



# National Rail Passenger Survey

## Merseyrail 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 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.

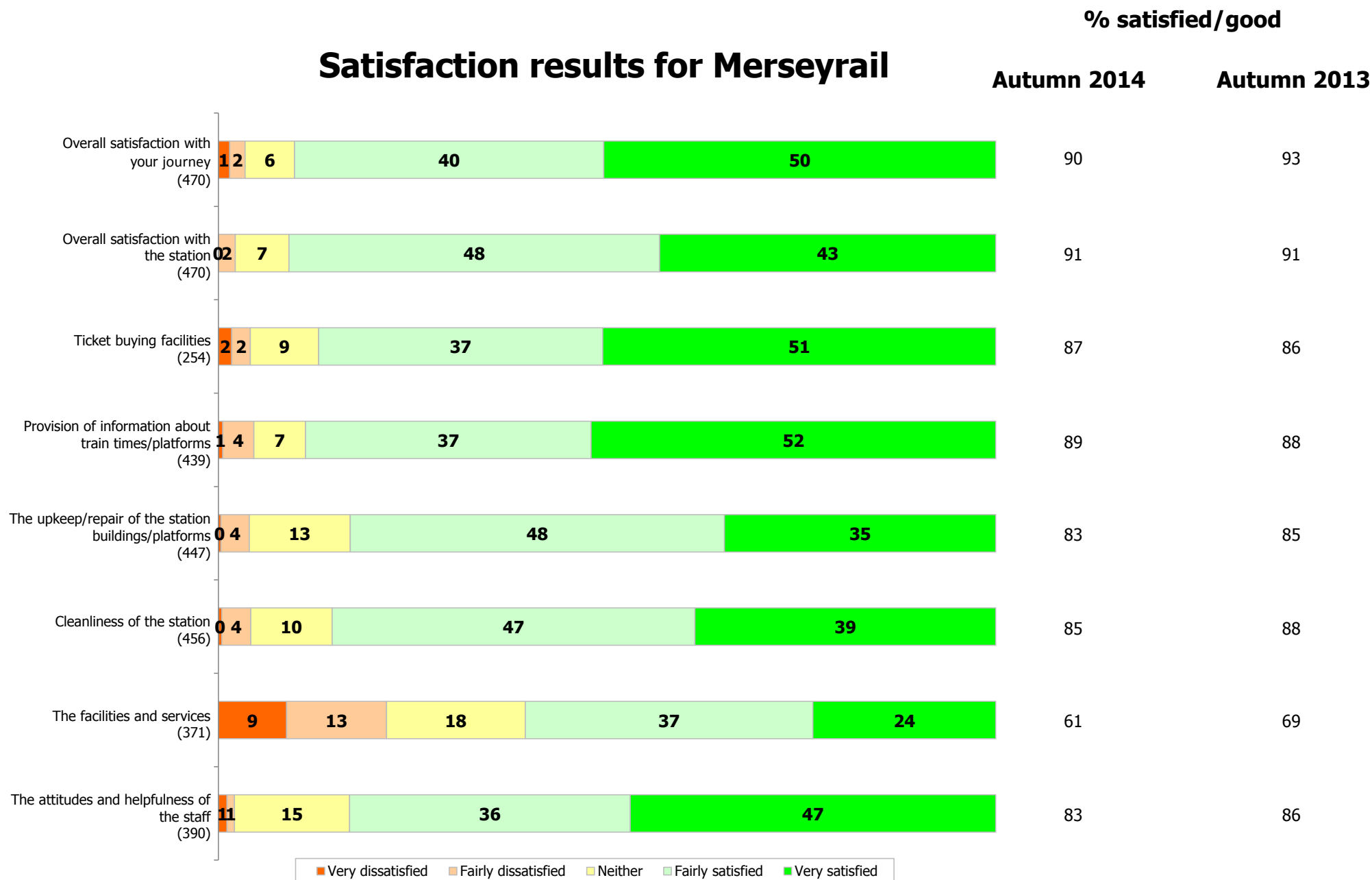
### **Spring 2013 (Wave 28)**

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.



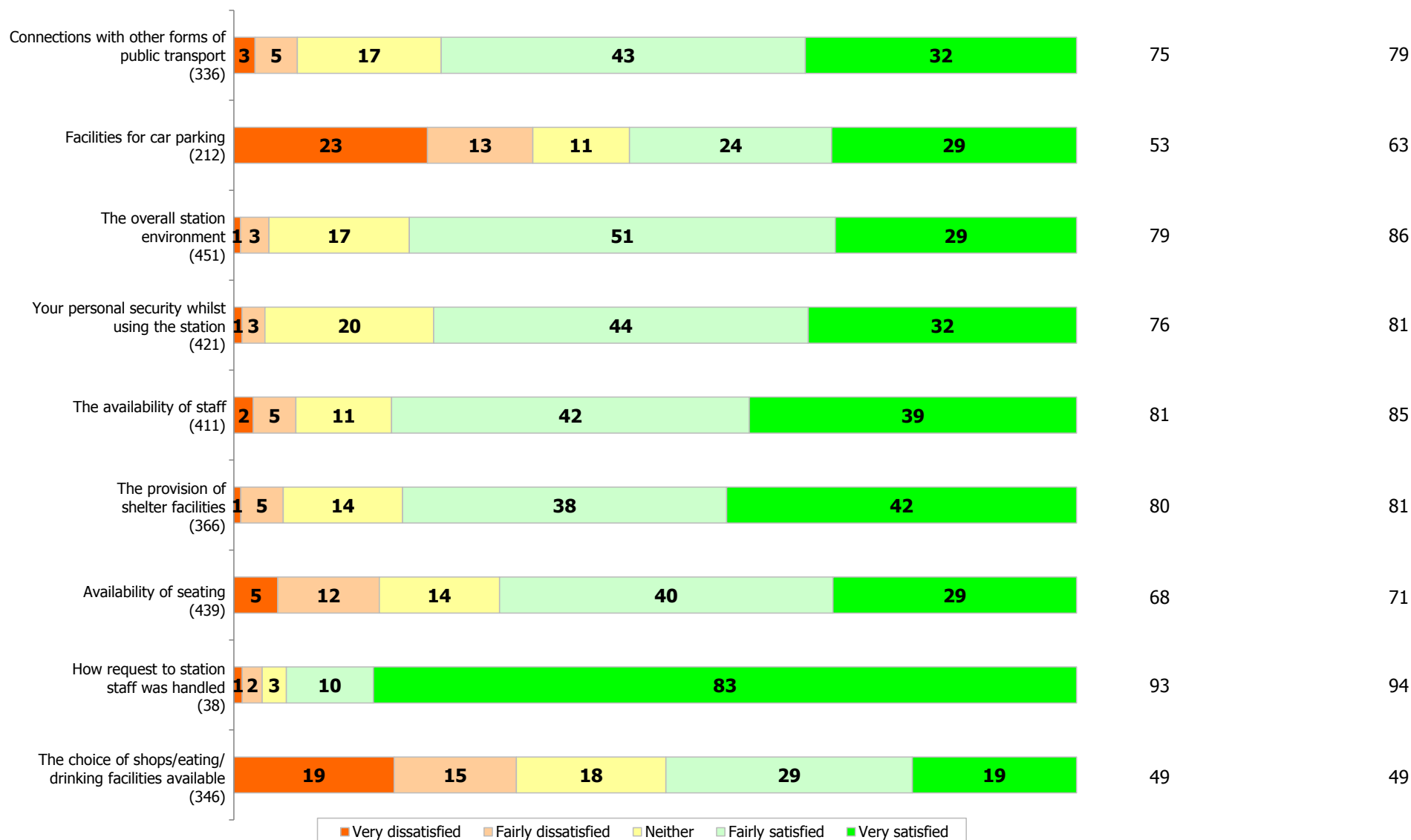


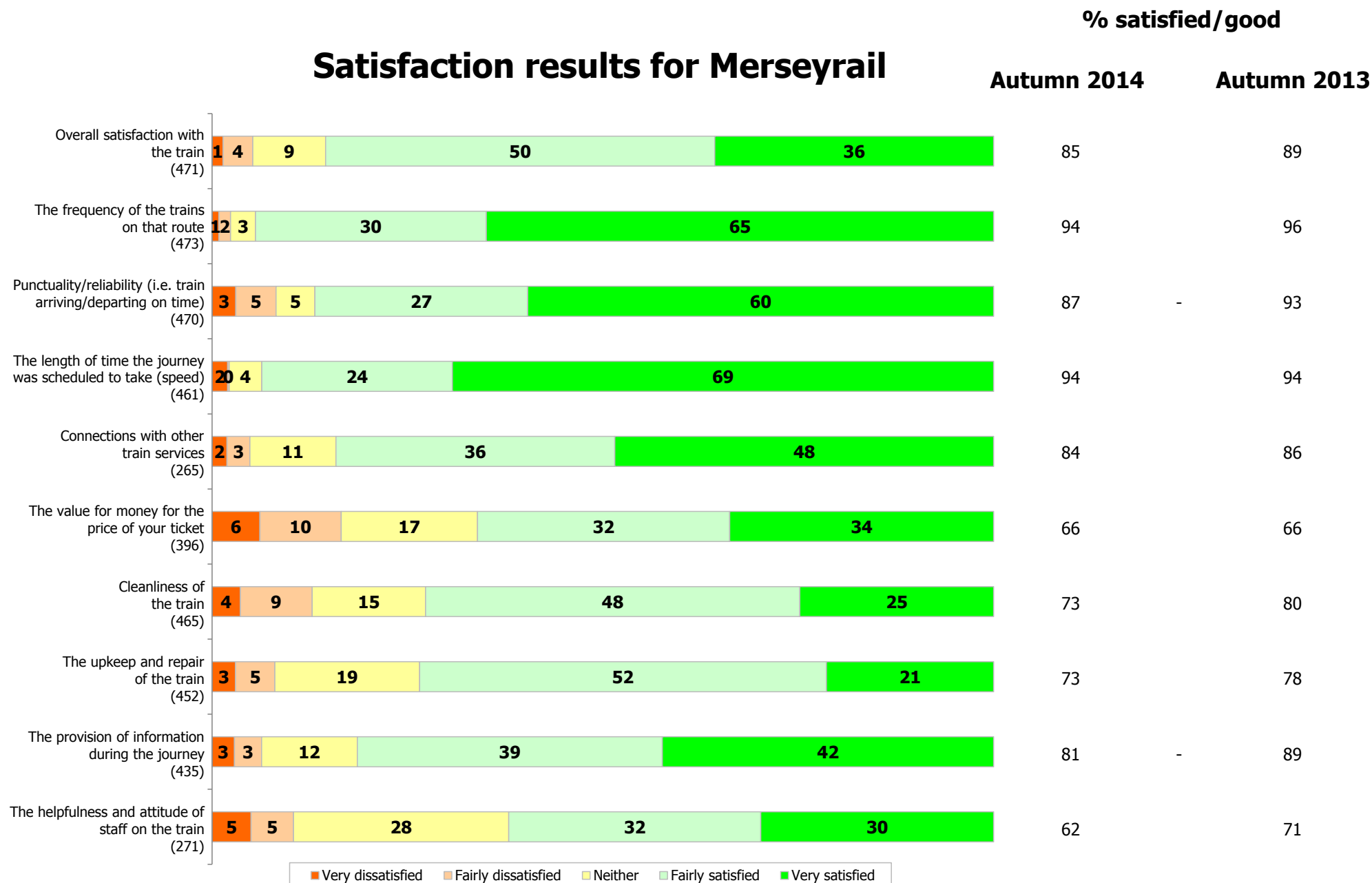
## Satisfaction results for Merseyrail

% satisfied/good

Autumn 2014

Autumn 2013





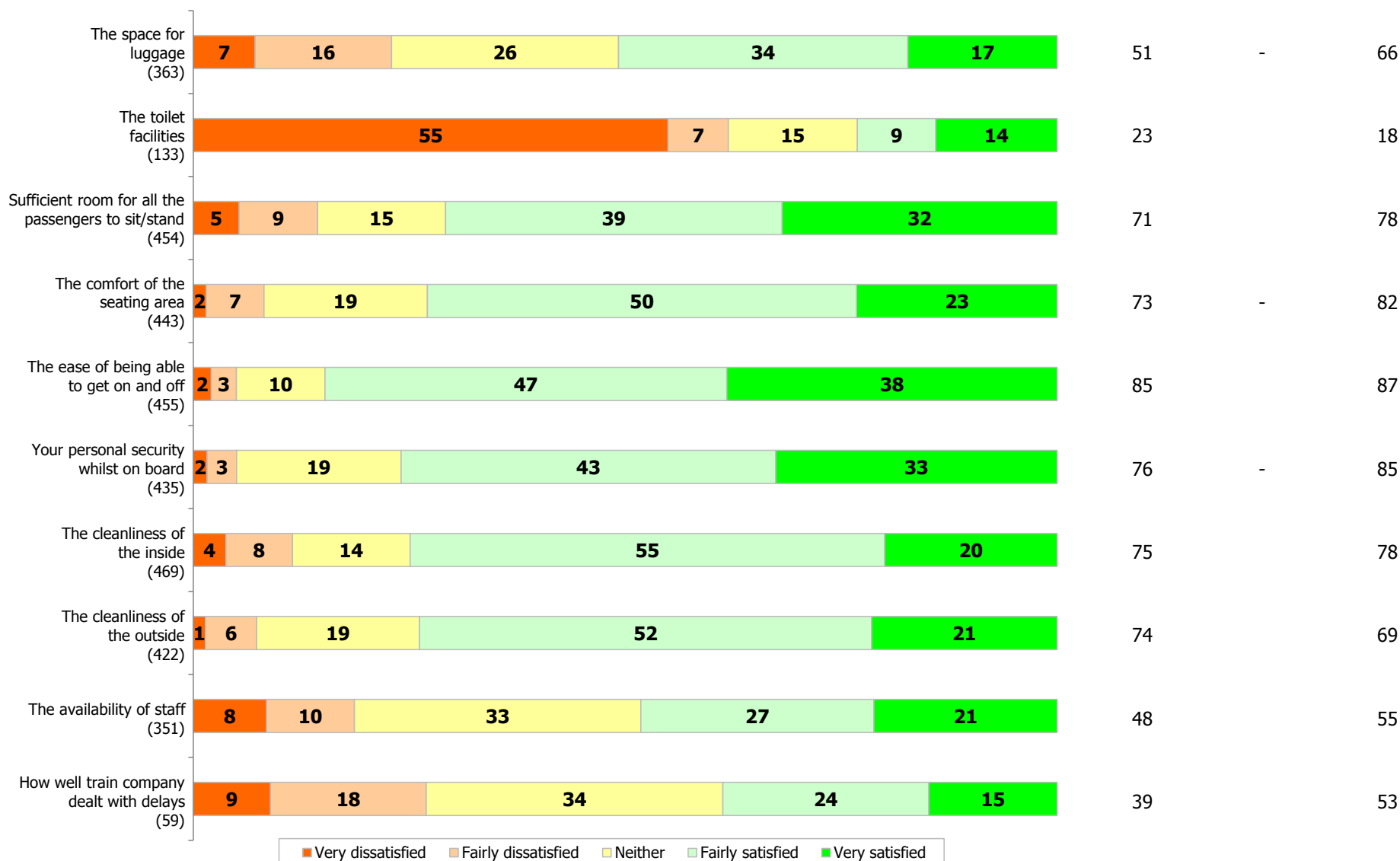


% satisfied/good

## Satisfaction results for Merseyrail

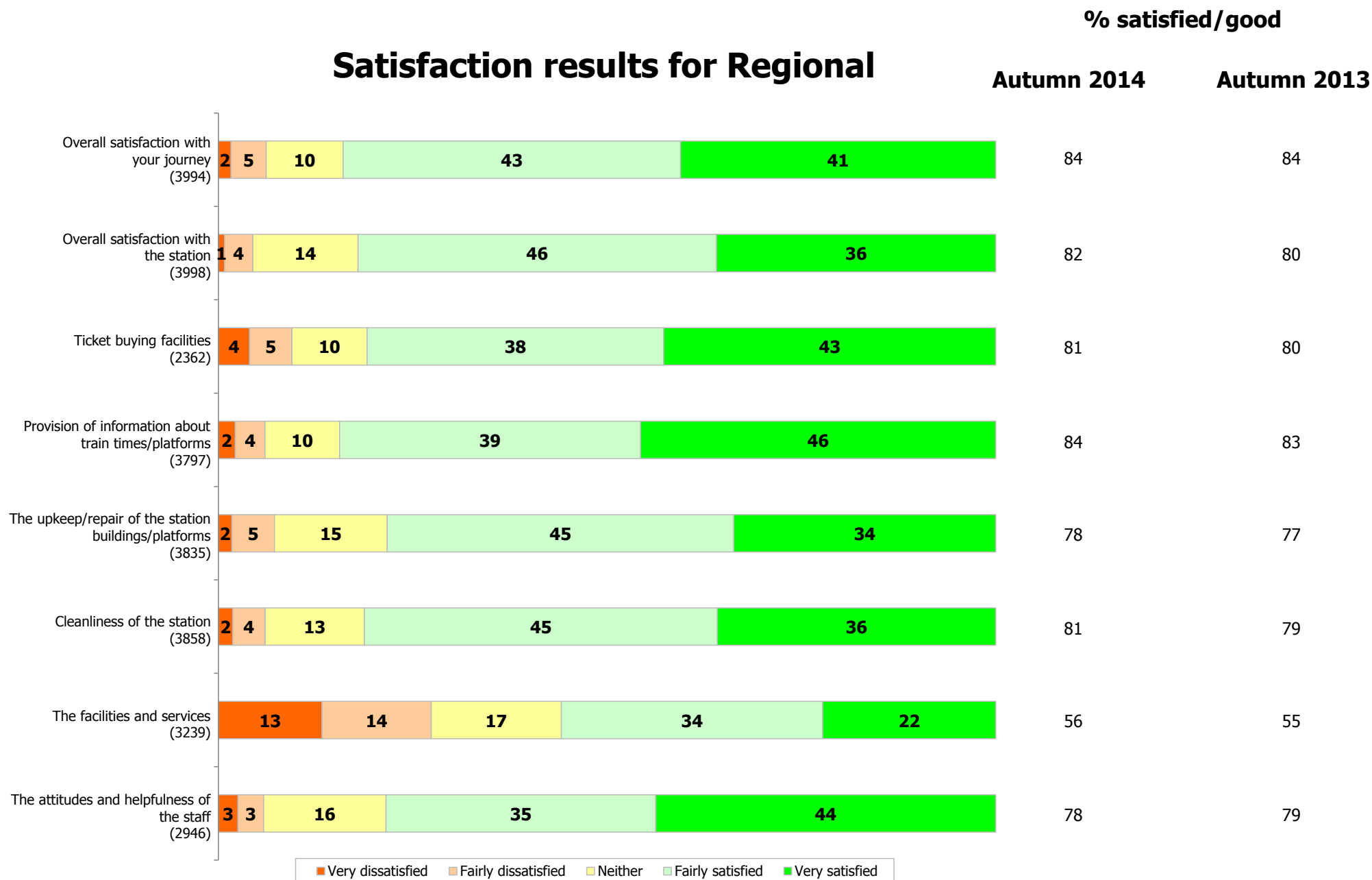
Autumn 2014

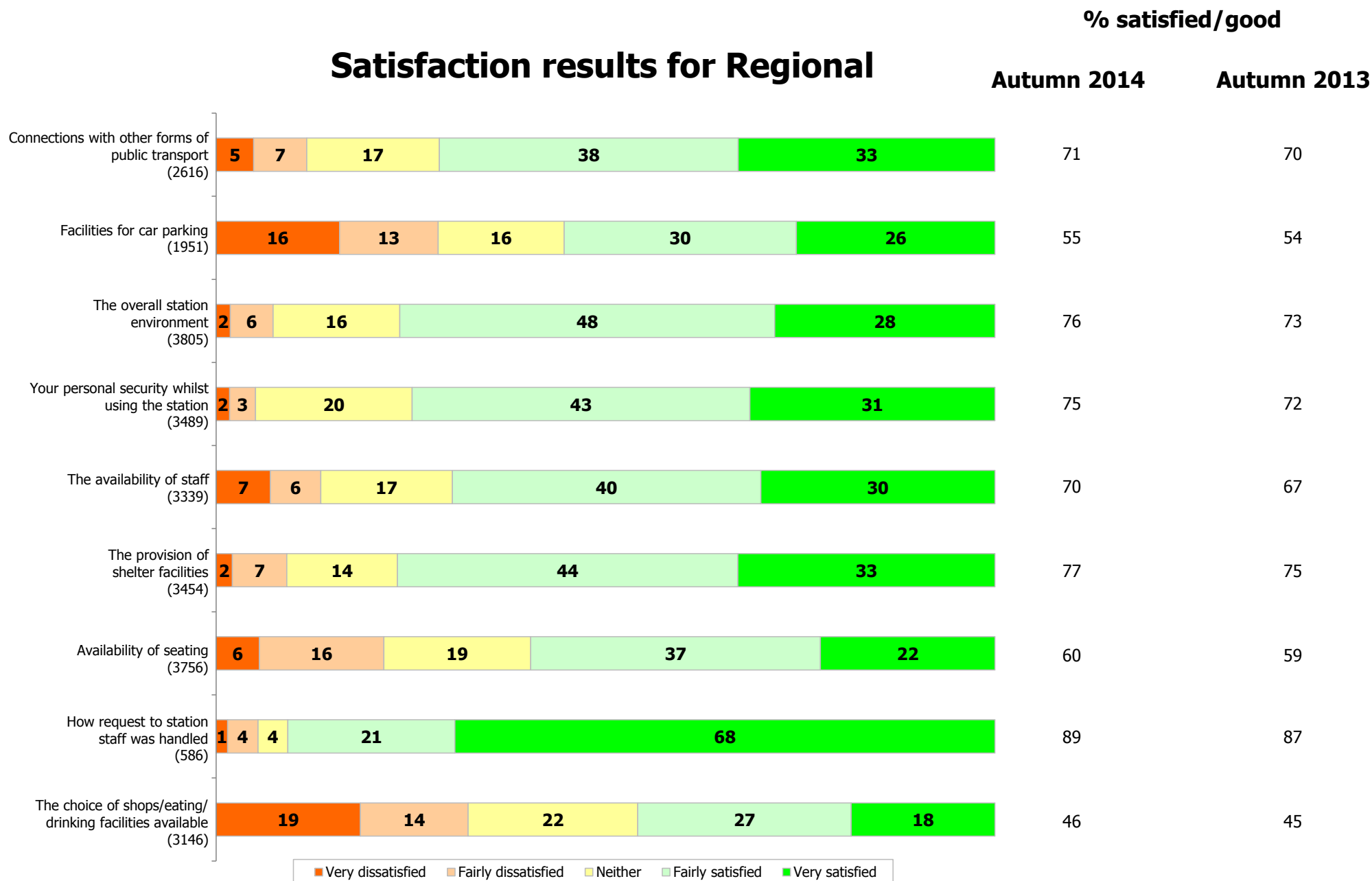
Autumn 2013

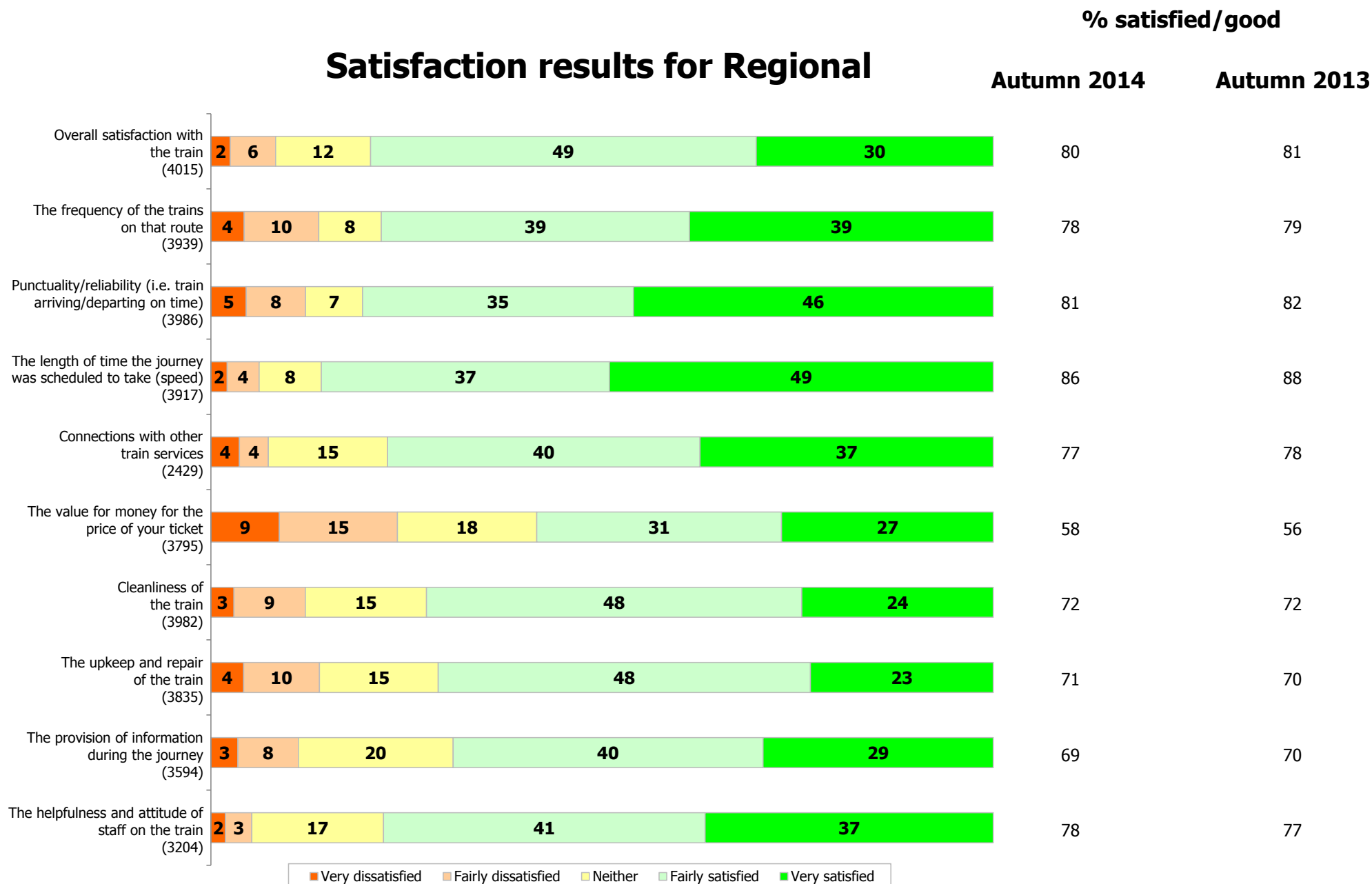


## 2 2.3 Overall satisfaction with your journey and station factors

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





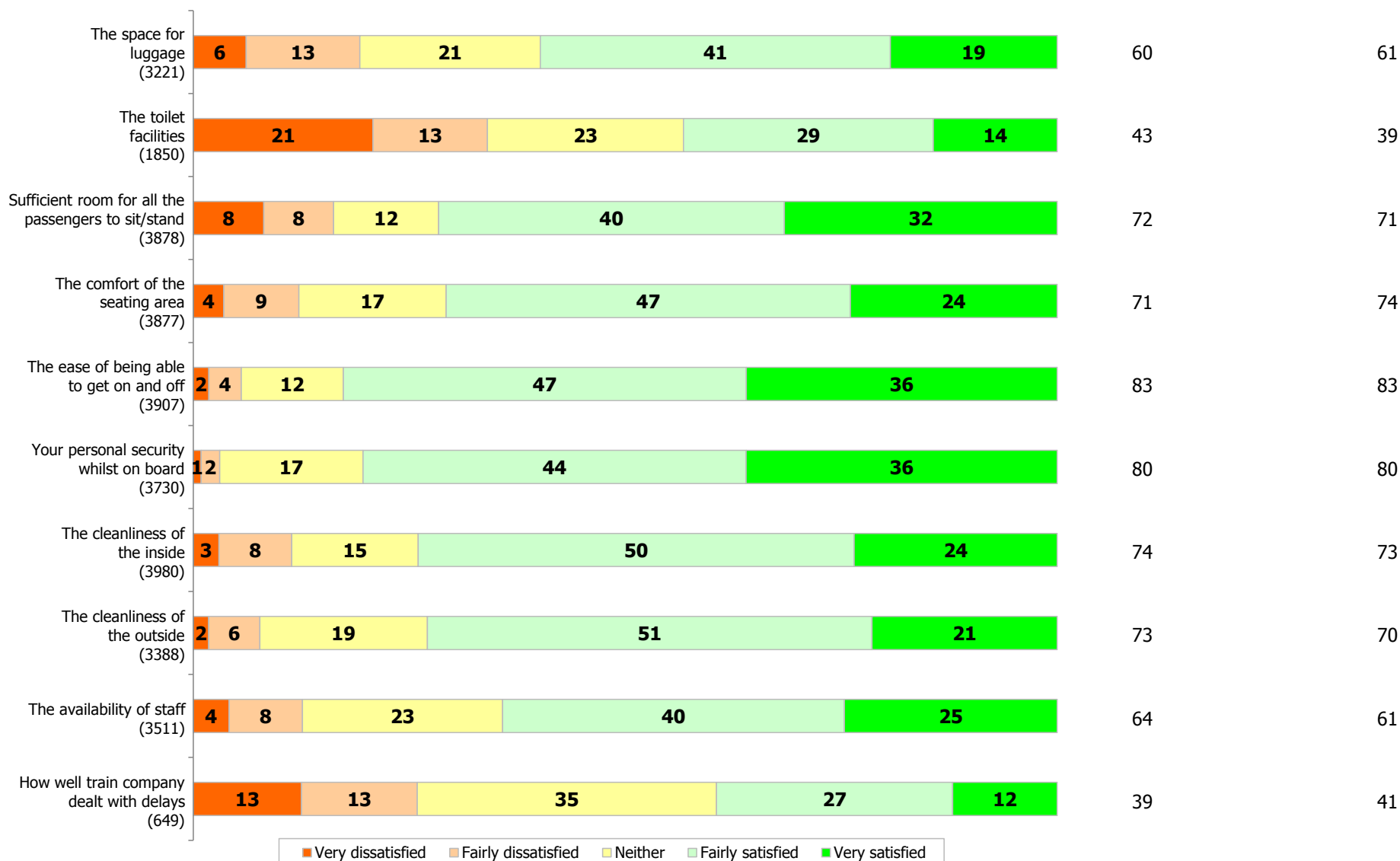


% satisfied/good

## Satisfaction results for Regional

Autumn 2014

Autumn 2013



## Merseyrail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	90	84	107%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	91	82	111%
Ticket buying facilities	87	81	108%
Provision of information about train times/platforms	89	84	105%
The upkeep/repair of the station buildings/platforms	83	78	106%
Cleanliness	85	81	105%
The facilities and services	61	56	108%
The attitudes and helpfulness of the staff	83	78	106%
Connections with other forms of public transport	75	71	106%
Facilities for car parking	53	55	96%
Overall environment	79	76	104%
Your personal security whilst using the station	76	75	102%
The availability of staff	81	70	117%
The provision of shelter facilities	80	77	104%
Availability of seating	68	60	115%
How request to station staff was handled	93	89	104%
The choice of shops/eating/drinking facilities available	49	46	106%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	85	80	107%
The frequency of the trains on that route	94	78	121%
Punctuality/reliability (i.e. the train arriving/departing on time)	87	81	108%
The length of time the journey was scheduled to take (speed)	94	86	109%
Connections with other train services	84	77	109%
The value for money of the price of your ticket	66	58	113%
Cleanliness of the train	73	72	100%
Upkeep and repair of the train	73	71	104%
The provision of information during the journey	81	69	118%
The helpfulness and attitude of staff on train	62	78	80%
The space for luggage	51	60	85%
The toilet facilities	23	43	53%
Sufficient room for all passengers to sit/stand	71	72	99%
The comfort of the seating area	73	71	103%
The ease of being able to get on and off	85	83	103%
Your personal security on board	76	80	95%
The cleanliness of the inside	75	74	101%
The cleanliness of the outside	74	73	101%
The availability of staff	48	64	75%
How well train company deals with delays	39	39	98%

## Building block/route data for Merseyrail

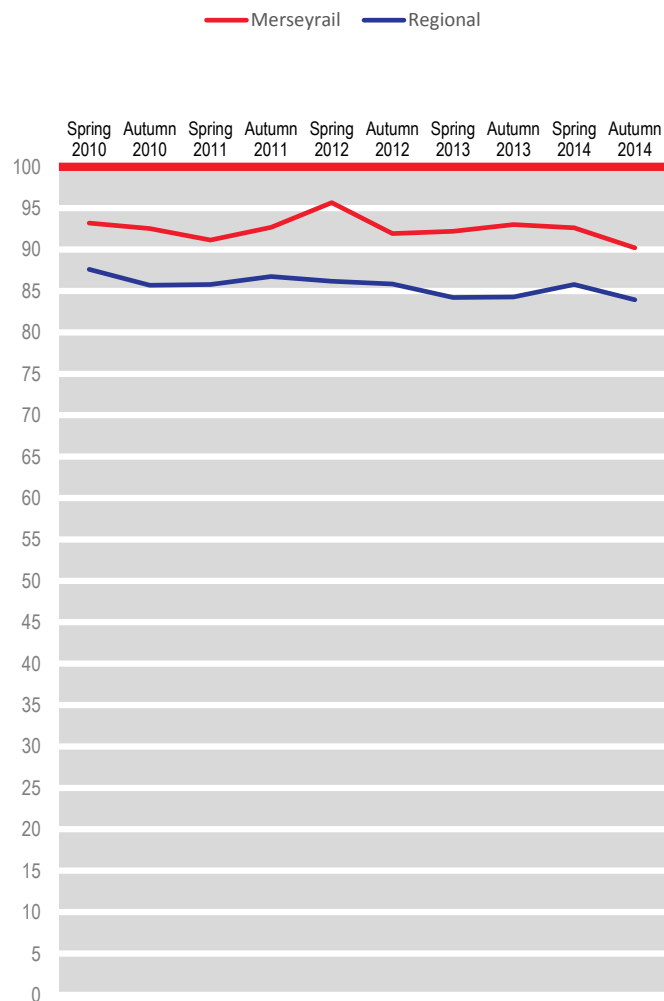
	Northern	Wirral
Overall satisfaction with your journey	91	89
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	93	89
Ticket buying facilities	88	86
Provision of information about train times/platforms	92	85
The upkeep/repair of the station buildings/platforms	89	75
Cleanliness	88	82
The facilities and services	65	55
The attitudes and helpfulness of the staff	86	79
Connections with other forms of public transport	80	70
Facilities for car parking	48	60
Overall environment	83	74
Your personal security whilst using the station	78	75
The availability of staff	83	79
The provision of shelter facilities	80	80
Availability of seating	72	64
How request to station staff was handled	90	95
The choice of shops/eating/drinking facilities available	50	47
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	86	85
The frequency of the trains on that route	95	94
Punctuality/reliability (i.e. the train arriving/departing on time)	87	87
The length of time the journey was scheduled to take (speed)	95	92
Connections with other train services	87	80
The value for money of the price of your ticket	65	67
Cleanliness of the train	73	73
Upkeep and repair of the train	76	71
The provision of information during the journey	83	79
The helpfulness and attitude of staff on train	63	61
The space for luggage	54	47
The toilet facilities	24	23
Sufficient room for all passengers to sit/stand	74	67
The comfort of the seating area	75	71
The ease of being able to get on and off	86	83
Your personal security on board	74	79
The cleanliness of the inside	74	76
The cleanliness of the outside	75	72
The availability of staff	52	43
How well train company deals with delays	50	24



# Percentage satisfaction with aspects of station where boarded

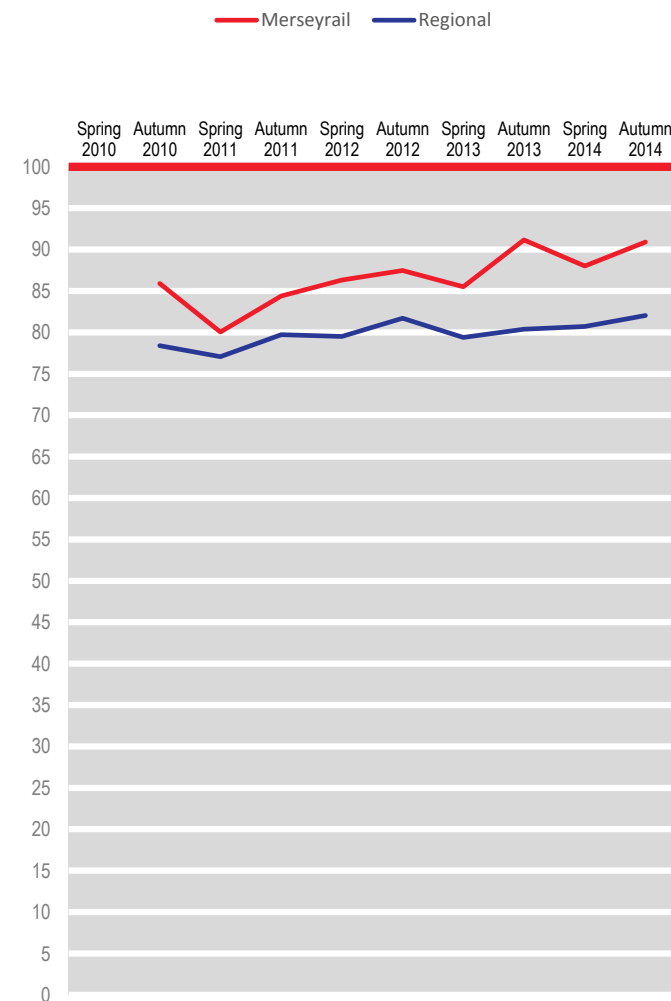
## Overall satisfaction with your journey

(470)  
Percentage of passengers satisfied 2010 to 2014



## Overall station satisfaction

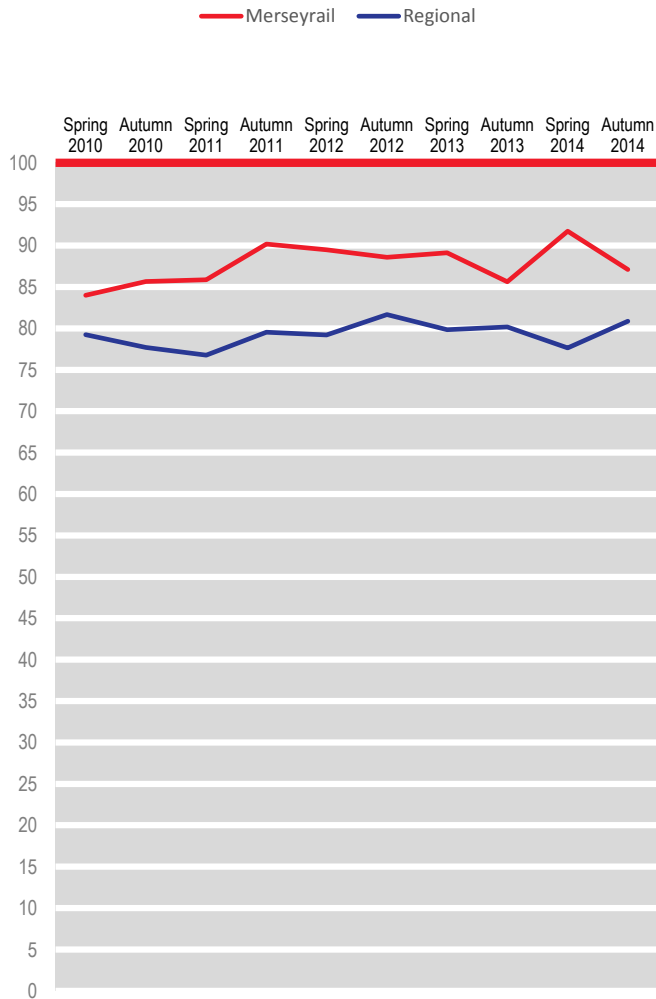
(470)  
Percentage of passengers satisfied 2010 to 2014



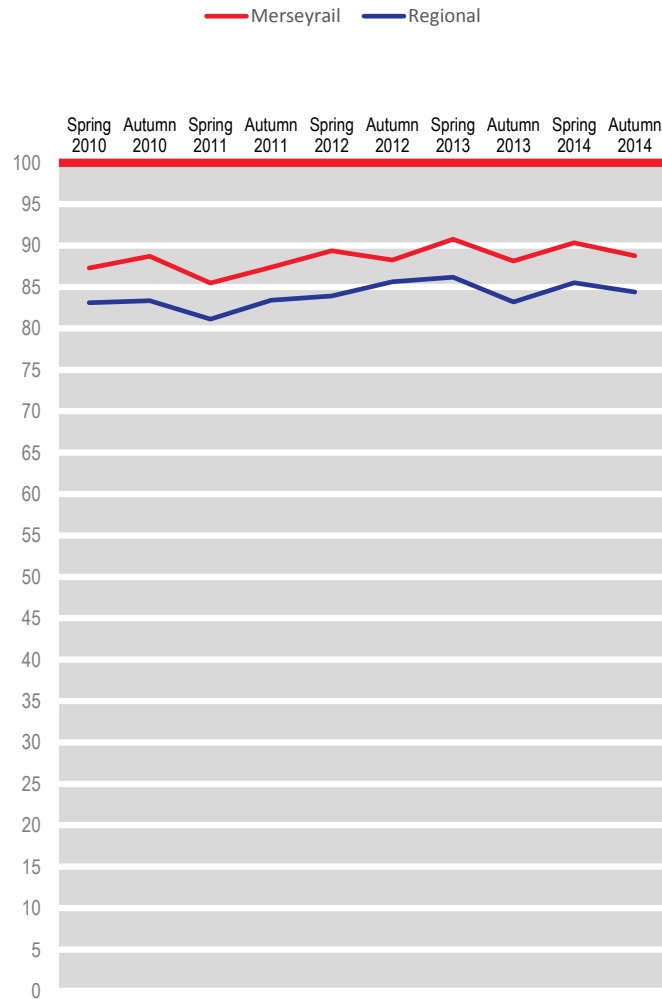
N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities****(254)**

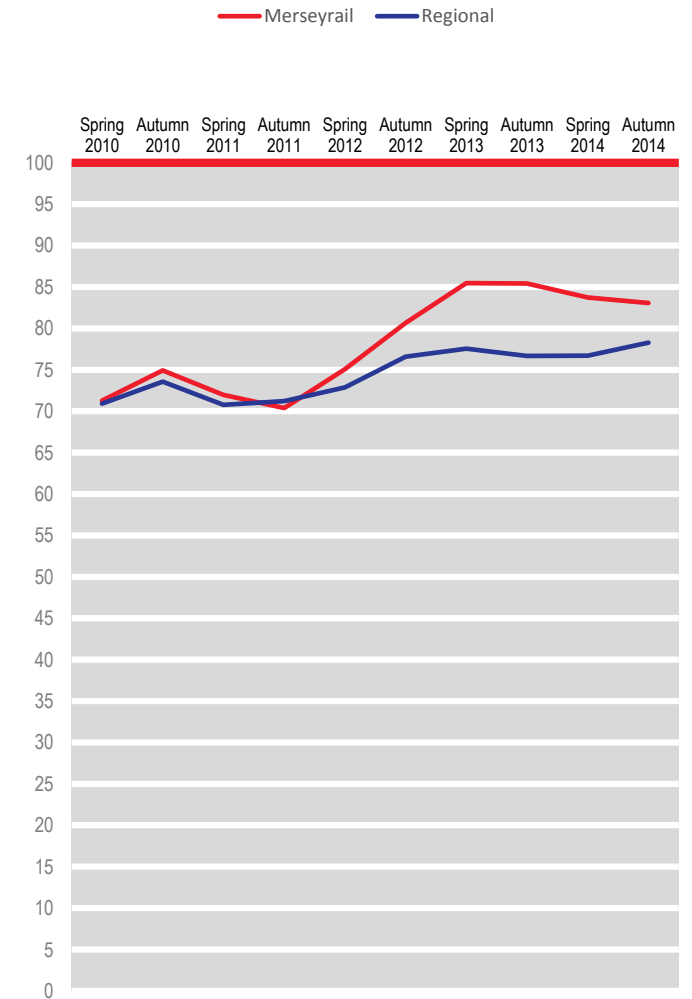
Percentage of passengers satisfied 2010 to 2014

**Provision of information about train times/platforms****(439)**

Percentage of passengers satisfied 2010 to 2014

**The upkeep/repair of the station building/platforms****(447)**

Percentage of passengers satisfied 2010 to 2014



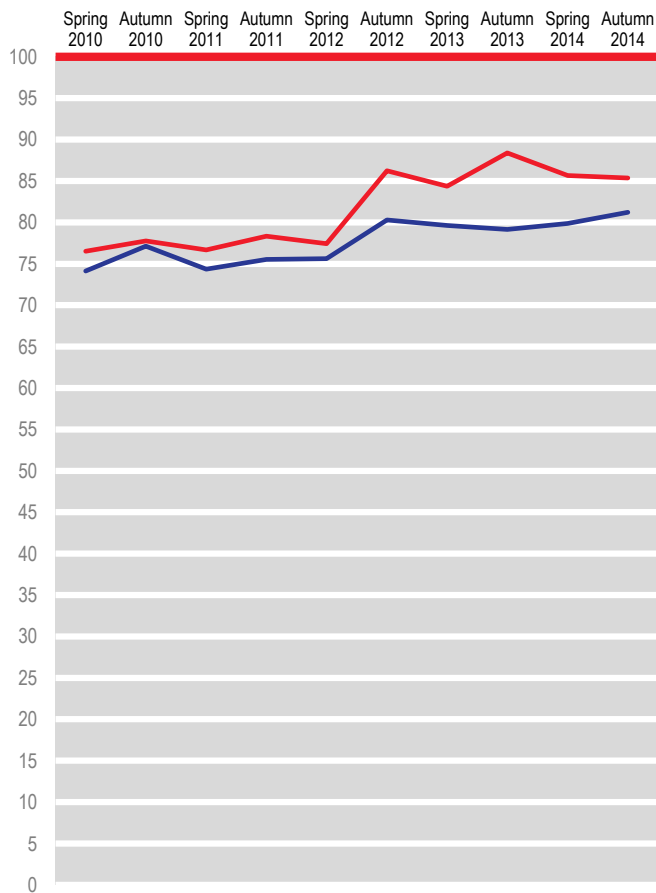
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(456)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

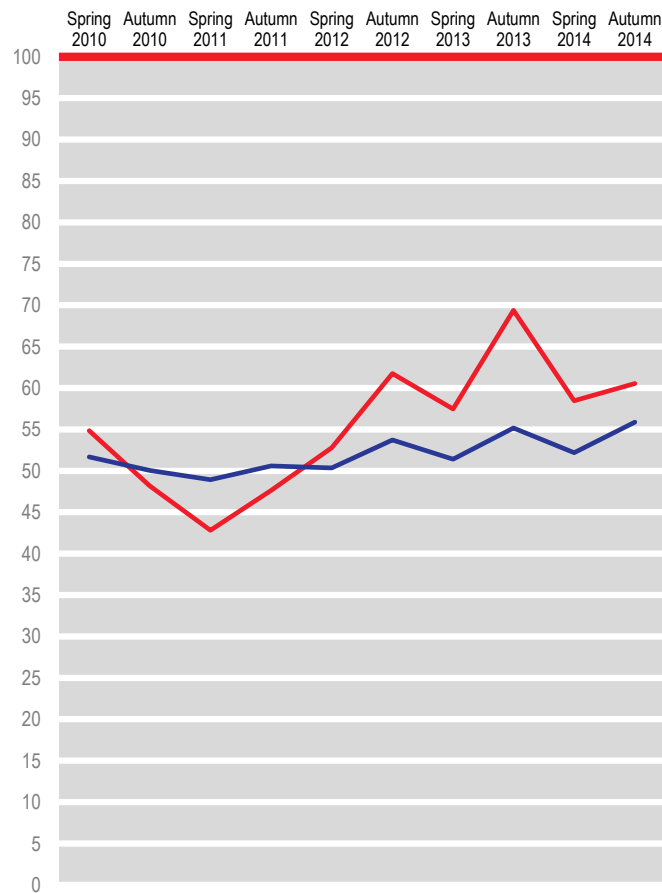


### The facilities and services at the station

(371)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

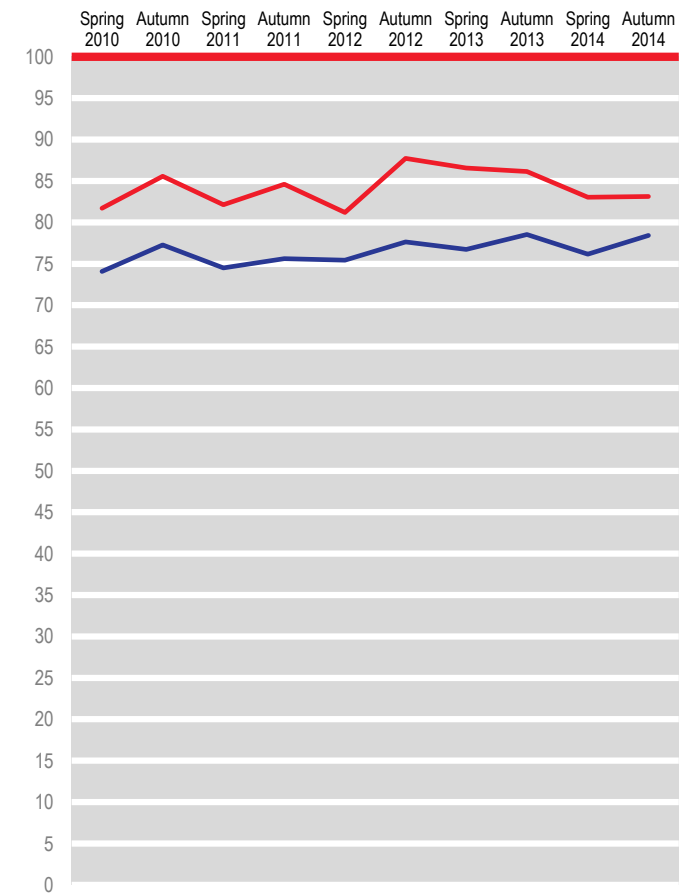


### The attitudes and helpfulness of the staff at the station

(390)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional



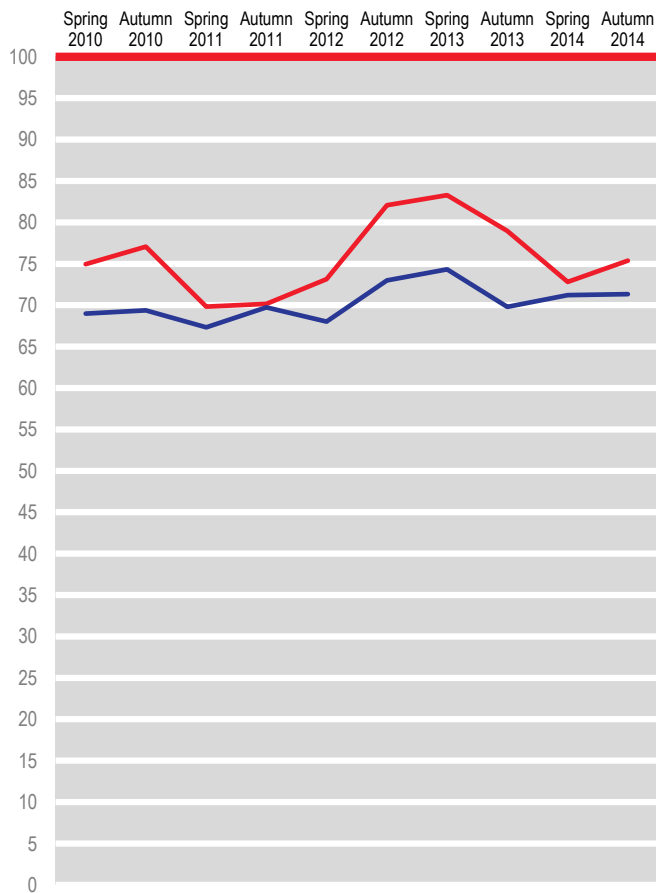
N.B. Benchmarks and targets are only shown for applicable factors

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

(336)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

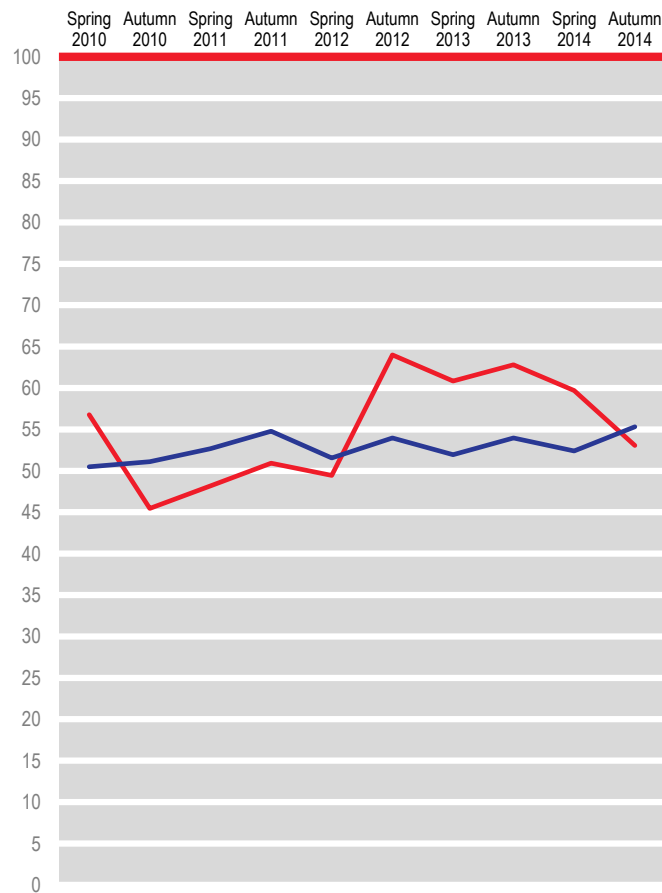


### Facilities for car parking at the station

(212)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

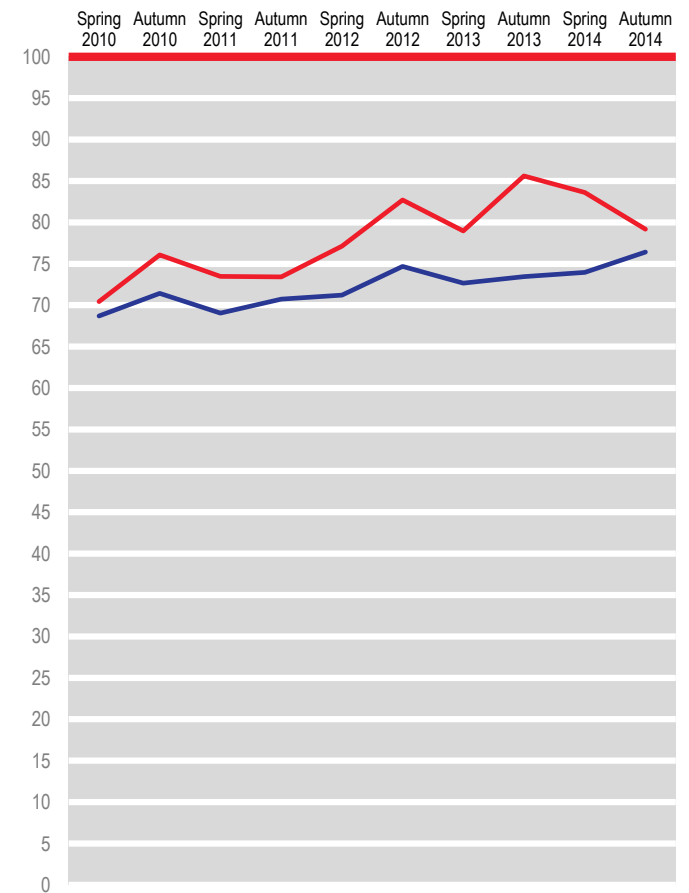


### Overall station environment

(451)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional



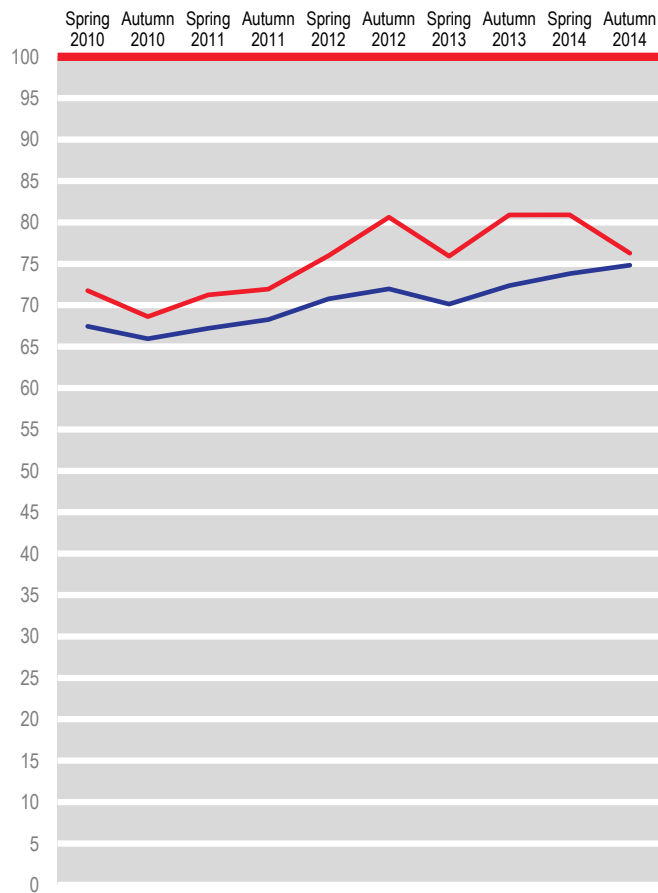
N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(421)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

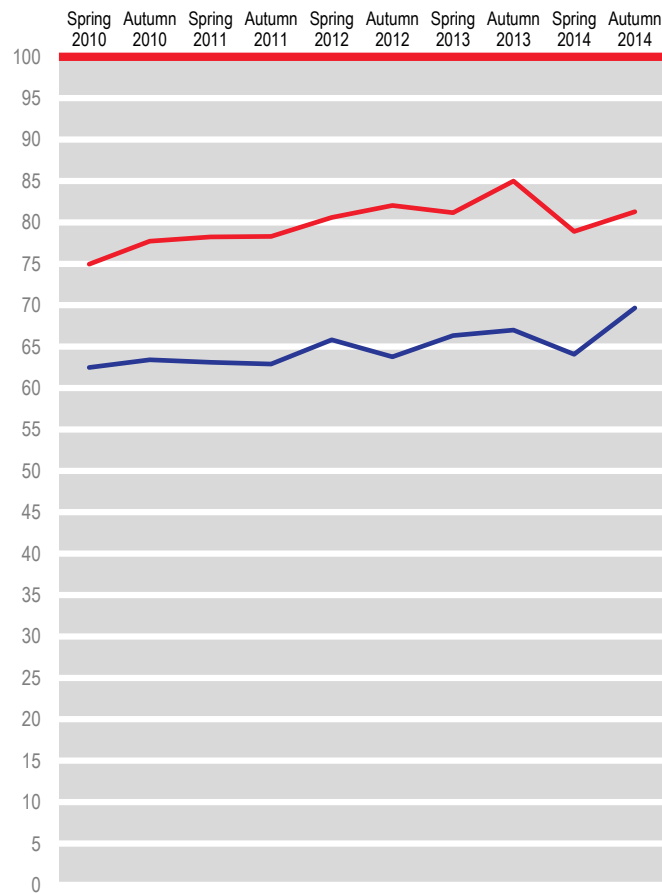


### The availability of staff at the station

(411)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

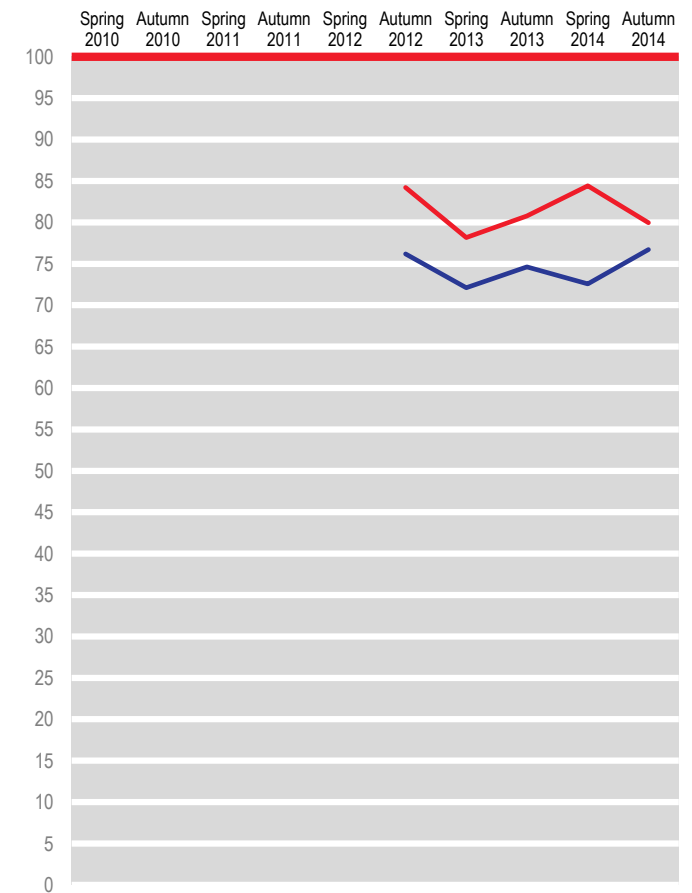


### The provision of shelter facilities

(366)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

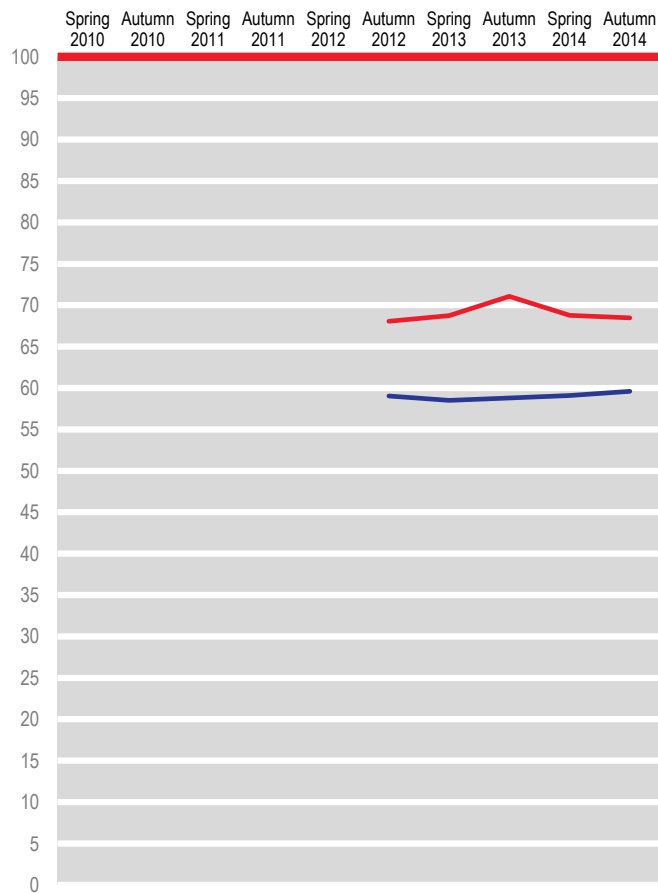


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(439)**

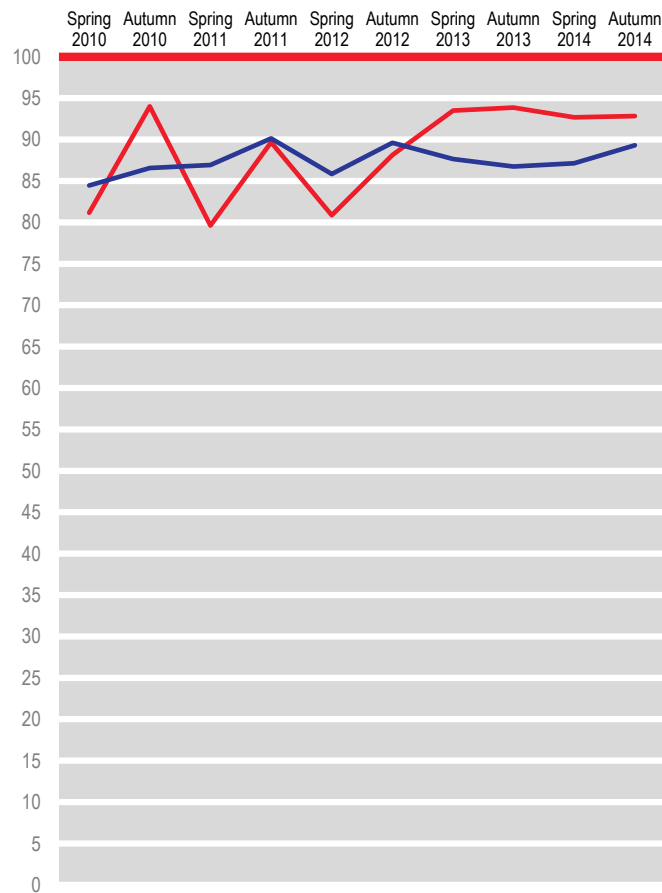
Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

**How request to station staff was handled****(38)**

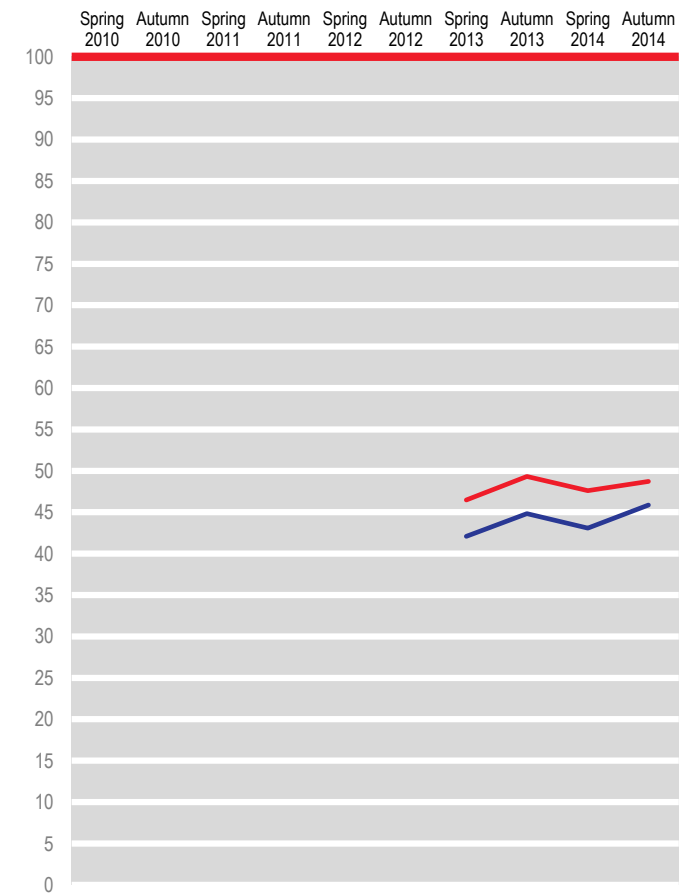
Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

**The choice of shops/eating/drinking facilities available****(346)**

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional



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

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(471)

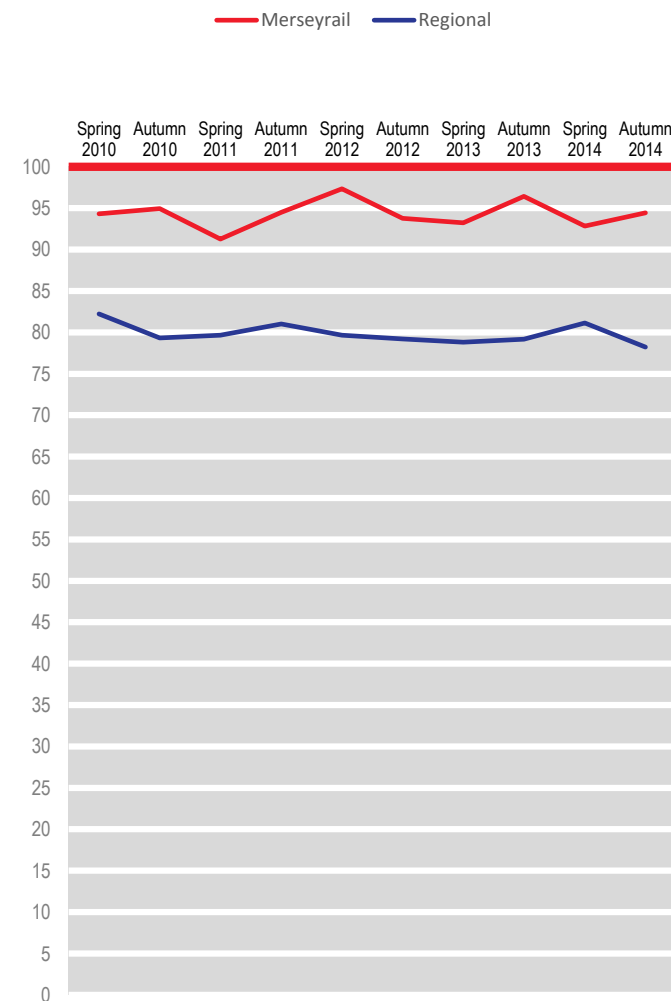
Percentage of passengers satisfied 2010 to 2014



## The frequency of trains on that route

(473)

Percentage of passengers satisfied 2010 to 2014



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

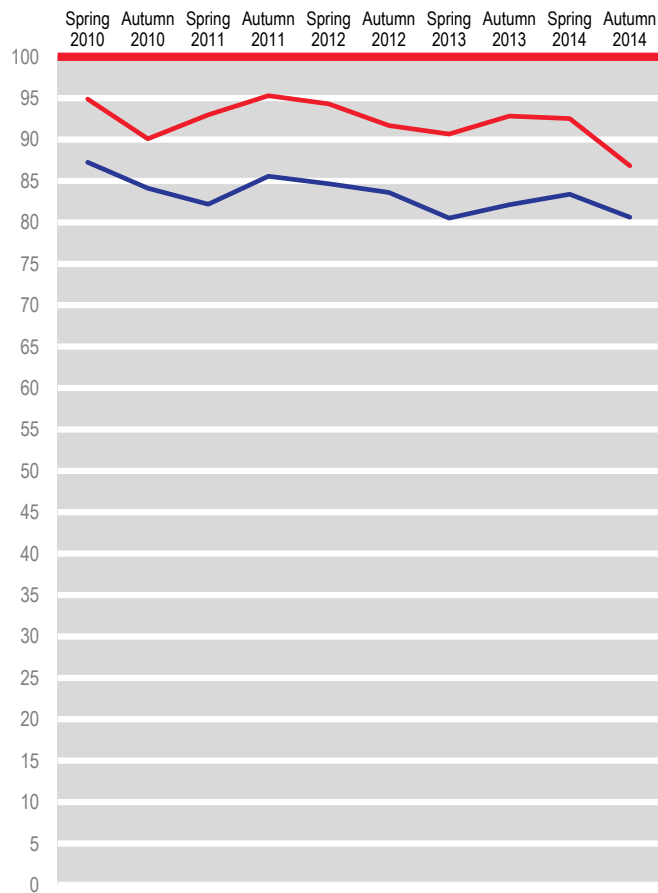


### Punctuality/reliability (i.e. train arriving/departing on time)

(470)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

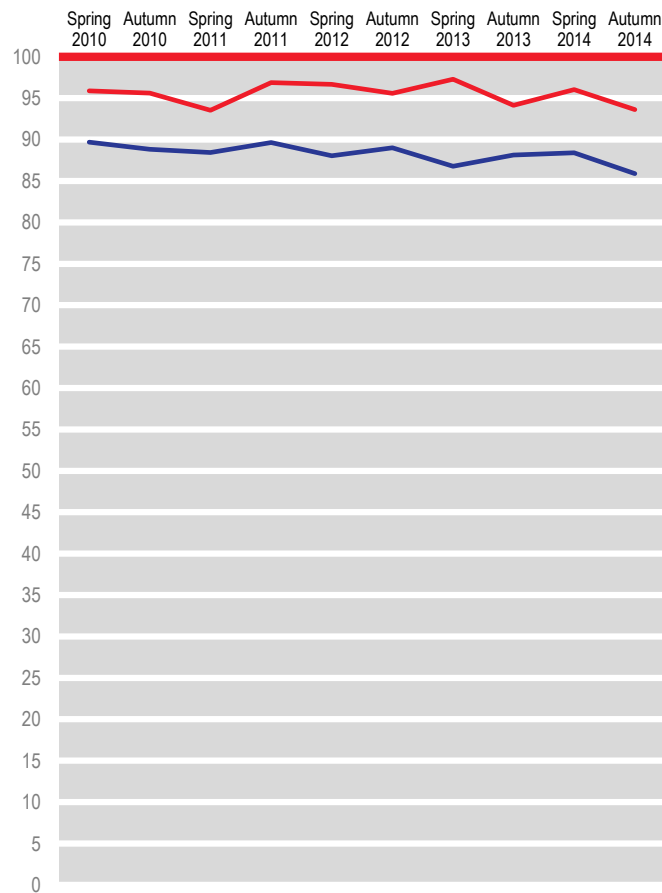


### The length of time the journey was scheduled to take (speed)

(461)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

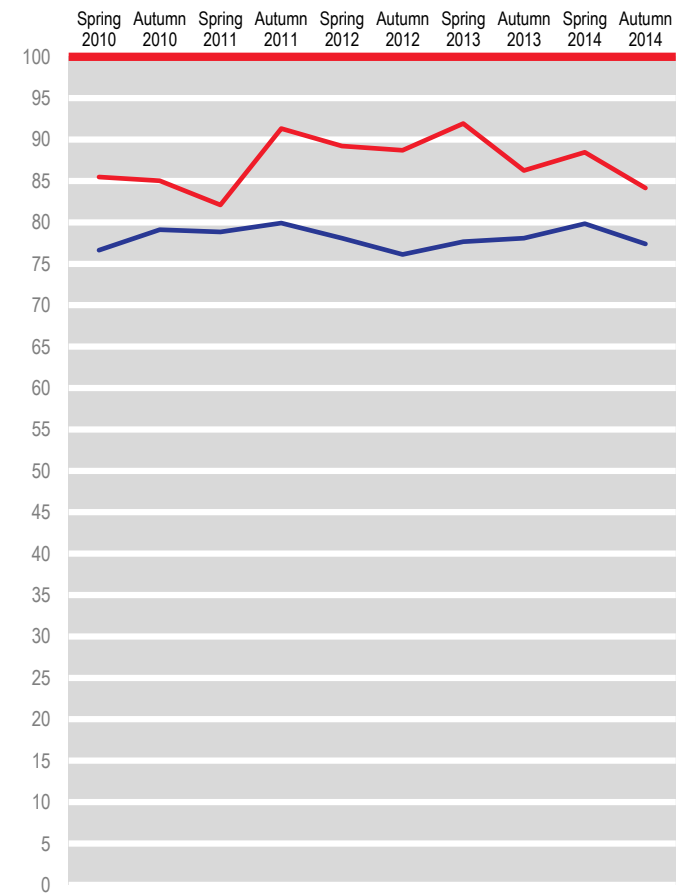


### Connections with other train services

(265)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional



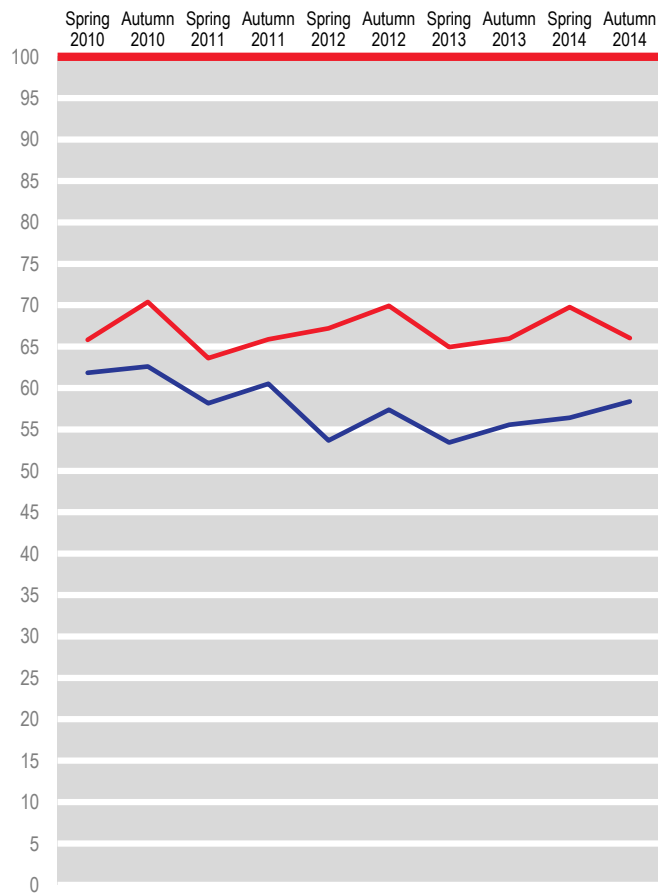
N.B. Benchmarks and targets are only shown for applicable factors

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

(396)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

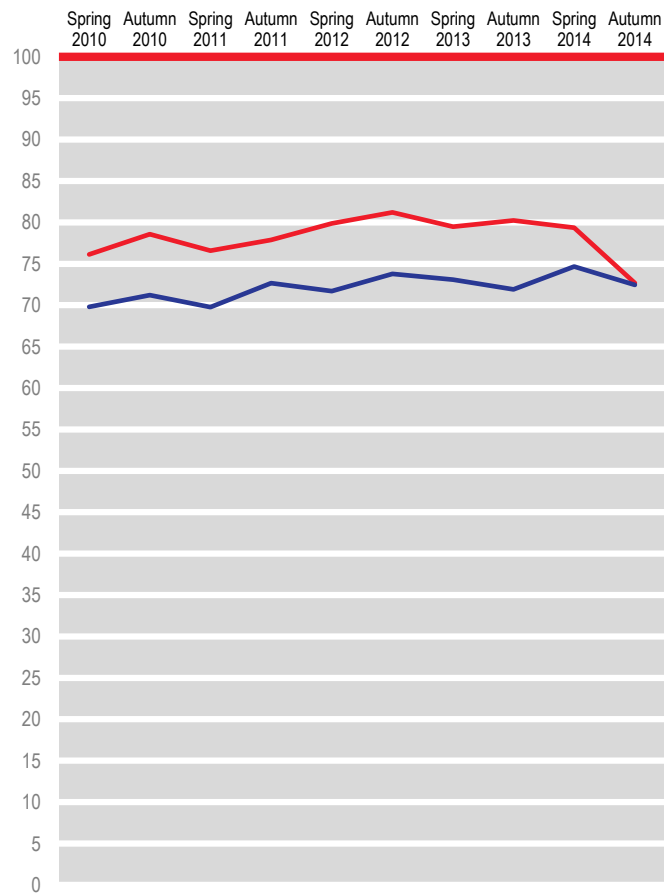


### Cleanliness of the train

(465)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

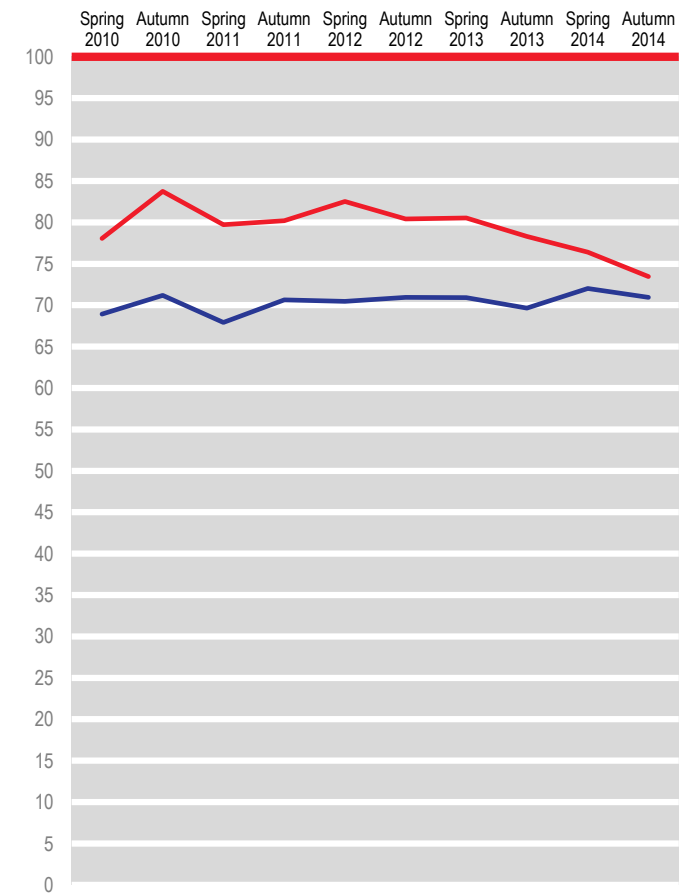


### Upkeep and repair of the train

(452)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional



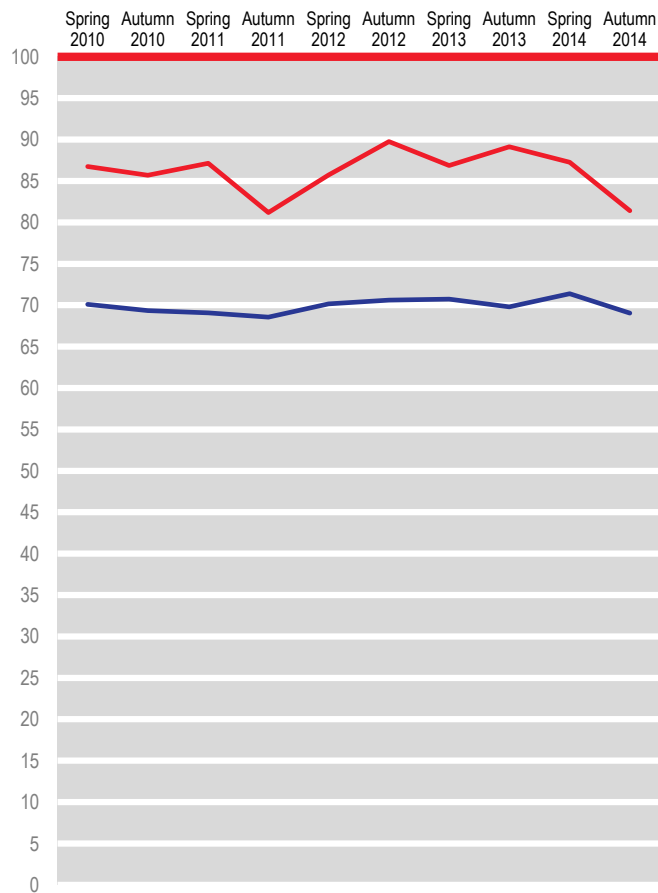
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(435)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

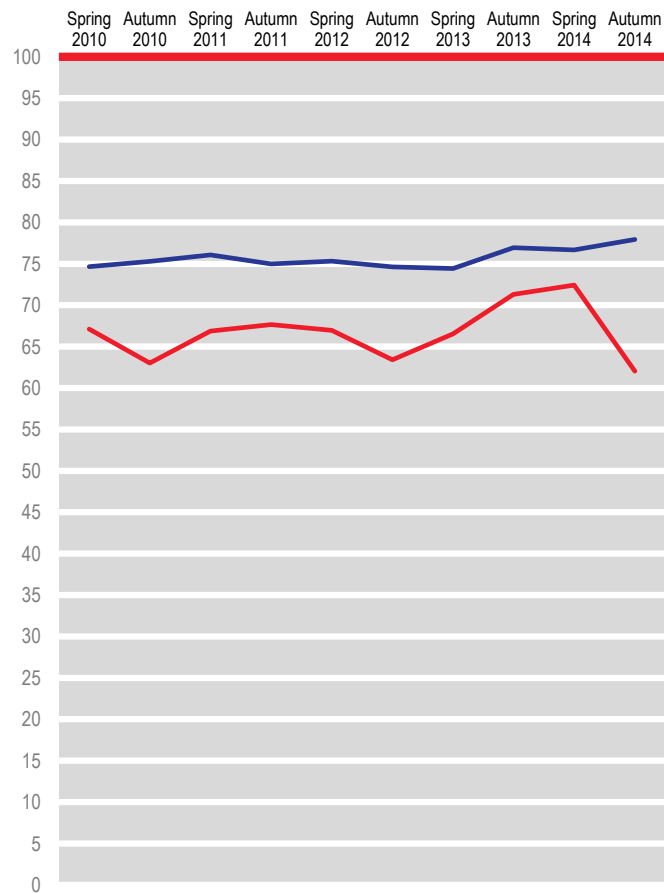


### The helpfulness and attitude of staff on the train

(271)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

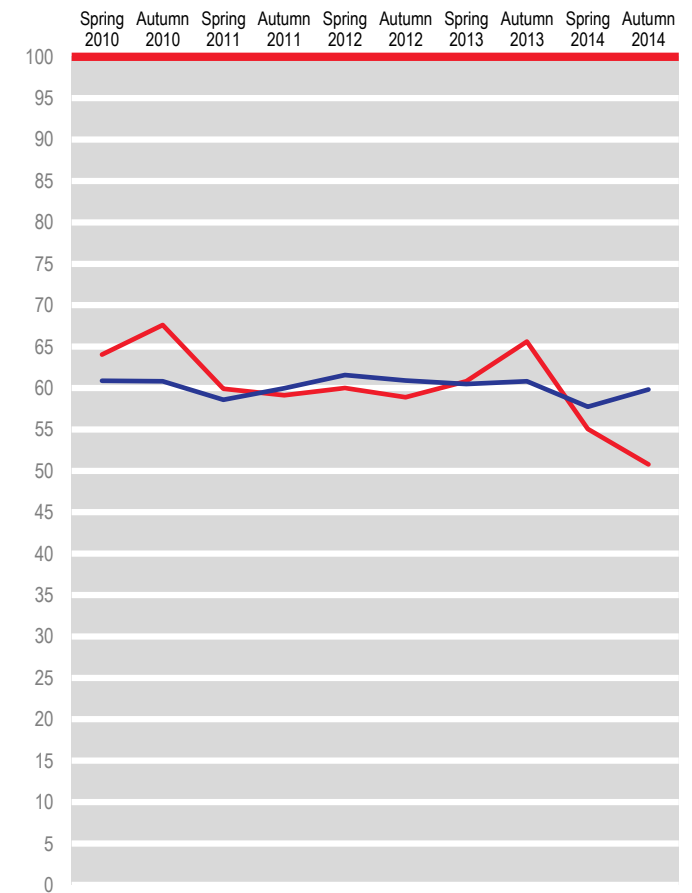


### The space for luggage

(363)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

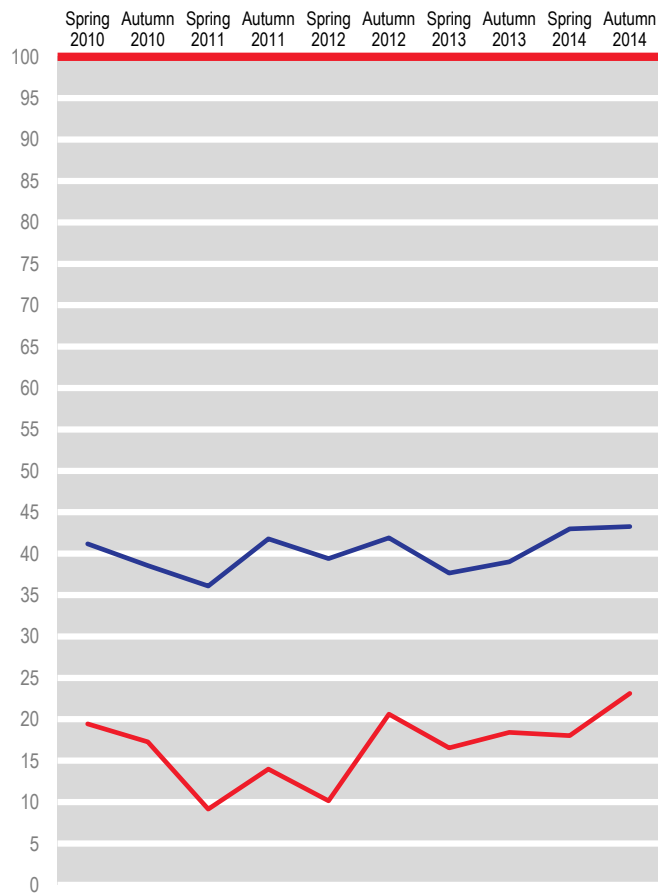


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(133)**

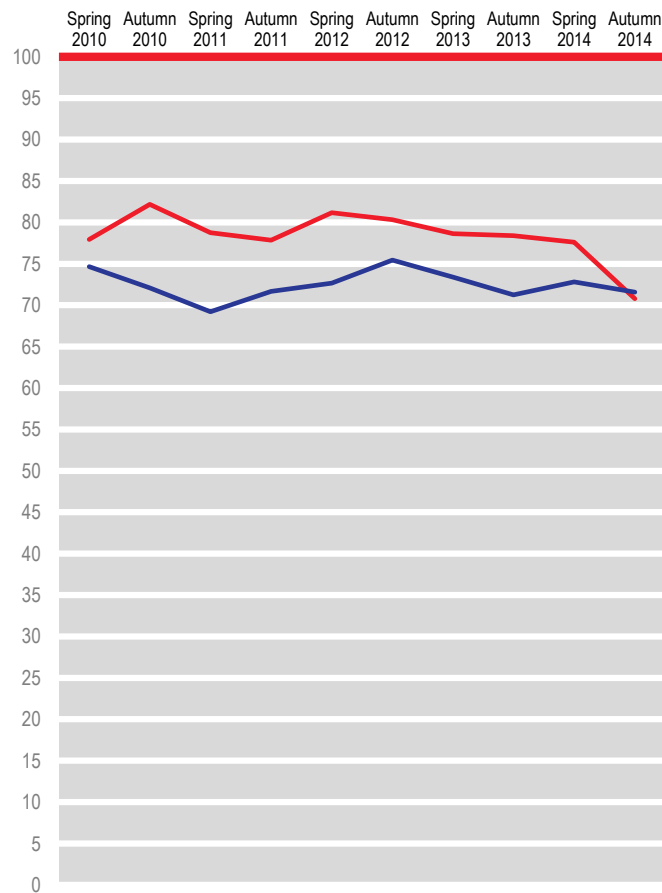
Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

**Sufficient room for all the passengers to sit/stand****(454)**

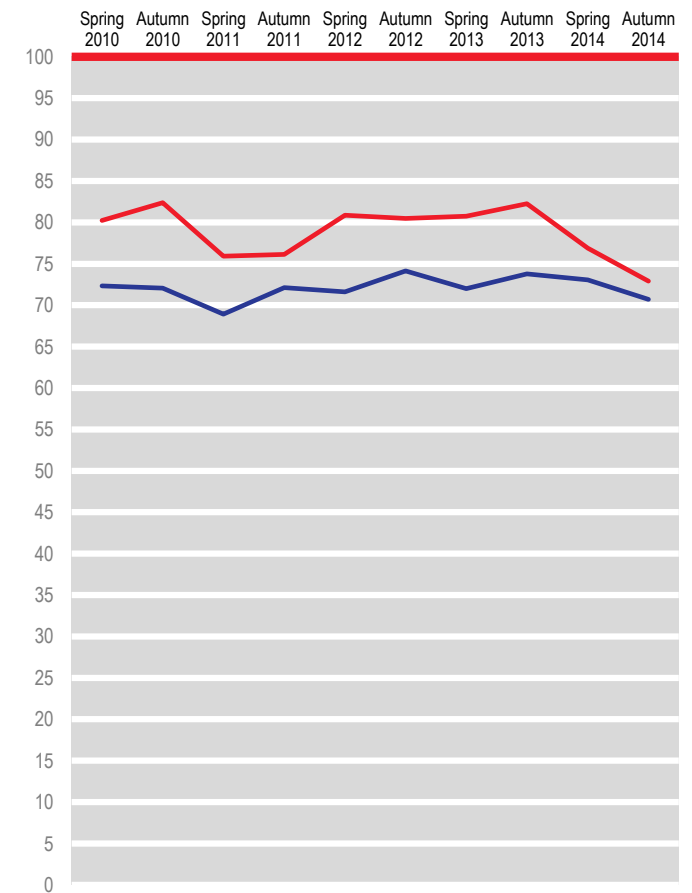
Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

**The comfort of the seating area****(443)**

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

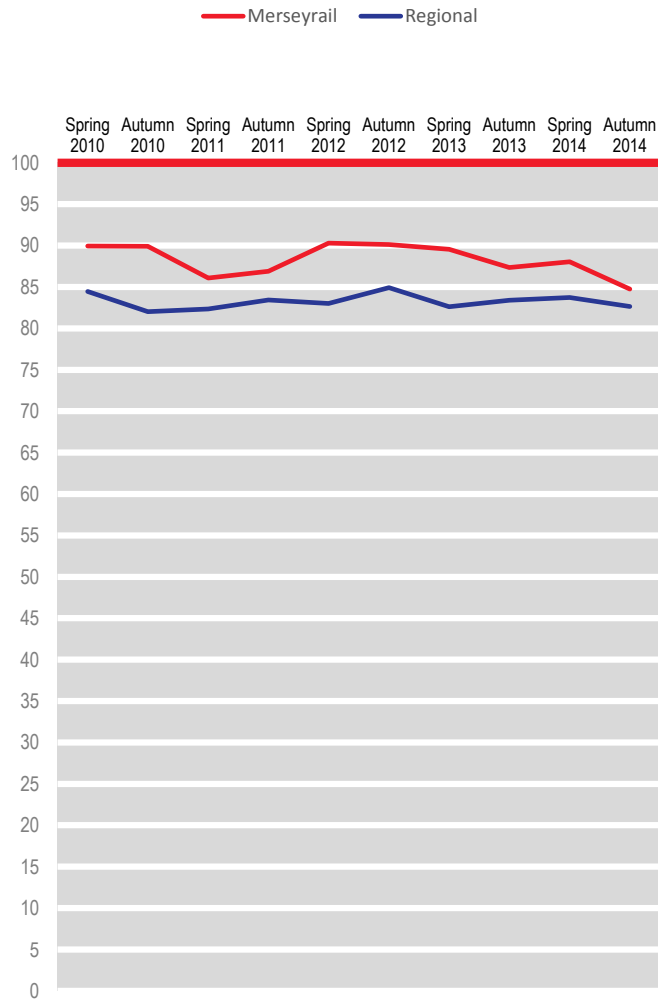


N.B. Benchmarks and targets are only shown for applicable factors

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

(455)

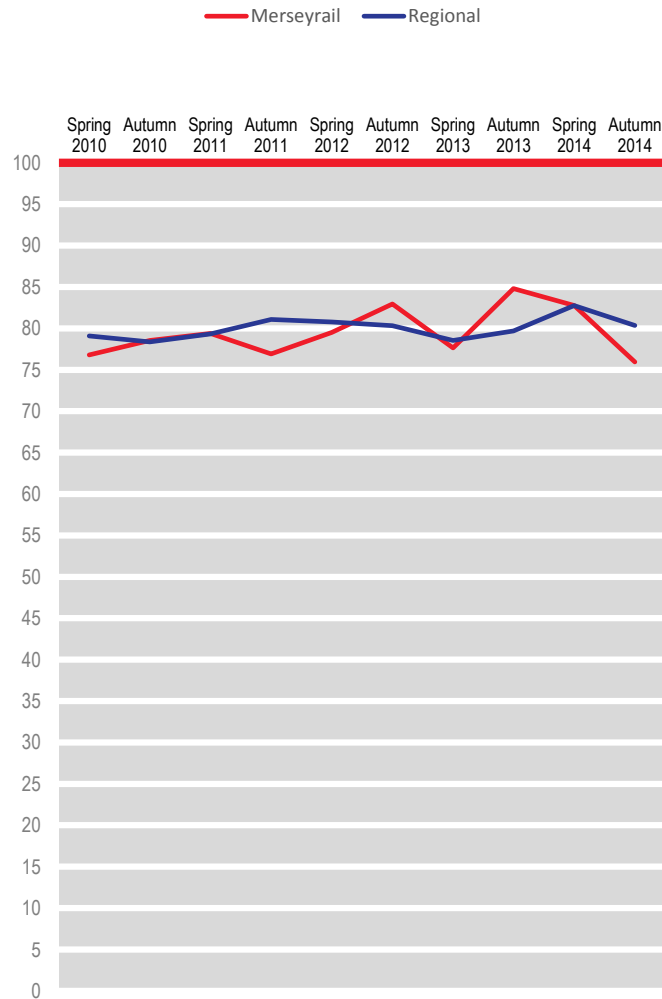
Percentage of passengers satisfied 2010 to 2014



### Your personal security whilst on board

(435)

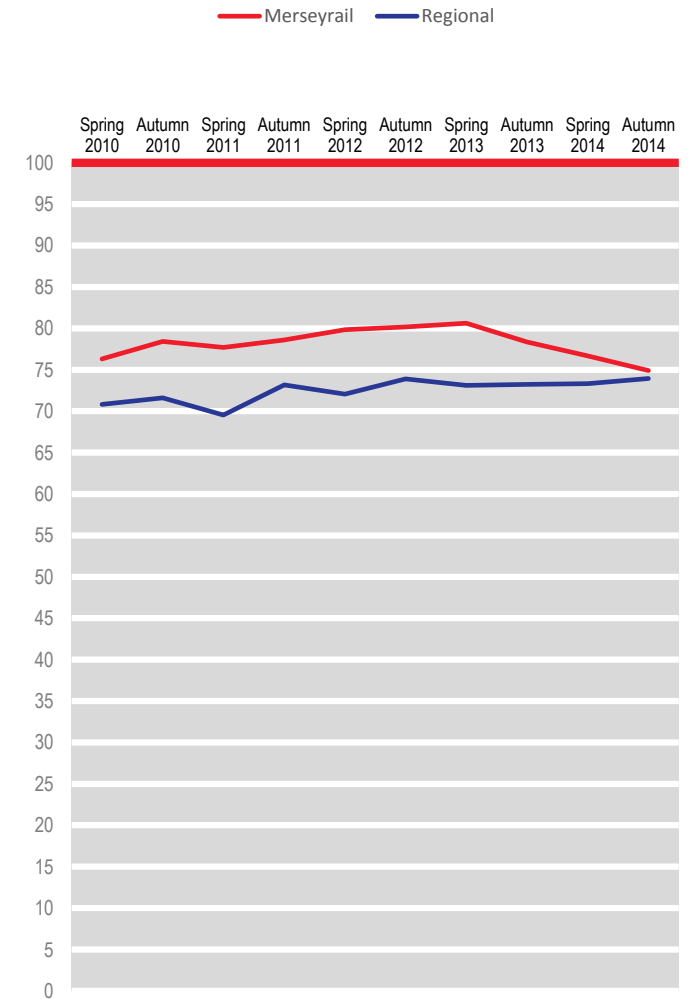
Percentage of passengers satisfied 2010 to 2014



### The cleanliness of the inside of the train

(469)

Percentage of passengers satisfied 2010 to 2014



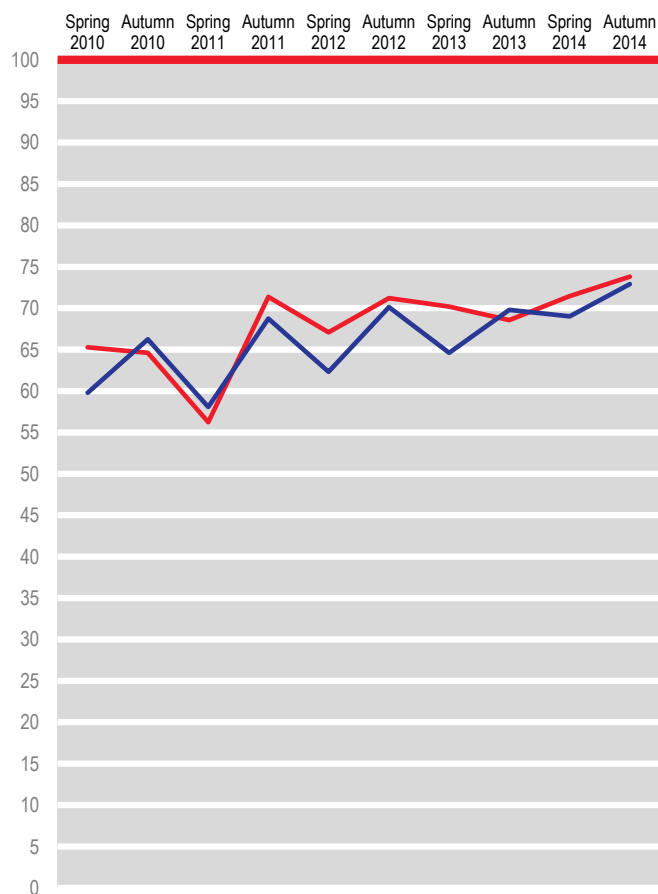
N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(422)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

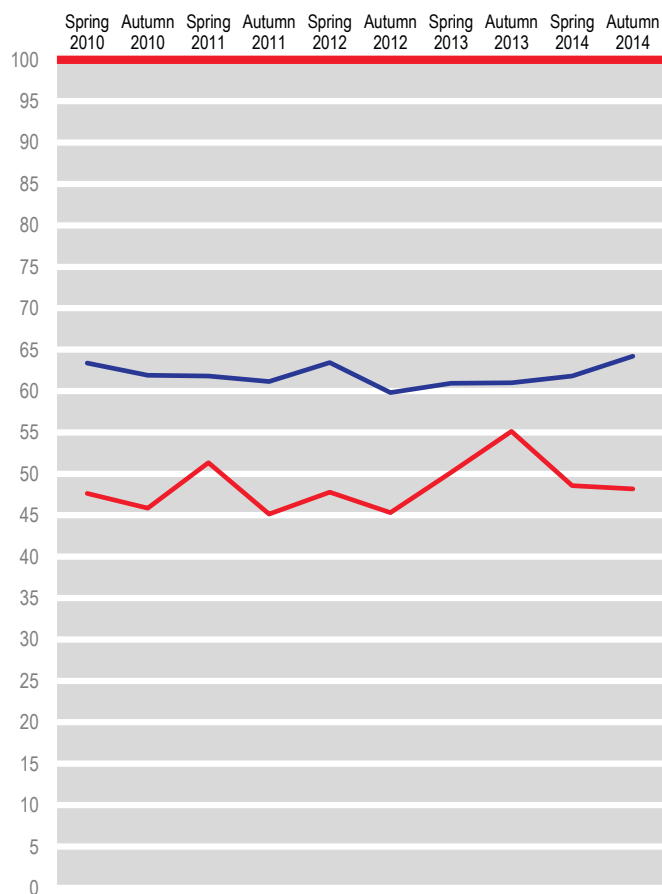


### The availability of staff on the train

(351)

Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional

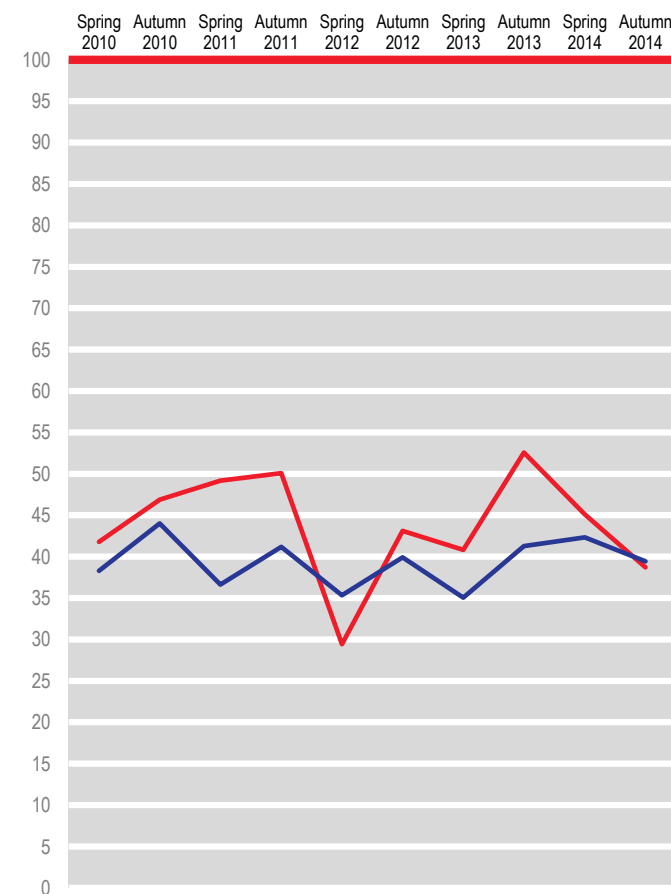


### How well train company dealt with delays

(59)

Percentage of passengers satisfied 2010 to 2014

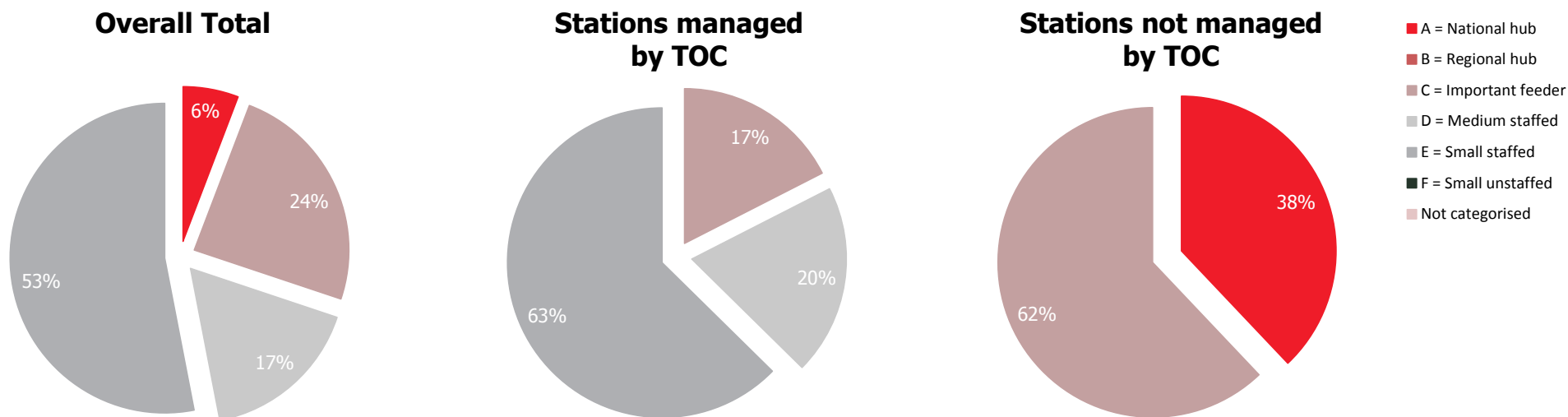
— Merseyrail — Regional



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

## Managed versus non-managed stations for Merseyrail

(% 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	91		88
Ticket buying facilities	88		82
Provision of information about train times/platforms	90		85
The upkeep/repair of the station buildings/platforms	84		77
Cleanliness	86		81
The facilities and services	58		71
The attitudes and helpfulness of the staff	83		83
Connections with other forms of public transport	73		88
Facilities for car parking	55		39
Overall environment	81		71
Your personal security whilst using the station	76		76
The availability of staff	81		81
The provision of shelter facilities	81		73
Availability of seating	70		62
How request to station staff was handled	91		100
The choice of shops/eating/drinking facilities available	44	-	68



	Merseyrail	Regional		Merseyrail	Regional
<b>DELAY</b>					
None	85	81			
Minor	10	15			
Major	2	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	48	45			
6-10 minutes	16	24			
11-20 minutes	21	14			
21-30 minutes	6	4			
31-60 minutes	3	6			
More than 1 hour	-	1			
	6	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	18	16	Very well	22	19
Fairly well	24	28	Fairly well	19	27
Neither well nor poorly	22	19	Neither well nor poorly	27	23
Fairly poorly	19	19	Fairly poorly	14	15
Very poorly	17	19	Very poorly	17	16
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	18	16	Very well	16	14
Fairly well	27	28	Fairly well	22	21
Neither well nor poorly	23	21	Neither well nor poorly	25	30
Fairly poorly	12	19	Fairly poorly	22	16
Very poorly	21	16	Very poorly	15	18
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	18	17	Very well	10	17
Fairly well	27	25	Fairly well	7	17
Neither well nor poorly	22	27	Neither well nor poorly	22	25
Fairly poorly	17	16	Fairly poorly	15	11
Very poorly	16	15	Very poorly	46	31

## 5 5.2 Passenger experience relating to disability

	Merseyrail	Regional		Merseyrail	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	3	2			
Mobility	3	2			
Dexterity	-	1			
Learning or understanding or concentrating	1	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	2	2			
None	86	88			
No answer	3	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	2	6	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	47	35	Yes	2	1
Not at all	47	55	No	98	99
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	47	43	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	32	32	Very satisfied	100	79
Neither satisfied nor dissatisfied	21	18	Fairly satisfied	-	5
Fairly dissatisfied	-	6	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	-	1	Fairly dissatisfied	-	-
			Very dissatisfied	-	16
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	43	37	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	40	35	Very satisfied	100	64
Neither satisfied nor dissatisfied	15	19	Fairly satisfied	-	13
Fairly dissatisfied	2	7	Neither satisfied nor dissatisfied	-	6
Very dissatisfied	-	2	Fairly dissatisfied	-	-
			Very dissatisfied	-	16

	Merseyrail	Regional		Merseyrail	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	40	40	White	97	94
Female	56	56	Mixed	1	0
			Asian or Asian British	-	1
			Black or Black British	0	0
			Chinese or other ethnic group	0	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	4	Commuter	37	38
19-25	9	11	Business	8	10
26-34	9	12	Leisure	55	52
35-44	11	14			
45-54	20	19	<b>REGULAR TRAVELLER</b>		
55-59	10	10	Yes	73	64
60-64	11	10	No	27	36
65+	25	18			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	44	48	Weekday	80	79
Working Part Time	14	15	Weekend	20	21
Not Working	4	4			
Retired	28	21	<b>TIME OF TRAVEL</b>		
Full Time Student	6	9	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	23	28	Yes asked for help	5	7
Middle Managerial	11	11	Yes asked for information	4	6
Junior Managerial/Clerical/Supervisory	15	12	Could not find anyone to ask	1	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	9	No	88	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	3	4			
Full time student	3	4	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	27	20	Yes, at home	82	85
Unemployed/between jobs	2	2	Yes, at work	47	50
Housewife/house-husband	0	1	No	12	10
Other	6	5			

Merseyrail

Regional

Merseyrail

Regional

**TRAVELLING ALONE OR WITH OTHERS**

Alone	78	75
With other adults 16+	20	21
With children aged 0-4	1	1
With children aged 5-10	0	1
With children aged 11-15	2	1

**TRAVELLING WITH ...**

Heavy/bulky luggage/other large items	9	15
Pushchair	1	1
Folding bicycle	-	0
Non-folding bicycle	2	1
Dog	0	1
Wheelchair	0	0
Helper	0	0
Mobility scooter	-	-
None apply	85	81

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	22	24
Anytime day single/return	17	21
Off-peak/super off-peak single/return	5	9
Off-peak/super off-peak day single/return	2	8
Advance	1	4
Day travelcard	5	1
Oyster pay as you go	-	-
Weekly or monthly season ticket	9	12
Annual season ticket	7	4
Special promotion ticket	-	1
Rail staff pass/privilege ticket/police	1	2
Free travel pass (e.g. Freedom Pass)	17	5
Other	11	7
Don't know/no answer	4	3

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	11	9
Better internet enquiry/booking service	18	20
Better information facilities at stations	17	17
Better route maps of the rail network	9	16
Make timetables easier to read	19	22
Better ticket buying facilities at station ticket offices	16	16
Better ticket buying facilities at station ticket machines	12	14
Better promotion when advanced tickets available	27	32
Other	11	12
None of these	29	24

## Station sample sizes for Merseyrail

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

Liverpool Central	98
Liverpool James Street	56
Moorfields	48
Chester	41
Liverpool Lime Street	31
Birkenhead Hamilton Square	22
Fazakerley	22
Southport	22
Maghull	20
Formby	17
Sandhills	15
Hoylake	11
Brunswick	11
Waterloo (Merseyside)	11
Ormskirk	10
Kirkby	8
Bootle New Strand	7
Spital	5
Hunts Cross	4
Green Lane	4
Bromborough Rake	4
Ellesmere Port	3
Rock Ferry	3
Old Roan	3
Eastham Rake	2

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

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



## 7 7.1 Standard reports produced for NRPS

### The following reports are produced each wave:

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

## Sector definitions

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

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

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

## How are routes defined

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

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

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

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

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

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

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

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

Journeys on the Manchester Piccadilly – Birmingham New Street route

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

Journeys on the Birmingham New Street – Aberdeen route

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

Journeys on the Birmingham New Street – Bournemouth route

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

Journeys on the Birmingham New Street – Penzance route

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

Journeys on the Birmingham New Street – Stansted Airport route

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

Journeys on the Nottingham – Cardiff Central route

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

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

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

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

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

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

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

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

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

Journeys on the London - Sheffield route

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around BirminghamNew Street

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

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

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

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

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

**London Overground: Watford - Euston**

Journeys on the London Euston - Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

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

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

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

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

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

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

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

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

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

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

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

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

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services

**Virgin Trains: London – Wolverhampton**

Journeys on London – Wolverhampton services



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