

Response to the DfT Great Western franchise Consultation

March 2012

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

Our 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.

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Contents

Executive Summary	1
Introduction	3
London TravelWork Casework	4
Issues for London passengers relating to this franchise.....	6
Question 1	11
Question 2	12
Question 3	12
Question 4	13
Question 5	13
Question 6	14
Question 7	14
Question 8	14
Question 9	15
Question 10	15
Question 11	18
Question 12	18
Question 13	18
Question 14	18
Question 15	19
Question 16	19
Question 17	19
Question 18	20
Question 19	20
Question 20	20
Question 21	20
Question 22	20
Question 23	21
Question 24	21
Question 25	22
Question 26	22
Question 27	23
Question 28	26
Question 29	26
Question 30	28
Question 31	30
Question 32	30
Question 33	31
Question 34	31
Other suggestions	32
Conclusions	35
Appendix A – Views of Stakeholders	36
Appendix B – Glossary	37
Appendix C – References	38

Executive Summary

London TravelWatch welcomes the opportunity to respond to the Department for Transport's consultation on the Great Western Franchise. The franchise is due to commence in April 2013 and will benefit from investment in rolling stock and infrastructure.

We support

London TravelWatch supports the Department for Transport's (DfT) emphasis on train service performance of the Great Western Franchise. The performance of the current franchise has improved, but there is still considerable scope for enhancement to meet passengers' expectations.

We welcome

London TravelWatch welcomes the key improvements to the franchise that will be unlocked by the Crossrail programme, including increasing electrification, additional capacity, and the increased specification of services that the Mayor of London will be granted.

We recommend

London TravelWatch's priorities for the franchise are:

- Train services – improved frequencies for inner London services at all times of the week as well as an extension of services later in the evening and on weekends;
- Stations – minimum station standards from the 'Better Rail Stations Report' to be adopted as part of the franchise. A de-cluttering of signage at stations to rationalise the provision of information to passengers at the start of the franchise in combination with a station deep clean. Station gating to improve security and revenue protection;
- Rolling Stock investment – the age of rolling stock means that new trains as well as substantial refurbishment are likely to form part of the franchise. This is a priority as rolling stock reliability and quality is an issue on a number of routes;
- Minimisation of bus replacement – the impact of planned disruption on passengers needs to be reduced in future franchises. Operators must be strongly incentivised to run trains over buses. Where buses are necessary

- a minimum standard of service needs to be provided in terms of information and bus quality;
- Oyster across the metro network – London TravelWatch recommends that Oyster is extended to the service boundaries of the metro services. This has been achieved on the Essex Thameside Franchise and we recommend that Oyster is extended to Slough and Windsor & Eton Central at the very minimum; and
 - Customer Complaints – train operators should monitor the demographics of their complainants and promote customer complaints procedures amongst all passengers, but particularly for those underrepresented in complainant statistics.

Introduction

In responding to the Great Western franchise consultation London TravelWatch has prioritised its aspirations. Each aspiration is allocated a priority rating and these have the following meanings:

- **High priority** – aspirations which require management action but no more than modest investment and should therefore be achievable within the first two years of a new franchise. We would expect many high priority items to be achievable within one year or less;
- **Medium term priority** – aspirations which require investment on a scale which should be achievable (or on which substantial progress should be made) within two to five years; and
- **Long term priority** – aspirations requiring complex and large scale investments which will take more than five years to complete. We would expect to see progress in less than five years whilst accepting that nationwide implementation may take longer.

London TravelWatch's response has been informed by our casework appeals, as well as our current and past research. The area that we have made comments about is shown in the diagram below. The boundary is at Slough and includes the Windsor & Eton Central branch from London Paddington.

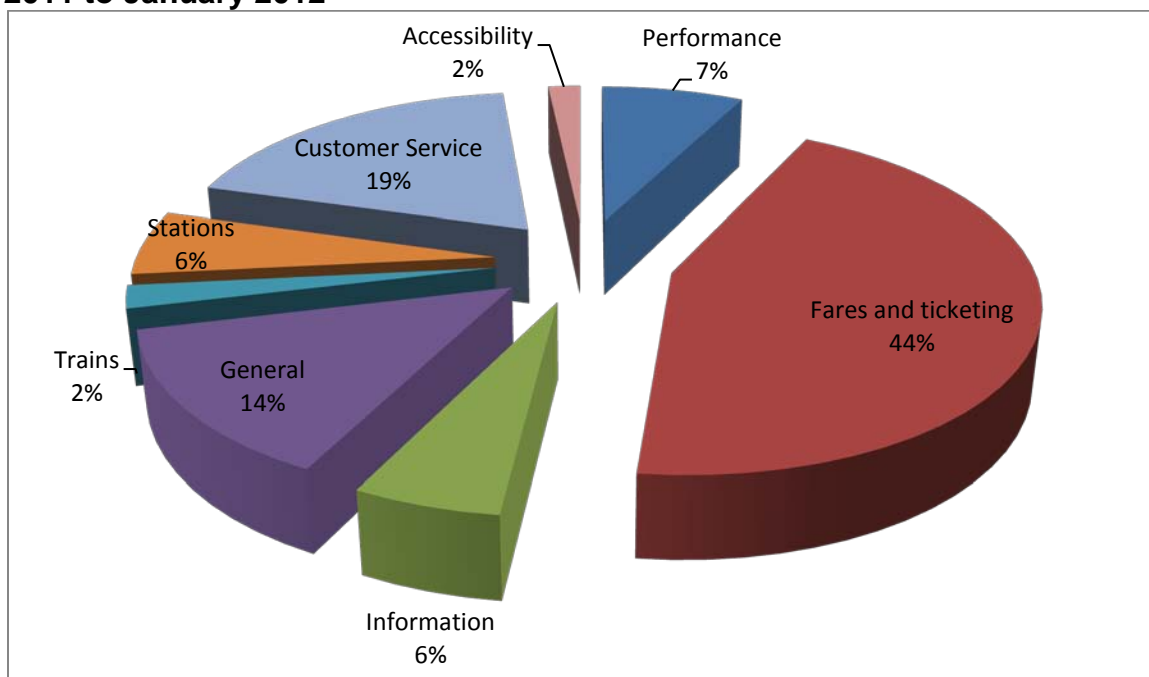
Figure 1 - Map of London TravelWatch Area



London TravelWatch Casework

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. In relation to the Great Western Franchise a comparison has been made by the overall National Rail appeals that have been received in the six months with the current franchisee First. Graph 1 shows the breakdown of appeals by subject, and this shows that appeals about fares and ticketing make up the largest category with 44% of complaints, followed by customer service issues.

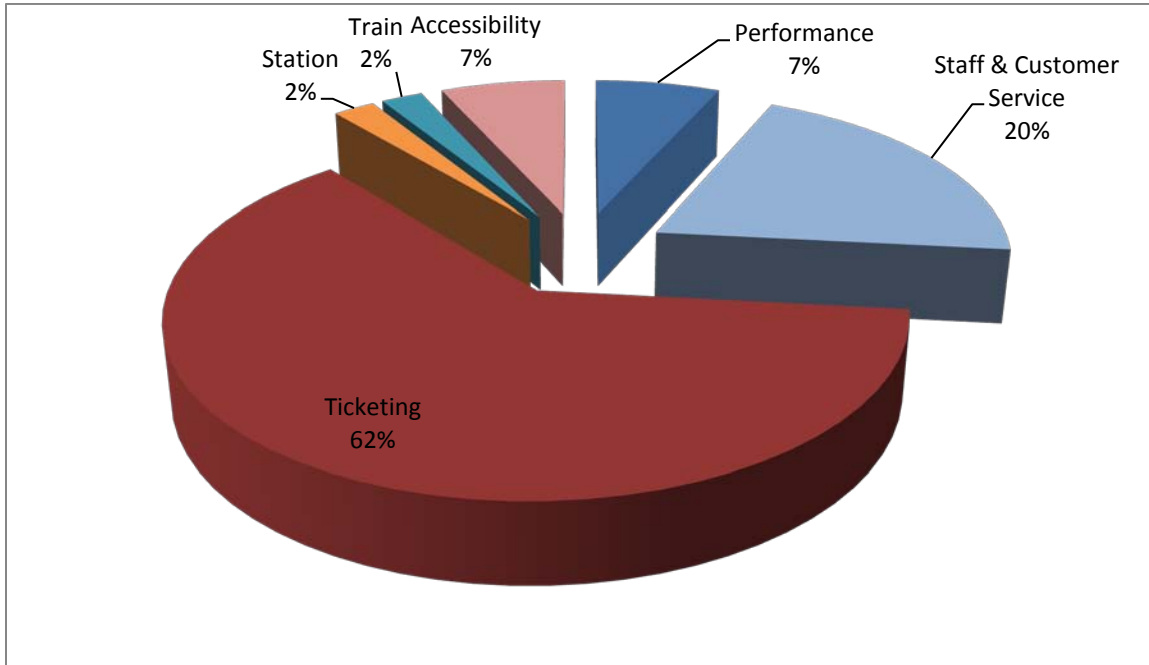
Graph 1 - London TravelWatch National Rail Appeals by category April 2011 to January 2012



Graph 2 shows the appeals received which related to First Great Western in the same period. While the sample size is small (45), it is clear that the major issue in terms of appeals is that of fares and ticketing. This includes issues such as penalty fares, the ability to collect prepaid tickets, the loss of cash handling facilities from ticket vending machines and the lack of resolution facilities for Oyster card problems at stations. Staffing and customer service issues 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.

Graph 2 - London TravelWatch Great Western Appeals by category April 2011 to January 2012



Issues for London passengers relating to this franchise

Incomplete journeys incurred on Oyster cards

In 2011 London TravelWatch conducted a major piece of research on the impact on passengers of the effect of incomplete journeys, where the passenger has for whatever reason failed to ‘touch in or touch out’ on their journey. Overall, around £60 million is collected each year by Transport for London (TfL) and train operators in maximum fares incurred this way.

For stations operated as part of the Great Western franchise, the total amounts of revenue collected in 2010 is shown in table 1 below.

Table 1: Incomplete journey charges at First Great Western served stations in 2010.

Station	Incomplete journey charge (£)
Paddington	636,000
Acton Main Line	7,000
Ealing Broadway	404,000
West Ealing	22,000
Drayton Green	3,000
Castle Bar Park	3,000
South Greenford	1,000
Greenford (London Underground)	58,000
Hanwell	10,000
Southall	88,000
Hayes and Harlington	97,000
West Drayton	69,000
Total	1,398,000

Clearly, this is a significant amount of revenue, although TfL believes that around 60 to 80 per cent of the maximum fares charged would have been raised from customers had their Oyster card been correctly validated. However, the research clearly showed the continuance of such high levels of maximum fares levied was undermining confidence in Oyster and also making passengers feel that Oyster was not delivering the expected value for money fares.

The London TravelWatch research can be found at: - <http://www.londontravelwatch.org.uk/document/13964>

The principal recommendations relating to the Great Western franchise were:-

- To increase the presence and visibility of card readers;
- To give clearer instructions about where/when to touch in/out;
- To improve signposting/ access to card readers;
- To provide clear information as to where Oyster balance information can be obtained;
- Enable all National Rail stations with booking offices within the Oyster area to resolve Oyster related problems; and
- Ticket vending machines need to be replaced to include the ability to view balances, top up and add Oyster products.

To fulfil these recommendations, all standalone card readers should be given vinyls of a similar sort to that employed on the Docklands Light Railway as shown in the picture below:-



In addition we consider that it would be worthwhile installing ticket vending machines at Iver, Drayton Green, Castle Bar Park and South Greenford stations where currently no such machines are available. These would enable passengers to buy Oyster products, but also to assist with reducing the amount of ticketless travel, which we believe to be a problem, particularly on the Greenford branch.

Ticket machines that do not accept cash

Of great concern to us, has been the decision by First Great Western to disable the ability to accept cash at most ticket vending machines in the London and Thames Valley area. This has major implications for those passengers who do not have access to credit or debit cards, such as those under 16 or who are vulnerable adults by virtue of disability or who wish to buy a low value fare for which they do not necessarily wish to use such a card. In particular such users may expose themselves to the risk of a Penalty Fare. We believe that it is essential that the cash functionality of ticket vending machines on Great Western is restored at the earliest opportunity.

Gating of stations

There are a number of stations on the Great Western network that we consider should have ticket gates installed given the volumes of passengers using them (over one million journeys per annum), and the need to reduce ticketless travel and associated crime and disorder. These stations are West Ealing, Southall, Hayes and Harlington, West Drayton and Windsor & Eton Central.

Providing sufficient capacity

Passengers on the Great Western experience high levels of crowding particularly in the peak hours. This can be particularly acute on some of the inner suburban services, and so we would want to see measures to help alleviate this situation.

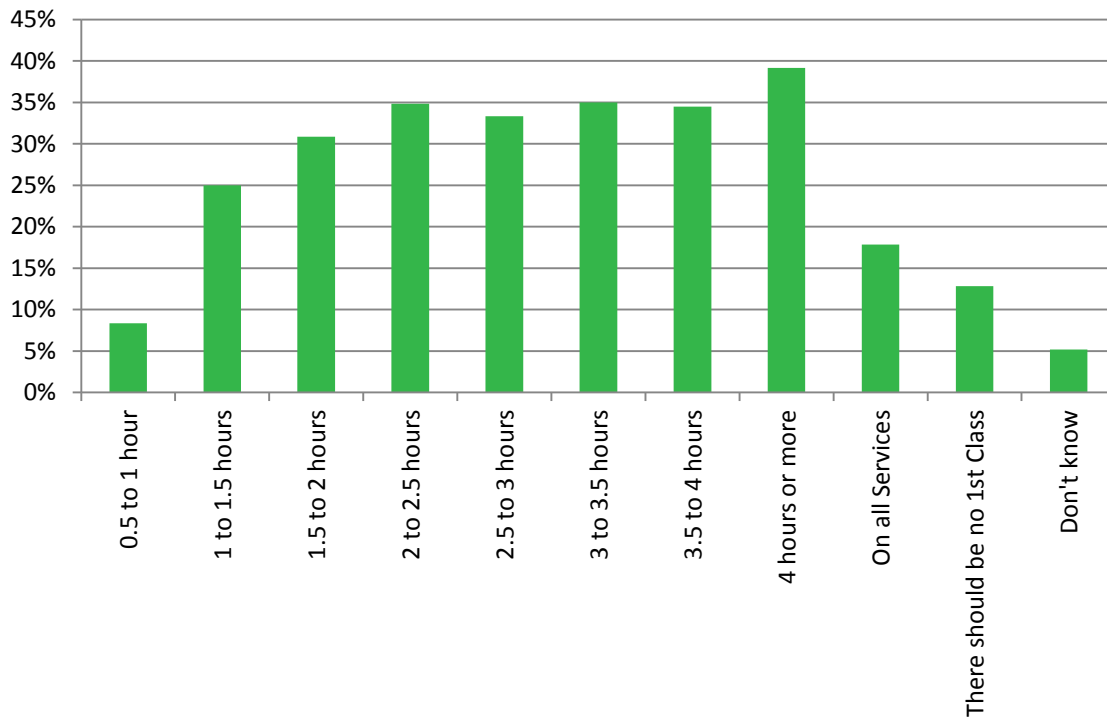
In particular we recommend changes to the way in which First Class is provided and marketed.

We conducted research in 2010 into passenger attitudes to First Class. This can be found at: <http://www.londontravelwatch.org.uk/document/4222>.

As a result of our findings we recommend that for journeys of less than one hour's duration that consideration is made of declassifying either permanently or on a train by train basis first class accommodation. For journeys of over one hour, we believe that there is a considerable scope to persuade passengers to

upgrade to first class provided that their expectations are met for this and that they are informed of the benefits and advantages of such an upgrade. Where these recommendations have been implemented by other operators such as East Coast, Virgin Trains and Greater Anglia there has been increased take up of first class on long distance services, and for London based operators such as Southern and First Capital Connect declassification either selectively or permanently has resulted in more capacity being made available to standard class ticket holders.

Graph 3 - Graph of Responses to the Question, 'on which, if any, of the following lengths of journey do you believe first class rail services should be available?'



Providing train services in the evenings and weekends / improving ticket facilities at smaller stations

We would advise that the National Passenger Survey (NPS) has a number of gaps in its' coverage in the London area, where we believe that there is an under reporting of passenger usage in the Office of Rail Regulation (ORR) station usage statistics. This is due to insufficient account being taken of the use of Travelcards, Freedom Passes and Oyster Pay As You Go trips. As a result, the NPS has never surveyed Drayton Green, Castle Bar Park, South Greenford, Greenford or Iver passengers in the past six years. In addition coverage at some other stations is fairly limited.

We believe (as a result of feedback from stakeholders) that at these stations passengers would see as a priority the provision of late evening and Sunday services at the same level as currently provided at other off peak times. In addition, we also believe that passengers at these stations would wish to see the improvement ticketing facilities particularly where no Oyster top up facilities and no means of purchasing a ticket from a vending machine exist.

Improving the passenger experience of Paddington station

A large proportion of users of the Great Western franchise will out of necessity use Paddington station on their journey to or from London. In 2011, we undertook a research project to identify best practice at interchanges in the London area, and this included a case study of Paddington. This can be found at:

<http://www.londontravelwatch.org.uk/document/14002>

We found that there were serious shortcomings in the wayfinding, signage and information provision at Paddington, as well as with interchange with buses and the Underground network. We realise that the Crossrail works will eventually deliver some improvements in 2018, however, we feel that for basic facilities it is unacceptable that passengers should have to wait this length of time to see the modest improvements that we have recommended. Poor passenger experiences at Paddington we believe will seriously hamper the efforts of any franchisee to deliver the growth in usage that the Department hopes for and expects.

Paddington is currently operated by Network Rail. We would welcome the Great Western franchisee having a greater say in how Paddington operates on behalf of passengers in order to make the necessary improvements.

Responses to the individual consultation questions put by the Department

Question 1

Respondents are encouraged to consider whether the proposed franchise objectives are an appropriate expression of the priorities that should apply to the new franchise.

London TravelWatch is concerned that an increased focus on franchisee capital investment over a longer term could be to the detriment of passengers using inner London services. The reason for this is that because the passenger kilometres of inner passengers are lower per passenger. This means that although the numbers may be higher the shorter distance travelled generates a lower level of revenue per passenger journey. Investment by bidders is likely to focus on the most lucrative passenger flows as they offer the greatest potential return on investment.

For most of the Great Western services in the London area, London TravelWatch represents passengers of metro style services. These passengers may well lose out to bidder investment, which is likely to focus on the longer distance revenue streams like the Bristol, Cardiff or Oxford to London. For these journeys investment in new rolling stock or infrastructure would result in larger time savings for passengers. The equivalent investment is not so attractive for metro areas as the in vehicle time is lower and therefore the benefit is spread more thinly with a potentially lower rate of return. London TravelWatch would therefore be very concerned if, in the pursuit of longer franchises, bidders target investment solely at longer distance passengers. To increase the length of franchise capital investment must be distributed across the franchise and not just 'cherry-pick' lucrative revenue streams.

Potential investment in the inner London area could include the development of stations. The station buildings and associated land in Greater London represent a considerable potential for revenue generation and as a by-product can be used to invest in facilities at stations to the benefit of passengers. **High to Medium term priority**

London TravelWatch also suggests that considerable investment will be required in rolling stock across the franchise, but specifically in Greater London in the short to medium term to reduce current levels of overcrowding. In particular prior to the extension of Crossrail this requires more diesel units. We believe that a cost effective way of doing this and also provide other passenger benefits would be to consider electrification using third rail technology of the gaps in electrification that exist in the Reading to Gatwick Airport route between Wokingham and Ash, and Guildford and Reigate. This would enable diesel units

used on this route to be cascaded for use on inner London services between Reading and London. **High priority**

Question 2

Respondents are encouraged to consider any specific local factors that they believe may influence the future level of passenger demand and to comment on any specific HLOS recommendations that they believe that the franchisee should be required to implement.

Evidence is emerging that the ORR station usage data is considerably under-estimating passenger numbers in and around London; with the discrepancy wider the closer the station is to central London. Comprehensive studies done by the West Anglia Routes Group (WARG) have shown that on the West Anglia route, the variance is around 95% more passengers than reported across stations within Travelcard zones 2 and 3, around 70% for zones 4-6 and 31% for the “inner home counties”. This is largely due to the non-reporting of Freedom Pass tickets in the ORR data, the incorrect allocation of Travelcards, a lack of Oyster PAYG being fully accounted for, as well as those figures being based on the 2001 London Area Transport Survey data, which is based on significantly different travel patterns as today. Provisional surveys of other areas indicated the same problem as for West Anglia, and it is likely that this will apply for the Great Western franchise area. Basing decisions and prioritising longer-distance services over metro services on the grounds of official passenger counts is therefore something that should not be done until this data is clarified. **High priority**

Given that London TravelWatch represents an area that the majority of Great Western passengers travel in at some point of their journey, it would be appropriate for the Department to include London TravelWatch along with Passenger Focus in the specification process, and to include London TravelWatch in the document to detail the role we can play. **High priority**

Please see section above ‘issues for London passengers relating to this franchise’ for other local factors.

Question 3

Respondents are encouraged to consider issues arising from the planned schemes and identify any local factors that should be considered.

We are concerned that the design for and refurbishment of local stations on the Great Western route affected by the Crossrail project have not been as fully consulted on as they could be. We would expect any incoming franchisee to help facilitate more detailed local consultation on the proposed works and designs.

The proposals for the Greenford branch as part of the Crossrail programme are of concern to us, given the potential lack of step free interchange at West Ealing to/from the 'relief line' westbound platform. We feel that this would reduce the attractiveness of the Greenford branch service, and it would leave the branch as an isolated 'diesel island' in an otherwise 'electrified sea', and with associated high costs of service provision. We would strongly urge a reconsideration of the proposals for this service, and ask consideration of either replacement of the current diesel units with smaller light rail type vehicles, or by a short infill electrification of the 3 miles of double track of the Greenford branch, which would allow the use of electric units from the greater Thames Valley fleet, once other electrification projects are completed. **Medium to Long term priority**

In a similar vein we would urge consideration of electrification of the 2 ¼ miles of single track that forms the Windsor and Eton Central branch. This latter service (which is within our London Rail area) has seen considerable growth in usage in recent years, and would benefit from retaining the shared costs of units with other Thames Valley services that it currently enjoys. Retaining it as a diesel only operation is likely to increase costs. **Medium to Long term priority**

The Great Western Route Utilisation Strategy (RUS) identified the possibility of extending some peak hour Reading – London fast services to and from Basingstoke. We would support this proposal on the basis that it will be useful in diverting existing demand for travel between Basingstoke and central / north west London that currently uses the route via Waterloo and the Bakerloo / Jubilee London Underground lines. This would then release capacity, and enable further growth on these routes at no additional operating cost. We would suggest that the most efficient way of operating these trains would be to electrify the 14 miles from Reading West to Basingstoke and use electric trains from the general Thames Valley fleet. **Medium to Long term priority**

Question 4

Respondents are encouraged to consider any specific local factors that they believe might influence the future level of passenger demand and to comment on any specific RUS recommendations that they believe the franchisee should be required to implement.

Please see answer to questions 2 and 3.

Question 5

Respondents are encouraged to consider investment priorities for the franchise and are asked to highlight interfaces with any other schemes that are likely to be delivered during the life of the next franchise. We also

welcome proposals for alternative approaches to enable the proposed investment programme to be achieved at a reduced cost.

London TravelWatch fully supports the investment in Crossrail, Great Western Main Line electrification and the East West rail link programmes. However, as noted above we are concerned that failure to include some of the Thames Valley branches, and the Reading – Gatwick / Basingstoke lines in the electrification programme could lead to these parts of the network being allocated significant additional operating costs in the future because of having to retain a residual diesel fleet in this area. Inclusion of these in the programme would however reduce such costs and bring additional passenger benefits in the form of reduced journey times, and the ability to retain or enhance existing service patterns or provide new through journey possibilities. **Medium to Long term priority**

Question 6

Respondents are encouraged to consider any changes to the services included in the Great Western franchise that they would like to propose as part of a remapping exercise.

The Reading – Gatwick Airport service is relatively isolated from the rest of the Great Western franchise. We would consider that it may be more appropriate for this to be included in the Thameslink franchise (Thameslink and Southern) especially if electrification of the remaining parts of the route could be agreed. **Medium to Long term priority**

Question 7

Respondents who wish to pursue increments or decrements should make these clear in their response to this consultation. Further information on the Department's requirements for increments / decrements can be made available on request.

Not applicable to London TravelWatch.

Question 8. Respondents are encouraged to consider:

- (a) Which responsibilities and types of service on the Great Western franchise might be suitable for more local decision – making?**
- (b) Which options for devolving decision making should be considered further and which should be rejected?**

(c) To which bodies might decision making be devolved and how would governance, accountability and transparency be demonstrated, especially if consortia of sub-national bodies are formed?

(d) How might risk be dealt with if responsibilities are devolved?

London TravelWatch considers that responsibility for specifying local services within the London commuter area should rest with the Mayor of London, through Transport for London. We note that this will apply with the commencement of Crossrail services. However, we would point out that the Greenford branch service operates wholly within the Greater London area, and so would suggest that the Mayor is given the opportunity to specify the level of service provided on this route. **High priority**

Question 9. Respondents are encouraged to bring to our attention research, evidence or publications which the Department should consider as part of this refranchising process.

Please see section above 'issues for London passengers relating to this franchise' for details of research carried out by London TravelWatch relevant to this franchise.

As noted above, we have major concerns about the use of the ORR station usage figures, and also the NPS to inform the development of this franchise, particularly in relation to services in the Greater London area. We would expect the DfT to seek advice from London TravelWatch as the statutory passenger body for the London area on passenger priorities for this area before the final tender invitation for this franchise is made. **High priority**

Question 10. The final specification will seek to avoid a prescriptive approach to balance passenger, taxpayer and stakeholder interests. Respondents are encouraged to consider which aspects of the specification they believe should be mandated and which could be left to greater commercial discretion.

London TravelWatch believes that passengers primarily want services that are frequent and reliable, with good interchange and at affordable fares. However, the current Great Western timetable especially that covering late evenings and Sundays no longer reflects the current needs of passengers particularly in Greater London. The specification for this franchise therefore needs to be updated to reflect current passenger needs rather than current service provision.

Ideally, within the Greater London area this would be provided by a regular 10 minute interval service from first to last train covering the period 0600 – 2400. However, we recognise the constraints of the current infrastructure, and we

would suggest therefore that a staged approach should be taken to improving services in the London area. **High priority**

Stage 1. Improving late evening and Sunday services to operate at the same frequency and stopping pattern as the off-peak Monday to Saturday timetable. Our justification is that research has shown that passengers who travel at off-peak times place greater value on regular interval services with consistent stopping patterns and journey times. In the London area over the past 10-15 years late evenings and Sundays have seen large increases in activity such that these times are often as busy if not busier than Monday to Saturday daytimes. London Underground traffic volumes in the area served by First Great Western in the evenings and on Sundays have increased by around 50% between 2003 and 2010. Similarly, bus usage at these times has also dramatically increased with all the services that operate in the area served by Great Western within London now operating seven days a week from early morning to late at night. The last route to convert to Sunday operation in this area, the 607, has also seen a 40% increase in ridership between its' conversion in 2005/06 to 2010/11.

This growth has been fuelled by the development of the Westfield shopping complex at Shepherds Bush and by the continued success of specialist Asian shopping in Southall which attracts people from all over the UK, and for whom Sunday is the main day for this kind of activity. However, train services on Great Western have lagged behind these developments, and do not reflect the current needs of the area. The large established shopping area at West Ealing is not served by any trains at all on Sundays.

We recommend therefore that the Sunday timetable for the route should be enhanced to that operating off-peak on Saturdays, and that the weekday evening service between 2100 and 2400 should be enhanced to the same pattern as that operating between 1900 and 2100. This would involve restoring late evening and Sunday services to the Greenford branch, and Sunday services to Acton Main Line, West Ealing, Hanwell and Iver. **High priority**

Table 2: Percentage increase on London Underground for Sunday passenger numbers

YEAR STATIONS	2003		2010		% increase
	ENTRY	EXIT	ENTRY	EXIT	
Ealing Broadway	9398	10436	12145	11811	20.78%
Acton Town	4004	3959	4184	4224	5.59%
Hounslow East	1943	1942	3579	3443	80.75%
Uxbridge	2205	2530	3389	3617	47.96%
North Acton	1760	1574	3346	3098	93.28%
Hounslow Central	1734	1677	3187	3003	81.47%
Northolt	1168	930	3125	2902	187.27%
Hounslow West	1943	1942	2931	2788	47.21%
Northfields	2198	2273	2729	2767	22.93%
East Acton	1897	1717	2591	2532	41.75%
Alperton	1649	1712	2560	2497	50.46%
Ealing Common	2050	2067	2553	2533	23.54%
Hatton Cross	1509	1436	2488	2339	63.90%
Greenford	1080	849	2434	2308	145.83%
Rayners Lane	1541	1453	2427	2337	59.12%
South Ealing	2131	2214	2354	2368	8.68%
Hanger Lane	890	659	2345	2094	186.57%
South Harrow	1118	1154	1985	1992	75.04%
Sudbury Town	1107	1113	1890	1478	51.71%
Osterley	1289	1227	1698	1396	22.97%
Boston Manor	960	933	1401	1369	46.33%
Perivale	877	672	1385	1312	74.11%
West Ruislip	333	305	1316	1283	307.37%
Sudbury Hill	1070	1035	1299	1242	20.71%
South Ruislip	393	357	1180	1118	206.40%
Eastcote	858	695	1040	1035	33.61%
Park Royal	813	805	998	978	22.13%
Ruislip	544	508	803	802	52.57%
Hillingdon	579	528	691	649	21.05%
Ruislip Gardens	230	206	653	649	198.62%
Ruislip Manor	539	538	651	660	21.73%
North Ealing	419	379	529	508	29.95%
Ickenham	303	293	355	362	20.30%
TOTAL across area	50532	50118	76241	73494	48.77%

Stage 2. Improve off-peak frequencies at Southall from five to six trains per hour.
High priority

Stage 3. Improve off-peak frequencies at Acton Main Line, Hanwell and on the Greenford branch from two to four trains per hour. **High priority**

The Westfield shopping centre at Shepherd's Bush has increased demand for interchange at Ealing Broadway. This station needs the Crossrail enhancements proposed for it to be brought forward to cope with existing demand. In addition, the franchise should specify that the existing longer distance services to and from Reading and Oxford should continue to call at this station. **High priority**

The improvement to these services should be mandated, as shown in our response to question 1.

Question 11. What balance should be struck between end to end journey times and intermediate stops on long distance services?

It is important to realise that most passengers are not making journeys from one city centre to another, but use rail for the substantive portion of a journey which is 'topped and tailed' by other modes of transport. Interchange therefore is the key to attracting to and retaining passengers on the rail network. The current Great Western long distance timetable does this very well by serving a series of hub stations, with good local transport connections either by local rail service or other forms of transport. This makes it very attractive to travellers from London who are far less likely to have access to a car as an alternative means of travel. We therefore would not like to see any worsening of current service provision by removing intermediate stops at interchange stations. **High priority**

Question 12. Can the indicative modelled inter-city service pattern be improved (noting the IEP availability in table 3.5 and the availability of other fleets)?

No comment by London TravelWatch.

Question 13. Whether and if so, how many of the current HSTs should be subject to life-enhancement refurbishment and what would be their revised life expectancy be?

No comment by London TravelWatch.

Question 14. Should other inter-city rolling stock, either new or cascaded, be procured for some or all of these services?

No comment by London TravelWatch.

Question 15. What should be the future of the overnight service between Paddington and Penzance, given that the sleeping cars, and especially, the locomotives are aging?

These services provide an alternative means of long distance travel, which removes the need for passengers to stay overnight if they need to be at their destination early in the morning. These trains can be worked by a variety of locomotives, and so we do not consider that the question of the external age of those used currently should be used as a pretext for withdrawing the service. London TravelWatch would be open to suggestions for the creation of a single sleeper 'hub' terminal station in central London, provided that that station has suitable facilities such as good interchange with other transport modes, restaurants, entertainments and comfortable seating areas where passengers can wait or be catered for before and after their journey. **High priority**

Question 16. What is the best balance between fast outer commuter services and intermediate stops? How could the residual suburban services best be optimised once Crossrail services start?

London TravelWatch believes that the key component of any balance between fast outer commuter services and intermediate stops is to have consistent stopping patterns at stations that facilitate good interchange between trains especially where a same platform interchange can be achieved. For the purposes of this franchise we would consider Slough (for connections to and from the west), Hayes & Harlington (for Heathrow airport), and Ealing Broadway (for London Underground) to be the key stations where such good interchange is provided. In addition we would suggest Southall as an additional calling point in some trains especially at off-peak times because of the market for travel to its specialised shops from the wider Thames Valley. **High priority**

Services should also be arranged in such a pattern as minimise waiting times at interchange stations between fast and slow trains. **High priority**

Question 17. Under the current plans for electrification, any direct services from the Henley and Bourne End branches to Paddington would still have to be diesel operated. Respondents are encouraged to consider if these services would represent a good use of scarce timetable slots on the main line, given that these slots could be used by higher capacity electric trains.

All of the branch lines, including that of Windsor & Eton Central within the London TravelWatch area, represent very short isolated stretches of non-electrified track. Currently, the diesel train fleets used on these lines are provided at marginal additional cost to the main line operation. London TravelWatch considers that

without electrification of these branches, the cost of residual operations is likely to disproportionately fall on these lines. We therefore consider that there is likely to be a case for electrification of these routes. **Medium to Long term priority**

Question 18. Are the services that extend eastwards from Portsmouth to Brighton best use of Great Western diesel rolling stock, in view of the fact that there are frequent electric services provided by Southern on this route, or could this rolling stock usefully be redeployed elsewhere?

These services form an important alternative route for passengers who do not want to have to otherwise travel by interchanging in London or other centres such as Reading or Gatwick Airport. These passengers, either because infirmity, carriage of luggage, or the presence of dependent children value the importance of a through journey opportunity over that of journey time or number of journey opportunities. **High priority**

Question 19 Should branch line services continue to call at all branch line stations, or could the needs of most passengers be better met by the omission of some of the intermediate stops on some or all of the trains, so that the final destination is reached more quickly?

This question is not applicable to the London TravelWatch area.

Question 20. Do the medium distance regional services (e.g. Cardiff to Portsmouth and Worcester / Gloucester to Weymouth) adequately serve the needs of all passengers along their lines of route, or would shorter distance services, targeted on local travel requirements, be more beneficial?

This question is not applicable to the London TravelWatch area.

Question 21. Taking into account the current service pattern and the future changes, respondents are encouraged to suggest possible train service changes that they believe will be affordable, deliver value for money and provide a strong commercial, social or economic case.

See answer to question 10 above.

Question 22. Respondents are encouraged to consider appropriate train times and service frequencies during the planned disruption for the life of the new franchise. Respondents are also encouraged to consider alternative service propositions.

London TravelWatch would wish to reserve our position on this subject, but be consulted by the franchisee at a later date when the extent of works required is known.

Question 23. Respondents are encouraged to consider:-

(a) The steps which bidders should be expected to take to meet passenger demand and the most appropriate mechanisms for ensuring additional capacity is provided when it becomes necessary; and

(b) How capacity should be measured and appropriate targets set.

London TravelWatch would support an approach that requires operators to monitor passenger demand on a continual basis, and which incentivises them to deal with overcrowding as and when it occurs on a continuous basis. The franchise should require a commitment to additional resources being committed to increase capacity, at the busiest points and times of day on the network – in the London area this would comprise the approaches to Ealing Broadway and London Paddington going to and from London, and the approaches to Reading and Slough for journeys coming from London in the morning peak and returning in the evening. This increase should be incrementally brought forward during the franchise. The proportion of additional required should be related to be amounts of increase in usage that occurs over time, and the percentage of existing capacity that this uses up. **High priority**

We would urge the use of passenger load weighing devices to account for usage of individual services on vehicles and the use of gating / ticket barriers at stations to ascertain volumes of travel. At stations such as Ealing Broadway where there is significant interchange we would urge the use of other passenger counting technology to calculate accurate volumes of interchange and ‘churn’ on existing Great Western services. **High priority**

We would also like to point out that there is currently considerable uncertainty over the use of the ORR station usage data as well as the NPS figures, and would expect passenger numbers to be verified before decisions are made about prioritisation of one service group over another. **High priority**

Question 24. Respondents are encouraged to highlight any performance areas of particular concern.

London TravelWatch would like to emphasise the need to maintain, and improve, performance levels particularly when many large scale engineering projects are likely to impact on passenger journeys.

We would want to see the existing passenger charter scheme(s) replaced by the more generous and more transparent 'Delay Repay' scheme as operated by other operators, and which research jointly conducted by ourselves and Passenger Focus showed was what passengers felt was the fairest and easiest understood system of this kind.

London TravelWatch suggests that consideration is given to the performance regime to provide more positive impacts for passengers. For example, the net effect of penalties for delay minutes could be used specifically for railway network investment. On this basis both Network Rail and train operators would be regulated by the Office of Rail Regulation to invest any proceeds from delay minutes in schemes to the benefit of the network. **Medium term Priority**

London TravelWatch suggests that a Service Quality Initiative Regime (SQUIRE) performance regime is applied to this contract. While London TravelWatch supports the National Passenger Survey we also suggest that a minimum standards regime backs up the passenger perception based targets. This ensures that an absolute level of service and facilities are achieved. The auditing for such a scheme also needs to be external to the train operator to ensure that it is impartially enforced. **High Priority**

Question 25. Respondents are encouraged to consider how best to improve the efficiency of the rail industry to enable reductions in unit costs to be achieved.

London TravelWatch's response to the rail value for money study can be found at:-

<http://www.londontravelwatch.org.uk/document/4225>

As noted above under 'Issues for London passengers relating to this franchise', we believe that there are a number of opportunities to reduce ticketless travel in the London area, particularly by gating of stations with footfalls of over one million passengers a year, and by improving the accessibility of ticket vending machines at stations which either currently do not have these, or have card only machines that do not accept cash.

We have noted above that some developments already planned for the Great Western may increase costs on some of the branch lines, and would urge the department to consider ways in which these services that are vital to the localities concerned can be protected in future. **High priority**

Question 26. Respondents are encouraged to consider the best method for funding major station enhancements and are encouraged to consider any local accessibility issues that they believe need addressing.

London TravelWatch has published its own research on and requirements for stations in the London area at:-

<http://www.londontravelwatch.org.uk/document/13839>

Attention is drawn to our 2006 report 'Getting to the station', which explores standards for improving cycle and pedestrian access to stations as well as car parking and public transport access.

This franchise should specify the adoption of secure car and cycle parking standards at stations. **High priority**

Improved car parking should be supported at stations where this can reduce overall car trip length. In particular stations smaller stations outside of Greater London have the potential for additional car and cycle parking to be installed. **High priority**

Adoption of travel plans for individual stations are also a good way in ensuring that the use of car parking spaces is optimised and also reduces the impact of the railway on surrounding streets. To set a good example the franchise operator should also have its own company travel plan. **High priority**

Secure cycle storage could also be improved at stations particularly in the inner London area and also at free standing towns such as Reading, Swindon, Bath and Bristol. **High priority**

Charging periods for car parks should also be consistent with the train service operational day and validity of train tickets. **High priority**

Question 27. Respondents are encouraged to consider which locations merit consideration for future improvement under these schemes and how such schemes could be funded.

We would urge the bringing forward of the works to improve stations in advance of the implementation of Crossrail, particularly at Ealing Broadway and West Ealing. This should be funded by an alteration to the profile of funding for Crossrail.

In addition, we would wish to see a pragmatic approach taken to accessibility whereby stations which could be improved by means of simple and easy to maintain ramps at small to reasonable cost could be done so e.g. providing step free access at Castle Bar Park and Drayton Green stations. This should be funded by an alteration to funding streams to allow 'easy to do' and 'small cost' schemes to be brought forward, even if current passenger numbers make the

case for improvement marginal. This is especially relevant with the under-reporting of passenger numbers making Business Cases harder to achieve. **High priority**

London TravelWatch supports the use of station travel plans and the provision of secure cycle storage at stations. This should be funded by income from car parking at stations. **High priority**

All bidders should be required to adopt, as a minimum, the standards proposed in the 'Better Rail Stations' report. London TravelWatch believes that it is essential that minimum standards and not a passenger perception approach are used to monitor station quality and facility provision. This is because perceptions can vary substantially over time and by area for reasons that are unconnected with the standard of service. There are also absolute requirements in terms of facilities which are not easily reflected in peoples' perception. London TravelWatch therefore strongly favours the approach taken by TfL in the London Rail Concession. The London Overground has very explicit minimum standards to adhere to. **High Priority**

The cost of bringing up the standards of stations may be large, but compared to new rolling stock, relatively small investments can have large impacts on passengers. For this reason, it should be possible for the bidder to innovate and find ways of generating revenue from stations, which can be used in part to pay for improvements in facilities and staffing at stations. We recognise that this is a priority which may take some time to achieve, but substantive progress should be possible within five years. London TravelWatch would wish to see bidders submit a plan for the timescales for investment in stations to deliver minimum station standards. **Medium term Priority**

Franchisee to adopt signing rules and standards used by London Underground and implement same throughout the network. The intent of this aspiration is to standardise good practice for the layout and disposition of signs. It is not suggested that train operators should suppress their own identities, although it would be appropriate for them all to use a standard typeface for information signs. Running-in boards should continue to be provided at stations where some trains non-stop, displayed at an angle for easy viewing from passing trains. **Medium term priority**

Platform staffing – staff should be available and visible at platform level at least from 0630 to 2130. Bidders should submit a programme showing when this would be achieved for each station and platform. It should not be achieved by reducing staff coverage at any station which already exceeds this standard. **High priority**

Staff should be available and visible at platform level from first train until after departure of the last train. Bidders should submit a programme showing when this would be achieved for each station and platform. **Medium term priority**

At least 20 cycle racks should be provided at all stations. These should be covered, secure and highly visible. **High priority**

Defective lights, if a safety hazard, to be repaired before the next dark period. Graffiti to be removed within 48 hours. Other lighting defects and vandalism to be repaired within five days. **High priority**

Bidders to submit plans to the DfT to demonstrate that they have station maintenance programmes to keep all structures in good external and interior repair, and which will achieve the required outputs in terms of reliability of all equipment which affects the quality of passenger service. **High priority**

Ticket Vending Machines to be supplied at all stations within the London area, in particular those which are not staffed. These should be able to retail Oyster products, as well as the full range of ticket types and railcard discounts. These must be able to take cash payments. **High priority**

Station signage at many locations on the franchise has developed organically. As a result, the original purpose of the signage layout may have become confused. As part of the deep-clean process London TravelWatch recommends a signage 'de-cluttering'. This will allow a standardisation and improvement of the information conveyed to passengers. The effect is to enhance the ease of usage of the station. **High priority**

London TravelWatch recommends that a deep clean of station is undertaken at the start of the franchise and at regular intervals thereafter. The deep clean combined with minor maintenance has the effect of making the station feel far more cared for and therefore a more secure environment. **High priority**

Secure Stations accreditation – the franchisee should be required to achieve accreditation for all stations, provide an implementation plan and commit to reviewing the accreditation criteria at least every five years to take account of advances in technology. **High priority**

Secure Car Parks accreditation – the franchisee should be required to achieve accreditation for all car parks, provide an implementation plan and commit to reviewing the accreditation criteria at least every five years to take account of advances in technology. **High priority**

Removal of trackside litter and graffiti – the presence of large amounts of trackside litter, graffiti and rubbish not only gives a poor impression of the

railway, but also contributes to the fear of crime and anti-social behaviour. Litter and rubbish are also a fire hazard and contribute to the disruption of services when either a fire is ignited, or when the rubbish / litter gets on to the track / is struck by rail vehicles cause major disruption to services. The removal of such should be considered a high priority and the operators of this franchise should be encouraged to ensure that Network Rail carries out its duties under the Environmental Protection Act 1990. **High priority**

Question 28. Respondents are encouraged to consider how security and safety might be improved, together with any local safety issues that they believe need addressing.

As noted above under 'Issues for London passengers relating to this franchise', we believe that there are a number of opportunities to reduce ticketless travel in the London area, particularly by gating of stations with footfalls of over one million passengers a year.

In addition, we would urge that priority should be given by the new franchisee and by Network Rail to tackling the significant amounts of trackside graffiti and rubbish that occur particularly in the London area. This not only creates the impression of an uncared for and unattended railway, but also disruption when trespass is reported or trains ingest rubbish / litter / overgrown vegetation in their mechanical and electrical parts. **High priority**

Question 29. Respondents are encouraged to consider how ticket purchase could be made easier and how to minimise revenue loss across the franchise.

As noted above under 'Issues for London passengers relating to this franchise', we believe that there are a number of opportunities to reduce ticketless travel in the London area, particularly by gating of stations with footfalls of over one million passengers a year, and by improving the accessibility of ticket vending machines at stations which either currently do not have these, or have card only machines that do not accept cash.

London TravelWatch has a number of suggestions to make the fares and ticketing system easier to understand, which are as follows:

- Harmonisation of TfL's Conditions of Carriage with those of the National Rail network. At the moment the usage of Oyster Pay As You Go on the National Rail network falls between both TfL and National Rail Conditions of Carriage. This situation is confusing for passengers. **High Priority**
- Extension of a multimodal zonal fares structure for wider areas than the current London Travelcard boundary. The simplification is particularly

important in connection with ticket vending machines where confusion of ticket type can lead to passengers not getting the best value for money.

Medium to Long Term Priority

- Oyster retailing to be available at all stations at both ticket vending machines and ticket offices. **High Priority**
- Availability of ticket vending machines selling the full range of ticket products and allowing all railcard discounts. **High Priority**

The installation of gates at National Rail stations has been at the behest of individual train operators and there has been no London-wide strategy or decision making process on where and when gates should be introduced. Initially the major London Termini with major flows of suburban traffic (such as Victoria or Liverpool Street) or outer London stations such as Bromley South or East Croydon were the first to be so treated. Largely these stations had similar profiles of users to that of the London Underground (indeed all stations with gates have to conform to London Underground standards as far as specification goes). Later, however, there has been a trend for operators to introduce gates at smaller stations and at stations and on platforms used by Inter-City or airport services.

This trend has raised a number of issues over the years some of which have been resolved but in other cases there is continuing dissatisfaction by passengers where the installation of gates has involved:

- Closure of side entrances resulting in longer and more circuitous routes to and from the station;
- Problems for passengers with luggage, travelling with bicycles or wheelchair users – these can be largely resolved by the use of wide aisle gates;
- Installation of gates where a large proportion of passengers use tickets such as ‘airline style’ card or mobile phone bar codes, instead of conventional paper tickets or Oyster smartcards;
- Installation of gates at stations in Greater London without Oyster compatibility, but where trains from Greater London area stations call – an example of this is St. Pancras International; and
- Problems for passengers travelling from stations where no ticket purchasing facilities were available and where no on board ticket selling has either taken place or is available.

There have been a number of observable benefits from the introduction of ticket gates. These are:

- Increased revenue for the train operator;
- Reduced ticket fraud;
- Reduction in crime levels on trains and in stations – though this may be a function of increased staff presence as gates require staff to be deployed and be visible; and
- Increased satisfaction levels amongst passengers – however, in some cases the reduction in ticket fraud has not resulted in increased satisfaction amongst passengers, particularly in cases where large proportions of travellers had not previously been paying for their journey. An example given by London Underground concerned increased satisfaction levels on stations on the east end of the District line, where often gates were not fully staffed at weekends and evenings, however once full staffing over all periods of the day was introduced, satisfaction levels increased dramatically as passenger felt more reassured by a staff presence.

In the London TravelWatch area a total of around 30% of stations on the National Rail network are fully gated, and a further one per cent partially gated. The distribution of the gated stations shows around 80% is in the London Travelcard area and around 20% outside. However, the geographic spread of such stations shows the divergent policies of different operators and franchise awards. Great Western has apart from interchange stations with the Underground no stations in Inner London gated at all. **High priority**

Question 30. Respondents are encouraged to consider how best to communicate information with passengers across the franchise and how best to keep passengers informed during times of disruption.

The new franchisee must embrace both ‘old and new’ media to communicate with the range of passengers that use the franchise. We also suggest that the good practice from London Overground of showing alternative routes / means of travelling from each station to other stations should be adopted.

The delivery of the major projects that are planned on the Great Western route must be effectively managed by the franchisee and communicated to passengers. London TravelWatch wants to see far greater industry emphasis on reducing the impact of planned disruption on rail passengers. Over the past ten years, considerable effort has been put into addressing unplanned disruption and while there is still a longer way to go, passengers have seen the benefits. The

next hurdle is therefore planned disruption, particularly with the delivery of projects such as Crossrail. The industry has to be able to find a way of keeping the railway 'open-for-business' throughout the week. This means the wholesale replacement of services at the weekends by buses is not acceptable. **High priority**

There is a hierarchy of decision making which is required when mitigating the impact of engineering work on the passenger. There are two stages which must be considered before a full bus substitution is considered:

1. Diversion of trains or a reduced service making use of single line working;
2. Partial bus replacement to intermediate locations for example to different main line routes or Underground lines; and
3. Full bus replacement but this must be of a quality that is sufficiently high.

London TravelWatch has received a number of appeals about the quality of bus replacement services focusing on the information provision to passengers. Where bus substitution is required due to engineering work, London TravelWatch would like bidders to following code of practice:

- Adequate and prominent publicity to be disseminated at least ten days in advance and on the day, both on the route and on lines connecting with it (even if the latter are run by a different operator e.g. other train companies or London Underground);
- A weekly network wide map of engineering disruption;
- The equivalent London Underground notice should be displayed at 'network' stations and the 'network' map at Underground stations;
- Low-floor fully accessible buses to be used (except for long journeys where coaches are required, in which case special arrangements should be made to assist disabled and luggage-laden passengers);
- Adequate facilities for luggage, buggies and cycles to be provided;
- Temporarily closed stations to be clearly identified as such, with the replacement bus timetable clearly displayed with clear directions to the bus stops;
- Bus stopping points to be clearly marked by temporary bus stop signs, so that passengers and drivers alike know where these are and to prevent disputes;

- Buses to display destinations and intermediate calling points clearly on the front of the vehicle;
- Adequate staff to be provided at all affected stations to direct passengers to buses and trains;
- Where interchange between buses and trains takes place at stations with automatic ticket gates, the gates either to be powered down or configured to ensure that all tickets are returned to the passengers. If gates are not powered down, adequate staff to be provided at the gate line to direct and assist passengers with luggage etc. to use the manual gate; and
- Only reputable bus companies to be used, with drivers who have the necessary local knowledge and ability to follow the route. **High priority**

Further details can be found in London TravelWatch's report, When is a train not a train? - A study of rail replacement bus services (2004).

Possession disruption index for passengers – the disruption to passengers by possessions can be very significant, particularly at the weekends. Publication by route would allow passengers to see the availability of the network at a level which is meaningful to their usage of the railways. London TravelWatch wishes to see publication of the statistics for bus replacements as a percentage of scheduled services for each route broken down by weekday, Saturdays and Sundays. **High priority**

Question 31. The department is considering the appropriate approach for monitoring and improving service quality in the new franchise, and respondents are encouraged to consider the proposals suggested, to highlight any alternative proposals, and to make recommendations on any issues that may be identified.

As noted above under 'Issues for London passengers relating to this franchise', we have serious concerns about the use of the ORR station usage data, and the NPS, particularly when significant numbers of London area small stations have not and are not likely to be surveyed on a regular basis. The NPS, good as it is, is not designed for this kind of monitoring of performance.

We would instead urge the use of established best practice in the form of SQUIRE (Service Quality Inspection Reporting Regime) that is used elsewhere to monitor service quality. **High priority**

Question 32. Respondents are encouraged to consider what level of catering provision should be provided.

As noted above under 'Issues for London passengers relating to this franchise', our 2010 research on First Class travel highlighted what passengers expected in terms of catering provision on trains.

In addition, particularly at small stations we would urge the opening up of redundant railway buildings for the use of community cafes and small commercial restaurant / cafes to both provide catering and encourage 'presence' at stations.

High priority

Question 33. Respondents are encouraged to consider local accessibility and mobility issues and suggest how improvements can be made.

See answer to question 27.

Question 34. Respondents are encouraged to consider what environmental targets could be set within the franchise specification.

As noted above under question 28, we believe that there should be a concerted effort by the new franchisee and Network Rail to reduce the amount of trackside graffiti, litter and rubbish. Targets should be set for the removal of this, and the total volumes left unremoved. **High priority**

Other considerations

1. Service levels at holiday times

Bank and Public Holidays

The full Saturday service should operate.

Bank and Public Holiday services at present are a complete hotchpotch with different operators providing Sunday services, Saturday services and special services. This destroys connections between different operator's services and makes it very difficult for passengers to understand what services are available. System-wide standardisation on Saturday services should be an immediate priority for the industry. **High priority**

Christmas Eve

Services should operate until the normal daily finishing times. **High priority**

Christmas Day

All airport routes should operate train services as appropriate to flight times.

Within the zones, rail operators should work in conjunction with Transport for London to operate a day-long co-ordinated rail and bus network to provide a limited but strategic service across London. Each route should operate at least every 30 minutes. This special Christmas Day network should be extended to serve other principal London TravelWatch area stations at least hourly. Rail tickets should be valid on appropriate bus routes. **Medium term priority**

Boxing Day

All airport routes should operate train services as appropriate to flight times. Within the zones, trains should operate at a minimum of two trains per hour with normal Sunday start and normal daily finishing times. The presumption should be that all stations should be open; where operators consider that any station should be closed this should be a matter for consultation with London TravelWatch. This special Boxing Day timetable should be extended beyond the zones to serve other principal London TravelWatch area stations at least hourly. **Medium term priority**

27 – 30 December

Services should operate as appropriate to the day of the week. Where an assessment of employers' intentions shows that the full Monday – Friday peak services are not required, there should be a consistent policy throughout the London TravelWatch area as regards the level of peak services to be operated. The communication to the passenger of the level of services provided and the ticket restrictions that are imposed is of great importance. We recommend that any service should be referred to as a 'modified Monday to Friday' service rather than 'a Saturday' service as this implies that ticket restrictions are also the same as Saturdays. As with Bank and Public Holiday services, standardisation between operators should be an immediate priority for the industry. Special events, such as horse racing meetings and football fixtures, should be taken into consideration when planning services. **High priority**

New Year's Eve

On New Year's Eve, services within the London TravelWatch area should be extended by at least one hour after midnight to allow passengers to travel home safely. These services need to be adequately publicised by the provider well in advance of New Year's Eve. **High priority**

2. Employment Conditions

London TravelWatch does not comment about specific industrial relations issues, but only regarding their direct impact on passengers. However, there have been a number of industrial relations problems involving issues such as rest day working. This is where train operators rely upon driver overtime shifts to resource Sunday services. There are also instances such as depot working arrangements which restrict the hours of operation of services. London TravelWatch understands that this is a reason why later services cannot be operated to Chingford.

As a result, London TravelWatch recommends that the bidders are required to give a commitment to harmonise working conditions and get rid of rest day working reliance. Only with the agreement of the DfT can such a change be implemented and for the benefit of passengers London TravelWatch urges that this is adopted. **High Priority**

3. Rolling stock cleaning

London TravelWatch would like bidders to set out detailed commitments to rolling stock cleaning programmes which will ensure that all trains are cleaned internally each night and externally at such intervals as necessary to ensure clean windows at all times. This aspiration includes the need to ensure that train windows are properly cleaned during cold weather and not, as hitherto, allowed

to become encrusted because of problems with carriage washing machines.
High priority

All trains should be 'litter picked' and have toilets checked and serviced as necessary at least once every two hours. **High priority**

4. Use of complaints data to drive improvements

The franchisee should monitor the demographics of their complainants and promote customer complaints procedures amongst all passengers, but particularly for those underrepresented in complainant statistics. **High Priority**

London TravelWatch appreciates that there is a tension in an operator encouraging complaints as this may make the complaints figures appear worse as there are likely to be more complaints. This likely impact should be recognised in the contract and the bidders should be encouraged to enable customers to express their views on the train service. As long as customer complaints are dealt with in a responsive and professional manner the operator can learn from the views fed back by its customers. **High priority**

Conclusions

London TravelWatch has reviewed the proposals for the Great Western Franchise in the light of passenger expectations and appeals received. Our key priorities for the new franchise are as follows:

- Train service provision that matches the increased demand, especially on Sundays;
- Train service performance to ensure that punctuality along the length of the journey is maximised;
- Stations facilities and customer service standards improvements based on minimum station standards;
- Rolling stock investment;
- Reduction in planned disruption to passengers particularly at weekends; and
- Oyster acceptance across the metro network rather than ending arbitrarily at the Travelcard boundary.

Appendix A – Views of Stakeholders

In responding to this consultation London TravelWatch has taken into account the previously expressed views of user groups and local authorities in areas affected by the franchise within London TravelWatch's remit. We have discussed our response with the Ealing Passenger Transport Users Group. We have not received representations from other User Groups or individuals.

Appendix B – Glossary

Term	Definition
DfT	Department for Transport
HSTs	High-Speed Trains
IEP	Intercity Express Programme
NPS	National Passenger Survey
ORR	Office of Rail Regulation
RUS	Route Utilisation Strategy
SQUIRE	Service Quality Initiative Regime
TfL	Transport for London
WARG	West Anglia Routes Group

Appendix C – References

London TravelWatch

- Requirements for Train Services – Principles (May 2003)
- Good riddance to bad rubbish – A guide to getting litter cleared from railway land (London TravelWatch and RPC network, December 2002)
- Reaching the Skies – Policies for surface access to London’s airports (London TravelWatch, February 2002)
- Where am I? – Street name signs in London (London TravelWatch, May 2003)
- Report on initial findings of research into the transport needs of Minority Faith Communities
- When is a train not a train? A study of rail replacement bus services (2004)
- Getting to the station – Report on access to Rail and Underground Stations (2006)

Passenger Focus

- National Passenger Survey, Autumn 2009 – <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=3568>