



Photo: Anthony Grimley

More trains, longer trains, getting more from the rail network

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Passenger research



National Passenger Survey:

- 63% satisfied with sufficient room to sit/stand
- Best: 74% on Chiltern
- Worst: 52% on the old Silverlink

4th (out of 30) in the list of improvements passengers would like to see (after price, frequency and punctuality)

The average masks the awful



Photo: Anthony Grimley

Causes of overcrowding



Commuter journeys into London

In many cases trains are as long as platforms will allow and as frequent as the track and signals will allow

Outside London

The big problem is rolling stock – why aren't trains longer?

Infrastructure improvements – more frequent and longer trains



Commuter journeys into London

- It *is* possible to enable more frequent trains by remodelling the track, improving signalling, but *very* expensive
 - Thameslink, Crossrail will cost billions
- Platform lengthening is cheaper
- Key issue is money and priorities
 - National priorities v local
 - Lever in local money

Outside London: longer trains



- There is a national shortage of train carriages
- From 1996 to 2007,
 - Train carriages up 4%
 - 11,000 to 11,500
- Passenger journeys up 45%
 - 800 million to 1,164 million

We pay the same regardless of quality



- Train companies say it's too expensive to put on extra carriages
 - They have contracts with the government
 - Get paid the same whether or not the trains are fill to bursting
 - Unless extra carriages produces more fare income, they have no incentive
- So the government pays the same even if we passengers are getting an awful service

Make train companies care



- Government is buying lots more trains – very good
- We want train companies to have the incentive to do it themselves
- Outside London, **adjust train company payments in line with overcrowding**

Sort out the rolling stock market



- Competition Commission currently investigating
- Provisional finding in May/June
- Final report by April 2009
- Government must **act on findings**

Be open about the issue



- Compulsory monitoring of overcrowding
 - Some train companies have automatic loading counts on their trains (e.g. c2c, South West Trains)
- Everyone should do this
 - Means they make best use of existing capacity
 - **Publish the data** so that funding decisions are rational – not just those who shout loudest

Conclusion



- Government buying more trains – very good
- Give train companies an incentive to care
- Adjust payments in line with overcrowding
- Sort out the rolling stock market
- Start publishing the data on overcrowding