



# Greater Anglia rail franchise: what passengers want

April 2010

## **Passenger Focus – who we are and what we do**

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We are an independent public body set up by the Government to protect the interests of Britain's rail passengers, England's bus and tram passengers outside London and coach passengers in England on scheduled domestic services. We are funded by the Department for Transport (DfT) and our independence is guaranteed by an act of Parliament.

Our mission is to get the best deal for passengers. 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 passengers and we work with the industry, passenger groups and government to secure journey improvements.

## Contents

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	<b>Page</b>
1. Executive Summary	4
2. Introduction	6
3. Priorities for improvement	7
4. National Passenger Survey (NPS)	8
4.1 Drivers of satisfaction	10
4.2 Drivers of dissatisfaction	11
5. Rolling stock renewal and refurbishment	12
6. Value for money, fares and ticketing	13
6.1 Value for money and trust among passengers	13
6.2 Ticket retailing	15
7. Punctuality and reliability	17
7.1 NXEA punctuality and reliability	17
7.2 Links between train performance and passenger satisfaction	19
8. The timetable	21
9. Capacity	25
10. Train presentation	27
11. Personal security when using the railway	28
12. Station facilities and services	30
13. Passenger information and service disruption	32
13.1 Provision of information at stations and during the journey	32
13.2 Dealing with delays and information during disruption	32
13.3 Keeping passengers on trains during engineering work	33
14. Meeting the needs of disabled passengers	35
15. Additional issues	36
15.1 Passenger's Charter	36
15.2 Getting to and from the station	37
15.3 On-train facilities	38
16. Management and development of the rural routes	40
17. Summary of recommendations	41

## Appendices

Appendix A	Passengers' priorities for improvement
Appendix B	Total sample and routes 1 to 6
Appendix C	Route 1, Stansted Express
Appendix D	Route 2, Norwich Intercity
Appendix E	Route 3, Rural
Appendix F	Route 4, West Anglia Outers
Appendix G	Route 5, Suburban
Appendix H	Route 6, Great Eastern Outers
Appendix I	Questionnaire, January-February 2010 research
Appendix J	Bibliography

# 1. Executive Summary

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Passengers using the Greater Anglia franchise are among the least satisfied in Great Britain. Results from the Autumn 2009 National Passenger Survey (NPS) showed that 79% were fairly or very satisfied, which ranks 11<sup>th</sup> out of 12 London and South East train companies. The new franchise must tackle this underlying issue.

The Greater Anglia franchise differs from many of its peers in that it has received very little investment in new trains since privatisation: the bulk of its fleet is twenty years old, and much of it over thirty years old. Substantial investment in new trains is now required to maintain reliability, ensure compliance with accessibility regulations and to increase passenger satisfaction. We make recommendations about rolling stock in Section 5.

In January/February 2010, Passenger Focus carried out new research among over 3,000 passengers throughout the Greater Anglia franchise operating area to establish what passengers want from the new franchise. Passengers told us that their priorities for improvement are:

- Value for money
- Punctuality and reliability
- Frequency
- Speed
- Getting a seat

We make recommendations about improving value for money in Section 6, chief among which are that existing price regulation must remain, including restrictions on fares basket flexibility, and that a pricing structure is introduced that passengers regard as logical, transparent and fair. Improving the qualitative factors that influence passenger satisfaction with value for money is also important and we make recommendations about the top three issues – punctuality and reliability, getting a seat and being kept informed during delays in this document.

Increasing passenger satisfaction with punctuality, the main ‘driver’ of whether a passenger is satisfied overall, is critical to success of the new franchise. It must move Greater Anglia towards being a right time railway. Passenger Focus research has shown just how important right time arrival is, with two percentage points lost for every one minute a passenger arrives after ‘right time’. We make recommendations about punctuality and reliability in Section 7.

Service frequency and speed are the third and fourth highest priorities for improvement, speed being a particular issue among users of Stansted Express, Norwich Intercity and Great Easter ‘outer’ services. We make recommendations about these issues in Section 8, including that operation of an hourly service between Ipswich and Lowestoft from December 2012 must be included in the DfT’s base case and that bidders must be asked to present proposals to reduce journey time on the Norwich-Ipswich-Colchester-London Intercity and West Anglia outer services.

Getting a seat is passengers’ fifth highest priority for improvement and NPS shows that Greater Anglia passengers rate it 10<sup>th</sup> out of 12 for ‘sufficient room for all passengers to sit or stand’ among London and South East train companies. Re-letting the Greater Anglia franchise must not delay or diminish existing commitments to deliver 188 additional carriages into the Greater Anglia fleet by December 2011. There must also be a commitment to look forward to what will be required to meet demand in subsequent High Level Output Statement (HLOS) periods. Our recommendations about capacity are in Section 9.

Our submission makes recommendations about improving the upkeep and cleanliness of trains, personal security while using the railway, station facilities and services in Sections 10 to 12. These include having NPS targets for these factors within the franchise agreement.

Section 13 considers passenger information and service disruption. The scale of Network Rail renewal and enhancement work on Greater Anglia routes in Control Period 4 makes this a key issue, alongside how a train company deals with unplanned disruption to services. NPS shows the latter is the top 'driver' of overall dissatisfaction among Greater Anglia passengers.

Section 14 makes recommendations about the needs of disabled passengers and in Section 15 we discuss the Passenger's Charter; getting to and from the station; and on-train facilities, including catering. Section 16 covers the management of the Greater Anglia rural network.

## 2. Introduction

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This document is Passenger Focus's submission to the Secretary of State for Transport setting out what passengers want from the Greater Anglia rail franchise to run from 1 April 2011. The franchise is currently operated by London Eastern Railway Ltd, trading as National Express East Anglia (NXEA). It follows similar submissions in relation to the South Central franchise which commenced Autumn 2009, and the Intercity East Coast and Essex Thameside franchises for which DfT is currently preparing specifications. Unlike the other franchises and for reasons of timing, Passenger Focus's submission will inform development of the Invitation to Tender rather than DfT's consultation document.

### New passenger research

As well as drawing on NPS results for NXEA, new quantitative research was undertaken by Continental Research on behalf of Passenger Focus in January and February 2010 to provide a reliable, up-to-date understanding of the views of Greater Anglia passengers in order to inform this submission.

Passengers travelling on Greater Anglia trains were asked to complete a questionnaire covering various aspects of their journey. The majority of forms were distributed on train; however they were also distributed at Ipswich, Norwich, Cambridge, Gidea Park, Brentwood and Chingford stations. A total of 3,109 completed questionnaires were received from NXEA passengers. The results were also analysed to show results for passengers making the journeys listed below:

- Route 1 - Stansted Express (sample 552): Passengers travelling to/from stations between London Liverpool Street and Stansted Airport. The majority (but not necessarily all) will be on Stansted Express trains
- Route 2 – Norwich Intercity (sample 440): Passengers travelling from south of Ipswich to Ipswich/Stowmarket/Diss/Norwich and vice versa. The majority will be travelling between London stations and these stations, but some are travelling between - for example - Colchester and Ipswich/Stowmarket/Diss/Norwich. Passengers may also be travelling between Ipswich and Norwich only
- Route 3 – Rural (sample 287): Passengers travelling between Cambridge/Ipswich/Norwich and stations to Great Yarmouth/Lowestoft/Sheringham/Felixtowe/Peterborough; does not include people travelling on Intercity services out of these stations
- Route 4 - West Anglia outers (sample 835): Passengers travelling from London to Broxbourne and stations beyond but not beyond Cambridge and vice versa. Some passengers may also be travelling between Cambridge and Broxbourne only. Passenger travelling to/from Stansted Airport are excluded
- Route 5 – Suburban (sample 532): Passengers travelling between London and stations to Enfield Town/Chingford/Cheshunt/Hertford East (i.e. no further north than Cheshunt) and passengers travelling between London and stations to Shenfield/Southminster/Southend Victoria
- Route 6 - Great Eastern outers (sample 423): Passengers travelling between London and stations from Ingatestone to Harwich/Sudbury/Braintree/Clacton/Walton-on-Naze and vice versa. Some passengers may also be making intermediate journeys between stations from Ingatestone to Harwich/Sudbury/Braintree/Clacton/Walton-on-Naze.

### 3. Passengers' priorities for improvement

In January/February 2010, Passenger Focus carried out new research throughout the Greater Anglia franchise operating area to inform this submission about what passengers want from the new franchise to operate from 1 April 2011. The results are presented for the train company overall, as well as for six discrete parts<sup>1</sup> of the NXEA operation:

Priorities for improvement	NXEA (whole TOC)	Stansted Express	Norwich intercity	Rural	West Anglia outers	Suburban	Great Eastern outers
1 <sup>st</sup>	Value for money	Value for money	Value for money	Punctuality	Value for money	Value for money	Value for money
2 <sup>nd</sup>	Punctuality	Punctuality	Punctuality	Value for money	Punctuality	Punctuality	Punctuality
3 <sup>rd</sup>	Frequency	Speed	Speed	Getting a seat	Speed	Frequency	Frequency
4 <sup>th</sup>	Speed	Frequency	Getting a seat	Frequency	Frequency	Personal security on the train	Getting a seat
5 <sup>th</sup>	Getting a seat	Getting a seat	Upkeep, repair and cleanliness of the train	Speed	Getting a seat	Getting a seat	Speed

<sup>1</sup> See Section 2 for definitions: please note that they differ slightly from the NPS building block definitions

## 4. National Passenger Survey

Passengers using the Greater Anglia franchise are among the least satisfied in the country, with 79% in the Autumn 2009 NPS expressing overall satisfaction with their journey. For five factors they are the least satisfied in London and the South East (attitude and helpfulness of station staff; journey speed; upkeep/repair of train; cleanliness of the inside of the train; and cleanliness of the outside of the train).

**Table 1 – NPS, NXEA (whole TOC) results, Autumn 2009**

NPS Attribute	NXEA (whole TOC)	London & South East average	Rank among the 12 London & South East TOCs
Overall satisfaction	79	82	11

Ticket buying facilities	67	68	8
Provision of information about train times/platforms	75	78	9
Upkeep/repair of station buildings/platforms	68	63	4
Cleanliness of stations	73	69	5
Facilities and services at stations	53	49	4
Attitudes and helpfulness of staff at stations	64	68	12
Connections with other forms of public transport	79	75	2
Facilities for car parking	46	43	4
Overall station environment	69	64	4
Your personal security whilst using the station	64	62	7
Availability of staff at the station	56	56	9
How request to station staff was handled	81	82	9

Frequency of trains on that route	72	75	11
Punctuality and reliability	79	82	9
Length of time the journey was scheduled to take	79	83	12
Connections with other train services	72	73	7
Value for money for the price of your ticket	34	40	11
Upkeep and repair of the train	56	71	12
Provision of information during the journey	58	66	11
Helpfulness and attitude of staff on the train	44	54	9
Space for luggage on the train	47	49	8
Toilet facilities on the train	29	34	9
Sufficient room for all passengers to sit/stand	61	65	10
Comfort of the seating area on the train	57	68	11
Ease of being able to get on and off the train	74	78	11
Your personal security whilst on board the train	66	71	10
Cleanliness of the inside of the train	59	71	12
Cleanliness of the outside of the train	58	71	12
Availability of staff on the train	22	34	10
How well train company deals with delays	33	33	9



**Table 2 – NPS, NXEA by different ‘divisions’<sup>2</sup>, Autumn 2009**

<b>NPS Attribute</b>	<b>Intercity</b>	<b>Mainline</b>	<b>Southend Metro</b>	<b>Rural</b>	<b>Stansted Express</b>	<b>West Anglia</b>
Overall satisfaction	80	78	80	84	76	76

Ticket buying facilities	65	70	67	77	76	64
Provision of information about train times/platforms	76	75	74	81	79	74
Upkeep/repair of station buildings/platforms	71	69	65	75	62	68
Cleanliness of stations	78	73	72	80	72	73
Facilities and services at stations	63	57	47	64	55	51
Attitudes and helpfulness of staff at stations	67	60	61	77	62	66
Connections with other forms of public transport	78	80	82	62	79	76
Facilities for car parking	59	45	47	54	49	41
Overall station environment	74	70	70	76	65	64
Your personal security whilst using the station	70	66	62	78	67	59
Availability of staff at the station	59	50	56	66	59	57
How request to station staff was handled	90	79	86	84	59	77

Frequency of trains on that route	86	62	79	64	88	69
Punctuality and reliability	72	72	82	80	91	83
Length of time the journey was scheduled to take	76	75	85	80	83	78
Connections with other train services	69	67	79	69	77	70
Value for money for the price of your ticket	41	30	34	57	25	31
Upkeep and repair of the train	59	67	53	65	40	48
Provision of information during the journey	69	65	56	69	48	49
Helpfulness and attitude of staff on the train	74	46	33	80	38	19
Space for luggage on the train	61	43	49	55	46	42
Toilet facilities on the train	42	42	19	43	28	18
Sufficient room for all passengers to sit/stand	69	59	60	76	59	59
Comfort of the seating area on the train	61	62	55	70	50	52
Ease of being able to get on and off the train	74	78	73	79	76	69
Your personal security whilst on board the train	75	70	65	83	67	57
Cleanliness of the inside of the train	72	67	53	72	45	53
Cleanliness of the outside of the train	67	69	52	66	46	52
Availability of staff on the train	59	24	14	68	17	6
How well train company deals with delays	27	34	36	43	42	21

For some factors, there is considerable variation in satisfaction between the different parts of NXEA. Overall satisfaction ranges from 76% (West Anglia and Stansted Express) to 84% (Rural). Satisfaction with punctuality is particularly low on the Intercity and Mainline sections (both 72%), while value for

<sup>2</sup> The NPS building blocks align with the business units, since dismantled, operated by ‘one’ railway

money scores range from 25% (Stansted Express) to 57% (Rural). Upkeep and repair of the train ranges from 40% (Stansted Express) to 67% (Mainline), while satisfaction with provision of information during the journey is 48% on Stansted Express and 69% on Intercity and Rural.

## 4.1 Drivers of satisfaction

Analysis of the NPS results for Autumn 2009 shows that the most significant driver of overall satisfaction also varies between the different 'divisions' of NXEA. However taking the train company as a whole, punctuality and reliability is the most significant driver of overall satisfaction among NXEA passengers – in common with the London and South East sector.

**Table 3 – NXEA drivers of satisfaction, by 'division', NPS Autumn 2009**

Drivers of satisfaction	NXEA (whole TOC)	Intercity	Mainline	Southeast Metro	Rural	Stansted Express	West Anglia
Top driver	Punctuality	Punctuality	Punctuality	Speed	Cleanliness of inside of train	Punctuality	Frequency
2 <sup>nd</sup>	Ease of getting on and off	Cleanliness of the train	Cleanliness of the train	Punctuality	Punctuality	Frequency	Punctuality
3 <sup>rd</sup>	Speed	Personal security at the station	Comfort of the seating area	Ease of getting on and off	Ease of getting on and off	Comfort of seating area	Speed
4 <sup>th</sup>	Frequency	Ease of getting on and off	Ease of getting on and off	Cleanliness of inside of train	Sufficient room to sit/stand	Personal security at the station	Cleanliness of inside of train
5 <sup>th</sup>	Cleanliness of inside of train	Cleanliness of inside of train	Personal security at the station	Personal security at the station	Frequency	Cleanliness of inside of train	Provision of information at the station

## 4.2 Drivers of dissatisfaction

Similar analysis of the Autumn 2009 NPS shows the following drivers of dissatisfaction among the different 'divisions' of NXEA. In common with London and South East train companies as a whole, the most significant factor driving overall dissatisfaction is how well the train company dealt with delays.

**Table 4 – NXEA drivers of satisfaction, by 'division', NPS Autumn 2009**

Drivers of dissatisfaction	NXEA (whole TOC)	Intercity	Mainline	Southend Metro	Rural	Stansted Express	West Anglia
Top driver	How dealt with delays	How dealt with delays	How dealt with delays	Speed	How dealt with delays	How dealt with delays	How dealt with delays
2 <sup>nd</sup>	Punctuality	Punctuality	Punctuality	How dealt with delays	Personal security on train	Punctuality	Speed
3 <sup>rd</sup>	Speed	Cleanliness of the train	Cleanliness of outside of train	Frequency	Cleanliness of the train	Helpfulness & attitude of staff	Cleanliness of the train
4 <sup>th</sup>	Cleanliness of the train	Availability of staff on train	Comfort of seating area	Ease of getting on and off	Sufficient room to sit/stand	Cleanliness of outside of train	Cleanliness of station
5 <sup>th</sup>	How was request handled at station	Provision of information at the station	Ticket buying facilities at station	Punctuality	Cleanliness of inside of train	Availability of staff on train	Punctuality

## 5. Rolling stock renewal and refurbishment

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In its franchise consultation document DfT highlights that a key challenge for the new Greater Anglia franchisee will be delivery of a rolling stock strategy. It is clear that the Greater Anglia franchise needs significant investment to bring it up to the standard of other train companies in London and the South East. Apart from 12 x Class 170s and 21 x Class 360s (and the 30 x Class 379s currently on order) the rest of the NXEA fleet will be over 30 years old at the end of a ten year franchise commencing 2011. The Norwich intercity coaches, the 61 x Class 315s and 60 x Class 317s will be around 40 years old. Without extensive modification, a large proportion of the existing fleet will not comply with Persons with Reduced Mobility Technical Specification for Interoperability (PRM TSI) regulations from the required January 2020 date.

### **Recommendation 1: Rolling stock strategy**

In order to maintain and improve service reliability, meet PRM TSI regulations and to enhance passenger satisfaction, Passenger Focus **recommends** that the new franchisee must be required to renew a substantial proportion of the existing fleet and carry out major mid-life refurbishment on much of the remainder.\*

Specifically, Passenger Focus recommends that DfT seeks proposals from bidders to:

- renew the London to Norwich fleet with trains that deliver the ambiance and comfort level appropriate to an Intercity journey
- renew the Class 315 trains to operate the West Anglia inner routes (London to Shenfield services are expected to be taken over by new CrossRail trains within the franchise term)
- renew the Class 317 trains that currently operate West Anglia routes and Stansted Express
- carry out major mid-life refurbishment of the Class 321 fleet
- carry out major mid-life refurbishment of the Class 153 and 156 fleets
- refresh the interior of the Class 170 fleet
- refresh the interior of the Class 360 fleet.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 6. Value for money, fares and ticketing

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### 6.1 Value for money and trust among passengers

Improving value for money for the price of the ticket is the top priority for improvement among NXEA passengers who took part in Passenger Focus's **January/February 2010 research**, slightly ahead of punctuality and reliability. It was the top priority for improvement among passengers using all parts of the franchise, except Rural. Autumn 2009 NPS shows that 34% of NXEA passengers are satisfied with value for money, 11<sup>th</sup> out of 12 among London and South East train companies.

Passenger Focus's February 2009 **Fares and Ticketing Study** found that commuter fares to London are high in comparison with other European countries, although frequency is generally higher in Britain than elsewhere. The high cost of commuting, accounting for around 60% of Greater Anglia's business, is likely to be affecting passenger satisfaction with value for money. However, our February 2009 study also found that passenger satisfaction with value for money is influenced by a number of qualitative factors. In order of importance among commuters:

- punctuality and reliability
- being able to get a seat
- passenger information during service disruption
- speed of journey
- train cleanliness
- stations are safe and well lit.

The re-letting of the Greater Anglia franchise gives the DfT an opportunity to address these issues, as well as passenger frustration with the current fares structure. Despite the move to Anytime, Off-Peak and Advance, passengers find the fares structure complicated and not logical (e.g. two singles may or may not be cheaper than a return, return £1 more than a single). The price of flexibility is too high and passengers are baffled by the huge gap between the cheapest and the most expensive fares on the same train.

#### **Recommendation 2: Improving value for money and trust among passengers**

Passenger Focus **recommends** that DfT includes the following requirements in the specification for the new franchise:

#### **Fares regulation**

- That the fares regulation regime applied to the Greater Anglia franchise allows prices to rise by no more than Retail Prices Index (RPI) plus 1% per annum and that restrictions continue to be placed on fares basket flexibility to prevent excessive increases on individual fares.\*

#### **A logical, transparent and fair pricing structure**

- That a new, easily-understood fares structure is introduced that will be regarded by passengers as logical, transparent and a fair price for the journey being made. On those routes offering Advance tickets, prices for those passengers who buy well in advance and stick to their plans can be fantastic value for money. However the options for those travelling at short notice or requiring even a small degree of flexibility is in some cases very expensive. Flexibility at an affordable price is a key

requirement of such a new structure and it should seek to reduce those unregulated prices, including long-distance Anytime Singles and Returns that have risen ahead of inflation in recent years.

- That the Off-Peak Single be priced at 50% of the Off-Peak Return instead of being in some instances £1 less as at present. This mechanism is used already by other train companies (e.g. Virgin Trains) to give passengers the opportunity to mix their use of train-specific Advance Single tickets and more flexible options – for instance, travelling out on a specific train but needing flexibility about the return time. Where the price of an Off-Peak Return is currently regulated it should remain so.
- That Advance Single tickets be introduced on additional flows, in particular between stations on the Harwich, Clacton and Walton branches to and from London and long-distance destinations via London. At present the price to Colchester or Manningtree can be as little as £8 using an Advance Single, but the price to the next station – often within walking distance – is significantly higher.
- That passengers holding Advance Single tickets who miss the train on which they have booked should be permitted to pay the difference, plus an administration fee, between what they have paid already and the appropriate new ticket they are required to purchase. This will substantially address the genuine anger passengers feel when they miss their intended train and are asked to buy a completely new ticket with no account taken of the money already paid. The sums involved can be significant: a Standard Advance Single from London to Norwich costs up to £42. With an administration fee applied, that sum should count towards the new ticket a passenger is required to buy.
- To ensure passengers have confidence in the fares structure, that fares on ‘walk up’ interavailable flows controlled by Greater Anglia, the official through fare must never exceed the sum of ‘walk up’ interavailable fares for individual legs of the journey (except where a journey takes place partly at peak time and partly not).
- To help passengers understand how to get the best deals, the train company should publish information about which trains are more likely to offer the cheapest tickets and be transparent about the number of cheap tickets that are available.

### **Spreading the cost of an annual season ticket**

- That the facility to pay for an annual season ticket in 12 instalments, without a charge for credit, is developed and actively promoted. This will allow more passengers, and potential passengers, to benefit from the value offered by the 52 weeks for the price of 40 annual season ticket. It will also bring the railway in line with other public and private sector organisations.\*

\* A Passenger Focus ‘Top 10’ highest priority recommendation

## 6.2 Ticket retailing

### Ticket offices

Around a quarter of NXEA passengers buy their tickets on the day of travel from the station ticket office and a further quarter travel using season tickets. The proportion of business and leisure passengers who buy their tickets on the day of travel is 41% and 37% respectively. This shows that the 'traditional' method of buying from the ticket office remains very important.

**Table 5 – How National Express East Anglia passengers buy tickets, NPS Autumn 2009**

	<b>NXEA total</b>	<b>LSE average</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
In advance over phone	1%	1%	1%	2%	3%
In advance at station	14%	12%	15%	10%	12%
In advance via travel agent	0%	1%	0%	0%	0%
In advance via internet	5%	5%	2%	12%	9%
On the day from station ticket office	26%	26%	17%	41%	37%
On the day via ticket machine	10%	16%	7%	18%	12%
On the day on the train	4%	2%	3%	5%	5%
season ticket	28%	24%	44%	1%	6%
Stored value smartcard (e.g. Oyster)	4%	5%	5%	2%	2%
Other	2%	3%	2%	2%	4%
Ticket was organised for me	2%	2%	2%	7%	1%
Don't know	3%	3%	1%	1%	8%

Given that ticket offices remain so important to many passengers, it is vital that they are not forced to queue unnecessarily. The Ticketing and Settlement Agreement sets out a standard that passengers should not have to queue for more than five minutes at peak times and three minutes at off-peak times. It also sets out the times between which ticket offices should be open at each station.

### Ticket vending machines

Passenger Focus research "buying a ticket at the station, October 2008"<sup>3</sup> found that most passengers queuing at ticket offices knew about ticket machines at the station and could have bought their ticket from a machine but chose not to.

The decision to purchase at ticket offices was largely driven by:

- lack of confidence in using the machine
- uncertainty about getting the cheapest price for their journey
- uncertainty about whether the ticket they needed was available from the machine
- older passengers who are less inclined to use ticket machines
- a preference for face-to-face transactions for reassurance.

<sup>3</sup> <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=1934>

## Internet ticket sales

Some passengers are suspicious that train company websites favour their own services over those of other companies and that they do not necessarily offer the best value tickets for the journey being made. The opportunity of a new Greater Anglia franchise should be used to protect the unwary, potentially irregular traveller paying more than they need and to give all on-line purchasers confidence that they have obtained the best price available. The following requirements should be included in the specification for the new franchise:

- That impartial retailing rules be formally extended to cover internet ticket sales through the new operator's website.
- In order to prevent overcharging and ensure passengers can have confidence that they are getting the best price, that it be made impossible to buy an Advance Single ticket at a higher price than the 'walk up' fare available on the same train and that it be made impossible to buy out and back Standard Class Advance Singles at a higher price than the 'walk up' return fare available on the same trains.
- That the 'cut off' time for buying Advance Single tickets be moved to the latest practicable time to allow the production and positioning of ticket reservation labels. The remaining as-yet-unsold Advance Single tickets should stay on sale, if practicably possible, until two hours before the train departs from its origin station.

## Recommendation 3: Making ticket purchase easier

Passenger Focus **recommends** that the specification for the Greater Anglia franchise should include the following requirements:

- That the current NXEA Ticketing and Settlement Agreement Schedule 17 ticket office opening hours be maintained and delivered consistently at all stations, with a formal requirement to report adherence levels to DfT station by station, period by period.
- That Ticketing and Settlement Agreement standards for queuing times of three and five minutes be met at all stations, with a formal requirement to report adherence levels to DfT station by station every six months. At stations where 'tickets for today' and 'tickets in advance' have separate queues, they should be reported separately.
- That there are contractual targets for NPS satisfaction with ticket buying facilities at ticket offices managed by the franchise.
- That on flows controlled by Greater Anglia, applicable restrictions should be printed on passengers' tickets to remove confusion over validity.
- That all Greater Anglia ticket vending machines must clearly display outward and return ticket restrictions on the screen prior to a passenger committing to purchase.
- That to facilitate onward travel within London, ticket offices at all stations should sell Oyster 'pay as you go' cards and allow top up of existing cards, the latter also to be available from ticket vending machines at all stations.
- That in addition to the full range of National Rail and TfL destinations, ticket vending machines operated by the franchise must offer monthly season ticket renewal, discounts for all railcards, GroupSave, PlusBus add ons, Travelcard boundary extensions and the facility to buy tickets for the following day.



## 7. Punctuality and reliability

### 7.1 NXEA punctuality and reliability

Improving the punctuality and reliability of trains is passengers' second highest priority for improvement in Passenger Focus's **January/February 2010 research**, just behind improving value for money. Among passengers using NXEA rural routes it was the highest priority for improvement.

Train punctuality on NXEA can be characterised, in broad terms, by relatively good performance on the West Anglia routes and relatively poor performance on the Great Eastern routes, particularly the Norwich Intercity services. In the 12 months to 2009/10 Period 12, PPM for the 'divisions' of NXEA was as follows<sup>4</sup>:

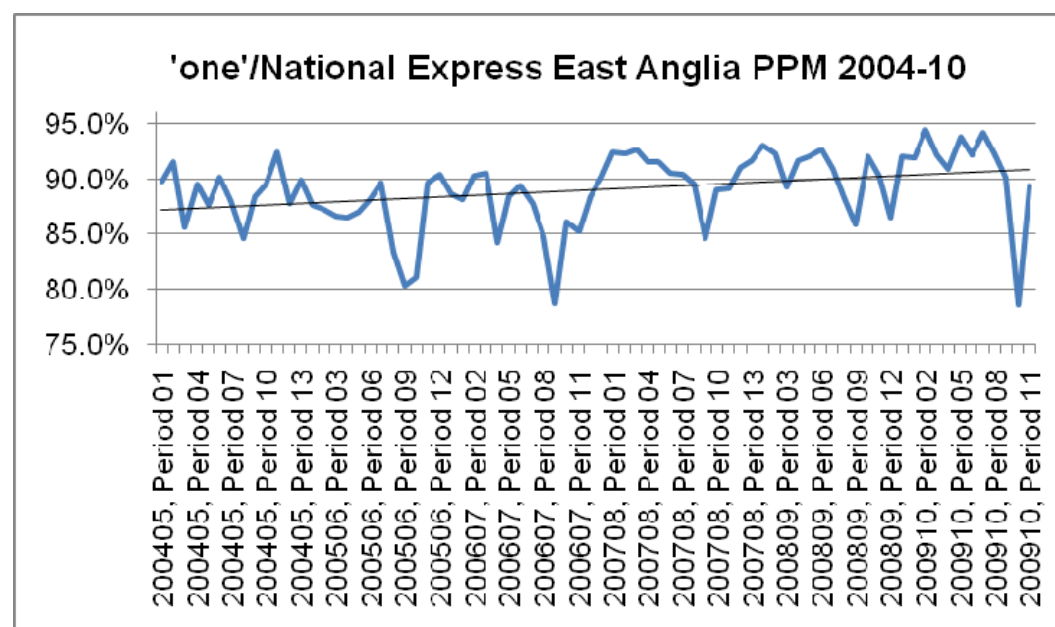
**Table 6 – Current NXEA train punctuality, by 'division'**

'Division of NXEA'	PPM Moving Annual Average to 2009/10 Period 12
NXEA (whole TOC)	91.0
Mainline, including Norwich Intercity*	87.3
Rural routes	91.0
Metro, including Southend Victoria	92.2
West Anglia	93.3
Stansted Express	89.2

\* A mix of trains measured to scheduled time plus five minutes and scheduled time plus 10 minutes

The graph below shows how all day and peak PPM has improved since 2004, but that while in some periods PPM is now in the mid 90s there remain troughs of less good performance.

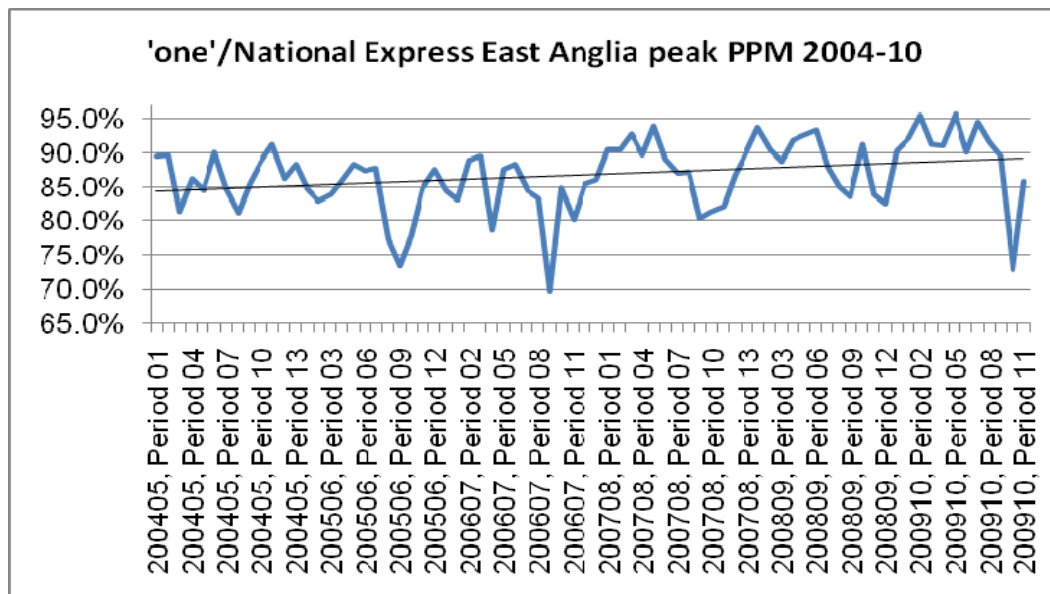
**Figure 1 – % of NXEA trains arriving within 5 minutes (10 minutes for Norwich trains), all day<sup>5</sup>**



<sup>4</sup> [http://www.nationalexpresseastanglia.com/about\\_us/performance](http://www.nationalexpresseastanglia.com/about_us/performance)

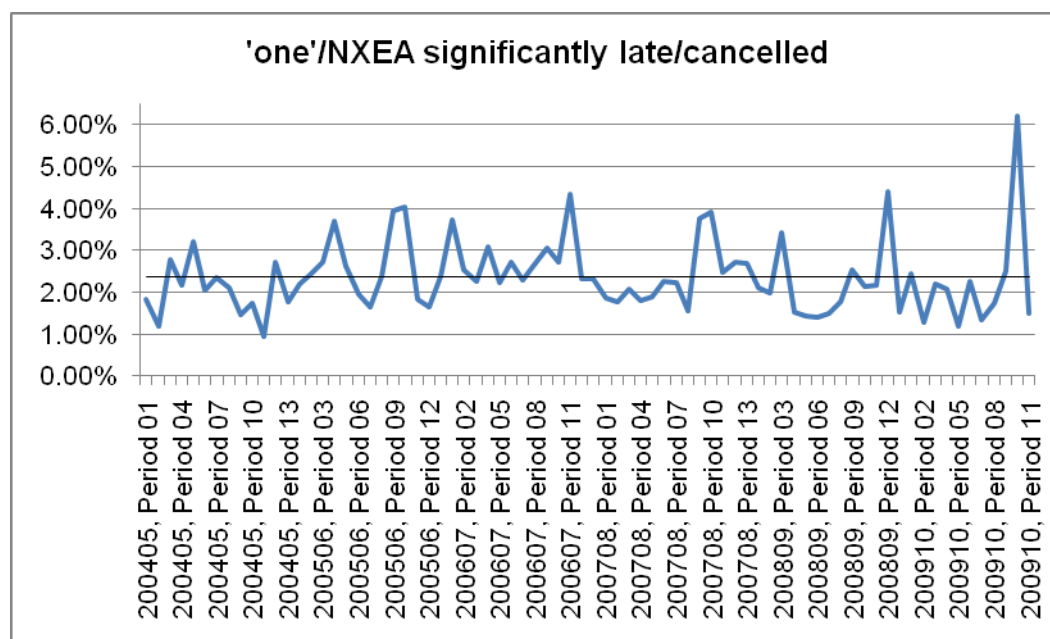
<sup>5</sup> Network Rail

**Figure 2 – % of NXEA trains arriving within 5 minutes (10 minutes for Norwich trains), peak<sup>6</sup>**



Analysis of the figures for significantly late (defined as over 30 minutes) or cancelled services shows a flat long term trend of around 2.25% of trains. The Moving Annual Average in 2009/10 Period 11 was 2.33%, while at neighbouring c2c in the same period it was 1.43% on a declining trend.

**Figure 3 – NXEA significantly late (defined as over 30 minutes late) or cancelled trains<sup>7</sup>**



In the year to 2009/10 Period 11, the proportion of delay to NXEA trains attributed to the train company was 28% and Network Rail 65%. Of Network Rail's proportion, the delays were attributed to 'points signalling and other non-track assets' (30%); 'network management and other' (23%); 'external factors

<sup>6</sup> Network Rail

<sup>7</sup> Network Rail

excluding weather' (21%); and 'track' (15%). Of the train company's proportion, the delays were attributed to 'fleet, technical' (56%), 'external factors' (14%) and 'train crew' (11%)<sup>8</sup>.

## 7.2 Links between train performance and passenger satisfaction

Passenger Focus has recently published findings of work with NXEA to examine in detail the relationship between train punctuality and passenger satisfaction, work prompted because NPS scores were not improving in line with PPM – a pattern seen elsewhere. Passenger Focus is grateful to NXEA for its active co-operation with this work, enabling the views of 5,000 National Passenger Survey respondents to be mapped against the actual train performance they experienced.

The key findings from this work are:

- That among commuters, who make up 60% of NXEA's passengers, whether their train is on time is a strong determinant of whether they are satisfied. The relationship is largely linear, with two percentage points of satisfaction with punctuality and reliability lost for every one minute that a train is late. Commuters appear to notice lateness from the first minute, not just after five minutes or 10 minutes allowed by PPM.
- That average passenger lateness in the evening peak on NXEA is worse than average train lateness. This is because of the effect of cancellations and because many trains that are on time at their destination are late at intermediate stations.
- That commuters appear to take some account of their experiences over the previous three months in determining satisfaction with their journey 'today'.
- On average between early 2006 and late 2008 62% of NXEA passengers travelling to London arrived on time, while 48% travelling from London arrived on time.

### Recommendation 4: Towards a 'right time' railway

Passengers place improvements in punctuality and reliability of services second only to improving value for money, itself influenced by punctuality. Passenger Focus has shown that commuters are highly sensitive to small delays, with every minute that a train is behind its 'right time' schedule affecting satisfaction. We have also shown that historically 62% of passengers travelling to London arrive on time and 48% of passengers travelling from London arrive on time. Passenger Focus believes it is critical that DfT's specification for the new Greater Anglia franchise places significant emphasis on improving train punctuality and reliability in order to address the problem of low passenger satisfaction on these routes. That emphasis must cover all routes, including the Norwich to London intercity service, and must incentivise the train company to work hand in hand with Network Rail – particularly to reduce the number of infrastructure faults that plague the Great Eastern main line and cause major delays to large numbers of passengers.

Specifically, Passenger Focus **recommends** that DfT sets an explicit vision for the new Greater Anglia franchise to move towards a Right Time Railway, with:

- Challenging but achievable targets for increasing the number of trains arriving 'right time' without resorting to extended journey times.\*

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<sup>8</sup> Network Rail

- An obligation to report the percentage of trains arriving 'right time' at key intermediate stations and to tackle problems that this highlights.\*
- Challenging but achievable targets to reduce the number of trains that are significantly late or cancelled.
- Commitments to remove the reliance on overtime working by train crew to deliver the published timetable, including on Sundays
- Measurement of Norwich-London/London-Norwich Intercity services as 'nought to five minutes' for PPM purposes. The current position of 'nought to 10' is a historic anachronism: London-Weymouth, 25 miles further than Norwich, has always been measured on 'nought to five minutes'.

Finally, given the key role the infrastructure provider plays in any train operator's performance, we recommend that DfT considers whether in Control Period 5 Network Rail should be set targets for individual routes.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 8. The timetable

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Passenger Focus's **January/February 2010 research** found that passengers' third (frequency) and fourth (speed of journey) highest priorities for improvement relate to the timetable.

Examining the different parts of the NXEA network, on the Suburban services (Shenfield, Southend Victoria and the West Anglia inner services) and the Great Eastern outers (Chelmsford, Colchester, Clacton etc.) passengers are seeking improved service frequency. However, on Stansted Express, Norwich Intercity and West Anglia outer (Broxbourne to Cambridge, excluding Stansted Airport) increased journey speed is the priority.

### Frequency

The call for higher frequency from passengers on suburban services raises a number of questions. Do passengers on the West Anglia inner branches aspire to a 'metro' frequency? Passengers' call for higher frequency Great Eastern outer services also raises questions. Is the frequency at intermediate stations on the Great Eastern main line meeting passengers' needs? Is the frequency on the branch lines to Sudbury, Harwich, Clacton and Walton sufficient?

### Journey speed

Passengers using the Norwich Intercity route clearly aspire to faster journeys and less than two-thirds (64%) in our **January/February 2010 research** were satisfied with speed. Currently it takes between 1 hour 52 and 1 hour 57 minutes between London and Norwich, but it is important to understand the historic context. The existing Greater Anglia franchise represented a significant worsening: prior to December 2004 London to Norwich was achieved every hour in 1 hour 40 minutes, with calls at Colchester and Ipswich. Passenger Focus is aware of the strong stakeholder view, encapsulated by the 'Norwich in Ninety' campaign, that faster journey times must be part of the new franchise.

On the West Anglia outer services, although no slower since the December 2005 timetable change, average speeds are low. Comparing two similar distance stations with 'key intermediate' status, it is the case that Audley End's fastest evening peak service from Liverpool Street (55 minutes) on the West Anglia route averages 45 mph over 41¾ miles, whereas the fastest evening peak train to Witham (41 minutes) on the Great Eastern main line averages 56 mph over 38½ miles.

Stansted Express passengers are perhaps expecting a journey time akin to Gatwick Express (c. 30 minutes) or Heathrow Express (c. 15 minutes), whereas the journey time from Stansted to Liverpool Street is 45-50 minutes.

### Earlier first trains

In our **January/February 2010 research** around 30% of passengers on all parts of the Greater Anglia franchise who expressed an opinion sought an earlier Monday to Friday first train than is provided at present. Among passengers travelling to Stansted Airport, however, the figure was 43%. On Saturdays, those seeking an earlier first train were: Stansted Airport passengers (46%), those using the West Anglia outer services (40%) and those using the Great Eastern inner services (39%). On all parts of NXEA between 40% and half of passengers who expressed an opinion sought an earlier first train on Sundays, except those using West Anglia inner services (34%).

## Later last trains

Our **January/February 2010 research** found that, Mondays to Fridays, on all parts of NXEA over half of passengers who expressed an opinion sought a later last train – notably, Stansted Airport (68%), Great Eastern inner (64%) and Great Eastern outer (64%). On Saturdays, on all parts of the franchise over two-thirds of passengers who expressed an opinion wanted a later last train – West Anglia outer (80%) and Stansted Express (78%) being particularly notable. On Sundays, on all parts of the network half of passengers who expressed an opinion sought a later last train, Stansted Express (69%) and West Anglia outer (66%) being most significant.

Notably, the last Stansted Airport to London train currently runs at 0030, although there is a 0130 on Mondays and Fridays. Passengers from 15 flights<sup>9</sup> arriving at Stansted from 2330 would either miss the 0030, or run a significant risk of missing it:

2330	FR4197	Milan Bergamo
2330	FR799	Venice Treviso
2330	FR9283	Faro
2335	FR2635	Zaragoza
2335	FR8348	Porto
2340	FR8547	Berlin Schonefe
2345	EZY3364	Naples
2345	FR2403	Agadir
2345	FR3015	Rome Ciampino
2345	FR8133	Las Palmas
2350	FR2639	Granada
2355	FR589	Pisa
2355	FR8406	Wroclaw
0130	EZY3176	Alicante
0220	EZY3118	Malaga

## Harwich to London/London to Harwich

In December 2010 most through trains from Harwich to London will be withdrawn (at present there is an hourly service off-peak). In its response to the 2009 timetable consultation Passenger Focus did not oppose this change, subject to three caveats:

- That arrangements be put in place to assist passengers, and in particular mobility-impaired passengers to change trains at Manningtree station (if nothing is done this will involve crossing the railway using a subway not equipped with lifts).
- Through trains must be operated to and from London to connect with Stena Line ferry departures and arrivals on the Hook of Holland route.
- That Advance Single tickets be introduced to and from all stations from Mistley to Harwich Town.

## Boxing Day

Boxing Day sees many football fixtures in London and it marks the start of post-Christmas sales in many West End shops. It seems likely that there is latent demand for travel on Boxing Day that is not currently being met by the railway.

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<sup>9</sup> [www.stanstedairport.com](http://www.stanstedairport.com), arrivals on evening of 7 April 2010

## Recommendation 5: Improving the timetable

Passengers have placed improvements to the timetable as their third and fourth highest priorities for the new Greater Anglia franchise. Passenger Focus **recommends** that timetable improvement be one of DfT's key objectives for the Greater Anglia franchise.

The Base Case specification should:

- Be unequivocal that, when the Beccles loop is complete, the franchisee must operate an hourly service between Ipswich and Lowestoft (at the start of the franchise only the Ipswich to Saxmundham section will be operating hourly). This was a quid pro quo for withdrawal of through trains to and from London and must not be jeopardised by the fact that the franchise is being re-let.
- Require that access between platforms at Manningtree station be made fully accessible and that the Service Level Commitment should require direct trains to be operated between Harwich International and London to connect with Stena Line ferry arrivals and departures.
- Require that trains be provided on selected routes on 26 December for a period of 5 years from December 2012, at which point demand will be assessed and a decision made about making the service permanent.

The specification should require bidders to present proposals that would address passengers' aspirations for higher frequency and faster journey times, in particular\*:

- Faster journey times on the London-Colchester-Ipswich-Norwich route
- Faster journey times to destinations at the north end of the West Anglia route
- A later last train from Stansted Airport to London every day of the week to cater for passengers scheduled to arrive at or before midnight
- That the last trains on various routes Mondays to Fridays and Saturdays be later than at present:
  - On the Suburban routes we suggest between 0100 and 0130 from London to all stations on the West Anglia inner (currently 2345 Cheshunt, 0001 Enfield Town, Chingford 0103), Great Eastern metro (currently 0055 Mondays to Fridays) and Southend Victoria routes (currently 0050 Mondays to Fridays)
  - On the West Anglia outer route we suggest between 0030 and 0100 from London to principle stations (currently 2328 to Audley End Mondays to Thursdays)
  - On the Great Eastern outer branches we suggest that it should be possible to reach Clacton, Harwich, Sudbury and Walton leaving London between 2300 and 2330 (currently 2218 to Clacton on Mondays to Wednesdays and Saturdays; 2230 to Harwich Mondays to Saturdays; 2038 to Sudbury Mondays to Saturdays; and 2130 to Walton Mondays to Fridays, earlier on Saturdays)
  - On the Rural network focused on Cambridge, Ipswich and Norwich we suggest between 2300 and 2330 (currently Ipswich to Lowestoft 2234; Ipswich to Felixstowe 2227; Ipswich to Cambridge 2116; Ipswich to Peterborough 2016; Norwich to Lowestoft 2240; Norwich to Great Yarmouth 2300; Norwich to Sheringham 2245; Norwich to Thetford 2240).

Passengers tell us that the current timetable could be improved in a number of areas and bidders should be required to examine the following:

- Provision of two trains per hour at Ingatestone and Hatfield Peverel, which has been proposed for the NXEA December 2010 timetable but is subject to final confirmation

- Provision of faster services from Brentwood to London. Brentwood has 45,000 inhabitants, but because it is the penultimate stop on the Shenfield metro service, has a journey time of 40 minutes for the 18¼ miles to Liverpool Street (average speed 28 mph)
- Provision of Sunday services to Colchester Town station, including from Clacton. With the exception of weekends running up to Christmas 2009, the station nearest to the principal shopping area in Colchester has no Sunday service, despite the shops being open
- Provision of an hourly service from Ipswich to Peterborough, potentially extended to start/finish at Colchester. Apart from the East Suffolk line, scheduled to go hourly throughout in December 2012, Ipswich to Peterborough will be the only route in the Greater Anglia franchise with a service frequency less than hourly – and is a key intra- and inter-regional route. Bidders should be asked to examine opportunities to enhance the frequency, including whether regional bodies and local authorities may be willing to provide ‘pump prime’ funding
- Improvements to the Felixstowe branch timetable, in particular an earlier start to the Sunday service and the operation of one additional return train in the evening to give an hourly service throughout the day
- Provision of a second train each hour between Colchester and Clacton
- Provision of an hourly frequency on Sundays throughout the year between Norwich and Lowestoft
- Improvements to the Sudbury branch timetable, in particular later evening trains and an earlier start to the service on Saturdays and Sundays
- Better connections between Lowestoft to Ipswich trains and Ipswich to Peterborough trains, and vice versa, to facilitate long-distance cross-country journeys from East Suffolk
- A pre-0700 arrival in London from Norwich, something which is achieved currently on Saturdays, but not Mondays to Fridays
- A pre-0900 arrival in Cambridge on Sundays from West Anglia stations (currently 0919 in contrast to the Royston branch, 0850).

\* A Passenger Focus ‘Top 10’ highest priority recommendation



## 9. Capacity

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Our latest research found that passengers on all parts of the NXEA network rank 'getting a seat' among their top five priorities for improvement. The Autumn 2009 NPS shows that satisfaction with 'sufficient room for all passengers to sit or stand' among NXEA passengers (61%) places the company 10<sup>th</sup> out of 12 London and South East operators for this factor. Among users of four of the six NXEA 'divisions' NPS satisfaction with this factor is at 60% or less.

There was therefore relief among Liverpool Street commuters when the Government announced on 2 April 2009 that it had signed an agreement with NXEA to deliver the High Level Output Specification (HLOS) requirements by bringing 188 new carriages, 120 of which would be brand new, into the Greater Anglia franchise. Passengers will expect that the re-letting of the franchise does not result in these capacity enhancements being slowed down or scaled back. Passengers have been promised the extra seats and it is important that Government gives an unequivocal commitment that the full 188 coaches will be carried through into the new contract.

Getting a seat was the third most important priority for improvement among users of Rural services, probably reflecting the crowding that occurs on peak rural services in and out of Cambridge, Ipswich and Norwich. The timetable changes associated with the HLOS scheme provide extra capacity on some Rural routes, notably between Norwich and Cambridge, Ipswich and Cambridge and – through increasing service frequency – Ipswich and Lowestoft (initially only to Saxmundham). However, it is likely that expansion of the diesel fleet will be required to meet demand over the next 10 years and it is important that the specification recognises this.

To effectively manage crowding a train company needs high quality loadings data, with the ability to analyse individual trains, different days of the week, seasonal impacts etc. Data is also needed throughout a train's journey, not just at a single point. The public reporting of crowding levels needs to be more transparent and data should be disaggregated by route to make it more representative of an individual passenger's experience.

The DfT's consultation document shows a Passengers in Excess of Capacity (PIXC) of 4.76% for the morning peak in 2008. It is important to note that PIXC measures the level of standing over and above not the seating capacity, but the seating capacity plus an allowance for 'legal' standing (generally around 35% of seating capacity). Therefore a PIXC of even zero represents a large number of passengers having to stand. The 2 April 2009 HLOS agreement will make a significant difference, but there is every likelihood that as the economy emerges from recession further interventions will be required. It is important that the franchisee operating Greater Anglia from 2011 engages closely in shaping capacity requirements for Control Periods five and six. In the event that CrossRail does not proceed, or is significantly delayed, the franchisee will need a clear strategy to deliver significantly increased capacity on Great Eastern Main Line suburban services.

## **Recommendation 6: Increasing capacity**

NXEA passengers have placed 'getting a seat' in their top five priorities for improvement. Passenger Focus therefore **recommends** the following:

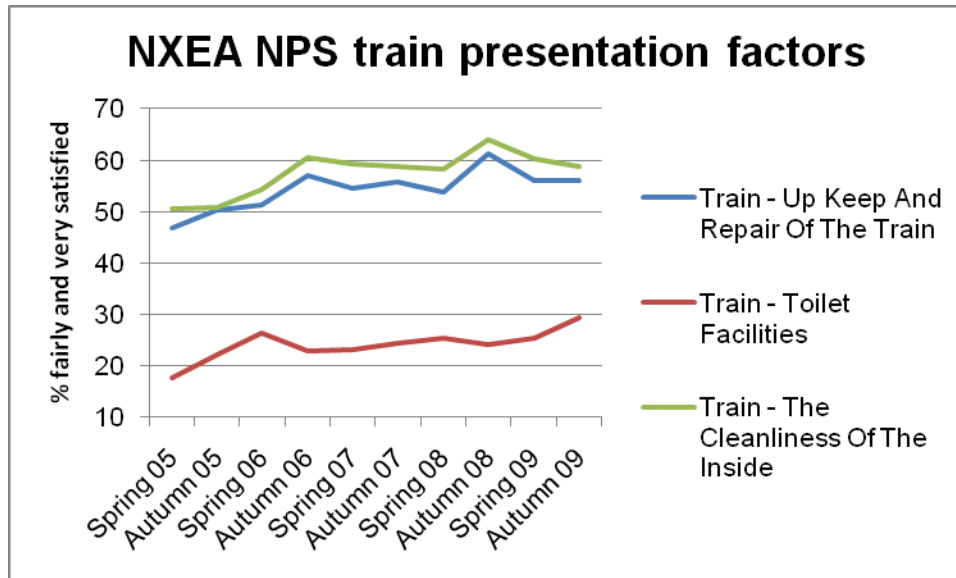
- That the specification requires the introduction of the full increment of 188 carriages, of which 120 to be brand new, by the original timescale of December 2011\*
- That the contract will require the operator to develop proposals to further increase capacity to meet demand that is expected to emerge during the franchise term and so inform development of the HLOSs for 2014-2019 and 2019-2024. Key areas will be:
  - Peak capacity on the West Anglia suburban network (the Great Eastern suburban services being expected to transfer to CrossRail by 2017)
  - Peak capacity for commuting to and from East Anglia's major regional centres of Cambridge, Colchester, Ipswich and Norwich.
- That the specification requires a proportion of the Greater Anglia fleet, sufficient to give high quality loading data across all routes, to be fitted with loading assessment equipment
- That the specification requires that crowding information be published by route, rather than as a single figure for the whole franchise.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 10. Train presentation

In Passenger Focus's **January/February research** NXEA passengers placed up-keep, repair and cleanliness of the train as their 6<sup>th</sup> highest priority for improvement. The NPS shows historically low levels of satisfaction with train presentation factors, both in absolute terms and in comparison with other London and South East train companies.

**Figure 4 – NXEA NPS train presentation factors 2005-2009**



**Table 8 – Train presentation factors, NXEA, NPS Autumn 2009**

	NXEA	London and South East average	NXEA rank among 12 LSE train companies
The toilet facilities	29%	34%	9
The comfort of the seating area	57%	68%	11
The cleanliness of the inside	59%	71%	12
The cleanliness of the outside	58%	71%	12
Up keep and repair of the train	56%	71%	12

Re-letting the Greater Anglia franchise is an opportunity to make a step change in passenger satisfaction with these elements of the journey. Passenger Focus believes that not only should DfT contractualise significant improvements in NPS scores through the new franchise, but assure itself that the successful bidder has credible, properly-resourced proposals to deliver that improvement.

### **Recommendation 7: Improving train cleaning and repair**

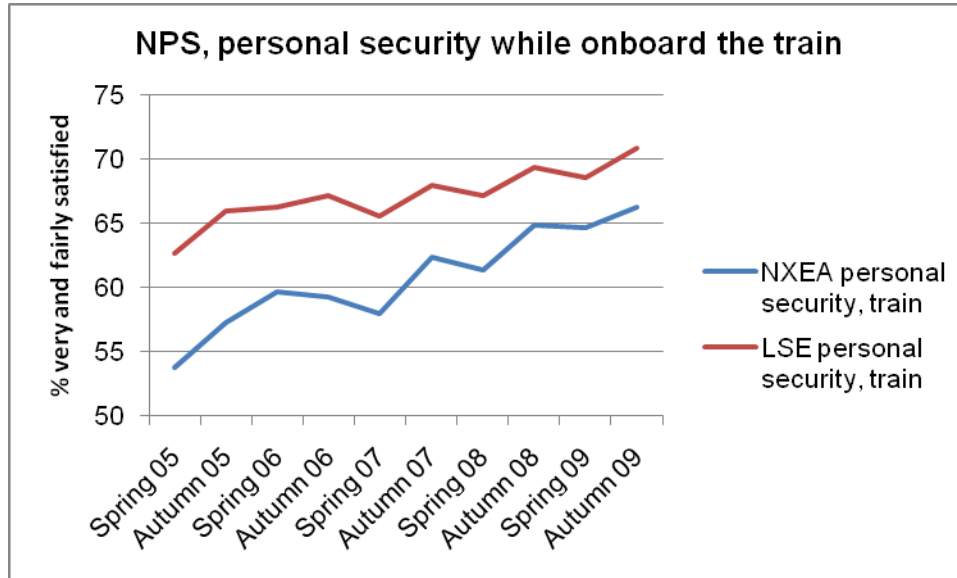
Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that the operator meets contractual targets to improve NPS satisfaction with the cleanliness of trains, train toilets and up-keep/repair of the train.

## 11. Personal security when using the railway

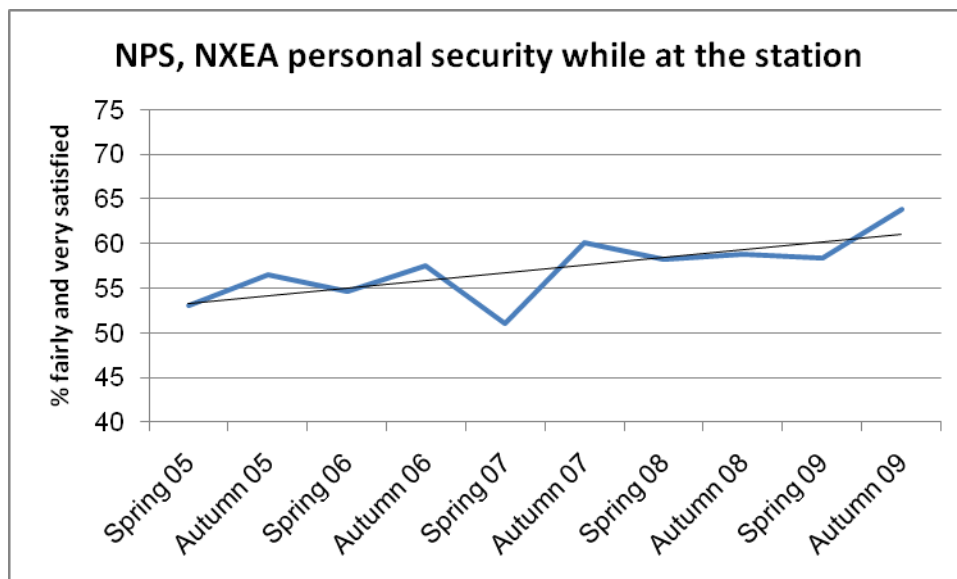
Passenger satisfaction with personal security onboard the train has been rising gradually in recent years, however NXEA still lags behind the London and South East average with 66% of passengers satisfied with their personal security on the train<sup>10</sup>. This puts NXEA in tenth place out of the 12 London & South East train operating companies.

**Figure 5 – NXEA NPS personal security onboard the train 2005-2009**



The proportion of passengers satisfied with their personal security at the station when making an NXEA journey has increased more gently, with 64% satisfied – seventh among the London and South East train companies<sup>11</sup>. The NXEA scores for this factor almost exactly match the 2005-2009 London and South East trend.

**Figure 6 – NXEA NPS personal security at the station 2005-2009**



<sup>10</sup> Passenger Focus, National Passenger Survey, Autumn 2009

<sup>11</sup> Passenger Focus, National Passenger Survey, Autumn 2009

When asked about priorities for improvement in January/February 2010, NXEA passengers placed improving their personal security while on the train as their seventh highest priority. However, among users of Suburban services (London to Shenfield, London to Southend Victoria and the West Anglia inner services) the issue was the fourth highest priority to address.

Passenger Focus's recent **research into anti-social behaviour**<sup>12</sup> found that passengers find 'abusive or threatening behaviour' (60.5%) their main concern, followed by 'people under the influence of alcohol and drugs' (36.5%) and 'theft of belongings' (36.1%). Passengers also find it worrying when groups of passengers behave rowdily, including football supporters. The research found the top three things that would help passengers feel safer while on the train are 'not allowing rowdy or drunk people to board the train', 'more rail staff visibility on trains' and 'more police visibility on trains'.

Earlier Passenger Focus **research into passenger security**<sup>13</sup> found that when passengers compared journeys that they had made before and after 2000, they were far less satisfied with personal security and the availability of staff when travelling after 2000. Satisfaction with personal security dropped 12 percentage points, from 61% to 49%, while satisfaction with the availability of staff fell from 48% to 37%<sup>14</sup>.

There is a clear message from passengers that management of the public realm needs to improve and we believe the visible presence of railway staff is key to allaying passengers' concerns. Passenger Focus draws DfT and bidders' attention to its publication "Passenger perceptions of personal security on the railways"<sup>15</sup> and "Anti-social behaviour report: rail passenger views, February 2010"<sup>16</sup>

### **Recommendation 8: Improving passenger satisfaction with personal security**

Passenger Focus **recommends** that development and implementation of a strategy to deliver improved passenger satisfaction with personal security while using the railway, particularly on the Suburban services, should be one of DfT's key objectives for the Greater Anglia franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with personal security on board trains and at stations\*
- measures to increase the visible presence of staff on trains and at stations, particularly at times of the day when passenger satisfaction with personal security is lowest
- provision of comprehensive CCTV coverage within each coach of each train operated by the franchise
- maintenance of Secure Stations status at all stations that are currently accredited and its achievement at others.

\* A Passenger Focus 'Top 10' highest priority recommendation

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<sup>12</sup> Passenger Focus, Anti-social behaviour report: rail passenger views, February 2010

<sup>13</sup> Passenger Focus, Passenger perceptions of personal security on railways, March 2009

<sup>14</sup> Passenger Focus, Evening Rail Travel, April 2008

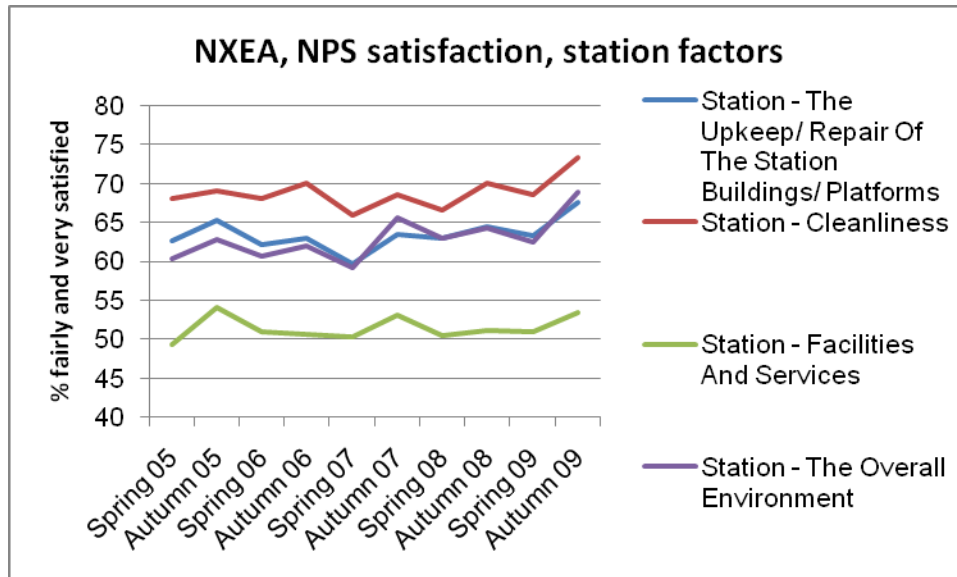
<sup>15</sup> <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=2572>

<sup>16</sup> <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=3629>

## 12. Station facilities and services

Evidence from the NPS shows that NXEA passengers are among the more satisfied with stations in London and South East, with a modest increase since 2005. However, for 'facilities and services at stations' only around half of passengers are very or fairly satisfied, with little change since 2005.

**Figure 7 – NXEA NPS passenger satisfaction levels with station environment 2005-2009**



The table below shows how passenger satisfaction varies across the different 'divisions' of NXEA, with West Anglia, Stansted Express and Southend Metro generally scoring less well than Intercity, Mainline and Rural.

**Table 9 – NPS, NXEA passenger satisfaction with station presentation factors<sup>17</sup>**

NPS Attribute	Intercity	Mainline	Southend Metro	Rural	Stansted Express	West Anglia	NXEA	London and South East average	London and South East rank
Upkeep/ repair of the station buildings/ platforms	71	69	65	75	62	68	68	63	4
Cleanliness	78	73	72	80	72	73	73	69	5
Facilities and services	63	57	47	64	55	51	53	49	4
Station - the overall environment	74	70	70	76	65	64	69	64	4

<sup>17</sup> Passenger Focus, National Passenger Survey, Autumn 2009

Our **January/February 2010 research** asked passengers about their top priority for improvement at NXEA stations. The message is clear: when it comes to improvements at stations the top priority, across all parts of NXEA, is better information about trains and platforms – we will cover this further in Section 12. The second highest priority for improvement at stations varies route by route: Stansted Express and Suburban (ticket-buying facilities); Norwich intercity (helpfulness and attitude of station staff); and Rural, West Anglia outer and Great Eastern outer (availability of seating while waiting for your train).

**Table 10 – Passenger priorities for improvements to stations, January/February 2010<sup>18</sup>**

	NXEA (whole TOC)	Stansted Express	Norwich intercity	Rural	West Anglia outer	Suburban	Great Eastern outer
<i>Base size</i>	2788	486	410	272	750	482	388
Provision of information about train times and platforms	16%	14%	16%	16%	16%	15%	18%
Ticket-buying facilities	12%	13%	10%	10%	13%	12%	11%
Availability of seating while waiting for your train	10%	12%	10%	15%	14%	8%	13%
Upkeep and repair of station buildings and platforms	10%	8%	10%	9%	8%	11%	7%
Personal security while at the station	10%	11%	7%	6%	7%	11%	9%
Connections with other forms of public transport	9%	10%	10%	13%	8%	8%	10%
Helpfulness and attitude of station staff	8%	9%	11%	5%	7%	9%	6%
Cleanliness of station toilets facilities	7%	7%	7%	7%	6%	6%	9%
Visibility of station staff	7%	4%	4%	6%	6%	8%	6%
Cleanliness of station buildings and platforms	5%	6%	4%	5%	4%	5%	5%
Availability of car parking spaces	4%	4%	6%	6%	6%	3%	4%
Facilities to pay parking fee	3%	2%	3%	3%	4%	4%	2%

While substantial improvement in station standards does not appear to be a major priority for this franchise, it is important to grasp opportunities for improvement in the areas passengers have identified and not to let current standards slip. Passenger Focus believes that the best way to ensure this happens is through contractual targets to improve NPS satisfaction with these factors.

**Recommendation 9:  
Station facilities and services**

Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that the operator is contracted to improve NPS satisfaction with up-keep/repair of stations, station cleanliness and station facilities and services throughout the franchise term.

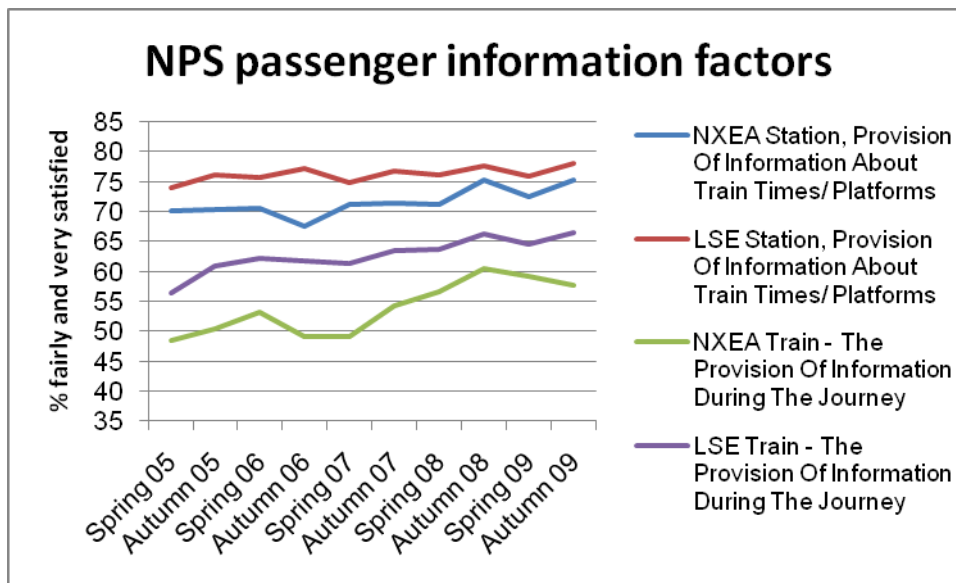
<sup>18</sup> Passenger Focus, Greater Anglia research, January/February 2010

## 13. Passenger information and service disruption

### 13.1 Provision of information at stations and during the journey

The NPS shows that satisfaction among NXEA passengers lags behind the London and South East average when it comes to provision of information at stations (9<sup>th</sup> of 12) and on trains (11<sup>th</sup> of 12), albeit it on an improving trend. In Section 11, we highlighted that improved information about train times and platforms was NXEA passengers' top priority for improvement at stations – this was the case on all six parts of the franchise. It is notable that, while Network Rail has recently renewed the 'back office' equipment at feeds the NXEA customer information systems, many stations retain late 1980s/early 1990s 'television' display screens that are now barely fit for purpose, the busy West Anglia route does not have long-line public address and many rural stations have no public address at all.

Figure 8 – NXEA NPS passenger information factors 2005-2009



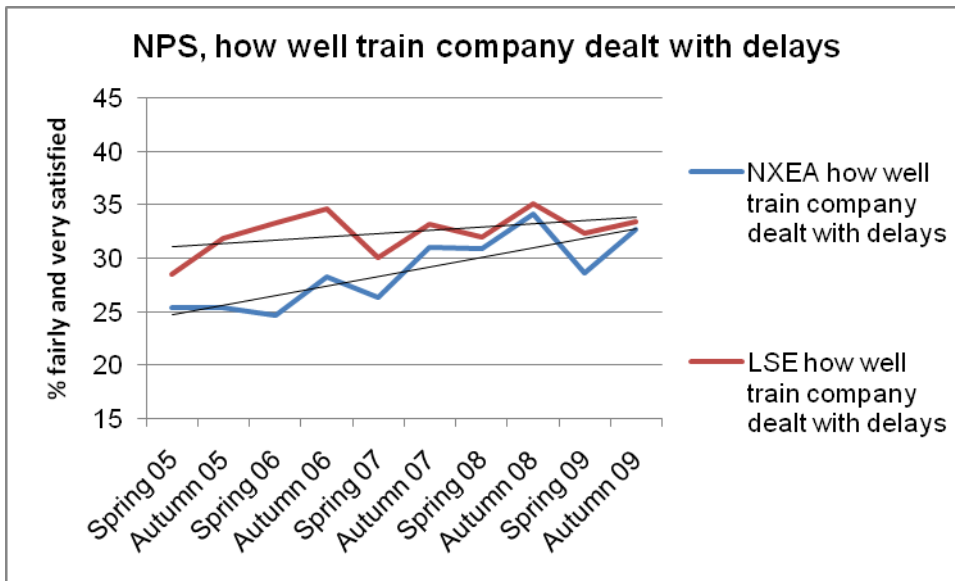
### 13.2 Dealing with delays and passenger information during disruption

The NPS shows that passengers travelling with NXEA now rate it on a par with other London and South East train companies for how well the train company dealt with delays. However, still only one in three passengers who experienced a delay is satisfied with the way it was handled. Since 2008, NPS has asked specific questions about information during delays. Passenger satisfaction with the usefulness of information, asked only of passengers who experienced a delay, is targeted by the rail industry's Passenger Information During Disruption Steering Group. Satisfaction with this factor among NXEA passengers (36%) lags behind the London and South East average (43%)<sup>19</sup>

<sup>19</sup> Passenger Focus National Passenger Survey question regarding usefulness of information, Autumn 2009



**Figure 9- NXEA NPS, how well train company dealt with delays 2005-2009**



When services are delayed or disrupted passengers want the information that allows them to make an informed choice about their options. Passenger Focus’s **January/February 2010 research** sought to understand how best NXEA could inform passengers of disruption before they set off for the station. At present most of those who usually found out about problems before getting to the station did so through a website, followed by radio, television and a text alert. However, when asked about the best method to inform them before they set off for the station ‘text alert’ came out highest by some margin, particularly among commuters.

These findings suggest that passengers want to be proactively told about problems, rather than to hunt out the information themselves. Receiving a text alert is clearly passengers’ preferred channel.

### **13.3 Keeping passengers on trains during engineering work**

Travel patterns have changed over the past decade and there is now much more demand for later-evening services during the week and especially at weekends. Network Rail is developing the concept of the ‘seven day railway’ with the aim of providing trains when passengers want them and reducing disruption, particularly on Saturdays and Sundays. It is important that the new operator is incentivised to keep passengers on trains wherever possible and use buses only as a last resort.

#### **Recommendation 10:**

#### **Provision of information to passengers and management of service disruption**

Passenger Focus **recommends** that improved provision of information to passengers and management of service disruption be one of DfT’s key objectives for the Greater Anglia franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with information at stations and during the journey, and that a strategy be developed and implemented to improve NPS scores for “how well train company dealt with delay” and “usefulness of information during a delay”\*
- targets to reduce the impact on passengers of Network Rail maintenance, renewal and upgrade of the railway and, in particular, measures to prevent the operator choosing to receive a ‘schedule four’ compensation payment even when opportunities exist to run at least some trains

- a facility for passengers to receive SMS text alerts free of charge warning them if disruption will, or is likely to, affect their journey – with an associated requirement to achieve a strong level of sign up through marketing of the service
- compliance with the ATOC Approved Code of Practice: Passenger Information During Disruption and Good Practice Guides on provision of passenger information, together with a programme of audit and mystery shopping
- that active co-operation be required with proposals developed by the industry Passenger Information During Disruption (PIDD) Steering Group to feed station customer information systems directly from Darwin, the national real time train running database.

\* A Passenger Focus 'Top 10' highest priority recommendation

## 14. Meeting the needs of disabled passengers

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Passenger Focus mystery shopping findings published in 2008 found a number of deficiencies in how assistance is provided to disabled passengers through the APRS: in particular, the booked assistance not being delivered on the day and poor attitude/helpfulness among some staff. Arrangements during disruption to services are also known to be a problem, despite the greater likelihood that train operators have the phone number of a passenger using APRS, and so the means to get in touch if things start going wrong.

Passenger Focus draws DfT and bidders' attention to its best practice guidelines in this area.<sup>20</sup>

### **Recommendation 11: Meeting the needs of disabled passengers**

Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that an annual action plan be developed and implemented to enhance the service provided to disabled passengers using the Greater Anglia network and to improve customer satisfaction among those using the APRS system\*
- that the new operator participates in the 'railways for all' process including a quantified commitment to improve access to stations over the life of the franchise
- that sufficient post-journey customer satisfaction surveys are conducted each period to give a robust indication of the views of Greater Anglia passengers who used APRS when making their journey
- that all passengers with an APRS booking whose journey will be affected by amendments, cancellations or disruption to services will receive a telephone call to help them re-plan their journey.

\* A Passenger Focus 'Top 10' highest priority recommendation

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<sup>20</sup> <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=1898>

## 15. Additional issues

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### 15.1 Passenger's Charter

#### Recommendation 12: Passenger's Charter

Passenger Focus **recommends** that the Greater Anglia operator be required to introduce a new Passenger's Charter. Drawing on best practice from around the industry, we recommend that it contains the following provisions, a number of which are already contained in the NXEA Charter. One improvement, however, would be protection for season ticket holders who could experience a large number of sub-30 minute delays but receive no compensation under 'delay repay' Charters:

- an 'irrespective of cause' delay repay scheme giving compensation to the value of 50% of either the outward or return portion for a delay of 30-59 minutes; compensation to the value of 100% of either the outward or return portion for a delay of 60-119 minutes; and compensation to the value of 100% of the outward and return portions (where applicable) for a delay of 120 minutes or more
- compensation to the value of your ticket in the event that an APRS booking is not honoured
- in the event of a missed connection because of delay to or cancellation of a Greater Anglia train, a commitment to arrange alternative transport to get passengers to their final destination if the next connecting train is more than 60 minutes later and the alternative transport will result in an earlier arrival than waiting for the next train
- in the event that delay to or cancellation of a Greater Anglia train makes it impossible for a passenger to get to their destination at a reasonable time by train or alternative transport, a commitment EITHER to get the passenger back to their origin point and let them travel again the following day OR arrange overnight accommodation and let them continue the following day, in either instance without additional charge
- a commitment to provide refreshments, where practicable, at stations and on trains in the event of severe delays
- protection for season ticket holders in the event of poor punctuality in the peaks over a sustained period. Our suggested wording is "should customers on any Greater Anglia route experience a sustained period of poor punctuality on peak services we will compensate Season Ticket holders over and above the Delay Repay arrangements". Agreement would be needed about an appropriate delay threshold and trigger level and, based on research conducted previously on this subject we suggest a 10 minute threshold.

## 15.2 Getting to and from the station

Passenger Focus has long maintained that few passengers' journeys start or finish with the train reaching the station; completing the journey involves another mode of transport of some sort. We therefore believe that a strategic approach is required to how passengers will get to and from Greater Anglia stations, particularly where significant volume growth is expected over the course of the franchise. This should be multi-modal, including walking and cycling at one end of the spectrum and the private car at the other. It should be noted that a Passenger Focus March 2009 report<sup>21</sup> found that, 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. Given the high proportion of Greater Anglia franchise passengers, particularly on the suburban network, who will walk to/from the station it is important that the successful bidder works closely with Local Authorities to ensure the best possible provision for pedestrians.

### 15.2.1 Car Parking

Passenger Focus research in 2007<sup>22</sup> found that insufficient car parking at stations is likely to increase the number or length of car journeys and may suppress demand for rail travel:

- passengers are more likely to be dropped off at the station, resulting in additional car journeys
- passengers may drive to more distant stations to be able to park
- potential passengers may decide not to travel by rail but drive the whole way because of the risk of not getting a parking space at the station.

Alongside measures to encourage the use of more sustainable modes to access the railway, the new franchise must ensure that the needs of those who have little reasonable choice but to park at the station are met properly.

Car parking prices at NXEA stations are high (e.g. Ipswich £1230 annual/£7.70 day; Audley End £1025 annual/£6.20 day). Passengers tell us that car parking prices are a deterrent to using the railway, particularly for contra peak commuting into East Anglia's major centres where the parking fee is approaching the price of a train ticket. It may not be possible to sustain an argument in law that train companies control both the supply and price of car parking around railway stations: or that even, if they do their behaviour amounts to abuse of market position. However, that is the perception of many passengers. For commuters, the car park fee is often an extension of their rail season ticket cost and many find it odd that one is regulated and one is not. It is important that in the new franchise car parking is regarded as part of the overall rail service and not subject to significant price increases during the franchise term.

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<sup>21</sup> Passenger perceptions of personal security on the railways, March 2009

<sup>22</sup> Getting to the station, March 2007

## 15.2.2 Cycle parking

NPS also asks passengers about bicycle parking facilities at stations and this is lower than the London and South East average.

**Table 11 – Passenger satisfaction with bicycle parking facilities, NPS, Autumn 2009**

NPS Attribute	Intercity	Mainline	Southend Metro	Rural	Stansted Express	West Anglia	NXEA	London and South East average	London and South East rank
Facilities for bicycle parking	50	50	37	61	38	41	44	45	7

This is an area in which NXEA is ‘mid table’ compared with other London and South East train companies, but it is notable that the absolute level of satisfaction with bicycle parking facilities is at or under 50% on all parts of the franchise except rural.

## 15.2.3 Integrated ticketing

To make things easier for passengers travelling to and from stations by bus, we believe that multi-modal ticketing arrangements should be encouraged.

### Recommendation 13: Getting to and from the station

Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that alongside assumptions about growth in passenger volume during the franchise term a strategy must be developed for how passengers will get to and from Greater Anglia stations, including implications for car and bicycle parking. This should include a requirement to implement station Travel Plans at key locations.
- that in the new franchise an RPI+1% cap on ‘all day’ and annual car parking prices be applied at Greater Anglia stations for the duration of this franchise.

## 15.3 On-train facilities

### 15.3.1 Catering

At present, catering facilities are provided on NXEA’s London to Norwich Intercity service and on Stansted Express. In our recent research we asked about priorities for catering provision on board NXEA trains. Of the Stansted passengers, 60% were likely to buy refreshments and of those 63% said a trolley service was their priority. Of the Norwich intercity passengers, 76% were likely to buy refreshments and of those 46% said a buffet counter service was their priority and 38% that a trolley service was their priority.

### 15.3.2 Investment in new on-train facilities

Passenger Focus’s **January/February 2010 research** asked NXEA passengers how important it is that, in future, trains have Wi-Fi and power points for passenger use. The results below suggest that there may be a case for investment in Wi-Fi and power points, especially on the Norwich intercity service, Stansted Express and West Anglia outer services.

**Table 12 - How important it is that these facilities are provided in future**

	NXEA (whole)	Stansted Express	Norwich intercity	Rural	West Anglia outer	Suburban	Great Eastern outer
<i>Base size</i>	>2832	>505	>422	>275	>767	>468	>395
A Wi-Fi internet connection	42%	60%	61%	42%	53%	36%	38%
At seat power sockets	36%	51%	57%	37%	46%	29%	33%

### Recommendation 14: On train facilities

Passenger Focus **recommends** that DfT includes the following requirements in the specification for the new franchise:

- That all<sup>#</sup> Greater Anglia London to Norwich/Norwich to London trains operate a buffet counter and an at seat trolley service in Standard and First Class offering snacks and light refreshments.  
<sup>#</sup> Passenger Focus recognises that on a small number of trains it may not be cost-effective to provide a buffet and an at seat trolley service
- That all Stansted Express trains have an at seat trolley service in Standard and First Class offering snacks and light refreshments.
- That key London to Norwich/Norwich to London business trains offer the facility to obtain a hot meal at your seat, whether passengers are travelling Standard or First Class.
- That delivery of the catering provision be a Committed Output within the franchise, not to be withdrawn or downgraded by the operator, and subject to audit and mystery shopping to ensure that it is consistently delivered.
- That bidders be asked to examine opportunities to provide Wi-Fi internet and at seat power sockets on appropriate routes.

## 16. Management and development of the rural routes

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When the Strategic Rail Authority (SRA) created the Greater Anglia franchise in 2004 there were fears among passenger groups and stakeholders that the Norfolk and Suffolk local network would receive little management attention within an essentially London commuter train company. The SRA recognised this and the existing Greater Anglia franchise contains the following requirement:

“The Franchisee shall establish (and maintain throughout the Franchise Period) a separate business unit for the Rural Routes led by a manager of appropriate seniority and experience (“the Rural Routes Business Unit”). The purpose of the Rural Routes Business Unit will be and accordingly the Franchisee shall:

- promote the use of the Rural Routes and the increase in respect of Passenger Services serving them both passenger mileage and revenue;
- liaise with relevant Local Authorities, Stakeholders and user groups for the purposes of developing and improving Passenger Services using the Rural Routes; and
- identify and seek to procure third party funding to improve Passenger Services and Station Services on the Rural Routes”

### **Recommendation 15: Management and development of the rural routes**

The risk that the management and development of the Norfolk and Suffolk local network would be neglected within a large London-focused company remains. The need to provide senior level input to the four Community Rail Partnerships remains. Passenger Focus therefore **recommends** that the Base Case for the new franchise requires the operation of a Rural Routes business unit led by a manager of appropriate seniority.



## 17. Summary of recommendations

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### Recommendation 1: Rolling stock strategy

In order to maintain and improve service reliability, meet PRM TSI regulations and to enhance passenger satisfaction, Passenger Focus **recommends** that the new franchisee must be required to renew a substantial proportion of the existing fleet and carry out major mid-life refurbishment on much of the remainder.\*

Specifically, Passenger Focus recommends that DfT seeks proposals from bidders to:

- renew the London to Norwich fleet with trains that deliver the ambiance and comfort level appropriate to an Intercity journey
- renew the Class 315 trains to operate the West Anglia inner routes (London to Shenfield services are expected to be taken over by new CrossRail trains within the franchise term)
- renew the Class 317 trains that currently operate West Anglia routes and Stansted Express
- carry out major mid-life refurbishment of the Class 321 fleet
- carry out major mid-life refurbishment of the Class 153 and 156 fleets
- refresh the interior of the Class 170 fleet
- refresh the interior of the Class 360 fleet.

### Recommendation 2: Improving value for money and trust among passengers

Passenger Focus **recommends** that DfT includes the following requirements in the specification for the new franchise:

#### Fares regulation

- That the fares regulation regime applied to the Greater Anglia franchise allows prices to rise by no more than Retail Prices Index (RPI) plus 1% per annum and that restrictions continue to be placed on fares basket flexibility to prevent excessive increases on individual fares.\*

#### A logical, transparent and fair pricing structure

- That a new, easily-understood fares structure is introduced that will be regarded by passengers as logical, transparent and a fair price for the journey being made. On those routes offering Advance tickets, prices for those passengers who buy well in advance and stick to their plans can be fantastic value for money. However the options for those travelling at short notice or requiring even a small degree of flexibility is in some cases very expensive. Flexibility at an affordable price is a key requirement of such a new structure and it should seek to reduce those unregulated prices, including long-distance Anytime Singles and Returns that have risen ahead of inflation in recent years.
- That the Off-Peak Single be priced at 50% of the Off-Peak Return instead of being in some instances £1 less as at present. This mechanism is used already by other train companies (e.g. Virgin Trains) to give passengers the opportunity to mix their use of train-specific Advance Single tickets and more flexible options – for instance, travelling out on a specific train but needing flexibility about the return time. Where the price of an Off-Peak Return is currently regulated it should remain so.

- That Advance Single tickets be introduced on additional flows, in particular between stations on the Harwich, Clacton and Walton branches to and from London and long-distance destinations via London. At present the price to Colchester or Manningtree can be as little as £8 using an Advance Single, but the price to the next station – often within walking distance – is significantly higher.
- That passengers holding Advance Single tickets who miss the train on which they have booked should be permitted to pay the difference, plus an administration fee, between what they have paid already and the appropriate new ticket they are required to purchase. This will substantially address the genuine anger passengers feel when they miss their intended train and are asked to buy a completely new ticket with no account taken of the money already paid. The sums involved can be significant: a Standard Advance Single from London to Norwich costs up to £42. With an administration fee applied, that sum should count towards the new ticket a passenger is required to buy.
- To ensure passengers have confidence in the fares structure, that fares on ‘walk up’ interavailable flows controlled by Greater Anglia, the official through fare must never exceed the sum of ‘walk up’ interavailable fares for individual legs of the journey (except where a journey takes place partly at peak time and partly not).
- To help passengers understand how to get the best deals, the train company should publish information about which trains are more likely to offer the cheapest tickets and be transparent about the number of cheap tickets that are available.

### Spreading the cost of an annual season ticket

- That the facility to pay for an annual season ticket in 12 instalments, without a charge for credit, is developed and actively promoted. This will allow more passengers, and potential passengers, to benefit from the value offered by the 52 weeks for the price of 40 annual season ticket. It will also bring the railway in line with other public and private sector organisations.\*

### Recommendation 3: Making ticket purchase easier

Passenger Focus **recommends** that the specification for the Greater Anglia franchise should include the following requirements:

- That the current NXEA Ticketing and Settlement Agreement Schedule 17 ticket office opening hours be maintained and delivered consistently at all stations, with a formal requirement to report adherence levels to DfT station by station, period by period.
- That Ticketing and Settlement Agreement standards for queuing times of three and five minutes be met at all stations, with a formal requirement to report adherence levels to DfT station by station every six months. At stations where ‘tickets for today’ and ‘tickets in advance’ have separate queues, they should be reported separately.
- That there are contractual targets for NPS satisfaction with ticket buying facilities at ticket offices managed by the franchise.
- That on flows controlled by Greater Anglia, applicable restrictions should be printed on passengers’ tickets to remove confusion over validity.
- That all Greater Anglia ticket vending machines must clearly display outward and return ticket restrictions on the screen prior to a passenger committing to purchase.

- That to facilitate onward travel within London, ticket offices at all stations should sell Oyster 'pay as you go' cards and allow top up of existing cards, the latter also to be available from ticket vending machines at all stations.
- That in addition to the full range of National Rail and TfL destinations, ticket vending machines operated by the franchise must offer monthly season ticket renewal, discounts for all railcards, GroupSave, PlusBus add ons, Travelcard boundary extensions and the facility to buy tickets for the following day.

#### **Recommendation 4: Towards a 'right time' railway**

Passenger Focus **recommends** that DfT sets an explicit vision for the new Greater Anglia franchise to move towards a Right Time Railway, with:

- Challenging but achievable targets for increasing the number of trains arriving 'right time' without resorting to extended journey times.\*
- An obligation to report the percentage of trains arriving 'right time' at key intermediate stations and to tackle problems that this highlights.\*
- Challenging but achievable targets to reduce the number of trains that are significantly late or cancelled.
- Commitments to remove the reliance on overtime working by train crew to deliver the published timetable, including on Sundays
- Measurement of Norwich-London/London-Norwich Intercity services as 'nought to five minutes' for PPM purposes. The current position of 'nought to 10' is a historic anachronism: London-Weymouth, 25 miles further than Norwich, has always been measured on 'nought to five minutes'.

#### **Recommendation 5: Improving the timetable**

Passengers have placed improvements to the timetable as their third and fourth highest priorities for the new Greater Anglia franchise. Passenger Focus **recommends** that timetable improvement be one of DfT's key objectives for the Greater Anglia franchise.

The Base Case specification should:

- Be unequivocal that, when the Beccles loop is complete, the franchisee must operate an hourly service between Ipswich and Lowestoft (at the start of the franchise only the Ipswich to Saxmundham section will be operating hourly). This was a quid pro quo for withdrawal of through trains to and from London and must not be jeopardised by the fact that the franchise is being re-let.
- Require that access between platforms at Manningtree station be made fully accessible and that the Service Level Commitment should require direct trains to be operated between Harwich International and London to connect with Stena Line ferry arrivals and departures.
- Require that trains be provided on selected routes on 26 December for a period of 5 years from December 2012, at which point demand will be assessed and a decision made about making the service permanent.

The specification should require bidders to present proposals that would address passengers' aspirations for higher frequency and faster journey times, in particular:\*

- Faster journey times on the London-Colchester-Ipswich-Norwich route
- Faster journey times to destinations at the north end of the West Anglia route

- A later last train from Stansted Airport to London every day of the week to cater for passengers scheduled to arrive at or before midnight
- That the last trains on various routes Mondays to Fridays and Saturdays be later than at present:
  - On the Suburban routes we suggest between 0100 and 0130 from London to all stations on the West Anglia inner (currently 2345 Cheshunt, 0001 Enfield Town, Chingford 0103), Great Eastern metro (currently 0055 Mondays to Fridays) and Southend Victoria routes (currently 0050 Mondays to Fridays)
  - On the West Anglia outer route we suggest between 0030 and 0100 from London to principle stations (currently 2328 to Audley End Mondays to Thursdays)
  - On the Great Eastern outer branches we suggest that it should be possible to reach Clacton, Harwich, Sudbury and Walton leaving London between 2300 and 2330 (currently 2218 to Clacton on Mondays to Wednesdays and Saturdays; 2230 to Harwich Mondays to Saturdays; 2038 to Sudbury Mondays to Saturdays; and 2130 to Walton Mondays to Fridays, earlier on Saturdays)
  - On the Rural network focused on Cambridge, Ipswich and Norwich we suggest between 2300 and 2330 (currently Ipswich to Lowestoft 2234; Ipswich to Felixstowe 2227; Ipswich to Cambridge 2116; Ipswich to Peterborough 2016; Norwich to Lowestoft 2240; Norwich to Great Yarmouth 2300; Norwich to Sheringham 2245; Norwich to Thetford 2240).

### **Recommendation 6: Increasing capacity**

NXEA passengers have placed 'getting a seat' in their top five priorities for improvement. Passenger Focus therefore **recommends** the following:

- That the specification requires the introduction of the full increment of 188 carriages, of which 120 to be brand new, by the original timescale of December 2011\*
- That the contract will require the operator to develop proposals to further increase capacity to meet demand that is expected to emerge during the franchise term and so inform development of the HLOSs for 2014-2019 and 2019-2024. Key areas will be:
  - Peak capacity on the West Anglia suburban network (the Great Eastern suburban services being expected to transfer to CrossRail by 2017)
  - Peak capacity for commuting to and from East Anglia's major regional centres of Cambridge, Colchester, Ipswich and Norwich.
- That the specification requires a proportion of the Greater Anglia fleet, sufficient to give high quality loading data across all routes, to be fitted with loading assessment equipment
- That the specification requires that crowding information be published by route, rather than as a single figure for the whole franchise.

### **Recommendation 7: Improving train cleaning and repair**

Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that the operator meets contractual targets to improve NPS satisfaction with the cleanliness of trains, train toilets and up-keep/repair of the train.

### **Recommendation 8: Improving passenger satisfaction with personal security**

Passenger Focus **recommends** that development and implementation of a strategy to deliver improved passenger satisfaction with personal security while using the railway, particularly on the Suburban services, should be one of DfT's key objectives for the Greater Anglia franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with personal security on board trains and at stations\*
- measures to increase the visible presence of staff on trains and at stations, particularly at times of the day when passenger satisfaction with personal security is lowest
- provision of comprehensive CCTV coverage within each coach of each train operated by the franchise
- maintenance of Secure Stations status at all stations that are currently accredited and its achievement at others.

### **Recommendation 9: Station facilities and services**

Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that the operator is contracted to improve NPS satisfaction with up-keep/repair of stations, station cleanliness and station facilities and services throughout the franchise term.

### **Recommendation 10: Provision of information to passengers and management of service disruption**

Passenger Focus **recommends** that improved provision of information to passengers and management of service disruption be one of DfT's key objectives for the Greater Anglia franchise. The specification should include the following requirements:

- contractual targets to improve NPS satisfaction with information at stations and during the journey, and that a strategy be developed and implemented to improve NPS scores for "how well train company dealt with delay" and "usefulness of information during a delay"\*
- targets to reduce the impact on passengers of Network Rail maintenance, renewal and upgrade of the railway and, in particular, measures to prevent the operator choosing to receive a 'schedule four' compensation payment even when opportunities exist to run at least some trains
- a facility for passengers to receive SMS text alerts free of charge warning them if disruption will, or is likely to, affect their journey – with an associated requirement to achieve a strong level of sign up through marketing of the service
- compliance with the ATOC Approved Code of Practice: Passenger Information During Disruption and Good Practice Guides on provision of passenger information, together with a programme of audit and mystery shopping
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Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

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- that the new operator participates in the 'railways for all' process including a quantified commitment to improve access to stations over the life of the franchise
- that sufficient post-journey customer satisfaction surveys are conducted each period to give a robust indication of the views of Greater Anglia passengers who used APRS when making their journey
- that all passengers with an APRS booking whose journey will be affected by amendments, cancellations or disruption to services will receive a telephone call to help them re-plan their journey.

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- compensation to the value of your ticket in the event that an APRS booking is not honoured
- in the event of a missed connection because of delay to or cancellation of a Greater Anglia train, a commitment to arrange alternative transport to get passengers to their final destination if the next connecting train is more than 60 minutes later and the alternative transport will result in an earlier arrival than waiting for the next train
- in the event that delay to or cancellation of a Greater Anglia train makes it impossible for a passenger to get to their destination at a reasonable time by train or alternative transport, a commitment EITHER to get the passenger back to their origin point and let them travel again the following day OR arrange overnight accommodation and let them continue the following day, in either instance without additional charge
- a commitment to provide refreshments, where practicable, at stations and on trains in the event of severe delays
- protection for season ticket holders in the event of poor punctuality in the peaks over a sustained period. Our suggested wording is "should customers on any Greater Anglia route experience a sustained period of poor punctuality on peak services we will compensate Season Ticket holders over and above the Delay Repay arrangements". Agreement would be needed about an appropriate delay threshold and trigger level and, based on research conducted previously on this subject we suggest a 10 minute threshold.

### **Recommendation 13:** **Getting to and from the station**

Passenger Focus **recommends** that DfT includes the following requirements in the specification of the Greater Anglia franchise:

- that alongside assumptions about growth in passenger volume during the franchise term a strategy must be developed for how passengers will get to and from Greater Anglia stations, including implications for car and bicycle parking. This should include a requirement to implement station Travel Plans at key locations.
- that in the new franchise an RPI+1% cap on 'all day' and annual car parking prices be applied at Greater Anglia stations for the duration of this franchise.

### **Recommendation 14:** **On train facilities**

Passenger Focus **recommends** that DfT includes the following requirements in the specification for the new franchise:

- That all<sup>#</sup> Greater Anglia London to Norwich/Norwich to London trains operate a buffet counter and an at seat trolley service in Standard and First Class offering snacks and light refreshments.  
<sup>#</sup> Passenger Focus recognises that on a small number of trains it may not be cost-effective to provide a buffet and an at seat trolley service
- That all Stansted Express trains have an at seat trolley service in Standard and First Class offering snacks and light refreshments.
- That key London to Norwich/Norwich to London business trains offer the facility to obtain a hot meal at your seat, whether passengers are travelling Standard or First Class.
- That delivery of the catering provision be a Committed Output within the franchise, not to be withdrawn or downgraded by the operator, and subject to audit and mystery shopping to ensure that it is consistently delivered.
- That bidders be asked to examine opportunities to provide Wi-Fi internet and at seat power sockets on appropriate routes.

### **Recommendation 15:** **Management and development of the rural routes**

Passenger Focus **recommends** that the Base Case for the new franchise requires the operation of a Rural Routes business unit led by a manager of appropriate seniority.

\* A Passenger Focus 'Top 10' highest priority recommendation

# Appendices

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## **Appendix A**

Passengers' priorities for improvement

## **Appendix B**

Total sample, with comparison to all six Greater Anglia routes

## **Appendix C**

Route 1, Stansted Express

## **Appendix D**

Route 2, Norwich Intercity

## **Appendix E**

Route 3, Rural

## **Appendix F**

Route 4, West Anglia Outers

## **Appendix G**

Route 5, Suburban

## **Appendix H**

Route 6, Great Eastern Outers

## **Appendix I**

Questionnaire form, January-February 2010 research

## **Appendix J**

Bibliography



## Appendix A

### Passengers' priorities for improvement: Greater Anglia

(February 2010)

Q13/14: Stated preference values – ranking of most important things that could be improved on the route

#### Total Sample

	Priorities for improvement: rank order (stated preference score, where 1=highest priority and 12=lowest)
<i>Base: All who answered</i>	
Value for money for price of ticket	1
Punctuality/reliability of the train	2
Frequency of trains on this route	3
Length of time the journey was scheduled to take (speed)	4
Being able to get a seat on the train	5
Upkeep/repair and cleanliness of the train	6
Personal security whilst on board the train	7
Quality of facilities and services at the station	8
Provision of information during the journey	9
Connections with other train services	10
Visibility of staff on the train	11
Cleanliness of toilet facilities on the train	12

#### Route 1: Stansted Express

	Priorities for improvement: rank order (stated preference score, where 1=highest priority and 12=lowest)
<i>Base: All who answered</i>	
Value for money for price of ticket	1
Punctuality/reliability of the train	2
Length of time the journey was scheduled to take (speed)	3
Frequency of trains on this route	4
Being able to get a seat on the train	5
Upkeep/repair and cleanliness of the train	6
Personal security whilst on board the train	7
Quality of facilities and services at the station	8
Connections with other train services	9
Cleanliness of toilet facilities on the train	10
Provision of information during the journey	11
Visibility of staff on the train	12

## Route 2: Norwich Intercity

<i>Base: All who answered</i>	<b>Priorities for improvement: rank order</b> (stated preference score, where 1=highest priority and 12=lowest)
Value for money for price of ticket	1
Punctuality/reliability of the train	2
Length of time the journey was scheduled to take (speed)	3
Being able to get a seat on the train	4
Upkeep/repair and cleanliness of the train	5
Frequency of trains on this route	6
Quality of facilities and services at the station	7
Personal security whilst on board the train	8
Cleanliness of toilet facilities on the train	9
Provision of information during the journey	10
Connections with other train services	11
Visibility of staff on the train	12

## Route 3: Rural

<i>Base: All who answered</i>	<b>Priorities for improvement: rank order</b> (stated preference score, where 1=highest priority and 12=lowest)
Punctuality/reliability of the train	1
Value for money for price of ticket	2
Being able to get a seat on the train	3
Frequency of trains on this route	4
Length of time the journey was scheduled to take (speed)	5
Upkeep/repair and cleanliness of the train	6
Quality of facilities and services at the station	7
Connections with other train services	8
Personal security whilst on board the train	9
Cleanliness of toilet facilities on the train	10
Provision of information during the journey	11
Visibility of staff on the train	12

#### Route 4: West Anglia outers

	Priorities for improvement: rank order (stated preference score, where 1=highest priority and 12=lowest)
<i>Base: All who answered</i>	
Value for money for price of ticket	1
Punctuality/reliability of the train	2
Length of time the journey was scheduled to take (speed)	3
Frequency of trains on this route	4
Being able to get a seat on the train	5
Upkeep/repair and cleanliness of the train	6
Personal security whilst on board the train	7
Quality of facilities and services at the station	8
Provision of information during the journey	9
Cleanliness of toilet facilities on the train	10
Visibility of staff on the train	11
Connections with other train services	12

#### Route 5: Suburban

	Priorities for improvement: rank order (stated preference score, where 1=highest priority and 12=lowest)
<i>Base: All who answered</i>	
Value for money for price of ticket	1
Punctuality/reliability of the train	2
Frequency of trains on this route	3
Personal security whilst on board the train	4
Being able to get a seat on the train	5
Length of time the journey was scheduled to take (speed)	6
Upkeep/repair and cleanliness of the train	7
Quality of facilities and services at the station	8
Visibility of staff on the train	9
Connections with other train services	10
Provision of information during the journey	11
Cleanliness of toilet facilities on the train	12

## Route 6: Great Eastern outers

	<b>Priorities for improvement: rank order</b> (stated preference score, where 1=highest priority and 12=lowest)
<i>Base: All who answered</i>	
Value for money for price of ticket	1
Punctuality/reliability of the train	2
Frequency of trains on this route	3
Being able to get a seat on the train	4
Length of time the journey was scheduled to take (speed)	5
Upkeep/repair and cleanliness of the train	6
Personal security whilst on board the train	7
Provision of information during the journey	8
Quality of facilities and services at the station	9
Cleanliness of toilet facilities on the train	10
Connections with other train services	11
Visibility of staff on the train	12

## This Appendix shows the tables of results for Total and Routes 1,2,3,4,5 and 6

The definition of the journeys covered in Total and by Routes 1,2,3, 4, 5 & 6 are shown below:

TOTAL - The total column within these tables shows results from 3109 passengers making rail journeys on the East Anglia network. This sample is split into the following routes, and the routes do not overlap with each other. The total sample column is weighted, so that the six routes are represented broadly in proportion to passenger volumes. Please note that the weighting has been based on passenger volumes for the NPS building blocks which are *similar* to the route definitions used here. However the route definitions do not match building block definitions exactly, so while this provides a more representative 'total' sample, it is not 100% accurate.

Route 1 - Stansted Express: Passengers travelling to/from stations between London Liverpool Street and Stansted Airport. The majority (but not necessarily all) will be on Stansted Express trains

Route 2 - Norwich Intercity: Passengers travelling from south of Ipswich to Ipswich/Stowmarket/Diss/Norwich and vice versa. The majority will be travelling between London stations and these stations, but some are travelling between - for example - Colchester and Ipswich/Stowmarket/Diss/Norwich. Passengers may also be travelling between Ipswich and Norwich only.

Route 3 - Rural : Passengers travelling between Cambridge/Ipswich/Norwich and stations to Great Yarmouth/ Lowestoft/Sheringham/Felixstowe/Peterborough; does not include people travelling on Intercity services out of these stations

Route 4 - West Anglia Outers: Passengers travelling from London to Broxbourne and stations beyond but not beyond Cambridge and vice versa. Some passengers may also be travelling between Cambridge and Broxbourne only. Passengers travelling to/from Stansted Airport are excluded.

Route 5 - Suburban: Passengers travelling between London and stations to Enfield Town/Chingford/Cheshunt/Hertford East (i.e. no further north than Cheshunt) and passengers travelling between London and stations to Shenfield/ Southminster/Southend Victoria.

Route 6 - Great Eastern Outers: Passengers travelling between London and stations from Ingatestone to Harwich/Sudbury/Braintree/Clacton/Walton-on-Naze and vice versa. Some passengers may also be making intermediate journeys between stations from Ingatestone to Harwich/Sudbury/Braintree/Clacton/Walton-on-Naze.

*Shaded cells indicate low base size (below 50)*

## Sample profile

Journey purpose	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	3069	552	440	287	835	532	423
Commuter	60%	30%	45%	48%	63%	68%	61%
Business	7%	19%	10%	7%	9%	5%	4%
Leisure	33%	51%	45%	45%	28%	27%	35%

Age	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	2930	518	434	285	798	495	400
16-24	13%	14%	13%	21%	12%	14%	12%
25-34	21%	27%	18%	17%	21%	21%	24%
35-44	24%	24%	20%	17%	25%	25%	24%
45-54	22%	19%	23%	18%	22%	23%	23%
55-59	8%	6%	13%	8%	8%	8%	6%
60-64	6%	6%	6%	10%	5%	5%	7%
65+	6%	3%	6%	9%	7%	5%	4%

Ethnicity	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	2887	507	426	281	786	488	399
White	90%	90%	94%	96%	89%	87%	90%
Mixed	2%	2%	*	*	1%	3%	2%
Black or Black British	3%	2%	1%	1%	2%	6%	2%
Chinese	1%	*	1%	*	2%	1%	1%
Asian or Asian British	3%	4%	3%	2%	4%	2%	3%
Other ethnic group	2%	1%	1%	1%	2%	1%	3%

<b>Disability</b>	<b>Total</b>	<b>Route 1</b>	<b>Route 2</b>	<b>Route 3</b>	<b>Route 4</b>	<b>Route 5</b>	<b>Route 6</b>
Base size	2703	466	406	268	726	455	382
Yes	6%	3%	5%	9%	4%	8%	6%

<b>Number of trips on this journey in last 2 weeks</b>	<b>Total</b>	<b>Route 1</b>	<b>Route 2</b>	<b>Route 3</b>	<b>Route 4</b>	<b>Route 5</b>	<b>Route 6</b>
Base size	3067	553	443	289	832	527	423
1st journey	28%	53%	40%	32%	29%	20%	27%
2 - 5	23%	27%	26%	30%	25%	21%	19%
6 - 10	20%	11%	13%	11%	20%	23%	21%
11 - 20	24%	7%	18%	21%	22%	30%	27%
21+	5%	2%	3%	5%	5%	7%	6%

<b>Occupation</b>	<b>Total</b>	<b>Route 1</b>	<b>Route 2</b>	<b>Route 3</b>	<b>Route 4</b>	<b>Route 5</b>	<b>Route 6</b>
Base size	2942	517	433	285	800	497	410
Working full time	71%	73%	71%	58%	70%	70%	77%
Working part time	9%	8%	11%	12%	10%	9%	7%
Not working - seeking work	2%	2%	2%	2%	2%	2%	1%
Not working - not seeking work	1%	2%	1%	1%	1%	1%	1%
Retired	7%	5%	6%	13%	6%	7%	6%
Student	8%	9%	7%	13%	8%	8%	8%
Other	2%	3%	2%	2%	2%	3%	1%

## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	2991	542	423	272	832	523	399
Weekday	72%	78%	76%	71%	70%	80%	58%
<i>Base size</i>	2319	398	340	220	612	396	353
Saturday	41%	44%	50%	47%	31%	45%	40%
<i>Base size</i>	2278	406	335	220	604	389	324
Sunday	27%	38%	32%	31%	24%	30%	19%

### Q7. What time should the FIRST train run...\*

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<b>Monday to Friday</b>							
<i>Base size</i>	1633	238	242	160	473	298	222
Much earlier than the first train does at the moment	12%	17%	10%	8%	8%	14%	9%
A little earlier than the first train does at the moment	19%	26%	20%	17%	21%	18%	20%
The first train leaves at about the right time already	69%	56%	70%	76%	70%	68%	71%
<b>Saturday</b>							
<i>Base size</i>	876	147	123	89	213	169	135
Much earlier than the first train does at the moment	13%	20%	11%	10%	12%	17%	7%
A little earlier than the first train does at the moment	21%	26%	19%	19%	28%	20%	22%
The first train leaves at about the right time already	65%	54%	71%	71%	60%	63%	70%
<b>Sunday</b>							
<i>Base size</i>	812	147	108	88	196	159	114
Much earlier than the first train does at the moment	19%	23%	21%	27%	14%	19%	15%
A little earlier than the first train does at the moment	23%	22%	23%	20%	30%	21%	26%
The first train leaves at about the right time already	58%	55%	56%	52%	56%	60%	59%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.



**Q8. What time should the LAST train run...\***

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<b>Monday to Friday</b>							
<i>Base size</i>	1890	265	265	176	571	340	273
Much later than the last train does at the moment	27%	35%	27%	22%	36%	24%	30%
A little later than the last train does at the moment	36%	33%	33%	35%	34%	37%	34%
The last train leaves at about the right time already	37%	31%	40%	43%	30%	38%	36%
<b>Saturday</b>							
<i>Base size</i>	1340	202	193	132	352	253	208
Much later than the last train does at the moment	39%	42%	38%	38%	46%	37%	40%
A little later than the last train does at the moment	34%	36%	30%	30%	34%	36%	31%
The last train leaves at about the right time already	28%	23%	32%	32%	20%	28%	29%
<b>Sunday</b>							
<i>Base size</i>	1093	186	142	104	280	216	165
Much later than the last train does at the moment	30%	36%	33%	33%	30%	30%	27%
A little later than the last train does at the moment	32%	33%	28%	25%	36%	31%	35%
The last train leaves at about the right time already	38%	31%	39%	42%	34%	39%	38%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Ticket Purchasing

### Q9. Did you buy your ticket for today's journey...

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	3051	543	442	289	832	523	422
At the ticket office	38%	37%	30%	44%	48%	32%	38%
From a self service ticket machine at the station	11%	24%	9%	11%	14%	7%	13%
From a member of staff on the train	2%	1%	2%	8%	*	1%	3%
In advance and collected from machine at the station	4%	10%	18%	5%	3%	1%	2%
In advance and it was posted to me	2%	2%	8%	3%	1%	1%	*
Already had ticket (e.g. season ticket)	36%	11%	27%	24%	31%	47%	40%
Some other way	6%	14%	5%	3%	2%	10%	3%
Not sure/Purchased for me	1%	1%	1%	1%	*	1%	1%

### Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	1174	200	128	126	397	165	158
Very satisfied	59%	65%	57%	62%	62%	56%	56%
Fairly satisfied	27%	19%	25%	29%	27%	28%	29%
Neither satisfied nor dissatisfied	6%	8%	5%	2%	5%	7%	9%
Fairly dissatisfied	5%	5%	9%	2%	3%	7%	4%
Very dissatisfied	1%	1%	3%	3%	2%	1%	1%
Did not buy from ticket office	1%	3%	2%	-	*	1%	1%
Don't know	1%	-	-	1%	1%	1%	1%

### Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine?

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	410	131	40	33	118	35	53
Very easy	54%	68%	65%	52%	50%	57%	47%
Fairly easy	31%	22%	25%	36%	36%	34%	28%
Neither easy nor difficult	9%	3%	5%	9%	6%	9%	17%
Fairly difficult	3%	5%	3%	-	5%	-	4%
Very difficult	2%	2%	3%	3%	3%	-	2%
Did not use ticket machine	-	-	-	-	-	-	-
Don't know	1%	-	-	-	1%	-	2%

## Seating

Q12. Usually, how easy is it to get a seat....?\*

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<b>Monday to Friday</b>							
<i>Base size</i>	2722	456	378	250	780	502	356
Very easy	39%	41%	38%	37%	40%	41%	37%
Fairly easy	34%	42%	38%	37%	34%	34%	31%
Neither easy nor difficult	8%	7%	12%	10%	9%	7%	8%
Fairly difficult	11%	7%	10%	10%	11%	12%	13%
Very difficult	7%	3%	3%	6%	5%	6%	11%
<b>Saturday</b>							
<i>Base size</i>	1479	215	217	143	363	302	239
Very easy	47%	40%	39%	40%	46%	52%	42%
Fairly easy	39%	45%	47%	38%	41%	36%	41%
Neither easy nor difficult	9%	12%	7%	15%	9%	6%	13%
Fairly difficult	4%	2%	4%	5%	3%	4%	4%
Very difficult	2%	1%	2%	3%	1%	2%	1%
<b>Sunday</b>							
<i>Base size</i>	1313	212	181	126	333	277	184
Very easy	53%	43%	43%	50%	51%	59%	44%
Fairly easy	36%	44%	47%	33%	40%	31%	41%
Neither easy nor difficult	6%	10%	7%	12%	7%	4%	10%
Fairly difficult	3%	2%	2%	2%	2%	3%	4%
Very difficult	2%	1%	2%	2%	1%	3%	-

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	>1310	>211	>190	>115	>345	>148	>192
Frequency of trains on this route	76%	92%	79%	69%	72%	81%	65%
Punctuality/reliability of the train	73%	84%	63%	65%	70%	80%	65%
Length of time the journey was scheduled to take (speed)	70%	76%	64%	79%	59%	74%	66%
Connections with other train services	65%	72%	59%	62%	59%	70%	59%
Value for money for price of ticket	25%	22%	29%	39%	24%	26%	19%
Upkeep/repair and cleanliness of the train	40%	32%	47%	47%	35%	38%	42%
Provision of information during the journey	51%	49%	60%	68%	48%	48%	50%
Cleanliness of toilet facilities on the train	32%	33%	36%	39%	31%	32%	28%
Being able to get a seat on the train	82%	90%	80%	81%	78%	85%	79%
Personal security whilst on board the train	56%	69%	73%	72%	63%	49%	54%
Visibility of staff on the train	22%	38%	52%	59%	17%	13%	15%
Quality of facilities and services at the station	49%	62%	62%	68%	47%	44%	47%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	62%	72%	62%	70%	56%	65%	57%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	2788	486	410	272	750	482	388
Provision of information about train times and platforms	16%	14%	16%	16%	16%	15%	18%
Ticket-buying facilities	12%	13%	10%	10%	13%	12%	11%
Availability of seating while waiting for your train	11%	12%	10%	15%	14%	8%	13%
Upkeep and repair of station buildings and platforms	9%	8%	10%	9%	8%	11%	7%
Connections with other forms of public transport	9%	10%	10%	13%	8%	8%	10%
Personal security while at the station	9%	11%	7%	6%	7%	11%	9%
Helpfulness and attitude of station staff	8%	9%	11%	5%	7%	9%	6%
Cleanliness of station toilets facilities	7%	7%	7%	7%	6%	6%	9%
Visibility of station staff	6%	4%	4%	6%	6%	8%	6%
Cleanliness of station buildings and platforms	5%	6%	4%	5%	4%	5%	5%
Availability of car parking spaces	5%	4%	6%	6%	6%	3%	4%
Facilities to pay parking fee	3%	2%	3%	3%	4%	4%	2%

## On-board catering facilities

### Q16. Satisfaction with on-board catering facilities - % very/fairly satisfied

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	>279	>84	>109	>16	>31	>13	>19
How quickly you were served	73%	83%	85%	72%	74%	67%	54%
The range of products	59%	69%	54%	59%	66%	67%	48%
The helpfulness and attitude of catering staff	71%	76%	82%	74%	76%	62%	55%
The quality of products	51%	69%	53%	68%	61%	29%	52%
The presentation of what you bought	50%	63%	56%	56%	65%	31%	41%
The value for money of what you bought	32%	40%	29%	32%	47%	29%	32%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	2624	491	412	261	706	404	350
Refreshment sold from a trolley that passes through the train	22%	38%	29%	33%	25%	13%	20%
A buffet counter selling hot and cold refreshment	16%	15%	35%	17%	13%	11%	16%
Food brought to your seat in First Class	2%	2%	8%	1%	1%	2%	1%
Other specify	4%	1%	3%	3%	3%	5%	4%
None as unlikely to purchase anything	52%	40%	24%	42%	54%	65%	54%
Not sure	4%	3%	2%	4%	3%	5%	5%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	>2832	>505	>422	>275	>767	>468	>395
A Wi-Fi internet connection	45%	60%	61%	42%	53%	36%	38%
At seat power sockets	38%	51%	57%	37%	46%	29%	33%

## Comment on staff and service disruption

### Q19a. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	2931	512	435	287	795	496	406
Website	42%	44%	48%	46%	46%	37%	41%
Radio	16%	11%	22%	16%	11%	20%	13%
TV	15%	12%	14%	14%	13%	20%	10%
Text alert	8%	4%	11%	7%	8%	6%	10%
Email	6%	5%	9%	3%	6%	7%	5%
Telephone call	4%	3%	5%	5%	4%	4%	4%
Ceefax/Teletext	3%	3%	3%	5%	3%	4%	3%
Other	3%	3%	3%	3%	3%	3%	4%
Do not usually know about delays until arrive at station	37%	45%	32%	34%	38%	37%	37%

### Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Base size	2881	509	431	283	768	490	400
Text alert	42%	42%	45%	39%	43%	42%	39%
Website	27%	31%	23%	31%	29%	23%	30%
Radio	9%	4%	9%	14%	7%	12%	8%
Email	7%	11%	10%	5%	9%	6%	7%
TV	6%	5%	4%	4%	6%	9%	4%
Telephone call	3%	2%	4%	5%	3%	2%	4%
Ceefax/Teletext	2%	2%	2%	2%	1%	3%	2%
Other	3%	3%	3%	1%	3%	3%	6%

**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	2934	516	434	287	793	498	406
Information screens	51%	61%	52%	60%	56%	47%	47%
Announcements	28%	19%	28%	21%	22%	33%	30%
Ask a member of staff	12%	14%	13%	11%	14%	10%	13%
Ask fellow passengers	3%	1%	3%	2%	3%	4%	3%
Posters/notices	2%	1%	1%	1%	1%	1%	2%
Get information by text	1%	2%	*	1%	1%	1%	1%
Phone other person/ source	1%	*	-	*	*	1%	1%
Website	1%	1%	1%	1%	1%	1%	*
Telephone help point at station	*	*	*	*	1%	1%	*
Phone information line	*	-	*	*	*	1%	-
Email	130	18	24	-	32	-	56
Other	1%	*	1%	*	1%	1%	1%

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	2940	514	434	288	796	500	408
Information screens	8%	13%	4%	7%	10%	6%	7%
Announcements	82%	76%	84%	82%	81%	85%	79%
Posters/notices	230	-	49	20	95	66	-
Ask a member of staff	4%	8%	7%	8%	4%	2%	4%
Phone information line	*	*	-	-	1%	1%	*
Phone other person/ source	1%	1%	1%	-	*	1%	1%
Get information by text	1%	1%	-	1%	1%	1%	2%
Website	1%	*	1%	1%	1%	1%	*
Email	*	1%	*	-	*	*	*
Ask fellow passengers	2%	1%	1%	1%	2%	2%	3%
Other	1%	1%	*	-	1%	1%	1%

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Base size</i>	2482	431	357	222	665	438	369
Yes - and given a form	3%	4%	4%	3%	3%	2%	4%
Yes - told by staff member	2%	3%	1%	1%	2%	2%	1%
Not informed, even though delayed over 30 minutes	25%	15%	20%	16%	26%	28%	24%
Was not delayed over 30 minutes	63%	65%	70%	75%	60%	59%	64%
Not sure	8%	13%	5%	5%	9%	9%	6%

## This Appendix shows the tables of results for Route 1

The definition of the journeys covered by Route 1 are shown below:

**Route 1 - Stansted Express: Passengers travelling to/from stations between London Liverpool Street and Stansted Airport; majority (but not necessarily all) will be on Stansted Express trains**

*Shaded cells indicate low base size (below 50)*



## Sample profile

Journey purpose	Total
<i>Unweighted base</i>	552
Commuter	30%
Business	19%
Leisure	51%

Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	518	152	106	255
16-24	14%	9%	5%	21%
25-34	27%	26%	20%	31%
35-44	24%	29%	28%	19%
45-54	19%	26%	27%	12%
55-59	6%	5%	13%	4%
60-64	6%	7%	4%	7%
65+	3%	-	3%	6%

Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	507	150	105	248
White	90%	88%	95%	89%
Mixed	2%	1%	1%	4%
Black or Black British	2%	4%	-	2%
Chinese	*	1%	-	-
Asian or Asian British	4%	5%	3%	4%
Other ethnic group	1%	1%	1%	2%

<b>Disability</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	466	133	96	232
Yes	3%	2%	4%	3%

<b>Number of trips on this journey in last 2 weeks</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	553	163	107	279
1st journey	53%	14%	59%	74%
2 - 5	27%	26%	36%	25%
6 - 10	11%	33%	4%	1%
11 - 20	7%	20%	2%	-
21+	2%	7%	-	*

<b>Occupation</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	517	151	107	254
Working full time	73%	85%	88%	59%
Working part time	8%	8%	7%	8%
Not working - seeking work	2%	1%	-	4%
Not working - not seeking work	2%	1%	-	3%
Retired	5%	-	2%	10%
Student	9%	5%	3%	12%
Other	3%	1%	1%	4%

## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	542	161	105	273
Weekday	78%	82%	83%	74%
<i>Unweighted base</i>	398	125	74	197
Saturday	44%	47%	36%	45%
<i>Unweighted base</i>	406	127	75	202
Sunday	38%	36%	33%	42%

### Q7. What time should the FIRST train run...

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	238	92	42	104
Much earlier than the first train does at the moment	17%	13%	17%	21%
A little earlier than the first train does at the moment	26%	23%	21%	32%
The first train leaves at about the right time already	56%	64%	62%	47%
<b>Saturday</b>				
<i>Unweighted base</i>	147	47	20	80
Much earlier than the first train does at the moment	20%	17%	20%	23%
A little earlier than the first train does at the moment	26%	21%	15%	31%
The first train leaves at about the right time already	54%	62%	65%	46%
<b>Sunday</b>				
<i>Unweighted base</i>	147	46	22	79
Much earlier than the first train does at the moment	23%	20%	23%	25%
A little earlier than the first train does at the moment	22%	15%	14%	28%
The first train leaves at about the right time already	55%	65%	64%	47%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Q8. What time should the LAST train run...**

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	265	106	44	115
Much later than the last train does at the moment	35%	37%	25%	38%
A little later than the last train does at the moment	33%	31%	30%	37%
The last train leaves at about the right time already	31%	32%	45%	25%
<b>Saturday</b>				
<i>Unweighted base</i>	202	76	28	97
Much later than the last train does at the moment	42%	43%	36%	41%
A little later than the last train does at the moment	36%	36%	29%	38%
The last train leaves at about the right time already	23%	21%	36%	21%
<b>Sunday</b>				
<i>Unweighted base</i>	186	63	26	97
Much later than the last train does at the moment	36%	32%	35%	39%
A little later than the last train does at the moment	33%	29%	27%	37%
The last train leaves at about the right time already	31%	40%	38%	24%

*\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.*

## Ticket Purchasing

**Q9. Did you buy your ticket for today's journey...**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	543	157	106	276
At the ticket office	37%	27%	39%	41%
From a self-service ticket machine at the station	24%	18%	28%	26%
From member of staff on the train	1%	1%	-	1%
In advance and collected from machine at station	10%	4%	16%	12%
In advance and it was posted to me	2%	4%	3%	1%
Already had a ticket (eg season ticket)	11%	34%	1%	2%
Some other way	14%	10%	13%	17%
Not sure/purchased for me	1%	1%	-	1%

**Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	200	43	41	113
Very satisfied	65%	60%	68%	65%
Fairly satisfied	19%	21%	17%	18%
Neither satisfied nor dissatisfied	8%	7%	10%	8%
Fairly dissatisfied	5%	9%	2%	4%
Very dissatisfied	1%	-	-	2%
Did not buy from ticket office	3%	2%	2%	4%
Don't know	-	-	-	-

**Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	131	29	30	71
Very easy	68%	69%	83%	62%
Fairly easy	22%	24%	10%	25%
Neither easy nor difficult	3%	-	7%	3%
Fairly difficult	5%	7%	-	7%
Very difficult	2%	-	-	3%
Did not use ticket machine	-	-	-	-
Don't know	-	-	-	-

## Seating

Q12. Usually, how easy is it to get a seat....?

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	456	153	88	213
Very easy	41%	27%	50%	48%
Fairly easy	42%	48%	34%	41%
Neither easy nor difficult	7%	10%	5%	6%
Fairly difficult	7%	10%	8%	3%
Very difficult	3%	5%	3%	1%
<b>Saturday</b>				
<i>Unweighted base</i>	215	74	30	109
Very easy	40%	38%	47%	39%
Fairly easy	45%	47%	40%	45%
Neither easy nor difficult	12%	12%	7%	12%
Fairly difficult	2%	3%	3%	2%
Very difficult	1%	-	3%	2%
<b>Sunday</b>				
<i>Unweighted base</i>	212	68	28	115
Very easy	43%	41%	46%	43%
Fairly easy	44%	47%	46%	42%
Neither easy nor difficult	10%	10%	4%	11%
Fairly difficult	2%	1%	-	3%
Very difficult	1%	-	4%	1%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>211	>74	>33	>99
Frequency of trains on this route	92%	89%	94%	93%
Punctuality/reliability of the train	84%	76%	84%	89%
Length of time the journey was scheduled to take (speed)	76%	71%	73%	80%
Connections with other train services	72%	72%	69%	73%
Value for money for price of ticket	22%	18%	27%	23%
Upkeep/repair and cleanliness of the train	32%	26%	27%	37%
Provision of information during the journey	49%	41%	58%	51%
Cleanliness of toilet facilities on the train	33%	31%	30%	35%
Being able to get a seat on the train	90%	88%	91%	90%
Personal security whilst on board the train	69%	62%	76%	72%
Visibility of staff on the train	38%	32%	43%	40%
Quality of facilities and services at the station	62%	61%	63%	62%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	72%	66%	72%	76%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>152	>45	>28	>74
Provision of information about train times and platforms	14%	17%	12%	13%
Ticket-buying facilities	13%	9%	15%	13%
Availability of seating while waiting for your train	12%	14%	8%	12%
Personal security while at the station	11%	11%	15%	8%
Connections with other forms of public transport	10%	4%	14%	11%
Helpfulness and attitude of station staff	9%	9%	6%	11%
Upkeep and repair of station buildings and platforms	8%	8%	9%	8%
Cleanliness of station toilets facilities	7%	6%	4%	9%
Cleanliness of station buildings and platforms	6%	6%	10%	5%
Visibility of station staff	4%	5%	3%	4%
Availability of car parking spaces	4%	8%	1%	3%
Facilities to pay parking fee	2%	3%	1%	3%

## On-board catering facilities

### Q16. Satisfaction with on-board station facilities - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>84	>29	>17	>35
How quickly you were served	83%	82%	80%	88%
The range of products	69%	67%	61%	76%
The helpfulness and attitude of catering staff	76%	73%	84%	75%
The quality of products	69%	74%	59%	69%
The presentation of what you bought	63%	66%	72%	57%
The value for money of what you bought	40%	34%	41%	43%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	491	147	99	241
Refreshments sold from a trolley that passes through the train	38%	37%	36%	39%
A buffet counter selling hot and cold refreshments	15%	19%	12%	15%
Food brought to your seat in First Class	2%	3%	3%	1%
Other	1%	1%	3%	1%
None as unlikely to purchase anything	40%	36%	43%	40%
Not sure	3%	3%	2%	4%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>505	151	>102	>246
A Wi-Fi internet connection	60%	54%	63%	62%
At seat power sockets	51%	44%	55%	52%



## Comment on staff and service disruption

### Q19a. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	512	147	106	253
Website	44%	48%	37%	44%
TV	12%	19%	12%	9%
Radio	11%	14%	13%	8%
Email	5%	4%	4%	6%
Text alert	4%	6%	1%	4%
Telephone call	3%	1%	1%	5%
Ceefax/Teletext	3%	7%	1%	2%
Other	3%	2%	2%	4%
Do not usually know about delays until arrive at station	45%	36%	52%	47%

### Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	509	149	105	250
Text alert	42%	50%	39%	40%
Website	31%	31%	35%	29%
Email	11%	7%	12%	12%
TV	5%	4%	6%	5%
Radio	4%	5%	4%	4%
Telephone call	2%	-	1%	4%
Ceefax/Teletext	2%	2%	-	2%
Other	3%	1%	3%	4%

**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	516	152	107	252
Information screens	61%	56%	66%	62%
Announcements	19%	23%	13%	19%
Ask a member of staff	14%	15%	16%	12%
Get information by text	2%	1%	1%	3%
Posters/notices	1%	1%	1%	2%
Ask fellow passengers	1%	2%	2%	*
Website	1%	-	-	2%
Email	*	1%	-	*
Telephone help point at station	*	1%	-	*
Phone other person/ source	*	1%	-	-
Other	*	-	1%	*

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	514	151	107	251
Information screens	13%	11%	11%	14%
Announcements	76%	80%	76%	74%
Posters/notices	-	-	-	-
Ask a member of staff	8%	5%	10%	9%
Phone information line	*	1%	-	*
Phone other person/ source	1%	1%	1%	1%
Get information by text	1%	1%	-	*
Website	*	1%	-	-
Email	1%	1%	-	1%
Ask fellow passengers	1%	1%	1%	*
Other	1%	-	1%	1%

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	431	135	89	202
Yes - and given a form	4%	4%	6%	3%
Yes - told by staff member	3%	2%	2%	4%
Not informed, even though delayed over 30 minutes	15%	34%	7%	6%
Was not delayed over 30 minutes	65%	51%	78%	69%
Not sure	13%	8%	8%	17%

## This Appendix shows the tables of results for Route 2

The definition of the journeys covered by Route 2 are shown below:

**Route 2 - Norwich Intercity: Passengers travelling from south of Ipswich to Ipswich/Stowmarket/Diss/Norwich and vice versa. The majority will be travelling between London stations and these stations, but some are travelling between - for example - Colchester and Ipswich/Stowmarket/Diss/Norwich. Passengers may also be travelling between Ipswich and Norwich only. The majority (but not necessarily all) will be travelling on Intercity trains.**

*Shaded cells indicate low base size (below 50)*

## Sample profile

Journey purpose	Total	Weekday	Weekend
<i>Unweighted base</i>	440	319	121
Commuter	45%	58%	9%
Business	10%	14%	1%
Leisure	45%	28%	90%

Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	434	194	46	187
16-24	13%	8%	-	21%
25-34	18%	15%	20%	20%
35-44	20%	28%	26%	11%
45-54	23%	29%	26%	18%
55-59	13%	12%	15%	13%
60-64	6%	5%	11%	7%
65+	6%	4%	2%	10%

Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	426	190	45	185
White	94%	95%	96%	92%
Mixed	*	1%	-	1%
Black or Black British	1%	1%	-	2%
Chinese	1%	1%	-	1%
Asian or Asian British	3%	3%	4%	2%
Other ethnic group	1%	1%	-	2%

<b>Disability</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	406	181	44	174
Yes	5%	3%	0%	7%

<b>Number of trips on this journey in last 2 weeks</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	443	196	46	197
1st journey	40%	5%	59%	70%
2 - 5	26%	22%	39%	27%
6 - 10	13%	26%	2%	3%
11 - 20	18%	40%	-	1%
21+	3%	7%	-	-

<b>Occupation</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	433	195	46	186
Working full time	71%	88%	89%	50%
Working part time	11%	7%	9%	17%
Not working - seeking work	2%	-	-	5%
Not working - not seeking work	1%	-	2%	3%
Retired	6%	1%	-	12%
Student	7%	4%	-	11%
Other	2%	1%	-	3%

## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	423	196	46	177
Weekday	76%	68%	87%	81%
<i>Unweighted base</i>	340	141	36	160
Saturday	50%	28%	31%	75%
<i>Unweighted base</i>	335	142	36	154
Sunday	32%	16%	22%	48%

### Q7. What time should the FIRST train run...

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	242	143	22	74
Much earlier than the first train does at the moment	10%	9%	5%	12%
A little earlier than the first train does at the moment	20%	24%	14%	15%
The first train leaves at about the right time already	70%	67%	82%	73%
<b>Saturday</b>				
<i>Unweighted base</i>	123	46	8	68
Much earlier than the first train does at the moment	11%	15%	13%	7%
A little earlier than the first train does at the moment	19%	22%	13%	18%
The first train leaves at about the right time already	71%	63%	75%	75%
<b>Sunday</b>				
<i>Unweighted base</i>	108	40	8	59
Much earlier than the first train does at the moment	21%	23%	25%	20%
A little earlier than the first train does at the moment	23%	25%	25%	22%
The first train leaves at about the right time already	56%	53%	50%	58%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Q8. What time should the LAST train run...**

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	265	141	22	99
Much later than the last train does at the moment	27%	26%	32%	28%
A little later than the last train does at the moment	33%	36%	18%	32%
The last train leaves at about the right time already	40%	38%	50%	39%
<b>Saturday</b>				
<i>Unweighted base</i>	193	78	12	102
Much later than the last train does at the moment	38%	40%	58%	35%
A little later than the last train does at the moment	30%	35%	8%	29%
The last train leaves at about the right time already	32%	26%	33%	35%
<b>Sunday</b>				
<i>Unweighted base</i>	142	50	9	82
Much later than the last train does at the moment	33%	28%	44%	35%
A little later than the last train does at the moment	28%	32%	-	29%
The last train leaves at about the right time already	39%	40%	56%	35%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Ticket Purchasing

**Q9. Did you buy your ticket for today's journey...**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	442	196	46	196
At the ticket office	30%	19%	26%	41%
From a self-service ticket machine at the station	9%	6%	17%	11%
From member of staff on the train	2%	2%	2%	3%
In advance and collected from machine at station	18%	10%	22%	26%
In advance and it was posted to me	8%	3%	7%	14%
Already had a ticket (eg season ticket)	27%	57%	9%	2%
Some other way	5%	4%	13%	4%
Not sure/purchased for me	1%	1%	4%	-

**Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	128	34	12	81
Very satisfied	57%	47%	58%	62%
Fairly satisfied	25%	18%	25%	27%
Neither satisfied nor dissatisfied	5%	9%	8%	2%
Fairly dissatisfied	9%	18%	-	6%
Very dissatisfied	3%	6%	-	2%
Did not buy from ticket office	2%	3%	8%	-
Don't know	-	-	-	-

**Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine? time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	40	11	8	21
Very easy	65%	55%	63%	71%
Fairly easy	25%	45%	25%	14%
Neither easy nor difficult	5%	-	13%	5%
Fairly difficult	3%	-	-	5%
Very difficult	3%	-	-	5%
Did not use ticket machine	-	-	-	-
Don't know	-	-	-	-



## Seating

Q12. Usually, how easy is it to get a seat....?

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	378	195	43	136
Very easy	38%	38%	58%	29%
Fairly easy	38%	31%	26%	51%
Neither easy nor difficult	12%	13%	12%	10%
Fairly difficult	10%	14%	5%	6%
Very difficult	3%	3%	-	4%
<b>Saturday</b>				
<i>Unweighted base</i>	217	78	13	125
Very easy	39%	42%	54%	35%
Fairly easy	47%	44%	38%	50%
Neither easy nor difficult	7%	9%	-	7%
Fairly difficult	4%	4%	8%	4%
Very difficult	2%	1%	-	3%
<b>Sunday</b>				
<i>Unweighted base</i>	181	68	13	100
Very easy	43%	44%	62%	39%
Fairly easy	47%	46%	38%	49%
Neither easy nor difficult	7%	7%	-	7%
Fairly difficult	2%	3%	-	2%
Very difficult	2%	-	-	3%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>190	>69	>19	>100
Frequency of trains on this route	79%	68%	88%	88%
Punctuality/reliability of the train	63%	41%	67%	85%
Length of time the journey was scheduled to take (speed)	64%	45%	71%	82%
Connections with other train services	59%	41%	74%	70%
Value for money for price of ticket	29%	13%	23%	47%
Upkeep/repair and cleanliness of the train	47%	33%	41%	65%
Provision of information during the journey	60%	51%	64%	70%
Cleanliness of toilet facilities on the train	36%	23%	38%	51%
Being able to get a seat on the train	80%	69%	85%	90%
Personal security whilst on board the train	73%	65%	83%	79%
Visibility of staff on the train	52%	48%	57%	55%
Quality of facilities and services at the station	62%	49%	60%	75%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	62%	46%	65%	80%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	410	184	42	178
Provision of information about train times and platforms	16%	19%	12%	14%
Helpfulness and attitude of station staff	11%	12%	14%	9%
Ticket-buying facilities	10%	11%	12%	10%
Upkeep and repair of station buildings and platforms	10%	9%	10%	12%
Availability of seating while waiting for your train	10%	9%	12%	11%
Connections with other forms of public transport	10%	9%	2%	12%
Personal security while at the station	7%	7%	7%	7%
Cleanliness of station toilets facilities	7%	5%	12%	7%
Availability of car parking spaces	6%	7%	5%	6%
Visibility of station staff	4%	4%	-	5%
Cleanliness of station buildings and platforms	4%	2%	10%	5%
Facilities to pay parking fee	3%	4%	5%	2%

## On-board catering facilities

### Q16. Satisfaction with on-board station facilities - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>109	>37	>16	>50
How quickly you were served	85%	83%	88%	88%
The range of products	54%	44%	47%	66%
The helpfulness and attitude of catering staff	82%	77%	94%	81%
The quality of products	53%	46%	56%	58%
The presentation of what you bought	56%	54%	47%	60%
The value for money of what you bought	29%	24%	22%	34%

\*NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	412	189	45	172
Refreshment sold from a trolley that passes through the train	29%	22%	31%	35%
A buffet counter selling hot and cold refreshment	35%	38%	27%	34%
Food brought to your seat in First Class	8%	6%	11%	9%
Other specify	3%	4%	4%	2%
None as unlikely to purchase anything	24%	30%	24%	16%
Not sure	2%	1%	2%	3%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>422	>191	>46	>178
A Wi-Fi internet connection	61%	68%	70%	53%
At seat power sockets	57%	62%	61%	49%

## Comment on staff and service disruption

### Q19a. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	435	196	45	187
Website	48%	49%	42%	48%
Radio	22%	23%	27%	20%
TV	14%	16%	20%	11%
Text alert	11%	23%	4%	1%
Email	9%	18%	4%	2%
Telephone call	5%	4%	9%	4%
Ceefax/Teletext	3%	2%	-	4%
Other	3%	4%	-	3%
Do not usually know about delays until arrive at station	32%	24%	47%	36%

### Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	431	196	44	184
Text alert	45%	48%	50%	39%
Website	23%	16%	25%	32%
Email	10%	14%	9%	6%
Radio	9%	10%	7%	8%
TV	4%	6%	5%	3%
Telephone call	4%	3%	5%	4%
Ceefax/Teletext	2%	2%	-	4%
Other	3%	3%	-	5%

**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	434	194	45	188
Information screens	52%	46%	62%	56%
Announcements	28%	36%	20%	23%
Ask a member of staff	13%	12%	18%	13%
Ask fellow passengers	3%	4%	-	2%
Website	1%	2%	-	1%
Posters/notices	1%	-	-	2%
Get information by text	*	-	-	1%
Phone information line	*	-	-	1%
Email	*	-	-	1%
Telephone help point at station	*	-	-	1%
Other	1%	1%	-	2%

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	434	195	45	187
Information screens	4%	3%	7%	5%
Announcements	84%	83%	89%	84%
Posters/notices	*	-	-	1%
Ask a member of staff	7%	8%	4%	7%
Phone information line	-	-	-	-
Phone other person/ source	1%	2%	-	-
Get information by text	-	-	-	-
Website	1%	3%	-	1%
Email	*	1%	-	1%
Ask fellow passengers	1%	1%	-	2%
Other	*	1%	-	1%

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	357	168	31	152
Yes - and given a form	4%	3%	-	7%
Yes - told by staff member	1%	2%	-	1%
Not informed, even though delayed over 30 minutes	20%	26%	6%	16%
Was not delayed over 30 minutes	70%	67%	84%	70%
Not sure	5%	2%	10%	6%

## This Appendix shows the tables of results for Route 3

The definition of the journeys covered by Route 3 are shown below:

**Route 3 - Rural: Passengers travelling between Cambridge/Ipswich/Norwich and Great Yarmouth/Lowestoft/Felixtowe/Peterborough/Sheringham; does not include people travelling on Intercity services out of these stations**

*Shaded cells indicate low base size (below 50)*

## Sample profile

Journey purpose	Total	Weekday	Weekend
Base size	287	220	67
Commuter	48%	60%	9%
Business	7%	8%	3%
Leisure	45%	32%	88%

Age	Total	Commuter	Business	Leisure
Base size	285	136	20	125
16-24	21%	24%	-	22%
25-34	17%	24%	25%	9%
35-44	17%	24%	10%	11%
45-54	18%	19%	25%	15%
55-59	8%	4%	10%	11%
60-64	10%	4%	25%	12%
65+	9%	1%	5%	20%

Ethnicity	Total	Commuter	Business	Leisure
Unweighted base	281	133	20	124
White	96%	94%	100%	98%
Mixed	*	-	-	1%
Black or Black British	1%	2%	-	-
Chinese	*	1%	-	-
Asian or Asian British	2%	2%	-	2%
Other ethnic group	1%	2%	-	-

Disability	Total	Commuter	Business	Leisure
Base size	268	130	19	115
Yes	9%	8%	0%	10%

Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Base size</i>	289	138	20	129
1st journey	32%	7%	65%	53%
2 - 5	30%	21%	35%	40%
6 - 10	11%	20%	-	3%
11 - 20	21%	42%	-	3%
21+	5%	9%	-	2%

Occupation	Total	Commuter	Business	Leisure
<i>Base size</i>	285	135	20	126
Working full time	58%	76%	90%	35%
Working part time	12%	5%	10%	18%
Not working - seeking work	2%	1%	-	3%
Not working - not seeking work	1%	-	-	2%
Retired	13%	1%	-	28%
Student	13%	16%	-	12%
Other	2%	1%	-	2%



## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Base size</i>	272	135	20	115
Weekday	71%	65%	80%	75%
<i>Base size</i>	220	112	12	95
Saturday	47%	40%	25%	57%
<i>Base size</i>	220	112	12	94
Sunday	31%	21%	25%	44%

### Q7. What time should the FIRST train run...

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	160	94	4	62
Much earlier than the first train does at the moment	8%	7%	-	8%
A little earlier than the first train does at the moment	17%	17%	-	18%
The first train leaves at about the right time	76%	76%	100%	74%
<b>Saturday</b>				
<i>Base size</i>	89	41	1	47
Much earlier than the first train does at the moment	10%	10%	-	11%
A little earlier than the first train does at the moment	19%	22%	-	17%
The first train leaves at about the right time already	71%	68%	100%	72%
<b>Sunday</b>				
<i>Base size</i>	88	40	1	47
Much earlier than the first train does at the moment	27%	28%	-	28%
A little earlier than the first train does at the moment	20%	20%	-	21%
The first train leaves at about the right time already	52%	53%	100%	51%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Q8. What time should the LAST train run...**

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Base size</i>	176	103	6	66
Much later than the last train does at the moment	22%	28%	17%	14%
A little later than the last train does at the moment	35%	34%	17%	39%
The last train leaves at about the right time already	43%	38%	67%	47%
<b>Saturday</b>				
<i>Base size</i>	132	67	3	62
Much later than the last train does at the moment	38%	48%	33%	27%
A little later than the last train does at the moment	30%	24%	33%	37%
The last train leaves at about the right time already	32%	28%	33%	35%
<b>Sunday</b>				
<i>Base size</i>	104	50	2	52
Much later than the last train does at the moment	33%	40%	50%	25%
A little later than the last train does at the moment	25%	26%	-	25%
The last train leaves at about the right time already	42%	34%	50%	50%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Ticket Purchasing

**Q9. Did you buy your ticket for today's journey...**

	Total	Commuter	Business	Leisure
<i>Base size</i>	289	138	20	129
At the ticket office	44%	33%	50%	55%
From a self-service ticket machine at the station	11%	9%	20%	12%
From member of staff on the train	8%	5%	-	12%
In advance and collected from machine at station	5%	4%	15%	5%
In advance and it was posted to me	3%	1%	5%	5%
Already had a ticket (eg season ticket)	24%	47%	5%	3%
Some other way	3%	1%	5%	5%
Not sure/purchased for me	1%	-	-	2%

**Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Base size</i>	126	44	10	71
Very satisfied	62%	50%	80%	66%
Fairly satisfied	29%	32%	10%	31%
Neither satisfied nor dissatisfied	2%	7%	-	-
Fairly dissatisfied	2%	5%	-	1%
Very dissatisfied	3%	7%	-	1%
Did not buy from ticket office	-	-	-	-
Don't know	1%	-	10%	-

**Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine?**

	Total	Commuter	Business	Leisure
<i>Base size</i>	33	13	4	16
Very easy	52%	46%	50%	56%
Fairly easy	36%	31%	25%	44%
Neither easy nor difficult	9%	15%	25%	-
Fairly difficult	-	-	-	-
Very difficult	3%	8%	-	-
Did not use ticket machine	-	-	-	-
Don't know	-	-	-	-

## Seating

Q12. Usually, how easy is it to get a seat....?

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Base size</i>	250	136	17	95
Very easy	37%	31%	59%	42%
Fairly easy	37%	35%	41%	38%
Neither easy nor difficult	10%	9%	-	14%
Fairly difficult	10%	13%	-	6%
Very difficult	6%	12%	-	-
<b>Saturday</b>				
<i>Base size</i>	143	64	3	75
Very easy	40%	44%	100%	35%
Fairly easy	38%	38%	-	39%
Neither easy nor difficult	15%	11%	-	19%
Fairly difficult	5%	3%	-	7%
Very difficult	3%	5%	-	1%
<b>Sunday</b>				
<i>Base size</i>	126	53	2	69
Very easy	50%	49%	100%	48%
Fairly easy	33%	36%	-	33%
Neither easy nor difficult	12%	8%	-	16%
Fairly difficult	2%	2%	-	3%
Very difficult	2%	6%	-	-

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
<i>Base size</i>	>115	>61	>6	>48
Frequency of trains on this route	69%	59%	89%	77%
Punctuality/reliability of the train	65%	50%	80%	79%
Length of time the journey was scheduled to take (speed)	79%	71%	79%	86%
Connections with other train services	62%	62%	60%	62%
Value for money for price of ticket	39%	26%	47%	52%
Upkeep/repair and cleanliness of the train	47%	36%	55%	57%
Provision of information during the journey	68%	58%	75%	77%
Cleanliness of toilet facilities on the train	39%	31%	50%	48%
Being able to get a seat on the train	81%	70%	100%	91%
Personal security whilst on board the train	72%	70%	82%	71%
Visibility of staff on the train	59%	53%	50%	66%
Quality of facilities and services at the station	68%	60%	89%	73%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	70%	55%	94%	83%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	272	132	19	118
Provision of information about train times and platforms	16%	19%	5%	14%
Availability of seating while waiting for your train	15%	18%	5%	14%
Connections with other forms of public transport	13%	16%	21%	8%
Ticket-buying facilities	10%	8%	11%	11%
Upkeep and repair of station buildings and platforms	9%	12%	16%	5%
Cleanliness of station toilets facilities	7%	8%	5%	7%
Personal security while at the station	6%	5%	5%	5%
Availability of car parking spaces	6%	2%	11%	9%
Visibility of station staff	6%	2%	11%	8%
Helpfulness and attitude of station staff	5%	2%	11%	8%
Cleanliness of station buildings and platforms	5%	4%	-	7%
Facilities to pay parking fee	3%	2%	-	3%

## On-board catering facilities

### Q16. Satisfaction with on-board station facilities - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Base size</i>	>16	>7	>1	>7
How quickly you were served	72%	57%	-	89%
The range of products	59%	50%	-	71%
The helpfulness and attitude of catering staff	74%	50%	-	100%
The quality of products	68%	50%	-	89%
The presentation of what you bought	56%	29%	-	86%
The value for money of what you bought	32%	10%	-	71%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	261	124	20	115
Refreshment sold from a trolley that passes through the train	33%	24%	55%	38%
A buffet counter selling hot and cold refreshment	17%	18%	20%	17%
Food brought to your seat in First Class	1%	-	-	2%
Other specify	3%	4%	5%	3%
None as unlikely to purchase anything	42%	51%	20%	36%
Not sure	4%	3%	-	5%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Commuter	Business	Leisure
<i>Base size</i>	>275	>134	>20	>118
A Wi-Fi internet connection	42%	51%	45%	31%
At seat power sockets	37%	43%	40%	30%

## Comment on staff and service disruption

### Q19a. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	287	136	20	127
Website	46%	49%	50%	43%
Radio	16%	14%	15%	18%
TV	14%	13%	15%	15%
Text alert	7%	13%	-	2%
Telephone call	5%	3%	5%	8%
Ceefax/Teletext	5%	2%	5%	7%
Email	3%	4%	5%	2%
Other	3%	4%	-	2%
Do not usually know about delays until arrive at station	34%	36%	35%	33%

### Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	283	135	19	125
Text alert	39%	57%	26%	22%
Website	31%	27%	47%	33%
Radio	14%	5%	11%	23%
Email	5%	6%	5%	3%
Telephone call	5%	1%	11%	7%
TV	4%	2%	-	6%
Ceefax/Teletext	2%	1%	-	4%
Other	1%	1%	-	2%

**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	287	136	20	127
Information screens	60%	56%	70%	62%
Announcements	21%	25%	15%	19%
Ask a member of staff	11%	10%	10%	13%
Ask fellow passengers	2%	4%	-	1%
Get information by text	1%	1%	-	2%
Website	1%	1%	5%	1%
Posters/notices	1%	1%	-	2%
Telephone help point at station	*	1%	-	-
Phone information line	*	1%	-	-
Phone other person/ source	*	1%	-	-
Other	*	-	-	1%

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	288	137	20	128
Information screens	7%	6%	10%	8%
Announcements	82%	87%	75%	77%
Posters/notices	*	-	-	1%
Ask a member of staff	8%	6%	5%	11%
Phone information line	-	-	-	-
Phone other person/ source	-	-	-	-
Get information by text	1%	1%	-	1%
Website	1%	1%	5%	2%
Email	-	-	-	-
Ask fellow passengers	1%	-	5%	1%
Other	-	-	-	-

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Commuter	Business	Leisure
<i>Base size</i>	222	115	15	89
Yes - and given a form	3%	3%	-	4%
Yes - told by staff member	1%	1%	-	2%
Not informed, even though delayed over 30 minutes	16%	25%	7%	7%
Was not delayed over 30 minutes	75%	68%	93%	81%
Not sure	5%	3%	-	6%



## This Appendix shows the tables of results for Route 4

The definition of the journeys covered by Route 4 are shown below:

**Route 4 - West Anglia Outers: Passengers travelling from London stations to Broxbourne and beyond as far as Cambridge (excluding Stansted Airport), and vice versa. Some passengers may also be travelling between Cambridge and Broxbourne only**

*Shaded cells indicate low base size (below 50)*

## Sample profile

Journey purpose	Total
<i>Unweighted base</i>	835
Commuter	63%
Business	9%
Leisure	28%

Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	798	507	73	215
16-24	12%	10%	8%	19%
25-34	21%	22%	22%	19%
35-44	25%	30%	26%	13%
45-54	22%	25%	23%	13%
55-59	8%	7%	15%	7%
60-64	5%	4%	3%	8%
65+	7%	1%	3%	21%

Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	786	503	72	208
White	89%	88%	89%	90%
Mixed	1%	1%	1%	1%
Black or Black British	2%	2%	1%	1%
Chinese	2%	2%	-	3%
Asian or Asian British	4%	5%	6%	3%
Other ethnic group	2%	3%	3%	1%

<b>Disability</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	726	461	66	196
Yes	4%	4%	3%	6%

<b>Number of trips on this journey in last 2 weeks</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	832	527	75	229
1st journey	29%	7%	65%	66%
2 - 5	25%	22%	32%	29%
6 - 10	20%	30%	3%	2%
11 - 20	22%	34%	-	1%
21+	5%	6%	-	2%

<b>Occupation</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	800	510	73	214
Working full time	70%	83%	93%	31%
Working part time	10%	8%	7%	15%
Not working - seeking work	2%	-	-	7%
Not working - not seeking work	1%	-	-	5%
Retired	6%	*	-	22%
Student	8%	8%	-	13%
Other	2%	1%	-	7%

## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	832	524	73	233
Weekday	70%	65%	77%	79%
<i>Unweighted base</i>	612	392	52	166
Saturday	31%	22%	27%	52%
<i>Unweighted base</i>	604	389	52	161
Sunday	24%	19%	19%	37%

### Q7. What time should the FIRST train run...

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	473	345	29	97
Much earlier than the first train does at the moment	8%	8%	10%	10%
A little earlier than the first train does at the moment	21%	21%	21%	22%
The first train leaves at about the right time already	70%	71%	69%	68%
<b>Saturday</b>				
<i>Unweighted base</i>	213	136	13	62
Much earlier than the first train does at the moment	12%	13%	8%	10%
A little earlier than the first train does at the moment	28%	27%	15%	31%
The first train leaves at about the right time already	60%	60%	77%	60%
<b>Sunday</b>				
<i>Unweighted base</i>	196	125	13	56
Much earlier than the first train does at the moment	14%	17%	8%	9%
A little earlier than the first train does at the moment	30%	29%	23%	32%
The first train leaves at about the right time already	56%	54%	69%	59%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Q8. What time should the LAST train run...**

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	571	409	37	123
Much later than the last train does at the moment	36%	37%	41%	28%
A little later than the last train does at the moment	34%	35%	16%	34%
The last train leaves at about the right time already	30%	27%	43%	38%
<b>Saturday</b>				
<i>Unweighted base</i>	352	228	25	97
Much later than the last train does at the moment	46%	47%	52%	41%
A little later than the last train does at the moment	34%	33%	24%	37%
The last train leaves at about the right time already	20%	20%	24%	22%
<b>Sunday</b>				
<i>Unweighted base</i>	280	180	17	81
Much later than the last train does at the moment	30%	29%	35%	31%
A little later than the last train does at the moment	36%	36%	18%	38%
The last train leaves at about the right time already	34%	34%	47%	31%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Ticket Purchasing

**Q9. Did you buy your ticket for today's journey...**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	832	523	75	233
At the ticket office	48%	37%	52%	71%
From a self service ticket machine at the station	14%	11%	32%	16%
From a member of staff on the train	*	1%	-	*
In advance and collected from machine at the station	3%	2%	9%	4%
In advance and it was posted to me	1%	*	3%	1%
Already had ticket (e.g. season ticket)	31%	47%	-	4%
Some other way	2%	2%	1%	2%
Not sure/Purchased for me	*	-	3%	1%

**Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	397	192	39	166
Very satisfied	62%	51%	72%	72%
Fairly satisfied	27%	38%	13%	19%
Neither satisfied nor dissatisfied	5%	6%	8%	3%
Fairly dissatisfied	3%	2%	3%	4%
Very dissatisfied	2%	2%	5%	1%
Did not buy from ticket office	*	1%	-	-
Don't know	1%	1%	-	1%

**Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine? time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	118	57	24	37
Very easy	50%	46%	63%	49%
Fairly easy	36%	40%	25%	35%
Neither easy nor difficult	6%	9%	-	5%
Fairly difficult	5%	4%	8%	5%
Very difficult	3%	-	4%	5%
Did not use ticket machine	-	-	-	-
Don't know	1%	2%	-	-

## Seating

Q12. Usually, how easy is it to get a seat....?

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	780	518	61	199
Very easy	40%	37%	36%	49%
Fairly easy	34%	33%	34%	39%
Neither easy nor difficult	9%	10%	11%	7%
Fairly difficult	11%	14%	10%	5%
Very difficult	5%	7%	8%	1%
<b>Saturday</b>				
<i>Unweighted base</i>	363	237	20	104
Very easy	46%	49%	40%	41%
Fairly easy	41%	39%	55%	44%
Neither easy nor difficult	9%	10%	-	7%
Fairly difficult	3%	1%	5%	6%
Very difficult	1%	1%	-	2%
<b>Sunday</b>				
<i>Unweighted base</i>	333	218	15	98
Very easy	51%	53%	47%	47%
Fairly easy	40%	38%	53%	43%
Neither easy nor difficult	7%	7%	-	7%
Fairly difficult	2%	1%	-	3%
Very difficult	1%	1%	-	-

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>345	>215	>25	>90
Frequency of trains on this route	72%	64%	91%	85%
Punctuality/reliability of the train	70%	60%	90%	87%
Length of time the journey was scheduled to take (speed)	59%	50%	69%	78%
Connections with other train services	59%	51%	76%	71%
Value for money for price of ticket	24%	13%	31%	47%
Upkeep/repair and cleanliness of the train	35%	27%	42%	53%
Provision of information during the journey	48%	42%	53%	63%
Cleanliness of toilet facilities on the train	31%	28%	27%	41%
Being able to get a seat on the train	78%	72%	88%	91%
Personal security whilst on board the train	63%	59%	68%	70%
Visibility of staff on the train	17%	13%	15%	28%
Quality of facilities and services at the station	47%	44%	48%	53%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	56%	45%	68%	77%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	750	489	66	192
Provision of information about train times and platforms	16%	19%	14%	9%
Availability of seating while waiting for your train	14%	16%	11%	11%
Ticket-buying facilities	13%	12%	18%	15%
Connections with other forms of public transport	8%	7%	6%	12%
Upkeep and repair of station buildings and platforms	8%	9%	8%	6%
Personal security while at the station	7%	7%	5%	8%
Helpfulness and attitude of station staff	7%	7%	5%	7%
Availability of car parking spaces	6%	6%	9%	6%
Visibility of station staff	6%	4%	9%	8%
Cleanliness of station toilets facilities	6%	5%	3%	8%
Cleanliness of station buildings and platforms	4%	4%	6%	5%
Facilities to pay parking fee	4%	4%	8%	4%



## On-board catering facilities

### Q16. Satisfaction with on-board station facilities - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>31	>16	>3	>12
How quickly you were served	74%	72%	67%	78%
The range of products	66%	67%	25%	75%
The helpfulness and attitude of catering staff	76%	88%	67%	64%
The quality of products	61%	63%	67%	58%
The presentation of what you bought	65%	88%	50%	43%
The value for money of what you bought	47%	41%	-	67%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	706	443	72	189
Refreshment sold from a trolley that passes through the train	25%	20%	26%	37%
A buffet counter selling hot and cold refreshment	13%	11%	21%	16%
Food brought to your seat in First Class	1%	1%	4%	1%
Other specify	3%	3%	4%	3%
None as unlikely to purchase anything	54%	62%	40%	42%
Not sure	3%	4%	4%	1%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	767	496	72	197
A Wi-Fi internet connection	53%	56%	56%	44%
At seat power sockets	46%	46%	51%	41%

## Comment on staff and service disruption

### Q19a. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	795	509	73	210
Website	46%	47%	47%	42%
TV	13%	14%	11%	13%
Radio	11%	10%	21%	10%
Text alert	8%	11%	4%	3%
Email	6%	7%	5%	4%
Telephone call	4%	3%	4%	8%
Ceefax/Teletext	3%	4%	3%	2%
Other	3%	2%	1%	3%
Do not usually know about delays until arrive at station	38%	36%	38%	42%

### Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	768	499	72	194
Text alert	43%	50%	33%	27%
Website	29%	25%	35%	37%
Email	9%	9%	10%	7%
Radio	7%	5%	8%	9%
TV	6%	5%	7%	8%
Telephone call	3%	3%	3%	6%
Ceefax/Teletext	1%	1%	-	2%
Other	3%	2%	4%	5%

**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	793	508	72	210
Information screens	56%	57%	61%	54%
Announcements	22%	24%	21%	20%
Ask a member of staff	14%	13%	14%	16%
Ask fellow passengers	3%	3%	1%	2%
Posters/notices	1%	1%	1%	3%
Website	1%	1%	-	*
Telephone help point at station	1%	1%	-	*
Get information by text	1%	*	-	1%
Phone other person/ source	*	*	1%	-
Phone information line	*	*	-	-
Email	*	*	-	-
Other	1%	*	-	2%

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	796	507	73	213
Information screens	10%	7%	8%	15%
Announcements	81%	85%	82%	73%
Posters/notices	*	1%	-	-
Ask a member of staff	4%	1%	5%	8%
Phone information line	1%	1%	-	*
Phone other person/ source	*	*	-	-
Get information by text	1%	1%	-	2%
Website	1%	1%	1%	*
Email	*	*	-	-
Ask fellow passengers	2%	2%	3%	1%
Other	1%	1%	-	-

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	665	438	60	164
Yes - and given a form	3%	2%	-	8%
Yes - told by staff member	2%	2%	-	2%
Not informed, even though delayed over 30 minutes	26%	34%	7%	10%
Was not delayed over 30 minutes	60%	54%	85%	68%
Not sure	9%	8%	8%	12%

## This Appendix shows the tables of results for Route 5

The definition of the journeys covered by Route 5 are shown below:

**Route 5 - Suburban: Passengers travelling between London stations and stations to Enfield Town/Chingford/Cheshunt (no further north than Cheshunt), and passengers travelling between London stations and stations to Shenfield and Southminster/Southend Victoria.**

*Shaded cells indicate low base size (below 50)*

## Sample profile

Journey purpose	Total	Weekday	Weekend
<i>Unweighted base</i>	532	476	56
Commuter	68%	73%	23%
Business	5%	5%	4%
Leisure	27%	21%	73%

Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	495	336	26	129
16-24	14%	13%	8%	17%
25-34	21%	24%	23%	13%
35-44	25%	27%	35%	19%
45-54	23%	26%	15%	17%
55-59	8%	7%	12%	9%
60-64	5%	3%	8%	8%
65+	5%	*	-	18%

Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	488	335	26	124
White	87%	87%	96%	85%
Mixed	3%	1%	4%	6%
Black or Black British	6%	7%	-	4%
Chinese	1%	1%	-	1%
Asian or Asian British	2%	2%	-	3%
Other ethnic group	1%	1%	-	2%

<b>Disability</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	455	311	23	117
Yes	8%	4%	13%	15%

<b>Number of trips on this journey in last 2 weeks</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	527	359	27	140
1st journey	20%	6%	59%	48%
2 - 5	21%	12%	30%	42%
6 - 10	23%	33%	4%	2%
11 - 20	30%	42%	7%	4%
21+	7%	8%	-	4%

<b>Occupation</b>	<b>Total</b>	<b>Commuter</b>	<b>Business</b>	<b>Leisure</b>
<i>Unweighted base</i>	497	339	26	128
Working full time	70%	82%	81%	36%
Working part time	9%	8%	12%	13%
Not working - seeking work	2%	1%	4%	5%
Not working - not seeking work	1%	*	-	3%
Retired	7%	*	-	26%
Student	8%	7%	4%	10%
Other	3%	1%	-	7%

## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	523	361	28	132
Weekday	80%	78%	82%	86%
<i>Base size</i>	396	286	17	93
Saturday	45%	39%	41%	62%
<i>Base size</i>	389	281	15	93
Sunday	30%	28%	20%	38%

### Q7. What time should the FIRST train run...

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	298	213	14	70
Much earlier than the first train does at the moment	14%	12%	21%	17%
A little earlier than the first train does at the moment	18%	19%	14%	17%
The first train leaves at about the right time already	68%	69%	64%	66%
<b>Saturday</b>				
<i>Unweighted base</i>	169	112	8	48
Much earlier than the first train does at the moment	17%	14%	25%	19%
A little earlier than the first train does at the moment	20%	23%	-	17%
The first train leaves at about the right time already	63%	63%	75%	65%
<b>Sunday</b>				
<i>Unweighted base</i>	159	104	9	45
Much earlier than the first train does at the moment	19%	17%	33%	18%
A little earlier than the first train does at the moment	21%	26%	11%	13%
The first train leaves at about the right time already	60%	57%	56%	69%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Q8. What time should the LAST train run...**

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	340	256	16	68
Much later than the last train does at the moment	24%	21%	25%	35%
A little later than the last train does at the moment	37%	39%	50%	26%
The last train leaves at about the right time already	38%	39%	25%	38%
<b>Saturday</b>				
<i>Unweighted base</i>	253	184	13	56
Much later than the last train does at the moment	37%	36%	31%	39%
A little later than the last train does at the moment	36%	38%	46%	27%
The last train leaves at about the right time already	28%	26%	23%	34%
<b>Sunday</b>				
<i>Unweighted base</i>	216	154	10	52
Much later than the last train does at the moment	30%	28%	30%	35%
A little later than the last train does at the moment	31%	34%	40%	23%
The last train leaves at about the right time already	39%	38%	30%	42%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Ticket Purchasing

**Q9. Did you buy your ticket for today's journey...**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	523	357	28	136
At the ticket office	32%	25%	50%	49%
From a self service ticket machine at the station	7%	4%	25%	10%
From a member of staff on the train	1%	1%	-	3%
In advance and collected from machine at the station	1%	1%	-	1%
In advance and it was posted to me	1%	*	4%	1%
Already had ticket (e.g. season ticket)	47%	59%	11%	24%
Some other way	10%	10%	7%	10%
Not sure/Purchased for me	1%	1%	4%	1%



**Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	165	85	13	67
Very satisfied	56%	45%	62%	69%
Fairly satisfied	28%	31%	23%	25%
Neither satisfied nor dissatisfied	7%	9%	15%	3%
Fairly dissatisfied	7%	12%	-	1%
Very dissatisfied	1%	2%	-	-
Did not buy from ticket office	1%	-	-	1%
Don't know	1%	1%	-	-

**Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	35	14	7	14
Very easy	57%	57%	57%	57%
Fairly easy	34%	29%	43%	36%
Neither easy nor difficult	9%	14%	-	7%
Fairly difficult	-	-	-	-
Very difficult	-	-	-	-
Did not use ticket machine	-	-	-	-
Don't know	-	-	-	-

## Seating

Q12. Usually, how easy is it to get a seat....?

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	502	356	25	119
Very easy	41%	40%	52%	44%
Fairly easy	34%	33%	28%	37%
Neither easy nor difficult	7%	6%	-	9%
Fairly difficult	12%	13%	12%	7%
Very difficult	6%	7%	8%	3%
<b>Saturday</b>				
<i>Unweighted base</i>	302	215	12	74
Very easy	52%	53%	50%	51%
Fairly easy	36%	37%	25%	36%
Neither easy nor difficult	6%	4%	8%	9%
Fairly difficult	4%	5%	8%	1%
Very difficult	2%	2%	8%	1%
<b>Sunday</b>				
<i>Unweighted base</i>	277	195	10	71
Very easy	59%	58%	50%	62%
Fairly easy	31%	32%	40%	28%
Neither easy nor difficult	4%	4%	10%	4%
Fairly difficult	3%	3%	-	4%
Very difficult	3%	3%	-	1%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>148	>107	>7	>33
Frequency of trains on this route	81%	79%	84%	86%
Punctuality/reliability of the train	80%	76%	92%	87%
Length of time the journey was scheduled to take (speed)	74%	70%	92%	83%
Connections with other train services	70%	65%	88%	77%
Value for money for price of ticket	26%	19%	44%	44%
Upkeep/repair and cleanliness of the train	38%	35%	50%	44%
Provision of information during the journey	48%	45%	37%	60%
Cleanliness of toilet facilities on the train	32%	26%	57%	42%
Being able to get a seat on the train	85%	82%	92%	91%
Personal security whilst on board the train	49%	45%	65%	57%
Visibility of staff on the train	13%	9%	23%	21%
Quality of facilities and services at the station	44%	41%	43%	52%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	65%	60%	81%	74%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	482	329	23	126
Provision of information about train times and platforms	15%	16%	13%	12%
Ticket-buying facilities	12%	14%	-	10%
Upkeep and repair of station buildings and platforms	11%	12%	13%	9%
Personal security while at the station	11%	11%	13%	13%
Helpfulness and attitude of station staff	9%	9%	4%	7%
Connections with other forms of public transport	8%	7%	4%	11%
Availability of seating while waiting for your train	8%	9%	4%	8%
Visibility of station staff	8%	6%	9%	12%
Cleanliness of station toilets facilities	6%	5%	4%	6%
Cleanliness of station buildings and platforms	5%	5%	9%	4%
Facilities to pay parking fee	4%	2%	26%	4%
Availability of car parking spaces	3%	3%	-	5%

## On-board catering facilities

### Q16. Satisfaction with on-board station facilities - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>13	>7	>1	>5
How quickly you were served	67%	50%	50%	80%
The range of products	67%	55%		83%
The helpfulness and attitude of catering staff	62%	67%	100%	40%
The quality of products	29%	29%	-	40%
The presentation of what you bought	31%	25%		50%
The value for money of what you bought	29%	14%	100%	40%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	404	271	23	105
Refreshment sold from a trolley that passes through the train	13%	9%	22%	22%
A buffet counter selling hot and cold refreshment	11%	10%	17%	11%
Food brought to your seat in First Class	2%	1%	4%	2%
Other specify	5%	5%	4%	5%
None as unlikely to purchase anything	65%	71%	43%	53%
Not sure	5%	3%	9%	7%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>468	>325	>24	>116
A Wi-Fi internet connection	36%	35%	33%	38%
At seat power sockets	29%	28%	29%	34%

**Comment on staff and service disruption**

**Q19a. Current methods of finding out about delays and disruptions, before setting off for station**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	496	342	26	124
Website	37%	36%	38%	40%
Radio	20%	22%	27%	14%
TV	20%	22%	12%	15%
Email	7%	8%	-	6%
Text alert	6%	8%	-	4%
Ceefax/Teletext	4%	4%	-	5%
Telephone call	4%	4%	4%	5%
Other	3%	3%	-	3%
Do not usually know about delays until arrive at station	37%	37%	46%	35%

**Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	490	338	26	122
Text alert	42%	49%	31%	28%
Website	23%	19%	50%	30%
Radio	12%	13%	4%	13%
TV	9%	7%	8%	12%
Email	6%	6%	8%	5%
Ceefax/Teletext	3%	3%	-	3%
Telephone call	2%	2%	-	2%
Other	3%	2%	-	6%

**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	498	342	26	126
Information screens	47%	43%	58%	56%
Announcements	33%	36%	23%	26%
Ask a member of staff	10%	9%	12%	12%
Ask fellow passengers	4%	6%	-	1%
Posters/notices	1%	1%	4%	2%
Phone other person/ source	1%	2%	-	-
Get information by text	1%	1%	-	2%
Phone information line	1%	*	4%	2%
Website	1%	1%	-	1%
Telephone help point at station	1%	1%	-	-
Other	1%	1%	-	-

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	500	341	26	128
Information screens	6%	4%	15%	13%
Announcements	85%	89%	73%	75%
Posters/notices	*	-	-	1%
Ask a member of staff	2%	1%	4%	4%
Phone information line	1%	1%	-	1%
Phone other person/ source	1%	1%	-	1%
Get information by text	1%	1%	4%	2%
Website	1%	1%	-	1%
Email	*	*	-	1%
Ask fellow passengers	2%	1%	4%	2%
Other	1%	1%	-	1%

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	438	312	22	101
Yes - and given a form	2%	2%	-	5%
Yes - told by staff member	2%	2%	-	3%
Not informed, even though delayed over 30 minutes	28%	32%	5%	18%
Was not delayed over 30 minutes	59%	57%	82%	59%
Not sure	9%	7%	14%	15%

## This Appendix shows the tables of results for Route 6

The definition of the journeys covered by Route 6 are shown below:

**Route 6 - Great Eastern Outers: Passengers travelling between London Liverpool St and stations north of Ingatestone to Harwich/Sudbury/Braintree/Clacton/Walton-on-Naze, or vice versa. Some passengers may also be making intermediate journeys between stations from Ingatestone to Harwich/Sudbury/Braintree/Clacton/Walton-on-Naze.**

*Shaded cells indicate low base size (below 50)*

## Sample profile

Journey purpose	Total	Weekday	Weekend
<i>Unweighted base</i>	423	317	106
Commuter	61%	76%	15%
Business	4%	6%	1%
Leisure	35%	18%	84%

Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	400	251	19	127
16-24	12%	11%	11%	16%
25-34	24%	25%	21%	23%
35-44	24%	27%	26%	18%
45-54	23%	26%	42%	13%
55-59	6%	6%	-	6%
60-64	7%	5%	-	11%
65+	4%	-	-	13%

Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	399	247	18	131
White	90%	90%	94%	89%
Mixed	2%	1%	-	2%
Black or Black British	2%	2%	-	2%
Chinese	1%	*	-	1%
Asian or Asian British	3%	4%	6%	2%
Other ethnic group	3%	2%	-	5%



Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	382	236	17	126
Yes	6%	5%	6%	7%

Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	423	258	19	146
1st journey	27%	3%	74%	64%
2 - 5	19%	14%	21%	28%
6 - 10	21%	32%	-	5%
11 - 20	27%	42%	5%	2%
21+	6%	9%	-	1%

Occupation	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	410	253	19	135
Working full time	77%	91%	100%	47%
Working part time	7%	3%	-	14%
Not working - seeking work	1%	1%	-	3%
Not working - not seeking work	1%	-	-	2%
Retired	6%	-	-	17%
Student	8%	5%	-	15%
Other	1%	*	-	2%

## Train timing and frequency

### Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	399	257	18	123
Weekday	58%	60%	72%	51%
<i>Unweighted base</i>	353	212	12	128
Saturday	40%	33%	17%	52%
<i>Unweighted base</i>	324	205	11	108
Sunday	19%	17%	-	26%

### Q7. What time should the FIRST train run...

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	222	167	7	48
Much earlier than the first train does at the moment	9%	8%	-	13%
A little earlier than the first train does at the moment	20%	23%	-	15%
The first train leaves at about the right time already	71%	69%	100%	73%
<b>Saturday</b>				
<i>Unweighted base</i>	135	86	3	46
Much earlier than the first train does at the moment	7%	7%	-	9%
A little earlier than the first train does at the moment	22%	23%	-	22%
The first train leaves at about the right time already	70%	70%	100%	70%
<b>Sunday</b>				
<i>Unweighted base</i>	114	70	3	41
Much earlier than the first train does at the moment	15%	16%	-	15%
A little earlier than the first train does at the moment	26%	29%	-	24%
The first train leaves at about the right time already	59%	56%	100%	61%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Q8. What time should the LAST train run...**

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	273	194	6	73
Much later than the last train does at the moment	30%	33%	50%	22%
A little later than the last train does at the moment	34%	37%	-	30%
The last train leaves at about the right time already	36%	30%	50%	48%
<b>Saturday</b>				
<i>Unweighted base</i>	208	131	4	73
Much later than the last train does at the moment	40%	39%	75%	40%
A little later than the last train does at the moment	31%	35%	-	26%
The last train leaves at about the right time already	29%	26%	25%	34%
<b>Sunday</b>				
<i>Unweighted base</i>	165	98	4	63
Much later than the last train does at the moment	27%	28%	25%	25%
A little later than the last train does at the moment	35%	38%	50%	30%
The last train leaves at about the right time already	38%	35%	25%	44%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

**Ticket Purchasing**

**Q9. Did you buy your ticket for today's journey...**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	422	258	19	144
At the ticket office	38%	23%	68%	61%
From a self service ticket machine at the station	13%	6%	26%	24%
From a member of staff on the train	3%	2%	-	5%
In advance and collected from machine at the station	2%	2%	5%	1%
In advance and it was posted to me	*	-	-	1%
Already had ticket (e.g. season ticket)	40%	63%	-	3%
Some other way	3%	3%	-	2%
Not sure/Purchased for me	1%	*	-	3%

**Q10. If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	158	56	13	88
Very satisfied	56%	45%	69%	60%
Fairly satisfied	29%	36%	23%	26%
Neither satisfied nor dissatisfied	9%	9%	8%	9%
Fairly dissatisfied	4%	4%	-	5%
Very dissatisfied	1%	2%	-	-
Did not buy from ticket office	1%	4%	-	-
Don't know	1%	2%	-	-

**Q11. If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	53	16	5	32
Very easy	47%	50%	60%	44%
Fairly easy	28%	44%	-	25%
Neither easy nor difficult	17%	6%	40%	19%
Fairly difficult	4%	-	-	6%
Very difficult	2%	-	-	3%
Did not use ticket machine	-	-	-	-
Don't know	2%	-	-	3%

## Seating

Q12. Usually, how easy is it to get a seat....?

	Total	Commuter	Business	Leisure
<b>Monday to Friday</b>				
<i>Unweighted base</i>	356	252	14	90
Very easy	37%	37%	43%	36%
Fairly easy	31%	31%	14%	34%
Neither easy nor difficult	8%	7%	7%	13%
Fairly difficult	13%	13%	14%	11%
Very difficult	11%	12%	21%	6%
<b>Saturday</b>				
<i>Unweighted base</i>	239	136	6	97
Very easy	42%	40%	-	47%
Fairly easy	41%	43%	50%	36%
Neither easy nor difficult	13%	15%	33%	9%
Fairly difficult	4%	1%	17%	6%
Very difficult	1%	1%	-	1%
<b>Sunday</b>				
<i>Unweighted base</i>	184	113	5	66
Very easy	44%	46%	-	44%
Fairly easy	41%	42%	80%	36%
Neither easy nor difficult	10%	9%	20%	12%
Fairly difficult	4%	3%	-	8%
Very difficult	-	-	-	-

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

## Satisfaction with journey today

### Q13. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>192	>115	>7	>63
Frequency of trains on this route	65%	58%	88%	77%
Punctuality/reliability of the train	65%	56%	89%	80%
Length of time the journey was scheduled to take (speed)	66%	59%	94%	77%
Connections with other train services	59%	50%	75%	72%
Value for money for price of ticket	19%	11%	26%	34%
Upkeep/repair and cleanliness of the train	42%	36%	33%	55%
Provision of information during the journey	50%	41%	44%	68%
Cleanliness of toilet facilities on the train	28%	23%	14%	40%
Being able to get a seat on the train	79%	75%	72%	88%
Personal security whilst on board the train	54%	52%	36%	60%
Visibility of staff on the train	15%	11%	18%	22%
Quality of facilities and services at the station	47%	41%	63%	55%
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	57%	49%	83%	69%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded

## Railway Stations

### Q15 Priorities for improvements on this route - first choice

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	388	238	17	129
Provision of information about train times and platforms	18%	23%	24%	8%
Availability of seating while waiting for your train	13%	15%	12%	10%
Ticket-buying facilities	11%	8%	24%	13%
Connections with other forms of public transport	10%	8%	-	15%
Personal security while at the station	9%	10%	6%	8%
Cleanliness of station toilets facilities	9%	6%	24%	12%
Upkeep and repair of station buildings and platforms	7%	8%	-	6%
Visibility of station staff	6%	5%	6%	9%
Helpfulness and attitude of station staff	6%	6%	-	7%
Cleanliness of station buildings and platforms	5%	5%	6%	7%
Availability of car parking spaces	4%	3%	-	5%
Facilities to pay parking fee	2%	3%	-	1%

## On-board catering facilities

### Q16. Satisfaction with on-board station facilities - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>19	>8	>1	>10
How quickly you were served	54%	54%	-	62%
The range of products	48%	33%	-	64%
The helpfulness and attitude of catering staff	55%	50%	-	64%
The quality of products	52%	50%	-	58%
The presentation of what you bought	41%	36%	-	45%
The value for money of what you bought	32%	13%	-	50%

\* NB these data are based on all those able to give an opinion; respondents saying 'no opinion' are excluded.

### Q17. Priorities for catering options

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	350	217	18	112
Refreshment sold from a trolley that passes through the train	20%	17%	22%	25%
A buffet counter selling hot and cold refreshment	16%	15%	17%	18%
Food brought to your seat in First Class	1%	1%	-	1%
Other specify	4%	6%	-	2%
None as unlikely to purchase anything	54%	58%	56%	46%
Not sure	5%	3%	6%	8%

## On-board facilities

### Q18. Importance of facilities - % very/fairly important

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	>395	>246	>19	>127
A Wi-Fi internet connection	38%	41%	37%	33%
At seat power sockets	33%	34%	42%	29%

## Comment on staff and service disruption

### Q19a. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	406	251	19	133
Website	41%	43%	32%	41%
Radio	13%	13%	16%	12%
Text alert	10%	14%	5%	2%
TV	10%	11%	16%	8%
Email	5%	6%	-	5%
Telephone call	4%	4%	-	5%
Ceefax/Teletext	3%	2%	5%	3%
Other	4%	4%	-	4%
Do not usually know about delays until arrive at station	37%	35%	42%	40%

### Q19b. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	400	251	17	129
Text alert	40%	52%	53%	14%
Website	30%	24%	24%	41%
Radio	8%	7%	12%	9%
Email	8%	10%	-	4%
Telephone call	4%	2%	-	9%
TV	4%	2%	6%	7%
Ceefax/Teletext	2%	*	-	5%
Other	6%	3%	6%	12%



**Q20a. Most important methods of finding out about delays and disruptions AT STATION, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	406	249	19	135
Information screens	47%	43%	74%	50%
Announcements	30%	37%	21%	18%
Ask a member of staff	13%	10%	5%	19%
Ask fellow passengers	3%	4%	-	1%
Posters/notices	2%	1%	-	5%
Get information by text	1%	2%	-	-
Phone other person/ source	1%	1%	-	1%
Website	*	*	-	1%
Email	*	*	-	-
Telephone help point at station	*	*	-	-
Other	1%	*	-	4%

**Q20b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	408	251	19	135
Information screens	7%	4%	21%	11%
Announcements	79%	81%	74%	77%
Posters/notices	-	-	-	-
Ask a member of staff	4%	3%	-	7%
Phone information line	*	*	-	-
Phone other person/ source	1%	2%	-	-
Get information by text	2%	3%	-	1%
Website	*	*	-	-
Email	*	*	-	-
Ask fellow passengers	3%	5%	5%	1%
Other	1%	1%	-	3%

**Q21. If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?**

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	369	234	15	118
Yes - and given a form	4%	3%	-	8%
Yes - told by staff member	1%	1%	-	3%
Not informed, even though delayed over 30 minutes	24%	31%	33%	9%
Was not delayed over 30 minutes	64%	62%	60%	69%
Not sure	6%	3%	7%	12%

## National Express East Anglia Passenger Priorities

Thank you for your agreeing to take part in this short survey which is being carried out by Continental Research 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. The survey should take no more than 10 minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society (MRS).

You have been handed this questionnaire either on a train, or at a railway station. When answering the questions, we would like you to think about the train journey you were making when you were handed the questionnaire.

The interviewer will collect this questionnaire from you when you have completed it or please use the free post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help.

TO ANSWER THE QUESTIONS PLEASE TICK THE BOX NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. UNLESS THE QUESTION ALLOWS YOU TO TICK SEVERAL ANSWERS, PLEASE JUST TICK ONE BOX PER QUESTION.

### YOUR JOURNEY TODAY

**Q1** Please fill in the scheduled departure time of the train from the station where you boarded.

Use the 24 hr clock e.g. 17 : 25

		:		
--	--	---	--	--

**Q2** Please write in the name of the station where you boarded **this** train :

--

**Q3a** Please write in the name of the station you are travelling to on **this** train :

--

**Q3b** If you will need to change trains please write the name of your final destination station :

--

# §10010013

- Q4** What is the **main** purpose of your rail journey today?
- Daily commuting to / from work .....
  - Less regular commuting to / from work .....
  - Daily commuting for education (to / from college / school / university) .....
  - Less regular commuting for education (to / from college / school / university) .....
  - On employer's business (or own if self employed) .....
  - Shopping trip .....
  - Visiting friends or relatives .....
  - Sport / entertainment .....
  - A day out .....
  - Travel to / from holiday .....
  - On personal business (job interview, dentist etc) .....
  - Other .....

- Q5** 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*)
- This is my first journey.....
  - 2-5.....
  - 6-10.....
  - 11-20.....
  - 21+.....

- Q6** How satisfied are you with the frequency of service between the station at which you boarded this train and the station at which you will get off this train?
- |                   | Very<br>satisfied        | Fairly<br>satisfied      | Neither satisfied<br>nor<br>dissatisfied | Fairly<br>dissat-<br>isified | Very<br>dissat-<br>isified | No<br>opinion            |
|-------------------|--------------------------|--------------------------|--|------------------------------|----------------------------|--------------------------|
| On Weekdays.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                 | <input type="checkbox"/>     | <input type="checkbox"/>   | <input type="checkbox"/> |
| On Saturdays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                 | <input type="checkbox"/>     | <input type="checkbox"/>   | <input type="checkbox"/> |
| On Sundays.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                 | <input type="checkbox"/>     | <input type="checkbox"/>   | <input type="checkbox"/> |

- Q7** What time should the FIRST train run between the station at which you boarded this train, and the station at which you will get off this train?
- |                   | Much earlier than<br>the first train does<br>at the moment | A little earlier than<br>the first train does<br>at the moment | The first train leaves<br>leaves at about the<br>right time already | No opinion               |
|-------------------|--|--|---|--------------------------|
| On Weekdays.....  | <input type="checkbox"/>                                   | <input type="checkbox"/>                                       | <input type="checkbox"/>  | <input type="checkbox"/> |
| On Saturdays..... | <input type="checkbox"/>                                   | <input type="checkbox"/>                                       | <input type="checkbox"/>  | <input type="checkbox"/> |
| On Sundays.....   | <input type="checkbox"/>                                   | <input type="checkbox"/>                                       | <input type="checkbox"/>  | <input type="checkbox"/> |

- Q8** And what time should the LAST train run between the station at which you boarded this train, and the station at which you will get off this train?
- |                   | Much later than<br>the last train does<br>at the moment | A little later than<br>the last train does<br>at the moment | The last train leaves<br>leaves at about the<br>right time already | No opinion               |
|-------------------|---|---|--|--------------------------|
| On Weekdays.....  | <input type="checkbox"/>                                | <input type="checkbox"/>                                    | <input type="checkbox"/>   | <input type="checkbox"/> |
| On Saturdays..... | <input type="checkbox"/>                                | <input type="checkbox"/>                                    | <input type="checkbox"/>   | <input type="checkbox"/> |
| On Sundays.....   | <input type="checkbox"/>                                | <input type="checkbox"/>                                    | <input type="checkbox"/>   | <input type="checkbox"/> |

- Q9** Did you buy your ticket for today's journey
- At the ticket office.....
  - From a self-service ticket machine at the station.....
  - From a member of staff on the train.....
  - In advance and collected from machine at the station.....
  - In advance and it was posted to me.....
  - Already had ticket (e.g. season ticket).....
  - Some other way.....
  - Not sure/purchased for me.....

**Q10** If you purchased your ticket for today's journey at the ticket office, how satisfied were you with the time you had to queue?

- Very satisfied.....
- Fairly satisfied.....
- Neither satisfied nor dissatisfied.....
- Fairly dissatisfied.....
- Very dissatisfied.....
- Did not buy from ticket office.....
- Don't know.....

**Q11** If you purchased your ticket for today's journey from a self-service machine at the station, how easy was it to use the self-service ticket machine?

- Very easy.....
- Fairly easy.....
- Neither easy nor difficult.....
- Fairly difficult.....
- Very difficult.....
- Did not use ticket machine.....
- Don't know.....

**Q12** Please now think about seating on this train. Usually, how easy is it to get a seat between the station at which you boarded this train and the station at which you will get off this train, on these days of the week?

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	No opinion
On Weekdays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Saturdays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Sundays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**YOUR EXPERIENCE**

**Q13** Thinking about the level of service you experienced on your journey today, please rate what you experienced.

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Frequency of trains on this route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality/reliability of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection with other train services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money for price of ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep/repair and cleanliness of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of toilet facilities on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security whilst on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visibility of staff on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of facilities and services at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## YOUR PREFERENCE

**Q14** Here are some things that could be improved on this route. There are a number of pairs shown below and for each please tick the improvement that you would **most** like to see.

	Prefer the one on the left	No Preference	Prefer the one on the right	
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connection with other train services
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cleanliness of toilet facilities on the train
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quality of facilities and services at the station
Upkeep/repair and cleanliness of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Cleanliness of toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality/reliability of the train
Provision of information during the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Punctuality/reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of trains on this route
Quality of facilities and services at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Visibility of staff on the train
Provision of information during the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Visibility of staff on the train
Visibility of staff on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cleanliness of toilet facilities on the train
Frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Upkeep/repair and cleanliness of the train
Punctuality/reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of trains on this route
Quality of facilities and services at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connection with other train services
Upkeep/repair and cleanliness of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information during the journey
Connection with other train services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train

**Q15** Still thinking about your journey today, please select a first and second choice from the options below which you would most like to see improved on this route? *(please tick one option in each column)*

	First choice	Second choice
Ticket-buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms.....	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of station buildings and platforms.....	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of station buildings and platforms.....	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of station toilet facilities.....	<input type="checkbox"/>	<input type="checkbox"/>
Availability of car parking spaces.....	<input type="checkbox"/>	<input type="checkbox"/>
Facilities to pay parking fee.....	<input type="checkbox"/>	<input type="checkbox"/>
Visibility of station staff.....	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seating while waiting for your train.....	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness and attitude of station staff.....	<input type="checkbox"/>	<input type="checkbox"/>
Personal security while at the station.....	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of public transport.....	<input type="checkbox"/>	<input type="checkbox"/>

### REFRESHMENTS ON TRAINS

**ANSWER Q16 IF YOU USED ONBOARD CATERING FACILITIES, IF NOT GO TO Q17**

**Q16** If you used any onboard catering facilities on **this** journey how satisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissat- isified	Very dissat- isified	Not sure/no opinion
How quickly you were served.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of products.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of catering staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of products.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presentation of what you bought....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of what you bought.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q17** Thinking about the journey you are making today which of the following catering options is **most** important for you to have on this journey?

- Refreshments sold from a trolley that passes through the train.....
- A buffet counter selling hot and cold refreshments.....
- Food brought to your seat in First Class.....

Other, please specify:

- None as unlikely to purchase anything.....
- Not sure.....

### ON BOARD FACILITIES

**Q18** How important is it that, in future, trains on **this** route have the following facilities available to passengers?

	Very important	Fairly important	Neither important nor unimportant	Fairly unimpor- tant	Very unimpor- tant	Not sure
A Wi-Fi internet connection.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At seat power sockets.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STAFF AND SERVICE DISRUPTION

**Q19a** When there are delays or disruptions to train services, how do you usually find out about them BEFORE you get to the station? (*please tick all that apply*)

- Website.....
- Email.....
- Text alert.....
- Telephone call.....
- Radio.....
- TV.....
- Ceefax/Teletext.....
- Other.....
- Do not usually know about delays until arrive at station.....

**Q19b** What would be the best method to let you know there are delays or disruption BEFORE you set off for the station? (*please tick one only*)

- Website.....
- Email.....
- Text alert.....
- Telephone call.....
- Radio.....
- TV.....
- Ceefax / Teletext.....
- Other.....

**Q20a** If you arrive at a STATION and there are delays or disruption, what is the **most** important way you find out how it affects you? (*please tick one only*)

- Information screens.....
- Announcements.....
- Posters/notices.....
- Ask a member of staff.....
- Telephone help point at station.....
- Phone information line.....
- Phone other person/source.....
- Get information by text.....
- Website.....
- Email.....
- Ask fellow passengers.....
- Other.....

**Q20b** If you are already on the TRAIN and it becomes delayed, what is the **most** important way you find out information? (*please tick one only*)

- Information screens.....
- Announcements.....
- Posters/notices.....
- Ask a member of staff.....
- Phone information line.....
- Phone other person/source.....
- Get information by text.....
- Website.....
- Email.....
- Ask fellow passengers.....
- Other.....

**Q21** If you were delayed on this journey in excess of 30 minutes were you given a compensation claim form or told that you could claim compensation?

- Yes - and given a form.....
- Yes - told by staff member.....
- Not informed, even though delayed over 30 minutes.....
- Was not delayed over 30 minutes.....
- Not sure.....

## About You

In order to ensure that the responses of all groups of passengers are included please could you provide the following details about yourself.

**Q22** Are you?

- Working full time (30+ hours).....   
Working part time (9-29 hours).....   
Not working - seeking work.....   
Not working and not seeking work.....   
Retired.....   
Full time student.....   
Other.....

**Q23** Which age group do you fall into?

- Under 16.....   
16-24.....   
25-34.....   
35-44.....   
45-54.....   
55-59.....   
60-64.....   
65+.....

**Q24** Are you.....

- Male.....   
Female.....

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

- White.....  Chinese.....   
Mixed.....  Asian or Asian British.....   
Black or Black British.....  Other ethnic group.....

**Q26** Do you have a disability or long term illness related to the following? (*tick all that apply*)

- Mobility.....  Speech impairment.....   
Wheelchair user.....  Learning difficulties.....   
Hearing.....  No/none of these.....   
Eyesight.....

**Q27** What type of ticket did you use for your journey today?

*(please note: type of ticket is often shown at the top left of your ticket)*

- Anytime Single/Return.....   
Anytime Day Single/Return.....   
Off-Peak/Super Off-Peak Single/Return.....   
Off-Peak Day/Super Off-Peak Day Single/Return.....   
Advance Single.....   
Day Travelcard.....   
Weekly/Monthly Season Ticket (including Travelcard).....   
Special promotion ticket.....   
Holiday package/tour ticket.....   
Rail Staff Pass/Privilege ticket/Police concession.....   
Freedom pass.....

Other: Please write in



**Thank you for your help in completing this research.**

**Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.**

**This survey was conducted under the terms of the MRS Code of Conduct by Continental Research on behalf of Passenger Focus. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm Continental Research's 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.**

## Appendix J - Bibliography

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