



Passenger research findings

Ipswich to Lowestoft line and Ipswich to
Bury St. Edmunds line

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Background



In December 2004 a new train timetable was introduced on the Ipswich to Lowestoft (East Suffolk) line and the Ipswich to Bury St. Edmunds line as part of a major timetable change by 'one' railway at the start of its franchise.

In January 2006, 12 months after the new timetable had been in operation, Passenger Focus – the independent national rail consumer watchdog – teamed up with 'one' railway to test passengers' views about services on these lines.

Over the 4, 5 and 6 January 2006 Passenger Focus distributed a short questionnaire to passengers on the two routes, covering almost every train in the timetable. A copy of the questionnaire is reproduced below.

Approximately 2,000 questionnaires were issued and 671 completed responses were received: 298 from East Suffolk line passengers and 373 from Bury St. Edmunds line passengers.

The findings from this research will be used to inform any discussion about the future development of services on these routes.

<h2>Your views please!</h2> <p>The region's train operator 'one' is working closely with the national body representing rail passengers, the Rail Passengers Council (RPC), to ensure that wherever possible we are able to deliver train services and a timetable that is best able to meet the needs of the majority of customers. Just over 12 months after the timetable changes introduced on this route in December 2004, we believe that it is time to survey passenger views on the timetable and service provided on your route. It would be very much appreciated if you would take a few minutes to respond to the questions below, returning this postcard to the FREEPOST address overleaf.</p> <p>Thank you</p> <p>'one' and the RPC</p> <p>On THIS line, how important to you is (please score between 0 and 10, with 0 being not at all important and 10 being extremely important)</p> <ul style="list-style-type: none"> - a high level of reliability (i.e. not experiencing cancellations) <input type="checkbox"/> - a high level of punctuality (i.e. not experiencing trains that are late) <input type="checkbox"/> - getting a seat on your journey <input type="checkbox"/> - having direct trains from stations on this line to London <input type="checkbox"/> <p>On THIS line, what would you say should be 'one' railway's priorities for improvement (please rank the issues 1-4, with 1 being your greatest priority and 4 your lowest priority)</p> <ul style="list-style-type: none"> - reducing the number of late trains <input type="checkbox"/> - reducing the number of cancelled trains <input type="checkbox"/> - improving the frequency of service (i.e. reducing gap between trains) <input type="checkbox"/> - making sure you can get a seat on the train <input type="checkbox"/> 		<p>Do you use the train on THIS line</p> <ul style="list-style-type: none"> - almost every day travelling from _____ to _____ - 2 or 3 times a week travelling from _____ to _____ - about once a week travelling from _____ to _____ - a few times a month travelling from _____ to _____ - about once a month travelling from _____ to _____ - 2 or 3 times a year travelling from _____ to _____ - this my first trip this year travelling from _____ to _____ <p>(you may tick more than one answer, if applicable)</p> <p>Today you are travelling From _____ To _____</p> <p>Business/commuting/leisure/other (delete as applicable)</p> <p>Age _____</p> <p>Did you have access to a car you could have used for this journey? Y/N</p> <p>Are you travelling with heavy luggage or a pram/pushchair? Y/N</p> <p>Do you consider yourself to have a mobility impairment? Y/N</p>
 		

East Suffolk line research findings

We asked passengers about the importance to them of four factors (0 = not at all important; 10 = extremely important).

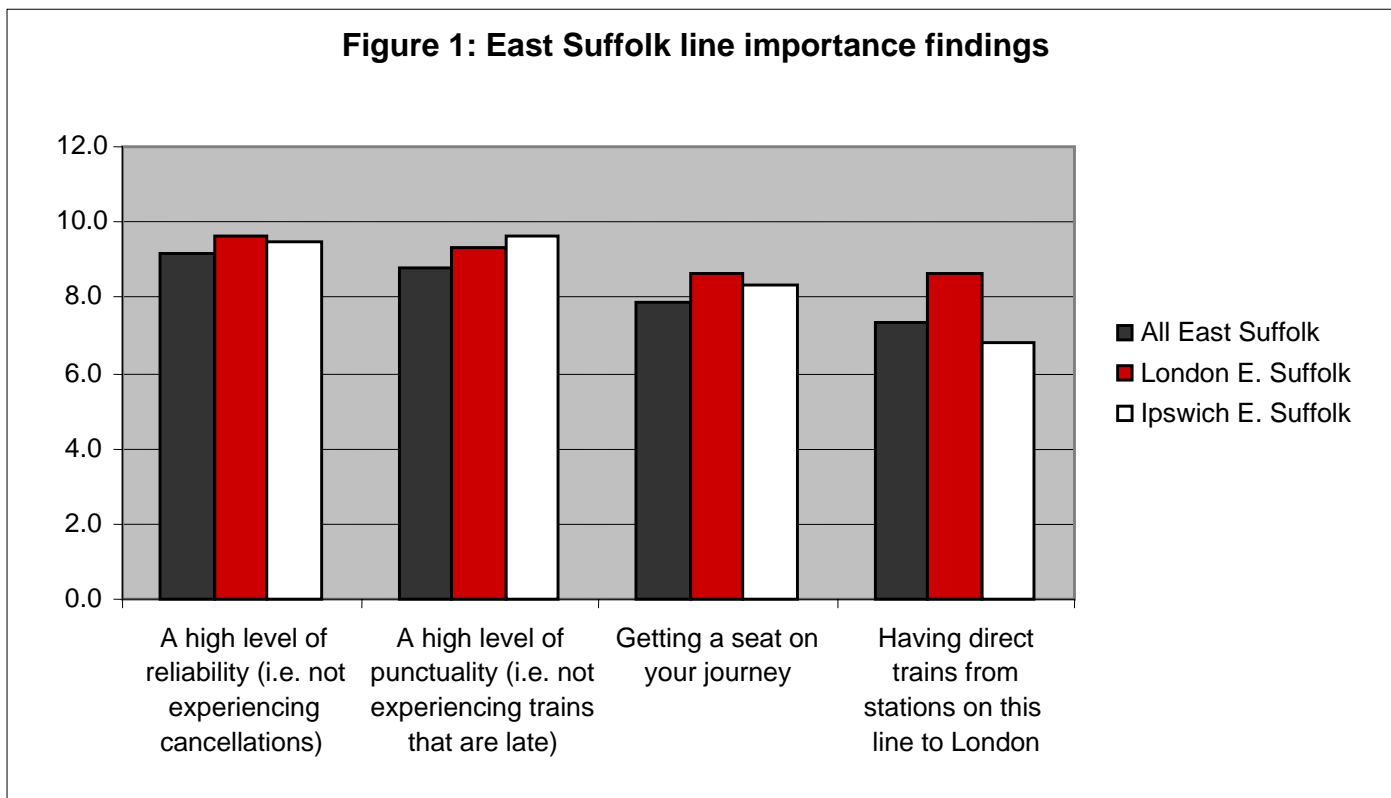
This is how passengers responded

- 9.2 A high level of reliability (i.e. not experiencing cancellations)
- 8.8 A high level of punctuality (i.e. not experiencing late trains)
- 7.9 Getting a seat on your journey
- 7.3 Having direct trains from stations on this line to London.

Figure one shows this graphically, including comparison with the views of passengers travelling to/from London and to/from Ipswich.

We asked passengers about priorities for improvement on this line. This is how they responded

- 1st priority: reducing the number of cancelled trains
- 2nd priority: reducing the number of late trains
- 3rd priority: improving the frequency of the service (i.e. reducing the gap between trains)
- 4th priority: making sure you can get a seat on the train.



Bury St. Edmunds line research findings

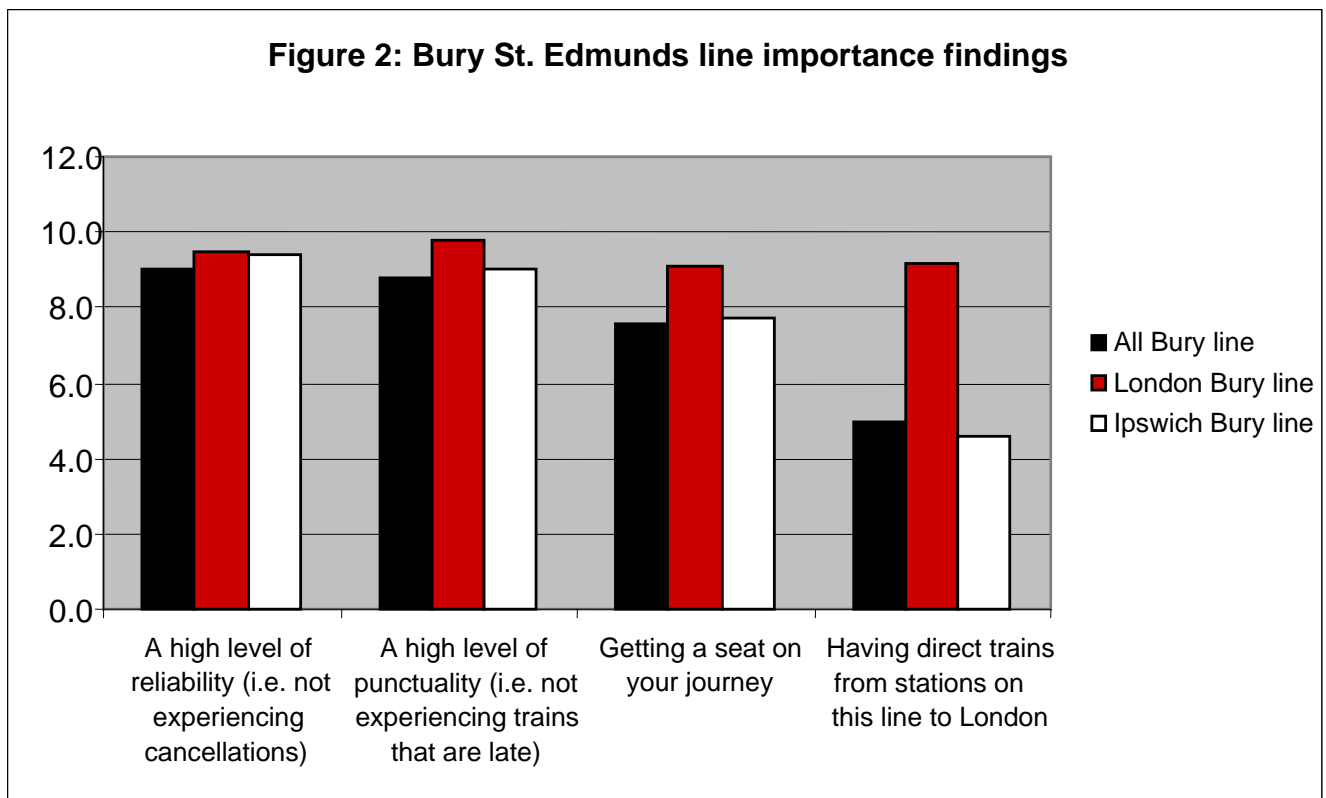
We asked passengers about the importance to them of four factors (0 = not at all important; 10 = extremely important). This is how passengers responded

- 9.0 A high level of punctuality (i.e. not experiencing late trains)
- 8.8 A high level of reliability (i.e. not experiencing cancellations)
- 7.6 Getting a seat on your journey
- 5.0 Having direct trains from stations on this line to London

Figure 2 shows this graphically, including comparison with the views of passengers travelling to/from London and to/from Ipswich.

We asked passengers about priorities for improvement on this line. This is how they responded

- First priority: reducing the number of cancelled trains
- Second priority: reducing the number of late trains
- Third priority: improving the frequency of the service (i.e. reducing the gap between trains)
- Fourth priority: making sure you can get a seat on the train



Where are people travelling to and from?

- 48% of passengers surveyed on the East Suffolk line were travelling to/from London
- 15% of passengers surveyed on the East Suffolk line were travelling to/from Ipswich
- 8% of passengers surveyed on the Bury St. Edmunds line were travelling to/from London
- 47% of passengers surveyed on the Bury St. Edmunds line were travelling to/from Ipswich

The railway as part of a national network

The survey highlights that a minority of passengers using these lines are making longer journeys across the National Rail network. Passengers completing our survey were making the following trips:

From Ipswich via Bury St. Edmunds and Cambridge/Peterborough to

- Audley End
- Durham
- Halifax
- Kings Lynn
- Leeds
- Leicester
- Lincoln
- Manchester
- Nottingham
- Royston
- Sheffield
- Stevenage
- York.

Other 'network' journeys included

- Bury St. Edmunds to Hassocks via London and Ipswich
- Edinburgh to Colchester via Peterborough and Ipswich
- Felixstowe to Motherwell via Ipswich and Peterborough
- Grantham to Colchester via Peterborough and Ipswich
- Leeds to Manningtree via Peterborough and Ipswich
- Needham Market to Chester via Bury St. Edmunds and Peterborough
- Polegate to Bury St. Edmunds via London and Ipswich
- Sudbury to Durham via Ipswich and Peterborough
- Darsham to Yeovil via London
- Reading to Darsham via London
- Beccles to Bath.

Journeys from the East Suffolk and Bury lines to/from Essex:

The survey revealed sizeable minority flows of passengers using through services from stations in Essex to the East Suffolk and Bury lines and vice versa, including

- Bury St. Edmunds to Colchester
- Chelmsford to Ely, Kings Lynn and Peterborough
- Colchester to March, Edinburgh and Nottingham
- Beccles and Darsham to Chelmsford
- Melton to Shenfield
- Woodbridge to Colchester.

Published by

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name of the Rail Passengers Council