



Passenger Focus' response to Network Rail's Great Western Route Utilisation Strategy Draft for Consultation

November 2009

Passenger Focus – who we are and what we do

Passenger Focus is an independent public body set up by the Government to protect the interests of Britain's rail passengers. The Government has announced its intention that from spring 2010, our remit will be extended to include England's bus passengers outside London and coach passengers on scheduled domestic services. We are funded by the Department for Transport (DfT) but 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.

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1. Executive summary

Passenger Focus welcomes the significant work and analysis that has gone into preparing the Great Western Route Utilisation Strategy (RUS) Draft for Consultation¹.

The draft RUS clearly recognises the existing and future pressures on the Great Western route and sets out a strategy that, if fully implemented, will go some way towards addressing many of the significant challenges that it seeks to tackle in the period to 2019.

This response draws on an extensive research base including National Passenger Survey satisfaction scores for the Greater Western routes and a further more detailed study of the needs of 1500 passengers using First Great Western services. Dialogue with Rail User Groups and other stakeholders has also informed our thinking.

On the basis of the evidence and feedback from passengers; Passenger Focus considers that the key factors that the RUS must address are:

- **punctuality and reliability of the trains**
- **delivery of sufficient capacity, particularly sufficient seats and minimising overcrowding to prevent passengers from having to stand on journeys over 20 minutes in length**
- **adequate frequency of trains to meet passenger needs, including later trains at evenings and weekends**
- **better connections between branch and Mainline services**
- **reduction in the need to change trains**
- **journey time improvements.**

In addition, access to facilities and security at stations and connections with other forms of transport need to be considered within the overall strategy as they impact on the very low value for money scores recorded in our national and local research results. The RUS must also be mindful of the importance of the provision of information, particularly during disruption, and the way delays are handled. This is significant for both planned and unplanned engineering work.

Passenger Focus supports many of the recommendations of the RUS and wishes to see early progress on implementation. However, there are a number of areas that we highlight for additional consideration as we believe that some aspects of the draft RUS require further development if the key passenger needs from the rail network are to be adequately addressed. These are set out in more detail in Section 5 and include:

- **more emphasis on stations, access and car parking**
- **reviewing the available effect on capacity resulting from the 2007 fuel crisis on Strategically Significant Cities and Towns which suggested a modal shift from road to rail**

¹ Network Rail, September 2009.

- **highlight areas where better cross Train Operating Company cooperation could assist in providing more capacity in areas where the franchise process mitigates against this**
- **identifying and safeguarding of closed routes for potential future use**
- **clarity on the future development of the ‘down goods loop’ at Bristol Parkway**
- **more detail on the frequency of services on the Greater Bristol network to be delivered to address anomalies created by inaccurate charts within the draft RUS document**
- **a review of the decision not to support the re-modelling of Worle junction**
- **further analysis of cross-Exeter passenger flows between Barnstaple and Exmouth to identify numbers travelling beyond St James Park**
- **greater clarity on the implications of electrification and proposals as to further extensions beyond Phase 1 implementation.**

Other parts of the response consider some general issues relating to the RUS analysis and passenger needs, before considering in more detail the specific 15 options set out in Section 6 of the draft RUS document.

It is also noted that some of the work involving identified gaps and options is still ‘work in progress’ and the suggestion is that the details of this final analysis will be incorporated into the final RUS report. Passenger Focus would expect to be consulted further before the production of the final RUS document if the additional analysis substantially changes the proposed recommendation as identified within the draft RUS document.

2. Recommendations

This is a summary of the recommendations Passenger Focus makes throughout this report to the draft Great Western Route Utilisation Strategy.

Analysis and investment

Passenger Focus recommends:

- A further review of demand, looking in detail at the key development locations in the South West Regional plans.
- Early implementation of enhancements to infrastructure and operational practices to improve performance. We note that, beyond a realistic provision to ensure punctuality and reliability of services, there should be tangible efforts to utilise some of these benefits to speed up journey times rather than seeking the additional comfort of 'padding' within timetables.
- Further detailed work on stations, access, car parking and interchange is agreed between Network Rail and First Great Western and a coherent and meaningful plan to take the work forward is set out in the final Great Western RUS.
- Sufficient car parking capacity is an absolute necessity for passengers in rural areas where no other public transport opportunities exist and plans for car park extensions or development should fully recognise passengers concerns and needs in respect of personal security at rural and isolated car parks.

Passenger Focus urges Network Rail and the train operators to press forward the case for investment and support of initiatives on the Great Western Route. Working in partnership with central Government, the Regional Transport Board, South West Development Agency, local authorities and the business sector, including other travel operators, to identify and secure sources of funding to support new infrastructure or rail-related local enhancements. This is to ensure that the wider benefits this brings are recognised and included in appraisals and by shared funding opportunities.

Capacity

Passenger Focus recommends:

- The RUS should be guided by the objective that no passenger should stand, other than by choice, for over 20 minutes on a journey. That is, irrespective of whether a 'standing allowance' technically applies because of a train's stopping pattern.
- Means must be found to deliver the capacity required to meet demand and Passenger Focus is resolutely opposed to any move to price off demand.

While growth in the main commuter areas of the Thames Valley area has been relatively in line with previous predictions, the services in the South West have steadily out performed past estimates and show no signs of slowing down. This is particularly evident on feeder services into the main towns and cities across the region.

Journeys starting or ending in Bristol have grown by 75% over the last nine years which equates to a compound annual rate of around 6.5%². This does call into question the assumptions of future growth as outlined in the draft RUS and the view across the region is that much more needs to be done to adequately assess capacity needs along specific lines of route feeding into the Strategically Significant Cities and Towns as identified in the South West Spatial Strategy document if future demand is to be catered for.

The draft RUS is forecasting future growth on long distance high speed services as averaging 3.2% per annum and peak demand into Bristol at 3.2% which in effect is less than half of that experienced in the last ten years. This has raised serious concerns amongst local authority stakeholders in the region as to the accuracy of the forecasting model used.

While the draft RUS acknowledges the likely creation of jobs in the region, it does not appear to adequately assess the impact of those additional jobs on demand. Neither does it appear to link and assess the impact of growing road congestion on the potential switch to rail; particularly around the larger cities. It is acknowledged in the Bristol area but not adequately modelled across the whole RUS area.

Congestion and the cost of fuel does have a significant impact on rail use and this is an area where more research could be conducted to assess the impact of the fuel crisis last year on rail passenger loadings to establish if there was a significant switch to rail during that period.

Service patterns

Passenger Focus recommends that a further review is carried out to identify areas where greater co-operation between train operators could more efficiently and effectively serve passenger needs and this should be carried out at the earliest opportunity.

A fundamental review of the Great Western timetable was carried out following major problems being identified with the original franchise specification. The Great Western franchise area has one main train operator with six others operating across services across many routes. Unfortunately the DfT Franchise process tends to encourage a 'silo' approach to individual operators with the consequential effect that there would appear to be very little cooperation between operators working within the same area and as such services are delivered to passengers depends on individual operator contracts rather than the collective passenger need in a given area.

This is particularly evident with some cross country services where assistance could be given to alleviate capacity issues at some poorly served intermediate stations but this is refused on the basis that it is a long distance operator with a franchise specification which allows it to opt out of such local arrangements. This is not operating the railway in the passenger interest.

^{2 2} RUS Draft document, Page 43 paragraph 3.6.16

Engineering and access

Passenger Focus recommends:

- The final RUS should include assurances that Network Rail will work with train operators to avoid the use of rail replacement bus services wherever possible. Passenger Focus would welcome formal commitment from the industry to sign up to the Passenger Focus pledge to reduce 'bustitution'.
- The provision of a seven day railway which is urgently required to meet the demands of passengers and reflect the functioning of the economy and society, as well as enable the industry to benefit from income streams that are currently lost either to other modes or from disincentives to travel, particularly at weekends. In particular, complete closure of four track routes or those with bi-directional signalling is unacceptable.
- Where engineering work will disrupt service provision it is imperative that passengers are given high quality information about the impact and alternative options available to them, as far in advance as possible.

Future needs

Passenger Focus recommends the RUS should support the safeguarding of routes of currently closed lines to facilitate re-opening as and when the demand requirements and funding possibilities make this a viable proposition within the future strategy for the Great Western route.

There is a lot of uncertainty surrounding this current RUS and this is being felt particularly in the Thames Valley area where the committed schemes such as CrossRail, Reading re-modelling, the Inter City Express programme and The European Railway Traffic Management Systems are to be implemented within the next ten years. The recent announcement in respect of electrification; although welcomed has only reinforced concerns as to the actual impact on services in that part of the region.

While it is accepted that detailed timetables are not yet available so the RUS has been based on the early projections and that these decisions may fall outside of the remit of Network Rail; **Passenger Focus recommends** that there are three areas of real concern which need to be fully addressed in the final RUS document:

- Is Crossrail to be extended to Reading?
- If it is extended to Reading what will the impact be to passengers commuting from stations West of Reading e.g. Tilehurst, Pangbourne etc?
- Disappointment at non electrification of Branch lines in the Thames Valley area suggesting a second class service for the future.

3. Introduction

Passenger Focus welcomes the opportunity to respond to the Great Western Route Utilisation Strategy (RUS) draft for Consultation.

The RUS is highly significant as it forms the framework for determining priorities for investment and spending, making the case not just for the needs of today but also a substantial period into the future.

We recognise that there is an established process for the creation of these strategies and note that the RUS objective is defined as:

“the effective and efficient use and development of the capacity available on the network, consistent with funding that is, or is likely to become, available.”³

Passenger Focus supports the broad objectives behind the RUS process and welcomes the consultative approach adopted by Network Rail. We have used our membership of the Stakeholder Management Group and the Passenger Demand/Options Appraisal sub-group to provide a passenger voice in discussions on the future of the network in the South West; seeking a strategy that will deliver the best outcomes for those who use and pay fares for the rail services delivered on it.

We commend the opportunities for involvement provided to other interested parties through the structure of wider stakeholder group meetings held at key stages in the RUS process. We note, however, that some groups seek further opportunities to engage in more detail as the development work is carried out.

Passenger Focus is aware that recent global financial turmoil and the impact of the downturn in Britain inevitably places pressures on the funding available for rail. However, we make no apologies for having an aspirational vision of the future of the rail network in the Great Western RUS area and emphasise that, as the draft RUS itself recognises, increases in passenger demand will undoubtedly continue. Any short-term falling off in rates of growth provides a real opportunity to catch up with pressures that have outstripped provision over recent years, investing in infrastructure that will assist with a fuller, faster recovery.

Our response to this consultation is informed by liaison with stakeholders and user groups and our extensive research base, including bespoke research with over 1500 passengers on existing Great Western services commissioned by Passenger Focus.

³ Extract from ORR Guidelines on Route Utilisation Strategies, April 2009.

3.1 Scope – complexity of the region

The Great Western operating area is challenging as the passenger base and their needs and expectations vary considerably dependant on where one resides within the RUS area. Passengers in the Thames Valley area form a very strong commuter base in and out of London and as such are more concerned with peak punctuality and reliability in and out of the London. Passengers West of Swindon whilst still having a strong high speed commuter base to London also has a mix of shorter journey commuters linking into more rural services where frequency and connectivity is a higher priority. Underpinning this is the business, and tourist/leisure market operating throughout the South West.

The RUS also links into several other Route Utilisation Strategies (RUS), namely the Wales RUS, South West Main Line RUS, West Midlands and Chilterns RUS and to some extent the Cross London RUS. Of these, the Wales RUS has the greatest significance, with strong commuter passenger flows between Wales and London and significant regional passenger flows along the South Wales South Coast route and also large commuter flows between Cardiff and the Greater Bristol travel to work area extending down as far as Exeter in the South West.

The importance of these cross RUS services have been recognised as has the importance of the Cross-Country services which provide direct routes from South Wales, South Coast (via Reading), and the South West via Birmingham to the North of England and Scotland.

The subject of earlier arrivals at key regional centres was raised during the course of the initial review process. Plymouth from London and Cardiff from Birmingham were the two areas identified where the business community have regularly expressed a desire for earlier services.

In respect of Plymouth, additional surveys were carried out on-train by Network Rail and when the business case model was analysed against the results, the scheme offered poor value for money and was therefore not pursued.

On examination of the Cardiff gap, the RUS has decided that a solution is available by re-timing the existing 05:42 service to depart Birmingham later and achieve a faster running time. As such, it was agreed not to pursue this issue via the RUS process. What is not clear from the document is to how the re-timing will actually achieve the faster running time. A concern has been voiced by user groups that this may well involve removing some of the intermediate stops between Birmingham and Cardiff and we wish to record formally that we would be opposed to any reductions in stopping pattern along this route as it would not be in the wider passenger interest.

Passenger Focus believes it is important that intra/inter-regional and orbital rail links are strengthened where they are deemed to be poor and established where they are currently missing to enable people to travel more easily between areas.

3.2 Structure of this submission

Our response to the consultation draft first sets out the methodology used in our approach and what the research found, which is followed by some general comments about a range of issues pertinent to this RUS before commenting in more detail on the content of the document by looking at each of the 15 options in turn.

4. Methodology and key research findings

Our submission is based upon a number of different research sources so that our recommendations are from what passengers have told us. We have used nationally based research results as well as results from two specific routes researched for the Great Western RUS. Three focus group sessions were held at Reading, Exeter and Bristol and feedback from those sessions have also been used to inform our response to this consultation.

4.1 National research sources

- passenger priorities for improvement in South West region⁴
- National Passenger Survey – drivers of passenger satisfaction, dissatisfaction and passenger satisfaction results⁵
- research into factors influencing passenger satisfaction with value for money⁶
- research into car parking⁷

Our national priorities work ranked the priorities for improvements for passengers in the South West as compared nationally which shows that the top five priorities for improvement are identical for both groups of passengers. Table 1 shows all 30 priorities as ranked by South West and nationally.

Table 1 – Passenger priorities for improvements⁸

⁴ Passengers' Priorities for Improvements in Rail Services, June 2007

⁵ National Passenger Survey, Spring 2009

⁶ Fares and Ticketing Study, February 2009

⁷ Getting to the Station, March 2007

South West rank	Attribute	GB/ National Rank
1	Price of train tickets offer excellent value for money	1
2	At least 19 out of 20 trains arrive on time	3
3	Passengers are always able to get a seat on the train	4
4	Sufficient train services at times I use the train	2
5	Company keeps passengers informed if train delays	5
6	Maximum queue time no more than 2 mins to purchase tickets	6
7	Seating area on the train is very comfortable	9
8	Trains are consistently well maintained/in excellent condition	8
9	Connections with other train services are always good	15
10	Information on train times/platforms accurate and available	7
11	Good easy connections with other forms of transport	12
12	Passengers experience a high level of security on the train	10
13	The inside of the train is cleaned to a high standard	14
14	All station staff are helpful and with a positive attitude	21
15	Facilities at stations are plentiful and of good quality	18
16	Station staff are available whenever required	17
17	There is sufficient space for passengers' luggage	24
18	Personal security at stations is improved through CCTV/staff	11
19	All trains have staff to assist	20
20	All train staff helpful and have a positive attitude	23
21	There are good quality toilet facilities on every train	25
22	Your journey time is reduced by five minutes	13
23	The train travels at a fast speed throughout the journey	16
24	Always a quick response to information requests at stations	19
25	Useful information is provided throughout the journey	22
26	Station environment always pleasant and comfortable	26
27	High quality car parking available	29
28	Stations are cleaned to a high standard	27
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

⁸ Passengers' Priorities for Improvements in Rail Services, June 2007

Our National Passenger Survey (NPS) structure aligns First Great Western services with London and South East Operators when comparing customer satisfaction. This is due to the fact that the commuter base within the Thames Valley area does provide a large volume of responses to the survey. However, by adopting a building block approach to the NPS process, it is possible to examine passenger satisfaction in the three constituent areas of research for comparison purposes and they are:

- High Speed Services (previously FGW Services)
- Thames Valley (previously First Great Western Link area)
- South West Regional services (previously Wessex service)

4.2 Route specific research

Two routes were identified as being representative of the two types of commuters being serviced within the region - the Regional passenger accessing local and connecting mainline services and those passengers within the Thames Valley representing the largest commuter base. The surveys were undertaken to understand passengers' views on current services on those routes and on potential changes and improvements. The findings have been used to inform Passenger Focus's submission to this RUS draft document. Passengers on these routes were asked to complete a survey and copies of both surveys can be found in Appendix B.

Surveys were designed to capture the views and priorities for passengers and a total of 1565 passengers completed the surveys across both routes in February 2009:

- Gloucester to Bristol Temple Meads (573)
- Reading to London Paddington (992)

4.2.1 Gloucester Route

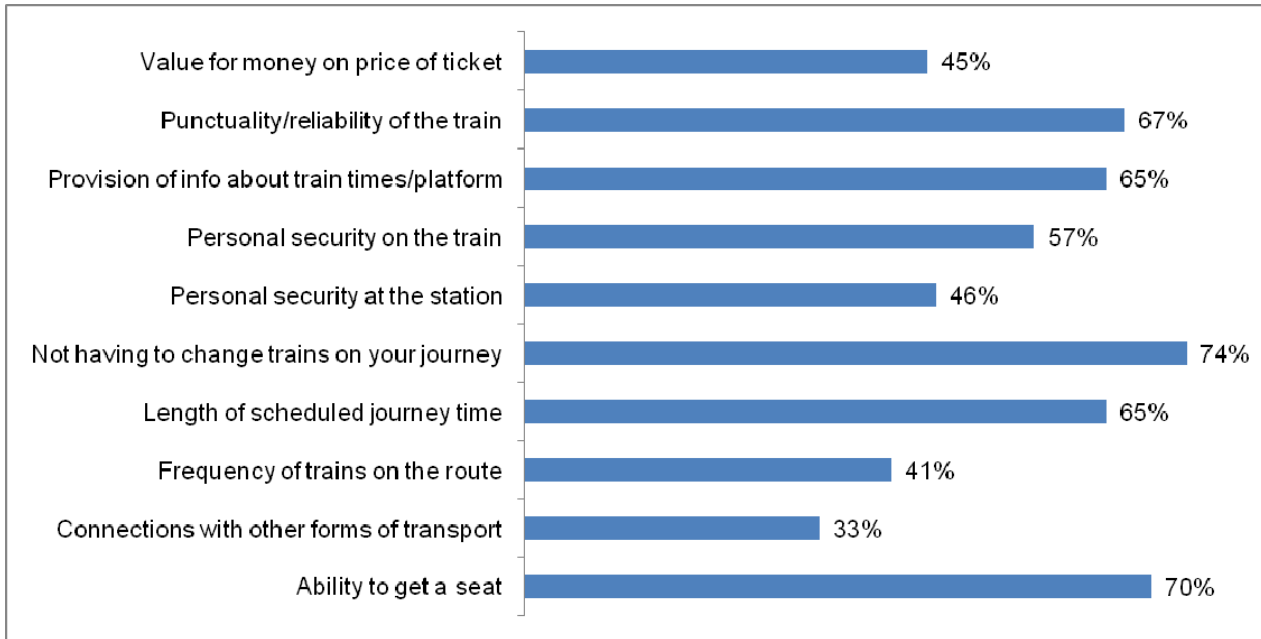
573 passengers completed and returned surveys on the Gloucester to Bristol Temple Meads station route. From this 67% were commuters, 20% leisure and 11% business users. A range of questions were asked in the survey including their ability to get a seat on the train, their satisfaction with various train facilities and what key improvements they would like to see on this route.

Analysis revealed how satisfied passengers were with certain aspects of the train service; which showed that the factors with least satisfaction are:

- connectivity with other forms of public transport (33%) and
- frequency of trains along that route (41%).

When asked as to what the preferred frequency of trains would be along the route, 52% of passengers wanted a half hourly frequency but analysis carried out by Network Rail identifies that this would not be possible on the current infrastructure. The subsequent economic appraisal carried out on proposed infrastructure improvements to close the gap did not achieve the necessary BCR and was therefore rejected.

Figure 1 – Passenger satisfaction levels on the Gloucester route ⁹

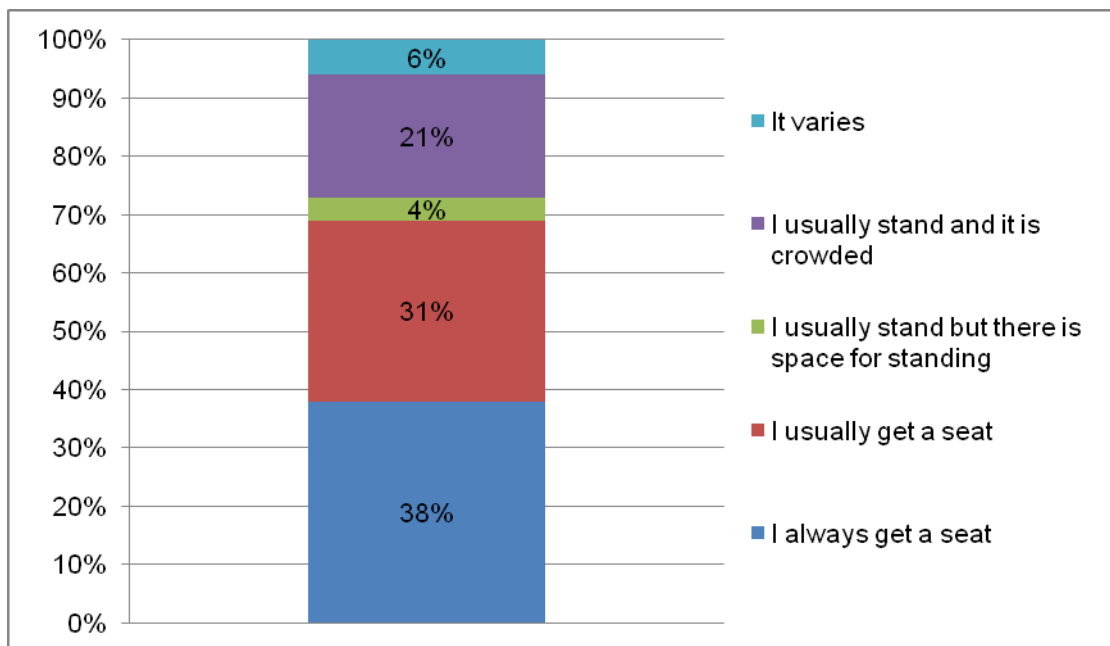


We also asked passengers how they would describe their typical journey in terms of getting a seat on the train. The responses to this showed that seven out of ten can generally get a seat but one in four passengers usually have to stand due to unavailability of seats. The results also indicated that levels of crowding along this line are generally very high which confirms the data presented by Network Rail during the course of their own analysis. All responses are shown in figure 2.

Levels of crowding in the peak periods tend to occur between Cam and Bristol Temple Meads and First Great Western are making changes to their December 2009 timetable to address this.

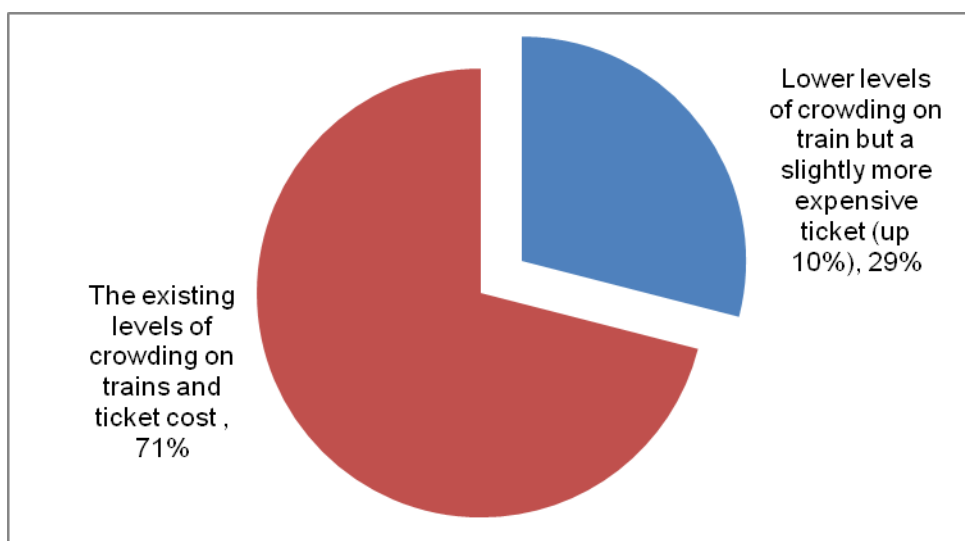
⁹ Research Report – Gloucester route, March 2009

Figure 2 – How passengers describe their train journey ¹⁰



When asked if they would be prepared to pay more for their ticket (a higher train fare of up to 10%) in exchange for more seats, only 29% stated that they would be prepared to pay the extra fare. This does not mean that getting a seat is not an issue for passengers but rather it is an issue but that passengers themselves do not want to pay more; especially as the national priorities work¹¹ identified that getting more value for money from the price of a ticket is their number one priority for improvement (see table 1 on page 13).

Figure 3 – What passengers prefer ¹²



¹⁰ Research Report – Gloucester route, March 2009

¹¹ Passengers' Priorities for Improvements in Rail Services, June 2007

¹² Research Report – Gloucester route, March 2009

Analysis also shows that the top five improvements that passengers want are:

1. value for money on price of ticket
2. punctuality / reliability of trains
3. frequency of trains on that route
4. length of scheduled journey time
5. not having to change trains to complete journey.

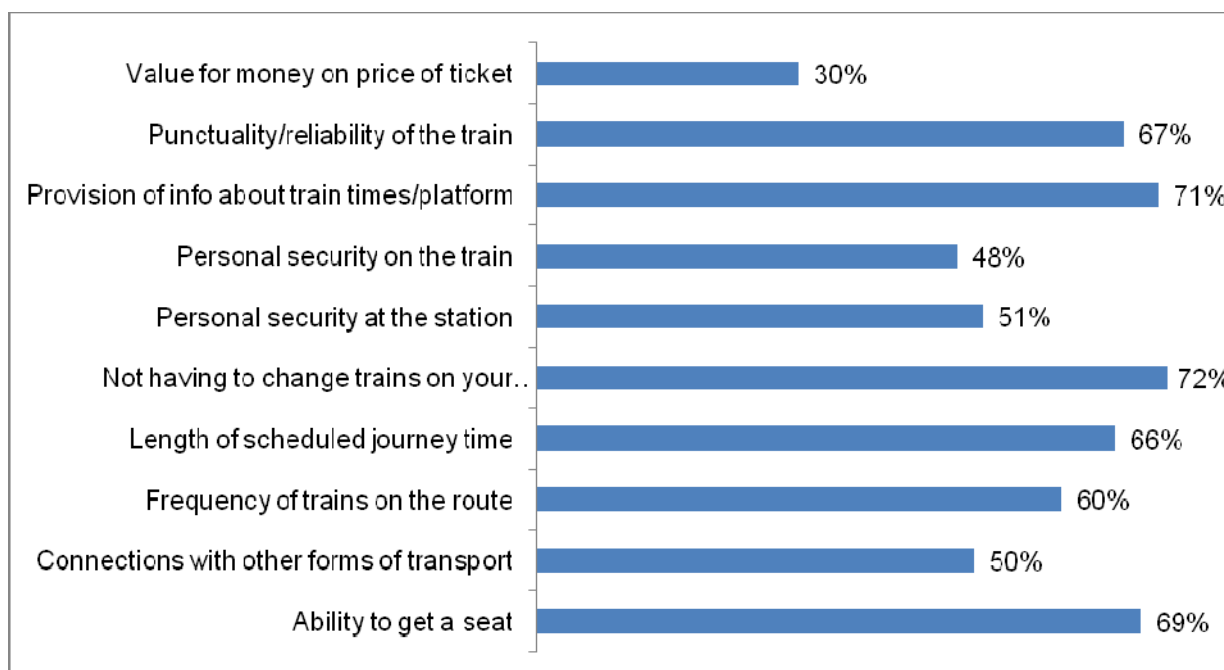
The research also indicated that 31% of passengers surveyed accessed the station by car and this reinforced the importance of having sufficient car parking space available in which to leave their vehicles. The rural nature of the route undoubtedly added to the reliance in the car on getting to the station.

4.2.2 Reading Route

992 passengers completed and returned surveys on the Reading to London Paddington route. From this 77% were commuters, 15% leisure and 6% business users. A range of questions were asked in the survey including their ability to get a seat on the train, their satisfaction with various train facilities and what key improvements they would like to see on this route.

Analysis revealed how satisfied passengers were with certain aspects of the train service; which showed that the factors with least satisfaction are value for money on price of ticket (30%) and the levels of security on trains (48%).

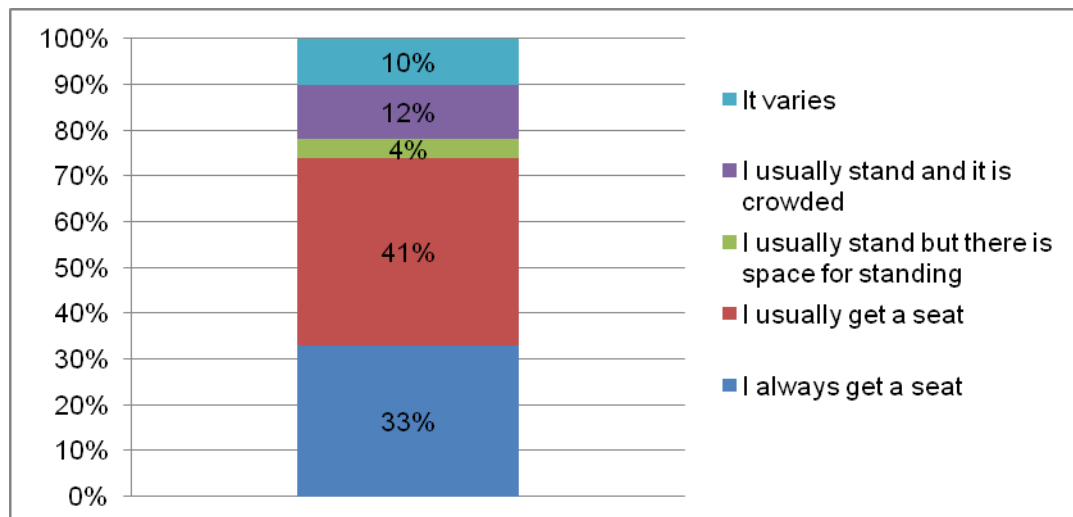
Figure 4 – Passenger satisfaction levels on the Reading route¹³



¹³ Research Report – Reading route, March 2009

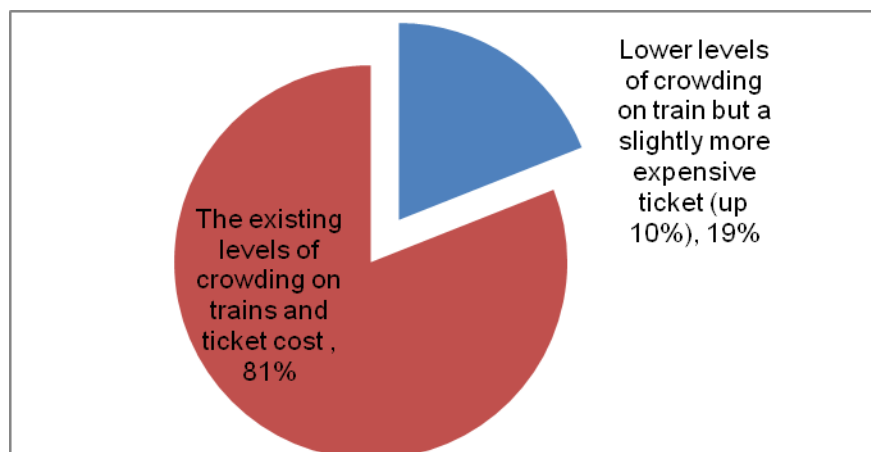
We also asked passengers on their ability to get a seat on the train for their journey and the results show that three quarters (74%) of passengers can generally get a seat but 16% usually have to stand due to unavailability of seats.

Figure 5 – How often passengers are able to get a seat¹⁴



When asked if they would be prepared to pay more for their ticket (a higher train fare of up to 10%) in exchange for more seats, only 19% stated that they would be prepared to pay the extra fare. This does not mean that getting a seat is not an issue for passengers but rather that passengers themselves do not want to pay more; especially as the national priorities work¹⁵ identified that getting value for money from the price of a ticket is their number one priority for improvement (see table 1 on page 13).

Figure 6 – What passengers think about crowding and price of tickets¹⁶



The question of frequency of trains received an overwhelming majority of 81% of passengers seeking a 15 minute frequency during peak times on this route.

¹⁴ Research Report – Reading route, March 2009

¹⁵ Passengers' Priorities for Improvements in Rail Services, June 2007

¹⁶ Research Report – Reading route, March 2009

Analysis also shows that the top five improvements passengers want to see on this route are:

1. value for money on price of ticket
2. frequency of trains on the route
3. punctuality / reliability of trains
4. length of scheduled journey time
5. not having to change trains to complete journey.

Only 18% of the passengers surveyed used the car as their means of getting to the station with 45% walking to the station. There are excellent bus links at Reading station and bus and tube at the London end of the journey. The greater choice of transport modes does help to reduce the reliance on the car as a means of accessing the station but facilities at Reading are invariably full between Monday and Friday peak periods.

There are common concerns expressed by both sets of passengers, value for money being the number one area of dissatisfaction and Passenger Focus's recent research on Value for Money (VFM)¹⁷ clearly indicates that VFM is not all about the price of the ticket but revolves around the whole passenger experience. Customer service at the point of delivery has a large part to play which is outside the RUS arena but station facilities, accessibility and car parking also have a large influence on a passengers perception of whether or not they are receiving value for money.

The research indicates that frequency of services is very important for commuters at Reading which does reflect the high volumes of passengers accessing the services along the route. Passengers on the Gloucester route see punctuality and reliability as being more important to them, reflecting that if they turn up at a station for more infrequent services, they expect to see the train arriving at the scheduled time.

Issues in respect of capacity on the Gloucester route have recently been picked up by First Great Western and additional capacity added in the interim period and the draft RUS does make recommendations in respect of the longer term.

In respect of Reading and routes into and out of London, the RUS has identified a number of gaps and options and these are outlined and commented upon in section six of this report.

¹⁷ Fares and Ticketing Study, February 2009

5. General comments

Passenger Focus commends the significant work and analysis that has gone into preparing the draft strategy. The draft RUS clearly recognises the existing and future pressures on the Great Western route and sets out a strategy that, if fully implemented, will go some way towards addressing many of the significant challenges that it seeks to tackle in the period to 2019.

There are a number of areas that we wish to highlight for additional consideration as we believe that some aspects of the draft RUS require further development if the key passenger needs from the rail network are to be adequately addressed.

5.1 A 'conservative' analysis

While the work on the draft RUS has been thorough, the analysis that underpins the decision making framework is undoubtedly conservative in approach.

5.1.1 Forecasting

New drivers of policy have emerged over recent years. These notably include the recommendations of the Eddington Transport Study¹⁸ and the Stern Review¹⁹ and an increasing recognition of the impacts of and need to mitigate the effects of climate change. These drivers can clearly be seen in the Government's work on 'Delivering a Sustainable Transport System' (DaSTS)²⁰ and in the planning and development policies adopted in the South West plan²¹.

The RUS is forecasting future growth on long distance high speed services as averaging 3.2% per annum and peak demand into Bristol at 3.2% which in effect is less than half of that experienced in the last ten years. This has raised serious concerns amongst local authority stakeholders in the region as to the accuracy of the forecasting model used.

While the RUS acknowledged the likely creation of jobs in the region, it does not appear to adequately assess the impact of those additional jobs on demand. Neither does it seem to link and assess the impact of growing road congestion on the potential switch to rail particularly around the larger cities. This is acknowledged in the Bristol area but not adequately modelled across the whole RUS area. Congestion and the cost of fuel does have a significant impact on rail use and this is an area where more research could be conducted to assess the impact of the fuel crisis in 2007 on rail passenger loadings to establish if there was a significant switch to rail during that period.

5.1.2 Benefit Cost Ratio (BCR)

There are concerns about the accuracy of the BCR forecasting model as there are some anomalous results, e.g. when comparing the results of the Westbury Chippenham BCR result which supports the development of that proposal on what is perceived to be a latent market.

¹⁸ <http://www.dft.gov.uk/about/strategy/transportstrategy/eddingtonstudy/>

¹⁹ http://www.hm-treasury.gov.uk/sternreview_index.htm

²⁰ <http://www.dft.gov.uk/about/strategy/transportstrategy/dasts/dastsreport.pdf>

²¹ http://southwest-ra.gov.uk/nqcontent.cfm?a_id=836&tt=swra

However, the development of the Worle passing loop has failed where there is a proven capacity and passenger need and very real performance benefits to be gained on the main line if this proposal were to be adopted.

Passenger Focus recommends that a further review of demand should be undertaken where a BCR of more than one has been achieved, looking in detail at the key urban development locations in the South West Plan and those locations which have the potential to unblock pinch points on the network thereby improving performance and reliability.

5.2 Responsiveness to passenger needs

There are other questions to be asked about the process of development of the RUS. The draft RUS takes the starting points largely as given, despite some of the obvious inadequacies of the current timetable. The use of infrastructure and rolling stock is not currently in balance with passenger numbers and journey requirements and this is not efficient, effective or equitable. The gap analysis approach inevitably drives thinking down a linear path, with individual problems tending to be looked at mainly in isolation. A more holistic approach would provide a better understanding of overall demands and provide alternative, possibly better value options for meeting them effectively and equitably.

While it is recognised that major projects such as Crossrail and Reading re-development are already demanding complex timetable planning; the need to better fit wider services to demand is pressing. Promises of improvements for 2015 and beyond are inadequate for passengers who are making difficult and uncomfortable journeys today.

Passenger Focus believes that means must be found to deliver the capacity required to better meet current demand and is resolutely opposed to any move to price off demand.

Beyond the peak hours there is also evidence of capacity pressures on other services across the RUS area. Standing and crowding can be found on a range of services including; the first services after off-peak or railcard restrictions cease to apply, later and final trains in the evening, Saturdays and Sundays and during school holidays or special events. These pressures are primarily related to the operation of shorter trains during the off-peak and/or a reduction in frequency rather than overall network capacity. Seasonal variations in the leisure and tourist industry do have a significant impact on service provision across the region. Growth in this area has been consistent and some areas of Devon and Cornwall are now becoming the norm rather than a seasonal issue.

Passenger Focus believes that attention to capacity at times other than the peak is now overdue and, as it is neither effective nor efficient for passengers to endure crowding that could be easily remedied by enhancements to the train plan and timetable by using available resources, it is a legitimate issue for the RUS to consider.

Passenger Focus urges Network Rail to consider our National Priorities work²² which highlights what passengers' priorities for improvements are for South West England and nationally.

5.3 Onward travel within London

The adequacy of all modes within London to cope with the onward travel demands of passengers arriving at London stations is also relevant. It is important that industry partners work co-operatively with Transport for London (TfL) and other transport providers, especially the operators of underground and bus services; to ensure that adequate routes and means of dispersal from stations are in place to handle the increased passenger numbers heading on to other destinations.

5.4 Network capability, engineering access and the seven day railway

Passenger Focus strongly advocates the provision of a seven day railway which is urgently required to meet the demands of passengers and reflect the functioning of the economy and society, as well as enable the industry to benefit from income streams that are currently lost either to other modes or from disincentives to travel, particularly at weekends. In particular, complete closure of four track routes or those with bi-directional signalling is unacceptable. It is also unacceptable to completely close two track routes on occasions where single-line working would still be an option.

We expect Network Rail to rapidly deliver upon the stated intentions to speed up engineering works in all their forms, substantially cutting down on the possession times currently taken and enabling far greater access for passengers to the railway at the times they need it.

It is also important to achieve synergy whenever and wherever possible. Enhancements to railway infrastructure are often expensive and also disruptive of the timetable. It is therefore sensible and better value for money to combine them with renewals in the same area.

It is also vital that accurate forward planning and scheduling of works ensures that where a possession is taken, all aspects of work that can be planned in and executed are done. It is nonsensical to deal with just the track if, say, there are also signals and station works that will require attention within a foreseeable time frame. Similarly, works should be undertaken at all appropriate locations within a given blockade to maximise the outputs from any one possession.

Where engineering work will disrupt service provision, the first priority should be to minimise disruption to passengers. On such occasions where disruption cannot be avoided, it is imperative that passengers are given high quality information about the impact and alternative options available to them, as far in advance as possible. We would welcome formal commitment from the industry to sign up to the Passenger Focus pledge to reduce 'bustitution'.

²² Passengers' Priorities for Improvements in Rail Services, June 2007

Passenger Focus considers that the final RUS should include a commitment that Network Rail will work with train operators to reduce the use of rail replacement bus services wherever possible.

The passenger perception of what constitutes a ‘seven day railway’ differs somewhat from the industry and it would be beneficial if the industry definition could be included within the final RUS document to avoid confusion in the minds of passengers.

5.5 Stations, car parking and Accessibility issues

Access to stations, including the importance of safe and direct walking and cycling routes, as well as the facilities and services available is important to passengers but receives little mention in the draft RUS. The analysis of station capacity, car parking and station access, focuses in the main on the largest stations and seems to rely heavily on the benefits accruing from the current National Stations Improvement Programme (NSIP) which in Tranche 1 only affects 12 stations up until the end of 2012. There are in excess of 192 stations within this RUS area and in respect of a lot of the smaller stations, they are in a poor state of repair. This has a significant impact on passengers’ perceptions of the railway and their own safety and security.

The RUS document needs to be more specific in relation to its future plans for the maintenance and improvement of those stations which are not included within the NSIP programme. The significance of interchange opportunities is scarcely considered in the draft RUS.

Passenger Focus has long maintained that few passenger journeys start or finish with the train; reaching the station and completing one’s journey at the destination end invariably involves using another mode of transport, or walking. To address this and improve public transport we believe there must be better integration between stations and other forms of transport whether this is walking, bus, taxi, or cycling. The precise needs will differ from station to station – location can play a big part in how passengers get to their station so a one-size-fits-all approach will not work. To that end we support the existing Station Travel Plan (STP) initiative which is designed to take local realities into account. We also support recent announcements designed to improve bicycle access to stations.

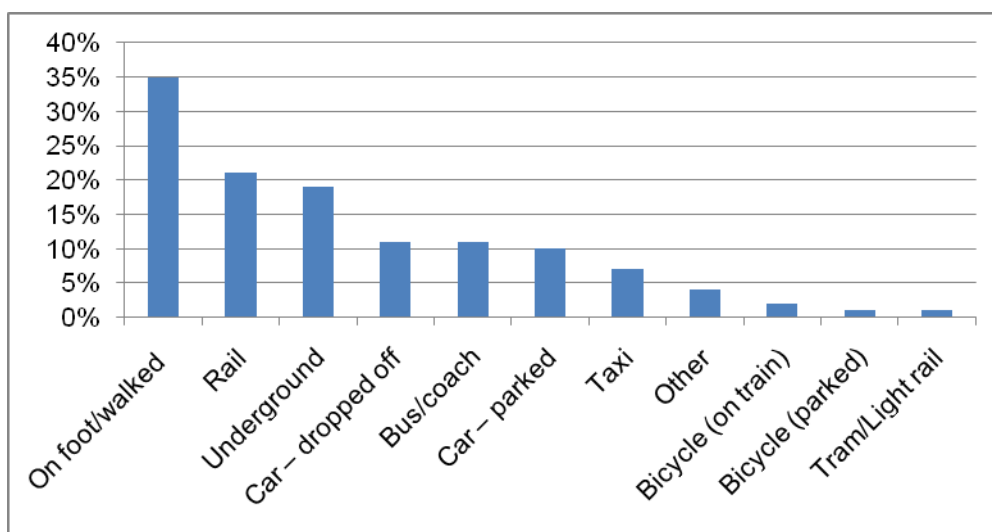
We also see a need to improve car park provision at stations. For many rail passengers, driving to the station remains the most viable and practical means of travel. The increasing length of a working day, the shift towards a ‘24-7’ week coupled with the lack of alternative bus services mean that there is little option for many but to drive to the station. Fears over personal security can also inhibit the use of alternative transport or walking. For these reasons, the provision of affordable and secure car parking facilities at stations remains important.

As part of NPS in Spring 2009 we asked passengers how they got to the station and the most popular methods of getting to the station was by walking/on foot (35%) and the second most popular was rail (21%).

Passenger Focus welcomes the new renewed national emphasis on stations and the debate has been recently accelerated by the publishing of the Independent Review presented to Lord Adonis entitled 'Better Rail Stations'²³ which clearly outlines the poor state of station infrastructure nationally and recommends major investment in facilities and adoption of common standards across the country.

It is very important that any future decisions on station facilities reflect what passengers actually want and our recent report on stations²⁴ draws together our existing research and seeks to highlight the areas of satisfaction and dissatisfaction which are the most important to passengers. This report therefore focuses on the station fabric and environment.

Figure 7 – How passengers travel to the station²⁵



Only 17% of people said that they had an alternative mode that they would have liked to have used to get to the station. A third of these 17% would have liked to have used buses. These results illustrate that there is the potential to alleviate some of the car park capacity issues with better integration with other forms of transport but this is not so easily achieved in the rural areas of the RUS area.

Passenger Focus recommends that further detailed work on stations, access, car parking and interchange is agreed between Network Rail and stakeholders and a coherent and meaningful plan to take work forward is set out in the final Great Western RUS.

5.6 Other funders

Passenger Focus recognises that funding streams for non committed development schemes have long been pressured and recent economic developments will only increase the difficulty of resourcing all aspects of rail. Nevertheless, the major role of rail in public transport provision, and

²³ <http://www.dft.gov.uk/pgr/rail/passenger/stations/betterrailstations/>

²⁴ What do we know about stations, November 2009

²⁵ National Passenger Survey, Spring 2009

as a tool to meet social, economic and environmental needs, means that many agencies and the wider community benefit from the services and infrastructure the network provides.

We note the particular role of other agencies in supporting schemes such as station travel plans, rail access and interchange opportunities.

Passenger Focus urges Network Rail and the train operators to press forward the case for investment and support of initiatives on the Great Western Route and, working in partnership with central Government, the Regional Transport Board, South West Development Agency, local authorities and the business sector, including other travel operators; to identify and secure sources of funding to support new infrastructure or rail-related local enhancements, ensuring that the wider benefits this will bring are recognised and included in appraisals and by shared funding.

5.7 Electrification

The announcement in July 2009 of the electrification of the Great Western Mainline has been welcomed but has raised more questions than answers in the proposals that have been announced. It is accepted that the detail released so far relates to phase one electrification between London Paddington and Bristol/Swansea and to Oxford/Newbury and is due to be completed by the end of 2017 but the view of stakeholders is that the draft RUS does not attempt or seek to address some of the fundamental issues arising from this decision. These include the 'halo' effect on passenger numbers which are likely to increase with the introduction of the new Intercity Express (IEP) trains, the implications of the decision on extensions of electrification to assist with diversionary routes or further consideration of the impact on phases two and three on the RUS beyond 2019.

It is noted that further electrification of the current Thames Valley branch line services into London Paddington are currently being reviewed subject to the decision on whether or not to extend Crossrail to Reading and this would seem a sensible option.

It is accepted that a lot of this information is not yet available due to the short notice of the recent decision but the magnitude of the decision to electrify and the longer term impacts and options for the Great Western Route beyond 2019 should be outlined in the final RUS document by which time, more information will be available.

Passenger Focus would like to see a more comprehensive review of the implications of the introduction of electrification onto the Great Western Route to include not only the infrastructure issues but the impact on capacity, rolling stock and service provision for passengers in the future.

5.8 Rolling stock

The electrification announcement has also impacted on a lot of the analysis and rolling stock requirement outlined in the draft RUS document. It is accepted that a new rolling stock announcement is expected from the Department for Transport in November 2009 and that the final RUS document will be updated to reflect that decision.

6. Analysis of options

Our responses to these options follow the format of each of the 15 options as outlined in the original Draft Great Western Route Utilisation Strategy document.

Comments are supported by the following research sources:

- National Passenger Survey²⁶ – factors relating to capacity and crowding, as well as drivers of customer satisfaction and dissatisfaction
- passenger priorities for improvement in South West region²⁷
- research into factors influencing passenger satisfaction with value for money²⁸
- research into what passengers want from ticketing technology²⁹
- route based research in the Reading and Gloucester area.³⁰

²⁶ National Passenger Survey, Spring 2009

²⁷ Passengers' Priorities for Improvements in rail services, July 2007

²⁸ Fares and Ticketing Study, February 2009

²⁹ Ticketing for the future? Research into ticketing technology, February 2008

³⁰ Research Report – Reading and Gloucester, March 2009

6.1 Option A

Increase capacity and improve performance on the Paddington to Reading corridor, future connectivity to Heathrow airport and also including a potential Western access.

Given the current commitments to the development of Crossrail, introduction of electrification and the Inter City Express programme and the cascade of four car units from the Thameslink programme will provide much needed additional capacity to passengers in the Thames Valley area services feeding in and out of London.

The on-train crowding issues on the inner suburban services (Oxford and Greenford services) can be catered for by train lengthening in the time periods identified and we will look to the Department for Transport (DfT) to take note when allocating further rolling stock under HLOS 2.

It is noted that the original analysis of capacity at Paddington station did suggest that there would be a shortfall in respect of track capacity in the station area and that the developments of major projects in the interim has created the need for additional analysis to be carried out during the course of this consultation period and results will be incorporated into the final RUS document.

As this is still work in progress, we would expect that if the additional analysis substantially changes the recommendations contained within the draft RUS then further consultation to take place before the publication of the final RUS document.

Links to Heathrow airport from the West and Wales have long been a source of frustration for business and leisure passengers alike and we welcome the continued assessment of the option of providing a link via Slough now that the main constraint of lack of electrification would appear to have been removed.

Given the long lead times involved in planning major infrastructure projects, it is essential that Network Rail, DfT and local government create the means to develop and fund this scheme as soon as practicably possible.

6.2 Option B

Lengthen services on the Reading to Gatwick Airport corridor

Passenger Focus agrees that there is a need to strengthen capacity between Reading and Gatwick as overcrowding is a regular occurrence particularly in the morning and evening peaks. Commuter passengers along the line of route are trying to access the same services which are also attempting to cope with high volumes of leisure passengers and associated luggage. The strengthening of four services to five car length during the peaks would seem a sensible solution.

The ability to implement this option will depend on additional rolling stock being made available and we look to the DfT to source the units by the identified timescales. It is essential that the need for those units to be able to operate selective door opening is included in the final RUS document.

The link with the Sussex RUS is highlighted at this point in respect of further analysis being carried out to review the extension of services from Redhill to Gatwick. The existing infrastructure is a constraint on First Great Western being able to provide the two services per hour between Reading and Gatwick and as such; we see the re-modelling at Redhill as being essential to improving access and capacity into Gatwick airport.

6.3 Option C

Improve capacity and performance through infrastructure enhancements, Didcot - Wolvercot junction

This particular option is subject to ongoing analysis as performance has improved by 27% during the period 2008/09 when compared against the original baseline analysis of 2006 -2008 when Network Rail and FGW were performing very badly. During the course of this review, five infrastructure enhancements were proposed but it is unclear as to what is being proposed or taken forward for consideration in the amended business case review.

Our concern is that the strategic importance of this particular junction will be obscured by the recent improvement in performance. Just like market shares, performance can go up as well as down and with the projected increase in freight traffic and introduction of IEP during the lifetime of this review period, operational resilience at this very important junction has to be maintained and enhanced.

As this is still work in progress, we would expect further consultation to take place before the publication of the final RUS document if the additional analysis substantially changes the recommendation contained within the draft RUS; particularly if a 'do nothing' scenario is proposed.

6.4 Option D

Improve connectivity and increase capacity on the West Midlands to South Coast corridor

This option tests the requirements for lengthening services on the Newcastle to Reading and Manchester to Bournemouth services with alternative service provisions modelled to improve connectivity from the North to the South Coast.

This is another option which is subject to work in progress and in the absence of any firm proposals it is difficult to comment.

However, the initial analysis carried out clearly indicates that there are current on-train overcrowding issues between Birmingham and Reading which need to be addressed. The proposed extension of services between Newcastle and the South Coast would also be welcomed by passengers as it would reduce the need to change at Reading. It is accepted that on routes as long as those operated by Cross-Country, changing trains is almost inevitable at some stage, but our policy is that changes should be kept to a minimum. If the research in the West Midlands and Chilterns RUS reveals a clear market need to extend services to Southampton and/or Bournemouth then we would expect firm recommendations of support to be forthcoming in the final RUS document.

6.5 Option E

Improve capacity and performance through infrastructure enhancements; Swindon and Gloucester

The re-doubling of the track between Swindon and Kemble has been a long-term aspiration for this organisation as it not only addresses performance issues along the line of route but also provides the strategically important diversionary route for South Wales at times of disruption in the Severn Tunnel area.

We are very encouraged by the fact that the Swindon Kemble scheme is developing through Grip 4 and if taken forward it would seem a logical step for the RUS to combine the incremental enhancement to signalling headways between Kemble and Standish junction.

We also note the local authority aspiration to develop rail services North of Swindon and accept that at this moment in time, this falls outside of the scope of the current RUS period but should be noted for future reference.

6.6 Option F

Review service provision on the Cardiff to Portsmouth corridor

The service provision along the Cardiff/Portsmouth route has been subject to many reviews in the past as it has been widely acknowledged that demand has far outstripped capacity for a considerable period of time. In April 2004 the then Strategic Rail Authority was convinced to increase the service from a two to three-car service as a result of a comprehensive study entitled 'South Wales to South Coast - The mainline they shouldn't ignore'³¹. The new service was introduced and a period of stability then ensued. However, when the franchise was re-negotiated in 2006 the previous decision was reversed and an initial two-car service introduced which was a disaster. The current service is now operating on a three-car configuration and we welcome the RUS recommendation to lengthen this service back to a four-car operation.

It is understood that to improve performance, certain stops are proposed to be taken out between Westbury and Bristol Temple Meads and a local service introduced to fill the gaps created by re-timing of the Cardiff/Portsmouth stops. Passenger Focus would suggest that the new local stopping service should also serve Keynsham and Oldfield Park during the peaks to offset projected increases in demand which will be created by planned residential development and job opportunities which are planned in the greater Bristol area.

Passenger Focus would be opposed to any attempt to remove existing Cardiff/Portsmouth stops at Severn Tunnel Junction in any future timetable recast.

³¹ 'The Mainline They Shouldn't Ignore' – South Coast to Bristol and South Wales route, April 2004

6.7 Option G

Improve connectivity and increase capacity on the West Midlands to South West corridor

Having identified this as being a potential gap in service provision it is disappointing to note that the RUS process has not come up with a recommendation to improve the situation for passengers who are currently experiencing on-train crowding on this route. It is noted that economic appraisals have been carried out on extending certain services from Bristol to Exeter St Davids and/or Plymouth but it is not clear whether these have been carried out looking at extending just as far as Exeter.

Exeter St Davids is a main connection hub in Devon and service frequencies of one hour between Bristol and Exeter is not adequate to service the Leisure and commuter market which has steadily grown and continues to grow on this particular line of route.

It is a Devon County Council aspiration for a half hourly service between Exeter and Bristol and Passenger Focus supports this aspiration and believes that it can be addressed by more creative use of existing resources and timetable calling patterns.

6.8 Option H

Lengthen services into Bristol Temple Meads

Passenger Focus welcomes the recommendations on infrastructure and additional carriages for trains operating in the Greater Bristol area in response to the growth on all local routes in and out of the Greater Bristol Travel to work area.

Confusion has been created in the draft RUS report (page 132) which suggests that future service along the Severn Beach Line will be based on an hourly service which is less than the current three services provided within a two hour period. We would be opposed to any reduction in the current level of service being provided to passengers along this line.

6.9 Option I

Improve capacity and performance through infrastructure enhancements at Bristol

The infrastructure proposals for the Bristol Temple Meads area are welcomed and if implemented they will reduce reactionary delays and provide more flexibility for freight and services accessing or passing through this very busy station.

Dr Days Junction / Filton Bank

The analysis carried out during the course of this RUS process has clearly indicated that the current infrastructure from Dr Days junction to Filton cannot accommodate the additional projected freight and passenger demands and as such it is essential that a solution be identified sooner rather than later. The report has correctly identified the benefits on capacity, Seven Day Railway, journey time and performance improvements of infrastructure improvements in this area.

We therefore support the further development of the business case and look forward to a positive outcome being recorded in the final RUS document.

We are disappointed that the draft RUS does not support the extension of the down goods loop from Platform 2 at Bristol Parkway to the Down Filton Line. This station is a key hub for services in and out of Wales and delays at Bristol Parkway have a disproportionate effect on high speed services from Wales and the North of England. The draft RUS document does suggest that this may be a more viable option when IEP is introduced and the location of the new depot is taken into account.

The proposed location of that new depot must be known and we would suggest that the RUS should stress the importance of the goods-loop extension to the IEP scheme and recommend further development of this scheme by the IEP team.

Extension and conversion of the carriage line from Bristol Temple Meads to Parson street

Passenger focus fully supports the four-tracking section of this line as it will improve journey times and reduce congestion by providing more flexibility for trains wishing to access the station from the South West.

6.10 Option J

Review service proposition across Bristol to provide additional capacity and improve performance

This section of the draft document is confusing as in the narrative on page 132 lists a service specification and links it to Figure 6.11 on page 133 and the two pieces of information seem to contradict themselves. For example, the first bullet point indicates 1tph Weston-super-mare to Yate but this is not reflected at all in the illustrated diagram at figure 6.11. The diagram also suggests that there will only be 1 train per hour between Bath and Filton Abbey Wood which would be totally inadequate for the passenger traffic accessing those services particularly in the peak periods. Inaccuracies such as these have caused a lot of uncertainty and consternation in the minds of local authorities and other stakeholders and these anomalies need to be rectified in the final RUS.

We would like these anomalies in the diagram at Figure 6.11 to be addressed and rectified in the final document with a much clearer written indication of the frequency of services which can be expected to be delivered on the Greater Bristol network.

Bristol Temple Meads to Gloucester corridor

This was the route where we surveyed passengers³² and 21% responded that they regularly had to stand due to on-train crowding and whilst FGW have recently added capacity on certain trains, this only deals with the short-term problem.

We are pleased to note that the RUS supports the extension of the Weston-super-mare to Yate service but also notes that this is subject to third party funding.

Bristol Temple Meads to Chippenham corridor

It is noted that the option to provide an additional hourly service between Bristol Temple Meads has been rejected as it represents poor value for money and the suggestion is that the costs involved in constructing the bay platform at Chippenham may well have adversely affected the BCR figure. This does raise an anomaly in that paragraph 6.9.10.4 supports the further development of Salisbury to Chippenham proposal which also requires the building of a bay platform at Chippenham and also links into the Bristol Metro aspiration.

Rather than looking at the Bristol/Chippenham proposal in isolation, would there be benefit in re-running the economic appraisal process to see if the BCR figure would be affected when linked to the Salisbury/Chippenham proposal as dependant on timings, there may be an opportunity to mitigate some of the costs.

We welcome the decision to provide the additional Bristol to Bath service but feel that more work could be done to explore the extension to Chippenham under the economic appraisal process.

³² Research Report – Gloucester Route, March 2009

Bristol Temple Meads to Weston-super-mare corridor

Passenger Focus is disappointed to note that there is to be no additional relief for passengers travelling between Weston-super-Mare to Bristol and beyond as this continues to be a major population growth area in the region with severe road congestion at peak times adding to the problems of the travelling public.

Weston-super-mare is also part of the aspiration for a Bristol Metro and whilst we accept that there is still the possibility for local authorities to take this proposal forward if they were wishing to fund it, we believe that this is a much wider issue for the network. Worle junction has been a renowned 'choke point' for the main line services with late running trains being held on the main line waiting for the single track to clear between Worle and Weston-super-mare. Some form of re-modelling at Worle is required to ensure that services along the main line are not disrupted at times of delay on the single track section.

We query as to whether there any other options to re-model the junction by providing a passing loop between Worle junction and Milton station to improve and maintain performance by allowing trains waiting to enter the single section of route to clear the main line and wait on such a loop? If it would be possible, then a further economic appraisal needs to be carried out to assess the BCR of such an initiative.

West Wiltshire Corridor: Salisbury to Chippenham

Passenger Focus endorses the recommendation for the further development of this particular proposal as it will provide better connections for passengers from West Wiltshire to access connecting fast services to London via Chippenham or Swindon and also service the existing local commuter base at Westbury and Trowbridge and also the latent demand at Melksham.

We would query the decision to provide a bay platform at Chippenham rather than a normal platform which if constructed would allow benefits not only to the proposed Westbury/Chippenham/Swindon service but would offer more operational resilience to the main line. We are not aware of the respective costs involved but raise the idea for consideration.

6.11 Option K

Improve capacity and performance through infrastructure enhancements at Westbury

We welcome the recommendation to construct the additional platform face at Westbury station as not only will it improve performance of trains accessing the station at what is currently a renowned bottleneck on the network but will also assist in mitigating some of the disruption to passengers which will be caused by the construction of Crossrail and the Reading re-modelling by providing some of the diversionary routes.

We are concerned that the final paragraph on page 137 is ambiguous; in that the text firstly recommends the scheme and then inserts a suggestion that re-evaluation of the scheme based on CP5 performance data should be carried out with the implication that this could reverse the decision.

We feel that this caveat should be removed and support for the scheme to be endorsed by Network Rail without qualification.

6.12 Option L

Increase connectivity between Exeter and Plymouth

The RUS document acknowledges that there is a need for train lengthening on certain peak services between Exeter St Davids and Plymouth and suggests that a solution may be provided by the DfT with the HLOS2 announcement in November 2009.

Our concern is that if this is not addressed in the DfT announcement then we would expect the gap to be reiterated in the final RUS document.

The RUS does propose revising the current cross-Exeter service patterns to enhance capacity between Exmouth and Exeter St Davids and also to provide a half hourly service between Paignton and Exmouth. The justification for this seems to have been based on passenger counts conducted at Exeter Central reviewing the services from Exmouth but there is no indication that a similar exercise was carried out in respect of services from the Barnstaple line.

It is acknowledged that growth on both branch lines has been very steady since the introduction of the Community Rail Development strategy in 2004 and the proposal to terminate Barnstaple services at St James Park has raised concerns from the Tarka Rail Association, Devon and Cornwall Rail Partnership and Local Authority who have been responsible for developing the route between Barnstaple and Exmouth. The concerns are that the main growth area for employment in Exeter revolves around the Digby and Sowton and Topsham areas and terminating Barnstaple services at St James Park does not make sense for passengers wishing to access the stations beyond St James Park. It is unclear from the RUS report as to how this decision was made other than to accommodate the half hourly services between Paignton and Exmouth.

We note that additional passenger counts are being conducted between Paignton and Exmouth to inform the final decision but we are concerned that the decision to adjust the Barnstaple services has been taken without full consideration of the actual numbers of passengers travelling between stations on the Barnstaple line and further along the Exmouth line beyond St James Park.

We urge Network Rail to undertake further analysis of the passenger footfall using cross-Exeter services from the Barnstaple branch to fully understand the passenger need beyond Exeter Central station and to consider extending services at least on as far as Topsham. Alternatively, reviewing the recommendation to alternate hourly arrivals at Exmouth between Paignton and Barnstaple. This will then preserve the through services currently being provided to the Barnstaple passengers.

6.13 Option M

Improve linespeeds and change calling patterns on interurban journeys

This option tested increasing linespeeds and/or changing calling patterns on a number of interurban routes in order to improve journey times.

Bristol/Taunton and Gloucester/Severn Tunnel Junction routes

We welcome the decision to increase line speeds between Bristol and Taunton but are disappointed that the linespeed will increase to 125mph only as far as Bridgwater. Passengers travelling from the Southwest are constantly seeking improved journey times and we recognise this as a first step. The question of phase two electrification beyond Bristol may provide an opportunity for re-considering the question of increasing speeds further on into the South West.

We also support the continued review of the route between Gloucester and Severn Tunnel junction to identify where future increases in line speeds may be possible for the future. We look forward to reviewing the results of this review in the final RUS document.

Reading/Swindon/South Wales /London Paddington Route

Our research to inform the Wales RUS³³ identified an aspiration for faster journey times between South Wales and London Paddington and we are pleased to note that the work of this RUS has influenced some early removal of stops from Didcot Parkway in December of this year which will speed up some services between South Wales and London as a first step.

The RUS also identifies further opportunities which will present themselves under both the proposed IEP specification and electrification proposals which will substantially improve journey times between South Wales and London by further adjusting stopping patterns at Didcot and making full use of the technical benefits of the new IEP trains.

We support the RUS recommendation that the current IEP specification is adopted to maximise the benefits for long distance travellers from Wales.

Oxford/Worcester

We support the regular review of requirements and usage along this line of route but would expect to be formally consulted if major revisions were going to be proposed to the current timetable and stopping pattern.

Bristol to Westbury

We support the revised service provision as outlined in the RUS draft but this is conditional on the second element of the proposal being put in place, that being the additional hourly train between Bath and Bristol, stopping at all stations to fill the gaps created to ensure that there is sufficient capacity to cater for projected growth at those stations in the near future.

³³ Research Report – Welsh Routes, March 2009

Plymouth to Penzance

It is noted that the RUS does not propose to suggest any interventions between Plymouth and Penzance other than to recommend that a continual review requirements and calling patterns under the existing joint timetable group which already exists between Network Rail and First Great Western.

In our stakeholder consultation session at Exeter, it was suggested that the RUS had not taken full consideration of the papers submitted by the local authority at the outset of the RUS process in that issues reflected in the Devon Metro plan seemed to have been ignored. We have been advised that Devon County Council is planning to submit a full response to the draft consultation and the above issues will be fully articulated in their response.

6.14 Option N

Improve passenger throughput at known constrained stations

This option reviewed stations where passenger capacity was near to, or exceeding, the capability of the station.

Ealing Broadway station

Passenger Focus is disappointed at the decision to leave the question of development of this station to the Crossrail project as these works are not scheduled until 2014 and passengers are experiencing serious levels of overcrowding now and for this not to be addressed until 2014 is unacceptable. At times of major disruption in the Paddington area, Ealing is used as the terminating point for mainline services and the access into and out of the station has been woefully inadequate.

We urge Network Rail to review the decision not to intervene and to re-visit the business case, building in the element of usage at the station at times of disruption to mainline services.

Windsor and Eaton Central

We note the decision not to take action at Windsor and Eaton station and acknowledge the additional work that was undertaken to review the options available at this station. We are satisfied that capacity issues at the station are being addressed by the current franchisee.

6.15 Option O

Seasonal fluctuations

This option assessed supply and demand for the long distance services and for those branch lines where services are affected during the summer timetable.

This section of the RUS document has concentrated on seasonal fluctuations in the main on high speed services link into certain branch lines namely Newquay and Paignton on the basis of growth figures which indicate fluctuations of up to 30 percent.

We note that additional work is being carried out in respect of additional summer passenger counts on the Paignton branch and look forward to examining the recommendations falling out of that research in due course.

We also note the decision not to recommend the installation of a new passing loop at St Columb which would increase the number of high speed services to Newquay during Saturdays in summer. Cornwall County Council has stated their intention to take this issue forward in due course subject to further developments in the area.

At our stakeholder consultation session in Exeter, very strong representations were made by the local Rail User Group from the Torbay area in respect of their dissatisfaction with the level of services operating into their area which in their view was suppressing a latent demand. Our view is that this was an aspiration which best falls within the franchise specification process and regional strategic planning process and as such we make no further comment other than to recognise the importance of rail links into the tourist economy of the Torbay region. As such, we look to the franchisee to explore all options to improve the level of services being provided if there is a credible business case to support improvements.

7. Summary table of Passenger Focus' responses to RUS options

The table below summarises Passenger Focus' responses to and what Network Rail should consider further for each of the 15 options proposed in the Draft Great Western RUS.

Option	Gap addressed	Consider further	Passenger Focus opinion
A	1, 2, 3, 4 6a and 21	Work in progress with further analysis being carried out	We Support current options but would appreciate further consultation if change to initial recommendations proposed
B	7	Cross reference to Sussex RUS re: infrastructure enhancement at Redhill	Support strengthening of services by train lengthening
C	8	Work in progress with further analysis being carried out	Clarity required as to final recommendation to be considered when results of analysis published
D	9	Work in progress with further analysis being carried out	Clarity required as to final recommendation to be considered when results of analysis published
E	10	A question mark is still hanging over the Swindon/Kemble re-doubling and if anticipated funding is withdrawn then we would expect the project to be revisited by the RUS process	We support the proposals to develop services North of Swindon but it all hinges on the Swindon/Kemble re-doubling taking place. If current funding does not come to fruition then a review by the RUS will be essential to take forward.
F	11	Four-car operation is required and recommended	We support the proposals as outlined in the draft RUS but would be opposed to any stops being taken out from Severn Tunnel junction by Cardiff/Portsmouth timetable re-casts.
G	12	Exeter is a main hub for Devon and desperately needs a half hourly Exeter/Bristol frequency of services. Has this been fully explored by the current RUS process?	We support the development of a half hourly service between Exeter/Bristol and believe that this can be addressed by more creative use of existing resources in the region.

Option	Gap addressed	Consider further	Passenger Focus opinion
H	11 and 13	The current service provision as outlined in the RUS is inaccurate e.g. Severn Beach Line and we would expect the final document to be corrected accordingly to reflect current situation	We support the plans for train lengthening and infrastructure improvements
I	14	<p>Work in progress re: Filton Bank and Dr Days junction.</p> <p>Reconsider extension of down goods loop and 4th platform at Bristol Parkway. Intercity Express Programme depot facilities will surely enhance this case.</p>	<p>We see the development of the Filton Bank and Bristol Parkway improvements as being essential as this is a hub for English and Welsh services and a well established bottleneck in the region.</p> <p>We support the four-tracking proposal for Temple Meads to Parson street.</p>
J	11, 13 and 14	<p>Figure 6.11 on page 133 does not agree with narrative on page 122 and needs correcting.</p> <p>Bay platform or through platform at Chippenham.</p> <p>Other options for Worle junction e.g. a passing loop to allow trains to wait off of the main line?</p>	We support the general principles of the proposals outlined in this section but also note that a lot is subject to third party funding which is disappointing given the growth figures on these routes which are expected to continue to grow in the future.
K	15	Remove caveat in final paragraph on page 137 as this is ambiguous	We fully support this proposal due to its strategic importance to current services and Crossrail mitigation plans during construction phases.

Option	Gap addressed	Consider further	Passenger Focus opinion
L	16	Work in progress and HLOS 2 decision awaited. Further passenger counts required to fully assess Barnstaple/Exmouth flows beyond St James Park	<p>Concerns expressed by stakeholders and Local Authority that plans need balancing against Exeter Metro concept and also that a better balance of through services is required to service Paignton and Barnstaple passengers.</p> <p>Hourly arrivals at Exmouth would be preferred to the current plans.</p>
M	17	Line speed improvements beyond Bridgewater when phase 2 of Intercity Express Programme plans announced	We support the recommendations contained within this section
N	19	Review the decision not to intervene at Ealing Broadway and to re-visit the Benefit Cost Ratio result	We believe that the importance of this station at current times of major disruption has not been fully recognised and query whether this work should be brought forward
O	20	Work in progress in respect of Paignton Branch	We look forward to reviewing the results and recommendations falling out of the Paignton passenger counts in due course

8. Final comments on the Emerging strategy to 2019 and beyond

Passenger Focus believes that implementation of all the interventions set out in the emerging strategy in the draft RUS will be needed to deliver the capacity required in the period to 2019 and in some cases, as we set out in our general comments and analysis of the options; additional measures will be required.

The pressures of a congested network are apparent now and will grow. Passenger Focus believes that there must be an early review of the allocation of network and train resources to align this much more closely with passenger needs and this must be done soon and in addition to any other measures to increase capacity.

Beyond 2019 a radical solution will be required and planning for that must start now.

Appendix A: Consultation

Passenger Focus took a new approach to consultation on the draft Great Western RUS in light of the welcome, increasingly open approach by Network Rail and the several opportunities provided for a Wider Stakeholder Group (WSG) to attend briefings and exhibitions to enable input during the RUS process. All WSG meetings were attended by Passenger Focus.

We urged all interested parties to respond directly to the RUS consultation to keep local issues on the agenda but recommended a focus on key priorities and the most effective means of delivery to address them.

Views on the RUS consultation document and a range of issues relating to it were discussed with passenger groups and stakeholders through three formal consultation meetings and initial email contact. Various responses to the consultation copied to Passenger Focus were also considered.

Organisations and individuals with who we had contact as part of the three formal consultation meetings and the initial email contact included the following and organisations with * indicate those who sent copies of their responses to the draft RUS to Passenger Focus.

Organisation	Initial consultation returned	Stakeholder meeting attended
Avocet Rail Users Group		√
Better Trains for Chepstow*		√
Buckinghamshire County Council	√	
Campaign for Better Transport		√
Cheltenham Chamber of Commerce	√	
Cornwall County Council *		√
Cotswold Line Promotion Group	√	
CPRE (Campaign to Protect Rural England) Devon		√
Department of Development		√
Devon Conservation Forums		√
Friends of the Atlantic Coast Line	√	
Heart Of Wessex Rail Partnership	√	
Melksham Chamber of Commerce *		√
Member of Parliament for Mid Worcestershire	√	
Plymouth City Council		√
Railfuture Devon & Cornwall *		√
Severnside Community Rail Partnership*		√
Severn Tunnel Action Group *	√	
Somerset County Council	√	
South Hampshire Rail Users Group *		
South West Regional Assembly	√	
South West Regional Development Agency	√	
South West Regional Select Committee*		
Swindon Borough Council	√	

Tarka Rail Association *		√
Torbay Council	√	
Torbay Rail Users Group*		√
Totnes Rail Transport Group		√
Transport Co-ordination Service		√
TransWilts Save The Train Campaign *		
TravelWatch Southwest		√
West of England Partnership	√	
Wiltshire County Council	√	
Wokingham Borough Council	√	

Appendix B: Research Survey

2001 001



09
D D M M Y Y

Passenger Priorities VII Reading route

Thank you for agreeing to take part in this short survey being conducted 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. It should take no more than five minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

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

- 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 :

Q3 Please write in the name of the station where you are travelling to on **this** train :

Q4 How did you travel to the station where you boarded this train? (Tick all that apply)

- | | | | |
|--|--------------------------|------------------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car share / car pool..... | <input type="checkbox"/> |
| Bus..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |
| Coach..... | <input type="checkbox"/> | Tube..... | <input type="checkbox"/> |
| National Rail train..... | <input type="checkbox"/> | Other method..... | <input type="checkbox"/> |
| Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> | | |

If National Rail train: please specify station you travelled from

IF YOU DID NOT USE THE BUS TO TRAVEL TO THE STATION TODAY

Q5 What was the reason for this? (Tick all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| Too slow..... | <input type="checkbox"/> | No bus service from where I live..... | <input type="checkbox"/> |
| Too expensive..... | <input type="checkbox"/> | Car more convenient..... | <input type="checkbox"/> |
| Too unreliable..... | <input type="checkbox"/> | Prefer other method of transport to get to station.... | <input type="checkbox"/> |
| Bus unrealistic as I live too far away..... | <input type="checkbox"/> | I live within walking distance of the station..... | <input type="checkbox"/> |
| Too complicated as would involve changing buses..... | <input type="checkbox"/> | Not familiar with bus service..... | <input type="checkbox"/> |

Other (please specify)

Q6 As far as you are aware is it possible to take a bus to the station where you boarded this train?

- Yes - definitely Yes - I think so No - not possible as no service Don't know

Q7 Is car parking available at the station where you boarded this train?

- Yes - and I use it often..... Go to Q8
Yes - and I use it sometimes..... Go to Q8
Yes - but I do not use it..... Go to Q9
No - car parking facility not available at the station..... Go to Q10

IF YOU USE THE CAR PARKING

Q8 Which of the following best describes parking in the station car park where you boarded this train?

- I can always get a space..... I can never get a space.....
I can get a space most of the time..... Don't know.....
I can hardly ever get a space.....

Q9 What would encourage you to use the car park more often? (Tick all that apply)

- More car parking spaces.....
Cheaper to park.....
Make car park more secure (i.e. better lighting, CCTV).....
Nothing would encourage me to use it.....

Other : please specify

All to answer

Q10 How did you buy your ticket for your journey today?

- In advance - booked over phone..... On the day of travel on the train.....
In advance at station..... Using a season ticket.....
In advance via travel agent..... Using an Oyster season ticket.....
In advance - via the Internet / a website..... Using an Oyster Pay as You Go card.....
On the day of travel at a station ticket office..... Other methods of purchase.....
On the day of travel from a ticket machine..... Ticket was organised for me.....

Q11 How will you travel to your final destination after leaving this train? (tick all that apply)

- On foot / walking..... Taxi.....
Bicycle (parked at or near station)..... Car parked at or near station.....
Bicycle (taken onto train)..... Car - dropped off.....
Motorbike..... Car share / car pool.....
Bus..... Air / Sea.....
Coach..... Tube.....
National Rail train..... Other method.....
Tram / Light Rail (inc. Metrolink).....

If National Rail train: please specify station you are travelling to

Q12 What is the **main** purpose of your rail journey?

- 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 company 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

Q13 If you had not made this journey by train today, what other modes could you have used? (Tick all that apply)

- | | | | |
|---|--------------------------|----------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle..... | <input type="checkbox"/> | Car as a driver..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car as a passenger..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Tube..... | <input type="checkbox"/> |
| Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> | No other alternatives..... | <input type="checkbox"/> |
| Other..... | <input type="checkbox"/> | | |

Other : please specify

Q14 Why did you choose to travel by train for this journey? (Tick all that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| Train is more reliable..... | <input type="checkbox"/> | Speed / faster than alternatives..... | <input type="checkbox"/> |
| Train is the most direct / sensible route..... | <input type="checkbox"/> | No reasonable route by other public | |
| Comfort..... | <input type="checkbox"/> | transport..... | <input type="checkbox"/> |
| Availability / cost of parking..... | <input type="checkbox"/> | No access to car..... | <input type="checkbox"/> |
| Cost..... | <input type="checkbox"/> | Rail station near home / destination..... | <input type="checkbox"/> |

Other : please specify

Q15 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..... | <input type="checkbox"/> | Go to Q18 |
| 2-5..... | <input type="checkbox"/> | Go to Q16 |
| 6-10..... | <input type="checkbox"/> | Go to Q16 |
| 11-20..... | <input type="checkbox"/> | Go to Q16 |
| 21+..... | <input type="checkbox"/> | Go to Q16 |

IF YOU HAVE MADE THIS JOURNEY MORE THAN ONCE IN THE LAST TWO WEEKS

Q16 Out of these journeys, how often have you been unable to board your preferred train due to overcrowding?

- | | |
|------------------------------|--------------------------|
| Always..... | <input type="checkbox"/> |
| Usually..... | <input type="checkbox"/> |
| About half the time..... | <input type="checkbox"/> |
| Rarely..... | <input type="checkbox"/> |
| Never..... | <input type="checkbox"/> |
| Not relevant/don't know..... | <input type="checkbox"/> |

Q17 How would you describe a typical trip on this route?

- | | |
|--|--------------------------|
| I always get a seat..... | <input type="checkbox"/> |
| I usually get a seat..... | <input type="checkbox"/> |
| I usually stand but there is space for standing..... | <input type="checkbox"/> |
| I usually stand and it is crowded..... | <input type="checkbox"/> |
| It varies..... | <input type="checkbox"/> |
| Not relevant/don't know..... | <input type="checkbox"/> |

All to answer

Q18 If you travel at peak time (Mon-Fri 07:00 to 10:00 and 16:00 to 19:00), would you prefer:

- | | |
|--|--------------------------|
| (A) Lower levels of crowding on trains but a slightly more expensive ticket (up to 10%)..... | <input type="checkbox"/> |
| OR | |
| (B) The existing levels of crowding on trains and ticket cost..... | <input type="checkbox"/> |
| I do not travel at peak times..... | <input type="checkbox"/> |

Q19 How frequent should trains be on this route at peak times (Mon-Fri 07:00-10:00 and 1600-1900) to meet your needs?

- Every 15 mins.....
- Every 30 mins.....
- Every 45 mins.....
- One an hour.....
- One every two hours.....
- Don't know.....

Q20 If trains were more frequent on this route, would you?

- Make the same number of journeys.....
- Possibly make more journeys.....
- Definitely make more journeys.....
- Don't know.....

Q21 If trains were less frequent on this route, would you?

- Make the same number of journeys.....
- Possibly make fewer journeys.....
- Definitely make fewer journeys.....
- Don't know.....

Q22 Do you use this route for travel on a Sunday?

- Yes..... **Go to Q23**
- No..... **Go to Q24**

IF YOU USE THIS ROUTE ON A SUNDAY

Q23 How would you rate the Sunday service on this route for the following?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Frequency of trains.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 How interested are you in the following ways of receiving your ticket?

	Very interested	Fairly interested	Neither	Not very interested	Not at all interested	Don't know/No opinion
By post.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing out from a PC.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sent to your mobile (you would show the message as proof of purchase).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 How interested are you in the following train ticket ideas?

	Very interested	Fairly interested	Neither	Not very interested	Not at all interested	Don't know/No opinion
Being able to buy your train ticket in local shops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to buy a combined bus and rail ticket to your destination.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to buy a carnet type ticket (e.g. buy 10 tickets for the price of 8).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service quality

Q26 Thinking about the rail journey you are making TODAY, taking everything into account such as the ticket price, comfort, reliability, speed of the journey, frequency of trains would you say this journeys represented...

- Very good value for money.....
- Quite good value for money.....
- Not very good value for money.....
- Not at all good value for money.....
- Not sure.....

Q27 Please give us your reasons for your rating on the value for money?
(Please write in reason)

Your Experience

Q28 Thinking now about the level of service you **actually experienced** on your journey on this route **today**, please rate what you experienced at the station and on the train?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times / platforms..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting to/ from the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of the trains on the 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"/>
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"/>
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 while on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having to change trains on your journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
OVERALL EXPERIENCE OF SERVICE ON ROUTE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR PREFERENCE

Q29 Here are some things that could be improved on this particular route. There are a number of pairs shown below and for each one 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	
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality / reliability of the train
Connections with other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
The ease of being able to get on and off 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"/>	Provision of information about train times / platforms
Provision of information about train times / platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information about train times / platforms
Not having to change trains on your journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The ease of being able to get on and off the train
The ease of being able to get on and off the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Frequency of the trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security at the station

Crossrail

Q30 How familiar are you with Crossrail and what service it will provide?

- Very familiar.....
- Quite familiar.....
- Not very familiar.....
- Not at all familiar.....
- Not sure.....

Q31 Do you feel that you are sufficiently informed about the implications Crossrail will have on your journey during the build up period?

- Yes
- No.....

Q32 How far in advance of the Crossrail project starting would you seek such information?

- 1 month.....
- 3 months.....
- 6 months.....
- 12 months.....
- Longer than 12 months.....
- Don't know.....

Q33 Here are comments some people have made about Crossrail. Could you tell me if you agree or disagree with each. It does not matter if you are not that familiar with Crossrail your impressions are of interest.

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	Not sure
I intend to use Crossrail when it comes into service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crossrail will be expensive to use.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crossrail will improve journey times into London removing the need to change at London Paddington....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crossrail will provide more capacity in the South East.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall I am in favour of Crossrail.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About You

Q34 What is your employment status?

- | | | | |
|--------------------------------------|--------------------------|--------------|--------------------------|
| Work full time (30+ hours)..... | <input type="checkbox"/> | Retired..... | <input type="checkbox"/> |
| Work part time (9-29 hours)..... | <input type="checkbox"/> | Student..... | <input type="checkbox"/> |
| Not employed - seeking work..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |
| Not employed - not seeking work..... | <input type="checkbox"/> | | |

Q35 Which age group do you fall into?

- | | | | |
|---------------|--------------------------|------------|--------------------------|
| Under 16..... | <input type="checkbox"/> | 45-54..... | <input type="checkbox"/> |
| 16-24..... | <input type="checkbox"/> | 55-59..... | <input type="checkbox"/> |
| 25-34..... | <input type="checkbox"/> | 60-64..... | <input type="checkbox"/> |
| 35-44..... | <input type="checkbox"/> | 65+..... | <input type="checkbox"/> |

Q36 Are you.....

- | | | | |
|-----------|--------------------------|-------------|--------------------------|
| Male..... | <input type="checkbox"/> | Female..... | <input type="checkbox"/> |
|-----------|--------------------------|-------------|--------------------------|

Q37 Which of the following best describes your ethnic background?

- | | | | |
|-----------------------------|--------------------------|-----------------------------|--------------------------|
| White..... | <input type="checkbox"/> | Chinese..... | <input type="checkbox"/> |
| Black or Black British..... | <input type="checkbox"/> | Asian or Asian British..... | <input type="checkbox"/> |
| Mixed..... | <input type="checkbox"/> | Other ethnic group..... | <input type="checkbox"/> |

Q38 Do you have a disability or long term illness related to the following: (tick all that apply))

- | | | | |
|----------------------|--------------------------|----------------------------|--------------------------|
| Mobility..... | <input type="checkbox"/> | Speech impairment..... | <input type="checkbox"/> |
| Wheelchair user..... | <input type="checkbox"/> | Learning difficulties..... | <input type="checkbox"/> |
| Hearing..... | <input type="checkbox"/> | No: None..... | <input type="checkbox"/> |
| Eyesight..... | <input type="checkbox"/> | | |

Q39 What type of ticket did you use for your journey?

- | | | | |
|---|--------------------------|---|--------------------------|
| Anytime Single/Return..... | <input type="checkbox"/> | Annual Season Ticket (including Travelcard/
Travelcard on Oyster)..... | <input type="checkbox"/> |
| Anytime Day Single/Return..... | <input type="checkbox"/> | Special promotion ticket..... | <input type="checkbox"/> |
| Off-Peak/Super Off-Peak Single/Return..... | <input type="checkbox"/> | Holiday package/tour ticket..... | <input type="checkbox"/> |
| Off-Peak Day/Super Off-Peak Day Single/Re
Advance..... | <input type="checkbox"/> | Rail Staff Pass/Privilege ticket/Police
concession..... | <input type="checkbox"/> |
| Day Travelcard..... | <input type="checkbox"/> | Freedom pass..... | <input type="checkbox"/> |
| Oyster Pay As You Go..... | <input type="checkbox"/> | Other : Please specify | |
| Weekly or monthly Season Ticket (including
Travelcard/Travelcard on Oyster)..... | <input type="checkbox"/> | | |

Q40 Did you use a railcard to buy your ticket?

- | | | | |
|----------|--------------------------|---------|--------------------------|
| Yes..... | <input type="checkbox"/> | No..... | <input type="checkbox"/> |
|----------|--------------------------|---------|--------------------------|

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.

Passenger Priorities VII

Gloucester route

Thank you for agreeing to take part in this short survey being conducted 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. It should take no more than five minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

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

- 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 :

Q3 Please write in the name of the station where you are travelling to on **this** train :

Q4 How did you travel to the station where you boarded this train? (Tick all that apply)

- | | |
|---|---|
| On foot / walking..... <input type="checkbox"/> | Taxi..... <input type="checkbox"/> |
| Bicycle (parked at or near station)..... <input type="checkbox"/> | Car parked at or near station..... <input type="checkbox"/> |
| Bicycle (taken onto train)..... <input type="checkbox"/> | Car - dropped off..... <input type="checkbox"/> |
| Motorbike..... <input type="checkbox"/> | Car share / car pool..... <input type="checkbox"/> |
| Bus..... <input type="checkbox"/> | Air / Sea..... <input type="checkbox"/> |
| Coach..... <input type="checkbox"/> | Tube..... <input type="checkbox"/> |
| National Rail train..... <input type="checkbox"/> | Other method..... <input type="checkbox"/> |
| Tram / Light Rail (inc. Metrolink)..... <input type="checkbox"/> | |

If National Rail train: please specify station you travelled from

IF YOU DID NOT USE THE BUS TO TRAVEL TO THE STATION TODAY

Q5 What was the reason for this? (Tick all that apply)

- | | |
|---|---|
| Too slow..... <input type="checkbox"/> | No bus service from where I live..... <input type="checkbox"/> |
| Too expensive..... <input type="checkbox"/> | Car more convenient..... <input type="checkbox"/> |
| Too unreliable..... <input type="checkbox"/> | Prefer other method of transport to get to station.... <input type="checkbox"/> |
| Bus unrealistic as I live too far away..... <input type="checkbox"/> | I live within walking distance of the station..... <input type="checkbox"/> |
| Too complicated as would involve changing buses. <input type="checkbox"/> | Not familiar with bus service <input type="checkbox"/> |

Other (please specify)

Q6 As far as you are aware is it possible to take a bus to the station where you boarded this train?

- Yes - definitely Yes - I think so No - not possible as no service Don't know

Q7 Is car parking available at the station where you boarded this train?

- Yes - and I use it often..... Go to Q8
Yes - and I use it sometimes..... Go to Q8
Yes - but I do not use it..... Go to Q9
No - car parking facility not available at the station..... Go to Q10

IF YOU USE THE CAR PARKING

Q8 Which of the following best describes parking in the station car park where you boarded this train?

- I can always get a space..... I can never get a space.....
I can get a space most of the time..... Don't know.....
I can hardly ever get a space.....

Q9 What would encourage you to use the car park more often? (Tick all that apply)

- More car parking spaces.....
Cheaper to park.....
Make car park more secure (i.e. better lighting, CCTV).....
Nothing would encourage me to use it.....

Other : please specify

All to answer

Q10 How did you buy your ticket for your journey today?

- In advance - booked over phone..... On the day of travel on the train.....
In advance at station..... Using a season ticket.....
In advance via travel agent..... Other methods of purchase.....
In advance - via the Internet / a website..... Ticket was organised for me.....
On the day of travel at a station ticket office...
On the day of travel from a ticket machine....

Q11 How will you travel to your final destination after leaving this train? (tick all that apply)

- On foot / walking..... Taxi.....
Bicycle (parked at or near station)..... Car parked at or near station.....
Bicycle (taken onto train)..... Car - dropped off.....
Motorbike..... Car share / car pool.....
Bus..... Air / Sea.....
Coach..... Tube.....
National Rail train..... Other method.....
Tram / Light Rail (inc. Metrolink).....

If National Rail train: please specify station you are travelling to

Q12 What is the **main** purpose of your rail journey?

- 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 company 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

Q13 If you had not made this journey by train today, what other modes could you have used? (Tick all that apply)

- | | | | |
|---|--------------------------|----------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle..... | <input type="checkbox"/> | Car as a driver..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car as a passenger..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Tube..... | <input type="checkbox"/> |
| Tram / Light Rail (inc. Metrolink)..... | <input type="checkbox"/> | No other alternatives..... | <input type="checkbox"/> |
| Other..... | <input type="checkbox"/> | | |

Other : please specify

Q14 Why did you choose to travel by train for this journey? (Tick all that apply)

- | | | | |
|---|--------------------------|---|--------------------------|
| Train is more reliable..... | <input type="checkbox"/> | Speed / faster than alternatives..... | <input type="checkbox"/> |
| Train is the most direct / sensible route.... | <input type="checkbox"/> | No reasonable route by other public | |
| Comfort..... | <input type="checkbox"/> | transport..... | <input type="checkbox"/> |
| Availability / cost of parking..... | <input type="checkbox"/> | No access to car..... | <input type="checkbox"/> |
| Cost..... | <input type="checkbox"/> | Rail station near home / destination..... | <input type="checkbox"/> |

Other : please specify

Q15 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..... | <input type="checkbox"/> | Go to Q18 |
| 2-5..... | <input type="checkbox"/> | Go to Q16 |
| 6-10..... | <input type="checkbox"/> | Go to Q16 |
| 11-20..... | <input type="checkbox"/> | Go to Q16 |
| 21+..... | <input type="checkbox"/> | Go to Q16 |

IF YOU HAVE MADE THIS JOURNEY MORE THAN ONCE IN THE LAST TWO WEEKS

Q16 Out of these journeys, how often have you been unable to board your preferred train due to overcrowding?

- | | |
|------------------------------|--------------------------|
| Always..... | <input type="checkbox"/> |
| Usually..... | <input type="checkbox"/> |
| About half the time..... | <input type="checkbox"/> |
| Rarely..... | <input type="checkbox"/> |
| Never..... | <input type="checkbox"/> |
| Not relevant/don't know..... | <input type="checkbox"/> |

Q17 How would you describe a typical trip on this route?

- | | |
|--|--------------------------|
| I always get a seat..... | <input type="checkbox"/> |
| I usually get a seat..... | <input type="checkbox"/> |
| I usually stand but there is space for standing..... | <input type="checkbox"/> |
| I usually stand and it is crowded..... | <input type="checkbox"/> |
| It varies..... | <input type="checkbox"/> |
| Not relevant/don't know..... | <input type="checkbox"/> |

All to answer

Q18 If you travel at peak time (Mon-Fri 07:00 to 10:00 and 16:00 to 19:00), would you prefer:

- (A) Lower levels of crowding on trains but a slightly more expensive ticket (up to 10%).....
- OR**
- (B) The existing levels of crowding on trains and ticket cost.....
- I do not travel at peak times.....

Q19 How frequent should trains be on this route at peak times (Mon-Fri 07:00-10:00 and 1600-1900) to meet your needs?

- Every 15 mins.....
- Every 30 mins.....
- Every 45 mins.....
- One an hour.....
- One every two hours.....
- Don't know.....

Q20 If trains were more frequent on this route, would you?

- Make the same number of journeys.....
- Possibly make more journeys.....
- Definitely make more journeys.....
- Don't know.....

Q21 If trains were less frequent on this route, would you?

- Make the same number of journeys.....
- Possibly make fewer journeys.....
- Definitely make fewer journeys.....
- Don't know.....

Q22 Do you use this route for travel on a Sunday?

- Yes..... Go to Q23
- No..... Go to Q24

IF YOU USE THIS ROUTE ON A SUNDAY

Q23 How would you rate the Sunday service on this route for the following?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Frequency of trains.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 How interested are you in the following ways of receiving your ticket?

	Very interested	Fairly interested	Neither	Not very interested	Not at all interested	Don't know/ No opinion
By post.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing out from a PC.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sent to your mobile (you would show the message as proof of purchase).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 How interested are you in the following train ticket ideas?

	Very interested	Fairly interested	Neither	Not very interested	Not at all interested	Don't know/ No opinion
Being able to buy your train ticket in local shops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to buy a combined bus and rail ticket to your destination.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to buy a carnet type ticket (e.g. buy 10 tickets for the price of 8).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service quality

Q26 Thinking about the rail journey you are making TODAY, taking everything into account such as the ticket price, comfort, reliability, speed of the journey, frequency of trains would you say this journey represented...

- Very good value for money.....
- Quite good value for money.....
- Not very good value for money.....
- Not at all good value for money.....
- Not sure.....

Q27 Please give us your reasons for your rating on the value for money?
(Please write in reason)

Your Experience

Q28 Thinking now about the level of service you **actually experienced** on your journey on this route **today**, please rate what you experienced at the station and on the train?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times / platforms..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting to/ from the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of the trains on the 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"/>
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"/>
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 while on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having to change trains on your journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
OVERALL EXPERIENCE OF SERVICE ON ROUTE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR PREFERENCE

Q29 Here are some things that could be improved on this particular route. There are a number of pairs shown below and for each one 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	
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality / reliability of the train
Connections with other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
The ease of being able to get on and off 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"/>	Provision of information about train times / platforms
Provision of information about train times / platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of getting to/ from the station
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having to change trains on your journey
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Ease of getting to/ from the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information about train times / platforms
Not having to change trains on your journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of the trains on the route
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ticket buying facilities
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The ease of being able to get on and off the train
The ease of being able to get on and off the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Frequency of the trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Connections with other forms of transport
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security at the station

About You

Q30 What is your employment status?

- | | |
|---|---------------------------------------|
| Work full time (30+ hours)..... <input type="checkbox"/> | Retired..... <input type="checkbox"/> |
| Work part time (9-29 hours)..... <input type="checkbox"/> | Student..... <input type="checkbox"/> |
| Not employed - seeking work..... <input type="checkbox"/> | Other..... <input type="checkbox"/> |
| Not employed - not seeking work..... <input type="checkbox"/> | |

Q31 Which age group do you fall into?

- | | |
|--|-------------------------------------|
| Under 16..... <input type="checkbox"/> | 45-54..... <input type="checkbox"/> |
| 16-24..... <input type="checkbox"/> | 55-59..... <input type="checkbox"/> |
| 25-34..... <input type="checkbox"/> | 60-64..... <input type="checkbox"/> |
| 35-44..... <input type="checkbox"/> | 65+..... <input type="checkbox"/> |

Q32 Are you.....

- | | |
|------------------------------------|--------------------------------------|
| Male..... <input type="checkbox"/> | Female..... <input type="checkbox"/> |
|------------------------------------|--------------------------------------|

Q33 Which of the following best describes your ethnic background?

- | | |
|--|--|
| White..... <input type="checkbox"/> | Chinese..... <input type="checkbox"/> |
| Black or Black British..... <input type="checkbox"/> | Asian or Asian British..... <input type="checkbox"/> |
| Mixed..... <input type="checkbox"/> | Other ethnic group..... <input type="checkbox"/> |

Q34 Do you have a disability or long term illness related to the following: (tick all that apply))

- | | |
|---|---|
| Mobility..... <input type="checkbox"/> | Speech impairment..... <input type="checkbox"/> |
| Wheelchair user..... <input type="checkbox"/> | Learning difficulties..... <input type="checkbox"/> |
| Hearing..... <input type="checkbox"/> | No: None..... <input type="checkbox"/> |
| Eyesight..... <input type="checkbox"/> | |

Q35 What type of ticket did you use for your journey?

- | | |
|---|---|
| Anytime Single/Return..... <input type="checkbox"/> | Annual Season Ticket (including Travelcard) <input type="checkbox"/> |
| Anytime Day Single/Return..... <input type="checkbox"/> | Special promotion ticket..... <input type="checkbox"/> |
| Off-Peak/Super Off-Peak Single/Return..... <input type="checkbox"/> | Holiday package/tour ticket..... <input type="checkbox"/> |
| Off-Peak Day/Super Off-Peak Day Single/Re..... <input type="checkbox"/> | Rail Staff Pass/Privilege ticket/Police
concession..... <input type="checkbox"/> |
| Advance..... <input type="checkbox"/> | Freedom pass..... <input type="checkbox"/> |
| Day Travelcard..... <input type="checkbox"/> | Other : Please specify |
| Weekly or monthly Season Ticket (including
Travelcard)..... <input type="checkbox"/> | |

Q36 Did you use a railcard to buy your ticket?

- | | |
|-----------------------------------|----------------------------------|
| Yes..... <input type="checkbox"/> | No..... <input type="checkbox"/> |
|-----------------------------------|----------------------------------|

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.

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Appendix C: Bibliography

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