



National Rail Passenger Survey

South West Trains 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 her related issues this wave.

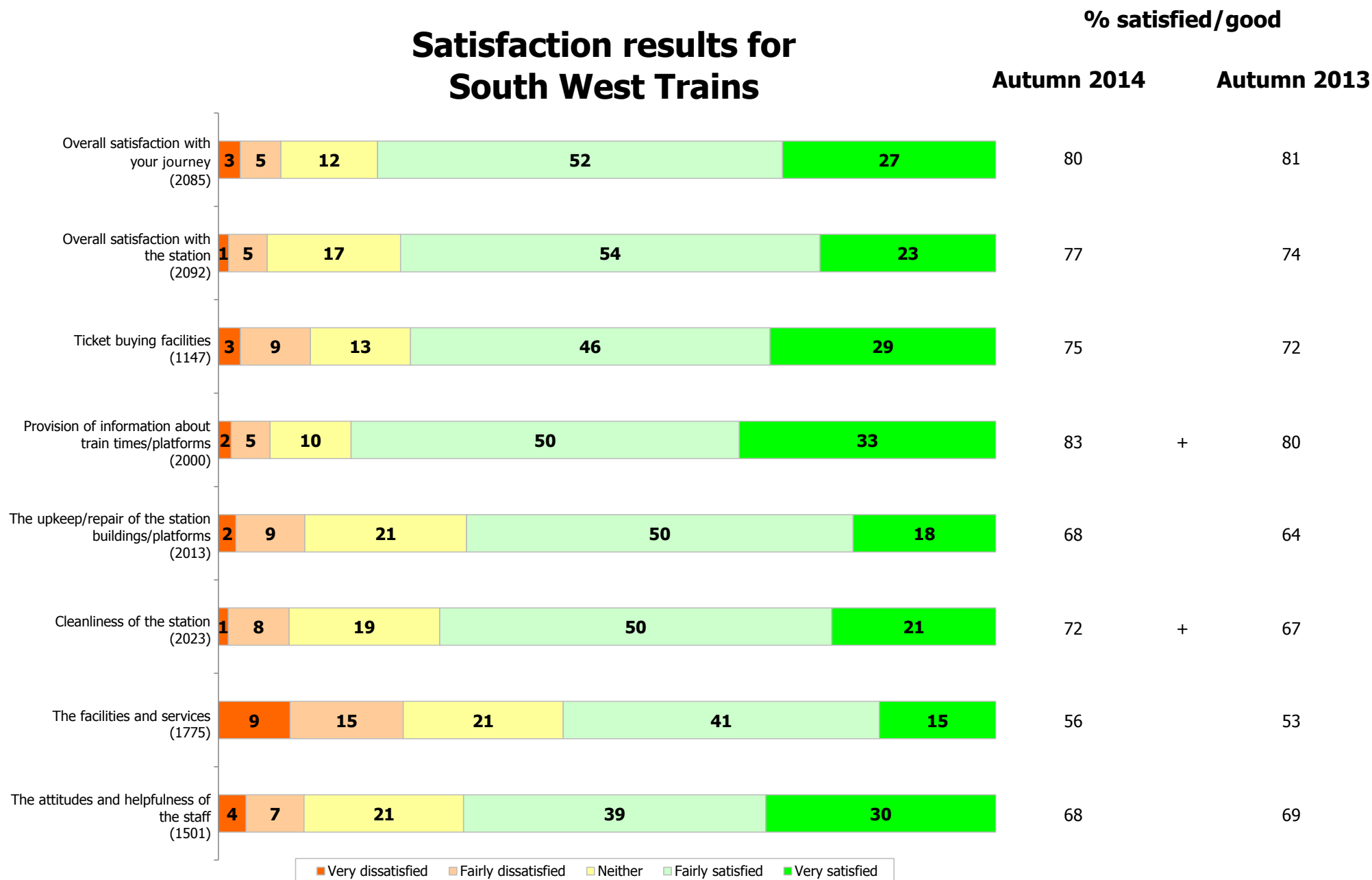
As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went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

Spring 2013 (Wave 28)

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

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

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

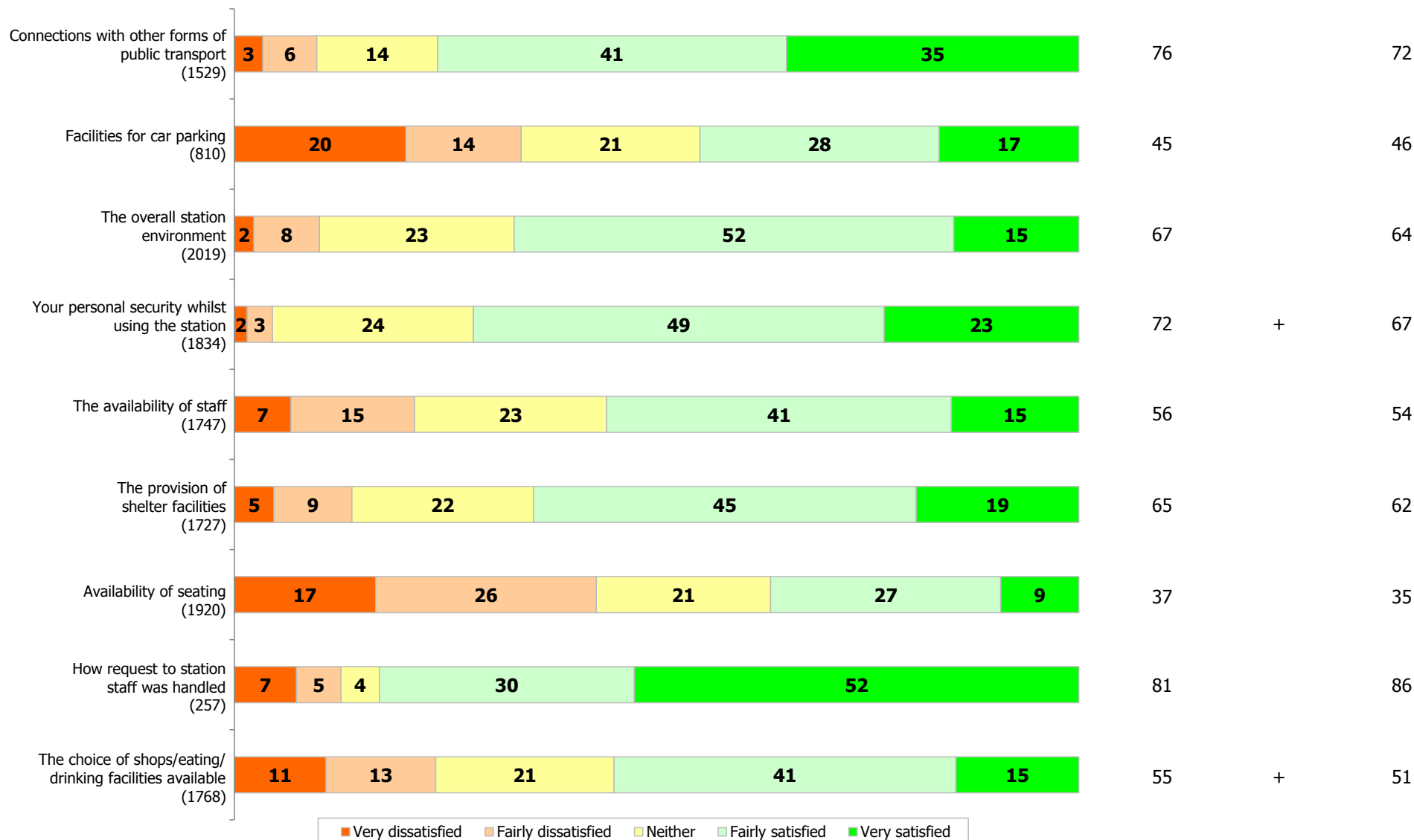


Satisfaction results for South West Trains

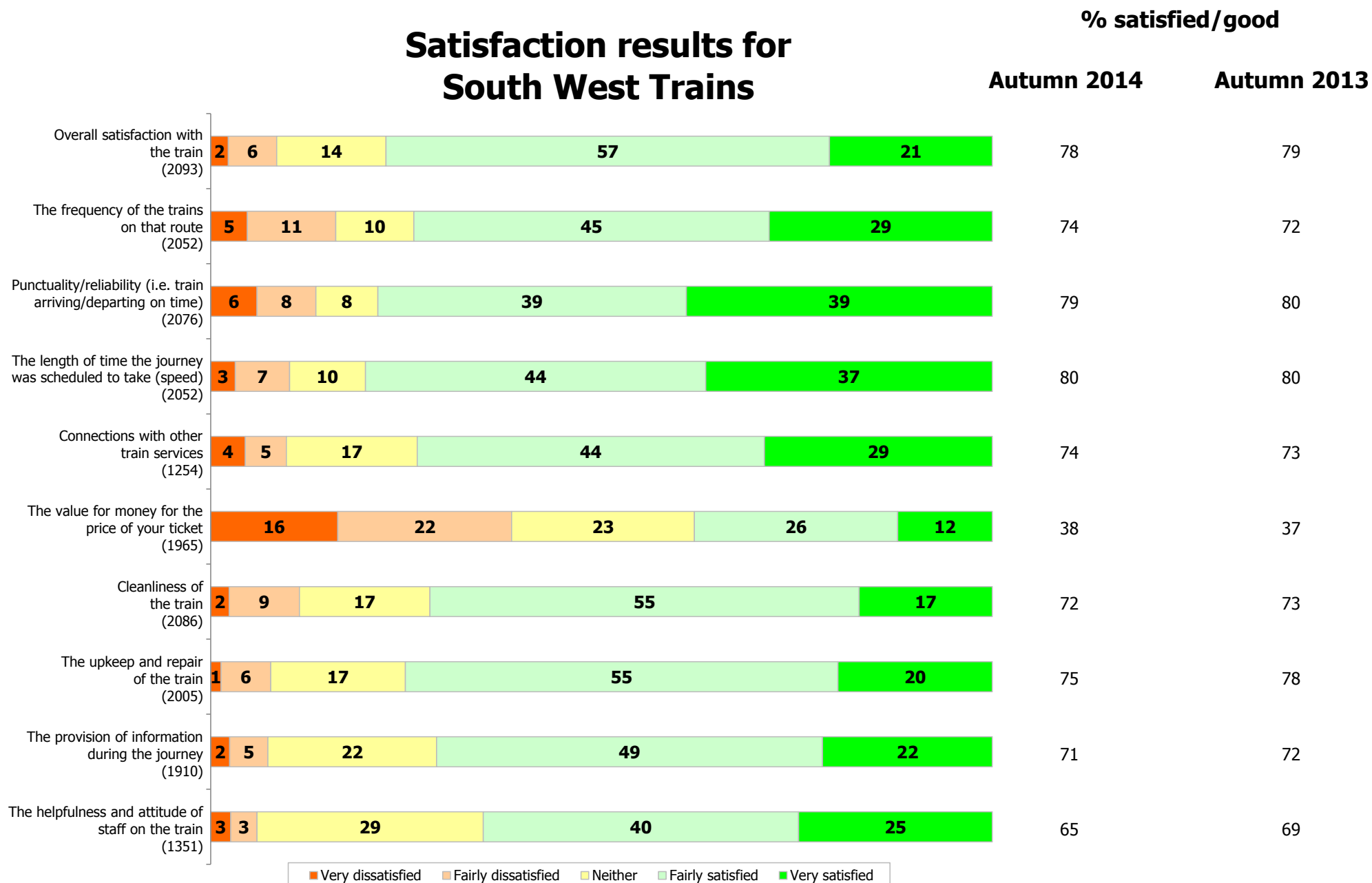
% satisfied/good

Autumn 2014

Autumn 2013



Satisfaction results for South West Trains

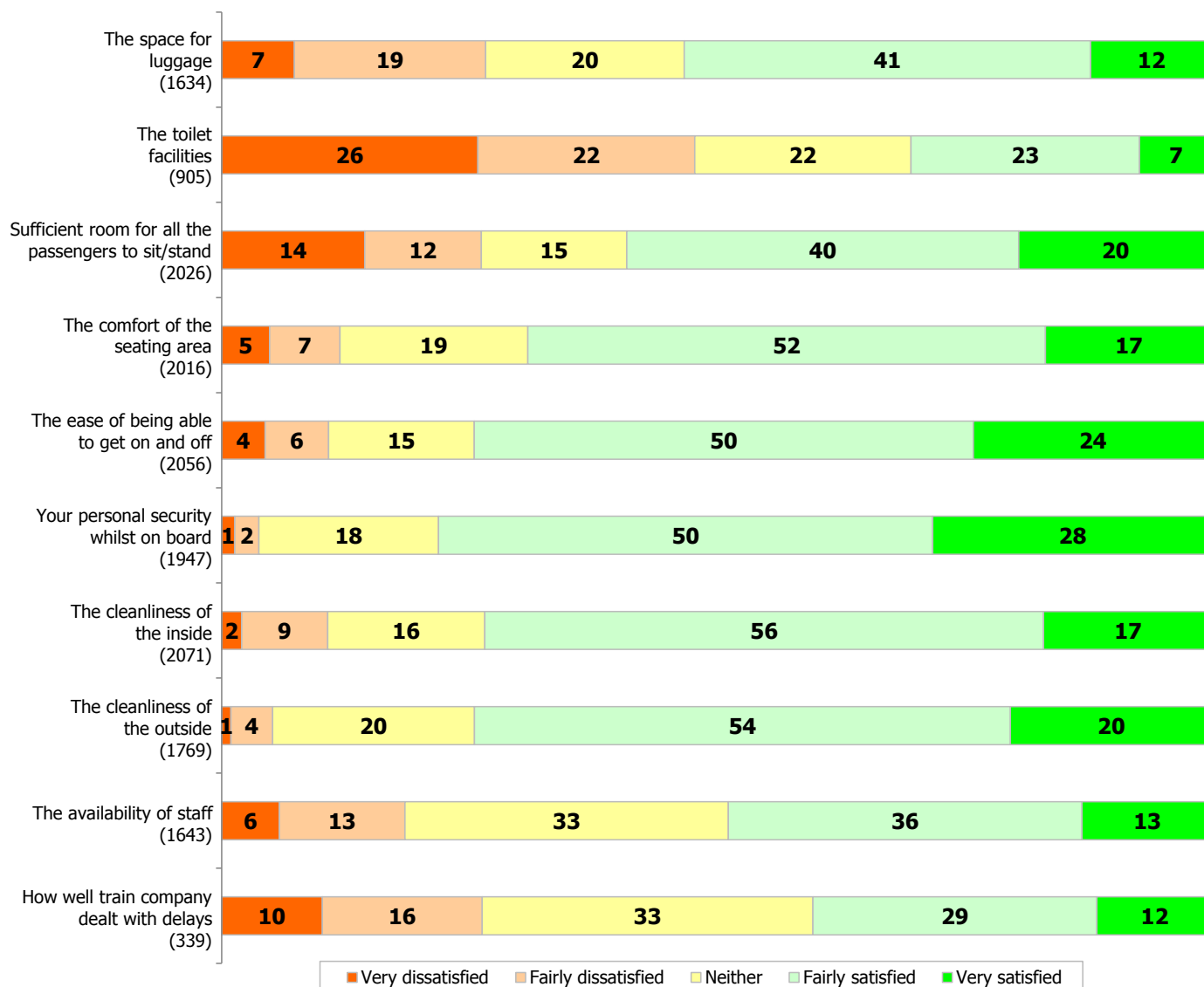


Satisfaction results for South West Trains

% satisfied/good

Autumn 2014

Autumn 2013



Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013

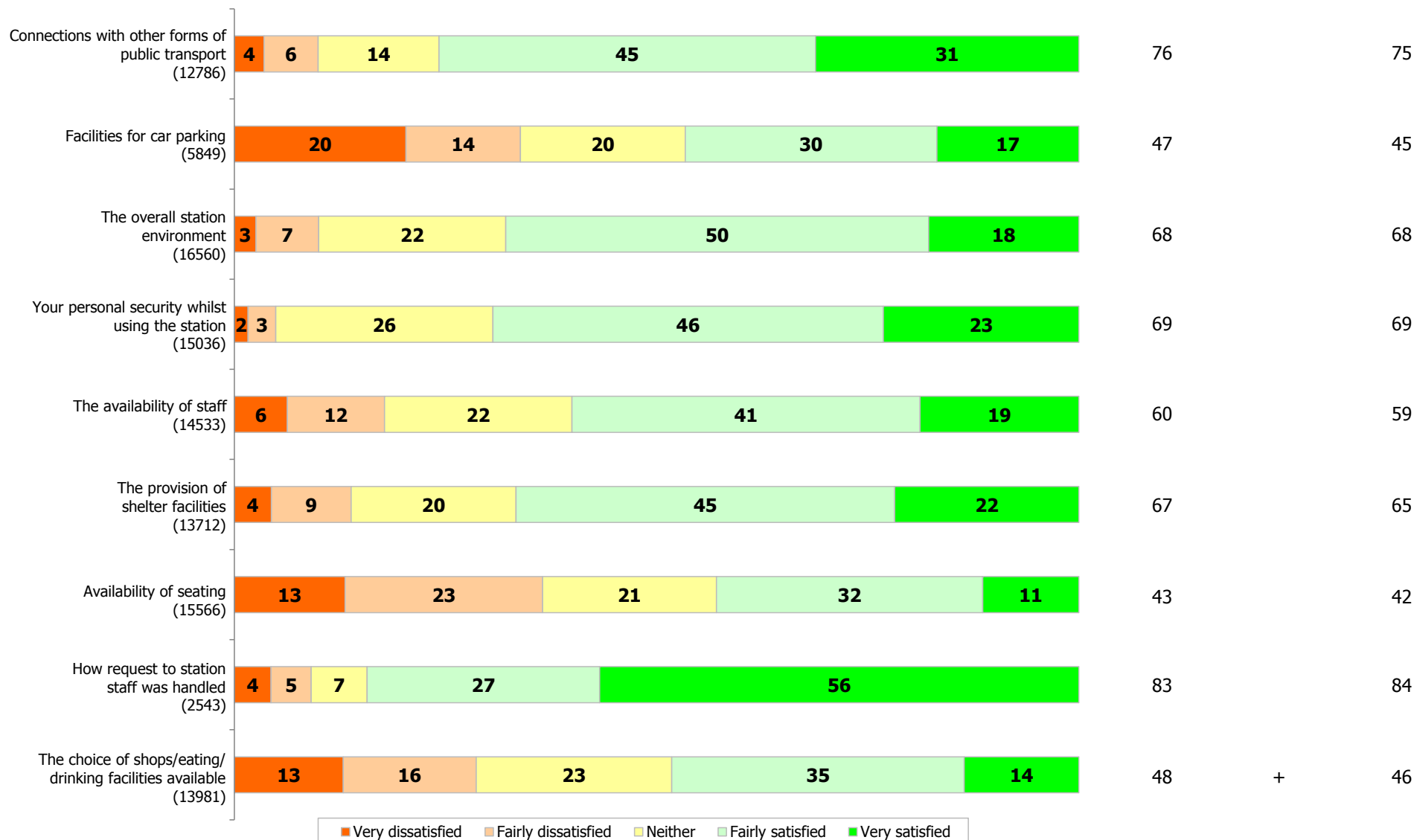


Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013



Satisfaction results for London and South East

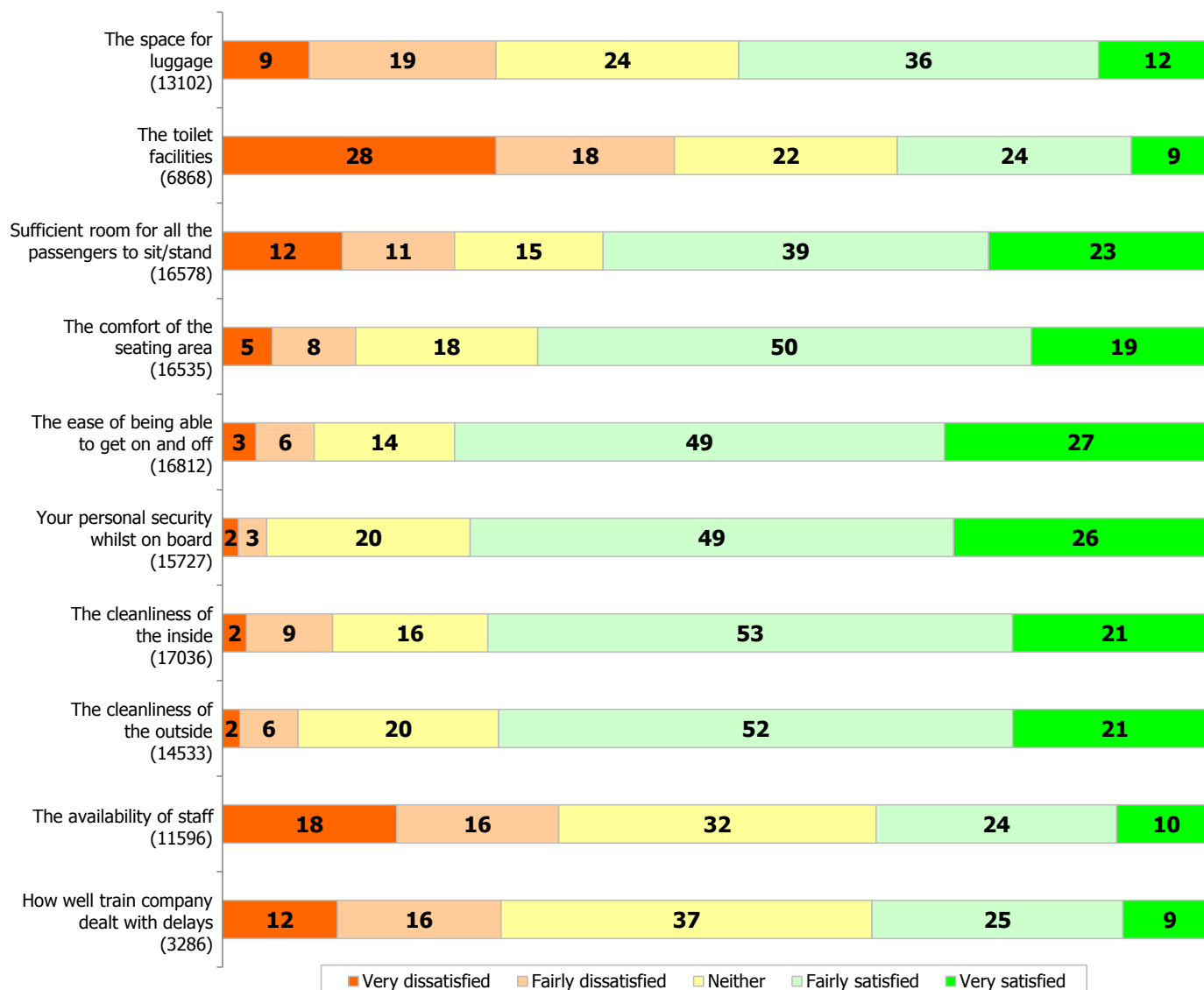


Satisfaction results for London and South East

% satisfied/good

Autumn 2014

Autumn 2013



South West Trains versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	80	80	99%
STATION FACILITIES			
Overall satisfaction with the station	77	78	98%
Ticket buying facilities	75	72	105%
Provision of information about train times/platforms	83	80	104%
The upkeep/repair of the station buildings/platforms	68	70	98%
Cleanliness	72	74	97%
The facilities and services	56	55	100%
The attitudes and helpfulness of the staff	68	71	96%
Connections with other forms of public transport	76	76	100%
Facilities for car parking	45	47	96%
Overall environment	67	68	99%
Your personal security whilst using the station	72	69	103%
The availability of staff	56	60	93%
The provision of shelter facilities	65	67	97%
Availability of seating	37	43	85%
How request to station staff was handled	81	83	97%
The choice of shops/eating/drinking facilities available	55	48	114%
TRAIN FACILITIES			
Overall satisfaction with the train	78	77	100%
The frequency of the trains on that route	74	75	99%
Punctuality/reliability (i.e. the train arriving/departing on time)	79	75	104%
The length of time the journey was scheduled to take (speed)	80	81	99%
Connections with other train services	74	75	99%
The value for money of the price of your ticket	38	41	93%
Cleanliness of the train	72	73	99%
Upkeep and repair of the train	75	72	105%
The provision of information during the journey	71	67	105%
The helpfulness and attitude of staff on train	65	54	120%
The space for luggage	53	48	111%
The toilet facilities	30	32	95%
Sufficient room for all passengers to sit/stand	59	62	96%
The comfort of the seating area	69	68	101%
The ease of being able to get on and off	75	77	97%
Your personal security on board	78	75	104%
The cleanliness of the inside	73	73	100%
The cleanliness of the outside	74	72	103%
The availability of staff	49	34	143%
How well train company deals with delays	40	35	116%

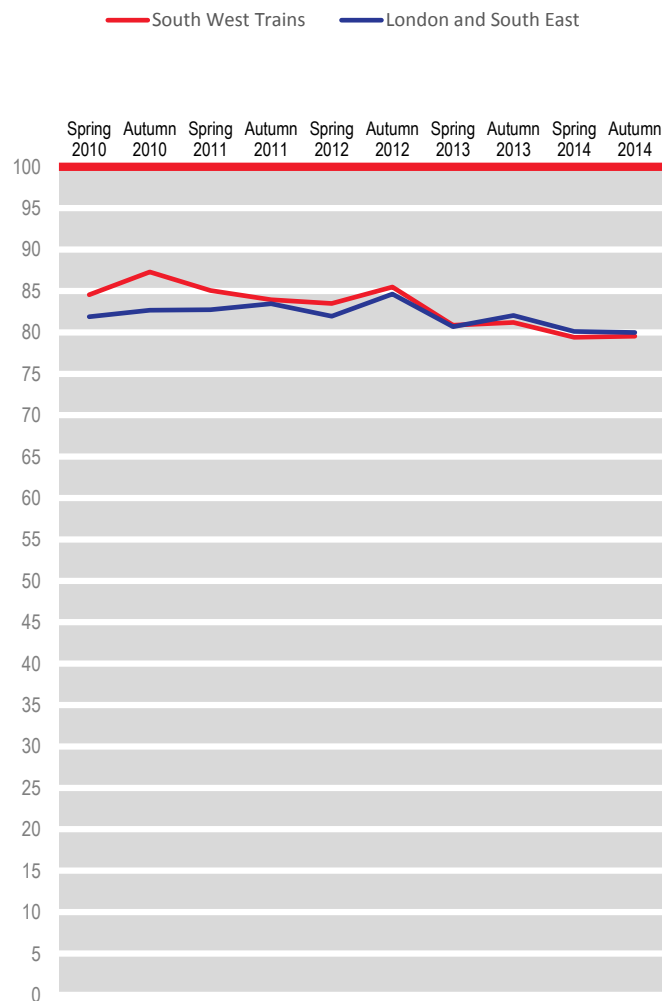
Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West of England
Overall satisfaction with your journey	86	79	84	80	75	84	83	73	86
STATION FACILITIES									
Overall satisfaction with the station	74	80	66	74	85	78	75	72	81
Ticket buying facilities	68	68	83	80	87	80	81	71	78
Provision of information about train times/platforms	81	84	85	83	91	89	76	85	87
The upkeep/repair of the station buildings/platforms	56	71	69	67	86	58	64	64	79
Cleanliness	70	74	74	70	89	70	71	62	80
The facilities and services	52	64	53	50	57	48	47	50	63
The attitudes and helpfulness of the staff	85	64	73	70	92	83	66	71	86
Connections with other forms of public transport	70	85	74	73	63	76	72	52	63
Facilities for car parking	72	23	62	39	63	56	46	53	67
Overall environment	68	69	55	66	87	62	67	64	75
Your personal security whilst using the station	71	70	68	80	73	69	71	68	73
The availability of staff	53	57	49	57	79	58	56	49	54
The provision of shelter facilities	71	65	67	67	78	61	56	67	77
Availability of seating	59	23	57	44	56	40	40	45	58
How request to station staff was handled	100	82	76	63	94	85	87	86	90
The choice of shops/eating/drinking facilities available	48	72	42	44	43	29	44	41	42
TRAIN FACILITIES									
Overall satisfaction with the train	80	75	85	80	82	85	80	75	83
The frequency of the trains on that route	83	73	85	77	62	82	70	71	74
Punctuality/reliability (i.e. the train arriving/departing on time)	95	81	91	73	72	88	76	75	90
The length of time the journey was scheduled to take (speed)	98	79	91	83	75	83	76	81	83
Connections with other train services	73	74	79	74	71	68	77	67	68
The value for money of the price of your ticket	77	38	47	41	35	32	39	29	40
Cleanliness of the train	77	73	78	71	64	80	72	68	72
Upkeep and repair of the train	54	74	83	77	71	79	74	76	71
The provision of information during the journey	67	71	71	66	77	81	74	72	66
The helpfulness and attitude of staff on train	92	67	71	56	50	75	60	67	81
The space for luggage	41	49	52	64	54	51	57	49	50
The toilet facilities	14	33	34	13	20	30	37	33	34
Sufficient room for all passengers to sit/stand	80	54	59	69	61	61	58	61	60
The comfort of the seating area	65	66	71	74	85	68	69	69	67
The ease of being able to get on and off	88	72	79	72	86	84	77	76	76
Your personal security on board	92	78	77	80	85	83	76	75	84
The cleanliness of the inside	75	74	78	73	76	80	73	68	77
The cleanliness of the outside	68	74	77	75	81	78	74	72	78
The availability of staff	84	50	55	39	32	60	49	54	62
How well train company deals with delays	63	43	19	37	68	48	39	39	32

Percentage satisfaction with aspects of station where boarded

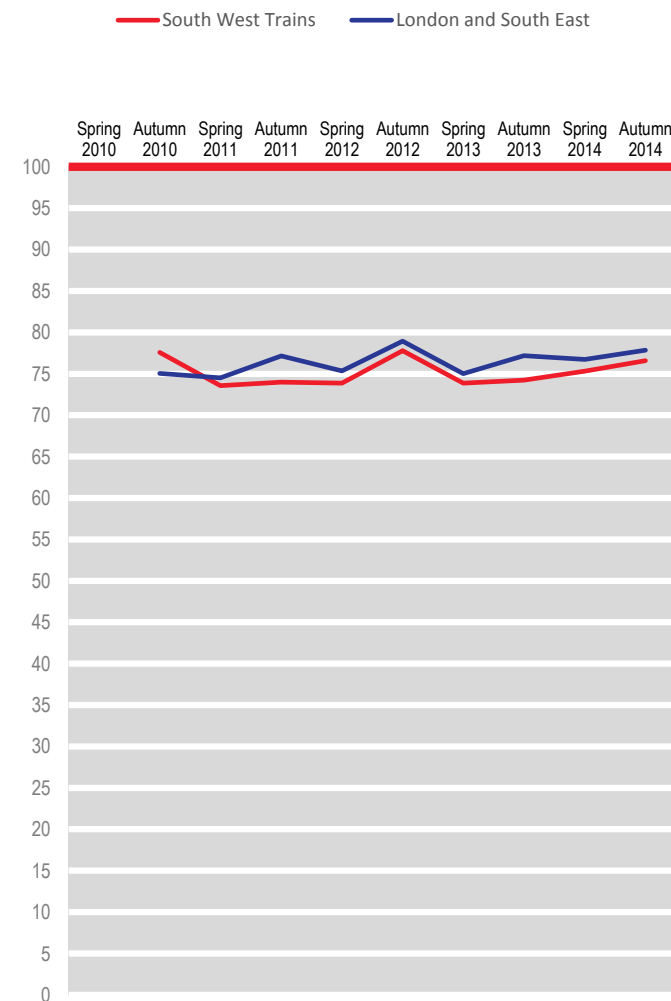
Overall satisfaction with your journey

(2085)
Percentage of passengers satisfied 2010 to 2014



Overall station satisfaction

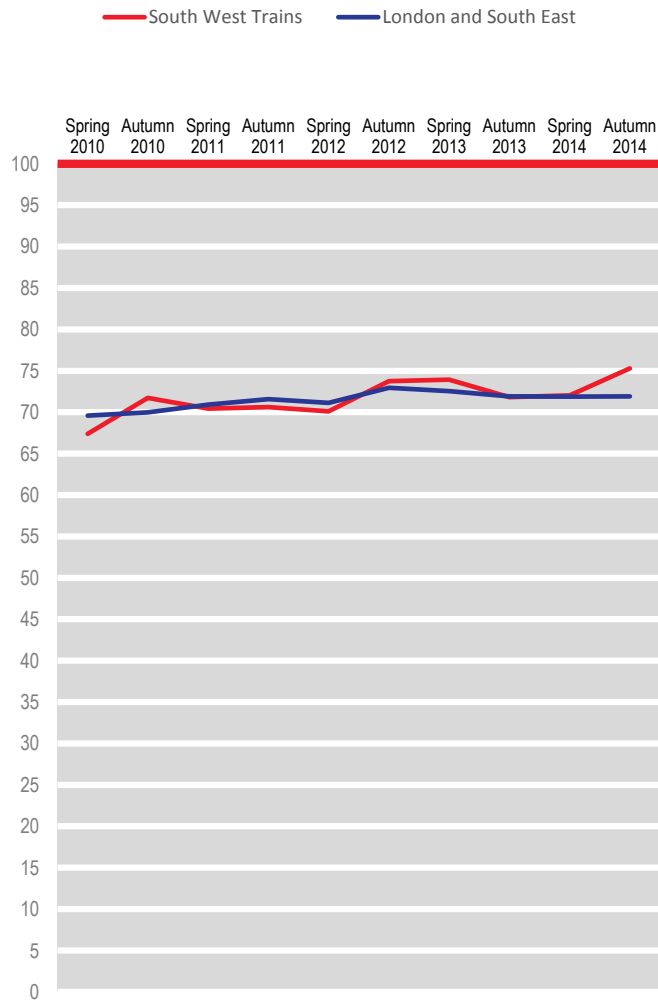
(2092)
Percentage of passengers satisfied 2010 to 2014



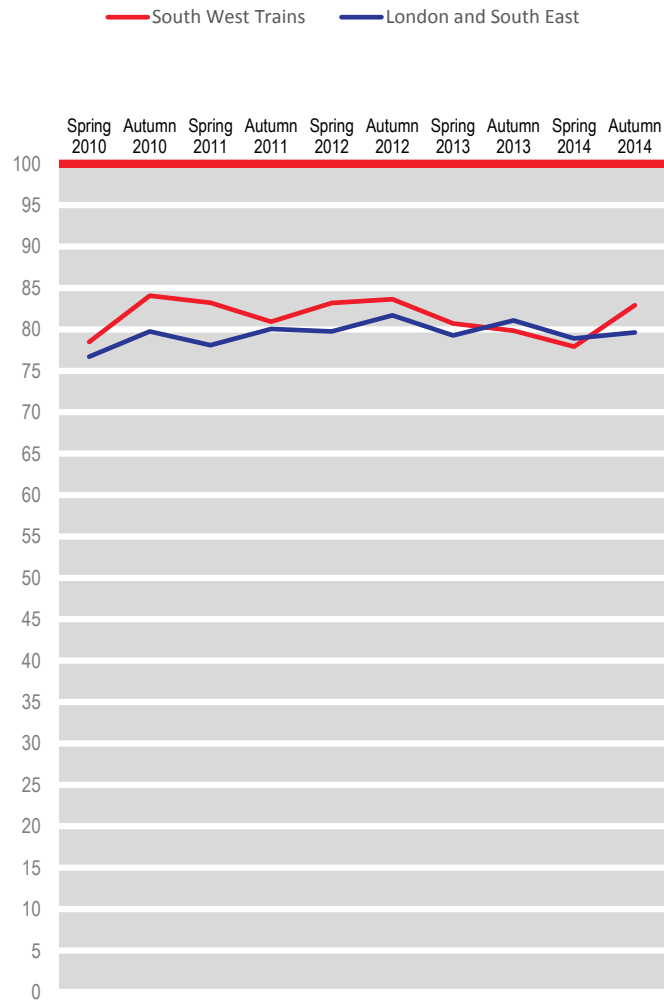
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(1147)**

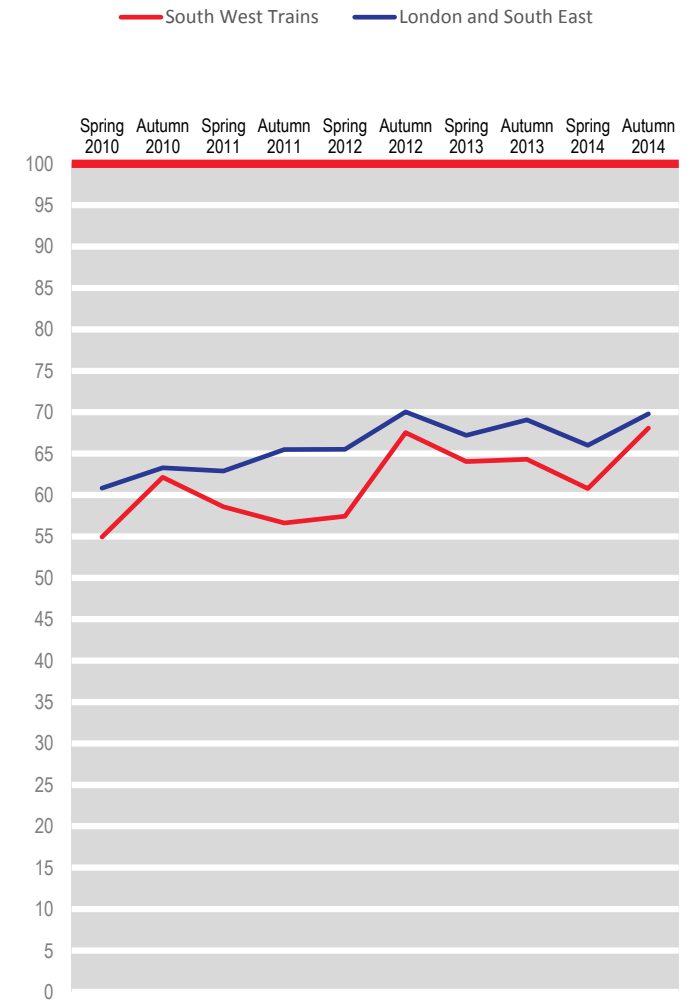
Percentage of passengers satisfied 2010 to 2014

**Provision of information about train times/platforms****(2000)**

Percentage of passengers satisfied 2010 to 2014

**The upkeep/repair of the station building/platforms****(2013)**

Percentage of passengers satisfied 2010 to 2014

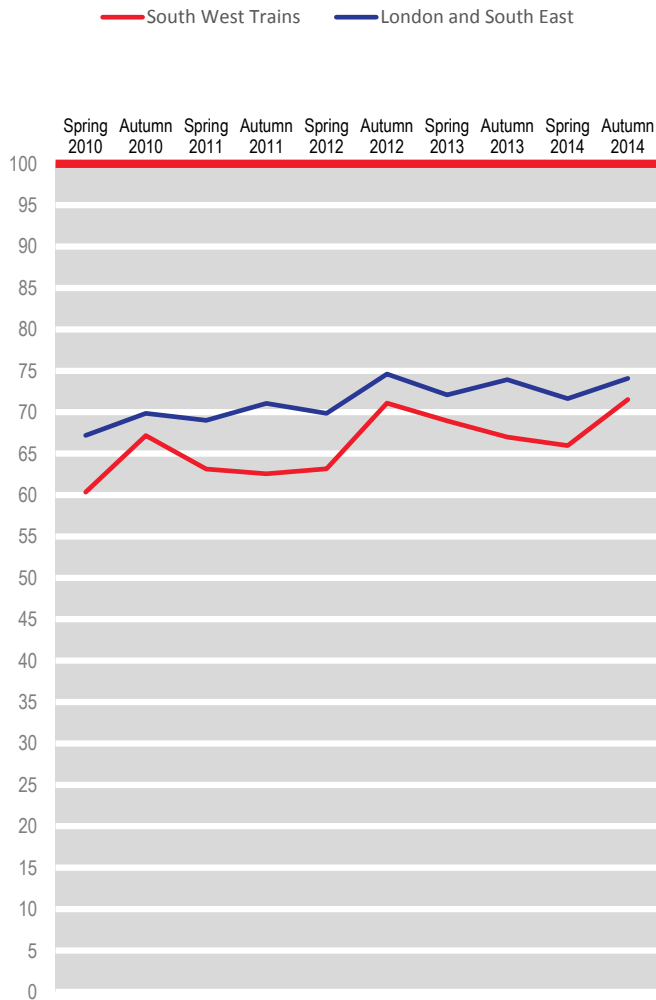


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(2023)

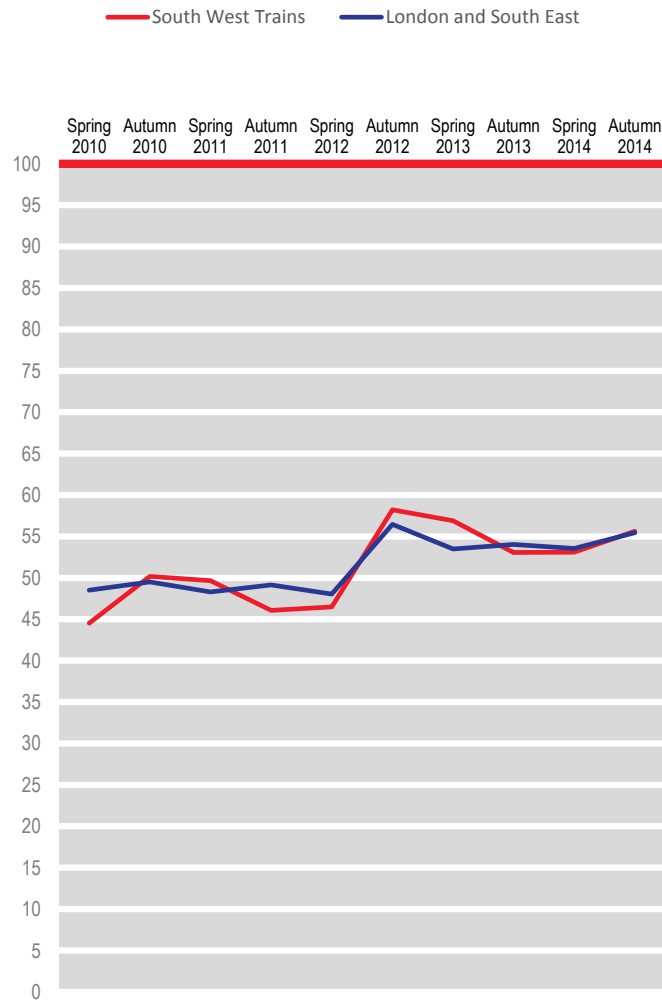
Percentage of passengers satisfied 2010 to 2014



The facilities and services at the station

(1775)

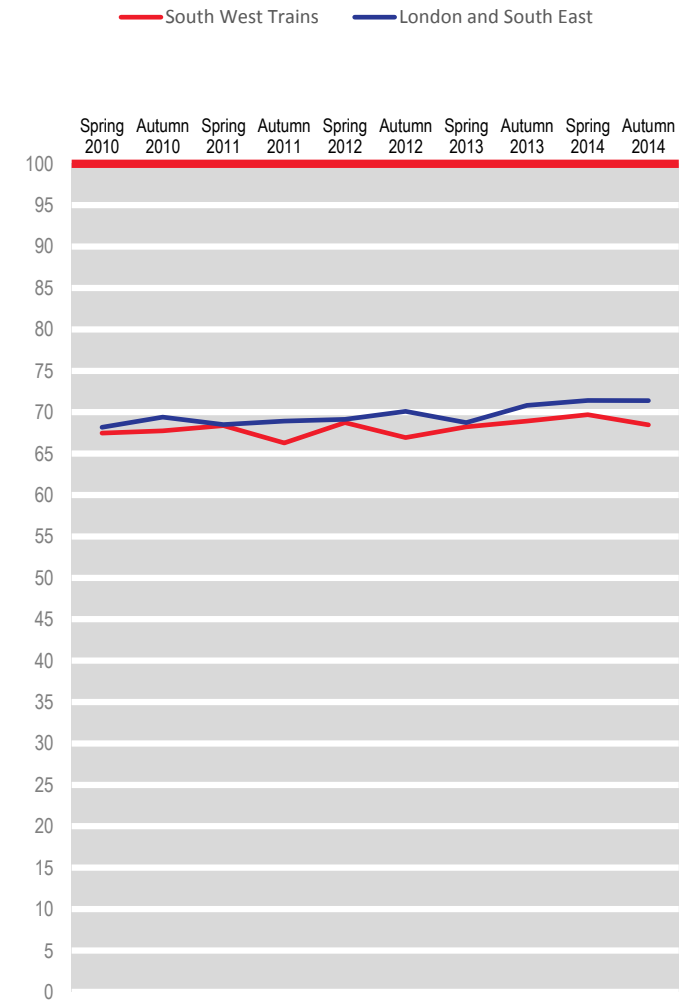
Percentage of passengers satisfied 2010 to 2014



The attitudes and helpfulness of the staff at the station

(1501)

Percentage of passengers satisfied 2010 to 2014

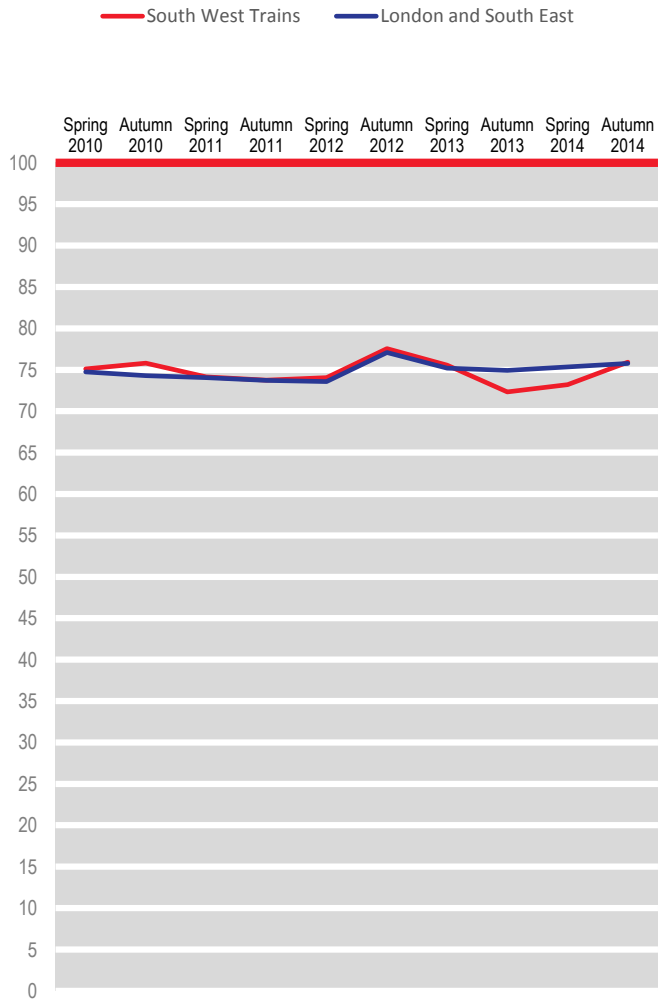


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1529)

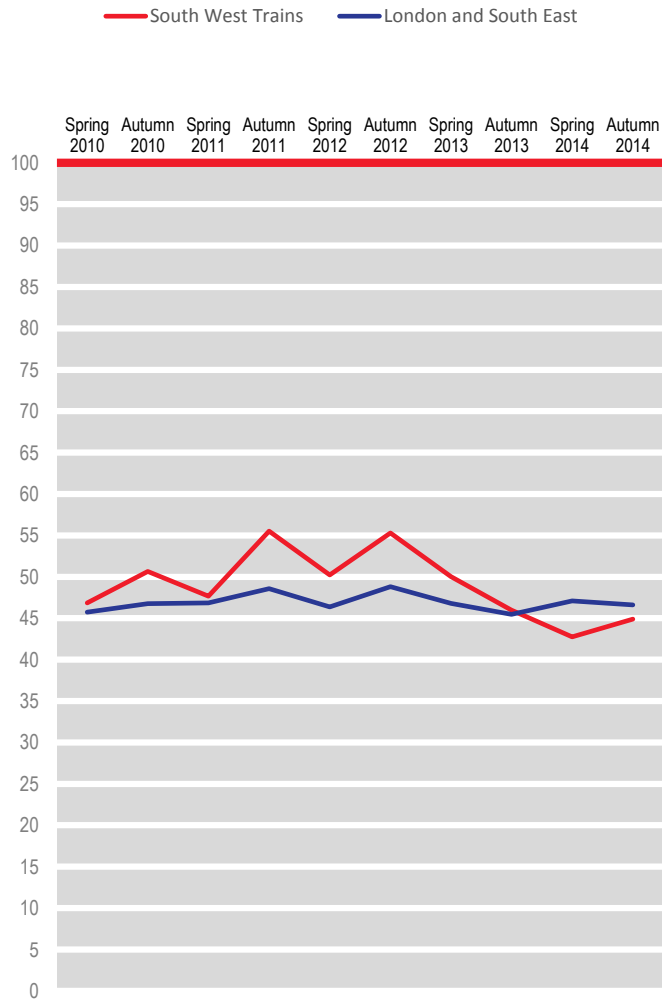
Percentage of passengers satisfied 2010 to 2014



Facilities for car parking at the station

(810)

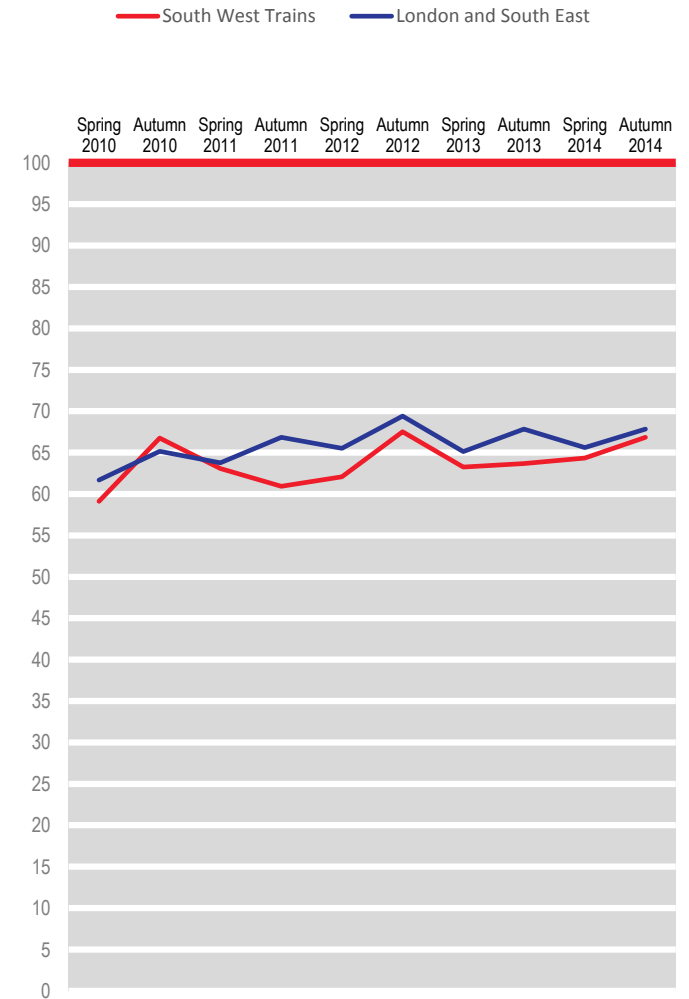
Percentage of passengers satisfied 2010 to 2014



Overall station environment

(2019)

Percentage of passengers satisfied 2010 to 2014

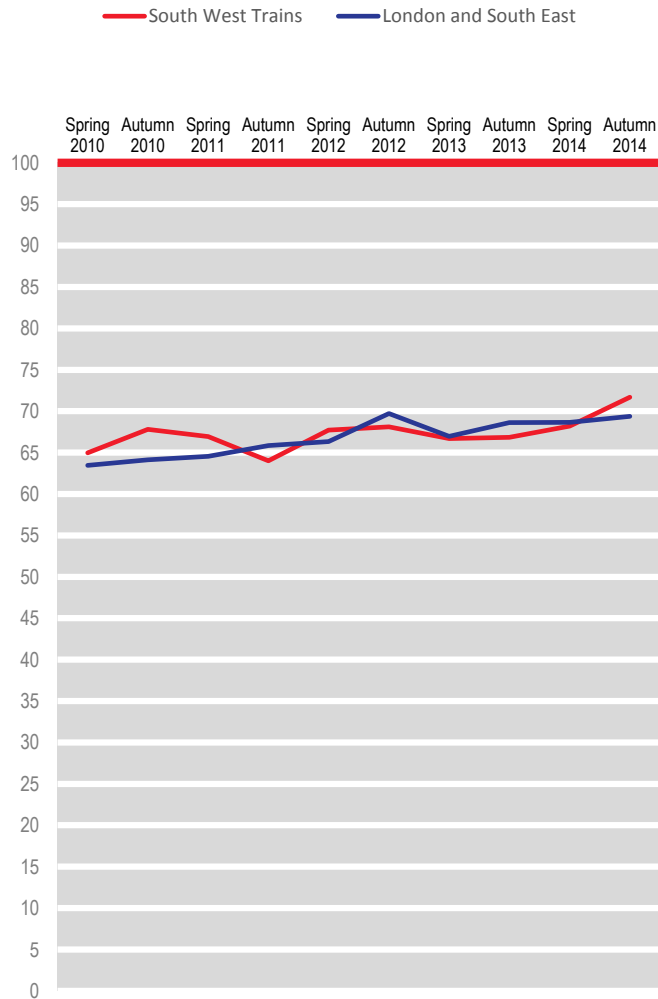


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1834)

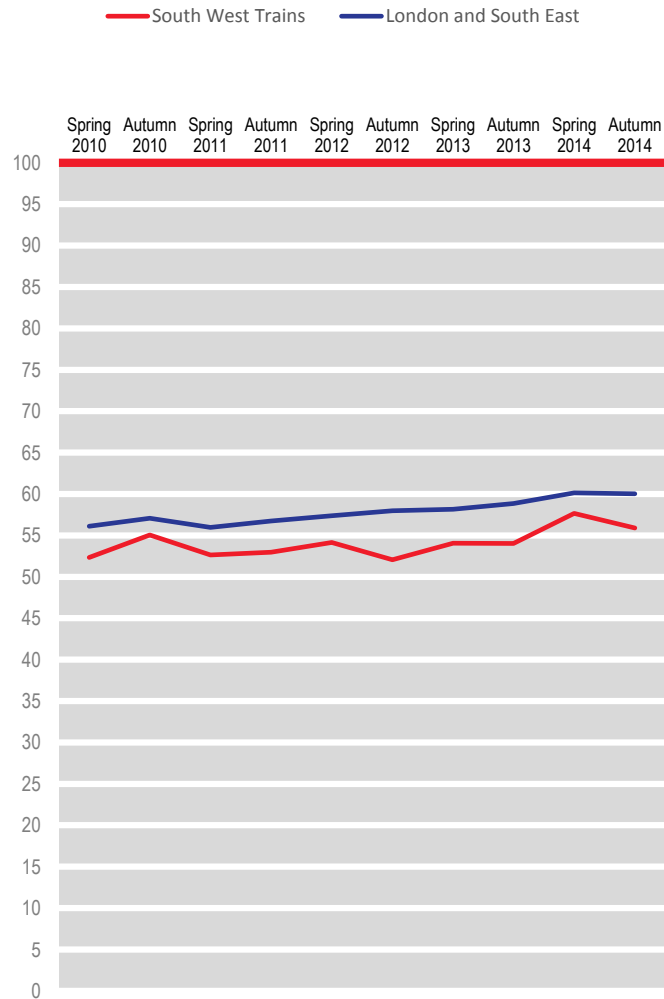
Percentage of passengers satisfied 2010 to 2014



The availability of staff at the station

(1747)

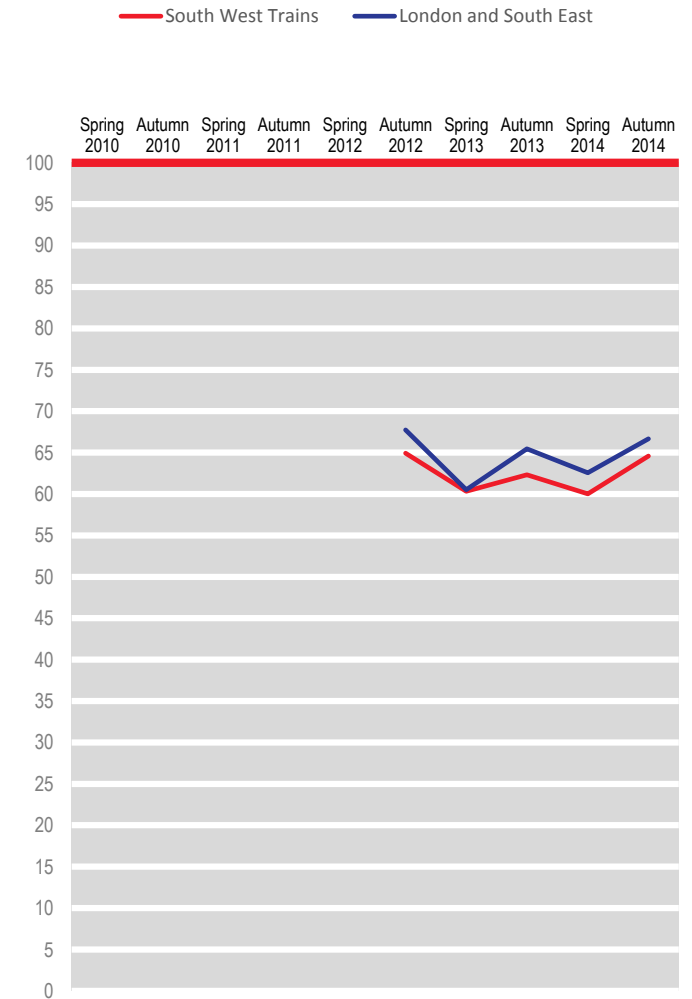
Percentage of passengers satisfied 2010 to 2014



The provision of shelter facilities

(1727)

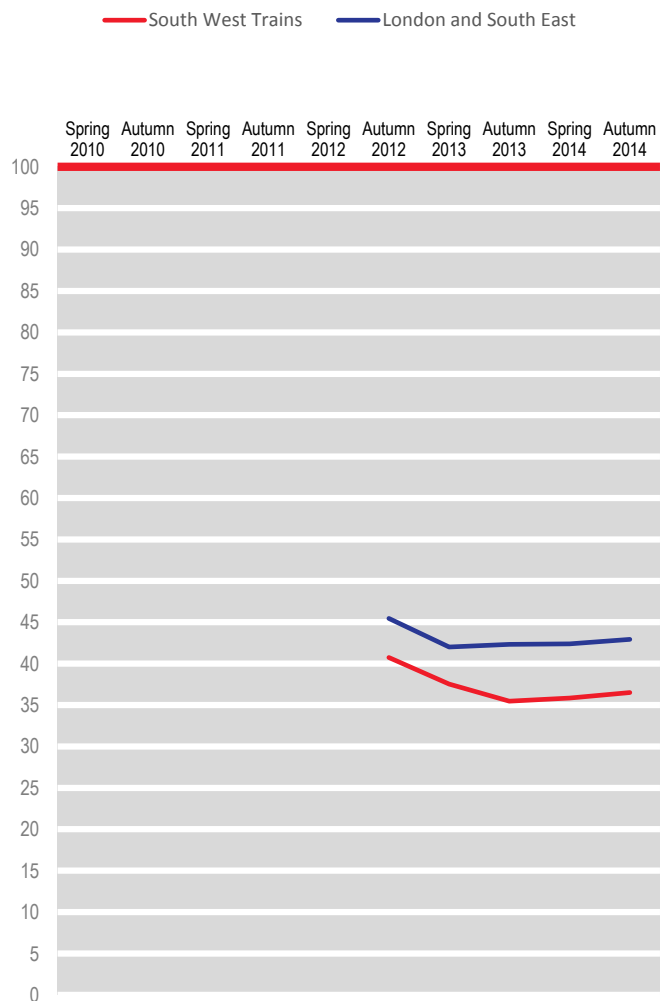
Percentage of passengers satisfied 2010 to 2014



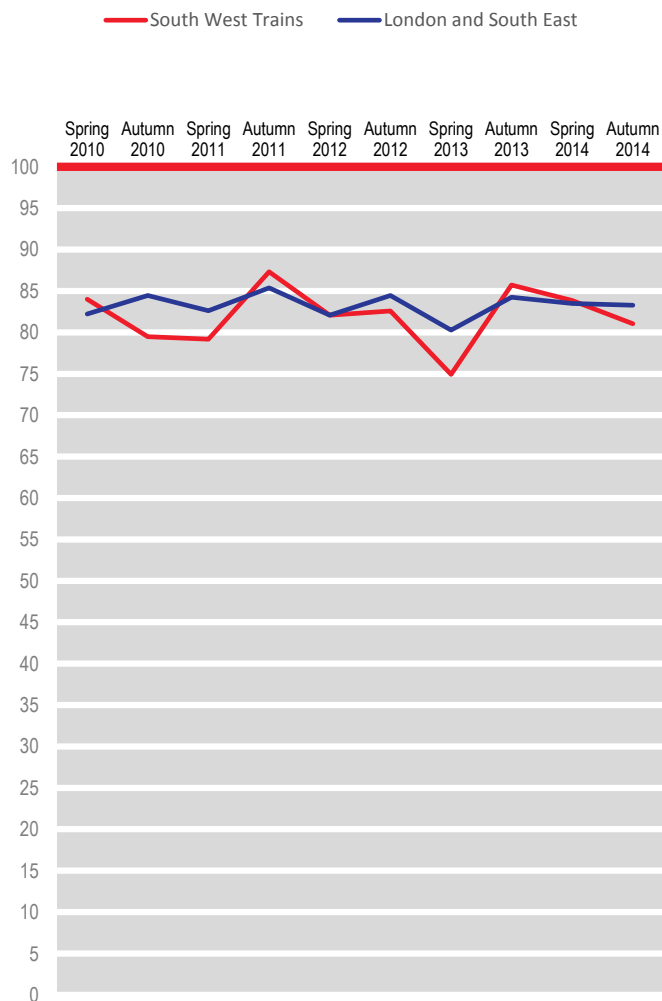
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1920)**

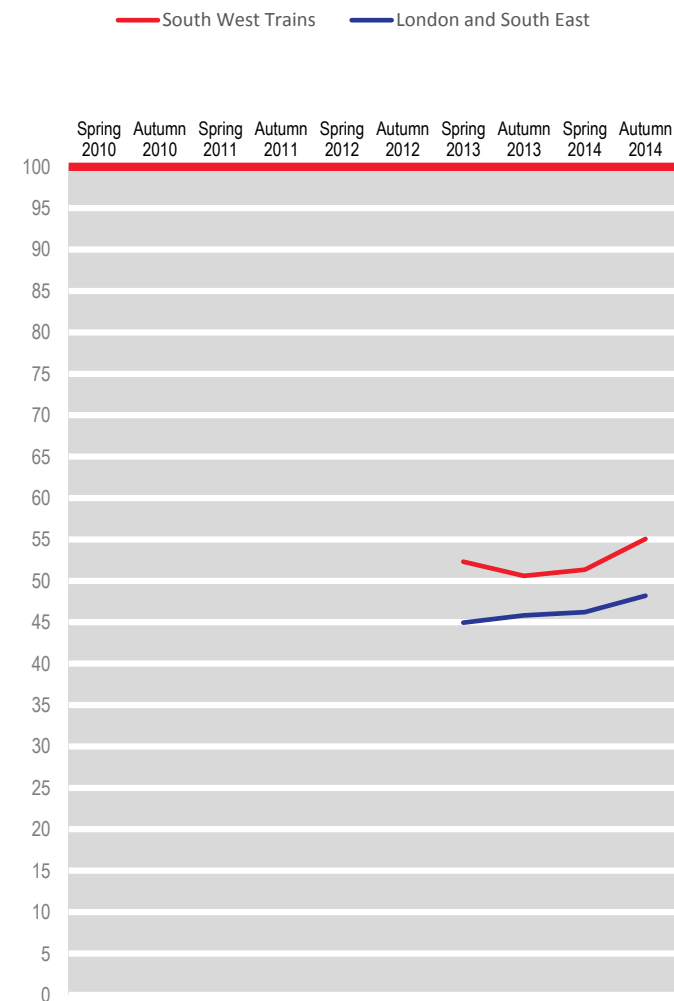
Percentage of passengers satisfied 2010 to 2014

**How request to station staff was handled****(257)**

Percentage of passengers satisfied 2010 to 2014

**The choice of shops/eating/drinking facilities available****(1768)**

Percentage of passengers satisfied 2010 to 2014



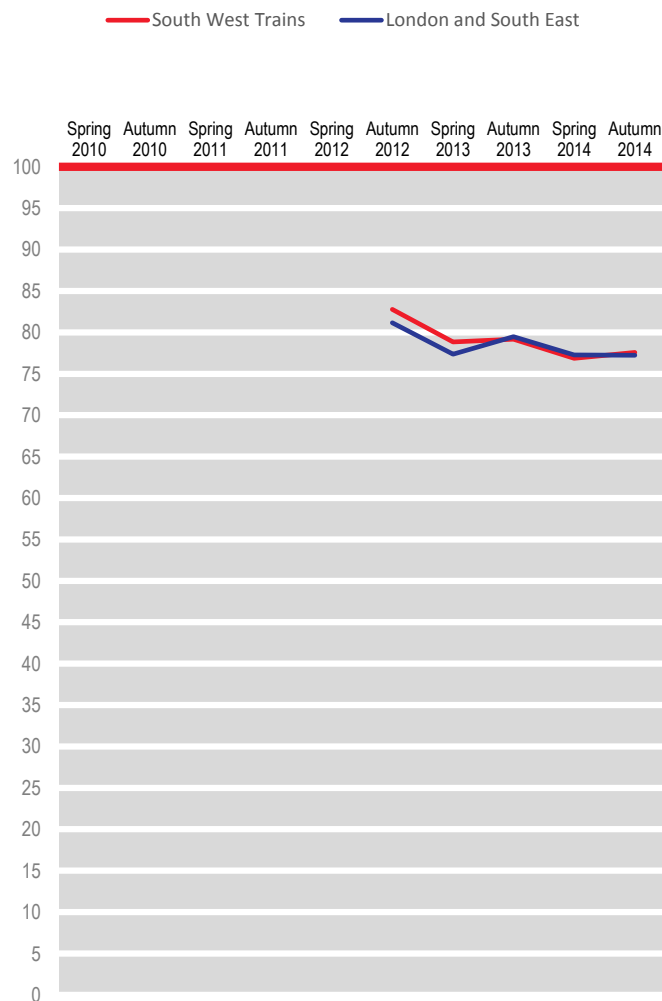
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(2093)

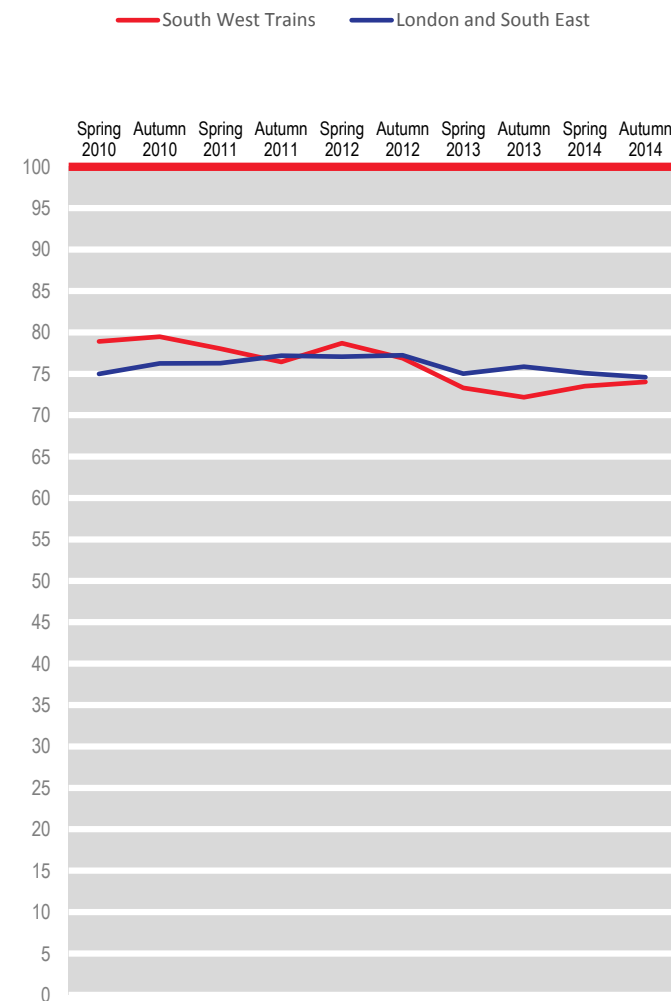
Percentage of passengers satisfied 2010 to 2014



The frequency of trains on that route

(2052)

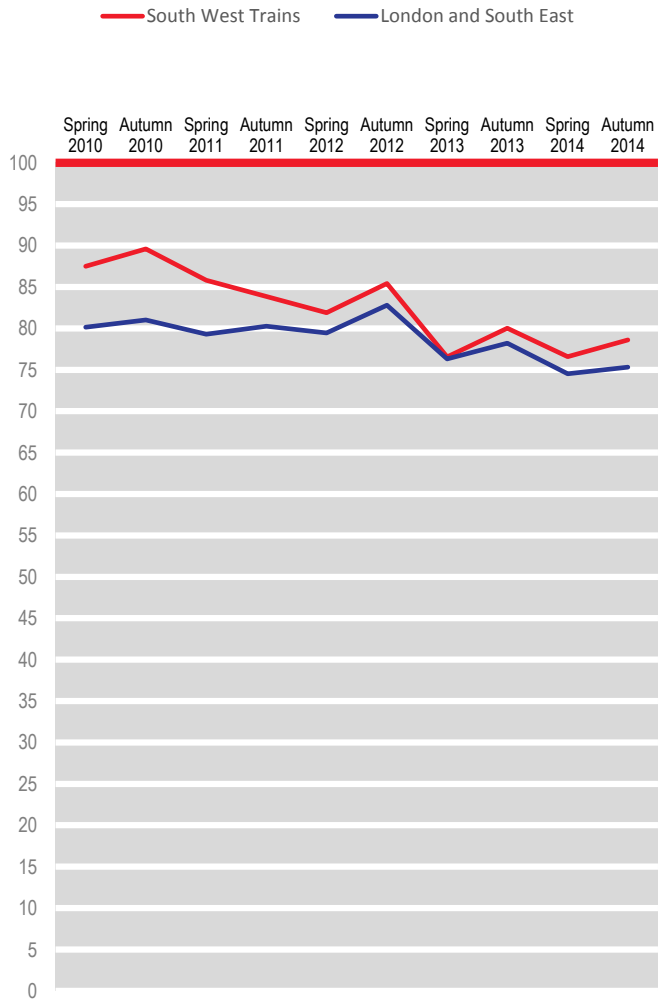
Percentage of passengers satisfied 2010 to 2014



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

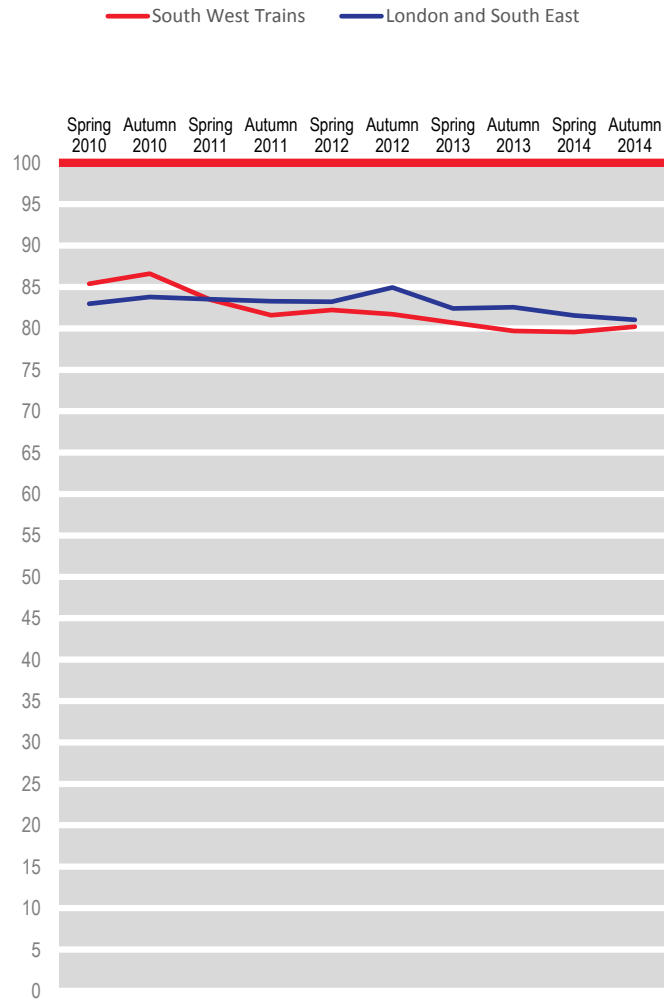
Punctuality/reliability (i.e. train arriving/departing on time) (2076)

Percentage of passengers satisfied 2010 to 2014



The length of time the journey was scheduled to take (speed) (2052)

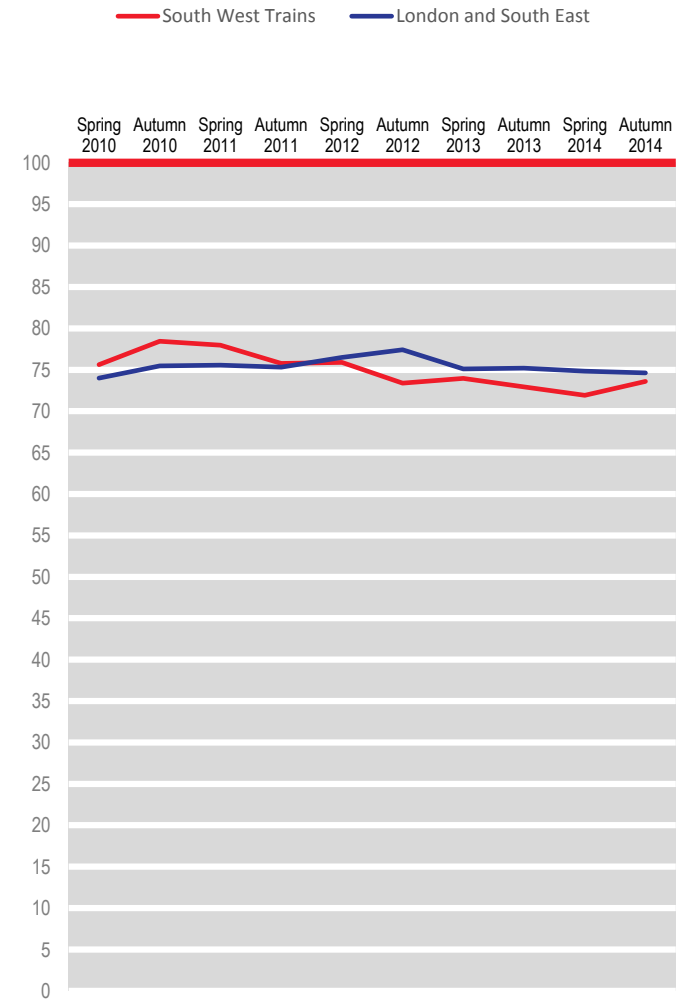
Percentage of passengers satisfied 2010 to 2014



Connections with other train services

(1254)

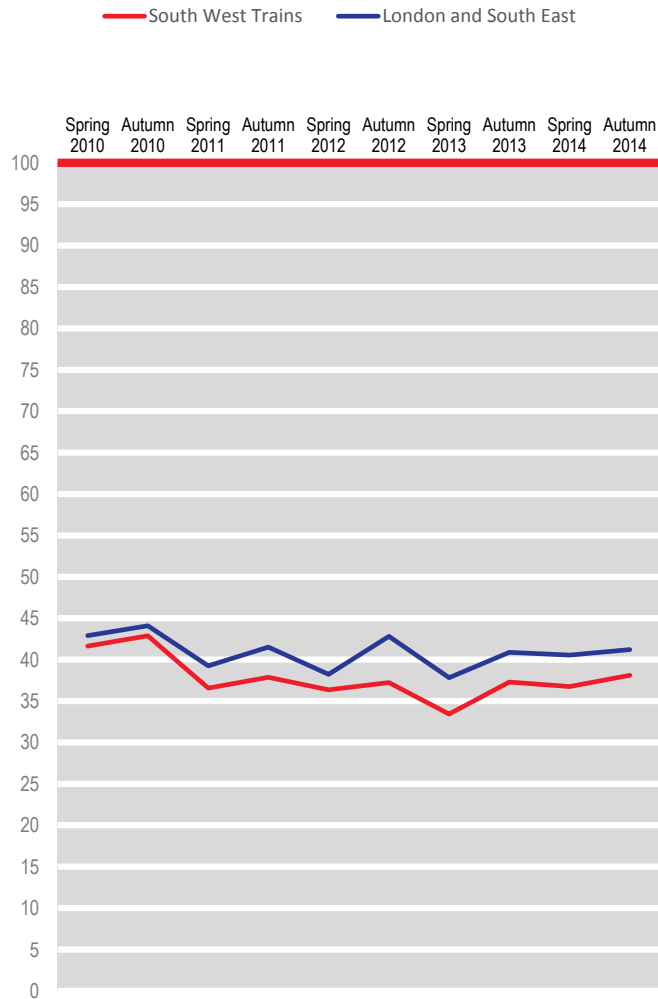
Percentage of passengers satisfied 2010 to 2014



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

The value for money for the price of your ticket (1965)

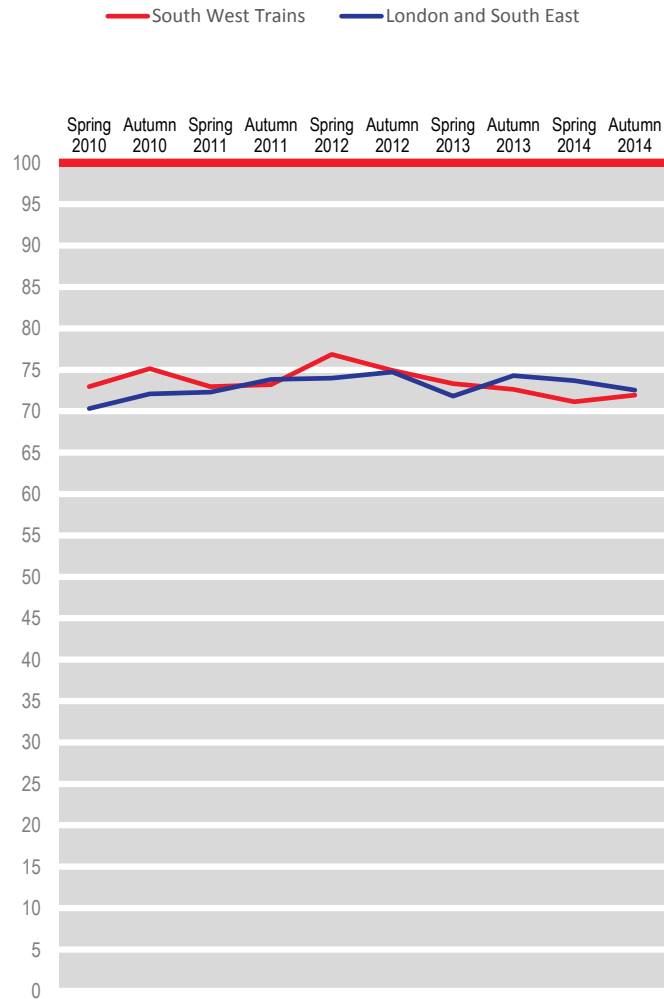
Percentage of passengers satisfied 2010 to 2014



Cleanliness of the train

(2086)

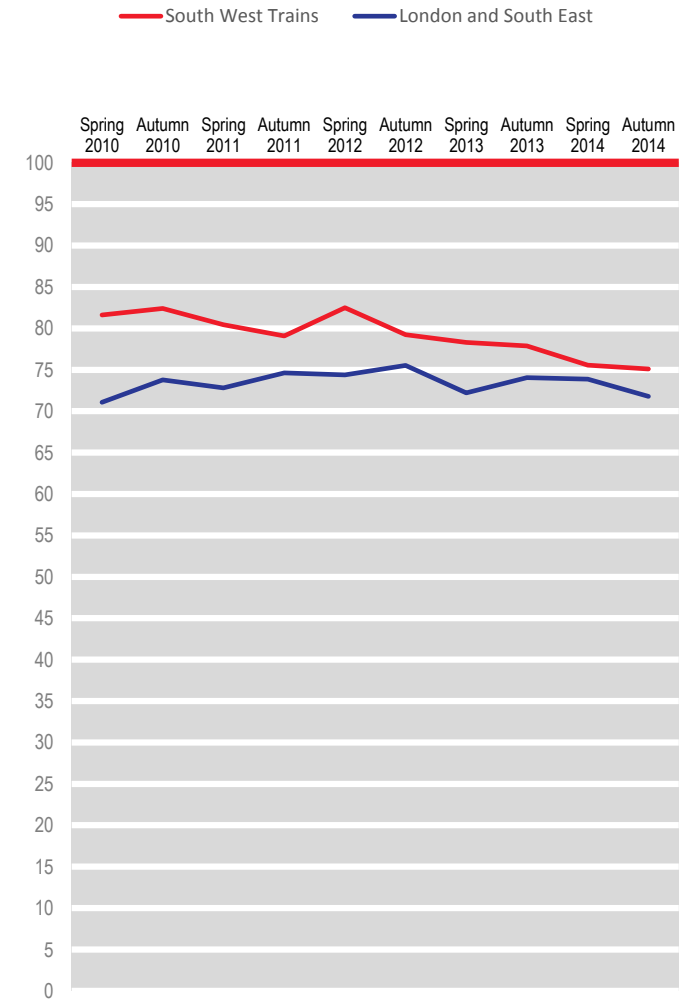
Percentage of passengers satisfied 2010 to 2014



Upkeep and repair of the train

(2005)

Percentage of passengers satisfied 2010 to 2014



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

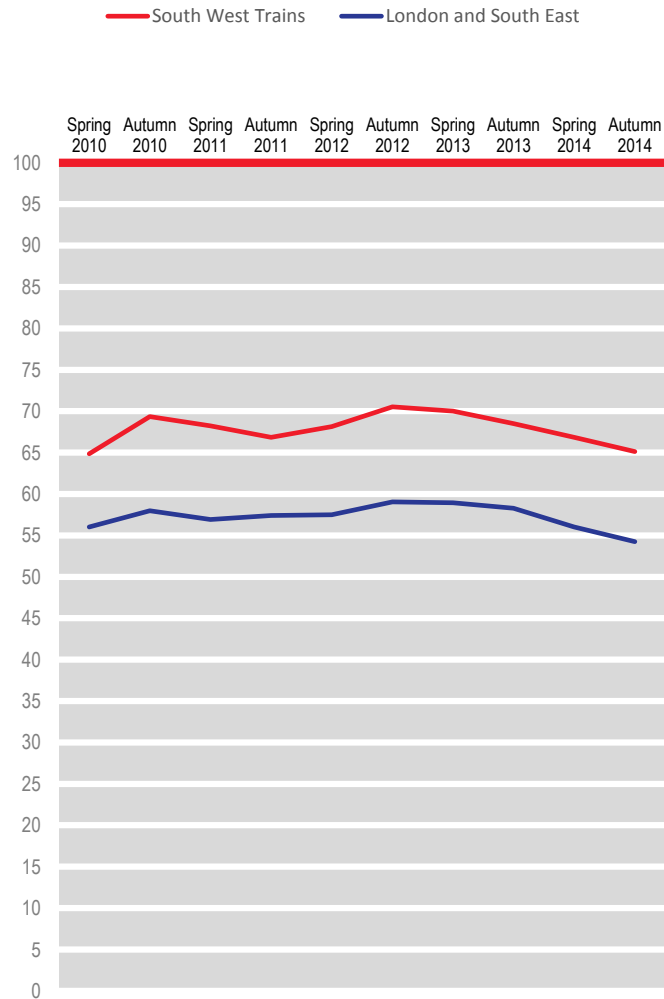
The provision of information during the journey (1910)

Percentage of passengers satisfied 2010 to 2014



The helpfulness and attitude of staff on the train (1351)

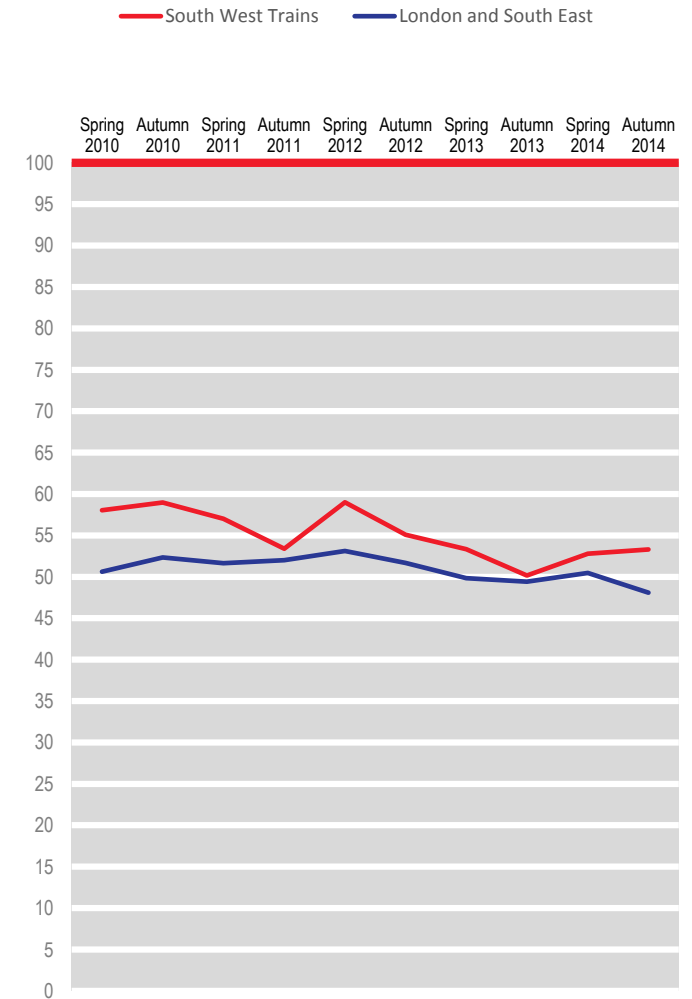
Percentage of passengers satisfied 2010 to 2014



The space for luggage

(1634)

Percentage of passengers satisfied 2010 to 2014

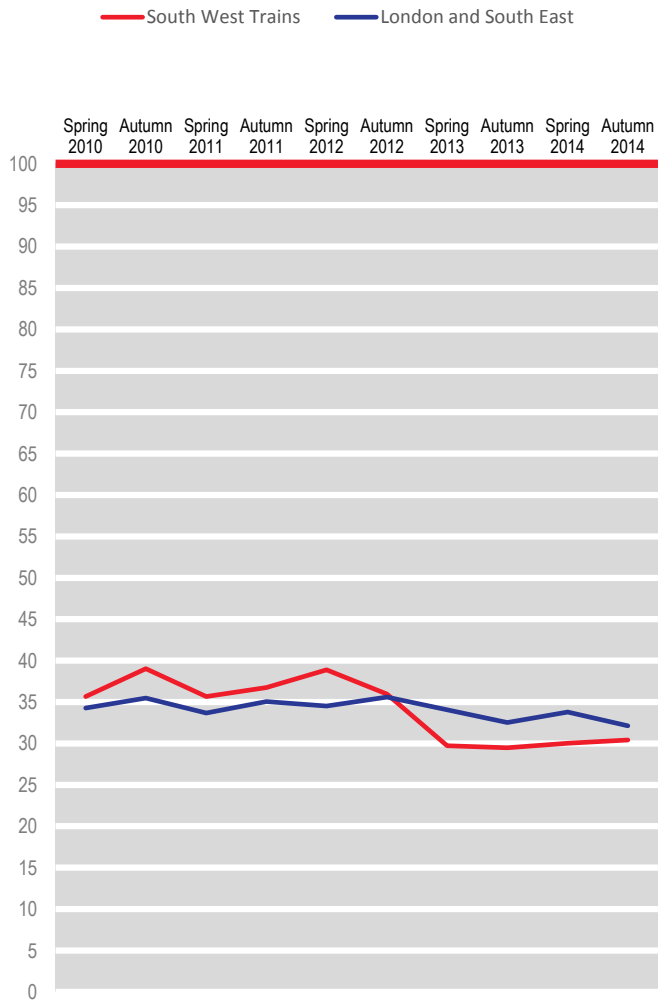


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(905)

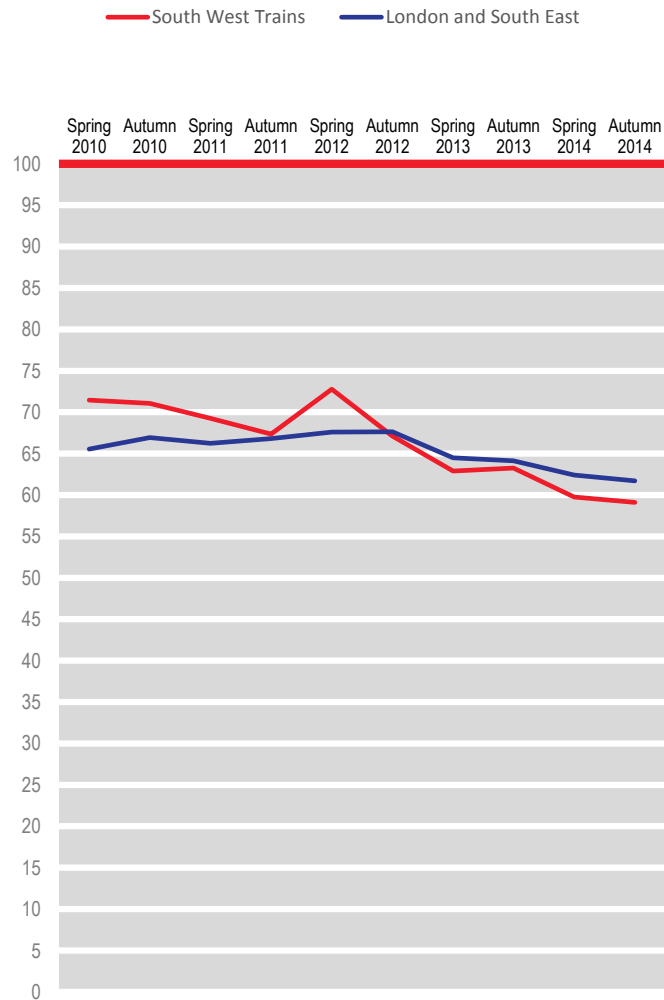
Percentage of passengers satisfied 2010 to 2014



Sufficient room for all the passengers to sit/stand

(2026)

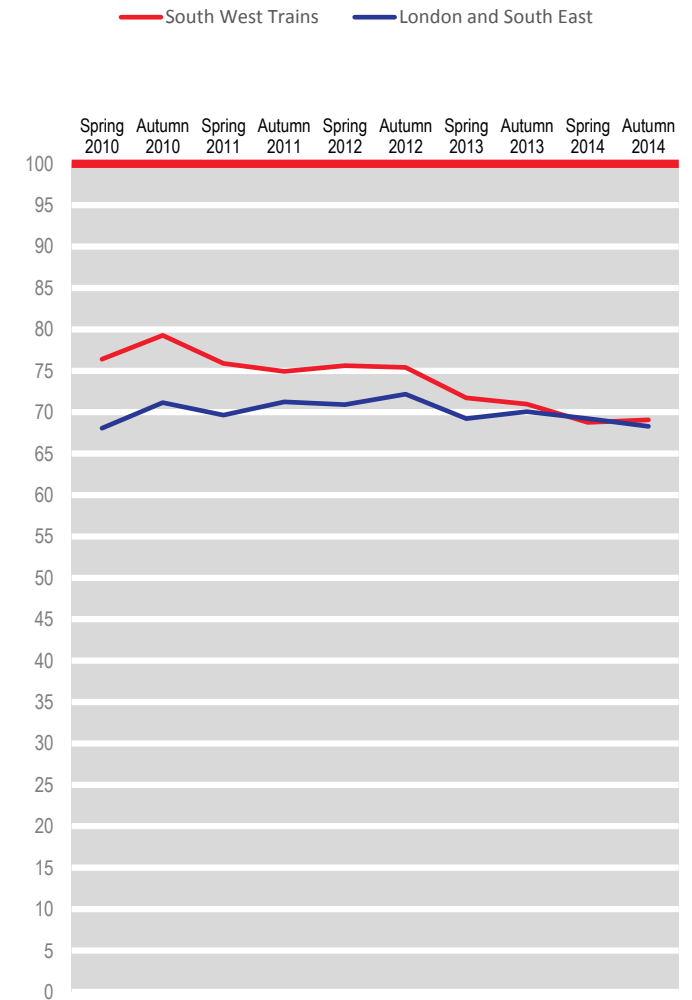
Percentage of passengers satisfied 2010 to 2014



The comfort of the seating area

(2016)

Percentage of passengers satisfied 2010 to 2014

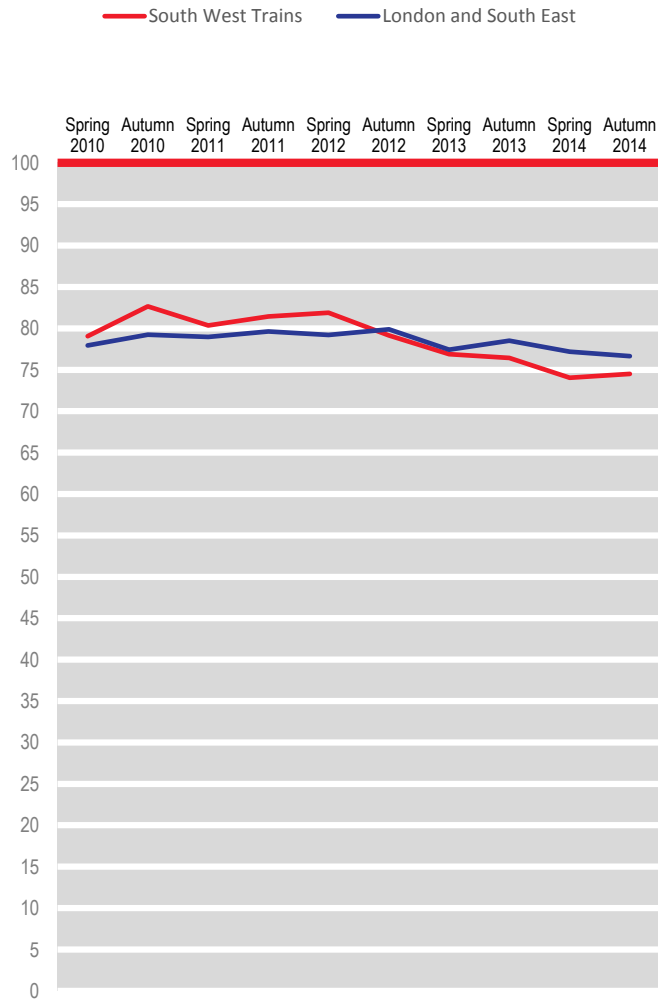


N.B. Benchmarks and targets are only shown for applicable factors

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

(2056)

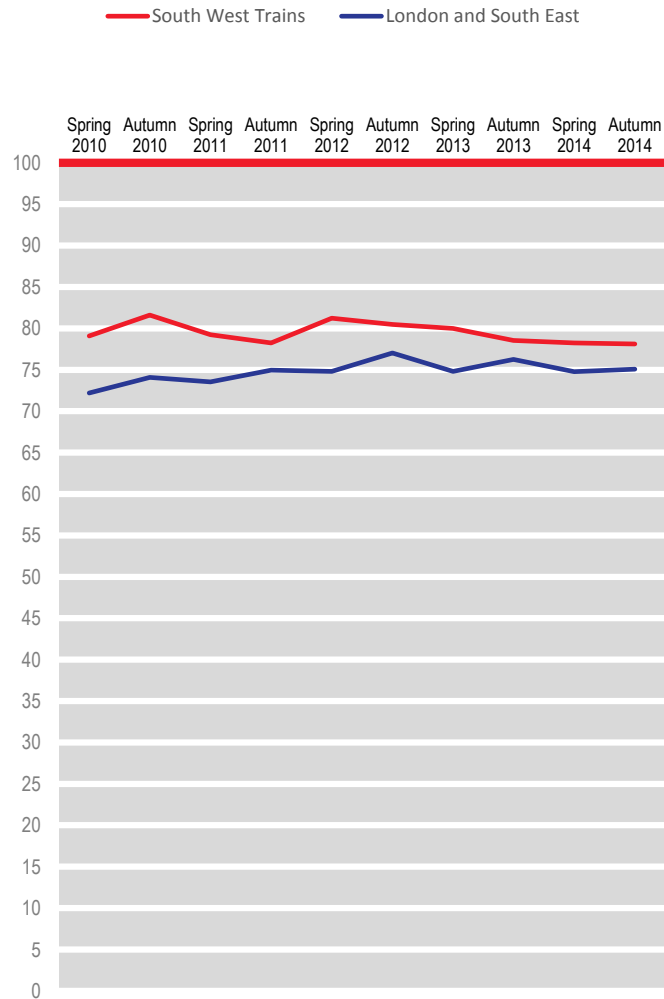
Percentage of passengers satisfied 2010 to 2014



Your personal security whilst on board

(1947)

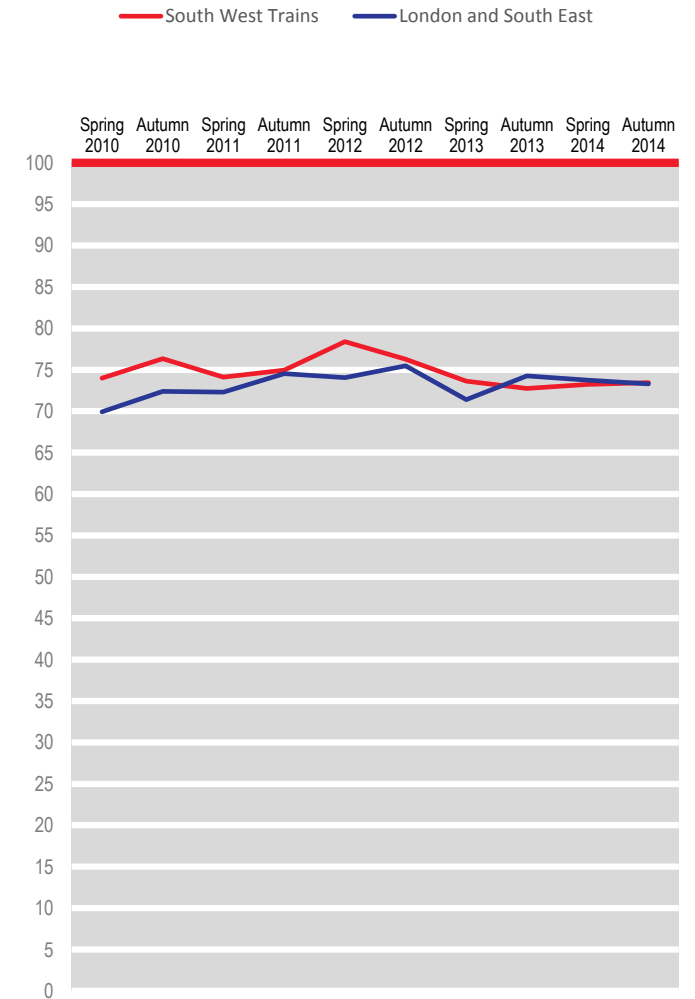
Percentage of passengers satisfied 2010 to 2014



The cleanliness of the inside of the train

(2071)

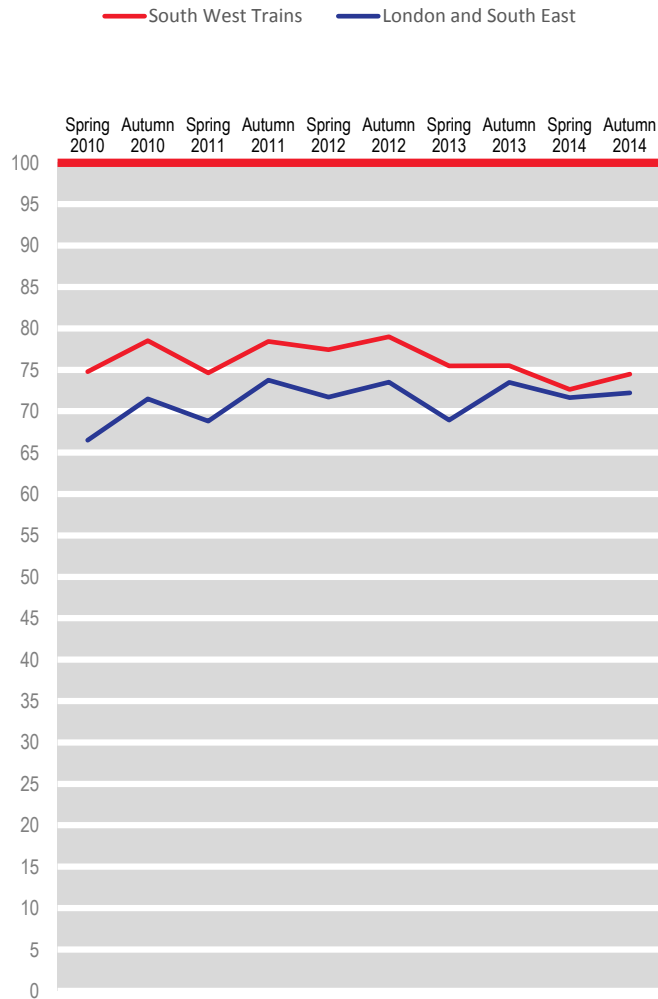
Percentage of passengers satisfied 2010 to 2014



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

The cleanliness of the outside of the train (1769)

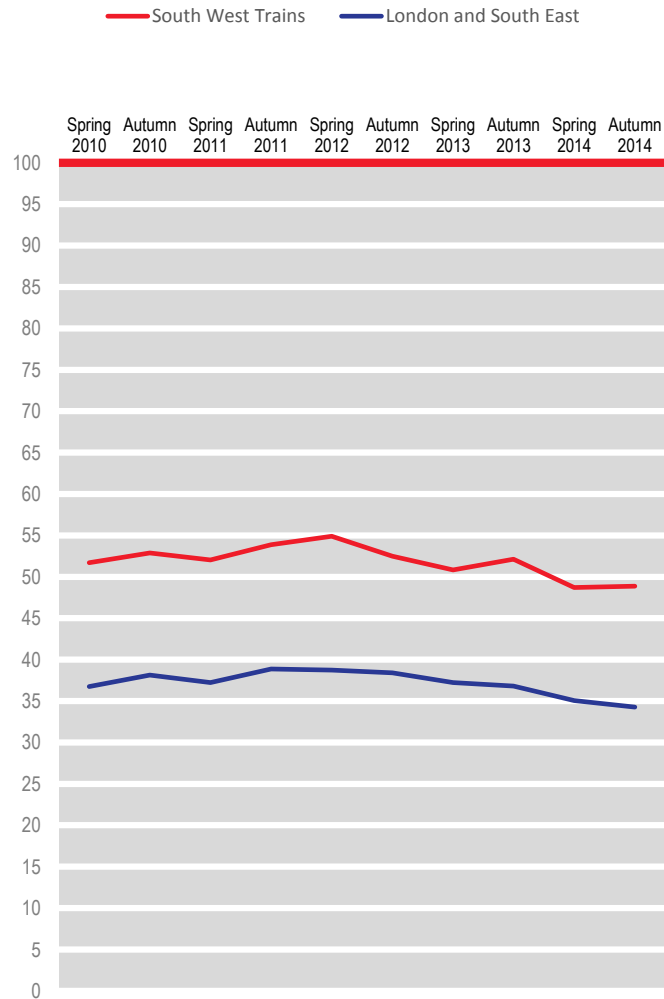
Percentage of passengers satisfied 2010 to 2014



The availability of staff on the train

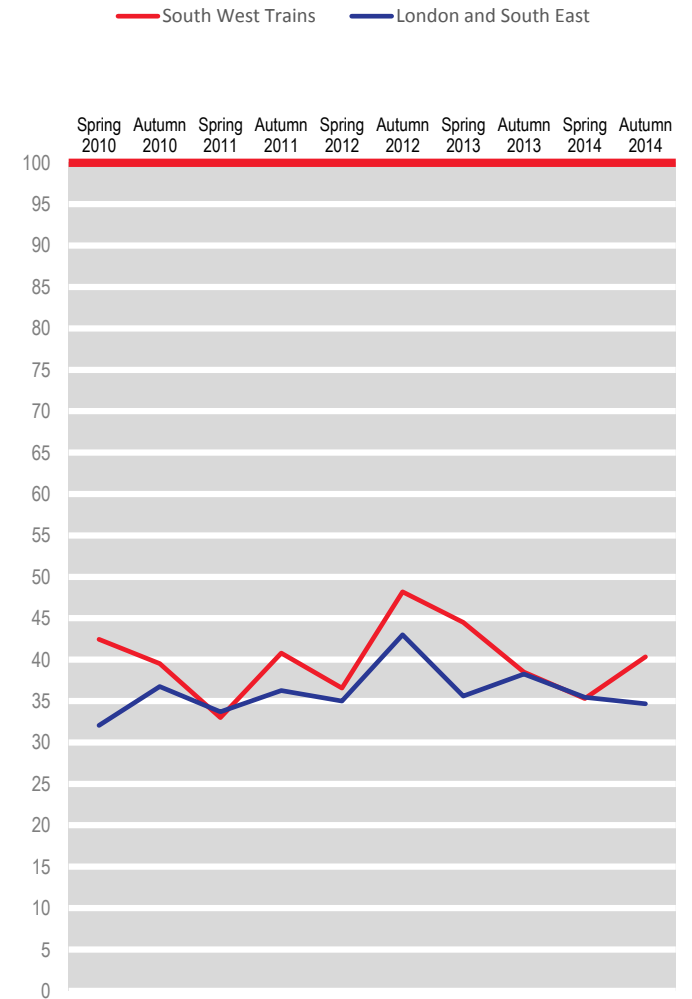
(1643)

Percentage of passengers satisfied 2010 to 2014



How well train company dealt with delays (339)

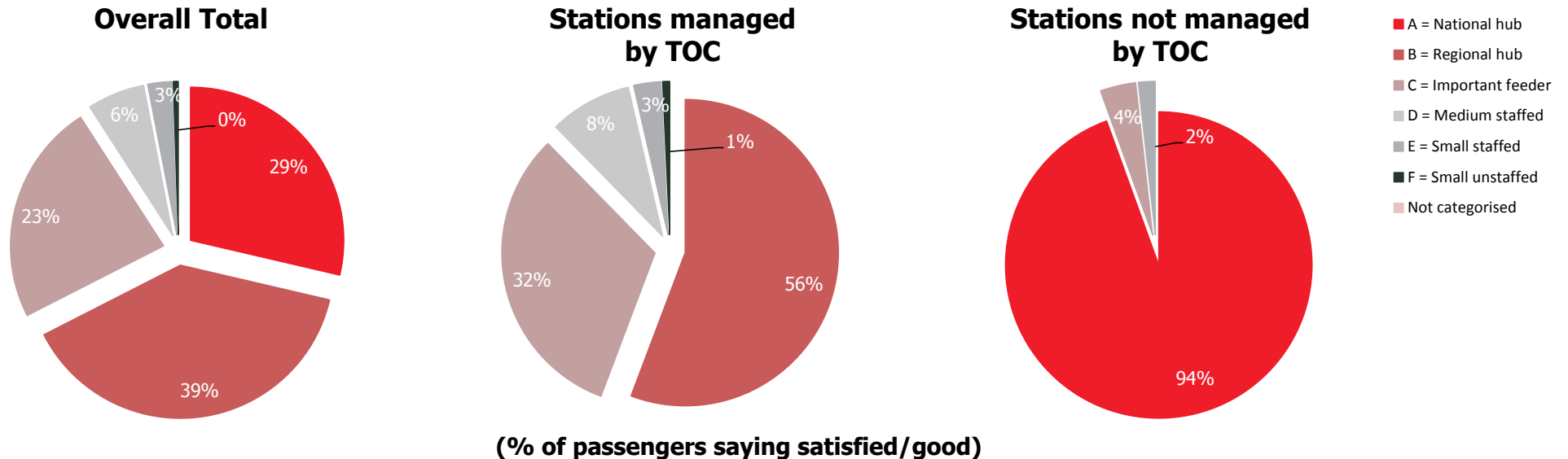
Percentage of passengers satisfied 2010 to 2014



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

Managed versus non-managed stations for South West Trains

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



	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	72	-	87
Ticket buying facilities	76	-	73
Provision of information about train times/platforms	81	-	88
The upkeep/repair of the station buildings/platforms	64	-	76
Cleanliness	68	-	80
The facilities and services	49	-	69
The attitudes and helpfulness of the staff	68	-	69
Connections with other forms of public transport	70	-	87
Facilities for car parking	47	+	34
Overall environment	62	-	78
Your personal security whilst using the station	69	-	77
The availability of staff	55	-	58
The provision of shelter facilities	61	-	76
Availability of seating	41	+	25
How request to station staff was handled	78	-	86
The choice of shops/eating/drinking facilities available	45	-	77

South West Trains

	Peak			Off-peak		
	Autumn 2014	significant change	Autumn 2013	Autumn 2014	significant change	Autumn 2013
Overall satisfaction with your journey	73		73	82		83
STATION FACILITIES						
Overall satisfaction with the station	80		74	76		74
Ticket buying facilities	73		79	76	+	70
Provision of information about train times/platforms	83		77	83		80
The upkeep/repair of the station buildings/platforms	71	+	63	67		65
Cleanliness	74		67	71		67
The facilities and services	60		59	54		52
The attitudes and helpfulness of the staff	68		73	69		68
Connections with other forms of public transport	78		78	75		71
Facilities for car parking	45		48	45		45
Overall environment	71	+	63	65		64
Your personal security whilst using the station	74		67	71		67
The availability of staff	58		57	55		53
The provision of shelter facilities	68	+	57	64		64
Availability of seating	28		25	39		38
How request to station staff was handled	91		95	79		84
The choice of shops/eating/drinking facilities available	60		52	53		50
TRAIN FACILITIES						
Overall satisfaction with the train	71		70	80		81
The frequency of the trains on that route	72		77	75		71
Punctuality/reliability (i.e. the train arriving/departing on time)	73		80	80		80
The length of time the journey was scheduled to take (speed)	73		75	83		81
Connections with other train services	70		75	75		73
The value for money of the price of your ticket	26		29	42		39
Cleanliness of the train	72		74	72		72
Upkeep and repair of the train	72		75	76		78
The provision of information during the journey	70		69	72		73
The helpfulness and attitude of staff on train	64		63	66		70
The space for luggage	47		41	56		52
The toilet facilities	23		24	33		31
Sufficient room for all passengers to sit/stand	35		36	67		69
The comfort of the seating area	59		54	72		75
The ease of being able to get on and off	67		64	77		79
Your personal security on board	79		74	78		80
The cleanliness of the inside	72		74	74		72
The cleanliness of the outside	73		74	75		76
The availability of staff	43		49	51		53
How well train company deals with delays	31		28	44		41

London and South East

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

South West Trains London and
South East

South West Trains London and
South East

DELAY

None	77	76
Minor	19	19
Major	3	3

LENGTH OF DELAY

5 minutes or less	45	41
6-10 minutes	23	26
11-20 minutes	15	17
21-30 minutes	6	6
31-60 minutes	4	4
More than 1 hour	3	2
	3	5

AMOUNT INFORMATION PROVIDED ABOUT THE DELAY

Very well	15	14
Fairly well	30	29
Neither well nor poorly	20	20
Fairly poorly	16	20
Very poorly	19	18

SPEED WITH WHICH INFORMATION WAS PROVIDED

Very well	16	16
Fairly well	31	30
Neither well nor poorly	25	21
Fairly poorly	14	16
Very poorly	15	18

ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY

Very well	16	15
Fairly well	33	30
Neither well nor poorly	20	20
Fairly poorly	15	18
Very poorly	17	17

TIME TAKEN TO RESOLVE THE PROBLEM

Very well	10	10
Fairly well	24	23
Neither well nor poorly	32	30
Fairly poorly	17	18
Very poorly	18	19

USEFULNESS OF THE INFORMATION

Very well	15	14
Fairly well	29	28
Neither well nor poorly	30	26
Fairly poorly	13	16
Very poorly	14	16

AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE

Very well	6	5
Fairly well	11	17
Neither well nor poorly	34	28
Fairly poorly	20	17
Very poorly	29	32

6 6.2 Passenger experience relating to disability

South West Trains London and
South East

South West Trains London and
South East

DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	2	1
Mobility	2	2
Dexterity	0	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	1	2

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

Yes, a lot	11	7
Yes, a little	35	49
Not at all	44	40

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

Yes	5	2
No	95	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	32	30
Fairly satisfied	34	32
Neither satisfied nor dissatisfied	19	23
Fairly dissatisfied	11	8
Very dissatisfied	5	8

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	74	70
Fairly satisfied	26	20
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	10
Very dissatisfied	-	-

TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	26	26
Fairly satisfied	37	35
Neither satisfied nor dissatisfied	12	20
Fairly dissatisfied	17	10
Very dissatisfied	6	9

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	67	73
Fairly satisfied	33	13
Neither satisfied nor dissatisfied	-	5
Fairly dissatisfied	-	6
Very dissatisfied	-	4

South West Trains London and
South East

South West Trains London and
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	45	44	White	90	86
Female	52	53	Mixed	1	2
			Asian or Asian British	4	4
			Black or Black British	2	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	53	51
19-25	8	8	Business	15	15
26-34	15	15	Leisure	32	34
35-44	21	19			
45-54	22	23			
55-59	10	10			
60-64	7	9			
65+	14	13			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	65	64	Yes	67	68
Working Part Time	14	15	No	33	32
Not Working	3	3			
Retired	12	13			
Full Time Student	5	4			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			WEEKDAY/WEEKEND		
Professional/Senior Managerial	48	43	Weekday	85	86
Middle Managerial	15	16	Weekend	15	14
Junior Managerial/Clerical/Supervisory	10	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	1			
Retired	11	12			
Unemployed/between jobs	1	1			
Housewife/house-husband	1	0			
Other	5	4			
			TIME OF TRAVEL		
			Peak	25	23
			Off-peak	75	77
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	6	7
			Yes asked for information	5	6
			Could not find anyone to ask	3	2
			No	84	83
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	92	91
			Yes, at work	72	67
			No	4	4

South West Trains London and
South East

South West Trains London and
South East

TRAVELLING ALONE OR WITH OTHERS

Alone	85	84
With other adults 16+	12	14
With children aged 0-4	1	1
With children aged 5-10	1	1
With children aged 11-15	1	1

TRAVELLING WITH ...

Heavy/bulky luggage/other large items	14	12
Pushchair	1	1
Folding bicycle	1	1
Non-folding bicycle	1	1
Dog	0	0
Wheelchair	0	0
Helper	0	0
Mobility scooter	0	0
None apply	81	83

TYPE OF TICKET USED FOR JOURNEY

Anytime single/return	11	9
Anytime day single/return	12	10
Off-peak/super off-peak single/return	10	8
Off-peak/super off-peak day single/return	7	7
Advance	4	3
Day travelcard	7	6
Oyster pay as you go	12	15
Weekly or monthly season ticket	18	18
Annual season ticket	10	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	1	1
Free travel pass (e.g. Freedom Pass)	5	6
Other	2	2
Don't know/no answer	3	3

POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING

Better telephone enquiry/booking service	9	10
Better internet enquiry/booking service	26	26
Better information facilities at stations	21	24
Better route maps of the rail network	19	20
Make timetables easier to read	21	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	31	30
Other	13	13
None of these	19	18

Station sample sizes for South West Trains

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Waterloo	490	West Byfleet	16	Walton-On-Thames	1
Clapham Junction	97	Bristol Temple Meads	16		
Southampton Central	80	Sherborne	16		
Winchester	79	Weymouth	14		
Wimbledon	65	Godalming	14		
Petersfield	65	Aldershot	14		
Exeter St Davids	61	Portsmouth And Southsea	13		
Ryde Pier Head	57	Ash Vale	13		
Richmond (Surrey)	50	Axminster	12		
Guildford	46	Horsley	12		
Shanklin	42	New Milton	12		
Honiton	38	Reading	12		
Havant	37	Sandown	11		
Basingstoke	36	Ryde Esplanade	11		
Woking	36	Southampton Airport Parkway	10		
Windsor And Eton Riverside	35	Farnham	10		
Vauxhall	35	Winnesh	9		
Exeter Central	34	Bath Spa	9		
Fareham	31	Ryde St Johns Road	9		
Salisbury	30	Liphook	8		
Putney	29	Yeovil Junction	8		
Teddington	25	Barnes	7		
Portsmouth Harbour	24	Chessington North	6		
Surbiton	22	Fratton	6		
Earlsfield	21	Crewkerne	6		
Weybridge	21	Lake (Isle Of Wight)	6		
Twickenham	21	Motspur Park	5		
Wokingham	21	Wandsworth Town	5		
Hampton Court	20	Wool	5		
St Margarets (Middlesex)	19	Bournemouth	5		
Staines	19	Brading	4		
Andover	19	Syon Lane	3		
Eastleigh	19	Ash	3		
Kingston	18	Pinhoe	2		
Raynes Park	17	Epsom	2		
Farnborough Main	17	Feniton	1		
Ashted	17	Fleet	1		
Poole	16	Woolston	1		

7 7.3 Weighted sample profile

	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

7 7.4 Unweighted sample profile

	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

8 8.1 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
	Southern
Long Distance Operators	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 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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