



# National Rail Passenger Survey

## Arriva Trains Wales TOC Report

### Autumn 2015 (Wave 33)

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# 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.

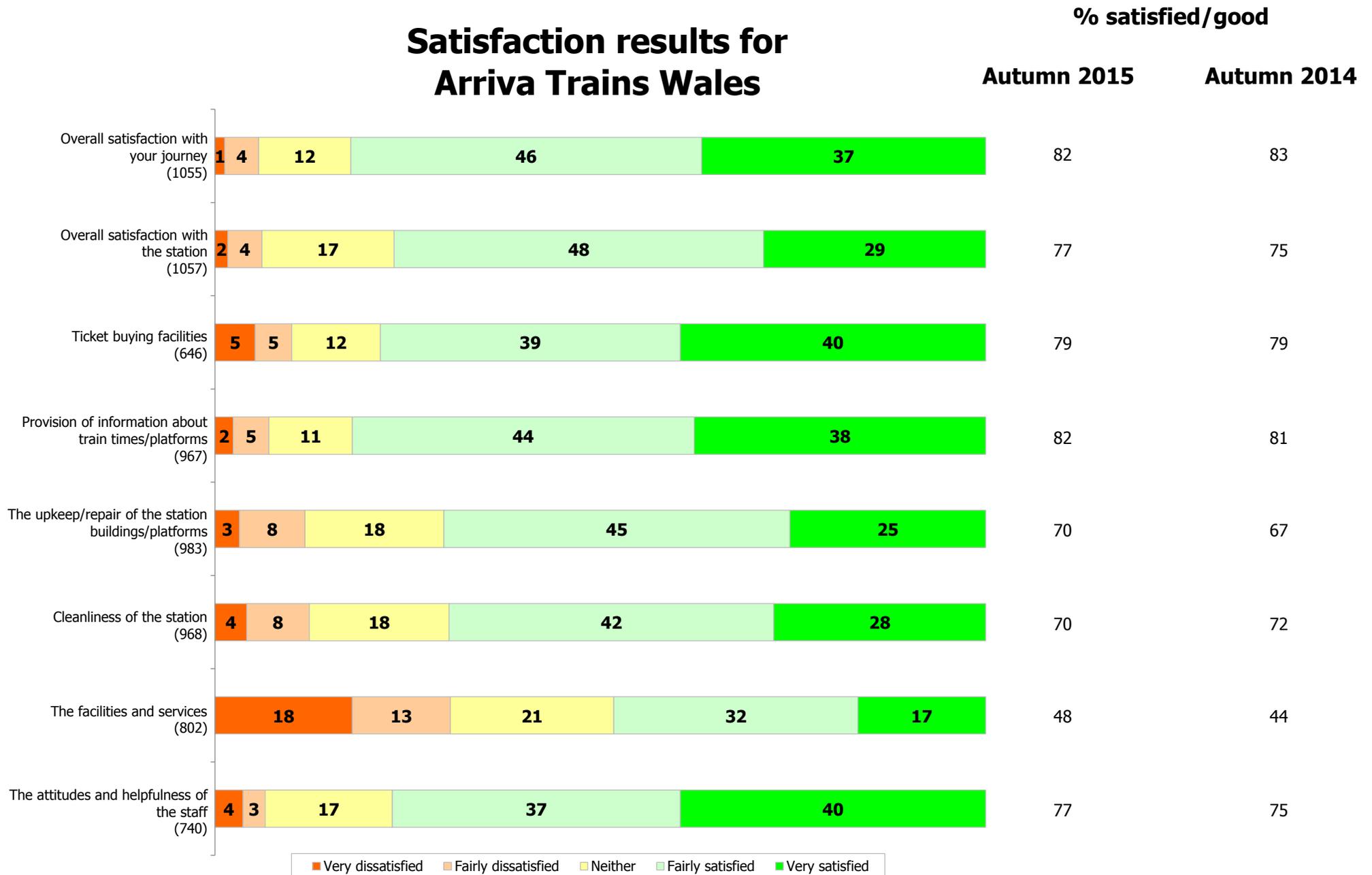
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

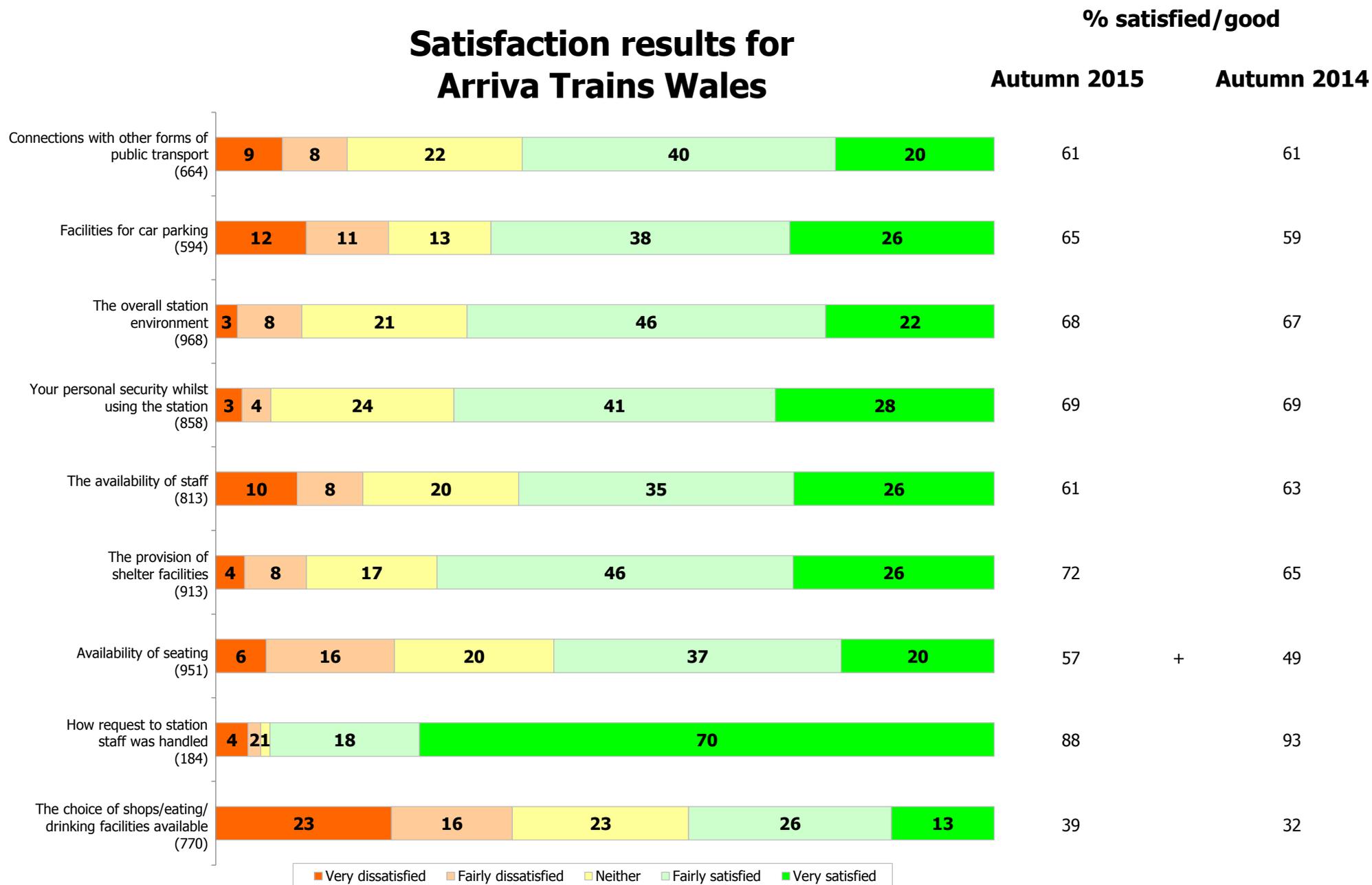
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts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

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

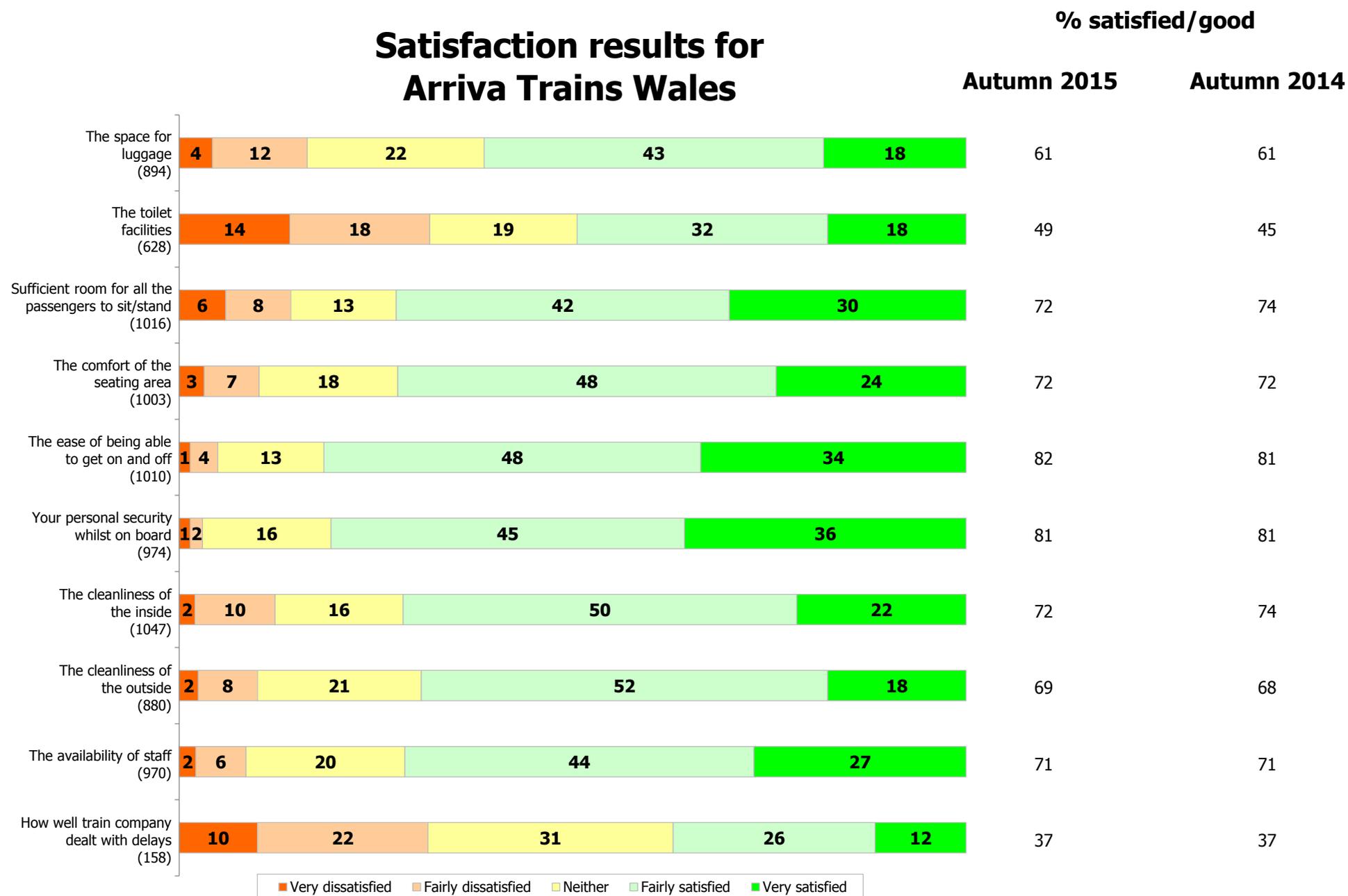
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Arriva Trains Wales







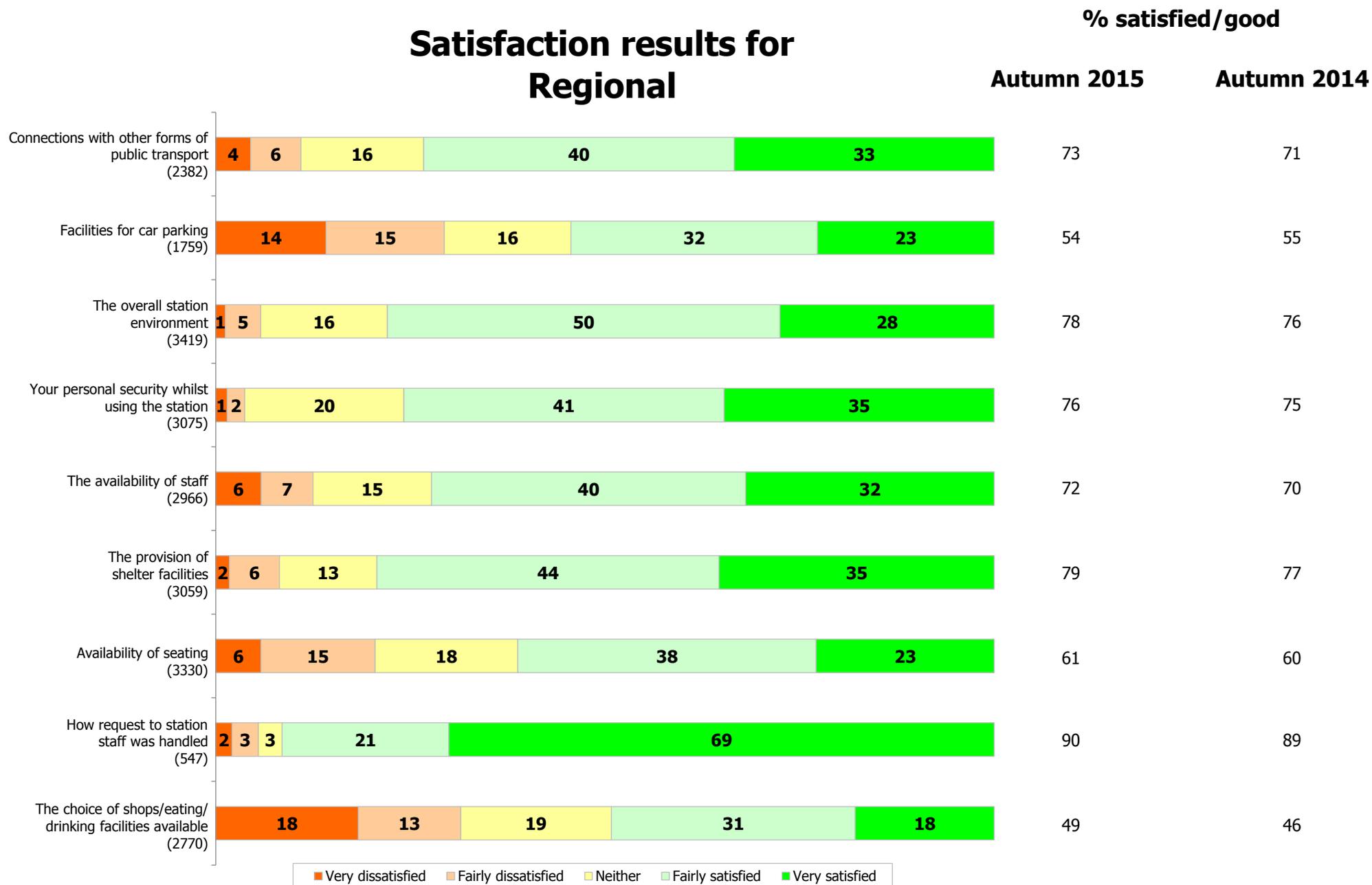


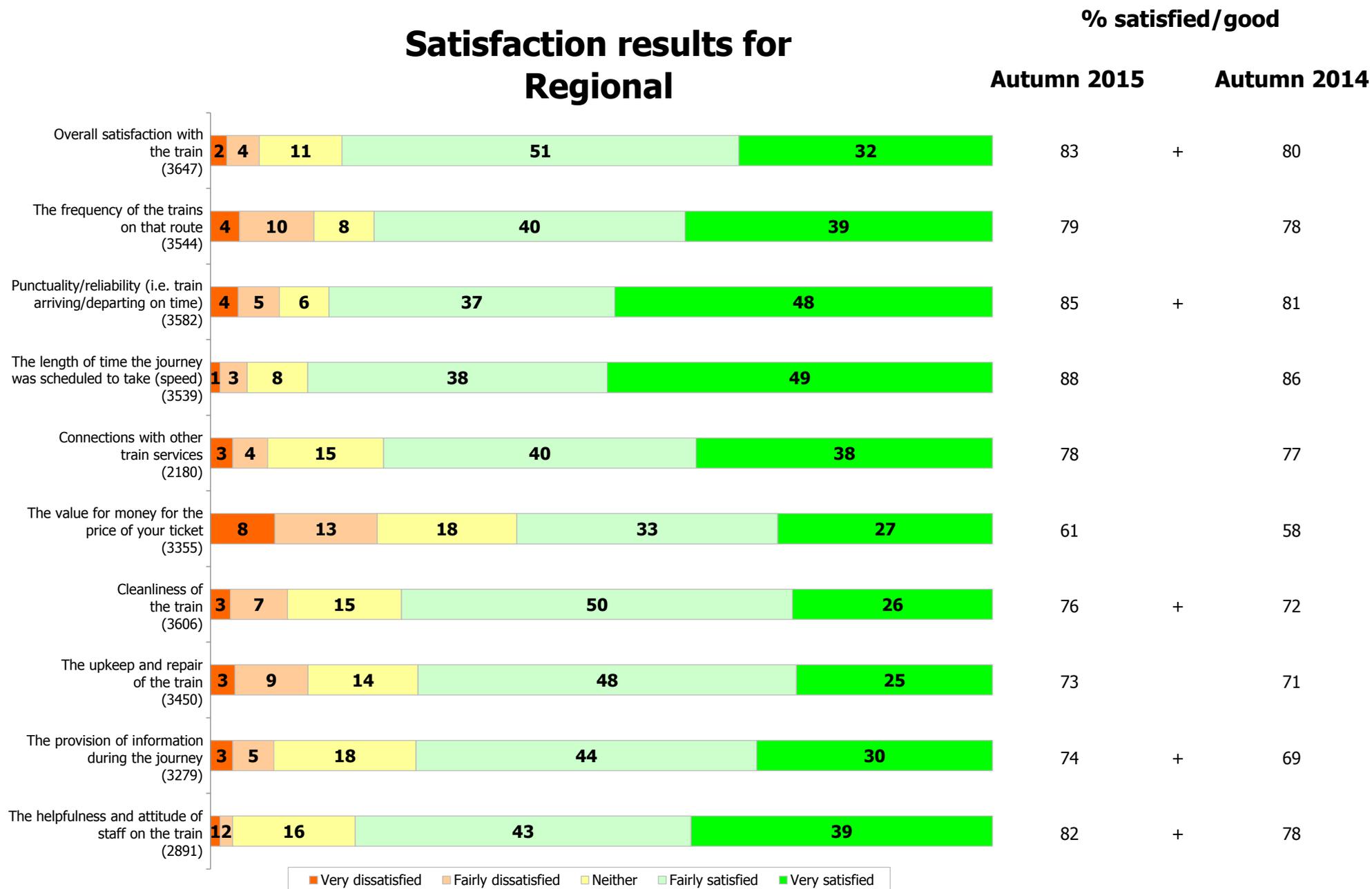
## 2 2.3 Overall satisfaction with your journey and station factors

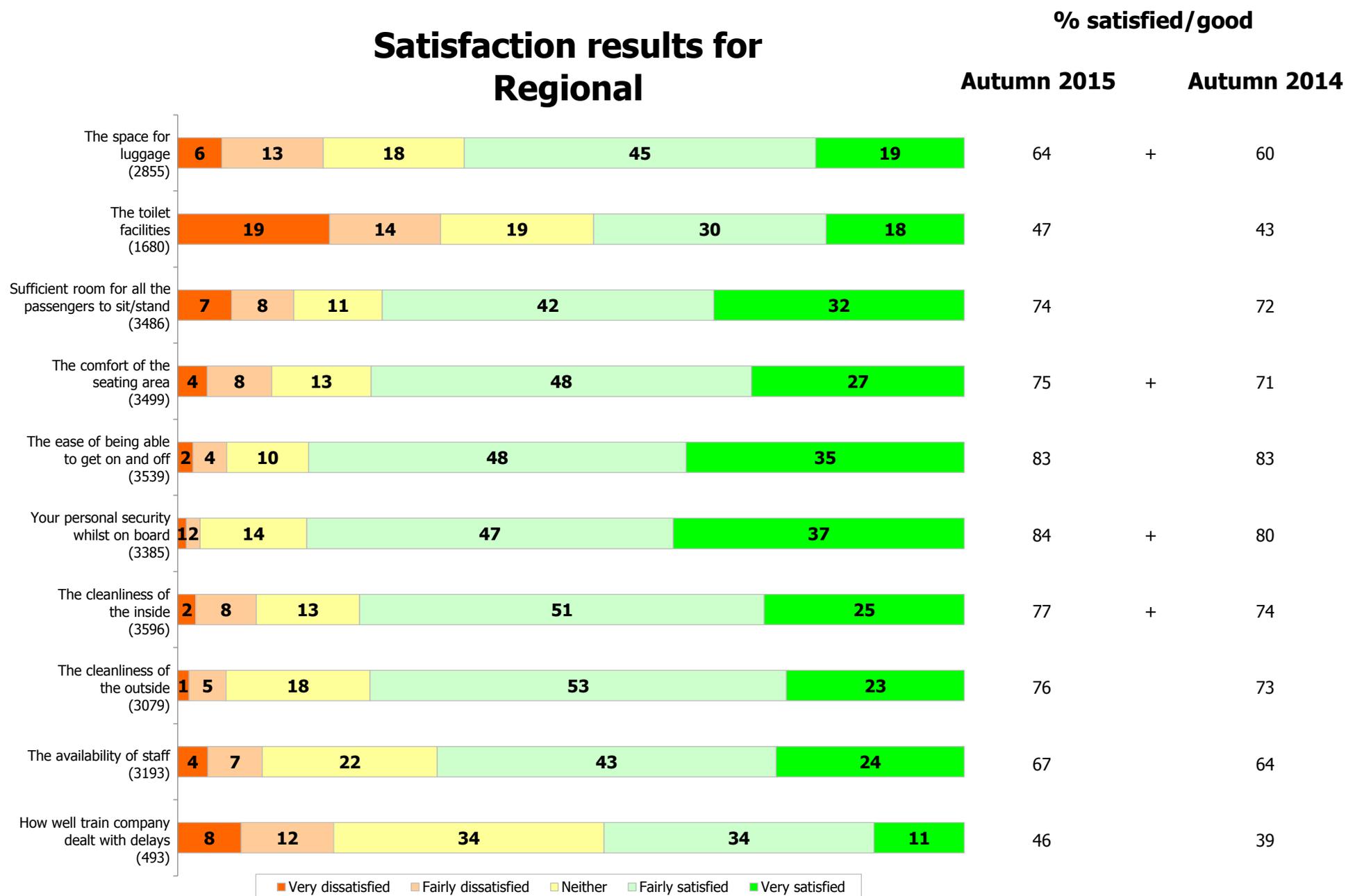
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Regional









## Arriva Trains Wales versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	82	88	94%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	77	85	90%
Ticket buying facilities	79	82	95%
Provision of information about train times/platforms	82	87	94%
The upkeep/repair of the station buildings/platforms	70	80	87%
Cleanliness	70	83	84%
The facilities and services	48	58	83%
The attitudes and helpfulness of the staff	77	83	93%
Connections with other forms of public transport	61	73	83%
Facilities for car parking	65	54	119%
Overall environment	68	78	87%
Your personal security whilst using the station	69	76	92%
The availability of staff	61	72	85%
The provision of shelter facilities	72	79	90%
Availability of seating	57	61	92%
How request to station staff was handled	88	90	98%
The choice of shops/eating/drinking facilities available	39	49	80%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	80	83	96%
The frequency of the trains on that route	73	79	92%
Punctuality/reliability (i.e. the train arriving/departing on time)	80	85	94%
The length of time the journey was scheduled to take (speed)	82	88	94%
Connections with other train services	73	78	94%
The value for money of the price of your ticket	59	61	97%
Cleanliness of the train	72	76	96%
Upkeep and repair of the train	69	73	93%
The provision of information during the journey	63	74	86%
The helpfulness and attitude of staff on train	84	82	103%
The space for luggage	61	64	96%
The toilet facilities	49	47	105%
Sufficient room for all passengers to sit/stand	72	74	98%
The comfort of the seating area	72	75	96%
The ease of being able to get on and off	82	83	98%
Your personal security on board	81	84	97%
The cleanliness of the inside	72	77	93%
The cleanliness of the outside	69	76	92%
The availability of staff	71	67	106%
How well train company deals with delays	37	46	81%

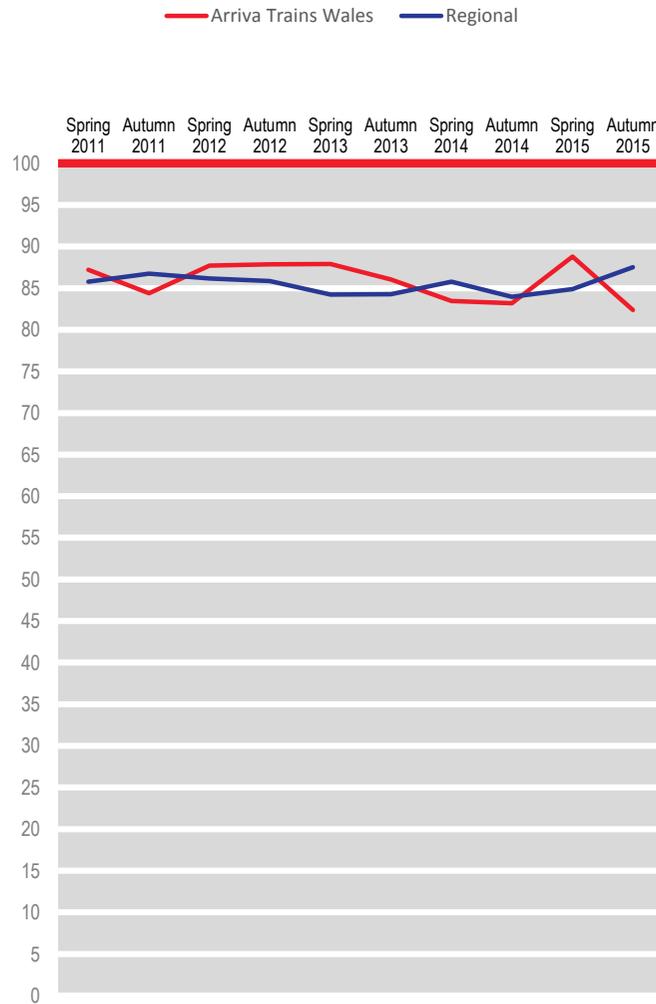
## Building block/route data for Arriva Trains Wales

	Cardiff and Valleys	Inter Urban	Mid Wales and Borders	North Wales and Borders	South Wales and Borders/ West Wales
Overall satisfaction with your journey	78	86	92	86	82
<b>STATION FACILITIES</b>					
Overall satisfaction with the station	74	81	79	78	76
Ticket buying facilities	75	87	80	76	84
Provision of information about train times/platforms	79	83	86	85	86
The upkeep/repair of the station buildings/platforms	67	78	78	67	71
Cleanliness	62	76	80	77	71
The facilities and services	37	63	59	54	50
The attitudes and helpfulness of the staff	74	81	78	72	86
Connections with other forms of public transport	59	63	62	66	58
Facilities for car parking	62	60	66	70	70
Overall environment	61	73	78	71	70
Your personal security whilst using the station	61	76	86	78	70
The availability of staff	56	65	56	67	68
The provision of shelter facilities	68	73	76	74	76
Availability of seating	56	64	57	58	51
How request to station staff was handled	86	92	100	87	78
The choice of shops/eating/drinking facilities available	31	43	44	40	51
<b>TRAIN FACILITIES</b>					
Overall satisfaction with the train	72	82	88	87	86
The frequency of the trains on that route	79	78	69	63	66
Punctuality/reliability (i.e. the train arriving/departing on time)	78	76	91	84	79
The length of time the journey was scheduled to take (speed)	84	76	85	80	83
Connections with other train services	73	69	82	65	77
The value for money of the price of your ticket	54	57	73	61	62
Cleanliness of the train	63	78	80	82	76
Upkeep and repair of the train	59	70	78	79	74
The provision of information during the journey	56	70	74	67	64
The helpfulness and attitude of staff on train	79	86	87	89	86
The space for luggage	62	58	63	64	58
The toilet facilities	45	52	41	47	65
Sufficient room for all passengers to sit/stand	72	78	79	71	68
The comfort of the seating area	68	73	81	79	71
The ease of being able to get on and off	81	82	83	85	78
Your personal security on board	76	84	89	87	81
The cleanliness of the inside	61	79	83	78	78
The cleanliness of the outside	62	77	77	68	78
The availability of staff	63	75	78	82	74
How well train company deals with delays	31	55	54	30	31

# Percentage satisfaction with aspects of station where boarded

## Overall satisfaction with your journey

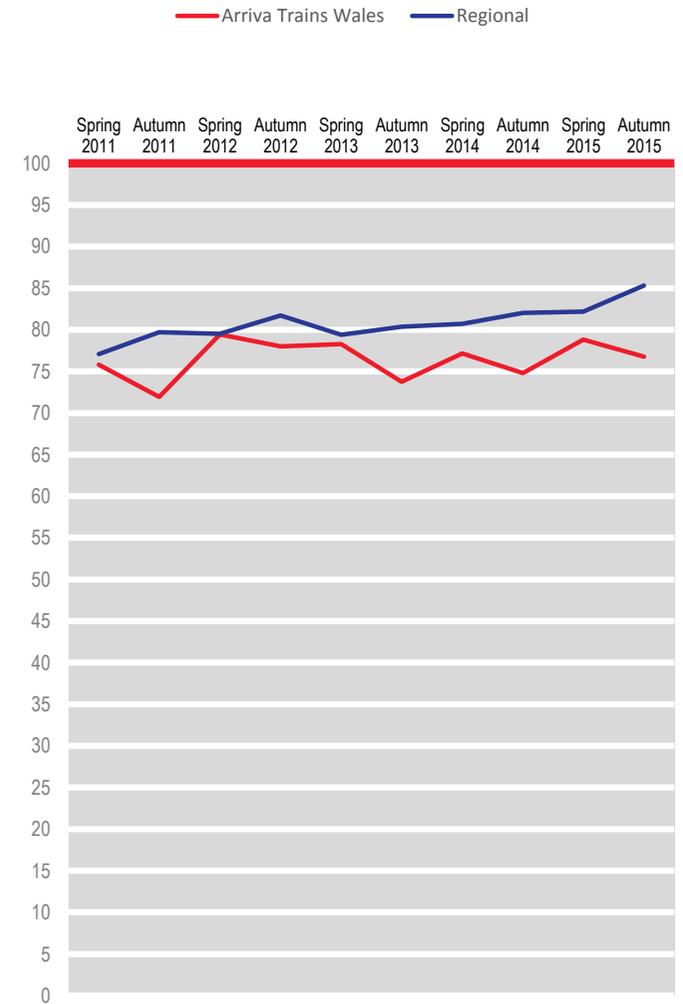
(1055)  
Percentage of passengers satisfied 2011 to 2015



Target 81

## Overall station satisfaction

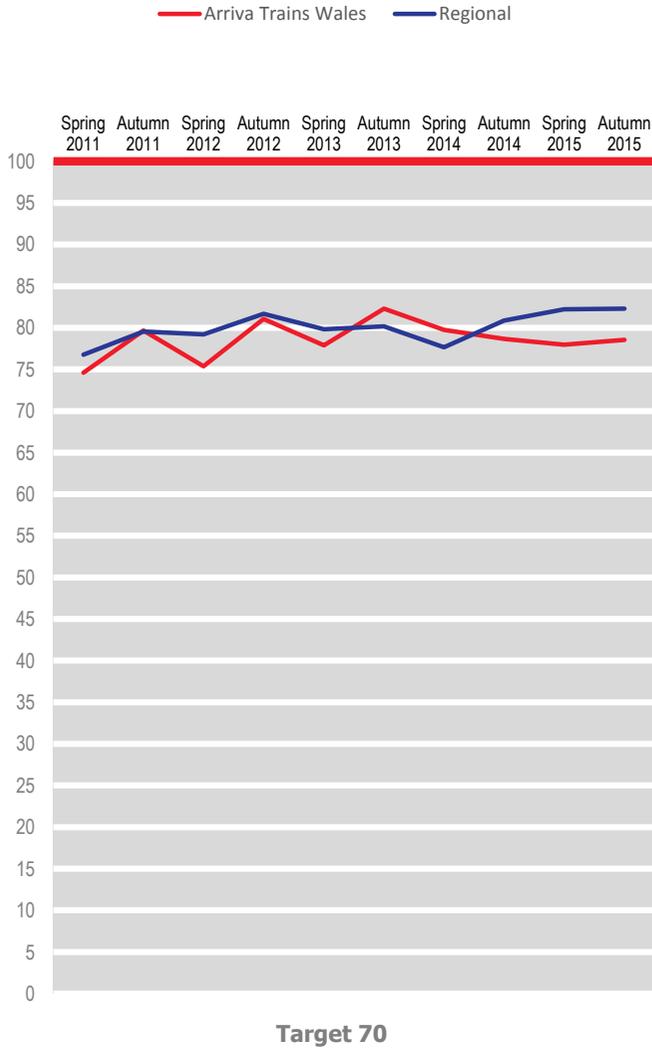
(1057)  
Percentage of passengers satisfied 2011 to 2015



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

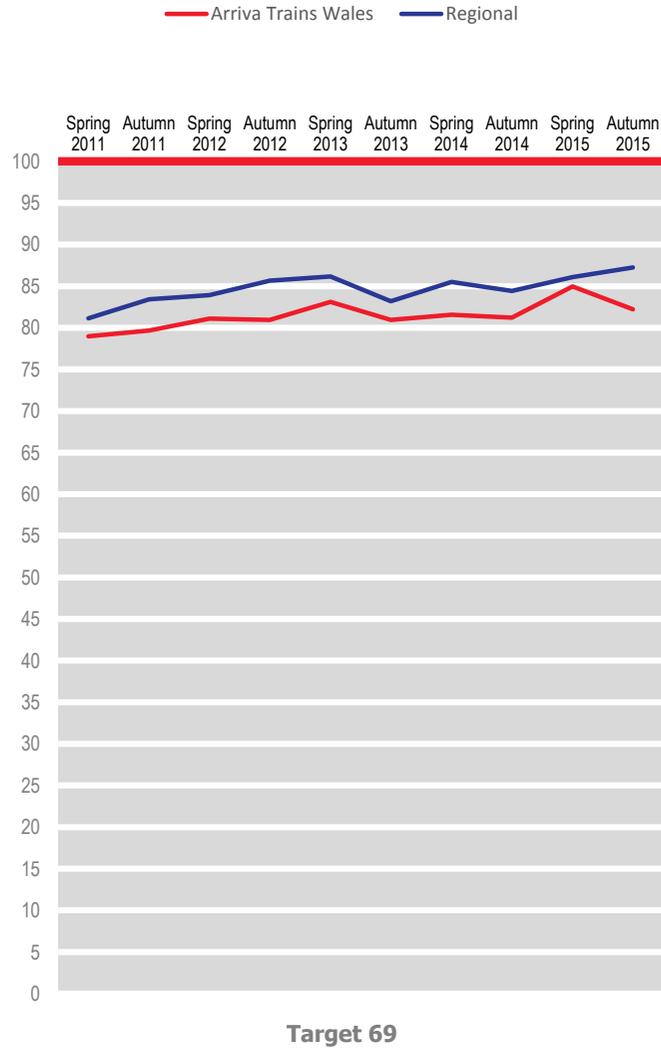
**Ticket buying facilities**

**(646)**  
Percentage of passengers satisfied 2011 to 2015



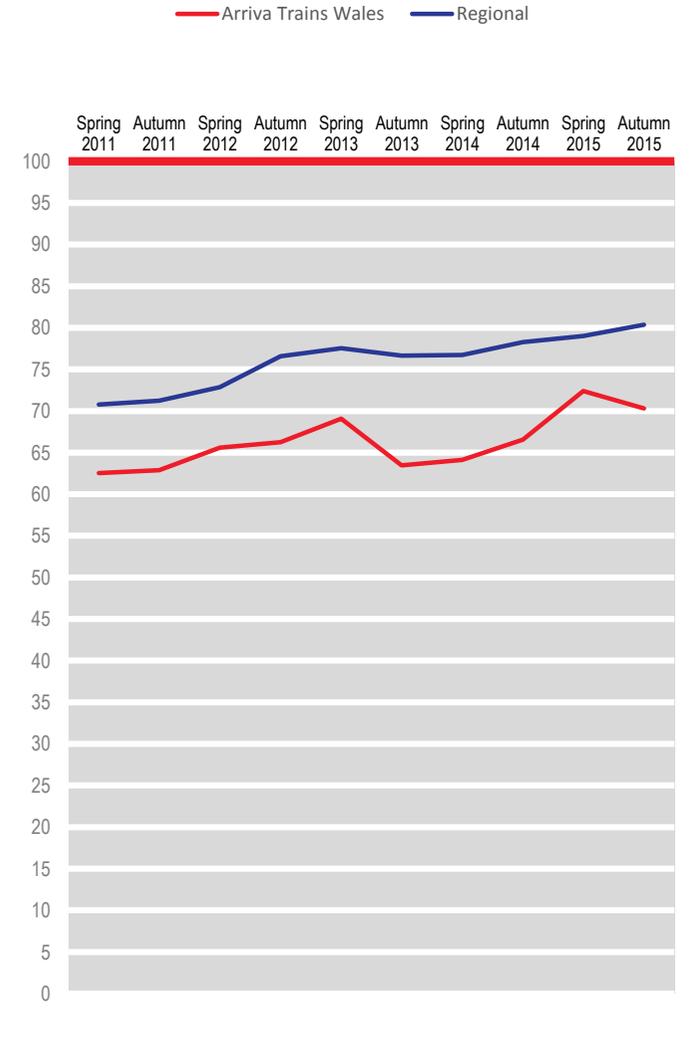
**Provision of information about train times/platforms**

**(967)**  
Percentage of passengers satisfied 2011 to 2015



**The upkeep/repair of the station building/platforms**

**(983)**  
Percentage of passengers satisfied 2011 to 2015



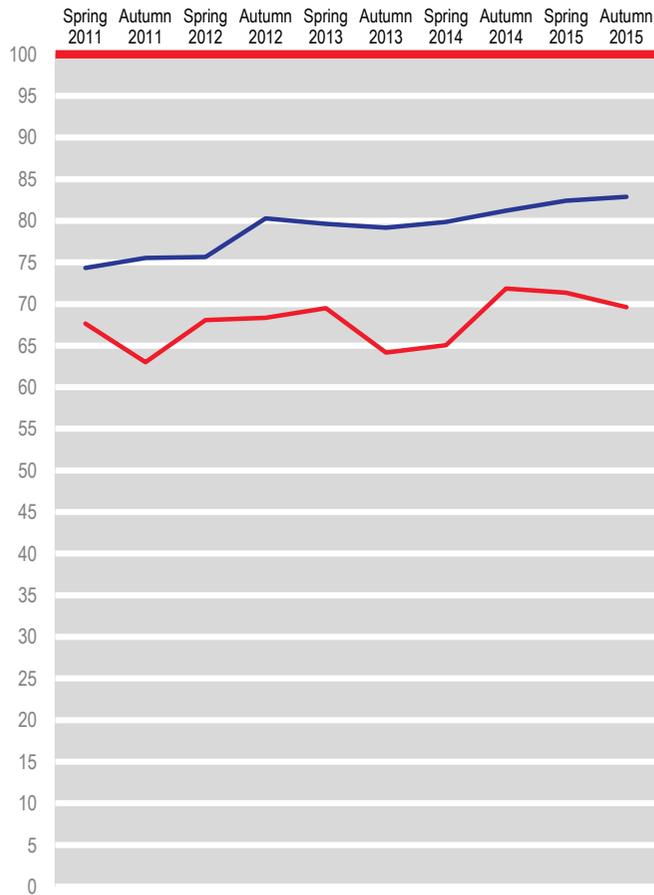
N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

(968)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



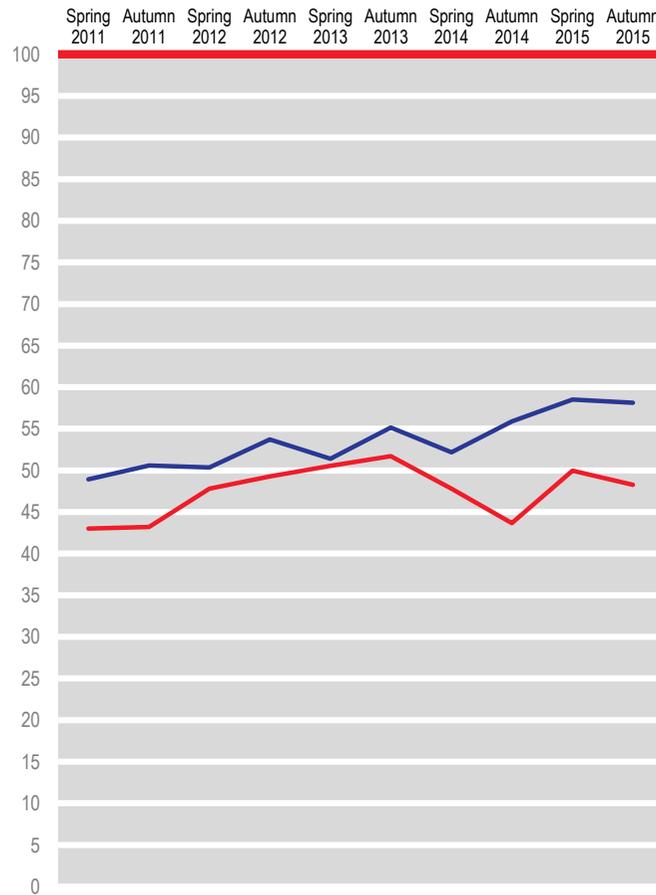
Target 48

## The facilities and services at the station

(802)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



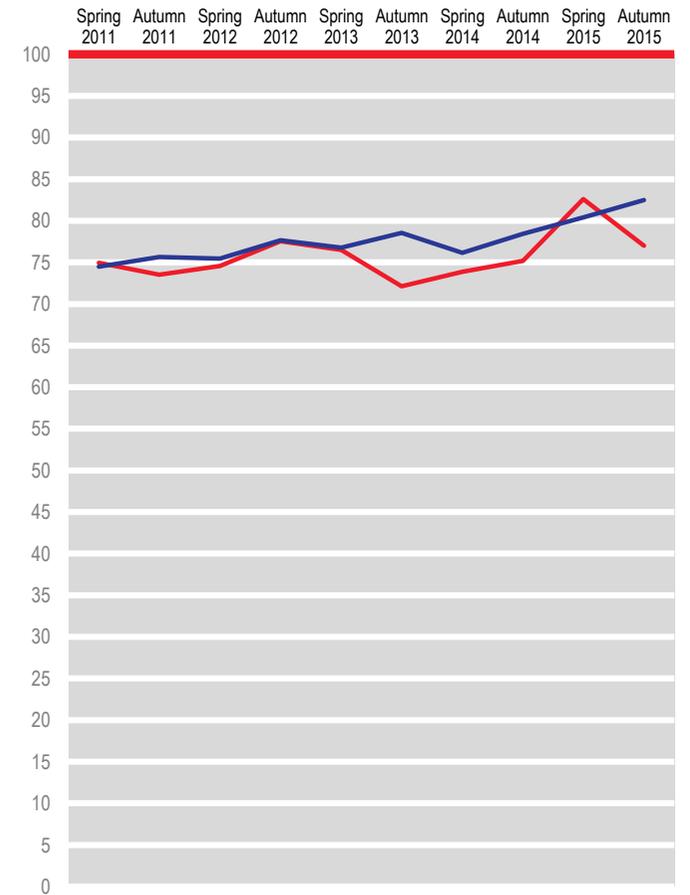
Target 32

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

(740)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



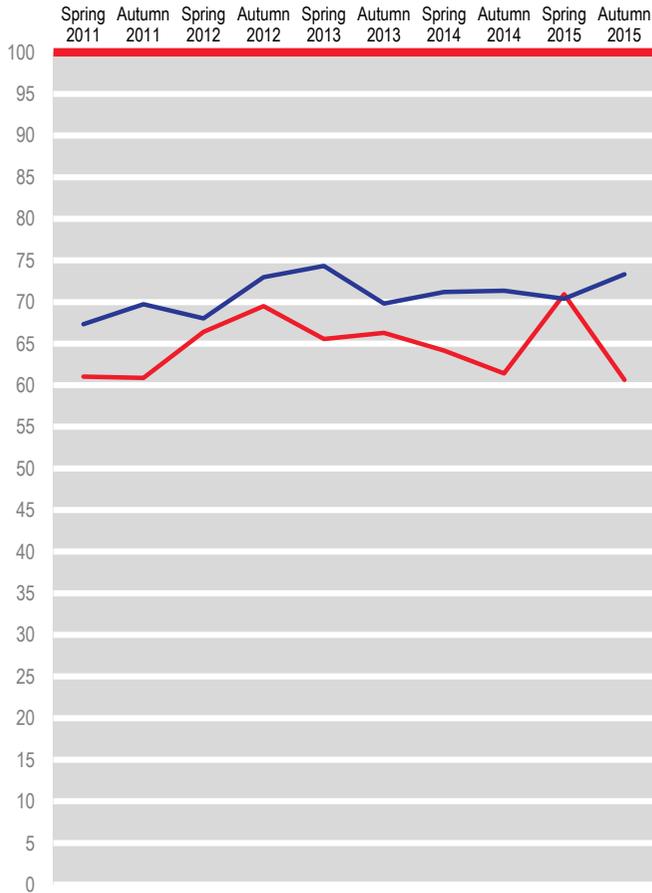
Target 69

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

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

**(664)**  
Percentage of passengers satisfied 2011 to 2015

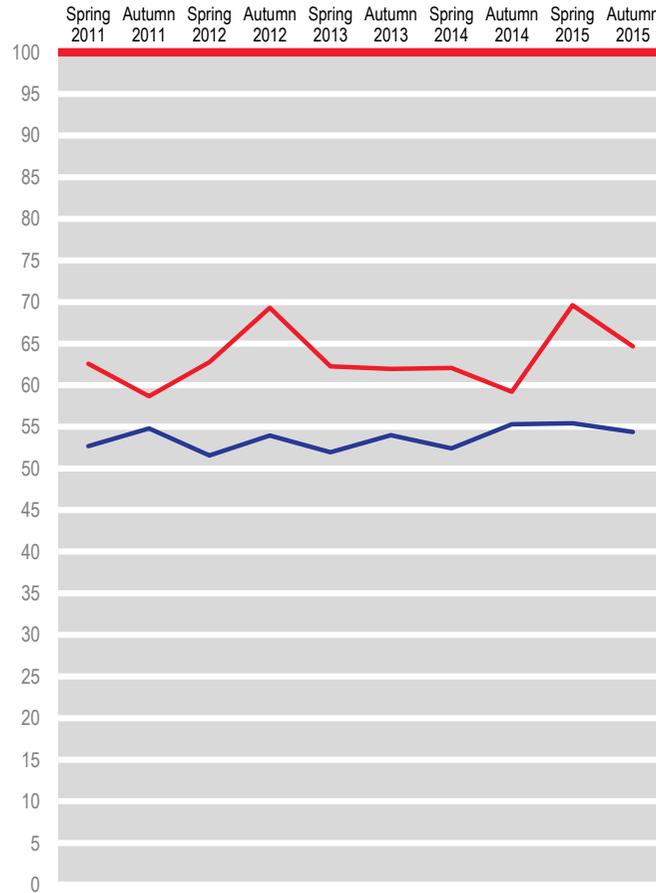
— Arriva Trains Wales — Regional



**Facilities for car parking at the station**

**(594)**  
Percentage of passengers satisfied 2011 to 2015

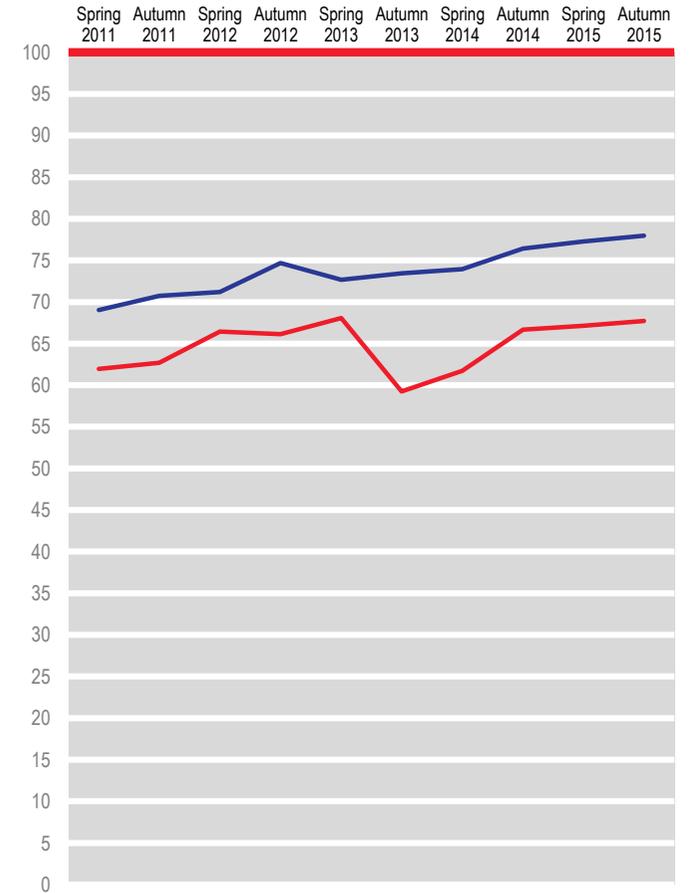
— Arriva Trains Wales — Regional



**Overall station environment**

**(968)**  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



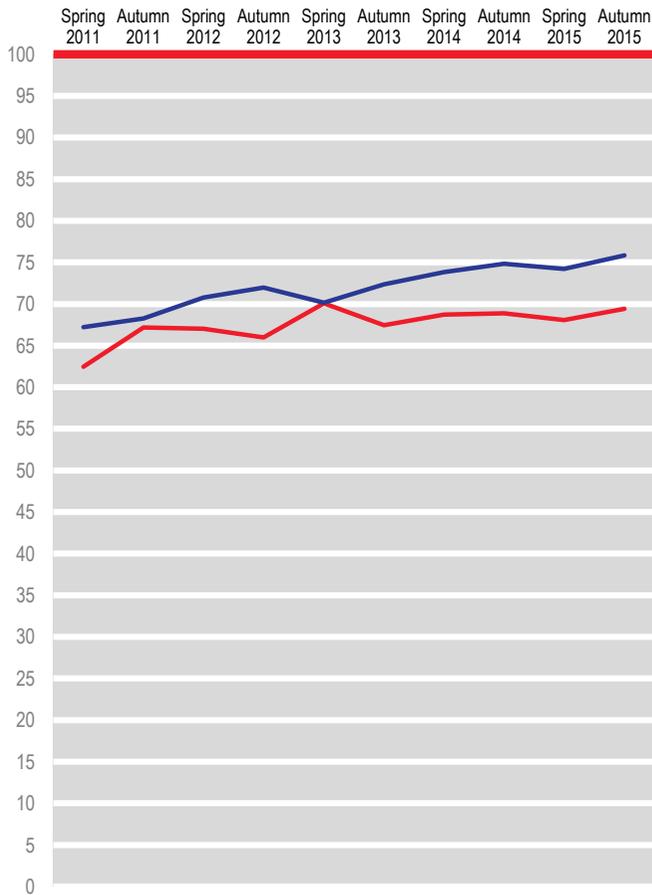
Target 50

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

## Your personal security whilst using the station

**(858)**  
Percentage of passengers satisfied 2011 to 2015

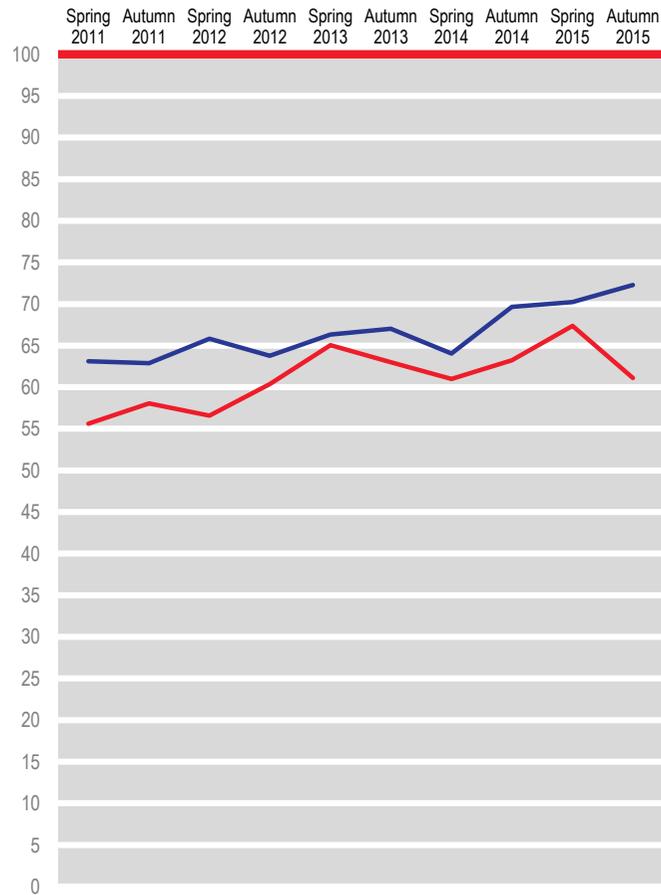
— Arriva Trains Wales — Regional



## The availability of staff at the station

**(813)**  
Percentage of passengers satisfied 2011 to 2015

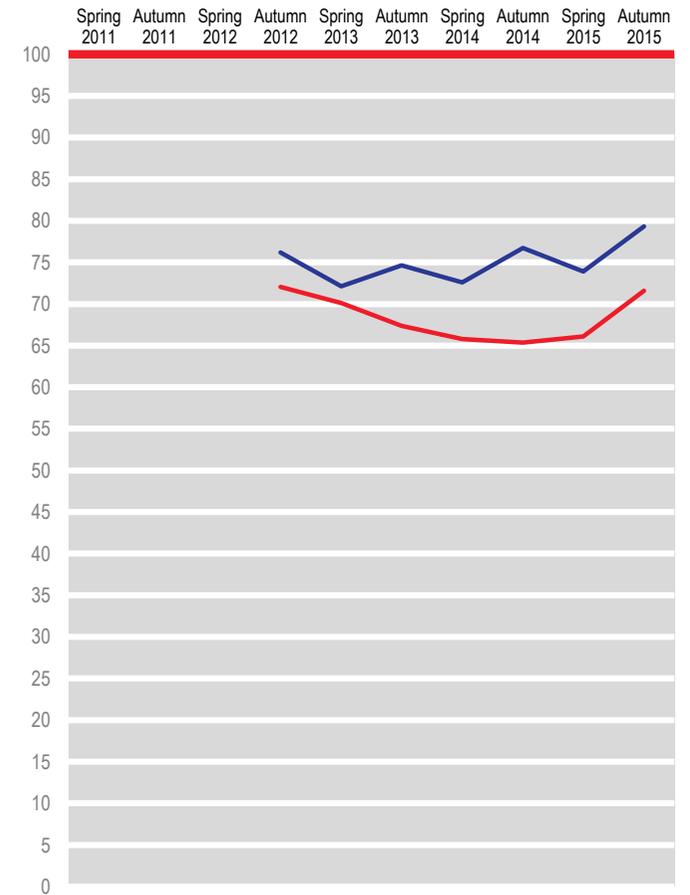
— Arriva Trains Wales — Regional



## The provision of shelter facilities

**(913)**  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



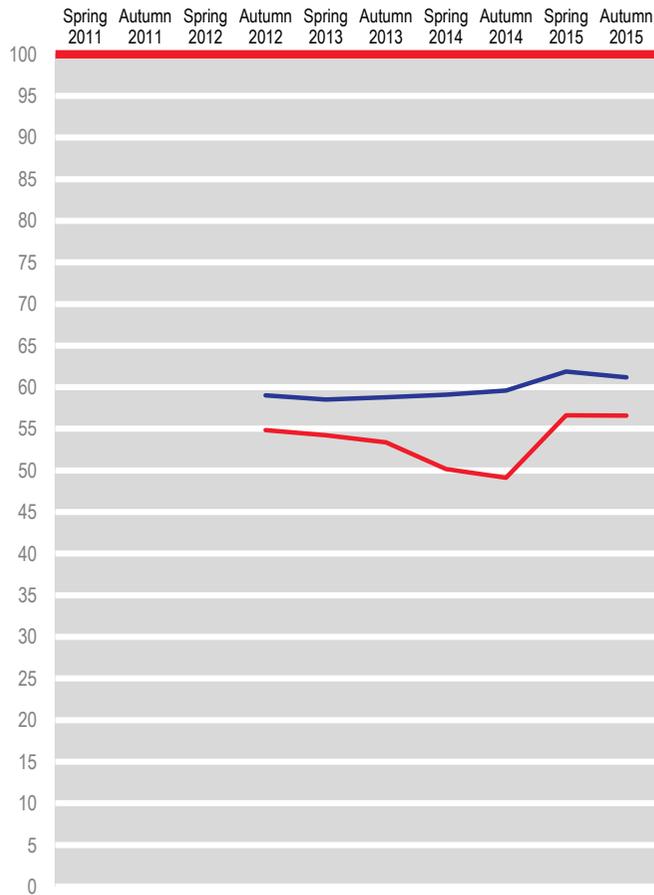
N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(951)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

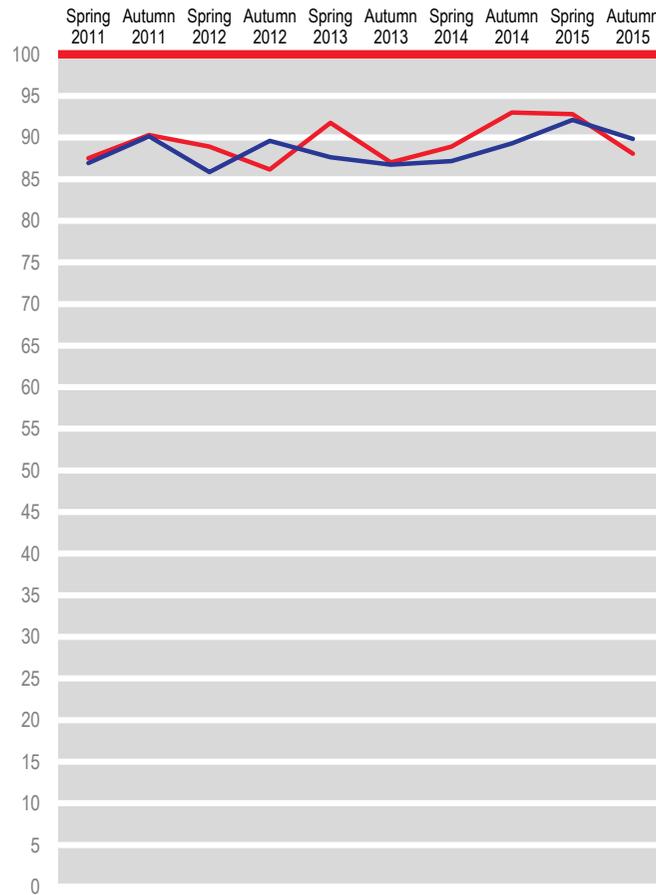


## How request to station staff was handled

(184)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

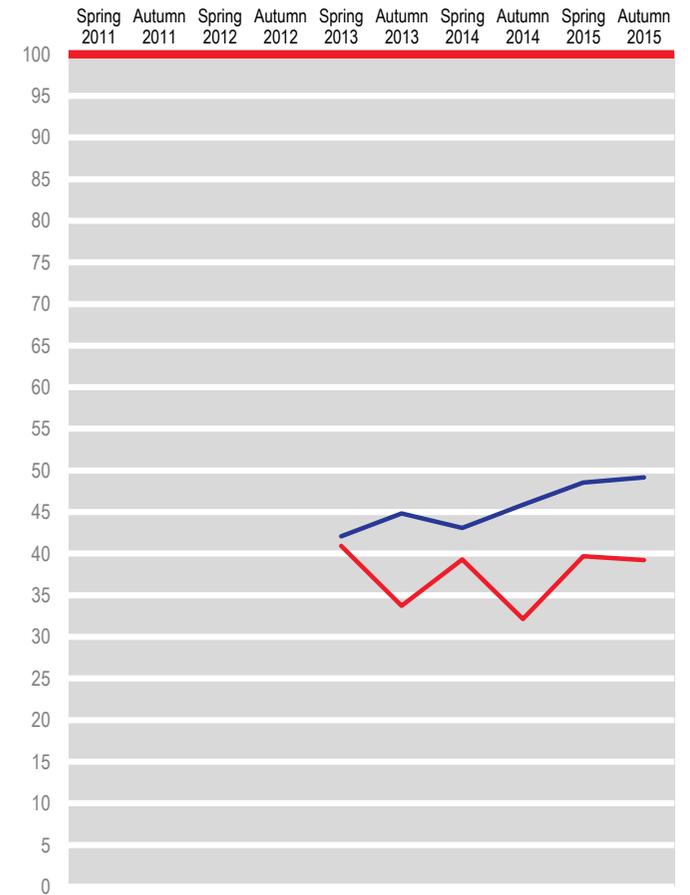


## The choice of shops/eating/drinking facilities available

(770)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

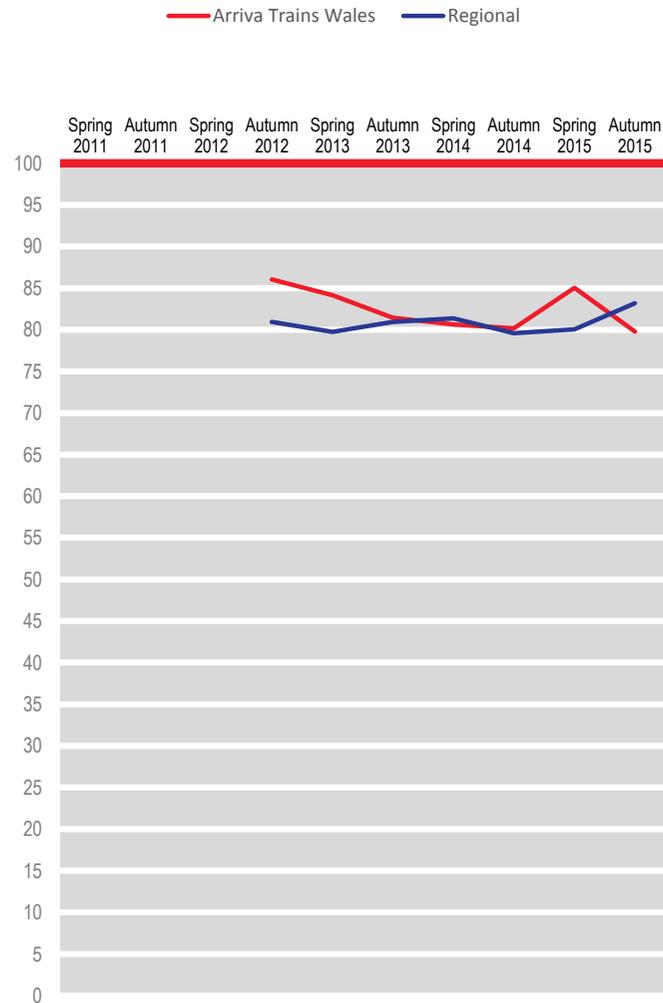


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

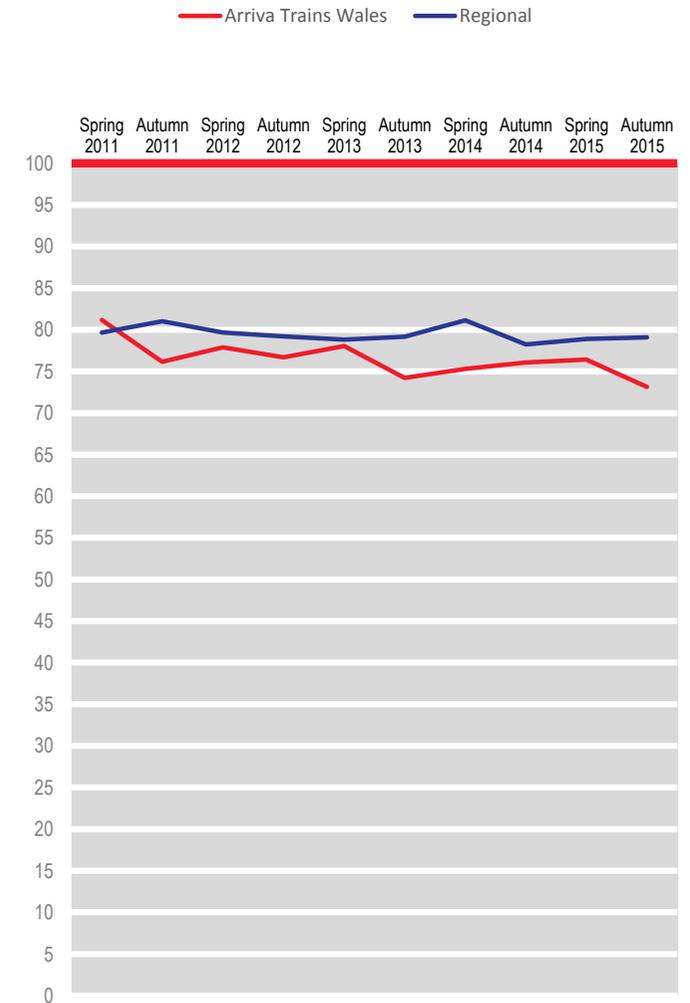
## Overall satisfaction with the train

(1054)  
Percentage of passengers satisfied 2011 to 2015



## The frequency of trains on that route

(1021)  
Percentage of passengers satisfied 2011 to 2015



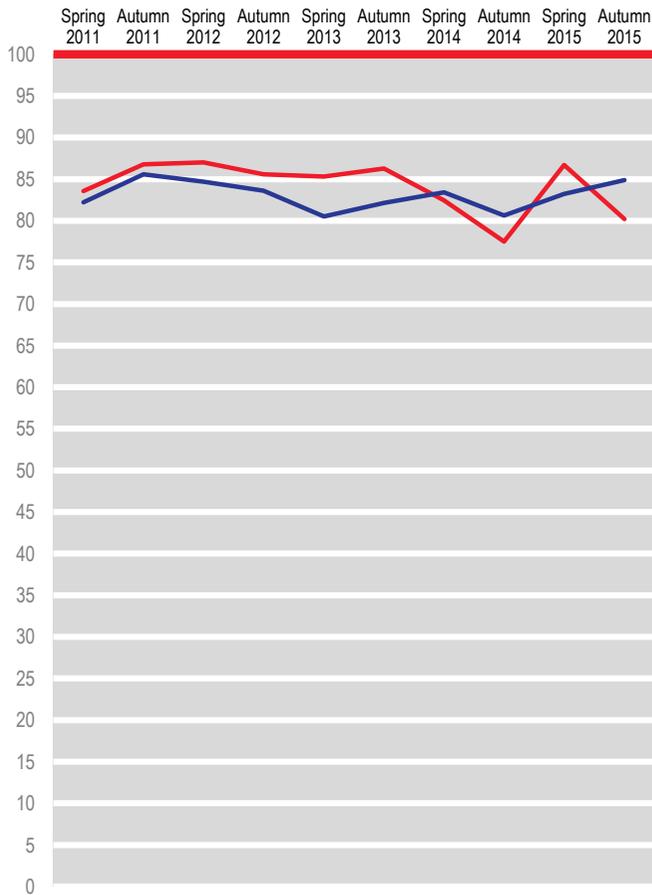
N.B. Benchmarks and targets are only shown for applicable factors

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

(1029)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

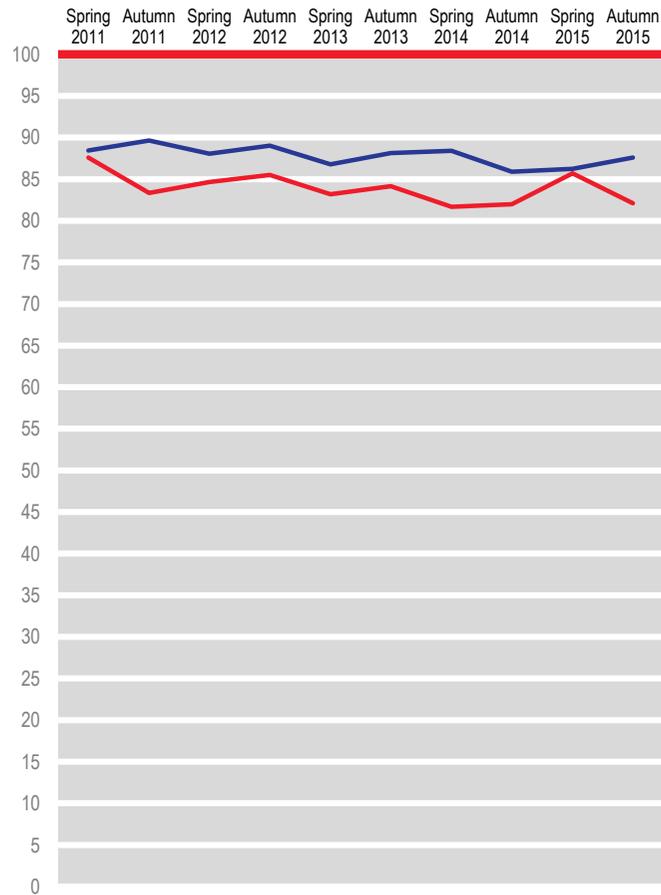


## The length of time the journey was scheduled to take (speed)

(1011)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

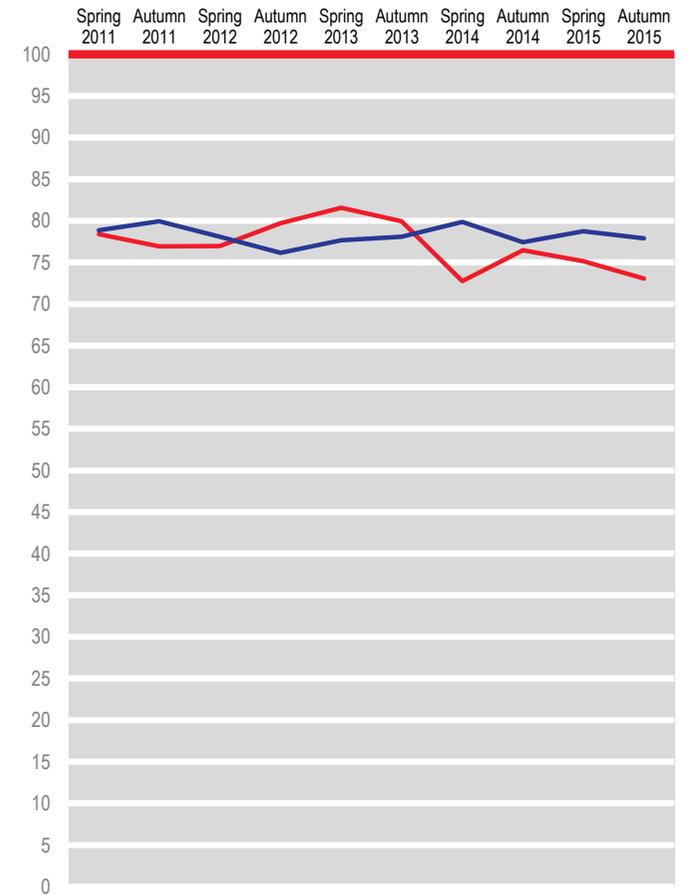


## Connections with other train services

(720)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

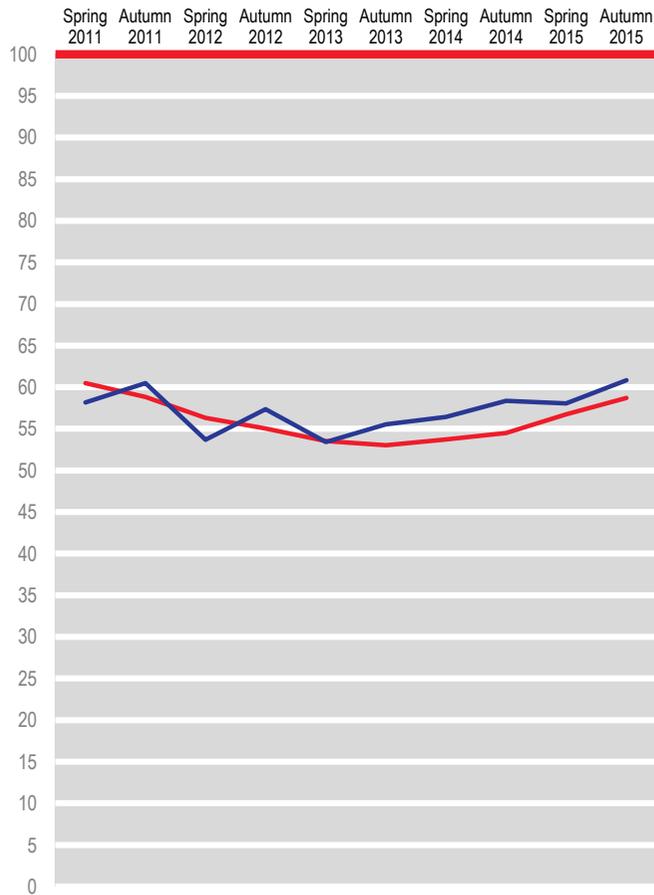


N.B. Benchmarks and targets are only shown for applicable factors

## The value for money for the price of your ticket (986)

Percentage of passengers satisfied 2011 to 2015

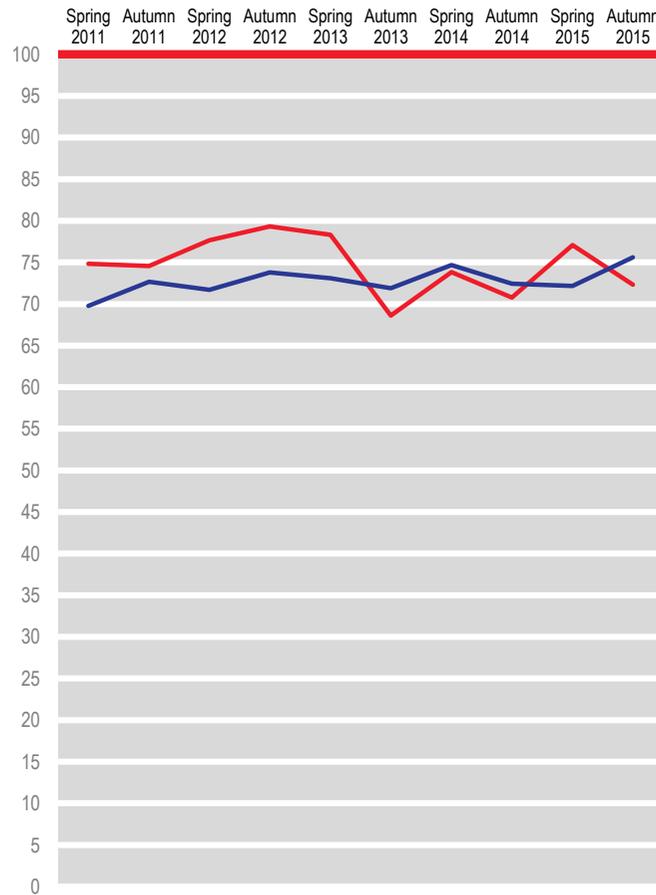
— Arriva Trains Wales — Regional



## Cleanliness of the train (1045)

(1045)  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

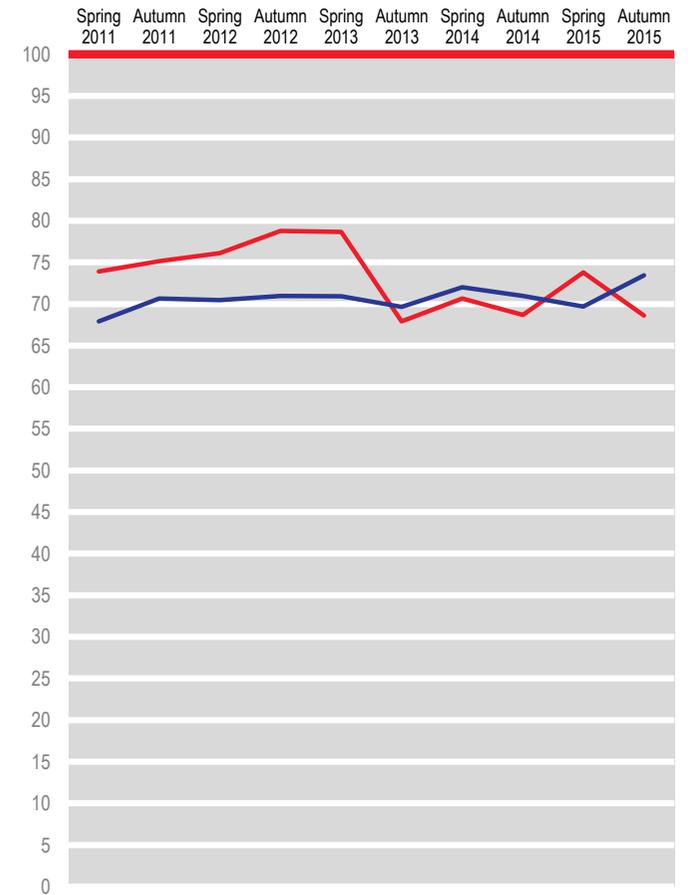


Target 71

## Upkeep and repair of the train (1003)

(1003)  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



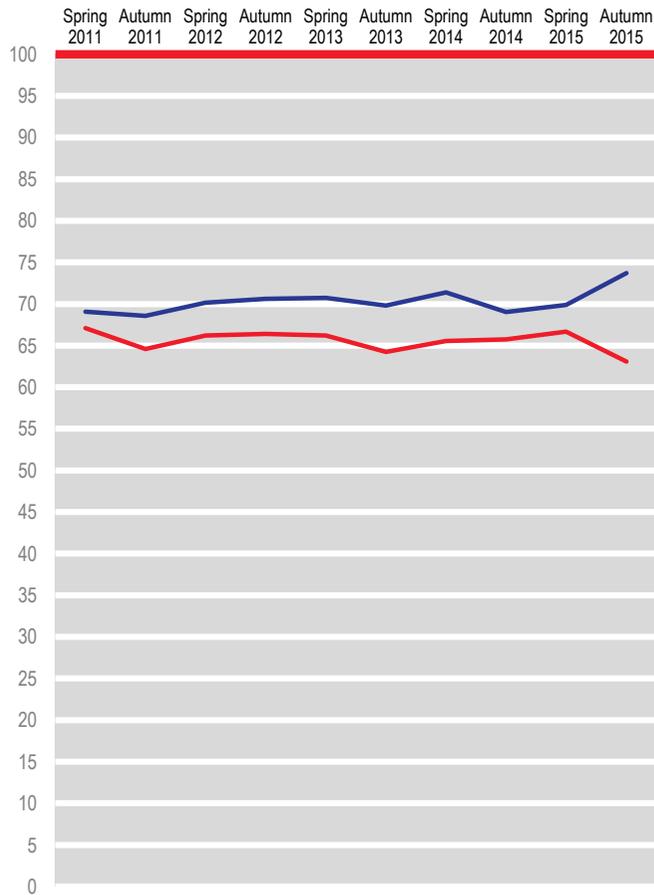
Target 68

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

## The provision of information during the journey

(950)  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

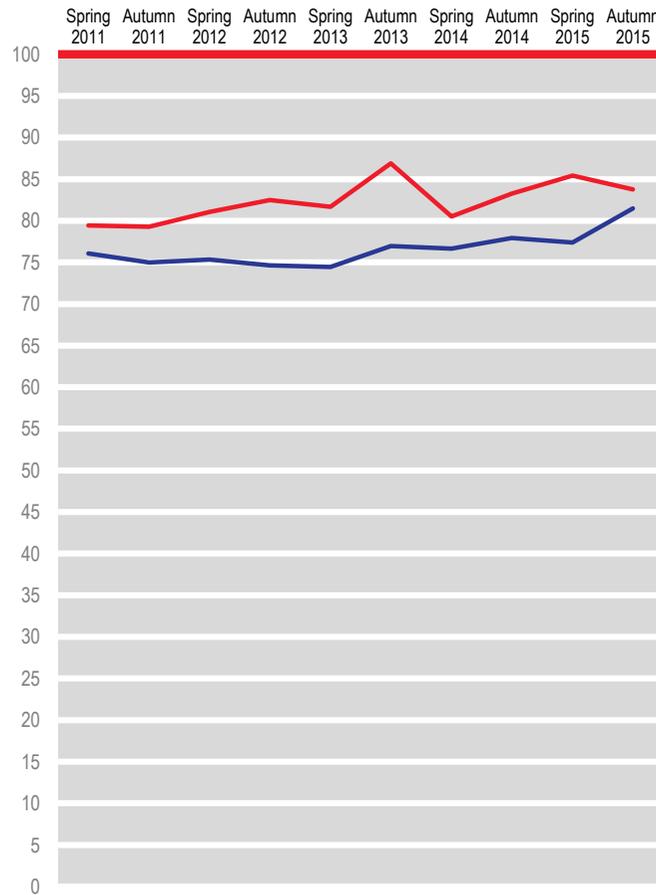


Target 51

## The helpfulness and attitude of staff on the train

(926)  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

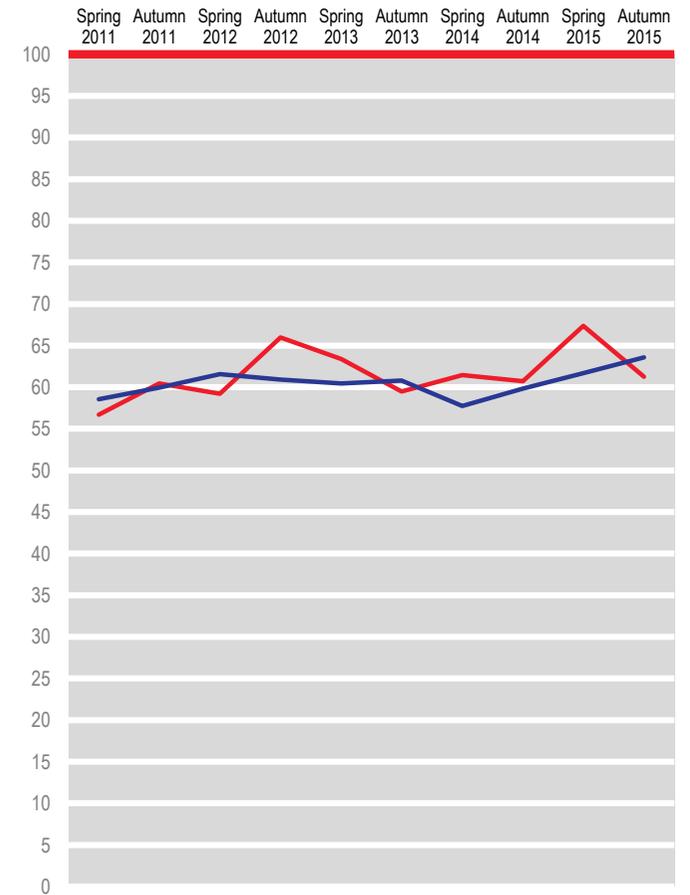


Target 72

## The space for luggage

(894)  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



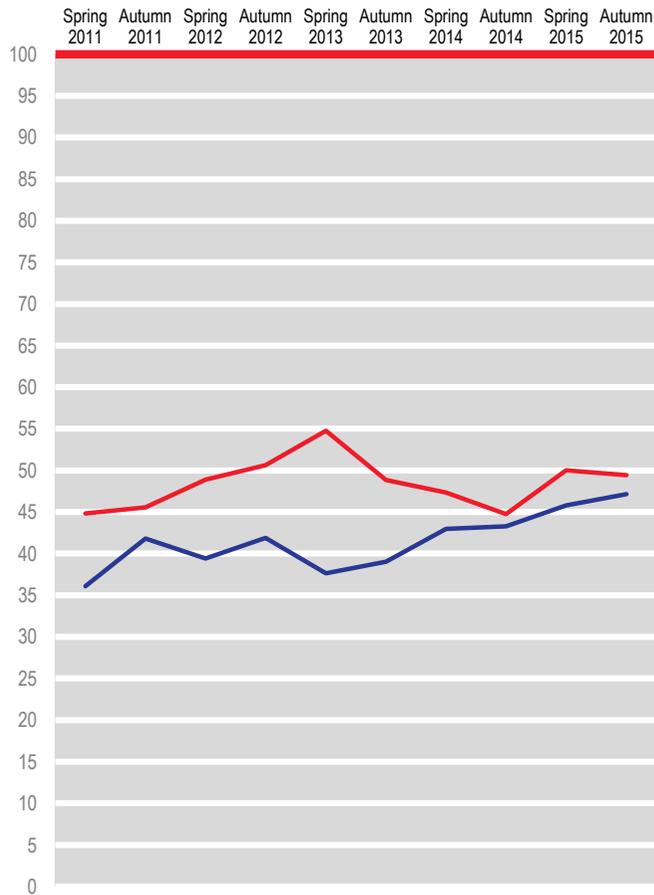
N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

(628)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



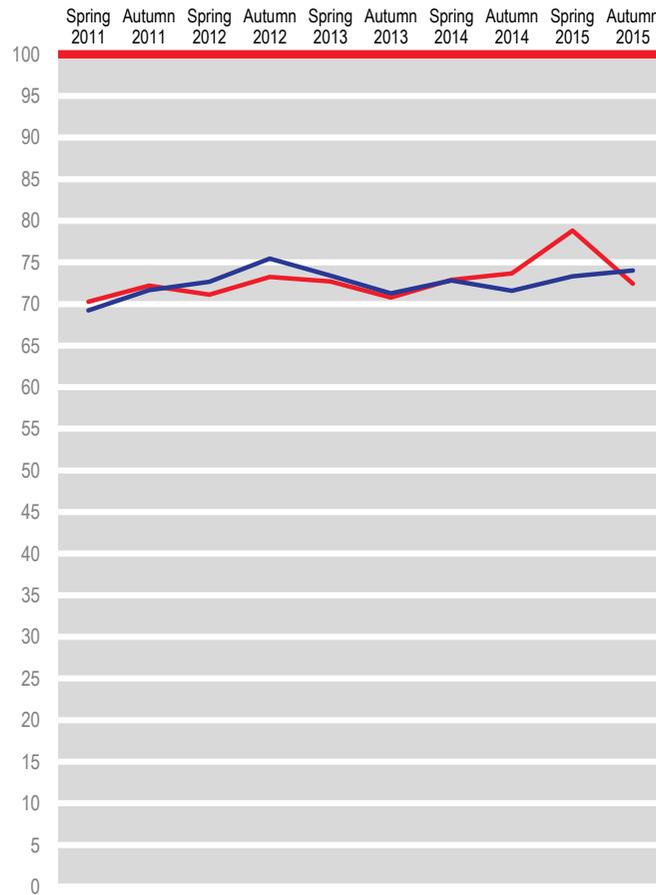
Target 42

## Sufficient room for all the passengers to sit/stand

(1016)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

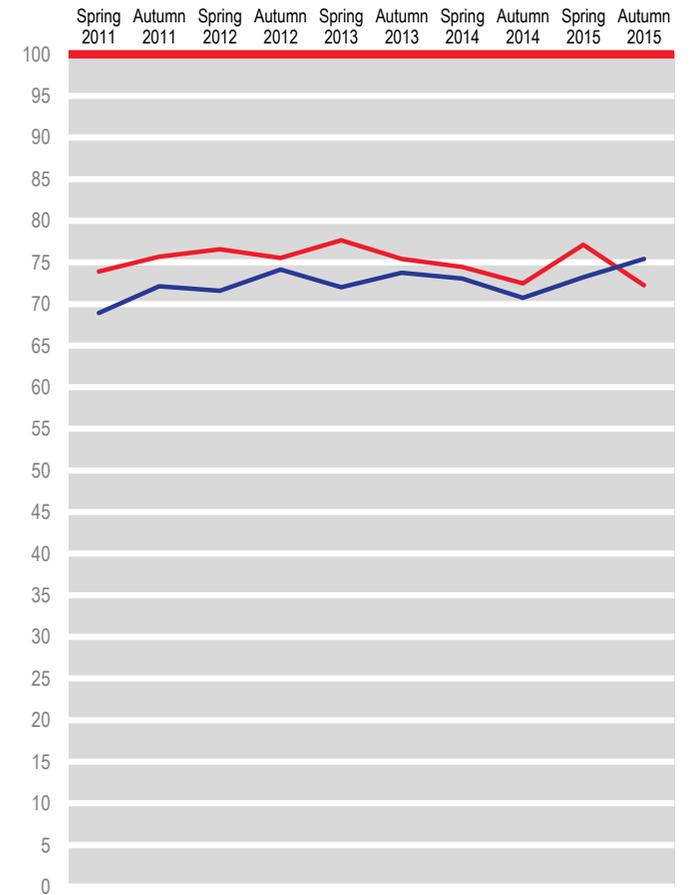


## The comfort of the seating area

(1003)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



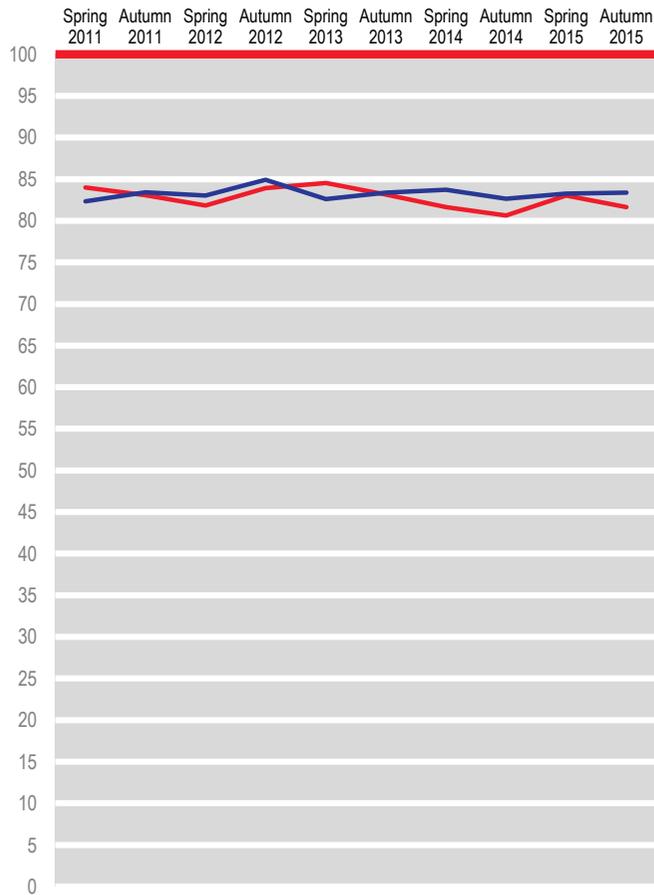
Target 68

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

## The ease of being able to get on and off the train (1010)

Percentage of passengers satisfied 2011 to 2015

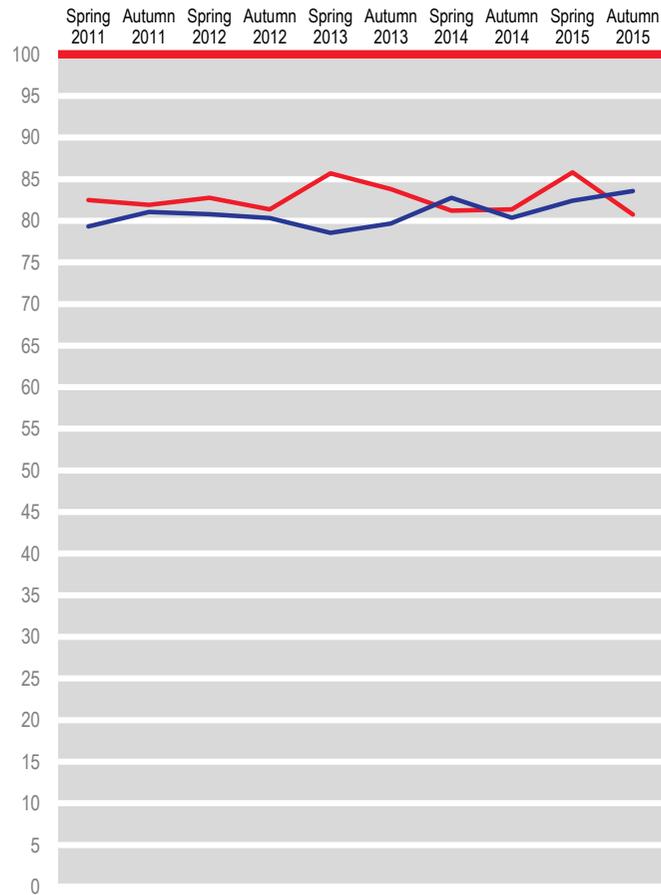
— Arriva Trains Wales — Regional



## Your personal security whilst on board (974)

(974)  
Percentage of passengers satisfied 2011 to 2015

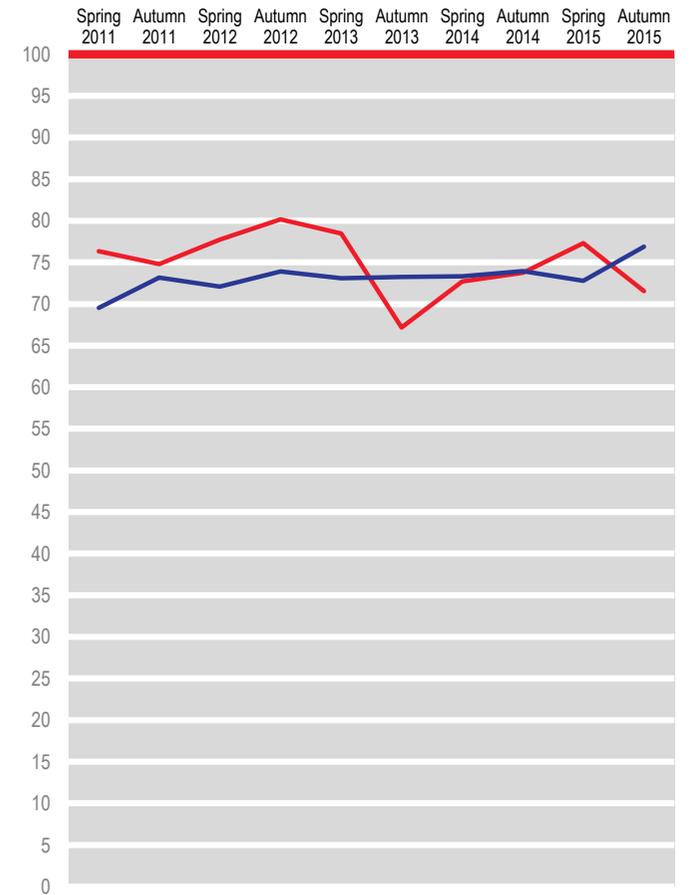
— Arriva Trains Wales — Regional



## The cleanliness of the inside of the train (1047)

(1047)  
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

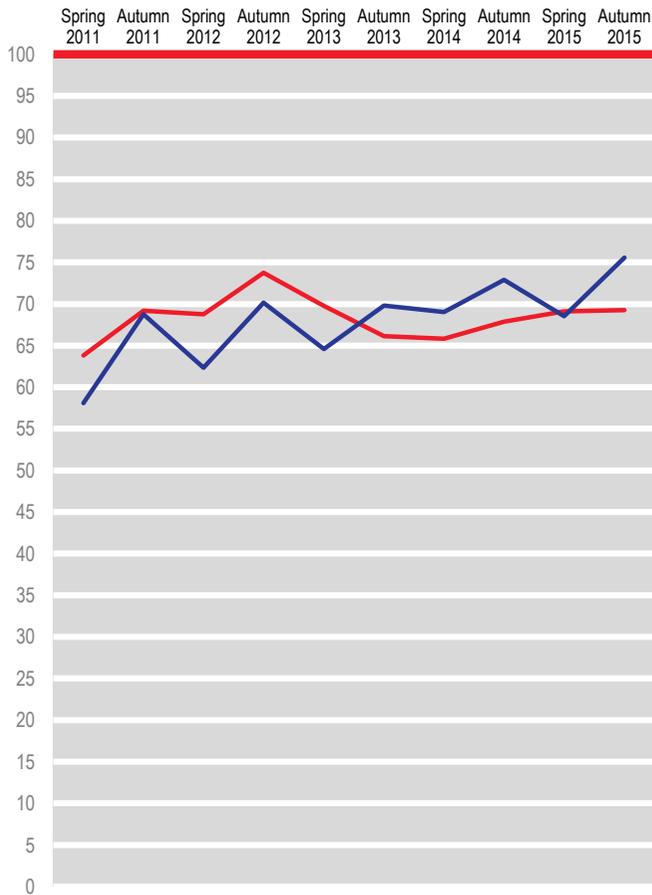


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (880)

Percentage of passengers satisfied 2011 to 2015

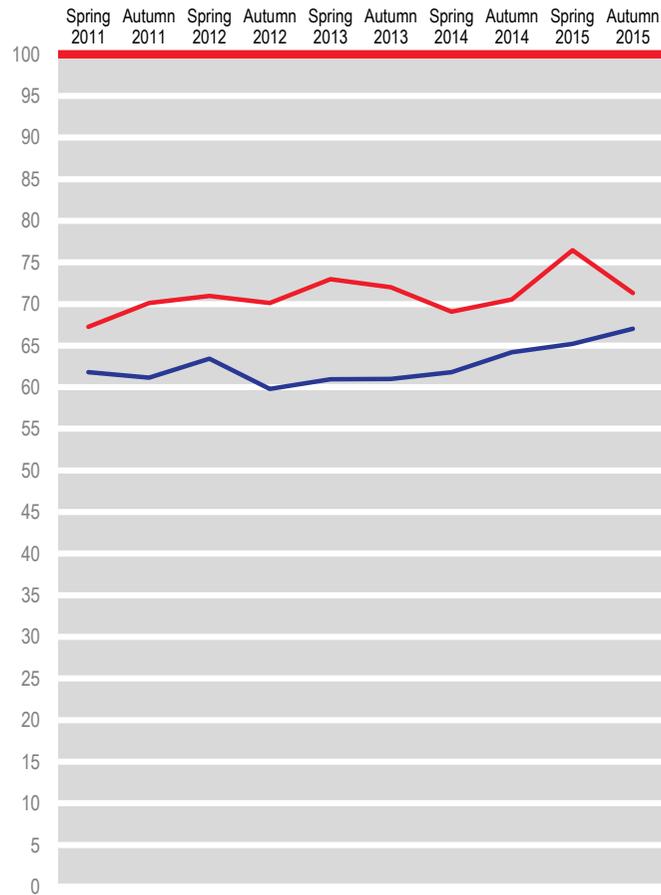
— Arriva Trains Wales — Regional



## The availability of staff on the train (970)

(970)  
Percentage of passengers satisfied 2011 to 2015

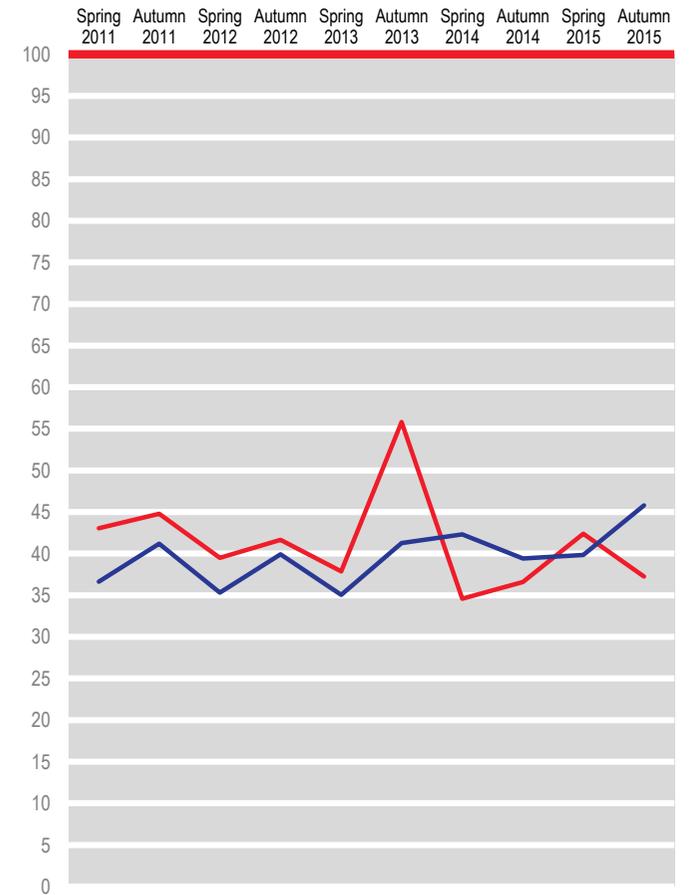
— Arriva Trains Wales — Regional



## How well train company dealt with delays (158)

(158)  
Percentage of passengers satisfied 2011 to 2015

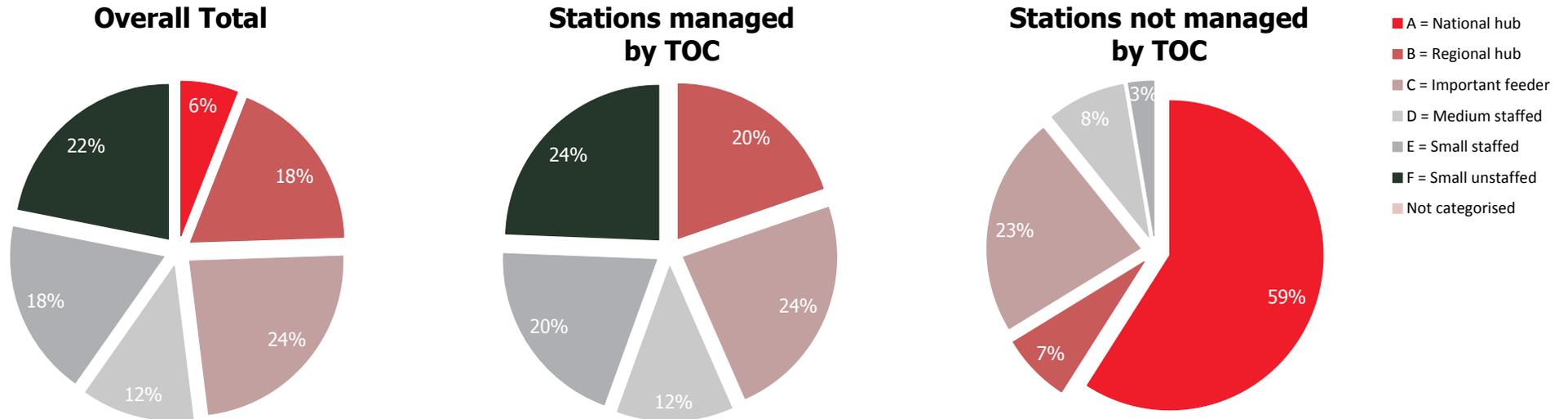
— Arriva Trains Wales — Regional



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

# Managed versus non-managed stations for Arriva Trains Wales

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



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	76		82
Ticket buying facilities	78		83
Provision of information about train times/platforms	82		87
The upkeep/repair of the station buildings/platforms	69	-	84
Cleanliness	68	-	83
The facilities and services	46	-	68
The attitudes and helpfulness of the staff	77		78
Connections with other forms of public transport	59	-	84
Facilities for car parking	65		54
Overall environment	67	-	78
Your personal security whilst using the station	68	-	80
The availability of staff	59	-	78
The provision of shelter facilities	70	-	84
Availability of seating	56		62
How request to station staff was handled	87		93
The choice of shops/eating/drinking facilities available	37	-	56

## Arriva Trains Wales

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	83		81	81	-	93
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	76		73	79		84
Ticket buying facilities	79		79	78		77
Provision of information about train times/platforms	83		80	80		86
The upkeep/repair of the station buildings/platforms	69		65	75		75
Cleanliness	70		72	68		70
The facilities and services	48		44	50		42
The attitudes and helpfulness of the staff	77		76	75		71
Connections with other forms of public transport	60		59	62		74
Facilities for car parking	66		58	61		64
Overall environment	68		66	68		69
Your personal security whilst using the station	70		69	65		66
The availability of staff	61		62	62		67
The provision of shelter facilities	72	+	63	68		74
Availability of seating	57	+	47	55		58
How request to station staff was handled	89		94	83		90
The choice of shops/eating/drinking facilities available	39	+	31	39		38
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	80		79	79		84
The frequency of the trains on that route	74		73	70	-	89
Punctuality/reliability (i.e. the train arriving/departing on time)	80		75	83		89
The length of time the journey was scheduled to take (speed)	83		80	80		89
Connections with other train services	73		74	73		85
The value for money of the price of your ticket	59		53	57		59
Cleanliness of the train	73		70	69		73
Upkeep and repair of the train	68		68	70		74
The provision of information during the journey	63		65	61		68
The helpfulness and attitude of staff on train	85		83	79		85
The space for luggage	60		58	69		73
The toilet facilities	51		42	43		56
Sufficient room for all passengers to sit/stand	72		72	74		81
The comfort of the seating area	72		71	72		78
The ease of being able to get on and off	81		80	83		84
Your personal security on board	81		81	79		84
The cleanliness of the inside	72		74	68		73
The cleanliness of the outside	69		67	71		70
The availability of staff	73		70	64		72
How well train company deals with delays	35		37	56		33

## Regional

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	87	+	82	90		90
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	85	+	81	87		85
Ticket buying facilities	82		79	83		86
Provision of information about train times/platforms	87	+	84	89		87
The upkeep/repair of the station buildings/platforms	81	+	77	79		84
Cleanliness	83		80	83		85
The facilities and services	57		54	61		62
The attitudes and helpfulness of the staff	82	+	77	86		82
Connections with other forms of public transport	72		70	79		75
Facilities for car parking	54		53	55		62
Overall environment	77		75	81		82
Your personal security whilst using the station	74		74	82		80
The availability of staff	73	+	68	71		77
The provision of shelter facilities	78		76	85		81
Availability of seating	60	+	56	64		72
How request to station staff was handled	90		92	89		84
The choice of shops/eating/drinking facilities available	48		44	53		52
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	83	+	78	85		86
The frequency of the trains on that route	79		77	80		82
Punctuality/reliability (i.e. the train arriving/departing on time)	83	+	78	90		89
The length of time the journey was scheduled to take (speed)	87		86	88		87
Connections with other train services	78		76	78		83
The value for money of the price of your ticket	59	+	55	67		70
Cleanliness of the train	75	+	71	78		79
Upkeep and repair of the train	73	+	69	75		79
The provision of information during the journey	73	+	67	77		76
The helpfulness and attitude of staff on train	81	+	77	85		81
The space for luggage	63	+	59	64		64
The toilet facilities	46	+	41	50		52
Sufficient room for all passengers to sit/stand	72	+	69	80		82
The comfort of the seating area	74	+	68	80		80
The ease of being able to get on and off	82		81	88		88
Your personal security on board	83	+	79	86		84
The cleanliness of the inside	76	+	72	79		81
The cleanliness of the outside	75	+	71	78		79
The availability of staff	66		64	72		65
How well train company deals with delays	45		39	48		42

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
<b>DELAY</b>					
None	79	83			
Minor	15	14			
Major	1	1			
<b>LENGTH OF DELAY</b>					
5 minutes or less	40	50			
6-10 minutes	32	22			
11-20 minutes	7	15			
21-30 minutes	6	6			
31-60 minutes	7	2			
More than 1 hour	1	1			
Don't know/no answer	8	4			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	17	18	Very well	17	21
Fairly well	26	35	Fairly well	24	32
Neither well nor poorly	17	19	Neither well nor poorly	25	19
Fairly poorly	21	12	Fairly poorly	14	12
Very poorly	20	15	Very poorly	20	16
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	14	19	Very well	11	17
Fairly well	22	35	Fairly well	30	30
Neither well nor poorly	22	17	Neither well nor poorly	27	29
Fairly poorly	24	15	Fairly poorly	18	12
Very poorly	18	14	Very poorly	15	12
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	13	20	Very well	17	10
Fairly well	24	35	Fairly well	20	19
Neither well nor poorly	21	18	Neither well nor poorly	19	42
Fairly poorly	23	13	Fairly poorly	15	8
Very poorly	19	14	Very poorly	29	20

## 6 6.2 Passenger experience relating to disability

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	3	3			
Mobility	4	4			
Dexterity	1	1			
Learning or understanding or concentrating	1	0			
Memory	1	1			
Mental health	3	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	1	1			
Other	2	1			
None	83	86			
No answer	4	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	7	9	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	39	41	Yes	2	1
Not at all	46	44	No	98	99
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	43	44	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	31	23	Very satisfied	100	84
Neither satisfied nor dissatisfied	19	17	Fairly satisfied	-	16
Fairly dissatisfied	2	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	4	8	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	41	41	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	32	31	Very satisfied	100	59
Neither satisfied nor dissatisfied	20	13	Fairly satisfied	-	-
Fairly dissatisfied	6	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	2	6	Fairly dissatisfied	-	41
			Very dissatisfied	-	-

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	44	40	White	86	93
Female	48	56	Mixed	1	1
			Asian or Asian British	2	1
			Black or Black British	1	1
			Chinese or other ethnic group	2	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	8	3	Commuter	32	38
19-25	18	12	Business	10	10
26-34	11	11	Leisure	58	52
35-44	10	13			
45-54	17	21	<b>REGULAR TRAVELLER</b>		
55-59	7	10	Yes	51	61
60-64	8	10	No	49	39
65+	14	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	42	48	Weekday	82	79
Working Part Time	16	14	Weekend	18	21
Not Working	5	3			
Retired	18	23	<b>TIME OF TRAVEL</b>		
Full Time Student	14	8	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	28	28	Yes asked for help	7	7
Middle Managerial	12	11	Yes asked for information	8	8
Junior Managerial/Clerical/Supervisory	10	14	Could not find anyone to ask	5	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	10	9	No	77	81
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	4	4			
Full time student	3	3	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	16	20	Yes, at home	84	86
Unemployed/between jobs	3	1	Yes, at work	49	50
Housewife/house-husband	1	1	No	7	9
Other	4	5			



## Station sample sizes for Arriva Trains Wales

Station	Unweighted	Station	Unweighted	Station	Unweighted
Cardiff Central	190	Llanrwst	7	Abercynon	2
Aberystwyth	65	Tir-Phil	7	Cardiff Bay	2
Birmingham New Street	54	Ludlow	7	Cogan	2
Manchester Piccadilly	41	Leominster	7	Taffs Well	2
Cardiff Queen Street	40	Church Stretton	7	Grangetown (Glamorgan)	2
Blaenau Ffestiniog	39	Ystrad Mynach	7	Colwyn Bay	2
Shrewsbury	33	Rhiwbina	6	Craven Arms	2
Chester	27	Trefforest	6	Treherbert	2
Aberdare	26	Whitchurch (Shropshire)	6	Treorchy	2
Llandudno Junction	21	Dolwyddelan	6	Wem	2
Barry	20	Dovey Junction	6	Borth	2
Newport (South Wales)	19	Carmarthen	6	Nantwich	2
Fishguard Harbour	17	Gloucester	6	Cwmbach	2
Rhymney	16	Hengoed	5	Newtown (Powys)	2
Merthyr Tydfil	16	Mountain Ash	5	Barry Docks	2
Betws-Y-Coed	15	Pengam	5	Llandaf	2
Crewe	14	Tonypanyd	5	Deganwy	2
Bangor (Gwynedd)	14	Fairwater	5	Clunderwen	1
Hereford	14	Maesteg	4	Port Talbot Parkway	1
Haverfordwest	13	Barry Island	4	Porthmadog	1
Bridgend	13	Machynlleth	4	Prestatyn	1
Wolverhampton	13	Ystrad Rhondda	4	Pwllheli	1
Wilmslow	12	Radyr	3	Pye Corner	1
Bargoed	12	Manchester Oxford Road	3	Harlech	1
Birmingham International	11	Rhyl	3	Chirk	1
Pontlottyn	11	Whitland	3	Caersws	1
Milford Haven	10	Dingle Road	3	Manchester Airport	1
Pontypridd	10	Heath High Level	3	Danescourt	1
Caerphilly	10	Merthyr Vale	3	Risca & Pontymister	1
Wrexham General	10	Aber	3	Ruabon	1
Swansea	9	Cheltenham Spa	3	Ebbw Vale Parkway	1
Penarth	9	Brithdir	2	Smethwick Galton Bridge	1
Llandudno	8	Dolgarrog	2	Holyhead	1
Cwmbran	8	Quakers Yard	2	Johnston (Dyfed)	1
Ninian Park	8	Cathays	2	Coryton	1
Abergavenny	7	Llwynypia	2	Minfordd	1
Llanelli	7	Cadoxton	2	Ton Pentre	1
Stockport	7	Earlestown	2		

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>25762</b>	<b>10419</b>	<b>3423</b>	<b>11920</b>	<b>21872</b>	<b>3890</b>	<b>7988</b>	<b>5259</b>	<b>6542</b>	<b>5973</b>
Abellio Greater Anglia	76841	48	18	34	86	14	23	23	27	28
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 Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Gatwick Express	7872	15	44	40	78	22	69	-	-	31
Great Northern	49653	47	28	25	89	11	24	24	26	26
Great Western Railway	99672	30	20	50	77	23	20	27	27	26
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	158422	56	3	41	82	18	22	24	27	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	28	19	27	26
Southeastern	168378	61	12	27	90	10	18	29	27	26
Southern	173441	51	15	34	90	10	20	29	26	25
TfL Rail	36590	70	10	20	88	12	25	22	24	28
Thameslink	68070	43	25	32	83	17	29	10	32	28
Virgin Trains	31911	11	23	66	81	19	32	7	32	30
Virgin Trains East Coast	19904	10	33	57	76	24	39	7	23	31

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>25762</b>	<b>10419</b>	<b>3423</b>	<b>11920</b>	<b>21872</b>	<b>3890</b>	<b>7988</b>	<b>5259</b>	<b>6542</b>	<b>5973</b>
Abellio Greater Anglia	1588	36	12	52	88	12	27	27	23	23
Arriva Trains Wales	1109	26	9	65	71	29	24	15	30	31
c2c	1087	61	6	32	86	14	46	13	22	19
Chiltern Railways	1074	45	17	38	92	8	44	8	27	21
CrossCountry	1031	27	21	52	87	13	22	13	31	34
East Midlands Trains	1063	31	19	51	79	21	34	29	19	18
First TransPennine Express	1016	37	16	47	94	6	21	24	40	15
Gatwick Express	505	18	26	56	78	22	51	-	-	49
Great Northern	563	59	10	31	93	7	46	20	15	20
Great Western Railway	2880	39	16	45	85	15	29	31	24	15
London Midland	1125	42	12	46	85	15	35	20	29	16
London Overground	1322	60	6	34	92	8	34	12	22	32
Merseyrail	483	44	4	52	79	21	31	27	27	15
Northern Rail	1086	41	7	52	79	21	26	27	25	22
ScotRail	1064	36	11	54	80	20	26	27	30	17
South West Trains	1951	42	10	48	86	14	20	17	25	38
Southeastern	1580	49	9	42	89	11	25	31	26	17
Southern	1538	49	10	41	88	12	28	30	26	16
TfL Rail	316	75	3	21	89	11	22	14	38	27
Thameslink	1081	53	9	38	84	16	38	12	32	17
Virgin Trains	1233	18	31	51	78	22	33	9	28	30
Virgin Trains East Coast	1067	17	24	59	84	16	47	8	13	33

## 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

## 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: 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**

Journeys on London – Hertford East, London – Cambridge, London – King’s Lynn, Cambridge – King’s Lynn and Cambridge - Stansted Airport. 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 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. Also includes London - Corby services.

### **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

**Gatwick Express\***

Fast Gatwick Express services Gatwick – London Victoria (including peak extensions to/from Brighton)

**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

**Great Northern\***

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

**Great Western Railway: Long distance**

Journeys on long distance services

**Great Western Railway: London Thames Valley**

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

**Great Western Railway: West**

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

**Heathrow Connect**

All Heathrow Connect journeys

**Heathrow Express**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

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

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

**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

**London Overground: West Anglia**

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

**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

**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

\* Part of the Govia Thameslink Railway franchise

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond)

**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: Longer distance**

Journeys starting on longer distance routes that generally go to or from London, but where the vast majority of the journey is outside London

**South West Trains: Metro**

Journeys on routes that are mainly or wholly within London

**South West Trains: Outer Suburban and Local**

Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London

**TfL Rail**

Journeys on London – Shenfield metro service

**Thameslink: Loop\***

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

**Thameslink: North\***

Journeys starting from stations on the route between Farringdon and Bedford

**Thameslink: South\***

Journeys starting from stations between London Bridge and Brighton. Also includes some journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

**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. Also includes London - Blackpool services

**Virgin Trains: London – Wolverhampton/Shrewsbury**

Journeys on London – Wolverhampton/Shrewsbury services

**Virgin Trains East Coast: London - East Midlands/East of England**

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

**Virgin Trains East Coast: Non-London journeys**

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

**Virgin Trains East Coast: London - Yorkshire**

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

**Virgin Trains East Coast: London - Scotland - North East**

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

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