



National Rail Passenger Survey

Heathrow Express TOC Report

Autumn 2014 (Wave 31)

Contacts:

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

Tel: 0300 123 0837
Email: david.greeno@passengerfocus.org.uk

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdrccontinental.com

Passengerfocus 
putting passengers first

Contents

1 Introduction

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

2 Key results

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

3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for Heathrow Express 15
- 3.2** Train factor results for Heathrow Express 21

4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for Heathrow Express 28

5 Passenger experience with service

- 5.1** Passenger experience of delays 29
- 5.2** Passenger experience relating to disability 30

6 Sample profile

- 6.1** Sample profile for Heathrow Express versus London and South East 31
- 6.2** Station sample sizes for Heathrow Express 33
- 6.3** Weighted sample composition for all TOCs 34
- 6.4** Unweighted sample composition for all TOCs 35

7 Technical appendix

- 7.1** Standard reports produced for NRPS 36
- 7.2** Rail sectors 37
- 7.3** How routes are defined 38

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

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

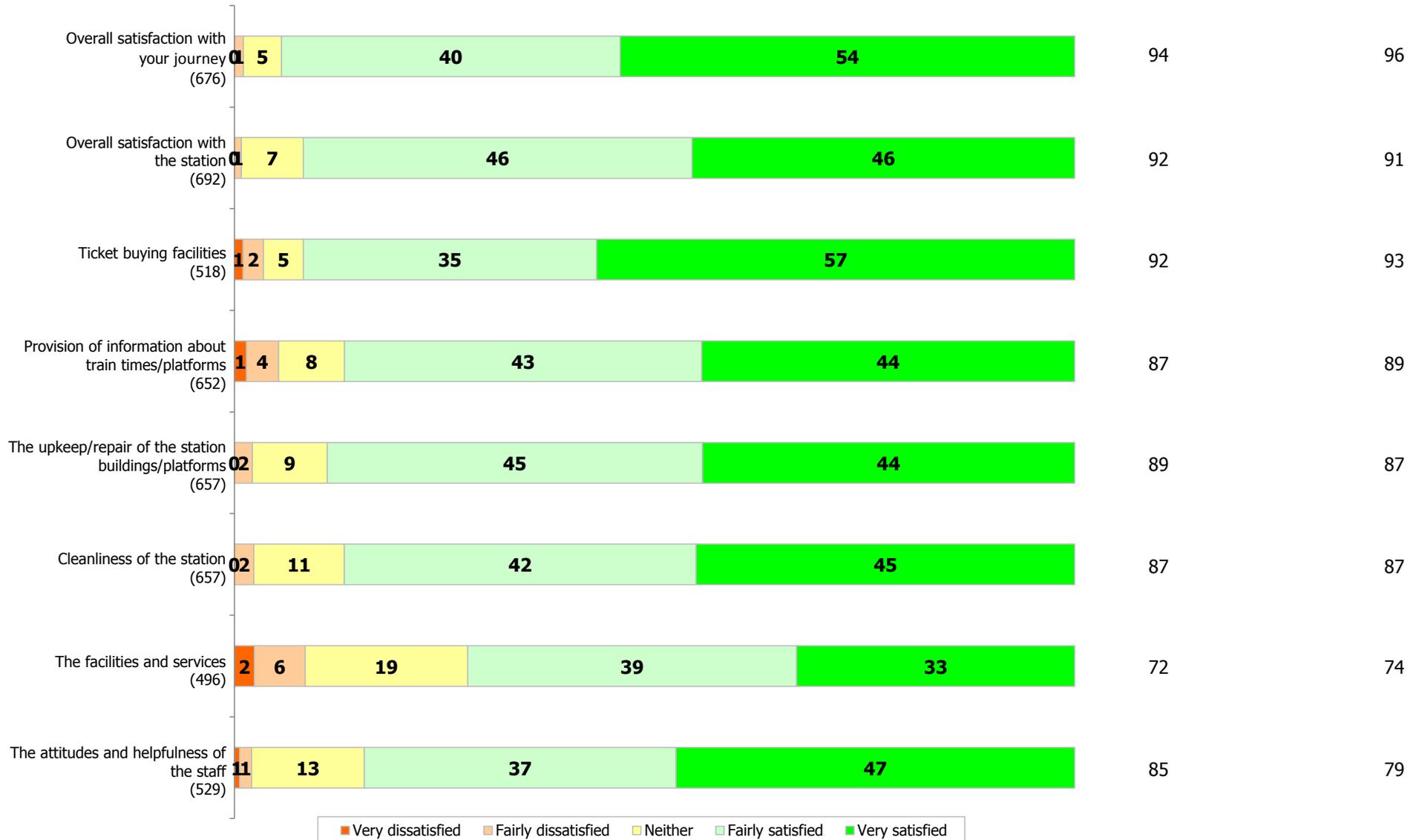
At 95% confidence level:
 + significant increase
 - significant decrease

Satisfaction results for Heathrow Express

% satisfied/good

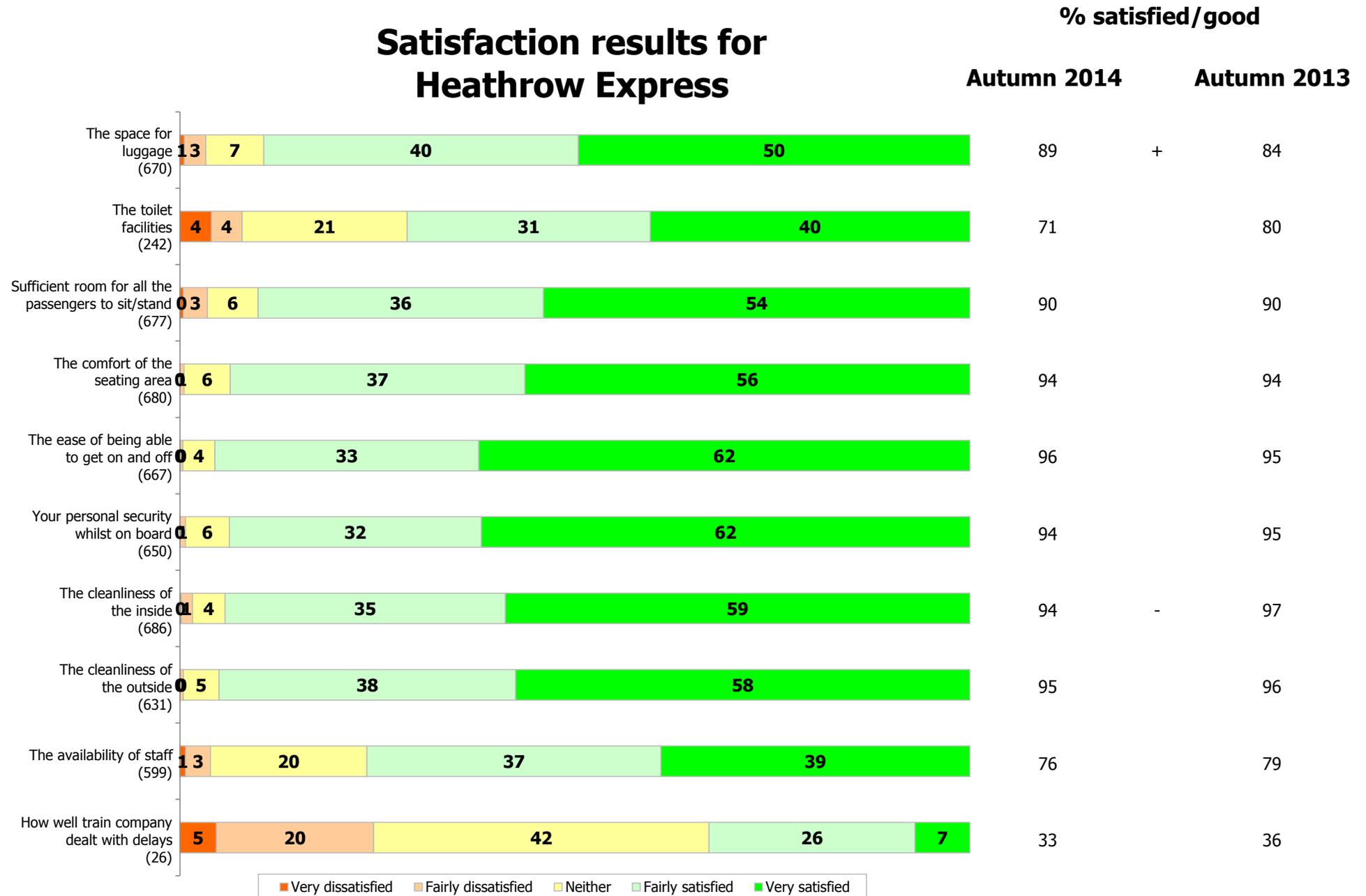
Autumn 2014

Autumn 2013









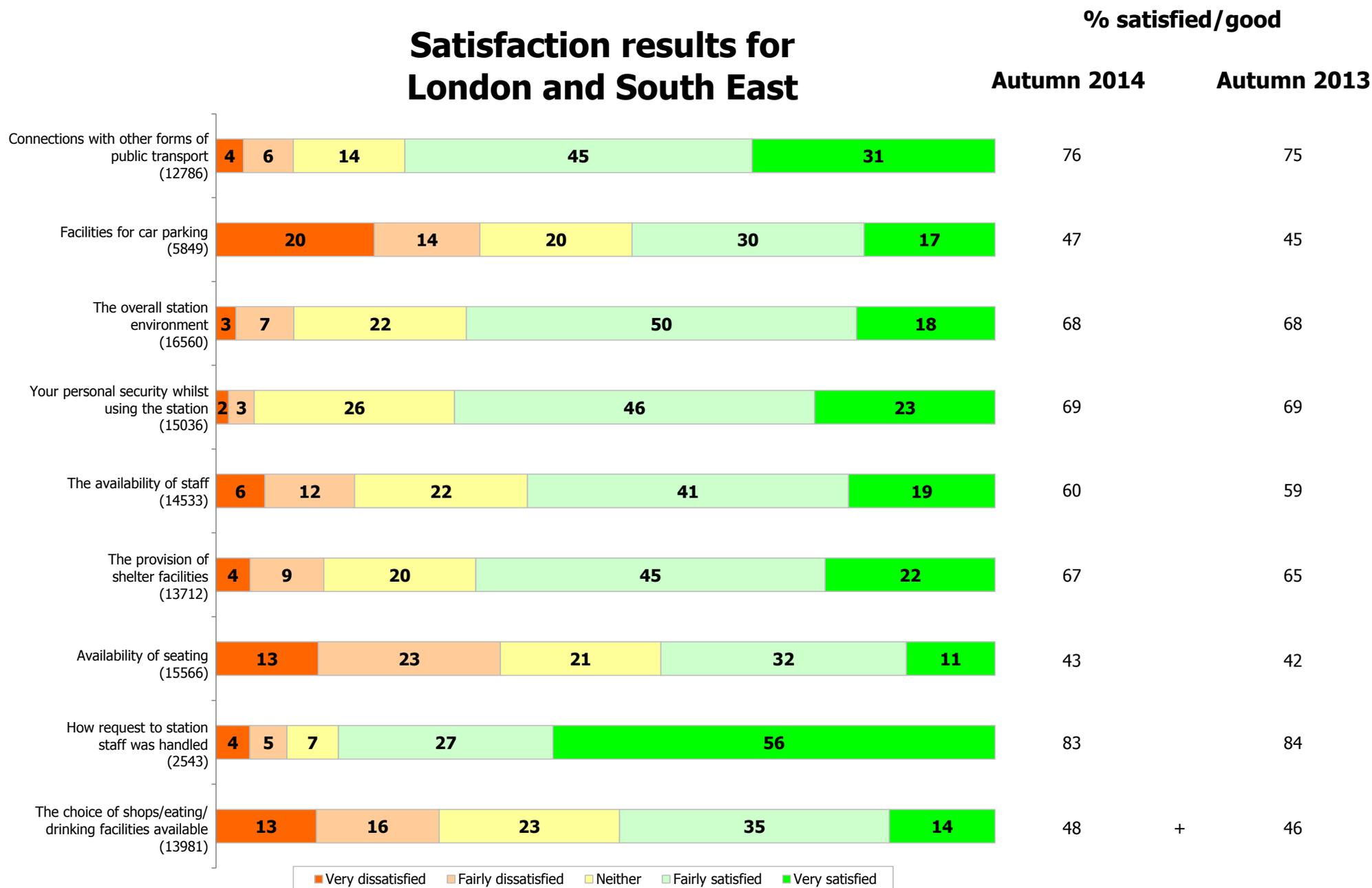
2 2.3 Overall satisfaction with your journey and station factors

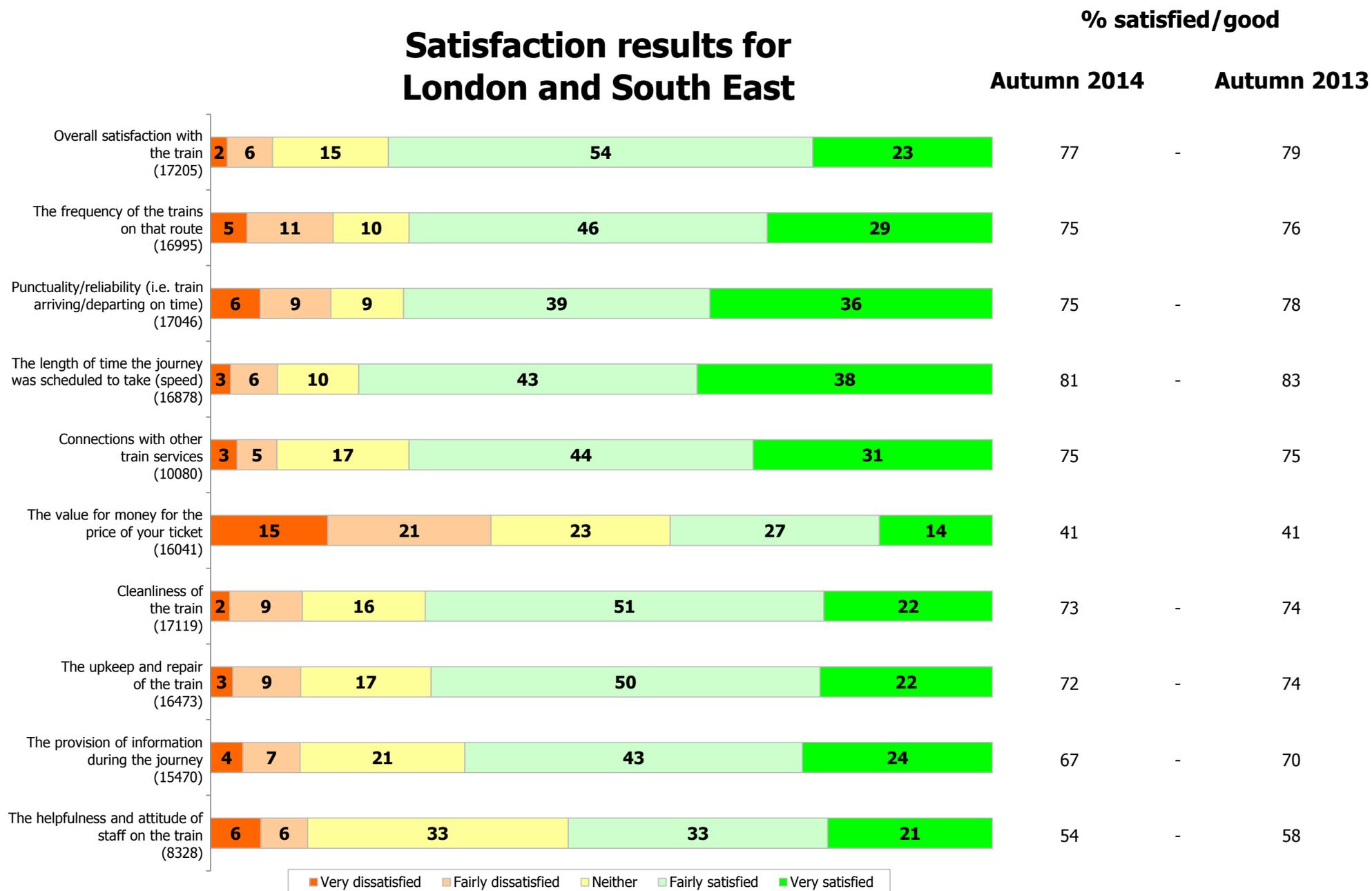
At 95% confidence level:
 + significant increase
 - significant decrease

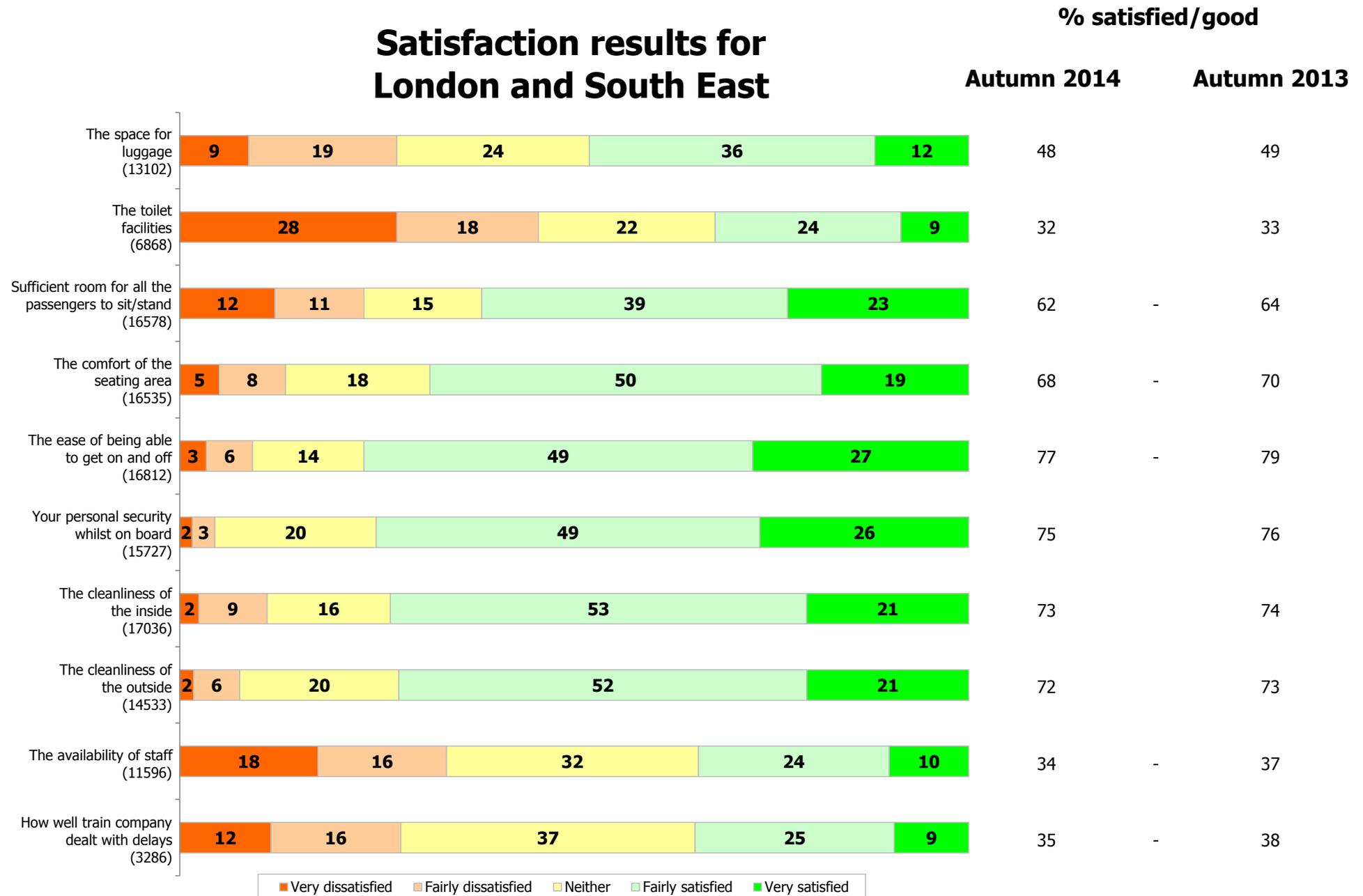
Satisfaction results for London and South East



Satisfaction results for London and South East







Heathrow Express versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	94	80	118%
STATION FACILITIES			
Overall satisfaction with the station	92	78	118%
Ticket buying facilities	92	72	128%
Provision of information about train times/platforms	87	80	109%
The upkeep/repair of the station buildings/platforms	89	70	127%
Cleanliness	87	74	117%
The facilities and services	72	55	130%
The attitudes and helpfulness of the staff	85	71	118%
Connections with other forms of public transport	83	76	110%
Facilities for car parking	59	47	127%
Overall environment	84	68	124%
Your personal security whilst using the station	85	69	122%
The availability of staff	75	60	125%
The provision of shelter facilities	79	67	118%
Availability of seating	63	43	148%
How request to station staff was handled	91	83	109%
The choice of shops/eating/drinking facilities available	69	48	144%
TRAIN FACILITIES			
Overall satisfaction with the train	96	77	125%
The frequency of the trains on that route	91	75	122%
Punctuality/reliability (i.e. the train arriving/departing on time)	94	75	125%
The length of time the journey was scheduled to take (speed)	96	81	118%
Connections with other train services	87	75	117%
The value for money of the price of your ticket	42	41	101%
Cleanliness of the train	95	73	131%
Upkeep and repair of the train	98	72	136%
The provision of information during the journey	86	67	128%
The helpfulness and attitude of staff on train	88	54	163%
The space for luggage	89	48	186%
The toilet facilities	71	32	222%
Sufficient room for all passengers to sit/stand	90	62	146%
The comfort of the seating area	94	68	137%
The ease of being able to get on and off	96	77	125%
Your personal security on board	94	75	125%
The cleanliness of the inside	94	73	129%
The cleanliness of the outside	95	72	132%
The availability of staff	76	34	223%
How well train company deals with delays	33	35	95%

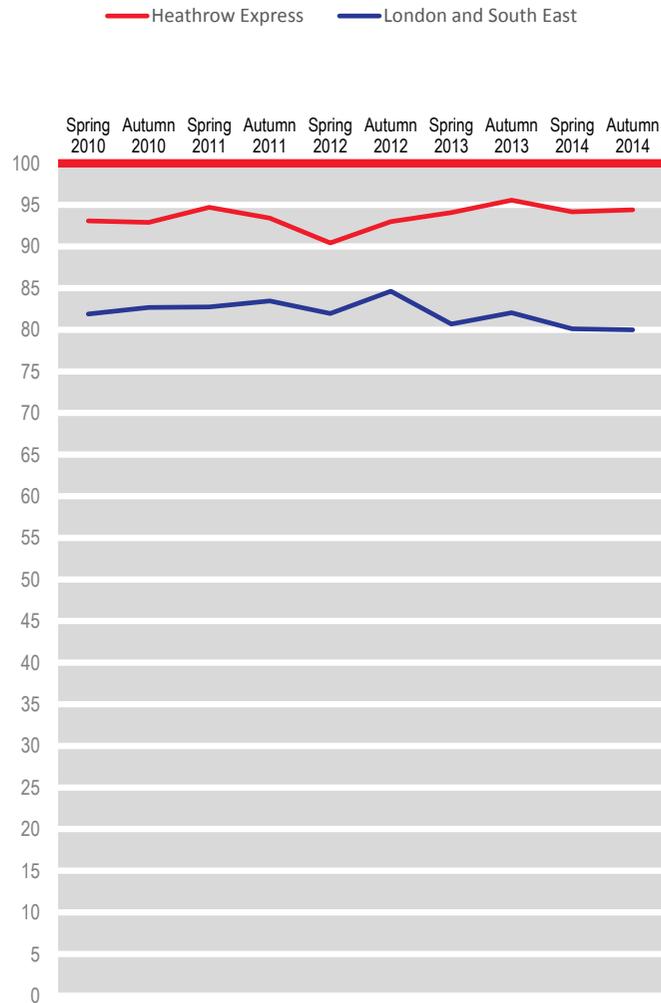
Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction with your journey	94
STATION FACILITIES	
Overall satisfaction with the station	92
Ticket buying facilities	92
Provision of information about train times/platforms	87
The upkeep/repair of the station buildings/platforms	89
Cleanliness	87
The facilities and services	72
The attitudes and helpfulness of the staff	85
Connections with other forms of public transport	83
Facilities for car parking	59
Overall environment	84
Your personal security whilst using the station	85
The availability of staff	75
The provision of shelter facilities	79
Availability of seating	63
How request to station staff was handled	91
The choice of shops/eating/drinking facilities available	69
TRAIN FACILITIES	
Overall satisfaction with the train	96
The frequency of the trains on that route	91
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	87
The value for money of the price of your ticket	42
Cleanliness of the train	95
Upkeep and repair of the train	98
The provision of information during the journey	86
The helpfulness and attitude of staff on train	88
The space for luggage	89
The toilet facilities	71
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	94
The ease of being able to get on and off	96
Your personal security on board	94
The cleanliness of the inside	94
The cleanliness of the outside	95
The availability of staff	76
How well train company deals with delays	33

Percentage satisfaction with aspects of station where boarded

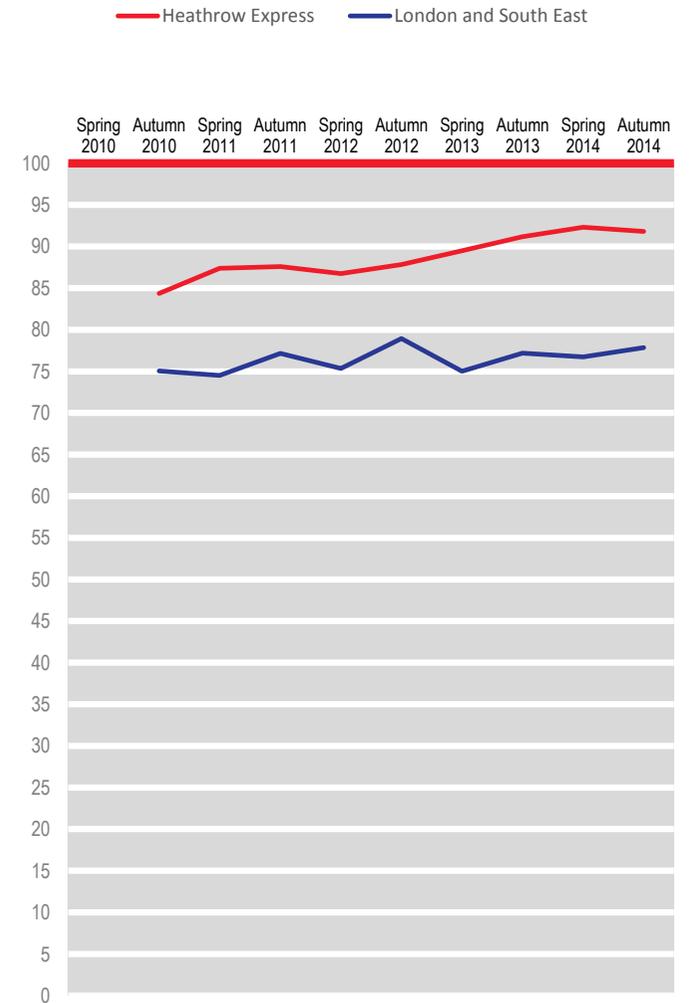
Overall satisfaction with your journey

(676)
Percentage of passengers satisfied 2010 to 2014



Overall station satisfaction

(692)
Percentage of passengers satisfied 2010 to 2014

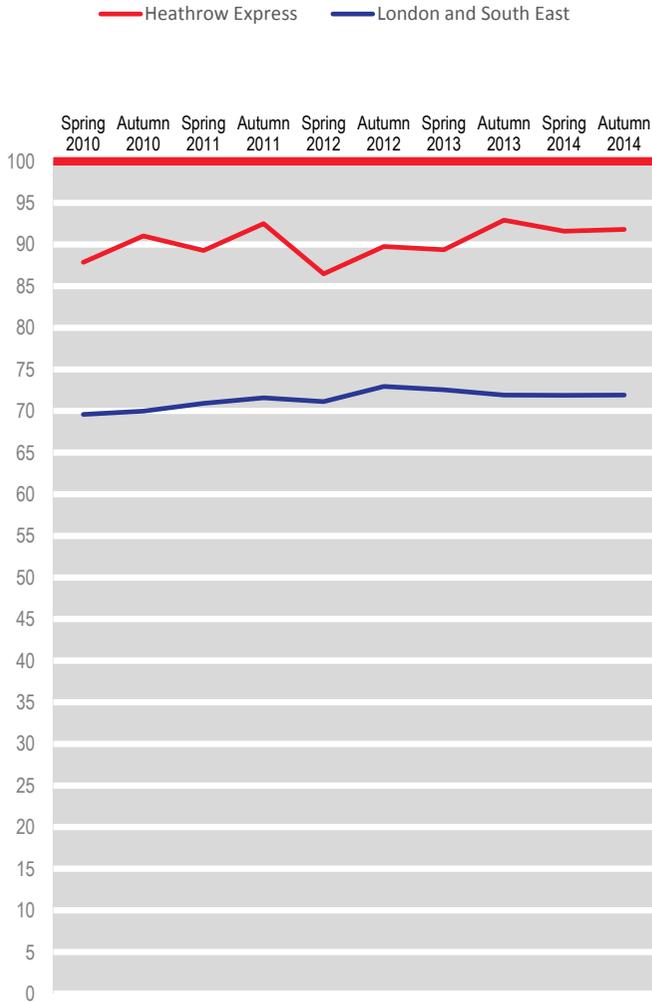


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(518)

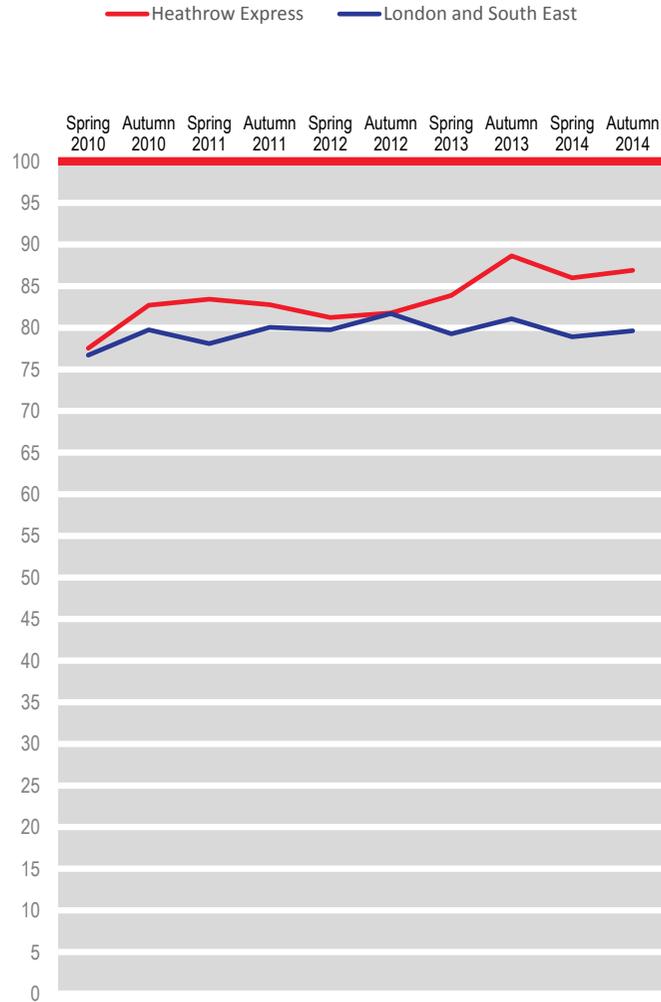
Percentage of passengers satisfied 2010 to 2014



Provision of information about train times/platforms

(652)

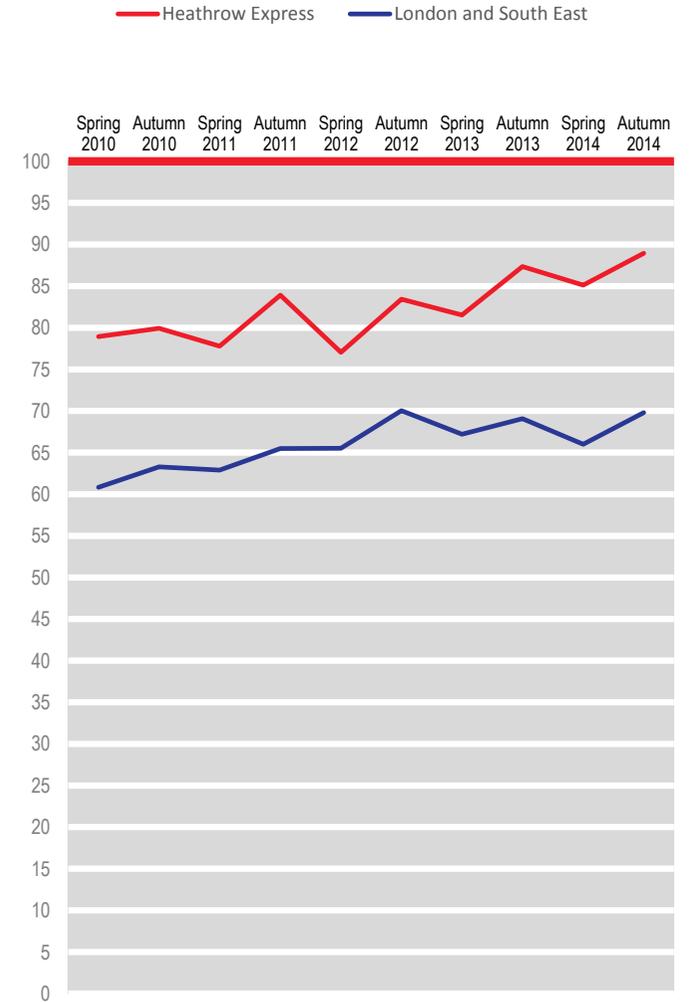
Percentage of passengers satisfied 2010 to 2014



The upkeep/repair of the station building/platforms

(657)

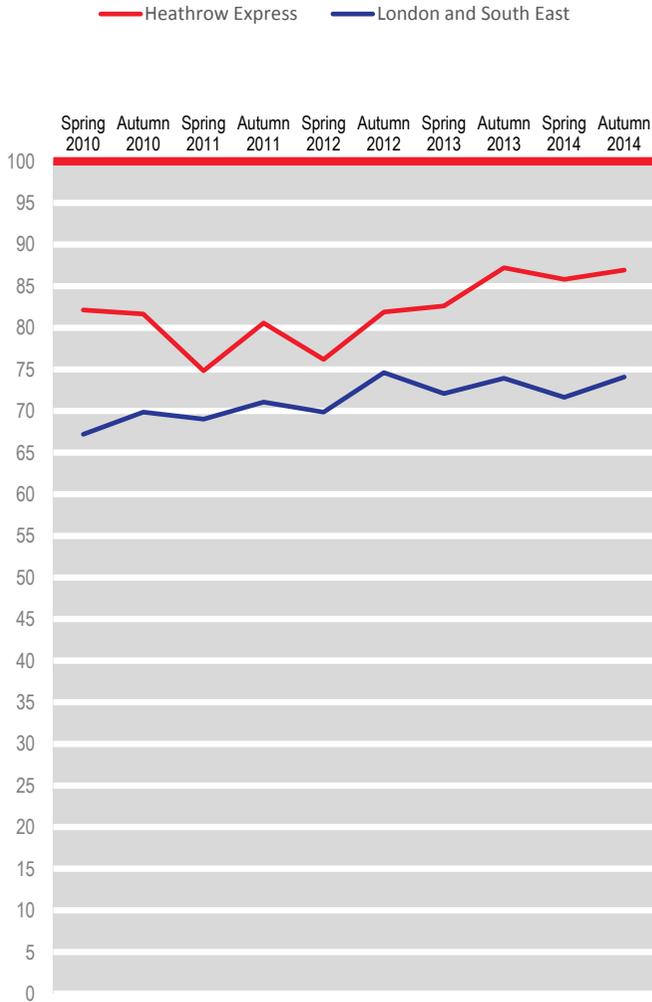
Percentage of passengers satisfied 2010 to 2014



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

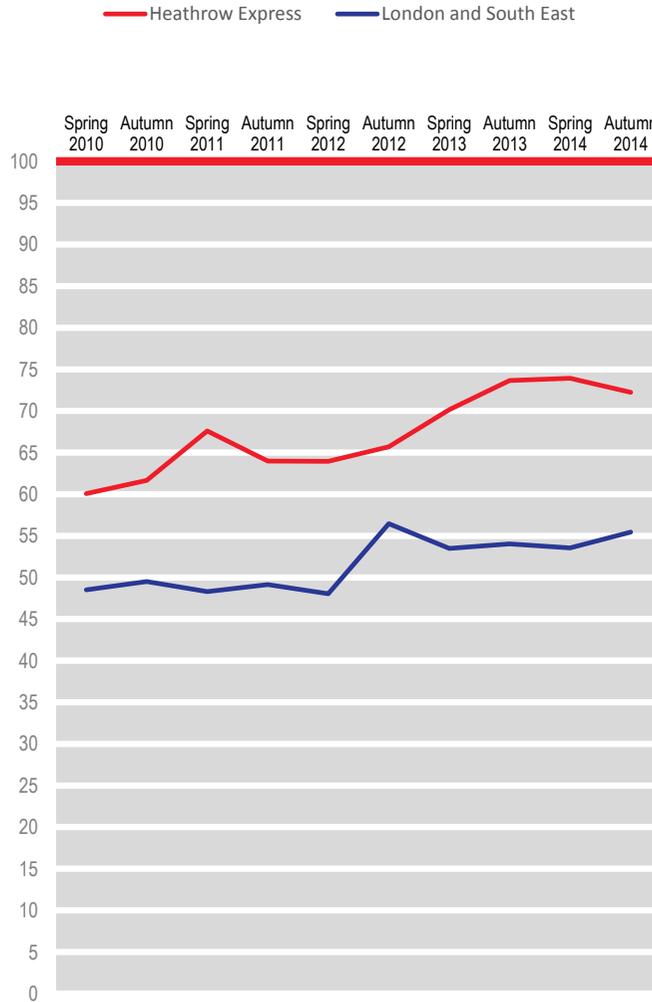
Cleanliness of the station

(657)
Percentage of passengers satisfied 2010 to 2014



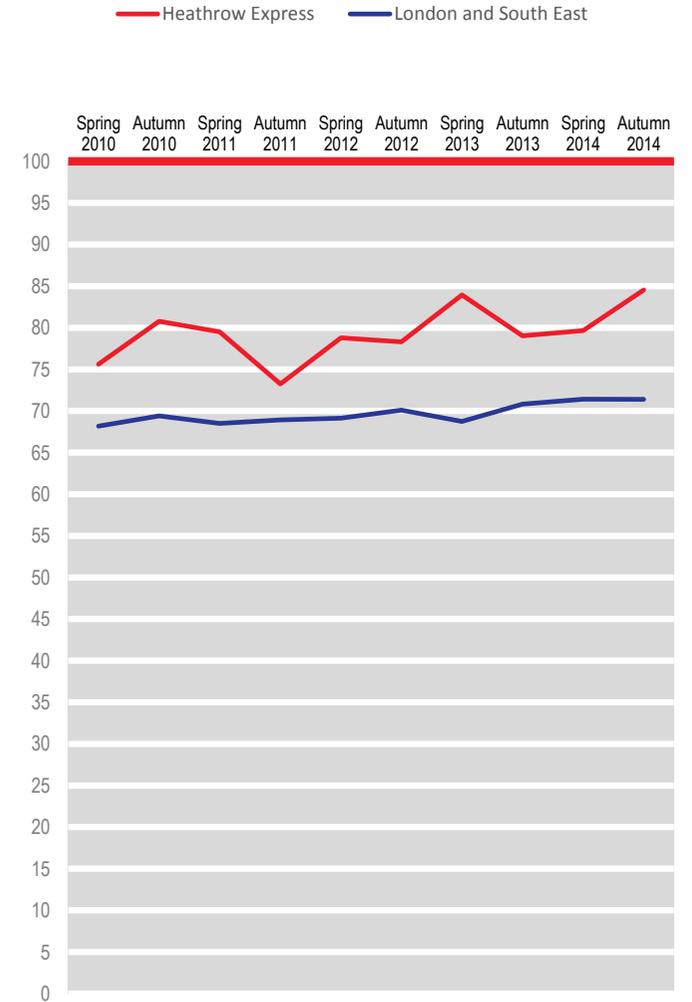
The facilities and services at the station

(496)
Percentage of passengers satisfied 2010 to 2014



The attitudes and helpfulness of the staff at the station

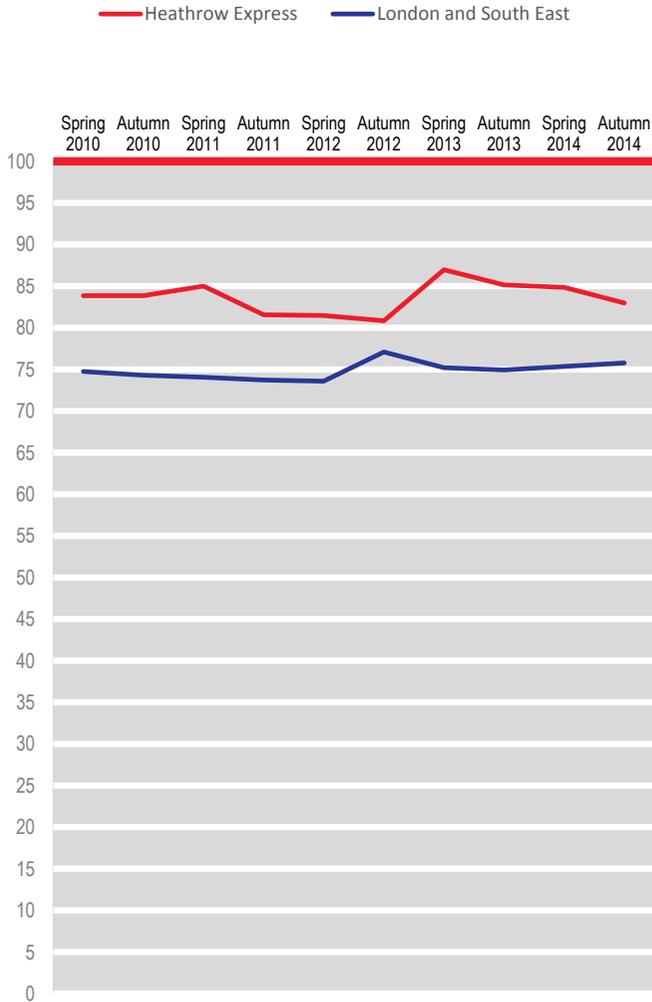
(529)
Percentage of passengers satisfied 2010 to 2014



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

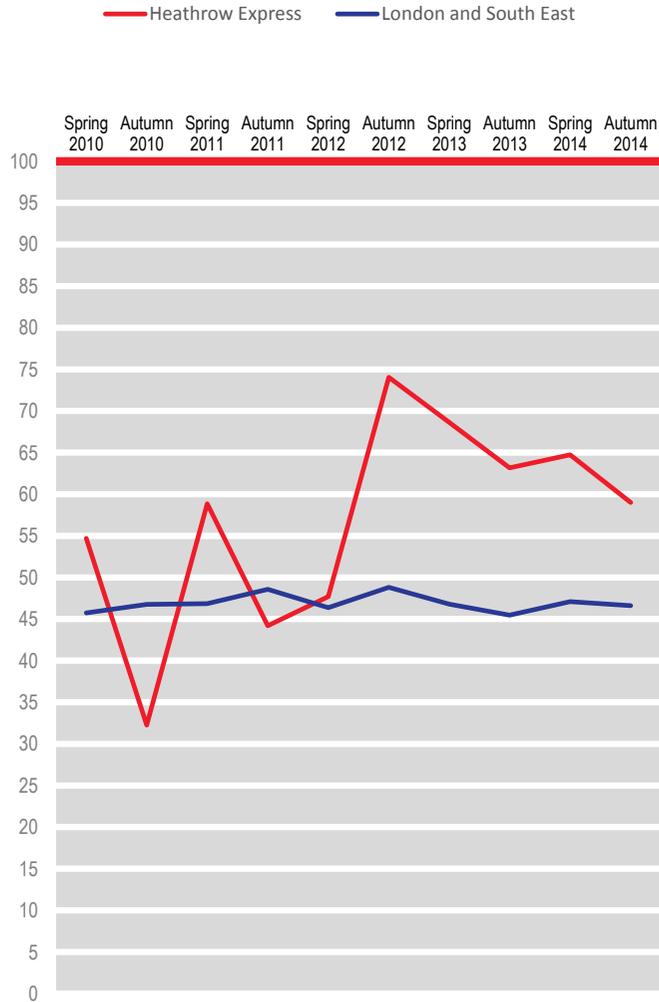
Connections with other forms of public transport from the station

(521)
Percentage of passengers satisfied 2010 to 2014



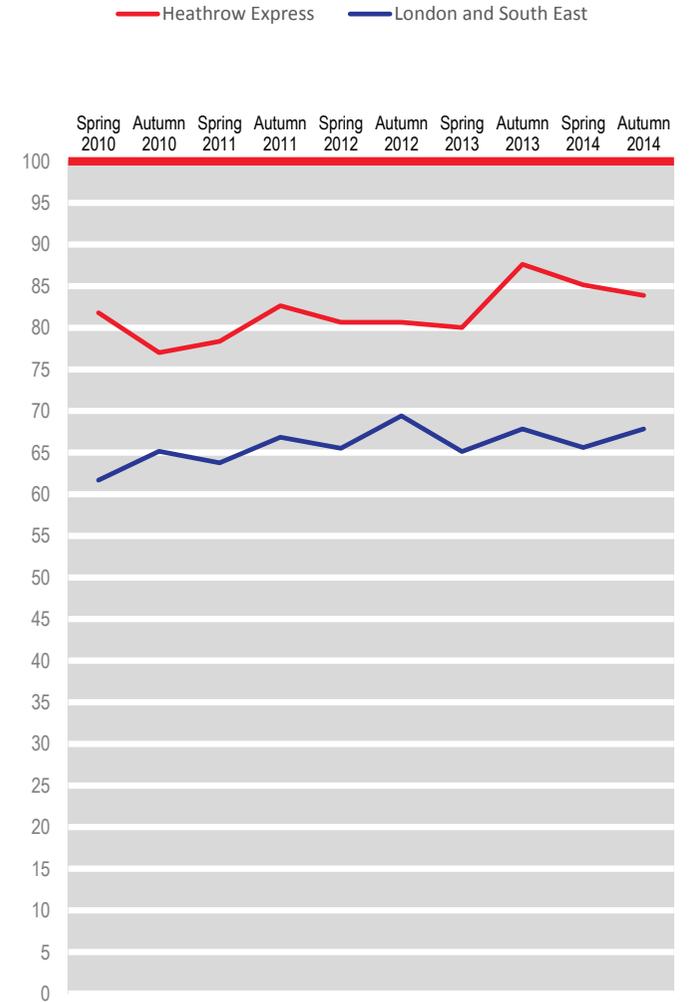
Facilities for car parking at the station

(140)
Percentage of passengers satisfied 2010 to 2014



Overall station environment

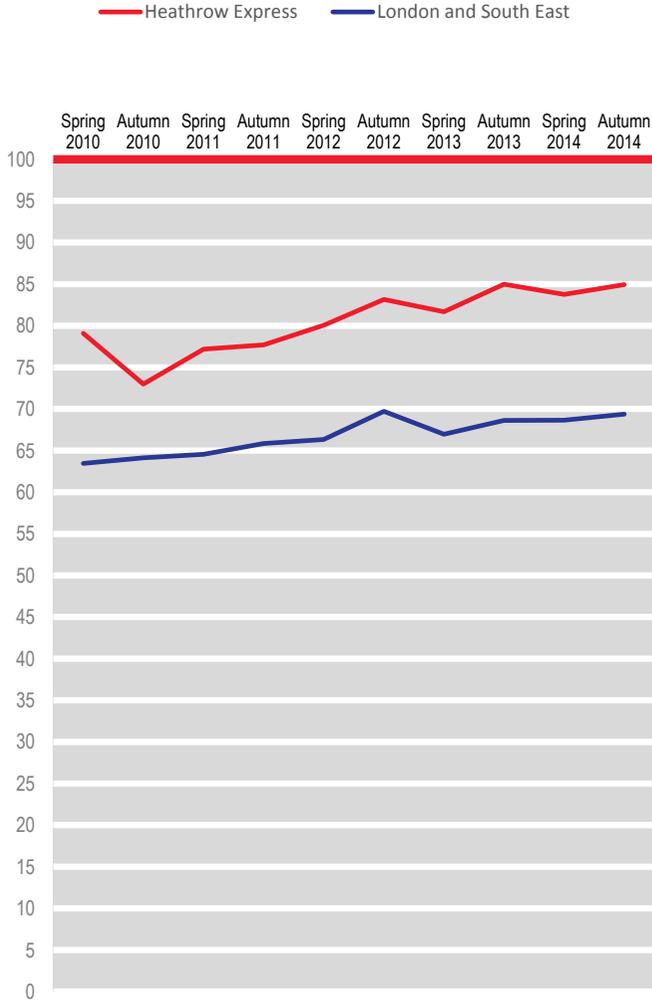
(633)
Percentage of passengers satisfied 2010 to 2014



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

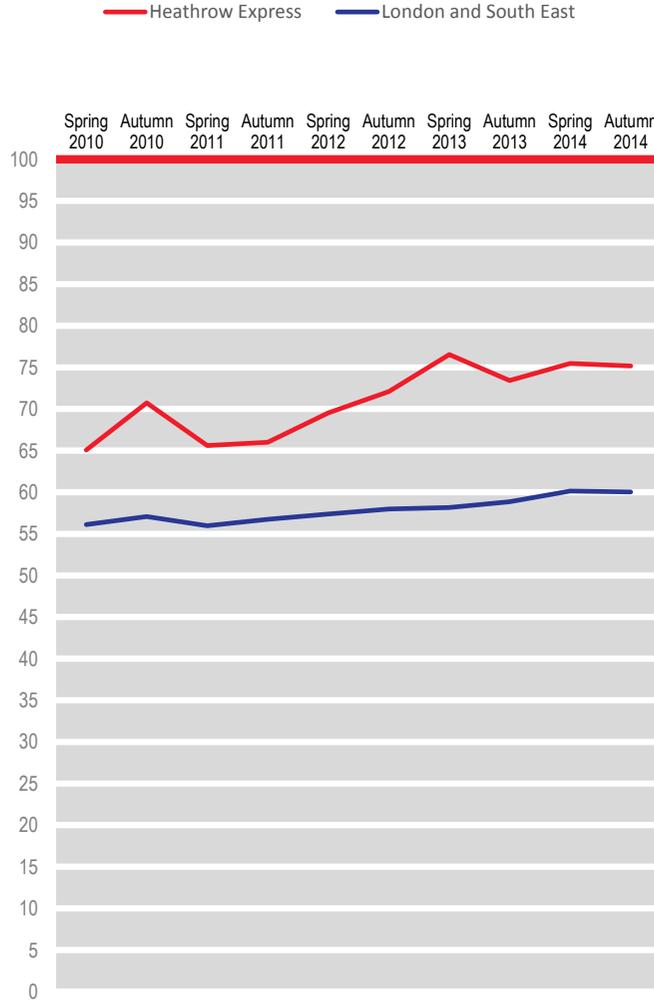
Your personal security whilst using the station

(576)
Percentage of passengers satisfied 2010 to 2014



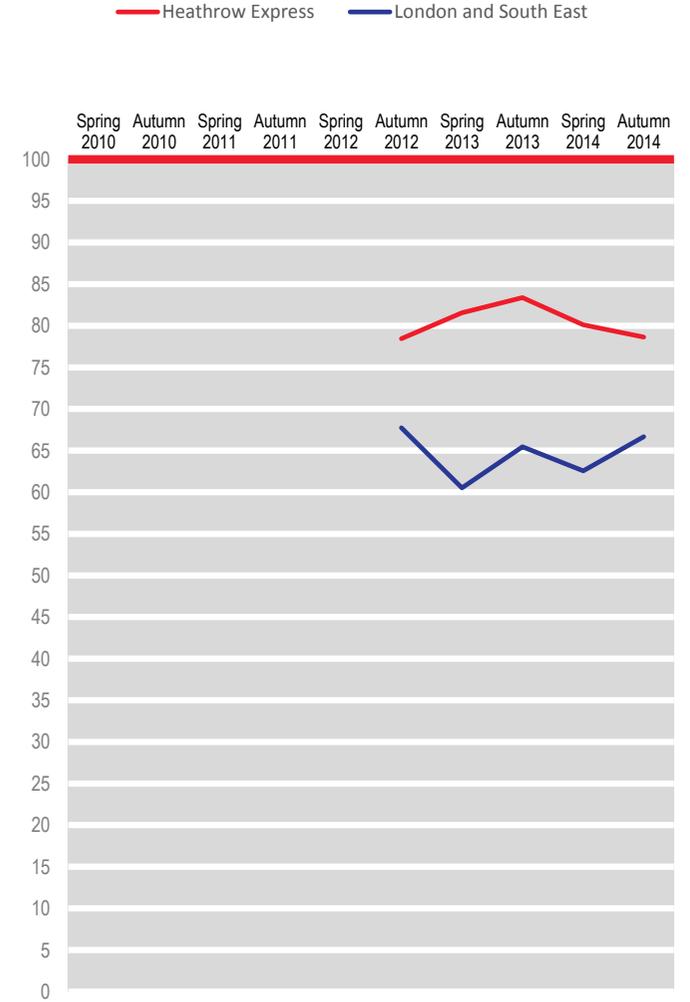
The availability of staff at the station

(567)
Percentage of passengers satisfied 2010 to 2014



The provision of shelter facilities

(348)
Percentage of passengers satisfied 2010 to 2014

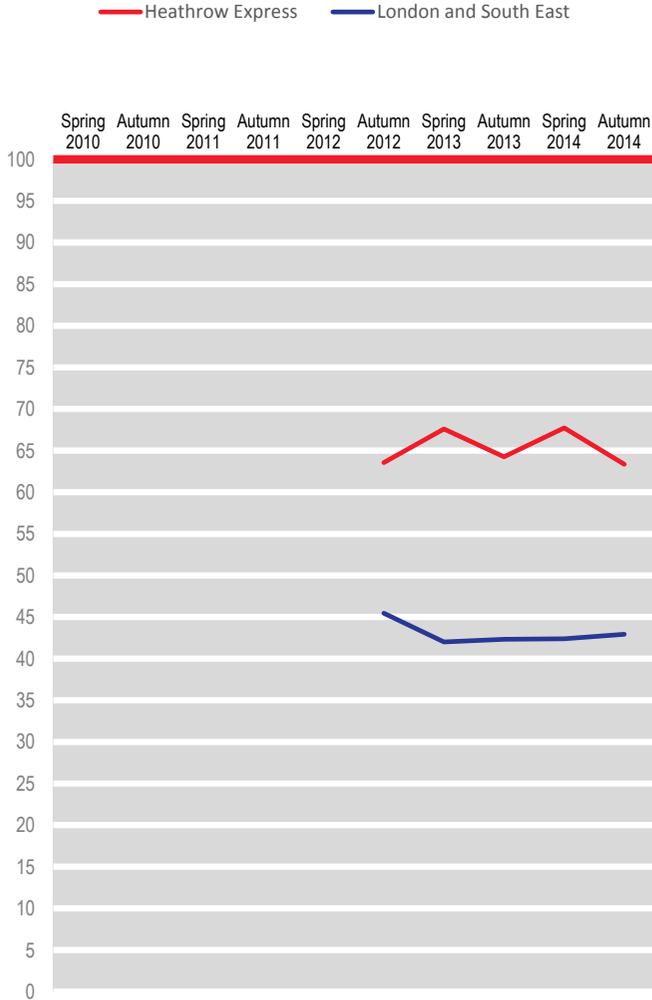


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(538)

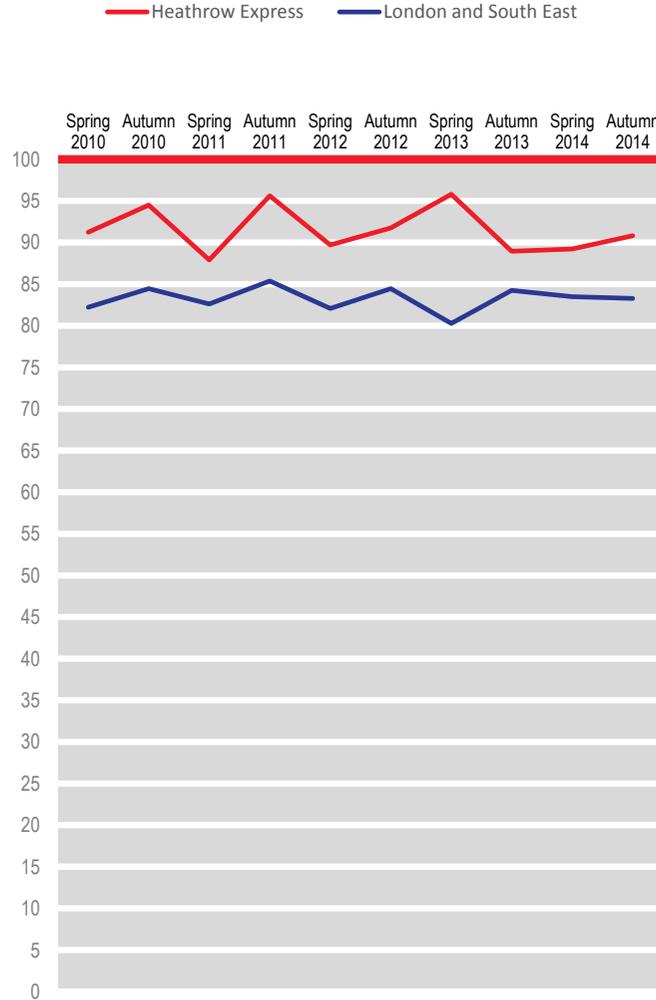
Percentage of passengers satisfied 2010 to 2014



How request to station staff was handled

(127)

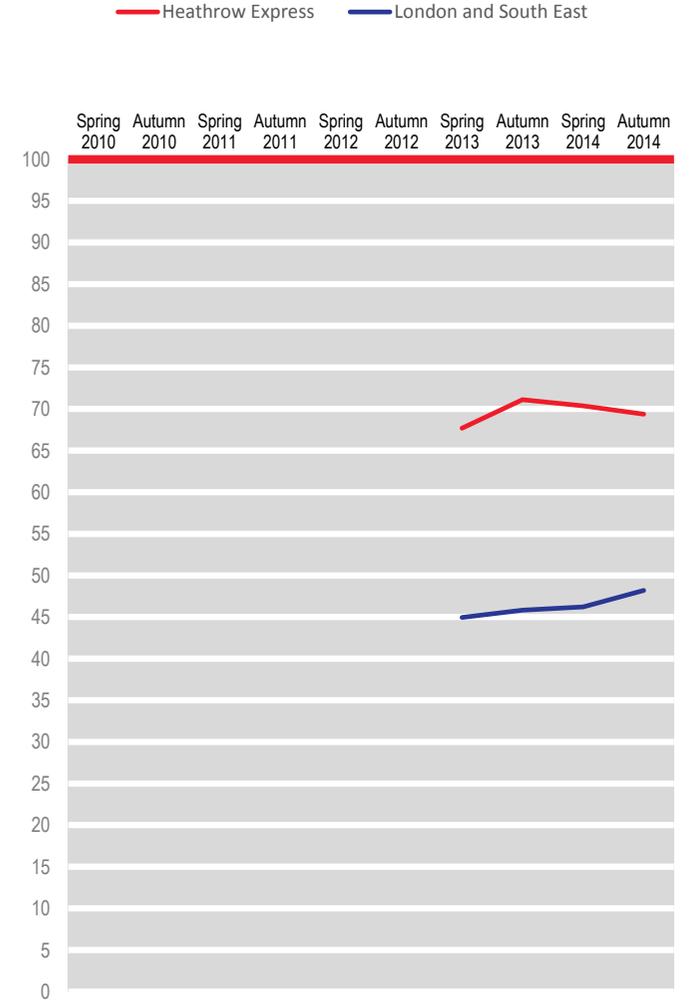
Percentage of passengers satisfied 2010 to 2014



The choice of shops/eating/drinking facilities available

(437)

Percentage of passengers satisfied 2010 to 2014

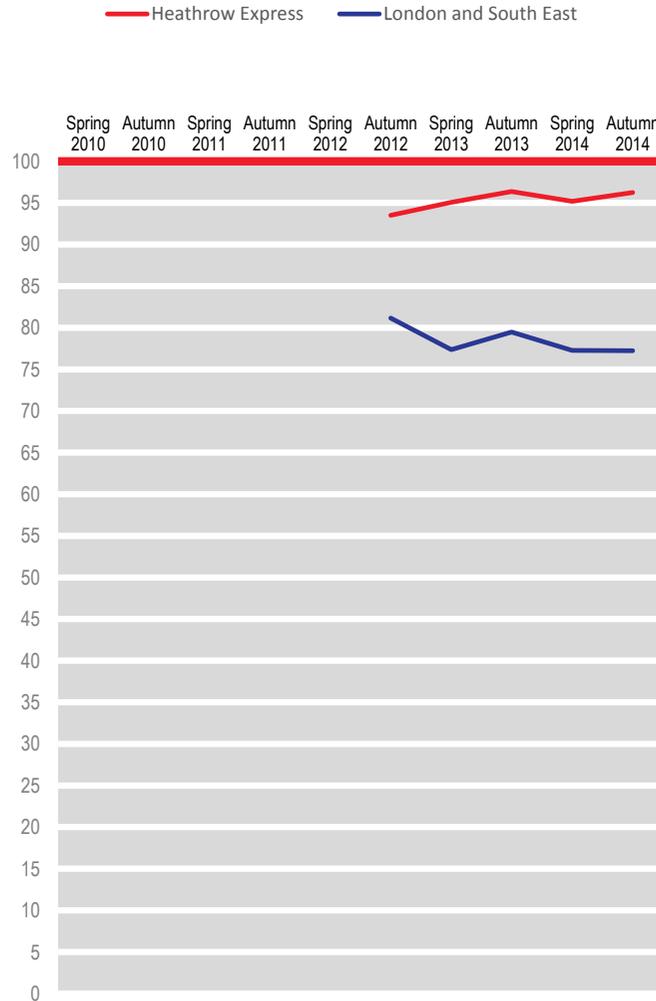


N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

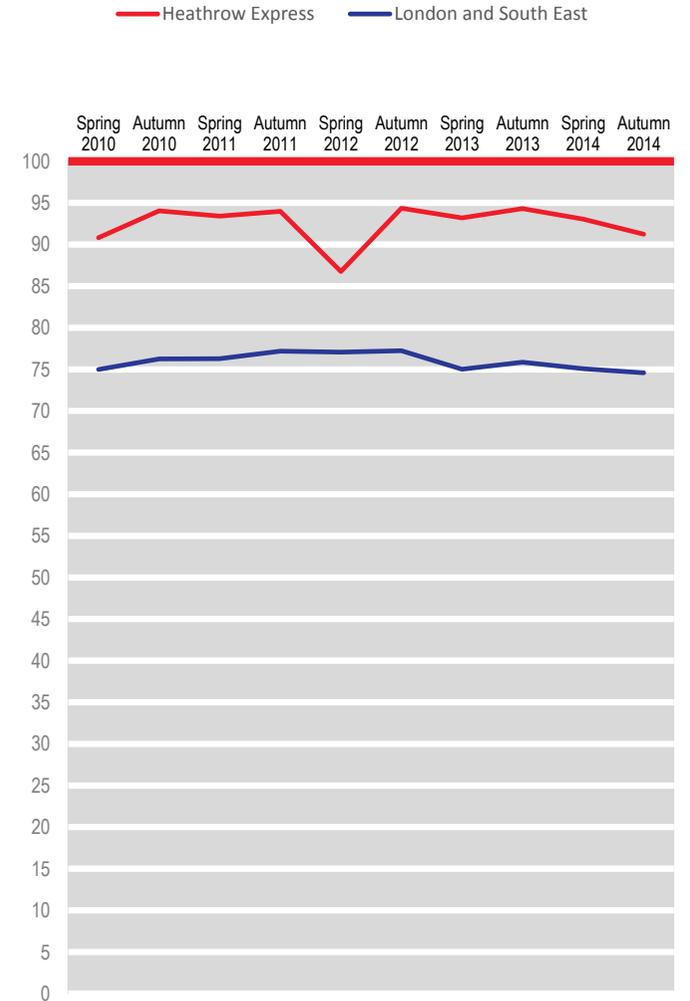
Overall satisfaction with the train

(681)
Percentage of passengers satisfied 2010 to 2014



The frequency of trains on that route

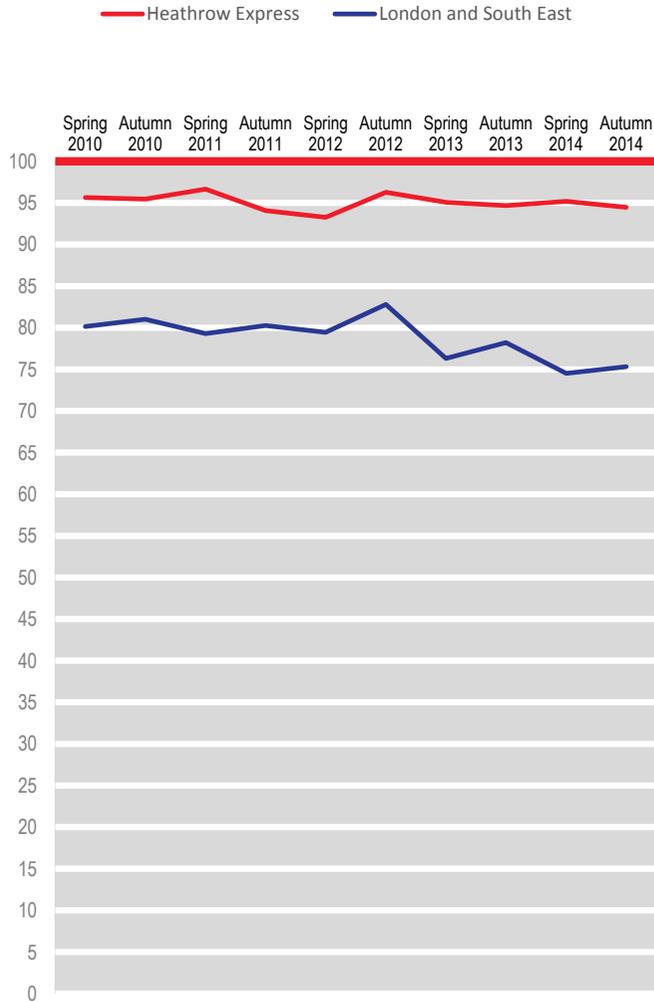
(690)
Percentage of passengers satisfied 2010 to 2014



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

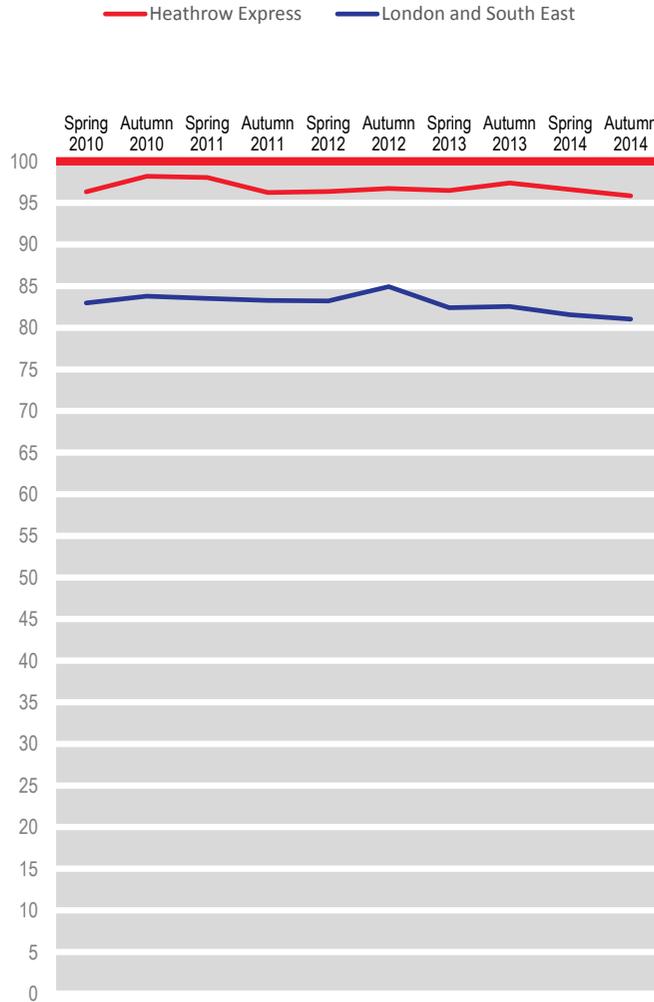
Punctuality/reliability (i.e. train arriving/departing on time)

(685)
Percentage of passengers satisfied 2010 to 2014



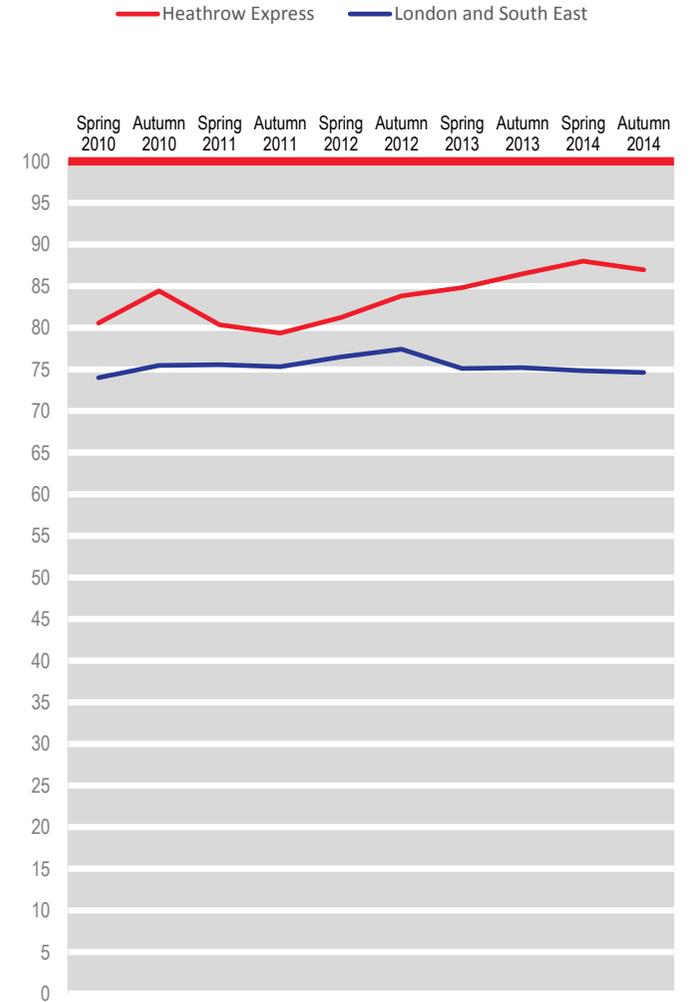
The length of time the journey was scheduled to take (speed)

(665)
Percentage of passengers satisfied 2010 to 2014



Connections with other train services

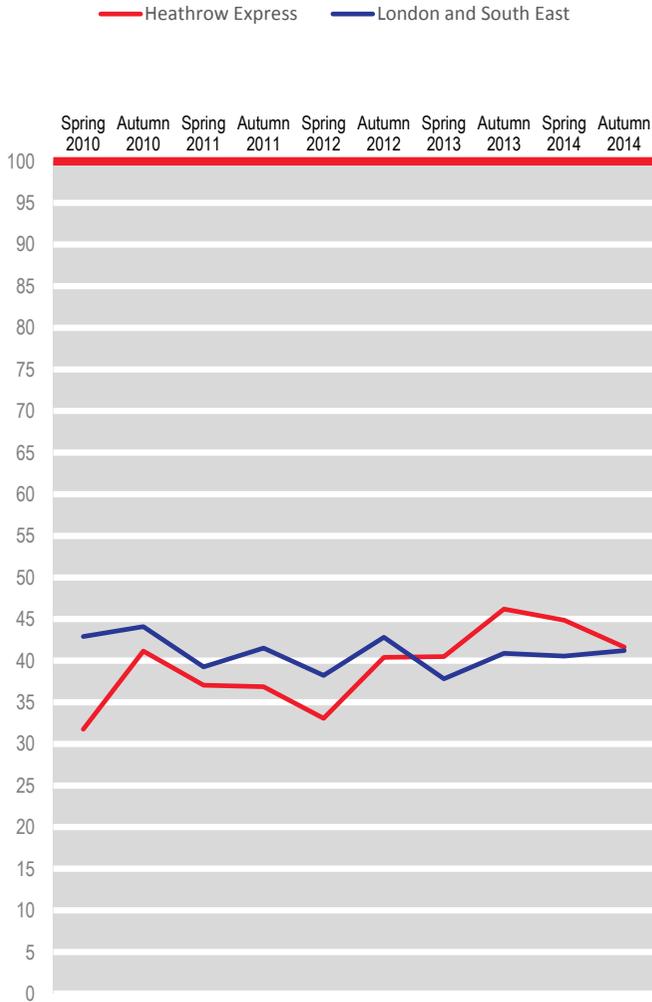
(455)
Percentage of passengers satisfied 2010 to 2014



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

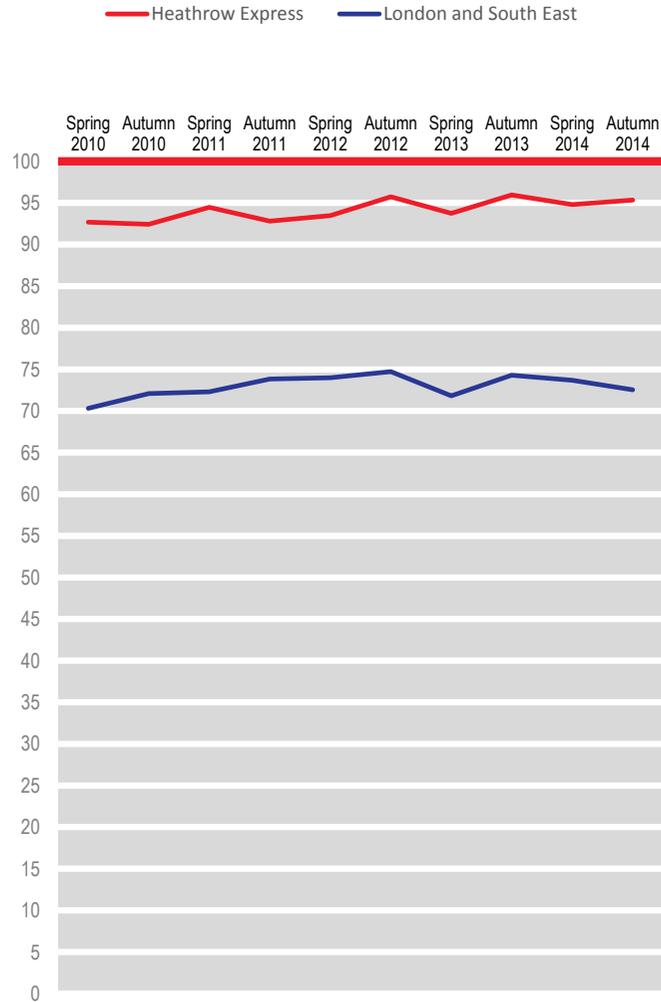
The value for money for the price of your ticket

(680)
Percentage of passengers satisfied 2010 to 2014



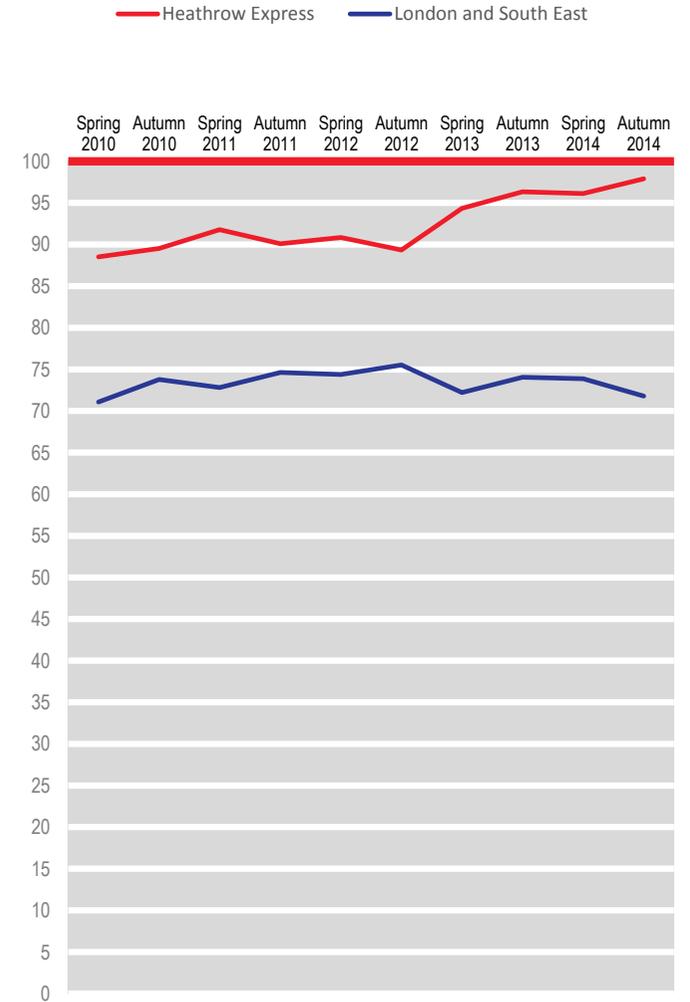
Cleanliness of the train

(690)
Percentage of passengers satisfied 2010 to 2014



Upkeep and repair of the train

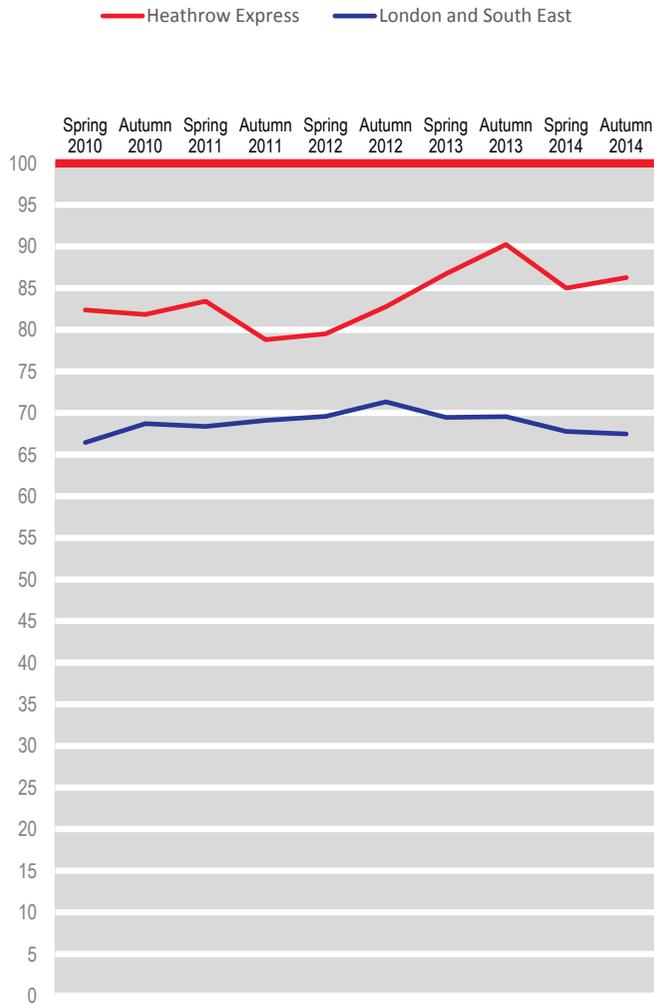
(665)
Percentage of passengers satisfied 2010 to 2014



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

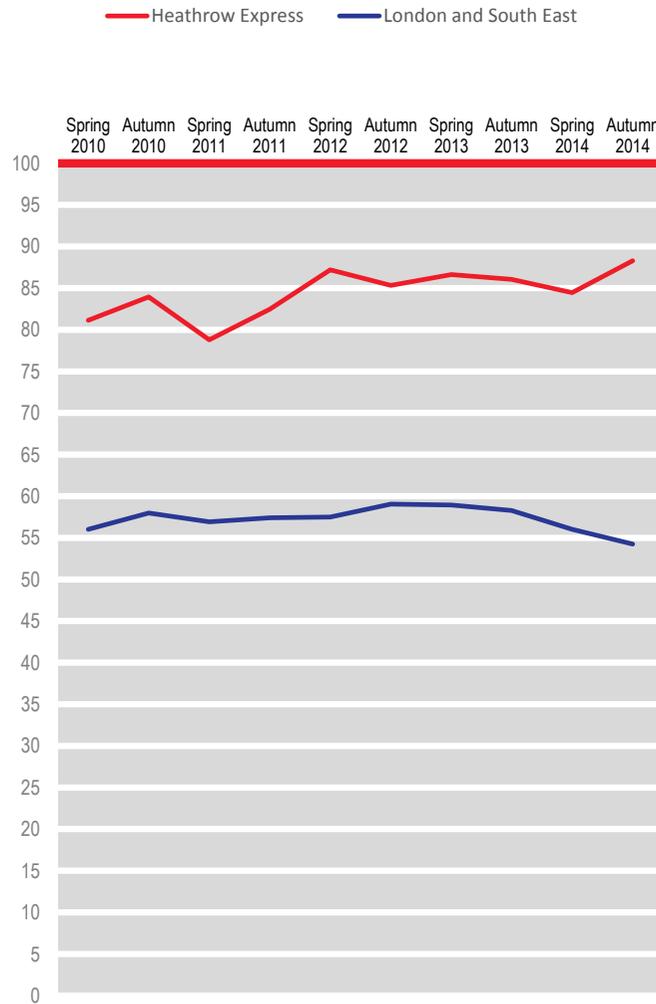
The provision of information during the journey

(654)
Percentage of passengers satisfied 2010 to 2014



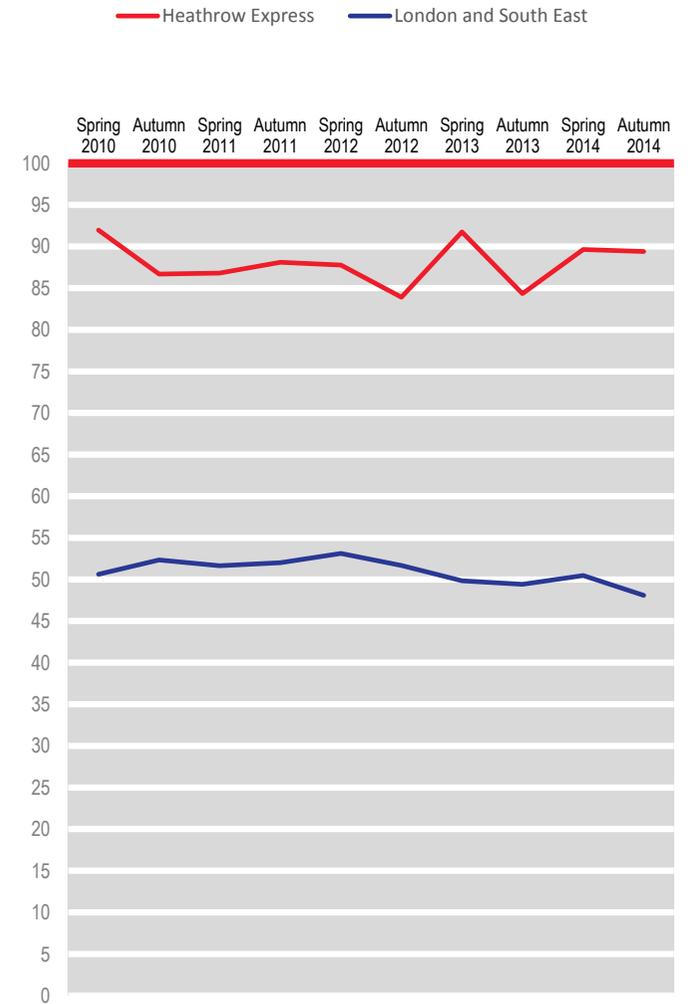
The helpfulness and attitude of staff on the train

(562)
Percentage of passengers satisfied 2010 to 2014



The space for luggage

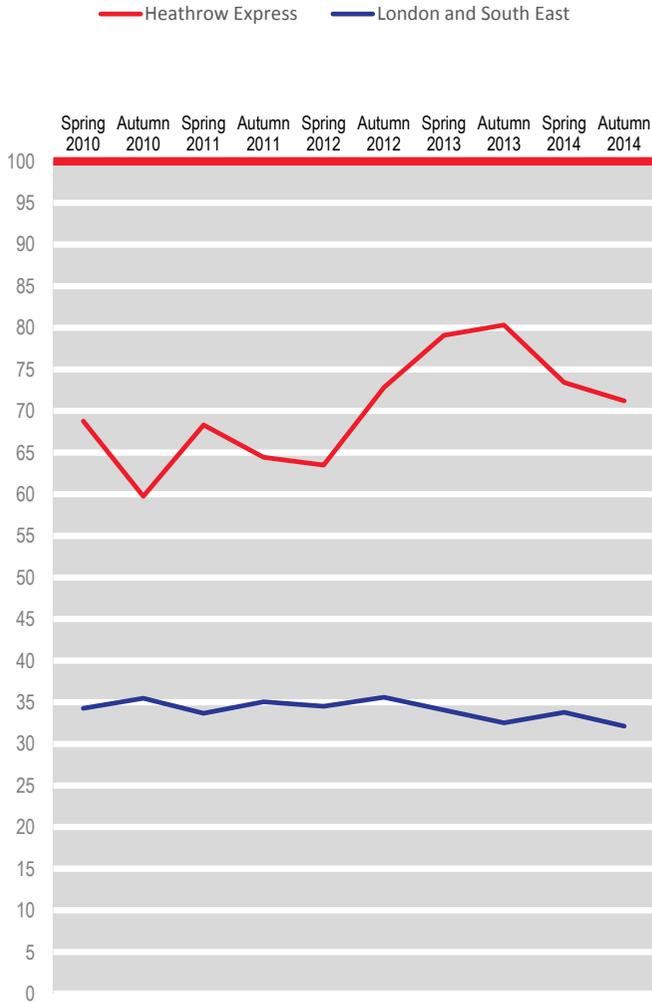
(670)
Percentage of passengers satisfied 2010 to 2014



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

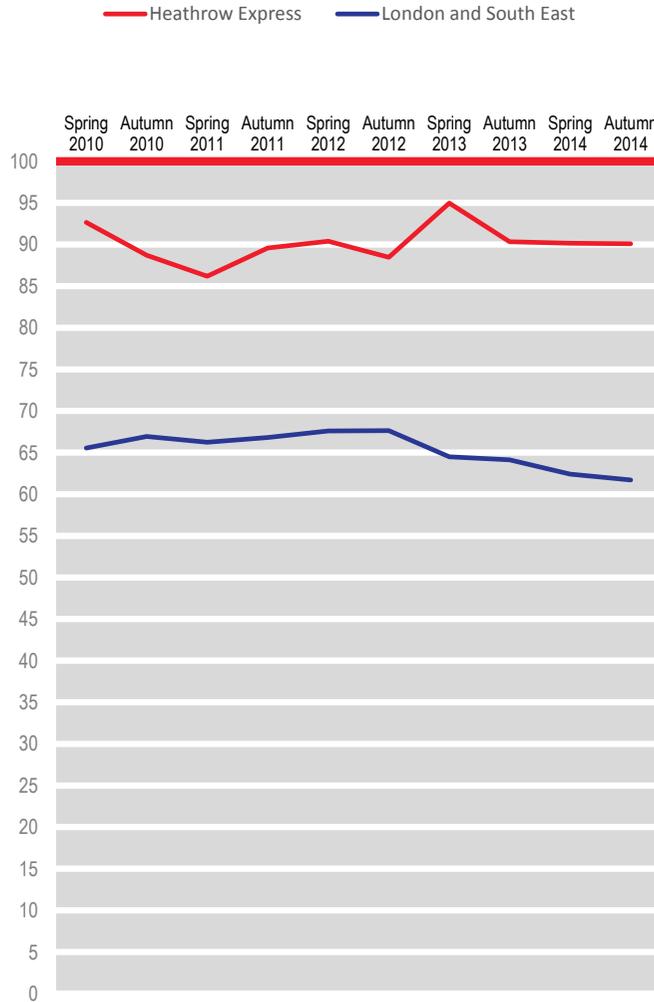
Toilet facilities on the train

(242)
Percentage of passengers satisfied 2010 to 2014



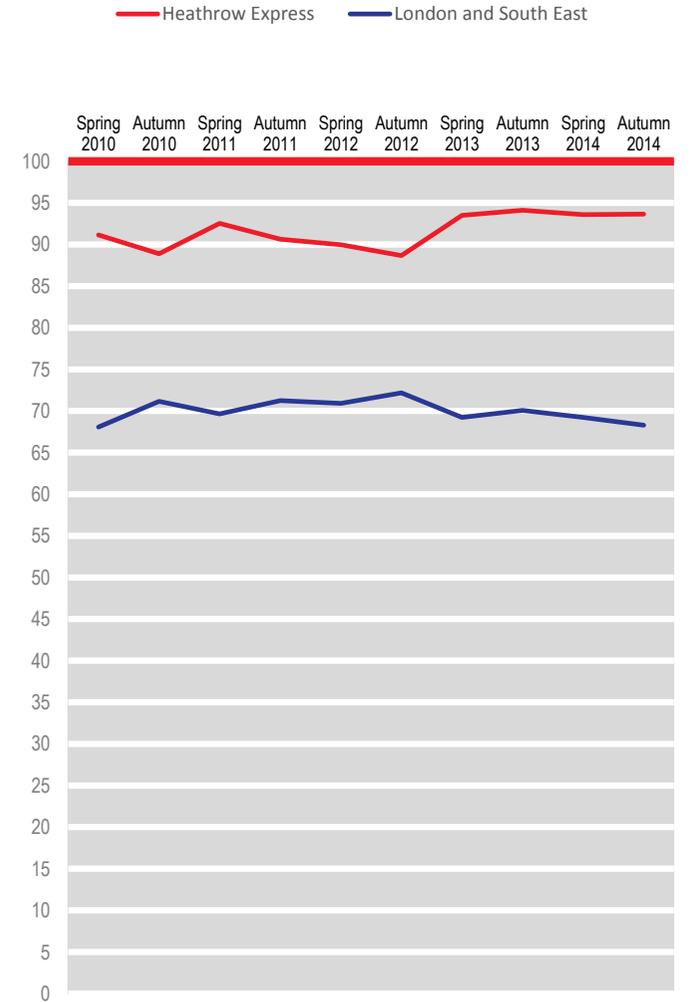
Sufficient room for all the passengers to sit/stand

(677)
Percentage of passengers satisfied 2010 to 2014



The comfort of the seating area

(680)
Percentage of passengers satisfied 2010 to 2014

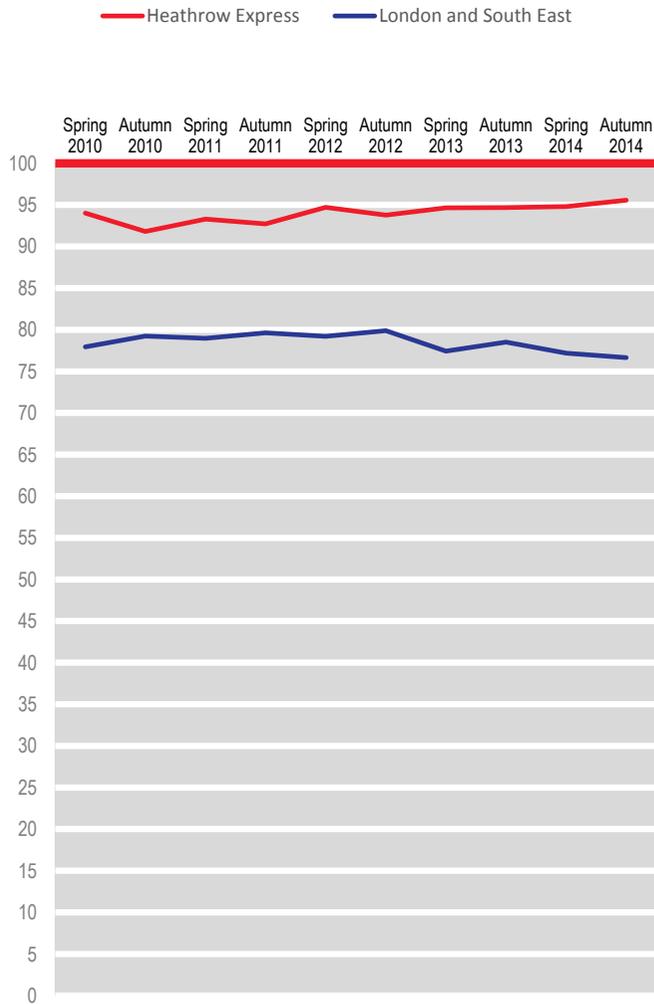


N.B. Benchmarks and targets are only shown for applicable factors

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

(667)

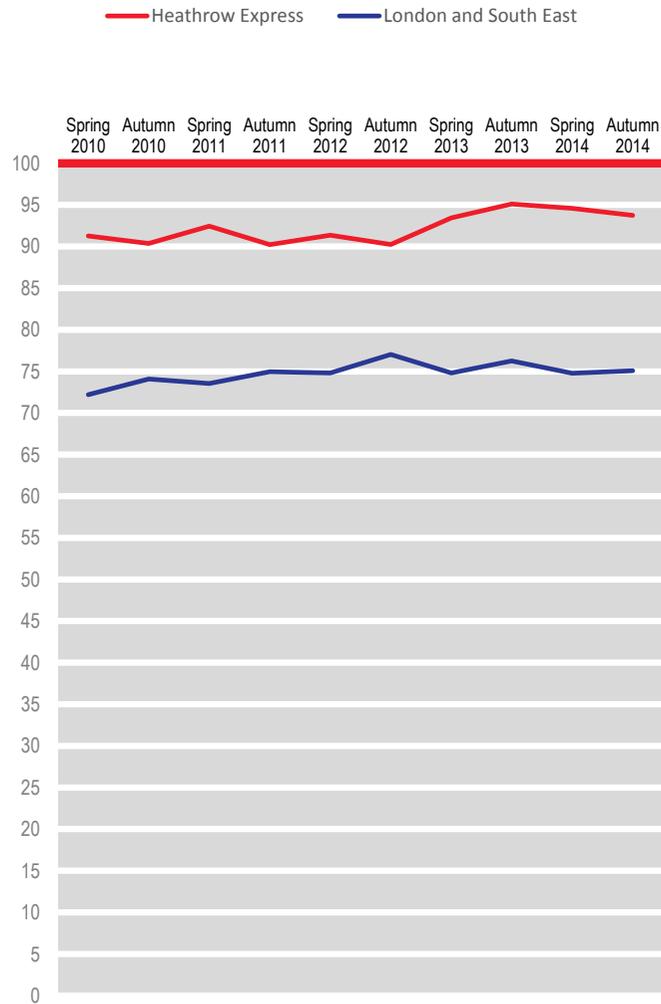
Percentage of passengers satisfied 2010 to 2014



Your personal security whilst on board

(650)

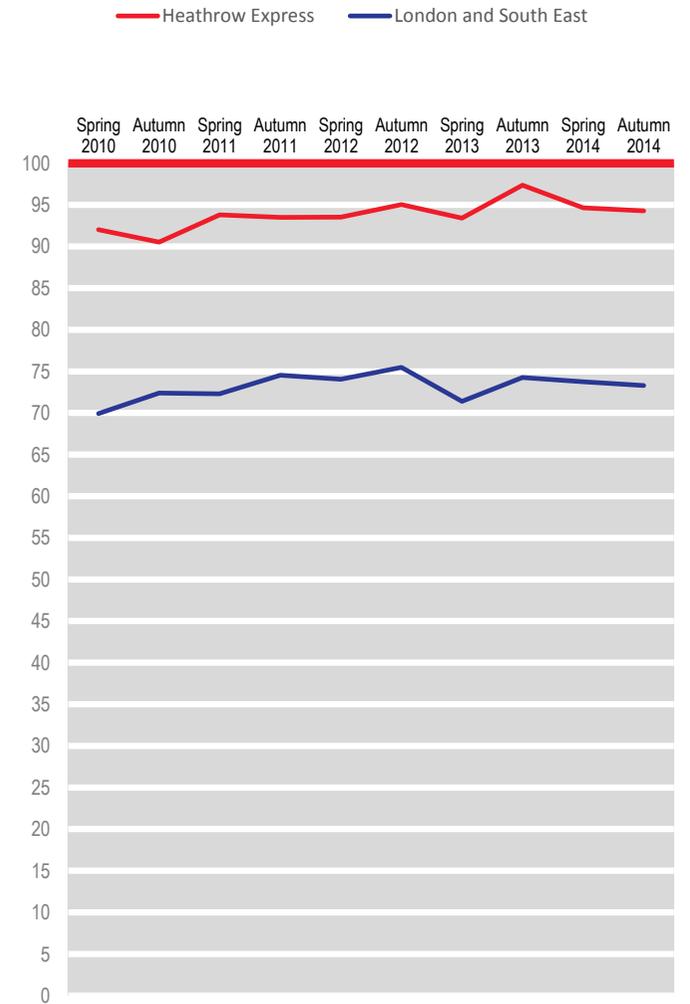
Percentage of passengers satisfied 2010 to 2014



The cleanliness of the inside of the train

(686)

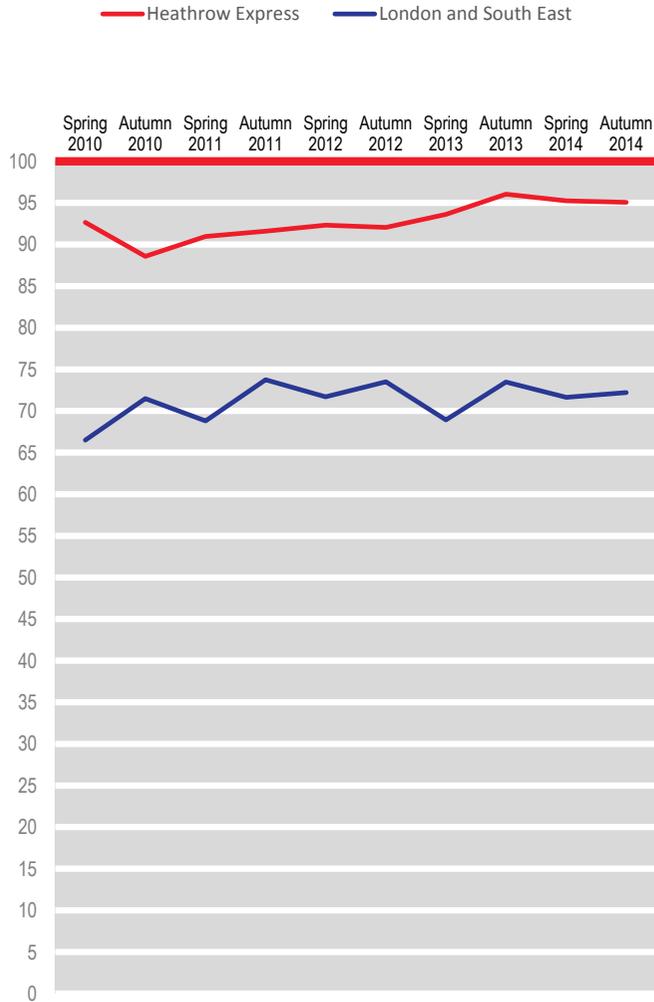
Percentage of passengers satisfied 2010 to 2014



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

The cleanliness of the outside of the train (631)

Percentage of passengers satisfied 2010 to 2014



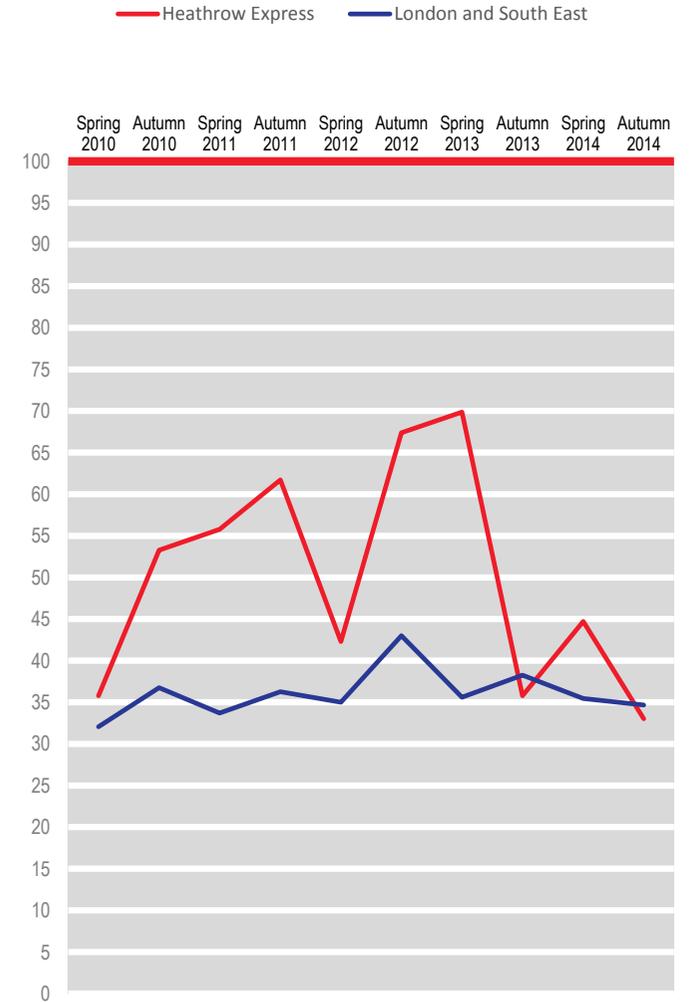
The availability of staff on the train (599)

Percentage of passengers satisfied 2010 to 2014



How well train company dealt with delays (26)

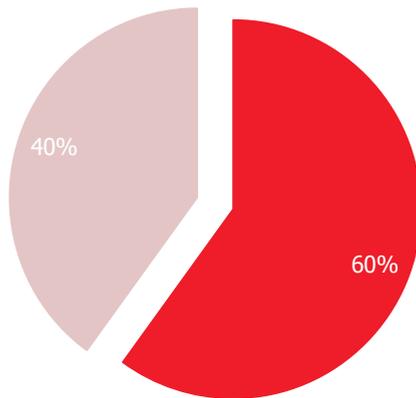
Percentage of passengers satisfied 2010 to 2014



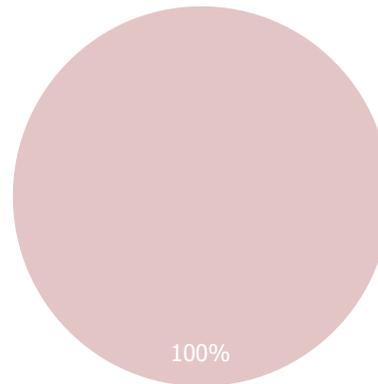
N.B. Benchmarks and targets are only shown for applicable factors

Heathrow Express

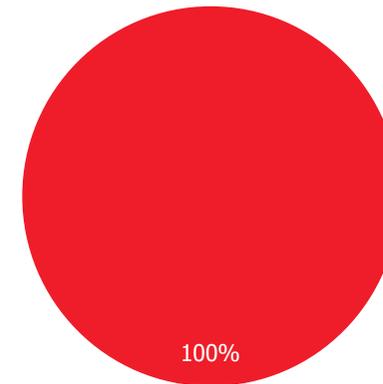
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Small staffed
- F = Small unstaffed
- Not categorised

(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	89	-	94
Ticket buying facilities	95		90
Provision of information about train times/platforms	82	-	90
The upkeep/repair of the station buildings/platforms	95	+	85
Cleanliness	95	+	81
The facilities and services	71		73
The attitudes and helpfulness of the staff	82		86
Connections with other forms of public transport	83		83
Facilities for car parking	72	+	48
Overall environment	88	+	81
Your personal security whilst using the station	88		83
The availability of staff	76		75
The provision of shelter facilities	87	+	71
Availability of seating	68		59
How request to station staff was handled	91		91
The choice of shops/eating/drinking facilities available	57	-	78

Heathrow Express London and
South EastHeathrow Express London and
South East

DELAY					
None	90	76			
Minor	4	19			
Major	0	3			
LENGTH OF DELAY					
5 minutes or less	20	41			
6-10 minutes	20	26			
11-20 minutes	37	17			
21-30 minutes	2	6			
31-60 minutes	-	4			
More than 1 hour	5	2			
	15	5			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	17	14	Very well	16	16
Fairly well	48	29	Fairly well	45	30
Neither well nor poorly	13	20	Neither well nor poorly	24	21
Fairly poorly	22	20	Fairly poorly	15	16
Very poorly	-	18	Very poorly	-	18
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	19	15	Very well	10	10
Fairly well	51	30	Fairly well	52	23
Neither well nor poorly	16	20	Neither well nor poorly	15	30
Fairly poorly	15	18	Fairly poorly	22	18
Very poorly	-	17	Very poorly	-	19
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	7	14	Very well	-	5
Fairly well	51	28	Fairly well	32	17
Neither well nor poorly	17	26	Neither well nor poorly	40	28
Fairly poorly	21	16	Fairly poorly	20	17
Very poorly	3	16	Very poorly	9	32

5 5.2 Passenger experience relating to disability

Heathrow Express London and
South East

Heathrow Express London and
South East

DISABILITY OR LONG TERM ILLNESS

Vision	0	1
Hearing	0	1
Mobility	0	2
Dexterity	0	0
Learning or understanding or concentrating	0	0
Memory	-	0
Mental health	1	2
Stamina or breathing or fatigue	0	1
Socially or behaviourally	-	0
Other	0	2
None	95	90
No answer	2	2

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

Yes, a lot	5	7
Yes, a little	21	49
Not at all	65	40

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

Yes	-	2
No	100	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	30	30
Fairly satisfied	59	32
Neither satisfied nor dissatisfied	-	23
Fairly dissatisfied	-	8
Very dissatisfied	11	8

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	-	70
Fairly satisfied	-	20
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	10
Very dissatisfied	-	-

TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	46	26
Fairly satisfied	25	35
Neither satisfied nor dissatisfied	12	20
Fairly dissatisfied	18	10
Very dissatisfied	-	9

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	73
Fairly satisfied	-	13
Neither satisfied nor dissatisfied	-	5
Fairly dissatisfied	-	6
Very dissatisfied	-	4

Heathrow Express London and
South EastHeathrow Express London and
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	58	44	White	75	86
Female	27	53	Mixed	1	2
			Asian or Asian British	5	4
			Black or Black British	2	4
			Chinese or other ethnic group	2	2
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	2	51
19-25	4	8	Business	68	15
26-34	17	15	Leisure	30	34
35-44	26	19			
45-54	24	23	REGULAR TRAVELLER		
55-59	8	10	Yes	27	68
60-64	4	9	No	73	32
65+	4	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	78	64	Weekday	79	86
Working Part Time	3	15	Weekend	21	14
Not Working	1	3			
Retired	3	13	TIME OF TRAVEL		
Full Time Student	1	4	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	65	43	Yes asked for help	11	7
Middle Managerial	11	16	Yes asked for information	7	6
Junior Managerial/Clerical/Supervisory	4	12	Could not find anyone to ask	1	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	2	6	No	80	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	0	2			
Full time student	0	1	DO YOU REGULARLY USE THE INTERNET		
Retired	1	12	Yes, at home	83	91
Unemployed/between jobs	0	1	Yes, at work	74	67
Housewife/house-husband	0	0	No	0	4
Other	1	4			

Heathrow Express London and
South EastHeathrow Express London and
South East

TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	80	84	Better telephone enquiry/booking service	3	10
With other adults 16+	17	14	Better internet enquiry/booking service	15	26
With children aged 0-4	1	1	Better information facilities at stations	9	24
With children aged 5-10	1	1	Better route maps of the rail network	8	20
With children aged 11-15	1	1	Make timetables easier to read	10	24
			Better ticket buying facilities at station ticket offices	4	22
			Better ticket buying facilities at station ticket machines	6	21
			Better promotion when advanced tickets available	15	30
			Other	10	13
			None of these	33	18
TRAVELLING WITH ...					
Heavy/bulky luggage/other large items	51	12			
Pushchair	0	1			
Folding bicycle	-	1			
Non-folding bicycle	-	1			
Dog	0	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	47	83			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	64	9			
Anytime day single/return	11	10			
Off-peak/super off-peak single/return	4	8			
Off-peak/super off-peak day single/return	1	7			
Advance	3	3			
Day travelcard	0	6			
Oyster pay as you go	3	15			
Weekly or monthly season ticket	1	18			
Annual season ticket	0	11			
Special promotion ticket	1	0			
Rail staff pass/privilege ticket/police	0	1			
Free travel pass (e.g. Freedom Pass)	0	6			
Other	8	2			
Don't know/no answer	3	3			

Station sample sizes for Heathrow Express

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

London Paddington	371
Heathrow Terminal 5	257
Heathrow Airport T123	94

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

	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):

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

7 7.3 How routes are defined (cont'd)

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London - Sheffield route

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

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

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

Journeys on London – Glasgow/Scotland services

Virgin Trains: London – Wolverhampton

Journeys on London – Wolverhampton services



Contacts:

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdr-continental.com

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

Tel: 0300 123 0837
Email: david.greeno@passengerfocus.org.uk

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