



# National Rail Passenger Survey

## East Coast 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.

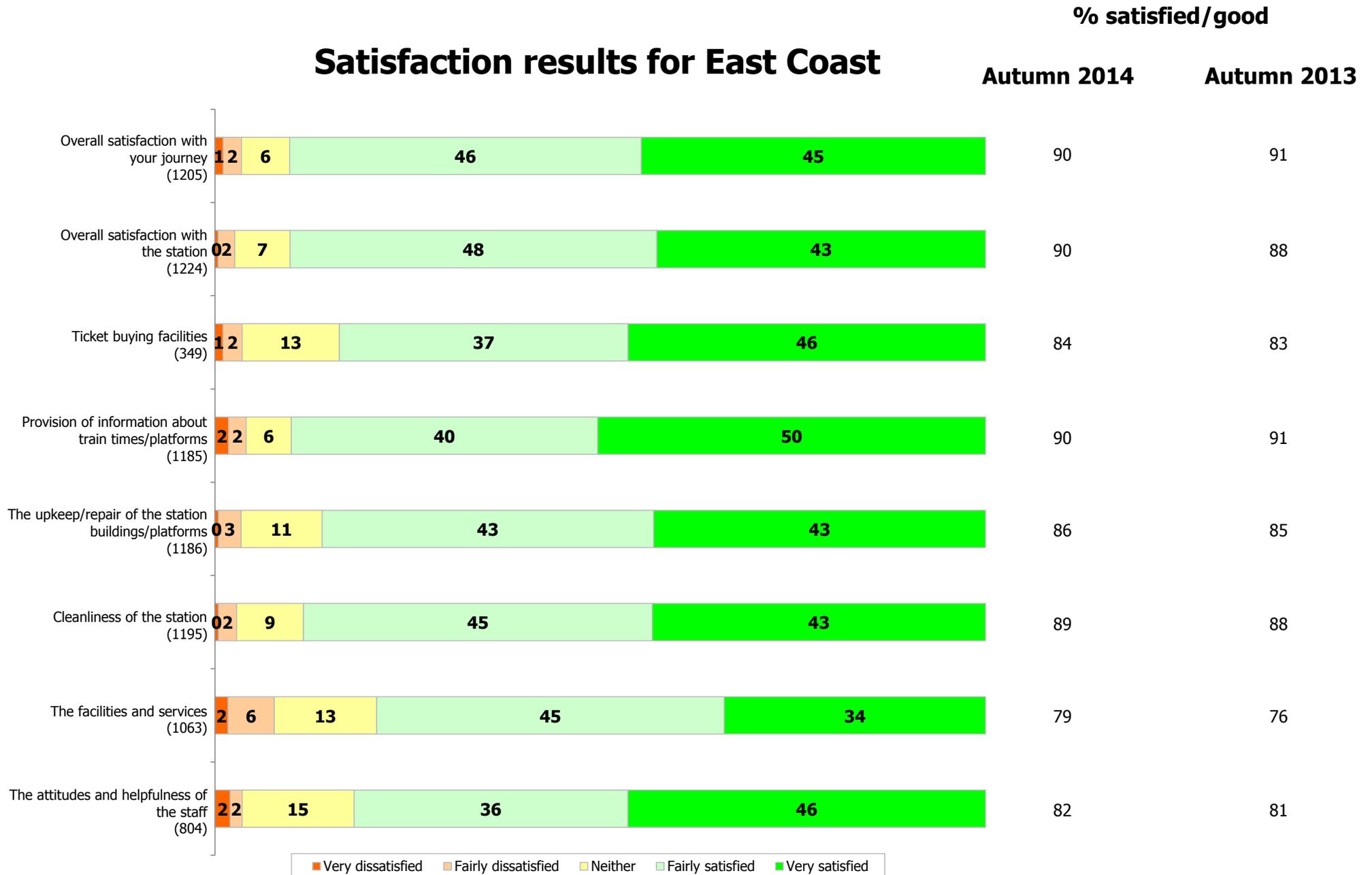
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

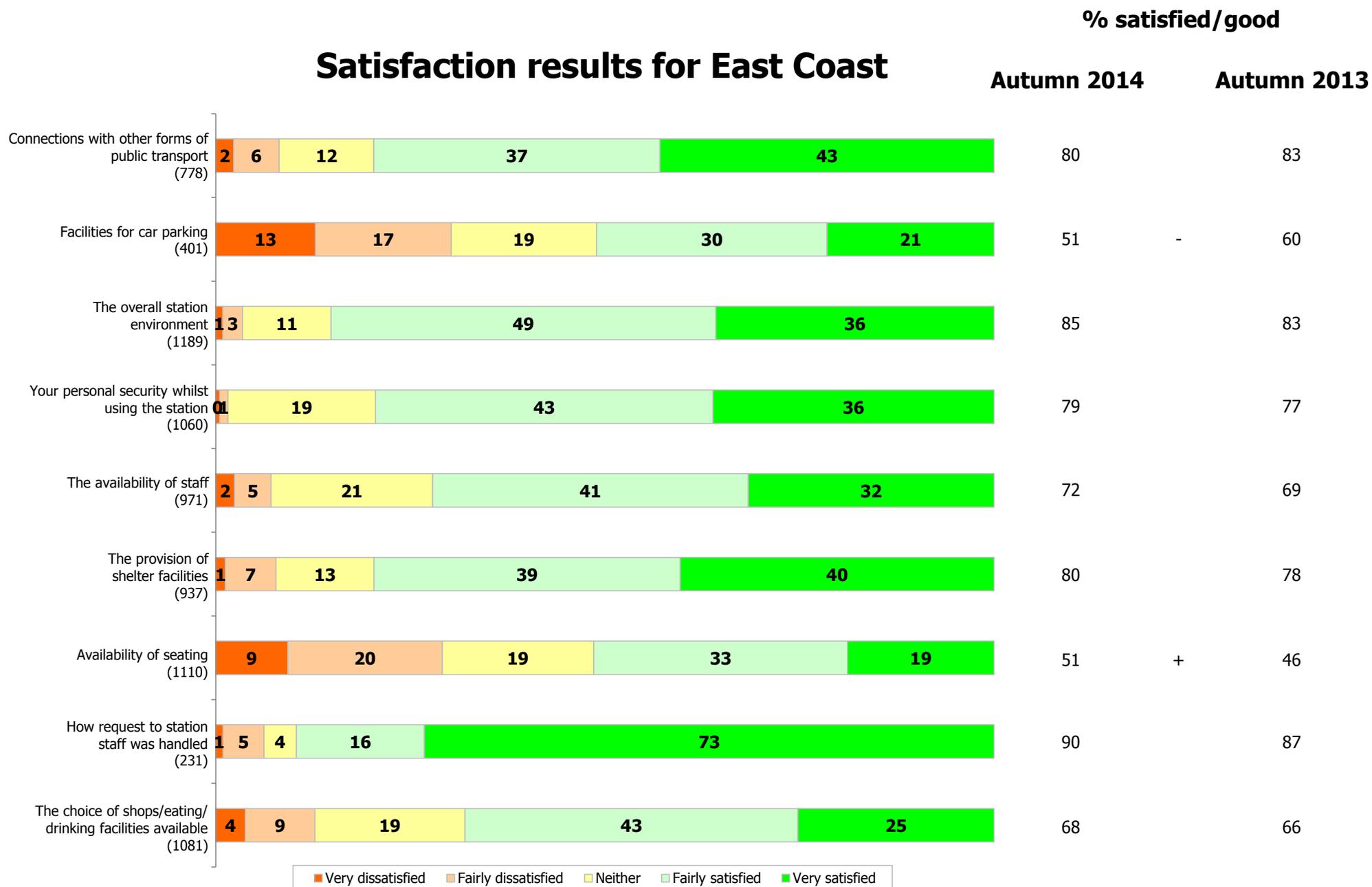
As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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

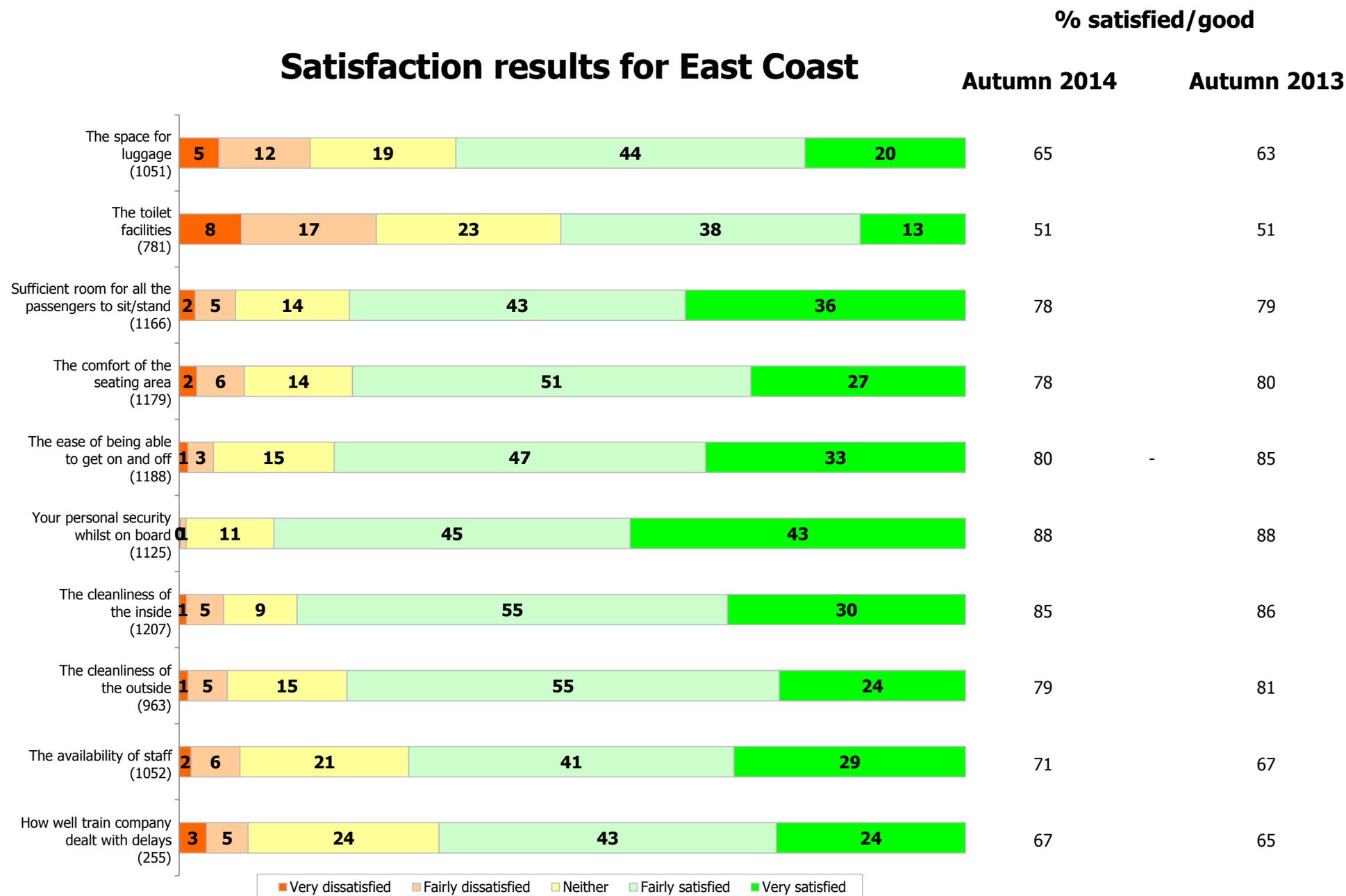
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for East Coast









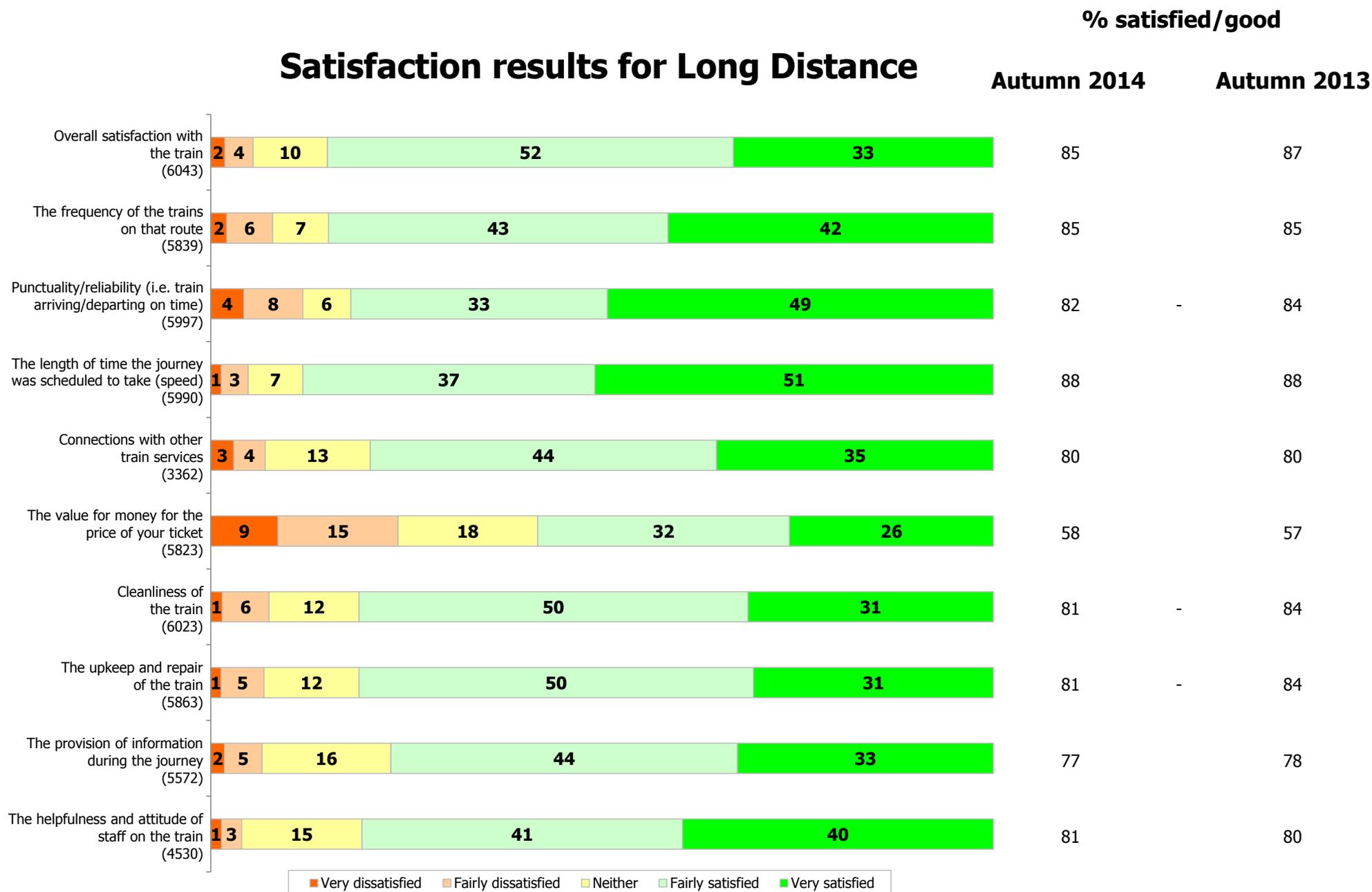
## 2 2.3 Overall satisfaction with your journey and station factors

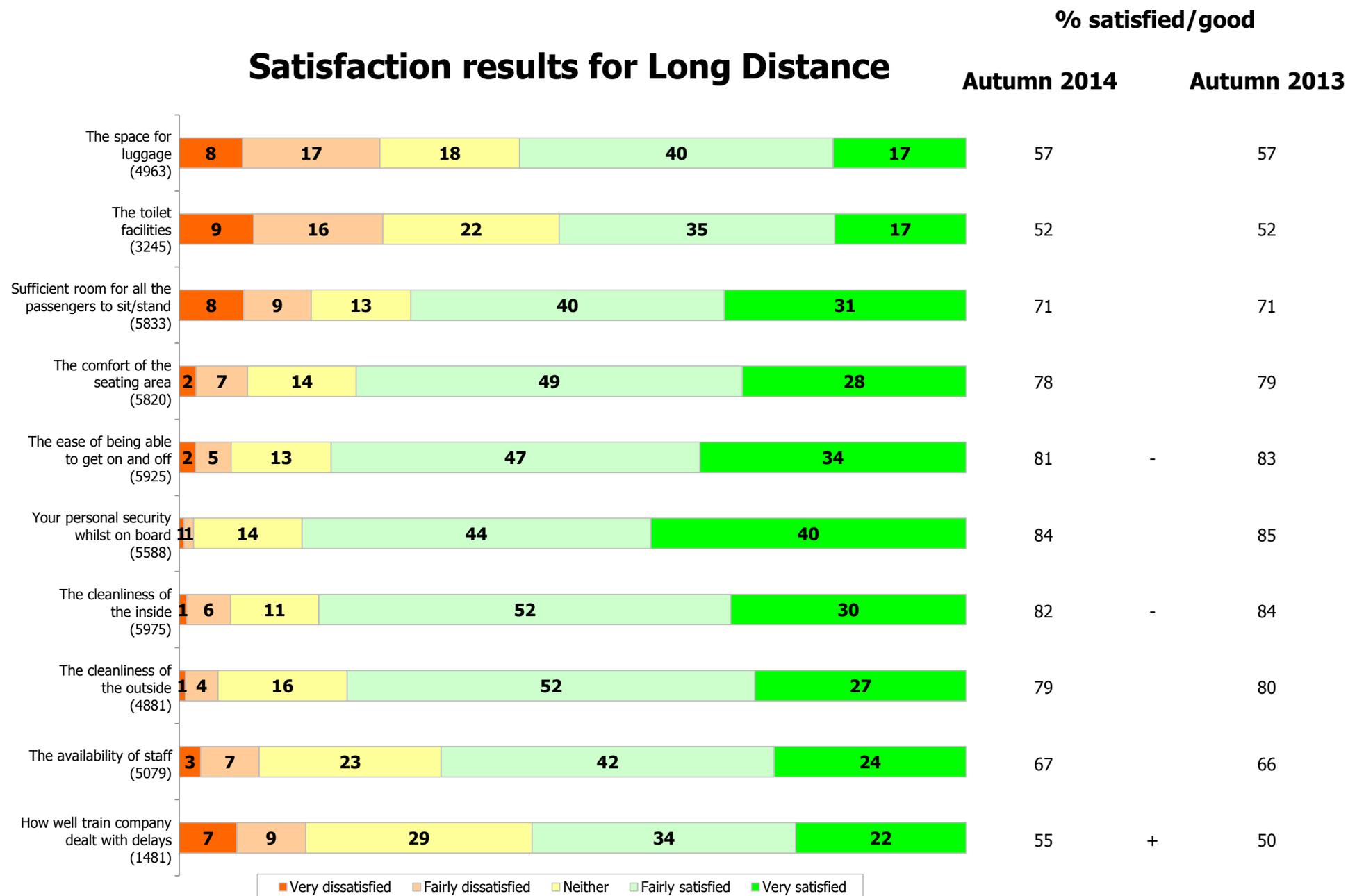
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Long Distance









## East Coast versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	90	86	105%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	90	84	108%
Ticket buying facilities	84	85	99%
Provision of information about train times/platforms	90	87	104%
The upkeep/repair of the station buildings/platforms	86	78	111%
Cleanliness	89	81	109%
The facilities and services	79	72	110%
The attitudes and helpfulness of the staff	82	80	103%
Connections with other forms of public transport	80	77	103%
Facilities for car parking	51	61	84%
Overall environment	85	76	112%
Your personal security whilst using the station	79	77	103%
The availability of staff	72	69	104%
The provision of shelter facilities	80	76	105%
Availability of seating	51	53	96%
How request to station staff was handled	90	89	101%
The choice of shops/eating/drinking facilities available	68	62	109%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	89	85	104%
The frequency of the trains on that route	92	85	109%
Punctuality/reliability (i.e. the train arriving/departing on time)	88	82	108%
The length of time the journey was scheduled to take (speed)	92	88	104%
Connections with other train services	83	80	105%
The value for money of the price of your ticket	64	58	110%
Cleanliness of the train	84	81	104%
Upkeep and repair of the train	79	81	97%
The provision of information during the journey	80	77	104%
The helpfulness and attitude of staff on train	81	81	101%
The space for luggage	65	57	114%
The toilet facilities	51	52	100%
Sufficient room for all passengers to sit/stand	78	71	111%
The comfort of the seating area	78	78	101%
The ease of being able to get on and off	80	81	100%
Your personal security on board	88	84	104%
The cleanliness of the inside	85	82	103%
The cleanliness of the outside	79	79	100%
The availability of staff	71	67	106%
How well train company deals with delays	67	55	121%

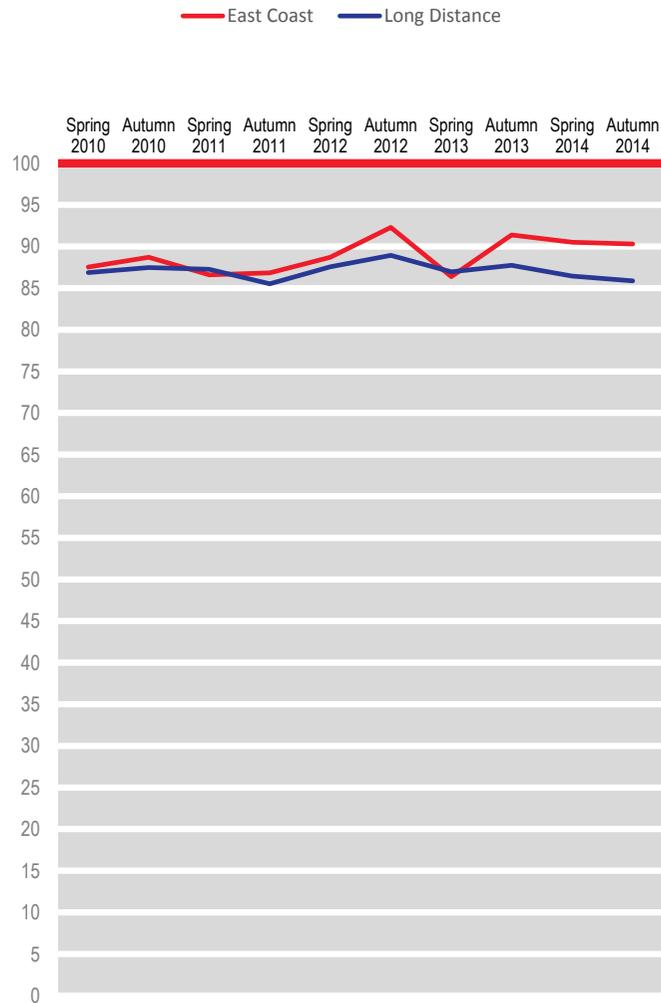
## Building block/route data for East Coast

	London to East Midlands/East of England	London to Scotland/North East	London to Yorkshire	Non-London Journeys
Overall satisfaction with your journey	90	91	90	91
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	90	92	91	89
Ticket buying facilities	85	82	81	86
Provision of information about train times/platforms	90	93	90	89
The upkeep/repair of the station buildings/platforms	90	86	86	85
Cleanliness	91	89	90	86
The facilities and services	82	80	83	74
The attitudes and helpfulness of the staff	81	82	80	83
Connections with other forms of public transport	77	78	86	75
Facilities for car parking	64	44	50	50
Overall environment	90	84	89	82
Your personal security whilst using the station	79	81	79	79
The availability of staff	74	69	71	74
The provision of shelter facilities	76	84	82	77
Availability of seating	49	44	44	63
How request to station staff was handled	90	92	90	89
The choice of shops/eating/drinking facilities available	67	70	77	59
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	92	83	90	90
The frequency of the trains on that route	95	95	95	88
Punctuality/reliability (i.e. the train arriving/departing on time)	89	93	87	87
The length of time the journey was scheduled to take (speed)	93	90	93	92
Connections with other train services	79	90	85	80
The value for money of the price of your ticket	65	57	63	68
Cleanliness of the train	88	78	86	85
Upkeep and repair of the train	82	75	78	80
The provision of information during the journey	76	78	83	81
The helpfulness and attitude of staff on train	76	85	81	81
The space for luggage	66	69	67	60
The toilet facilities	58	43	56	52
Sufficient room for all passengers to sit/stand	78	76	77	81
The comfort of the seating area	83	74	75	82
The ease of being able to get on and off	81	76	83	80
Your personal security on board	88	88	89	87
The cleanliness of the inside	89	82	84	86
The cleanliness of the outside	83	76	78	79
The availability of staff	62	76	71	70
How well train company deals with delays	69	63	76	59

# Percentage satisfaction with aspects of station where boarded

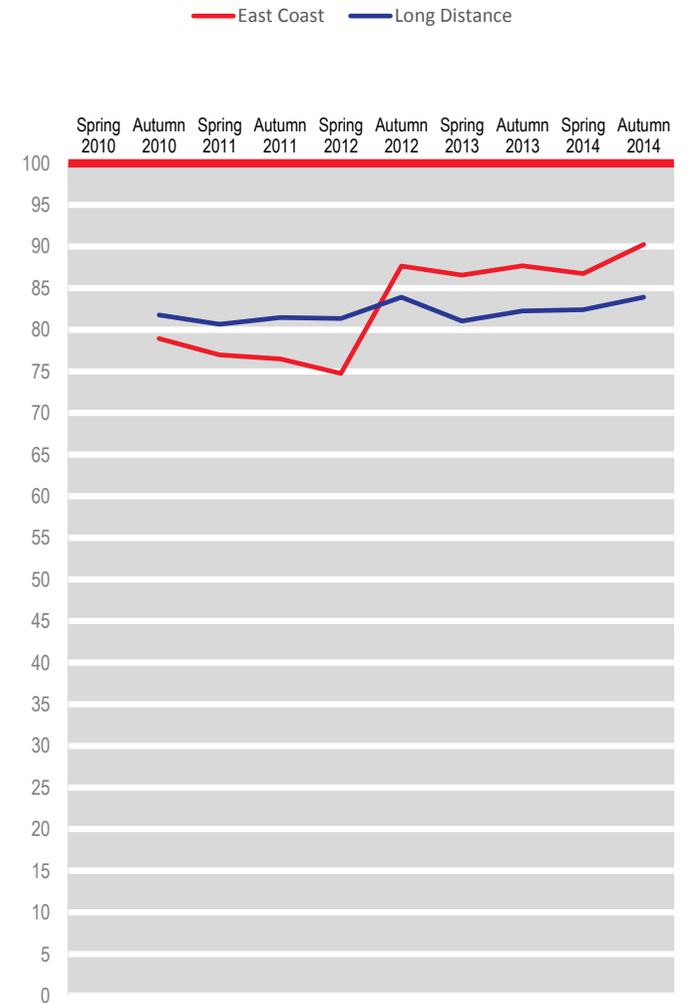
## Overall satisfaction with your journey

(1205)  
Percentage of passengers satisfied 2010 to 2014



## Overall station satisfaction

(1224)  
Percentage of passengers satisfied 2010 to 2014



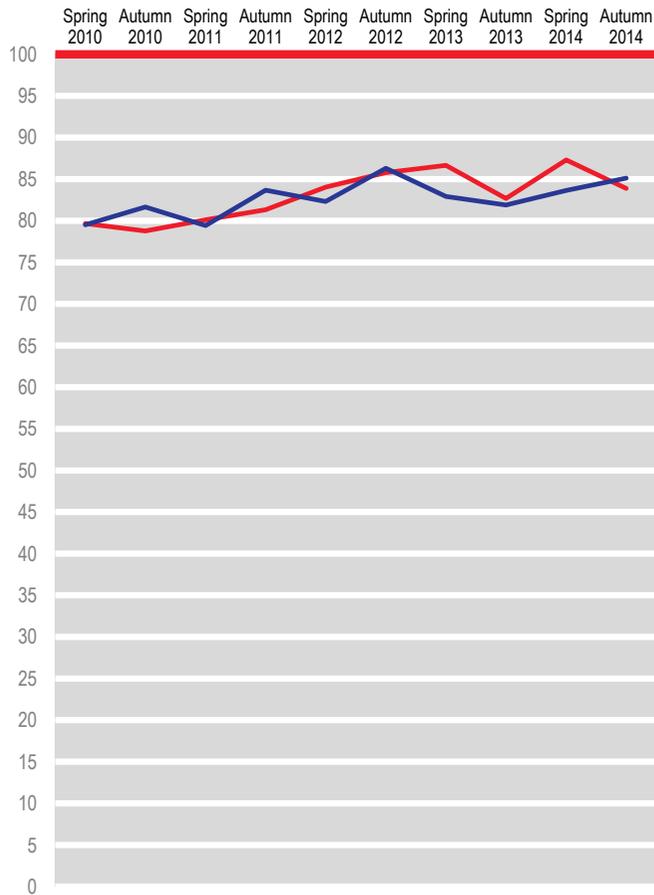
N.B. Benchmarks and targets are only shown for applicable factors

## Ticket buying facilities

(349)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

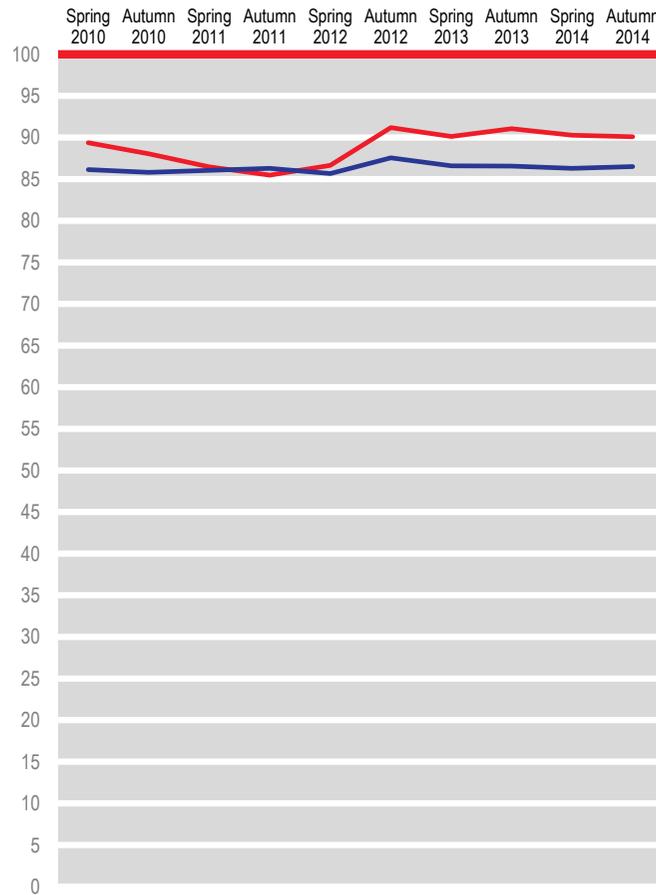


## Provision of information about train times/platforms

(1185)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

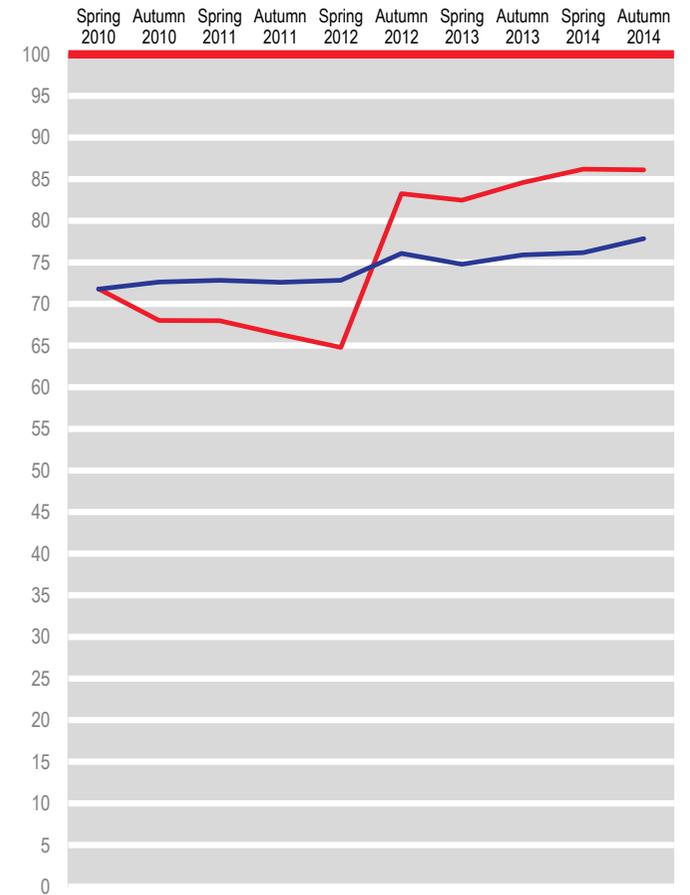


## The upkeep/repair of the station building/platforms

(1186)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

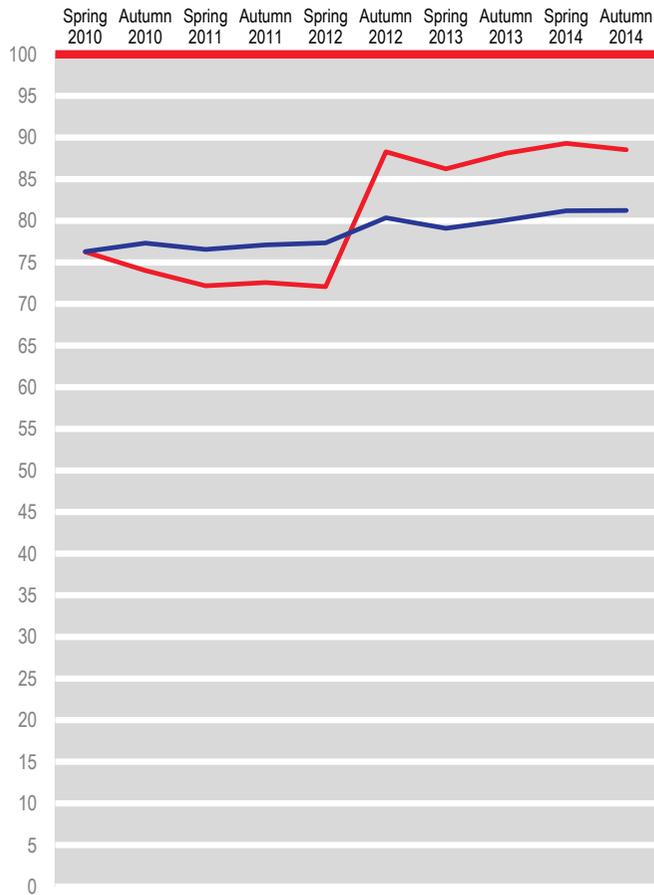


N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

**(1195)**  
Percentage of passengers satisfied 2010 to 2014

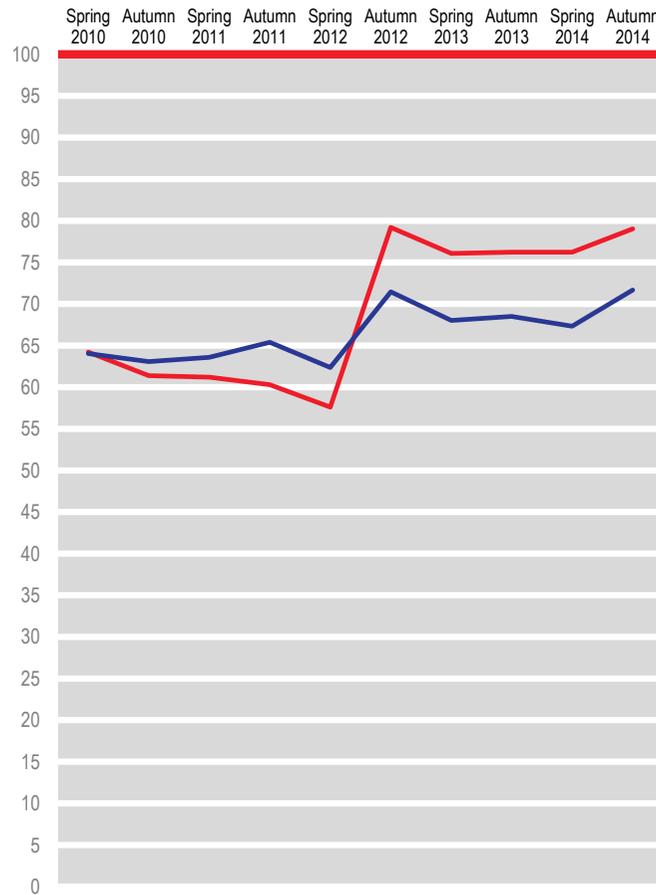
— East Coast — Long Distance



## The facilities and services at the station

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

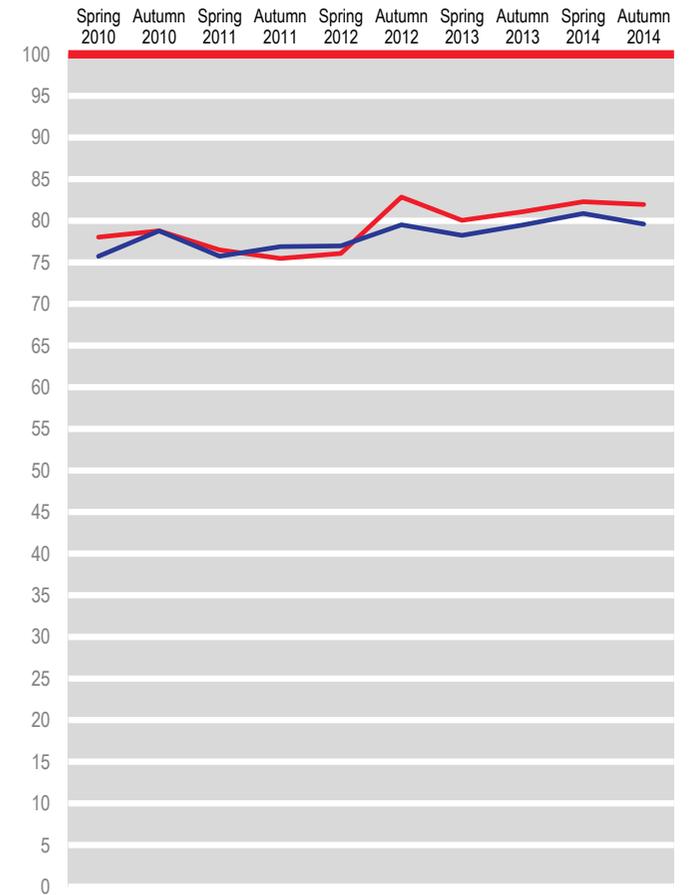
— East Coast — Long Distance



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

**(804)**  
Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

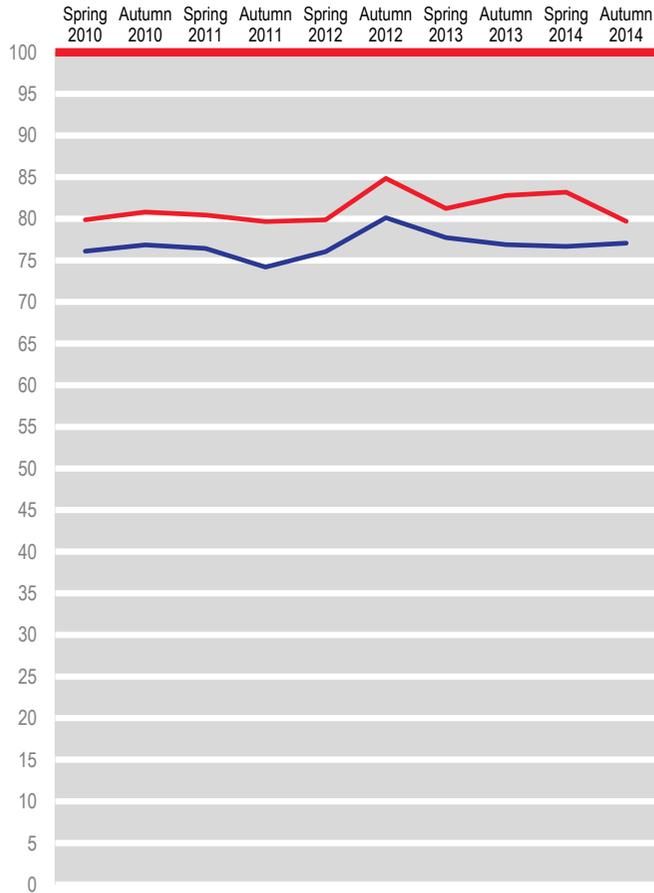


N.B. Benchmarks and targets are only shown for applicable factors

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

**(778)**  
Percentage of passengers satisfied 2010 to 2014

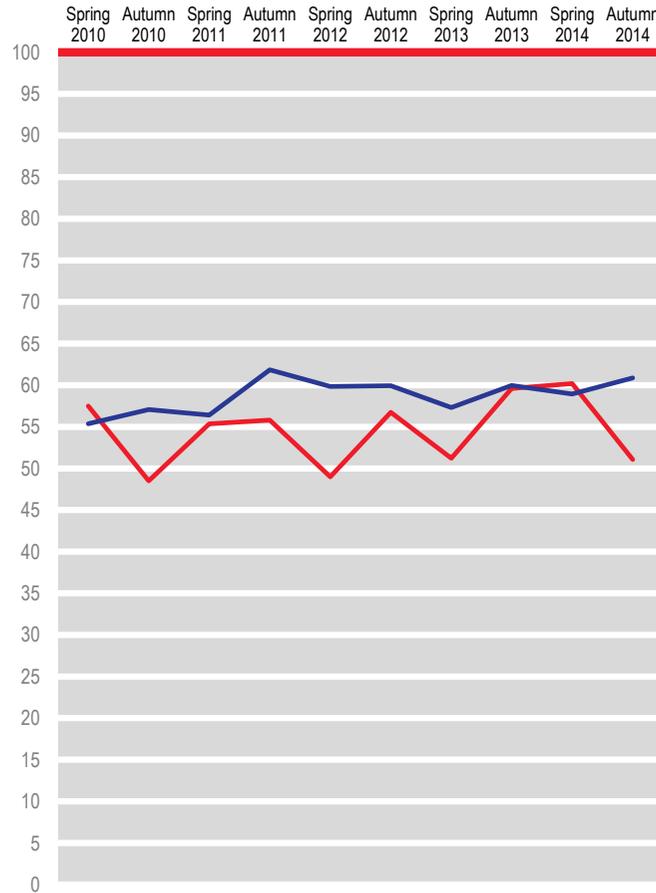
— East Coast — Long Distance



**Facilities for car parking at the station**

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

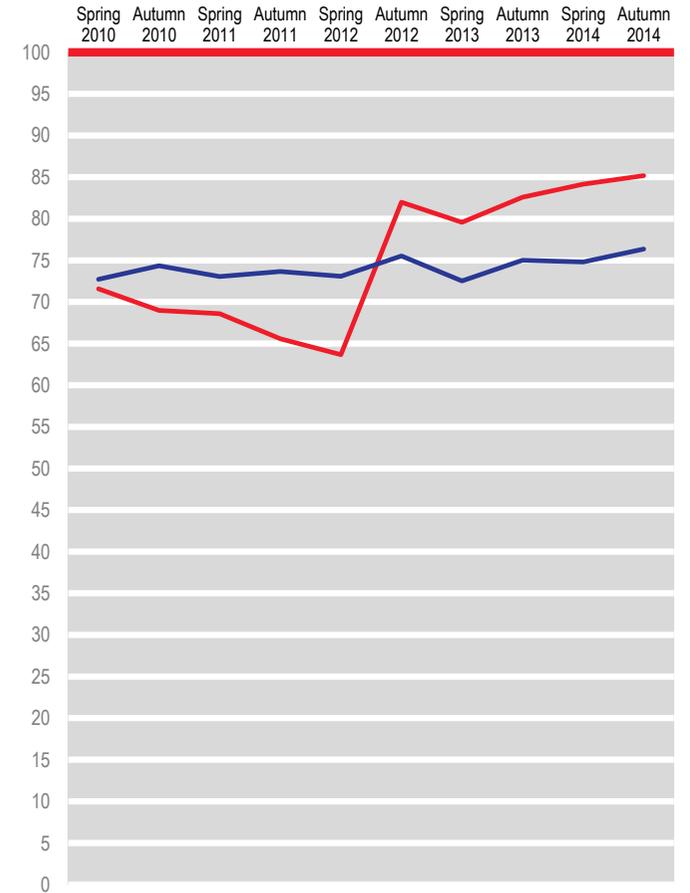
— East Coast — Long Distance



**Overall station environment**

**(1189)**  
Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

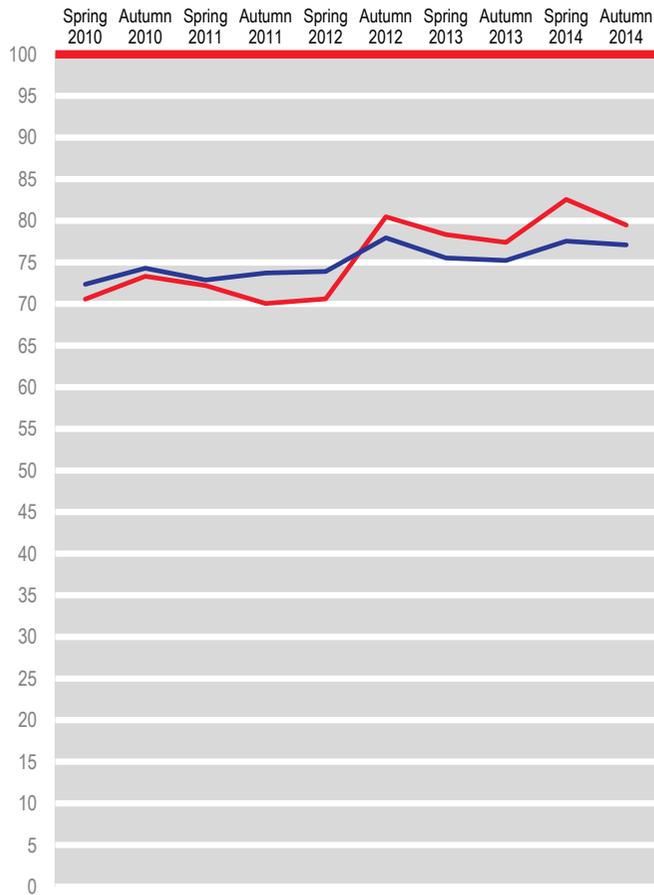


N.B. Benchmarks and targets are only shown for applicable factors

**Your personal security whilst using the station**  
(1060)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

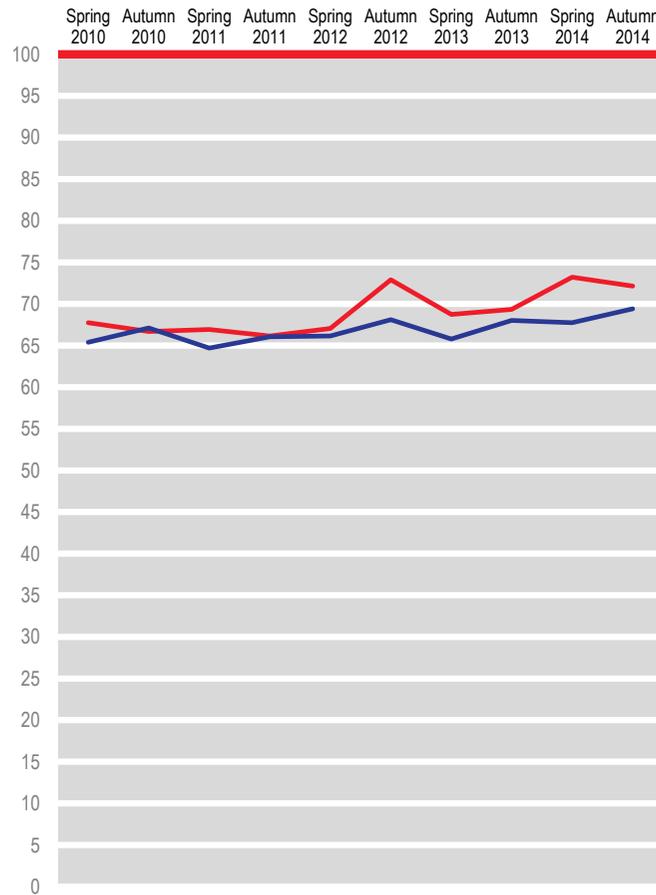


**The availability of staff at the station**

(971)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

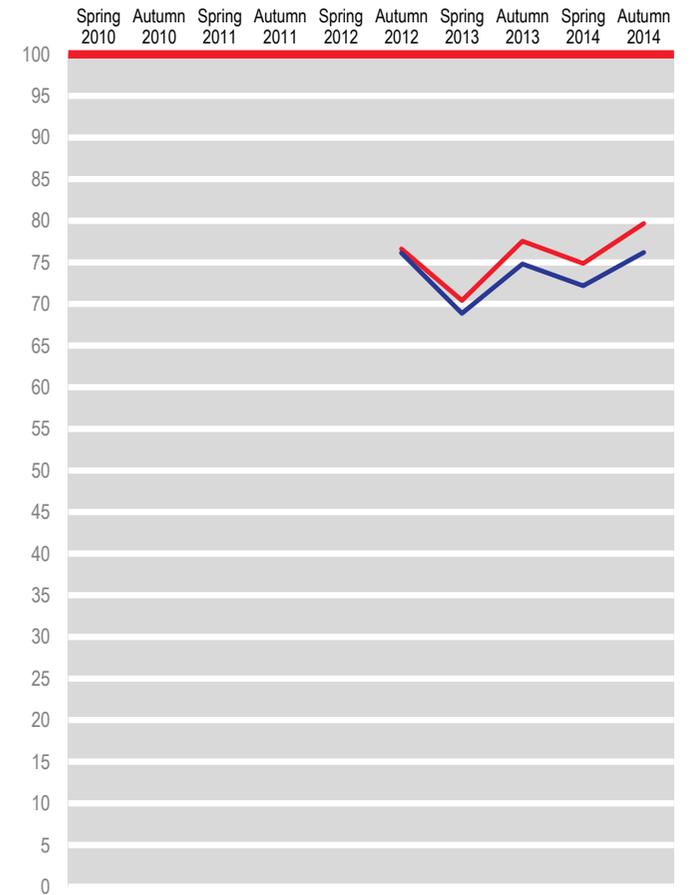


**The provision of shelter facilities**

(937)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance



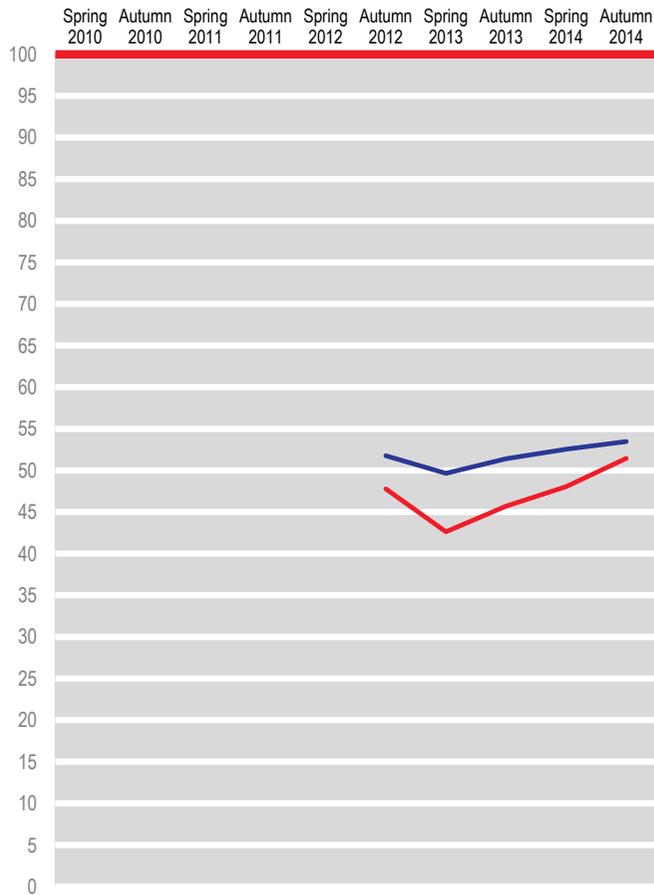
N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(1110)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

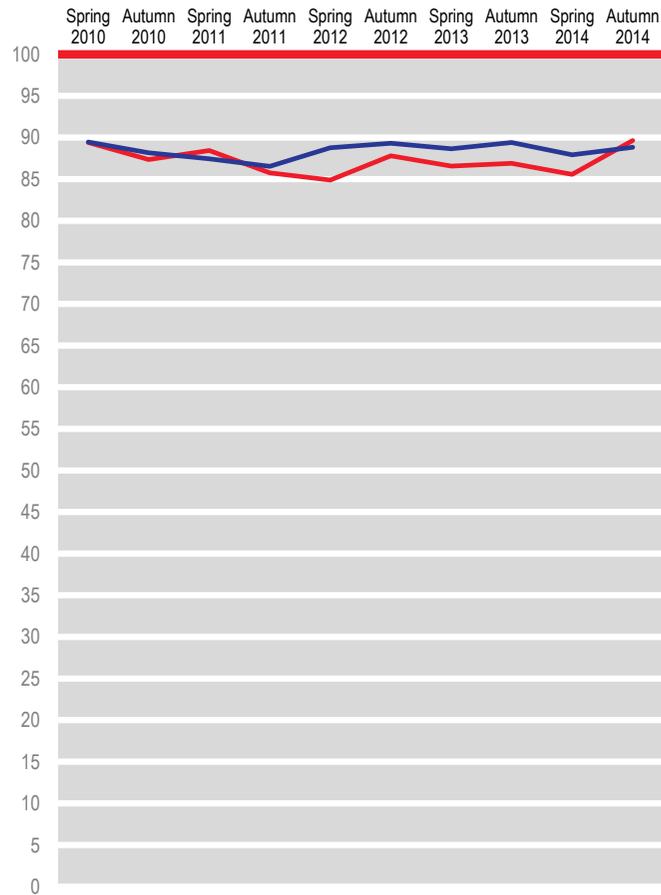


## How request to station staff was handled

(231)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

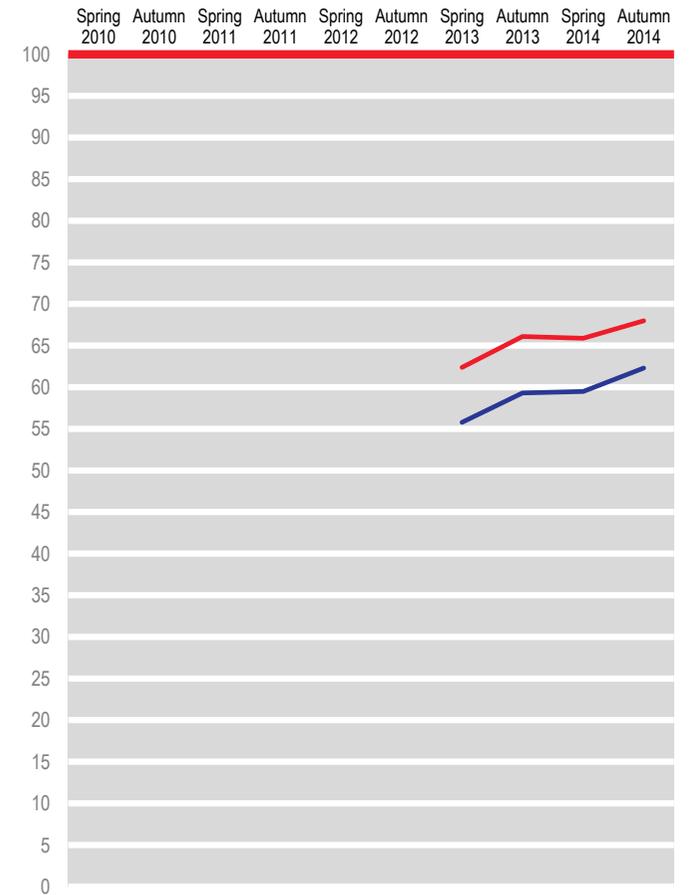


## The choice of shops/eating/drinking facilities available

(1081)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

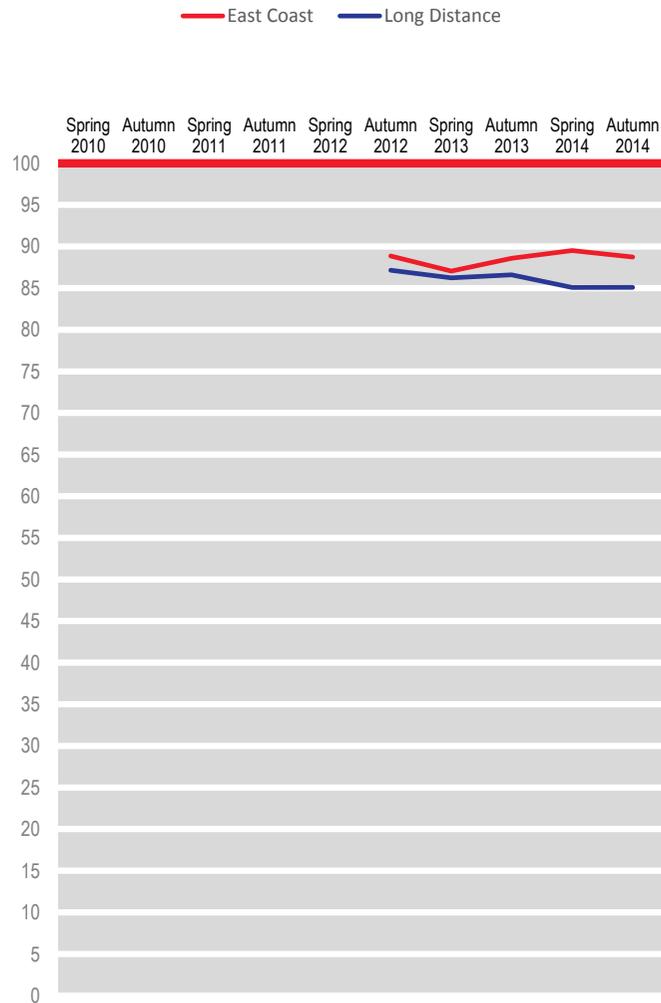


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

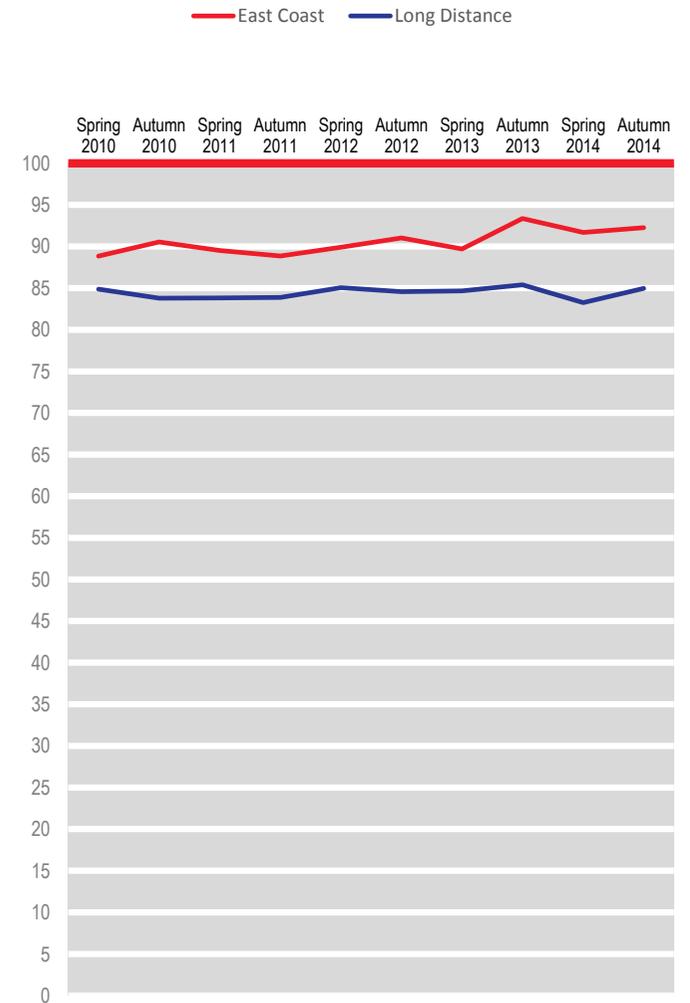
## Overall satisfaction with the train

(1215)  
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(1171)  
Percentage of passengers satisfied 2010 to 2014



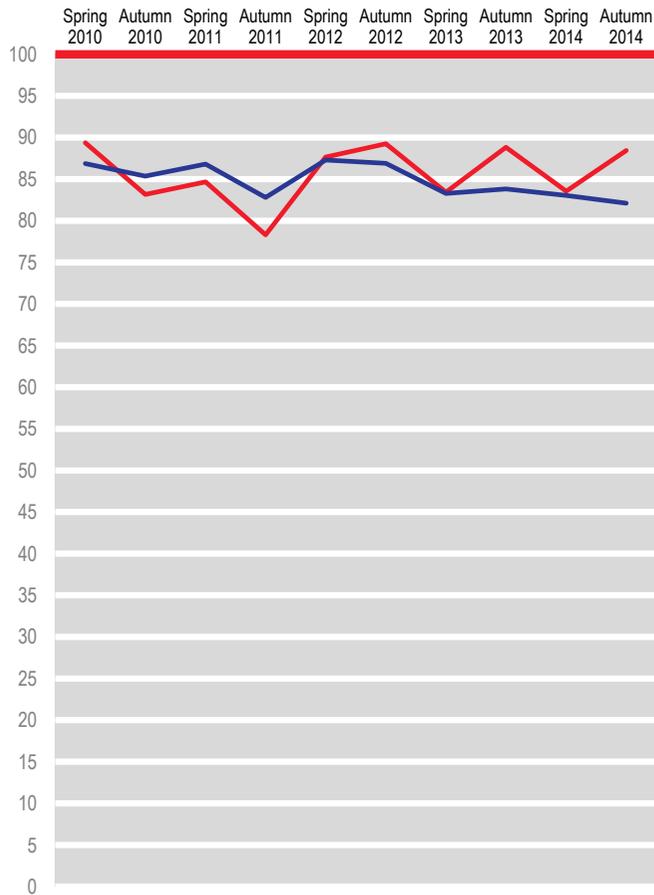
N.B. Benchmarks and targets are only shown for applicable factors

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

(1202)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

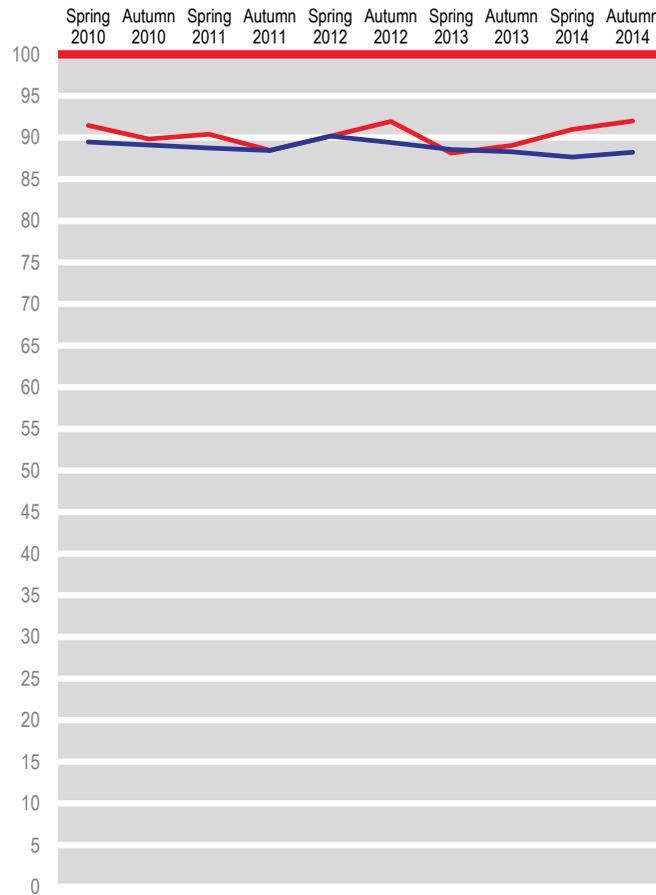


## The length of time the journey was scheduled to take (speed)

(1197)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

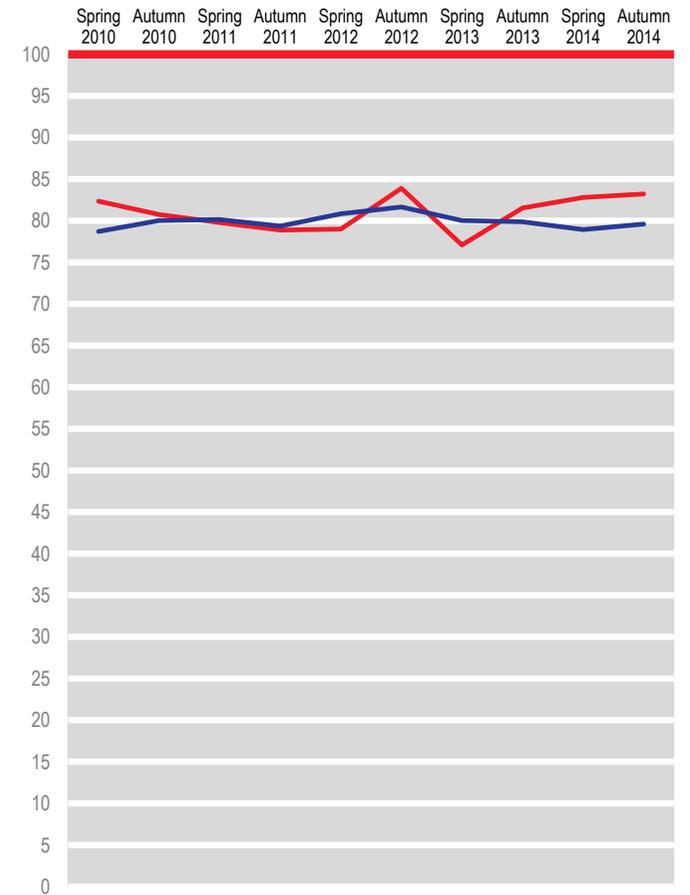


## Connections with other train services

(665)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance



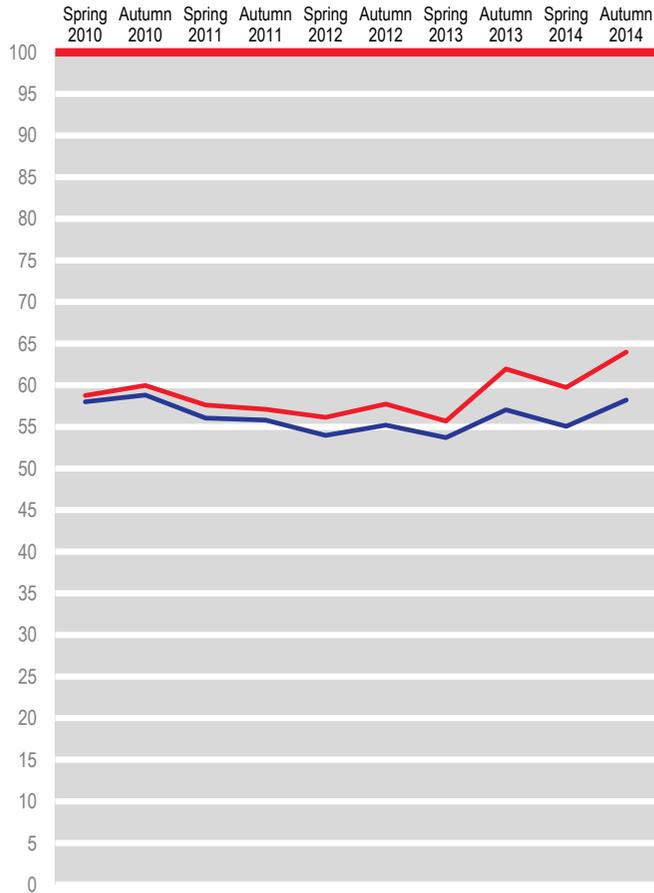
N.B. Benchmarks and targets are only shown for applicable factors

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

(1171)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

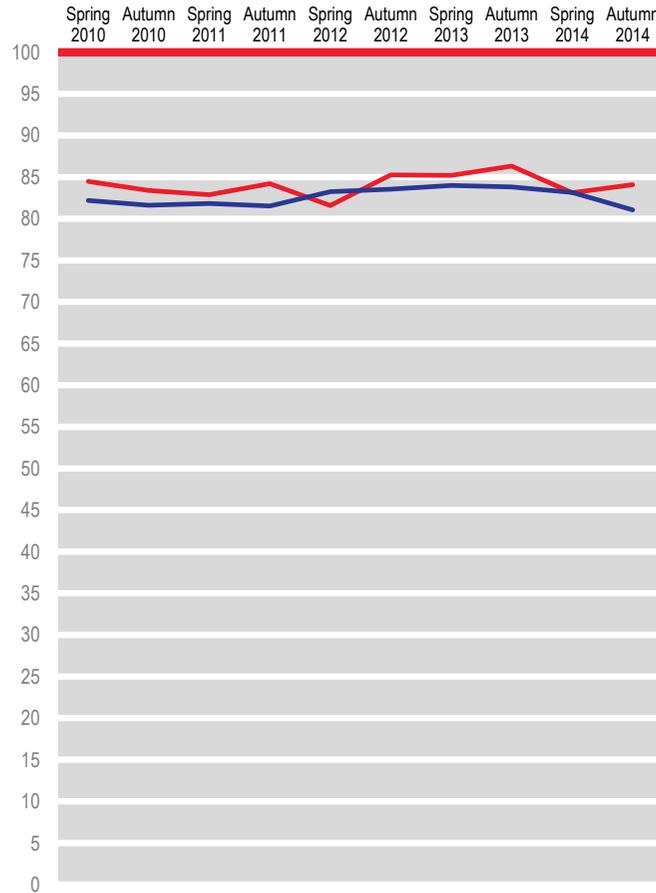


## Cleanliness of the train

(1212)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

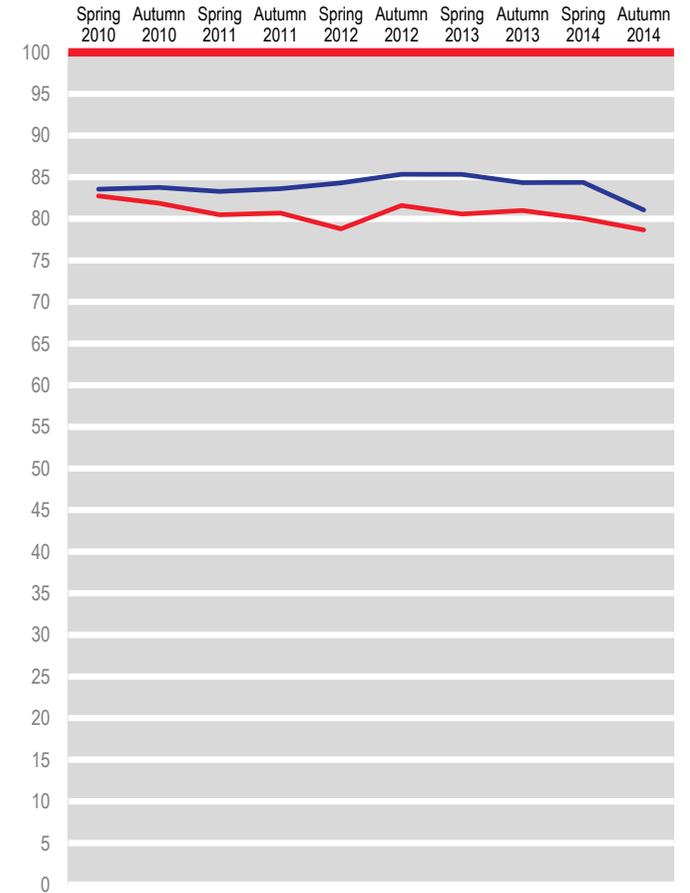


## Upkeep and repair of the train

(1181)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

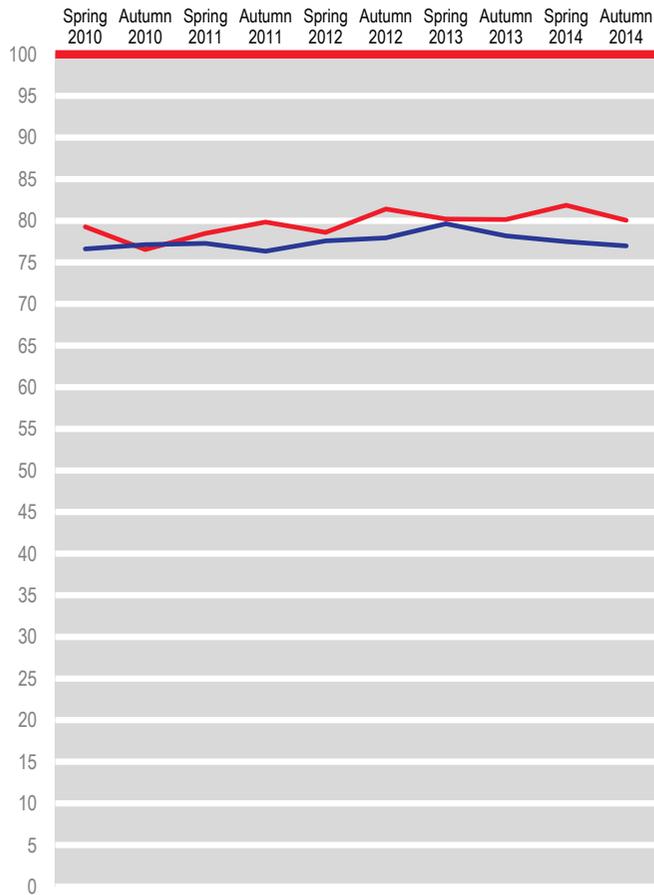


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey (1138)

Percentage of passengers satisfied 2010 to 2014

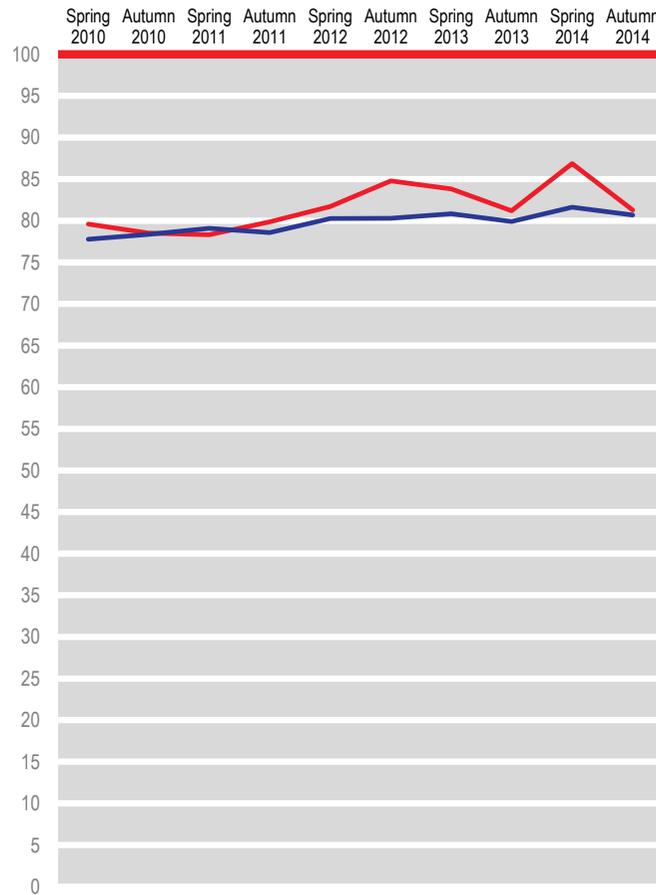
— East Coast — Long Distance



## The helpfulness and attitude of staff on the train (953)

Percentage of passengers satisfied 2010 to 2014

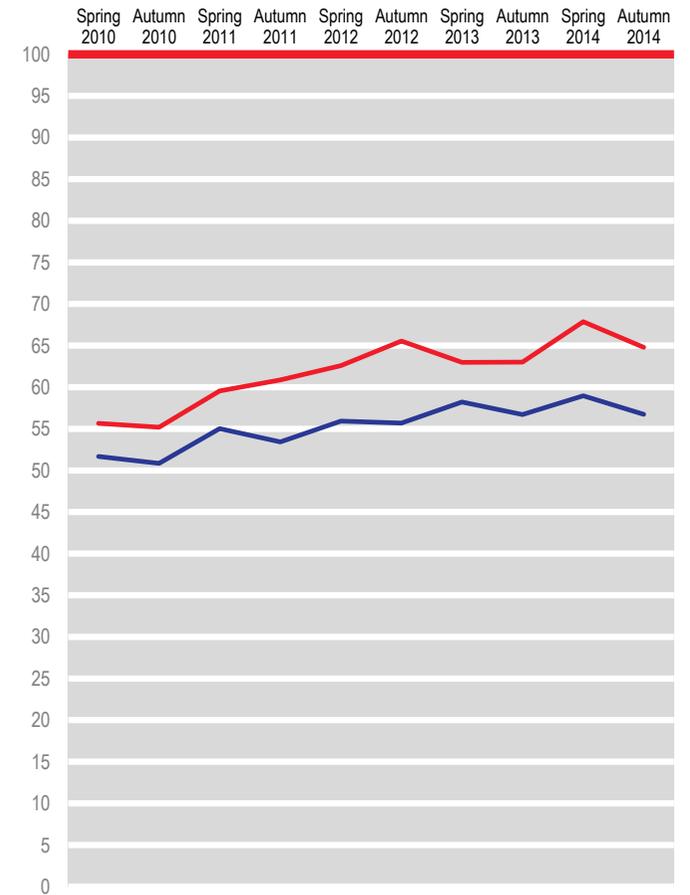
— East Coast — Long Distance



## The space for luggage (1051)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance



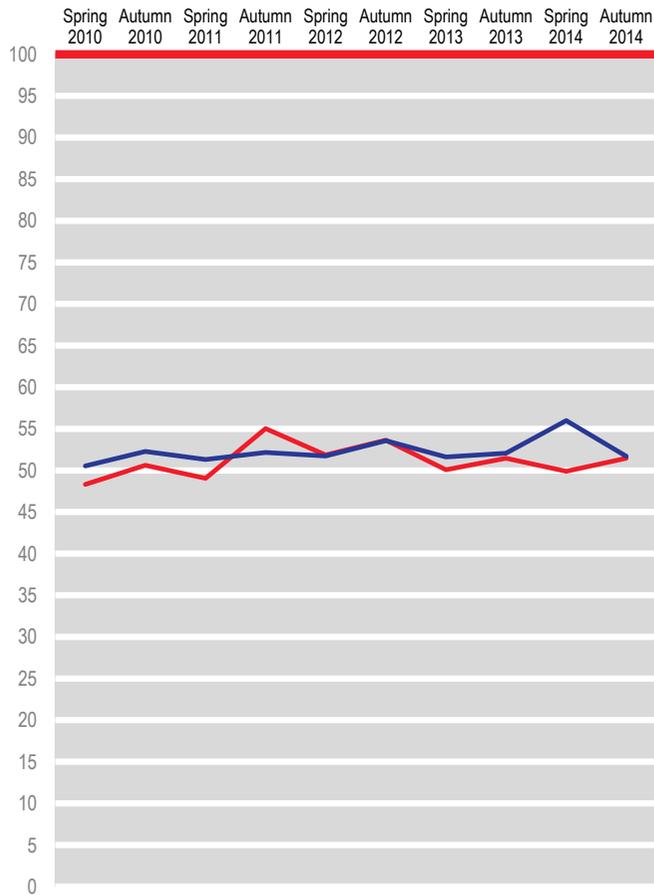
N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

(781)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

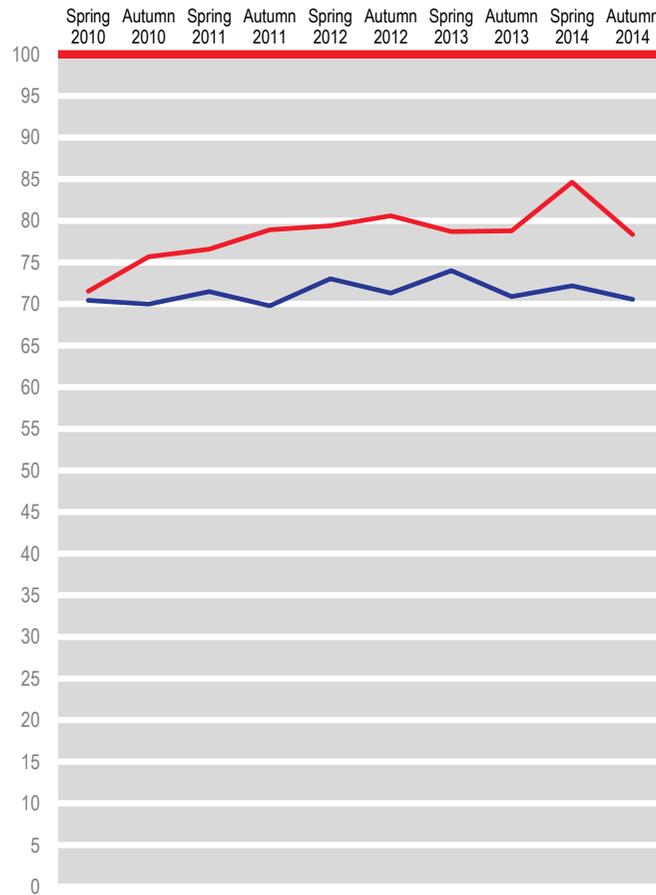


## Sufficient room for all the passengers to sit/stand

(1166)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

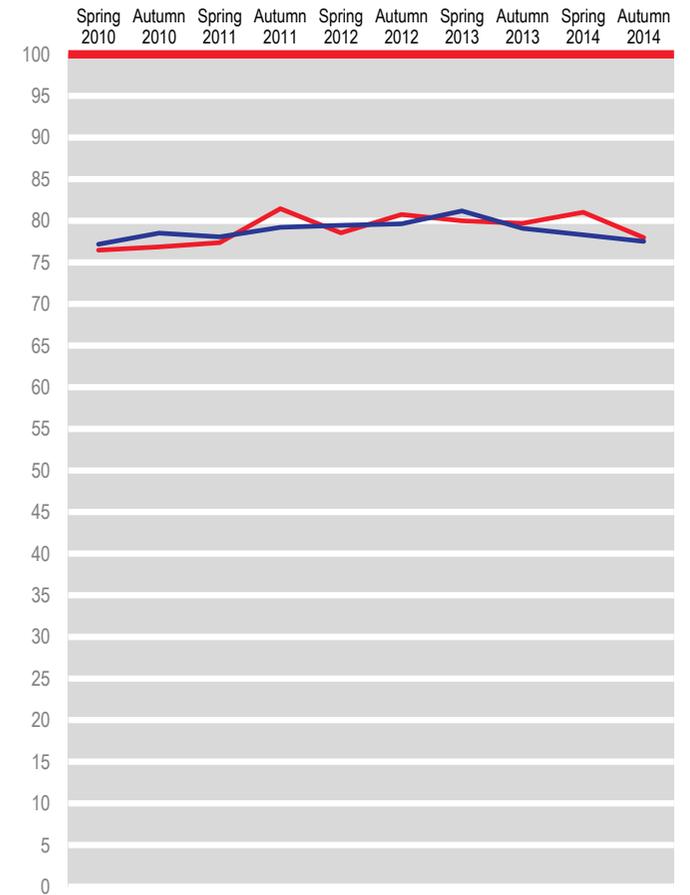


## The comfort of the seating area

(1179)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

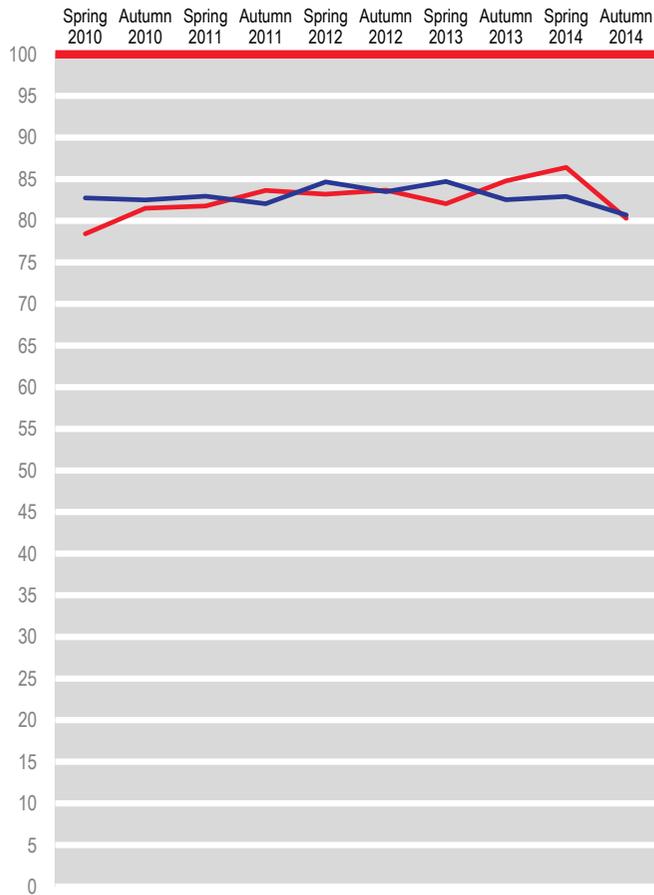


N.B. Benchmarks and targets are only shown for applicable factors

## The ease of being able to get on and off the train (1188)

Percentage of passengers satisfied 2010 to 2014

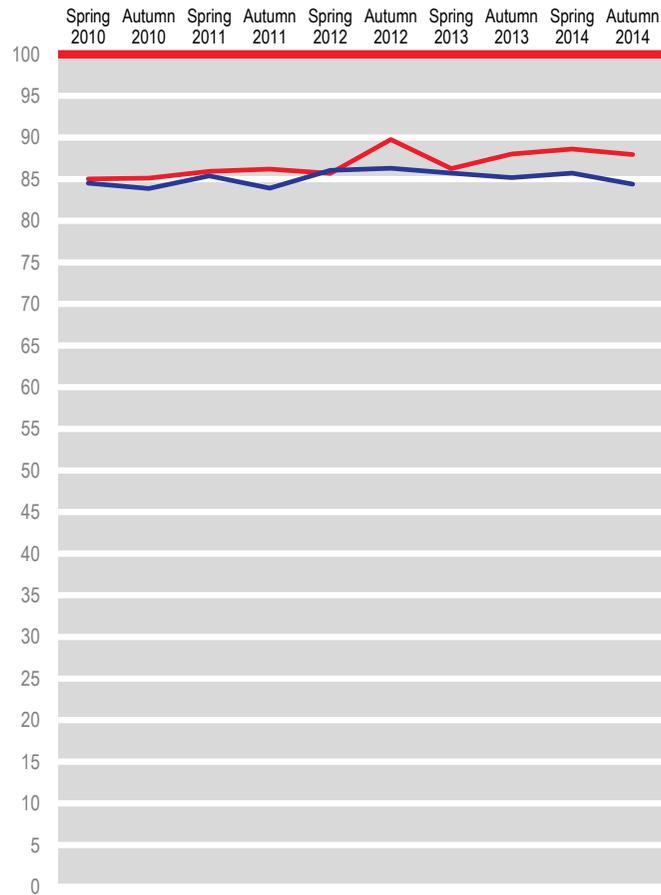
— East Coast — Long Distance



## Your personal security whilst on board (1125)

Percentage of passengers satisfied 2010 to 2014

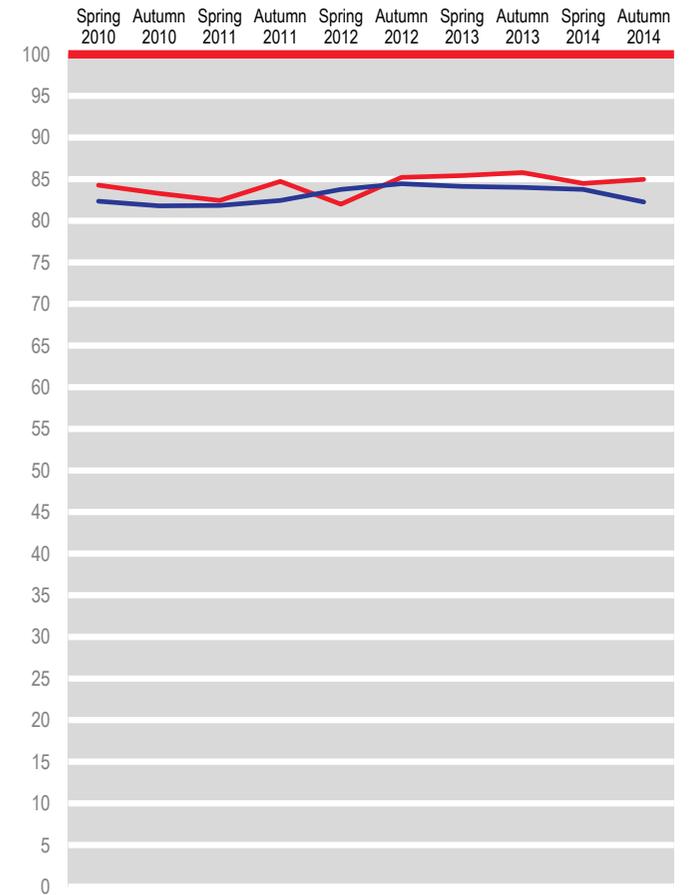
— East Coast — Long Distance



## The cleanliness of the inside of the train (1207)

Percentage of passengers satisfied 2010 to 2014

— East Coast — Long Distance

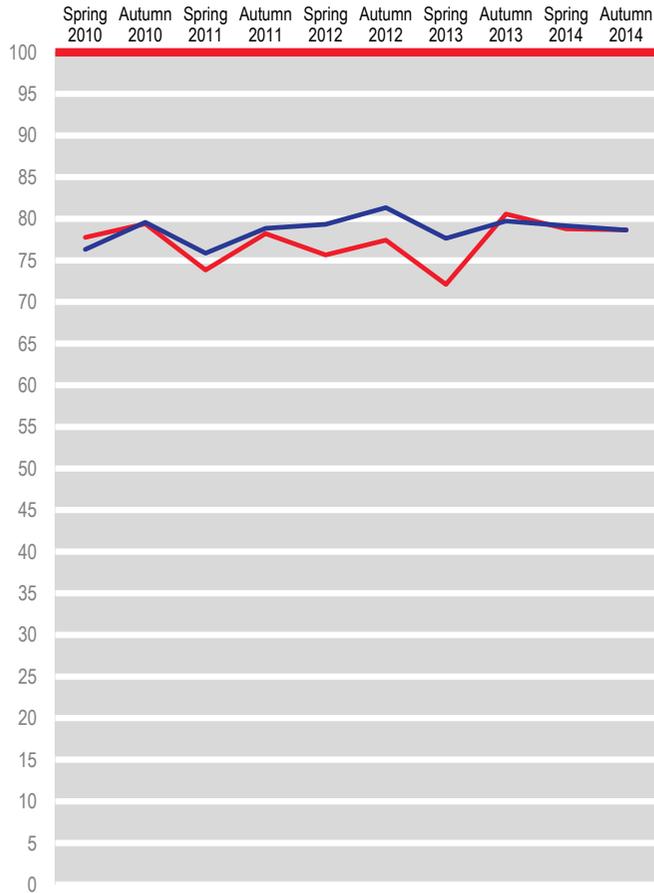


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (963)

Percentage of passengers satisfied 2010 to 2014

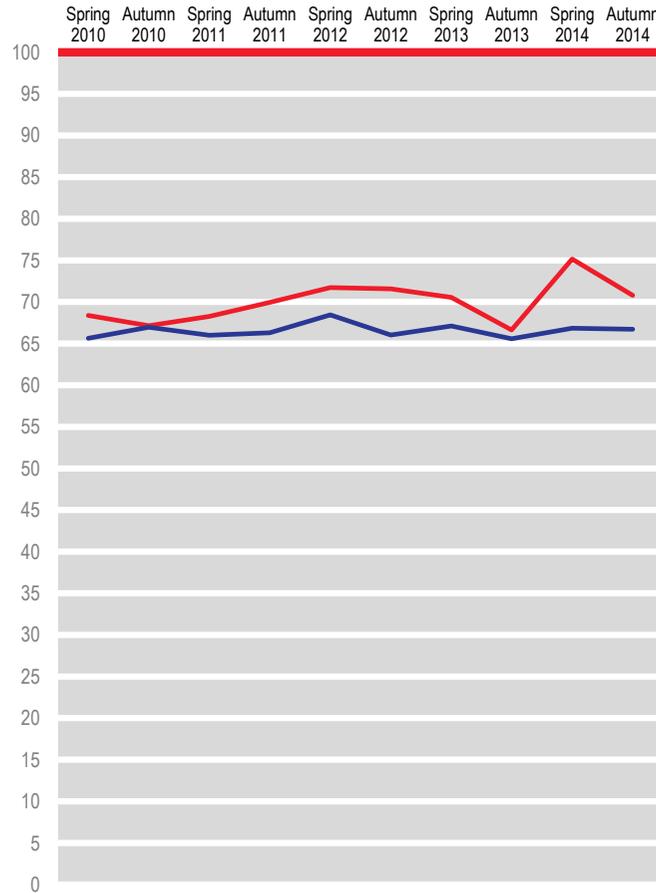
— East Coast — Long Distance



## The availability of staff on the train (1052)

Percentage of passengers satisfied 2010 to 2014

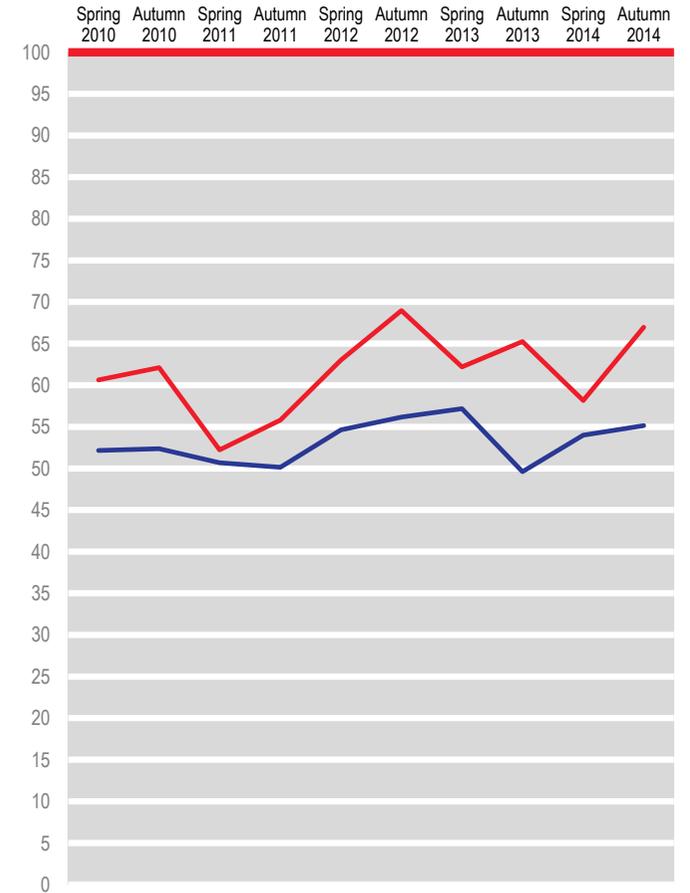
— East Coast — Long Distance



## How well train company dealt with delays (255)

Percentage of passengers satisfied 2010 to 2014

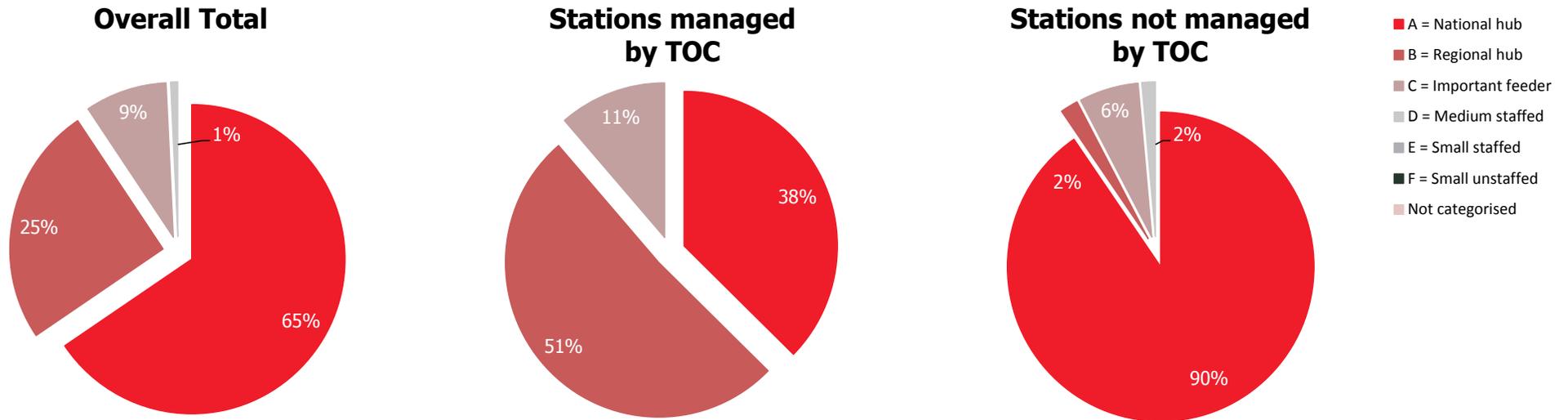
— East Coast — Long Distance



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

## Managed versus non-managed stations for East Coast

(% 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	90		90
Ticket buying facilities	85		83
Provision of information about train times/platforms	90		90
The upkeep/repair of the station buildings/platforms	83	-	89
Cleanliness	88		89
The facilities and services	76		81
The attitudes and helpfulness of the staff	84		80
Connections with other forms of public transport	73	-	84
Facilities for car parking	62	+	33
Overall environment	84		87
Your personal security whilst using the station	80		79
The availability of staff	76	+	68
The provision of shelter facilities	78		81
Availability of seating	68	+	36
How request to station staff was handled	89		91
The choice of shops/eating/drinking facilities available	60	-	75

East Coast Long Distance

East Coast Long Distance

	East Coast	Long Distance		East Coast	Long Distance
<b>DELAY</b>					
None	76	72			
Minor	19	23			
Major	3	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	26	30			
6-10 minutes	28	30			
11-20 minutes	22	20			
21-30 minutes	11	7			
31-60 minutes	5	8			
More than 1 hour	3	2			
	5	4			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	29	26	Very well	32	27
Fairly well	42	34	Fairly well	37	33
Neither well nor poorly	14	18	Neither well nor poorly	18	18
Fairly poorly	8	11	Fairly poorly	5	9
Very poorly	7	11	Very poorly	8	12
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	33	28	Very well	24	22
Fairly well	38	34	Fairly well	34	29
Neither well nor poorly	15	16	Neither well nor poorly	29	27
Fairly poorly	9	11	Fairly poorly	8	10
Very poorly	6	11	Very poorly	6	12
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	28	26	Very well	25	15
Fairly well	42	33	Fairly well	26	23
Neither well nor poorly	18	22	Neither well nor poorly	13	28
Fairly poorly	6	8	Fairly poorly	21	13
Very poorly	7	11	Very poorly	14	21

## 5 5.2 Passenger experience relating to disability

East Coast Long Distance

East Coast Long Distance

### DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	1	2
Mobility	3	4
Dexterity	1	1
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	89	87
No answer	2	2

### CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL

Yes, a lot	7	7
Yes, a little	49	44
Not at all	40	46

### NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL

Yes	1	4
No	99	96

### STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	44	40
Fairly satisfied	37	36
Neither satisfied nor dissatisfied	11	18
Fairly dissatisfied	7	3
Very dissatisfied	1	3

### SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	100	73
Fairly satisfied	-	27
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	-
Very dissatisfied	-	-

### TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	35	36
Fairly satisfied	42	35
Neither satisfied nor dissatisfied	9	19
Fairly dissatisfied	8	6
Very dissatisfied	5	4

### SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	70
Fairly satisfied	-	10
Neither satisfied nor dissatisfied	-	3
Fairly dissatisfied	-	-
Very dissatisfied	-	17

East Coast Long Distance

East Coast Long Distance

<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	40	39	White	95	92
Female	58	58	Mixed	1	1
			Asian or Asian British	1	3
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	10	17
19-25	6	9	Business	33	25
26-34	9	11	Leisure	57	58
35-44	15	13			
45-54	24	22	<b>REGULAR TRAVELLER</b>		
55-59	13	12	Yes	28	33
60-64	13	11	No	72	67
65+	18	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	54	51	Weekday	76	80
Working Part Time	16	16	Weekend	24	20
Not Working	3	3			
Retired	22	22	<b>TIME OF TRAVEL</b>		
Full Time Student	4	6	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	43	40	Yes asked for help	10	12
Middle Managerial	15	13	Yes asked for information	9	12
Junior Managerial/Clerical/Supervisory	8	8	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6	No	78	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	3			
Full time student	2	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	19	19	Yes, at home	91	91
Unemployed/between jobs	0	1	Yes, at work	62	57
Housewife/house-husband	0	1	No	6	6
Other	5	5			



## Station sample sizes for East Coast

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

London Kings Cross	389
Newark North Gate	132
Peterborough	111
Edinburgh	104
Newcastle	69
Leeds	65
Darlington	59
Grantham	57
Doncaster	54
York	50
Durham	41
Stevenage	22
Berwick-Upon-Tweed	18
Wakefield Westgate	16
Retford	10
Inverkeithing	8
Leuchars	7
Dundee	6
Glasgow Central	6
Stonehaven	4
Aberdeen	4
Kirkcaldy	4
Stirling	2
Haymarket	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	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)

## 7 7.3 How routes are defined

### How are routes defined

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

**Abellio Greater Anglia: Intercity**

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

**Abellio Greater Anglia: Main line**

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

**Abellio Greater Anglia: Metro**

Journeys on London – Shenfield metro service

**Abellio Greater Anglia: Rural**

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

**Abellio Greater Anglia: Stansted**

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

**Abellio Greater Anglia: West Anglia Inner**

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

**Abellio Greater Anglia: West Anglia Outer**

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

**Arriva Trains Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff

**Arriva Trains Wales: Interurban**

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

**c2c: Southend line**

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

**c2c: Tilbury line**

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

**Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

**Chiltern Railways: South**

Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury)

**CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

**CrossCountry: Birmingham - North East and Scotland**

Journeys on the Birmingham New Street - Aberdeen route

**CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

**CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

**CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

**CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

**East Coast: London - Yorkshire**

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

**East Coast: London - Scotland - North East**

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

**East Coast: London - East Midlands/East of England**

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

**East Coast: Non-London journeys**

Passengers travelling (on any route) that are not going to or from London

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

**East Midlands Trains: London**

Journeys on the London - Sheffield route

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington (joint service with Southeastern)

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

Journeys on relatively short distance services in and around the Thames Valley

**First Great Western: West**

Journeys on (generally) short distance rural rail lines in the West of England

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

Journeys on rail lines between Liverpool Lime Street/Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

**First TransPennine Express: North West**

Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around BirminghamNew Street

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

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

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

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

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

**London Overground: Watford - Euston**

Journeys on the London Euston - Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail: Wirral**

Journeys on the central Liverpool - West Kirby, New Brighton, Chester and Ellesmere Port rail lines

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

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

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

Journeys on high speed trains to/from London St. Pancras

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

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

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

**South West Trains: Not managed by South West Trains**

Journeys starting from stations not run by South West Trains (not including stations in London)

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin Trains: London - Birmingham – Scotland**

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services

**Virgin Trains: London – Wolverhampton**

Journeys on London – Wolverhampton services



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