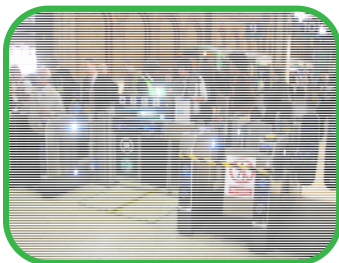


# Information for Greater Anglia Franchise

May 2011



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# 1 London TravelWatch and Research

## 1.1 Who we are and what we do

**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

London TravelWatch's role is to:

- Speak up for transport users in discussions with policy-makers and the media,
- Consult with the transport industry, its regulators and funders on matters affecting users,
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

We also look into complaints from transport users who are unhappy with responses they have received from their transport providers.

**Diagram 1 – London TravelWatch's areas of National Rail responsibility**



The area which is entirely within London TravelWatch's remit on the Great Eastern route is Harold Wood and on the West Anglia route is Stansted Airport and Bishops Stortford.

## 1.2 Research Projects

London TravelWatch has completed a number of research projects to influence the rail industry to make improvements for passengers in a cost efficient manner.

### 1.2.1 Standards at London's Rail Stations

This research presents London TravelWatch's position for station standards which are applied both at National Rail stations and London Underground stations. London TravelWatch believes it is important that both National Rail and London Underground stations should have the equivalent station facilities and standards in order to make the passenger's journey straightforward, convenient and accessible.

The report for this research has been structured to cover the following station related themes being facilities, communication, accessibility, ticketing, safety and security and interchange.

Please find below the link to this report which is also on our website:  
<http://www.londontravelwatch.org.uk/document/13850/get> (September 2010).

*Relevance to this Franchise: Stations is an area which can be influenced by the new operator. Stations are also an area where there has been a lot of concern because the existing franchise has lacked awareness of these concerns.*

### 1.2.2 Getting to the station

This report is a discussion paper which seeks to clarify and enhance London TravelWatch's policies and thinking around the access to rail stations within our remit, particularly focusing on the availability and pricing of parking at or near rail stations.

London TravelWatch consulted widely with passenger groups, local authorities, Transport for London, train operators, the police and others in order to produce an informed view on what would constitute an ideal template for better station access.

Please find the link to this report which is also on our website:  
<http://www.londontravelwatch.org.uk/document/12087/get> (April 2006).

*Relevance to this Franchise: There were a number of specific recommendations suggesting additional car park and cycle storage at stations along the West Anglia Route. There was also a recommendation to review ticket pricing of these station facilities to help reduce the overall car journey length and relieve road congestion on the M11.*

### 1.2.3 Good Riddance to Bad Rubbish – An action guide for passengers and others

This report has been written to help passengers and local authorities to encourage the railway operators to fulfil their legal duty to keep their land free of litter.

Please find below the link to this report which is also on our website:  
<http://www.londontravelwatch.org.uk/document/10476/get> (December 2002).

*Relevance to this Franchise: This is a vital concern especially in the London area which affects not only the appearance at stations but also the performance of the franchise as a whole entity by reducing disruption caused by fire, line blockages or damage to rolling stock.*

### 1.2.4 Where is this? – An audit of station name signing

London TravelWatch commissioned a platform name sign audit to investigate the standards of signage at stations. This report gives recommendations to train operators to engage in a constructive dialogue with those who run the railway. Illustrations have been inserted in this report which shows both good practice of signage and examples of signage which appear to be misleading and not clear.

*Relevance to this Franchise: In the London area, this is a significant issue for this franchise, not only in appearance but also in improving passenger perception and usability of the network.*

### 1.2.5 Research into Passenger Attitudes to First Class Travel

This report presents the findings from a survey which was conducted on behalf of London TravelWatch. The purpose of this research is to understand what passengers think about First Class travel and what role first class travel could have in managing capacity on the rail network.

Please find below the link to this report which is also on our website:  
<http://www.londontravelwatch.org.uk/document/4222/get> (July 2010).

*Relevance to this Franchise: This report identifies ways to improve the utilisation of capacity on the railway network and reduce overcrowding. It is particularly relevant to the London to Norwich route with in this franchise*

### 1.3 Research in Progress

London TravelWatch has been involved with undertaking research which is relevant to this franchise. These reports are to be published in the next few months.

#### 1.3.1 TOC Compensation Schemes – Qualitative Research

This research was conducted by London TravelWatch, Passenger Focus and First Group to explore whether a ‘best fit’ for all passengers can be achieved by both the traditional Charter scheme and the recent Delay Repay scheme or whether a new alternative scheme needs to be designed and implemented. This research also provides an overview of passenger preferences in terms of communication of schemes, the process of claiming and the format of compensation.

*Relevance to this Franchise: To review train service requirements to improve passenger experience of cancellations and delays of train services and to provide a more effective compensation scheme.*

#### 1.3.2 Oyster Incompletes – Qualitative Research

This research is still ongoing but the main purpose of this research is to determine why passengers currently fail to resolve incomplete journeys using Oyster PAYG.

*Relevance to this Franchise: To improve passengers overall perception of value for money within the London area and to reduce the incidents of overcharging.*

## 2 Station Improvements

At the inner stations on the Great Eastern and West Anglia routes London TravelWatch has found that there are stations which have buildings that are unused for example at Maryland station there are buildings which have no railway use any longer and could be made available for community use.

The potential franchise could consider the involvement of the community (especially at smaller stations) in providing retailing at stations as well as exploring the supply basic goods to passengers. Where passenger numbers do not justify fulltime station staffing, there may also be the possibility of moving ticket retailing away from the booking office and into the nearby wider retail environment.

### 2.1 Great Eastern route stations

**Table 1 – London TravelWatch’s specific station improvements on the Great Eastern route**

Great Eastern Route	
Station	Suggestions for improvements
Stratford	As Stratford is a large and still developing Multi-Modal station, there needs to be improvements on information and communication posters (BTP, London connections map, map of locality and local area, station opening hours). Lighting inside and outside the station needs to improve. The announcements at stations are not clear.
Maryland	Please see comments on gating and Ticket vending machines in chapter 4. There are many empty buildings which could be used for retail or community use.
Emerson Park	Needs a Ticket Vending Machine.

## 2.2 West Anglia route stations

**Table 2 – London TravelWatch’s specific station improvements on the West Anglia route**

West Anglia Route	
Station	Suggestions for improvements
Hackney Downs	Assist in implementing an interchange project to connect with Hackney Central station. Security also needs to be improved.
Walthamstow Central	This station operates as two stations, at the bus stop entrance; the lift is out of action. In 2004, we complained that there are no posters to show passengers information for National Rail services - This has still not been done. Solum Regeneration came to see LTW to update on the proposed station enhancements works - work is due to complete before the 2012 Olympics. LTW main issue raised with Solum Regeneration is the way finding signage; the signage needs to be decluttered.
Seven Sisters	The main concern at this station is that there are no help point/assistance point facilities at this station, especially as there is no step free access at this station. There are no toilets in the station. No information on alternative transport modes. Need to improve the connection with London Underground services. Need to provide a ticket vending machine at the station.
Silver Street	Main issue is to improve accessibility at this station. Need to also improve the walking route to North Middlesex hospital. We suggest that the potential franchise and North Middlesex hospital work together to improve awareness of the rail service at this station, mainly for patients and visitors of the hospital.
Tottenham Hale	For safety and communication reasons, there needs to be improvements mainly because there are no help point or staff assistant point. No toilet facilities. No map of locality. Provide step free access to all platforms. Provide a gate line.
Waltham Cross	This station needs a reconsideration of its layout and station facilities.

For all the stations which are north of Cheshunt station, we believe car parking and cycle storage should be improved, especially for all those station on the Stansted Airport line.



## 2.3 General comments on Station Improvements

### 2.3.1 Facilities

It is vital that seating is provided in all waiting rooms and under all canopies to assist those passengers with standing difficulties and to protect passengers from severe weather conditions. If toilets are provided at stations, the potential train operator must ensure that station staff maintains the toilets to a useable standard.

There needs to be more awareness of graffiti and litter at stations, therefore the potential train operator should work with local authorities and individual citizens to improve the process of removing litter and graffiti at stations.

We support the implementation of station travel plans in recent franchises and we recommend this trend continues. See London TravelWatch's report, *Getting to the station – Report on access to Rail and Underground Stations (2006)* (<http://www.londontravelwatch.org.uk/document/2319/get>). The travel plan concept allows the provision of facilities to allow access to the station to be tailored to the specific demand generated by the transport users of a station.

### 2.3.2 Communication

Train operators need to make sure that passenger assistance is available through the whole station and therefore a help point facility should be located on each platform of the station. Passengers should be informed that help points at stations can be used for any purpose of assistance and not just for emergencies. National Rail should share travel service information for London Underground services and vice versa.

Each member of station staff should be provided with an integrated National Rail and London underground route map in order to assist and answer any related service queries passengers may have. Station staff should also be provided with a timetable in order to assist passengers about train times at any time of the day.

The franchise should have a set standard on ways of announcing delay information and causation should be implemented to ensure that a consistent message is provided to passengers across the network.

### 2.3.3 Accessibility

It is fundamental that stations should be step-free by having level access (by lift or ramp) from the street to the train, but London TravelWatch recognises the high cost of infrastructure challenges to deliver step free stations and therefore recommends an incremental approach based on the greatest network benefit.

### 2.3.4 Ticketing

Stations where there are currently no ticket vending machines should be considered for installation of such a facility and Oyster Pay as You Go should be retailed throughout the London Oyster area including ticket offices.

Station ticket offices should be open during the same hours of train service operating hours. We are concerned about the reduction in staffing levels generally as it has been acknowledged that staff have a much wider role providing information and assurance to passengers than simply that of selling tickets. Where it is not commercially justified to staff ticket offices all day, or even at all, train companies are recommended to give consideration to retailing of tickets through other on-station retailers such as newsagents in order to ensure that a person-to-person transaction is still possible for those who want more reassurance that they have bought the best value fare than is possible with a ticket vending machine.

### 2.3.5 Safety and Security

Where demand is sufficient, stations should be staffed for the same duration of train operating times and this ought, ideally, to include the ticket office, station facilities, and retail facilities.

London TravelWatch is pleased with Southern's Railway Neighborhood scheme as the safety and security of passengers at rail stations during all times of the day is significant and believe this type of policing scheme should be carried out from all train operators on the National Rail network.

### 2.3.6 Interchange

We recommend that as part of consideration of improved signage that information zoning is conducted across all stations. There is currently a project at National Rail stations starting with Southern implementing information zoning at all of their stations following a trial sample of stations. The information zoning aims to achieve the following:

- De-cluttering station information,
- Standardising information provision, and
- Placing information in the most appropriate place for passengers.

London TravelWatch welcomes the policy attention on stations and believes this franchise can have a significant impact on making station improvements for passengers. We recommend this franchise to adopt a minimum station standard within the 18 month contract which can be pursued for the longer term.

## 3 Timetable Changes – December 2011

London TravelWatch has liaised with key stakeholders and rail user groups to identify improvements and gaps by comparing the current timetable to the proposed December 2011 timetable.

The key issues which have been identified are as follows:

- Proposed train length of some services;
- Un balanced stopping patterns;
- In consistent service frequencies which result into large gaps between train services at some stations;
- Concerns for interchange opportunities for passengers between National Rail and London Underground services, especially connecting Stratford to the Victoria line;
- Provide passengers with clear and concise information to inform them on the timetables changes, the reason for the change and how the changes may affect the journey.

### 3.1 Journeys within the London TravelWatch Area

The following principles apply to rail services at stations within the London TravelWatch area.

#### 3.1.1 Monday to Friday – midday off peak & evenings

Within London Travelcard Zones 1-6 there should be a minimum of six trains per hour, at regular ten minute intervals where possible. London TravelWatch believes that six trains per hour is the minimum standard for a 'turn up and go' metro service. This is a service level where passengers do not need to refer to the timetable when planning their journey.

At stations beyond the London Travelcard Zones and extending to the boundaries , a minimum of four trains per hour, at regular 15 minute intervals where possible.

#### 3.1.2 Monday to Friday - peak

Peak service timetables should be constructed so that off-peak patterns and timings apply all day and that peak services are made up by adding extra trains to the basic off-peak pattern. Exceptionally, where capacity constraints make it impossible to adhere exactly to this principle, every effort should be made to ensure that any broken links (i.e. journeys which can be made by through train in the off-peak) are provided with quick connections instead.

Special consideration should be given to providing sufficient capacity for 'shoulder-peak' demand (generally arriving in London before 0730, 0900-1030, and returning from London 1530-1630 and 1830-2030).

### 3.1.3 Saturday

The full Monday to Friday off-peak service should operate throughout the day.

### 3.1.4 Sunday

Except for a later start-up, Sunday frequency should be the same as Saturdays. It is recognized that the Network Rail's present maintenance practices lead to restricted Sunday services, particularly on multi-track routes. These maintenance practices should be reviewed and methods revised so that the train service standard can be provided.

### 3.1.5 First and Last Services

All stations in the London TravelWatch area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Liverpool Street. I

In addition, on Sundays within the London Travelcard Zones, rail start-up times should be synchronized with the night bus network in such a way that for any locality with a direct night bus to central London there should be no more than a 30 minute interval between the departure of the last night bus and the departure of the first train.

For the benefit of both long-distance travelers and passengers visiting London for evening entertainment, last departures every day from London termini should be no earlier than 00:30 to stations in the Zones and 24:00 to other London TravelWatch area stations.

### 3.1.6 Interchanges and Connections

Good inter-operator and inter-modal interchange is essential between all National Rail operators, London Underground, DLR, Tramlink and bus services, focusing on key interchange locations that offer convenience and frequency to the passenger. Integration of ticketing outside the London Travelcard Zones should be a priority, and also within the Zones for ordinary (i.e. non-period) fares.

Key interchange locations, which are particularly important for making noncentral London journeys without having to travel via the central area, include the following stations:

- **Bishops Stortford** – for Cambridge and East of England
- **Seven Sisters** – for the Victoria line and services to Enfield and Cheshunt
- **Stratford** – for East Anglia and Europe via the Channel Tunnel (key connection point from and to Docklands)
- **Tottenham Hale** – for the Victoria line and services to Stansted Airport

#### 4.8.1 Airport Services

All airports with direct rail access should be served by rail services at all times when flights (including night flights) are scheduled and should cater for the needs of airport workers. Services to Stansted should be increased as necessary in line with earlier and late flight times.

For more information on London TravelWatch's train service aspirations, please see our report 'Requirements for Train Services – Principle – Draft Version (May 2010) <http://www.londontravelwatch.org.uk/document/4149/get>

## 4 Fares and Ticketing

### 4.1 Ticket Facilities at stations

We believe passengers should be given every opportunity to purchase a ticket prior to travel. In particular:

- Ticket vending machines should be provided at all stations in the London Oyster card area with sufficient Oyster card top up facilities.
- Ticket booking offices should also have the facilities and functions to retail oyster products at stations.

Table 3 and 4 shows a list of all the station within this franchise that has a ticket vending machine, are able to issue passengers with Oyster PAYG and have an Oyster PAYG top-up facility.

Note: This is our understanding of what is available as the information currently on the National Rail Enquires website is out of date.

**Table 3 – Ticket Vending Machine and Oyster at station on the Great Eastern Route**

Great Eastern Route			
Station	Ticket Vending Machine?	Oyster PAYG Issued at ticket offices?	Oyster PAYG Top-Up?
Stratford	Yes	Yes	Yes
Maryland	No	No	No
Forest Gate	Yes	No	Yes
Manor Park	Yes	No	Yes
Tottenham Hale	Yes	Yes	Yes
Ilford	Yes	Yes	Yes
Seven Kings	Yes	No	Yes
Goodmayes	Yes	No	Yes
Chadwell Heath	Yes	No	Yes
Romford	Yes	Yes	Yes
Gidea Park	Yes	No	Yes
Harold Wood	Yes	No	Yes
Emerson Park	No	No	No

**Table 4 – Ticket Vending Machine and Oyster at station on the West Anglia Rout**

West Anglia Route			
Station	Ticket Vending Machine?	Oyster PAYG Issued?	Oyster PAYG Top-Up?
Bethnal Green	Yes	No	Yes
Cambridge Heath	Yes	No	Yes
London Fields	Yes	No	Yes
Hackney Downs	Yes	No	Yes
Clapton	Yes	No	Yes
St. James Street	Yes	No	Yes
Walthamstow Central	Yes	Yes	Yes
Wood Street	Yes	No	Yes
Highams Park	Yes	No	Yes
Chingford	Yes	No	Yes
Rectory Road	Yes	No	Yes
Stoke Newington	Yes	No	Yes
Stamford Hill	Yes	No	Yes
Seven Sisters	Yes	Yes	Yes
Bruce Grove	Yes	No	Yes
White Hart Lane	Yes	No	Yes
Silver Street	Yes	No	Yes
Edmonton Green	Yes	No	Yes
Southbury	Yes	No	Yes
Turkey Street	Yes	No	Yes
Bush Hill Park	Yes	No	Yes
Enfield Town	Yes	No	Yes
Tottenham Hale	Yes	Yes	Yes
Northumberland Park	Yes	No	Yes
Angel Road	Yes	No	Yes
Ponders End	Yes	No	Yes
Brimsdown	Yes	No	Yes
Enfield Lock	Yes	Yes	Yes
Waltham Cross	Yes	No	No
Cheshunt			
Broxbourne	Yes	No	No
Roydon	Yes	No	No



West Anglia Route			
Station	Ticket Vending Machine?	Oyster PAYG Issued?	Oyster PAYG Top-Up?
Rye House	Yes	No	No
St.Margarets	Yes	No	No
Ware	Yes	No	No
Hertford East	Yes	No	No
Harlow Town	Yes	No	No
Harlow Mill	Yes	No	No
Sawbridgeworth	Yes	No	No
Bishop's Stortford	Yes	No	No
Stansted Mountfitchet	Yes	No	No
Stansted Airport	Yes	No	No

We believe that installing a ticket vending machine, issuing passengers with Oyster PAYG and have an Oyster PAYG top-up facility at all stations should be a priority for this franchise.

We have also identified that some train operators do not accept cash (notes and coins) on their ticket vending machines and we believe this is unacceptable and unfair on passengers (especially those on low income and do not own a credit/debit card). As a result, it is vital that this franchise makes sure all of the ticket vending machines at station accept both cash and card for passengers to purchase a ticket.

#### 4.2 Provision of ticket barriers at stations

London TravelWatch wrote a report for its members of our Fares and Ticketing committee to provide the basis for discussion on the desirability of providing ticket barriers at stations.

The tables below shows which stations within the Greater Anglia franchise, within our remit that are gated with station usage. The stations which are highlighted in red are ungated and have a passenger count of more than 1 million passenger journeys a year; therefore if a gating scheme is to be delivered as part of this franchise, these station should be a priority for gating.

**Table 5 – Gating on the Great Eastern Route**

Station on the Great Eastern Route	Gated	Station Usage (2009/10)
London Liverpool Street	Yes	51,596,155
Stratford	Yes	12,370,245
Maryland	No	425,176
Forest Gate	No	1,598,816
Manor Park	No	1,160,120
Ilford	Yes	5,363,400
Seven Kings	No	1,528,296
Goodmayes	No	1,792,694
Chadwell Heath	No	1,977,616
Romford	Yes	6,736,060
Gidea Park	No	2,401,226
Harold Wood	No	2,808,636
Emerson Park	No	71,116

\*Station usage figures taken from ORR

Table 5 clearly shows that all stations on the metro service to Harold Wood except for Maryland should be gated under this criterion.

However we believe that there may be a case for gating Maryland station to provide consistency across the entire routes and also because this station is located in the vicinity of the Stratford town centre and we believe the estimate of these station usage figures may be an under estimate from the actual station usage statistics.

**Table 6 – Gating on the West Anglia Route**

Stations on the West Anglia Route	Gated	
London Liverpool Street	Yes	51,596,155
Bethnal Green	No	515,758
Cambridge Heath	No	152,816
London Fields	No	221,754
Hackney Downs	No	1,286,394
Clapton	No	663,604
St.James Street	No	509,292
Walthamstow Central	No	2,089,428
Wood Street	No	589,980

\*Station usage figures taken from ORR

Stations on West Anglia Route	Gated	Station Usage - 2009/10
Highams Park	No	1,464,612
Chingford	No	1,225,642
Rectory Road	No	379,466
Stoke Newington	No	439,528
Stamford Hill	No	266,550
Seven Sisters	Yes	2,128,415
Bruce Grove	No	311,398
White Hart Lane	No	612,454
Silver Street	No	500,074
Edmonton Green	No	1,813,578
Southbury	No	311,298
Turkey Street	No	419,816
Bush Hill Park	No	580,542
Enfield Town	No	1,402,338
Tottenham Hale	Partial	3,599,516
Northumberland Park	No	160,048
Angel Road	No	26,960
Ponders End	No	239,464
Brimsdown	No	453,426
Enfield Lock	No	754,292
Waltham Cross	No	591,194
Cheshunt	No	
Broxbourne	No	1,340,338
Roydon	No	103,676
Rye House	No	329,172
St.Margarets	No	1,504,292
Ware	No	792,180
Hertford East	No	657,574
Harlow Town	Yes	1,551,930
Harlow Mill	No	160,618
Sawbridgeworth	No	420,220
Bishop's Stortford	No	2,346,220
Stansted Mountfitchet	No	363,204
Stansted Airport	No	4,458,756

\*Station usage figures taken from ORR

Seven Sisters, Tottenham Hale and Walthamstow Central are stations which have interchange with the London Underground Victoria line; therefore we believe that these stations should be prioritised for gating.

Hackney Downs should be gated because this station links with Hackney Central station to provide interchange with the North London Line of London Overground.

Enfield Town and Cheshunt are both town centre stations where passengers can also interchange with the bus network, and would benefit from installation of ticket barriers.

London TravelWatch's future aspirations for station facilities are that the stations which are served by local services of at least 1 million passengers per annum should be gated. The installation of ticket gates is considered as a means of reducing fare evasion, associated levels of crime and as a means for passengers using an Oyster card can to be charged the correct fare for their journey.

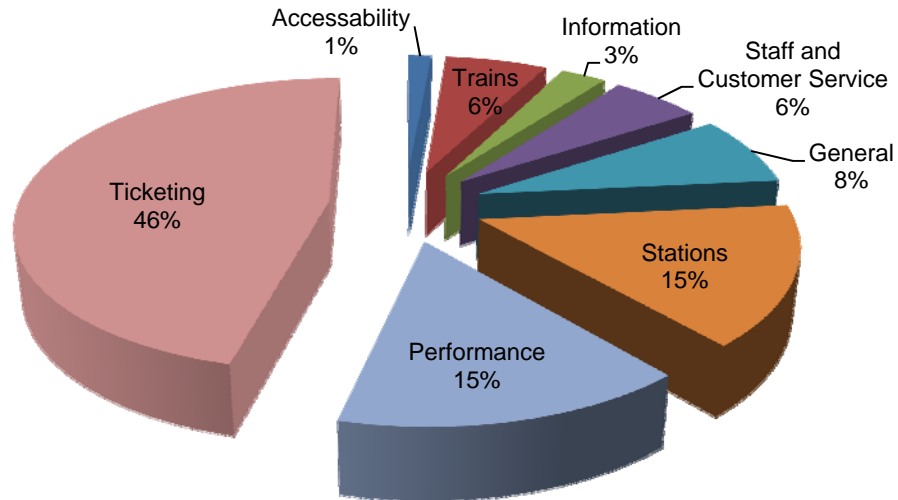
### 4.3 Extension of Oyster

We believe that this franchise should consider extending Oyster to cover all stations which are served by the metro services outside of the London area such as Shenfield and Cheshunt at a minimum, with the consideration of possible further extending Oyster to Hertford East and Stansted Airport.

## 5 Complaints and Appeals

London TravelWatch is the body to which transport users appeal if they are not satisfied by the response of the transport operator's complaints process.

### London TravelWatch National Express East Anglia Appeal by Category January 2010 to January 2011



This graph shows the appeal which we have received which is related to the train operating company, National Express East Anglia (who currently run the franchise on the greater Anglia route). It is clear that the major issue in terms of appeals is ticketing and the performance of the train service. This includes issues such as compensation, penalty fares, bus replacement, delays and cancellations. Stations were also a significant issue for appellants and a number of station specific appeals were received about the standard of facilities at stations.

The staff and customer service appeals were also a significant area of appeal and this relates to issues connected with both staff behaviour and the complaints procedure of the train operator. While the operator specific sample is small it does provide some indicative areas which are of concern to passengers.

