London Waterloo station and South West upgrade passenger research

August 2017

transportfocus

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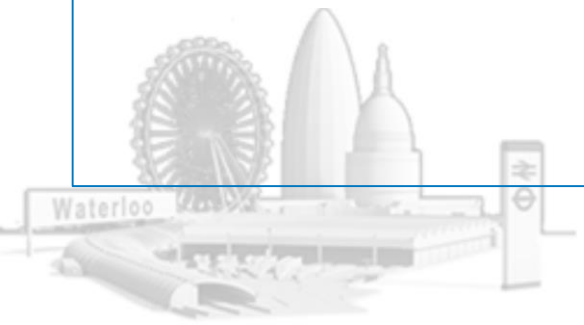
Key findings

- 91% are aware of the planned infrastructure upgrade works. This has increased from 84% in Wave 2 during February to March 2017 (an increase of 7%), higher than the level of passenger awareness that was reached in the second wave of the Bath Spa research
- Knowledge of the detail about the upgrade work has also increased since Wave 2, although is more limited than general awareness with only 39% saying that they know a 'fair amount' or more about the upgrade works (increased from 31% in Wave 2)
- The main message that there is going to be some kind of disruption to train services to/from Waterloo is being picked up by passengers, with 59% spontaneously mentioning this (52% in Wave 2). Similar levels of more detailed information (about platform closures, dates, no service from some stations) have been seen in Wave 3
- Satisfaction with the information provided about the works and the service alterations has increased since Wave 2, with 42% of passengers satisfied. Still, almost a third (30%) are dissatisfied with the information provided, which is higher than the dissatisfaction levels in Wave 2 of the Bath Spa research (23% dissatisfied)
- The main reason for being dissatisfied is that passengers simply want more information, particularly new timetables to aid planning. There is also frustration that not enough detail has been given about how it will affect their specific journey
- Whilst there is some dissatisfaction with information provided, two thirds of passengers in Wave 3 (66%) still support the infrastructure works. The level of support has increased from 62% in Wave 2, and 55% in Wave 1
- 44% of passengers would like to be informed about disruption more than three months before the upgrade works begin. The majority of passengers prefer to hear about disruption at the station (81%) or online (76%). 26% have already checked online and will continue to monitor the information; 21% will look online before the works start
- 52% of passengers will continue to use the train during the works at Waterloo (Wave 2: 50%). Consideration of using other modes of transport, working from home/another location and taking annual leave are mostly consistent with Wave 2:
    - 36% intend to work from home/another location on some days (Wave 2: 34%)
    - 24% will take annual leave (Wave 2: 24%)
    - 19% will use an alternative mode of transport (Wave 2: 15%)
    - Only 12% of passengers are considering avoiding travel during the August bank holiday weekend (not asked in Wave 2).

Background and methodology

Background and objectives

- South West Trains and Network Rail are upgrading London Waterloo station to accommodate longer trains, increase passenger capacity at the station and improve the overall passenger experience.
- From 5 to 28 August 2017 platforms 1-10 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 has 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, to understand 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 (November/December 2016 - benchmark wave; February/March 2017 - after main comms activity; May-July 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 three waves of the quantitative stage
- More details on the methodology are available on page 5.

Key points to understand about the methodology

- **Third 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 3 sample is well matched with Waves 1 and 2 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. The fieldwork period for Wave 2 in Bath was one month before the commencement of the works. Bath Spa Wave 2 is therefore used as a comparison to Waterloo Wave 3 which was also completed around a month before the commencement of the works

Methodology – further detail

	Online	Paper
Target sample size per wave	250-500	500
Achieved sample wave 3	514 (Wave 2: 545, Wave 1: 491)	486 (Wave 2: 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: 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	Questionnaires were handed out at the following stations: 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 dates	22nd June – 4th July	19th May - 7th June

Fieldwork dates in wave 3

- **The fieldwork period in Wave 3 was slightly different to that in Waves 1 and 2 due to delays in launching the online survey**
- In Waves 1 and 2 the face-to-face and online elements were run in parallel over a period of around three weeks
- In Wave 3 the face-to-face and online elements did not overlap in the same way: face-to-face was conducted first, then the online survey. Face-to-face ran from 19 May to 7 June and online from 22 June to 4 July, with the Twitter sample taking the longest to complete. A potential consequence is that because the online sample completed the survey later they could possibly have slightly different perceptions and know more about the Waterloo upgrade works
- A review of all four sample sources (face-to-face, online SWT season ticket holders, online SWT disruption alert subscribers and online Twitter) was conducted to compare results for key questions of the survey. There are some small variations in how each sample answered some questions, however the results are not substantial enough to attribute any differences to the fieldwork timing
- A comparison of results is shown in the Appendix
- We are therefore confident that the difference in fieldwork timings has not affected comparability to Waves 1 and 2.

Methodology – further detail: sample comparability with Wave 1 and Wave 3

The sample in Wave 3 is well matched with that of both Wave 1 and Wave 2. If the samples differed considerably some weighting of the data in Wave 3 could have been necessary to ensure comparability of results over time. Due to parallels between the samples, weighting was deemed unnecessary for Wave 3 (as was also the case for Wave 2) as the unweighted samples are consistent in terms of:

- Method of completion:

	Wave 1 (n=1033)	Wave 2 (n=1029)	Wave 3 (n=1000)	Change: W1 vs W3	Change: W2 vs W3
Face to face	48%	53%	51%	3%	-2%
Online	52%	47%	49%	-3%	2%
Twitter	25%	23%	24%	-1%	1%
SWT Season ticket holders	18%	17%	17%	-1%	0%
Disruption alert subscribers	10%	7%	8%	-2%	1%

- Respondent demographics

	Wave 1 (n=1033)	Wave 2 (n=1029)	Wave 3 (n=1000)	Change: W1 vs W3	Change: W2 vs W3
Male	57%	57%	57%	0%	0%
Female	40%	41%	41%	1%	0%
16-25	7%	6%	5%	-2%	-1%
26-44	41%	41%	40%	-1%	-1%
45-59	37%	37%	39%	2%	2%
60+	12%	14%	13%	1%	-1%
ABC1	88%	86%	86%	-2%	0%
C2DE	10%	11%	11%	1%	0%
Working	91%	90%	90%	-1%	0%
Not working	1%	1%	1%	0%	0%
Retired	5%	6%	7%	2%	1%
Full time student	2%	1%	2%	0%	1%

- Journey characteristics

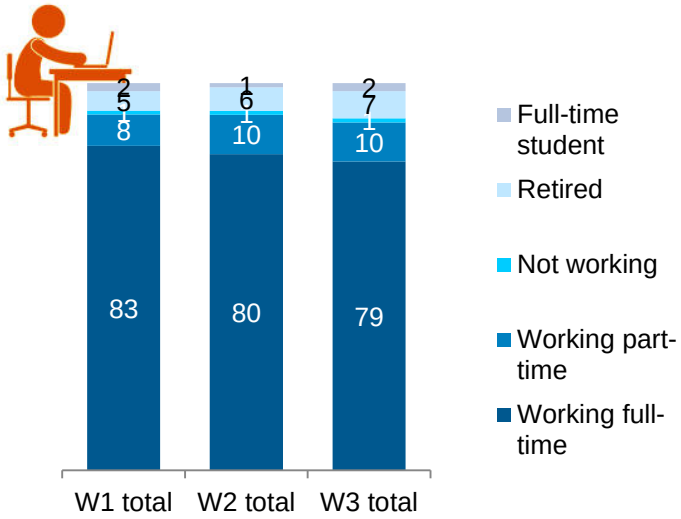
	Wave 1 (n=1033)	Wave 2 (n=1029)	Wave 3 (n=1000)	Change: W1 vs W3	Change: W2 vs W3
Commuters	77%	77%	77%	0%	0%
Business	5%	5%	4%	-1%	-1%
Leisure	18%	18%	19%	1%	1%
Frequent travellers	79%	78%	77%	-2%	-1%
Not frequent travellers	21%	21%	21%	0%	0%
Peak	22%	22%	24%	2%	2%
Offpeak	78%	78%	76%	-2%	-2%
Season ticket	62%	58%	57%	-5%	-1%
Single/return ticket	17%	19%	20%	3%	1%
Oyster Pay As You Go	13%	11%	13%	0%	2%
Other ticket type	8%	11%	9%	1%	-2%

Who we spoke to? (1)

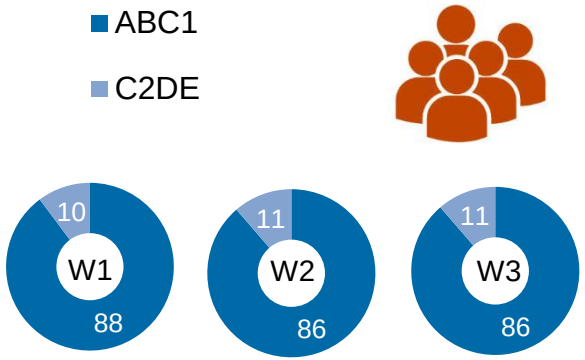
Gender (%)

	W1 total	W2 total	W3 total
	57	57	57
	40	41	41
Prefer not to say	3	2	3

Working status (%)

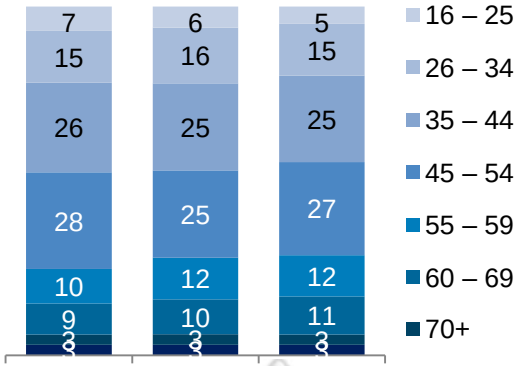


Social class (%)

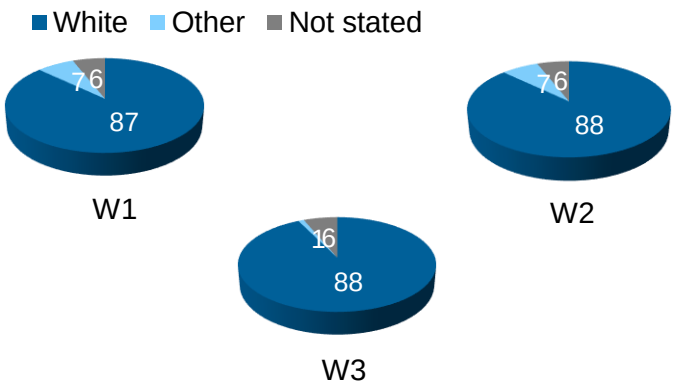


*'Prefer not to say' excluded

Age (%)



Ethnicity (%)



Disability (%)

	W1 total	W2 total	W3 total
	7	9	11

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

	W1 total	W2 total	W3 total
A lot	4	4	7
A little	48	39	36

Condition or illness impacts ability to make journeys by rail

Base: All respondents: Wave1: 1033, Wave 2: 1029, Wave 3: 1000

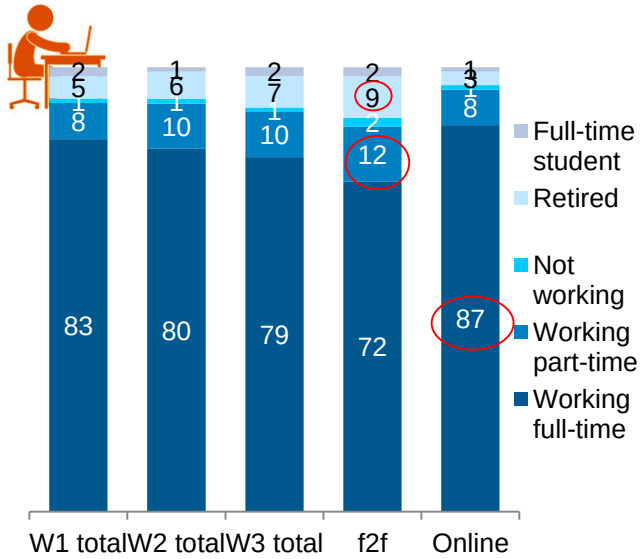
Who we spoke to? (2)

Note: Online sample combines passengers recruited from:
- SWT season ticket holders database (those who agreed to be re-contacted by SWT) (n=165)
- SWT disruption alerts database (n=79)
- and Twitter (n=242)

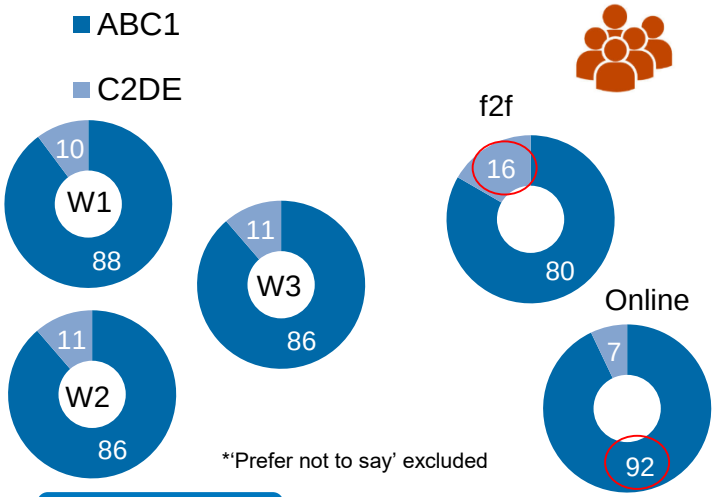
Gender (%)

	W1 total	W2 total	W3 total	f2f	Online
	57	57	57	50	64
	40	41	41	47	34
Prefer not to say	3	2	3	3	2

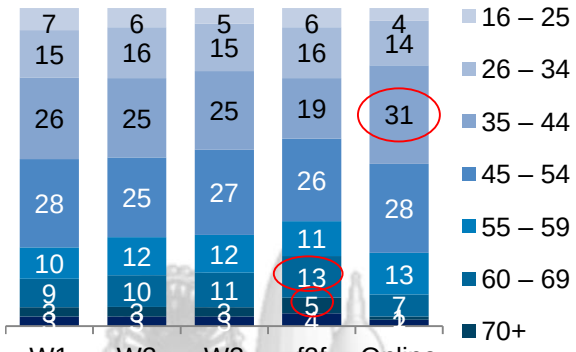
Working status (%)



Social class (%)

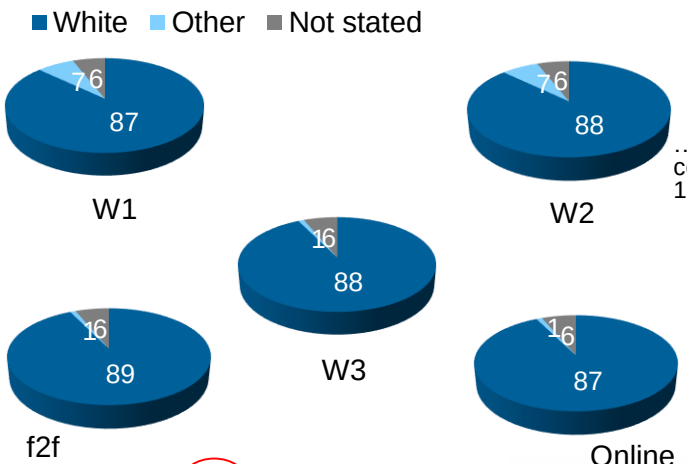


Age (%)



*f2f – face to face

Ethnicity (%)



Disability (%)

	W1 total	W2 total	W3 total	f2f	Online
	7	9	11	9	13

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

	W1 total	W2 total	W3 total	f2f	Online
A lot	4	4	7	7	8
A little	48	39	36	33	39

Condition or illness impacts ability to make journeys by rail

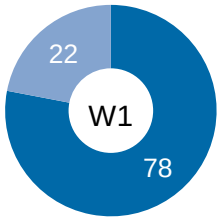
Significantly higher

Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3; 1000 f2f: 514, Online: 486

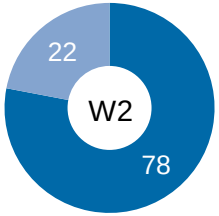
What type of traveller?
(based on today's/most recent journey) (1)

Time of the journey (%)

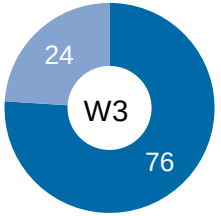
Peak
Off peak



Morning peak: 61%
Evening peak: 17%



Morning peak: 63%
Evening peak: 15%

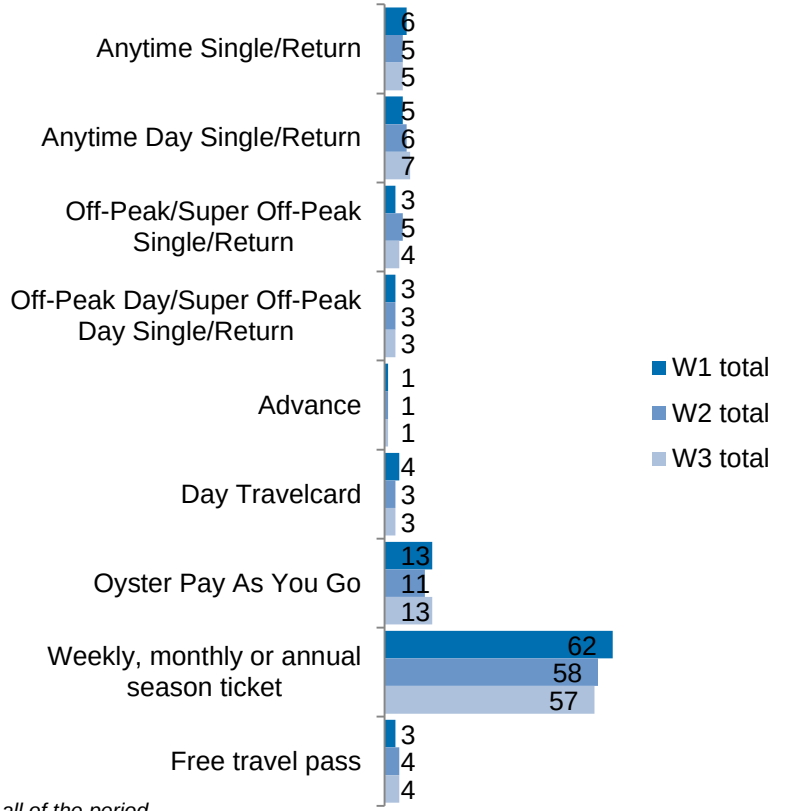


Morning peak: 61%
Evening peak: 15%

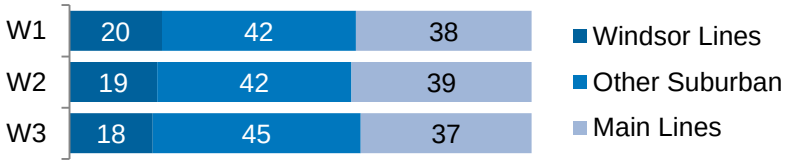
Ticket (%)

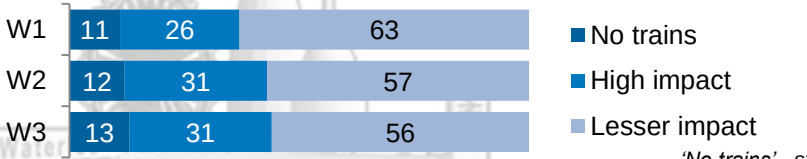
*Excludes 'not stated'

Bought:	W1	W2	W3
In advance	12	13	11
On the day	24	25	28
Weekly, monthly or annual season ticket	62	58	57



Station (%)





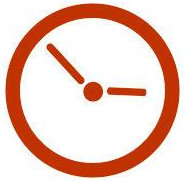
'No trains' - stations are closed for some or all of the period
'High impact' - these stations will have significantly fewer trains
'Lesser impact' - these stations will have fewer services

Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000

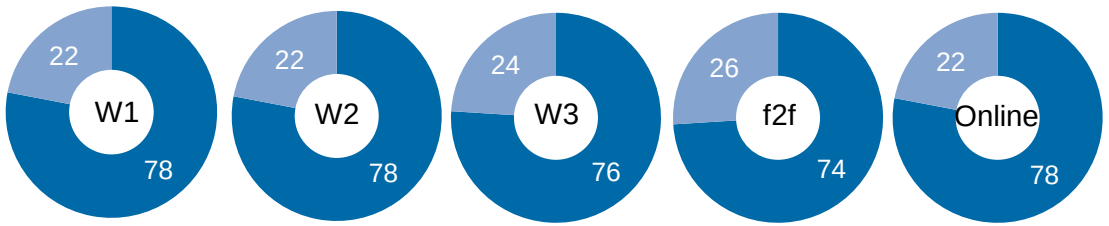
What type of traveller?
(based on today's/most recent journey) (2)

Note: Online sample combines passengers recruited from:
- SWT season ticket holders database (those who agreed to be re-contacted by SWT) (n=165)
- SWT disruption alerts database (n=79)
- and Twitter (n=242)

Time of the journey (%)

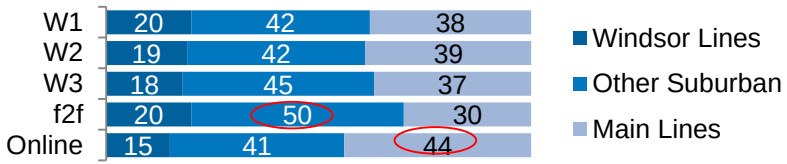


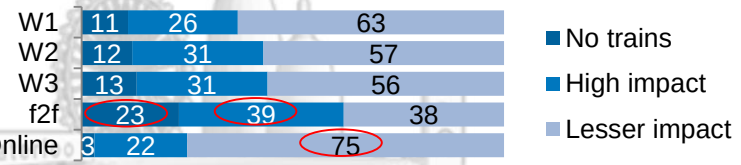
Peak
Off peak



Morning peak: 61% Evening peak: 17%
Morning peak: 63% Evening peak: 15%
Morning peak: 61% Evening peak: 15%
Morning peak: 63% Evening peak: 11%
Morning peak: 59% Evening peak: 19%

Station (%)





Significantly higher

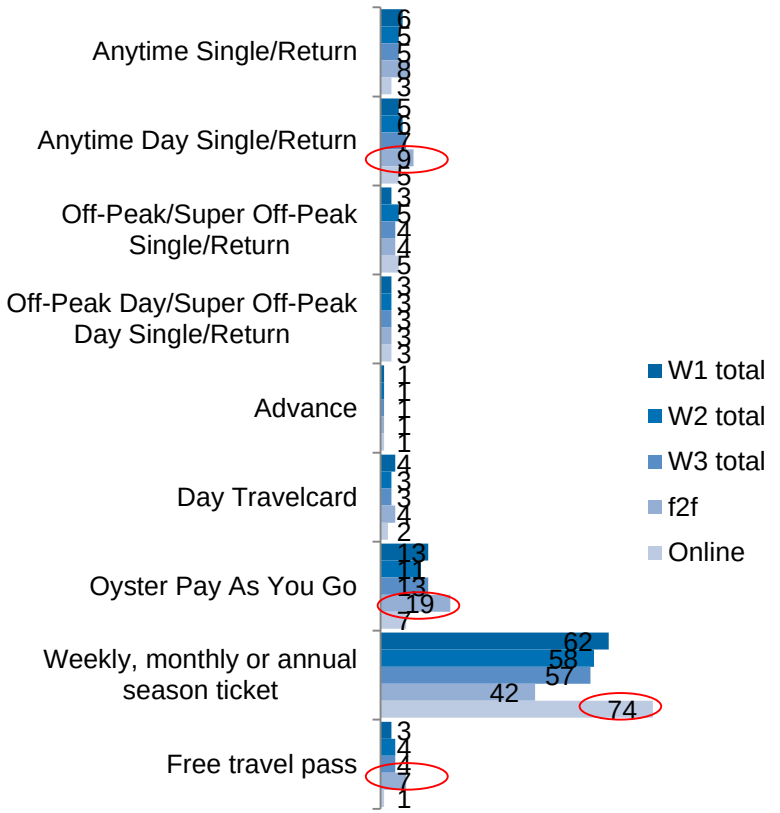
Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000 f2f: 514, Online: 486

'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

Ticket (%)

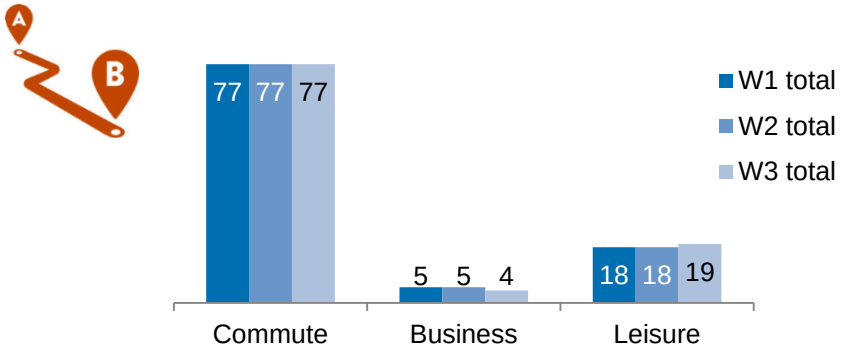
Bought:	W1	W2	W3	f2f	Online
In advance	12	13	11	14	8
On the day	24	25	28	36	18
Weekly, monthly or annual season ticket	62	58	57	41	73

*Excludes 'not stated'



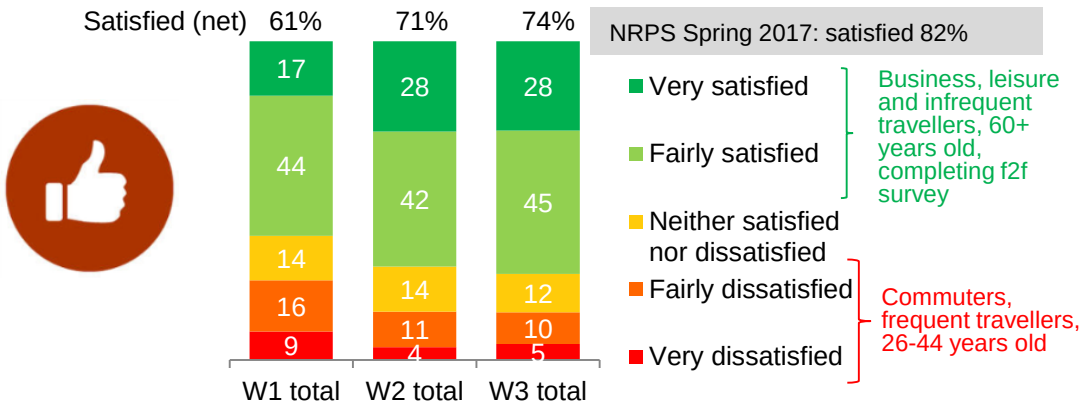
What type of traveller?
(based on today's/most recent journey) (3)

Main purpose of the journey (%)

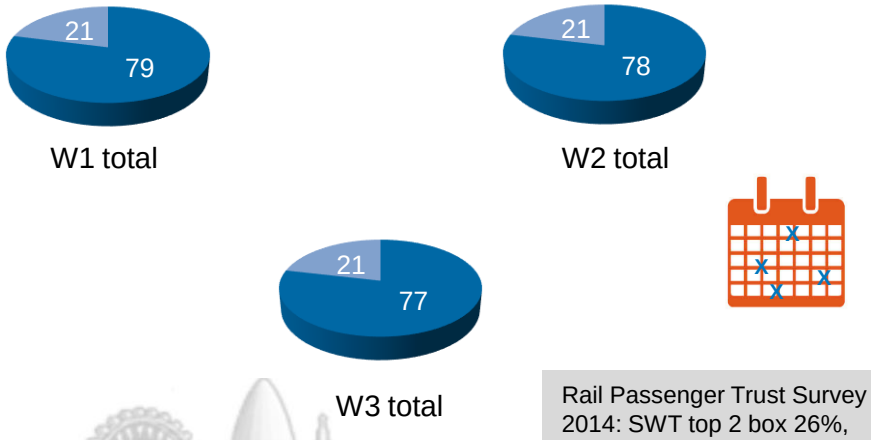


Satisfaction with the journey (%)

Fieldwork dates: W1: Nov/Dec 2016
W2: Feb/Mar 2017 W3: May-Jul 2017



Journey frequency (%)



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%

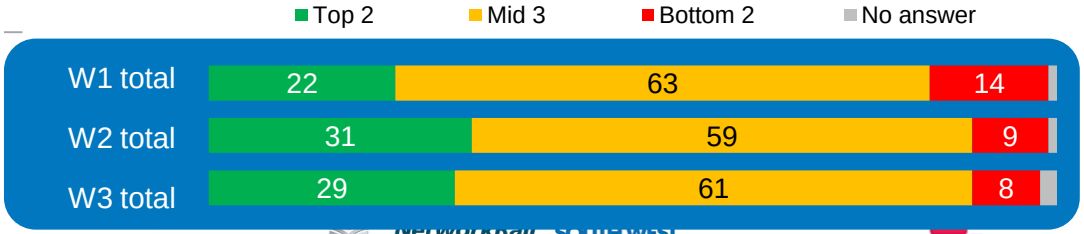
Twitter: only slightly more negative with 14% rating bottom 2 box

Delays to the journey

	W1	W2	W3
Yes – minor delay	53%	37%	36%
Yes – serious delay	9%	4%	4%
No	36%	56%	56%
Don't know	1%	2%	2%

Trust SWT (%)

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

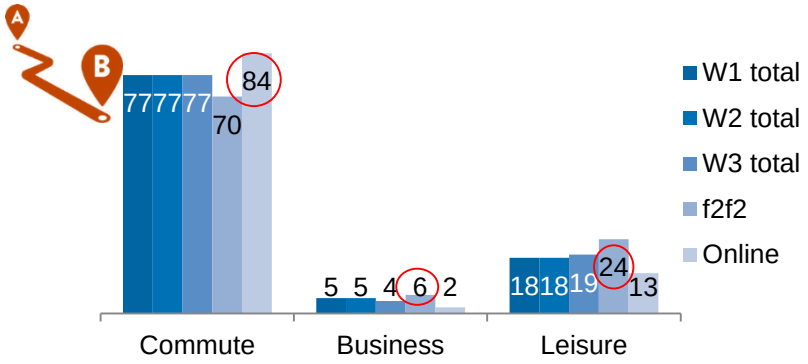


Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000

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

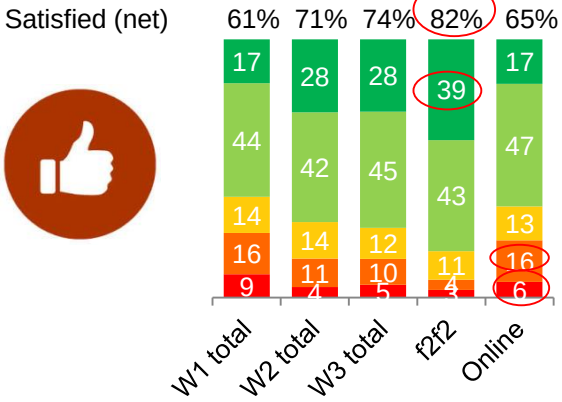
Note: Online sample combines passengers recruited from:
- SWT season ticket holders database (those who agreed to be re-contacted by SWT) (n=165)
- SWT disruption alerts database (n=79)
- and Twitter (n=242)

Main purpose of the journey (%)



Satisfaction with the journey (%)

Fieldwork dates: W1: Nov/Dec 2016
W2: Feb/Mar 2017, W3: May-Jul 2017



NRPS Spring 2017: satisfied 82%

- Very satisfied
- Fairly satisfied

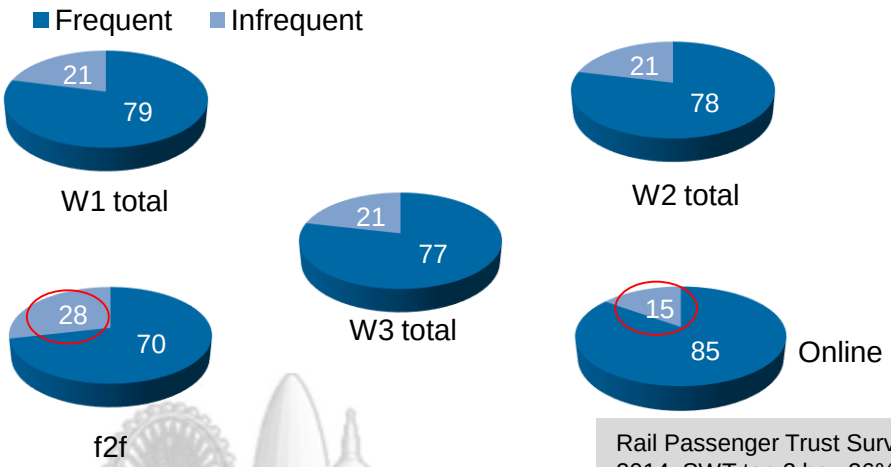
Leisure travellers, 16-25 or 60+ age group, completing f2f survey

- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Commuters, business travellers, 26-44 years old

Satisfaction with the journey in Wave 3 is similar to Wave 2 but notably higher than Wave 1. This is likely caused by the lower incidence of delays in Waves 2 and 3 (see below)

Journey frequency (%)



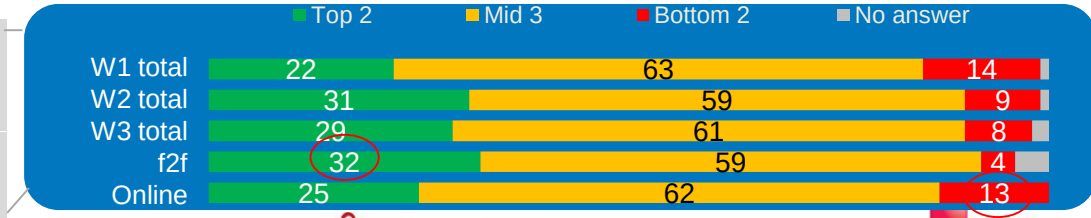
Frequent - make the journey a few times a fortnight or more
Infrequent - make the journey a few times a month or less

Delays to the journey

	W1	W2	W3	f2f	Online
Yes – minor delay	53%	37%	36%	21%	51%
Yes – serious delay	9%	4%	4%	3%	6%
No	36%	56%	56%	71%	41%
Don't know	1%	2%	2%	2%	2%

Trust SWT (%)

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

Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000
f2f: 514 Online: 486

Significantly higher

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

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

Headline results Wave 1 and Wave 2

Wave 1 **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)

Headline results Wave 3

Wave 1 Wave 2 Wave 3

Awareness of the infrastructure upgrade works at London Waterloo station

45% 84% 91%

How much know about the upgrade works planned for August 2017

11% 31% 37% of all respondents know great deal/fair amount (25% 37% 41% of all aware)

Headline results Wave 1 and Wave 2

Wave 1 **Wave 2** **Wave 3**

Awareness of the infrastructure upgrade works at London Waterloo station

45% **84%** **91%**

How much know about the upgrade works planned for August 2017

11% **31%** **37%** of all respondents know great deal/fair amount (25% 37% 41% 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.

Headline results Wave 3

Wave 1 Wave 2 Wave 3

Awareness of the infrastructure upgrade works at London Waterloo station

45% 84% 91%

How much know about the upgrade works planned for August 2017

11% 31% 37% of all respondents know great deal/fair amount (25% 37% 41% of all aware)

First found out about upgrade works planned for August 2017

40% 33% 80% more than a month ago (all aware, fieldwork in Nov-Dec 2016/Feb-March 2017/May-Jul 2017)

Awareness of detail (based on all aware)

73% 91% 94% …will have an impact on train travel in and out of London Waterloo station from 5th-28th August 2017

60% 82% 87% The number of trains running in August 2017 will be reduced

50% 53% 57% 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% 56% The impact (…) will vary depending on where and when you are travelling

25% 26% 29% 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)

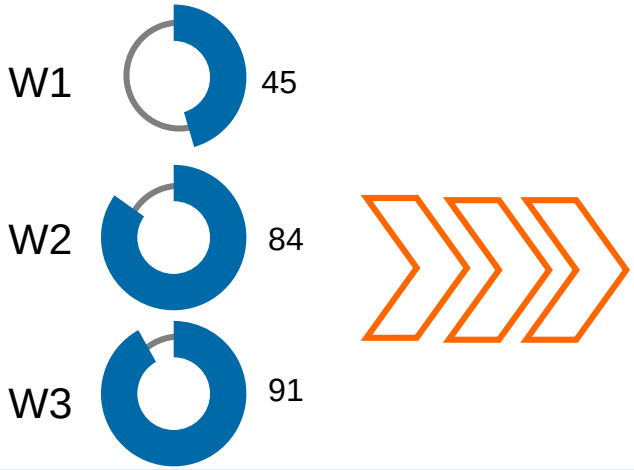
17% 35% 42% very satisfied/fairly satisfied; 53% 31% 30% very dissatisfied/fairly dissatisfied

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

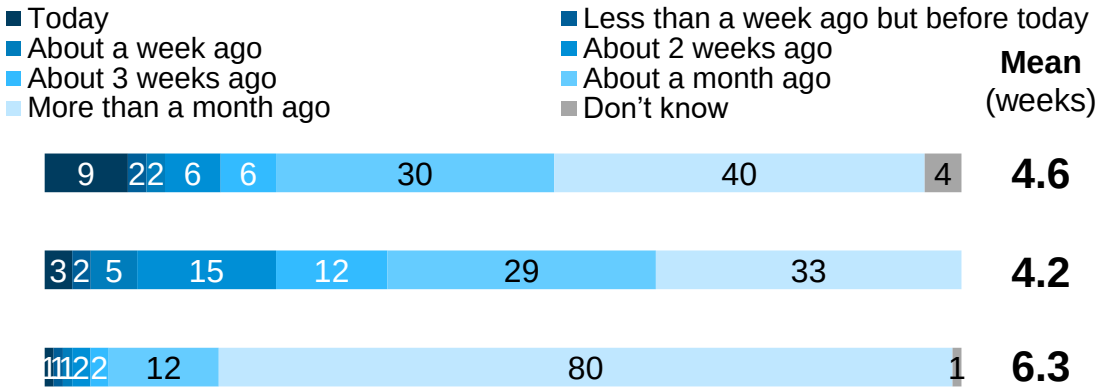
55% 62% 66% of all respondents strongly support/tend to support.

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) Feb-Mar 2017 (W2) and May-Jul 2017 (W3))

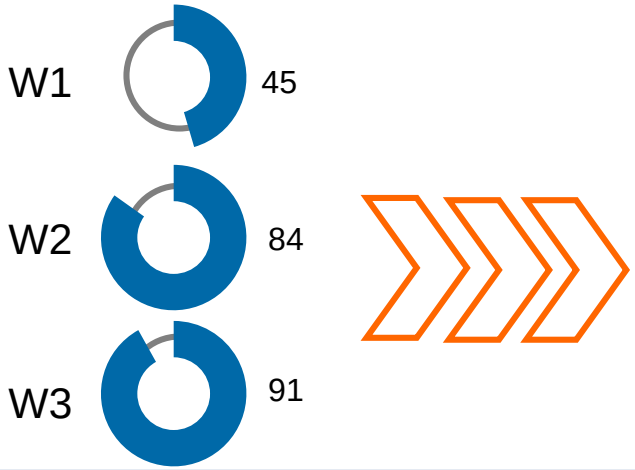


- *Awareness of infrastructure works further increased between wave 2 and wave 3, with 91 per cent of passengers aware in wave 3*
- *Passengers travelling from 'high impact' stations and on the Windsor Lines remain the least likely to be aware of the upgrade works (88 per cent and 83 per cent respectively in wave 3, compared to 81 per cent and 78 per cent in wave 2)*
- *Commuters/frequent travellers are more likely to be aware of the planned London Waterloo upgrade works (95 and 96 per cent respectively in wave 3 compared to 89 and 90 per cent in wave 2)*
- *The online sample are more likely to be aware of the London Waterloo upgrade works than passengers recruited face to face (95 vs. 86 per cent in wave 3; 77 vs. 92 per cent in wave 2)*
  - *Out of the online subgroups SWT season ticket holders were most likely to be aware of the works (99 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, Wave 3: 1000

Awareness of upgrade works at London Waterloo station

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



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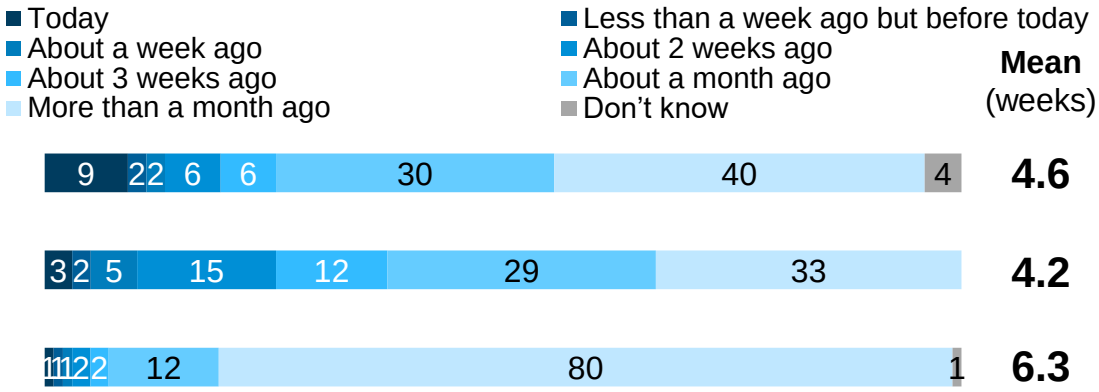

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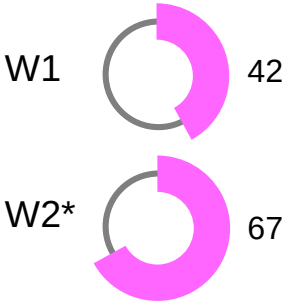
Bath Spa Aware (%)



Passengers at Bath Spa were less aware of the engineering works, with awareness in wave 2 (67%) being considerably lower than that in wave 3 amongst Waterloo passengers (91%)

*Bath Spa W2 was conducted one month before engineering works commenced, which is comparable to W3 of Waterloo

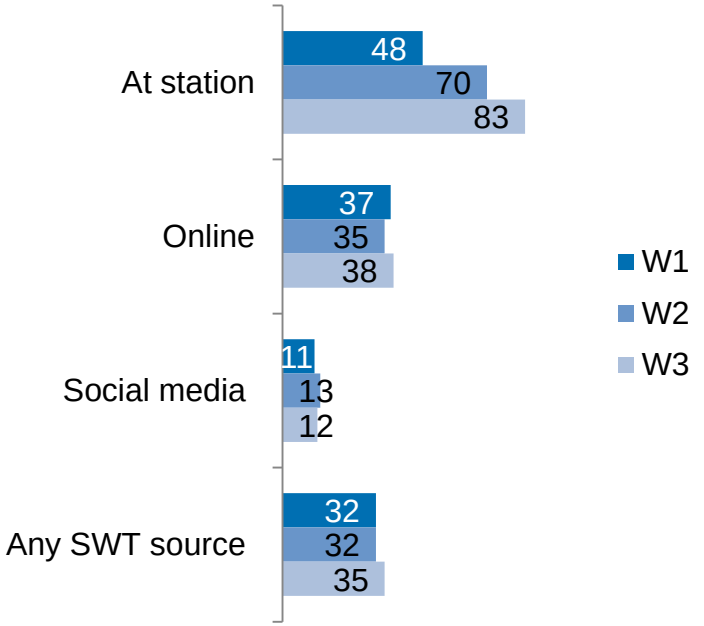
Q11. Were you aware of the upgrade works planned for August 2017? Q13. When did you first find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000. Bath Spa 2015; Base: Wave 1: 1007 Wave 2: 1037

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	W3
Posters/banners around a station	24	47	72
Announcements made on a train	2	42	33
Announcements made at a station	4	28	33
Leaflets handed out at a station	28	30	31
South West Trains website	16	22	25
Posters/stickers displayed on a train	N/A	15	24
A friend, relative or colleague	10	15	12
South West Trains social media page	9	11	11
An email from South West Trains	13	9	11
News in local press/radio/TV	9	4	5
A printed timetable leaflet or booklet	2	3	5
Network Rail website	4	4	4
Told by staff at a station or on a train	3	5	3
Other social media page	3	3	3
A timetable on the internet	-	2	3
National Rail Enquiries website	-	2	3
A letter from South West Trains	1	1	2
Informed when I bought my ticket	1	2	1
A train/travel app	-	1	1
Other website	-	1	1
SWT season ticket wallet	N/A	1	1
Radio/TV ad	N/A	1	-
An SMS/text from South West Trains	-	-	-
Can't remember/don't know	5	1	1

Significantly higher



%	At station	Online (total)	Social media	Any SWT source
Base	*748*	*343*	*112*	*316*
At station	100	85	86	86
Online (total)	39	100	100	99
Social media	13	33	100	32
Any SWT source	36	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, Wave 3: 905

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 (%)

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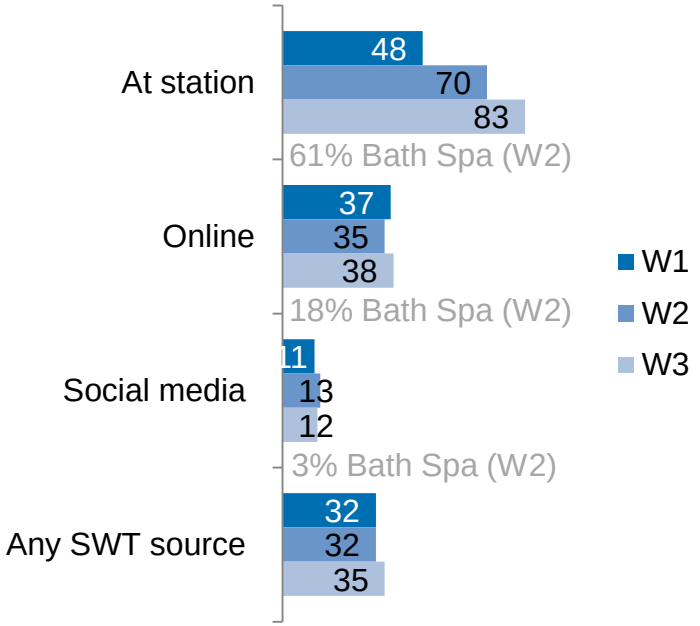
National Rail Enquiries website	-	2	3
A letter from South West Trains	1	1	2
Informed when I bought my ticket	1	2	1
A train/travel app	-	1	1
Other website	-	1	1
SWT season ticket wallet	N/A	1	1
Radio/TV ad	N/A	1	-
An SMS/text from South West Trains	-	-	-
Can't remember/don't know	5	1	1

Significantly higher



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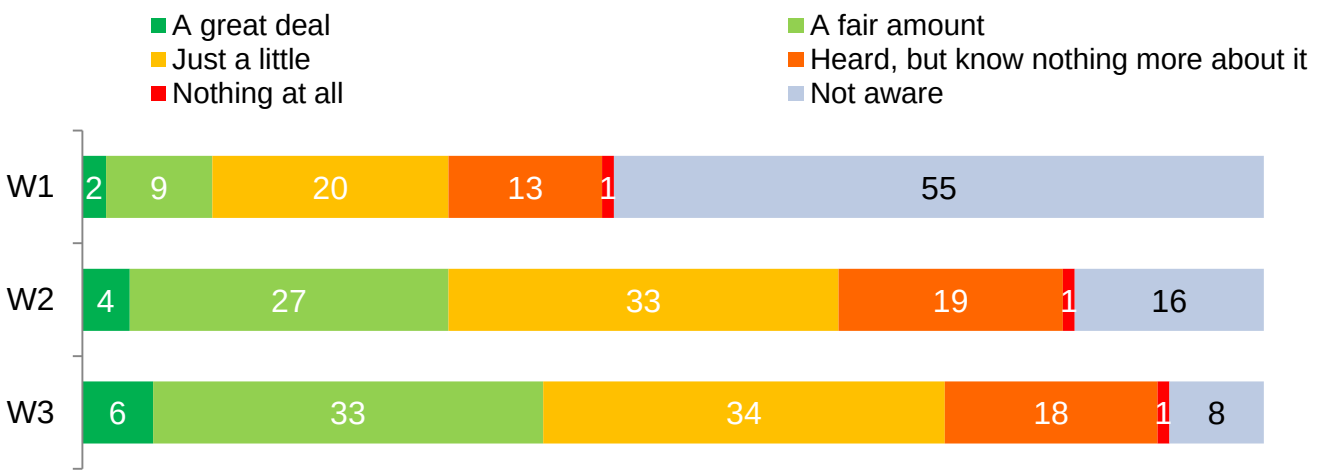
Social media	13	33	100	32
Any SWT source	36	91	91	100

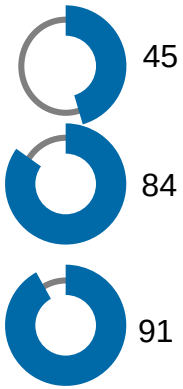
Q16. How did you find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 1: 470, Wave 2: 865, Wave 3: 905 Bath Spa 2015; Base: Wave 1: 1007, Wave 2: 1037

Knowledge of upgrade works at London Waterloo station

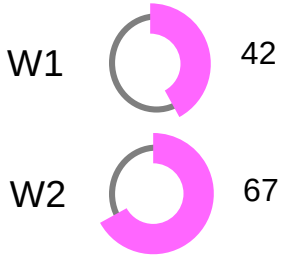
Knowledge level of infrastructure upgrade works planned for August 2017 (%)



Aware



Bath Spa Aware*



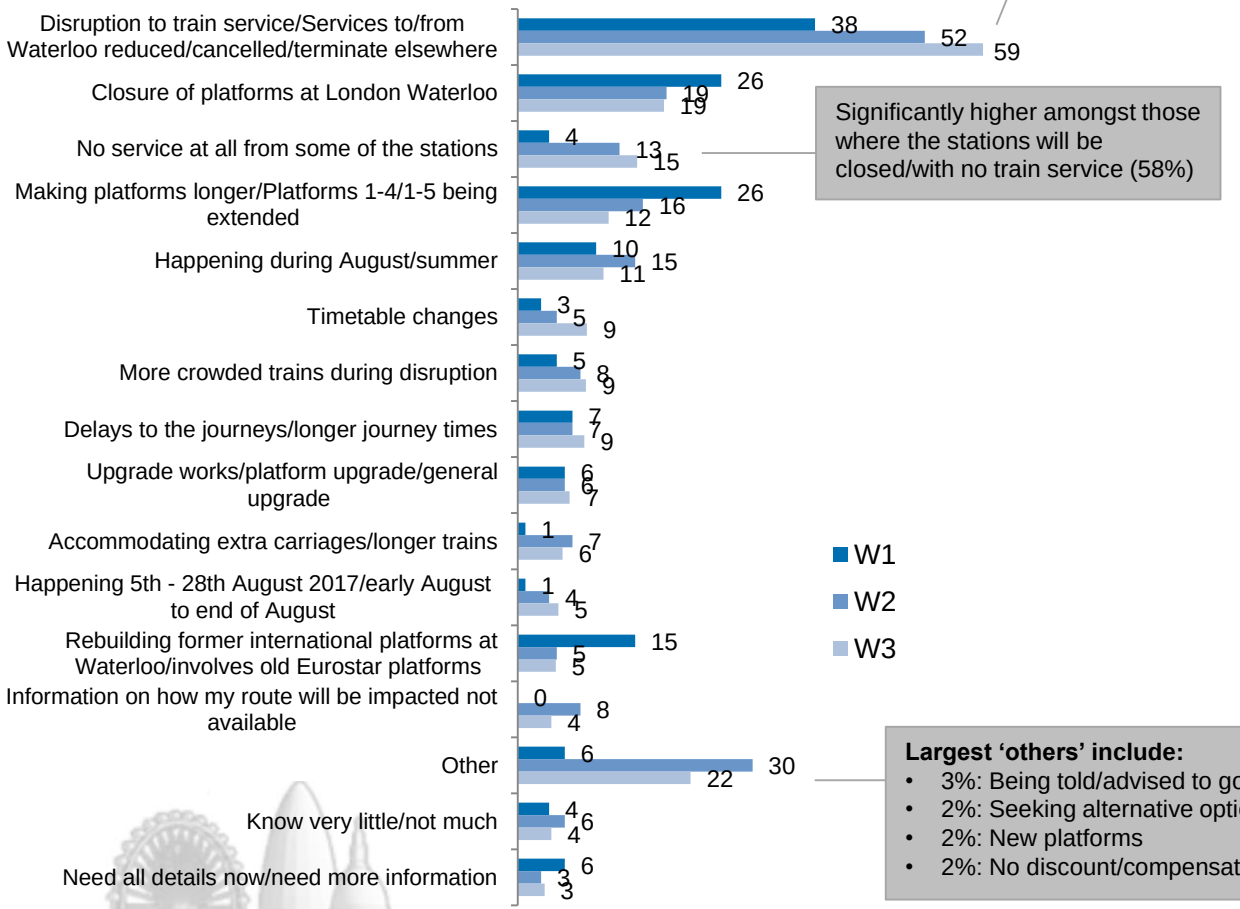
- *In Wave 3, commuters are most likely to be aware of the planned London Waterloo upgrade works (95 per cent aware), and also more likely to know a fair amount or more about the upgrade works (44%, compared to 32% of leisure travellers)*

Q12. How much, if anything, would you say you know about these infrastructure upgrade works planned for London Waterloo station in August 2017? Q11. Were you aware of the upgrade works planned for August 2017?
Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000. Bath Spa 2015; Base: Wave 1: 1007, Wave 2: 1037

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

What passengers know about the upgrade works at London Waterloo station

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



Significantly lower amongst those with no trains from their station (24%)

Significantly higher amongst those where the stations will be closed/with no train service (58%)

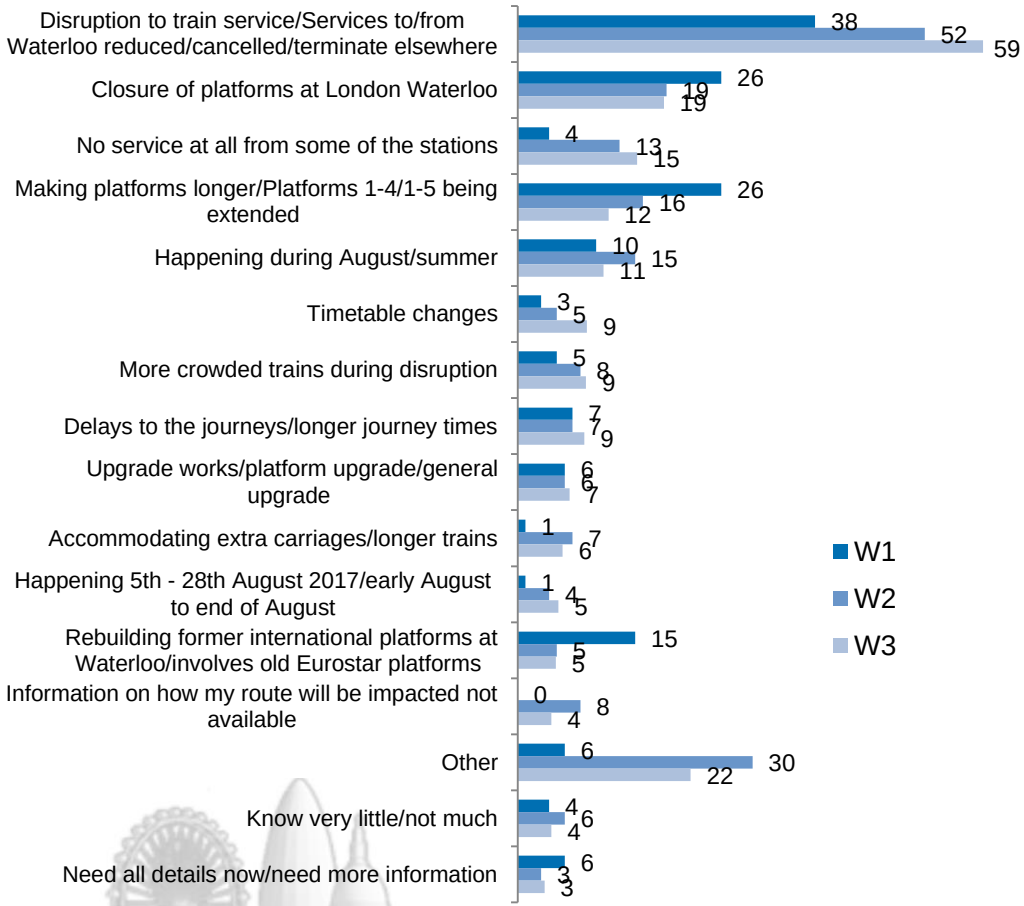
Largest 'others' include:

- 3%: Being told/advised to go on holiday during the time
- 2%: Seeking alternative options
- 2%: New platforms
- 2%: No discount/compensation

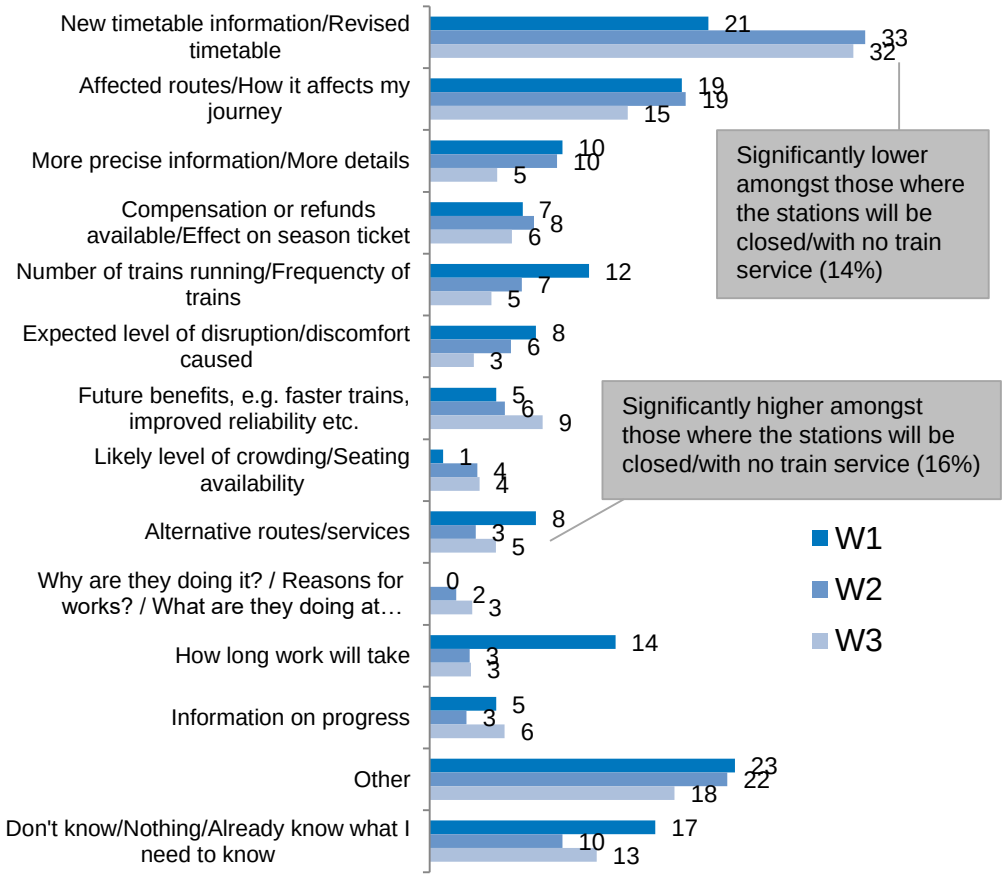
Q14. What do you know about these infrastructure upgrade works planned for London Waterloo station in August 2017 and how they might affect you? Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: Wave 1: 470, Wave 2: 865, Wave 3: 905

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

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



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



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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

***Platform extension, fewer trains**, during **August**. Likely delays*

*Waterloo station is being upgraded to allow more capacity and **longer trains**. **Nine platforms will be closed for three weeks during August**. Reduced services will run*

***Modernisation** of Waterloo concourse, **extending platforms**. Impact: less trains and delays in and out of Waterloo*

***Fewer trains** from local station with much longer journey times*

Longer platforms and reopening of Eurostar platforms

*Closure of **platforms 1-9** at London Waterloo between **5-28 August** for extension work*

***Reduction in the number of trains between Kingston and Waterloo** which will affect journey times*

Reduced number of trains**, more congestion and delays expected. Advised to **avoid travelling if possible

***Platform, signalling and track upgrades** affecting platform 1-4*

Norbiton station will be closed** for three weeks in August. I think there will be **reduced services from New Malden and Kingston

***Lengthening platforms** at Waterloo. Significantly **fewer services** running*

Until the detailed timetable is produced, I do not know the level of disruption

***Half the platforms will be closed** so that **platforms 1-4** can be **extended** to accommodate 10 car trains on the suburban lines. **Chessington Line stations will be closed** completely*

Converting the old Eurostar platform for use by suburban trains

There will be an impact but no current timetables or details of how service will be routed seem to be available

Not enough.The website is not easy to navigate and the timetables not easy to find

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 3: 905

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 the services that will be running*

*Which trains will be running – a **precise timetable** would be useful*

***Revised timetables** would be good*

***Timetable details** for the two trains an hour in the mornings and evenings which will run between Twickenham and Shepperton*

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 3: 905

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What is the impact on my route?

- *Exact information about the **timing implications for my regular journey***
- *What will the impact be on travellers, will it cause delays to journeys*
- *Everything that will **affect my journey** between Hampton Court and Wimbledon*
- *Better idea of **how my journey will be impacted***

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More precise information

- ***Timetables, refunds** for season ticket holders not willing to travel in August/if forced to travel in August, **alerts** for when the station is closed due to overcrowding*
- ***Which/How services will be affected.** How long an **average journey** will now take and what **time** will return trains leave Waterloo*
- *Which train lines will be opened or closed/have reduced services etc*
- ***Exactly which trains** will not operate on the Surbiton-London Waterloo line*

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Compensation/season tickets

- *What **compensation** there will be on season ticket due to disruption*
- *I would like to know **whether my Gold Card will allow me to travel on the GWR services** via Reading/Paddington*
- *Are Gold Card owners going to get a **refund** for August*
- ***Process if getting a part-refund** for the month*

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Type and level of disruption to expect

- ***Dates, how it will affect me, alternatives** if services are going to be altered*
- ***Timescale and expected impact** of the improvement on my usual journey*
- ***How many trains are you reducing** during the upgrade? Is the upgrade work likely to **overrun**?*
- *How will it affect the **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 3: 905

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- *Exact information about the **timing implications for my regular journey***
- *What will the impact be on travellers, will it cause delays to journeys*
- *Everything that will **affect my journey** between Hampton Court and Wimbledon*
- *Better idea of **how my journey will be impacted***

More precise information

- ***Timetables, refunds** for season ticket holders not willing to travel in August/if forced to travel in August, **alerts** for when the station is closed due to overcrowding*
- ***Which/How services will be affected.** How long an **average journey** will now take and what **time** will return trains leave Waterloo*
- *Which train lines will be opened or closed/have reduced services etc*
- ***Exactly which trains** will not operate on the Surbiton-London Waterloo line*

Compensation/season tickets

- *What **compensation** there will be on season ticket due to disruption*
- *I would like to know **whether my Gold Card will allow me to travel on the GWR services** via Reading/Paddington*
- *Are Gold Card owners going to get a **refund** for August*
- ***Process if getting a part-refund** for the month*

Type and level of disruption to expect

- ***Dates, how it will affect me, alternatives** if services are going to be altered*
- ***Timescale and expected impact** of the improvement on my usual journey*
- ***How many trains are you reducing** during the upgrade? Is the upgrade work likely to **overrun**?*
- *How will it affect the **frequency of trains***

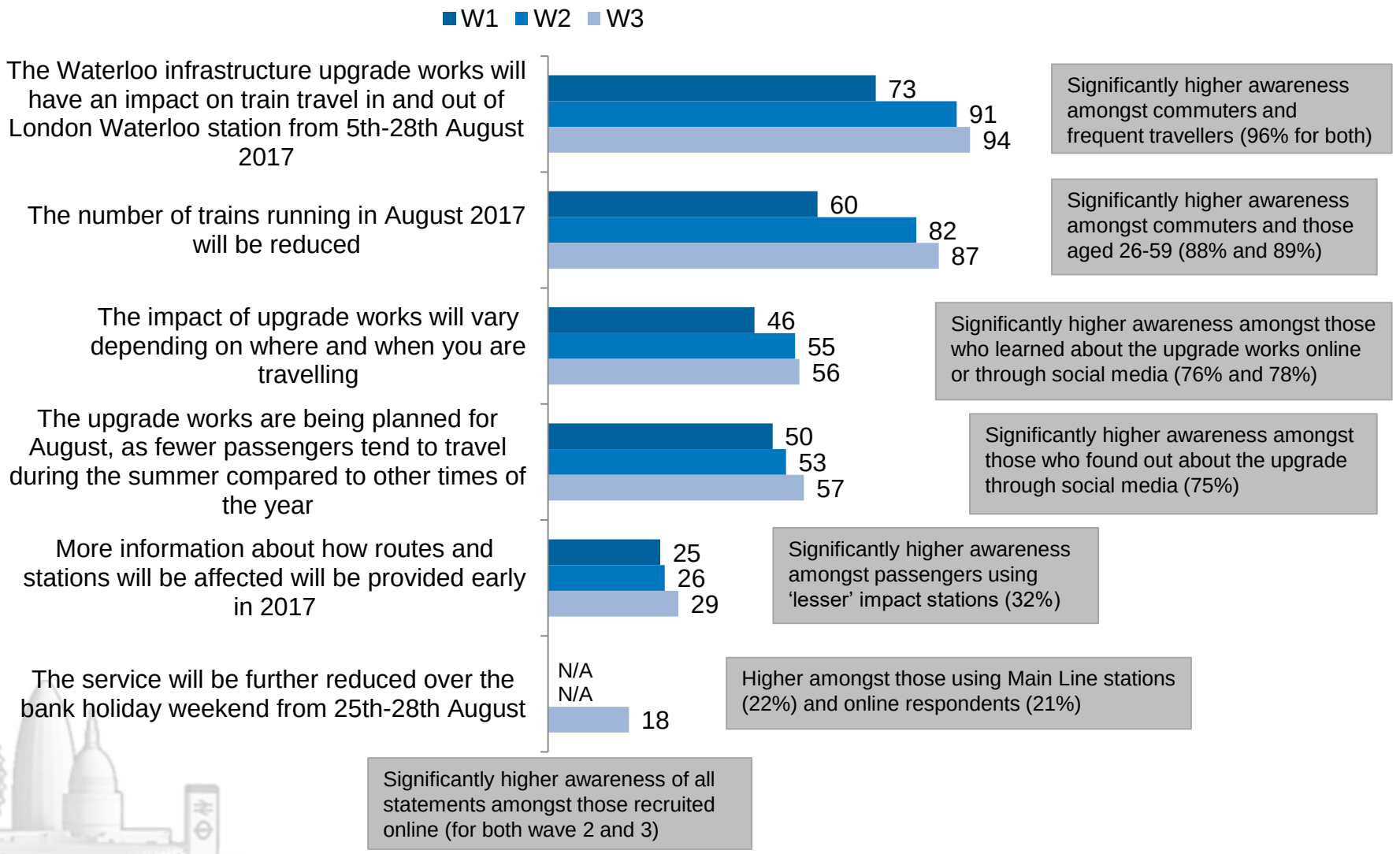
Future benefits

- *More detailed information about the **extra train services** that will be possible once the upgrade work has finished*
- *Will trains be **longer**? Will **frequency** increase?*
- ***Expected benefits**, especially the daily issue of **overcrowding***
- *Improvements, e.g. **longer trains, more shops, better signals***

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 3: 905

Awareness of upgrade works at London Waterloo - detail

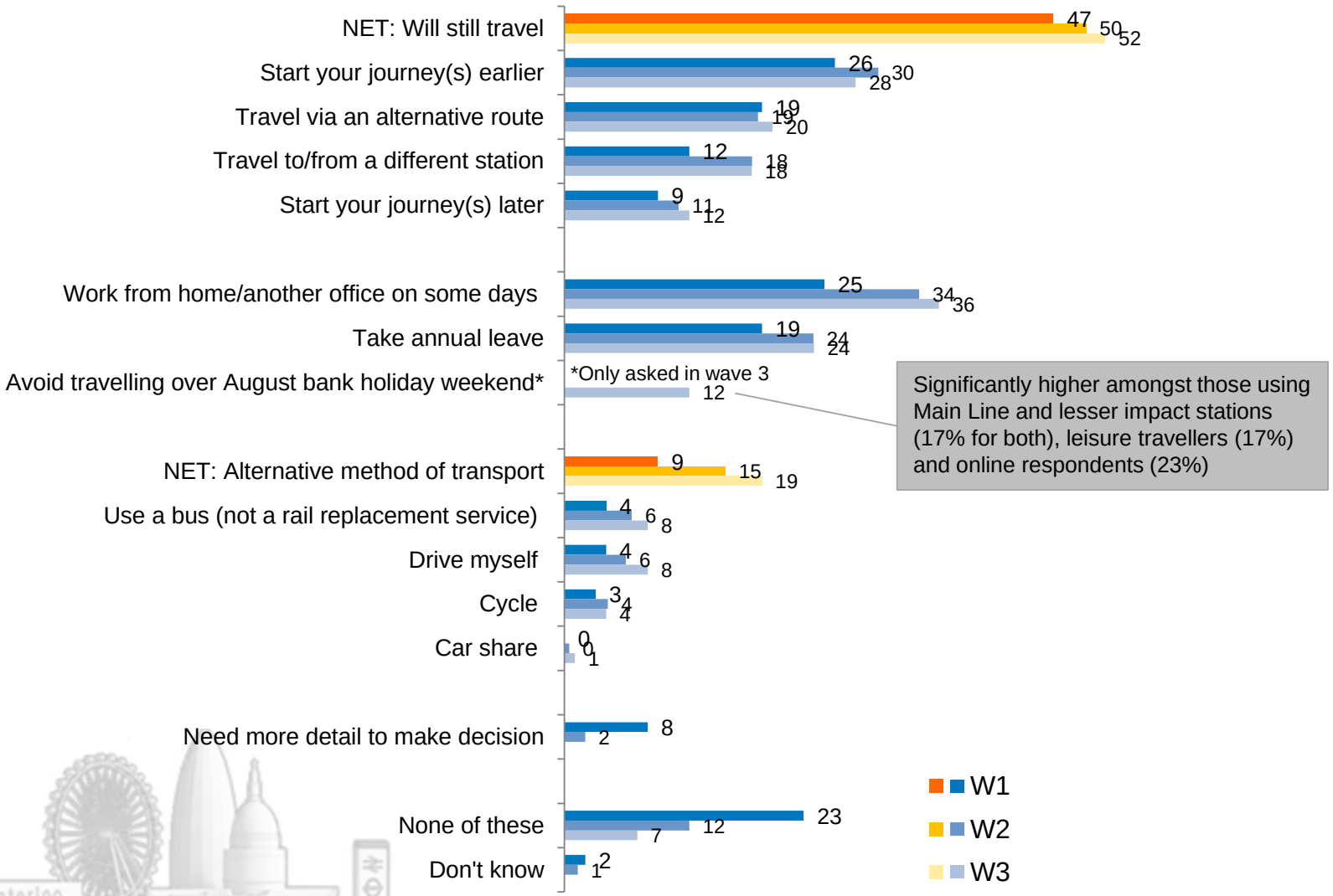
Awareness of infrastructure upgrade works planned for August 2017 (%) - detail



Q17. Which, if any, of the following statements about the infrastructure upgrade works planned for London Waterloo station in August 2017 were you aware of before today?
Base: All aware: Wave 1: 470, Wave 2: 865, Wave 3: 905.

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

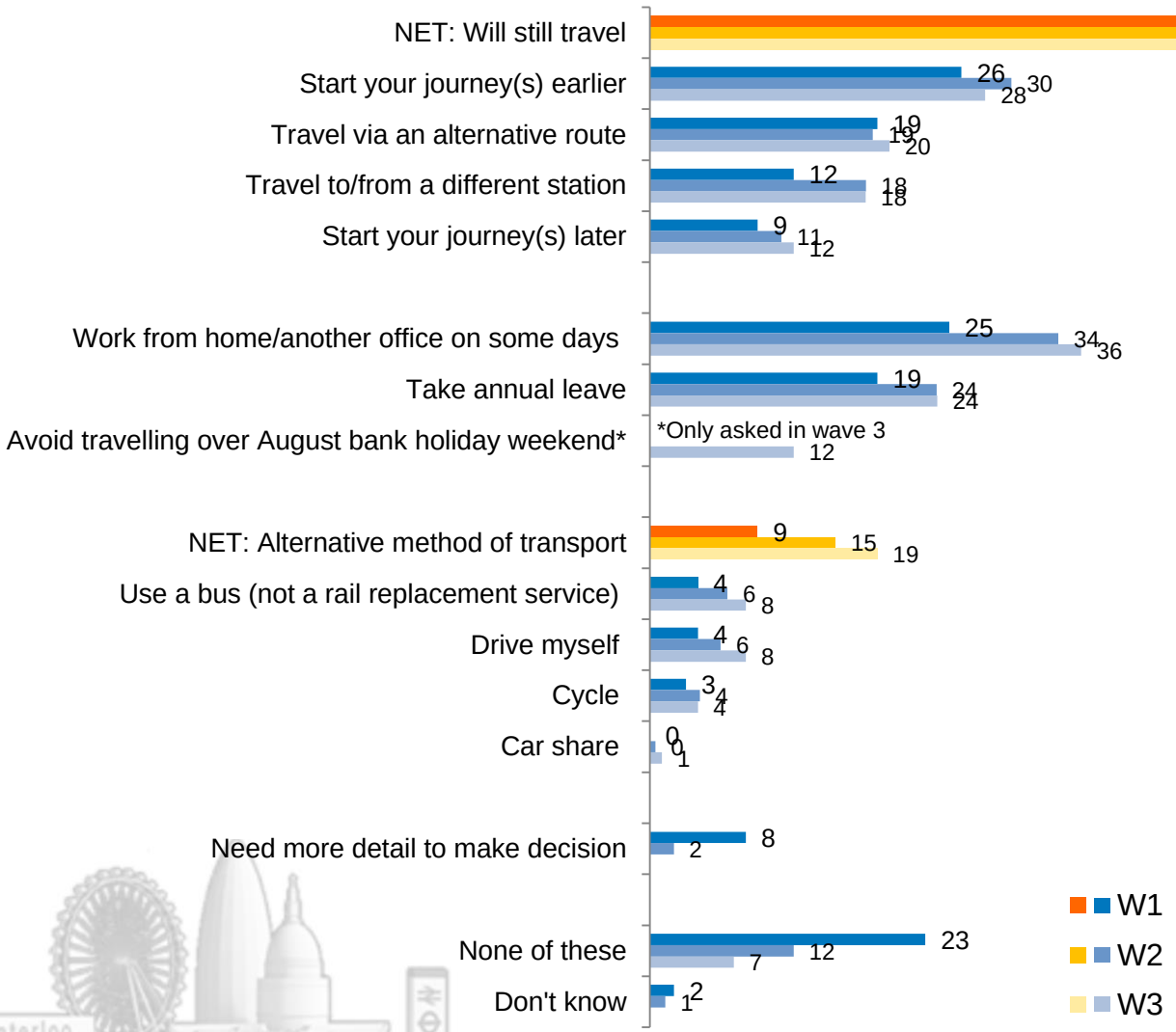
Action considered ahead of or during the infrastructure upgrade works at London Waterloo station



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, Wave 3: 905.

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



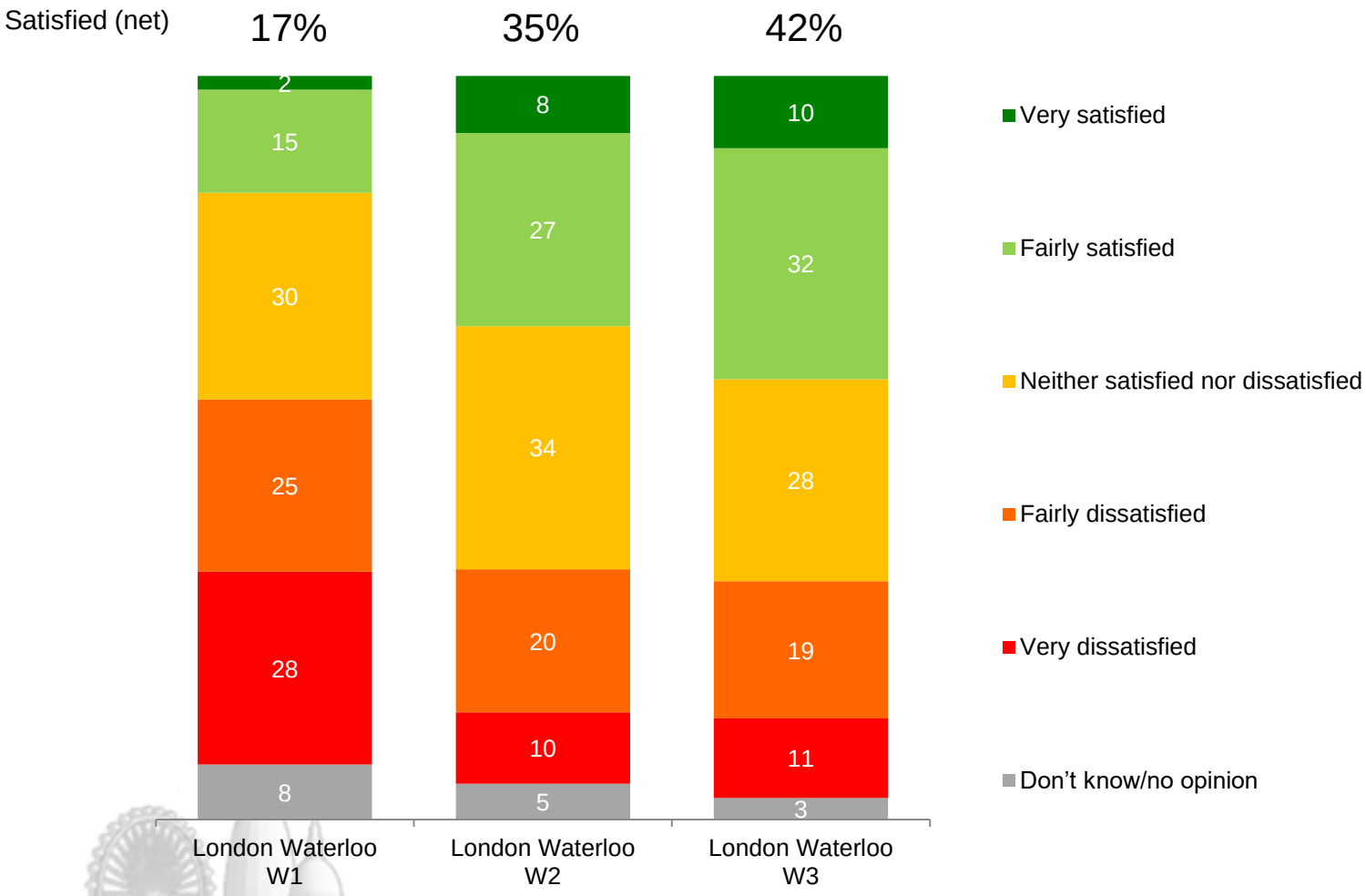
- *Those with no trains from their station are the most likely to say they will use an alternative mode (24% use a bus that is not a rail replacement, 11% drive and 6% cycle)*
- *Those with no trains from their station and on the Suburban lines are the most likely to travel from a different station (56% and 28%)*
- *Those on the Windsor lines are most likely to travel via an alternative route (33%)*
- *Commuters and frequent travellers are most likely to take annual leave or work from home/another office*

%	Commuters	Frequent	Main Lines
Work from home/another office	41%	39%	44%
Take annual leave	28%	27%	23%

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, Wave 3: 905

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* (%)



- *51% of those who were not aware of works and disruption are dissatisfied with information*
- *Those who know less info about the works are more likely to be dissatisfied: 31% dissatisfied amongst those that know 'just a little'; 54% dissatisfied amongst those that have 'only heard about it'*
- *Online respondent are the most likely to be dissatisfied (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, Wave 3: 905

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* (%)

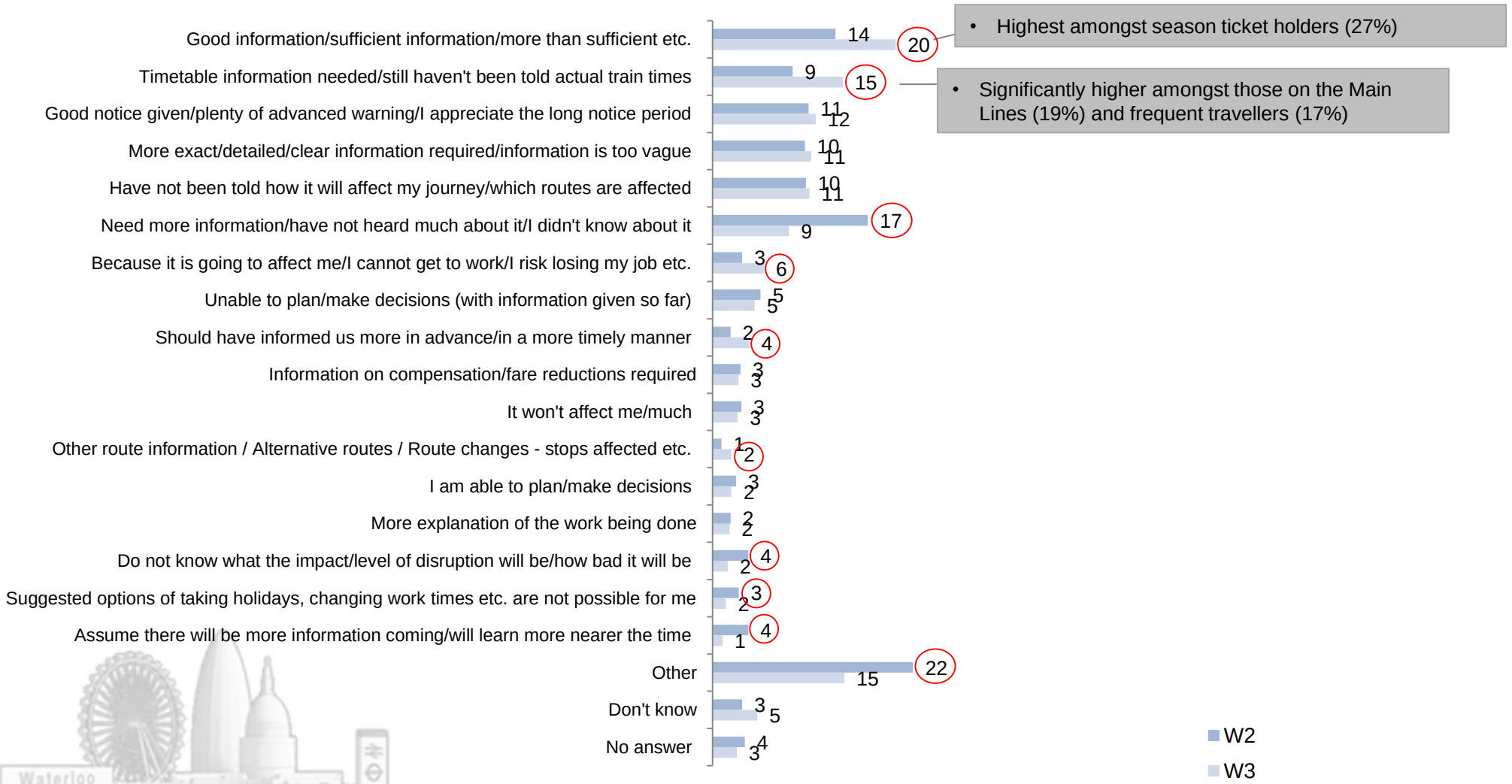
- *51% of those who were not aware of works and disruption are dissatisfied with information*
- *Those who know less info about the works are more likely to be dissatisfied: 31% dissatisfied amongst those that know 'just a little'; 54% dissatisfied amongst those that have 'only heard about it'*
- *Online respondent are the most likely to be dissatisfied (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 in August 2017?
Base: All respondents: Wave 1: 1033, Wave 2: 1029; Wave 3: 1000 Bath Spa Base: All respondents: W1: 1007, Wave 2: 1037

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

Reasons for level of satisfaction with information provided (%)



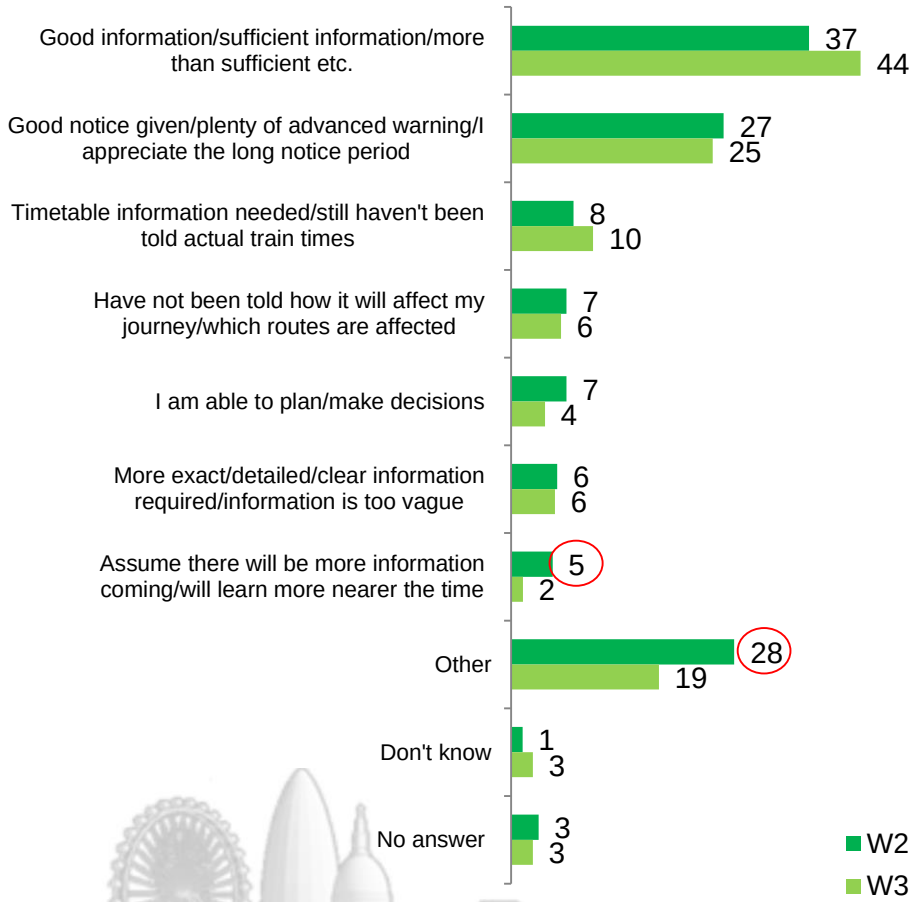
- Highest amongst season ticket holders (27%)
- Significantly higher amongst those on the Main Lines (19%) and frequent travellers (17%)

Q20 Why do you say that? (Not asked in W1)
Base: All respondents: Wave 2: 1029, Wave 3: 1000

Significantly higher

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 (%)

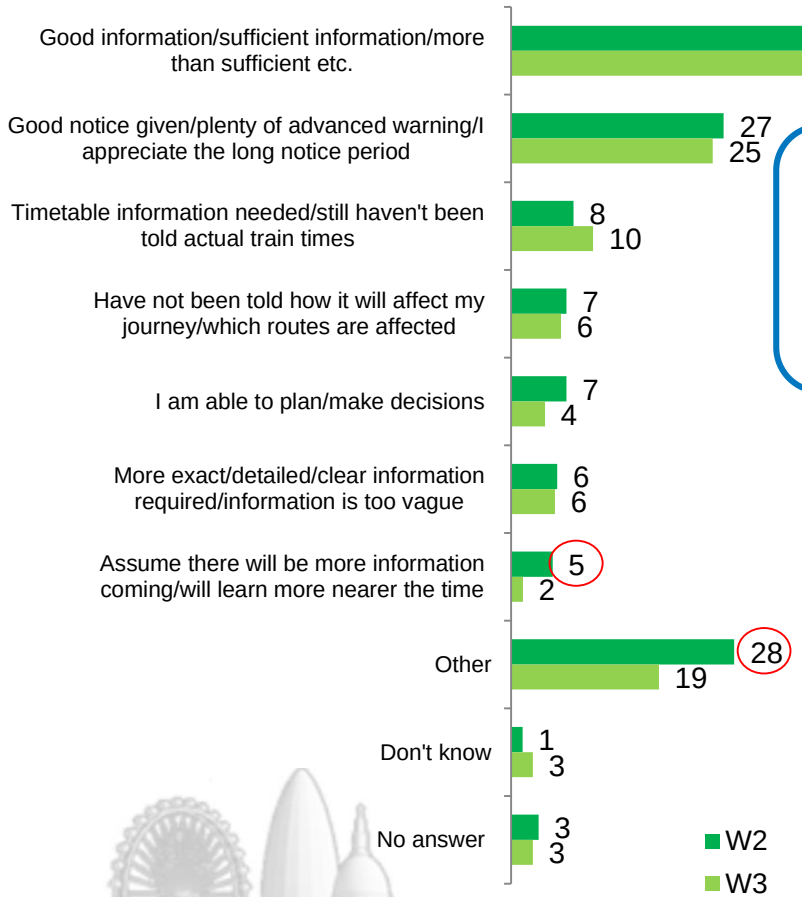


Q20 Why do you say that? (Not asked in W1)
Base: All satisfied: Wave 2: 345, Wave 3: 399

Significantly higher

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 (%)



Informed in advance, so I know what's happening, even though I don't necessarily agree with the amount of disruption caused. There should be fewer trains, not none

Basic info has been communicated well on the trains themselves

I guess there's only so much you can do. I'm lucky that my employers are quite flexible - otherwise I'd be quite worried

Have known about the planned works for months. Info about impact well publicised. I travel weekly/monthly for leisure, not as a daily commuter but even I have seen so much about this project. Frequently crops up on SWT Twitter and is clearly set out on their website. Information at Waterloo. Also found the video of the work in progress on the old Eurostar platforms very interesting

Good publication of delays well in advance and more detail available on website was clear. But now feel I need to know more specifics to plan accordingly

I was warned back in August last year. Gave me plenty of time to plan in advance

There has been plenty of notice, and it's been frequently repeated. It's up to me to find out what the timetable will be, but there's no secret it's happening. I'm concerned that everyone will still have to get to work however, so there will just be the same amount of people on far fewer trains

They have been clear however I would like more information specifically about my Woking to Waterloo journey

Informed well in advance, so I could make plans before time. It would be better if there were posters up/announcements saying exactly what the reduced timetable planned is

Have received enough information but just don't know how it will be in reality

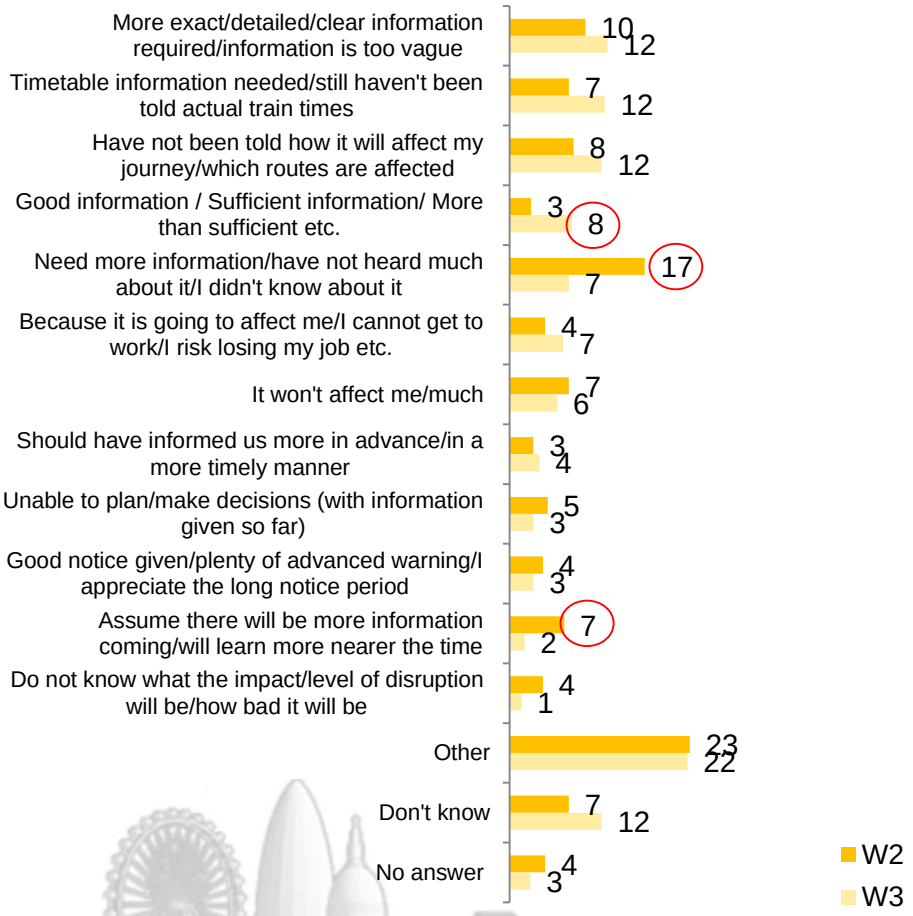
Plenty of advance warning but finalised specific timetables required ASAP

Q20 Why do you say that? (Not asked in W1)
Base: All satisfied: Wave 2: 345, Wave 3: 399

Significantly higher

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 (%)

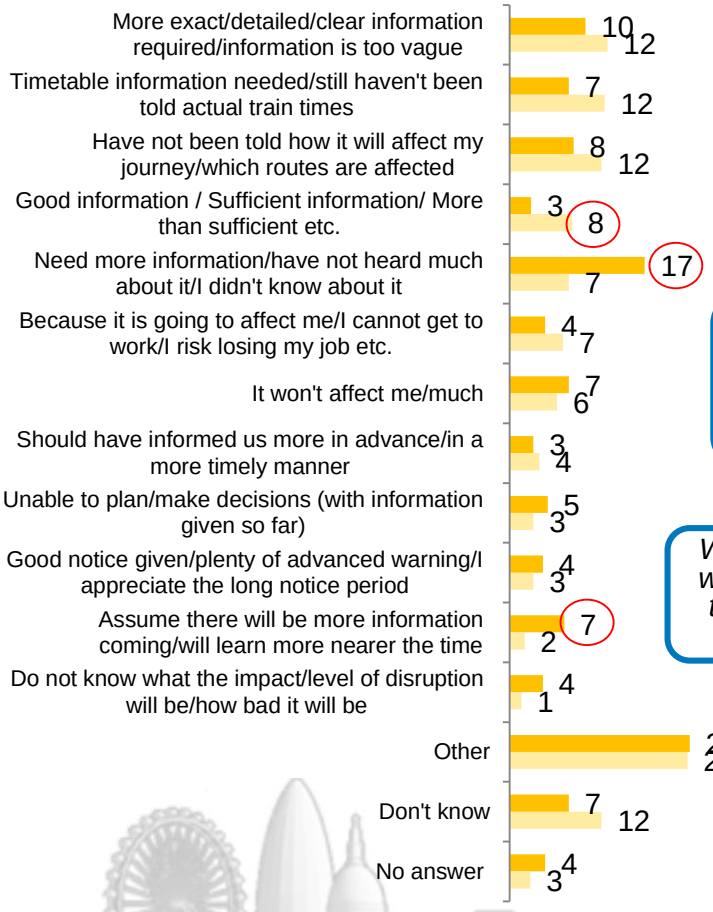


Q20 Why do you say that? (Not asked in W1)
Base: All neutral (neither satisfied nor dissatisfied): Wave 2: 334, Wave 3: 267

Significantly higher

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 (%)



Knowing planned frequency of trains doesn't help plan - only timetables do that. Online time tables now available but you can't see the pattern of trains well on those to see where less busy journeys might be

I want exact guidance on what will happen to my trains - change of time, less trains... etc. There are only two an hour on a normal day and they are already full in rush hour so I want to know what impact to expect and whether I need to let my manager know of a change of working hours due to cancelled trains

Detailed information on train times is available but not being widely advertised. You have to look quite deep into the SWT website to find it

I know broadly what and why the changes are, but I'd like to know now what the specific timetable will be for the period of infrastructure works. That would allow me to plan better

Am not happy about the disruption but understand that works need to be done at some stage. I cannot afford to take holiday at this time so I have to continue to make my commuting journey. Am not sure if I'll be able to pick my children up from childcare on time and I could get fined as a result

Was just disappointed that the website didn't tell me anymore than the pull up roller banner at Woking station

Only seen stickers on trains, no other information

I still feel that I am walking in to the disruption without any idea of what to expect

I'm satisfied that there's a fair amount of detail being given. But dissatisfied that info on refunds still hasn't been released - this should have been clarified a long time ago. And dissatisfied at the suggestion that I should have to make alternative arrangements for three weeks. SWT/National Rail should be making the alternative arrangements - I don't see why the customers should have to do this. I'm taking a week's holiday but I don't have the option of taking any more during August and I also don't have the option of working from home. I will have to be in central London for the same time I always am

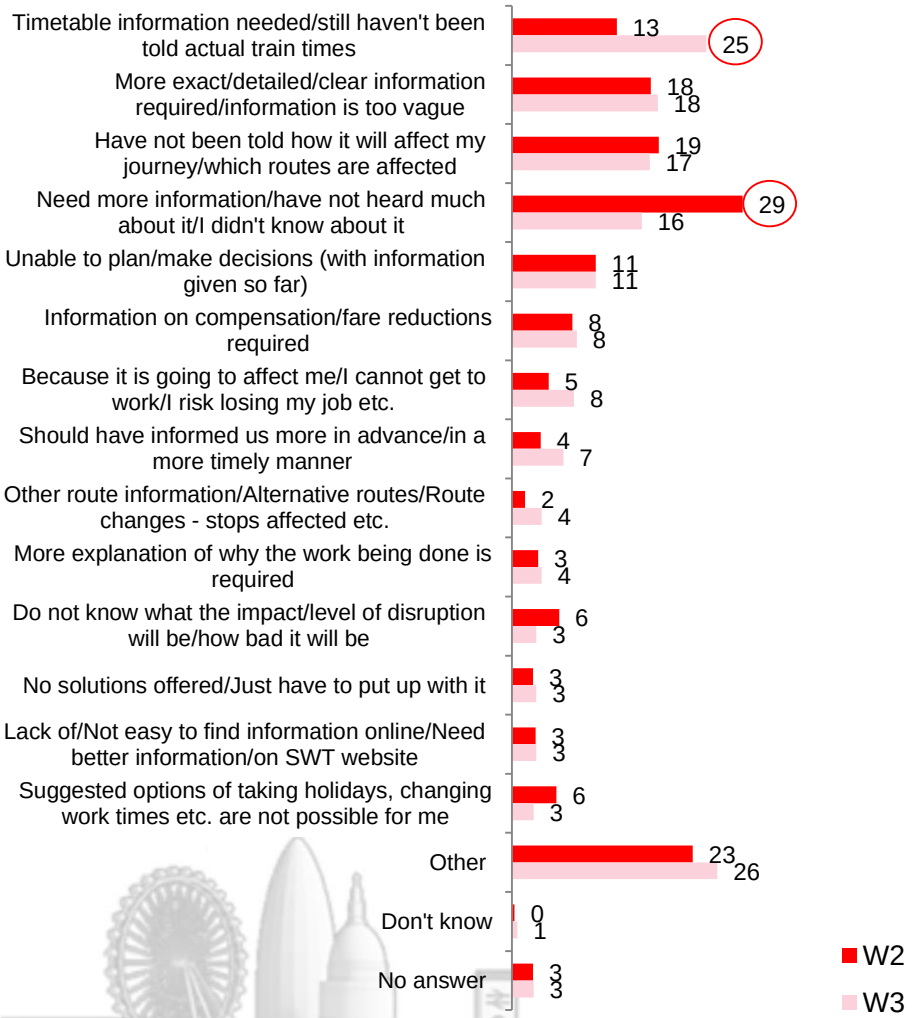
I don't think it's news that will ever get a positive response. It all sounds very gloomy

Q20 Why do you say that? (Not asked in W1)
Base: All neutral (neither satisfied nor dissatisfied): Wave 2: 334, Wave 3: 267

Significantly higher

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 (%)

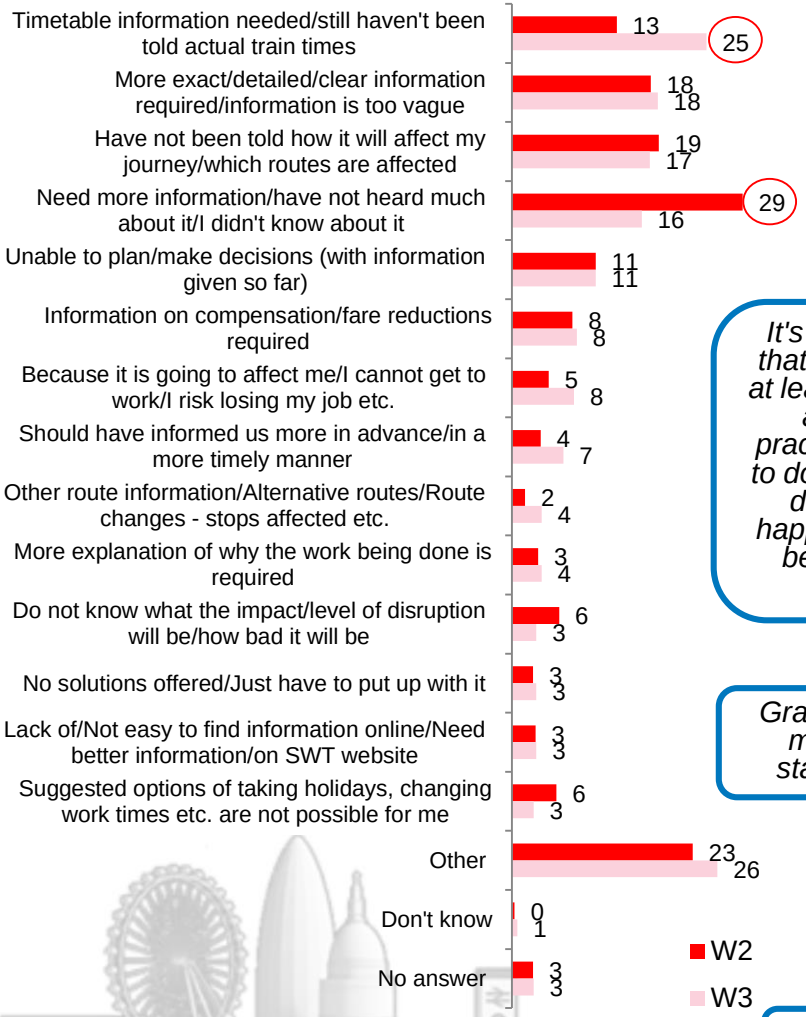


Q20 Why do you say that? (Not asked in W1)
Base: All dissatisfied: Wave 2: 301, Wave 3: 292

Significantly higher

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 (%)



The posters are very vague, it would be great to know exactly which trains won't operate

You have done plenty to encourage passengers to reduce the impact on you, but offered nothing specific in return. Try to separate out the positive aspects: public funding investing in publicly owned infrastructure for the long term future of rail travel

Advance notice given of changes but little detail of exactly what they'd be

Aside from being told there will be disruption, not a lot has been said. I have a yearly season pass so would expect some letter-based communication

It's all well and good warning in advance that it's going to be a massive nightmare - at least I have good notice of that. But what are my options? I haven't seen any practical information of what I'm supposed to do. What alternatives will there be? How do I explain this to my bosses? What happens if I face disciplinary action for not being able to get to work? What about annual season ticket refunds?

Compensation is not addressed. Alternate routes are not addressed

It's almost July and still no publication of the revised timetables. Agree work needs to be done at Waterloo really not the issue but please publish the times of the trains during the works so I can make decisions about how I will get to work

Granted I have not searched out info myself, but the info presented at stations is not particularly detailed

Whilst warning on disruption is happening, that is of no use without context of exactly how many, and which, trains will run

If I take leave in August it will have to be unpaid due to other commitments. I would like to know if I will be paying for travel during a period I am forced to take unpaid

Surely a timetable can be given now so people can start planning?

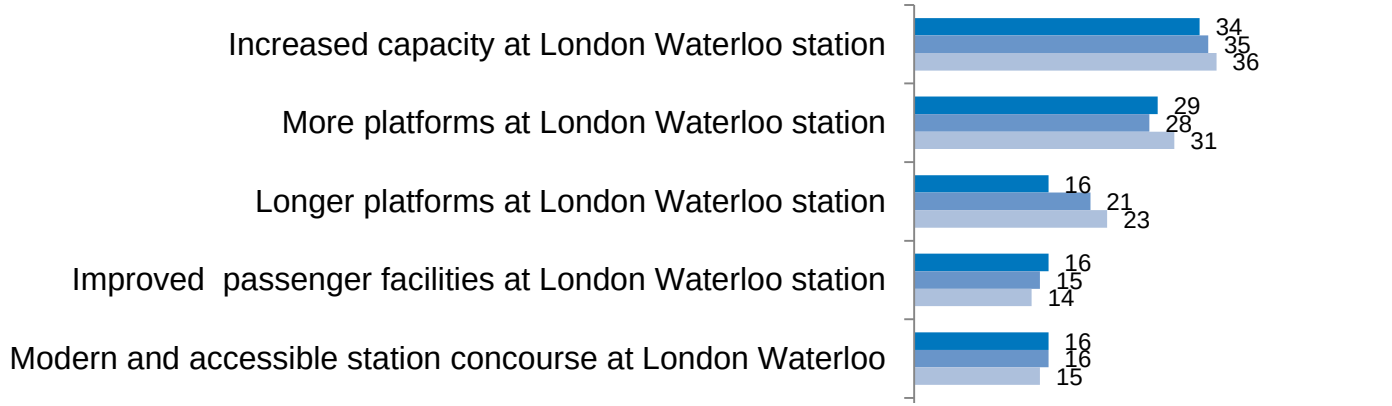
Q20 Why do you say that? (Not asked in W1)
Base: All dissatisfied: Wave 2: 301, Wave 3: 292

Significantly higher

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

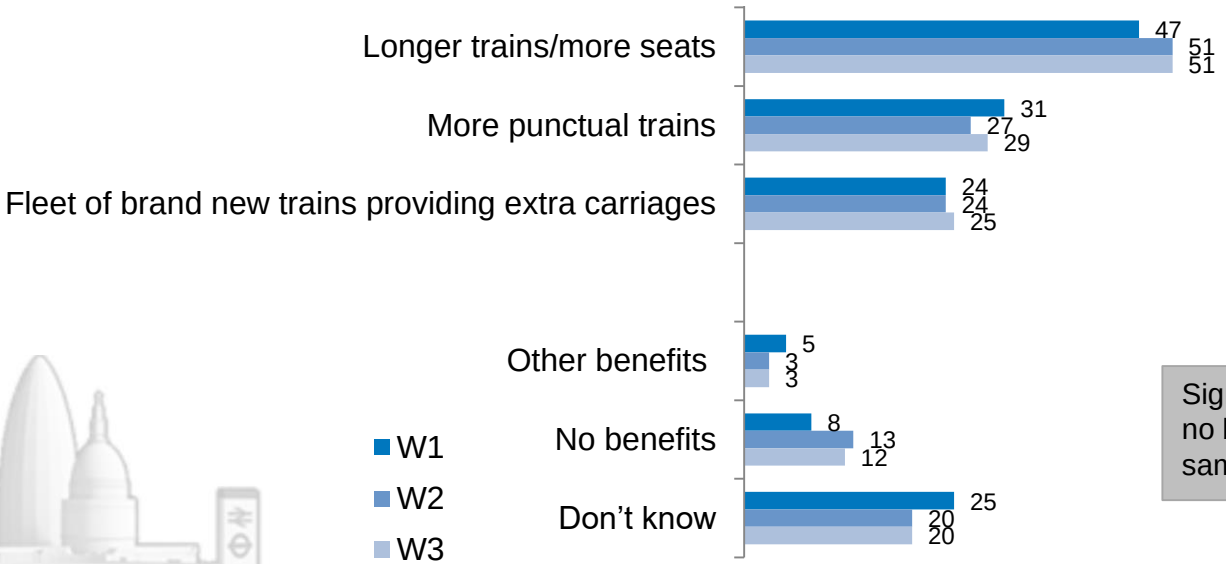
Perception of the personal benefits as a result of the infrastructure upgrade works (%)

Benefits at London Waterloo station



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

Benefits to train services



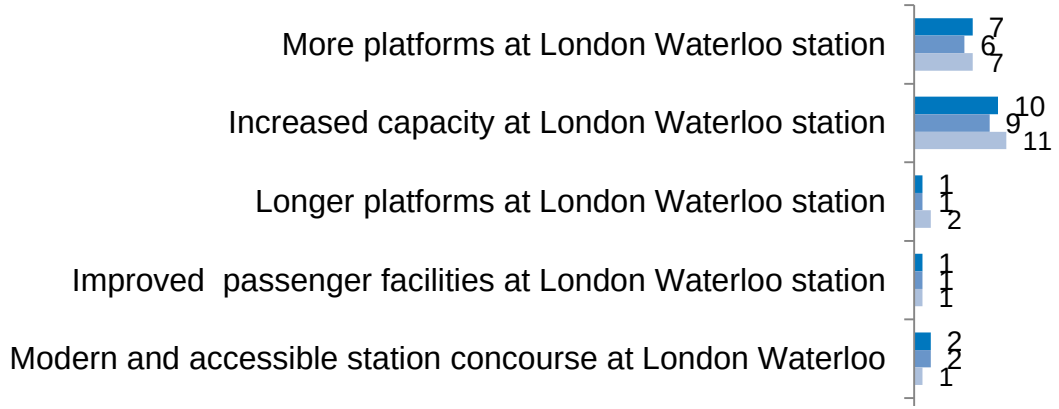
Significantly higher mentions of no benefits amongst online sample (16%)

Q21a. And what do you expect the benefits to be?
Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000

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

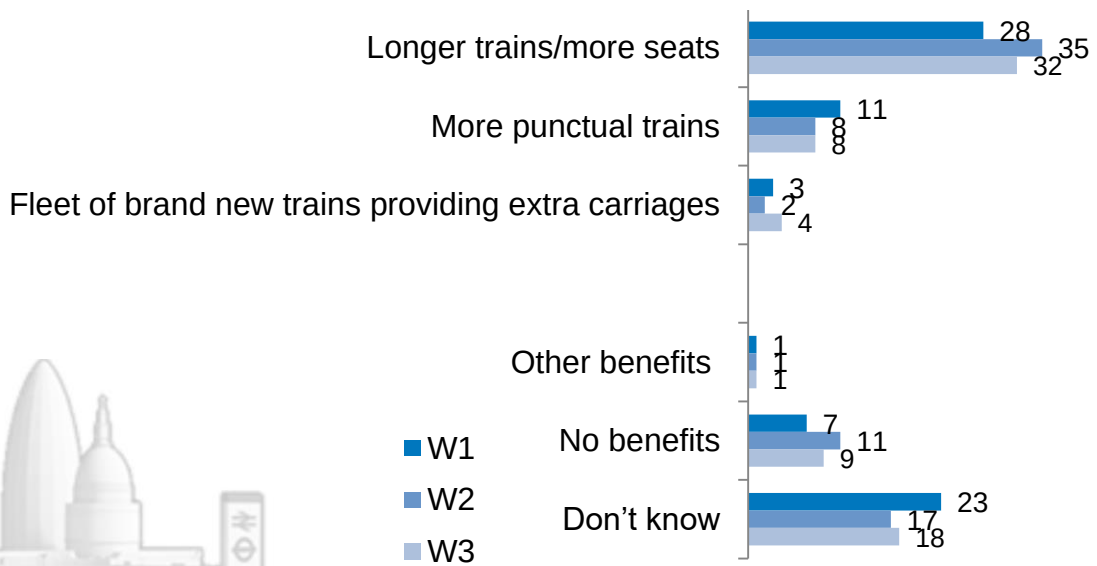
Perception of the main personal benefit as a result of the infrastructure upgrade works (%)

Benefits at London Waterloo station



Significantly lower amongst those with no trains from their station (6%)

Benefits to train services

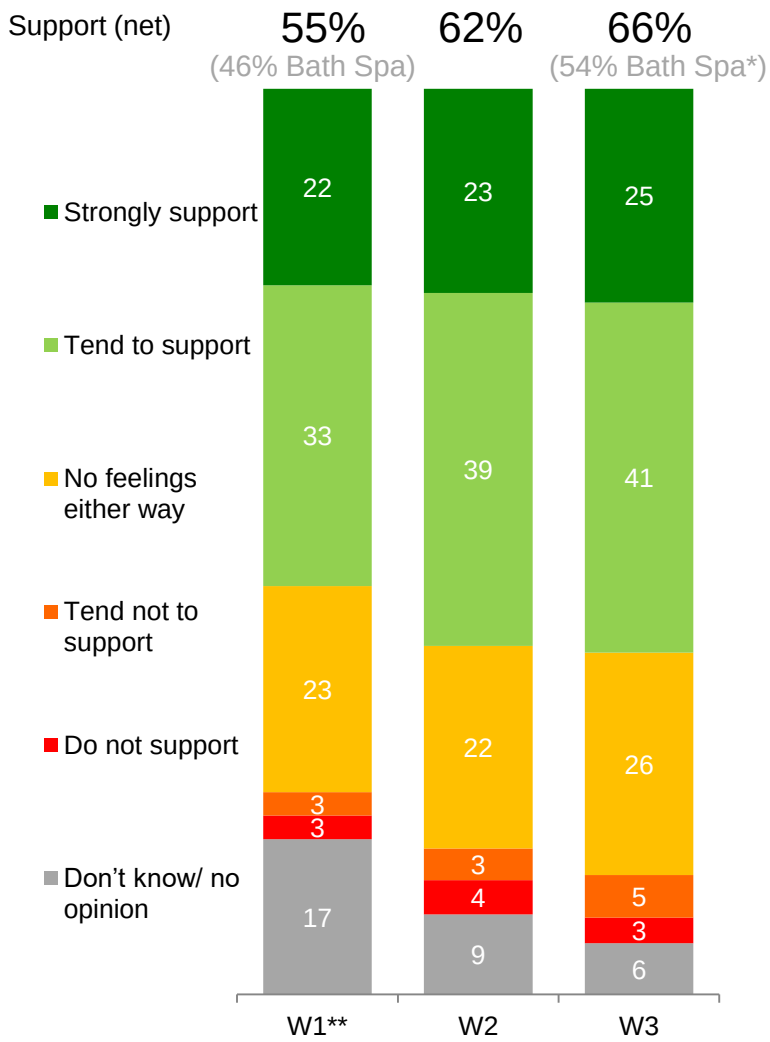


Significantly higher amongst those with no trains from their station (45%) or high impact stations (36%), and on the Suburban lines (40%)

Q21b. And what do you expect the main benefit to be?
Base: All respondents: Wave 1: 1033, Wave 2: 1029, Wave 3: 1000

Support for upgrade works at London Waterloo station

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

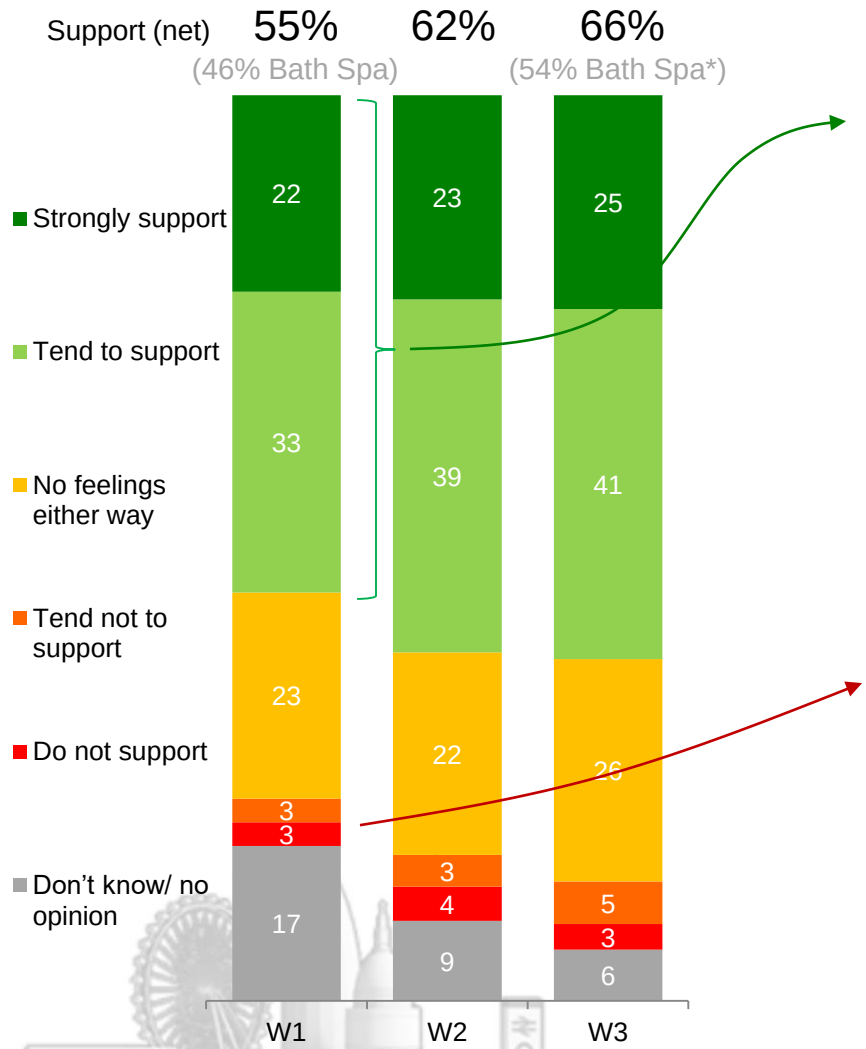


*Bath Spa W2 was conducted only one month before engineering works commenced. **W1 results have been rebased and are therefore not as shown previously

Q22. 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, Wave 3: 1000
Bath Spa 2015; Base: All respondents Wave 1: 1007, Wave 2: 1037

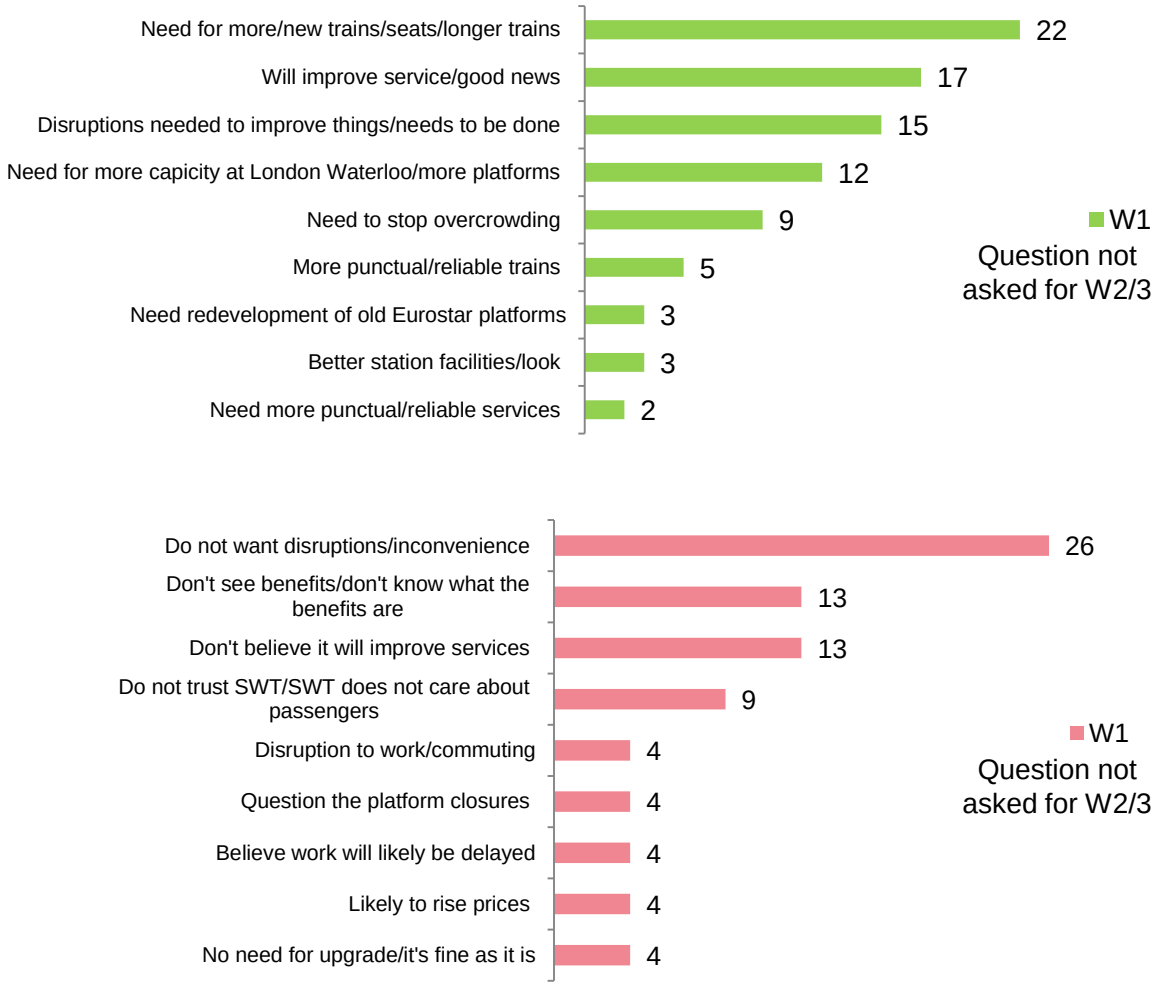
Support for upgrade works at London Waterloo station

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



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

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



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, Wave 3: 1000/622/74
Bath Spa 2015; Base: All respondents Wave 1: 1007, Wave 2: 1037

Supporters/non-supporters – profile W3

Supporters (n=622)

more likely to:

Demographics

- be females
- 60+ years old

Travel

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

Upgrade works

- know a fair amount 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
- want to know:
  - More about future benefits
  - Progress updates on the works
  - Alternative routes available
  - Number of trains running
- consider working from home/other office during the disruption, taking annual leave or using an alternative station
- want to know about disruption to the railway caused by upgrade works 1-3 months in advance

SWT perception

- Higher levels of trust in SWT and in general perceive SWT more positively

Non-supporters (n=74)

more likely to :

Demographics

- be males
- 26-44 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 fewer 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
  - Future benefits
  - More precise information
  - Alternative routes and services
- 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

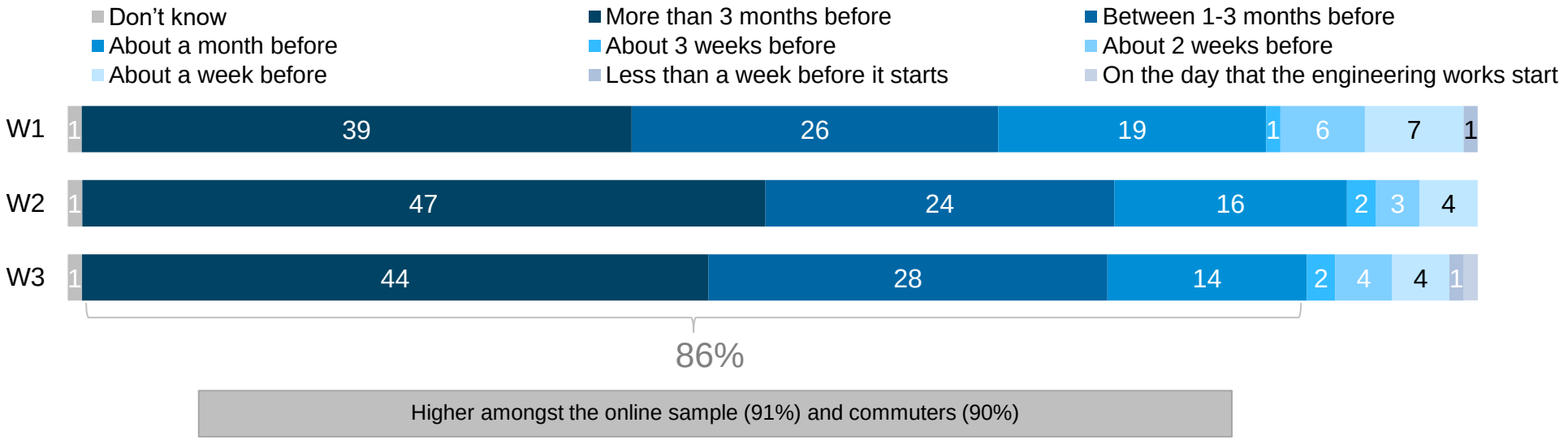
- not trust SWT and perceive SWT more negatively

Future disruption communications

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

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 (%)

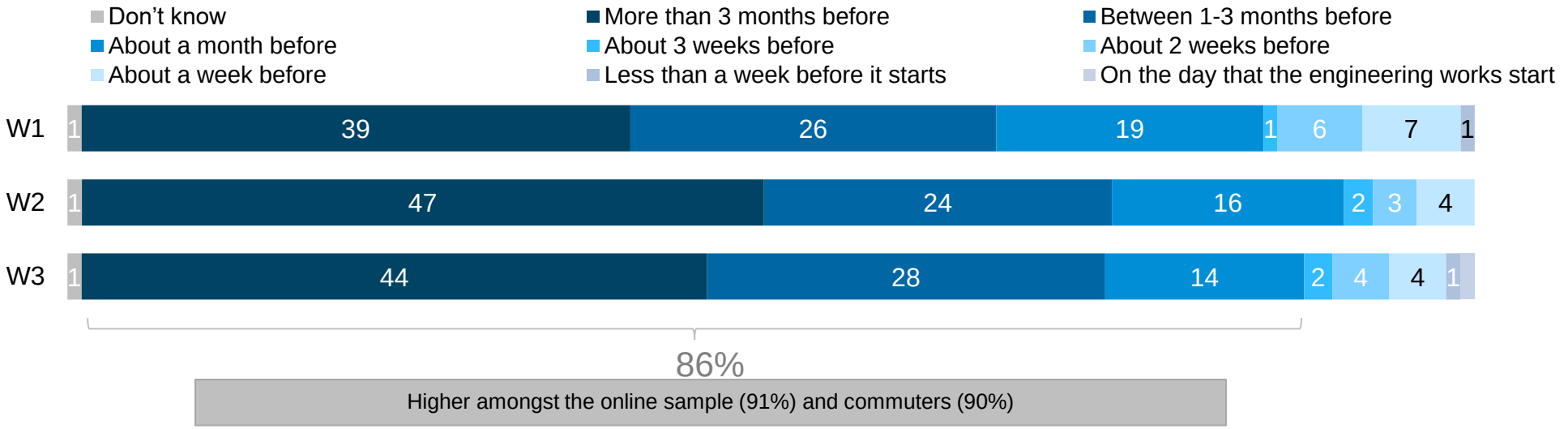


Higher amongst the online sample (91%) and commuters (90%)

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, Wave 3: 1000

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 (%)



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	*12**	*7**	*10**	*15**	*18**	*105*	*728*	*6**
On the day the engineering works start	-	-	-	-	6	1	0	-
Less than a week before it starts	-	-	-	-	6	1	1	-
About a week before	-	-	-	-	6	1	3	-
About 2 weeks before	-	-	10	-	-	11	4	-
About 3 weeks before	8	-	20	7	-	2	2	-
About a month before	25	57	30	13	17	17	11	33
Between 1-3 months before	42	29	-	53	28	33	27	17
More than 3 months before	25	14	30	27	39	32	50	50
Don't know	-	-	10	-	-	1	1	-

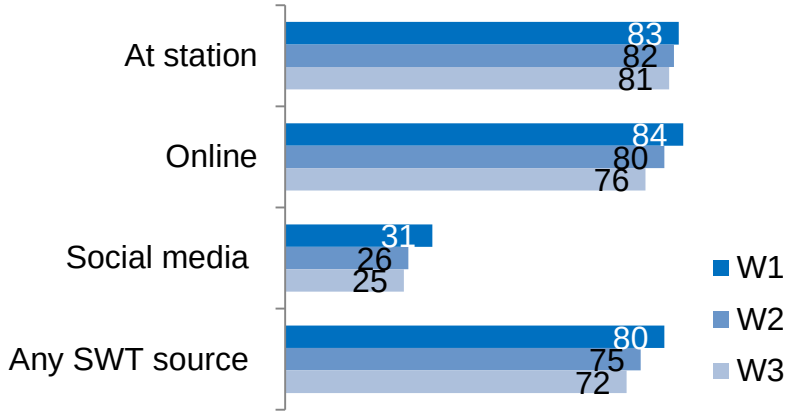
*Caution small sample sizes

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, Wave 3: 1000

Preferred channels for communicating disruption

Preferred channels of communication in the future (%)

	W1	W2	W3
Posters/banners around a station	72	65	67
South West Trains website	55	53	49
Leaflets handed out at a station	49	50	50
Announcements made at a station	41	47	42
Announcements made on a train	38	45	43
An email from South West Trains	48	40	36
A timetable on the internet	33	38	34
A printed timetable leaflet or booklet	32	35	34
Posters/stickers displayed on a train	N/A	30	30
Network Rail website	31	29	27
National Rail Enquiries website	28	27	24
South West Trains social media page	29	24	22
Informed when I bought my ticket	23	21	22
A train/travel app	25	18	17
Told by staff at a station or on a train	12	14	12
An SMS/text from South West Trains	16	12	11
A letter from South West Trains	12	11	11
Other social media page	13	11	9
News in local press/radio/TV	15	10	9
Radio/TV ad	N/A	5	4
SWT ticket wallet	N/A	3	4
A friend, relative or colleague	2	2	3
Other website	-	2	1
Can't remember/don't know	1	0	1



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

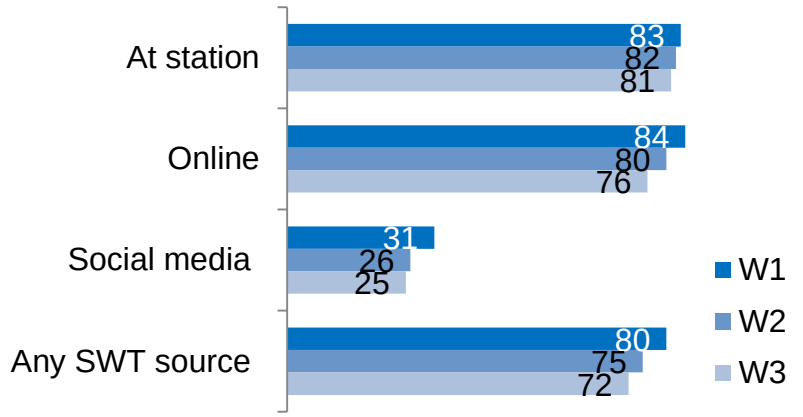
Significantly higher W2 vs W3

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, Wave 3: 1000

Preferred channels for communicating disruption

Preferred channels of communication in the future (%)

	W1	W2	W3
Posters/banners around a station	72	65	67
South West Trains website	55	53	49
Leaflets handed out at a station	49	50	50
Announcements made at a station	41	47	42
Announcements made on a train	38	45	43
An email from South West Trains	48	40	36
A timetable on the internet	33	38	34
A printed timetable leaflet or booklet	32	35	34
Posters/stickers displayed on a train	N/A	30	30
Network Rail website	31	29	27
National Rail Enquiries website	28	27	24
South West Trains social media page	29	24	22
Informed when I bought my ticket	23	21	22
A train/travel app	25	18	17
Told by staff at a station or on a train	12	14	12
An SMS/text from South West Trains	16	12	11
A letter from South West Trains	12	11	11
Other social media page	13	11	9
News in local press/radio/TV	15	10	9
Radio/TV ad	N/A	5	4
SWT ticket wallet	N/A	3	4
A friend, relative or colleague	2	2	3
Other website	-	2	1
Can't remember/don't know	1	0	1



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

16-25 years old
top 5 preferred channels (%) (n=48)

69% Posters/banners around a station
60% Announcements made at a station
46% Announcements made on a train
44% South West Train website
35% Network Rail website

26-44 years old
top 5 preferred channels (%) (n=397)

67% Posters/banners around a station
53% South West Trains website
49% Announcements made on a train
49% Leaflets handed out at a station
45% Announcement made at a station

45-59 years old
top 5 preferred channels (%) (n=391)

68% Posters/banners around a station
55% Leaflets handed out at a station
51% South West Trains website
42% Announcements made on a train
39% Announcements made at a station

60+ years old
top 5 preferred channels (%) (n=134)

67% Posters/banners around a station
46% Leaflets handed out at a station
39% South West Trains website
36% Announcements made at a station
35% A printed timetable leaflet or booklet

Significantly higher W2 vs W3

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, Wave 3: 1000

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*

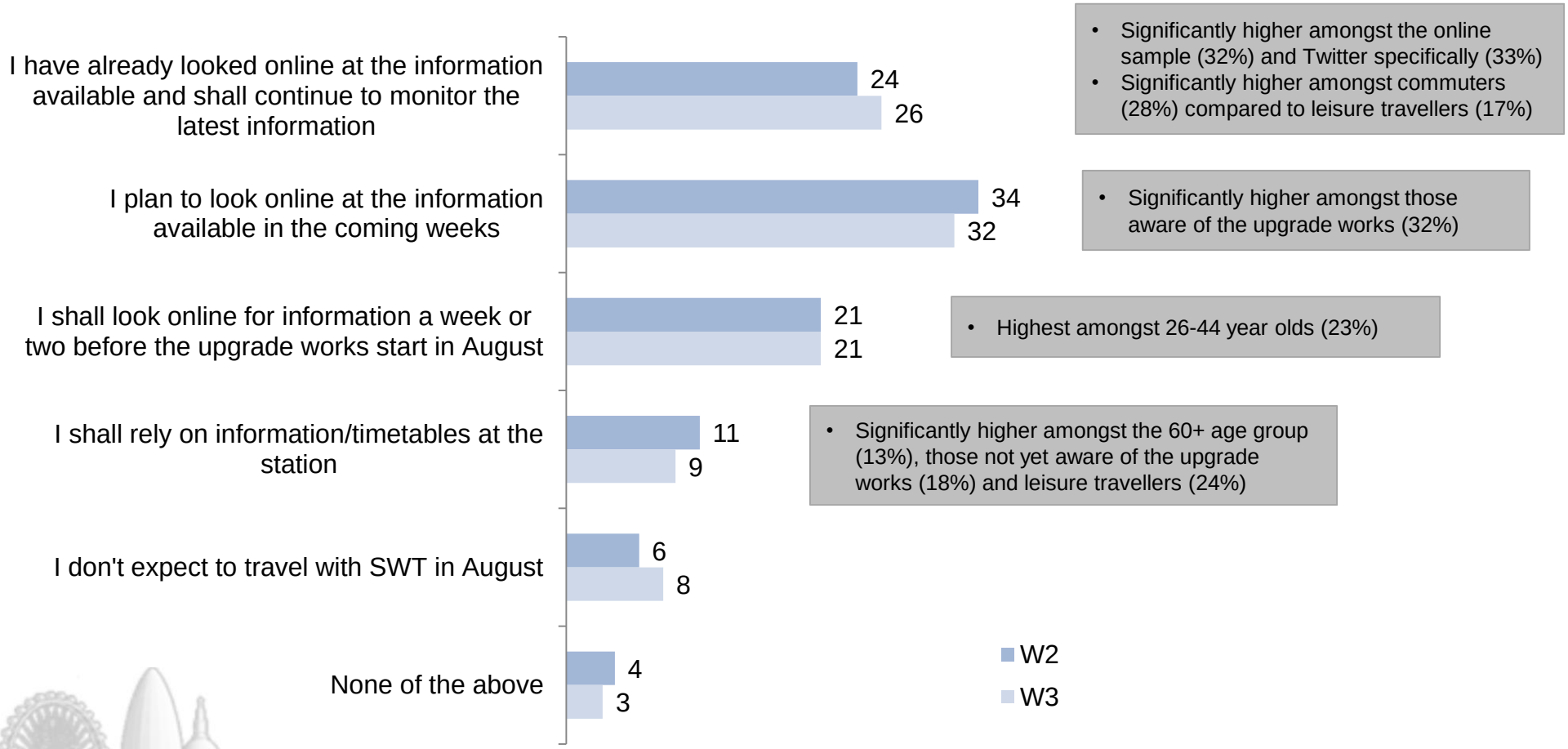
		Used								Nets			
		Posters/ notices around a station	Announc ements made at a station	Leaflets handed out at a station	South West Trains website	Network Rail website	SWT social media page	News in local press/ radio/TV	An email from SWT	At station	Online	Social media	Any SWT source
Preferred	*Base*	654	296	280	230	38	97	49	103	748	343	112	316
	Informed when I bought my ticket	20	22	18	21	29	19	22	14	20	21	16	20
	Posters/banners around a station	76	75	71	69	66	67	67	66	73	67	64	68
	Announcements made at a station	46	62	52	44	47	42	41	50	45	45	43	45
	Leaflets handed out at a station	54	61	71	53	66	44	61	53	55	52	45	53
	Announcements made on a train	46	60	56	50	53	52	57	59	47	50	51	51
	Told by staff at a station or on a train	12	13	13	12	18	19	18	15	12	12	16	12
	A printed timetable leaflet or booklet	35	35	39	35	21	30	22	34	37	34	29	35
	A timetable on the internet	34	35	31	44	45	51	20	35	35	42	51	41
	South West Trains website	50	51	50	76	68	66	51	62	50	67	66	69
	Network Rail website	24	25	24	33	58	30	31	28	24	29	29	30
	National Rail Enquiries website	22	21	19	27	47	35	18	24	21	25	33	25
	South West Trains social media page (e.g. on Facebook, Twitter)	22	22	23	29	34	76	24	27	21	33	70	34
	A train/travel app	16	15	13	20	26	22	10	18	16	20	20	20
	An email from South West Trains	37	39	41	47	39	43	53	73	38	49	46	50
	Posters/stickers displayed on a train	34	35	34	33	50	22	33	24	33	31	20	30
	NET: At station	86	86	87	78	82	77	86	81	85	78	77	79
	NET: Online	76	76	76	92	84	95	78	90	76	91	96	92
	NET: Social media	24	23	26	31	37	79	27	28	24	36	77	36
	NET: Any SWT source	73	75	73	90	76	93	78	92	72	89	93	91

- *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, Wave 3: 1000

Plans for obtaining detailed timetable information during the works in August

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



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 respondents: Wave 2: 1029, Wave 3: 1000

Appendix: Sample comparisons and other details

transportfocus NetworkRail SOUTH WEST TRAINS bdrc continental

Sample differences – summary W3

Note: Online sample combines passengers recruited from:
- SWT season ticket holders database (those who agreed to be re-contacted by SWT) (n=165)
- SWT disruption alerts database (n=79)
- and Twitter (n=242)

f2f n= 514 (W2: 545)

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

Online n=486 (W2: 484)

more likely to :

Demographics

- be males
- 26-44 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 Wave 3

	SWT season ticket holders	SWT disruption alerts subscribers	Twitter users
	more likely to:	more likely to:	more likely to:
Demographics	• be aged between 55-59 • work full time • More likely to be ABC1 social class than Twitter users	• be aged 45-59 • More likely to be ABC1 social class than Twitter users	• be 26-44 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 • A lot use season tickets, but less so than the season ticket holder sample • 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 Oyster PAYG • be users of Main/Windsor lines and 'lesser impact' stations • be most satisfied with their recent journey
SWT perception	• Trust SWT (more likely to score top 2 boxes)	• to place less trust in SWT (most likely to score mid-3 boxes)	
	n=165 (W2: 171)	n=79 (W2: 77)	n=242 (W2: 236)

Comparison of Wave 3 sample sources to test differences in fieldwork timing

The table below shows the percentage results for each of the sample sources in Wave 3, as well and the percentage change in results compared to Waves 1 and 2. It also shows the difference between the paper and online respondents for each wave, plus the difference between Twitter and online respondents for each wave.

	W3						Change wave on wave (TOTAL)		Difference between paper and online			Difference between Twitter and online total		
	TOTAL	Paper	Online	Season ticket holders	Disruption alerts	Twitter	W1 to W2	W2 to W3	W1	W2	W3	W1	W2	W3
Sample size	1000	514	486	165	79	242								
Q11 Awareness	91	86	95	99	97	92	39	7	18	15	9	-4	-2	-3
Q12 Level of knowledge	41	40	43	54	44	34	12	4	1	6	3	5	-1	-9
How passengers found out about the works														
At-station announcements	33	32	34	46	30	26	24	5	0	-9	2	-1	-3	-8
On-train announcements	33	26	40	51	38	32	14	-9	-5	11	14	-1	-7	-8
NET: at station	83	84	81	87	83	76	22	13	-5	-8	-3	-7	1	-5
NET: Online	38	27	48	49	52	47	-2	3	27	25	21	1	11	-1
Q19 Satisfaction with info	42	47	36	43	38	31	18	7	2	-7	-11	-2	-3	-5
Q22 Support for works	66	71	62	66	69	57	1	-1	-7	-9	-9	-4	1	-5
Q26 Opinions of SWT														
South West Trains cares about me as a person	24	24	25	33	29	17	7	1	-2	-6	1	-4	0	-8
South West Trains staff are friendly and helpful	71	74	69	76	68	63	4	2	-13	-12	-5	-5	-4	-6
South West Trains provides a reliable service	52	58	46	47	53	42	12	-1	-13	-13	-12	-7	0	-4
I trust South West Trains to provide clear travel advice during rail engineering works	46	51	41	45	47	36	10	-4	-7	-10	-10	-4	-3	-5
The publicity/information about the upgrade has been clear and useful	52	55	49	59	55	39	n/a	6	n/a	1	-6	n/a	-8	-10
SWT and NR have taken a positive, proactive approach by informing customers well in advance	65	66	64	73	71	55	n/a	0	n/a	-5	-2	n/a	-4	-9

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

	Survey finding of…		
Base	**5 / 95%**	**20 / 80%**	**50 / 50%**
Total Sample *(1000)*	+/- 1.4%	+/- 2.5%	+/- 3.1%
Face to face *(514)*	+/- 1.9%	+/- 3.5%	+/- 4.3%
Online (*486*)	+/- 1.9%	+/- 3.6%	+/- 4.4%