



# National Rail Passenger Survey

## Chiltern Railways TOC Report

### Autumn 2014 (Wave 31)

#### Contacts:

David Greeno  
Passenger Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrccontinental.com](mailto:rebecca.joyner@bdrccontinental.com)

Passengerfocus   
putting passengers first

# Contents

## 1 Introduction

- 1.1** Methodology 2
- 1.2** Issues affecting fieldwork 3

## 2 Key results

- 2.1** Overall satisfaction and station factor results for Chiltern Railways 5
- 2.2** Train factor results for Chiltern Railways 7
- 2.3** Overall satisfaction and station factor results for London and South East 9
- 2.4** Train factor results for London and South East 11
- 2.5** Chiltern Railways versus London and South East performance 13
- 2.6** Results by route for Chiltern Railways 14

## 3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for Chiltern Railways 15
- 3.2** Train factor results for Chiltern Railways 21

## 4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for Chiltern Railways 28

## 5 Peak/off-peak satisfaction

- 5.1** Peak/off peak satisfaction for Chiltern Railways 29
- 5.2** Peak/off peak satisfaction for London and South East 30

## 6 Passenger experience with service

- 6.1** Passenger experience of delays 31
- 6.2** Passenger experience relating to disability 32

## 7 Sample profile

- 7.1** Sample profile for Chiltern Railways versus London and South East 33
- 7.2** Station sample sizes for Chiltern Railways 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

## 8 Technical appendix

- 8.1** Standard reports produced for NRPS 38
- 8.2** Rail sectors 39
- 8.3** How routes are defined 40

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 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

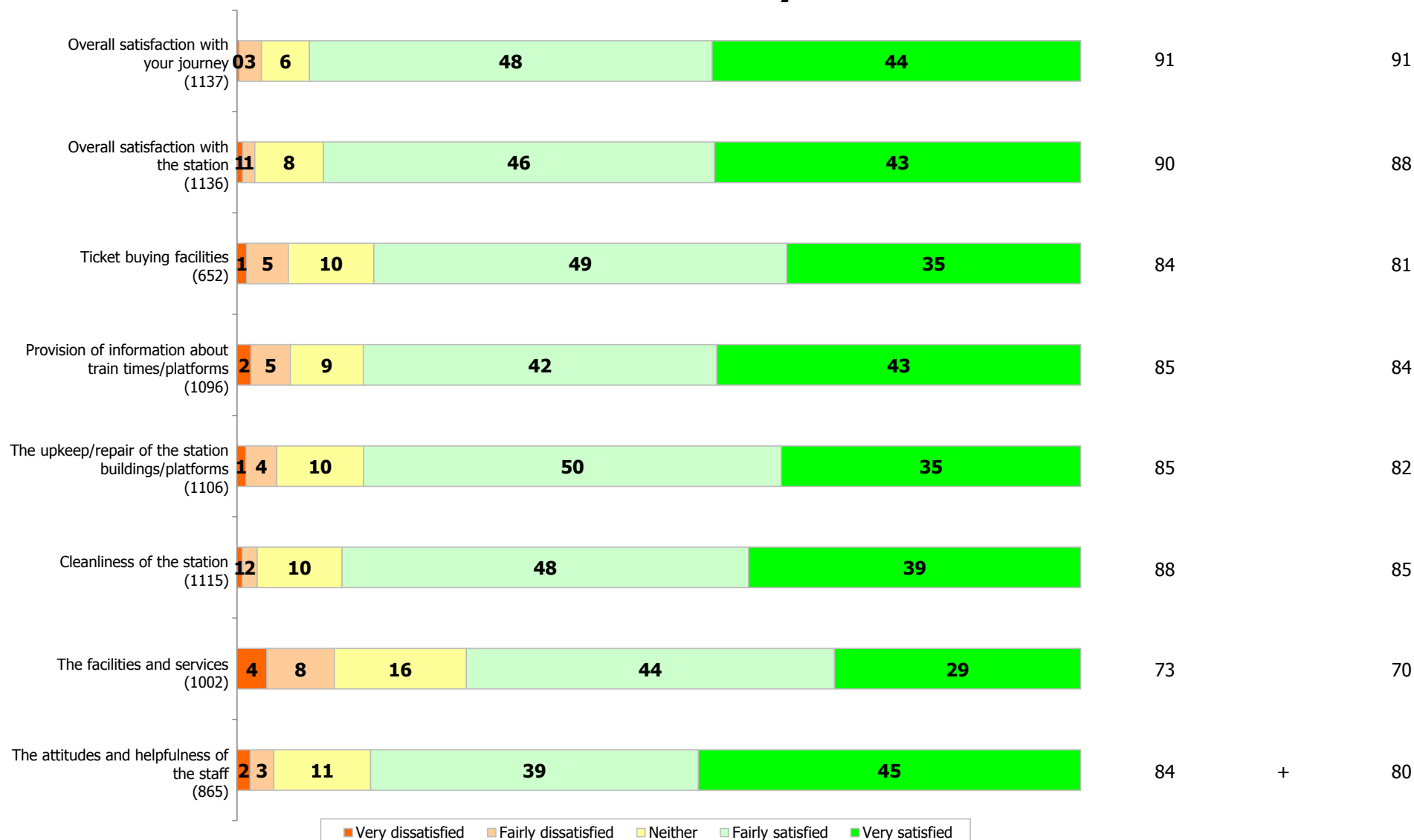
At 95% confidence level:  
+ significant increase  
- significant decrease

### Satisfaction results for Chiltern Railways

% satisfied/good

Autumn 2014

Autumn 2013

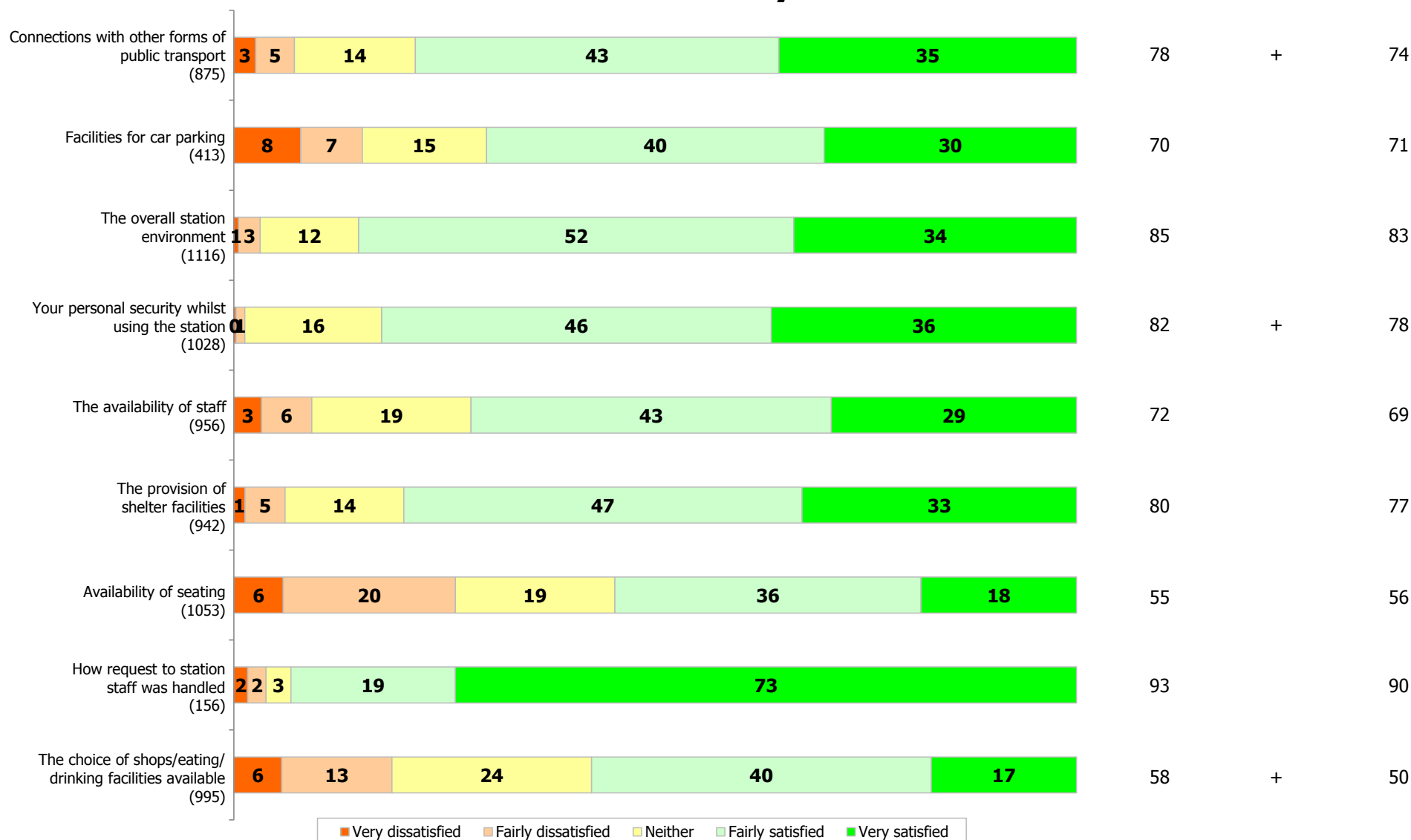


## Satisfaction results for Chiltern Railways

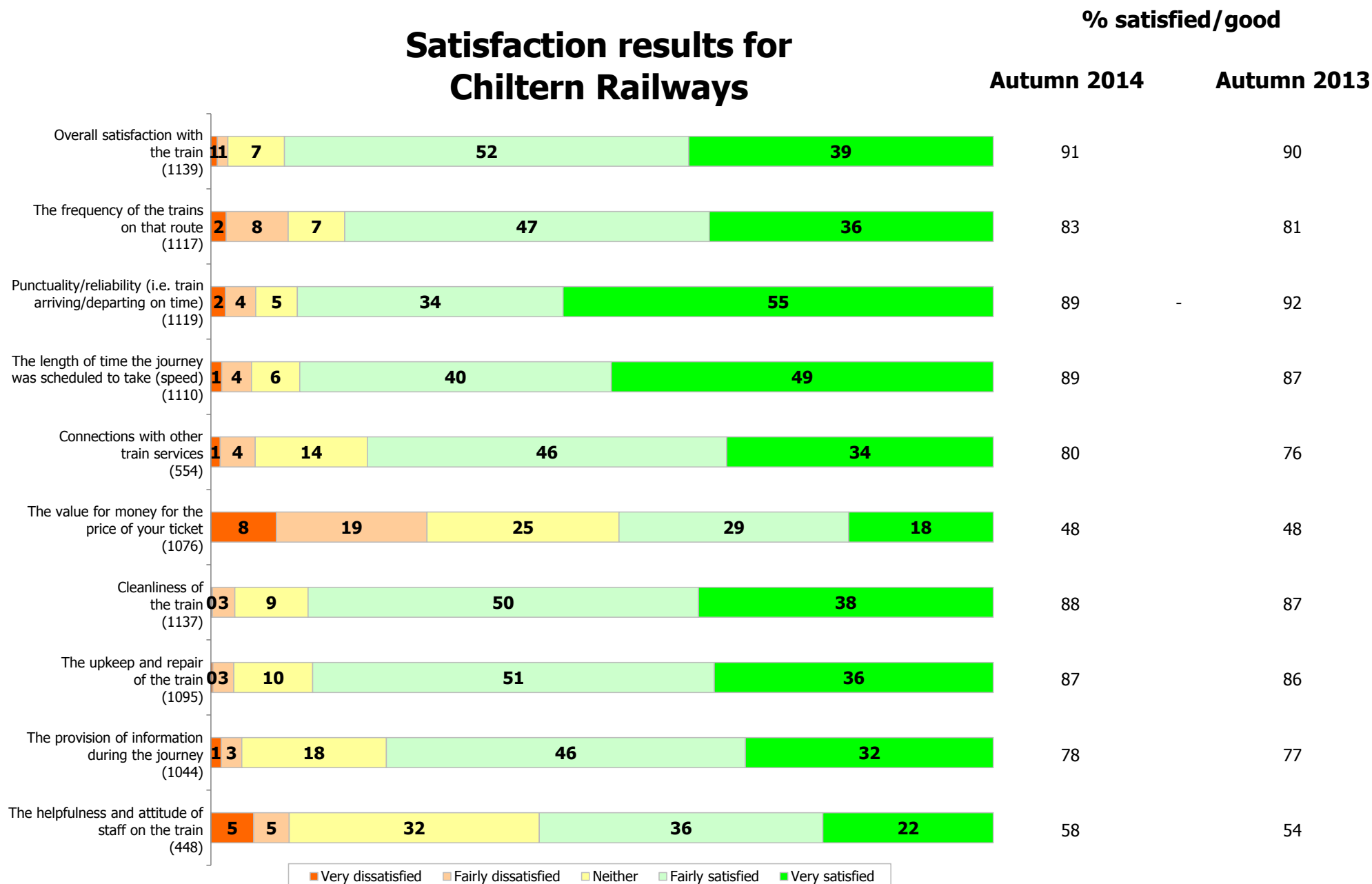
% satisfied/good

Autumn 2014

Autumn 2013



## Satisfaction results for Chiltern Railways



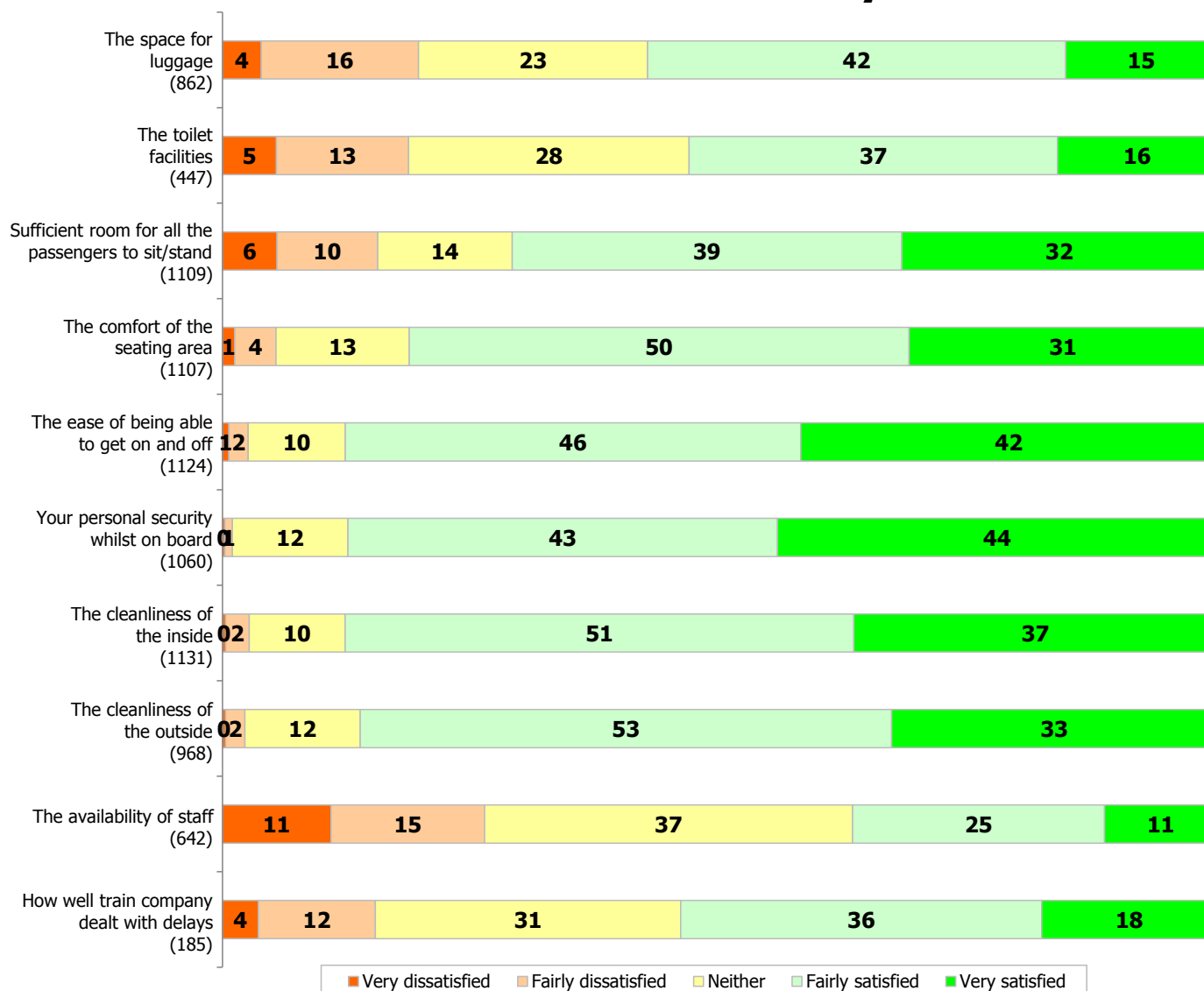


## Satisfaction results for Chiltern Railways

% satisfied/good

Autumn 2014

Autumn 2013



### Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013

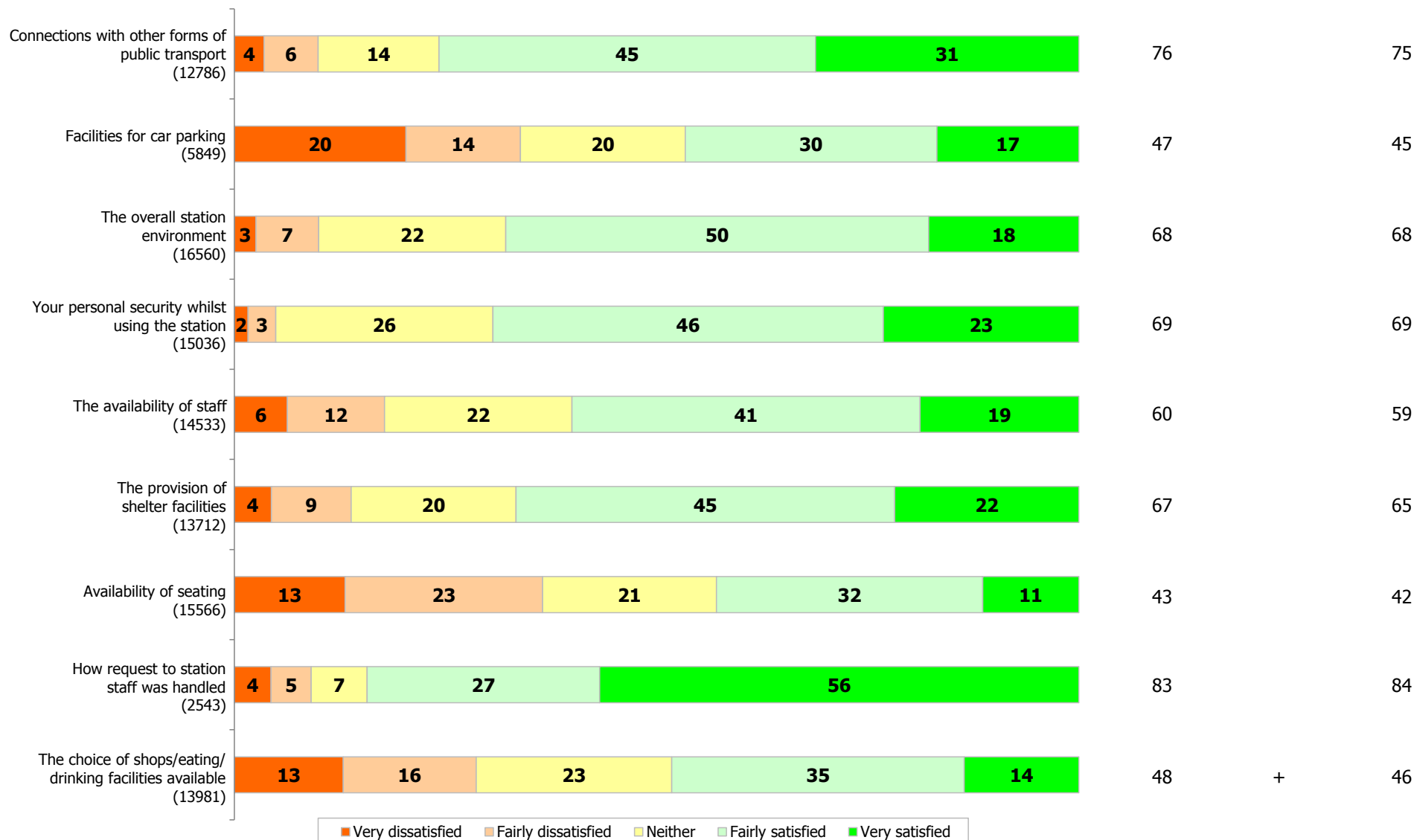


## Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013



## Satisfaction results for London and South East

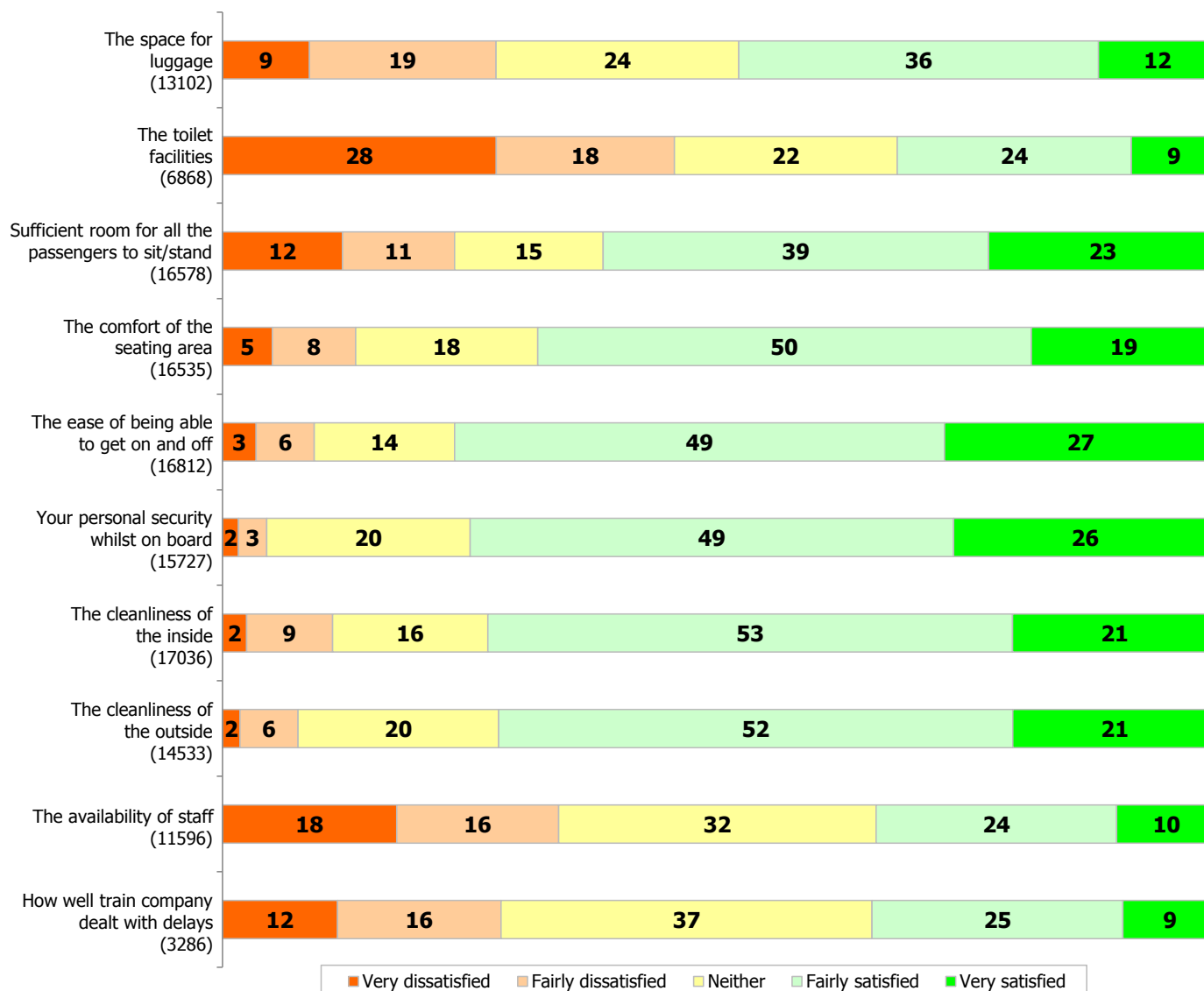


## Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013



## Chiltern Railways versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	91	80	114%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	90	78	115%
Ticket buying facilities	84	72	117%
Provision of information about train times/platforms	85	80	107%
The upkeep/repair of the station buildings/platforms	85	70	122%
Cleanliness	88	74	118%
The facilities and services	73	55	131%
The attitudes and helpfulness of the staff	84	71	118%
Connections with other forms of public transport	78	76	104%
Facilities for car parking	70	47	150%
Overall environment	85	68	126%
Your personal security whilst using the station	82	69	119%
The availability of staff	72	60	120%
The provision of shelter facilities	80	67	120%
Availability of seating	55	43	128%
How request to station staff was handled	93	83	111%
The choice of shops/eating/drinking facilities available	58	48	119%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	91	77	117%
The frequency of the trains on that route	83	75	111%
Punctuality/reliability (i.e. the train arriving/departing on time)	89	75	118%
The length of time the journey was scheduled to take (speed)	89	81	109%
Connections with other train services	80	75	107%
The value for money of the price of your ticket	48	41	116%
Cleanliness of the train	88	73	121%
Upkeep and repair of the train	87	72	121%
The provision of information during the journey	78	67	115%
The helpfulness and attitude of staff on train	58	54	107%
The space for luggage	57	48	119%
The toilet facilities	53	32	165%
Sufficient room for all passengers to sit/stand	71	62	115%
The comfort of the seating area	81	68	119%
The ease of being able to get on and off	88	77	114%
Your personal security on board	87	75	116%
The cleanliness of the inside	88	73	120%
The cleanliness of the outside	86	72	119%
The availability of staff	37	34	107%
How well train company deals with delays	54	35	155%

## Building block/route data for Chiltern Railways

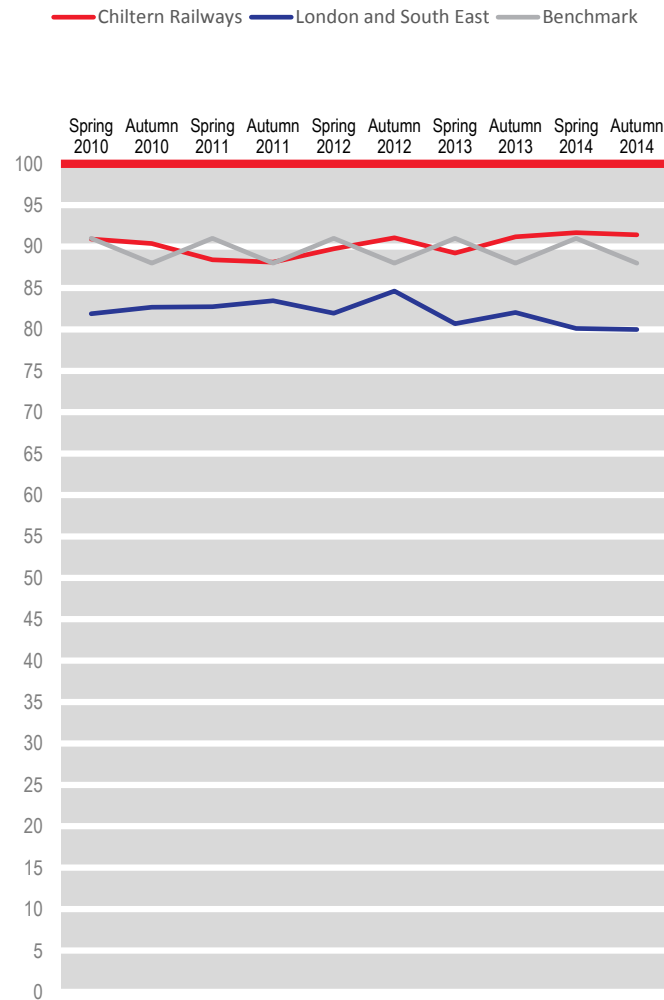
	North	South
Overall satisfaction with your journey	92	91
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	89	90
Ticket buying facilities	87	83
Provision of information about train times/platforms	83	86
The upkeep/repair of the station buildings/platforms	86	85
Cleanliness	88	87
The facilities and services	72	73
The attitudes and helpfulness of the staff	81	85
Connections with other forms of public transport	76	79
Facilities for car parking	70	70
Overall environment	81	87
Your personal security whilst using the station	83	82
The availability of staff	75	71
The provision of shelter facilities	82	79
Availability of seating	69	50
How request to station staff was handled	95	92
The choice of shops/eating/drinking facilities available	54	59
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	93	90
The frequency of the trains on that route	87	81
Punctuality/reliability (i.e. the train arriving/departing on time)	85	90
The length of time the journey was scheduled to take (speed)	93	87
Connections with other train services	84	78
The value for money of the price of your ticket	53	46
Cleanliness of the train	87	88
Upkeep and repair of the train	88	87
The provision of information during the journey	74	79
The helpfulness and attitude of staff on train	71	51
The space for luggage	57	57
The toilet facilities	59	51
Sufficient room for all passengers to sit/stand	81	67
The comfort of the seating area	88	79
The ease of being able to get on and off	91	86
Your personal security on board	88	87
The cleanliness of the inside	89	87
The cleanliness of the outside	86	86
The availability of staff	54	29
How well train company deals with delays	64	48



# Percentage satisfaction with aspects of station where boarded

## Overall satisfaction with your journey

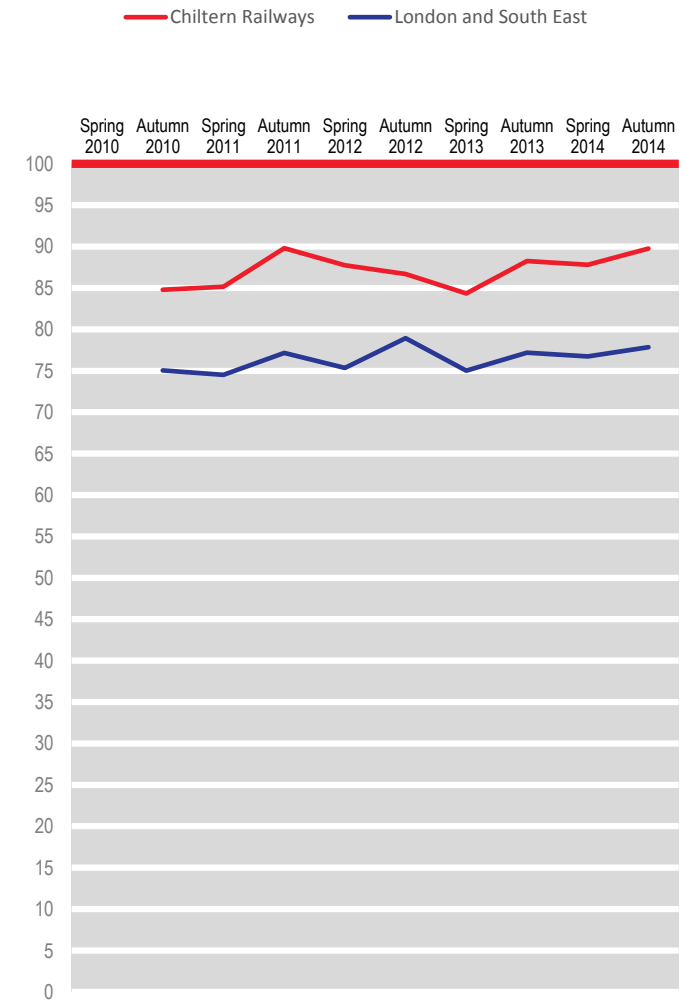
(1137)  
Percentage of passengers satisfied 2010 to 2014



Target 90

## Overall station satisfaction

(1136)  
Percentage of passengers satisfied 2010 to 2014



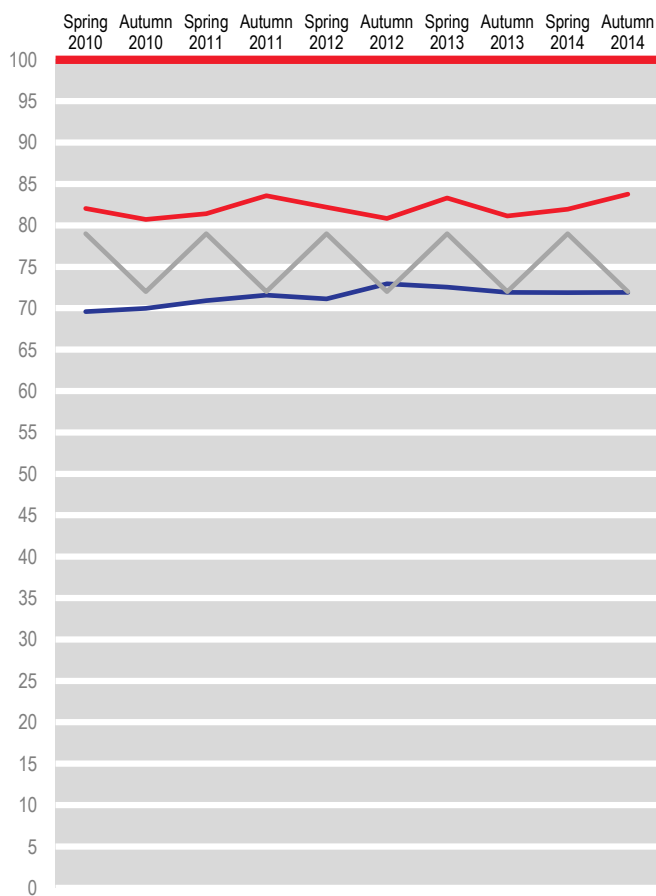
N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(652)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



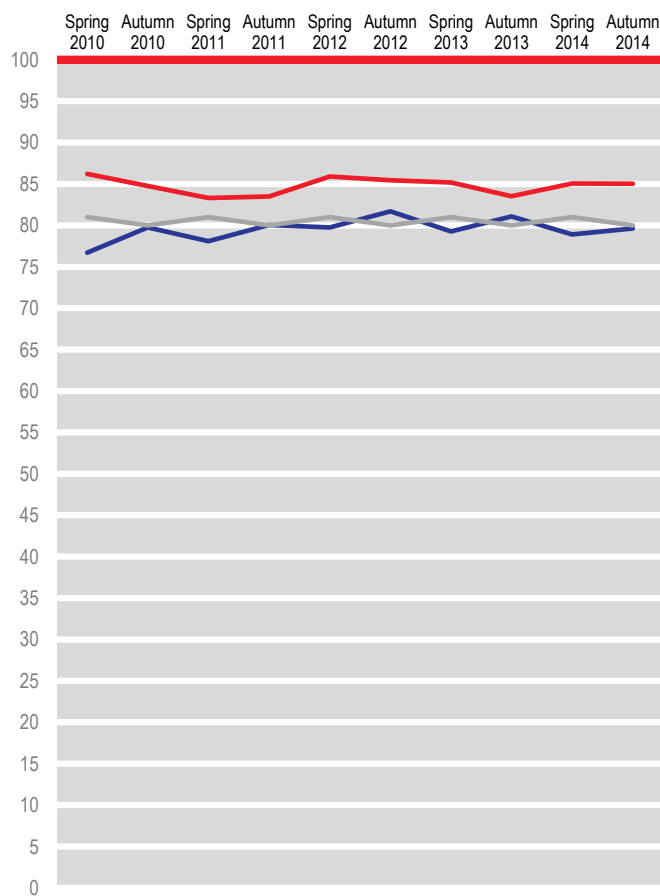
Target 78

### Provision of information about train times/platforms

(1096)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



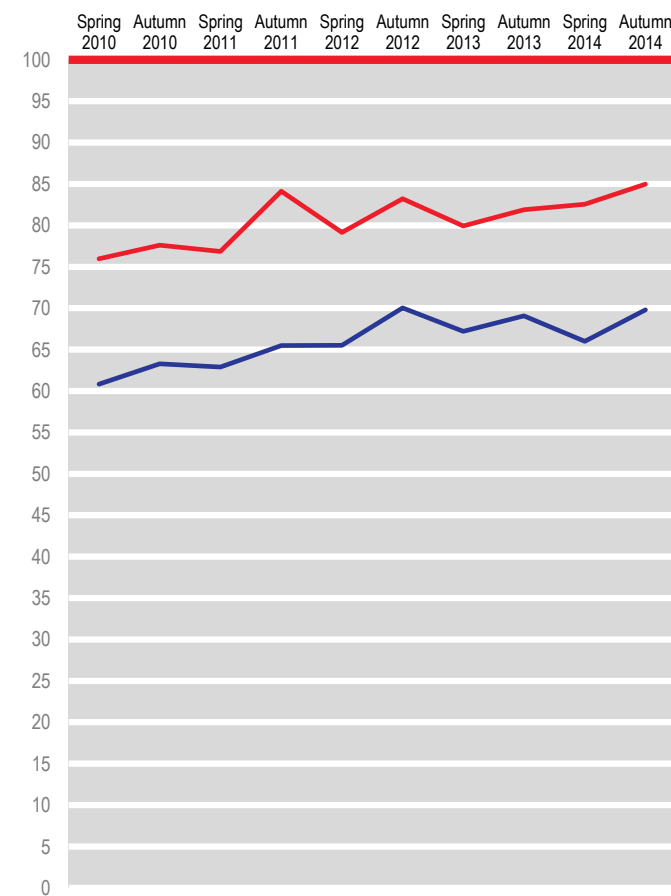
Target 82

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

(1106)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East



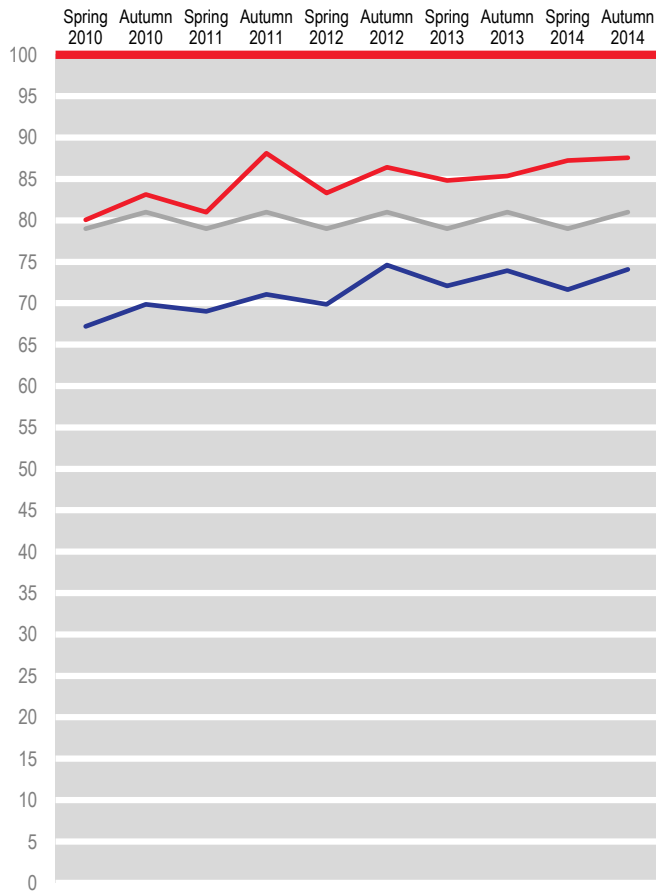
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(1115)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



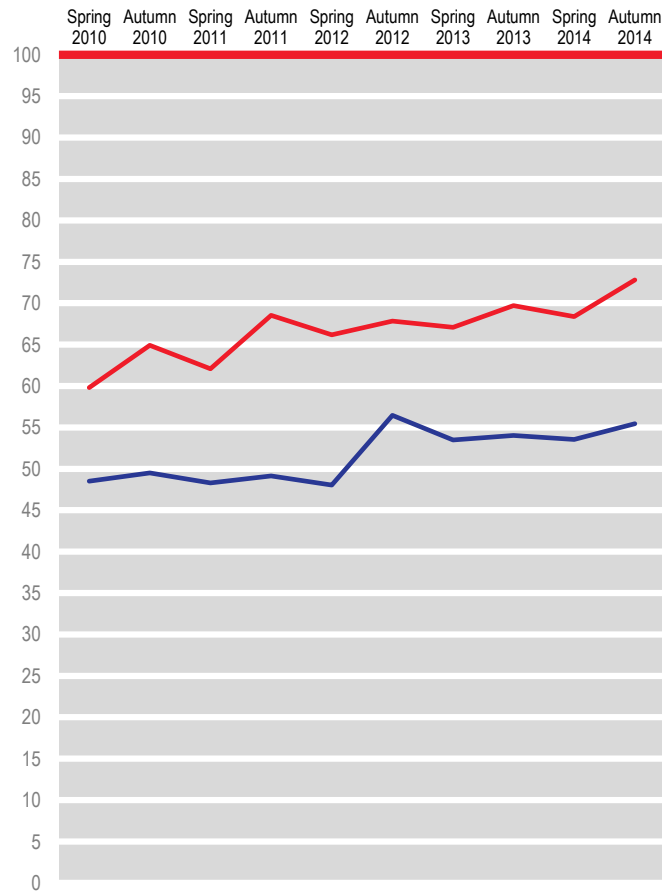
Target 82

### The facilities and services at the station

(1002)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

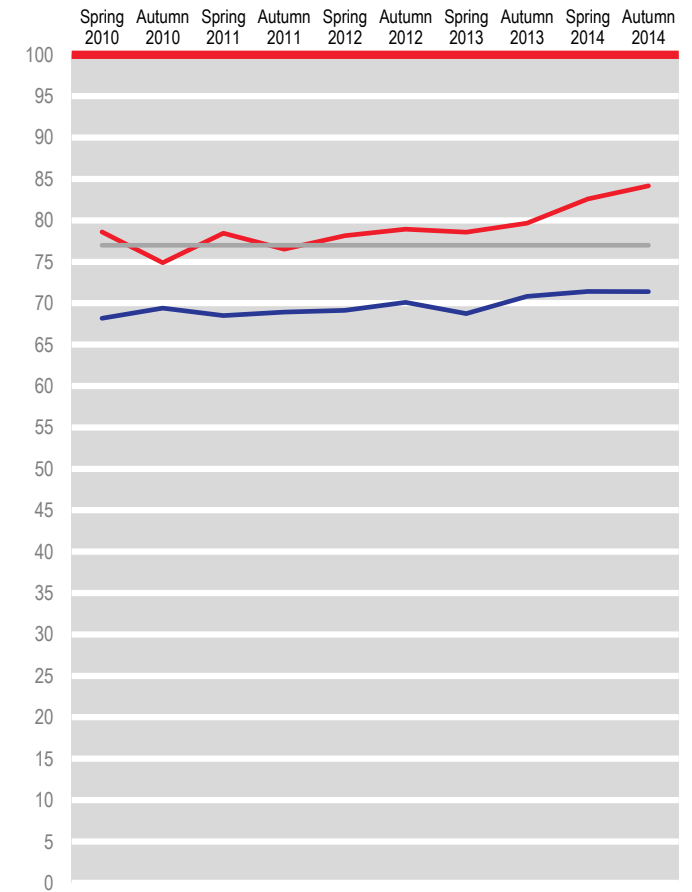


### The attitudes and helpfulness of the staff at the station

(865)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



Target 79

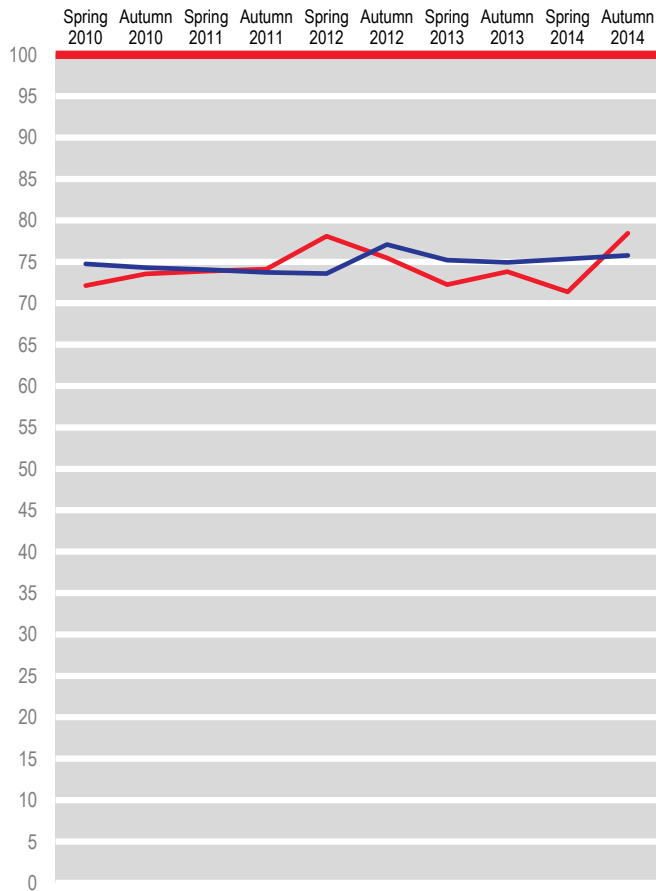
N.B. Benchmarks and targets are only shown for applicable factors

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

(875)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

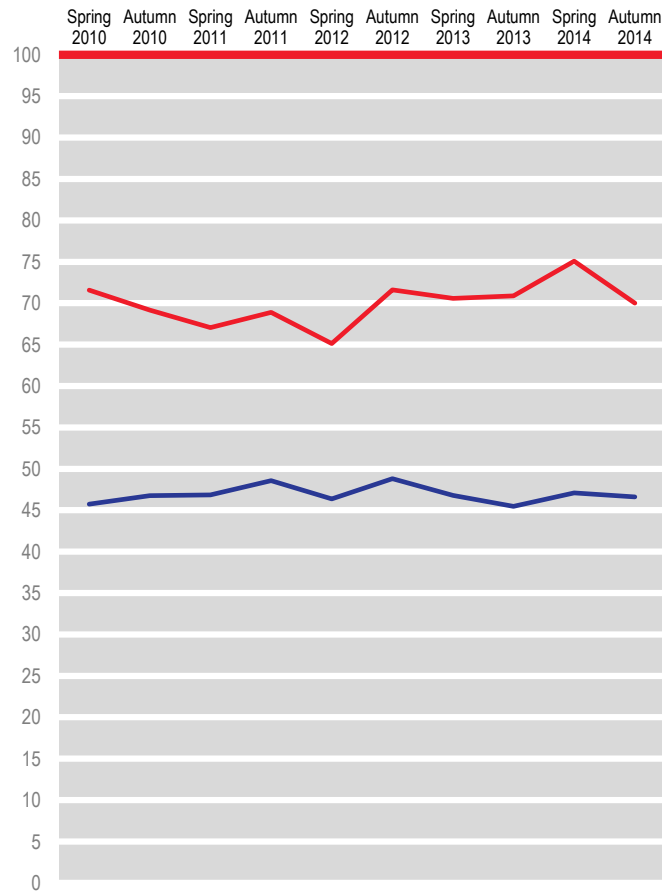


### Facilities for car parking at the station

(413)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

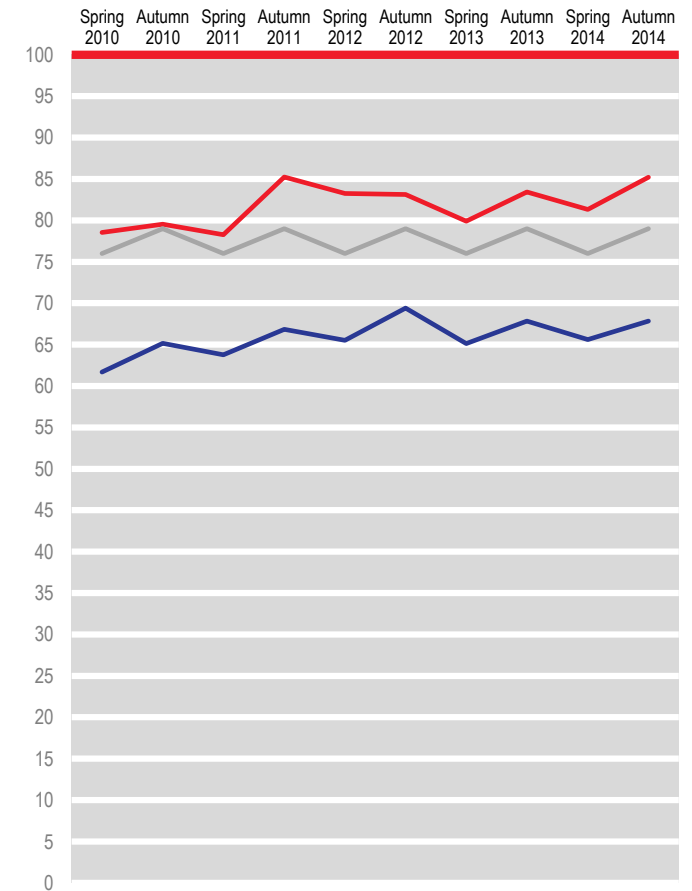


### Overall station environment

(1116)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



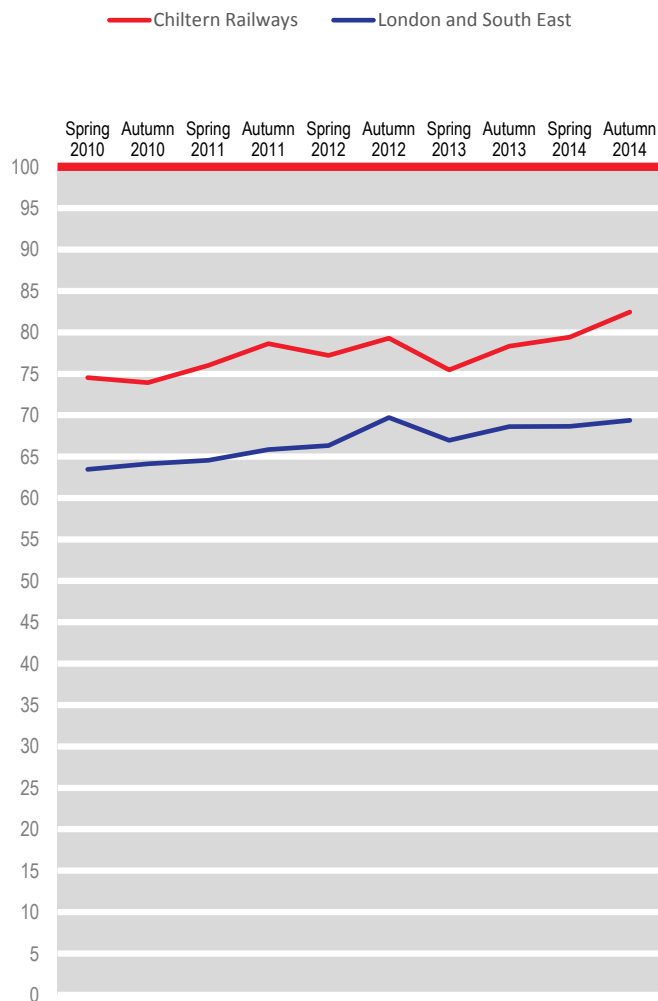
Target 80

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

### Your personal security whilst using the station

(1028)

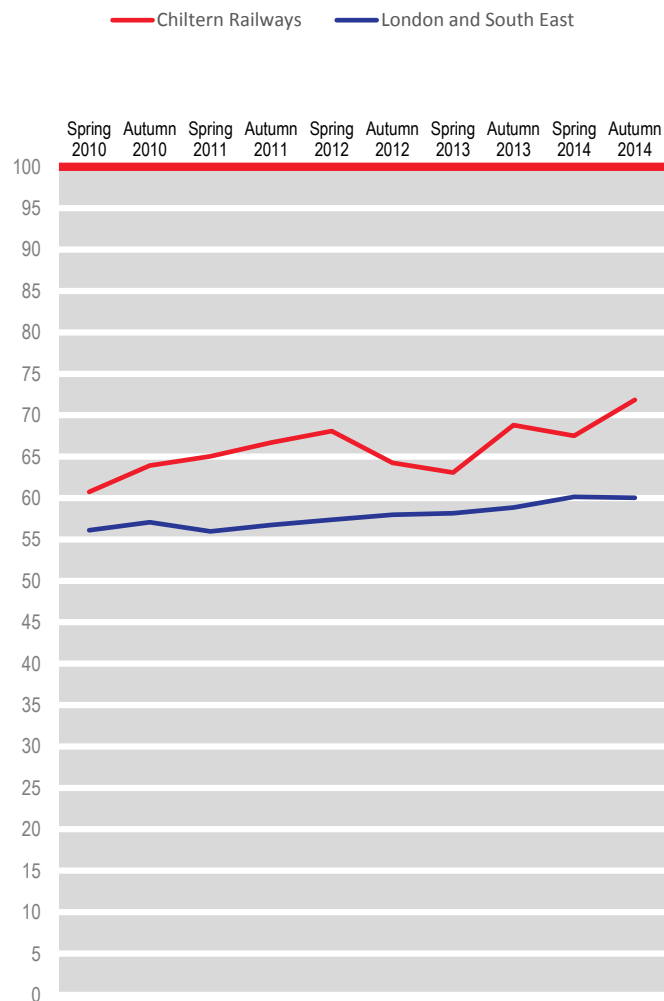
Percentage of passengers satisfied 2010 to 2014



### The availability of staff at the station

(956)

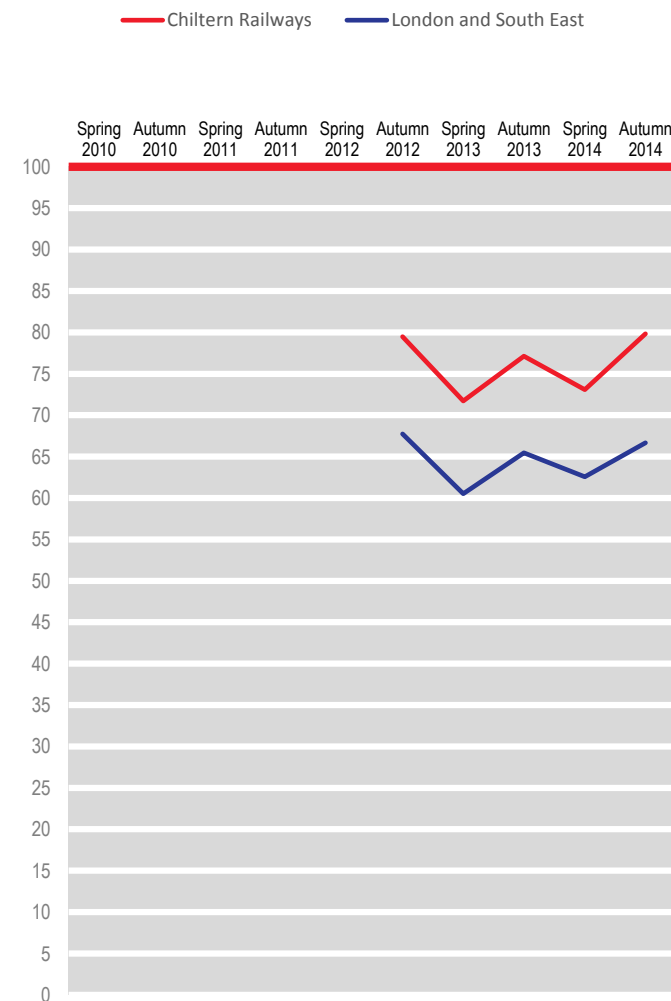
Percentage of passengers satisfied 2010 to 2014



### The provision of shelter facilities

(942)

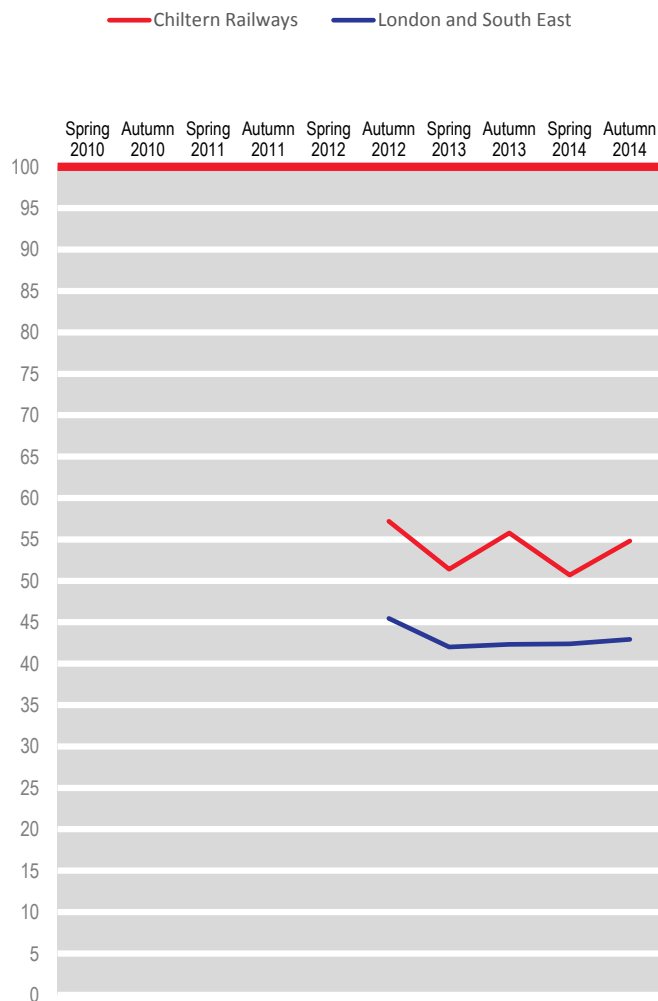
Percentage of passengers satisfied 2010 to 2014



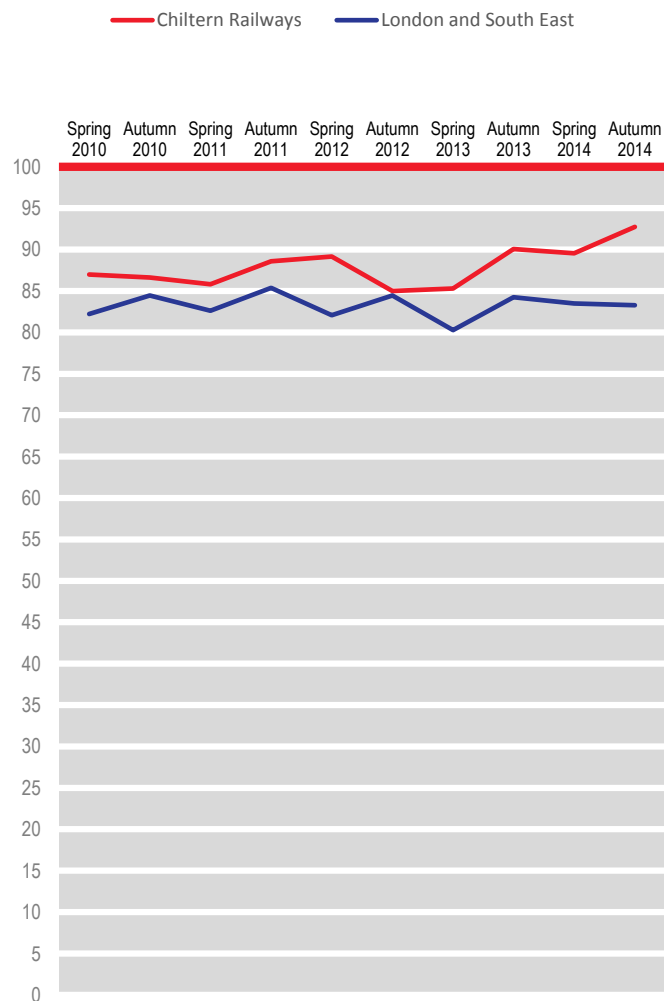
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(1053)**

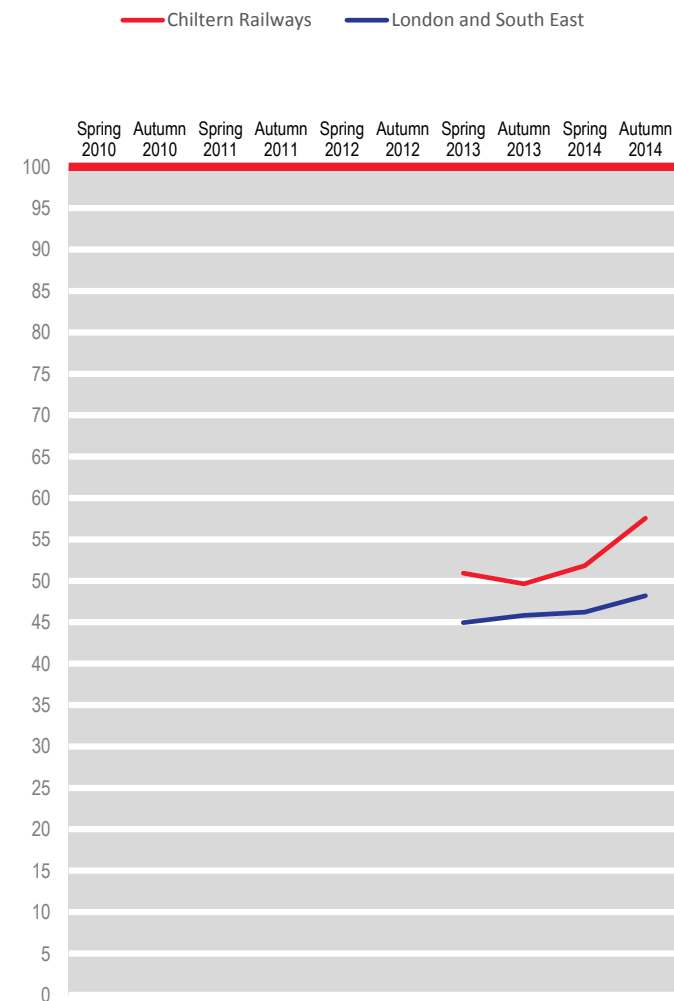
Percentage of passengers satisfied 2010 to 2014

**How request to station staff was handled****(156)**

Percentage of passengers satisfied 2010 to 2014

**The choice of shops/eating/drinking facilities available****(995)**

Percentage of passengers satisfied 2010 to 2014



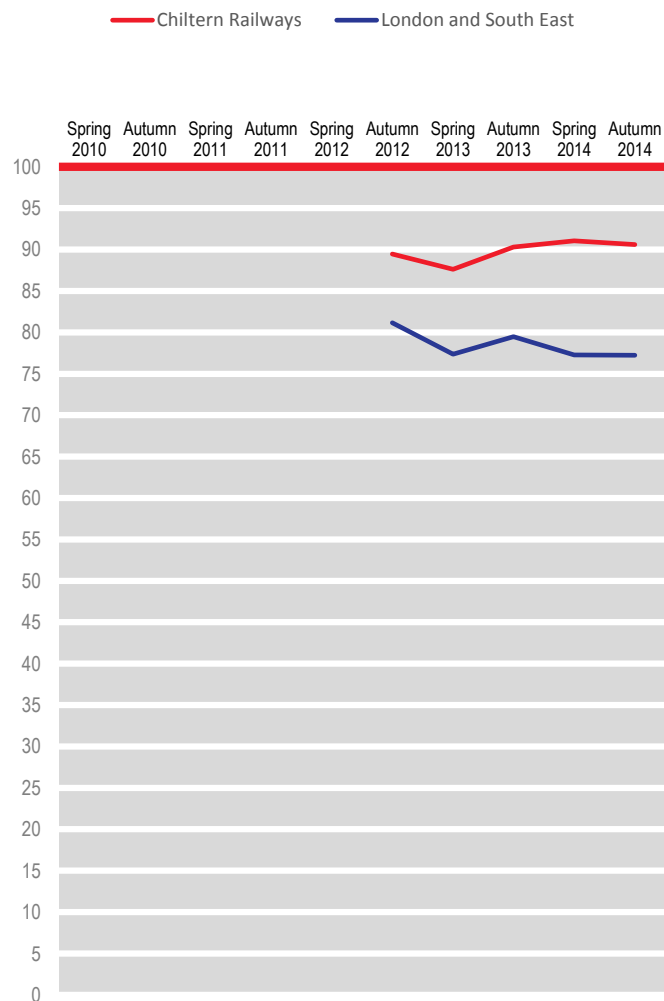
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1139)

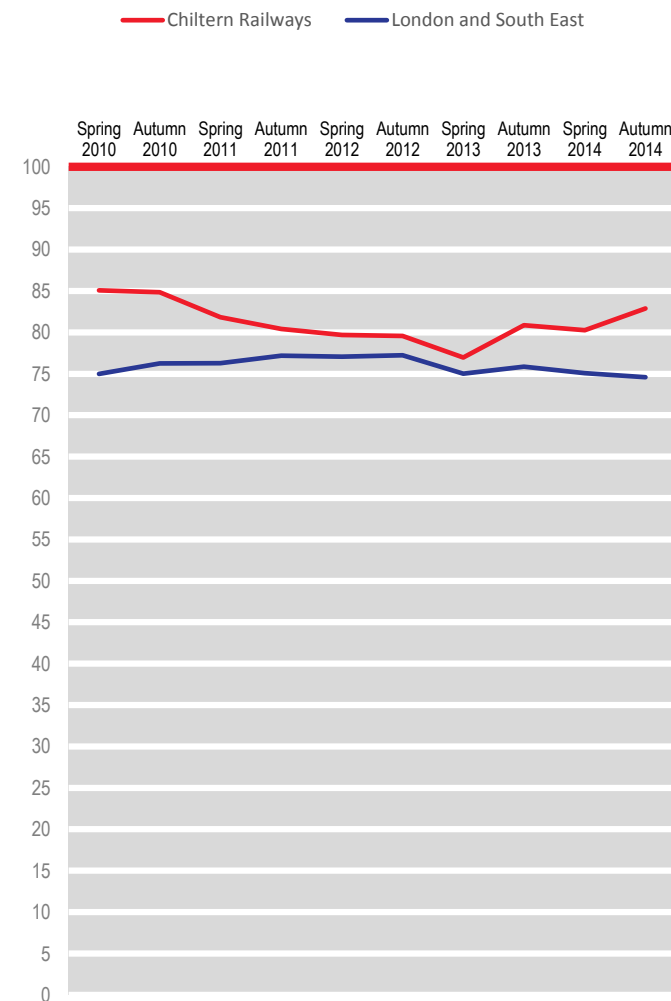
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(1117)

Percentage of passengers satisfied 2010 to 2014



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

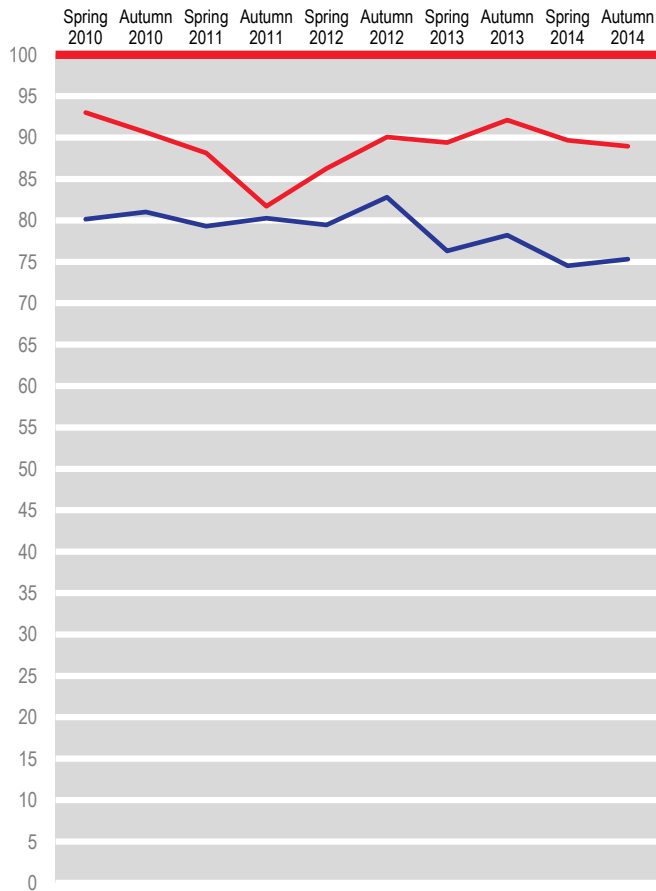


### Punctuality/reliability (i.e. train arriving/departing on time)

(1119)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

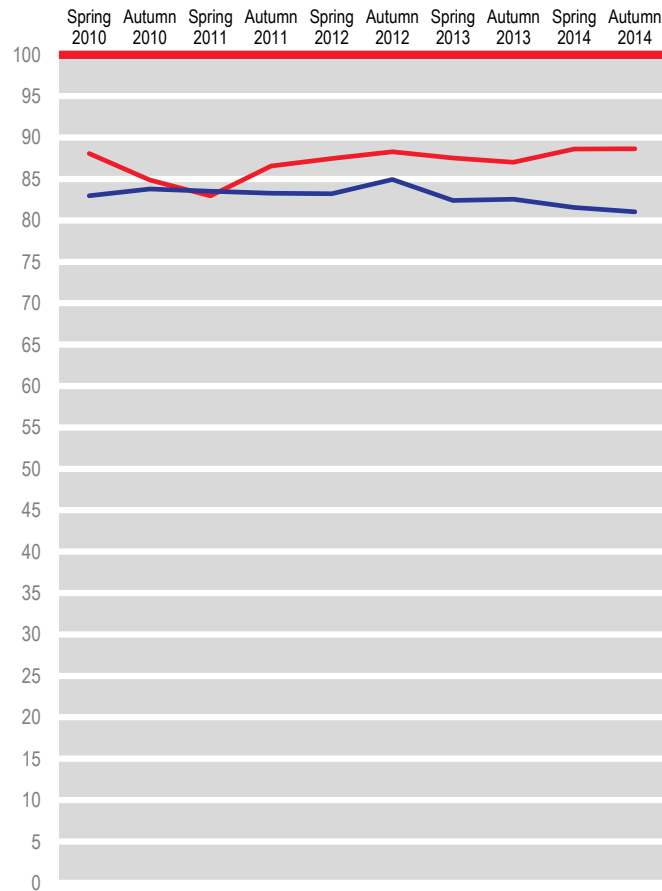


### The length of time the journey was scheduled to take (speed)

(1110)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

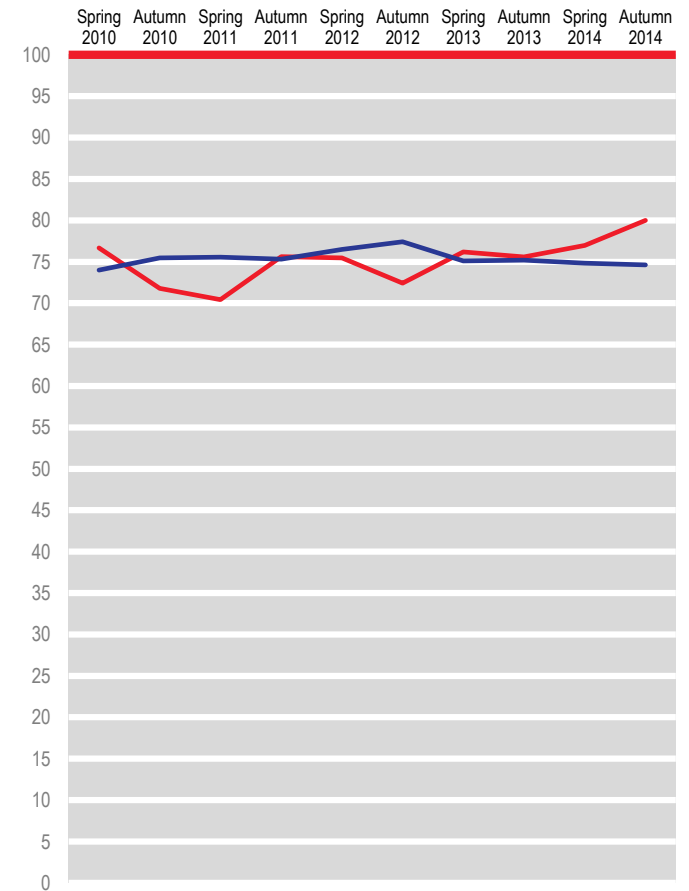


### Connections with other train services

(554)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

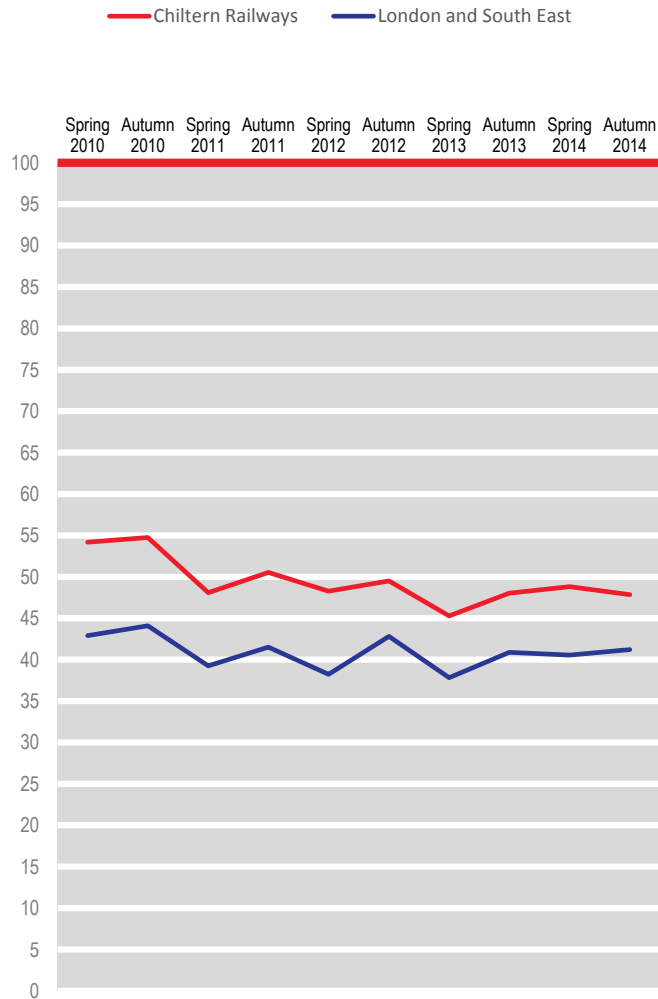


N.B. Benchmarks and targets are only shown for applicable factors

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

(1076)

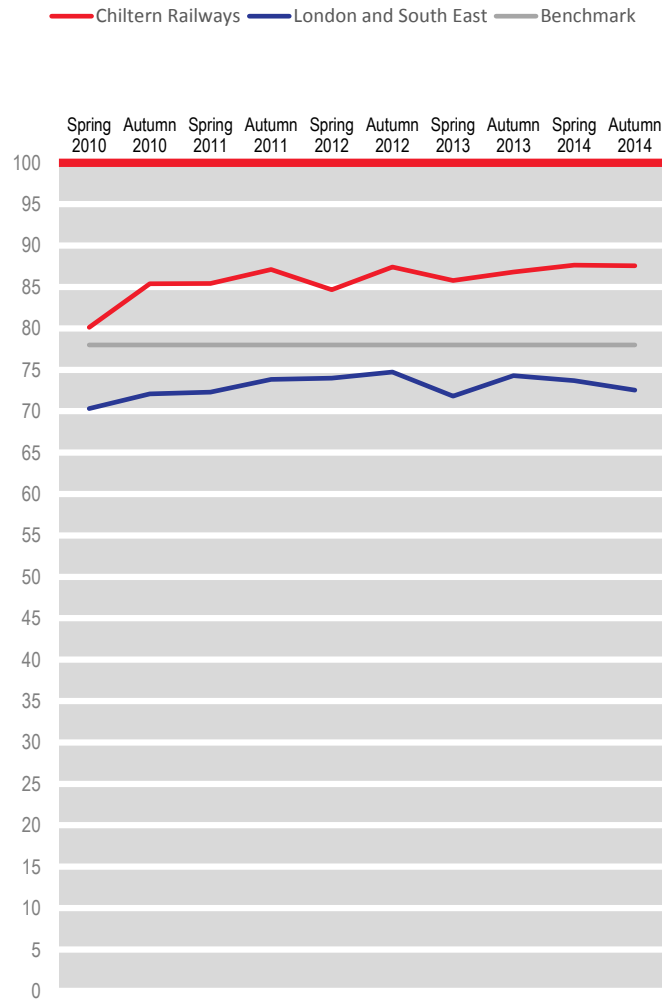
Percentage of passengers satisfied 2010 to 2014



### Cleanliness of the train

(1137)

Percentage of passengers satisfied 2010 to 2014

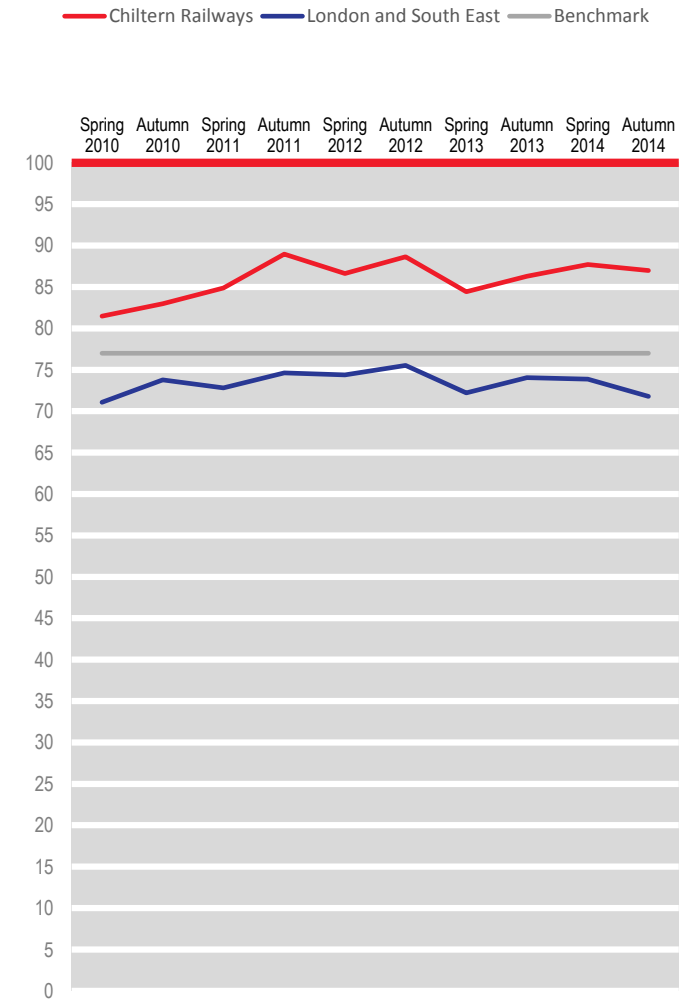


Target 80

### Upkeep and repair of the train

(1095)

Percentage of passengers satisfied 2010 to 2014



Target 79

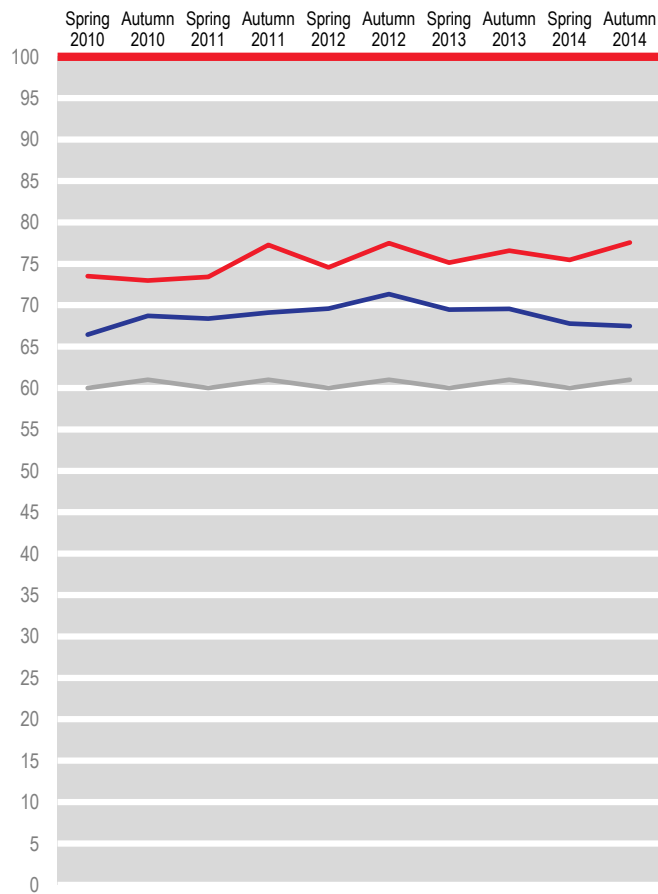
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(1044)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



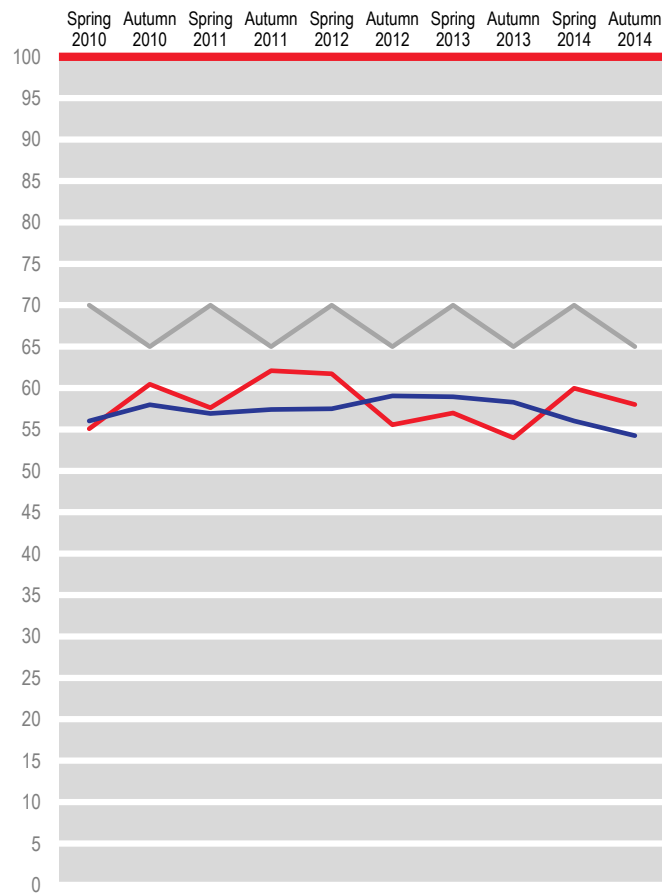
Target 65

### The helpfulness and attitude of staff on the train

(448)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



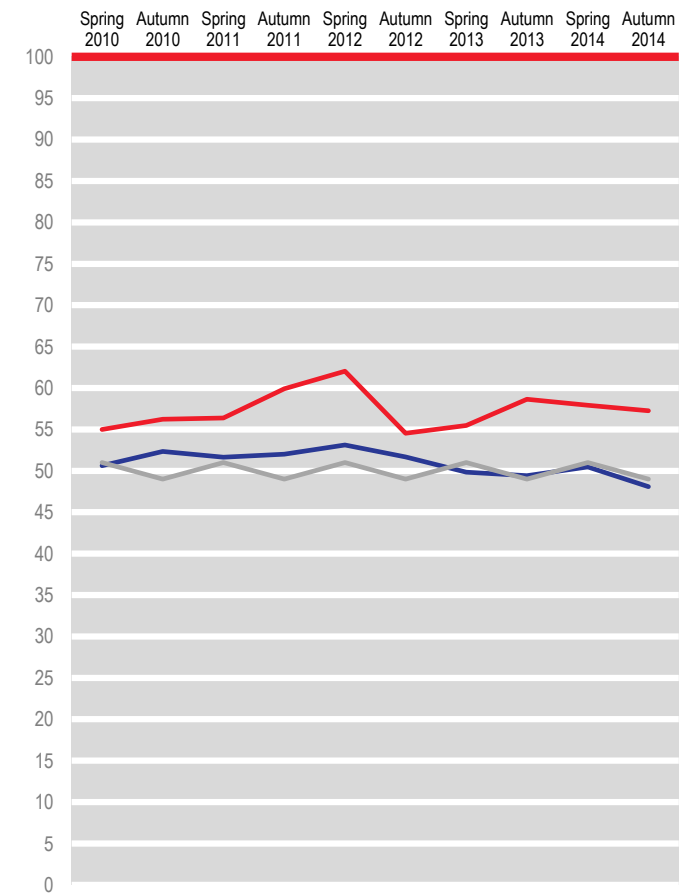
Target 71

### The space for luggage

(862)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



Target 56

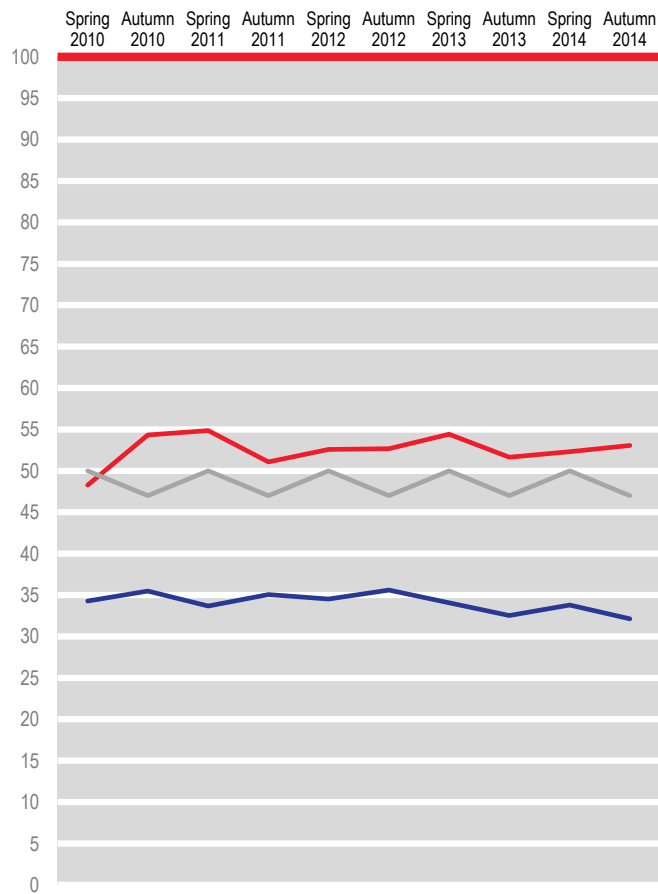
N.B. Benchmarks and targets are only shown for applicable factors

### Toilet facilities on the train

(447)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



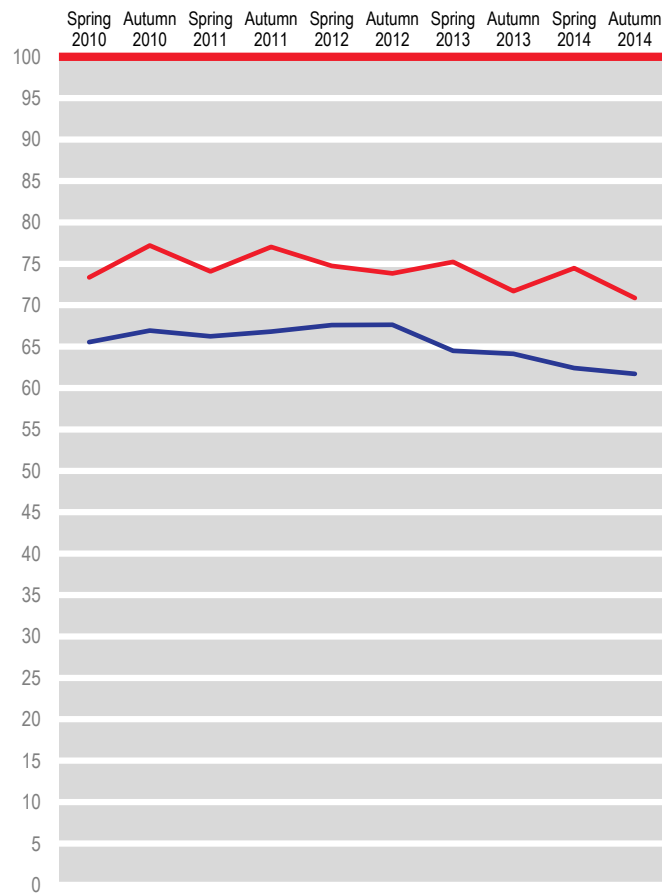
Target 54

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

(1109)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East

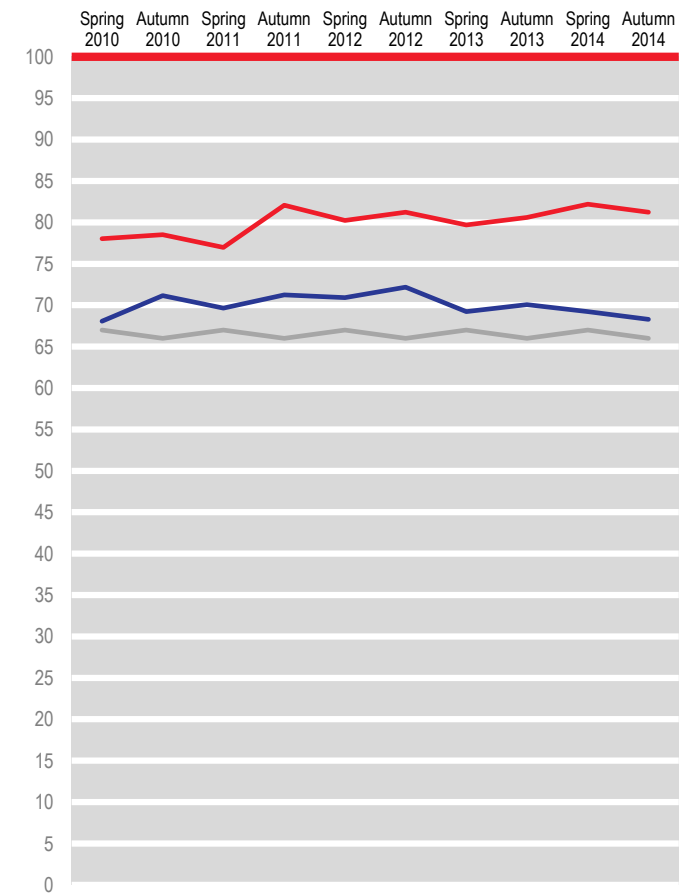


### The comfort of the seating area

(1107)

Percentage of passengers satisfied 2010 to 2014

— Chiltern Railways — London and South East — Benchmark



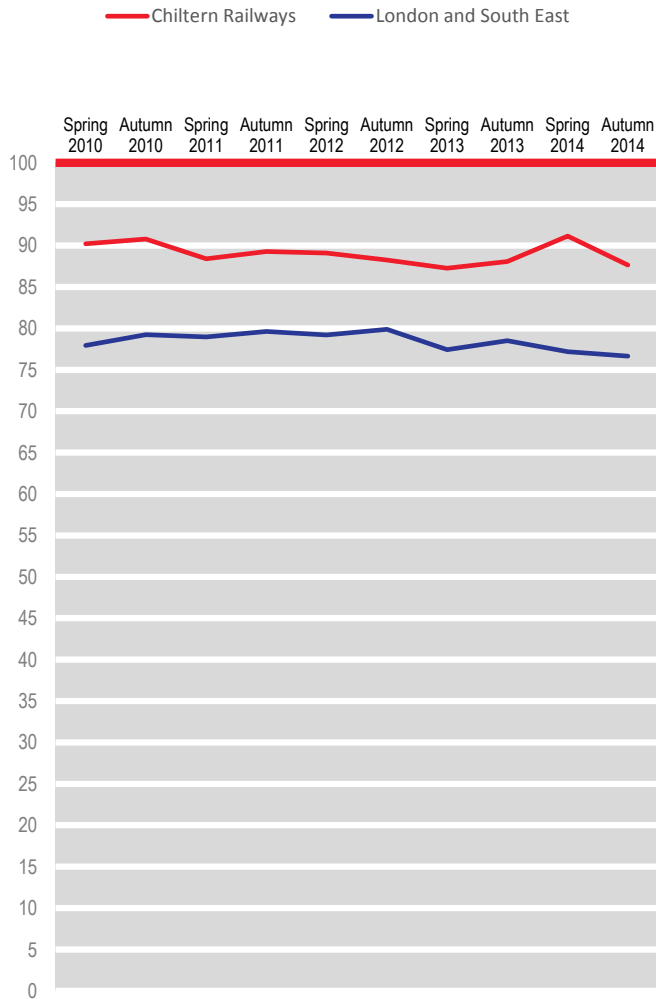
Target 71

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

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

(1124)

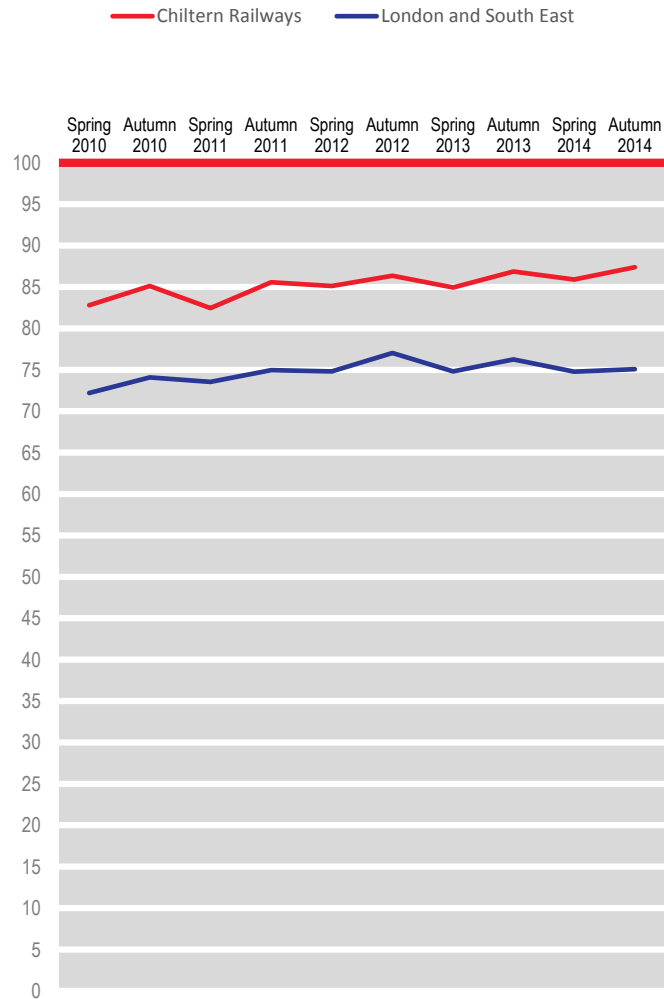
Percentage of passengers satisfied 2010 to 2014



### Your personal security whilst on board

(1060)

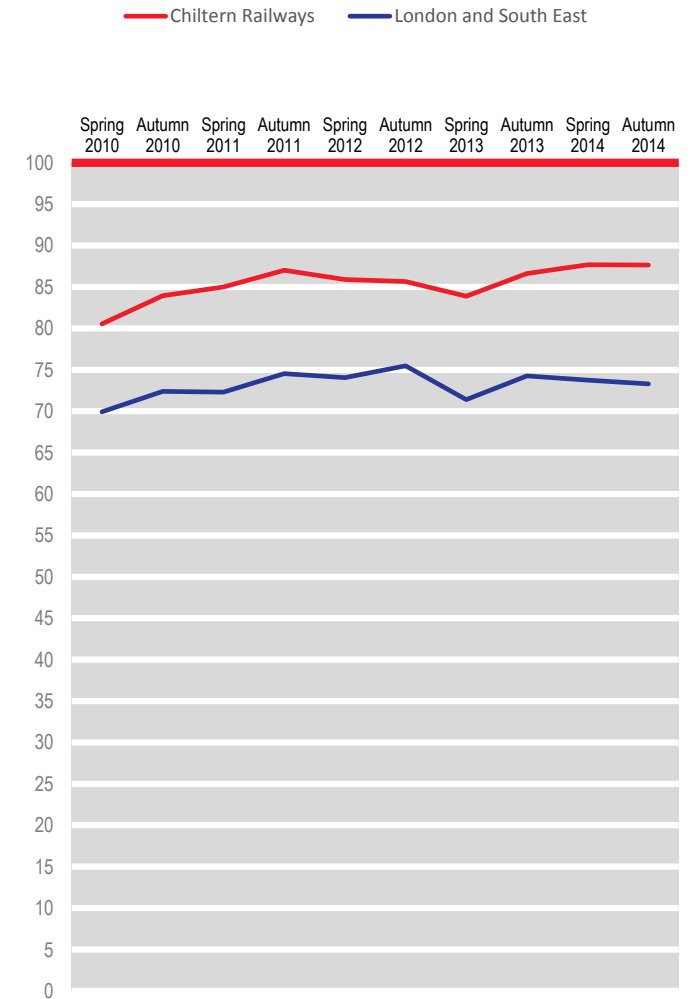
Percentage of passengers satisfied 2010 to 2014



### The cleanliness of the inside of the train

(1131)

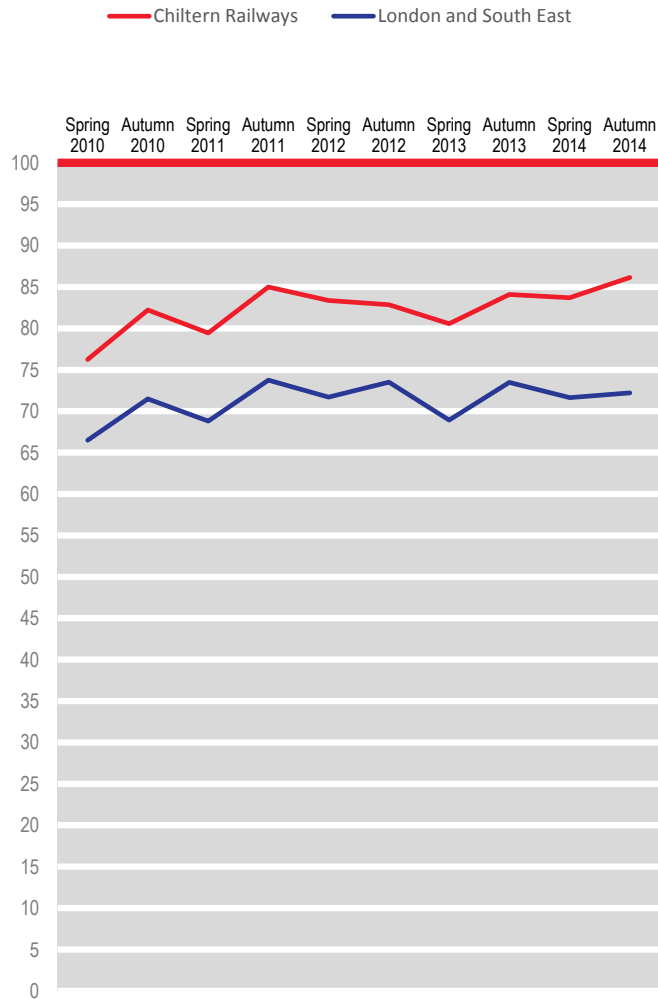
Percentage of passengers satisfied 2010 to 2014



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

### The cleanliness of the outside of the train (968)

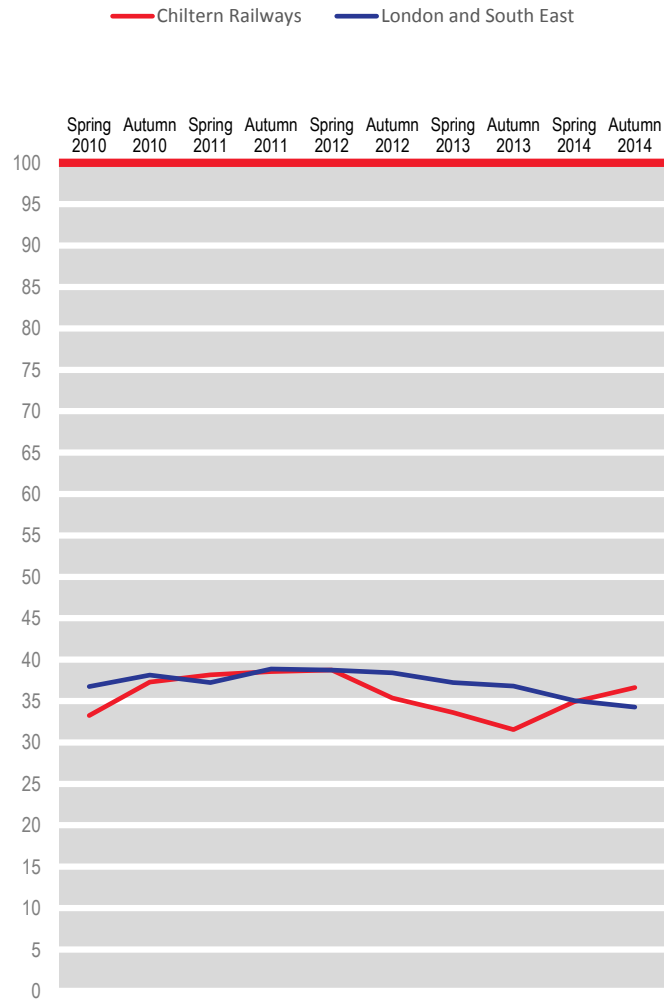
Percentage of passengers satisfied 2010 to 2014



### The availability of staff on the train

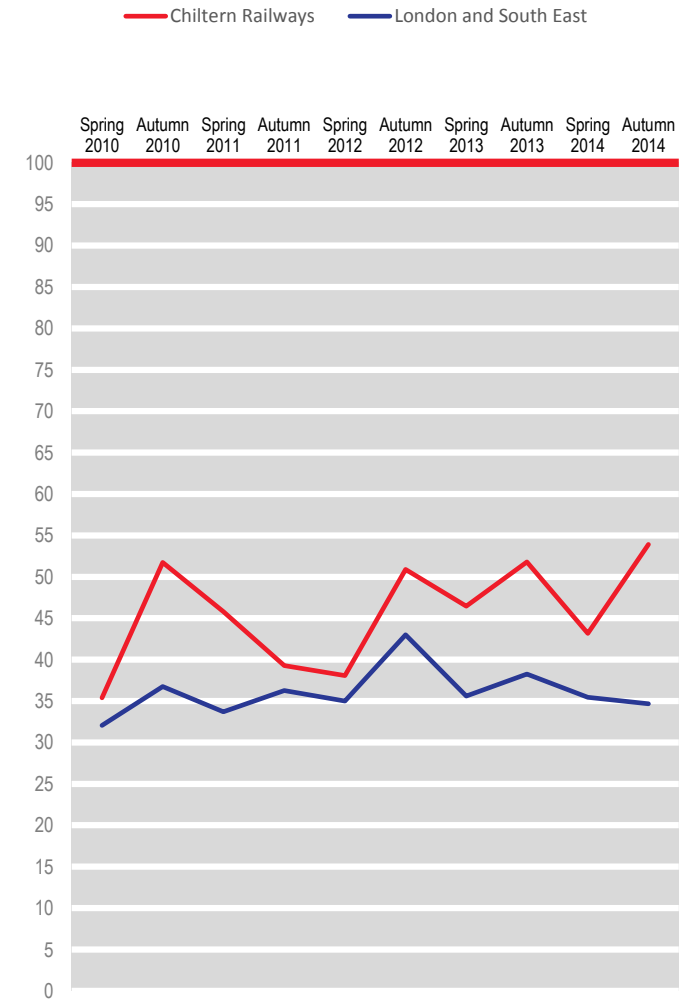
(642)

Percentage of passengers satisfied 2010 to 2014



### How well train company dealt with delays (185)

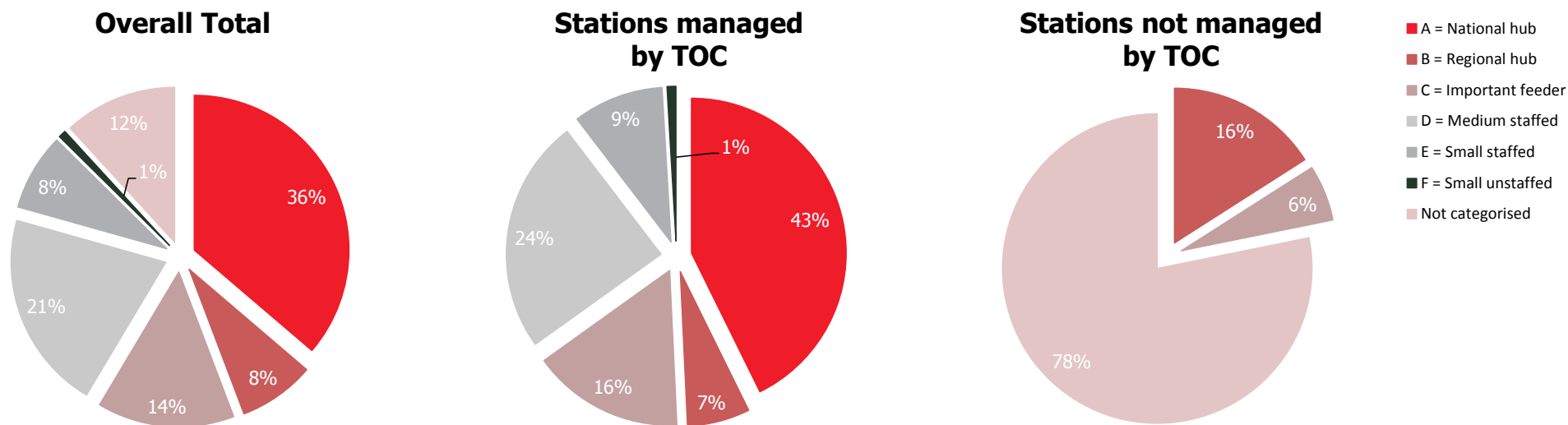
Percentage of passengers satisfied 2010 to 2014



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

## Managed versus non-managed stations for Chiltern Railways

(% 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	92	+	79
Ticket buying facilities	86	+	72
Provision of information about train times/platforms	88	+	68
The upkeep/repair of the station buildings/platforms	87	+	71
Cleanliness	89	+	79
The facilities and services	76	+	54
The attitudes and helpfulness of the staff	84		83
Connections with other forms of public transport	77		85
Facilities for car parking	70		69
Overall environment	87	+	73
Your personal security whilst using the station	84	+	75
The availability of staff	72		70
The provision of shelter facilities	81		75
Availability of seating	54		58
How request to station staff was handled	93		93
The choice of shops/eating/drinking facilities available	61	+	36



## Chiltern Railways

	Peak			Off-peak		
	Autumn 2014	significant change	Autumn 2013	Autumn 2014	significant change	Autumn 2013
Overall satisfaction with your journey	89		89	92		92
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	92		91	89		87
Ticket buying facilities	80		84	85		80
Provision of information about train times/platforms	84		87	86		82
The upkeep/repair of the station buildings/platforms	85		84	85		81
Cleanliness	91		87	86		85
The facilities and services	69		75	74	+	67
The attitudes and helpfulness of the staff	83		77	85		81
Connections with other forms of public transport	76		75	79	+	73
Facilities for car parking	69		68	70		72
Overall environment	86		84	85		83
Your personal security whilst using the station	82		82	83	+	77
The availability of staff	74		68	71		69
The provision of shelter facilities	77		74	81		78
Availability of seating	42		45	60		60
How request to station staff was handled	87		89	94		90
The choice of shops/eating/drinking facilities available	53		54	60	+	48
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	89		89	91		91
The frequency of the trains on that route	80		78	84		82
Punctuality/reliability (i.e. the train arriving/departing on time)	88		90	89	-	93
The length of time the journey was scheduled to take (speed)	87		85	89		88
Connections with other train services	77		76	81		76
The value for money of the price of your ticket	37		34	52		54
Cleanliness of the train	88		89	87		86
Upkeep and repair of the train	86		85	87		87
The provision of information during the journey	74		69	79		80
The helpfulness and attitude of staff on train	52		51	60		55
The space for luggage	56		50	58		63
The toilet facilities	45		45	56		54
Sufficient room for all passengers to sit/stand	57		57	76		78
The comfort of the seating area	74		77	84		82
The ease of being able to get on and off	82		84	90		90
Your personal security on board	86		88	88		86
The cleanliness of the inside	90		89	87		86
The cleanliness of the outside	88		84	85		84
The availability of staff	34		29	37		32
How well train company deals with delays	46		54	58		50

## London and South East

	Peak			Off-peak		
	Autumn 2014	significant change	Autumn 2013	Autumn 2014	significant change	Autumn 2013
Overall satisfaction with your journey	70	-	75	83		84
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	78		78	78		77
Ticket buying facilities	69		71	73		72
Provision of information about train times/platforms	77	-	81	80		81
The upkeep/repair of the station buildings/platforms	69		68	70		69
Cleanliness	74		73	74		74
The facilities and services	60		58	54		53
The attitudes and helpfulness of the staff	67		68	73		72
Connections with other forms of public transport	76		77	76		74
Facilities for car parking	41		43	48		46
Overall environment	68		68	68		68
Your personal security whilst using the station	71		70	69		68
The availability of staff	59		59	60		59
The provision of shelter facilities	66		64	67		66
Availability of seating	32		33	46		45
How request to station staff was handled	77		81	84		85
The choice of shops/eating/drinking facilities available	52	+	47	47		45
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	68		71	80	-	82
The frequency of the trains on that route	72		74	76		76
Punctuality/reliability (i.e. the train arriving/departing on time)	68	-	74	78	-	79
The length of time the journey was scheduled to take (speed)	73	-	77	84		84
Connections with other train services	70		71	76		76
The value for money of the price of your ticket	25		25	46		45
Cleanliness of the train	68		69	74	-	76
Upkeep and repair of the train	65		66	74	-	76
The provision of information during the journey	60		61	70	-	72
The helpfulness and attitude of staff on train	48		50	56	-	60
The space for luggage	38		41	51		52
The toilet facilities	26		29	34		34
Sufficient room for all passengers to sit/stand	38	-	42	69		70
The comfort of the seating area	55		56	72		74
The ease of being able to get on and off	68		70	79		81
Your personal security on board	72		72	76		78
The cleanliness of the inside	68		69	75		76
The cleanliness of the outside	66		67	74		75
The availability of staff	26		26	37	-	40
How well train company deals with delays	26		30	38		41

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>DELAY</b>					
None	81	76			
Minor	15	19			
Major	2	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	44	41			
6-10 minutes	20	26			
11-20 minutes	20	17			
21-30 minutes	6	6			
31-60 minutes	5	4			
More than 1 hour	1	2			
	4	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	25	14	Very well	25	16
Fairly well	31	29	Fairly well	33	30
Neither well nor poorly	16	20	Neither well nor poorly	17	21
Fairly poorly	21	20	Fairly poorly	19	16
Very poorly	6	18	Very poorly	6	18
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	28	15	Very well	22	10
Fairly well	32	30	Fairly well	27	23
Neither well nor poorly	19	20	Neither well nor poorly	34	30
Fairly poorly	17	18	Fairly poorly	12	18
Very poorly	4	17	Very poorly	5	19
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	25	14	Very well	14	5
Fairly well	33	28	Fairly well	16	17
Neither well nor poorly	24	26	Neither well nor poorly	36	28
Fairly poorly	13	16	Fairly poorly	20	17
Very poorly	6	16	Very poorly	14	32

## 6 6.2 Passenger experience relating to disability

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	1			
Mobility	1	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	1	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	2	2			
None	92	90			
No answer	2	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	12	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	37	49	Yes	8	2
Not at all	49	40	No	92	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	34	30	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	27	32	Very satisfied	100	70
Neither satisfied nor dissatisfied	19	23	Fairly satisfied	-	20
Fairly dissatisfied	9	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	10	8	Fairly dissatisfied	-	10
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	37	26	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	33	35	Very satisfied	100	73
Neither satisfied nor dissatisfied	14	20	Fairly satisfied	-	13
Fairly dissatisfied	8	10	Neither satisfied nor dissatisfied	-	5
Very dissatisfied	7	9	Fairly dissatisfied	-	6
			Very dissatisfied	-	4

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	49	44	White	89	86
Female	49	53	Mixed	2	2
			Asian or Asian British	4	4
			Black or Black British	2	4
			Chinese or other ethnic group	2	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	1	Commuter	38	51
19-25	7	8	Business	25	15
26-34	12	15	Leisure	37	34
35-44	19	19			
45-54	26	23	<b>REGULAR TRAVELLER</b>		
55-59	11	10	Yes	63	68
60-64	10	9	No	37	32
65+	13	13			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	64	64	Weekday	82	86
Working Part Time	16	15	Weekend	18	14
Not Working	3	3			
Retired	12	13	<b>TIME OF TRAVEL</b>		
Full Time Student	3	4	Peak	27	23
			Off-peak	73	77
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	51	43	Yes asked for help	8	7
Middle Managerial	14	16	Yes asked for information	6	6
Junior Managerial/Clerical/Supervisory	8	12	Could not find anyone to ask	3	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6	No	82	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	1	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	11	12	Yes, at home	93	91
Unemployed/between jobs	1	1	Yes, at work	70	67
Housewife/house-husband	1	0	No	3	4
Other	4	4			

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	80	84	Better telephone enquiry/booking service	6	10
With other adults 16+	18	14	Better internet enquiry/booking service	26	26
With children aged 0-4	0	1	Better information facilities at stations	16	24
With children aged 5-10	1	1	Better route maps of the rail network	17	20
With children aged 11-15	1	1	Make timetables easier to read	20	24
			Better ticket buying facilities at station ticket offices	16	22
			Better ticket buying facilities at station ticket machines	18	21
			Better promotion when advanced tickets available	29	30
<b>TRAVELLING WITH ...</b>			Other	13	13
Heavy/bulky luggage/other large items	14	12	None of these	25	18
Pushchair	0	1			
Folding bicycle	0	1			
Non-folding bicycle	1	1			
Dog	-	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	83	83			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	12	9			
Anytime day single/return	12	10			
Off-peak/super off-peak single/return	13	8			
Off-peak/super off-peak day single/return	8	7			
Advance	6	3			
Day travelcard	14	6			
Oyster pay as you go	11	15			
Weekly or monthly season ticket	10	18			
Annual season ticket	7	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	1	6			
Other	2	2			
Don't know/no answer	2	3			

## Station sample sizes for Chiltern Railways

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

London Marylebone	529
Amersham	97
Birmingham Moor Street	80
High Wycombe	60
Beaconsfield	42
Gerrards Cross	40
Banbury	34
Bicester North	31
Birmingham Snow Hill	24
Leamington Spa	24
Harrow-On-The-Hill	24
Princes Risborough	24
Great Missenden	18
Haddenham And Thame Parkway	17
Warwick Parkway	16
Aylesbury	15
Wendover	13
Solihull	11
Chorleywood	11
Warwick	11
Denham	11
Chalfont And Latimer	7
Stratford-Upon-Avon	5
Rickmansworth	5
Wembley Stadium	4
South Ruislip	4



## 7 7.3 Weighted sample profile

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27812	11493	4002	12317	23784	4028	8938	5814	6916	6144
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

## 7 7.4 Unweighted sample profile

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27812	11493	4002	12317	23784	4028	8938	5814	6916	6144
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

## 8 8.1 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>	Abellio Greater Anglia
	c2c
	Chiltern Railways
	First Great Western
	Govia Thameslink Railway *
	London Midland
	London Overground
	South West Trains
	Southeastern
	Southern
<b>Long Distance Operators</b>	CrossCountry
	East Coast
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
<b>Regional Operators</b>	Arriva Trains Wales
	Merseyrail
	Northern Rail
	ScotRail

\* 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 Birmingham New 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



**Contacts:**

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrc-continental.com](mailto:rebecca.joyner@bdrc-continental.com)

David Greeno  
Passenger Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

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