National Passenger Survey
Building Block Report
Spring 2012

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Contents

Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:
- the size of station
- time of day
- length of shift

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:
- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block)

The data for number of journeys and profiles by these variables was generated from ORR data (2010).
The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.
This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.
National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit www.passengerfocus.org.uk

Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between the 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Heathrow Express results may have been affected by industrial action on 26th/27th February 2012.

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant number of trains through the full survey period.

One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

Autumn 2010 (Wave 23)

Fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

Planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

Building block/route data for c2c

	c2c
Overall satisfaction	91
Overall satisfaction with the station	83
Ticket buying facilities	77
Provision of information about train times/platforms	86
The upkeep/repair of the station buildings/platforms	75
Cleanliness	78
The facilities and services	55
The attitudes and helpfulness of the staff	76
Connections with other forms of public transport	73
Facilities for car parking	55
Overall environment	75
Your personal security whilst using	70
The availability of staff	67
How request to station staff was handled	92

Building block/route data for c2c

	c2c
The frequency of the trains on that route	83
Punctuality/reliability (i.e. the train arriving/departing on time)	92
The length of time the journey was scheduled to take (speed)	92
Connections with other train services	84
The value for money for the price of your ticket	42
Cleanliness of the train	92
Upkeep and repair of the train	91
The provision of information during the journey	80
The helpfulness and attitude of staff on train	34
The space for luggage	52
The toilet facilities	59
Sufficient room for all passengers to sit/stand	64
The comfort of the seating area	81
The ease of being able to get on and off	85
Your personal security on board	75
The cleanliness of the inside	91
The cleanliness of the outside	88
The availability of staff	22
How well train company deals with delays	42

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	92	89
Overall satisfaction with the station	83	89
Ticket buying facilities	80	83
Provision of information about train times/platforms	84	87
The upkeep/repair of the station buildings/platforms	75	81
Cleanliness	79	85
The facilities and services	63	67
The attitudes and helpfulness of the staff	74	80
Connections with other forms of public transport	79	78
Facilities for car parking	52	71
Overall environment	79	85
Your personal security whilst using	69	80
The availability of staff	61	70
How request to station staff was handled	94	88

Building block/route data for Chiltern Railways

	North	South
The frequency of the trains on that route	85	78
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87
The length of time the journey was scheduled to take (speed)	93	85
Connections with other train services	78	75
The value for money for the price of your ticket	54	46
Cleanliness of the train	86	84
Upkeep and repair of the train	88	86
The provision of information during the journey	78	73
The helpfulness and attitude of staff on train	72	56
The space for luggage	61	62
The toilet facilities	53	52
Sufficient room for all passengers to sit/stand	80	73
The comfort of the seating area	85	78
The ease of being able to get on and off	87	90
Your personal security on board	84	86
The cleanliness of the inside	87	86
The cleanliness of the outside	86	82
The availability of staff	57	30
How well train company deals with delays	51	31

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	84	80	82
Overall satisfaction with the station	80	71	78
Ticket buying facilities	81	70	75
Provision of information about train times/platforms	85	79	82
The upkeep/repair of the station buildings/platforms	64	61	72
Cleanliness	71	66	76
The facilities and services	62	48	47
The attitudes and helpfulness of the staff	77	70	80
Connections with other forms of public transport	77	69	65
Facilities for car parking	61	46	59
Overall environment	67	62	70
Your personal security whilst using	74	64	72
The availability of staff	67	58	61
How request to station staff was handled	86	87	90

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
The frequency of the trains on that route	84	70	73
Punctuality/reliability (i.e. the train arriving/departing on time)	79	75	80
The length of time the journey was scheduled to take (speed)	86	84	86
Connections with other train services	76	71	74
The value for money for the price of your ticket	49	42	54
Cleanliness of the train	81	74	69
Upkeep and repair of the train	85	76	64
The provision of information during the journey	75	66	59
The helpfulness and attitude of staff on train	71	56	70
The space for luggage	58	48	54
The toilet facilities	51	35	43
Sufficient room for all passengers to sit/stand	72	62	66
The comfort of the seating area	80	69	66
The ease of being able to get on and off	77	77	75
Your personal security on board	87	75	80
The cleanliness of the inside	83	74	71
The cleanliness of the outside	80	72	66
The availability of staff	56	35	59
How well train company deals with delays	50	34	34

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	83	80	77	70
Overall satisfaction with the station	73	71	82	69
Ticket buying facilities	70	63	73	65
Provision of information about train times/platforms	79	74	81	76
The upkeep/repair of the station buildings/platforms	64	64	75	59
Cleanliness	70	72	80	66
The facilities and services	44	38	55	46
The attitudes and helpfulness of the staff	72	69	71	70
Connections with other forms of public transport	74	68	79	76
Facilities for car parking	48	18	53	34
Overall environment	61	63	76	59
Your personal security whilst using	63	61	74	63
The availability of staff	52	49	63	58
How request to station staff was handled	88	85	86	63

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Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
The frequency of the trains on that route	82	62	83	70
Punctuality/reliability (i.e. the train arriving/departing on time)	82	71	74	65
The length of time the journey was scheduled to take (speed)	88	77	84	75
Connections with other train services	78	73	76	69
The value for money for the price of your ticket	33	36	32	39
Cleanliness of the train	65	60	67	67
Upkeep and repair of the train	61	59	63	63
The provision of information during the journey	53	41	49	49
The helpfulness and attitude of staff on train	38	27	38	39
The space for luggage	46	48	47	47
The toilet facilities	19	23	42	37
Sufficient room for all passengers to sit/stand	59	69	64	61
The comfort of the seating area	61	63	63	63
The ease of being able to get on and off	75	74	79	73
Your personal security on board	72	64	73	70
The cleanliness of the inside	63	64	67	63
The cleanliness of the outside	61	55	52	53
The availability of staff	20	14	17	11
How well train company deals with delays	35	29	33	15

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Building block/route data for Greater Anglia*

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	79	71	70	82	83	73
Overall satisfaction with the station	78	74	70	67	81	67
Ticket buying facilities	77	70	67	62	72	68
Provision of information about train times/platforms	77	75	69	71	79	76
The upkeep/repair of the station buildings/platforms	71	73	64	59	68	60
Cleanliness	76	75	65	66	76	60
The facilities and services	63	50	50	44	53	46
The attitudes and helpfulness of the staff	73	66	59	73	59	70
Connections with other forms of public transport	84	77	76	53	78	74
Facilities for car parking	66	47	39	66	55	46
Overall environment	72	70	56	58	73	59
Your personal security whilst using	71	70	61	65	72	59
The availability of staff	63	59	45	46	50	56
How request to station staff was handled	80	75	81	92	75	73

Building block/route data for Greater Anglia*

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
The frequency of the trains on that route	82	63	80	75	83	67
Punctuality/reliability (i.e. the train arriving/departing on time)	79	63	73	80	74	66
The length of time the journey was scheduled to take (speed)	80	73	80	84	78	80
Connections with other train services	72	73	77	73	76	74
The value for money for the price of your ticket	44	23	29	51	29	27
Cleanliness of the train	69	60	50	61	92	55
Upkeep and repair of the train	62	58	46	57	92	54
The provision of information during the journey	77	56	48	64	74	51
The helpfulness and attitude of staff on train	79	42	30	85	62	29
The space for luggage	69	52	44	65	62	53
The toilet facilities	43	28	22	48	81	25
Sufficient room for all passengers to sit/stand	80	62	56	77	82	70
The comfort of the seating area	70	58	47	75	87	60
The ease of being able to get on and off	78	79	66	85	96	79
Your personal security on board	79	67	54	81	82	62
The cleanliness of the inside	73	60	48	56	94	52
The cleanliness of the outside	56	57	45	49	90	53
The availability of staff	60	21	15	76	53	12
How well train company deals with delays	52	25	25	49	29	24

Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction	90
Overall satisfaction with the station	87
Ticket buying facilities	86
Provision of information about train times/platforms	81
The upkeep/repair of the station buildings/platforms	77
Cleanliness	76
The facilities and services	64
The attitudes and helpfulness of the staff	79
Connections with other forms of public transport	81
Facilities for car parking	48
Overall environment	81
Your personal security whilst using	80
The availability of staff	70
How request to station staff was handled	90

Heathrow Express results may have been affected by industrial action on 26th/27th February 2012.

Building block/route data for Heathrow Express

	Heathrow Express
The frequency of the trains on that route	87
Punctuality/reliability (i.e. the train arriving/departing on time)	93
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	81
The value for money for the price of your ticket	33
Cleanliness of the train	93
Upkeep and repair of the train	91
The provision of information during the journey	80
The helpfulness and attitude of staff on train	87
The space for luggage	88
The toilet facilities	64
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	90
The ease of being able to get on and off	95
Your personal security on board	91
The cleanliness of the inside	94
The cleanliness of the outside	92
The availability of staff	74
How well train company deals with delays	42

Heathrow Express results may have been affected by industrial action on 26th/27th February 2012.

Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction	94
Overall satisfaction with the station	84
Ticket buying facilities	83
Provision of information about train times/platforms	77
The upkeep/repair of the station buildings/platforms	76
Cleanliness	82
The facilities and services	58
The attitudes and helpfulness of the staff	82
Connections with other forms of public transport	81
Facilities for car parking	36
Overall environment	75
Your personal security whilst using	73
The availability of staff	71
How request to station staff was handled	91

Building block/route data for Heathrow Connect

	Heathrow Connect
The frequency of the trains on that route	76
Punctuality/reliability (i.e. the train arriving/departing on time)	91
The length of time the journey was scheduled to take (speed)	94
Connections with other train services	87
The value for money for the price of your ticket	56
Cleanliness of the train	94
Upkeep and repair of the train	94
The provision of information during the journey	84
The helpfulness and attitude of staff on train	81
The space for luggage	76
The toilet facilities	59
Sufficient room for all passengers to sit/stand	89
The comfort of the seating area	92
The ease of being able to get on and off	88
Your personal security on board	84
The cleanliness of the inside	93
The cleanliness of the outside	91
The availability of staff	62
How well train company deals with delays	38

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	84	92	87
Overall satisfaction with the station	82	81	75
Ticket buying facilities	80	81	77
Provision of information about train times/platforms	83	86	82
The upkeep/repair of the station buildings/platforms	68	75	64
Cleanliness	75	78	69
The facilities and services	63	60	40
The attitudes and helpfulness of the staff	77	78	70
Connections with other forms of public transport	79	68	65
Facilities for car parking	69	67	49
Overall environment	73	71	64
Your personal security whilst using	69	75	65
The availability of staff	60	63	57
How request to station staff was handled	88	89	83

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
The frequency of the trains on that route	85	83	83
Punctuality/reliability (i.e. the train arriving/departing on time)	85	88	78
The length of time the journey was scheduled to take (speed)	89	90	89
Connections with other train services	75	81	78
The value for money for the price of your ticket	42	59	55
Cleanliness of the train	76	82	83
Upkeep and repair of the train	84	85	83
The provision of information during the journey	74	72	74
The helpfulness and attitude of staff on train	62	67	62
The space for luggage	57	51	59
The toilet facilities	51	39	53
Sufficient room for all passengers to sit/stand	67	80	76
The comfort of the seating area	73	81	82
The ease of being able to get on and off	84	85	87
Your personal security on board	80	84	80
The cleanliness of the inside	75	83	85
The cleanliness of the outside	79	82	85
The availability of staff	38	53	45
How well train company deals with delays	50	49	49

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/ Clapham - Stratford	Watford - Euston	Dalston - Croydon
Overall satisfaction	93	90	90	91
Overall satisfaction with the station	83	79	82	83
Ticket buying facilities	70	68	85	77
Provision of information about train times/platforms	81	82	86	81
The upkeep/repair of the station buildings/platforms	78	76	73	79
Cleanliness	77	77	75	80
The facilities and services	29	36	50	31
The attitudes and helpfulness of the staff	70	63	77	63
Connections with other forms of public transport	70	77	80	74
Facilities for car parking	21	37	42	34
Overall environment	71	69	69	73
Your personal security whilst using	62	71	65	70
The availability of staff	61	59	67	59
How request to station staff was handled	95	92	88	85

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/ Clapham - Stratford	Watford - Euston	Dalston - Croydon
The frequency of the trains on that route	82	79	75	81
Punctuality/reliability (i.e. the train arriving/departing on time)	87	87	83	90
The length of time the journey was scheduled to take (speed)	91	90	87	87
Connections with other train services	81	83	80	87
The value for money for the price of your ticket	56	52	48	43
Cleanliness of the train	90	92	87	94
Upkeep and repair of the train	91	96	92	96
The provision of information during the journey	85	88	82	83
The helpfulness and attitude of staff on train	68	58	43	54
The space for luggage	74	56	64	71
The toilet facilities	16	24	23	8
Sufficient room for all passengers to sit/stand	74	73	81	82
The comfort of the seating area	87	80	78	85
The ease of being able to get on and off	83	80	83	89
Your personal security on board	79	79	74	82
The cleanliness of the inside	91	93	87	93
The cleanliness of the outside	88	91	86	90
The availability of staff	57	44	29	24
How well train company deals with delays	34	52	68	21

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/ Windsor	Suburban	West Of England
Overall satisfaction	89	84	79	84	83	83	85	81	86
Overall satisfaction with the station	74	76	75	72	73	74	71	73	88
Ticket buying facilities	73	68	76	79	69	67	69	59	86
Provision of information about train times/platforms	72	84	84	84	75	80	83	82	90
The upkeep/repair of the station buildings/platforms	68	50	65	58	64	72	61	66	74
Cleanliness	70	58	64	68	67	77	59	74	76
The facilities and services	38	50	45	42	58	43	42	47	58
The attitudes and helpfulness of the staff	92	63	78	66	80	66	72	75	82
Connections with other forms of public transport	64	86	71	74	68	56	58	60	68
Facilities for car parking	74	31	54	59	40	44	46	61	63
Overall environment	66	57	69	64	59	67	65	66	77
Your personal security whilst using	71	67	69	64	65	66	75	65	78
The availability of staff	49	56	64	46	71	60	53	51	69
How request to station staff was handled	87	83	86	78	96	100	78	79	100

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/ Windsor	Suburban	West Of England
The frequency of the trains on that route	83	79	75	78	80	81	78	79	89
Punctuality/reliability (i.e. the train arriving/departing on time)	98	83	80	81	90	90	77	84	89
The length of time the journey was scheduled to take (speed)	97	78	82	89	77	86	83	84	85
Connections with other train services	76	71	71	81	75	70	80	76	78
The value for money for the price of your ticket	54	40	32	37	40	26	35	31	41
Cleanliness of the train	69	75	80	75	80	88	75	83	78
Upkeep and repair of the train	61	82	84	83	80	86	82	86	79
The provision of information during the journey	63	76	71	73	74	71	78	78	72
The helpfulness and attitude of staff on train	95	72	74	57	67	73	58	74	77
The space for luggage	41	56	48	67	53	56	65	58	57
The toilet facilities	16	38	42	21	40	43	38	55	44
Sufficient room for all passengers to sit/stand	78	73	63	79	70	75	75	66	73
The comfort of the seating area	58	75	77	77	69	77	80	72	77
The ease of being able to get on and off	85	82	84	79	81	90	84	81	87
Your personal security on board	76	81	83	79	73	83	84	83	83
The cleanliness of the inside	70	76	82	77	74	86	80	85	82
The cleanliness of the outside	62	76	79	78	74	84	76	83	79
The availability of staff	90	59	63	45	51	58	45	61	64
How well train company deals with delays	100	36	51	39	45	27	35	25	27

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	93	82	80
Overall satisfaction with the station	91	73	72
Ticket buying facilities	79	72	67
Provision of information about train times/platforms	84	78	76
The upkeep/repair of the station buildings/platforms	85	66	62
Cleanliness	85	70	69
The facilities and services	70	54	46
The attitudes and helpfulness of the staff	80	71	63
Connections with other forms of public transport	76	72	73
Facilities for car parking	67	56	31
Overall environment	84	65	63
Your personal security whilst using	74	66	59
The availability of staff	71	60	54
How request to station staff was handled	81	77	75

Building block/route data for Southeastern

	High Speed	Mainline	Metro
The frequency of the trains on that route	84	79	74
Punctuality/reliability (i.e. the train arriving/departing on time)	90	81	78
The length of time the journey was scheduled to take (speed)	93	74	80
Connections with other train services	86	70	72
The value for money for the price of your ticket	34	34	31
Cleanliness of the train	96	77	67
Upkeep and repair of the train	97	77	68
The provision of information during the journey	91	74	63
The helpfulness and attitude of staff on train	89	70	36
The space for luggage	73	45	47
The toilet facilities	73	37	18
Sufficient room for all passengers to sit/stand	88	66	57
The comfort of the seating area	92	69	65
The ease of being able to get on and off	92	84	75
Your personal security on board	89	79	65
The cleanliness of the inside	95	76	67
The cleanliness of the outside	87	68	67
The availability of staff	72	54	16
How well train company deals with delays	55	45	24

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	80	80	80
Overall satisfaction with the station	74	76	75
Ticket buying facilities	69	67	72
Provision of information about train times/platforms	76	79	78
The upkeep/repair of the station buildings/platforms	59	66	64
Cleanliness	62	70	68
The facilities and services	62	45	50
The attitudes and helpfulness of the staff	66	69	71
Connections with other forms of public transport	85	71	71
Facilities for car parking	41	32	48
Overall environment	66	63	66
Your personal security whilst using	71	65	66
The availability of staff	60	57	59
How request to station staff was handled	77	79	81

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
The frequency of the trains on that route	93	69	79
Punctuality/reliability (i.e. the train arriving/departing on time)	90	76	78
The length of time the journey was scheduled to take (speed)	89	84	82
Connections with other train services	81	76	77
The value for money for the price of your ticket	31	35	41
Cleanliness of the train	78	66	75
Upkeep and repair of the train	78	62	71
The provision of information during the journey	64	71	73
The helpfulness and attitude of staff on train	61	39	63
The space for luggage	54	45	49
The toilet facilities	43	25	32
Sufficient room for all passengers to sit/stand	76	64	66
The comfort of the seating area	78	66	71
The ease of being able to get on and off	71	74	75
Your personal security on board	80	66	78
The cleanliness of the inside	79	66	74
The cleanliness of the outside	75	65	74
The availability of staff	43	21	49
How well train company deals with delays	8	32	38

Building block/route data for CrossCountry

	Birmingham - Manchester	Birmingham - North East & Scotland	Birming- ham - South Coast	Birming- ham - South West	Briming -ham - Stansted	Nottingham - Cardiff
Overall satisfaction	88	84	78	89	89	80
Overall satisfaction with the station	79	81	72	85	82	70
Ticket buying facilities	87	73	74	86	81	81
Provision of information about train times/platforms	86	84	80	83	85	83
The upkeep/repair of the station buildings/platforms	64	74	56	65	71	62
Cleanliness	69	77	66	75	77	73
The facilities and services	66	65	62	61	54	41
The attitudes and helpfulness of the staff	82	80	78	83	75	70
Connections with other forms of public transport	74	74	75	78	65	76
Facilities for car parking	64	48	61	62	63	60
Overall environment	69	74	59	73	71	65
Your personal security whilst using	73	76	71	72	71	66
The availability of staff	71	70	63	74	62	54
How request to station staff was handled	94	92	91	97	91	73

Building block/route data for CrossCountry

	Birmingham - Manchester	Birmingham - North East & Scotland	Birming-ham - South Coast	Birming-ham - South West	Briming-ham - Stansted	Nottingham - Cardiff
The frequency of the trains on that route	87	81	79	84	74	82
Punctuality/reliability (i.e. the train arriving/departing on time)	88	84	77	93	90	81
The length of time the journey was scheduled to take (speed)	82	86	89	90	86	86
Connections with other train services	72	79	79	82	70	84
The value for money for the price of your ticket	46	49	48	49	50	46
Cleanliness of the train	78	83	77	82	77	71
Upkeep and repair of the train	79	81	86	83	74	69
The provision of information during the journey	72	78	77	77	77	69
The helpfulness and attitude of staff on train	76	80	75	82	75	75
The space for luggage	53	52	55	60	54	59
The toilet facilities	45	45	42	58	52	47
Sufficient room for all passengers to sit/stand	70	70	63	80	70	67
The comfort of the seating area	76	74	77	80	78	73
The ease of being able to get on and off	85	82	75	83	89	85
Your personal security on board	81	83	86	87	89	83
The cleanliness of the inside	77	81	79	81	78	70
The cleanliness of the outside	76	82	77	79	78	71
The availability of staff	70	69	64	72	64	59
How well train company deals with delays	50	55	44	77	35	41

Building block/route data for East Coast

	London - East Midlands/ East Coast	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction	88	89	91	87
Overall satisfaction with the station	71	74	74	77
Ticket buying facilities	72	87	83	89
Provision of information about train times/platforms	88	87	88	85
The upkeep/repair of the station buildings/platforms	61	60	65	69
Cleanliness	69	69	71	76
The facilities and services	56	54	53	65
The attitudes and helpfulness of the staff	83	77	67	81
Connections with other forms of public transport	81	81	82	76
Facilities for car parking	58	38	47	53
Overall environment	59	60	61	70
Your personal security whilst using	70	65	69	76
The availability of staff	73	64	59	74
How request to station staff was handled	94	85	81	84

Building block/route data for East Coast

	London - East Midlands/ East Coast	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
The frequency of the trains on that route	88	94	94	85
Punctuality/reliability (i.e. the train arriving/departing on time)	85	90	93	82
The length of time the journey was scheduled to take (speed)	92	84	95	89
Connections with other train services	77	80	84	75
The value for money for the price of your ticket	54	58	50	62
Cleanliness of the train	80	79	86	80
Upkeep and repair of the train	79	78	80	78
The provision of information during the journey	74	75	78	83
The helpfulness and attitude of staff on train	77	87	81	80
The space for luggage	58	57	67	64
The toilet facilities	51	44	54	57
Sufficient room for all passengers to sit/stand	72	79	81	81
The comfort of the seating area	78	74	76	84
The ease of being able to get on and off	82	82	85	83
Your personal security on board	86	88	85	84
The cleanliness of the inside	80	81	86	80
The cleanliness of the outside	72	78	72	78
The availability of staff	67	77	73	69
How well train company deals with delays	57	66	60	66

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
Overall satisfaction	86	82	90
Overall satisfaction with the station	82	84	86
Ticket buying facilities	84	77	83
Provision of information about train times/platforms	81	83	85
The upkeep/repair of the station buildings/platforms	79	77	81
Cleanliness	80	81	84
The facilities and services	65	56	68
The attitudes and helpfulness of the staff	73	79	79
Connections with other forms of public transport	71	64	76
Facilities for car parking	58	71	67
Overall environment	76	75	83
Your personal security whilst using	74	73	78
The availability of staff	67	61	72
How request to station staff was handled	87	94	88

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
The frequency of the trains on that route	82	69	87
Punctuality/reliability (i.e. the train arriving/departing on time)	86	86	89
The length of time the journey was scheduled to take (speed)	82	90	91
Connections with other train services	78	74	83
The value for money for the price of your ticket	53	58	48
Cleanliness of the train	82	74	85
Upkeep and repair of the train	85	75	90
The provision of information during the journey	59	63	78
The helpfulness and attitude of staff on train	72	81	81
The space for luggage	48	67	54
The toilet facilities	39	51	52
Sufficient room for all passengers to sit/stand	74	76	74
The comfort of the seating area	82	76	84
The ease of being able to get on and off	82	84	87
Your personal security on board	83	82	88
The cleanliness of the inside	85	76	87
The cleanliness of the outside	78	68	76
The availability of staff	56	72	68
How well train company deals with delays	45	36	57

Building block/route data for First Hull Trains

	First Hull Trains
Overall satisfaction	93
Overall satisfaction with the station	82
Ticket buying facilities	80
Provision of information about train times/platforms	85
The upkeep/repair of the station buildings/platforms	76
Cleanliness	77
The facilities and services	58
The attitudes and helpfulness of the staff	76
Connections with other forms of public transport	81
Facilities for car parking	71
Overall environment	74
Your personal security whilst using	73
The availability of staff	64
How request to station staff was handled	91

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Building block/route data for First Hull Trains

	First Hull Trains
The frequency of the trains on that route	77
Punctuality/reliability (i.e. the train arriving/departing on time)	93
The length of time the journey was scheduled to take (speed)	92
Connections with other train services	78
The value for money for the price of your ticket	56
Cleanliness of the train	89
Upkeep and repair of the train	89
The provision of information during the journey	88
The helpfulness and attitude of staff on train	92
The space for luggage	72
The toilet facilities	64
Sufficient room for all passengers to sit/stand	87
The comfort of the seating area	86
The ease of being able to get on and off	91
Your personal security on board	89
The cleanliness of the inside	91
The cleanliness of the outside	88
The availability of staff	90
How well train company deals with delays	51

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction	89	84	92
Overall satisfaction with the station	87	83	88
Ticket buying facilities	85	92	90
Provision of information about train times/platforms	92	82	87
The upkeep/repair of the station buildings/platforms	86	76	85
Cleanliness	87	79	89
The facilities and services	69	61	77
The attitudes and helpfulness of the staff	78	75	83
Connections with other forms of public transport	75	69	74
Facilities for car parking	58	71	59
Overall environment	83	78	85
Your personal security whilst using	75	83	79
The availability of staff	68	71	64
How request to station staff was handled	84	97	73

Building block/route data for First TransPennine Express

	North	North West	South
The frequency of the trains on that route	89	80	89
Punctuality/reliability (i.e. the train arriving/departing on time)	90	84	89
The length of time the journey was scheduled to take (speed)	91	91	93
Connections with other train services	84	74	87
The value for money for the price of your ticket	54	60	61
Cleanliness of the train	85	84	89
Upkeep and repair of the train	89	86	93
The provision of information during the journey	80	80	83
The helpfulness and attitude of staff on train	81	81	92
The space for luggage	52	47	49
The toilet facilities	55	59	63
Sufficient room for all passengers to sit/stand	65	59	66
The comfort of the seating area	81	73	85
The ease of being able to get on and off	83	81	87
Your personal security on board	85	87	91
The cleanliness of the inside	86	85	90
The cleanliness of the outside	82	78	89
The availability of staff	68	64	74
How well train company deals with delays	54	56	57

Building block/route data for Virgin Trains

	Birmingham - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver-hampton
Overall satisfaction	90	92	91	92	91	90
Overall satisfaction with the station	76	86	86	87	76	79
Ticket buying facilities	83	79	84	85	80	83
Provision of information about train times/platforms	87	91	90	91	89	82
The upkeep/repair of the station buildings/platforms	66	75	78	80	66	66
Cleanliness	70	75	82	71	68	72
The facilities and services	66	73	68	60	57	56
The attitudes and helpfulness of the staff	73	71	73	76	75	73
Connections with other forms of public transport	76	90	79	91	73	85
Facilities for car parking	61	52	46	72	61	63
Overall environment	61	76	76	69	65	70
Your personal security whilst using	71	74	73	70	78	71
The availability of staff	68	59	61	61	60	56
How request to station staff was handled	92	88	87	96	91	78

Building block/route data for Virgin Trains

	Birmingham - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver-hampton
The frequency of the trains on that route	82	85	95	90	84	89
Punctuality/reliability (i.e. the train arriving/departing on time)	81	93	91	98	85	88
The length of time the journey was scheduled to take (speed)	90	92	95	98	96	94
Connections with other train services	88	87	94	96	87	83
The value for money for the price of your ticket	61	62	60	52	54	60
Cleanliness of the train	90	90	90	86	86	90
Upkeep and repair of the train	89	89	90	85	86	92
The provision of information during the journey	81	80	84	68	84	83
The helpfulness and attitude of staff on train	86	80	83	63	81	82
The space for luggage	46	59	66	51	46	60
The toilet facilities	75	53	52	36	45	57
Sufficient room for all passengers to sit/stand	83	80	84	78	82	75
The comfort of the seating area	85	72	84	79	80	85
The ease of being able to get on and off	88	92	93	86	89	88
Your personal security on board	91	86	92	88	90	86
The cleanliness of the inside	85	88	91	95	86	90
The cleanliness of the outside	85	87	86	82	89	85
The availability of staff	70	76	76	52	74	66
How well train company deals with delays	51	43	76	22	55	40

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	86	89	89
Overall satisfaction with the station	79	76	81
Ticket buying facilities	81	79	71
Provision of information about train times/platforms	78	77	84
The upkeep/repair of the station buildings/platforms	67	65	65
Cleanliness	73	67	66
The facilities and services	57	48	41
The attitudes and helpfulness of the staff	76	72	74
Connections with other forms of public transport	66	61	69
Facilities for car parking	60	70	61
Overall environment	69	63	66
Your personal security whilst using	70	68	65
The availability of staff	64	54	52
How request to station staff was handled	94	89	83

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
The frequency of the trains on that route	72	78	81
Punctuality/reliability (i.e. the train arriving/departing on time)	80	85	92
The length of time the journey was scheduled to take (speed)	79	84	88
Connections with other train services	77	76	77
The value for money for the price of your ticket	55	55	57
Cleanliness of the train	82	81	74
Upkeep and repair of the train	80	78	73
The provision of information during the journey	71	73	61
The helpfulness and attitude of staff on train	81	83	80
The space for luggage	60	63	57
The toilet facilities	52	55	44
Sufficient room for all passengers to sit/stand	73	73	69
The comfort of the seating area	80	76	75
The ease of being able to get on and off	80	84	82
Your personal security on board	84	84	81
The cleanliness of the inside	83	80	73
The cleanliness of the outside	71	74	66
The availability of staff	75	74	67
How well train company deals with delays	44	31	39

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	95	97
Overall satisfaction with the station	85	89
Ticket buying facilities	90	89
Provision of information about train times/platforms	90	88
The upkeep/repair of the station buildings/platforms	72	79
Cleanliness	75	80
The facilities and services	49	57
The attitudes and helpfulness of the staff	79	84
Connections with other forms of public transport	73	74
Facilities for car parking	41	59
Overall environment	75	80
Your personal security whilst using	76	76
The availability of staff	81	81
How request to station staff was handled	73	100

Building block/route data for Merseyrail

	Northern	Wirral
The frequency of the trains on that route	97	97
Punctuality/reliability (i.e. the train arriving/departing on time)	94	94
The length of time the journey was scheduled to take (speed)	97	96
Connections with other train services	86	93
The value for money for the price of your ticket	64	71
Cleanliness of the train	76	85
Upkeep and repair of the train	80	86
The provision of information during the journey	85	87
The helpfulness and attitude of staff on train	66	69
The space for luggage	56	65
The toilet facilities	13	8
Sufficient room for all passengers to sit/stand	76	87
The comfort of the seating area	77	85
The ease of being able to get on and off	90	90
Your personal security on board	79	80
The cleanliness of the inside	77	84
The cleanliness of the outside	68	66
The availability of staff	44	52
How well train company deals with delays	32	23

Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	86	73	87	82	84
Overall satisfaction with the station	74	71	81	81	75
Ticket buying facilities	84	71	81	59	75
Provision of information about train times/platforms	81	78	82	79	82
The upkeep/repair of the station buildings/platforms	69	67	79	70	73
Cleanliness	73	70	81	71	71
The facilities and services	46	51	59	51	43
The attitudes and helpfulness of the staff	76	69	70	75	71
Connections with other forms of public transport	59	67	70	57	64
Facilities for car parking	57	43	64	51	58
Overall environment	68	64	76	68	67
Your personal security whilst using	76	66	68	60	65
The availability of staff	64	68	52	47	57
How request to station staff was handled	86	83	76	96	88

Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
The frequency of the trains on that route	65	63	81	71	74
Punctuality/reliability (i.e. the train arriving/departing on time)	81	75	86	78	78
The length of time the journey was scheduled to take (speed)	82	81	90	86	86
Connections with other train services	62	76	76	81	72
The value for money for the price of your ticket	48	50	43	65	52
Cleanliness of the train	57	51	63	57	62
Upkeep and repair of the train	57	48	60	43	59
The provision of information during the journey	58	44	67	57	64
The helpfulness and attitude of staff on train	80	63	82	77	71
The space for luggage	57	52	61	49	63
The toilet facilities	49	23	39	20	40
Sufficient room for all passengers to sit/stand	71	59	76	66	70
The comfort of the seating area	60	51	66	54	69
The ease of being able to get on and off	78	72	83	73	80
Your personal security on board	84	71	80	72	79
The cleanliness of the inside	62	50	66	51	63
The cleanliness of the outside	39	38	63	50	53
The availability of staff	76	47	77	78	61
How well train company deals with delays	26	32	35	20	38

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	87	89	88	93
Overall satisfaction with the station	81	84	83	83
Ticket buying facilities	80	81	81	76
Provision of information about train times/platforms	88	86	87	81
The upkeep/repair of the station buildings/platforms	71	81	80	74
Cleanliness	77	88	84	82
The facilities and services	66	60	45	54
The attitudes and helpfulness of the staff	82	81	77	73
Connections with other forms of public transport	78	71	66	66
Facilities for car parking	44	48	44	66
Overall environment	72	81	77	70
Your personal security whilst using	77	70	73	75
The availability of staff	71	69	66	56
How request to station staff was handled	87	100	88	94

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
The frequency of the trains on that route	86	62	85	74
Punctuality/reliability (i.e. the train arriving/departing on time)	88	89	87	85
The length of time the journey was scheduled to take (speed)	87	75	91	88
Connections with other train services	77	66	82	67
The value for money for the price of your ticket	53	75	50	50
Cleanliness of the train	84	85	83	86
Upkeep and repair of the train	85	76	81	89
The provision of information during the journey	82	78	80	80
The helpfulness and attitude of staff on train	83	95	80	80
The space for luggage	58	81	72	78
The toilet facilities	52	48	50	68
Sufficient room for all passengers to sit/stand	73	91	76	87
The comfort of the seating area	80	75	78	90
The ease of being able to get on and off	89	82	86	93
Your personal security on board	90	88	85	89
The cleanliness of the inside	85	87	83	87
The cleanliness of the outside	79	75	76	83
The availability of staff	71	89	72	72
How well train company deals with delays	55	65	30	28

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	86	88	86	81	86	83	85
Overall satisfaction with the station	82	81	79	75	82	76	76
Ticket buying facilities	78	81	81	72	81	72	75
Provision of information about train times/platforms	78	86	83	79	86	81	82
The upkeep/repair of the station buildings/platforms	70	69	71	67	73	66	70
Cleanliness	73	74	75	71	78	71	72
The facilities and services	59	62	59	51	63	46	46
The attitudes and helpfulness of the staff	70	76	77	71	78	68	75
Connections with other forms of public transport	81	79	73	72	74	73	64
Facilities for car parking	48	60	59	51	56	42	59
Overall environment	74	70	72	67	73	66	67
Your personal security whilst using	74	73	73	68	73	66	68
The availability of staff	62	64	64	59	68	58	59
How request to station staff was handled	84	85	88	82	89	82	90

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
The frequency of the trains on that route	86	86	81	78	84	77	74
Punctuality/reliability (i.e. the train arriving/departing on time)	87	85	84	78	87	81	82
The length of time the journey was scheduled to take (speed)	89	90	86	82	88	85	85
Connections with other train services	81	82	76	75	80	78	73
The value for money for the price of your ticket	34	51	50	37	51	41	52
Cleanliness of the train	89	86	78	73	82	74	67
Upkeep and repair of the train	88	88	78	72	84	75	64
The provision of information during the journey	75	80	76	67	77	71	63
The helpfulness and attitude of staff on train	74	78	79	60	79	58	75
The space for luggage	71	61	58	51	54	55	59
The toilet facilities	64	54	49	36	49	31	43
Sufficient room for all passengers to sit/stand	84	77	73	66	70	69	70
The comfort of the seating area	86	82	77	70	78	71	69
The ease of being able to get on and off	88	84	84	80	82	80	80
Your personal security on board	85	87	84	77	85	73	80
The cleanliness of the inside	90	87	80	73	82	74	68
The cleanliness of the outside	87	82	74	68	80	71	58
The availability of staff	59	65	68	40	67	40	64
How well train company deals with delays	28	52	51	35	54	32	38

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
Greater Anglia+	106689	60	17	23	89	11	29	16	26	28
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Southeastern	163361	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

*Sample size excludes non-franchised Train Operating Companies. +Greater Anglia from 5th February 2012 (previously National Express East Anglia)

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	1189	38	12	51	91	9	31	27	21	21
c2c	1114	71	6	23	93	7	35	23	22	20
Chiltern Railways	1192	41	21	38	92	8	53	6	18	24
CrossCountry	1191	32	18	50	80	20	14	30	29	27
East Coast	1225	19	25	56	83	17	47	6	17	30
East Midlands Trains	1219	34	20	46	85	15	31	27	20	22
First Capital Connect	2000	55	13	32	92	8	26	18	33	23
First Great Western	3044	34	16	50	80	20	32	23	22	24
First TransPennine Express	1175	38	16	45	87	13	16	33	26	25
Greater Anglia[+]	2454	45	13	43	86	14	34	11	29	27
London Midland	1192	47	11	42	88	12	25	23	20	32
London Overground	1202	60	5	34	88	12	30	21	21	27
Merseyrail	635	39	4	58	94	6	24	35	22	20
Northern Rail	1264	48	9	43	87	13	31	23	25	21
ScotRail	1230	40	13	47	80	20	25	16	35	24
South West Trains	2334	42	10	48	82	18	31	14	19	35
Southeastern	1722	51	10	40	87	13	17	29	29	25
Southern	2338	43	14	43	88	12	31	21	22	27
Virgin Trains	1112	23	37	41	88	12	37	4	34	25

*Sample size excludes non-franchised Train Operating Companies. +Greater Anglia from 5th February 2012 (previously National Express East Anglia)

The following reports are produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
Greater Anglia*	Virgin Trains	
London Midland		
London Overground		
Southeastern		
Southern		
South West Trains		

*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Airport	High Speed	Interurban	Long commute
Heathrow Connect	East Coast - London - Yorkshire	Arriva Trains Wales - North Wales	Chiltern Railways - South
Heathrow Express	First Great Western - Long Distance	Arriva Trains Wales - South Wales	East Coast - London - East Midlands/East of England
Greater Anglia* - Stansted Express	Southern - High Speed	Chiltern Railways - North	East Midlands Trains - London
Southern - Gatwick Express	Virgin - London - Liverpool	Crosscountry - Birmingham - Manchester	First Capital Connect - Great Northern
	Virgin - London - Manchester	Crosscountry - Nottingham - Cardiff	First Capital Connect - Thameslink North
	Virgin - London - North Wales	East Coast - Non-London Journeys	First Capital Connect - Thameslink South
	Virgin - London - Scotland	First TransPennine Express - North West	First Great Western - London Thames Valley
	Virgin - London - Wolverhampton	First TransPennine Express - South	Greater Anglia* - Mainline
		Greater Anglia* - Intercity	London Midland - London Commuter
		London Midland - West Coast	Scotrail - Urban
		Northern - South & East Yorkshire	Southern - Sussex Coast
		Scotrail - Interurban	South West Trains - Portsmouth
		South West Trains - Mainline	South West Trains - Reading/Windsor
		Virgin - Birmingham - Scotland	Southeastern - Mainline

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Long distance	Short commute	Rural
Crosscountry - Birmingham - North East & Scotland	c2c	Arriva Trains Wales - Valley
Crosscountry - Birmingham - South Coast	East Midlands Trains - Local	First Great Western - West
Crosscountry - Birmingham - South West	First Capital Connect - Thameslink Loop	Greater Anglia* - Rural
Crosscountry - Birmingham - Stansted	Greater Anglia * - Metro	Northern - Lancashire & Cumbria
East Coast - London - Scotland/North East	Greater Anglia * - West Anglia	Northern - West & North Yorkshire
East Midlands Trains - Liverpool - Norwich	London Overground - Gospel Oak - Barking	Scotrail - Rural
First TransPennine Express - North	London Overground - Richmond/Clapham - Stratford	South West Trains - Island Line
	London Overground - Watford - Euston	South West Trains - Not Managed By SWT
	London Overground - Dalston - Croydon	South West Trains - West Of England
	London Midland - West Midlands	
	Merseyrail - Northern	
	Merseyrail - Wirral	
	Northern - Manchester & Liverpool	
	Northern - Tyne Tees & Wear	
	Scotrail - Strathclyde	
	Southern - Metro	
	South West Trains - London	
	South West Trains - Metro	
	South West Trains - Suburban	

How are routes defined

The routes have been defined in conjunction with the train companies. By TOC the areas covered by each route are as follows:

Arriva Trains Wales - North Wales:
Journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

Arriva Trains Wales - South Wales:
Journeys from stations in South Wales, excluding the Valley lines around Cardiff

Arriva Trains Wales - Valley:
Journeys starting from the Valley lines around Cardiff, including Cardiff itself

c2c:
All journeys on c2c

Chiltern Railways - North:
Journeys starting from Bicester North station and stations further north

Chiltern Railways - South:
Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury)

CrossCountry - Birmingham - Manchester:
Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry - Birmingham - North East and Scotland:
Journeys on the Birmingham New Street - Aberdeen route

CrossCountry - Birmingham - South Coast:
Journeys on the Birmingham New Street - Bournemouth route

CrossCountry - Birmingham - South West:
Journeys on the Birmingham New Street - Penzance route

CrossCountry - Birmingham - Stansted:
Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry - Nottingham - Cardiff:
Journeys on the Nottingham - Cardiff Central route

East Coast - London - Yorkshire:
Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

East Coast - London - Scotland - North East:
Journeys London King's Cross - Scotland/Newcastle services. Only passengers travelling to or from London

East Coast - London - East Midlands/East of England:
Journeys on London - East Midlands/East of England services. Only passengers travelling to or from London

East Coast - non-London journeys:
Passengers travelling (on any route) that are not going to or from London

East Midlands Trains - Liverpool - Norwich
Journeys on the LIverpool - Norwich route

East Midlands Trains - Local:
Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

East Midlands Trains - London:
Journeys on the London - Sheffield route

First Capital Connect - Great Northern:
Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

First Capital Connect – Thameslink Loop:
Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

First Capital Connect – North:
Journeys starting from stations on the route betweenFarringdon and Bedford

First Capital Connect – South:
Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich& Orpington (joint

First Great Western – Long distance:
Journeys on long distance services

First Great Western – London Thames Valley:
Journeys on relatively short distance services in and around the Thames Valley

First Great Western – West:
Journeys on (generally) short distance rural rail lines in the west of England

First TransPennine Express – North:
Journeys on rail lines between Liverpool Lime Street/ Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

First TransPennine Express – North West:
Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in- Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express – South:
Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Greater Anglia* – Intercity:
London – Norwich main line

Greater Anglia* – Main line:
Journeys on outer suburban Great Eastern servicesto London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

Greater Anglia* – Metro:
Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route and Romford – Upminster

Greater Anglia* – Rural:
Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

Greater Anglia* – Stansted:
Journeys on Stansted Express, not including Stansted Airport stopping trains

Greater Anglia* – West Anglia:Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

Heathrow Connect:
All Heathrow Connect Journeys

Heathrow Express:
All Heathrow Express journeys

London Midland – London commuter: Journeys on London Euston – Northampton services

London Midland – West Coast: Journeys on London Euston – Liverpool LimeStreet services

London Midland – West Midlands: Journeys on several rail lines in and around BirminghamNew Street

London Overground – Dalston – Croydon: Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak – Barking: Journeys on the Gospel Oak – Barking line

London Overground – Richmond/ClaphamJunction – Stratford: Journeys on the Richmond – Stratford and ClaphamJunction – Willesden Junction/Stratford rail lines

Merseyrail – Northern:
Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail – Wirral:
Journeys on the central Liverpool – West Kirby, NewBrighton, Chester and Ellesmere Port rail lines

Northern Rail – Lancashire & Cumbria:
Journeys from stations in Lancashire and Cumbria

Northern Rail – Manchester & Liverpool:
Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail – South & East Yorkshire:
Journeys from stations in South and East Yorkshire

Northern Rail – Tyne Tees & Wear:
Journeys from stations in Tyne and Wear

Northern Rail – West & North Yorkshire:
Journeys from stations in West and North Yorkshire

ScotRail – Interurban:
Journeys on longer distance rail lines between urban areas

ScotRail – Rural:
Journeys on predominantly rural rail lines

ScotRail – Strathclyde:
Journeys on local rail lines within Strathclyde

ScotRail – Urban:
Shorter distance journeys on predominantly urban rail lines, within urban areas that are not covered by the Strathclyde route

Southeastern – High speed:
Journeys on high speed trains to/from London St. Pancras

Southeastern – Main line:
Journeys on (generally) main line routes London – Kent lines

Southeastern – Metro:
Journeys on rail lines that are within London

Southern – Gatwick Express: Fast Gatwick Express services
Gatwick – London Victoria

Southern – Sussex Coast:
Journeys London – Sussex (and beyond), including Gatwick
Express extensions between Gatwick Airport and Brighton

Southern – Metro:
Journeys on rail lines that are within London

South West Trains – Island line:
Journeys starting from stations on the Isle of Wight

South West Trains – London:
Journeys starting from stations between Clapham Junction and
London Waterloo (inclusive)

South West Trains – Main line:
Journeys starting from stations between Micheldever and
Weymouth

South West Trains – Metro:
Journeys starting from stations between Earlsfield and Surbiton

**South West Trains – Journeys from stations not managed by
South West Trains:**
Journeys starting from stations not run by South West Trains (not
including stations in London)

South West Trains – Portsmouth:
Journeys starting from stations in Portsmouth and the
surrounding area

South West Trains – Reading/Windsor:
Journeys starting from stations on the routes to Reading &
Windsor west from & including Wandsworth Town

South West Trains – Suburban:
Journeys starting from stations in the Woking area

South West Trains – West of England:
Journeys starting from stations on the line between Basingstoke
and Exeter

Virgin Trains – Birmingham – Scotland:
Journeys on Birmingham – Scotland services

Virgin Trains – London – Liverpool:
Journeys on London – Liverpool services

Virgin Trains – London – Manchester:
Journeys on London – Manchester services

Virgin Trains – London – North Wales:
Journeys on London – Holyhead/North Wales services

Virgin Trains – London – Scotland:
Journeys on London – Glasgow/Scotland services

Virgin Trains – London – Wolverhampton:
Journeys on London – Wolverhampton services

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