

# Response to the DfT Essex Thameside Consultation

April 2010

London TravelWatch response to the Essex Thameside 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.

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## Executive Summary

London TravelWatch welcomes the opportunity to respond to the Department for Transport's consultation on the Essex Thameside Franchise. The franchise is due to commence on 29 May 2011 and will benefit from investment in signalling in time for the 2012 Olympics.

### We support

London TravelWatch supports the Department for Transport's (DfT) proposals to increase passenger safety and security in the evening at stations and on train services.

### We Welcome

London TravelWatch welcomes the increased capacity that will be delivered by the West Ham re-signalling allowing more services to stop at the key interchange with the Jubilee line, District line and DLR.

### We Recommend

London TravelWatch's priorities for the franchise are:

- Right-time-railway – London TravelWatch supports Passenger Focus's concept that the performance of this already high-performing route should be taken to the next level. This means right-time arrivals and departures at all points along the route as well as intermediate locations
- Increased capacity to address overcrowding on the route in addition to the committed schemes in the High Level Output Statement (HLOS) and those that are already in delivery. For those areas which do not conform to London TravelWatch's aspirations for the levels of train service, specifically on the Rainham services, an increase in frequency to a minimum of four trains per hour
- Stations standards – London TravelWatch welcomes the investment in Barking station but recommends that the minimum station standards of the 'Better Rail Stations' report are adopted in full for this franchise
- Oyster across the network appears to be the next logical step as the franchise has a more homogenous market than other areas and would benefit from integrated smartcard ticketing

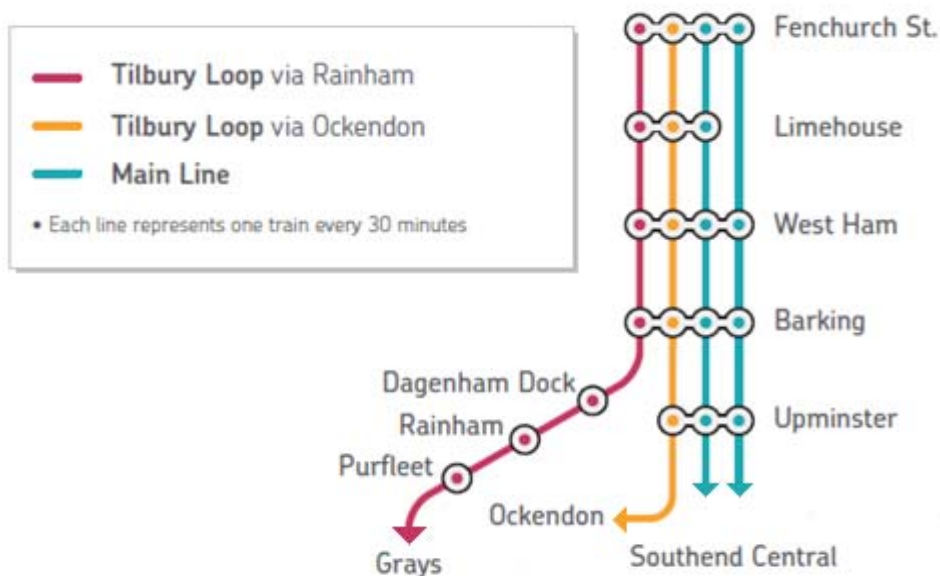
## Introduction

In responding to the Essex Thameside 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 Essex Thameside Franchise which has made comments on is shown in the diagram below. The boundaries of London TravelWatch's remit on the Essex Thameside franchise are Upminster and Purfleet.

**Figure 1 - London TravelWatch Remit Area for the Essex Thameside**



## 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 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.

Potential investment in the Travelcard 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**

## Question 2

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

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 address 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 the 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 bring up the standards of stations may be large, but compared to, say, 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. For this reason 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 be covered, secure and highly visible. **High priority**

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

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

Ticket Vending Machines to be supplied at all stations particular those which are not staffed. These should be able to retail Oyster products, the full range of ticket types and railcard discounts. **High priority**

### Station Interchange

The key interchanges in the London TravelWatch area of the franchise are:

- Barking – for London Overground, Buses, Hammersmith & City and District line. At Barking, the interchange with the London Underground

services and London Overground needs to be effectively facilitated with close working between the operators and by the provision of information about services at concourse level. **High priority**

London TravelWatch has been involved by Passenger Focus in research that they are carrying out for Network Rail into passenger priorities for investment as an outcome of the 'Better Rail Stations' report. London TravelWatch awaits the outcome of this research for more specific evidence-based suggestions for improvements at this location.

- Limehouse – for DLR services to Canary Wharf and bus services
- Upminster – for District line, bus services and Greater Anglia services
- West Ham – Jubilee line, DLR (opening soon), District line, bus services and Hammersmith & City line

London TravelWatch welcomes the investment in Barking as the interchanges facilities with the London Underground currently do not provide service information at concourse level. London TravelWatch recommends that the priorities for station investment are these key interchange locations, but that overall minimum station standards should be adopted throughout. **Medium term 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. **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. **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. **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**

### Specific areas of concern to London TravelWatch

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

- An increase in off-peak frequency of train services to Purfleet to four trains per hour. The stations at Dagenham Dock, Rainham and Purfleet are within the London Travelcard boundary yet only currently receive two trains per hour. **Medium term priority**
- Purfleet services weekend and evening - by implication London TravelWatch would want to see a four trains per hour frequency extended to the weekends and evenings in line with our aspirations for train services in our remit. **Medium term priority**
- Last train services to Purfleet – London TravelWatch recommends that a later train service is run to station to Purfleet to be in line with the last journey times of the London Underground of around 00:30. This has particular relevance on Saturdays when the current last train leaves Fenchurch Street at 23:35. **High priority**

## 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.

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. **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**

### 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 Fenchurch Street routes, which are particularly important for making non-central London journeys without having to travel via the central area are:

- Upminster



- Barking
- West Ham
- Limehouse

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

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### 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.**

London TravelWatch welcomes the DfT's emphasis on safety and security of passengers on the Essex Thameside franchise.

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 quiet 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 and 3. **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**

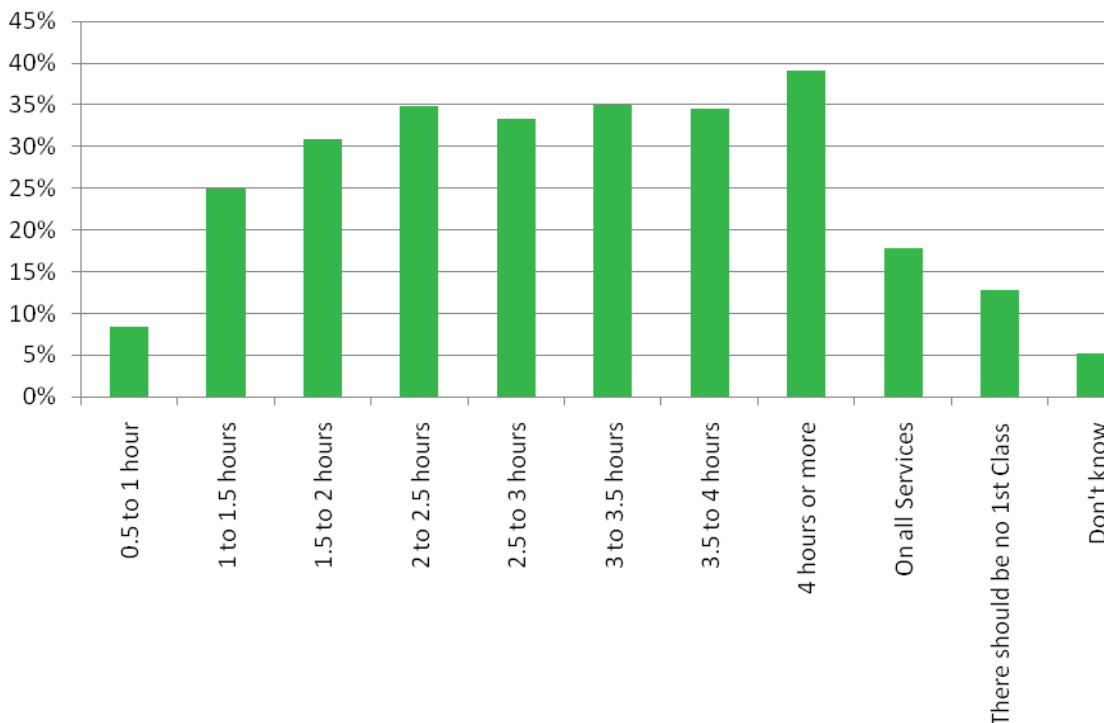
## Question 7

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 1 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 1 - 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 the 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 Railway 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. For the Essex Thameside franchise its relatively homogenous market means that London TravelWatch recommends that multimodal smart card ticketing is extended throughout the franchise. 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 **High Priority**

## Question 8

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

The security and safety concerns that the DfT has asked bidders to provide details of security enhancements may also have an impact on minimising revenue loss. There is a partial linkage between levels of anti-social behaviour and the prevalence of fare evasion. The main recommendation that London TravelWatch urges is that all stations are staffed during the traffic day. This would allow ticket barrier operation throughout the service having both a positive impact on security and revenue.

This situation applies to the following stations in London TravelWatch's remit

- Barking – Monday-Friday 05:15-23:30, Saturday 05:15-23:30, and Sunday 06:15-23:30
- Dagenham Dock – Monday-Friday 06:15-13:40, Saturday 08:15-15:40, and Sunday Closed
- Limehouse – Monday-Friday 06:15-21:00, Saturday 07:00-17:00, and Sunday Closed
- Rainham – Monday-Friday 06:15-22:00, Saturday 06:45-16:00, and Sunday 09:15-16:40
- Purfleet – Monday-Friday 06:15-13:40, Saturday 06:15-13:40, and Sunday Closed
- Upminster – Monday-Friday 05:15-22:00, Saturday 06:15-22:00, and Sunday 06:45-22:00

## 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 like 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**

### 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.**

London TravelWatch suggests the following metrics:

- 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
- 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.**

London TravelWatch is not aware of any additional schemes which have not already been highlighted to the DfT.

## 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 Essex Thameside 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 to provide 12-car capacity on all trains services where demand is sufficient
- 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
Essex County Council	Consultation response provided
London Borough of Barking and Dagenham	Consultation response provided
London Borough of Havering	Contacted but no response
London Borough of Newham	Contacted but no response
London Borough of Tower Hamlets	Contacted but no response
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
Thurrock & Rainham Rail Users' Groups	Contacted but no response
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
KPI	Key Performance Indicator
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

## 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>