



Passengers' attitudes to rail engineering works

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Passenger research

Three elements

Qualitative

focus groups comprising passengers travelling to/from and via Oxford

Quantitative

2,164 passengers on a variety of routes

Post-journey among those specifically affected

164 passengers booking online with a leading retailer

Widespread negative perception/cynicism

*Well that's a pain in the arse,
especially at the weekends*
(Leisure, Hanborough-Oxford)

*I didn't want to face it – I took annual
leave to avoid it*
(Commuter, Oxford-Paddington)

*For my teenage children, if they want to go somewhere at
the weekends....it's just completely predictable that they'll
be doing some rail replacement....They're keeping the
commuting show on the road.... but if you ever want to go
anywhere over Christmas it's like you're marooned*
(Commuter, Oxford-Paddington)

*Sometimes to be honest I don't believe there is always
engineering work... I do think a lot of times it's an
excuse... I never see anyone doing this work!*
(Business, Oxford-Paddington)

Among some, a (reluctant) recognition of need

You can't be unreasonable enough to say those things need to be done, but not in my back yard or the times I want to go. You've got to accept that they need to do it when they need to do it. But you need to be told so you can make alternative arrangements

(Business, Hanborough-Paddington)

Anything that can replace the infrastructure has got to be a good thing... it's short term pain for long term gain

(Business, Oxford-Reading/London/Birmingham)

If you've been told about it in advance and you know what to expect, and if it's going to make it better in the future, then you've just got to put up with it

(Student, Oxford-Kemble/various)

The impact on passengers

- Lost time (it physically taking longer to get somewhere)
- Lost productive time (inability to work on a bus)
.... and by extension a financial impact
- Stress & anxiety (particularly around transfer to/from replacement buses)
- Lower value for money (poorer service, same or higher price)

And for a minority, sustained periods of disruption start to make current lifestyle unsustainable

Making it a better passenger experience

- **Information**
- **Keep passengers on trains wherever possible**
- Being treated like a person/customer
- Minimise additional journey time
- Minimise risk of confusion, anxiety and hassle

Key stats from the research

% very / fairly satisfied

Overall handling of engineering work	37%
Information about temporary timetable	47%
Clear communication of start/end dates of the work	42%
Clear information on how your journey will be affected	43%
Consistent & correct information given to passengers by staff	43%
Regular & accurate updates provided about the work's progress	26%
Staff available to answer questions during the work	37%
Adequate alternative transport arrangements	47%

Q14. Overall, how satisfied were you with the way this engineering work was handled?

Base: all affected by planned engineering work in last 12 months, and giving an opinion (771)

Q13. Thinking about your last experience of engineering works, how satisfied were you that...?

Base: all affected by planned engineering work in last 12 months, and giving an opinion (738 / 692 / 715 / 673 / 650 / 659 / 648)

More key stats

We explored passengers' attitudes to replacement buses and tolerance for extended journey times if trains divert (so allowing passengers to stay on a train)

- Over half (55%) would find another mode or not travel at all if a replacement bus is involved in the journey
- Three quarters would opt to use a diverted train adding 30 minutes to a normally 1 hour journey
- Replacement buses become decisively more attractive only if they will be 40+ minutes faster than using a diverted train



Many passengers regard a replacement bus as a ***weak link*** in their journey. They might ...

- Miss the bus
- Get the wrong bus
- Lose luggage

Why are replacement buses seen as a weak link?

I need the route from the train to the bus marked clearly, and the buses destination to be labelled on the bus

There were buses in more than one place and there were no signs telling you which way to go

The information's not really there, it's pot luck whether you're getting on the right coach

Being thrown off a train in pouring rain carrying three heavy bags while five slobbs watch you chatting and smoking is a disgrace

The coaches were late arriving. My case went on the first coach but I could only get on the fourth one. My case was dumped on the pavement

Then being thrown onto a substandard bus that came from the dark ages with a driver who got lost. I am amazed anybody uses the service we will certainly never do it again. An extremely expensive and unpleasant experience.

They could have timed the drop off...much better. There was a 17 minute wait on a cold, wet platform for the connecting train..

Transparency at point of sale

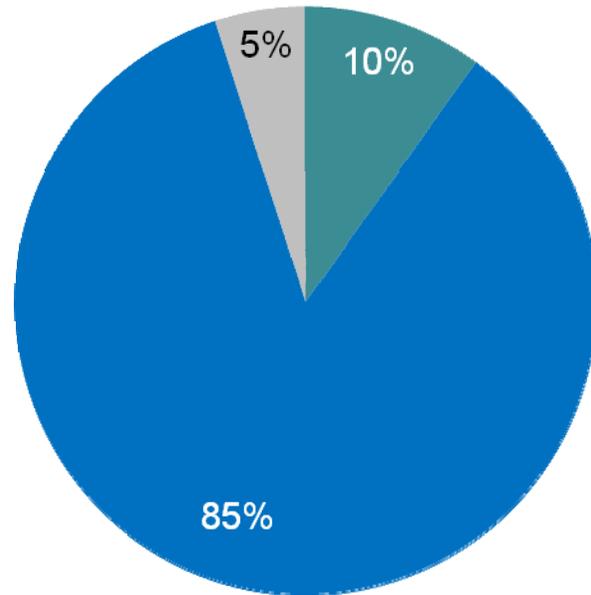
One in four (42%) passengers buying online for journeys affected by engineering work saw no warning on the website

I... bought my ticket and then discovered that there was a bus. Well, if I'd known that before I could have ... just got the Oxford Tube. But by that point we had paid for our tickets
(Commuter, Oxford - Paddington)

...nothing was on the website at all, found this very annoying indeed the first I was aware was sat on the train.

- Are bus warnings prominent enough?
- What's being done to highlight diverted trains that will take significantly longer than normal?

Train price for bus travel ...



■ Pay normal fare ■ Pay discounted fare ■ Not sure

You're paying the price for a train but you're travelling by bus; you ought to get charged bus prices
(Student, Oxford – various)

Considering the price I pay to be able to make this journey (and my journey of Diss to Liverpool St involves 4 changes and 2 buses) I feel that some sort of discount is in order. I travel to Europe frequently and it doesn't seem that other countries have this level of disruption!

Q23. Do you think passengers should pay the normal rail fare for a journey which involves travelling on a replacement bus, or pay a discounted fare?
Base: all (2049)

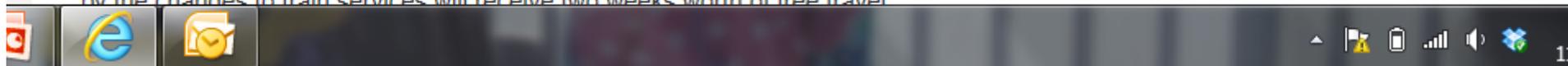
09.05.2013

EAST MIDLANDS TRAINS TO OFFER PASSENGERS DISCOUNTED TICKETS AND COMPENSATION DURING MAJOR NOTTINGHAM IMPROVEMENT WORKS

- Rail industry first to help customers affected during £100m resignalling works
- 15% discount on daily tickets and two weeks free travel for annual season ticket holders affected
- Work affecting Nottingham train services from 20 July to 25 August

East Midlands Trains has confirmed plans to offer discounted tickets and compensation for customers inconvenienced by the major resignalling work taking place in Nottingham during the summer.

In a first for the rail industry, the train operator, which is part of Stagecoach Group, has announced that it will be offering a 15% discount on rail fares across the affected routes for the duration of the work as well as increasing the number of cheaper tickets available. Customers already holding an annual season ticket for travel on East Midlands Trains journeys to/from Nottingham affected by the changes to train services will receive two weeks worth of free travel.



MAJOR DISRUPTIONS AT NOTTINGHAM STATION



**DONT STRESS OVER DISRUPTIONS
AT NOTTINGHAM STATION**
20 JULY – 25 AUGUST 2013

WE'RE HELPING YOU STAY ON THE MOVE BY PROVIDING
DOWNLOADABLE SUMMER TIMETABLES ONLINE

Tweet your questions to [@shirley_updates](#) or follow
[twitter/shirley_updates](#) for Shirley's travel advice and useful tips.

This summer, Nottingham station will be affected by the Nottingham resignalling project, which will cause major disruptions to train services between 20 July and 25 August.

Below you will find information about the works and how service changes will affect you, so that you can be prepared and plan your journeys without worry.

[What is the Nottingham Resignalling Project?](#)

What's being done? How do I benefit?

Passengers would welcome basic information about **what** is being done – and what the **benefits** are

If they made it sound more positive: 'we're doing this engineering work because we're trying to speed up your journey' – if they make it [sound like] a good thing...it would diffuse the situation

(Business, Oxford – Paddington)

Tube upgrade plan

OUR UPGRADE PLAN

▶ Introduction	Central	District	Jubilee	Northern	Victoria
Bakerloo	Circle	H'smith & City	Metropolitan	Piccadilly	Waterloo & City

TfL Home > Corporate > Projects and schemes > Tube upgrade plan > Metropolitan line

Metropolitan line



Metropolitan Line Manager Angela Back

UPDATE

The small closure on my line this weekend is so that, among other things, we can improve the way water drains away from the track.

We're putting in new systems to help draw the water off more quickly - which lowers the chances of the tracks becoming waterlogged.

Too much water on rails and ballast - the small stones which help keep the tracks in place - can mean we have to slow your trains down.

[What's the Tube upgrade plan?](#)

How will the Tube cope with the 2012 Games?

▶ [See what others are asking](#)

Key improvements

- New air-conditioned trains
- Capacity increased by 27%
- New signalling systems
- Faster, more reliable journeys
- Major stations more accessible

See also

▶ [About London Underground](#)

▶ [Greenmail](#)

2013

Overnight engineering work between Blake Street and Lichfield Trent Valley from 21:50 on Monday 8 to Wednesday 10 July 2013

Overnight engineering work between Ipswich and Norwich from Monday 8 July to Wednesday 10 July 2013

Start date 08/07/2013

Last updated 11/07/2013

Route affected London Liverpool Street, Stratford, Shenfield, Chelmsford, Hatfield Peverel, Witham, Kelvedon, Marks Tey, Colchester, Manningtree, Ipswich, Stowmarket, Diss and Norwich



Train operator affected [Greater Anglia](#)

Description 23:30 London Liverpool Street to Norwich will terminate at Ipswich, a connecting bus will run from Ipswich calling at Stowmarket, Diss and Norwich.

Planning your Journey

For full details of these changes and the impact on your journey, please use the National Rail Enquiries [Journey Planner](#)

Engineering work between Doncaster and Goole / Scunthorpe until Sunday 28 July 2013

Recommendations

1. That the rail industry should make further concerted efforts to use replacement buses only as a last resort. Buses will deter 55% of passengers from travelling by train altogether, and introduce a 'weak link' in the journey for those who persevere.

“Is the industry yet at the point where, hand on heart, every ‘all lines’ closure has been agreed only after consideration of the full range of options? Is the industry still too often starting at the “what is easy for the railway” end of the spectrum?”



Colin Foxall,
Passenger Focus
Chairman

Recommendations

2. That National Rail Enquiries, train companies and online retailers must do more to help passengers make an informed choice when a bus or diverted train is involved. On many websites the fact that a journey involves a bus is not immediately apparent, requiring a further 'click'.
3. That train companies must deliver better customer service when passengers transfer from train to bus and vice versa.
4. That the industry feeds the appetite among some passengers for summary "what is being done?" "how do I benefit?" information to be available when engineering work takes place.