London Waterloo station and South West upgrade passenger research

November 2017

transport**focus**

Key findings

- 97% were aware of the infrastructure upgrade works taking place in August before starting their journey during the works. This has increased from 88% in wave 3 (an increase of 9 percentage points), higher than the level of passenger awareness that was reached in the comparable wave of the Bath Spa research (84%)

- Knowledge of the detail about the upgrade work has also increased since wave 3, by far more than general awareness, with 77% saying that they know a 'fair amount' or more about the upgrade works (increased from 33% in wave 3)

- A very large proportion of passengers (98%) knew that the infrastructure works would have an effect on train travel to/from Waterloo during August (increased from 92% in wave 3). Slightly fewer knew that the number of trains running would be reduced (88%)

- Satisfaction with the information provided about the works and the service alterations has greatly increased since wave 3, with 76% of passengers satisfied (wave 3: 39%). Only 10% are dissatisfied with the information provided, which is very similar to dissatisfaction levels in the comparable wave of the Bath Spa research (11% dissatisfied)

- Passengers are most satisfied with where the information was available and the amount of information provided (82% and 79% satisfied respectively). But passengers were less satisfied with the information being available when they wanted it (64%) and having to go online for detailed information (59%)

- The most common way of finding out about the infrastructure works is information at stations or during the journey: 78% of passengers said that they had seen posters or banners at stations; 57% had heard announcements at stations and 56% heard announcements on trains

- Over half of passengers (55%) looked up timetable information online for their journey (73% of Twitter users)

- Eight in ten (79%) support the infrastructure upgrade works at Waterloo. This has increased substantially from 61% in wave 3 and is higher than the equivalent figure in the Bath Spa research (59%)

- Almost two thirds of passengers experienced a delay during wave 4, with 51% saying there had been a minor delay and 13% a major delay. Delays were most commonly caused by trains running less frequently or making more stops/taking longer than normal. When delays did occur, satisfaction with how it was handled was relatively high (63% of those delayed being satisfied) compared to the NRPS (38% satisfied)

- Three quarters of passengers (74%) said they have adapted or will adapt their journeys during the infrastructure works so that they will still travel (increased from 52% in wave 3):
  - 55% travelling earlier and 19% travelling later
  - 22% using an alternative route
  - 20% using a different station.

Background and methodology

Background and objectives

- South West Trains and Network Rail are upgrading the infrastructure at London Waterloo station to accommodate longer trains and increase passenger capacity at the station, thereby improving the passenger experience. The improvements will mean more seats, longer trains and a bigger, brighter Waterloo

- From 5 to 28 August 2017 platforms 1-10 were closed in order to extend platforms 1-4. This led to a temporary reduction in capacity and the timetable that could be operated

- Transport Focus, working with South West Trains and Network Rail, wished to monitor passengers' awareness and understanding of the works and to evaluate their reactions to the planned alterations and how these were communicated

  - Prior to the quantitative research, qualitative research was conducted to understand what passengers need to know, how and when is best to communicate, channel preferences, understanding of the reasons for the works and future benefits, and to ensure that all aspects are covered in the quantitative research

- Note: South Western Railway took over the franchise on 20 August during the part-closure

Methodology

- Four waves of quantitative tracking survey (Nov/Dec 2016 - benchmark wave; Feb/March 2017 - after main comms activity; May-Jul 2017 - just before the platform closures; August 2017 - during the platform closures)

  - There is potential for further waves of the quantitative survey (after the August part-closure) to assess the overall success of the arrangements once all platforms have returned to use and the new timetable is in place

- Combination of online and paper questionnaires

- 'Paper' respondents recruited at stations; 'online' respondents recruited using:

  - Waves 1-3: SWT season ticket database and disruption alerts database as well as SWT Twitter

  - Wave 4: SWT Twitter only

- BDRC Continental was commissioned to carry out this research; this report contains the findings from the fourth of four waves of the quantitative stage

- More details on the methodology on page 4.

Key points to understand about the methodology

- **Fourth wave of (at least) four** – aim is to measure change over time
    - Possibility of further wave(s) under new franchise to continue tracking and measure actual experience once new timetables come into effect

- **Several sample sources – these do hit different targets/produce different results**:
    - Paper self-completion questionnaires distributed at stations (as with NRPS) – as carried out for Reading and Bath Spa*
    - SWT databases – season ticket holders and disruption alerts (personalised e-mail invitations)**
    - Twitter (opt-in to generic invitation)

- Sample is not **representative** in the way that NRPS is
    - **Differences are irrelevant for tracking purposes** – so long as proportions in subsequent waves match wave 1
    - Waves 1-3 have been matched to wave 4 such that weighting is not necessary**
    - But impact on comparability with other projects ('benchmarks')

- From a **research perspective**, this gives important insight into the effects of using different sample sources
    - 'Online' does bring in younger males (especially Twitter which attracts more 16-25 year olds)
    - 'Online' more critical/negative/(spontaneous?)

*This report includes comparisons to the Bath Spa research from 2015, for broader context. The fieldwork period for wave 3 in Bath was during the works. Bath Spa wave 3 is therefore used as a comparison to Waterloo wave 4 which was also completed during the works

**Wave 4, which was conducted during the works at Waterloo, does not include passengers from season ticket holder or disruption alerts databases. The TOC was unable to send out the survey due to workload constraints linked to the Waterloo works and change of franchise on 20th August 2017. Results from waves 1-3 in this report have therefore been revised to exclude passengers from TOC databases so that results are directly comparable. Some questions were not asked in wave 4. These questions are included in this report for broader context and for these questions all passengers (from all sample sources) who answered the survey in waves 1-3 are included, to maximise the robustness of results.

Methodology – further detail

	Online	**Paper**
Target sample size per wave	250-500	500
Achieved sample wave 4	242 (wave 3: 514, wave 2: 545, wave 1: 491)*	556 (wave 3:486, wave 2: 484, wave 1: 542)
Questionnaire	Online questionnaire hosted by BDRC	8 page paper self-completion questionnaire
Respondents recruited via	Twitter and for waves 1-3 SWT databases (season ticket holders and disruption alert subscribers)	Interviewers at stations (and for wave 4 only four shifts conducted on board replacement buses)
Sample control	Recent rail users (in the last 3 months), users of specified station(s)	Recruitment at NR/SWT categorisation of most affected stations
Stations	Rail users had to start/end their recent journey(s) or change trains at any of these stations:	Questionnaires were handed out at the following stations:
	Berrylands, Chessington North, Chessington South, Clapham Junction, Claygate, Earlsfield, Esher, Hampton Wick, Hersham, Hinchley Wood, Kingston, London Waterloo, Malden Manor, Motspur Park, New Malden, Norbiton, Oxshott, Queenstown Road, Raynes Park, Surbiton, Teddington, Tolworth, Vauxhall, Walton-On-Thames, Weybridge, Wimbledon, Worcester Park	Esher, Basingstoke, Chessington South, Clapham Junction, Earlsfield, Hampton, Haslemere Hinchley Wood, Kingston, Norbiton, Queenstown Road, Raynes Park, Salisbury, Southampton Central, Surbiton, Tolworth, Twickenham, Vauxhall, Wimbledon, Winchester, Woking
Fieldwork dates	22nd to 25th August (final week)	9th to 27th August

*Sample sizes include respondents from TOC databases. Twitter only sample sizes are wave 1: 255, wave 2: 236, wave 3: 242

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Who we spoke to? (1)

Gender (%)

	W1 total	W2 total	W3 total	W4 total
Male	56	55	54	51
Female	41	42	43	47
Prefer not to say	3	3	3	3

Working status (%)

Stacked bar (bottom to top) – legend: Full-time student, Retired, Not working, Working part-time, Working full-time

	W1 total	W2 total	W3 total	W4 total
Full-time student	2	2	2	1
Retired	6	8	8	7
Not working	7			1
Working part-time	9	10	2 / 11	8
Working full-time	80	77	76	82

Social class (%)

■ ABC1 ■ C2DE

- W1: ABC1 86, C2DE 12
- W2: ABC1 82, C2DE 13
- W3: ABC1 83, C2DE 14
- W4: ABC1 83, C2DE 13
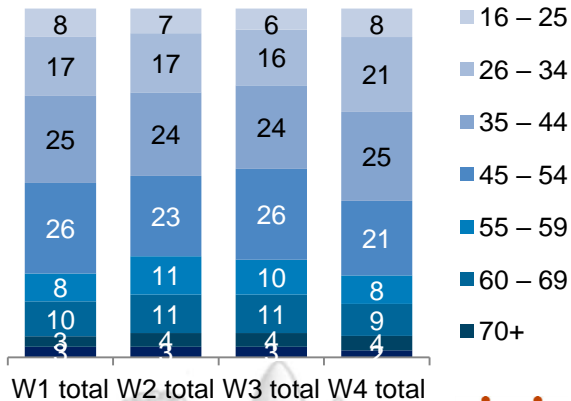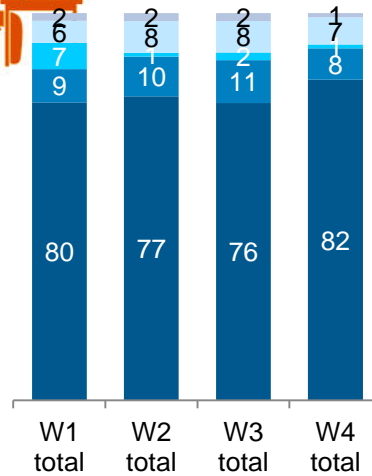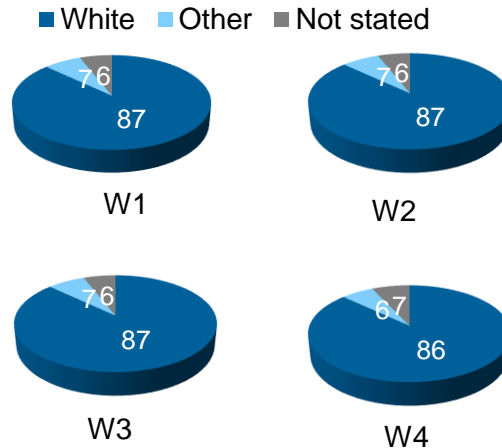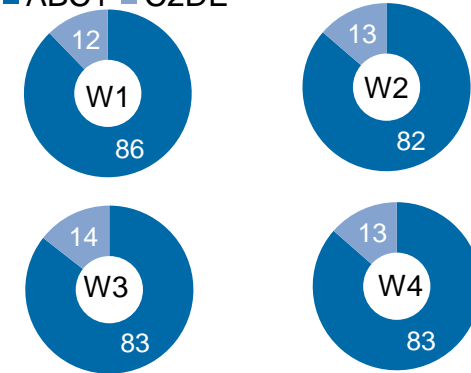
*'Prefer not to say' excluded

Age (%)

Legend: ■ 16 – 25 ■ 26 – 34 ■ 35 – 44 ■ 45 – 54 ■ 55 – 59 ■ 60 – 69 ■ 70+

	W1 total	W2 total	W3 total	W4 total
16 – 25	8	7	6	8
26 – 34	17	17	16	21
35 – 44	25	24	24	25
45 – 54	26	23	26	21
55 – 59	8	11	10	8
60 – 69	10	11	11	9
70+	3	4	4	4

Ethnicity (%)

Legend: ■ White ■ Other ■ Not stated

- W1: White 87, Other 7, Not stated 6
- W2: White 87, Other 7, Not stated 6
- W3: White 87, Other 7, Not stated 6
- W4: White 86, Other 6, Not stated 7

Disability (%)

	W1 total	W2 total	W3 total	W4 total
	8	9	12	10

… are affected by physical or mental health conditions or illnesses lasting or expected to last 12 months or more

	W1 total	W2 total	W3 total	W4 total
A lot	4	4	7	12
A little	47	42	32	50

Condition or illness impacts ability to make journeys by rail

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What type of traveller?
(based on today's/most recent journey) (1)

Time of the journey (%)

- ■ Peak
- ■ Off peak
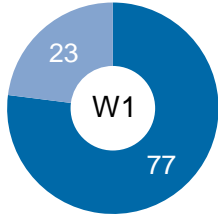
W1 — 23 / 77
Morning peak: 62%
Evening peak: 15%
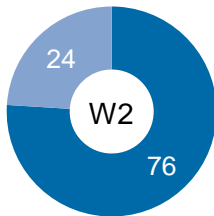
W2 — 24 / 76
Morning peak: 63%
Evening peak: 13%
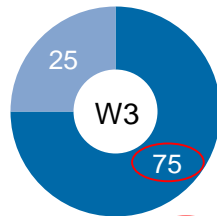
W3 — 25 / 75
Morning peak: 61%
Evening peak: 14%
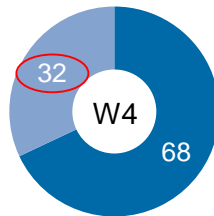
W4 — 32 / 68
Morning peak: 56%
Evening peak: 12%

Ticket (%)

Bought:	W1	W2	W3	W4
In advance	12	11	10	11
On the day	36	41	43	39
Weekly, monthly or annual season ticket	52	49	47	49

Ticket type	W1 total	W2 total	W3 total	W4 total
Anytime Single/Return	7	6	6	5
Anytime Day Single/Return	7	8	9	6
Off-Peak/Super Off-Peak Single/Return	4	6	5	3
Off-Peak Day/Super Off-Peak Day Single/Return	4	4	4	3
Advance	1	2	1	1
Day Travelcard	5	4	4	3
Oyster Pay As You Go	16	14	16	18
Weekly, monthly or annual season ticket	52	49	47	49
Free travel pass	4	5	5	8

- ■ W1 total
- ■ W2 total
- ■ W3 total
- ■ W4 total

Station (%)

	Windsor Lines	Other Suburban	Main Lines
W1	22	44	34
W2	21	44	35
W3	20	47	33
W4	16	54	30

- ■ Windsor Lines
- ■ Other Suburban
- ■ Main Lines

	No trains	High impact	Lesser impact
W1	14	29	57
W2	15	34	50
W3	17	34	49
W4	6	45	48

- ■ No trains
- ■ High impact
- ■ Lesser impact
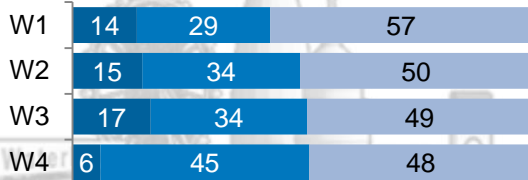
Significantly higher

'No trains' - stations are closed for some or all of the period
'High impact' - these stations will have significantly fewer trains
'Lesser impact' - these stations will have fewer services
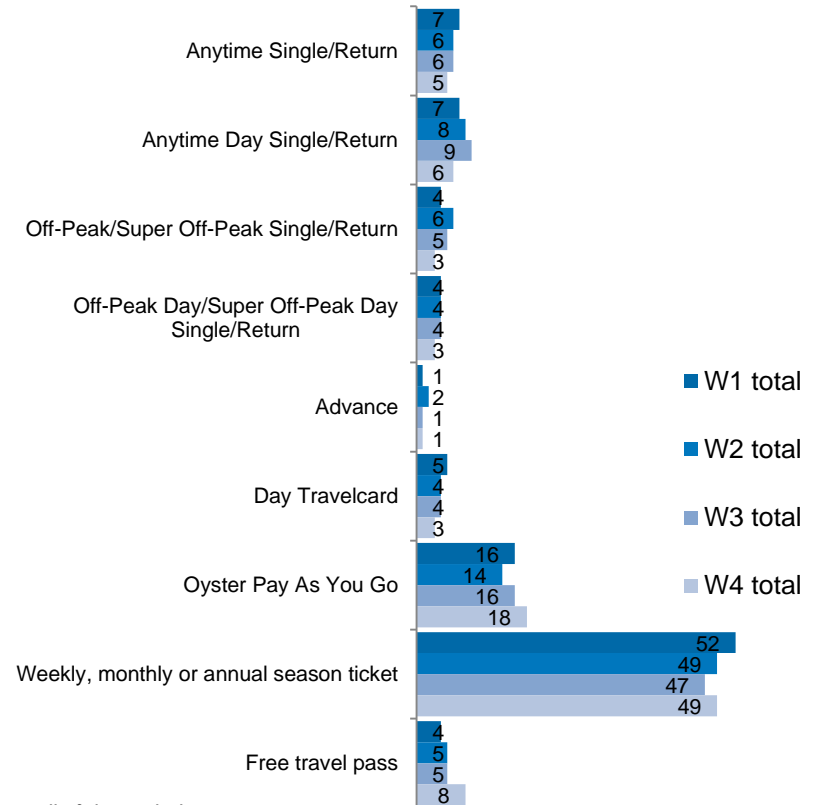
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Base: All respondents: wave1: 746, wave 2: 781, wave 3: 756, wave 4: 798

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What type of traveller?
(based on today's/most recent journey) (3)

Main purpose of the journey (%)

	Commute	Business	Leisure
W1 total	72	7	21
W2 total	71	7	22
W3 total	71	5	23
W4 total	73	5	22

Satisfaction with the journey (%)

Fieldwork dates: W1: Nov/Dec 2016
W2: Feb/Mar 2017 W3: May-Jul 2017

Satisfied (net) 62% 74% 78% 57%

NRPS Spring 2017: satisfied 82%

	W1 total	W2 total	W3 total	W4 total
Very satisfied	20	32	31	23
Fairly satisfied	42	42	45	34
Neither satisfied nor dissatisfied	13	12	12	15
Fairly dissatisfied	15	10	7	17
Very dissatisfied	10	4	5	11

Business, leisure and infrequent travellers, 60+ years old, completing f2f survey

Commuters, frequent travellers, 26-44 years old

Journey frequency (%)

■ Frequent ■ Infrequent

W1 total: 26 / 74
W2 total: 27 / 73
W3 total: 28 / 72
W4 total: 25 / 75

Delays to the journey

	W1	W2	W3	W4
Yes – minor delay	50%	34%	29%	51%
Yes – serious delay	10%	4%	4%	13%
No	38%	59%	62%	32%
Don't know	1%	2%	2%	2%

Rail Passenger Trust Survey 2014: SWT top 2 box 26%, mid 3 58%, bottom 2 11%

Twitter: only slightly more negative with 14% rating bottom 2 box

Trust SWT (%)

Based on 7 point scale 1=Do not trust them at all, 7=Trust them a great deal

■ Top 2 ■ Mid 3 ■ Bottom 2 ■ No answer

	Top 2	Mid 3	Bottom 2
W1 total	22	63	14
W2 total	31	59	9
W3 total	29	61	8
W4 total	35	54	9

Frequent - make the journey a few times a fortnight or more
Infrequent - make the journey a few times a month or less

Base: All respondents: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798

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Wave 4 - what type of traveller?
(based on today's/most recent journey) (5)

Type of disruption experienced*

	W4 total
Trains run less frequently	35
Train made more stops/took longer than normal	33
Train delayed before departure (arrived late to starting station/delayed leaving starting station)	21
Train delayed en route after you had boarded	21
Trains overcrowded/busier than normal	15
Train diverted via a different route making my journey longer	14
Queue to board train	5
Queue to get into the station	4
Unable to board the first train that came along/train too crowded to board	3
Trains/buses not stopping at my usual station; made own way to different station to start journey	3
Bus replacement for part of my journey	1
Bus replacement for all of my journey	0
Other	4
None that I'm aware of	19

■ W4 total

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What type of traveller?
(based on today's/most recent journey) (6)

Satisfaction with the journey (%) Fieldwork dates: W1: Nov/Dec 2016, W2: Feb/Mar 2017, W3: May-Jul 2017, W4: August 2017
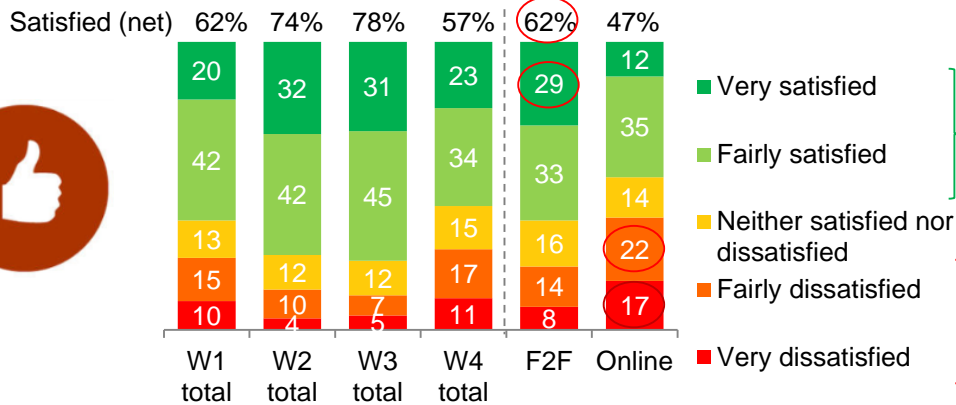
Satisfied (net) 62% 74% 78% 57% 62% 47%

	W1 total	W2 total	W3 total	W4 total	F2F	Online
Very satisfied	20	32	31	23	29	12
Fairly satisfied	42	42	45	34	33	35
Neither satisfied nor dissatisfied	13	12	12	15	16	14
Fairly dissatisfied	15	10	7	17	14	22
Very dissatisfied	10	4	5	11	8	17

■ Very satisfied
■ Fairly satisfied
■ Neither satisfied nor dissatisfied
■ Fairly dissatisfied
■ Very dissatisfied

Business, leisure and infrequent travellers, 60+ years old, completing f2f survey

Commuters, frequent travellers, 26-44 years old

NRPS Spring 2017: satisfied 82%

Trust SWT (%) *Based on 7 point scale 1=Do not trust them at all, 7=Trust them a great deal*

■ Top 2 ■ Mid 3 ■ Bottom 2 ■ No answer

	Top 2	Mid 3	Bottom 2
W1 total	22	63	14
W2 total	31	59	9
W3 total	29	61	8
W4 total	35	54	9
F2F	35	58	3
Online	35	48	18
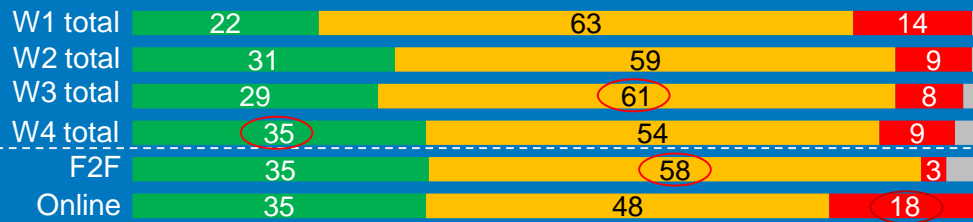
Twitter: only slightly more negative with 14% rating bottom 2 box

Rail Passenger Trust Survey 2014: SWT top 2 box 26%, mid 3 58%, bottom 2 11%

⭕ Significantly higher

Waterloo

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Awareness of infrastructure upgrade works planned for London Waterloo station in August 2017

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Headline results wave 1 to wave 4

Wave 1 Wave 2 Wave 3 Wave 4

Awareness of the infrastructure upgrade works at London Waterloo station
41% **81%** **88%** **97%**

How much know about the upgrade works planned for August 2017
7% **29%** **33%** **77%** of all respondents know great deal/fair amount (17% 36% 38% 80% of all aware)

First found out about upgrade works planned for August 2017
39% **34%** **77%** **78%** more than a month ago (all aware fieldwork in Nov-Dec 2016/Feb-Mar 2017/August 2017)

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Headline results wave 1 to wave 4

Wave 1 **Wave 2** **Wave 3** **Wave 4**

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7%   **29%**   **33%**   **77%** of all respondents know great deal/fair amount (17% 36% 38% 80% of all aware)

First found out about upgrade works planned for August 2017
39%   **34%**   **77%**   **78%** more than a month ago (all aware fieldwork in Nov-Dec 2016/Feb-Mar 2017/August 2017)

Awareness of detail (based on all aware)
72%   **89%**   **92%**   **98%** …will have an impact on train travel in and out of London Waterloo station from 5th-28th August 2017
57%   **80%**   **84%**   **88%** The number of trains running in August 2017 will be reduced
47%   **49%**   **54%**   **70%** The upgrade works are being planned for August, as fewer passengers tend to travel during the summer compared to other times of the year
43%   **52%**   **55%**   **72%** The impact (…) will vary depending on where and when you are travelling
25%   **24%**   **26%**   **n/a** More information about how routes and stations will be affected will be provided early in 2017

Satisfaction with the information provided about the infrastructure upgrade works planned for London Waterloo station in August 2017 (based on all respondents)
16%   **35%**   **42%**   **76%** very satisfied/fairly satisfied; 55% **30%** **30%** **10%** fairly dissatisfied/very dissatisfied

Support of infrastructure upgrade works planned for London Waterloo station in August 2017
69%   **69%**   **66%**   **79%** of all respondents strongly support/tend to support

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Awareness of upgrade works at London Waterloo station

Awareness of infrastructure upgrade works planned for August 2017 (%)

W1 — 41
W2 — 81
W3 — 88
W4 — 97
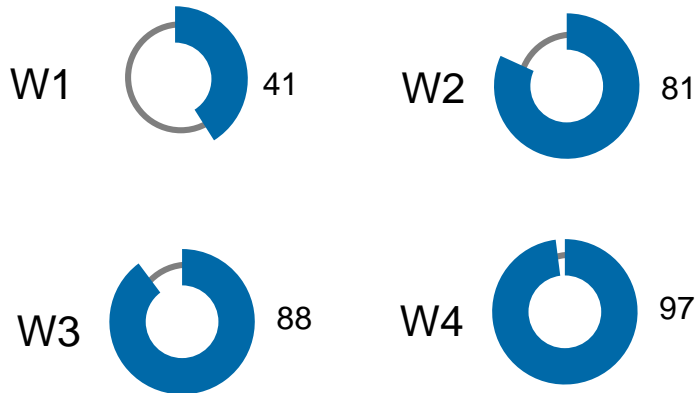
When first found out about infrastructure upgrade works planned for August 2017 (%) (fieldwork in Nov-Dec 2016 (W1), Feb-Mar 2017 (W2), May-Jul 2017 (W3) and Aug 2017 (W4))

- ■ Today/ on previous journey during works
- ■ Less than a week ago but before today
- ■ About a week ago
- ■ About 2 weeks ago
- ■ About 3 weeks ago
- ■ About a month ago
- ■ More than a month ago
- ■ Don't know

Wave	Segments	Mean (weeks)
W1	10 21 7 7 30 39 3	4.6
W2	4 2 6 15 11 27 34	4.1
W3	2 1 1 2 14 77 1	6.2
W4	1 1 3 3 12 78	6.1
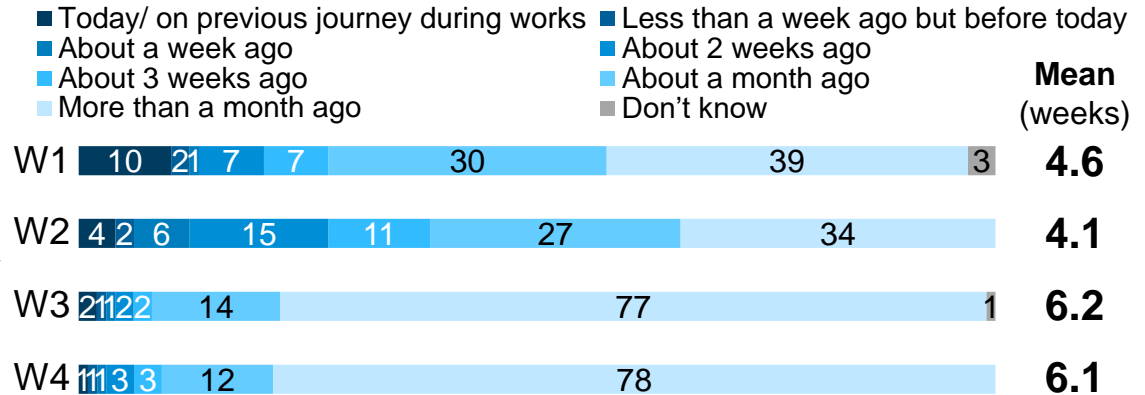
- *Awareness of infrastructure works further increased between wave 3 and wave 4, with 97 per cent of passengers aware in wave 4*

- *Awareness is very consistent across passengers using different routes and travelling from stations with varying levels of impact*

- *Commuters/frequent travellers are more likely to be aware of the planned London Waterloo upgrade works (98 and 99 per cent respectively in wave 4 compared to 92 and 95 per cent in wave 3)*

- *The online sample are more likely to be aware of the London Waterloo upgrade works than passengers recruited face to face (100 vs. 96 per cent in wave 4; 92 vs. 86 per cent in wave 3)*

Bath Spa Aware (%)

W1 — 42
W2* — 67
W3* — 84
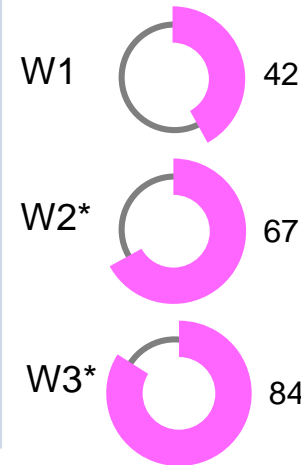
Passengers at Bath Spa were less aware of the engineering works, with awareness in wave 3 (84%) being considerably lower than that in wave 4 amongst Waterloo passengers (97%)

*Bath Spa W2 was conducted one month before engineering works commenced, which is comparable to W3 of Waterloo.
Bath Spa W3 conducted during the works, which is comparable to W4 of Waterloo.

Q11. Were you aware of the upgrade works planned for August 2017? Q13. When did you first find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All respondents: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798, Bath Spa 2015; Base: wave 1: 1007 wave 2: 1037

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How found out about the upgrade works at London Waterloo station

Communication channels used – how found out about infrastructure upgrade works planned for August 2017 (%)

	W1	W2	W3	W4
Posters/banners around a station	17	51	72	(78)
Announcements made at a station	3	28	30	(57)
Announcements made on a train	2	38	28	(56)
Leaflets handed out at a station	21	28	27	(51)
South West Trains website	10	20	22	(40)
Posters/stickers displayed on a train	N/A	17	26	28
South West Trains social media page	4	14	12	(24)
A printed timetable leaflet or booklet	2	3	5	(24)
A friend, relative or colleague	9	15	11	(20)
A timetable on the internet	-	1	3	(16)
Network Rail website	3	3	5	(14)
Told by staff at a station or on a train	3	6	4	(14)
An email from South West Trains	2	6	6	(13)
National Rail Enquiries website	-	2	3	(13)
A train/travel app	-	1	1	(8)
Posters/billboards (not at a station)	N/A	N/A	N/A	8
Informed when I bought my ticket	1	2	2	(6)
TfL website	N/A	N/A	N/A	6
Other social media page	2	4	3	5
News in local press/radio/TV	9	4	5	3
Radio/TV ad	N/A	1	-	3
TfL electronic displays on buses/at stops/Underground stations	N/A	N/A	N/A	3
Ads in local press/on radio/TV	N/A	N/A	N/A	3
SWT season ticket wallet	N/A	<0.5%	1	1
An SMS/text from South West Trains	-	-	-	1
Can't remember/don't know	3	1	1	<0.5%

Wave 4 sees significantly higher numbers of passengers noticing communications across most channels. This is driven by commuters, frequent travellers and those completing the survey online.

At station: 50, 72, 82, (86)
Online: 36, 34, 34, (60)
Social media: 15, 17, 14, (26)
Any SWT source: 31, 30, 30, (50)

Legend: W1, W2, W3, W4

%	At station	Online (total)	Social media	Any SWT source
Base	*668*	*447*	*169*	*361*
At station	100	92	95	93
Online (total)	62	100	100	100
Social media	24	38	100	44
Any SWT source	50	81	95	100

Q16. How did you find out about these infrastructure upgrade works planned for London Waterloo station in August 2017?
Base: All aware: wave 1: 305, wave 2: 635, wave 3: 664, wave 4: 773

Significantly higher vs. W3

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Knowledge of upgrade works at London Waterloo station

Knowledge level of infrastructure upgrade works planned for August 2017 (%)

Legend:
- ■ A great deal
- ■ A fair amount
- ■ Just a little
- ■ Heard, but know nothing more about it
- ■ Nothing at all
- ■ Not aware

Wave	A great deal	A fair amount	Just a little	Heard, but know nothing more about it	Nothing at all	Not aware
W1	2	6	15	9	1	67
W2	4	25	31	20	1	18
W3	4	30	35	19	1	10
W4	30	47	16	5		3

Aware
- W1: 41
- W2: 81
- W3: 88
- W4: 97

Bath Spa Aware*
- W1: 42
- W2: 67
- W3: 84
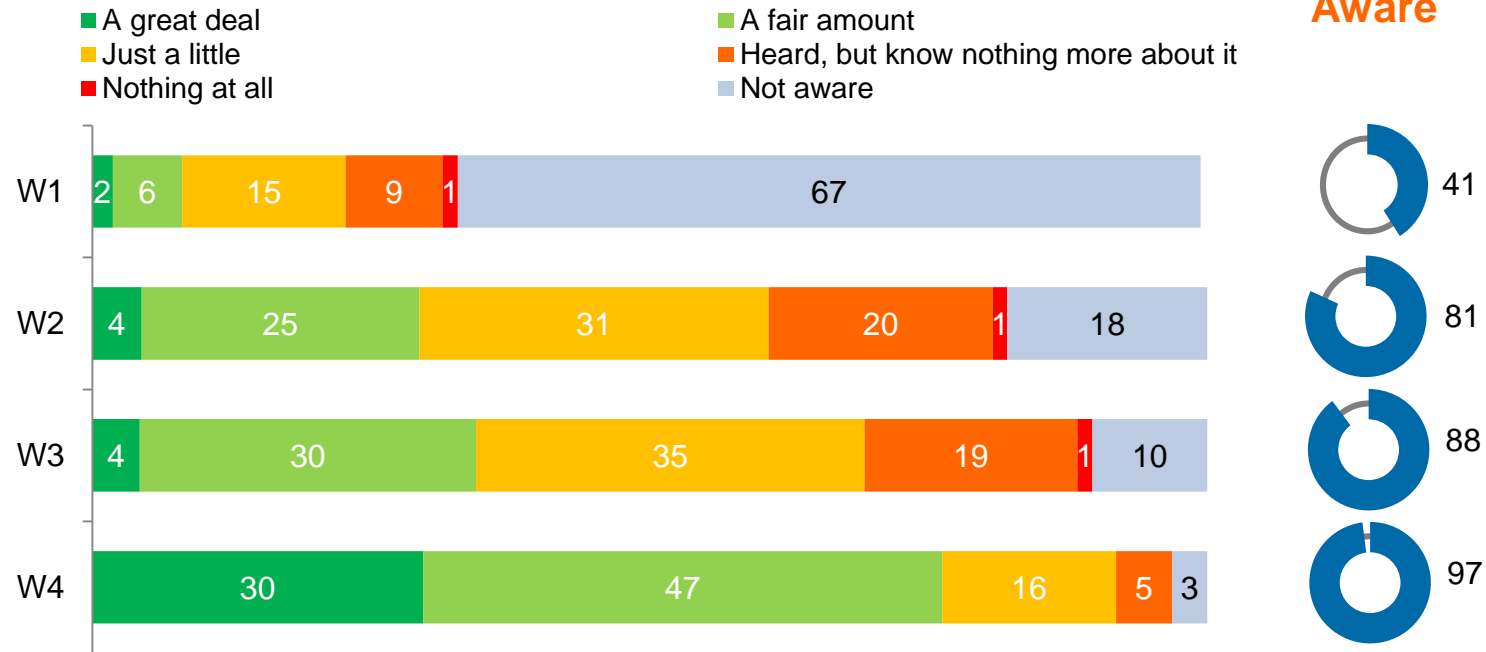
- *In wave 4, commuters are most likely to be aware of the planned London Waterloo upgrade works (98 per cent aware).*
- *Those using Windsor lines and those aged 60+ are more likely to know a fair amount or more about the upgrade works (50% and 58%)*
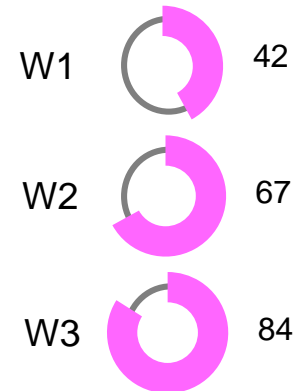
*Bath Spa W2 was conducted one month before engineering works commenced, which is comparable to W3 of Waterloo.
Bath Spa W3 conducted during the works, which is comparable to W4 of Waterloo.

Q12. How much, if anything, would you say you know about these infrastructure upgrade works planned for London Waterloo station in August 2017? Q11. Were you aware of the upgrade works planned for August 2017?
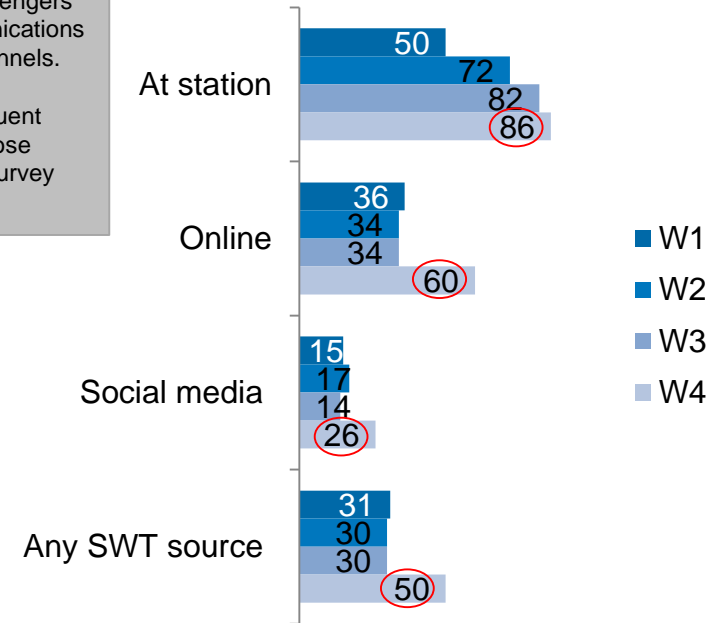Base: All respondents: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798
Bath Spa 2015; Base: wave 1: 1007, wave 2: 1037

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Awareness of upgrade works at London Waterloo - detail

Awareness of infrastructure upgrade works planned for August 2017 (%) - detail

Legend: ■ W1 ■ W2 ■ W3 ■ W4

Significantly higher awareness for…

The Waterloo infrastructure upgrade works will have an impact on train travel in and out of London Waterloo station from 5th-28th August 2017
- W1: 72
- W2: 89
- W3: 92
- W4: 98

The number of trains running in August 2017 will be reduced
- W1: 57
- W2: 80
- W3: 84
- W4: 88

> Commuters (90% vs 82% leisure), frequent travellers (90% vs. 81% infrequent) and 26-44 age group (92% vs. 86% 45-59 and 80% 60+

The impact of upgrade works will vary depending on where and when you are travelling
- W1: 43
- W2: 52
- W3: 55
- W4: 72

> Aware from social media and SWT channels than through station (83%, 79%, 81% vs. 72%), frequent travellers (74% vs. 58% infrequent), 'no trains' impact (91%)

The upgrade works are being planned for August, as fewer passengers tend to travel during the summer compared to other times of the year
- W1: 47
- W2: 49
- W3: 54
- W4: 70

> Aware from social media, online and SWT channels than through station (84%, 82%, vs. 75%), frequent travellers (75% vs. 63% infrequent)

More information about how routes and stations will be affected will be provided early in 2017
- W1: 25
- W2: 24
- W3: 26
- W4: N/A

The service will be further reduced over the bank holiday weekend from 25th-28th August
- W1: N/A
- W2: N/A
- W3: 17
- W4: 50

> Lesser impact (55% vs. high impact 45%), Windsor lines & main lines (65%, 56% vs. 41% other suburban lines), aware through social media 63%, SWT channel 62% (vs. 53% at station)

> Significantly higher awareness of all statements amongst those recruited online (for both wave 2, 3 and 4)

Q17. Which, if any, of the following statements about the infrastructure upgrade works planned for London Waterloo station in August 2017 were you aware of before today?
Base: wave 1: 305, wave 2: 635, wave 3: 664, wave 4: 773

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Perception of the personal benefits as a result of the upgrade works at London Waterloo station

Perception of the personal benefits as a result of the infrastructure upgrade works (%)

Benefits at London Waterloo station

Increased capacity at London Waterloo station
- 33
- 35
- 36
- 47

More platforms at London Waterloo station
- 29
- 29
- 32
- 35

* Longer platforms at London Waterloo station
- 16
- 22
- 22
- 32

Improved passenger facilities at London Waterloo station
- 16
- 17
- 14
- 19

Modern and accessible station concourse at London Waterloo
- 17
- 18
- 15
- 20
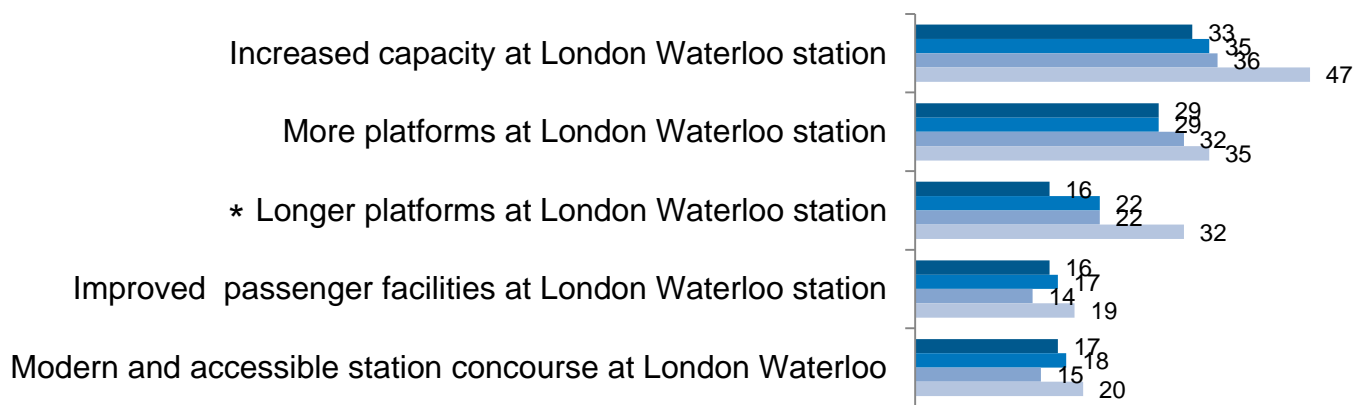
> Those with a 'great deal' of knowledge were significantly more likely to be able to list the benefits

> * 'High impact' and 'other suburban route' users more likely to cite some benefits than 'lesser impact'

Benefits to train services

* Longer trains/more seats
- 42
- 52
- 52
- 62

* More punctual trains
- 31
- 30
- 30
- 33

Fleet of brand new trains providing extra carriages
- 26
- 27
- 25
- 31

- ■ W1
- ■ W2
- ■ W3
- ■ W4

Other benefits
- 3
- 2
- 3
- 4

No benefits
- 8
- 11
- 10
- 13

Don't know
- 23
- 20
- 21
- 8
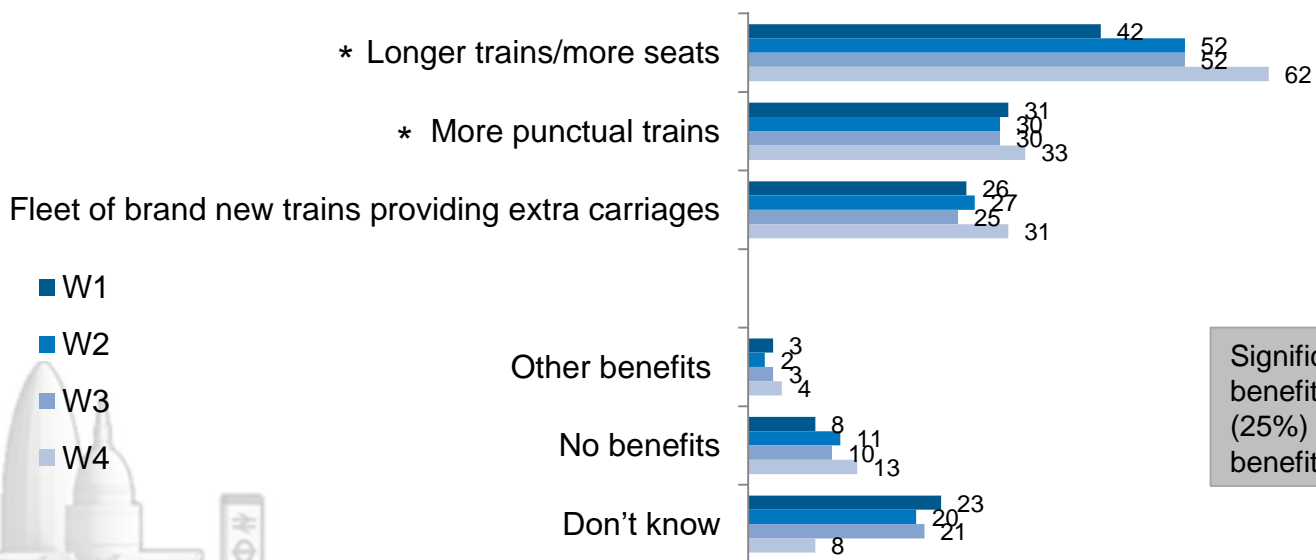
> Significantly higher mentions of no benefits amongst online sample (25%) and fewer naming many of the benefits

Q21a. And what do you expect the benefits to be?
Base: All respondents: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798,

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Action taken or considered ahead/during the infrastructure upgrade works at London Waterloo station

Action taken/considered ahead of or during the infrastructure upgrade works at London Waterloo station

Category	Values
NET: Will still travel	47 50 52 **74**
Start your journey(s) earlier	26 28 30 **55**
Travel via an alternative route	19 18 20 **22**
Travel to/from a different station	12 18 **20**
Start your journey(s) later	9 11 12 **19**
Work from home/another office on some days	25 31 34 36
Take annual leave	19 **17** 24 24
Avoid travelling over August bank holiday weekend*	*Not asked in W1-2 12 **29**
NET: Alternative method of transport	9 15 **14** 19
Use a bus (not a rail replacement service)	4 6 **8** 8
Drive myself	4 6 **4** 8
Cycle	3 4 **3**
Car share	0 **0** 1
Use replacement bus	**2**
Need more detail to make decision	8 2 **0**
None of these	23 12 7
Don't know	2 1

Significantly higher amongst commuters (60%), frequent travellers (59%) and those using other suburban routes (61%)

Significantly higher amongst those with no trains from their station (29%), those using main lines (25%) and frequent travellers (21%)

Significantly higher in the Twitter sample (37%)

Legend:
- W1
- W2
- W3
- W4

Significantly higher vs. W3

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Waves 2/3 - Plans for obtaining detailed timetable information during the works in August

Plans for obtaining detailed timetable information during the works in August (%)*

Chart categories (W2 / W3):

- I have already looked online at the information available and shall continue to monitor the latest information — 24 / 26
- I plan to look online at the information available in the coming weeks — 34 / 32
- I shall look online for information a week or two before the upgrade works start in August — 21 / 21
- I shall rely on information/timetables at the station — 11 / 9
- I don't expect to travel with SWT in August — 6 / 8
- None of the above — 4 / 3

Legend: ■ W2 ■ W3

Callout boxes:
- Significantly higher amongst the online sample (32%) and Twitter specifically (33%)
- Significantly higher amongst commuters (28%) compared to leisure travellers (17%)
- Significantly higher amongst those aware of the upgrade works (32%)
- Highest amongst 26-44 year olds (23%)
- Significantly higher amongst the 60+ age group (13%), those not yet aware of the upgrade works (18%) and leisure travellers (24%)

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Wave 4 - How passengers obtained timetable information for their journey
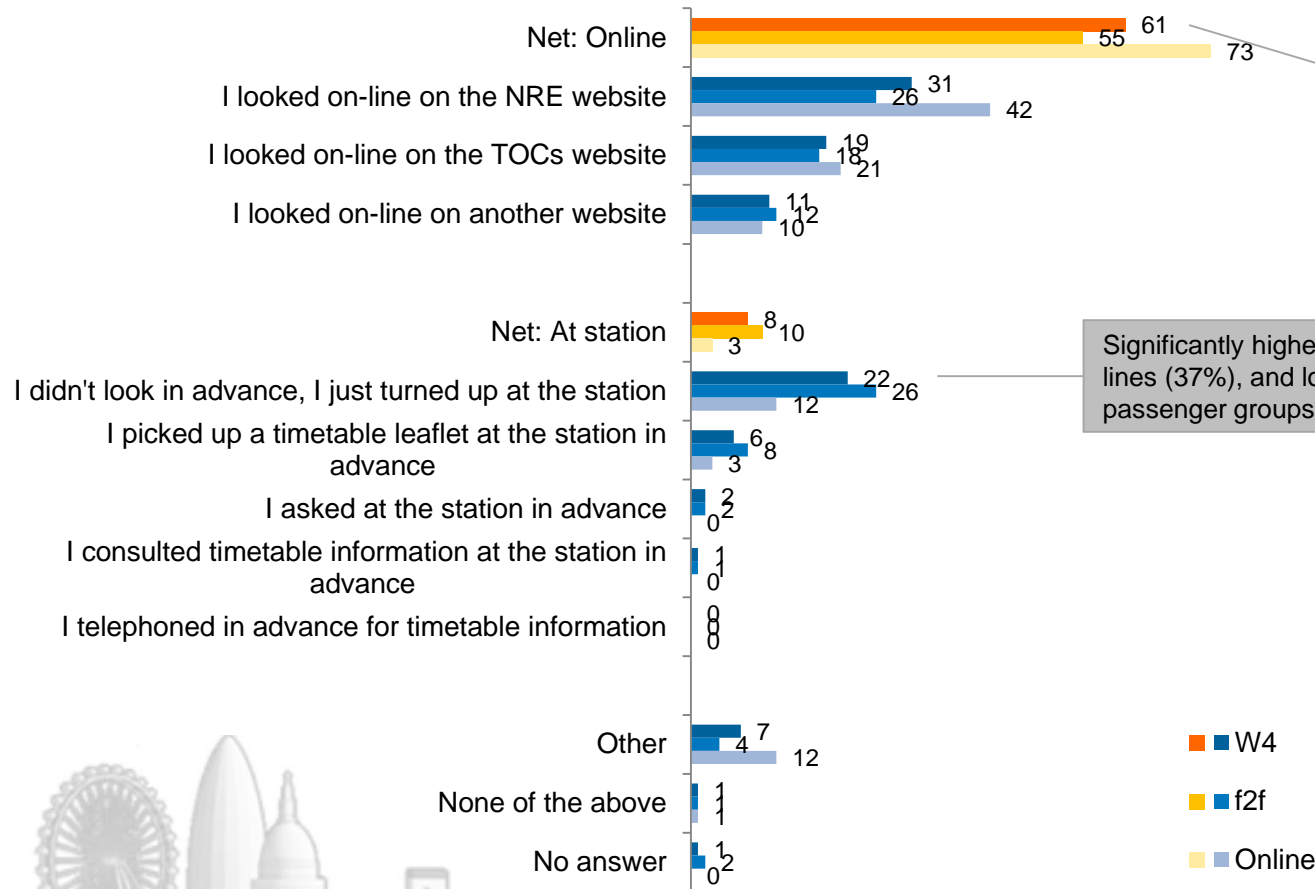
Main line passengers were more likely to look up information in advance, with 82% checking information before travel (compared to 69% of all passengers). They favoured using the NRE website and the TOC website as the main channels for journey information

How passengers obtained timetable information for their journey (%)

Significantly higher amongst passengers using main lines (69%) and younger passengers (71%)

Category	W4	f2f	Online
Net: Online	61	55	73
I looked on-line on the NRE website	31	26	42
I looked on-line on the TOCs website	19	18	21
I looked on-line on another website	11	12	10
Net: At station	8	10	3
I didn't look in advance, I just turned up at the station	22	26	12
I picked up a timetable leaflet at the station in advance	6	8	3
I asked at the station in advance	2	0	2
I consulted timetable information at the station in advance	1	0	0
I telephoned in advance for timetable information	0	0	0
Other	7	4	12
None of the above	1	1	
No answer	1	0	2

Significantly higher amongst those using Windsor lines (37%), and lowest amongst young passenger groups (8% of 16-25 year olds)

Legend: ■ W4 ■ f2f ■ Online

Q20. Which of these best describes how you got timetable information for your journey today?
Question asked in wave 4 only
Base: wave 4: 798

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Satisfaction with the information provided about the infrastructure upgrade works at London Waterloo station and the associated service alterations

Satisfaction with the information provided about the infrastructure upgrade works and associated service alterations* (%)

Satisfied (net)

	W1	W2	W3	W4
	14%	33%	39%	(76%)

Legend:
- ■ Very satisfied
- ■ Fairly satisfied
- ■ Neither satisfied nor dissatisfied
- ■ Fairly dissatisfied
- ■ Very dissatisfied
- ■ Don't know/no opinion

- *'Frequent' travellers more likely to be dissatisfied (12% vs. 5% infrequent)*
- *26-44 and 45-59 more likely to be dissatisfied than 60+ (13%, 9% vs. 2%)*
- *'High impact' lines more likely to be satisfied than lesser impact (82% vs. 75%)*
- *Online respondent are the most likely to be dissatisfied (17% vs. 7% F2F)*

◯ Significantly higher W4 vs. W3

*Wording changed between W1 and W2, so results not directly comparable. W2 added "and the associated service alterations"

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Satisfaction with the information provided about the infrastructure upgrade works at London Waterloo station and the associated service alterations

Satisfaction with the information provided about the infrastructure upgrade works and associated service alterations* (%)

Satisfied (net)

	London Waterloo W1	London Waterloo W2	London Waterloo W3	London Waterloo W4	Bath Spa W1	Bath Spa W2	Bath Spa W3
Satisfied (net)	14%	33%	39%	76%	19%	35%	62%
Very satisfied	3	9	11	35	4	8	23
Fairly satisfied	12	24	18	41	15	27	39
Neither satisfied nor dissatisfied	26	33	26	12	43	43	26
Fairly dissatisfied	21	18	18	7	18	14	8
Very dissatisfied	29	9	11	3	20	9	4
Don't know/no opinion	10	6	6	2			

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know/no opinion

- *'Frequent' travellers more likely to be dissatisfied (12% vs. 5% infrequent)*
- *26-44 and 45-59 more likely to be dissatisfied than 60+ (13%, 9% vs. 2%)*
- *'High impact' lines more likely to be satisfied than lesser impact (82% vs. 75%)*
- *Online respondent are the most likely to be dissatisfied (17% vs. 7% F2F)*

Significantly higher W4 vs. W3

*Wording changed between W1 and W2, so results not directly comparable. W2 added "and the associated service alterations"

Q19. Overall, how satisfied or dissatisfied are you with the information being provided about these infrastructure upgrade works planned for London Waterloo station and the associated service alterations in August this year?
Base: All respondents: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798,

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Wave 4 - Satisfaction with aspects of information provision

Satisfaction with aspects of information provision (%) *

■ Very dissatisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very satisfied

	Satisfied (net)
	W4
The amount of information provided about the disruption 3 / 6 / 12 / 42 / 38	79%
Where the information was available 2 / 5 / 11 / 43 / 39	82%
The accuracy of the information given about the disruption 6 / 10 / 15 / 42 / 26	69%
Going online for detailed information 7 / 13 / 21 / 37 / 22	59%
The information being available when you wanted it 7 / 12 / 18 / 40 / 24	64%

Q19. And how satisfied were you with…? *Asked W4 only
Base: wave 4: 798

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Wave 4 - Satisfaction with aspects of information provision

Satisfaction with aspects of information provision (%)

■ Very dissatisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very satisfied

		Satisfied (net) W4
The amount of information provided about the disruption *Satisfaction with the amount of information provided is consistent across passenger groups*	3 | 6 | 12 | 42 | 38	79%
Where the information was available *Passengers using lesser impact stations and main line routes are less satisfied with where information was available (78% and 77%)*	2 | 5 | 11 | 43 | 39	82%
The accuracy of the information given about the disruption *Consistent across passenger groups*	6 | 10 | 15 | 42 | 26	69%
Going online for detailed information *Leisure travellers more satisfied with going online for detailed info (65%)*	7 | 13 | 21 | 37 | 22	59%
The information being available when you wanted it *Passengers using lesser impact stations and main line routes are less satisfied (61% and 59%), and those in the 60+ age group were the most satisfied (74%)*	7 | 12 | 18 | 40 | 24	64%

Q19. And how satisfied were you with…? *Asked W4 only
Base: wave 4: 798

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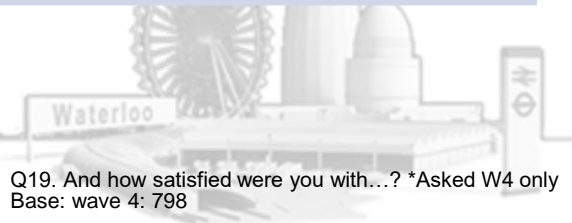
Wave 3 - What passengers wanted to know about upgrade works at London Waterloo station - spontaneous mentions

What more would passengers like to know about the infrastructure upgrade works planned for August 2017 – verbatims

New timetable info

- A **timetable** showing the services that will be running
- Which trains will be running – a **precise timetable** would be useful
- **Revised timetables** would be good
- **Timetable details** for the two trains an hour in the mornings and evenings which will run between Twickenham and Shepperton

What is the impact on my route?

- Exact information about the **timing implications for my regular journey**
- What will the impact be on travellers, will it cause delays to journeys
- Everything that will **affect my journey** between Hampton Court and Wimbledon
- Better idea of **how my journey will be impacted**

More precise information

- **Timetables, refunds** for season ticket holders not willing to travel in August/if forced to travel in August, **alerts** for when the station is closed due to overcrowding
- **Which/How services will be affected.** How long an **average journey** will now take and what **time** will return trains leave Waterloo
- Which train lines will be opened or closed/have reduced services etc
- **Exactly which trains** will not operate on the Surbiton-London Waterloo line

Compensation/season tickets

- What **compensation** there will be on season ticket due to disruption
- I would like to know **whether my Gold Card will allow me to travel on the GWR services** via Reading/Paddington
- Are Gold Card owners going to get a **refund** for August
- **Process if getting a part-refund** for the month

Type and level of disruption to expect

- **Dates, how it will affect me, alternatives** if services are going to be altered
- **Timescale and expected impact** of the improvement on my usual journey
- **How many trains are you reducing** during the upgrade? Is the upgrade work likely to **overrun**?
- How will it affect the **frequency of trains**

Future benefits

- More detailed information about the **extra train services** that will be possible once the upgrade work has finished
- Will trains be **longer**? Will **frequency** increase?
- **Expected benefits**, especially the daily issue of **overcrowding**
- Improvements, e.g. **longer trains, more shops, better signals**

Q15. What more would you like to know about these infrastructure upgrade works planned for London Waterloo station in August 2017? Question not asked for wave 4
Base: All aware: wave 3: 905

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Reasons for level of satisfaction with the information provided about works and associated service alterations

Reasons for level of satisfaction with information provided (%) *

- Highest those using stations with no trains (43%) and 16-25 year olds (44%)

- Significantly higher amongst frequent travellers (26%)

Reason	W2	W3	W4
Good information/sufficient information/more than sufficient etc.	14	19	32
Good notice given/plenty of advanced warning/I appreciate the long notice period	10	11	23
Timetable information needed/still haven't been told actual train times	8	9	12
I am able to plan/make decisions	2	3	7
Should have informed us more in advance/in a more timely manner	2	4	5
More exact/detailed/clear information required/information is too vague	10	10	3
It won't affect me/much	3	4	3
Do not know what the impact/level of disruption will be/how bad it will be	1	3	3
Have not been told how it will affect my journey/which routes are affected	9	9	2
Unable to plan/make decisions (with information given so far)	5	5	2
Information on compensation/fare reductions required	2	3	2
Other route information / Alternative routes / Route changes - stops affected etc.	1	2	3
Suggested options of taking holidays, changing work times etc. are not possible for me	1	2	2
Need more information/have not heard much about it/I didn't know about it	18	10	1
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	3	5	1
More explanation of the work being done	2	2	1
Assume there will be more information coming/will learn more nearer the time	0	1	4
Other positive mention	1		6
Other negative mention	2	4	7
Don't know	0	4	5
No answer	3	3	5

Significantly higher vs. W3

Q20 Why do you say that? (*Not asked in W1)
Base: All respondents: wave 2: 781, wave 3: 756, wave 4: 798

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Reasons for level of satisfaction with the information provided about works and associated service alterations – satisfied passengers

Reasons for level of satisfaction with information provided – satisfied passengers (%) *

Good information/sufficient information/more than sufficient etc.
- W2: 18
- W3: 23
- W4: 38

Good notice given/plenty of advanced warning/I appreciate the long notice period
- W2: 13
- W3: 13
- W4: 24

Timetable information needed/still haven't been told actual train times
- W2: 9
- W3: 13
- W4: 10

Have not been told how it will affect my journey/which routes are affected
- W2: 9
- W3: 9
- W4: 2

I am able to plan/make decisions
- W2: 11
- W3: 11
- W4: 15

More exact/detailed/clear information required/information is too vague
- W2: 4
- W3: 2
- W4: 1

Assume there will be more information coming/will learn more nearer the time
- W2: 2
- W3: 3
- W4: 0

Other
- W2: 2
- W3: 4
- W4: 6

Don't know
- W2: 5
- W3: 5
- W4: 0

No answer
- W2: 2
- W3: 3
- W4: 4

Legend: ■ W2 ■ W3 ■ W4

Quote bubbles:

"All passengers informed of the works for many, many months prior to the works starting"

"I knew everything I needed to know with plenty of warning to make alternative arrangements"

"I was sent a link to an alternative timetable so I could determine an alternative route"

"A lot of advance notice and relatively easy timetables provided on the website"

"Have known about upgrade works for a while and have made alternative arrangements"

"I had enough warning to make plans in advance"

"I think the whole thing has been handled very professionally with ample notice"

"Announcements were made months in advance on trains. Posters were at stations months in advance also, and leaflets were handed out everyday a few weeks before, up to the event"

"There were posters on trains and at stations and announcements for a long time before it started so we had plenty of advance notice"
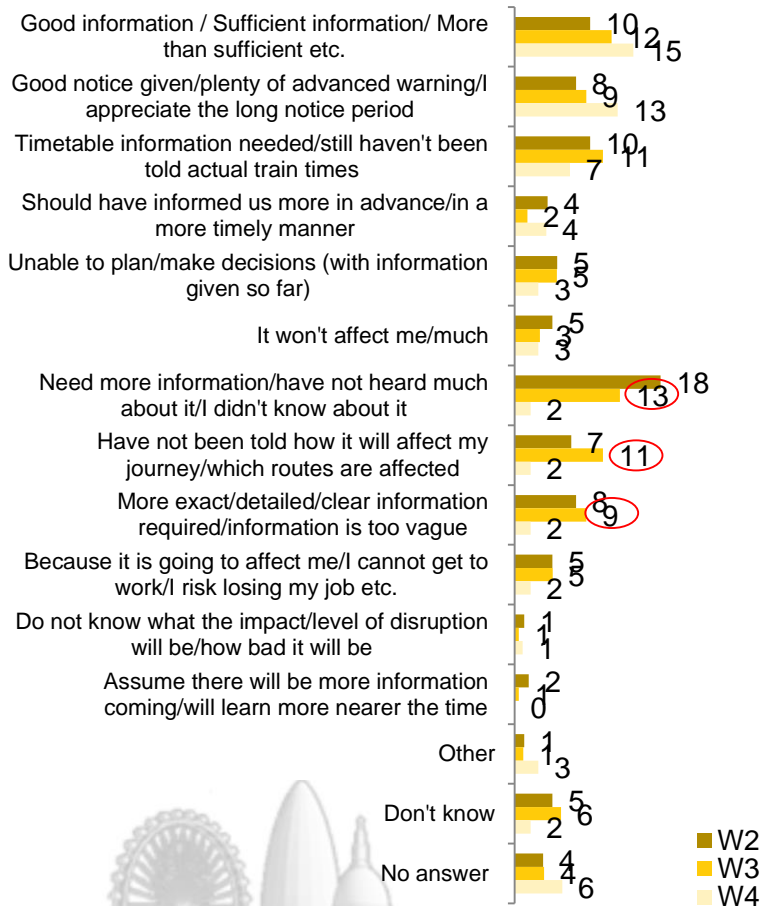
"It was made very clear how the works would affect my journey and there have been plenty of staff on hand to help out"

⬭ Significantly higher W3 vs W4

Waterloo

Q20 Why do you say that? (*Not asked in W1)
Base: All satisfied: wave 2: 488, wave 3: 464, wave 4: 597

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Reasons for satisfaction with the information provided about works and associated service alterations – neutral passengers

Reasons for level of satisfaction with information provided – neutral passengers (%) *

Category	W2	W3	W4
Good information / Sufficient information/ More than sufficient etc.	10	12	15
Good notice given/plenty of advanced warning/I appreciate the long notice period	8	9	13
Timetable information needed/still haven't been told actual train times	10	11	7
Should have informed us more in advance/in a more timely manner	2	4	4
Unable to plan/make decisions (with information given so far)	5	5	3
It won't affect me/much	5	3	
Need more information/have not heard much about it/I didn't know about it	18	(13)	2
Have not been told how it will affect my journey/which routes are affected	7	(11)	2
More exact/detailed/clear information required/information is too vague	8	(9)	2
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	5	5	2
Do not know what the impact/level of disruption will be/how bad it will be	1	1	
Assume there will be more information coming/will learn more nearer the time	2	0	
Other	1	3	
Don't know	5	6	2
No answer	4	6	

Info generally OK but would like more detail around queue systems planned at each station

Information overload!

Weekday timetable readily available but no explanation in the leaflet as to why there was no weekend timetable. I eventually found one online

Don't know much about it. There was more information given on the London Bridge works

I was aware there would be disruption throughout August. However I did not realise that trains would not be stopping at Vauxhall, my normal route home, until just before the work began

Well informed and pre warned. No surprises. (Doesn't mean I like it!)

Sufficient information provided through various mediums. My only criticism is that I am not entirely sure when exactly during the day normal service resumes (or close to 'normal')

Not affected enough to want to know more

Significantly higher W3 vs W4

Q20 Why do you say that? (*Not asked in W1)
Base: All neutral (neither satisfied nor dissatisfied): wave 2: 168, wave 3: 188, wave 4: 97

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Reasons for level of satisfaction with the information provided about works and associated service alterations – dissatisfied passengers

Reasons for level of satisfaction with information provided – dissatisfied passengers (%) *

Reason	W2	W3	W4
More exact/detailed/clear information required/information is too vague	18	13	6
Need more information/have not heard much about it/I didn't know about it	18	13	2
Timetable information needed/still haven't been told actual train times	10	11	9
Have not been told how it will affect my journey/which routes are affected	7	11	3
Unable to plan/make decisions (with information given so far)	5	5	3
Because it is going to affect me/I cannot get to work/I risk losing my job etc.	5	5	2
Information on compensation/fare reductions required	3	3	3
More explanation of why the work being done is required	1	3	1
Lack of/Not easy to find information online/Need better information/on SWT website	1	3	2
Should have informed us more in advance/in a more timely manner	2	4	4
Other route information/Alternative routes/Route changes - stops affected etc.	1	2	2
No solutions offered/Just have to put up with it	2	2	2
Suggested options of taking holidays, changing work times etc. are not possible for me	4	1	3
Do not know what the impact/level of disruption will be/how bad it will be	1	2	
Other	1	3	
Don't know	5	6	1
No answer	4	6	

Significantly higher W3 vs W4

Q20 Why do you say that? (*Not asked in W1)
Base: All dissatisfied: wave 2: 49, wave 3: 51, wave 4: 66

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The derailment on 15 August

During wave 4 of the research a train derailed outside Waterloo on Tuesday 15th August, causing significant disruption at Waterloo and surrounding stations. Fieldwork was postponed between the 15th and 17th August due to the scale of the disruption. Despite the postponement of fieldwork there is the potential that the derailment could have affected passengers perceptions. The results shown on this page split the sample between passengers travelling prior to the derailment and those travelling afterwards. All respondents are taken from the face-to-face sample, since the online fieldwork was all conducted after the derailment.
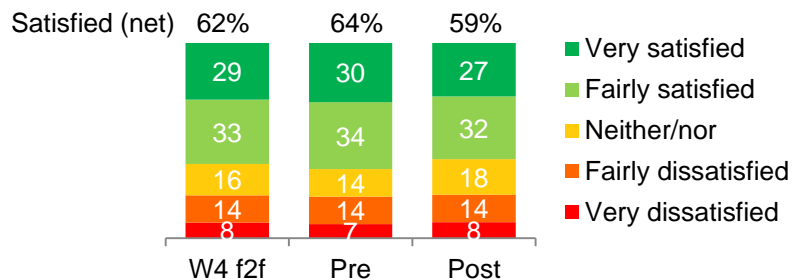
Delays to the journey

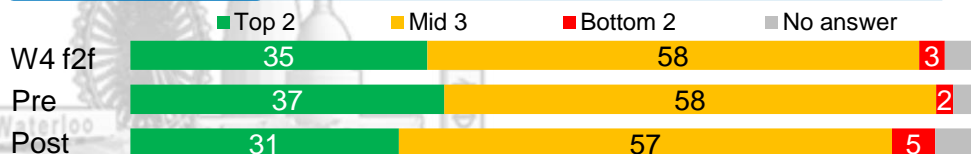|	W4 f2f	Pre	Post
Delayed	65	62	67
Not delayed	32	35	30
Don't know	2	2	3

Satisfaction with the journey (%)

Satisfied (net): 62% (W4 f2f), 64% (Pre), 59% (Post)

	W4 f2f	Pre	Post
Very satisfied	29	30	27
Fairly satisfied	33	34	32
Neither/nor	16	14	18
Fairly dissatisfied	14	14	14
Very dissatisfied	8	7	8

Trust SWT (%)

Based on 7 point scale 1=Do not trust them at all, 7=Trust them a great deal

	Top 2	Mid 3	Bottom 2	No answer
W4 f2f	35	58	3	
Pre	37	58	2	
Post	31	57	5	

Satisfaction with information about the works (%)

Satisfied (net): 77% (W4 f2f), 79% (Pre), 76% (Post)

	W4 f2f	Pre	Post
Don't know/No opinion	2	1	2
Very satisfied	35	36	35
Fairly satisfied	42	43	41
Neither/nor	13	12	13
Fairly dissatisfied	6	7	6
Very dissatisfied			
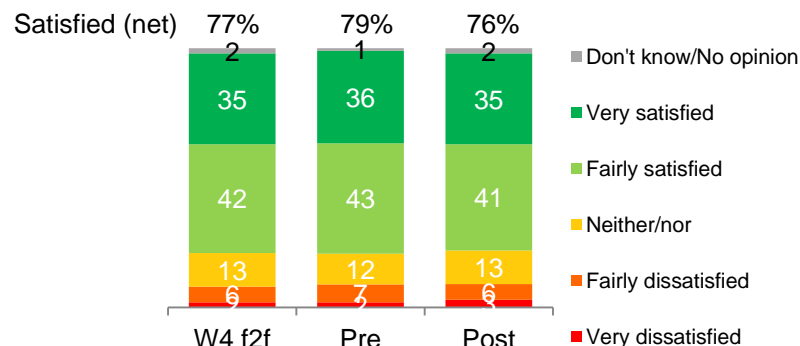
Satisfied (net)

	W4 f2f	Pre	Post
The amount of information provided about the disruption	78	81	77
Where the information was available	83	81	84
The accuracy of the information given about the disruption	69	71	68
Going online for detailed information	61	64	59
The information being available when you wanted it	64	64	64

Base: wave 4: 556, Pre: 221, Post: 335

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Satisfaction with how the operator handled any disruption, and with value for money

Delays to the journey

	W1	W2	W3	W4
Yes – minor delay	50%	34%	29%	(51%)
Yes – serious delay	10%	4%	4%	(13%)
No	38%	59%	(62%)	32%
Don't know	1%	2%	2%	2%

■ Very dissatisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very satisfied

	Satisfied (net)
	W4

### Overall satisfaction with the way the TOC handled any disruption on journey today (%)*

Commuters and those using lesser impact stations are least satisfied with how the operator handled disruption (61% and 60%). Those in the 26-44 age bracket are least satisfied (57%), with older passengers being most satisfied
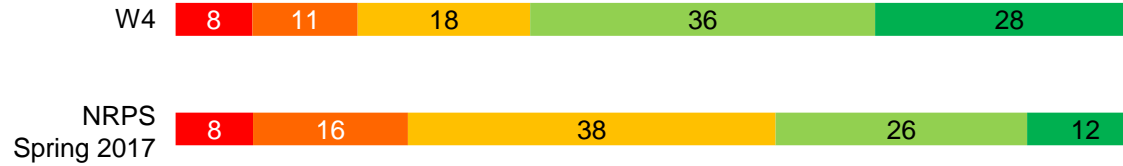
	Very dissatisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very satisfied	Satisfied (net)
W4	8	11	18	36	28	63%
NRPS Spring 2017	8	16	38	26	12	38%

Satisfaction with value for money of ticket for today's journey (%)*

Passengers using suburban lines are the most satisfied with value (38%), as well as leisure passengers (56%) and those aged 60+ (61%)
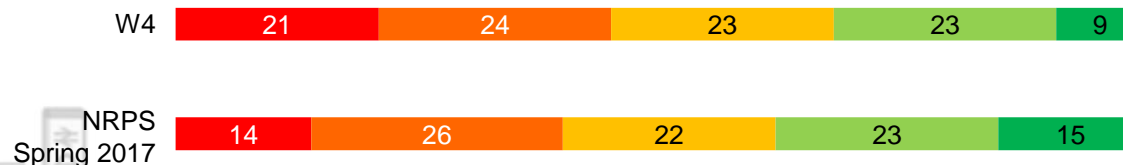
	Very dissatisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very satisfied	Satisfied (net)
W4	21	24	23	23	9	32%
NRPS Spring 2017	14	26	22	23	15	40%

Q25. Overall how satisfied are you with the way the train operator has handled any disruption to your journey today?
Q26. How satisfied are you with the value for money of your ticket for today's journey?
*Asked W4 only
Base: Q25 wave 4: 647; Q26 wave 4: 766

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Wave 4 - Passenger satisfaction with replacement buses

Satisfaction with aspects of replacement buses – Chessington branch (%) *

■ Very dissatisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very satisfied

	Satisfied (net)
	W4

Time allowed for the transfer between the bus and the train (30)**

| 13 | 13 | 10 | 30 | 33 | | 63% |

Frequency of the bus service (26)**

| 12 | 15 | 8 | 31 | 35 | | 65% |

Help provided by luggage (15)**

| 7 | 13 | 33 | 33 | 13 | | 47% |

Directions given to/from the replacement bus service (23)**

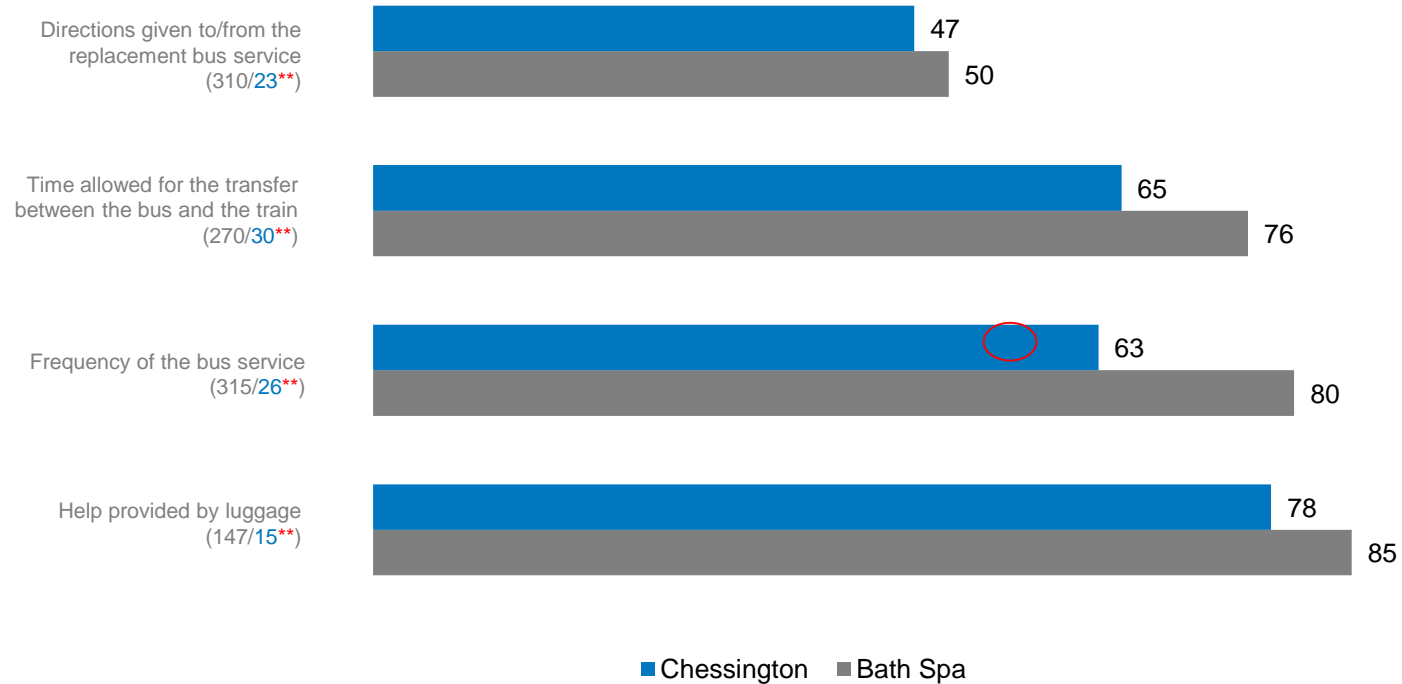| 9 | 0 | 13 | 39 | 39 | | 78% |

> Passengers found that it was easier to get a seat on a replacement bus, but generally felt that the legroom, seat size and toilet facilities were worse than on board a train

**Caution: low base sizes

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Wave 4 - Passenger satisfaction with replacement buses

Satisfaction with aspects of replacement buses (%very/fairly satisfied) *

Directions given to/from the replacement bus service (310/23**)
- Chessington: 47
- Bath Spa: 50

Time allowed for the transfer between the bus and the train (270/30**)
- Chessington: 65
- Bath Spa: 76

Frequency of the bus service (315/26**)
- Chessington: 63
- Bath Spa: 80

Help provided by luggage (147/15**)
- Chessington: 78
- Bath Spa: 85

■ Chessington ■ Bath Spa

CAUTION: low base sizes for Chessington

Q21. Thinking about when you caught or changed to the replacement bus, how satisfied were you with the following?
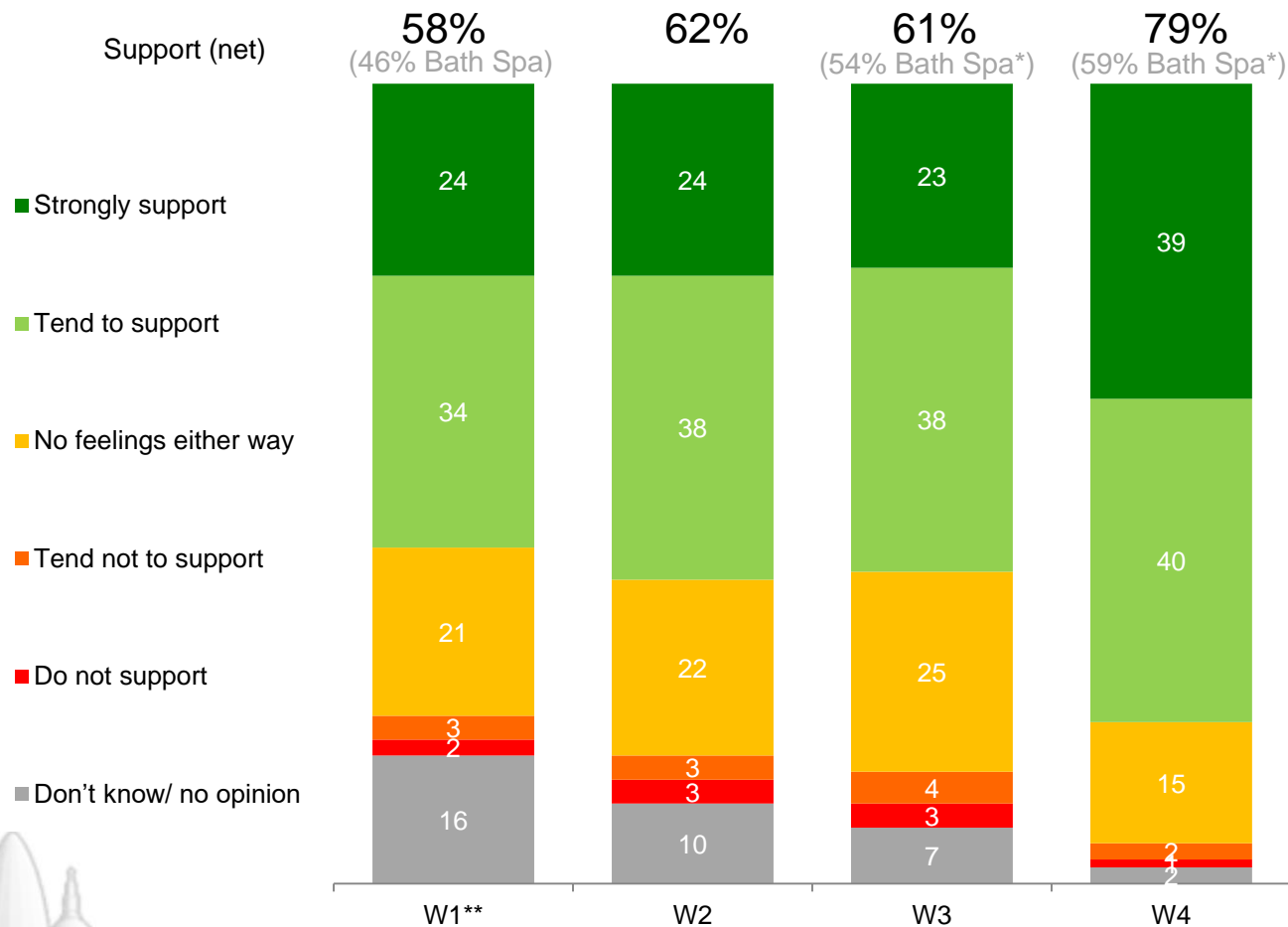*Asked wave 4 only
Bases: in brackets above (Bath Spa/Chessington)

◯ Significantly higher

Support for upgrade works at London Waterloo station

Support for infrastructure upgrade works planned for August 2017 (%)

Support (net)

	58% (46% Bath Spa)	62%	61% (54% Bath Spa*)	79% (59% Bath Spa*)

- ■ Strongly support
- ■ Tend to support
- ■ No feelings either way
- ■ Tend not to support
- ■ Do not support
- ■ Don't know/ no opinion

	W1**	W2	W3	W4
Strongly support	24	24	23	39
Tend to support	34	38	38	40
No feelings either way	21	22	25	15
Tend not to support	3	3	4	2
Do not support	2	3	3	1
Don't know/ no opinion	16	10	7	2

*Bath Spa W2 was conducted one month before engineering works commenced. Bath Spa W3 was conducted during the engineering works.
**W1 results have been rebased and are therefore not as shown previously

Q22. To what extent do you support these infrastructure upgrade works planned for London Waterloo station in August 2017, or do you have no feeling either way? Q22. Why do you say that?
Base: All respondents: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798,
Bath Spa 2015; Base: All respondents wave 1: 1007, wave 2: 1037

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Support for upgrade works at London Waterloo station

Support for infrastructure upgrade works planned for August 2017 (%)

	58%	62%	61%	79%
Support (net)	(46% Bath Spa)	(54% Bath Spa*)	(59% Bath Spa*)	

Legend:
- ■ Strongly support
- ■ Tend to support
- ■ No feelings either way
- ■ Tend not to support
- ■ Do not support
- ■ Don't know/ no opinion

	W1**	W2	W3	W4
Strongly support	24	24	23	39
Tend to support	34	38	38	40
No feelings either way	21	22	25	15
Tend not to support	3	3	4	2
Do not support	2	3	3	2
Don't know/ no opinion	16	10	7	

Wave 4: Reasons for supporting/not supporting (%)

Reason	W4
Increased capacity needed/trains crowded/need more seats/space	23
Improvements are good/to be welcomed	9
They will improve the service/journey	9
It is necessary/it needs to be done	7
It is good to invest in infrastructure	4
Improvements to Waterloo Station were needed	3
Disruption necessary in the short term for long-term benefits	3
Trains will be faster/run on time/be puctual	2
There will be fewer delays/disruptions	1
Other positive mention	2

Reason	W4
It doesn't affect me/ will not affect me much - e.g. do not use Waterloo Station often	4
Mention of fares/ costs - e.g. fares are too expensive, should be lowered	2
It will make no difference/ the service will not improve	2
Other negative mention	2

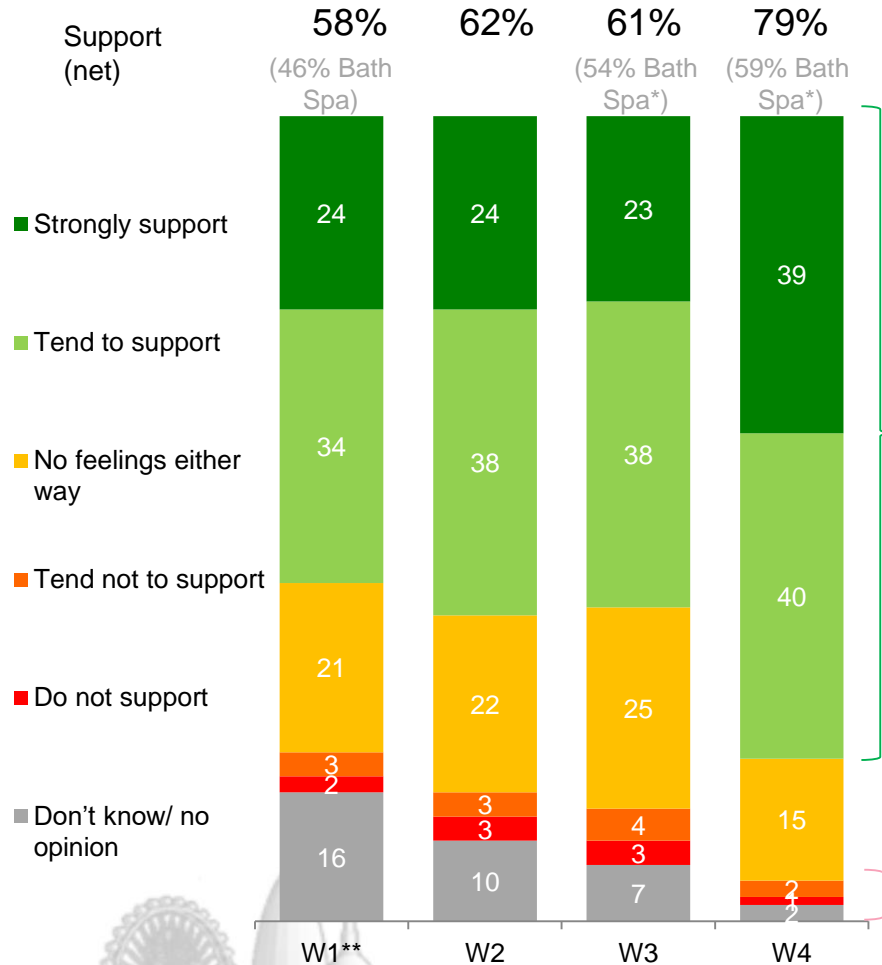*Bath Spa W2 was conducted one month before engineering works commenced. W3 was conducted during the engineering works

Q21. To what extent do you support these infrastructure upgrade works planned for London Waterloo station in August 2017, or do you have no feeling either way? Q22. Why do you say that?
Base: All respondents/support/don't support: wave 1: 746, wave 2: 781, wave 3: 756, wave 4: 798
Bath Spa 2015; Base: All respondents wave 1: 1007, wave 2: 1037

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Reasons for support for the upgrade works

Trains are becoming increasingly full and uncomfortable. Hopefully there will be more space in the future

Future requirements delivered ahead of need

It was obviously necessary. Better to do it as a 'short, sharp shock' rather than piecemeal

We need longer platforms so that more passengers can come in and out of Waterloo

Trains are currently overcrowded so something needed to be done

The infrastructure upgrade work at Waterloo can only be a good thing. Has to be done

They are necessary and long overdue. Waterloo if frequently overcrowded, trains are delayed and extremely busy. These upgrades will alleviate the issue

Improving the infrastructure makes for a better foundation and so a better travel experience

I support it if it means more punctual and frequent trains

Investing in public transport is very important for London

It's important to invest in your rail infrastructure

Work needs to be done to cope with the increasing number of passengers

I'm hoping it will ease overcrowding on the trains and prevent delays/disruption

Waterloo