

Which Street for Southend?

The choice of terminus for c2c late evening trains

Foreword

by Suzanne May, Chair of the London Transport Users Committee

The London Transport Users Committee has only one purpose : to represent and champion the interests of London's travelling public. And the passenger transport providers have – or should have – only one interest too : to meet the needs of those who use their services.

Sometimes, however, situations arise in which the needs of different groups of travellers may be in conflict, and it is not clear where the balance of advantage lies. And decisions taken long ago, for other reasons, may still be reflected in service patterns which have become fossilised through the passage of time.

It seemed to us that the timetable for c2c's late evening trains might be just such a case. At present, they run from different London termini during the week and at weekends. This arrangement was originally put in place by British Rail, mainly for reasons of economy, though some benefits for passengers were claimed. Whatever the truth of the matter, it was far from clear whether it serves today's passengers best, and for my Committee this must be the overriding consideration.

The only way to settle the argument, we felt, was to discover the views of the passengers themselves. So members and staff of the Committee carried out a thorough survey of the users of the trains concerned, to put the question to them directly. This report describes how the survey was conducted, and the results obtained.

The findings are clear. By an overwhelming majority, c2c's late evening passengers would prefer their trains to start and finish at Fenchurch Street. This preference is unaffected by gender, journey purpose, station of origin, or the day of the week on which they travel. Those who now use Liverpool Street (on weekdays) share it as well as those who now use Fenchurch Street (at weekends).

To me, the evidence is plain : the current pattern of service is not the one which is seen by most of c2c's users as suiting them best. We are not aware of any insuperable barriers to change. So the ball is now in the train operator's court.

This report is addressed to everyone who is - or should be - interested in improving the service provided in one of London's vital rail corridors. This includes the train company, Transport for London, the Strategic Rail Authority, the London Assembly, local authorities, Members of Parliament and - most important of all - c2c's passengers, and those who speak for them.

Improving London's transport is a task in which we all have a part to play. Please study the report, and let us know what you think of the findings it contains.

Executive summary

Fenchurch Street is the London terminus for all trains on the c2c route until 2200 on Mondays to Fridays, and all day on Saturdays and Sundays. But trains run to/from Liverpool Street after 2200 on Mondays to Fridays. This means that users of this service are obliged to make their way from and to a different terminus depending on their time of travel.

This report records the findings of a survey conducted by the London Transport Users Committee to discover the wishes of c2c's late-evening passengers. By an overwhelming majority, they expressed a preference for Fenchurch Street to be the terminus for late-evening trains throughout the week. This preference was unaffected by how frequently they travel, by whether they use the service on weekdays or at weekends, by their journey purpose, by their gender, or by the home station to or from which they are travelling.

There may be operational advantages to the train company in running some services to and from Liverpool Street, in order to allow maintenance work to be performed on the Fenchurch Street section of the line, and to preserve drivers' knowledge of the route into Liverpool Street for use in emergencies. But if passenger preferences are to be the determining factor in deciding what pattern of service is provided, the current arrangement is failing this test.

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1 Introduction

- 1.1 This report records the findings of a study carried out to investigate alternative options for the London terminus of c2c's late-evening services.
- 1.2 The c2c route runs from the City of London through the eastern suburbs to south Essex, via Barking, Grays or Basildon and Southend-on-Sea, terminating at Shoeburyness. The line was originally known as the London Tilbury and Southend railway (LTS), and is still commonly referred to by this name.
- 1.3 At present, all trains run to and from the London terminus at Fenchurch Street until 2200 on all days of the week. But on Mondays to Fridays, after this time, Fenchurch Street is closed and trains are diverted at Barking to run to and from Liverpool Street, calling intermediately at Stratford. On Saturdays and Sundays, they serve Fenchurch Street throughout the operating day, calling intermediately at West Ham (but not at Limehouse). Liverpool Street remains open, for trains operated by other companies.
- 1.4 This pattern of operation was introduced by British Rail (BR) in 1986, as an economy measure. Prior to that, all LTS trains ran to and from Fenchurch Street. As no other lines use this station, early closure in the evening was a means of reducing overheads. It was not possible to divert the service during the day, because all available capacity at Liverpool Street and on its approaches was taken up by other services. Different shift patterns meant that similar savings were not achievable at weekends, so operation to and from Fenchurch Street at all times on Saturdays and Sundays has continued.
- 1.5 Liverpool Street is one of London's three busiest termini. It is served by four Underground lines and more than a dozen bus routes, several of which terminate at the adjoining bus station. It has a wide range of amenities, including retail and catering outlets which remain open until late. Only half this number of bus routes run near Fenchurch Street (mostly via Minorities), and the nearest Underground station (Tower Hill), served by two lines, is a few minutes' walk away (via the street). There are much more limited commercial amenities at this station, and these close well before trains cease running.
- 1.6 Both stations are in the City, and largely surrounded by office premises, so they have comparatively few locally-originating passengers out of business hours (other than those who have been socialising after work). Three bus routes and one (relatively infrequent) Underground line link them. But as they are only about half a mile apart, passengers finding themselves at the wrong station may often find it quickest to walk from one to the other.
- 1.7 The London Transport Users Committee (LTUC) is the official body set up to represent the interests of London's travelling public, including c2c's passengers within the London area. Outside London, the Rail Passengers Committee for Eastern England performs a similar watchdog function in relation to the line's users.
- 1.8 It was suggested to LTUC that the current pattern of service is inconvenient and potentially confusing to outbound late evening passengers, since the station they have to use differs according to the day of the week (or, on weekdays, the time of day). The Committee was asked to consider what advantage there might be in reverting to a consistent late evening terminus throughout the week and, if this was favoured in principle, which station should be used.

- 1.9 Members recognised that the issue is not necessarily clear cut, because good arguments can be advanced both for and against change. Those in favour of the status quo stress the greater accessibility of Liverpool Street and its wider range of amenities. Those in favour of Fenchurch Street stress the advantages of consistency in the service pattern to provide ease of comprehension, especially for infrequent or non-regular users. The relatively uncrowded nature of Fenchurch Street, out of peak hours, is seen both as an attraction by some and a deterrent feature by others.
- 1.9 The Committee's research panel therefore decided to carry out a survey to determine the preferences of those affected. The train operating company (c2c), operators of connecting services, relevant local authorities and rail user organisations were consulted, and a poll was conducted to discover the views of passengers using the stations concerned at the relevant times and on the relevant days. The exercise took place during May, June and July 2001.

2 Initial consultations

2.1 c2c

- 2.1.1 At the start of the project, an introductory meeting was held with the (then) Head of Service Development at c2c, the train operating company which holds the franchise for the London, Tilbury and Southend route. The meeting was held to ensure that the company was fully aware of the nature and purpose of the Committee's intended research, and to ascertain its views on the issue to be investigated. It would not have been possible to conduct this exercise without the company's goodwill and co-operation. LTUC warmly acknowledges the time and support received from the c2c representatives involved.
- 2.1.2 The company explained that the market for its services is heavily dominated by regular commuters, who constitute up to 90% of its users, a higher proportion than on any other route into London. Most journeys are to and from workplaces in the City of London. The line is vital to the local economy of the area it serves, because there is a high dependence on the central London job market and most of c2c's passengers have little or no choice in the mode of travel they use. Indeed, much of the housing development that has taken place in the c2c corridor is unlikely to have occurred in the absence of this service.
- 2.1.3 The switch of late-evening services from Fenchurch Street to Liverpool Street had been made as an operational decision by British Rail. One of the reasons given for it at the time (c2c believed) was that the line's users, or groups speaking for them, considered that Liverpool Street was better provided with onward travel connections. At the time, the subsidiary Cross Wall entrance to Fenchurch Street - which provided direct access to the mid-point of the platforms - was not open in the late evenings, ticket gates and CCTV had not been introduced, and all access was via the main entrance to the concourse. This involved a much longer and more circuitous walk from the Underground at Tower Hill. A new entrance has since been provided from Coopers Row, which is much closer to Tower Hill and is kept open until the last train of the day leaves. Improvements to the street environment in Coopers Row are planned, which should enhance passengers' perceptions of their security in this area.
- 2.1.4 The question of the preferred terminus for the late evening train had been raised from time to time over the years, but the company or its BR predecessors had never systematically investigated passenger preferences. No data on the usage of these trains were available – an absence of information which the Committee would have found surprising were it not for the fact that it seems common for rail operators to lack detailed knowledge of off-peak ridership levels.
- 2.1.4 From the operator's perspective, engineering needs are an important issue, of which due account has to be taken. The section between Fenchurch Street and Barking is probably the most intensively used stretch of overhead electrification anywhere on the network, and requires correspondingly more maintenance. In early 2001 the route from Liverpool Street had experienced prolonged periods of "possessions" (i.e. times when the line is closed to traffic so that engineering work can be carried out on its infrastructure). During these periods, c2c's services had been diverted to run to and from Fenchurch Street at all times. If Fenchurch Street was routinely to remain open until the end of traffic each evening, then the maintenance requirements could increase significantly.

- 2.1.5 Other problems for c2c arise when large-scale engineering operations took place on the District line of the Underground (which parallels c2c's tracks for several miles), which sometimes necessitated the simultaneous closure of both lines.
- 2.1.6 Route knowledge is an essential requirement for all train drivers, and has to be regularly refreshed by driving trains over all the tracks and observing all the signals involved. At times of major engineering works (or emergencies such as a derailment) between Barking and Fenchurch Street, c2c trains have to be re-routed into Liverpool Street. If all regular services ran to Fenchurch Street, other arrangements would have to be made to ensure that c2c Rail's drivers did not lose their familiarity with the Liverpool Street route. Drivers would have to be specially released for "refresher" trips, and the cost of this could be high.

2.2 c2c Rail Panel

- 2.2.1 The c2c Rail Panel is a body established jointly by LTUC and the Rail Passengers Committee for Eastern England, to review matters of common concern affecting the c2c Rail route. It comprises representatives of both Committees, and meets periodically with senior representatives of the train operating company.
- 2.1.3 Points raised by members of the Panel in an initial discussion of the issue (prior to the survey of passengers) included the following.
- A consistent service pattern seven days a week would be much simpler to understand and remember.
 - If trains were not to be routed into/out of Liverpool Street routinely, drivers would lose essential route knowledge. This is important, as this terminus provides a diversionary option in the event of problems at or approaching Fenchurch Street. [But it should be noted that the c2c line is not unique in this respect : for example, Thameslink drivers are required to maintain route knowledge to/from St Pancras, for similar reasons.]
 - If Fenchurch Street is to be used as the all-week terminus, then c2c must guarantee that retail facilities at the station would also have extended opening hours.
 - The customer help desk at Fenchurch Street must be staffed for all hours that the station is open (which is not currently the case at weekends, though staff are available on the concourse).
 - At present, some users do not perceive the street access routes to Fenchurch Street station in the late evening as secure (i.e. free of the risk of crime).
 - But the street access route to Fenchurch Street from Tower Hill Underground station should be judged in the context of the improvements currently being planned (better lighting, CCTV, improved paving, etc) rather than in its present less-than-satisfactory environment.

2.3 Local authorities

- 2.3.1 All the local authorities whose areas are served by c2c were approached, to ascertain if they had any views on the issue to be addressed in the Committee's investigation, so that these could be included in its research findings.

- 2.3.2 The *London Borough of Havering* suggested that account should be taken of the fact that the line serves the Thames Gateway regeneration area, where substantial new commercial and residential development is planned in coming years. It felt that commuter trips were likely to be limited in the late evenings, but that a consistent service pattern would reduce confusion. Fenchurch Street was therefore its preferred option.
- 2.3.3 The future of Limehouse station was the principal concern of the *London Borough of Tower Hamlets*. At present, this station cannot be served after 2200 because it lies intermediately between Barking and Fenchurch Street (and because it has no late weekday service, late trains do not call there at weekends either). Any recommendations regarding future service patterns should take account of growing demand in the vicinity of Limehouse itself, as well as the interchange opportunities it provided to access the growing range of destinations served by the Docklands Light Railway. The council could see, however, that Liverpool Street had advantages over Fenchurch Street for late evening services, because it had more direct connections with other points and passengers might feel happier from the personal security perspective. Routeing all trains to Fenchurch Street would achieve standardisation, but this might be at the expense of some users' established travel patterns.
- 2.3.4 The *Corporation of London* (the local authority for the City) was also concerned with passenger security. It felt that the street approaches to Fenchurch Street were narrow, and relatively unfrequented in the evening, which might be a disincentive to some users. Although Liverpool Street had a wider range of links with other modes, Fenchurch Street was better connected with Docklands, "Theatreland" and the Pool of London. Fenchurch Street might therefore be more attractive to c2c passengers making recreational and shopping trips.
- 2.3.5 The project was brought to the attention of the members of the Highways Committee of *Castle Point Borough Council*. The committee was supportive of the study, and felt that having two termini could be a benefit in the evenings. It also considered that having an extended service would be beneficial to passengers wishing to return from London late in the evening.
- 2.3.6 No comments were received from the London Borough of Newham, the London Borough of Barking and Dagenham, Thurrock Council, Southend-on-Sea Borough Council, Essex County Council or Basildon District Council.

2.4 Rail user groups

- 2.4.1 There are two active local rail user groups representing users of the c2c service.
- 2.4.2 The committee members of the *Southend-on-Sea Railway Travellers Association* (SSRTA) felt that as many passengers were likely to be displeased as would be pleased with any alternative service pattern. They considered that the convenience of the two London termini to commuters was dependent on the user's workplace. As the City is largely empty at weekends, either station might be favoured for leisure journeys, but Liverpool Street was considered to be more central. [SSRTA appears to have been unusual amongst the consultees in giving serious consideration to closing Fenchurch Street entirely at weekends.]
- 2.4.3 SSRTA pointed out that the distance from Tower Hill Underground station to Fenchurch Street is probably no greater than the distance from Liverpool Street Underground station to the platforms used by c2c at that terminus. But given recent

operational difficulties experienced by the Circle line (which provides a quarter of the trains to Tower Hill), Liverpool Street might be the preferred choice from the perspective of access by Underground. Its committee noted that there are more facilities offered at Liverpool Street in the late evening.

2.4.4 No reply was received from the *Rainham Rail Users Group*.

2.5 Other transport providers

2.5.1 *London Underground* sought the comments of its station managers who are responsible for Tower Hill and Liverpool Street. They recognised that a change of c2c terminus would alter the journey patterns of some commuters, but did not feel that there would be a significant impact on Underground services at either station.

2.5.2 *Transport for London* (TfL) manages the London bus network, maintains the capital's major roads, and licenses taxis. Comments were received via its National Rail Liaison Manager, who pointed out that what were then the LTS trains had been transferred to Liverpool Street to economise on staffing costs. There had been different staffing rosters and shift patterns at weekends. TfL agreed that the principal issue was whether a majority of passengers would benefit from a change in the present pattern. Using only one terminus would be easier to understand and would benefit irregular users. If Fenchurch Street was used at all times, the link with Tower Hill would have to be made more attractive by providing better lighting and signing. Longer opening hours would be needed for the facilities at Fenchurch Street, the station would have to remain fully staffed, and the Coopers Row entrance should be kept open until the last train has departed (which is already the practice at weekends).

2.6 Summary of consultation responses

2.6.1 The issue of personal security has arisen regularly. Access to Fenchurch Street is not perceived to be as safe as that to Liverpool Street, because Liverpool Street is busier and the Underground interchange is integral to the station rather than via a side street. But c2c has been pressing for improvements to the area between Tower Hill and Fenchurch Street (with the active support of LTUC and the c2c Rail Panel), to make it safer and more attractive to its users.

2.6.2 For the train company, the potential loss of its drivers' route knowledge of the line to Liverpool Street is an important issue. It is essential that this should be kept, in case of engineering or emergency diversions, and drivers would therefore have to be released for special practice runs.

2.6.3 For less frequent passengers using the outbound late evening services, confusion may be a problem as they do not instinctively know which station to travel from. This would be mitigated by use of a consistent route throughout the week.

2.6.4 Fenchurch Street has fewer amenities than Liverpool Street, because it is a much smaller station. Its attractiveness could be enhanced, however, if the facilities it does have were to be open during similar hours to those at Liverpool Street.

2.6.5 If a decision is taken to standardise the service pattern, one of the intermediate stations will have no c2c service after 2200. If all trains run to Liverpool Street, West Ham will not be served. If all trains run to Fenchurch Street, Stratford will not be served. But one or other is necessarily unserved by c2c at present, depending on

the day of the week. Loss of c2c trains is likely to have limited impact, because both stations are also served by two Underground lines and two other National Rail operators. They are linked directly by both the Jubilee line and Silverlink, so from whichever is served, access to the other should not be unduly difficult.

3 The passenger survey : methodology

- 3.1 It is not easy to conduct detailed interviews of passengers at stations, particularly those alighting from trains, because they are understandably reluctant to be delayed in the course of their journeys. On-train interviews require large numbers of surveyors, and are problematic on lines with non-corridor stock. So the survey took the form of a prepaid questionnaire, handed out for completion and return by freepost. In order to reach all of the passengers potentially affected, it was necessary to do this at more than one location.
- 3.2 The survey form was deliberately kept succinct and precise, to maximise the likelihood that it would be read and completed. A postcard format was used, to make it easy to distribute and to return. Members of the Committee, and the marketing department of c2c, were consulted on its design and content. The final version can be seen at Annex A.
- 3.3 There was no record of the users of the late evening c2c trains having been counted or polled previously. It was therefore necessary to identify the numbers of passengers using the stations that would be affected by any change in the routing of these services. Members of LTUC's staff visited the stations concerned at the relevant times of the day and week in order to count the number of passengers boarding or alighting from each train. This information was used to determine the number of survey cards which would be required, the number of surveyors needed to distribute them, and the points at which they should be positioned (as some of the platforms have more than one entrance and exit).
- 3.4 In the case of Stratford, the reconnaissance revealed that the number of passengers boarding or alighting from the c2c trains en route to/from Liverpool Street on weekday evenings was very low (usually a single figure total per train). The platforms at which they call are also used in both directions by the much more frequent services of First Great Eastern. It would therefore be impossible to determine which of the passengers entering or leaving the platforms were c2c travellers, the only ones for whom the survey would be relevant. Since the number of c2c passengers at Stratford was so small as to be incapable of having any material effect on the overall results, it was decided to omit them from the survey.
- 3.5 West Ham is served only by Fenchurch Street trains, and therefore has no late-evening c2c service on weekdays at present. The number of passengers using this service on Saturdays and Sundays was observed to be low. It was therefore decided to conduct the survey there on only one weekend evening, but to do so during a weekday morning peak too (in order to cover *potential* evening users). The design of the questionnaire made it possible to isolate the responses from those weekday morning travellers who also used late evening services and might therefore benefit from the provision of late evening trains.
- 3.6 As indicated in paragraph 2.3.3, during the initial consultation round the London Borough of Tower Hamlets raised the question of services to Limehouse station, which lies intermediately between Fenchurch Street and West Ham, and offers interchange with the Docklands Light Railway. At present, it has no late-evening service, even at weekends when trains pass through en route to Fenchurch Street. Consideration was given to the possibility of including it in the survey – but as it has no late-evening services, it has no late-evening passengers, and it would therefore be difficult to identify prospective users in order to ascertain their views. If late evening services ran to Fenchurch Street on weekdays, it would be possible for them to stop Limehouse, but this would be an optional increment to the timetable change,

not an essential consequence of it. The question of whether Limehouse *could* have a late evening service, either at weekends or on weekdays or both, depends upon the choice of Fenchurch Street or Liverpool Street as the terminus, but the question of whether it *should* have such a service is a separate matter, which requires to be considered in its own right. It was therefore decided to omit Limehouse from the survey.

- 3.7 On the basis of the information gleaned from the reconnaissance, the following schedule of survey sessions was drawn up.

Station	Date	Times
West Ham	Tuesday 3/7/01	0730-0900
Liverpool Street	Friday 6/7/01	2200-0000
Fenchurch Street	Saturday 7/7/01	2200-0000
Fenchurch Street	Sunday 8/7/01	2200-0000
West Ham	Sunday 8/7/01	2200-0000
Fenchurch Street	Tuesday 10/7/01	2100-2200
Liverpool Street	Wednesday 11/7/01	2200-0000

- 3.8 The (weekend-only) late-evening trains from Fenchurch Street were surveyed on both a Saturday and a Sunday. The (weekday-only) late-evening trains from Liverpool Street were surveyed on two different days of the week, a Wednesday and a Friday, as the reconnaissance had revealed that they are more heavily used on Fridays. For the reasons given in paragraph 3.1.3, the late-evening trains from West Ham were surveyed only on a Sunday, but an additional survey was carried out on a weekday morning (a Tuesday). Additionally, passengers were surveyed on a weekday (a Tuesday) at Fenchurch Street in the final hour of service before it is switched to Liverpool Street, as those travelling at this time are likely to be particularly affected by the current timetable arrangements.
- 3.9 Volunteers from amongst the Committee's members and staff distributed the cards. The station managers were advised in advance of the dates and times when this was to be done, in order to ensure access for the surveyors and to comply with bye-laws regulating conduct on railway premises. Distinctively coloured survey cards were used for each location and date, to facilitate analysis of the responses.

4 The passenger survey : results

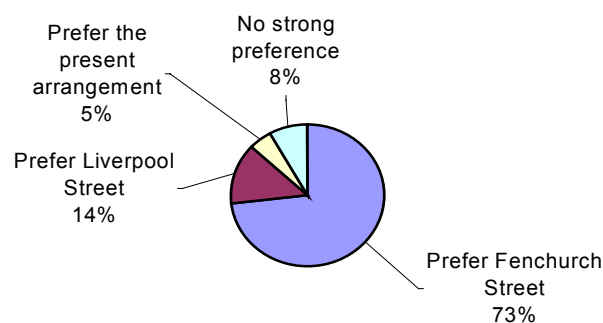
4.1 Rate of response

4.1.1 A total of 3869 cards were distributed during the course of the survey. Most passengers accepted them readily, so this total probably amounts to at least 80 per cent of the total number of people boarding or alighting from the trains concerned. 667 completed cards were returned, giving an overall response rate of 17.2%. This is a relatively high rate for a questionnaire survey of this kind, in which those participating do so voluntarily and are required to return the forms by post, particularly as no prize draw or other incentive was offered. Some of the forms were only partially completed, and therefore the totals for individual questions do not necessarily match the total number of responses received.

4.1.2 The high rate of response is probably due to the fact that their own travel arrangements would be directly affected if any change to the current service pattern was made in the light of its findings. This would be true irrespective of the preference expressed, and there is therefore no reason to believe that there is any inherent bias in the spread of responses obtained. It seems reasonable to assume (in the absence of evidence to the contrary) that the passengers who completed the survey were a sufficiently representative sample for the findings to be treated as a fair indication of the views of the users of c2c's late-evening services as a whole.

4.2 Overall preferences

4.2.1 This chart shows the overall result for the forms returned.

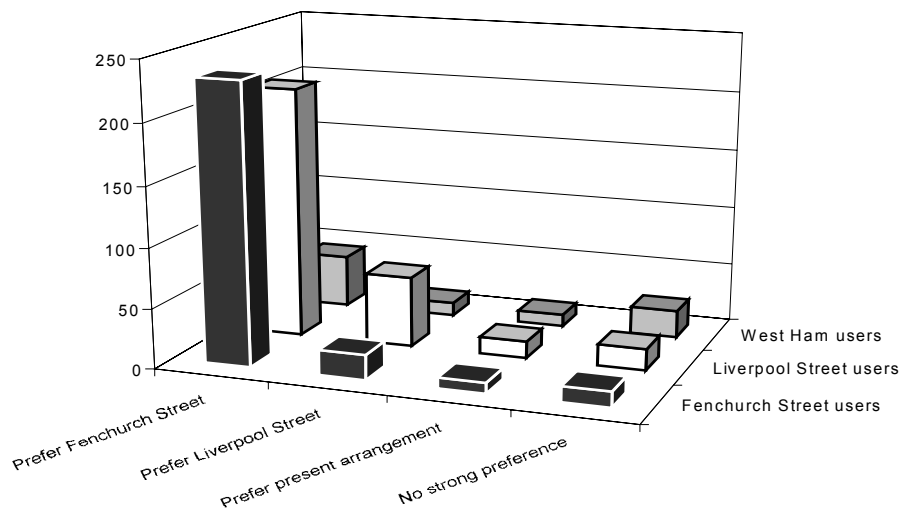


4.2.2 The survey revealed a clear majority in favour of Fenchurch Street as the preferred terminus throughout the week, by a margin of nearly three to one. Their preference was consistent irrespective of when or where the survey was conducted. Almost 70 per cent of current Liverpool Street users would prefer Fenchurch Street, as well as 84 per cent of Fenchurch Street users. Liverpool Street was preferred by less than 20 per cent of its current users, and by less than eight per cent of Fenchurch Street users. Only one respondent in twenty favoured the current arrangement under which services alternate between termini. A higher proportion of West Ham users had no preference (in many cases because they were users of morning peak trains and did not travel regularly on the late evening services).

4.2.3 The following tables show their preferences (as numbers and percentages), disaggregated by place and time of survey.

Place/time surveyed (nos)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
West Ham (Tues a.m.)	39	8	9	20	76
West Ham (Sun p.m.)	5	3	1	3	12
<i>Sub-total</i>	<i>44</i>	<i>11</i>	<i>10</i>	<i>23</i>	<i>88</i>
Fenchurch St (Tues p.m.)	106	7	2	5	120
Fenchurch St (Sat p.m.)	101	8	6	7	122
Fenchurch St (Sun p.m.)	26	6	1	1	34
<i>Sub-total</i>	<i>233</i>	<i>21</i>	<i>9</i>	<i>13</i>	<i>276</i>
Liverpool St (Wed p.m.)	97	25	10	9	141
Liverpool St (Fri p.m.)	113	34	4	9	160
<i>Sub-total</i>	<i>210</i>	<i>59</i>	<i>14</i>	<i>18</i>	<i>301</i>
Total	487	91	33	54	665

Place/time surveyed (%)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
West Ham (Tues a.m.)	51.3	10.5	11.8	26.3	100.0
West Ham (Sun p.m.)	41.7	25.0	8.3	25.0	100.0
<i>Sub-total</i>	<i>50.0</i>	<i>12.5</i>	<i>11.4</i>	<i>26.1</i>	<i>100.0</i>
Fenchurch St (Tues p.m.)	88.3	5.8	1.7	4.2	100.0
Fenchurch St (Sat p.m.)	82.8	6.6	4.9	5.7	100.0
Fenchurch St (Sun p.m.)	76.4	17.6	2.9	2.9	100.0
<i>Sub-total</i>	<i>84.4</i>	<i>7.6</i>	<i>3.3</i>	<i>4.7</i>	<i>100.0</i>
Liverpool St (Wed p.m.)	68.8	17.7	7.1	6.4	100.0
Liverpool St (Fri p.m.)	70.6	21.3	2.5	5.6	100.0
<i>Sub-total</i>	<i>69.8</i>	<i>19.6</i>	<i>4.7</i>	<i>6.0</i>	<i>100.0</i>
Total	73.2	13.7	5.0	8.1	100.0



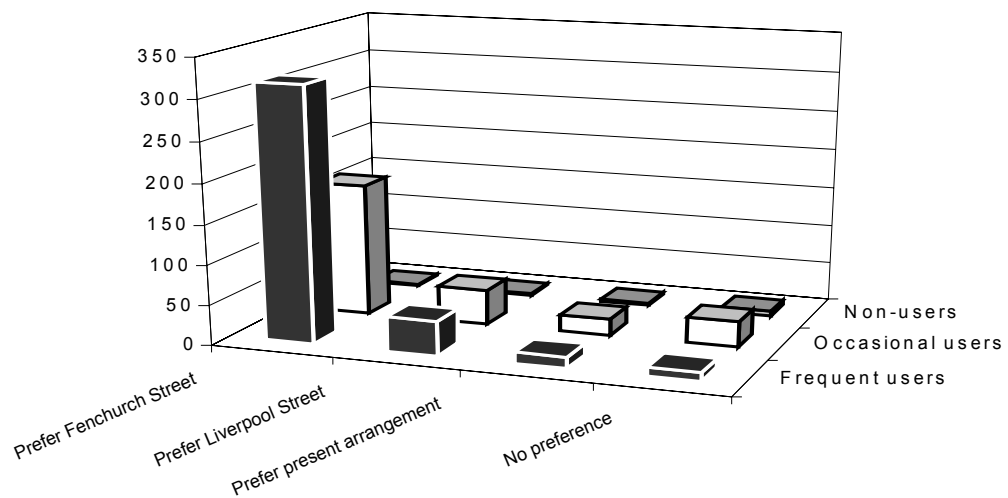
4.2.3 Subsequent questions on the forms were aimed at gaining a deeper understanding of the reasons behind any pattern in the preferences revealed.

4.3 Frequency of use

4.3.1 Respondents were invited to indicate whether they used late-evening c2c trains frequently, occasionally, or never. Frequent users formed 58% of respondents, and occasional users 40%. The small number in the “never” category were confined to those surveyed at West Ham in the morning peak. The following tables show their preferences (as numbers and percentages), disaggregated by frequency of travel.

Frequency of travel (nos)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Frequent	317	43	14	11	385
Occasional	167	44	21	32	264
Never	2	2	3	6	13
Total	486	89	38	49	662

Frequency of travel (%)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Frequent	82.3	11.2	3.6	2.9	100.0
Occasional	63.2	16.7	8.0	12.1	100.0
Never	15.4	15.4	23.1	46.2	100.0
Total	73.4	13.4	5.8	7.4	100.0



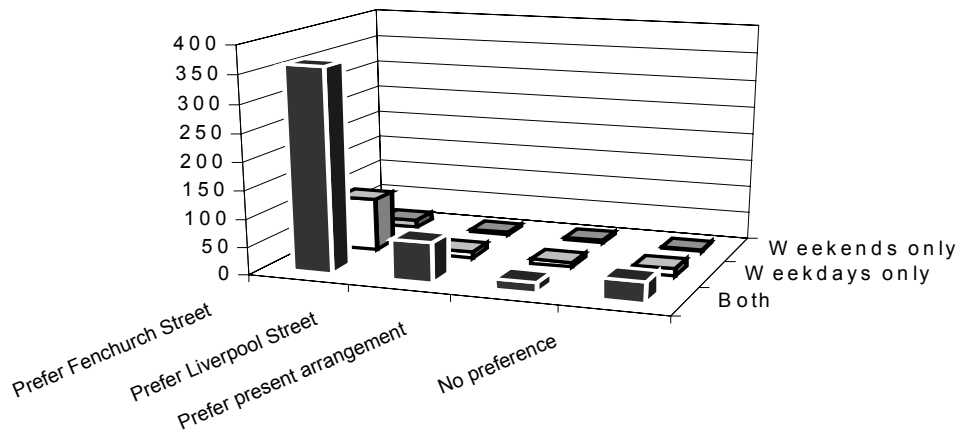
4.3.2 It is interesting to note that frequent users (who are more likely to have to use trains from both termini at present) are more strongly in favour of the sole use of Fenchurch Street than occasional users – although the latter also prefer it by a margin of nearly two to one over all other options combined. The number of those never travelling after 2200 who were covered by and responded to the survey was very small, and as a group they had no clear preference.

4.4 Weekday/weekend use

4.4.1 Respondents were invited to indicate whether they used late-evening c2c trains only on weekdays, only at weekends, or both. Those travelling at both times of the week accounted for 76% of the total, with 20% travelling only on weekdays and 4% only at weekends. The following tables show their preferences (as numbers and percentages), disaggregated by weekday/weekend use.

Weekday/weekend use (nos)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Weekdays only	94	11	8	13	126
Weekends only	14	5	5	2	26
Both	363	72	19	38	492
Total	471	88	32	53	644

Weekday/weekend use (%)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Weekdays only	74.6	8.7	6.3	10.3	100.0
Weekends only	53.8	19.2	19.2	7.7	100.0
Both	73.8	14.6	3.9	7.7	100.0
Total	73.1	13.7	5.0	8.2	100.0



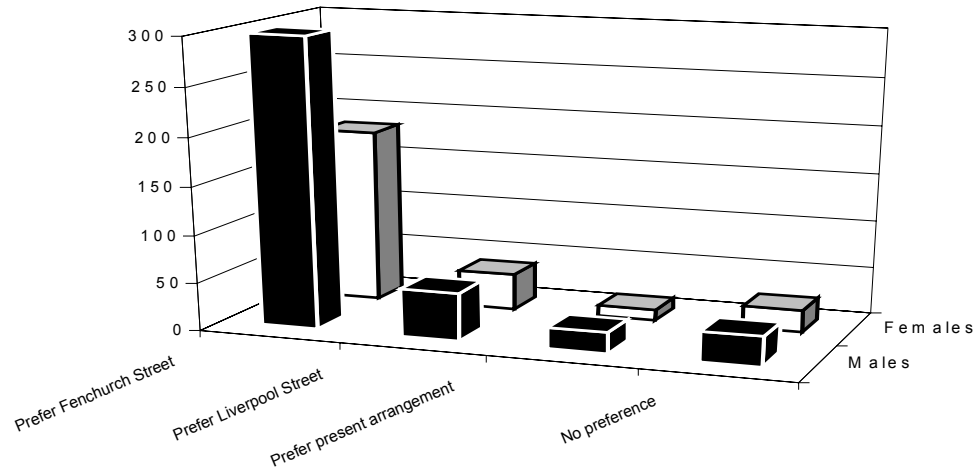
4.4.2 There is a clear preference for Fenchurch Street regardless of the time of the week at which passengers travel. Almost three quarters of those who use it both in the week and at weekends (and are presumably those most likely to be affected by the present use of two termini, with the associated risk of confusion) would prefer Fenchurch Street to be used at all times, and the present arrangement has only a handful of supporters among them. Interestingly, there is more support for Liverpool Street among those who travel only at weekends (and therefore do not currently use it) than among those who travel during the week (and therefore do) – but even among the former, Fenchurch Street is more popular.

4.5 Gender

4.5.1 Respondents were invited to indicate their gender, to discover whether this had any discernible bearing on their preferences (e.g. whether Liverpool Street was perceived by women to be busier and therefore to offer greater personal security). Of the forms returned, 39% were completed by females and 61% by males. There was no obvious gender imbalance amongst the users to whom cards were issued, so there appears to have been a somewhat greater willingness on the part of males to participate in the survey. This may reflect the fact that many passengers were travelling in couples or groups, and although cards were offered to all of them individually, it is likely that in such cases often only one card (completed by a male) has been returned. The following tables show their preferences (as numbers and percentages), disaggregated by gender.

Gender (nos)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Females	182	38	11	23	254
Males	301	50	22	31	404
Total	483	88	33	54	658

Gender (%)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Females	71.7	15.0	4.3	9.1	100.0
Males	74.5	12.4	5.4	7.7	100.0
Total	73.4	13.4	5.0	8.2	100.0



4.5.2 There was a clear preference for Fenchurch Street amongst respondents of each gender. Females were marginally more likely to prefer Liverpool Street, but even amongst them the majority in favour of Fenchurch street over all other options combined was more than two to one.

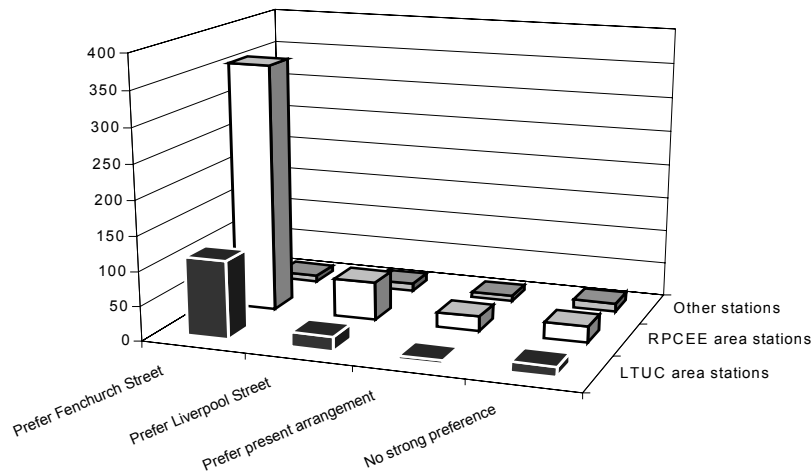
4.6 Home station

4.6.1 Respondents were invited to indicate their “home” station. Upminster (89) was the single most frequently cited station, followed by Benfleet (63), Laindon (60), Grays (55), Basildon (42) and Barking (32). But nearly a tenth named stations not served by c2c, and were therefore making more complex journeys involving a change en route (or were not travelling to or from home). Further details of the stations named can be found in Annex B.

4.6.2 The c2c route crosses the boundary between the area covered by the London Transport Users Committee (LTUC) and the Rail Passengers Committee for Eastern England (RPCEE). LTUC’s remit extends from London to Upminster/Purfleet, and the RPCEE’s covers the remainder of the route as far as its eastern terminus at Shoeburyness. The following tables show (as numbers and percentages) the users’ preferences between the London termini disaggregated by those with home stations on the line within the LTUC area, those with home stations in the RPCEE area, and those with non-c2c home stations.

Home stations (nos)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
c2c stations in LTUC area	113	21	5	14	153
c2c stations in RPCEE area	359	55	21	23	458
Not c2c stations	9	11	8	12	40
Total	481	87	34	49	651

Home stations (%)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
c2c stations in LTUC area	73.9	13.7	3.3	9.2	100.0
c2c stations in RPCEE area	78.4	12.0	4.9	5.0	100.0
Not c2c stations	22.5	27.5	20.0	30.0	100.0
Total	73.9	13.4	5.2	7.5	100.0



4.6.2 On the c2c line, the LTUC stations are (except Purfleet) wholly within Greater London. The RPCEE stations are in Essex or in the areas of the two unitary authorities (Thurrock and Southend-on-Sea) recently separated from that county. But c2c passengers' preferences between the London termini were unaffected by whether they had home stations in London or beyond. Fenchurch Street was the clear preference in both cases.

4.6.3 The responses from passengers with non-c2c home stations were much more evenly divided between the four options offered, with a larger proportion expressing no particular preference (perhaps because they were not frequent users). These passengers are more likely to have been making journeys with origins or destinations which are not in the immediate vicinity of either of the London termini, and therefore to have been influenced by the adequacy of onward connections (which are generally better at Liverpool Street). But despite this, Fenchurch Street received a plurality of their preferences.

4.6.4 Of the 19 passengers in this group who expressed a preference for Liverpool Street, six gave their home station as Stratford. These passengers would lose a direct c2c service if all trains were diverted to Fenchurch Street, but would still have frequent alternatives available to them via First Great Eastern or the Central line. No respondents gave their home station as West Ham.

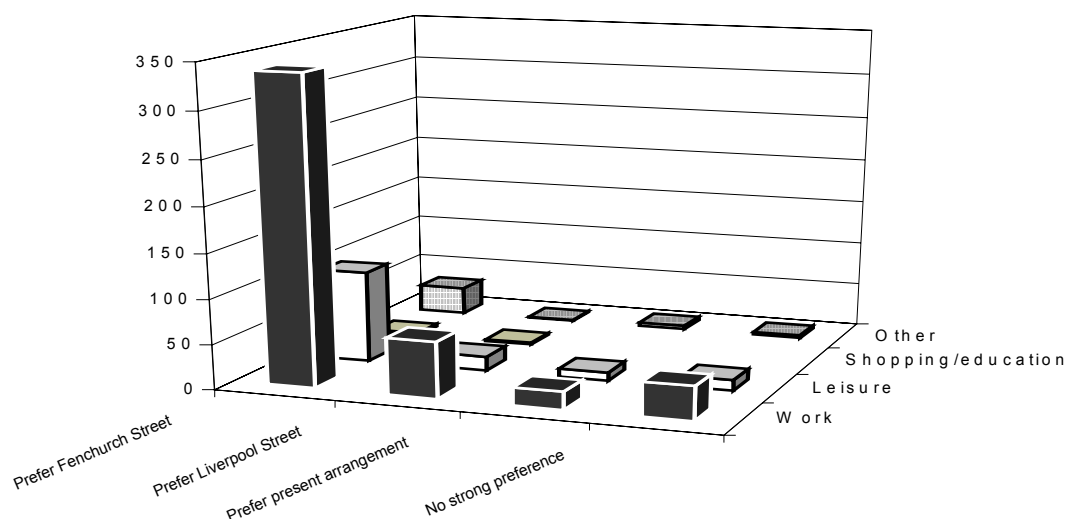
4.7 Journey purpose

4.7.1 Respondents were invited to indicate the purpose of the journey they were making. More than two thirds (71%) were travelling wholly or partly for work-related reasons, confirming the picture that the c2c route is used primarily for commuting, even in the late evenings (and even though many of the journeys were being made at the weekend). Leisure trips (including visits to shows and exhibitions, meals out and sports events) accounted for just over one fifth (21.6%). Very few respondents indicated that their journey purpose was either shopping or education, a result consistent with expectations in a survey directed at late-evening travellers. The

following tables show (as numbers and percentages) their preferences between the London termini disaggregated by journey purpose.

Main journey purpose (nos)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Work	339	63	20	38	460
Leisure	102	16	9	12	139
Shopping/education	3	2	0	0	5
Other	31	1	4	3	39
Total	475	82	33	53	643

Main journey purpose (%)	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Work	73.7	13.7	4.3	8.3	100.0
Leisure	73.3	11.5	6.5	8.6	100.0
Shopping/education	60.0	40.0	0.0	0.0	100.0
Other	79.5	2.6	10.3	7.7	100.0
Total	73.9	12.8	5.1	8.2	100.0



4.7.2 Irrespective of their journey purpose, respondents revealed a consistent preference for Fenchurch Street. Although Liverpool Street appears to be favoured by a relatively higher proportion of those making shopping or education trips, these accounted for fewer than one per cent of all respondents. It is noteworthy that there was very little preference for Liverpool Street amongst those travelling for “other” reasons, even though these included a number of passengers making longer-distance trips who might therefore have been expected to prefer the wider range of onward connections available from that station.

4.8 Comments and reasons

4.8.1 Respondents were offered an opportunity to give a narrative explanation for their declared preference, and a large proportion did so. Some also took the opportunity to make comments of a more general nature (mostly critical of c2c’s service quality).

4.8.2 Those favouring Fenchurch Street mainly argued for consistency in the pattern of service, to reduce confusion. There were also references to the absence of c2c station staff at Liverpool Street, making it difficult to obtain information about the state

of the service. There was a perception that as c2c does not have a continuous presence at Liverpool Street, its services are regarded as having lower status in the eyes of staff employed by other operators. The service from Fenchurch Street was perceived as being faster and less prone to disruption. Fenchurch Street attracted favourable mention for being smaller and safer.

4.8.3 Those favouring Liverpool Street referred to its greater accessibility by Underground. There were also frequent unfavourable references to the walk from Tower Hill station to Fenchurch Street which was perceived by these users as being unsafe, particularly when they are travelling alone at night. For passengers travelling to Southend-on-Sea, the availability of an alternative route by First Great Eastern trains from Liverpool Street was seen as an advantage.

4.8.4 Those preferring the status quo gave few specific reasons, other than a generalised dislike of change without good reason.

4.9 **Staff views**

4.9.1 Passenger trains are run for the benefit of their users, not of their staff, and the views of operating staff were not sought in the course of this survey. Nevertheless, it is worth recording that LTUC's surveyors were approached spontaneously by a number of c2c's train staff at Fenchurch Street and of other train companies' station staff at Liverpool Street. The train staff all expressed a strong preference for Fenchurch Street, which they saw as their home territory (with the staff amenities they regularly used) and as a less challenging route to operate. The station staff also favoured the removal of c2c's trains from Liverpool Street, as these trains were perceived to have a particularly challenging clientele with whom it was necessary to cope.

5 Conclusions

- 5.1 The high rate of response to this survey confirms that the passengers affected regard the issue as important. Serious consideration should therefore be given to the preferences recorded.
- 5.2 The findings of this survey demonstrate an overwhelming preference for Fenchurch Street amongst the users of c2c's late evening trains. This preference is consistent regardless of other passenger characteristics : frequency of travel, weekday/weekend use, gender, home station or journey purpose
- 5.3 Some of the minority who opposed the use of Fenchurch Street expressed fears about their personal security. These could be allayed if improvements were made to the street environment between Tower Hill and Fenchurch Street, if there was a more visible security presence within the station, and if the various station facilities were kept open until the close of service.
- 5.4 Any permanent change would, of course, require effective advance publicity at both termini and at all stations served by c2c Rail.
- 5.5 Note : If all c2c trains were to be re-routed away from Liverpool Street, short sections of line between Barking Tilbury Line Junction West and Barking Station Junction, and between Woodgrange Park Junction and Forest Gate Junction, would cease to be used by any regular passenger train service. Under the provisions of the Transport Act 2001, the permanent withdrawal of passenger services from any line or station requires the prior consent of the Secretary of State. Such consent cannot be given unless the proposed withdrawal has been advertised, any representations received have been considered by the relevant rail passengers committee, and a report has been submitted. In the case of Barking and Woodgrange Park/Forest Gate, LTUC would be the relevant committee. **Nothing in this report should be taken as committing LTUC to any prior view regarding the merits of such a proposal.** But the requirement for this legal procedure to be activated arises only if no scheduled passenger service (in either direction) would remain, so the freedom of the train operator to re-route some or most of the services in question is not fettered.

6 Acknowledgements

- 6.1 The Committee is grateful to Rachel King for designing and managing this project, and to Ron Brewer, Charles King, Graham Larkbey, Adam Pokun, Patty Singleton, Ros Weatherall, John Cartledge, Graham James, Vincent Stops, Dan Taylor and Jo Toller for giving up their time to help distribute the surveys.
- 6.2 The co-operation of c2c in consenting to the conduct of the survey on its stations is warmly acknowledged.

Annex A

Text of survey card (reproduced at 90% of original size)

c2c London terminus survey

c2c trains currently run to and from Liverpool Street (via Stratford) after 22.00 on Mondays-Fridays. At weekends they run to and from Fenchurch Street (via West Ham) at all times.

The official passenger watchdog body, LTUC, wants to know which arrangement suits you best. Please fill in this card and drop it in the post (no stamp needed) or return it to the person who gave it to you.

Tick one

- I would prefer Fenchurch Street every night of the week
- I would prefer Liverpool Street every night of the week
- I prefer the present arrangement
- I have no strong preference

Tick one

- I frequently travel to or from London after 22.00
- I occasionally travel to or from London after 22.00
- I never travel to or from London after 22.00

Do you travel to or from London at weekends? Yes
No

Male Female

Your home station: _____

What is the purpose of your journey today? _____

comments/reasons

Note : This version of the form was used on weekdays. At weekends, the question regarding weekend use was altered to refer to weekdays.

Annex B

Respondents' home stations

c2c stations in LTUC area	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Barking	24	2	2	4	32
Fenchurch Street	3	0	0	0	3
Limehouse	0	0	0	1	1
Liverpool Street	0	1	0	0	1
Purfleet	3	1	0	1	5
Rainham	9	0	0	0	9
Stratford	0	6	1	2	9
West Ham	5	0	0	1	6
Upminster	69	11	2	5	87
Total	113	21	5	14	153

c2c stations in RPCEE area	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Basildon	29	5	5	3	42
Benfleet	52	5	0	6	63
Chafford Hundred	19	3	0	2	24
Chalkwell	16	3	1	0	20
East Tilbury	7	1	1	0	9
Grays	47	4	4	0	55
Laindon	48	8	1	3	60
Leigh-on-Sea	25	8	3	3	39
Ockendon	10	0	0	1	11
Pitsea	15	3	1	1	20
Shoeburyness	3	2	0	0	5
Southend Central	12	0	1	0	13
Southend East	14	3	0	1	18
Stanford-le-Hope	13	1	0	0	14
Thorpe Bay	15	2	1	0	18
Tilbury Town	6	0	0	0	6
West Horndon	10	2	0	1	13
Westcliff	18	5	3	2	28
Total	359	55	21	23	458

(continued on next page)

Respondents' home stations (continued)

Non-c2c stations in LTUC area	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Aylesbury	0	2	0	0	2
Balham	0	0	1	0	1
Becontree	1	0	0	1	2
Blackheath	0	0	0	2	2
Bounds Green	0	0	0	1	1
Brockley	1	0	0	1	2
Clapham	1	1	0	0	2
Dagenham Heathway	1	0	0	0	1
East Ham	0	1	1	0	2
East Croydon	0	0	0	1	1
Elm Park	1	0	0	0	1
Farringdon	0	0	1	0	1
Forest Gate	0	1	0	0	1
Ilford	0	0	1	0	1
Kentish Town	0	0	0	1	1
Leyton	0	0	1	0	1
Leytonstone	0	1	0	0	1
Mile End	0	0	1	0	1
Plaistow	2	0	0	0	2
Seven Kings	0	1	0	0	1
Streatham Hill	0	0	1	0	1
Surbiton	0	0	0	1	1
Wembley North	0	1	0	0	1
West Ferry	1	0	0	0	1
Whitechapel	0	0	0	1	1
Wood Green	1	0	0	2	3
Total	9	8	7	11	35

Non-c2c stations outside LTUC area	Prefer Fenchurch Street	Prefer Liverpool Street	Prefer present arrangement	No preference	Total
Colchester	0	0	1	0	1
Shenfield	0	2	0	0	2
Southend Victoria	0	1	0	0	1
Winchester	0	0	0	1	1
Total	0	3	1	1	5

Annex C

Narrative comments given in support of preferences expressed

(F) = Female (M) = Male

Those preferring Fenchurch Street

- One station all the time would be more convenient and less confusing. (M)
- Fenchurch Street would be quicker than Liverpool Street as the District line takes too long. (M)
- Should always be the same with no chance of going to the wrong station late at night. (M)
- Would prefer to use Fenchurch Street as I use the Jubilee line to West Ham so this suits me better, rather than travelling to Liverpool Street to catch trains after 2200. (M)
- The Liverpool Street route is slower. (M)
- It is confusing as to which station you should head to of an evening and frustrating if the last one is missed. It would be helpful also if you were to run later trains than they currently do and with greater frequency. (M)
- Always gets confusing, better to know where your going at all times. (M)
- c2c service is 'second class' at Liverpool Street, which is dire, overcrowded, no smoking terminus. (M)
- It is annoying to just miss the train at Fenchurch Street and then have to get to Liverpool Street. (M)
- I would travel to London more in the evening if there were later trains from Fenchurch Street. (F)
- Trains are quicker to get home leaving Fenchurch Street as they are more direct. (F)
- Not as many drunken idiots at Fenchurch Street. (F)
- Feel safer. (F)
- As many concerts in London start at 1930 and end at 2100-2200 it is an awkward time for the stations to change over. (M)
- Changing stations at a point in the evening is confusing, why not keep it simple? – Fenchurch Street at all times. (M)
- The volume of people can be overwhelming at Liverpool Street for a lady travelling alone at 22.00 hrs. I would rather take a train from Fenchurch Street as it is safer from Fenchurch Street. (F)
- Not so busy a station and a slightly quicker journey. (F)
- No information at Liverpool Street. (F)
- For people who don't travel on this service frequently this causes confusion. I know of many people who have been caught out by this and have missed last trains etc. One service, one station, no confusion!! (M)
- How many other stations do you have to start your return journey from a different place? It is totally illogical. (M)
- I find it a bit annoying when I have to travel to Liverpool Street. Especially when drunk as my sense of direction goes awry. (M)
- Trains are likely to run better out of Fenchurch Street as not delayed by Great Eastern and freight trains consequently providing a more reliable service. (M)
- Liverpool Street is too crowded after 10 p.m. on weekdays. When Fenchurch Street ran the nightly service whilst there was track work I found the nightly service superb. (M)
- I prefer Fenchurch Street because I feel more comfortable using it. (M)
- Same station all day every day makes sense. (M)

- Circle line trains are more infrequent after 2000 meaning Fenchurch Street is more accessible from the West End shortening journey times. (M)
- Stratford area is more prone to delays than the line from Fenchurch Street.
- Confusing to non-regular travellers. (M)
- No c2c customer service staff at Liverpool Street to provide assistance when there are disruptions or delays to late night services. (M)
- It is preferable to use Fenchurch Street each day for consistency. Definitely a bonus during major repair works to the rail network. (M)
- Consistency is needed in the timetable. (F)
- Liverpool Street has many platforms and is difficult to locate your train when not used to the station. (F)
- Very confusing at the moment and not well publicised as I found out to my cost.
- Do not feel safe on the Underground. (F)
- Journey times take longer from Liverpool Street. (F)
- I would prefer the same station all the week. (F)
- Confusion on whether to go to Fenchurch Street or Liverpool Street after 2200. (F)
- The current system appears to the infrequent traveller to be a lottery. One arrangement is the only answer. (M)
- Easier for travelling and shorter journey time. (M)
- Fenchurch Street is self-contained and does not suffer failures and delays of all the other services using Liverpool Street. Also, Fenchurch Street is quieter and more pleasant. (M)
- Confusion of the highest degree. (M)
- Information provision is minimal at Liverpool Street for c2c services – no reasons or expected durations of delays. (M)
- When all services used Fenchurch Street for several months post Hatfield, the amounts of cancellations and delays seemed far fewer than is normally the case at Liverpool Street. (M)
- The trains from Liverpool Street take longer and Liverpool Street can be quite threatening late at night. (F)
- Fenchurch Street is preferred but only if the shops and food outlets will stay open. (F)
- Every evening out there is a need to clock watch and make the decision which station to aim at. (F)
- Fenchurch Street is much smaller, ergo it feels much safer at night. (F)
- Those familiar with Fenchurch Street feel it is a more direct route home – Liverpool Street doesn't connect for example with Limehouse. (F)
- Passenger (the client) convenience, it must make sense to know that both parts of your journey will be from the same station. It will also take out the panic of must get to Fenchurch Street before 10 or having then to struggle (sometimes) with luggage to Liverpool Street. (M)
- Consistency is all! (M)
- You don't run the risk of just missing the last train from Fenchurch Street and having to relocate to Liverpool Street for the next train. (M)
- Connections would be more consistently planned. We are the Cinderella service – I can get a train to Brighton later than to Essex. (F)
- I would prefer Fenchurch Street as it has easier access and the staff are more knowledgeable. Staff in Liverpool Street are not interested in c2c passengers, and consequently do not have the information on the trains. (F)
- When returning home at around 2145 you are forced to decide whether to travel directly to Liverpool Street or to endeavour to catch the train from Fenchurch Street and if you miss that go back by tube to Liverpool Street. I find the current system very unsatisfactory and annoying. (M)
- Fenchurch Street is more convenient, quicker, familiar and the public conveniences are free of charge. (F)
- Fenchurch Street is closer to the area that I work and socialise in. (M)

- No connection at West Ham from Liverpool Street even though a large number of people now work in the Docklands area.
- The train journey between Liverpool Street and Barking is very slow and a nightmare when it also diverts via Ockendon and Grays. (M)
- At the weekends I travel with my daughter who is in a wheel chair and it would help to have a more consistent service. (M)
- It is quicker to get back from Fenchurch Street which is important late at night (especially). (F)
- It is ridiculous that a main line station such as Fenchurch Street has no trains after 10 p.m. After all, this is London in the new millennium. (F)
- No announcements of trains at Liverpool Street.
- It surprises me that Fenchurch Street is open late night at the weekends as it is surely more busy in the week. (M)
- I would prefer to go from Fenchurch Street because it is closer to where I work. I would be inclined to go out more often if the service was changed as the commute would be easier. (F)

Those preferring Liverpool Street

- Better facilities and choice of refreshments, more space and safer environment. (F)
- Liverpool Street is cleaner, safer, bigger, lighter and somewhere I would rather be late at night. You don't need to walk round Tower Hill in the dark, and if it is the same arrangement every evening you don't go to Fenchurch Street by mistake. (F)
- The present arrangement is confusing. Transferring from Tower Hill tube to Fenchurch on dark evenings feels threatening and when the weather is bad uncomfortable. If Fenchurch Street and Tower Hill were linked through one site it would be better. (F)
- It is safer especially for female passengers travelling alone, to be able to change from a busy tube at Liverpool Street onto the overground at night. No empty District line carriages eastbound and no city streets to walk through to reach the station. (F)
- Easier to get to on the tube. (F)
- I would prefer trains from Liverpool Street because I do not like the walk between Tower Hill tube and Fenchurch Street. (F)
- Fenchurch Street is cold, no direct tube, have to walk along a dark road and has no facilities to wait for trains. (F)
- As an occasional traveller on Fridays/Saturdays or Sundays it's frustrating not knowing or remembering which station to go to! We have been caught out before on a Friday night by getting off at Tower Hill. (F)
- Liverpool Street has better connections. (M)
- I prefer Liverpool Street because I personally feel safer and it is easy to get to. Besides that lots of different lines run through Liverpool Street Station. (M)
- I work closer to Liverpool Street, also it is easier to get a tube there rather than to Tower Hill which is only served by the Circle and District lines which aren't very frequent. (F)
- For consistency and also availability of an alternative service. (M)
- Easier LUL connections at Liverpool Street. A more inviting atmosphere. (M)
- Liverpool Street has better connections. (M)
- I prefer Liverpool Street because I personally feel safer and it is easy to get to. Besides that, lots of different lines run through Liverpool Street Station. (M)
- Fenchurch Street is dead late at night and there are no amenities. (M)
- Staff safety due to the 'strength in numbers' principle. (M)
- I would prefer not to have the confusion of a different terminus after 2200. Liverpool Street is busier (safer) and easier to get to. However, I find that services from Liverpool Street are less reliable than Fenchurch Street – this must be improved. (M)
- Easier change via the tube. (M)
- Liverpool Street has lots of places to eat, toilets and cash points, whereas Fenchurch Street (at night) has nothing open. (F)

- It is easier to get to Liverpool Street because you do not have to wait for the Circle line. (F)
- Fenchurch Street is a pain to get to. (F)
- Feels more secure. (F)

Those preferring the present arrangement

- I would like the present arrangement as I have more choice – if I miss the Southend Victoria train I can jump on the Shoeburyness train instead. (M)
- Leave it as it is – don't fix things that are not broken. (M)
- I think that Fenchurch Street late at night is very lonely and a bit frightening for women on their own. Liverpool Street is always busy with staff around. (M)
- Liverpool Street is better for work during the week. (M)
- Why change a twenty year old practice? (M)
- Tend to go out drinking with friends around the Liverpool Street area so therefore it is much handier. (F)

Those with no strong preference

- Personally I have no strong preference but that is because I can travel to Southend Central or Southend Victoria to get home. But if I lived at, say, Basildon, Benfleet or Leigh-on-Sea I would prefer Fenchurch Street every night. (F)
- As long as any amendment to existing arrangements is adequately publicised, I would have no objection to such amendment. (F)
- I don't mind as long as it is clear which station the train is to leave from. (M)
- I have no strong preference as long as it is well publicised. (F)
- I don't mind what station I travel from as long as I get home and the departing station is known. (M)

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