

Response by Enfield Council



Rail Executive

East Anglia Rail Franchise Consultation

Jonathan Roberts, March 2015

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APPENDIX 1 – WEST ANGLIA STATION COMPARATIVE ANALYSIS

PART A ENFIELD COUNCIL'S PRIORITIES AND OBJECTIVES

Enfield Council responds in this report to the Department for Transport's (DfT's) East Anglia franchise consultation. The consultation is for the new long term franchise for rail services in Anglia and for the remaining London area services in East and North London which are not, at any rate initially, to be part of the Transport for London (TfL) concession network. It is expected that the new franchise will be operational from 16 October 2016, with an Invitation to Tender issued in August 2015.

Enfield Council has already responded to Network Rail's Anglia Route Study, and the propositions in Network Rail's Improving Connectivity paper. These responses should also be taken as relevant for the East Anglia franchise consultation and copies are attached.

- **Definition of the franchise and consultation**

Enfield Council is surprised that the DfT has chosen to term the franchise name 'East Anglia'. The West Anglia railway is still a key part of the proposed franchise. The name also ignores the suburban services from Liverpool Street and Stratford to Tottenham, Angel Road, local Enfield stations and into Hertfordshire and West Essex which are part of this franchise. The franchise should be 'Anglia', or 'London Anglia'.

It is an astounding oversight that London local authorities along the West Anglia route have not been included in the list of authorities to be consulted, in Table AC.1 of the consultation document, namely Enfield, Haringey, Newham, Hackney, Tower Hamlets and the Corporation of London, and TfL which also has local authority status. Neither have the Greater London Authority nor the London Enterprise Partnership been referenced. London 2050 documents stress the importance of National Rail services in providing enough London rail capacity in future decades. Yet there is reference only to East Anglia, not to the London Stansted Cambridge corridor nor the Upper Lee Valley, in para 3.4's objective of higher quality rail services to support the economy.

Whilst acknowledging the belated stakeholder event (prompted by the boroughs), with this type of exclusion within the consultation the DfT must understand that Enfield Council is extremely concerned by the risks that could arise for the adequacy and quality of services at the franchise's London area stations.

- **Dependence on National Rail services**

Enfield is hugely dependent on its rail services. A tube line only exists in the western part of the 313,900 population borough. Many travellers rely wholly or in part on the National Rail services to reach work. There are vital rail interchanges just south of the Borough at Seven Sisters and Tottenham Hale, with the Victoria Line. An interchange with the TfL orbital North London Line service at Hackney is under construction.

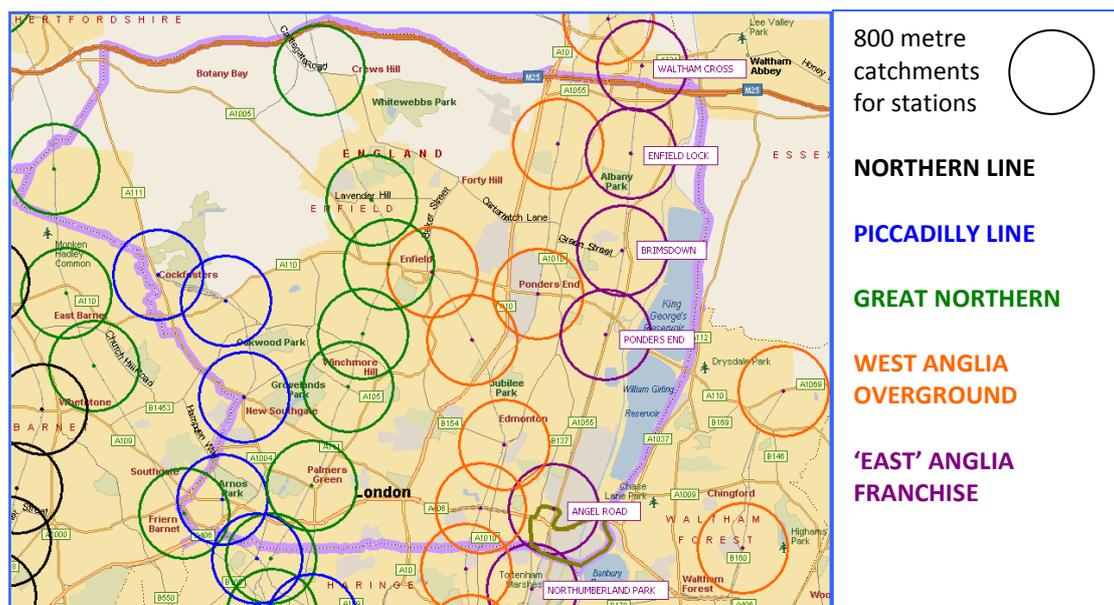
OBJECTIVE A: NEW INTERCHANGES

- The Council desires new interchanges with the TfL orbital Gospel Oak-Barking Line.
- Greater connectivity around London is sought, to maximise rail travel opportunities.

Transport for London is taking over the franchise responsibility for a number of West Anglia local services from Liverpool Street from 31st May 2015, when a new concession will be operated by LOROL until November 2016. TfL involvement will bring better standards of station and train quality and passenger-focused priorities to those lines within the next few years. The ability to improve train service frequencies all the way into Liverpool Street will however still be dependent on adequate capacity being found in the Network Rail lines within Inner London, shared with the new DfT franchise, following the introduction of through Crossrail trains in 2019.

- **Lea Valley Line not included in initial TfL concession deal**

However the Lea Valley main line will not be part of the TfL deal. Enfield Council is concerned by this, and fears that station and train standards and frequencies will not be achieved to a TfL 'Overground' level at the relevant Lea Valley line stations, with the approach to specifications set out in the franchise consultation. The stations affected are Ponders End, Brimsdown and Enfield Lock. Angel Road is being addressed separately as part of the STAR Line project for a new third track and shuttle service between Stratford, Tottenham and a new Meridian Water station (to replace Angel Road), to be operable by May 2018. The requirements of Angel Road/Meridian Water are discussed later. The map below shows the locations of these stations within Enfield, compared to TfL concession stations and other lines:



OBJECTIVE B: OVERGROUND STANDARDS AT STATIONS

Enfield Council requires TfL 'Overground' standards at Lea Valley franchise stations, including station amenities, staffing, passenger information and maintenance, so they are fit for purpose for London urban use. The main interchanges at Tottenham Hale and Stratford (Lea Valley) platforms should be to the same specification.

Actual usage of these stations has been found to be consistently higher than the incomplete annual ticket analysis relied on by the Office of Rail Regulation. The business case for investment in train services and passenger facilities at these stations is correspondingly higher. The evidence from the counts is set out in Appendix 1.

The West Anglia Routes Group, which Enfield Council supports, has commissioned regular counts physically at these stations. These have been grossed to annual volumes by experienced consultants. Enfield Lock station has been counted every year since Autumn 2010, Brimsdown in 2011, and Ponders End in 2011 and 2014. The difference between the ORR annual estimates for entry+exit in black (with red an estimate for 2014/15 based on LSE growth of 4.26% between quarter 2 in 2013/14 and quarter 2 in 2014/15), and the WARG annual counts in blue, is highlighted by the yellow hatching between the two sets of numbers. The disparity in numbers is also shown for the nearby Southbury Loop stations at Turkey Street and Theobalds Grove (to be taken over by the TfL concession). The time series data demonstrate the continuing shortcomings in the ORR data, at non-gated, partly non-staffed stations, where the ORR data also omits users such as freedom pass holders, fare bilkers, and police passes.

- **Sparse local Lea Valley services, below TfL standards**

At present, local Lea Valley services are severely constrained in frequency because of the compromise timetable forced on all users by the limitations of a two-track main line with no passing loops nor local lines between Clapton/Coppermill Junctions and Broxbourne, where the first loop is located.

The broad level of train services at the local Enfield stations is a basic 2 trains per hour in each direction, rather than the TfL norm of 4 tph. Enfield Lock has a single extra train per hour in the off-peak, from Stratford, and some extra with-peak trains. Stratford trains do not serve other intermediate stations. There are selective additional AM peak services to Liverpool Street at Brimsdown. Overall this is a sparse offering. On Sundays, stations are offered only 1 train per hour, with none at Angel Road. This is totally unacceptable for an urban railway.

OBJECTIVE C: OUTER LONDON 4 TRAINS PER HOUR FREQUENCY

Enfield Council requires that the output specification for the new franchise raises planned local service levels at the borough's stations to 4 tph on weekdays as soon as possible within the franchise lifetime (see discussion below). The Sunday services should be at least doubled to 2 tph, and preferably 4 tph.

- **Train standards**

The trains generally used for the local service are already 28-34 years old (Class 317), and merit replacement by a new fleet. Other trains (Class 315) are 34-35 years old, and are among the oldest in regular service on National Rail. Some passengers have spent their entire commuting lives on these two types of trains.

The West Anglia Routes are also constrained in service frequency and timetable design because of the minimum 3 minute headway required in the Rules of the Plan north of Clapton Junction, although the signalling would permit 2 minute headways. It is a 4 minute headway to and from Stratford. Combined with the desire in the franchise documentation to speed up limited up stops, this makes a more frequent local service harder to maintain, as faster trains would eat into the slots required for local services.

Enfield Council is aware that an experimental refurbishment of a Class 317 train has been undertaken. However this does not make the trains any quicker to accelerate and it still has only 2 pairs of doors per car side, causing slow alighting and boarding at busy stations.

A combination of measures may be required:

- A new train design with high acceleration and quicker station stop train design, such 3 pairs of doors per car side, such as the existing Crossrail train design, may be desirable to enable additional stops on the congested main line.
- A shorter interval between trains within the Rules of the Plan, such as 2½ minute intervals. The improvement in line power supplies may also assist this.
- Other measures that might be necessary are for Network Rail to insert additional trackage to enable a local train to be overtaken by a faster service in the section south of Brimsdown level crossing. This is not the same as a full 4-tracking scheme.

OBJECTIVE D: NEW LONDON INNER COMMUTER TRAINS

Enfield Council seeks new fast trains on the London/Stratford-Outer London-Broxbourne-Hertford trains, so that more frequent services are possible on the West Anglia Routes at local stations. Some factors influencing the possible train design are discussed above.

- **West Anglia service reliability and resourcing commitment**

The emphasis in the franchise document on East Anglia, and on a parallel aim of achieving quicker London-Stansted trains, could be to the detriment of West Anglia stopping services. There is a history of West Anglia train operations giving low priority to the local services, in cases of service perturbation and staff/train shortage. This was also revealed in the WARG Autumn 2014 station counts, with instances of trains non-stopping some stations causing an hour's interval in service.

Continuation of this approach is rejected by Enfield Council. We do not want the new train operator to think that West Anglia stopping services can be at the back of their reliability and resourcing priorities. The TfL requirements for the new Crossrail train operator, in terms of achieving service delivery within one minute of scheduled running time, are commended to the DfT as a practical example intended to be operable over Network Rail lines in West and East London, in an operational mix with other National Rail train services. A link to the TfL Crossrail operator performance requirements is [here](#).

OBJECTIVE E: RELIABLE AND PUNCTUAL TRAIN SERVICES

Enfield Council requires the Department for Transport to commit that the specified outputs for services at Greater London area stations, and the rewards and penalties processes, will achieve equivalents to TfL Crossrail targets, for train on-time running and non-cancellation.

- **Service marketing**

Part and parcel of the TfL approach to quality urban rail standards is their emphasis on marketing, and convincing the people and businesses in the station's catchment that they can trust the TfL transport offer as an umbilical for many aspects of households' and employees' lifestyles and livelihoods. That approach is not readily apparent in the franchise document.

OBJECTIVE F: MARKETING LEA VALLEY LOCAL SERVICES

Enfield Council desires a very high level of marketing for the Lea Valley local services, to ensure that users and potential users are not disadvantaged by the lack of TfL involvement in the service in initial years.

- **TfL involvement in the Lea Valley stopping services**

In its responses to the Anglia Route Study and the Improving connectivity paper, Enfield Council has stressed that it desires the involvement of Transport for London with the remaining West Anglia stopping services, in terms of direct concession operation to Cheshunt/Broxbourne or Hertford East (the limit of DfT permission for TfL involvement).

We would desire this at the earliest possible date for the STAR Line shuttle

service from Stratford to Angel Road/Meridian Water development area, where the shuttle (2 tph) in combination with the existing 2 tph Stratford-Herts service is the critical link to persuade developers, new residents and new jobs to this GLA and Enfield priority urban development (as discussed below). Failure to invoke TfL specifications and standards for these services and for marketing could harm the prospects for the development, since the main line train operator is not considered a credible urban brand nor able to focus single-mindedly on urban quality outputs being delivered reliably.

OBJECTIVE G: TfL INVOLVEMENT WITH LEA VALLEY SERVICES

Enfield Council will discuss with TfL, DfT and other stakeholders, before the issue of the Invitation to Tender in August 2016, the basis upon which TfL involvement with the Lea Valley stopping services will be achievable during the lifetime of the new franchise. Bidders should be made aware that a change in contractual arrangements for the remaining inner West Anglia services may arise during the period of the franchise.

- **Service improvements at Angel Road/Meridian Water**

At Angel Road/Meridian Water, there is not yet certainty that a 2 tph Stratford-Herts service will call at all times at Angel Road or its replacement station, Meridian Water. This is an essential priority, for the first new timetable recast with the new franchise in December 2016 or in 2017.

A large new community, initially with 3,000 jobs and 5,000 homes, is being created at Meridian Water. Enfield Council is to contribute £12m of the £19m for a new station there, to replace Angel Road station with a new, conveniently located and accessible station. By 2018, this will also be the initial terminus of the STAR Line service between Stratford, Tottenham and Meridian Water. A 4 tph service frequency is essential at Meridian Water, to stimulate developer engagements and sufficiently high housing densities. The STAR Line service will be 2 tph, so there is an urgent requirement for the new franchise operator to revise the West Anglia route timetable to schedule a consistent 2 tph service there throughout the week, with the Stratford-Hertfordshire train service. Other papers on this topic are available from Enfield Council.

OBJECTIVE H: STRATFORD-HERTS SERVICE TO PROVIDE 2 TPH AT MERIDIAN WATER

Enfield Council requires the new franchise to schedule the Stratford-Hertfordshire train service to provide a 2 tph service frequency, initially at Angel Road station and then at the replacement station at Meridian Water.

PART B RESPONSES TO SPECIFIC FRANCHISE CONSULTATION QUESTIONS

- **Q1 – Passenger Focus recommendations**

Enfield Council believes that the primary priorities should be those identified as important by Transport for London for its Overground-standard services, and that those standards should be adopted **in their entirety** for all local stations in Enfield served by the Lea Valley line stopping services, including the STAR Line service from Stratford to Angel Road/Meridian Water. Enfield Objectives B, C and E are relevant.

Enfield Council is surprised that the consultation ignores the role of London TravelWatch for the West Anglia routes. We would expect London TravelWatch to be able to offer relevant information of benefit to the East Anglia franchise consultation. London TravelWatch may have further priorities which should also be adopted. Additionally, we would seek secure station status for all such stations within Enfield.

- **Q2 – Customer service experience**

Yes – London Overground standards in every respect – train frequency, train quality and internal ambience, station standards, facilities and maintenance, station staffing, service marketing and with customer focus and delivery of quality outputs built into the rewards and penalties scheme for the train operator. The TfL focus on urban rail services is exactly what is required at the local Enfield stations. Enfield Objectives B, C, D, E and F are relevant.

- **Q3 – Changes to rail service frequency**

Yes. In the outer London urban area the frequency should, as a minimum, adopt the TfL criterion of 4 tph. The GLA's Opportunity Area plans for the Upper Lee Valley (ULV) make this a basic requirement at the local Lea Valley Line stations in Enfield. Enfield is anticipating large scale housing and jobs growth, with greater volumes than already projected in GLA planning. As the scale of London's housing crisis requires more extensive solutions, a frequency higher than 4 tph may become necessary. There will be a related requirement for train fleet investment. Enfield Objectives A, C, D and H are relevant.

- **Q4 – Improvements to rail mode for Stansted Airport access**

The Stansted Express service focuses primarily on a single intermediate interchange (Tottenham Hale), with selective additional stops to provide Home Counties services for Harlow Town and Bishops Stortford. Exceptionally, Stansted Mountfitchet is also served hourly to provide a local airport link. The bulk of the London urban area relies on either access to Liverpool Street or access to Tottenham Hale.

This is in contrast to the other major London airports at Heathrow and

Gatwick, which have a combination of express and local services, and in the case of Gatwick also has a large range of London suburbs and inter-urban services. Heathrow has the Piccadilly Line, 'Heathrow Connect' (to become Crossrail 1) and Heathrow Express. A project for a Home Counties inter-urban service between Heathrow and Reading (WRATH) is supported by the Government.

Enfield Council believes that Stansted Airport should likewise have a wider range of rail-based accessibility, to improve rail modal split. Enfield proposes that a 'Stansted Connect' service should be offered to the Airport calling at principal intermediate stations. The Council believes that a case could be made for services via the Hertford Road corridor (eg via Seven Sisters and Edmonton Green) as that is where the greatest population density is found. This would also re-create through services from the London part of the Hertford Road corridor to natural intermediate centres along the London Stansted Cambridge Corridor, such as Broxbourne, Harlow and Bishops Stortford. This would open up Stansted Airport to dense urban areas not easily accessible via Tottenham Hale.

- **Q5 – Service changes between Anglia and the North of England**

Enfield Council has no view on the Anglia – North of England proposal.

- **Q6 – Proposals to improve Community Rail Partnerships**

CRPs do not apply in outer North London, therefore Enfield Council has no input to offer.

- **Q7 – Proposal for third-party scheme to change a current rail service**

Do you wish to submit a proposal for a future third party promoted scheme that would involve a change to the current rail service in the franchise? If so, please include any supporting business case or value for money analysis together with your proposal.

Enfield Council is advocating a minimum 4 tph service at local Lea Valley stations in the Borough, because of the foreseen changes in housing and jobs growth. See the response to Question 3, and Enfield Objectives A, C, D and H.

- **Q8 – Assistance for passengers in the event of disruption**

The key requirement in the case of (A) is quality information, easily accessible in various media well in advance, and at stations, and pre-planned options for passengers which they can trust, as well as real-time information in a comprehensive way once events start taking place in the real world.

With (B), the starting point must be the basic incentives to the train operator, as expressed in the contractual arrangements and rewards and penalties to be applied in different circumstances. This matters was addressed above in

the section on 'West Anglia service reliability and resourcing commitment', and Enfield Objective E. Furthermore, there should be real-time information through all available media, and through members of staff on stations and trains, and a clear basis for decision making by railway controllers who are briefed to have regard for local stopping passenger services as well as limited stop inter-urban trains. This has not always been the case on the West Anglia routes.

- **Q9 – Train capacity options**

It is not just an immediate requirement for stretched capacity, there is also emerging demand in future years - not least at the Upper Lee Valley Opportunity Area stations in Enfield on the Lea Valley main line, as discussed as part of Question 3 and Enfield Objectives A, C, D and H. A franchise contract should allow for break points within the contract, to permit orderly changes in service specification and possibly in commercial and operational responsibilities (not least the residual London urban parts of the franchise, where Enfield expresses a preference for TfL direct involvement at the earliest possible date – see Enfield Objective G.

Additionally there are other possibilities of intervention and new priorities:

- More opportunities to interchange with TfL Orbital Overground will assist better distribution of passenger volumes instead of intensifying flows on radial routes all the way to Central London.
- A more intensive service between the Upper Lee Valley, and Stratford with its large capability for passenger interchange and distribution, would help to spread the load as well as enabling the railway to offer a more all-round range of destinations and travel choices. Enfield Council would welcome the possibility of the initial 2 tph STAR Line service being uprated in due course to 4 tph, and possibly with service extension to Ponders End and Brimsdown.

- **Q10 – Removal of first class seating**

Enfield Council considers that this is initially a matter for the train operator to balance the capacity requirements against various internal carriage layouts for seating and standing. In the London urban area, it is axiomatic that the primary requirement is capacity for any passenger, regardless of which fare price level has been paid. This will include standing capacity, as it is not realistic that seating will be available for all during peak periods and for short journeys.

- **Q11 – Improvements to reliability and punctuality**

Enfield Council has already defined the core service quality objectives as focused on London Overground standards, as set out in Enfield Objectives B, C, D, E and F.

In London, the primary flow on National Rail is with-the-peak, towards tube interchanges and Central London/Docklands, However there is a strong contra-flow travel on the West Anglia routes, via Central London or from inner suburban stations, to destinations in outer London or further along the London Stansted Cambridge Corridor.

The quality and reliability of contra-flow travel is very important, as this represents travel where the railway is often in direct competition with use of a car for the journey. Specification of consistent and reliable contra-flow services, and adherence to a decent contra-flow service in periods of perturbation, is an important ingredient in the total service mix. Enfield Objectives E and F are relevant, with F relevant because marketing of contra-flow opportunities will be important.

- **Q12 – Priority station improvements**

Please see our answer to Questions 1 and 2. Any shortfall between the franchise expectations and TfL's Overground urban standards should, for stations in Enfield, be weighted in favour of the TfL standards. Looking further ahead, Enfield is keen that the local Lea Valley line stations become 'community hubs'. The presence of the railway and passengers should add value to the wider local community, with the station being a natural meeting place with retail and community facilities.

- **Q13 – Security and safety and stations**

Please see our answer to Questions 1 and 2. Any shortfall between the franchise expectations and TfL's Overground urban standards should, for stations in Enfield, be weighted in favour of the TfL standards.

- **Q14 – Improvements to customer information and assistance**

Please see our answer to Questions 1 and 2. Any shortfall between the franchise expectations and TfL's Overground urban standards should, for stations in Enfield, be weighted in favour of the TfL standards.

- **Q15 – Prioritisation of on-train facilities**

For urban services, and if in addition to the TfL Overground specifications, Enfield Council would add the following, on the basis of simple practical usefulness:

- Visual passenger information (9)
- Audio passenger information (9)

However these should not over-ride TfL Overground specifications.

- **Q16 – Customer service expectations for the end-to-end journey**

All those which would be an intrinsic part of a TfL Overground specification.

- **Q17 – Environment, Equality, Social Value and the Family**

Enfield Council is content that the specifications aimed for with the general TfL Overground standards will address, for urban areas, the level of quality outputs required from local National Rail services.

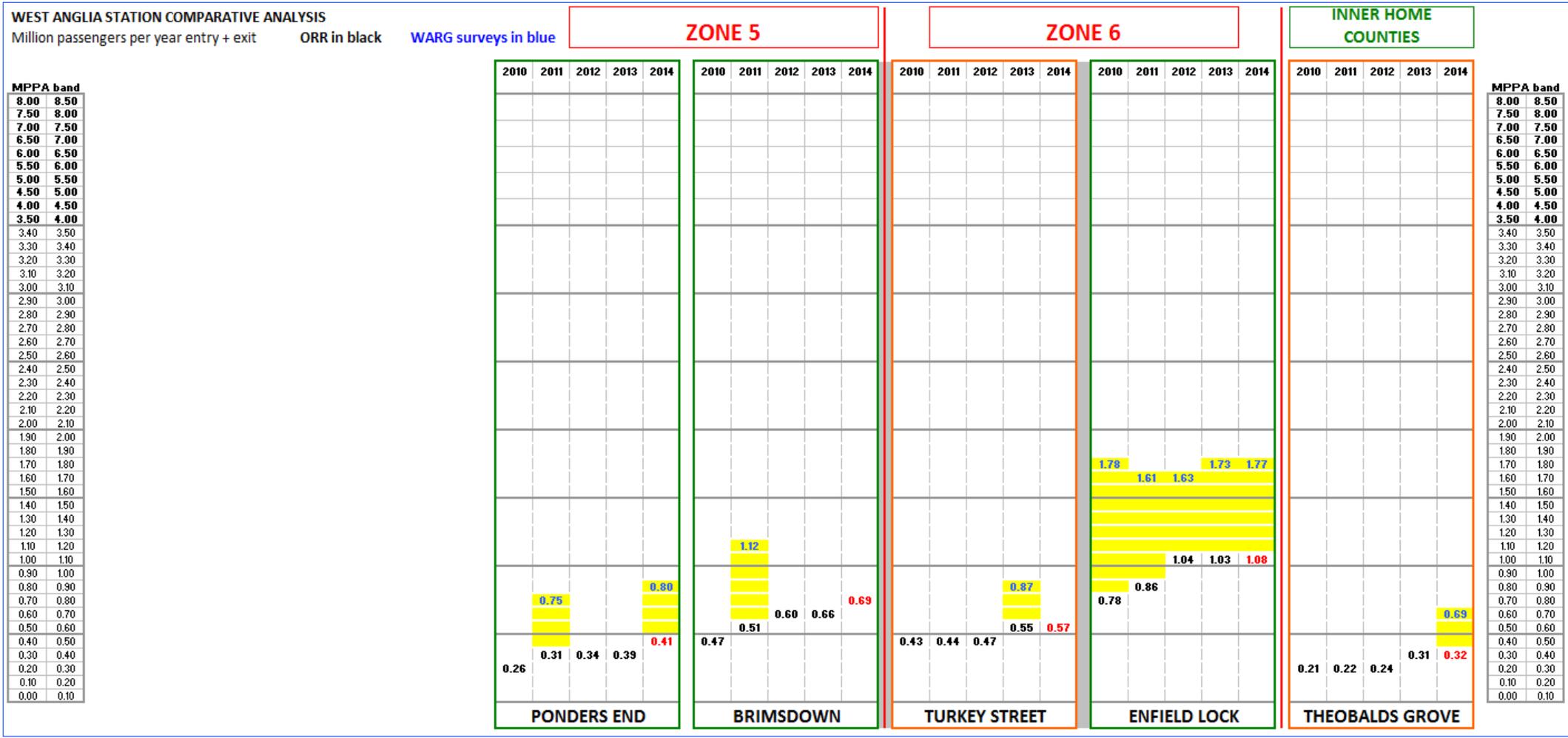
- **Q18 – Overall top three priority improvements**

- Provision of a 2 tph all week service at Angel Road/Meridian Water, to achieve 4 tph there in conjunction with the STAR Line service, along with actions to achieve 4 tph at other Lea Valley stations in Enfield.
- TfL Overground standards adopted throughout the local Lea Valley stations not yet incorporated within the TfL Overground network, and Overground standards of service frequency, service reliability and marketing at all the local Lea Valley stations. This will support area economic growth along a high priority investment corridor.
- Engagement of TfL directly with the Lea Valley stopping service group, at the earliest possible opportunity.

- **Q19 – Any additional topics**

- If additional trackage were adopted between Angel Road/Meridian Water and Brimsdown during the period of this franchise (or until TfL took over the Lea Valley local stopping services), transport authorities should consider the case for a new station at Picketts Lock in alliance with new housing proposals in the locality.
- In addition to adopting London Overground standards, the new franchise should pay particular attention to the needs to disabled passengers and introduce innovative measures to ensure that the stations and trains are easily accessible and usable by people with a wide range of disabilities.

Appendix 1- West Anglia Station Comparative Analysis



Appendix 2 – Consultation Questions

No.	Question
1	<p>Please select 3 of the Passenger Focus recommendations set out in paragraph 4.6 ... which you believe require particular attention in order to improve your end to end journey? If relevant, please identify the rail line to which your answer relates.</p> <p>Research by Passenger Focus in 2014 identified key passenger priorities, including:</p> <ul style="list-style-type: none"> • Delivering value for money; • Providing a punctual and reliable service; • Provision of sufficient capacity, both in terms of train frequency and the availability of seating on board the train; • Effective management of disruption, especially through information to passengers; • The availability of accurate information about trains and platforms; • The comfort and adequacy of accommodation on the train, especially on longer distance journeys; • The availability of train and station staff; • The ease of buying the most appropriate ticket for the journey at a ticket office, online, or via a ticket machine; • The ease of access to services for passengers with reduced mobility; • Free wi-fi available on trains.
2	<p>Are there any examples of outstanding customer service experiences, related or unrelated to passenger rail services, which you believe the new East Anglia rail franchise should aspire to? If so, please provide supporting details or evidence in your answer.</p>
3	<p>Are there any changes to the current passenger rail service (i.e. number or trains per hour/day), as set out in paragraph 5.8, which you feel should be considered? If so, please explain your rationale. For example, please identify specific local factors which might influence the future level of passenger demand which you consider should be reflected in the specification.</p>
4	<p>Results indicate that rail is not the preferred mode of transport when travelling to Stansted Airport. What improvements do you believe should be made to the rail service in order to make this your first choice of travel?</p>
5	<p>If you have a view on or would be affected by the proposal set out in paragraph 5.10, please answer the following: Which direct service would you most value? Where possible please explain your rationale when responding to this question.</p> <ul style="list-style-type: none"> • a direct service between Norwich and Liverpool • a direct service between Norwich and Peterborough providing connections to Liverpool • a direct service between Norwich and Peterborough providing connections to the East Coast Main Line • a direct service between Ipswich and Peterborough • a direct service between Ipswich and Ely providing connections to Peterborough • a direct service between Ipswich and Ely providing improved connections to the East Coast Main Line via Peterborough <p>5.10 In order to improve connectivity between Cambridge and the north of England, Rail Executive is currently assessing the case for the diversion of the current Liverpool Lime Street to Norwich East Midlands Trains to Cambridge and a new hourly East Anglia operated service between Norwich and Peterborough providing good connections to the East Coast Mainline services to Yorkshire, North East England and Scotland. The assessment will equally include a sub-option where the current Ipswich to Peterborough service would be limited to Ely and connections would be provided with the new Norwich to Peterborough service. The option to retain the current Norwich</p>

No.	Question
	through service to Liverpool Lime Street will be included within this assessment.
6	Do you have any proposals to improve Community Rail Partnerships so as to deliver more of the beneficial outcomes for passengers achieved so far? Please provide any evidence in support of your proposal.
7	Do you wish to submit a proposal for a future third party promoted scheme that would involve a change to the current rail service in the franchise? If so, please include any supporting business case or value for money analysis together with your proposal.
8	How can the franchise operator help you better during a) planned disruption, such as engineering works and forecasted bad weather, and b) unplanned on-the-day disruption? Please provide separate answers for both cases.
9	To improve the railway's ability to match growth in demand with appropriate levels of capacity, we recognise that an increase of carriages per train, or in the number of services per hour, would help. However, we are confined by limited timetabling and infrastructure constraints and are therefore looking for other innovative ways to resolve the issue. When travelling on a service where capacity is stretched, what opportunities do you see which would improve your on board experience?
10	What are your views on removing first class seating in order to provide more overall seating and reduce standing?
11	Are there any specific stations or services that you feel could improve on reliability or punctuality? Where possible, please explain your reasoning when responding to this question.
12	What sort of improvements would you like to see prioritised at the station(s) you use? Please provide details and reasoning for these as well as the name of the station(s).
13	Do you have any proposals to improve security and safety at stations or on trains that you would like us to consider? Please provide any supporting evidence and details of any specific stations and/or rail services which you feel merit consideration for future improvement under these schemes.
14	Are there areas of improvement in customer information and engagement you would like to see before, during and after your journey?
15	<p>On a scale of 1 to 9, how would you rate the following on board passenger facilities (1 = not important; 9 = very important):</p> <ul style="list-style-type: none"> Luggage holds Cycle storage Audio Passenger Information Visual Passenger Information Provision of different classes of service Catering Tables Staff presence Baby changing facilities Plug sockets <p>Where possible, please explain your reasoning when responding to this question. Please also identify any other on board passenger facilities not listed above that you deem very important.</p>

No.	Question
16	What areas of customer service within your end-to-end journey would you expect to see monitored and reported on in the new franchise, in order to improve the service quality for passengers?
17	Based on your experience or knowledge of rail passenger services, do you have any observations that may assist us in our commitment to have due regard to the Environment, Equality, Social Value and the Family (as set out in paragraphs 6.16 to 6.20) in the development of the specification of passenger services for East Anglia?
18	In summary, what three aspects of your current East Anglia rail journey would you like to see improved to enhance your overall travel experience?
19	Please indicate if there are any additional areas that you think it is important for us to consider and that have not already been addressed in this consultation.