



# National Rail Passenger Survey

## East Midlands Trains 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.

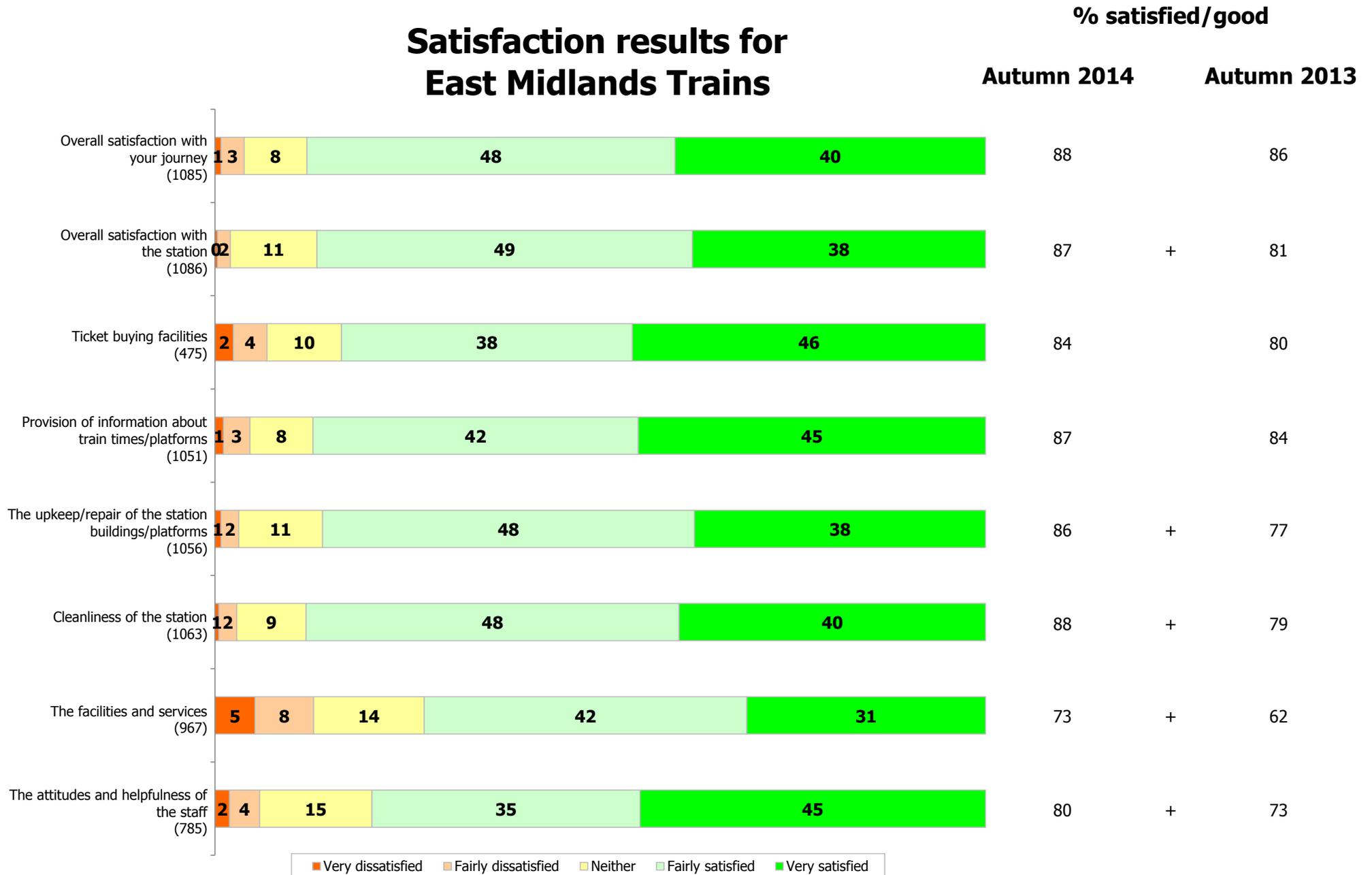
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

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 East Midlands Trains

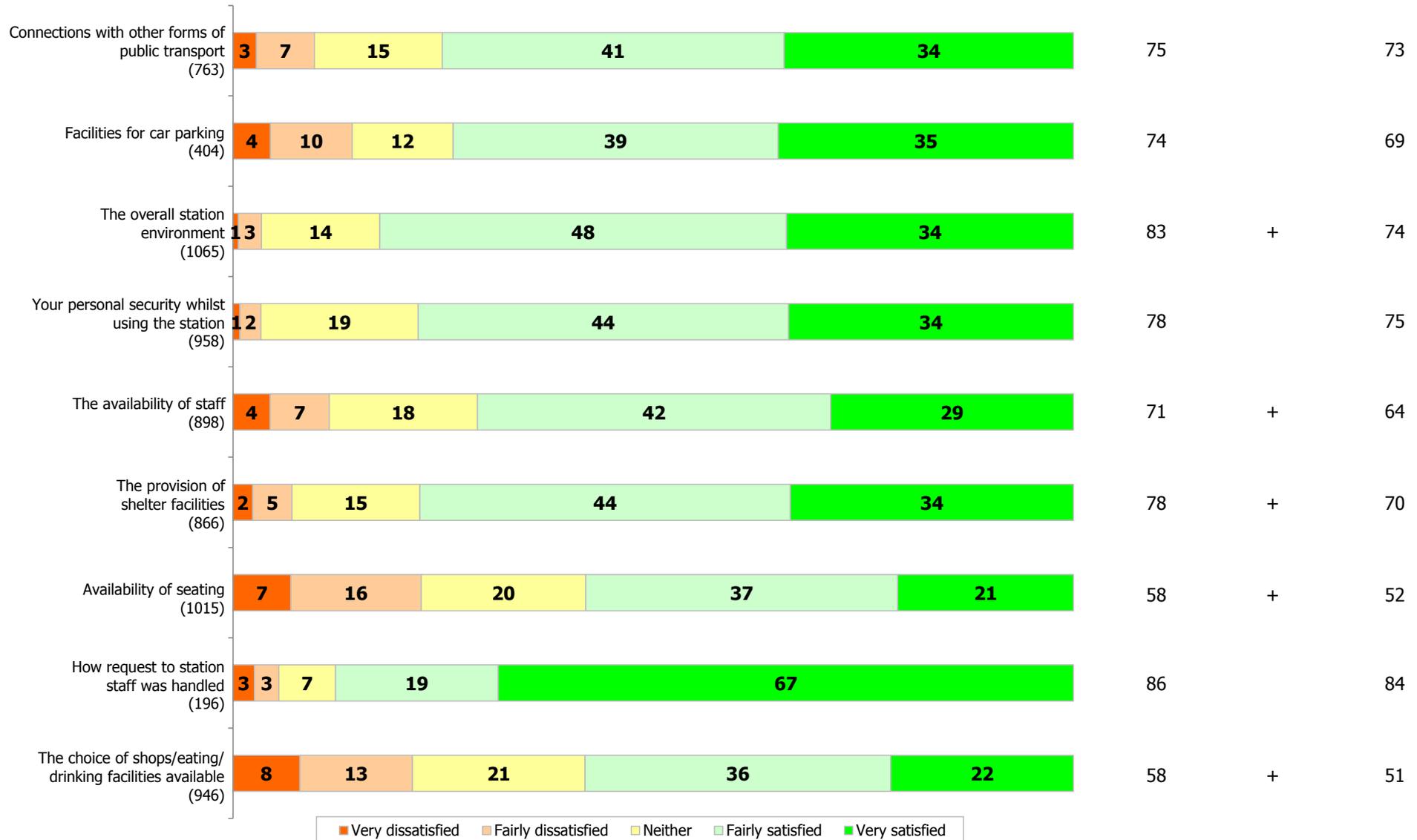


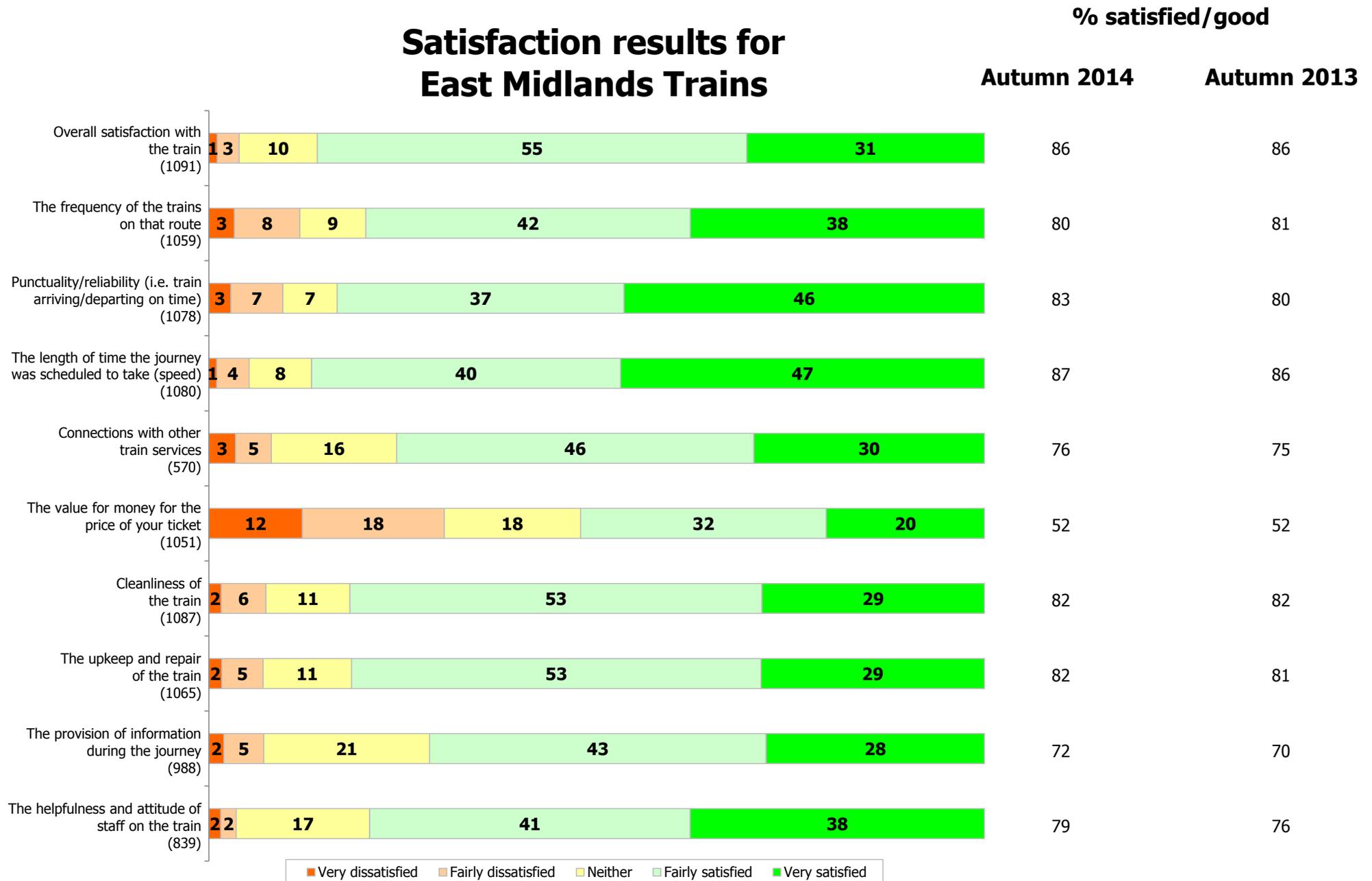
### Satisfaction results for East Midlands Trains

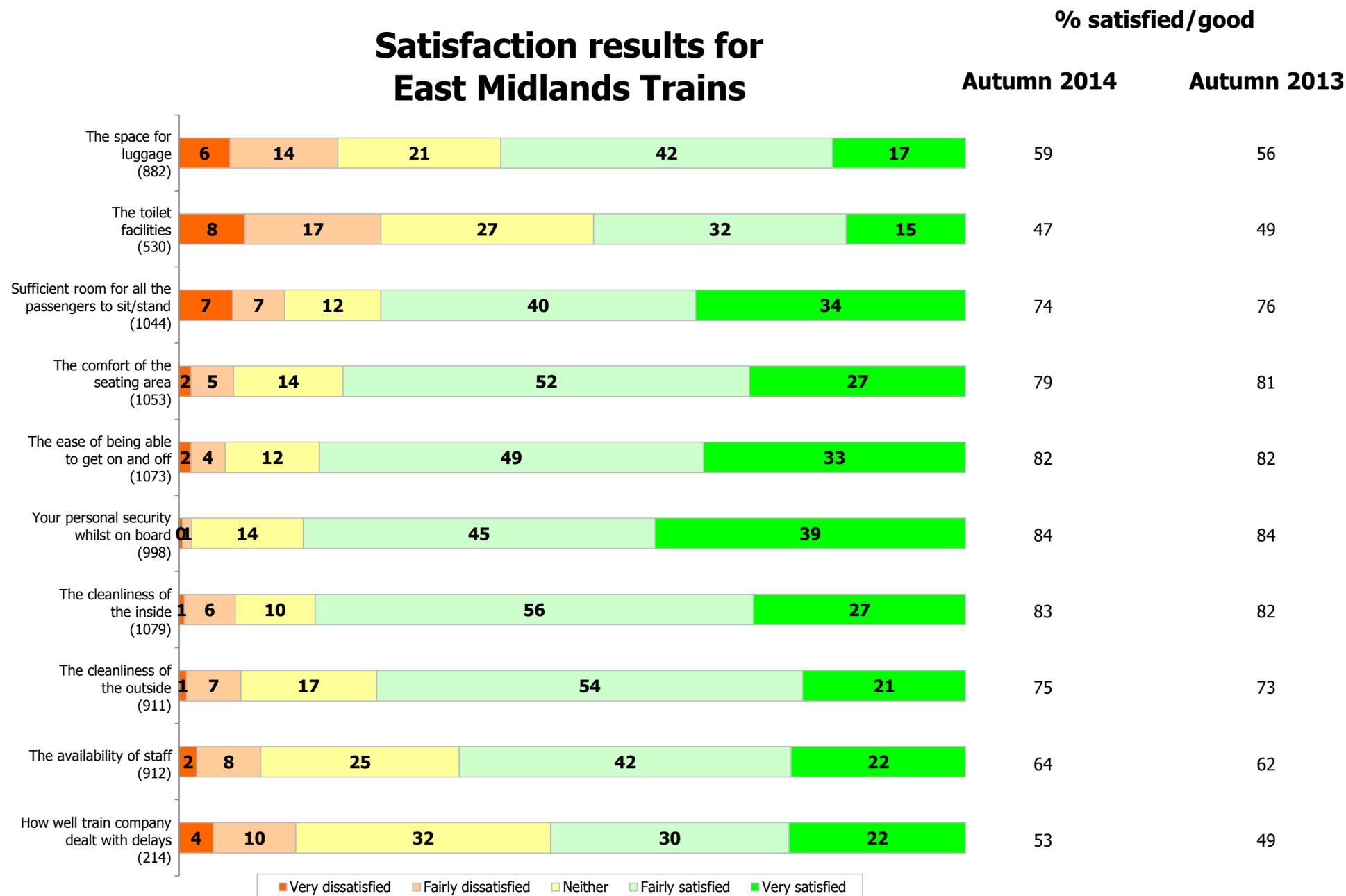
% satisfied/good

Autumn 2014

Autumn 2013







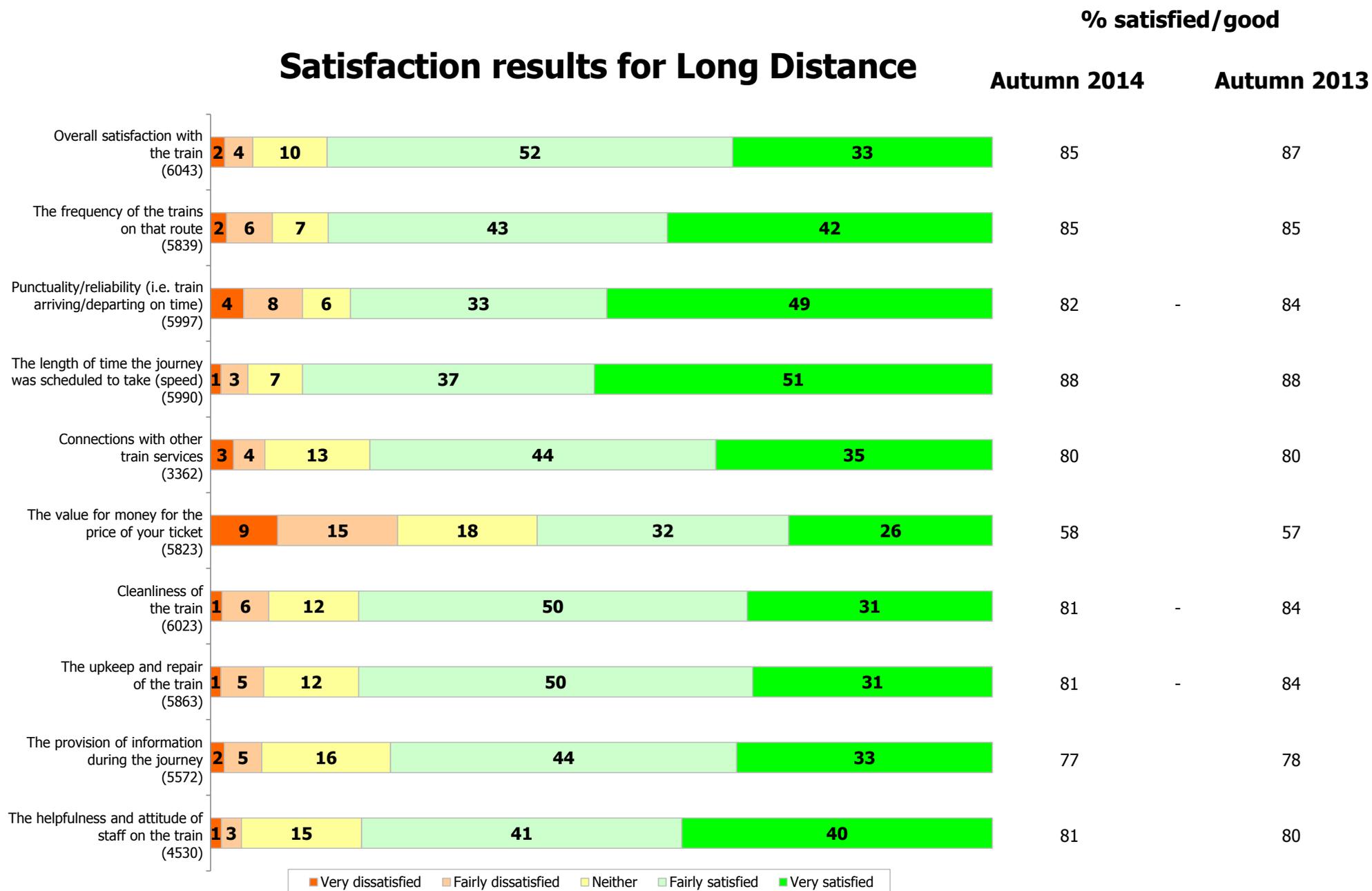
## 2 2.3 Overall satisfaction with your journey and station factors

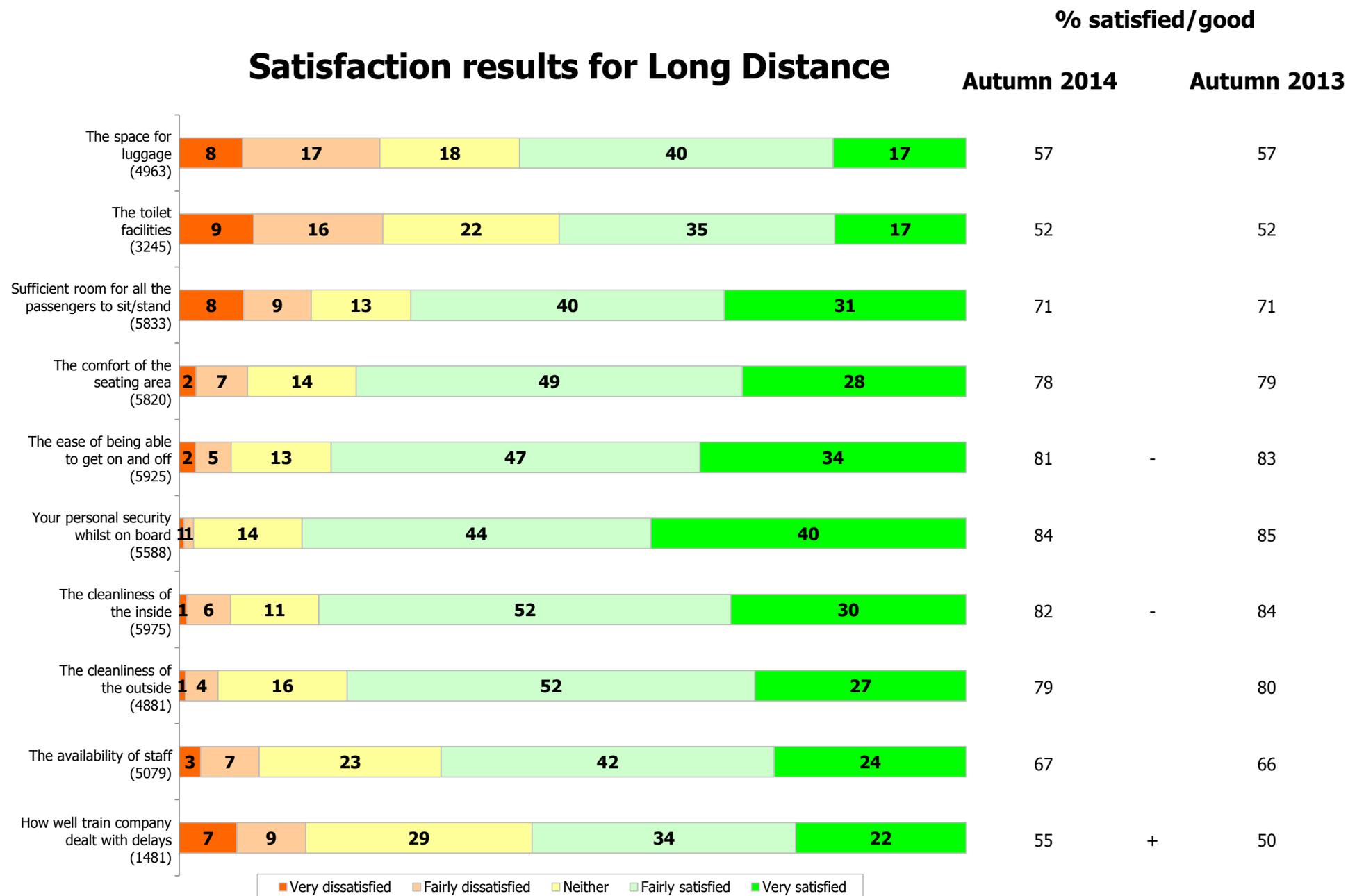
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Long Distance









## East Midlands Trains versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	88	86	103%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	87	84	103%
Ticket buying facilities	84	85	98%
Provision of information about train times/platforms	87	87	101%
The upkeep/repair of the station buildings/platforms	86	78	111%
Cleanliness	88	81	109%
The facilities and services	73	72	102%
The attitudes and helpfulness of the staff	80	80	100%
Connections with other forms of public transport	75	77	97%
Facilities for car parking	74	61	121%
Overall environment	83	76	108%
Your personal security whilst using the station	78	77	101%
The availability of staff	71	69	102%
The provision of shelter facilities	78	76	102%
Availability of seating	58	53	109%
How request to station staff was handled	86	89	97%
The choice of shops/eating/drinking facilities available	58	62	93%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	86	85	101%
The frequency of the trains on that route	80	85	94%
Punctuality/reliability (i.e. the train arriving/departing on time)	83	82	102%
The length of time the journey was scheduled to take (speed)	87	88	98%
Connections with other train services	76	80	95%
The value for money of the price of your ticket	52	58	89%
Cleanliness of the train	82	81	101%
Upkeep and repair of the train	82	81	101%
The provision of information during the journey	72	77	93%
The helpfulness and attitude of staff on train	79	81	98%
The space for luggage	59	57	104%
The toilet facilities	47	52	91%
Sufficient room for all passengers to sit/stand	74	71	105%
The comfort of the seating area	79	78	102%
The ease of being able to get on and off	82	81	102%
Your personal security on board	84	84	100%
The cleanliness of the inside	83	82	101%
The cleanliness of the outside	75	79	95%
The availability of staff	64	67	96%
How well train company deals with delays	53	55	96%

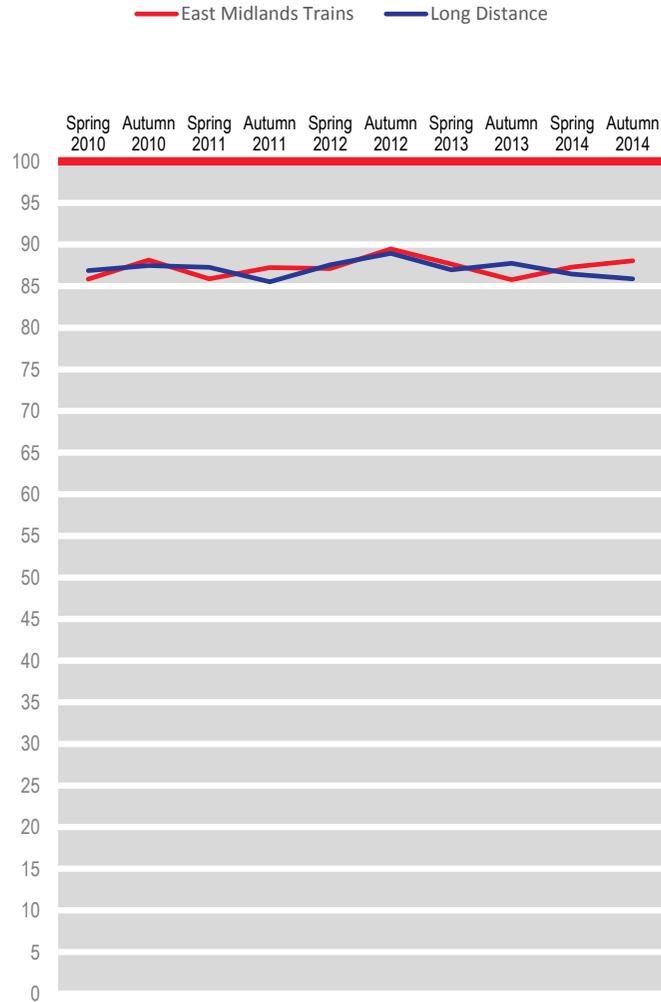
## Building block/route data for East Midlands Trains

	Liverpool to Norwich	Local	London
Overall satisfaction with your journey	84	88	90
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	80	89	88
Ticket buying facilities	81	83	85
Provision of information about train times/platforms	85	89	87
The upkeep/repair of the station buildings/platforms	75	89	88
Cleanliness	80	91	90
The facilities and services	70	66	77
The attitudes and helpfulness of the staff	75	77	83
Connections with other forms of public transport	78	71	76
Facilities for car parking	66	83	71
Overall environment	77	78	87
Your personal security whilst using the station	80	71	81
The availability of staff	62	65	76
The provision of shelter facilities	68	79	81
Availability of seating	52	65	57
How request to station staff was handled	81	92	85
The choice of shops/eating/drinking facilities available	61	50	60
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	82	87	87
The frequency of the trains on that route	74	63	89
Punctuality/reliability (i.e. the train arriving/departing on time)	74	87	85
The length of time the journey was scheduled to take (speed)	81	85	90
Connections with other train services	76	69	80
The value for money of the price of your ticket	52	65	46
Cleanliness of the train	82	76	85
Upkeep and repair of the train	80	78	84
The provision of information during the journey	70	64	75
The helpfulness and attitude of staff on train	81	78	79
The space for luggage	46	65	60
The toilet facilities	45	45	49
Sufficient room for all passengers to sit/stand	68	69	79
The comfort of the seating area	77	71	84
The ease of being able to get on and off	81	82	83
Your personal security on board	83	81	86
The cleanliness of the inside	81	79	85
The cleanliness of the outside	75	74	75
The availability of staff	66	61	66
How well train company deals with delays	43	47	58

# Percentage satisfaction with aspects of station where boarded

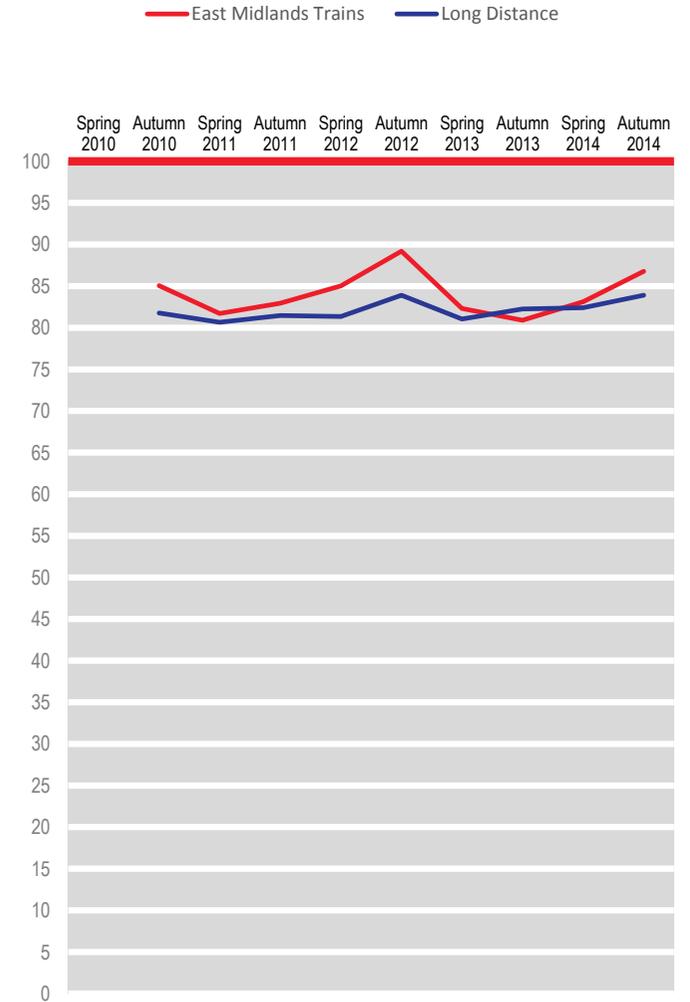
## Overall satisfaction with your journey

(1085)  
Percentage of passengers satisfied 2010 to 2014



## Overall station satisfaction

(1086)  
Percentage of passengers satisfied 2010 to 2014



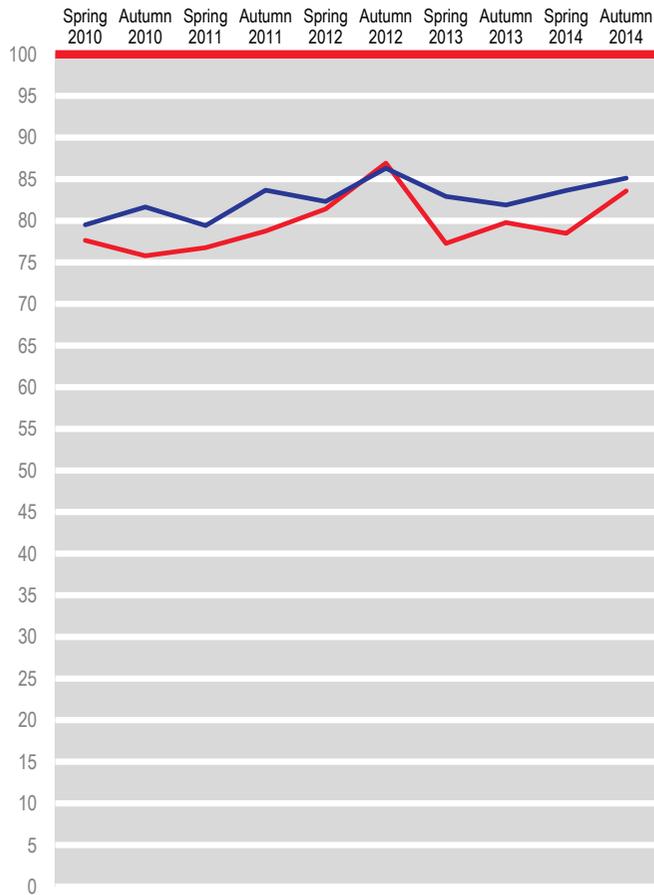
N.B. Benchmarks and targets are only shown for applicable factors

## Ticket buying facilities

(475)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

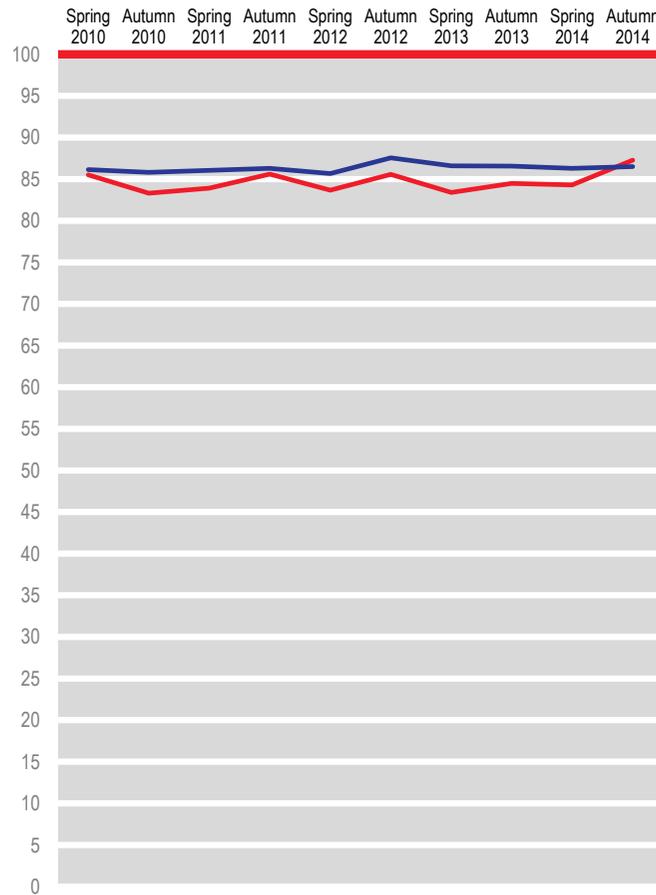


## Provision of information about train times/platforms

(1051)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

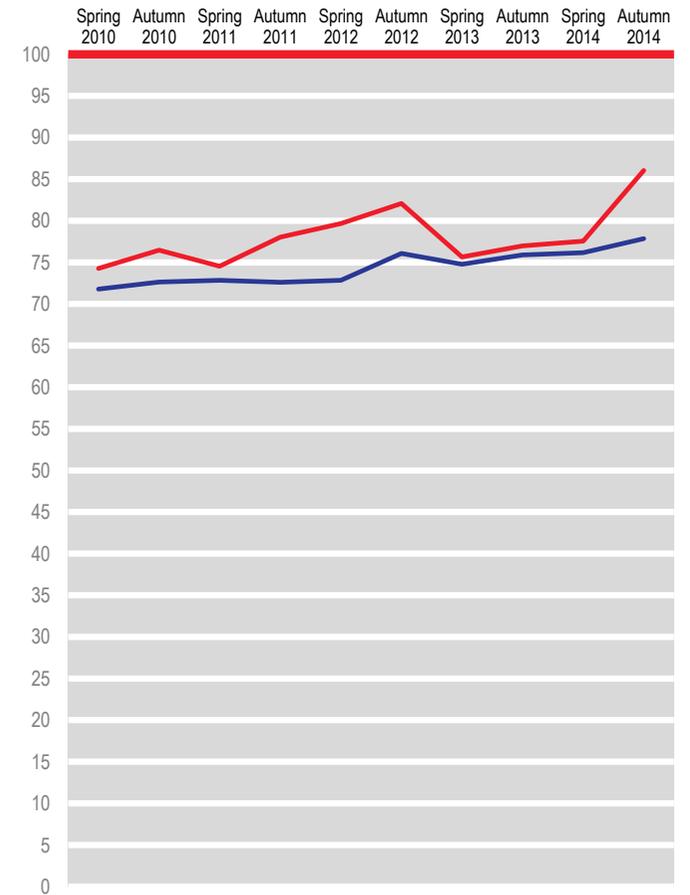


## The upkeep/repair of the station building/platforms

(1056)

Percentage of passengers satisfied 2010 to 2014

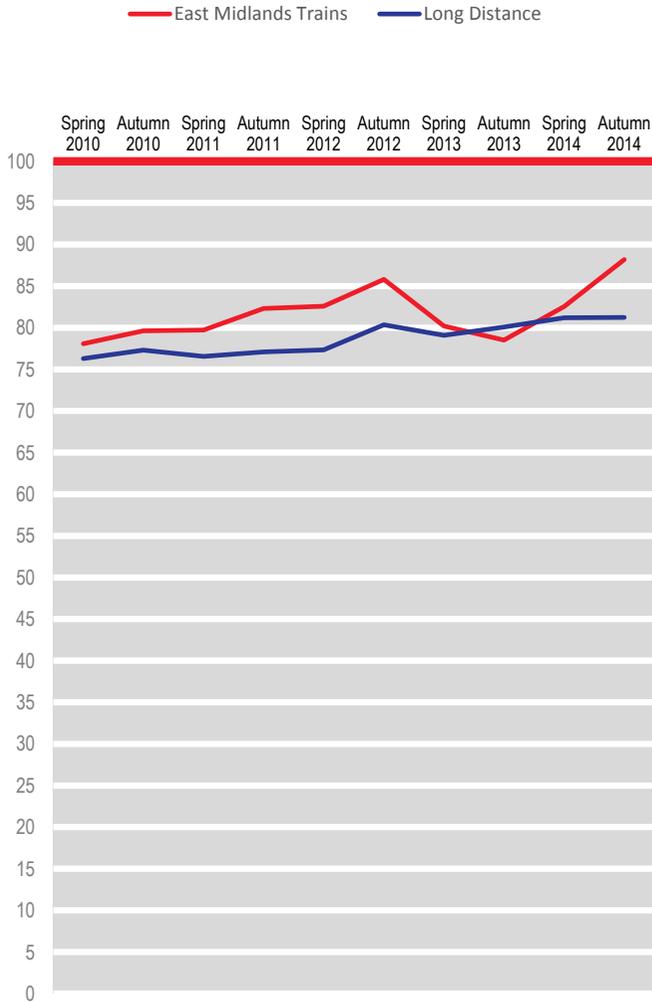
— East Midlands Trains — Long Distance



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

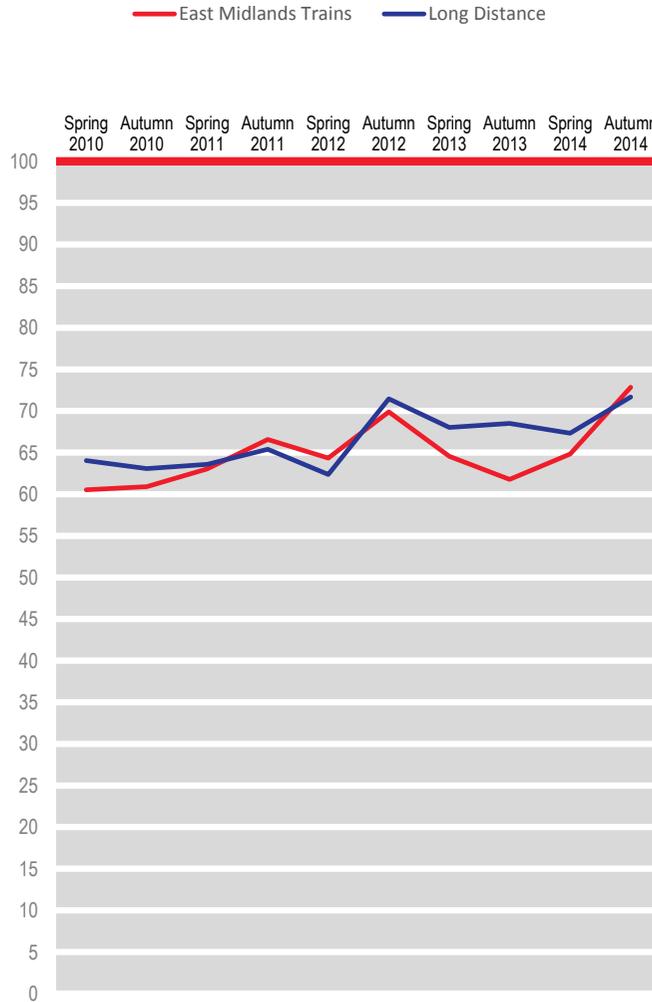
**Cleanliness of the station**

**(1063)**  
Percentage of passengers satisfied 2010 to 2014



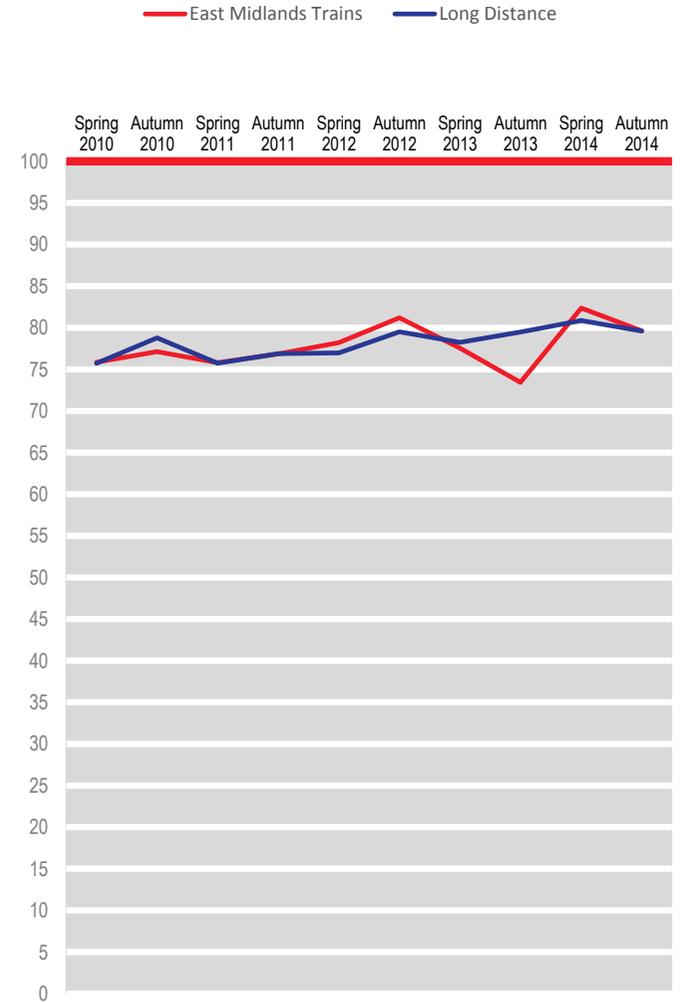
**The facilities and services at the station**

**(967)**  
Percentage of passengers satisfied 2010 to 2014



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

**(785)**  
Percentage of passengers satisfied 2010 to 2014

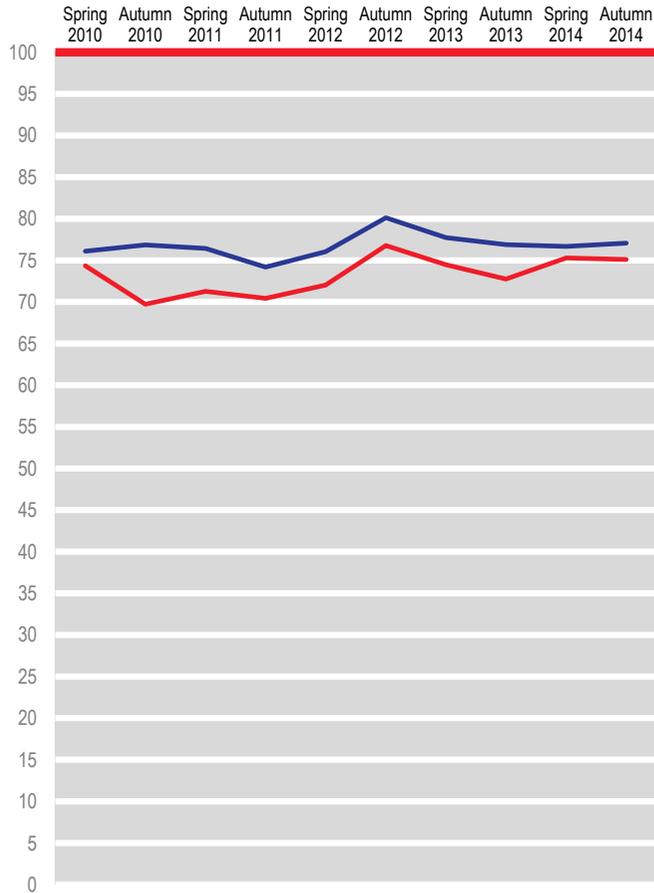


N.B. Benchmarks and targets are only shown for applicable factors

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

**(763)**  
Percentage of passengers satisfied 2010 to 2014

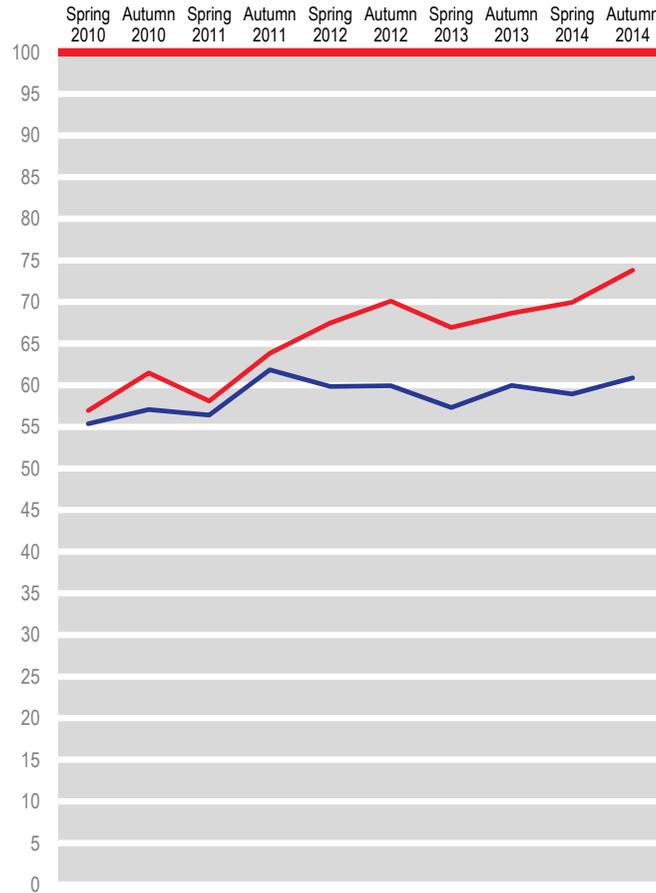
— East Midlands Trains — Long Distance



## Facilities for car parking at the station

**(404)**  
Percentage of passengers satisfied 2010 to 2014

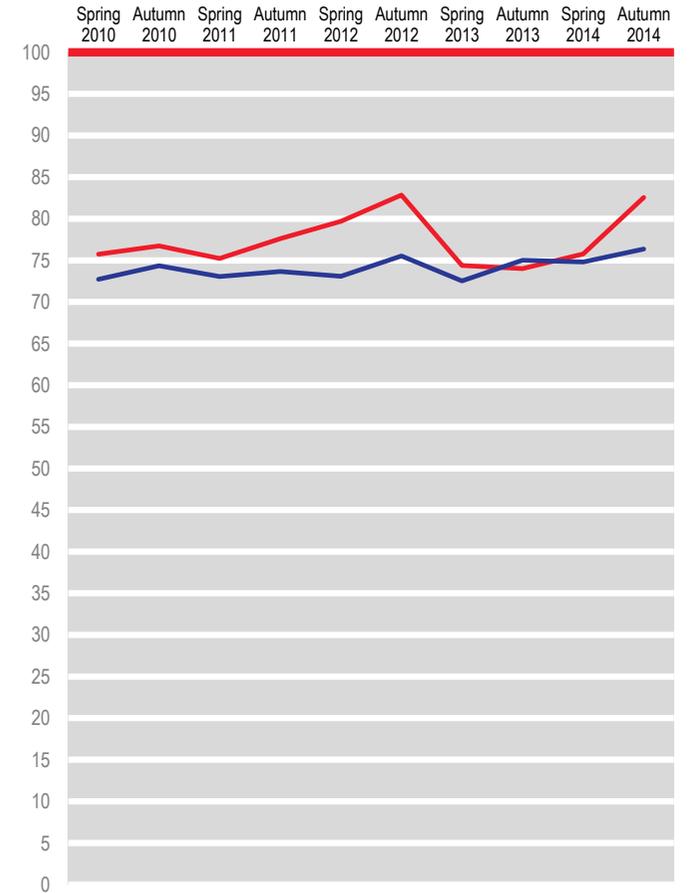
— East Midlands Trains — Long Distance



## Overall station environment

**(1065)**  
Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

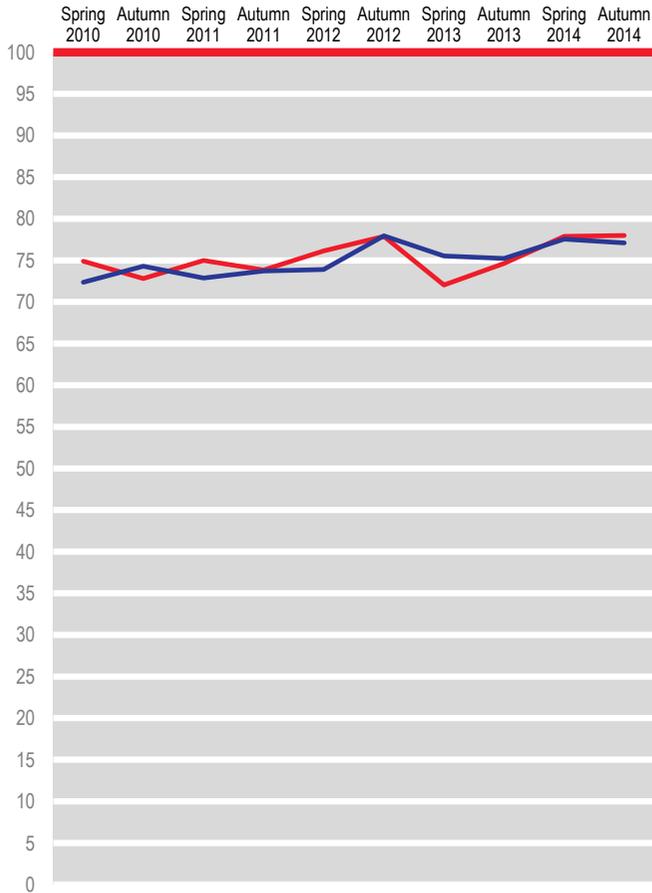


N.B. Benchmarks and targets are only shown for applicable factors

**Your personal security whilst using the station**

**(958)**  
Percentage of passengers satisfied 2010 to 2014

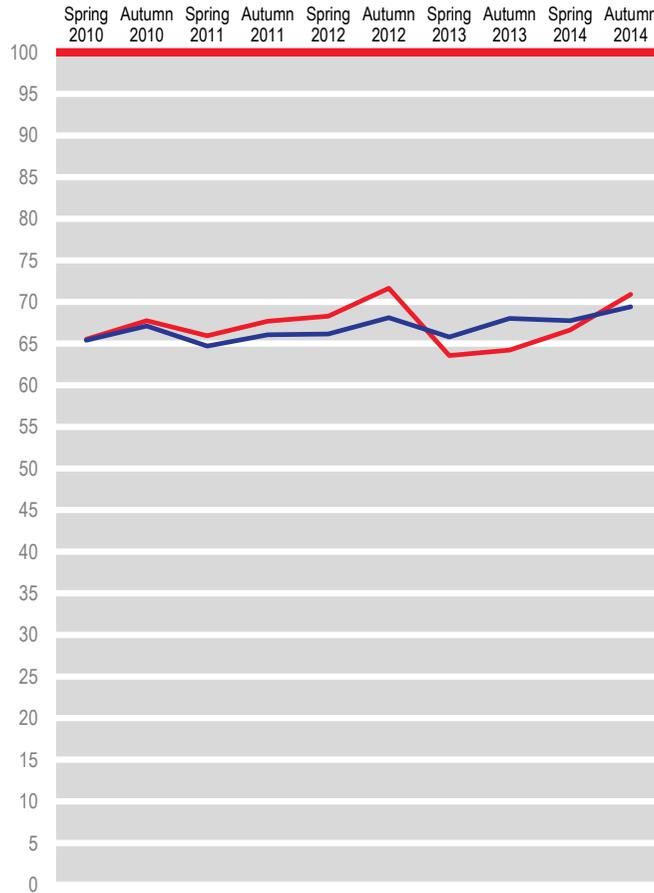
— East Midlands Trains — Long Distance



**The availability of staff at the station**

**(898)**  
Percentage of passengers satisfied 2010 to 2014

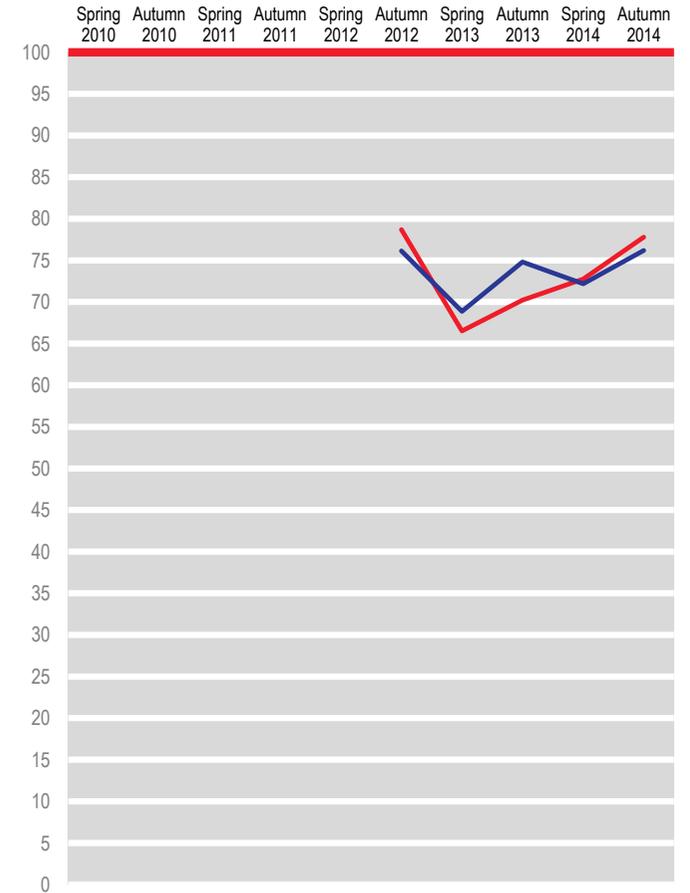
— East Midlands Trains — Long Distance



**The provision of shelter facilities**

**(866)**  
Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance



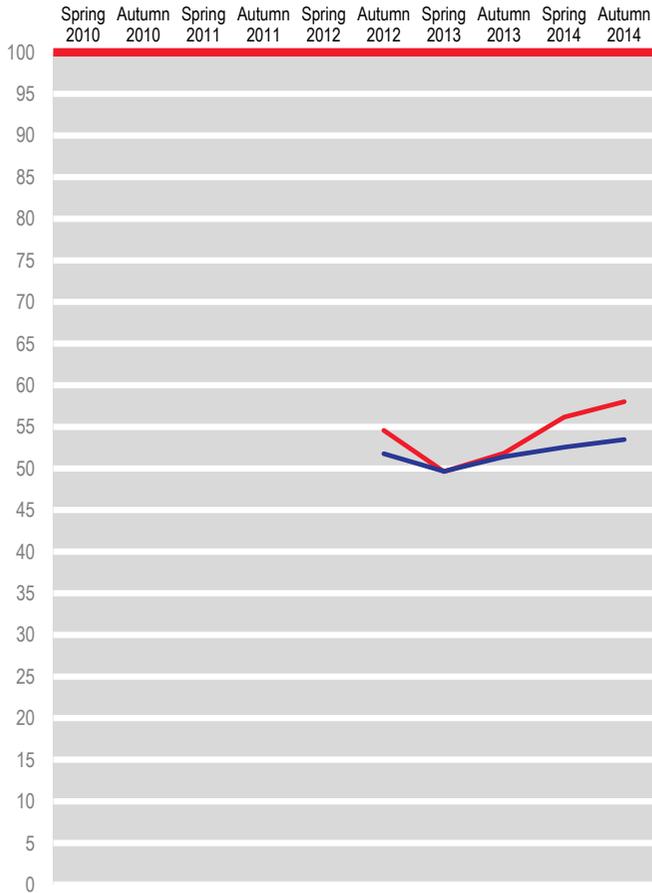
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating**

(1015)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

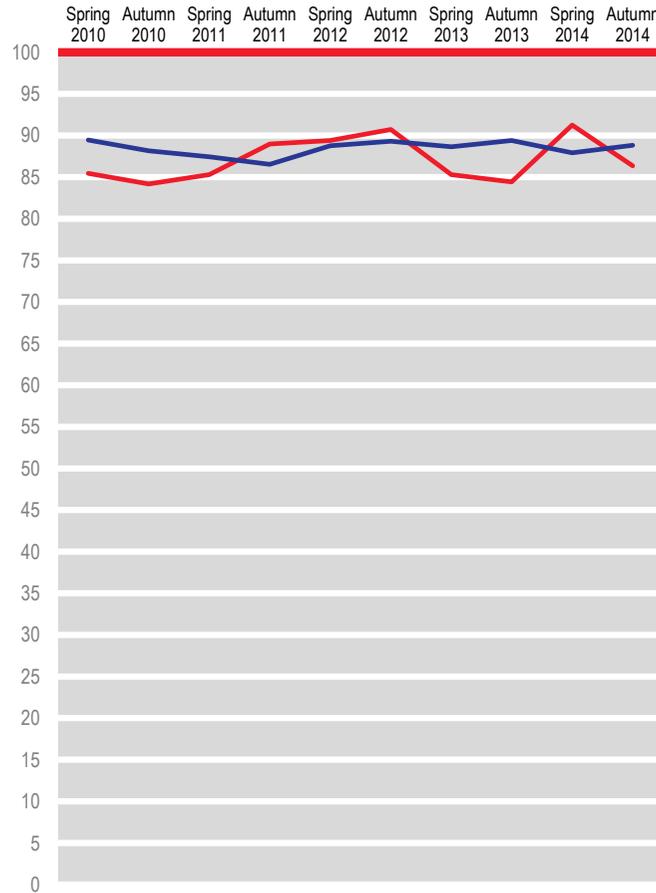


**How request to station staff was handled**

(196)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

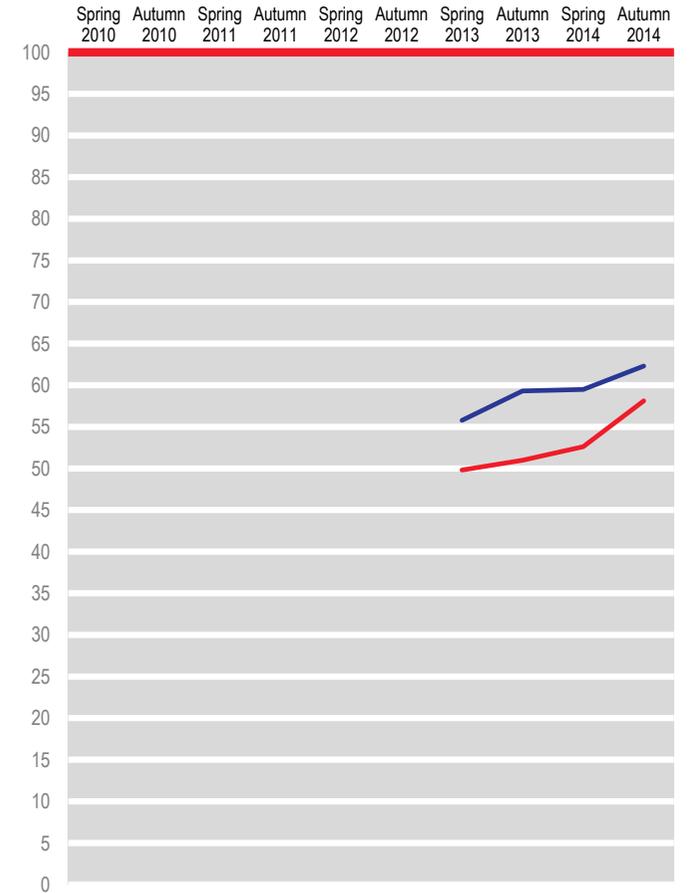


**The choice of shops/eating/drinking facilities available**

(946)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

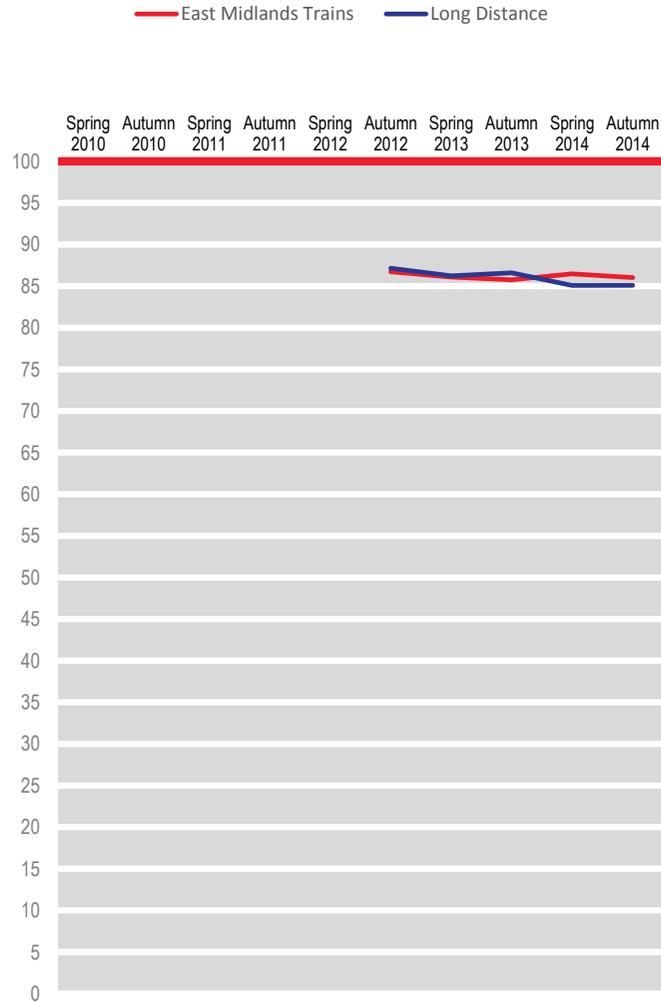


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

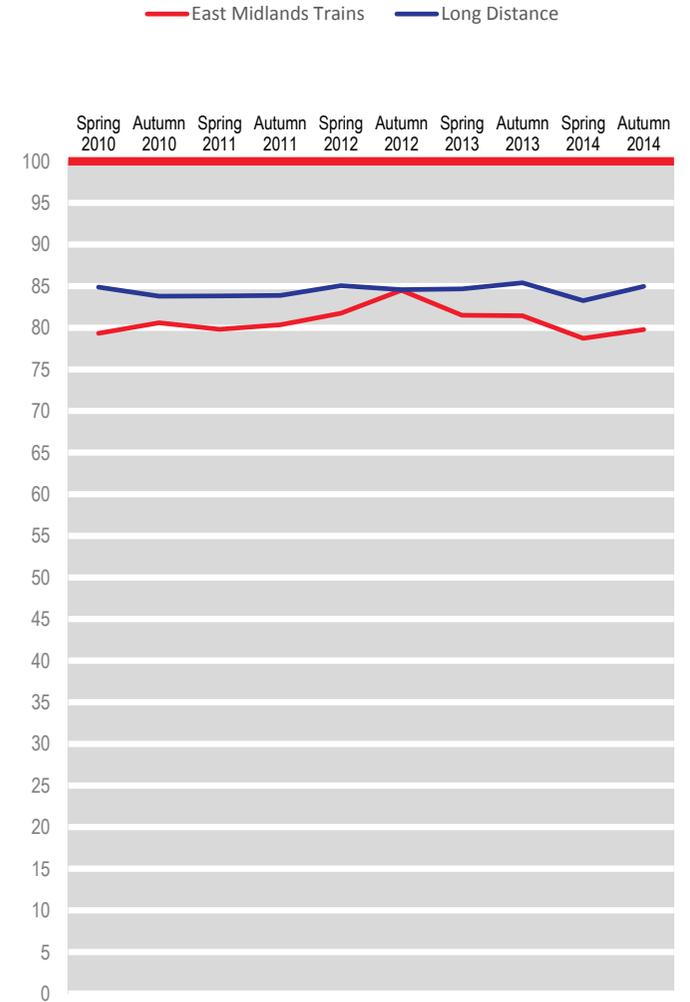
## Overall satisfaction with the train

(1091)  
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(1059)  
Percentage of passengers satisfied 2010 to 2014



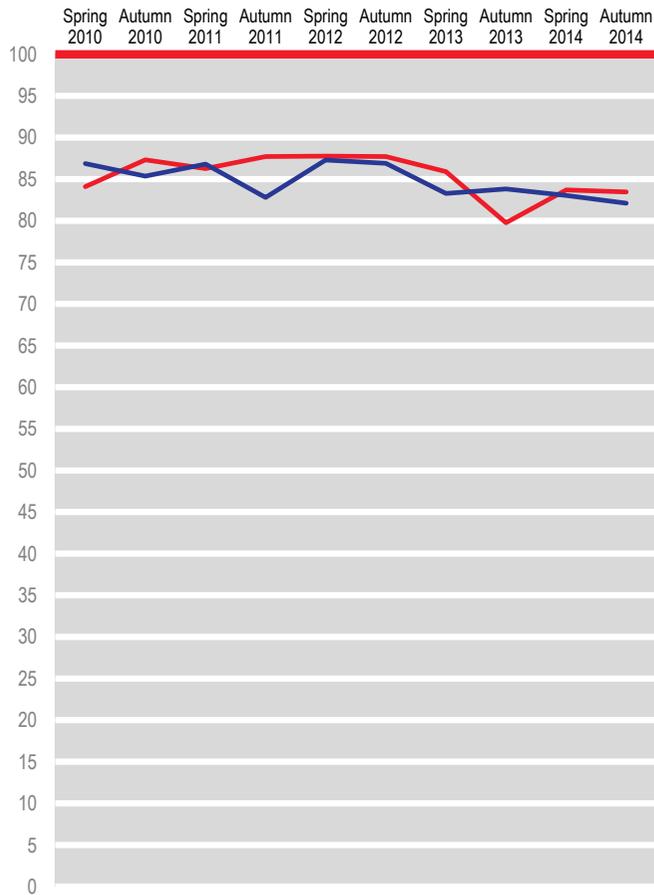
N.B. Benchmarks and targets are only shown for applicable factors

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

(1078)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

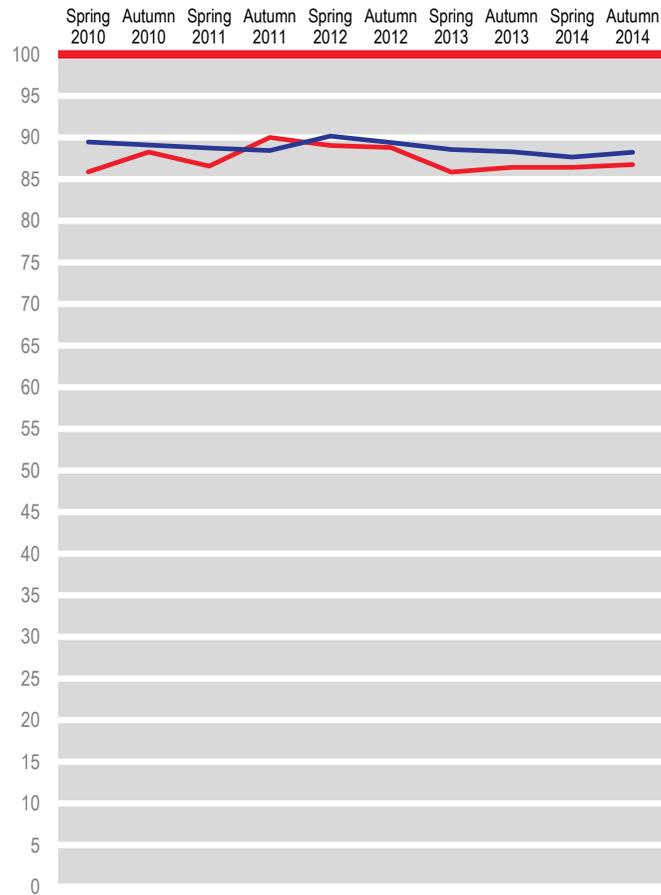


## The length of time the journey was scheduled to take (speed)

(1080)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

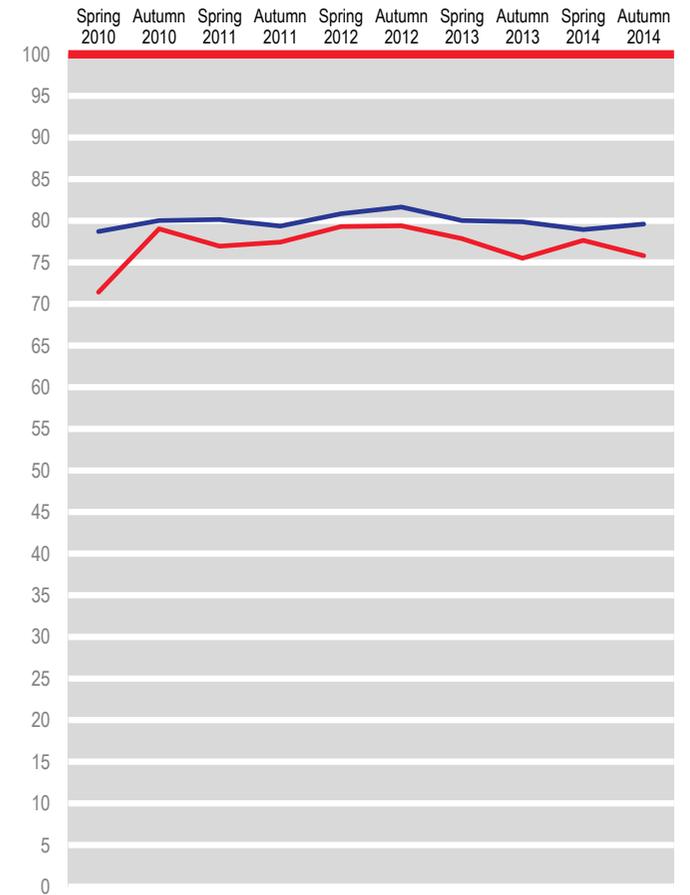


## Connections with other train services

(570)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

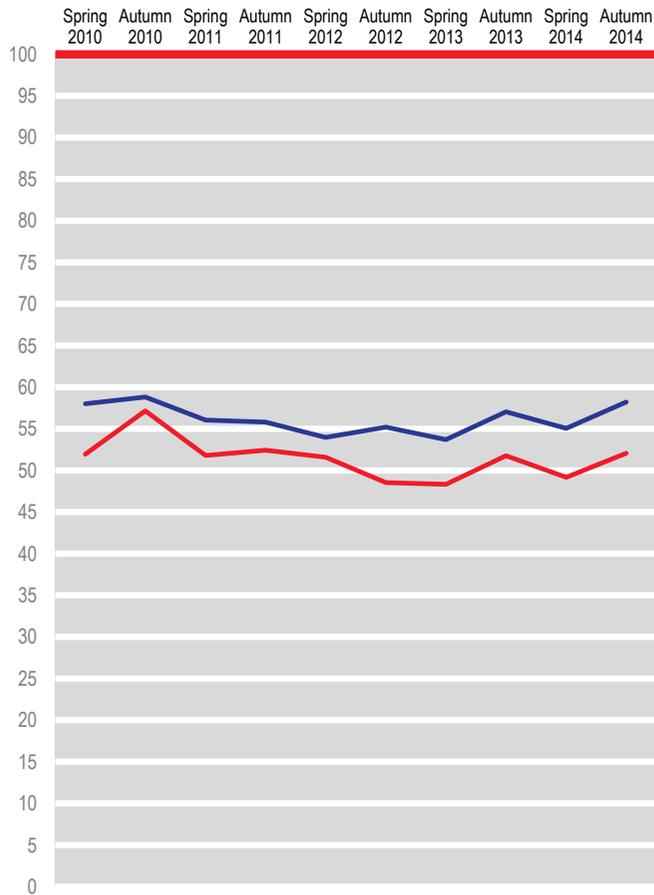


N.B. Benchmarks and targets are only shown for applicable factors

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

(1051)  
Percentage of passengers satisfied 2010 to 2014

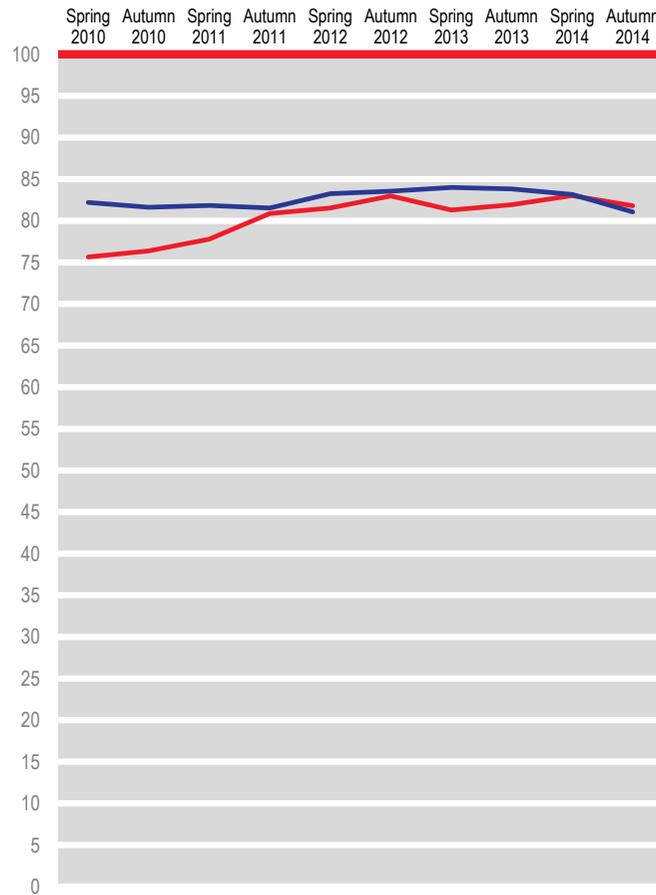
— East Midlands Trains — Long Distance



## Cleanliness of the train

(1087)  
Percentage of passengers satisfied 2010 to 2014

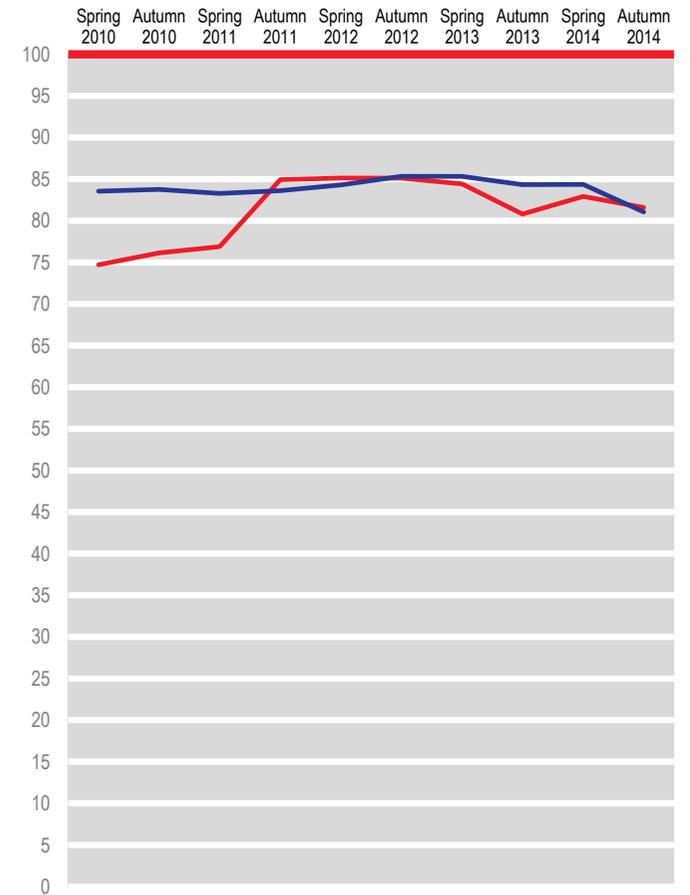
— East Midlands Trains — Long Distance



## Upkeep and repair of the train

(1065)  
Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

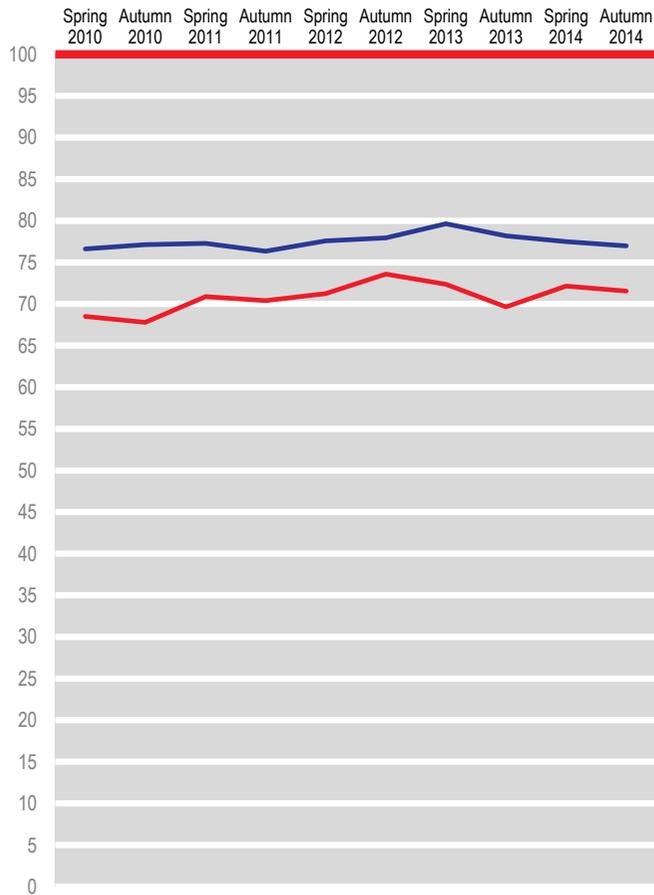


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey

**(988)**  
Percentage of passengers satisfied 2010 to 2014

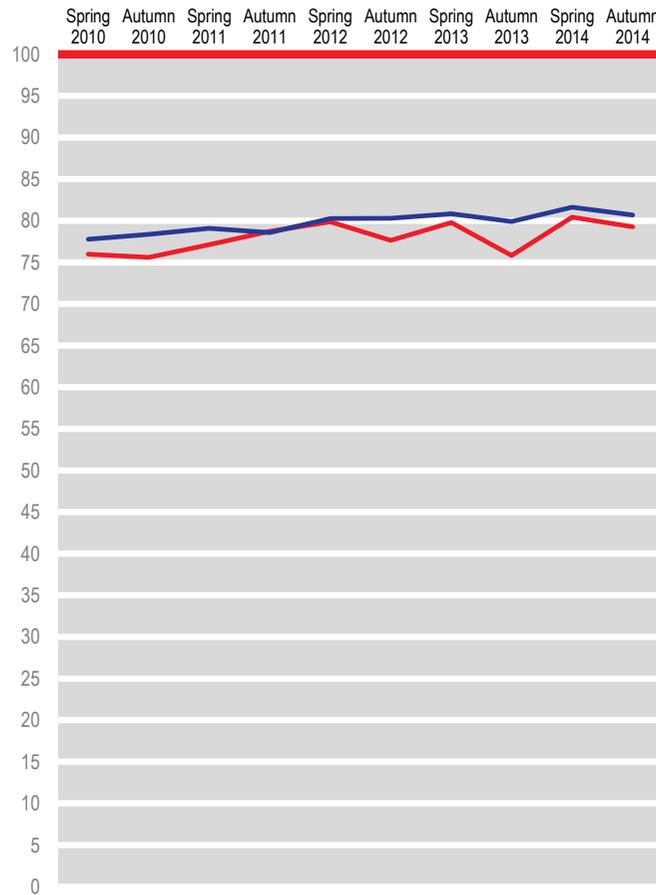
— East Midlands Trains — Long Distance



## The helpfulness and attitude of staff on the train

**(839)**  
Percentage of passengers satisfied 2010 to 2014

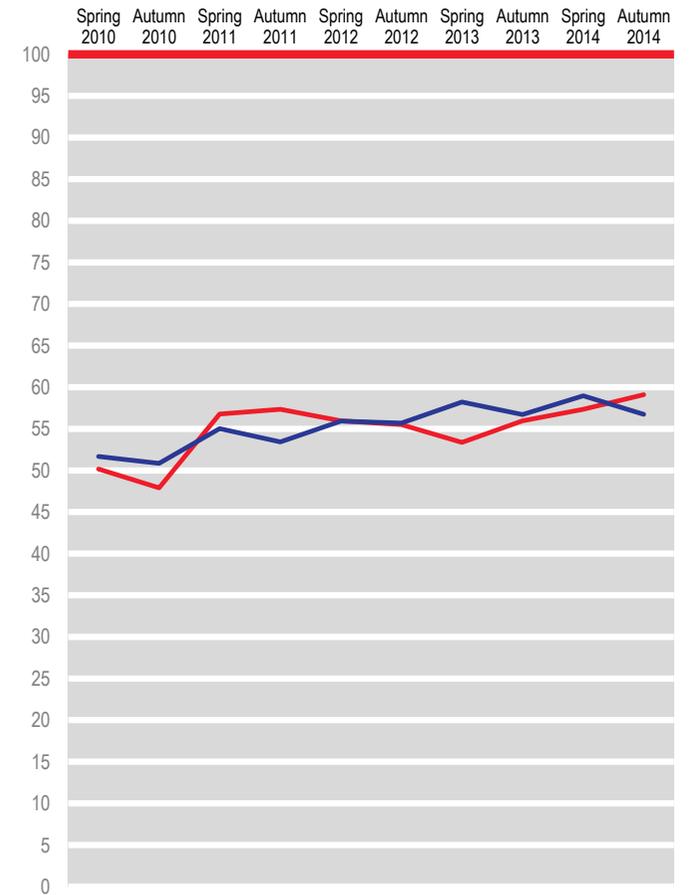
— East Midlands Trains — Long Distance



## The space for luggage

**(882)**  
Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance



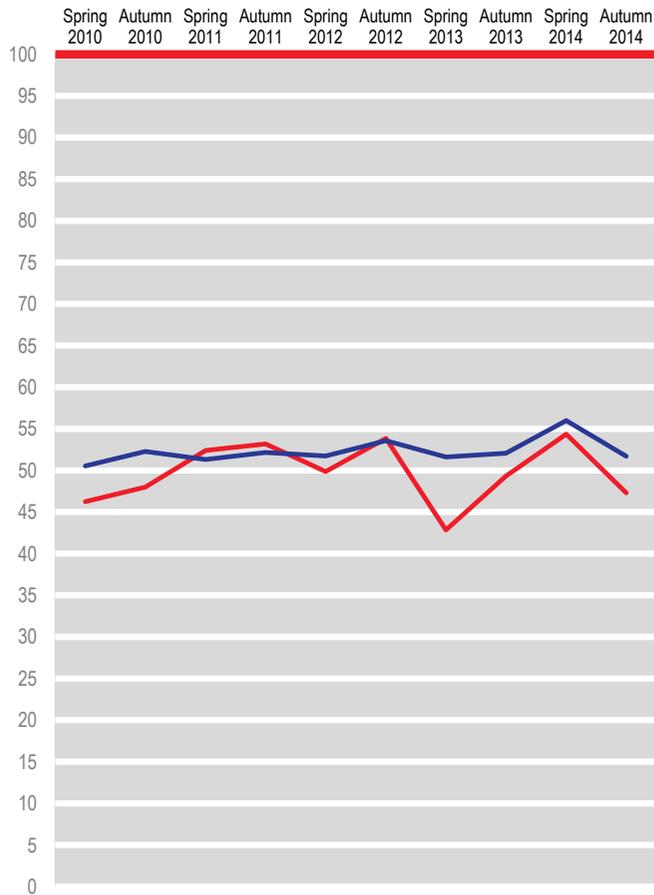
N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

(530)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

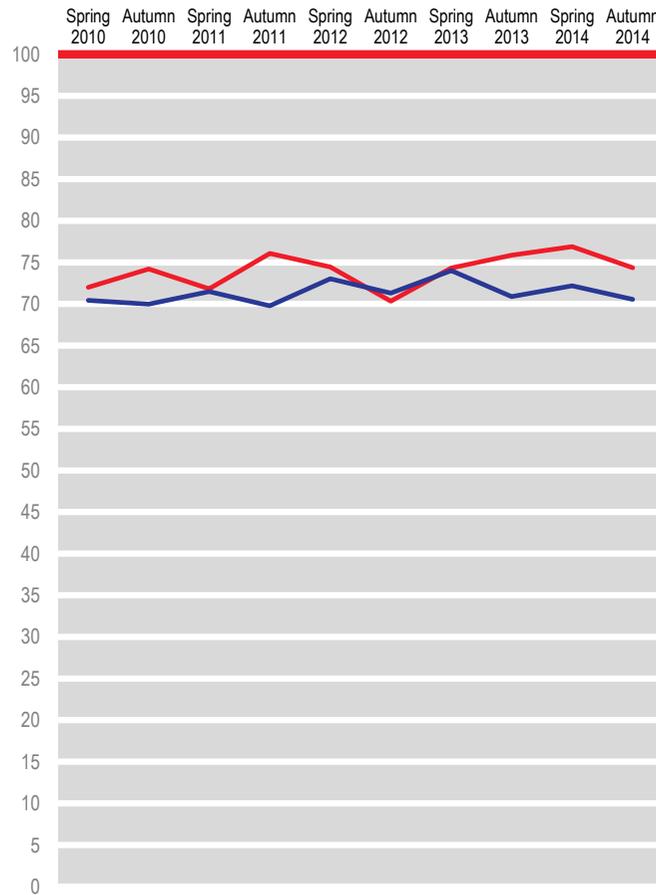


## Sufficient room for all the passengers to sit/stand

(1044)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

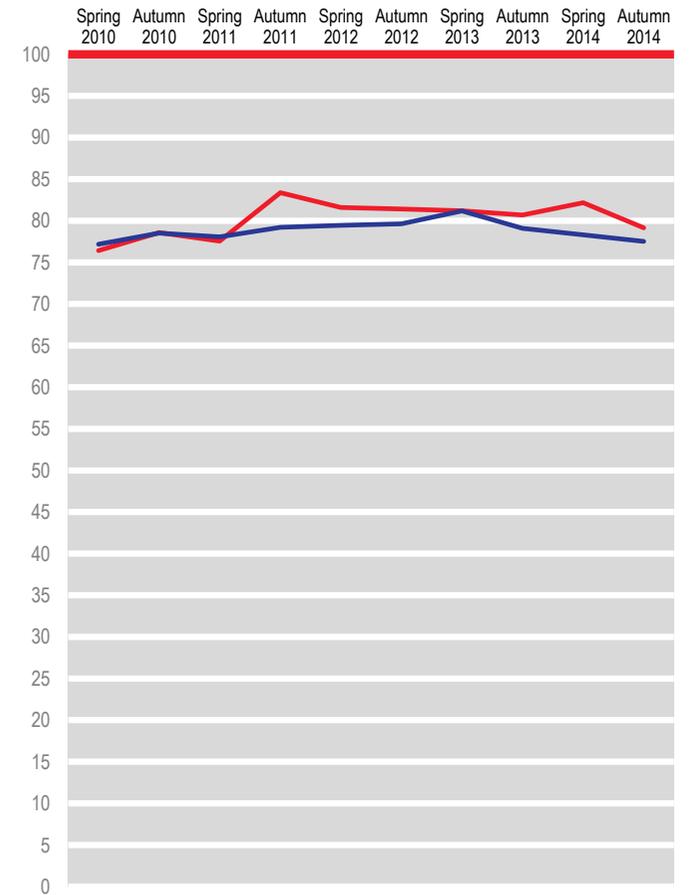


## The comfort of the seating area

(1053)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

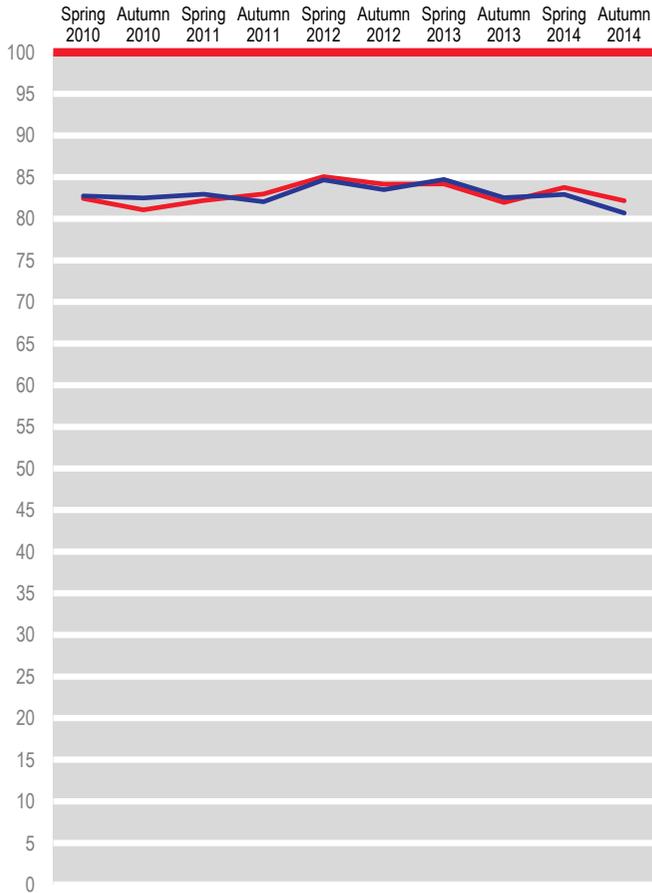


N.B. Benchmarks and targets are only shown for applicable factors

**The ease of being able to get on and off the train**  
(1073)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

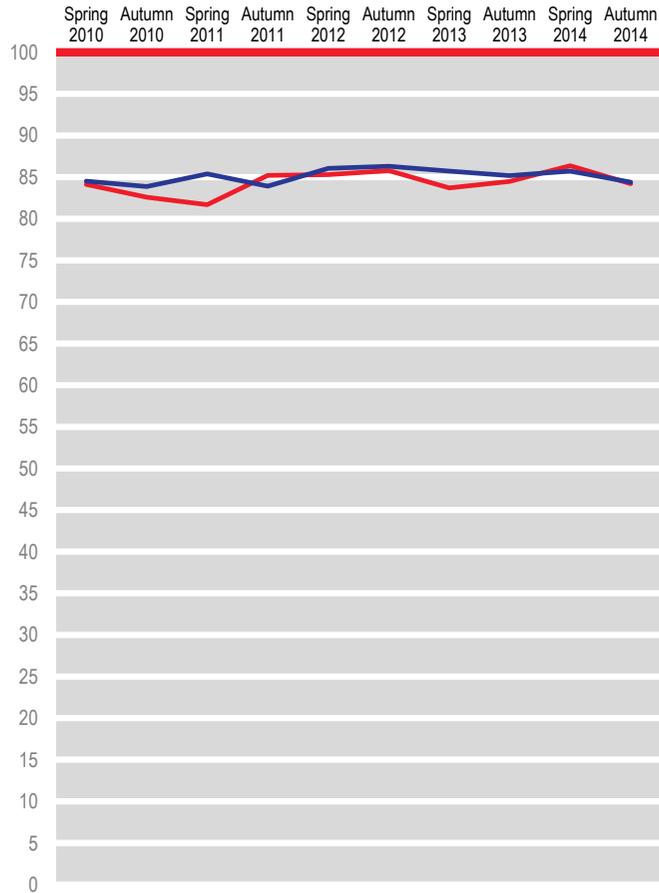


**Your personal security whilst on board**

(998)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

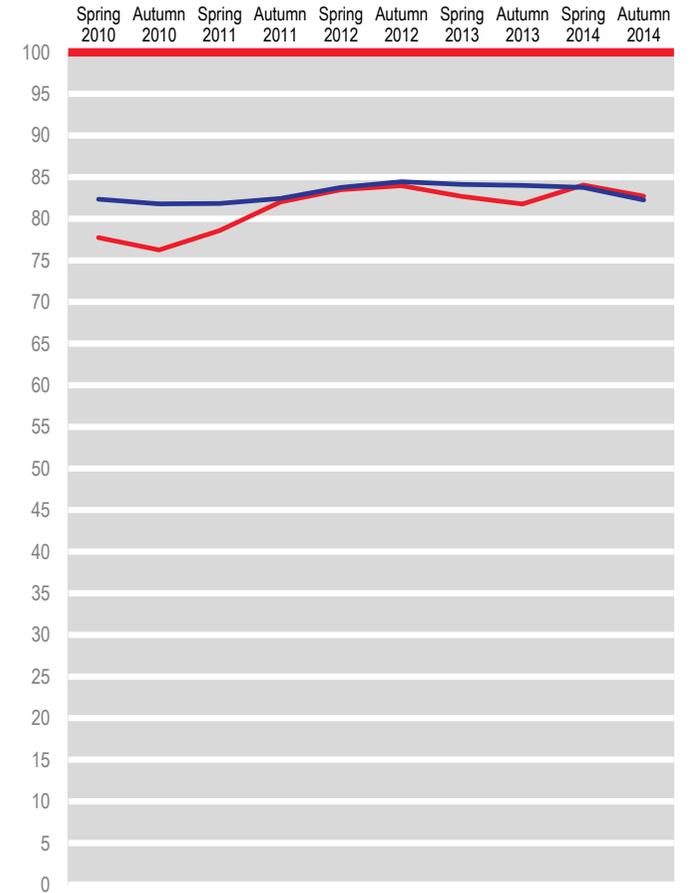


**The cleanliness of the inside of the train**

(1079)

Percentage of passengers satisfied 2010 to 2014

— East Midlands Trains — Long Distance

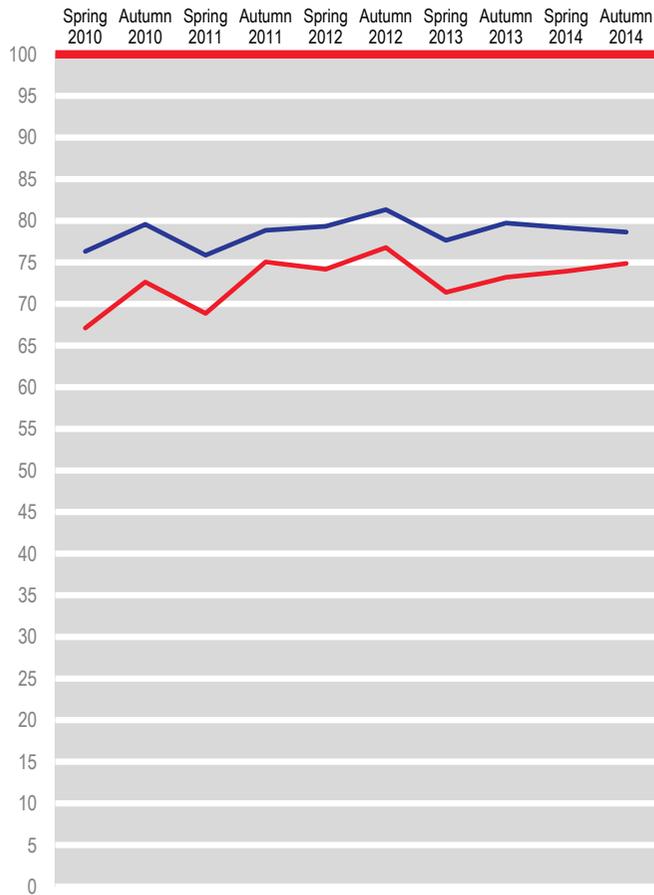


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (911)

Percentage of passengers satisfied 2010 to 2014

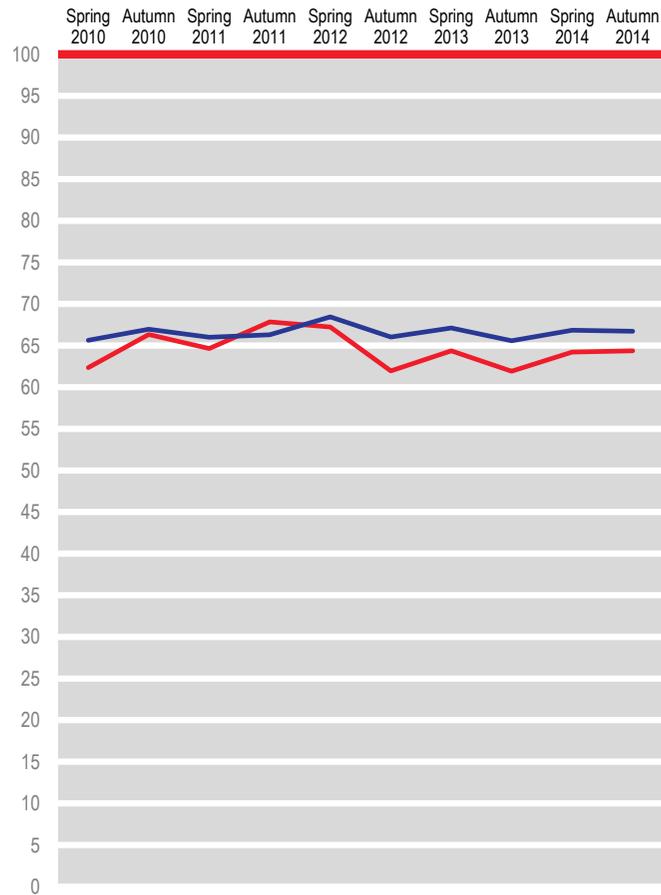
— East Midlands Trains — Long Distance



## The availability of staff on the train (912)

Percentage of passengers satisfied 2010 to 2014

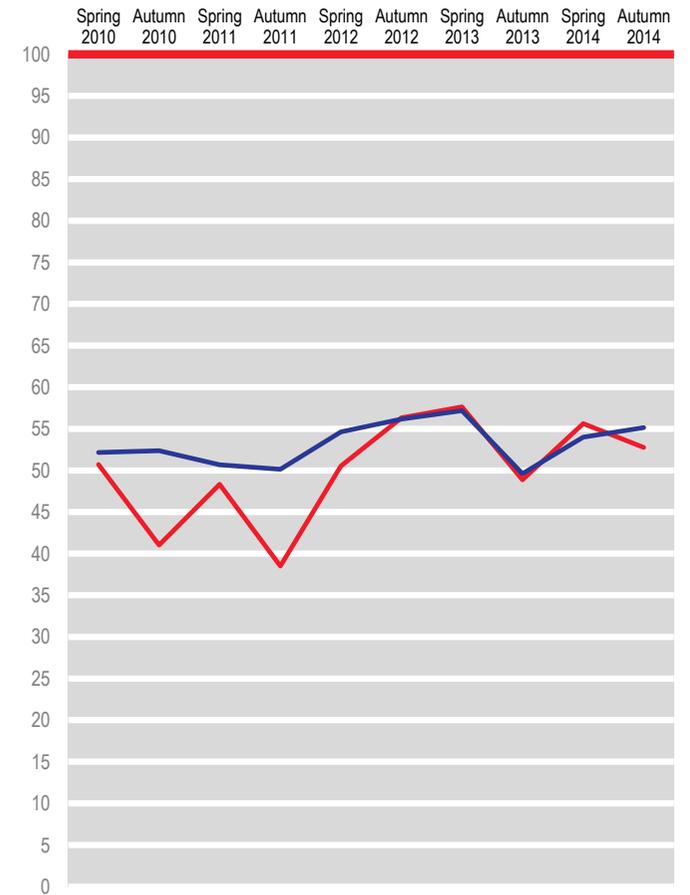
— East Midlands Trains — Long Distance



## How well train company dealt with delays (214)

Percentage of passengers satisfied 2010 to 2014

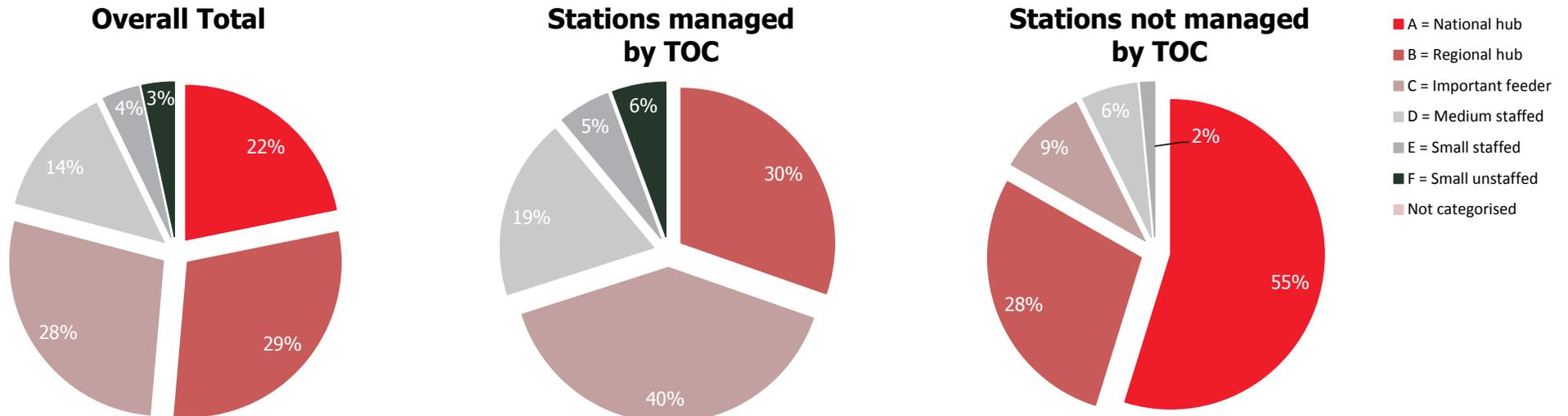
— East Midlands Trains — Long Distance



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

## Managed versus non-managed stations for East Midlands Trains

(% 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	85		89
Ticket buying facilities	86		78
Provision of information about train times/platforms	88		86
The upkeep/repair of the station buildings/platforms	86		86
Cleanliness	89		87
The facilities and services	69	-	78
The attitudes and helpfulness of the staff	80		79
Connections with other forms of public transport	70	-	82
Facilities for car parking	74		74
Overall environment	81		84
Your personal security whilst using the station	78		79
The availability of staff	70		73
The provision of shelter facilities	79		76
Availability of seating	64	+	49
How request to station staff was handled	82		92
The choice of shops/eating/drinking facilities available	48	-	72

	East Midlands Trains	Long Distance		East Midlands Trains	Long Distance
<b>DELAY</b>					
None	77	72			
Minor	20	23			
Major	2	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	41	30			
6-10 minutes	30	30			
11-20 minutes	16	20			
21-30 minutes	2	7			
31-60 minutes	6	8			
More than 1 hour	4	2			
	2	4			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	27	26	Very well	28	27
Fairly well	32	34	Fairly well	32	33
Neither well nor poorly	21	18	Neither well nor poorly	22	18
Fairly poorly	10	11	Fairly poorly	11	9
Very poorly	9	11	Very poorly	8	12
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	29	28	Very well	20	22
Fairly well	36	34	Fairly well	29	29
Neither well nor poorly	17	16	Neither well nor poorly	34	27
Fairly poorly	11	11	Fairly poorly	8	10
Very poorly	8	11	Very poorly	9	12
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	26	26	Very well	16	15
Fairly well	33	33	Fairly well	28	23
Neither well nor poorly	28	22	Neither well nor poorly	33	28
Fairly poorly	7	8	Fairly poorly	10	13
Very poorly	7	11	Very poorly	12	21

## 5 5.2 Passenger experience relating to disability

	East Midlands Trains	Long Distance		East Midlands Trains	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	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	88	87			
No answer	3	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	6	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	47	44	Yes	2	4
Not at all	45	46	No	98	96
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	41	40	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	41	36	Very satisfied	66	73
Neither satisfied nor dissatisfied	13	18	Fairly satisfied	34	27
Fairly dissatisfied	4	3	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	1	3	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	28	36	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	42	35	Very satisfied	61	70
Neither satisfied nor dissatisfied	21	19	Fairly satisfied	-	10
Fairly dissatisfied	5	6	Neither satisfied nor dissatisfied	39	3
Very dissatisfied	4	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	17

	East Midlands Trains	Long Distance		East Midlands Trains	Long Distance
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	45	39	White	90	92
Female	53	58	Mixed	2	1
			Asian or Asian British	3	3
			Black or Black British	2	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	1	Commuter	23	17
19-25	8	9	Business	28	25
26-34	12	11	Leisure	49	58
35-44	16	13			
45-54	22	22	<b>REGULAR TRAVELLER</b>		
55-59	12	12	Yes	40	33
60-64	10	11	No	60	67
65+	17	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	56	51	Weekday	82	80
Working Part Time	16	16	Weekend	18	20
Not Working	3	3			
Retired	19	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	45	40	Yes asked for help	9	12
Middle Managerial	12	13	Yes asked for information	10	12
Junior Managerial/Clerical/Supervisory	7	8	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6	No	79	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	4	3			
Full time student	1	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	17	19	Yes, at home	91	91
Unemployed/between jobs	1	1	Yes, at work	60	57
Housewife/house-husband	0	1	No	6	6
Other	5	5			



## Station sample sizes for East Midlands Trains

Station	Unweighted
London St Pancras	258
Nottingham	154
Leicester	96
Sheffield	67
Derby	65
Manchester Piccadilly	57
Norwich	48
Lincoln Central	41
Peterborough	32
Chesterfield	29
Market Harborough	26
Bedford	25
Wellingborough	22
East Midlands Parkway	18
Liverpool Lime Street	17
Long Eaton	16
Kettering	16
Grantham	15
Corby	13
Stoke-On-Trent	11
Newark North Gate	11
Mansfield Woodhouse	9
Ely	8
Uttoxeter	8
Beeston	8
Warrington Central	6
Loughborough	6
Stamford	5
Thetford	4
Luton	4
Hucknall	2
Manchester Oxford Road	2
Stockport	2
Luton Airport Parkway	2
Wakefield Westgate	1
Bottesford	1
Grimsby Town	1

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

## 7 7.3 How routes are defined (cont'd)

### **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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