Waterloo & South West Upgrade

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transport**focus**

Contents

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Background and methodology

Background and objectives

- South West Trains and Network Rail are upgrading the infrastructure at London Waterloo station to accommodate longer trains and increase passenger capacity at the station, thereby improving the passenger experience. The improvements will mean more seats, longer trains and a bigger, brighter Waterloo

- From 5th to 28th August 2017 platforms 1-9 will be closed in order to extend platforms 1-4. This will lead to a temporary reduction in capacity and the timetable that can be operated

- Transport Focus, working with South West Trains and Network Rail, wishes to monitor passengers' awareness and understanding of the works and to evaluate their reactions to the planned alterations and how these are communicated

  - Prior to the quantitative research, qualitative research was conducted to understand what passengers need to know, how and when is best to communicate, channel preferences, understanding of the reasons for the works and future benefits, and to ensure that all aspects are covered in the quantitative research

Methodology

- Three waves of quantitative tracking survey (Nov/Dec 2016- benchmark wave; Feb/March 2017 - after main comms activity; May/Jun 2017 - just before the platform closures)

  - There is potential for an additional wave of the quantitative survey (after the franchise award) to assess the overall success of the arrangements once all platforms are returned to use and the new timetable is implemented

- Combination of online and paper questionnaires

- 'Paper' respondents recruited at stations; 'online' respondents recruited using SWT season ticket database and disruption alerts database as well as SWT Twitter

BDRC Continental has been commissioned to carry out this research; this report contains the findings from the first of three waves of the quantitative stage

More details on the methodology on the following slide

Key points to understand about the methodology

- **First wave of (at least) three** – aim is to measure change over time
  - Possibility of further wave(s) under new franchise to continue tracking and measure actual experience

- **Several sample sources – these do hit different targets/produce different results**:
  - Paper self-completion questionnaires distributed at stations (as with NRPS) – as carried out for Reading and Bath Spa*
  - SWT databases – season ticket holders and disruption alerts (personalised e-mail invitations)
  - Twitter (opt-in to generic invitation)

- Sample is not **representative** in the way that NRPS is
  - **Differences are irrelevant for tracking purposes** – so long as proportions in subsequent waves match Wave 1
  - Wave 2 sample is well matched with Wave 1 to the extent that weighting was deemed unnecessary
  - But impact on comparability with other projects ('benchmarks')

- From a **research perspective**, this gives important insight into the effects of using different sample sources
  - 'Online' does bring in younger males (especially Twitter which attracts more 16-25 year olds)
  - 'Online' more critical/negative/(spontaneous?)

*This report includes comparisons to the Bath Spa research from 2015, for broader context. However the fieldwork periods for Wave 2 are not directly comparable: Bath Spa W2 was conducted just one month before commencement of the works, whilst Waterloo W2 was in Feb/Mar 2017, 5-6 months before the works are due to start

Methodology – further detail

	Online	Paper
Target sample size per wave	250-500	500
Achieved sample wave 2	545 (Wave 1: 491)	484 (Wave 1: 542)
Questionnaire	Online questionnaire hosted by BDRC	8 page paper self-completion questionnaire
Respondents recruited via	SWT databases (season ticket holders and disruption alert subscribers) and Twitter	Interviewers at stations
Sample control	Recent rail users (in the last 3 months), users of specified station(s)	Recruitment at NR/SWT categorisation of most affected stations
Stations	Rail users had to start/end their recent journey(s) or change trains at any of these stations:	Questionnaires were handed out at the following stations:
	Berrylands, Chessington North, Chessington South, Clapham Junction, Claygate, Earlsfield, Esher, Hampton Wick, Hersham, Hinchley Wood, Kingston, London Waterloo, Malden Manor, Motspur Park, New Malden, Norbiton, Oxshott, Queenstown Road, Raynes Park, Surbiton, Teddington, Tolworth, Vauxhall, Walton-On-Thames, Weybridge, Wimbledon, Worcester Park	Esher, Basingstoke, Chessington South, Clapham Junction, Earlsfield, Hampton, Haslemere Hinchley Wood, Kingston, Norbiton, Queenstown Road, Raynes Park, Salisbury, Southampton Central, Surbiton, Tolworth, Twickenham, Vauxhall, Wimbledon, Winchester, Woking
Fieldwork	22nd February - 12th March	

Methodology – further detail: sample comparability with W1

The sample in Wave 2 is well matched with that of Wave 1. If the samples differed considerably some weighting of the data in Wave 2 could have been necessary to ensure comparability of results over time. Due to parallels between the samples, weighting was deemed unnecessary for Wave 2 as the unweighted samples are consistent in terms of:

- **Method of completion:**

	Wave 1 (n=1033)		Wave 2 (n=1029)		
	No. of respondents	%	No. of respondents	%	Change: W1 vs W2
Face to face	491	48%	545	53%	5%
Online	542	52%	484	47%	-5%
Twitter	255	25%	236	23%	-2%
SWT Season ticket holders	181	18%	171	17%	-1%
Disruption alert subscribers	106	10%	77	7%	-3%

- **Respondent demographics**

	Wave 1 (n=1033)		Wave 2 (n=1029)		
	No. of respondents	%	No. of respondents	%	Change: W1 vs W2
Male	592	57%	589	57%	0%
Female	415	40%	418	41%	1%
16-25	74	7%	63	6%	-1%
26-44	424	41%	418	41%	0%
45-59	385	37%	381	37%	0%
60+	122	12%	141	14%	2%

- **Journey characteristics**

	Wave 1 (n=1033)		Wave 2 (n=1029)		
	No. of respondents	%	No. of respondents	%	Change: W1 vs W2
Commuters	798	77%	789	77%	0%
Business	54	5%	55	5%	0%
Leisure	181	18%	182	18%	0%
Frequent travellers	817	79%	806	78%	-1%
Not frequent travellers	214	21%	217	21%	0%

	Wave 1 (n=1033)		Wave 2 (n=1029)		
	No. of respondents	%	No. of respondents	%	Change: W1 vs W2
ABC1	905	88%	881	86%	-2%
C2DE	104	10%	112	11%	1%
Working	941	91%	928	90%	-1%
Not working	10	1%	11	1%	0%
Retired	50	5%	62	6%	1%
Full time student	19	2%	13	1%	-1%
Peak	226	22%	228	22%	0%
Offpeak	800	78%	787	78%	0%
Season ticket	639	62%	601	58%	-4%
Single/return ticket	177	17%	196	19%	2%
Oyster Pay As You Go	133	13%	118	11%	-2%
Other ticket type	84	8%	114	11%	3%

Key points

- 84% are aware of the planned infrastructure upgrade works. This has increased from 45% in Wave 1 (an increase of 39%), which exceeds the increase seen in the Bath Spa engineering work research between Wave 1 and Wave 2 (25%)

- Knowledge of the detail about the upgrade work has also increased since Wave 1, although is more limited than general awareness with only 31% saying that they know a 'fair amount' or more about the upgrade works

- The main message that is filtering through to passengers is that there is going to be some kind of disruption to train services to/from Waterloo (52% spontaneously mention this). More detailed information about platform closures, the dates of the works and that there will be no service from some stations are less commonly know

    - Passengers would like to know more information generally, but especially specific information about new timetables during the works, how it will affect their specific journey and information about any compensation available or how it will affect season tickets

- Satisfaction with the information provided about the works and the service alterations has increased since Wave 1, with just over a third of passengers (35%) satisfied. Still, almost a third (30%) are dissatisfied with the information provided, which is higher than the same dissatisfaction levels in Wave 2 of the Bath Spa research (23% dissatisfied) – although it should be noted that W2 in the Bath research occurred one month before works commenced so is not directly comparable

    - The main reason for being dissatisfied is that passengers simply want more information or claim to have not heard much about the works. There is also frustration that not enough detail has been given about how it will affect their specific journey, with many spontaneously mentioning the need for exact timetable info, regularity of trains etc

- Whilst there is some dissatisfaction with information provided, two thirds of passengers in Wave 2 (62%) still support the infrastructure works. The level of support has increased from 55% in Wave 1 despite more passengers knowing about the works which could have diminished support

- Almost half of passengers (47%) would like to be informed about disruption more than three months before the upgrade works begin. The majority of passengers (79%) will use online information and timetables provided at the station to find out about service upgrades, with 11% choosing to rely on information and timetables provided at the station

    - 24% have already checked online and will continue to monitor the information
    - 55% will look online before the works start

- 50% of passengers will continue to use the train during the works at Waterloo (Wave 1: 47%). Consideration of using other modes of transport, working from home/another location and taking annual leave have all increased in Wave 2:

    - 34% intend to work from home/another location on some days (Wave 1: 25%)
    - 24% will take annual leave (Wave 1: 19%)
    - 15% will use an alternative mode of transport (Wave 1: 9%)

Who we spoke to? (1)

Gender (%)

	W1 total	W2 total
(male)	57	57
(female)	40	41
Prefer not to say	3	2
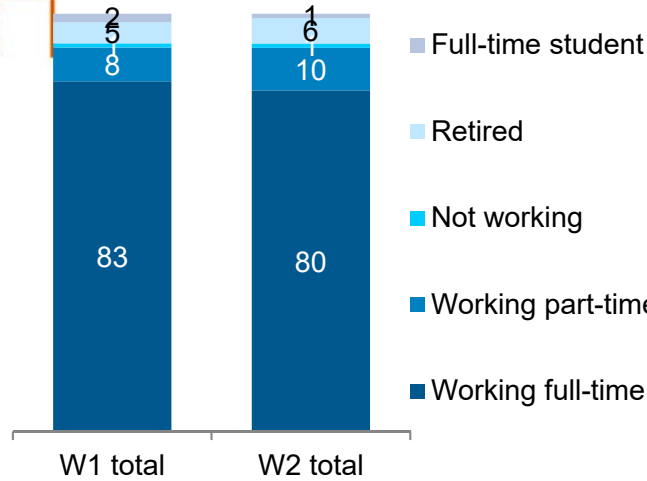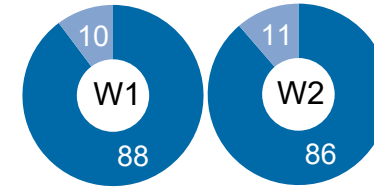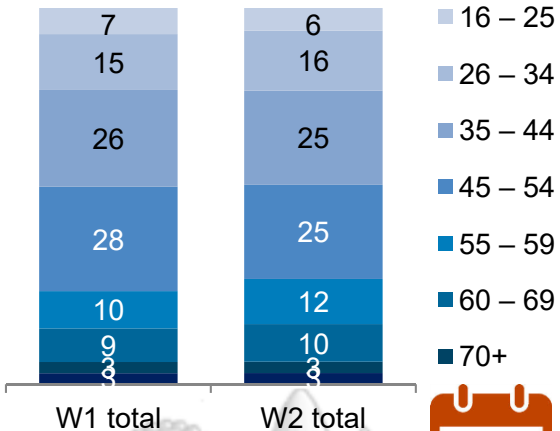
Age (%)

Age group	W1 total	W2 total
16 – 25	7	6
26 – 34	15	16
35 – 44	26	25
45 – 54	28	25
55 – 59	10	12
60 – 69	9	10
70+	3	3

Working status (%)

	W1 total	W2 total
Full-time student	2	1
Retired	5	6
Not working	8	10
Working full-time	83	80

Ethnicity (%)

White Other Not stated

W1: White 87, Other 7, Not stated 6
W2: White 88, Other 7, Not stated 6

Social class (%)

- ABC1
- C2DE

W1: ABC1 88, C2DE 10
W2: ABC1 86, C2DE 11

*'Prefer not to say' excluded
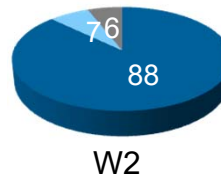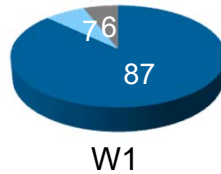
Disability (%)

	W1 total	W2 total
	7	9

… are affected by physical or mental health conditions or illnesses lasting or expected to last 12 months or more

	W1 total	W2 total
A lot	4	4
A little	48	39

Condition or illness impacts ability to make journeys by rail

Base: All respondents: Wave1: 1033, Wave 2: 1029

Who we spoke to? (2)

Note: Online sample combines passengers recruited from:
- SWT season ticket holders database (those who agreed to be re-contacted by SWT) (n=171)
- SWT disruption alerts database (n=77)
- and Twitter (n=236)

Gender (%)

	W1 total	W2 total	f2f	Online
(male)	57	57	52	63
(female)	40	41	45	36
Prefer not to say	3	2	3	1

Age (%)

	W1 total	W2 total	f2f	Online
16 – 25	7	6	5	7
26 – 34	15	16	16	15
35 – 44	26	25	22	27
45 – 54	28	25	21	29
55 – 59	10	12	13	11
60 – 69	9	10	13	8
70+	3	3	3	1

Working status (%)

	W1 total	W2 total	f2f	Online
Full-time student	2	1	1	1
Retired	5	6	9	3
Not working	8	10	11	9
Working part-time				
Working full-time	83	80	75	86

Ethnicity (%)

■ White   ■ Other   ■ Not stated

W1: White 87, Other 7, Not stated 6
W2: White 88, Other 7, Not stated 6
f2f: White 85, Other 8, Not stated 7
Online: White 91, Other 4, Not stated 4

Social class (%)

■ ABC1
■ C2DE

	W1	W2	f2f	Online
C2DE	10	11	14	7
ABC1	88	86	80	92

*'Prefer not to say' excluded

Disability (%)

W1 total	W2 total	f2f	Online
7	9	8	10

… are affected by physical or mental health conditions or illnesses lasting or expected to last 12 months or more

	W1 total	W2 total	f2f	Online
A lot	4	4	5	4
A little	48	39	40	39

Condition or illness impacts ability to make journeys by rail

◯ Significantly higher

*f2f – face to face

Base: All respondents: Wave 1: 1033, Wave 2: 1029, f2f: 545, Online: 484

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What type of traveller?
(based on today's/most recent journey) (1)

Time of the journey (%)
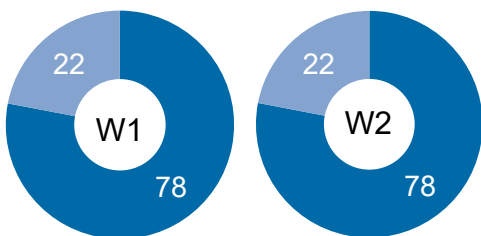
- ■ Peak
- ■ Off peak

W1: 22 / 78
W2: 22 / 78

Morning peak: 61%
Evening peak: 17%

Morning peak: 63%
Evening peak: 15%
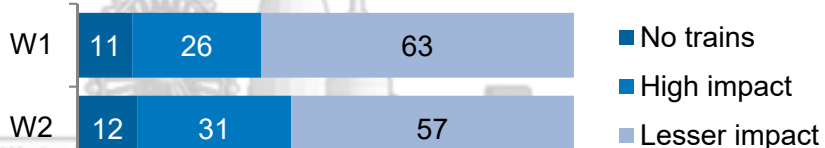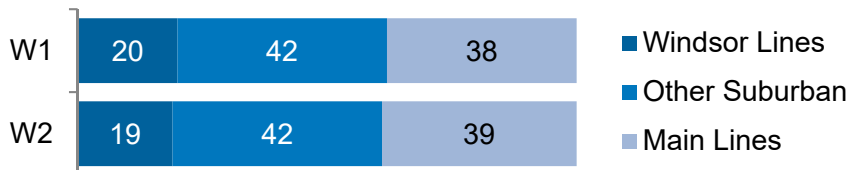
Ticket (%)

Bought:

	W1	W2
In advance	12	13
On the day	24	25
Weekly, monthly or annual season ticket	62	58

*Excludes 'not stated'

	W1 total	W2 total
Anytime Single/Return	6	5
Anytime Day Single/Return	5	6
Off-Peak/Super Off-Peak Single/Return	3	5
Off-Peak Day/Super Off-Peak Day Single/Return	3	3
Advance	1	1
Day Travelcard	4	3
Oyster Pay As You Go	13	11
Weekly, monthly or annual season ticket	62	58
Free travel pass	3	4

- ■ W1 total
- ■ W2 total

Station (%)

	Windsor Lines	Other Suburban	Main Lines
W1	20	42	38
W2	19	42	39

	No trains	High impact	Lesser impact
W1	11	26	63
W2	12	31	57

'No trains' - stations are closed for some or all of the period
'High impact' - these stations will have significantly fewer trains
'Lesser impact' - these stations will have fewer services

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What type of traveller?
(based on today's/most recent journey) (2)

Time of the journey (%)

- ■ Peak
- ■ Off peak

	Off peak	Peak
W1	22	78
W2	22	78
f2f	25	76
Online	20	80

Morning peak: 61% Evening peak: 17%
Morning peak: 63% Evening peak: 15%
Morning peak: 65% Evening peak: 11%
Morning peak: 61% Evening peak: 19%

Station (%)

	Windsor Lines	Other Suburban	Main Lines
W1	20	42	38
W2	19	42	39
f2f	20	49	31
Online	19	34	48

	No trains	High impact	Lesser impact
W1	11	26	63
W2	12	31	57
f2f	21	40	38
Online	2	20	77

Ticket (%)

Bought:

	W1	W2	f2f	Online
In advance	12	13	18	7
On the day	24	25	30	19
Weekly, monthly or annual season ticket	62	58	44	73

*Excludes 'not stated'

- ■ W1 total
- ■ W2 total
- ■ f2f
- ■ Online

	W1 total	W2 total	f2f	Online
Anytime Single/Return	6	5	5	4
Anytime Day Single/Return	5	6	7	5
Off-Peak/Super Off-Peak Single/Return	3	5	5	5
Off-Peak Day/Super Off-Peak Day Single/Return	3	3	3	4
Advance	1	1	1	1
Day Travelcard	4	3	4	2
Oyster Pay As You Go	13	11	17	5
Weekly, monthly or annual season ticket	62	58	45	73
Free travel pass	3	4	7	

○ = Significantly higher

'No trains' - stations are closed for some or all of the period
'High impact' - these stations will have significantly fewer trains
'Lesser impact' - these stations will have fewer services

Base: All respondents: Wave 1: 1033, Wave 2: 1029, f2f: 545, Online: 484

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What type of traveller?
(based on today's/most recent journey) (3)

Main purpose of the journey (%)

- W1 total
- W2 total

Commute	Business	Leisure
77 / 77	5 / 5	18 / 18

Journey frequency (%)

W1 total: 21 / 79

W2 total: 21 / 78

Frequent - make the journey a few times a fortnight or more
Infrequent - make the journey a few times a month or less

Satisfaction with the journey (%)

Satisfied (net)	61%	71%

NRPS Autumn 2016: satisfied 83%

	W1 total	W2 total
Very satisfied	17	28
Fairly satisfied	44	42
Neither satisfied nor dissatisfied	14	14
Fairly dissatisfied	16	11
Very dissatisfied	9	4

Business, leisure and infrequent travellers, 60+ years old, completing f2f survey

Commuters, frequent travellers, 26-44 years old
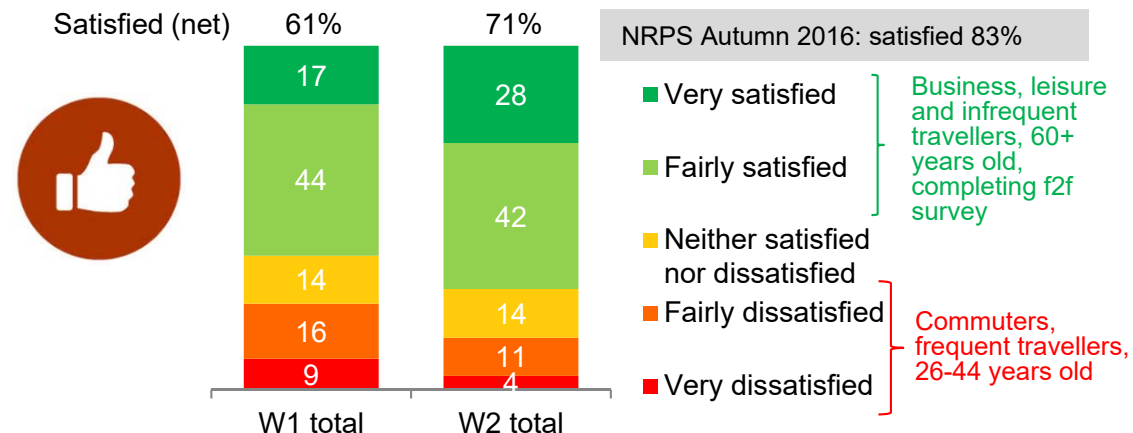
A small amount of the increase in satisfaction <u>could</u> be attributed to a slightly larger f2f sample in W2, however this will only account for around 1% of the change. A bigger contributor is likely the lower incidence of delays in W2 (see below)

Delays to the journey

	W1	W2
Yes – minor delay	53%	37%
Yes – serious delay	9%	4%
No	36%	56%
Don't know	1%	2%

Trust SWT (mean)

Based on 7 point scale 1=Do not trust them at all, 7=Trust them a great deal

Rail Passenger Trust Survey 2014: SWT top 2 box 26%, mid 3 58%, bottom 2 11%

Twitter: only slightly more negative with 14% rating bottom 2 box

- Top 2
- Mid 3
- Bottom 2
- No answer

	Top 2	Mid 3	Bottom 2
W1 total	22	63	14
W2 total	31	59	9

Significantly lower

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Base: All respondents: Wave 1: 1033, Wave 2: 1029

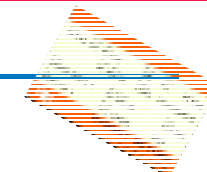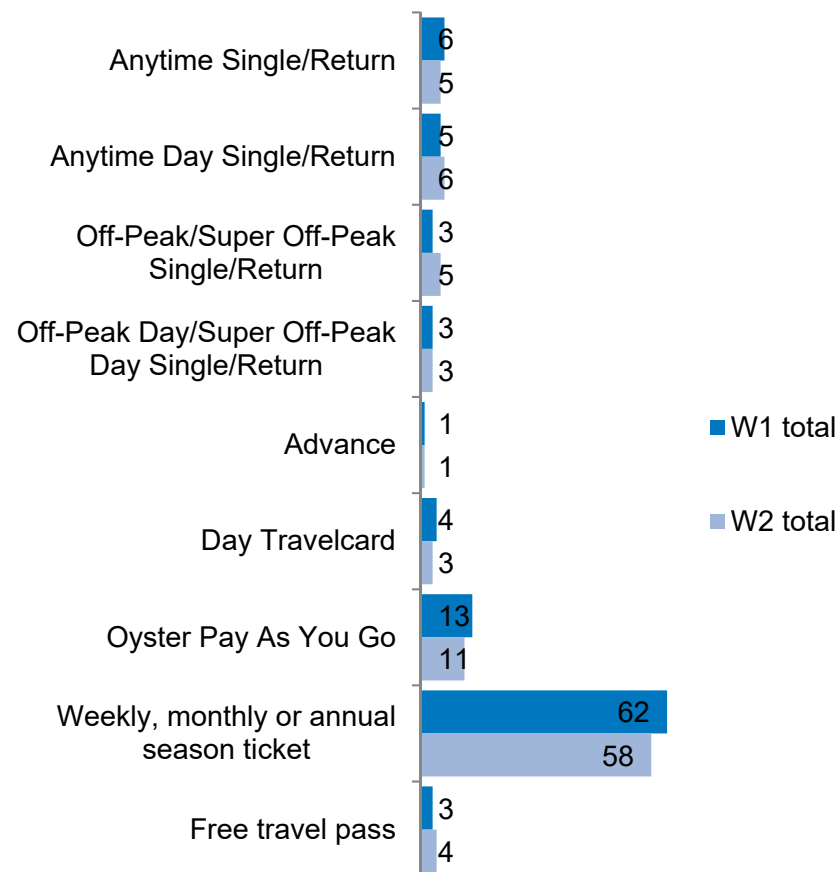# What type of traveller?
(based on today's/most recent journey) (4)

Main purpose of the journey (%)

Legend: W1 total, W2 total, f2f, Online

	Commute	Business	Leisure
W1 total	77	5	18
W2 total	77	5	18
f2f	71	7	21
Online	83	3	14

Journey frequency (%)

W1 total: Frequent 79, Infrequent 21
W2 total: Frequent 78, Infrequent 21
f2f: Frequent 73, Infrequent 26
Online: Frequent 84, Infrequent 16

■ Frequent ■ Infrequent

Frequent - make the journey a few times a fortnight or more
Infrequent - make the journey a few times a month or less

Rail Passenger Trust Survey 2014: SWT top 2 box 26%, mid 3 58%, bottom 2 11%

Twitter: only slightly more negative with 14% rating bottom 2 box

Satisfaction with the journey (%)

Fieldwork dates: W1: Nov/Dec 2016
W2: Feb/Mar 2017

Satisfied (net): W1 total 61%, W2 total 71%, f2f 76%, Online 65%

NRPS Autumn 2016: satisfied 83%

	W1 total	W2 total	f2f	Online
Very satisfied	17	28	34	23
Fairly satisfied	44	42	42	42
Neither satisfied nor dissatisfied	14	14	11	17
Fairly dissatisfied	16	11	9	13
Very dissatisfied	9	4	3	5

■ Very satisfied
■ Fairly satisfied
■ Neither satisfied nor dissatisfied
■ Fairly dissatisfied
■ Very dissatisfied

Business, leisure and infrequent travellers, 60+ years old, completing f2f survey

Commuters, frequent travellers, 26-44 years old

A small amount of the increase in satisfaction <u>could</u> be attributed to a slightly larger f2f sample in W2, however this will only account for around 1% of the change. A bigger contributor is likely the lower incidence of delays in W2 (see below)
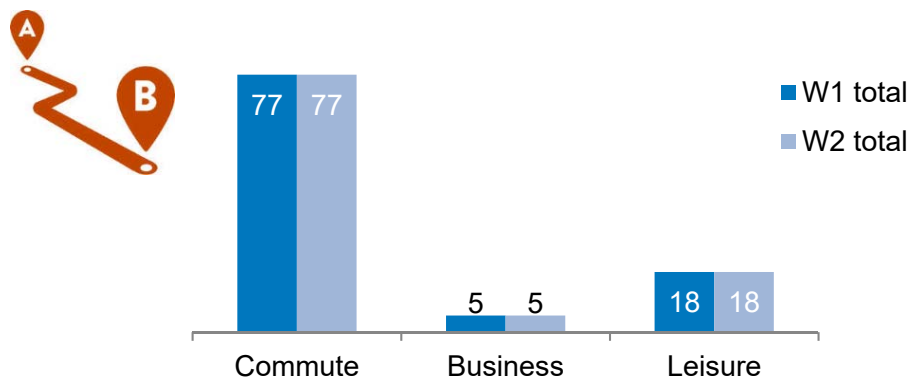
Delays to the journey

	W1	W2	f2f	Online
Yes – minor delay	53%	37%	32%	42%
Yes – serious delay	9%	4%	4%	4%
No	36%	56%	60%	52%
Don't know	1%	2%	2%	1%

Trust SWT (mean)

Based on 7 point scale 1=Do not trust them at all, 7=Trust them a great deal
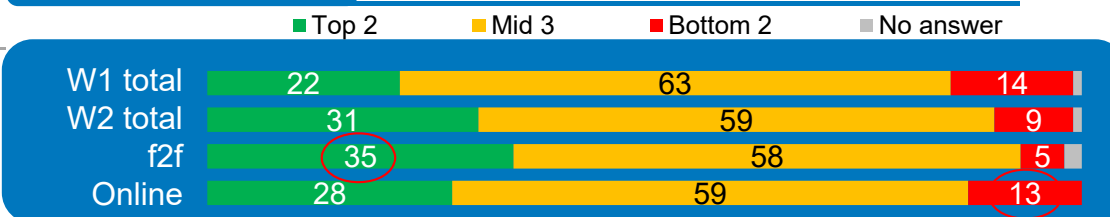
■ Top 2 ■ Mid 3 ■ Bottom 2 ■ No answer

	Top 2	Mid 3	Bottom 2
W1 total	22	63	14
W2 total	31	59	9
f2f	35	58	5
Online	28	59	13

○ Significantly higher

Base: All respondents: Wave 1: 1033, Wave 2: 1029, f2f: 545, Online: 484

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Awareness of infrastructure upgrade works planned for London Waterloo station in August 2017

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Headline results W1

Wave 1

Awareness of the infrastructure upgrade works at London Waterloo station
45%

How much know about the upgrade works planned for August 2017
11% of all respondents know great deal/fair amount (25% of all aware)

W2 Predictions

Awareness of the infrastructure upgrade works at London Waterloo station
45%

How much know about the upgrade works planned for August 2017
11% of all respondents know great deal/fair amount (25% of all aware)

	Awareness	Level of knowledge
Kevin	73	44
Andy	58	20
Emma	60	30
Keith	66	45
John	65	30
Sadie	58	22

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Headline results W2

Awareness of the infrastructure upgrade works at London Waterloo station
45% **84%**

How much know about the upgrade works planned for August 2017
11% **31%** of all respondents know great deal/fair amount (25% 37% of all aware)

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Who gets the bubbly…?

Wave 2

Awareness of the infrastructure upgrade works at London Waterloo station
45% **84%**

How much know about the upgrade works planned for August 2017
11% **31%** of all respondents know great deal/fair amount (25% 37% of all aware)

	Awareness	Level of knowledge
Kevin	73	44
Andy	58	20
Emma	60	30
Keith	66	45
John	65	30
Sadie	58	22

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Headline results W1

Awareness of the infrastructure upgrade works at London Waterloo station
45% **84%**

How much know about the upgrade works planned for August 2017
11% **31%** of all respondents know great deal/fair amount (25% 37% of all aware)

First found out about upgrade works planned for August 2017
40% more than a month ago (all aware, fieldwork in Nov-Dec 2016)

Awareness of detail (based on all aware)
73% …will have an impact on train travel in and out of London Waterloo station from 5th-28th August 2017
60% The number of trains running in August 2017 will be reduced
50% The upgrade works are being planned for August, as fewer passengers tend to travel during the summer compared to other times of the year
46% The impact (…) will vary depending on where and when you are travelling
25% More information about how routes and stations will be affected will be provided early in 2017

Satisfaction with the information provided about the infrastructure upgrade works planned for London Waterloo station in August 2017 (based on all respondents)
17% very satisfied/fairly satisfied; 53% very dissatisfied/fairly dissatisfied

Support of infrastructure upgrade works planned for London Waterloo station in August 2017
55% of all respondents strongly support/tend to support

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Headline results W2

Awareness of the infrastructure upgrade works at London Waterloo station
45% **84%**

How much know about the upgrade works planned for August 2017
11% **31%** of all respondents know great deal/fair amount (25% 37% of all aware)

First found out about upgrade works planned for August 2017
40% **33%** more than a month ago (all aware, fieldwork in Nov-Dec 2016/Feb-Mar 2017)

Awareness of detail (based on all aware)
73% **91%** …will have an impact on train travel in and out of London Waterloo station from 5th-28th August 2017
60% **82%** The number of trains running in August 2017 will be reduced
50% **53%** The upgrade works are being planned for August, as fewer passengers tend to travel during the summer compared to other times of the year
46% **55%** The impact (…) will vary depending on where and when you are travelling
25% **26%** More information about how routes and stations will be affected will be provided early in 2017

Satisfaction with the information provided about the infrastructure upgrade works planned for London Waterloo station in August 2017 (based on all respondents)
17% **35%** very satisfied/fairly satisfied; 53% **31%** very dissatisfied/fairly dissatisfied

Support of infrastructure upgrade works planned for London Waterloo station in August 2017
55% **62%** of all respondents strongly support/tend to support

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Awareness of upgrade works at London Waterloo station

Awareness of infrastructure upgrade works planned for August 2017 (%)

When first found out about infrastructure upgrade works planned for August 2017 (%) (fieldwork in Nov-Dec 2016 (W1) and Feb-Mar 2017 (W2))

- ■ Today
- ■ About a week ago
- ■ About 3 weeks ago
- ■ More than a month ago
- ■ Less than a week ago but before today
- ■ About 2 weeks ago
- ■ About a month ago
- ■ Don't know

Mean (weeks)

W1 45

| 9 | 22 | 6 | 6 | 30 | 40 | 4 |

4.6

W2 84

| 3 | 2 | 5 | 15 | 12 | 29 | 33 |

4.2

- Awareness of infrastructure works almost doubles between wave 1 and wave 2, with 84 per cent of passengers aware in wave 2

- Passengers travelling from 'high impact' stations and on the Windsor Lines remain the least likely to be aware of the upgrade works (81 per cent and 78 per cent respectively in wave 2, compared to 42 per cent and 37 per cent in wave 1)

- Commuters/frequent travellers are more likely to be aware of the planned London Waterloo upgrade works (89 per cent in wave 2 compared to 49 per cent in wave 1)

- The online sample are more likely to be aware of the London Waterloo upgrade works than passengers recruited face to face (92 per cent vs. 77 per cent)
  - ➢ Out of the online subgroups SWT season ticket holders were most likely to be aware of the works (94 per cent aware)

Q11. Were you aware of the upgrade works planned for August 2017? Q13. When did you first find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental 21

Awareness of upgrade works at London Waterloo station

Awareness of infrastructure upgrade works planned for August 2017 (%)

W1 45

W2 84

When first found out about infrastructure upgrade works planned for August 2017 (%) (fieldwork in Nov-Dec 2016 (W1) and Feb-Mar 2017 (W2))

- ■ Today
- ■ About a week ago
- ■ About 3 weeks ago
- ■ More than a month ago
- ■ Less than a week ago but before today
- ■ About 2 weeks ago
- ■ About a month ago
- ■ Don't know

Mean (weeks)

9	22	6	6	30	40	4

4.6

3	2	5	15	12	29	33

4.2

- *Awareness of infrastructure works almost doubles between wave 1 and wave 2, with 84 per cent of passengers aware in wave 2*

- *Passengers travelling from 'high impact' stations and on the Windsor Lines remain the least likely to be aware of the upgrade works (81 per cent and 78 per cent respectively in wave 2, compared to 42 per cent and 37 per cent in wave 1)*

- *Commuters/frequent travellers are more likely to be aware of the planned London Waterloo upgrade works (89 per cent in wave 2 compared to 49 per cent in wave 1)*

- *The online sample are more likely to be aware of the London Waterloo upgrade works than passengers recruited face to face (92 per cent vs. 77 per cent)*
  - ➤ *Out of the online subgroups SWT season ticket holders were most likely to be aware of the works (94 per cent aware)*

Bath Spa Aware* (%)

W1 42

W2 67
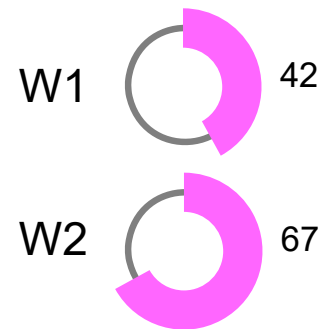
Passengers at Bath Spa were a little less aware of the engineering works.

In wave 2 Bath Spa passengers claimed to have found out about the planned engineering work slightly more recently than SWT passengers

- *39% found out in the 3 weeks leading up to the research, compared to 37% of those aware of the London Waterloo upgrade works*

*Bath Spa W2 was conducted only one month before engineering works commenced

Q11. Were you aware of the upgrade works planned for August 2017? Q13. When did you first find out about these infrastructure upgrade works planned for London Waterloo station in August 2017? Base: All respondents: Wave 1: 1033, Wave 2: 1029. Bath Spa 2015; Base: Wave 1: 1007, Wave 2: 1037

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   22

How found out about the upgrade works at London Waterloo station

Communication channels used – how found out about infrastructure upgrade works planned for August 2017 (%)

	W1	W2
Posters/banners around a station	24	47
Announcements made on a train	2	42
Leaflets handed out at a station	28	30
Announcements made at a station	4	28
South West Trains website	16	22
A friend, relative or colleague	10	15
Posters/stickers displayed on a train	N/A	15
South West Trains social media page	9	11
An email from South West Trains	13	9
Told by staff at a station or on a train	3	5
News in local press/radio/TV	9	4
Network Rail website	4	4
A printed timetable leaflet or booklet	2	3
Other social media page	3	3
Informed when I bought my ticket	1	2
A timetable on the internet	-	2
National Rail Enquiries website	-	2
A letter from South West Trains	1	1
A train/travel app	-	1
Other website	-	1
Radio/TV ad	N/A	1
SWT season ticket wallet	N/A	1
An SMS/text from South West Trains	-	-
Can't remember/don't know	5	1

Bar chart:

- **At station**: W1 = 48, W2 = 70
- **Online**: W1 = 37, W2 = 35
- **Social media**: W1 = 11, W2 = 13
- **Any SWT source**: W1 = 32, W2 = 32

Legend: W1, W2

%	At station	Online (total)	Social media	Any SWT source
Base	*606*	*299*	*116*	*277*
At station	100	75	78	78
Online (total)	37	100	100	98
Social media	15	39	100	38
Any SWT source	35	91	91	100

Q16. How did you find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 1: 470, Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental

How found out about the upgrade works at London Waterloo station

Communication channels used – how found out about infrastructure upgrade works planned for August 2017 (%)

	W1	W2
Posters/banners around a station	24	47
Announcements made on a train	2	42
Leaflets handed out at a station	28	30
Announcements made at a station	4	28
South West Trains website	16	22
A friend, relative or colleague	10	15
Posters/stickers displayed on a train	N/A	15
South West Trains social media page	9	11
An email from South West Trains	13	9
Told by staff at a station or on a train	3	5
News in local press/radio/TV	9	4
Network Rail website	4	4
A printed timetable leaflet or booklet	2	3
Other social media page	3	3
Informed when I bought my ticket	1	2
A timetable on the internet	-	2
National Rail Enquiries website	-	2
A letter from South West Trains	1	1
A train/travel app	-	1
Other website	-	1
Radio/TV ad	N/A	1
SWT season ticket wallet	N/A	1
An SMS/text from South West Trains	-	-
Can't remember/don't know	5	1

At station
48 (W1)
70 (W2)
61% Bath Spa (W2)*

Online
37 (W1)
35 (W2)
18% Bath Spa (W2)*

Social media
11 (W1)
13 (W2)
3% Bath Spa (W2)*

Any SWT source
32 (W1)
32 (W2)

■ W1
■ W2

*Bath Spa W2 was conducted only one month before engineering works commenced

%	At station	Online (total)	Social media	Any SWT source
Base	606	299	116	277
At station	100	75	78	78
Online (total)	37	100	100	98
Social media	15	39	100	38
Any SWT source	35	91	91	100

Q16. How did you find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 1: 470, Wave 2: 865. Bath Spa 2015; Base: Wave 1: 1007, Wave 2: 1037

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

Knowledge of upgrade works at London Waterloo station

Knowledge level of infrastructure upgrade works planned for August 2017 (%)

- ■ A great deal
- ■ A fair amount
- ■ Just a little
- ■ Heard, but know nothing more about it
- ■ Nothing at all
- ■ Not aware

Aware

Bath Spa Aware*

	A great deal	A fair amount	Just a little	Heard, but know nothing more about it	Nothing at all	Not aware
W1	2	9	20	13	1	55
W2	4	27	33	19	1	16

Aware: W1 45, W2 84

Bath Spa Aware: W1 42, W1 67
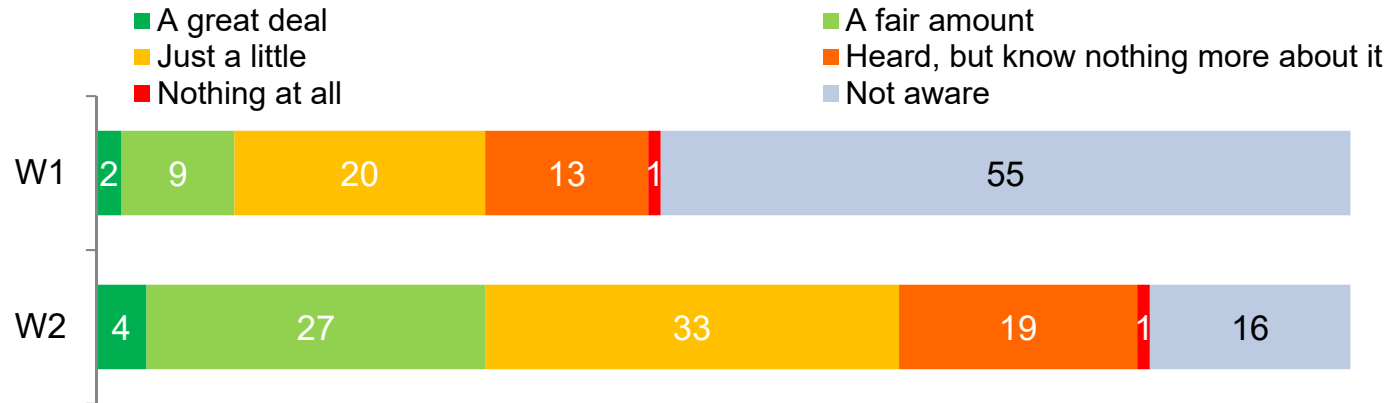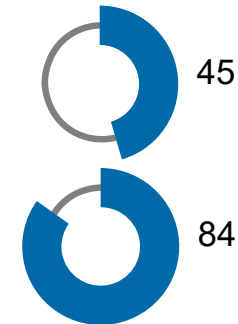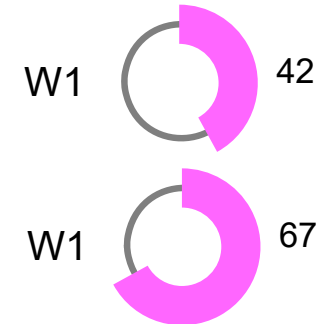
- *In wave 2, commuters are most likely to be aware of the planned London Waterloo upgrade works (89 per cent aware), and also more likely to know a fair amount or more about the upgrade works (34%, compared to 20% of leisure travellers)*

*Bath Spa W2 was conducted only one month before engineering works commenced

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

What passengers know about the upgrade works at London Waterloo station

What passengers <u>know</u> about infrastructure upgrade works planned for August 2017 – spontaneous mentions (%)

Category	W1	W2
Disruption to train service/Services to/from Waterloo reduced/cancelled/terminate elsewhere	38	52
Closure of platforms at London Waterloo	26	19
Making platforms longer/Platforms 1-4/1-5 being extended	26	16
Happening during August/summer	10	15
No service at all from some of the stations	4	13
More crowded trains during disruption	5	8
Information on how my route will be impacted not available	0	8
Delays to the journeys/longer journey times	7	7
Accommodating extra carriages/longer trains	1	7
Upgrade works/platform upgrade/general upgrade	6	6
Rebuilding former international platforms at Waterloo/involves old Eurostar platforms	15	5
Timetable changes	3	5
Other	6	30
Know very little/not much	4	6
Need all details now/need more information	6	3

Significantly higher amongst those where the stations will be closed/with no train service (51%)

Largest 'others' include:
- 3%: Being told/advised to go on holiday during the time
- 3%: Need for full details now/need more information
- 2%: That I need to seek alternative options
- 2%: No discount/compensation

Q14. What do you know about these infrastructure upgrade works planned for London Waterloo station in August 2017 and how they might affect you? Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 1: 470, Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental

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What passengers know and would like to know about the upgrade works at London Waterloo station

What passengers <u>know</u> about infrastructure upgrade works planned for August 2017 – spontaneous mentions (%)

Category	W1	W2
Disruption to train service/Services to/from Waterloo reduced/cancelled/terminate elsewhere	38	52
Closure of platforms at London Waterloo	26	19
Making platforms longer/Platforms 1-4/1-5 being extended	26	16
Happening during August/summer	10	15
No service at all from some of the stations	4	13
More crowded trains during disruption	5	8
Information on how my route will be impacted not available	0	8
Delays to the journeys/longer journey times	7	7
Accommodating extra carriages/longer trains	1	7
Upgrade works/platform upgrade/general upgrade	6	6
Rebuilding former international platforms at Waterloo/involves old Eurostar platforms	15	5
Timetable changes	3	5
Other	6	30
Know very little/not much	4	6
Need all details now/need more information	6	3

Significantly higher amongst those where the stations will be closed/with no train service (51%)

What <u>more</u> would passengers <u>like to know</u> about the infrastructure upgrade works planned for August 2017 – spontaneous mentions (%)

Category	W1	W2
New timetable information/Revised timetable	21	33
Affected routes/How it affects my journey	19	19
More precise information/More details	10	10
Compensation or refunds available/Effect on season ticket	7	8
Number of trains running/Frequency of trains	12	7
Expected level of disruption/discomfort caused	8	6
Future benefits, e.g. faster trains, improved reliability etc.	5	6
Likely level of crowding/Seating availability	1	4
Alternative routes/services	8	3
Number of carriages/Length of trains	1	3
How long work will take	14	3
Information on progress	5	3
Other	23	22
Nothing/Already know what I need to know	17	10

Significantly lower amongst those where the stations will be closed/with no train service (8%)

Significantly higher amongst those where the stations will be closed/with no train service (12%)

Q14. What do you know about these infrastructure upgrade works planned for London Waterloo station in August 2017 and how they might affect you? Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 1: 470, Wave 2: 865

transport focus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   27

What passengers know about the upgrade works at London Waterloo station - spontaneous mentions

What passengers know about infrastructure upgrade works planned for August 2017 – verbatims

Shutting around half of platforms at Waterloo during august. Trains will be on restricted service, delays likely

Purpose: to lengthen platforms 1-4. Takes place August 2017. Platforms 1-9 will be closed, there will be reduced services over the whole network

Platforms closed while being extended; less trains in and out of Waterloo

Platforms 1-9 closing, fewer trains on most routes

Upgrading the old Eurostar terminal and expanding capacity

I know there will be less trains from Richmond to Waterloo

That trains will not be running from Chessington South due to platform extensions

Taking place between 5-20/27 August (depending on announcement). Route will be affected but I don't know how. SWT would prefer you not to travel during this time

Just heard it was happening and will last around 18 months

Train station Chessington South will be closed and will have to find alternative route to commute to work. Alternative route will take longer which is very inconvenient!

There are planned platform closures (1-9 I believe) while they lengthen them for longer trains. I don't know yet how that will affect my journeys

Longer trains and platforms. Brighter and larger Waterloo station

I have no idea until I know the train timetable. I don't know how much it will affect me

My station will be closed. Trains from Kinston will be reduced in number, take 20 minutes longer and cost more

Some platforms are being extended and the old Eurostar platforms are finally being re-commissioned

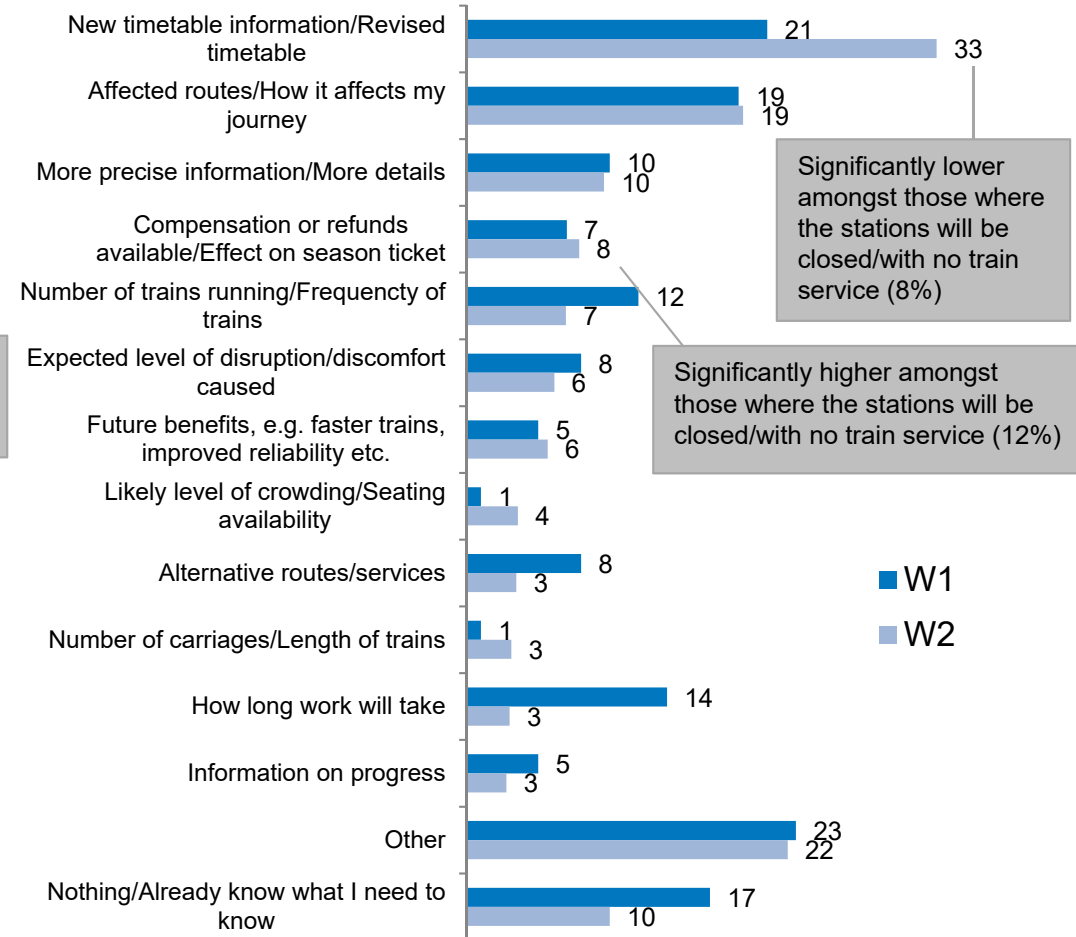*Not a lot. The SWT web page dedicated to it has no useful information on it*

Q14. What do you know about these infrastructure upgrade works planned for London Waterloo station in August 2017 and how they might affect you?
Base: All aware: Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   28

What passengers would like to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

New timetable info

A **timetable** showing which trains are likely to be cancelled

How long it will take and details of the **revised timetable whilst work is being carried out**

Actual revised timetables would be nice

Could not find any actual details about timetable changes

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 2: 865

29

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

What passengers would like to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

New timetable info

- *A **timetable** showing which trains are likely to be cancelled*

- *How long it will take and details of the **revised timetable whilst work is being carried out***

- ***Actual revised timetables** would be nice*

- ***Could not find any actual details** about timetable changes*

What is the impact on my route?

- *How it will affect **my journey (reduced or no service)**, hours of disruption, alternative travel arrangements?*

- *Specific details about **my particular journey's delay***

- *Exact impact on the schedules from **my station and on my route***

- ***How my journey will be impacted** and any alternatives*

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   30

What passengers would like to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

New timetable info

- A **timetable** showing which trains are likely to be cancelled

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- Specific details about **my particular journey's delay**

- Exact impact on the schedules from **my station and on my route**

- **How my journey will be impacted** and any alternatives

More precise information

- Which **services and times affected** (Ashford – Twickenham, Twickenham – Teddington)

- Exactly **how many trains** will run, **size of train**, revised **journey time**, **timetables**, any reduction in **ticket cost** due to inconvenience

- **Which stations** it will run to, i.e. just to Vauxhall, how many **trains per hour** etc. etc.

- **What exactly is going on** – what is happening to the old Eurostar platforms

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   31

What passengers would like to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

New timetable info

- A **timetable** showing which trains are likely to be cancelled

- How long it will take and details of the **revised timetable whilst work is being carried out**

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- **Which stations** it will run to, i.e. just to Vauxhall, how many **trains per hour** etc. etc.

- **What exactly is going on** – what is happening to the old Eurostar platforms

Compensation/season tickets

- What **compensation** is available

- Will I receive a **partial refund for my annual season ticket**, since I will not be able to use the service for several weeks due to SWT's decision?

- How to **claim a refund** for season ticket

- If we go to Surbiton, will we be able to still **only be charged zone 5 fares**?

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   32

What passengers would like to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

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A **timetable** showing which trains are likely to be cancelled

How long it will take and details of the **revised timetable whilst work is being carried out**

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Specific details about **my particular journey's delay**

Exact impact on the schedules from **my station and on my route**

How my journey will be impacted and any alternatives

More precise information

Which **services and times affected** (Ashford – Twickenham, Twickenham – Teddington)

Exactly **how many trains** will run, **size of train**, revised **journey time**, **timetables**, any reduction in **ticket cost** due to inconvenience

Which stations it will run to, i.e. just to Vauxhall, how many **trains per hour** etc. etc.

What exactly is going on – what is happening to the old Eurostar platforms

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Will I receive a **partial refund for my annual season ticket**, since I will not be able to use the service for several weeks due to SWT's decision?

How to **claim a refund** for season ticket

If we go to Surbiton, will we be able to still **only be charged zone 5 fares**?

Type and level of disruption to expect

Specific period of disruption and **likelihood of overrun** to works

Dates/impact on services/impact on delays

What is happening. **What service will be provided. How long** it will last

Effect on **frequency** of trains

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   33

What passengers would like to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

New timetable info

- A **timetable** showing which trains are likely to be cancelled

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- How it will affect **my journey (reduced or no service)**, hours of disruption, alternative travel arrangements?

- Specific details about **my particular journey's delay**

- Exact impact on the schedules from **my station and on my route**

- **How my journey will be impacted** and any alternatives

More precise information

- Which **services and times affected** (Ashford – Twickenham, Twickenham – Teddington)

- Exactly **how many trains** will run, **size of train**, revised **journey time**, **timetables**, any reduction in **ticket cost** due to inconvenience

- **Which stations** it will run to, i.e. just to Vauxhall, how many **trains per hour** etc. etc.

- **What exactly is going on** – what is happening to the old Eurostar platforms

Compensation/season tickets

- What **compensation** is available

- Will I receive a **partial refund for my annual season ticket**, since I will not be able to use the service for several weeks due to SWT's decision?

- How to **claim a refund** for season ticket

- If we go to Surbiton, will we be able to still **only be charged zone 5 fares**?

Type and level of disruption to expect

- Specific period of disruption and **likelihood of overrun** to works

- **Dates/impact** on services/impact on delays

- What is happening. **What service will be provided. How long** it will last

- Effect on **frequency** of trains

Future benefits

- Visual images of the finished works. **Benefits of the proposal**

- When will **longer trains** be running on my line to ease the overcrowding?

- How will they **improve** the Chessington – Waterloo route?

- Progress reports on a regular basis. Big wins and big issues. **Long term plan** to increase capacity?

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 2: 865

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   34

Awareness of upgrade works at London Waterloo - detail

Awareness of infrastructure upgrade works planned for August 2017 (%) - detail

Statement	W1	W2	Note
The Waterloo infrastructure upgrade works will have an impact on train travel in and out of London Waterloo station from 5th-28th August 2017	73	91	Significantly higher awareness amongst commuters (94%)
The number of trains running in August 2017 will be reduced	60	82	Significantly higher awareness amongst passengers using 'lesser' impact stations (87%)
The impact of upgrade works will vary depending on where and when you are travelling	46	55	Significantly higher awareness amongst those who learned about the upgrade works through an online information source, e.g. SWT website (74%)
The upgrade works are being planned for August, as fewer passengers tend to travel during the summer compared to other times of the year	50	53	Significantly higher awareness amongst those who found out about the upgrade online (69%)
More information about how routes and stations will be affected will be provided early in 2017	25	26	Significantly higher awareness amongst passengers using 'lesser' impact stations (30%)

■ W1   ■ W2

Significantly higher awareness of all statements amongst those recruited online

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   35

Action considered ahead/during the infrastructure upgrade works at London Waterloo station

Action considered ahead of or during the infrastructure upgrade works at London Waterloo station

Action	W1	W2
NET: Will use train	47	50
Start your journey(s) earlier	26	30
Travel via an alternative route	19	19
Travel to/from a different station	12	18
Start your journey(s) later	9	11
Work from home/another office on some days	25	34
Take annual leave	19	24
NET: Alternative method of transport	9	15
Use a bus (not a rail replacement service)	4	6
Drive myself	4	6
Cycle	3	4
Car share	0	0
Need more detail to make decision	8	2
None of these	23	12
Don't know	2	1

■ W1
■ W2

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

Action considered ahead/during the infrastructure upgrade works at London Waterloo station

Action considered ahead of or during the infrastructure upgrade works at London Waterloo station

Bar chart (W1 = darker blue/orange, W2 = lighter blue/yellow):

Action	W1	W2
NET: Will use train	47	50
Start your journey(s) earlier	26	30
Travel via an alternative route	19	19
Travel to/from a different station	12	18
Start your journey(s) later	9	11
Work from home/another office on some days	25	34
Take annual leave	19	24
NET: Alternative method of transport	9	15
Use a bus (not a rail replacement service)	4	6
Drive myself	4	6
Cycle	3	4
Car share	0	0
Need more detail to make decision	8	2
None of these	23	12
Don't know	2	1

- *Those with no trains from their station are the most likely to say they will use an alternative mode (26% use a bus that is not a rail replacement, 11% cycle)*

- *Those on suburban lines are the most likely to travel from a different station (28%)*

- *Commuters and frequent travellers are most likely to start their journeys earlier, take annual leave or work from home/another office*

%	Commuters	Frequent	Main Lines
Work from home/another office	38%	37%	39%
Take annual leave	27%	26%	27%

Q18. And, which of the following actions are you currently considering taking ahead of or during the infrastructure upgrade works at London Waterloo station
Base: All aware: Wave 1: 470, Wave 2: 865

Satisfaction with the information provided about the infrastructure upgrade works at London Waterloo station and the associated service alterations

Satisfaction with the information provided about the infrastructure upgrade works and associated service alterations* (%)

Satisfied (net)   17%   35%

- **Very satisfied**
- **Fairly satisfied**
- **Neither satisfied nor dissatisfied**
- **Fairly dissatisfied**
- **Very dissatisfied**
- **Don't know/no opinion**

London Waterloo W1: 2, 15, 30, 25, 28, 8
London Waterloo W2: 8, 27, 34, 20, 10, 5

- *50% of those who were not aware of works and disruption were dissatisfied with information*

- *Those who know less info about the works are more likely to be dissatisfied: 30% dissatisfied amongst those that know 'just a little'; 47% dissatisfied amongst those that have 'only heard about it'*

- *SWT season ticket holders and face-to-face recruits were the most dissatisfied (both 39% dissatisfied)*

*Wording changed between W1 and W2, so results not directly comparable. W2 added "and the associated service alterations"

Q19. Overall, how satisfied or dissatisfied are you with the information being provided about these infrastructure upgrade works planned for London Waterloo station and the associated service alterations in August this year?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

Satisfaction with the information provided about the infrastructure upgrade works at London Waterloo station and the associated service alterations

Satisfaction with the information provided about the infrastructure upgrade works and associated service alterations* (%)

Satisfied (net)

	London Waterloo W1 (17%)	London Waterloo W2 (35%)	Bath Spa W1 (19%)	Bath Spa W2 (35%)
Very satisfied	2	8	4	8
Fairly satisfied	15	27	15	27
Neither satisfied nor dissatisfied	30	34	43	43
Fairly dissatisfied	25	20	18	14
Very dissatisfied	28	10	20	9
Don't know/no opinion	8	5		

- *50% of those who were not aware of works and disruption were dissatisfied with information*

- *Those who know less info about the works are more likely to be dissatisfied: 30% dissatisfied amongst those that know 'just a little'; 47% dissatisfied amongst those that have 'only heard about it'*

- *SWT season ticket holders and face-to-face recruits were the most dissatisfied (both 39% dissatisfied)*

*Wording changed between W1 and W2, so results not directly comparable. W2 added "and the associated service alterations"

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental

Reasons for level of satisfaction with the information provided about works and associated service alterations

Reasons for level of satisfaction with information provided (%)

Reason	W2
Need more information/have not heard much about it/I didn't know about it	17
Good information/sufficient information/more than sufficient etc.	14
Good notice given/plenty of advanced warning/I appreciate the long notice period	11
Have not been told how it will affect my journey/which routes are affected	10
More exact/detailed/clear information required/information is too vague	10
Timetable information needed/still haven't been told actual train times	9
Unable to plan/make decisions (with information given so far)	5
Assume there will be more information coming/will learn more nearer the time	4
Do not know what the impact/level of disruption will be/how bad it will be	4
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	3
It won't affect me/much	3
Information on compensation/fare reductions required	3
Suggested options of taking holidays, changing work times etc. are not possible for me	3
I am able to plan/make decisions	3
Other	22
Don't know	3
No answer	4

■ W2

Q20 Why do you say that? (Not asked in W1)
Base: All passengers: Wave 2: 1029

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   40
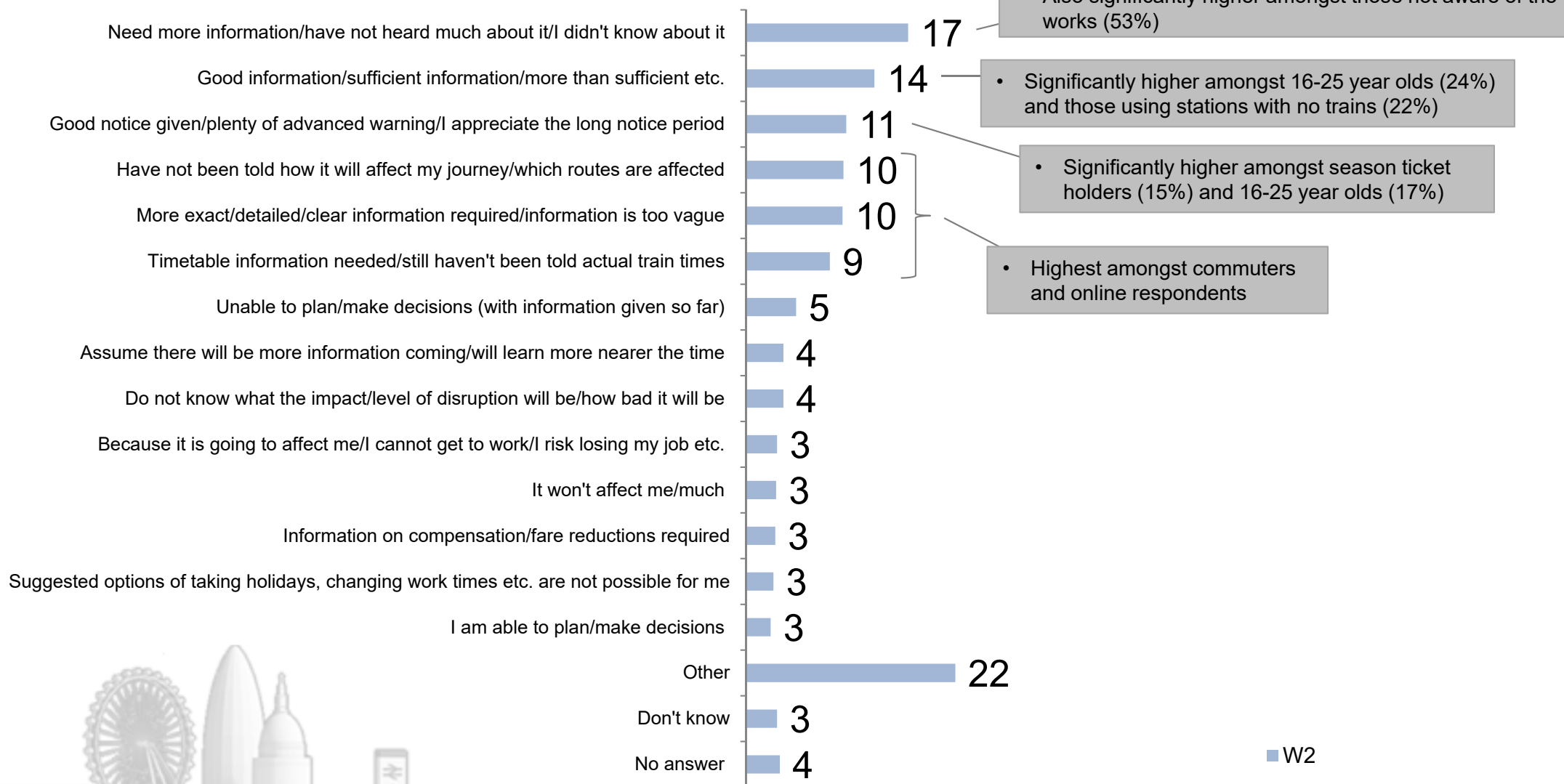
Reasons for level of satisfaction with the information provided about works and associated service alterations

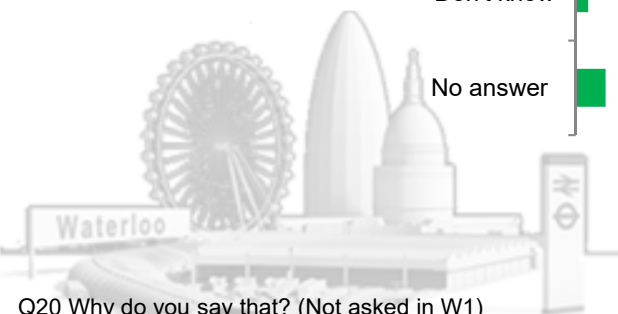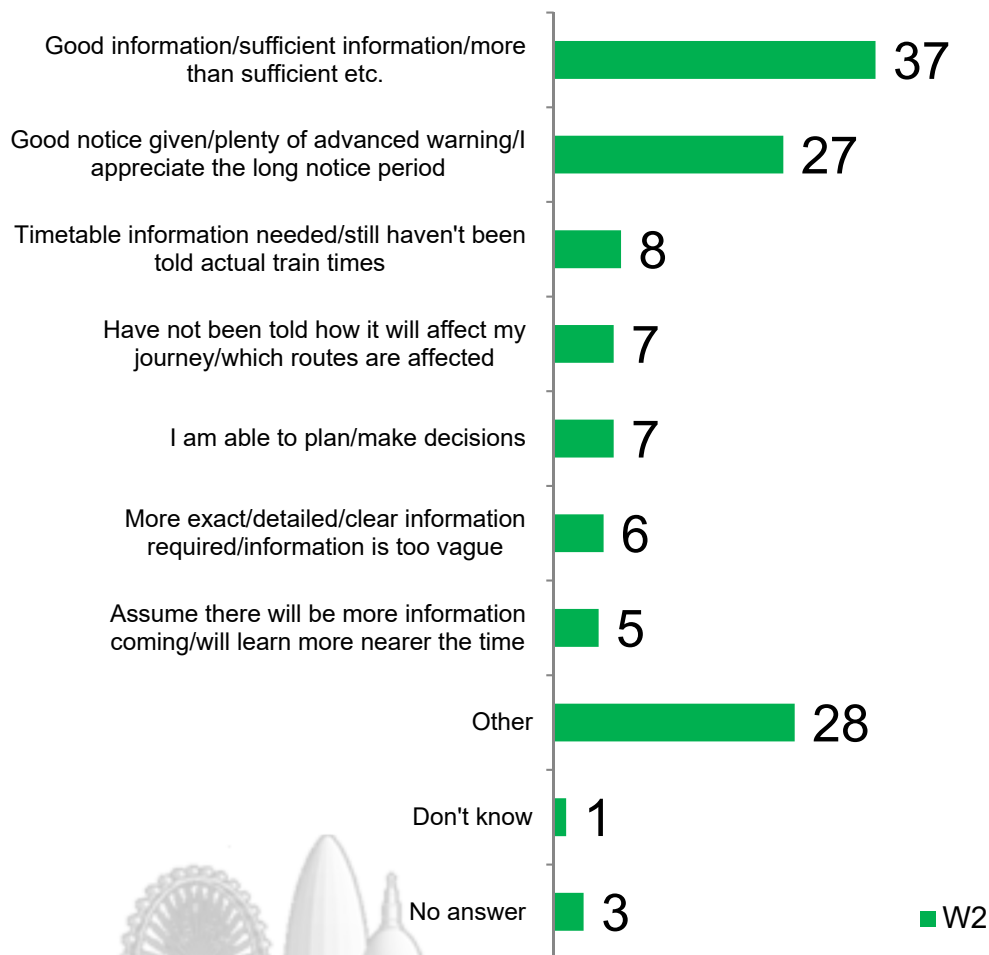**Reasons for level of satisfaction with information provided (%)**

Reason	W2
Need more information/have not heard much about it/I didn't know about it	17
Good information/sufficient information/more than sufficient etc.	14
Good notice given/plenty of advanced warning/I appreciate the long notice period	11
Have not been told how it will affect my journey/which routes are affected	10
More exact/detailed/clear information required/information is too vague	10
Timetable information needed/still haven't been told actual train times	9
Unable to plan/make decisions (with information given so far)	5
Assume there will be more information coming/will learn more nearer the time	4
Do not know what the impact/level of disruption will be/how bad it will be	4
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	3
It won't affect me/much	3
Information on compensation/fare reductions required	3
Suggested options of taking holidays, changing work times etc. are not possible for me	3
I am able to plan/make decisions	3
Other	22
Don't know	3
No answer	4

- Highest amongst those using high and lesser impact stations (17% and 19% respectively, compared to 9% of those using stations with no trains).
- Also significantly higher amongst those not aware of the works (53%)

- Significantly higher amongst 16-25 year olds (24%) and those using stations with no trains (22%)

- Significantly higher amongst season ticket holders (15%) and 16-25 year olds (17%)

- Highest amongst commuters and online respondents

■ W2

Q20 Why do you say that? (Not asked in W1)
Base: All passengers: Wave 2: 1029

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental 41

Reasons for level of satisfaction with the information provided about works and associated service alterations – satisfied passengers

Reasons for level of satisfaction with information provided – satisfied passengers (%)

Reason	W2
Good information/sufficient information/more than sufficient etc.	37
Good notice given/plenty of advanced warning/I appreciate the long notice period	27
Timetable information needed/still haven't been told actual train times	8
Have not been told how it will affect my journey/which routes are affected	7
I am able to plan/make decisions	7
More exact/detailed/clear information required/information is too vague	6
Assume there will be more information coming/will learn more nearer the time	5
Other	28
Don't know	1
No answer	3

■ W2

Q20 Why do you say that? (Not asked in W1)
Base: All satisfied: Wave 2: 345

Reasons for level of satisfaction with the information provided about works and associated service alterations – satisfied passengers

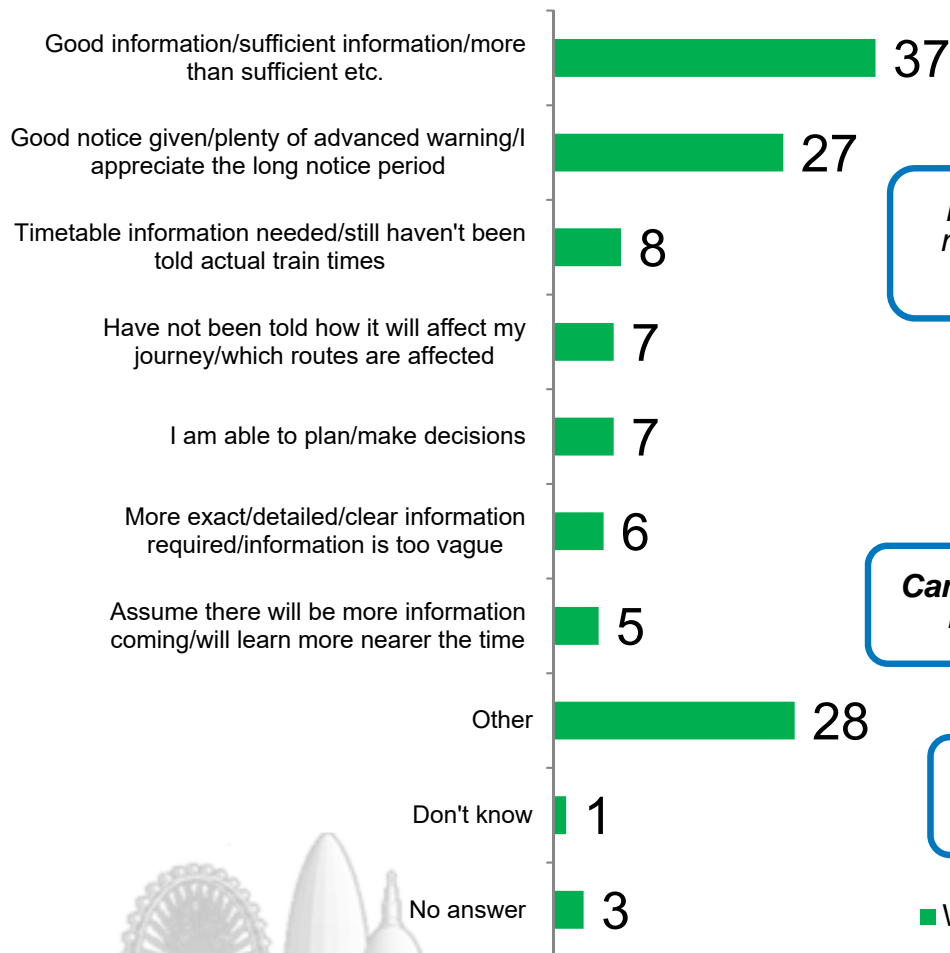**Reasons for level of satisfaction with information provided – satisfied passengers (%)**

Reason	%
Good information/sufficient information/more than sufficient etc.	37
Good notice given/plenty of advanced warning/I appreciate the long notice period	27
Timetable information needed/still haven't been told actual train times	8
Have not been told how it will affect my journey/which routes are affected	7
I am able to plan/make decisions	7
More exact/detailed/clear information required/information is too vague	6
Assume there will be more information coming/will learn more nearer the time	5
Other	28
Don't know	1
No answer	3

■ W2

Lots of notice – first info in the form of a leaflet in summer 2016. And further info about reduced services in early 2017

Good notice given. Await timetable nearer August

*Giving **early notice** has **helped me plan** for the disruption*

*It's being **advertised everywhere** so very hard to miss. It's been advertised **far in advance** so gives plenty of time to plan for the change in journeys*

*I **understand what's going** on in good time*

*I know about **far in advance** and weather good for cycling instead*

*I **found out a year in advance** and was able to plan in advance*

Can't say you haven't warned us. *It's also not too 'in your face'!*

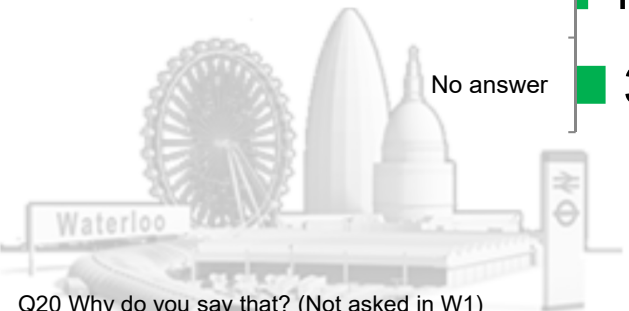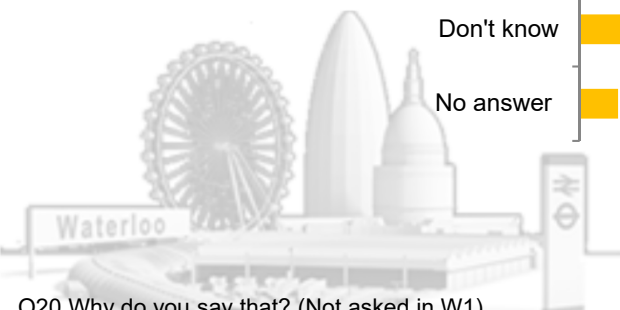***Very satisfied about information being given** but very dissatisfied at the amount of disruption on the Tolworth route*

*Because I have had **plenty of information** and **plenty of updates***

***Posters everywhere** and **announcements** on train*

***Good publicity** for a needed upgrade*

*I **understand my options** and how I will need to work around them*

Q20 Why do you say that? (Not asked in W1)
Base: All satisfied: Wave 2: 345

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   43
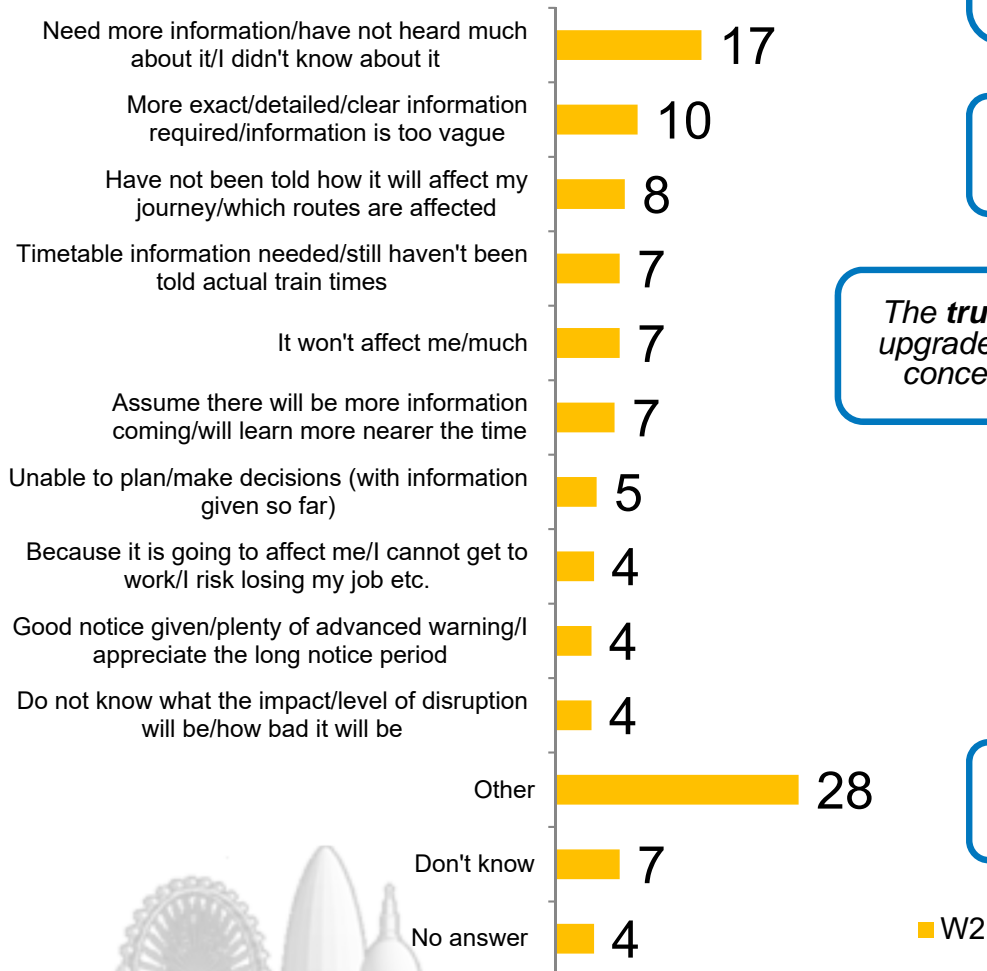
Reasons for level of satisfaction with the information provided about works and associated service alterations – neutral passengers

Reasons for level of satisfaction with information provided – neutral passengers (%)

Reason	W2
Need more information/have not heard much about it/I didn't know about it	17
More exact/detailed/clear information required/information is too vague	10
Have not been told how it will affect my journey/which routes are affected	8
Timetable information needed/still haven't been told actual train times	7
It won't affect me/much	7
Assume there will be more information coming/will learn more nearer the time	7
Unable to plan/make decisions (with information given so far)	5
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	4
Good notice given/plenty of advanced warning/I appreciate the long notice period	4
Do not know what the impact/level of disruption will be/how bad it will be	4
Other	28
Don't know	7
No answer	4

■ W2

Q20 Why do you say that? (Not asked in W1)
Base: All neutral (neither satisfied nor dissatisfied): Wave 2: 334

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Reasons for satisfaction with the information provided about works and associated service alterations – neutral passengers

Reasons for level of satisfaction with information provided – neutral passengers (%)

Reason	%
Need more information/have not heard much about it/I didn't know about it	17
More exact/detailed/clear information required/information is too vague	10
Have not been told how it will affect my journey/which routes are affected	8
Timetable information needed/still haven't been told actual train times	7
It won't affect me/much	7
Assume there will be more information coming/will learn more nearer the time	7
Unable to plan/make decisions (with information given so far)	5
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	4
Good notice given/plenty of advanced warning/I appreciate the long notice period	4
Do not know what the impact/level of disruption will be/how bad it will be	4
Other	28
Don't know	7
No answer	4

■ W2

*I understand it's early but I do want to understand **trains that will run**. I work for Westminster City Council. There are no other ways in [to London] and I only have so much annual leave – how will I get to work?!*

*Would like to know **journey specifics***

*It would be good to know the **actual timetable***

*Given **fair notice**, but **timetables needed to plan** journeys in August*

*Information available but need **more detailed information** about alternative arrangements*

*The **true benefits** of such a large scale upgrade were **not very clear** therefore I concentrated on the negative impact*

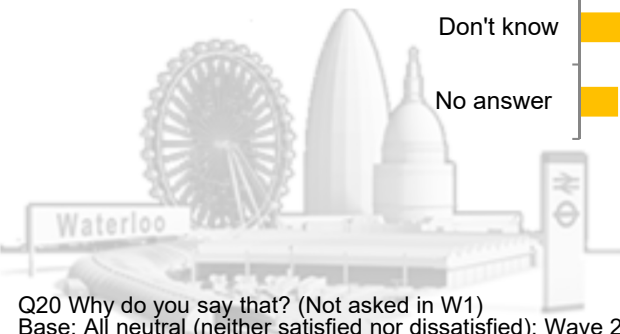*I'm not looking into detail until nearer the time*

*I have seen **plenty of information**. It will be awful but **don't have a choice***

Nice to know, but there is no help in [the form of] an alternative

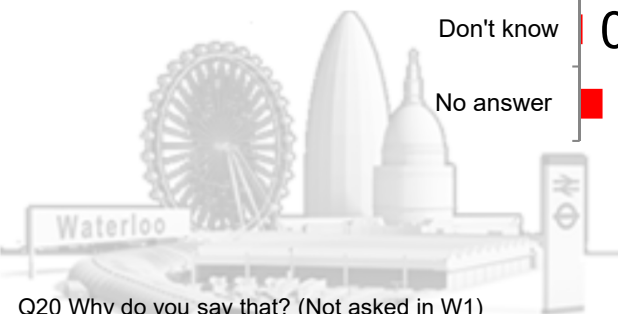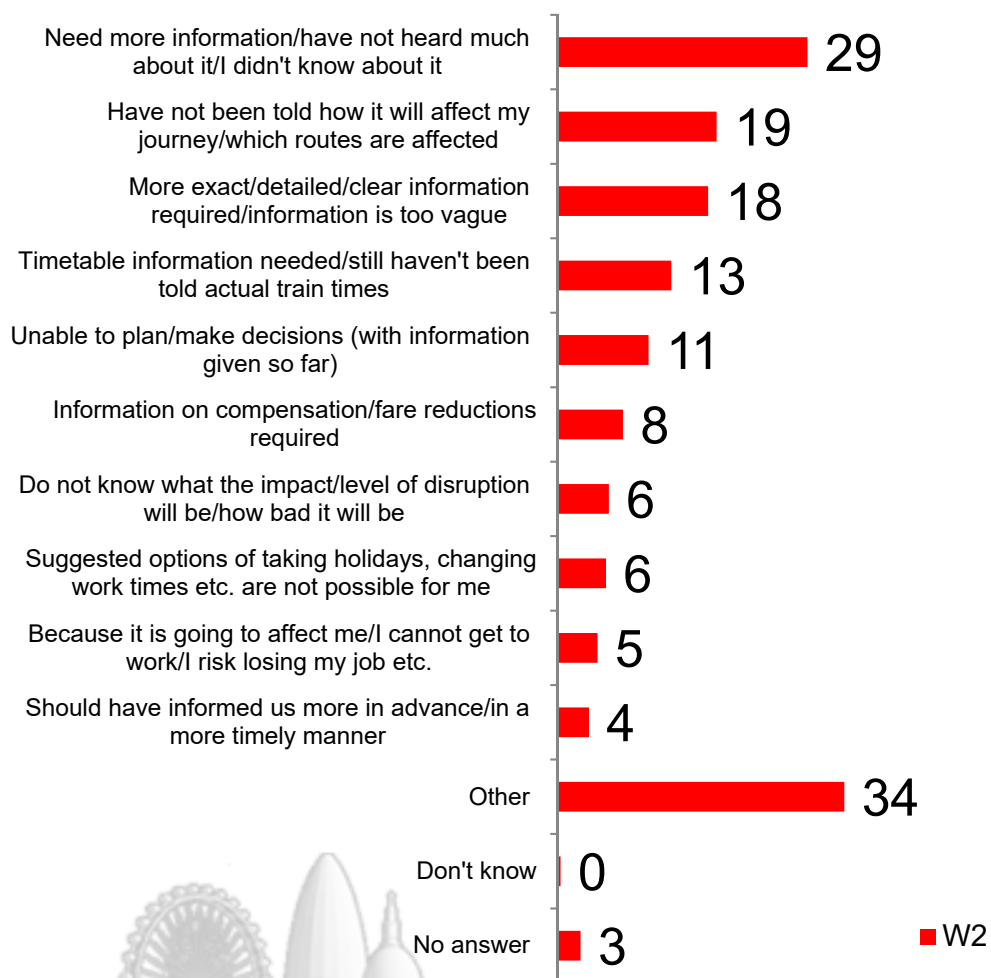*Staff at station did not mention it. I only saw because of a poster*

*I was aware that works were going to take place but **had not seen or appreciated that the work would impact on services***

This survey is my first awareness of the work

Q20 Why do you say that? (Not asked in W1)
Base: All neutral (neither satisfied nor dissatisfied): Wave 2: 334

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45

Reasons for level of satisfaction with the information provided about works and associated service alterations – dissatisfied passengers

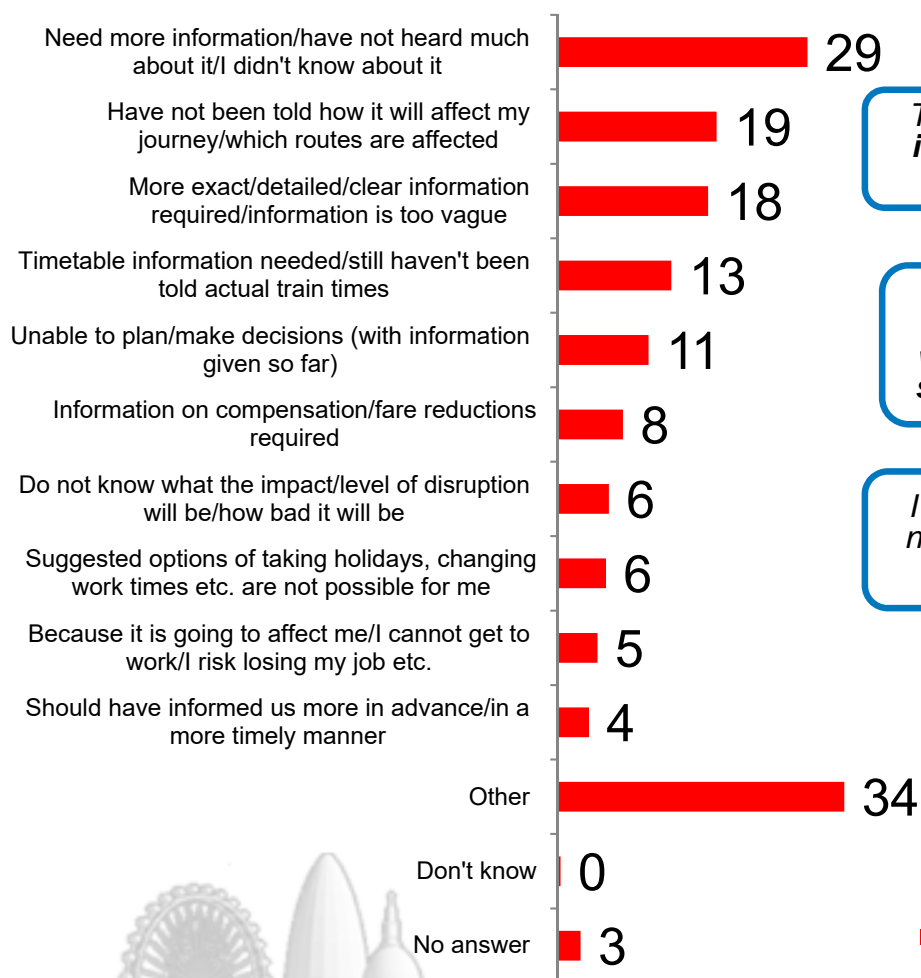**Reasons for level of satisfaction with information provided – dissatisfied passengers (%)**

Reason	W2
Need more information/have not heard much about it/I didn't know about it	29
Have not been told how it will affect my journey/which routes are affected	19
More exact/detailed/clear information required/information is too vague	18
Timetable information needed/still haven't been told actual train times	13
Unable to plan/make decisions (with information given so far)	11
Information on compensation/fare reductions required	8
Do not know what the impact/level of disruption will be/how bad it will be	6
Suggested options of taking holidays, changing work times etc. are not possible for me	6
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	5
Should have informed us more in advance/in a more timely manner	4
Other	34
Don't know	0
No answer	3

■ W2

Q20 Why do you say that? (Not asked in W1)
Base: All dissatisfied: Wave 2: 301

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Reasons for level of satisfaction with the information provided about works and associated service alterations – dissatisfied passengers

Reasons for level of satisfaction with information provided – dissatisfied passengers (%)

Reason	%
Need more information/have not heard much about it/I didn't know about it	29
Have not been told how it will affect my journey/which routes are affected	19
More exact/detailed/clear information required/information is too vague	18
Timetable information needed/still haven't been told actual train times	13
Unable to plan/make decisions (with information given so far)	11
Information on compensation/fare reductions required	8
Do not know what the impact/level of disruption will be/how bad it will be	6
Suggested options of taking holidays, changing work times etc. are not possible for me	6
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	5
Should have informed us more in advance/in a more timely manner	4
Other	34
Don't know	0
No answer	3

■ W2

Not much detail has been announced

Have to refer to website for more info

So little information on posters to go on

Alternative routes should be suggested sooner

There is no useful information being provided

Need exact timetable details for Esher – Waterloo

Detailed information could and should be provided to SWT passengers well in advance

Wanted to know how many trains will be running. Not sure at the moment

No indication of what alternatives will be provided in detail. No mention of refunds. What buses will be provided? How long will they take? What times will they run? How many will be provided to cover all the affected commuters?

I know travel will be disrupted but do not have information on alternative provision being made yet

Nobody has explained how I as a customer will be financially compensated for this service reduction

Trains wont be stopping at Vauxhall during August but not explained why; nor an explanation as to whether travelcard zones 2-6 will be valid and accepted at Vauxhall during the disruption

I want to know about the benefits and if we will get compensation

The outcome outweighs the pain over August, but I am concerned about how this will affect my ability to get to work and function normally. Four weeks is a substantial length of time
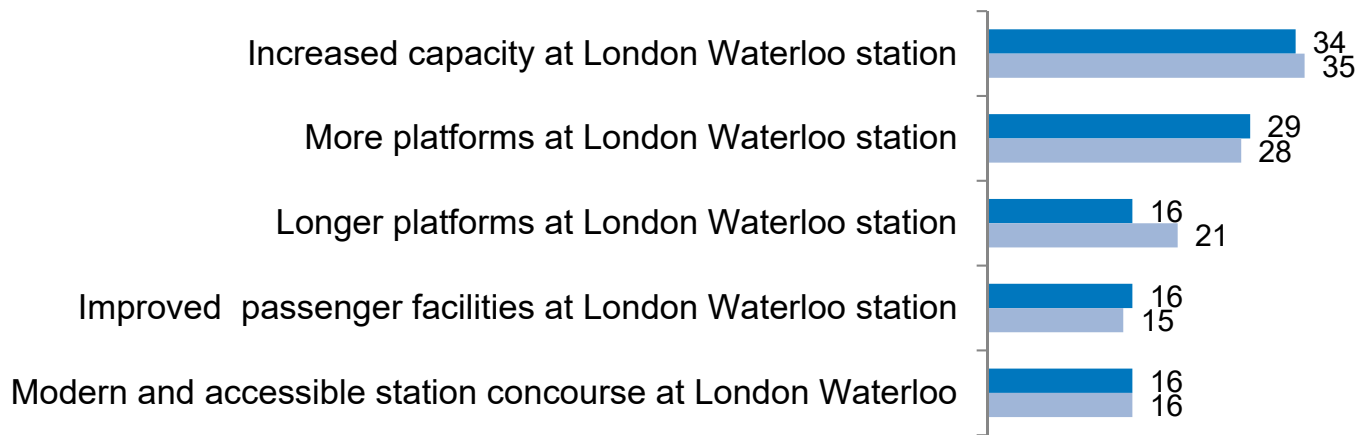
Because regardless of what I do and how I travel, the upgrade in August will affect my journey to work somehow and someway

I don't understand why the old Eurostar platforms aren't commissioned first to take the pressure off before extending the other platforms

Q20 Why do you say that? (Not asked in W1)
Base: All dissatisfied: Wave 2: 301

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   47

Perception of the personal benefits as a result of the upgrade works at London Waterloo station

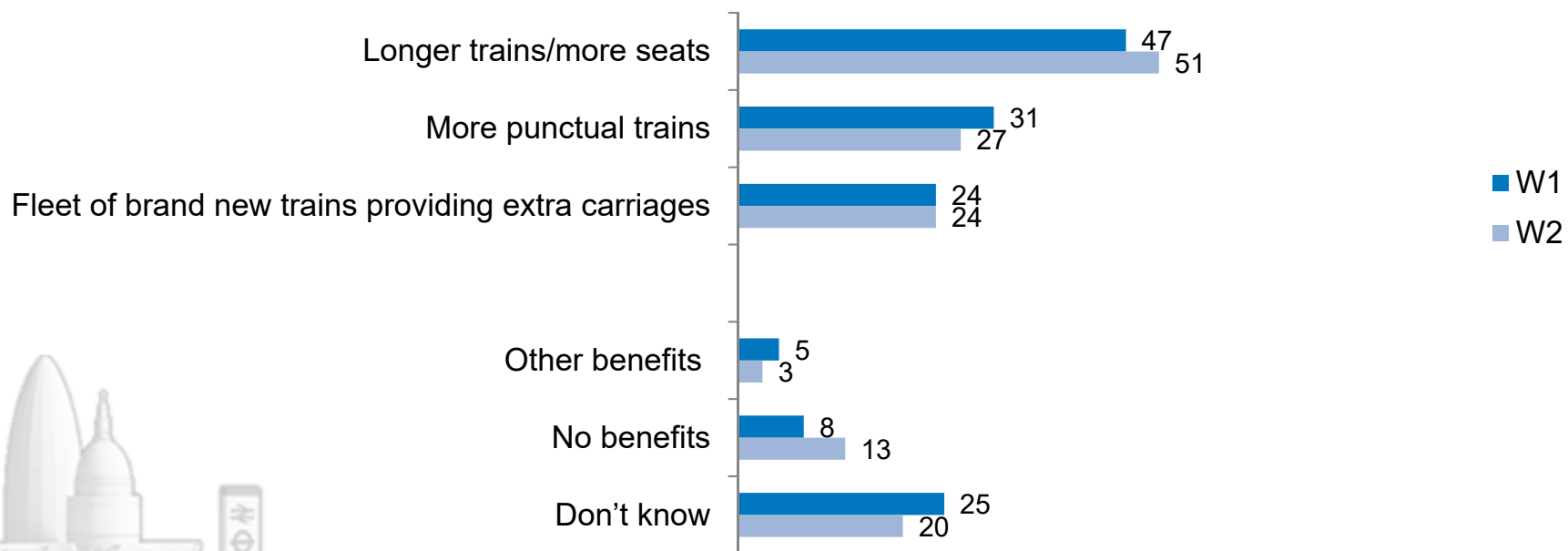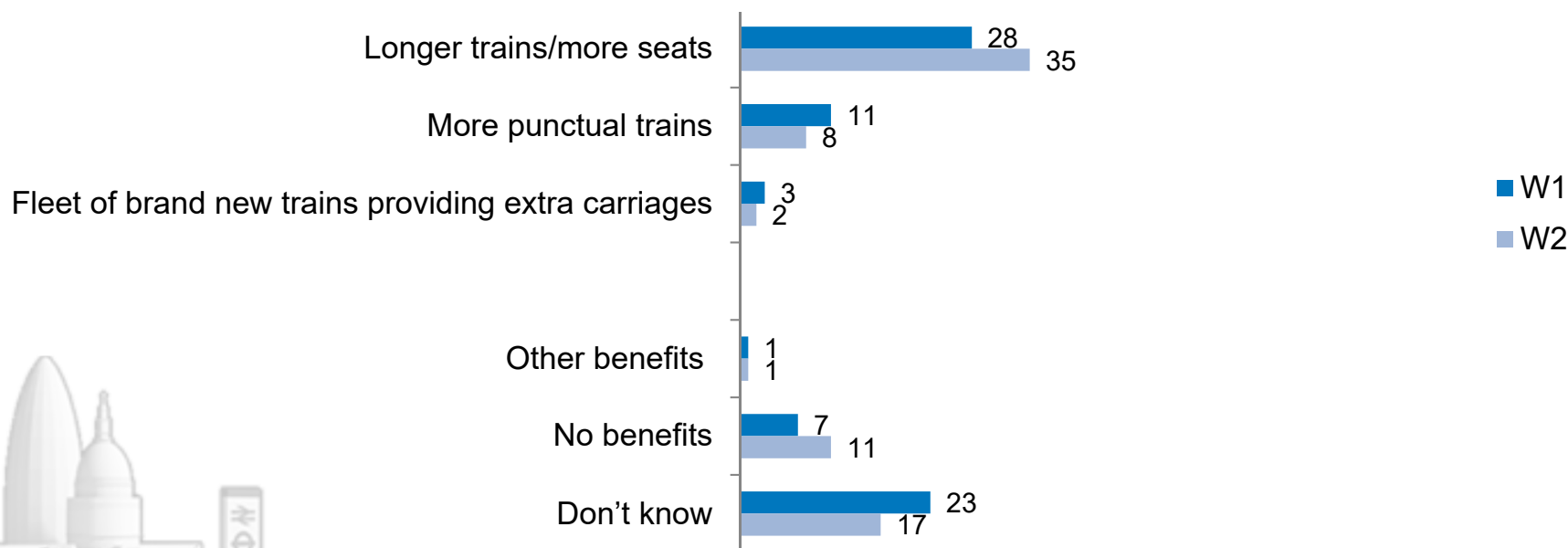**Perception of the personal benefits as a result of the infrastructure upgrade works (%)**
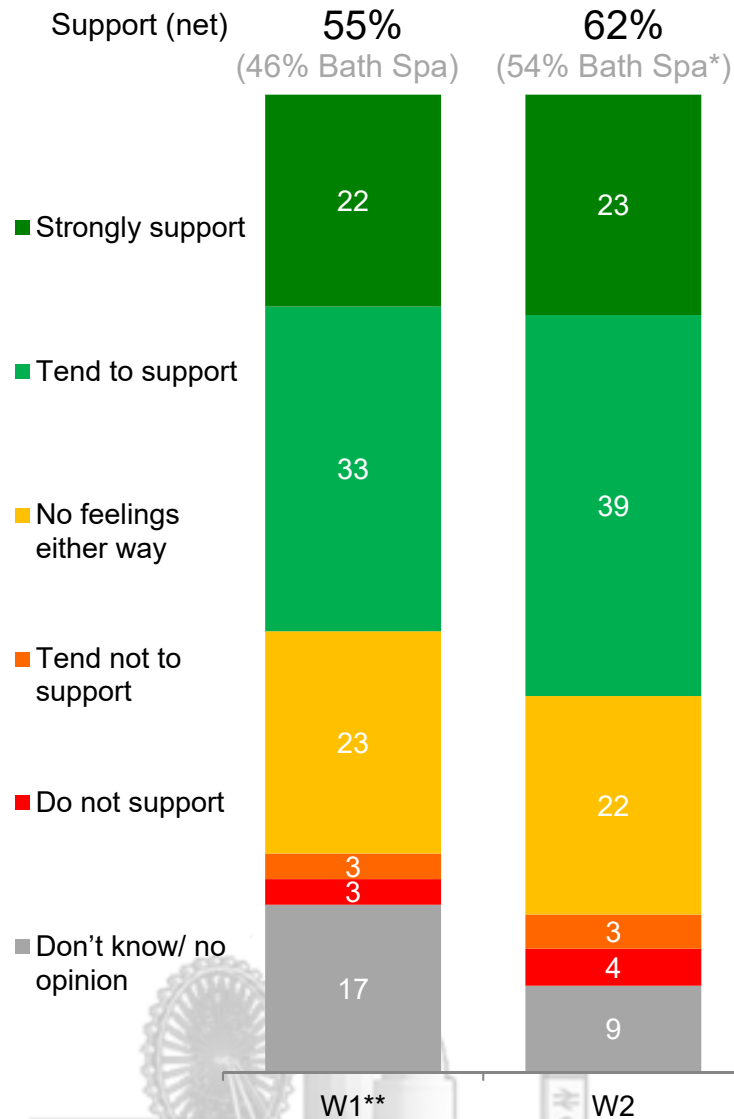
Benefits at London Waterloo station

Benefit	W1	W2
Increased capacity at London Waterloo station	34	35
More platforms at London Waterloo station	29	28
Longer platforms at London Waterloo station	16	21
Improved passenger facilities at London Waterloo station	16	15
Modern and accessible station concourse at London Waterloo	16	16

Those aware of the upgrade works at London Waterloo station were able to list more benefits

Significantly higher mentions of no benefits amongst online sample (21%)

Benefits to train services

Benefit	W1	W2
Longer trains/more seats	47	51
More punctual trains	31	27
Fleet of brand new trains providing extra carriages	24	24
Other benefits	5	3
No benefits	8	13
Don't know	25	20

■ W1
■ W2

Q20a. And what do you expect the benefits to be?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

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Perception of the <u>main</u> personal benefit as a result of the upgrade works at London Waterloo station

Perception of the <u>main</u> personal benefit as a result of the infrastructure upgrade works (%)

Benefits at London Waterloo station

Benefit	W1	W2
More platforms at London Waterloo station	7	6
Increased capacity at London Waterloo station	10	9
Longer platforms at London Waterloo station	1	1
Improved passenger facilities at London Waterloo station	1	1
Modern and accessible station concourse at London Waterloo	2	2

Benefits to train services

Benefit	W1	W2
Longer trains/more seats	28	35
More punctual trains	11	8
Fleet of brand new trains providing extra carriages	3	2
Other benefits	1	1
No benefits	7	11
Don't know	23	17

■ W1
■ W2
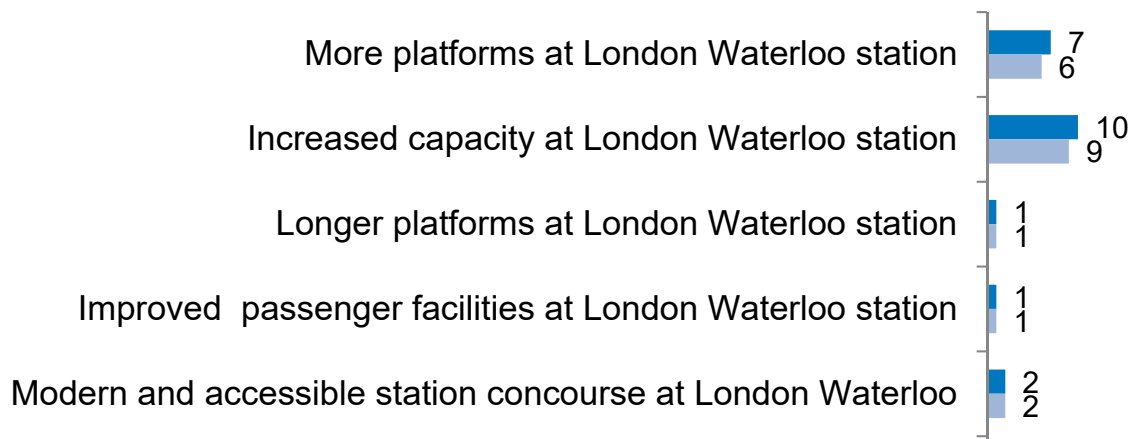
Q20b. And what do you expect the main benefit to be?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

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Support for upgrade works at London Waterloo station

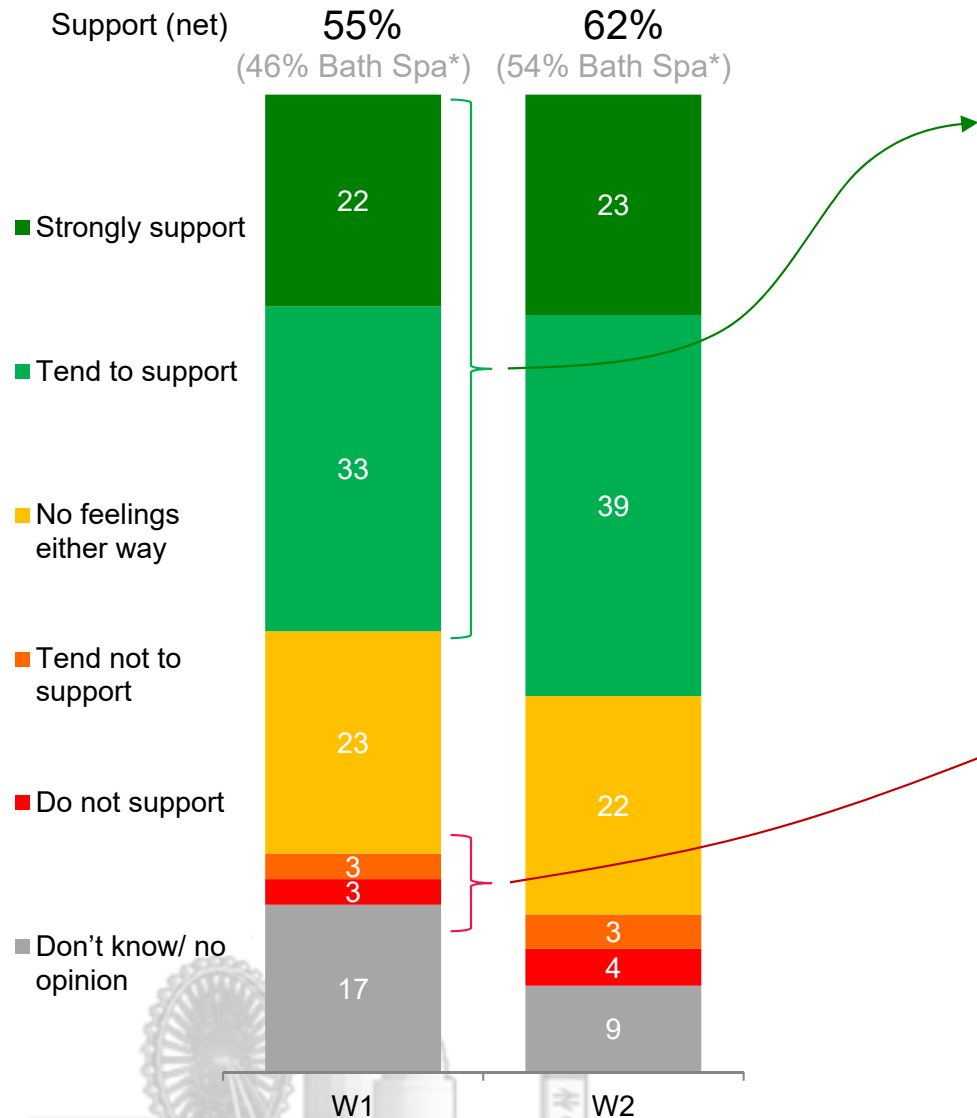**Support for infrastructure upgrade works planned for August 2017 (%)**

Support (net)   **55%**   **62%**
(46% Bath Spa)   (54% Bath Spa*)

Legend	W1**	W2
Strongly support	22	23
Tend to support	33	39
No feelings either way	23	22
Tend not to support	3	3
Do not support	3	4
Don't know/ no opinion	17	9

*Bath Spa W2 was conducted only one month before engineering works commenced. **W1 results have been rebased and are therefore not as shown previously

Q21. To what extent do you support these infrastructure upgrade works planned for London Waterloo station in August 2017, or do you have no feeling either way? Q22. Why do you say that?
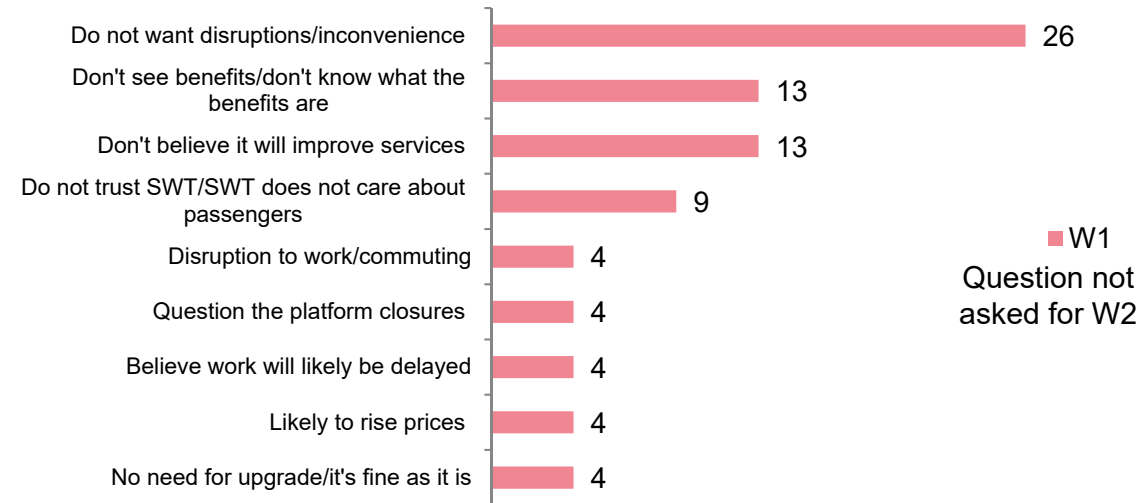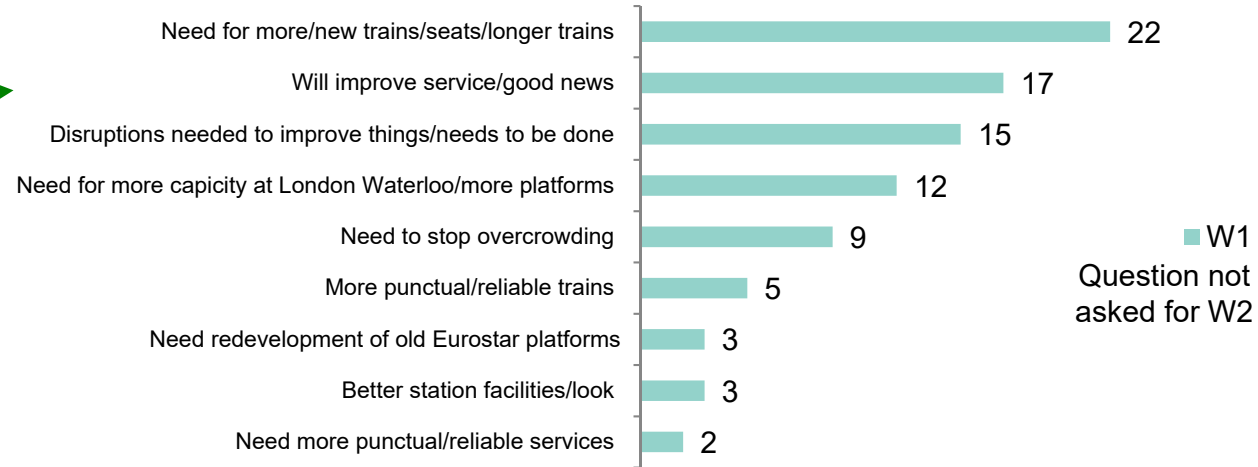Base: All respondents: Wave 1: 1033, Wave 2: 1029
Bath Spa 2015; Base: All respondents Wave 1: 1007, Wave 2: 1037

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   50

Support for upgrade works at London Waterloo station

Support for infrastructure upgrade works planned for August 2017 (%)

Support (net) **55%** **62%**
(46% Bath Spa*) (54% Bath Spa*)

Legend:
- ■ Strongly support
- ■ Tend to support
- ■ No feelings either way
- ■ Tend not to support
- ■ Do not support
- ■ Don't know/ no opinion

W1 column (bottom to top): 17, 3, 3, 23, 33, 22
W2 column (bottom to top): 9, 4, 3, 22, 39, 23

Wave 1: Reasons for supporting (%)

Reason	W1
Need for more/new trains/seats/longer trains	22
Will improve service/good news	17
Disruptions needed to improve things/needs to be done	15
Need for more capicity at London Waterloo/more platforms	12
Need to stop overcrowding	9
More punctual/reliable trains	5
Need redevelopment of old Eurostar platforms	3
Better station facilities/look	3
Need more punctual/reliable services	2

■ W1
Question not asked for W2

*Bath Spa W2 was conducted only one month before engineering works commenced

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Support for upgrade works at London Waterloo station

Support for infrastructure upgrade works planned for August 2017 (%)

Support (net)

	W1	W2
	55%	**62%**
	(46% Bath Spa*)	(54% Bath Spa*)

Legend:
- ■ Strongly support
- ■ Tend to support
- ■ No feelings either way
- ■ Tend not to support
- ■ Do not support
- ■ Don't know/ no opinion

W1:
- Strongly support: 22
- Tend to support: 33
- No feelings either way: 23
- Tend not to support: 3
- Do not support: 3
- Don't know/ no opinion: 17

W2:
- Strongly support: 23
- Tend to support: 39
- No feelings either way: 22
- Tend not to support: 3
- Do not support: 4
- Don't know/ no opinion: 9

Wave 1: Reasons for supporting/not supporting (%)

■ W1 — Question not asked for W2

Reason	W1
Need for more/new trains/seats/longer trains	22
Will improve service/good news	17
Disruptions needed to improve things/needs to be done	15
Need for more capicity at London Waterloo/more platforms	12
Need to stop overcrowding	9
More punctual/reliable trains	5
Need redevelopment of old Eurostar platforms	3
Better station facilities/look	3
Need more punctual/reliable services	2

■ W1 — Question not asked for W2

Reason	W1
Do not want disruptions/inconvenience	26
Don't see benefits/don't know what the benefits are	13
Don't believe it will improve services	13
Do not trust SWT/SWT does not care about passengers	9
Disruption to work/commuting	4
Question the platform closures	4
Believe work will likely be delayed	4
Likely to rise prices	4
No need for upgrade/it's fine as it is	4

*Bath Spa W2 was conducted only one month before engineering works commenced

Q21. To what extent do you support these infrastructure upgrade works planned for London Waterloo station in August 2017, or do you have no feeling either way? Q22. Why do you say that?
Base: All respondents/support/don't support: Wave 1: 1033/567/54, Wave 2: 1029
Bath Spa 2015; Base: All respondents Wave 1: 1007, Wave 2: 1037

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Supporters/non-supporters – profile W2

Supporters (n=633)
more likely to:

Demographics
- be males
- 60+ years old

Travel
- large number are commuters but there are more leisure travellers who make infrequent travel in this group
- use single/return/Oyster PAYG tickets
- be satisfied with their recent journey

Upgrade works
- know a great deal about the works
- be satisfied with the information provided about the upgrade works and the disruption they are going to cause
- see benefits to the upgrade works
  - mention more platforms, better punctuality and new/longer trains/more seats as main benefits
- mention the more positive messages
  - making platforms longer/platforms being extended
  - rebuilding the former international platforms
- want to know:
  - new timetables/changes to timetables
  - impact on particular line/route/journey
  - future benefits
- consider working from home/other office during the disruption, taking annual leave or starting journey earlier
- want to know about disruption to the railway caused by upgrade works a month to a week in advance

SWT perception
- not distrust SWT and in general perceive SWT more positively

Non-supporters (n=75)
more likely to :

Demographics
- be females
- 26-34 years old
- have disability/health condition affecting their travel

Travel
- be every day commuters and be season ticket holders
- be dissatisfied with their recent journey

Upgrade works
- be aware of the planned work and disruption but know nothing more
- be dissatisfied with information provided about the upgrade works and the disruption they are going to cause
- see no benefits to the upgrade works
- when talking about the upgrade works, mention the negative impact they will have on service provision
- want to know:
  - compensations/discounts offered
  - expected level of disruption/crowding
  - alternatives offered
  - likely delays and journey lengths
- not know how they will work around the works
- want to know about disruption to the railway caused by upgrade works more than 3 months in advance
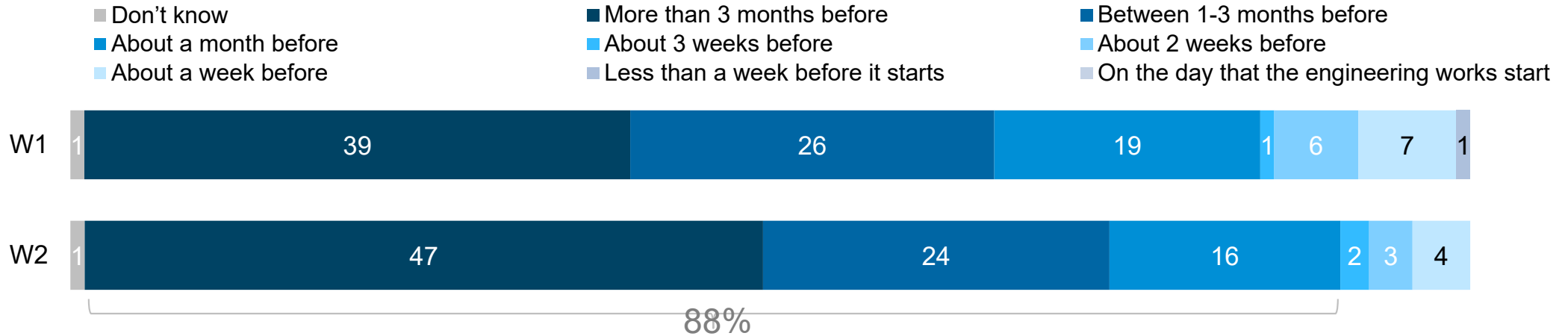
SWT perception
- not trust SWT and perceive SWT more negatively

Future disruption communications

Communication timings for the upgrade works at London Waterloo station

How far in advance would like to be informed about disruption to the railway caused by infrastructure upgrade works at London Waterloo (%)
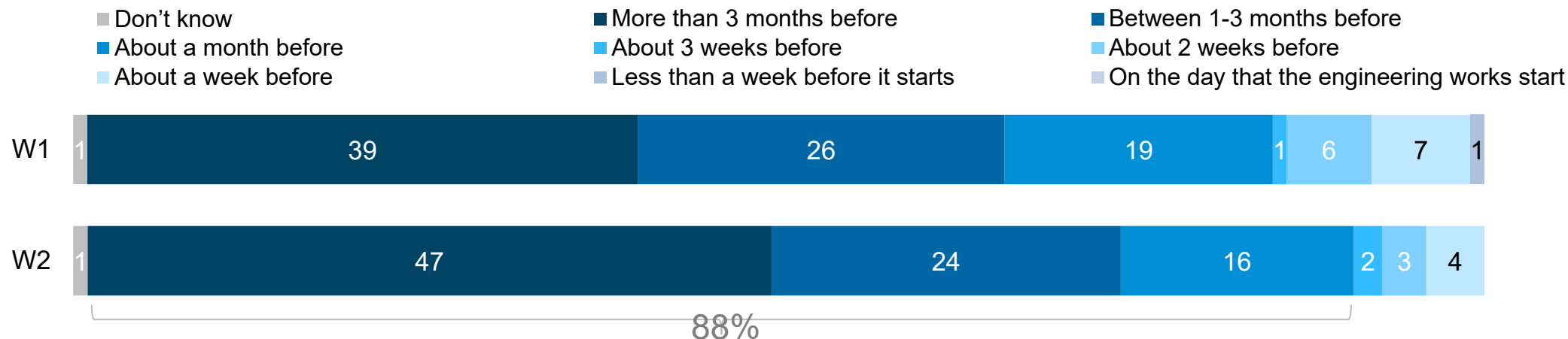
Legend:
- ■ Don't know
- ■ More than 3 months before
- ■ Between 1-3 months before
- ■ About a month before
- ■ About 3 weeks before
- ■ About 2 weeks before
- ■ About a week before
- ■ Less than a week before it starts
- ■ On the day that the engineering works start

	Don't know	More than 3 months before	Between 1-3 months before	About a month before	About 3 weeks before	About 2 weeks before	About a week before	On the day
W1	1	39	26	19	1	6	7	1
W2	1	47	24	16	2	3	4	

88%

Higher amongst the online sample (91%) and amongst those aware and commuters (90%)

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Communication timings for the upgrade works at London Waterloo station

How far in advance would like to be informed about disruption to the railway caused by infrastructure upgrade works at London Waterloo (%)

Legend:
- ■ Don't know
- ■ More than 3 months before
- ■ Between 1-3 months before
- ■ About a month before
- ■ About 3 weeks before
- ■ About 2 weeks before
- ■ About a week before
- ■ Less than a week before it starts
- ■ On the day that the engineering works start

W1: 1 | 39 | 26 | 19 | 1 | 6 | 7 | 1

W2: 1 | 47 | 24 | 16 | 2 | 3 | 4

88%

Higher amongst the online sample (91%) and amongst those aware and commuters (90%)

Would like to find out (%) \ Found out	Today	Less than a week ago but before today	About a week ago	About 2 weeks ago	About 3 weeks ago	About a month ago	More than a month ago	Don't know
Base	*25**	*18**	*46*	*127*	*108*	*249*	*286*	*3**
On the day the engineering works start	-	-	-	1	-	-	-	-
Less than a week before it starts	4	-	2	1	-	-	0	-
About a week before	12	-	9	3	2	3	2	-
About 2 weeks before	-	6	9	3	5	4	2	-
About 3 weeks before	8	6	4	2	4	1	0	-
About a month before	8	28	20	11	17	15	13	-
Between 1-3 months before	24	28	9	38	27	24	16	67
More than 3 months before	40	28	46	40	44	52	63	33
Don't know	-	-	-	2	3	1	2	-

*Caution small sample sizes

Q23. How far in advance would you expect to be informed about disruption to the railway caused by the infrastructure upgrade works at London Waterloo station? Q13. When did you first find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

Preferred channels for communicating disruption

Preferred channels of communication in the future (%)

	W1	W2
Posters/banners around a station	72	65
South West Trains website	55	53
Leaflets handed out at a station	49	50
Announcements made at a station	41	47
Announcements made on a train	38	45
An email from South West Trains	48	40
A timetable on the internet	33	38
A printed timetable leaflet or booklet	32	35
Posters/stickers displayed on a train	N/A	30
Network Rail website	31	29
National Rail Enquiries website	28	27
South West Trains social media page	29	24
Informed when I bought my ticket	23	21
A train/travel app	25	18
Told by staff at a station or on a train	12	14
An SMS/text from South West Trains	16	12
A letter from South West Trains	12	11
Other social media page	13	11
News in local press/radio/TV	15	10
Radio/TV ad	N/A	5
SWT ticket wallet	N/A	3
A friend, relative or colleague	2	2
Other website	-	2
Can't remember/don't know	1	0

At station
W1: 83
W2: 82

Online
W1: 84
W2: 80

Social media
W1: 31
W2: 26

Any SWT source
W1: 80
W2: 75

- W1
- W2

- *There is preference for communication via different channels amongst different age groups.*

Q24. What would be the best way(s) to let you know about disruption to your journey in the future?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   57

Preferred channels for communicating disruption

Preferred channels of communication in the future (%)

	W1	W2
Posters/banners around a station	72	65
South West Trains website	55	53
Leaflets handed out at a station	49	50
Announcements made at a station	41	47
Announcements made on a train	38	45
An email from South West Trains	48	40
A timetable on the internet	33	38
A printed timetable leaflet or booklet	32	35
Posters/stickers displayed on a train	N/A	30
Network Rail website	31	29
National Rail Enquiries website	28	27
South West Trains social media page	29	24
Informed when I bought my ticket	23	21
A train/travel app	25	18
Told by staff at a station or on a train	12	14
An SMS/text from South West Trains	16	12
A letter from South West Trains	12	11
Other social media page	13	11
News in local press/radio/TV	15	10
Radio/TV ad	N/A	5
SWT ticket wallet	N/A	3
A friend, relative or colleague	2	2
Other website	-	2
Can't remember/don't know	1	0

- *There is preference for communication via different channels amongst different age groups.*

16-25 years old
top 5 preferred channels (%) (n=63)

73% Posters/banners around a station
54% Announcements made at a station
52% South West Trains website
48% Announcements made on a train
48% Network Rail website

26-44 years old
top 5 preferred channels (%) (n=418)

66% Posters/banners around a station
55% South West Trains website
52% Announcements made at a station
50% Announcements made on a train
48% Leaflets handed out at a station

45-59 years old
top 5 preferred channels (%) (n=381)

64% Posters/banners around a station
57% South West Trains website
53% Leaflets handed out at a station
46% Announcements made on a train
44% Announcements made at a station

60+ years old
top 5 preferred channels (%) (n=141)

60% Posters/banners around a station
49% Leaflets handed out at a station
39% South West Trains website
35% Announcements made at a station
35% A timetable on the internet

Q24. What would be the best way(s) to let you know about disruption to your journey in the future?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental 58

Used and preferred channels for communicating disruption

Used and preferred channels of communication (%)

- *In general passengers want information about disruption to be communicated via various/multiple channels. In most cases the channels used are the preferred channels for future communication*
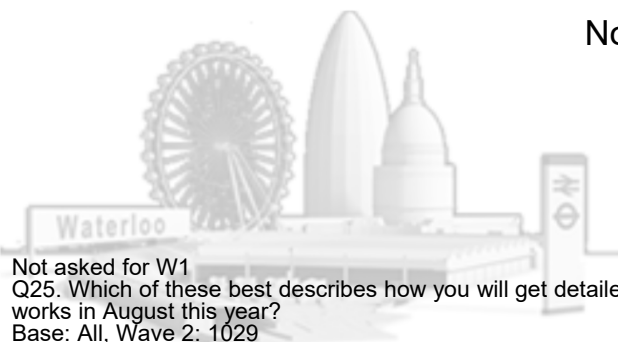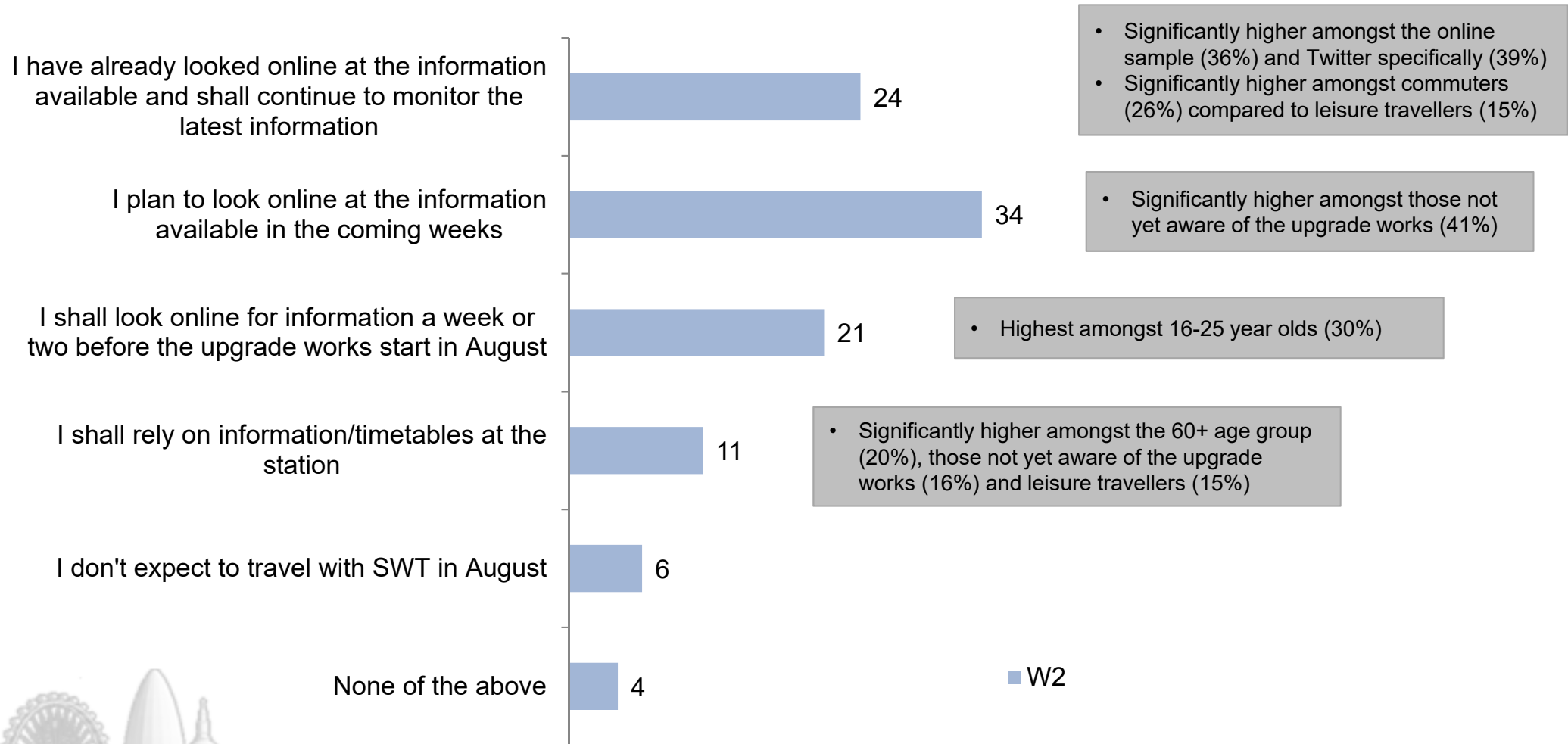
Preferred	Used: Posters/ notices around a station	Announcements made at a station	Leaflets handed out at a station	South West Trains website	Network Rail website	SWT social media page	News in local press/ radio/TV	An email from SWT	Nets: At station	Online	Social media	Any SWT source
Base	406	240	259	191	31	96	38	79	606	299	116	277
Informed when I bought my ticket	23	21	20	18	29	18	13	19	21	20	17	19
Posters/banners around a station	75	65	65	65	68	64	79	57	67	64	65	63
Announcements made at a station	51	71	53	51	55	51	50	44	51	49	52	49
Leaflets handed out at a station	54	55	72	52	45	44	47	47	57	49	44	49
Announcements made on a train	51	63	53	53	48	53	45	49	50	52	51	53
Told by staff at a station or on a train	17	21	18	18	29	24	11	11	16	19	24	19
A printed timetable leaflet or booklet	38	39	36	39	39	41	32	32	37	39	42	39
A timetable on the internet	41	38	36	50	55	49	29	38	38	48	49	49
South West Trains website	59	58	58	84	90	73	61	66	57	74	72	75
Network Rail website	30	26	23	34	71	39	34	25	28	34	39	33
National Rail Enquiries website	26	21	20	26	55	30	32	19	23	28	32	26
South West Trains social media page (e.g. on Facebook, Twitter)	28	25	22	38	35	74	34	24	24	42	73	42
A train/travel app	17	19	16	17	45	27	13	15	17	21	25	20
An email from South West Trains	37	38	41	51	58	48	39	84	37	54	51	55
Posters/stickers displayed on a train	34	32	30	28	32	19	21	22	30	26	20	25
NET: At station	88	88	87	81	81	82	89	76	86	80	84	79
NET: Online	81	78	81	95	97	97	79	94	79	93	97	95
NET: Social media	30	26	22	40	35	75	42	24	25	44	77	43
NET: Any SWT source	75	75	76	94	97	93	79	94	74	91	92	93

- *Those using other channels than social media are less likely to want to be communicated to via social media*

Q16. How did you find out about these infrastructure upgrade works planned for London Waterloo station in August 2017? Q24. What would be the best way(s) to let you know about disruption to your journey in the future?
Base: All respondents: Wave 1: 1033, Wave 2: 1029

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   59

Plans for obtaining detailed timetable information during the works in August

Plans for obtaining detailed timetable information during the works in August (%)

Category	W2
I have already looked online at the information available and shall continue to monitor the latest information	24
I plan to look online at the information available in the coming weeks	34
I shall look online for information a week or two before the upgrade works start in August	21
I shall rely on information/timetables at the station	11
I don't expect to travel with SWT in August	6
None of the above	4

- Significantly higher amongst the online sample (36%) and Twitter specifically (39%)
- Significantly higher amongst commuters (26%) compared to leisure travellers (15%)

- Significantly higher amongst those not yet aware of the upgrade works (41%)

- Highest amongst 16-25 year olds (30%)

- Significantly higher amongst the 60+ age group (20%), those not yet aware of the upgrade works (16%) and leisure travellers (15%)

■ W2

Not asked for W1
Q25. Which of these best describes how you will get detailed timetables information for services during the upgrade works in August this year?
Base: All, Wave 2: 1029

transportfocus   NetworkRail   SOUTH WEST TRAINS   bdrc continental   60

Key points

- 84% are aware of the planned infrastructure upgrade works. This has increased from 45% in Wave 1 (an increase of 39%), which exceeds the increase seen in the Bath Spa engineering work research between Wave 1 and Wave 2 (25%)

- Knowledge of the detail about the upgrade work has also increased since Wave 1, although is more limited than general awareness with only 31% saying that they know a 'fair amount' or more about the upgrade works

- The main message that is filtering through to passengers is that there is going to be some kind of disruption to train services to/from Waterloo (52% spontaneously mention this). More detailed information about platform closures, the dates of the works and that there will be no service from some stations are less commonly know
  - Passengers would like to know more information generally, but especially specific information about new timetables during the works, how it will affect their specific journey and information about any compensation available or how it will affect season tickets

- Satisfaction with the information provided about the works and the service alterations has increased since Wave 1, with just over a third of passengers (35%) satisfied. Still, almost a third (30%) are dissatisfied with the information provided, which is higher than the same dissatisfaction levels in Wave 2 of the Bath Spa research (23% dissatisfied) – although it should be noted that W2 in the Bath research occurred one month before works commenced so is not directly comparable
  - The main reason for being dissatisfied is that passengers simply want more information or claim to have not heard much about the works. There is also frustration that not enough detail has been given about how it will affect their specific journey, with many spontaneously mentioning the need for exact timetable info, regularity of trains etc

- Whilst there is some dissatisfaction with information provided, two thirds of passengers in Wave 2 (62%) still support the infrastructure works. The level of support has increased from 55% in Wave 1 despite more passengers knowing about the works which could have diminished support

- Almost half of passengers (47%) would like to be informed about disruption more than three months before the upgrade works begin. The majority of passengers (79%) will use online information and timetables provided at the station to find out about service upgrades, with 11% choosing to rely on information and timetables provided at the station
  - 24% have already checked online and will continue to monitor the information
  - 55% will look online before the works start

- 50% of passengers will continue to use the train during the works at Waterloo (Wave 1: 47%). Consideration of using other modes of transport, working from home/another location and taking annual leave have all increased in Wave 2:
  - 34% intend to work from home/another location on some days (Wave 1: 25%)
  - 24% will take annual leave (Wave 1: 19%)
  - 15% will use an alternative mode of transport (Wave 1: 9%)

Headline results W3 – What are we anticipating?

Awareness of the infrastructure upgrade works at London Waterloo station
??%

(Wave 1: 45%
Wave 2: 84%)

**How much know about the upgrade works planned for August 2017**
??% of all respondents know great deal/fair amount

(Wave 1: 11%
Wave 2: 31%)

Next steps…

- Presentation of key findings to **McCann's** Friday 12th May
  - Shortened deck for Thursday 10th? (Action: KDB)
- Presentation of key findings to **Strategic Comms** meeting Thursday 25th May
  - KDB unavailable (Action: Louise Coward to stand-in)

- Wave 3 fieldwork starts Friday **19th May** (runs to 7th June)
- **Do we need to make any questionnaire changes?** (Probably not)
  - Action: All – sign-off needed by Friday 12th May…
- Presentation of W3 findings **27th/28th July** (Action: All to agree date)

- Need for early/ier feedback on June 22 comms activity?
  - Intent was to use W3; could possibly run additional on-line mini-survey…

- Sharing findings with **First MTR** (Action: Agree protocol)
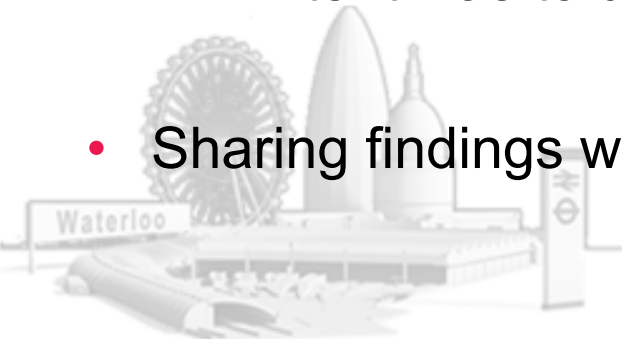
Thank you!

Appendix:
Sample comparisons and other details

Sample differences – summary W2

f2f n= 545 (W1: 491)
more likely to:

Online n=484 (W1: 542)
more likely to :

Demographics

- be females
- 60+ years old
- large number are working full time but there are more part timers and retired in comparison to online sample
- large number are ABC1 social class but there are more C2DE social class passengers in this group

Travel

- large number are commuters but there are more leisure/business travellers who make infrequent travel in this group
- be using a ticket bought in advance or on the day
- be users of Suburban Lines and 'high impact' stations
- have not experienced a delay to their journey
- be more satisfied with their recent journey

SWT perception

- have greater trust in SWT

Demographics

- be males
- 45-54 years old
- working full time and be ABC1 social class (and AB social class)

Travel

- be every day commuters and be season ticket holders
- be users of the Main Lines and 'lesser impact' stations
- be dissatisfied with their recent journey
- have experienced minor delays to their journey

SWT perception

- distrust SWT more

Online sample sub-groups differences – summary W2

	SWT season ticket holders	**SWT disruption alerts subscribers**	**Twitter users**
	more likely to:	more likely to:	more likely to:
Demographics	• be aged between 45-59 • work full time • More likely to be ABC1 social class than Twitter users	• be aged 55-59 • More likely to be ABC1 social class than Twitter users	• be 16-25 years old • the majority are ABC1 but they are more likely to be C2DE social class
Travel	• be commuters and commute every day • to have a season ticket • be users of Main Lines and 'lesser impact' stations	• a large number are commuters but they are more likely to be less frequent commuters and travel for leisure than season ticket holders • have experienced any delay • be users of the Suburban Lines and 'high impact' stations	• a large number are commuters but they are more likely to travel for leisure purpose(s) and less frequently • use single/return tickets (offpeak or anytime tickets) and purchase tickets in advance • have experienced no delay • be users of Main/Windsor lines and 'lesser impact' stations • be most satisfied with their recent journey
SWT perception		• to place less trust in SWT (more likely to score mid-3 boxes)	• to trust SWT (more likely to score top 2 boxes)
	n=171 (W1: 181)	n=77 (W1: 106)	n=236 (W1: 255)

Quality Standards and Other Details

BDRC Continental comply with ISO 20252, the recognised international quality standard for market research, thus the project has been carried out in accordance with this standard

- Adherence to the standard is independently audited once per year

- Where subcontractors are used by BDRC Continental, they are briefed to ensure any outsourced parts of the research are conducted in adherence to ISO 2025

Full methodological details relevant to the project, are available upon request

Statistical difference

This research was designed to ensure robust sample sizes for analysis

As the survey is conducted with a sample of the target audience, we cannot be 100% certain that a census of the whole population would yield the same results

We can be 95% certain that the actual figure (in the population as a whole) falls within a certain range of the survey figure

The percentages within the table represent the error variance

Base	Survey finding of…		
	5 / 95%	20 / 80%	50 / 50%
Total Sample *(1029)*	+/- 1.3%	+/- 2.4%	+/- 3.0%
Face to face *(545)*	+/- 1.9%	+/- 3.5%	+/- 4.4%
Online *(484)*	+/- 1.8%	+/- 3.4%	+/- 4.2%