



Railfuture East, Norwich meeting

Guy Dangerfield

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Introduction



Transport Focus is the independent voice of Britain's transport users.

Representing the interests of:

- Britain's rail passengers
- England's bus, coach and tram passengers outside London
- users of motorways and major 'A' roads in England

What we do



- We ensure the user is at the heart of tomorrow's policy decisions and future investment
- We listen to the public to find out what it's like getting around on public transport and the National Highways network
- We use data, insight and analysis to influence decision making by governments and transport providers
- We bring the industry together to resolve issues and work towards improvements.

Sharpening what we focus on



- Recently undergone a major organisational change
- Relentless focus on making an impact for users
- Strengthened, re-focused and prioritised partnership working
- Use the best, widest sources of data and insight

Sharpening what we focus on



Four objectives in new Transport Focus Business Plan for 2024/25 to 2026/27:

- Improving transport in ways that matter most to users
- Making transport safe and accessible for all users
- Minimising the impact of service disruption
- Making sure all user voices are listened to



Transport Focus Business Plan 2024/25 to 2026/27

Key rail passenger and cross-modal elements:

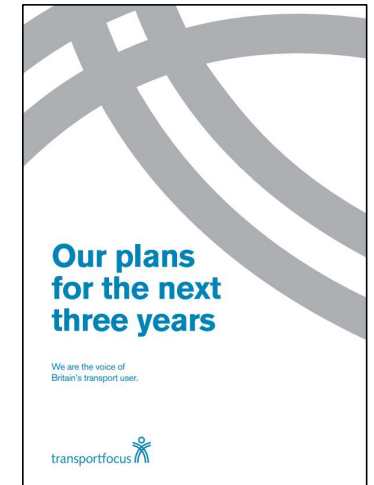
- Improving rail passenger satisfaction
- Ensuring future investment is user focused
- Improving revenue protection experience for users
- Improving the accessibility experience for rail users
- Understanding and improving the experience of personal security on rail and bus
- Improving the rail user experience when affected by disruption
- Improving user experience of complaint handling
- Making sure users are represented in the delivery of all transport services
- Improving services for overlooked groups



Transport Focus Business Plan 2024/25 to 2026/27

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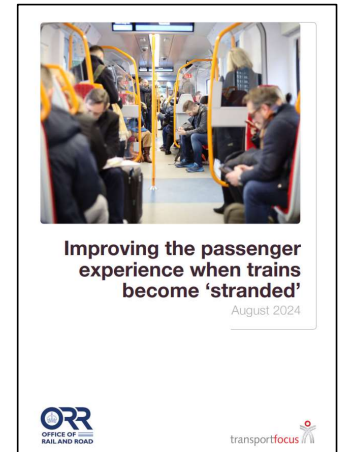
Improving experience when affected by disruption

Objective:

- Passenger experience improves among those caught up in disruption, including a greater sense that the railway cares about them
- The rail industry has greater understanding of passenger pain points and implements solutions to them

Strands of the programme:

- Work with the industry in two geographic areas (train operators and Network Rail) to help us help them identify pain points and best practice to address them
- Refresh our 'asks' of the industry, drawing on most recent insight, and explore solutions
- Ensure lasting improvement to passenger experience if a train becomes stranded (following up findings from a joint project undertaken with the Office of Rail and Road earlier in the year)



Improving experience when affected by disruption

Strands of the programme (continued):

- work with the National Rail Communications Centre (NRCC) to help them drive up the quality of disruption messaging provided on National Rail Enquiries and derived channels.
- conduct and publish findings of joint research with the industry's Smarter Information Smarter Journeys (SISJ) programme to inform creation of an industry-wide approach to communication during disruption
- Work with the SISJ programme in selected areas to ensure the programme will deliver solutions to known issues.
- work with Great British Railways Transition Team (GBRTT) to pilot assisting them to assess the gap between their published disruption management standards and current industry delivery.



Smarter
Information
Smarter
Journeys



transportfocus 

Summary of satisfaction by train company

Over 24 survey waves from
16 February to 15
September 2024

	Overall satisfaction	Punctuality / reliability	Frequency of trains on route	Level of crowding	Cleanliness	Information during journey	Value for money
Avanti West Coast	83	70	74	68	78	76	57
→ c2c	94	80	71	78	76	83	48
Chiltern Railways	89	87	77	81	82	84	63
→ CrossCountry	73	67	66	49	69	68	46
→ East Midlands Railway	87	78	73	70	77	82	55
→ Great Northern	90	77	66	77	85	84	60
Great Western Railway	84	77	76	71	83	81	55
→ Greater Anglia	89	86	77	77	89	83	60
London North Eastern Railway	88	78	80	65	83	77	61
London Northwestern Railway	87	79	79	81	84	81	64
London Overground	89	83	81	75	85	81	71
Merseyrail	94	88	88	84	87	91	74
Northern	85	71	69	73	78	79	60
ScotRail	90	82	71	73	79	78	63
South Western Railway	87	78	74	71	75	80	51
Southeastern	88	82	74	69	79	80	46
Southern	83	75	69	73	72	78	50
TfL Rail/Elizabeth Line	90	86	85	68	85	86	69
→ Thameslink	82	69	71	69	76	80	46
TransPennine Express	84	77	75	71	82	78	62
Transport for Wales	85	73	66	67	75	78	57
West Midlands Railway	81	72	71	70	70	79	54

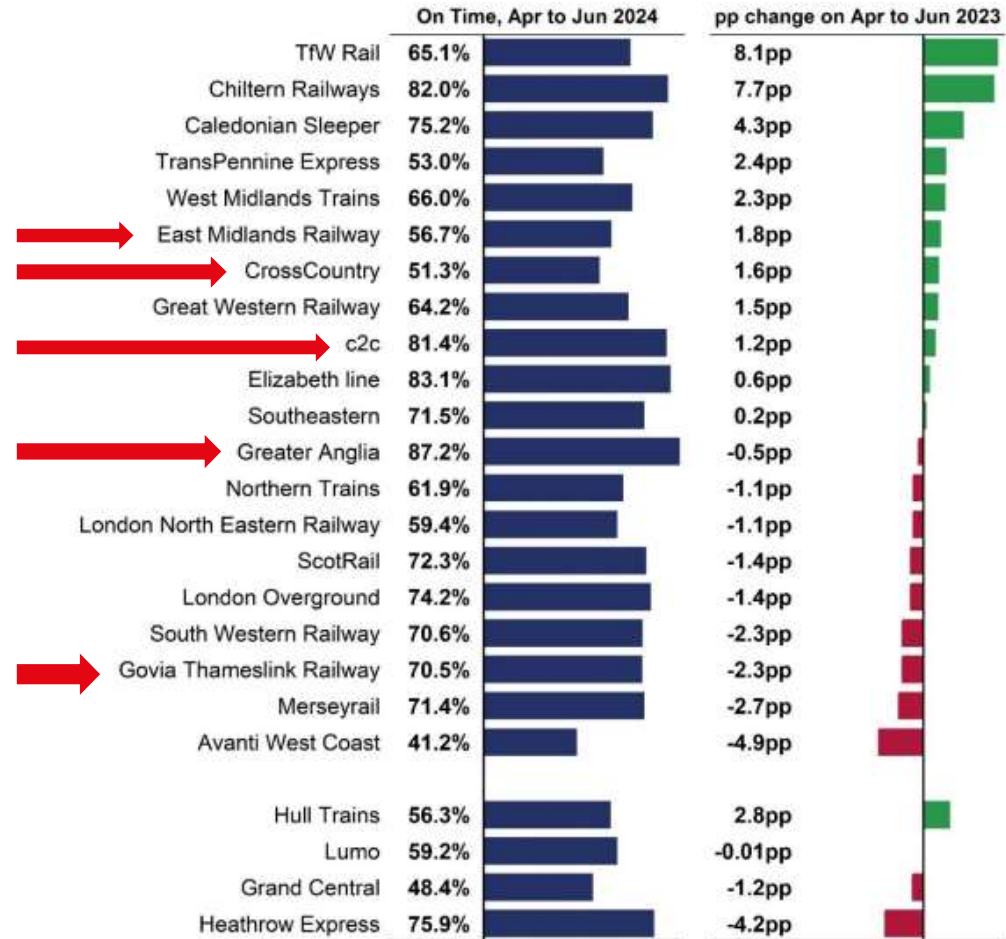
Score relatively high compared with other TOCS

Score relatively average compared with other TOCS

Score relatively low compared with other TOCS

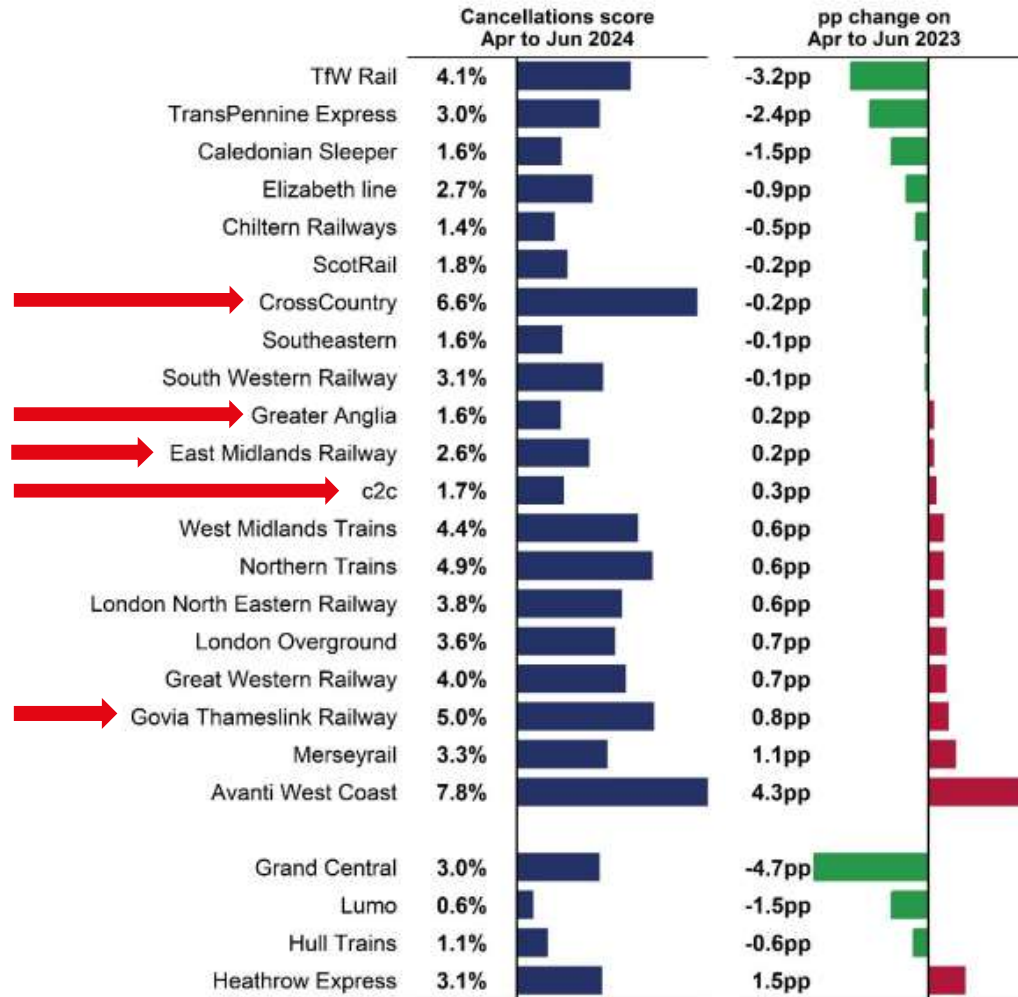
Punctuality

On time =
within 59 seconds of
schedule at all stations



Cancellations

Any train in the 'plan of the day' that did not run



Selection of Transport Focus local successes

Hourly Cambridge-Stansted Airport replacement buses during engineering works

In April 2024 Railfuture East Anglia complained about the poor bus timetable (rail replacement) between Cambridge and Stansted Airport at weekends when the line was closed to facilitate construction of the new Cambridge South station

It turned out that Greater Anglia had agreed that CrossCountry would provide the replacement buses when this happens, but CrossCountry is operating only one train every two hours at weekends (a post-Covid hangover that will not be addressed until the May 2025 timetable change) and so that was the frequency of the buses they provided.

We argued “but hang on, Greater Anglia would normally be running trains in between CrossCountry that therefore have no replacement bus”. Greater Anglia said they were adhering to their contract with DfT, but we invited them to think again. Agreement was then reached that for any engineering work between now and May 2025 CrossCountry will run a Cambridge-Stansted Airport bus each hour, even if there isn't currently a CrossCountry train in some of those hours.

Selection of Transport Focus local successes

Improved lighting at the entrance to Felixstowe station

In May 2021 Transport Focus asked Greater Anglia to repair a lamppost at the entrance to Felixstowe station which had been demolished, presumably by a road vehicle.

Greater Anglia felt that they were not responsible for the lamppost, but Transport Focus pointed out that it was within the area of land they lease from Network Rail, was not adopted highway and existed only to benefit rail passengers. Drawing a blank on determining for sure who was responsible for this lamppost, including where the electricity was fed from, Greater Anglia accepted our argument that it should take responsibility on behalf of its passengers.

A plan was drawn up to install a new lamp attached to the station canopy with electricity fed from the station supply. It took until two and a half years, but this is a long-term win for passengers entering or leaving Felixstowe station after dark. There will never again be debate about who is or isn't responsible whenever the lamp is damaged or the 'bulb' needs changing.



Selection of Transport Focus local successes

Slip hazard eliminated at Norwich

In March 2023 Transport Focus staff noticed water accumulating on the paved area giving access from the short stay car park to Norwich station. Concerned about a slip hazard, particularly if icy, we raised the issue with Greater Anglia's property team. The downpipe was subsequently unblocked, resolving the problem.





Guy Dangerfield

Head of Strategy and Intelligence

guy.dangerfield@transportfocus.org.uk

07711 319760

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