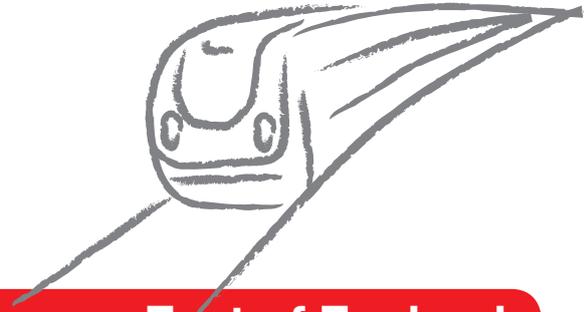


Independent national passenger watchdog

Passenger Voice Rail



Spring 2011

East of England

In this issue: • Timetable brings more seats • May 2011 East Coast timetable proposals

Passenger priorities for year ahead

Autumn 2010

Train company	Overall satisfaction	Most significant improvement in satisfaction since Autumn 2009	Decline in % satisfied since Autumn 2009
Great Britain result	84%	Value for money (4%)	No significant decline
c2c	91%	Facilities for car parking (10%)	No significant decline
CrossCountry	84%	No significant improvement	The upkeep/repair of station buildings/platforms (5%)
East Coast	89%	Connections with other forms of public transport (7%)	Punctuality/reliability (7%)
East Midlands Trains	88%	Connections with other train services (13%)	No significant decline
First Capital Connect	76%	No significant improvement	The cleanliness of the outside of the train (-5%)
National Express East Anglia	79%	The attitudes and helpfulness of station staff (5%)	The cleanliness of the outside of the train (6%)

Despite it not being short-listed to bid for the interim Greater Anglia franchise to run from February 2012 for 18 months, Passenger Focus has called on National Express East Anglia (NXEA) to maintain focus on improvements it has already begun to deliver.

The independent passenger watchdog has published the latest National Passenger Survey which shows NXEA is lagging behind other train companies running services in the London and South East, where passengers' overall satisfaction averages 83%.

Commenting on the short-listing of Abellio, Go-Ahead and Stagecoach to bid for the interim contract Passenger Focus manager Guy Dangerfield (pictured) said: "Passengers will want to see real improvements in East Anglia during this interim period – they won't want to wait until 2013 when a long-term franchise is in place".



Mr Dangerfield continued: "First, passengers will want improvements to train punctuality, which remains a high priority for passengers in East Anglia. The second priority is to drive up passenger satisfaction with the way in which the industry provides information during disruption.

In the latest National Passenger Survey, only 41% of NXEA passengers said they were satisfied with the way disruption was handled. This is just above average for London and South East train companies, but there is still room for improvement."

Passenger Focus has been working with NXEA, specifically on disruption, and has encouraged them to improve in a number of areas. This has contributed to the introduction of a 60-second target for drivers to provide information to passengers when a train makes an unscheduled stop and improvements to the contingency planning for passengers travelling to and from Stansted Airport.



Cheaper tickets now on NXEA

After representations to National Express East Anglia (NXEA) from Passenger Focus, passengers travelling to and from stations on the Harwich line (Mistley, Wrabness, Harwich International, Dovercourt and Harwich Town) now benefit from a range of Advance lower price fares.

Passenger Focus manager Guy Dangerfield noted that Advance tickets were available as far as Manningtree, but not to stations further along the line. Prior to the changes an Advance single ticket from London Liverpool Street to Manningtree was as little as £8, while an Off-Peak single ticket to Mistley, less than two miles further, was £23.60.

Thameslink progress

Passenger Focus has been keeping a close watch on the next steps in the Thameslink Programme and Passenger Focus manager Sharon Hedges recently met Network Rail for an update.

Network Rail will soon be announcing its plans to redevelop London Bridge station and will be seeking views on the scheme. The transformation of the station and surrounding tracks will be the final phase of the Thameslink Programme which will mean a better station, longer trains and more frequent services on the Thameslink route.

For more information and the chance to comment, visit Network Rail's website: www.networkrail.co.uk/thameslink

Timetable proposals

Big changes to the East Coast train timetable, which covers London to Peterborough, Doncaster, Leeds, York, Newcastle, Edinburgh and Glasgow are planned from 22 May 2011. Passenger Focus encourages passengers to check what it means for them – the new timetables can be viewed at www.eastcoast.co.uk/22May.

what the new timetable means for you. Please let Passenger Focus know what you think at www.passengerfocus.org.uk/contact-us.

“Many passengers will welcome these improvements, but there are downsides and the original proposals promised more.

Passenger Focus manager, Guy Dangerfield said: “This will be the biggest change to the East Coast timetable for many years and there are winners and losers. If you use East Coast, I recommend that you see

“It is also very frustrating that the rail industry has failed to consult passengers effectively over these changes. For instance, the Saturday and Sunday timetables have been subject to no consultation at all.”

Passengers let down by bad weather

Passenger Focus has been critical of the way many train companies provided information to passengers during severe weather and its handling of disruption.

Passengers in the region not only faced delays and cancellations as a result of snow, but also inadequate service updates, according to the independent watchdog's 'Passenger Information During Snow Disruption' report. It found several failings including online journey planners that did not generally reflect the contingency timetables in operation as well problems with station displays and online live-departure boards. National Rail Enquiries' (NRE) online real-time journey planner showed incorrect information for some train operators.

Passenger Focus is working with train companies, including National Express East Anglia and First Capital Connect, to improve passenger information during disruption.



News roundup c2c rail deal welcomed

Passenger Focus has welcomed news of additional services and further investment in the region's railway with the extension of the c2c franchise.

The franchise will now run for a period of up to two years to 26 May 2013; it had been due to expire in May 2011. Passengers using c2c services consistently rate the train operator highly in Passenger Focus's National Passenger Survey, with 91% satisfied overall and 94% satisfied with train punctuality.

EMT turnaround

Passenger Focus has welcomed the impressive improvement in passenger satisfaction scores on the East Midlands Trains' (EMT) Liverpool-Norwich service, which links Merseyside with Manchester,

Sheffield, Nottingham, Peterborough and Norwich.

The latest National Passenger Survey shows that passengers travelling on the route are among the most satisfied in the country with a 94% overall satisfaction score.

Punctuality drops

The Autumn 2010 National Passenger Survey shows that passenger satisfaction with East Coast's punctuality dropped seven percentage points to 83%. On journeys between London and the East Midlands/East of England satisfaction with punctuality was 76%.

Guy Dangerfield, Passenger Focus manager, called on Network Rail and East Coast to re-double efforts to run a punctual service.

Timetable brings seats

Passenger Focus chief executive Anthony Smith joined representatives from National Express East Anglia to launch the new timetable on the 'Great Eastern' main line between London Liverpool Street, Chelmsford, Colchester, Ipswich and Norwich.



Pictured are Anthony Smith with Andrew Chivers National Express East Anglia managing director

Additional train for war veterans

Passenger Focus has managed to convince the industry to run an extra early morning train to get passengers into London in time for the Remembrance Sunday service in Whitehall.

A member of the War Widows' Association approached Passenger Focus highlighting the fact that the first train arriving into London from Peterborough on a Sunday is at 10am. This is later than the first trains into London from other destinations a similar distance outside the

Capital. It means that passengers wanting to travel into London on Remembrance Sunday would miss the service.

Sharon Hedges, Passenger Focus manager, approached both First Capital Connect and Network Rail to ask whether it would be possible to run an additional, earlier train service into London on Remembrance Sunday and a train departing Peterborough at 07:45, arriving into London at 9am will now be run on 13 November 2011.