



WATERMELON



London King's Cross Station and East Coast Main Line Improvement Works Research

Wave 2 (During the August Bank Holiday Blockade)

August 2019

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Approach

Survey Distribution via:

A. Interviewer Intercept

At other stations likely to be used by those unable to travel from King's Cross

At King's Cross station
(Monday 26th August)

On board selected trains[#]

See Appendices for further detail

Online and pen & paper completion options given

B. Digital Channels

TOC Social Media (Saturday 24th – Monday 26th August)

Online completion

Completed surveys:

Online	143
(inc 41 social media)	
Pen & Paper	232
Total	375

Intercept Fieldwork

Dates:

24th – 26th August 2019
(During the infrastructure works)

Follow up to Wave 1:

1st – 7th July 2019
783 completes

Wave 2 builds on Wave 1 results to make comparisons and track changes in responses

Section 1:

Awareness and level of understanding

Awareness of the East Coast Main Line and King's Cross station infrastructure works

Almost 8 in 10 passengers were aware of the works. This is below final wave awareness for most benchmark projects but is the highest increase in awareness seen.

Of all respondents:

77% Vs **33%** **↑ 44**
 % points

of passengers were aware of the infrastructure works

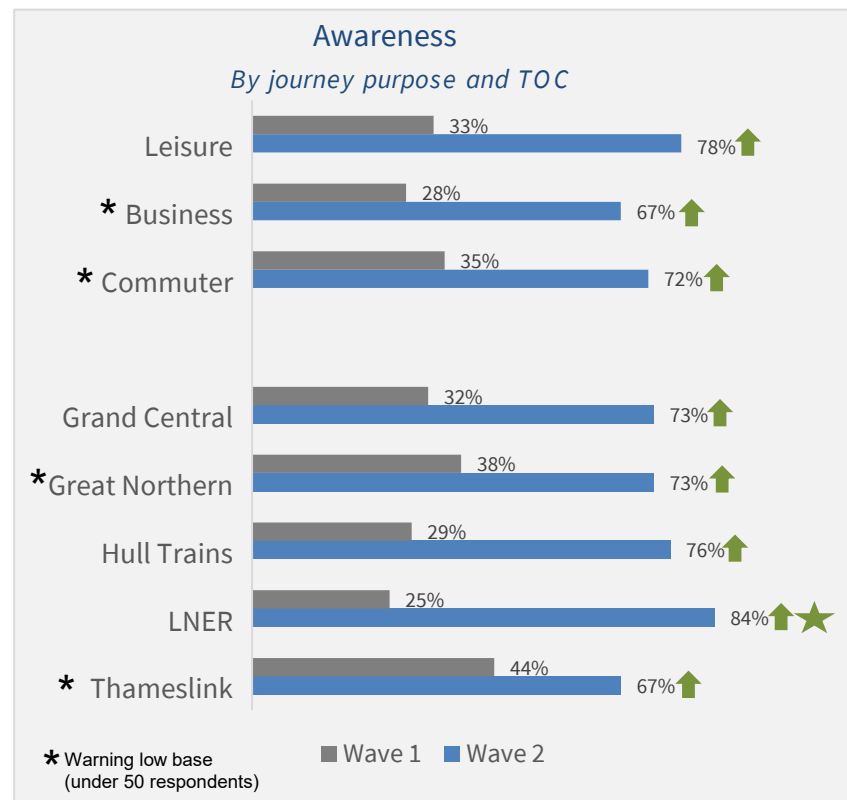
Benchmarks	Penultimate wave	Final wave	Difference (% points)
London Waterloo	88%	97%	+9
Brighton	84%	90%	+6
Bath Spa	67%	84%	+17
London King's Cross	33%	77%	+44
Derby	63%	75%	+12

Highest awareness amongst those travelling:

On Saturday 24th (86%)
 From the North (84%)

Lowest awareness amongst those travelling:

From the South (71%)
 On Monday 26th (73%)

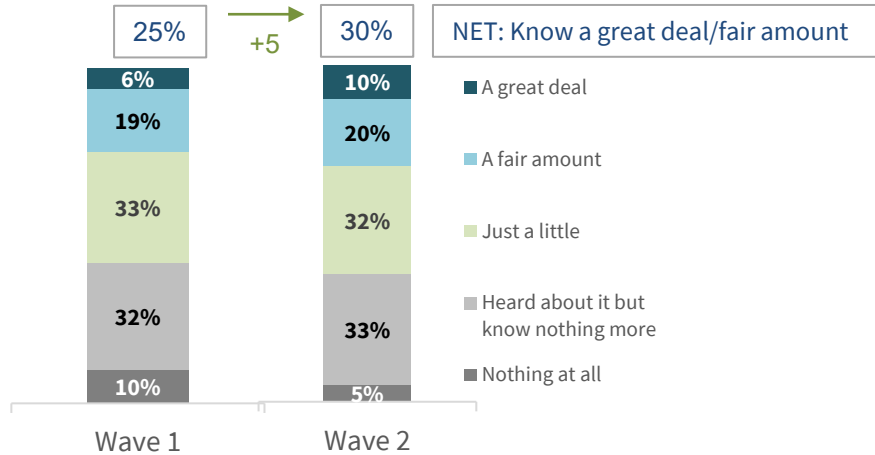


Q13. Were you aware of these infrastructure upgrade works BEFORE you arrived at the station today?
 Bases: All respondents (699/375), Leisure (385/322), Business (139/21), Commuter (174/32), Grand Central (111/120), Great Northern (195/33), Hull Trains (70/55), LNER (227/88), Thameslink (96/43). 3 additional TOCs not shown individually due to small base sizes.

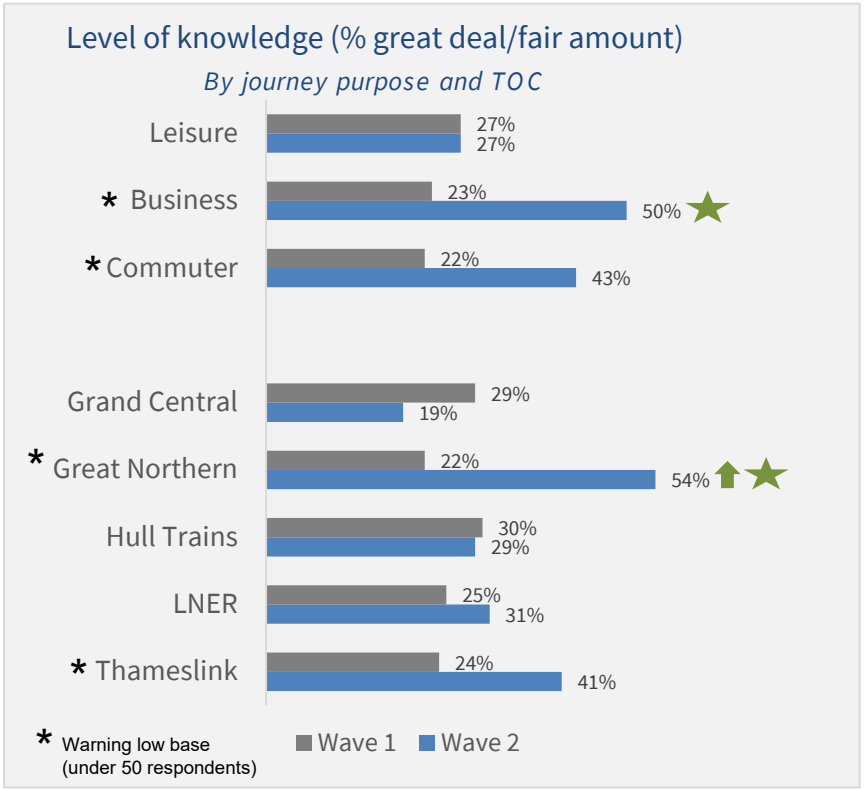
Level of knowledge about the works [prompted]

While overall awareness has increased significantly, the increase in the *level* of knowledge about the works has been more modest and is lower than in the final wave of benchmark studies.

Of all those aware:



Benchmarks (Know a great deal/fair amount)	Penultimate wave	Final wave
Derby	55%	60%
Brighton	50%	53%
Bath Spa	49%	49%
London Waterloo	34%	80%
London King's Cross	25%	30%

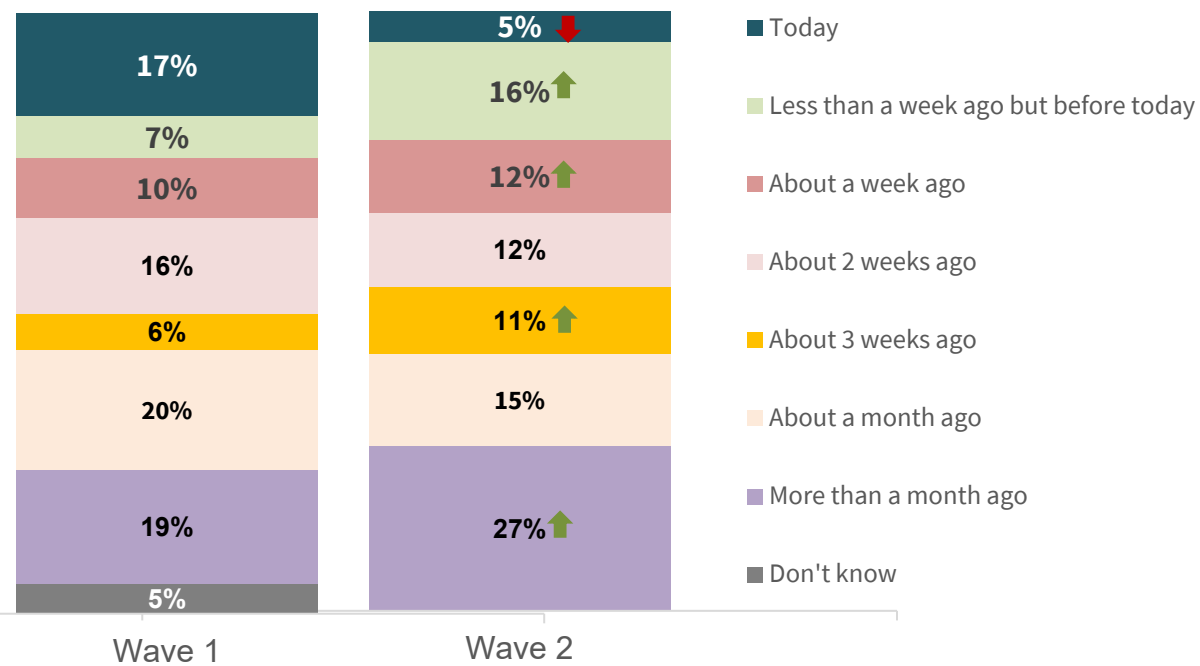


Q14. How much, if anything, would you say you know about these infrastructure works planned for the East Coast Main Line and London King's Cross station? Bases: All respondents aware of the works (227/288), Leisure (128/251), Business (39/14), Commuter (60/23), Grand Central (35/88), Great Northern (74/24), Hull Trains (20/42), LNER (56/74), Thameslink (42/29). 3 additional TOCs are not shown individually due to small base sizes.

When passengers first found out about the infrastructure works

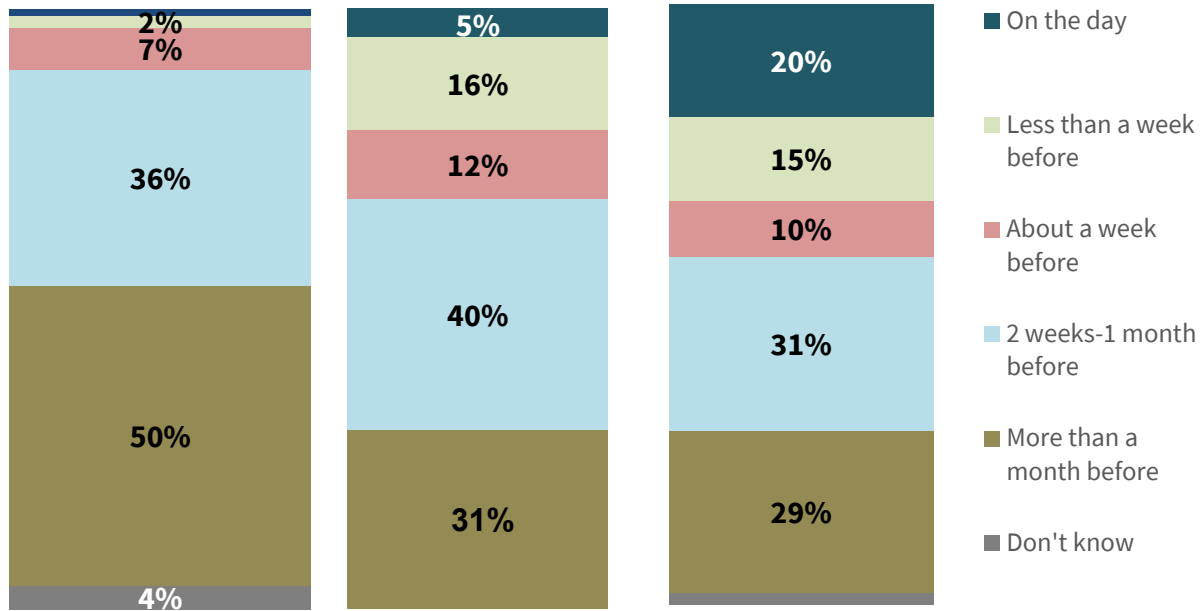
Around 3 in 10 passengers surveyed in Wave 2 aware of the works before travelling had known about these for more than a month but 1 in 5 had known for less than a week and 5% had found out on the day of travel.

Of all those aware:



Expectations around notice of the works

The length of time for which passengers had known about the works is not in line with their expectations around being given notice of the disruption taking place.



When would you expect to find out?
(All passengers)

When did you find out?
(All aware before travelling)

When did you find out?
(All passengers)

Of all passengers:

	Travelling on Aug 24 th or 25 th	Travelling on Aug 26 th
Found out on the day of travel	19%	21%
Found out a week or less before the works	41%	46%

Q29. How far in advance would you expect to be informed about disruption to the railway caused by infrastructure works on the East Coast Main Line? Base: All respondents (368)

Q15. When did you first find out about these infrastructure works planned for the East Coast Main Line and London King's Cross station? Base: All aware before travelling (288)

Q15. When did you first find out about these infrastructure works planned for the East Coast Main Line and London King's Cross station? Base: All respondents (375)

Level of knowledge of the infrastructure works planned [spontaneous]

Passengers tend to mention the detail they recall around the nature of the disruption (e.g. line closures on the Bank Holiday weekend). Some talk about the *reasons* for the work, but this is less common.

Of all respondents:

Disruption to services

“King’s Cross shut over bank holiday”

“King’s Cross closed 24th and 25th August”

“No trains from King’s Cross on 24th and 25th August and limited services 26th August”

“Line closed all weekend 24th/25th August. I emailed - trains on Monday might be cancelled”

“King’s Cross would be closed over weekend 24th/25th August. Normal route diverted because of works near Peterborough”

Reasons for the work

“Line is being upgraded. I think lines between King’s Cross and Peterborough were affected today. No trains from King’s Cross today”

“It’s to untangle the approaches to King’s Cross meaning more trains can run”

“Updating signalling and lines into King’s Cross to improve journey times and train safety”

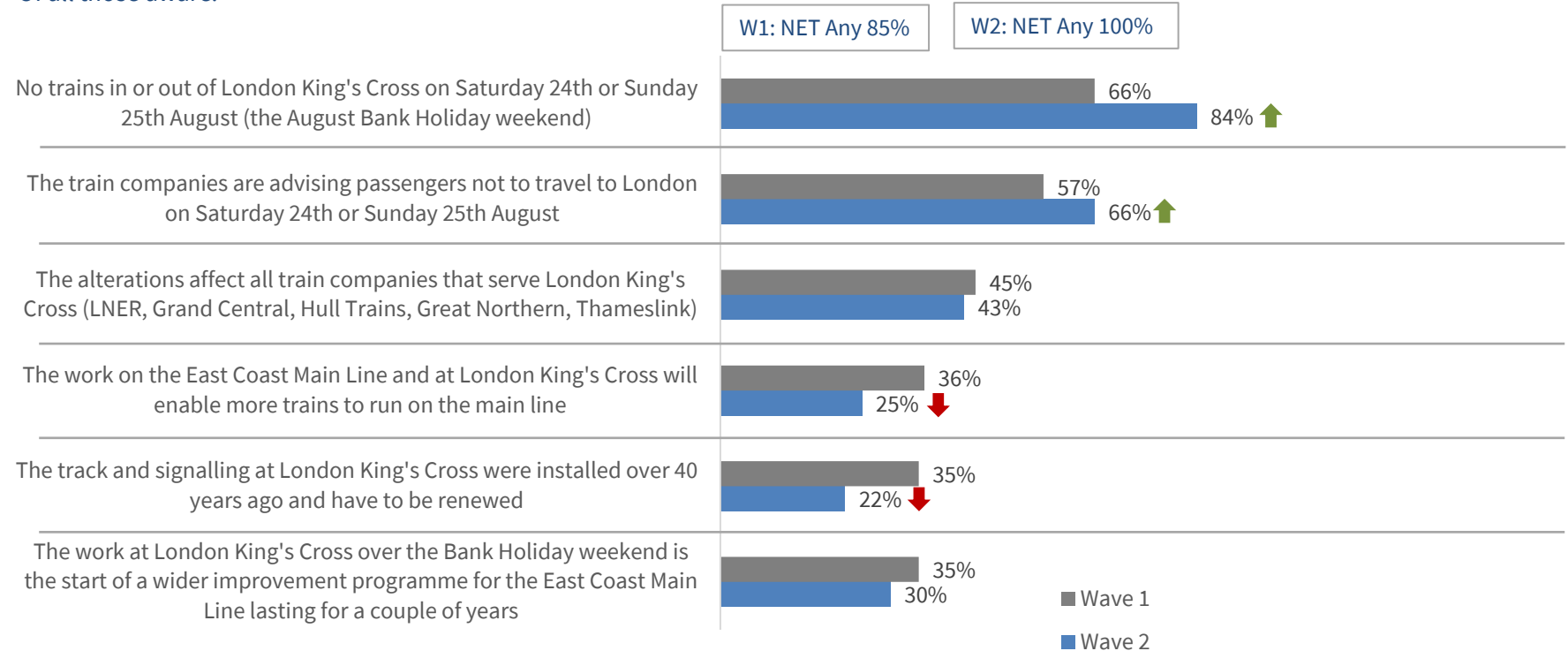
“They are moving the signal box and preparing to reopen a disused tunnel”

“Work is being done to increase capacity on the network - more seats, faster and better reliability of service for passengers”

Understanding the implications of the works [1]

More than 8 in 10 passengers aware of the works knew about the lack of services and two thirds knew about the advice not to travel, a significant increase since Wave 1 in both cases. Knowledge of the benefits of and rationale for the improvement project was less widespread, and in some cases less prevalent than in Wave 1.

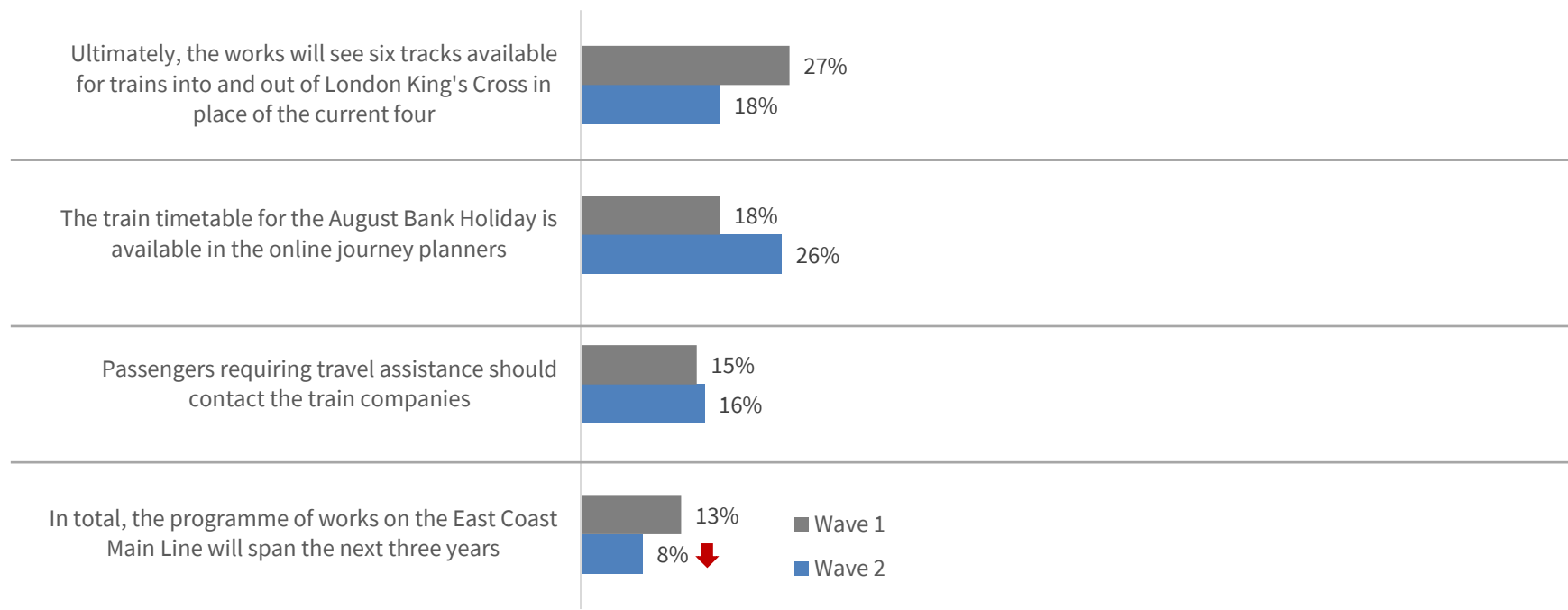
Of all those aware:



Understanding the implications of the works [II]

Knowledge of specific benefits and implications of the works is much less widespread than awareness of the timing of the disruption. Less than 10% were aware of the wider improvement programme spanning the next three years.

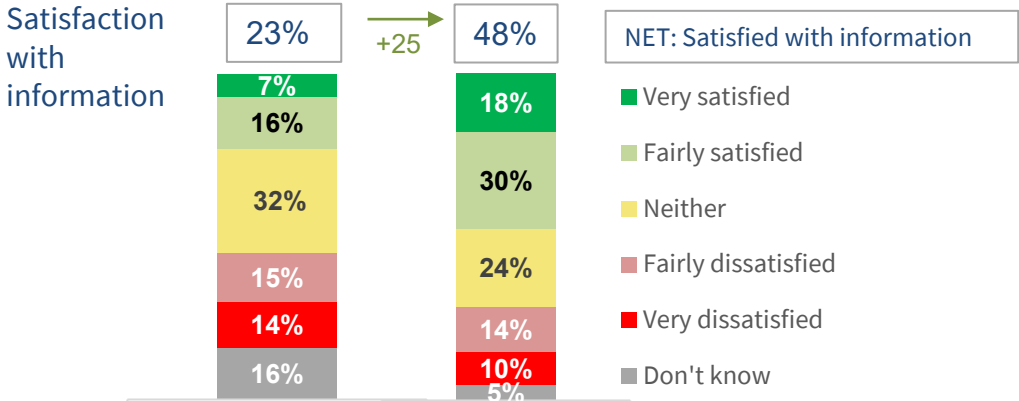
Of all those aware:



Section 2: Information Channels

Satisfaction with information

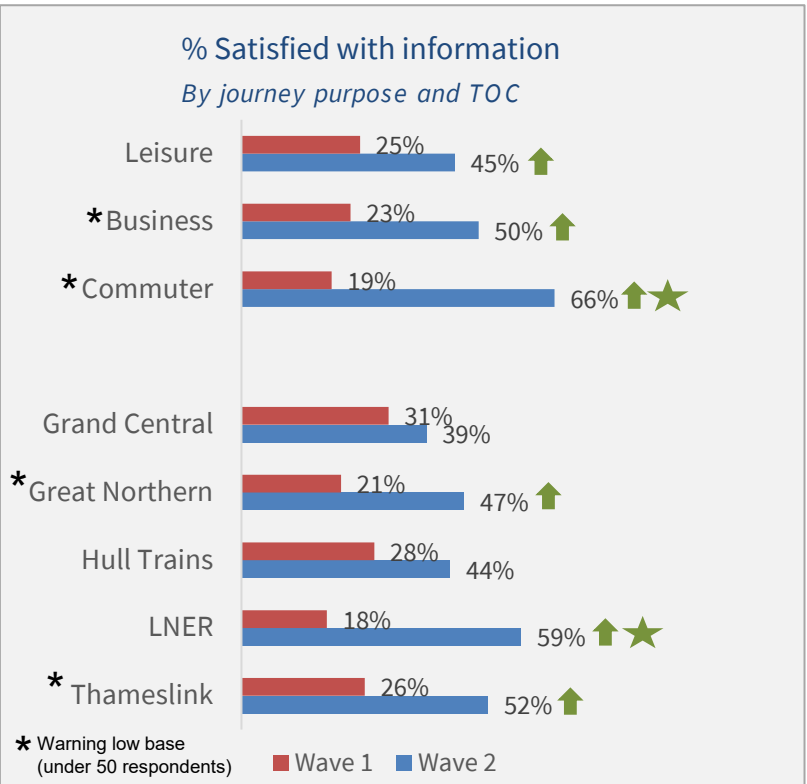
Almost half of passengers are satisfied with the information being provided about the infrastructure works, a significant increase compared with Wave 1. However, this is still lower than satisfaction in the final wave of research on other similar projects.



Benchmarks	Penultimate wave	Final wave
London Waterloo	42%	76%
Bath Spa	35%	62%
Derby	43%	56%
Brighton	46%	49%
London King's Cross	23%	48%

Higher satisfaction among those travelling:
 On Saturday 24th (62%)
 From the North (52%)

Lower satisfaction among those travelling:
 On Monday 26th (42%)
 From the South (45%)



Q21. Overall, how satisfied or dissatisfied are you with the information being provided about the infrastructure works planned for the East Coast Main Line and London's King's Cross station and the associated service alterations? Bases: All respondents (699/375), Leisure (385/322), Business (139/21), Commuter (174/32), Grand Central (111/120), Great Northern (195/33), Hull Trains (70/55), LNER (227/88), Thameslink (96/43). 3 additional TOCs not shown individually due to small base sizes.

Reasons for dissatisfaction with the information provided

Without sufficient prior information, some passengers had no opportunity to review their plans to avoid or take account of the disruption. Those who had booked tickets in advance were particularly frustrated that they were not made aware of issues at time of booking.

Negative consequences

“Didn't find out until the day before I was travelling up for my brothers 70th birthday, I was very late for celebrations, he had gone home”

“We weren't aware the train wasn't running until we arrived at the station and had to wait around and we will be late back to London and there will be a knock on effect on our plans and getting ready to go back to work”

“There was no advisement when we booked the tickets that transport would be disrupted. If we had known we would have changed the day. This made us late for our Rugby International game”

Lack of earlier information

“I purchased my advance tickets for use on GWR services at least 2 months ago & knew nothing back then about the fact there would be disruption on the MML as a result of the ECML works affecting my journey”

“I booked advance tickets to London in May before I was aware of engineering works - a week or so later I found I was unable to book a train back from London”

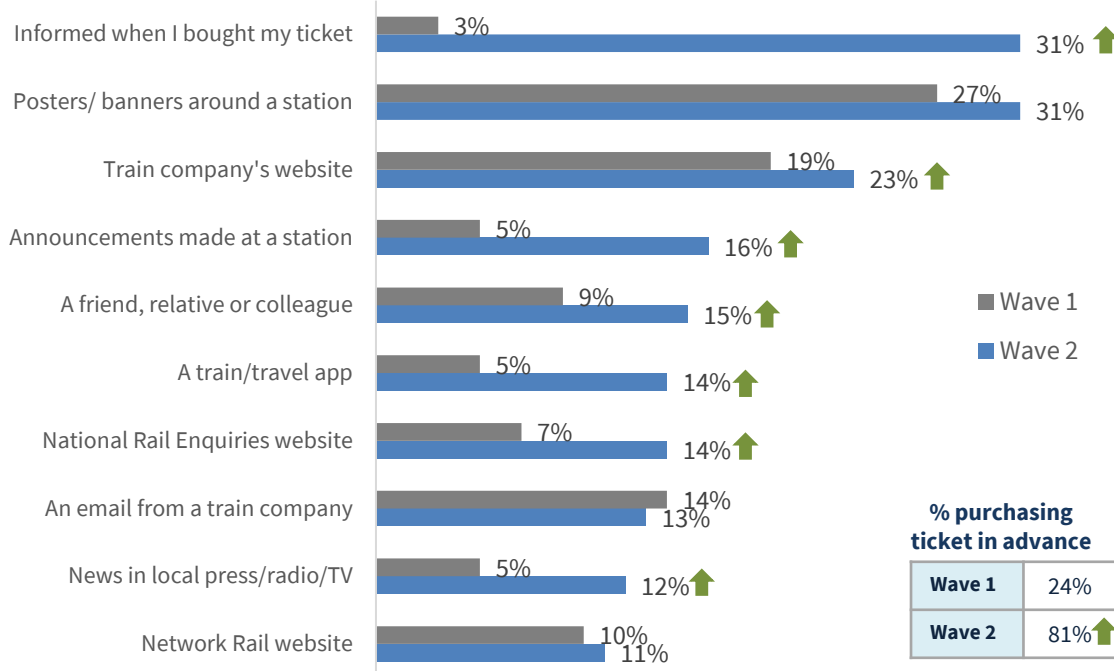
“No information early enough. Had to book Eurostar months in advance of when LNER normally release tickets. Information given on phone by LNER customer services unhelpful and inconsistent”

Finding out about the East Coast Main Line and London King's Cross works (I)

Passengers are most likely to have found out about the works at the time they bought their ticket or via station posters/banners

Of all those aware:

Finding out about the infrastructure works The top 10 sources



% purchasing ticket in advance

Wave 1	24%
Wave 2	81% ↑

Of all passengers (incl. those finding out on arrival at the station):

% finding out at ticket purchase#

ALL PASSENGERS	26%
Grand Central	28%
Great Northern *	6% ★
Hull Trains	35%
LNER	33%
Thameslink *	12% ★

Note: This may reflect differences in levels of advance ticket purchases between the TOCs

% finding out via station posters

ALL PASSENGERS	26%
Grand Central	23%
Great Northern *	42%
Hull Trains	11% ★
LNER	25%
Thameslink *	42% ☆

Q18. How did you find out about these infrastructure works planned for the East Coast Main Line and London King's Cross station? Base: All respondents aware of upcoming works (227/288)

↑ Significant increase on previous wave
↓ Significant decrease on previous wave

★ Significantly below average of all respondents
☆ Significantly above average of all respondents

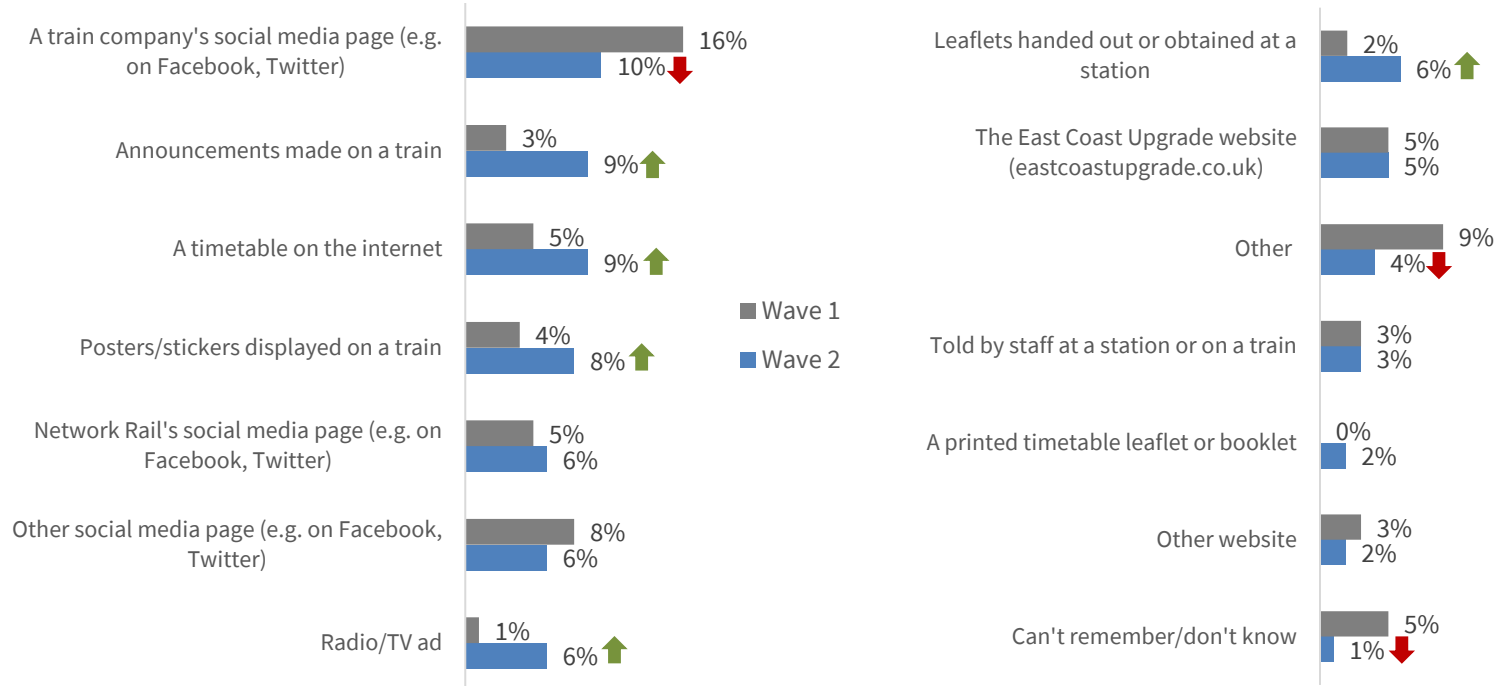
* Warning low base (under 50 respondents)

Finding out about the East Coast Main Line and London King's Cross works (II)

Compared with Wave 1, passengers in Wave 2 are less likely to have found out about the works via social media and more likely to have found out through on train channels such as announcements or posters

Of all those aware:

Finding out about the infrastructure works The next 14 sources



Section 3:

Perceived benefits and overall level of support

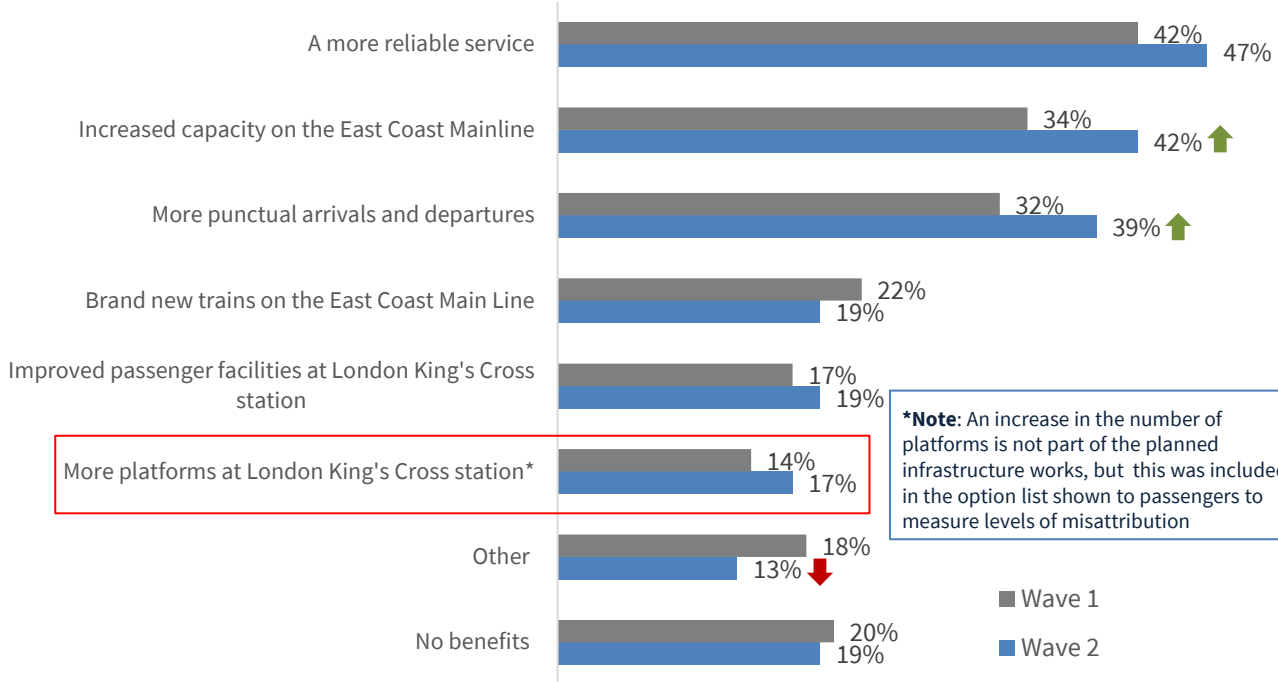
Perceived benefits [prompted]

In line with Wave 1, four fifths of passengers feel the works will personally benefit them. Increased reliability is the most strongly recognized benefit, followed by increased capacity and improved punctuality, both of which were more commonly identified in Wave 2 than in Wave 1.

Of all respondents
81%
 believe the planned infrastructure works will be beneficial

Vs **80%**
 in W1

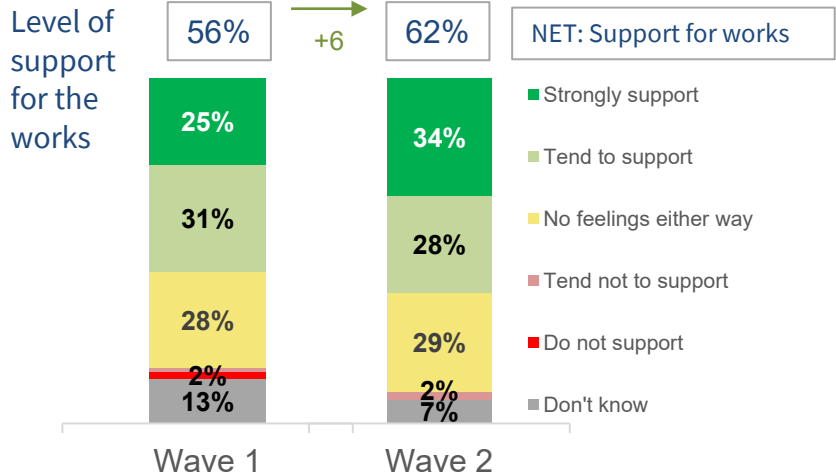
Perceived benefits



***Note:** An increase in the number of platforms is not part of the planned infrastructure works, but this was included in the option list shown to passengers to measure levels of misattribution

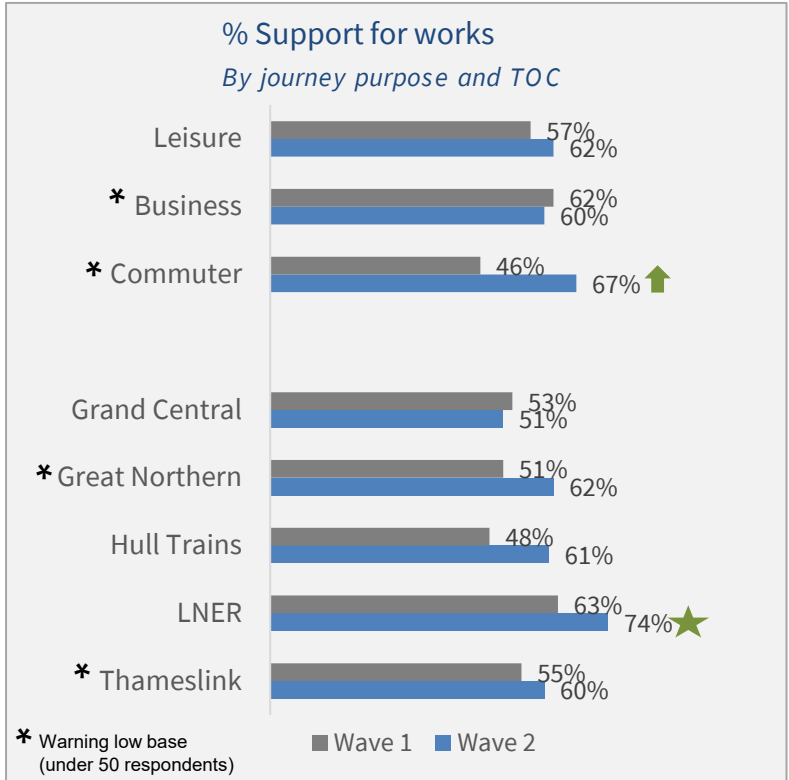
Level of support for the works

Support for the works has increased to 62%, the second highest level of final wave support across the benchmark studies. LNER passengers remain the strongest supporters of the works.



Benchmarks	Penultimate wave	Final wave
London Waterloo	66%	79%
London King's Cross	56%	62%
Bath Spa	54%	58%
Brighton	52%	51%
Derby	40%	47%

Q28N. To what extent do you support the infrastructure works planned for the East Coast Main Line and London King's Cross station, or do you have no feeling either way? Bases: All respondents (771/369), Leisure (431/318), Business (152/20), Commuter (186/31), Grand Central (135/117), Great Northern (209/32), Hull Trains (79/55), LNER (244/87), Thameslink (104/42). Three additional TOCs (diversionary routes) are not shown individually due to small base sizes.

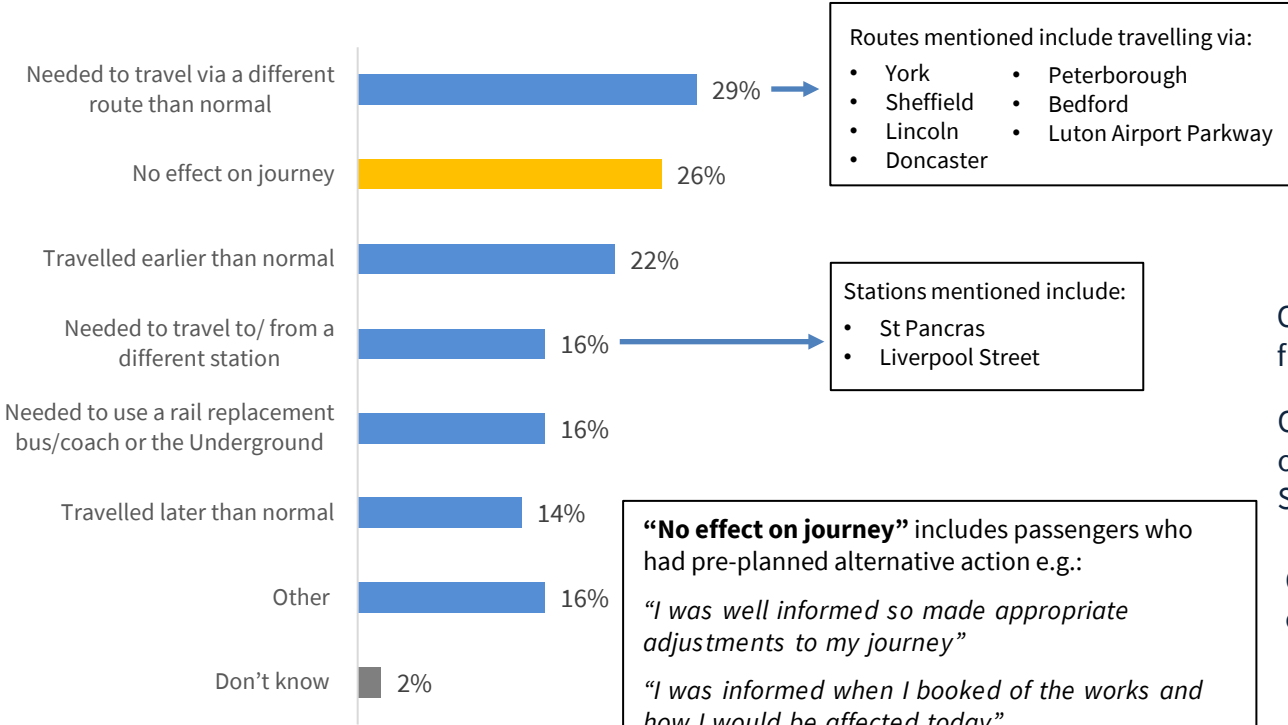


↑ Significant increase on previous wave
 ★ Significantly below average of all respondents
↓ Significant decrease on previous wave
 ★ Significantly above average of all respondents

Section 4: Impact of the work and rail replacement experience

Impact of the engineering work

The engineering work affected the journey of around three quarters of passengers, most commonly requiring them to travel via a different route than normal.



74%

Experienced some impact

Of those travelling from the North: **85%** ★

Of those travelling on Saturday 24th/ Sunday 25th: **82%** ★

Of those travelling on Monday 26th: **69%**

★ Significantly below average of all respondents
 ★ Significantly above average of all respondents

“No effect on journey” includes passengers who had pre-planned alternative action e.g.:

“I was well informed so made appropriate adjustments to my journey”

“I was informed when I booked of the works and how I would be affected today”

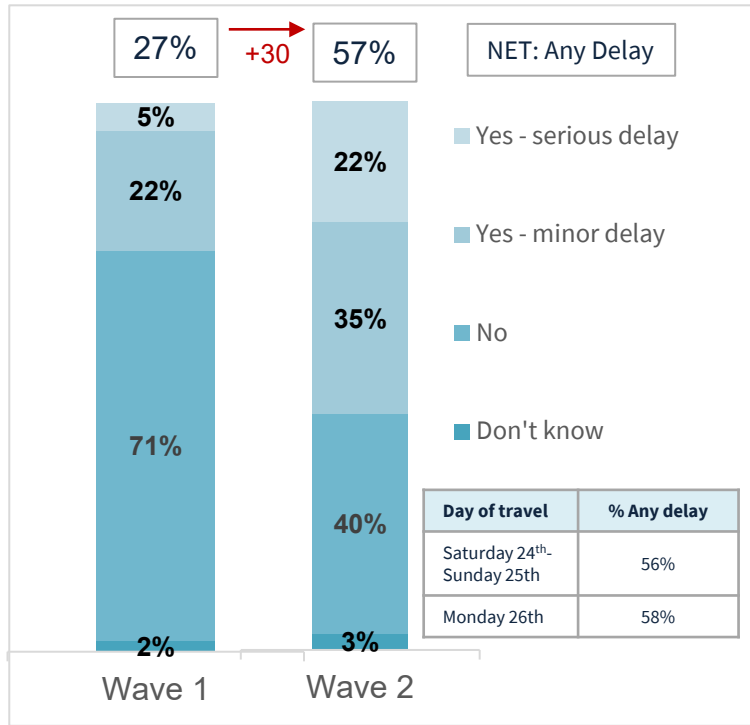
“As I rarely use this train line it was enough for me to be informed that trains were going to be extra busy this weekend”

Q19N. How has the engineering work at London King's Cross this weekend affected you? Base: All respondents (375)

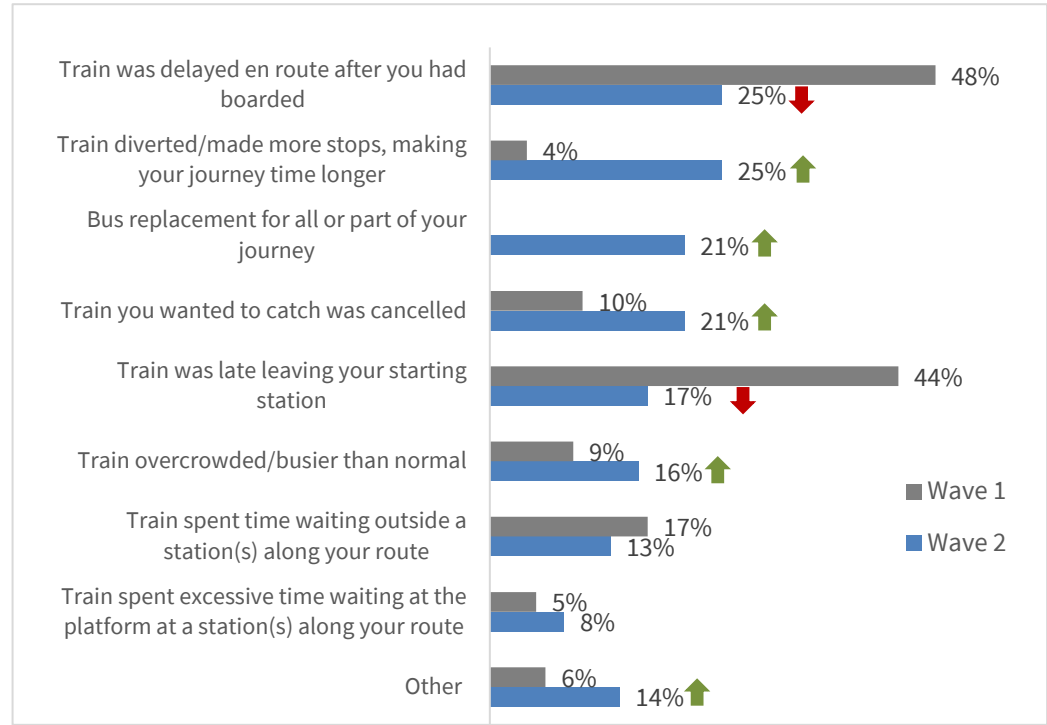
Today's journey – delay or disruption experienced on most recent journey

Almost 6 in 10 passengers surveyed in Wave 2 experienced delay or disruption, with 1 in 5 experiencing serious delays. Key issues reported include delays en route, cancelled/diverted trains and rail replacement buses.

Delays or disruption experienced



Type of delays or disruption (among those experiencing delay/disruption)



23 Q10. Did you experience any delay or disruption to this rail journey? Base: All respondents (783/372)

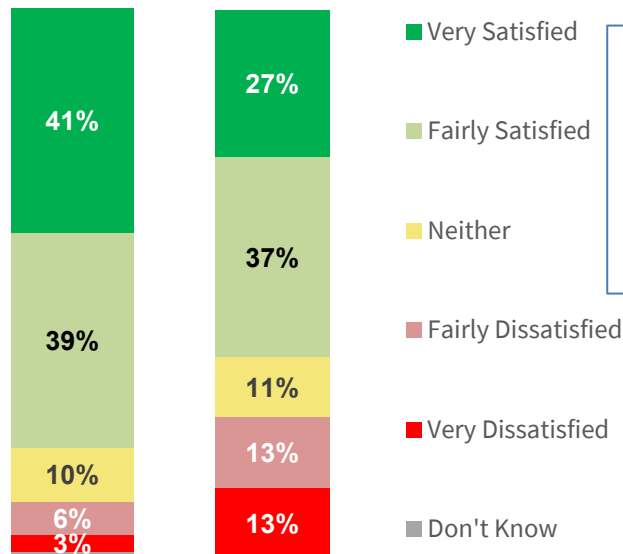
Q11. What types of delay or disruption did you experience? Base: All respondents who experienced any delay or disruption to their most recent journey (205/212)

▲ Significant increase on previous wave
▼ Significant decrease on previous wave

Today's journey – satisfaction

Less than two thirds of passengers travelling in Wave 2 were satisfied with their journey and more than one in ten were very dissatisfied. Satisfaction is lowest among Grand Central customers.

Satisfaction with journey



Wave 1

Wave 2

Spring 2019 NRPS comparison scores

Grand Central – 89%
Great Northern – 77%
Hull Trains – 90%
LNER – 89%
Thameslink – 83%

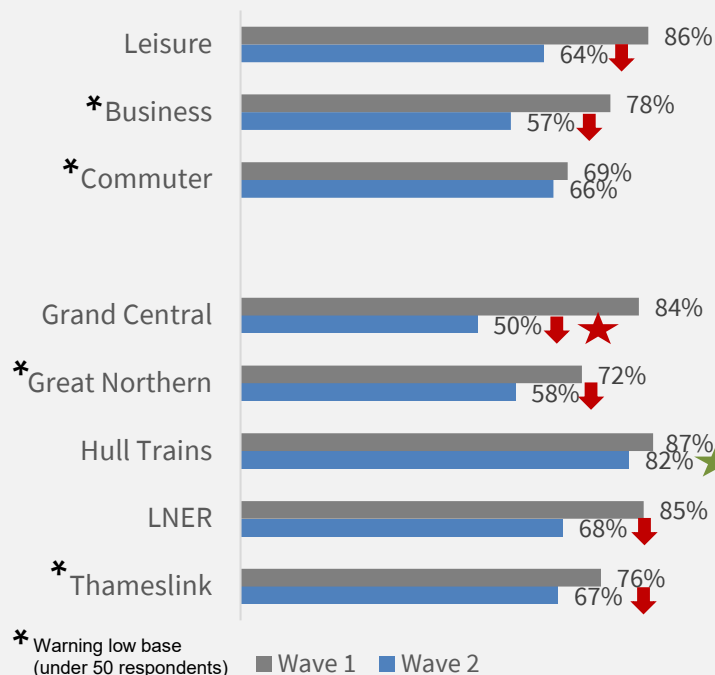
'Very dissatisfied' passengers are more common among those travelling:

- With Grand Central (21%)
- With Great Northern (18%)
- With no prior knowledge of the works (17%)
- From the South (15%)
- On Monday 26th (14%)

Day of travel	% Satisfied
Saturday 24th	68%
Sunday 25th	67%
Monday 26th	62%

% Satisfied with journey

By journey purpose and TOC



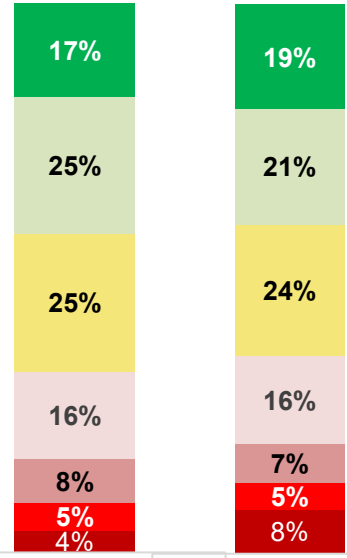
Trust in the Train Operating Companies

The works appear to have had little impact on passengers' trust in TOCs.

Trust in TOC



NET: Trust in TOC



- Trust them a great deal
- 6
- 5
- 4
- 3
- 2
- Do not trust them at all

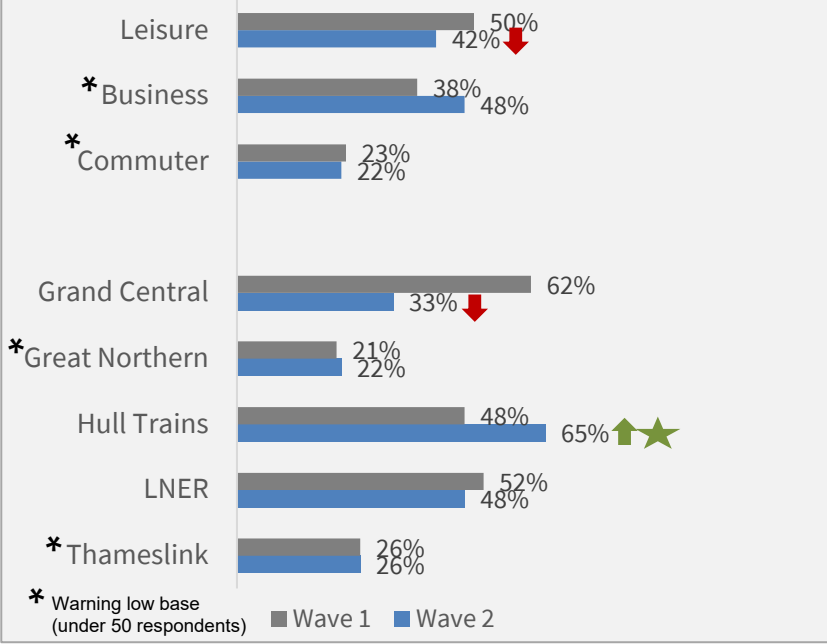
Spring 2019 NRPS comparison scores

Grand Central – 64%
 Great Northern – 27%
 Hull Trains – 58%
 LNER – 57%
 Thameslink – 36%

Day of travel	% Trust
Saturday 24 th - Sunday 25 th	40%
Monday 26 th	40%

% Trust in TOC

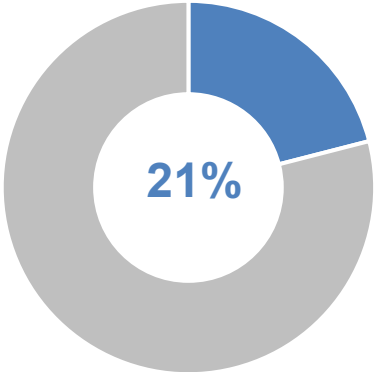
By journey purpose and TOC



Q12. All things considered and on balance, how much do you trust <ToC>? Bases: All respondents (776/374), Leisure (434/321), Business (152/21), Commuter (188/32), Grand Central (136/119), Great Northern (212/33), Hull Trains (78/55), LNER (246/88), Thameslink (104/43)




Use of replacement buses/coaches

Around 1 in 5 passengers used a rail replacement service, with the majority travelling by coach



Used a rail replacement bus or coach for all or part of their journey

Q23N. Thinking about your journey, have you, or will you, have to use a rail replacement bus or coach as part of this journey?
Base: All respondents (369)

<u>Transport type used</u>		Derby comparison	Brighton comparison
	66% Coach	68%	22%
	29% Single decker bus	24%	28%
	6% Double decker bus	9%	53%

Q24N. How would you describe the replacement service? Base: All using the replacement service and know type (70). - Derby (494), Brighton (130).

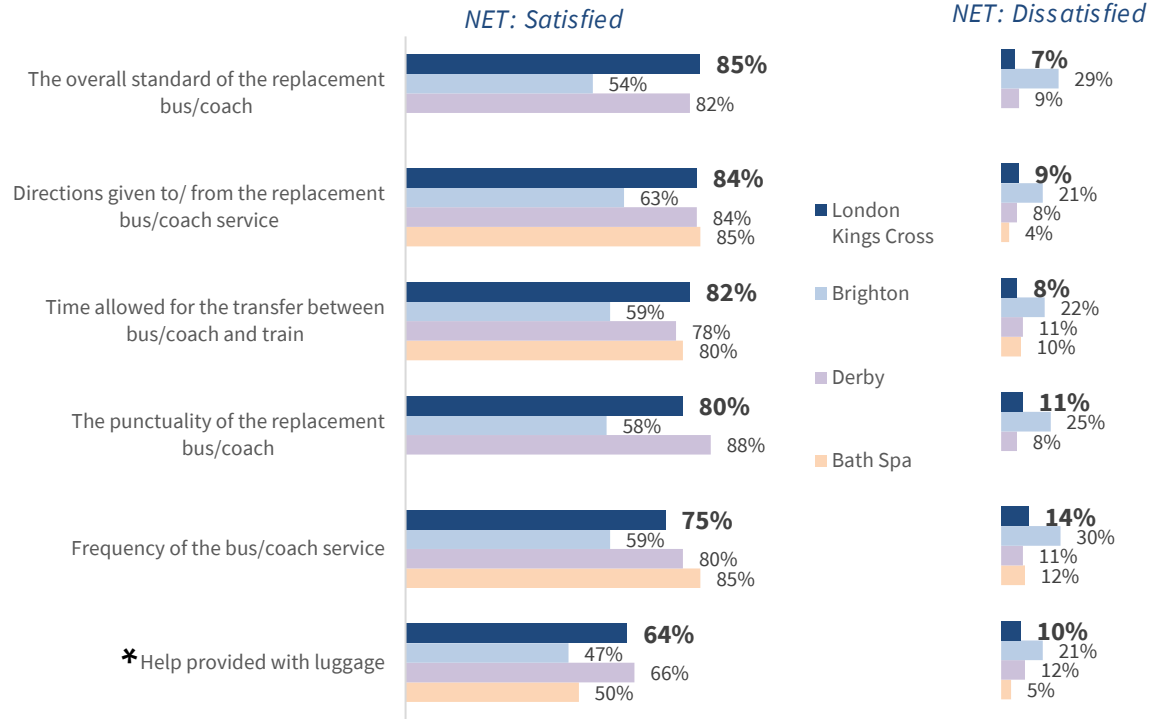
	GTR*	LNER*
Coach	60%	72%
Bus	40%	28%

* Warning low base (under 50 respondents)

Satisfaction with rail replacement service

More than 8 in 10 users were satisfied with the overall standard of the replacement bus or coach, the directions given to the replacement service and the time allowed for the transfer.

Based on all those using a rail replacement service (excl. DK/ no opinion)



	GTR*	LNER*
% satisfied with overall standard	92%	76%

There are no significant differences in overall journey satisfaction between those who used rail replacement services and those who didn't.

Passengers travelling by coach appear to have higher levels of satisfaction than those travelling by bus.*

* Differences are not statistically significant due to low base sizes.

Satisfaction with rail replacement services is in line with results for Derby where there was also a high level of use of coaches, further suggesting that provision of coaches rather than buses helps to drive satisfaction.

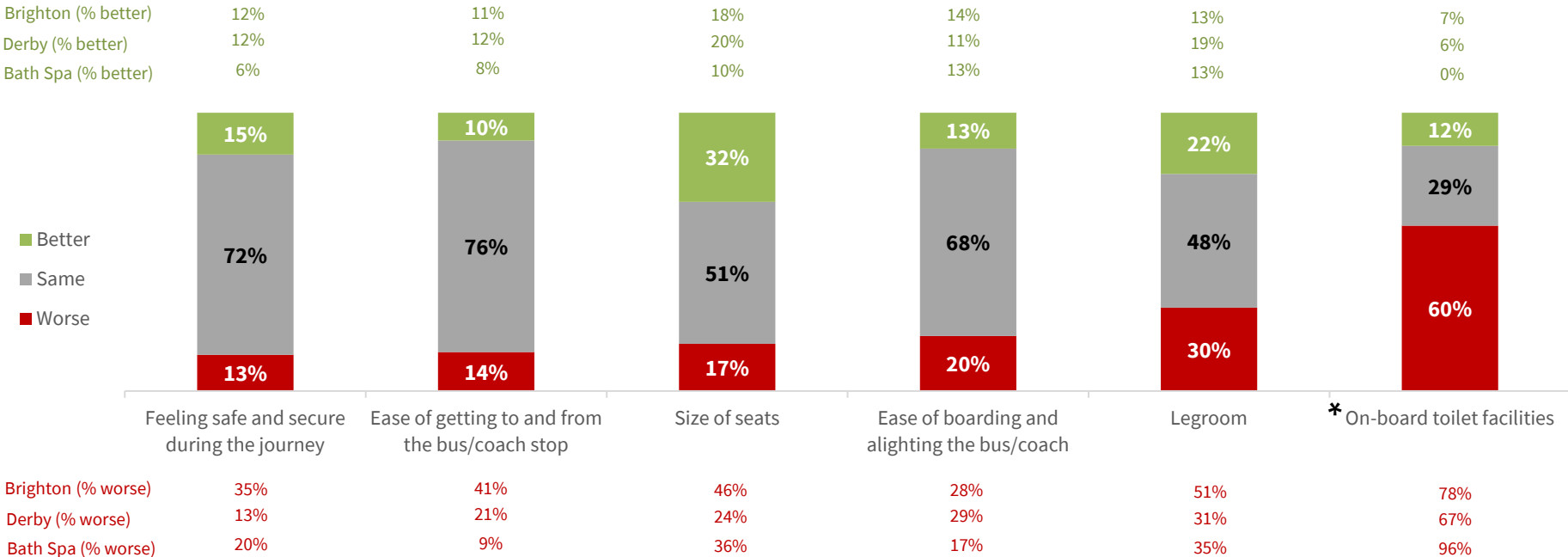
Q25N.1. Thinking about when you caught or changed to the replacement bus/coach, how satisfied were you with the following? Base: All passengers who used a rail replacement service (42-71). Brighton (96-171), Derby (257-439), Bath Spa (145-312).

* Warning low base (under 50 respondents)

Satisfaction with rail replacement service and comparison to train

Passengers generally felt standards on the replacement service to be the same or better than those on the train. However, 3 in 10 felt these services offered worse legroom and 6 in 10 worse toilet facilities.

Based on all those using a rail replacement service (excl. DK/ no opinion)



Section 5: Key insights

Key Insights from Wave 2 (During the August Bank Holiday Blockade)

1

AWARENESS: Three quarters of passengers surveyed had prior awareness of the East Coast Main Line and King's Cross Station infrastructure works, much higher than awareness levels in the first Wave of research conducted in July 2019. However, this still compares unfavorably with some other recent infrastructure projects and means a significant group of passengers did not have information that would have allowed them to change or modify their plans.

2

KNOWLEDGE AND UNDERSTANDING: While awareness of the disruption to services has improved, helping passengers to make informed decisions around planning their journey, there has been no significant increase in the depth of knowledge about the works and recognition of the benefits from and rationale for the works is relatively low.

3

NOTICE OF THE DISRUPTION: 1 in 5 passengers surveyed found out about the works on the day they travelled and a further quarter found out a week or less before travelling. This contrasts with passengers' expectations, with half expecting to be informed at least a month in advance. Lack of notice appears a key reason for dissatisfaction with the information provided.

4

PERCEIVED BENEFITS: Despite the disruption and low levels of understanding of the specifics, 8 in 10 passengers believe the works will benefit them, most commonly recognizing improvements in reliability, capacity and punctuality. 6 in 10 support the works, a higher level of support than for a number of benchmark projects.

5

RAIL REPLACEMENT: Those using rail replacement services were generally satisfied with their experience and no less satisfied with their overall journey than average. The facilities provided on the replacement services were generally considered to be on a par with those offered on the train. Re-enforcing the findings from previous studies, using coaches, rather than buses, for replacement services appears to lead to higher levels of satisfaction with these services.

Appendices

Notes on Benchmark Comparisons

Within the report, we have made comparisons to four previous research projects Transport Focus has undertaken to understand the impact of engineering works – Bath Spa in 2015, London Waterloo in 2016/17, Derby in 2018 and Brighton in February 2019. While these provide a useful benchmark by which to analyse the results for the King’s Cross Station Improvement Works research, it is worth noting that there are a number of differences across each project, including:

- 1) Passenger type composition – London Waterloo has a higher proportion of commuters within the sample, reflective of the type of passengers using the affected services
- 2) Face-to-face vs. online composition – this will not be entirely consistent across each project, as this is dependent on the agreed sampling plans, number of specific routes targeted, responses rates and the resources available from TOC databases
- 3) Timings for each wave

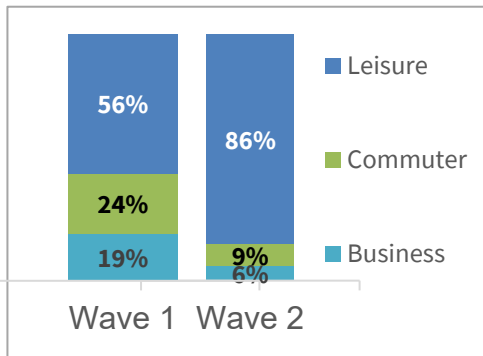
Final wave timings and base sizes for the research projects used for benchmarking are set out below:

Benchmark Project	Final Wave Fieldwork Dates	Date of works/ station impact	Base Size (Each Wave)
Bath Spa	22-31 July, 4-14 Aug 2015	18 Jul-31 Aug 2015	1007-1285
London Waterloo	9-27 Aug 2017	5-28 Aug 2017	746-798
Derby	13 Aug–13 Sept 2018	22 Jul-8 Oct 2018	501-1549
Brighton	16-25 Feb 2019	16-25 Feb 2019	540-735

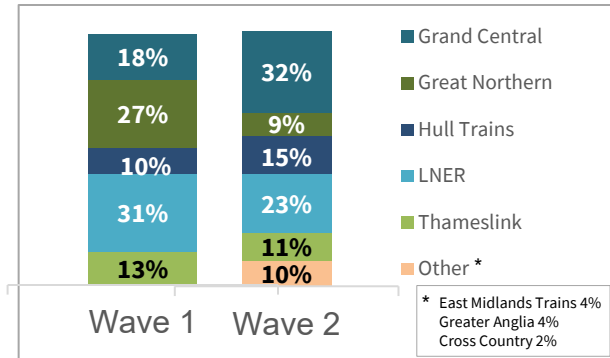
Type of Passenger

Profile of passenger journeys: All respondents

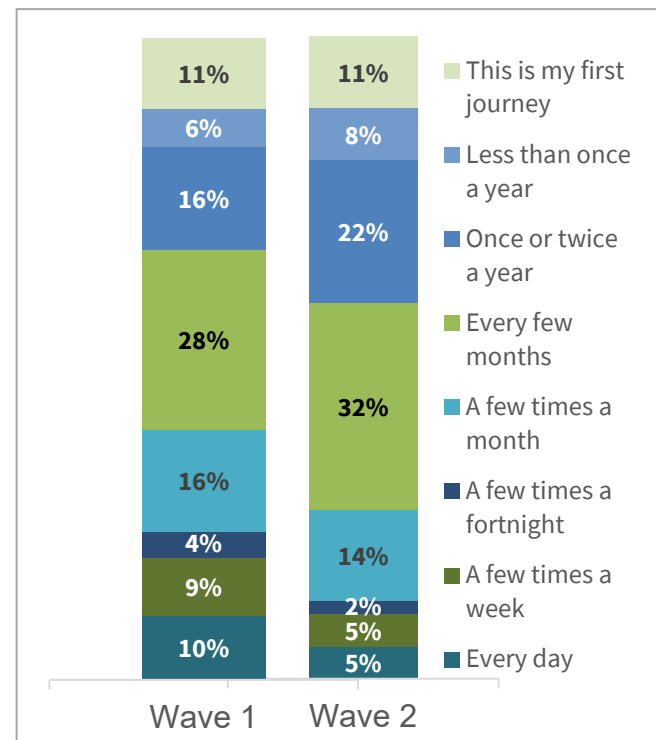
Journey Purpose



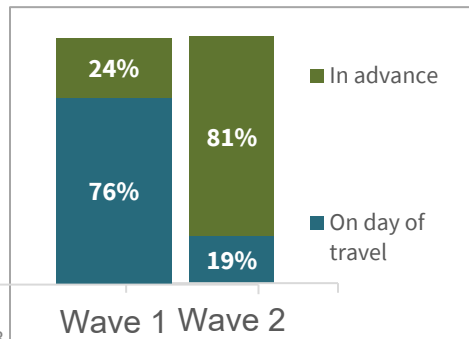
Train Operator



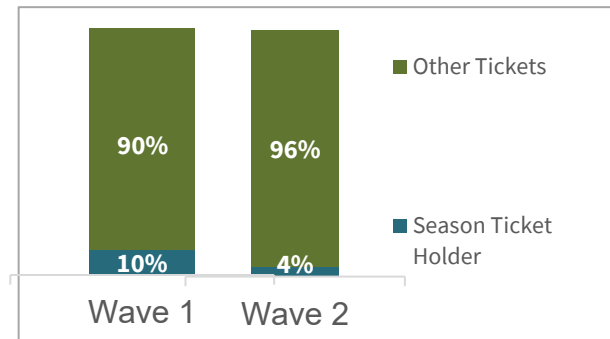
Frequency of Journey



Ticket Purchased



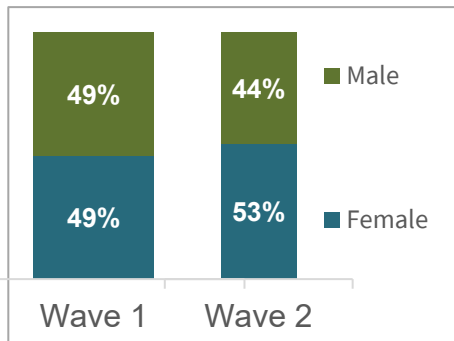
Ticket Type



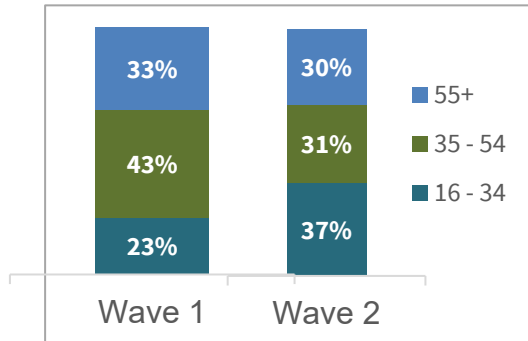
Type of Passenger

Profile of passengers: All respondents

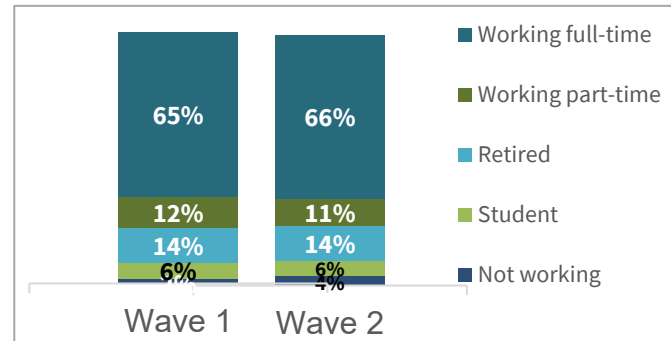
Gender



Age



Working Status



Interviewer Intercept Sample

Station Intercepts:

Alongside London King's Cross station, interviewers intercepted passengers at other stations chosen as the most likely places to find displaced passengers. The other stations were:

London Liverpool Street

London St Pancras International

Bedford

Cambridge

Doncaster

Hitchin

Leeds

Peterborough

Potters Bar

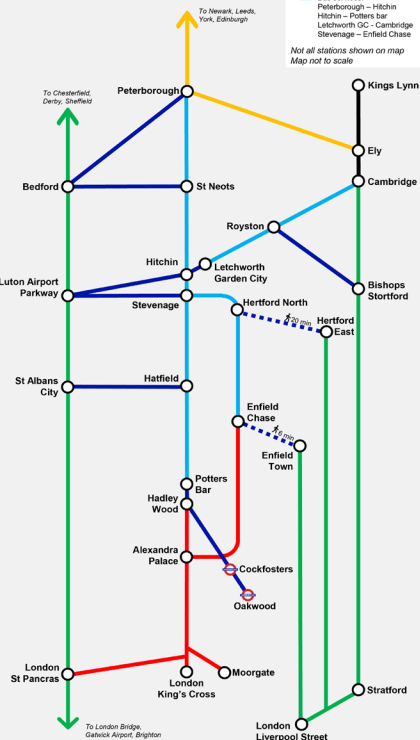
On Train intercepts were conducted on Grand Central, Hull Trains, Thameslink and Great Northern. On Train intercepts on Grand Central Hull Trains and Great Northern were conducted on Monday 26th August (Bank Holiday) only.

Services Running – August 24th-25th

East Coast Mainline closure 24-25 August 2019

- No Trains - tickets accepted on TfL
- Limited trains running
- Shuttle train service
- Normal service
- Cross route bus service
- Bus services:
 - Peterborough – Hitchin
 - Hitchin – Potters bar
 - Letchworth GC - Cambridge
 - Stevenage – Enfield Chase

Not all stations shown on map
Map not to scale



No LNER services south of Peterborough
No Grand Central services
Limited Hull Trains services to St Pancras

Great Northern operating only between Kings Lynn and Cambridge
North of St Pancras, Thameslink operating only to Bedford

Bus services as shown on the map

Limited services on all routes on Bank Holiday Monday 26th August

If possible, we advise **DO NOT TRAVEL**. Replacement buses run a very limited service, for essential journeys only, approx every 30mins from 0500 to 2300.
No early morning or late night services



WATERMELON

