

Chiltern Railway Train Toilets Survey of Passenger Opinion

Results presentation

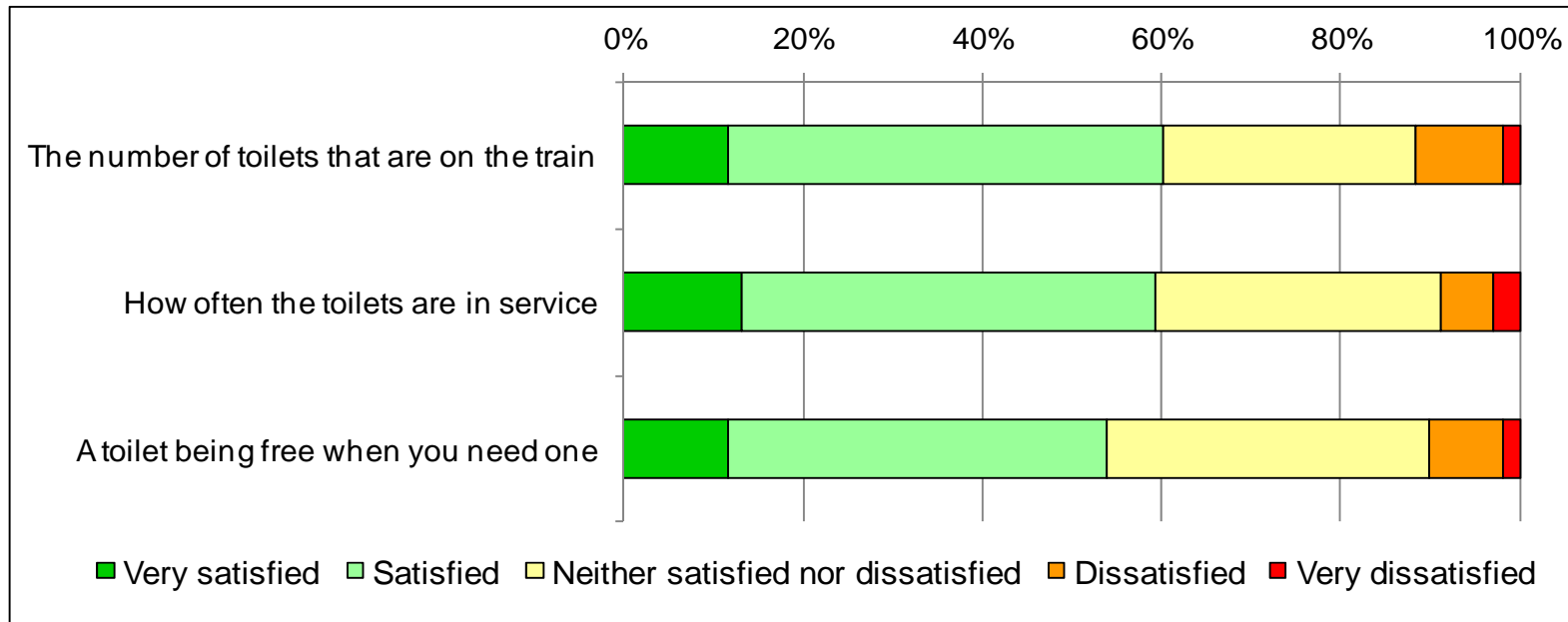
June 2010

Introduction & high level methodology

- Passenger Focus National Passenger Survey shows generally there is a lower satisfaction with train toilets compared to other train facilities. NPS Spring 2010 – Chiltern Railways score is 48%
- Joint initiative between Chiltern Railways and Passenger Focus to conduct research to direct where improvements can be made.
- Self completion based survey issued to passengers on train. Fieldwork undertaken March 2010
- 5000 questionnaires issued – 345 responses received. A response rate of 7% - some caution in interpreting results.
- Copy of questionnaire shown in the appendix

Availability of toilets

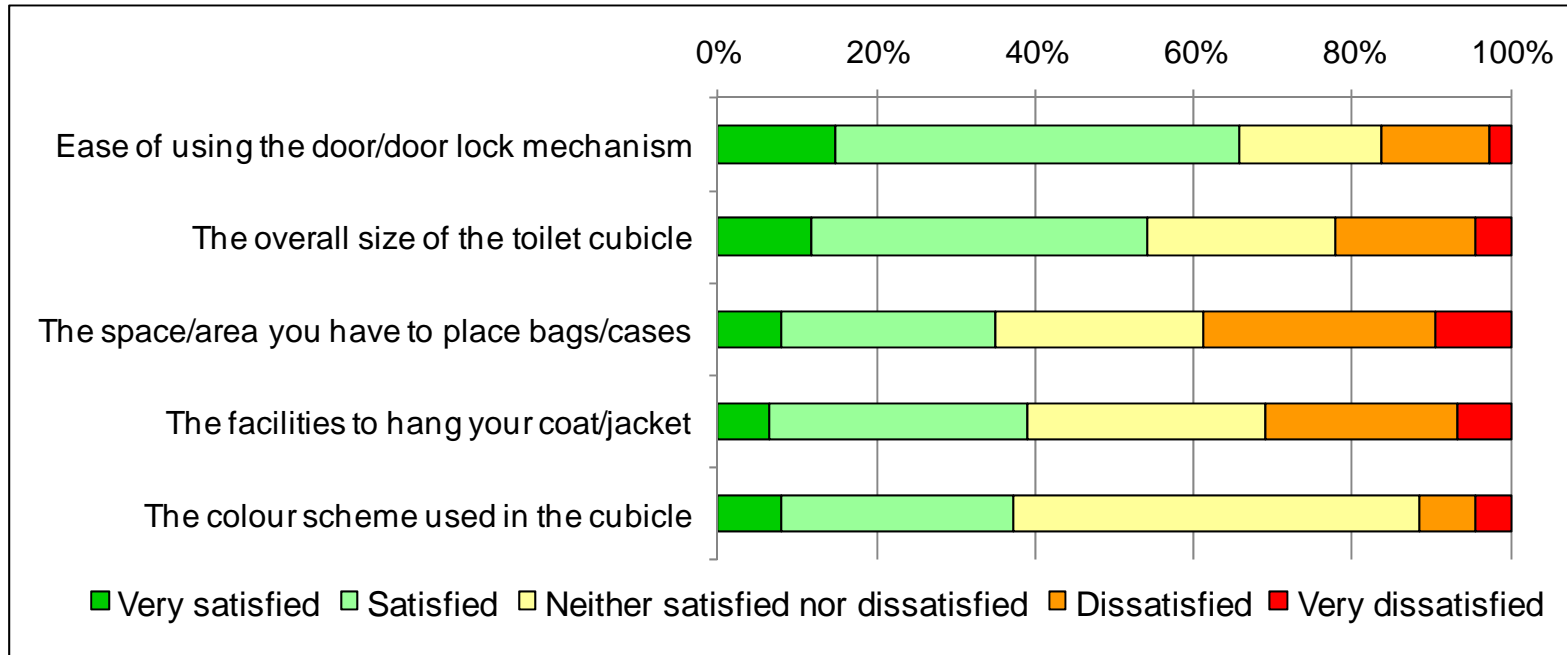
Q3 - In terms of the AVAILABILITY of toilets on the train, please indicate how satisfied or dissatisfied you are with the following:



- About 60% are satisfied with the availability of toilets
- Very few 'very satisfied' – around 10%
- Dissatisfaction with each aspect of 'availability' is around 10%
- No significant variation across sub groups

Design of toilets

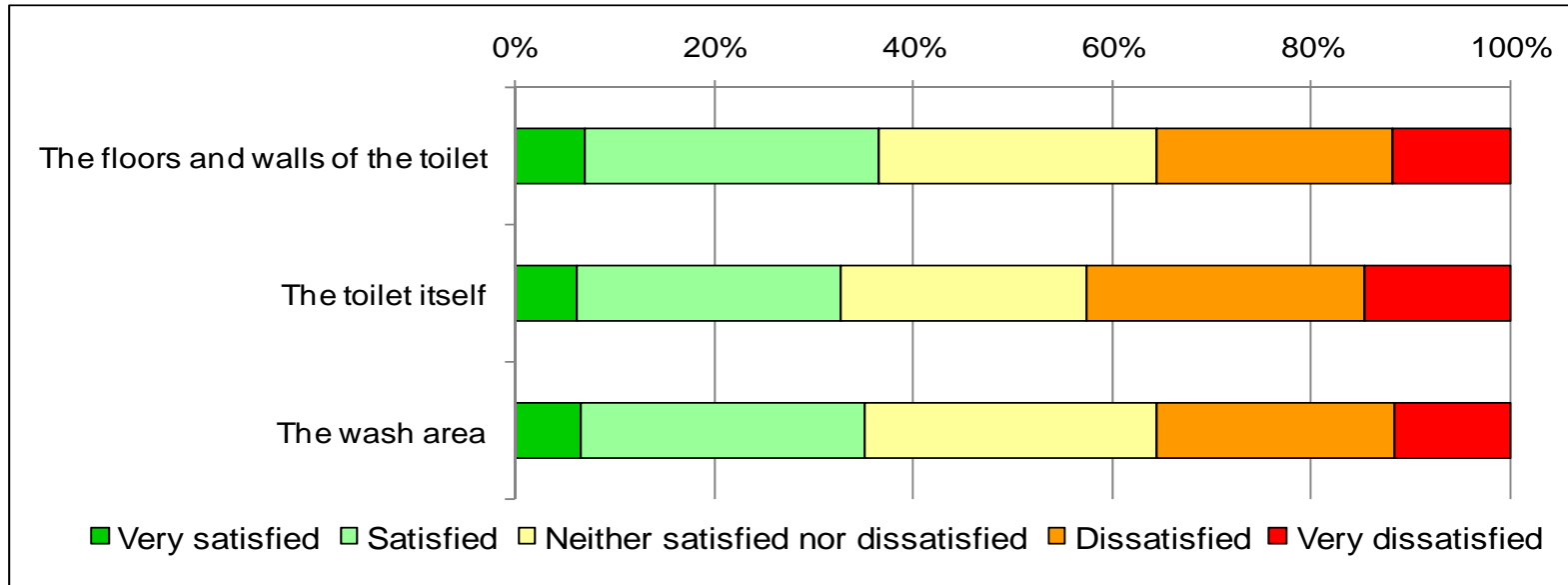
Q4 - In terms of the DESIGN of the toilets on the train, please indicate how satisfied or dissatisfied you are with the following:



- Less than 50% are satisfied as regards space/area to place bags/cases, facilities to hang coat/jacket and the colour scheme used. These two measures also engendered the highest dissatisfaction with design measures
- The overall size and door lock mechanism had satisfaction scores of 50% or more.

Cleanliness of toilets

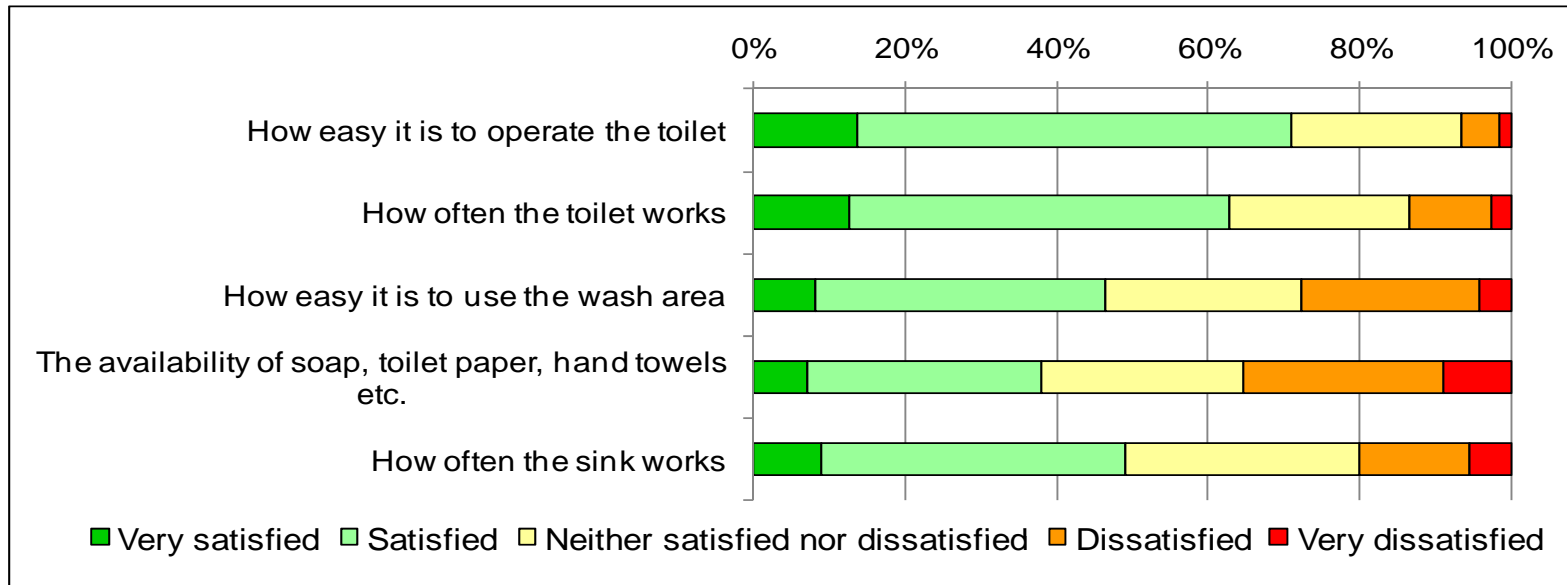
Q5. In terms of the **CLEANLINESS** of the toilets on the train, please indicate how satisfied or dissatisfied you are with the following:



- The satisfaction ratings for cleanliness are low on all three measures
- The level of dissatisfaction outweighs the satisfaction, more passengers are very dissatisfied than very satisfied.

Using toilets

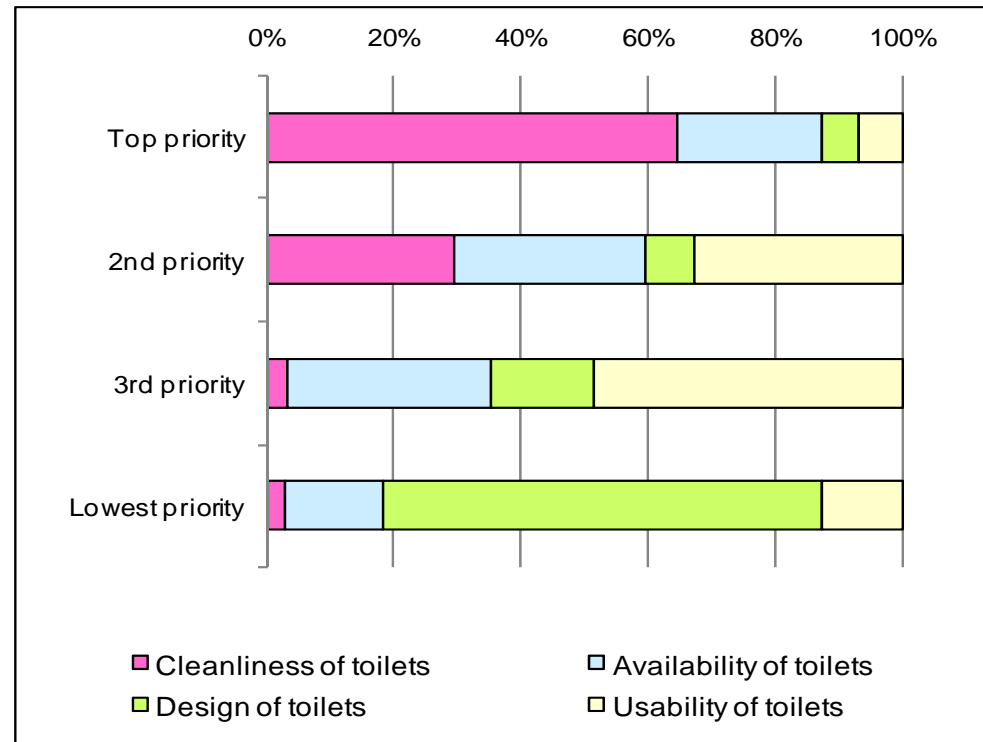
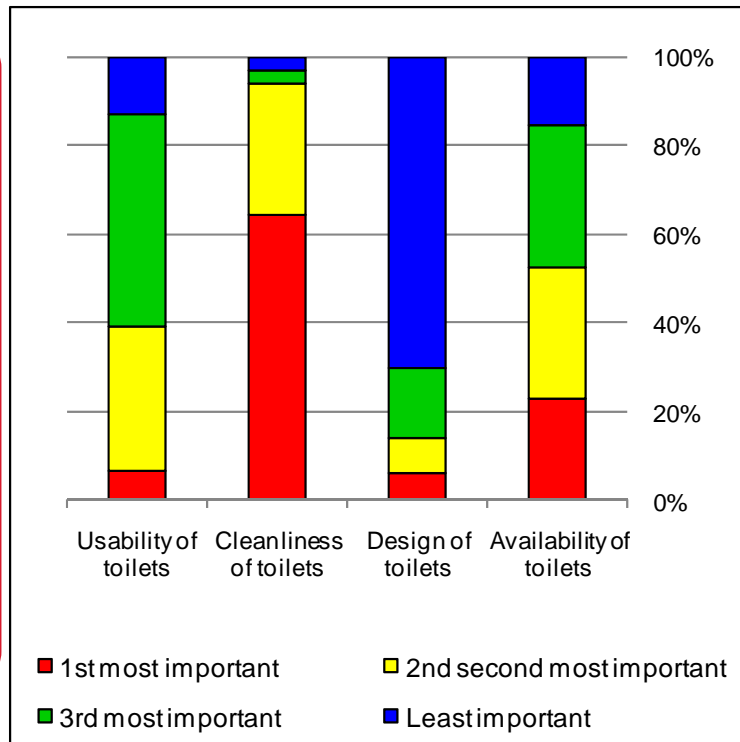
Q6 - In terms of the **USING of the toilets on the train**, please indicate how satisfied or dissatisfied you with the following:



- Use of the wash area and availability of toiletries have satisfaction below 50% and correspondingly high dissatisfaction rating
- The functioning of the sink also rated below 50%

Priority for improvement

Q7 - Please rank the areas below from 1-4 to show which are the most important to improve



- Cleanliness is by far the most selected priority for improvement, and if not first, then mostly second priority
- Availability is the next most important
- The design of the toilets is the lowest priority

Further analysis on cleanliness

	Q5a - The floors and walls of the toilet							
	Gender		Age			Reason for travel		
	Male	Female	16-34	35-54	55+	Comm	Business	Leisure
Very satisfied	9	3	5	5	12	6	7	6
Satisfied	34	22	29	30	28	23	30	34
Neither satisfied nor dissatisfied	27	29	21	29	36	21	34	28
Dissatisfied	19	32	30	22	21	31	20	23
Very dissatisfied	10	14	15	13	3	18	10	8

	Q5b - The toilet itself							
	Gender		Age			Reason for travel		
	Male	Female	16-34	35-54	55+	Comm	Business	Leisure
Very satisfied	8	3	4	5	9	5	6	6
Satisfied	32	19	32	25	25	25	26	29
Neither satisfied nor dissatisfied	22	28	24	24	28	19	27	26
Dissatisfied	25	32	25	29	32	32	26	29
Very dissatisfied	12	19	15	17	7	20	15	9

	Q5c - The wash area							
	Gender		Age			Reason for travel		
	Male	Female	16-34	35-54	55+	Comm	Business	Leisure
Very satisfied	8	3	4	6	11	6	6	6
Satisfied	33	21	35	25	25	22	29	37
Neither satisfied nor dissatisfied	30	30	24	32	33	30	30	28
Dissatisfied	19	31	24	24	25	26	25	21
Very dissatisfied	9	14	12	13	7	16	11	8

- The tables show that women have a more negative view than men
- The view of cleanliness is not significantly age dependent
- Commuters are more dissatisfied than business and leisure for cleanliness of the floors, walls and toilet.

Further analysis on availability

Q3a - The number of toilets that are on the train								
	Gender		Age			Reason for travel		
	Male	Female	16-34	35-54	55+	Comm	Business	Leisure
Very satisfied	14	8	8	13	14	11	13	12
Satisfied	49	47	47	46	54	48	44	51
Neither satisfied nor dissatisfied	25	35	33	29	22	20	35	27
Dissatisfied	10	9	7	12	8	17	6	9
Very dissatisfied	3	1	4	1	2	3	2	1

Q3b - How often the toilets are in service								
	Gender		Age			Reason for travel		
	Male	Female	16-34	35-54	55+	Comm	Business	Leisure
Very satisfied	16	8	14	13	13	16	15	11
Satisfied	46	44	47	41	55	46	41	48
Neither satisfied nor dissatisfied	28	39	27	37	25	24	36	34
Dissatisfied	5	8	5	7	5	10	5	4
Very dissatisfied	4	2	6	1	2	4	3	2

Q3c - A toilet being free when you need one								
	Gender		Age			Reason for travel		
	Male	Female	16-34	35-54	55+	Comm	Business	Leisure
Very satisfied	14	9	14	11	11	10	13	12
Satisfied	42	41	42	39	47	45	39	43
Neither satisfied nor dissatisfied	33	41	33	38	35	30	39	35
Dissatisfied	8	9	7	10	5	11	7	8
Very dissatisfied	3	1	4	1	2	3	2	2

- The view across groups is relatively similar.
- Whilst not 'significant' the scores for commuters are marginally lower than business or leisure.

Respondent comments - cleanliness

- The overall view was negative, sometimes directed at cleaning and some acknowledgement in some cases down to design factor
- There is a strong sense that more should be done by Chiltern to undertake regular cleaning, but also to take more care in undertaking that cleaning/freshening up
- Some expressed a view that they wished to touch as little as possible in the cubicle

“All of it is very disgusting and very very dirty”

The toilets are always filthy and smell. The sink area is useless, water goes everywhere - very poor design”

“Hands free systems for hygiene purposes. Everything should use infra-red sensors to ensure the minimalisation of bacterial transfer”

“Toilets always seem grubby at the best, and generally smell unpleasant. more regular deep cleans”

“More frequent cleaning. Floor sometimes wet and several used tissues. Wash area sometimes water not working”

“Don't overfill the tissue dispenser as first thing in the morning it can be difficult to get any out.”

“Cleanliness-every time I use the toilets on board Chiltern the floor and toilet are both very wet, they are unpleasant to use”

Respondent comments - availability

- The view expressed was that there should be greater availability.
- However, there were practical suggestions about how to increase availability:

“I think every carriage should have a toilet on all trains, including local commuter trains as it is not always possible to move between carriages”

“Should be one toilet per passenger carriage regardless of unit type or vehicle type as used to be the case in the 1960s/70s. Toilets should be uniform design with open/close in same place”

“We need more toilets. It must be bigger, it should be clean”

“A sign to show which direction to head for the toilet and an idea of how many there are”

Respondent comments - design

- There were many comments about space/usability
- Many comments about what is perceived as the design being below expectation. Within these comments, either directly or through inference, there could be some feasible design improvements.

“Dimensions in the toilet. Also the tap for the sink produces water that hits the surface meaning water runs everywhere - bad design”

“Little more room between the door and toilet make it easier to turn around”

“More space for the washing area. It is impossible to use the sink”

“Self closing doors after use, or at least a big sign "close door after use". A light indicating that toilet is in use that you can see!”

“Toilets smell bad when you have to sit near them, it is unpleasant. Least attractive part of what is otherwise a good train company - lets you down.”

“Last week, the toilet door was swinging open, it often is, the toilet floor was running with water and the water was running out into the corridor.”

“Design, cleanliness are usability all interact. There needs to be one toilet per carriage minimum with manual not electronic doors.”

“Automatic locks are quite nerve wracking, you have to trust its locked”

Conclusions

- Cleanliness comes through as the biggest issue
- The availability of toilets is a second priority, but mentioned in part because of difficulty to reach.
- The survey provide a potentially useful set of tactical improvements for consideration.

Appendix – page 1

Freepost RRRE-ETTC-LEET
Passenger Focus
PO BOX 4257
Manchester
M60 3AR

**Thank you for taking the time
to complete this survey.**

Please fold and seal this questionnaire
and pop it into a postbox. There is no
need for a stamp.

**PLEASE SEND IT
BACK TO US BEFORE
WEDNESDAY 31 MARCH 2010**

Contact us

If you want to know more about the
work we are doing on your behalf
to ensure you get a better deal
when you travel by rail, contact us:
Passenger Focus
Freepost RRRE-ETTC-LEET
PO Box 4257
Manchester M60 3AR
Phone 0300 123 2350
Email info@passengerfocus.org.uk
Web www.passengerfocus.org.uk

Passenger Focus is the
operating name of the
Passengers Council
Design & print TU ink www.tuink.co.uk

Tell us about
toilets!



Our National Passenger Survey of rail users
has shown that satisfaction with toilet facilities
on trains is lower than with most other
train facilities. We are working with Chiltern
Railways who are keen to learn where
improvements could be made.

We have developed this questionnaire to
gain the views from you, the passengers. We
would be grateful if you could complete the
questionnaire on the next page; it should take
no more than five minutes of your time. When
completed, simply fold and seal where shown
and drop it in the post. No stamp is required.

**Please send it back to us before Wednesday
31 March 2010**

Thank you



Appendix – page 2

The address is freepost so you don't need a stamp and we value all comments we receive

1 Where did you get on the train? _____

2 What was the train's scheduled departure time from that station?

□□:□□

3 In terms of the **AVAILABILITY** of toilets on the train, please indicate how satisfied or dissatisfied you are with the following:

Please put a cross (x) in the relevant boxes.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The number of toilets that are on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often the toilets are in service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A toilet being free when you need one	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 In terms of the **DESIGN** of the toilets on the train, please indicate how satisfied or dissatisfied you are with the following:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Ease of using the door/door lock mechanism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall size of the toilet cubicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The space / area to put bags / cases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities to hang your coat / jacket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The colour scheme used in the cubicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 In terms of the **CLEANLINESS** of the toilets on the train, please indicate how satisfied or dissatisfied you are with the following:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The floors and walls of the toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The toilet itself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The wash area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 In terms of the **USING** of the toilets on the train, please indicate how satisfied or dissatisfied you with the following:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
How easy it is to operate the toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often the toilet works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it is to use the wash area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of soap, toilet paper, hand towels etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often the sink works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 Please rank the areas below from 1-4 to show which are the most important to improve

(1 being the most important through to 4 being the least important)

- The availability of toilets
- The design of toilets
- The cleanliness of the toilets
- The usability of the toilets

8 In terms of the area you ranked highest priority in Q7, what aspect would you most like improved?

Your ranking

9 About you – to help us further in responding to your feedback we would be grateful if you could tell us a few details about yourself:

- A Are you:** Male Female
- B Are you aged:** 16 - 34 35 - 54 55+
- C Is your travel on Chiltern Trains usually for:** Commuting Business Leisure
- D How often do you make the train journey that you were on today (do not count return journeys)?**
- 3 or more times a week
- 1 or 2 times a month
- Once or twice a week
- Less often

Passengerfocus

Molden gummed area before folding down this centre line