



TRANSPORT FOCUS & NETWORK RAIL

West Coast Main Line / Euston infrastructure works

WAVE 2

May 2021

.YONDER

transportfocus 

Project background and methodology

Background

Network Rail (NR) is undertaking several major upgrades to the West Coast Main Line (WCML) and to London Euston station across spring/summer 2021. This will cause disruption.

Past studies have shown that passengers want accurate, honest information about delays and disruption.

A communications campaign has been developed to inform them about the infrastructure works before and during the upgrades.

Transport Focus has partnered with *Network Rail* to monitor passengers' awareness of the works and associated travel disruption, their expectations in terms of communications and the journey experience.

Methodology

This report presents results of **Wave 2** of three planned waves of quantitative research.

This wave monitors changes in awareness and understanding since Wave 1 in February.

- **Data collection:** 15-minute online survey
- **Sample:** Yonder's online panel
- **Screening criteria:** Travelled on WCML in the last 18 months AND likely or might be likely to travel on the WCML in the next 12 months
- **Sample size (Wave 1/Wave 2):** 537/520
- **Fieldwork dates (Wave 1/Wave 2):** 9 - 16 Feb/4 -11 May 2021



Notes on benchmark comparisons from other studies

Within the report, we have made comparisons to six 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, Brighton in 2018, King’s Cross in 2019 and Bristol East in 2021. While these provide a useful benchmark by which to analyse the results for the WCML / London Euston Project, it is worth noting that there are a number of differences across each project, including:

- 1) **Passenger type composition** – London Waterloo and Brighton have a higher proportion of commuters within the sample, reflective of the type of passengers using the affected services
- 2) **Face to face (F2F) vs. online composition** – while the WCML / Euston study has used only online interviewing, composition of F2F versus online interviews will not be entirely consistent across each project. Composition of F2F vs online composition for previous studies depended on the agreed sampling plans, number of specific routes targeted, responses rates and the resources available from TOC databases
- 3) **Timings for each wave** – whilst each project involved multiple waves of fieldwork, they are not entirely consistent regarding the amount of time between waves and the length of time from each wave to the actual period of works. A summary of this is provided below:

	Fieldwork Dates						Date of works
	W0	W1	W2	W3	W4	W5	
Bath Spa - 2015	n/a	20 Mar - 2 Apr	5 - 18 Jun	22 - 31 Jul, 4 - 14 Aug	-	n/a	18 Jul - 31 Aug
London Waterloo - 2016/17	n/a	23 Nov - 9 Dec	22 Feb - 12 Mar	19 May - 4 Jul	9 - 27 Aug	n/a	5 - 28 Aug
Derby - 2017/18	n/a	29 Nov - 14 Dec	8 Feb - 3 Mar	11 - 29 Jun	13 Aug - 13 Sept	n/a	22 Jul - 8 Oct
Brighton - 2018/19	23 - 27 April	8 - 18 May	8 Sep	29 Oct - 22 Nov	7 - 16 Jan	16 - 25 Feb	20 - 28 Oct 2018, 16 - 24 Feb 2019
King’s Cross - 2019	n/a	1 - 17 Jul	24 - 26 Aug	n/a	n/a	n/a	24 - 26 Aug
Bristol East - 2021	n/a	16 - 24 Mar	19 - 26 Apr	tbc	n/a	n/a	10 Jul - 3 Sept

Please note: We expect the Coronavirus situation and associated restrictions to have impacted results for the WCML and Bristol East research projects. Wave 1 fieldwork for the WCML study was done in early February before the government announcement to relax restrictions but after the start of the vaccination programme. Wave 2 was done in early May when easing of restrictions was well underway.

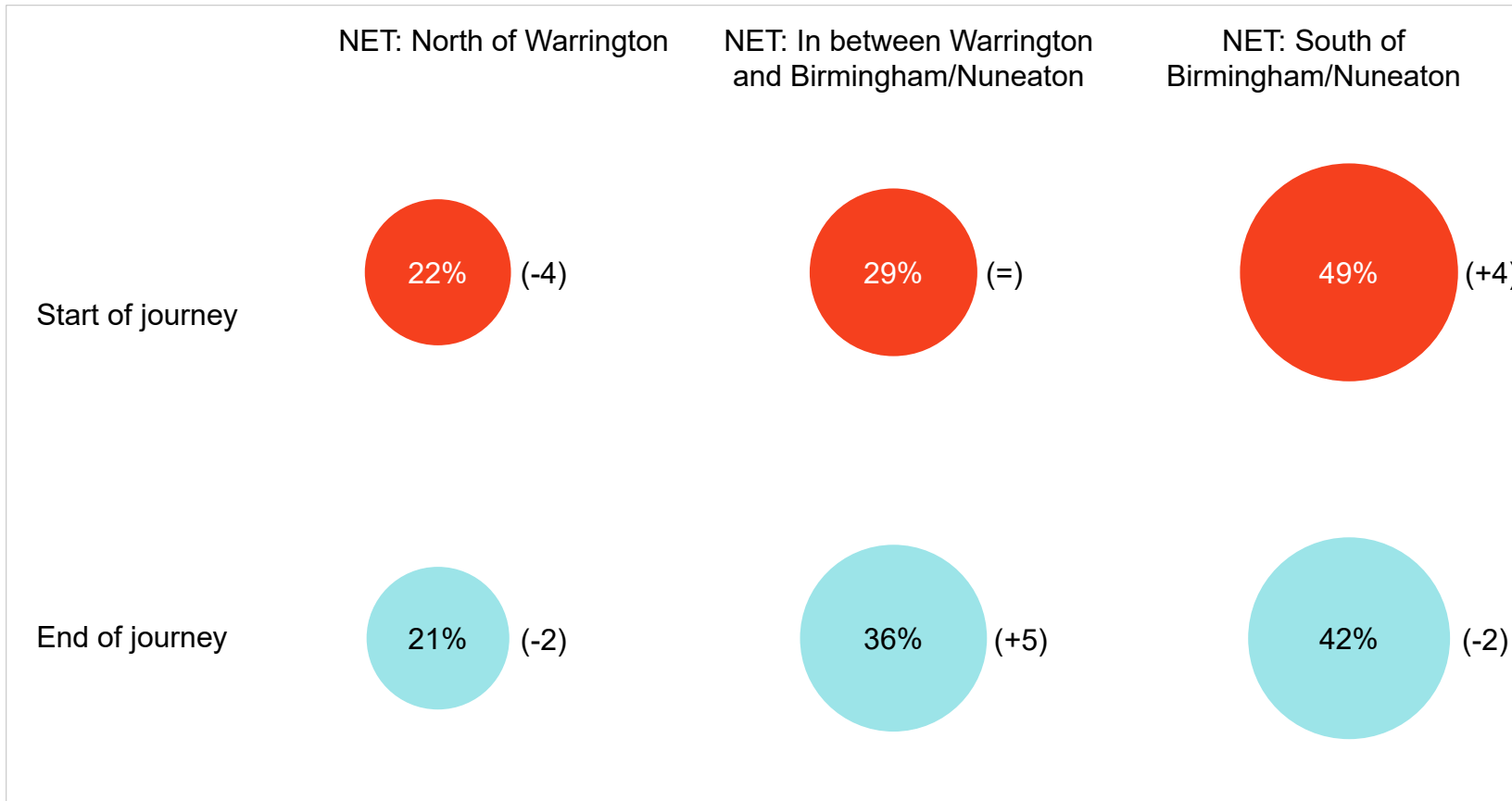
Type of passenger and the impact of COVID

SECTION 1

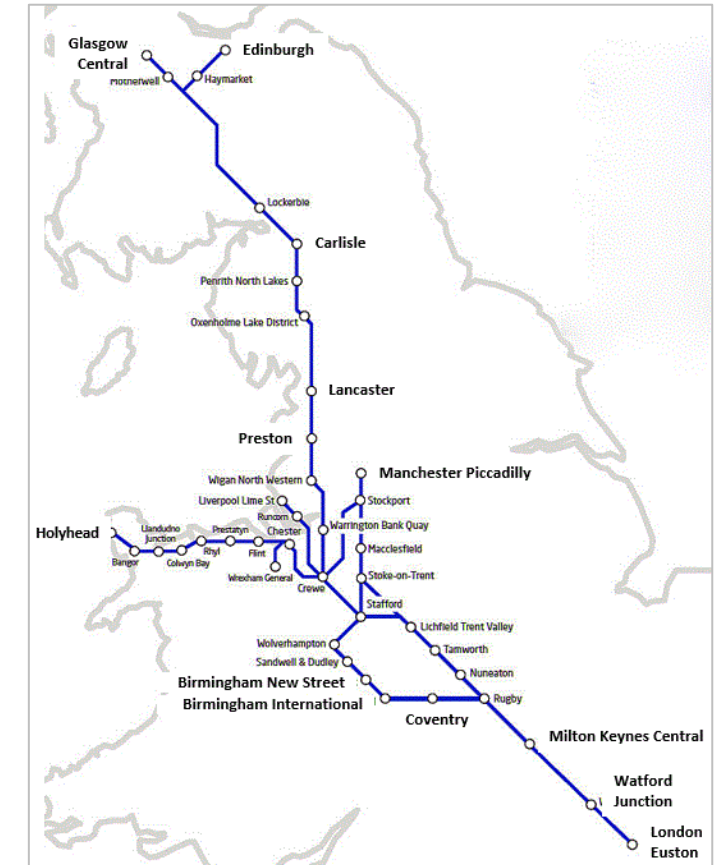
As for Wave 1, recent journeys are distributed across the WCML with no significant changes

WCML use – based on all respondents

Start and end of recent WCML journey



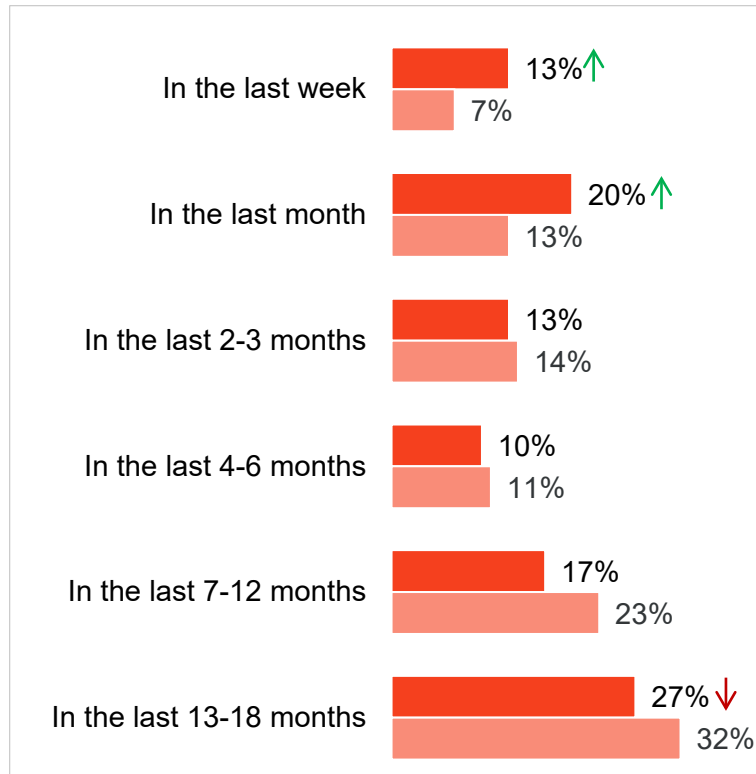
Figures in brackets indicate change vs Wave 1
No significant differences vs Wave 1



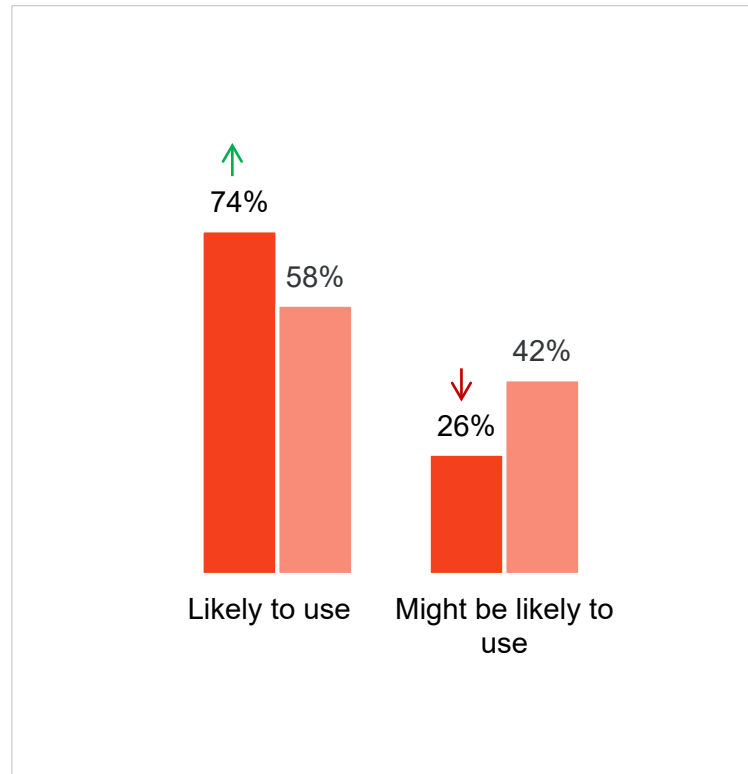
Since Wave 1 there has been an increase in more recent travel on the WCML and more passengers are likely to use the WCML in the next 12 months and to do so sooner

WCML use – based on all respondents

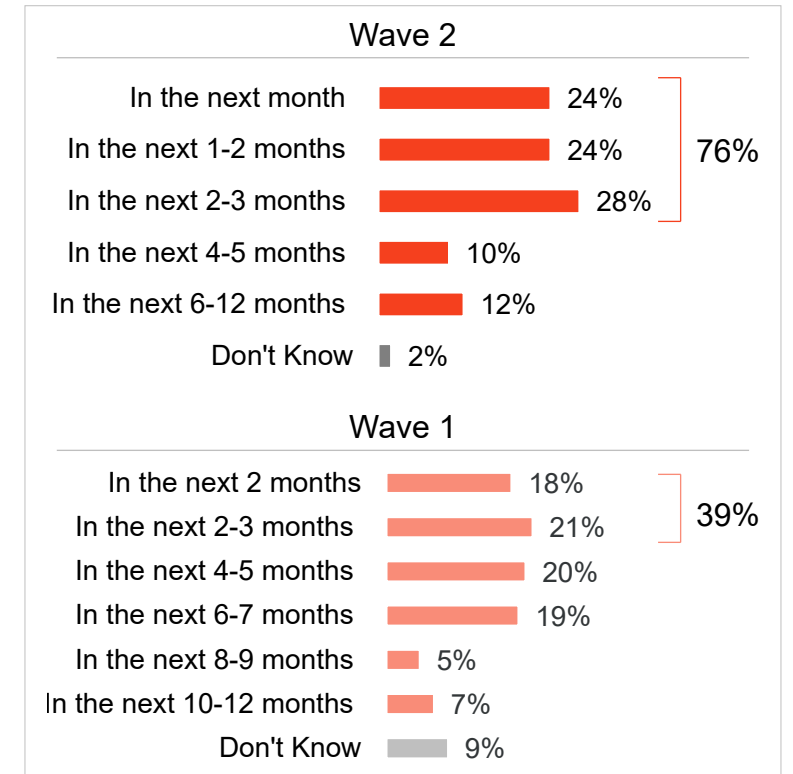
When last used WCML



Likelihood to use WCML in the next 12 months



Soonest likely to return to WCML use*



■ Wave 2 ■ Wave 1

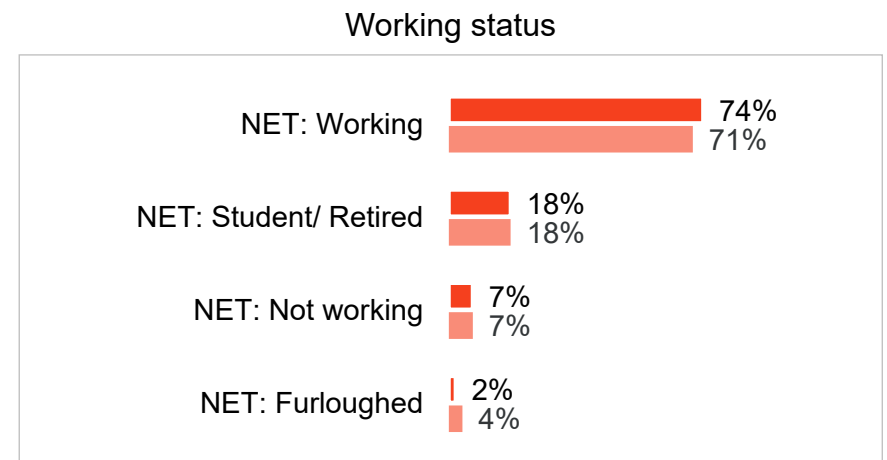
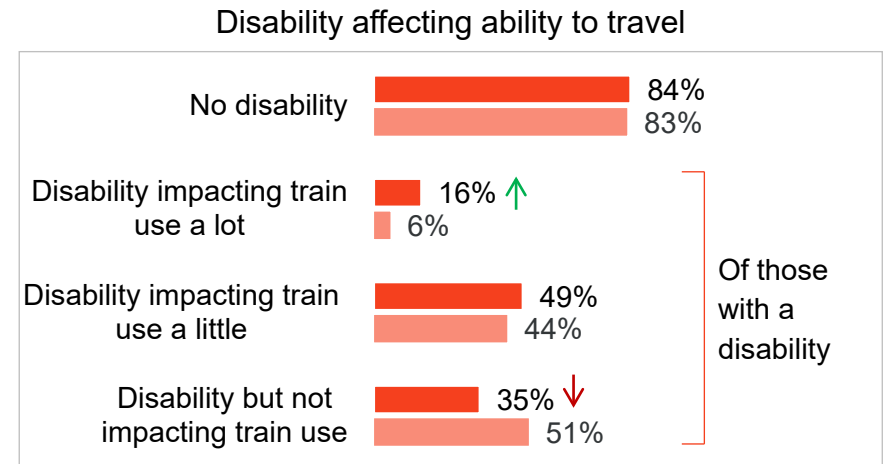
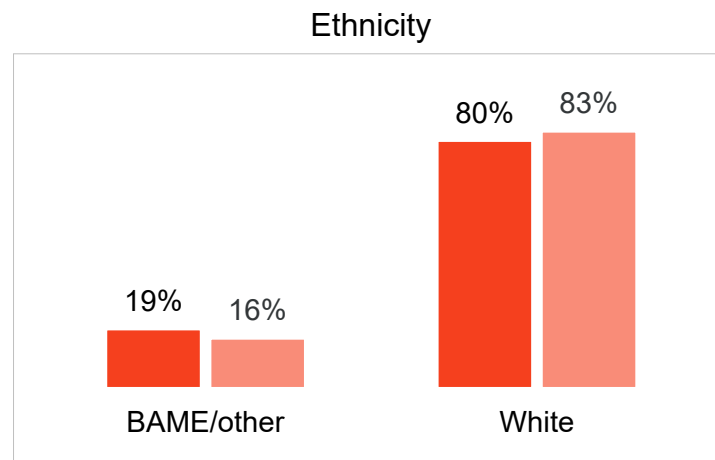
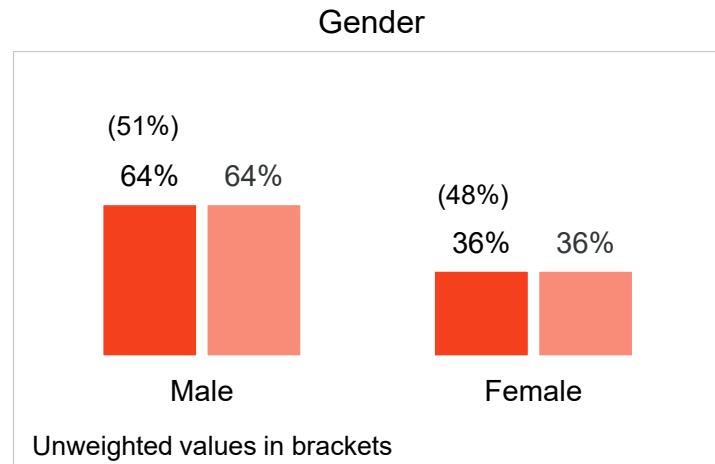
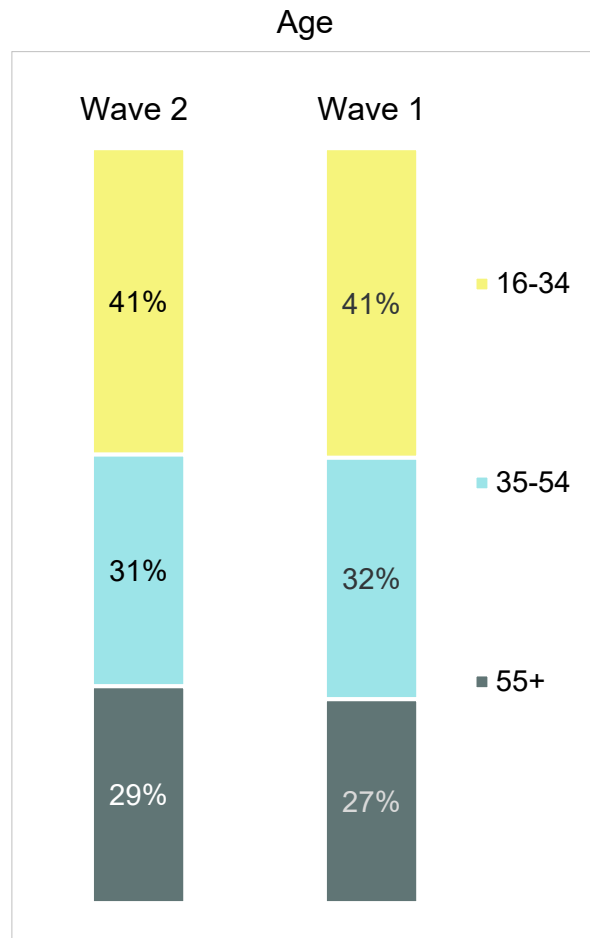
↑↓ Indicate significant difference vs Wave 1

*Response codes changed between Wave 1 and Wave 2 so not fully comparable and significance testing not included

Q3. When last did you travel by train on the West Coast Main Line? Q7. Obviously, there are a lot of uncertainties around lockdown, travel restrictions and the vaccination programme at the moment, but as things start to return to normal, how likely are you to travel by train on the West Coast Main Line in the next 12 months? Q8. When is the soonest you are likely to travel on the West Coast Main Line? Base: All respondents W1/W2 (537/520)

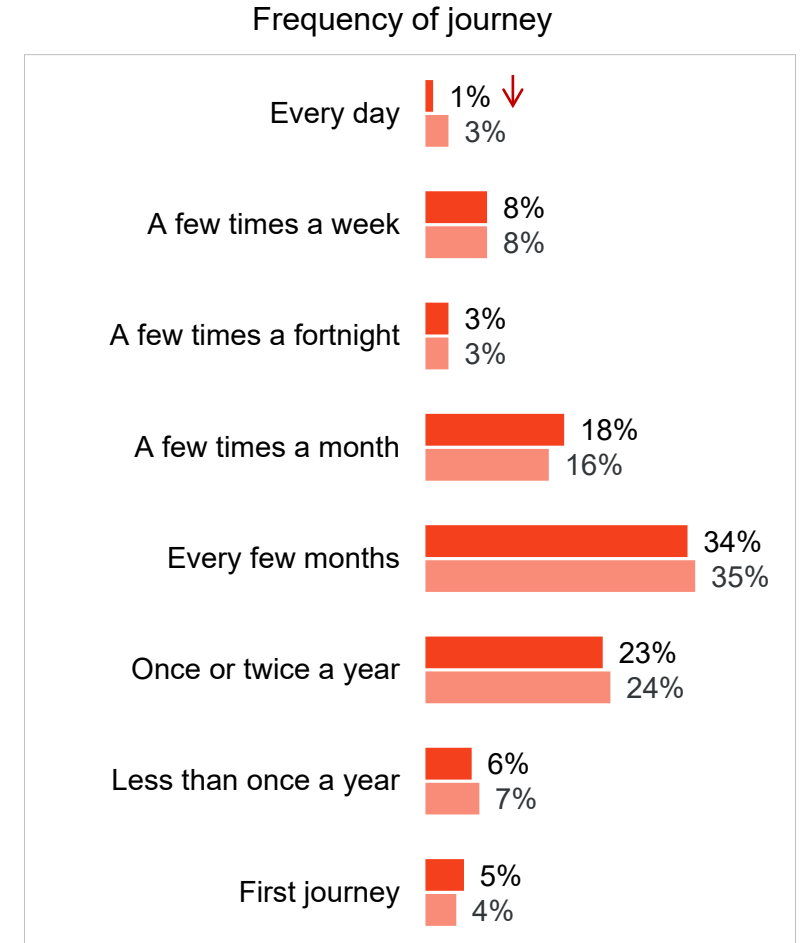
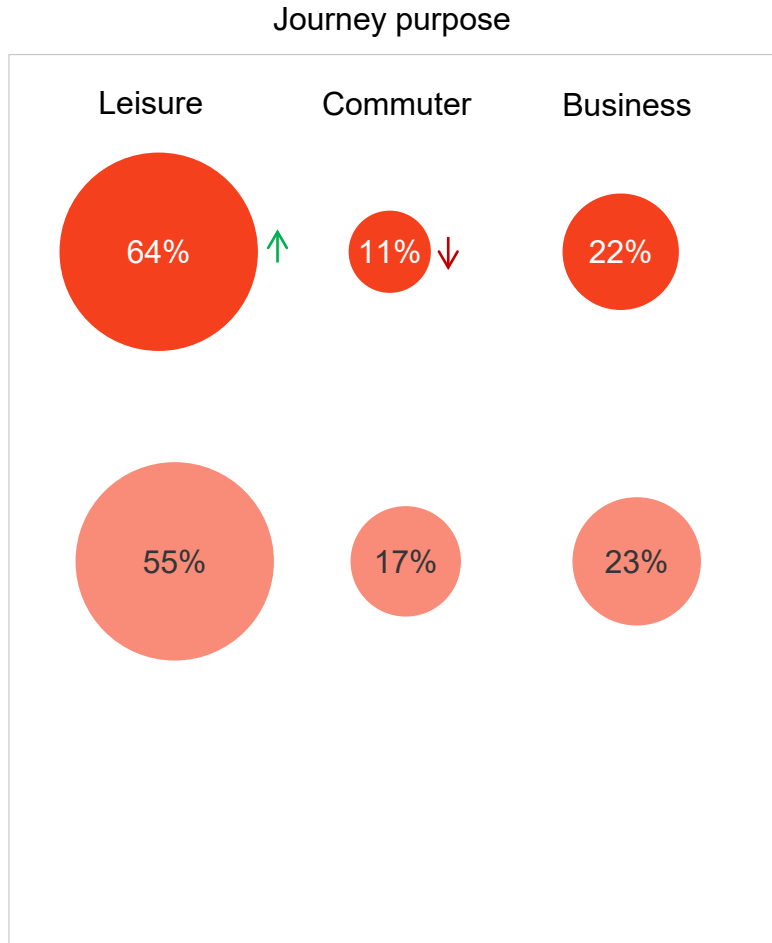
The Wave 2 passenger profile matches to Wave 1, except on gender which has been weighted for comparability

Passenger profile



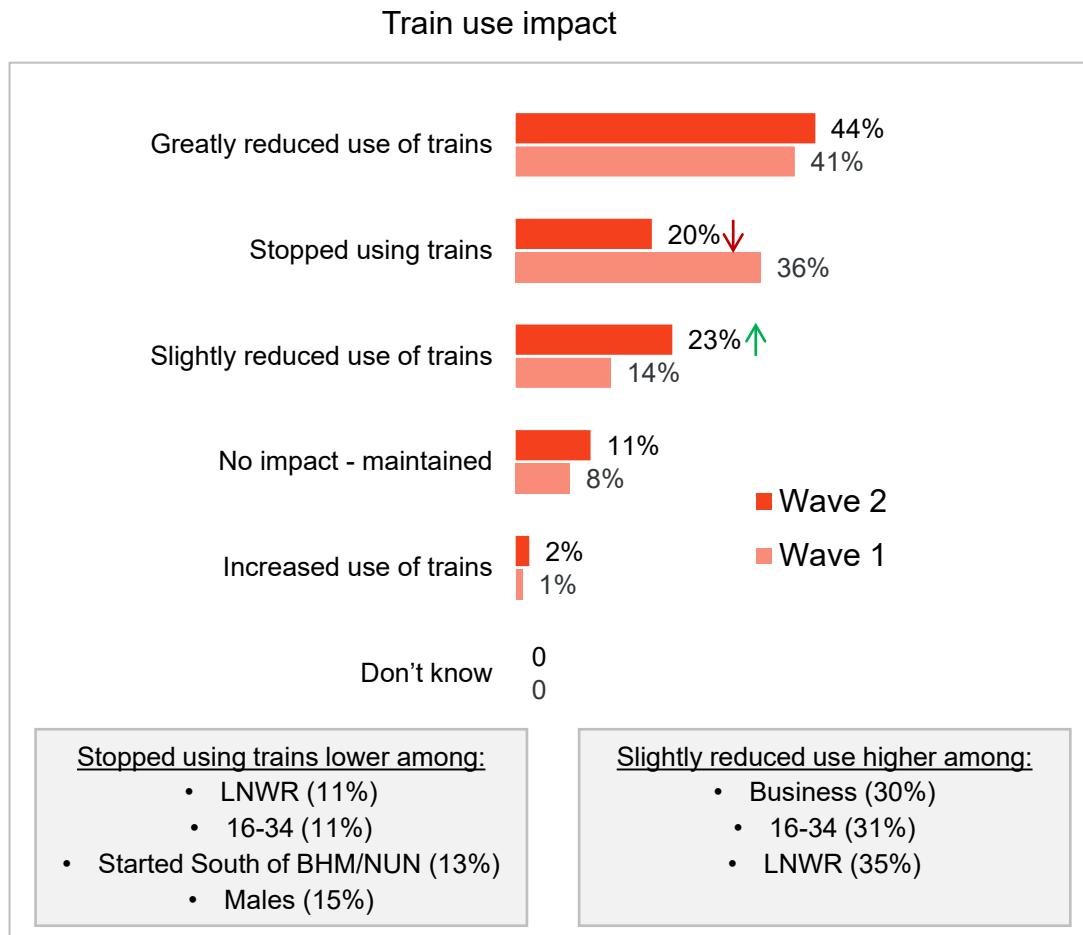
The profile of journeys made by WCML passengers is similar to Wave 1 but with more leisure and TPE passengers and fewer commuters

Recent journey profile

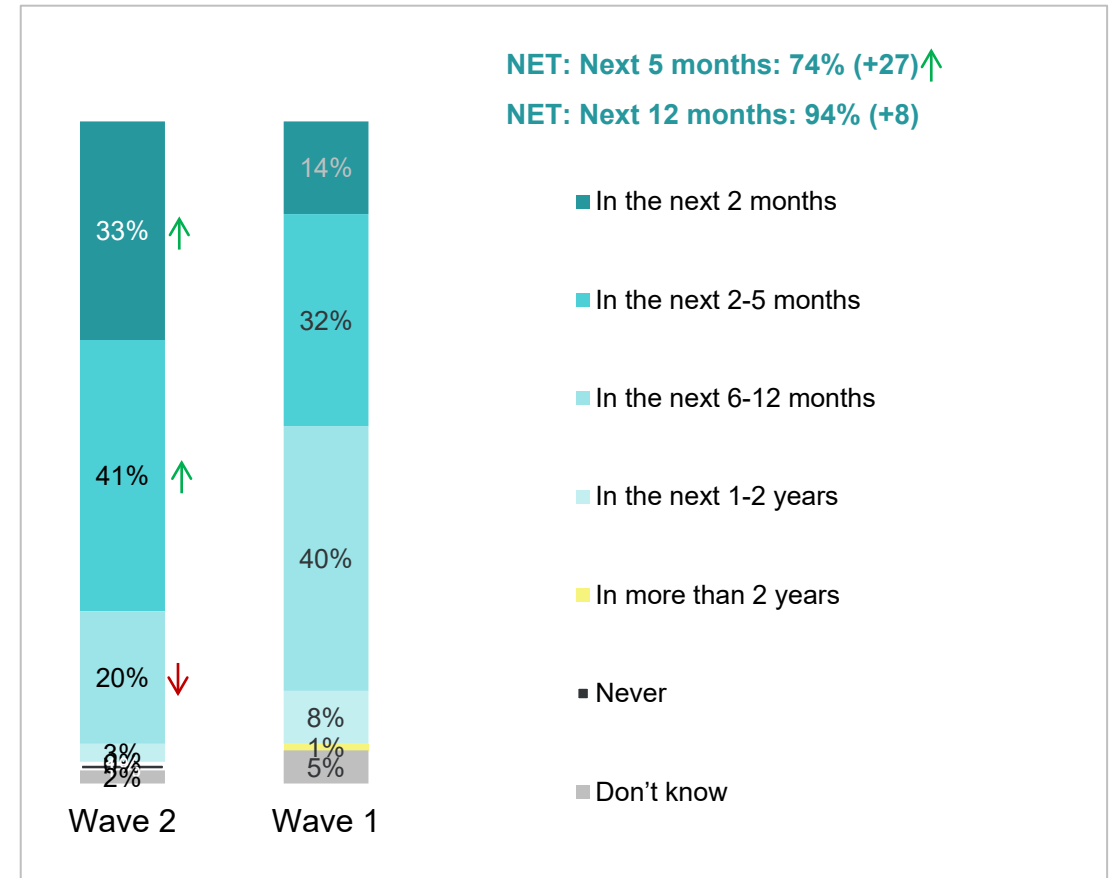


Compared to Wave 1, passengers are less likely to say they have stopped using trains due to COVID and are more likely to say they have reduced use and expect to start returning to normal sooner

Impact of COVID on train use – based on all respondents



When expecting to return to train use among those who have stopped / reduced



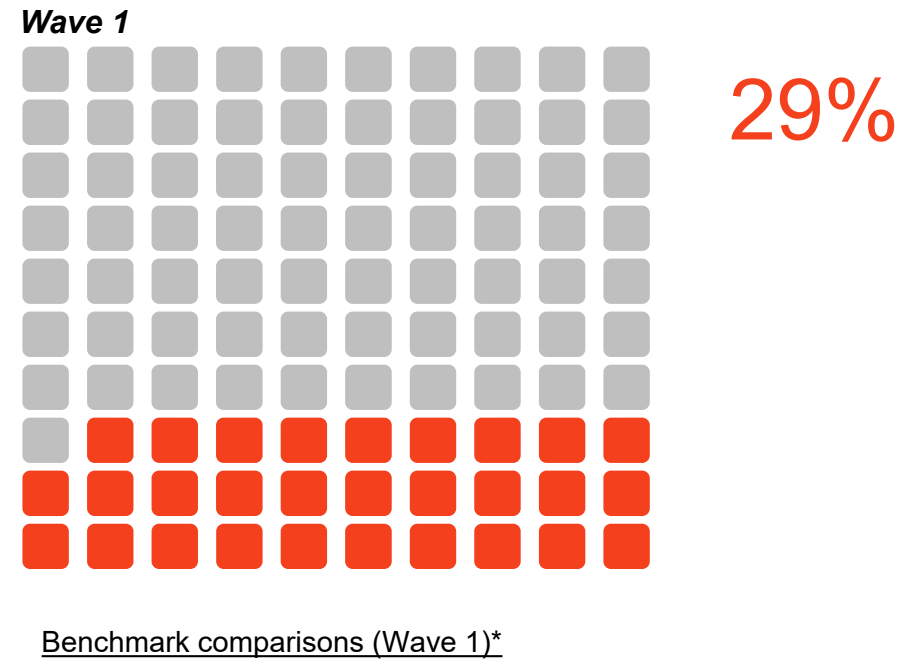
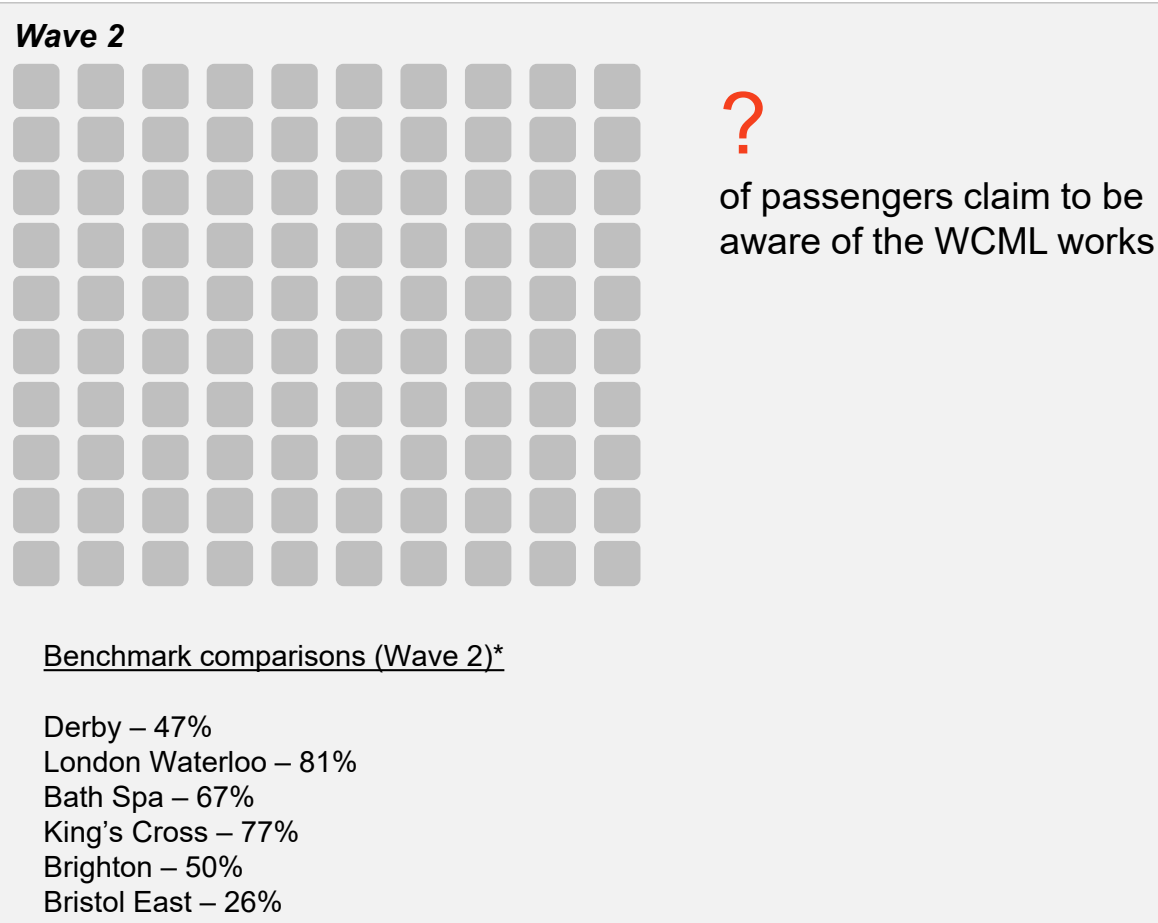
Figures in brackets indicate change vs Wave 1 ↑ ↓ Indicate significant difference vs Wave 1

Awareness and understanding

SECTION 2

What are our expectations for Wave 2 awareness?

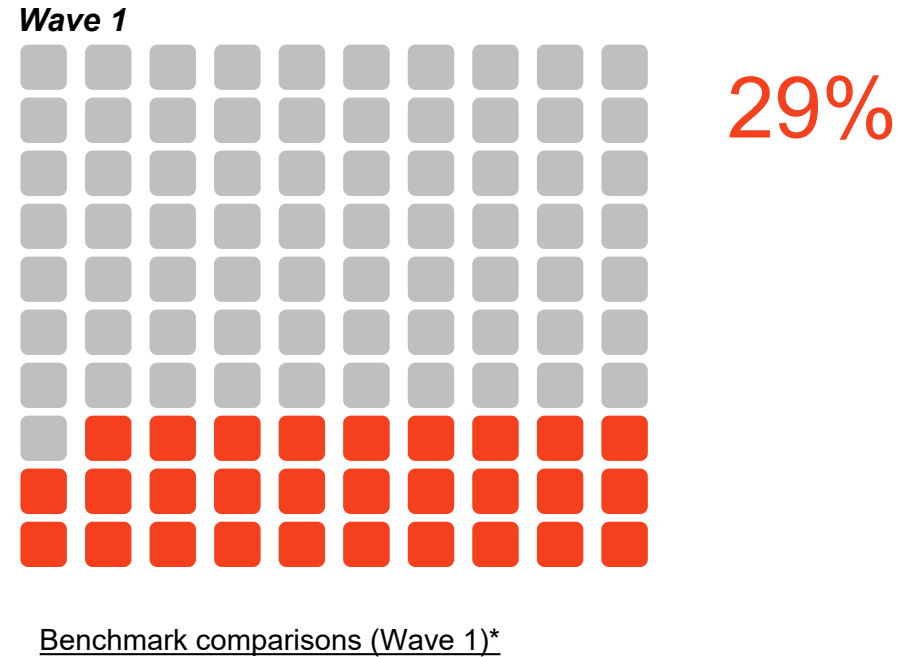
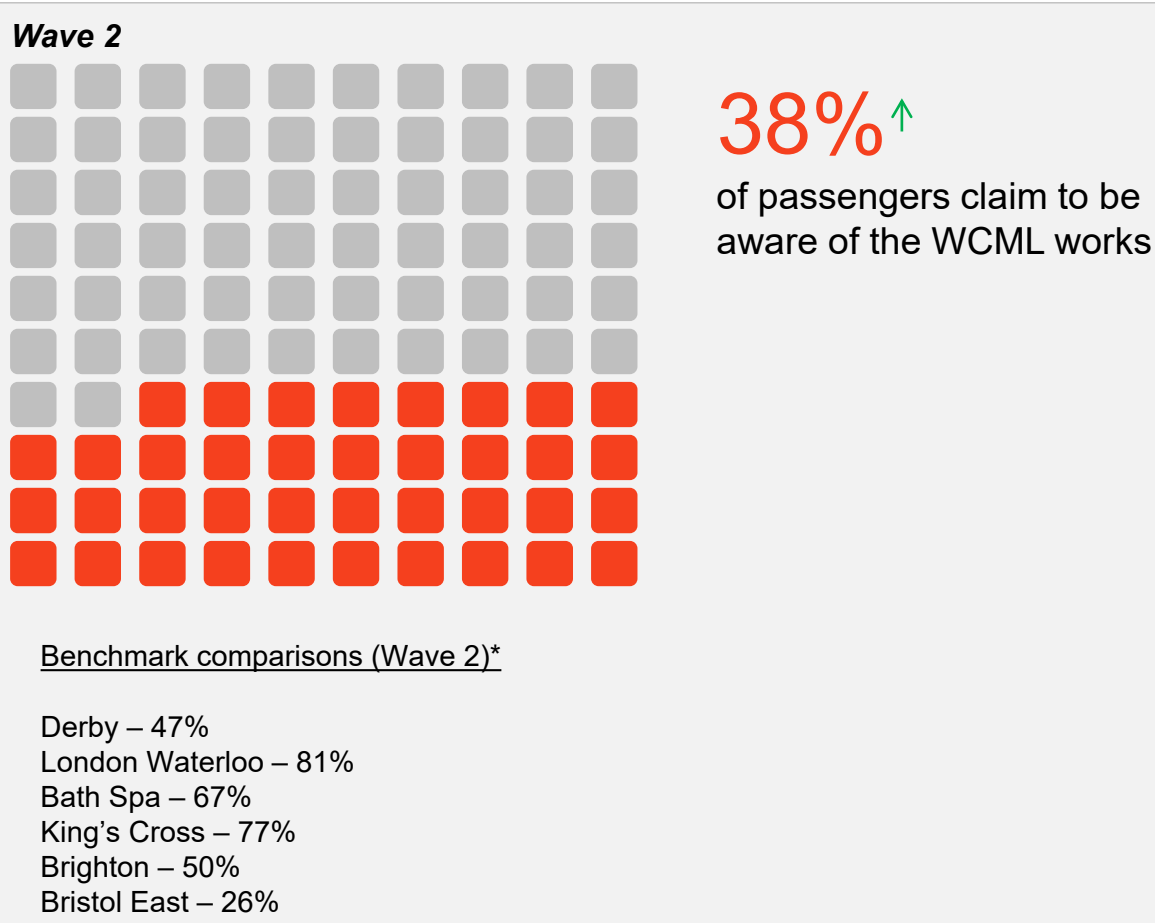
Awareness – based on all respondents



*Please find details of these studies and differences in methodology in the introduction section (slide 3)

Awareness of the WCML works has increased significantly since Wave 1 (+9%pts) to 38% but is still less than for most other studies at a similar stage

Awareness – based on all respondents

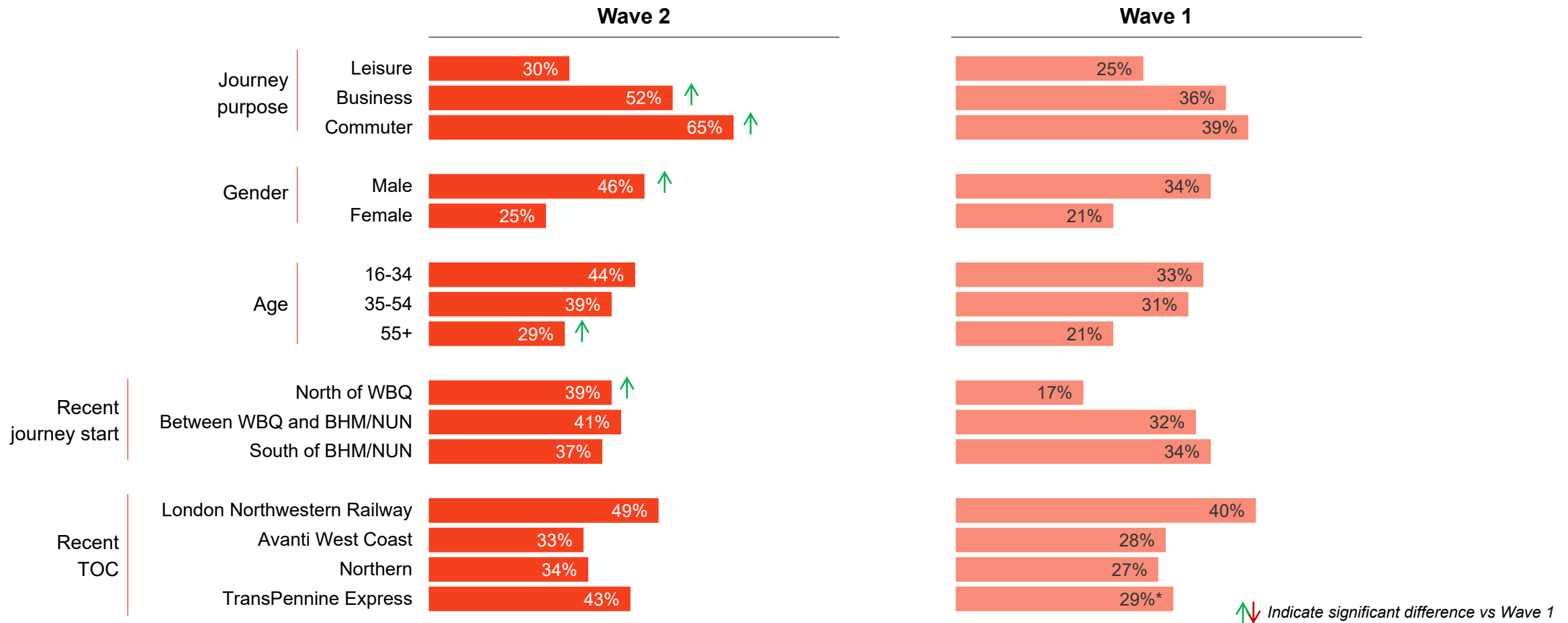


Indicate significant difference vs Wave 1

*Please find details of these studies and differences in methodology in the introduction section (slide 3)

This increase is led by commuters, those travelling for work, males, those older than 54 and passengers who started a recent WCML journey north of Warrington

Awareness by subgroups – based on all respondents

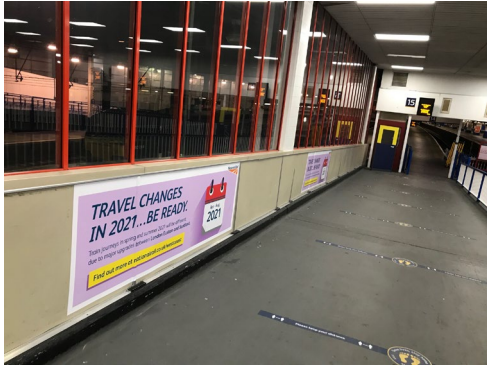


*Caution: base <50

Q15. Before today, were you aware of these infrastructure works on the West Coast Main Line?

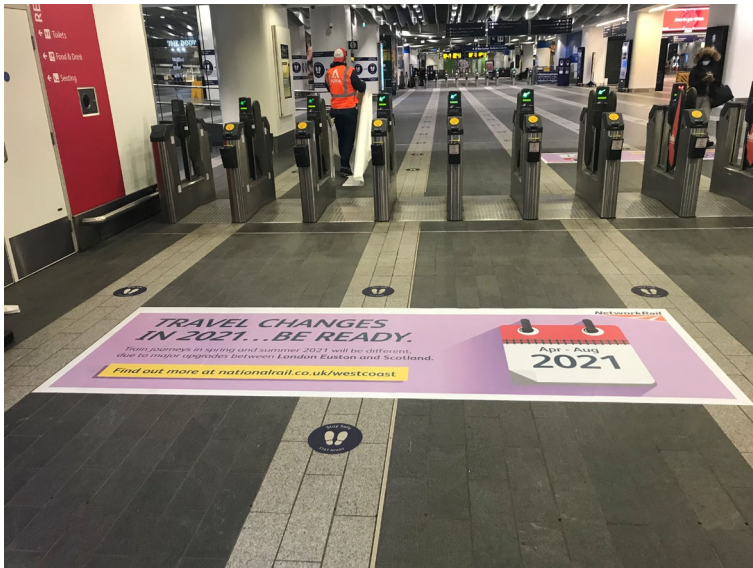
Base: All respondents W1/W2 (537/520); Leisure (298/344), Business (122/105), Commuter (89/53); 16-34 (218/211), 35-54 (174/154), 55+ (145/155); Male (343/267), Female (194/251); North of Warrington (WBQ) (138/117), Between Warrington (WBQ) and Birmingham (BHM) / Nuneaton (NUN) (155/151), South of Birmingham New Street (BHM) or Nuneaton (NUN) (240/249); London Northwestern Railway (102/117), Avanti West Coast (258/231), Northern (66/76), TransPennine Express (34/55)

Passengers who travelled on the WCML more recently and those who are likely to travel on WCML sooner continue to be more aware



60% (+4)

of passengers who **travelled on the WCML in the last month** claim to be aware of the WCML works vs 27% (+5) of those who travelled 2-18 months ago



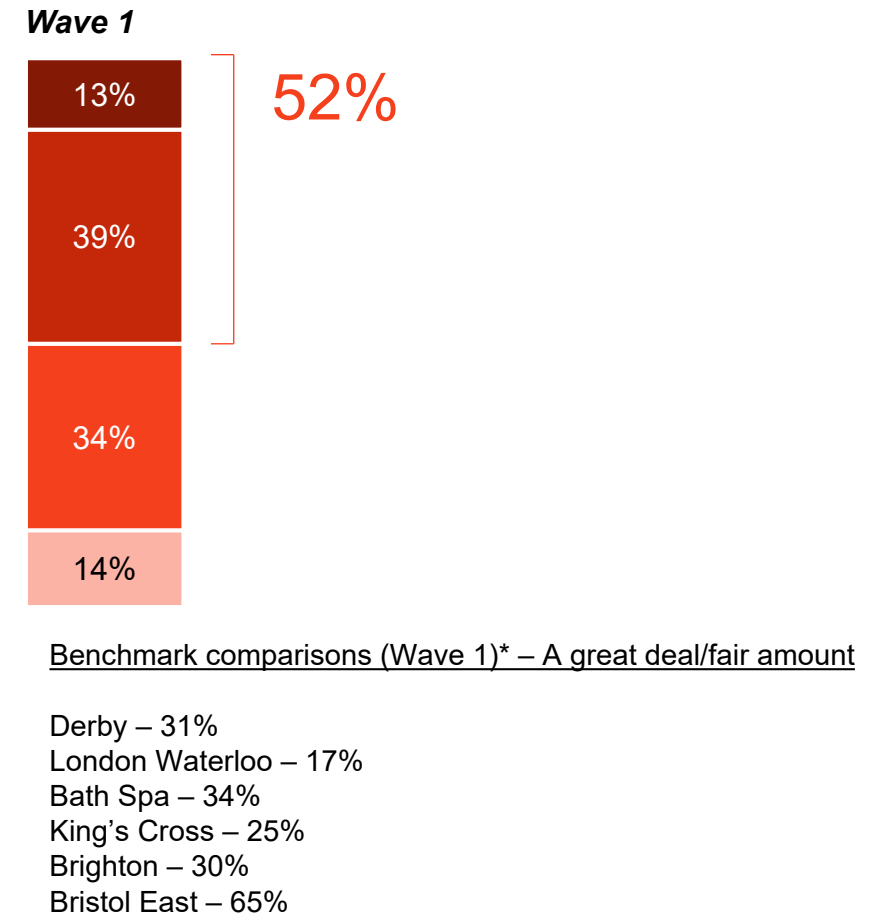
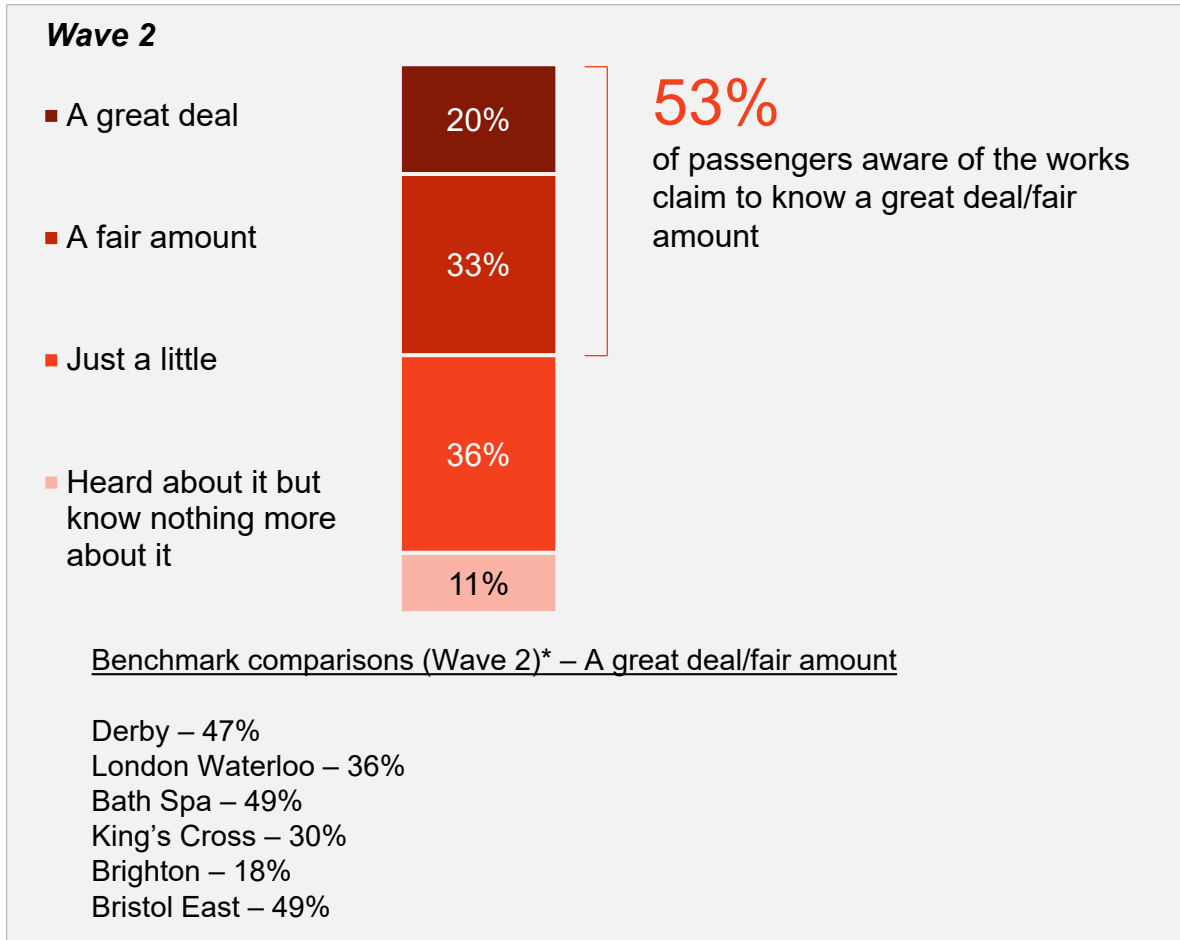
44% (=)

of passengers **likely to travel** on the WCML in the next 3 months claim to be aware of the WCML works vs 21% (+1) of those likely to travel in the next 4-12 months

Figures in brackets indicate change vs Wave 1
No significant differences vs Wave 1

While awareness has seen improvements, the level of knowledge among those aware remains similar to Wave 1

Level of knowledge – based on all aware

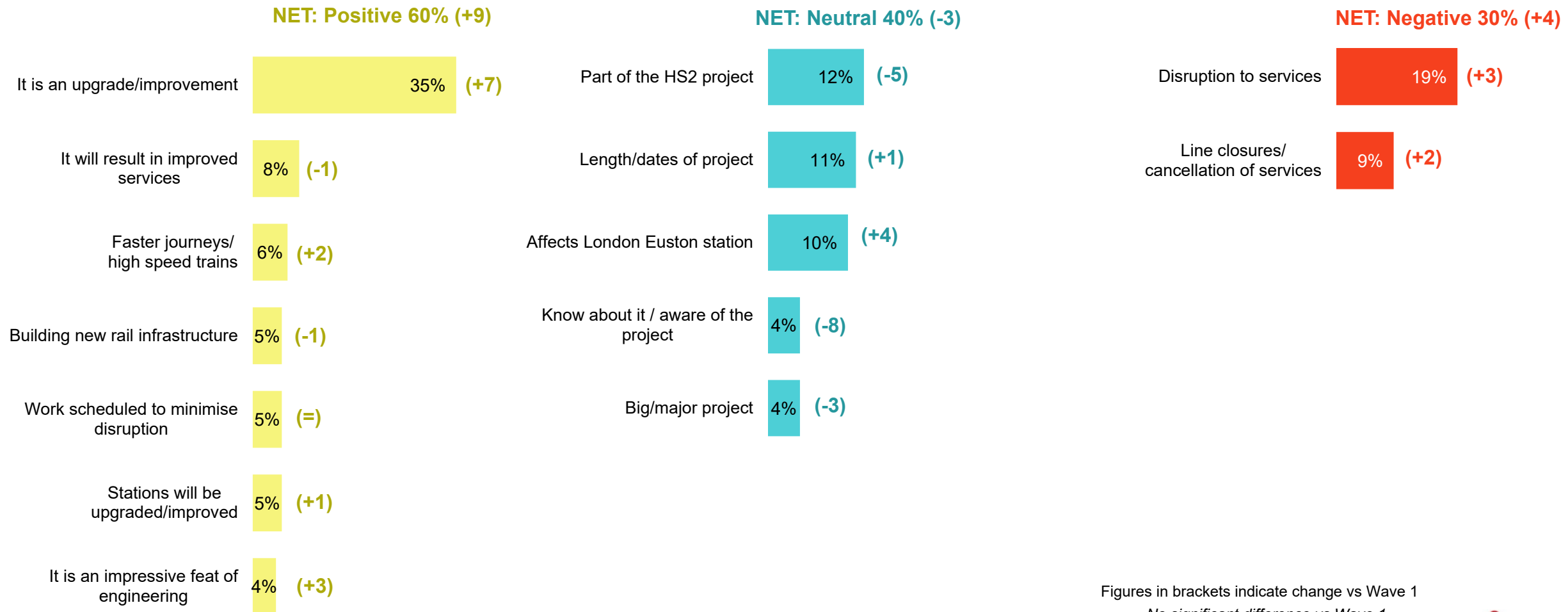


↑↓ Indicate significant difference vs Wave 1

*Please find details of these studies and differences in methodology in the introduction section (slide 3)

Spontaneous sentiment about the work continues to be mostly positive with a third mentioning that it is an upgrade/improvement. Nearly a third recognise negative aspects of the work like disruptions

What passengers know about the works (spontaneous) – based on all aware



Figures in brackets indicate change vs Wave 1
No significant difference vs Wave 1

While passengers mention improvements and benefits, there is some recognition that this will part of a long process meaning a lot of disruption

What passengers know about the works (spontaneous) – based on all aware

*It is an upgrade / improvement
(positive)*

“I know it’s meant to be **improvements** and will **benefit** passengers, but it **will be a long process**”

“**Track upgrades at various locations** between Preston – Penrith, Euston – Milton Keynes and at Watford”

“I don’t know very few specific details, but I am aware of the HS2, Crossrail and the Great North Rail Project plans to **upgrade** the infrastructure of the railway network”

*It is part of HS2
(neutral)*

“That it is **related to HS2** and will take a long time to complete”

“Two lines into London Euston station will be closed for two six-week periods to enable the **new HS2 terminus** to be built”

“Work on the West Coast Main Line is to **prepare it for HS2**, Britain’s new high-speed railway”

It will cause disruption to services (negative)

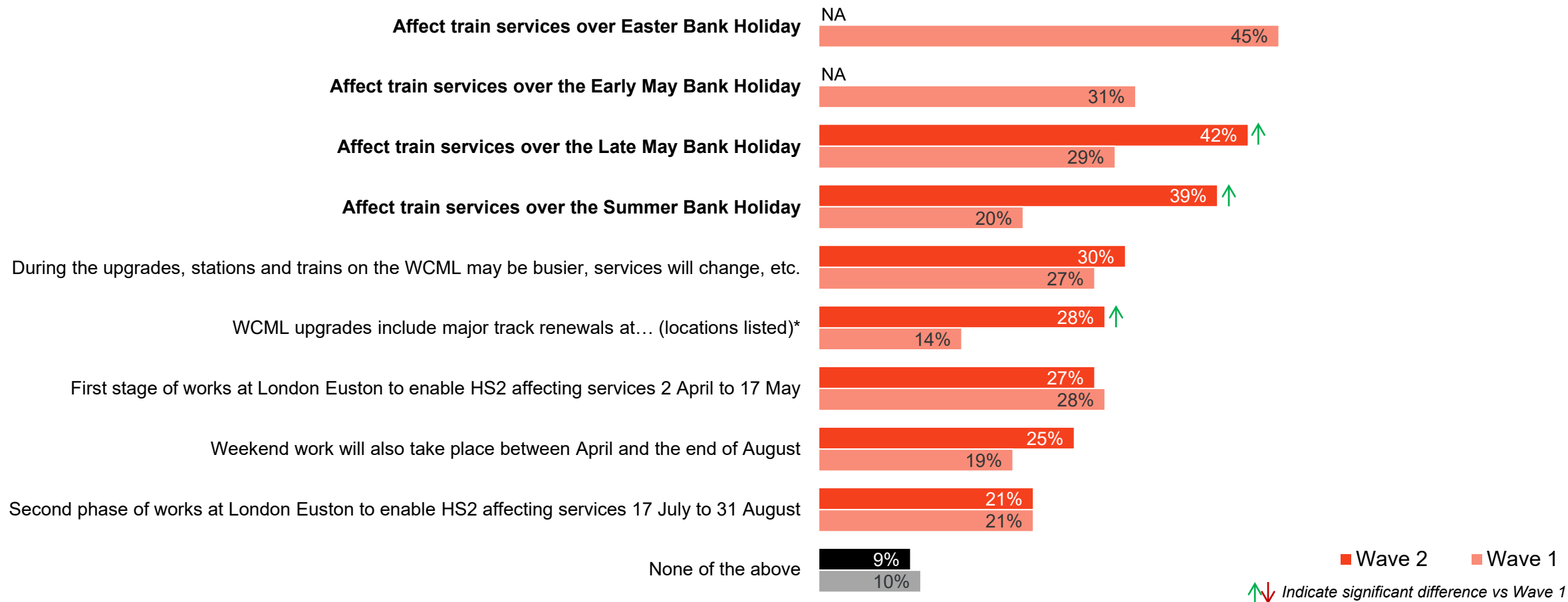
“That there is **lots of disruption** and **lots of dates are affected** but that will improve the network overall”

“I am only aware that there has been/is **travel disruption** as they are improving the train line”

“Just heard that there is likely to be **disruption** and **if you do not need to travel, it is advised not to**”

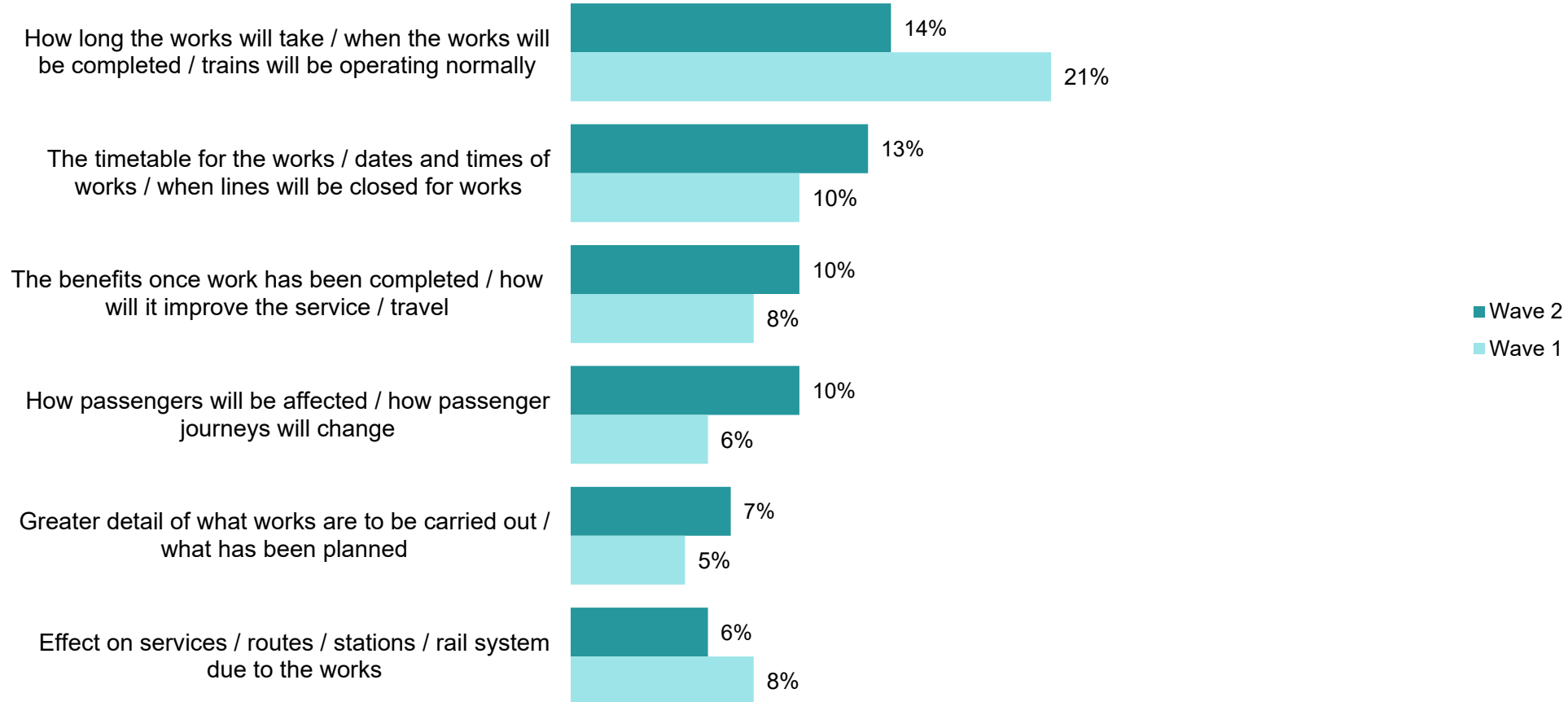
Passengers are most aware of the Late May and Summer Bank Holiday dates when services will be affected, with a significant increase since Wave 1

Understanding implications of the works – based on all aware



Passengers continue to want to know more about how long the works will take although there are signs this may be decreasing – perhaps as more information is becoming available

What else would passengers like to know (spontaneous) – based on all aware



No significant differences vs Wave 1

Passengers want more details about length of disruption and revised timetables but also want to know more about what the benefits of the work will be

What else would passengers like to know (spontaneous) - based on all aware

How long the works will take (14%)

“**How long will it take** and what improvements are they doing”

“Maybe just **the exact plan** and how long each bit is going to take”

“I would like to know **how long it will take** and whether or not train fares would be affected”

The timetable for the works (13%)

“The obvious price increases and **revised timetables**”

“Which train services will not be running. The **new timetable** so that people can prepare in advance to make alternative travel arrangements”

“I would like to know **specific details of the project** and how it will impact railway passengers and the general environmental concerns”

The benefits (10%)

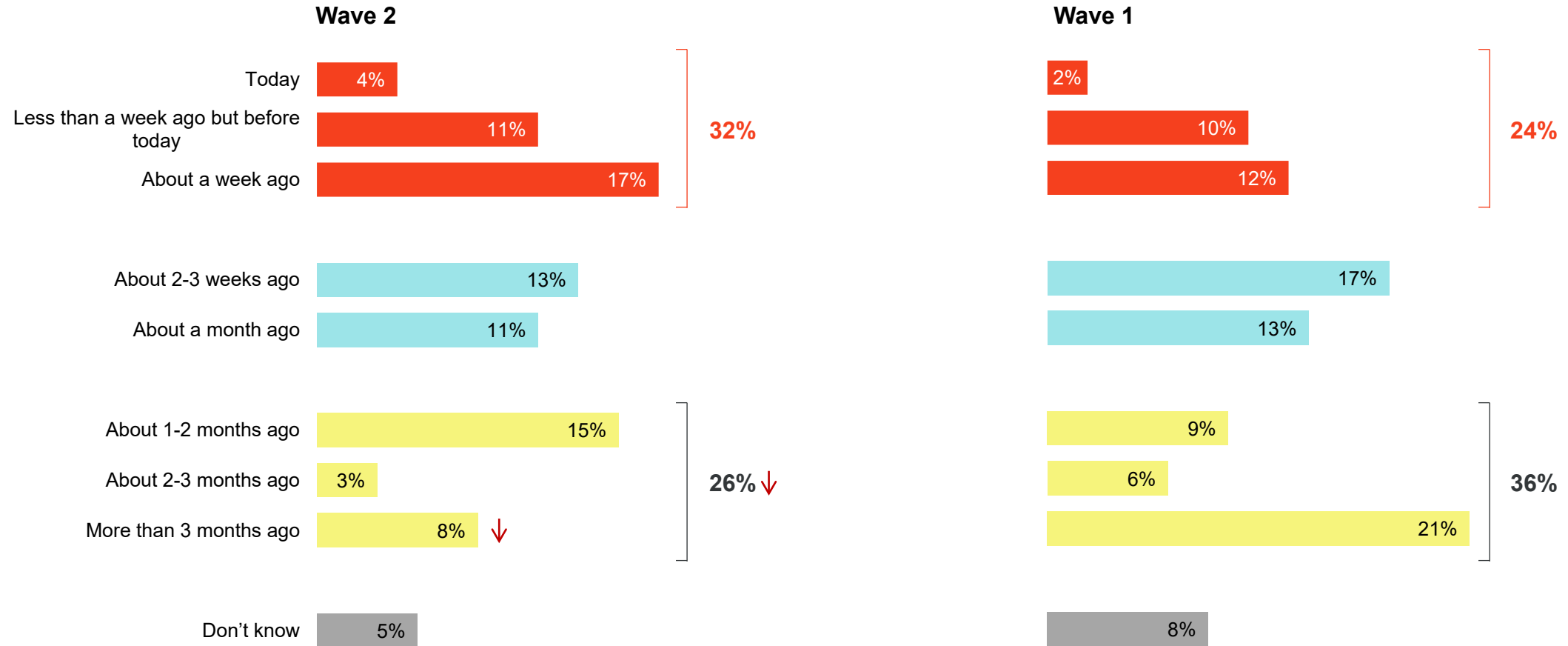
“I would like to know more about **how this project will improve the signaling and communication systems**”

“I would like to know when its all finished, and **how it will improve things**”

“All the **benefits to me** and what disruption I will encounter”

Passengers aware of the works were likely to have found out more recently compared to Wave 1

When passengers found out about the WCML works – based on all aware



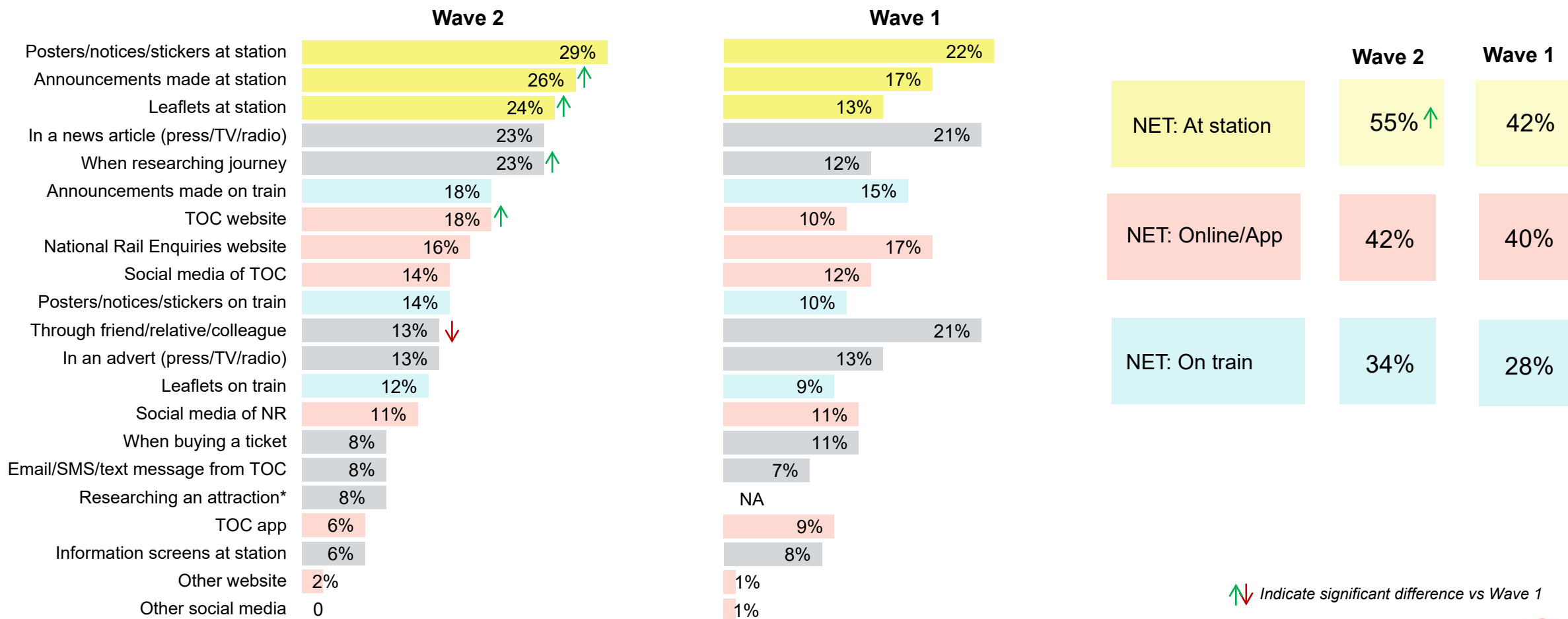
↑↓ Indicate significant difference vs Wave 1

Information channels

SECTION 3

There has been a significant increase in awareness through station channels, especially announcements and leaflets. Awareness when researching a journey and through TOC websites has also increased

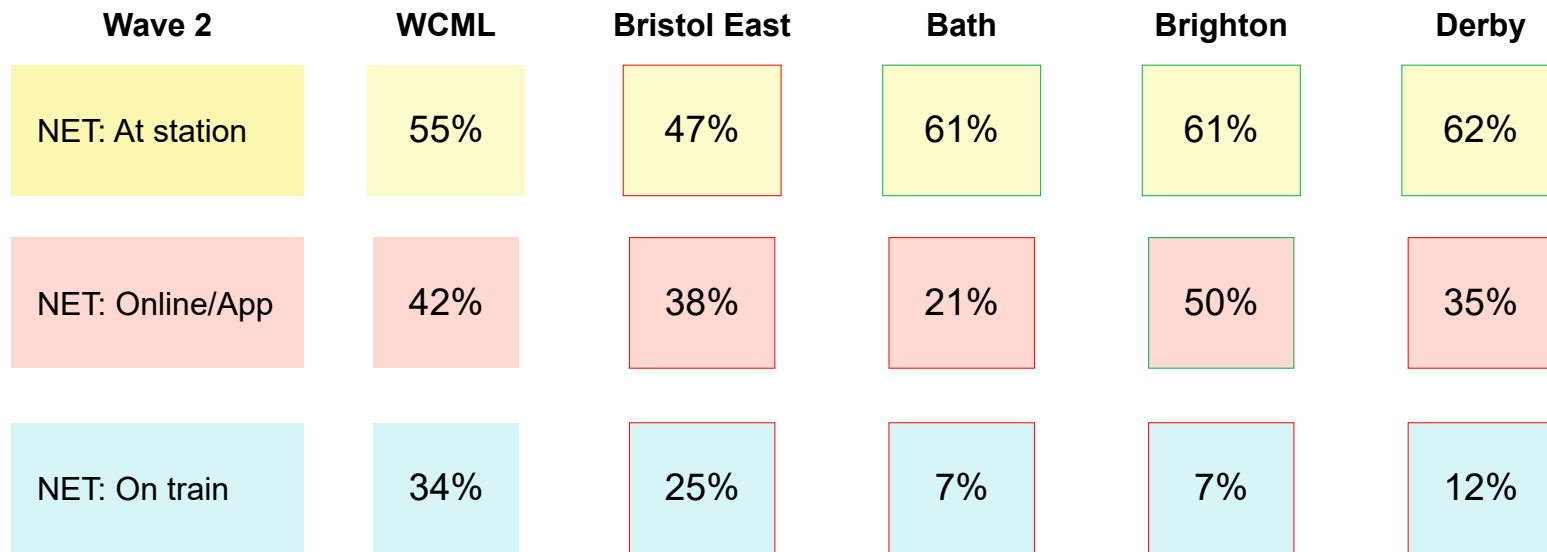
How passengers found out about the WCML works – based on all aware



↑↓ Indicate significant difference vs Wave 1

While awareness of the WCML works through station channels is higher than for the recent Bristol East project, it is lower than for other projects that were not impacted by the COVID situation

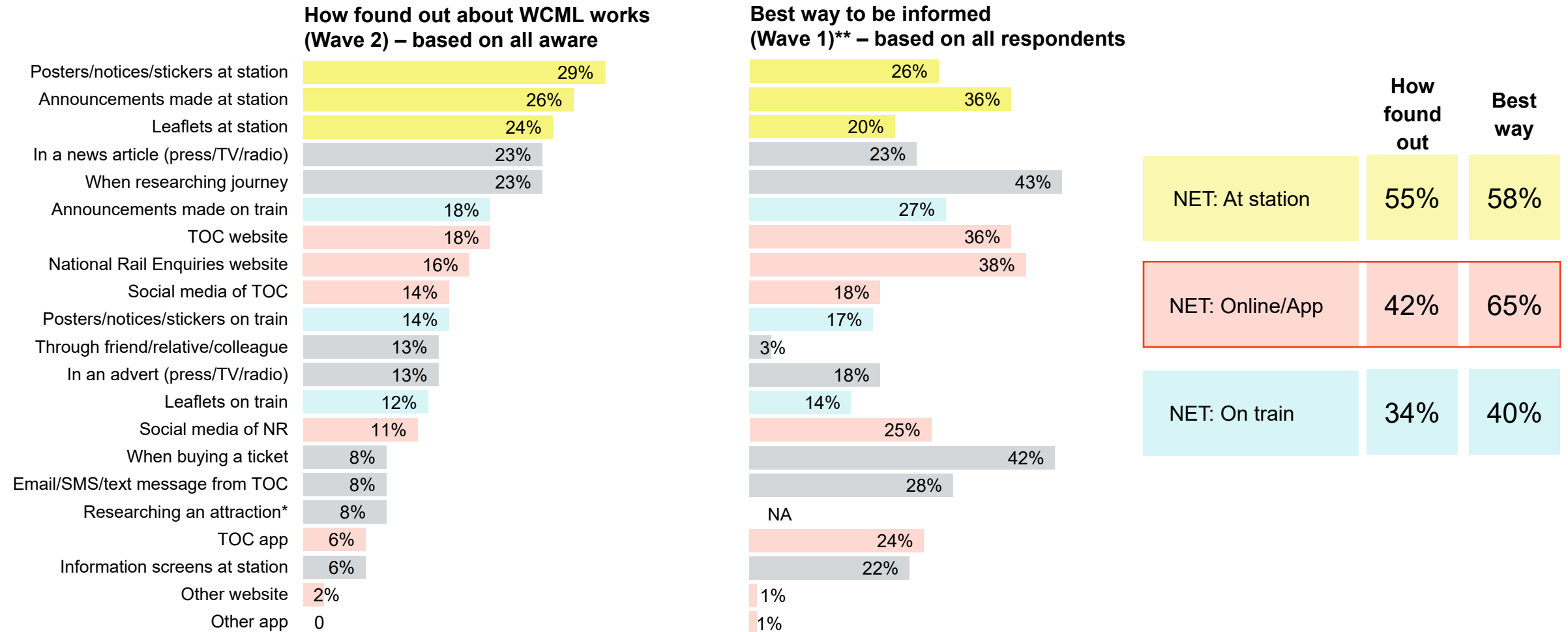
How passengers found out about the WCML works compared to previous studies* – based on all aware



- Higher than for WCML
- Lower than for WCML

*Please find details of these studies and differences in methodology in the introduction section (slide 3)

When researching a journey is considered one of the best ways to be informed. When buying a ticket and digital channels are also important



*New response code included in Wave 2

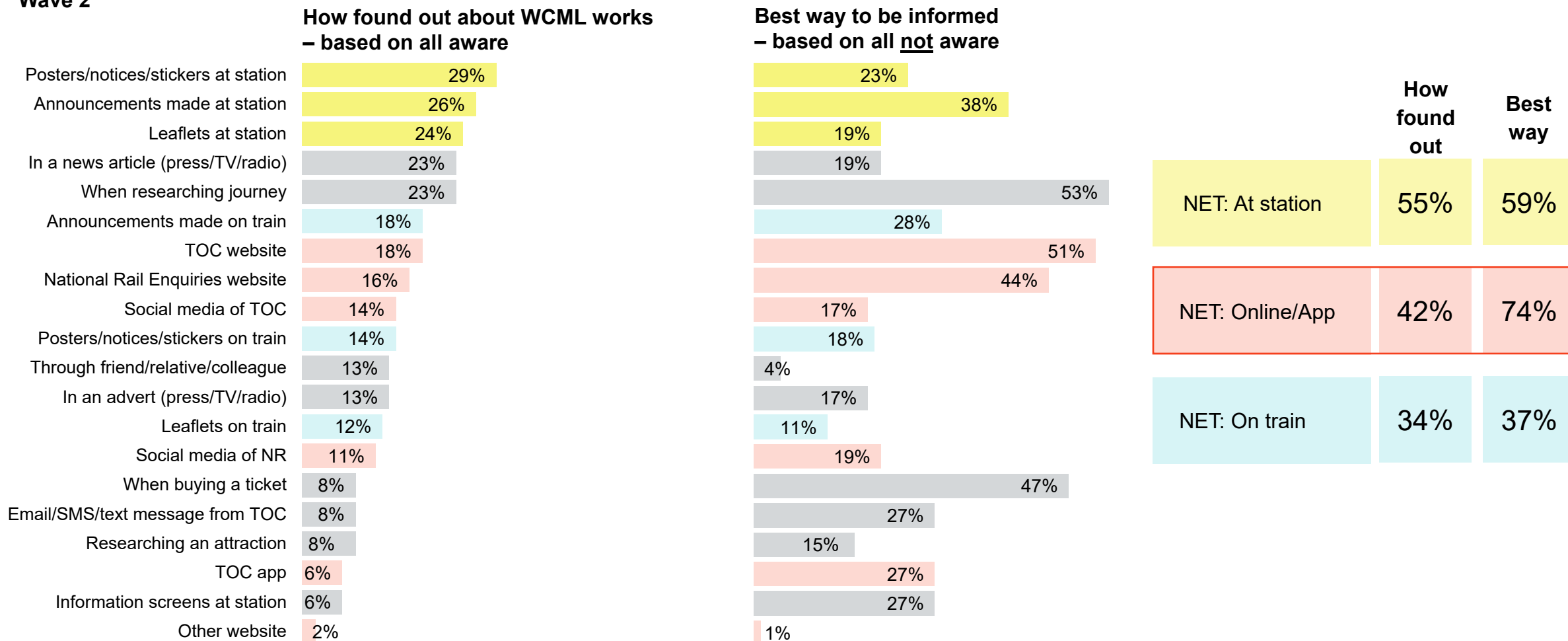
**Not asked of all respondents in Wave 2 so Wave 1 results included here

Q20. In which of the following ways did you find out about the infrastructure works on the West Coast Main Line? Q29. What would be the best way(s) to let you know about disruption to your journey in the future?

Base: All respondents W1 (537); All aware of the WCML project W2 (186)

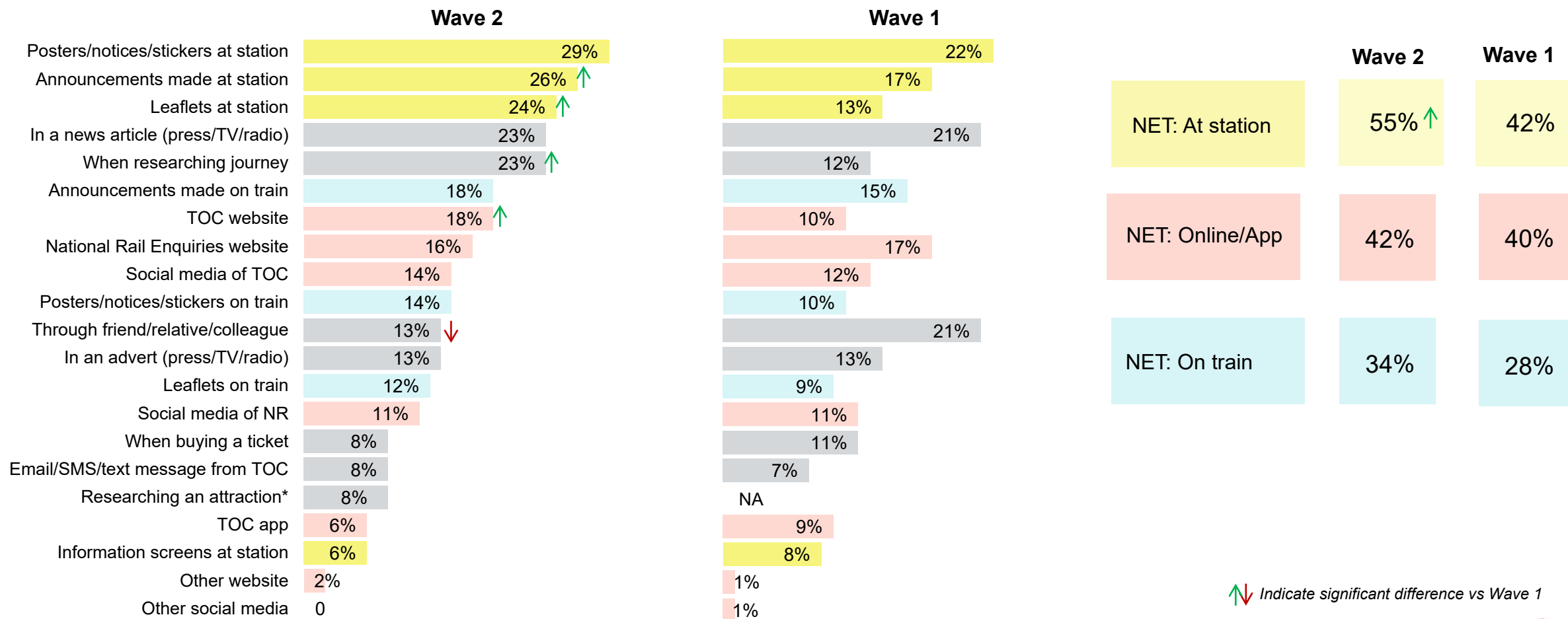
Aligned with this, passengers not aware of the WCML works would like to find out when researching a journey, when buying a ticket or through online channels like the TOC and NRE websites

Wave 2



There has been a significant increase in awareness through station channels, especially announcements and leaflets. Awareness when researching a journey and through TOC websites has also increased

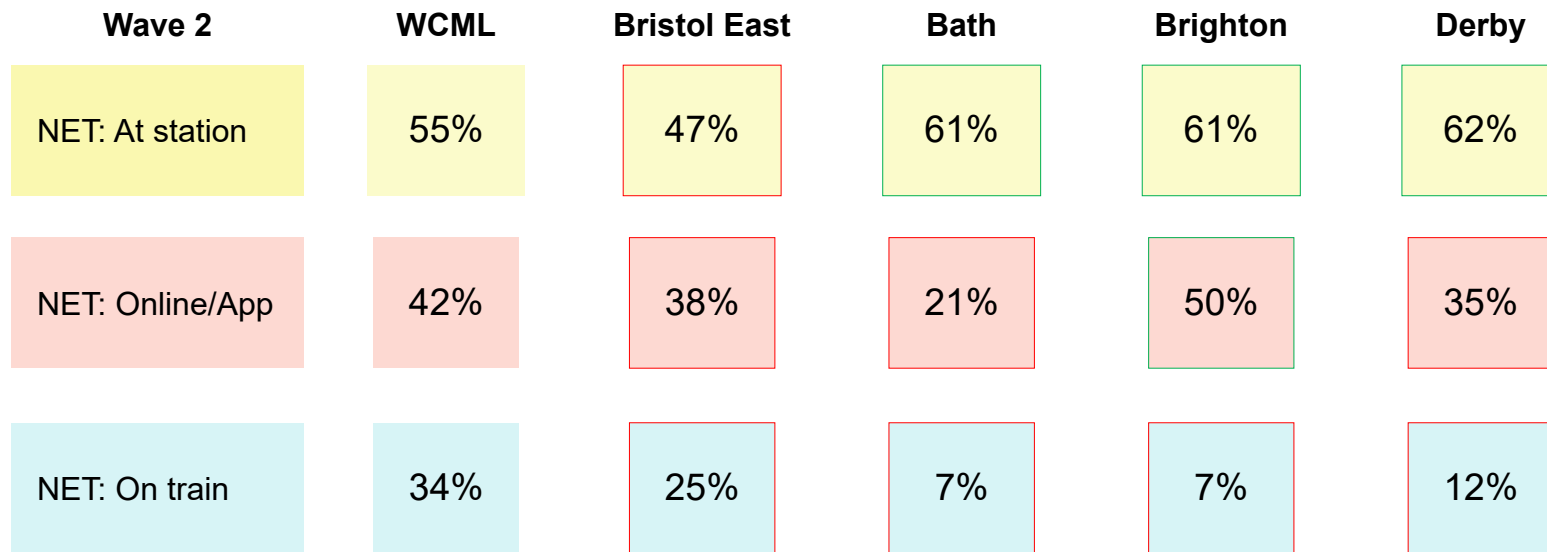
How passengers found out about the WCML works – based on all aware



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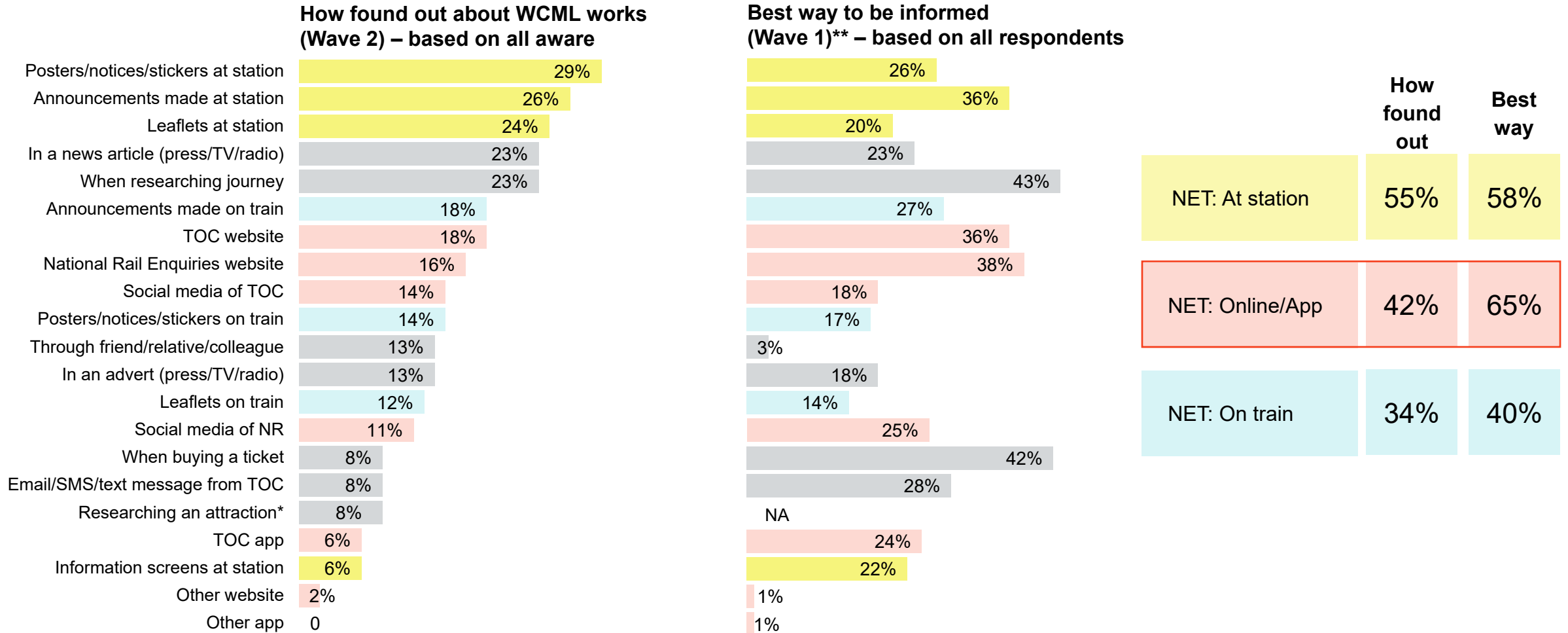
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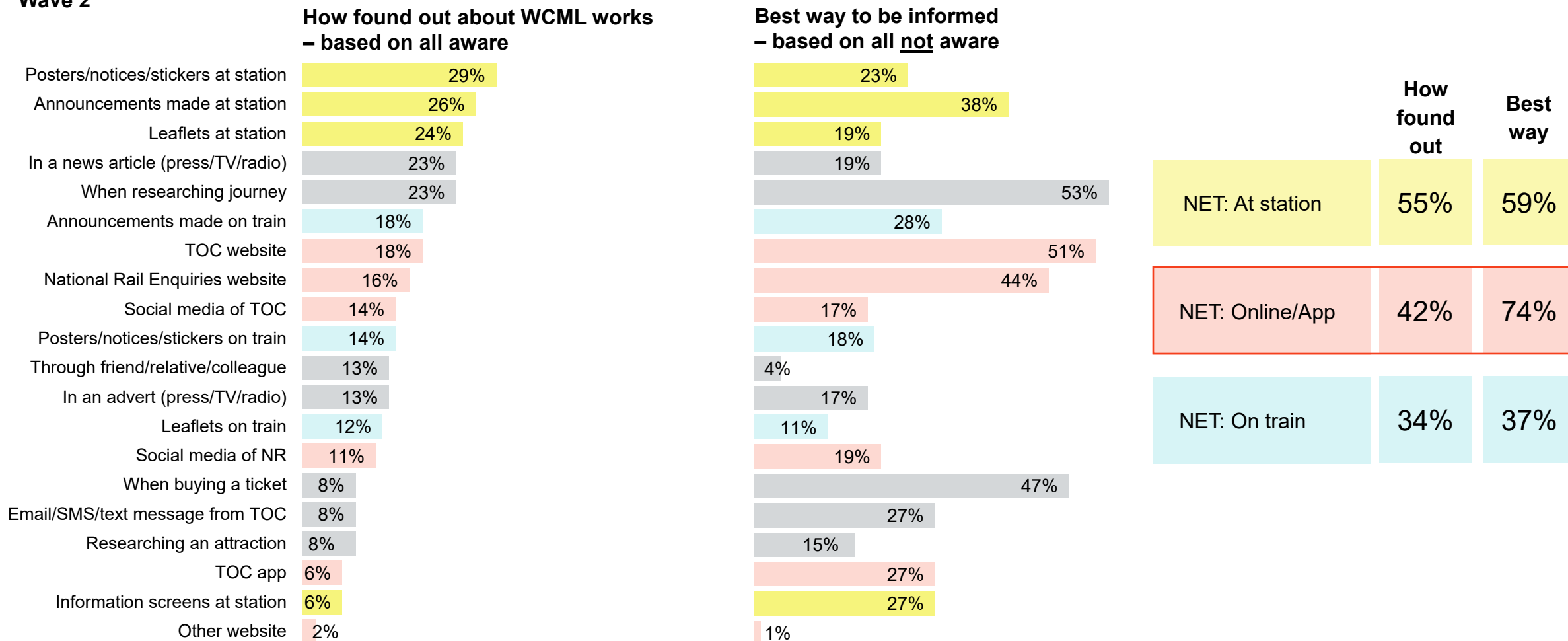
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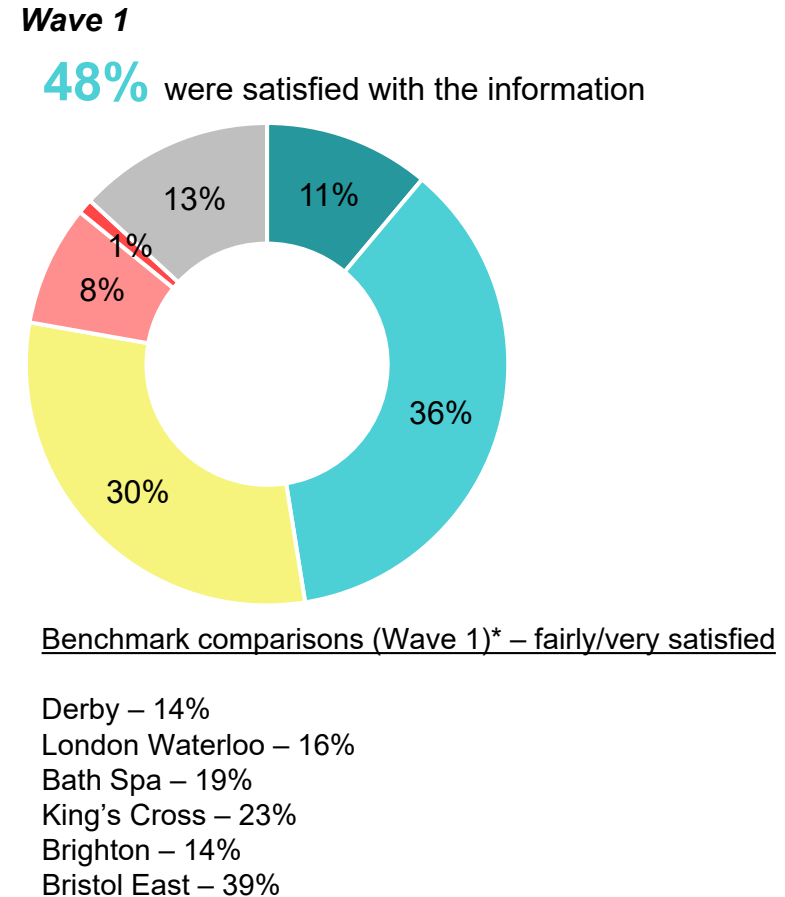
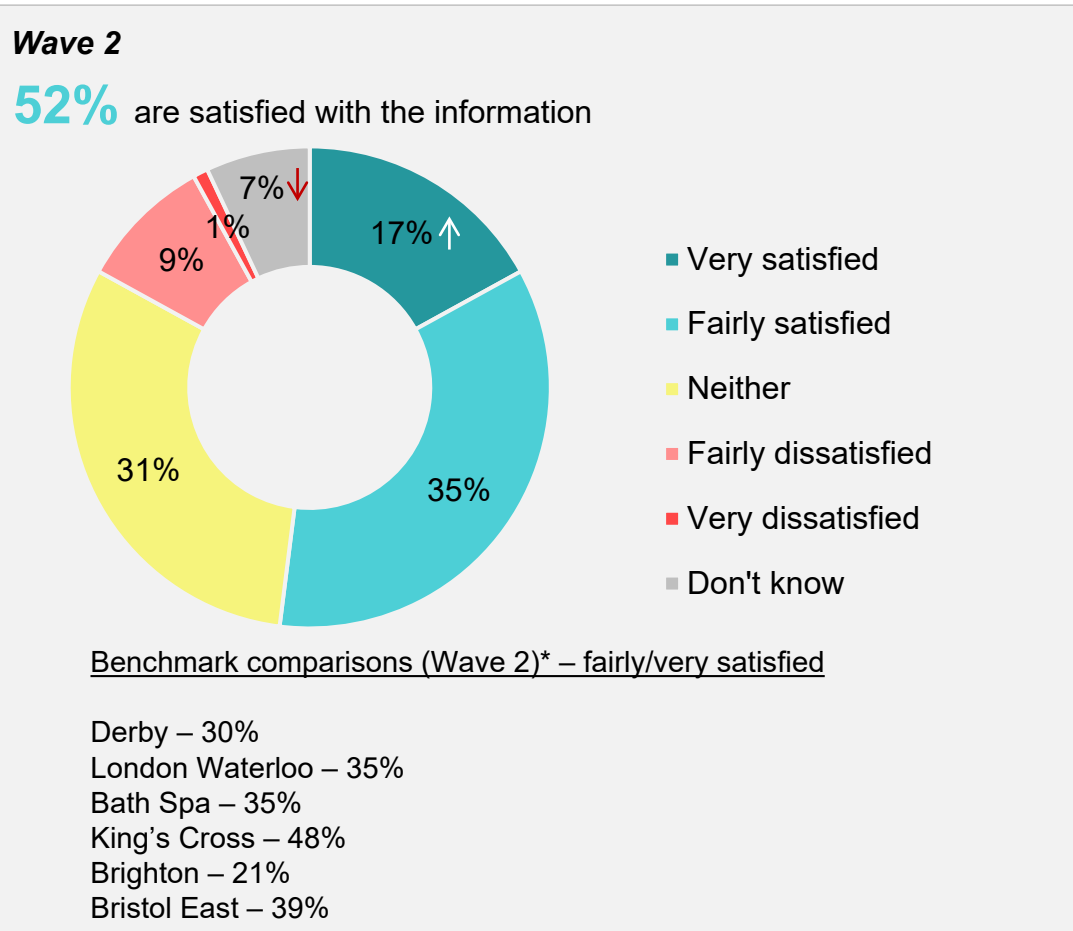
Aligned with this, passengers not aware of the WCML works would like to find out when researching a journey, when buying a ticket or through online channels like the TOC and NRE websites

Wave 2



There is a significant increase in passengers who are very satisfied with the information about the WCML works

Satisfaction with information – based on all respondents

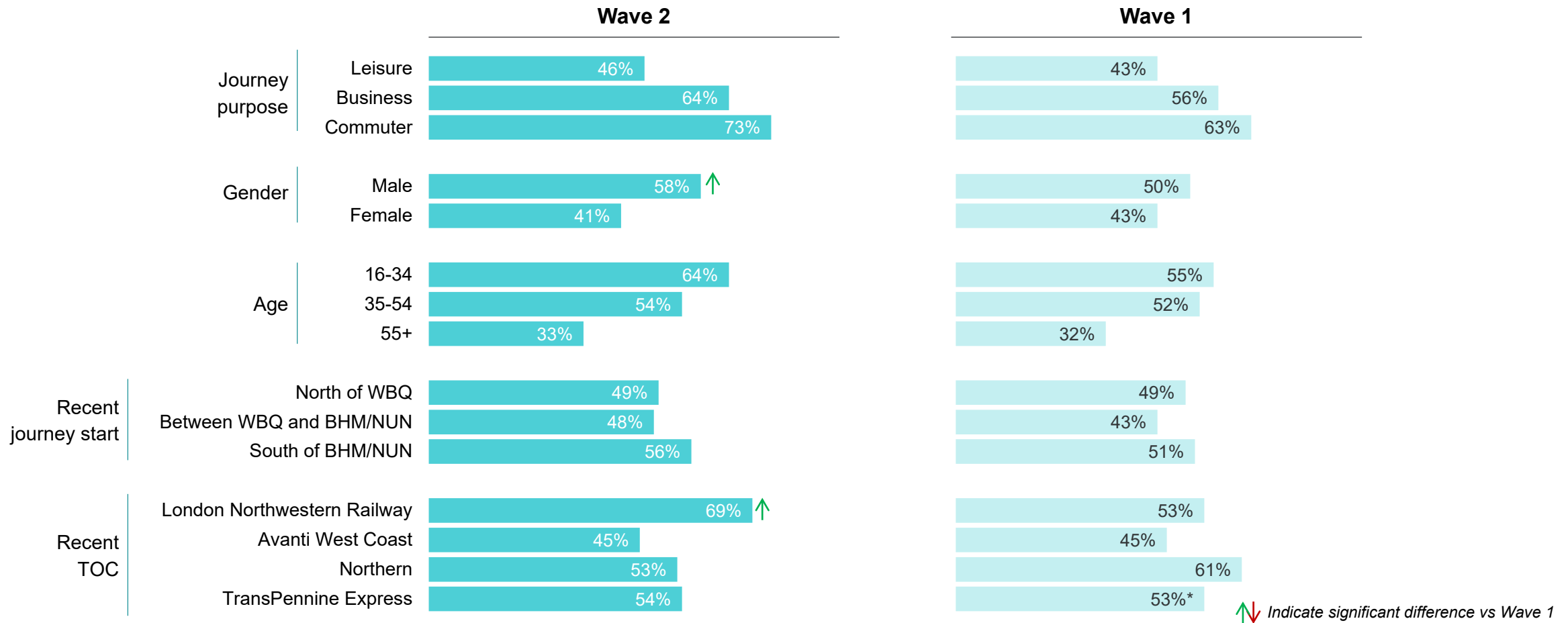


*Please find details of these studies and differences in methodology in introduction section (slide 3)

↑↓ Indicate significant difference vs Wave 1

Males are increasingly more satisfied with the information provided compared to females – perhaps linked to higher awareness and knowledge. LNWR passengers are also more satisfied

Satisfaction (very/fairly) with information by subgroups – based on all respondents



*Caution: base <50

Q24. Overall, how satisfied or dissatisfied are you with the information currently being provided about the infrastructure works on the West Coast Main Line?

Base: All respondents W1/W2 (537/520); Leisure (298/344), Business (122/105), Commuter (89/53); 16-34 (218/211), 35-54 (174/154), 55+ (145/155); Male (343/267), Female (194/251); North of Warrington (WBQ) (138/117), Between Warrington (WBQ) and Birmingham (BHM) / Nuneaton (NUN) (155/151), South of Birmingham New Street (BHM) or Nuneaton (NUN) (240/249); London Northwestern Railway (102/117), Avanti West Coast (258/231), Northern (66/76), TransPennine Express (34/55)

The minority of passengers who are dissatisfied feel like information has been lacking. While some admit to not having searched for it, they expect they should still have heard something about it

Reasons for dissatisfaction – based on those dissatisfied with information

9% - Fairly dissatisfied

“I have not seen specific information about these works. However, this may be due to my less frequent use of this service, due to travelling a lot less due to lockdown”

“I was not aware of the works stated in this survey. But as I haven’t travelled by train for a while, I haven’t been looking at train information”

“More information is needed especially for people who use it for pleasure i.e. meeting family and friends at weekends”

“I did not know of these developments, and I now need to know the precise details as it could affect whether my grandchildren can come up from London in the Summer school holidays”

“I would like more information about how and when the interruptions would occur, as I don’t know exactly how I will be affected”

“Unless you are actively looking for it, it will not be obvious. The only time I see anything about it is at the station”

1% - Very dissatisfied

“I did not know about this infrastructure work until now. I recently checked train times from Euston for a trip up after lockdown and saw no mention of this”

“Although I probably won’t be using the service at this time it would be nice to have more details on what is happening and when, just in case I do decide to use the service sooner”

“I didn’t know about it! I didn’t go looking for information, but I would have thought I would have seen something somewhere”

“I think there is a lack of explanation about why this is necessary. I am also upset to learn that some of it is to do with HS2 which no one who is not making money from it wants”

“I didn’t know anything about it. I read a newspaper and listen to the news so don’t think the information has been very high profile”

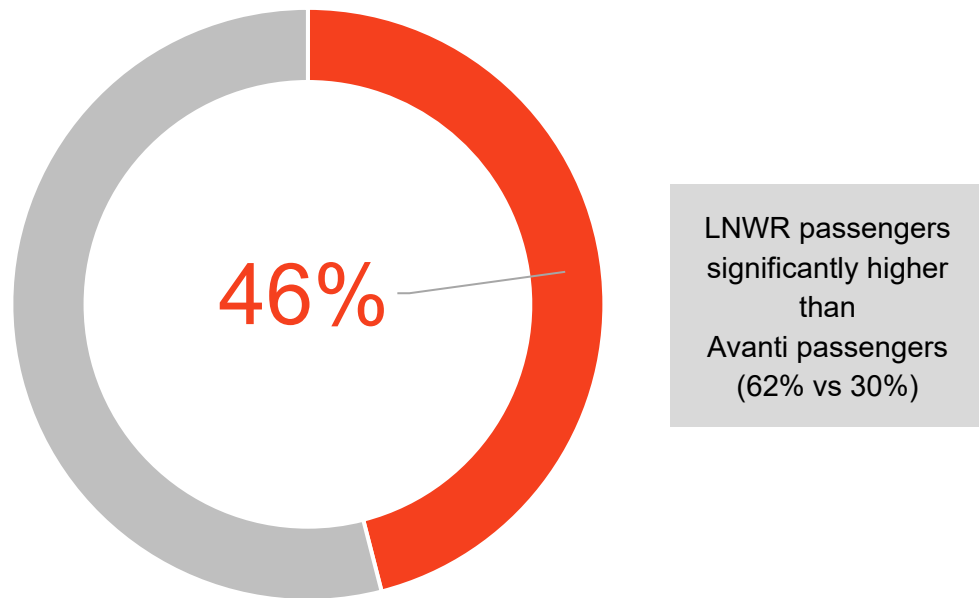
“I didn’t know about these works or the effect they could have on the line”

Impact of WCML project on travel over April and May

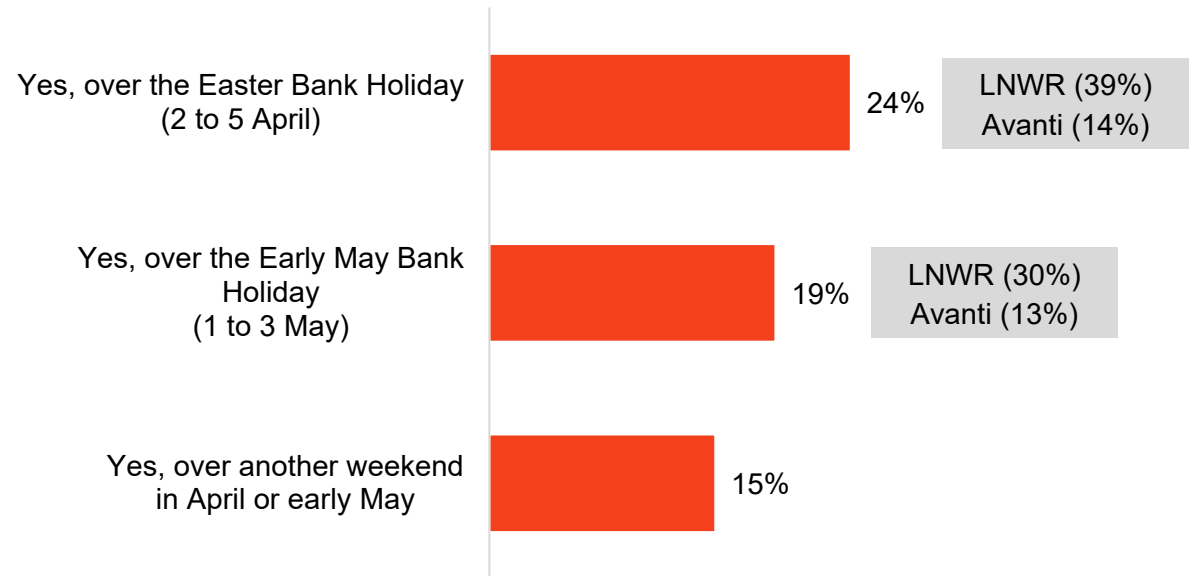
SECTION 4

Nearly half of passengers aware of the WCML works travelled or wanted to travel on the WCML over key dates in April and May – mostly over the bank holiday weekends

Travel on WCML over key dates – based on all aware



- Travelled or wanted to travel on WCML over key dates
- Did not travel or want to travel on WCML over key dates



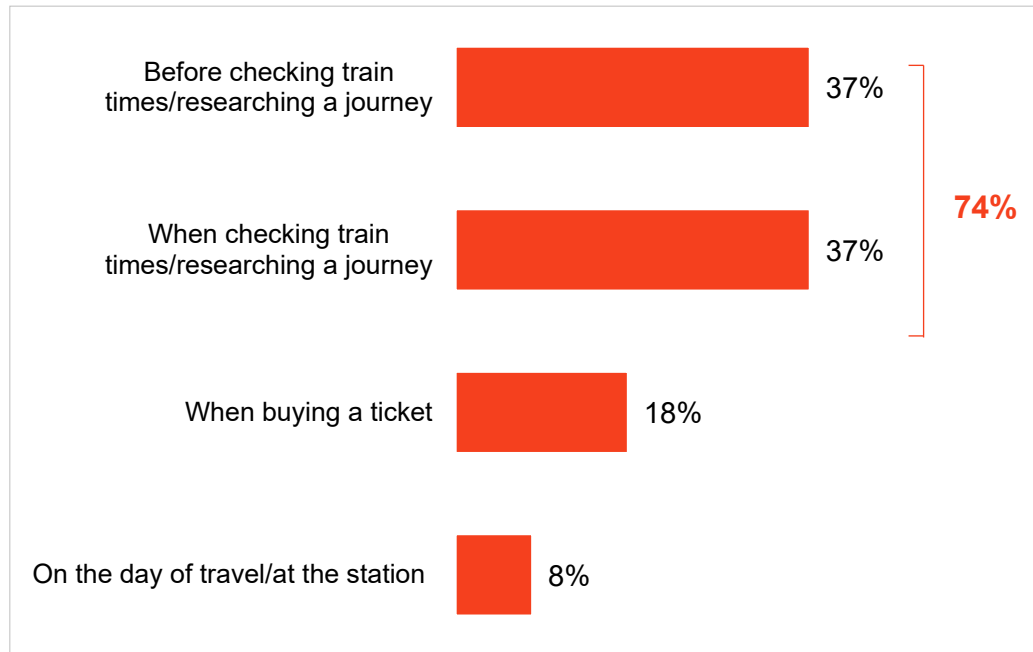
New question added in for W2



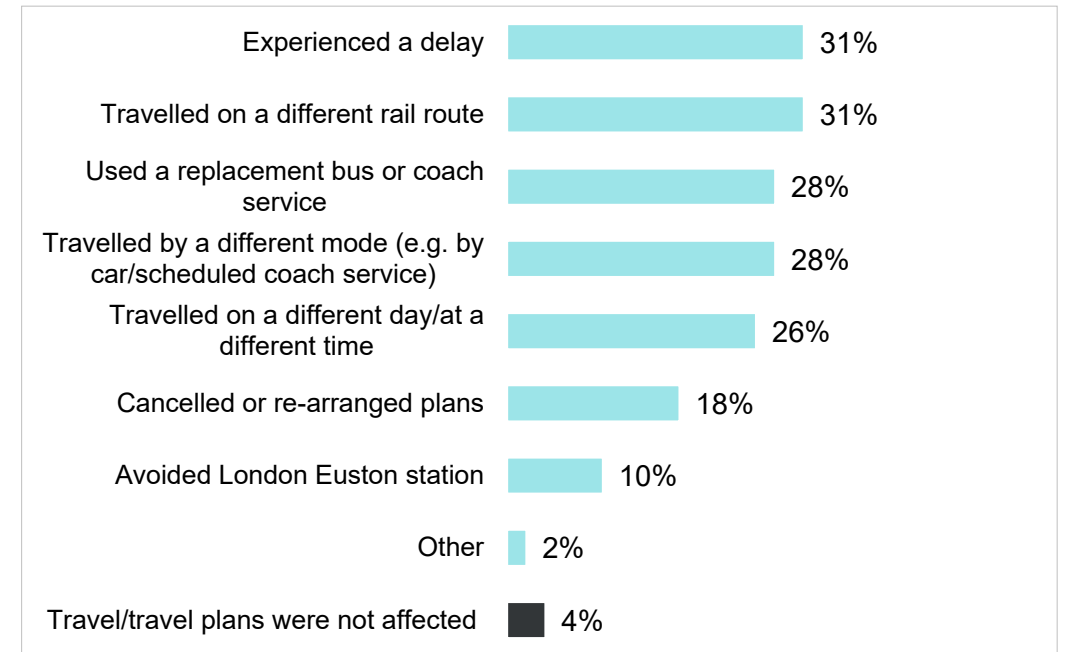
The majority of passengers who travelled or wanted to travel over key dates first found out before or when researching their journey. Travel or plans were affected in some way for most who wanted to travel

When first found out and impact of the works – based on all aware and travelled or wanted to travel over key dates

When first found out about the works



How travel plans were affected



80% of those aware of the works and who travelled or planned to travel on the WCML over key dates in April and May were **satisfied with the information provided**

New questions added in for W2

More than half of passengers aware of the works were aware of the advice to avoid travel over the Early May BH. Awareness was high among passengers who did travel or wanted to travel at this time

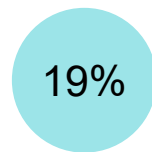
Awareness of communications about Early May Bank Holiday travel

Based on all aware of the WCML project

Aware that passengers were advised to make their journeys either side of the Early May Bank Holiday

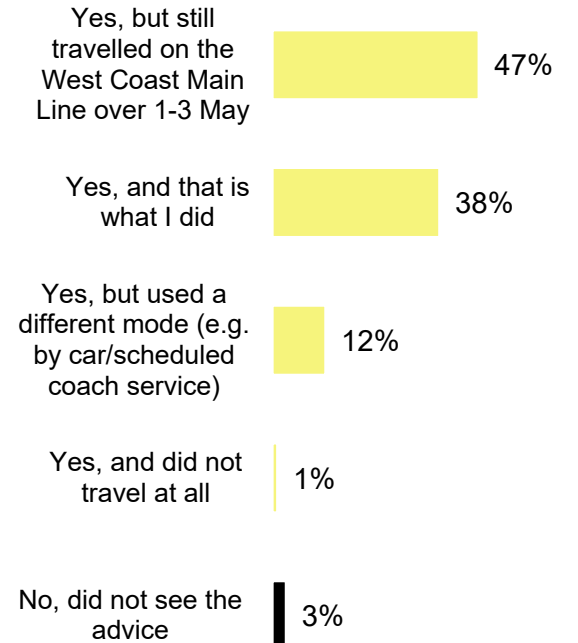


Travelled or wanted to travel on the WCML over the Early May



Based on all aware of the WCML project and travelled or wanted to travel on the WCML over the Early May Bank Holiday*

Seen advice to travel either side of the Early May Bank Holiday



*Caution, base below n=50

Q21. Which, if any, of the following statements about the infrastructure works on the West Coast Main Line were you aware of before today? Q22. Did you travel, or did you want to travel, on the West Coast Main Line at any of the following times? Q25. Train companies advises passengers to rather travel on the West Coast Main Line either side of the Bank Holiday. Did you see this advice?

Base: All aware of the WCML project W2 (186); All aware of the WCML project and travelled/wanted to travel on WCML over the Early May Bank Holiday W2 (36)

Expected impact, perceived benefits and support

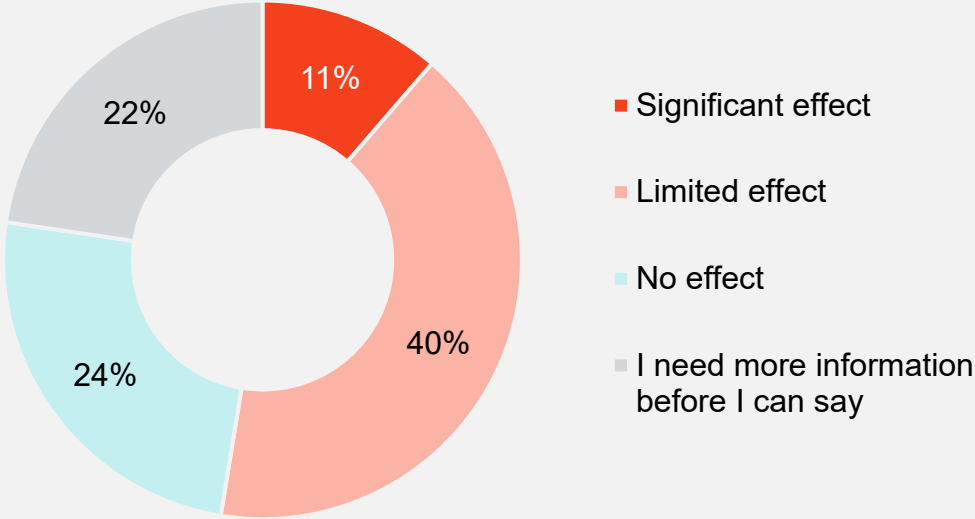
SECTION 5

While there is no significant change to the expected effect of the WCML works on travel plans, there are signs of a growing number of passengers expecting to be affected to some degree

Effect on travel plans – based on all respondents

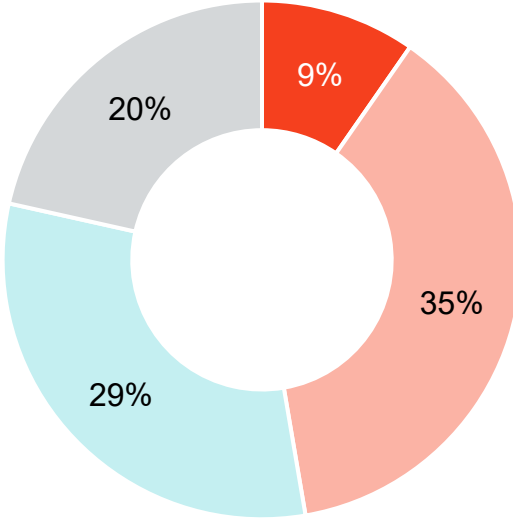
Wave 2

51% expect the WCML works to have a limited/significant effect



Wave 1

45% expected the WCML works to have a limited/significant effect



Passengers expecting to be affected by the works anticipate disruption and delays. They mention needing to amend their travel plans accordingly

Details of effect on travel plans (spontaneous) – based on all respondents

40% - Limited effect

“I will **try to avoid travelling** on this route from Euston between 17 July - 31 August 2021, because of potential problems due to the rail works”

“I can **travel via car if needed**, however, it will cause a lot of issues as there will be traffic and **journey time increases**”

“I will still **continue to travel** by Network Rail as long as they are still running despite work being carried out”

“I think any work will impact my travel to a degree but **if I travel off-peak and find out ahead of time what the disruption will be**, I should be able to keep it to a minimum”

“If there is any disruption on the particular dates when I plan to travel, I **may decide to drive instead**, as train is very convenient, but not if there are going to be delays, or my travel time is badly affected”

“I was planning a trip up to Lancaster to see friends but if the main line is out then I'll **probably just drive up**”

11% - Significant effect

“My travel is going to be affected firstly because of the **speed**; trains have proven to be faster. What I am going to do differently is to take **other traveling options like bus**”

“My most frequent journeys on the West Coast Main Line are from and to Euston to visit my daughter who lives in East London. There is **no obvious alternative journey** from where I live in Cumbria”

“I **will not travel** if it's likely **numerous changes are needed** to get to my destination”

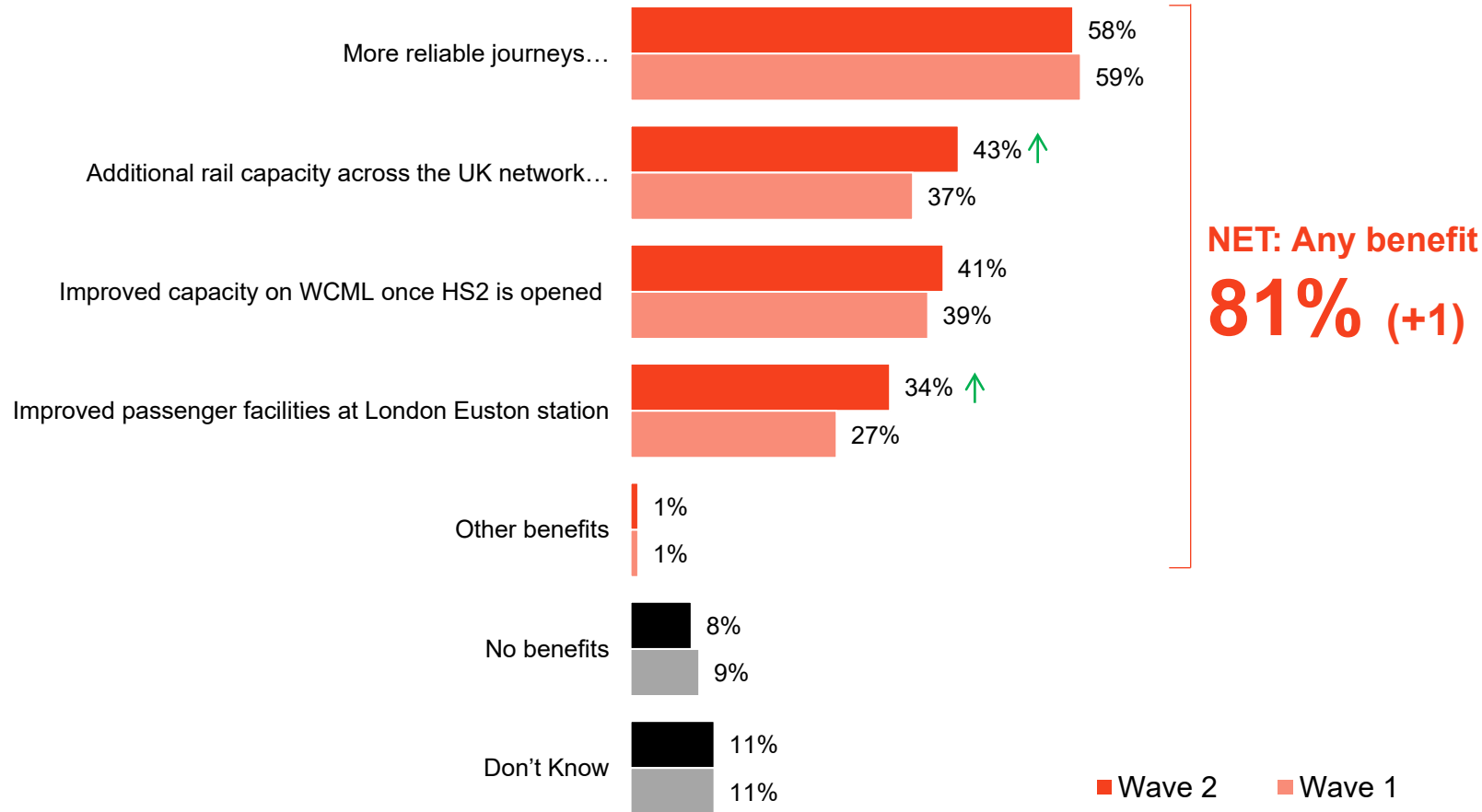
“I was planning to travel to see friends on the Late May Bank Holiday weekend. If my trip will be affected by the rail works, I **will have to cancel my trip**”

“Work commitments may require me to do this journey more often and I **will need to travel on a Sunday** to be able to attend meetings on the Monday”

“I think that my train journey will **take longer than normal** due to the works planned”

Expected benefits remain high at 81% with passengers increasingly mentioning additional rail capacity across the UK network and improved facilities at Euston station as a result of the work

Perceived benefits of WCML work – based on all respondents



Benchmark (Wave 2)* – Any benefit:

Derby	48%
London Waterloo	69%
Bath Spa	76%
King's Cross	81%
Brighton	55%
Bristol East	84%

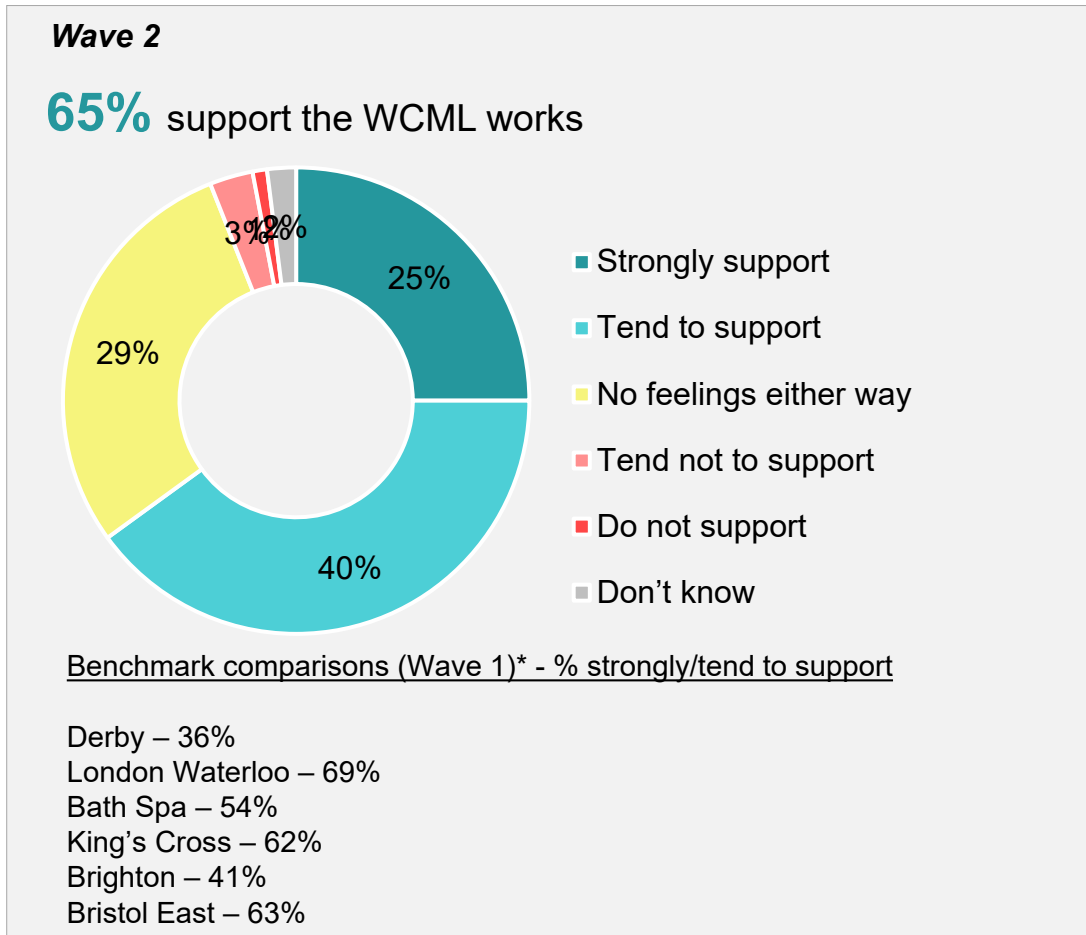
Figure in brackets indicate change vs Wave 1

↑↓ Indicate significant difference vs Wave 1

*Please find details of these studies and differences in methodology in the introduction section (slide 3)

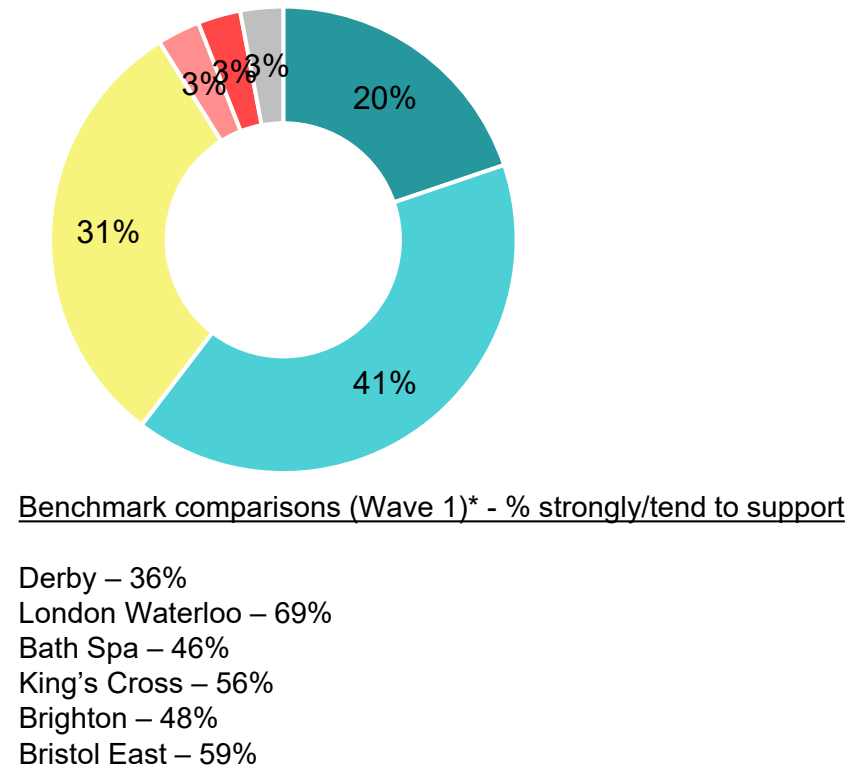
Support for the work shows signs of positive momentum but with no significant changes since Wave 1

Level of support for the WCML work – based on all respondents



Wave 1

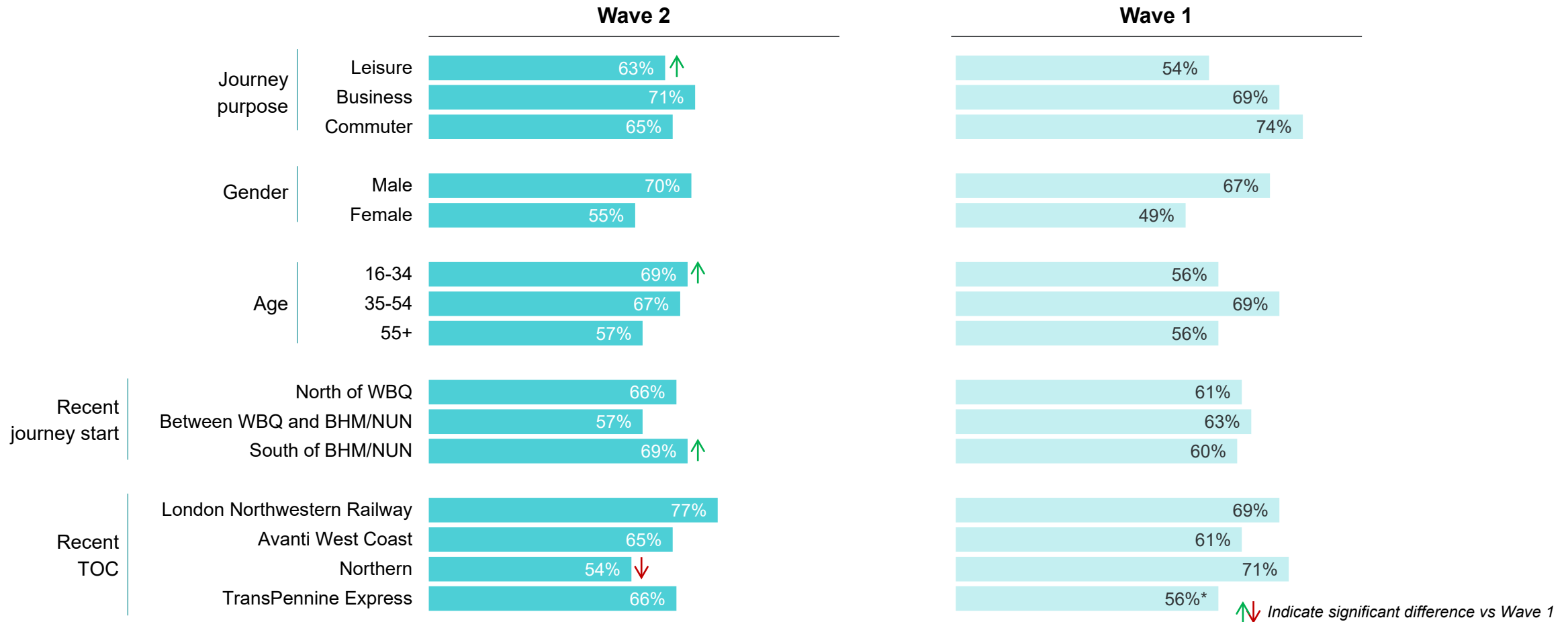
60% support the WCML works



No significant differences vs Wave 1

Support has increased significantly among leisure travellers, those aged 16-34 and those who started their recent WCML journey south of Birmingham or Nuneaton

Level of support (strongly/tend to) for the WCML work by subgroups – based on all respondents



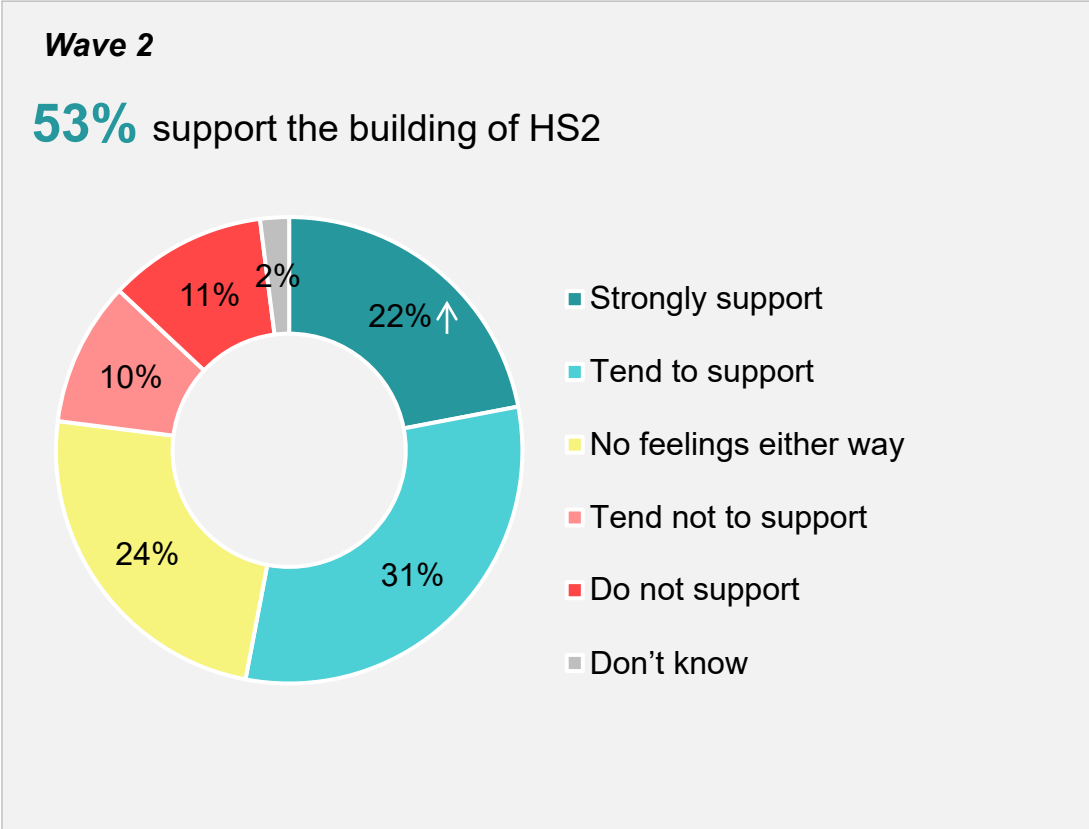
*Caution: base <50

Q27. To what extent do you support the West Coast Main Line infrastructure works, or do you have no feelings either way?

Base: All respondents W1/W2 (537/520); Leisure (298/344), Business (122/105), Commuter (89/53); 16-34 (218/211), 35-54 (174/154), 55+ (145/155); Male (343/267), Female (194/251); North of Warrington (WBQ) (138/117), Between Warrington (WBQ) and Birmingham (BHM) / Nuneaton (NUN) (155/151), South of Birmingham New Street (BHM) or Nuneaton (NUN) (240/249); London Northwestern Railway (102/117), Avanti West Coast (258/231), Northern (66/76), TransPennine Express (34/55)

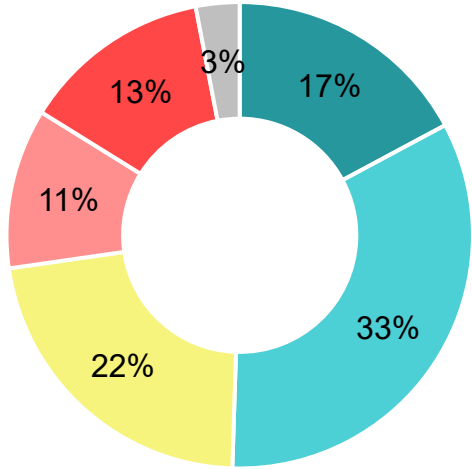
Strength of support for HS2 has increased significantly since Wave 1 but there continues to be lack of support among a fifth of passengers

Level of support for HS2 – based on all respondents



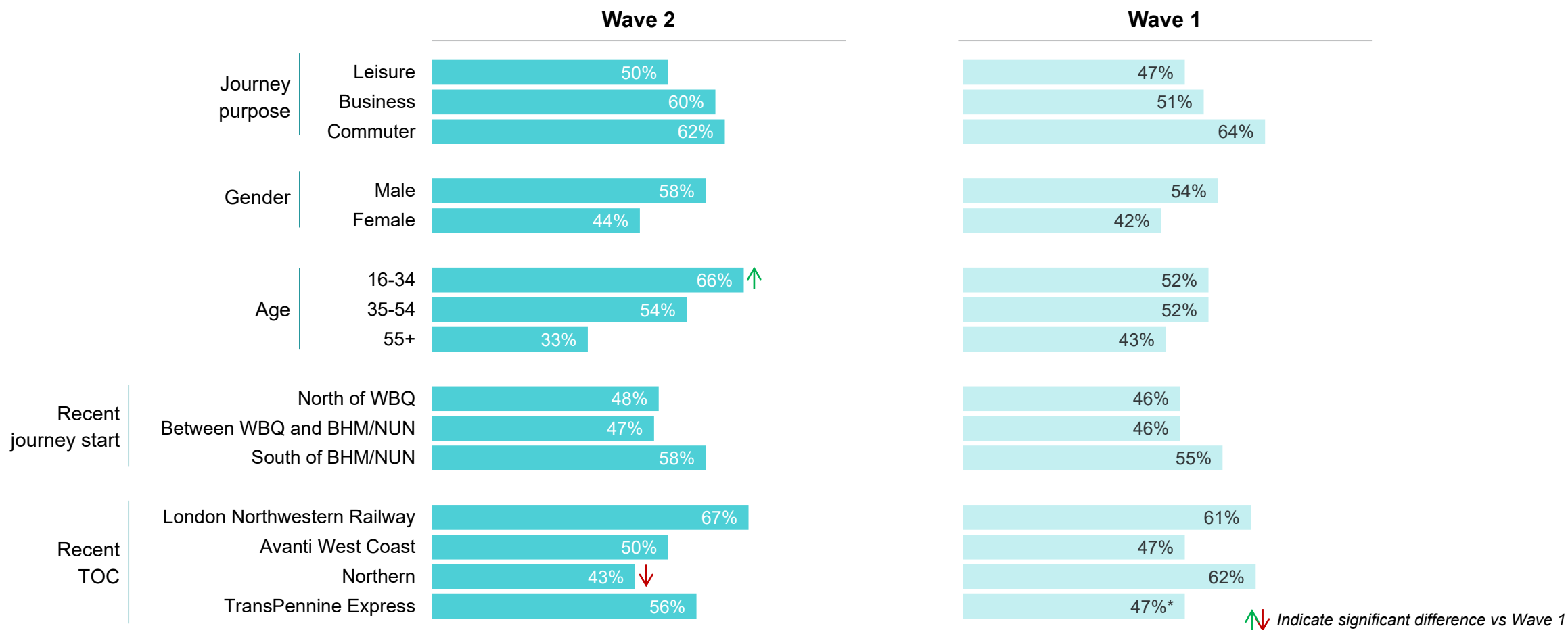
Wave 1

50% support the building of HS2



Support has increased significantly among younger passengers while support among Northern passengers has declined

Level of support (strongly/tend to) for HS2 by subgroups – based on all respondents



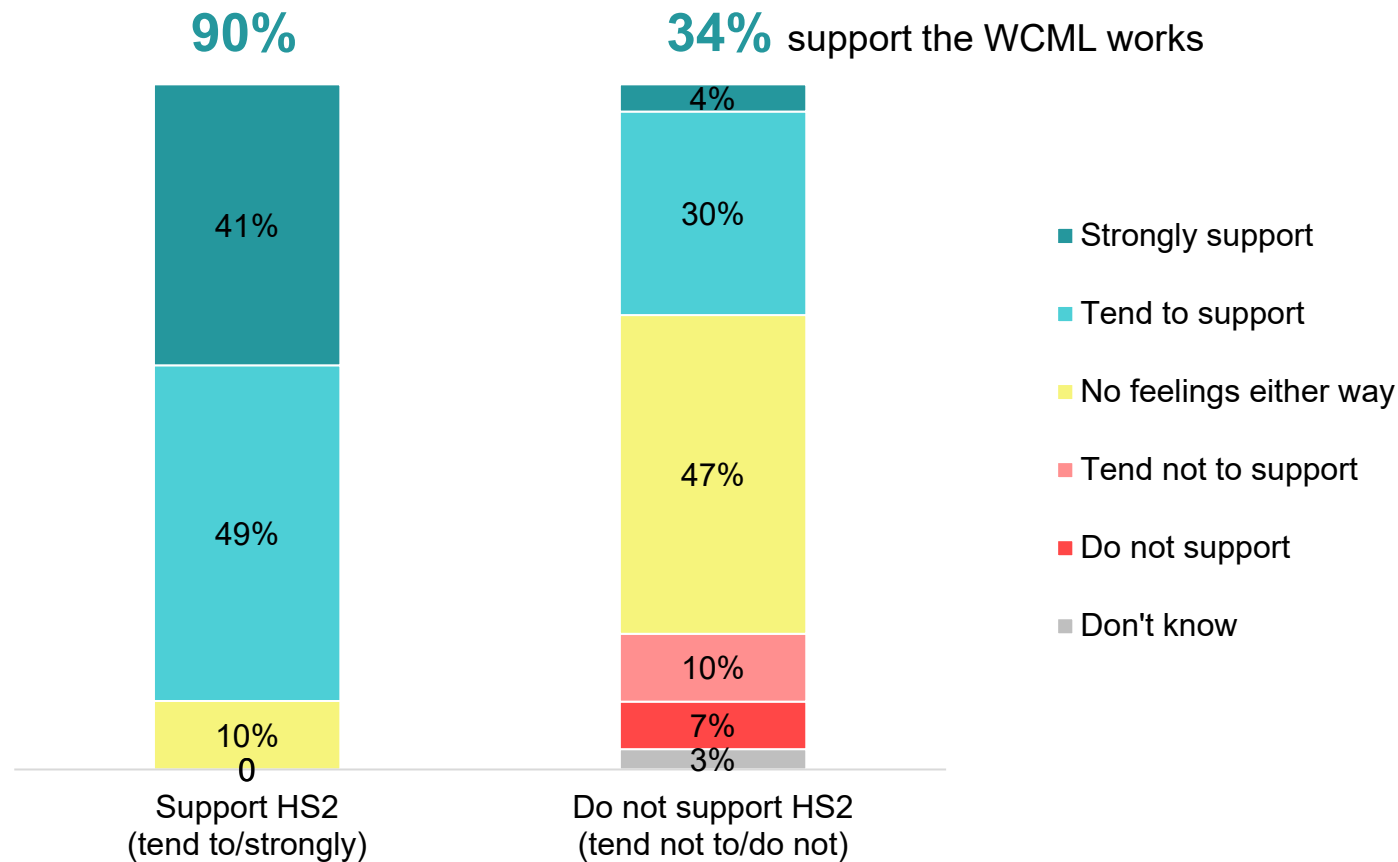
*Caution: base <50

Q28. To what extent do you support the building of HS2 to improve capacity, or do you have no feelings either way?

Base: All respondents W1/W2 (537/520); Leisure (298/344), Business (122/105), Commuter (89/53); 16-34 (218/211), 35-54 (174/154), 55+ (145/155); Male (343/267), Female (194/251); North of Warrington (WBQ) (138/117), Between Warrington (WBQ) and Birmingham (BHM) / Nuneaton (NUN) (155/151), South of Birmingham New Street (BHM) or Nuneaton (NUN) (240/249); London Northwestern Railway (102/117), Avanti West Coast (258/231), Northern (66/76), TransPennine Express (34/55)

Passengers who support HS2 are much more likely to support the WCML works

Level of support for the WCML work (wave 2) – based on those who support versus do not support HS2



Support for the WCML works and HS2 is linked to awareness of the WCML works:

- Passengers aware are more likely to support WCML works (76% vs 58% of those not aware)
- Passengers aware are more likely to support HS2 (65% vs 45% of those not aware)

Key insights

SECTION 5

West Coast Main Line / Euston infrastructure works: Summary

INTRODUCTION: Network Rail (NR) is undertaking major upgrades to the West Coast Main Line (WCML) and London Euston station across spring/summer 2021. This research is the second of three planned waves to monitor awareness and understanding of the works, messaging and information channels as well as expected effect of and support for the works. 520 passengers who had travelled on the WCML in the last 18 months and are likely to travel on the WCML in the next 12 months were interviewed via a 15-minute online survey. Fieldwork for Wave 1 was conducted in early February when easing of restrictions had not yet been announced while fieldwork for Wave 2 was in early May when the easing of restrictions was underway. The results include comparisons to six previous research projects Transport Focus has undertaken – although differences should be interpreted with caution as the context and timing of each project differs.

AWARENESS: Awareness of the WCML works has improved significantly with 38% aware (+9%pts from Wave 1). This is still lower than most previous projects elsewhere at a similar stage – likely due to less travel because of COVID restrictions. Awareness continues to be highly related to recency of last journey. Increases are driven by commuters and business travellers, men, those aged 55+ and passengers starting their journey North of Warrington.

UNDERSTANDING AND MESSAGING: Level of knowledge among those aware remains similar to Wave 1 with 53% (+1%pt) claiming to know at least a fair amount about the works. Spontaneous understanding of the works continues to be mostly positive (60%) relating to upgrades/improvements (35%) but with less than a third recognising associated disruptions (30%). When prompted, disruption dates over the Late May and Summer Bank Holidays are most well known (42% and 39% respectively), having increased significantly since Wave 1 (+13 and +19%pts).

INFORMATION CHANNELS: Awareness through station channels has improved significantly (+13%pts), especially through announcements (+9%pts) and leaflets (+11%pts). Compared to Wave 1, more passengers found out when researching a journey (+11%pts) and through TOC websites (+8%pts); these are also the channels passengers say are their preferred means of finding out about works. There is a significant increase in passengers very satisfied with the information being provided (+6%pts) with over half now satisfied to some extent (52%).

IMPACT ON APRIL AND MAY TRAVEL: Nearly half of passengers aware of the works travelled or wanted to travel on the WCML over key dates in April and May (46%). Three quarters of these passengers found out before or when researching their journey (74%) and four fifths were satisfied with the information provided (80%). More than half of passengers aware of the works were aware of the advice to travel either side of the Early May Bank Holiday (55%), increasing to nearly all of those who travelled or planned to travel then (97%).

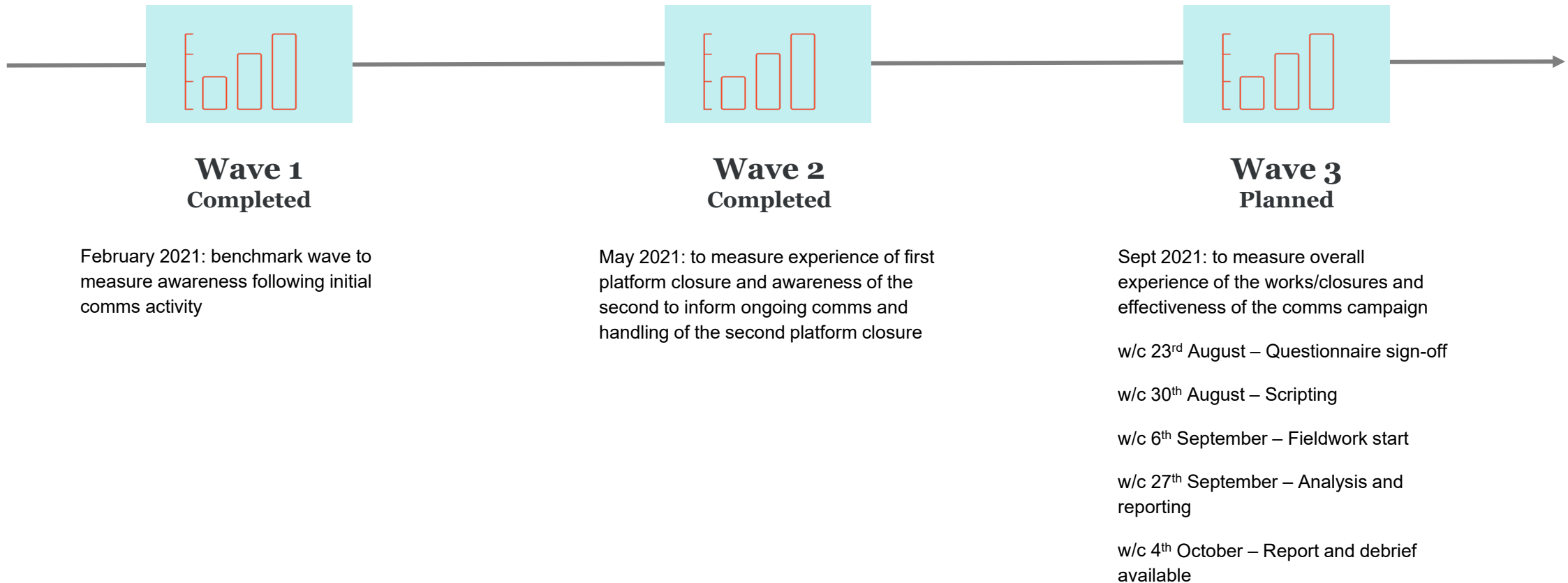
OVERALL EFFECT AND SUPPORT: The number of passengers expecting to be affected by the works shows signs of increasing (51%; +6%pts since Wave 1). Overall expected benefits of the WCML works remains similar (81%; +1%pt since Wave 1) but with increased mention of benefits to rail capacity across the UK (+6%pts) and improved facilities at Euston station (+7%pts). Two thirds claim to support the WCML works (65%) showing positive momentum since Wave 1 (+5%pts). The strength of support for HS2 has increased (Strongly support: +5%pts since Wave 1).

Summary of comparisons with previous studies: Wave 2

Please find a summary comparison of WCML with six previous research projects Transport Focus has undertaken to understand the impact of engineering works. Differences should be interpreted with caution due to differing study parameters and the impact of the Coronavirus situation (see slide 3 for more details).

	Wave 2							
	WCML Wave 2	WCML Wave 1	Bristol East 2021	King's Cross 2019	Brighton 2018/19	Derby 2017/18	London Waterloo 2016/17	Bath Spa 2015
Awareness <i>All respondents</i>	38%	29%	26%	77%	50%	47%	81%	67%
Level of knowledge – A great deal/fair amount <i>All aware</i>	53%	52%	49%	30%	18%	47%	36%	49%
Satisfaction with information – Very/fairly satisfied <i>All respondents</i>	52%	48%	39%	48%	21%	30%	35%	35%
Benefits – Any <i>All respondents</i>	81%	80%	84%	81%	55%	48%	69%	76%
Support – Strongly/tend to support <i>All respondents</i>	65%	60%	63%	62%	41%	36%	69%	54%

Planned next steps



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