



# National Rail Passenger Survey

## PTE Report for SEWTA

### Autumn 2015 (Wave 33)

#### Contacts:

David Greeno  
Transport Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@transportfocus.org.uk](mailto:david.greeno@transportfocus.org.uk)

Rebecca Joyner  
BDRG Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrb-continental.com](mailto:rebecca.joyner@bdrb-continental.com)

transportfocus 

# Contents

## 1 Introduction

- 1.1** Methodology 2
- 1.2** Issues affecting fieldwork 3

## 2 Key results

- 2.1** Overall satisfaction and station factor results for SEWTA 5
- 2.2** Train factor results for SEWTA 7

## 3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for SEWTA 9
- 3.2** Train factor results for SEWTA 15

## 4 Sample profile

- 4.1** Sample profile for SEWTA 22
- 4.2** Station sample sizes for SEWTA 23
- 4.3** Station catchment area for SEWTA 24

## 5 Technical appendix

- 5.1** Standard reports produced for NRPS 25
- 5.2** Rail sectors 26

# 1

## 1.1 Methodology

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.transportfocus.org.uk](http://www.transportfocus.org.uk)

### **Autumn 2015 (Wave 33)**

Fieldwork for Wave 33 (including boosts) was undertaken between the 1st September and 12th November 2015.

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 2015 (Wave 32)**

Fieldwork for Wave 32 was undertaken between 18th January and 29th March 2015.

From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise. This meant that shifts targeting East Coast were conducted prior to the operator change. Due to engineering works affecting services on South West Trains Island Line (on the Isle of Wight) up to 20th March 2015, all shifts targeting Island Line had to be completed during the last week of fieldwork.

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 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.

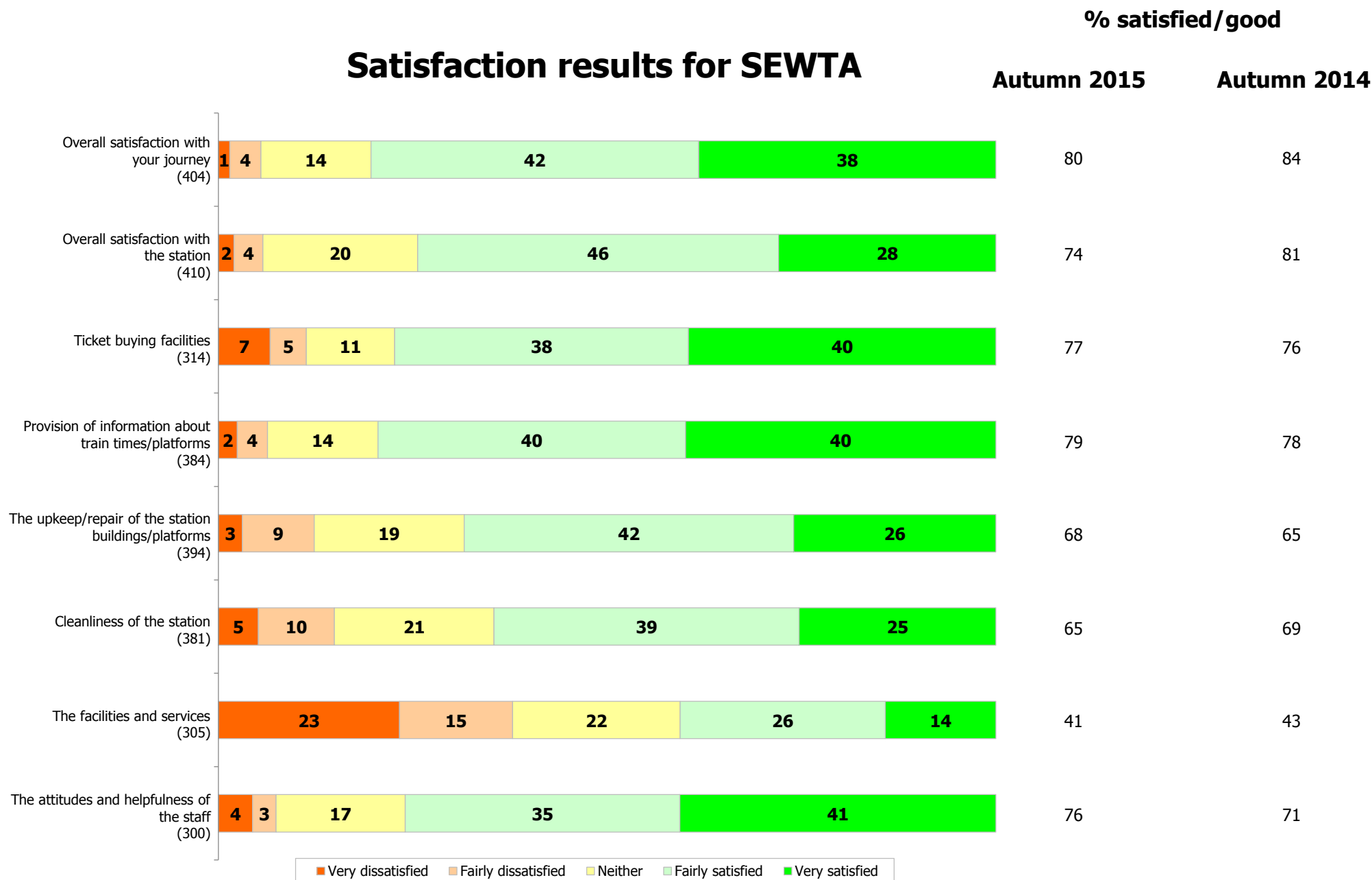
There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few stations that were closed for all of the fieldwork period.

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.

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

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

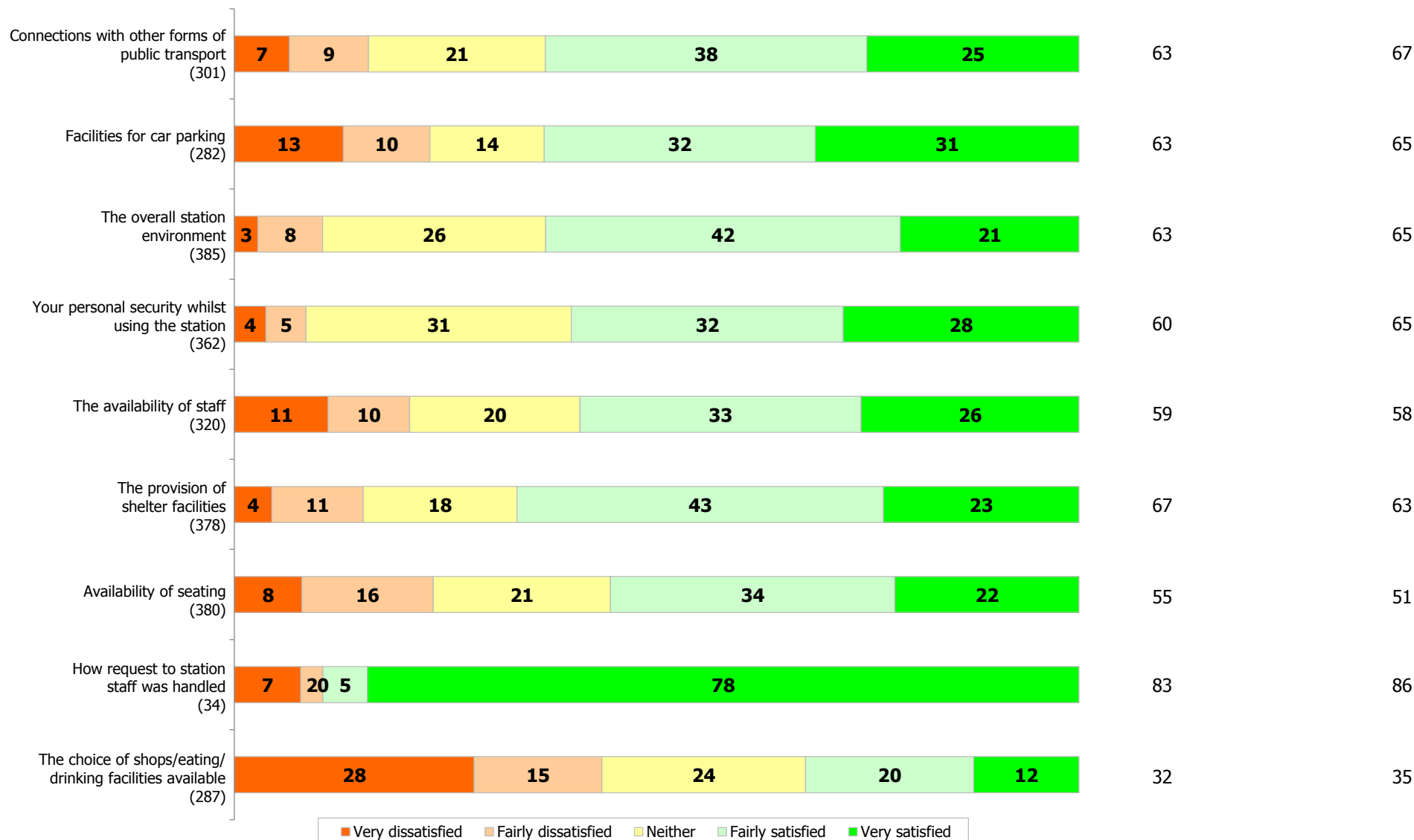


## Satisfaction results for SEWTA

% satisfied/good

Autumn 2015

Autumn 2014



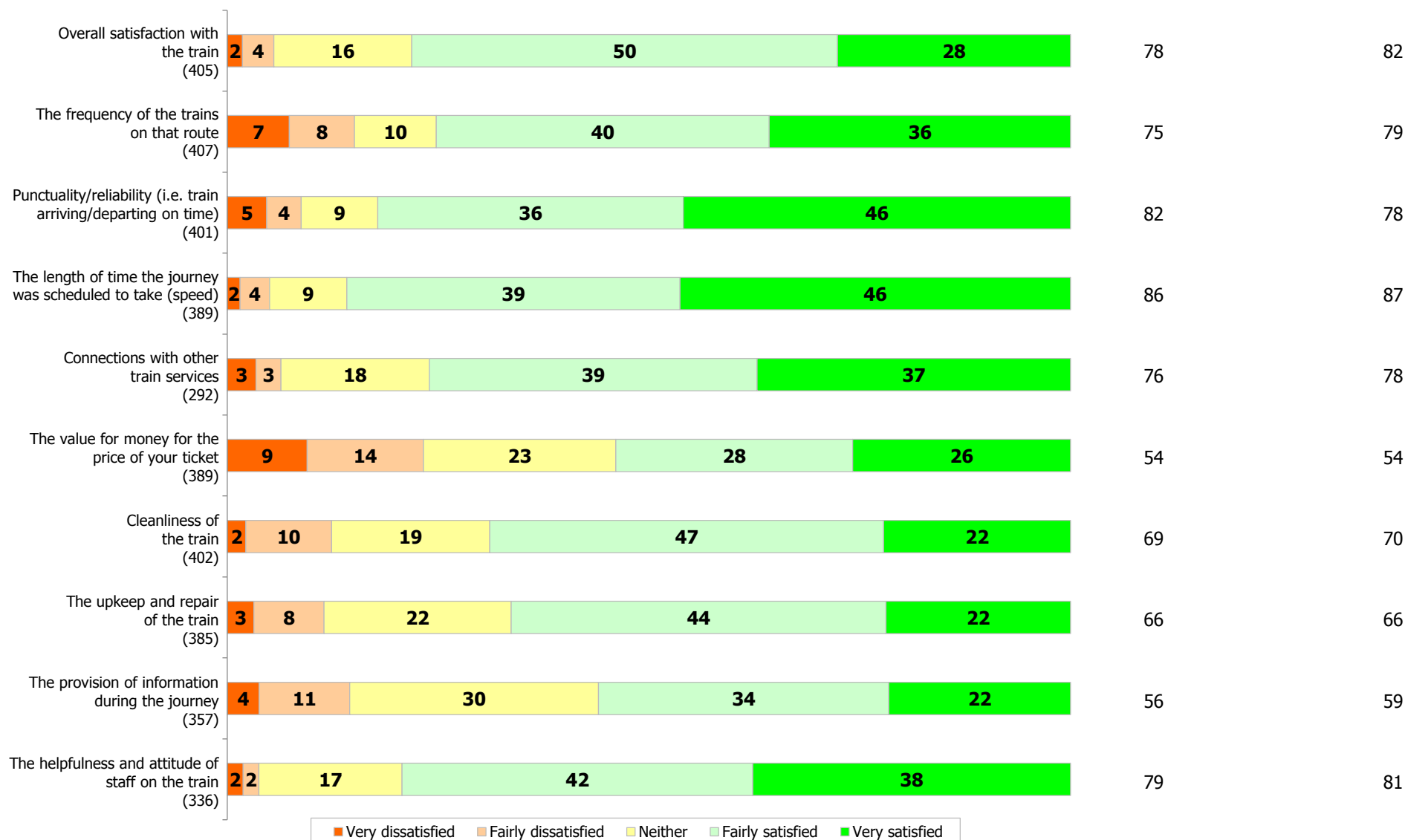


## Satisfaction results for SEWTA

% satisfied/good

Autumn 2015

Autumn 2014



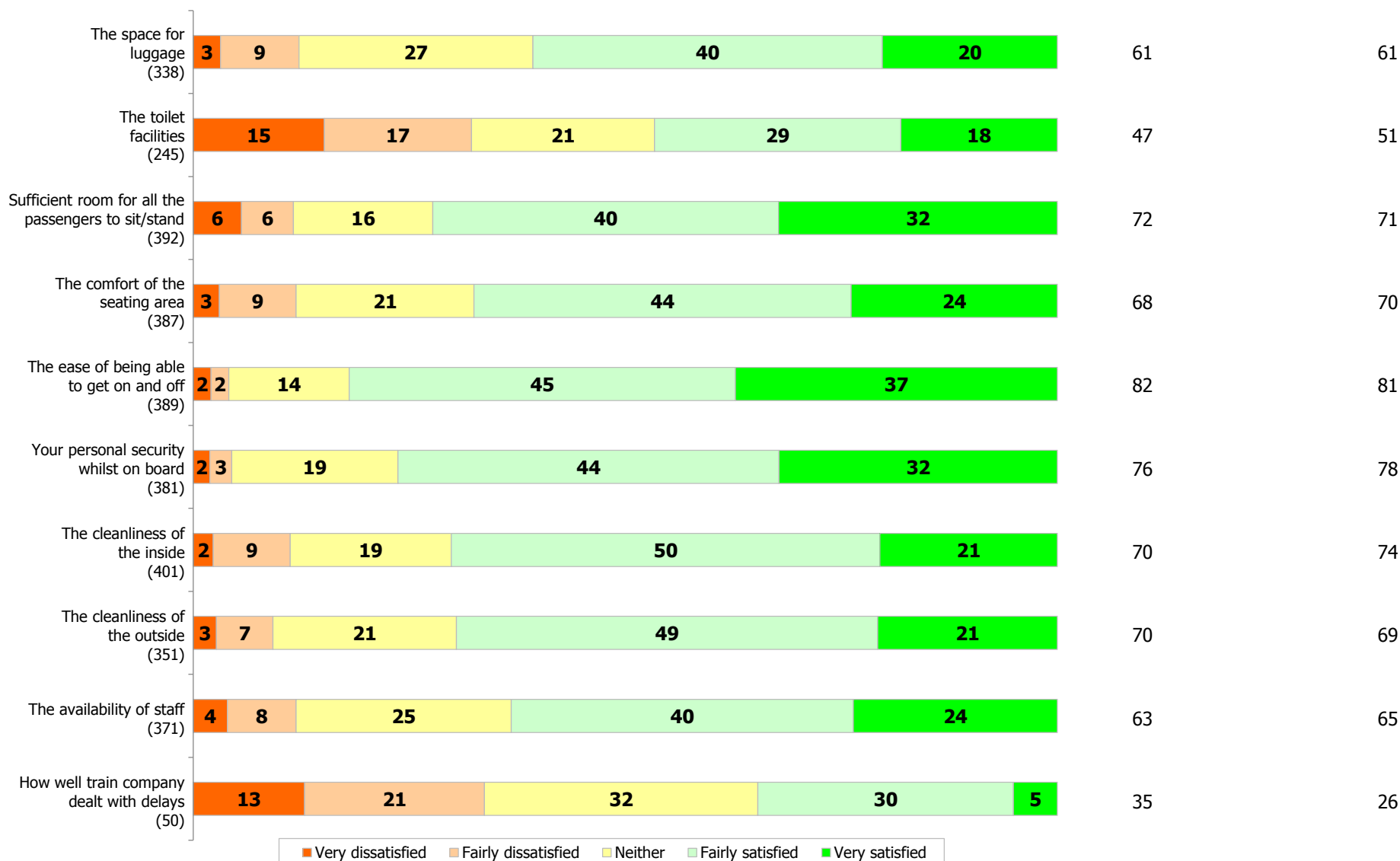


% satisfied/good

## Satisfaction results for SEWTA

Autumn 2015

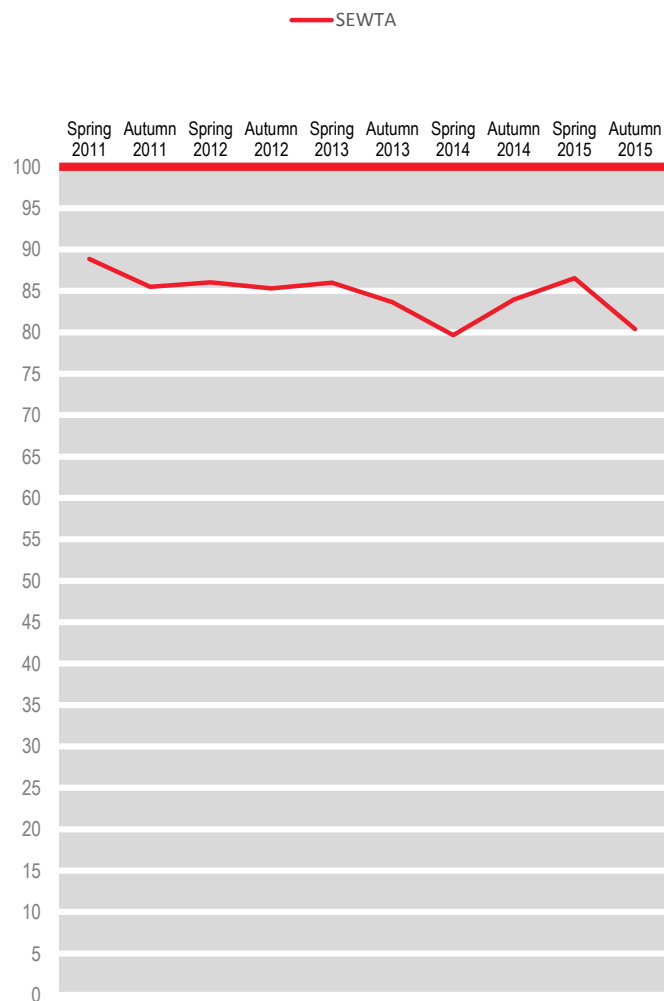
Autumn 2014



# Percentage satisfaction with aspects of station where boarded

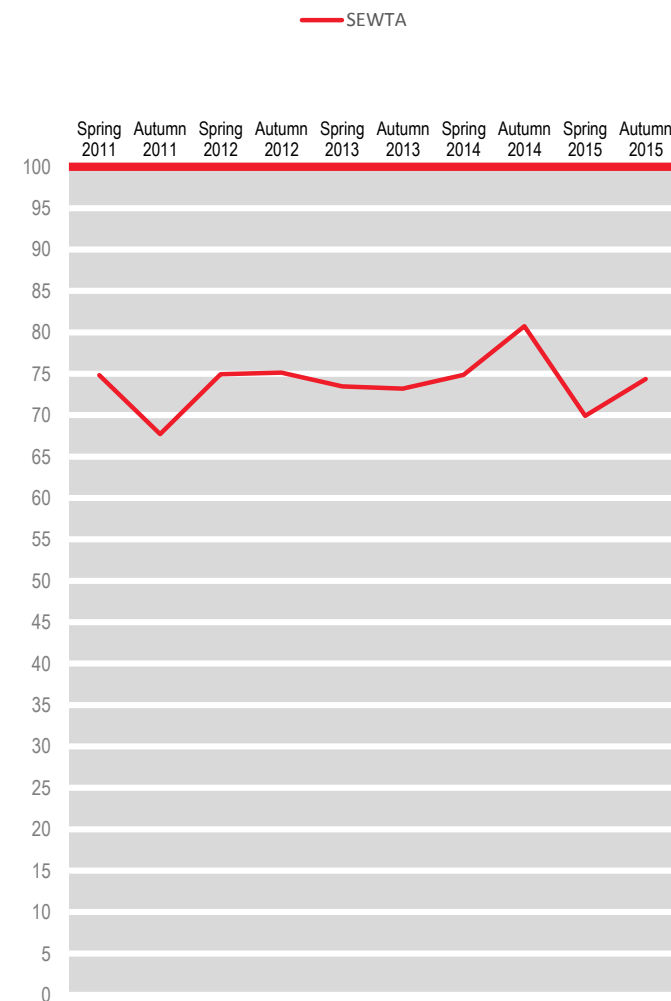
## Overall satisfaction with your journey

(404)  
Percentage of passengers satisfied 2011 to 2015



## Overall station satisfaction

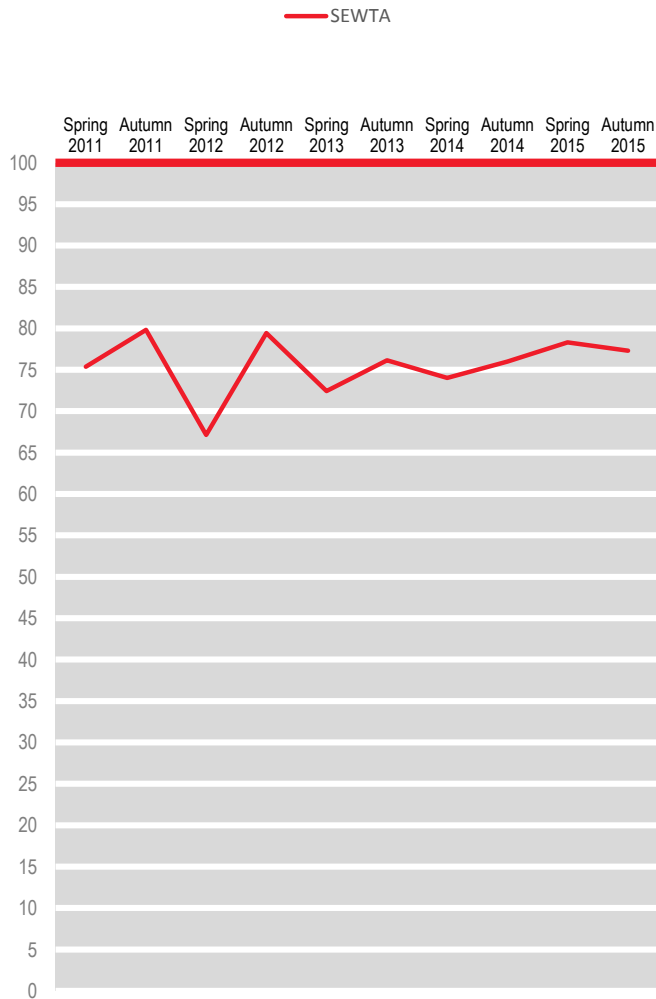
(410)  
Percentage of passengers satisfied 2011 to 2015



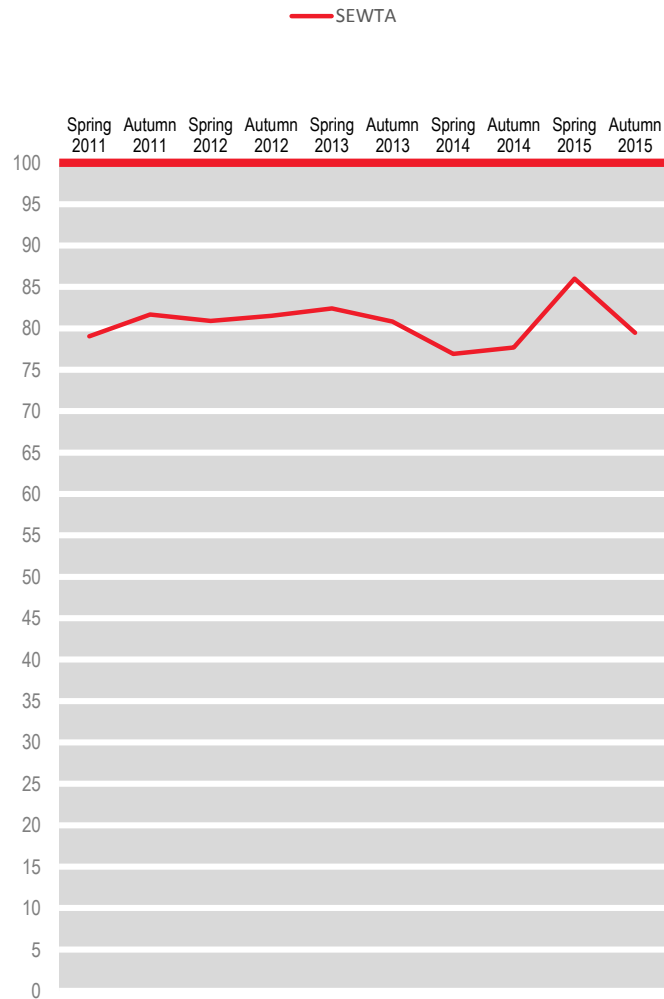
N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities****(314)**

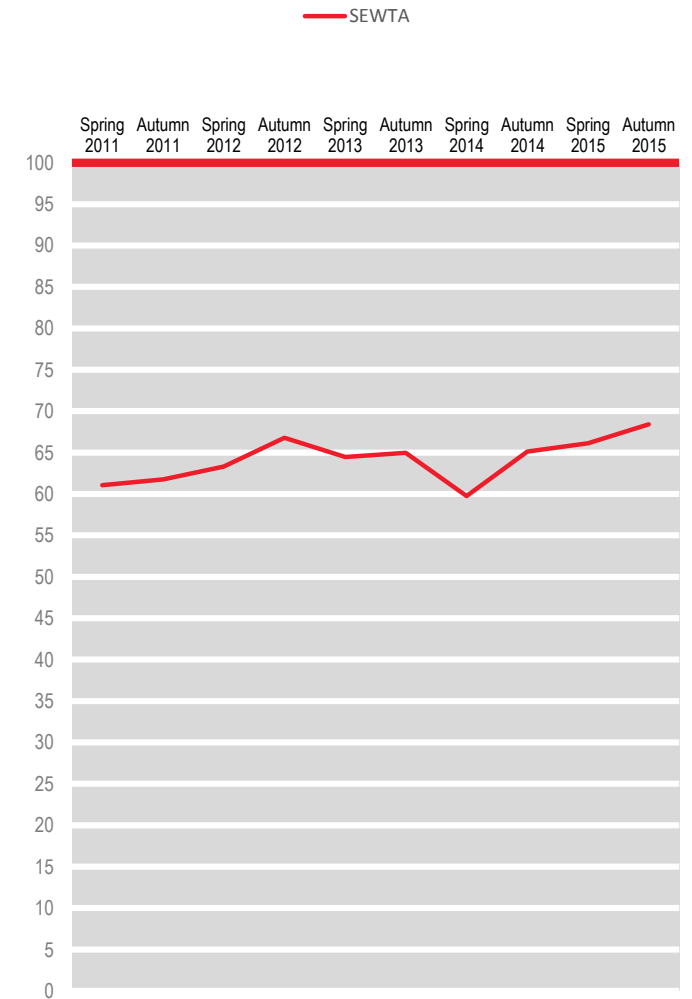
Percentage of passengers satisfied 2011 to 2015

**Provision of information about train times/platforms****(384)**

Percentage of passengers satisfied 2011 to 2015

**The upkeep/repair of the station building/platforms****(394)**

Percentage of passengers satisfied 2011 to 2015



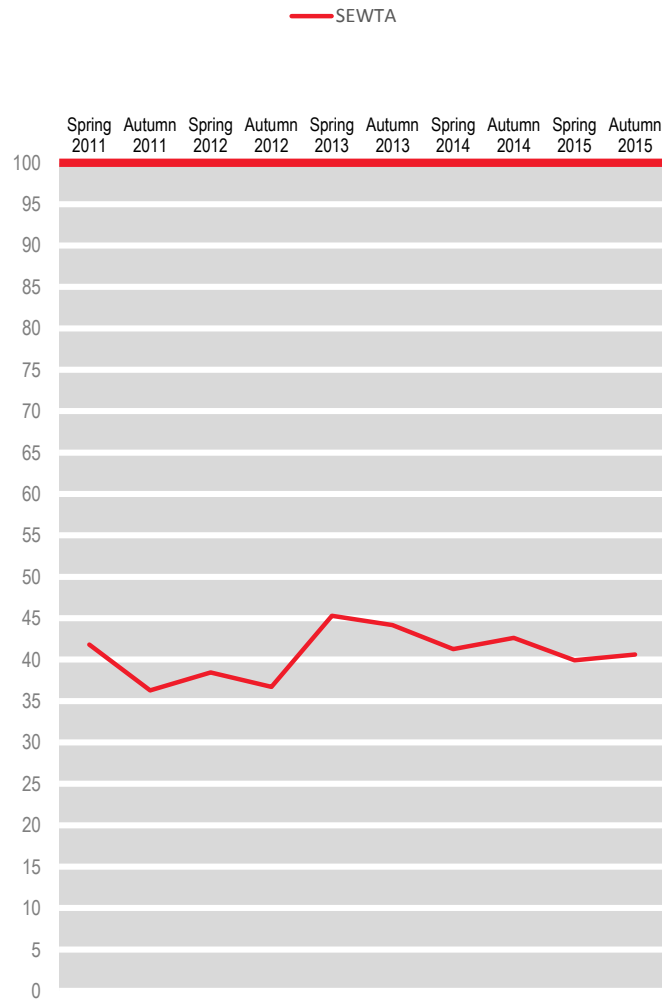
N.B. Benchmarks and targets are only shown for applicable factors

**Cleanliness of the station****(381)**

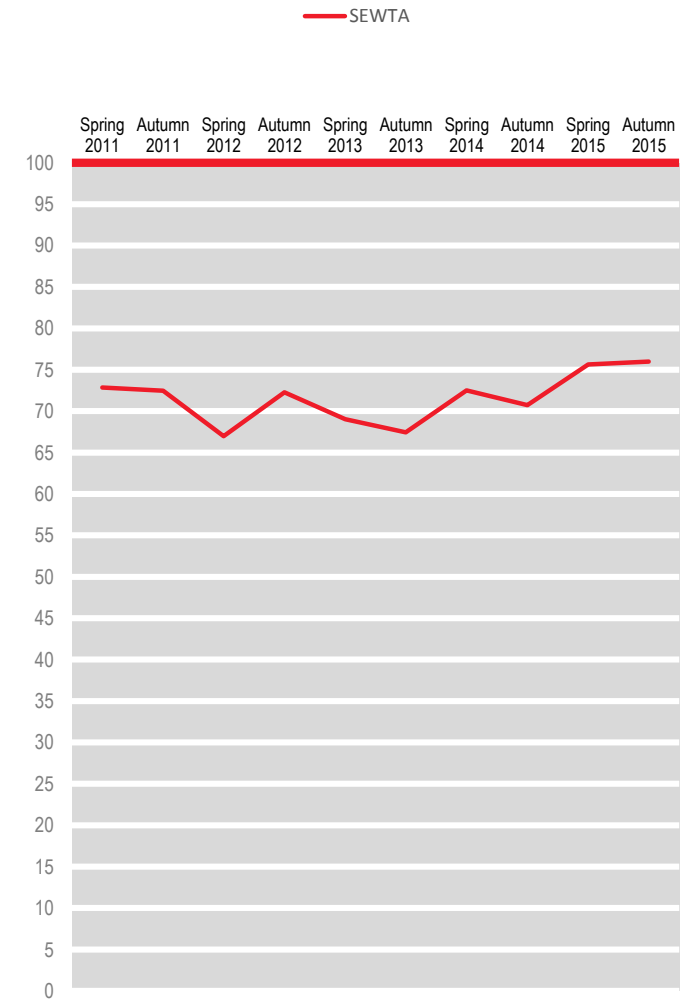
Percentage of passengers satisfied 2011 to 2015

**The facilities and services at the station****(305)**

Percentage of passengers satisfied 2011 to 2015

**The attitudes and helpfulness of the staff at the station****(300)**

Percentage of passengers satisfied 2011 to 2015

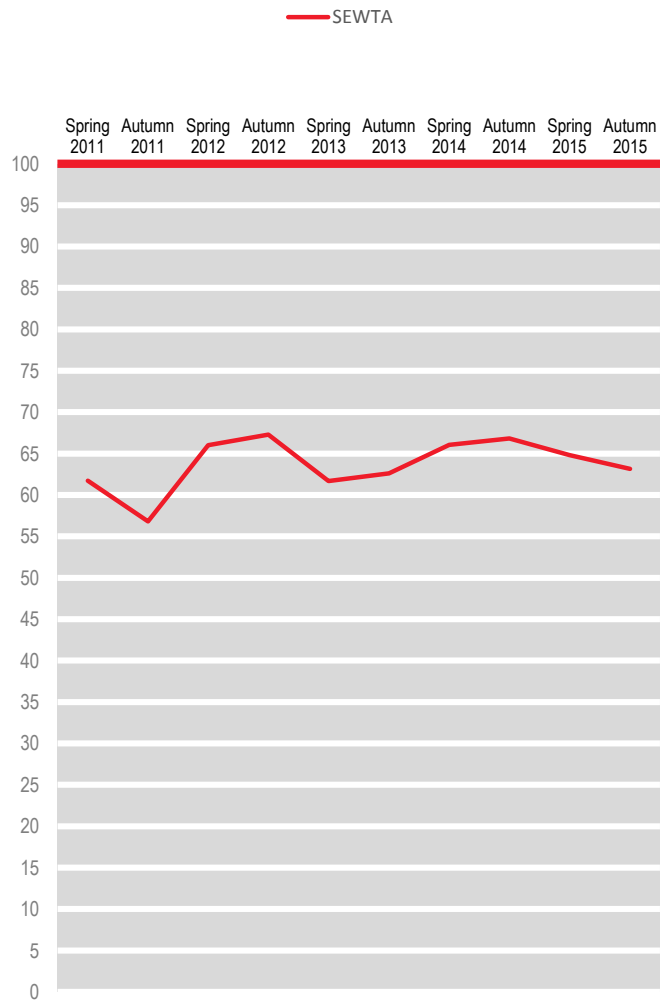


N.B. Benchmarks and targets are only shown for applicable factors

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

(301)

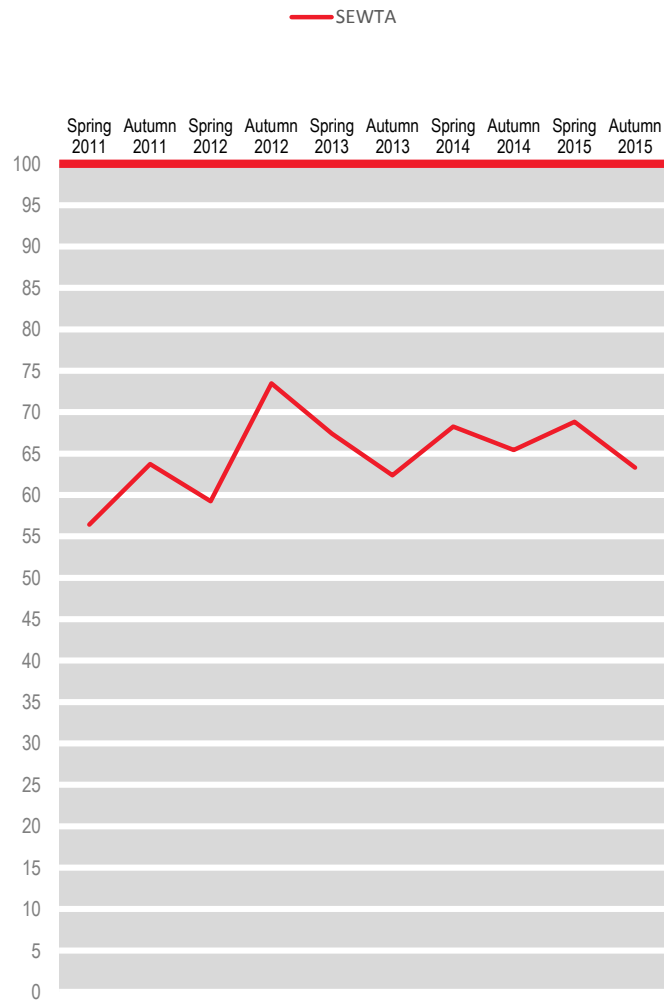
Percentage of passengers satisfied 2011 to 2015



### Facilities for car parking at the station

(282)

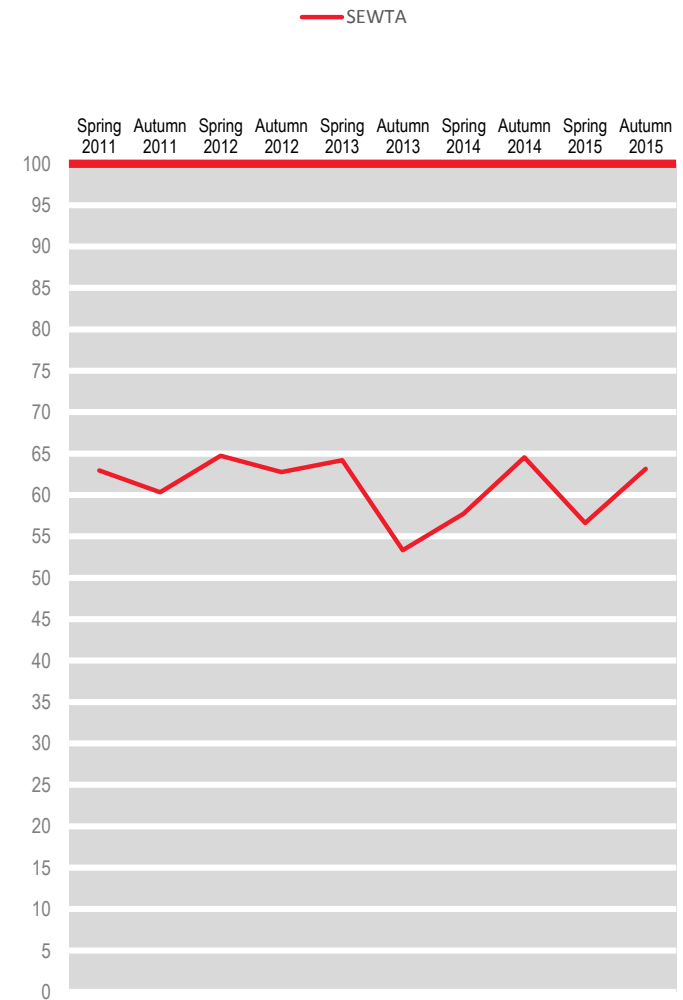
Percentage of passengers satisfied 2011 to 2015



### Overall station environment

(385)

Percentage of passengers satisfied 2011 to 2015

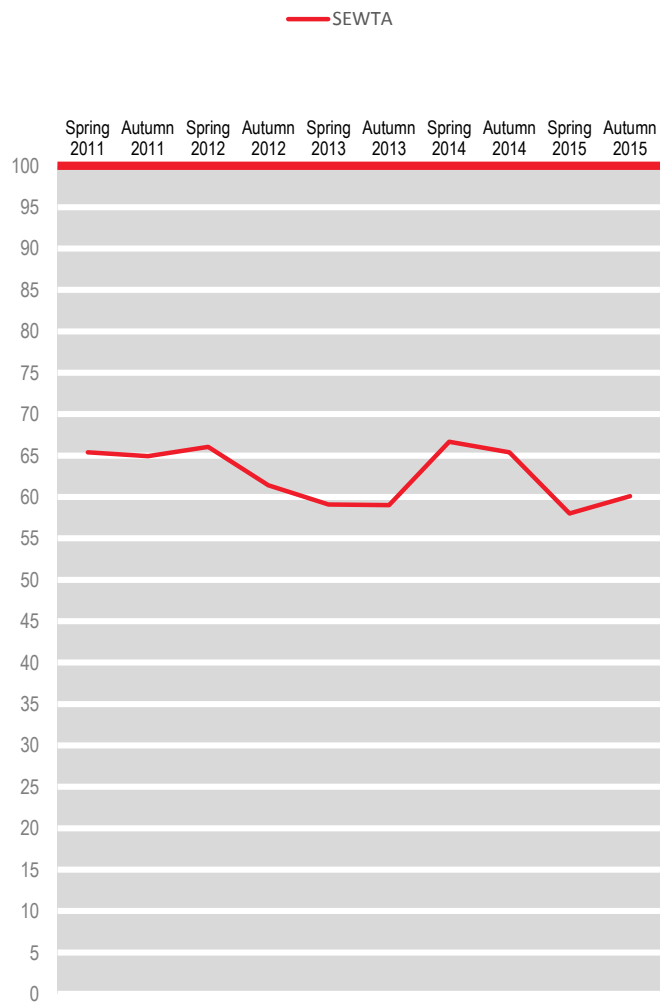


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(362)

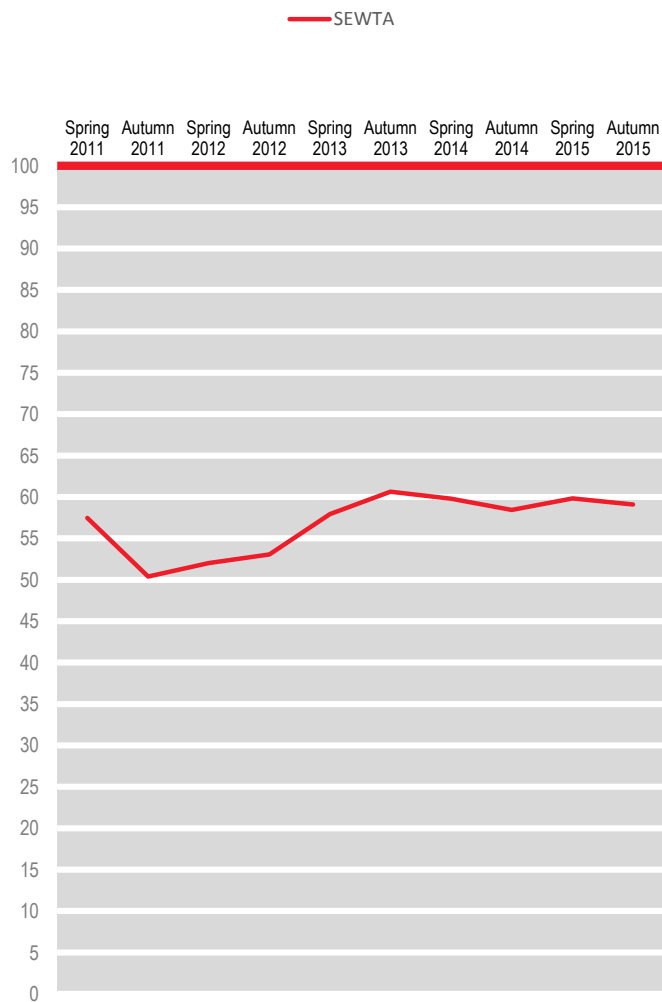
Percentage of passengers satisfied 2011 to 2015



### The availability of staff at the station

(320)

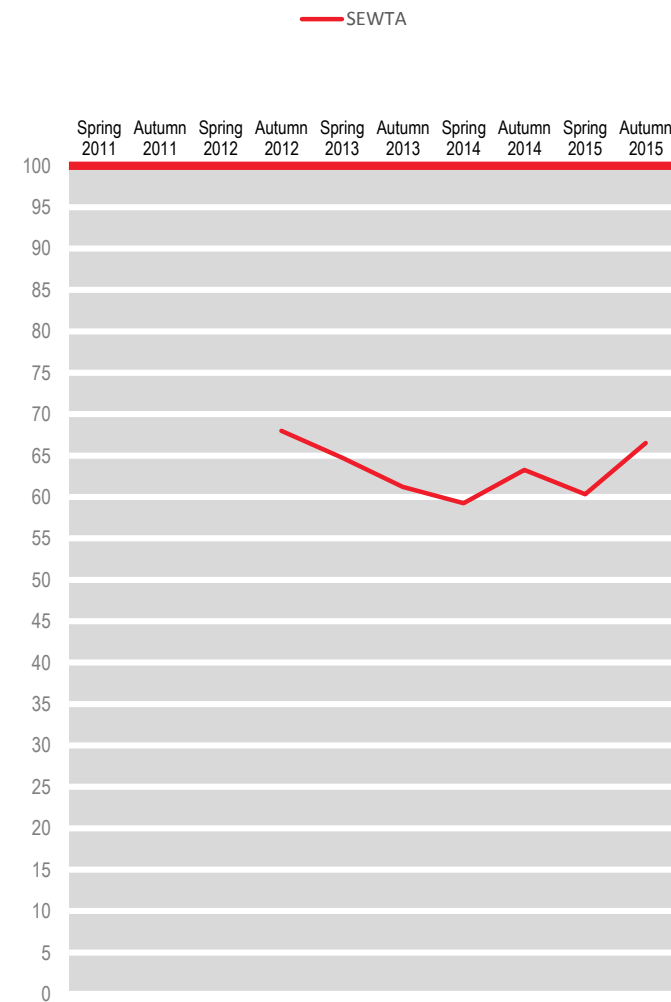
Percentage of passengers satisfied 2011 to 2015



### The provision of shelter facilities

(378)

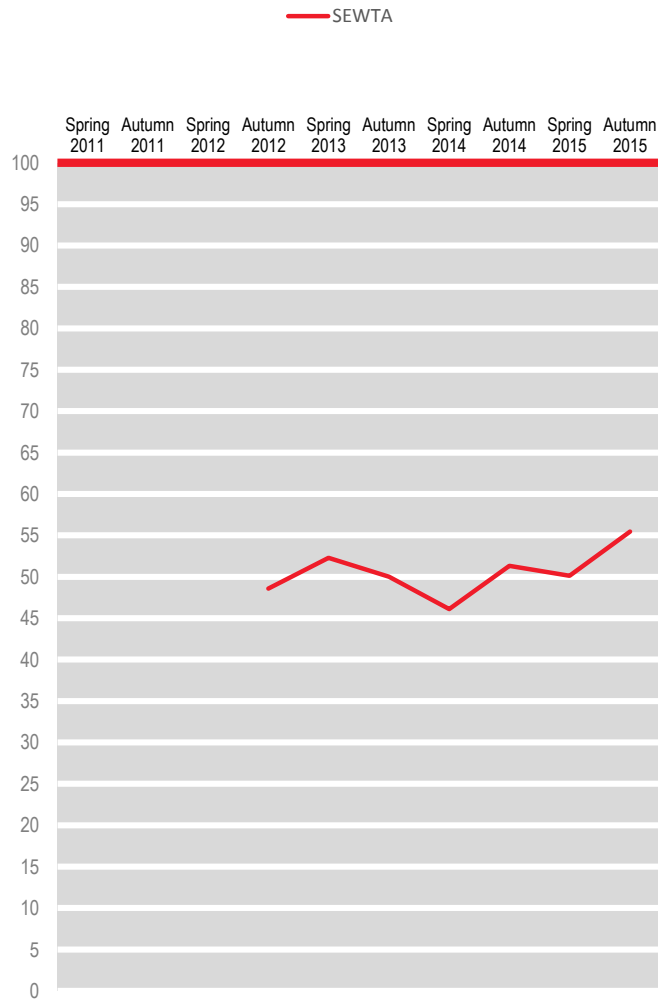
Percentage of passengers satisfied 2011 to 2015



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

**Availability of seating****(380)**

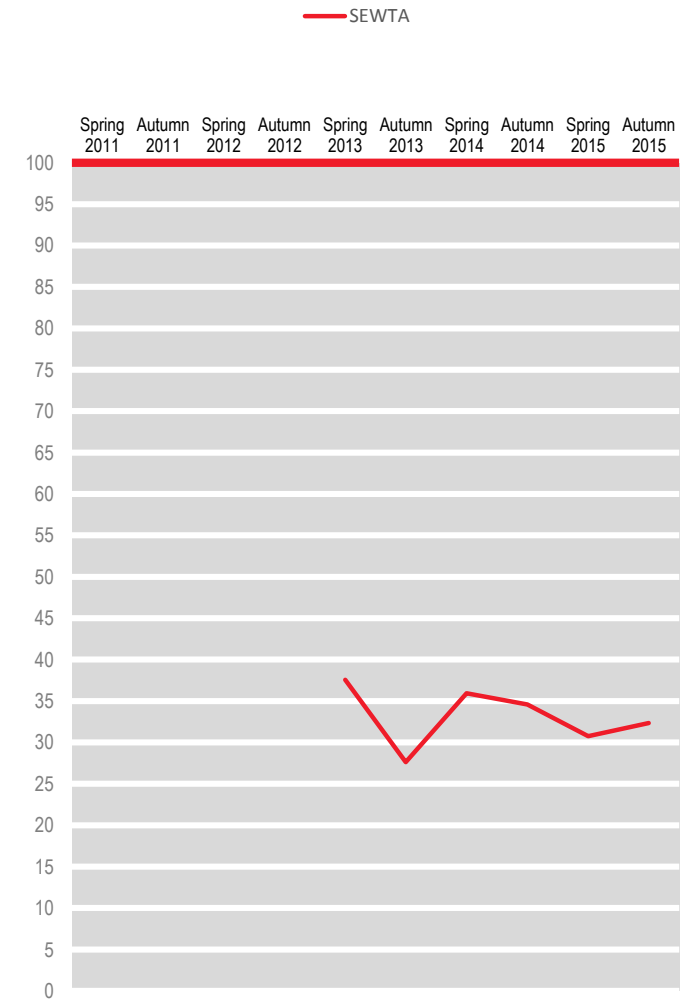
Percentage of passengers satisfied 2011 to 2015

**How request to station staff was handled****(34)**

Percentage of passengers satisfied 2011 to 2015

**The choice of shops/eating/drinking facilities available****(287)**

Percentage of passengers satisfied 2011 to 2015



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

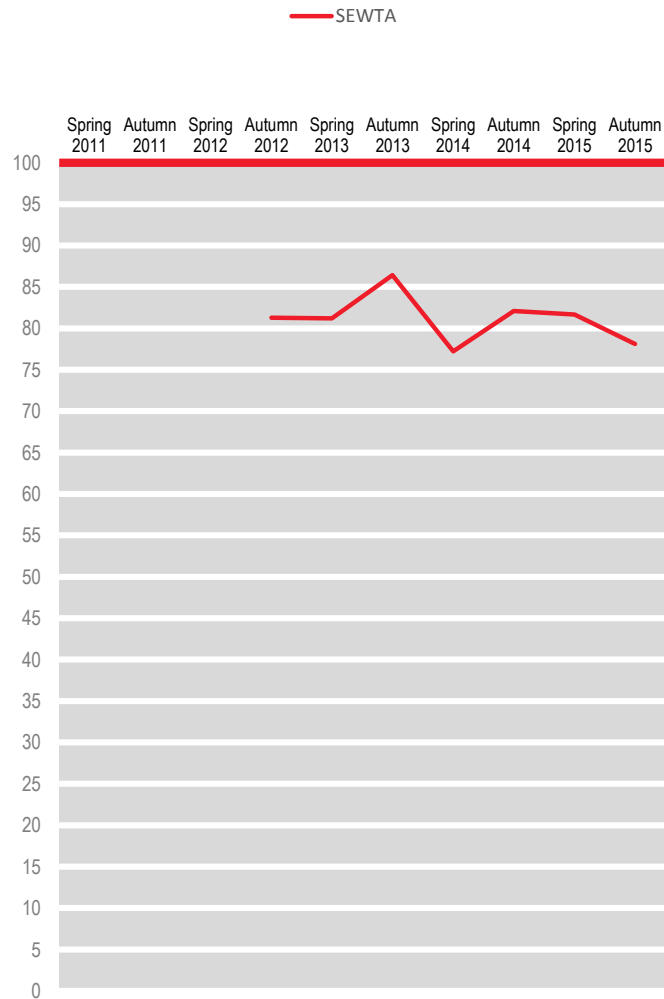


# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(405)

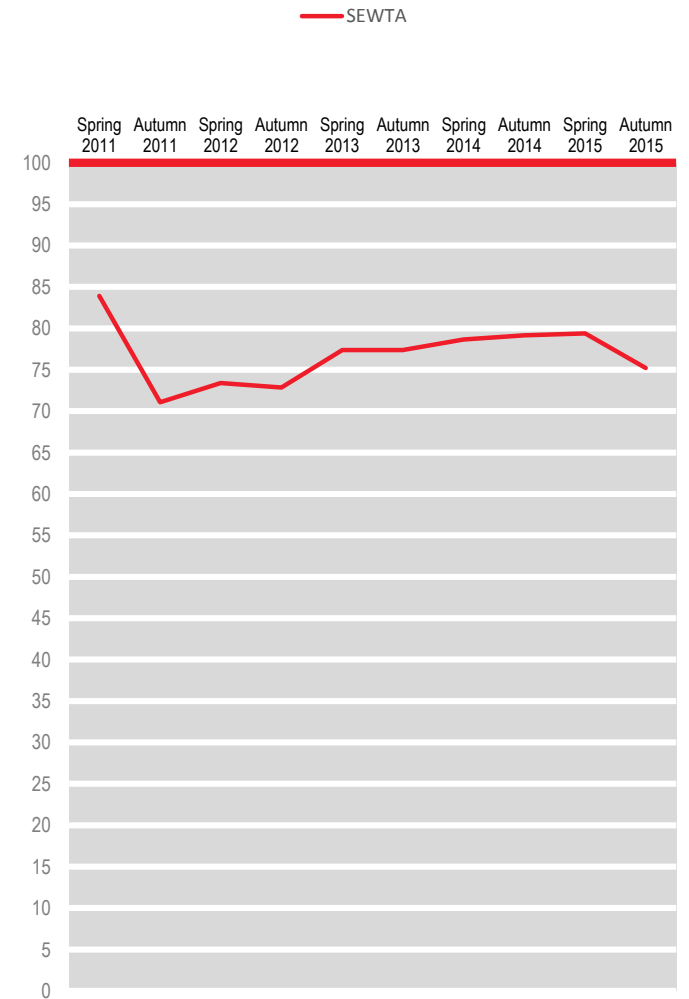
Percentage of passengers satisfied 2011 to 2015



## The frequency of trains on that route

(407)

Percentage of passengers satisfied 2011 to 2015

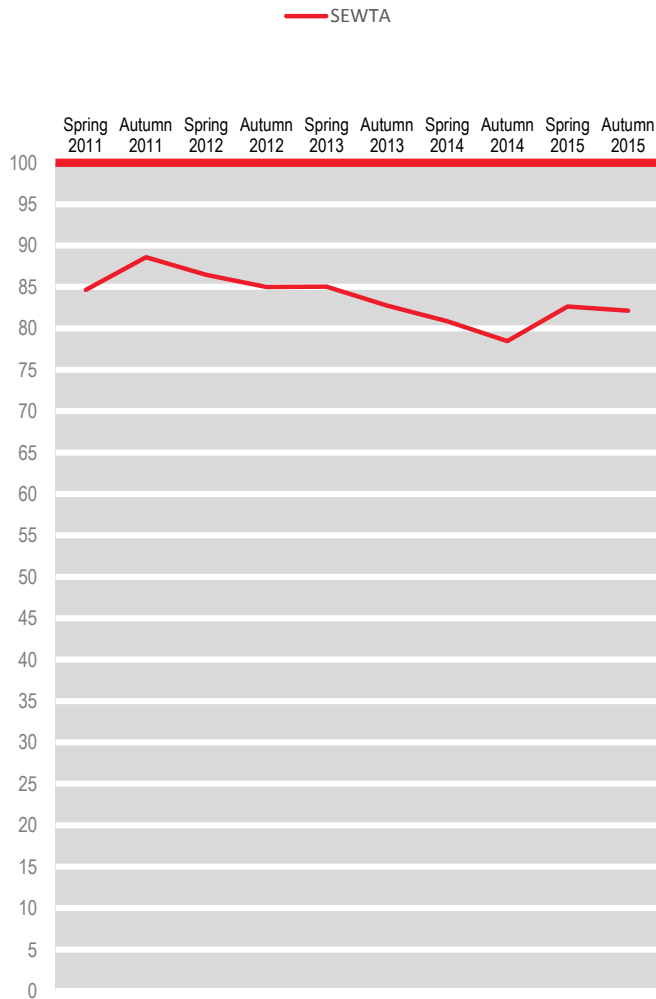


N.B. Benchmarks and targets are only shown for applicable factors

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

(401)

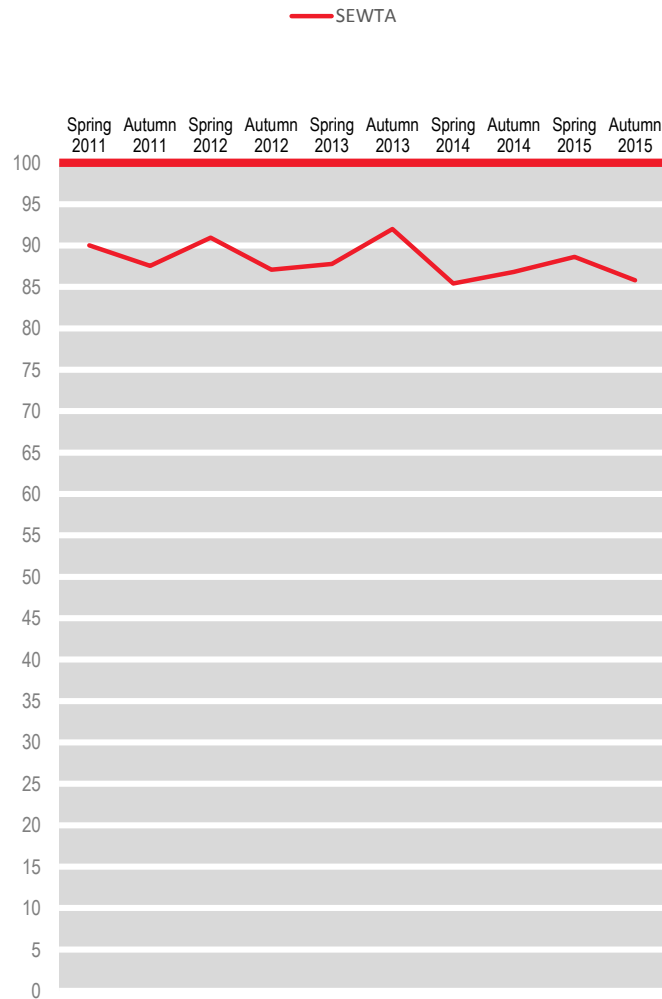
Percentage of passengers satisfied 2011 to 2015



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

(389)

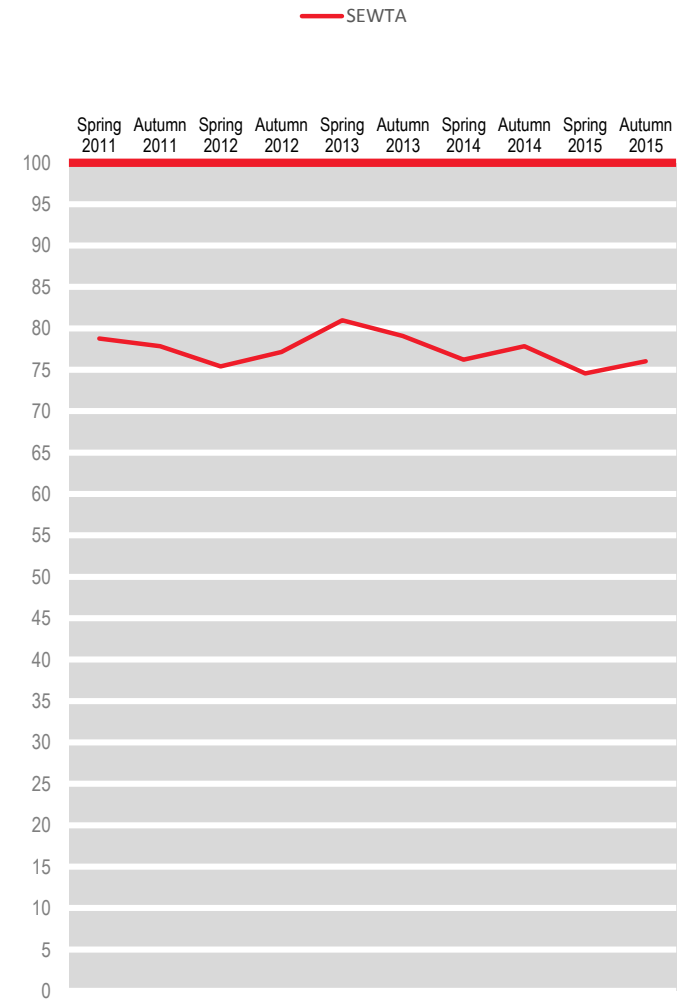
Percentage of passengers satisfied 2011 to 2015



### Connections with other train services

(292)

Percentage of passengers satisfied 2011 to 2015

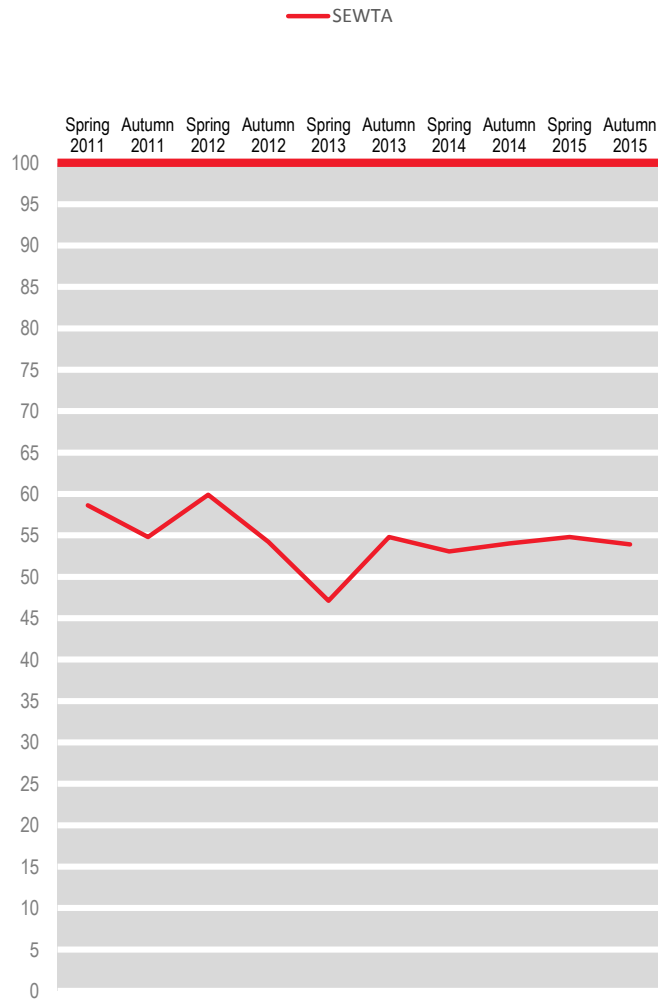


N.B. Benchmarks and targets are only shown for applicable factors

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

(389)

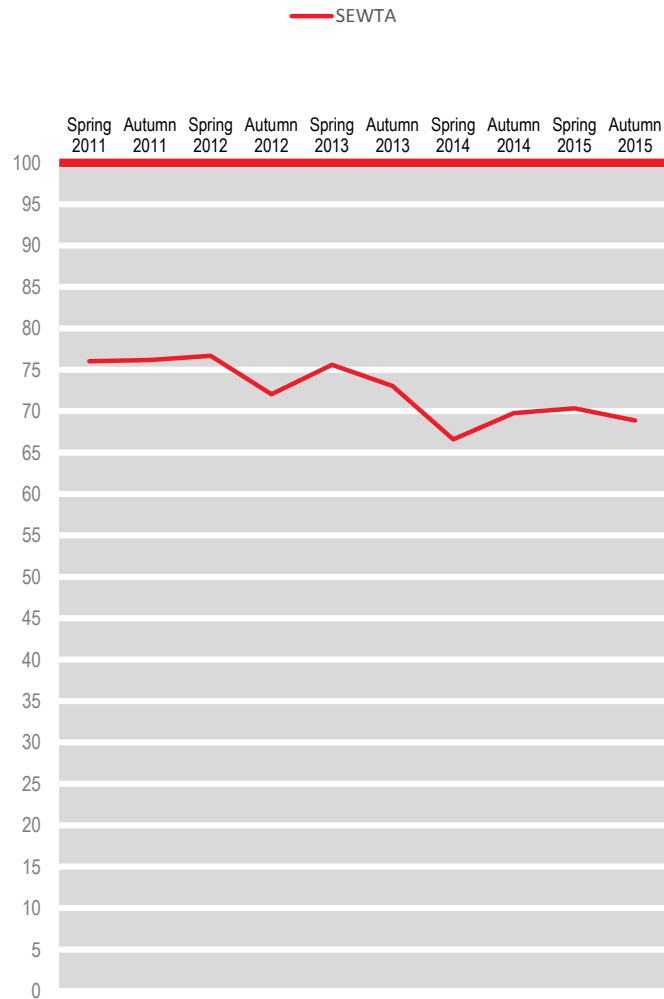
Percentage of passengers satisfied 2011 to 2015



### Cleanliness of the train

(402)

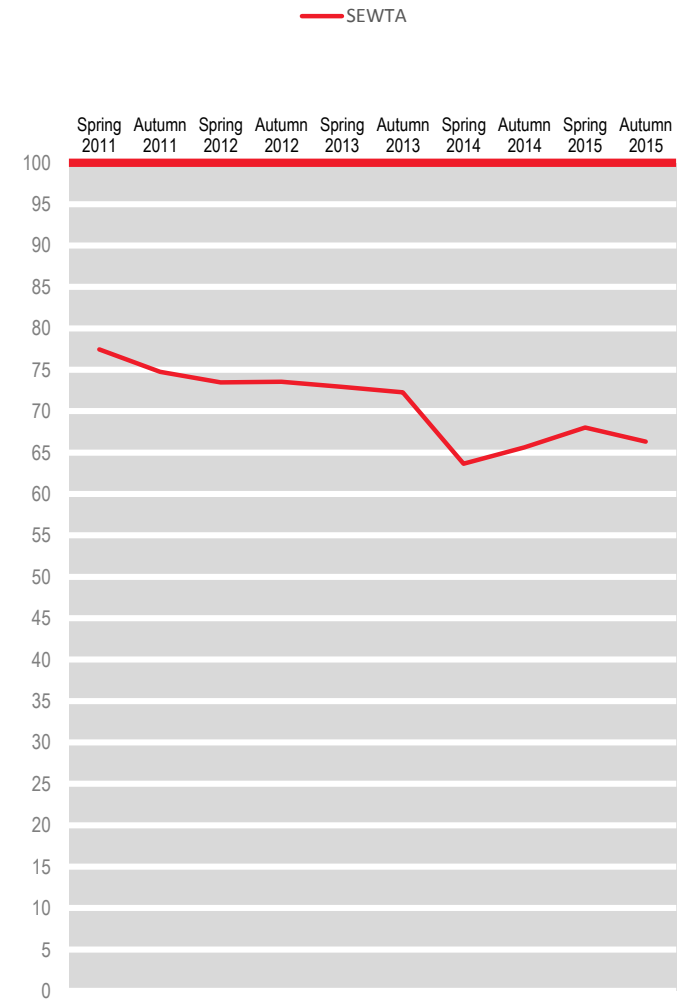
Percentage of passengers satisfied 2011 to 2015



### Upkeep and repair of the train

(385)

Percentage of passengers satisfied 2011 to 2015

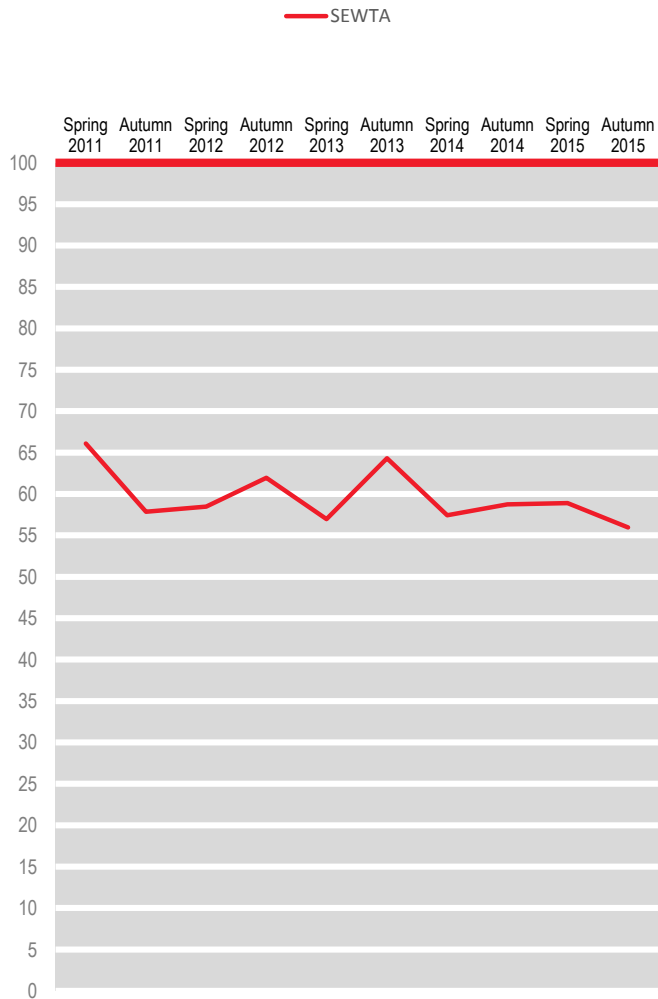


N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(357)

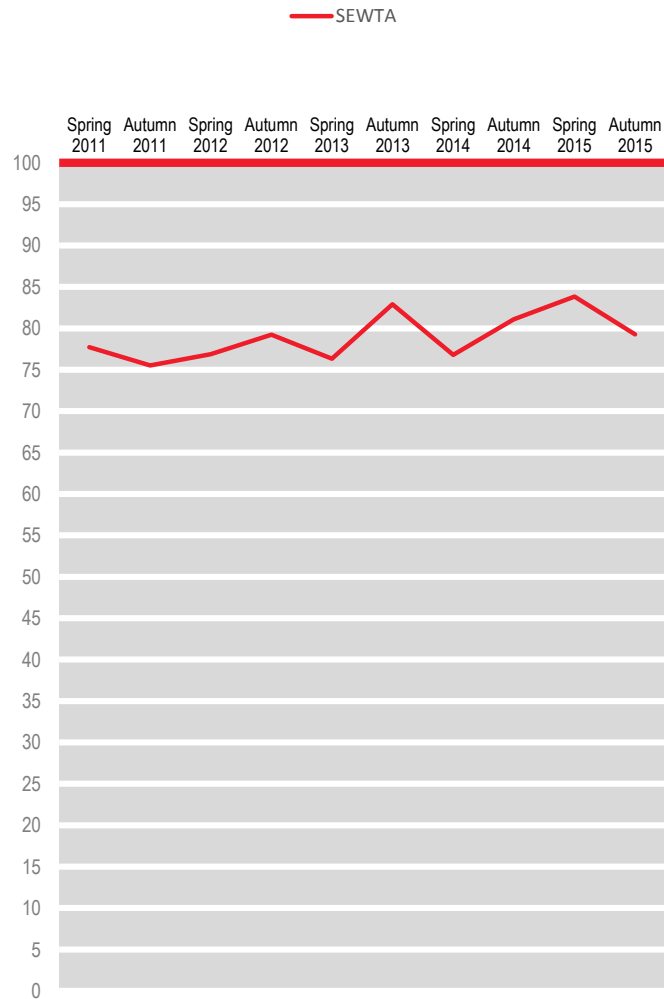
Percentage of passengers satisfied 2011 to 2015



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

(336)

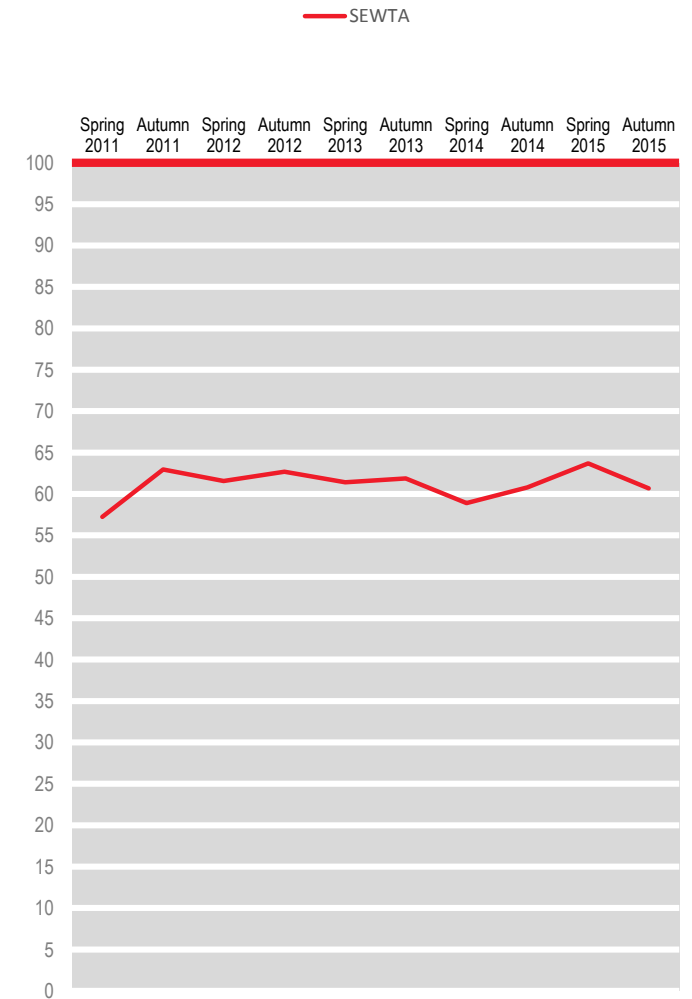
Percentage of passengers satisfied 2011 to 2015



### The space for luggage

(338)

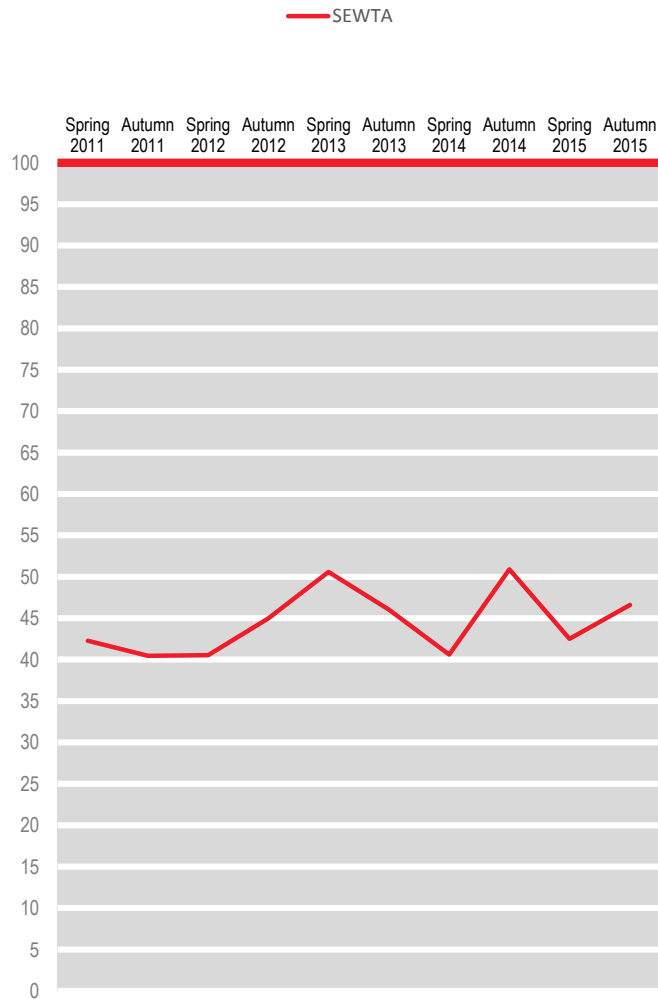
Percentage of passengers satisfied 2011 to 2015



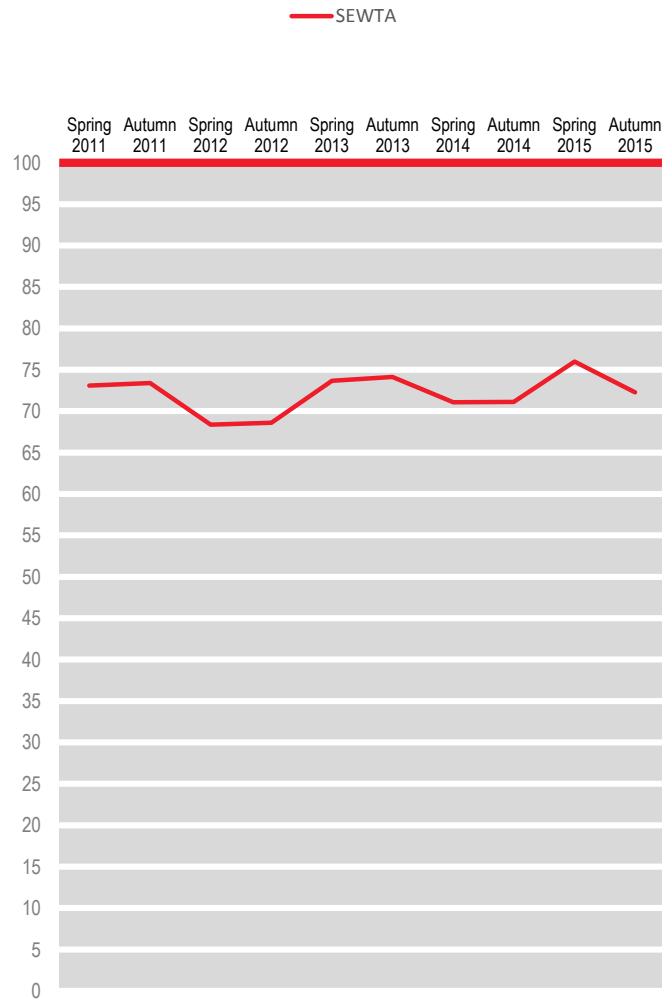
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(245)**

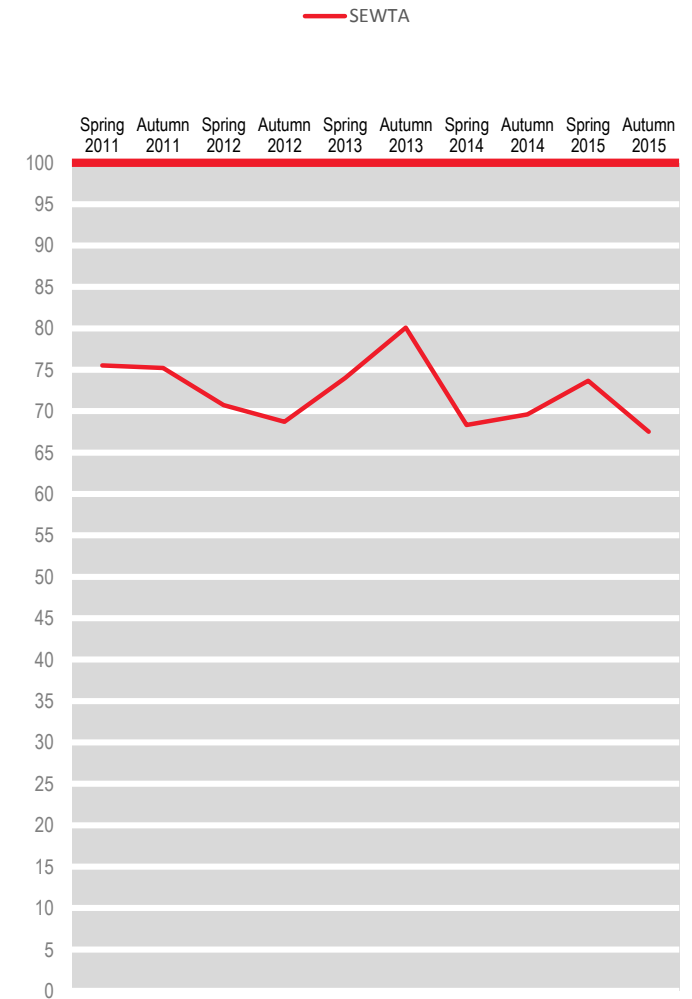
Percentage of passengers satisfied 2011 to 2015

**Sufficient room for all the passengers to sit/stand****(392)**

Percentage of passengers satisfied 2011 to 2015

**The comfort of the seating area****(387)**

Percentage of passengers satisfied 2011 to 2015

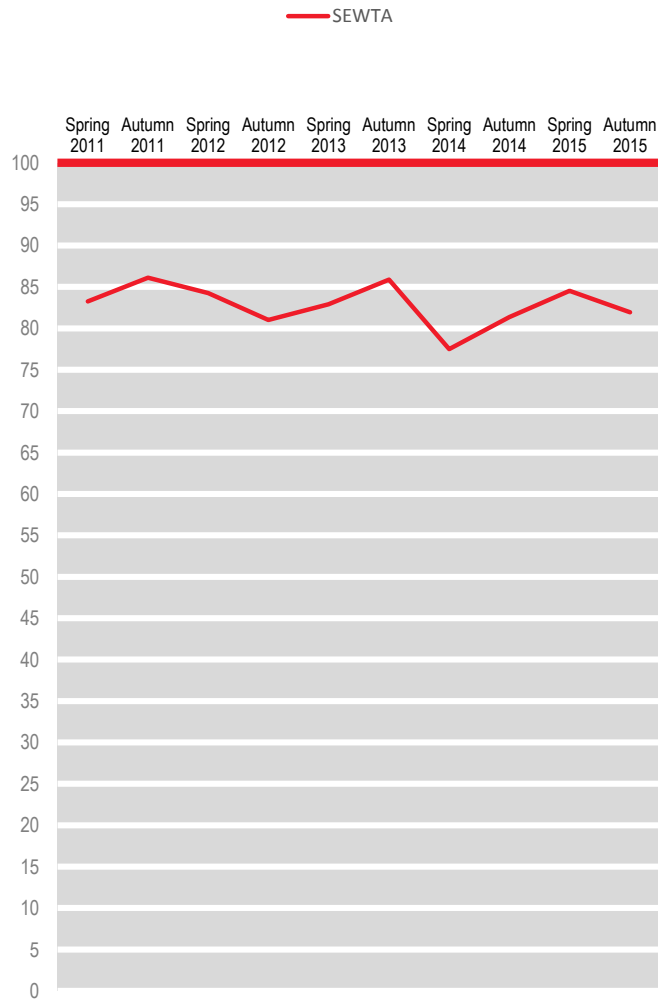


N.B. Benchmarks and targets are only shown for applicable factors

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

(389)

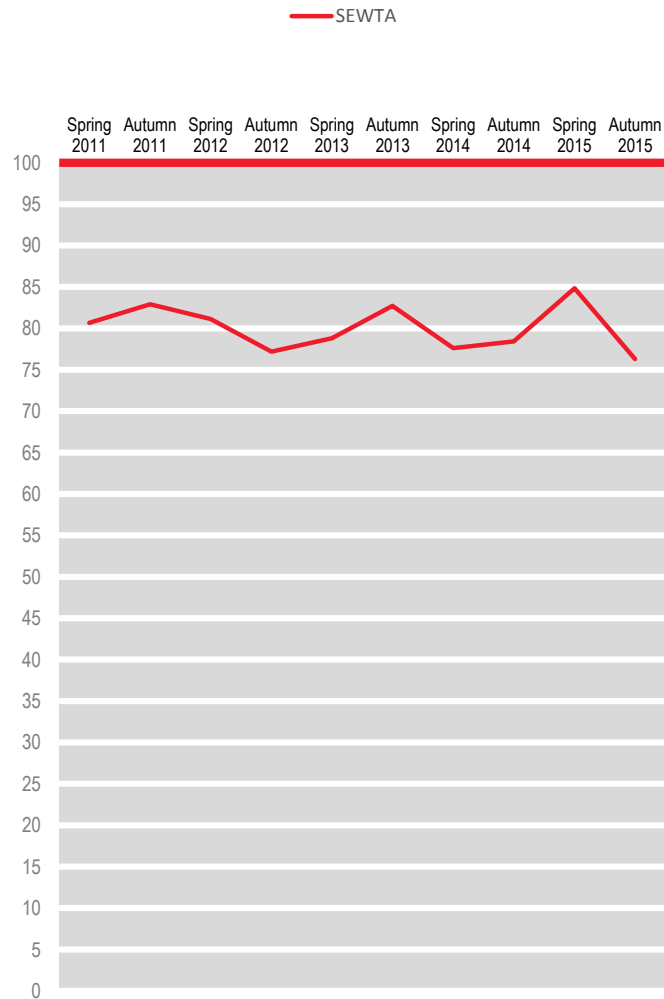
Percentage of passengers satisfied 2011 to 2015



### Your personal security whilst on board

(381)

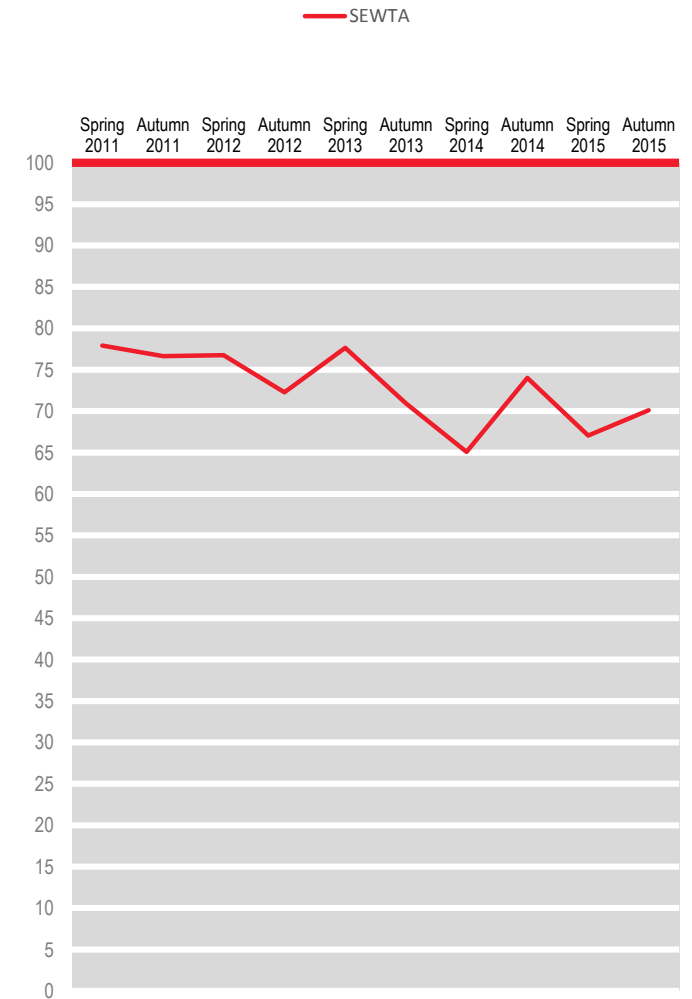
Percentage of passengers satisfied 2011 to 2015



### The cleanliness of the inside of the train

(401)

Percentage of passengers satisfied 2011 to 2015

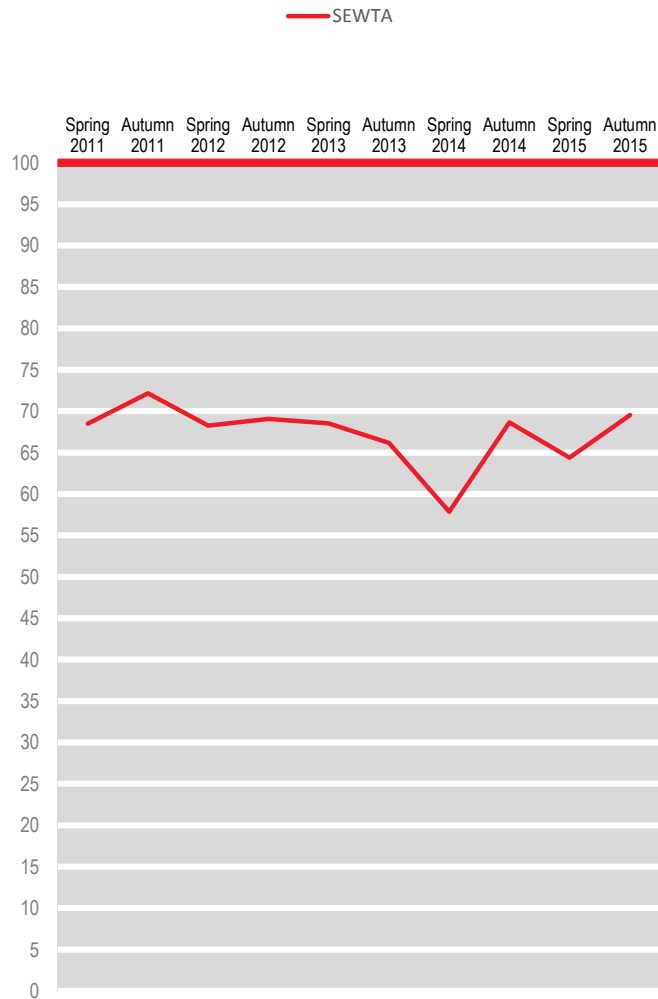


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(351)

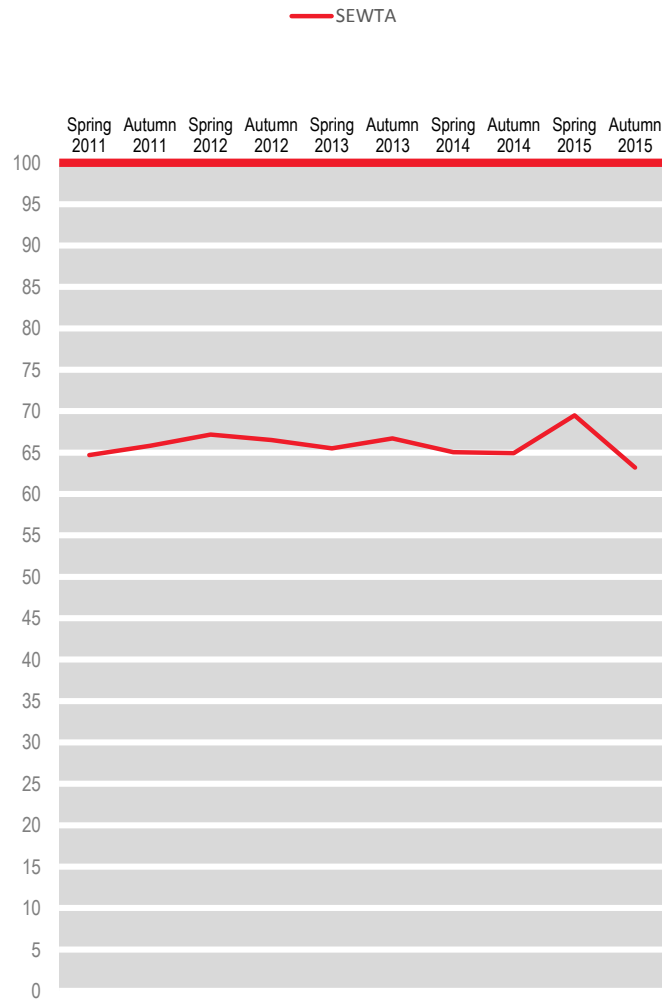
Percentage of passengers satisfied 2011 to 2015



### The availability of staff on the train

(371)

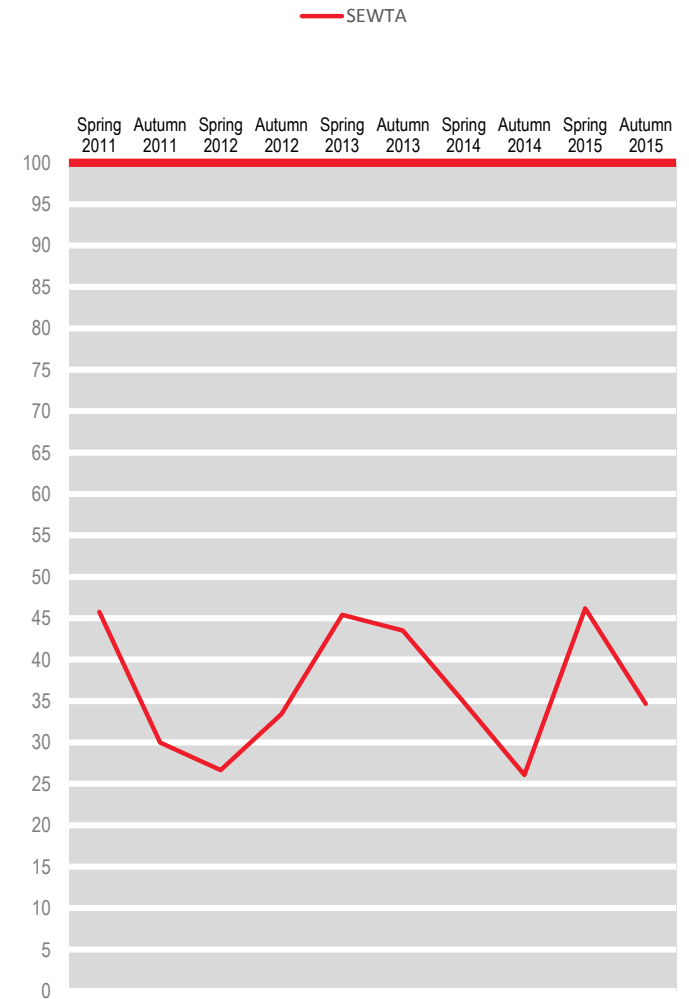
Percentage of passengers satisfied 2011 to 2015



### How well train company dealt with delays

(50)

Percentage of passengers satisfied 2011 to 2015



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



	Autumn 2015	Autumn 2014		Autumn 2015	Autumn 2014
GENDER			ASKED FOR HELP OR INFORMATION		
Male	44	38	Yes asked for help	5	7
Female	45	56	Yes asked for information	4	8
			Could not find anyone to ask	6	3
			No	80	81
AGE					
16-18	8	6			
19-25	20	16			
26-34	11	12			
35-44	12	19			
45-54	19	18			
55-59	7	9			
60-64	4	7			
65+	10	10			
JOURNEY PURPOSE					
Commuter	32	32			
Business	11	11			
Leisure	57	57			
DELAY					
None	82	81			
Minor	9	13			
Major	2	1			
REGULAR TRAVELLER					
Yes	62	70			
No	38	30			
TIME OF TRAVEL					
Peak	-	-			
Off-peak	-	-			

## Station sample sizes for SEWTA

Station	Unweighted	Station	Unweighted
Cardiff Central	104	Cogan	2
Cardiff Queen Street	40	Cwmbach	2
Aberdare	26	Cadoxton	2
Bridgend	26	Treherbert	2
Barry	20	Treorchy	2
Merthyr Tydfil	16	Abercynon South	2
Rhymney	16	Grangetown (Glamorgan)	2
Bargoed	12	Fernhill	1
Pontlottyn	11	Cwmbran	1
Pontypridd	10	Danescourt	1
Caerphilly	10	Risca & Pontymister	1
Penarth	9	Dinas Powys	1
Ninian Park	8	Lisvane And Thornhill	1
Ystrad Mynach	7	Ton Pentre	1
Tir-Phil	6	Tondu	1
Trefforest	6	Llanbradach	1
Rhiwbina	6	Coryton	1
Pengam	5	Trehafod	1
Mountain Ash	5	Penrhiwceiber	1
Tonypandy	5	Llanhilleth	1
Hengoed	5	Troed-Y-Rhiw	1
Fairwater	5	Ty Glas	1
Newport (South Wales)	4	Waun-Gron Park	1
Barry Island	4	Whitchurch (Glamorgan)	1
Maesteg	4	Ynyswen	1
Ystrad Rhondda	4	Ebbw Vale Parkway	1
Radyr	3	Cardiff Bay	1
Dingle Road	3		
Merthyr Vale	3		
Aber	3		
Heath High Level	2		
Barry Docks	2		
Llandaf	2		
Quakers Yard	2		
Llwynypia	2		
Brithdir	2		
Cathays	2		
Taffs Well	2		

## Station catchment area for SEWTA

Station	Station	Station
Aber	Lisvane and	Ton Pentre
Abercynon	Llanbradach	Tondu
Aberdare	Llandaf	Tonypandy
Abergavenny	Llanharran	Trefforest
Bargoed	Llanhilleth	Trefforest Estate
Barry	Llanishen	Trehafod
Barry Docks	Llantwit Major	Treherbert
Barry Island	Llwynypia	Treorchy
Birchgrove	Maesteg	Troed-y-Rhiw
Bridgend	Maesteg Ewenny Road	Ty Glas
Brithdir	Merthyr Tydfil	Waun-Gron Park
Cadoxton	Merthyr Vale	Whitchurch
Caerphilly	Mountain Ash	Wildmill
Caldicot	Newbridge	Ynyswen
Cardiff Bay	Newport (South Wales)	Ystrad Mynach
Cardiff Central	Ninian Park	Ystrad Rhondda
Cardiff Queen Street	Penarth	
Cathays	Pencoed	
Chepstow	Pengam	
Cogan	Penrhiwceiber	
Coryton	Pentre-Bach	
Crosskeys	Pontlottyn	
Cwmbach	Pontyclun	
Cwmbran	Pontypool and New Inn	
Danescourt	Pontypridd	
Dinas Powys	Porth	
Dinas Rhondda	Pyle	
Dingle Road	Quakers Yard	
Eastbrook	Radyr	
Ebbw Vale Parkway	Rhiwbina	
Fairwater	Rhose (Cardiff International Airport)	
Fernhill	Rhymney	
Garth (Mid Glamorgan)	Risca and Pontymister	
Gilfach Fargoed	Rogerstone	
Grangetown (Glamorgan)	Sarn	
Heath High Level	Severn Tunnel Junction	
Heath Low Level	Taffs Well	
Hengoed	Tir-Phil	

## The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
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.
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 Network Rail stations covered by NRPS during that time period.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

## Sector definitions

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

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

\* Part of the Govia Thameslink Railway franchise



**Contacts:**

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrc-continental.com](mailto:rebecca.joyner@bdrc-continental.com)

David Greeno  
Transport Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@transportfocus.org.uk](mailto:david.greeno@transportfocus.org.uk)

Transport Focus is the operating name of the  
Passengers' Council. This survey was published in  
January 2016. © Transport Focus 2016.