

National Passenger Survey

TOC Report for East Coast

Spring 2011

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Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block)

The data for number of journeys and profiles by these variables was generated from ORR data (2010).

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.

This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.

National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit www.passengerfocus.org.uk

Spring 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant number of trains through the full survey period.

One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

Autumn 2010 (Wave 23)

Fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

Planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

Spring 2010 (Wave 22)

Fieldwork was undertaken between 31 January 2009 and 27 March 2009. Top up shifts were run between 28 March and 9 April 2009. The main fieldwork period was similar to previous years, but the top-up period was slightly extended because of problems encountered earlier in the fieldwork period.

Extreme weather - in particular, heavy snow during the 1st week of February - caused a lot of disruption to the fieldwork schedule. Over 50% of all shifts originally scheduled for 2-6 February had to be postponed until later in the fieldwork period.

As always, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Over-running engineering work meant that further shifts had to be rescheduled during the course of the fieldwork, but this was not a great problem.

A few shifts were rescheduled to avoid clashing with Six Nations rugby matches, but sporting events did not cause much disruption to the original schedule.

Autumn 2009 (Wave 21)

Fieldwork was undertaken between 1 September 2009 and 9 November 2009. Top up shifts were run between 10 November and 15 November 2009.

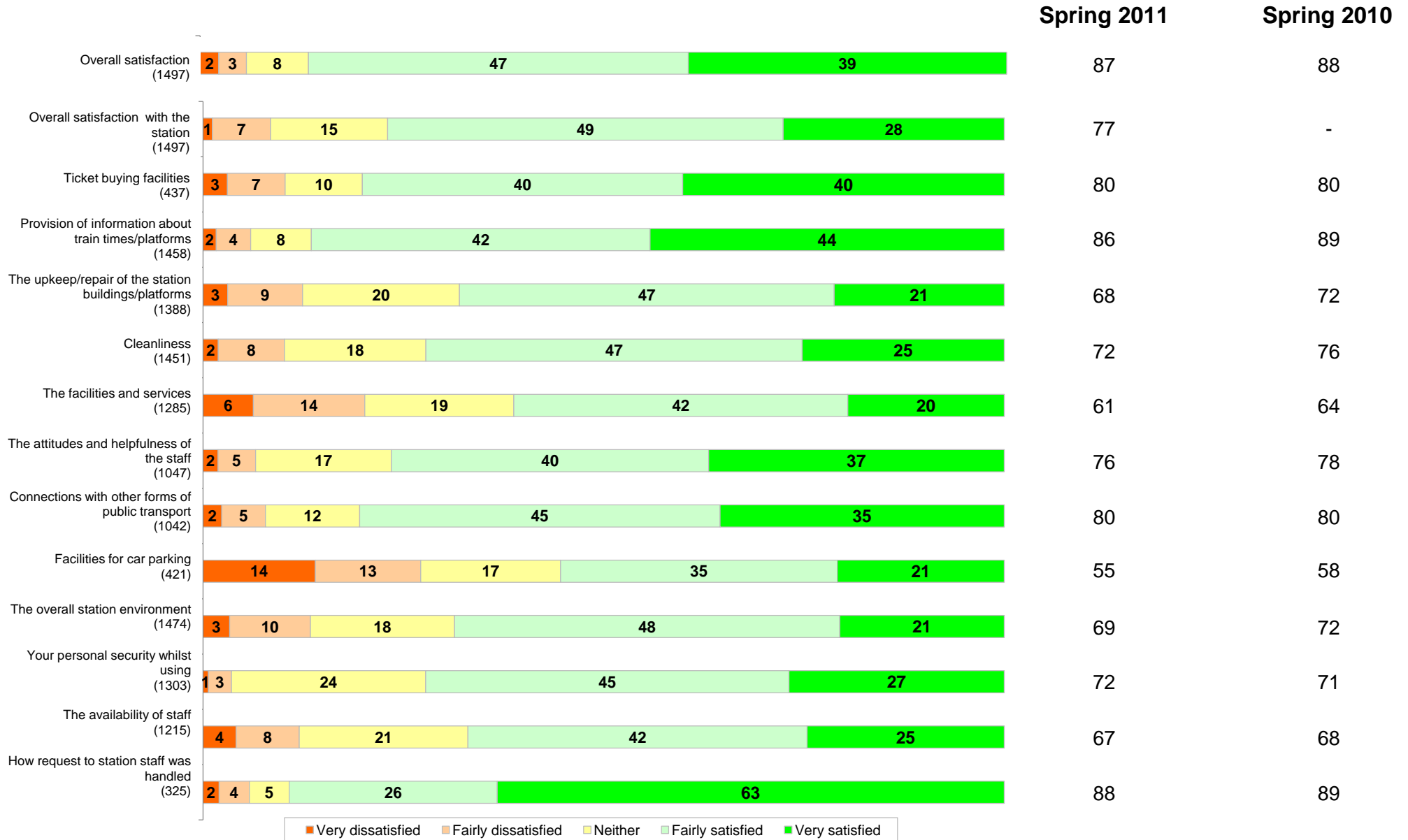
Planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

An increase in the number of flu infections among fieldworkers led to an increased number of shifts being rescheduled because of illness.

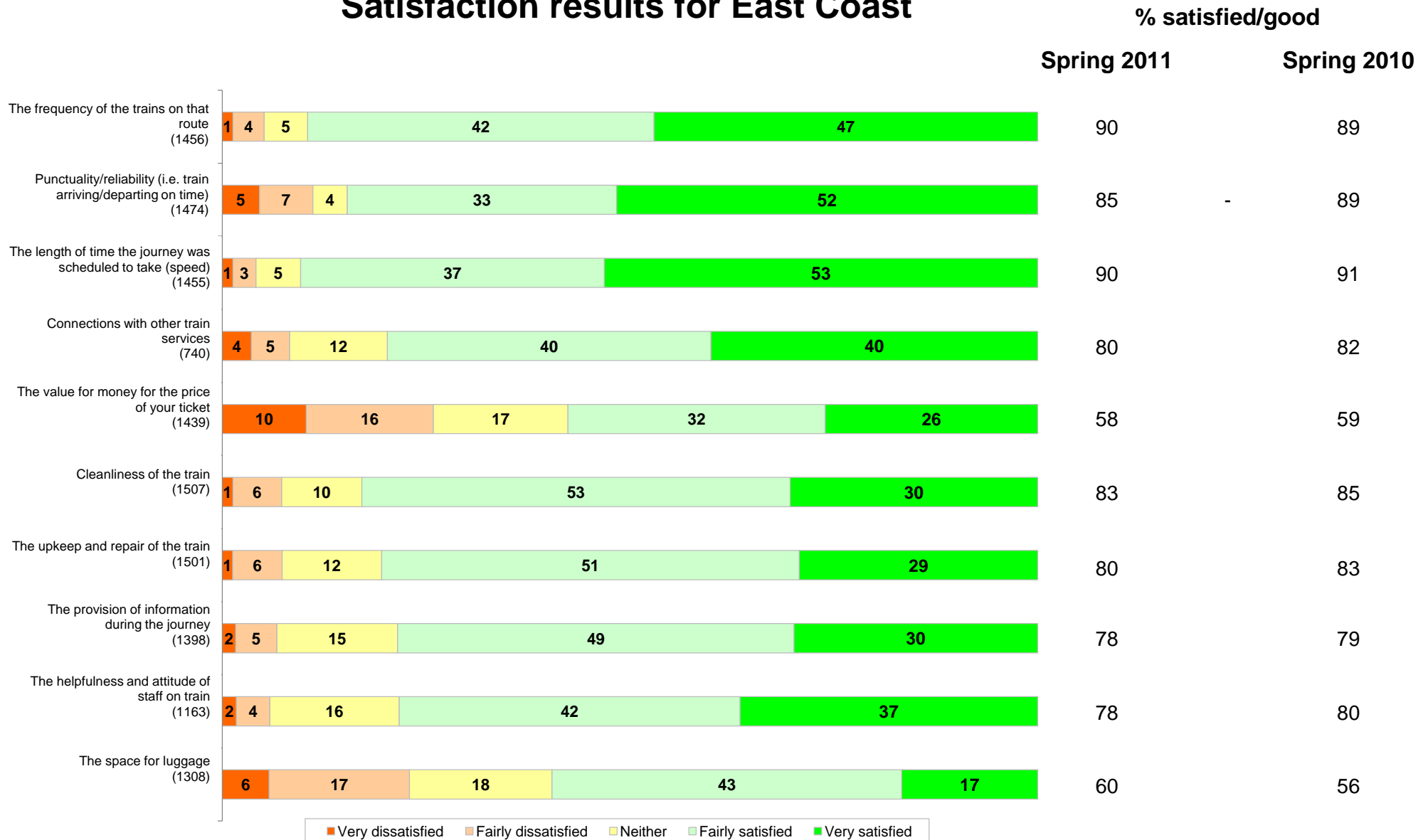
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for East Coast



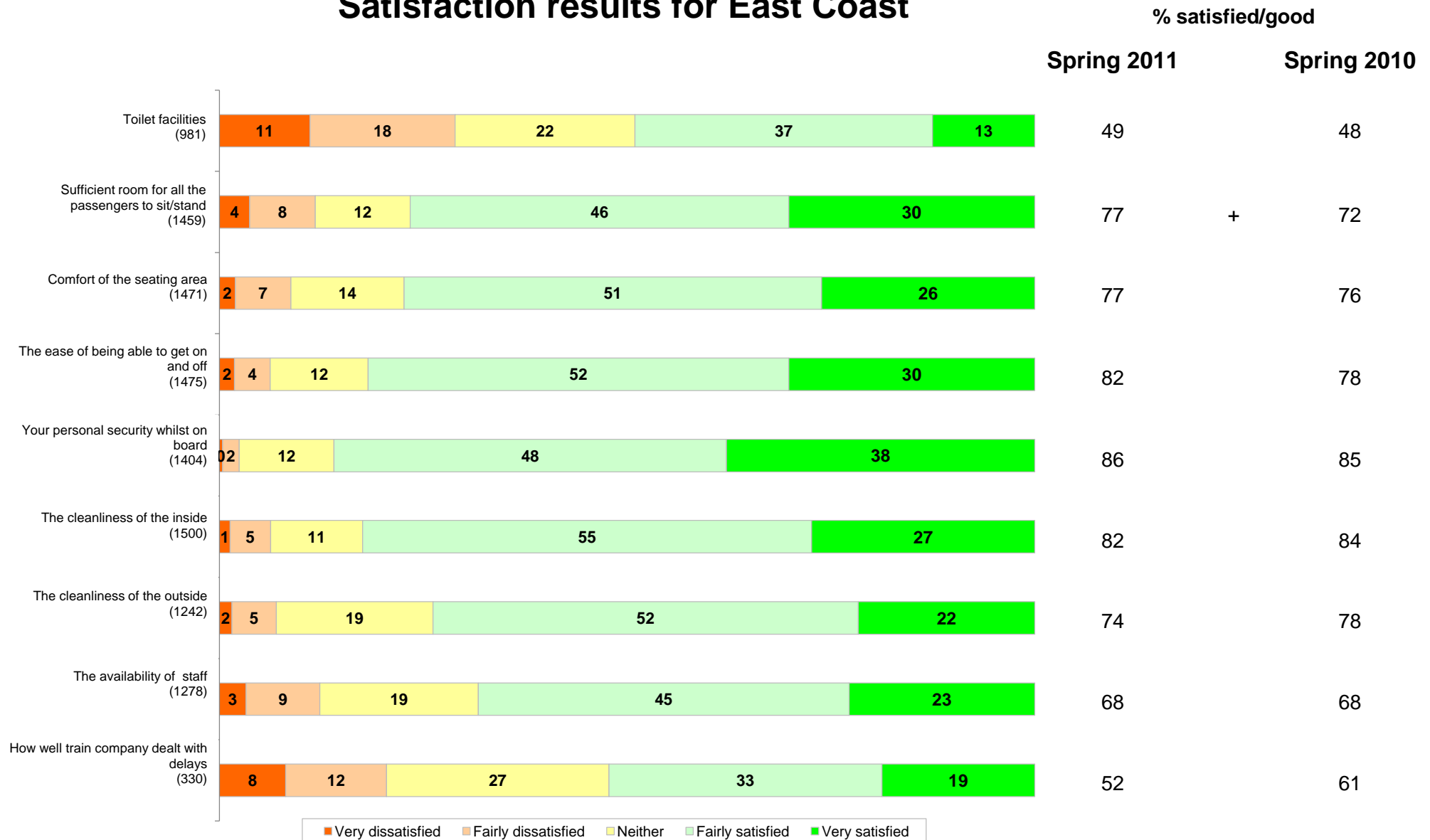
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for East Coast



At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

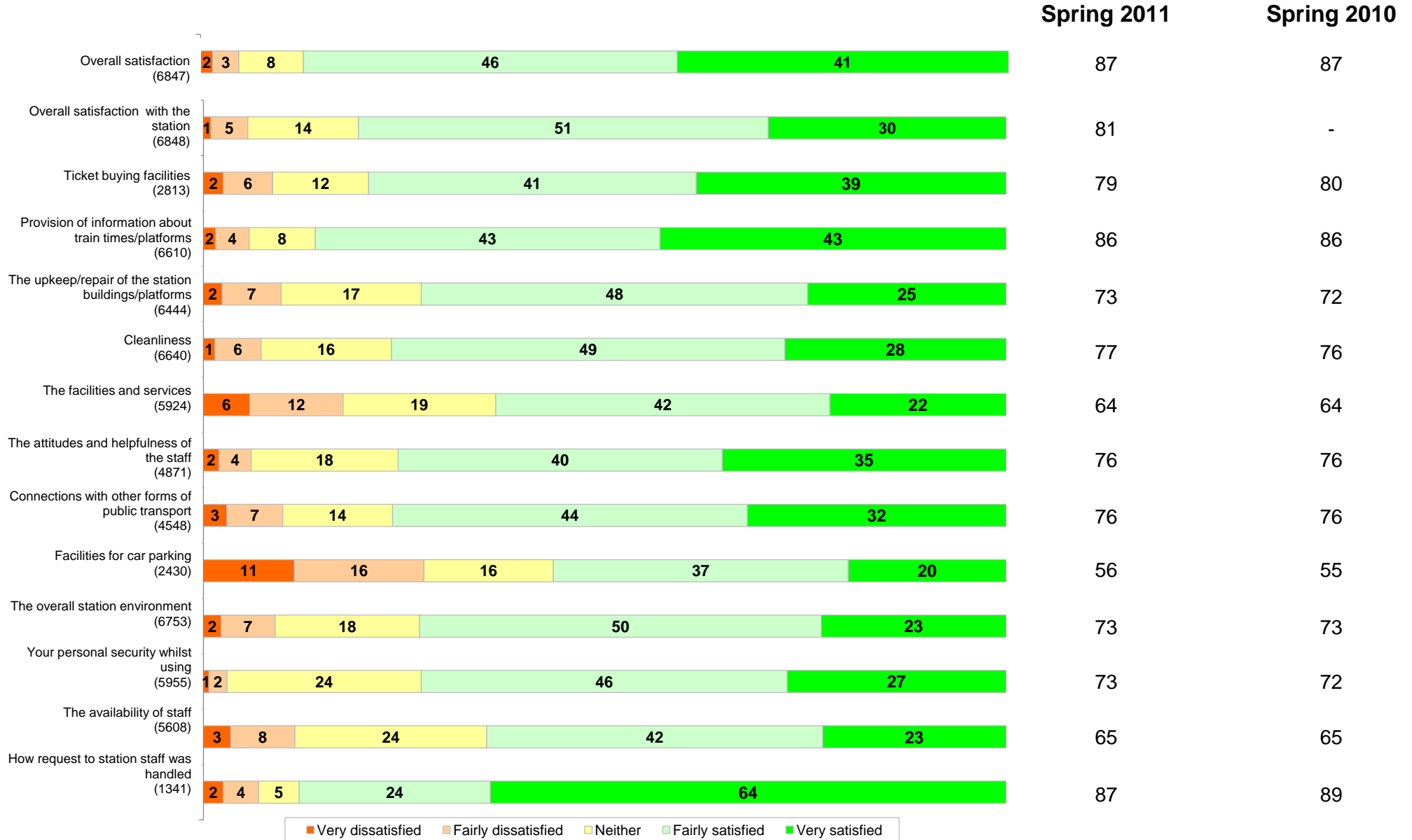
Satisfaction results for East Coast



At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

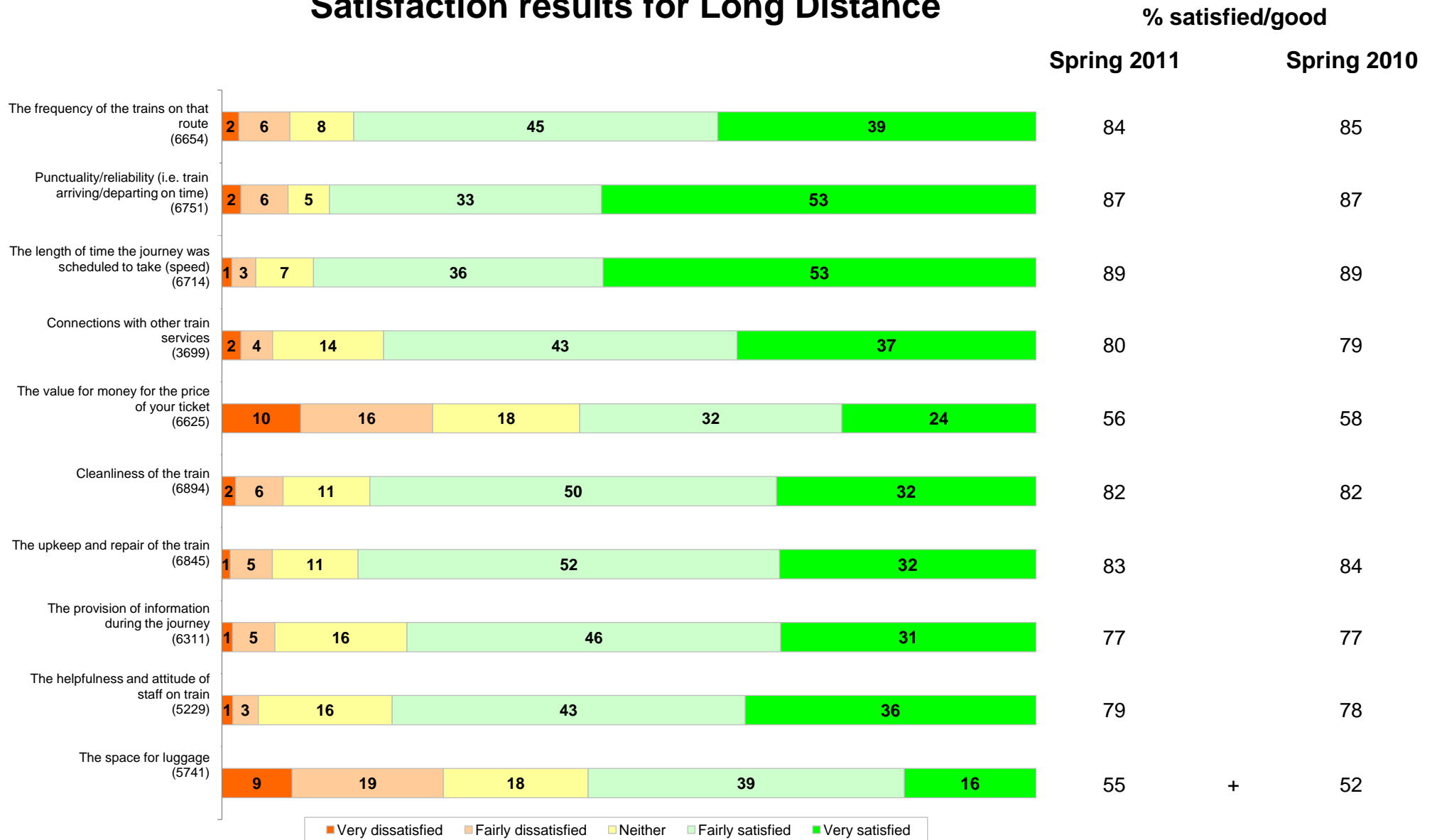
% satisfied/good

Satisfaction results for Long Distance



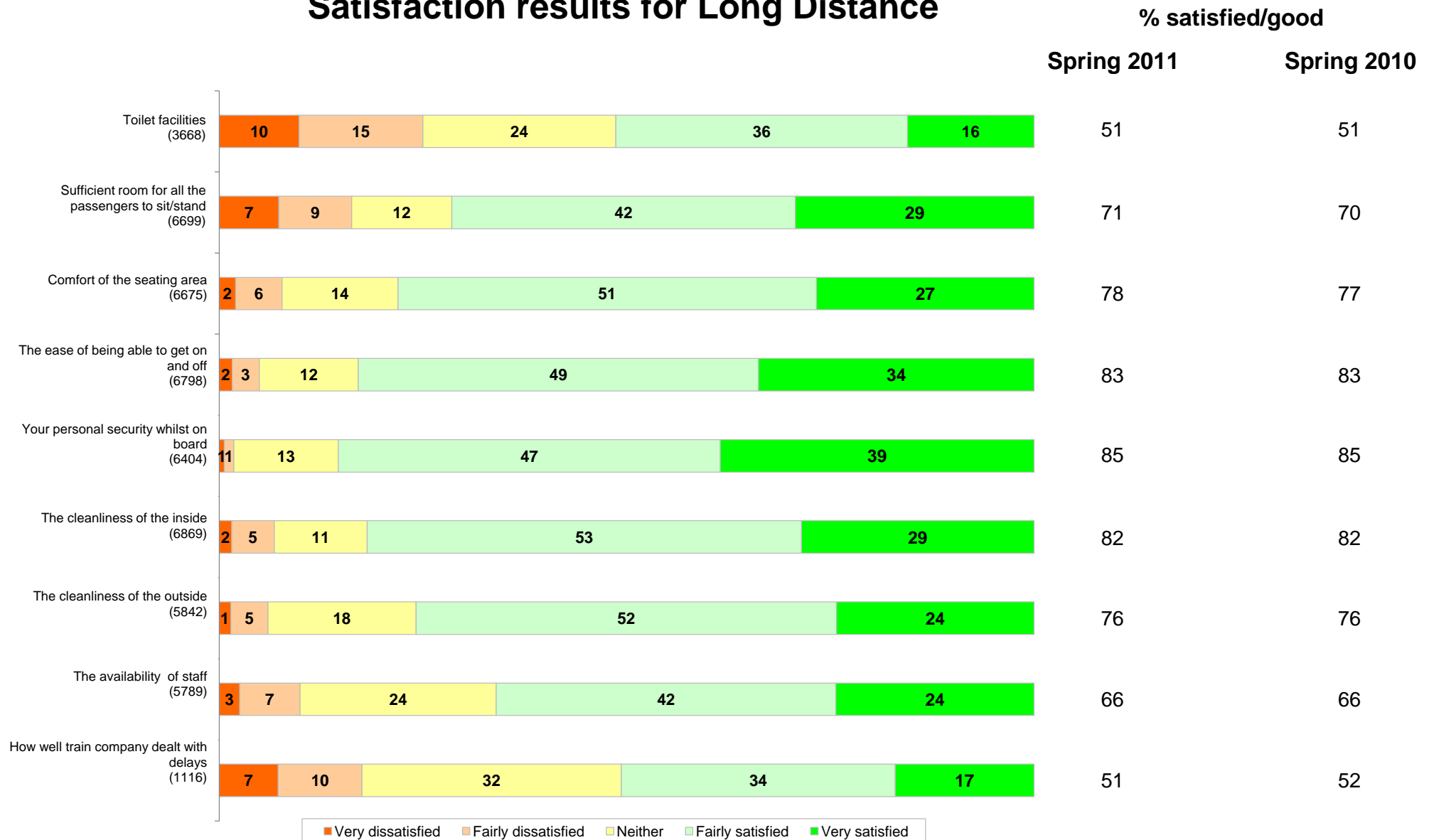
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Long Distance



At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for Long Distance



East Coast performance versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction	87	87	99%
Overall satisfaction with the station	77	81	95%
Ticket buying facilities	80	79	101%
Provision of information about train times/platforms	86	86	100%
The upkeep/repair of the station buildings/platforms	68	73	93%
Cleanliness	72	77	94%
The facilities and services	61	64	96%
The attitudes and helpfulness of the staff	76	76	101%
Connections with other forms of public transport	80	76	105%
Facilities for car parking	55	56	98%
Overall environment	69	73	94%
Your personal security whilst using	72	73	99%
The availability of staff	67	65	103%
How request to station staff was handled	88	87	101%

East Coast performance versus Long Distance

	TOC	Sector	TOC Index
The frequency of the trains on that route	90	84	107%
Punctuality/reliability (i.e. the train arriving/departing on time)	85	87	98%
The length of time the journey was scheduled to take (speed)	90	89	102%
Connections with other train services	80	80	100%
The value for money for the price of your ticket	58	56	103%
Cleanliness of the train	83	82	101%
Upkeep and repair of the train	80	83	97%
The provision of information during the journey	78	77	102%
The helpfulness and attitude of staff on train	78	79	99%
The space for luggage	60	55	108%
The toilet facilities	49	51	96%
Sufficient room for all passengers to sit/stand	77	71	107%
The comfort of the seating area	77	78	99%
The ease of being able to get on and off	82	83	99%
Your personal security on board	86	85	101%
The cleanliness of the inside	82	82	101%
The cleanliness of the outside	74	76	97%
The availability of staff	68	66	103%
How well train company deals with delays	52	51	103%

Building block/route data for East Coast

	London - East Midlands/ East of England	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction	85	86	86	88
Overall satisfaction with the station	76	71	71	87
Ticket buying facilities	81	78	73	85
Provision of information about train times/platforms	87	85	87	87
The upkeep/repair of the station buildings/platforms	65	66	60	78
Cleanliness	68	69	65	82
The facilities and services	62	63	48	71
The attitudes and helpfulness of the staff	78	70	69	84
Connections with other forms of public transport	75	78	86	78
Facilities for car parking	67	50	51	56
Overall environment	66	63	60	81
Your personal security whilst using	74	68	70	76
The availability of staff	68	60	58	78
How request to station staff was handled	90	90	80	92

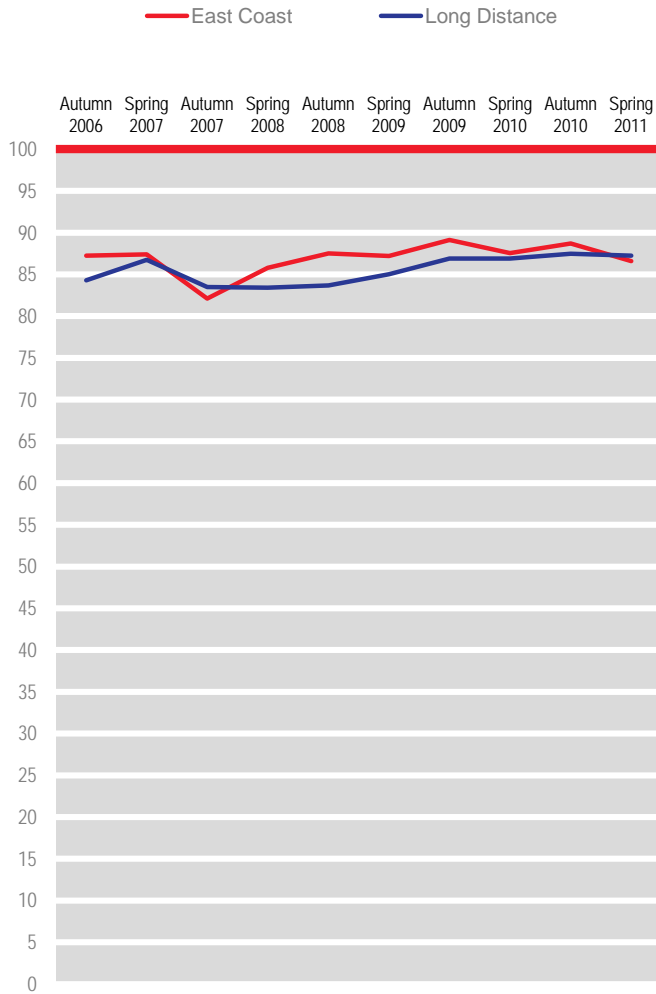
Building block/route data for East Coast

	London - East Midlands/ East of England	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
The frequency of the trains on that route	89	89	95	85
Punctuality/reliability (i.e. the train arriving/departing on time)	75	83	92	82
The length of time the journey was scheduled to take (speed)	89	85	94	91
Connections with other train services	78	74	86	78
The value for money for the price of your ticket	51	57	52	66
Cleanliness of the train	85	82	82	83
Upkeep and repair of the train	83	81	77	83
The provision of information during the journey	74	77	82	78
The helpfulness and attitude of staff on train	77	82	78	77
The space for luggage	56	59	60	61
The toilet facilities	55	42	46	56
Sufficient room for all passengers to sit/stand	75	74	74	81
The comfort of the seating area	82	73	73	82
The ease of being able to get on and off	82	79	82	83
Your personal security on board	88	85	87	85
The cleanliness of the inside	85	82	81	82
The cleanliness of the outside	76	76	73	72
The availability of staff	66	72	67	68
How well train company deals with delays	55	57	52	47

Overall satisfaction

(1497)

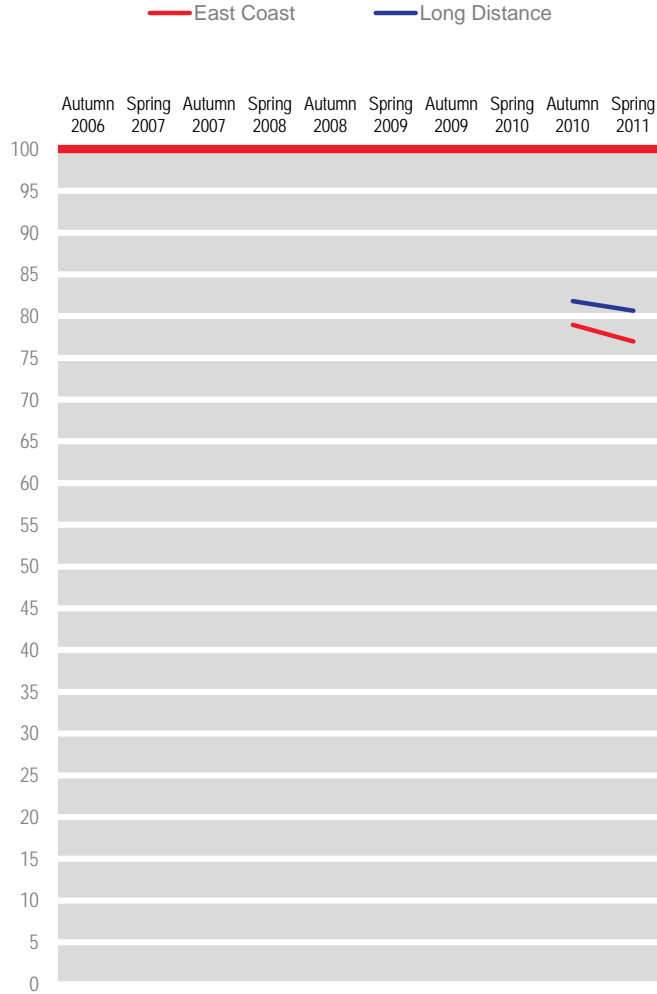
Percentage of passengers satisfied 2006 to 2011



Overall station satisfaction

(1497)

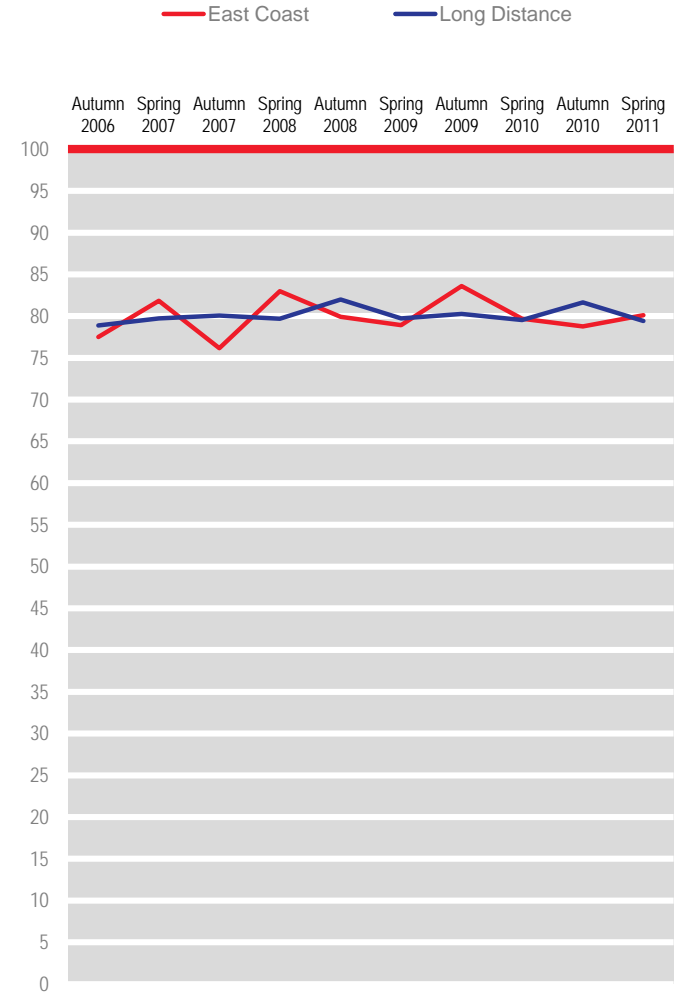
Percentage of passengers satisfied 2006 to 2011



Ticket buying facilities

(437)

Percentage of passengers satisfied 2006 to 2011

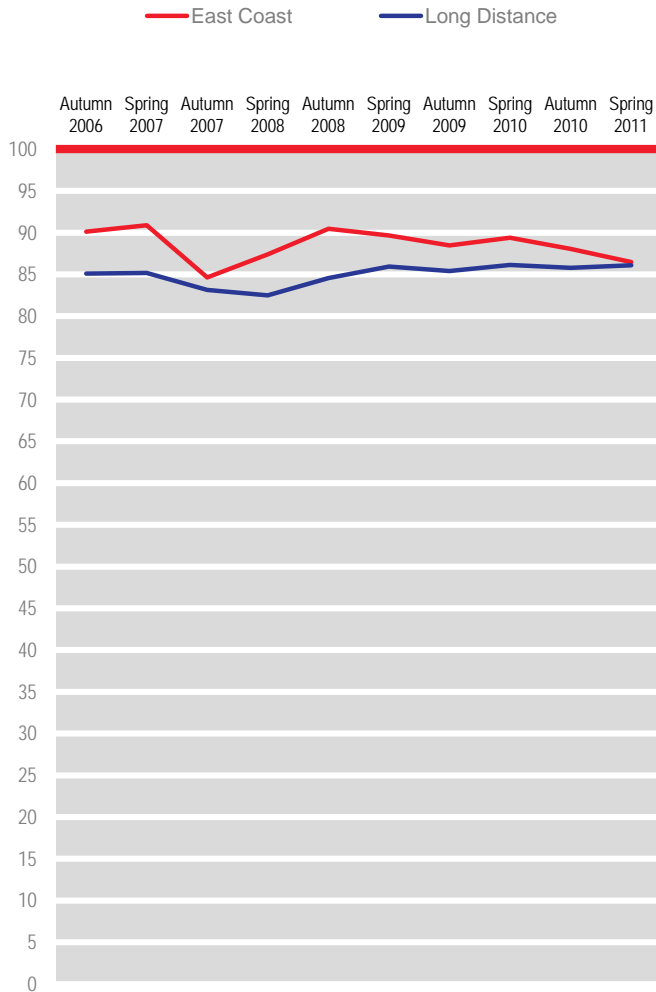


N.B. Benchmarks and targets are only shown for applicable factors

Provision of information about train times/platforms

(1458)

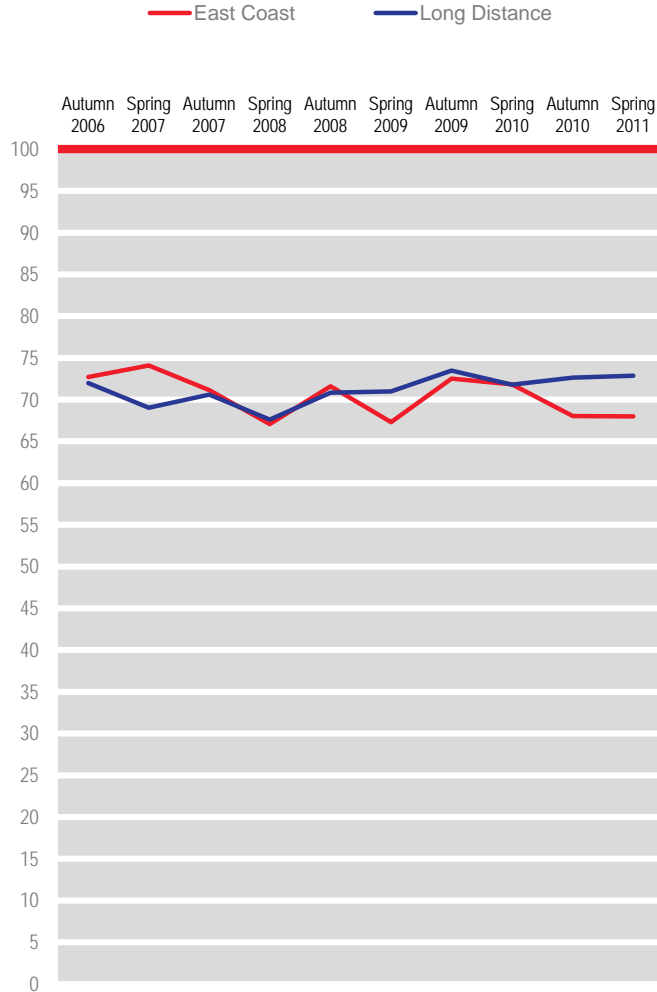
Percentage of passengers satisfied 2006 to 2011



The upkeep/repair of the station building/platforms

(1388)

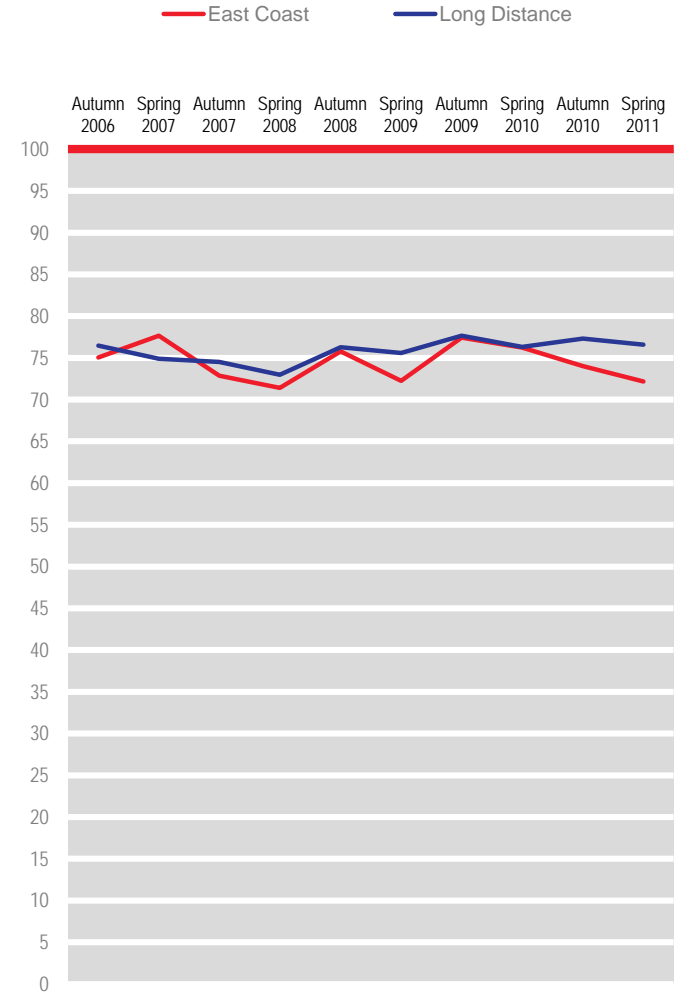
Percentage of passengers satisfied 2006 to 2011



Cleanliness of the station

(1451)

Percentage of passengers satisfied 2006 to 2011

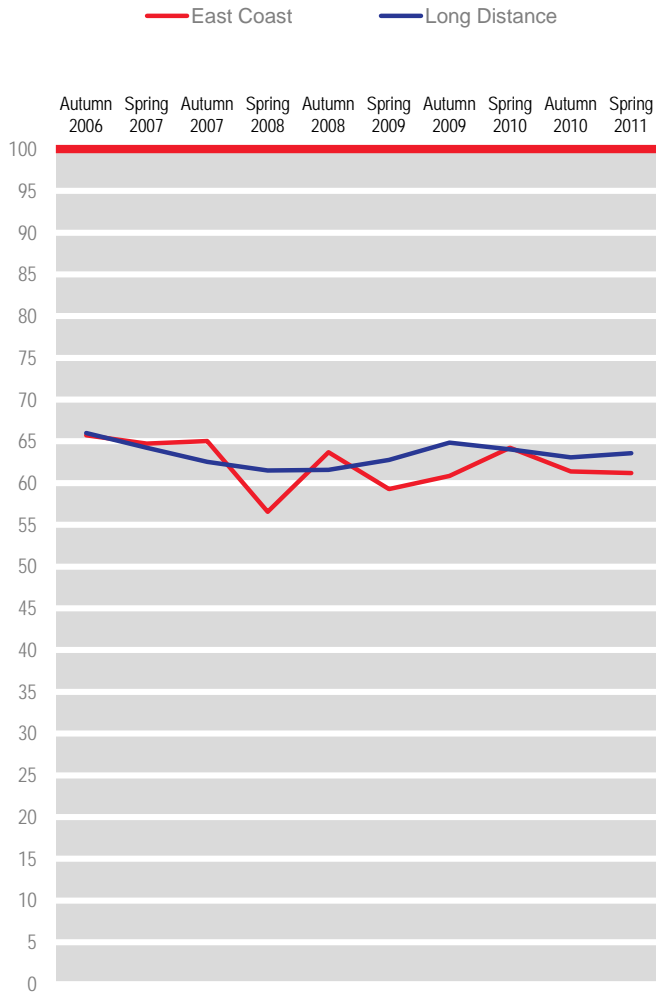


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(1285)

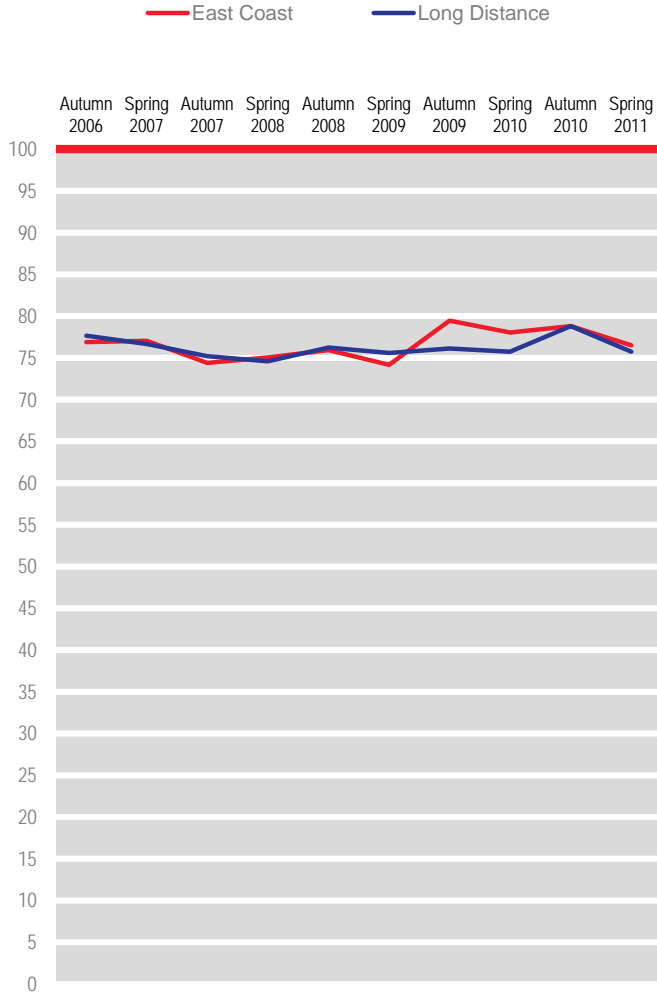
Percentage of passengers satisfied 2006 to 2011



The attitudes and helpfulness of the staff at the station

(1047)

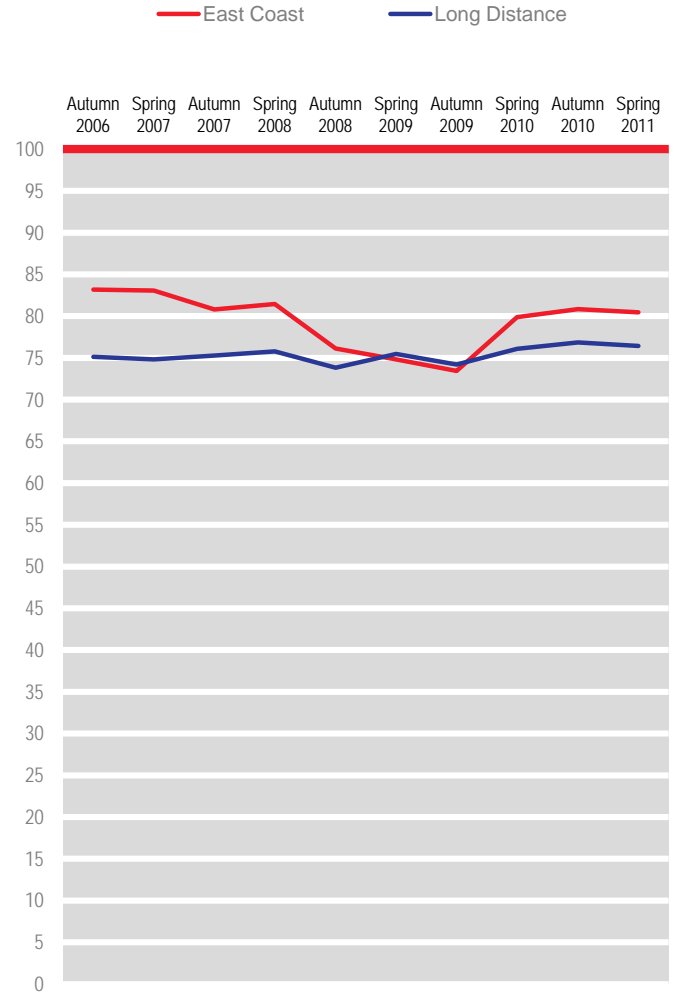
Percentage of passengers satisfied 2006 to 2011



Connections with other forms of public transport from the station

(1042)

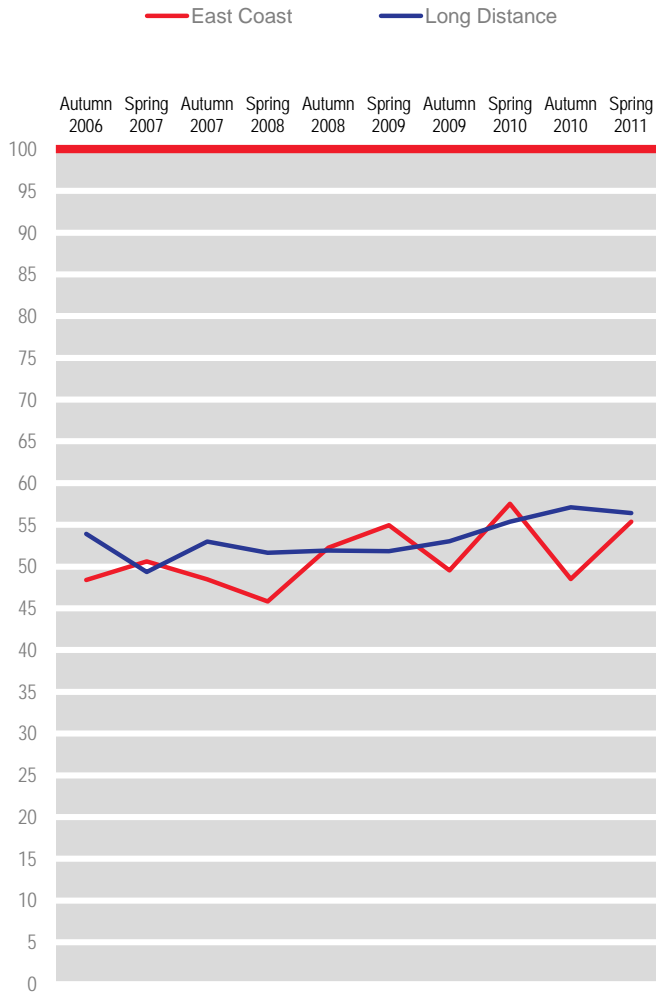
Percentage of passengers satisfied 2006 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

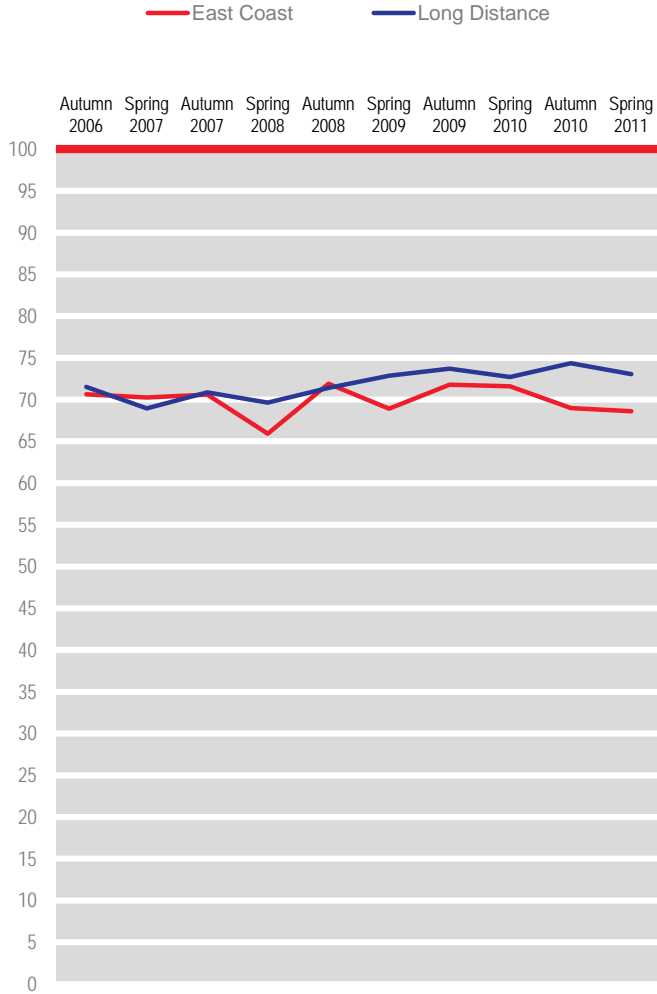
Facilities for car parking at the station

(421)
Percentage of passengers satisfied 2006 to 2011



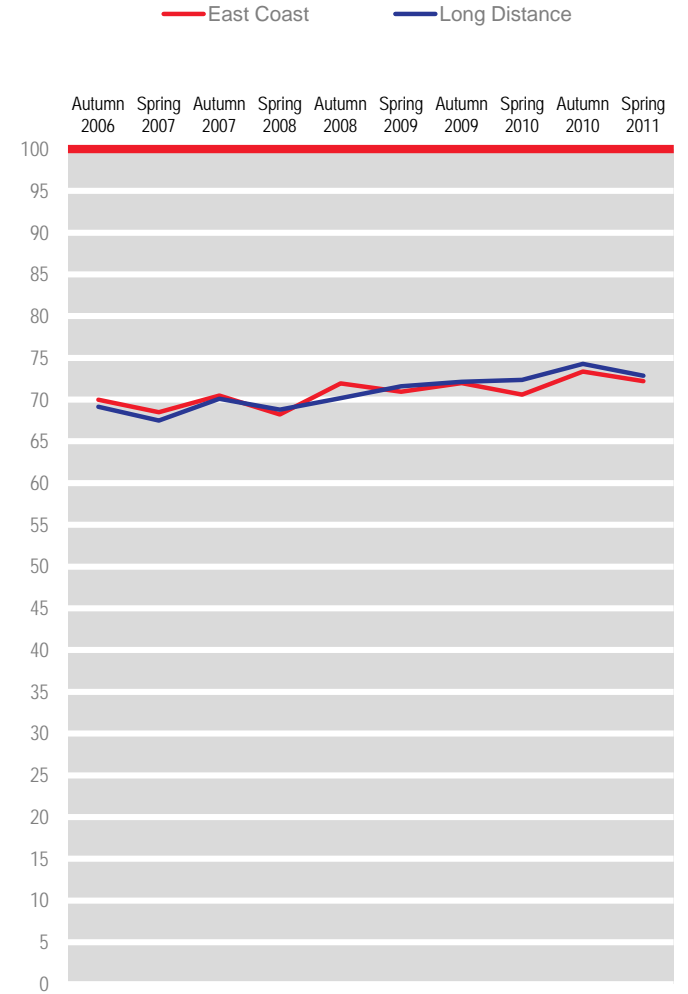
Overall station environment

(1474)
Percentage of passengers satisfied 2006 to 2011



Your personal security whilst using the station

(1303)
Percentage of passengers satisfied 2006 to 2011

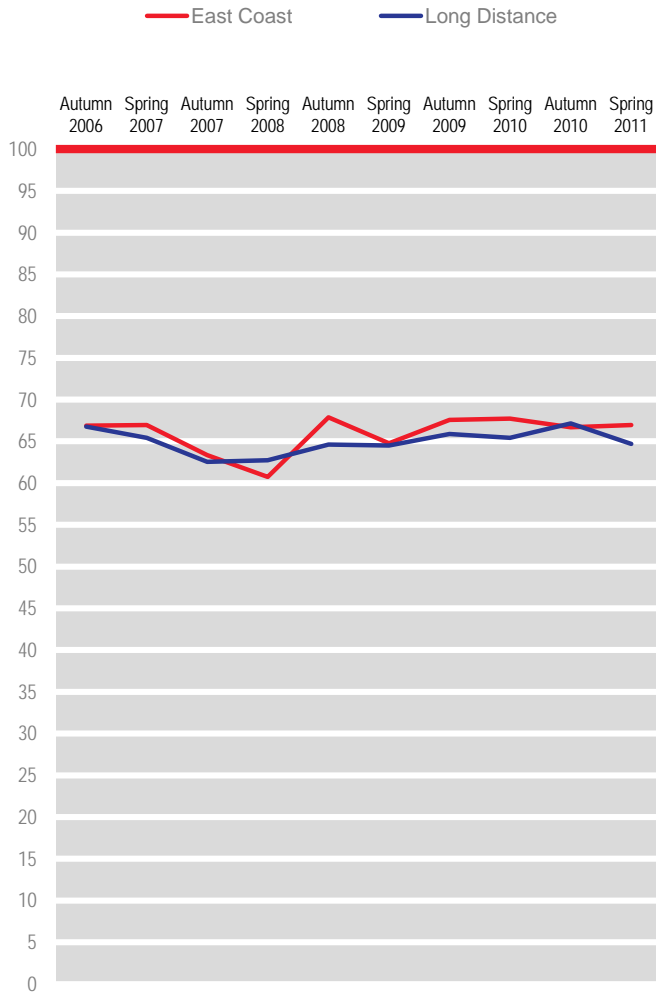


N.B. Benchmarks and targets are only shown for applicable factors

The availability of staff at the station

(1215)

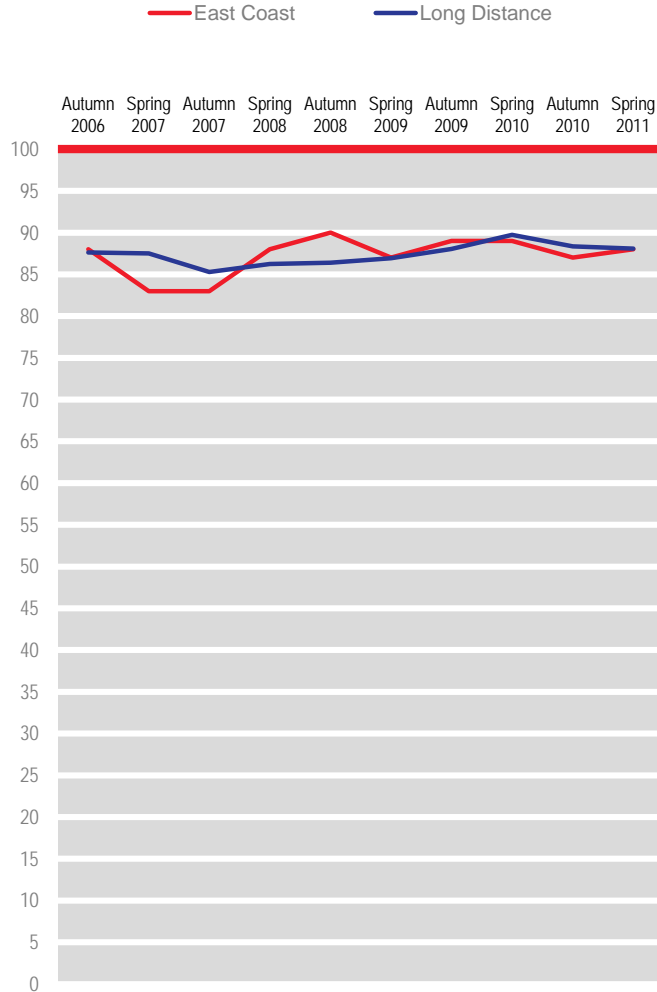
Percentage of passengers satisfied 2006 to 2011



How request to station staff was handled

(325)

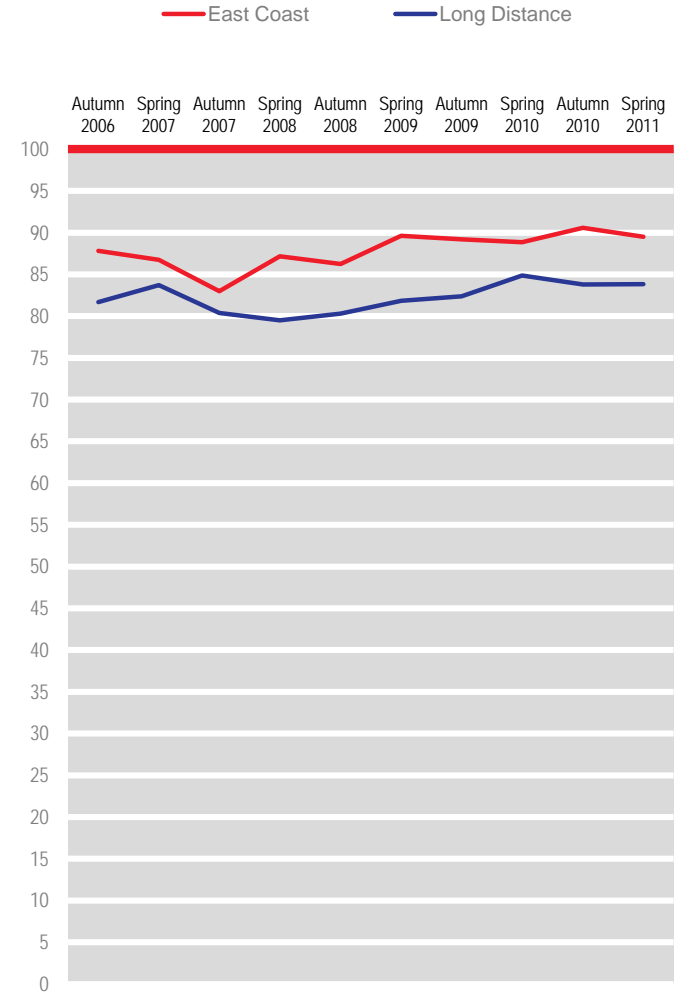
Percentage of passengers satisfied 2006 to 2011



The frequency of trains on that route

(1456)

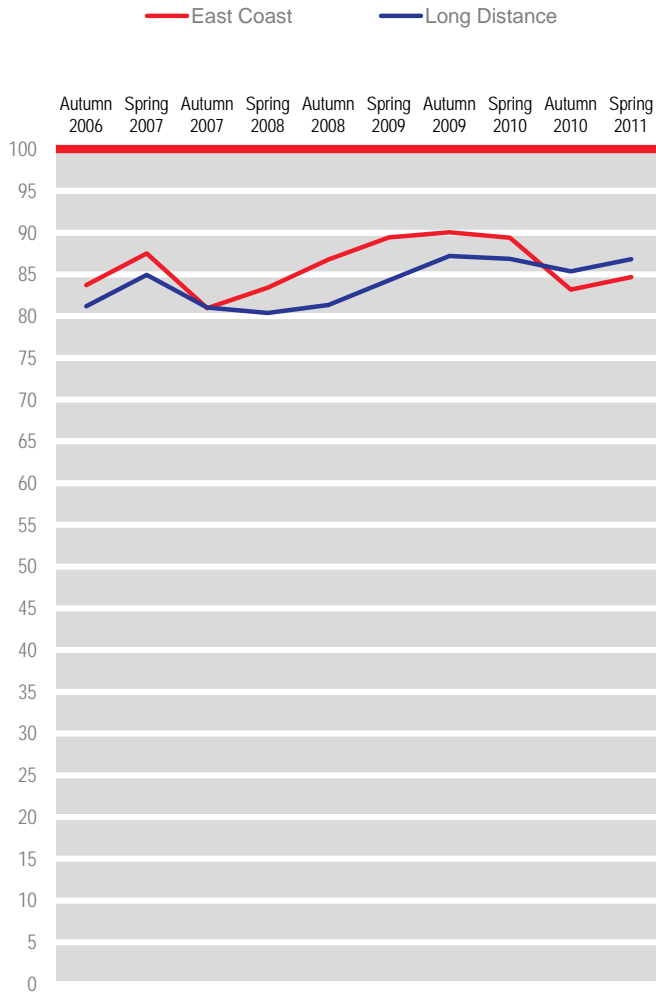
Percentage of passengers satisfied 2006 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

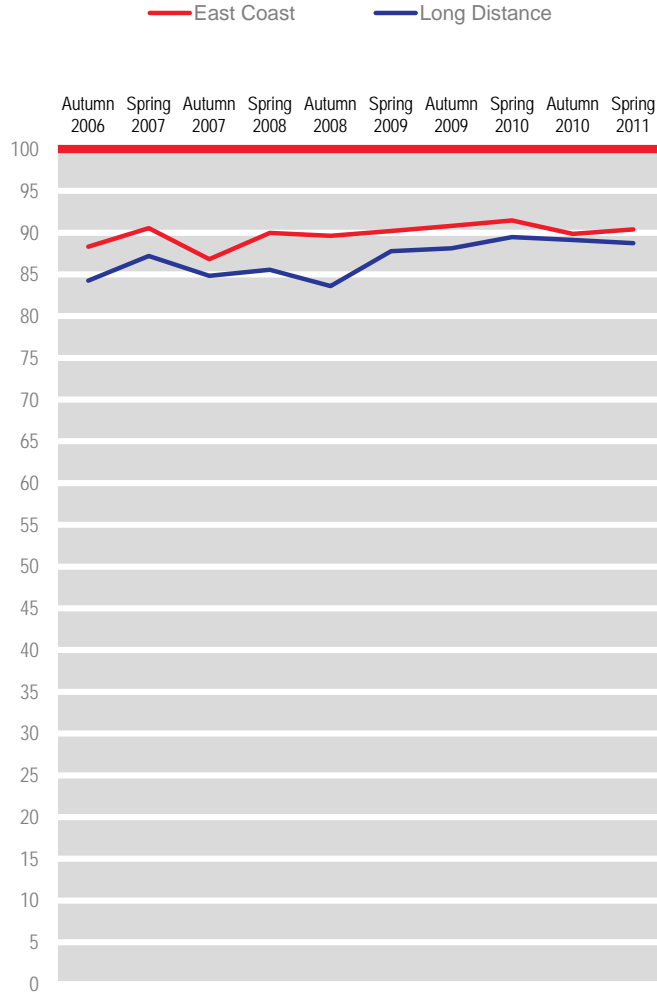
Punctuality/reliability (i.e. train arriving/departing on time) (1474)

Percentage of passengers satisfied 2006 to 2011



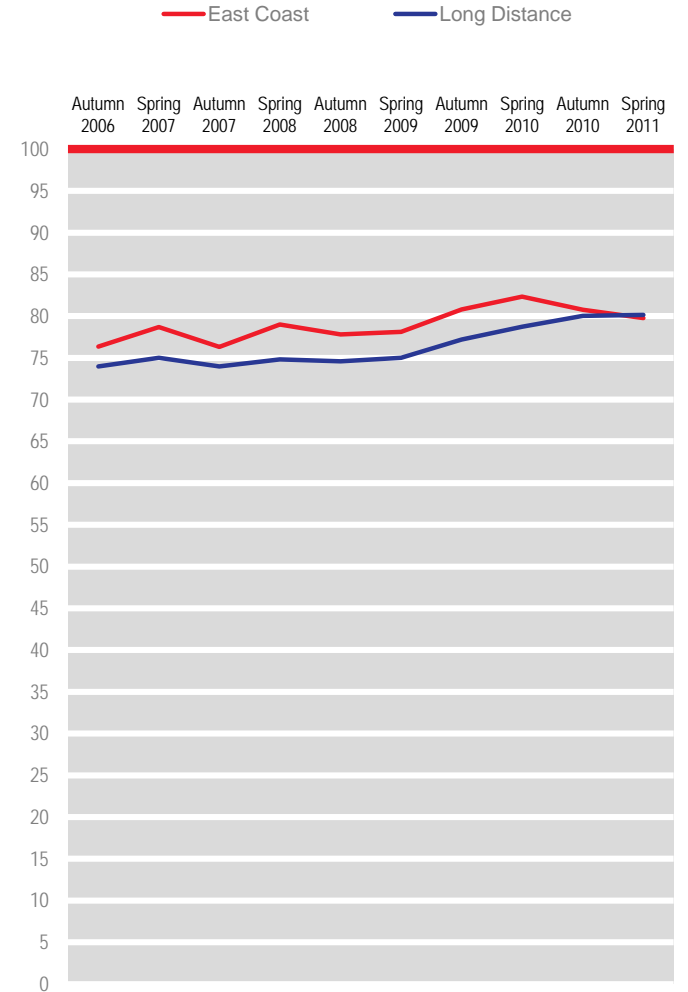
The length of time the journey was scheduled to take (speed) (1455)

Percentage of passengers satisfied 2006 to 2011



Connections with other train services (740)

Percentage of passengers satisfied 2006 to 2011

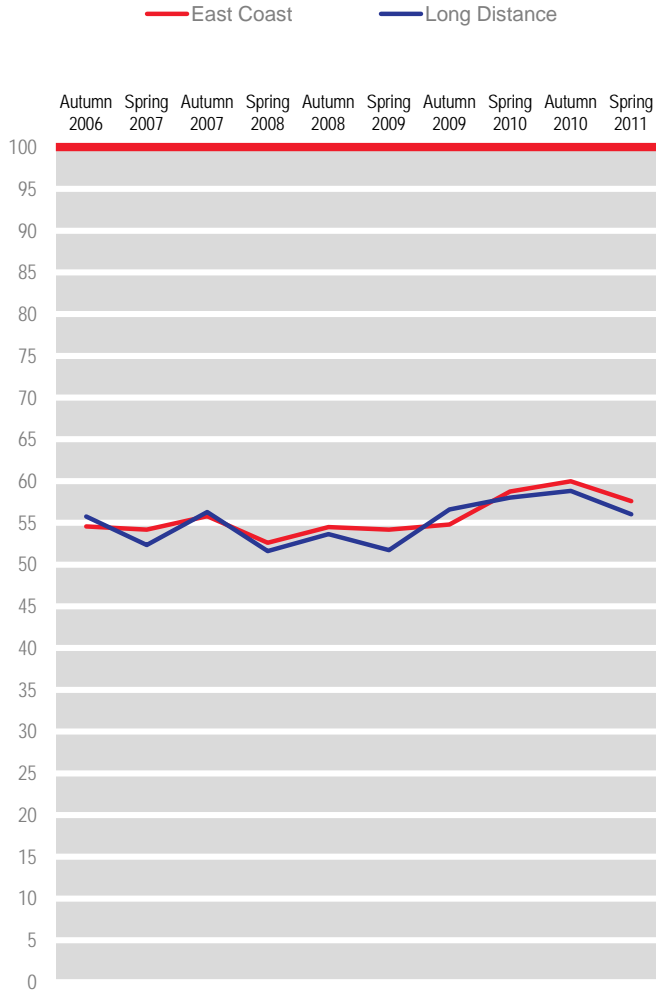


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1439)

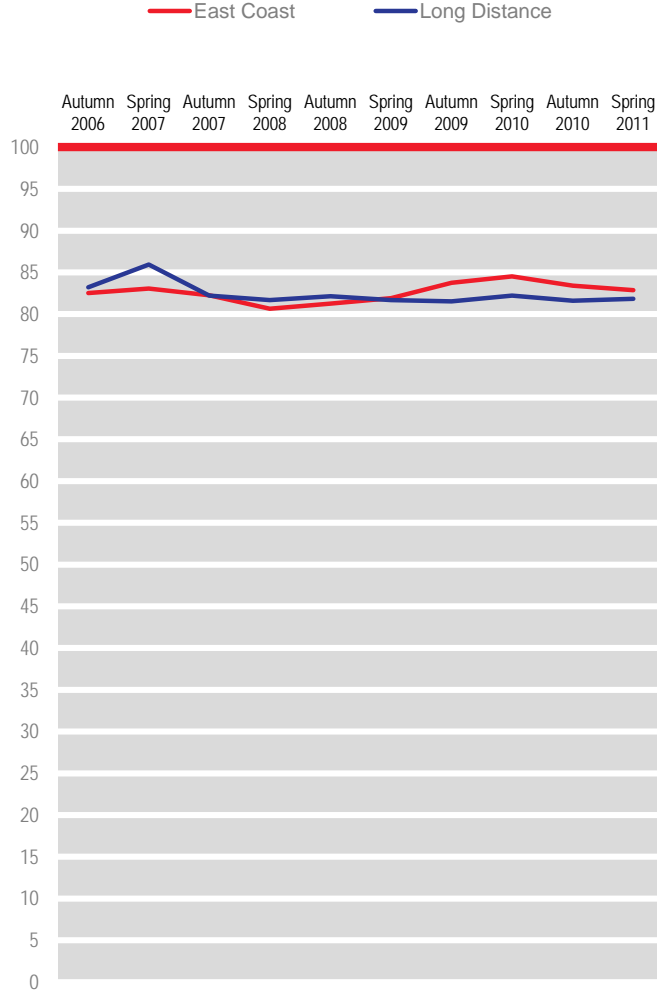
Percentage of passengers satisfied 2006 to 2011



Cleanliness of the train

(1507)

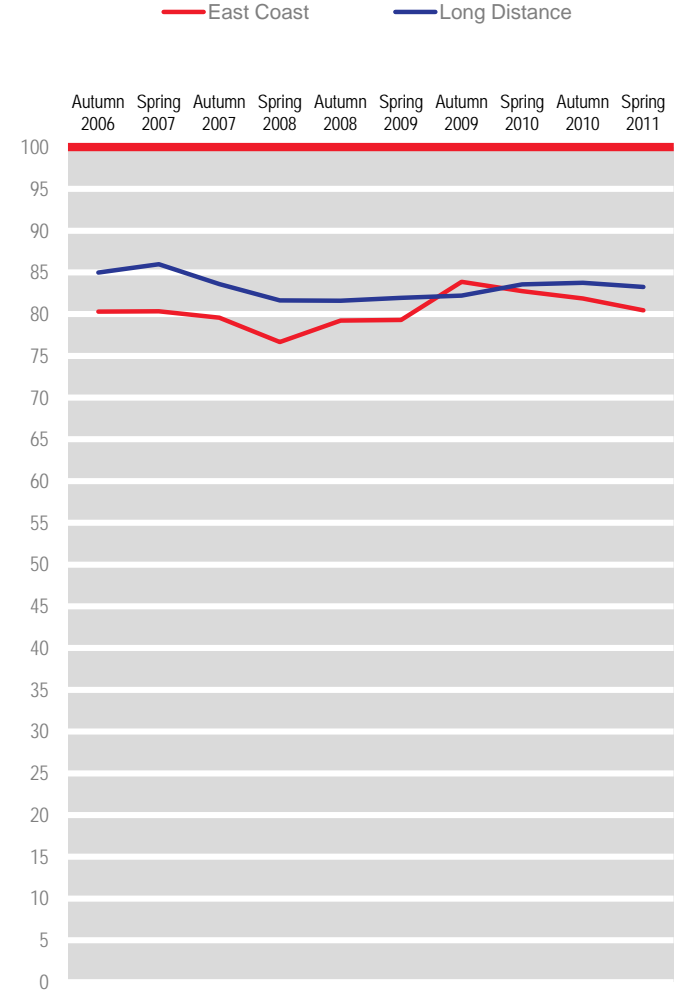
Percentage of passengers satisfied 2006 to 2011



Upkeep and repair of the train

(1501)

Percentage of passengers satisfied 2006 to 2011

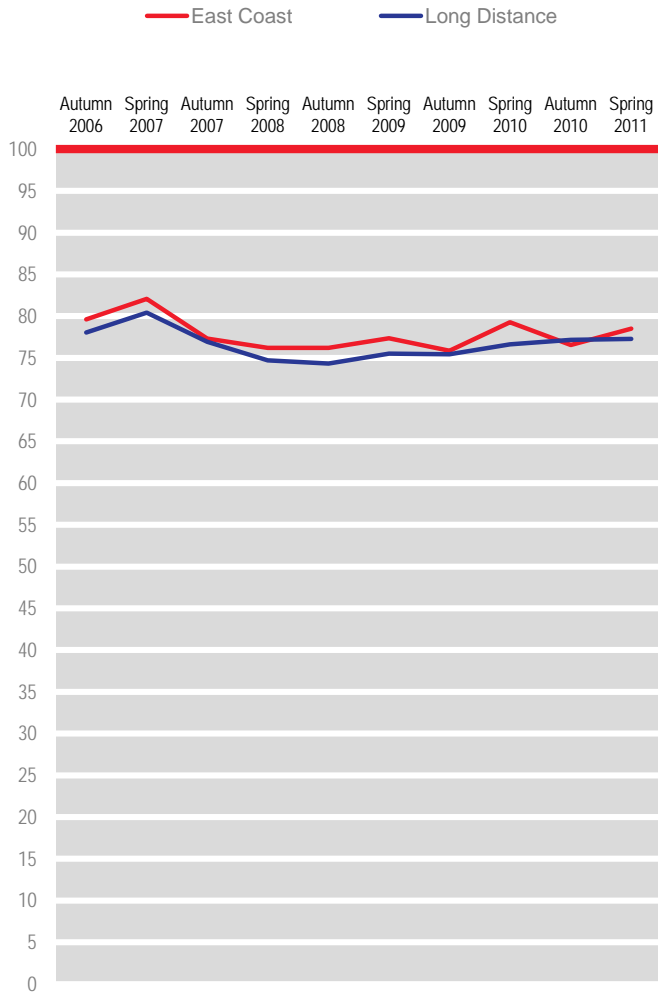


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1398)

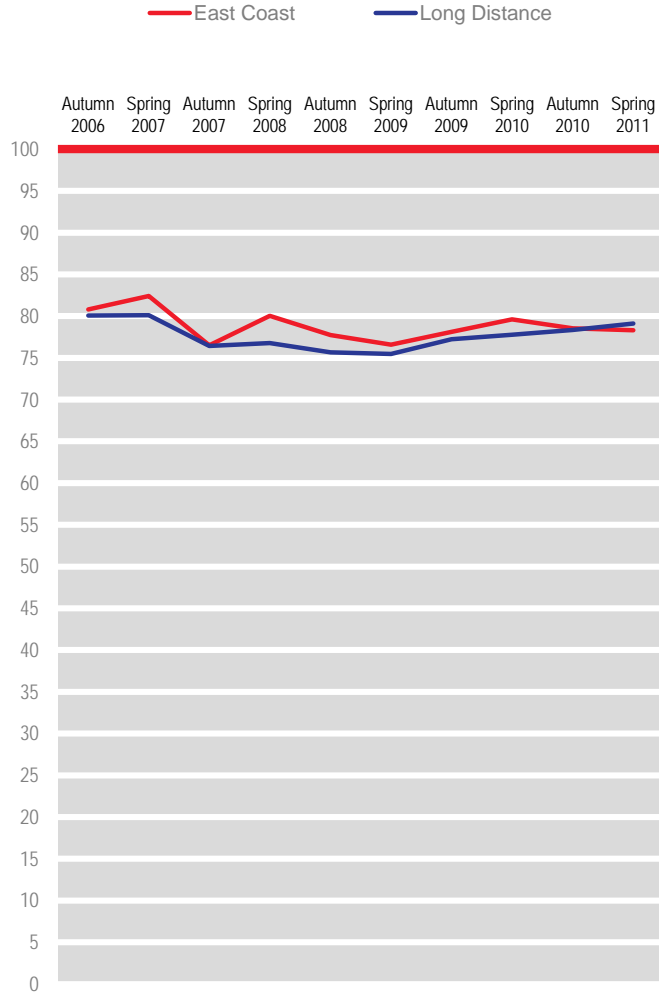
Percentage of passengers satisfied 2006 to 2011



The helpfulness and attitude of staff on train

(1163)

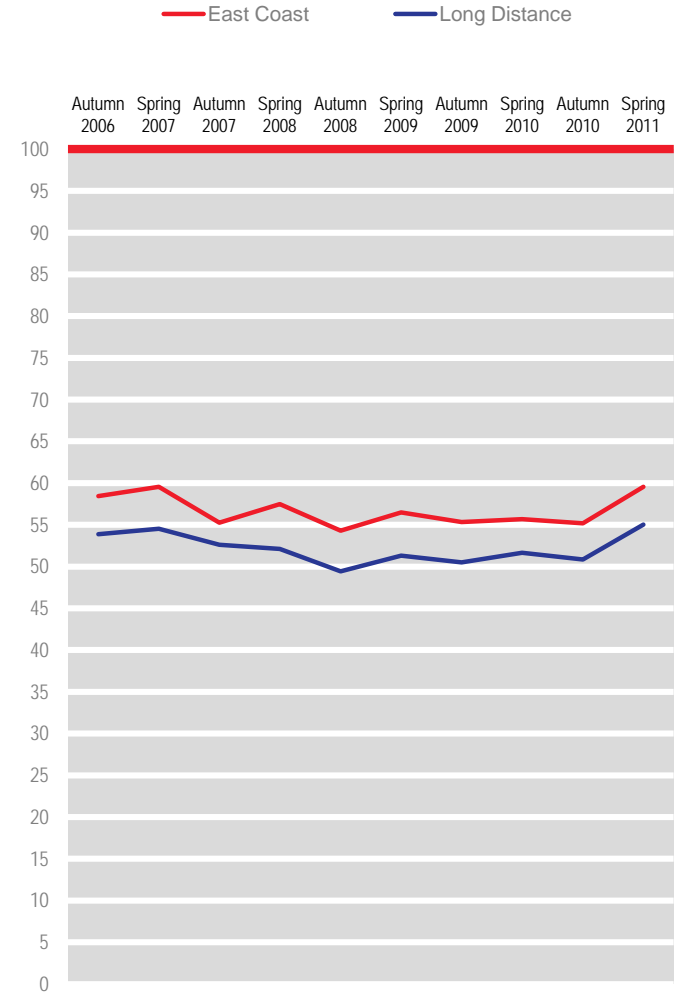
Percentage of passengers satisfied 2006 to 2011



The space for luggage

(1308)

Percentage of passengers satisfied 2006 to 2011

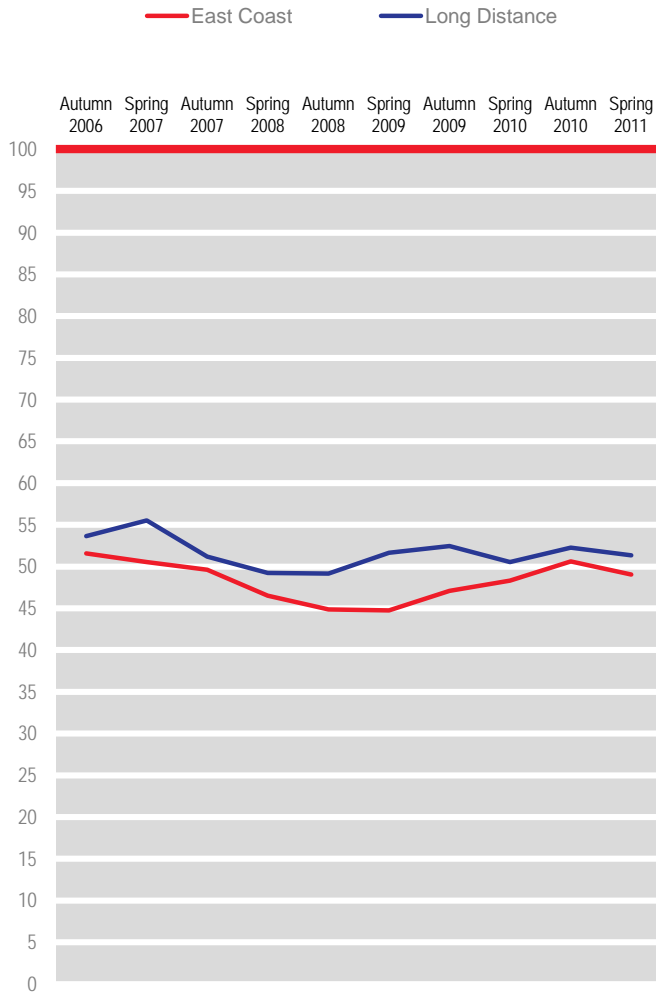


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(981)

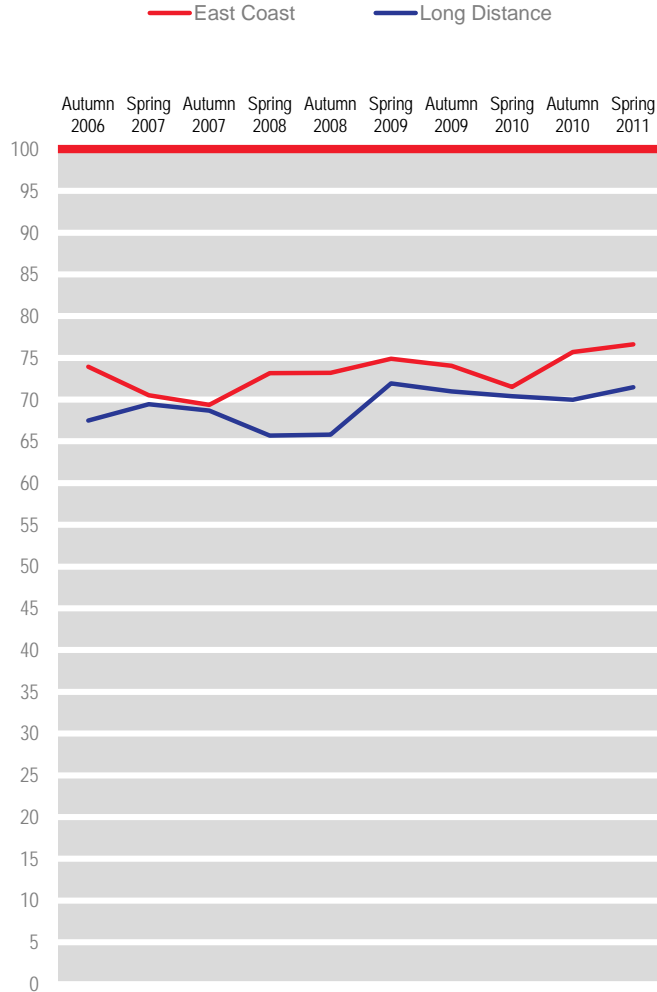
Percentage of passengers satisfied 2006 to 2011



Sufficient room for all the passengers to sit/stand

(1459)

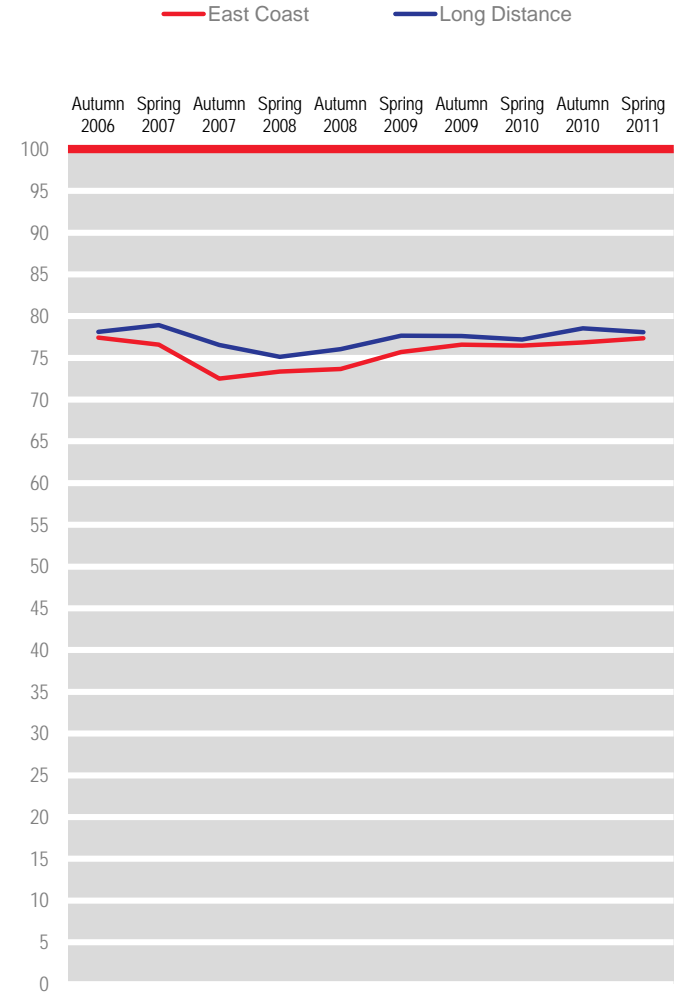
Percentage of passengers satisfied 2006 to 2011



The comfort of the seating area

(1471)

Percentage of passengers satisfied 2006 to 2011

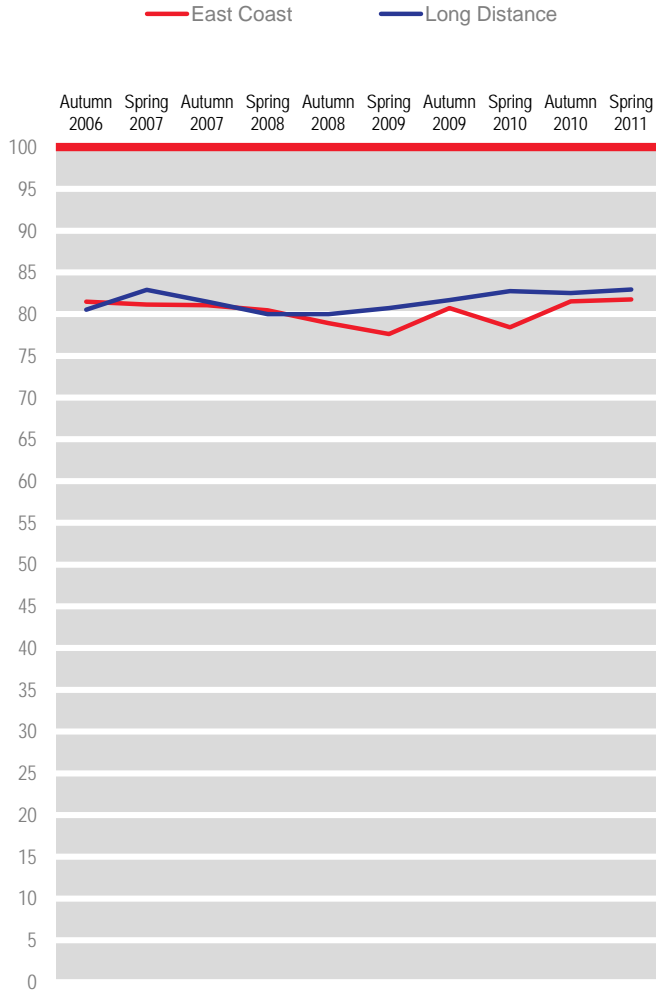


N.B. Benchmarks and targets are only shown for applicable factors

The ease of being able to get on and off the train

(1475)

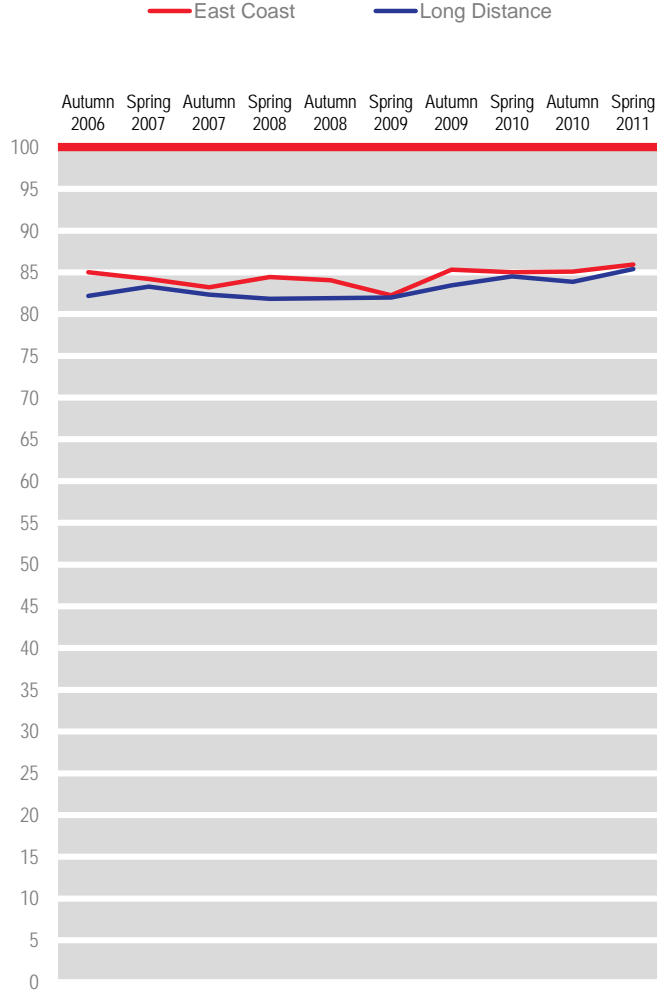
Percentage of passengers satisfied 2006 to 2011



Your personal security whilst on board

(1404)

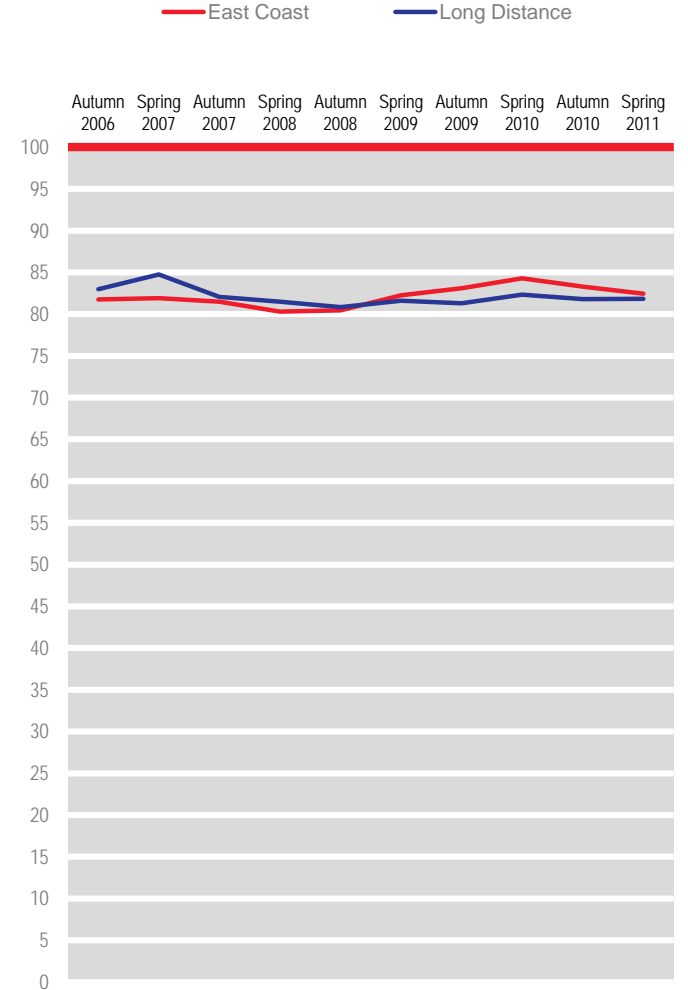
Percentage of passengers satisfied 2006 to 2011



The cleanliness of the inside of the train

(1500)

Percentage of passengers satisfied 2006 to 2011

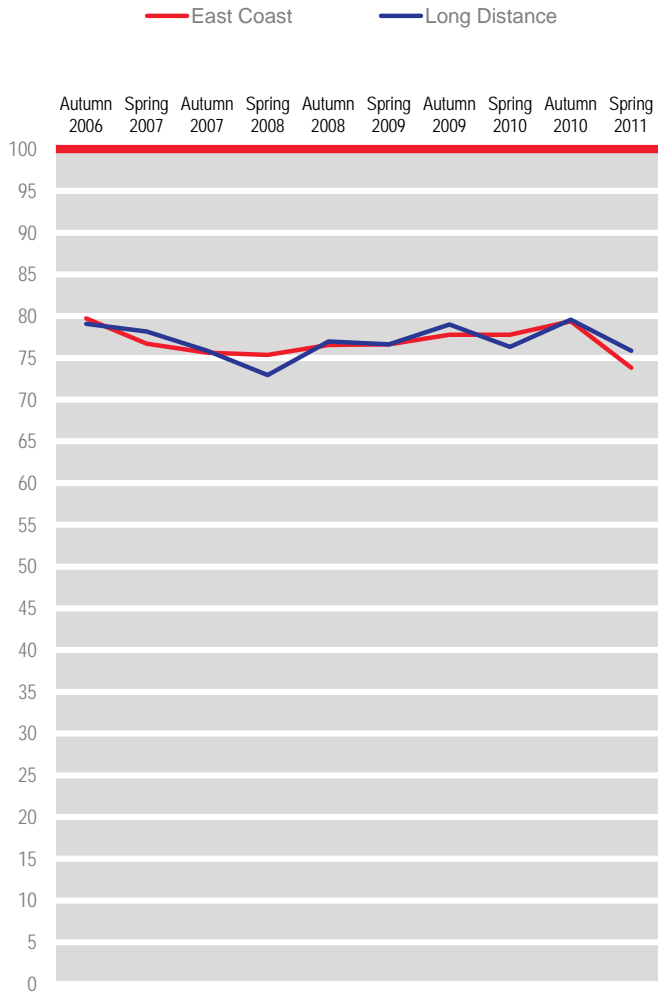


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(1242)

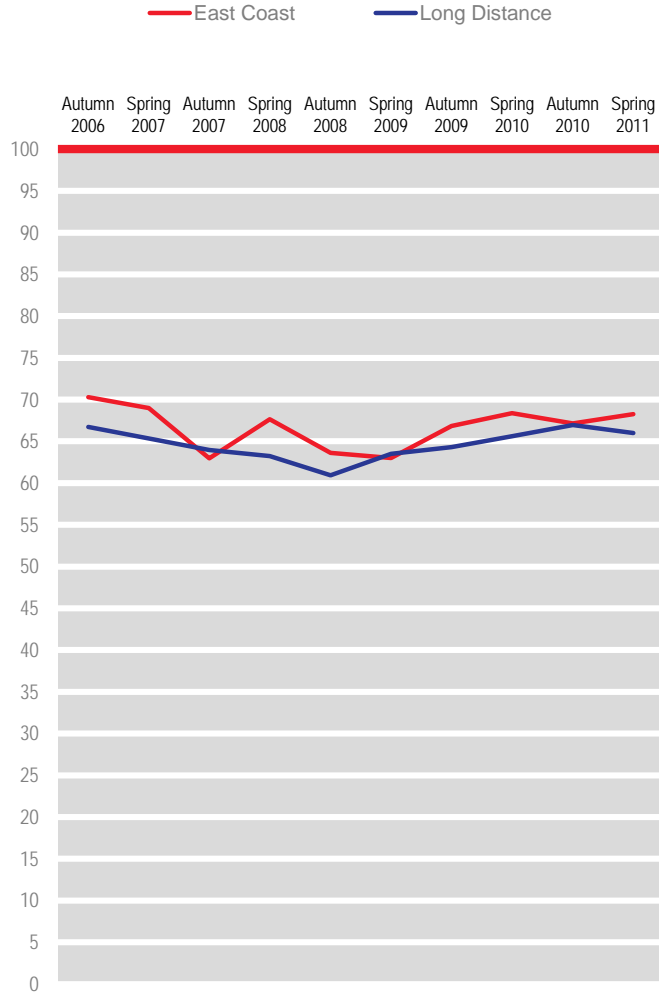
Percentage of passengers satisfied 2006 to 2011



The availability of staff on the train

(1278)

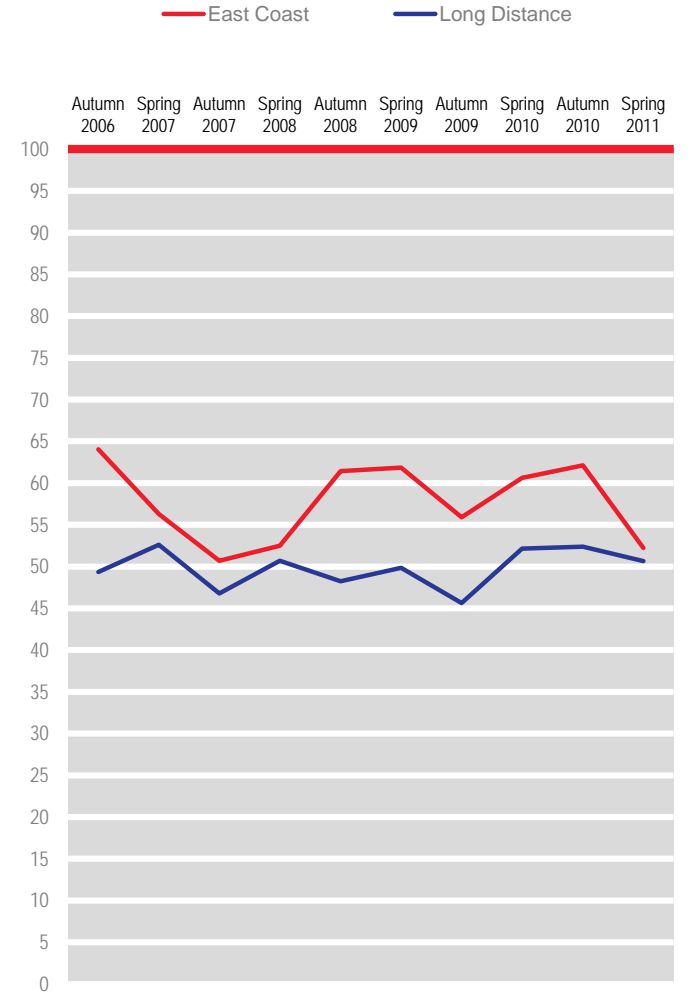
Percentage of passengers satisfied 2006 to 2011



How well train company dealt with delay

(330)

Percentage of passengers satisfied 2006 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

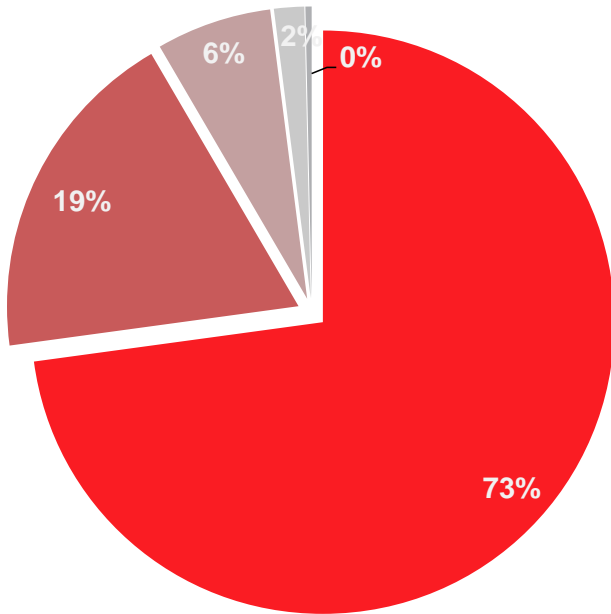
Managed versus non-managed stations for East Coast

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	88	+	69
Ticket buying facilities	89	+	70
Provision of information about train times/platforms	89		85
The upkeep/repair of the station buildings/platforms	80	+	59
Cleanliness	81	+	65
The facilities and services	70	+	54
The attitudes and helpfulness of the staff	86	+	67
Connections with other forms of public transport	77		82
Facilities for car parking	63	+	43
Overall environment	82	+	58
Your personal security whilst using	79	+	67
The availability of staff	80	+	56
How request to station staff was handled	94	+	84

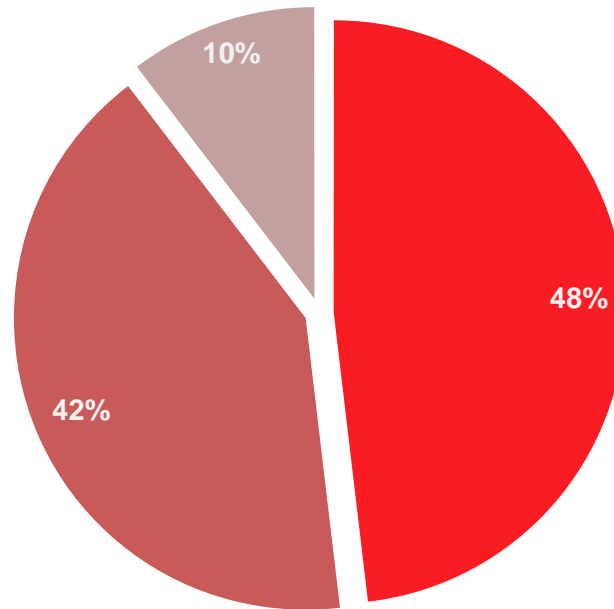
Managed versus non-managed stations for East Coast

(% Passengers Journeys originating from each type of station)

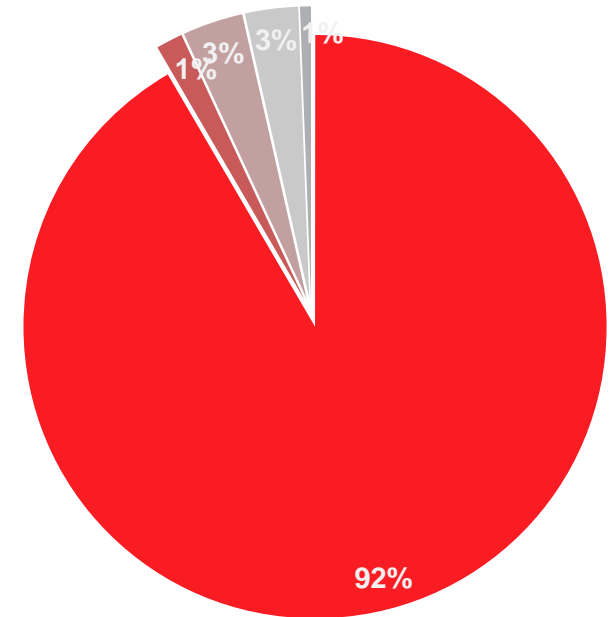
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Smalled staffed
- F = Small unstaffed
- Not categorised

Weighted sample profile for East Coast

Spring 2011
%Spring 2010
%Spring 2011
%Spring 2010
%

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
SEX			DELAYS		
Male	40	42	None	76	81
Female	59	56	Minor	18	16
Not stated	1	2	Major	5	2
			Not stated	1	1
AGE			REGULAR TRAVELLER		
16-25	11	11	Yes	31	28
26-34	11	10	No	69	72
35-44	16	18			
45-54	25	20	TIME OF TRAVEL		
55-59	11	12	Peak		
60-64	12	14	Off-peak		
65+	14	13			
Not stated	1	1	ASKED FOR HELP OR INFORMATION		
JOURNEY PURPOSE			Yes asked for help	12	11
Commuter	13	13	Yes asked for information	11	10
Business	27	27	Could not find anyone to ask	2	2
Leisure	60	60	No	75	78
			Not stated	1	1

Weighted sample profile for Long Distance

Spring 2011
%Spring 2010
%Spring 2011
%Spring 2010
%

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
SEX			DELAYS		
Male	42	42	None	82	81
Female	56	56	Minor	15	16
Not stated	2	2	Major	2	2
			Not stated	1	1
AGE			REGULAR TRAVELLER		
16-25	14	14	Yes	38	36
26-34	13	12	No	62	64
35-44	16	17			
45-54	21	21	TIME OF TRAVEL		
55-59	10	10	Peak		
60-64	11	11	Off-peak		
65+	14	13			
Not stated	1	1	ASKED FOR HELP OR INFORMATION		
JOURNEY PURPOSE			Yes asked for help	11	12
Commuter	17	17	Yes asked for information	11	10
Business	26	24	Could not find anyone to ask	2	3
Leisure	57	58	No	76	75
			Not stated	1	1

Station sample sizes for East Coast

Station	Unweighted		
London Kings Cross	638		
Edinburgh	151		
Leeds	112		
Grantham	104		
York	76		
Doncaster	66		
Peterborough	64		
Newcastle	55		
Newark North Gate	47		
Darlington	44		
Dunbar	30		
Retford	20		
Stevenage	19		
Glasgow Central	13		
Aberdeen	13		
Durham	11		
Leuchars	10		
Wakefield Westgate	7		
Alnmouth	6		
Stonehaven	6		
Inverkeithing	6		
Berwick-Upon-Tweed	6		
Kirkcaldy	5		
Harrogate	5		
Northallerton	4		
Haymarket	3		
Motherwell	1		

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22295	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	67173	64	3	33	83	17	20	26	28	27
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
Southeastern	153264	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

* Sample size excludes non-franchised Train Operating Companies.

Unweighted sample composition for all train companies

	Journey Purpose				Day Of Week		Station Size			
	Sample	Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
Arriva Trains Wales	912	41	9	49	88	12	17	32	30	21
c2c	1199	71	6	23	94	6	27	33	22	18
Chiltern Railways	1205	38	20	42	89	11	43	3	26	28
CrossCountry	1482	33	20	47	83	17	15	29	31	26
East Coast	1522	17	34	49	89	11	44	10	18	28
East Midlands Trains	1404	31	19	49	83	17	31	20	26	24
First Capital Connect	1816	50	14	35	92	8	23	19	32	26
First Great Western	3536	35	18	47	84	16	34	21	24	20
First TransPennine Express	1201	37	18	45	90	10	19	33	21	26
London Midland	1225	49	12	39	92	8	22	26	19	33
London Overground	948	66	6	28	90	10	28	16	25	31
Merseyrail	672	50	5	45	96	4	15	34	24	27
National Express East Anglia	2397	39	12	49	81	19	37	10	26	26
Northern Rail	1250	48	8	44	88	12	32	25	25	17
ScotRail	1166	40	13	47	87	13	29	12	35	23
Southeastern	1930	48	9	43	88	12	17	33	24	25
Southern	2551	49	15	36	89	11	23	25	24	28
South West Trains	2319	47	11	42	88	12	28	17	22	33
Virgin Trains	1361	22	31	47	85	15	29	9	35	27

* Sample size excludes non-franchised Train Operating Companies.

The following reports are produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs back to Autumn 1999 (wave 1).
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
London Midland	Virgin Trains	
London Overground		
National Express East Anglia		
Southeastern		
Southern		
South West Trains		



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