



# National Rail Passenger Survey

## Grand Central TOC Report

### 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](http://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.

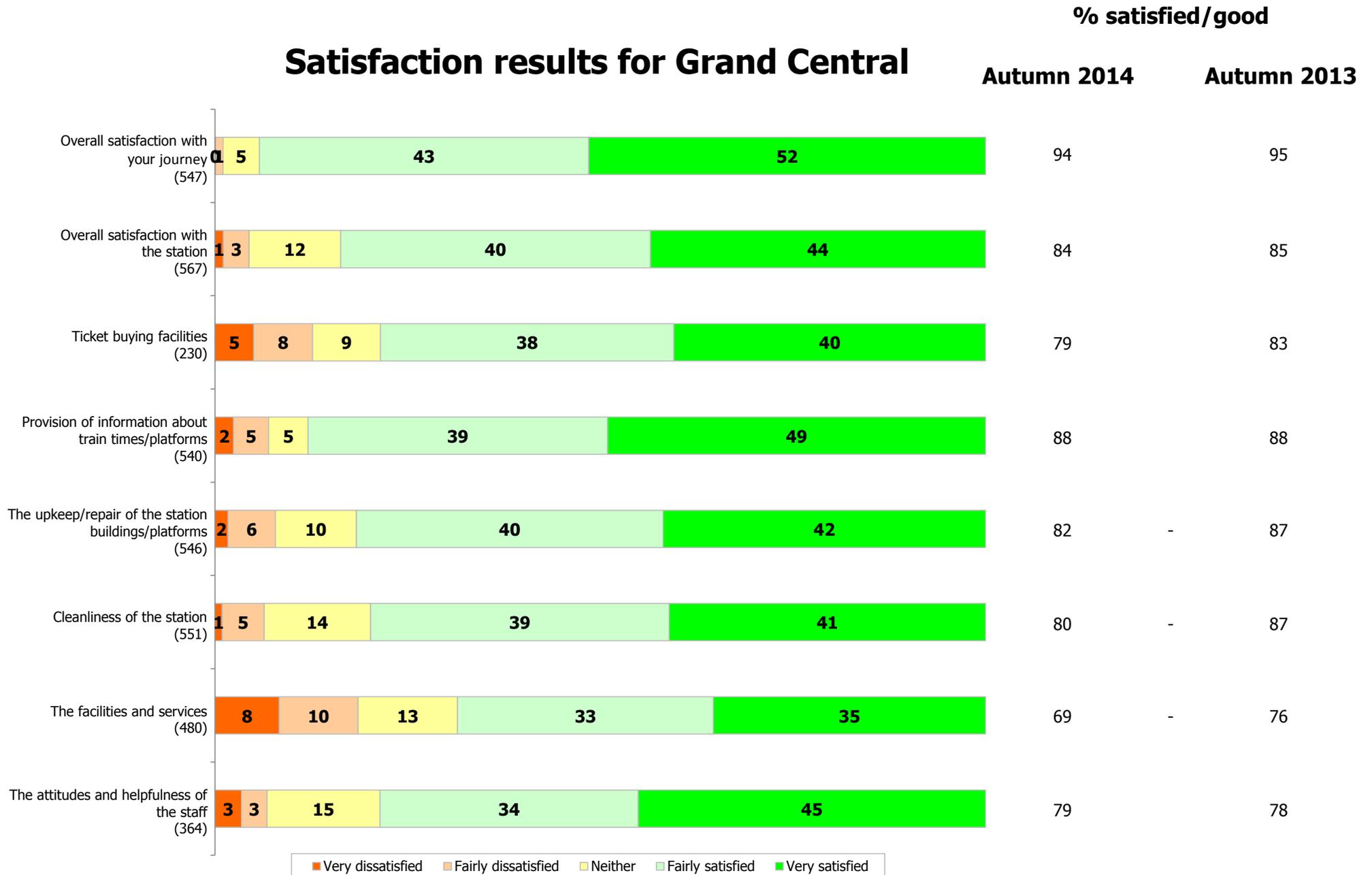
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

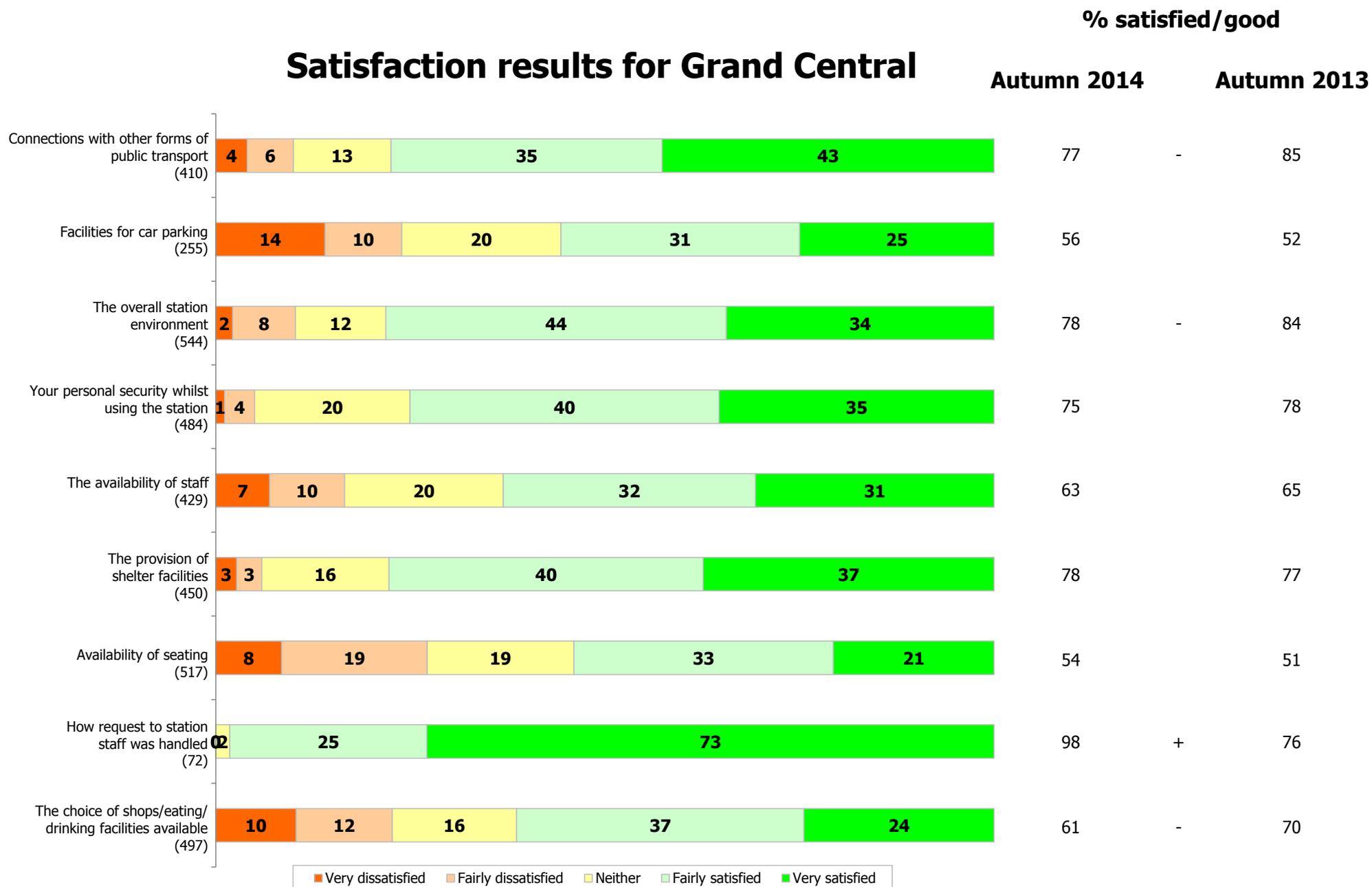
As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

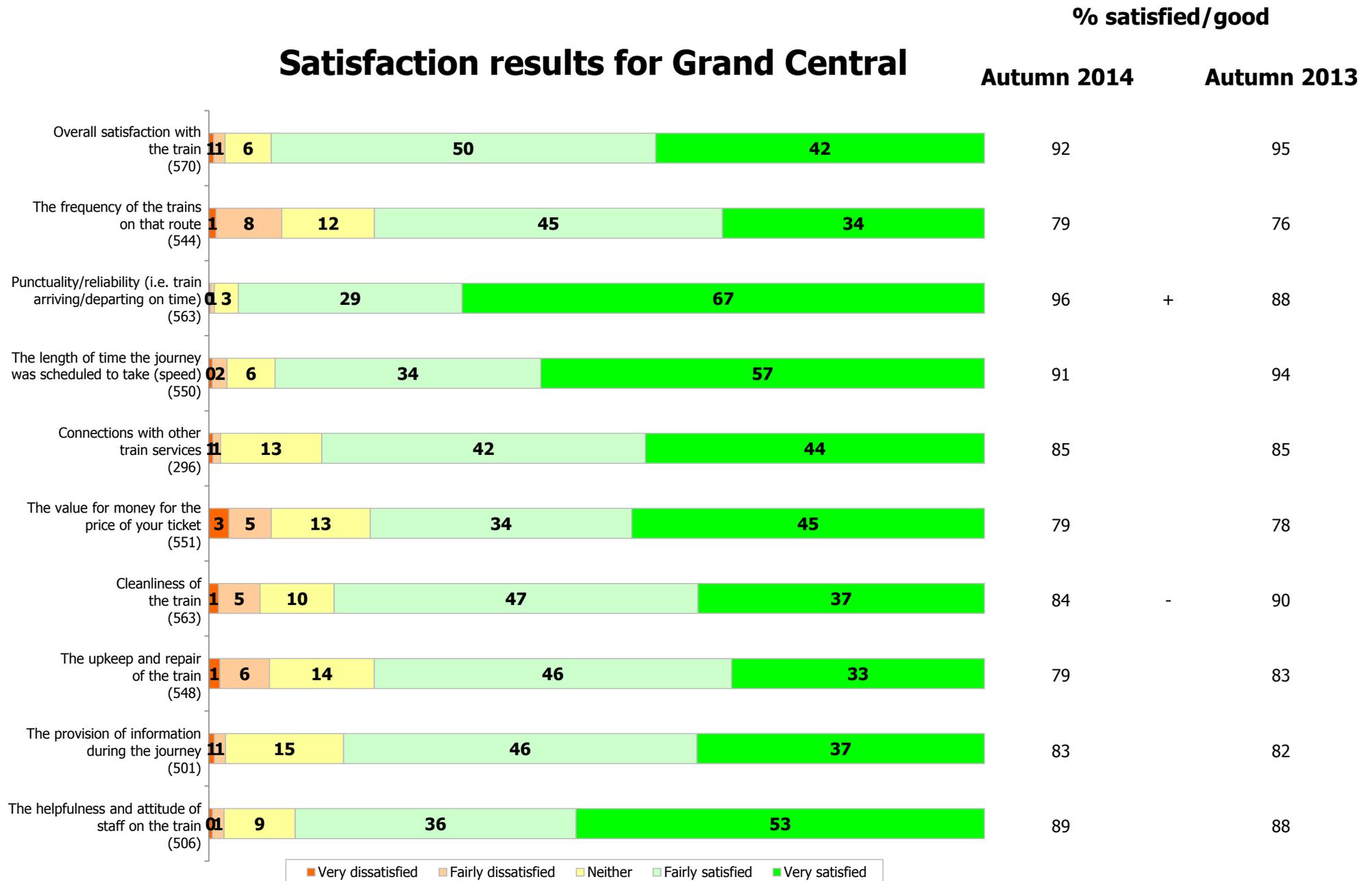
## 2 2.1 Overall satisfaction with your journey and station factors

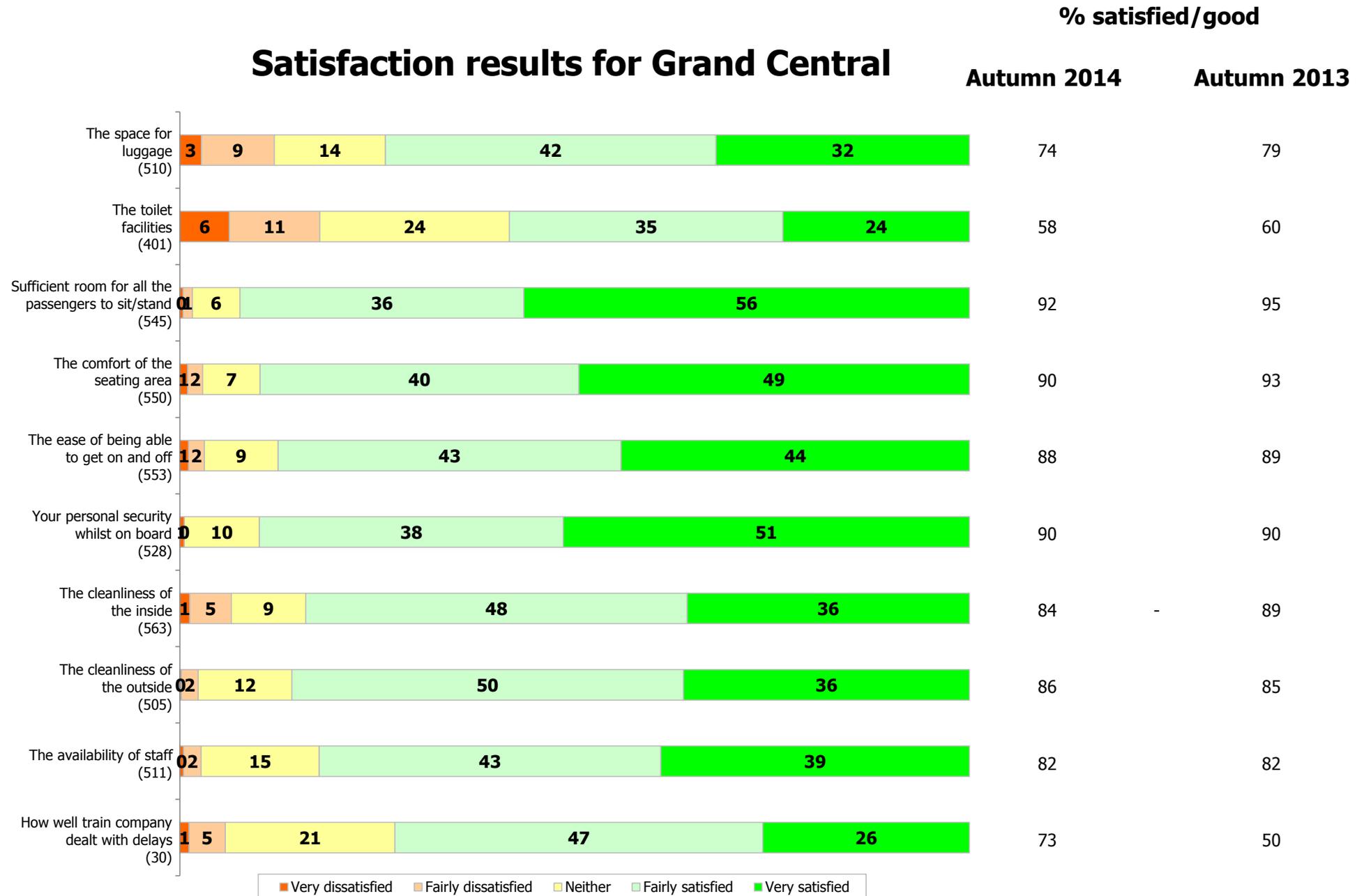
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Grand Central









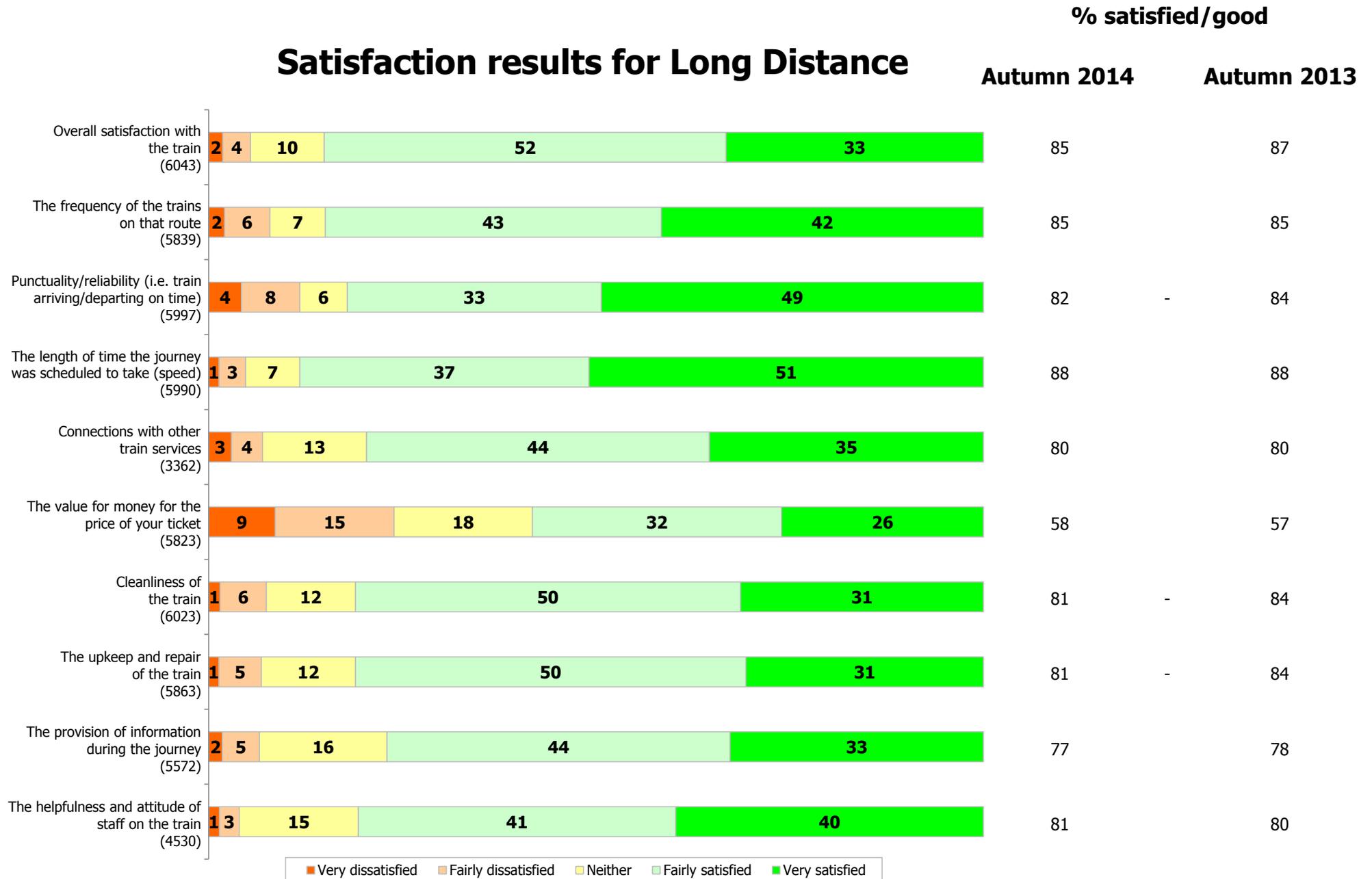
## 2 2.3 Overall satisfaction with your journey and station factors

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

### Satisfaction results for Long Distance





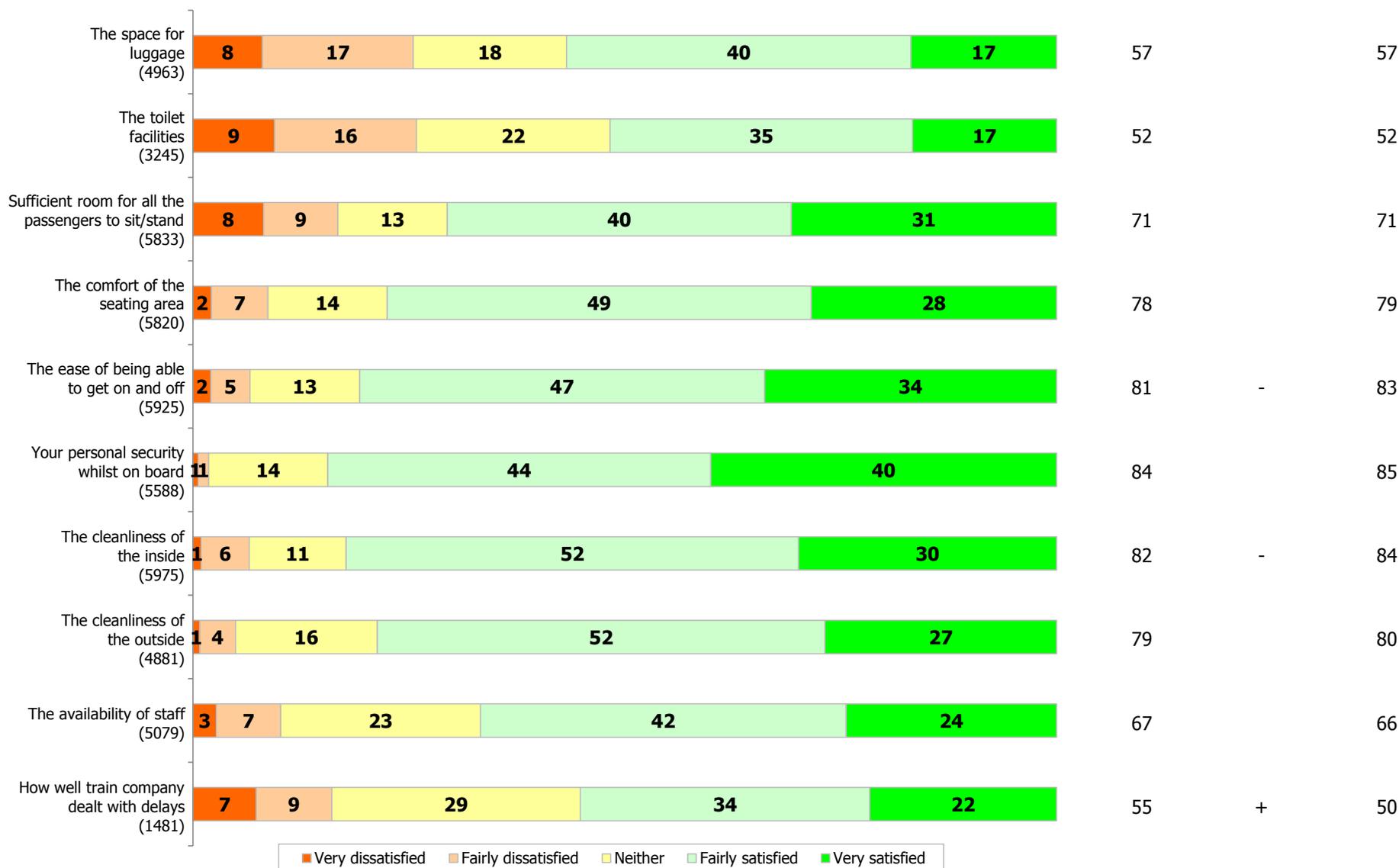


% satisfied/good

## Satisfaction results for Long Distance

Autumn 2014

Autumn 2013



## Grand Central versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	94	86	110%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	84	84	100%
Ticket buying facilities	79	85	92%
Provision of information about train times/platforms	88	87	102%
The upkeep/repair of the station buildings/platforms	82	78	105%
Cleanliness	80	81	98%
The facilities and services	69	72	96%
The attitudes and helpfulness of the staff	79	80	99%
Connections with other forms of public transport	77	77	101%
Facilities for car parking	56	61	91%
Overall environment	78	76	102%
Your personal security whilst using the station	75	77	97%
The availability of staff	63	69	91%
The provision of shelter facilities	78	76	102%
Availability of seating	54	53	101%
How request to station staff was handled	98	89	111%
The choice of shops/eating/drinking facilities available	61	62	98%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	92	85	108%
The frequency of the trains on that route	79	85	93%
Punctuality/reliability (i.e. the train arriving/departing on time)	96	82	117%
The length of time the journey was scheduled to take (speed)	91	88	104%
Connections with other train services	85	80	107%
The value for money of the price of your ticket	79	58	136%
Cleanliness of the train	84	81	103%
Upkeep and repair of the train	79	81	97%
The provision of information during the journey	83	77	107%
The helpfulness and attitude of staff on train	89	81	110%
The space for luggage	74	57	130%
The toilet facilities	58	52	113%
Sufficient room for all passengers to sit/stand	92	71	131%
The comfort of the seating area	90	78	116%
The ease of being able to get on and off	88	81	109%
Your personal security on board	90	84	107%
The cleanliness of the inside	84	82	102%
The cleanliness of the outside	86	79	109%
The availability of staff	82	67	123%
How well train company deals with delays	73	55	132%

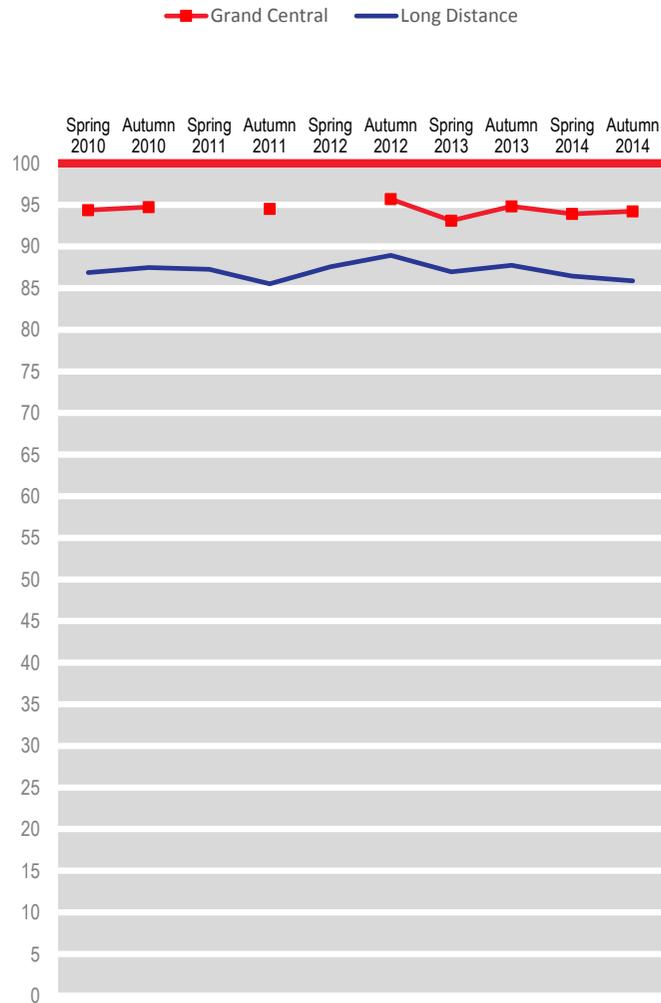
## Building block/route data for Grand Central

	London to Bradford	London to Sunderland
Overall satisfaction with your journey	95	94
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	77	88
Ticket buying facilities	75	80
Provision of information about train times/platforms	91	86
The upkeep/repair of the station buildings/platforms	76	85
Cleanliness	73	84
The facilities and services	62	72
The attitudes and helpfulness of the staff	86	74
Connections with other forms of public transport	70	82
Facilities for car parking	54	57
Overall environment	72	82
Your personal security whilst using the station	71	78
The availability of staff	65	62
The provision of shelter facilities	73	82
Availability of seating	58	51
How request to station staff was handled	100	98
The choice of shops/eating/drinking facilities available	51	68
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	94	91
The frequency of the trains on that route	77	80
Punctuality/reliability (i.e. the train arriving/departing on time)	98	95
The length of time the journey was scheduled to take (speed)	86	95
Connections with other train services	82	88
The value for money of the price of your ticket	86	75
Cleanliness of the train	90	80
Upkeep and repair of the train	79	79
The provision of information during the journey	87	79
The helpfulness and attitude of staff on train	94	86
The space for luggage	69	77
The toilet facilities	58	58
Sufficient room for all passengers to sit/stand	89	95
The comfort of the seating area	87	92
The ease of being able to get on and off	89	87
Your personal security on board	91	89
The cleanliness of the inside	87	82
The cleanliness of the outside	90	83
The availability of staff	86	80
How well train company deals with delays	80	72

# Percentage satisfaction with aspects of station where boarded

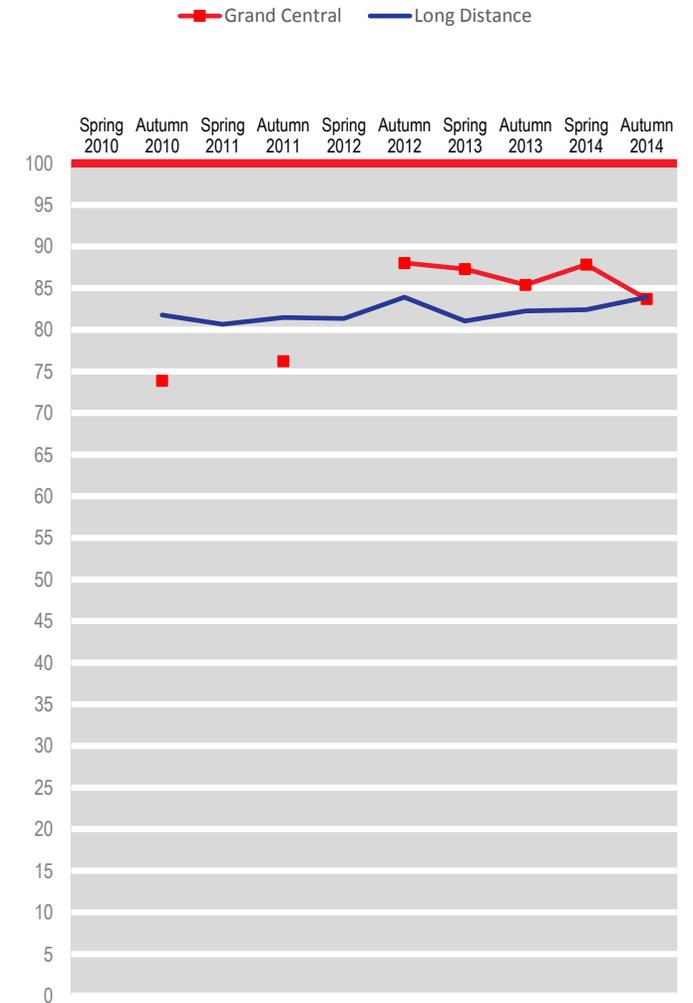
## Overall satisfaction with your journey

(547)  
Percentage of passengers satisfied 2010 to 2014



## Overall station satisfaction

(567)  
Percentage of passengers satisfied 2010 to 2014

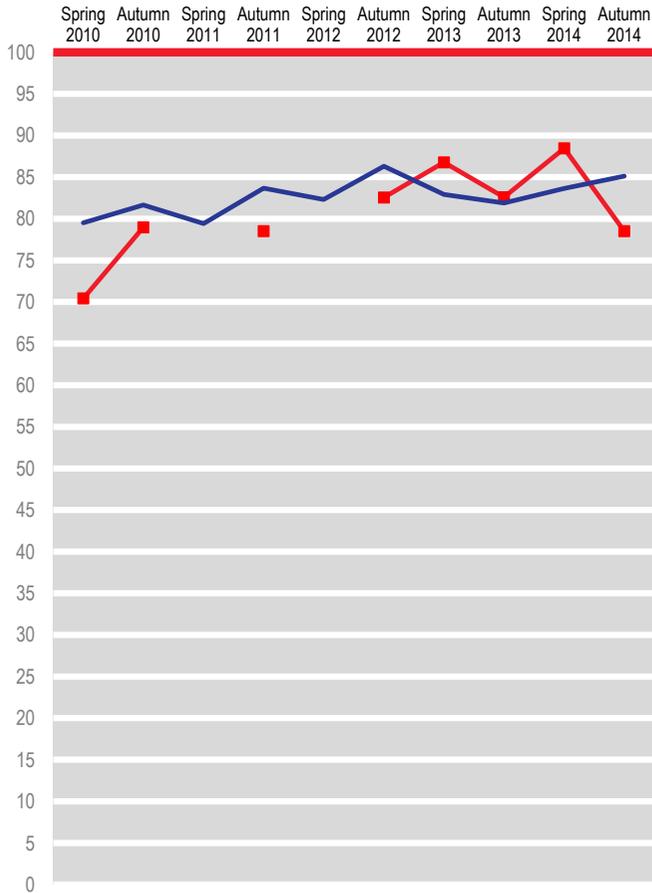


N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

**(230)**  
Percentage of passengers satisfied 2010 to 2014

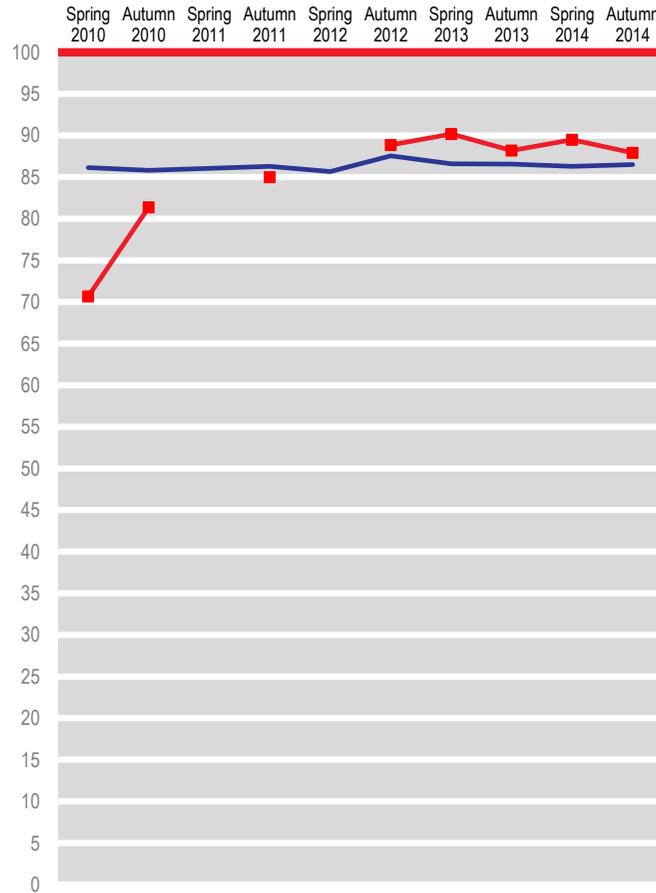
■ Grand Central    — Long Distance



**Provision of information about train times/platforms**

**(540)**  
Percentage of passengers satisfied 2010 to 2014

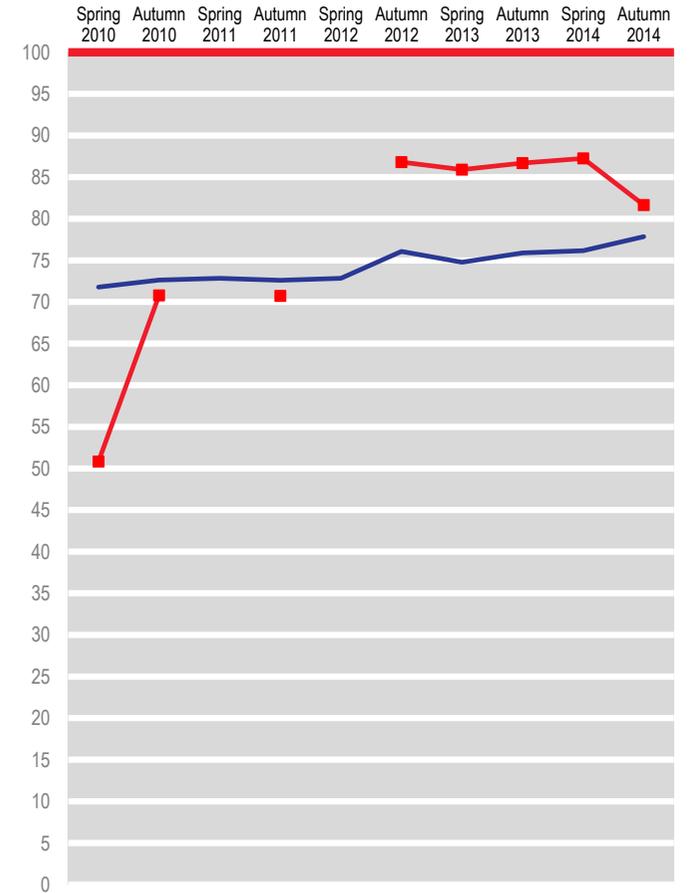
■ Grand Central    — Long Distance



**The upkeep/repair of the station building/platforms**

**(546)**  
Percentage of passengers satisfied 2010 to 2014

■ Grand Central    — Long Distance

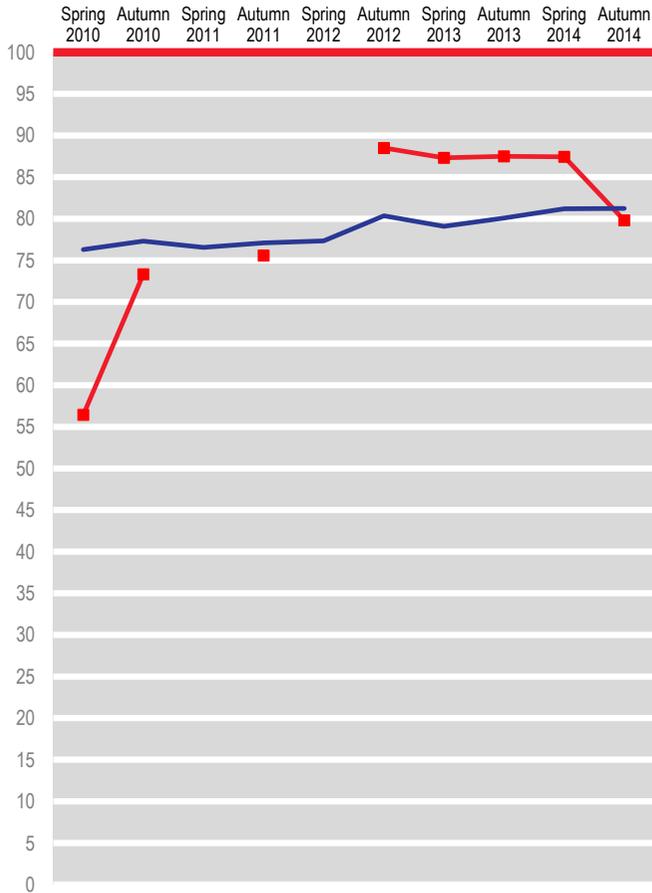


N.B. Benchmarks and targets are only shown for applicable factors

**Cleanliness of the station**

**(551)**  
Percentage of passengers satisfied 2010 to 2014

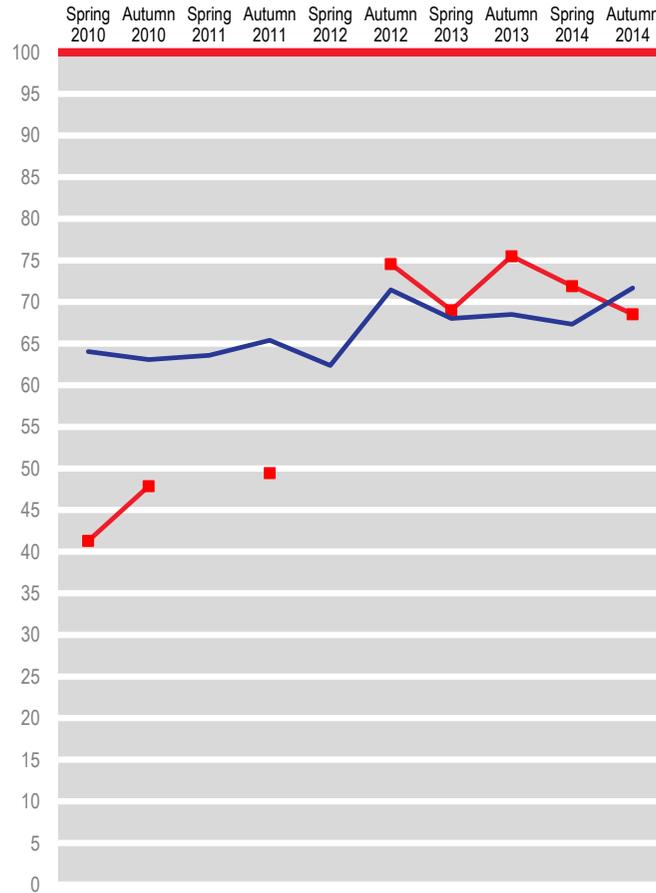
■ Grand Central    — Long Distance



**The facilities and services at the station**

**(480)**  
Percentage of passengers satisfied 2010 to 2014

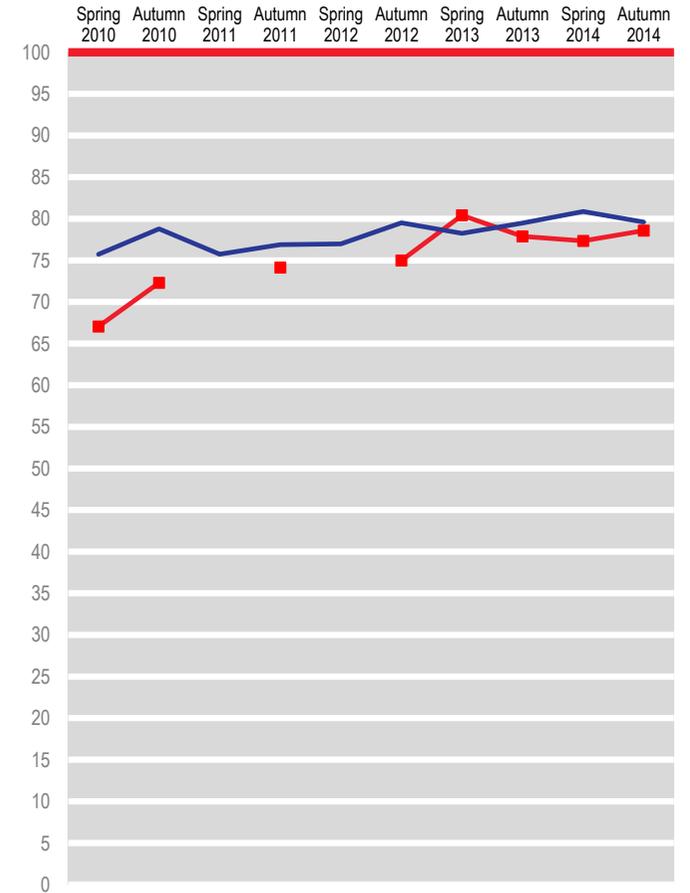
■ Grand Central    — Long Distance



**The attitudes and helpfulness of the staff at the station**

**(364)**  
Percentage of passengers satisfied 2010 to 2014

■ Grand Central    — Long Distance

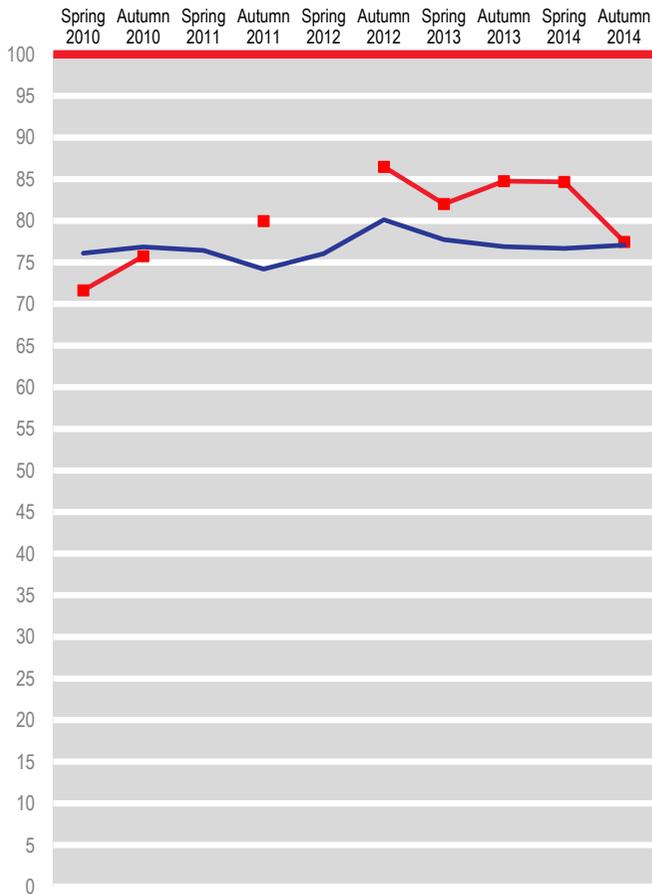


N.B. Benchmarks and targets are only shown for applicable factors

## Connections with other forms of public transport from the station

(410)  
Percentage of passengers satisfied 2010 to 2014

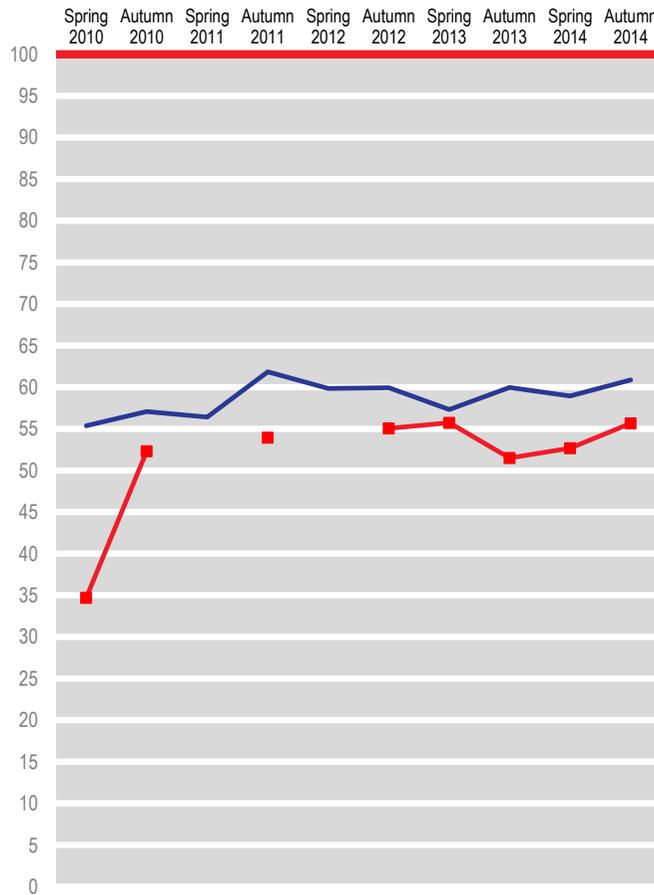
■ Grand Central    — Long Distance



## Facilities for car parking at the station

(255)  
Percentage of passengers satisfied 2010 to 2014

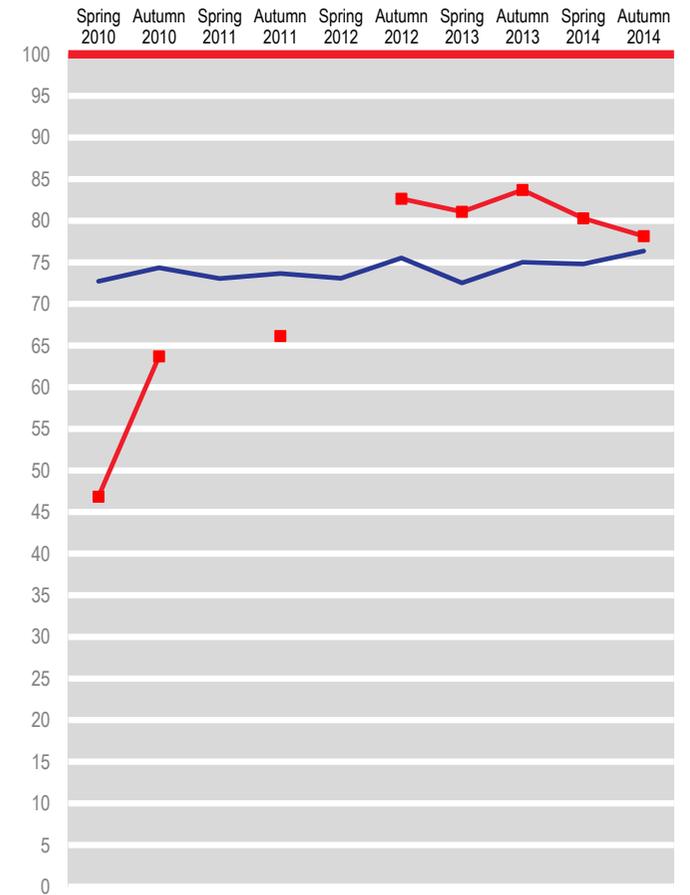
■ Grand Central    — Long Distance



## Overall station environment

(544)  
Percentage of passengers satisfied 2010 to 2014

■ Grand Central    — Long Distance



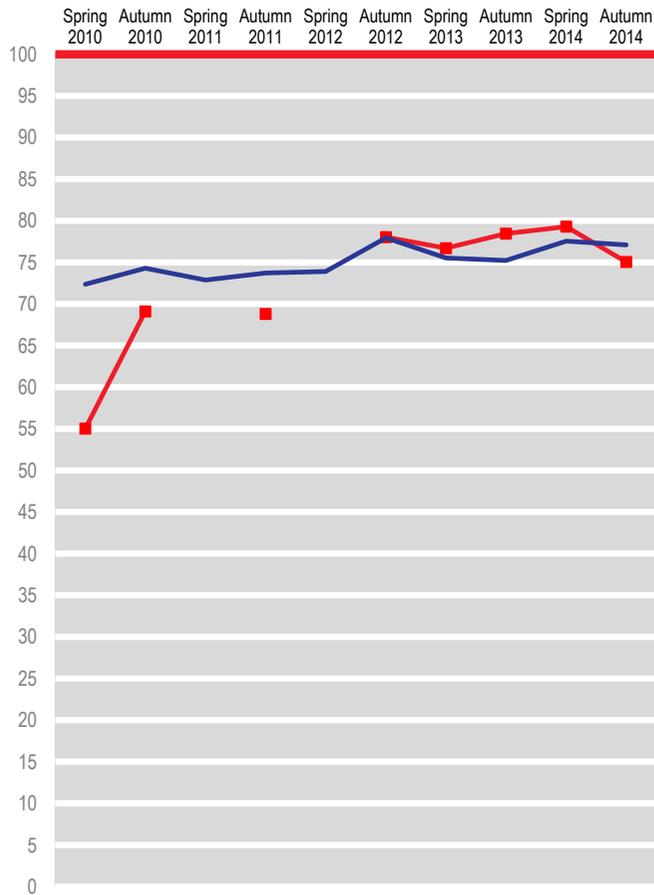
N.B. Benchmarks and targets are only shown for applicable factors

## Your personal security whilst using the station

(484)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

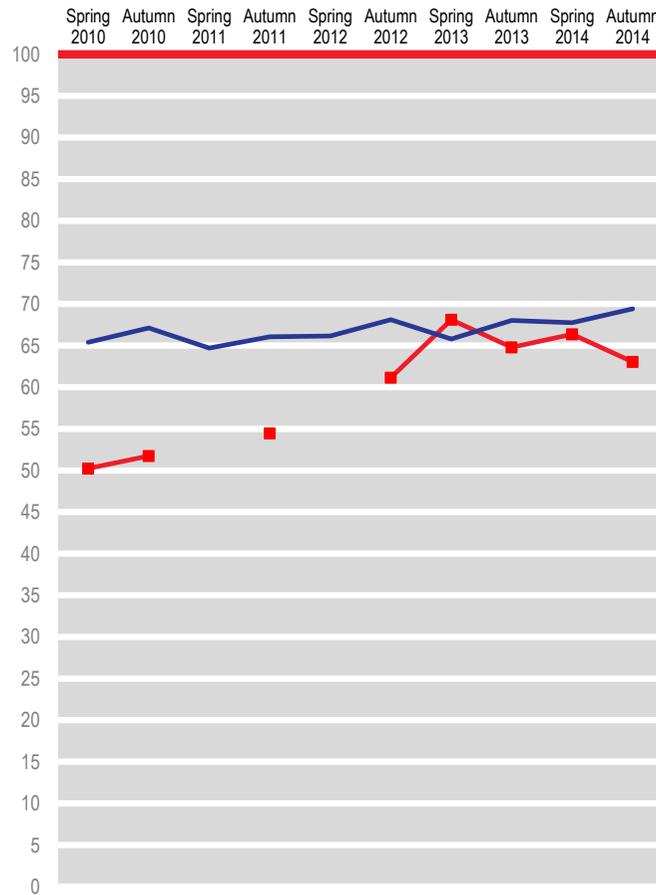


## The availability of staff at the station

(429)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

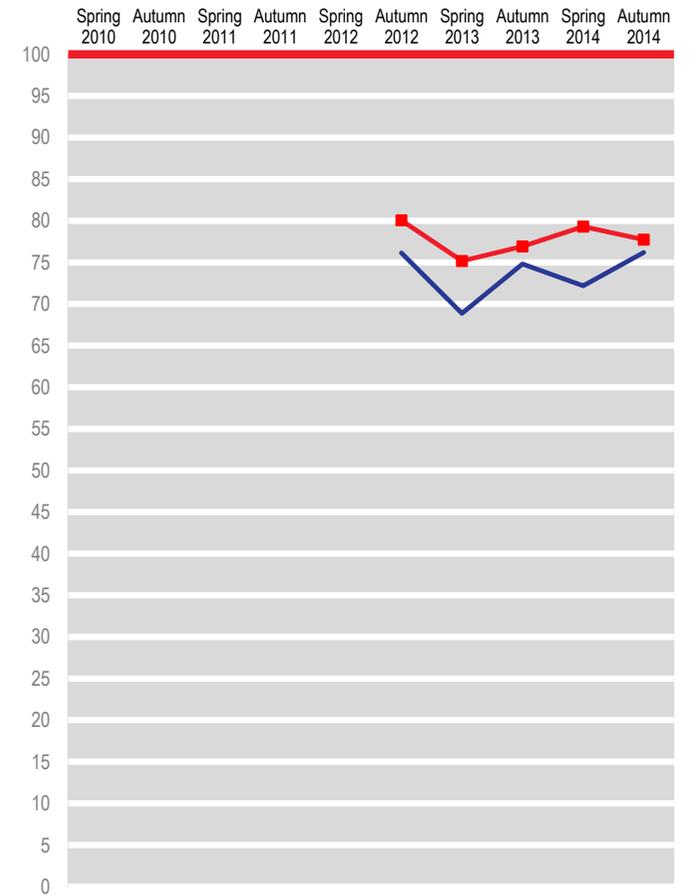


## The provision of shelter facilities

(450)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

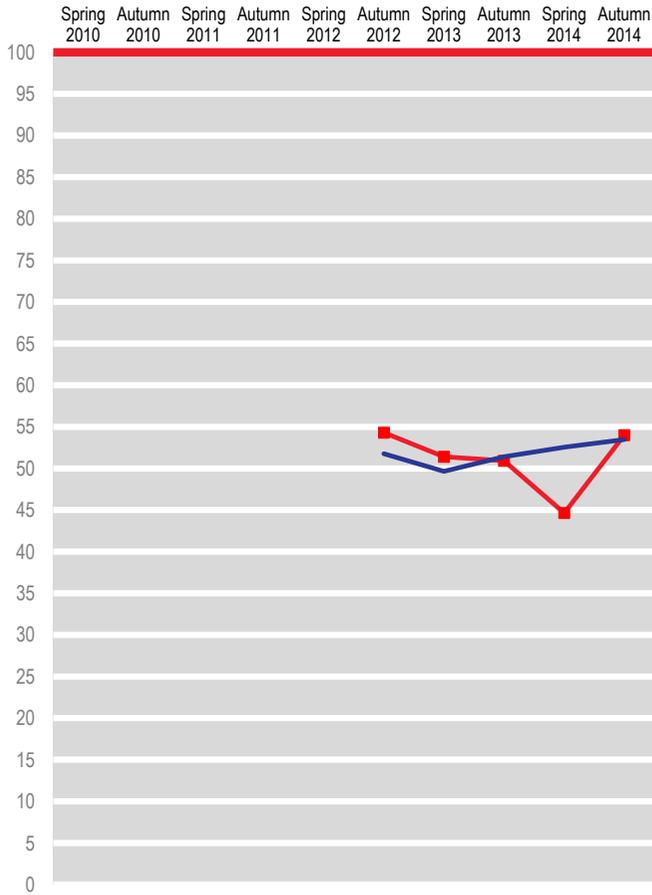


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating**

**(517)**  
Percentage of passengers satisfied 2010 to 2014

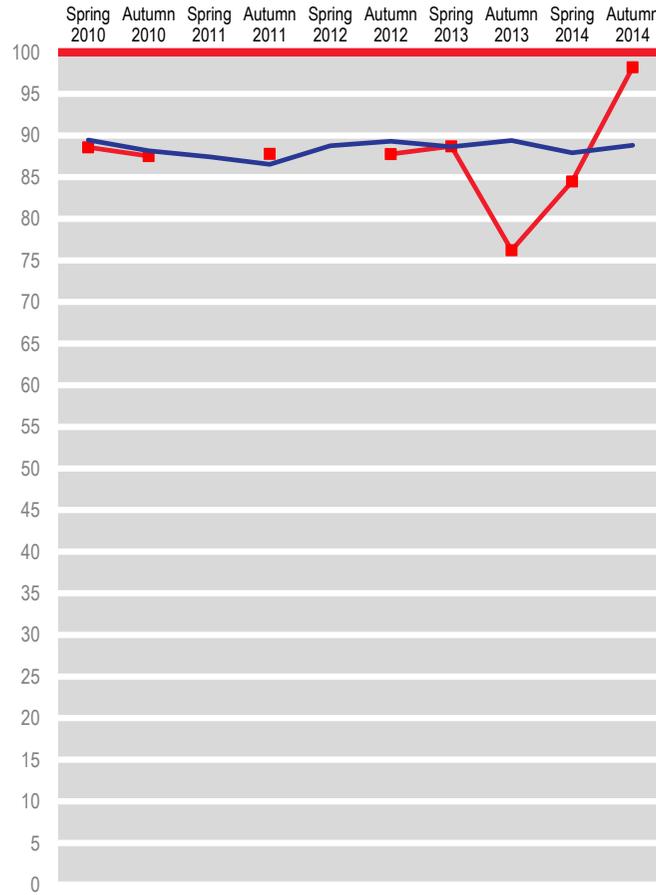
■ Grand Central    ■ Long Distance



**How request to station staff was handled**

**(72)**  
Percentage of passengers satisfied 2010 to 2014

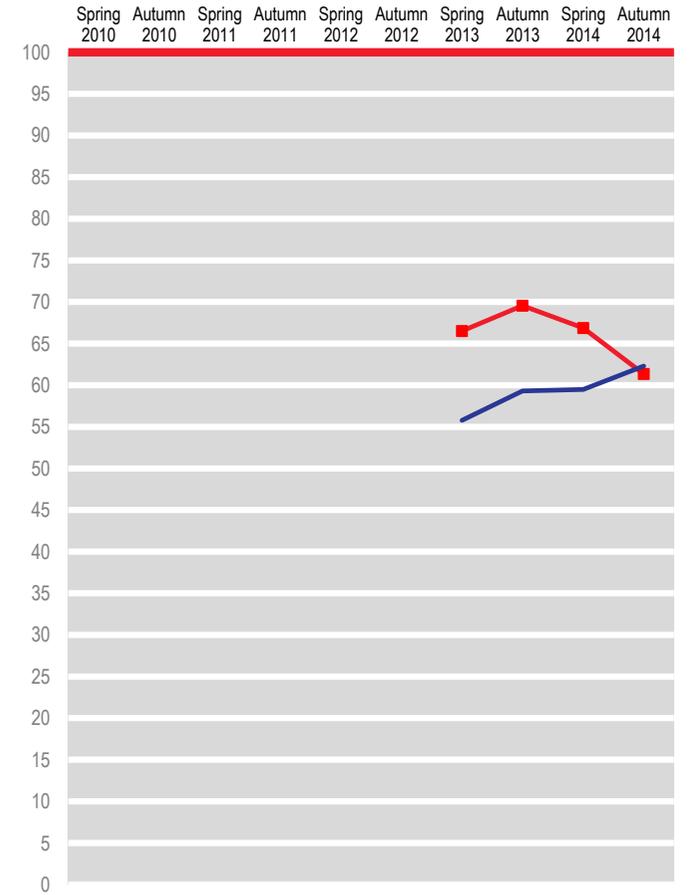
■ Grand Central    ■ Long Distance



**The choice of shops/eating/drinking facilities available**

**(497)**  
Percentage of passengers satisfied 2010 to 2014

■ Grand Central    ■ Long Distance

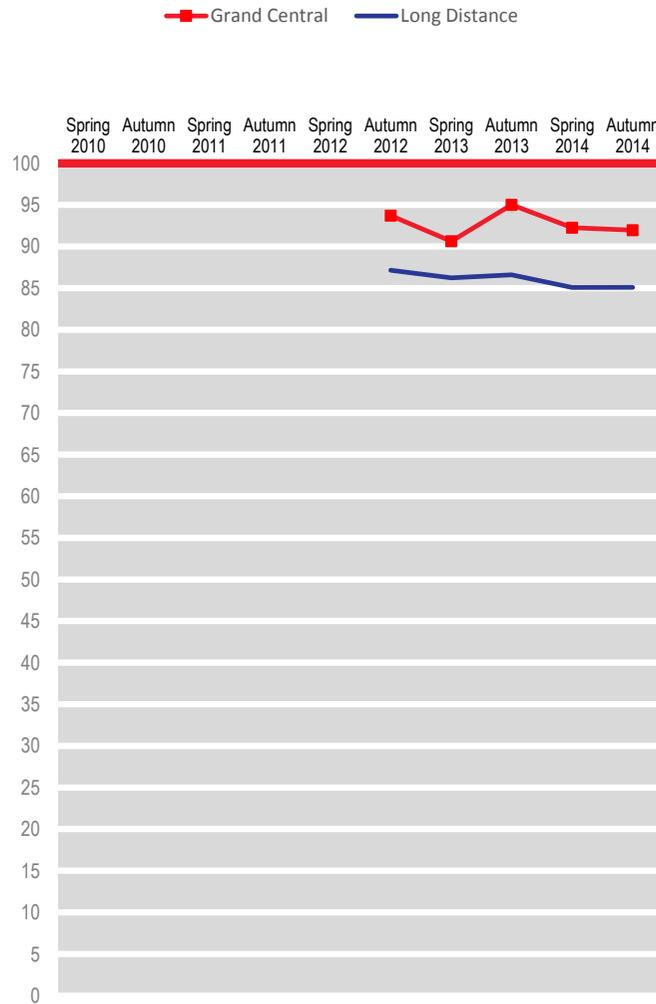


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

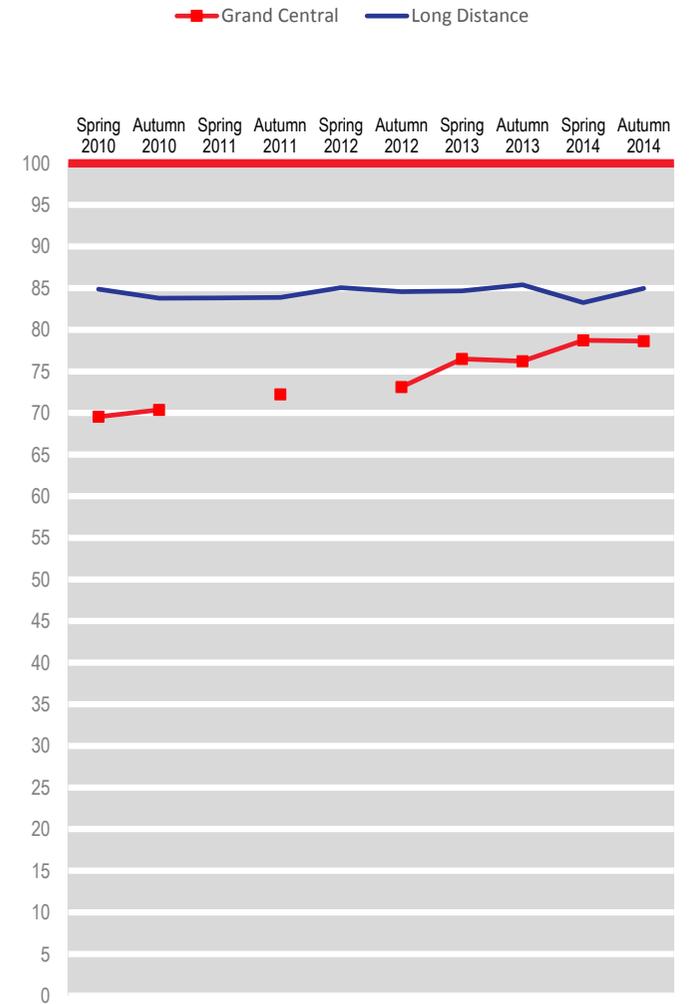
## Overall satisfaction with the train

(570)  
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(544)  
Percentage of passengers satisfied 2010 to 2014



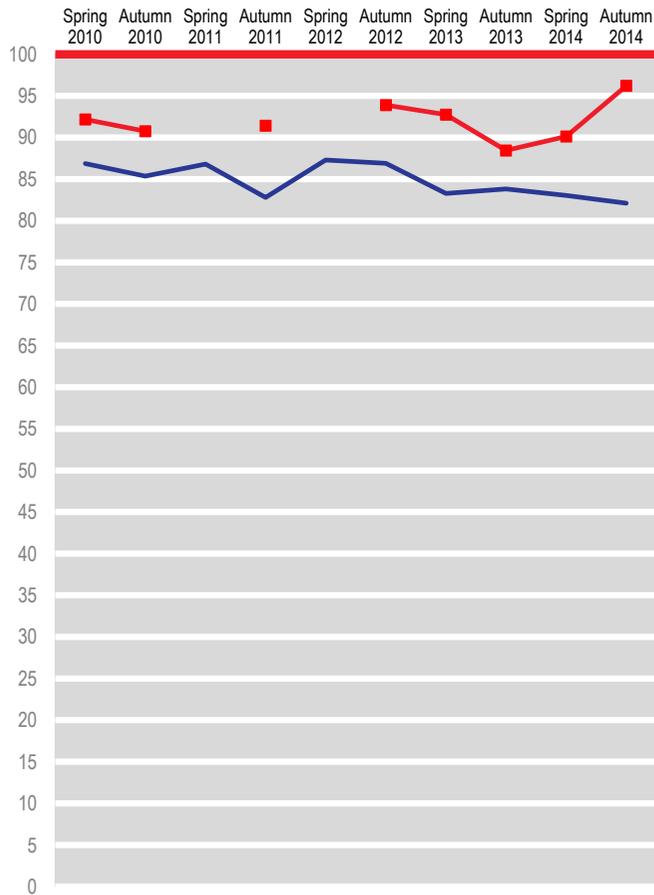
N.B. Benchmarks and targets are only shown for applicable factors

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

(563)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

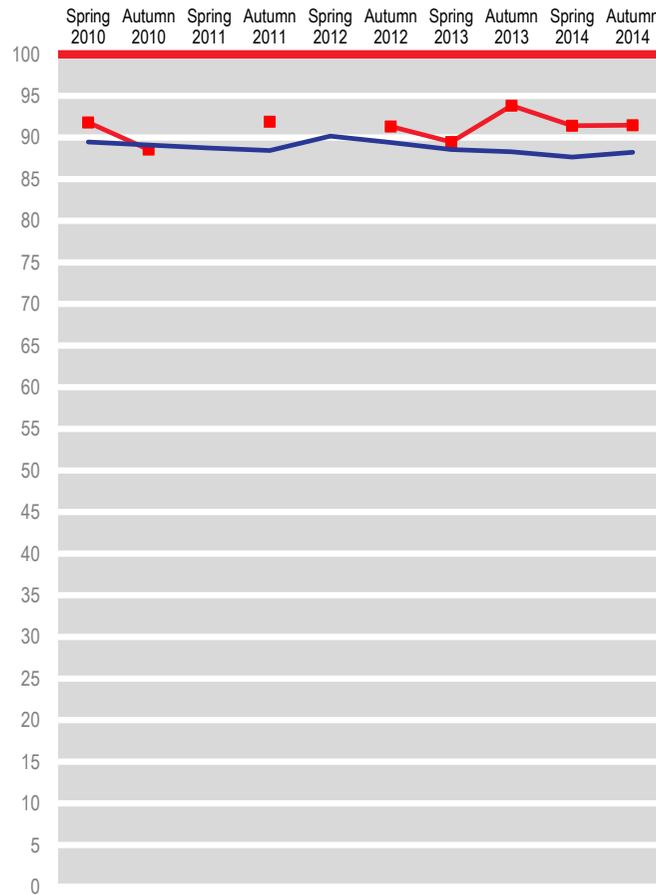


## The length of time the journey was scheduled to take (speed)

(550)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

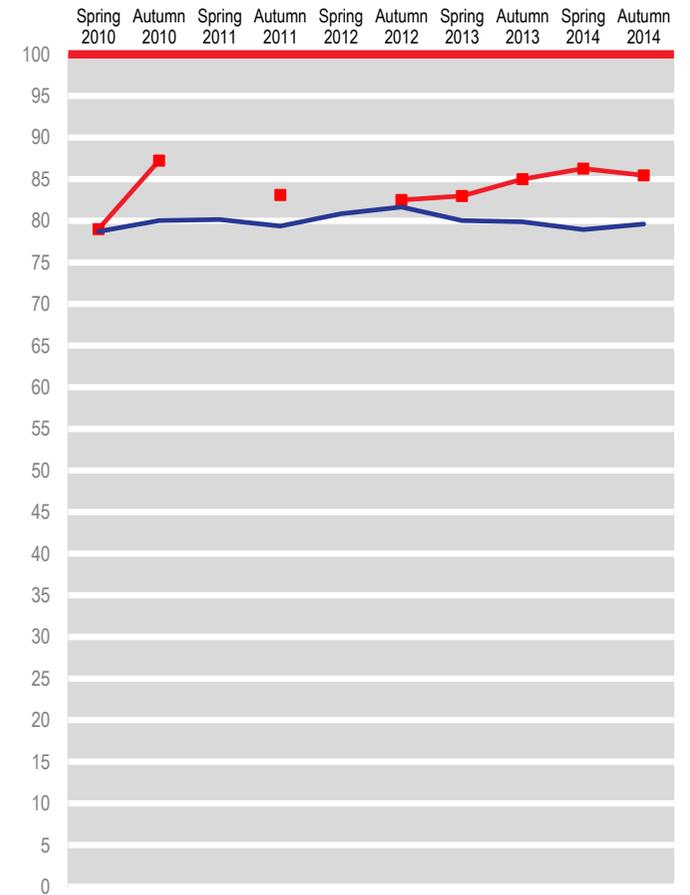


## Connections with other train services

(296)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

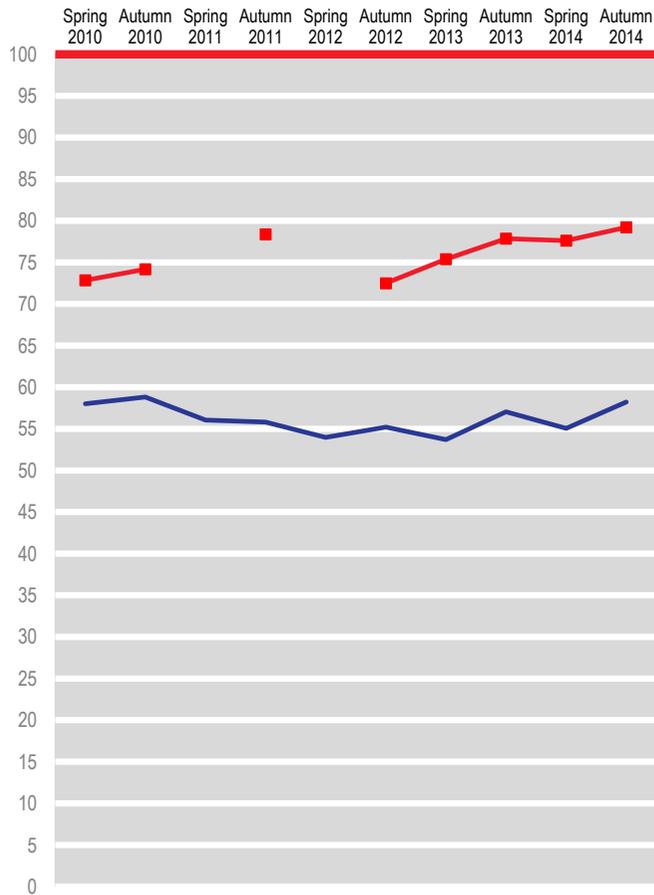


N.B. Benchmarks and targets are only shown for applicable factors

## The value for money for the price of your ticket

(551)  
Percentage of passengers satisfied 2010 to 2014

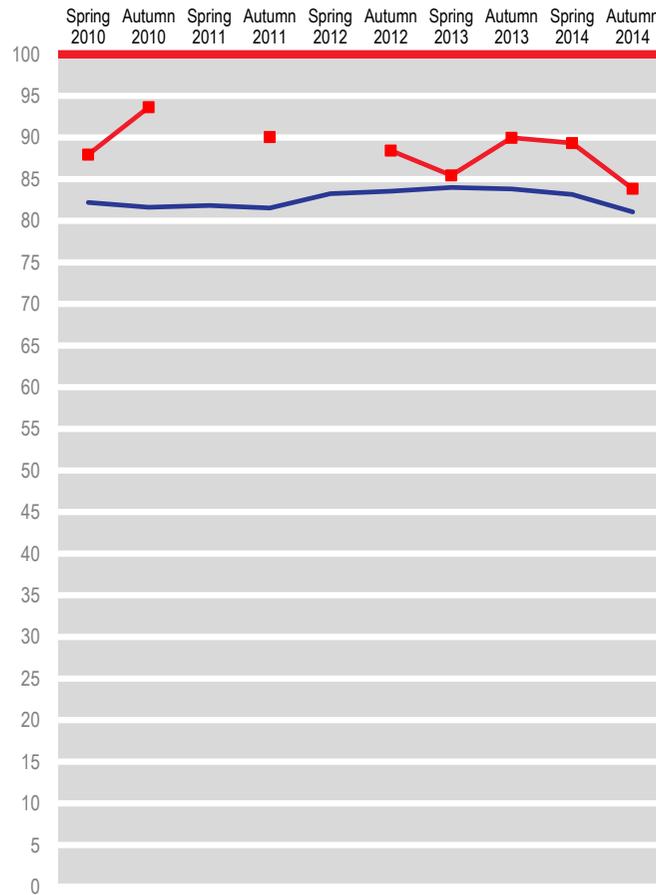
Grand Central Long Distance



## Cleanliness of the train

(563)  
Percentage of passengers satisfied 2010 to 2014

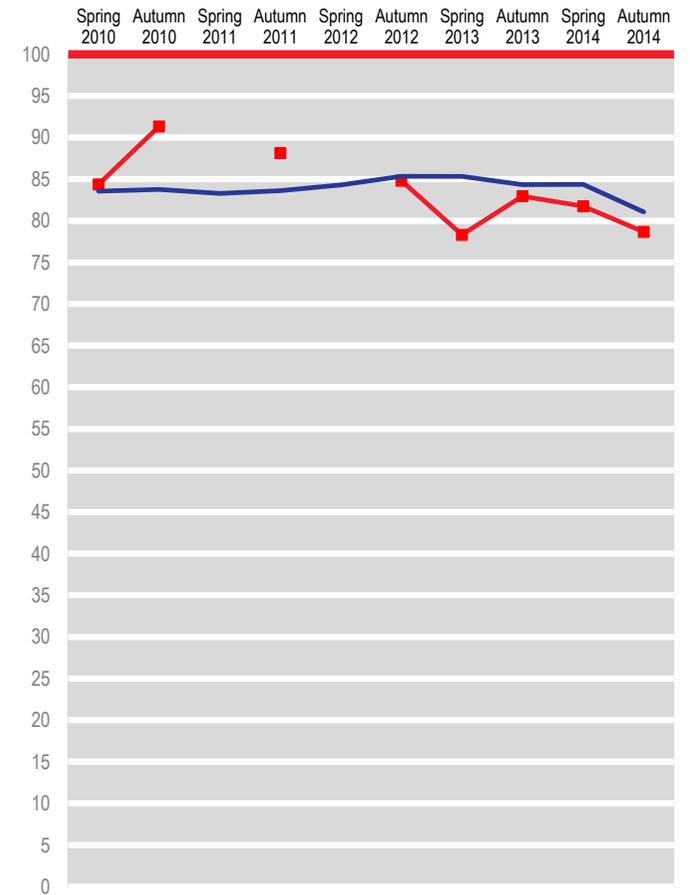
Grand Central Long Distance



## Upkeep and repair of the train

(548)  
Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

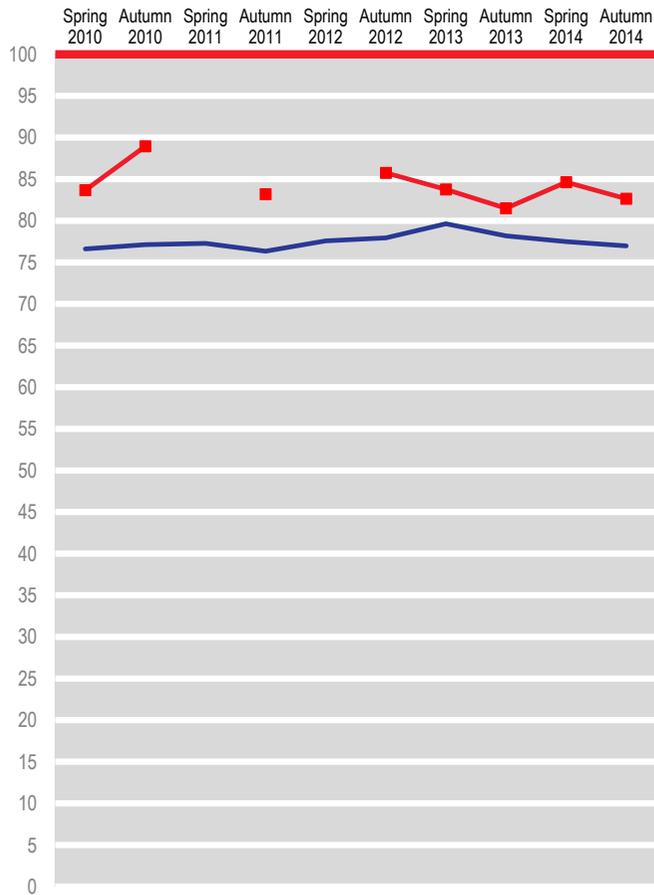


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey

(501)  
Percentage of passengers satisfied 2010 to 2014

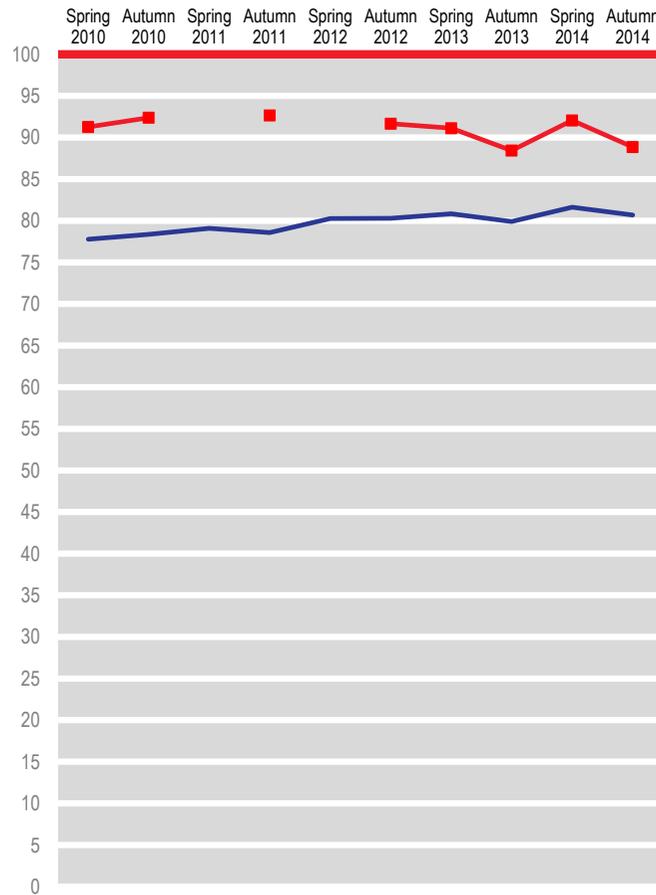
■ Grand Central    — Long Distance



## The helpfulness and attitude of staff on the train

(506)  
Percentage of passengers satisfied 2010 to 2014

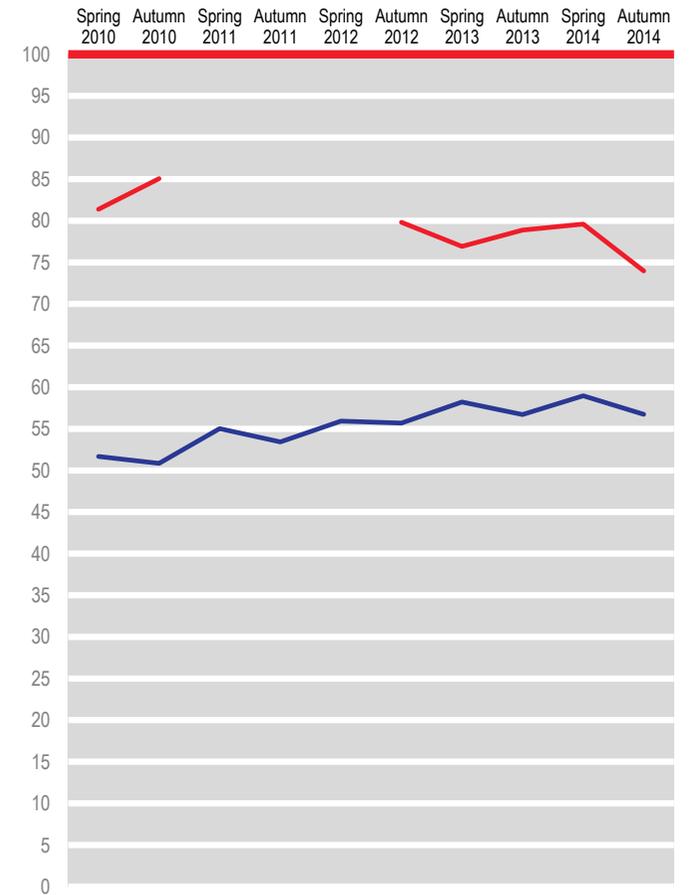
■ Grand Central    — Long Distance



## The space for luggage

(510)  
Percentage of passengers satisfied 2010 to 2014

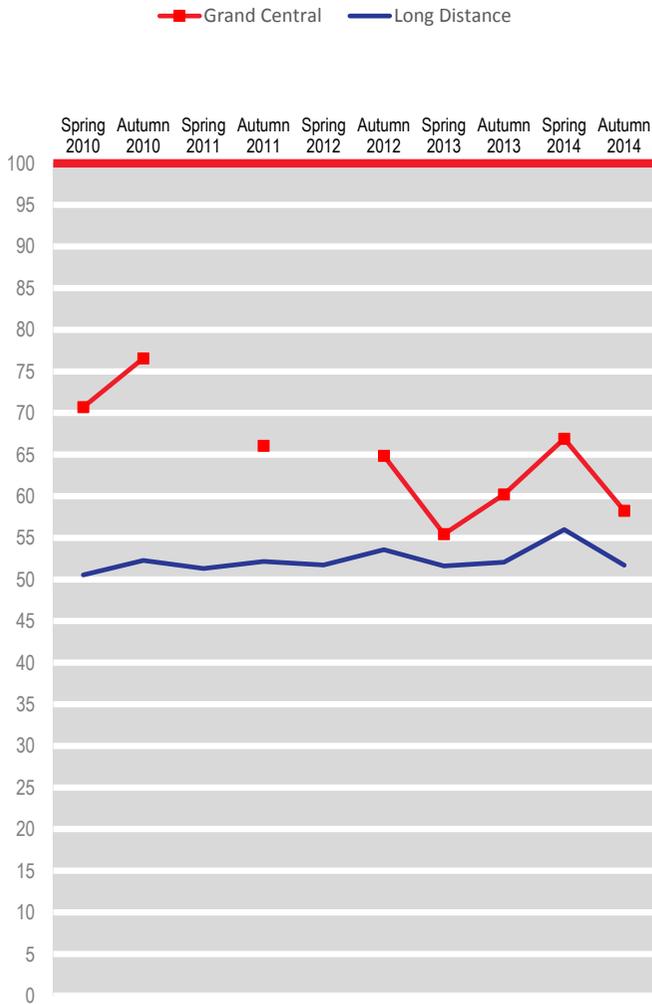
■ Grand Central    — Long Distance



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

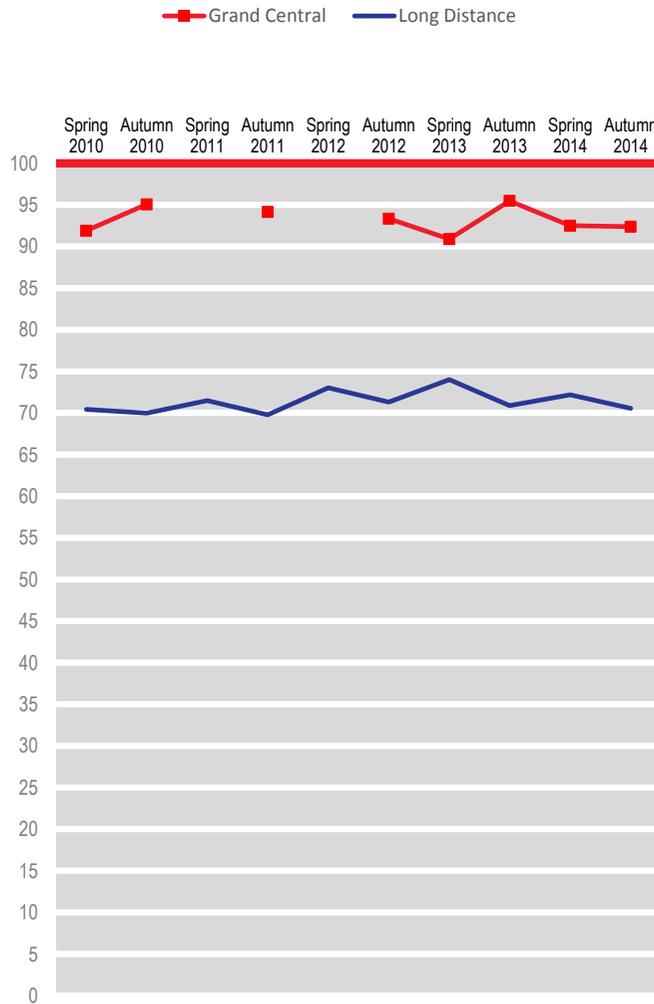
**Toilet facilities on the train**

**(401)**  
Percentage of passengers satisfied 2010 to 2014



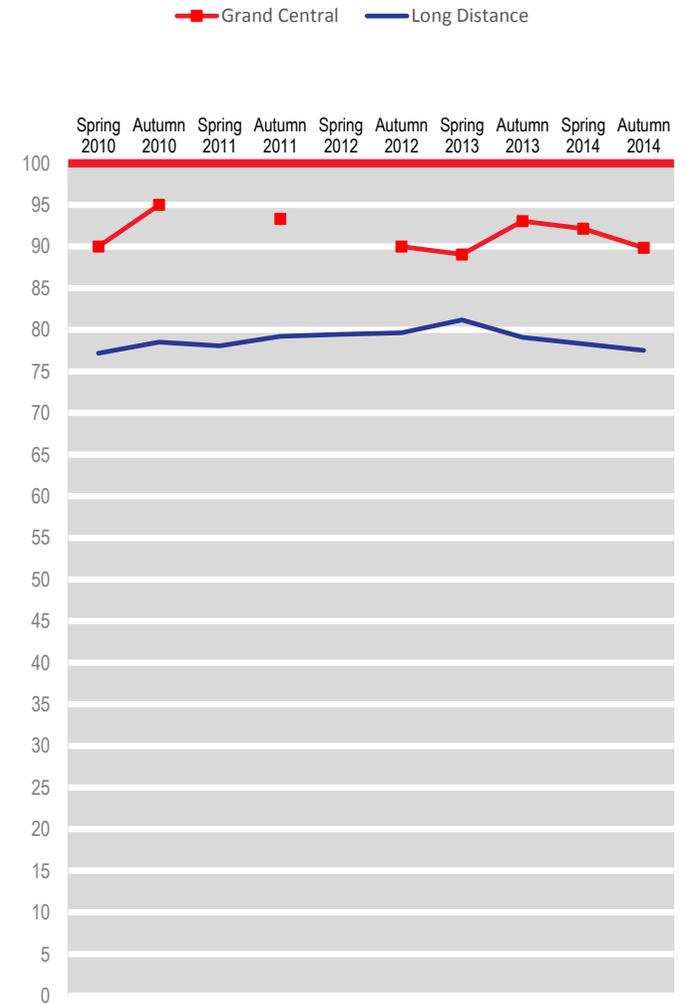
**Sufficient room for all the passengers to sit/stand**

**(545)**  
Percentage of passengers satisfied 2010 to 2014



**The comfort of the seating area**

**(550)**  
Percentage of passengers satisfied 2010 to 2014



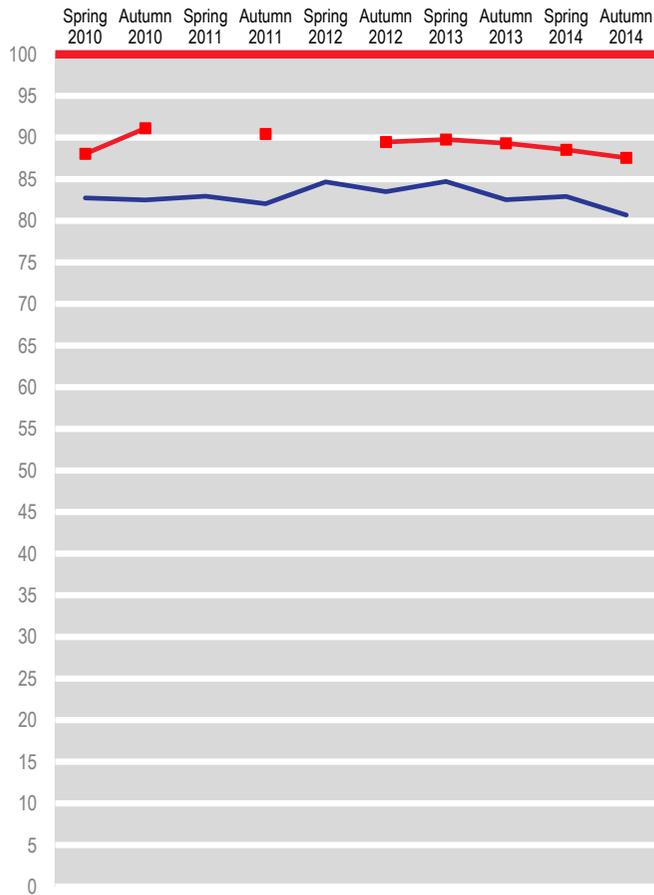
N.B. Benchmarks and targets are only shown for applicable factors

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

(553)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

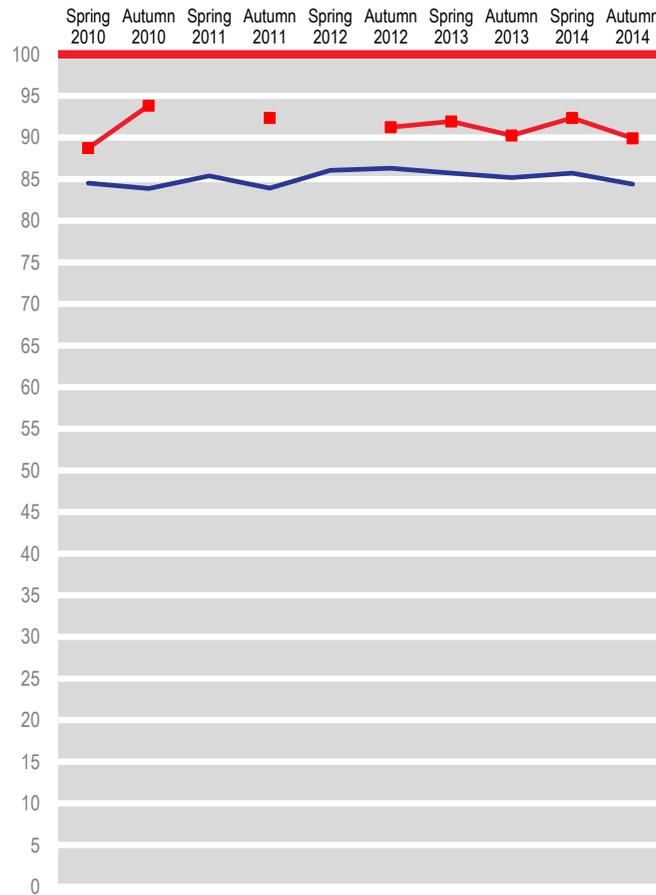


## Your personal security whilst on board

(528)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

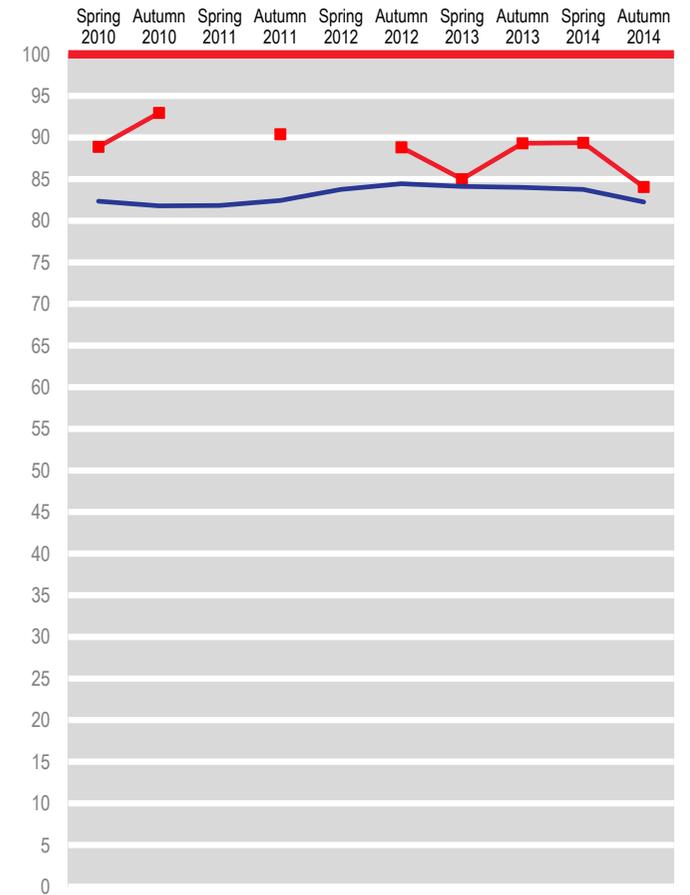


## The cleanliness of the inside of the train

(563)

Percentage of passengers satisfied 2010 to 2014

Grand Central Long Distance

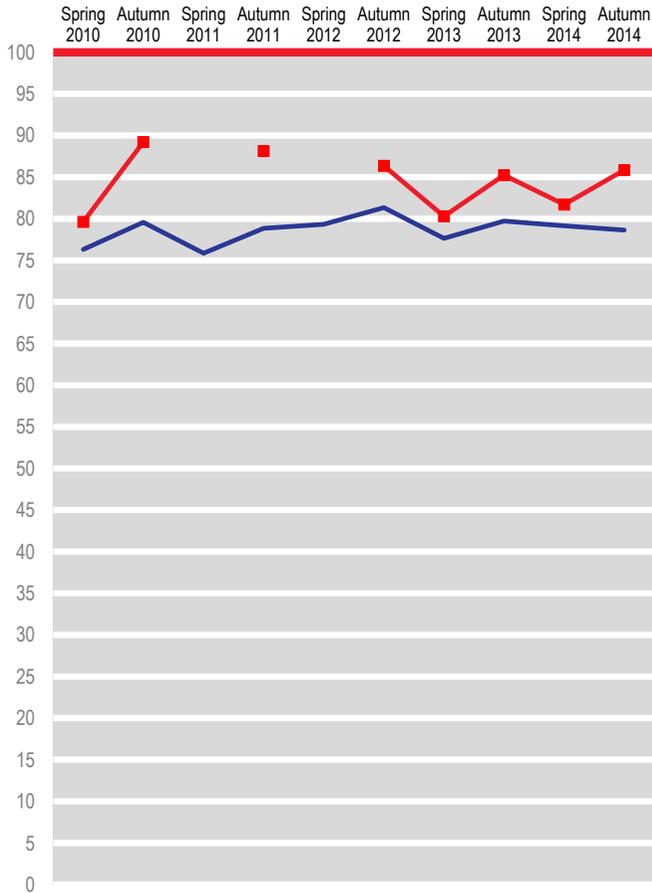


N.B. Benchmarks and targets are only shown for applicable factors

**The cleanliness of the outside of the train (505)**

Percentage of passengers satisfied 2010 to 2014

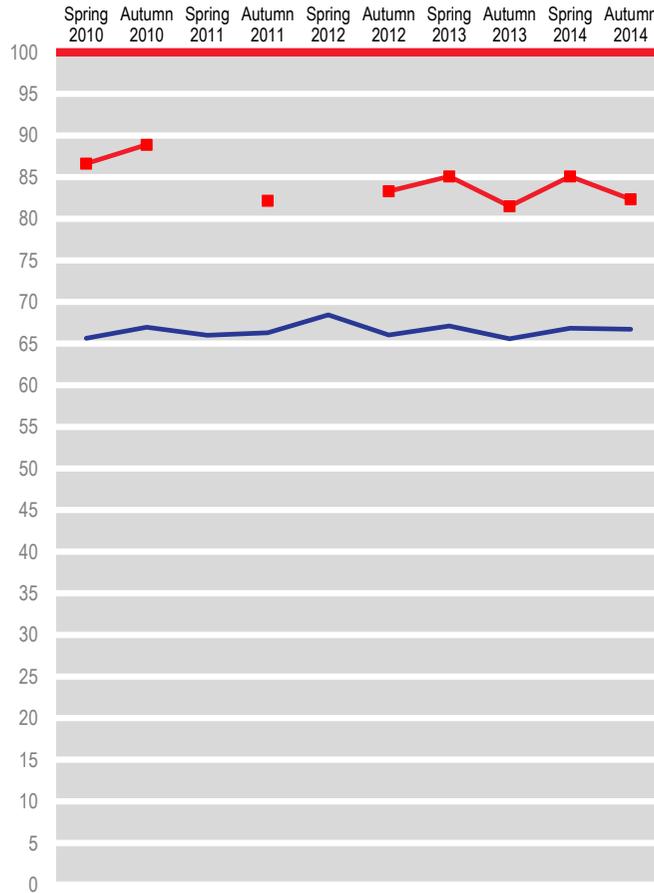
Grand Central Long Distance



**The availability of staff on the train (511)**

Percentage of passengers satisfied 2010 to 2014

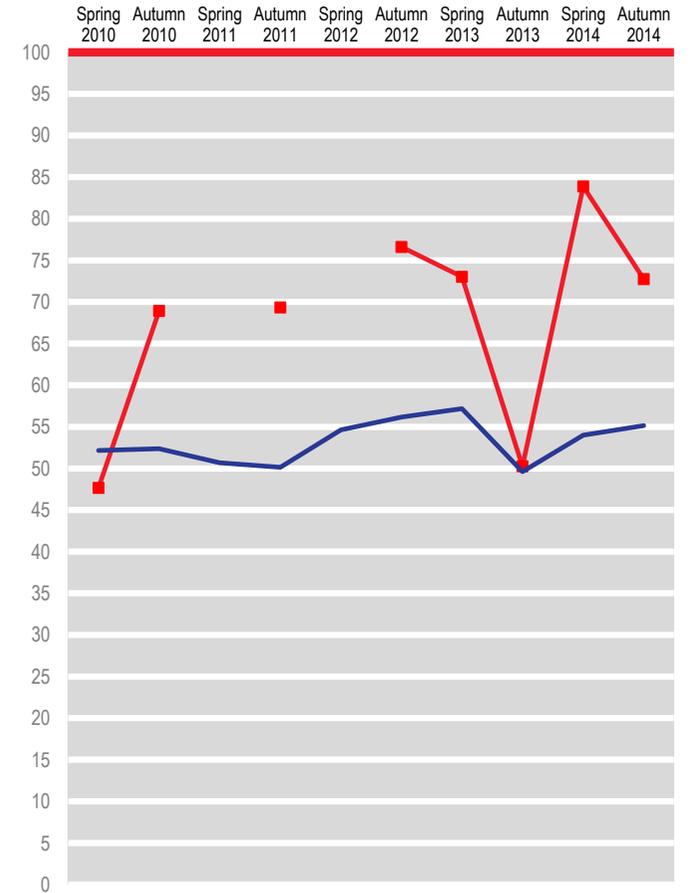
Grand Central Long Distance



**How well train company dealt with delays (30)**

Percentage of passengers satisfied 2010 to 2014

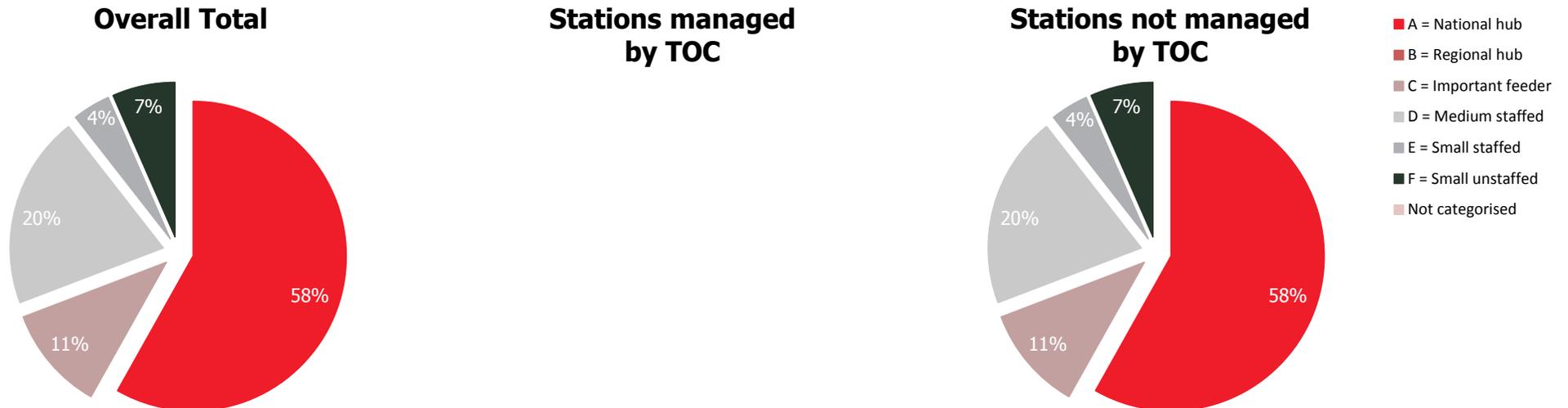
Grand Central Long Distance



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

## Managed versus non-managed stations for Grand Central

(% of passenger journeys originating from each type of station)



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	-		84
Ticket buying facilities	-		79
Provision of information about train times/platforms	-		88
The upkeep/repair of the station buildings/platforms	-		82
Cleanliness	-		80
The facilities and services	-		69
The attitudes and helpfulness of the staff	-		79
Connections with other forms of public transport	-		77
Facilities for car parking	-		56
Overall environment	-		78
Your personal security whilst using the station	-		75
The availability of staff	-		63
The provision of shelter facilities	-		78
Availability of seating	-		54
How request to station staff was handled	-		98
The choice of shops/eating/drinking facilities available	-		61

	Grand Central	Long Distance		Grand Central	Long Distance
<b>DELAY</b>					
None	91	72			
Minor	5	23			
Major	0	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	46	30			
6-10 minutes	38	30			
11-20 minutes	4	20			
21-30 minutes	-	7			
31-60 minutes	12	8			
More than 1 hour	-	2			
	1	4			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	23	26	Very well	18	27
Fairly well	40	34	Fairly well	44	33
Neither well nor poorly	11	18	Neither well nor poorly	11	18
Fairly poorly	18	11	Fairly poorly	13	9
Very poorly	9	11	Very poorly	14	12
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	13	28	Very well	20	22
Fairly well	50	34	Fairly well	49	29
Neither well nor poorly	19	16	Neither well nor poorly	26	27
Fairly poorly	10	11	Fairly poorly	-	10
Very poorly	9	11	Very poorly	5	12
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	27	26	Very well	32	15
Fairly well	50	33	Fairly well	24	23
Neither well nor poorly	19	22	Neither well nor poorly	44	28
Fairly poorly	-	8	Fairly poorly	-	13
Very poorly	4	11	Very poorly	-	21

## 5 5.2 Passenger experience relating to disability

	Grand Central	Long Distance		Grand Central	Long Distance
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	2	2			
Mobility	3	4			
Dexterity	0	1			
Learning or understanding or concentrating	-	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	90	87			
No answer	3	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	11	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	45	44	Yes	8	4
Not at all	42	46	No	92	96
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	38	40	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	39	36	Very satisfied	-	73
Neither satisfied nor dissatisfied	17	18	Fairly satisfied	-	27
Fairly dissatisfied	2	3	Neither satisfied nor dissatisfied	100	-
Very dissatisfied	5	3	Fairly dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	32	36	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	42	35	Very satisfied	-	70
Neither satisfied nor dissatisfied	20	19	Fairly satisfied	-	10
Fairly dissatisfied	2	6	Neither satisfied nor dissatisfied	100	3
Very dissatisfied	4	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	17

	Grand Central	Long Distance		Grand Central	Long Distance
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	46	39	White	86	92
Female	49	58	Mixed	1	1
			Asian or Asian British	5	3
			Black or Black British	1	1
			Chinese or other ethnic group	2	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	0	1	Commuter	5	17
19-25	11	9	Business	28	25
26-34	11	11	Leisure	67	58
35-44	16	13			
45-54	24	22	<b>REGULAR TRAVELLER</b>		
55-59	10	12	Yes	31	33
60-64	8	11	No	69	67
65+	15	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	59	51	Weekday	71	80
Working Part Time	10	16	Weekend	29	20
Not Working	3	3			
Retired	18	22	<b>TIME OF TRAVEL</b>		
Full Time Student	5	6	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	41	40	Yes asked for help	8	12
Middle Managerial	14	13	Yes asked for information	5	12
Junior Managerial/Clerical/Supervisory	5	8	Could not find anyone to ask	4	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	6	No	81	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	3	3			
Full time student	3	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	14	19	Yes, at home	91	91
Unemployed/between jobs	1	1	Yes, at work	60	57
Housewife/house-husband	0	1	No	4	6
Other	6	5			

	Grand Central	Long Distance		Grand Central	Long Distance
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	61	73	Better telephone enquiry/booking service	7	7
With other adults 16+	36	23	Better internet enquiry/booking service	22	22
With children aged 0-4	2	1	Better information facilities at stations	9	15
With children aged 5-10	2	1	Better route maps of the rail network	12	19
With children aged 11-15	1	2	Make timetables easier to read	15	19
			Better ticket buying facilities at station ticket offices	10	11
			Better ticket buying facilities at station ticket machines	7	10
			Better promotion when advanced tickets available	46	43
<b>TRAVELLING WITH ...</b>			Other	11	13
Heavy/bulky luggage/other large items	45	33	None of these	23	21
Pushchair	1	1			
Folding bicycle	-	0			
Non-folding bicycle	0	1			
Dog	1	0			
Wheelchair	1	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	51	64			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	15	16			
Anytime day single/return	4	12			
Off-peak/super off-peak single/return	17	19			
Off-peak/super off-peak day single/return	5	9			
Advance	49	29			
Day travelcard	0	1			
Oyster pay as you go	1	0			
Weekly or monthly season ticket	0	4			
Annual season ticket	0	2			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	2	1			
Free travel pass (e.g. Freedom Pass)	0	0			
Other	3	3			
Don't know/no answer	3	2			

## Station sample sizes for Grand Central

Station	Unweighted
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London Kings Cross	224
Sunderland	69
York	60
Hartlepool	51
Halifax	38
Doncaster	36
Eaglescliffe	23
Brighouse	23
Northallerton	18
Wakefield Kirkgate	12
Mirfield	10
Bradford Interchange	9
Thirsk	9
Pontefract Monkhill	5

Sample size	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>27812</b>	<b>11493</b>	<b>4002</b>	<b>12317</b>	<b>23784</b>	<b>4028</b>	<b>8938</b>	<b>5814</b>	<b>6916</b>	<b>6144</b>
Abellio Greater Anglia	126400	54	18	28	90	10	28	18	28	26
Arriva Trains Wales	29901	32	10	58	82	18	22	26	27	26
c2c	37356	67	6	27	86	14	32	11	26	31
Chiltern Railways	22839	38	25	37	82	18	42	7	23	28
CrossCountry	45510	15	28	57	78	22	24	18	28	30
East Coast	19904	10	33	57	76	24	39	7	23	31
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First Great Western	99672	30	20	50	77	23	20	27	27	26
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Govia Thameslink Railway	115764	45	26	29	86	14	27	16	29	27
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	137834	55	2	43	81	19	22	25	26	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	41	15	16	29
Southeastern	170874	61	12	27	90	10	18	30	26	26
Southern	181313	50	16	34	90	10	22	28	25	25
Virgin Trains	31911	11	23	66	81	19	32	7	32	30

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>27812</b>	<b>11493</b>	<b>4002</b>	<b>12317</b>	<b>23784</b>	<b>4028</b>	<b>8938</b>	<b>5814</b>	<b>6916</b>	<b>6144</b>
Abellio Greater Anglia	2226	48	10	42	91	9	37	13	28	21
Arriva Trains Wales	1065	29	12	58	80	20	23	23	34	21
c2c	1075	63	6	31	87	13	40	13	25	22
Chiltern Railways	1157	45	16	39	87	13	53	6	23	18
CrossCountry	1272	27	24	49	87	13	20	18	28	35
East Coast	1239	16	29	55	81	19	41	10	15	34
East Midlands Trains	1106	31	23	46	82	18	32	25	24	19
First Great Western	3006	36	18	46	84	16	29	30	27	14
First TransPennine Express	1037	35	17	47	87	13	30	25	37	9
Govia Thameslink Railway	1552	53	10	36	89	11	35	16	26	23
London Midland	1257	45	13	42	88	12	35	22	29	14
London Overground	1195	63	6	31	89	11	28	16	17	38
Merseyrail	478	57	4	39	89	11	32	31	24	14
Northern Rail	1568	43	8	49	86	14	23	25	23	29
ScotRail	1001	37	12	51	80	20	22	27	35	16
South West Trains	2127	45	11	44	84	16	39	21	17	24
Southeastern	1706	51	7	42	90	10	27	35	23	15
Southern	2239	43	12	45	84	16	31	27	19	24
Virgin Trains	1506	20	33	47	83	17	34	8	29	29

## 7 7.1 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):

<b>London and South East Operators</b>	<ul style="list-style-type: none"> <li>Abellio Greater Anglia</li> <li>c2c</li> <li>Chiltern Railways</li> <li>First Great Western</li> <li>Govia Thameslink Railway *</li> <li>London Midland</li> <li>London Overground</li> <li>South West Trains</li> <li>Southeastern</li> <li>Southern</li> </ul>
<b>Long Distance Operators</b>	<ul style="list-style-type: none"> <li>CrossCountry</li> <li>East Coast</li> <li>East Midlands Trains</li> <li>First TransPennine Express</li> <li>Virgin Trains</li> </ul>
<b>Regional Operators</b>	<ul style="list-style-type: none"> <li>Arriva Trains Wales</li> <li>Merseyrail</li> <li>Northern Rail</li> <li>ScotRail</li> </ul>

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

## 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:

### **Abellio Greater Anglia: Intercity**

London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service)

### **Abellio Greater Anglia: Main line**

Journeys on outer suburban Great Eastern services London - Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London - Southend Victoria service.

### **Abellio Greater Anglia: Metro**

Journeys on London – Shenfield metro service

### **Abellio Greater Anglia: Rural**

Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

### **Abellio Greater Anglia: Stansted**

Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport where the passenger has an origin or destination of the airport

### **Abellio Greater Anglia: West Anglia Inner**

Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster

### **Abellio Greater Anglia: West Anglia Outer**

Journeys on West Anglia routes London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport.

### **Arriva Trains Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff

### **Arriva Trains Wales: Interurban**

Journeys on the route Cardiff - Manchester Piccadilly (via Hereford and Shrewsbury).

### **Arriva Trains Wales: Mid Wales & Borders**

Journeys on the route Birmingham – Aberystwyth/Pwllheli

### **Arriva Trains Wales: North Wales & Borders**

Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury, also includes Llandudno - Blaenau Ffestiniog and Wrexham Central – Bidston.

### **Arriva Trains Wales: South Wales & Borders/West Wales**

Journeys on South Wales mainline routes (Cheltenham-Maesteg, Ebbw Vale-Cardiff and Newport-Llanelli). Also includes routes west of Swansea and the Heart of Wales line (Llanelli – Craven Arms).

### **c2c: Southend line**

Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea).

### **c2c: Tilbury line**

Journeys starting from any station on the Tilbury loop lines between Dagenham Dock/Ockendon and Pitsea.

### **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

**Govia Thameslink Railway: Great Northern**

Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

**Govia Thameslink Railway: Thameslink Loop**

Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: 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 service with Southeastern)

**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 Hull Trains:**

All First Hull Trains journeys

**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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**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 Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around BirminghamNew Street

**London Overground: Highbury - Croydon/Clapham**

Journeys on the Highbury & Islington - West Croydon and Highbury & Islington - Clapham Junction lines

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

**London Overground: Richmond/Clapham Junction - Stratford**

Journeys on the Richmond - Stratford and Clapham Junction - Willesden Junction/Stratford rail lines

**London Overground: Watford - Euston**

Journeys on the London Euston - Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail: Wirral**

Journeys on the central Liverpool - West Kirby, New Brighton, 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, and Lincolnshire

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

**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: 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: London - Birmingham – Scotland**

Journeys on London - 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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