



# National Rail Passenger Survey

## ScotRail TOC Report

### Autumn 2014 (Wave 31)

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Passenger**focus**   
putting passengers first

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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 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.

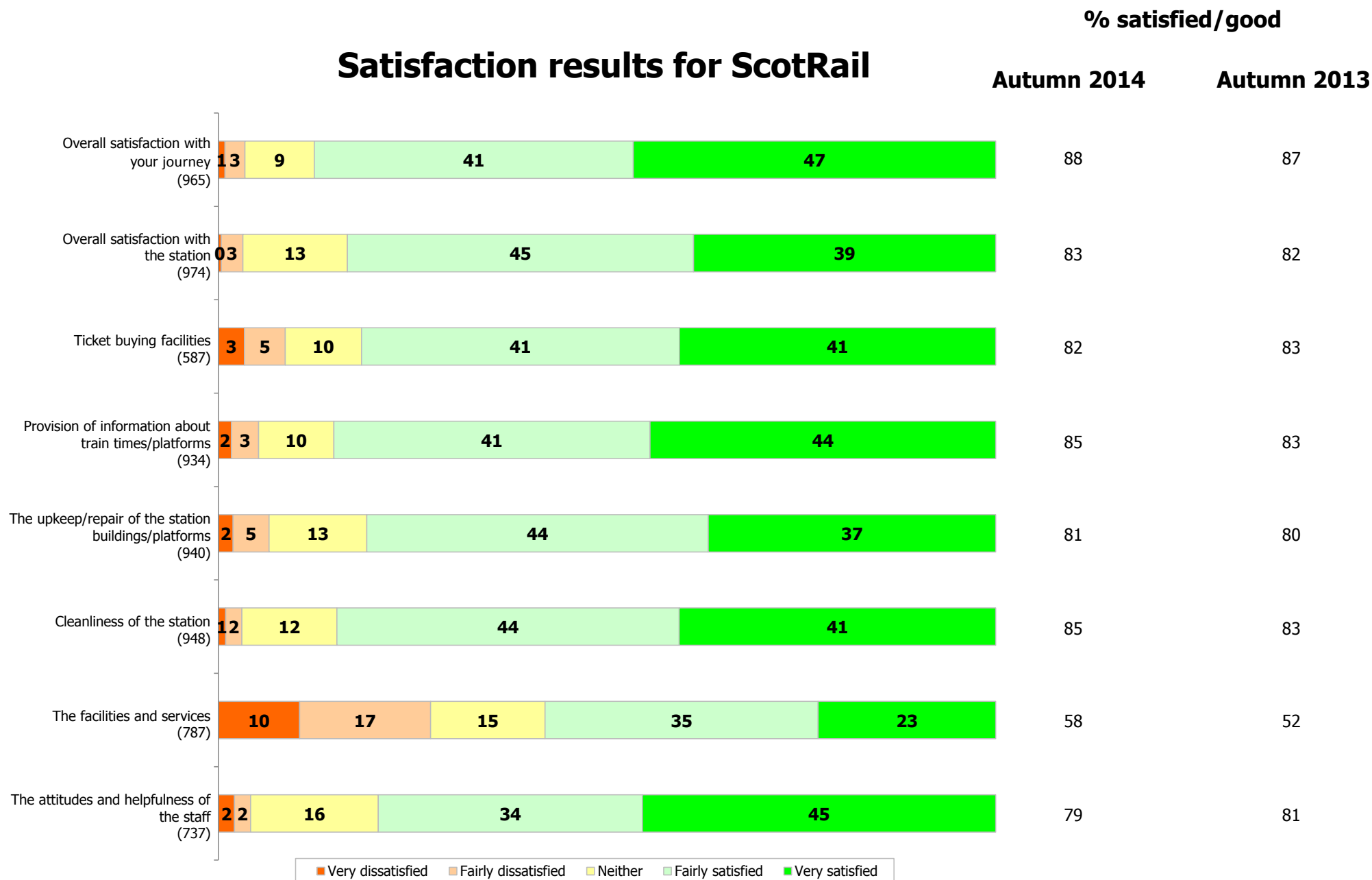
### **Spring 2013 (Wave 28)**

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

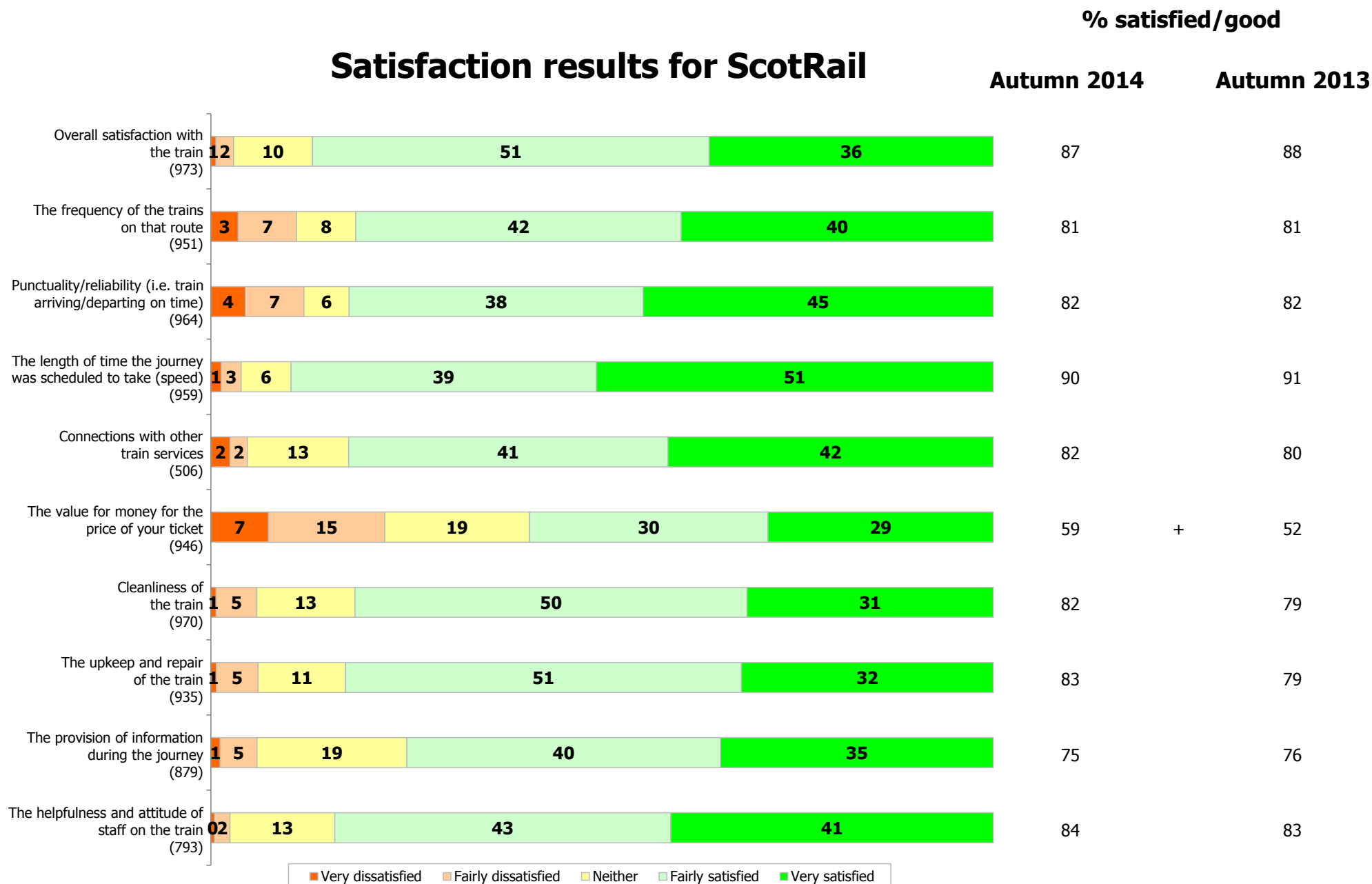
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

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.









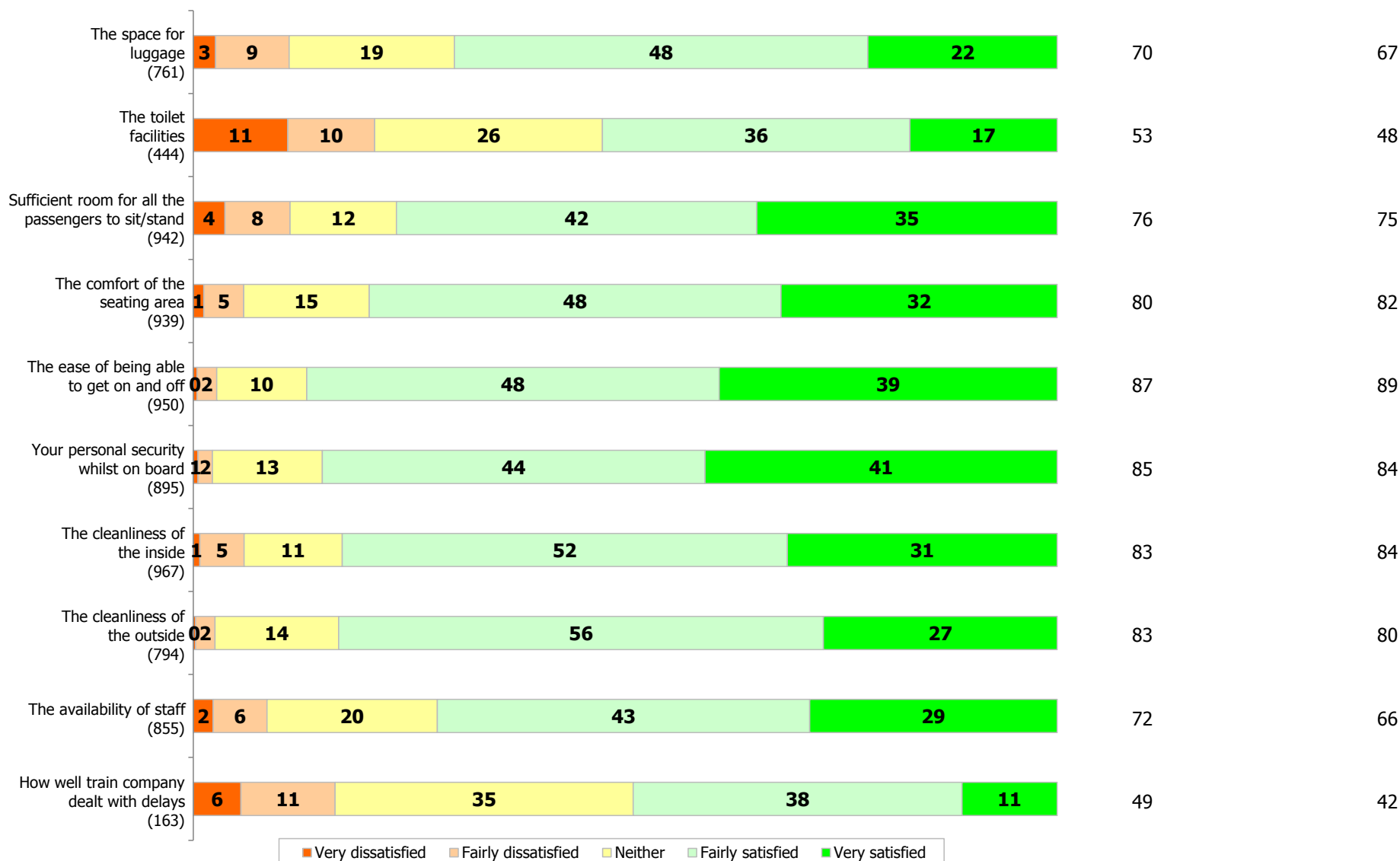


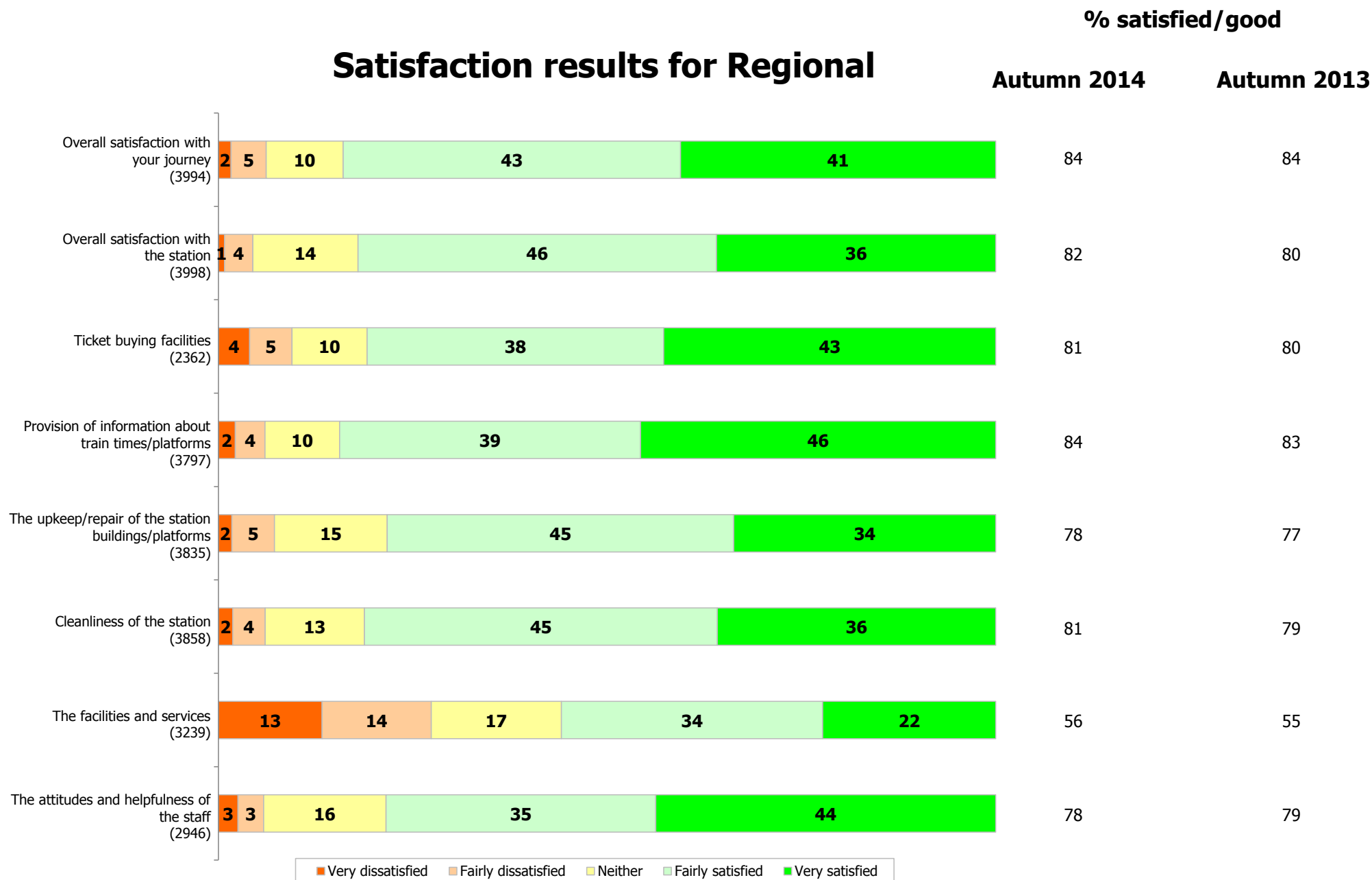
% satisfied/good

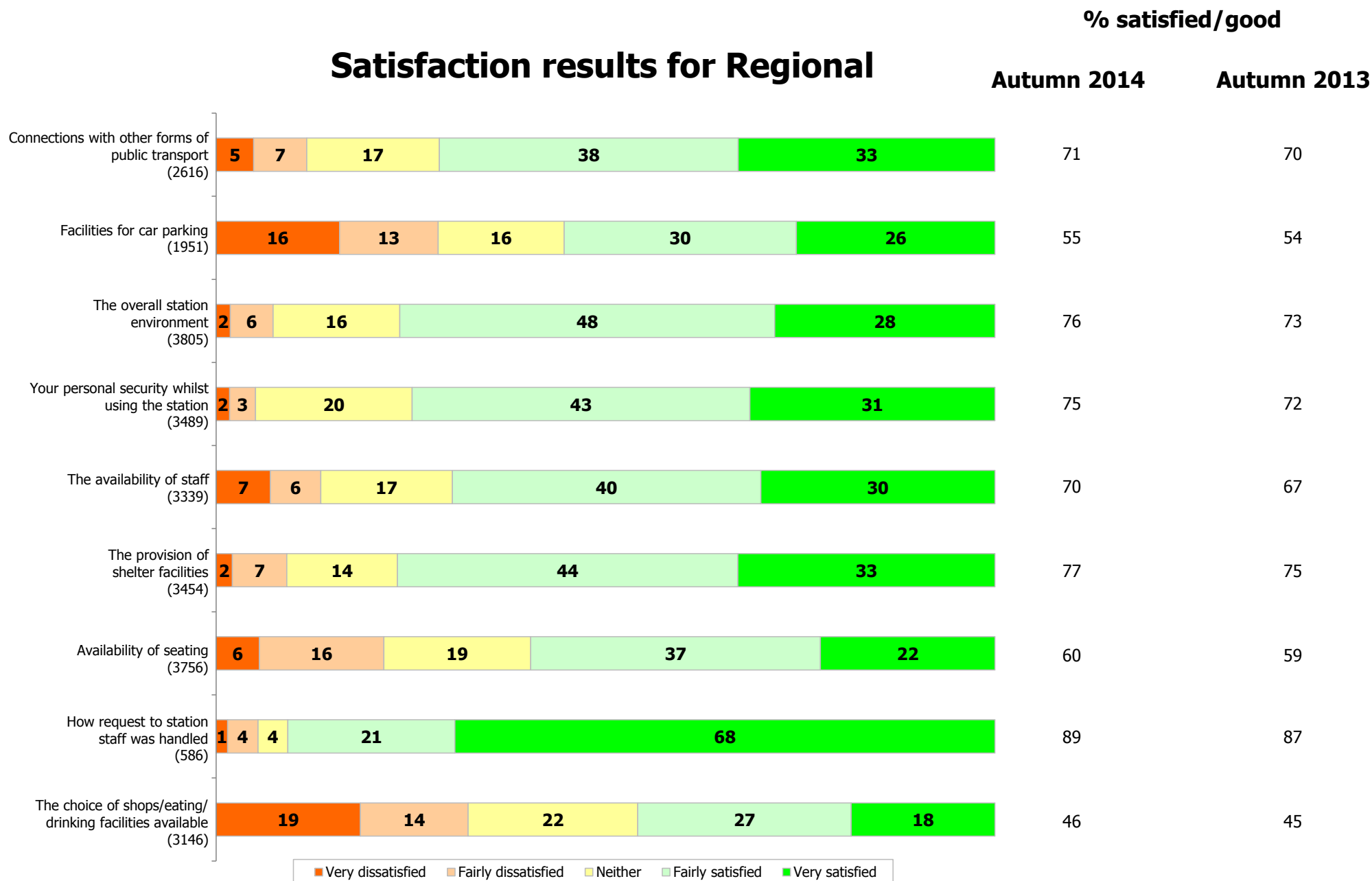
## Satisfaction results for ScotRail

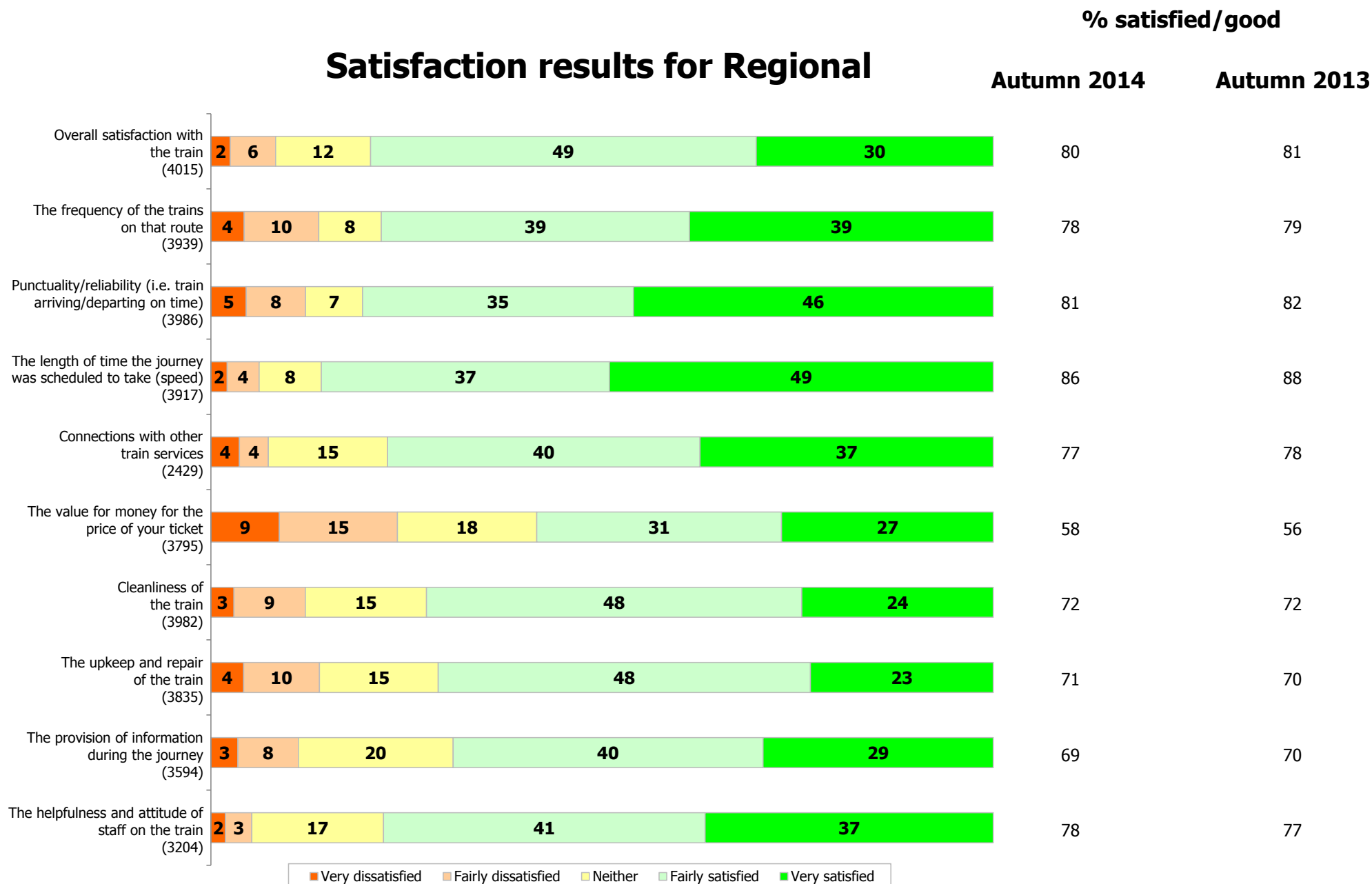
Autumn 2014

Autumn 2013







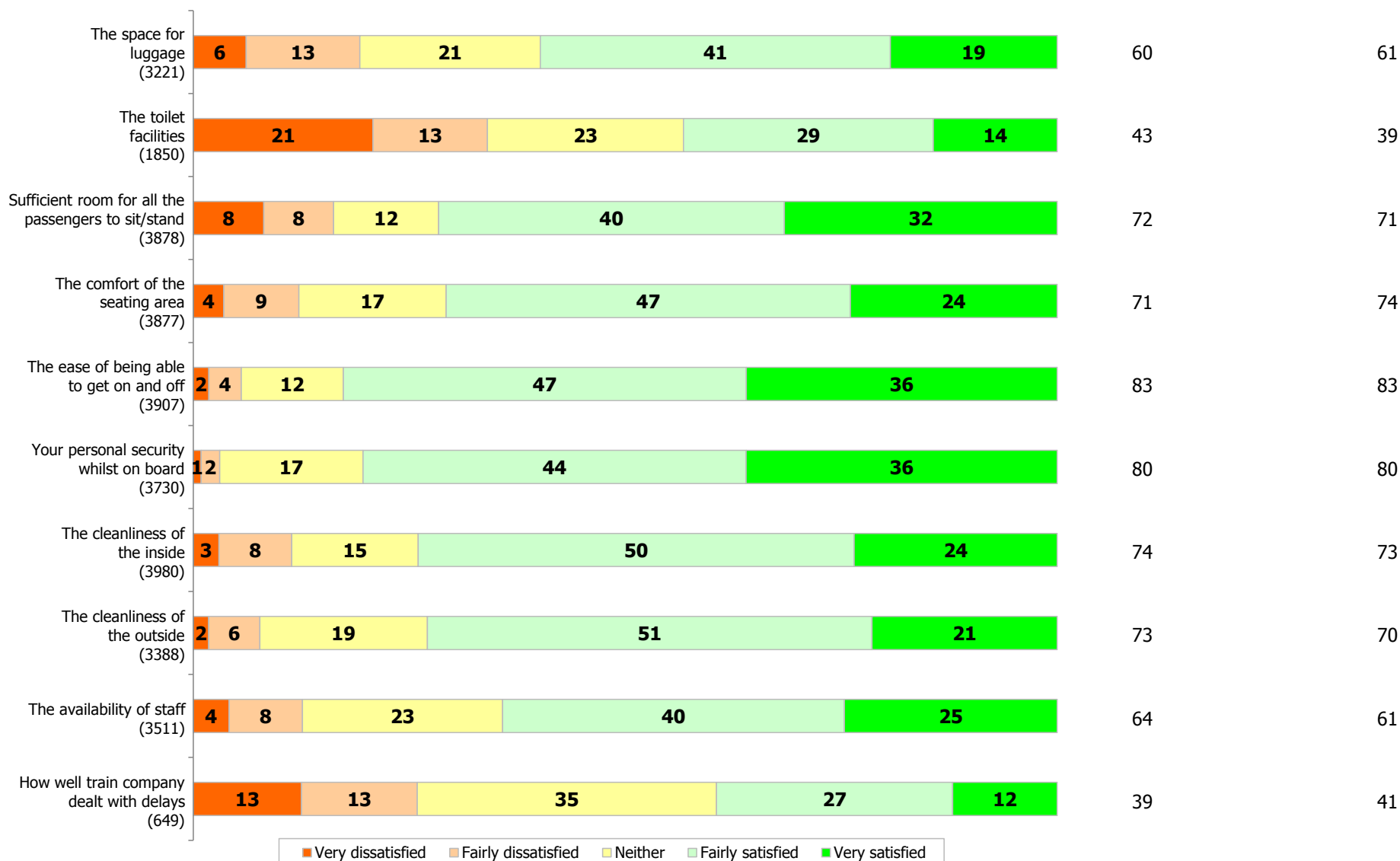


% satisfied/good

## Satisfaction results for Regional

Autumn 2014

Autumn 2013



## ScotRail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	88	84	104%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	83	82	102%
Ticket buying facilities	82	81	101%
Provision of information about train times/platforms	85	84	101%
The upkeep/repair of the station buildings/platforms	81	78	103%
Cleanliness	85	81	104%
The facilities and services	58	56	104%
The attitudes and helpfulness of the staff	79	78	101%
Connections with other forms of public transport	77	71	108%
Facilities for car parking	56	55	100%
Overall environment	80	76	105%
Your personal security whilst using the station	78	75	104%
The availability of staff	71	70	103%
The provision of shelter facilities	82	77	107%
Availability of seating	62	60	104%
How request to station staff was handled	89	89	99%
The choice of shops/eating/drinking facilities available	47	46	102%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	87	80	109%
The frequency of the trains on that route	81	78	104%
Punctuality/reliability (i.e. the train arriving/departing on time)	82	81	102%
The length of time the journey was scheduled to take (speed)	90	86	105%
Connections with other train services	82	77	106%
The value for money of the price of your ticket	59	58	102%
Cleanliness of the train	82	72	113%
Upkeep and repair of the train	83	71	117%
The provision of information during the journey	75	69	109%
The helpfulness and attitude of staff on train	84	78	108%
The space for luggage	70	60	117%
The toilet facilities	53	43	122%
Sufficient room for all passengers to sit/stand	76	72	107%
The comfort of the seating area	80	71	113%
The ease of being able to get on and off	87	83	105%
Your personal security on board	85	80	106%
The cleanliness of the inside	83	74	112%
The cleanliness of the outside	83	73	114%
The availability of staff	72	64	112%
How well train company deals with delays	49	39	124%

## Building block/route data for ScotRail

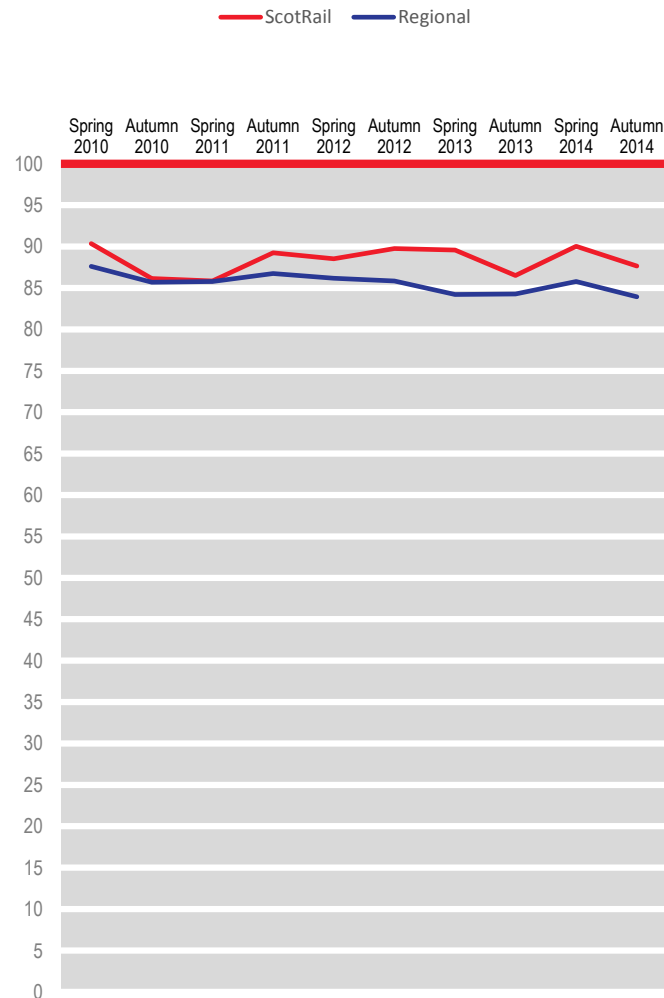
	Interurban	Rural	Strathclyde	Urban
Overall satisfaction with your journey	85	96	89	84
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	81	94	84	86
Ticket buying facilities	81	90	82	80
Provision of information about train times/platforms	83	90	85	90
The upkeep/repair of the station buildings/platforms	75	91	82	87
Cleanliness	83	92	84	89
The facilities and services	59	73	58	54
The attitudes and helpfulness of the staff	83	92	77	81
Connections with other forms of public transport	74	81	78	76
Facilities for car parking	44	47	58	61
Overall environment	75	90	81	85
Your personal security whilst using the station	77	87	79	71
The availability of staff	72	84	72	69
The provision of shelter facilities	78	84	84	81
Availability of seating	44	67	69	63
How request to station staff was handled	89	96	85	100
The choice of shops/eating/drinking facilities available	43	67	48	43
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	86	93	88	83
The frequency of the trains on that route	78	62	83	84
Punctuality/reliability (i.e. the train arriving/departing on time)	82	87	82	82
The length of time the journey was scheduled to take (speed)	85	83	92	90
Connections with other train services	73	71	86	80
The value for money of the price of your ticket	58	79	61	52
Cleanliness of the train	80	83	83	76
Upkeep and repair of the train	84	83	83	79
The provision of information during the journey	77	81	74	75
The helpfulness and attitude of staff on train	81	96	86	78
The space for luggage	54	83	77	69
The toilet facilities	50	64	52	60
Sufficient room for all passengers to sit/stand	66	93	81	71
The comfort of the seating area	74	84	83	77
The ease of being able to get on and off	84	90	89	82
Your personal security on board	84	95	85	86
The cleanliness of the inside	81	83	84	78
The cleanliness of the outside	76	82	87	75
The availability of staff	71	95	73	64
How well train company deals with delays	39	74	58	37



# Percentage satisfaction with aspects of station where boarded

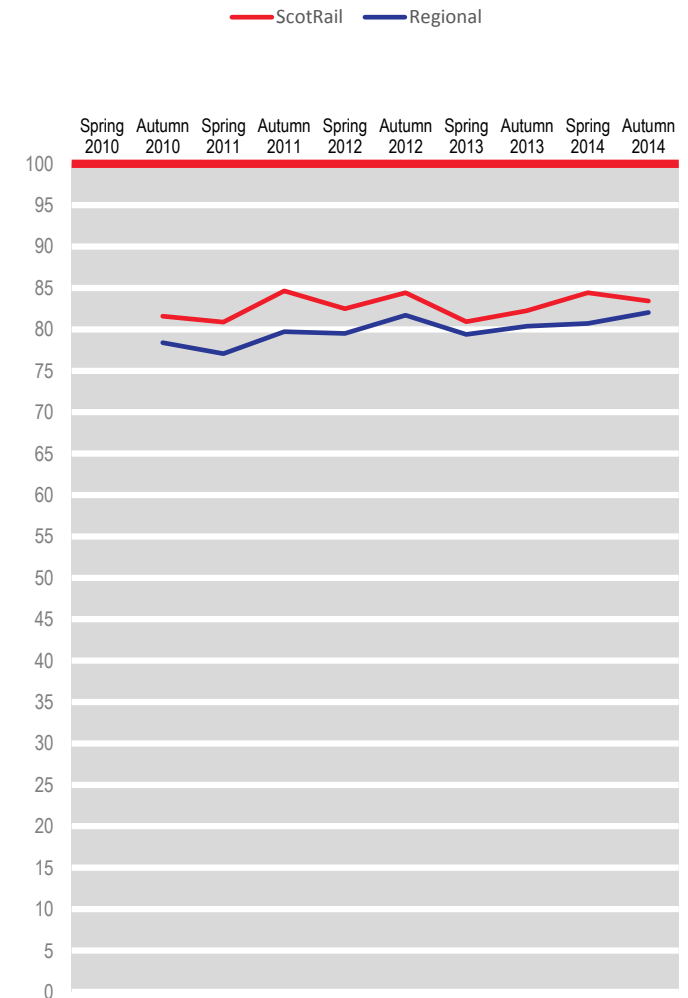
## Overall satisfaction with your journey

(965)  
Percentage of passengers satisfied 2010 to 2014



## Overall station satisfaction

(974)  
Percentage of passengers satisfied 2010 to 2014

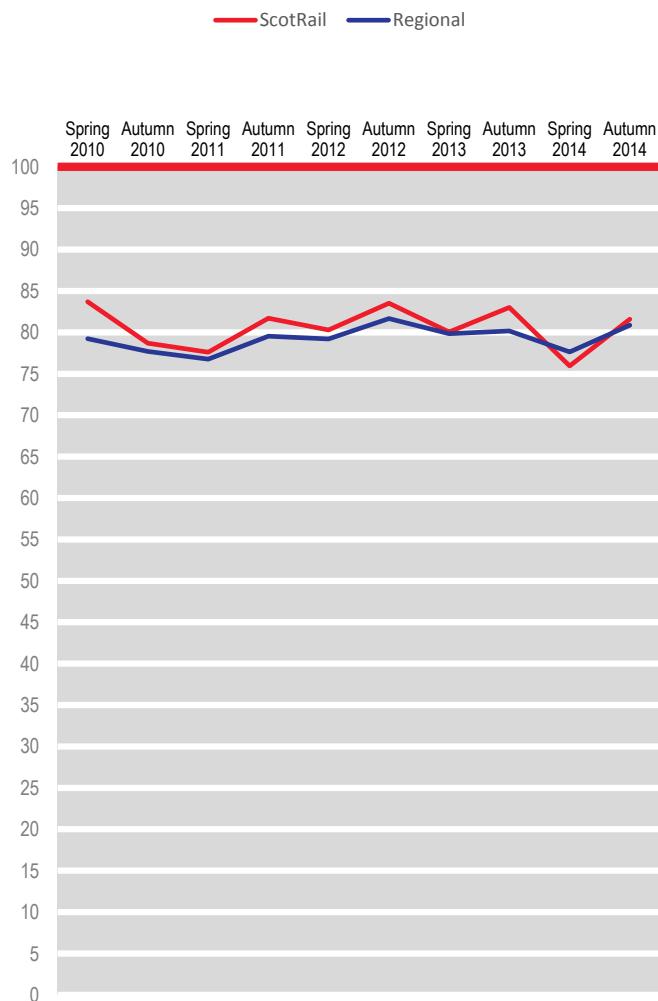


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(587)

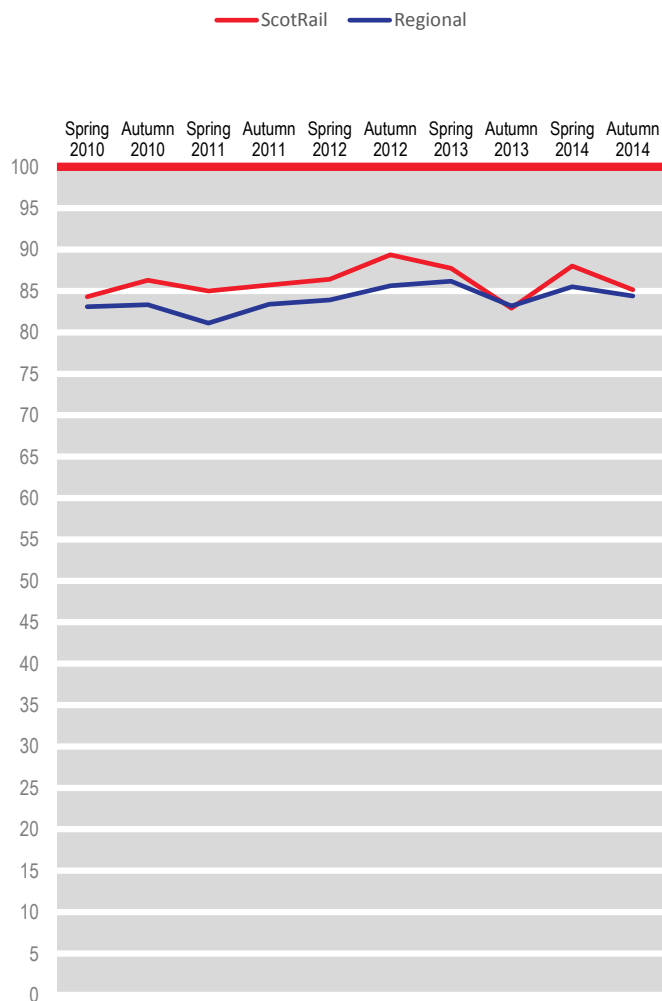
Percentage of passengers satisfied 2010 to 2014



### Provision of information about train times/platforms

(934)

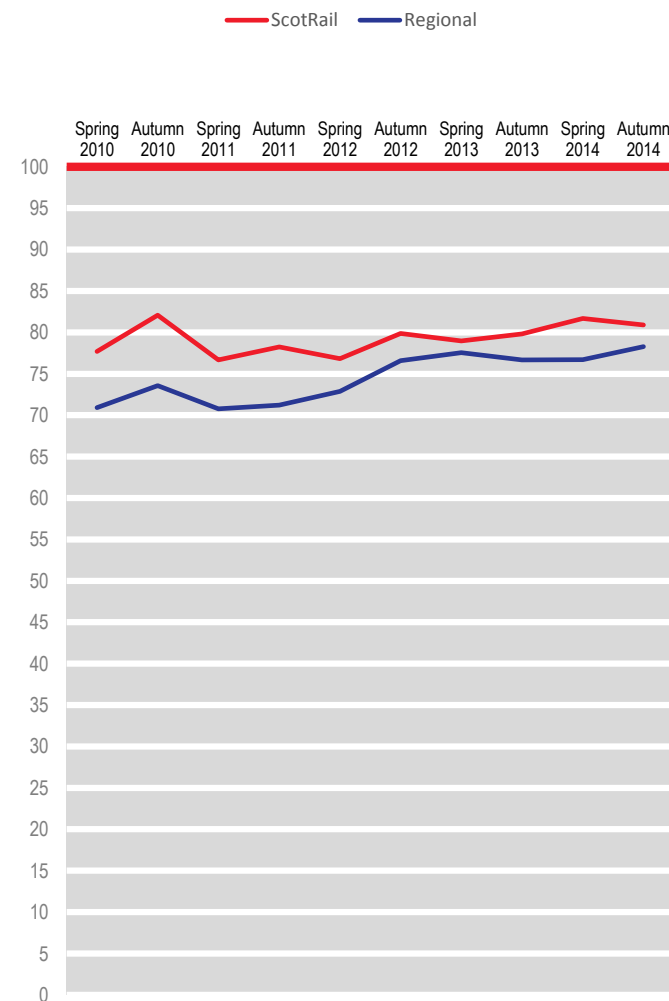
Percentage of passengers satisfied 2010 to 2014



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

(940)

Percentage of passengers satisfied 2010 to 2014



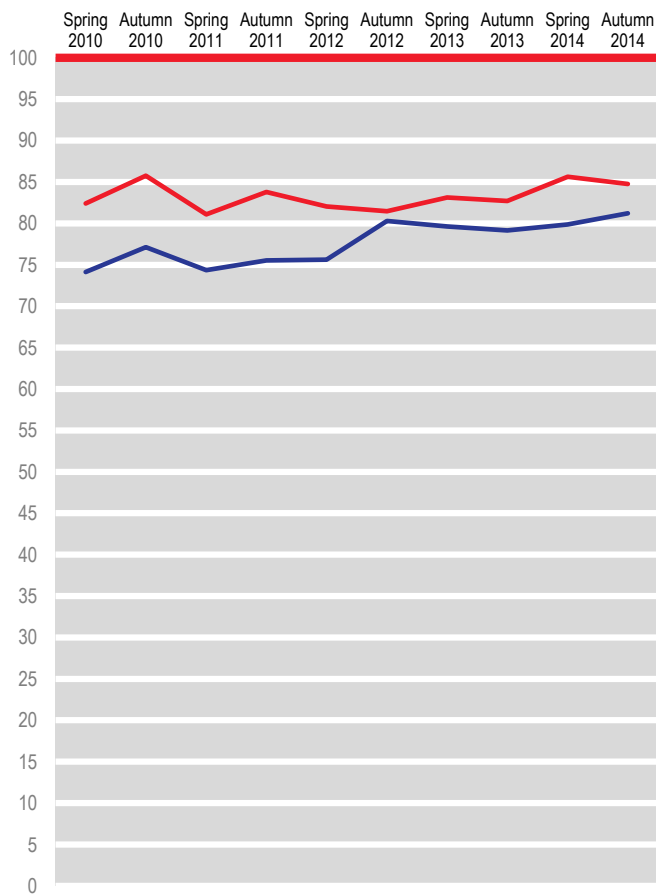
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(948)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

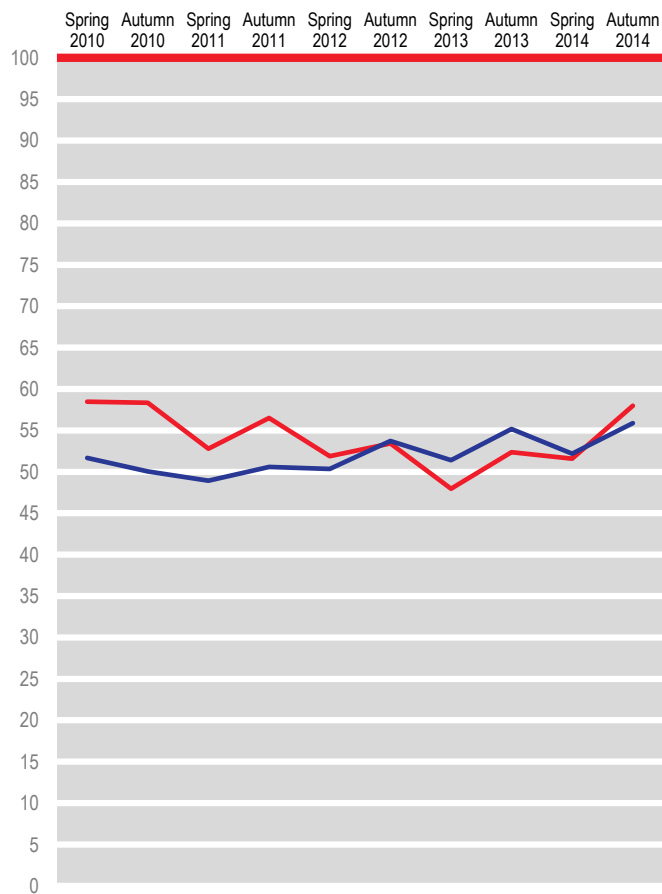


### The facilities and services at the station

(787)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

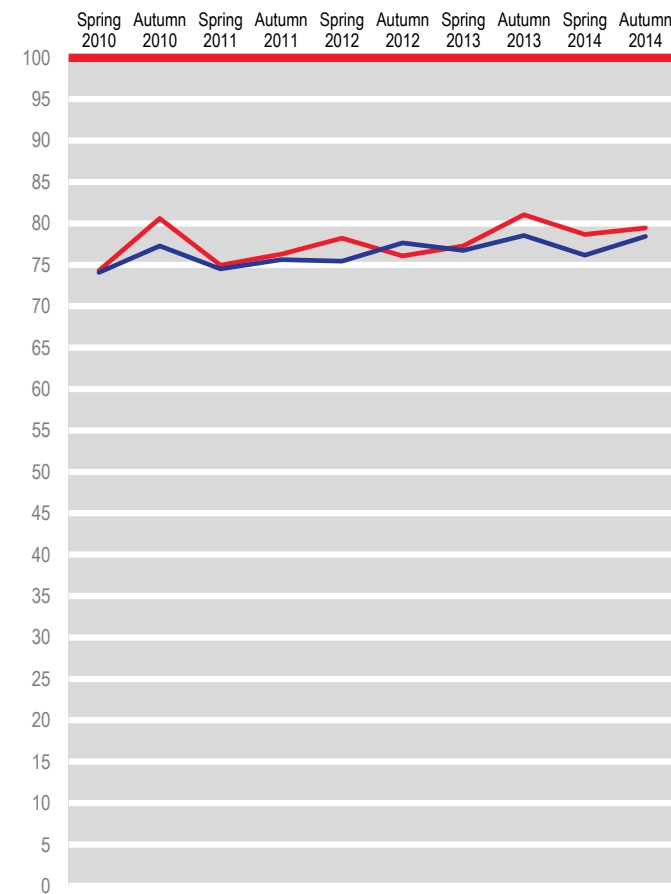


### The attitudes and helpfulness of the staff at the station

(737)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

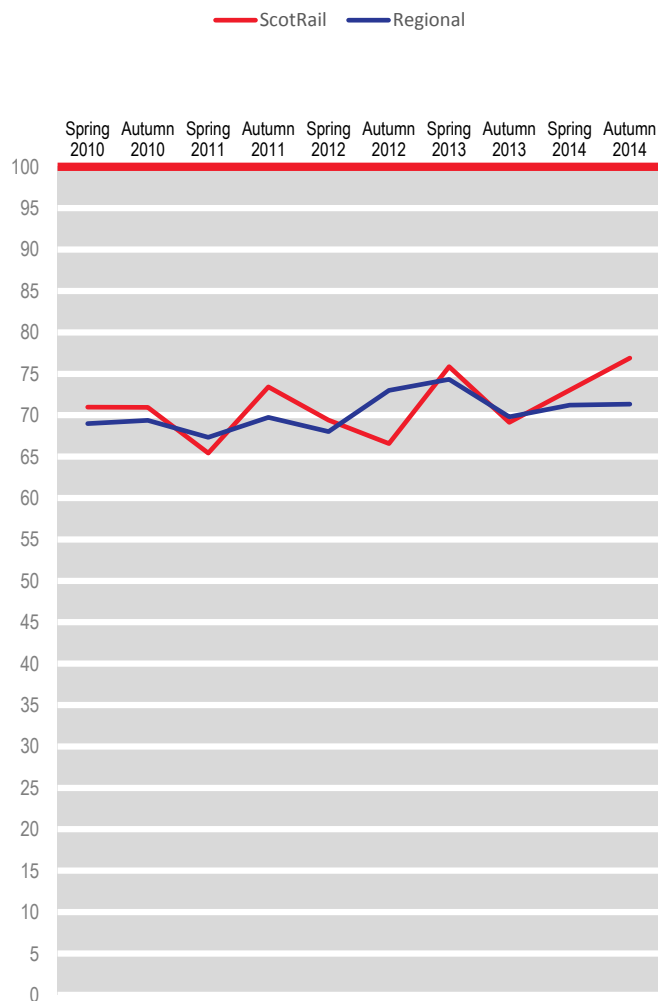


N.B. Benchmarks and targets are only shown for applicable factors

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

(637)

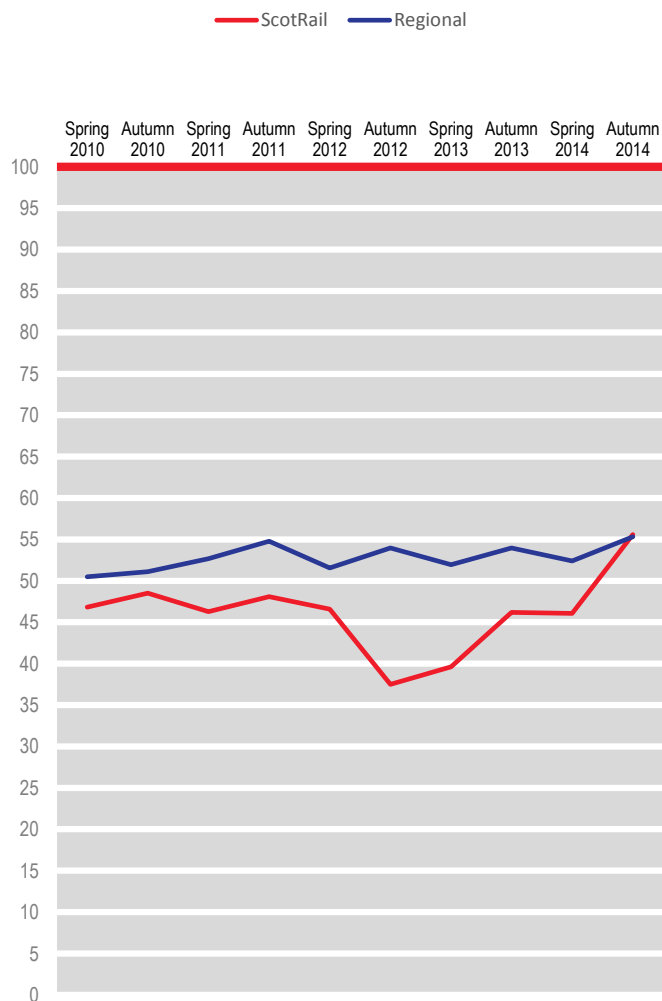
Percentage of passengers satisfied 2010 to 2014



### Facilities for car parking at the station

(412)

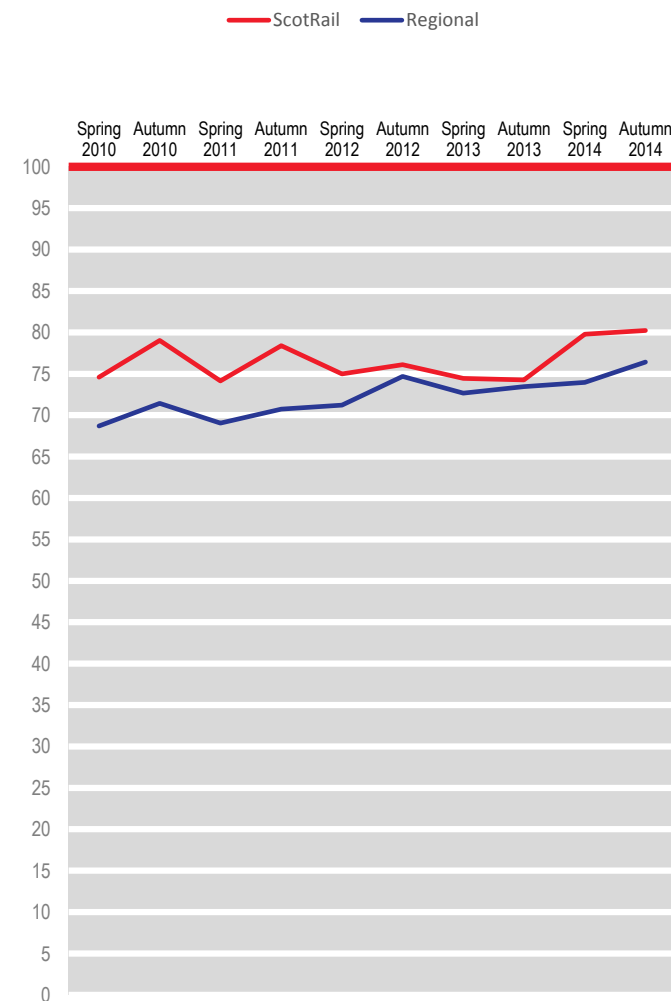
Percentage of passengers satisfied 2010 to 2014



### Overall station environment

(937)

Percentage of passengers satisfied 2010 to 2014



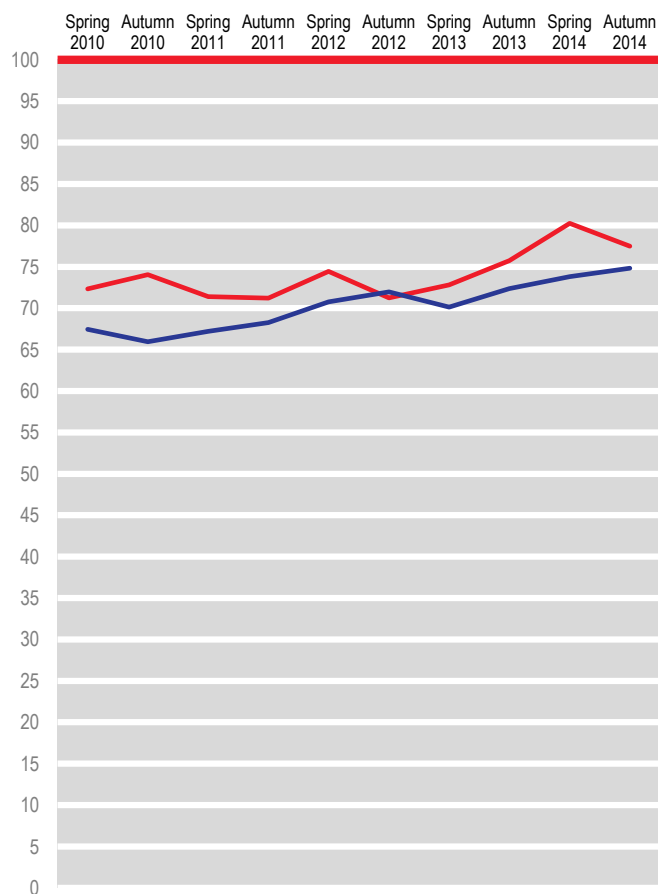
N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(852)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

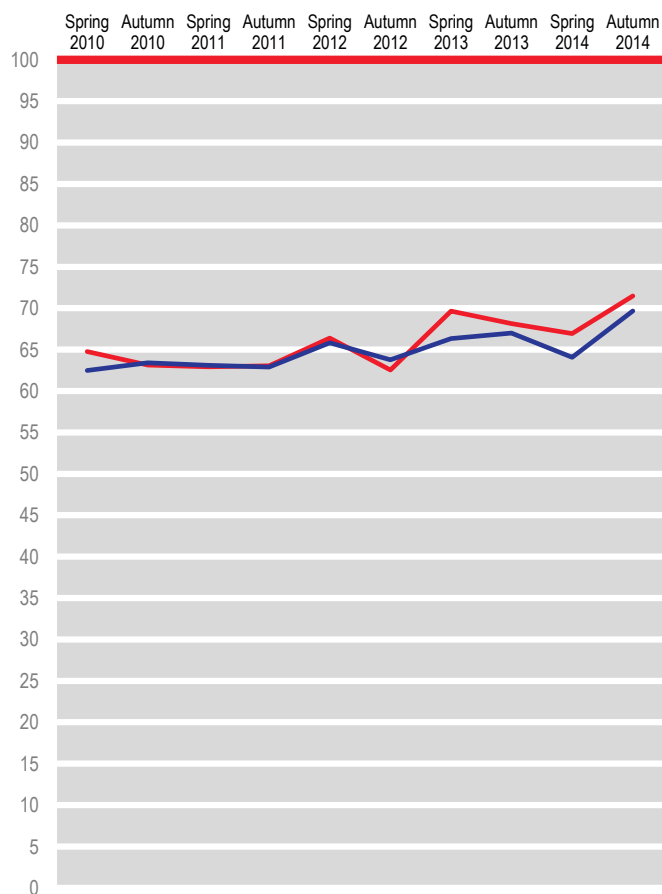


### The availability of staff at the station

(830)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

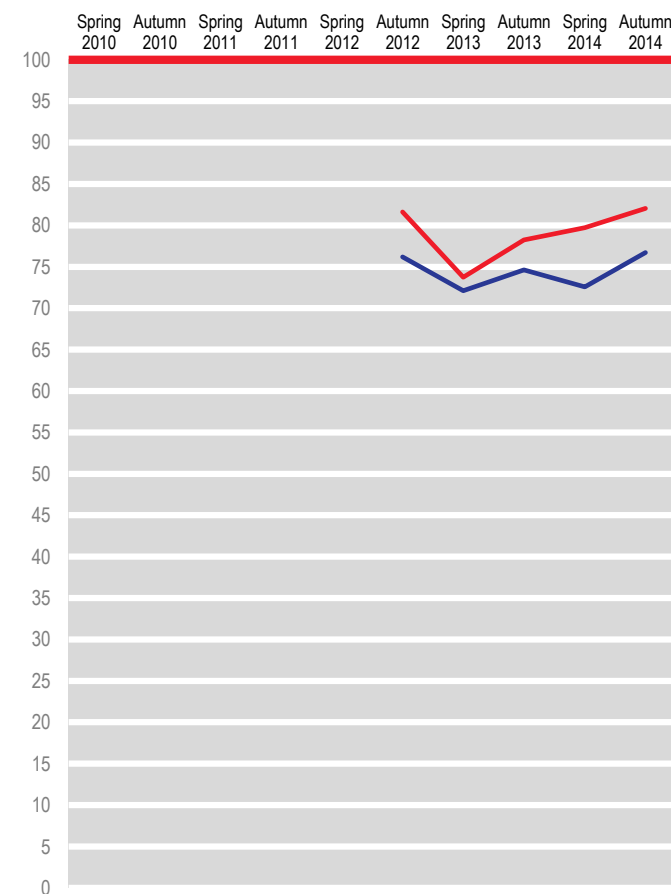


### The provision of shelter facilities

(808)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

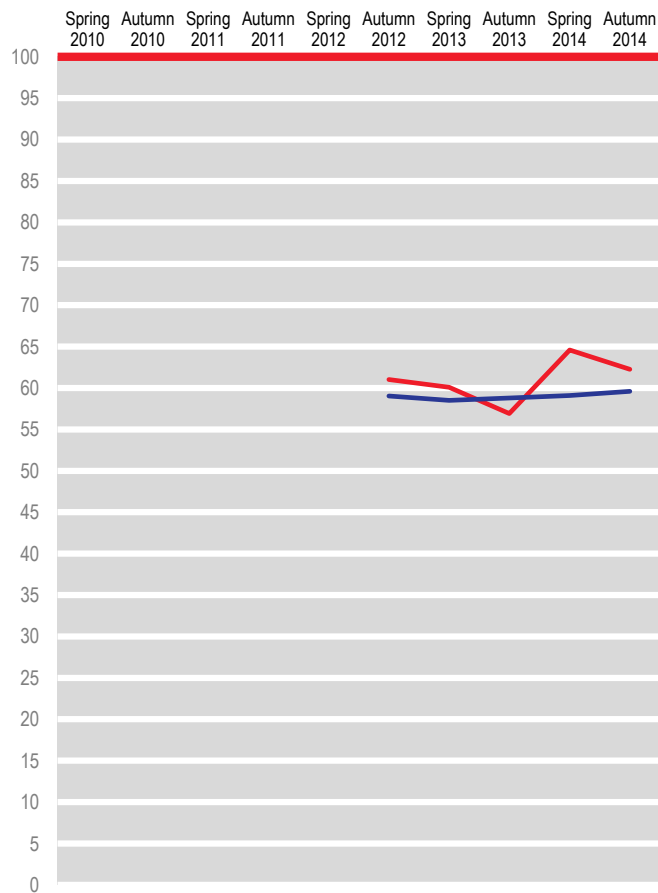


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(914)**

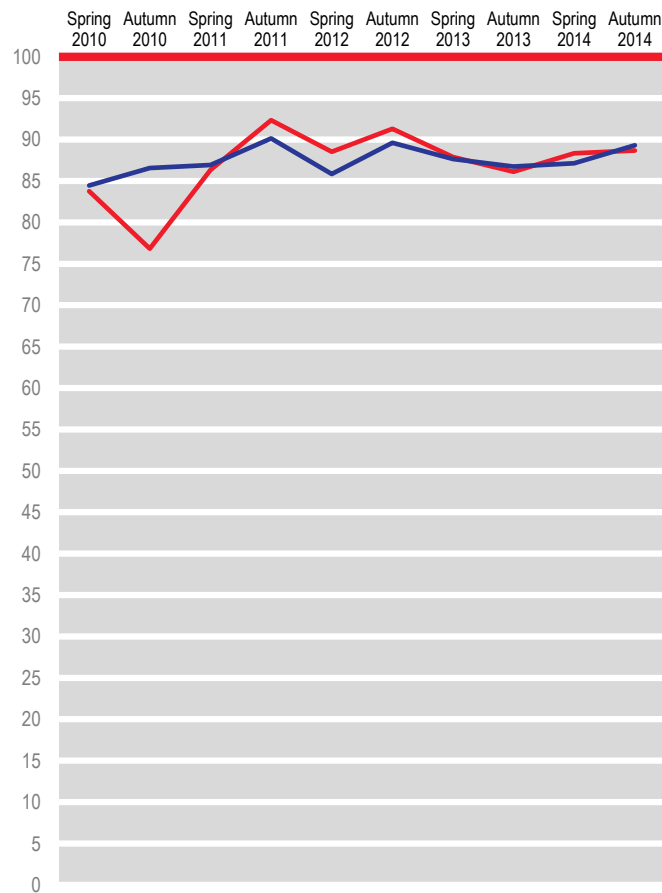
Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

**How request to station staff was handled****(155)**

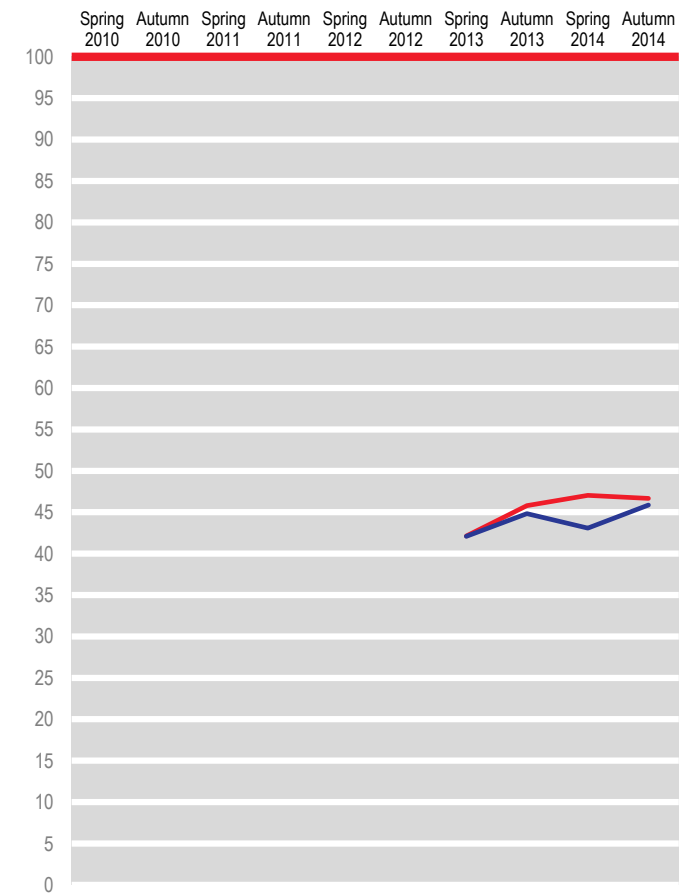
Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

**The choice of shops/eating/drinking facilities available****(777)**

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional



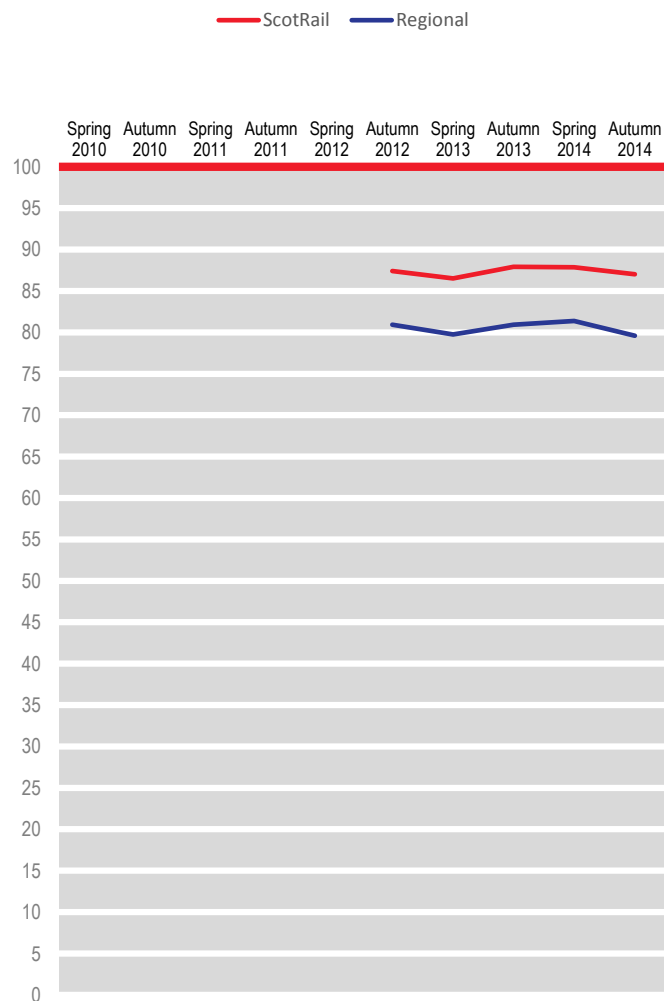
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(973)

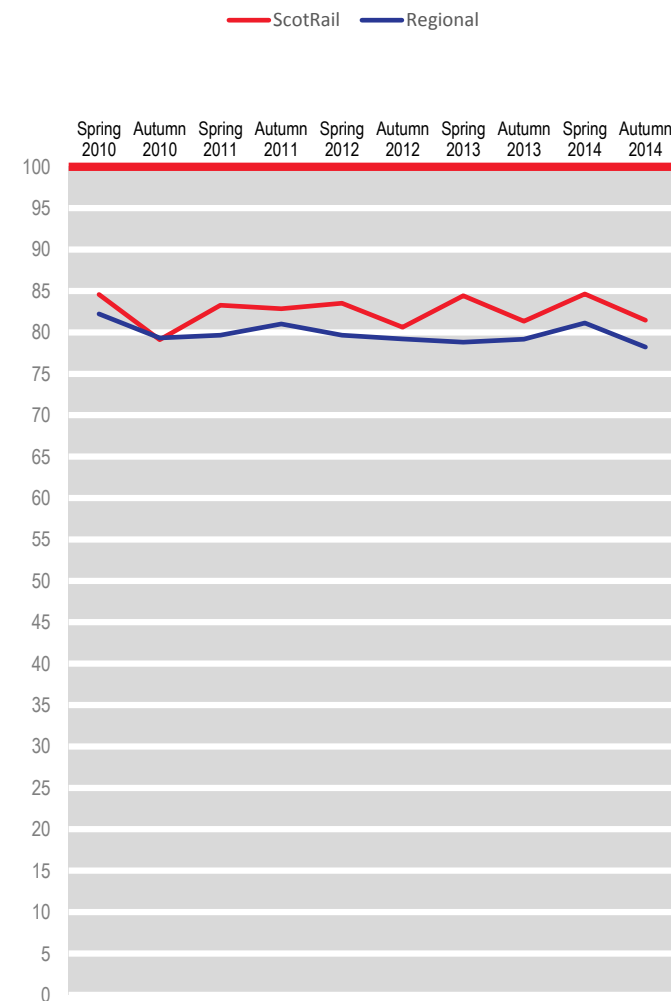
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(951)

Percentage of passengers satisfied 2010 to 2014



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

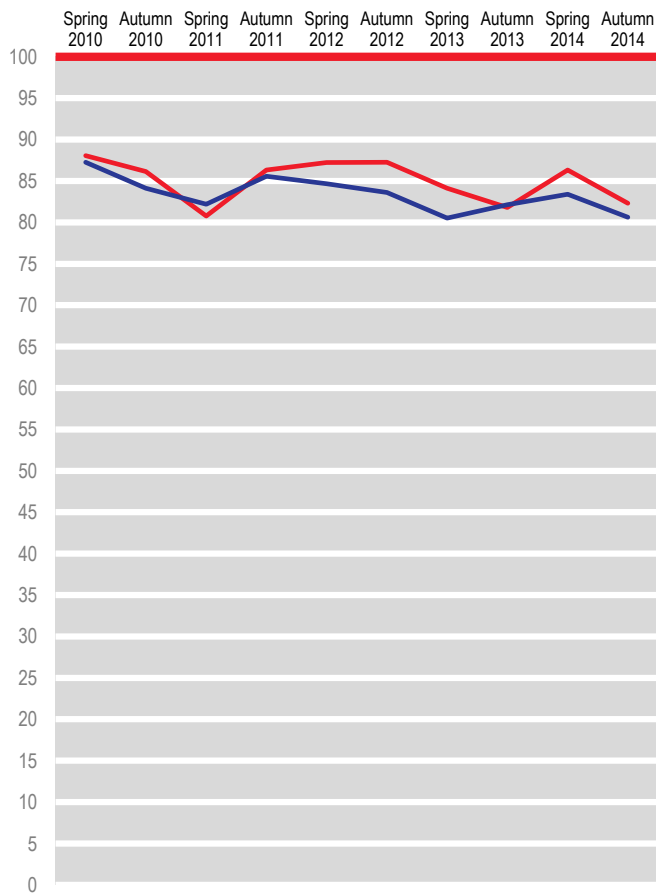


### Punctuality/reliability (i.e. train arriving/departing on time)

(964)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

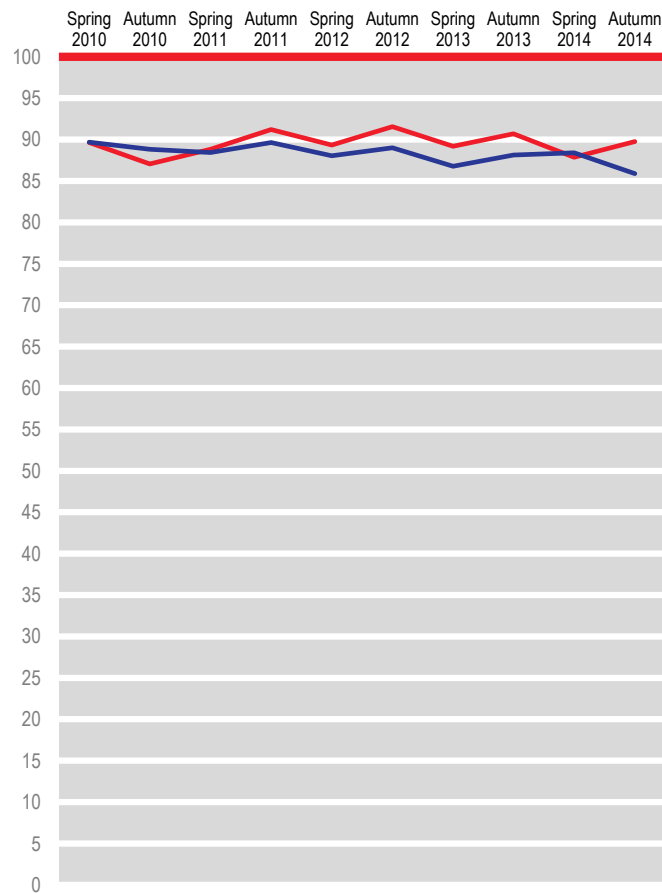


### The length of time the journey was scheduled to take (speed)

(959)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

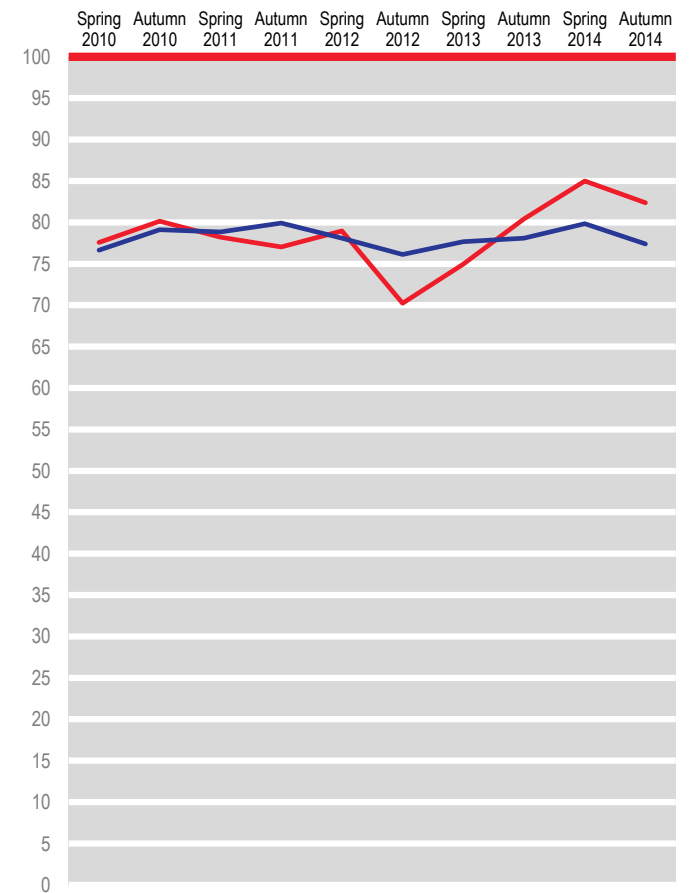


### Connections with other train services

(506)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional



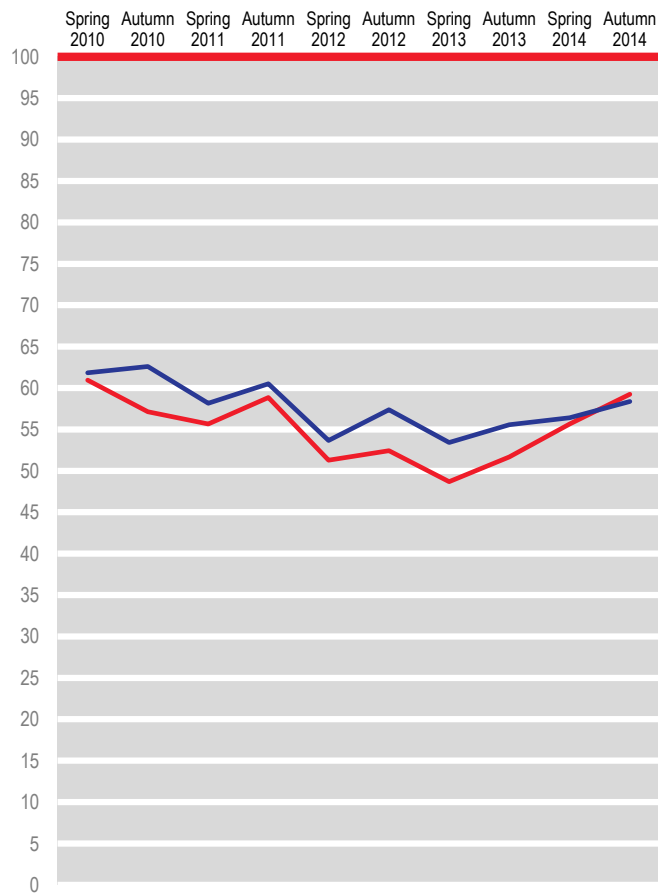
N.B. Benchmarks and targets are only shown for applicable factors

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

(946)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

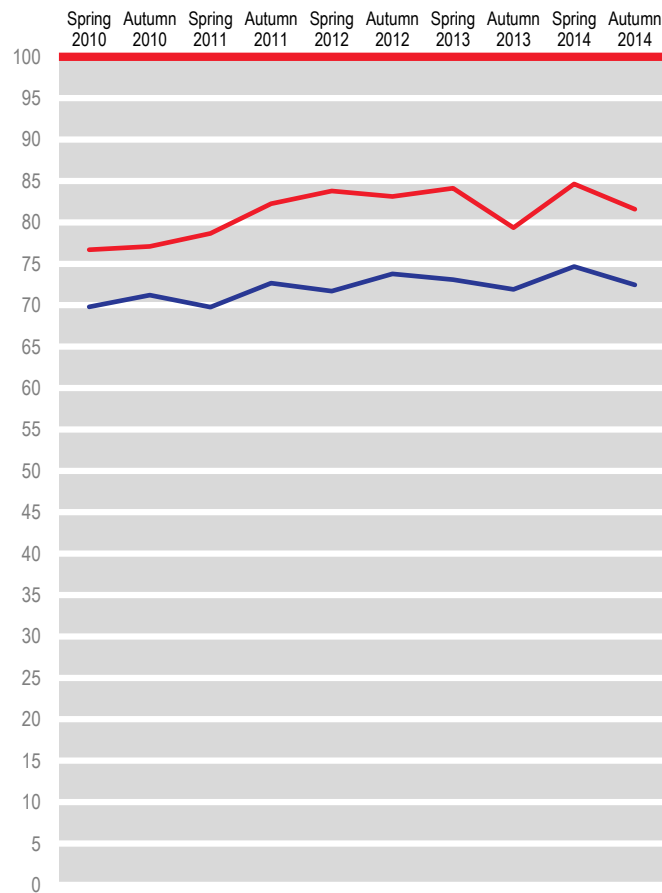


### Cleanliness of the train

(970)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

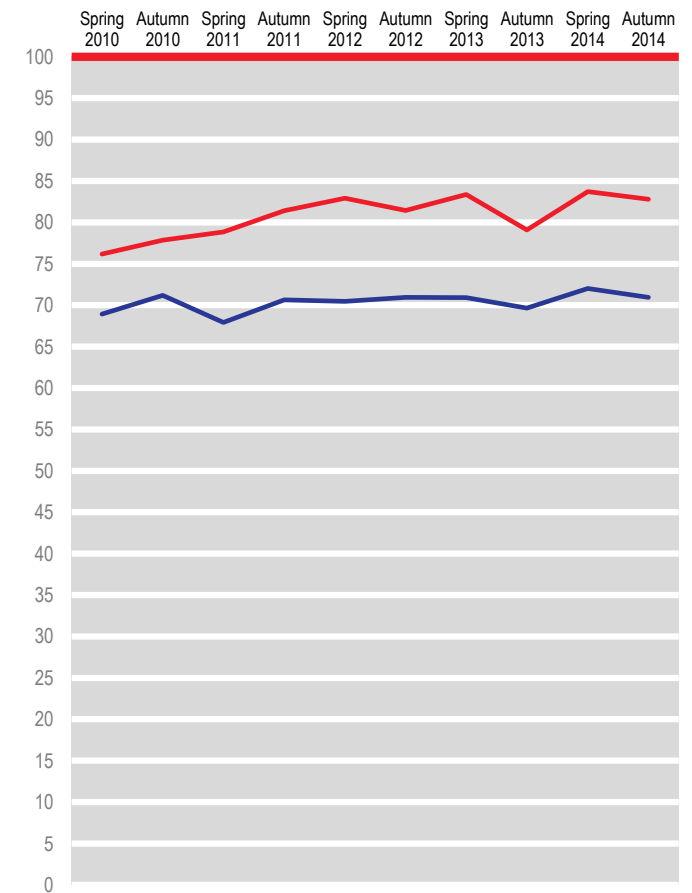


### Upkeep and repair of the train

(935)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional



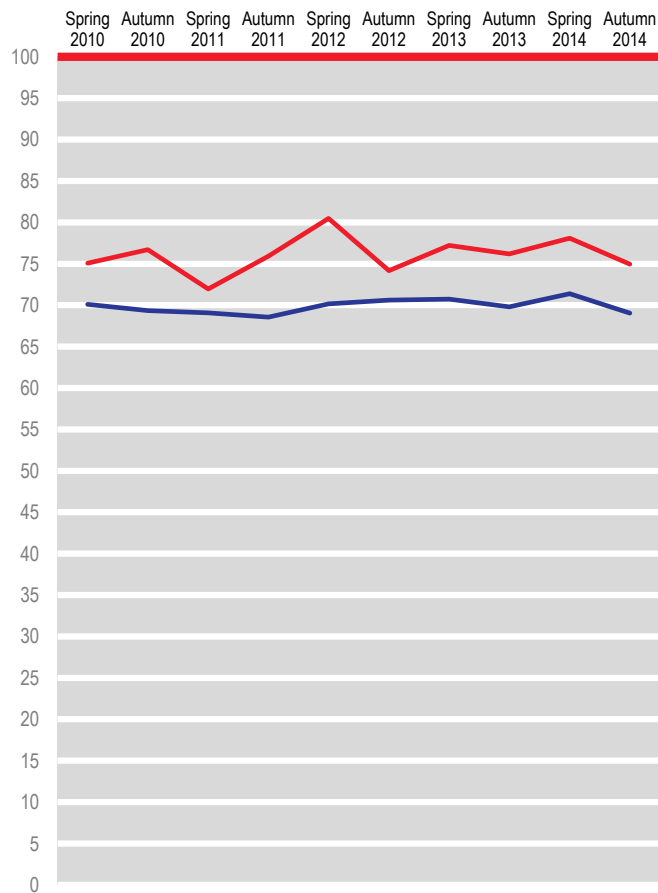
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(879)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

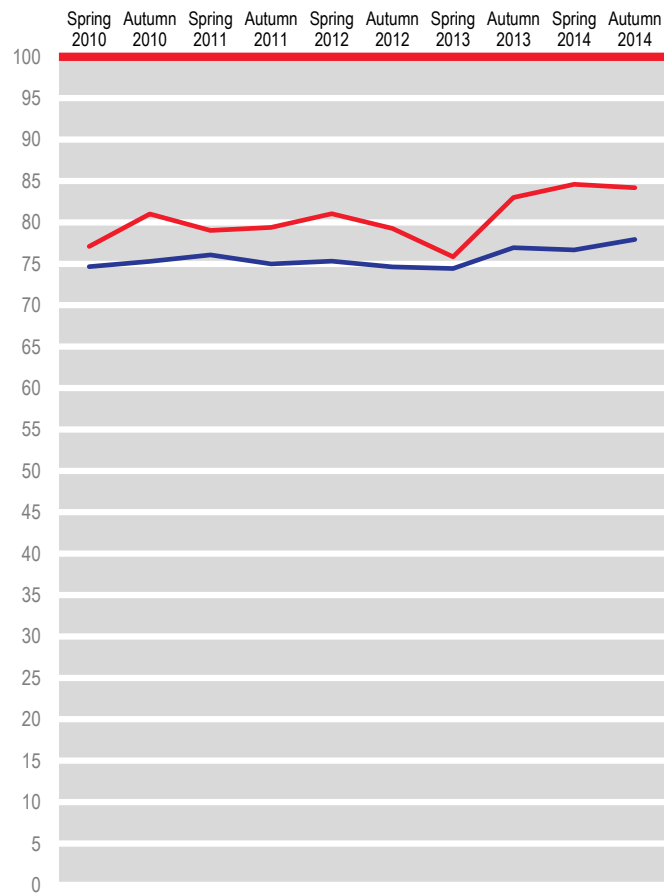


### The helpfulness and attitude of staff on the train

(793)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

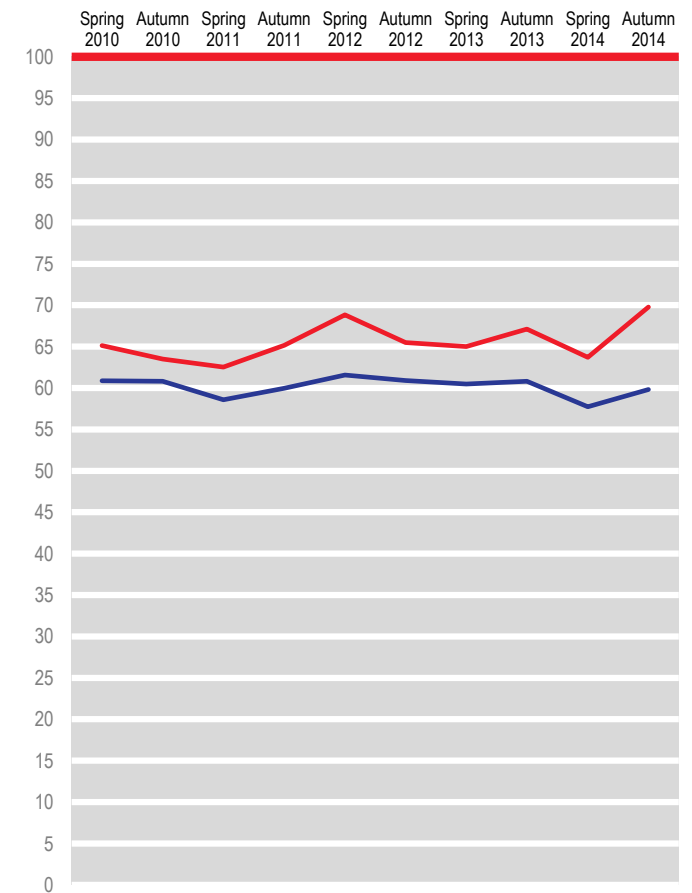


### The space for luggage

(761)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

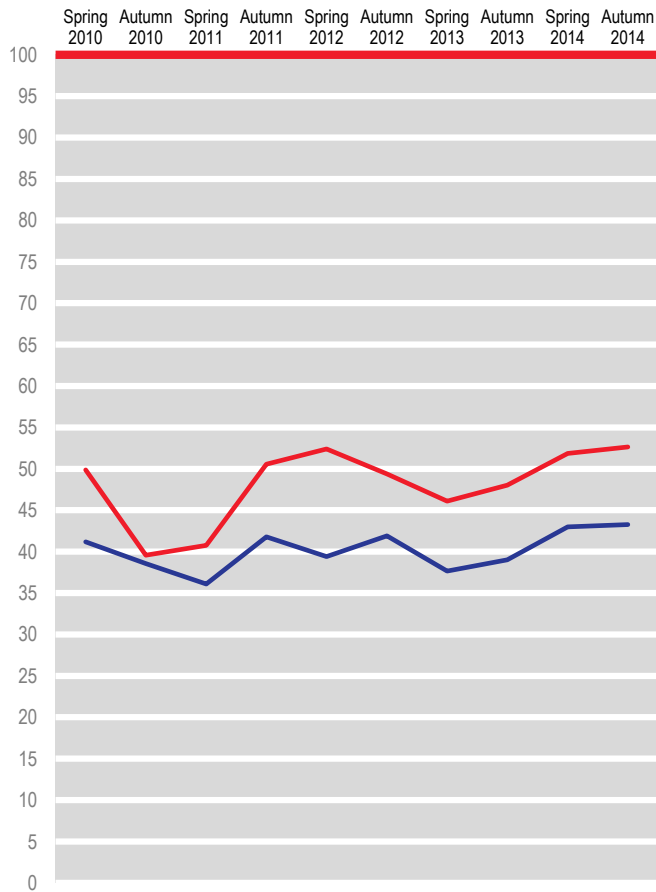


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(444)**

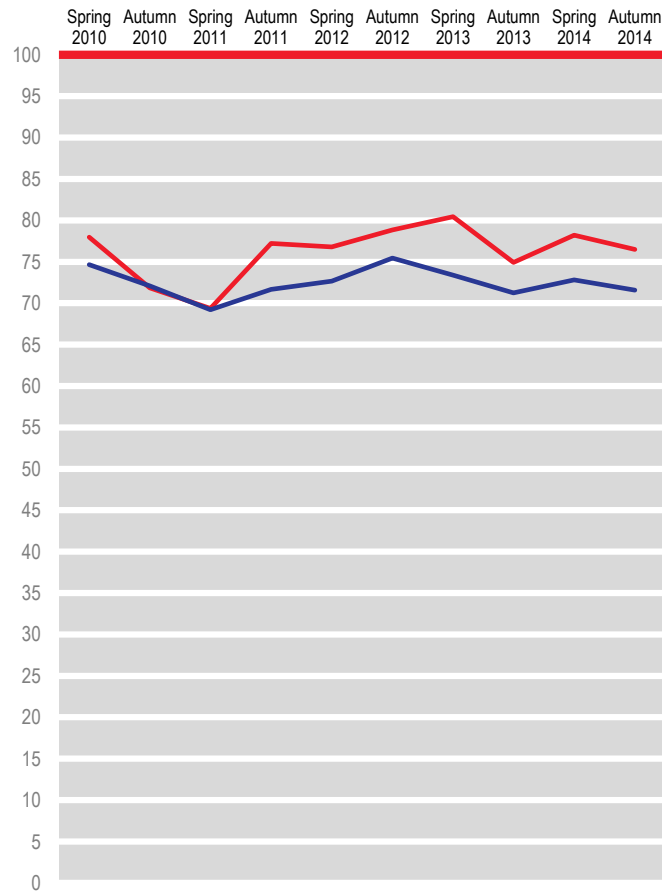
Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

**Sufficient room for all the passengers to sit/stand****(942)**

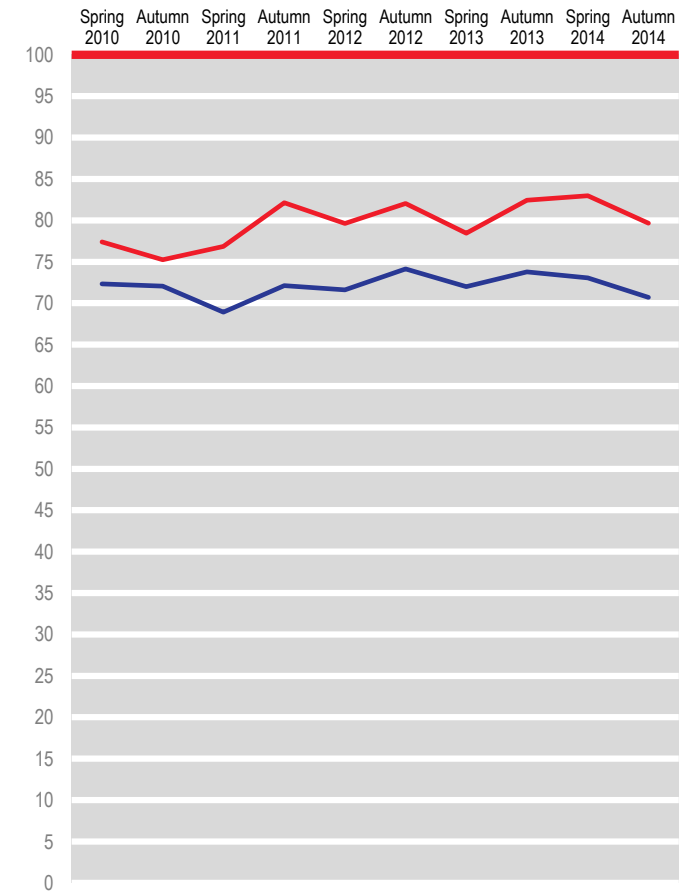
Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

**The comfort of the seating area****(939)**

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional



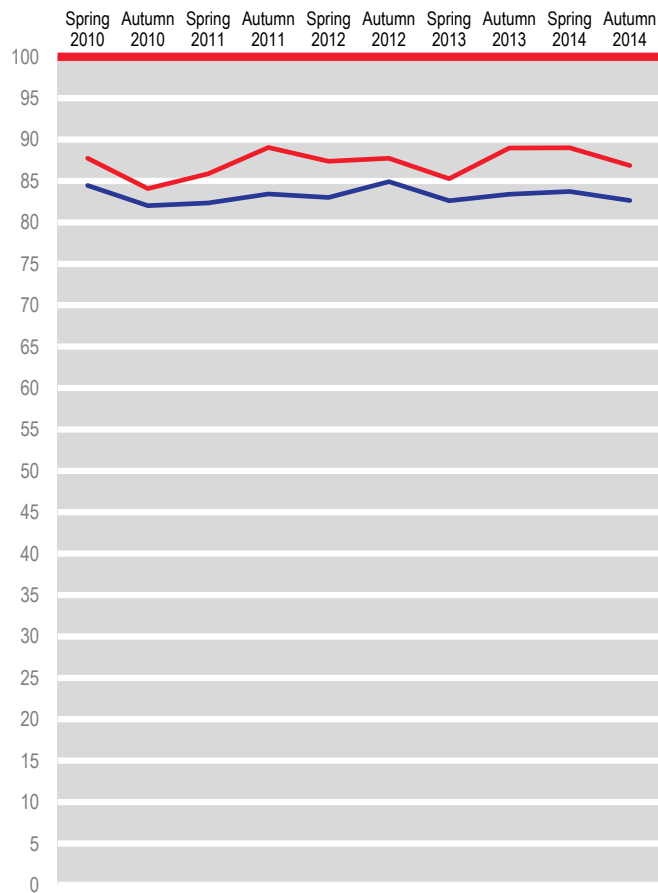
N.B. Benchmarks and targets are only shown for applicable factors

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

(950)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

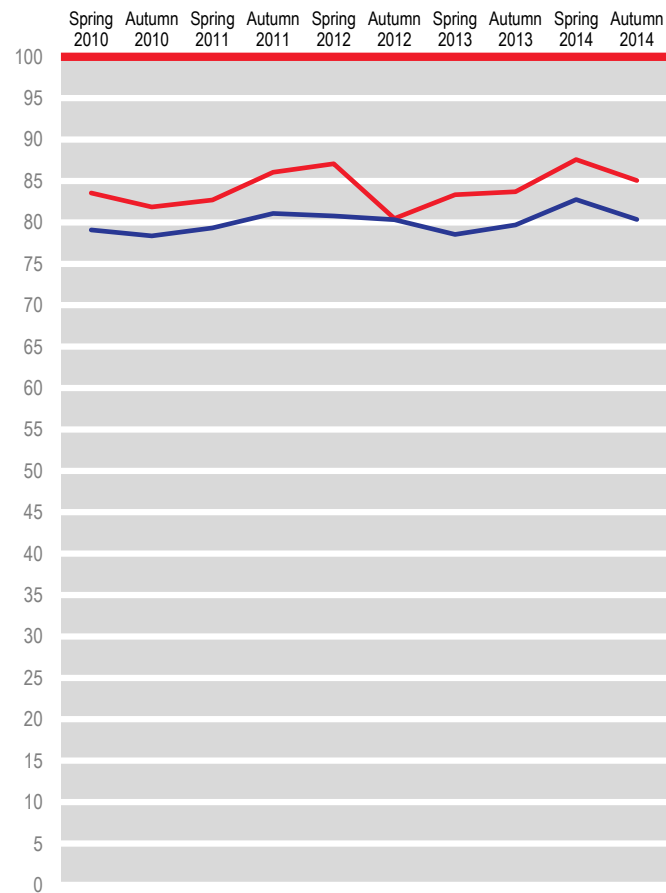


### Your personal security whilst on board

(895)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

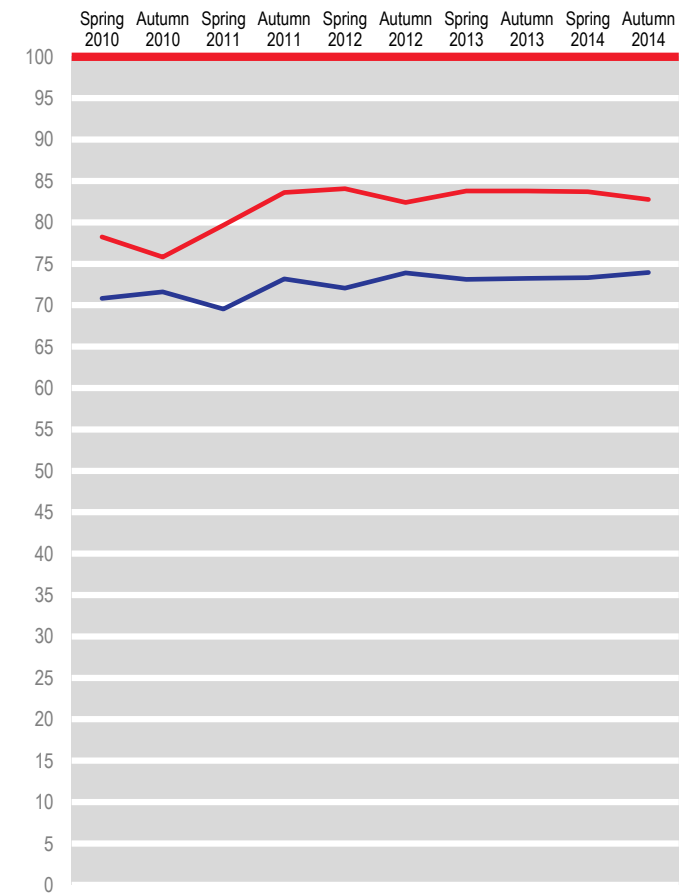


### The cleanliness of the inside of the train

(967)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

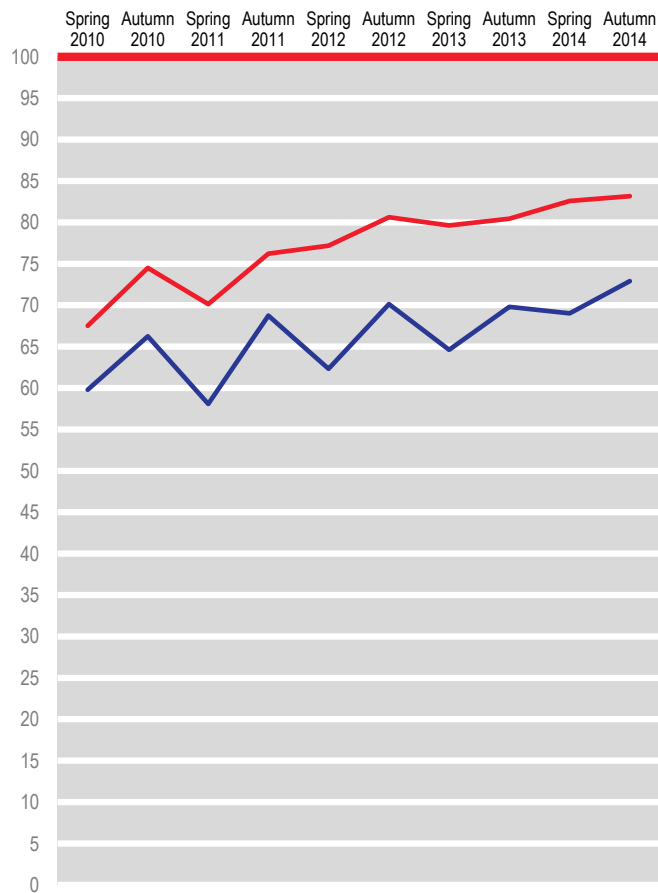


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train (794)

Percentage of passengers satisfied 2010 to 2014

— ScotRail — Regional

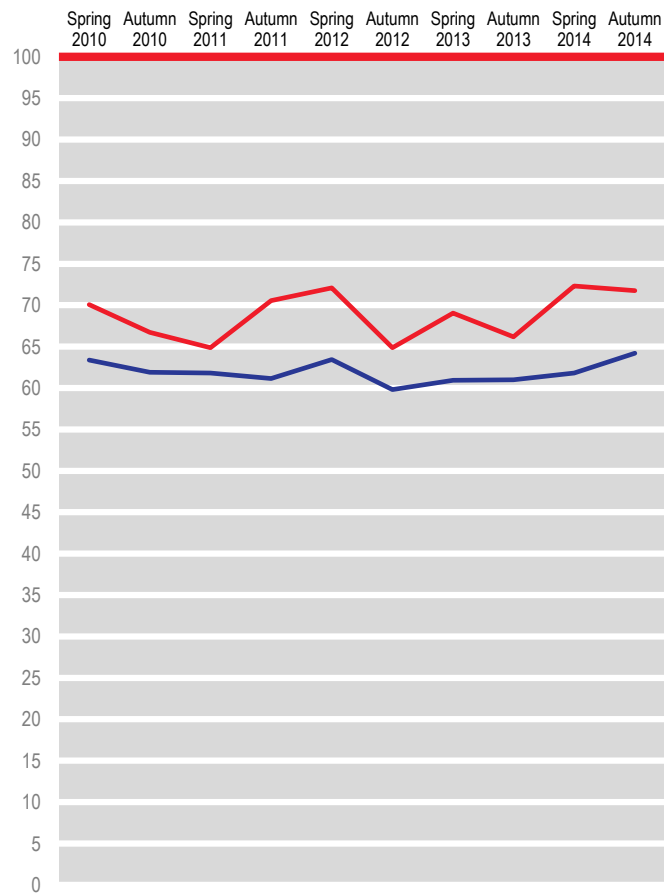


### The availability of staff on the train

(855)

Percentage of passengers satisfied 2010 to 2014

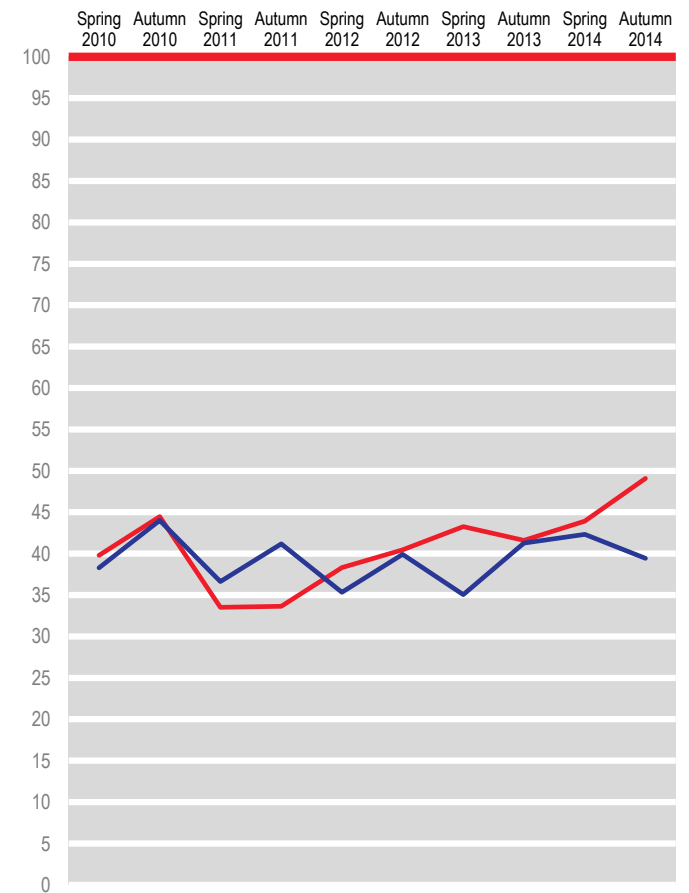
— ScotRail — Regional



### How well train company dealt with delays (163)

Percentage of passengers satisfied 2010 to 2014

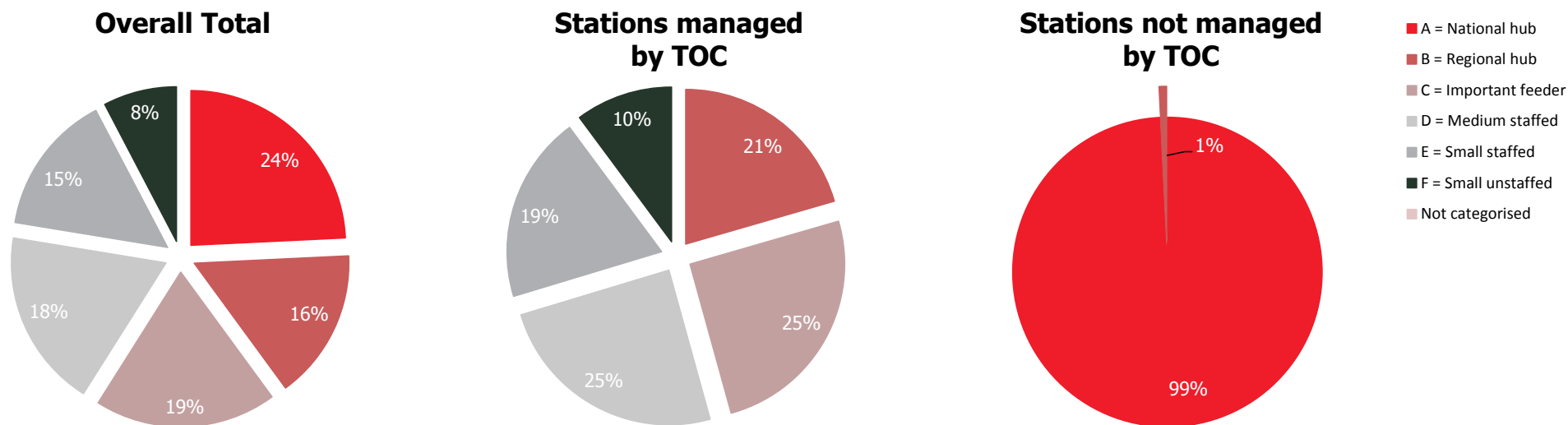
— ScotRail — Regional



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

## Managed versus non-managed stations for ScotRail

(% 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	81	-	91
Ticket buying facilities	81	-	85
Provision of information about train times/platforms	83	-	92
The upkeep/repair of the station buildings/platforms	78	-	90
Cleanliness	83	-	90
The facilities and services	48	-	86
The attitudes and helpfulness of the staff	78	-	83
Connections with other forms of public transport	75	-	81
Facilities for car parking	60	+	36
Overall environment	78	-	87
Your personal security whilst using the station	75	-	84
The availability of staff	69	-	79
The provision of shelter facilities	80	-	89
Availability of seating	60	-	68
How request to station staff was handled	87	-	92
The choice of shops/eating/drinking facilities available	34	-	81



	ScotRail	Regional		ScotRail	Regional
<b>DELAY</b>					
None	82	81			
Minor	15	15			
Major	1	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	51	45			
6-10 minutes	26	24			
11-20 minutes	11	14			
21-30 minutes	4	4			
31-60 minutes	2	6			
More than 1 hour	2	1			
	3	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	18	16	Very well	22	19
Fairly well	39	28	Fairly well	33	27
Neither well nor poorly	20	19	Neither well nor poorly	26	23
Fairly poorly	16	19	Fairly poorly	10	15
Very poorly	8	19	Very poorly	8	16
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	18	16	Very well	20	14
Fairly well	37	28	Fairly well	24	21
Neither well nor poorly	17	21	Neither well nor poorly	31	30
Fairly poorly	21	19	Fairly poorly	17	16
Very poorly	6	16	Very poorly	8	18
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	18	17	Very well	27	17
Fairly well	36	25	Fairly well	27	17
Neither well nor poorly	30	27	Neither well nor poorly	21	25
Fairly poorly	12	16	Fairly poorly	9	11
Very poorly	5	15	Very poorly	16	31

## 5 5.2 Passenger experience relating to disability

	ScotRail	Regional		ScotRail	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	2			
Mobility	2	2			
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	1	2			
None	91	88			
No answer	2	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	2	6	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	30	35	Yes	2	1
Not at all	66	55	No	98	99
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	42	43	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	38	32	Very satisfied	48	79
Neither satisfied nor dissatisfied	16	18	Fairly satisfied	-	5
Fairly dissatisfied	3	6	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	1	1	Fairly dissatisfied	-	-
			Very dissatisfied	52	16
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	42	37	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	33	35	Very satisfied	48	64
Neither satisfied nor dissatisfied	21	19	Fairly satisfied	-	13
Fairly dissatisfied	3	7	Neither satisfied nor dissatisfied	-	6
Very dissatisfied	1	2	Fairly dissatisfied	-	-
			Very dissatisfied	52	16

	ScotRail	Regional		ScotRail	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	38	40	White	95	94
Female	59	56	Mixed	0	0
			Asian or Asian British	0	1
			Black or Black British	0	0
			Chinese or other ethnic group	2	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	5	4	Commuter	39	38
19-25	9	11	Business	13	10
26-34	14	12	Leisure	47	52
35-44	15	14			
45-54	19	19	<b>REGULAR TRAVELLER</b>		
55-59	12	10	Yes	65	64
60-64	9	10	No	35	36
65+	14	18			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	48	48	Weekday	80	79
Working Part Time	17	15	Weekend	20	21
Not Working	5	4			
Retired	18	21	<b>TIME OF TRAVEL</b>		
Full Time Student	9	9	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	28	28	Yes asked for help	6	7
Middle Managerial	11	11	Yes asked for information	7	6
Junior Managerial/Clerical/Supervisory	11	12	Could not find anyone to ask	3	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	10	9	No	83	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	4	4			
Full time student	4	4	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	18	20	Yes, at home	87	85
Unemployed/between jobs	2	2	Yes, at work	51	50
Housewife/house-husband	1	1	No	8	10
Other	6	5			

	ScotRail	Regional		ScotRail	Regional
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	77	75	Better telephone enquiry/booking service	8	9
With other adults 16+	19	21	Better internet enquiry/booking service	23	20
With children aged 0-4	2	1	Better information facilities at stations	14	17
With children aged 5-10	2	1	Better route maps of the rail network	16	16
With children aged 11-15	2	1	Make timetables easier to read	23	22
			Better ticket buying facilities at station ticket offices	15	16
			Better ticket buying facilities at station ticket machines	13	14
			Better promotion when advanced tickets available	32	32
<b>TRAVELLING WITH ...</b>			Other	10	12
Heavy/bulky luggage/other large items	12	15	None of these	26	24
Pushchair	1	1			
Folding bicycle	0	0			
Non-folding bicycle	1	1			
Dog	0	1			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	-			
None apply	85	81			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	22	24			
Anytime day single/return	21	21			
Off-peak/super off-peak single/return	13	9			
Off-peak/super off-peak day single/return	12	8			
Advance	4	4			
Day travelcard	1	1			
Oyster pay as you go	-	-			
Weekly or monthly season ticket	12	12			
Annual season ticket	2	4			
Special promotion ticket	1	1			
Rail staff pass/privilege ticket/police	2	2			
Free travel pass (e.g. Freedom Pass)	1	5			
Other	8	7			
Don't know/no answer	3	3			

## Station sample sizes for ScotRail

Station	Unweighted	Station	Unweighted
Edinburgh	201	Morar	2
Glasgow Central	131	Branchton	2
Glasgow Queen Street	91	Arisaig	1
Stirling	54	Dalmuir	1
Inverness	42	Barrhead	1
Bathgate	40	Gretna Green	1
Aberdeen	32	Rannoch	1
Paisley Gilmour Street	26	Corrour	1
Haymarket	23	Cowdenbeath	1
Helensburgh Central	22	Uphall	1
Kirkcaldy	22	Upper Tyndrum	1
Anniesland	19		
Carlisle	18		
Dundee	17		
Fort William	17		
Argyle Street	16		
Partick	16		
Perth	16		
Livingston North	16		
Edinburgh Park	15		
Dumbarton Central	13		
Mallaig	13		
Inverkeithing	13		
Stonehaven	13		
Oban	12		
Easterhouse	12		
Leuchars	11		
Motherwell	10		
Newcraighall	9		
Dunfermline Town	8		
East Kilbride	8		
Dumfries	8		
Dalmeny	5		
Corkerhill	5		
Largs	4		
Prestwick Town	4		
Annan	3		
Kilmarnock	3		

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



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

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

## How are routes defined

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

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

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

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

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

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

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham – Manchester**

Journeys on the Manchester Piccadilly – Birmingham New Street route

### **CrossCountry: Birmingham – North East and Scotland**

Journeys on the Birmingham New Street – Aberdeen route

### **CrossCountry: Birmingham – South Coast**

Journeys on the Birmingham New Street – Bournemouth route

### **CrossCountry: Birmingham – South West**

Journeys on the Birmingham New Street – Penzance route

### **CrossCountry: Birmingham – Stansted**

Journeys on the Birmingham New Street – Stansted Airport route

### **CrossCountry: Nottingham – Cardiff**

Journeys on the Nottingham – Cardiff Central route

### **East Coast: London – Yorkshire**

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

### **East Coast: London – Scotland – North East**

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

### **East Coast: London – East Midlands/East of England**

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

### **East Coast: Non-London journeys**

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

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

Journeys on the London - Sheffield route

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around 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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