



Passengers' key priorities: trains on time

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Passenger Focus



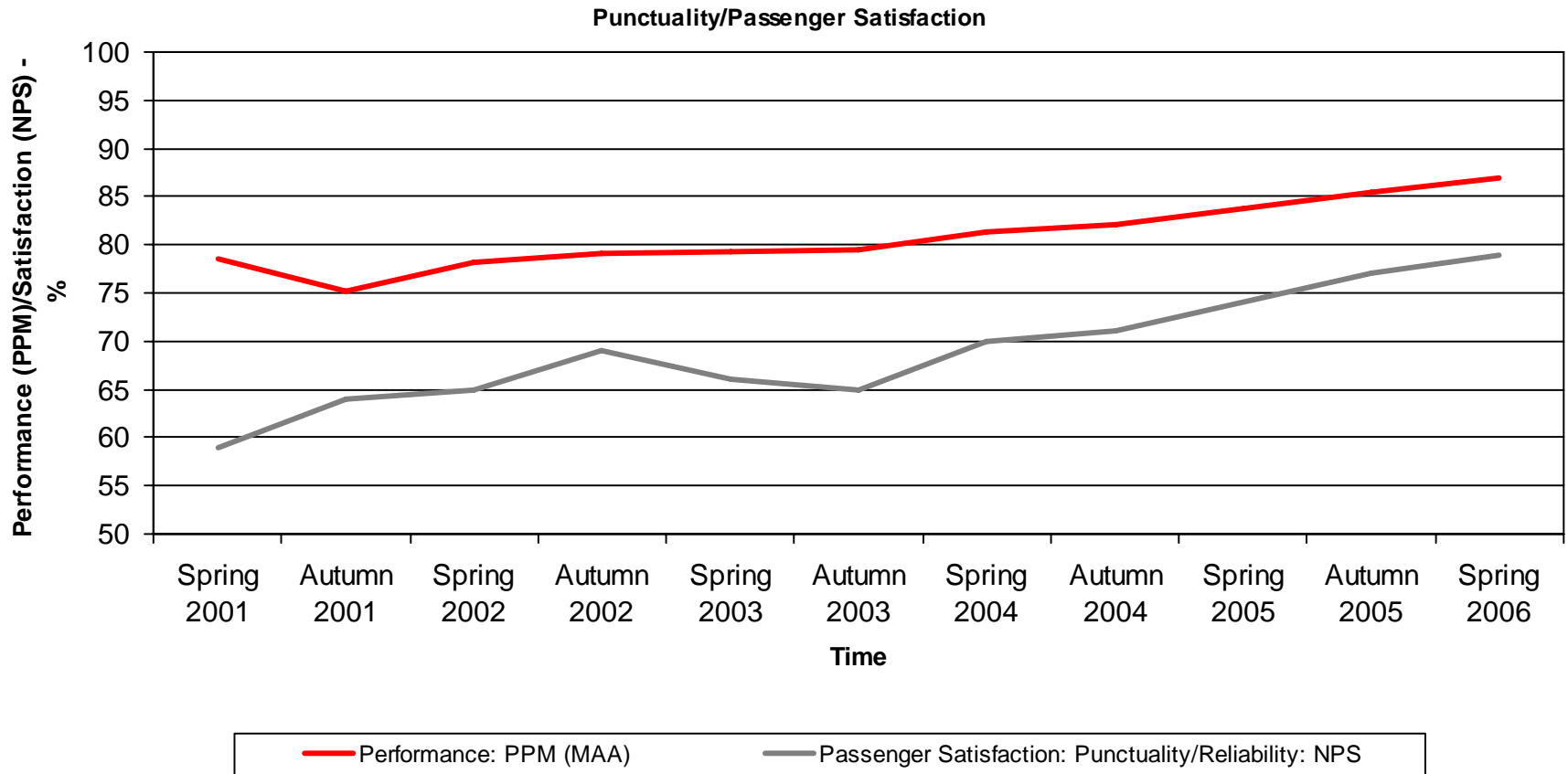
- new rail passenger consumer body – launched January 2006
- getting the best deal for rail passengers
- run the National Passenger Survey – biggest survey of passenger opinion

Passengers top 10 priorities: performance / reliability still number one!

- 1 Punctuality/reliability**
- 2 Value for money
- 3 Frequency of trains
- 4 Provision of information about train times/platforms
- 5 Connections with other forms of transport
- 6 Sufficient room to sit/stand
- 7 Availability of staff at stations
- 8 Ticket buying facilities
- 9 Up keep and repair of trains
- 10 Up keep and repair of stations

Source: **SRA (2005), *Passenger Stated Preferences***

Public Performance Measure (PPM) / passenger satisfaction with punctuality/reliability – last five years

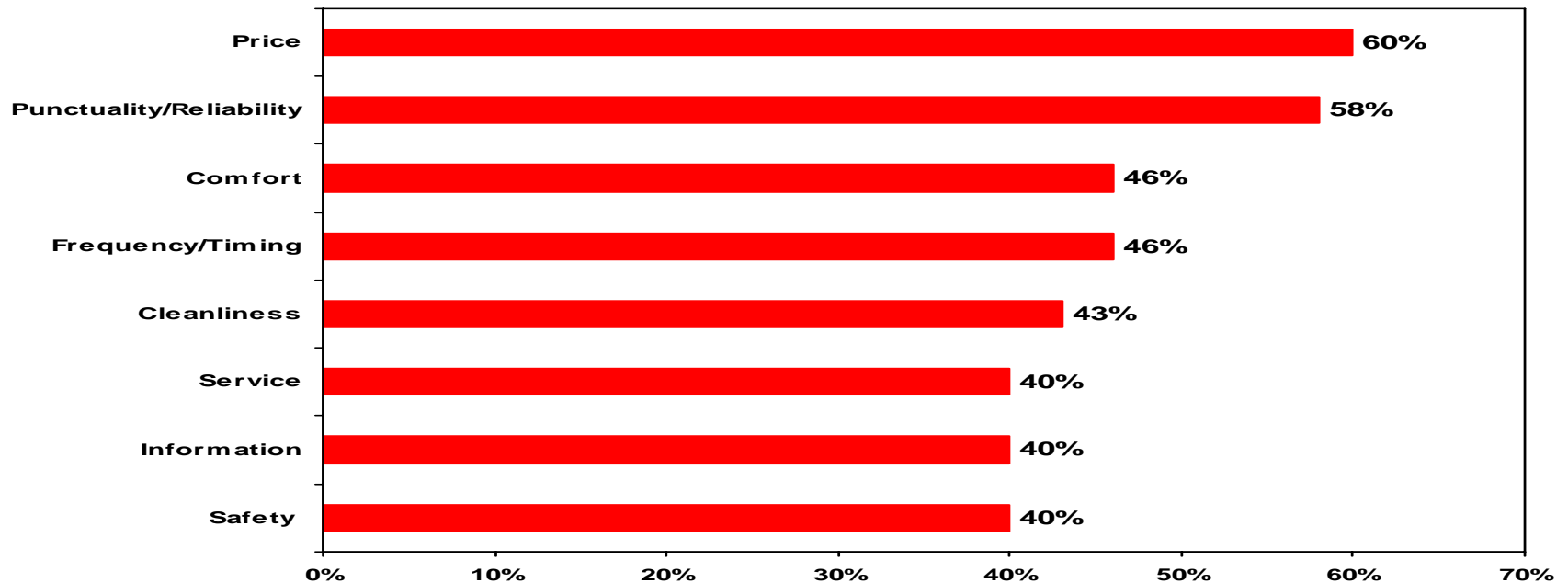


Source: **PPM Figures, Network Rail**

Passenger Satisfaction, National Passenger Survey

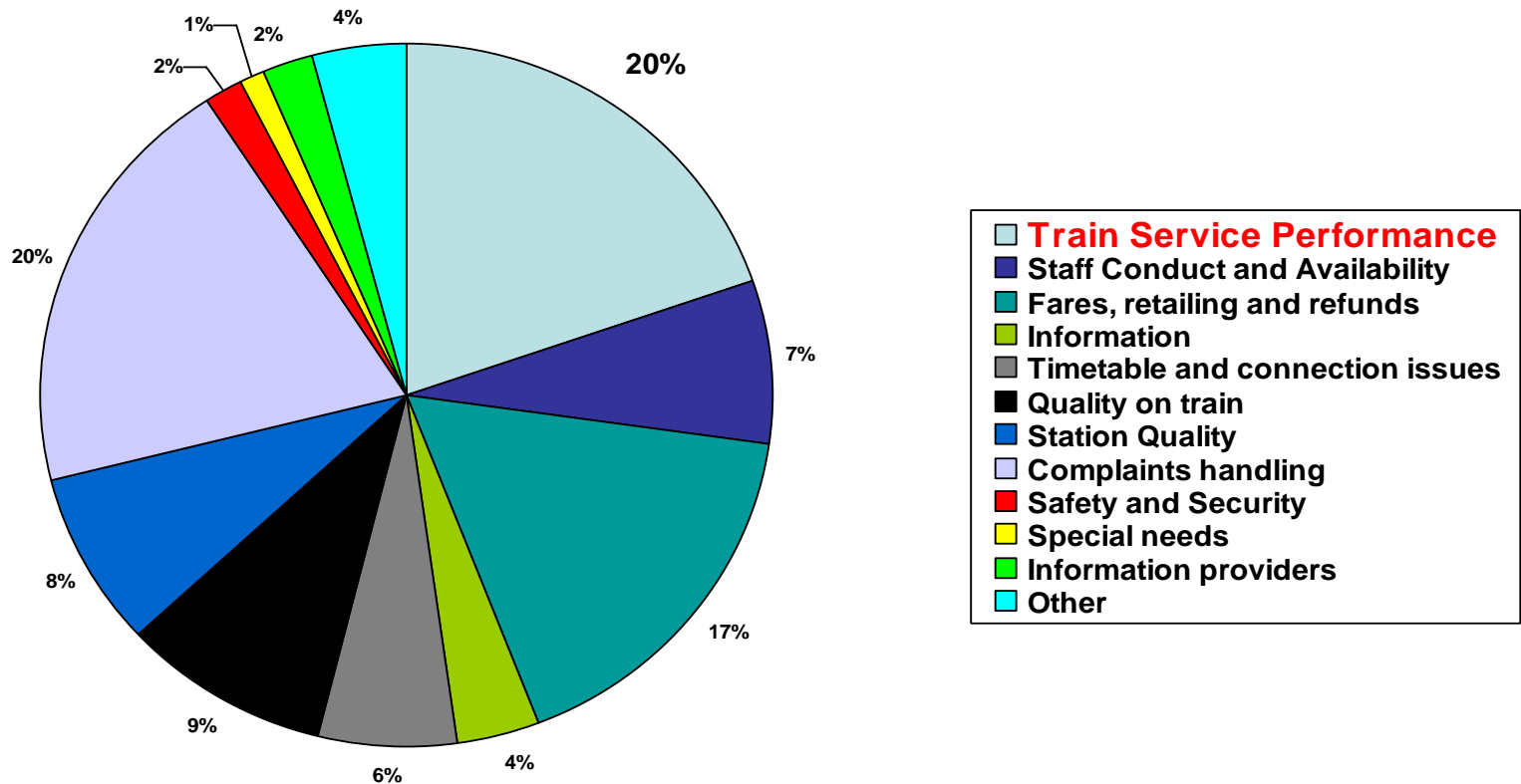
Performance/reliability: driver for greater use of the railways

Attributes driving usage for non/infrequent users:



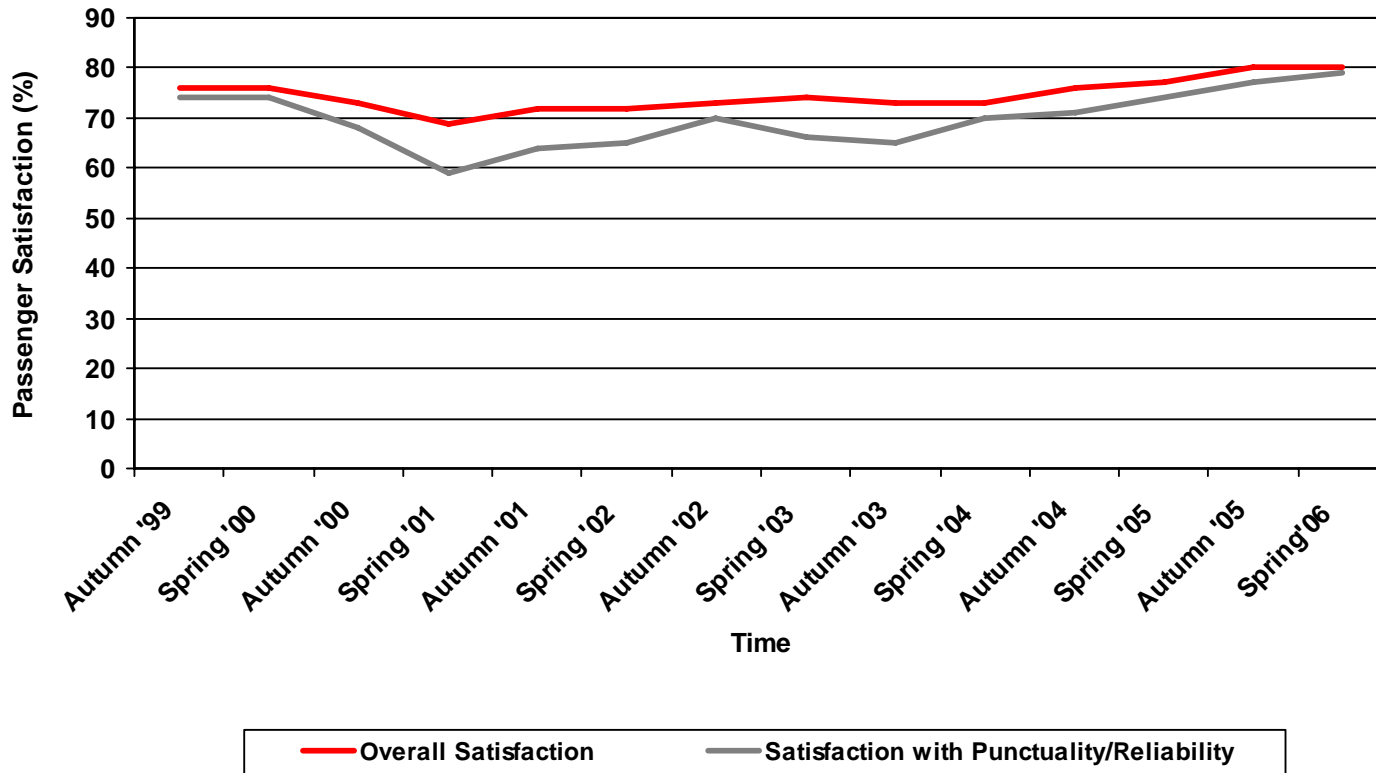
Source: National Express (2004) Customer Research Program

Passenger complaints to Passengers Focus 2005-06



Source: **Passenger Focus Complaint Data; 2005-2006**

National Passenger Survey: general satisfaction v performance/reliability satisfaction

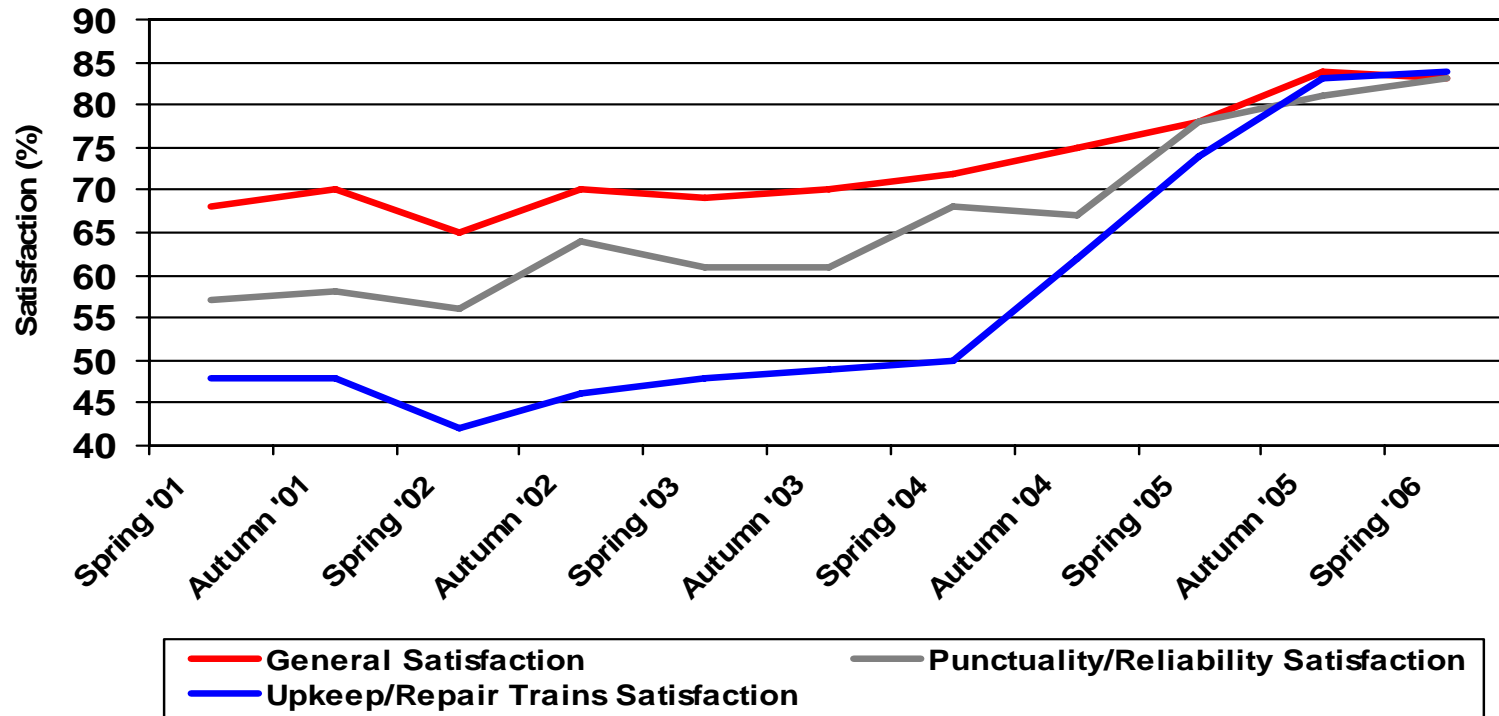


Source: National Passenger Survey



Case study: South West Trains

National Passenger Survey - SWT

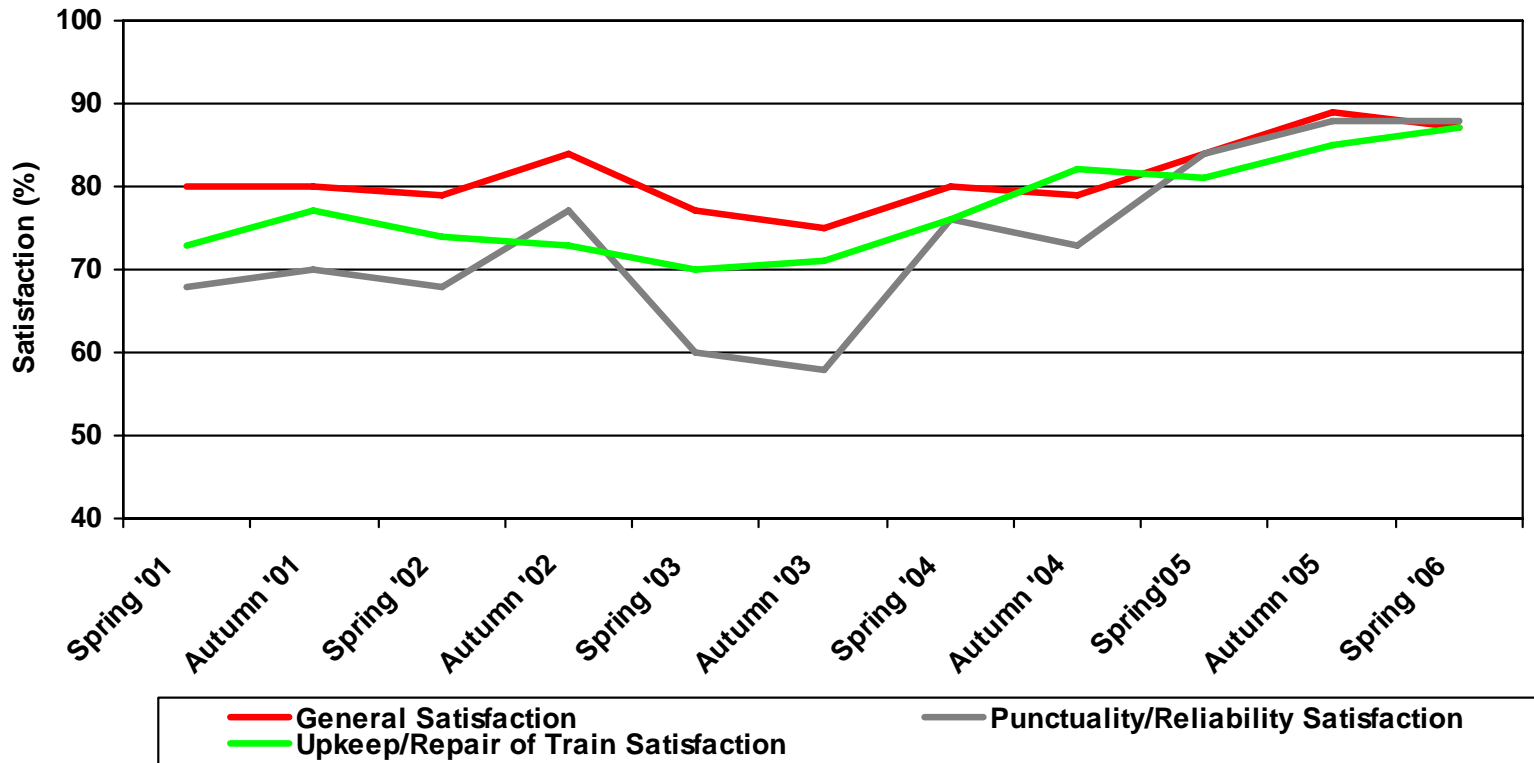


Source: National Passenger Survey



Case study: Midland Mainline

National Passenger Survey: MML



Source: National Passenger Survey

Individual route priorities: Virgin Cross Country

- On Route between Scotland and Penzance (via Birmingham New and Bristol) : the top three priorities are;
 - **punctuality/reliability**
 - provision of information about train times/platforms
 - **value for money for the price of ticket**
- On Route between Scotland and Bournemouth/Gatwick/Brighton (via Birmingham New Street) the top three priorities are:
 - **provision of information about train times/platforms**
 - value for money for the price of ticket
 - **ticket buying facilities**
- On Route between Aberdeen – Cardiff and Penzance/Paignton (via Birmingham New Street) the top three priorities are:
 - **cleanliness and upkeep of the station**
 - personal security at the station
 - **provision of information about train times/platforms**

Source: **Passenger Priorities, Passenger Focus, 2006**

Individual route priorities: ONE

Ipswich – Lowestoft Line

- Reducing the number of cancelled trains
- Reducing the number of late trains
- Improving the frequency of the service
- Making sure you can get a seat on the train

London – Bury St Edmunds Line

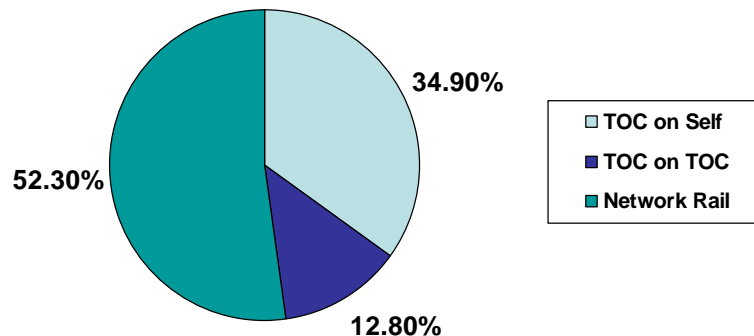
- Reducing the number of cancelled trains
- Reducing the number of late trains
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Source: **Passenger Research: Ipswich-Lowestoft line and Ipswich – Bury St Edmunds Line; Passenger Focus, 2006**

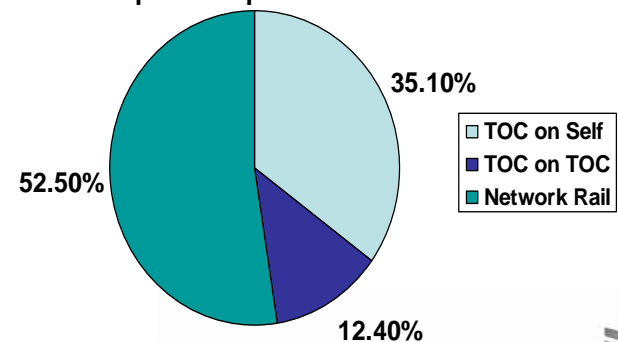
Delay causation

April '05- April '06	22.6% of all delays to passengers can be attributed to “engineering – fleet causes”	47.2% of all delays by TOCs on themselves can be attributed to “engineering – fleet causes”	47.9% of all delays caused by TOCs on other TOCs can be attributed to “engineering – fleet causes”
April '04 – April '05	22.6% of all delays to passengers can be attributed to “engineering – fleet causes”	47.3% of all delays by TOCs on themselves can be attributed to “engineering – fleet causes”	48.5% of all delays caused by TOCs on other TOCs can be attributed to “engineering – fleet causes”

April '05-April '06



April '04-April '05



Source: **Delay Causation Data, Network Rail**





Any questions?

Over to you....