

Independent national passenger watchdog

Passenger Voice Rail



Spring 2011

Yorkshire and The Humber

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Passengers score region's rail

Autumn 2010

Train company	Overall satisfaction	Most significant improvement in satisfaction since Autumn 2009	Decline in % satisfied since Autumn 2009
Great Britain result	84%	Value for money (4%)	No significant decline
CrossCountry	84%	No significant improvement	The upkeep/repair of station buildings/platforms (5%)
East Coast	89%	Connections with other forms of public transport (7%)	Punctuality/reliability (7%)
East Midlands Trains	88%	Connections with other train services (13%)	No significant decline
First Hull Trains	93%	No historical comparisons yet	
First TransPennine Express	87%	Facilities for car parking (15%)	No significant decline
Grand Central	95%	The upkeep/repair of station buildings/platforms (20%)	Frequency of the trains on that route (7%)
Northern Rail	82%	No significant improvement	Station facilities and services (6%)

Passenger Focus has published research which reveals how satisfied passengers travelling in Yorkshire and the Humber are with the rail network.

Open-access operator Grand Central was among the top scorers in the survey with 95% of its passengers reporting they were satisfied overall.

Almost 31,000 passengers have responded to the independent passenger watchdog's Autumn 2010 National Passenger Survey (NPS), which rates Great Britain's rail companies, train and station facilities.

For the first time, Passenger Focus has also published a breakdown of passenger satisfaction scores for different routes within each train company. This shows, for example, that 86% of Northern Rail passengers are satisfied in Lancashire and Cumbria compared with only 78% in the South and East Yorkshire.

Breaking the NPS results down by routes marks a huge step forward in accountability and transparency. Passengers can now get a much better idea of how their train services compare with others run by their company, as well as those across Great Britain.

Passenger Focus will work with train companies to address those areas of the rail service where passenger satisfaction is lower.

News roundup

National Passenger Survey

If you want to know more about the results in the latest National Passenger Survey, go online at www.passengerfocus.org.uk/nps

Complaints help

Passenger Focus's advice team has now secured more than £59,800 in compensation for passengers this financial year.

Where a passenger and a train company cannot resolve a complaint, the watchdog's passenger advice team will take on the case, where appropriate, in an effort to get a better outcome for the individual.

Our work online

For the latest updates on Passenger Focus's work happening across Great Britain and details of the events Passenger Focus staff will be speaking at, go to <http://www.passengerfocus.org.uk>

Passenger Focus blog

Passenger Focus chief executive Anthony Smith regularly updates the Passenger Focus blog at <http://passengerfocus.blogspot.com>

Passenger Focus's Manchester office

We can now be found at Passenger Focus, 7th Floor, Piccadilly Gate, Store Street, Manchester, M1 2WD.





Passengers count delays

Train companies CrossCountry and Northern Rail have worked with Passenger Focus to better-understand how delays affect passenger satisfaction.

Passenger Focus's research has found that commuter satisfaction with punctuality starts to drop as soon as a train is one minute late. Long-distance, business and leisure passengers are a little more tolerant, being prepared to wait between four and six minutes before their satisfaction is affected.

The study also found that passengers' experience of delays tends to be more than that recorded by the industry as trains may be late at stations along the route, but make up time towards the end of the journey and arrive at the final station according to the timetable.

The findings have prompted Passenger Focus to call on the rail industry to review how it records 'on time' trains and to measure punctuality along the route, not just at the final station.

Commuters speak out about overcrowding

Passengers commuting to cities in the north of England have spoken out about their overcrowded peak-hour trains in the National Passenger Survey (NPS).

The independent passenger watchdog's latest research has revealed only two out of five commuters travelling to Manchester Oxford Road are satisfied with room on the train. Scores plummeted to 28% satisfaction for the journey home.

Passenger Focus's NPS has found that satisfaction with room to sit or stand for morning commuters travelling into Manchester, Leeds and Liverpool Lime Street is significantly worse than the national average. In the afternoon, it is passengers travelling from Manchester, Leeds and Sheffield who are least satisfied.

Sue Tibbett, Passenger Focus manager, said: "Passengers are seriously dissatisfied with overcrowding into and out of our major cities in the north of England. Anybody who has to commute into these cities knows how bad many of these services can be. Only a few extra carriages would go a long way to alleviating the problem."

May 2011 timetable

Big changes to the East Coast train timetable, which covers London to Peterborough, Doncaster, Leeds, York, Newcastle, Edinburgh and Glasgow are planned from 22 May 2011. Passenger Focus encourages passengers to check what it means for them – the new timetables can be viewed at www.eastcoast.co.uk/22May.

Passenger Focus manager, Guy Dangerfield, said: "This will be the biggest change to the East Coast timetable for many years and there are winners and losers. If you use East Coast, I recommend that you see what the new timetable means for you. Please let Passenger Focus know what you think

at www.passengerfocus.org.uk/contact-us.

"Many passengers will welcome these improvements, but there are downsides and the original proposals promised more.

"For instance, the original standard journey time from Leeds to London King's Cross was to be two hours and 10 minutes. From 22 May, it will be two hours 15 minutes, faster than some current trains but slower than others. It is also very frustrating that the rail industry has failed to consult passengers effectively over these changes. For instance, the Saturday and Sunday timetables have been subject to no consultation at all."



Passengers let down

Passenger Focus has been critical of the way many train companies provided information to passengers during December's severe weather and has responded with an independent review of how the industry handled the disruption.

Passengers in Yorkshire and the Humber not only faced delays and cancellations as a result of the severe winter weather, but also inadequate service updates, according to the independent watchdog's, 'Passenger Information During Snow Disruption December 2010' report.

It found several failings including some online journey planners that did not reflect the contingency timetables in operation, as well as station displays and online live-departure boards that did not always keep pace with events. National Rail Enquiries' (NRE) online real-time journey planner also showed incorrect information for some train operators.

In December, Passenger Focus also published 'Delays and Disruption: Rail Passengers Have Their Say' a report on how rail users view disruption information with recommendations for improvements. The independent watchdog is ready to work with the transport industry to make the suggested improvements a reality.

Sue Tibbett, Passenger Focus manager, said: "We hope that lessons have been learnt from the recent snow disruption and the industry delivers on promises that information and services to passengers will improve".