



Passenger Focus' response to Network Rail's West Midlands and Chilterns Route Utilisation Strategy Draft for Consultation

February 2011

Passenger Focus is the official, independent consumer organisation representing the interests of rail users nationally and bus, coach and tram users across England outside London. Created by the Railways Act 2005, Passenger Focus is the operating name of the Passengers' Council. We are funded by the Department for Transport (DfT) and our independence is guaranteed by an act of Parliament.

Our mission is to get the best deal for passengers. We have two main aims: to influence both long and short-term decisions and issues that affect passengers; and to help passengers through advice, advocacy and empowerment.

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.

Our vision is to ensure that operators, funders and regulators of transport systems and Government are always

'putting passengers first'

This will be achieved through our mission of

'getting the best deal for passengers'

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1. Executive summary

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 reasonably likely to become, available during the period of the RUS and with the licence holder’s performance of the duty.*”¹

The numbers of people travelling by rail are increasing. Performance on the railways is steadily improving and passenger satisfaction is rising. Passenger Focus expects the programme of Route Utilisation Strategies (RUSs) across the rail network to build on this; to allow for continued passenger growth, to further improve performance and to improve passenger satisfaction.

Our response is strongly underpinned by our research into passengers’ opinions and priorities. It is based on comprehensive research with 5,085² passengers, looking from the passenger’s viewpoint at the options proposed for inclusion in the final RUS, as well as generic issues regarding the passenger viewpoint on fares, satisfaction and wider rail issues.

Passenger Focus has a wealth of research material regarding what passengers want, and adds to this as the RUS programme rolls out across the network. This evidence informs our input to specific RUS consultations at route level. Drivers of passenger satisfaction change over time, but punctuality and reliability have been the main drivers of passenger satisfaction since the National Passenger Survey (NPS) began in 1999. Issues such as frequency of train services and connections with other train services have also been clear factors in overall satisfaction ratings. Passenger Focus expects RUSs to address the link between passenger satisfaction and the development of capacity.

The government will soon start the consultation on its proposals for a new high speed route from London to the West Midlands (HS2), the first part of a proposed high speed network. The first segment of HS2 will not open until a date in Control Period 7 (CP7), and will have limited *direct* impact on the railway in the area covered by the West Midlands and Chilterns Route Utilisation Strategy Draft for Consultation (the Draft RUS). However, planning for services and infrastructure enhancements and renewals must take into account the known impacts of HS2 early enough to include all the benefits arising from HS2. The huge cost of HS2 must provide benefits for as many users of the railway as possible.

The Draft RUS reminds its readers that there are many projects already underway on today’s railway - perhaps biggest from a passenger’s point of view is the Birmingham

¹ Extract from Office of Rail Regulation Guidelines on RUSs (April 2009)

² 1,090 on the Birmingham New Street to Northampton line, 758 on the Birmingham Moor Street to Leamington and Stratford lines, 938 on the Birmingham Moor Street to Worcester via Stourbridge Junction line, September 2010; 1,230 on Chiltern Railways, 1,069 on London Midland for the Autumn 2010 National Passenger Survey.

New Street Gateway project. Evergreen 3 should provide a step-change in service provision for many along Chiltern's main line. Other schemes will renew signalling and lengthen platforms, and will help improve the overall experience of passengers. Passenger Focus expects that the interfaces and links between projects are properly assessed and managed, and are properly phased to achieve value for money and ensure benefits for passengers are created as quickly as possible.

A key aspect of facilitating the growth will be managing passengers 'end to end' journey options. Access to stations and especially the use of car parks is likely to come under increasing scrutiny from environmental and sustainability considerations. Passengers will expect better services and more car park capacity at stations where currently they feel obliged to 'railhead' to stations other than the one closest to them to access better or more convenient services.

The foreword to the Draft RUS notes that 'Regional economies rely on investment in transport infrastructure to sustain economic growth'. The recent announcements by the government concerning their spending plans for the railways reflect that reliance. The major scheme to renew Birmingham New Street will have a major impact on the city of Birmingham, the West Midlands and the millions of passengers who use the station each year. Those passengers will want to know what the RUS offers to those who use the railway – and those who pay for it. Do the options provide benefits? Do they offer solutions to difficulties or shortcomings in the present service? Will they match passengers' priorities and:

- improve punctuality?
- increase reliability?
- increase capacity?
- increase frequencies?
- increase connectivity?
- improve stations?

Passengers also want to know how the proposals identified in the Draft RUS will be prioritised, delivered and funded. If the RUS is to avoid becoming just another planning document that sits on the shelf it needs to provide a mechanism for taking forward its longer term requirements and it must include an estimate of costings, when the work might be done, and possible sources of funding.

2. Recommendations

Our key recommendations for inclusion in the final RUS are:

- options that provide the maximum amount of capacity to address both current demand and future growth forecasts
- options that meet passengers' requirements for greater frequency
- options that meet passengers' requirements for more reliable evening and weekend services

- options to improve access to, and facilities at, stations
- options that drive an improvement in journey times
- options that are capable of integrating with other proposals for social and economic development in the region.

3. Introduction

Passenger Focus welcomes the opportunity to respond to the Draft RUS, supports the broad objectives behind the RUS process and welcomes the consultative approach adopted by Network Rail.

Our response to this consultation is informed by liaison with stakeholders and user groups, our postbag, existing research, and bespoke research commissioned by Passenger Focus. As an evidence-based organisation, Passenger Focus’s response incorporates research with 5,085 passengers³, including findings obtained from new and comprehensive passenger research⁴ conducted on rail services in the West Midlands and Chilterns RUS area. The research was conducted from 4 to 14 September 2010 on three routes:

1. Birmingham New Street - Northampton;
2. Birmingham Snow Hill/Moor Street - Leamington Spa and Stratford-upon-Avon;
3. Birmingham Moor Street/Snow Hill - Worcester Shrub Hill/Foregate Street.

Our research provides an insight into the areas that are most important to passengers, the aspects of the Draft RUS that are the focus of our response. Research into passenger priorities, undertaken in 2010⁵, shows these preferences for passengers in the West Midlands area:

Table 1 West Midlands Region – Priorities for Improvements

Rank	Attribute
1	Punctuality <i>at least 19 out of 20 trains arrive on time</i>
2	Cost <i>price of train tickets offer excellent value for money</i>
3	Frequency <i>sufficient trains at the times I use the train</i>
4	Seats <i>passengers are always able to get a seat</i>
5	Information <i>on trains and platform accurate and available</i>

The new research on three routes out of Birmingham showed that the top ten priority issues for passengers on those routes are:

- Punctuality and reliability of the train
- Frequency of the trains on the route
- Value for money for price of ticket
- Being able to get a seat

³ Ibid. footnote 2.

⁴ The research was conducted by BDRC Continental, September, 2010.

⁵ Passengers’ Priorities for Improvements in Rail Services March 2010

- Provision of information about train times and platforms
- Not having to change trains
- Length of time the journey was scheduled to take
- Personal Security on board the train
- Facilities for car parking
- Personal security at the station

Growth in passenger journeys has been considerable in the past decade and has remained relatively resilient during the recent period of recession. Growth is forecast to continue and journeys to and from Birmingham are predicted to increase by 32% in the peak by 2019. Journeys on the routes into Marylebone almost doubled in number from 1998 to 2009. The Draft RUS has the prediction that growth into Marylebone will be 28% in the peak by 2019. In comparison with the preceding ten years, and considering the improvements that Evergreen 3 are bringing, 28% could be considered a low estimate.

All routes in the Draft RUS are predicted to experience growth; many of them already experience overcrowding, and passengers will expect measures that will provide them with more seats where and when they are needed. Of the commuters surveyed, only 53% on the Moor Street to Worcester route are always able to get a seat⁶. That compares with 76% on the Leamington and Stratford routes, and 68% on the Coventry route. It is clear that demand is already, at certain times, outstripping capacity.

The Draft RUS helps to identify the interventions required to ensure that forecast demand can be met, and also addresses the following issues:

- Later services in the evenings, particularly on Fridays and Saturdays
- Improved Sunday services on some routes
- Improved connectivity with Birmingham International Airport
- Improved car parking facilities at pinch points
- Delivery of the seven day railway

These issues are addressed in detail later in this document in section 4.5, commencing on page 9.

⁶ BDRC Continental, for Passenger Focus, September 2010.

4. General Comments

4.1. Dimensions

Ultimately a major purpose of the RUS is to deliver better services to passengers, and to meet their rail travel needs. Passengers want punctual and reliable services, with sufficient capacity to ensure they have a good chance of getting a seat. Beyond this they are looking for attributes that make train travel a pleasant option; services at a time and a frequency that suit them, and that provide value for money. The West Midlands and Chilterns RUS covers a region with a varied and complex mix of services. The needs of passengers using those services are equally varied.

The complex nature of the railway network in the RUS area and the flows of passenger and freight traffic on it have resulted in a particularly complicated evaluation process. The long-distance flows through the area have to share routes heavily used by local and regional services. Interventions proposed by the Draft RUS must not only inter-link within the RUS area, but also with interventions proposed by other RUSs, especially that for the WCML.

4.2. Current demand, capacity and delivery

Long distance passengers appreciate shorter journey times, but where this is achieved by reducing stops at intermediate stations the overall rail offering is diminished. Reduced journey times created by improving the infrastructure avoid this win-lose scenario and are obviously preferable. Passengers prefer to avoid changing trains but where this is unavoidable hub stations need to cater for their needs. The Birmingham New Street Gateway project provides a much needed upgrade to a pivotal hub station. Passenger Focus research highlights the importance of the provision of sufficient information during the redevelopment period, but information and clear signage is always important for passengers at unfamiliar stations. In order to support the industry in delivering services to passengers Passenger Focus is currently scoping potential priorities research for Euston station.

Commuter services to London form a critical part of the services in the Draft RUS area. However, services for these passengers need to be balanced with the needs of local passengers travelling shorter distances, or between local towns. Our research shows that timing and frequency is an issue with some local and interurban services. These matters are dealt with more fully in section 4.5. However we welcome the fact that the following issues have been identified in the RUS.

- Improved Sunday services on some routes
- Later services in the evenings, particularly on Fridays and Saturdays
- Improved connectivity with Birmingham International Airport

Where services do not meet passengers' needs choice is reduced, and the car becomes a more attractive mode. This is especially so where inadequate car parking facilities are provided. Naturally rail passengers can choose to travel by car if they wish to; it is unacceptable if they decide to do so because of poor rail service

provision. Passengers must remain free to make their own choices as to which station they use. However it is very important to find ways of improving the quality of services offered on some railway lines, such as frequency and journey times, to encourage the full use of their available capacity.

Some facilities and standards at stations are very important to passengers, for example, the availability of sufficient car parking capacity plays an important role in passengers' decision to use the railways. It, and the quality and convenience of the rail services on offer, will also inform passengers' decisions to 'railhead' to stations and car parks other than those closest to their home.

Network Rail has developed its National Stations Improvement Programme (NSIP) as a means to improve the standard of stations. Stations in the RUS area range from wayside platforms such as Kings Sutton, through large stations such as Shrewsbury, to Birmingham New Street. Appendix B of the RUS consultation document highlights the facilities at stations in the region, and also highlights how much work there is to do to bring them all up to the standards passengers expect. The following table shows the scores given⁷ for three important features of stations.

Table 2

% satisfied with selected station features			
route	Coventry	Leamington/Stratford	Worcester
car parking	62	58	69
connections with other transport	67	59	59
personal security	66	61	57

The RUS acknowledges the need to identify ways in which station accessibility issues such as rail heading can be properly addressed. We would support the development of station travel plans at relevant stations, in addition to ensuring that service options are made as attractive as possible to encourage passengers to use the services closest to them where possible.

4.3. Planned changes to infrastructure and services

This section of the Draft RUS includes many projects that will bring improvements for passengers. There is little to argue about in the lists of train service changes and infrastructure projects contained in chapter 4 of the Draft RUS. The difficulty is to avoid being an Oliver Twist and asking for more. We comment on most of them elsewhere in our response. Here our comments are limited to Evergreen 3.

The increased capacity and capability that will be delivered - indeed, are being delivered already - by the Evergreen 3 project are very welcome. However, as with all major projects, the devil is in the detail. Improvements for passengers are welcome, but passengers do not accept that improvements for some must be at the expense of others. Passengers who use Warwick have seen their service reduced in

⁷ Continental, for Passenger Focus, September 2010.

the first phase of the project. Stakeholders in the London suburbs have expressed concerns about the levels of service proposed.

4.4. Planning context and future demand

There are many agencies with responsibility for planning the social and economic development of the regions covered by the Draft RUS, as it itself makes clear. Not only must the Draft RUS ensure it is internally consistent, but it must ensure it is consistent with the other plans for the West Midlands and Chilterns area.

The complexity of modelling demand is compounded by the huge number of individual flows; each one of which can be influenced differently by any number of factors. Factors include employment opportunities, housing, demographic changes, road building, station improvements, new stations and line of route improvements.

Passenger Focus recognises the efforts made to calculate the most realistic figures for the likely growth in demand on routes in the RUS area. The forecasts in the Draft RUS commence in 2009; we are now effectively two years (10%) into the full period of projection. An overlay of the *actual* demand would verify the accuracy of the forecasting methodology to date. It would assist in determining the validity of the forecasts and could inform any additional or reducing gaps.

4.5. Gaps

Introduction

Passengers and stakeholders have been concerned about service timing and frequency on some routes in the Birmingham area prior to the publication of the Draft RUS. Passenger Focus welcomes the fact the Draft RUS identifies improving evening and Sunday services as additional gaps⁸ in service provision. Services to Birmingham International Airport have also been highlighted for improvement by passengers. Many have commented on the need for earlier and later trains, so we welcome the fact that the RUS has highlighted the need to address this issue⁹.

People increasingly expect a “24/7” availability of transport to provide access:

- to new work opportunities
- to and from early/late flights at airports
- to leisure activities and shopping

People need to travel for both work and leisure, and many wish, or need, to use rail for these purposes¹⁰. In our discussions with passengers and through our bespoke research¹¹ the message from passengers to the industry is clear. Passengers want a rail service that meets the needs of modern living. Passengers need services that offer early and late trains across all seven days of the week. Currently many services

⁸ Generic Gap G-43 page 109

⁹ Generic Gap G-44 page 109

¹⁰ Generic Gap G-45 page 111

¹¹ Ibid. ref. 2

are reduced on Sunday, and frequently engineering works further reduce availability. Addressing these issues in the short to medium term would be welcomed by many passengers and offers the potential of increased patronage.

4.5.1 Generic Gap G-43 – Improved evening services within the RUS area.

“On train crowding that is sometimes observed on the last evening trains leaving central Birmingham is seen to reflect the demand for later evening services¹²”

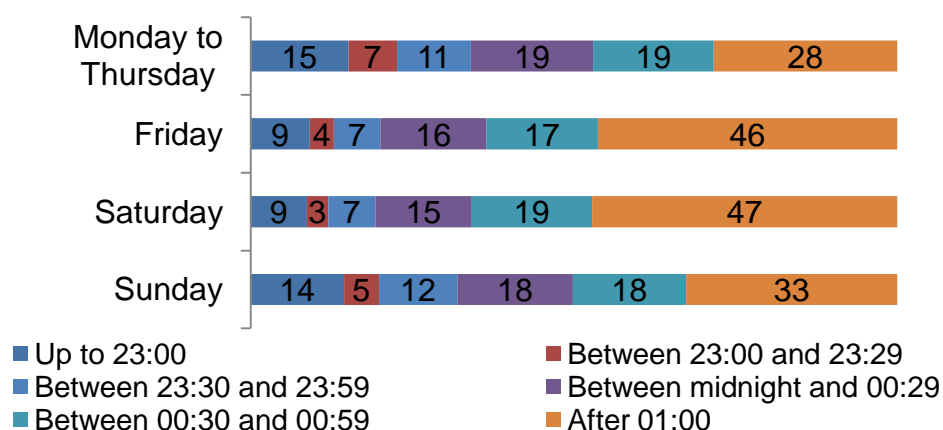
On Friday and Saturday nights Birmingham’s leisure opportunities attract large numbers of customers. Where relaxation includes drinking and late nights, many will choose to travel by train as a safe and responsible option. Many workers who are employed in the leisure industry need to travel home late at night; trains can provide an environmentally friendly option.

For many rail passengers public transport is their only travel option. The West Midlands Transport Plan tells us that 33.7% of households in the West Midlands have no access to a car. Rail provides a vital link for many to both work and leisure activities.

The bespoke research undertaken by Passenger Focus showed that passengers have a strong preference for the provision of later trains particularly on Fridays and Saturdays.

Table 3

At what time should the last train run in the evening? Birmingham New Street to Northampton: percentage of passengers in survey sample likely to use train “often/sometimes” at specified time.

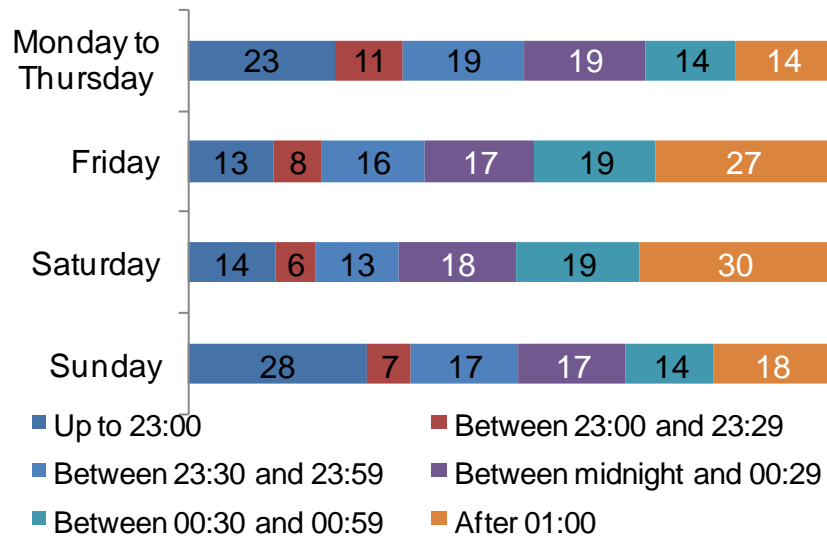


Current services provide last trains at 23.53 Monday to Friday; 23.13 Saturday; 23.14 Sunday.

¹² Op. cit. page 103

Table 4

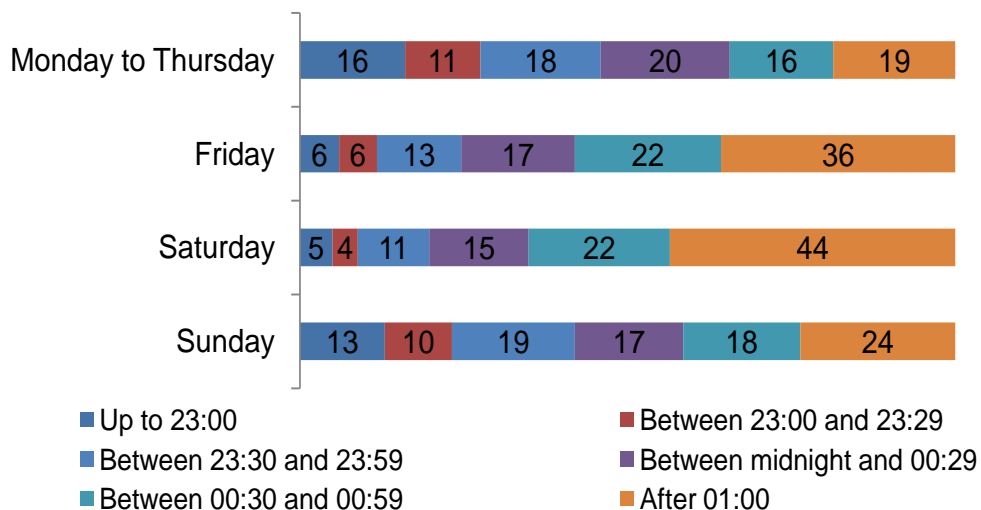
At what time should the last train run in the evening? Birmingham Moor Street to Leamington Spa/Stratford-upon-Avon: percentage of passengers in survey sample likely to use train “often/sometimes” at specified time.



Current services provide last trains from Moor Street to Stratford-upon-Avon at 20.30 Monday to Saturday; 18.22 Sunday. Last trains for Leamington leave at 23.33 Monday to Friday; 23.40 Saturday and 21.18 Sunday.

Table 5

At what time should the last train run in the evening? Birmingham Moor Street to Worcester via Stourbridge Junction: percentage of passengers in survey sample likely to use train “often/sometimes” at specified time.



Current services: last trains from Moor Street to Worcester Shrub Hill at 22.55 Monday to Saturday; 22.52 Sunday. Last services to Worcester Foregate Street leave at 21.54 Monday to Friday; 21.51 Saturday, 21.35 Sunday.

4.5.2 Generic gap G-44 Improved Sunday Services within the RUS area

Passenger Focus welcomes consideration of the improved provision of Sunday services. Passengers have raised this as an issue, and our bespoke research shows that a large number of passengers would welcome improvements.

The Hereford to Birmingham Sunday service is particularly poor at meeting passengers' needs. The first train from Hereford to Birmingham departs at 13.28, change Worcester Foregate Street, arriving Snow Hill at 15.17. The last train from Birmingham to Hereford leaves New Street at 21.00, arriving at 22.30. The practicalities of this timetable for the passenger are challenging. It allows passengers to arrive half way through the afternoon, spend 5 hours 43 minutes in Birmingham and leave before any theatre performance has finished.

Sunday services from Tamworth, Nuneaton and Coleshill Parkway in the current timetable (valid 12/12/10 to 21/5/11) are split into three separate periods: until 13 February, 20 February to 27 March, and from 3 April. The times are different in all three, and in the second period services are provided by bus. From Tamworth passengers travel by bus to Lichfield City to connect with trains; from Nuneaton passengers travel by train to Coleshill Parkway, thence by bus to New Street.

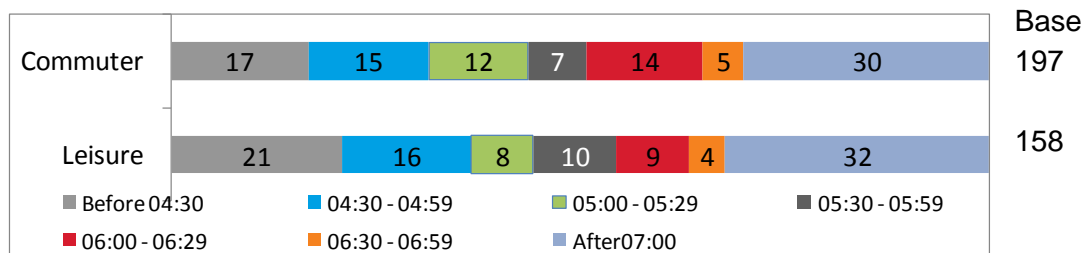
The RUS states, "It is recognised that not being able to operate a timetable on Sunday that is similar to the rest of the week, is suppressing rail demand in many market sectors." It therefore seems highly likely that there are sound commercial reasons to provide additional services to meet passengers' expectation. Passenger Focus would welcome commitment from all parties to urgently explore all options.

4.5.3 Generic gap G-45 Improved connectivity to Birmingham International Airport

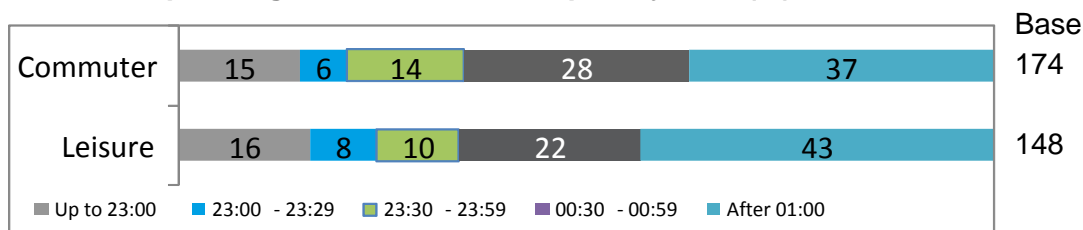
Passengers have raised the issue of rail connections to Birmingham International Airport with Passenger Focus, and we welcome the inclusion of this issue in the Draft RUS. Airport passenger and employee surveys indicate a strong demand for rail services and Passenger Focus's bespoke research confirms this demand. Early services to serve the airport might also meet wider demand for early train services at other stations on the routes serving the airport. Retailing and other industries require staff to work outside traditional core hours. Rail can open opportunities to employment if it meets the needs of the passenger.

As would be expected from the geography of the two lines, usage is higher amongst passengers on the line through Coventry (route one), 31% of whom have used the train to reach the airport, compared to 22% of those surveyed on the route from Worcester to Moor Street (route three). 82% of route one passengers stated a preference for a direct train compared to 65% of route three (although please bear in mind sample sizes here are small). Most passengers arrive at the airport after 07.00 and leave by 00.30.

Table 6
Birmingham International Airport
Earliest time passengers need to arrive at airport by train (%)



Latest time passengers need to leave airport by train (%)



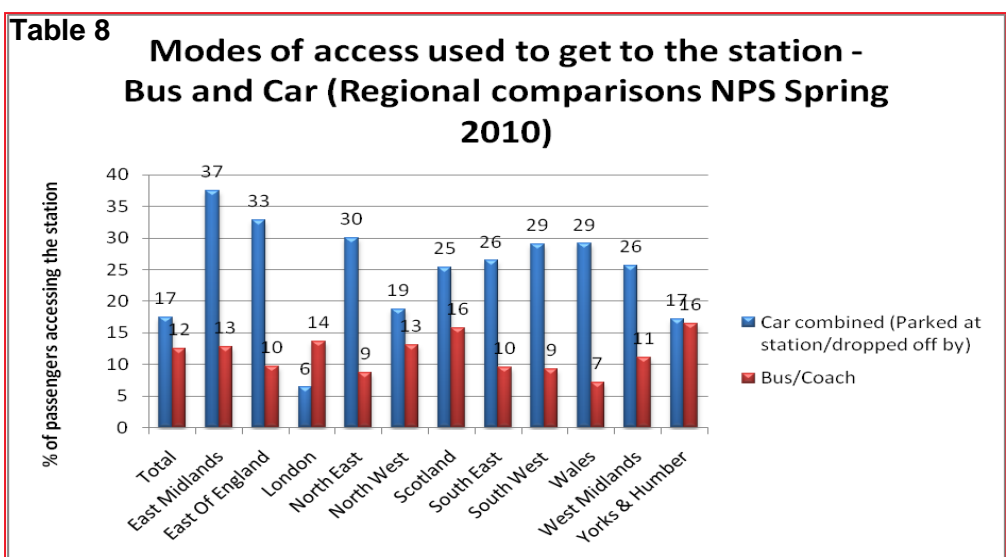
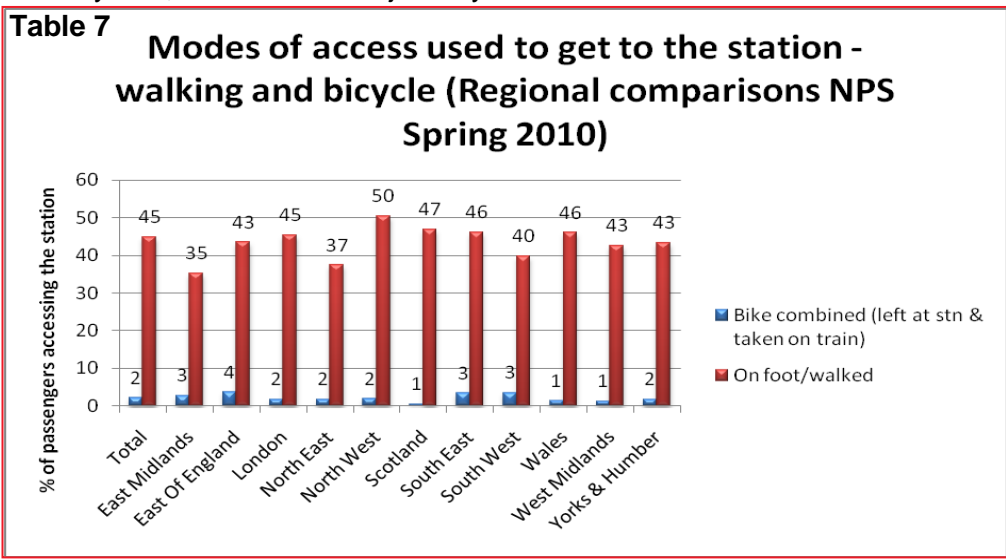
To achieve benefits for passengers, services need to be on a seven days a week basis. Timetables that offer different timings on weekends are less likely to appeal to passengers who wish to travel seven days a week or employees who are required to work at weekends. Network Rail's seven day Railway initiative offers the possibility of reducing engineering possessions and slower running at weekends. This meets passengers' needs and we look forward to less disruption to rail travel during weekends and other times.

4.5.4 Generic Gap G-46 West Midlands and Chilterns RUS area car parking

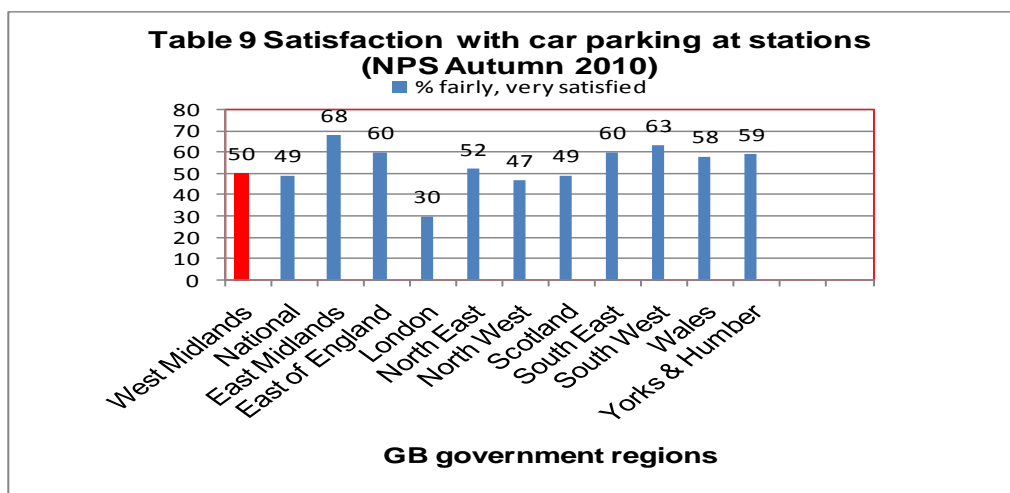
Passenger Focus has long pointed out that few rail passenger journeys start or finish with the train; reaching the station and completing one's journey at the destination end often involves another mode of transport, or a walk. Nationally one in five passengers come from a household with no access to a car or van; and the higher probability of leisure passengers travelling by public transport reflects the fact that they are less likely to come from a car owning home¹³. Integrated transport networks, safe cycle facilities, well-lit walkways and good integration with other forms of public transport all have a part to play in making rail accessible. However for many, especially in rural areas, the car is the only practical way to access the station. If getting to the railway station proves inconvenient potential rail passengers will often choose to make their whole journey by car, increasing congestion on the roads and adding to transport's carbon footprint.

¹³ National Rail Travel Survey 2008.

The tables below show that while 43% of passenger's access stations in the West Midlands by foot, another 26% of journeys involve car travel.



The Autumn 2010 National Passenger Survey showed a satisfaction level of 50% for rail car parking in the West Midlands region.



Passenger Focus bespoke research shows that 54% of those passengers who drive to the station always get a parking space. The remaining 46% face uncertainty about getting a space, or are never able to get a space.

There are aspirations to develop car parks at: Bromsgrove (currently 83 spaces), Dudley Port (36), Hatton (18), Lichfield Trent Valley (95), Stratford-upon-Avon (320, but will reduce to 145) and Worcester Shrub Hill (121). Bromsgrove will be linked to the Cross City electric network in CP4, and its station is due to be relocated. It is another example of how schemes interlink, and must be properly phased. Therefore, Passenger Focus welcomes proposals to develop a station access strategy based on demand and capacity by route. Removing barriers to rail travel provides choice for passengers, and creates the opportunity to increase rail patronage.

4.5.5 Network availability and the seven day railway

The RUS also raises the importance of planning to deliver the seven day railway. In our West Midlands based research we found that 26% of respondents had experienced bus replacement services during the last 12 months. Bus replacement services are unpopular with passengers. Frequent disruption due to engineering makes rail travel a less attractive option and inconveniences passengers. For this reason the reduction in possessions must demonstrate passenger benefits as well as achieving the targets set. Some bus replacement journeys were incurred as a result of unplanned incidents. While we welcome the fact that there are good arrangements in place with local bus companies in the Birmingham area who will accept rail tickets during such disruption, it remains an inconvenience to passengers.

Birmingham is a major rail hub that is used by local, regional and long-distance passenger services. It is intensively used by both diesel and electric services. In the area covered by the RUS rail is an important link between towns, enabling regional commuting, promoting access to leisure and retailing facilities, and for providing access to London and other cities. Maintaining services during maintenance of the infrastructure is of prime importance to passengers in the area and across the country.

In the Passenger Focus response to the Rail Value for Money consultation the following general observations were made. "Passengers understand that there will be times when engineering work will result in disruption to services. Passengers' acceptance of disruption increases if they believe the works are being planned efficiently and in a way that would reduce the overall timescale of the disruption. However, weekends have become synonymous with increased journey times and rail replacement buses. The sense of 'digging up the railway' every weekend is bound to suppress demand for rail."¹⁴

¹⁴ Passenger Attitudes to engineering work 2003

Turning specifically to the area covered by the Draft RUS, passengers will want assurances that services will only face limited interruptions because of planned or unplanned engineering. The development of the Network Availability Implementation Plan, which aims to achieve 37% improvement in the possession disruption indices, is to be welcomed in principle. However if it is easily achieved and passengers cannot see an improvement on the ground it will offer limited benefit. For example reducing weekend working, but increasing evening work, can lead to the loss of the last train. Where this situation is unavoidable reductions in late services on Friday and Saturday services should be avoided. Passengers rate their experience not in terms of hours of possession, but in terms of bus replacements and other inconvenience. A published measurement showing a reduction in bus replacement service hours would help passengers to understand the improvements that are delivered to them.

Passengers do not welcome the bus replacement services that are often a result of engineering possessions. As mentioned above, our bespoke research found that 26% of respondents had had to travel on bus replacement services in the past 12 months. Most of that group (61%) only found out about the replacement services when they arrived at the station. Journeys by bus replacement services are usually longer than the equivalent rail journey, and road congestion can cause delays in bus replacement services. This is significant when the most important drivers for satisfaction on the railways are punctuality and reliability. Our research shows that even among leisure passengers, satisfaction with punctuality of rail services starts to decline after 4-6 minutes of delay. So delays whether caused by rail or bus replacement are likely to drive dissatisfaction amongst passengers.

We have strong indications from the scores on NPS forms completed by passengers on rail replacement bus services that satisfaction is reduced when passengers have to use replacement services. Further research is being undertaken in January 2011 and will provide a greater understanding of this issue. The longer term impact of these experiences on passengers' views of rail services, and on patronage, is currently unknown.

4.6 Emerging strategy and longer-term vision

4.6.1 Control Period 4 (up to 2014)

The Draft RUS points out that developing the existing network will “facilitate the delivery of an enhanced service level and longer trains on key routes”. The programme of works during Control Period 4 (CP4) includes key outputs that are incremental, in that once complete they allow other enhancements. One example is the West Midlands platform lengthening scheme; it is axiomatic that longer platforms antecede longer trains. Signalling renewals will also have a cumulative effect on services in the RUS area; enabling improved journey times for passengers on existing services, but also, by enabling more journeys to be operated in a given time, creating the potential for a more frequent timetable.

It is for reasons such as those in the previous paragraph that Passenger Focus expects the works planned in the remainder of CP4 to be implemented in a properly phased way. One enhancement should lead to the next, and so on, until the routes are capable of providing the services passengers need. In most cases on the passenger railway it is the requirements of passengers that should drive the plans. Consequently those requirements must be kept under review to ensure that any changes can be fed into timely assessments, and plans are adapted as necessary.

Several schemes¹⁵ have been proposed and are being developed by Centro or third-parties for new stations or routes. New stations on existing routes can have an impact on existing passengers, for example by adding to crowding on services, or adding to journey times. Predicting demand accurately can be very difficult, with optimistic forecasts overturned by, say, the reality of a service that is not frequent enough to attract worthwhile passenger volumes. For such reasons Passenger Focus believes the most rigorous analysis should be done on proposals for new stations.

“East West Rail” proposes reuniting by rail places such as Bedford with Aylesbury and Oxford, and link them with Milton Keynes, which was formally designated a new town less than a year before the Oxford to Cambridge service was withdrawn at the end of 1967. In addition, the route has the potential to provide a route for longer-distance services, as well as for freight. The scheme is another example of the synergies that can be usefully developed to create far greater benefits; Chiltern’s Evergreen 3 will share the route from Bicester Town to Oxford and freight traffic could use the route, reducing demands for capacity between Oxford and Coventry/Nuneaton.

The project is unusual in England in that it is being promoted by the East West Rail Consortium, which is a group of local authorities and businesses. It is an example of a major transport project as part of a much larger strategic vision for a large and rapidly growing part of England, and is designed to improve access between East Anglia and the Milton Keynes South Midlands growth area. It is described on the East West Rail website¹⁶ as “a major project to establish a strategic railway connecting East Anglia with Central, Southern and Western England.”

Passenger Focus believes that it offers the potential to improve inter-regional and regional connectivity and bring a large number of benefits to passengers. We are encouraged that some of those benefits will be achieved between Bicester and Oxford when Evergreen 3 is complete, but urge the rail industry to press for early decisions on the timescales for progressing the rest of the project.

4.6.2 Control Period 5 (2014 - 2019)

Passengers expect the best use to be made of existing resources and infrastructure, and therefore welcome timetable interventions that improve services. Proposals such

¹⁵ Listed in section 7.2.2 of the Draft RUS.

¹⁶ <http://www.eastwestrail.org.uk/>

as those made by Chiltern for its services when the Evergreen 3 infrastructure enhancements are complete will provide improvements for many passengers. However, the impacts on other passengers will have to be closely monitored to ensure there are no unnecessary disbenefits.

Every renewals scheme must take full opportunity of making improvements to capacity and capability of the network. Stakeholders have highlighted the imperfect nature of the layout between Worcester's two stations and the constraints it places on the services that can be operated. The area is another example of the need to be thorough in the specification of renewals to ensure they match aspirations and growth in demand and properly link with other schemes. If the Round Oak to Walsall route is re-instated for freight (freeing capacity for passenger trains through Bromsgrove, and the Camp Hill service) it will increase freight traffic through Worcester. It is essential that gains for one part of the network are not achieved at the expense of another; planning must always recognise all the wider network implications.

The operational capacity and capability of Birmingham New Street will have to be assessed in relation to the effects of HS2, which will have its own station in Birmingham. Although HS2 will not open until after the end of CP6, given the long lead times of some projects, analysis of its effects should start in CP5. The route chosen for HS2 means that Coventry and Milton Keynes will not be served by the high speed line, which will make it difficult to reduce the quantum of services using the line between New Street and Rugby. Consequently little capacity will become available at New Street station to cater for growth.

4.6.2 Control Period 6 (2019 - 2024) and beyond

Passenger Focus believes that further electrification of routes should be considered; it is vital that all aspects are considered in the assessment of proposals. Aspects should include:

- connectivity
- use as diversionary routes,
- rolling stock replacement strategy,
- extension of existing electrified services allowing more efficient use of existing resources
- more efficient operation of freight which releases capacity.

We believe that Centro's aspiration to develop a service on the Camp Hill line by building new stations and linking it by a chord with Moor Street should be developed and taken forward as a project. It is a further example of how one project facilitates another, with the opportunity of diverting some services away from New Street, creating capacity and helping to improve performance.

At the beginning of this section, in our comments on CP4, we noted the way projects can create wider opportunities when developed as part of a coherent overall plan - in short one of the primary reasons for the RUS programme itself.

Analysis of options

Our response to the options in the West Midlands and Chilterns RUS is supported by the results of the interviews of passengers undertaken on three of the main routes in the RUS area:

1. Birmingham to Northampton
2. Birmingham to Stratford-upon-Avon and Leamington
3. Birmingham to Worcester

An example of the questionnaires is attached as appendix C, see page 32.

5.1 Aylesbury line

Options O-1 to O-3 train lengthening, timetable interventions, journey time improvements

Passenger Focus recognises the limitations of short platforms, mixed line speeds and the sharing of tracks with London Underground Limited (LUL), and notes the plan to resignal the Metropolitan Line. We also note the introduction of new and faster LUL stock. The route between Aylesbury and Marylebone via Harrow is a difficult one to develop, but passengers will expect improvements. We support further research work on this as outlined in options O-2 and O-3; it should be completed as soon as is practicable. We agree with London TravelWatch's comments in their response to these options.

5.2 North-South links in Buckinghamshire

Option O-4 Bucks CC study

Passenger Focus is aware of the study carried out by Chiltern Railways on behalf of Buckinghamshire County Council. Given the longer term nature of this project, at this stage we note the contents of the report and expect that the work to build the business case and find an appropriate funding stream will be completed as soon as possible to deliver the planned benefits for passenger.

5.3 Cannock and Walsall line

Option O-31 Train lengthening

We note the business case outcomes and the limited passenger standing forecast in the Draft RUS. However, a study of the intermediate stations between Rugeley Trent Valley and Walsall and that of the parkway station at Tame Bridge shows increases of between 31% at Rugeley Town and 241% at Tame Bridge Parkway over the past for years (ORR station usage figures). Passenger Focus has closely followed the plans for, and subsequently inspected, the new facilities along the Chase Line and believes that the new and improved facilities will only make these services more

attractive to the travelling public. We therefore suggest that demand on this route is monitored to ensure action is taken to address higher than forecast growth.

Options O-32a and O-32b Aldridge

Passenger Focus recognises that work on this proposal and the options within it are in the early stages. Aldridge lost its rail service in 1965 and has a population of around 16,000. If the re-openings of Alloa and Ebbw Vale (both towns of a similar size to Aldridge) are a precedent, there is every reason to assume that it would be a welcome and well-patronised service. We also support the work that Centro is doing to develop a business case for Aldridge station and the associated infrastructure works. Linking the train service with Coventry services would improve regional connectivity to employment centres.

5.4 Coventry corridor

Option O-17a peak lengthening of one service between Coventry and New Street

This is the busiest non-London flow in the RUS area so it is disappointing that the addition of an extra unit is discounted. Passenger Focus research on this corridor showed getting a seat to be a high priority (fourth out of 14 criteria). However, we note the continuing project between DfT and London Midland to ascertain where any extra stock might be most beneficially employed and we await the results with interest.

Option O-17b lengthening between New Street and Manchester

This proposal was given a cautious welcome in our submission to the Draft Great Western RUS. We would like to see more detailed proposals of vehicle procurement to enable the train strengthening to go ahead. Given the complex nature of current CrossCountry train diagrams it is not clear how easy it would be to strengthen all the services most in need of additional capacity.

Option O-18a Diversion of CrossCountry's Reading - Newcastle trains via Coventry

Passenger Focus welcomes the concept of improving connectivity between Coventry and the East Midlands and the North East and has responded positively to the infrastructure change proposals that accompany this option. We note that it would also double the frequency to Coventry and Birmingham International between Reading and stations to Leamington, potentially reducing crowding on that route. However, the performance impacts if the option were to be adopted, and the fact that it would occupy a path on the very busy Coventry to New Street line that might be required for a more beneficial option, should be cause for very careful consideration.

Options O-18b and O-18c Recast of local services

It is disappointing that infrastructure constraints on this route prevent a regular-interval service being provided for local stations. Our survey found that 77% of the passengers questioned stated that a regular timetable was fairly or very important. We note the high costs of the achieving one. However, London Midland's efforts to improve the service between New Street and Northampton should increase its attractiveness to passengers. Given the extremely busy nature of this corridor we expect that it will always be under review for changing circumstances.

Option O-18d Diversion of CrossCountry and recast of local services

We have discussed the separate elements of this option above in options O-18a and O-18c. As so often with options in the Draft RUS the inter-relationships of options require careful examination to ensure that passengers receive the best possible benefits.

5.5 Cross City and Lickey lines

Option O-33 lengthening between Birmingham and Worcester/Hereford via Bromsgrove

Passenger Focus notes the forecast that in the morning peak one service will have passengers standing from Worcester onwards for the unacceptable period of over 30 minutes, therefore we welcome the recommendation of the additional vehicle. Figures from the ORR show that in the last two years patronage at both Worcester stations combined has grown by more than 19%, equivalent to 500 passengers a day, so not only would we urge that the increase in capacity is implemented at the earliest opportunity but also that other services should be strengthened as required to accommodate demand.

Option O-13 review options from resignalling in Droitwich and Worcester areas

The benefits achievable from the planned signalling renewals in this area are considerable - much improved connectivity in Worcester and the half-hourly service (option O-34) between Birmingham and Worcester are but two. Passenger Focus believes the Draft RUS is correct to recommend consideration of the option.

Option O-34 timetable intervention Worcester - New Street

Passenger Focus has previously made note of the year on year increase in patronage at Worcester's stations and also key intermediate stations, and therefore welcomes the proposal for a half-hourly daytime service which passengers expect as a minimum service between two major cities. It is noted that this option is linked to option 39a - additional trains between New Street and Tamworth - which is another welcome development for passengers, as through services generally find favour with passengers. We note the two options outlined and that track re-modelling in the

Worcester area is needed for option 2. Although this option has a higher cost associated with the works, it provides better connectivity options for passengers and we would therefore press for this option to be adopted.

Option O-12 timetable interventions and infrastructure enhancements

Passenger Focus has already referred to these works in its response to option O-34 and here restates its support for the proposed infrastructure improvements.

Option O-35 lengthening of peak services between Birmingham and Lichfield

Passenger Focus notes the forecast of morning and evening peak standing out and back from Lichfield but also the stated poor business case for providing an extra three-car set for one service each way. Looking at the year-on-year growth at all 12 intermediate stations on this route since 2005 it is clear that this has been a market with very strong growth. Sutton Coldfield to Birmingham features as one of the top 10 flows to and from New Street and even today two peak services have standing passengers. Therefore, whilst we note the demand forecast for this route we would urge that this be kept under regular review, particularly if current growth is maintained. Passengers expect capacity to keep pace with growth, not lag behind it.

Option O-36 University station

We note the 87% increase in patronage at this key station over the past four years. Passenger Focus is represented on the NSIP Local Delivery Group and not only welcomes the impending improvements but monitors this and other station schemes in the Draft RUS on a monthly basis. It is essential the improvements are delivered to accommodate further growth.

Option O-37 journey time improvements

Passenger Focus recognises the intense nature of traffic along this busy corridor, but welcomes any initiatives to improve journey times.

5.6 Derby, Nuneaton and Camp Hill lines

Option O-38a lengthening of long distance services between Plymouth and Edinburgh via Derby

Passenger Focus notes the positive business case in this option and hopes that the additional vehicles required can be provided. We recognise at Tamworth the increasing patronage since 2006; the recent provision of additional car parking facilities and station improvements under the NSIP scheme can only make this interchange station more popular in future years. The potential for increased interchange options has been recognised as a gap issue in this RUS. We welcome this recognition and encourage further development of this. We would also welcome

positive details of the additional carriage sourcing or of any new trains planned for this busy route.

Option O-38b lengthening of services between Nottingham and Cardiff

Passenger Focus notes the localised crowding identified here and is therefore disappointed that a business case was not undertaken. We note that other service options (O-39a and O-39b) would provide additional capacity over part of this route, and the possibility of reducing journey times by allowing the removal of stops from the Nottingham to Birmingham/Cardiff services.

Option O-39a two additional trains per hour between Tamworth and New Street

Passenger Focus has studied this option in conjunction with option O-34 and these two options individually offer welcome extra capacity but in combination offer an equally welcome additional cross-city service without the need to change trains at New Street. We note that Water Orton currently suffers from an infrequent service and would hope that growth would result from the increased frequency that this option offers into New Street, even taking into account the withdrawal of stops from the Leicester to Birmingham services. An implied feature of the combined services is improved connectivity with University, which has experienced sustained growth over the past four years, and is due to receive improvements to cope. Together with the positive business case, there is a compelling reason to take this option forward and we endorse the Draft RUS recommendation.

Option O-39b two additional trains per hour between Tamworth and New Street

Passenger Focus notes the long term aspiration of Centro to bring rail services to new markets, with a positive business case but involving high capital expenditure for the necessary infrastructure provision. Therefore at this early stage we support the aspiration and encourage Centro to retain this as a high priority for future local transport needs.

Option O-40 third long-distance train in each hour between Birmingham and Yorkshire

Passenger Focus notes the implications regarding the infrastructure requirements and that the option will be assessed during the next review of the cross-country franchise.

Option O-41 interchange at Tamworth

We note the comments regarding the possibility that WCML services might be revised and interchange opportunities at Tamworth increased thereby. The additional services proposed for Tamworth must not reduce the number of calls made at Tamworth by long-distance and regional trains on the Derby to Birmingham route, which would obviously reduce the existing interchange opportunities.

5.7 Leamington Spa and Chiltern corridor

Options O-6 and O-7 lengthening services on Chiltern; timetable study re Evergreen 3

Passenger Focus notes stakeholder comments and aspirations for the service pattern at local stations at both ends of Chiltern's main line. We agree that options should be re-assessed after the Evergreen 3 timetable has been in operation long enough for sensible consideration.

Option O-8 journey time improvement

Passenger Focus recognises the intense nature of traffic along this busy corridor and welcomes any initiatives to improve journey times as opportunities arise.

Option O-9 improve interchange at New Street and other local interchanges

Passenger Focus is fully engaged with the various bodies associated with the Birmingham Gateway scheme and is aware of the various work streams involved. We welcome Centro's plans to improve the pedestrian route between Moor Street and New Street stations. We are pleased to see that the Midland Metro tram extension from Snow Hill to New Street has had its funding confirmed. Passenger Focus will continue to ensure that passengers' interests are represented as the Gateway project progresses.

Option O-10 station crowding at Snow Hill and Moor Street

We note the pressures put on these two stations as outlined in the option, and the longer term solutions that need to be put in place. The bay platforms at Moor Street became operational with the December 2010 timetable and hope that the expected, albeit temporary, mitigation follows from this. Passenger Focus cannot accept that waiting for the developments associated with the new station proposed for HS2 is a sensible option to relieve the overcrowding on the up through platform at Moor Street. Passengers will expect improvements within a few years at the most, not over 15 years from now.

Option O-11 North-South links in Bucks in relation to Heathrow airport

Passenger Focus notes Network Rail's comments on the study. We recognise the present work on the station interchange at High Wycombe, which is one of the requirements for a Heathrow Airport link. Easy interchange and through ticketing are sine qua non.

Option O-18 double-tracking Milverton Junction to Kenilworth

We welcome the conclusion that the line between Milverton Junction (near Leamington) and Kenilworth should be re-doubled. Whilst some passengers would

benefit from re-routing the Reading to Newcastle service via Coventry, undoubtedly others would be inconvenienced. If a new station at Kenilworth (option O-29) were to be rebuilt consideration of how to serve it suggests that a local service from Birmingham New Street to Leamington via Coventry could be the best way, by providing local connectivity, and not adding to loadings on long-distance trains. Whenever possible, different markets should be served by bespoke services.

Option O-29 new station at Kenilworth

Passenger Focus notes and supports the continuing work to restore rail services to the large town of Kenilworth and the connectivity it would provide, and also notes that the proposed doubling of the existing line should be linked to this. We strongly urge continued development of this scheme.

Option O-30 Coventry to Nuneaton developments

We note that the business case for an increased service frequency, trains with greater capacity and new stations to serve current and forecast housing and leisure needs, has been submitted to the DfT. Existing passengers on the line will expect a speedy decision.

5.8 Shrewsbury line

Options O-25 and O-26 assess opportunities from higher line speed and journey time improvement

Passenger Focus notes the low maximum line speed currently in force on this busy line. We note that this enhancement scheme is in development and agree with the Draft RUS that the linespeed improvement is delivered to improve journey times over what is part of two long-distance corridors from Mid and North Wales to the West Midlands and its airport.

Options O-27a and 27b lengthen peak ATW and London Midland trains

Passengers on the route will be pleased that the Draft RUS recommends adoption of the option to lengthen three peak services each way between Shrewsbury and Birmingham. They will expect early resolution of the present uncertainty regarding the provision of additional rolling stock.

5.9 Stafford/Wolverhampton to Birmingham

Option O-20 lengthen one stopping train between Wolverhampton and New Street

Passenger Focus notes that on both today's statistics and those for 2019 standing is experienced on the final stages of this journey. Whilst recognising the short duration of the journey, a study of the past four years of station usage according to ORR statistics shows a doubling at most of the intermediate stations. At Smethwick Galton

Bridge, an important interchange with the Snow Hill lines, usage has more than trebled. Therefore, whilst we recognise the decision not to proceed with train lengthening we would expect loadings to be kept under review. Option O-22 (below) recognises that in time further increases in demand will come from Dudley Port, where the car park is being enlarged, and the station could become an important interchange if Centro's long-term aspiration for a new tram route comes to fruition.

Option O-23 lengthening peak services between Liverpool and Birmingham

We note that the favourable option cannot be pursued due to the inability to insert an extra vehicle into the existing units and also that the remaining option of adding a complete unit is not seen as viable. Clearly this is disappointing for passengers on the already severely overcrowded southern portion of this corridor and as reference is made to the WCML RUS offering a partial solution we will study those proposals and respond accordingly.

Option O-21 timetable intervention between New Street and Manchester

Passenger Focus notes the content of this option and will include a response when submitting to the WCML RUS Draft Consultation

Option O-22 Midland Metro interchange at Dudley Port

Dudley Port currently sees 5,000 passengers each week and the current facilities do not serve that level of patronage well. We welcome the improvements to car parking facilities and furthermore support Centro's aspiration to improve facilities at this station as soon as funding permits.

Option O-24 timetable study between Walsall and Wolverhampton

We note the attractive journey time of 13 minutes between two large towns; a very favourable comparison with the current rail offering, which takes 57 minutes and sends passengers via New Street. However, we recognise the infrastructure constraints which preclude a half hourly service, and in the absence of any business case analysis it is not possible to predict the financial viability of an hourly service. We associate ourselves with the RUS support for Centro's aspiration for this service.

5.10 Stourbridge line

Option O-14 lengthening between Worcester and Snow Hill

The new Class 172s will, as noted, provide welcome additional capacity, yet standing is still forecast on this very busy corridor. Passenger Focus research indicates that 14% of passengers were dissatisfied at not getting a seat and it is seen as a high priority for improvement. It is therefore disappointing that the BCR is not seen as sufficient to move this case forward. Given the steady year on year increased

patronage, we expect that Centro will establish the case for a turn-back facility at Rowley Regis which would permit the operation of a separate inner suburban service which would provide additional capacity and permit the speeding up of the outer suburban service.

O-15 journey time improvement

Passenger Focus supports the recommendation; again all infrastructure schemes must be evaluated for their synergies with other schemes to ensure the maximum possible value for money is achieved.

5.11 Stratford-upon-Avon line

O-16 lengthening one peak Stratford to Birmingham service

We note the planned introduction of higher capacity stock on this corridor which although helpful will not prevent standing on certain services, albeit of a relatively short duration. However, we are also aware of the aspirations for a future Stratford Parkway station. Precedent often shows large increases in passenger numbers when Parkway stations are opened, so, if Stratford Parkway is built, we would expect that levels of overcrowding are kept under review, and prompt action taken to provide additional capacity as required.

5.12 Birmingham New Street

O-42 operational analysis

Passenger Focus recognises that Birmingham New Street is currently close to operational capacity, and the impact that implementing schemes outlined in the RUS may have on the future operation of the station and the implication for passengers for delay and disruption. On that note, we have been and continue to be consulted on passenger facilities and needs at the redeveloped Birmingham Gateway station. See our comments in 4.6.1, above.

5.13 Freight

We note the particular difficulty of accommodating the forecast growth in freight traffic on the route through Bromsgrove, which is the subject of proposals to increase the number of passenger trains. Passenger Focus therefore supports the scheme to provide an alternative freight route via Worcester and a re-opened line through Dudley. The inter-dependencies of this scheme and others such as resignalling between Hartlebury and Stourbridge Junction, and on the Cannock line, remind of the need for proper phasing of the various schemes.

6. Summary table of Passenger Focus's responses to RUS options

Option (in the order in which they appear in chapter 6)	RUS conclusion	Passenger Focus opinion
O-1	too expensive	passengers expect improvements
O-2	develop further	agree
O-3	consider as part of planed renewals	agree
O-4	acknowledge objectives	improve as soon as possible
O-31	not recommended	monitor growth
O-32a	support Centro's work	support
O-32b	recommend	agree
O-17a	not recommended	disappointed no additional capacity
O-17b	recommended	agree, but how to achieve?
O-18a	develop further	welcome, but performance impact must be considered
O-18b	not recommended	keep under review
O-18c	not recommended	keep under review
O-18d	not recommended	best for passengers
O-33	recommended	agree
O-13	recommended	agree
O-34	recommended	press for adoption
O-12	recommended	support
O-35	not recommended	keep under review
O-36	proposed works acknowledged as essential	agree
O-37	study as part of renewals	welcome any improvements
O-38a	recommended	need details, must provide more
O-38b	not recommended	complete a business case
O-39a	recommended	agree
O-39b	recognises Centro's aspiration	support Centro
O-40	requires additional infrastructure	note
O-41	see WCML RUS	note

Option (in the order in which they appear in chapter 6)	RUS conclusion	Passenger Focus opinion
O-6/7	reassess after EG3 has operated for a period	agree: check post EG3
O-8	consider as part of planned renewals	welcome initiatives
O-9	improve	note, playing our part in work
O-10	monitor, Moor Street work “long-term” solution	improve within a few years
O-11	acknowledge Bucks CC’s work	note
O-18	develop further	welcome
O-29	notes further development	support
O-30	recognise plans would fill gap	a decision is needed quickly
O-25	in development	support
O-26	in development	support
O-27a and O-27b	implement when stock is available	early resolution re rolling stock
O-20	not recommended	keep under review
O-17b	see WCML RUS	see our WCML response
O-23	not recommended	disappointed
O-21	see WCML RUS	see our WCML response
O-22	Centro identifying funding required	welcome
O-24	not recommended, but supports Centro’s development of an hourly service	agree
O-14	not recommended, but option of turn back at Rowley Regis is recognised	want
O-15	consider as part of planned renewals	agree
O-16	not recommended	keep under review
O-42	will need more work	agree

Appendix A: List of consultees

In July 2009 and September 2010 we held meetings for rail user groups and other interested bodies; Network Rail attended and gave presentations. Those attending were invited to comment on the draft for consultation, and reminded that comments should be sent directly to Network Rail and copied to Passenger Focus.

Railway and other user groups
Avon Rail Link
Bromsgrove Rail User Group
Cannock Chase Rail Promotion Group
Cherwell Valley Rail Users Group
Lichfield Rail Promotion Group
Long Buckby & Daventry Rail Users Group
Marlow Maidenhead Passengers' Association
Milton Keynes Rail Users Group
Northampton Rail Users Group
North Chiltern Rail Users Group
North Staffs Rail Promotion Group
Nuneaton & Bedworth Rail Users Group
Oxon & Bucks Railway Action Committee
Rail for Herefordshire
Rail Future West Midlands
Rugby Rail Users Group
Shakespeare Line Promotion Group
Shrewsbury Rail Users Federation
Shrewsbury to Aberystwyth Rail Passengers Association
Shrewsbury to Wolverhampton Rail Users Association
Solihull and Leamington Rail Users Association
Stourbridge Line Users Group
TravelWatch Midlands West

Community Rail Partnerships

Individuals

Appendix B: Bibliography

Passengers' attitudes to engineering work: Passenger Focus 2003

Passengers' Priorities for Improvements in Rail Services: Passenger Focus March 2010

National Passenger Survey Autumn 2010 Main Report: Passenger Focus January 2011

Rail value for money study: submission from Passenger Focus: September 2010

National Travel Survey: Department for Transport

East West Rail Consortium web site: www.eastwestrail.org.uk

London TravelWatch Response to the West Midlands & Chilterns RUS Draft for Consultation: London TravelWatch February 2011

West Coast Main Line Route Utilisation Strategy Draft for Consultation Network Rail December 2010

The West Midlands Local Transport Plan

Appendix C: Sample questionnaire

(Click to open as a PDF document)



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