

# Response to the DfT Greater Anglia Consultation

April 2010

London TravelWatch response to the Greater Anglia Franchise Consultation



**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.

Published by:

London TravelWatch  
6 Middle Street  
London EC1A 7JA

Phone: 020 7505 9000  
Fax: 020 7505 9003

## Contents

<b>Executive Summary</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>3</b>
London TravelWork Casework .....	4
<b>Question 1</b> .....	<b>6</b>
<b>Question 2</b> .....	<b>8</b>
<b>Question 3</b> .....	<b>10</b>
<b>Question 4</b> .....	<b>17</b>
<b>Question 5</b> .....	<b>20</b>
West Anglia Inners .....	22
Great Eastern Inners .....	22
Wider Journey Opportunities .....	22
<b>Question 6</b> .....	<b>27</b>
<b>Question 7</b> .....	<b>28</b>
<b>Question 8</b> .....	<b>30</b>
<b>Question 9</b> .....	<b>33</b>
<b>Question 10</b> .....	<b>38</b>
<b>Question 11</b> .....	<b>39</b>
<b>Additional suggestions</b> .....	<b>41</b>
<b>Conclusions</b> .....	<b>42</b>
<b>Appendix A – Views of Stakeholders</b> .....	<b>43</b>
<b>Appendix B – Glossary</b> .....	<b>44</b>
<b>Appendix C – References</b> .....	<b>45</b>

## Executive Summary

London TravelWatch welcomes the opportunity to respond to the Department for Transport's consultation on the Greater Anglia Franchise. The franchise is due to commence on 1 April 2011 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 Greater Anglia 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 increased train services in Service Level Commitment (SLC) 1 as well as the investment in rolling stock leading to service improvements in SLC 2. The new Class 379s on the Stansted Express services allow a cascade of rolling stock to increase frequency and capacity on other routes.

### We Recommend

London TravelWatch's priorities for the franchise are:

- Train services – improved frequencies on the West Anglia branches at all times of the week as well as an extension of services later in the evening.
- 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 Cheshunt at the very minimum.
- Customer Complaints – Train operators to 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 Greater Anglia 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.
- **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 nation-wide 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 of the Greater Anglia Franchise which has made comments on is shown in the diagram below. The boundary on the Great Eastern route is Harold Wood and on the West Anglia route is Stansted Airport and Bishops Stortford.

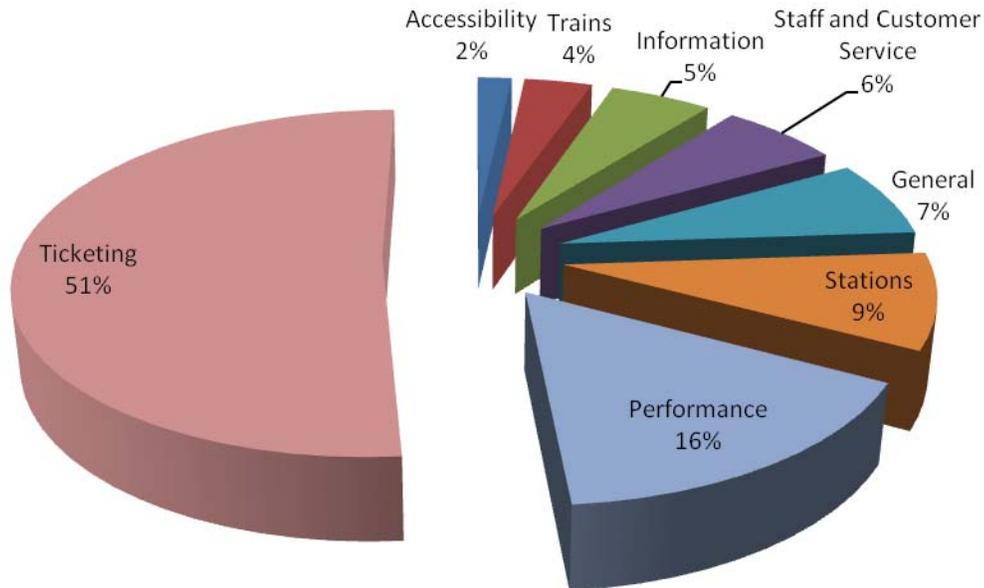
**Figure 1 - Map of London TravelWatch Area**



**London TravelWork 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 Greater Anglia Franchise a comparison has been made by the overall National Rail appeals that have been received in the six months with the current franchisee National Express East Anglia. Graph 1 shows the breakdown of appeals by subject and this shows that for all National Rail appeals about fares and ticketing are in the majority. The next two major issues are the performance of train services and stations.

**Graph 1 - London TravelWatch National Rail Appeals by Category October 2009 to March 2010<sup>1</sup>**

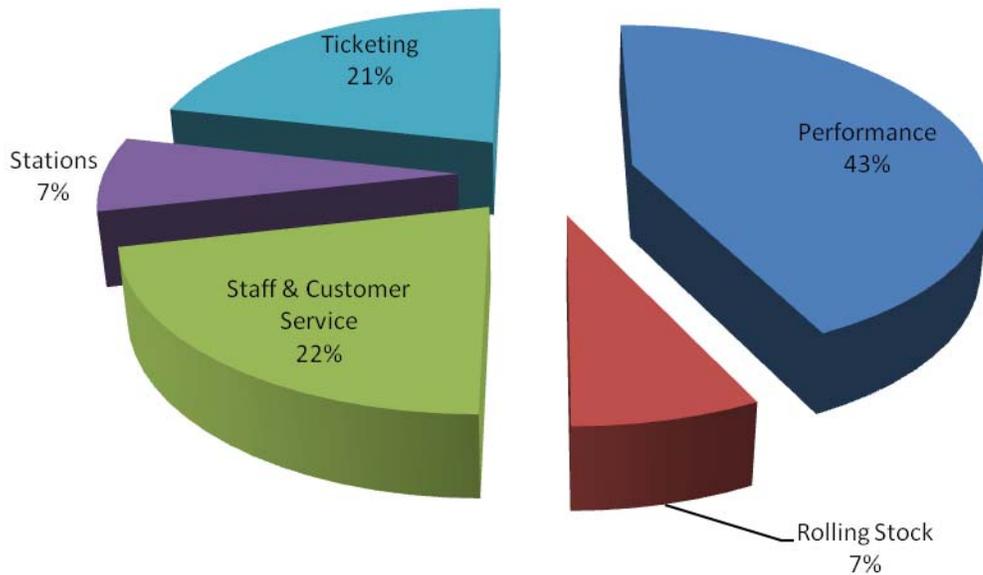


Graph 2 shows the appeals received which related to National Express East Anglia in the same six month period. While the sample size is small it is clear that the major issue in terms of appeals is the performance of the train service. This includes issues such as bus replacement, delays and cancellations. Stations were also a significant issue for appellants and a number of station specific appeals were received about the standard of facilities at stations.

<sup>1</sup> Sample – 113 Appeals case between October and March 2010

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 National Express East Anglia Appeals by Category October 2009 to March 2010<sup>2</sup>**



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<sup>2</sup> Sample – 14 Appeals case between October and March 2010

## Question 1

**Respondents are encouraged to consider the appropriate length of franchise and comment as to whether the proposed length is appropriate.**

The standard franchise length proposed by the DfT is ten years. EU regulation 1370/2007 permits public service contracts to be a maximum of 22 ½ years provided that there is significant capital investment. It is therefore for the bidder to propose capital investment which could potentially extend the life of the franchise beyond the DfT-proposed ten year horizon.

London TravelWatch does not suggest franchises substantially shorter than ten years would be appropriate. This is because it does not give a sufficient planning horizon for franchisees to be able to affect change. Secondly, the costs and upheaval of more frequent replacement of franchises is unlikely to be to the benefit of passengers.

London TravelWatch is concerned that an increased focus on franchisee capital investment over a longer term could be to the detriment of passengers using Great Eastern and West Anglia inner 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 Greater Anglia service, 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 Norwich, Colchester or Ipswich 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 West Anglia and Great Eastern inner areas 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 the West Anglia will be in need of investment as the Class 317s and Class 315s are nearing the end of their asset lives. The Class 379s and Crossrail units will address some of this need but the need for new or heavily refurbished rolling stock will still remain for the West Anglia inner services. **Medium to Long term priority**

## Question 2

### **Respondents are encouraged to consider the best methodologies for managing disruption and suggest appropriate mitigations.**

The delivery of the major projects that are planned on the Greater Anglia 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.

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.
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 provided by the current franchisee 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
- 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)

<http://www.londontravelwatch.org.uk/document/1354/get>.

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 wish 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 3

**Respondents are encouraged to consider which locations may be desirable for future consideration for improvement under these [station] schemes and how such schemes may be funded.**

London TravelWatch is currently undertaking research into station standards in London. This research is covering both the London Underground and National Rail network. This report is intended to give a London specific view of station requirements and to influence the policy initiatives that are currently ongoing for stations nationally.

One of the major issues that needs to be addressed in relation to stations is the fragmented responsibilities for their upkeep. A considerable issue that London TravelWatch has campaigned to resolve is the responsibility for the cleaning of litter. This is split variously between the station facility owner (train company), Network Rail and local authorities. This complex interaction is mirrored in many areas relating to stations. London TravelWatch recommends that the Franchise Agreement emphasises the franchisee's role in the station it is environment to attempt to counter the confusing relationships. **High priority**

### Minimum Station Standards

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 is 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 substantial 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 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 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. Particular stations where this applies are Maryland and Emerson Park **High priority**

As an example of the impact on passengers' of poor station facilities, London TravelWatch received an appeal relating to Silver Street station. The case related to the facilities and the repair time to fix a broken customer information system display. On one platform of the station this meant that passengers had no information about real-time train running. The appeal also related to the condition and adequacy of the platform shelter.

Silver Street station is also an example of where improvements to the station environment and the pedestrian links to adjacent potential destinations could

allow for an increase in rail patronage. This station is very close to the North Middlesex University Hospital (NMUH), which as part of the reconfiguration of health services in Barnet, Enfield and Haringey will see a substantial increase in the number of patients expected to use this facility. However, in October 2008 a staff, patient and visitor survey (conducted by Steer Davies Gleave on behalf of the NMUH NHS Trust) found that the existing rail share of the market for travel to and from this facility was very small (less than 1% of patients and visitors and less than 5% of staff), even though up to 50% of the population served by the hospital lives within the catchment area of trains serving Silver Street.

Many people surveyed cited the poor facilities at Silver Street station, and the walking route between there and the hospital as a reason not to use public transport for their journey. 39% of the Hospitals patients and visitors came by car and of those 42% admitted that they could have got there by public transport. The NHS Trust working with Enfield Council has secured Stage 2 funding approval for a package of measures improving the pedestrian route between the station and the hospital. However, no package of improvements has yet been secured for the station itself. **High priority**

Stamford Hill – London TravelWatch’s research into the needs of faith communities has identified an issue for the Orthodox Jewish community in the Stamford Hill area (<http://www.londontravelwatch.org.uk/document/3747/get>). The issue raised as a result of the survey by community representatives concerned the criteria by which Oyster agents are appointed, and that the availability of agents not also engaged in the sale of pornographic material was a barrier to members of religious communities in obtaining best value Oyster products. London TravelWatch recommends that bidders install Oyster retailing at the station which enables the community to access the Oyster products. **High priority**

### Station Walking Routes

London TravelWatch recommends consideration of signed walking routes either to facilitate interchange or to access points of interest in the area:

- Silver Street station is the nearest station to the North Middlesex Hospital and is less than a ten minute walk. London TravelWatch recommends that the joint scheme developed by the NHS Trust, Enfield Council and TfL for a signed walking route is supported and that the station is advertised as the National Rail stop to access the hospital. **High priority**
- Waltham Forest Council has for many years been promoting a pedestrian link between Walthamstow Central and Walthamstow Queens Road stations. This would create a more viable interchange between the West Anglia services and the Gospel Oak to Barking Line. Waltham Forest Council need to be supported in their efforts to secure this link, particularly

the enforcement of planning conditions on adjacent developments which should have secured the provision of this link. **High priority**

- Hackney Downs and Hackney Central Interchange Concept – London TravelWatch supports the proposed interchange between the two Hackney stations. Their proximity but lack of current connection means that their potential as an interchange is not fully realised at present. **High priority**
- Waltham Cross station is going to be a railhead for the Olympic venue at Broxbourne. However, the walking routes to and from this venue (and also the nearby bus station) are poor, and the condition of the station itself would give a negative impression to visitors. It is suggested that in conjunction with the local authority measures are taken to improve these facilities. **High priority**

### Station Interchange

Tottenham Hale – the current arrangements at the station only enable step-free access to the Cambridge-bound platform. The London-bound platform is not accessible. Given the importance of the station as an interchange, London TravelWatch believes that this station should be a priority candidate for investment to enable accessibility to both platforms. **High priority**

Stratford – National Express is the Station Facility Owner as the major train operator at the station. The station is currently being comprehensively expanded and refurbished for its role in the Olympics. This investment has already improved many areas of the station. However, the station is not managed as a single entity which makes it very challenging for passengers to use as an interchange. While National Express is the current Station Facility Owner the station actually has the following transport operators:

- National Express East Anglia
- DLR – Stratford to Lewisham
- DLR – Stratford to Woolwich (currently under construction)
- London Overground
- Southeastern (Stratford International)
- Eurostar (Stratford International – Olympics only)
- Jubilee line

- Central line
- Bus Services routes 86, 104, 108, 158, 238, 241, 257, 262, 425, 473, 678, A9, D8 & N86
- Taxis

While Greater Anglia services form the bulk of National Rail services, when viewed as part of the total Stratford interchange the franchise is only a small part of the operations. As a result, London TravelWatch suggests that the station either becomes managed by Network Rail or given the multimodal nature of the interchange Transport for London manages the entire station and interchange complex. **High priority**

#### 'De-cluttering' of station signage

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. Particular examples have already been raised with National Express such as Walthamstow Central.

Photograph 1 illustrates the clutter of signage at the station the current situation at Walthamstow Central. In the photograph both the CCTV cameras and Customer Information System obscured the way finding signage.

### Photograph 1 – Walthamstow Central Signage



London TravelWatch regards to the signage layout at Brimsdown Road as an example of good practice on this franchise. **High priority**

#### Getting to the station.

Attention is drawn to our 2006 report 'Getting to the station' (<http://www.londontravelwatch.org.uk/document/2319/get>), 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 such as Sawbridgeworth, Harlow Mill, Roydon, and other smaller stations outside of Greater London on the West Anglia route 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 Cambridge, Colchester, Ipswich and Norwich. **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 4

**Respondents are asked to highlight any areas of particular concern [about services at evenings and weekends] so that the Department can ensure that proposed mitigation measures are acceptable.**

London TravelWatch argues that evening and weekend services should conform to the following principles:

### Saturday daytime services

To be the same as weekday midday off peak. **High priority**

### Saturday evening services

To be the same as weekday midday off peak. **High priority**

### Saturday first train

All stations in the London TravelWatch area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King's Cross, Liverpool Street and Waterloo, and where possible to facilitate catching an early (pre-06:30) Eurostar departure from St Pancras International. In general this means a first arrival in London by no later than 06:00 on Mondays to Saturdays, 07:30 on Sundays.

**High priority**

### Saturday last train

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

### Sunday daytime and evening services

Except for a later start-up Sunday service frequencies should be the same as Saturdays. It is recognised that Network Rail's present maintenance practices lead to restricted Sunday services, particularly on multi-track routes, see Question 2. These maintenance practices should be reviewed in line with the objectives of the Seven Day Railway to allow train service to operate on the basis of our requirements. **High Priority**

**Sunday first train**

All stations in the London TravelWatch area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King’s Cross, Liverpool Street and Waterloo, and where possible to facilitate catching an early (pre-06:30) Eurostar departure from St Pancras International.

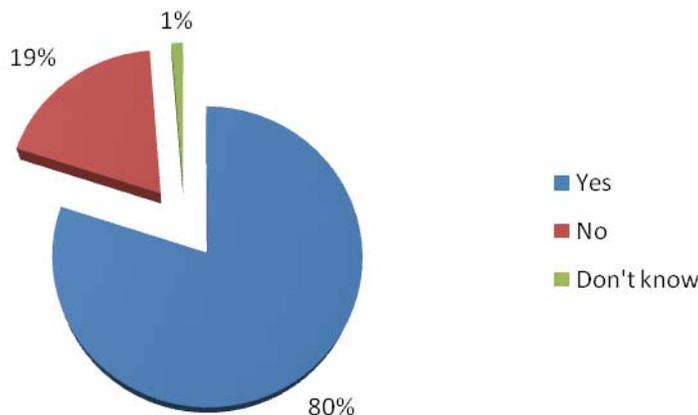
In general this means a first arrival in London by no later than 07:30 on Sundays. In addition, on Sundays within the zones, rail start-up times should be synchronised with the night bus network in such a way that for any locality with a direct night bus to central London there should be no more than a 30 minute interval between the departure of the last night bus and the departure of the first train. **Medium term priority**

**Sunday last train**

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

London TravelWatch conducted a poll on its website in March 2010 which showed that 80% of respondents would use train services if they were available after 00:30. The graph below shows the views of respondents illustrating that even on this small sample of respondents there is a clear demand for later last trains.

**Graph 3 – Responses to the London TravelWatch Website Poll – Would you use of Train Services after 00:30?<sup>3</sup>**



<sup>3</sup> 80 Responses to the online poll conducted on London TravelWatch’s website

### Specific areas of concern to London TravelWatch

London TravelWatch wishes to see specific improvements for the following routes:

- Chingford
- Hertford East
- Enfield Town
- Upminster

For a list of the first and last trains on these routes see Table 1 - First and Last Trains on the Great Eastern and West Anglia Routes. London TravelWatch has written to Network Rail to establish if there are any substantive reasons from an infrastructure perspective why trains cannot be run later on these routes. **High priority**

London TravelWatch wrote to Network Rail to ask if there were any engineering access impediments to running later services on these routes. Network Rail responded that they would consider allowing later services but that the total overall engineering access time would need to be protected. London TravelWatch appreciates that engineering work must be carried out and supports this more flexible approach providing it does not adversely penalise passengers in the early morning.

## Question 5

**Respondents are also encouraged to consider the levels of service on weekday evenings, Bank Holidays and weekends.**

All aspects of train service provision to be enhanced in the short term in accordance with London TravelWatch paper 'Requirements for Trains Services' (<http://www.londontravelwatch.org.uk/document/772/get>). **High priority**

### Weekday midday off peak services

Weekday midday off peak services within zones 1 to 6 should ideally be a minimum of six trains per hour at regular ten minute intervals. Six trains per hour is the minimum standard for a 'turn up and go' metro service, one where passengers do not need to refer to the timetable when planning their journey.

At stations beyond the zones and extending to the boundaries, (on this all route stations including and beyond Waltham Cross and Theobalds Grove) a minimum of four trains per hour at regular 15 minute intervals where possible.

Off-peak services and train lengths should be sufficient to provide seats for all passengers. **Medium to Long term priority**

### Weekday evening off peak services

To be the same as weekday midday off peak. **High priority**

### Weekday peak services

Peak hour frequency should be no less than off-peak. From SLC1 a new Gidea Park service will be introduced in the morning peak. London TravelWatch welcomes this addition as it will improve the peak service frequency on this key route. **High Priority**

There should be sufficient capacity to ensure that no passengers have to stand involuntarily for more than ten minutes, and to ensure compliance with PIXC (Passengers in excess of capacity) rules. **Medium term priority**

Peak service timetables should be constructed so that off-peak patterns and timings apply all day and that peak services are made up by adding extra trains to the basic off-peak pattern. **High priority**

Special consideration should be given to providing sufficient capacity for 'shoulder-peak' demand (generally arriving in London before 07:30, 09:00 to

10:30 and returning from London 15:30 to 16:30 and 18:30 to 20:30). **High priority**

**Weekday first train**

All stations in the London TravelWatch area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King's Cross, Liverpool Street and Waterloo, and where possible to facilitate catching an early (pre-06:30) Eurostar departure from St Pancras International. In general this means a first arrival in London by no later than 06:00 on Mondays to Saturdays, 07:30 on Sundays.

**Medium term priority**

**Weekday last train**

For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from London termini should be no earlier than 00:30 to stations in the travelcard zones and 24:00 to other London TravelWatch area stations. The table below shows the last trains on each route. The deficiencies in service should be improved or complimented by Night Bus routes. **High to Medium term priority**

**Table 1 - First and Last Trains on the Great Eastern and West Anglia Routes**

Service Group	Route	Direction	Weekdays		Saturdays		Sundays	
			First Train Arrival in London	Last Train time at Liverpool Street	First Train time at Liverpool Street	Last Train time at Liverpool Street	First Train time at Liverpool Street	Last Train time at Liverpool Street
Shenfield	GE	Up	05:18	00:27	05:18	00:27	07:26	00:27
		Down	05:23	00:55	05:23	00:55	06:35	00:55
Upminster	GE	Up	06:12	19:42	06:12	19:42	No Service	
		Down	06:24	19:54	06:24	19:54		
Cheshunt	WA	Up	05:55	00:36	05:54	00:36	08:30	<b>00:25</b>
		Down	05:45	23:58	05:15	00:01	07:30	00:01
Enfield Town	WA	Up	06:25	23:22	06:55	00:25	08:30	23:59
		Down	06:00	00:01	05:28	00:01	07:30	00:01
Chingford	WA	Up	05:10	23:25	05:10	23:25	06:40	23:10
		Down	06:03	01:03	06:03	01:03	07:33	01:03
Hertford East	WA	Up	06:17	00:25	06:58	00:49	08:48	00:28
		Down	05:42	23:40	05:42	23:40	07:52	23:40
Stansted Airport	WA	Up	06:03	02:20	06:15	02:20	06:17	01:21
		Dn	03:40	23:25	04:10	23:25	04:10	23:25

## West Anglia Inners

West Anglia services largely fail to comply with London TravelWatch's Requirements. In part this is due to infrastructure limitations, but some worthwhile improvements should be achievable if the will is there. The priorities should be to:

- Lift the Enfield Town and Chingford Services to four trains per hour all day
- To increase stations with one train per hour to two trains per hour, and to improve first and last trains
- Stops at Bethnal Green, London Fields and Cambridge Heath should be redistributed to provide a more equal level of service at each of the stations

London TravelWatch would hope that these actions could be achieved as part of the West Anglia Main Line Upgrade. **Medium to Long term priority**

The West Anglia route to Stratford is an under used asset, particularly in light of Stratford's increasing importance as a local, regional and international interchange. We look to bidders identifying short and longer term options for development of this route. **Medium to Long term priority**

## Great Eastern Inners

Great Eastern:

- For the most part service frequencies meet with requirements and the impact of Crossrail will also benefit these services
- Late evening and Sunday services also need to be increased

Journey opportunities on the Great Eastern line to stations outside of the London TravelWatch area were worsened by the Strategic Rail Authority's (SRA) specification for the 2003 Greater Anglia Franchise. To reverse this Norwich services should call at Stratford and mainline trains at Romford. **High priority**

## Wider Journey Opportunities

As a minimum, sufficient longer-distance services should call at key interchange stations in the London TravelWatch area in order to provide the following:

- Out and back day return journey opportunities
- Out and back longer-stay journeys using reduced-price tickets with travel times suitable for leisure travellers, (e.g. departures between 10:00 & 14:00) avoiding the need to double-back via London terminals The key

interchange stations on the Liverpool Street routes are Stratford and Bishops Stortford.

### **High priority**

#### Great Eastern Main Line

Present services on the Southend and Colchester lines broadly meet the London TravelWatch Requirements, except that Sunday services from London finish earlier than on weekdays and Saturdays. **Medium term priority**

#### Stratford

Services to Stratford, as the key interchange station, are strategically important for passengers. With the growing importance of Stratford as a major transport interchange (particularly for Docklands), and Stratford International and other developments, London TravelWatch suggest that all trains should call at Stratford. **High priority**

#### Romford

Romford presently has two trains per hour to supplement the Great Eastern metro service, which is a sensible provision for a large town and public transport node some 12 miles from Liverpool Street. These trains terminate at Braintree and Southend. London TravelWatch recommends that one of the trains goes to Colchester, this being the major Essex town on the route. These trains should terminate at either Clacton or Ipswich. **High priority**

#### West Anglia Outers

Present services on the Cambridge line meet the requirements, except that Sunday services to London arrive rather later than is desirable for such a short distance and services from London finish earlier than on weekdays and Saturdays. **Medium term priority**

#### Night Services

All operators should consider running a 24-hour service, at least between Central London terminals and key interchange stations, particularly on multi-track and bi-directionally signalled routes where trains can operate around maintenance work. **Medium to Long term priority**

#### Journey Times

The target maximum journey time between the appropriate central London terminal and all stations in the zones should be 30 minutes, achieved as appropriate by a mixture of fast/semi-fast services from more distant stations and all-stations services in the inner area. **Medium term priority**

For London TravelWatch stations beyond the zones the target journey time should be equivalent to 60 mph average speed. **Medium term priority**

### Interchange and Connections

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

Key interchange locations for the Liverpool Street routes, which are particularly important for making non-central London journeys without having to travel via the central area are:

- Stratford
- Romford
- Upminster
- Tottenham Hale
- Walthamstow Central
- Seven Sisters
- Broxbourne

Hackney Downs also has the potential to be developed as an interchange with the North London Line station at Hackney Central provided that the projected scheme to provide a pedestrian link between the two stations is implemented.

In outer areas where train services are less frequent, interchange with buses should be well co-ordinated. **High priority**

### Stansted Airport Services

All airports with direct rail access should be served by rail services at all times when flights (including night flights) are scheduled and should cater for the needs of airport workers.

**Medium to Long term priority**

### 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 (TfL) 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**

## Question 6

**Respondents are asked to highlight any areas of particular [security and safety] concern so that the Department can consider these.**

Concern with security and safety is an area which Passenger Focus's National Passenger Survey has highlighted as an area of concern for passengers. The implications of safety and security fears may be a barrier to usage of stations particularly after dark, or during quite periods of the day.

London TravelWatch's main suggestion to improve passengers' perceptions of safety and security involve station gating and station staffing. These proposals are set out in the answers to questions 2, 3 and 8. **High to Medium term 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**

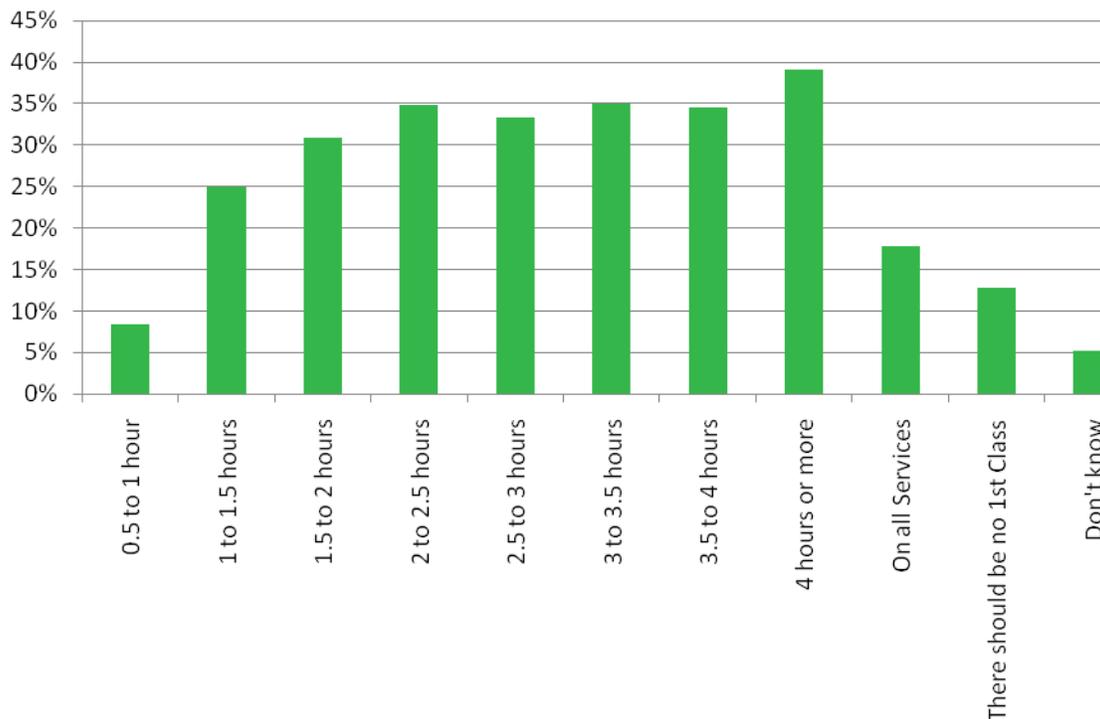
## Question 7

**The Department would welcome proposals as to how fares on this franchise could be made easier to understand.**

### First Class Rail Services

London TravelWatch is currently conducting research into first class travel to be completed May/June 2010. This will look at the expectations and requirements for first class fares and the balance with overall capacity. The preliminary findings of this research are shown in Graph 4 and show the response from 600 respondents who were asked to tick which of the 11 statements they agreed with. What the graph shows is that most people do not believe that first class services should be provided for journeys of less than one hour.

**Graph 4 - 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?'**



London TravelWatch also asked what facilities passengers would expect in first class for different lengths of journey. These questions revealed that for shorter journeys, those less than two hours, passengers' stated preference was for a premium service rather than necessarily for a full first class offering. It was only

for journeys greater than two hours that the majority of respondents stated that the full first class product should be provided in terms of services such as an at seat restaurant service.

### Fares and ticketing

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**
- London TravelWatch has consistently objected to the Oyster Extension Permit which we recommend is not permitted as part of this franchise. Sharon Grant the London TravelWatch Chair was quoted as saying, "We are concerned that passengers will be liable for penalty fares or fines as the permits are difficult to understand and difficult to buy. Oyster PAYG is a useful, convenient way of getting around London, but these permits are the reverse of useful and convenient." **High Priority**
- Availability of ticket vending machines selling the full range of ticket products and allowing all railcard discounts. Station such as Maryland and Emerson Park where no such facilities are provided at present should be considered for immediate installation of such equipment. **High Priority**

## Question 8

### Respondents are asked to highlight views on minimising revenue loss across the franchise.

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.
- 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.
- 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 29% stations on the National Rail network are fully gated and a further one per cent partially gated. The distribution of the gated stations shows 78% are in the London Travelcard area and 22% outside. However, the geographic spread of such stations shows the divergent policies of different operators and franchise awards. Greater Anglia has apart from interchange stations with the Underground no stations in Inner London gated at all except Ilford.

Ranked by usage it would appear that stations with over one million passenger journeys per year are most likely to be gated and by implication would be easier to justify investment in gating. The busiest un-gated Greater Anglia stations in the London TravelWatch area are:

1. Tottenham Hale
2. Harold Wood
3. Gidea Park
4. Bishops Stortford
5. Walthamstow Central
6. Chadwell Heath

### **High Priority**

Stansted Airport does not have gates but it is generally the practice not to gate airport stations because of the large numbers of people with luggage and foreign visitors unfamiliar with the network.

Those stations listed above are those with over two million users a year. There are however, a significant number of stations with and without gates in the banding of one to two million users per year. It is noticeable that of those stations that are not gated in this banding, a good proportion of these are in areas of high deprivation, for example:

1. Edmonton Green
2. Goodmayes
3. Forest Gate
4. Seven Kings
5. Broxbourne
6. Enfield Town
7. Hackney Downs
8. Manor Park

For both revenue protection and for safety and security benefits London TravelWatch recommends that these locations are considered for gating. **High to Medium term priority**

## Question 9

Respondents are asked to consider the appropriateness of the [improving service quality] measures proposed for inclusion within this section of the specification. Respondents are also asked to highlight any issues that may have been omitted, so that these can be considered further. The Department would also appreciate information on any locations where particular issues need to be addressed.

### Performance Regime

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**

### Employment Conditions

London TravelWatch does not comment about specific industrial relations issues excepting 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**

### Crossrail Residual Services – Upminster to Romford

Crossrail will take over the Great Eastern metro services from Liverpool Street to Shenfield. There are, however, residual services between Upminster and Romford which are currently part of the Great Eastern inner services operated by Class 315s. The Upminster – Romford services do not obviously form part of the Crossrail services and would otherwise be separated from the Greater Anglia metro services on the West Anglia route. There is therefore not an obvious home for them either as part of Crossrail or the Greater Anglia franchise.

London TravelWatch suggests that the Upminster – Romford services are converted to light rail on the same outline as the Abbey Line. The DfT is currently consulting about the transferral of the Abbey Line to light rail. Like the Abbey Line the Romford-Upminster services are largely isolated from the main line. Using light rail would allow for a cost effective increase in frequency and service day. As a separate light rail operation, it would also effectively solve the question of whether Crossrail should or should not take over the service. As a light rail operation it could be separately tendered by the local authority in the same way as the Abbey Line is proposed to be funded and contracted by Hertfordshire County Council. No direct connection with the National Rail network exists at Upminster, so the line is effectively a self contained branch line from Romford.

The use of light rail would end the possibility of direct trains from Upminster to Liverpool Street. However, these are no direct services on this route in the current timetable. The increase in frequency and length of the service day that a light rail scheme would allow could compensate for this loss of any possible future direct trains.

The current service between Romford and Upminster comprises of:

- Monday to Saturday – two trains per hour leaving Romford between 06:12 and 19:50
- Sundays – No service

The current service between Upminster and Romford comprises of:

- Monday to Saturday – two trains per hour leaving Upminster between 06:24 and 19:54
- Sundays – No service

This means that there is no service in the evenings after 19:54 and no service at all on Sundays. Light rail offers the potential for cheaper infrastructure and operations which could allow the operation of the service, both more frequently and in the evenings and on Sundays.

## Rolling stock

The Greater Anglia franchise is likely to involve considerable investment in rolling stock. Current plans include the Class 379s and new units for Crossrail.

Accessibility – a strong colour contrast on the seat moquette to identify the seating for disabled passengers. **High Priority**

The Class 315 rolling stock was refurbished in the early part of the current franchise. The interior of the rolling stock is suffering from considerable wear and items like seat coverings are often not in good condition. The photograph below shows the interior of a Class 315.

### Photograph 2 - Class 315 Interior



The Great Eastern 315s will be replaced by Crossrail however they will still be in use for some time until that date. On the West Anglia their use is likely to continue. London TravelWatch recommends that these units are refurbished or replaced with high density rolling stock. **Medium Term Priority**

The Class 317/8 units which have been refurbished for use on the Stansted Airport services are being used on inner West Anglia services on services such as the Cheshunt to Liverpool Street via Seven Sisters. The photograph below shows the interior of the train and the presence of luggage racks for airport services.

**Photograph 3 - Class 317/8 Luggage Rack**



The consequence of the airport adaptations are that a Class 317/8 has a unit capacity of 384 passengers whereas a Class 315 can accommodate 432 passengers. For an inner suburban service the density of seating is too low for the service on which it is operating. With the ordering of Class 379 rolling stock for the Stansted Express, the Class 317s currently working these services will be cascaded elsewhere. As part of this process they should be moved to routes where lower density seating is appropriate or refurbished to suit the new services on which they operate. **Medium term priority**

**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**



## Question 10

Respondents are asked to consider what environmental key performance indicators (KPIs) should be set within the franchise specification and whether it is appropriate to require bidders to set their own binding targets within their bids.

- Carbon Dioxide, NO<sup>x</sup>, and PM<sub>10</sub>
- Recycling waste produced as part of the operators activities – offices and depots
- Water usage
- Kwh of energy usage by rolling stock when stabled on depot as well as and traction energy when in service
- Recycling of litter from trains and platforms (see photograph below of a dual general waste and recycling litter bin). NXEA already have such bins at Cheshunt Station as shown in the photograph below

**Photograph 4 – General Waste and Recycling Litter Bin Cheshunt Station**

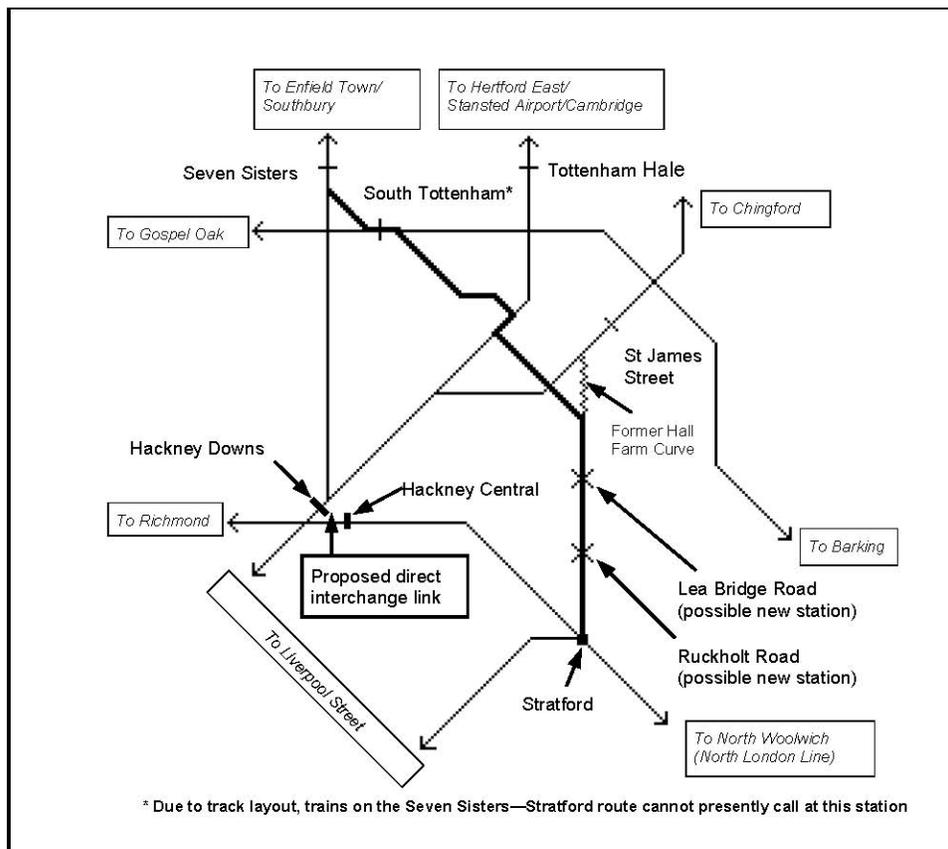


- Station cleanliness based on a minimum station standard
- Station repairs based on service level agreements for the time taken to:
  - Remove graffiti on rolling stock and stations
  - Repair of facilities such as customer information system, ticket vending machines, lighting and PA

## Question 11

Respondents are asked to highlight any other third-party schemes that are likely to be delivered during the life of the next franchise. Local authorities are also asked to highlight any increments or decrements that they would like to propose as part of the franchise specification.

The West Anglia Stratford route is presently served by one train each way on weekdays, operating from (am peak) and to (pm peak) the Southbury line via Seven Sisters. As part of the West Anglia Main Line Upgrade the route shown on in bold on the map could also achieve better utilisation:



In light of major and increasing importance of Stratford as a local, regional and international interchange, as an employment centre and as a gateway to employment opportunities in the Lea Valley – Stansted corridor and in Docklands, London TravelWatch considers that bidders for the Greater Anglia franchise should develop proposals for providing new metro services and links to Stansted Airport.

There are several ideas for future use of the Stratford line, and these include:

- Increased use of the Stratford line by the Stansted Express. Important both for airline passenger access to Stansted via the Stratford interchange, and for Stansted Airport employment issues. **Medium term priority**
- Metro services (either direct or by interchange) to connect Stratford with Chingford, Tottenham Hale, Lea Valley and Enfield Town. Waltham Forest has promoted the use of the Hall Farm Curve for direct link between Stratford and Chingford. **Long term priority**
- Aspirations for direct services between Stratford and Enfield Town via South Tottenham. **Medium term priority**

#### Possible new stations at Lea Bridge Road and Ruckholt Road.

The potential value of a high quality pedestrian interchange link between Hackney Central and Hackney Downs should be taken into account as a possible means of providing metro type services between Stratford and the Enfield, Southbury and Chingford lines. **Long term priority**

Careful consideration would be needed to ensure that improved services introduced in the short-term are compatible with longer-term developments.

## Additional suggestions

Train operators to 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.

## Conclusions

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

- 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
- 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 contacted user groups and local authorities in areas affected by the franchise within London TravelWatch's remit. The table below sets out the organisations contacted and the responses received, as well as the correspondence received from the public.

Organisation	Response Received by London TravelWatch
Bishop's Stortford Rail Travellers Association	Contacted but no response
Cambridge Heath and London Fields Rail Users Group	Consultation response provided
Chingford line users' association	Consultation response provided
City of London	Contacted but no response
Enfield Commuter Club and Enfield Transport Users Group	Consultation response provided
Essex County Council	Consultation response provided
Essex rail Users Federation	Consultation response provided
Harlow Rail User Group	Contacted but no response
London Borough of Barking and Dagenham	Consultation response provided
London Borough of Hackney	Contacted but no response
London Borough of Haringey	Contacted but no response
London Borough of Havering	Contacted but no response
London Borough of Newham	Contacted but no response
London Borough of Redbridge	Consultation response provided
London Borough of Tower Hamlets	Contacted but no response
London Borough of Waltham Forest	Material provided about the Borough's rail investment proposals
Responses from members of the public to London TravelWatch about the franchise consultation	Two emails from members of the public in response to the franchise consultation about suggest train service improvements
Transport for London	Consultation response provided and met to discuss the franchise

## Appendix B – Glossary

Term	Definition
CIS	Customer Information System
DfT	Department for Transport
DLR	Docklands Light Railway
EU	European Union
GE	Great Eastern
KPI	Key Performance Indicator
NMUH	North Middlesex University Hospital
NXEA	National Express East Anglia
PA	Public Announcement
PAYG	Pay As You Go
PIXC	Passengers In Excess of Capacity
SLC	Service Level Commitment
SRA	Strategic Rail Authority
TfL	Transport for London
TOC	Train Operating Company
WA	West Anglia

## Appendix C – References

### London TravelWatch

- Requirements for Train Services – Principles (May 2003)  
<http://www.londontravelwatch.org.uk/document/166/789>
- Which Street for Southend? -The choice of terminus for c2c late evening trains (London TravelWatch, December 2001)  
<http://www.londontravelwatch.org.uk/document/311/get>
- 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)  
<http://www.londontravelwatch.org.uk/document/488/get>
- Where am I? – Street name signs in London (London TravelWatch, May 2003) [http://www.londontravelwatch.org.uk/view\\_event.php?id=163](http://www.londontravelwatch.org.uk/view_event.php?id=163)
- Report on initial findings of research into the transport needs of Minority Faith Communities  
<http://www.londontravelwatch.org.uk/document/3747/get>
- When is a train not a train? A study of rail replacement bus services (2004) <http://www.londontravelwatch.org.uk/document/1354>
- Getting to the station – Report on access to Rail and Underground Stations (2006) (<http://www.londontravelwatch.org.uk/document/2319/get>)

### Network Rail

- Cross London RUS –  
<http://www.networkrail.co.uk/browseDirectory.aspx?dir=\RUS%20Documents\Route%20Utilisation%20Strategies\Cross%20London&pageid=4449&root=\RUS%20Documents\Route%20Utilisation%20Strategies>
- Greater Anglia RUS –  
<http://www.networkrail.co.uk/browseDirectory.aspx?dir=\RUS%20Documents\Route%20Utilisation%20Strategies\Greater%20Anglia&pageid=4449&root=\RUS%20Documents\Route%20Utilisation%20Strategies>

### Passenger Focus

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