



National Rail Passenger Survey

PTE Report for Merseytravel

Autumn 2014 (Wave 31)

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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 and other large stations, 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 takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, 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 (2012-13), and informed by ticket sales information and some consultation with TOCs.

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 NRPS methodology, visit www.passengerfocus.org.uk

Autumn 2014 (Wave 31)

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results of which are shown in this report.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). 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 2014 (Wave 30)

Fieldwork for Wave 30 was undertaken between 2nd February and 13th April 2014.

There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few station that were closed for all of the fieldwork period.

There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). 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.

Autumn 2013 (Wave 29)

Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related her related issues this wave.

As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). 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 2013 (Wave 28)

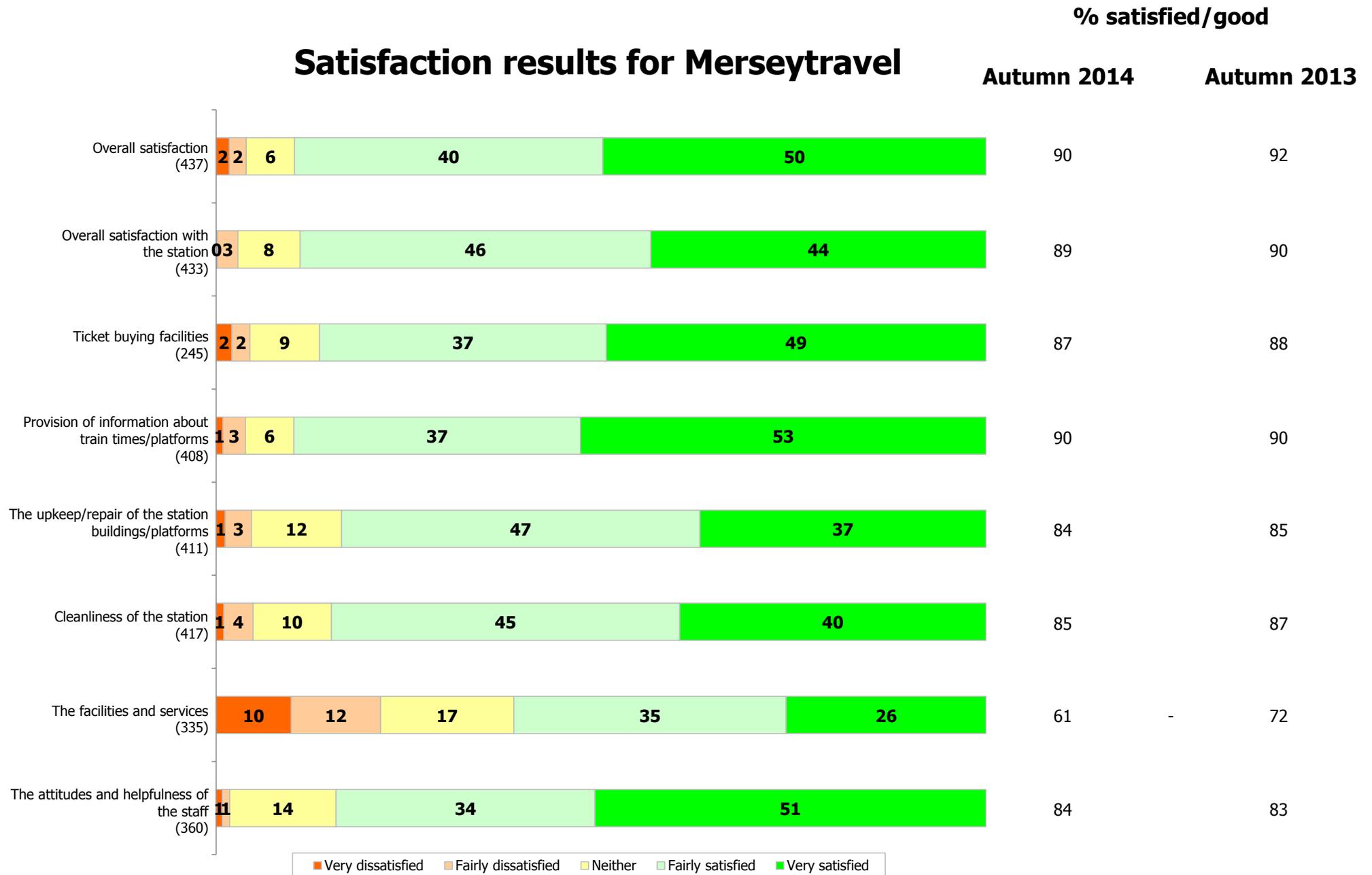
Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

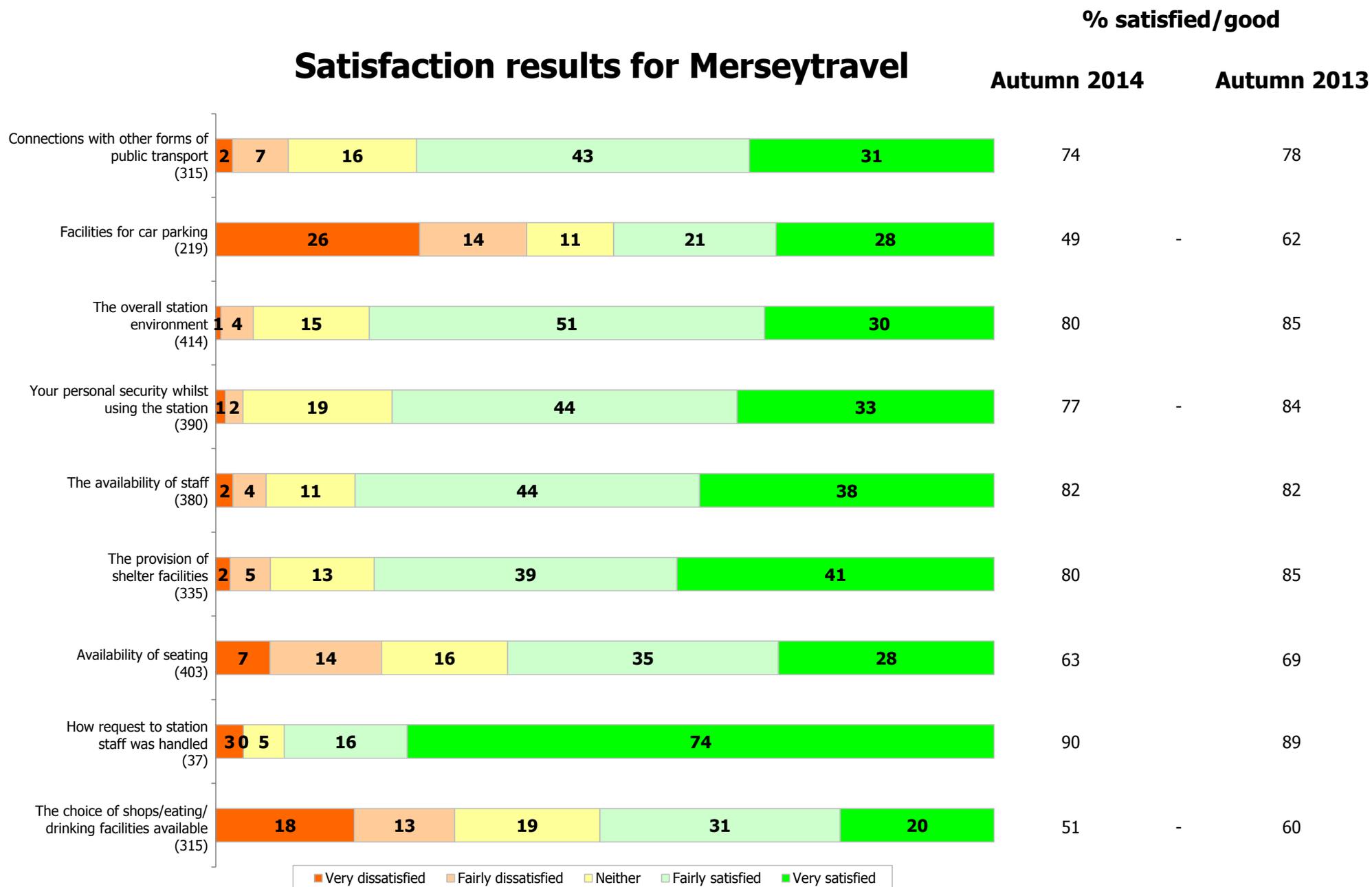
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

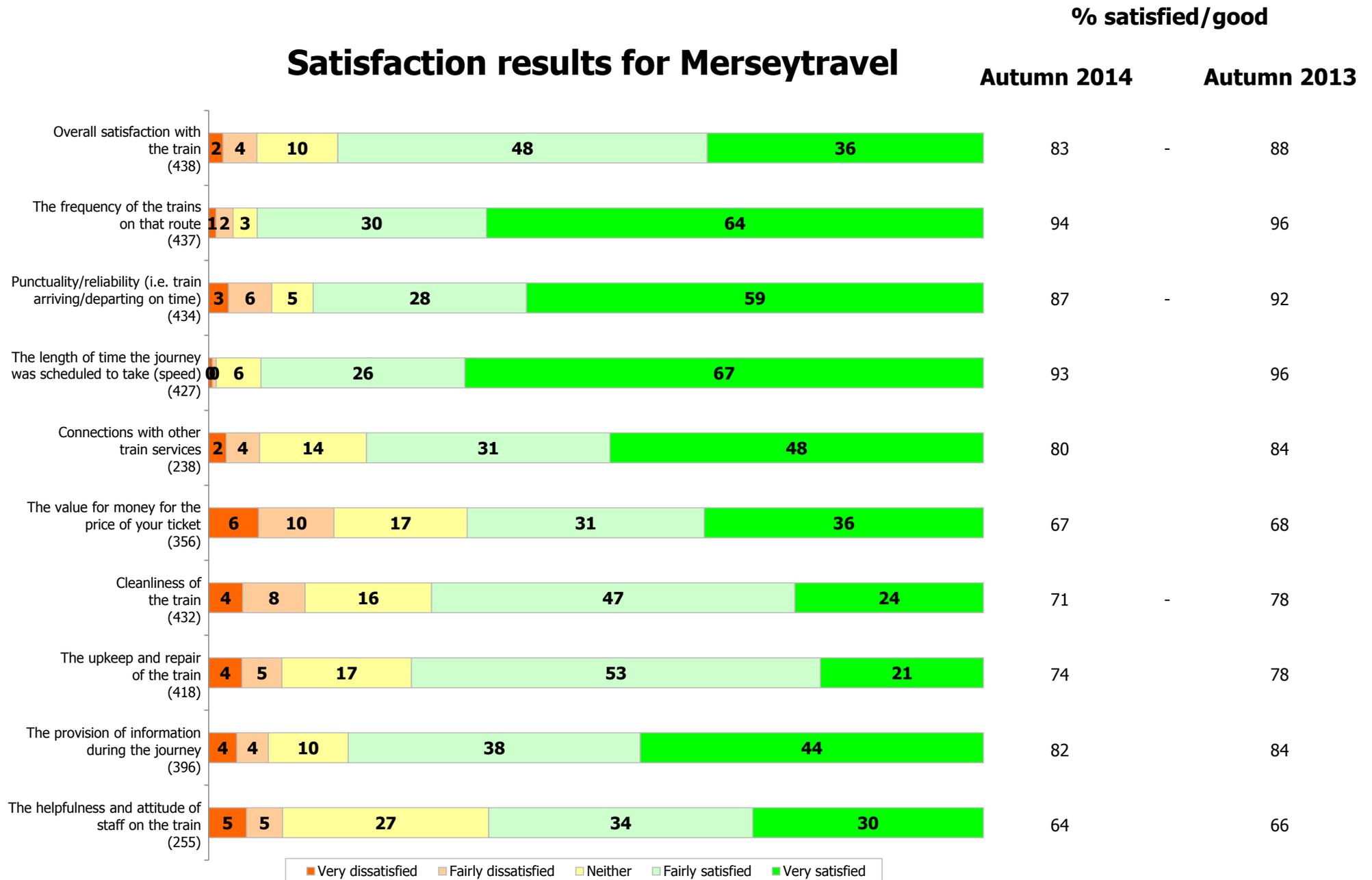
As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

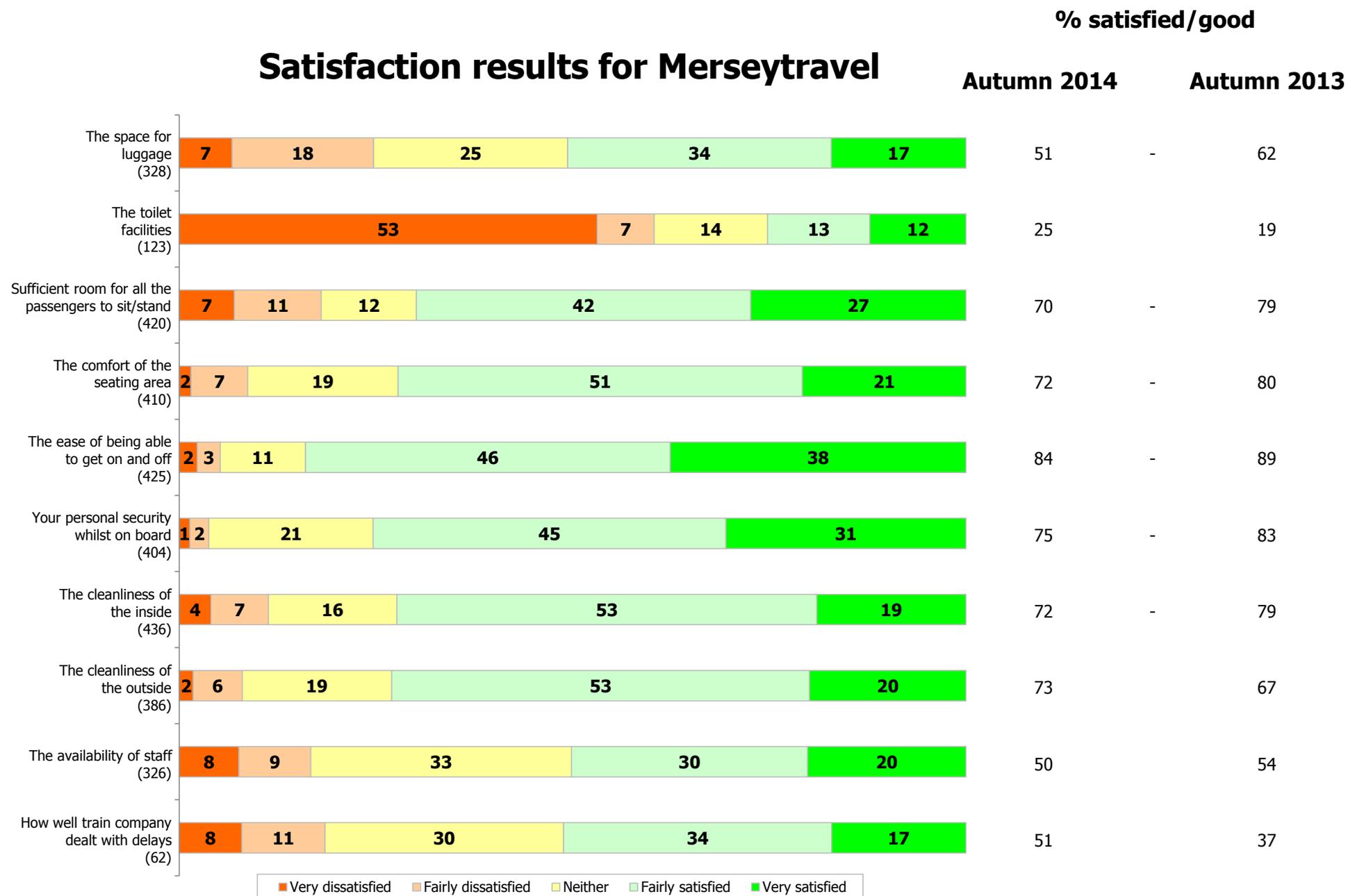
At 95% confidence level:
 + significant increase
 - significant decrease

Satisfaction results for Merseytravel





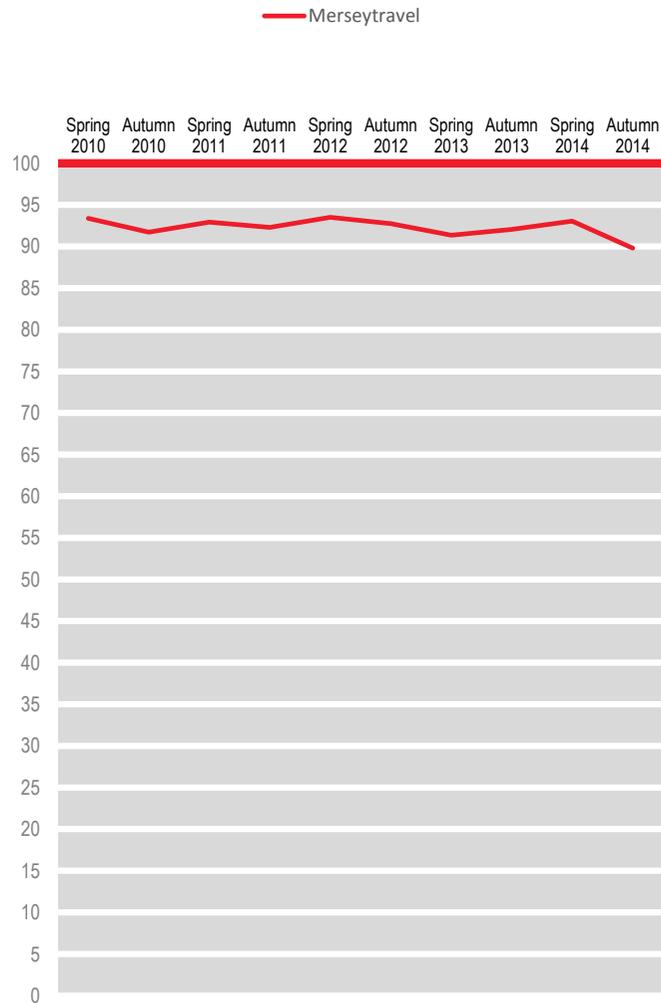




Percentage satisfied with aspects of station where boarded

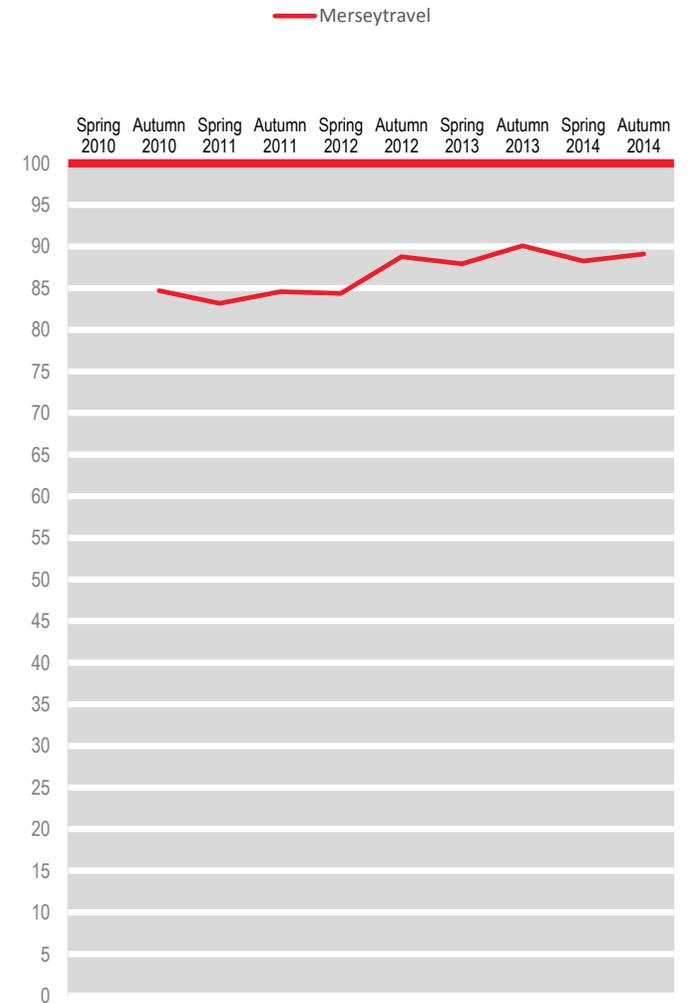
Overall satisfaction with the journey

(437)
Percentage of passengers satisfied 2010 to 2014



Overall satisfaction with the station

(433)
Percentage of passengers satisfied 2010 to 2014

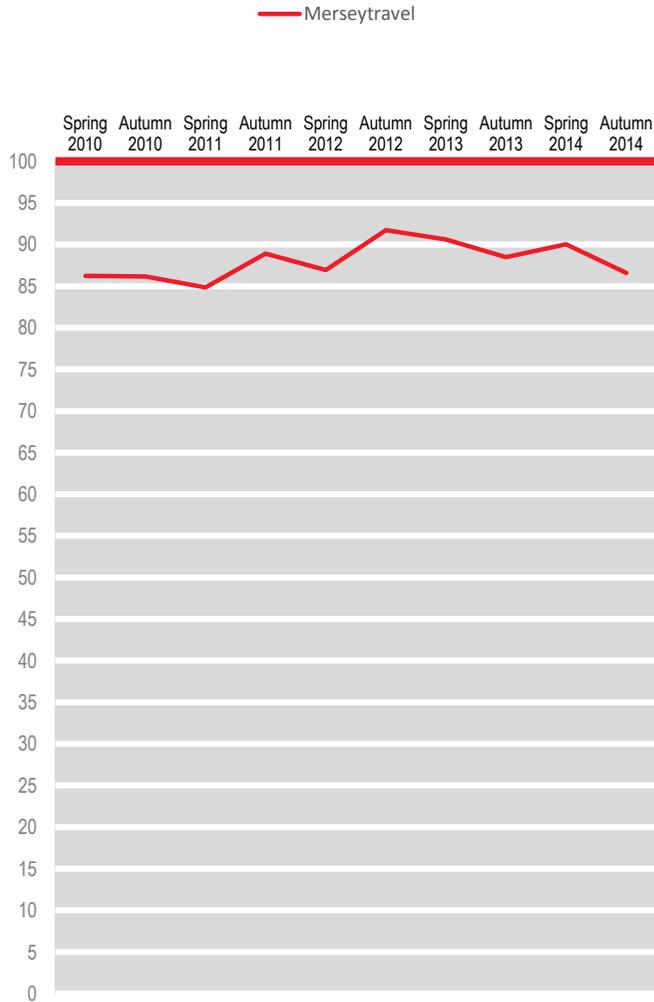


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(245)

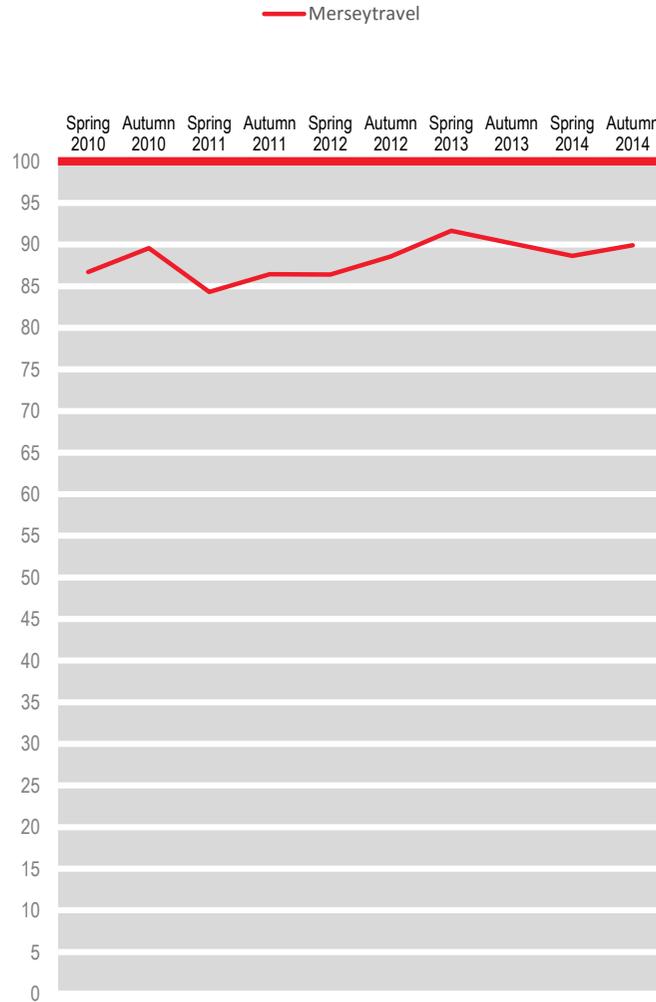
Percentage of passengers satisfied 2010 to 2014



Provision of information about train times/platforms

(408)

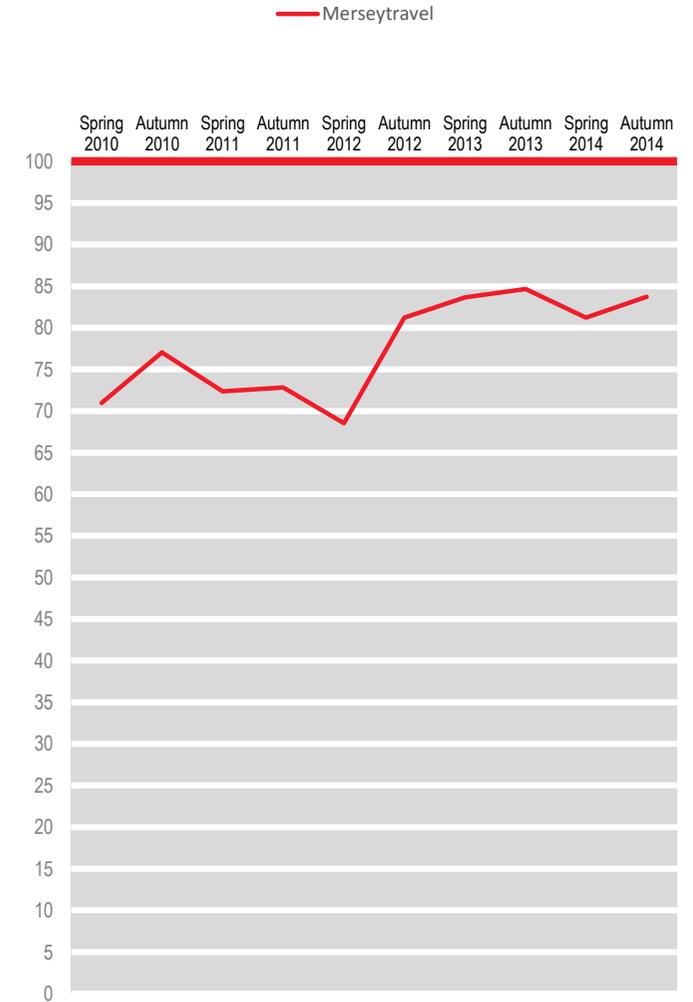
Percentage of passengers satisfied 2010 to 2014



The upkeep/repair of the station building/platforms

(411)

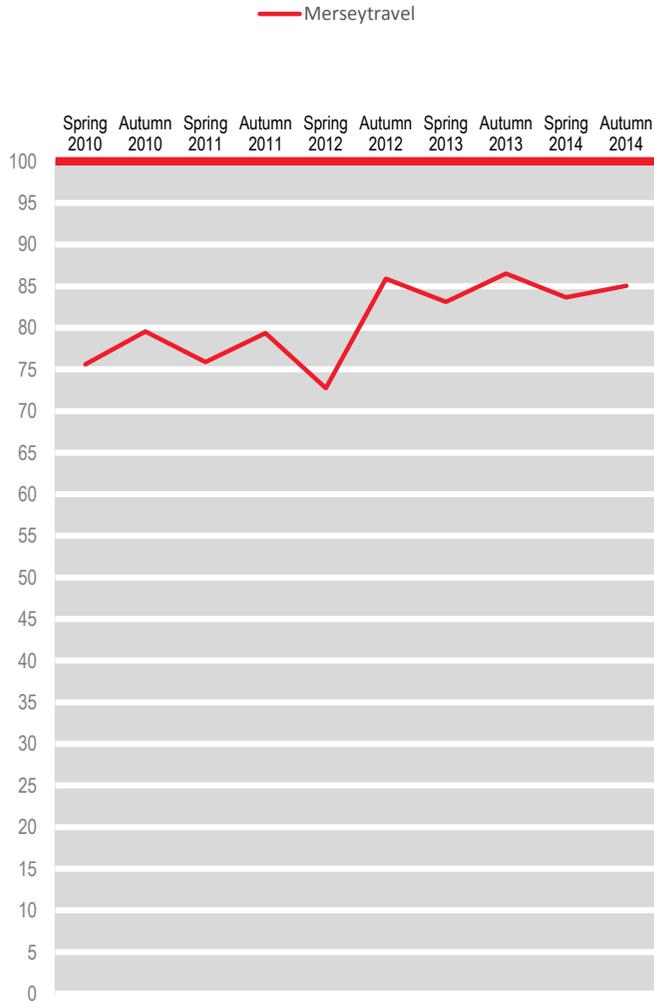
Percentage of passengers satisfied 2010 to 2014



N.B. Benchmarks and targets are only shown for applicable factors

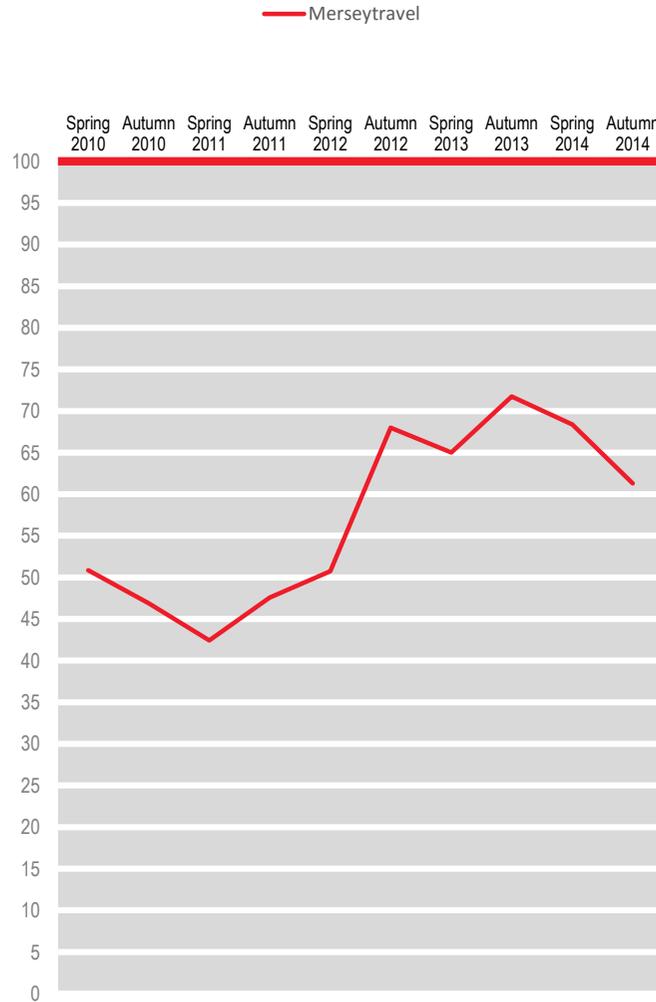
Cleanliness of the station

(417)
Percentage of passengers satisfied 2010 to 2014



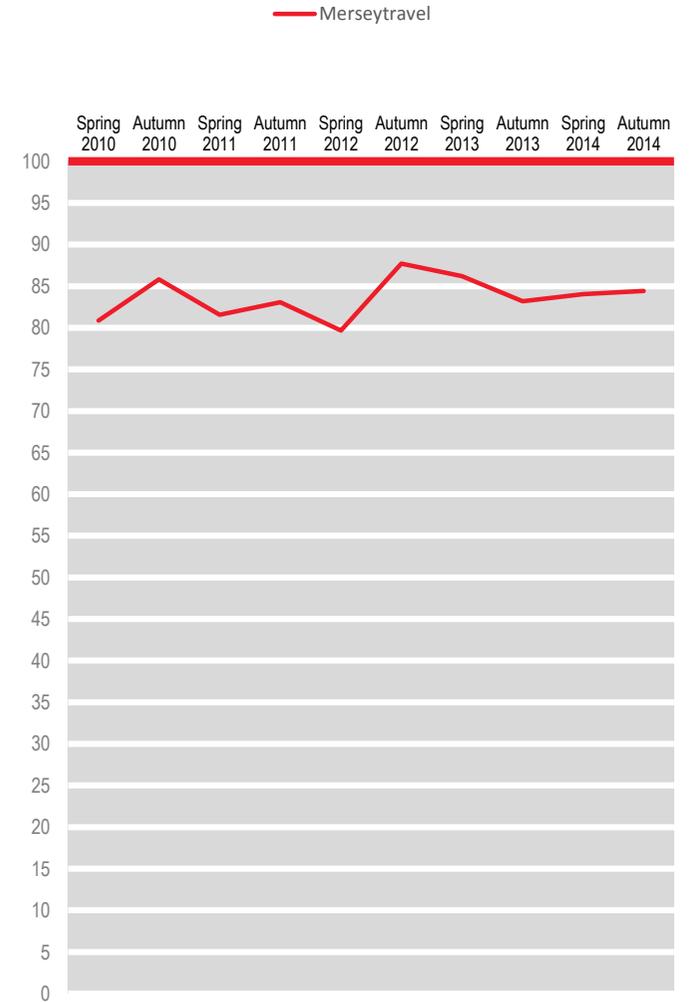
The facilities and services at the station

(335)
Percentage of passengers satisfied 2010 to 2014



The attitudes and helpfulness of the staff at the station

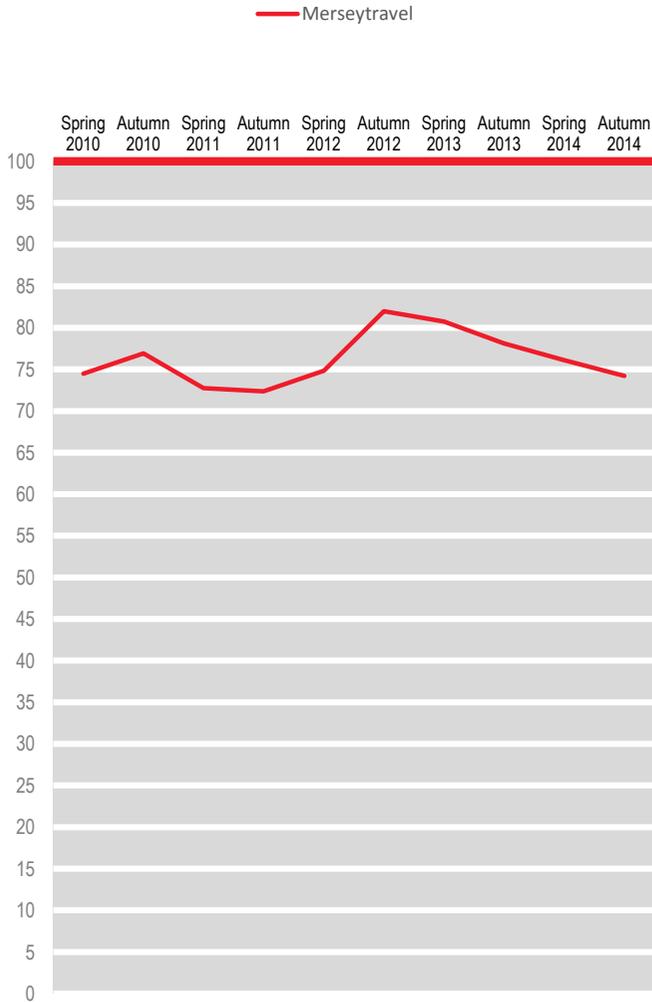
(360)
Percentage of passengers satisfied 2010 to 2014



N.B. Benchmarks and targets are only shown for applicable factors

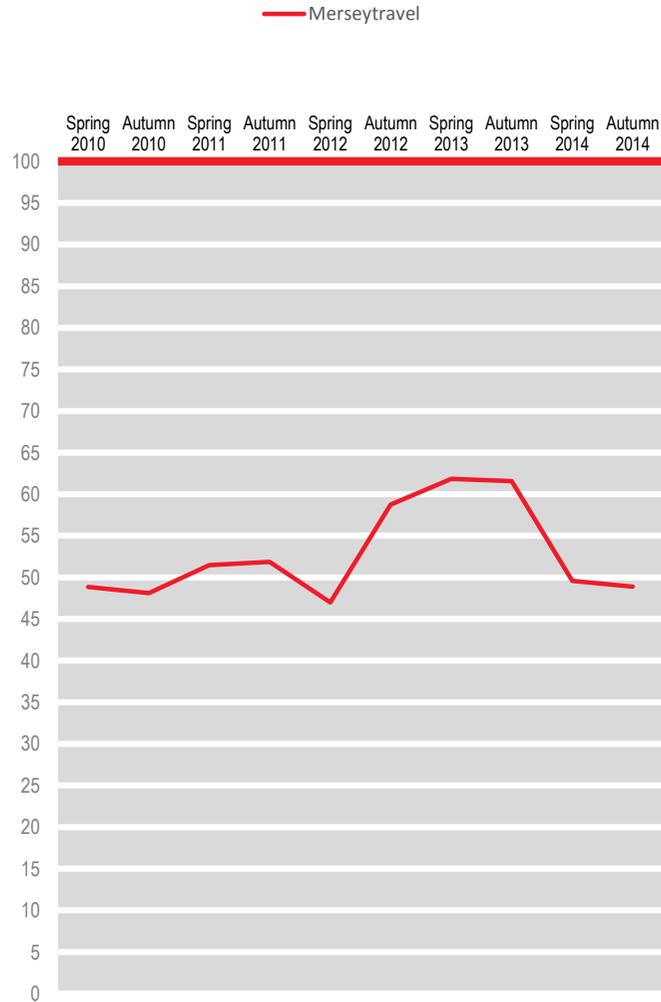
Connections with other forms of public transport from the station

(315)
Percentage of passengers satisfied 2010 to 2014



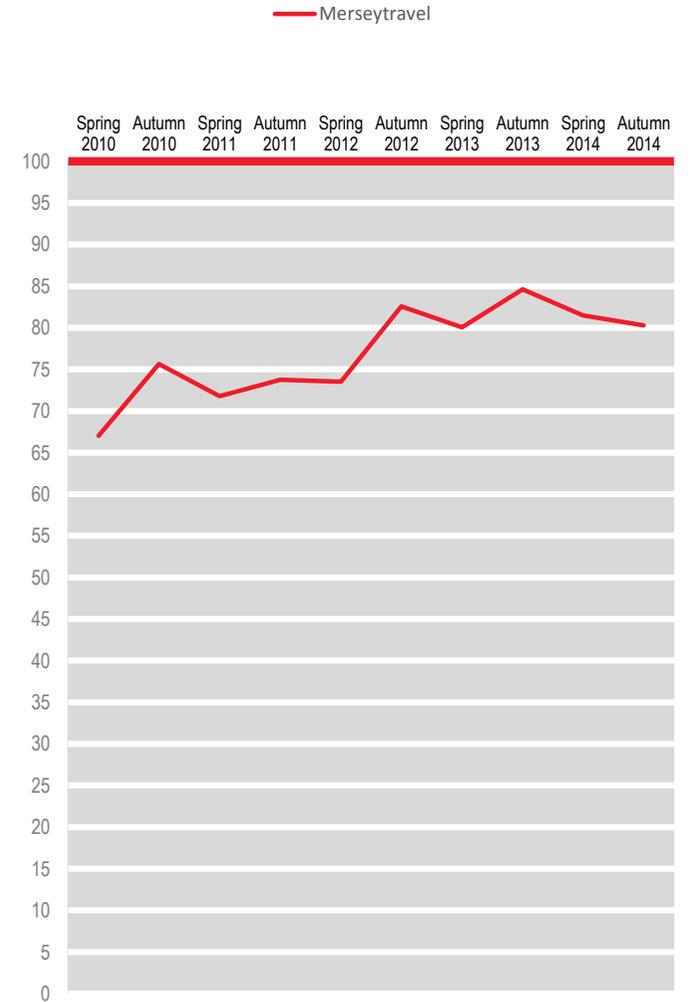
Facilities for car parking at the station

(219)
Percentage of passengers satisfied 2010 to 2014



Overall station environment

(414)
Percentage of passengers satisfied 2010 to 2014



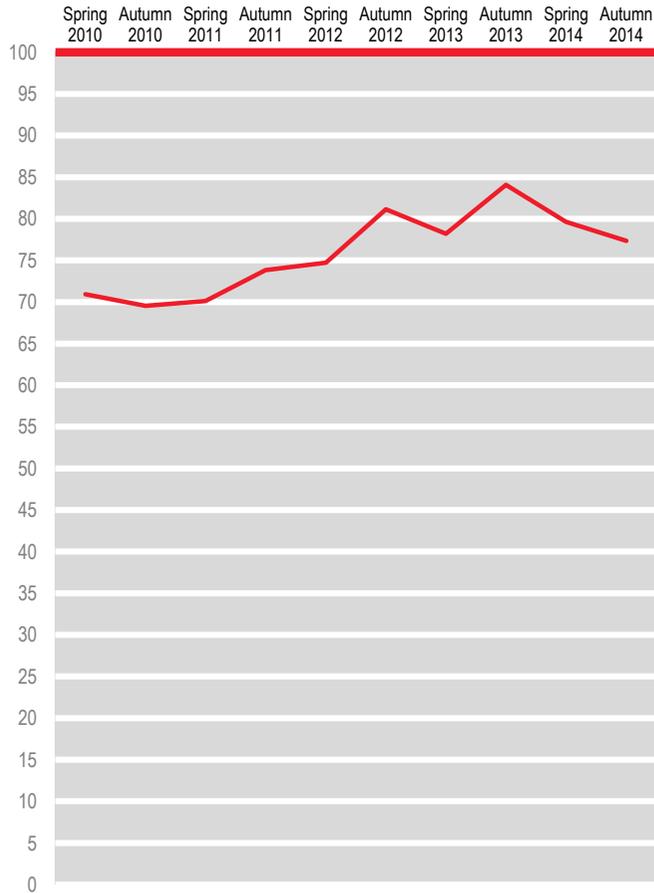
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(390)

Percentage of passengers satisfied 2010 to 2014

Merseytravel

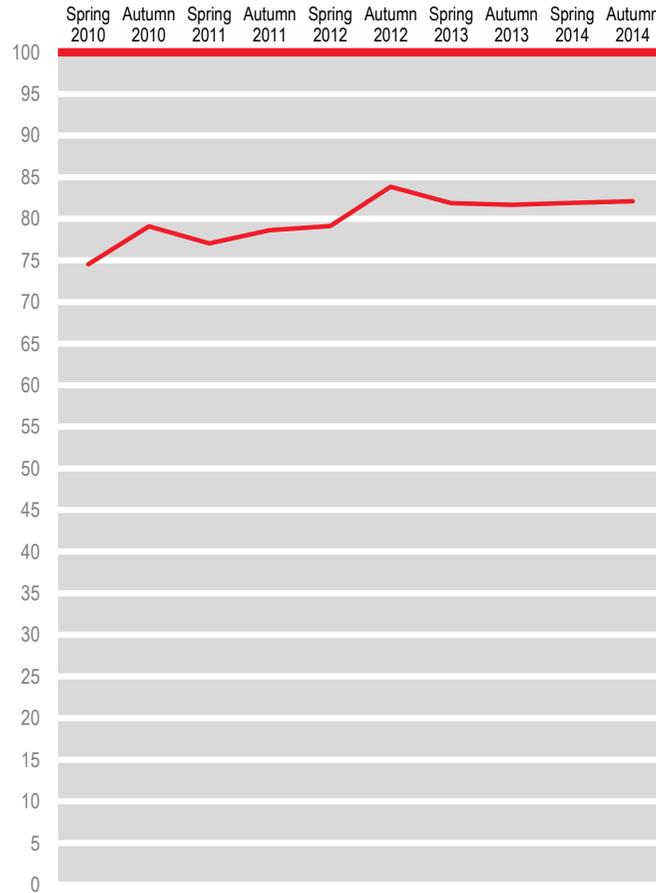


The availability of staff at the station

(380)

Percentage of passengers satisfied 2010 to 2014

Merseytravel

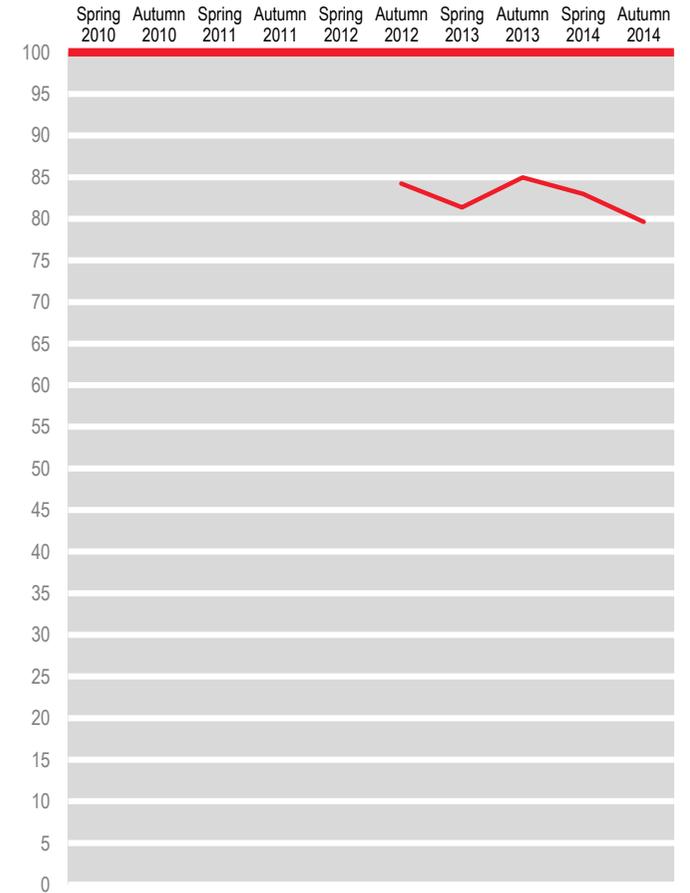


The provision of shelter facilities

(335)

Percentage of passengers satisfied 2010 to 2014

Merseytravel



N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(403)

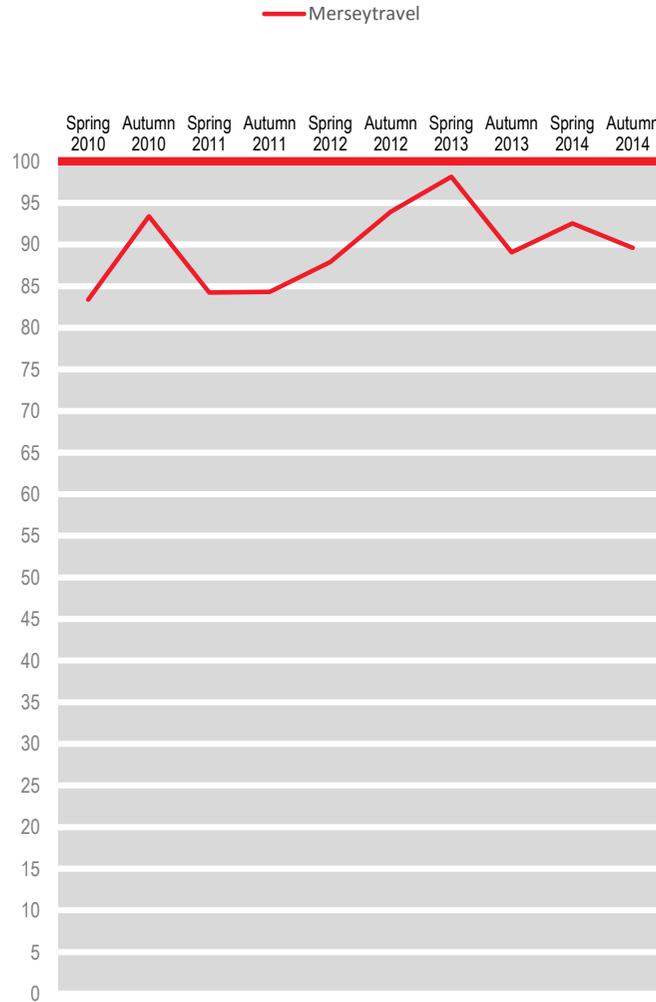
Percentage of passengers satisfied 2010 to 2014



How request to station staff was handled

(37)

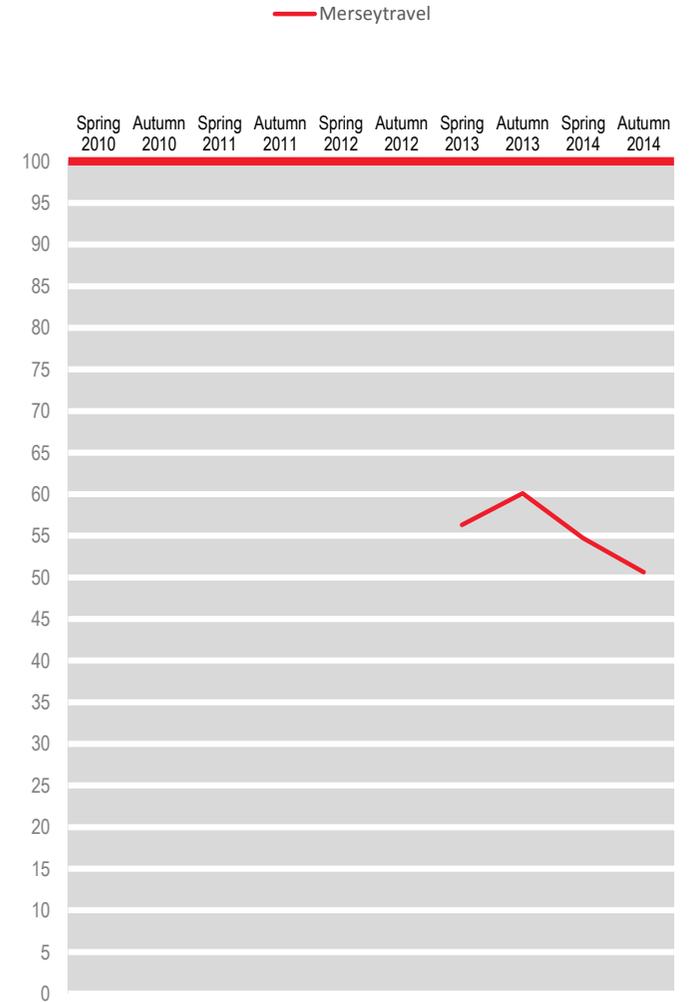
Percentage of passengers satisfied 2010 to 2014



The choice of shops/eating/drinking facilities available

(315)

Percentage of passengers satisfied 2010 to 2014



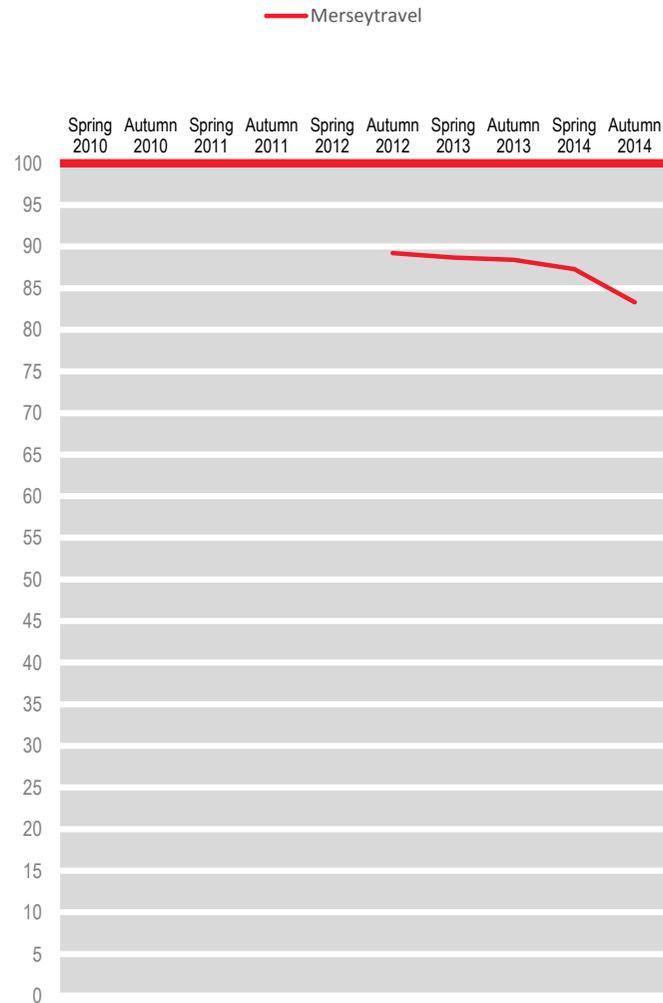
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfied with aspects of the train

Overall satisfaction with the train

(438)

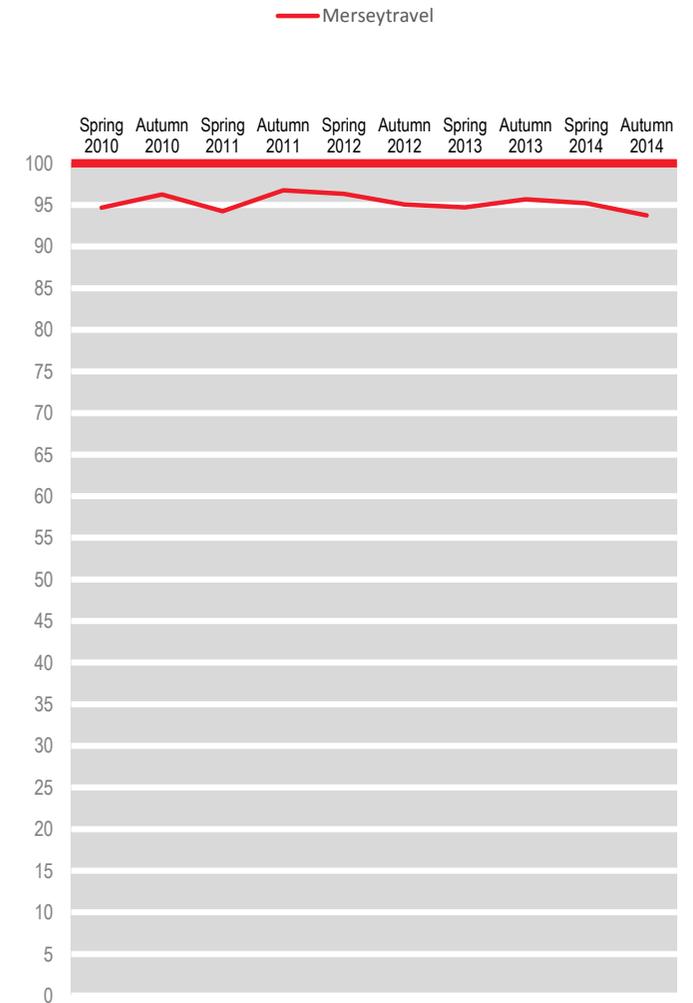
Percentage of passengers satisfied 2010 to 2014



The frequency of trains on that route

(437)

Percentage of passengers satisfied 2010 to 2014

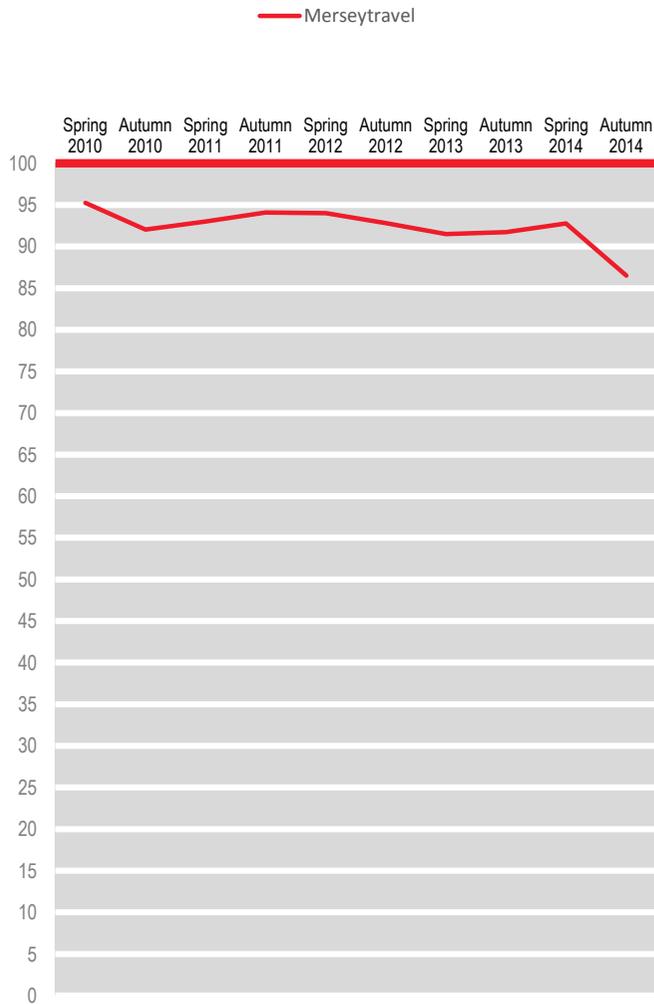


N.B. Benchmarks and targets are only shown for applicable factors

Punctuality/reliability (i.e. train arriving/departing on time)

(434)

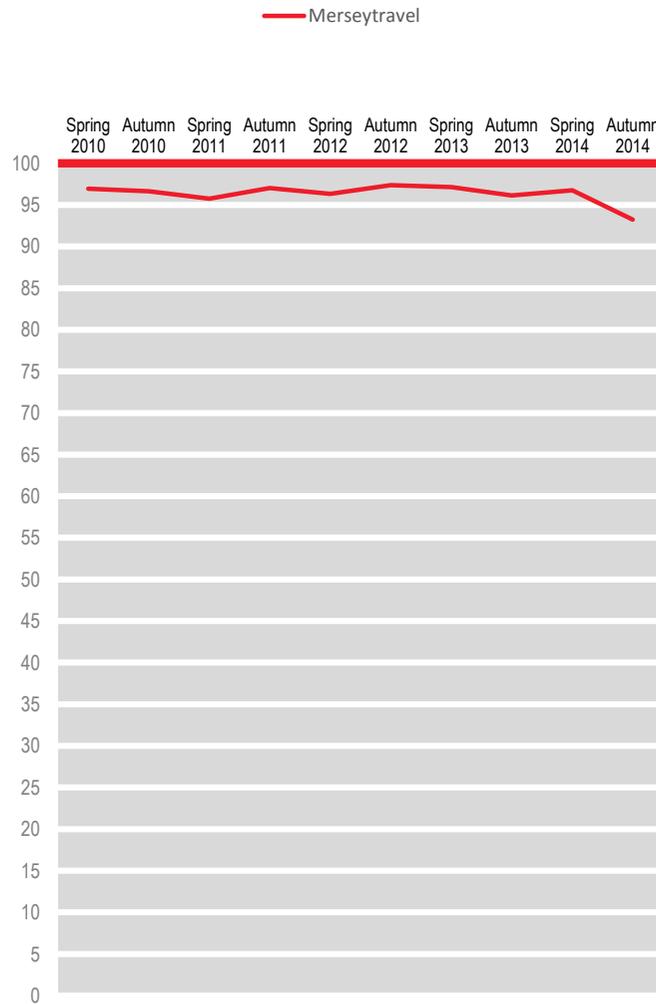
Percentage of passengers satisfied 2010 to 2014



The length of time the journey was scheduled to take (speed)

(427)

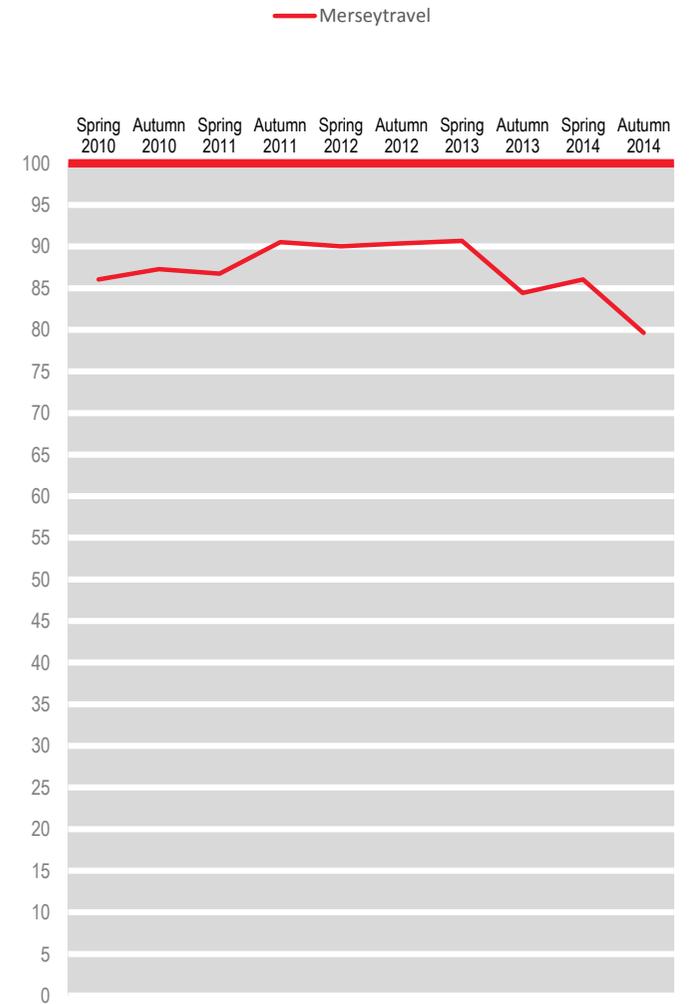
Percentage of passengers satisfied 2010 to 2014



Connections with other train services

(238)

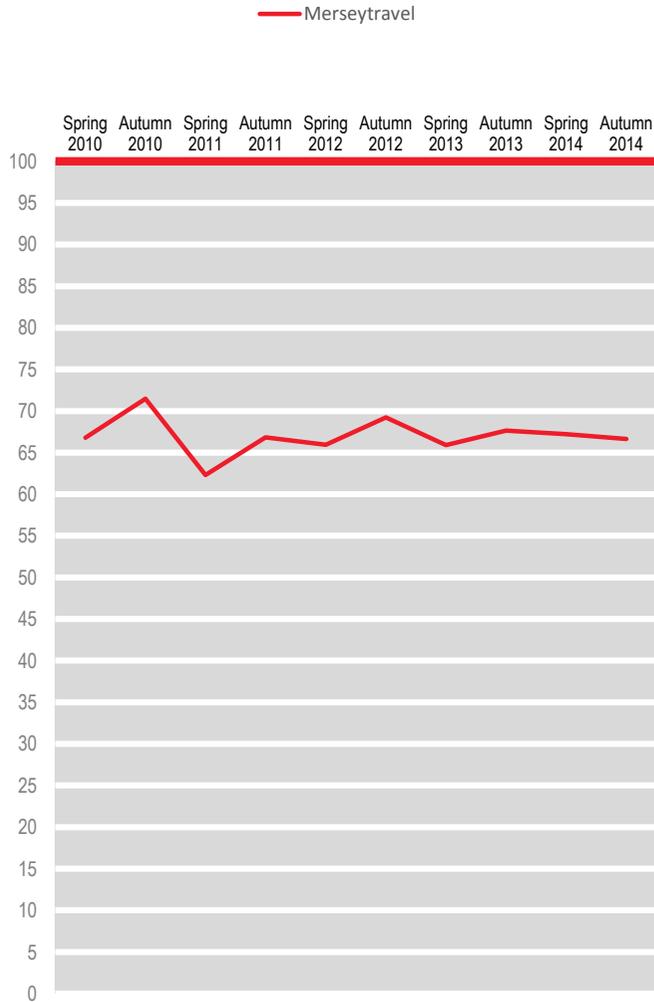
Percentage of passengers satisfied 2010 to 2014



N.B. Benchmarks and targets are only shown for applicable factors

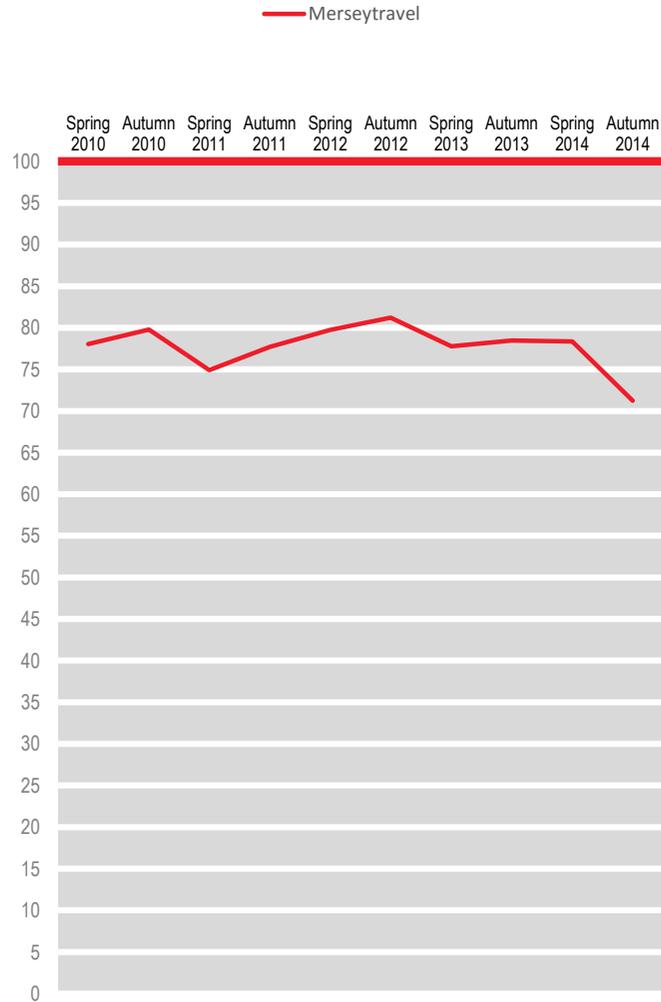
The value for money for the price of your ticket

(356)
Percentage of passengers satisfied 2010 to 2014



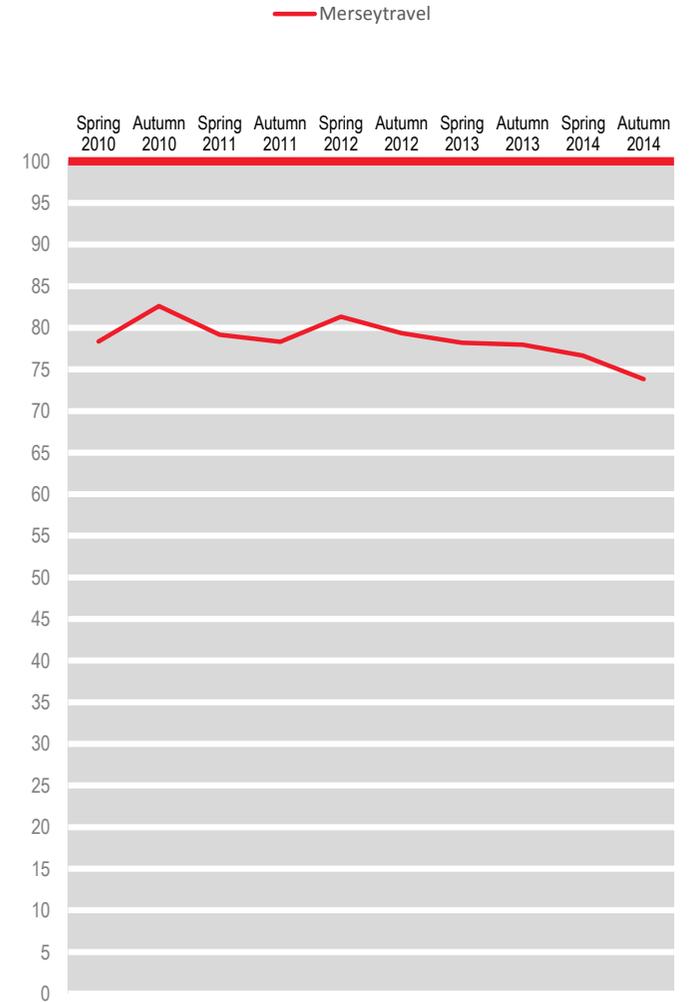
Cleanliness of the train

(432)
Percentage of passengers satisfied 2010 to 2014



Upkeep and repair of the train

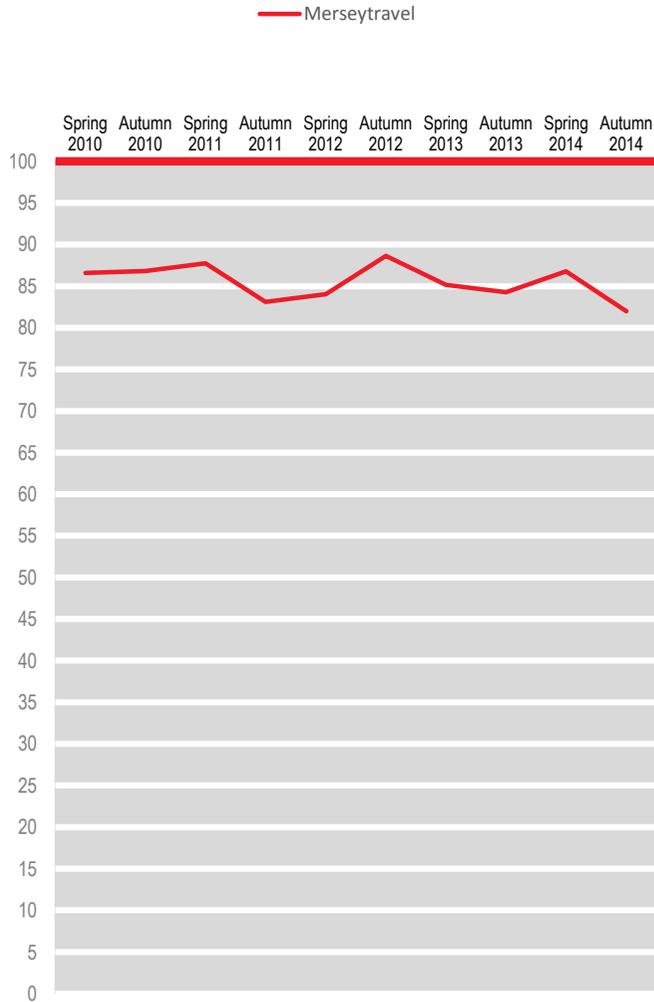
(418)
Percentage of passengers satisfied 2010 to 2014



N.B. Benchmarks and targets are only shown for applicable factors

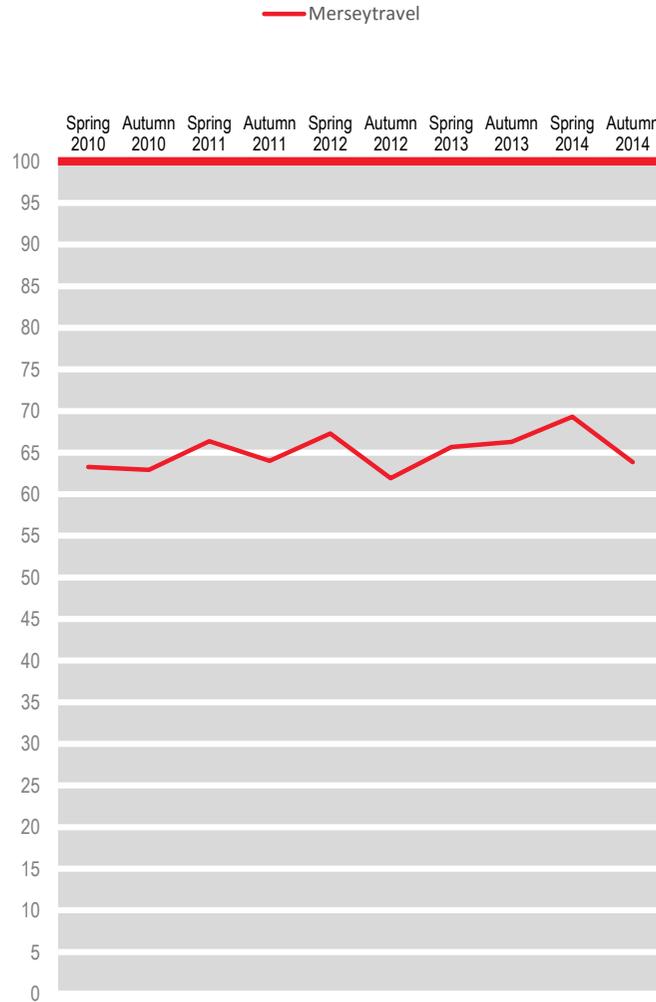
The provision of information during the journey

(396)
Percentage of passengers satisfied 2010 to 2014



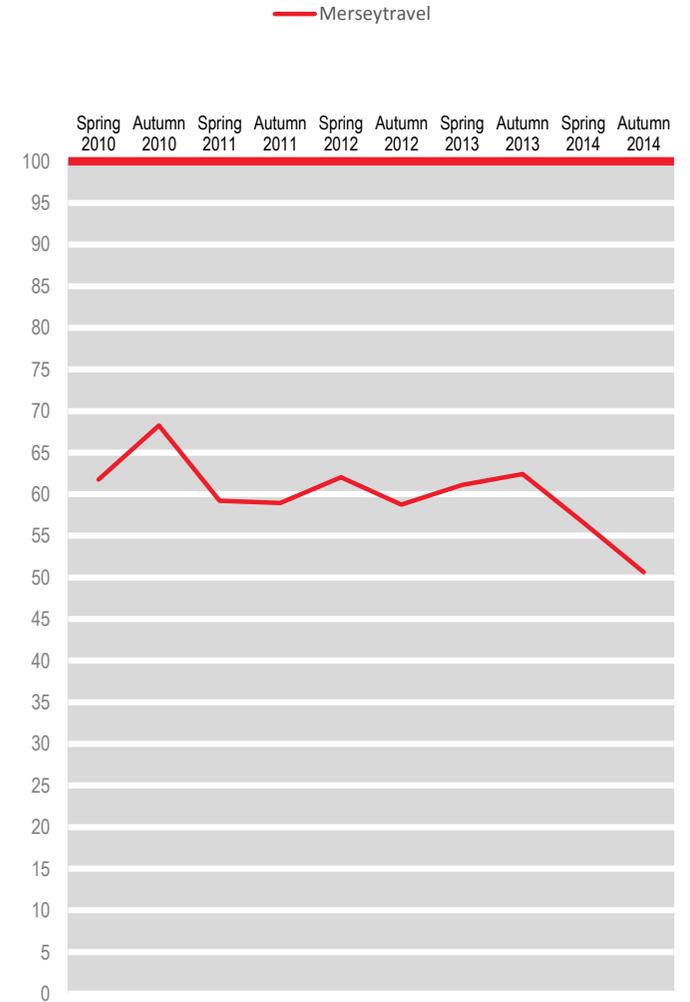
The helpfulness and attitude of staff on the train

(255)
Percentage of passengers satisfied 2010 to 2014



The space for luggage

(328)
Percentage of passengers satisfied 2010 to 2014

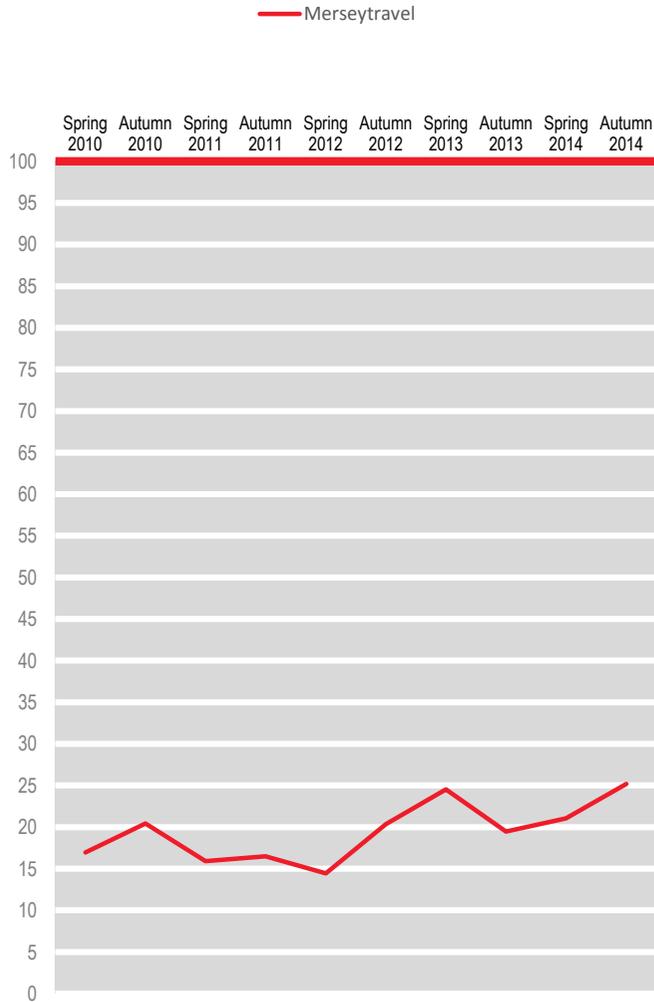


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(123)

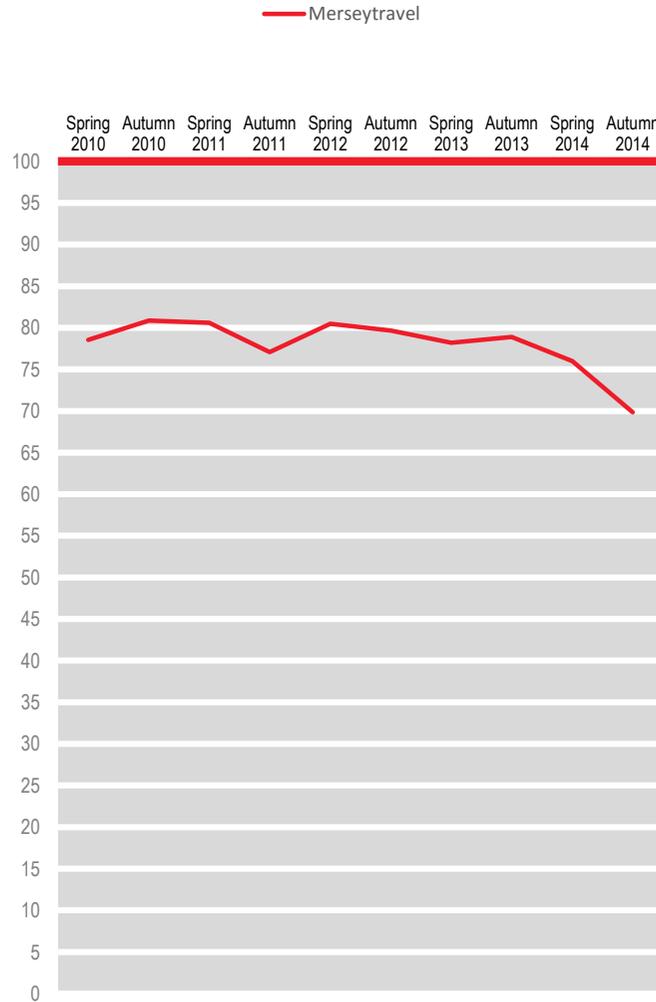
Percentage of passengers satisfied 2010 to 2014



Sufficient room for all the passengers to sit/stand

(420)

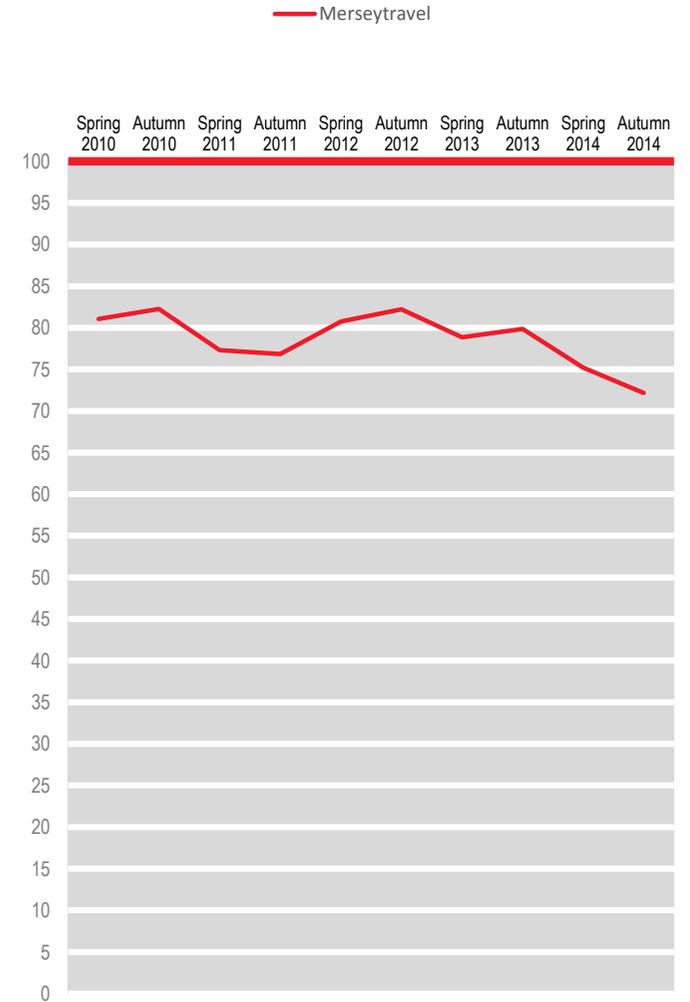
Percentage of passengers satisfied 2010 to 2014



The comfort of the seating area

(410)

Percentage of passengers satisfied 2010 to 2014

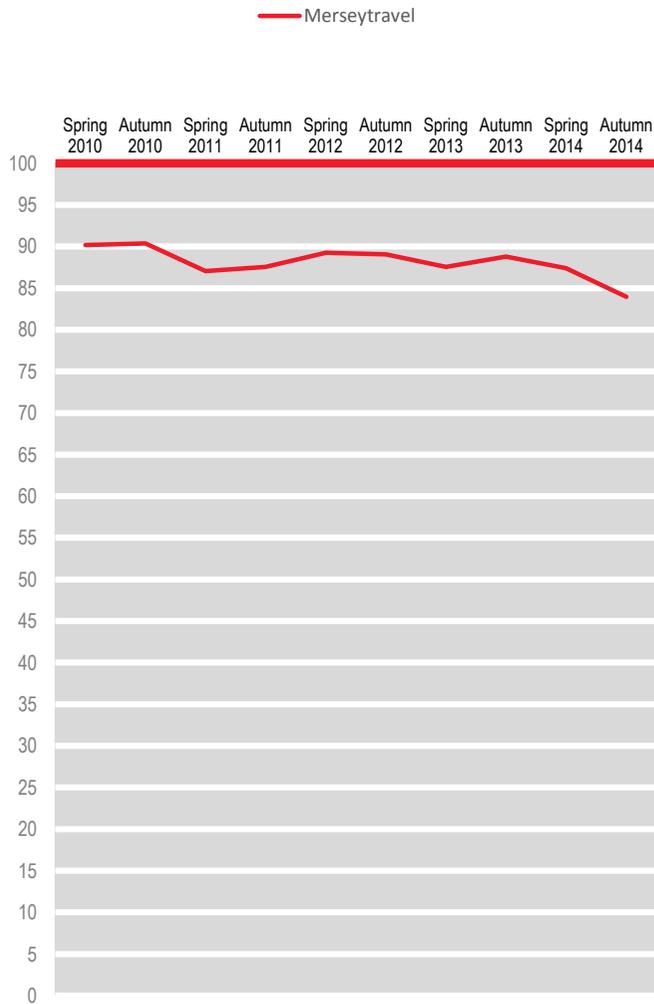


N.B. Benchmarks and targets are only shown for applicable factors

The ease of being able to get on and off the train

(425)

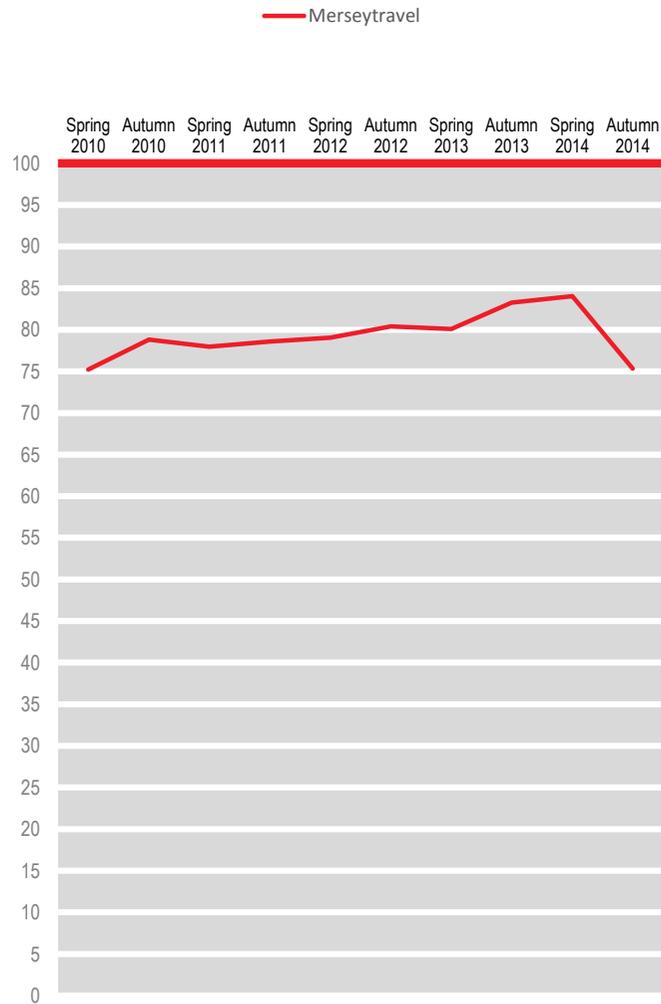
Percentage of passengers satisfied 2010 to 2014



Your personal security whilst on board

(404)

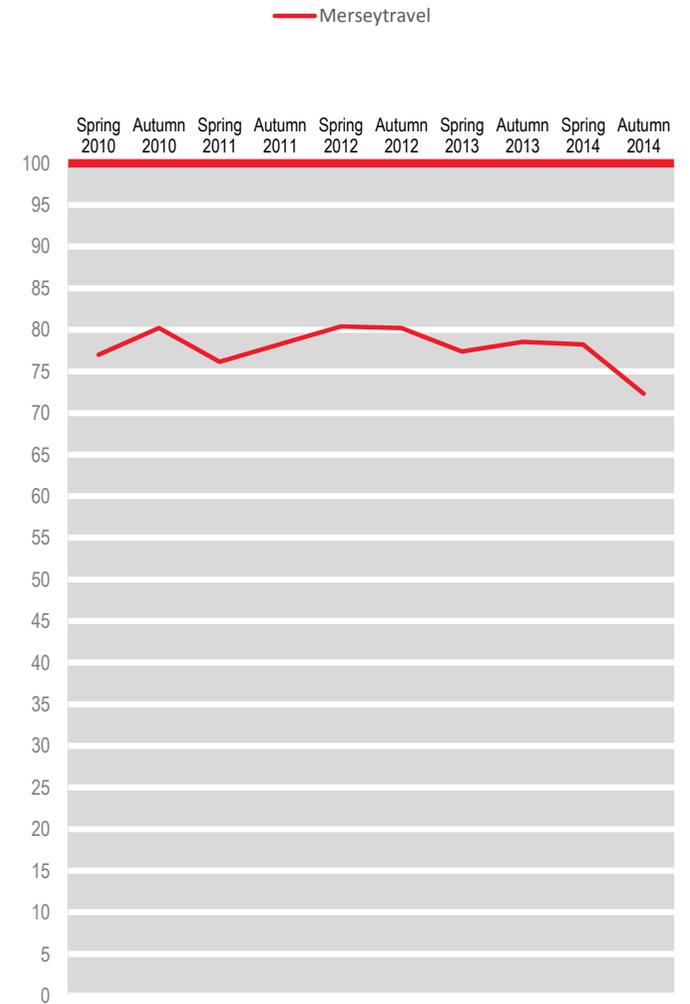
Percentage of passengers satisfied 2010 to 2014



The cleanliness of the inside of the train

(436)

Percentage of passengers satisfied 2010 to 2014

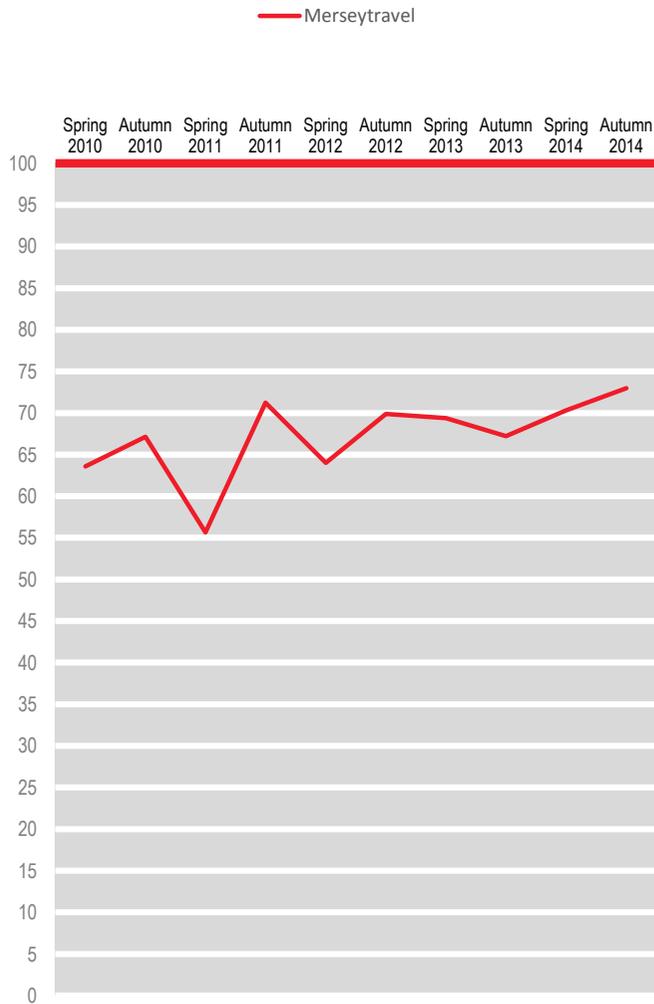


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(386)

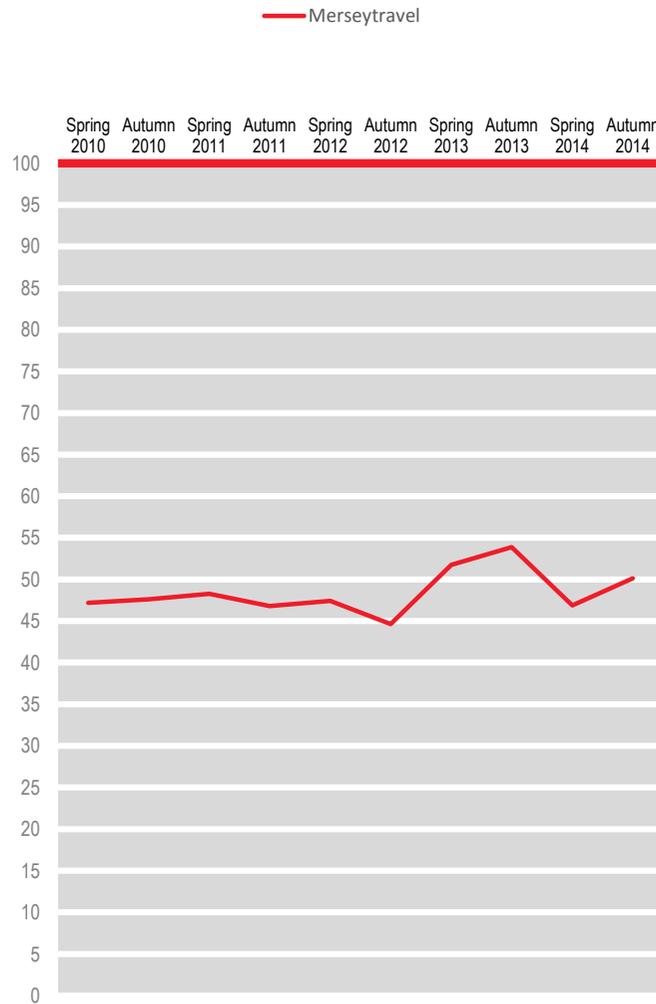
Percentage of passengers satisfied 2010 to 2014



The availability of staff on the train

(326)

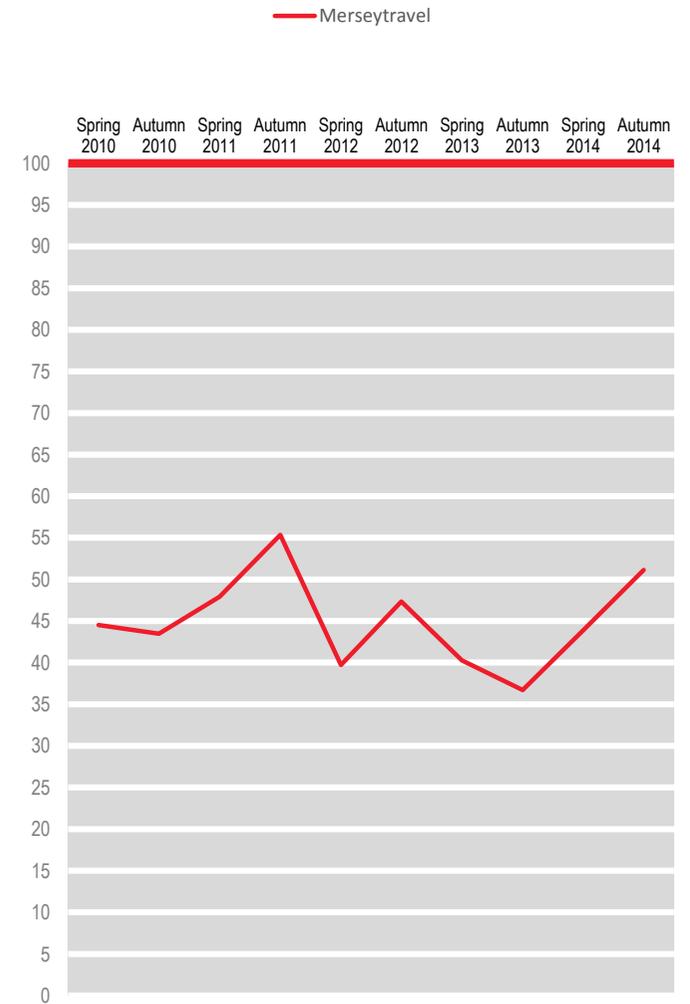
Percentage of passengers satisfied 2010 to 2014



How well train company dealt with delays

(62)

Percentage of passengers satisfied 2010 to 2014



N.B. Benchmarks and targets are only shown for applicable factors

	Autumn 2014	Autumn 2013		Autumn 2014	Autumn 2013
GENDER			ASKED FOR HELP OR INFORMATION		
Male	38	43	Yes asked for help	5	4
Female	58	56	Yes asked for information	5	4
			Could not find anyone to ask	0	0
			No	88	91
AGE					
16-25	10	9			
26-34	9	9			
35-44	10	12			
45-54	20	19			
55-59	10	12			
60-64	12	14			
65+	26	24			
JOURNEY PURPOSE					
Commuter	39	39			
Business	7	7			
Leisure	54	54			
DELAY					
None	83	88			
Minor	14	10			
Major	1	1			
REGULAR TRAVELLER					
Yes	78	81			
No	22	19			
TIME OF TRAVEL					
Peak	-	-			
Off-peak	-	-			

Station sample sizes for Merseytravel

Station	Unweighted
---------	------------

Liverpool Central	93
Liverpool James Street	46
Liverpool Lime Street	44
Moorfields	42
Birkenhead Hamilton Square	22
Fazakerley	22
Southport	22
Maghull	20
Formby	17
Sandhills	13
Hoylake	11
Brunswick	11
Waterloo (Merseyside)	11
Earlestown	10
Kirkby	8
Huyton	8
Prescot	8
Bootle New Strand	7
Spital	5
Green Lane	4
Bromborough Rake	4
Hunts Cross	4
Old Roan	3
Rainhill	2
Rock Ferry	2
Lea Green	2
Eastham Rake	1
Newton-Le-Willows	1

Station catchment area for Merseytravel

Station	Station	Station
Aigburth	Huyton	Walton
Ainsdale	Kirkby	Waterloo (Merseyside)
Aintree	Kirkdale	Wavertree Technology Park
Bank Hall	Lea Green	West Allerton
Bebington	Leasowe	West Kirby
Bidston	Liverpool Central	Whiston
Birkdale	Liverpool James Street	
Birkenhead Central	Liverpool Lime Street	
Birkenhead Hamilton Square	Liverpool South Parkway	
Birkenhead North	Maghull	
Birkenhead Park	Manor Road	
Blundellsands And Crosby	Meols	
Bootle New Strand	Meols Cop	
Bootle Oriel Road	Moorfields	
Broad Green	Moreton (Merseyside)	
Bromborough	Mossley Hill	
Bromborough Rake	New Brighton	
Brunswick	Newton-le-Willows	
Conway Park	Old Roan	
Cressington	Orrell Park	
Earlestown	Port Sunlight	
Eastham Rake	Prescot	
Eccleston Park	Rainford	
Edge Hill	Rainhill	
Fazakerley	Rice Lane	
Formby	Roby	
Freshfield	Rock Ferry	
Garswood	Sandhills	
Green Lane	Seaforth and Litherland	
Halewood	Southport	
Hall Road	Spital	
Heswall	St Helens Central	
Hightown	St Helens Junction	
Hillside	St Michaels	
Hooton	Thatto Heath	
Hough Green	Upton	
Hoylake	Wallasey Grove Road	
Hunts Cross	Wallasey Village	

5 5.1 Standard reports produced for NRPS

The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
Full 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 NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
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.
Stakeholder 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 NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NRPS during that time period.
Tables Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
TOC Report	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.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

Sector definitions

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

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

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)



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Passenger Focus is the operating name of the Passengers' Council. This survey was published in January 2015. © Passenger Focus 2015.