **Passenger Focus – who we are and what we do**

We are an independent public body set up by the Government to protect the interests of Britain's rail passengers and, subject to Parliamentary process, from Spring 2010 England's bus passengers outside London and coach passengers on scheduled domestic services. We are funded by the Department for Transport (DfT) but our independence is guaranteed by an act of Parliament.

Our mission is to get the best deal for passengers. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground.

We use our knowledge to influence decisions on behalf of passengers and we work with the industry, passenger groups and government to secure journey improvements.

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# 1. Executive Summary

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Passenger Focus is pleased to have been invited by DfT to make a submission to help inform its drafting of the specification for the new Essex Thameside rail franchise, which will operate from 2011 when the existing c2c franchise ends. We are pleased that the importance of understanding passengers' needs is recognised and embedded in the process to let a new passenger franchise. Passenger Focus has based this submission on new and existing passenger research among users of c2c services.

Over the last 15 years, the c2c franchise has shaken off its 'misery line' tag to become one of the highest-performing rail companies in the country, both in terms of passenger satisfaction and in terms of punctuality/reliability. Yet there are still some areas where passenger satisfaction should be higher, as well as clear priorities for improvement in the next franchise. Passengers have told us that the areas they most want to see improved are:

- punctuality/reliability
- frequency of trains
- value for money
- being able to get a seat
- personal security
- information at times of disruption.

According to the Public Performance Measure (PPM), which measures the proportion of trains arriving at destination within five minutes of their scheduled time, c2c is right at the top of the performance league. Yet passengers still put improving punctuality as one of their top priorities for improvement. The PPM score can conceal sources of passenger frustration: trains on time at destination but late at intermediate stations can affect many passengers returning home in the afternoon peak, and even a few minutes of delay can reduce passenger satisfaction.

Given that c2c is already scoring so highly on the PPM measure, the time is now right to **secure further improvement in punctuality and reliability and make Essex Thameside Britain's first Right Time Railway** by setting challenging targets for the proportion of trains that arrive 'right time'.

As with many commuter railways, overcrowding is a problem at peak times. With punctuality improvements continuing to drive increases in patronage, the expectation is that overcrowding will get worse. Related to this is service frequency, which passengers consistently tell us is one of their top priorities for improvement. Passengers also say they want later evening and weekend services. The new franchise must **deliver additional peak capacity** to address the expected growth in passenger numbers throughout the life of the franchise, as well as **securing improvement to aspects of the current c2c timetable** to meet passenger aspirations for higher frequency, later evening trains and improved weekend services.

Despite high levels of overall satisfaction, value for money remains a major concern for passengers. Ticket prices clearly need to be kept at an affordable level but there are a number of other measures that can be taken to **increase satisfaction with value for money**, including direct debit schemes for annual season tickets and carnets for less frequent commuters.

Recently, there have been a number of examples of train companies squeezing the validity of off-peak fares by tinkering with restrictions. The effect has been back-door fare rises, sometimes of up to 20%,

further damaging the credibility of the simplified fare structure introduced by the industry. The way to restore this credibility is to prevent further reductions in the times at which these tickets are valid.

Ticket retailing has developed significantly with increasing numbers of internet sales. Nevertheless a substantial proportion of c2c passengers still pay for their journeys on the day at station ticket offices and ticket machines. The rail industry standard that passengers should not have to wait more than five minutes at peak times and three minutes at off-peak times must be met. There are a number of situations where the ticket a passenger needs is not available from ticket machines or information about ticket validity is not clear so they are forced to queue at ticket offices. If these issues were addressed it would not only help passengers by speeding up the ticket purchasing process but also help the industry itself.

Passenger Focus research has shown clearly that there is a trust gap – passengers are not confident that they are getting the cheapest ticket for their journey. The ticketing and retail strategy for this franchise must **make ticket purchase easier and improve transparency and trust in the fares system.**

In most areas c2c does very well for passenger satisfaction compared with other London and South East train companies. An exception is personal security – both at the station and on the train – where satisfaction is lower and it rates as one of passengers' priorities for improvement. Delivery of a strategy to **improve passenger satisfaction with personal security** while using the railway will be a priority for the new franchise to address and a clear focus is needed throughout the life of the franchise, including challenging passenger satisfaction targets.

Given the good record for punctuality and reliability, disruption to services happens relatively infrequently. But when it does, passengers can be left frustrated by the information they receive. If this area of dissatisfaction is to be addressed, the new franchise **must improve the management of service disruption and the provision of information to passengers** by adhering to industry codes of practice. Technology-based services such as text alerts warning of disruption should not be premium charged-for services used by a few but should become the norm for how the train company communicates with its customers at times when services are impaired.

In recent national research by Passenger Focus, shortcomings were identified with the Assisted Passenger Reservation Service (APRS) that helps disabled passengers to make use of the rail network. When a promise of assistance is made, it should be delivered. Clearer monitoring of the quality of the service is needed, along with action plans to address any problems identified. The franchisee should also make steady progress throughout the life of the franchise in making their network more accessible.

Finally, for most aspects of the station and train environment c2c passengers are relatively satisfied. So while substantial improvement does not appear to be a priority for this franchise, it is important to grasp opportunities for improvement and not to let current standards slip. The best way to ensure this is through passenger satisfaction targets for station and train presentation.

## 2. Introduction

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The letting of a new Essex Thameside franchise, comprising the routes currently operated by c2c Rail Limited, is the third occasion on which Passenger Focus has been invited to make a submission to the DfT to help inform its drafting of the specification for a new rail franchise. Following our input to the recent South Central re-franchising process, we are happy to be doing the same for Essex Thameside. We are pleased that the importance of understanding passengers' needs is recognised and embedded in the process to let a new passenger franchise. Passenger Focus has based this submission on new and existing passenger research among users of c2c services.

### 2.1 Historic context

By the time the c2c rail franchise comes to an end in May 2011, it will have been operated for 15 years – first as a Prism Rail company and latterly as part of National Express. In that time the route has shaken off its London, Tilbury and Southend 'misery line' tag to become a consistently high performer in Passenger Focus's National Passenger Survey (NPS)<sup>1</sup>. This has been achieved on the back of infrastructure renewal and a set of completely new high quality trains leading to steady improvement in both train punctuality and reliability. These achievements are often under-estimated because of the perception that c2c is 'straightforward' and untroubled by interface with other passenger or freight companies.

### 2.2 Geography

Some commentators have speculated about the possibility of combining c2c with National Express East Anglia. Our understanding is that the new Essex Thameside franchise will remain self-contained and comprise the services currently operated by c2c. Therefore for the purposes of this report we have assumed that it will cover mainline services from Shoeburyness and Southend to London Fenchurch Street via Basildon, and Tilbury loop services via Stanford-le-Hope, including both the Rainham and Ockendon branches.

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<sup>1</sup> National Passenger Survey (NPS) provides a network-wide picture of passenger satisfaction with rail travel. This is carried out twice a year by Passenger Focus with 25,000 passengers each time to establish passengers' overall satisfaction and satisfaction with 30 specific aspects of service.

### 3. Passenger Research

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Passenger Focus's submission to DfT about the Essex Thameside franchise specification is based upon a number of research sources, including new passenger research carried out across the c2c network, c2c NPS results and other Passenger Focus national research.

#### 3.1 New passenger research

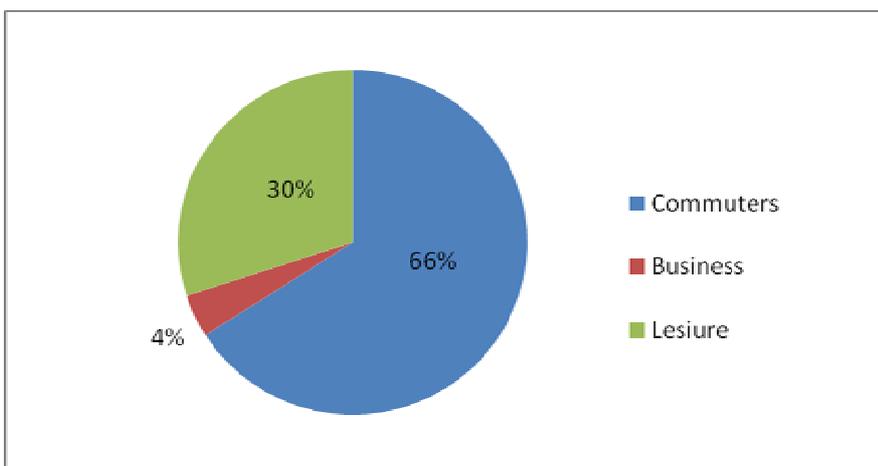
New research was undertaken by Continental Research on behalf of Passenger Focus in September 2009 to provide a reliable and up-to-date understanding of the views of c2c passengers to inform this submission. Passengers travelling on both of the c2c routes (main line and Tilbury loop) were asked to complete a questionnaire covering various aspects of their journey. A total of 1,078 completed questionnaires were returned and divided into the following categories:

**Main line** (511 completed questionnaires) – Commuter, business and leisure passengers travelling on the main line route from London to stations between Benfleet and Shoeburyness or vice-versa.

**Tilbury loop** (567 completed questionnaires) – Commuter, business and leisure passengers travelling on any c2c train from London only as far as Pitsea or went from London on the Tilbury loop via Grays or vice-versa.

Overall, the majority of respondents were commuters (66%), 30% were leisure travellers and 4% business users.

**Figure 1 – Breakdown of c2c passengers who returned completed surveys<sup>2</sup>**



#### 3.2 Existing passenger research

This submission also draws on various existing Passenger Focus research, including:

- National Passenger Survey, various 'waves'
- Assisted Passenger Reservation Service: Mystery Shop, September 2008
- Fares and Ticketing Study, February 2009
- Passenger perceptions of personal security on the railways, March 2009
- Passenger Requirements of rail fares, July 2006

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<sup>2</sup> Passenger Focus, c2c passenger research, September 2009

## 4. Franchise priorities

c2c passengers are among the most satisfied in the country with 91% of passengers in Spring 2009 NPS expressing overall satisfaction with their journey. Out of all train operators in Britain, only Heathrow Express scores higher for passenger satisfaction in NPS.

**Table 1 – NPS, c2c results, Spring 2009**

NPS attribute	% Satisfied or Good	% neither/nor	% dissatisfied or poor	% satisfied/good, all London & South East TOCs	Rank among London & South East TOCs
Overall satisfaction	91	6	3	80	2
Ticket buying facilities	77	12	11	69	5
Provision of information about train times/platforms	85	9	6	76	2
Upkeep/repair of station buildings/platforms	70	19	10	60	3
Cleanliness of stations	77	15	7	67	3
Facilities and services at stations	44	22	33	48	9
Attitudes and helpfulness of staff at stations	75	18	7	67	4
Connections with other forms of public transport	69	18	12	74	11
Facilities for car parking	42	15	43	41	6
Overall station environment	69	22	9	62	3
Your personal security whilst using the station	61	30	9	60	8
Availability of staff at the station	63	23	14	56	2
How request to station staff was handled	88	4	9	81	3
Frequency of trains on that route	86	6	8	74	2
Punctuality and reliability	90	6	4	79	3
Length of time the journey was scheduled to take	90	7	3	82	2
Connections with other train services	78	17	5	72	3
Value for money for the price of your ticket	40	23	37	35	6
Upkeep and repair of the train	88	9	3	71	2
Provision of information during the journey	73	19	7	65	5
Helpfulness and attitude of staff on the train	29	48	22	51	11
Space for luggage on the train	47	28	25	48	8
Toilet facilities on the train	47	29	24	33	4
Sufficient room for all passengers to sit/stand	62	16	22	63	8
Comfort of the seating area on the train	78	15	7	67	4
Ease of being able to get on and off the train	82	13	5	76	4
Your personal security whilst on board the train	67	25	8	69	8
Cleanliness of the inside of the train	89	7	4	70	3
Cleanliness of the outside of the train	85	12	3	68	3
Availability of staff on the train	16	33	51	32	11
How well train company deals with delays	53	27	19	32	1

Despite the high levels of overall satisfaction, there are still areas for improvement. When asked about specific areas of their service, one third of passengers tell us they are dissatisfied with the facilities and services they find at stations, 37% with value for money, 43% with car parking facilities and half are dissatisfied with the availability of staff on trains.

As part of the research carried out specifically for this franchise submission, c2c passengers were asked about their priorities for improvement. The results were split by whether passengers were travelling on the main line or on the Tilbury loop.

**Table 2 – Passenger priorities for improvements on the c2c network<sup>3</sup>**

	All passengers' priority	main line passengers' priority	Tilbury loop passengers' priority
Punctuality / reliability of the train	1	2	1
Frequency of trains on the route	2	1	2
Value for money for price of ticket	3	3	3
Being able to get a seat on the train	4	4	5
Your personal security at the station	5	5	6
The provision of information about train times/platforms during times of disruption	6	6	4
Length of time the journey was scheduled to take (speed)	7	7	7
Personal security while on board the train	8	8	8
Ease of getting to/from the station	9	9	9
Facilities for car parking at the station	10	10	10
Connections with other forms of transport	11	12	11
Buying your ticket from a member of staff at the booking office	12	11	13
Facilities available at the station	13	13	12
Buying your ticket from a ticket machine	14	14	14

As can be seen from these tables, even though satisfaction with punctuality and reliability on c2c is high, this area still stands at first or second place in the list of passengers' priorities for improvement. Section 4.1 looks at how the franchise can move from very good performance in PPM<sup>4</sup> terms to become Britain's first Right Time Railway.

Next in the list of priorities is frequency of trains on the route, and a couple of places below that is being able to get a seat. Passengers want frequent trains so that they can turn up and travel without having to plan their journeys and they want to be able to get a seat when they travel. Both issues are covered in Section 4.2.

<sup>3</sup> Passenger Focus, c2c passenger research, September 2009

<sup>4</sup> Public Performance Measure (PPM) measures the percentage of trains arriving at destination within five minutes of scheduled time

With punctuality improving, value for money is the Achilles heel of the rail industry. Passengers still feel they do not get value for money and these issues are explored in more detail in Section 4.3.

Unlike most other areas, c2c is in the bottom half of London and South East train companies for passenger satisfaction with personal security, both at the station and on train. Passengers list improving personal security at the station and on the train as their fifth and eighth priorities for improvement respectively and these issues are covered in Section 4.4.

Given the good record for punctuality and reliability, disruption to services happens relatively infrequently. But when it does, passengers can be left feeling frustrated by the information they receive and Section 4.5 looks at improvements in this area.

The NPS, and other research carried out by Passenger Focus sheds light on a number of other aspects of the service offered to passengers and Section 5 looks briefly at some of these issues.

The eight key priorities for the Essex Thameside franchise can therefore be summarised as:

- Improving punctuality and reliability, moving towards Britain's first right time railway
- Delivering additional peak capacity to reduce crowding
- Improving aspects of the current c2c timetable
- Increasing passenger satisfaction with value for money
- Making ticket purchase easier for passengers
- Improving transparency and trust in the fares system
- Improving the management of service disruption and provision of passenger information
- Increasing passenger satisfaction with personal security when using the railway

## 4.1 Punctuality and reliability, moving towards a Right Time Railway

### 4.1.1 Current c2c punctuality and reliability

It is clear that c2c is a punctual railway, with all-day PPM<sup>5</sup>, standing at 95.8% in August 2009. The trend over the past two years is upward and it is notable that even the 'troughs' have been above 90%. PPM for trains at peak times also stands at 95.8%.

Figure 1 – c2c all day punctuality<sup>6</sup>

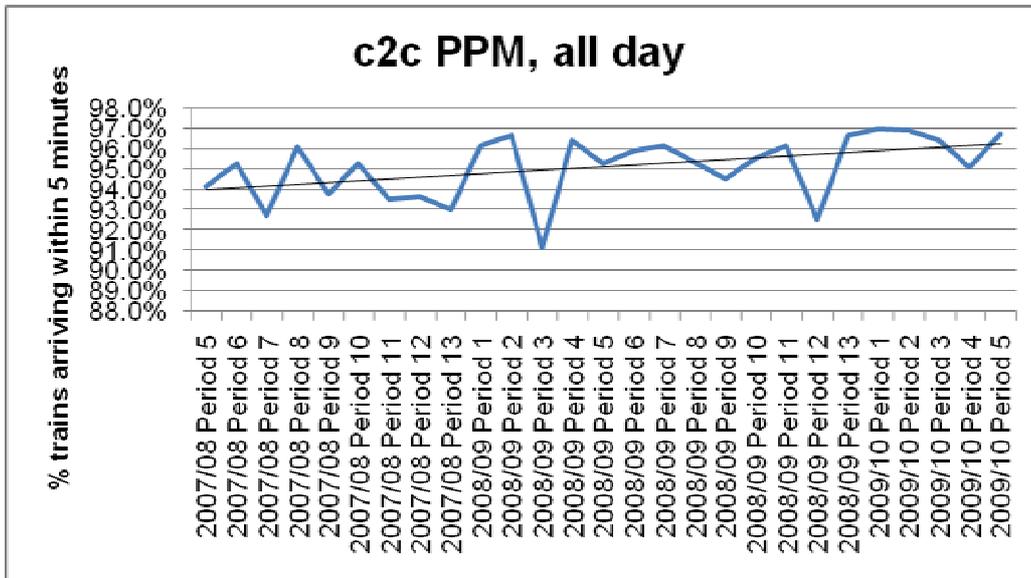
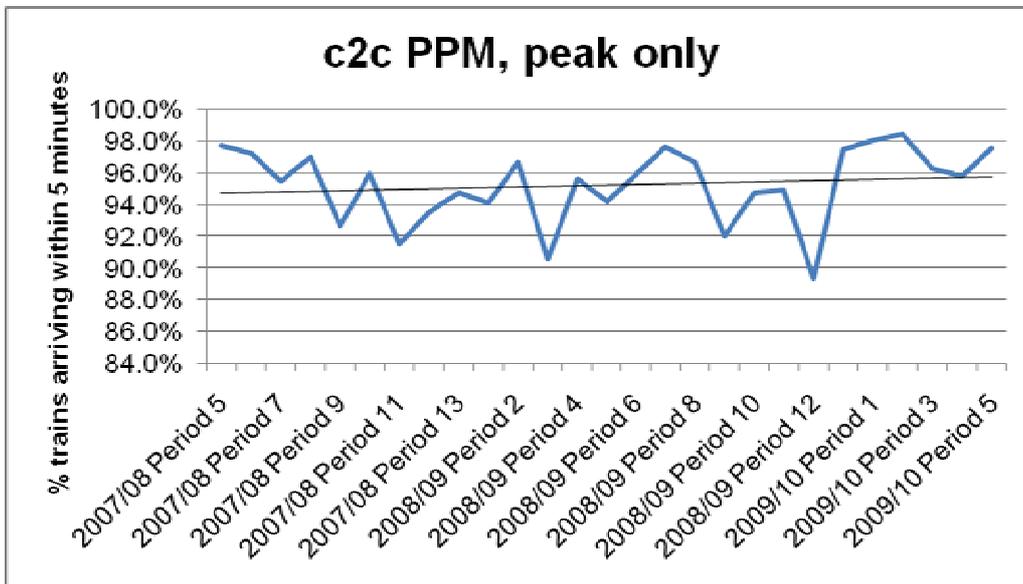


Figure 2 – c2c peak time punctuality<sup>7</sup>



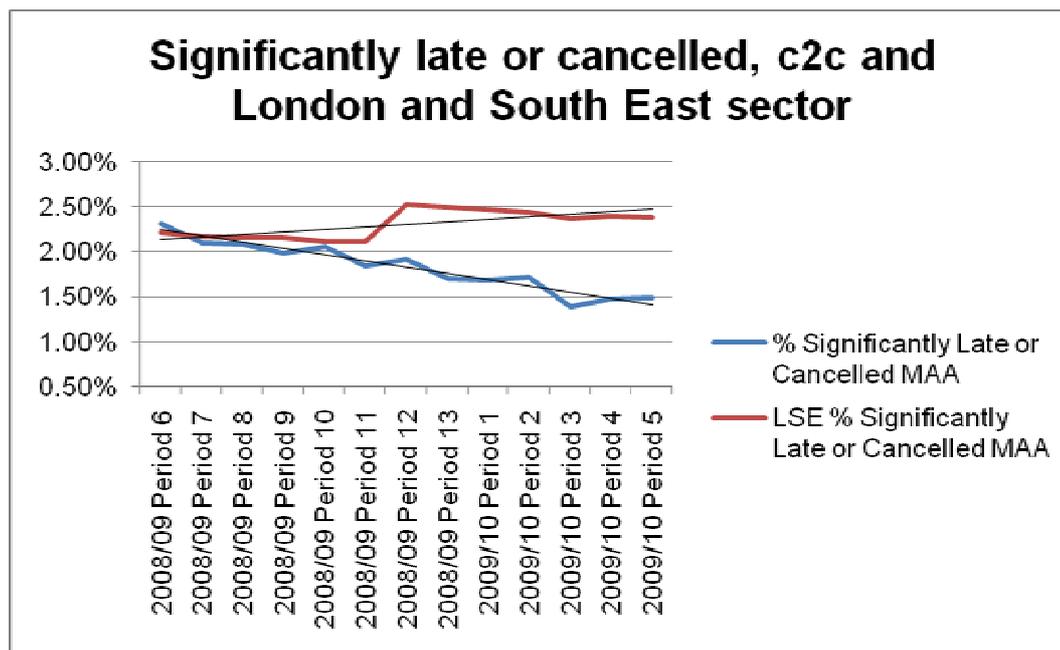
The figures for trains that are significantly late (defined as over 30 minutes) or cancelled shows that c2c is reducing these impacts on passengers.

<sup>5</sup> Trains arriving at destinations within five minutes of scheduled time.

<sup>6</sup> Network Rail, 2007-2009

<sup>7</sup> Network Rail, 2007-2009

Figure 3 – c2c late or cancelled trains<sup>8</sup>



The proportion of delay to c2c trains attributed to the train company is 36% and Network Rail 61%. Of Network Rail's proportion, the delays were attributed to 'external factors, excluding weather' (42%); 'points signalling and other non-track assets' (26%); and 'network management and other' (18%)<sup>9</sup>.

Passenger Focus's September 2009 research<sup>10</sup> to inform this submission involved over 1,000 c2c passengers. Of those, 92% expressed satisfaction with punctuality and reliability of c2c trains – 91% on the main line and 94% on the Tilbury loop. While the satisfaction levels remain high on both routes, satisfaction among commuters and those using c2c at weekends is slightly lower.

Table 3 – Passenger satisfaction with c2c punctuality<sup>11</sup>

Commuter	Business	Leisure	Weekday	Weekend	Frequent traveller	Infrequent traveller
89%	99%	92%	91%	88%	90%	93%

These results are consistent with the NPS<sup>12</sup> which shows c2c having the fourth highest satisfaction with punctuality of any train operator in the country (Merseyrail, Heathrow Express and Chiltern Railways remain ahead).

<sup>8</sup> Network Rail, 2008-2009

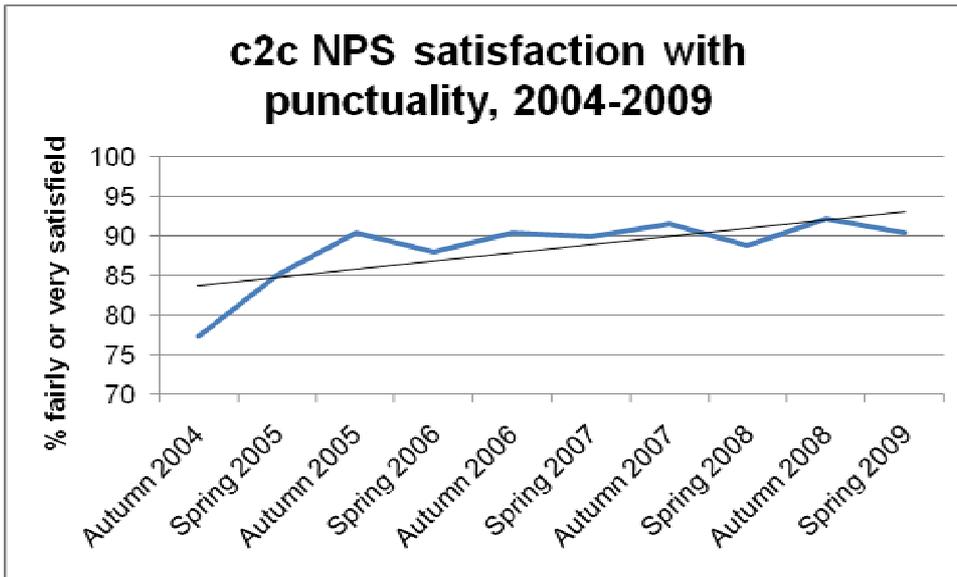
<sup>9</sup> Network Rail, 2008-2009

<sup>10</sup> Passenger Focus, c2c passenger research, September 2009

<sup>11</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>12</sup> Passenger Focus, National Passenger Survey, Spring 2009

Figure 4 - c2c satisfaction with punctuality<sup>13</sup>



Analysis of the NPS<sup>14</sup> shows that punctuality and reliability remains an important driver of the c2c overall satisfaction score (32% contribution), while it is also a driver of overall dissatisfaction (16% contribution).

#### 4.1.2 Punctuality remains a key priority for improvement

Despite the current high level of punctuality and high level of passenger satisfaction with punctuality, our September 2009 research shows that of 14 possible areas the **top priority for improvement among c2c passengers is punctuality and reliability**. Looking at the different routes, the research shows it to be top priority among Tilbury loop passengers and second highest priority for main line passengers.

Possible reasons for this include:

- Passengers may still be experiencing low level delays on trains that count within PPM as 'on time'. For example 10% of our research sample experienced a delay between 1 and 5 minutes, see table below. Notably, the c2c PPM in 2009/10 Period 6 (mid August to mid September 2009) was 95.8%, while the 'right time or early' figure was 76.2%.

Table 4 – c2c passengers experiencing delays<sup>15</sup>

	Total	main line	Tilbury loop
No delay	89%	89%	89%
1-5 minutes	10%	9%	11%
6-10 minutes	n/a	1%	n/a
More than 11 minutes	1%	1%	n/a

- The experience of passengers leaving c2c trains at intermediate stations may be less good than those who get off at the destination station where PPM is measured. There may therefore be a gap between the score for passenger lateness and that for train lateness.

<sup>13</sup> Passenger Focus, National Passenger Survey, 2004-2009

<sup>14</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>15</sup> Passenger Focus, c2c passenger research, September 2009

### 4.1.3 The case for a right-time railway

Our research shows clearly that there is already a high level of satisfaction with punctuality and reliability on c2c – but passengers want even more punctual services.

#### Recommendation 1

Passenger Focus recommends that further **improvement in punctuality and reliability** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- an explicit vision that Essex Thameside becomes Britain's first Right Time Railway, with challenging but achievable targets for increasing the number of trains arriving 'right time' without resorting to extended journey times.\*
- an obligation to report the percentage of trains arriving 'right time' at key intermediate stations. We suggest Barking and West Ham on trains to London and Barking and Benfleet on trains from London.\*
- challenging but achievable targets to continue the downward trend in the number of trains that are significantly late or cancelled. Among other things, this may require the train operator and Network Rail to tackle the high level of delay caused by 'external factors, excluding weather'.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 4.2 Timetable and capacity

### 4.2.1 Service frequency

Passenger Focus's September 2009 research found that **train frequency was the second highest priority for improvement** among our sample of 1,000 c2c passengers. Among users of the main line it was the top priority.

We asked passengers to say how frequently they believed trains should run in the peaks on weekdays, off-peak on weekdays, on Saturdays and on Sundays. The results show a clear desire for a very frequent service during the weekday peaks, 46% of main line and 45% of Tilbury loop passengers saying that they want a train every 10 minutes. In the off-peak on weekdays 27% of main line and 31% of Tilbury loop passengers want a train every 15 minutes; on Saturdays 27% of main line passengers said every 15 minutes, while 29% of passengers said every 20 minutes; and on Sundays 23% of main line passengers and 26% of Tilbury loop passengers said every 20 minutes.

**Table 5 - Frequency of trains passengers want<sup>16</sup>**

	main line				Tilbury loop			
	Weekday peak	Weekday off-peak	Saturdays	Sundays	Weekday peak	Weekday off-peak	Saturdays	Sundays
Every 10 minutes	<b>46%</b>	19%	13%	8%	<b>45%</b>	13%	8%	6%
Every 15 minutes	22%	<b>27%</b>	27%	17%	26%	<b>31%</b>	23%	18%
Every 20 minutes	6%	21%	21%	<b>23%</b>	6%	23%	<b>29%</b>	26%
Every 30 minutes	2%	7%	8%	20%	1%	8%	14%	20%
Same as now	15%	14%	14%	14%	13%	12%	11%	12%
Don't know	10%	13%	17%	18%	9%	12%	15%	18%

<sup>16</sup> Passenger Focus, c2c passenger research, September 2009

## 4.2.2 First trains in the morning

Passenger Focus's September 2009 research asked passengers to indicate what time they believed the first train should run in the mornings. This revealed that Mondays to Fridays 28% of main line and 26% of Tilbury loop passengers sought a pre-0500 start, while 53% of main line and 52% of Tilbury loop passengers sought a pre-0600 start.

**Table 6 – Early train times<sup>17</sup>**

	main line			Tilbury loop		
	Weekdays	Saturdays	Sundays	Weekdays	Saturdays	Sundays
Before 4.30 am	12%	8%	7%	11%	7%	6%
4.30 – 4.59 am	16%	10%	8%	15%	7%	8%
5.00 – 5.29 am	13%	12%	9%	15%	13%	10%
5.30 – 5.59 am	12%	11%	10%	11%	9%	10%
6.00 – 6.29 am	11%	11%	11%	13%	17%	16%
6.30 – 6.59 am	8%	7%	10%	7%	8%	7%
7.00 am onwards	28%	40%	46%	28%	37%	43%

The current c2c timetable offers a pre-0600 arrival in London Mondays to Fridays from all stations except Purfleet, Rainham and Dagenham Dock (first arrival 0604) and on Saturdays from all stations by 0634. This suggests that on Saturdays and Sundays the current timetable is broadly meeting passengers' needs for first trains of the day. On Sundays, however, when 34% of Tilbury line passengers sought a pre-0600 departure, the first train is the 0651 from Tilbury Town and the first arrival in London from some Tilbury loop stations is remarkably late at 0942. This would suggest that an earlier start up time on Sundays would better meet passengers' needs than the current timetable.

<sup>17</sup> Passenger Focus, c2c passenger research, September 2009

### 4.2.3 Last trains in the evening

Our research also asked passengers to indicate what time they believed the last trains should run in the evenings/early hours of the following morning. This revealed that 41% of main line and 36% of Tilbury loop passengers sought a post-0100 last departure, figures that were higher still on Saturdays (52% and 49% respectively).

**Table 7 - late train times<sup>18</sup>**

	main line			Tilbury loop		
	Weekdays	Saturdays	Sundays	Weekdays	Saturdays	Sunday
Up to 11.00 pm	15%	10%	19%	15%	11%	17%
11.00 – 11.29 pm	4%	2%	2%	2%	2%	4%
11.30 – 11.59 pm	9%	4%	9%	8%	8%	12%
Midnight - 00.29	12%	10%	19%	14%	10%	18%
00.30 – 00.59 am	19%	22%	19%	24%	21%	24%
After 1.00 am	41%	52%	31%	36%	49%	25%

The current c2c Mondays to Fridays timetable offers a 2350 last departure for Ockendon, Chafford Hundred, Tilbury Town, East Tilbury and Stanford le Hope; a 0015 last departure for Dagenham Dock, Rainham, Purfleet and Grays; and 0025 for all other stations on the main line. Compared with Mondays to Fridays, the last Saturday train to Dagenham Dock, Rainham and Purfleet is earlier at 2335, although the last main line train is later at 0040. Our research suggests that a later last train Mondays to Fridays and Saturdays would better meet passengers' needs than the current timetable.

### 4.2.4 Boxing Day services

Boxing Day sees many football fixtures in London and it marks the start of post-Christmas sales in many West End shops. It seems likely that there is latent demand for travel on Boxing Day that is not currently being met by the railway.

<sup>18</sup> Passenger Focus, c2c passenger research, September 2009

## Recommendation 2

Passenger Focus recommends that **improvement to aspects of the current c2c timetable** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that services on Sundays from all Tilbury loop stations should start earlier than at present, with a much earlier first train from Purfleet, Rainham and Dagenham Dock.\*
- that the last train from London on Mondays to Fridays and Saturdays be later than at present. We suggest between 0100 and 0130 to all destinations.
- that trains be provided on 26 December for a period of 5 years from December 2012, at which point demand will be assessed and a decision made about making the service permanent.
- that bidders are asked to propose how they would align the timetable with passengers' aspirations for more frequent services, including improved connectivity with London Underground, Docklands Light Railway and London Overground services.

### 4.2.5 Capacity

Our research identified "being able to get a seat on the train" as the fourth highest priority for improvement. We found that 66% of passengers said they always got a seat on their c2c journey; 22% usually did, 9% said about half the time; and 3% said rarely or never. Of passengers boarding at Benfleet (40-46 minute peak journey into London) 57% said they always get a seat, while of passengers boarding at Basildon (33-37 minute peak journey into London) 43% said 'always'. It should be noted that c2c NPS satisfaction with there being sufficient room to sit or stand is below seven other London and South East train companies at 62% satisfied.

## Recommendation 3

Passenger Focus recommends that delivery of **additional peak capacity** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that sufficient capacity is provided in the high peak hour when the largest volume of passengers wish to travel, not just on average across the three hour peak period, in order that passengers joining trains at Basildon or east of Basildon are not forced to stand.\*
- that the High Level Output Specification (HLOS) requirements for c2c – longer trains, platform lengthening – be implemented as quickly as possible so that passengers do not suffer as growth resumes.
- that plans are developed to deliver capacity in addition to the current HLOS proposals for implementation in the event that demand grows more strongly than expected.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 4.3 Value for money and ticketing

Only 40% of c2c passengers are satisfied that they get value for money, and 37% are dissatisfied<sup>19</sup>. As with other train companies; commuters are significantly less happy than leisure or business travellers. Furthermore, value for money comes at number three in the list of priorities for improvement among c2c passengers. There is therefore plenty of evidence that the new franchise needs to deliver improved value for money overall, but especially for commuters.

**Table 8 – satisfaction with c2c value for money<sup>20</sup>**

	Commuter	Business	Leisure
% satisfied	31%	47%	59%
% dissatisfied	44%	28%	22%

### 4.3.1 Commuters

#### Drivers of satisfaction with value for money

Passenger Focus's **Fares and Ticketing Study**, published in February 2009, looked at the factors influencing satisfaction with value for money. It found that value for money is inextricably linked with price but that quality (i.e. the service delivered) also played an important part. The three most important non-price factors influencing value for money among commuters are:

- punctuality and reliability
- being able to get a seat
- passenger information during service disruption.

Beyond these core areas, 'softer' issues also affect value for money satisfaction including, for commuters, the cleanliness of trains and that stations are safe and well lit.

#### Annual season tickets

**Table 9 – Usage of types of tickets<sup>21</sup>**

	LSE average	c2c	Commuter	Business	Leisure
Anytime	11%	10%	9%	14%	12%
Anytime – Day	12%	10%	9%	19%	9%
Off-Peak	8%	6%	2%	15%	15%
Advance	3%	n/a	n/a	n/a	1%
Oyster PAYG	2%	6%	6%	7%	6%
Weekly/monthly season	21%	16%	23%	3%	1%
Annual season	13%	27%	38%	6%	4%
Day Travelcard	11%	9%	4%	13%	20%

While a significant proportion of c2c commuters in our sample were using annual season tickets (38%), the majority are not. Research carried out by Passenger Focus in 2006<sup>22</sup> sought to establish the level of

<sup>19</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>20</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>21</sup> Passenger Focus, National Passenger Survey, Spring 2009

knowledge about the savings offered by season tickets. It found low awareness among annual season ticket-holders of the benefits that an annual ticket could bring:

- 40% of season ticket-holders recognised that the tickets were better value for money than paying day by day, but there was little concept of the actual saving
- 40% had no idea how many weeks' 'free' travel an annual season ticket provided and only 5% correctly said 12 weeks; 34% believed an annual season ticket gave between one and four weeks' 'free' travel.

The research also looked at why the take up of season tickets is not higher. Of those commuters who did not have a season ticket (and therefore were buying daily tickets):

- 25% said they did not have the money to pay in advance or that they can't afford one
- 59% said their reason was irregular travel patterns.

### High up-front cost of an annual season ticket

Relative to buying tickets every day, or using a weekly or monthly season ticket, an annual season ticket gives the cheapest 'per day' price for someone in full-time employment commuting on the same route five days each week. However, for some passengers the up-front cost involved is prohibitive and they do not have employers who help them with spreading the cost.

### Regular commuters for whom an annual season ticket is not cost effective

Passengers who commute regularly, but do not travel every day often pay more per journey than an annual season ticket holder – in some cases the highest price Anytime ticket is the only option. Passengers affected include part-time workers, for example women returning to work after maternity leave, and those whose employer requires them to travel to different destinations in the course of a week.

### Initiatives to offer greater value for money

These findings led Passenger Focus to test two initiatives as part of its February 2009 **Fares and Ticketing Study**: an annual season ticket that could be paid for in 12 instalments and a carnet product that offered discounts to commuters who travel less than the standard pattern of five days a week.

**Table 10 – Commuters views on annual season tickets<sup>23</sup>**

	Very or quite appealing	Unsure	Not very or not at all appealing
Annual season ticket could be paid for in 12 instalments	71%	10%	20%
Discounts are available for those commuters whose travel patterns are irregular and for whom a season ticket is not appropriate (e.g. 10 trips for the price of 8)	65%	21%	14%

We tested passengers' reaction to the idea of 10 tickets for the price of eight, enabling regular passengers for whom a traditional season ticket is not cost effective to obtain some discount. Overall, 65% of passengers found this appealing, but this rose significantly among part-time workers (89%) and

<sup>22</sup> Passenger Focus, Passenger requirements of rail fares, April and July 2006

<sup>23</sup> Passenger Focus, Fares and Ticketing study, Appendix A - understanding drivers of passenger satisfaction, February 2009

those commuting for education purposes (94%). These ideas were also tested in Passenger Focus's September 2009 research with c2c passengers and here we found 46% fairly or very interested in a carnet ticket and 59% in a direct debit scheme to pay for and renew season tickets.

### 4.3.2 Business travel

We also know that value for money is important when it comes to business travel. During 2007/2008 Passenger Focus carried out qualitative and quantitative research among employers to establish their views about rail travel<sup>24</sup>, including value for money, fares and ticketing. Thirty organisations took part in the qualitative study, while the sample for the quantitative phase was 500.

This research found that:

- 32% of those with knowledge of the cost of making a particular journey by train regarded rail travel for business as very good or fairly good value for money while 30% said very poor or poor.
- those who travel by train on business regard it as better value for money than those who do not do so (39% very good or fairly good among rail users; 20% among non rail users); 54% overestimated the cost of travelling by train on a particular, typical journey.

Price plays a part in business trips being undertaken by car, but convenience factors appear to be more significant. Needing the car to carry things required during the trip; the station being too far away; having the car at the office anyway; and the destination not having a railway station are cited above trains being too expensive. Notwithstanding this, half of the sample would be encouraged to use rail more often if discounts were available for volume business usage.

### 4.3.3 Leisure/Off-Peak travel

In recent years, as train companies have sought to maximise revenue, the times at which Off-Peak tickets can be used has often been redefined to the detriment of passengers. This has resulted in fare increases of up to 20% for some people.

## Recommendation 4

Passenger Focus recommends that measures to improve passenger satisfaction with **value for money** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that the fares regulation regime allows prices to rise by no more than Retail Prices Index (RPI) plus 1% per annum and that restrictions continue to be placed on fares basket flexibility to prevent excessive increases on individual fares.\*
- that the facility to pay for an annual season ticket in 12 instalments, without a charge for credit, is developed and actively promoted. This will allow more passengers, and potential passengers, to benefit from the value offered by the 52 weeks for the price of 40 on annual season tickets and will bring the railway in line with other public and private sector organisations.\*
- that carnet-style multiple journey tickets be introduced for the majority of origin and destination flows.\*
- that erosion of the times at which Off-Peak and Super Off-Peak tickets are valid is specifically prevented.

\* A Passenger Focus 'Top 10' highest priority recommendation

<sup>24</sup> Passenger Focus, Employers business travel needs from rail, February 2009

### 4.3.4 Ticket retailing

Around one third of passengers buy their tickets on the day of travel from the station ticket office and around a third travel using season tickets. Unsurprisingly, the proportion of business and leisure passengers who buy their tickets on the day of travel is higher. This shows that the ‘traditional’ method of buying from the ticket office remains very important.

**Table 11 – how c2c passengers purchase their tickets<sup>25</sup>**

	c2c total	LSE average	Commuter	Business	Leisure
In advance over phone	0%	1%			
In advance at station	14%	12%	17%	10%	8%
In advance via travel agent	0%	1%	0%	0%	1%
In advance via internet	1%	4%	1%	1%	1%
On the day from station ticket office	31%	27%	17%	48%	60%
On the day via ticket machine	5%	15%	4%	20%	7%
On the day on the train	1%	2%	1%	0%	2%
season ticket	34%	24%	49%	8%	5%
Stored value smartcard (e.g. Oyster)	7%	6%	8%	5%	7%
Other	2%	3%	1%	0%	3%
Ticket was organised for me	1%	2%	1%	5%	1%
don't know	3%	3%	1%	3%	6%

Given that ticket offices remain so important to many passengers, it is vital that they are not forced to queue unnecessarily. The Ticketing and Settlement Agreement sets out a standard that passengers should not have to queue for more than five minutes at peak times and three minutes at off-peak times. It also sets out the times between which ticket offices should be open at each station.

### 4.3.5 Ticket Vending Machines

Passenger Focus research published in October 2008<sup>26</sup> found that most passengers queuing at ticket offices knew about ticket machines at the station and could have bought their ticket from a machine but chose not to.

The decision to purchase at ticket offices was largely driven by:

- lack of confidence in using the machine
- uncertainty about getting the cheapest price for their journey
- uncertainty about whether the ticket they needed was available from the machine
- older passengers who are less inclined to use ticket machines
- a preference for face-to-face transactions for reassurance.

<sup>25</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>26</sup> Passenger Focus, Buying a ticket at the station, October 2008

### 4.3.6 Smartcards

The Passenger Focus report on ticketing technology<sup>27</sup> showed that there was high interest among passengers in using new ticketing technology to resolve some of the problems that they experience when purchasing rail tickets. The problems predominantly focus on the inability of passengers to purchase tickets in a quick and convenient manner in advance of undertaking a journey. Passengers believed that the solutions need not be radical in their use of technology and that it should be possible to introduce new methods of ticket purchase that are usable by all groups and will be practicable for the industry to implement.

However, they did identify a number of barriers that would have to be overcome to make such a transition successful:

#### Smartcard

- what happens if passengers cross the boundary into an area not covered by smartcard?
- how would a smartcard work with Advanced Purchase tickets?
- how would railcard discounts be given (passengers expressed concern that the new ticketing system may not be able to recognise and incorporate present rail-card discounts)?
- passengers may not be willing to 'store' large sums on the card just in case they need to make an expensive rail trip
- how would passengers reserve a seat?

#### Mobile phone

- concern at having to 'wave' your mobile phone around at the station (i.e. to open ticket gates)
- concern about what happens if you delete the text/confirmation

#### Purchase and print at home

- transfers costs to passenger
- concern about 'messaging it up'

Passenger Focus assumes that the specification will include a commitment to introduce a smartcard scheme (as in recent franchises). This has the potential to make it easier to introduce some of the value for money initiatives suggested above, but it is important that any scheme addresses the barriers outlined above. In the meantime, in order to assist passengers living outside of London but travelling regularly within the capital the new franchise should retail Oyster cards and allow Oyster 'pay as you go' top up at its ticket offices and ticket vending machines.

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<sup>27</sup> Passenger Focus, Ticketing for the future? - Research into ticketing technology, February 2008

## Recommendation 5

Passenger Focus recommends that **making ticket purchase easier for passengers** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that the current c2c Ticketing and Settlement Agreement Schedule 17 ticket office opening hours be maintained and delivered consistently at all stations, with a formal requirement to report adherence levels to DfT station by station, period by period.
- that Ticketing and Settlement Agreement standards for queuing times of three and five minutes be met at all stations, with a formal requirement to report adherence levels to DfT station by station every six months. At stations where 'tickets for today' and 'tickets in advance' have separate queues, they should be reported separately.
- that there are contractual targets for NPS satisfaction with ticket buying facilities at ticket offices managed by the franchise.
- that a 'smartcard' system similar in concept to Oyster within London be introduced across the c2c network
- that to facilitate onward travel within London, ticket offices at all stations should sell Oyster cards and allow Oyster 'pay as you go' top up, the latter also to be available from ticket vending machines at those stations.
- that in addition to the full range of National Rail and TfL destinations, ticket vending machines operated by the franchise must offer monthly season ticket renewal, discounts for all railcards, GroupSave, PlusBus add ons, Travelcard boundary extensions and the facility to buy tickets for the following day.
- that ticket vending machines and automatic ticket gates be programmed to make tickets available and allow access to platforms in sufficient time for passengers to travel on the first train on which Off-Peak tickets are valid.

### 4.3.7 Complexity/trust in the fare structure

Research has repeatedly found that passengers do not feel confident that they are getting the best value ticket or understand the fare structure<sup>28</sup>. It remains the case that off-peak ticket restrictions can be hard to find out. They are not printed on tickets, often not shown on ticket machines and frequently require significant persistence to find out from websites.

Our research into fares and ticketing<sup>29</sup> found that passengers are confused about the cheapest walk-up fare they can purchase. This information should be advertised at stations so passengers can see clearly the cheapest walk-up fare from that station to the main destinations.

Bidders should be required to set out in their ticket and retailing strategy how they intend to increase transparency and trust in the fare structure. This strategy must include making restrictions on off-peak tickets clearer to website and ticket vending machine users, and displaying posters at all stations advertising the cheapest walk-up fare to key destinations.

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<sup>28</sup> Passenger Focus, Passenger requirements of rail fares, July 2006

<sup>29</sup> Passenger Focus, Fares and ticketing Study, February 2009

## Recommendation 6

Passenger Focus recommends that delivery of a **ticket and retailing strategy that will increase transparency and trust in the fare structure** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that on flows controlled by the franchise, applicable restrictions should be printed on passengers' tickets to remove confusion over validity.
- that all ticket vending machines operated by the franchise must clearly display outward and return ticket restrictions on the screen prior to a passenger committing to purchase.
- that posters be displayed at all stations advertising the cheapest walk-up fare to key destinations.
- that fares on 'walk up' interavailable flows controlled by the franchise, the official through fare must never exceed the sum of 'walk up' interavailable fares for individual legs of the journey except where a journey takes place partly at peak time and partly not.

## 4.4 Managing Service Disruption and providing passenger information

### 4.4.1 Information at times of disruption

Passenger Focus's September 2009 research showed that improving the provision of information about train times/platforms during disruption is the sixth highest priority for improvement among c2c main line passengers and the fourth highest priority among Tilbury loop passengers.

When services are delayed or disrupted passengers want the information that allows them to make an informed choice about their options. Passenger Focus's September 2009 research sought to understand how best c2c could inform passengers of disruption before they set off for the station. At present of those who usually found out about problems before getting to the station, 55% found out from a website; 25% from the radio; and 19% from the television. However, when asked their preferred means to find out about disruption before setting off for the station, the responses were 36% text alert; 14% website; and 11% radio. These findings suggest that passengers want c2c proactively to tell them about problems, rather than be forced to hunt out the information themselves, and that receiving a text alert is clearly the preferred channel.

The NPS shows that passengers travelling with c2c rate it more highly than other train companies for the "usefulness of information during a delay". That said, less than two in three (61%) c2c passengers answered this question "very well" or "fairly well" in Spring 2009.

### 4.4.2 Provision of information during the journey

In the Spring 2009 NPS passenger satisfaction with provision of information during the journey was 73% and the table below shows how this varied by journey purpose. Given that the entire c2c fleet is equipped with automatic public address and visual passenger information systems we would expect to see this train company at or near the top of the London and South East rankings for passenger information on the train, however c2c is ranked fifth.

**Table 12 – Satisfaction with information on train<sup>30</sup>**

	<b>c2c Total</b>	<b>commuter</b>	<b>business</b>	<b>leisure</b>
Provision of information during the journey	73%	69%	79%	83%

### 4.4.3 Keeping passengers on trains during engineering work

Travel patterns have changed over the past decade and there is now much more demand for later-evening services during the week and especially at weekends. Network Rail is developing the concept of the "seven day railway" with the aim of providing trains when passengers want them and reducing disruption, particularly on Saturdays and Sundays.

Passenger Focus is calling on the rail industry to make a simple pledge to keep passengers on trains wherever possible and use buses only as a last resort. It is important that the new operator is incentivised to embrace this approach.

<sup>30</sup> Passenger Focus, National Passenger Survey, Spring 2009

## Recommendation 7

Passenger Focus recommends that improved **management of service disruption and provision of information to passengers** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with the provision of information during the journey, and that a strategy be developed and implemented to improve NPS scores for “how well train company dealt with delay” and “usefulness of information during a delay”.\*
- targets to reduce the impact on passengers of Network Rail maintenance, renewal and upgrade of the railway and, in particular, measures to prevent the operator choosing to receive a ‘schedule four’ compensation payment even when opportunities exist to run at least some trains.
- a facility for passengers to receive SMS text alerts free of charge warning them if disruption will, or is likely to, affect their journey – with an associated requirement to achieve a strong level of sign up through marketing of the service.
- compliance with the ATOC Approved Code of Practice: Passenger Information During Disruption and Good Practice Guides on provision of passenger information, together with a programme of audit and mystery shopping.
- that active co-operation be required with proposals developed by the industry Passenger Information During Disruption (PIDD) Steering Group to feed station customer information systems directly from Darwin, the national real time train running database.

\* A Passenger Focus ‘Top 10’ highest priority recommendation

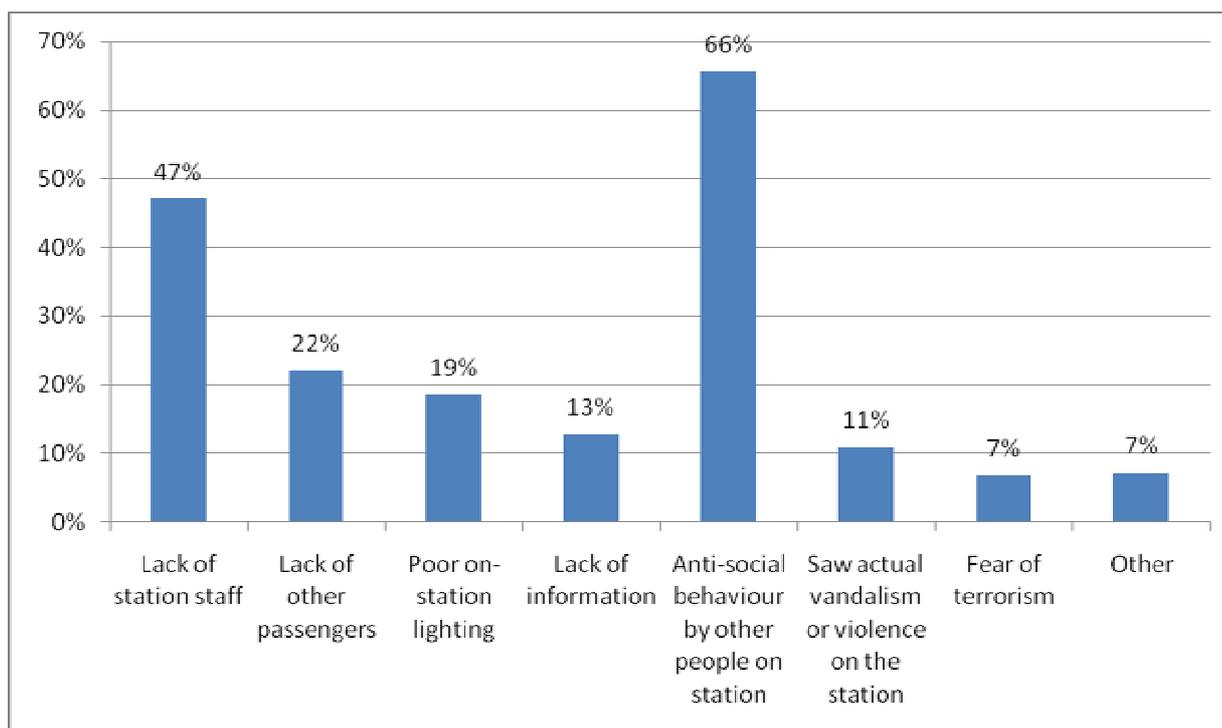
## 4.5 Personal security when using the railway

Although passenger satisfaction with personal security has been rising gradually in recent years, making passengers feel safer remains a priority. In Spring 2009, only 67% of c2c passengers were satisfied with their personal security on the train, while at the station the figure was only 61%. These results put c2c in eighth place out of the 12 London & South East train operating companies.<sup>31</sup>

When asked about priorities for improvement in September 2009, c2c passengers placed improving their personal security at the station as their fifth most important priority (sixth most important for passengers on the Tilbury loop) and personal security on the train as their 8<sup>th</sup> most important priority.

For both on-train and at-station security, after anti-social behaviour itself, passengers cited the lack of staff as the next most significant reason for their feelings of concern over personal security. Passengers consistently identify a staff presence as important to providing reassurance to those travelling on the railway<sup>32</sup>. When asked for the most important facilities to have at stations, visible staff comes third in the list and second in the list of facilities to be improved or introduced.

**Figure 5 – Cause for concern with personal security at the station<sup>33</sup>**

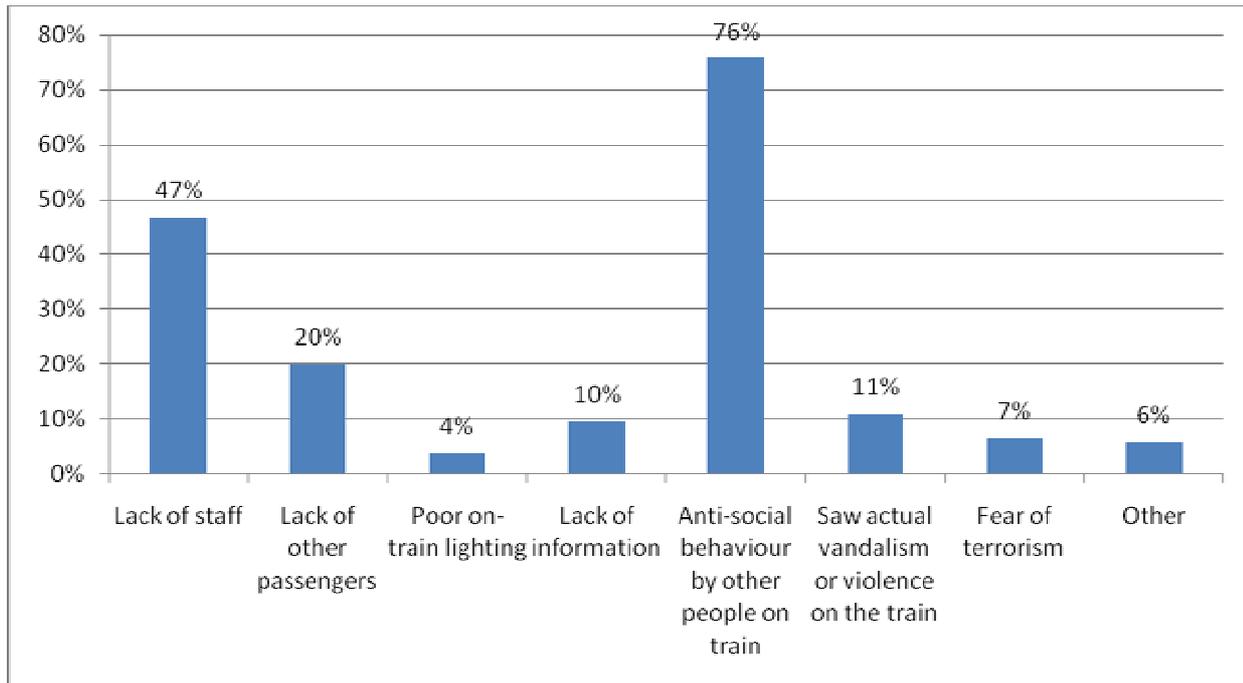


<sup>31</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>32</sup> Passenger Focus, Passenger perceptions of personal security on railways, March 2009

<sup>33</sup> Passenger Focus, National Passenger Survey, Autumn 2008

**Figure 6 – Cause for concern with personal security on the train<sup>35</sup>**



Passenger Focus research into passenger security<sup>36</sup> found that when passengers compared journeys that they had made before and after 2000 (8pm), they were far less satisfied with personal security and the availability of staff when travelling after 2000 (8pm). Satisfaction with personal security dropped 12 percentage points, from 61% to 49%, while satisfaction with the availability of staff fell from 48% to 37%<sup>37</sup>.

There is a clear message from passengers that lack of visible staff is a significant contributor to lack of satisfaction with personal security and that the problem is worse in the evenings. Ensuring that staff are available to supervise ticket gates later into the evening can make a contribution towards personal security by providing a staff presence and ensuring that only those with tickets are on platforms and trains.

There are also customer service advantages in having staff on trains. NPS shows that c2c passengers have a low level of satisfaction with availability of staff on trains and helpfulness/attitude of staff on trains. Ten other London and South East train companies have better NPS scores than c2c for availability of staff on trains and for helpfulness/attitude of staff on trains.

Passenger Focus draws DfT and bidders' attention to its publication "Passenger perceptions of personal security on the railways"<sup>38</sup>

<sup>35</sup> Passenger Focus, National Passenger survey, Autumn 2008

<sup>36</sup> Passenger Focus, Passenger perceptions of personal security on railways, March 2009

<sup>37</sup> Passenger Focus, Evening Rail Travel, April 2008

<sup>38</sup> <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=2572>

## Recommendation 8

Passenger Focus recommends that development and implementation of **a strategy to deliver improved passenger satisfaction with personal security** while using the railway be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with personal security on board trains and at stations.\*
- measures to increase the visible presence of staff on trains and at stations, particularly at times of the day when passenger satisfaction with personal security is lowest.
- provision of comprehensive CCTV coverage within each coach of each train operated by the franchise.
- achievement and maintenance of Secure Stations accreditation at all stations.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 5. Additional issues

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### 5.1 Passenger's Charter

#### Recommendation 9

Passenger Focus believes that the Essex Thameside operator should be required to introduce a new Passenger's Charter. Drawing on best practice from around the industry, we recommend that it contains the following provisions, including protection for season ticket holders who could experience a large number of sub-30 minute delays but receive no compensation under 'delay repay' Charters:

- an 'irrespective of cause' delay repay scheme giving compensation to the value of 50% of either the outward or return portion for a delay of 30-59 minutes; compensation to the value of 100% of either the outward or return portion for a delay of 60-119 minutes; and compensation to the value of 100% of the outward and return portions (where applicable) for a delay of 120 minutes or more.
- compensation to the value of your ticket in the event that an APRS booking is not honoured.
- in the event of a missed connection because of delay to or cancellation of an Essex Thameside train, a commitment to arrange alternative transport to get passengers to their final destination if the next connecting train is more than 60 minutes later and the alternative transport will result in an earlier arrival than waiting for the next train.
- in the event that delay to or cancellation of a Essex Thameside train makes it impossible for a passenger to get to their destination at a reasonable time by train or alternative transport, a commitment EITHER to get the passenger back to their origin point and let them travel again the following day OR arrange overnight accommodation and let them continue the following day, in either instance without additional charge.
- a commitment to provide refreshments at stations in the event of severe delays.
- protection for season ticket holders in the event of poor punctuality in the peaks over a sustained period. Our suggested wording is "Should customers on any Essex Thameside route experience a sustained period of poor punctuality on peak services we will compensate Season Tickets holders over and above the Delay Repay arrangements". Agreement would be needed about an appropriate delay threshold and trigger level and, based on research conducted previously on this subject we suggest a 10 minute threshold.

## 5.2 Meeting the needs of disabled passengers

Passenger Focus mystery shopping findings published in 2008 found a number of deficiencies in how assistance is provided to disabled passengers through the APRS: in particular, the booked assistance not being delivered on the day and poor attitude/helpfulness among some staff. Arrangements during disruption to services are also known to be a problem, despite the greater likelihood that train operators have the phone number of a passenger using APRS and so the means to get in touch if things start going wrong.

Passenger Focus draws DfT and bidders' attention to its best practice guidelines in this area.<sup>39</sup>

### Recommendation 10

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that an annual action plan be developed and implemented to enhance the service provided to disabled passengers using the Essex Thameside network and to improve customer satisfaction among those using the APRS system.\*
- that the new operator participates in the 'railways for all' process including a quantified commitment to improve access to stations over the life of the franchise.
- that sufficient post-journey customer satisfaction surveys are conducted each period to give a robust indication of the views of Essex Thameside passengers who used APRS when making their journey
- that all passengers with an APRS booking whose journey will be affected by amendments, cancellations or disruption to services will receive a telephone call to help them re-plan their journey.

\* A Passenger Focus 'Top 10' highest priority recommendation

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<sup>39</sup> <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=1898>

## 5.3 Getting to the station

Passenger Focus has long maintained that few passengers' journeys start or finish with the train reaching the station; completing your journey involves another mode of transport of some sort. Currently more than half of c2c passengers travel to the station on foot, around a third use other forms of public transport and about one fifth have some element of a car journey to reach the station:

**Table 13 - How passengers travel to the station<sup>40</sup>**

	Total	main line	Tilbury loop
On foot/walking	53%	56%	50%
Tube	18%	20%	16%
Car parked at or near station	11%	8%	15%
Bus	11%	9%	12%
Car dropped off	9%	10%	9%
National Rail	5%	6%	4%
Taxi	3%	3%	3%
Bicycle (taken on train/parked at or near station)	3%	5%	1%
DLR	2%	3%	2%
Other (includes ferry/riverboat)	2%	2%	3%

A Passenger Focus report in March 2009<sup>41</sup> found that, after dark, 51% of women and 20% of men feel unsafe walking from home to the station and 61% of women and 26% of men feel unsafe walking from the station to home. Given the high proportion of c2c passengers who walk to/from the station it is important that the successful bidder works closely with Local Authorities to ensure the best possible provision for pedestrians.

### 5.3.1 Car Parking

Passenger Focus research in 2007<sup>42</sup> found that insufficient car parking at stations is likely to increase the number or length of car journeys and may suppress the demand for rail travel:

- passengers are more likely to be dropped off at the station, resulting in additional car journeys
- passengers may drive to more distant stations to be able to park
- potential passengers may decide not to travel by rail but drive the whole way because of the risk of not getting a parking space at the station.

<sup>40</sup> Passenger Focus c2c passenger research, September 2009

<sup>41</sup> Passenger perceptions of personal security on the railways, March 2009

<sup>42</sup> Getting to the station, March 2007

### 5.3.2 Cycle parking

NPS also asks passengers about bicycle parking facilities at c2c stations and this is lower than the London and South East average.

**Table 14 – how good the bicycle parking facilities are<sup>43</sup>**

	LSE sector average	c2c	c2c peak	c2c off-peak
Facilities for bicycle parking	45%	39%	35%	46%

### 5.3.3 Integrated ticketing

To make things easier for passengers travelling to and from stations by bus, we believe that multi-modal ticketing arrangements should be encouraged.

#### **Recommendation 11**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that alongside assumptions about growth in passenger volume during the franchise term a strategy must be developed for how passengers will get to and from Essex Thameside stations, including implications for car and bicycle parking. This should include a requirement to implement station Travel Plans at key locations.

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<sup>43</sup> Passenger Focus, National Passenger Survey, Spring 2009

## 5.4 On-train environment

c2c passengers rate the on-train environment relatively well compared with other London and South East train companies: satisfaction for most questions about the train environment is towards the upper end of comparable train companies. However with toilet facilities, although comparing well with other train companies, it is still the case that fewer than half of c2c passengers are satisfied.

**Table 17 – Passenger satisfaction with on train environment<sup>44</sup>**

	LSE sector average	c2c	c2c rank among 12 LSE train companies	Commuter	Business	Leisure
The Space For Luggage	48%	47%	8	42%	51%	59%
The Toilet Facilities	33%	47%	4	42%	32%	64%
The Comfort Of The Seating Area	67%	78%	4	72%	83%	92%
The Cleanliness Of The Inside	70%	89%	3	88%	88%	92%
The Cleanliness Of The Outside	68%	85%	3	84%	89%	88%
Up Keep And Repair Of The Train	71%	88%	2	86%	89%	91%
The Availability Of Staff	32%	16%	11	13%	14%	23%
Helpfulness And Attitude Of Staff On Train	51%	29%	11	27%	37%	35%
Provision Of Information During The Journey	65%	73%	5	69%	79%	83%

Passengers have not highlighted factors related to the on-train environment as a high priority for improvement<sup>45</sup>. However, given that the fleet is now 10 years old, effort will be required to ensure that satisfaction does not decline in future.

### 5.4.1 Investment in new on-train facilities

Passenger Focus's September 2009 research asked c2c passengers how likely they would be to use Wi-Fi, power points and bicycle racks on trains. The results shown in the table below suggest that there may be a case for investment in Wi-Fi and power points, especially for business users where being able to work while travelling on the train is important<sup>46</sup>.

**Table 18 - How likely passengers would use on train facilities<sup>47</sup>**

	Very/fairly likely	Neither	Not very/not at all likely
Wi-Fi	46%	9%	44%
Power point	49%	10%	41%
Racks to store Bicycle	23%	13%	64%

<sup>44</sup> National Passenger Survey, Spring 2009

<sup>45</sup> Passenger Focus c2c passenger research, September 2009

<sup>46</sup> Employers' business travel needs from rail fares, February 2009

<sup>47</sup> Passenger Focus c2c passenger research, September 2009

## **Recommendation 12**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that all additional rolling stock brought into the franchise is refurbished to a standard comparable with the existing Class 357 fleet.
- that the operator meets contractual targets for NPS satisfaction for train cleaning, train toilets and up-keep/repair of the train.

## 5.5 Station environment

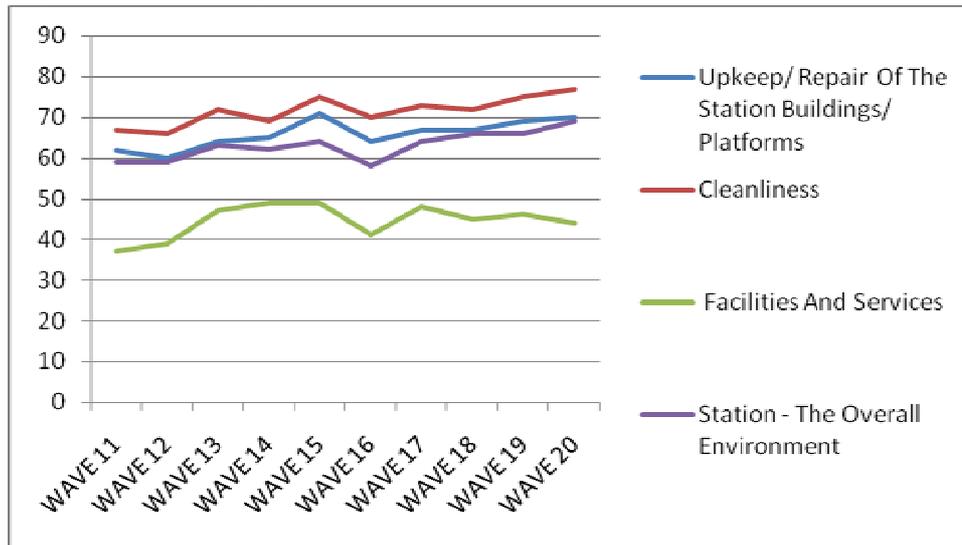
Evidence from the NPS<sup>48</sup> shows that c2c passengers are among the most satisfied with stations in London and South East, except for facilities and services at stations. Here c2c is in the bottom half of comparable train companies with fewer than half of passengers satisfied and a third dissatisfied. This level of satisfaction has persisted for several NPS surveys, despite a gradual increase in satisfaction with other aspects of stations.

While substantial improvement in station standards does not appear to be a priority for this franchise, it is important to grasp opportunities for improvement and not to let current standards slip. The best way to ensure this is through contractual NPS targets for station presentation.

**Table 14 – Passenger satisfaction and c2c ranking for station environment**<sup>49</sup>

	LSE sector average	c2c	c2c rank	c2c peak	c2c off-peak
Upkeep/ Repair Of The Station Buildings/ Platforms	60%	70%	3	71%	70%
Cleanliness	67%	77%	3	80%	75%
Facilities And Services	48%	44%	9	40%	48%
Station - The Overall Environment	62%	69%	3	70%	68%

**Figure 7 - Passenger satisfaction levels with station environment over time**<sup>50</sup>



When asked for the most important facilities to have at stations, toilets come top of the list for passengers, followed by accurate visual information about train arrival times and visible staff at the station. When asked for one facility to be introduced or improved at the station, again toilets came top of the list, followed by visible staff and accurate information about delays. The message from passengers is clear: they want to see the provision of new toilets and better maintenance of existing toilets.

<sup>48</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>49</sup> Passenger Focus, National Passenger Survey, Spring 2009

<sup>50</sup> Passenger Focus, National Passenger Survey, Autumn 2008–Spring 2009

**Table 15 – Important facilities at stations<sup>51</sup>**

	Total	main line	Tilbury loop
Toilets	59%	60%	58%
Accurate visual information as to when the trains will actually arrive	57%	60%	53%
Visible staff at the station	48%	47%	50%
Accurate announcements about delays	44%	45%	43%
Security cameras	38%	36%	41%
Accurate announcements on arrival and departure times	32%	35%	29%
Convenient connecting buses	28%	27%	30%
Car parking	28%	25%	31%
Information board showing printed timetable	26%	31%	19%
Waiting shelter on the platform	25%	25%	26%
Waiting room	15%	16%	14%
Station canopy	15%	14%	15%
Bicycle parking	11%	12%	11%
Step free access from the station entrance to the train	11%	11%	12%
An interactive help point	7%	7%	6%

**Table 16 – Which new/improved facility passengers want<sup>52</sup>**

	Total	main line	Tilbury loop
Toilets	16%	15%	18%
Visible staff at the station	12%	13%	12%
Accurate announcements about delays	12%	12%	12%
Accurate visual information as to when the trains will actually arrive	8%	10%	6%
Convenient connecting buses	7%	6%	8%
Security cameras	5%	4%	6%
Step free access from the station entrance to the train	5%	5%	5%
Accurate announcements on arrival and departure times	5%	5%	4%
Waiting room	5%	4%	5%
Waiting shelter on the platform	4%	5%	3%
Car parking	4%	3%	4%
Bicycle parking	3%	4%	2%

**Recommendation 13**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that the operator meets contractual targets for NPS satisfaction with up-keep/repair of stations, station cleanliness and station facilities and services.

<sup>51</sup> Passenger Focus, c2c passenger research, September 2009

<sup>52</sup> Passenger Focus, c2c passenger research, September 2009

## 6. Summary of Recommendations

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### Recommendation 1:

#### Punctuality and reliability, moving towards a Right Time Railway

Passenger Focus recommends that further **improvement in punctuality and reliability** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- an explicit vision that Essex Thameside becomes Britain's first Right Time Railway, with challenging but achievable targets for increasing the number of trains arriving 'right time' without resorting to extended journey times.\*
- an obligation to report the percentage of trains arriving 'right time' at key intermediate stations. We suggest Barking and West Ham on trains to London and Barking and Benfleet on trains from London.\*
- challenging but achievable targets to continue the downward trend in the number of trains that are significantly late or cancelled. Among other things, this may require the train operator and Network Rail to tackle the high level of delay caused by 'external factors, excluding weather'.

### Recommendation 2:

#### Improving aspects of the current c2c timetable

Passenger Focus recommends that **improvement to aspects of the current c2c timetable** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that services on Sundays from all Tilbury loop stations should start earlier than at present, with a much earlier first train from Purfleet, Rainham and Dagenham Dock.\*
- that the last train from London on Mondays to Fridays and Saturdays be later than at present. We suggest between 0100 and 0130 to all destinations.
- that trains be provided on 26 December for a period of 5 years from December 2012, at which point demand will be assessed and a decision made about making the service permanent.
- that bidders are asked to propose how they would align the timetable with passengers' aspirations for more frequent services, including improved connectivity with London Underground, Docklands Light Railway and London Overground services.

### Recommendation 3:

#### Additional peak capacity

Passenger Focus recommends that delivery of **additional peak capacity** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that sufficient capacity is provided in the high peak hour when the largest volume of passengers wish to travel, not just on average across the three hour peak period, in order that passengers joining peak trains at Basildon or east of Basildon are not forced to stand.\*
- that the High Level Output Specification (HLOS) requirements for c2c – longer trains, platform lengthening – be implemented as quickly as possible so that passengers do not suffer as growth resumes.
- that plans are developed to deliver capacity in addition to the current HLOS proposals for implementation in the event that demand grows more strongly than expected.

#### **Recommendation 4: Increasing passenger satisfaction with value for money**

Passenger Focus recommends that measures to improve passenger satisfaction with **value for money** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that the fares regulation regime allows prices to rise by no more than Retail Prices Index (RPI) plus 1% per annum and that restrictions continue to be placed on fares basket flexibility to prevent excessive increases on individual fares.\*
- that the facility to pay for an annual season ticket in 12 instalments, without a charge for credit, is developed and actively promoted. This will allow more passengers, and potential passengers, to benefit from the value offered by the 52 weeks for the price of 40 on annual season tickets and will bring the railway in line with other public and private sector organisations.\*
- that carnet-style multiple journey tickets be introduced for the majority of origin and destination flows.\*
- that erosion of the times at which Off-Peak and Super Off-Peak tickets are valid is specifically prevented.

#### **Recommendation 5: Making ticket purchase easier for passengers**

Passenger Focus recommends that **making ticket purchase easier for passengers** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that the current c2c Ticketing and Settlement Agreement Schedule 17 ticket office opening hours be maintained and delivered consistently at all stations, with a formal requirement to report adherence levels to DfT station by station, period by period.
- that Ticketing and Settlement Agreement standards for queuing times of three and five minutes be met at all stations, with a formal requirement to report adherence levels to DfT station by station every six months. At stations where 'tickets for today' and 'tickets in advance' have separate queues, they should be reported separately.
- that there are contractual targets for NPS satisfaction with ticket buying facilities at ticket offices managed by the franchise.
- that a 'smartcard' system similar in concept to Oyster within London be introduced across the c2c network
- that to facilitate onward travel within London, ticket offices at all stations should sell Oyster cards and allow Oyster 'pay as you go' top up, the latter also to be available from ticket vending machines at those stations.
- that in addition to the full range of National Rail and TfL destinations, ticket vending machines operated by the franchise must offer monthly season ticket renewal, discounts for all railcards, GroupSave, PlusBus add ons, Travelcard boundary extensions and the facility to buy tickets for the following day.
- that ticket vending machines and automatic ticket gates be programmed to make tickets available and allow access to platforms in sufficient time for passengers to travel on the first train on which Off-Peak tickets are valid.

## **Recommendation 6: Increasing transparency and trust in the fares system**

Passenger Focus recommends that delivery of a **ticket and retailing strategy that will increase transparency and trust in the fare structure** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- that on flows controlled by the franchise, applicable restrictions should be printed on passengers' tickets to remove confusion over validity.\*
- that all ticket vending machines operated by the franchise must clearly display outward and return ticket restrictions on the screen prior to a passenger committing to purchase.
- that posters be displayed at all stations advertising the cheapest walk-up fare to key destinations.
- that fares on 'walk up' interavailable flows controlled by the franchise, the official through fare must never exceed the sum of 'walk up' interavailable fares for individual legs of the journey except where a journey takes place partly at peak time and partly not.

## **Recommendation 7: Improving the management of service disruption and provision of passenger information**

Passenger Focus recommends that improved **management of service disruption and provision of information to passengers** be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with the provision of information during the journey, and that a strategy be developed and implemented to improve NPS scores for "how well train company dealt with delay" and "usefulness of information during a delay".\*
- targets to reduce the impact on passengers of Network Rail maintenance, renewal and upgrade of the railway and, in particular, measures to prevent the operator choosing to receive a 'schedule four' compensation payment even when opportunities exist to run at least some trains.
- a facility for passengers to receive SMS text alerts free of charge warning them if disruption will, or is likely to, affect their journey – with an associated requirement to achieve a strong level of sign up through marketing of the service.
- compliance with the ATOC Approved Code of Practice: Passenger Information During Disruption and Good Practice Guides on provision of passenger information, together with a programme of audit and mystery shopping.
- that active co-operation be required with proposals developed by the industry Passenger Information During Disruption (PIDD) Steering Group to feed station customer information systems directly from Darwin, the national real time train running database.

## **Recommendation 8: Increasing satisfaction with personal security while using the railway**

Passenger Focus recommends that development and implementation of a **strategy to deliver improved passenger satisfaction with personal security** while using the railway be one of DfT's key objectives for the Essex Thameside franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with personal security on board trains and at stations.\*
- measures to increase the visible presence of staff on trains and at stations, particularly at times of the day when passenger satisfaction with personal security is lowest.
- provision of comprehensive CCTV coverage within each coach of each train operated by the franchise.
- achievement and maintenance of Secure Stations accreditation at all stations.

## **Recommendation 9: Passenger's charter**

Passenger Focus believes that the Essex Thameside operator should be required to introduce a new Passenger's Charter. Drawing on best practice from around the industry, we recommend that it contains the following provisions, including protection for season ticket holders who could experience a large number of sub-30 minute delays but receive no compensation under 'delay repay' Charters:

- an 'irrespective of cause' delay repay scheme giving compensation to the value of 50% of either the outward or return portion for a delay of 30-59 minutes; compensation to the value of 100% of either the outward or return portion for a delay of 60-119 minutes; and compensation to the value of 100% of the outward and return portions (where applicable) for a delay of 120 minutes or more.
- compensation to the value of your ticket in the event that an APRS booking is not honoured.
- in the event of a missed connection because of delay to or cancellation of an Essex Thameside train, a commitment to arrange alternative transport to get passengers to their final destination if the next connecting train is more than 60 minutes later and the alternative transport will result in an earlier arrival than waiting for the next train.
- in the event that delay to or cancellation of a Essex Thameside train makes it impossible for a passenger to get to their destination at a reasonable time by train or alternative transport, a commitment EITHER to get the passenger back to their origin point and let them travel again the following day OR arrange overnight accommodation and let them continue the following day, in either instance without additional charge.
- a commitment to provide refreshments at stations in the event of severe delays.
- protection for season ticket holders in the event of poor punctuality in the peaks over a sustained period. Our suggested wording is "Should customers on any Essex Thameside route experience a sustained period of poor punctuality on peak services we will compensate Season Tickets holders over and above the Delay Repay arrangements". Agreement would be needed about an appropriate delay threshold and trigger level and, based on research conducted previously on this subject we suggest a 10 minute threshold.

## **Recommendation 10: Meeting the needs of disabled passengers**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that an annual action plan be developed and implemented to enhance the service provided to disabled passengers using the Essex Thameside network and to improve customer satisfaction among those using the APRS system.\*
- that the new operator participates in the 'railways for all' process including a quantified commitment to improve access to stations over the life of the franchise.
- that sufficient post-journey customer satisfaction surveys are conducted each period to give a robust indication of the views of Essex Thameside passengers who used APRS when making their journey
- that all passengers with an APRS booking whose journey will be affected by amendments, cancellations or disruption to services will receive a telephone call to help them re-plan their journey.

**Recommendation 11:  
Getting to the station**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that alongside assumptions about growth in passenger volume during the franchise term a strategy must be developed for how passengers will get to and from Essex Thameside stations, including implications for car and bicycle parking. This should include a requirement to implement station Travel Plans at key locations.

**Recommendation 12:  
On train environment**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that all additional rolling stock brought into the franchise is refurbished to a standard comparable with the existing Class 357 fleet.
- that the operator meets contractual targets for NPS satisfaction for train cleaning, train toilets and up-keep/repair of the train.

**Recommendation 13:  
Station environment**

Passenger Focus recommends that DfT includes the following requirements in the specification of the Essex Thameside franchise:

- that the operator meets contractual targets for NPS satisfaction with up-keep/repair of stations, station cleanliness and station facilities and services.

## 7. Passenger Focus's 'Top 10' highest priority recommendations

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Passenger Focus believes the following recommendations have the **highest priority** for inclusion in the specification for the Essex Thameside franchise:

- an explicit vision that Essex Thameside becomes Britain's first Right Time Railway, with challenging but achievable targets for increasing the number of trains arriving 'right time' without resorting to extended journey times.
- an obligation to report the percentage of trains arriving 'right time' at key intermediate stations. We suggest Barking and West Ham on trains to London and Barking and Benfleet on trains from London.
- that services on Sundays from all Tilbury loop stations should start earlier than at present, with a much earlier first train from Purfleet, Rainham and Dagenham Dock.
- that sufficient capacity is provided in the high peak hour when the largest volume of passengers wish to travel, not just on average across the three hour peak period, in order that passengers joining trains at Basildon or east of Basildon are not forced to stand.
- that the fares regulation regime allows prices to rise by no more than Retail Prices Index (RPI) plus 1% per annum and that restrictions continue to be placed on fares basket flexibility to prevent excessive increases on individual fares.
- that the facility to pay for an annual season ticket in 12 instalments, without a charge for credit, is developed and actively promoted. This will allow more passengers, and potential passengers, to benefit from the value offered by the 52 weeks for the price of 40 on annual season tickets and will bring the railway in line with other public and private sector organisations.
- that carnet-style multiple journey tickets be introduced for the majority of origin and destination flows.
- contractual targets to improve NPS satisfaction with the provision of information during the journey, and that a strategy be developed and implemented to improve NPS scores for "how well train company dealt with delay" and "usefulness of information during a delay".
- contractual targets to improve NPS satisfaction with personal security on board trains and at stations.
- that an annual action plan be developed and implemented to enhance the service provided to disabled passengers using the Essex Thameside network and to improve customer satisfaction among those using the APRS system.

## Appendix A: Stakeholder engagement

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Passenger Focus has gathered information from passengers and other stakeholders in order to inform our pre-specification input to Ministers and the DfT on the new Essex Thameside franchise. We already held information gathered as part of our ongoing work on the existing franchise but we specifically asked stakeholders to look over the draft c2c route research questionnaire which we used to carry out the route research with.

This list contains the names of all organisations Passenger Focus contacted as part of the Essex Thames-side franchise pre-specification phase.

<b>Organisation</b>
Barking & Dagenham (London Borough of)
Basildon District Council
Brentwood Borough Council
Castle Point Borough Council
City of London Corporation
c2c Passenger Panel
East of England Development Agency
East of England Regional Assembly
East of England Regional Transport Forum
Essex County Council
Gospel Oak - Barking Line User Group
Havering (London Borough of)
Laindon Passengers Action Group
London Development Agency
London Travel Watch
Newham (London Borough of)
Rainham Rail Users Group
Southend on Sea Borough Council
Southend on Sea Railway Travellers' Association
Thurrock Borough Council
Thurrock Rail Users Group
Tower Hamlets (London Borough of)
Transport for London

# Appendix B: September 2009 research questionnaire

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## Passenger Priorities VII c2c

Thank you again for agreeing to take part in this short survey being conducted by Continental Research on behalf of Passenger Focus. Passenger Focus is the official independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. It should take no more than 10 minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

The interviewer will collect this questionnaire from you when you have completed it or please use the post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help.

TO ANSWER THE QUESTIONS PLEASE TICK THE BOX NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. UNLESS THE QUESTION ALLOWS YOU TO TICK SEVERAL ANSWERS PLEASE JUST TICK ONE BOX PER QUESTION.

### Your Journey Today

Q1 Please fill in the scheduled departure time of the train from the station where you boarded.

Use the 24 hr clock e.g. 17 : 25

:

Q2 Please fill in the ACTUAL departure time of the train from the station where you boarded.

Use the 24 hr clock e.g. 17 : 25

:

Q3 Please write in the name of the station where you boarded **this** train :

Q4 Please write in the name of the station where you are travelling to on **this** train :

Q5 How did you travel to the station where you boarded this train? (Tick all that apply)

- |  |                          |                                    |                          |
|--|--------------------------|------------------------------------|--------------------------|
| On foot / walking.....                   | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Car - dropped off.....             | <input type="checkbox"/> |
| Bicycle (taken on train).....            | <input type="checkbox"/> | Car share / car pool.....          | <input type="checkbox"/> |
| Motorbike.....                           | <input type="checkbox"/> | Tube.....                          | <input type="checkbox"/> |
| Bus.....                                 | <input type="checkbox"/> | Ferry / riverboat.....             | <input type="checkbox"/> |
| Taxi.....                                | <input type="checkbox"/> | DLR.....                           | <input type="checkbox"/> |
| National Rail train.....                 | <input type="checkbox"/> |                                    |                          |

If National Rail train: please specify station you travelled from

Other method: please write in

**Q6** How will you travel to your final destination after leaving this train? (Tick all that apply)

- |  |                          |                                    |                          |
|--|--------------------------|------------------------------------|--------------------------|
| On foot / walking.....                   | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Car - dropped off.....             | <input type="checkbox"/> |
| Bicycle (taken on train).....            | <input type="checkbox"/> | Car share / car pool.....          | <input type="checkbox"/> |
| Motorbike.....                           | <input type="checkbox"/> | Tube.....                          | <input type="checkbox"/> |
| Bus.....                                 | <input type="checkbox"/> | Ferry / riverboat.....             | <input type="checkbox"/> |
| Taxi.....                                | <input type="checkbox"/> | DLR.....                           | <input type="checkbox"/> |
| National Rail train.....                 | <input type="checkbox"/> |                                    |                          |

If National Rail train: please specify station you are travelling in to:

Other method: please write in

**Q7** What is the main purpose of your rail journey?

- |  |                          |
|--|--------------------------|
| Daily commuting to / from work .....   | <input type="checkbox"/> |
| Less regular commuting to / from work .....                                    | <input type="checkbox"/> |
| Daily commuting for education (to/from college/school/university) .....        | <input type="checkbox"/> |
| Less regular commuting for education (to/from college/school/university) ..... | <input type="checkbox"/> |
| On company business (or own if self employed) .....                            | <input type="checkbox"/> |
| Shopping trip .....  | <input type="checkbox"/> |
| Visiting friends or relatives .....  | <input type="checkbox"/> |
| Sport / entertainment .....  | <input type="checkbox"/> |
| A day out .....  | <input type="checkbox"/> |
| Travel to / from holiday .....   | <input type="checkbox"/> |
| On personal business (job interview, dentist etc) .....                        | <input type="checkbox"/> |
| Other .....  | <input type="checkbox"/> |

**Q8** Why did you choose to travel by train for this journey? (Tick all that apply)

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| Train is more reliable.....                    | <input type="checkbox"/> | Speed / faster than alternatives.....              | <input type="checkbox"/> |
| Train is the most direct / sensible route..... | <input type="checkbox"/> | No reasonable route by other public transport..... | <input type="checkbox"/> |
| Comfort.....                                   | <input type="checkbox"/> | No access to car.....                              | <input type="checkbox"/> |
| Availability / cost of parking.....            | <input type="checkbox"/> | Rail station near home / destination.....          | <input type="checkbox"/> |
| Cost compared to other forms of transport..... | <input type="checkbox"/> | Because trains are a greener way to travel.....    | <input type="checkbox"/> |

Other : please specify

**Q9** How many times have you made this journey in the last two weeks?  
(Please note that if you make a return journey that would count as two journeys)

- |                               |                          |                            |                          |                 |
|-------------------------------|--------------------------|----------------------------|--------------------------|-----------------|
| This is my first journey..... | <input type="checkbox"/> | <b>Goto Q11</b> 11-20..... | <input type="checkbox"/> | <b>Goto Q10</b> |
| 2-5.....                      | <input type="checkbox"/> | <b>Goto Q10</b> 21+.....   | <input type="checkbox"/> | <b>Goto Q10</b> |
| 6-10.....                     | <input type="checkbox"/> | <b>Goto Q10</b>            |                          |                 |

**Q10** Out of these journeys, how often were you able to get a seat on the train?

- |                          |                          |                                 |                          |
|--------------------------|--------------------------|---------------------------------|--------------------------|
| Always.....              | <input type="checkbox"/> | Never.....                      | <input type="checkbox"/> |
| Usually.....             | <input type="checkbox"/> | I normally prefer to stand..... | <input type="checkbox"/> |
| About half the time..... | <input type="checkbox"/> | Not relevant / don't know.....  | <input type="checkbox"/> |
| Rarely.....              | <input type="checkbox"/> |                                 |                          |

**All to answer**

**Q11** How frequent should trains be on this route at peak times (Mon-Fri 07:00-10:00 and 16:00-19:00) to meet your needs?

- |                    |                          |                                 |                          |
|--------------------|--------------------------|---------------------------------|--------------------------|
| Every 10 mins..... | <input type="checkbox"/> | Every 30 mins.....              | <input type="checkbox"/> |
| Every 15 mins..... | <input type="checkbox"/> | Same as now.....                | <input type="checkbox"/> |
| Every 20 mins..... | <input type="checkbox"/> | Don't know / no preference..... | <input type="checkbox"/> |

**Q12** How frequent should trains be on this route at other times to meet your needs?  
PLEASE NOT: MONDAY TO FRIDAY OFFPEAK IS BETWEEN 10:00 AND 16:00 OR AFTER 19:00

	Monday to Friday (off peak)	Saturday	Sunday
Every 10 mins.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Every 15 mins.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Every 20 mins.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Every 30 mins.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Same as now.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know / no preference.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13** At what time should the earliest train run in the morning from the station you boarded, to meet your needs?

	Monday to Friday (off peak)	Saturday	Sunday
Before 04:30 am.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 4:30 and 4:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 5:00 and 5:29.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 5:30 and 5:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 6:00 and 6:29.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 6:30 and 6:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
From 7:00 am onwards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14** At what time should the latest train run in the evening from London Fenchurch Street to meet your needs?

	Monday to Friday (off peak)	Saturday	Sunday
Up to 11:00 pm.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 11:00 and 11:29.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 11:30 and 11:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between midnight and 00:29.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 00:30 and 00:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After 1:00 am.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15** If you had the choice which of the following would you prefer on this route? (Please tick one)

Longer trains with more carriages.....	<input type="checkbox"/>
Faster trains that stopped less often.....	<input type="checkbox"/>
Slower trains stopping at more stations.....	<input type="checkbox"/>

**Q16** Thinking about rail stations, which of the following are the most important facilities to have?  
(PLEASE TICK UP FOUR)

Car parking.....	<input type="checkbox"/>
Bicycle parking.....	<input type="checkbox"/>
Convenient connecting buses.....	<input type="checkbox"/>
Step free access from the station entrance to the train.....	<input type="checkbox"/>
Waiting shelter on the platform.....	<input type="checkbox"/>
Station canopy.....	<input type="checkbox"/>
Waiting room.....	<input type="checkbox"/>
Toilets.....	<input type="checkbox"/>
Visible staff at the station.....	<input type="checkbox"/>
Information board showing printed timetable.....	<input type="checkbox"/>
Accurate visual information as to when the trains will actually arrive.....	<input type="checkbox"/>
Accurate announcements on arrival and departure times.....	<input type="checkbox"/>
Accurate announcements about delays.....	<input type="checkbox"/>
An interactive help point.....	<input type="checkbox"/>
Security cameras.....	<input type="checkbox"/>

Other : please specify

**Q17** And if you could choose just one new or improved facility at the station where you boarded, what it be?  
(Please tick one only)

- |                                      |                          |  |                          |
|--------------------------------------|--------------------------|--|--------------------------|
| Car parking.....                     | <input type="checkbox"/> | Information board showing printed        |                          |
| Bicycle parking.....                 | <input type="checkbox"/> | timetable.....                           | <input type="checkbox"/> |
| Convenient connecting buses.....     | <input type="checkbox"/> | Accurate visual information as to when   |                          |
| Step free access from the station    |                          | the trains will actually arrive.....     | <input type="checkbox"/> |
| entrance to the train.....           | <input type="checkbox"/> | Accurate announcements on arrival and    |                          |
| Waiting shelter on the platform..... | <input type="checkbox"/> | departure times.....                     | <input type="checkbox"/> |
| Station canopy.....                  | <input type="checkbox"/> | Accurate announcements about delays..... | <input type="checkbox"/> |
| Waiting room.....                    | <input type="checkbox"/> | An interactive help point.....           | <input type="checkbox"/> |
| Toilets.....                         | <input type="checkbox"/> | Security cameras.....                    | <input type="checkbox"/> |
| Visible staff at the station.....    | <input type="checkbox"/> |  |                          |

Other : please specify

**Q18** Do you ever travel on this line to or from London at weekends?

- Yes.....  **Goto Q19**  
 No.....  **Goto Q20**

**Q19** Currently, all weekend trains go to Fenchurch Street. If there was a choice of London terminus for journeys at weekends, which would you prefer that to be? (Please tick one)

- Fenchurch Street.....  Don't mind.....   
 Liverpool Street.....

**All to answer**

**Q20** There are a number of c2c stations where you can interchange with tube or DLR services. Can you please tick which station below is the most important to you as an interchange with tube or DLR lines

- |                       |                          |                                 |                          |
|-----------------------|--------------------------|---------------------------------|--------------------------|
| Barking.....          | <input type="checkbox"/> | Upminster.....                  | <input type="checkbox"/> |
| Limehouse.....        | <input type="checkbox"/> | West Ham.....                   | <input type="checkbox"/> |
| Liverpool Street..... | <input type="checkbox"/> | None of these is important..... | <input type="checkbox"/> |
| Stratford.....        | <input type="checkbox"/> |                                 |                          |

**Q21** How often do you use the following methods of ticket purchases?

- |                                   | Very often               | Fairly often             | Not very often           | Never                    |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Ticket Office.....                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ticket Machine.....               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet.....                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Telephone.....                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Smartcard like an Oystercard..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q22** Given the choice, which method of ticket purchase would you prefer to use? (Please tick one)

- |                     |                          |                                   |                          |
|---------------------|--------------------------|-----------------------------------|--------------------------|
| Ticket Office.....  | <input type="checkbox"/> | Telephone.....                    | <input type="checkbox"/> |
| Ticket Machine..... | <input type="checkbox"/> | Smartcard like an Oystercard..... | <input type="checkbox"/> |
| Internet.....       | <input type="checkbox"/> |                                   |                          |

**Q23** How satisfied are you with each of the following?

- |   | Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        | Don't know/ no opinion   | Don't use                |
|---|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Queuing times at the ticket office at the station where you boarded this train.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Queuing times at the ticket machines at the station where you boarded this train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The service provided when you buy tickets online or by phone.....                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q24** How interested would you be if the following methods of purchase became available?

	Very interested	Fairly interested	Neither	Not very interested	Not at all interested	Don't know/ no opinion
A Carnet ticket (i.e. buy 11 tickets for the price of 10).....	<input type="checkbox"/>					
Direct debit system to pay for and automatically renew your ticket such as Pay As You Go Oystercard Automatic Top Up.....	<input type="checkbox"/>					

**Q25** If the following items were available on your train, how likely would you be to use them?

	Very likely	Fairly likely	Neither likely nor unlikely	Not very likely	Not at all likely	Don't know/ no opinion
Wifi.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power points for laptops, mobiles etc.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racks to store bicycles for the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q26** All c2c trains have a quiet carriage where passengers should not use mobile phones or music players. Which of the following statements do you agree with in relation to this? **(Please tick all that apply)**

I was not aware that there was a quiet coach on all c2c trains.....	<input type="checkbox"/>
I think it's a good idea that there is a quiet coach on all c2c trains.....	<input type="checkbox"/>
I think a quiet coach is a good idea but passengers don't take any notice and continue to use phones and music players in these coaches.....	<input type="checkbox"/>
I agree with none of these.....	<input type="checkbox"/>

**Q27** When unplanned disruption occurs on this route, how well do you think c2c deals with the following?

	Very well	Fairly well	Neither	Fairly poorly	Very poorly	Don't know/ no opinion
Providing accurate real-time information at stations.....	<input type="checkbox"/>					
Providing helpful information via text messaging.....	<input type="checkbox"/>					
Providing sufficient information on the c2c website.....	<input type="checkbox"/>					
Providing alternative transport e.g bus replacement.....	<input type="checkbox"/>					

**Q28** When planned engineering work occurs on this route, how well do you think c2c deals with the following?

	Very well	Fairly well	Neither	Fairly poorly	Very poorly	Don't know/ no opinion
Giving advanced notice of engineering works on the line at the station.....	<input type="checkbox"/>					
Giving advanced notice of engineering works on the c2c website.....	<input type="checkbox"/>					
Providing sufficient information on the likely additional journey time.....	<input type="checkbox"/>					
Providing information on alternative transport routes e.g. bus replacement services/TfL/other train services.....	<input type="checkbox"/>					

**Q29** When there are delays or disruptions to train services, how do you usually find out about them BEFORE you get to the train station?

Website.....	<input type="checkbox"/>
Email.....	<input type="checkbox"/>
Text alert.....	<input type="checkbox"/>
Telephone call.....	<input type="checkbox"/>
Radio.....	<input type="checkbox"/>
TV.....	<input type="checkbox"/>
Ceefax / Teletext.....	<input type="checkbox"/>
Other.....	<input type="checkbox"/>
Do not usually know about delays until arrive at station.....	<input type="checkbox"/>

- Q30** What would be the best method to let you know there are delays or disruption BEFORE you set off for the station? **(Please tick one only)**
- Website.....
- Email.....
- Text alert.....
- Telephone call.....
- Radio.....
- TV.....
- Ceefax / Teletext.....
- Other.....
- Do not usually know about delays until arrive at station.....

- Q31** If you arrive at a STATION and there are delays or disruption, what are TWO most important ways you find out how it affects you? **(Please tick two)**
- Information screens.....  Phone other person / source.....
- Announcements.....  Get information by text.....
- Posters / notices.....  Website.....
- Ask a member of staff.....  Email.....
- Telephone help point at station.....  Ask fellow passengers.....
- Phone information line.....  Other.....

- Q32** If you are already on a TRAIN and it becomes delayed, what are the TWO most important ways you find out information? **(Please tick two)**
- Information screens.....  Phone other person / source.....
- Announcements.....  Get information by text.....
- Posters / notices.....  Website.....
- Ask a member of staff.....  Email.....
- Telephone help point at station.....  Ask fellow passengers.....
- Phone information line.....  Other.....

### Your Experience

- Q33** Thinking about the level of service you actually experienced on your journey on this route today, please rate what you experienced at the station and on the train.

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/ no opinion
Buying your ticket from a member of staff at the booking office.....	<input type="checkbox"/>					
Buying your ticket from a ticket machine.....	<input type="checkbox"/>					
Facilities available at the station.....	<input type="checkbox"/>					
Your personal security at the station.....	<input type="checkbox"/>					
The provision of information about train times /platforms during times of disruption.....	<input type="checkbox"/>					
Connections with other forms of transport.....	<input type="checkbox"/>					
Ease of getting to/from the station.....	<input type="checkbox"/>					
Frequency of trains on the route.....	<input type="checkbox"/>					
Punctuality / reliability of the train.....	<input type="checkbox"/>					
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>					
Value for money for price of ticket.....	<input type="checkbox"/>					
Being able to get a seat on the train.....	<input type="checkbox"/>					
Personal security while on board the train.....	<input type="checkbox"/>					
Facilities for car parking at the station.....	<input type="checkbox"/>					
<b>OVERALL EXPERIENCE OF SERVICE ON ROUTE.....</b>	<input type="checkbox"/>					

**YOUR PREFERENCE**

**Q34** Here are some things that could be improved on this particular route. There are a number of pairs shown below and for each please tick the improvement that you would most like to see.

	Prefer the one on the left	No Preference	Prefer the one on the right	
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Buying your ticket from a member of staff at the booking office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities available at the station
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buying your ticket from a member of staff at the booking office
Frequency of trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality / reliability of the train
Facilities for car parking at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of trains on the route
Your personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities for car parking at the station
Buying your ticket from a ticket machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buying your ticket from a member of staff at the booking office
The provision of information about train times/platforms during times of disruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Connections with other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Your personal security at the station
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/from the station
Buying your ticket from a ticket machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Frequency of trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/from the station
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buying your ticket from a ticket machine
Connections with other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The provision of information about train times/platforms during times of disruption
Facilities available at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities for car parking at the station
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Ease of getting to/from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Your personal security at the station
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The provision of information about train times/platforms during times of disruption
Facilities available at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket

## About You

In order to ensure that the responses of all groups of passengers are included please could you provide the following details about yourself.

Q35 Are you?

- |                                       |                          |                        |                          |
|---------------------------------------|--------------------------|------------------------|--------------------------|
| Working full time (30+ hours).....    | <input type="checkbox"/> | Retired.....           | <input type="checkbox"/> |
| Working part time (9-29 hours).....   | <input type="checkbox"/> | Full time student..... | <input type="checkbox"/> |
| Not working - seeking work.....       | <input type="checkbox"/> | Other.....             | <input type="checkbox"/> |
| Not working and not seeking work..... | <input type="checkbox"/> |                        |                          |

Q36 Which age group do you fall into?

- |               |                          |            |                          |
|---------------|--------------------------|------------|--------------------------|
| Under 16..... | <input type="checkbox"/> | 45-54..... | <input type="checkbox"/> |
| 16-24.....    | <input type="checkbox"/> | 55-59..... | <input type="checkbox"/> |
| 25-34.....    | <input type="checkbox"/> | 60-64..... | <input type="checkbox"/> |
| 35-44.....    | <input type="checkbox"/> | 65+.....   | <input type="checkbox"/> |

Q37 Are you.....

- |           |                          |             |                          |
|-----------|--------------------------|-------------|--------------------------|
| Male..... | <input type="checkbox"/> | Female..... | <input type="checkbox"/> |
|-----------|--------------------------|-------------|--------------------------|

Q38 Which of the following best describes your ethnic background?

- |                             |                          |                             |                          |
|-----------------------------|--------------------------|-----------------------------|--------------------------|
| White.....                  | <input type="checkbox"/> | Chinese.....                | <input type="checkbox"/> |
| Mixed.....                  | <input type="checkbox"/> | Asian or Asian British..... | <input type="checkbox"/> |
| Black or Black British..... | <input type="checkbox"/> | Other ethnic group.....     | <input type="checkbox"/> |

Q39 Do you have a disability or long term illness related to the following: (tick all that apply)

- |                      |                          |                            |                          |
|----------------------|--------------------------|----------------------------|--------------------------|
| Mobility.....        | <input type="checkbox"/> | Speech impairment.....     | <input type="checkbox"/> |
| Wheelchair user..... | <input type="checkbox"/> | Learning difficulties..... | <input type="checkbox"/> |
| Hearing.....         | <input type="checkbox"/> | No: None.....              | <input type="checkbox"/> |
| Eyesight.....        | <input type="checkbox"/> |                            |                          |

Q40 What type of ticket did you use for your journey today?

(note: type of ticket is often shown at the top left of your ticket)

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| Anytime Single / Return.....                   | <input type="checkbox"/> | Special promotion ticket.....               | <input type="checkbox"/> |
| Anytime Day Single / Return.....               | <input type="checkbox"/> | Holiday package / tour ticket.....          | <input type="checkbox"/> |
| Off-Peak / Super Off-Peak Single / Return..... | <input type="checkbox"/> | Rail Staff Pass / Privilege ticket / Police |                          |
| Off-Peak Day / Super Off-Peak Day              |                          | concession.....                             | <input type="checkbox"/> |
| Single / Return.....                           | <input type="checkbox"/> | Freedom pass.....                           | <input type="checkbox"/> |
| Advance.....                                   | <input type="checkbox"/> | Oyster Pay As You Go.....                   | <input type="checkbox"/> |
| Day Travelcard.....                            | <input type="checkbox"/> |   |                          |
| Weekly / Monthly Season Ticket                 |                          |   |                          |
| (including Travelcard).....                    | <input type="checkbox"/> |   |                          |
| Annual season ticket.....                      | <input type="checkbox"/> |   |                          |
- Other : Please specify

Q41 Did you use a railcard to buy your ticket?

- |          |                          |         |                          |
|----------|--------------------------|---------|--------------------------|
| Yes..... | <input type="checkbox"/> | No..... | <input type="checkbox"/> |
|----------|--------------------------|---------|--------------------------|

Thank you for your help in completing this research.

Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.

This survey was conducted under the terms of the MRS Code of Conduct by Continental Research on behalf of Passenger Focus. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm Continental Research's credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route.

## Appendix C - Bibliography

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**OVERALL ROUTE FINDINGS**  
**Essex Thameside franchise route findings**  
(Base is shown in brackets)

- *The data has been weighted by the two routes, journey purpose and weekday versus weekend*

**Definitions of the routes:**

Total: shows the combined results for the two routes; Main Line and Tilbury Loop line.

Main Line: Commuter, business and leisure passengers travelling on the main line route from London to stations from Benfleet to Shoeburyness or the equivalent return trip was classified as main line.

Tilbury Loop: Commuter, business and leisure passengers travelling on any c2c train that only went as far as Pitsea or went on the loop line via Grays or the equivalent return trip was classed as Tilbury loop.

Note:

- 1) cells that display '-' indicate there were no responses to that question/statement.
- 2) cells that display '\*' indicate the number of responses to that question/statement was below 0.5% of the total.

**Sample profile**

<b>Journey Purpose</b>	<b>Main Line</b>	<b>Tilbury Loop</b>	<b>Total</b>
<i>Base size</i>	511	567	1078
Commuter	64%	68%	66%
Business	4%	4%	4%
Leisure	32%	27%	30%

<b>Age</b>	<b>Main Line</b>	<b>Tilbury Loop</b>	<b>Total</b>
<i>Base size</i>	462	527	989
16-24	18%	13%	16%
25-34	18%	21%	20%
35-44	20%	24%	22%
45-54	26%	25%	25%
55-59	6%	5%	6%
60-64	5%	7%	6%
65+	6%	5%	6%

<b>Disability</b>	<b>Main Line</b>	<b>Tilbury Loop</b>	<b>Total</b>
<i>Base size</i>	444	517	961
Yes	6%	5%	6%

## OVERALL ROUTE FINDINGS

Gender	Main Line	Tilbury Loop	Total
<i>Base size</i>	448	510	958
Male	54%	57%	55%
Female	46%	43%	45%

Ethnicity	Main Line	Tilbury Loop	Total
<i>Base size</i>	442	517	959
White	87%	82%	85%
Mixed	3%	2%	3%
Chinese	*	2%	1%
Asian	3%	4%	3%
Black	6%	8%	7%
Other	*	2%	1%

**Delay** (calculated from the scheduled departure time and the actual departure time stated by passengers on the questionnaire)

Delay	Main Line	Tilbury Loop	Total
<i>Base size</i>	497	550	1047
No delay	89%	89%	89%
1-5 minutes	9%	11%	10%
6-10 minutes	1%	*	*
More than 11 minutes	1%	*	1%

Number of trips made in last 2 weeks (a return journey counts as 2 journeys)	Main Line	Tilbury Loop	Total
<i>Base size</i>	508	564	1072
1st journey	21%	15%	18%
2-5	22%	25%	24%
6-10	27%	31%	28%
11-20	24%	22%	23%
21+	7%	7%	7%

Most popular stations passengers boarded the train	Main Line	Tilbury Loop	Total
<i>Base size</i>	511	567	1078
London Fenchurch Street	31%	24%	28%
Upminster	7%	11%	9%
Barking	9%	6%	8%
Southend Central	12%	3%	8%
Grays	*	9%	4%

## OVERALL ROUTE FINDINGS

Most popular stations passengers travelled to	Main Line	Tilbury Loop	Total
<i>Base size</i>	511	567	1078
London Fenchurch Street	26%	44%	35%
Southend Central	13%	4%	9%
Upminster	7%	6%	7%
Basildon	7%	4%	6%
Barking	2%	8%	5%
Leigh-on-sea	8%	2%	5%

### Q5. How did passengers travel to the station where they boarded this train?

	Main Line	Tilbury Loop	Total
<i>Base size</i>	509	566	1075
On foot/walking	56%	50%	53%
Tube	20%	16%	18%
Car parked at or near station	8%	15%	11%
Bus	9%	12%	11%
Car dropped off	10%	9%	9%
National Rail	6%	4%	5%
Taxi	3%	3%	3%
Bicycle (taken on train/parked at or near station)	5%	1%	3%
DLR	3%	2%	2%
Other (includes ferry/riverboat)	2%	3%	2%

### Q6. How did passengers travel to their final destination after leaving this train?

	Main Line	Tilbury Loop	Total
<i>Base size</i>	510	565	1075
On foot/walking	58%	53%	56%
Tube	19%	28%	23%
Bus	9%	9%	9%
Car parked at or near station	8%	5%	7%
Taxi	4%	4%	4%
Car dropped off	4%	3%	4%
DLR	3%	5%	4%
National Rail	4%	4%	4%
Bicycle (taken on train/parked at or near station)	4%	2%	3%
Other (car share/car pool/ferry/riverboat/motorbike)	2%	2%	2%

## OVERALL ROUTE FINDINGS

### Q8. Why did you choose to travel by train for this journey?

	Main Line	Tilbury Loop	Total
<i>Base size</i>	511	566	1077
Train is the most direct/sensible route	59%	61%	60%
Speed/faster than alternatives	42%	34%	38%
No reasonable route by other public transport	24%	25%	24%
Train is more reliable	23%	20%	22%
Rail station near home/destination	22%	18%	20%
Comfort	14%	17%	16%
No access to car	11%	11%	11%
Trains are greener	10%	7%	9%
Costs compared to other forms of transport	5%	6%	6%
Availability/cost of parking	5%	6%	5%
Other	6%	3%	5%

### Getting a seat

### Q10. How often were you able to get a seat on the train?

	Main Line	Tilbury Loop	Total
<i>Base size</i>	451	419	870
Always	66%	65%	66%
Usually	23%	22%	22%
About half the time	8%	9%	9%
Rarely	1%	3%	2%
Never	2%	*	1%

### Train timing

### Q11./Q12. How frequent should trains be....?

	TOTAL			
	Weekday Peak	Weekday Off Peak	Saturday	Sunday
<i>Base size</i>	1065	1030	847	841
Every 10 mins	46%	16%	11%	7%
Every 15 mins	24%	29%	25%	18%
Every 20 mins	6%	22%	25%	24%
Every 30 mins	1%	7%	11%	20%
Same as now	14%	13%	13%	13%
Don't know	9%	13%	16%	18%

## OVERALL ROUTE FINDINGS

	Main Line				Tilbury Loop			
	Weekday peak	Weekday off peak	Saturday	Sunday	Weekday peak	Weekday off peak	Saturday	Sunday
Base size	502	483	396	393	563	547	451	448
Every 10 mins	46%	19%	13%	8%	45%	13%	8%	6%
Every 15 mins	22%	27%	27%	17%	26%	31%	23%	18%
Every 20 mins	6%	21%	21%	23%	6%	23%	29%	26%
Every 30 mins	2%	7%	8%	20%	1%	8%	14%	20%
Same as now	15%	14%	14%	14%	13%	12%	11%	12%
Don't know	10%	13%	17%	18%	9%	12%	15%	18%

### Q13. What time should the earliest train run in the morning from the station you boarded?

	Total		
	Weekday	Saturday	Sunday
Base size	946	778	766
Before 4.30 am	11%	8%	7%
4.30 – 4.59 am	16%	9%	8%
5.00 – 5.29 am	14%	13%	9%
5.30 – 5.59 am	12%	10%	10%
6.00 – 6.29 am	12%	14%	13%
6.30 – 6.59 am	7%	8%	8%
7.00 onwards	28%	39%	45%

	Main Line			Tilbury Loop		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Base size	451	369	366	495	409	400
Before 4.30 am	12%	8%	7%	11%	7%	6%
4.30 – 4.59 am	16%	10%	8%	15%	7%	8%
5.00 – 5.29 am	13%	12%	9%	15%	13%	10%
5.30 – 5.59 am	12%	11%	10%	11%	9%	10%
6.00 – 6.29 am	11%	11%	11%	13%	17%	16%
6.30 – 6.59 am	8%	7%	10%	7%	8%	7%
7.00 onwards	28%	40%	46%	28%	37%	43%

## OVERALL ROUTE FINDINGS

**Q14. What time should the latest train run in the evening from London Fenchurch Street?**

	Total		
	Weekday	Saturday	Sunday
<i>Base size</i>	952	829	803
Up to 11.00 pm	15%	10%	18%
11.00 – 11.29 pm	3%	2%	3%
11.30 – 11.59 pm	9%	6%	10%
Midnight to 00.29	13%	10%	19%
00.30 – 00.59 am	22%	21%	22%
After 1.00 am	39%	51%	28%

	Main Line			Tilbury Loop		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<i>Base size</i>	452	396	380	500	433	423
Up to 11.00 pm	15%	10%	19%	15%	11%	17%
11.00 – 11.29 pm	4%	2%	2%	2%	2%	4%
11.30 – 11.59 pm	9%	4%	9%	8%	8%	12%
Midnight to 00.29	12%	10%	19%	14%	10%	18%
00.30 – 00.59 am	19%	22%	19%	24%	21%	24%
After 1.00 am	41%	52%	31%	36%	49%	25%

**Q15. If you had the choice, which would you prefer on this route?**

	Main Line	Tilbury Loop	Total
<i>Base size</i>	485	539	1024
Longer trains with more carriages	32%	38%	35%
Faster trains that stopped less often	65%	56%	61%
Slower trains stopping at more station	3%	6%	4%

## OVERALL ROUTE FINDINGS

### Station facilities

#### Q16. Which are the most important facilities to have at station?

	Main Line	Tilbury Loop	Total
Base size	497	559	1056
Toilets	60%	58%	59%
Accurate visual information as to when the trains will actually arrive	60%	53%	57%
Visible staff at the station	47%	50%	48%
Accurate announcements about delays	45%	43%	44%
Security cameras	36%	41%	38%
Accurate announcements on arrival and departure times	35%	29%	32%
Convenient connecting buses	27%	30%	28%
Car parking	25%	31%	28%
Information board showing printed timetable	31%	19%	26%
Waiting shelter on the platform	25%	26%	25%
Waiting room	16%	14%	15%
Station canopy	14%	15%	15%
Bicycle parking	12%	11%	11%
Step free access from the station entrance to the train	11%	12%	11%
An interactive help point	7%	6%	7%

#### Q17. If you could choose, which would be the one new/improved facility you would like to see at the station?

	Main Line	Tilbury Loop	Total
Base size	447	499	946
Toilets	15%	18%	16%
Visible staff at the station	13%	12%	12%
Accurate announcements about delays	12%	12%	12%
Accurate visual information as to when the trains will actually arrive	10%	6%	8%
Convenient connecting buses	6%	8%	7%
Security cameras	4%	6%	5%
Step free access from the station entrance to the train	5%	5%	5%
Accurate announcements on arrival and departure times	5%	4%	5%
Waiting room	4%	5%	5%
Waiting shelter on the platform	5%	3%	4%
Car parking	3%	4%	4%
Bicycle parking	4%	2%	3%

## OVERALL ROUTE FINDINGS

**Q18./Q19. Do you travel on this line to or from London at weekends and which station would you prefer?**

	Main Line	Tilbury Loop	Total
Base size	475	534	1009
Yes	73%	66%	69%
No	27%	34%	31%
<b>THOSE WHO SAID "YES" – If there was a choice of London terminus, which would you prefer?</b>			
- Prefer Fenchurch St	49%	43%	46%
- Prefer Liverpool St	15%	20%	17%
- Don't mind either	36%	37%	37%

**Q20. Which station is most important to you as an interchange with tube and DLR lines?**

	Main Line	Tilbury Loop	Total
Base size	489	536	1025
Barking	16%	18%	17%
Limehouse	9%	10%	9%
Liverpool Street	10%	10%	10%
Stratford	3%	3%	3%
Upminster	9%	7%	8%
West Ham	29%	27%	28%
None of the above	25%	25%	25%

### Buying a ticket

**Q21. How often do you use the following methods of ticket purchase?**

	Total			
	Very often	Fairly often	Not very often	Never
Ticket office (965)	54%	19%	23%	5%
Ticket machine (778)	24%	18%	32%	26%
Internet (669)	3%	9%	20%	68%
Telephone (650)	1%	1%	6%	92%
Smartcard (729)	23%	11%	10%	57%

	Main Line				Tilbury Loop			
	Very often	Fairly often	Not very often	Never	Very often	Fairly often	Not very often	Never
Ticket office	54%	21%	20%	4%	53%	16%	25%	6%
Ticket machine	28%	18%	31%	23%	20%	18%	33%	29%
Internet	3%	11%	19%	67%	4%	7%	20%	69%
Telephone	*	2%	6%	92%	1%	1%	7%	91%
Smartcard	20%	12%	11%	58%	26%	10%	8%	56%

## OVERALL ROUTE FINDINGS

### Q22. Which would you prefer?

	Main Line	Tilbury Loop	Total
Base size	481	537	1018
Ticket office	60%	60%	60%
Smartcard	18%	22%	20%
Ticket machine	15%	9%	12%
Internet	7%	8%	7%
Telephone	*	1%	*

### Q23. How satisfied are you with the following?

	Total		
	Those who use the service		Don't use it
	Very/fairly satisfied	Very/fairly dissatisfied	
Queuing times at ticket office (1019)	72%	11%	12%
Queuing times at ticket machines (942)	66%	12%	32%
Service provided when buying tickets online or phone (930)	63%	7%	67%

	Main Line			Tilbury Loop		
	Very/fairly satisfied	Very/fairly dissatisfied	Dont use it	Very/fairly satisfied	Very/fairly dissatisfied	Dont use it
Queuing times at ticket office	72%	12%	10%	72%	11%	15%
Queuing times at ticket machines	66%	12%	28%	66%	11%	37%
Service provided when buying tickets online or phone	64%	6%	67%	61%	7%	67%

## OVERALL ROUTE FINDINGS

**Q24. How interested would you be if the following methods were made available?**

	Total	
	Very/fairly interested	Not very/not at all interested
A carnet ticket (912)	46%	44%
Direct debit system to pay and renew ticket (955)	59%	32%

	Main Line		Tilbury Loop	
	Very/fairly interested	Not very/not at all interested	Very/fairly interested	Not very/not at all interested
A carnet ticket	43%	47%	49%	40%
Direct debit system to pay and renew ticket	56%	36%	62%	28%

### Facilities provided on board train

**Q25. If made available on the train, how likely would you be to use the following?**

	Total	
	Very/fairly likely	Not very/not at all likely
Wi-fi (985)	46%	44%
Powerpoints (976)	49%	41%
Racks to store Bicycle (947)	23%	64%

	Main Line		Tilbury Loop	
	Very/fairly likely	Not very/not at all likely	Very/fairly likely	Not very/not at all likely
Wi-fi	48%	43%	44%	45%
Powerpoint	52%	40%	46%	42%
Racks to store Bicycle	24%	62%	21%	67%

**Q26. Which of the statements do you agree with?**

	Main Line	Tilbury Loop	Total
<i>Base size</i>	480	529	1009
I was not aware that there was a quiet coach on all c2c trains	9%	8%	9%
I think it's a good idea that there is a quiet coach on all c2c trains	50%	47%	48%
I think a quiet coach is a good idea but passengers don't take any notice and continue to use phones and music players in these coaches	66%	74%	69%
I agree with none of these	4%	2%	3%

## OVERALL ROUTE FINDINGS

### Information provision during disruptions

Q27./Q28. How well do you think c2c deals with the following... when unplanned disruptions / planned engineering works occur?

<b>UNPLANNED DISRUPTION</b>		
	<b>Total</b>	
	<b>Very/fairly well</b>	<b>Very/fairly poor</b>
Providing accurate real-time information at stations (995)	67%	26%
Providing helpful information via text msg (925)	51%	30%
Providing sufficient information on c2c website (920)	61%	25%
Providing alternative transport, i.e. bus replacement (952)	56%	32%
<b>PLANNED ENGINEERING WORKS</b>		
Giving advanced notice of engineering work at the station (992)	80%	11%
Giving advanced notice of the engineering work on c2c website (945)	84%	7%
Providing sufficient information on likely additional journey time (946)	61%	23%
Providing information on alternative transport routes (937)	64%	21%

<b>UNPLANNED DISRUPTION</b>				
	<b>Main Line</b>		<b>Tilbury Loop</b>	
	<b>Very/fairly well</b>	<b>Very/fairly poor</b>	<b>Very/fairly well</b>	<b>Very/fairly poor</b>
Providing accurate real-time information at stations	68%	26%	67%	26%
Providing helpful information via text msg	50%	28%	52%	33%
Providing sufficient information on c2c website	61%	23%	61%	27%
Providing alternative transport, i.e. bus replacement	57%	31%	55%	34%
<b>PLANNED ENGINEERING WORKS</b>				
Giving advanced notice of engineering work at the station	81%	10%	79%	12%
Giving advanced notice of the engineering work on c2c website	88%	7%	80%	7%
Providing sufficient information on likely additional journey time	62%	22%	58%	25%
Providing information on alternative transport routes	66%	21%	63%	22%

## OVERALL ROUTE FINDINGS

**Q29. When there are delays or disruptions to train services, how do you usually find out about them BEFORE you get to the train station**

	Main Line	Tilbury Loop	Total
Base size	294	288	582
Website	58%	51%	55%
Email	7%	7%	7%
Text alert	8%	17%	12%
Telephone call	6%	3%	5%
Radio	22%	29%	25%
TV	18%	20%	19%
Ceefax / Teletext	7%	4%	6%
Other	10%	9%	10%

**Q30. What would be the best method to let you know there are delays or disruption BEFORE you set off for the station?**

	Main Line	Tilbury Loop	Total
Base size	462	524	986
Website	16%	11%	14%
Email	10%	9%	9%
Text alert	34%	40%	36%
Telephone call	2%	2%	2%
Radio	11%	10%	11%
TV	9%	9%	9%
Ceefax / Teletext	3%	3%	3%
Other	2%	2%	2%
Do not usually know about delays until I arrive at station	14%	13%	13%

**Q31. If you arrive at a STATION and there are delays or disruption, what are TWO most important ways you find out how it affects you?**

	Main Line	Tilbury Loop	Total
Base size	467	529	996
Information screens	74%	74%	74%
Announcements	67%	68%	67%
Ask a member of staff	32%	32%	32%
Ask fellow passengers	10%	7%	9%
Posters/notices	8%	8%	8%
Phone other person/source	4%	2%	3%
Get information by text	2%	4%	3%
Website	2%	2%	2%
Telephone help point at station	1%	2%	1%

## OVERALL ROUTE FINDINGS

**Q32. If you are already on a TRAIN and it becomes delayed, what are the TWO most important ways you find out information?**

	Main Line	Tilbury Loop	Total
Base size	462	525	987
Announcements	91%	91%	91%
Information screens	42%	36%	39%
Ask a member of staff	21%	21%	21%
Ask fellow passengers	16%	18%	17%
Phone other person/source	10%	7%	9%
Get information by text	6%	6%	6%
Website	1%	2%	1%
Posters/notices	1%	2%	1%
Phone Information line	1%	1%	1%

### Overall satisfaction and priorities for improvement

	Experiences (% rating it fairly or very good)			Priorities for improvement ( where 1=highest priority and 14=lowest)		
	Main Line	Tilbury Loop	Total	Main Line	Tilbury Loop	Total
<b>Base: All Respondents</b>						
Frequency of trains on the route	85%	81%	83%	1	2	2
Punctuality / reliability of the train	91%	94%	92%	2	1	1
Value for money for price of ticket	37%	40%	38%	3	3	3
Being able to get a seat on the train	89%	84%	87%	4	5	4
Your personal security at the station	72%	67%	70%	5	6	5
The provision of information about train times/platforms during times of disruption	79%	82%	80%	6	4	6
Length of time the journey was scheduled to take (speed)	83%	85%	84%	7	7	7
Personal security while on board the train	71%	65%	68%	8	8	8
Ease of getting to/from the station	81%	82%	82%	9	9	9
Facilities for car parking at the station	51%	54%	52%	10	10	10
Buying your ticket from a member of staff at the booking office	93%	88%	90%	11	13	12
Connections with other forms of transport	71%	73%	72%	12	11	11
Facilities available at the station	64%	61%	63%	13	12	13
Buying your ticket from a ticket machine	72%	72%	72%	14	14	14
Overall	88%	85%	87%			

## Results for Main Line route

### Main Line route findings

- *Data has been weighted by the two routes, journey purpose and weekday vs weekend*
- *Note: the sample size for the business respondents is too small (22) to display the results separately*

#### Definitions of the routes:

Main Line: Commuter, business and leisure passengers travelling on the main line route from London to stations from Benfleet to Shoeburyness or the equivalent return trip was classified as main line.

Note:

- 1) cells that display '-' indicate there were no responses to that question/statement.
- 2) cells that display '\*' indicate the number of responses to that question/statement was below 0.5% of the total.

#### Sample profile

Journey purpose	Commuter (%)	Business (%)	Leisure (%)
Base size	271	22	218
%	64	4	32

**Delay** (calculated from the scheduled departure time and the actual departure time stated by passengers on the questionnaire)

	Total (%)	Commuter (%)	Leisure (%)
Base size	497	265	211
None	89	89	91
1-5 minutes	9	9	9
6-10 minutes	1	1	-
More than 11 minutes	1	1	-

Most popular stations passengers boarded the train	Total (%)	Commuter (%)	Leisure (%)
Base size	511	271	218
London Fenchurch Street	31	32	28
Southend Central	12	12	13
Barking	9	7	15
Upminster	7	7	7
Shoeburyness	6	7	4

## Results for Main Line route

Most popular stations passengers travelled to	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	511	271	218
London Fenchurch Street	26	24	28
Southend Central	13	11	18
Leigh-on-sea	8	5	14
Basildon	7	10	2
Upminster	7	5	9

### Q5. How did passengers travel to the station where they boarded this train?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	509	270	217
On foot/walking	56	60	50
Tube	20	18	21
Car dropped off	10	9	10
Bus	9	7	15
Car parked at or near station	8	8	7
National Rail	6	4	9
Bicycle (taken onto train/parked at or near station)	5	7	2
Taxi	2	6	3
Other (taxi, ferry, motorbike, car share, DLR etc)	5	5	5

### Q6. How did passengers travel to their final destination after leaving this train?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	510	270	218
On foot/walking	58	62	54
Tube	19	17	22
Bus	9	8	11
Car parked at or near station	8	10	5
Car dropped off	4	4	5
Taxi	4	1	9
National Rail	4	2	6
Bicycle	4	6	*
Other (DLR, car share, motorbike, ferry, etc)	5	5	3

## Results for Main Line route

### Q8. Why did you choose to travel by train for this journey?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	511	271	218
Train is the most direct/sensible route	59	62	51
Speed/faster than alternatives	42	42	41
No reasonable route by other public transport	24	26	20
Train is more reliable	23	23	24
Rail station near home/destination	22	23	19
Comfort	14	12	20
No access to car	11	12	12
Train is greener way	10	9	11
Cost compared to other forms of cost	5	4	7
Availability/cost of parking	5	4	5
Other	60	4	9

### Getting a seat

### Q10. How often were you able to get a seat on the train?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	451	353	88
Always	66	63	76
Usually	23	25	15
About half the time	8	9	5
Rarely	1	1	*
Never	2	2	3

### Train timing

### Q11./Q12. How frequent should trains be....?

	Commuter (%)				Leisure (%)			
	Weekday peak	Weekday off peak	Saturday	Sunday	Weekday peak	Weekday off peak	Saturday	Sunday
Every 10 mins	54	20	13	9	28	16	13	8
Every 15 mins	21	25	27	17	25	32	29	20
Every 20 mins	5	23	21	25	7	15	19	17
Every 30 mins	1	6	9	18	3	7	7	22
Same as now	16	14	14	13	13	14	15	15
Don't know	3	11	17	17	23	16	16	17

## Results for Main Line route

**Q13. What time should the earliest train run in the morning from the station you boarded?**

	Commuter (%)			Leisure (%)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Before 4.30 am	12	9	7	12	8	7
4.30 – 4.59 am	17	10	8	15	11	8
5.00 – 5.29 am	14	13	9	8	8	7
5.30 – 5.59 am	14	10	12	8	12	7
6.00 – 6.29 am	11	11	12	13	11	10
6.30 – 6.59 am	9	10	11	6	3	7
7.00 onwards	23	37	42	38	48	54

**Q14. What time should the latest train run in the evening from London Fenchurch Street?**

	Commuter (%)			Leisure (%)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Up to 11.00 pm	15	9	20	14	10	18
11.00 – 11.29 pm	3	2	2	4	1	2
11.30 – 11.59 pm	8	2	9	9	9	9
Midnight to 00.29	13	9	18	12	13	24
00.30 – 00.59 am	20	23	17	19	18	21
After 1.00 am	41	55	35	42	48	27

**Q15. If you had the choice, which would you prefer on this route?**

	Total (%)	Commuter (%)	Leisure (%)
Base size	485	262	202
Longer trains with more carriages	32	36	26
Faster trains that stopped less often	65	59	73
Slower trains stopping at more station	3	4	1

## Results for Main Line route

### Station facilities

#### Q16. Which are the most important facilities to have at station?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	497	264	211
Toilets	60	52	74
Accurate visual information as to when the trains will actually arrive	60	61	56
Visible staff at the station	47	47	48
Accurate announcements about delays	45	52	32
Security cameras	36	36	36
Accurate announcements on arrival and departure times	35	34	36
Information board showing printed timetable	31	28	39
Convenient connecting buses	27	22	36
Waiting shelter on the platform	25	26	22
Car parking	25	25	22
Waiting room	16	16	16
Station canopy	14	16	12
Bicycle parking	12	14	8
Step free access from the station entrance to the train	11	10	13
An interactive help point	7	7	8

#### Q17. If you could choose, which would be the one new/improved facility you would like to see at the station?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	447	243	185
Toilets	15	11	22
Visible staff at the station	13	11	16
Accurate announcements about delays	12	14	8
Accurate visual information as to when the trains will actually arrive	10	11	6
Convenient connecting buses	6	6	5
Step free access from the station entrance to the train	5	5	4
Accurate announcements on arrival and departure times	5	7	2
Waiting shelter on the platform	5	4	5
Security cameras	4	5	3
Waiting room	4	5	3
Bicycle parking	4	4	4
Car parking	3	2	4
Information board showing printed timetable	2	2	*
An interactive help point	1	1	3
Station canopy	1	1	3

## Results for Main Line route

Q18./Q19.Do you travel on this line to or from London at weekends and which station would you prefer?

	Total (%)	Commuter (%)	Leisure (%)
Base size	475	248	206
Yes	73	74	71
No	27	26	29
<b>THOSE WHO SAID "YES"</b>			
- Prefer Fenchurch St	49	45	57
- Prefer Liverpool St	15	16	13
- Don't mind either	36	38	30

Q20. Which station is most important to you as an interchange with tube and DLR lines?

	Total (%)	Commuter (%)	Leisure (%)
Base size	489	261	207
West Ham	29	28	32
Barking	16	13	22
Liverpool Street	10	7	15
Upminster	9	10	7
Limehouse	9	10	5
Stratford	3	5	1
None of the above	25	28	18

### Buying a ticket

Q21. How often do you use the following methods of ticket purchase?

	Commuter (%)				Leisure (%)			
	Very often	Fairly often	Not very often	Never	Very often	Fairly often	Not very often	Never
Ticket office	54	18	23	5	52	28	18	3
Ticket machine	26	15	33	25	33	24	23	20
Internet	2	8	20	70	6	18	16	60
Telephone	1	2	7	91	-	2	4	94
Smartcard	18	12	11	60	26	11	12	50

## Results for Main Line route

### Q22. Which would you prefer?

	Total (%)	Commuter (%)	Leisure (%)
Base size	481	254	206
Ticket office	60	62	53
Smartcard	18	18	19
Ticket machine	15	13	19
Internet	7	6	9
Telephone	*	*	-

### Q23. How satisfied are you with the following?

	Commuter (%)		Leisure (%)	
	Very/fairly satisfied	Very/fairly dissatisfied	Very/fairly satisfied	Very/fairly dissatisfied
Queuing times at ticket office	68	13	78	11
Queuing times at ticket machines	61	15	76	8
Service provided when buying tickets online or phone	55	10	76	1

### Q24. How interested would you be if the following methods were made available?

	Commuter (%)		Leisure (%)	
	Very/fairly interested	Not very/Not at all interested	Very/fairly interested	Not very/Not at all interested
A carnet ticket	48	43	36	53
Direct debit system to pay and renew ticket	60	32	51	44

## Facilities provided on board train

### Q25. If made available on the train, how likely would you be to use the following?

	Commuter (%)		Leisure (%)	
	Very/fairly likely	Very/fairly unlikely	Very/fairly likely	Very/fairly unlikely
Wi-fi	47	44	50	43
Powerpoints	52	40	50	41
Racks to store Bicycle	27	60	20	63

## Results for Main Line route

### Q26. Which of the statements do you agree with?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	480	255	203
I think a quiet coach is a good idea but passengers don't take any notice and continue to use phones and music players in these coaches	66	72	56
I think it's a good idea that there is a quiet coach on all c2c trains	50	44	60
I was not aware that there was a quiet coach on all c2c trains	9	6	16
I agree with none of these	4	5	3

### Information provision during disruptions

### Q27./Q28. How well do you think c2c deals with the following... when unplanned disruptions / planned engineering works occur?

<b>UNPLANNED DISRUPTION</b>				
	Commuter (%)		Leisure (%)	
	Very/fairly well	Very/fairly poor	Very/fairly well	Very/fairly poor
Providing accurate real-time information at stations	64	30	77	18
Providing helpful information via text msg	49	29	54	23
Providing sufficient information on c2c website	58	25	71	16
Providing alternative transport, i.e. bus replacement	54	34	70	22
<b>PLANNED ENGINEERING WORKS</b>				
Giving advanced notice of engineering work at the station	81	12	80	6
Giving advanced notice of the engineering work on c2c website	87	8	89	5
Providing sufficient information on likely additional journey time	62	21	64	21
Providing information on alternative transport routes	66	20	67	24

## Results for Main Line route

**Q29. When there are delays or disruptions to train services, how do you usually find out about them BEFORE you get to the train station**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	294	146	135
Website	58	55	62
Radio	22	21	27
TV	18	20	15
Text alert	8	12	2
Ceefax / Teletext	7	6	11
Email	7	10	2
Telephone call	6	6	6
Other	10	13	6

**Q30. What would be the best method to let you know there are delays or disruption BEFORE you set off for the station?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	462	242	198
Text alert	34	39	24
Website	16	12	24
Radio	11	10	13
Email	10	11	6
TV	9	9	9
Ceefax / Teletext	3	1	6
Telephone call	2	3	3
Other	2	2	2
Do not usually know about delays until I arrive at station	14	14	14

**Q31. If you arrive at a STATION and there are delays or disruption, what are TWO most important ways you find out how it affects you?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	467	244	201
Information screens	74	74	74
Announcements	67	68	63
Ask a member of staff	32	28	38
Ask fellow passengers	10	13	5
Posters/notices	8	5	15
Phone other person/source	4	6	1
Website	2	2	4
Get information by text	2	3	1
Telephone help point at station	1	*	1
Email	1	1	-

## Results for Main Line route

Q32. If you are already on a TRAIN and it becomes delayed, what are the TWO most important ways you find out information?

	Total (%)	Commuter (%)	Leisure (%)
Base size	462	240	200
Announcements	91	92	89
Information screens	42	44	40
Ask a member of staff	21	14	35
Ask fellow passengers	16	17	12
Phone other person/source	10	11	7
Get information by text	6	9	1
Posters/notices	1	1	2
Phone Information line	1	2	
Website	1	*	1

### Overall satisfaction and priorities for improvement

	Experiences (% rating it fairly or very good)			Priorities for improvement (where 1=highest priority and 14=lowest)		
	Total	Commuter	Leisure	Total	Commuter	Leisure
<b>Base: All Respondents</b>						
Frequency of trains on the route	85	86	84	1	2	1
Punctuality / reliability of the train	91	91	90	2	1	2
Value for money for price of ticket	37	30	51	3	3	3
Being able to get a seat on the train	89	84	96	4	4	5
Your personal security at the station	72	74	69	5	5	4
The provision of information about train times/platforms during times of disruption	79	78	80	6	6	6
Length of time the journey was scheduled to take (speed)	83	84	79	7	7	8
Personal security while on board the train	71	67	75	8	8	7
Ease of getting to/from the station	81	82	79	9	10	10
Facilities for car parking at the station	51	50	58	10	9	12
Buying your ticket from a member of staff at the booking office	93	91	93	11	12	9
Connections with other forms of transport	71	71	75	12	11	11
Facilities available at the station	64	63	68	13	13	13
Buying your ticket from a ticket machine	72	68	81	14	14	14
Overall	88	89	84			

## Results for Tilbury Loop route

### Tilbury Loop route findings

- *Data has been weighted by the two routes, journey purpose and weekday versus weekend*
- *Note: the sample size for the business respondents is too small (34) to display the results separately*

#### Definitions of the routes:

Tilbury Loop: Commuter, business and leisure passengers travelling on any c2c train that only went as far as Pitsea or went on the loop line via Grays or the equivalent return trip was classed as Tilbury loop.

#### Sample profile

Journey purpose	Commuter (%)	Business (%)	Leisure (%)
<i>Base size</i>	328	34	205
%	68	4	27

**Delay** (calculated from the scheduled departure time and the actual departure time stated by passengers on the questionnaire)

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	550	323	195
None	89	88	91
1-5 minutes	11	12	7
6-10 minutes	*	*	-
More than 11 minutes	2	-	2

Most popular stations passengers boarded the train	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	567	328	205
London Fenchurch Street	24	23	21
Upminster	11	10	16
Grays	9	11	4
Basildon	6	7	7
Barking	6	7	6
Benfleet	6	6	8

## Results for Tilbury Loop route

Most popular stations passengers travelled to	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	567	328	205
London Fenchurch Street	44	43	50
Barking	8	9	8
Upminster	6	6	7
West Ham	5	6	5
Limehouse	5	6	2

### Q5. How did passengers travel to the station where they boarded this train?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	566	327	205
On foot/walking	50	54	40
Tube	16	15	17
Car parked at or near station	15	13	18
Bus	12	13	10
Car dropped off	9	9	10
National Rail	4	2	6
Bicycle (taken onto train/parked at or near station)	1	2	-
Other (taxi, ferry, motorbike, car share, DLR etc)	8	8	8

### Q6. How did passengers travel to their final destination after leaving this train?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	565	327	204
On foot/walking	53	57	43
Tube	28	24	40
Bus	9	11	6
Car parked at or near station	5	5	4
DLR	5	5	4
Car dropped off	3	3	3
Taxi	4	2	5
National Rail	4	2	7
Bicycle	2	3	2
Other (DLR, car share, motorbike, ferry, etc)	2	1	4

## Results for Tilbury Loop route

### Q8. Why did you choose to travel by train for this journey?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	566	328	204
Train is the most direct/sensible route	61	55	75
Speed/faster than alternatives	34	38	28
No reasonable route by other public transport	25	29	17
Train is more reliable	20	20	18
Rail station near home/destination	18	17	21
Comfort	17	16	20
No access to car	11	9	19
Train is greener way	7	5	10
Cost compared to other forms of cost	6	6	8
Availability/cost of parking	6	4	9
Other	3	3	4

### Getting a seat

### Q10. How often were you able to get a seat on the train?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	419	323	86
Always	65	61	79
Usually	22	25	13
About half the time	9	9	7
Rarely	3	4	*
Never	*	*	-

### Train timing

### Q11./Q12. How frequent should trains be....?

	Commuter (%)				Leisure (%)			
	Weekday peak	Weekday off peak	Saturday	Sunday	Weekday peak	Weekday off peak	Saturday	Sunday
Every 10 mins	52	13	7	5	29	12	10	7
Every 15 mins	25	32	24	18	28	30	23	22
Every 20 mins	7	25	29	26	6	18	29	26
Every 30 mins	1	8	16	21	1	9	10	16
Same as now	13	13	12	13	12	13	11	11
Don't know	2	9	12	16	24	18	18	19

## Results for Tilbury Loop route

**Q13. What time should the earliest train run in the morning from the station you boarded?**

	Commuter (%)			Leisure (%)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Before 4.30 am	9	7	5	16	10	10
4.30 – 4.59 am	18	7	7	9	10	10
5.00 – 5.29 am	13	14	11	20	14	11
5.30 – 5.59 am	12	10	11	11	7	7
6.00 – 6.29 am	15	20	17	9	14	13
6.30 – 6.59 am	8	8	7	2	10	7
7.00 onwards	25	35	41	33	36	41

**Q14. What time should the latest train run in the evening from London Fenchurch Street?**

	Commuter (%)			Leisure (%)		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Up to 11.00 pm	16	11	19	8	8	11
11.00 – 11.29 pm	3	2	3	1	2	4
11.30 – 11.59 pm	8	7	11	10	9	14
Midnight to 00.29	14	12	19	18	5	18
00.30 – 00.59 am	22	19	24	30	26	25
After 1.00 am	37	49	23	34	50	28

**Q15. If you had the choice, which would you prefer on this route?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	539	318	191
Longer trains with more carriages	38	43	28
Faster trains that stopped less often	56	50	69
Slower trains stopping at more station	6	7	3

## Results for Tilbury Loop route

### Station facilities

**Q16. Which are the most important facilities to have at station?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	559	324	201
Toilets	58	57	57
Accurate visual information as to when the trains will actually arrive	53	55	49
Visible staff at the station	50	51	47
Accurate announcements about delays	43	46	33
Security cameras	41	45	32
Car parking	31	28	39
Convenient connecting buses	30	29	32
Accurate announcements on arrival and departure times	29	30	25
Waiting shelter on the platform	26	28	21
Information board showing printed timetable	19	18	23
Station canopy	15	15	15
Waiting room	14	14	14
Step free access from the station entrance to the train	12	11	13
Bicycle parking	11	10	11
An interactive help point	6	5	7

**Q17. If you could choose, which would be the one new/improved facility you would like to see at the station?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	499	294	178
Toilets	18	15	27
Accurate announcements about delays	12	14	7
Visible staff at the station	12	12	11
Convenient connecting buses	8	9	4
Accurate visual information as to when the trains will actually arrive	6	6	5
Security cameras	6	6	7
Step free access from the station entrance to the train	5	5	5
Waiting room	5	4	7
Car parking	4	4	5
Accurate announcements on arrival and departure times	4	5	2
Waiting shelter on the platform	3	4	2
Station canopy	2	3	-
Information board showing printed timetable	2	2	3
An interactive help point	2	1	3
Bicycle parking	2	2	2

## Results for Tilbury Loop route

**Q18./Q19. Do you travel on this line to or from London at weekends and which station would you prefer?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	534	311	190
Yes	66	63	75
No	34	37	25
<b>THOSE WHO SAID "YES"</b>			
- Prefer Fenchurch St	43	45	39
- Prefer Liverpool St	20	19	21
- Don't mind either	37	35	40

**Q20. Which station is most important to you as an interchange with tube and DLR lines?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	536	316	189
West Ham	27	30	18
Barking	18	19	17
Limehouse	10	13	4
Liverpool Street	10	6	18
Upminster	7	7	8
Stratford	3	2	6
None of the above	25	23	29

### Buying a ticket

**Q21. How often do you use the following methods of ticket purchase?**

	Commuter (%)				Leisure (%)			
	Very often	Fairly often	Not very often	Never	Very often	Fairly often	Not very often	Never
Ticket office	51	16	27	6	60	15	18	7
Ticket machine	20	15	32	33	17	21	37	24
Internet	1	7	22	69	6	5	13	76
Telephone	1	1	7	90	-	-	5	95
Smartcard	27	10	9	54	25	7	8	59

## Results for Tilbury Loop route

### Q22. Which would you prefer?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	537	315	188
Ticket office	60	57	70
Smartcard	22	25	17
Ticket machine	9	11	4
Internet	8	6	9
Telephone	1	1	-

### Q23. How satisfied are you with the following?

	Commuter (%)		Leisure (%)	
	Very/fairly satisfied	Very/fairly dissatisfied	Very/fairly satisfied	Very/fairly dissatisfied
Queuing times at ticket office	66	15	84	1
Queuing times at ticket machines	63	13	70	8
Service provided when buying tickets online or phone	57	6	65	12

### Q24. How interested would you be if the following methods were made available?

	Commuter (%)		Leisure (%)	
	Very/fairly interested	Not very/Not at all interested	Very/fairly interested	Not very/Not at all interested
A carnet ticket	56	35	36	51
Direct debit system to pay and renew ticket	68	25	53	37

### Facilities provided on board train

### Q25. If made available on the train, how likely would you be to use the following?

	Commuter (%)		Leisure (%)	
	Very/fairly likely	Very/fairly unlikely	Very/fairly likely	Very/fairly unlikely
Wi-fi	43	45	43	49
Powerpoints	45	42	44	46
Racks to store Bicycle	20	68	22	64

## Results for Tilbury Loop route

### Q26. Which of the statements do you agree with?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	529	310	186
I think a quiet coach is a good idea but passengers don't take any notice and continue to use phones and music players in these coaches	74	79	64
I think it's a good idea that there is a quiet coach on all c2c trains	47	44	52
I was not aware that there was a quiet coach on all c2c trains	8	4	20
I agree with none of these	2	2	3

### Information provision during disruptions

### Q27./Q28. How well do you think c2c deals with the following... when unplanned disruptions / planned engineering works occur?

<b>UNPLANNED DISRUPTION</b>				
	Commuter (%)		Leisure (%)	
	Very/fairly well	Very/fairly poor	Very/fairly well	Very/fairly poor
Providing accurate real-time information at stations	65	28	74	20
Providing helpful information via text msg	48	37	65	21
Providing sufficient information on c2c website	60	27	62	28
Providing alternative transport, i.e. bus replacement	51	38	65	21
<b>PLANNED ENGINEERING WORKS</b>				
Giving advanced notice of engineering work at the station	79	11	79	13
Giving advanced notice of the engineering work on c2c website	80	8	77	5
Providing sufficient information on likely additional journey time	56	27	67	21
Providing information on alternative transport routes	61	22	68	20

### Q29. When there are delays or disruptions to train services, how do you usually find out about them BEFORE you get to the train station

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	288	163	114
Website	51	46	58
Radio	29	27	33
TV	20	20	21
Text alert	17	19	12
Email	7	9	2
Ceefax / Teletext	4	1	9
Telephone call	3	3	1
Other	9	9	8

## Results for Tilbury Loop route

**Q30. What would be the best method to let you know there are delays or disruption BEFORE you set off for the station?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	524	305	186
Text alert	40	44	28
Website	11	9	16
Radio	10	11	8
TV	9	9	10
Email	9	10	8
Ceefax / Teletext	3	3	6
Telephone call	2	2	2
Other	2	2	3
Do not usually know about delays until I arrive at station	13	10	19

**Q31. If you arrive at a STATION and there are delays or disruption, what are TWO most important ways you find out how it affects you?**

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	529	307	189
Information screens	74	74	74
Announcements	68	69	63
Ask a member of staff	32	30	38
Posters/notices	8	9	7
Ask fellow passengers	7	8	5
Get information by text	4	4	4
Telephone help point at station	2	2	3
Phone other person/source	2	2	2
Website	2	2	1
Email	1	1	2

## Results for Tilbury Loop route

Q32. If you are already on a TRAIN and it becomes delayed, what are the TWO most important ways you find out information?

	Total (%)	Commuter (%)	Leisure (%)
<i>Base size</i>	525	309	184
Announcements	91	95	83
Information screens	36	34	41
Ask a member of staff	21	18	28
Ask fellow passengers	18	20	14
Phone other person/source	7	8	6
Get information by text	6	6	6
Website	2	2	3
Posters/notices	2	2	1
Phone Information line	1	1	*
Telephone help point at station	1	1	-

### Overall satisfaction and priorities for improvement

	Experiences (% rating it fairly or very good)			Priorities for improvement (where 1=highest priority and 14=lowest)		
	Total	Commuter	Leisure	Total	Commuter	Leisure
<b><i>Base: All Respondents</i></b>						
Punctuality / reliability of the train	94	93	96	1	1	1
Frequency of trains on the route	81	78	87	2	2	2
Value for money for price of ticket	40	31	61	3	3	3
The provision of information about train times/platforms during times of disruption	82	79	88	4	5	4
Being able to get a seat on the train	84	80	93	5	4	6
Your personal security at the station	67	63	74	6	6	5
Length of time the journey was scheduled to take (speed)	85	84	88	7	7	7
Personal security while on board the train	65	62	75	8	8	9
Ease of getting to/from the station	82	81	87	9	9	10
Facilities for car parking at the station	54	50	62	10	11	8
Connections with other forms of transport	73	71	79	11	10	13
Facilities available at the station	61	56	77	12	12	11
Buying your ticket from a member of staff at the booking office	88	82	96	13	13	12
Buying your ticket from a ticket machine	72	70	73	14	14	14
Overall	85	84	89			



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