



# National Rail Passenger Survey

## London Midland TOC Report

### Autumn 2014 (Wave 31)

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Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini and other large stations, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift.

TOC data is compiled to provide a national sample.

Fieldwork takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block).

The data for number of journeys and profiles by these variables was generated from ORR data (2012-13), and informed by ticket sales information and some consultation with TOCs.

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

### **Autumn 2014 (Wave 31)**

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results of which are shown in this report.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

### **Spring 2014 (Wave 30)**

Fieldwork for Wave 30 was undertaken between 2nd February and 13th April 2014.

There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few station that were closed for all of the fieldwork period.

There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

### **Autumn 2013 (Wave 29)**

Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related her related issues this wave.

As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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

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

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

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

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

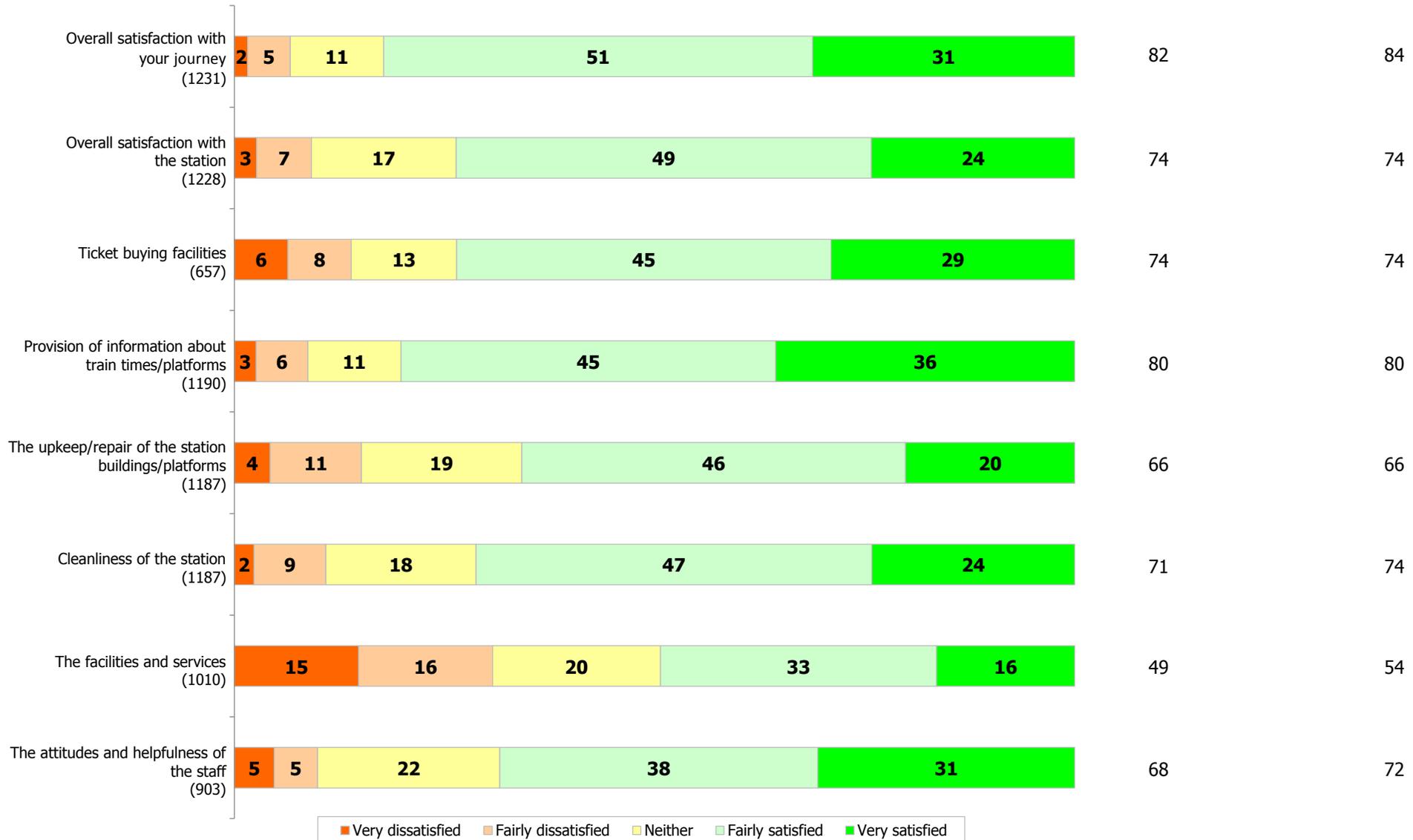
At 95% confidence level:  
 + significant increase  
 - significant decrease

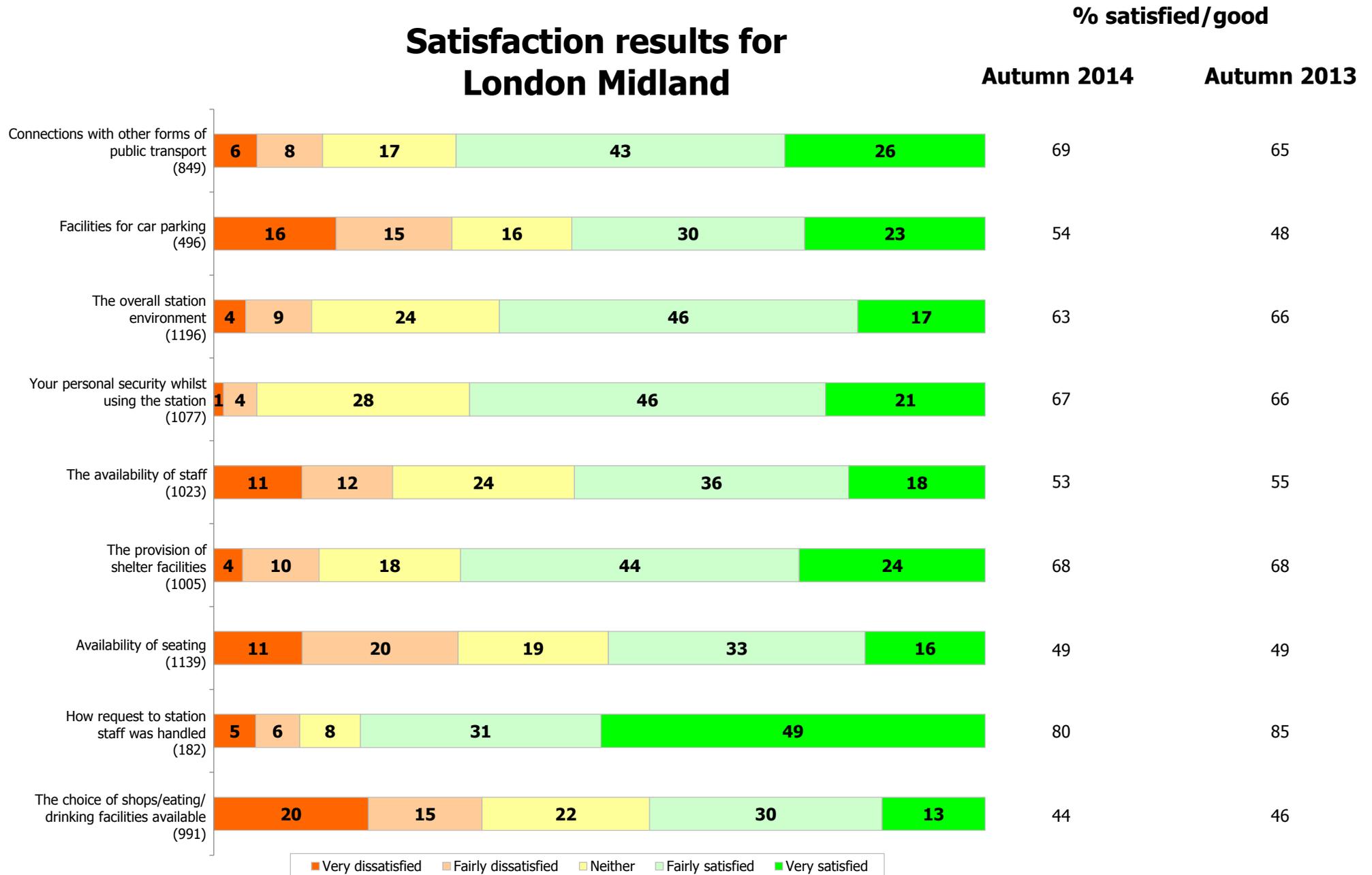
### Satisfaction results for London Midland

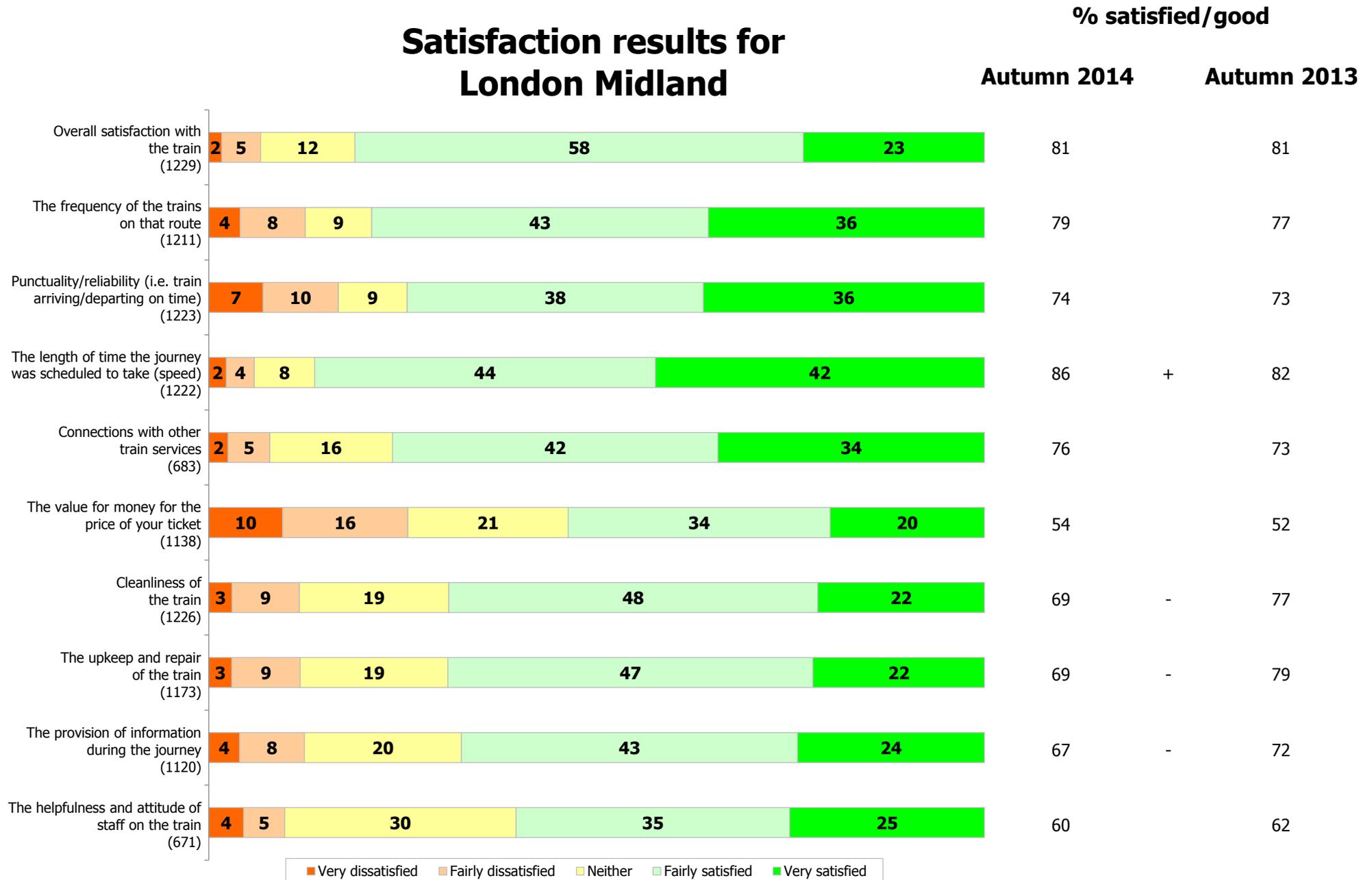
% satisfied/good

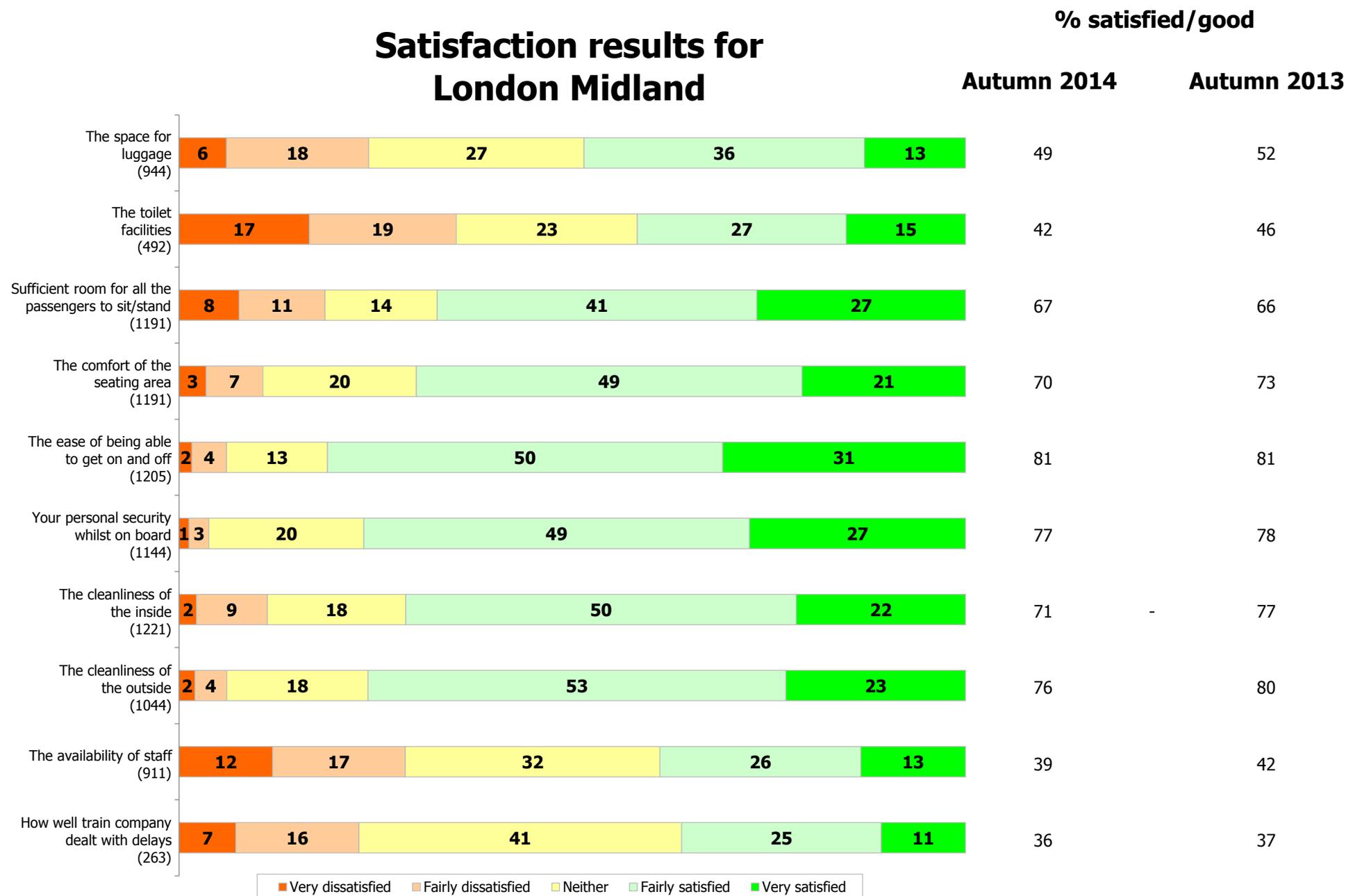
Autumn 2014

Autumn 2013









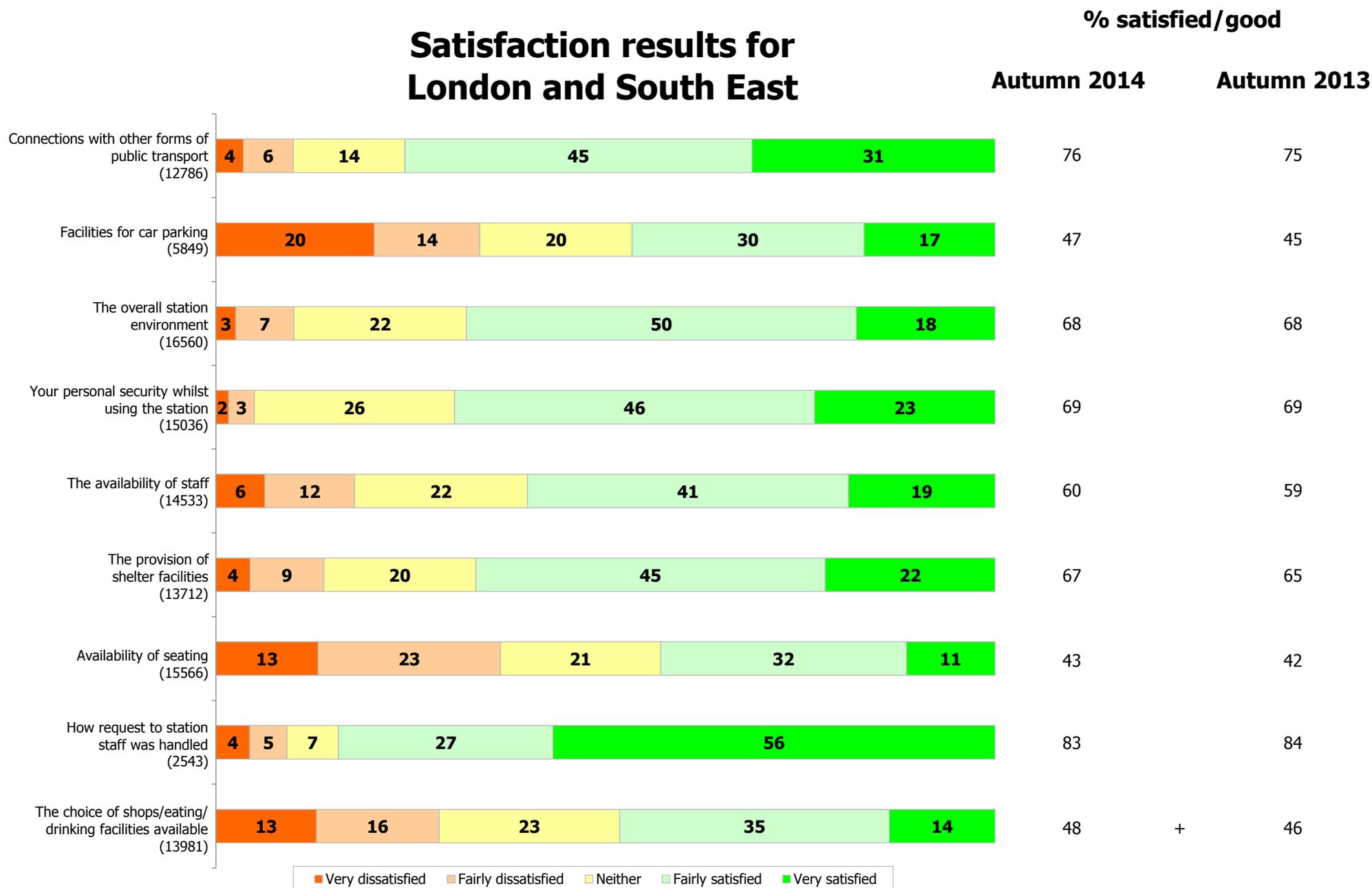
## 2 2.3 Overall satisfaction with your journey and station factors

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

### Satisfaction results for London and South East

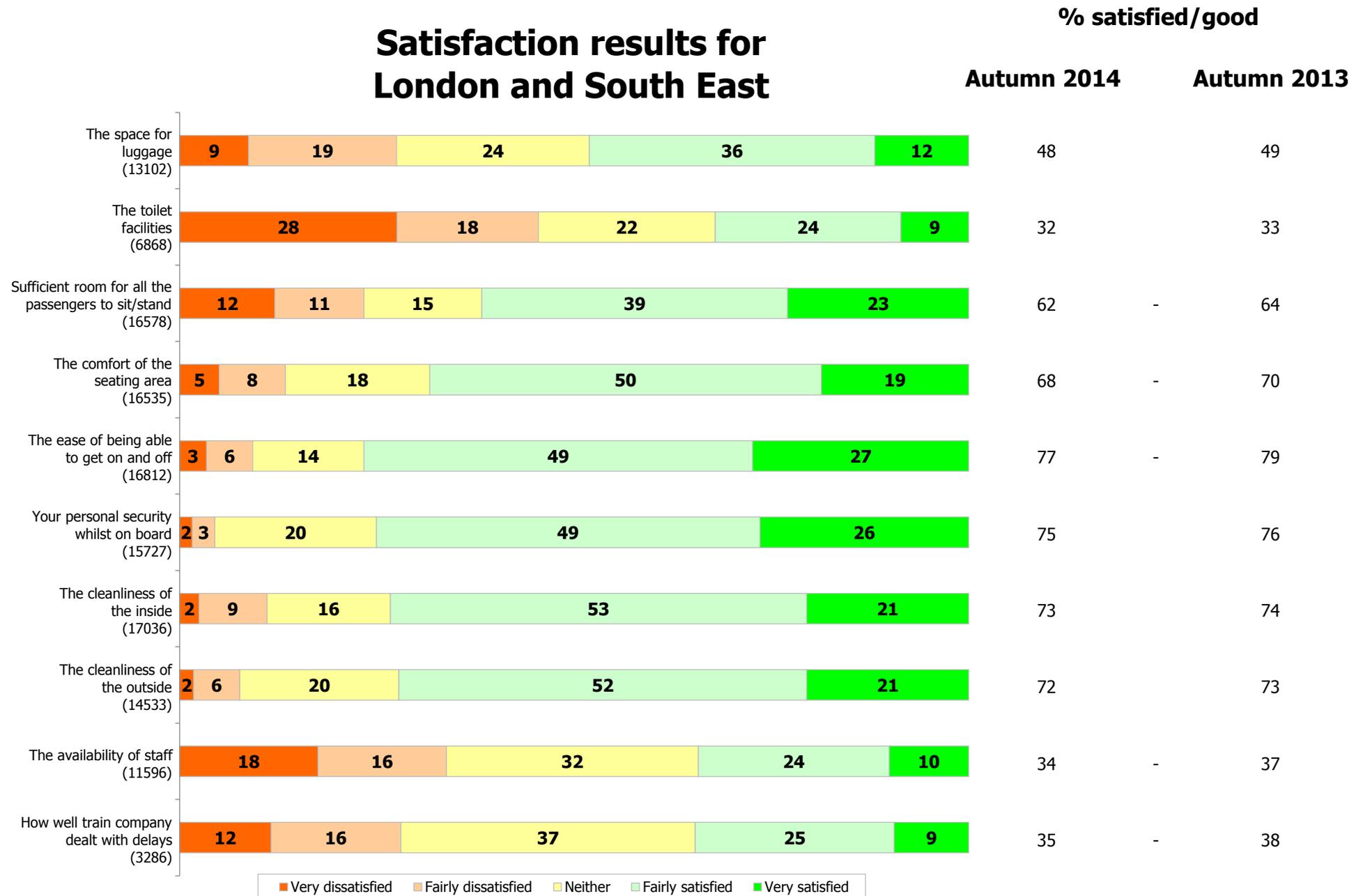


## Satisfaction results for London and South East



## Satisfaction results for London and South East





## London Midland versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	82	80	103%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	74	78	95%
Ticket buying facilities	74	72	102%
Provision of information about train times/platforms	80	80	101%
The upkeep/repair of the station buildings/platforms	66	70	94%
Cleanliness	71	74	96%
The facilities and services	49	55	89%
The attitudes and helpfulness of the staff	68	71	96%
Connections with other forms of public transport	69	76	91%
Facilities for car parking	54	47	115%
Overall environment	63	68	93%
Your personal security whilst using the station	67	69	96%
The availability of staff	53	60	89%
The provision of shelter facilities	68	67	102%
Availability of seating	49	43	114%
How request to station staff was handled	80	83	96%
The choice of shops/eating/drinking facilities available	44	48	90%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	81	77	105%
The frequency of the trains on that route	79	75	106%
Punctuality/reliability (i.e. the train arriving/departing on time)	74	75	99%
The length of time the journey was scheduled to take (speed)	86	81	107%
Connections with other train services	76	75	102%
The value for money of the price of your ticket	54	41	130%
Cleanliness of the train	69	73	95%
Upkeep and repair of the train	69	72	96%
The provision of information during the journey	67	67	100%
The helpfulness and attitude of staff on train	60	54	111%
The space for luggage	49	48	101%
The toilet facilities	42	32	130%
Sufficient room for all passengers to sit/stand	67	62	109%
The comfort of the seating area	70	68	102%
The ease of being able to get on and off	81	77	106%
Your personal security on board	77	75	102%
The cleanliness of the inside	71	73	97%
The cleanliness of the outside	76	72	105%
The availability of staff	39	34	113%
How well train company deals with delays	36	35	104%

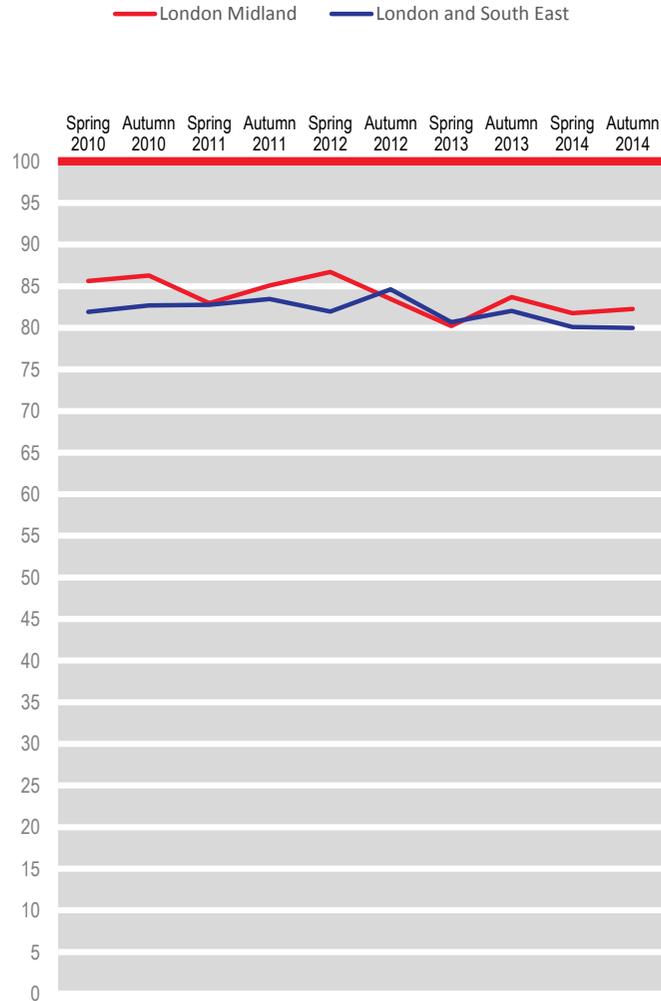
## Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction with your journey	77	85	84
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	67	84	74
Ticket buying facilities	69	82	73
Provision of information about train times/platforms	83	86	78
The upkeep/repair of the station buildings/platforms	60	80	65
Cleanliness	66	81	71
The facilities and services	54	66	43
The attitudes and helpfulness of the staff	65	82	66
Connections with other forms of public transport	74	77	64
Facilities for car parking	53	64	51
Overall environment	58	74	62
Your personal security whilst using the station	71	77	63
The availability of staff	48	69	52
The provision of shelter facilities	61	75	69
Availability of seating	36	58	51
How request to station staff was handled	64	97	81
The choice of shops/eating/drinking facilities available	46	50	41
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	75	83	83
The frequency of the trains on that route	78	79	79
Punctuality/reliability (i.e. the train arriving/departing on time)	72	82	74
The length of time the journey was scheduled to take (speed)	81	90	87
Connections with other train services	74	75	78
The value for money of the price of your ticket	43	53	58
Cleanliness of the train	74	74	66
Upkeep and repair of the train	73	74	67
The provision of information during the journey	72	75	64
The helpfulness and attitude of staff on train	63	67	58
The space for luggage	45	56	48
The toilet facilities	47	44	39
Sufficient room for all passengers to sit/stand	58	73	69
The comfort of the seating area	63	73	71
The ease of being able to get on and off	79	80	82
Your personal security on board	76	81	76
The cleanliness of the inside	74	76	69
The cleanliness of the outside	79	77	75
The availability of staff	39	53	35
How well train company deals with delays	41	49	31

# Percentage satisfaction with aspects of station where boarded

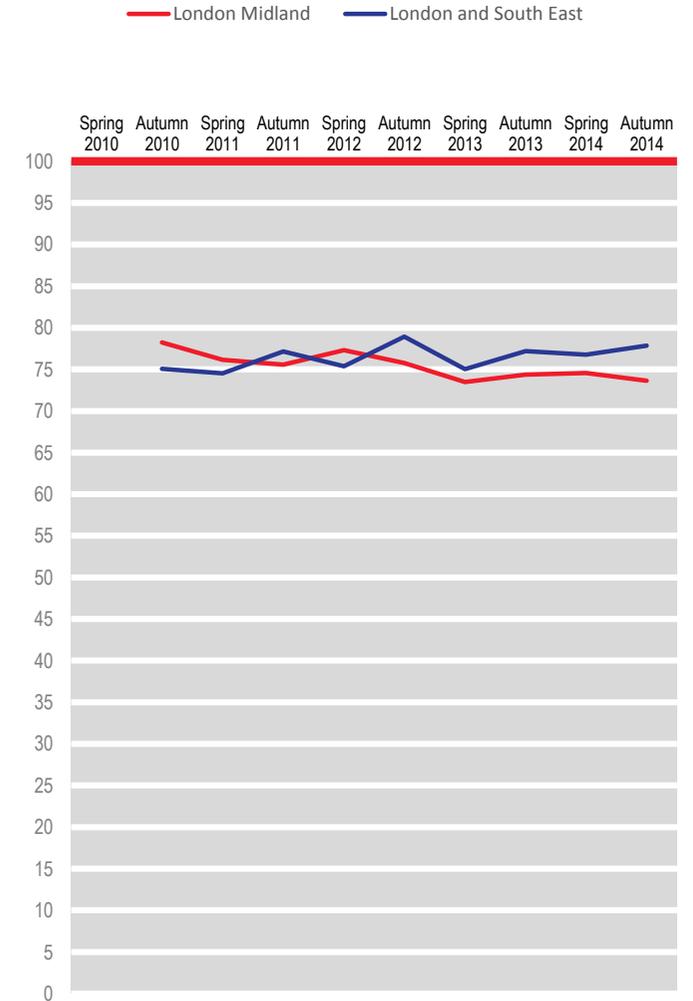
## Overall satisfaction with your journey

(1231)  
Percentage of passengers satisfied 2010 to 2014



## Overall station satisfaction

(1228)  
Percentage of passengers satisfied 2010 to 2014



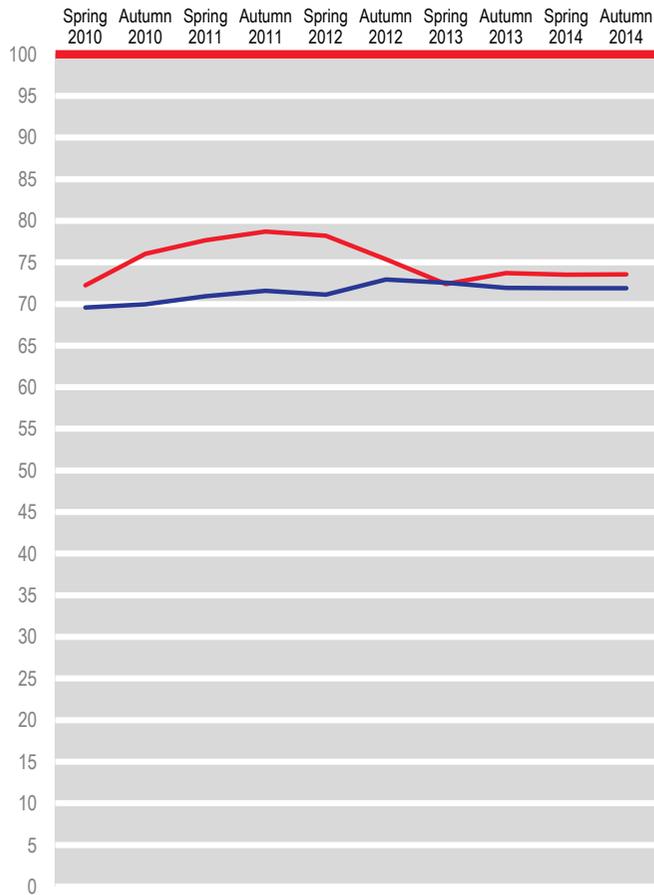
N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

(657)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

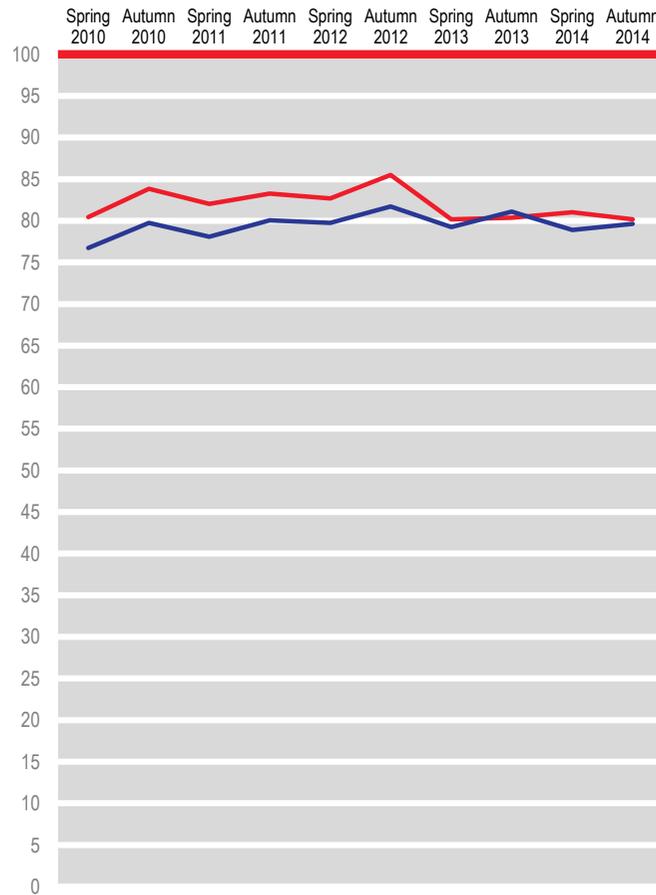


**Provision of information about train times/platforms**

(1190)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

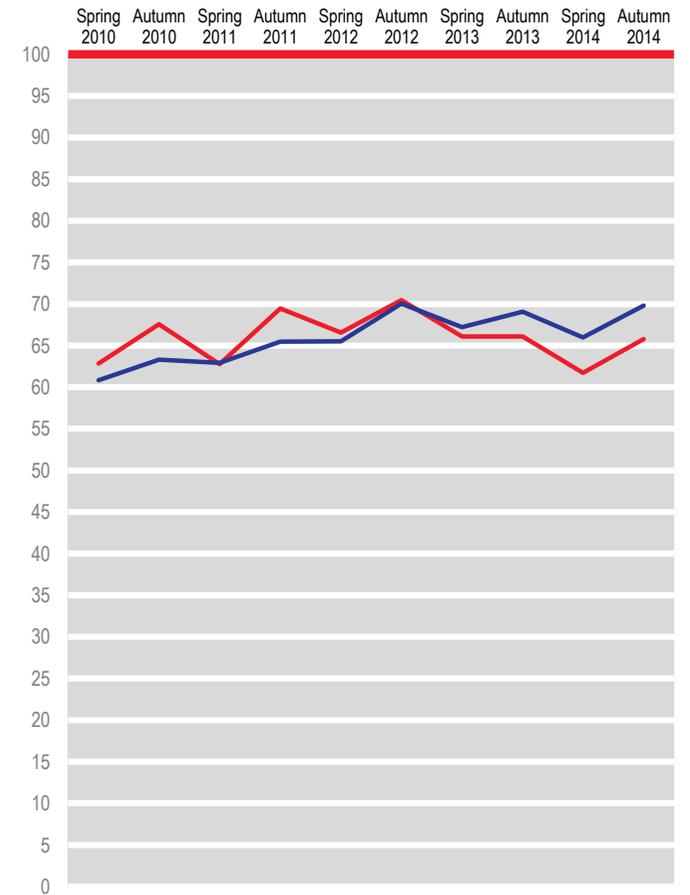


**The upkeep/repair of the station building/platforms**

(1187)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

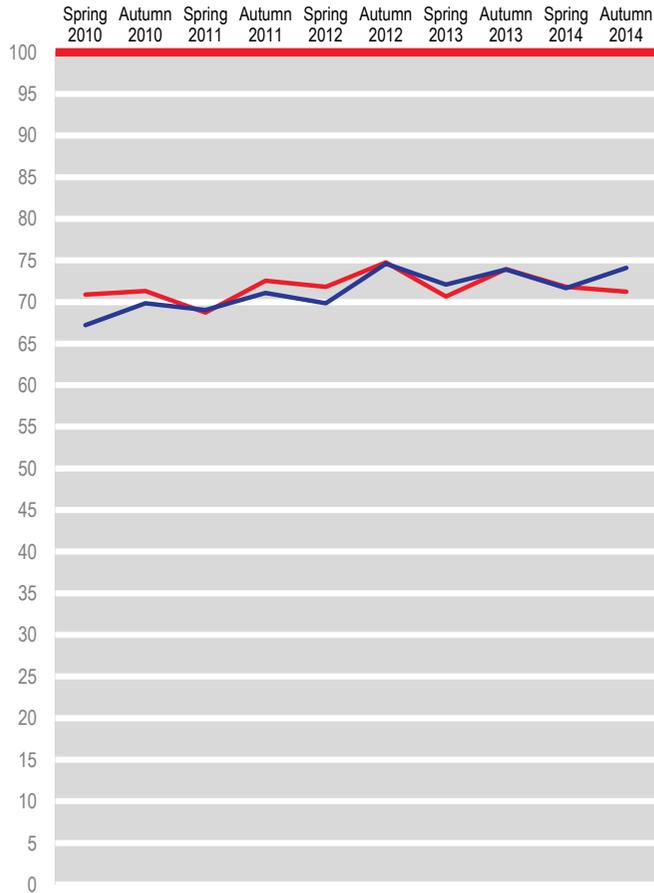


N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

**(1187)**  
Percentage of passengers satisfied 2010 to 2014

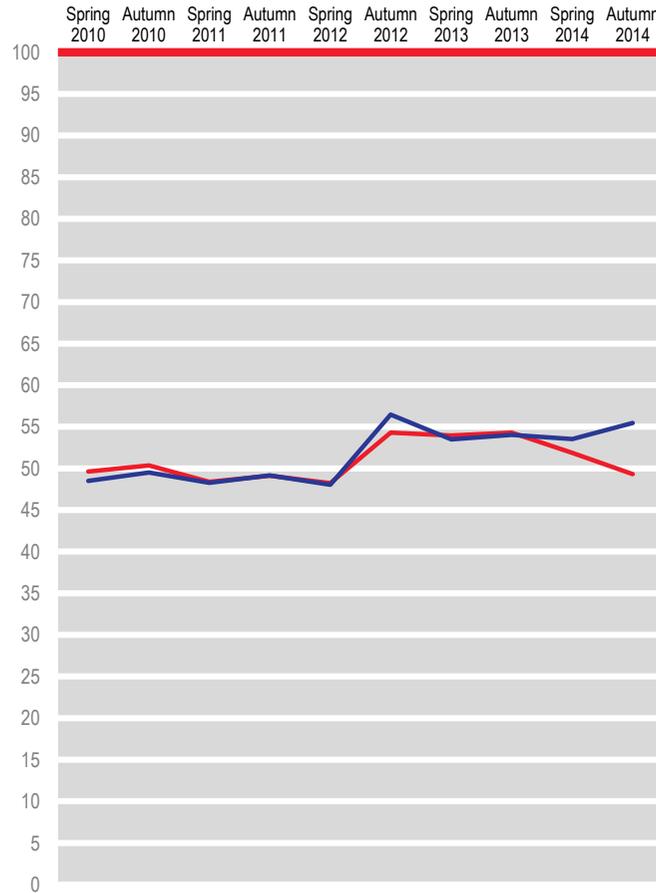
— London Midland — London and South East —



## The facilities and services at the station

**(1010)**  
Percentage of passengers satisfied 2010 to 2014

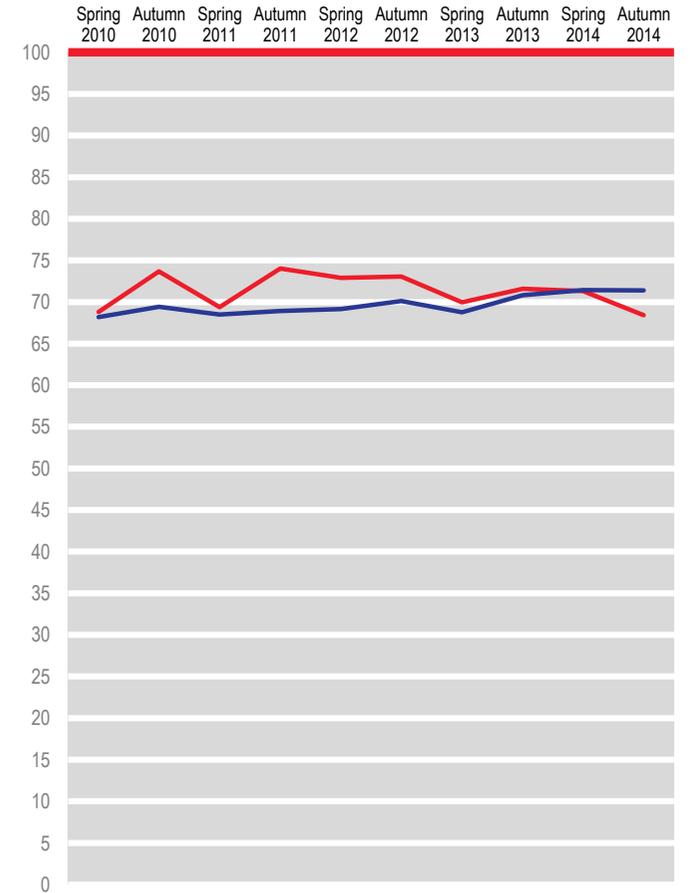
— London Midland — London and South East



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

**(903)**  
Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

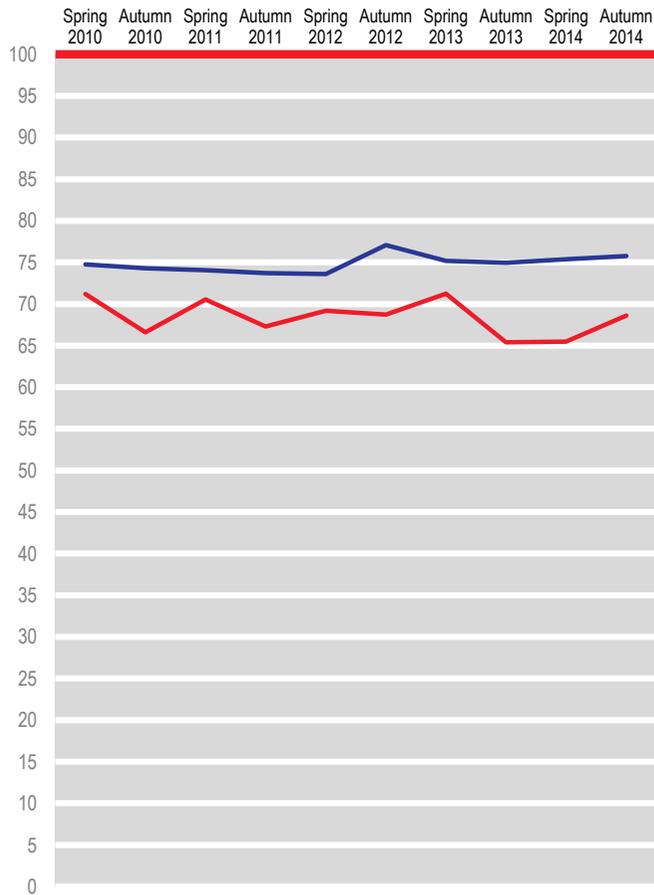


N.B. Benchmarks and targets are only shown for applicable factors

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

(849)  
Percentage of passengers satisfied 2010 to 2014

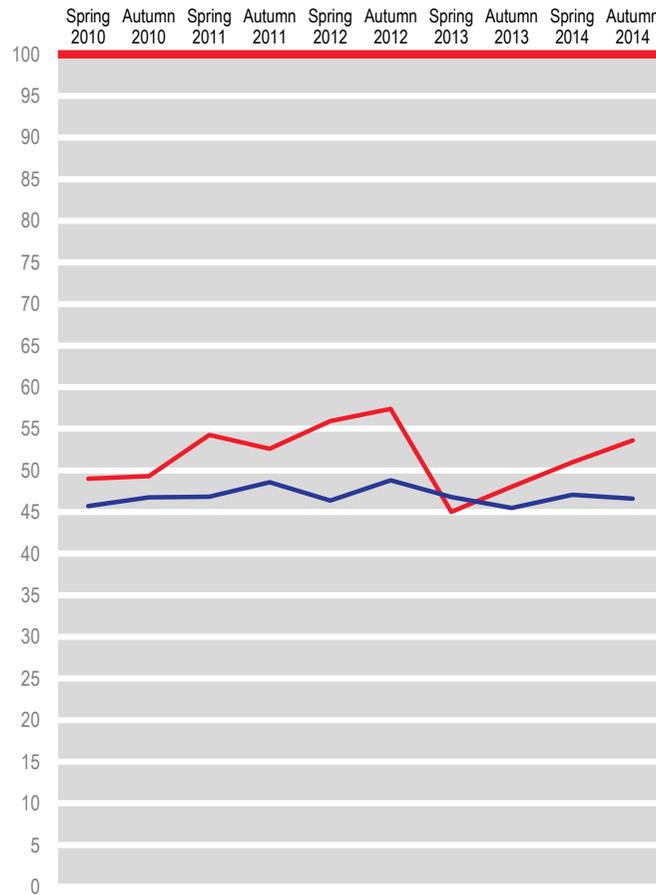
— London Midland — London and South East



## Facilities for car parking at the station

(496)  
Percentage of passengers satisfied 2010 to 2014

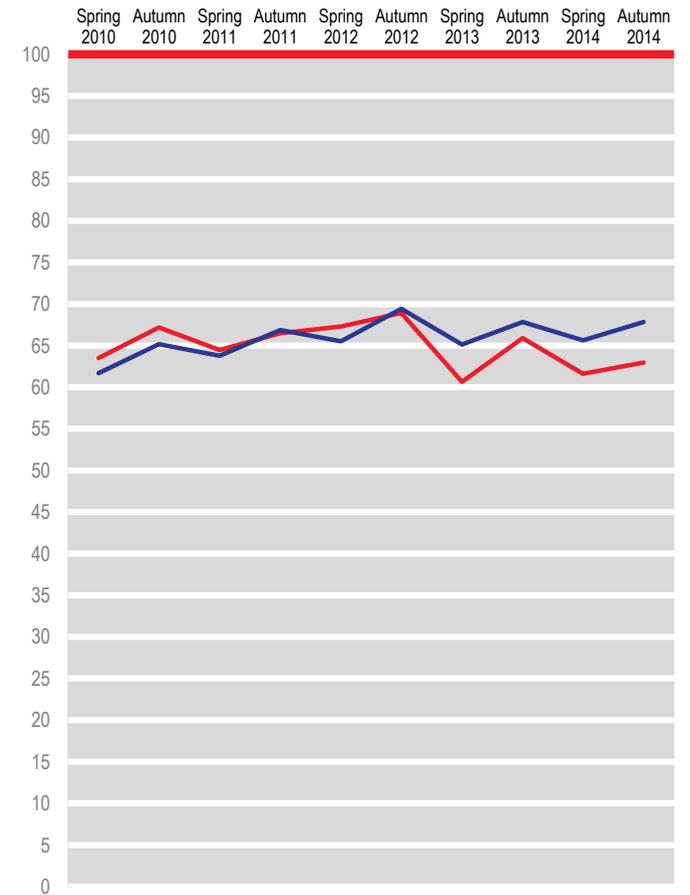
— London Midland — London and South East



## Overall station environment

(1196)  
Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

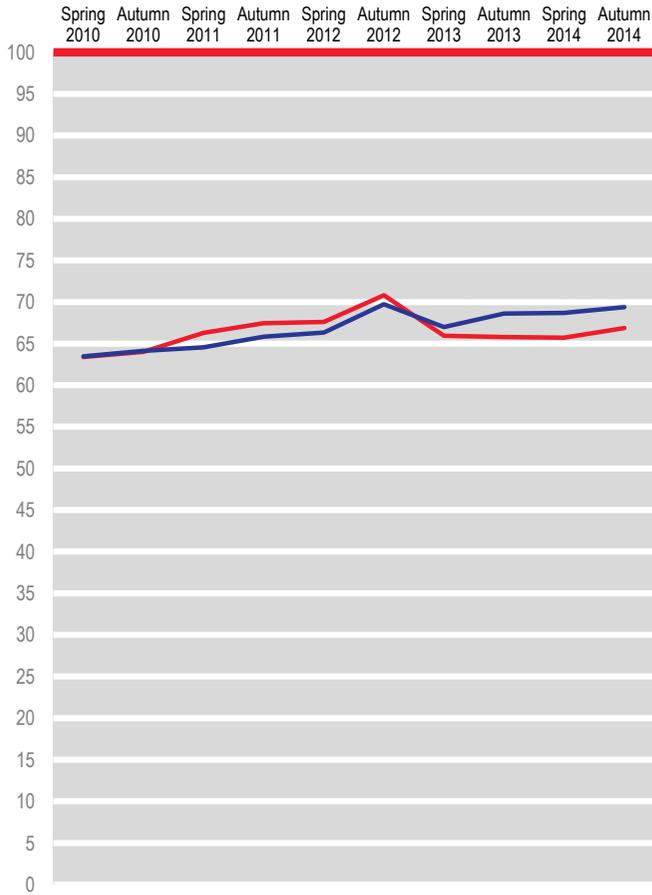


N.B. Benchmarks and targets are only shown for applicable factors

**Your personal security whilst using the station**

**(1077)**  
Percentage of passengers satisfied 2010 to 2014

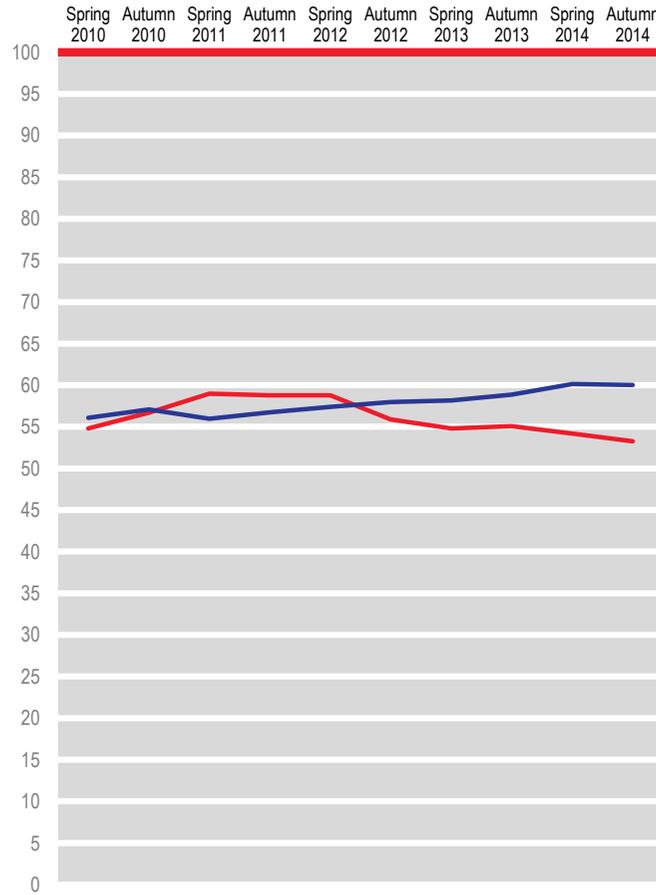
— London Midland — London and South East



**The availability of staff at the station**

**(1023)**  
Percentage of passengers satisfied 2010 to 2014

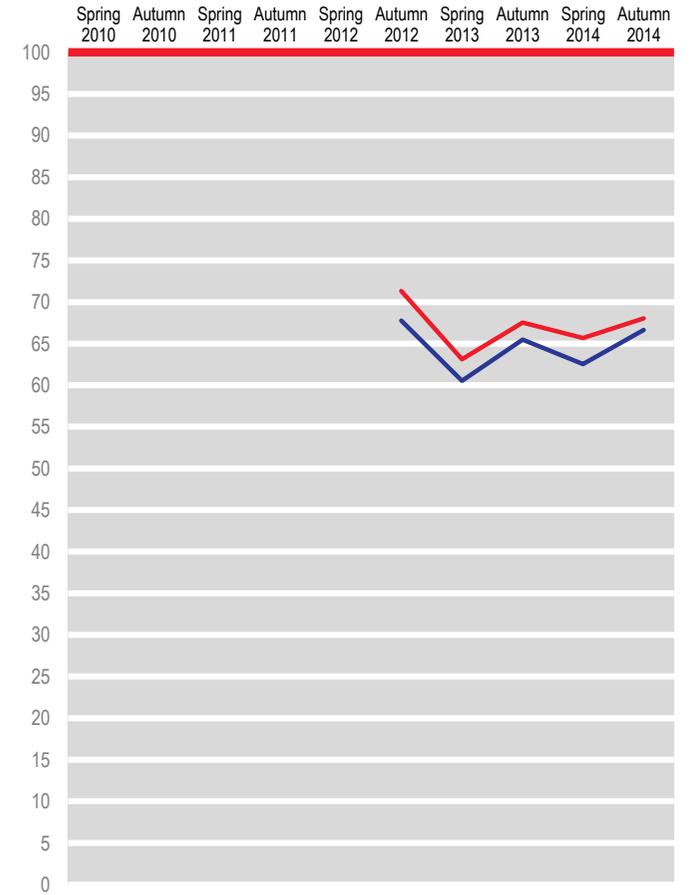
— London Midland — London and South East



**The provision of shelter facilities**

**(1005)**  
Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East



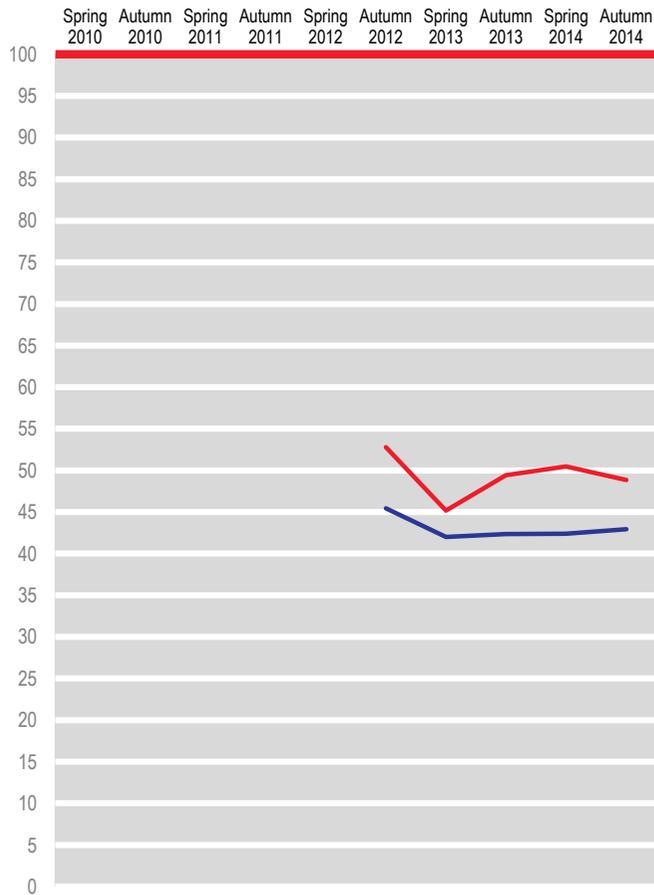
N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(1139)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

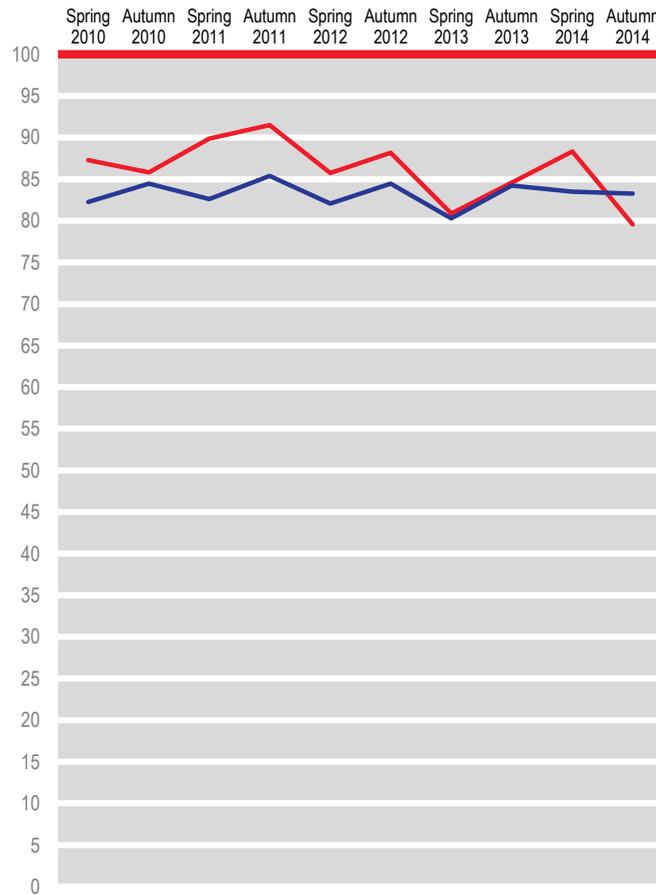


## How request to station staff was handled

(182)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

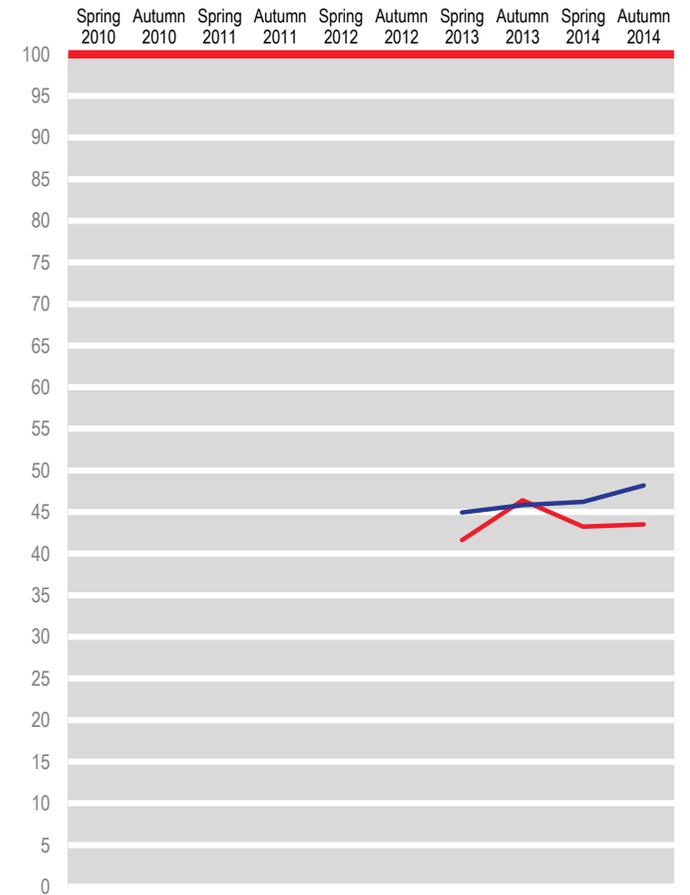


## The choice of shops/eating/drinking facilities available

(991)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

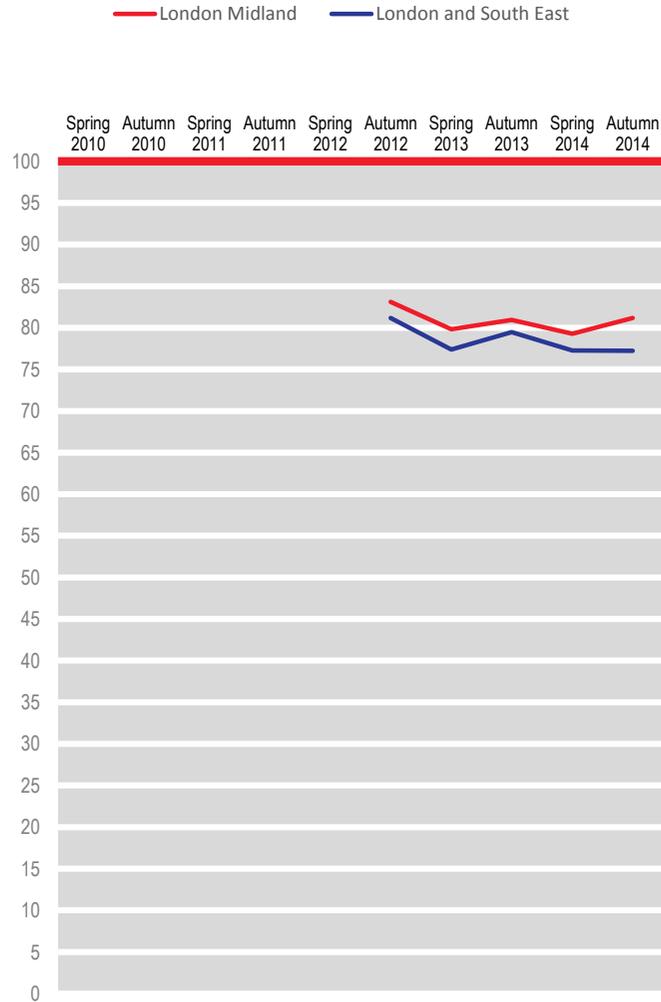


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

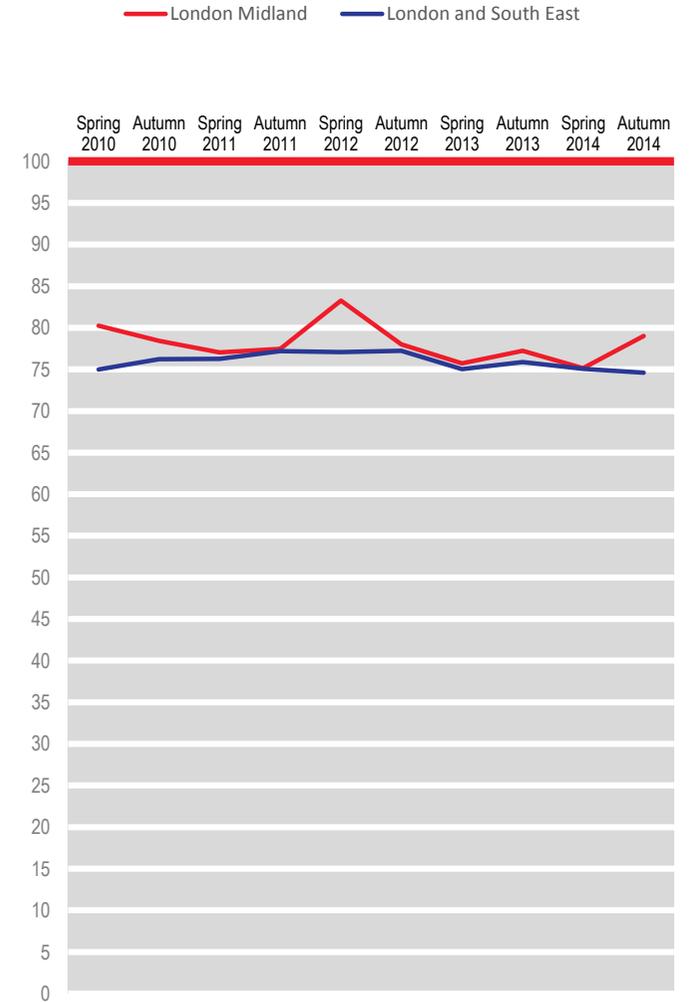
## Overall satisfaction with the train

(1229)  
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(1211)  
Percentage of passengers satisfied 2010 to 2014



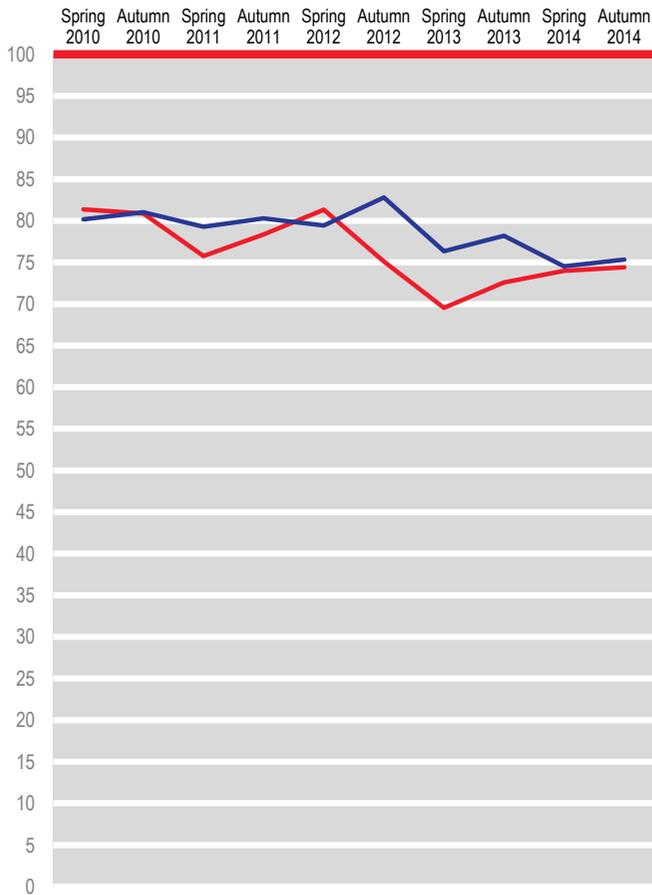
N.B. Benchmarks and targets are only shown for applicable factors

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

(1223)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

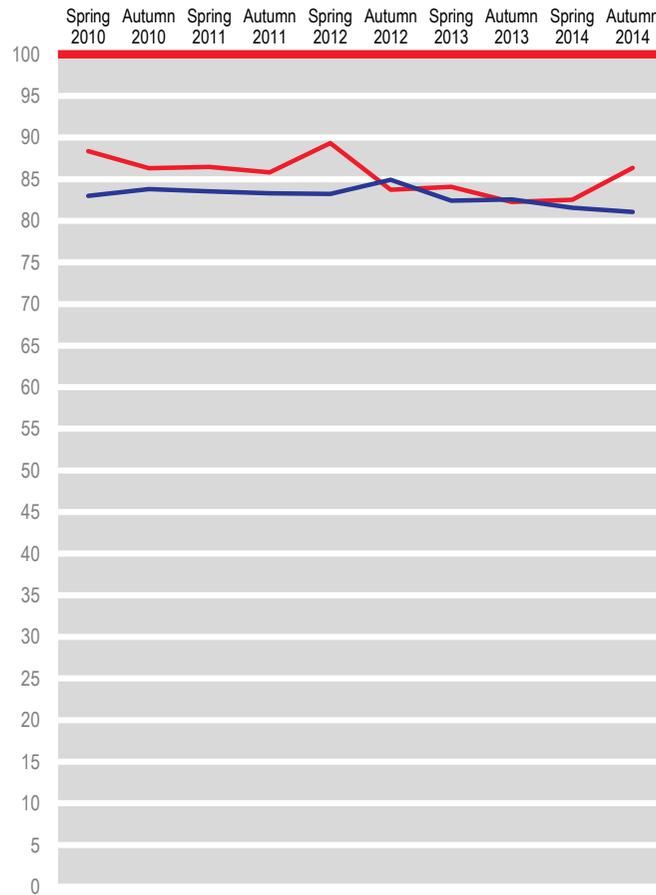


**The length of time the journey was scheduled to take (speed)**

(1222)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

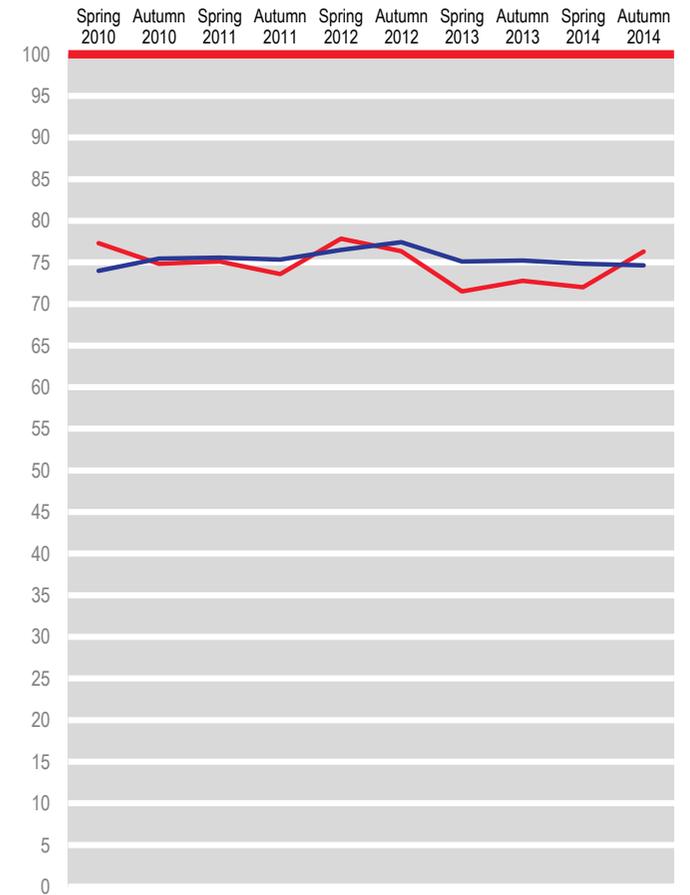


**Connections with other train services**

(683)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

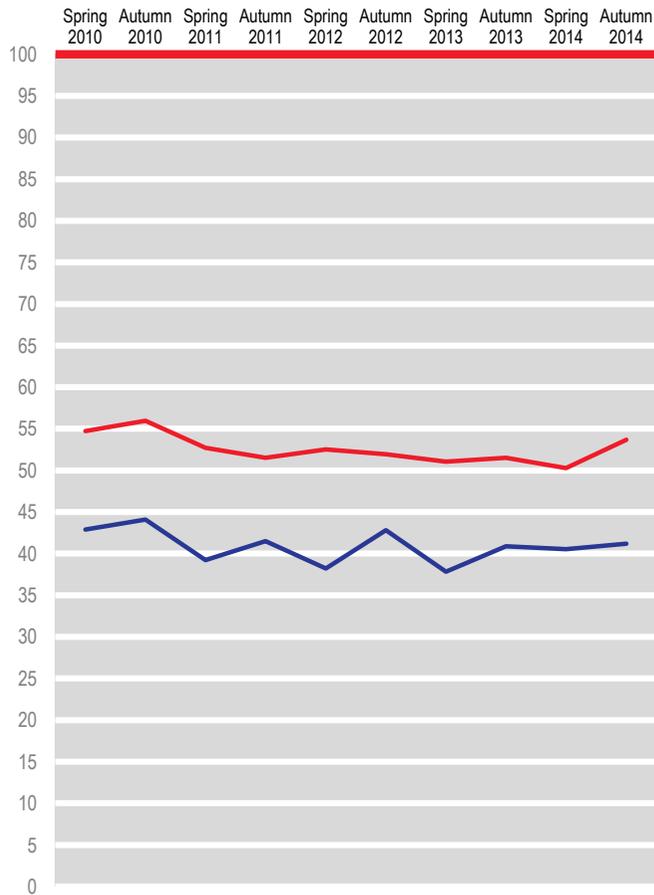


N.B. Benchmarks and targets are only shown for applicable factors

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

**(1138)**  
Percentage of passengers satisfied 2010 to 2014

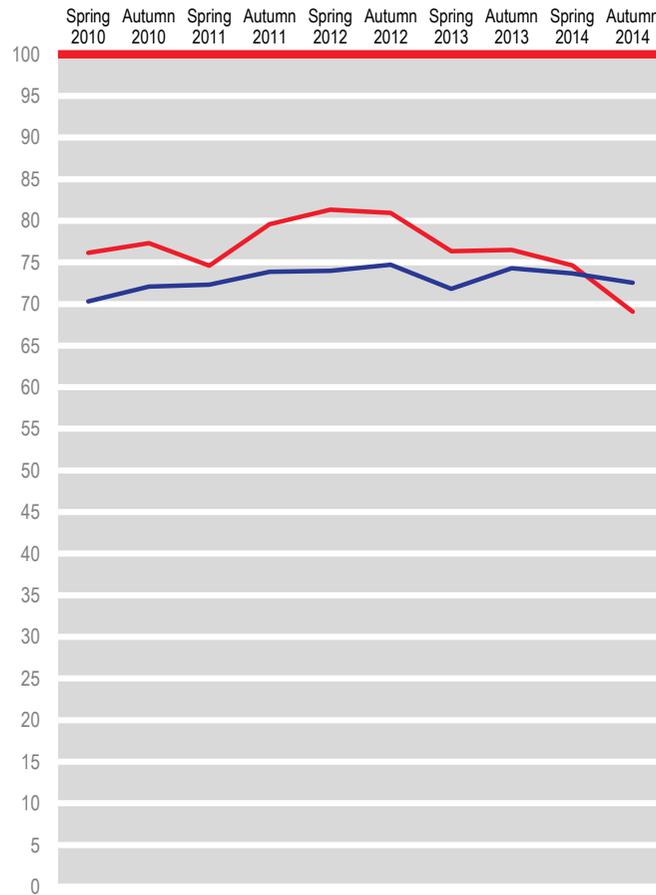
— London Midland — London and South East



## Cleanliness of the train

**(1226)**  
Percentage of passengers satisfied 2010 to 2014

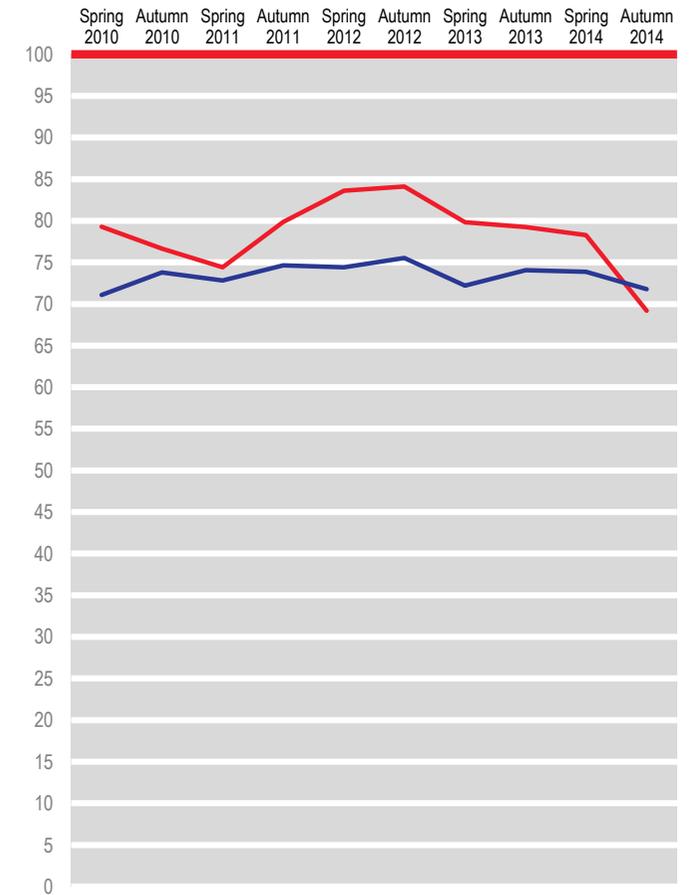
— London Midland — London and South East



## Upkeep and repair of the train

**(1173)**  
Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

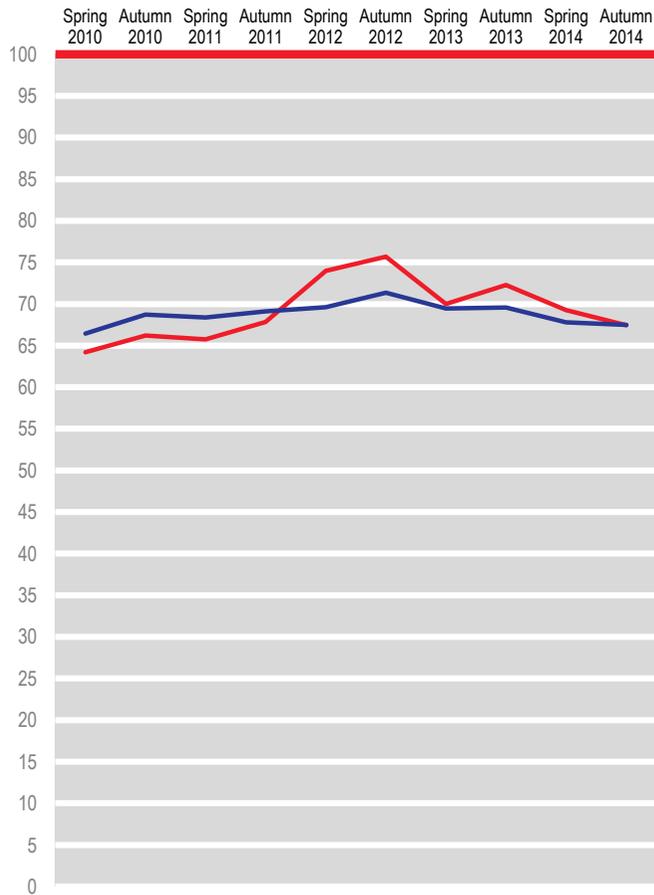


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey (1120)

Percentage of passengers satisfied 2010 to 2014

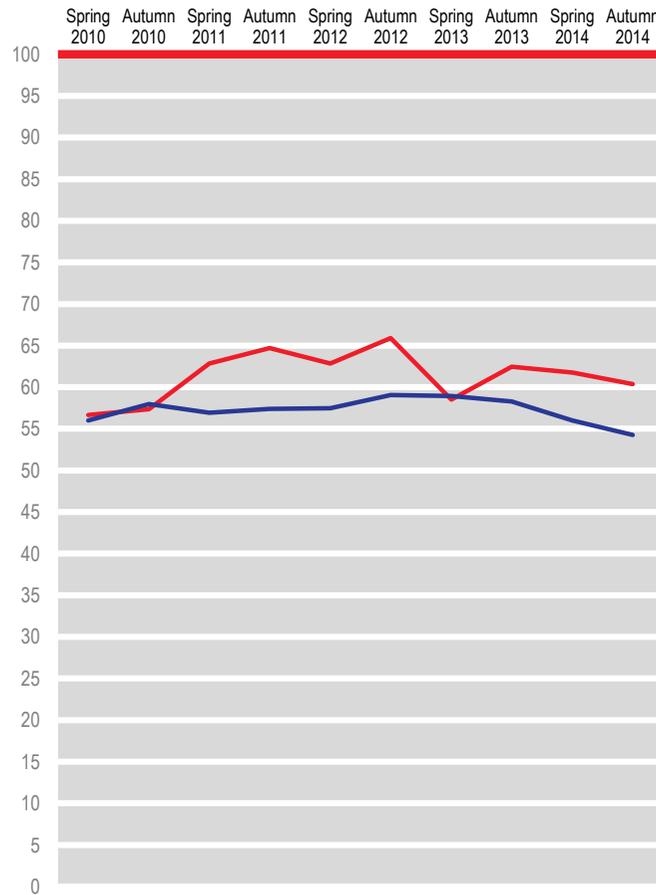
— London Midland — London and South East



## The helpfulness and attitude of staff on the train (671)

Percentage of passengers satisfied 2010 to 2014

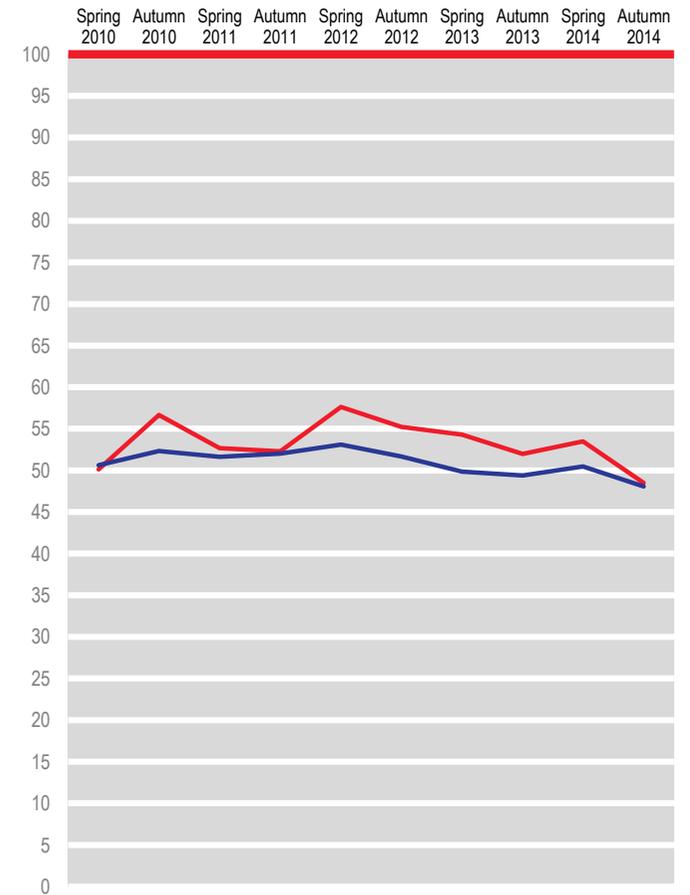
— London Midland — London and South East



## The space for luggage (944)

(944)  
Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East



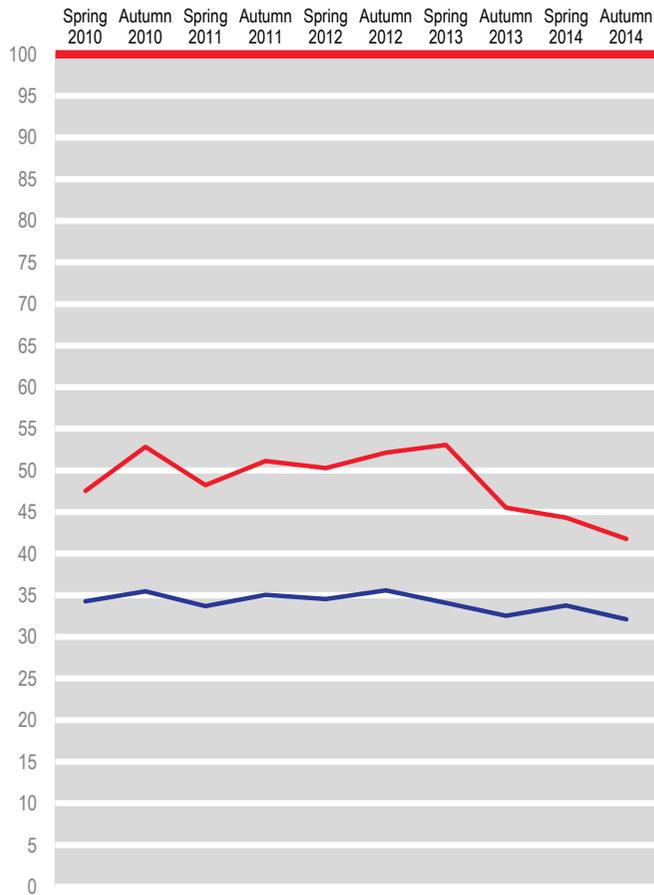
N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

(492)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

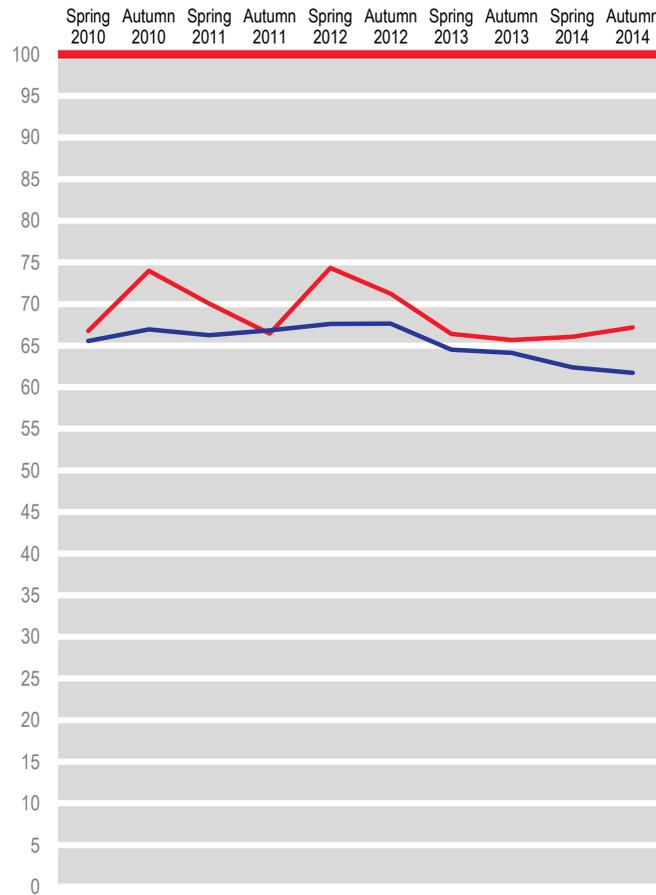


## Sufficient room for all the passengers to sit/stand

(1191)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

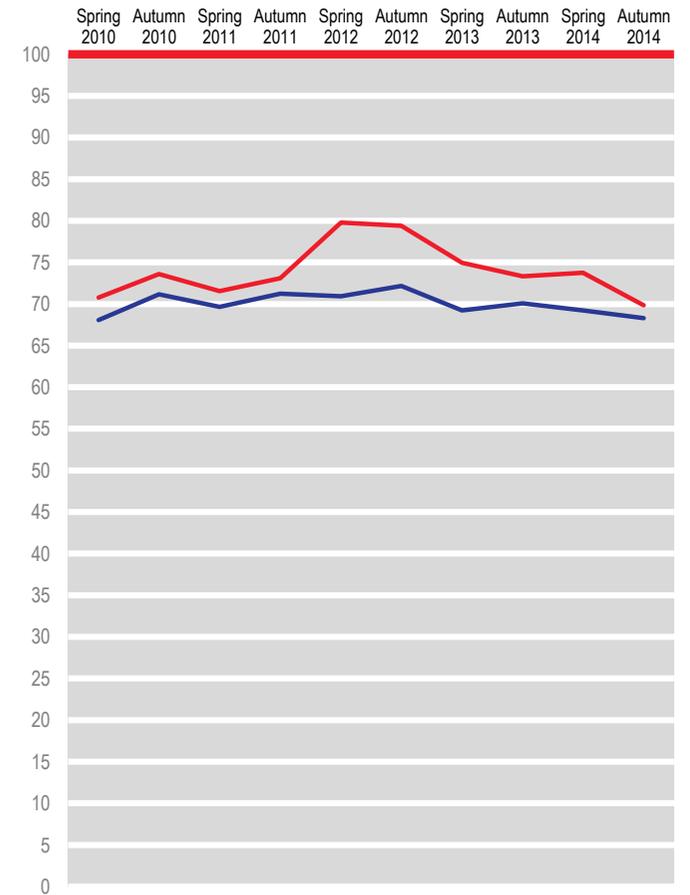


## The comfort of the seating area

(1191)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

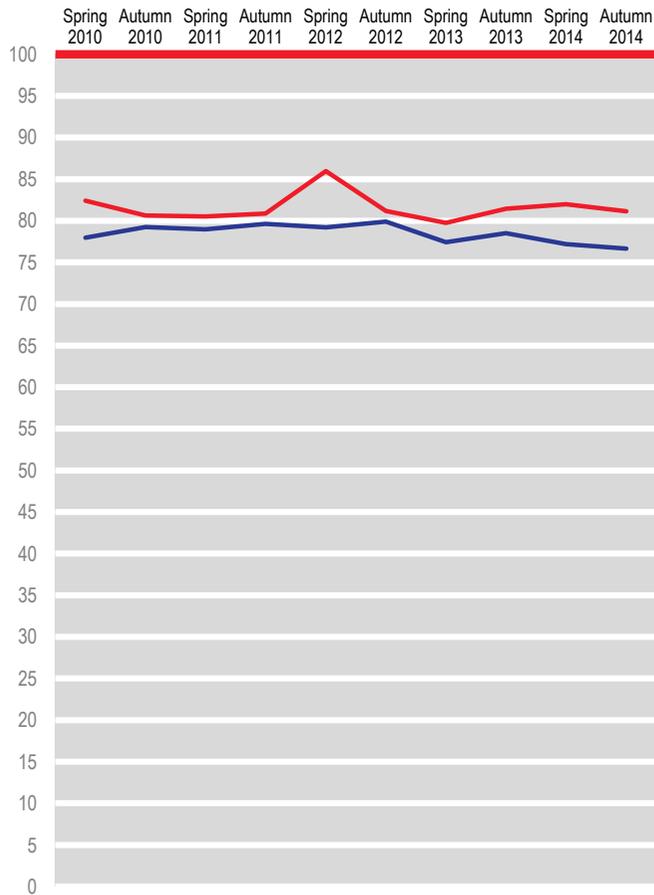


N.B. Benchmarks and targets are only shown for applicable factors

## The ease of being able to get on and off the train (1205)

Percentage of passengers satisfied 2010 to 2014

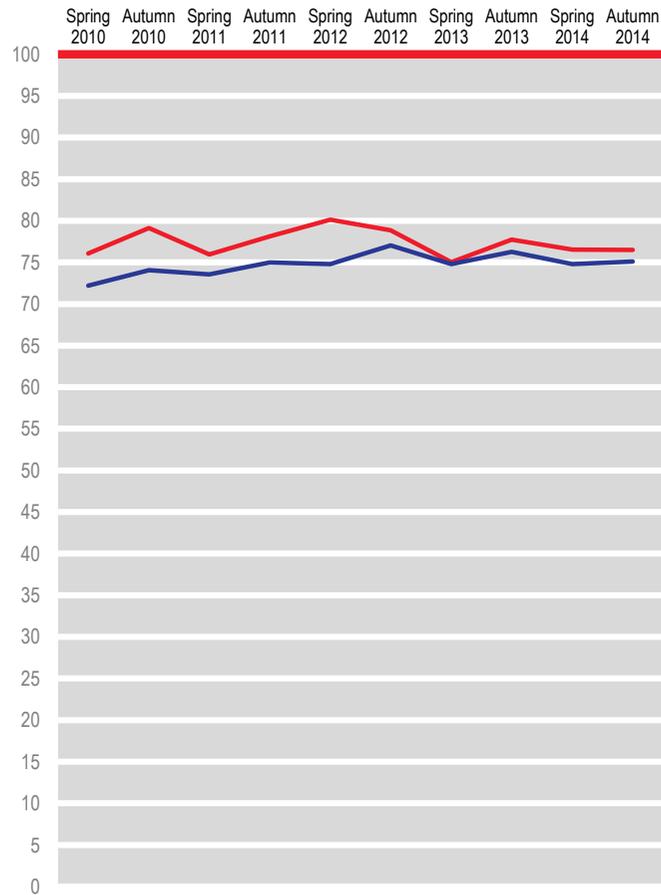
— London Midland — London and South East



## Your personal security whilst on board (1144)

(1144)  
Percentage of passengers satisfied 2010 to 2014

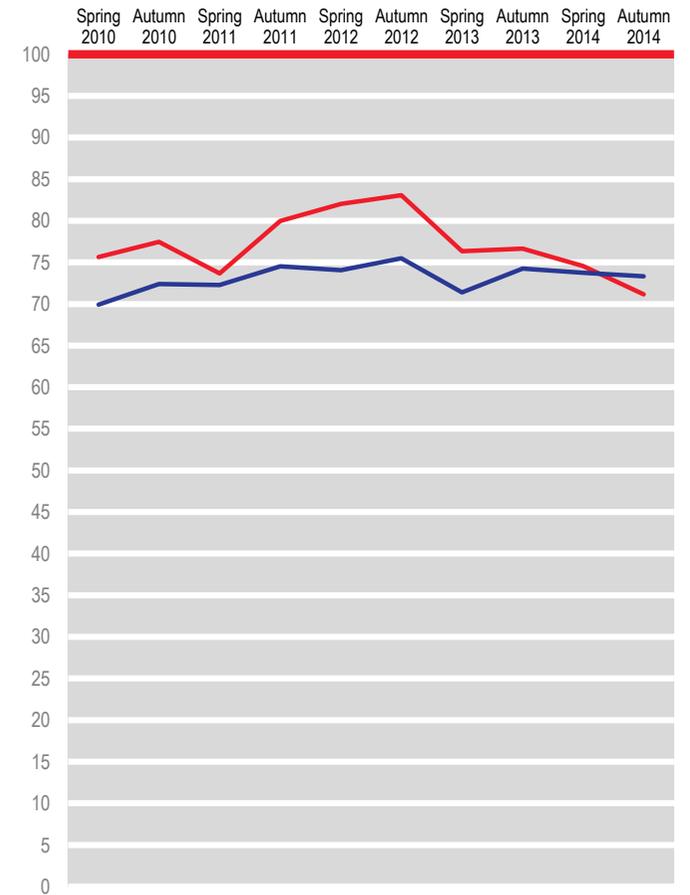
— London Midland — London and South East



## The cleanliness of the inside of the train (1221)

(1221)  
Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East



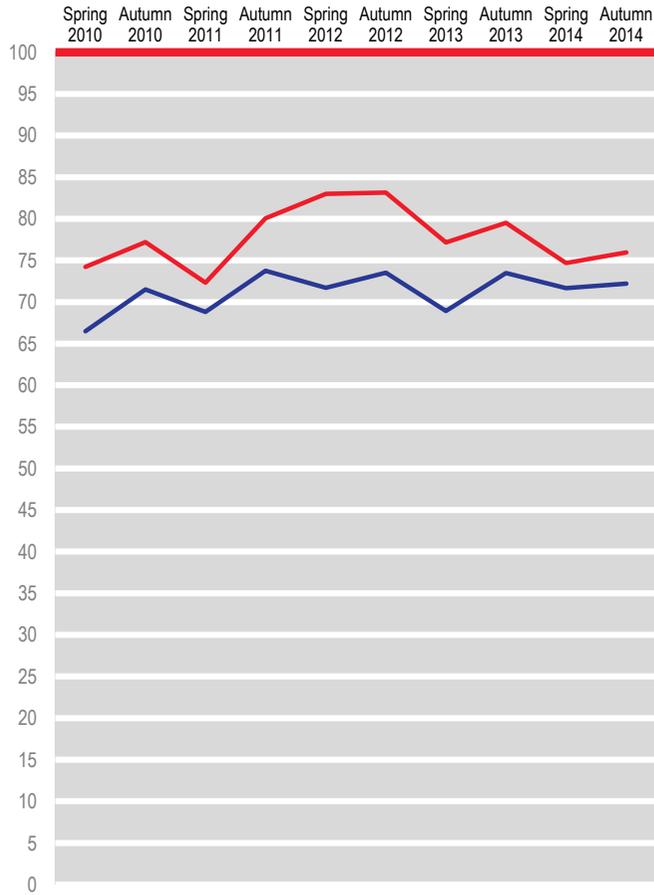
N.B. Benchmarks and targets are only shown for applicable factors

**The cleanliness of the outside of the train**

(1044)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

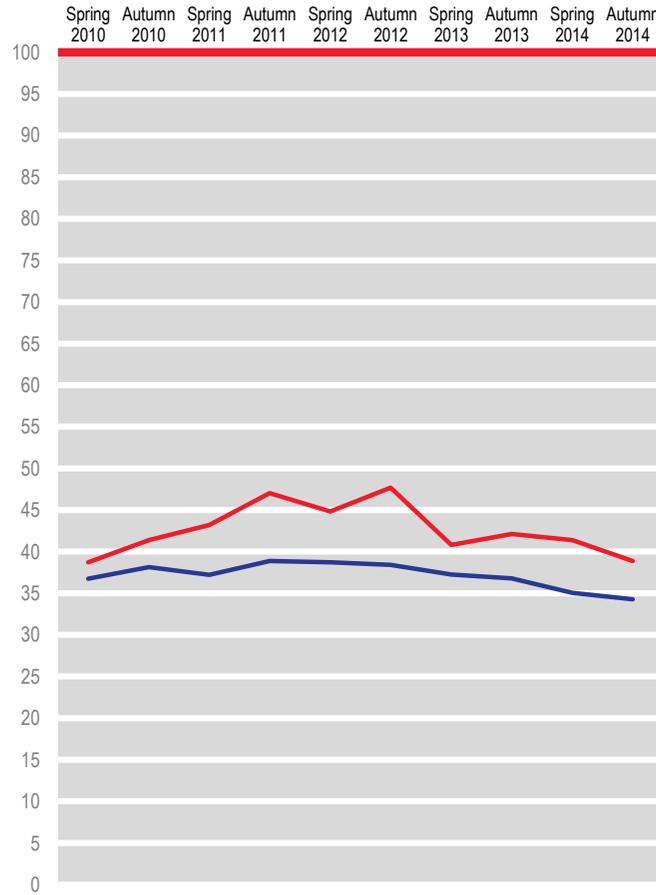


**The availability of staff on the train**

(911)

Percentage of passengers satisfied 2010 to 2014

— London Midland — London and South East

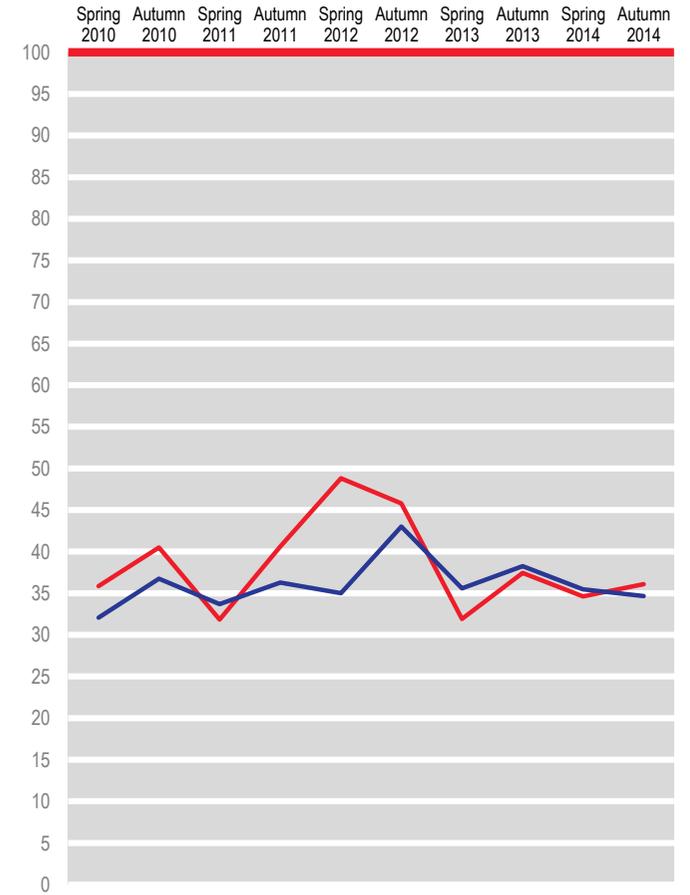


**How well train company dealt with delays**

(263)

Percentage of passengers satisfied 2010 to 2014

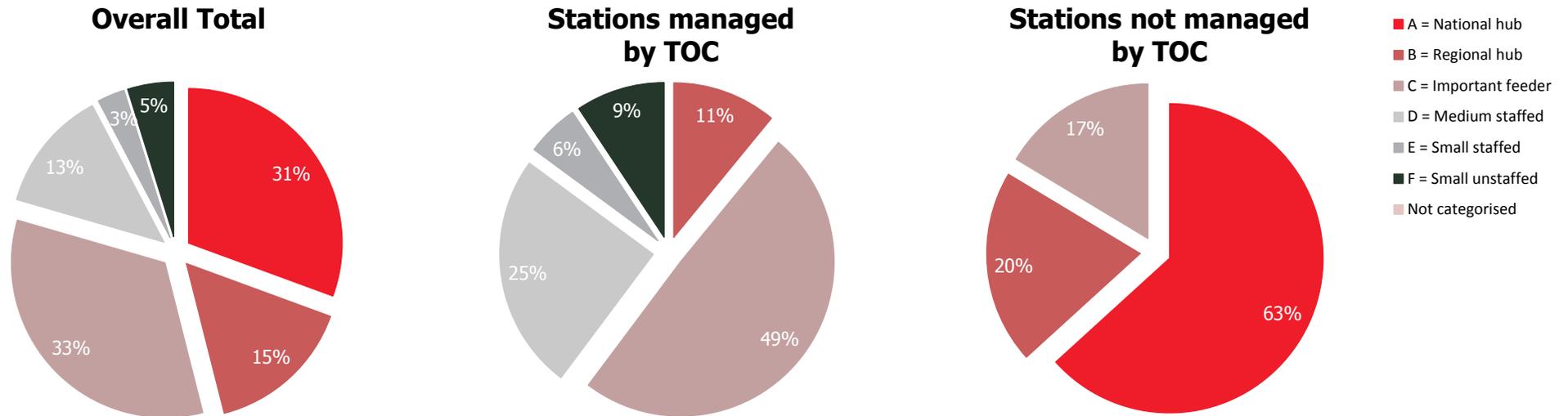
— London Midland — London and South East



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

## Managed versus non-managed stations for London Midland

(% 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	70	-	77
Ticket buying facilities	69	-	81
Provision of information about train times/platforms	82	-	79
The upkeep/repair of the station buildings/platforms	66	-	65
Cleanliness	71	-	71
The facilities and services	30	-	68
The attitudes and helpfulness of the staff	71	-	65
Connections with other forms of public transport	61	-	77
Facilities for car parking	54	-	54
Overall environment	62	-	64
Your personal security whilst using the station	63	-	71
The availability of staff	43	-	64
The provision of shelter facilities	64	-	74
Availability of seating	52	-	45
How request to station staff was handled	74	-	84
The choice of shops/eating/drinking facilities available	20	-	64

## London Midland

	Peak			Off-peak		
	Autumn 2014	significant change	Autumn 2013	Autumn 2014	significant change	Autumn 2013
Overall satisfaction with your journey	69		77	83		84
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	68		72	74		75
Ticket buying facilities	70		64	74		75
Provision of information about train times/platforms	82		80	80		80
The upkeep/repair of the station buildings/platforms	60		69	66		66
Cleanliness	73		74	71		74
The facilities and services	55		57	49		54
The attitudes and helpfulness of the staff	60		63	69		73
Connections with other forms of public transport	79		71	68		65
Facilities for car parking	52		44	54		48
Overall environment	61		64	63		66
Your personal security whilst using the station	67		65	67		66
The availability of staff	41		51	54		56
The provision of shelter facilities	51		60	69		68
Availability of seating	25		26	51		52
How request to station staff was handled	79		89	80		84
The choice of shops/eating/drinking facilities available	46		57	43		45
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	66		73	82		82
The frequency of the trains on that route	70		69	80		78
Punctuality/reliability (i.e. the train arriving/departing on time)	58	-	76	76		72
The length of time the journey was scheduled to take (speed)	76		79	87	+	83
Connections with other train services	53		66	78		73
The value for money of the price of your ticket	26		18	56		55
Cleanliness of the train	73		75	69	-	77
Upkeep and repair of the train	74		77	69	-	79
The provision of information during the journey	64		63	68	-	73
The helpfulness and attitude of staff on train	52		44	61		64
The space for luggage	34		43	50		53
The toilet facilities	40		30	42		47
Sufficient room for all passengers to sit/stand	31		37	70		68
The comfort of the seating area	48		54	72		75
The ease of being able to get on and off	79		75	81		82
Your personal security on board	68		74	77		78
The cleanliness of the inside	70		76	71	-	77
The cleanliness of the outside	71		80	76		79
The availability of staff	24		24	40		44
How well train company deals with delays	27		20	37		39

## London and South East

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

	London Midland	London and South East		London Midland	London and South East
<b>DELAY</b>					
None	74	76			
Minor	20	19			
Major	3	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	39	41			
6-10 minutes	24	26			
11-20 minutes	18	17			
21-30 minutes	10	6			
31-60 minutes	3	4			
More than 1 hour	1	2			
	6	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	13	14	Very well	15	16
Fairly well	33	29	Fairly well	33	30
Neither well nor poorly	25	20	Neither well nor poorly	20	21
Fairly poorly	16	20	Fairly poorly	18	16
Very poorly	13	18	Very poorly	14	18
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	14	15	Very well	11	10
Fairly well	32	30	Fairly well	21	23
Neither well nor poorly	24	20	Neither well nor poorly	39	30
Fairly poorly	19	18	Fairly poorly	18	18
Very poorly	11	17	Very poorly	11	19
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	12	14	Very well	5	5
Fairly well	35	28	Fairly well	10	17
Neither well nor poorly	26	26	Neither well nor poorly	27	28
Fairly poorly	15	16	Fairly poorly	26	17
Very poorly	12	16	Very poorly	32	32

## 6 6.2 Passenger experience relating to disability

	London Midland	London and South East		London Midland	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	1			
Mobility	3	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	89	90			
No answer	2	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	4	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	52	49	Yes	3	2
Not at all	43	40	No	97	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	43	30	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	26	32	Very satisfied	100	70
Neither satisfied nor dissatisfied	23	23	Fairly satisfied	-	20
Fairly dissatisfied	3	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	4	8	Fairly dissatisfied	-	10
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	32	26	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	33	35	Very satisfied	74	73
Neither satisfied nor dissatisfied	24	20	Fairly satisfied	-	13
Fairly dissatisfied	6	10	Neither satisfied nor dissatisfied	-	5
Very dissatisfied	5	9	Fairly dissatisfied	-	6
			Very dissatisfied	26	4

	London Midland	London and South East		London Midland	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	42	44	White	87	86
Female	56	53	Mixed	1	2
			Asian or Asian British	5	4
			Black or Black British	4	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	3	1	Commuter	40	51
19-25	11	8	Business	13	15
26-34	11	15	Leisure	46	34
35-44	15	19			
45-54	20	23	<b>REGULAR TRAVELLER</b>		
55-59	9	10	Yes	61	68
60-64	10	9	No	39	32
65+	19	13			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	56	64	Weekday	85	86
Working Part Time	12	15	Weekend	15	14
Not Working	3	3			
Retired	21	13	<b>TIME OF TRAVEL</b>		
Full Time Student	7	4	Peak	7	23
			Off-peak	93	77
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	36	43	Yes asked for help	6	7
Middle Managerial	14	16	Yes asked for information	9	6
Junior Managerial/Clerical/Supervisory	10	12	Could not find anyone to ask	4	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	6	No	79	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	4	2			
Full time student	2	1	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	19	12	Yes, at home	89	91
Unemployed/between jobs	2	1	Yes, at work	58	67
Housewife/house-husband	0	0	No	7	4
Other	4	4			

	London Midland	London and South East		London Midland	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	81	84	Better telephone enquiry/booking service	8	10
With other adults 16+	17	14	Better internet enquiry/booking service	22	26
With children aged 0-4	1	1	Better information facilities at stations	25	24
With children aged 5-10	0	1	Better route maps of the rail network	22	20
With children aged 11-15	1	1	Make timetables easier to read	23	24
			Better ticket buying facilities at station ticket offices	23	22
			Better ticket buying facilities at station ticket machines	20	21
			Better promotion when advanced tickets available	36	30
<b>TRAVELLING WITH ...</b>			Other	12	13
Heavy/bulky luggage/other large items	12	12	None of these	18	18
Pushchair	1	1			
Folding bicycle	0	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	84	83			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	15	9			
Anytime day single/return	15	10			
Off-peak/super off-peak single/return	15	8			
Off-peak/super off-peak day single/return	9	7			
Advance	7	3			
Day travelcard	2	6			
Oyster pay as you go	1	15			
Weekly or monthly season ticket	15	18			
Annual season ticket	6	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	6	6			
Other	3	2			
Don't know/no answer	4	3			

## Station sample sizes for London Midland

Station	Unweighted	Station	Unweighted
London Euston	196	Stechford	6
Coventry	135	Stourbridge Town	4
Birmingham New Street	109	Runcorn	4
Birmingham Moor Street	67	Worcester Shrub Hill	4
Rugby	56	Great Malvern	3
Birmingham International	51	Leamington Spa	3
University (Birmingham)	44	Bedford	2
Stafford	43	Sandwell And Dudley	2
Liverpool Lime Street	42	Bow Brickhill	2
Milton Keynes Central	41		
Northampton	39		
Bournville	23		
Watford Junction	22		
Birmingham Snow Hill	21		
Leighton Buzzard	21		
Sutton Coldfield	20		
Wolverhampton	20		
Hemel Hempstead	18		
Penkridge	18		
Nuneaton	17		
Stratford-Upon-Avon	17		
Berkhamsted	16		
Kidderminster	16		
Erdington	16		
Solihull	16		
Lichfield City	16		
Selly Oak	15		
Crewe	13		
Stoke-On-Trent	12		
Longbridge	12		
Tame Bridge Parkway	11		
Lichfield Trent Valley	11		
Five Ways	10		
Four Oaks	10		
Tring	10		
Worcester Foregate Street	10		
Tamworth	7		
Bart Green	6		

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

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

## The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
Full Report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
Rankings Report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Stakeholder Report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NRPS during that time period.
Tables Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

## Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

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

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

## How are routes defined

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

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

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

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

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

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

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

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

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

### **East Coast: London - Yorkshire**

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

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

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

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

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

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

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

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

Journeys on the London - Sheffield route

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around 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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