Value for money on London's transport services: what consumers think (Aug. 2013)

A couple of extracts from previous London TravelWatch research into passenger views of different transport modes in London.

"Investment

Investment in infrastructure was frequently mentioned in the context of value for money, even though this was often felt to be an intangible variable that was difficult to justify or substantiate. In addition to recognising that ongoing investment is required in order to ensure that services are maintained and modernised, this was often expressed in terms of passengers wanting to have visible evidence of how the money they paid in fares was being spent.

London Underground tended to benefit in this respect from a perception that money was being spent on high-profile projects to improve the experience for users. Participants talked about improvements to certain lines, stations and rolling stock, in addition to other specific initiatives that had made a positive impact as mentioned below. Interestingly, this tended to be in contrast to investment on National Rail that was more likely to be viewed in terms of engineering works that caused inconvenience for passengers or improvements to stations such as King's Cross and St. Pancras that were felt to be focused on cosmetic rather than functional benefits.

"It looks nice when they spend a fortune putting glass ceilings in train stations but I would prefer the benefits to be something that will be more tangible for me as a passenger." [NR commuter, Croydon] "

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"The main thing for me is how clean the stations and trains are because it really bugs me when you pay all this money and they can't even keep things clean. I wouldn't mind paying so much if it was always clean when I used it." [NR commuter, Croydon]