

Norfolk to London Train Services Research

The results and recommendations

Working in Partnership

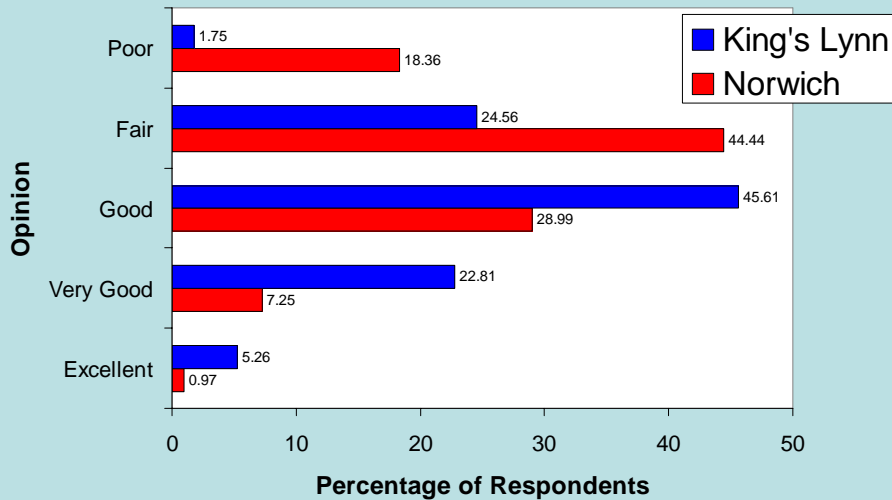


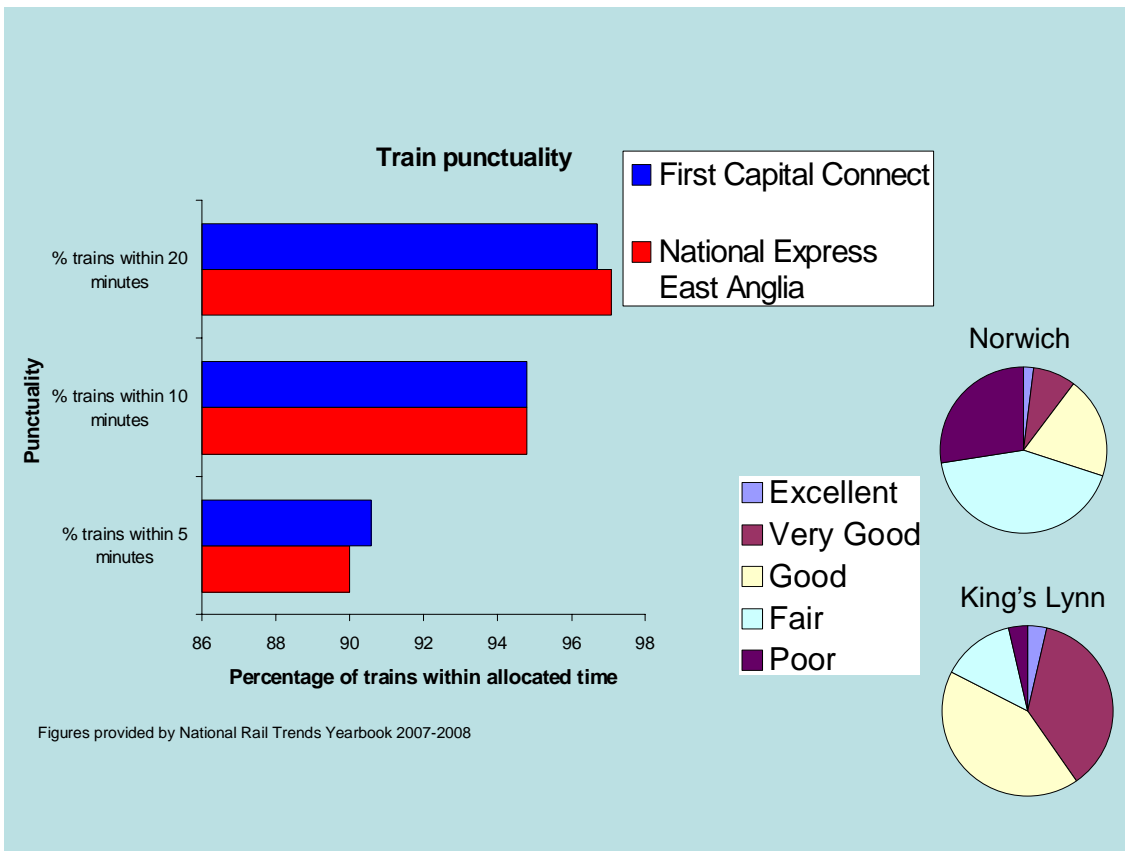
- MBA Consulting Group was commissioned to investigate:
 - The nature and level of disruptions on the Norwich to London Liverpool Street line
 - The economic impact of the disruptions to Norfolk
 - The quality of the facilities of business travellers compared to other UK routes

Two online surveys

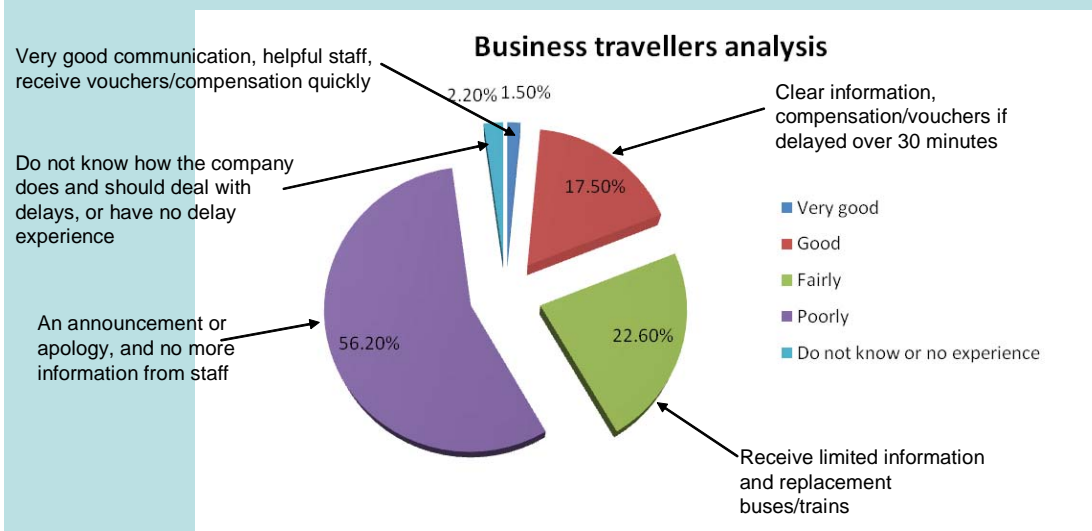
- The Great Eastern Line Survey
 - Norwich – London Liverpool Street Line
 - » Number of respondents = 307
 - » 66% business people (207)
- The King's Lynn to London King's Cross Survey
 - King's Lynn – Cambridge – London King's Cross Line
 - » Number of respondents = 58
 - » 62% business people

Overall, how do you rate the train service between Norfolk and London

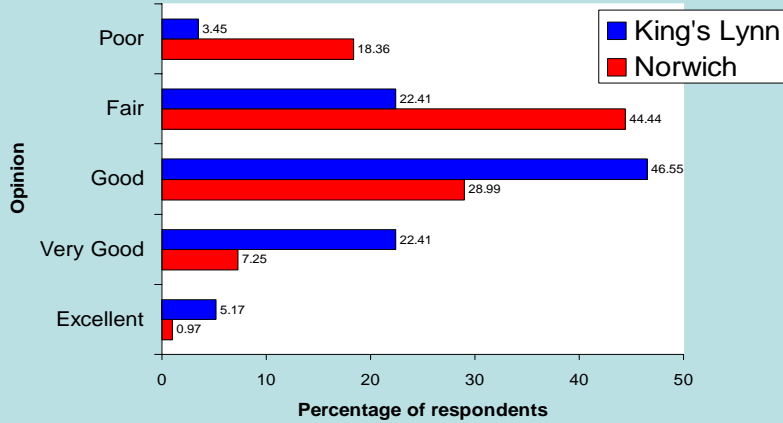




How does the train company deal with delays and disruptions on the Norwich to London line?

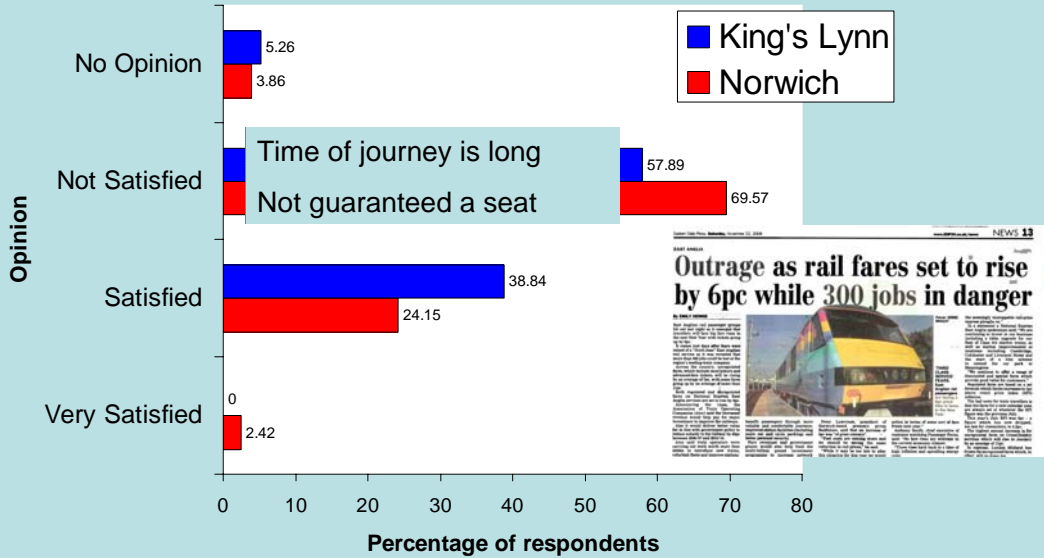


How do you rate the journey time between Norfolk and London?



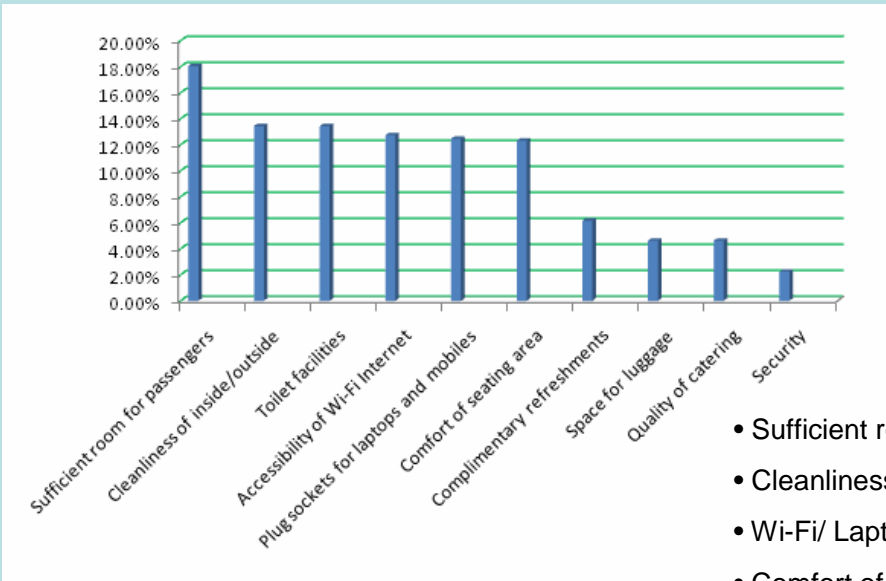
Route	Distance	Journey Time
London - Norwich	115 miles / 185 km	1 hour 50
London – King's Lynn	100 miles / 161 km	1 hour 45
London – Birmingham	118 miles / 190 km	1 hour 23
London – Manchester	185 miles / 297 km	2 hours 6
London – Liverpool	205 miles / 329 km	2 hours 30
London - Glasgow	403 miles / 648 km	4 hours 40

How would you rate the value for money of the ticket prices?



What kind of onboard facilities on London bound trains do you think should be improved or introduced?

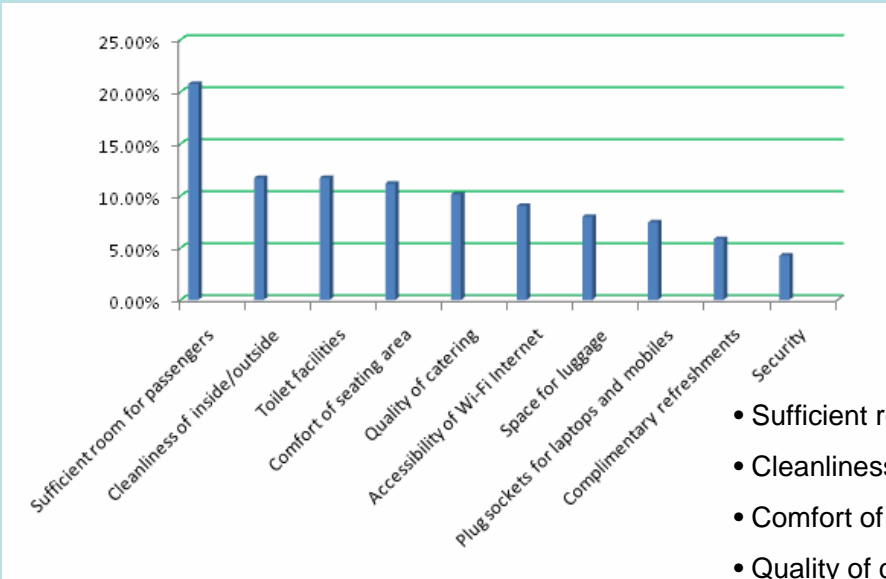
London Liverpool Street Line



- Sufficient room
- Cleanliness/ toilets
- Wi-Fi/ Laptops
- Comfort of seating

What kind of onboard facilities on London bound trains do you think should be improved or introduced?

London King's Cross Line



- Sufficient room
- Cleanliness/ toilets
- Comfort of seating
- Quality of catering – trolley service be introduced

Benchmarking the Norfolk train services to London

- King's Lynn-Cambridge-London King's Cross



- Nottingham-London St Pancras



- York-London King's Cross



- Manchester-London Euston



- Bristol-London Paddington



Increased from 86.6 %
in 2006-2007

PPM	National Express East Anglia (%)	First Capital Connect (%)	East Midlands Trains (%)	National Express East Coast (%)	Virgin Trains (%)	First Great Western (%)
Percentage of trains within 5 minutes	90.0	90.6	85.2	76.2	78.7	81.1
Percentage of trains within 10 minutes	94.8	94.8	91.7	83.6	86.2	89.6
Percentage of trains within 20 minutes	97.1	96.7	95.0	90.5	92.5	94.4
Cancelled	1.2	1.3	1.6	1.8	0.9	1.8

Source: National Rail Trends Yearbook 2007-2008

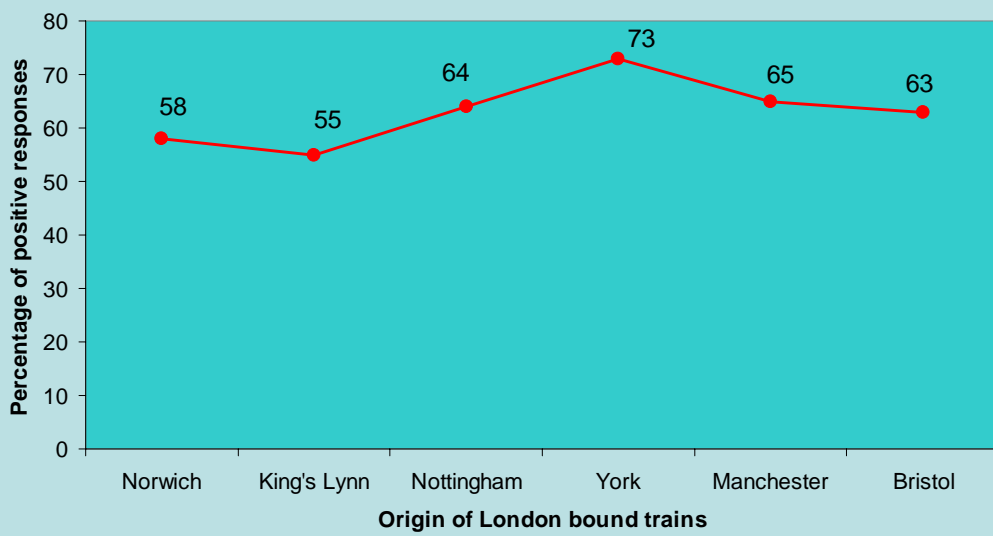
Decreased from 1.6%
in 2006-2007

Source: National Rail Trends Yearbook 2007-2008

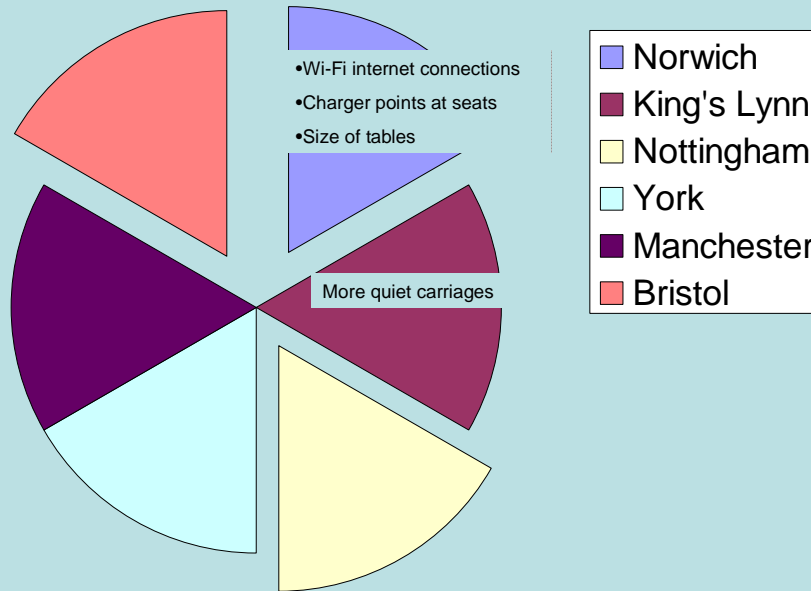
Cleanliness of inside/outside of trains



Sufficient room for passengers on trains



Accessibility of wi-fi



Economic costs of the delays

Economic model- Oxford Economics company- formerly Oxford Economic Forecasting
Used to model the economic effects of transport delays on the city of London

- Commuters hours lost during the journey
 - Average Number of commuters (between Norwich & London)
 - Annual Number of journeys
 - Average delay time per journey (in minutes)
 - The value of the work and leisure time

Average based on data from National Express East Anglia – season ticket holders only!		365 minus weekends, bank holidays and average of 20 days annual leave		From National Express East Anglia- all day delays average – may need to focus on peak times		Britain's General Union press release 2006 – average gross hourly pay = £12.22 and added a margin	
Avg. No. Of commuters (a)	Annual No. Of journeys (b) =a*2*233	Working time (c)	Avg. Delays (minutes) (d)	Hours Lost (e) = b*c*d/60	Hourly Cost (£) (f)	Overall Cost (£) (g) = e*f	
425	198,050	0.22	2.75	1,997	12 to 22	23,964 to 43,943	
Avg. No. Of commuters (a)	Annual No. Of journeys (b) =a*2*233	Leisure time (c)	Avg. Delays (minutes) (d)	Hours Lost (e) = b*c*d/60	Hourly Cost (£) (f)	Overall Cost (£) (g) = e*f	
425	198,050	0.78	4	10,298.6	6.63	68,279.7	
Overall Cost = Overall Cost of Working Time + Overall Cost of Leisure Time 23,964 to 43,943 + 68,279.7 = £92,243.7 to £112,222.7							

OEF model considers time lost on way home is leisure time

Recommendations and Conclusions

Short and Long Term

Current disruptions:

1. Signalling problems
2. Engineering works
3. Train cancellations
4. Overhead cables
5. Others: suicides



Perceived as unreliable service

Ways from which faster service could be introduced

– Short Term Recommendations:

- Reducing the number of stops at peak times



– Long Term Recommendations:

- New high speed trains/rolling stock



– 125 mph Pendolino tilting trains to be able to get to London quicker.

– Virgin Trains is investing over £1 billion in a fleet of 53 nine-coach Pendolino trains

Long term recommendations

- Infrastructure and overhead power cables improvements

-Overhead power cables which feed the electronic trains are life expired (in particular between Chelmsford and London) → Regular check-up of the expiration of the overhead cables at each station.

Cost of the Journey

- Introducing new pricing strategy

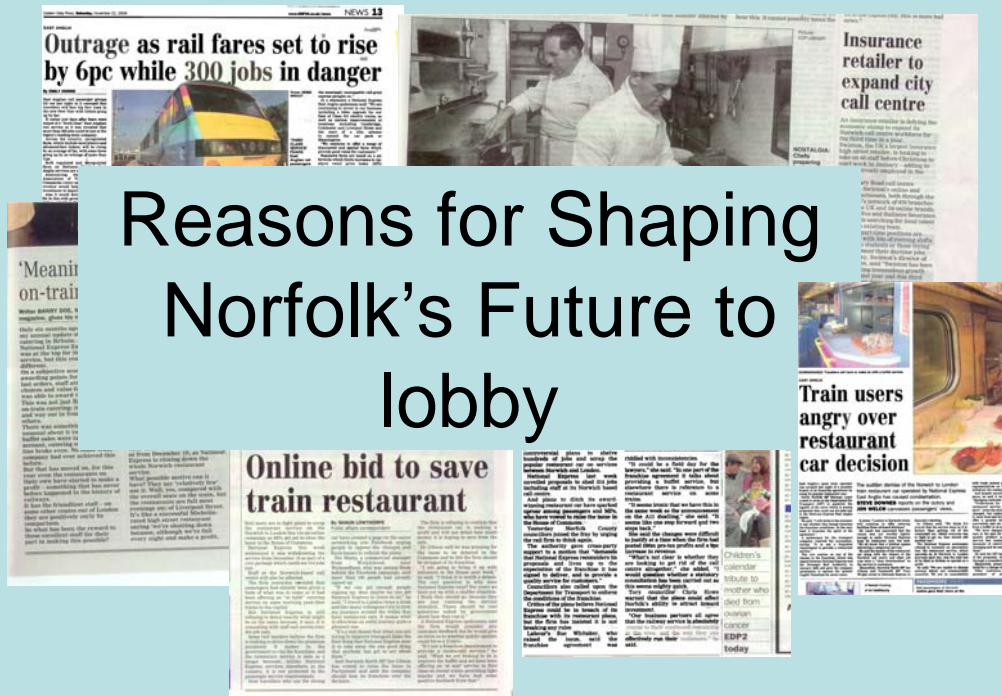
Reducing the price of the pre-peak season tickets

- Encourage early commuting time
- Has been implemented by West Anglia and c2c in 2005

Facilities improvements

- Sufficient Room for Passengers (Capacity)
- Cleanliness of the trains (in particular toilets)
- Accessibility of Wi-Fi Internet

Recent reactions to rail announcements



1. 1 hour 30 journey time (National Express/ Network Rail)
2. Extra capacity / carriages (Department for Transport)
3. Upgrade / invest in infrastructure (Network Rail)
4. Catering / cleanliness (National Express)
5. Wi-Fi and plug sockets (National Express)