



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

Autumn 2014 (Wave 31)

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

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

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

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

Spring 2014 (Wave 30)

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

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

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

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

Autumn 2013 (Wave 29)

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

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

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

Spring 2013 (Wave 28)

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

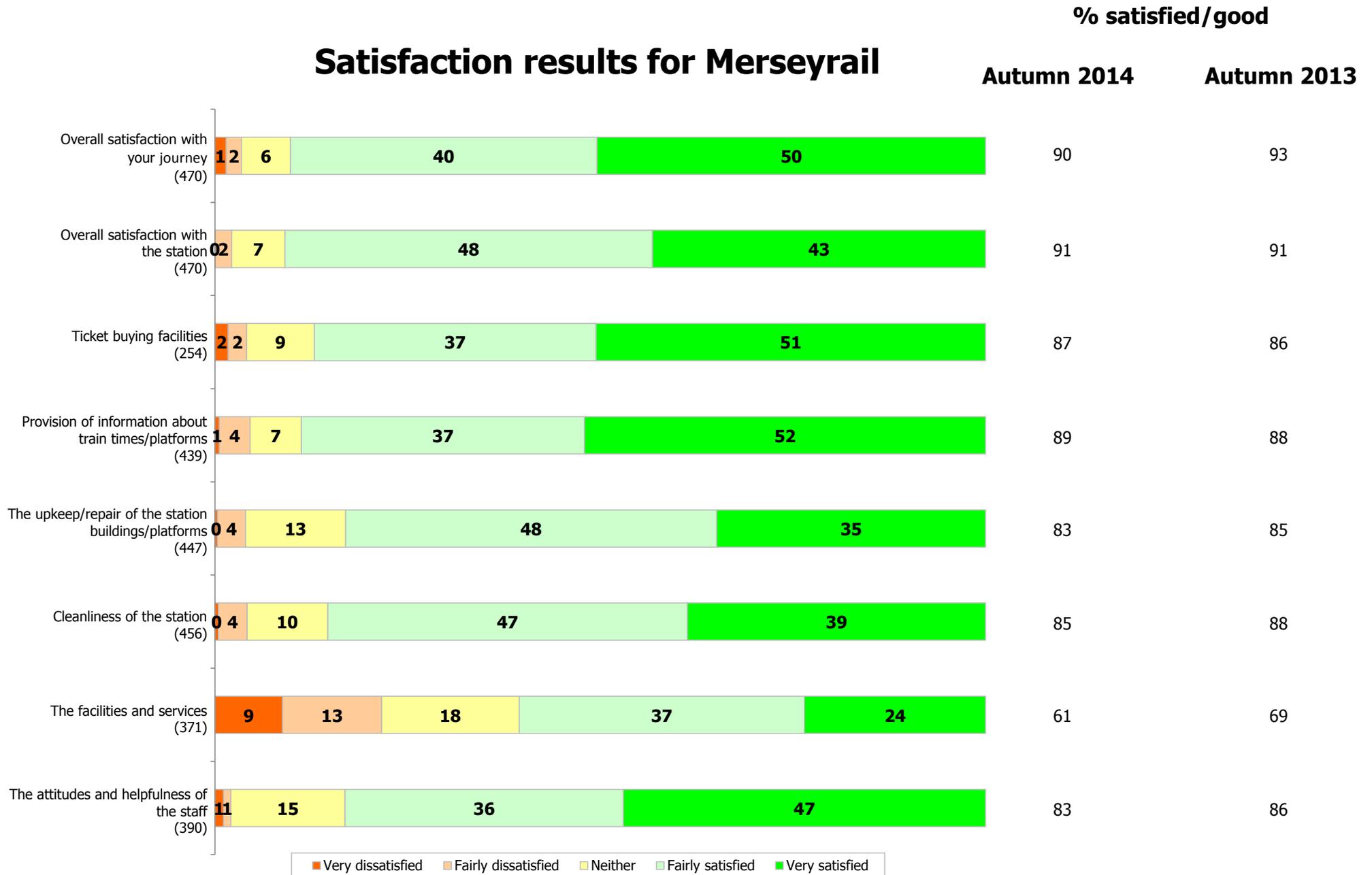
A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

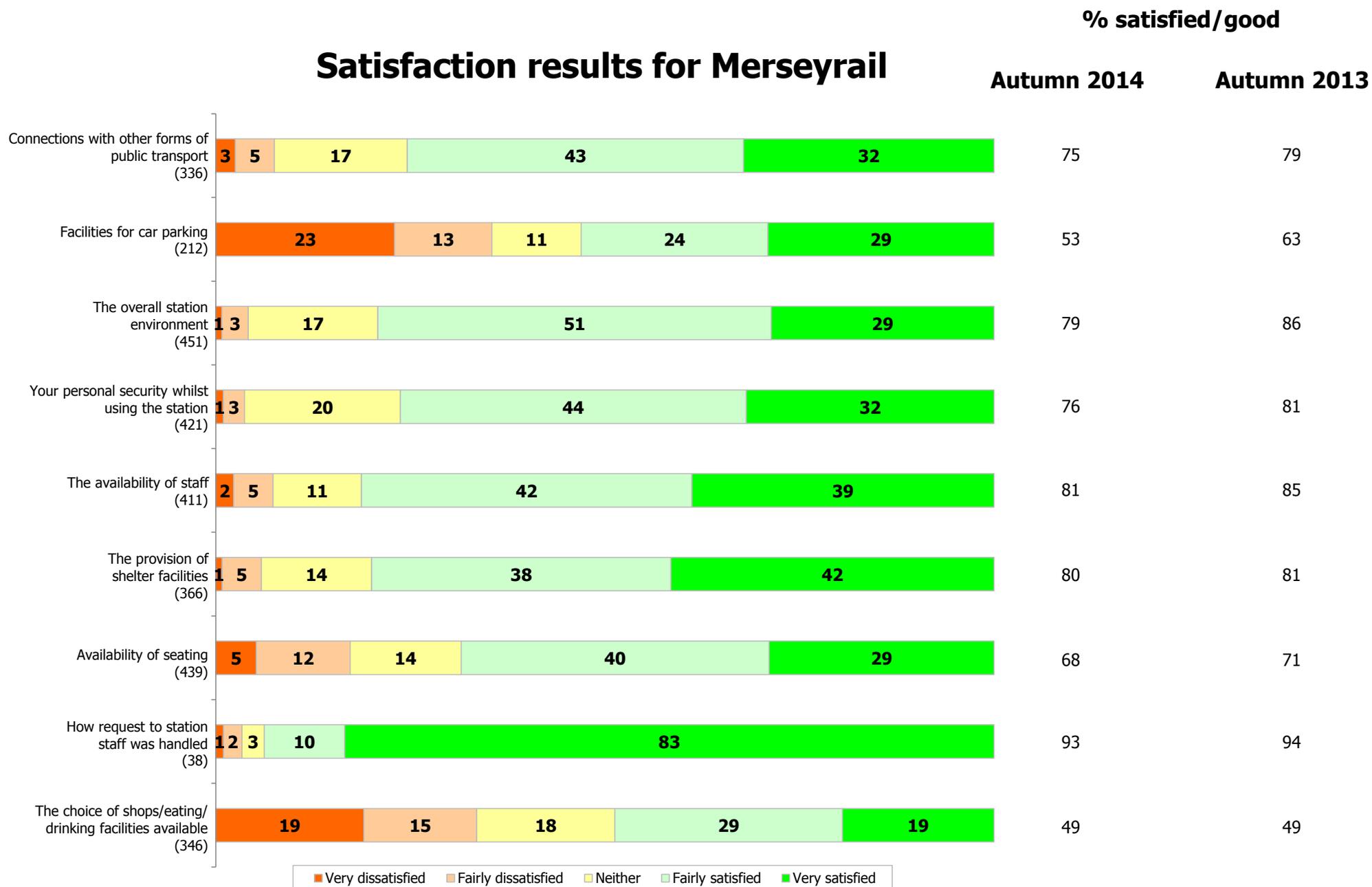
As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

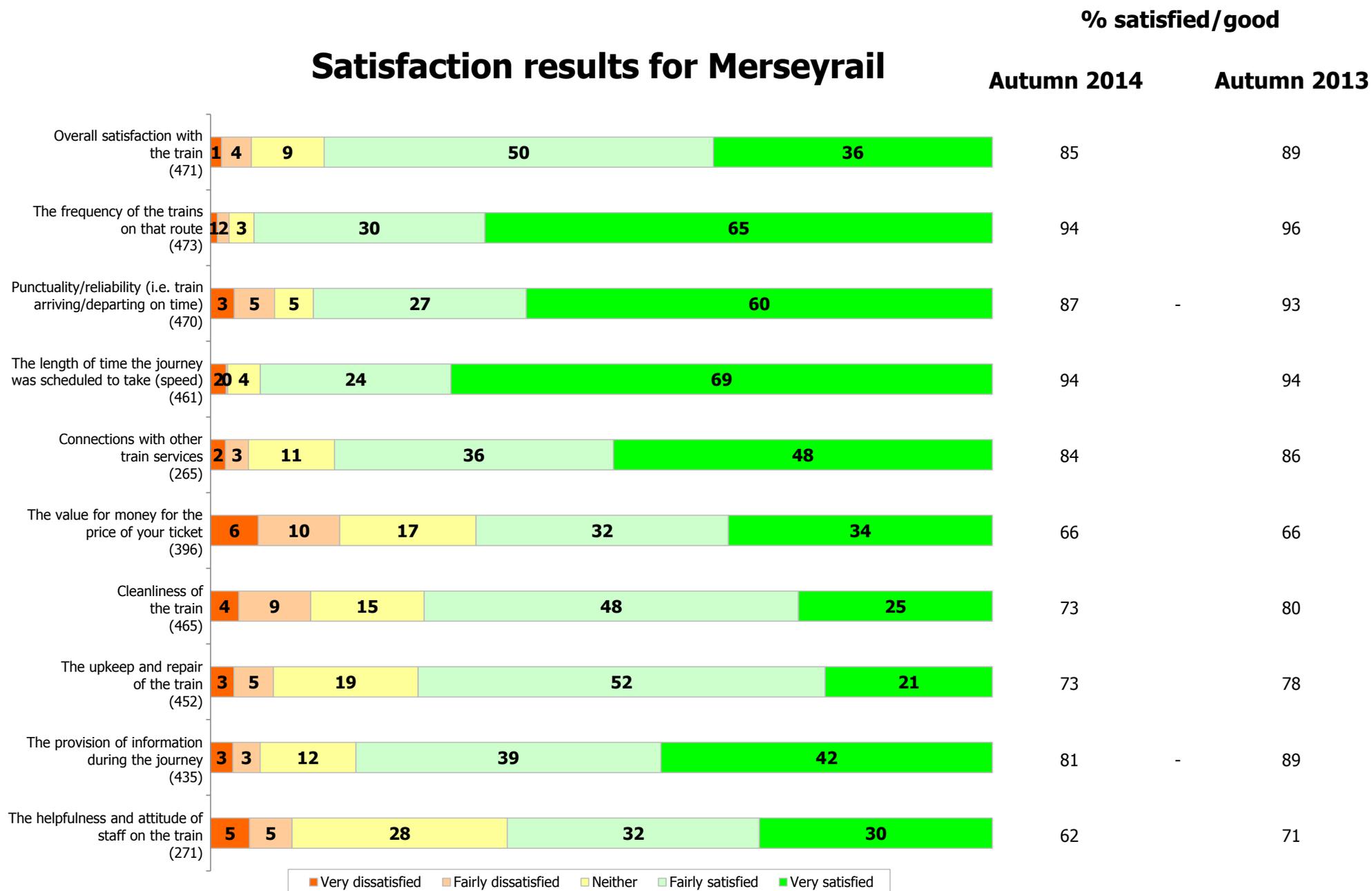
2 2.1 Overall satisfaction with your journey and station factors

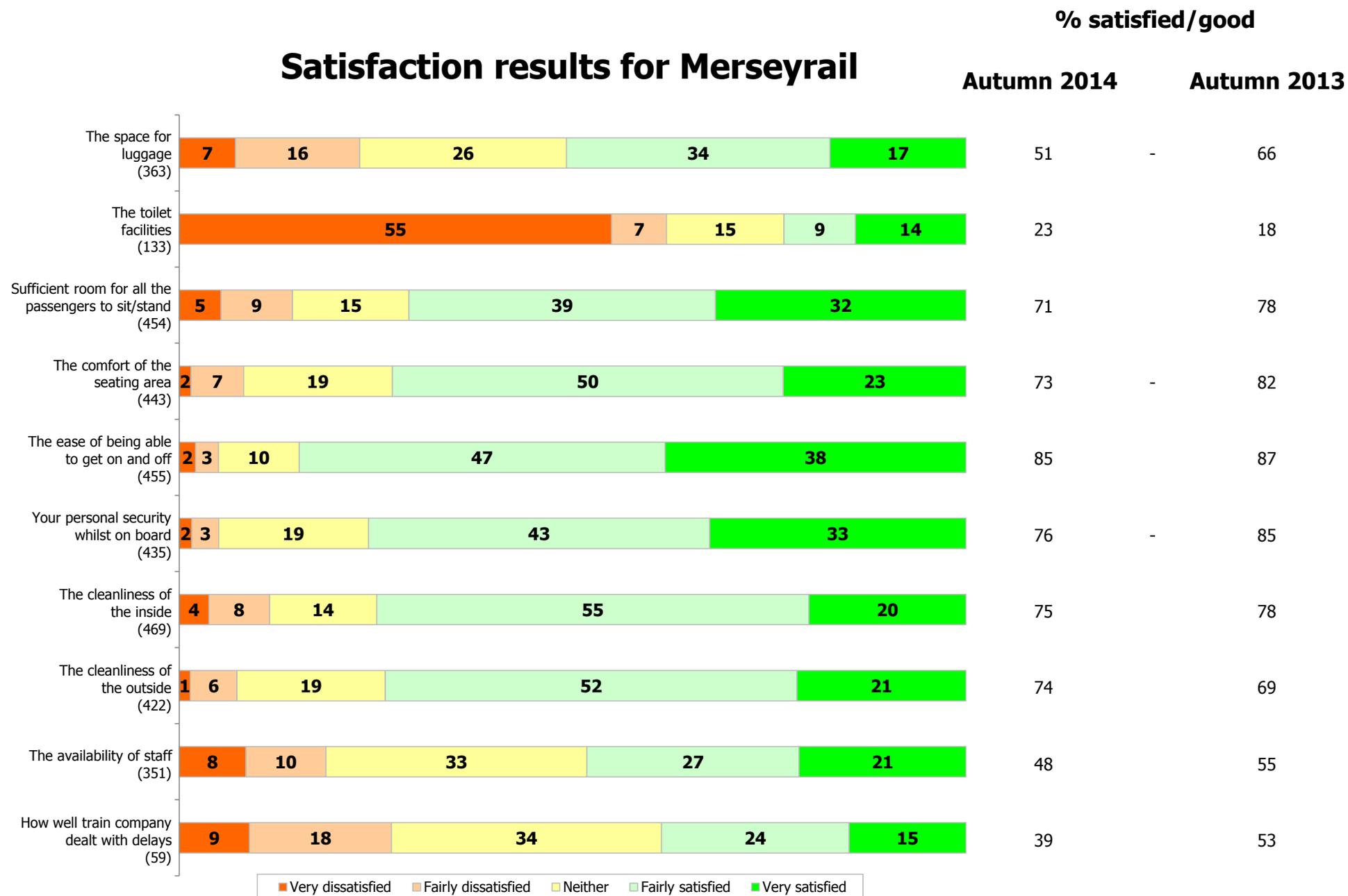
At 95% confidence level:
 + significant increase
 - significant decrease

Satisfaction results for Merseyrail



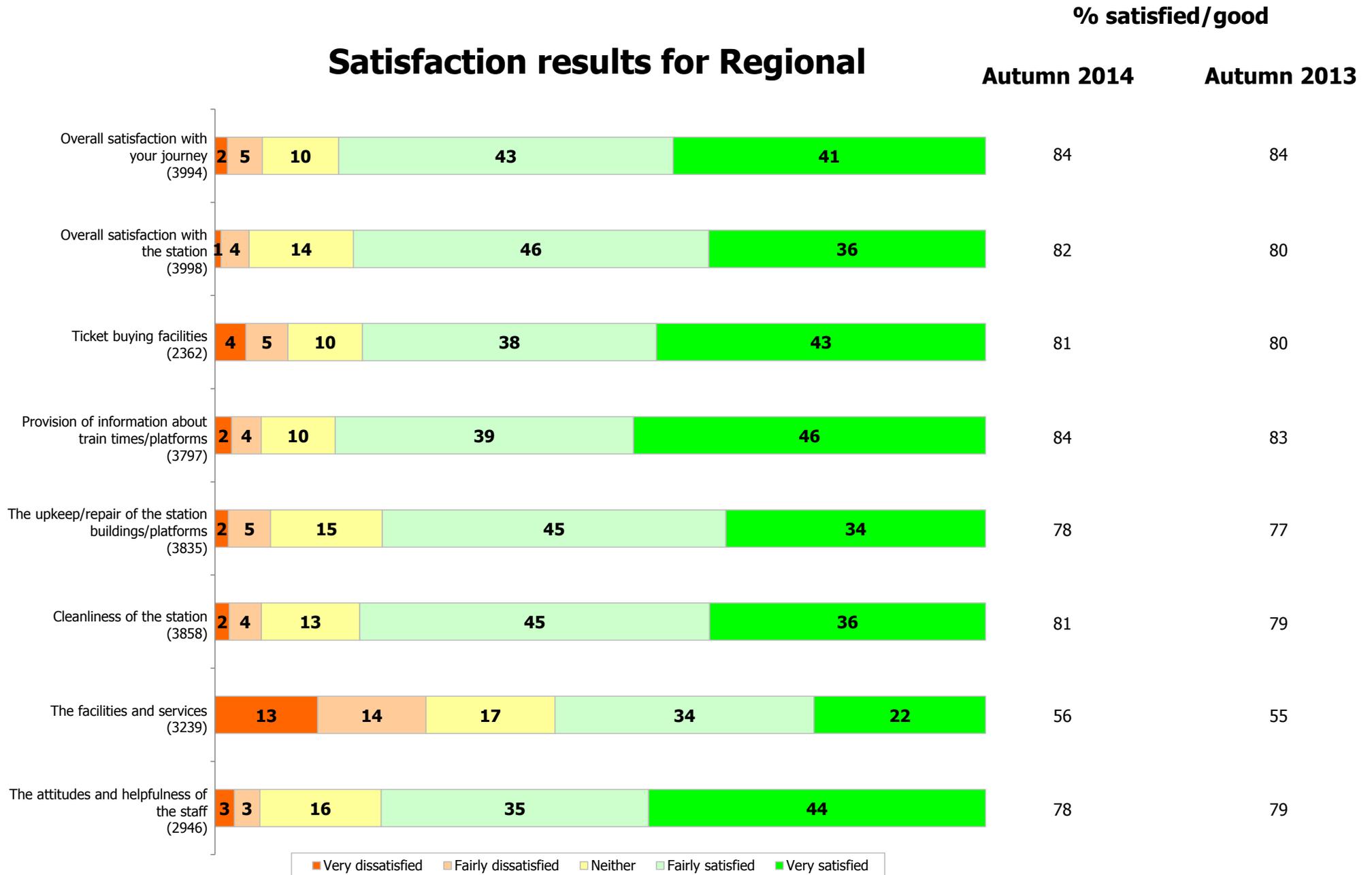


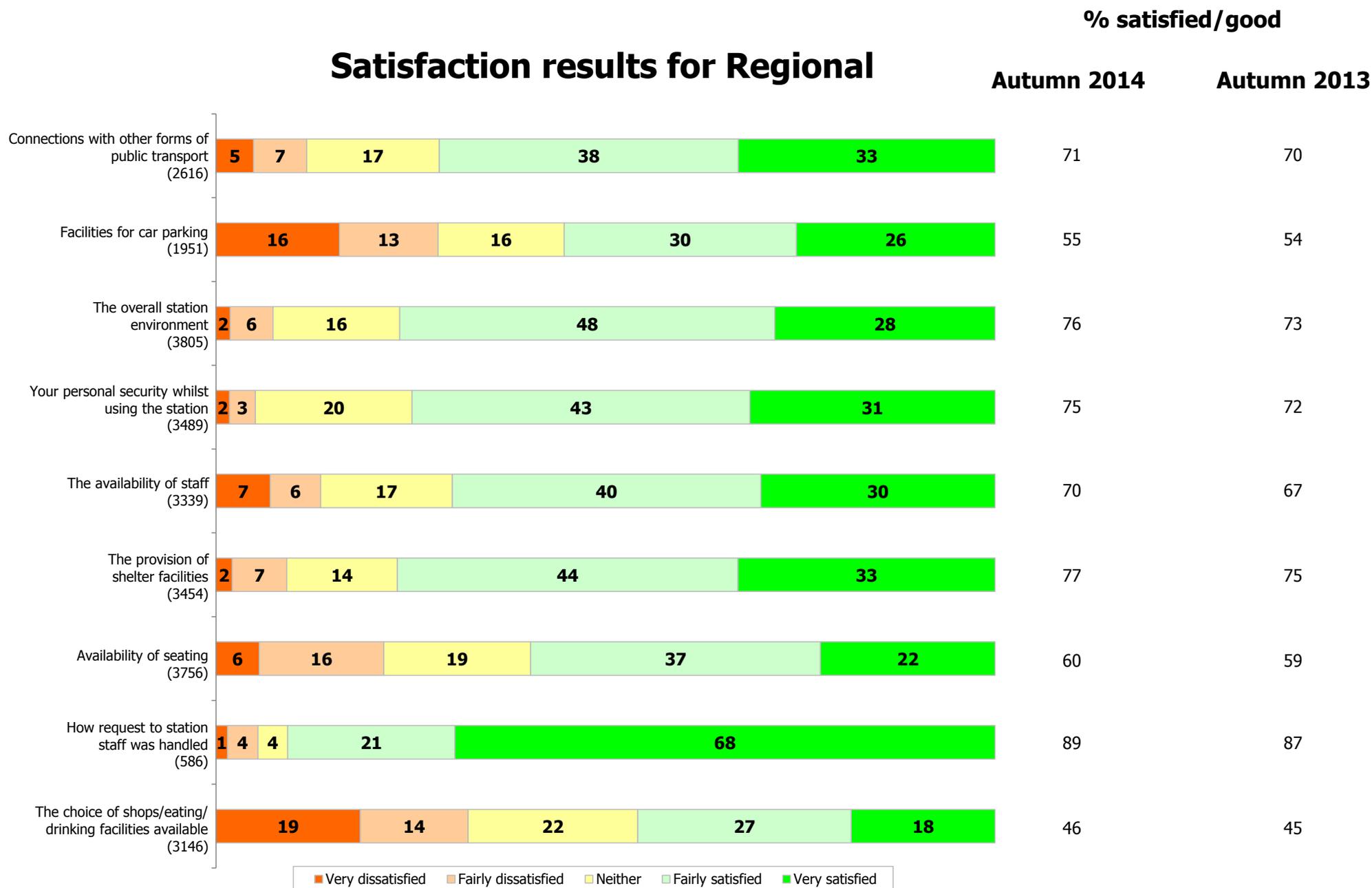




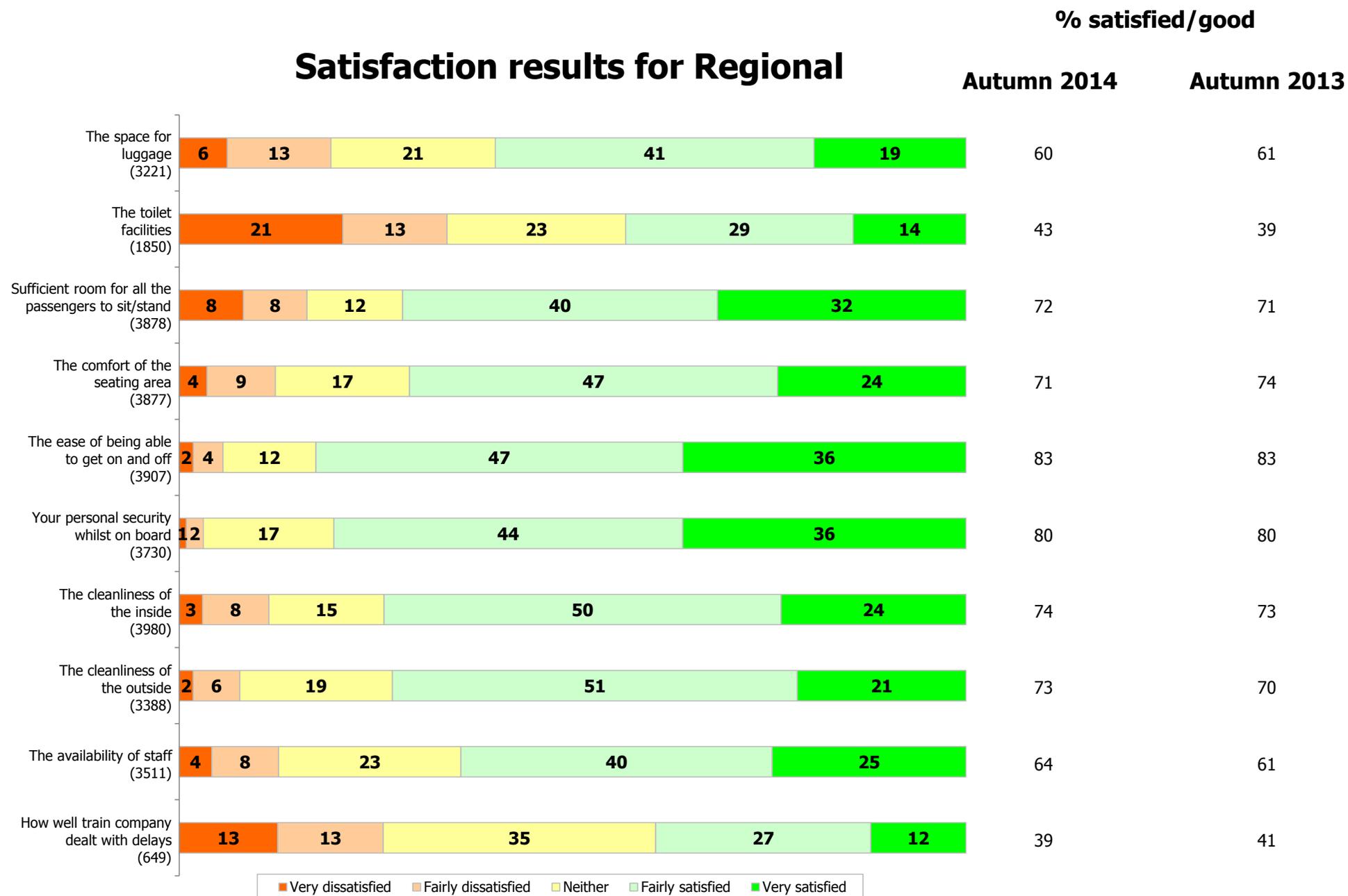
2 2.3 Overall satisfaction with your journey and station factors

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









Merseyrail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	90	84	107%
STATION FACILITIES			
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%
TRAIN FACILITIES			
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%

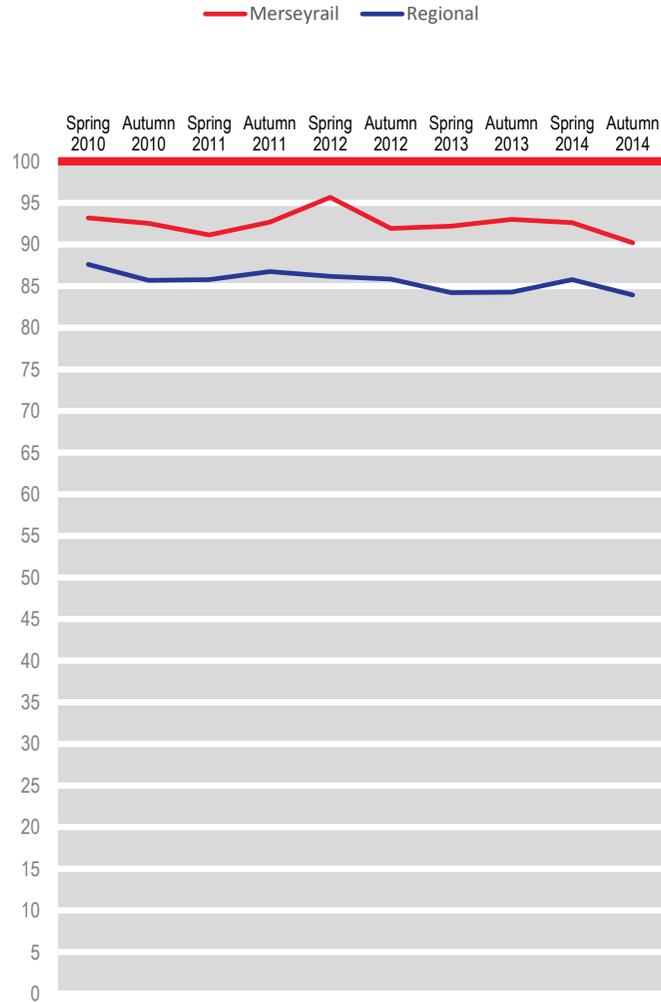
Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction with your journey	91	89
STATION FACILITIES		
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
TRAIN FACILITIES		
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

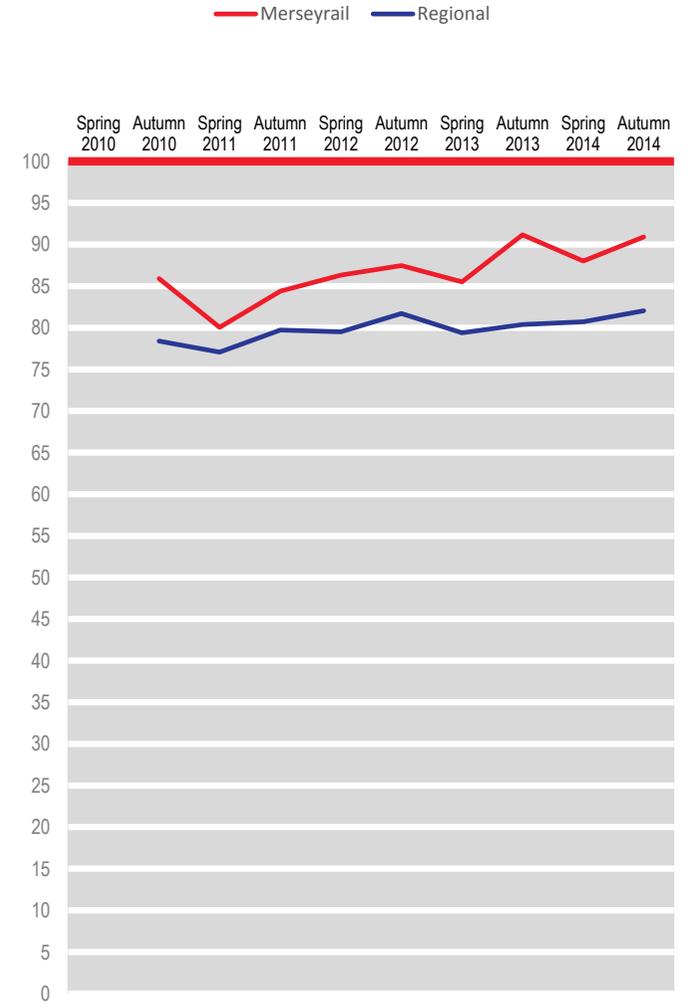
Overall satisfaction with your journey

(470)
Percentage of passengers satisfied 2010 to 2014



Overall station satisfaction

(470)
Percentage of passengers satisfied 2010 to 2014



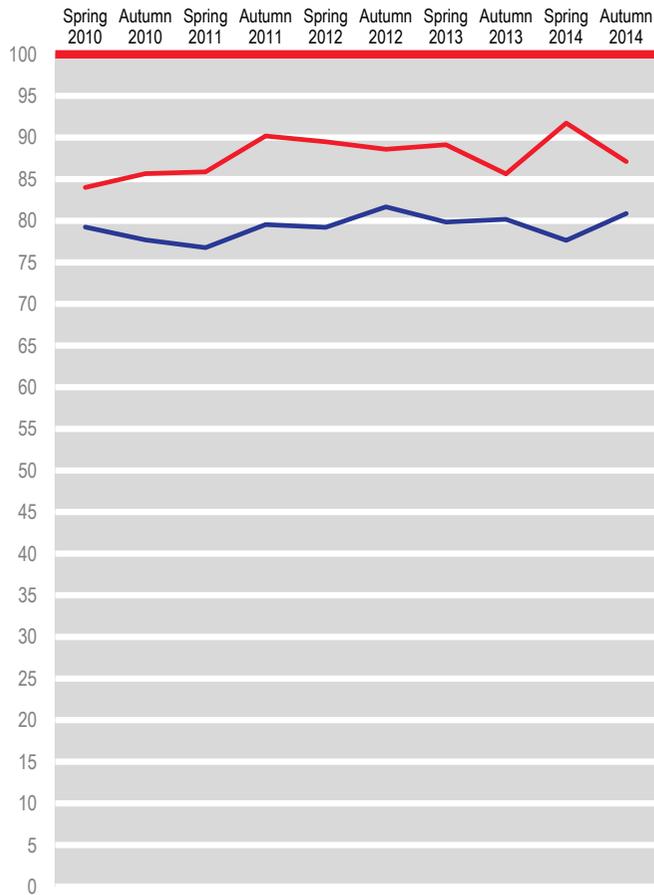
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(254)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

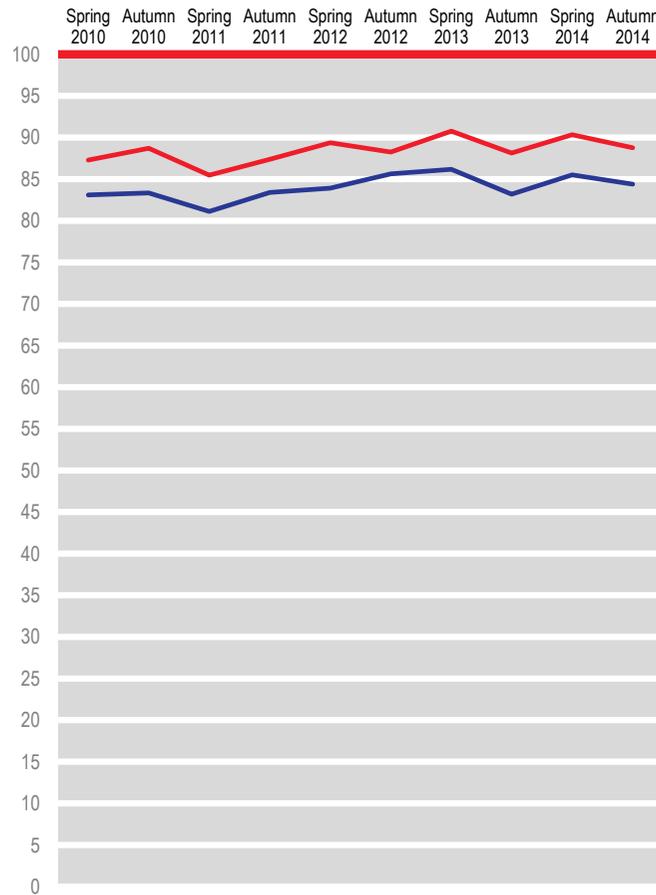


Provision of information about train times/platforms

(439)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

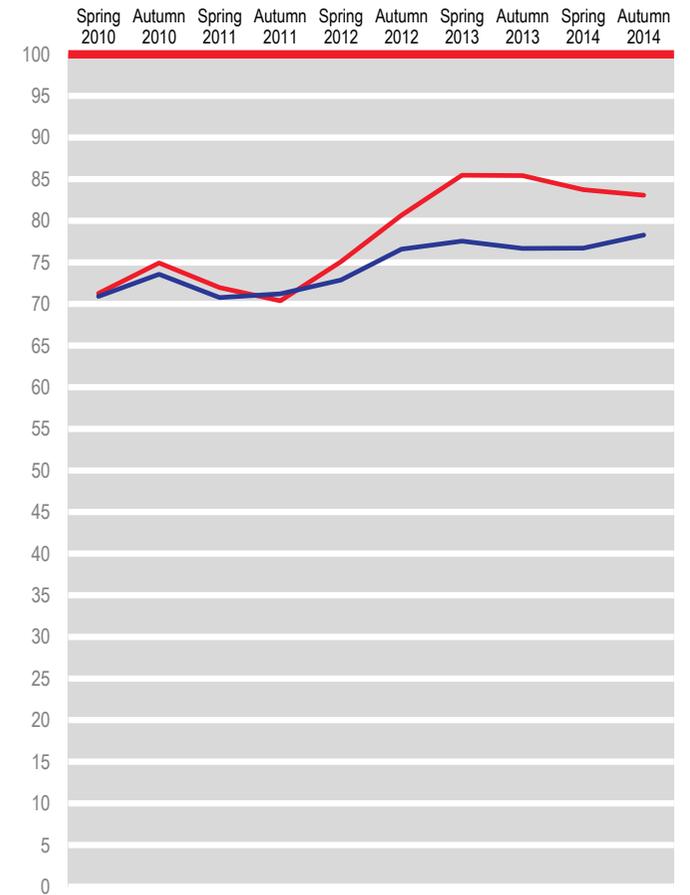


The upkeep/repair of the station building/platforms

(447)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

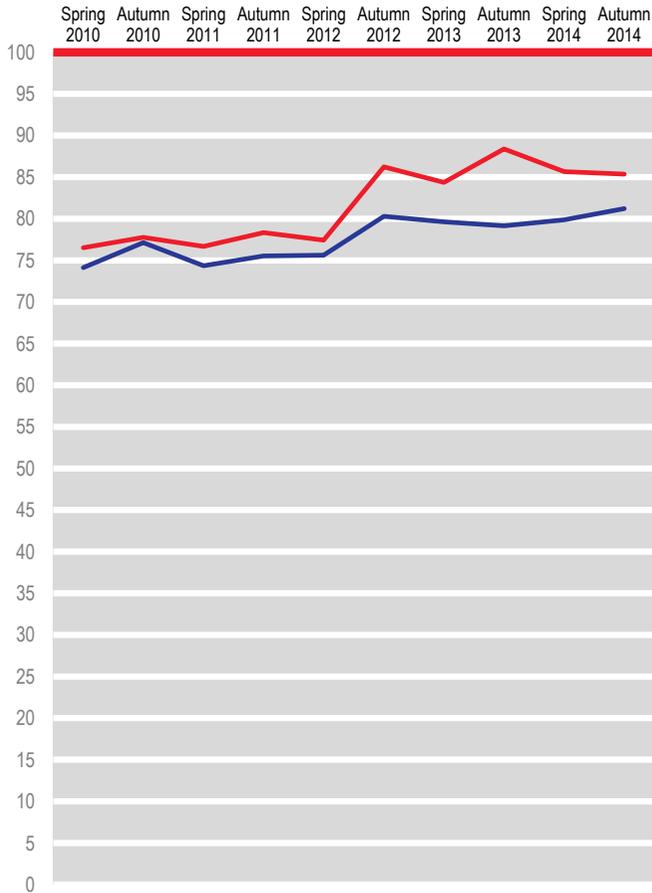


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(456)
Percentage of passengers satisfied 2010 to 2014

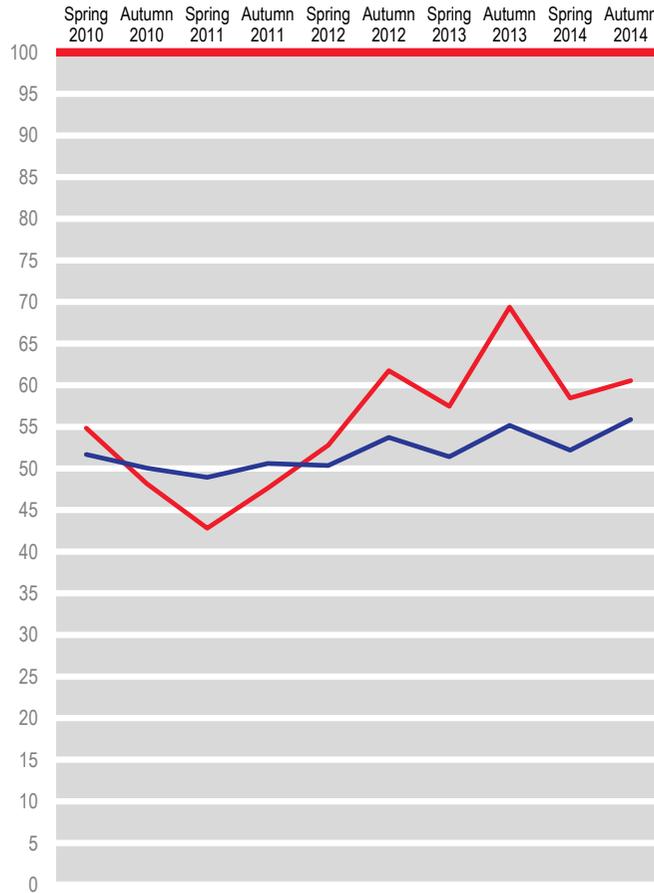
Merseyrail Regional



The facilities and services at the station

(371)
Percentage of passengers satisfied 2010 to 2014

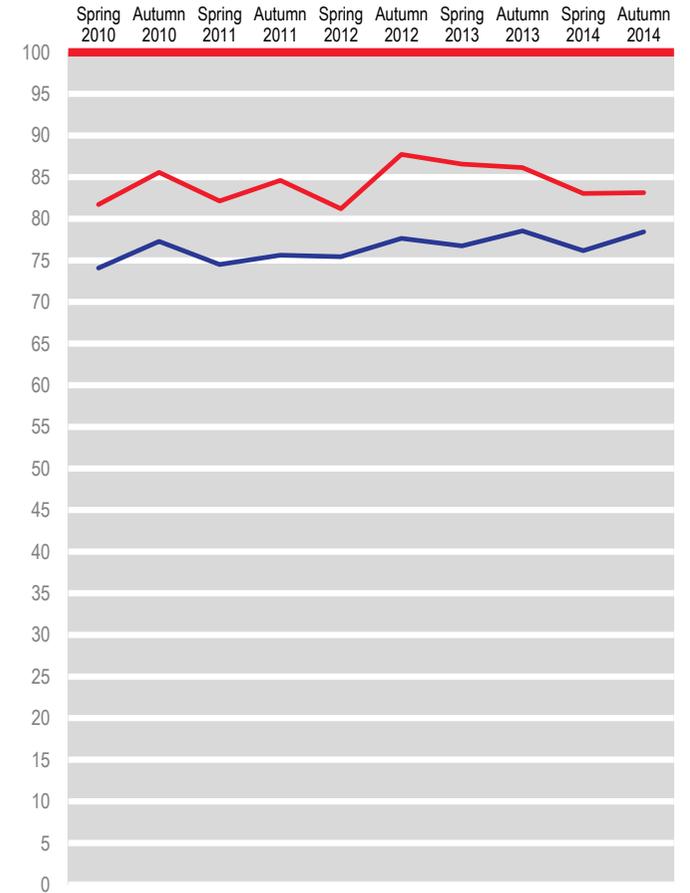
Merseyrail Regional



The attitudes and helpfulness of the staff at the station

(390)
Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

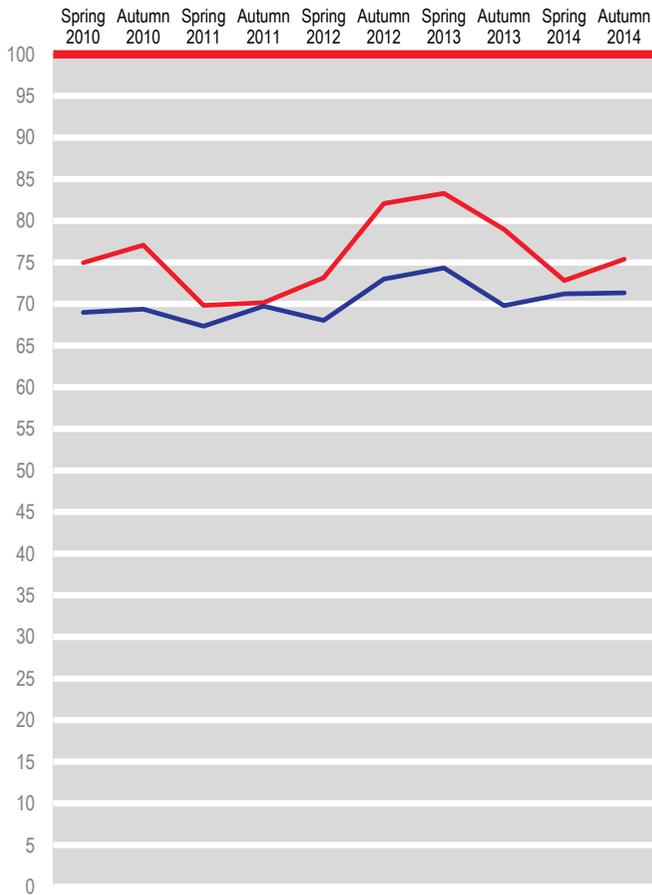


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(336)
Percentage of passengers satisfied 2010 to 2014

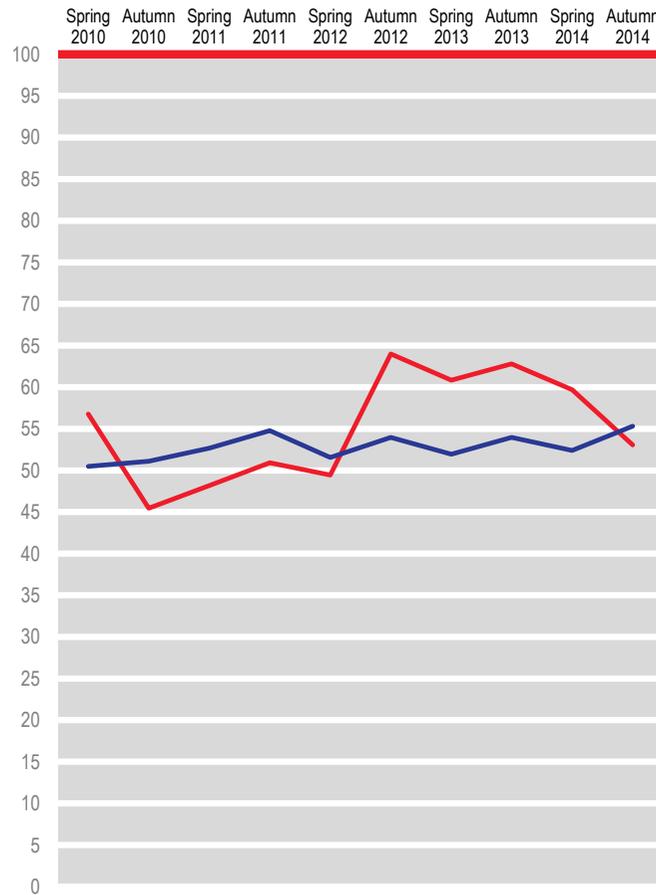
Merseyrail Regional



Facilities for car parking at the station

(212)
Percentage of passengers satisfied 2010 to 2014

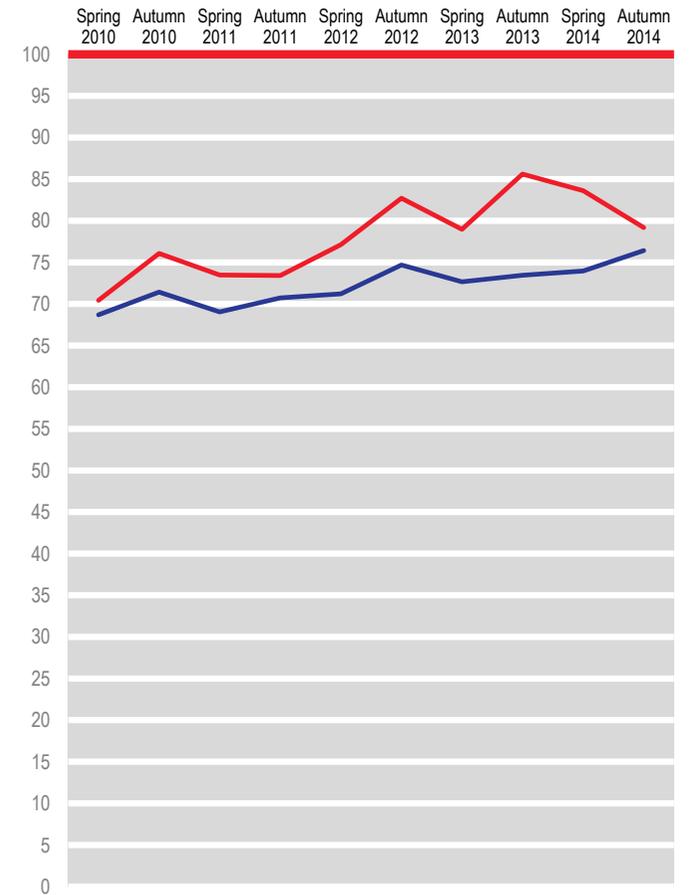
Merseyrail Regional



Overall station environment

(451)
Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional



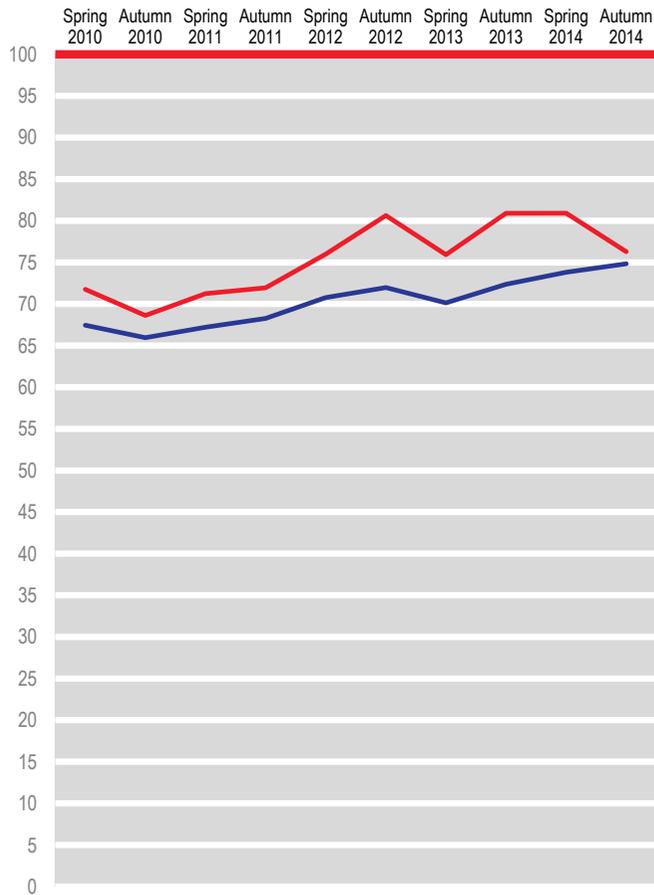
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(421)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

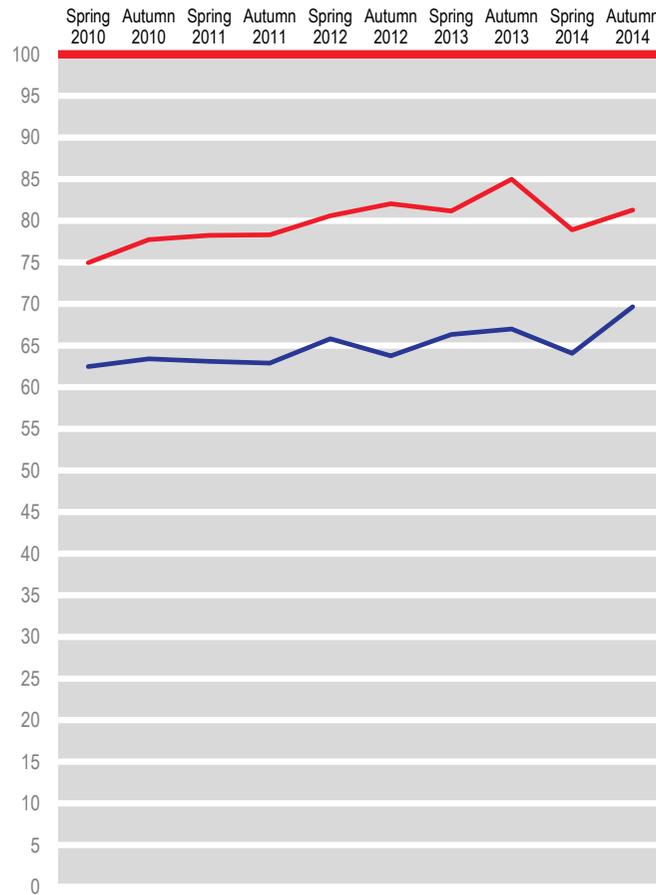


The availability of staff at the station

(411)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

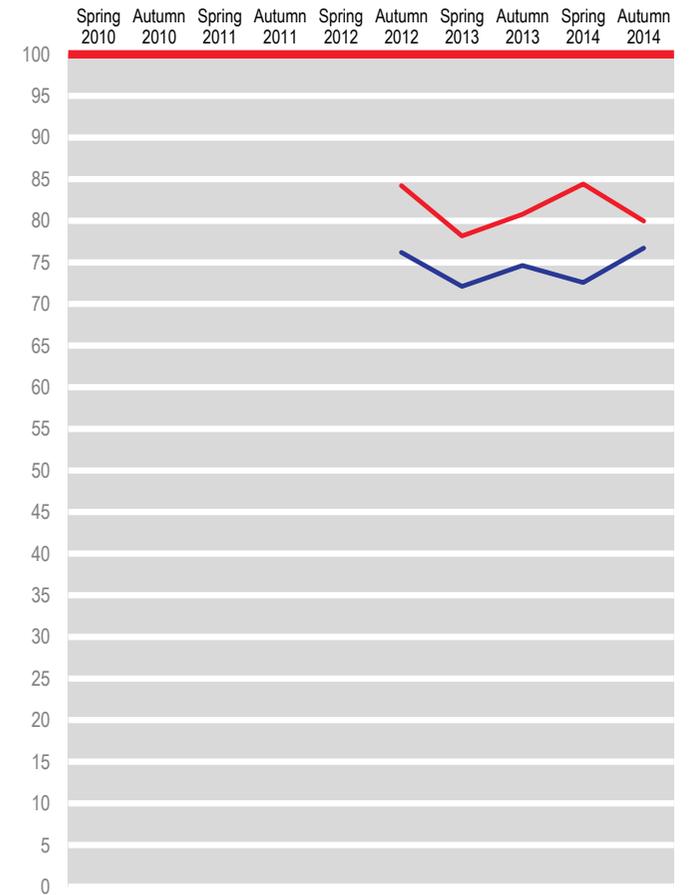


The provision of shelter facilities

(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

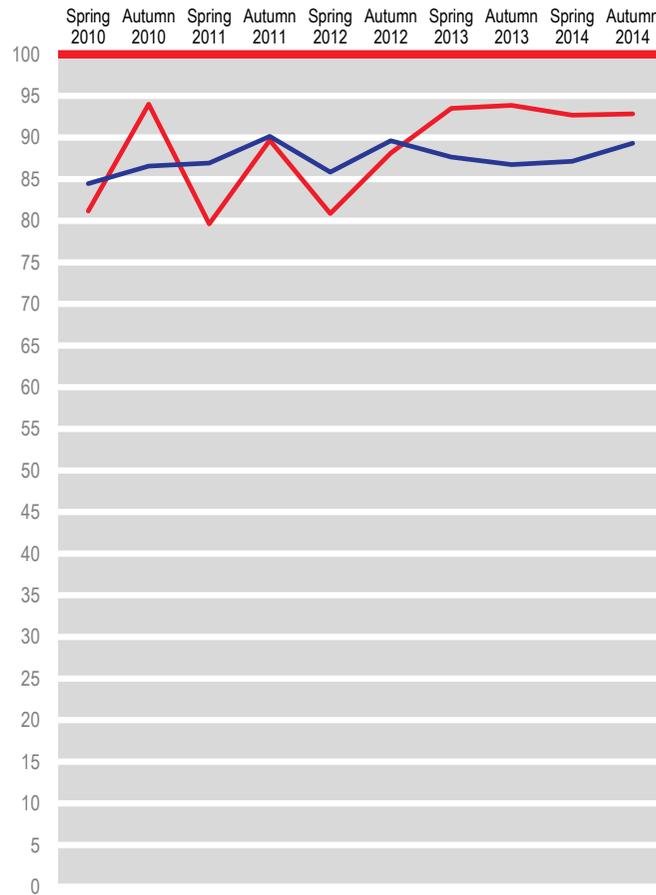


How request to station staff was handled

(38)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

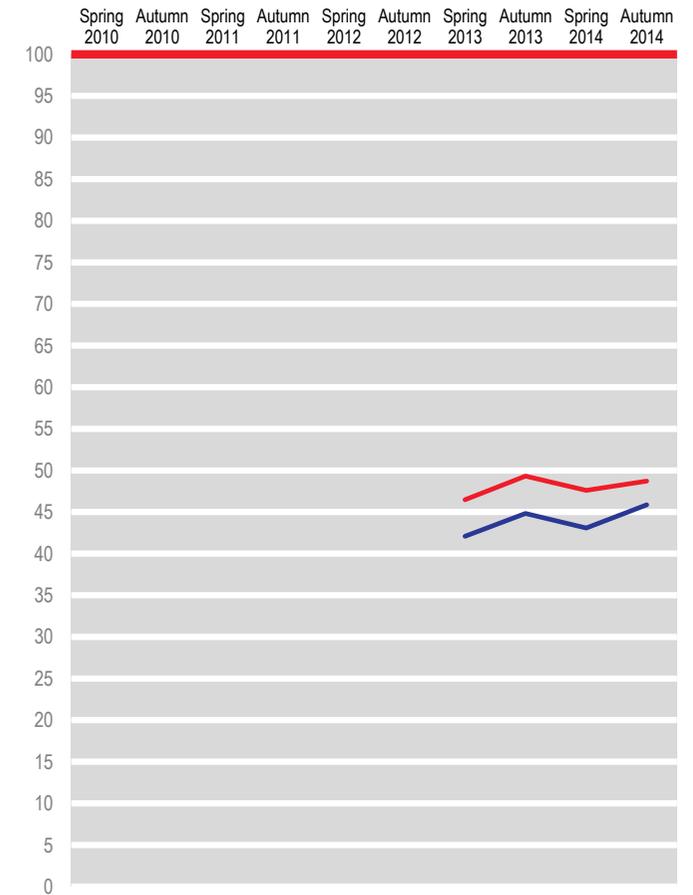


The choice of shops/eating/drinking facilities available

(346)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

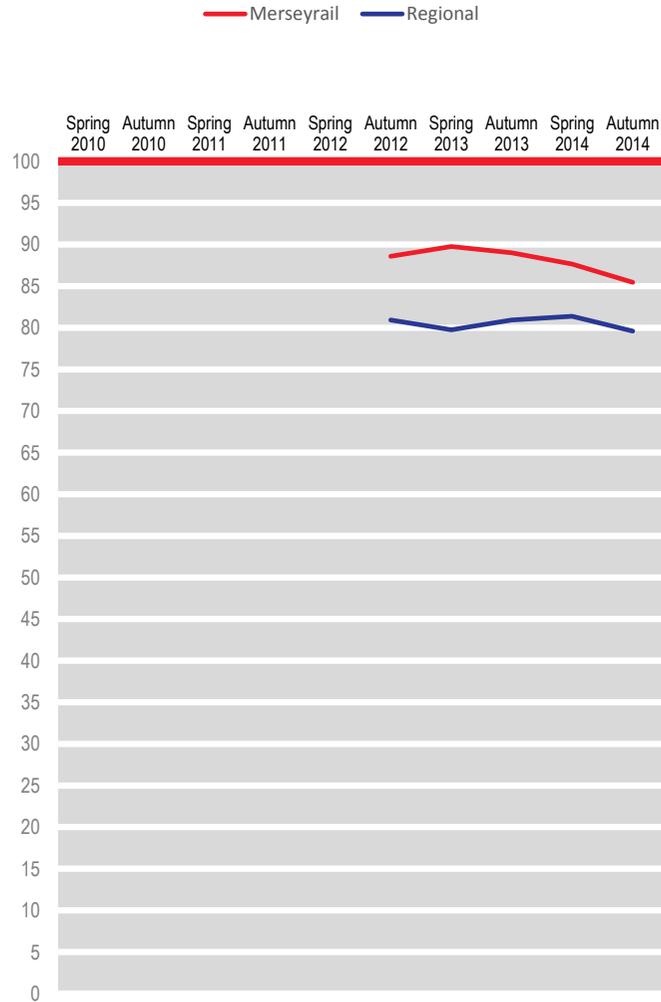


N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

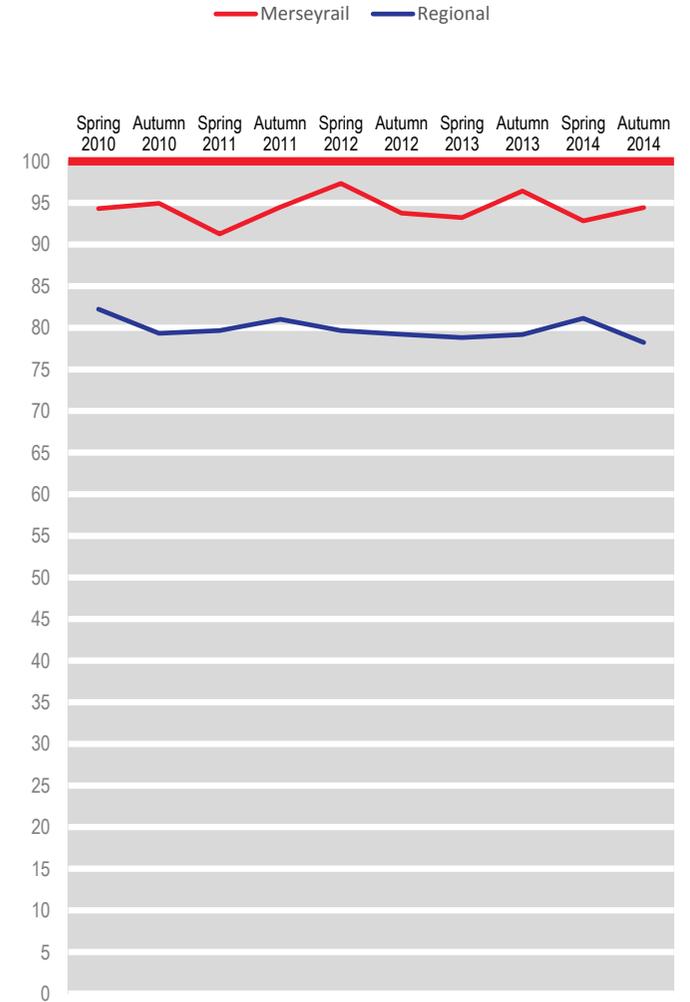
Overall satisfaction with the train

(471)
Percentage of passengers satisfied 2010 to 2014



The frequency of trains on that route

(473)
Percentage of passengers satisfied 2010 to 2014



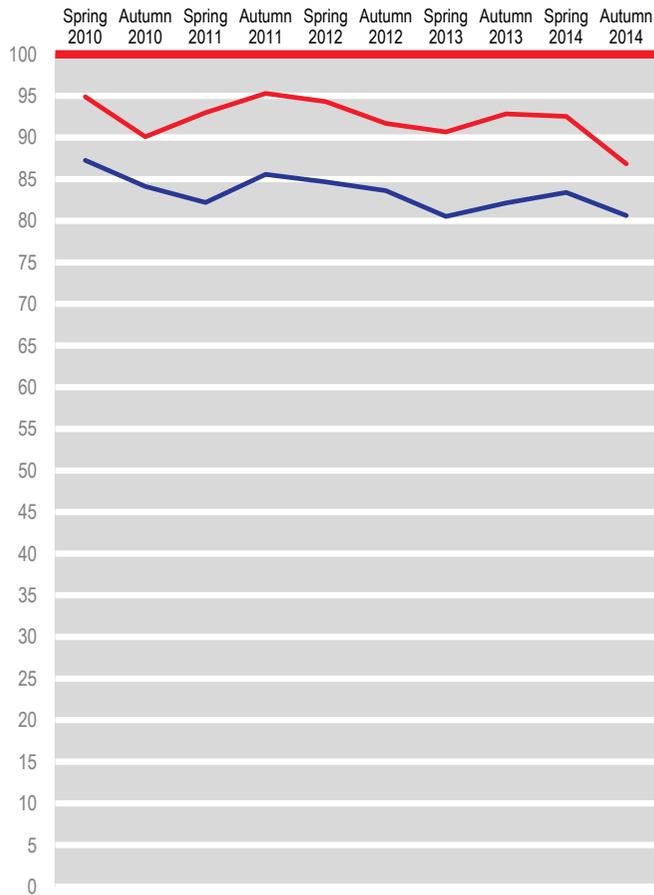
N.B. Benchmarks and targets are only shown for applicable factors

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

(470)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

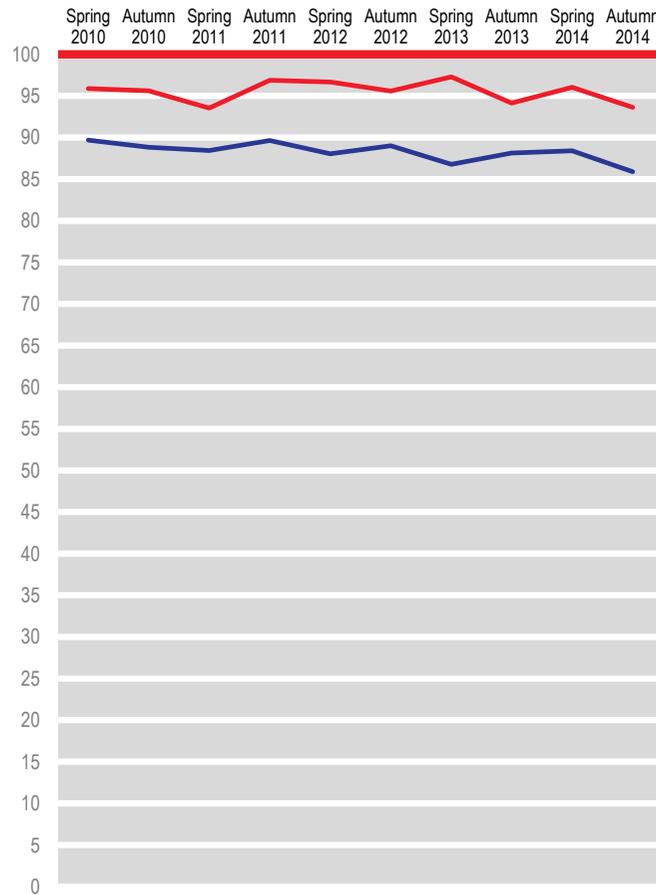


The length of time the journey was scheduled to take (speed)

(461)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

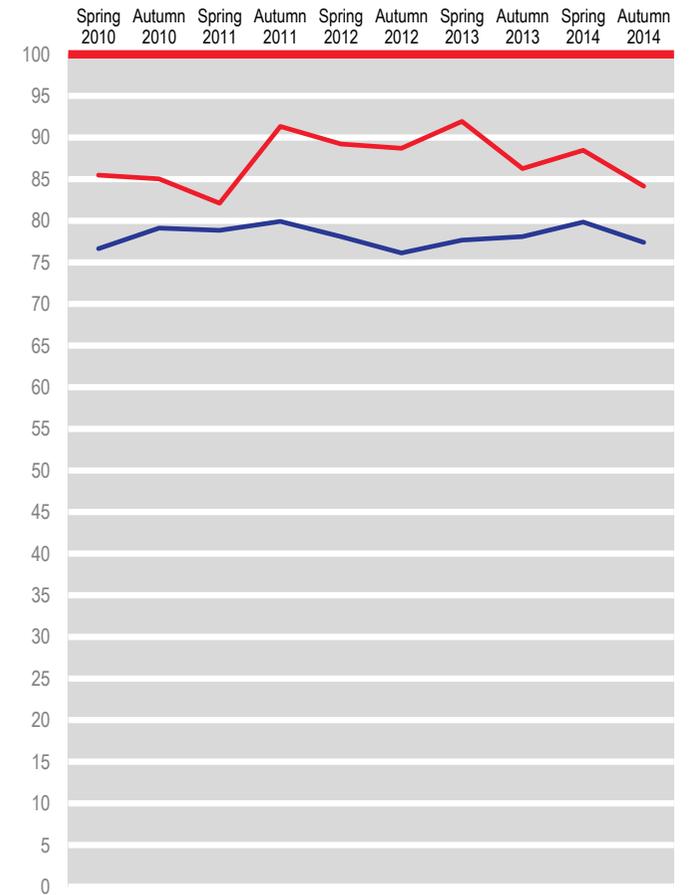


Connections with other train services

(265)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

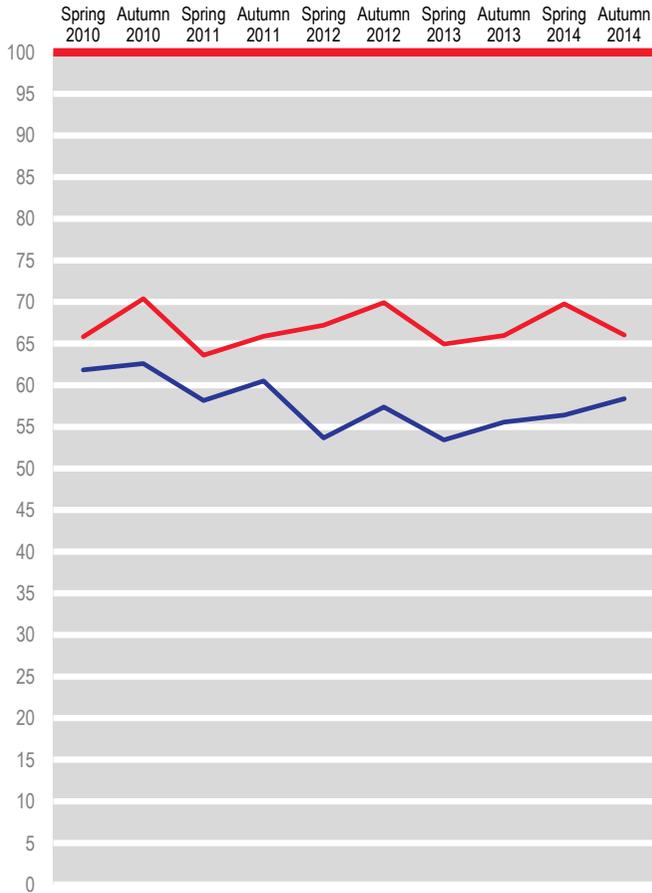


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(396)
Percentage of passengers satisfied 2010 to 2014

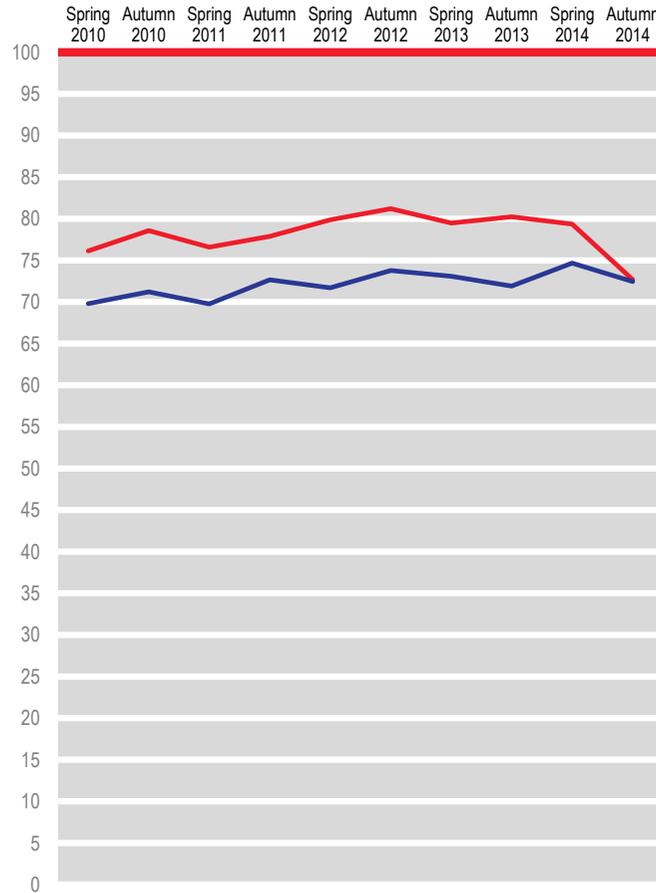
Merseyrail Regional



Cleanliness of the train

(465)
Percentage of passengers satisfied 2010 to 2014

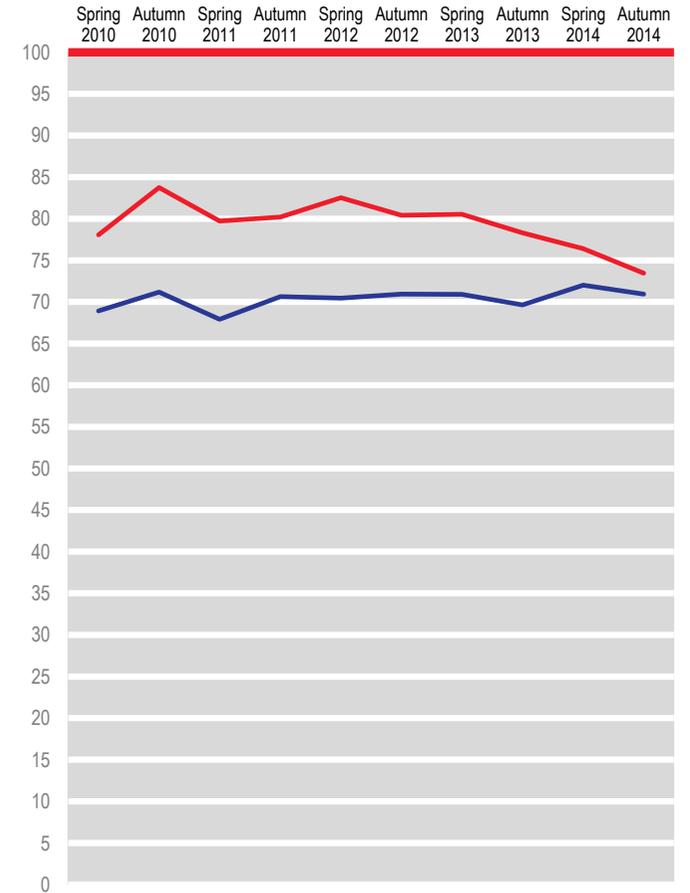
Merseyrail Regional



Upkeep and repair of the train

(452)
Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

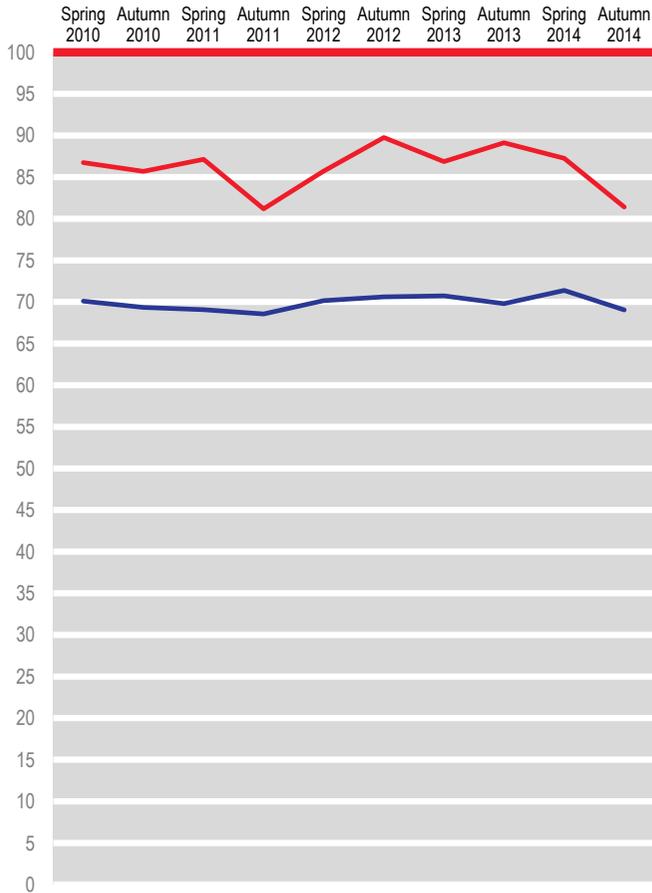


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(435)
Percentage of passengers satisfied 2010 to 2014

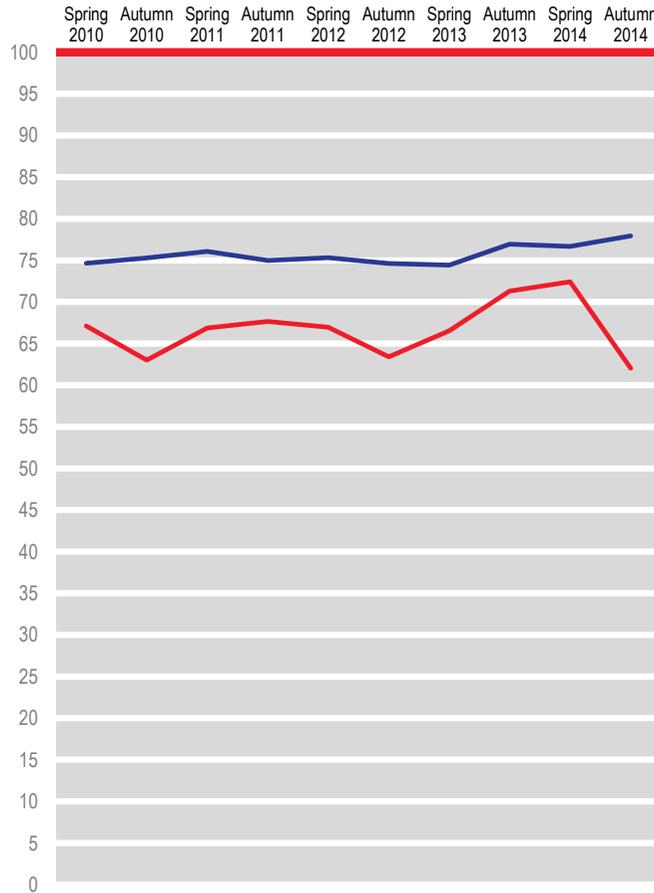
Merseyrail Regional



The helpfulness and attitude of staff on the train

(271)
Percentage of passengers satisfied 2010 to 2014

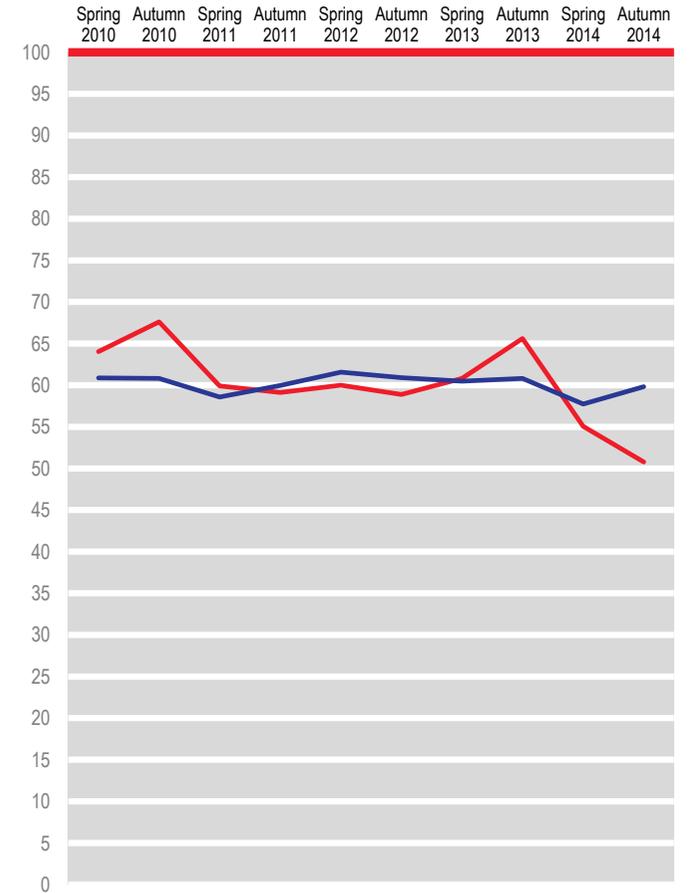
Merseyrail Regional



The space for luggage

(363)
Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

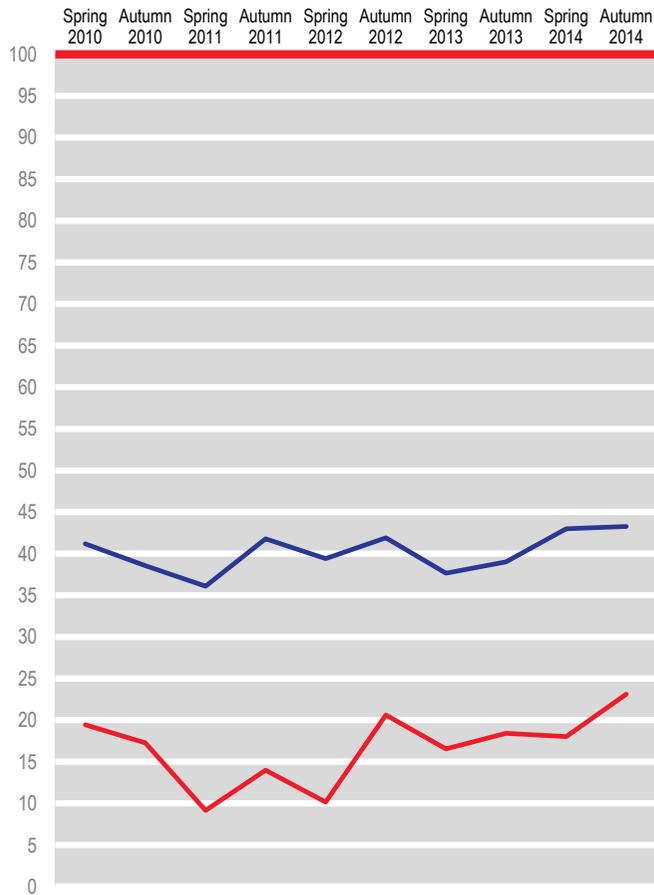


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(133)
Percentage of passengers satisfied 2010 to 2014

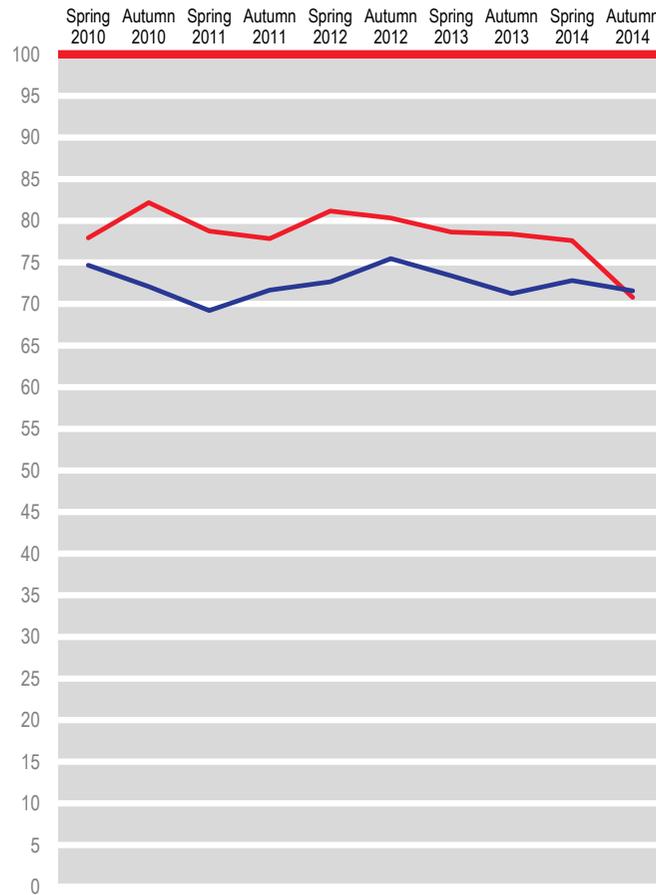
— Merseyrail — Regional



Sufficient room for all the passengers to sit/stand

(454)
Percentage of passengers satisfied 2010 to 2014

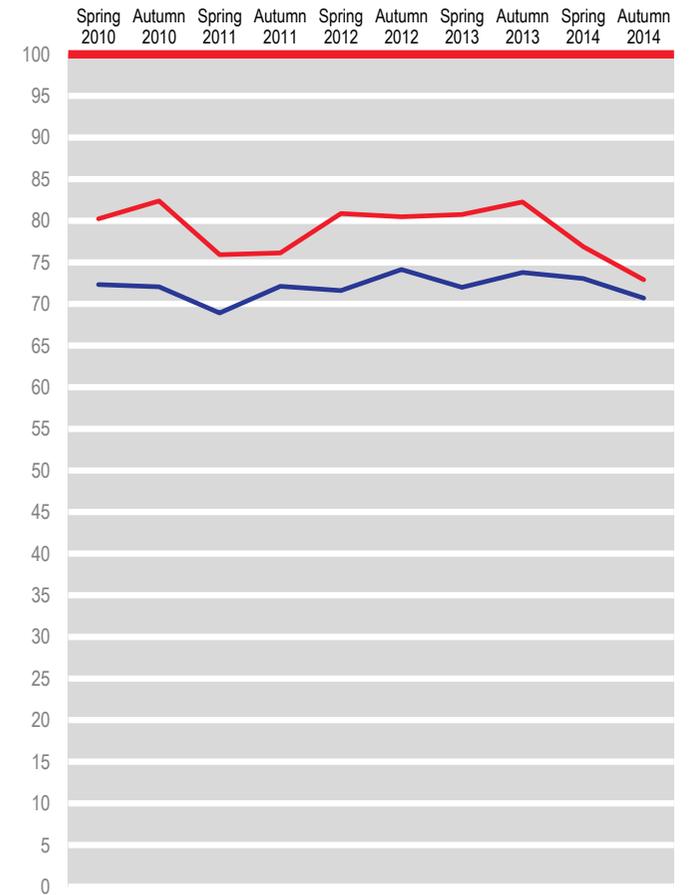
— Merseyrail — Regional



The comfort of the seating area

(443)
Percentage of passengers satisfied 2010 to 2014

— Merseyrail — Regional



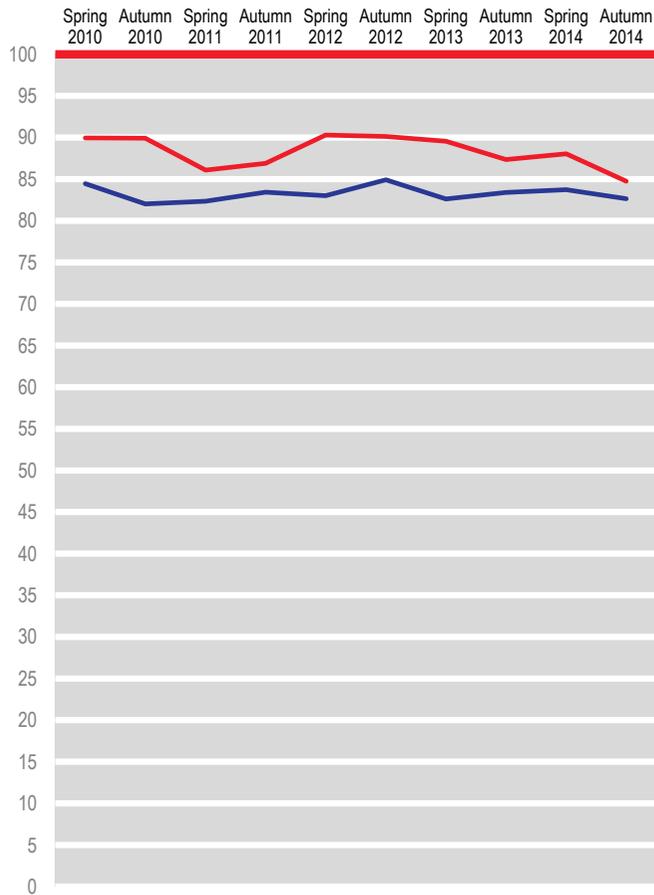
N.B. Benchmarks and targets are only shown for applicable factors

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

(455)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

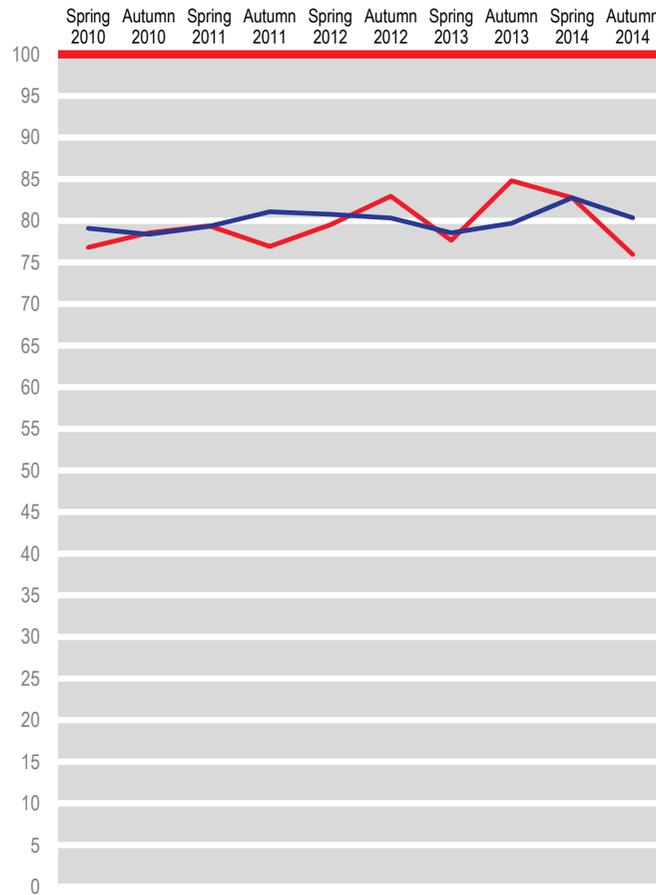


Your personal security whilst on board

(435)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

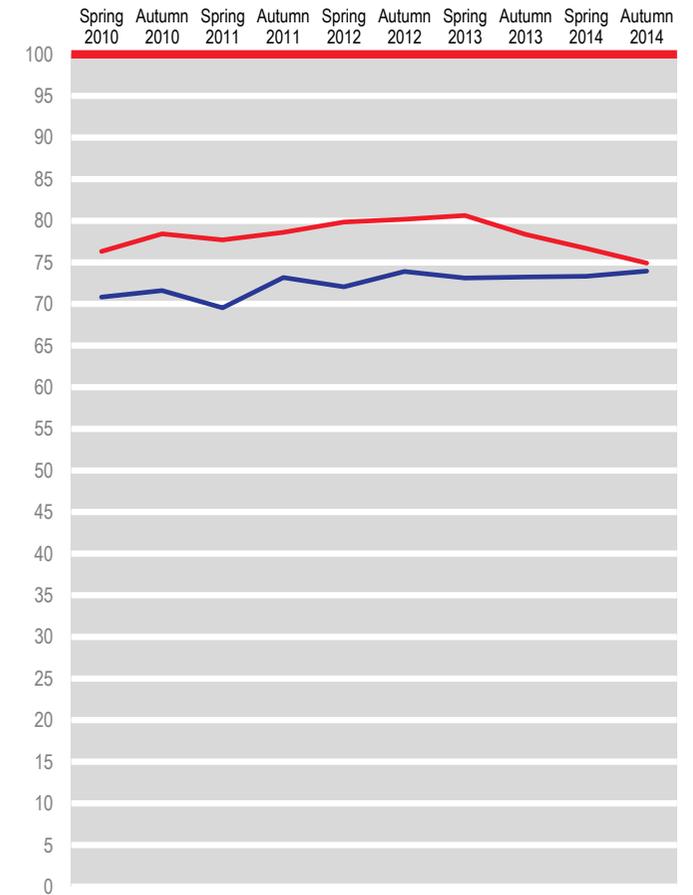


The cleanliness of the inside of the train

(469)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

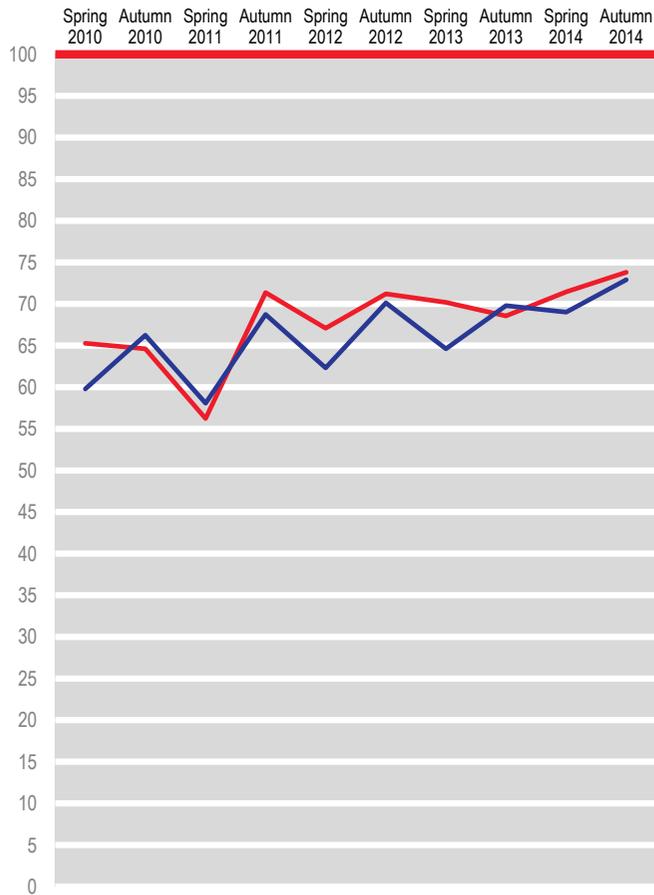


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (422)

Percentage of passengers satisfied 2010 to 2014

Merseyrail Regional

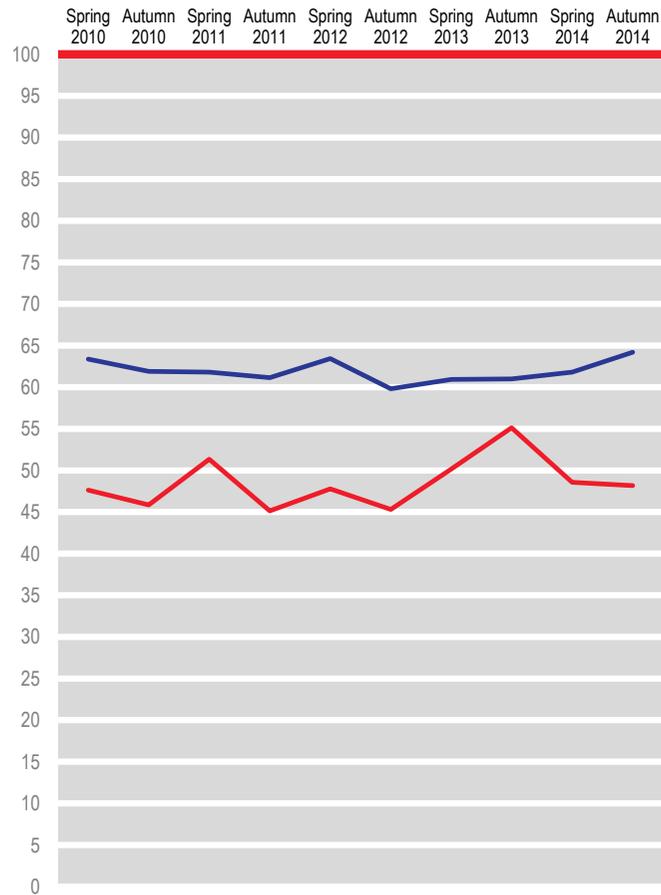


The availability of staff on the train

(351)

Percentage of passengers satisfied 2010 to 2014

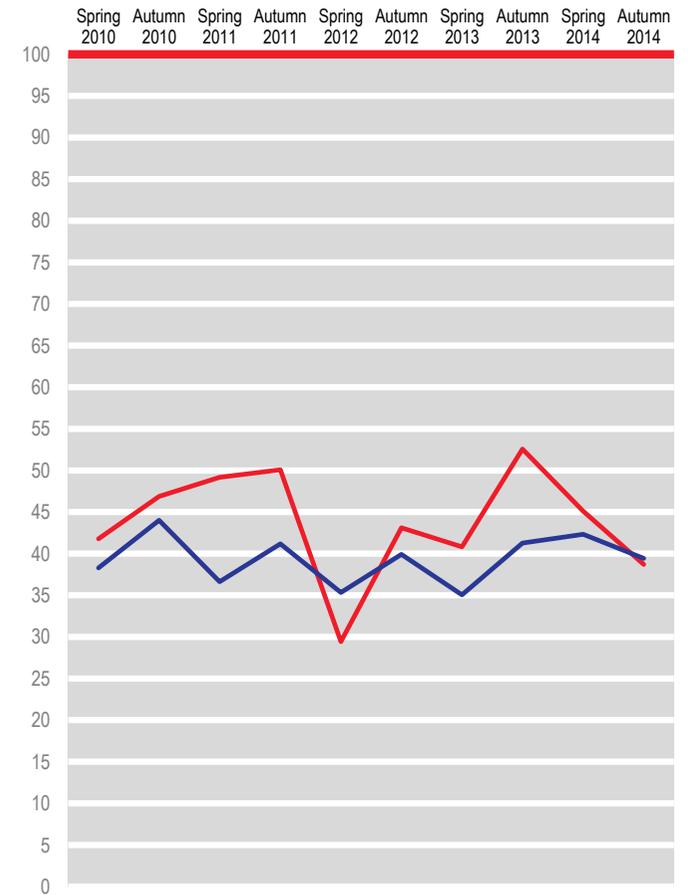
Merseyrail Regional



How well train company dealt with delays (59)

Percentage of passengers satisfied 2010 to 2014

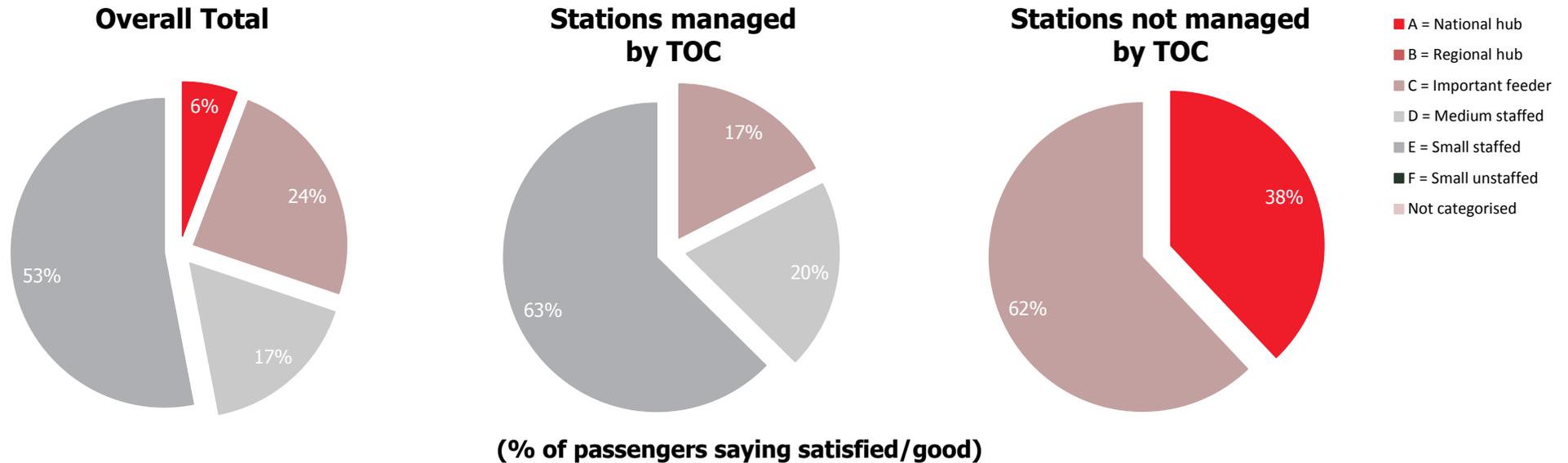
Merseyrail Regional



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)



	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
DELAY				
None	85	81		
Minor	10	15		
Major	2	2		
LENGTH OF DELAY				
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		
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED	
Very well	18	16	Very well	22
Fairly well	24	28	Fairly well	19
Neither well nor poorly	22	19	Neither well nor poorly	27
Fairly poorly	19	19	Fairly poorly	14
Very poorly	17	19	Very poorly	17
				16
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM	
Very well	18	16	Very well	16
Fairly well	27	28	Fairly well	22
Neither well nor poorly	23	21	Neither well nor poorly	25
Fairly poorly	12	19	Fairly poorly	22
Very poorly	21	16	Very poorly	15
				14
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE	
Very well	18	17	Very well	10
Fairly well	27	25	Fairly well	7
Neither well nor poorly	22	27	Neither well nor poorly	22
Fairly poorly	17	16	Fairly poorly	15
Very poorly	16	15	Very poorly	46
				17
				17
				25
				11
				31

5 5.2 Passenger experience relating to disability

	Merseyrail	Regional		Merseyrail	Regional
DISABILITY OR LONG TERM ILLNESS					
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			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	2	6	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	47	35	Yes	2	1
Not at all	47	55	No	98	99
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	47	43	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
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
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	43	37	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
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
GENDER			ETHNIC GROUP OF PASSENGERS		
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
AGE			JOURNEY PURPOSE		
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	REGULAR TRAVELLER		
55-59	10	10	Yes	73	64
60-64	11	10	No	27	36
65+	25	18			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	44	48	Weekday	80	79
Working Part Time	14	15	Weekend	20	21
Not Working	4	4			
Retired	28	21	TIME OF TRAVEL		
Full Time Student	6	9	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
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	DO YOU REGULARLY USE THE INTERNET		
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
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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

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

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

7 7.1 Standard reports produced for NRPS

The following reports are produced each wave:

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

Sector definitions

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

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

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

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

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

Abellio Greater Anglia: West Anglia Outer

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry: Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry: Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry: Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry: Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry: Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast: London - Yorkshire

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

East Coast: London - Scotland - North East

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

East Coast: London - East Midlands/East of England

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

East Coast: Non-London journeys

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

7 7.3 How routes are defined (cont'd)

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London - Sheffield route

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

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

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

Journeys on London – Glasgow/Scotland services

Virgin Trains: London – Wolverhampton

Journeys on London – Wolverhampton services



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