



National Rail Passenger Survey

Heathrow Connect 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

Autumn 2014 (Wave 31)

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

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

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

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

Spring 2014 (Wave 30)

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

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

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

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

Autumn 2013 (Wave 29)

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

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

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

Spring 2013 (Wave 28)

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

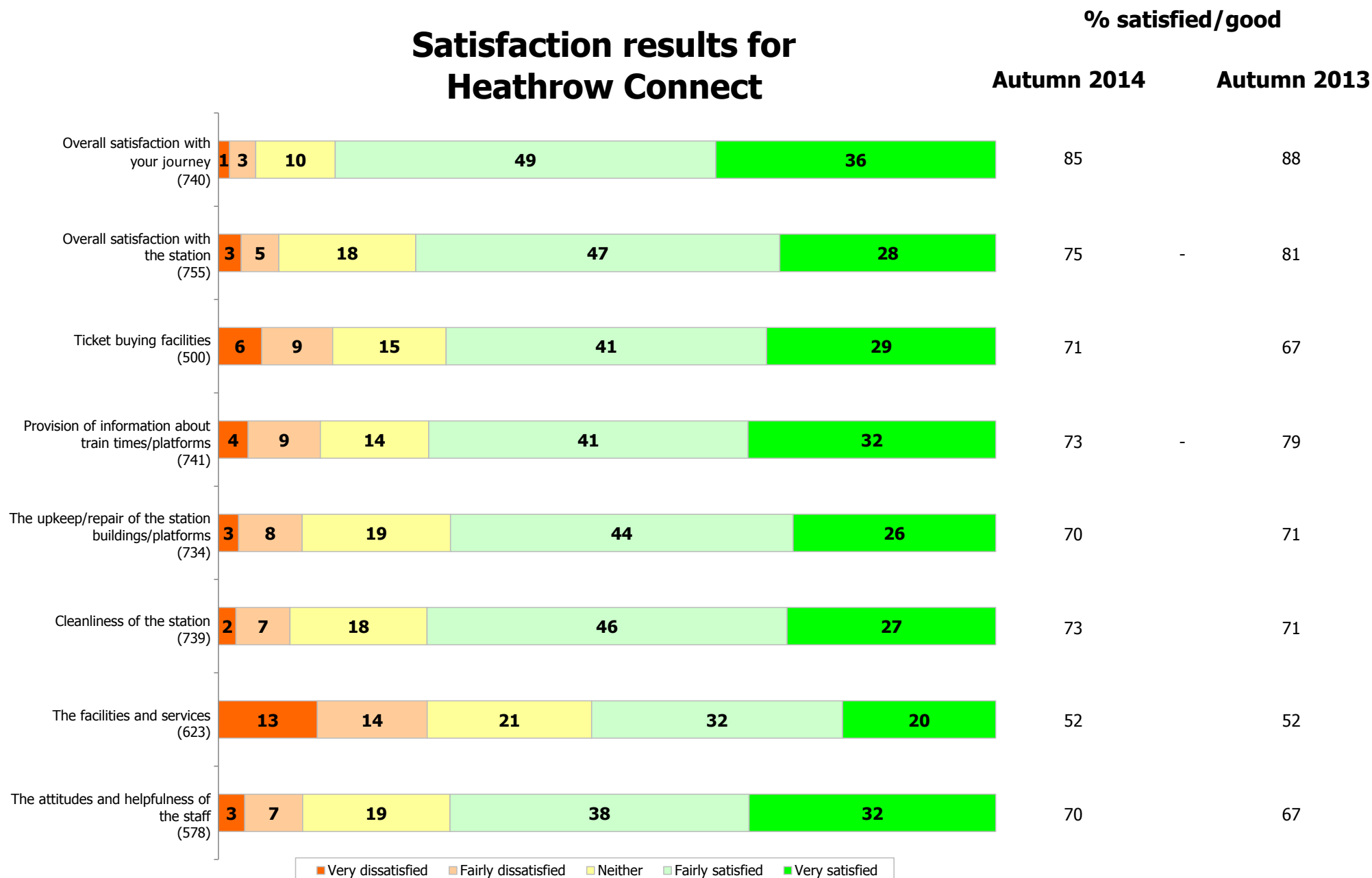
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

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

2 2.1 Overall satisfaction with your journey and station factors

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

Satisfaction results for Heathrow Connect

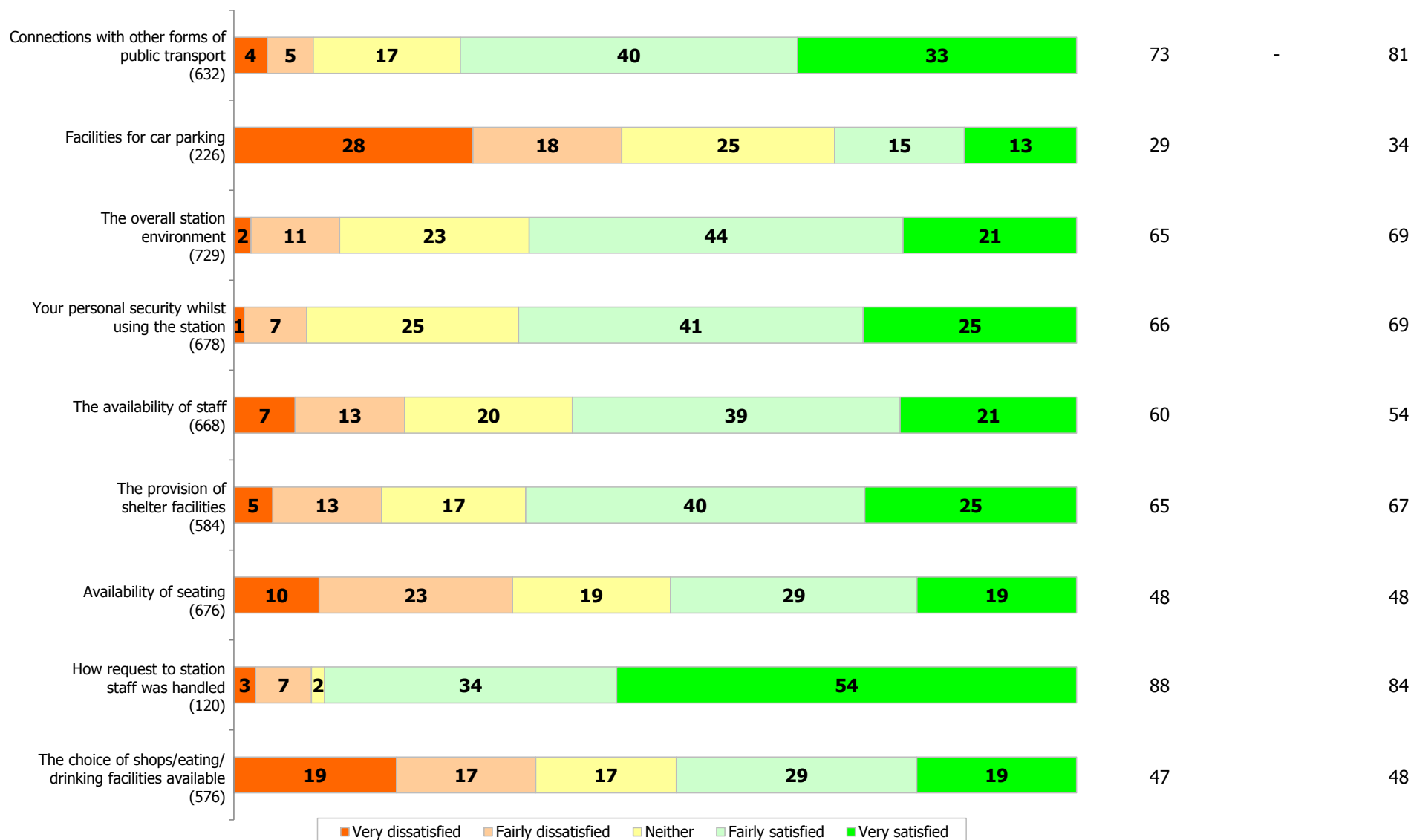


Satisfaction results for Heathrow Connect

% satisfied/good

Autumn 2014

Autumn 2013



Satisfaction results for Heathrow Connect

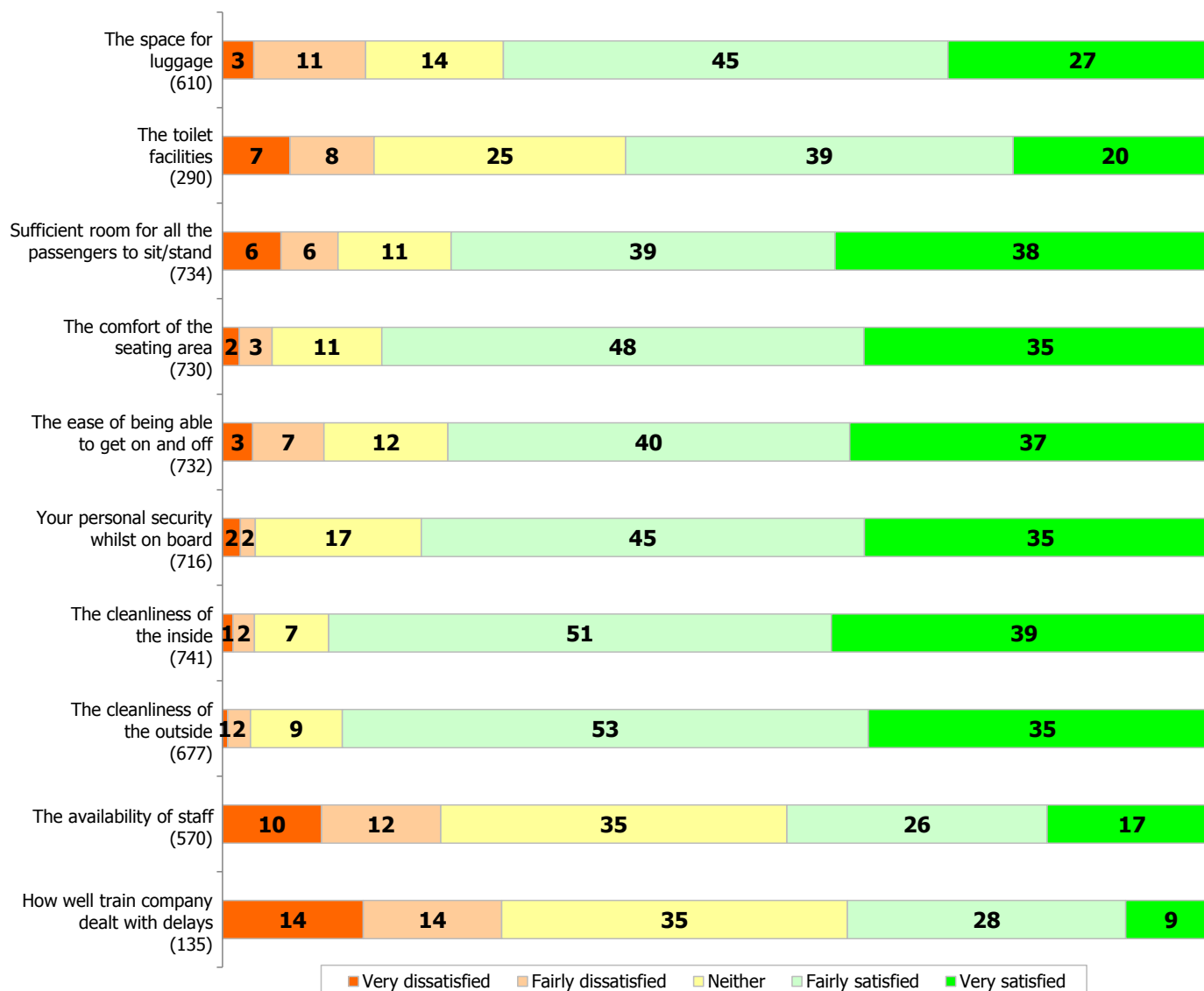


Satisfaction results for Heathrow Connect

% satisfied/good

Autumn 2014

Autumn 2013



Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013

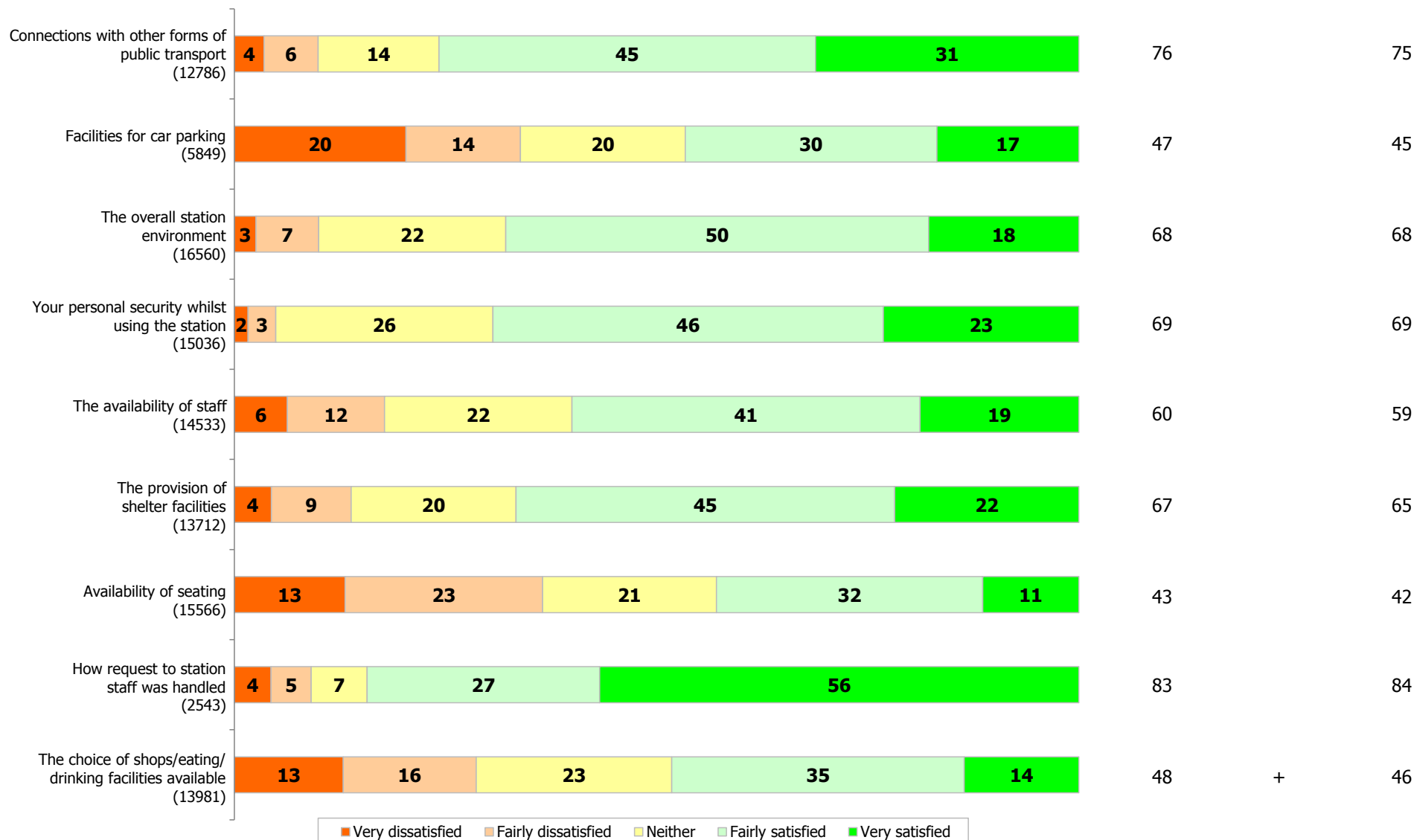


Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013



Satisfaction results for London and South East

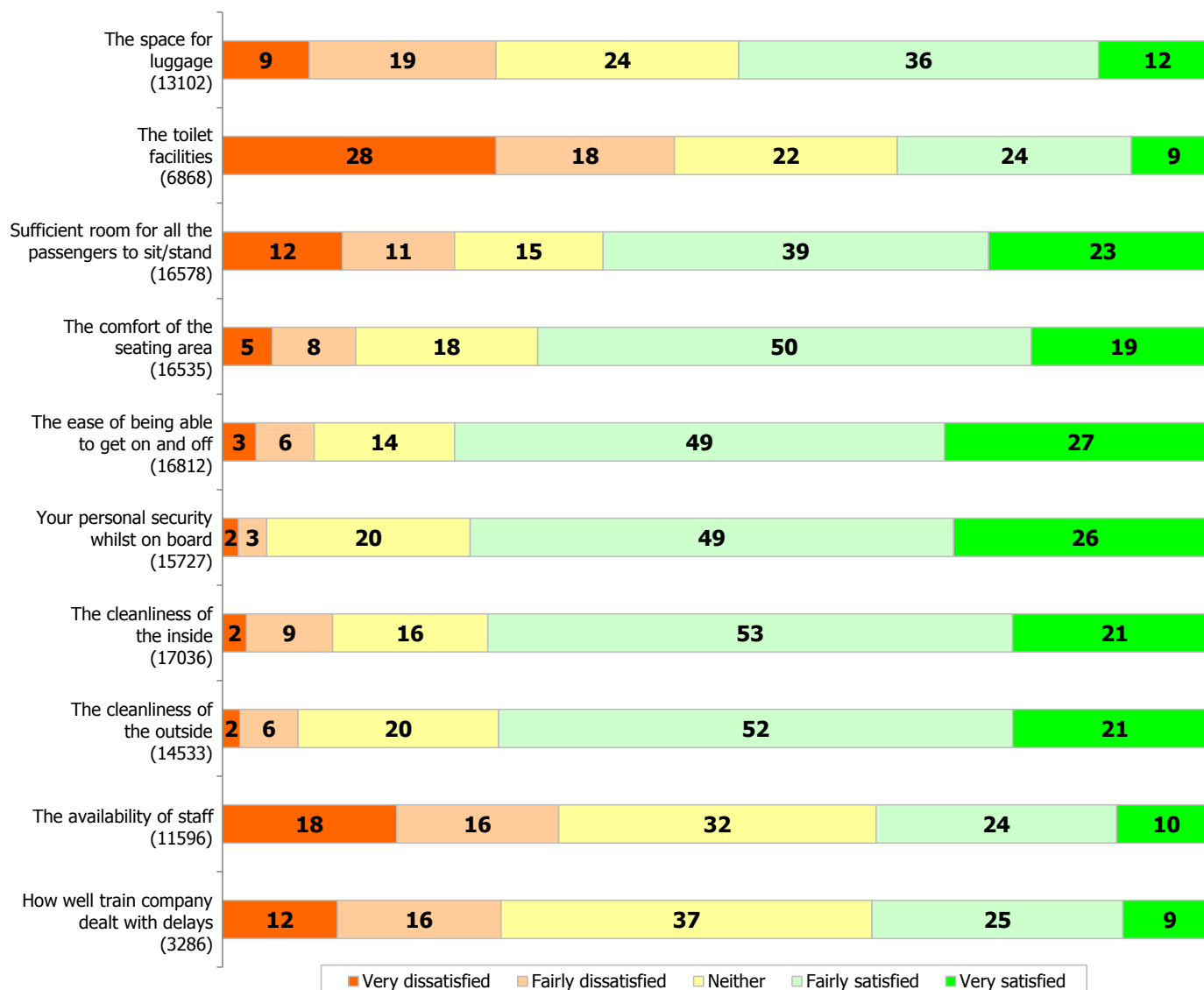


Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013



Heathrow Connect versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	85	80	106%
STATION FACILITIES			
Overall satisfaction with the station	75	78	96%
Ticket buying facilities	71	72	98%
Provision of information about train times/platforms	73	80	92%
The upkeep/repair of the station buildings/platforms	70	70	100%
Cleanliness	73	74	99%
The facilities and services	52	55	94%
The attitudes and helpfulness of the staff	70	71	98%
Connections with other forms of public transport	73	76	97%
Facilities for car parking	29	47	62%
Overall environment	65	68	96%
Your personal security whilst using the station	66	69	95%
The availability of staff	60	60	100%
The provision of shelter facilities	65	67	98%
Availability of seating	48	43	112%
How request to station staff was handled	88	83	106%
The choice of shops/eating/drinking facilities available	47	48	99%
TRAIN FACILITIES			
Overall satisfaction with the train	89	77	115%
The frequency of the trains on that route	63	75	85%
Punctuality/reliability (i.e. the train arriving/departing on time)	73	75	97%
The length of time the journey was scheduled to take (speed)	85	81	105%
Connections with other train services	78	75	104%
The value for money of the price of your ticket	50	41	121%
Cleanliness of the train	89	73	122%
Upkeep and repair of the train	87	72	122%
The provision of information during the journey	82	67	121%
The helpfulness and attitude of staff on train	61	54	113%
The space for luggage	72	48	149%
The toilet facilities	59	32	185%
Sufficient room for all passengers to sit/stand	77	62	125%
The comfort of the seating area	84	68	123%
The ease of being able to get on and off	77	77	101%
Your personal security on board	80	75	107%
The cleanliness of the inside	89	73	122%
The cleanliness of the outside	88	72	122%
The availability of staff	43	34	126%
How well train company deals with delays	37	35	107%

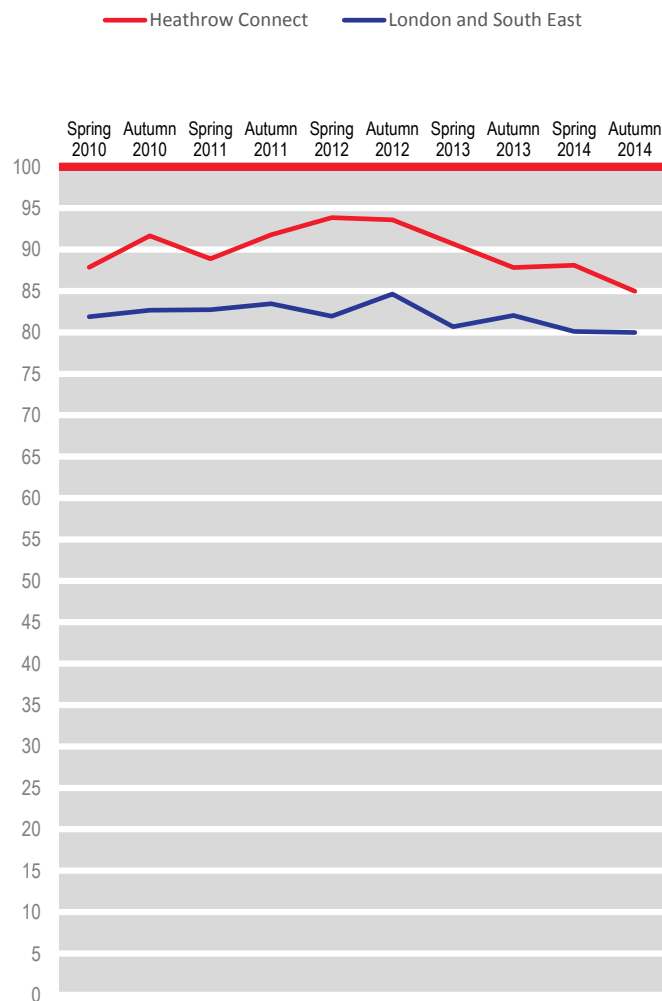
Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction with your journey	85
STATION FACILITIES	
Overall satisfaction with the station	75
Ticket buying facilities	71
Provision of information about train times/platforms	73
The upkeep/repair of the station buildings/platforms	70
Cleanliness	73
The facilities and services	52
The attitudes and helpfulness of the staff	70
Connections with other forms of public transport	73
Facilities for car parking	29
Overall environment	65
Your personal security whilst using the station	66
The availability of staff	60
The provision of shelter facilities	65
Availability of seating	48
How request to station staff was handled	88
The choice of shops/eating/drinking facilities available	47
TRAIN FACILITIES	
Overall satisfaction with the train	89
The frequency of the trains on that route	63
Punctuality/reliability (i.e. the train arriving/departing on time)	73
The length of time the journey was scheduled to take (speed)	85
Connections with other train services	78
The value for money of the price of your ticket	50
Cleanliness of the train	89
Upkeep and repair of the train	87
The provision of information during the journey	82
The helpfulness and attitude of staff on train	61
The space for luggage	72
The toilet facilities	59
Sufficient room for all passengers to sit/stand	77
The comfort of the seating area	84
The ease of being able to get on and off	77
Your personal security on board	80
The cleanliness of the inside	89
The cleanliness of the outside	88
The availability of staff	43
How well train company deals with delays	37

Percentage satisfaction with aspects of station where boarded

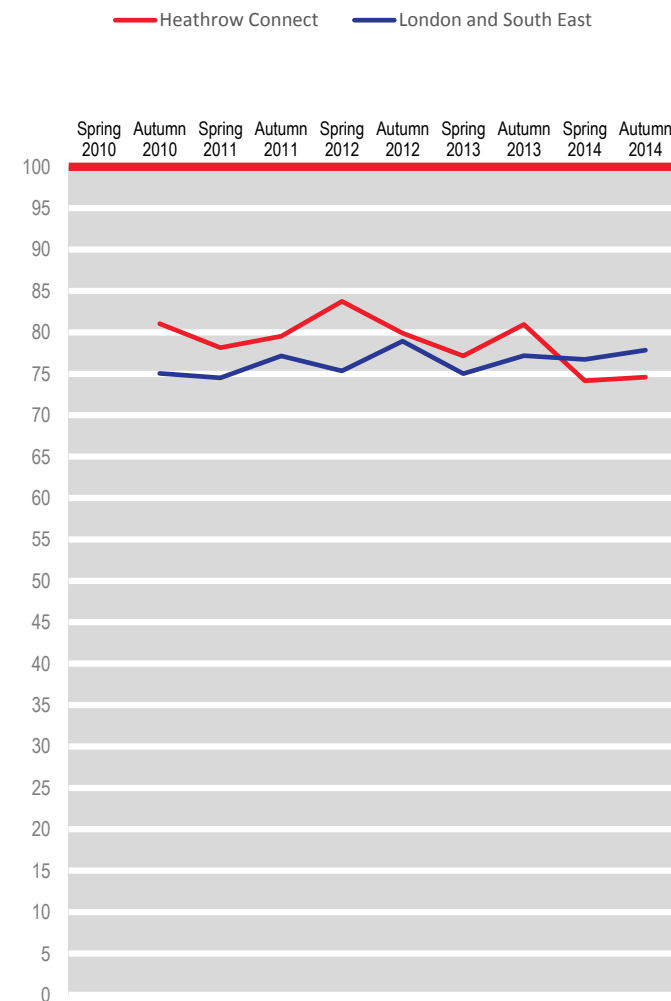
Overall satisfaction with your journey

(740)
Percentage of passengers satisfied 2010 to 2014



Overall station satisfaction

(755)
Percentage of passengers satisfied 2010 to 2014

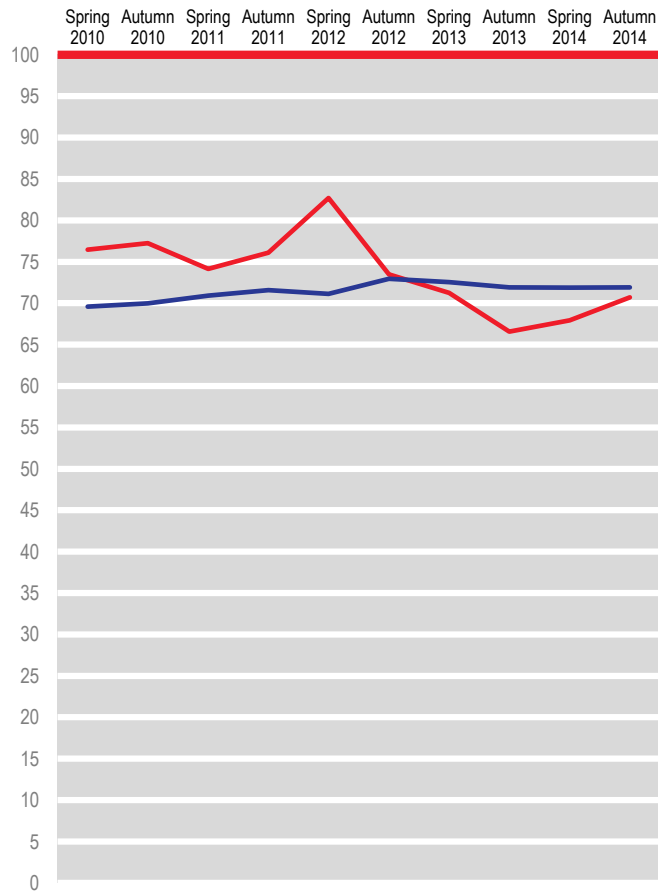


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(500)**

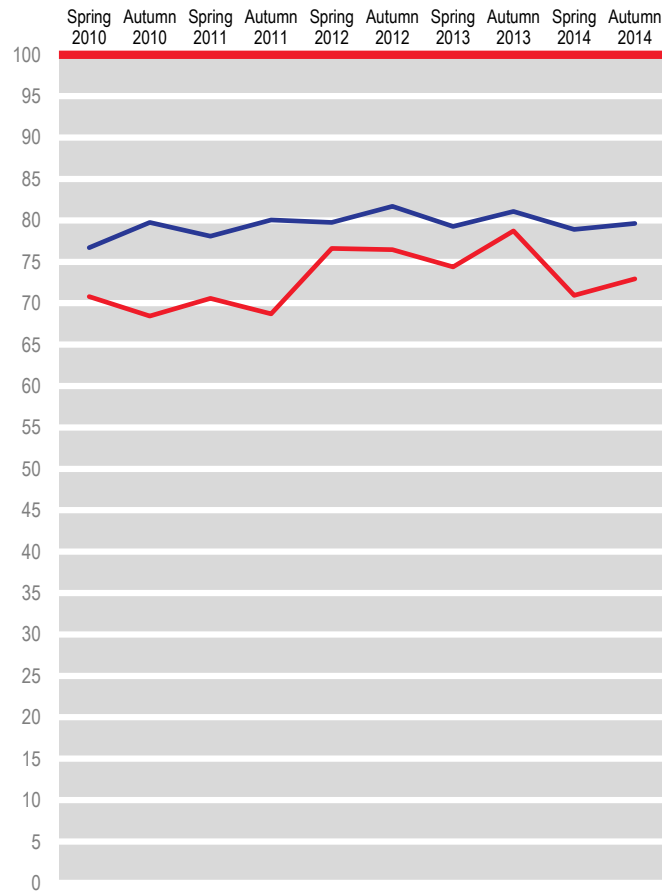
Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

**Provision of information about train times/platforms****(741)**

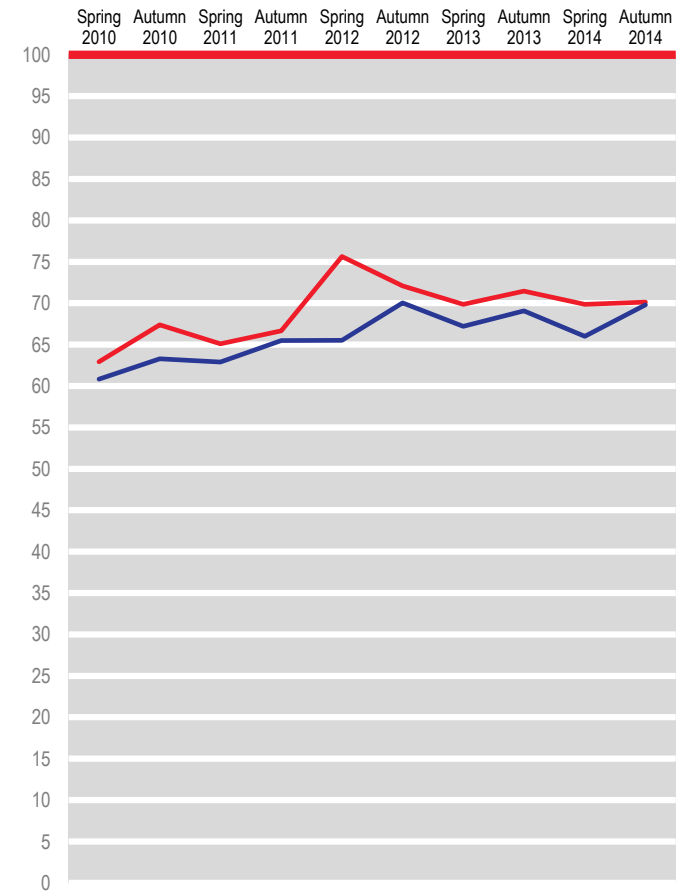
Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

**The upkeep/repair of the station building/platforms****(734)**

Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

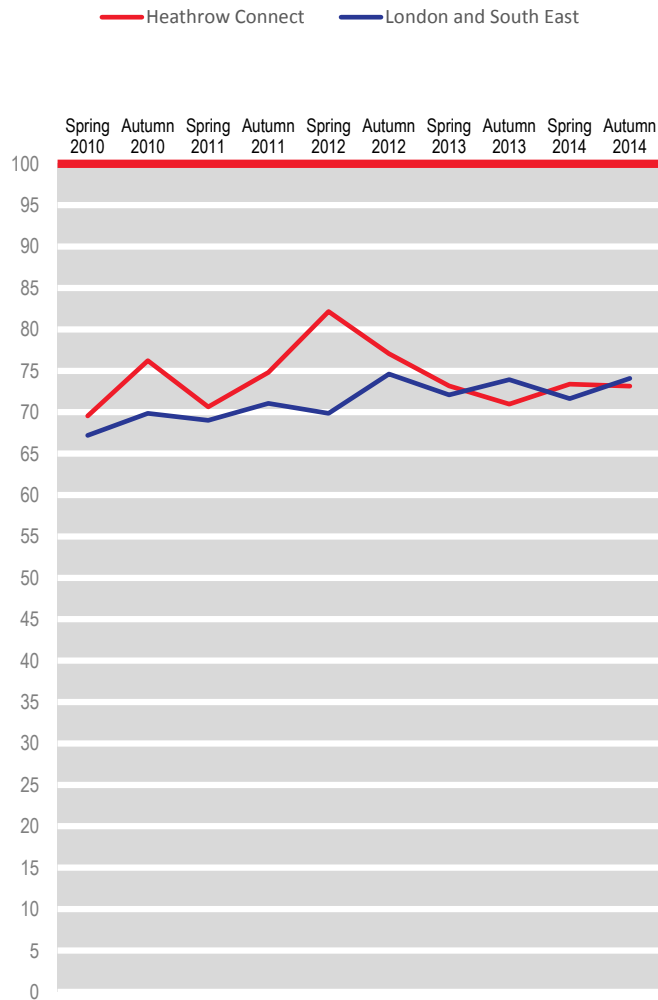


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(739)

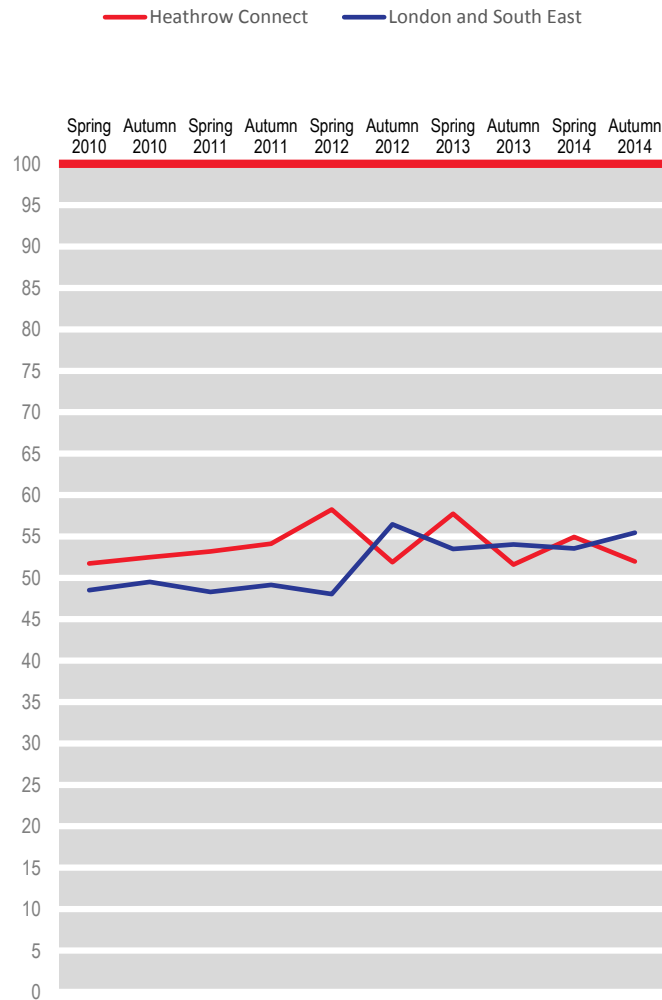
Percentage of passengers satisfied 2010 to 2014



The facilities and services at the station

(623)

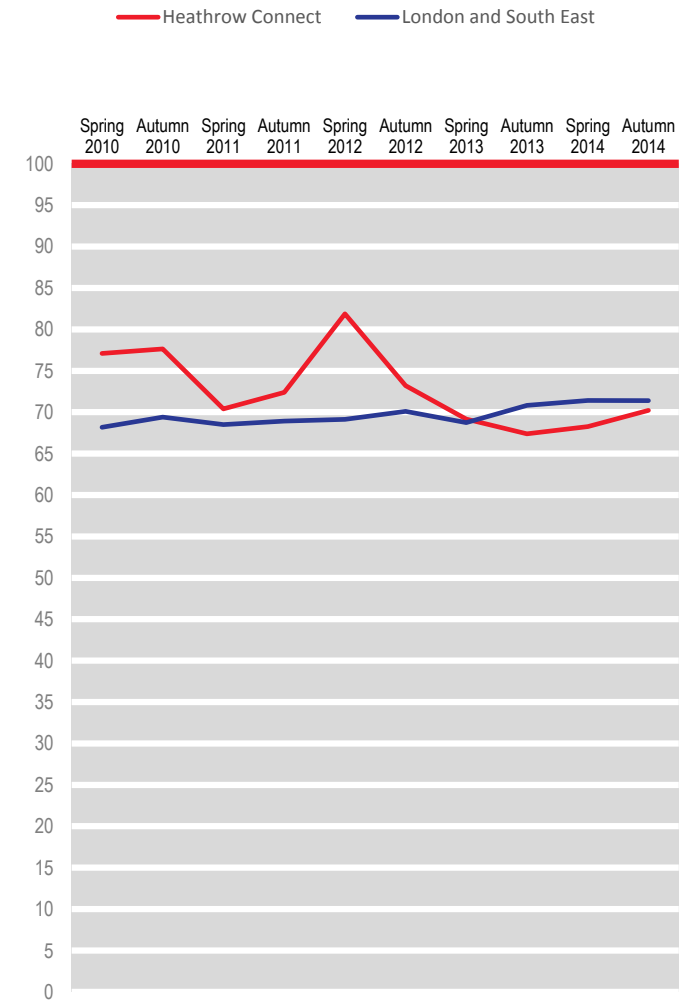
Percentage of passengers satisfied 2010 to 2014



The attitudes and helpfulness of the staff at the station

(578)

Percentage of passengers satisfied 2010 to 2014

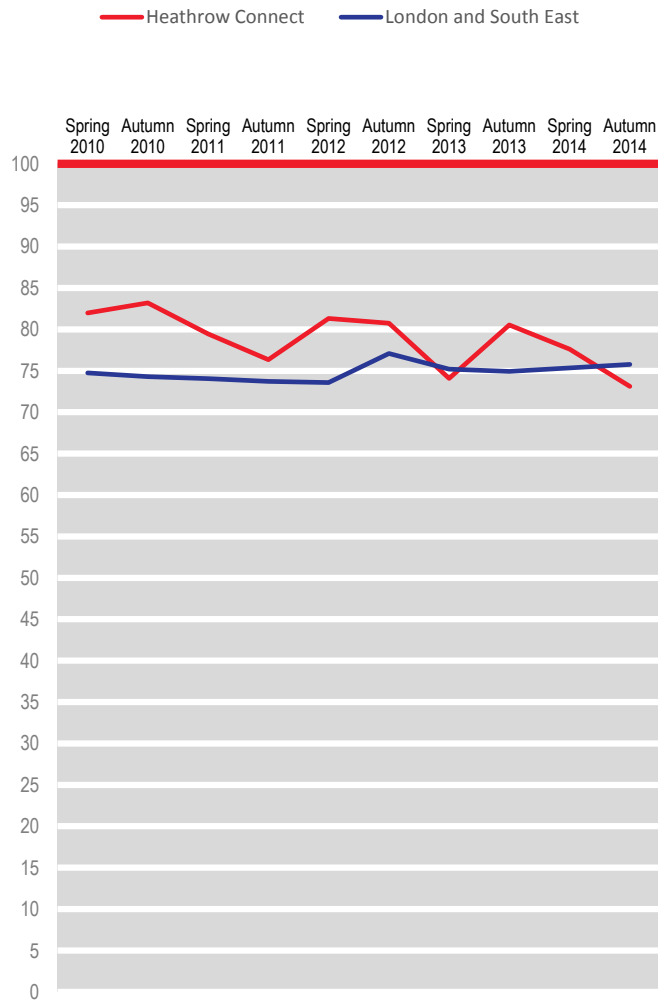


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(632)

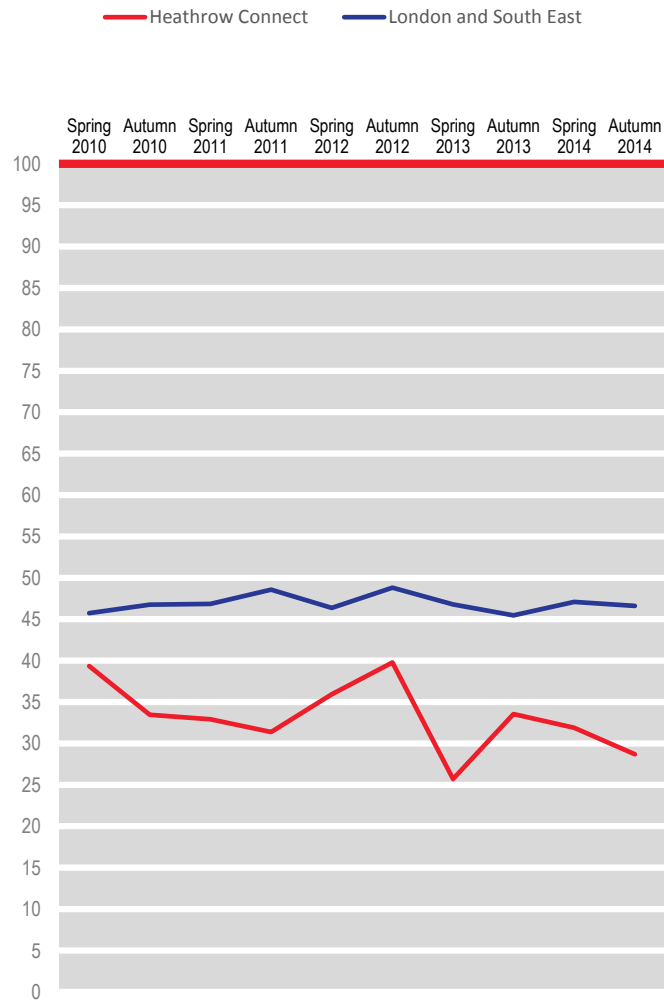
Percentage of passengers satisfied 2010 to 2014



Facilities for car parking at the station

(226)

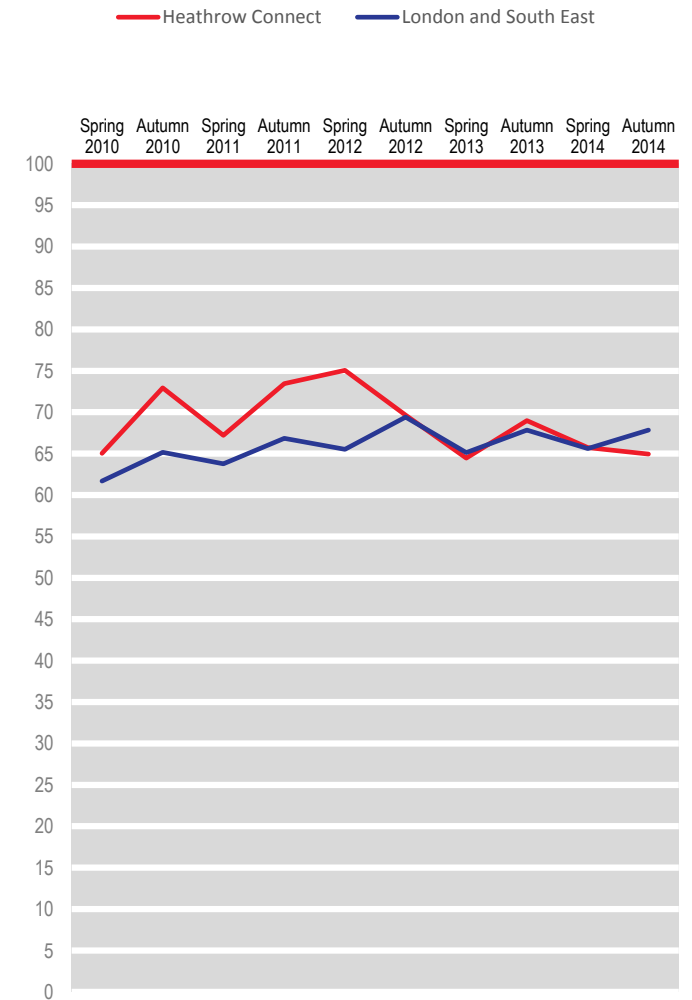
Percentage of passengers satisfied 2010 to 2014



Overall station environment

(729)

Percentage of passengers satisfied 2010 to 2014



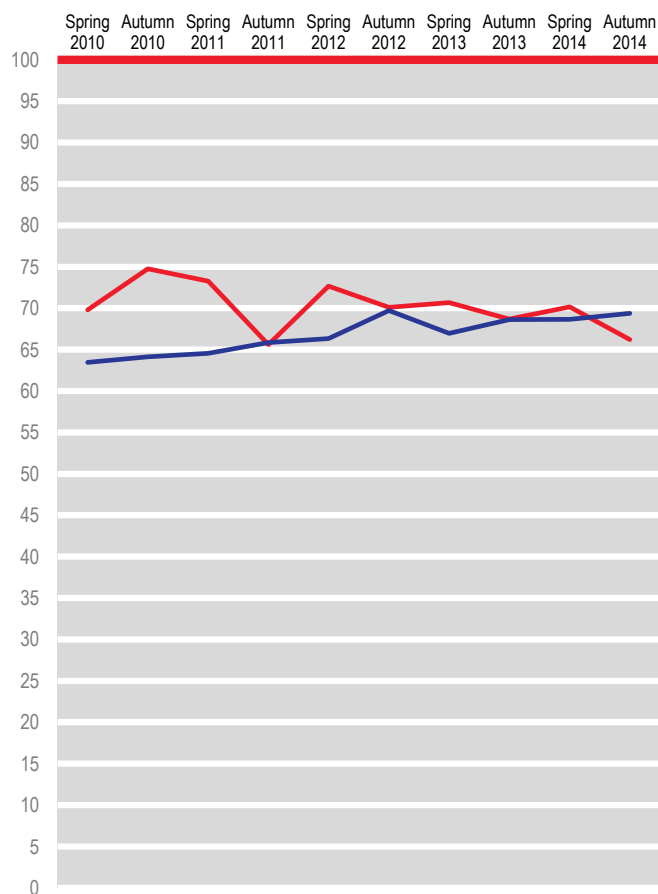
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(678)

Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

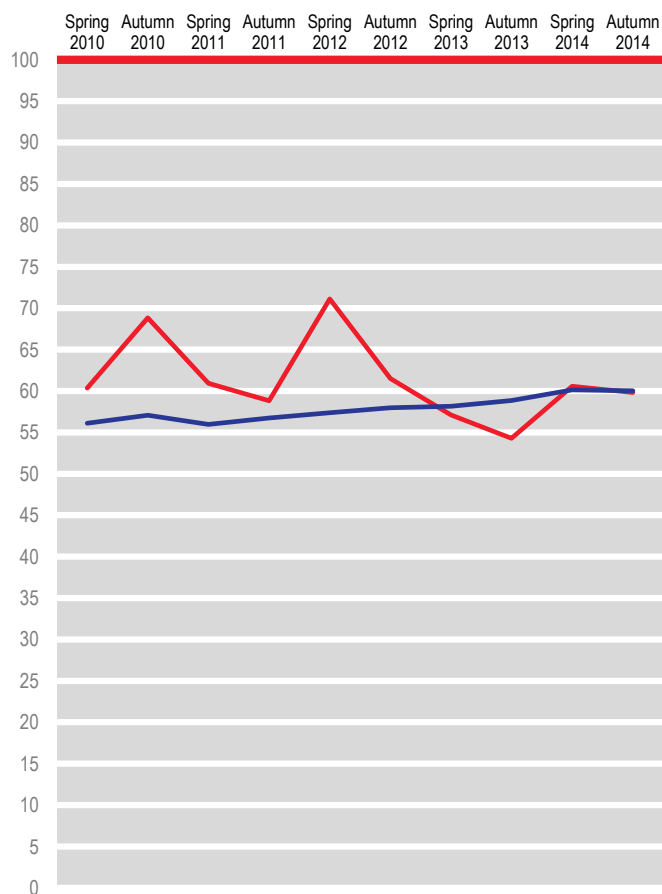


The availability of staff at the station

(668)

Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

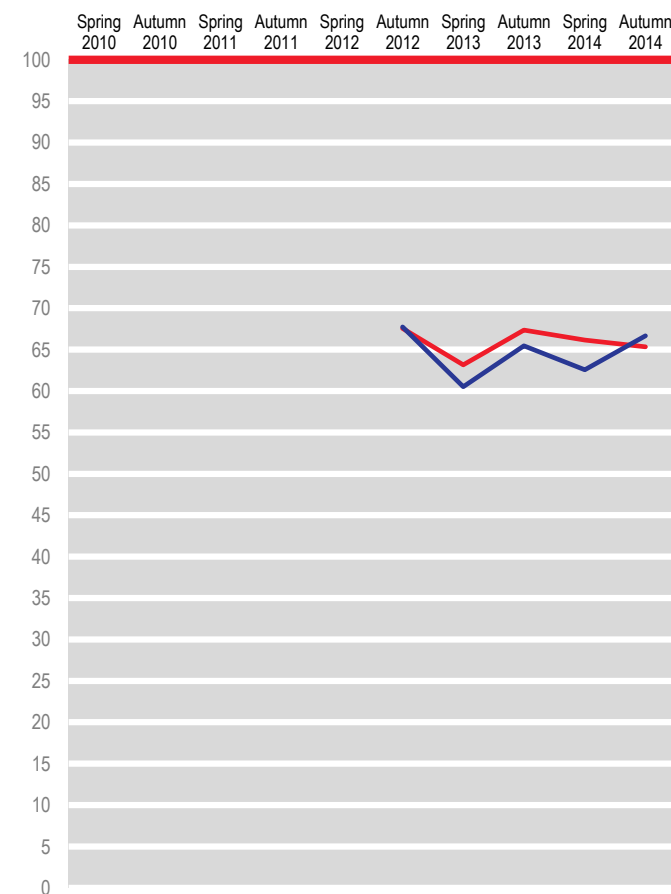


The provision of shelter facilities

(584)

Percentage of passengers satisfied 2010 to 2014

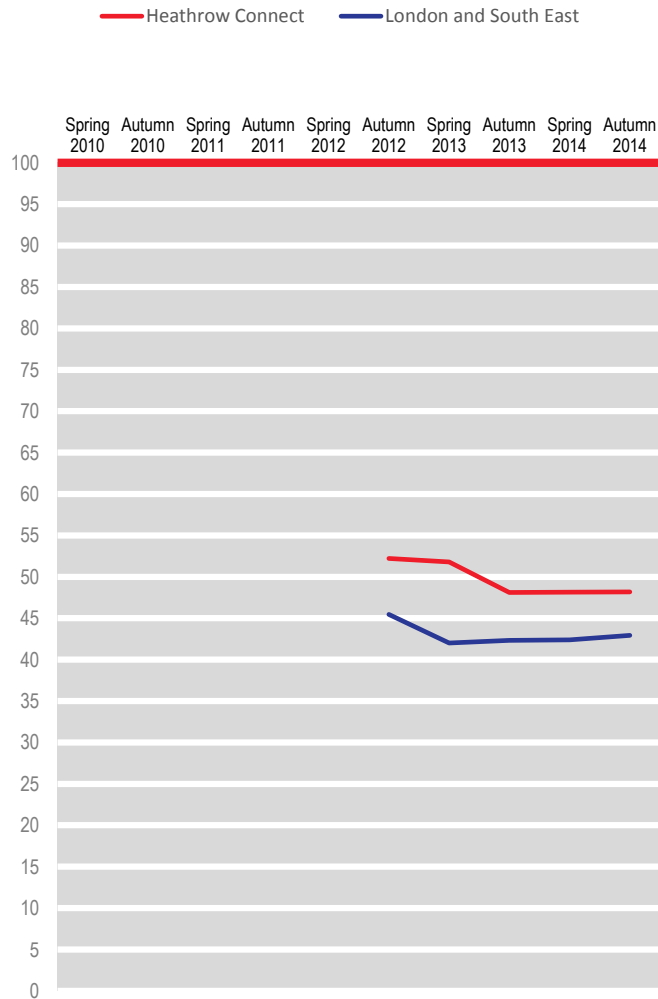
Heathrow Connect London and South East



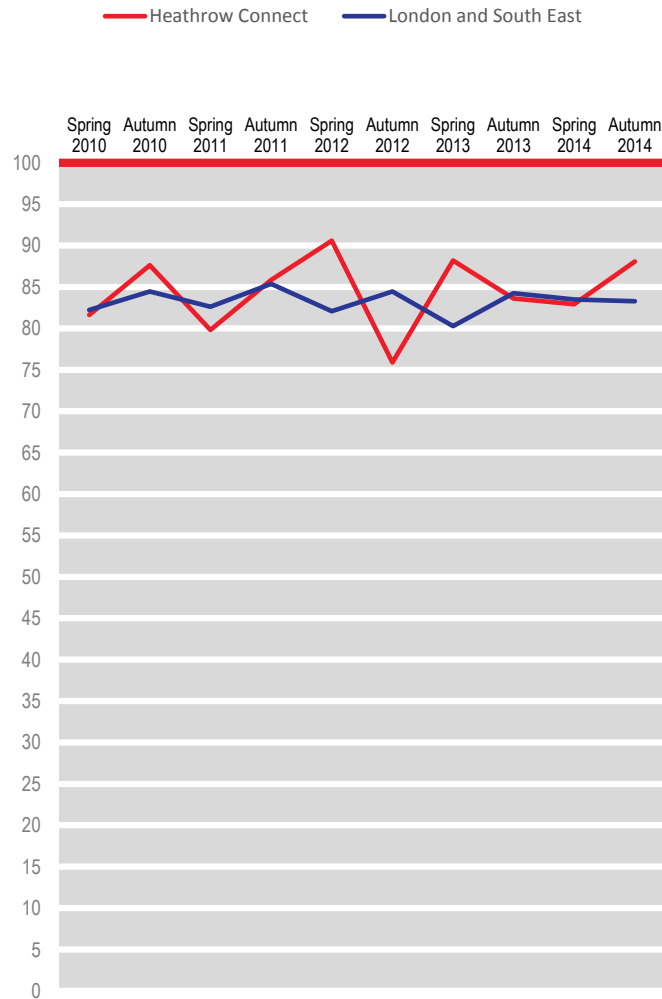
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(676)**

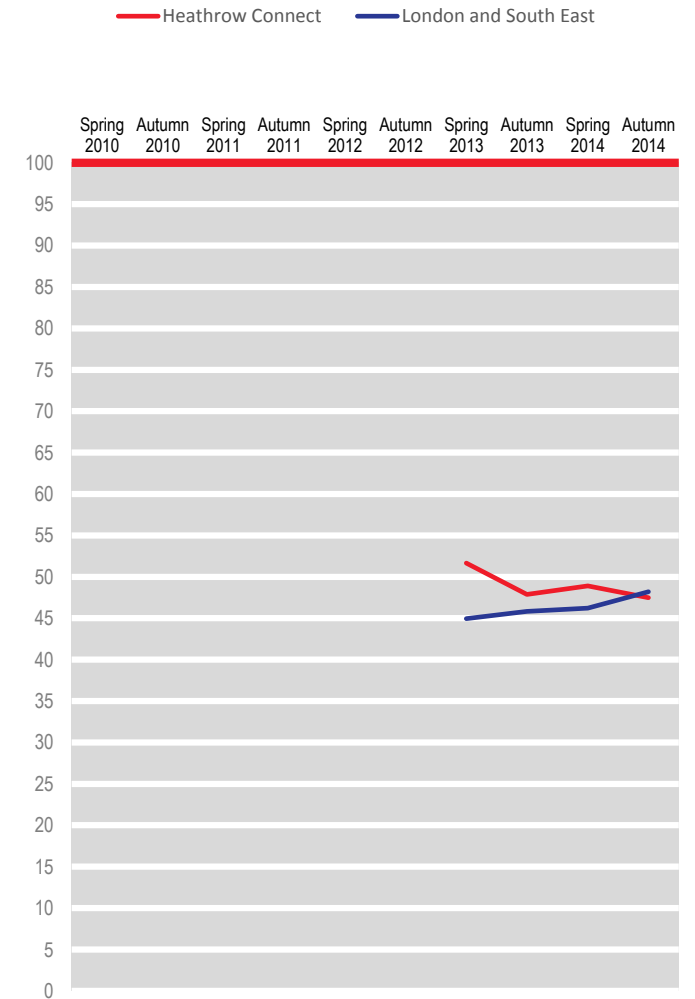
Percentage of passengers satisfied 2010 to 2014

**How request to station staff was handled****(120)**

Percentage of passengers satisfied 2010 to 2014

**The choice of shops/eating/drinking facilities available****(576)**

Percentage of passengers satisfied 2010 to 2014



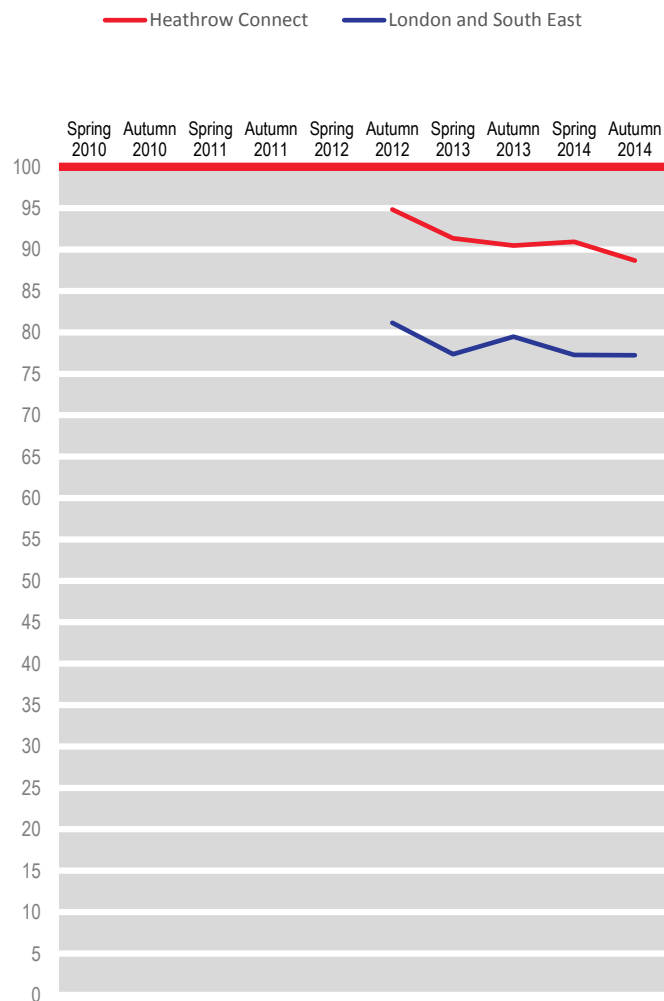
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(745)

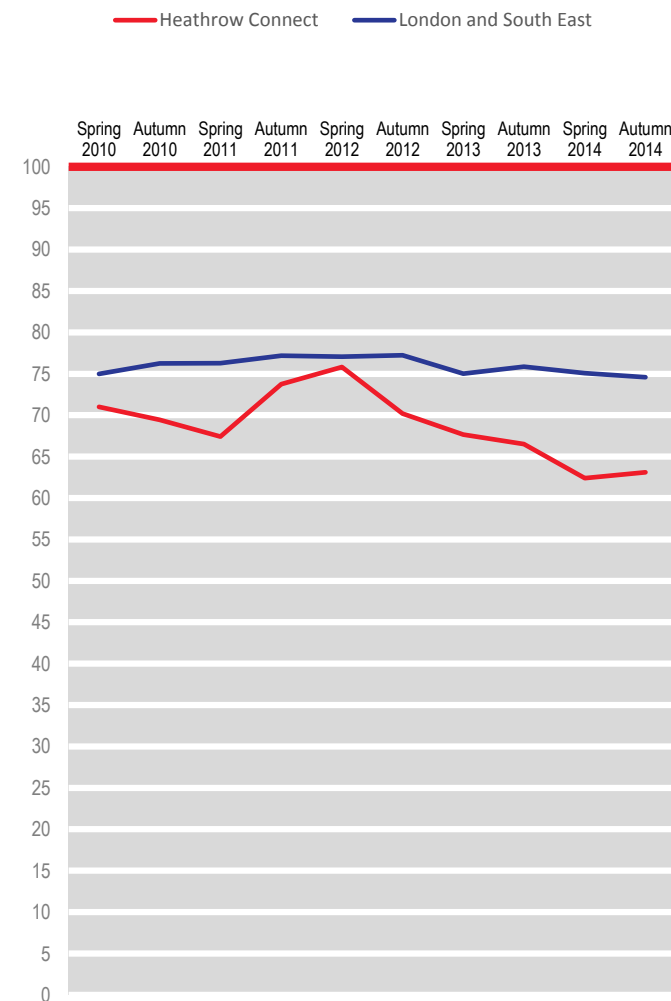
Percentage of passengers satisfied 2010 to 2014



The frequency of trains on that route

(746)

Percentage of passengers satisfied 2010 to 2014

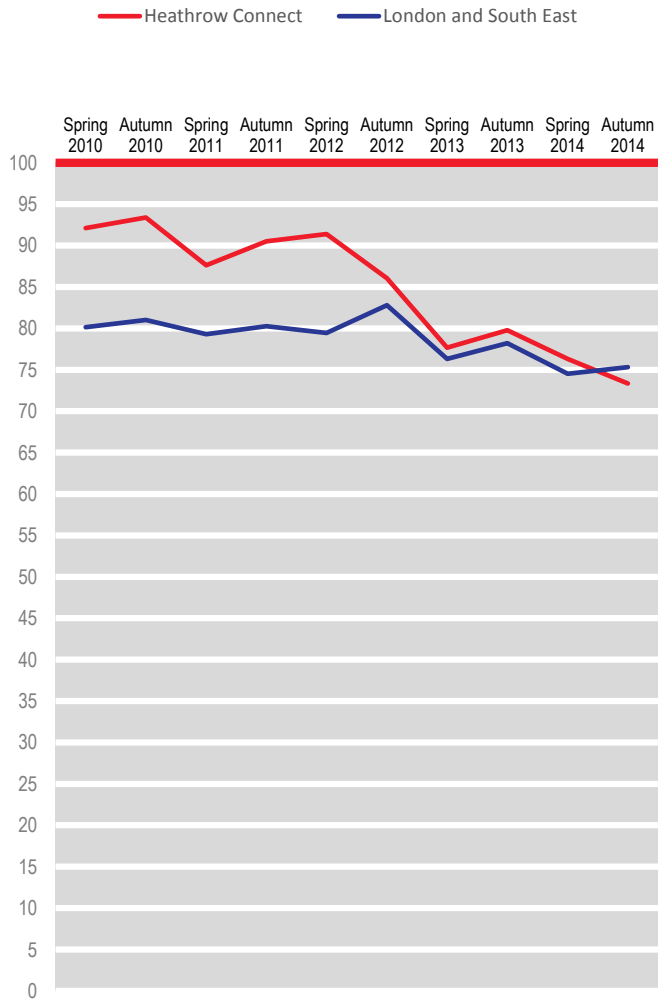


N.B. Benchmarks and targets are only shown for applicable factors

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

(742)

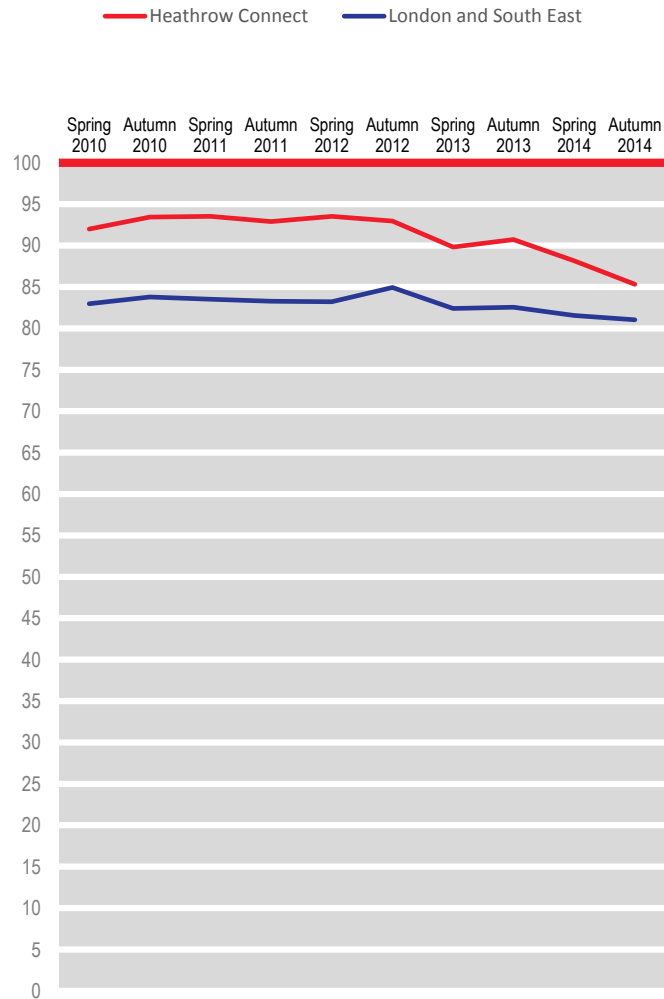
Percentage of passengers satisfied 2010 to 2014



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

(740)

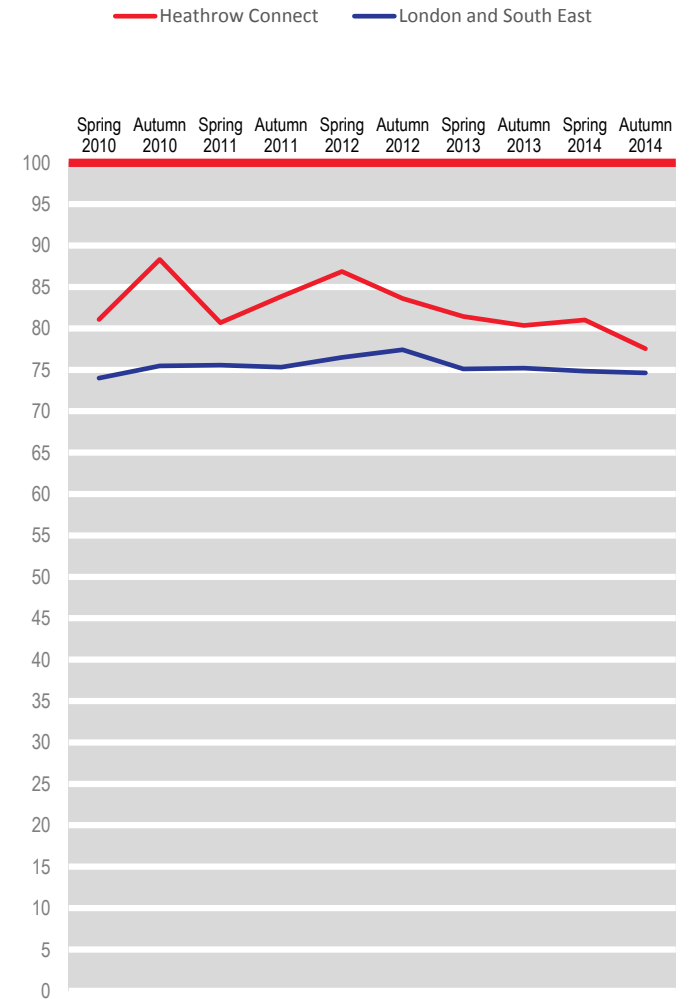
Percentage of passengers satisfied 2010 to 2014



Connections with other train services

(515)

Percentage of passengers satisfied 2010 to 2014



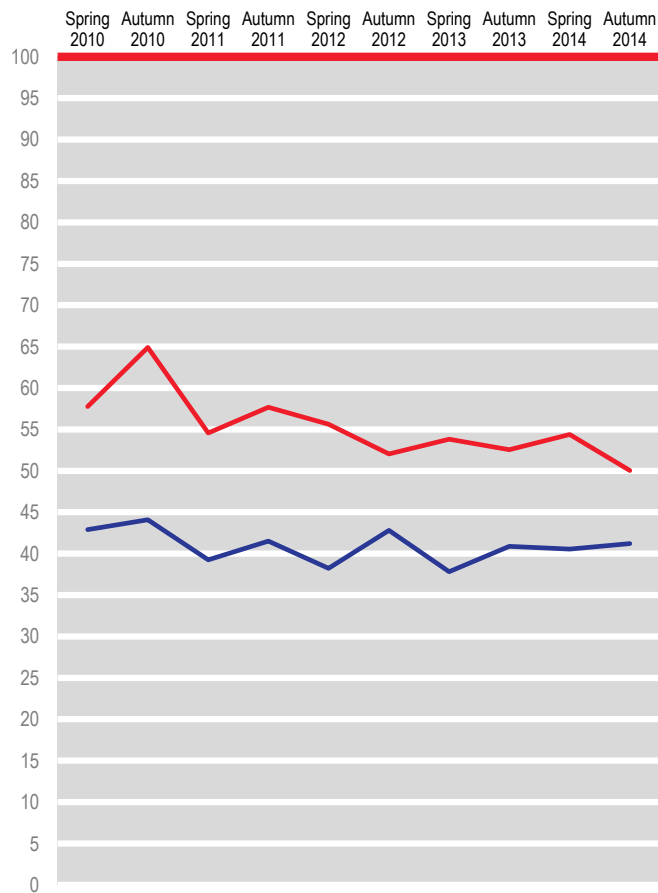
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(687)

Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

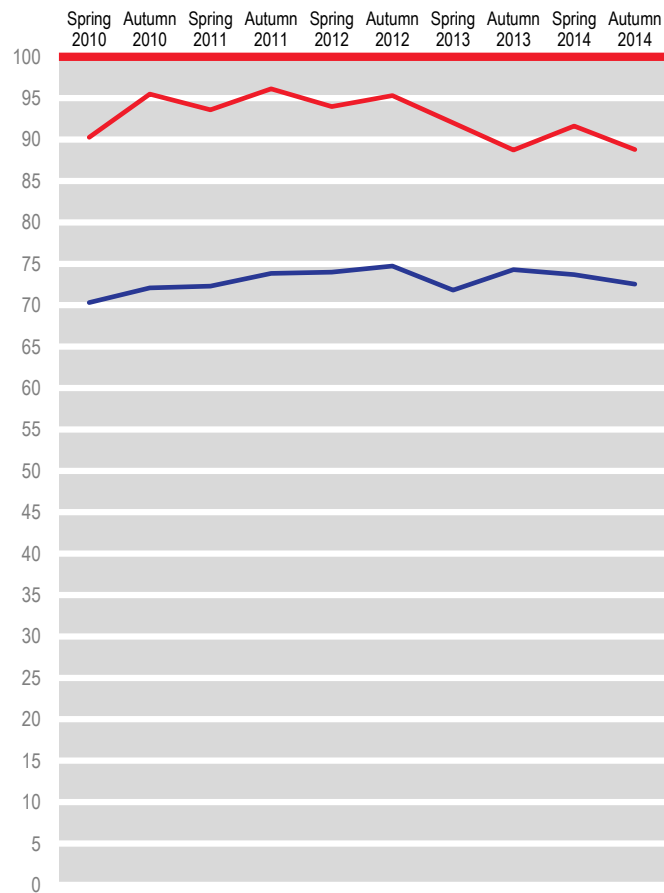


Cleanliness of the train

(753)

Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

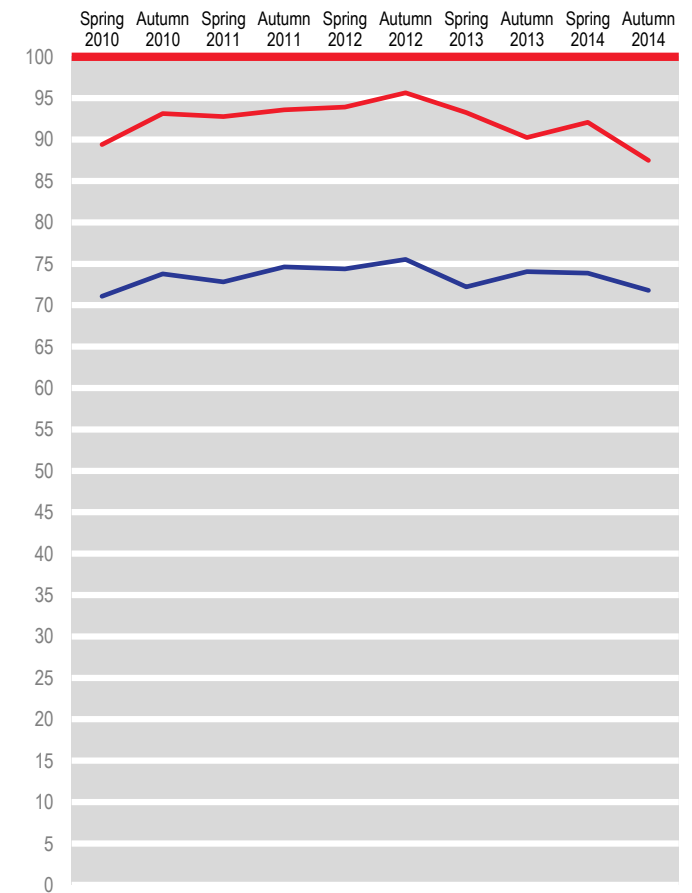


Upkeep and repair of the train

(731)

Percentage of passengers satisfied 2010 to 2014

Heathrow Connect London and South East

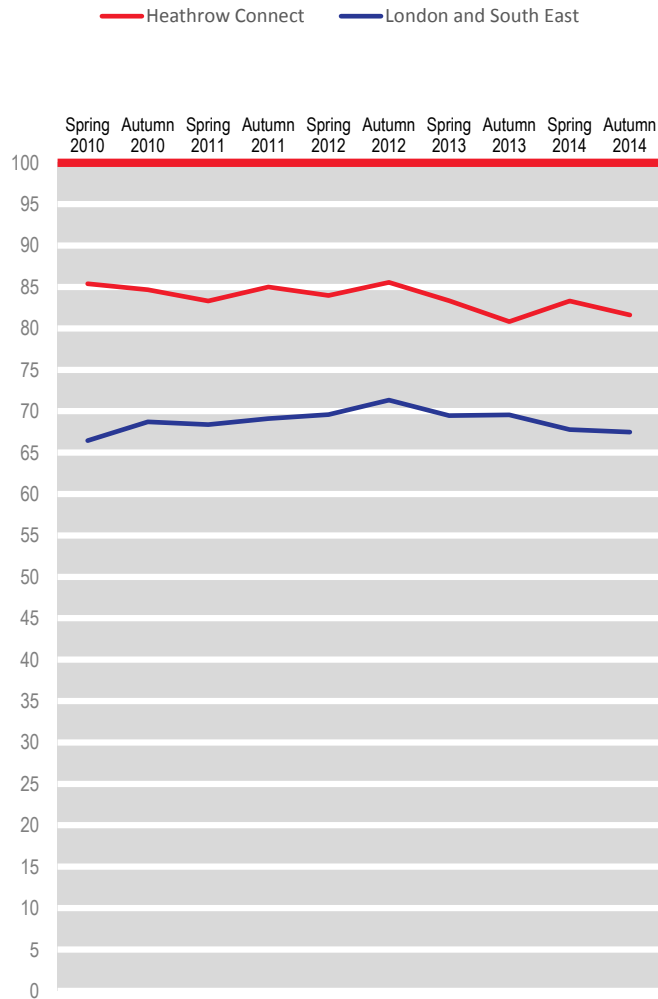


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(683)

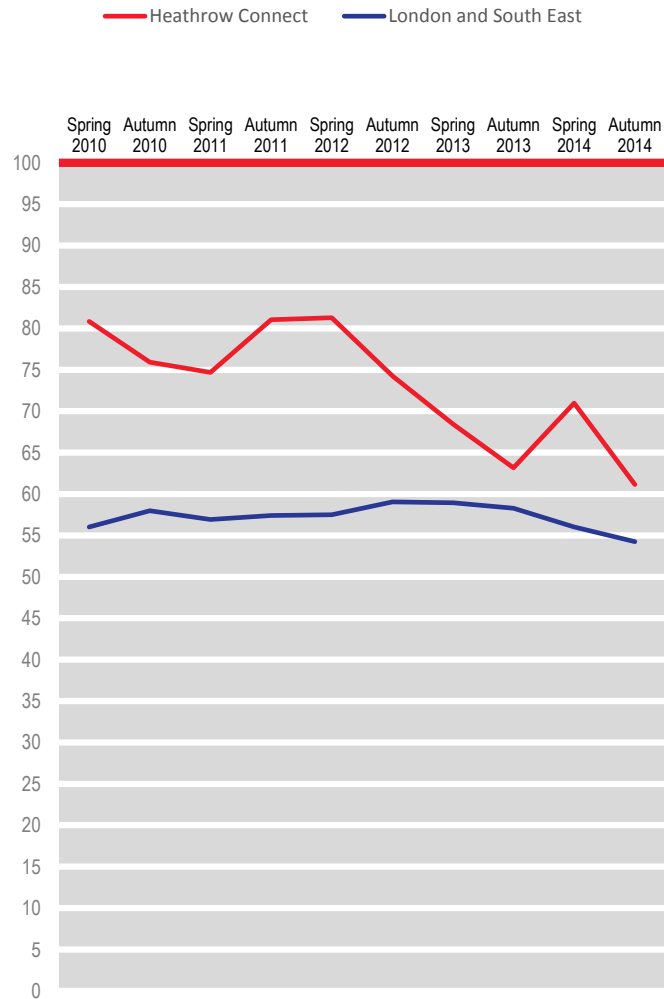
Percentage of passengers satisfied 2010 to 2014



The helpfulness and attitude of staff on the train

(451)

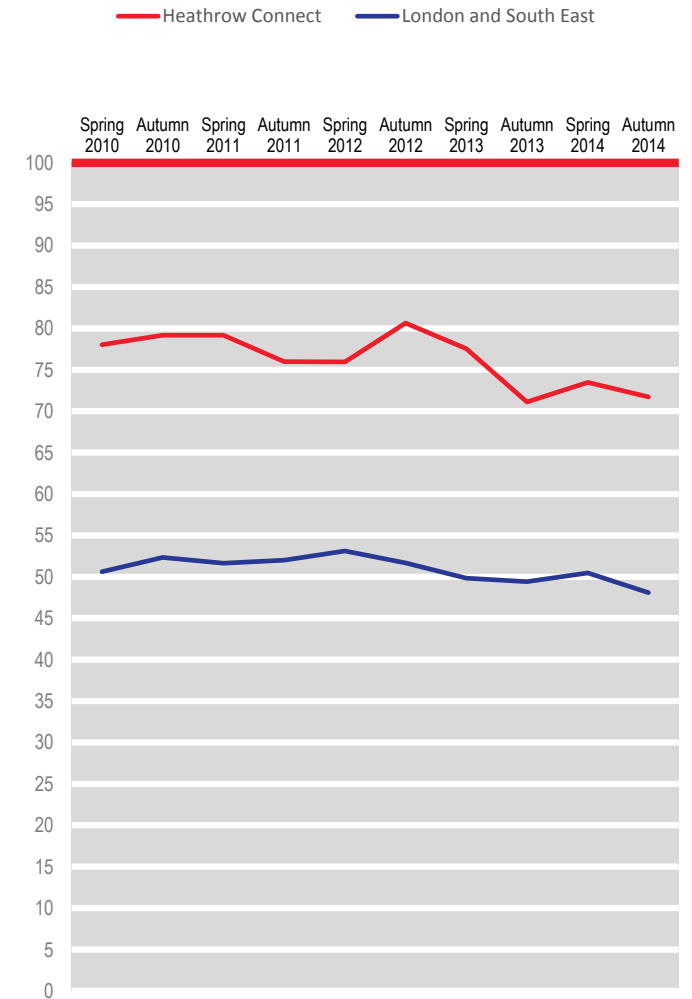
Percentage of passengers satisfied 2010 to 2014



The space for luggage

(610)

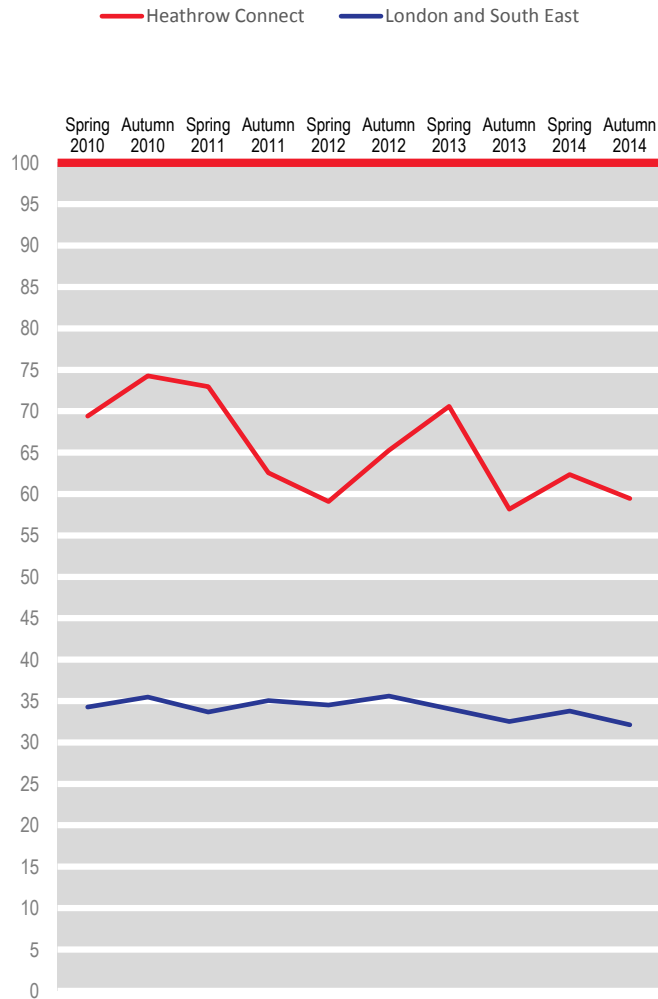
Percentage of passengers satisfied 2010 to 2014



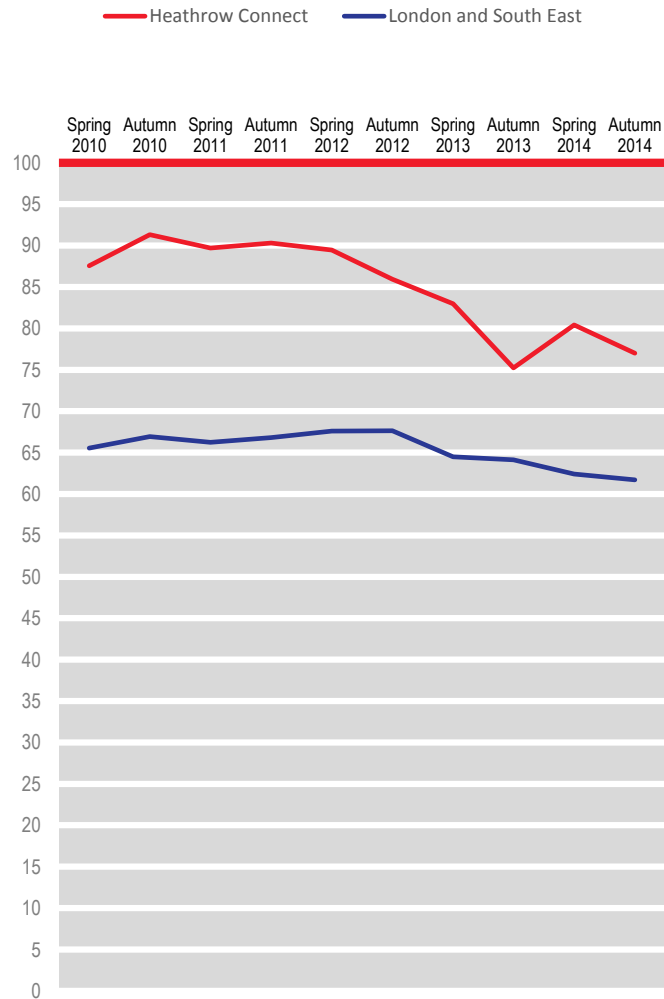
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(290)**

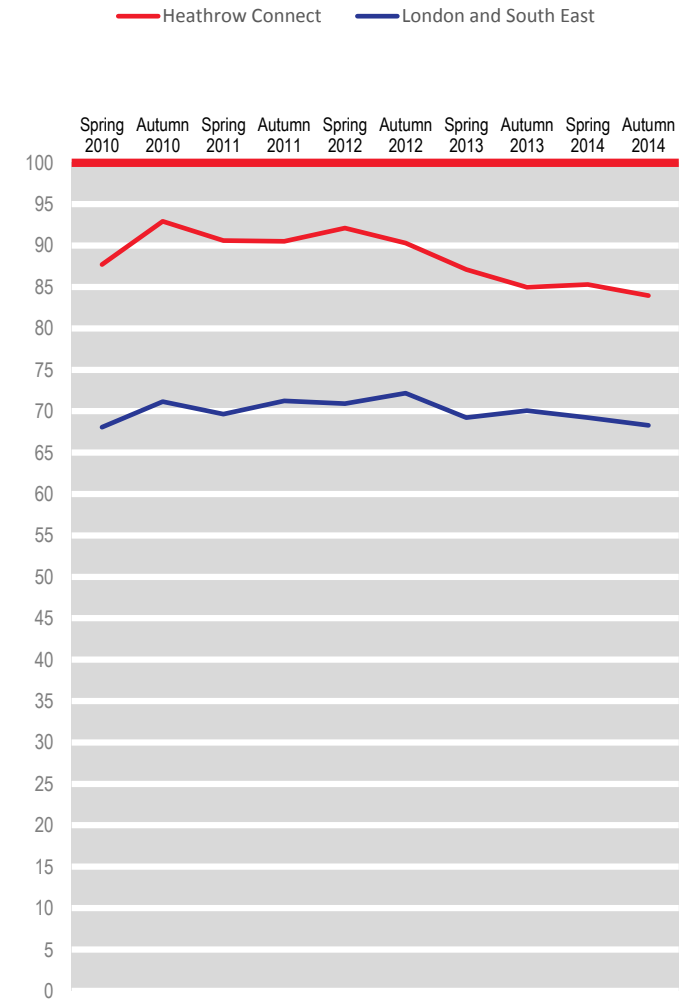
Percentage of passengers satisfied 2010 to 2014

**Sufficient room for all the passengers to sit/stand****(734)**

Percentage of passengers satisfied 2010 to 2014

**The comfort of the seating area****(730)**

Percentage of passengers satisfied 2010 to 2014

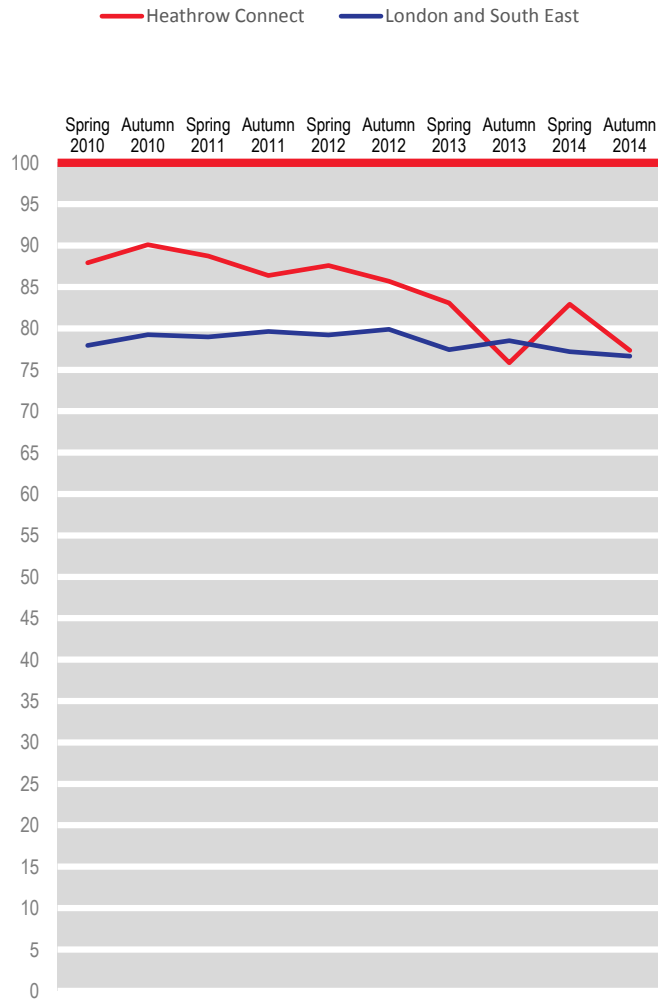


N.B. Benchmarks and targets are only shown for applicable factors

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

(732)

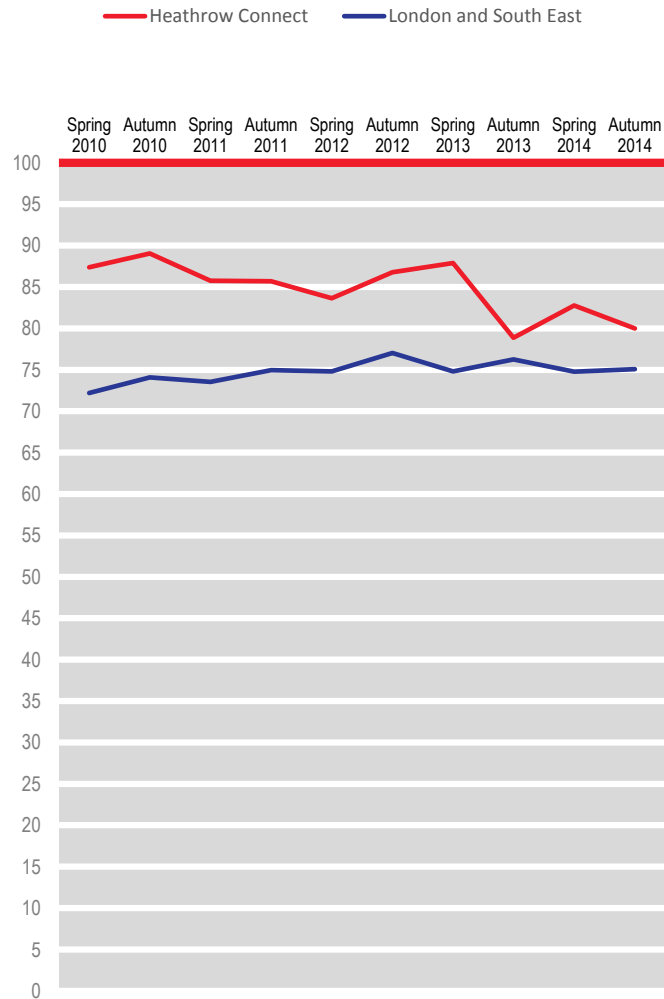
Percentage of passengers satisfied 2010 to 2014



Your personal security whilst on board

(716)

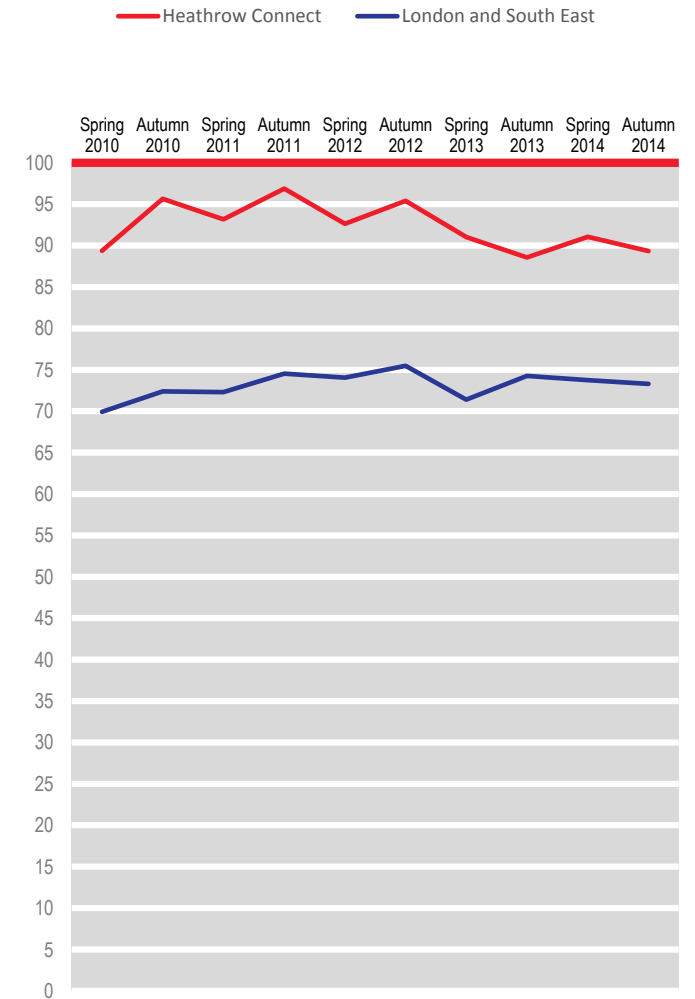
Percentage of passengers satisfied 2010 to 2014



The cleanliness of the inside of the train

(741)

Percentage of passengers satisfied 2010 to 2014

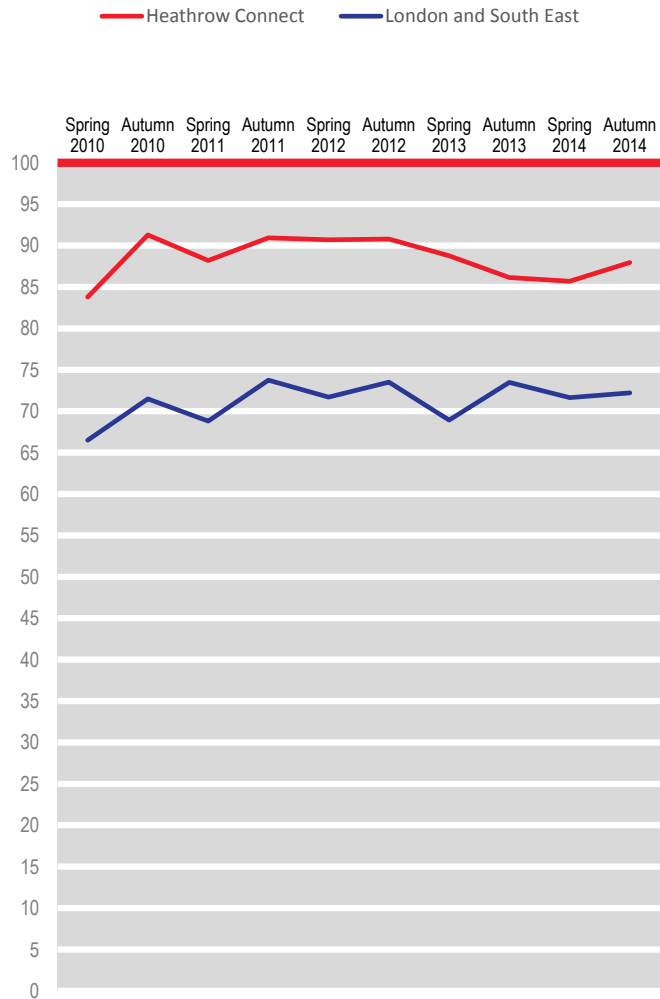


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(677)

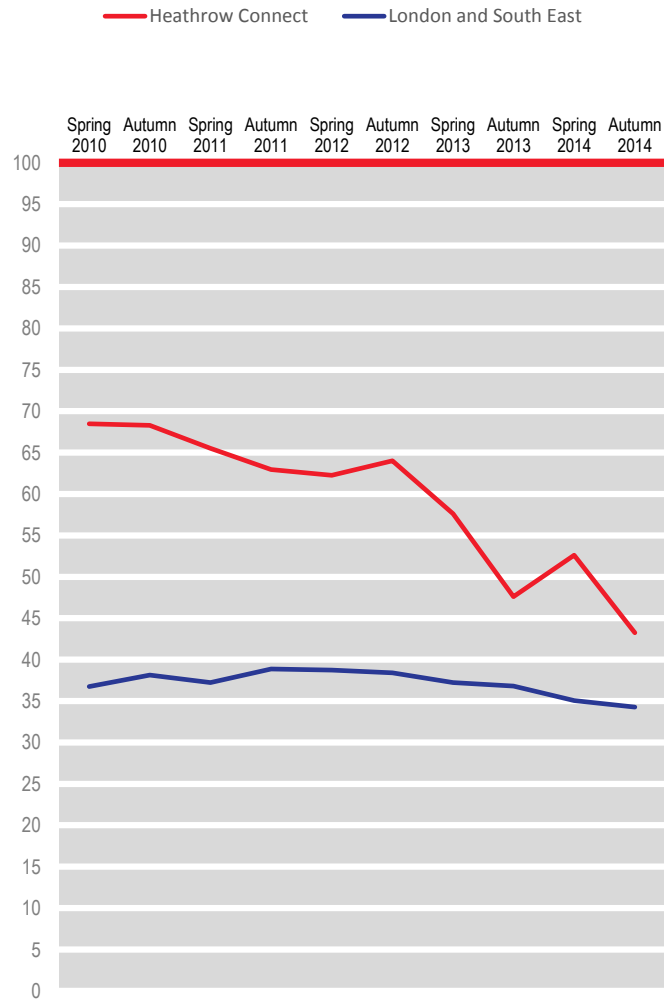
Percentage of passengers satisfied 2010 to 2014



The availability of staff on the train

(570)

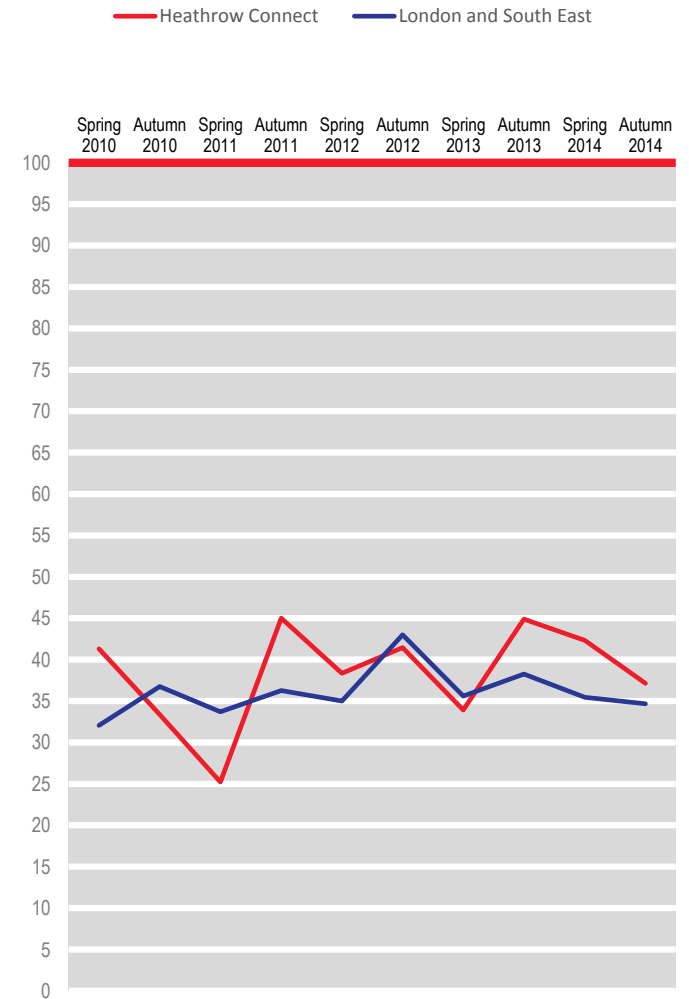
Percentage of passengers satisfied 2010 to 2014



How well train company dealt with delays

(135)

Percentage of passengers satisfied 2010 to 2014

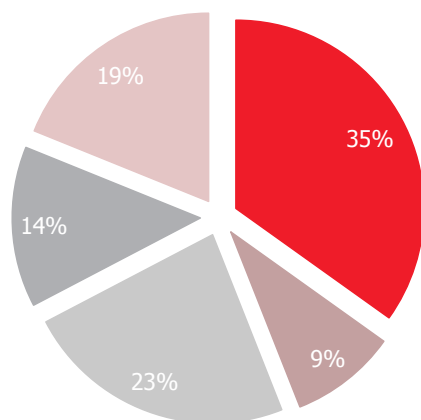


N.B. Benchmarks and targets are only shown for applicable factors

Managed versus non-managed stations for Heathrow Connect

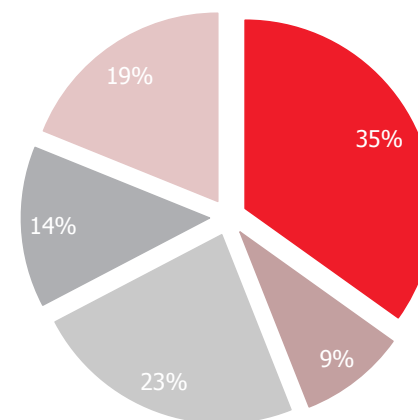
(% of passenger journeys originating from each type of station)

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	-		75
Ticket buying facilities	-		71
Provision of information about train times/platforms	-		73
The upkeep/repair of the station buildings/platforms	-		70
Cleanliness	-		73
The facilities and services	-		52
The attitudes and helpfulness of the staff	-		70
Connections with other forms of public transport	-		73
Facilities for car parking	-		29
Overall environment	-		65
Your personal security whilst using the station	-		66
The availability of staff	-		60
The provision of shelter facilities	-		65
Availability of seating	-		48
How request to station staff was handled	-		88
The choice of shops/eating/drinking facilities available	-		47

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DELAY					
None	72	76			
Minor	19	19			
Major	2	3			
LENGTH OF DELAY					
5 minutes or less	40	41			
6-10 minutes	27	26			
11-20 minutes	11	17			
21-30 minutes	10	6			
31-60 minutes	1	4			
More than 1 hour	3	2			
	7	5			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	13	14	Very well	18	16
Fairly well	35	29	Fairly well	30	30
Neither well nor poorly	17	20	Neither well nor poorly	17	21
Fairly poorly	14	20	Fairly poorly	18	16
Very poorly	20	18	Very poorly	17	18
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	14	15	Very well	12	10
Fairly well	31	30	Fairly well	26	23
Neither well nor poorly	23	20	Neither well nor poorly	32	30
Fairly poorly	15	18	Fairly poorly	10	18
Very poorly	17	17	Very poorly	20	19
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	14	14	Very well	14	5
Fairly well	30	28	Fairly well	17	17
Neither well nor poorly	26	26	Neither well nor poorly	22	28
Fairly poorly	11	16	Fairly poorly	17	17
Very poorly	19	16	Very poorly	29	32

5 5.2 Passenger experience relating to disability

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DISABILITY OR LONG TERM ILLNESS					
Vision	0	1			
Hearing	1	1			
Mobility	1	2			
Dexterity	-	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	1	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	93	90			
No answer	2	2			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	-	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	35	49	Yes	5	2
Not at all	65	40	No	95	98
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	38	30	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	27	32	Very satisfied	100	70
Neither satisfied nor dissatisfied	19	23	Fairly satisfied	-	20
Fairly dissatisfied	11	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	5	8	Fairly dissatisfied	-	10
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	50	26	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	12	35	Very satisfied	-	73
Neither satisfied nor dissatisfied	29	20	Fairly satisfied	-	13
Fairly dissatisfied	10	10	Neither satisfied nor dissatisfied	-	5
Very dissatisfied	-	9	Fairly dissatisfied	-	6
			Very dissatisfied	-	4

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	44	44	White	64	86
Female	46	53	Mixed	2	2
			Asian or Asian British	14	4
			Black or Black British	6	4
			Chinese or other ethnic group	2	2
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	50	51
19-25	10	8	Business	11	15
26-34	25	15	Leisure	39	34
35-44	20	19			
45-54	15	23	REGULAR TRAVELLER		
55-59	7	10	Yes	62	68
60-64	5	9	No	38	32
65+	8	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	63	64	Weekday	71	86
Working Part Time	10	15	Weekend	29	14
Not Working	2	3			
Retired	9	13	TIME OF TRAVEL		
Full Time Student	5	4	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	37	43	Yes asked for help	9	7
Middle Managerial	15	16	Yes asked for information	7	6
Junior Managerial/Clerical/Supervisory	12	12	Could not find anyone to ask	3	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	6	No	79	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	2	1	DO YOU REGULARLY USE THE INTERNET		
Retired	8	12	Yes, at home	83	91
Unemployed/between jobs	1	1	Yes, at work	64	67
Housewife/house-husband	1	0	No	3	4
Other	4	4			

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	86	84	Better telephone enquiry/booking service	8	10
With other adults 16+	11	14	Better internet enquiry/booking service	25	26
With children aged 0-4	1	1	Better information facilities at stations	25	24
With children aged 5-10	1	1	Better route maps of the rail network	18	20
With children aged 11-15	1	1	Make timetables easier to read	23	24
			Better ticket buying facilities at station ticket offices	22	22
			Better ticket buying facilities at station ticket machines	21	21
			Better promotion when advanced tickets available	23	30
TRAVELLING WITH ...			Other	12	13
Heavy/bulky luggage/other large items	26	12	None of these	14	18
Pushchair	1	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	-	0			
Helper	-	0			
Mobility scooter	-	0			
None apply	70	83			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	17	9			
Anytime day single/return	6	10			
Off-peak/super off-peak single/return	2	8			
Off-peak/super off-peak day single/return	1	7			
Advance	1	3			
Day travelcard	3	6			
Oyster pay as you go	26	15			
Weekly or monthly season ticket	20	18			
Annual season ticket	6	11			
Special promotion ticket	-	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	8	6			
Other	3	2			
Don't know/no answer	5	3			

Station sample sizes for Heathrow Connect

Station	Unweighted
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London Paddington	327
Heathrow Airport T123	154
Hayes And Harlington	110
Ealing Broadway	84
Southall	49
Hanwell	40
West Ealing	18
Heathrow Terminal 4	3

	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	Abellio Greater Anglia
	c2c
	Chiltern Railways
	First Great Western
	Govia Thameslink Railway *
	London Midland
	London Overground
	South West Trains
	Southeastern
Long Distance Operators	Southern
	CrossCountry
	East Coast
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
Regional Operators	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 Birmingham New 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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Passenger Focus is the operating name of the Passengers' Council. This survey was published in January 2015. © Passenger Focus 2015.