Passenger Focus response to Department for Transport proposals for the East Midlands franchise

7 August 2006

Passengerfocus
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Passenger Focus is the independent national rail consumer watchdog. It is an executive non-departmental public body sponsored by the Department for Transport.

Our mission is to get the best deal for Britain's rail passengers. We have two main aims: to influence both long and short term decisions and issues that affect passengers; and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground.   We use our knowledge to influence decisions on behalf of rail passengers and we work with the rail industry, other passenger groups and government to secure journey improvements.

Our vision is to ensure that the rail industry and Government are always

'putting rail passengers first'

This will be achieved through our mission of

'getting the best deal for passengers'

Contents

1. Executive summary

The numbers of people travelling by train are increasing. Performance on the railways is steadily improving, and passenger satisfaction is rising. We expect changes to franchises to build on this; to further improve performance, improve passenger satisfaction, and allow for continued growth.

Passenger Focus has a wealth of research material regarding what passengers want, and adds to this as franchises come up for re-letting. This evidence informs our input to specific franchise consultations at route level. Where passengers have clearly indicated their priorities for improvement to existing services, Passenger Focus expects new franchises to show how these will be addressed.

In general, passengers want a safe, reliable, affordable railway that meets their expectations of service quality for the price paid. Drivers of passenger satisfaction change over time but punctuality and reliability have been the main drivers of passenger satisfaction since the National Passenger Survey began in 1999. Issues such as the perceived cleanliness of the train have also been key factors, with a clear link between the introduction of new or refurbished trains and increases in overall satisfaction ratings. Passenger Focus expects franchises to address the link between passenger satisfaction and actionable improvement.

Our submission is based on comprehensive research with over 30,000 passengers, looking at the passenger viewpoint on fares, satisfaction and wider rail issues, as well as route-specific research on the existing franchise. We also engaged with a wide range of stakeholders to identify initial thoughts on areas for improvements.

The use of railways in the East Midlands is growing, both on longer distance services, and local commuter services. However, satisfaction levels for users of these services are, in some aspects, falling. The new franchise for the East Midlands should present the opportunity for services to be developed, leading to increased numbers travelling, and increased satisfaction.

Issues
The priorities for passengers in the East Midlands can be summarised as:

- **Stations** - passengers tell us they expect better information, cleaner stations, and improved security as well as improvements to the accessibility of stations. The franchise needs to include a clearly defined commitment to integration and to develop and improve stations

- **Service patterns** - passengers tell us that frequencies on some routes are acceptable, but many passengers on other routes identify more trains as their top priority (in particular Derby-Matlock and Nottingham-Skegness). The franchise needs to include a commitment that robust consultation processes will be in place when levels of service are proposed

- **Information** - Passenger Focus wants the Department for Transport to require the franchisee to have a clear policy on passenger information, in line with ATOC guidelines. In addition, it suggests that the franchisee is required to properly promote rail services to ensure that products and services are constantly developed to meet customer needs.

- **Value for money** - often passengers perceive value for money as poor. Research suggests the current fare structure is complex and confusing. Bidders should set out their proposals for fares, and how these will improve value for money

- **Getting a seat** - roughly one third of passengers are not satisfied that they can always get a seat. Local overcrowding occurs, on sections of routes and during seasonal peaks. The DfT needs to ensure they are procuring enough seats for passengers now and in the future.

Recommendations

Our key recommendations for the East Midlands routes are:

i. The franchise should include a clearly defined commitment to develop and improve stations and integration, with targets for improvement in passenger satisfaction scores
ii. The franchise should address local service needs. Passengers and stakeholders cite the need for more evening and Sunday services. The lack of timetable detail concerns Passenger Focus, and DfT should agree to robust consultation as the level of detail is developed
iii. The DfT should require bidders to clearly set out their proposals for fares, and include targets for improved passenger perception of value for money
iv. The franchise should examine localised overcrowding problems, and ensure that enough seats are purchased for passengers today, and for the life of the franchise.

2. Introduction

Our approach to this consultation is underpinned by the principles we would like to see enshrined in all franchises, which are set out in section four. The response has been informed by liaison with stakeholders and user groups, our postbag, existing research and bespoke research commissioned by Passenger Focus.

We are wary of setting out a 'wish-list' of items that has little prospect of being provided - we understand there are practicalities around funding. However, we make no apologies for having an aspirational vision of the future. We see rail as essential to the delivery of Government objectives such as reducing congestion, improving economic regeneration and pushing towards a more inclusive society.

The new East Midlands franchise will combine the existing Midland Mainline inter-city franchise (MML) serving London St Pancras to Nottingham, Derby and Sheffield, with the eastern side of the existing Central Trains franchise.

Midland Mainline has out-performed other long-distance operators in terms of patronage, with a doubling of passenger journeys, and given strong forecast growth in the inter-city and London commuter markets, this trend is likely to continue. Passenger satisfaction, as measured by the National Passenger Survey (NPS) has recovered from recent lows to rank second highest in this sector.

Central Trains serves a number of markets, including inter-regional business and leisure travel, local commuting and shopping and school trips. Growth in the East Midland service groups has not been as strong as the whole of the Central Trains franchise. Passenger satisfaction, as measured in the NPS, has risen over recent years but still remains below sector average.

The East Midlands government region is the fourth largest in England and has a population of 4.2 million. It comprises the six counties of Derbyshire, Leicestershire, Lincolnshire, Northamptonshire, Nottinghamshire and Rutland, and includes the four cities of Derby, Leicester, Lincoln and Nottingham plus many other urban centres. Services from Northampton will form part of the West Midlands franchise.

Derby has through-services to the North East, South West and South; Nottingham to Cardiff/Hereford, the North West and East Anglia; Leicester only to Cambridge and Stansted Airport. Lincoln has no direct service beyond Peterborough, Sheffield or Doncaster. In recent years Leicester has lost through trains to Coventry, Cardiff and Norwich; Nottingham trains to Coventry, Stoke-on-Trent and Crewe, and Lincoln has lost direct trains to Birmingham.

Daily commuting to London is significant and the Franchise Consultation Document (FCD) expects substantial growth on the Midland Main Line, with especially heavy flows from Leicester southwards, although at present only about one in nine journeys on the route is a commuter journey, and for many in the east of the region, the East Coast Main Line (ECML) offers opportunities for commuting to London.

There are significant passenger flows from Mansfield to Nottingham (the Robin Hood line) and from the Derby line into Nottingham, from the Derwent Valley line into Derby, and moderate business

from stations to the east into Nottingham, from west and south into Lincoln, from the Stoke line into Derby, and on the Ivanhoe line into Leicester and Loughborough. Rail may only have a small percentage of total journeys between small communities and between them and neighbouring towns. Nevertheless, for those who use them the train services are very important. Such journeys feature on the lines mentioned above and in particular on the Lincolnshire lines; most of the small stations in the new East Midlands franchise area are east of Nottingham.

Passenger Focus sets out its recommendations for passengers below, and this is supported by substantial passenger research.

3. Detailed response

3.1 Methodology

As an evidence-based organisation, Passenger Focus has based passenger priorities in this report on comprehensive new passenger research conducted on Central Trains, supported by wide-ranging stakeholder consultation and desktop research. The types of evidence used are summarised below.

New passenger research

Passengers travelling on Central Trains routes across the East Midlands were asked to prioritise service improvements by taking into account expectations and experience with attributes of the service provided, coupled with the importance they placed on the attributes[1]. Passengers were also asked to consider various aspects of rail travel specific to individual routes within the existing Central Trains network.

Passenger Focus conducted detailed surveys on the following routes:
- Liverpool – Norwich
- Crewe – Derby
- Nottingham – Skegness
- Derby - Matlock
- Nottingham - Hereford.

In total, over 2,000 passengers were surveyed on those routes and the results have been used to determine passenger priorities.

This research was carried out by Accent, who undertook fieldwork between 3 and 26 April. Most of the day was covered, with shifts worked between 7.00 and 22.00; 80% of the shifts were worked on weekdays, the remainder at the weekend.

Stakeholder engagement

As a precursor to this report, a survey of stakeholders was carried out between November 2005 and January 2006, followed by written submissions and discussions with individual stakeholder bodies. Working in partnership with TravelWatch East Midlands and Midlands West, nearly 600 organisations and individuals were contacted across the East and West Midlands to identify initial thoughts on priority areas for improvement.

Flowing from this work, in March 2006 Passenger Focus gathered information from passengers and other stakeholders in order to inform our response to the DfT's consultation on the East and West Midlands franchises. Passenger Focus asked for detailed comments on specific issues – aspects of the existing Central Trains franchise that are considered in need of improvement, and 'measures', suggestions as to how to achieve the improvements needed. Responses were made by a third of those we contacted – see appendix A.

During the DfT public consultation period in June and July 2006, Passenger Focus received further submissions from stakeholders based on the East Midlands franchise consultation document. All contributions received by Passenger Focus have been summarised in appendix C.

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[1] See appendix E for explanation of gap analysis techniques used in the research

A similar exercise was undertaken by TravelWatch East Midlands (the results of which have been copied to Passenger Focus), in order to collate and analyse further views from their membership outside the public sector and within their own region.

Desktop research

Desktop research carried out by Passenger Focus consisted of previous research and publications produced by the former Rail Passengers Council (RPC) and from a wide variety of additional sources.

Relevant previous RPC publications include "*Barriers to Interchange*[2]" (February 2005) and "*Passenger Priorities on 12 Central Trains Routes*[3]" (July 2005)

In addition, Passenger Focus has researched and considered other available sources of data and information, including:

- "*Passenger Information: what, when, where, how*"[4]
- The National Passenger Survey (Spring 2006)
- Central Trains performance statistics
- Complaints data from both Central Trains and the Passenger Focus passenger contact team
- Railway industry statistics such as LENNON and MOIRA data
- RPC report "*What passengers want from stations*" which coincided with National Audit Office report "*Maintaining and improving Britain's rail stations*"
- Fares research undertaken by Passenger Focus in spring 2006

As with the stakeholder contributions, data and information from the desktop research is included in the report where it provides supporting evidence for issues and views raised by passengers as part of the new passenger research. A full list of documents is available in appendix B.

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[2] RPC North Western
[3] RPC Central Trains Joint Sub-committee
[4] RPC, September 2004

3.2 Findings

It was clear from the evidence provided by passengers and stakeholders that many generic issues were of concern to East Midlands passengers, but there are relevant issues specific to particular routes. A route-specific breakdown identifying comments by line of route follows at the end of this section.

Issue one - stations

The franchise consultation document (FCD) requires bidders to demonstrate how they will achieve a continuing improvement in service levels at stations, including addressing issues of accessibility (both for disabled passengers and interchange with other modes of transport), safety and improvements to car and cycle parking. The passenger survey research covered a wide range of station issues, which are shown below in order of importance and the priority for improvement, and these have been examined alongside stakeholder comment. The research below is underpinned by the generic Passenger Focus policy on station issues outlined in appendix F.

Field research on the routes surveyed in the East Midlands shows that passengers consistently rank the availability of information, and the cleanliness, upkeep and repair of stations as amongst the most important aspects of the total journey experience, along with personal security. This adds to research carried out by TravelWatch East Midlands where connections with other modes of transport, facilities for car parking and the provision of information are all in the top ten areas of importance.

The table below summarises, by route surveyed, passengers' top three priorities for various categories: importance, experience, and most in need of improvement (i.e., after weighting). It shows the consistency of the scores; however, weighting has moved ticket buying into the top three priorities for improvement.

importance at stations	information about times/platforms	ease of getting to/from stop/station	intermodal connections	range of facilities	availability of staff	cleanliness upkeep, repair	personal security	ticket buying
L'pool-Norwich	1					3	2	
Crewe-Derby	1					3	2	
Nott'm-Skegness	1					3	2	
Derby-Matlock			1			3	2	
experience at stations - bottom 3[5]	information about times/platforms	ease of getting to/from stop/station	intermodal connections	range of facilities	availability of staff	cleanliness upkeep, repair	personal security	ticket buying
L'pool-Norwich			3		1		2	
Crewe-Derby			2=	2=	3	1=	1=	
Nott'm-Skegness				3		1	2	
Derby-Matlock				1	2		3	

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[5] 1 = last in ranking of experience

most in need of improvement at stations	information about times/platforms	ease of getting to/from stop/station	intermodal connections	range of facilities	availability of staff	cleanliness upkeep, repair	personal security	ticket buying
L'pool-Norwich	2					3		**1**
Crewe-Derby	**1**		3					2
Nott'm-Skegness	3					2		**1**
Derby-Matlock		3		2				**1**
most in need of improvement on trains	value for money	upkeep and repair	frequency	journey time	availability of staff	personal security		
L'pool-Norwich	**1**	2	3					
Crewe-Derby			**1**	2	3			
Nott'm-Skegness		3	**1**			2		
Derby-Matlock	2		**1**		3			

Stakeholder comment includes:

- "star ratings" for stations, to indicate the type and level of facilities provided
- Investment for enhancement, not like-for-like replacement of life expired assets
- Improve sight-lines at stations, eliminating blind spots to improve personal security
- Targeted development of all modes of access to stations
- Adequate hours of opening of station catering facilities, particularly at interchanges.

When passengers were asked to asked to identify areas where they would see the most benefit from any improvement, the top two, by some margin, are the enhanced provision of ticket buying facilities together with the cleanliness, upkeep and repair of stations. The routes surveyed typically contain a mixture of unstaffed and part staffed stations and include some of the more rural parts of the East Midlands. The Spring 2006 NPS data for Midland Mainline (MML) shows a 71% satisfaction rate with ticket buying facilities, broadly similar to the last spring wave but six percentage points below the TOC type average. It is not possible to separate out the East Midland scores from the total Central Trains NPS data, but the equivalent figure is 73%, two percentage points lower than the average for "regional operators".

The range of ticket buying facilities passengers expect include an on-train service, appropriate ticket office opening hours, and self-service ticket machines as well as online methods. The Department for Transport needs to specify that it expects the franchisee to deploy resources to improve satisfaction ratings. In support of this priority, many passenger groups have provided comment and anecdotal evidence that revenue collection through on-train ticket checks is not comprehensive across the region. Instances have been provided elsewhere in the network where installing ticket barriers has resulted in a greater than forecast rise in revenue. Ticket gates will be installed at a number of locations within the life of the current franchise and there is passenger group support for the installation of further gating at principal stations. Equally many stations are unstaffed or are staffed for only part of the day, and passenger groups comment that improved staffing at station ticket offices would also create a greater perception of personal safety as well as potentially improving revenue collection.

Whilst the consultation document invites the franchisee to enhance station facilities it does not prescribe a monitoring and enforcement regime to address passenger concerns over cleanliness and upkeep of existing station facilities. Passengers will need to be reassured that basic facilities will be cleaned and maintained as well as enhanced. Passenger Focus notes that in the West Midlands, the Passenger Transport Executive (PTE), Centro, currently specifies a SQUIRE[6] regime which underpins service quality levels. The franchisee should commit to a regime based on frequent and regular inspections of stations and trains that incentivises the franchisee to promptly repair faults and implement remedial measures where performance is below acceptable levels. Such a regime should be included in a framework of continuous improvement. The Service Quality Management System (SQMS) proposed by the DfT should specify a high quality regime from the outset, given the importance afforded to service quality levels as evidenced by the passenger research Passenger Focus has undertaken.

Passengers' desires for an enhanced range of facilities at stations and the availability of station staff are ranked closely together. However, there is a considerable variation within these averages, as might be expected, as facilities and standards vary from route to route. For MML, the respective spring 2006 NPS satisfaction scores are 57% for station facilities and 66% for the availability of staff. For Central Trains, the respective NPS scores are 48% and 59% respectively.

It is interesting to note that of the total complaints to Passenger Focus regarding Central Trains during the last quarter (excluding train service performance), the three highest complaint generating categories are staff availability, fares and retailing, and information.

Stakeholder comment includes:
- provide passenger information systems appropriate to stations' foot-fall
- include bus connections wherever applicable
- self-service Ticket Issuing Machines should be accessible when booking offices are closed
- tickets should be available on alternative routes whenever engineering works close lines
- carnet style tickets should be introduced for infrequent travellers with regular itineraries
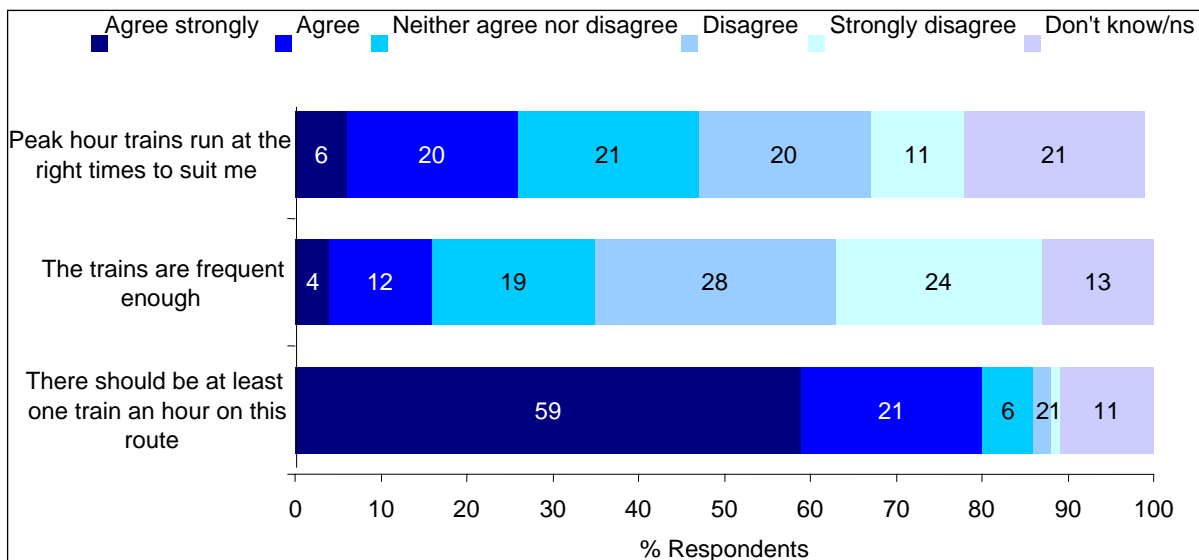

Recommendation
Passengers tell us they expect better information, cleaner stations, and improved security as well as improvements to the accessibility of stations. The franchise needs to include a clearly defined commitment to integration and to develop and improve stations

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[6] Service Quality Incentive Regime.

Issue two – service patterns

The franchise consultation document asks bidders to bid against a base case specification which will largely be based on the timetable operated today (Service Level Commitment 1 - SLC1) and changes to be introduced at the end of 2008 (SLC2) but Passenger Focus notes that no detailed timetable proposal yet exists to comment on the exact timings of trains or the quality of connections.

However, passenger research on the four routes surveyed indicates that the current frequency of services is an issue on parts of the existing Central Trains network. On the Derby - Matlock route passengers ranked the importance of this issue highly and clearly noted this as the priority for improvement. When asked specifically for their view of the current frequency of services, over half of passengers agreed that frequency should be improved.

On the Nottingham – Skegness service, when specifically asked, the majority of passengers wished for later evening services with a smaller number asking for earlier morning services. Again, a similar majority requested later evening services between Derby and Nottingham. In the Spring 2006 NPS Midland mainline passengers reported an 86% rating for frequency which indicates that, on its core routes, frequency is more acceptable.

Passenger groups want a more extensive operating pattern to include provision of Sunday services on the Mansfield-Nottingham line and a review of operating hours on the Lincolnshire network.

Stakeholder comment includes:
- later evening trains on many routes – including Norwich and those in Lincolnshire
- additional calls at peak times at stations such as March and Whittlesey
- standard pattern, regular interval, timetables between Ely and Norwich[7]
- local services should serve all stations(e.g. 'Ivanhoe' services call at Beeston/Attenborough)
- provision of more through-trains from large markets to resorts (e.g. West Yorkshire to Skegness)

Recommendations

Passenger Focus recommends that the ITT clearly specifies the level of service that is to be provided and seeks assurances that the specification is arrived at following a robust consultation process.

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[7] In conjunction with the 'one' Cambridge – Norwich service.

Issue three - information

Passenger research into the availability of information at stations has already been commented on above.[8] Similarly, the provision of information at stations shows a similar differentiation between the MML NPS scores which indicate an 83% satisfaction rate, an improvement over the previous spring wave, and what passengers feel on the surveyed routes where the lack of information is felt to be an area requiring improvement. For Central Trains generally, the equivalent NPS score was 67%.

The style and content of information provided must be appropriate to passengers' need as well as the method of delivery. On the four Central Trains routes surveyed, there was considerable variation between the expectation of information provision by differing age groups as well the importance of improvements. On the Derby – Matlock line, there was a clear differentiation between the needs of the 60+ age group who strongly rated the need for better information with the under 24 age group who had higher satisfaction with current provision, whereas on the Derby-Crewe route the positions were reversed, though preferences were not so strongly expressed.

The Passenger Focus report "*Passenger Information: What Where When and How*" makes the following recommendations for information at stations:
- Use visual and audio displays as complementary sources
- Precede time sensitive audio messages with a distinctive 'beep'
- Conduct visibility audits for displays and define minimum standards
- More electronic A to Z displays at major/busy stations
- Earlier advertising of departure platform
- More TV style displays in waiting areas
- Raise awareness of Help Point as information sources
- Develop standards for equipment in relation to station types.

This issue also encompasses both the marketing of railway services to existing customers and reaching out to potential customers. Passenger Focus would like to see a requirement to properly and professionally promote rail services, including a financial commitment to set aside adequate funding to promote services to non-users and retaining existing users and would also expect a commitment from bidders to undertake an ongoing programme of market research to ensure that products and services are constantly developed to meet customer needs.

Passenger Focus's response to the Community Rail Strategy has shown that where lines are actively marketed then patronage can grow, as evidenced by the Shrewsbury–Chester Line where (according to the Strategic Rail Authority) "over a period of seven years, passenger use on this line has increased 300%."

Stakeholder comment includes:
- the TOC needs to identify the local network and promote both that and itself in the local communities it serves
- line guides listing special offers, short breaks and places of interest
- Central Trains do not understand the markets for the Skegness line
- there is a role for local authorities, development agencies and tourism bodies to input into the development of the service

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[8] Passenger Information: What, Where, When and How, September 2004

Recommendations

Passenger Focus recommends that the Department for Transport require the franchisee to have a clear policy on improving the quality of passenger information, reflecting industry best practice.

Passenger Focus suggests that the Department for Transport require the franchisee to properly promote rail services and to ensure that products and services are constantly developed to meet customer needs.

Issue four – value for money

The franchise consultation document sets out that commuter and protected fares are assumed to be capped at RPI+1% throughout the franchise term, consistent with current government policy. The franchisee is expected to be innovative in using technology to increase revenue and make access to the network easier and more attractive to current and potential passengers and to make efficient use of capacity.

During 2006, Passenger Focus undertook quantitative and qualitative research[9] into passengers' perceptions of fares. Over 2000 passengers were interviewed and the results can be summarised[10] as:

- Many rail fares do not represent good value for money
- The fare structure is complex and confusing
- It is unfair for today's passengers to pay in advance for future investment
- The industry needs to exploit fares incentives to attract passengers to travel at times when there is greater capacity. However we oppose putting up fares to price off demand
- An affordable turn up and go strategy must prevail, though pre-book low cost fares should be available to those whose journeys are flexible
- The industry must control its costs so that more is not passed on to the passenger in higher fares
- The industry must ensure it collects the revenue that is due to it.

In this context the decision by Midland Main Line (MML) in the last year to enable a combination of single fares to be purchased and to reduce the booking horizons for some fares has produced benefits for passengers, and is welcomed. The new franchise should have arrangements that are at least as good.

Nationally in the last NPS wave, 53% of Central Trains passengers consider the price of their ticket represents value for money and so do 45% of MML passengers. Passenger research on the four routes surveyed indicates value for money and fares to be an issue albeit one with variation on the routes surveyed. Passengers travelling from Norwich to Liverpool considered this to be the second most important area for improvement whereas the passengers travelling from Derby to Matlock rated it the 14th most important.

Technological solutions should not be the only innovation applied to retailing strategy. The franchisee should be encouraged to use innovative ways of marketing existing services and products to increase revenue by making rail travel more attractive. Improved marketing would be easier to achieve with a simplified fares structure, with consistent average prices for the same distances, and similar discounts for reduced rate fares such as cheap day returns.

Revenue protection – the issuing and inspection of tickets – is a subject that always generates adverse comments. Passenger Focus constantly stresses the need to collect all fares. Not only does the failure to collect all the fares depress the true revenue figure, it also causes the actual number of passengers to be under-reported. Various "mystery shopper" exercises have shown that upwards of 40% of some journeys have no ticket inspections.

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[9] Fares: What Passengers Think, July, 2006
[10] See detailed section on fares in appendix F

Passenger Focus notes the comments in the summary report of the Northern Review[11], which studied the effects of several different approaches to fares increases. All reduced overall demand for rail, and the report concluded that "Any franchise-wide and/or targeted fare increase ought to be tied in with any improvements in quality of the overall product. Even then, there could still be significant (and potentially negative/unacceptable) outcomes in terms of mode shift and distributional impacts that run counter to the thrust of the government's transport policy."

In the light of the strongly critical response to the changes recently made to cheap day return ticket restrictions by First Capital Connect, Passenger Focus believes that bidders for the franchise should exclude such measures from their plans.

Stakeholder comment includes:
- introduce comprehensive intermodal ticketing in rural areas to encourage use of public transport
- spread demand by creating incentives to avoid peak hour travel
- aim to recapture scholars traffic with reduced fares for all secondary years
- flows to Great Yarmouth have been "priced almost out of existence"
- effective measures to ensure thorough revenue protection

Recommendations

Many passengers perceive value for money as poor. Research suggests the current fare structure is complex and confusing. Bidders should set out their proposals for fares, and be required to demonstrate how these will improve value for money ratings, as measured by the National Passenger Survey.

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[11] Specifically Case Study A: Fares Increases

Issue five – getting a seat

Demand and revenue growth across both MML and Central Trains has been consistently strong over the last ten years and, in particular for MML, is forecast to remain strong. Passenger research on the four Central Trains routes surveyed shows that passengers had little difficulty currently in finding a seat, with this issue ranking low across all routes. Spring 2006 NPS data supports this with 68% of MML passengers satisfied and 65% on Central Trains at 65% - both broadly within average.

However, localised crowding does exist. It is likely that if the Nottingham-Skegness survey had been undertaken on a summer Saturday, passengers would have commented on the overcrowding that regularly occurs. Despite the commitment from Central Trains to provide extra carriages at the busiest times, additional capacity is often insufficient. The Liverpool-Nottingham segment of the Liverpool-Norwich route is often similarly overcrowded. Loadings can regularly exceed train capacity in the East Midlands, as shown in the table below, compiled from figures provided by Central Trains.

Overcrowding in summer, 2005:
- **Leicester to Lincoln:** 185 passengers aboard a train with 148 seats – **125%** loading
- **Peterborough to Doncaster:** 116 passengers aboard a train with 75 seats – **154%** loading
- morning peak train departing from **Dronfield towards Sheffield:** consistently overcrowded, up to **154%** of capacity
- overcrowding on any part of the **Liverpool to Norwich** route at any time of the day
- disparate capacity of different varieties of the same train type aggravates the problem

Passenger Focus notes that the Department for Transport does not provide estimates of patronage and load factors over the lifetime of the franchise due to commercial considerations but the base case specification does indicate that, for example, the length of off-peak Nottingham to London trains will be reduced. The number of train seats provided may be sufficient for current occupancy but should current growth levels continue, or rise, extra capacity would need to be provided. The weekend leisure market has different characteristics and strengthening of regional services with under utilised main line trains should be required. Passenger Focus notes the growth of weekend travel and understands that the pattern of Sunday services operated by Midland Mainline is under review for changes to be implemented in the December 2006 timetable. This will presumably form the basis of SLC1.

The specification of the franchise should ensure that the franchisee has sufficient rolling stock to address current overcrowding and growth expected over the life of the franchise. The disparate capacity of different varieties of the same train type aggravates the problem.

Stakeholder comment includes:
- trains on MML services should be a minimum of eight cars
- trains on the Liverpool to Norwich route should be a minimum of three cars
- Lincoln should have a local depot to reduce capacity lost because of out-of-service stock
- local trains should a minimum of two cars
- volume of luggage on Skegness trains is a problem
- properly organised and supervised passenger counts are needed.

Recommendations

Passenger Focus seeks assurance that the Department for Transport will satisfactorily address capacity problems within the East Midlands franchise. The DfT must clearly define how many additional seats it needs to procure to alleviate acknowledged crowding problems that passengers currently experience, and how many are predicted to be necessary across the lifetime of the franchise.

3.3 Route-by-route comments

Passenger Focus has received comments from many stakeholders and individual passengers. We asked for detailed comments on specific issues – aspects of the existing Central Trains franchise that are considered to need improvement - and "measures", suggestions as to how to achieve the improvements needed. We have compared those comments with the results of passenger surveys – NPS and specially commissioned passenger priorities research – and list below valid responses.

We note that for many of the services listed, the franchise consultation document proposes no change in the number of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2.

Route EM1 - St. Pancras – Sheffield

Passenger Focus acknowledges that overall, the proposed new timetable pattern maintains existing links and provides some additional capacity. The changing nature of demand on the southern end of the route and planned growth of c.80,000 houses along the corridor brings the opportunity to align the East Midlands franchise with changes to the Thameslink timetable to the benefit of passengers. The proposed solution is to segment the market between the outer commuter market and the long distance traffic, at Kettering/Corby. Combining the fast Nottingham train with the stopping Derby train creates a path for a stopping train to Kettering/Corby, whilst keeping the number of paths required to four in off-peak hours. However, that action will halve Market Harborough's off-peak service to hourly although peak trains are accelerated from approximately 75 to 60 minutes. LENNON data shows that passenger journeys between Market Harborough and London have doubled over the last ten years. The station handles on average, over the last 16 periods, over 1,300 passengers a day; approximately 700 to St. Pancras and 390 to Leicester.

Given the strong passenger demand, and noting the weekend leisure travel requirements from Kettering and Market Harborough to Leicester for shopping and sporting activities, Passenger Focus recommends that peak frequencies to both those stations must be maintained and that the DfT should re-evaluate a number of alternative suggestions put forward by stakeholders that would enable the off-peak frequency to Market Harborough to be retained, by, for example, stopping the standard hour St. Pancras – Derby/Nottingham train hourly at Market Harborough.

Splitting and combining services at Leicester introduces an element of risk to the timetable that does not currently exist. Stakeholders have received assurances from the Department for Transport that contingency arrangements if the splitting/joining of trains at Leicester does not work as planned will include a "hot spare" and reserved Q paths to avoid disruption. This should be detailed within the specification, as should a clear statement as to how information and assistance will be provided to passengers to ensure that they are not inconvenienced in the event of disruption. Inevitably, some passengers will no doubt find themselves in the "wrong" portion of the train which has been correctly despatched and bidders should be required to detail how they will assist passengers in that event.

It is essential that the existing number of seats provided at peak times is increased to cater for the predicted growth on the main flows. Existing extensions of the route to Leeds, Barnsley and Burton have limited passenger usefulness because of their very low frequency. They are dependent on the future rolling stock and depot strategies put forward by bidders. The LENNON data suggests that overall the passenger benefit lies with adequate provision for the main flows, but research consistently shows that passengers value through-trains. For example, 19% of those interviewed

said that changing trains had put them off using trains in the future[12]. Passenger Focus expects the bidders will recognise that fact and operate as many through services as viable between regional centres and London. However, LENNON data shows small numbers of London passengers from Barnsley – a little over 1% of originating passengers travel to, or via London. From Burton, nearly 8% of originating passengers are for London or beyond. However, that figure is an average of only 43 per day.

Should the Department for Transport decide to proceed with a priced option for extending the Kettering service to Corby, passenger research should be undertaken to determine the benefits of extending some services via Oakham and Melton Mowbray if facilitated by stock movements to and from Derby.

The proposed first and last trains will run to the same times as present, but stakeholder comment suggests that later services to/from London and Nottingham would benefit passengers.

The FCD makes no mention of re-linking Leicester and Derby to Manchester. Previous passenger research in July and October/November, 2003, by RPC Midlands[13] highlighted passengers' opinion of the through-journey opportunities between Leicester and Manchester available during "Operation Rio[14]. LENNON data shows that a daily average of 500 passengers travel between just three East Midlands stations[15] and Manchester and other stations in the North West. Bidders should therefore be asked to propose a priced option for extending Derby trains to Manchester.

	Issue	Measure advocated
EM1.1	performance	• to achieve 93.75% and maintain that level consistently throughout the lifetime of the franchise.
EM1.2	timetable	• Midland Mainline's 2007 timetable plans to be retained as the baseline timetable
		• standard pattern in the peaks
		• Sheffield trains should be non-stop south of Leicester
		• incremental improvements to reduce journey times
EM1.3	capacity south of Leicester	• cater for growth, especially in commuting
		• no reduction in MML paths south of Bedford
		• adequate room for long-distance passengers
		• minimum 8 car train length on London services
		• address capacity issues
EM1.4	frequency of calls	• half-hourly calls at Bedford in the peaks – not at the expense of longer distance passengers
EM1.5	re-open Kettering to Corby	• restore passenger service between Kettering and Corby
		• extend via Melton to Nottingham
		• train services to Corby must not be resourced by diverting trains from the main line to Leicester

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[12] *Further Review of Virgin Trains Interchange Plans* RPC, April 2004
[13] Project Hope The Case for a Permanent London to Manchester Route Serving the East Midlands
[14] An hourly service of through trains between St. Pancras, Leicester and Manchester operated in 2003 as a relief to the WCML.
[15] Kettering, Leicester and Derby

EM1.6	more inter-regional links	• extend Derby semi-fast service to Manchester: Peak Park stops should be made • St. Pancras to Lincoln through service
EM1.7	Eurostar; Kent high speed domestic services	• adequate provision for passenger growth and facilitation of through journeys
EM1.8	Loughborough station (esp. in view of its role in Olympics)	• increase platform lengths • increase number of car parking spaces • DDA compliance
EM1.9	East Midlands Parkway	• adequate service by trains on this route

Route EM2 Liverpool – Norwich

(818 passengers interviewed in April 2006.)

Passenger Focus welcomes the retention of the through services as passenger research clearly showed a preference for through journeys, with over a quarter of passengers saying that the need to interchange would deter them from continuing to travel by train on this route. Passengers were asked whether they would continue to travel by train if journey time lengthened due to additional calls. More than a fifth of respondents were not sure, or did not state if an increase in their journey time would make a difference to whether or not they would continue to travel by train, but just under two thirds said they would continue to travel by train even if the journey took 10 to 15 minutes longer. Additional calls at Liverpool South Parkway would then not deter existing passengers and should attract passengers as well as offering additional connections, e.g., Runcorn to Sheffield.

Passengers were asked to rate a series of attributes of the services provided on the station and on the train along this route. The top issues that emerged were: ticket buying facilities, the value for money of the ticket price and the repair and upkeep of the train. The last two reflect the fact that over 36% of passengers on the Liverpool to Peterborough section of the route are travelling on business. Together with the long distances (170 miles for the section mentioned above), it reinforces the need to improve facilities and standards of presentation on inter-regional services such as this.

The consultation document notes that a "positive" business case exists for half the trains currently serving Norwich to be diverted to Cambridge and this is backed up by LENNON data showing the size of the flows from stations on the line of route to Cambridge and Norwich. Of note are the flows to Stansted airport, a growing market with very limited rail capacity.

from	to	total 30/4/05-27/5/06[16]	average per period	total 30/4/05-27/5/06[17]	average per period
Sheffield	Norwich[18]	16,956	1,130		
	Cambridge			13,108	874
	Stansted Airport			4,798	320
Nottingham	Norwich	29,105	1,940		
	Cambridge			22,520	1,501
	Stansted Airport			11,499	767

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[16] Periods 1, 2005/6 to 2, 2006/7
[17] Periods 1, 2005/6 to 2, 2006/7
[18] Includes significant flows to other stations on the route beyond Ely, or via Norwich.

Grantham	Norwich	4,367	291		
	Cambridge			2,304	154
	Stansted Airport			3,460	231
Peterborough[19]	Norwich	79,662	5,311		
	Cambridge[20]			107,172	7,145
	Stansted Airport			53,519	3,568
	totals	**114,830**	**8,672**	**212,616**	**14,580**
	route	**Norwich**		**Cambridge**	

Totals of flows from Cambridge and Norwich to Manchester and stations in the North West are shown in the table below.

from	to	total 30/4/05-27/5/06[21]	average per period
Cambridge	Manchester	19,940	1,329
	via Manchester	4,728	315
	Liverpool route	78,489	5,233
Norwich	Manchester	17,408	1,161
	via Manchester	5,068	338
	Liverpool route	84,155	5,610

However, stakeholders have identified that an hourly frequency between Norwich and Peterborough is essential for connections with the East Coast Main Line. Therefore services should not be diverted to Cambridge until further negotiations with other operators have secured a replacement for any trains diverted away from the Norwich route. The effect that a reduced frequency would have on flows to and from Norwich and Thetford must be thoroughly researched. Portioned workings, with trains combining/dividing at Ely, have been suggested as an option, one that could provide additional capacity west of that city.

	Issue	Measure advocated
EM2.1	Nottingham Station "Masterplan[22]"	• should be a franchise commitment • implement quickly • improve platform capacity at Nottingham • cross-platform interchange at Nottingham between services if split
EM2.2	calling patterns better connections at Ely	• between Peterborough and Ely/Norwich: some additional peak stops where demand exists • interlink routes' timetables at relevant interchanges
EM2.3	standard pattern timetable between Peterborough/ Cambridge and Ely/Norwich	• better, with standard pattern, regular intervals, in conjunction with "one"

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[19] There is, of course, an hourly through service between Peterborough and Stansted Airport.
[20] Includes significant flows to other stations on the route to Stansted, or via Cambridge.
[21] Periods 1, 2005/6 to 2, 2006/7
[22] Nottingham Station Masterplan is the project to make "major improvements to facilities and greater passenger capacity" at Nottingham station, making it a "world-class" interchange.

EM2.4	service provision for Manea, March and Whittlesey	• as a base the present service should be maintained, with an adequate peak service to Peterborough and Cambridge • some additional peak stops where stakeholders can identify where demand exists
EM2.5	capacity and facilities at Peterborough	• remodelling and rebuilding – city plans • Peterborough "Masterplan"
EM2.6	adequate capacity	• three-car trains as minimum on inter-regional services
EM2.7	connections	• best endeavours at all main interchanges to maintain connections
EM2.8	summer services	• through trains to Great Yarmouth to cater for known demand • realistic pricing to encourage use
EM2.9	re-opening Ilkeston	• progress - station has potential to act as railhead
EM2.10	Norwich station	• work with "one" to improve facilities and information systems and their content (e.g. show bus times)
EM2.11	evening services	• later evening services into Norwich
EM2.12	journey times	• faster timings to Liverpool-Manchester-Nottingham

Route EM3   Matlock – Derby

(275 passengers interviewed in April 2006)

The franchise consultation document proposes no change in the quantum of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2. The Department for Transport has now formally designated the passenger rail service between Derby and Matlock as a Passenger Rail Service even though infrastructure issues between Ambergate and Matlock remain unresolved which precludes the line itself receiving this designation. However, the document highlights the tourism potential of a line serving a World Heritage Site, and this is supported by stakeholders who comment that the line has plenty of development potential[23].

Passengers were again asked to rate a series of attributes of the services provided at the stations and on the trains along this route. The same top issues emerged in terms of importance; punctuality and reliability, the provision of information about train times and platforms, the value for money of the ticket price and being able to get a seat.

Passenger Focus welcomes the establishment of the Derwent Valley Rural Transport Partnership, and supports the aims of the Community Rail Strategy, which is cited to increase revenue, to reduce costs and increase involvement of community in the railway. Our passenger surveys have identified from the service attributes a number of priorities for improvement. These are ticket buying facilities, the frequency of trains, the range of station facilities, the ease of getting to and from the station and the provision of information about train times and platforms.

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[23] Derwent Valley "Rail Users Strategy"

In contrast, the most notable score is for the punctuality and reliability of the service where performance is outstripping expectations and thus there is a very low priority for change. Passenger perceptions of frequency were tested further, given the importance of this issue. Only one quarter of passengers considered that peak hour trains run at the right time whereas over half consider they do not, and four fifths consider that there should be at least one train per hour on this route.

	Issue	Measure advocated
EM3.1	the line has considerable potential that should be developed	• Friends of the Derwent Valley Line's "RUS" (Rail Users' Strategy)
EM3.2	frequency of trains	• should be improved - hourly
EM3.3	maximise connectional opportunities	• identify main off-route flows

Route EM4a Crewe –Derby
(404 passengers interviewed in April 2006)
The franchise consultation document proposes no change in the quantum of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2. Passenger Focus supports the aims of the Community Rail Strategy, which are cited to increase revenue, to reduce costs and increase involvement of community in the railway.

When asked to rate the service attributes in order of importance along this route, the same top issues emerged; punctuality and reliability, the provision of information about train times/platforms, the value for money of the ticket price and being able to get a seat.

The same passenger surveys identified a number of priorities for improvement from the identified service attributes. These are the provision of information about train times and platforms, ticket buying facilities, connections with other forms of transport, the range of station facilities, the frequency of trains, and the ease of getting to and from the station

Additional questions were asked to determine passenger views on extending the service to Nottingham and whether later evening and earlier morning trains were required. Over a third of passengers surveyed considered that the service between Crewe and Derby should be extended to Nottingham, as indeed it did prior to being severed in 2005. Stakeholder comment supports this aspiration and LENNON shows that this route has by far the largest flows of those from places without through trains to Nottingham. However, flows from Derby to Skegness are large, and consideration of more through trains, particularly at peak holiday periods should be a priority for the new operators.

Over one third considered that trains should run earlier in the morning and over half considered that trains should run later in the evening. Again, stakeholders support these aspirations.

	Issue	Measure advocated
EM4a.1	regeneration plans in the Stoke area	• improve local railway services as one of the ways to achieve the aims

EM4a.2	the December 2005 timetable cut the Crewe to Skegness service into three sections, significantly worsening journey opportunities and reducing patronage	• extend trains from Derby to Nottingham to restore a significant market to the route and restore peak train service frequency; increases connectivity between East Midlands and North West
EM4a.3	evening trains: the last train leaves Derby before 21.00	• later trains • maintain resourcing from Crewe by new TOC
EM4a.4	maximise connectional opportunities	• identify main off-route flows • research re-instatement of trains to N. Wales
EM4a.6	timetable	• hourly interval • intermediate stops – all trains should stop at all stations Stoke to Derby, except Peartree
EM4a.7	Community Rail Partnership Officer	• maintain current (3/4/06) level of support and funding

Route EM4b *Nottingham - Skegness*

(353 passengers interviewed in April 2006)

Passenger Focus welcomes the proposed additional calls at Grantham, despite the addition of end - to - end time, as the benefits of increased connectivity with the East Coast Main Line are clearly important to passengers. When passengers on this route were specifically asked, over three quarters confirmed that such connections were important. LENNON data shows the scale of interchange on this line. Of an average of 28,000 passengers per period from Skegness, 36% changed at either Grantham (2,281 passengers), or Nottingham (7,773 passengers). It should be noted that the figures *exclude* passengers for the interchange stations themselves.

However, opinion was more split when the same passengers were asked whether they considered the existing frequency of services between Nottingham and Grantham was sufficient with one fifth disagreeing with the statement, a fifth being neutral and two fifths agreeing with it.

Passengers were asked to rate a series of attributes in terms of importance of the service provided at the stations and on the trains along this route. When asked to prioritise for improvement, i.e. where passengers would see most benefit on this route, the issues of ticket buying facilities, cleanliness, upkeep and repair of stations, personal security and frequency of trains came to the top.

However, because the research was carried out early in April[24] it did not identify getting a seat as a priority issue. Whilst it is acknowledged that many trains on this route are lightly loaded, overcrowding on certain trains, especially summer Saturdays, is an issue and this is highlighted in submissions from both stakeholders and passenger groups.

Over and above existing passenger loadings, stakeholders have commented that growth in Lincolnshire is forecast to show strong growth. The East Midlands Regional Development Agency's review of the EM Regional Plan identifies the need for a high-growth plan for new housing in the central Lincolnshire area.

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[24] No later than 10 April

Passenger groups have provided train counts for certain summer Saturdays on services to Skegness. On 28 May 2005, the 303 passengers on the 11.03 arrival at Skegness totalled twice its seating capacity. That day the 11.44 arrival was only four cars instead of five. Showing the effect on rail patronage of Butlin's efforts to spread the season, later in the year, on Sunday 27 November, police had to intervene to stop any more passengers boarding the 13.35 – the first train of the day. It was a three-car train, with 225 seats. After two buses and a mini-bus had left, there were still 279 passengers waiting for the 15.07 departure. A summer train service capacity should be provided for the late May Bank Holiday period, as occurs on routes to Devon and Cornwall now that the national summer timetable is not introduced until June.

Those figures show how necessary it is for the new operator to address the provision of adequate capacity for passenger numbers at peak times. The nature of the holiday market at Skegness is changing, with more short breaks and an expanding season, created by marketing efforts by the tourism industry. The split of Central Trains into East and West Midlands reduces the in-house supply of additional rolling stock for peak periods. The new franchisee should be required to seek out adequate resources, and, if necessary, to arrange contracts with other TOCs or suppliers of rolling stock.

	Issue	Measure advocated
EM4b.1	local service between Nottingham and Grantham	• provide the best possible service and develop the market potential • more services at Bingham and Bottesford • develop park and ride potential • examine potential to extend London services to Bingham
EM4b.2	capacity	• provide sufficient seats at all peak dates of the year for passengers to ensure users travel again • ensure capacity is adequate on peak days • ensure capacity exists for growth • investigate all potential sources of additional stock
EM4b.3	maximise connectional opportunities	• identify main off-route flows • at Grantham • at Sleaford • at Nottingham cross-platform connections with Crewe trains
EM4b.4	maximise markets	• research existing and potential demand – growth in short break market, local attractions • work with all agencies to identify such demand and publicise [line guides] • add stops at stations when local population increases, e.g., Ancaster • through service between Derby and Skegness in Spring and Summer school holidays
EM4b.5	infrastructure	• improve line speeds to increase competitiveness of the timetable and improve stock productivity

	Issue	Measure advocated
		• make the route fit for purpose and carry the traffic on offer
EM4b.6	short platforms	• allow Selective Door Opening so that frequencies at smaller stations can be improved
EM4b.7	evening services	• later services would permit new markets to be served, e.g., evening events
EM4b.8	additional through services	• serve more originating markets e.g., Leeds, Sheffield, with through trains in peak seasons
EM4b.9	Sibsey	• consider potential for station
EM4b.10	timetable	• maintain, as a minimum, the current frequencies • maintain pattern of fast and stopping services

Route EM5 Leicester – Loughborough – Nottingham/Lincoln (Incorporates Ivanhoe Line)

The franchise consultation document proposes no change in the overall number of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2.

Although passengers on this route were not surveyed separately, it would be surprising if the rating of service attributes differed from that of passengers on the other routes that were surveyed by Passenger Focus. Research carried out by TravelWatch East Midlands confirmed that their membership identified broadly the same issues; punctuality and reliability, frequency of services, connections, crowding and value for money of the ticket.

Passenger groups have commented that between Leicester and Nottingham the service is mostly used for journeys to and from intermediate stations and LENNON data shows that Beeston ranks fourteenth in flows from Nottingham. Calls at Beeston and Attenborough would therefore seem appropriate on this route.

	Issue	Measure advocated
EM5.1	the Ivanhoe Line section of the route	• research existing and potential demand
EM5.2	connections at Nottingham between this service and trains from London	• improve • investigate economics of through Lincoln to St. Pancras service
EM5.3	fit for purpose maximise journey opportunities	• trains at times of peak demand • make all stops between Nottingham and Loughborough
EM5.4	Community Rail Partnership for Lincoln to Nottingham	• support the introduction of a partnership
EM5.5	Boutham	• consider potential for station

Route EM6 Worksop – Nottingham (Robin Hood Line)

The franchise consultation document proposes no change in the overall number of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2.

Given Nottingham's strong and growing status as a shopping and entertainment centre the current lack of a Sunday service is an omission, as is lack of later evening weekday trains. Local authority funding for later trains and a Sunday service is not certain.

	Issue	Measure advocated
EM6.1	integration with NET	• must be better ticketing integration
EM6.2	cross-Nottingham travel	• run services through to Bingham
EM6.3	hours of operation	• later evening and Sunday services
EM6.4	increase connectivity	• extend to Sheffield

Route EM7 Cleethorpes - Lincoln - Newark – Nottingham
(366 passengers interviewed in February and March, 2005)
The franchise consultation document proposes no change in the overall number of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2.
.
This route is used by Lincoln travellers to access either the ECML at Newark or to make connections at Nottingham, but the current timetable is not standard pattern and has gaps. The historically poor connections at Newark need addressing; the recent decision on the number of paths on the ECML offers the chance to create a standard pattern of stops on that main line. Better pathing would then be possible across the level crossing of the two routes, thereby making reliable connections and a standard pattern timetable on the Lincoln route much easier to achieve.

Stakeholders have raised the lack of a train from Grimsby between the 7.03 and the 9.28 and a more frequent service between Lincoln and Cleethorpes as particular concerns.

The top three items of greatest passenger dissatisfaction in 2005[25] were:

from	*to*	*cancellations*	*punctuality*	*frequency*
Nott'm/Newark	Lincoln/Grimsby	1	2	3

	Issue	Measure advocated
EM7.1	connections at Newark Northgate with trains on the ECML	• provide connections at Newark Northgate that will be attractive to potential rail users and generate extra business
EM7.2	connections between routes	• devise the best possible, identify main off-route flows
EM7.3	timetables that are fit for purpose trains at times of peak demand maximise journey opportunities	• thorough analysis of markets
EM7.4	Cherry Willingham	• consider potential for new station

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[25] *Passenger Priorities on 12 Central Trains Routes* RPC, July 2005

Route EM8 Doncaster – Lincoln - Peterborough

(122 passengers interviewed in February and March, 2005)

The franchise consultation document proposes no change in the quantum of trains operated, or number of calls at stations, although the timings of individual trains may change in SLC2.

The route currently offers an infrequent service Doncaster to Lincoln, and an almost hourly service between Lincoln and Peterborough that between Sleaford and Spalding terminates early due to signal box opening times. All Lincolnshire services should be examined in totality with a view to deriving best value for passengers from what will always be a social railway. Through-services should run over the entire length of the route. This route, together with routes EM4b and EM7, should be considered as a network, with the best possible connections between the routes. LENNON data shows the effects of the current poor connectivity. The last through train from Lincoln to Spalding and Peterborough is at 16.02; the daily average number of passengers from Lincoln to Spalding is seven, only 8% of the flow to Sleaford, which is 428 passengers per day. On average only seven passengers per day make use of the railway to travel from Lincoln to Skegness. It is clear from local comments that the very poor connections between local services play a large part in suppressing demand for rail. Nine of the top ten flows from Sleaford are local, again emphasising the need for good connectivity.

The top three items of greatest passenger dissatisfaction in 2005 were:

from	*to*	*cancellations*	*punctuality*	*train cleanliness*
Peterborough	Lincoln	1	2	3

	Issue	Measure advocated
EM8.1	connections between routes	• devise the best possible, identify main off-route flows • make best use of the layout at Sleaford as a way of improving connectivity
EM8.2	Littleworth station	• rebuild station – local population growth
EM8.3	car parking charges at Spalding	• charges should reflect the market
EM8.4	use of Spalding station buildings	• permit its commercial use for such as cafe
EM8.5	timetables and the operating hours of the Spalding to Sleaford section	• earlier morning, later evening services to Lincoln, Sunday services to Spalding • review stopping patterns • more capacity
EM8.7	capacity	• provide sufficient capacity to meet current demands • plan for future growth
EM8.8	car parking	• develop stations such as Metheringham to act as park and ride railheads

3.4 Conclusions

Based on the extensive evidence presented in this report, Passenger Focus would make the following recommendations to the Department for Transport concerning the new East Midlands franchise.

Evidence from passengers clearly shows the importance they place on the provision, maintenance and upkeep of station facilities. Therefore the Department for Transport needs to ensure there is a commitment from the franchisee to contribute to the development of stations. The franchisee should also commit to a regime based on frequent and regular inspections of stations and trains, where the company is incentivised to repair faults promptly and to implement remedial measures where performance is below acceptable levels. The regime should be included in a framework of continuous improvement.

Given that the timetable proposed for December 2008 is not yet sufficiently developed to be consulted on, Passenger Focus cannot comment on the benefits or disbenefits of that change except to note that a major change is needed to accommodate a fifty percent increase in West Midlands to London inter-city services. Whilst acknowledging the considerable economic benefits to the regional economy, and the railway itself, from this improvement, Passenger Focus has concerns that journey opportunities within the region may suffer. It therefore recommends that the Department for Transport starts the consultation process for the December 2008 timetable as soon as is practicable – it should be detailed; inclusive, and responsive to identified passenger needs. However, the opportunity to accommodate timetable aspirations in the December 2007 timetable should not be lost, where identified aspirations can be accommodated.

With the use of rail services in the East Midlands growing and forecast to continue to grow, the Department for Transport must demonstrate that the franchise will be sufficiently resourced to deal with localised overcrowding without pricing off demand and reassure passengers that they can get a seat.

Passengers attach a high priority to clear information regarding train running times and plat forming. Passenger Focus presses the Department for Transport to require the franchisee to have a clear policy on passenger information, in line with ATOC guidelines.

Passenger Focus also suggests that the franchisee is required to properly promote rail services to ensure that products and services are constantly developed to meet customer needs.

Passenger Focus welcomes the fact that the franchise consultation document includes a number of priced options, and expects the DfT to include an evaluation of the wider societal benefits when determining whether the proposals are value for money.

4. Passenger Focus' policy on franchises

Below is a summary of specific areas we would like to see addressed in all franchises. The list is not exhaustive and we aim to improve and revise our policy positions as evidence comes to our attention. Detailed explanation of our current position on the issues below is found at Appendix F.

Safety
- The primacy of operational safety should be a given
- Perceptions of personal security affect whether people choose to travel by rail
- A visible presence of staff at stations and on trains is the best way to reassure passengers of their personal security
- Stations should ideally be staffed at all times that trains call at them

Reliability
- The ultimate target for punctuality and reliability should be 100%
- Operators should be incentivised to continuously improve performance and penalised for declining performance
- There should be a swift escalatory procedure for consistently poor performance, with removal of the franchise being the ultimate penalty
- Performance figures should be published by line of route to better represent the passenger experience on parts of the network
- Delay should be thought of in terms of delay to passengers, not delay to trains. Timetables should be robust, and connections held where appropriate in order not to exacerbate delay to passengers
- Short-forming of trains (i.e. providing fewer seats than specified under the train plan) should be considered as partial cancellation of a service.

Redress
- There should be a common, simple to understand, compensation regime across all train companies at an agreed standard threshold
- Passengers should have the choice of taking compensation in cash or National Rail vouchers
- There should be no exclusions, i.e. entitlement applies irrespective of the cause of delay
- There should be a proactive approach to increasing passenger awareness of their entitlement
- Monthly and longer-validity season ticket holders should additionally be entitled to compensation if they have experienced frequent delays over 10 minutes.

Fares
Passenger Focus has the following broad policies concerning fares:
- Many rail fares do not represent good value for money
- The fare structure is complex and confusing
- It is unfair for today's passengers to pay in advance for future investment
- The industry needs to exploit fares incentives to attract passengers to travel at times when there is greater capacity. However, we oppose putting up fares to price off demand
- An affordable turn-up-and-go strategy must prevail, though pre-book low cost fares should be available to those whose journeys are flexible
- The industry must control its costs so that more is not passed onto the passenger in fares
- The industry must ensure it collects the revenue that is due to it.

Station standards

The primary needs of passengers should inform minimum standards at stations. These are:

- Passengers need to be able to find the station and find their way around the station
- They need to be able to get to the station and their platform
- They need to feel safe
- They need adequate light and shelter.

Integrated transport

- Integration should be within the rail network as well as between modes
- Rail travel must be seen as part of a door-to-door journey
- Rail should provide easy access, timetable information and wayfinding to other public transport modes
- Through-ticketing schemes should be encouraged
- Car parking availability and charges must be seen as part of the whole journey experience.

Accessibility

- A facility is "accessible" if everyone is able to use it with ease
- All passengers at some time find themselves encumbered: for instance because of a permanent physical or mental impairment, a temporary impairment (e.g. broken leg), by being accompanied by young children, or simply through carrying luggage
- Improving access and facilities for disabled people will benefit not only those with disabilities but also families with young children and elderly people with mobility issues or restrictions.

Service patterns

- Services should be planned to meet passenger needs. Operational expediency, revenue maximisation, historic timetables and historic engineering work patterns should not be the prime factors in determining public service provision
- Rail passengers pay rail fares - bus substitution should be kept to a minimum and passengers compensated for increased journey time
- Connections policies should be robust
- Connections should be guaranteed for the last train of the day.

Possessions policy

- Information is key: tell people what the engineering work is going to deliver; how to plan alternative journeys; and, afterwards, explain what has been achieved
- Possessions should be co-ordinated across regions so that adequate diversionary routes are available – passengers would generally rather stay on the train for longer than change to buses.

Staff relations

- Poor staff relationships can have a direct impact upon the travelling public
- Dispute resolutions agreements should be implemented by the incoming TOCs, in co-operation with the unions, to avoid strike action
- Significant investment in staff training should be a condition of the new franchise agreement
- A new franchise is an opportunity to place emphasis on improving overall passenger satisfaction as well as performance.

Appendix A

List of respondents to our invitation to comment on the East and West Midlands franchises

- Bedford to Bletchley Rail Users' Association (BBRUA)
- Cannock Chase Rail Promotion Group
- Cotswold Line Promotion Group (CLPG)
- Lichfield Rail Promotion Group (LRPG)
- North Staffs Rail Promotion Group (NSRPG)
- Northampton Rail Users' Group (NRUG)
- Norwich & Norfolk Transport Action Group (NNTAG)
- Railfuture (East Anglia branch)
- Railfuture (East Midlands branch)
- Railfuture (Lincolnshire branch)
- Railfuture (Midlands branch)
- Shakespeare Line Promotion Group (SLPG)
- Shrewsbury-Wolverhampton Rail Users' Association (SWRUA)
- South East Lincolnshire Travellers' Association (SELTA)
- Stourbridge Line User Group (SLUG)
- Nottinghamshire Chamber of commerce
- Derbyshire Chamber & Business Link
- Nottingham Trent University, Integrated Transport Management Project
- EMPTUF Steering Group/RCIG
- Bedford Commuters Association
- Transport 2000 Derbyshire & Peak District
- Transport 2000 West Midlands
- Transport Strategy, Nottingham City Council
- Transportation, Leicestershire County Council
- Public Transport, Northamptonshire County Council
- Transport Development Officer, East Lindsey District Council
- Director - Sustainable Communities, East Midlands Development Agency
- Railfuture (West Midlands branch)
- Town Clerk, Skegness Council
- Richard West
- Lichfield & District Cycle Forum
- National passenger committee, Railfuture
- Barlaston Residents Association

Appendix B

Bibliography and contacts used in compiling the East and West Midlands responses

Planning agencies

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- Regional Transport Strategy
- Local Transport Plans
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- *Franchise Strategy* Passenger Focus
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- *What does the passenger want?* RPC, June 2000
- *No Charge* (car parking in W. Midlands) RPC Midlands, 2004
- earlier work by the RPC, e.g., *supporting the case for cross-country*, interchange at Birmingham (Midlands)

Other organisations

- *Derwent Valley Rail Users' Strategy* Friends of the Derwent Valley Line, August 2005
- *Making rail travel accessible for all* ACoRP
- *A52 Clifton Bridge to Bingham Multi-Modal Study* Atkins, March 2004
- *Getting There* Inter-regional Public Transport Links Study, Jacobs June 2006
- *Rural Railways* House of Commons Transport Committee, March 2005

Other work relevant to Central Trains remapping

- EMPTUF/WMPTUF Regional Links project. Phase 1.
- EMPTUF and WMPTUF member surveys.

Incidental papers

- East Midlands Regional Assembly Transport Group *An Update on Transport Issues* 8/2/06
- *Connections* Northern's stakeholder magazine, summer 2006

Appendix C

A summary listing of all the "issues and measures" considered to be pertinent to the specification of the East and West Midlands franchises

This appendix lists issues that have been identified to Passenger Focus as requiring particular attention from the new East Midlands
franchise operator, and the measures that have been proposed as ways of achieving the necessary improvements for passengers.
It includes the responses from those listed in appendix one.

Route EM1 St. Pancras – Derby/Nottingham/Sheffield/ Leeds	Issue	See also	Measure advocated
EM1.1:	performance		• to achieve 90% and maintain that level consistently throughout the lifetime of the franchise.
EM1.2:	timetable		• MML's plans to be retained as the base-line timetable
			• standard pattern in the peaks
			• Sheffield trains should be non-stop between Leicester and London
			• two additional trains via the Erewash Valley line
			• incremental improvements to reduce journey times
EM1.3:	capacity south of Leicester		• cater for growth, especially in commuting
			• no reduction in MML paths south of Bedford
	18.55 and 19.00 trains from St. Pancras		• adequate room for long-distance passengers
			• additional track between Kettering and Wellingborough to increase capacity and resilience
			• minimum 8 car train length on London services
			• address capacity issues
EM1.4:	frequency of calls		• half-hourly calls at Bedford in the peaks – not at expense of longer distance passengers
			• more stops at Kettering on Saturdays
			• end "discrimination" against local journeys
	Market Harborough		• later last train on Saturdays ex St. Pancras

			• earlier first train to Leicester
EM1.5:	develop network re-open Kettering to Corby		• restore passenger service between Kettering and Corby • extend via Melton to Nottingham • extend from Bedford to Milton Keynes Central • train services to Corby must not be resourced by diverting trains from the main line to Leicester
EM1.6	more inter-regional links	D EM2.8 EM5.2	• extend Derby semi-fast service to Manchester: Peak Park stops should be made
			• Nottingham to Leeds
			• St. Pancras to Lincoln through service
			• extend Nottingham services with Sheffield and Barnsley to Leeds/Bradford (via Huddersfield)
EM1.7:	Eurostar; Kent high speed domestic services		• adequate provision for passenger growth and facilitation of through journeys
EM1.8:	Loughborough station's fitness for purpose (esp. in view of its role in Olympics)		• Increase platform lengths Increase number of car parking spaces DDA compliance
EM1.9:	East Midlands Parkway		• adequate service by trains on this route
	new stations at Desborough and Kibworth		• Consideration of benefits of parkway style station at Kibworth/Leicester South near A6, and a station at Kibworth. Population growth planned and park and ride benefits.
Route EM2 Liverpool - Norwich	**Issue**	**See also**	**Measure advocated**
EM2.1	suggested split at Nottingham of the existing through services		• maintain adequate through services from end to end of the route • no split: demonstrate passenger benefits Nottingham station unsuitable as an interchange • maintain current standards of rolling stock • hourly services on sectors if split • split at Sheffield should also be evaluated • Nottingham split would offer more through journeys

			• investigate use of route via Tapton and Beighton Junctions to reduce occupancy though Dore • overlap of services: Liverpool-Nottingham, Leeds/Sheffield-Norwich
EM2.1a	Nottingham "Station Masterplan"		• should be a franchise commitment • implement quickly • improve platform capacity at Nottingham • cross-platform interchange at Nottingham between services if split
EM2.2	calling patterns	EM2.3	• between Peterborough and Ely/Norwich: some additional peak stops where demand exists
	better connections at Ely		• interlink routes' timetables at relevant interchanges
	reduce calls at Ely to reduce congestion in the station		• no reduction in frequency by re-routing trains via the West Junction to North Junction curve
EM2.3	standard pattern timetable between Peterborough/Cambridge and Ely/Norwich		• better, with standard pattern, regular intervals, in conjunction with "one"
			• through trains Norwich to Birmingham, Cambridge to Manchester
			• no additional destinations if more TOCs on the route are the result
EM2.4	service provision for Manea, March and Whittlesea		• as a base the present service should be maintained, with an adequate peak service to Peterborough and Cambridge
			• some additional peak stops where demand exists
EM2.5	capacity and facilities at Peterborough station		• remodelling and rebuilding – city plans • Peterborough Masterplan
EM2.6	adequate capacity	EM2.1	• three-car trains as minimum on inter-regional services • to be provided between Sheffield and Nottingham • to be provided between Liverpool and Manchester
EM2.7	connections	EM2.2	• best endeavours at all main interchanges to maintain connections: hence no reduction in stops at Ely

EM2.8	Nottingham – Leeds trains	EM1.6 EM2.6	• bidders to offer as a franchise enhancement (competes with suggestion of overlapping services Norwich to Sheffield/Manchester and Nottingham to Liverpool):
EM2.9	summer services		• through trains to Great Yarmouth to cater for known demand • realistic pricing to encourage use
EM2.10	route capacity		• restore route between Darton and Mirfield to provide alternative route when the Hope Valley is blocked
EM2.11	re-opening Ilkeston	D. iii.	• progress, station has potential to act as a railhead
EM2.12	Norwich station		• work with "one" to improve facilities and information systems and content (e.g. for buses)
EM2.13	evening services		• later evening services into Norwich
EM2.14	journey times		• faster timings to Liverpool-Manchester-Nottingham
Route EM3 Matlock – Derby	**Issue**	**See also**	**Measure advocated**
EM3.1	the line has considerable potential that should be developed	A. iv.	• Friends of the Derwent Valley Line's "RUS" • (Rail Users' Strategy)
EM3.2	frequency of trains		• should be improved - hourly
EM3.3	maximise connectional opportunities		• identify main off-route flows
EM3.4	Matlock to Peak Forest route		• reassess the case for re-opening: network benefits (and freight)
EM3.5	extend to Nottingham	XC2.4	• run hourly, all stations, Matlock to Nottingham
Route EM4a Crewe – Derby WM RUS see page 116	**Issue**	**See also**	**Measure advocated**
EM4a.1	regeneration plans in the Stoke area	WM13.1	• improve local railway services as one of the ways to achieve the aims
EM4a.2	the December 2005 timetable cut the Crewe to Skegness service into three sections, significantly worsening journey opportunities and reducing patronage		• extend trains from Derby to Nottingham to restore a significant market to the route and restore peak train service frequency; increases connectivity between East Midlands and North West
EM4a.3	evening trains: the last train leaves		• later trains

	Derby before 21.00, despite there being a train crew depot at Crewe		• maintain resourcing from Crewe by the new TOC
EM4a.4	maximise connectional opportunities		• identify main off-route flows • research re-instatement of trains to N. Wales
EM4a.5	improve economic performance		• link to Matlock route and allocate 14X stock
EM4a.6	timetable		• hourly interval • intermediate stops – all trains should stop at all stations Stoke to Derby, except Peartree
EM4a.7	Community Rail Partnership Officer		• maintain current (3/4/06) level of support and funding
EM4a.8	route capacity		• investigate the use of the 4 track section at Etruria to recess trains on this route to allow inter-city services to overtake; reduces conflicts between the two groups of services
Route EM4b Nottingham – Skegness	**Issue**	**See also**	**Measure advocated**
EM4b.1	local service between Nottingham and Grantham	A. iv. EM6.2	• provide the best possible service and develop the market potential • more services at Bingham and Bottesford • develop park and ride potential • examine potential to extend London services to Bingham
EM4b.2	capacity		• provide sufficient seats for passengers to ensure users travel again at all peak dates of the year • ensure capacity is adequate on peak days • ensure capacity exists for growth • investigate all potential sources of additional stock
EM4b.3	maximise connectional opportunities		• identify main off-route flows • at Grantham • at Sleaford • at Nottingham cross-platform connections with Crewe trains
EM4b.4	maximise markets	A. iv.	• research existing and potential demand – growth in short break market, local attractions

			• work with all agencies to identify such demand and publicise [line guides]
			• add stops at stations when local population increases, e.g., Ancaster
			• through service between Derby and Skegness in Spring and Summer school holidays
EM4b.5	infrastructure		• improve line speeds to increase competitiveness of the timetable and improve stock productivity
			• make the route fit for purpose and carry the traffic on offer
EM4b.6	short platforms		• allow SDO so that frequencies at smaller stations can be improved
EM4b.7	evening services		• later services would permit new markets to be served, e.g., evening events
EM4b.8	additional through services		• serve more originating markets e.g., Leeds, Sheffield, with through trains in peak seasons
EM4b.9	Sibsey		• consider potential for station
EM4b.10	timetable		• maintain, as a minimum, the current frequencies
			• maintain pattern of fast and stopping services
Route EM5 Leicester – Loughborough – Lincoln	**Issue**	**See also**	**Measure advocated**
EM5.1	the Ivanhoe Line section of the route		• research existing and potential demand
			• support must be maintained
			• maintain through working to Nottingham
		WM9.4	• relink to Nuneaton to Coventry service
EM5.2	connections at Nottingham between this service and trains from London	EM1.6	• improve
			• investigate economics of through Lincoln to St. Pancras service
EM5.3	fit for purpose		• trains at times of peak demand: re-instate 17.06 ex Lincoln
	maximise journey opportunities		• make all stops between Nottingham and Loughborough
EM5.4	completion of the original "Ivanhoe" project		• although not likely to be anything other than a long-term project, planning must continue and the route

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			• safeguarded as necessary
			• re-open to Coalville and Burton
EM5.5	extension of "Ivanhoe" project		• additional stations on Castle Donnington line and its inclusion in a circular route between Burton and Leicester
EM5.6	CRP for Lincoln to Nottingham		• support the introduction of a partnership
EM5.7	Boutham		• consider potential for station
Route EM6 Worksop - Nottingham	**Issue**	**See also**	**Measure advocated**
EM6.1	integration with NET		• must be better ticketing integration
EM6.2	cross-Nottingham travel	EM4b.1	• run services through to Bingham
EM6.3	hours of operation		• later evening and Sunday services
EM6.4	increase connectivity		• extend to Sheffield
Route EM7 Cleethorpes – Lincoln – Newark/Nottingham	**Issue**	**See also**	**Measure advocated**
EM7.1	connections at Newark Northgate with trains on the ECML		• provide connections at Newark Northgate that will be attractive to potential rail users and generate extra business
EM7.2	connections between routes	EM8.1	• devise the best possible, identify main off-route flows
EM7.3	timetables that are fit for purpose trains at times of peak demand maximise journey opportunities	EM5.3 A. iv.	• reinstate 17.06 ex Lincoln
EM7.4	Cherry Willingham		• consider potential for new station
Route EM8 Doncaster – Lincoln - Peterborough	**Issue**	**See also**	**Measure advocated**
EM8.1	connections between routes	EM7.2	• devise the best possible, identify main off-route flows • make best use of the layout at Sleaford as a way of improving connectivity
EM8.2	Littleworth station		• rebuild station – local population growth

EM8.3	car parking charges at Spalding		• charges should reflect the market
EM8.4	use of Spalding station buildings		• permit its commercial use for such as cafe
EM8.5	timetables and the operating hours of the Spalding to Sleaford section	A. iv.	• earlier morning, later evening services to Lincoln, Sunday services to Spalding • review stopping patterns • more capacity
EM8.6	Donington Heighington Pinchbeck		• rebuild station – local population and railheading potential • •
EM8.7	capacity		• provide sufficient capacity to meet current demands • plan for future growth
EM8.8	car parking	A. vi.	• stations such as Metheringham can act as park and ride railheads

Appendix D sample passenger questionnaire

Accent Passengerfocus *putting rail passengers first*

Interviewer name _____

On train: ☐ Station: ☐ First: ☐ Standard: ☐   Run number ☐☐☐☐

Thank you for agreeing to take part in this short survey being conducted by Accent on behalf of Passenger Focus. Passenger Focus is the official, independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. It should take no more than five minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

The interviewer will collect this questionnaire from you when you have completed it or please use the post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help. As a thank you for your help we are offering you the opportunity of taking part in a prize draw with a prize of £500. If you wish to take part please tell us your name and address where we can contact you in the space provided on the last page.

Your Journey Today

Q1. Please fill in the scheduled departure time of this train from the station where you boarded. If you were handed the questionnaire at a station please put the time of the train you caught after being given this questionnaire.

USE 24 HOUR CLOCK EG 13:25   ☐☐ : ☐☐

Q2. Which station are you travelling from on **this** train

Alsager ☐	Derby ☐	Longton ☐	Tutbury and Hatton ☐
Blythe Bridge ☐	Kidsgrove ☐	Peartree ☐	Uttoxeter ☐
Crewe ☐	Longport ☐	Stoke-on-Trent ☐	Other ☐

Q3. Which station are you travelling to on **this** train

Alsager ☐	Derby ☐	Longton ☐	Tutbury and Hatton ☐
Blythe Bridge ☐	Kidsgrove ☐	Peartree ☐	Uttoxeter ☐
Crewe ☐	Longport ☐	Stoke-on-Trent ☐	Other ☐

Q4. How long is the journey from the station where you boarded **this** train to the station where you will leave the train? **PLEASE PUT 'X' IN ONE BOX ONLY**

1. Up to 30 minutes ☐	3. 1 to 1.5 hours ☐	5. 2 to 3 hours ☐	7. Over 4 hours ☐
2. 30 minutes to 1 hour ☐	4. 1.5 to 2 hours ☐	6. 3 to 4 hours ☐	

Q5. Before catching **this train** where did you start your journey?

Town _____   Postcode: ☐☐☐☐ ☐☐☐

EXAMPLE POSTCODE | N | G | 1 | 4 | 3 | P | N |

Q6. How did you travel to the station?

1. Car as driver ☐		2. Car as passenger ☐		3. Motorcycle ☐	
4. Bus ☐		5. Underground/metro ☐		6. Tram ☐	
7. Bicycle ☐		8. Taxi/minicab ☐		9. Walk all the way ☐	
10. Another train (please specify station) ☐					

Q7. What is your destination when you leave this train?

Town _____   Postcode: ☐☐☐☐ ☐☐☐

Q8. How will you travel to your destination from the station?

1. Car as driver ☐		2. Car as passenger ☐		3. Motorcycle ☐	
4. Bus ☐		5. Underground/metro ☐		6. Tram ☐	
7. Bicycle ☐		8. Taxi/minicab ☐		9. Walk all the way ☐	
10. Another train (please specify station) ☐					

Q9. What is the main purpose of your rail journey? PLEASE ENTER 'X' IN ONE BOX ONLY

01 Daily commute to/from work ☐		07 Visting friends/relatives ☐	
02 Less frequent commuting to/from work ☐		08 Sport/entertainment ☐	
03 Daily commuting to/from education ☐		09 Day out ☐	
04 Less frequent commuting to/from education ☐		10 Holiday ☐	
05 On company business (or own if self employed) ☐		11 On personal business (eg going to doctor, job interview etc) ☐	
06 Shopping ☐		12 Other ☐	

Q10. If you had not made this journey by train today, what other modes could you have used?
PLEASE ENTER 'X' IN EACH BOX THAT APPLIES

1. Car as driver ☐		5. Underground/metro ☐		9. Walk all the way ☐	
2. Car as passenger ☐		6. Tram ☐		10. Other (please specify) ☐	
3. Motorcycle ☐		7. Bicycle ☐		11. No alternative ☐	
4. Bus ☐		8. Taxi/minicab ☐			

Q11. Why did you choose to travel by train for this journey? PLEASE ENTER 'X' IN EACH BOX THAT APPLIES

01. Train is more reliable ☐		06. Speed/faster than alternatives ☐	
02. Train is the most direct/sensible route ☐		07. No reasonable route by other public transport ☐	
03. Comfort ☐		08. No access to car ☐	
04. Availability/cost of parking ☐		09. Rail station near home/destination ☐	
05. Cost ☐		10. Other (please specify) ☐	

Q12. How many times have you made this journey in the last two weeks? (Please note that if you make a return journey that would count as two journeys).

1. This is my first journey ☐		3. 6-10 ☐		5. 21+ ☐	
2. 2-5 ☐		4. 11-20 ☐			

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Your Expectations

Q13. Before you started your journey by train today what level of service did you **EXPECT YOU SHOULD REASONABLY GET**. Please rate your **expectation** for each of the following aspects of the station and train given what you know about this line and train travel on similar routes.
PLEASE TICK ONE BOX IN EACH ROW

THE STATION	very poor	poor	neither	good	very good	don't know
Ticket buying facilities	☐	☐	☐	☐	☐	☐
Range of facilities at the station	☐	☐	☐	☐	☐	☐
Cleanliness, upkeep and repair of the station	☐	☐	☐	☐	☐	☐
Personal security at the station	☐	☐	☐	☐	☐	☐
Provision of information about train times/platforms	☐	☐	☐	☐	☐	☐
Connections with other forms of transport	☐	☐	☐	☐	☐	☐
Ease of getting to/from the station	☐	☐	☐	☐	☐	☐
Availability of staff at the station	☐	☐	☐	☐	☐	☐

THE TRAIN	very poor	poor	neither	good	very good	don't know
Frequency of trains on the route	☐	☐	☐	☐	☐	☐
Punctuality/reliability(ie train arriving/departing on time)	☐	☐	☐	☐	☐	☐
Upkeep and repair of the train	☐	☐	☐	☐	☐	☐
Length of time journey scheduled to take (speed)	☐	☐	☐	☐	☐	☐
Value for money for price of ticket	☐	☐	☐	☐	☐	☐
Being able to get a seat on the train	☐	☐	☐	☐	☐	☐
Personal security while on board the train	☐	☐	☐	☐	☐	☐
Availability of staff on trains	☐	☐	☐	☐	☐	☐
Not having to change trains on your journey	☐	☐	☐	☐	☐	☐
Ease of being able to get on and off the train	☐	☐	☐	☐	☐	☐

OVERALL EXPECTATION OF SERVICE ON ROUTE	very poor	poor	neither	good	very good	don't know
	☐	☐	☐	☐	☐	☐

Your Experience

Q14. Thinking now about the level of service you **actually experienced** on your train journey on this route **today** please rate what you experienced at the station and on the train?
PLEASE TICK ONE BOX IN EACH ROW

THE STATION	very poor	poor	neither	good	very good	don't know
Ticket buying facilities	☐	☐	☐	☐	☐	☐
Range of facilities at the station	☐	☐	☐	☐	☐	☐
Cleanliness, upkeep and repair of the station	☐	☐	☐	☐	☐	☐
Personal security at the station	☐	☐	☐	☐	☐	☐
Provision of information about train times/platforms	☐	☐	☐	☐	☐	☐
Connections with other forms of transport	☐	☐	☐	☐	☐	☐
Ease of getting to/from the station	☐	☐	☐	☐	☐	☐
Availability of staff at the station	☐	☐	☐	☐	☐	☐

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THE TRAIN	very poor	poor	neither	good	very good	don't know
Frequency of trains on the route	☐	☐	☐	☐	☐	☐
Punctuality/reliability (ie train arriving/departing on time)	☐	☐	☐	☐	☐	☐
Upkeep and repair of the train	☐	☐	☐	☐	☐	☐
Length of time journey scheduled to take (speed)	☐	☐	☐	☐	☐	☐
Value for money for price of ticket	☐	☐	☐	☐	☐	☐
Being able to get a seat on the train	☐	☐	☐	☐	☐	☐
Personal security while on board the train	☐	☐	☐	☐	☐	☐
Availability of staff on trains	☐	☐	☐	☐	☐	☐
Not having to change trains on your journey	☐	☐	☐	☐	☐	☐
Ease of being able to get on and off the train	☐	☐	☐	☐	☐	☐

	very poor	poor	neither	good	very good	don't know
OVERALL EXPERIENCE OF SERVICE ON ROUTE	☐	☐	☐	☐	☐	☐

Importance of Aspects of Rail Travel

Q15. Thinking now about each of the different aspects of travel by train, please rate how **important** each of the following is to you. **PLEASE TICK ONE BOX ONLY IN EACH ROW**

THE STATION	not at all important	not very important	neither	important	very important	don't know
Ticket buying facilities	☐	☐	☐	☐	☐	☐
Range of facilities at the station	☐	☐	☐	☐	☐	☐
Cleanliness, upkeep and repair of the station	☐	☐	☐	☐	☐	☐
Personal security at the station	☐	☐	☐	☐	☐	☐
Provision of information about train times/platforms	☐	☐	☐	☐	☐	☐
Connections with other forms of transport	☐	☐	☐	☐	☐	☐
Ease of getting to/from the station	☐	☐	☐	☐	☐	☐
Availability of staff at the station	☐	☐	☐	☐	☐	☐

THE TRAIN	not at all important	not very important	neither	important	very important	don't know
Frequency of trains on the route	☐	☐	☐	☐	☐	☐
Punctuality/reliability (ie train arriving/departing on time)	☐	☐	☐	☐	☐	☐
Upkeep and repair of the train	☐	☐	☐	☐	☐	☐
Length of time journey scheduled to take (speed)	☐	☐	☐	☐	☐	☐
Value for money for price of ticket	☐	☐	☐	☐	☐	☐
Being able to get a seat on the train	☐	☐	☐	☐	☐	☐
Personal security while on board the train	☐	☐	☐	☐	☐	☐
Availability of staff on trains	☐	☐	☐	☐	☐	☐
Not having to change trains on your journey	☐	☐	☐	☐	☐	☐
Ease of being able to get on and off the train	☐	☐	☐	☐	☐	☐

Q16. If you travel to the station by car, or would like to, which of the following best describes parking in the station car park where you started your journey today?

1. I can always get a space ☐
2. I can get a space most of the time ☐
3. I can hardly ever get a space ☐

4. I can never get a space ☐
5. Not applicable/do not park at the station ☐

Q17. Thinking about the time your journey takes on this route, would you still make the journey by train if your journey took between **10 and 15** minutes longer because the train stopped at more stations?

1. Yes ☐ **GO TO Q19**
2. No I would no longer make the journey by train ☐ **GO TO Q18**
3. Don't know ☐ **GO TO Q18**

Q18. Would you still make the journey by train if your journey took between **5 and 10** minutes longer because the train stopped at more stations?

1. Yes ☐
2. No I would no longer make the journey by train ☐
3. Don't know ☐

Q19 To what extent do you agree with the following? **PLEASE MARK ONE BOX IN EACH LINE**

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
The service between Crewe and Derby should be extended to Nottingham	☐	☐	☐	☐	☐	☐
Trains should run earlier in the morning	☐	☐	☐	☐	☐	☐
Trains should run later in the evening	☐	☐	☐	☐	☐	☐

About you

Finally, would you please answer some questions about yourself? The personal information you provide during this survey will be kept confidential by Accent and will not be disclosed to third parties. It will be used by Accent only for this study, which is being undertaken for Passenger Focus.

Q21. What is your employment status?

1. Work full time (30+ hours) ☐
2. Work part time (9-29 hours) ☐
3. Not employed - seeking work ☐
4. Not employed - not seeking work ☐
5. Retired ☐
6. Student ☐
7. Other ☐

Q22. Which age group are you in?

1. under 16 ☐
2. 16-24 ☐
3. 25-34 ☐
4. 35-44 ☐
5. 45-54 ☐
6. 55-59 ☐
7. 60-64 ☐
8. 65+ ☐

Q23. Are you .....

1. Male ☐
2. Female ☐

Q24. Which of the following best describes the occupation of the chief wage earner in your household?

01. Professional/senior management ☐
02. Middle management ☐
03. Junior management/clerical/supervisory ☐
04. Skilled manual (with professional qualifications/ served an apprenticeship) ☐
05. Unskilled manual (no qualifications/ not served an apprenticeship) ☐

06. Full time student ☐
07. Retired ☐
08. Not employed/between jobs ☐
09. Housewife/househusband ☐
10. Other **PLEASE WRITE IN YOUR DESCRIPTION** ☐

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Q25. Which of the following best describes your ethnic background?

WHITE
British ☐
Irish ☐
Any other white background ☐

MIXED
White and Black Caribbean ☐
White and Black African ☐
White and Asian ☐
Any other Mixed background ☐

ASIAN OR ASIAN BRITISH
Indian ☐
Pakistani ☐
Bangladeshi ☐
Any other Asian background ☐

BLACK OR BLACK BRITISH
Caribbean ☐
African ☐
Any other Black background ☐

CHINESE OR OTHER ETHNIC BACKGROUND
Chinese ☐
Any other ethnic background ☐
Prefer not to say ☐

Q26. Do you have a disability or long-term illness related to the following? **PLEASE PUT AN 'X' IN THE BOX FOR ALL THAT APPLY**

1. Mobility ☐
2. Wheelchair user ☐
3. Hearing ☐
4. Eyesight ☐
5. Speech impairment ☐
6. Learning difficulties ☐
7. No, none ☐

Q27. What type of ticket are you using for your journey today?

01 First Class Single/Return ☐	08 One Day Travelcard ☐
02 Standard Single/Return ☐	09 A special promotion ticket ☐
03 First Class Season ticket (weekly/monthly/annual/Travelcard seasons) ☐	10 Holiday package/tour ticket ☐
04 Standard Class Season ticket (weekly/montly/annual/Travelcard seasons) ☐	11 Rail Staff Pass/Privilege ticket/Police concession ☐
05 Cheap Day Single/Return ☐	12 Group Save ticket ☐
06 Saver/Supersaver ☐	13 Other **PLEASE SPECIFY** ☐
07 Awaybreak/Stayaway ☐	

Q28. Did you use a Railcard to buy your ticket? If so, which one?

1 Did **not use** a Railcard ☐
2 Young Persons Railcard ☐
3 Senior Railcard ☐
4 Family Railcard ☐
5 Disabled Persons Railcard ☐
6 Network Railcard ☐
7 Forces Railcard ☐
8 Other Railcard **PLEASE SPECIFY** ☐

Thank you for your help in this research
PLEASE HAND BACK TO INTERVIEWER OR USE THE POST PAID ENVELOPE TO RETURN THE QUESTIONNAIRE TO US

This research was conducted under the terms of the MRS Code of Conduct. All answers you provide are entirely confidential and will be combined with those of all the other passengers who take part in the research. If you would like to confirm our credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route. The information will be used purely for research and planning of future services.

As a thank you for your help we are offering you the opportunity of taking part in a prize draw with a prize of £500. If you wish to take part, please tell us your name and address where we can contact you. These details will only be used for the prize draw and will not be passed to a third party.

Name _____

Address _____

email _____

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Appendix E

Gap analysis

Gap analysis is a technique that prioritises passenger service improvements by taking into account both expectation and satisfaction or experience with attributes of the service provided, coupled with the importance of these same attributes to passengers.

In this technique each experience question is mirrored with an equivalent importance and expectation question, measured on a five-point scale. This identifies the importance of attributes, which are then used to weight the performance gap (i.e. the gap between expectations of a factor compared to experience of it). By using the importance scores to weight the performance 'gap' we can see at a glance where they are meeting, exceeding or failing to meet passengers' requirements on key parameters.

It is not sufficient to simply measure the gap between expectations and experience because some things will be more important to passengers than others and the most important requirements will influence their judgement of their overall satisfaction with the experience to a greater extent than things they view as less important.

Passengers surveyed on the routes were asked to rate their expectation and experience of aspects of the stations and service on their route and then asked for the importance they attribute to them. Scores for experience were subtracted from the expectation scores to give a numerical value to the 'gap' while the importance scores showed how important it would be to correct for any negative imbalance that occurs. The greater the negative expectation/performance gap the greater the need for action, particularly where importance scores are high.

This approach highlights priorities for improvement, which also helps to target where changes can be most effective. In other words, this helps Passenger Focus to concentrate on the issues that matter most to passengers. The research also indicates where franchisees could afford to 'relax' further improvements if there are attributes for which the performance outstrips expectation whilst at the same time the importance for that attribute is low.

Appendix F

Passenger Focus' policy on franchises – a detailed view

1. PERSONAL SECURITY

Passenger Focus accepts that the railway does not operate in a vacuum and suffers from the same problems of crime and disorder as the rest of society. Tackling issues of security on trains and at stations is, therefore, a wider social issue and not just a problem for the railway. Passenger Focus supports initiatives like the Secure Car Parks and Secure Stations Scheme and those which seek to set up local partnerships to tackle local problems. Schemes such as these should be specified in franchise agreements to ensure that they are taken forward.

Research by Crime Concern and Transport & Travel Research (1997)[28] suggests that the introduction of additional safety measures can lead to a significant increase in patronage. In their study, researchers asked respondents to estimate the number of additional trips they would make if further safety measures were introduced on their public transport systems. Using the estimates provided by those reporting a potential increased use of public transport, the researchers calculated a possible maximum increase in trips of 10.5%. The researchers also noted that a significant proportion of these additional trips would be taken in off-peak hours.

1.1 Passenger security on trains

Passenger Focus wants to see train companies carrying out security audits on trains and putting resources into reducing crime or the fear of crime. DfT researched what made people feel safer when travelling[29]. Staff presence when waiting for a train was the first choice of passengers with 35% stating this would make them feel safer. On-train staff presence was also rated as important (27%) as passengers felt reassured by members of staff walking through carriages and checking tickets. Passenger Focus would like DfT to action their own research within their franchises.

1.2 Passenger security at stations

The safety and security of passengers at stations is of paramount importance. If passengers feel unsafe at a station then they will seek alternative modes of transport to make their journey or not make the journey at all. The National Passenger Survey revealed that 57% of passengers were satisfied with security at stations[30]. This shows significant room for improvement to ensure that more passengers feel at ease when using stations.

1.2.1 Staff at stations

Passenger Focus presses for stations to be staffed wherever possible. This is not only to provide ticket sales and direct revenue protection but also to provide a reassuring staff presence for both personal security and information and to act as a deterrent to crime. To achieve this, staff must be visible and conduct frequent patrols. They must be trained in the skills necessary to exercise

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[28] Source www.crimereduction.gov.uk
[29] DfT's research 'People's perceptions of personal security and their concerns about public transport' was published in May 2004 www.dft.gov.uk
[30] National Passenger Survey - Spring 2006

authority when required and to provide reassurance through their presence, appearance and demeanour. They should be invested with the legal powers (e.g. under the police accreditation scheme) necessary to allow them to discharge this role effectively. Passenger Focus' definition of full staffing covers all times when trains call at the station; the industry's definition is less rigid and obvious: "fully staffed" can refer to a situation where two shifts are covered but where early-morning and late-evening trains, and often all day at weekends, are uncovered.

1.2.2   Safer Station schemes

Since 1992, a number of schemes has been undertaken within Great Britain with the aim of reducing crime and the fear of crime at railway stations. These schemes are driven forward through partnership working between the train operating companies, local authorities and the police force.

Lambeth Safer Station scheme[31] emerged after a crime audit was completed in 1995 which identified stations and their surroundings as hot-spots for crime. Partnership working between a number of organisations within the rail industry and the local authority came together a produced a work plan of measures to be introduced to improve security at stations in Lambeth. These measures included installation of CCTV, improved lighting and signage at stations, removal of graffiti, refurbishment and redecoration of facilities.

A review of the scheme a year into the project showed that there was a reported reduction in robbery and car crime around the station (from 36% to 23%) and at the stations themselves (from 58% to 53%). Surveys revealed that the initiative reduced the number of passengers being 'put off' using the station significantly (12% fewer men and 22% fewer women).

1.2.3   Help Points

Help Points, capable of both summoning assistance in emergencies and obtaining information at other times, should be prominently available, conveniently sited at stations and maintained in good order.

Passenger Focus' research into passenger perceptions of security[32] revealed that passengers did not understand what Help Points are actually for. Passengers cited the following reasons for the under use of Help Points:
- They are associated with problems/emergencies rather than providing information
- Participants in the groups doubted that they would have information on specific trains
- They are considered as too remote to deliver real time information
- Only one person can use them at a time.

If the usefulness of Help Points was better understood by passengers, then they could be more effective information system, especially at times of emergency.

1.2.4   CCTV

CCTV systems should be monitored rather than just recorded and be of a standard capable of allowing the successful prosecution of offenders. We would also like to see CCTV systems at stations

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[31] Lambeth Safer Station Scheme http://www.crimereduction.gov.uk/toolkits/pt030302.htm
[32] Passenger Information: what, when, where and how? Published September 2004

linked with systems in place outside the station so that any offenders can be tracked once they leave the station. Passenger Focus wants to see an industry-wide standardisation of CCTV systems.

While technology such as CCTV can be effective, Passenger Focus believes the best deterrent is the presence of a member of staff. We are of the view that staff need to be visible and to regularly patrol trains and stations.

1.2.5 New technology
Passenger Focus is aware of the trial of new screening techniques on the National Rail and London Underground network – including the first use on the UK railway of body scanners using millimetre wave technology which enables security staff to check for objects concealed under clothing. Passenger Focus believes that the development of such equipment must be balanced against the need to ensure the smooth operation of the rail network. Airport style security screening - involving tight management of access and security screening – is simple not viable on the rail network. We welcome and await the outcome of this trial with interest.

2. PUNCTUALITY AND RELIABILITY
Punctuality and reliability is considered the highest priority for passengers[33] and has been the main driver for passenger satisfaction in the National Passenger Survey since its inception.[34] This is the case regardless of journey type (long-distance, London and Southeast and regional) and passenger type (commuter, business and leisure).

Major efforts have been made by the industry to improve punctuality and reliability in recent years and this is reflected in the results of the National Passenger Survey[35]. Even though improvement has been significant, the industry must focus on maintaining at least the current standard with an aim to achieving an even higher satisfaction level over time. We are concerned to ensure that:

- Operators should be incentivised to continuously improve performance and penalised for declining performance
- There should be a swift escalatory procedure for consistently poor performance, with removal of the franchise being the ultimate penalty
- Performance figures should be published by line of route to better represent the passenger experience on parts of the network. Passengers should have an indication of the likelihood that they will arrive at their destination on time. This information should be displayed at stations
- Delay should be thought of in terms of delay to passengers, not delay to trains. Timetables should be robust, and connections held where appropriate in order not to exacerbate delay to passengers
- Short-forming of trains (i.e. providing fewer seats than specified under the train plan) should be considered as partial cancellation of a service.

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[33] Passenger expectation and priorities for improvement – March 2005, Strategic Rail Authority
[34] National Passenger Survey, 1999 - 2006
[35] 79% of passengers were satisfied with punctuality and reliability – National Passenger Survey Spring 2006

3. PASSENGER'S CHARTER

Passenger Focus has long been critical of the Passenger's Charter, both in its nationalised and privatised form. The concept of a Charter is good; it is proper that passengers are informed of their rights and of the obligations and aspirations of the train company. However, the central core of the Charter – the establishment of performance targets and compensation arrangements - is flawed.

3.1 A common compensation regime

Passenger Focus believes that DfT should seek to achieve common compensation arrangements across all train companies over time.

3.1.1 Features of a common compensation regime

Passenger Focus believes that all new compensation regimes should include the following:

i.   50%* refund after 30 minutes' delay (the point at which research conducted for the 2002 compensation working group suggested that non-commuter passengers expect to receive compensation)
ii. 100%* refund after 60 minutes' delay
iii. Passengers should have the choice of taking compensation in cash or National Rail vouchers
iv. Applicable to holders of any valid ticket, irrespective of type (i.e. including season ticket holders and irrespective of where the ticket was bought)
v.   No exclusions, i.e. entitlement applies irrespective of the cause of delay
vi. Postage-free claim cards should be made available to passengers
vii. There should be a proactive approach to increasing passenger awareness of their entitlement.

i.e. 50%/100% of the cost of a single ticket, or 50%/100% of the cost of either portion of a return ticket, or 50%/100% of the 'price per day' of a season ticket

3.2 Season ticket holders

Passenger Focus believes that, in addition to arrangements set out in section 3.1, holders of monthly and longer-validity season tickets should be entitled to compensation if they have experienced frequent delays over ten minutes' duration. This "safety net" is needed because with a 30-minute trigger, season ticket holders are exposed to the risk that 29-minute delays in each direction every day attract no compensation at all. We believe ten minutes is the appropriate length of delay on which to base arrangements for season ticket holders: research undertaken for the 2002 compensation working group suggested that only 9% of commuters expect to receive compensation for delays of less than ten minutes. Passengers should have the choice of accepting compensation in cash or National Rail vouchers and irrespective of whether they are renewing their season ticket.

We wish to work with DfT and the industry on details to ensure that there is a fit for purpose mechanism to compensate holders of monthly and longer-validity season tickets for cumulative delays under 30 minutes. For example, a means needs to be devised so a season ticket holder who uses a National Rail route suffering poor performance, but who has bought their ticket from another operator (e.g. London Underground Limited), is not disadvantaged.

We do not want further franchises to awarded on the basis of a Passenger's Charter which is unacceptable to passengers. We hope therefore that DfT will be able to incorporate the Passenger Focus policy set out above into its guidance to bidders for future franchises.

4. FARES

Passenger Focus has maintained the following broad policies concerning fares over a number of years:

- Many rail fares do not represent good value for money
- The fare structure is complex and confusing
- It is unfair for today's passengers to pay in advance for future investment
- The industry needs to exploit fares incentives to attract passengers to travel at times when there is greater capacity. However we oppose putting up fares to price off demand
- An affordable turn-up-and-go strategy must prevail, though pre-book low cost fares should be available to those whose journeys are flexible
- The industry must control its costs so that more is not passed on to the passenger in fares
- The industry must ensure it collects the revenue that is due to it.

In 2006 we undertook a programme of qualitative and quantitative research to explore passengers' attitudes to, and understanding of, the current fares structure. The results have reaffirmed our main position. However, the research highlighted other areas that warrant rail industry attention.

- Cost has deterred the majority of passengers from travelling by train at some point. The majority of these people travelled by car instead. Passenger Focus recommends that incentives such as Group Save and family Railcards should be better advertised to show rail as a viable alternative to the car
- Season ticket holders and non-season ticket holders are not aware of the level of discount this ticket type brings. Many without Railcards found the upfront cost prohibitive and could therefore not access the significant discounts of an annual season ticket. Passenger Focus recommends that operators should better advertise the 12-week discount of an annual season ticket, and consider introducing direct debit payment schemes
- The majority of passengers knew in advance that they would be making their current journey, yet more than half bought the ticket on the day. Nearly half of these might have booked in advance if they knew the ticket would be cheaper
- The majority of passengers prefer to buy tickets face-to-face. Ticket machines are not trusted to provide the best ticket for the intended journey
- Few are aware of how far in advance it is possible to book tickets, thought the majority want a four to six week booking period.

4.1 Fare increases

We are not against using fares to help redistribute train travel –for instance, we support offering lower fares to passengers prepared to travel outside the main peaks. However, we are opposed to raising fares to price off demand in the peaks or to exploit a captive market. Hence we support continued regulation of the commuter market.

Passenger Focus' research shows approximately 40% of people felt they had some flexibility to change their travel patterns[36]. However, they were unlikely to change without a significant financial incentive to do so, and most would not do so regularly.[37] The converse is also likely to be true. If

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[36] Passenger requirements from rail fares – quantatitve findings (Passenger Focus July 2006)
[37] Edge of Peak qualitative research (Passenger focus July 2006)

incentives to travel off-peak are removed, for example by putting in unreasonable restrictions on existing discounted tickets, more people are likely to travel in the peak leading to greater crowding.

Passenger Focus is against raising fares in advance to pay for improvements that some of today's passengers may never see; and once those improvements are made, we believe that any fare rises should be modest and spread over several years. However, where there are exceptional improvements, such as the provision of new high-speed routes, there may be a case for higher fares, as long as passengers retain the choice of lower fares on other routes.

Our research clearly shows that the cost of train tickets has acted as a barrier to train travel for leisure journeys. 70% of leisure respondents said they had decided not to travel by train because of the cost of the ticket at least once – 41% had made this choice a number of times. While the vast majority of business and leisure passengers in our research knew in advance that they would be making the journey we were asking them about, over half still waited until the day of travel to purchase their tickets[38]. While we support the availability of discounted advance purchase fares for those who have the flexibility to plan their journeys in advance, we are committed to an affordable turn-up-and-go railway for those who do not.

4.2 Costs and revenue

Passenger Focus wishes to see the industry continue to work on keeping its costs under control, to continue to grow the off-peak market through marketing initiatives, and to collect revenue owed to it through adequate retailing facilities and checking of tickets. Significant revenue is lost to the industry through ticketless travel. It is important that the train companies acknowledge the level of loss and make adequate provision for staffing and/or automatic ticket gates.

4.3 Other fare and retailing issues

Passenger Focus would also like the DfT and train companies to consider the following:

- There are many people who work part-time and travel three days a week. It does not pay generally to buy a weekly season and so three daily tickets must be bought. This, in turn, helps to clog up ticket queues. Passenger Focus' research shows that 29% of regular commuters travelled using daily tickets. Of these, almost 60% cite irregular travel patterns as the reason. There was strong support for a carnet-style product. A carnet-style ticket system would allow advance purchase of batches of reduced price tickets, reducing queuing times
- Smart ticketing technology would allow flexibility and innovation in the fares structure. It would reduce queuing times for passengers and transaction time for train companies, which, as with carnets, should allow the companies to pass reduced ticketing costs on to passengers in the form of discounted fares. Smart technology raises the possibility of integration with London's fares and ticketing system
- Discount fares for students aged 16-18 in full-time education. Currently sixth form and sixth form college students find themselves suddenly having to pay full fare rather than the half-fare child rate available up to this point, yet they are not considered self-supporting and eligible for student loans
- Better marketing of Rail Rover tickets

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[38] Passenger requirements from rail fares quantative findings (Passenger Focus 2006)

- Cut-price ticket experiments on certain routes to attract people onto rail
- The introduction of a national Railcard offering a reduction on off-peak travel across the rail network
- Consistent application of restrictions on all ticket types.

5. STATION STANDARDS

Stations are the gateway to the rail network for all passengers – and many passengers are dissatisfied with the current state of stations. Despite some of the high-profile major station makeovers in recent years and the modernisation of some other more humble locations, stations still have much catching up to do after decades of under-investment when almost all available funding went into keeping the trains running.

Passenger Focus expects stations to be welcoming and convenient, providing a suitable and pleasant gateway to the railway and to the town/place of destination. They have for too long been the Cinderella of the network, with vital refurbishment funding held back during lean years. There is a considerable backlog of neglect to rectify to bring stations' fabric and facilities up to passengers' expectations and to make them more accessible.

5.1 What passengers want from stations

In June 2005, Passenger Focus commissioned some qualitative research to find out what passengers want from stations[39]. The research highlighted some what passengers see as priorities at stations and this differed depending on the type of station. However, the basic needs of passengers highlighted in the report were as follows:
- Passengers need to be able to find the station and find their way around the station
- They need to be able to get to the station and their platform
- They need to feel safe
- They need adequate light and shelter.

Not all stations are meeting these basic needs; poor signage is a major failing.

Differences between passengers' preferences emerge once the basic needs have been addressed. Needs are conditioned by factors such as the time of day when the station is used, the length of time the passenger waits and how familiar passengers are with the journey.

Clear distinctions are also made between smaller and larger stations. There is a good deal of pragmatism about the facilities at small stations; providing real-time information, ticket machines and improved waiting accommodation were the major preferences for medium-sized stations. At the larger stations, there is a good deal more concern about comfort and the availability of catering, amongst other extended facilities.

The table shows station facilities and features based on passengers' overall needs and expectations. Columns 1 and 2 apply to all passenger types and all stations. An asterisk [*] indicates features which are more relevant to regular leisure or business travellers than to daily commuters.

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[39] What passengers want from stations – Rail Passengers Council, June 2005

Basic features	Universal features	Comfort features	Attractor features	Special features
Essential for all stations	*Expected by passengers at all stations*	*Desired at all stations*	*Attracting passengers to busier stations*	*Appropriate to specific locations*
Reasonably safe and secure	Ramps	Bus stop	Travel info in the waiting area*	Airport-type waiting area
Well lit	Car parking	Taxi rank	Range of shops*	TV with news
Basic shelter and seating	Signs to the trains	Cycle racks	Cash point	Office facilities
Basic signage	Real-time info screens	Signs to facilities*	Nappy-changing facilities*	Luggage trolleys*
	Real-time PA	Station maps*, visual and tactile	Lifts*	
	Timetables	Newsagent*		
	Clocks	Kiosk		
	CCTV	Café*		
	Staff	Vending machine		
	Public telephone	Help point		
	Ticket machines	Booking office		
		Heated waiting room		
		Disabled-access Toilets*		
		Automatic doors*		

Passengers with disabilities expressed additional needs to make them more confident in using stations alone or in using stations unknown to them if staff will be on hand to assist. Concern was recorded about the failure of staff to turn up, even when assistance had been booked.

People with visual impairments and non-wheelchair users found that minor changes, such as the highlighting of the edges of steps, better handrails on staircases and automatic doors could greatly improve their mobility. The same applies to some elderly passengers, those with luggage or with prams and children.

Information provision at smaller stations was found to be poor, regardless of the passenger's abilities or disabilities. Real-time information – both aural and visual - benefits everyone.

5.2 Further requirements at stations
Further to the requirements outlined in 5.1, Passenger Focus would also like to see the following commitments within a franchise:

- Commitments to make stations as accessible as possible for all users
- Commitment to an audit of staffing requirements for all stations with a view to increasing staff numbers, or longer staffing periods, at a number of stations, even if only on an experimental basis

- Commitment to improve integration of other services at the station (see section on integrated transport for more details
- Commitment to the Secure Station and Secure Car Park award schemes
- Easy-to-use ticket machines capable of accepting credit/debit cards as this will help to reduce ticket queues.

5.3   Information at stations

Passenger Focus places great importance on the provision of accurate, impartial and timely information, especially in times of disruption. In June 2005 Passenger Focus commissioned a major piece of research into information provision. The report, *'Passenger information: What, When, Where and How'*, set out passenger preferences and perceptions before and during their journey.   The following summary suggests actions from passengers to help improve station information:

- Use visual and audio displays as complementary sources
- Precede time-sensitive audio messages with a distinctive 'beep'
- Conduct visibility audits for displays and define minimum standards
- More electronic A to Z displays at major/busy stations
- Earlier advertising of departure platform
- More TV displays in waiting areas
- Raise awareness of Help Point as information sources
- Develop standards for equipment in relation to station types.

As a result of the report, ATOC set up a passenger information working group to consider how the recommendations might be implemented.

5.4   Upkeep of stations

Cleanliness is not just governed by contractual agreements but also by legislation. The 1991 Environmental Protection Act places certain obligations on the industry. Further details can be found in '*Good Riddance to Bad Rubbish*' - produced by London Travelwatch on behalf of the former RPC network, which provides guidance on how get reluctant operators to clear rubbish from stations (and linesides) within the terms of the Act.

5.5   Retailing at stations

Retailers offering catering and other sundry goods on stations offer a double or even treble advantage: they provide facilities for passengers, and additional revenue accrues from the rents for their premises.   Such retail units often provide the only staffed presence on some stations after booking offices close.   In some minor station locations, retail premises are taking on the role of booking offices.

6.6   Step free access at stations

Where more than one platform is in public use, a safe means of crossing the lines is required. This usually involves a footbridge or subway. In the absence of step-free access, lifts to/from ground level or negotiable ramps should be provided. At smaller stations, passengers may be required to cross the railway lines at ground level. Such crossings may be accessible to wheelchair users only at times when the station is staffed.

5.7 Staffing at stations

Passenger Focus presses for stations to be staffed wherever possible. This is to provide ticket sales and direct revenue protection, to provide a reassuring staff presence for both personal security and information provision and as a deterrent to crime.

Passenger Focus's definition of full staffing covers all times when trains call at the station; the industry's definition is less rigid and obvious; "fully staffed" can refer to a station where two shifts are covered but where early-morning and late-evening trains, and often all day at weekends, are uncovered.

6. INTEGRATED TRANSPORT

Passenger Focus is committed to promoting the development of an integrated transport system. Physical integration is just a part of the broader integration issue, which should include ensuring that transport policy is better linked with wider Government objectives for economic prosperity, environmental protection, health and social inclusion.

6.1 Integration of existing rail companies

Existing services should operate as a network. Co-ordination and co-operation should extend to timetables and connections. For example, Passenger Focus believes that there should be some incentive to hold connecting services in many circumstances - as opposed to what would appear at present to be disincentives via the performance regime.

6.2 Integration of modes of transport

Passengers' journeys do not usually start and end at a railway station. Passengers arrive at the station and leave from it to their final destination in a number of ways. Railway stations are de facto modal hubs and the rail industry has a part to play in ensuring ease of interchange between modes through physical environment, information, timetabling and through ticketing.

6.3 Buses

Bus travel offers perhaps the greatest opportunity for interchange improvement. There is great scope for tying rail and bus timetables into a tighter, mutually supportive arrangement, especially given the extension Plus+Bus scheme. Train companies should encourage as far as possible improved co-ordination of bus and rail timetables. Where the provider of rail and bus services is the same it is inexcusable if this does not happen. However, joined up thinking should be encouraged between all operators using a station.

There also needs to be a focus on the interchange facilities at stations. For instance, are bus stops provided and are they situated in the optimum position, are the walking routes from the bus stop to the railway station clearly signed, and is the link secure and well lit?

Other possible bus/rail integration improvements include:
- Working with bus companies or local authorities to create an extra stop where a bus passes a train station, or to alter routes slightly to ensure buses pass railway stations
- Working with bus companies or local authorities to alter existing schedules to help buses meet certain morning and evening peak hour trains (including some guaranteed connections)

- Displaying bus information at rail stations and train information at certain bus stops/stations
- Combined rail/bus tickets or preferably, travelcard schemes
- Examining the potential of park and ride schemes
- Creation of bus links between rail-heads to complement the network
- Improved facilities for connection between train and bus (e.g. better signing, provision of waiting rooms).

6.4   Cars/motorbikes

It is a fact that for many rail passengers, driving to the station remains the most viable and practical means of travel. The increasing length of a working day and the shift towards a '24-7' week means that it is hard to provide a comprehensive rail-bus service that meets the needs of commuters and/or weekend travellers. Fears over personal security also inhibit the use of alternative transport or walking. For these reasons, car parking facilities at stations remain important.

Passenger Focus has long maintained that the provision of car parking at railway stations should be seen as a separate issue in its own right and not part of wider discussions on car parking in general. In many ways a railway station car park is the original 'park and ride' scheme and it is important that it is acknowledged as such.

6.4.1   Access and signage

It is important that car parks are well signed and easily accessible. The road entrance to every station to ensure signing and access is clear. Improved signage is a low-cost response to a common problem.

6.4.2   Security

Car crime is at the forefront of a driver's mind when parking a car and the risk of theft or break-in deters some people from currently using station car parks. A station car-park should be organised in a way that generates a feeling of security and confidence in the traveller. Parking areas must be well lit and should have highly-visible CCTV systems.   A dialogue between train company, local authorities, police and community safety partnerships should be established in order to reassure passengers.

6.4.3   Increasing parking spaces

Scope for enlarging existing car parks should be investigated. There is a need to encourage off-peak travel when there is often ample train capacity, but when many car parks are full by 08.00. Passenger Focus would like train companies to carry out an audit of car park spaces and demand (to be repeated periodically to capture changes in demand throughout the life of the franchise) and then provide additional spaces where required and where practicable.

Consideration ought also be given to multi-storey car-parking facilities at stations (even if on a pilot basis) for stations where the audit shows a need for additional spaces and where availability of land makes this practicable; and also for new 'parkway' stations whose primary aim is to absorb traffic from the road.

It is important to ensure that parking spaces at stations are solely for rail passengers rather than town centre visitors. This may become a particular issue if local authorities use road pricing and parking

measures to reduce car use. We understand that car parking revenue is important to individual train operators. However, if spaces are being filled by non-rail passengers, then train companies are not addressing the revenue potential that could be made from rail passengers who pay for parking **and** a rail fare. In such cases Passenger Focus favours the type of scheme whereby higher car park prices can be redeemed against the cost of the rail ticket.

6.5 Taxis

Taxis provide important links to and from the railway station, and there should be co-ordination between train companies and taxi firms.   This includes discussions with taxis firms when there are proposals for change at stations.

The following are essential for providing effective interchange between taxis and the rail network:
- Good signage to the taxi rank
- Well marked-out taxi rank
- Drop-down kerbs
- List of tariffs for regularly made journeys
- Contact details for local taxi firms (for when no taxis are readily available)
- Greater publicity for licensed taxi services at stations
- Accreditation scheme to give passengers a greater feeling of personal security
- Possible discount on production of a valid train ticket
- Wheelchair accessible taxis. When taxis are not available, procedures need to be put in place between the station and the taxi rank so that station staff can call for taxis
- Covered waiting areas.

6.6 Bicycles

Rail should be seen as the core of an integrated transport system and cycling has to play a part within this system. The SRA'S Cycling Policy consultation document stated that only 2% of passengers used bicycles to access stations. This low figure suggests that there is a significant potential for growth.

Cycling to the station helps to reduce road congestion, improves health and is a totally self reliant form of transport. However, to convince people to bicycle, adequate provisions need to be provided at stations and on the approached to stations.

6.6.1 Bicycles on trains

Passenger Focus acknowledges the specific issues of overcrowding associated with carrying bicycles on trains. There are some occasions when bicycles that are stowed by doors do have an impact on boarding and alighting. However, delays could be reduced by clearly marking carriages (where feasible) and training platform staff to identify and inform where bicycle spaces are located.

Overall, however, the Passenger Focus would agree that there should be no obligation on TOCs to carry bicycles at peak times. Bicycle carriage times determined according to local conditions and demand. However, the lack of such an obligation means that greater efforts must be made elsewhere to reduce the degree of inconvenience to the cycling commuter - for instance, making the provision of adequate bicycle parking compulsory in areas where a peak-time ban is applied.

We recognise the problems faced by the train companies with regards to rolling stock design/space at stations etc, but also the potential hardship for cyclists

To help alleviate these problems we advocate:
- Better bicycle parking and secure facilities at stations – possible inclusion of bicycle lockers
- Bicycle-friendly station – provision of ramps, lifts etc
- Information – when can bicycles be carried on trains
- Better access to stations – including bicycle paths etc
- Bicycle lockers
- Bicycle hire schemes so that cycling commuters are able to have a bicycle at both the originating and destination stations
- Support and encouragement for the use of folding bikes. These can be carried as hand luggage free of charge
- The provision of a flexible space area that has tip-up seats which can be used as either a storage area or a seating area. While this won't remove the conflict in the peak from people wanting to use seats with those wanting to store bikes, it would at least provide more space for bikes in the off-peak and at weekends
- The possibility of introducing free insurance deals for bikes left at stations.

6.7 Walking

Train operating companies should work closely with local authorities to ensure that the best possible provisions are in place for pedestrians. Possible barriers to walking to the station include the following:
- The way-marked route to the station may be indirect and therefore unnecessarily long
- Walking routes may be poorly maintained
- There could be no pathways to the station
- No crossing provisions on major roads
- The routes could be seen as insecure – poor lighting, secluded etc.
- Poor or misleading sign posting
- Physical barriers including roadside railings, hedges, etc.

However, the major hurdle in encouraging people to walk to the station is the perception of security as illustrated by the following statement:
"After dark, 51% of women and 20% of men feel unsafe walking from home to the station, and 61% of women and 26% of men feel unsafe walking from the station to home."
Department for Transport, 2003[40]

Train companies should work with local authorities, the British Transport Police and the local police force to make the station and the surrounding areas secure for passengers.

7. ACCESSIBILITY

Passenger Focus's definition of 'accessibility' covers <u>everyone</u>'s ability to use the network with ease. All passengers at some time find themselves encumbered: for instance because of a permanent

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[40] DfT's research 'People's perceptions of personal security and their concerns about public transport' was published in May 2004 www.dft.gov.uk

physical or mental impairment, a temporary impairment (e.g. broken leg), by being accompanied by young children, or simply through carrying luggage. All these factors are an impediment to an easy journey. It is the natural aspiration of all disabled people to travel without assistance.

Improving access and facilities for disabled people will benefit not only those with disabilities but also families with young children and older people with mobility problems. Much of the problem lies in stations that were simply not built with the disabled people in mind and the scale of the problem is such that it may take years to improve access radically and therefore requires long-term commitment.

The EU Technical Specification for Interoperability (TSI) (Subsystem Conventional Rail infrastructure and rolling stock) will probably become law in 2007. This considerably widens the definition of 'passengers with reduced mobility' and we encourage train companies to make suitable provisions to encompass their new legal requirements under this new legislation.

The minimum aim must be compliance with the statutory obligations laid down in the Disability Discrimination Act (1995) with any new works taking place being done in accordance with the Train and Station Services for Disabled Passengers Code of Practice due for update by the DfT.

7.1   Accessible stations

Attention must be focused on enhancing principal stations, reflecting usage levels, by providing ramps and lifts. A significant proportion, however, must be used to ensure a reasonable geographic spread of accessible stations, especially interchanges and those serving hospitals or special schools etc. It may be sensible to give priority to stations served by accessible buses and which have good parking for passengers with disabilities.

This, however, is merely the starting point. In the longer term, as the number of passengers with disabilities using the railways increases, the number of locations and range of facilities available to enhance accessibility must grow likewise. Passenger Focus recognises the inheritance of a Victorian station infrastructure and welcomes the advances in making stations more accessible, especially the provision of step-free access, which eases the going for everyone.

In the meantime Passenger Focus supports the 'hub and spoke' approach: step-free access to be provided at major and regionally important stations with taxi connections, provided at the train company's expense, to and from such places.

7.2   Other general accessibility aspirations

Other passenger benefits that should be included in renegotiated franchises include:
  i. *Assisted Passenger Reservation System upgrade*
- Decentralise the process within owning groups
- Accelerate the speed of booking
- Reduce or abolish the requirement to give notice in the case of turn-up-and-go traffic. The facility should be retained for those passengers who can and wish to book in advance
- Ensure that the passenger's name is included in all communications involving assistance
- Allow online bookings
- Ensure that the details are passed on to-train staff (particularly where staffed stations are concerned)

- Freephone bookings or at least 0845 lo-call numbers given the length of calls make bookings
- Ensure that all operators call passengers after the journey has been made to verify that booked assistance was provided
- Establish a database of passenger details to reduce likelihood of errors made in booking; especially useful for regular journeys

ii. Ensure that where no dedicated wheelchair spaces are provided, that train companies designate a regular location to convey wheelchairs, ensuring ease of location at detraining point and proximity of the passenger to on-train staff and alarm
iii. Spread best practice concerning safety notices and other important literature - Braille, large-print formats etc
iv. Ensure that each train company has a suitable handbook for its staff
v. Investigate staff training - level, amount, frequency, suitability etc
vi. Extension of Describe Online and tactile diagramming to larger stations and major interchanges, at least
vii. Ensure that each train company's database of station details is correct and kept up-to-date - compare with Step-free Map
viii. Ensure that train companies are aware of the need to make changes to certain aspects of rolling stock to enhance accessibility and/or improve general usability at refurbishment stage
ix. Persuade train companies that multi-lingual staff, happy to converse in other languages with passengers, should wear badges to that effect
x. Ensure that Priority Seating areas are much more visibly labelled and that the purpose of such seats is much make clearly displayed. Better policing of occupancy would be of benefit on staffed trains
xi. A 'Regular Disabled Traveller' scheme whereby detailed records are kept of regular travellers so that details do not have to be repeated each time assistance is required
xii. Where wheelchair-accessible toilets are provided these are to include baby-changing facilities as well at a height suitable for wheelchair-users
xiii. Portable ramps for wheelchairs to be carried on all trains giving physical access to more unmanned stations
xiv. Bus replacement services to be capable of carrying wheelchair using and mobility impaired passengers or special alternative arrangements to be made for such passengers
xv. Commitment to good quality staff disability awareness training covering the full range of disabilities
xvi. Consultation with groups representing disabled people on other needs.

7.3   Disabled Persons' Protection Policies

When drafting its DPPP each operator must consider the DfT's DPPP Guidance, which sets out the framework within which train/station operators are encouraged to comply.

Each DPPP typically features subjects such as:
- Train companies must provide a Statement of Policy setting out exactly what they are going to do and how
- Station list, specifying the features and facilities of each station and its ease of access to passengers with disabilities
- Train types and the routes on which they operate

- Using trains and stations
- How to arrange assistance
- Features and facilities in place on trains and at stations for customers with disabilities
- Arrangements for planned and non-planned service disruption.

Franchisees are obliged under the terms of licence to consult with Passenger Focus on their DPPP. Passenger Focus would expect the new DPPP to be no less robust than the previous policy. The new DPPP should incorporate best practice from other train companies' policies and include enhancements in terms of new technologies. Where passengers are transferring from one service to another, train companies must work together to ensure that disabled passengers can move between companies seamlessly.

8. SERVICE PATTERNS

8.1 General service patterns
- Ensure current stations continue to be served adequately; especially stops serving educational establishments (including colleges/universities), hospitals, and tourist destinations and to aid social inclusion where no alternative public transport exists
- Where possible there should be late evening services from major towns and cities on each main route
- Sundays: train companies to review service levels with Passenger Focus and other stakeholders, to ensure changing work/shopping demand patterns are met
- Bank Holidays: train companies to co-ordinate timetables and ensure cross-operator connections are maintained. Ideally, each train company to adopt the same timetable principles, including those days between Christmas and New Year, to ensure passenger confusion is avoided
- The need to work with local authorities, police and other transport operators to cater for festivals/special events
- Where possible, any services going to and from airports meet the first and last flights scheduled.

8.1 Journey times
- Journey times not to be significantly extended without Passenger Focus consultation and demonstrable and identifiable overall benefit to passengers from doing so
- The number of services disrupted by engineering possessions should be reduced; where passengers do suffer disruption and longer journey times they should be automatically compensated
- The railway industry should always seek a rail alternative/diversionary route in preference to bus substitution, at times of disruption/line closure for maintenance
- Incident recovery management procedures need to be refined to minimise passenger delay, without compromising safety; a target of <1 hour should be adopted.

8.2 Connections policy
- Train companies should protect advertised/recognised connections between own services and competitors', using greater discretion locally as necessary. This may require reasonable adjustment to the 'performance regime'
- The decision to hold a connection, or otherwise, MUST take into account the service frequency,

e.g. on a Sunday with an hourly frequency it is important to hold connections for longer

- Connections should be guaranteed for the 'last train of the day' and on branch lines where the outgoing train's main purpose is to pick up passengers from the main line.

8.4 Timetable publications

- All timetables (both pocket sized and derivatives) should include services of all operators for any joint area covered
- Timetables should also indicate where disabled access is available by use of the wheelchair symbol
- The National Rail timetable (and derivative booklets) should also show details of local bus/coach links.

8.5 Bus replacement services

- Ensure that late-evening services run as trains rather than substitute buses as a priority, through Network Rail streamlining maintenance procedures
- Dedicated rail-bus services must be held for an agreed period, to meet late-running train connections or clearly advised/organised alternatives should be provided.

9. POSSESSIONS POLICY

On behalf of passengers we understand that engineering work is a necessity if the rail industry is to deliver its promise of a safe, reliable and efficient rail network. The consequence, though, is disruption to services and inconvenience for passengers. The crux of the issue therefore is achieving a balance between engineering efficiency and passenger requirements.

Decisions on a future possessions strategy cannot simply be based on cost and engineering convenience, important as they undoubtedly are, but must be linked back to the ultimate customer – the passenger. For instance, a policy of decimating evening services may make routine maintenance work more efficient and cheaper but would not be acceptable to passengers.

RPC was concerned that little research had been conducted to determine how engineering work could be planned and managed to cause minimal disruption to passengers. Hence, together with Network Rail, the Association of Train Operating Companies (ATOC) and the Rail Safety and Standards Board (RSSB), we commissioned some research into passengers' views. The report discusses what the rail industry could do when planning, managing or executing engineering work, to lessen the effects of disruption to passengers. Key findings of the research were:

- Passengers were more tolerant of planned works that will deliver long-term improvements than unplanned 'patch-up jobs.' Following disruption to services, passengers expect to be shown the benefit of the improvements (e.g. in terms of new platforms or signals or details of how punctuality or reliability has improved). One respondent commented: "They do engineering works all the time but it makes no difference." In short, passengers are willing to accept periods of diruption if they can be sure they will reap the benefits of an improved rail network afterwards.
- Although 'major' disruptions are rated as inconvenient, there was evidence to suggest that passengers would prefer work to be over as quickly as possible. If notified enough in advance,

many passengers can plan around longer blockades or weekend closures – although for commuters the absence of a viable alternative is a real issue

- Passengers want to make informed choices about their travel plans. Information about alternative arrangements, length of disruption and increased journey time must be available well in advance. The provision and enforcement of T-12 is essential if this is to be met.

The key to all three points is good information – it is essential to tell people: what the work is going to deliver; how to plan alternative journeys in advance and/or on the day; and then explain what has been achieved (e.g. "for this disruption you have now got x)."

There is also a need to ensure that possessions are co-ordinated across regions so that adequate diversionary routes are available – passengers would generally rather stay on the train for longer than change to buses.

10. MANAGEMENT AND STAFF RELATIONS

A good relationship between management and staff is the key to a successful service. Poor relationships can have a direct impact upon the travelling public. If communications break down, passengers face possible strike action causing severe disruption to their services. We therefore would like to see a commitment to developing a partnership approach with unions. Dispute resolutions agreements need to be implemented by the incoming TOCs, in co-operation with the unions, to avoid strike action.

Significant investment in staff training should be a condition of the new franchise agreement. A new franchise is an opportunity to develop cultural change to a more passenger focussed organisation that places emphasis on improving overall passenger satisfaction services and improving performance.

Passengerfocus

putting rail passengers first