



# National Rail Passenger Survey Virgin Trains East Coast 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

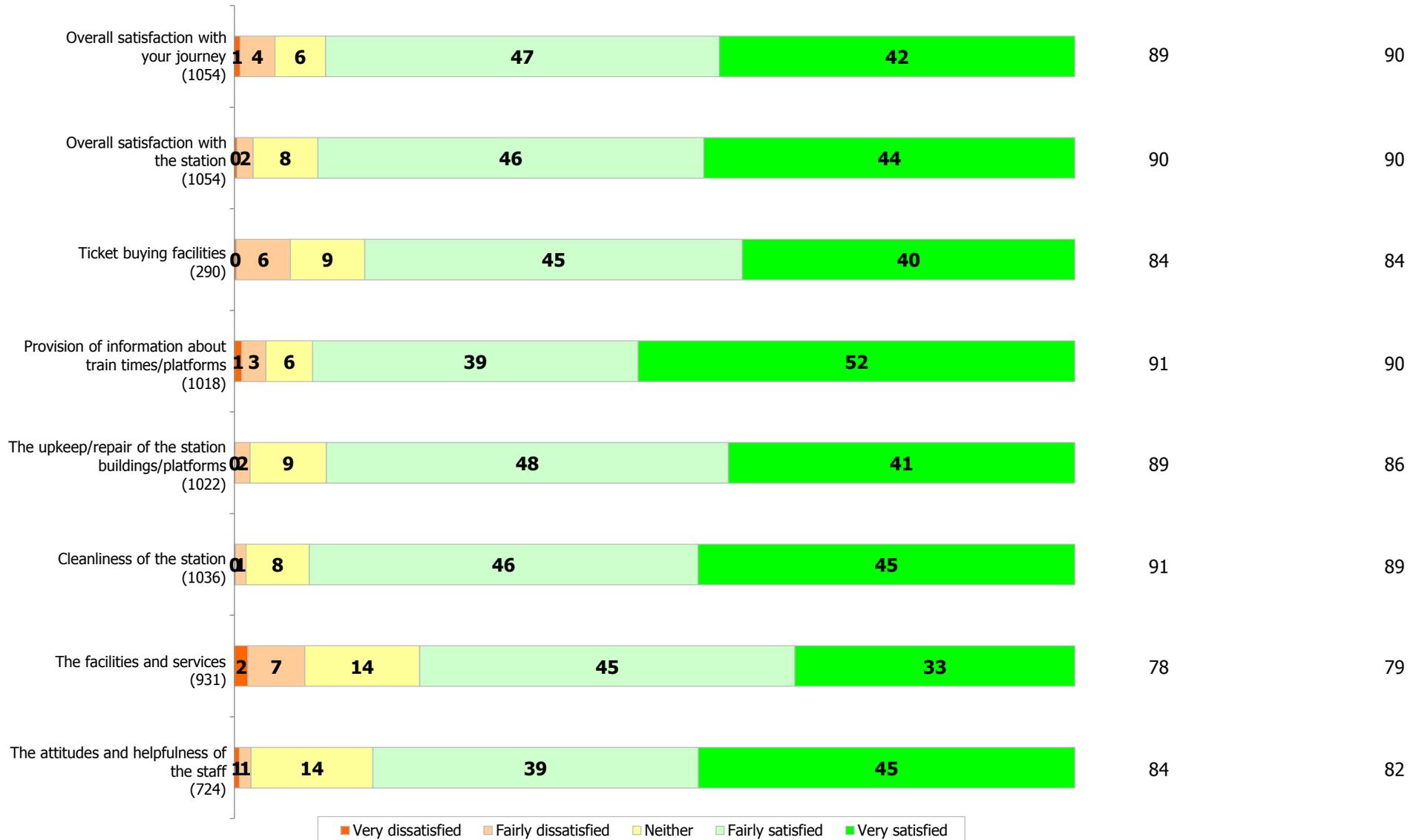
At 95% confidence level:  
 + significant increase  
 - significant decrease

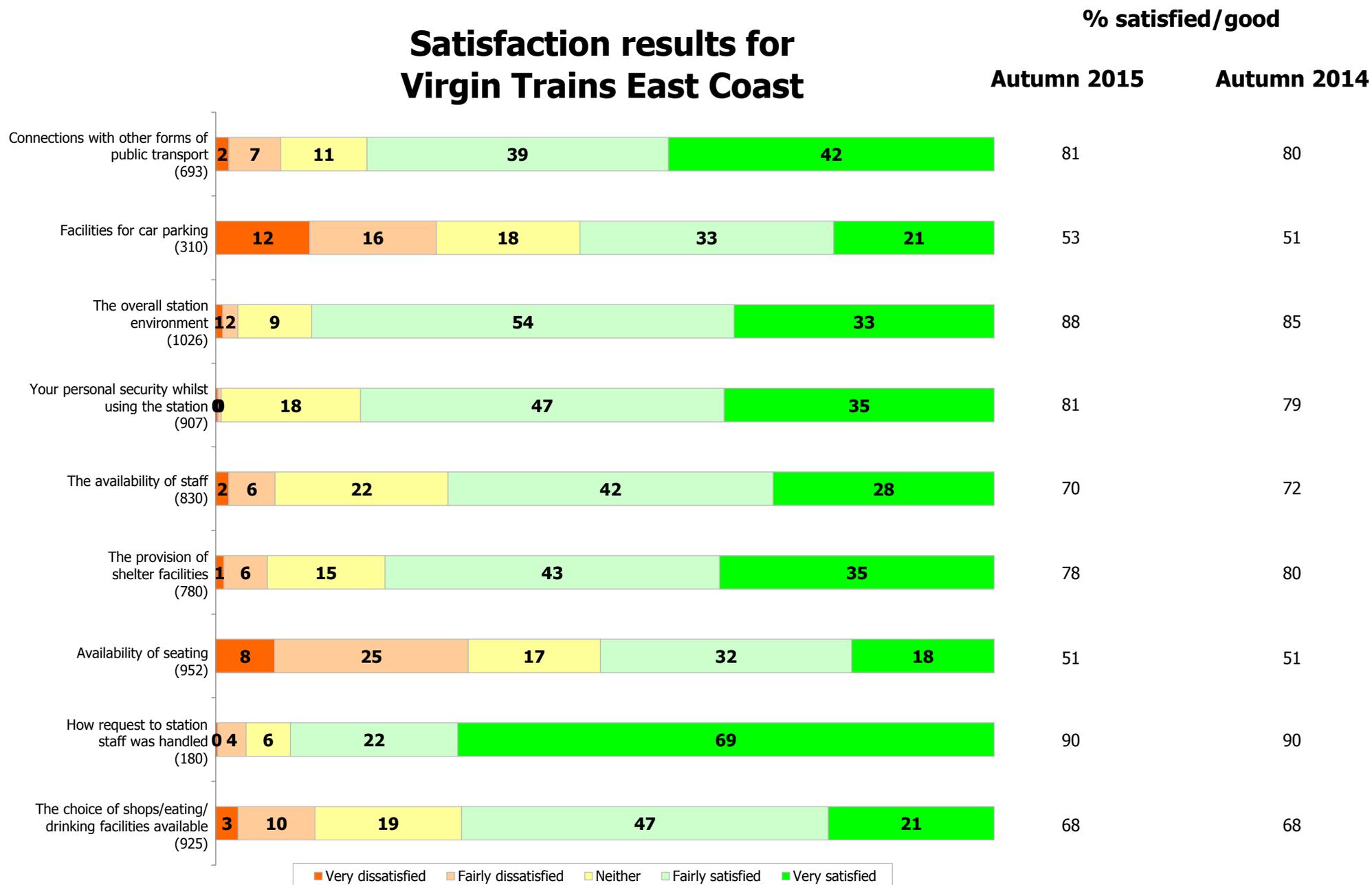
### Satisfaction results for Virgin Trains East Coast

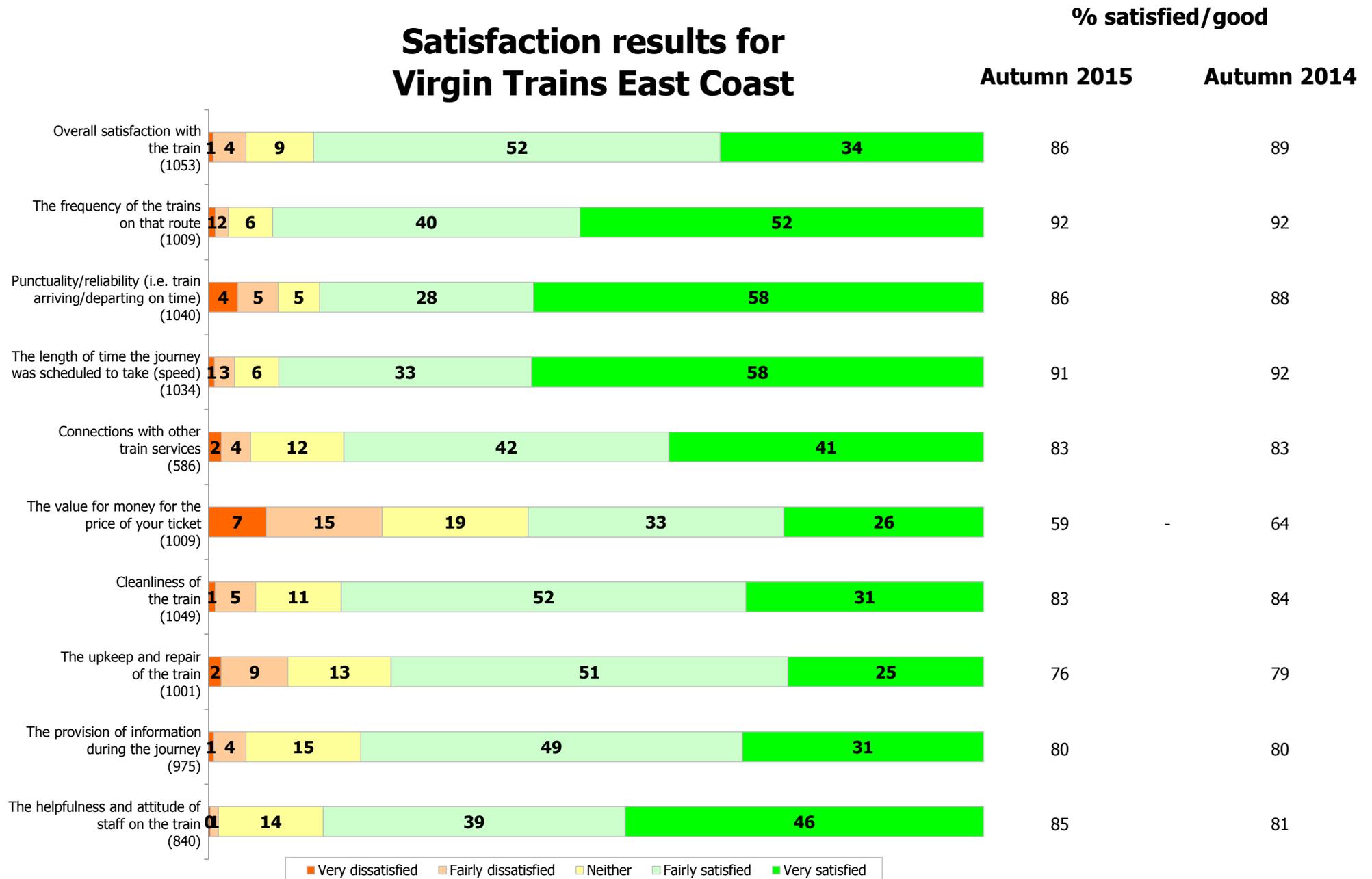
% satisfied/good

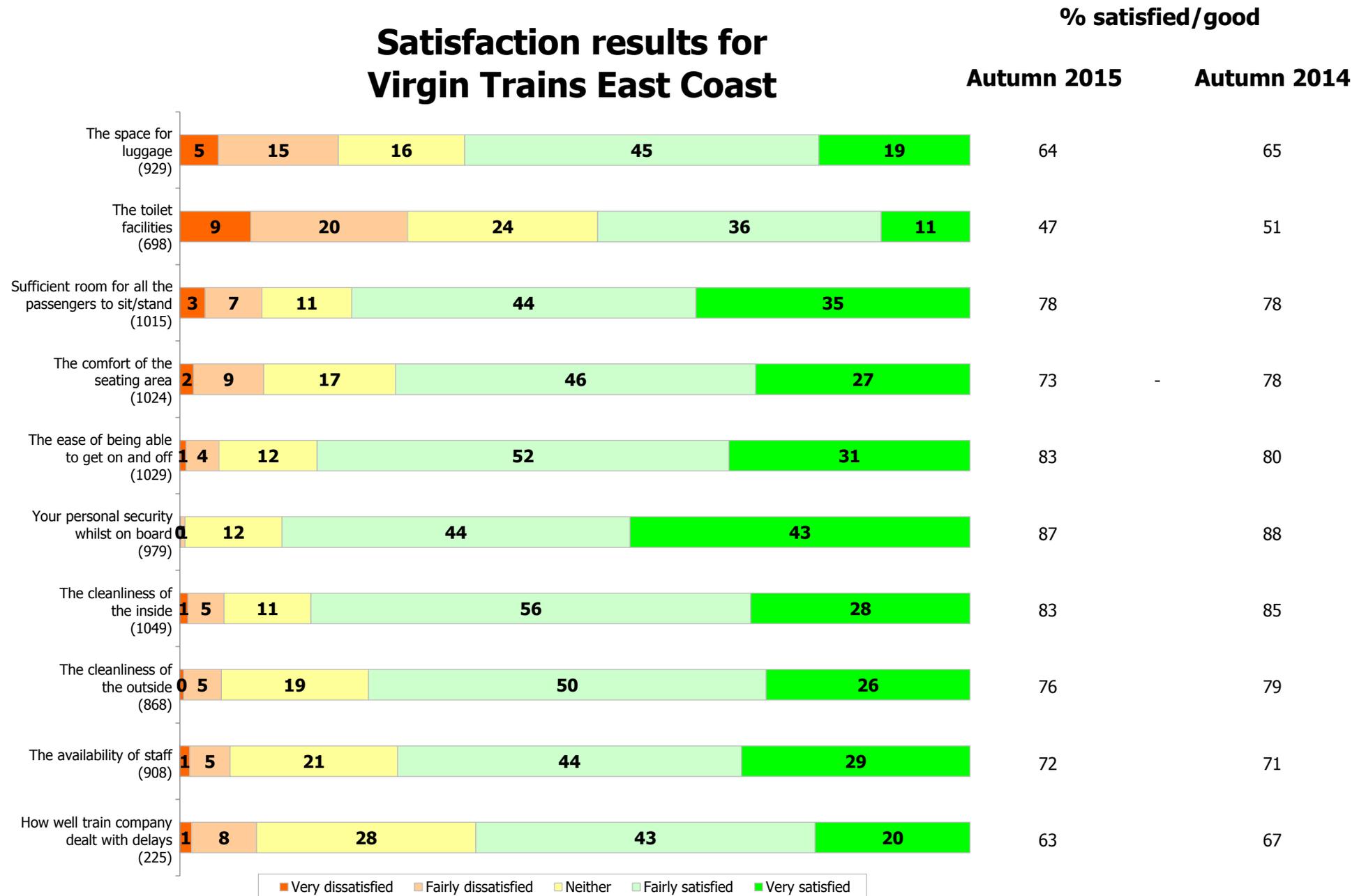
Autumn 2015

Autumn 2014





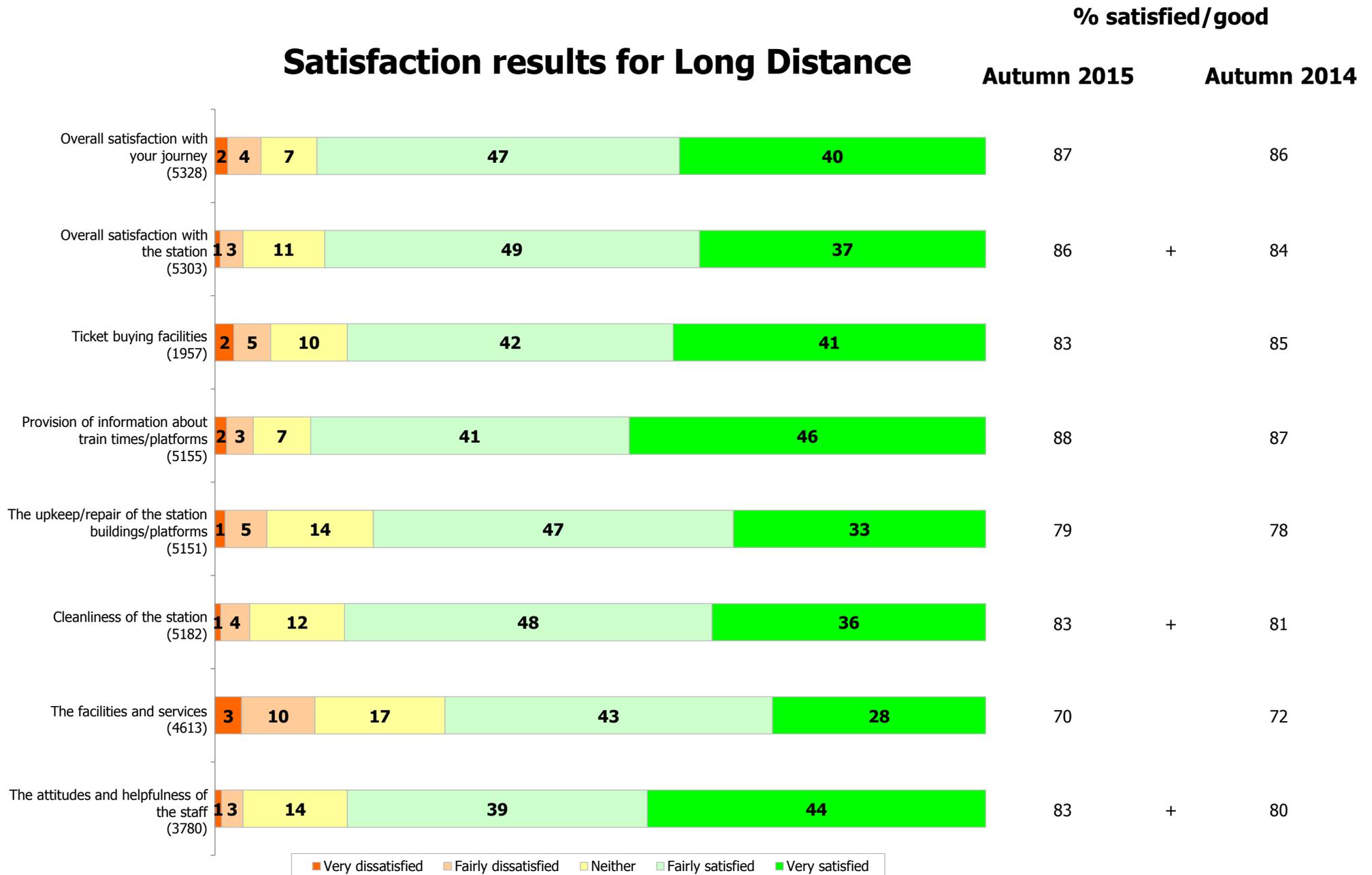




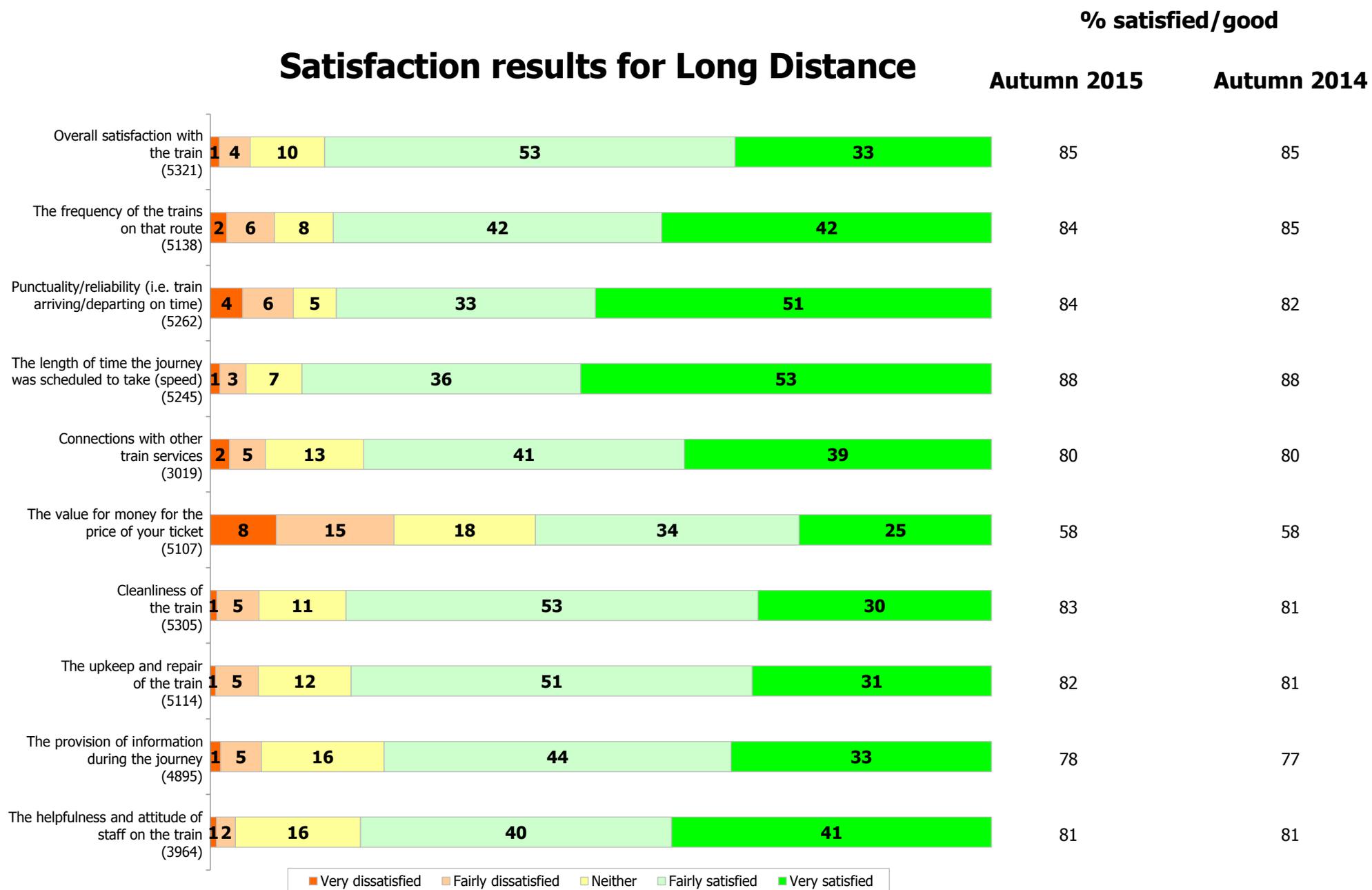
## 2 2.3 Overall satisfaction with your journey and station factors

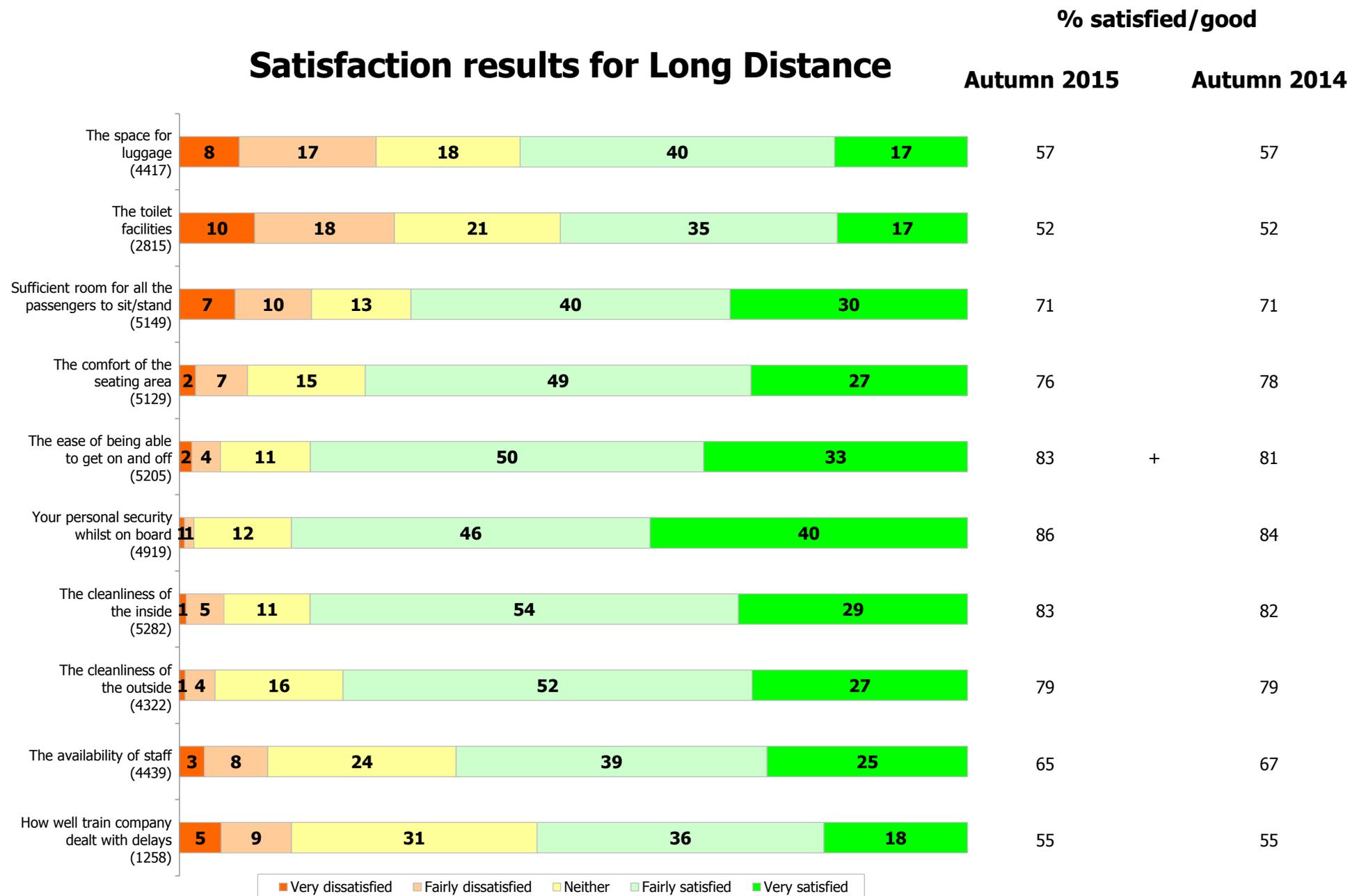
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Long Distance









## Virgin Trains East Coast versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	89	87	103%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	90	86	105%
Ticket buying facilities	84	83	102%
Provision of information about train times/platforms	91	88	104%
The upkeep/repair of the station buildings/platforms	89	79	112%
Cleanliness	91	83	109%
The facilities and services	78	70	111%
The attitudes and helpfulness of the staff	84	83	101%
Connections with other forms of public transport	81	78	103%
Facilities for car parking	53	58	92%
Overall environment	88	79	111%
Your personal security whilst using the station	81	80	102%
The availability of staff	70	73	97%
The provision of shelter facilities	78	78	100%
Availability of seating	51	55	92%
How request to station staff was handled	90	93	98%
The choice of shops/eating/drinking facilities available	68	61	112%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	86	85	101%
The frequency of the trains on that route	92	84	109%
Punctuality/reliability (i.e. the train arriving/departing on time)	86	84	102%
The length of time the journey was scheduled to take (speed)	91	88	103%
Connections with other train services	83	80	103%
The value for money of the price of your ticket	59	58	101%
Cleanliness of the train	83	83	100%
Upkeep and repair of the train	76	82	93%
The provision of information during the journey	80	78	103%
The helpfulness and attitude of staff on train	85	81	106%
The space for luggage	64	57	113%
The toilet facilities	47	52	91%
Sufficient room for all passengers to sit/stand	78	71	111%
The comfort of the seating area	73	76	95%
The ease of being able to get on and off	83	83	99%
Your personal security on board	87	86	102%
The cleanliness of the inside	83	83	100%
The cleanliness of the outside	76	79	96%
The availability of staff	72	65	112%
How well train company deals with delays	63	55	114%

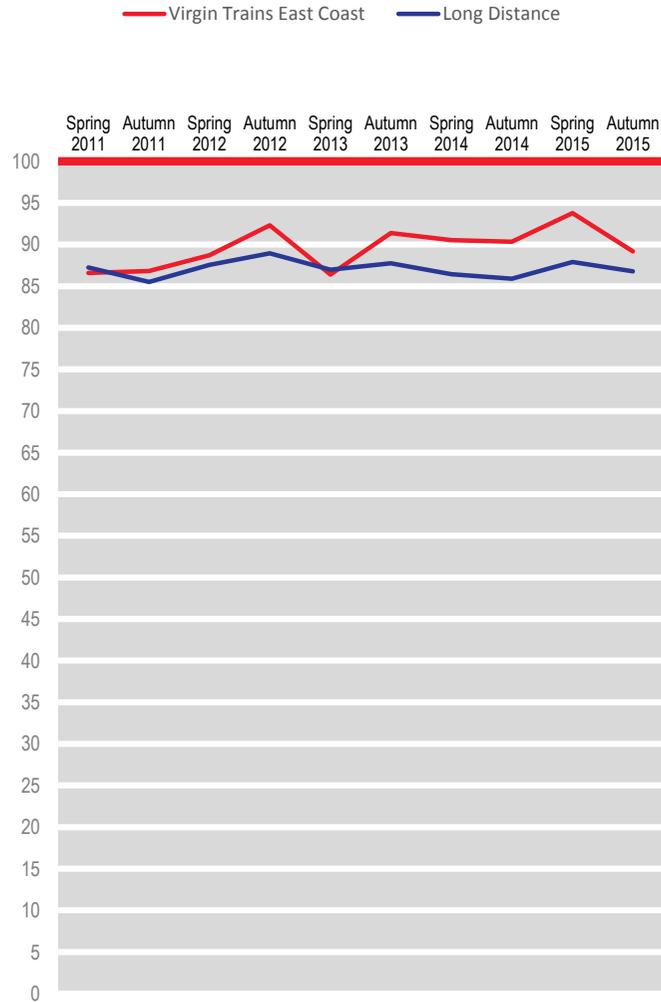
## Building block/route data for Virgin Trains East Coast

	London to East Midlands/East of England	London to Scotland/North East	London to Yorkshire	Non-London Journeys
Overall satisfaction with your journey	88	89	91	88
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	92	91	92	87
Ticket buying facilities	84	89	75	88
Provision of information about train times/platforms	89	91	93	89
The upkeep/repair of the station buildings/platforms	95	87	93	85
Cleanliness	92	91	92	90
The facilities and services	79	81	77	76
The attitudes and helpfulness of the staff	85	80	85	84
Connections with other forms of public transport	82	82	86	72
Facilities for car parking	66	48	52	52
Overall environment	89	86	89	87
Your personal security whilst using the station	81	82	80	83
The availability of staff	72	68	66	75
The provision of shelter facilities	84	80	71	80
Availability of seating	50	45	36	67
How request to station staff was handled	89	82	93	94
The choice of shops/eating/drinking facilities available	61	70	74	66
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	87	84	87	87
The frequency of the trains on that route	88	95	95	88
Punctuality/reliability (i.e. the train arriving/departing on time)	81	89	87	84
The length of time the journey was scheduled to take (speed)	94	89	93	90
Connections with other train services	80	83	86	80
The value for money of the price of your ticket	56	57	53	66
Cleanliness of the train	81	83	84	82
Upkeep and repair of the train	76	74	77	77
The provision of information during the journey	79	81	77	83
The helpfulness and attitude of staff on train	77	87	87	85
The space for luggage	60	58	64	69
The toilet facilities	50	44	45	51
Sufficient room for all passengers to sit/stand	77	77	75	83
The comfort of the seating area	76	70	71	75
The ease of being able to get on and off	84	81	84	82
Your personal security on board	85	89	90	85
The cleanliness of the inside	82	82	88	81
The cleanliness of the outside	77	76	75	77
The availability of staff	58	76	72	75
How well train company deals with delays	72	49	63	63

# Percentage satisfaction with aspects of station where boarded

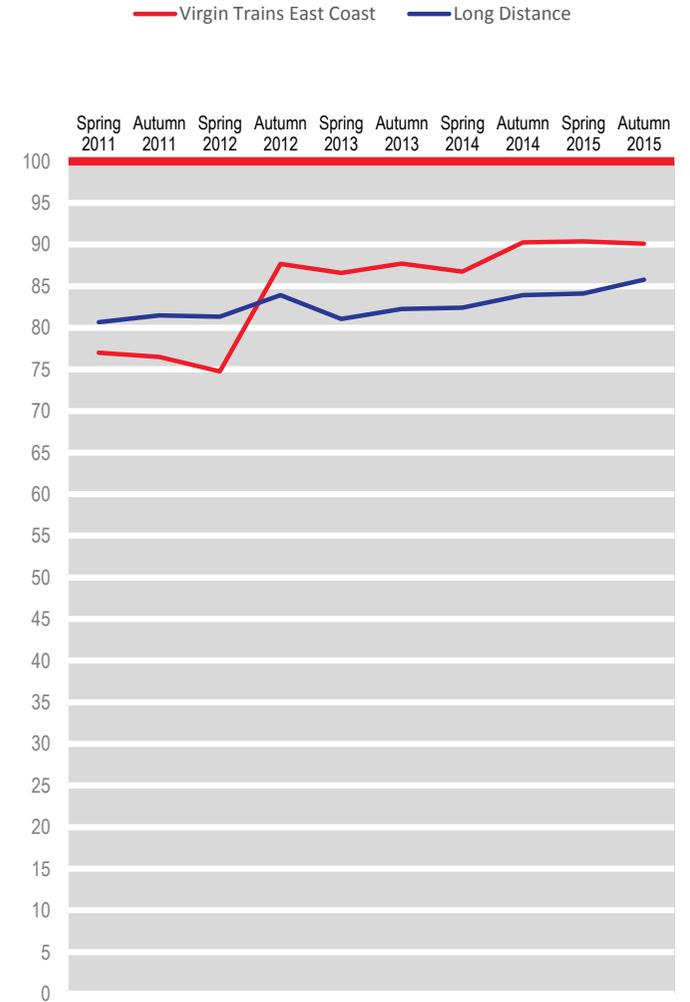
## Overall satisfaction with your journey

(1054)  
Percentage of passengers satisfied 2011 to 2015



## Overall station satisfaction

(1054)  
Percentage of passengers satisfied 2011 to 2015

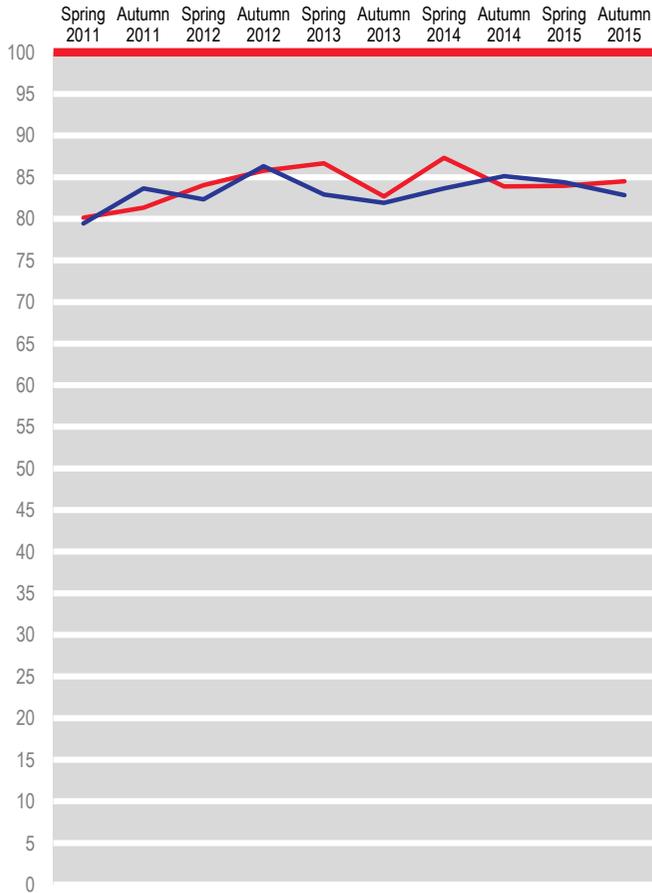


N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

**(290)**  
Percentage of passengers satisfied 2011 to 2015

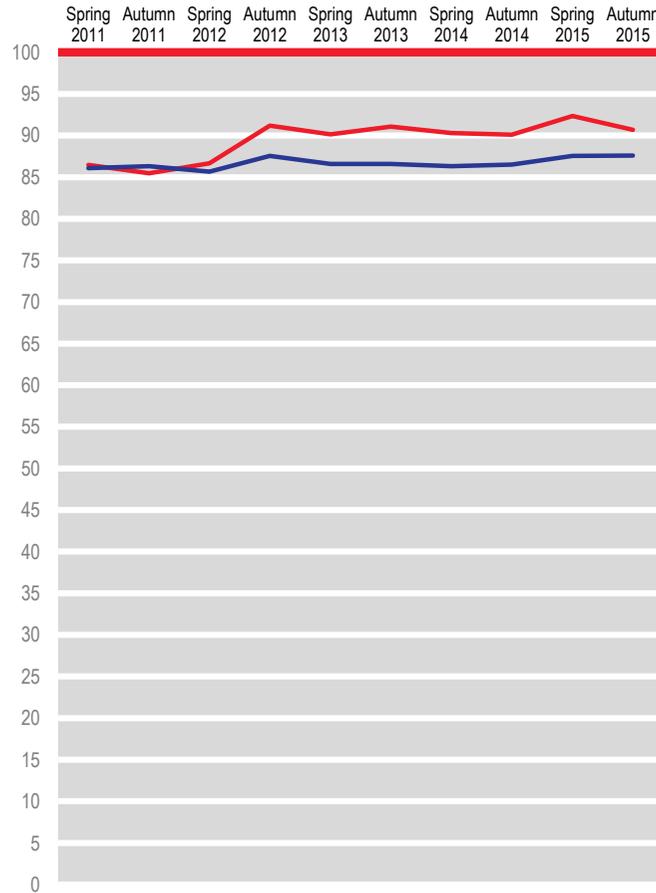
— Virgin Trains East Coast — Long Distance



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

**(1018)**  
Percentage of passengers satisfied 2011 to 2015

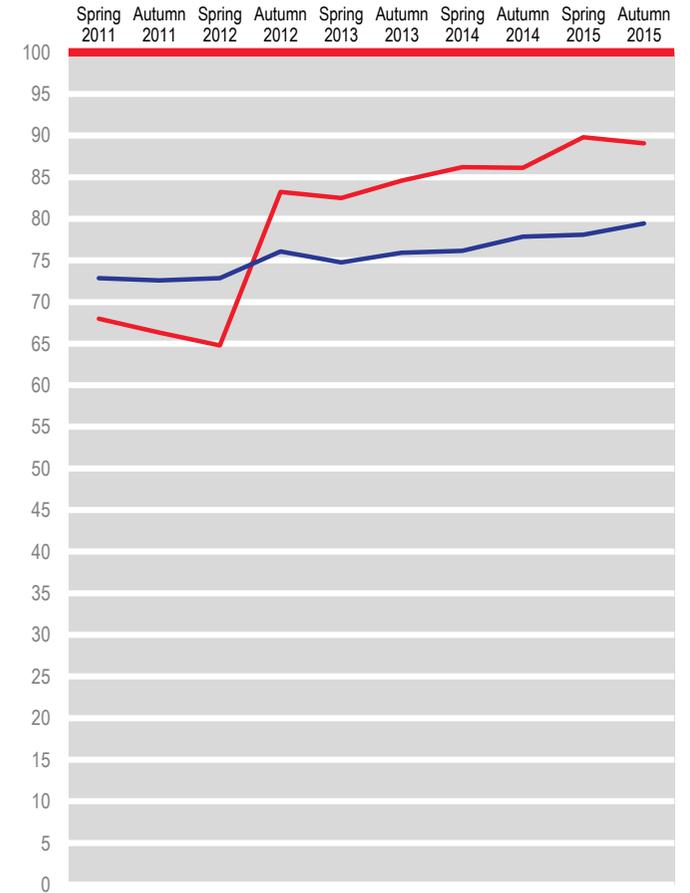
— Virgin Trains East Coast — Long Distance



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

**(1022)**  
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

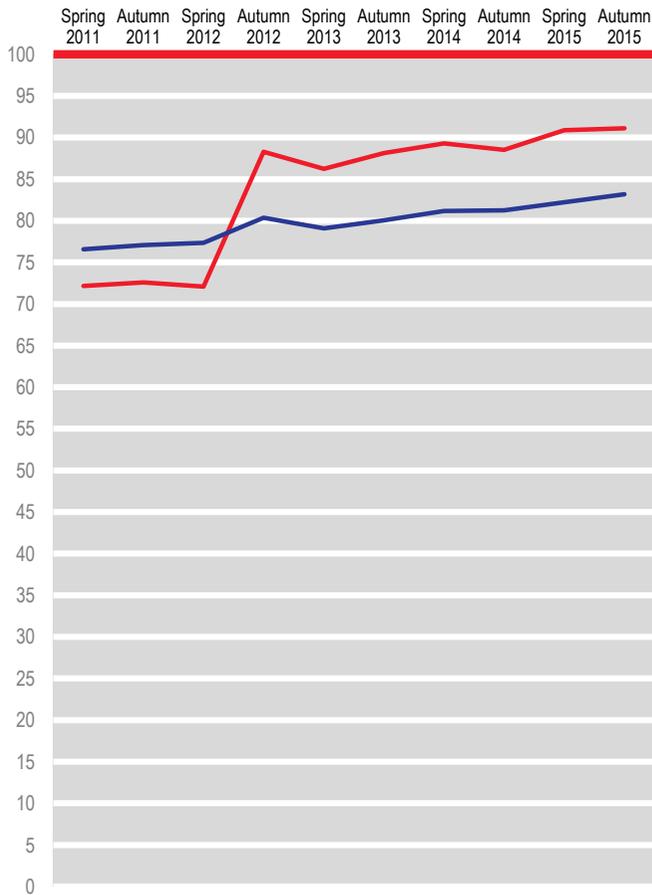


N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

**(1036)**  
Percentage of passengers satisfied 2011 to 2015

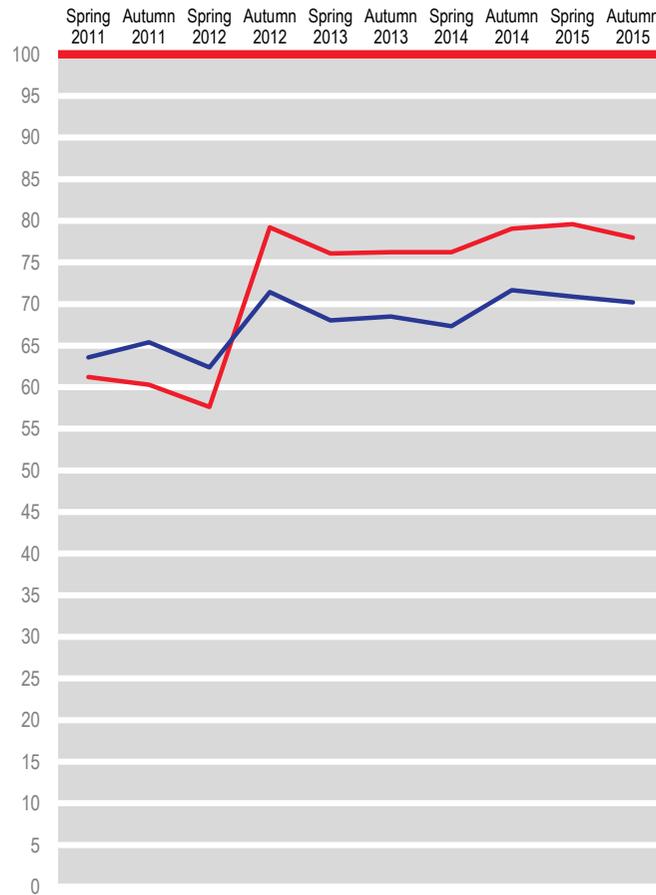
— Virgin Trains East Coast — Long Distance



## The facilities and services at the station

**(931)**  
Percentage of passengers satisfied 2011 to 2015

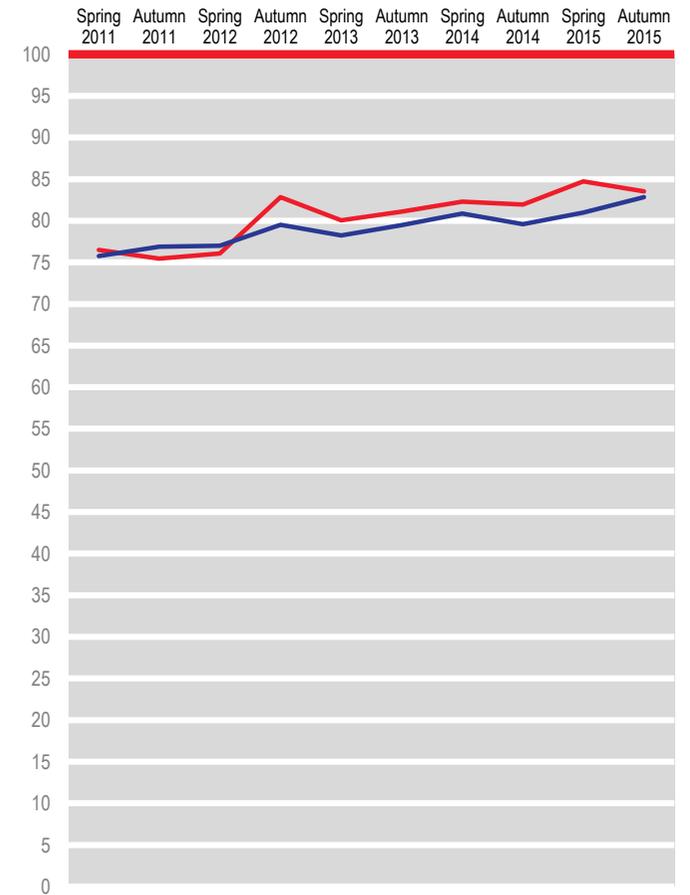
— Virgin Trains East Coast — Long Distance



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

**(724)**  
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

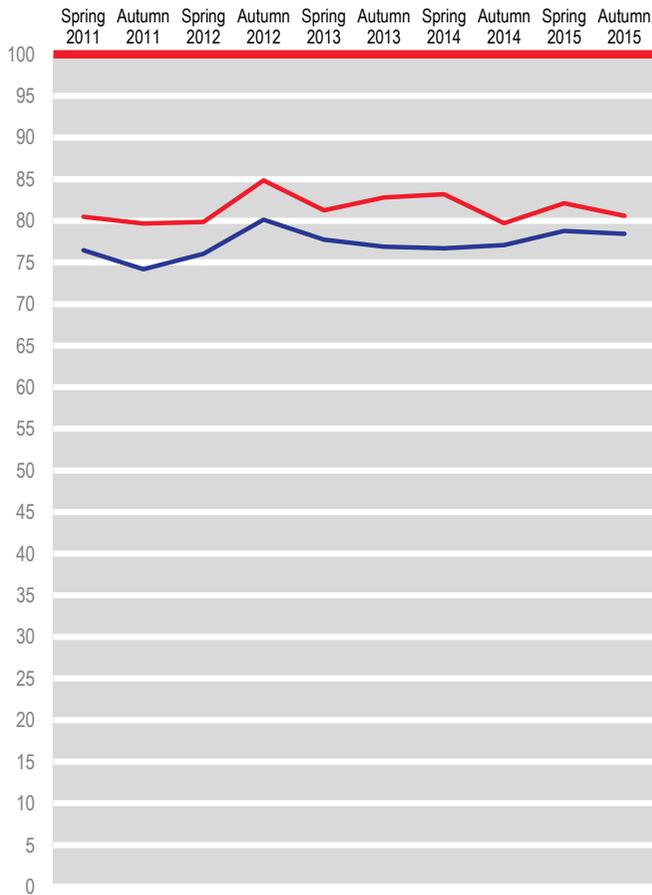


N.B. Benchmarks and targets are only shown for applicable factors

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

**(693)**  
Percentage of passengers satisfied 2011 to 2015

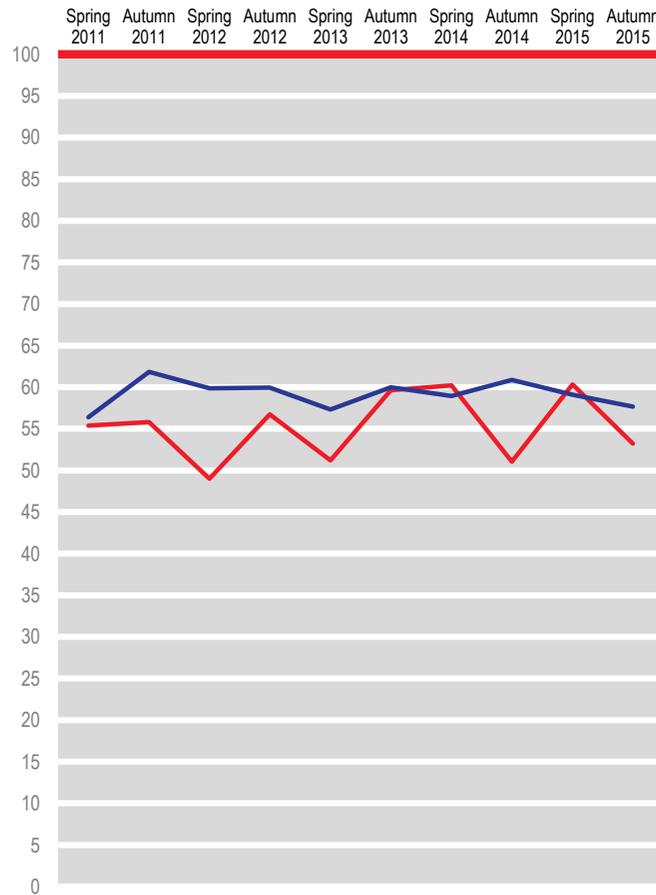
— Virgin Trains East Coast — Long Distance



## Facilities for car parking at the station

**(310)**  
Percentage of passengers satisfied 2011 to 2015

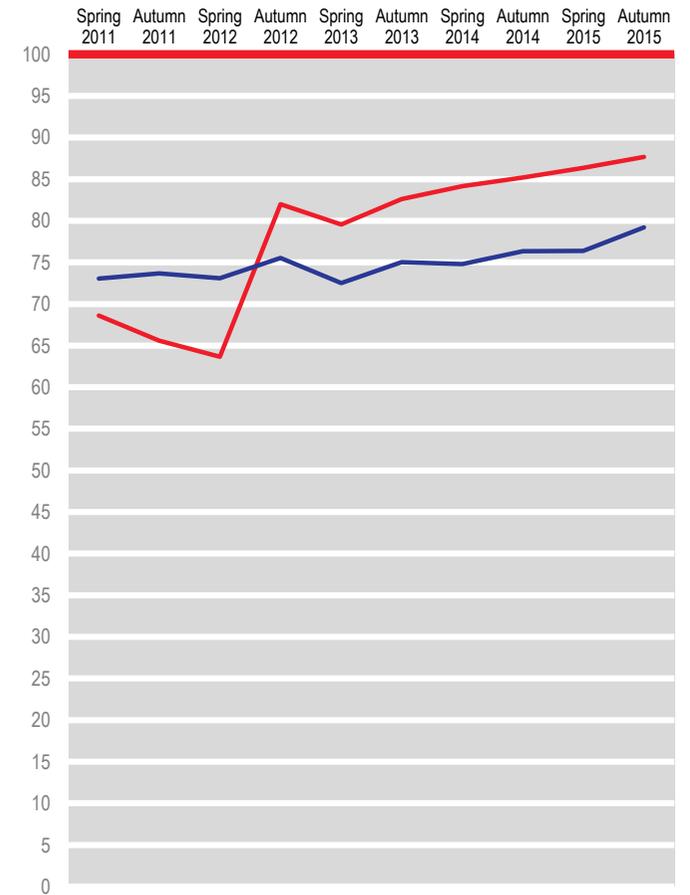
— Virgin Trains East Coast — Long Distance



## Overall station environment

**(1026)**  
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

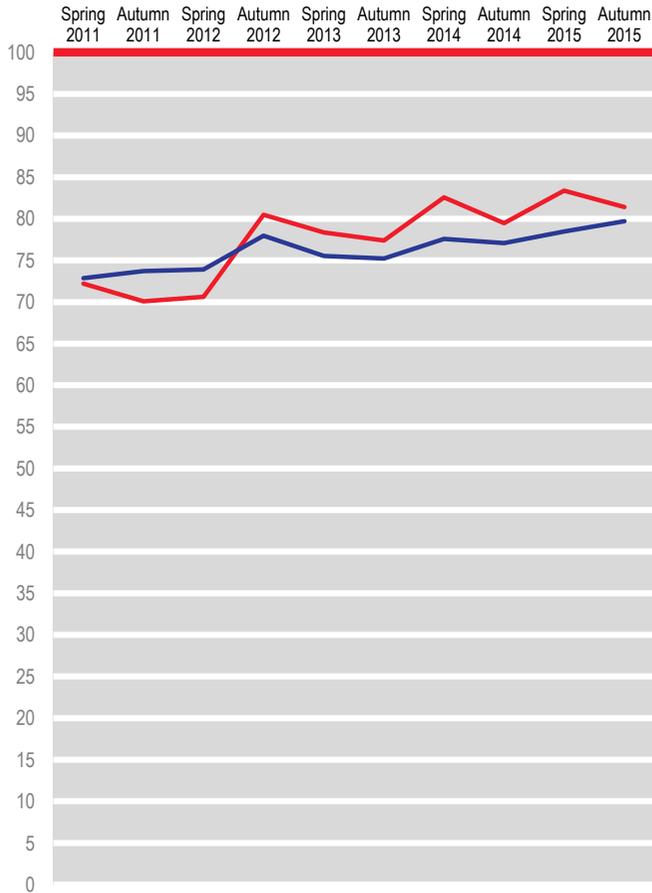


N.B. Benchmarks and targets are only shown for applicable factors

**Your personal security whilst using the station**

**(907)**  
Percentage of passengers satisfied 2011 to 2015

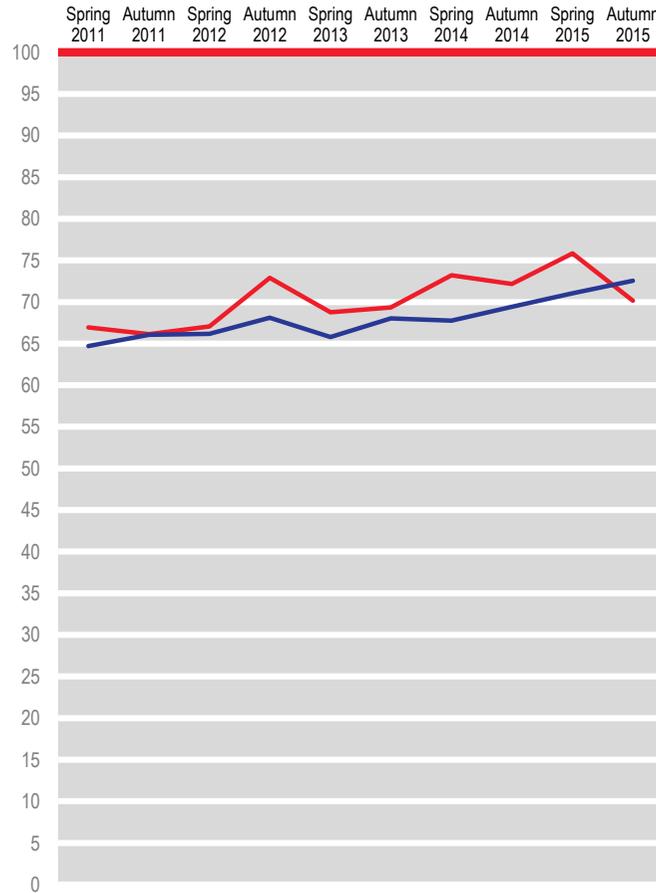
— Virgin Trains East Coast — Long Distance



**The availability of staff at the station**

**(830)**  
Percentage of passengers satisfied 2011 to 2015

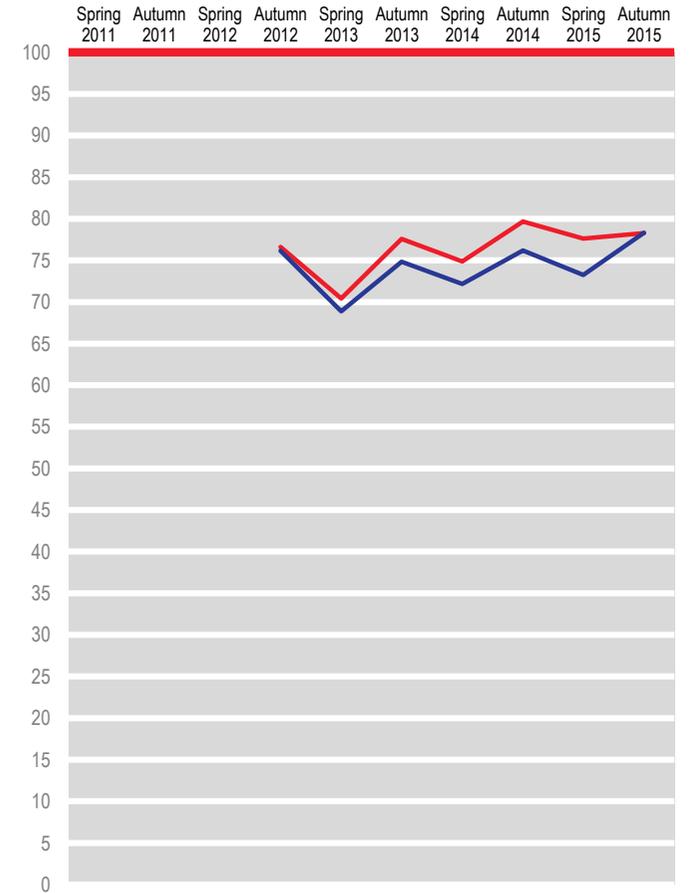
— Virgin Trains East Coast — Long Distance



**The provision of shelter facilities**

**(780)**  
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance



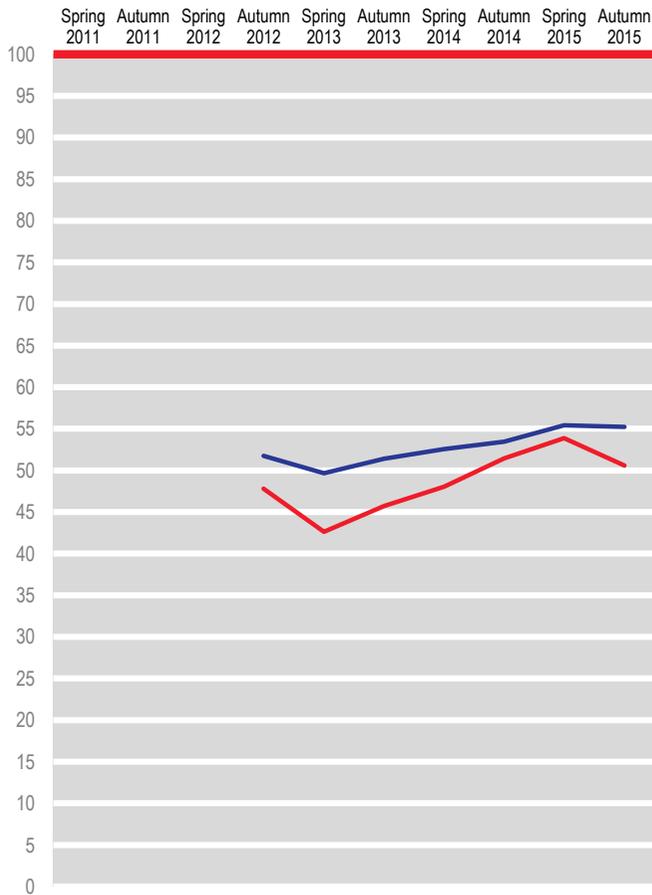
N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(952)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

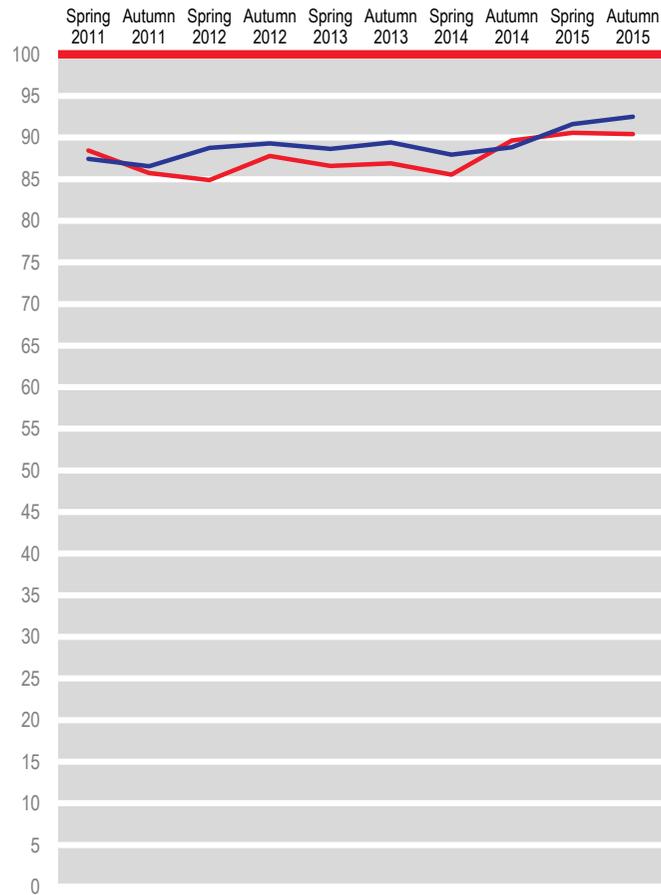


## How request to station staff was handled

(180)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

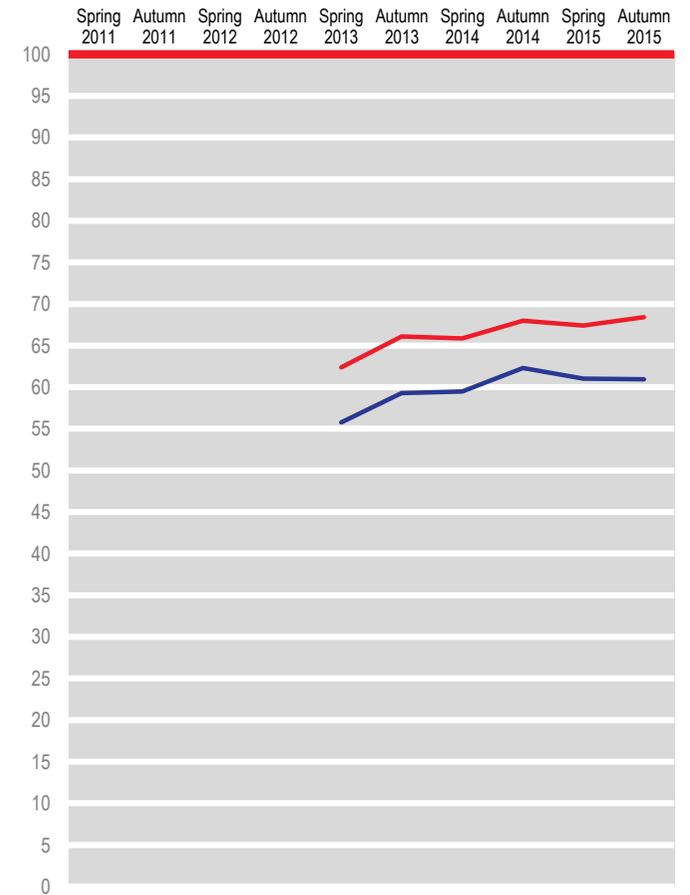


## The choice of shops/eating/drinking facilities available

(925)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

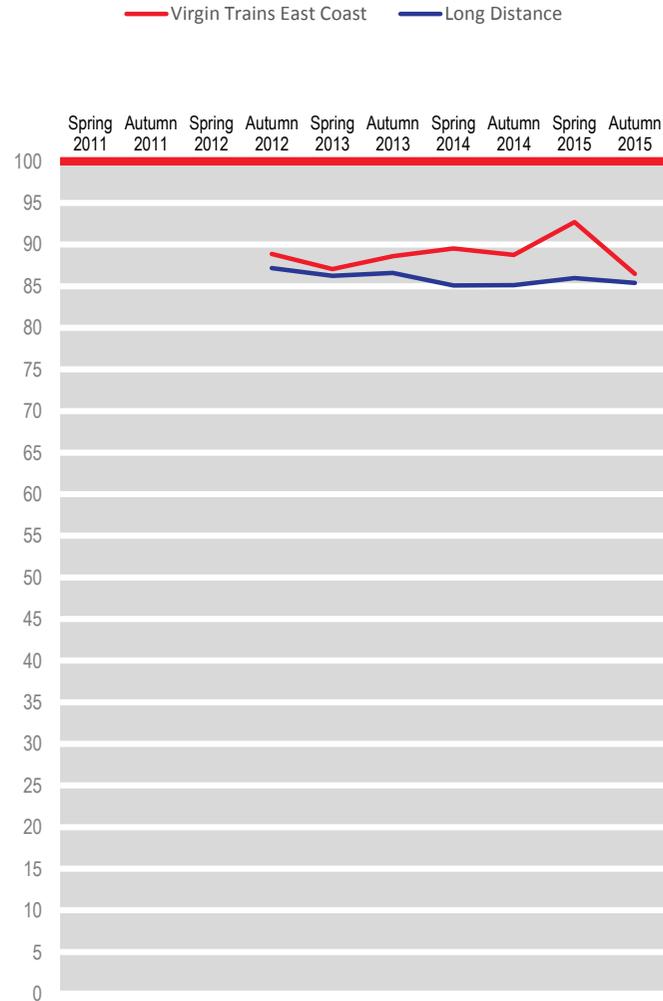


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

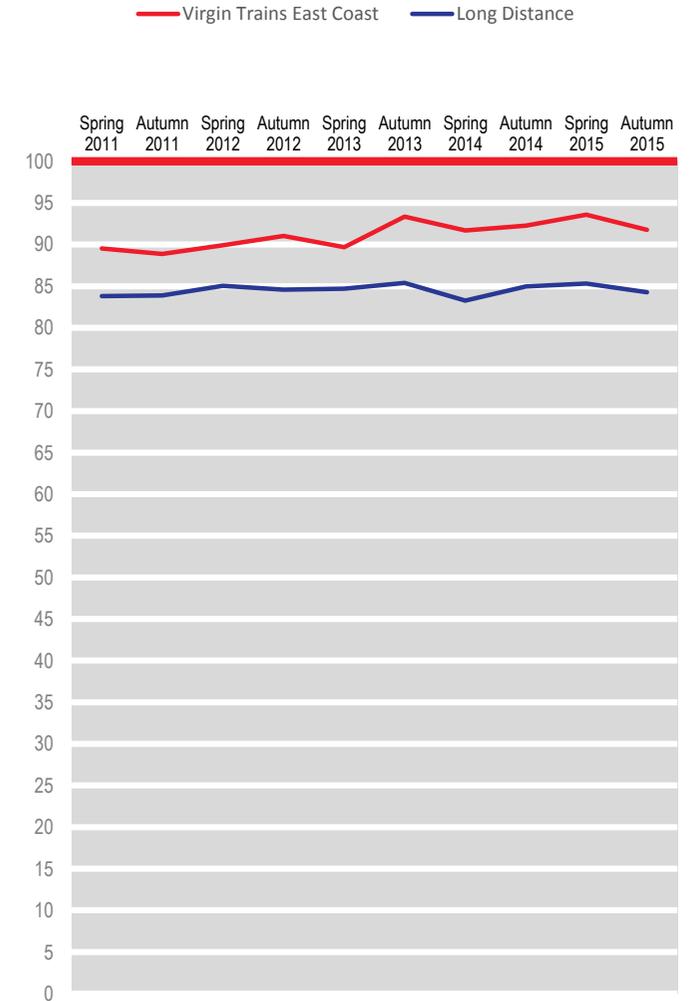
## Overall satisfaction with the train

(1053)  
Percentage of passengers satisfied 2011 to 2015



## The frequency of trains on that route

(1009)  
Percentage of passengers satisfied 2011 to 2015



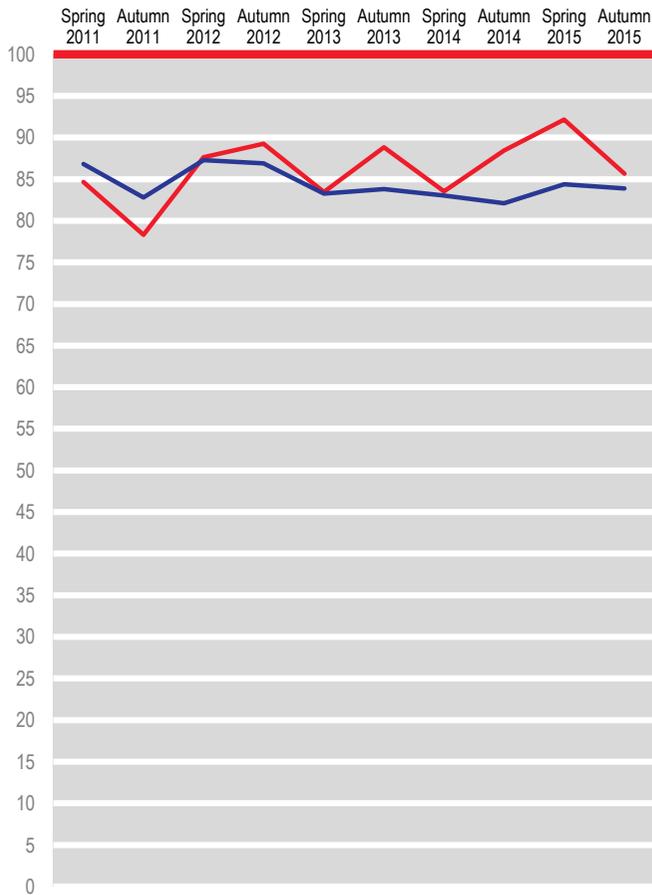
N.B. Benchmarks and targets are only shown for applicable factors

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

(1040)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

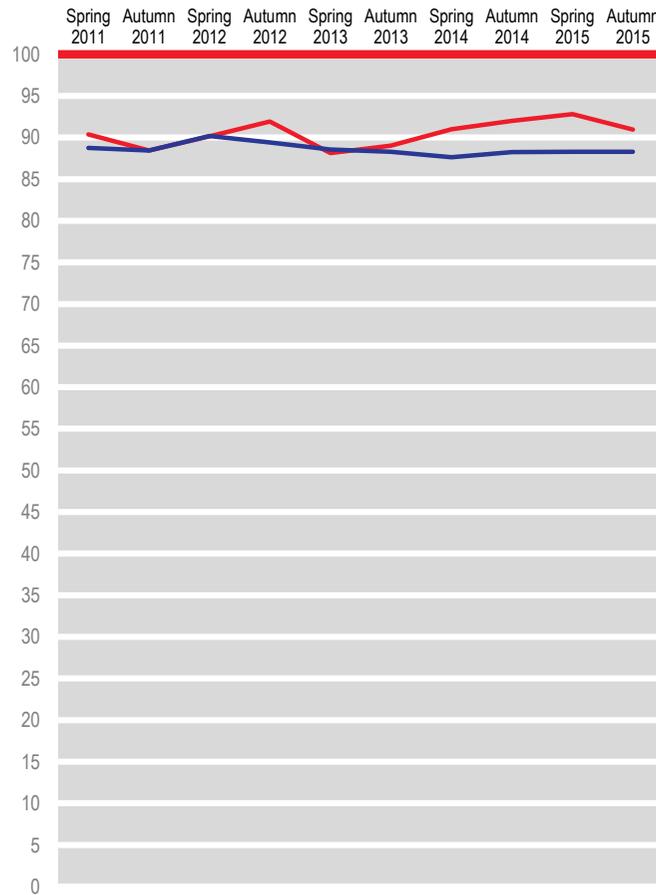


## The length of time the journey was scheduled to take (speed)

(1034)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

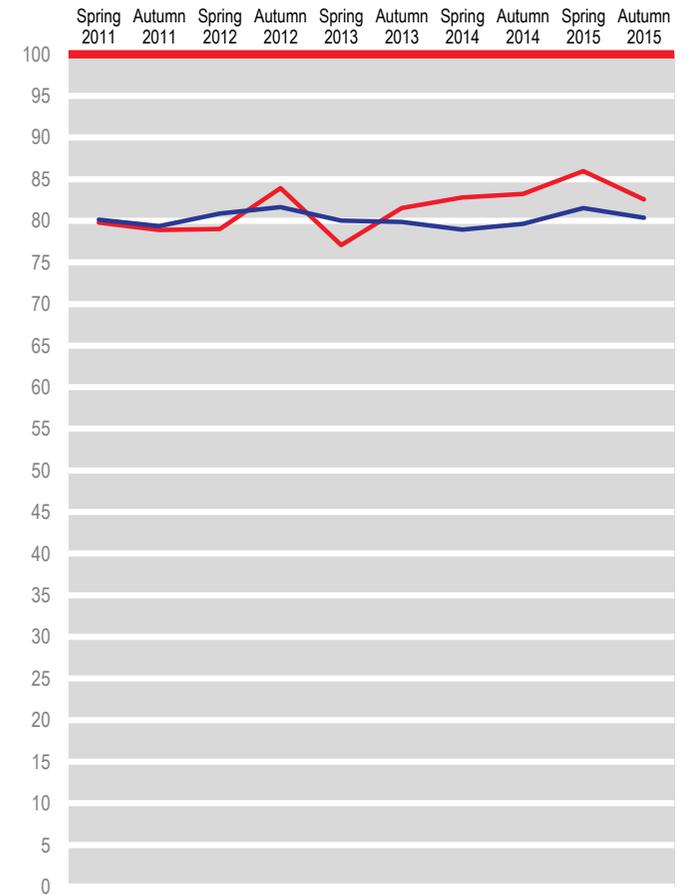


## Connections with other train services

(586)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance



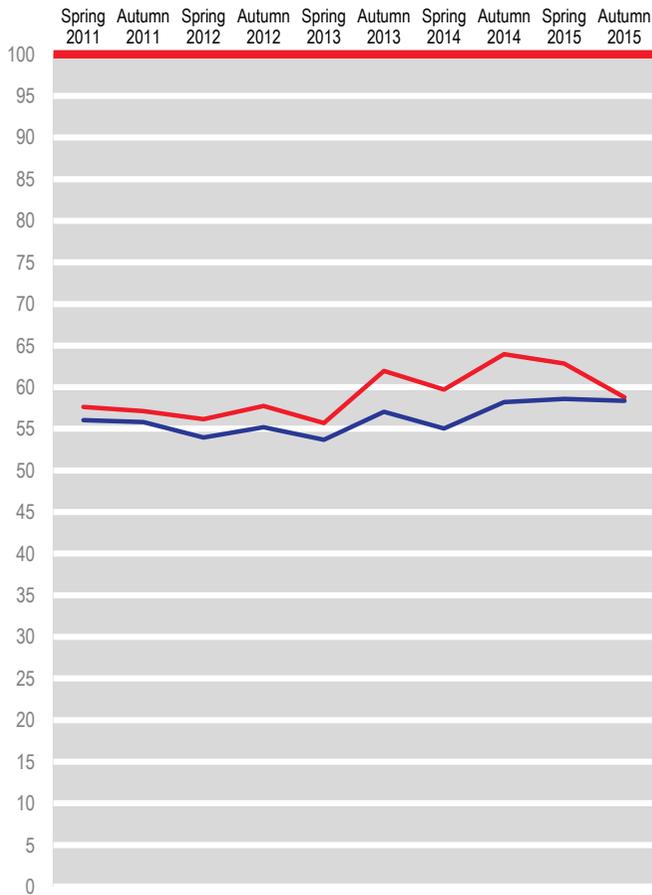
N.B. Benchmarks and targets are only shown for applicable factors

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

(1009)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

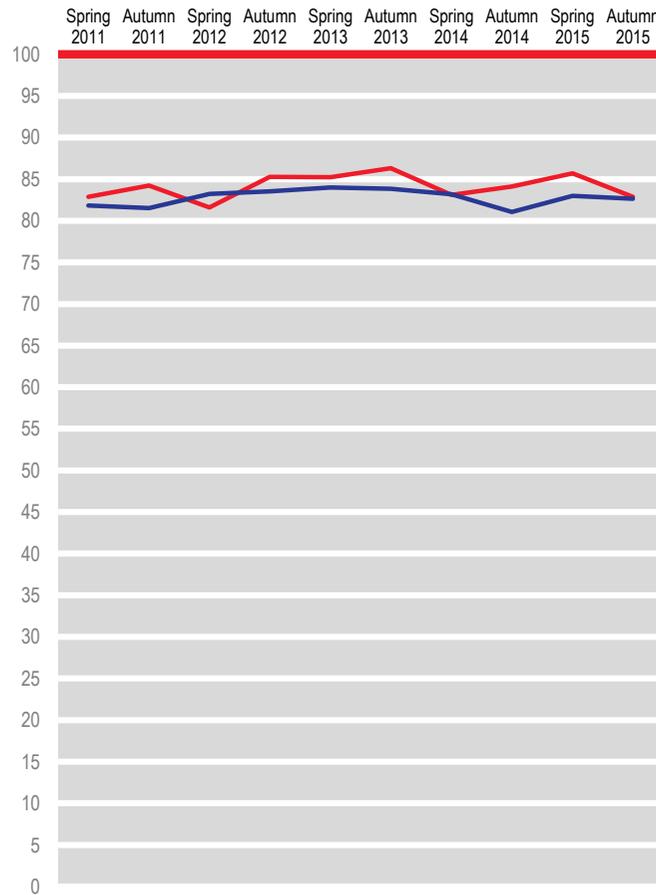


## Cleanliness of the train

(1049)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

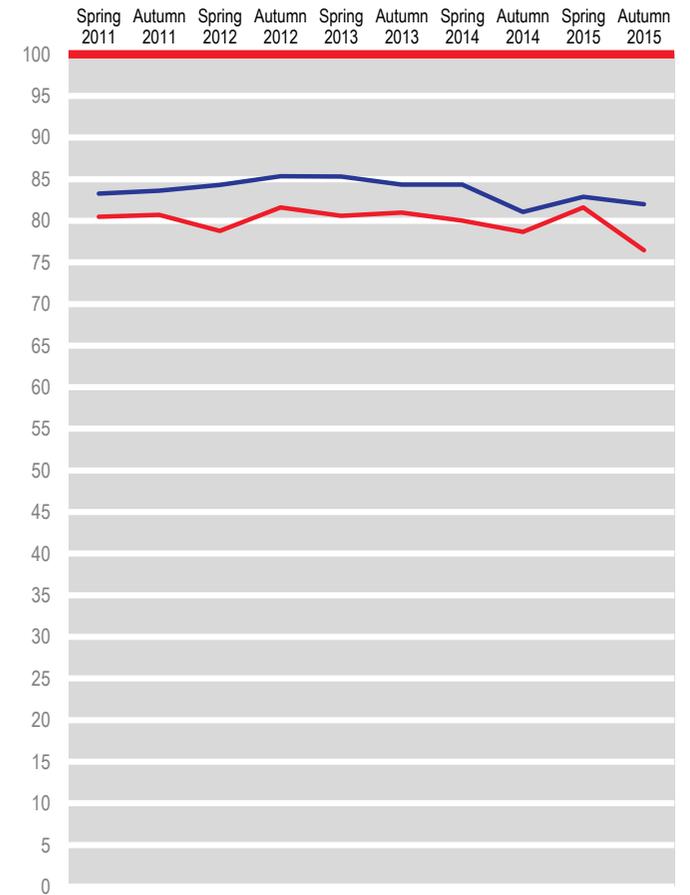


## Upkeep and repair of the train

(1001)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

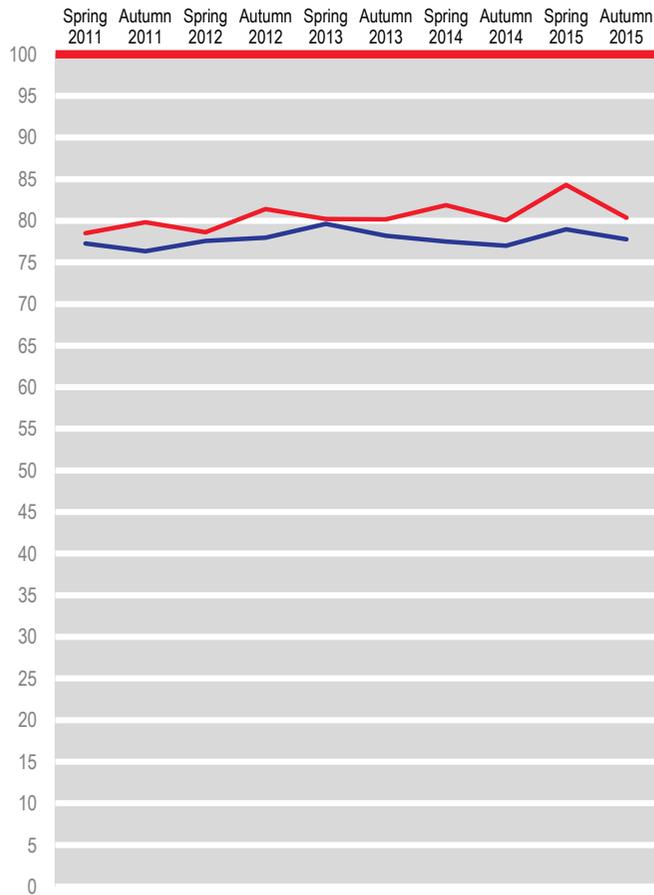


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey (975)

Percentage of passengers satisfied 2011 to 2015

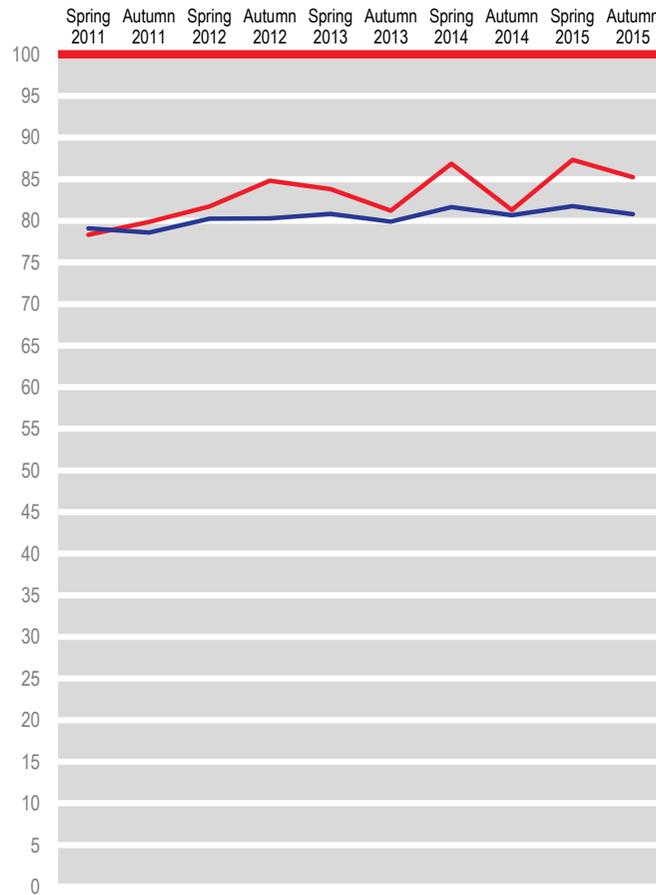
— Virgin Trains East Coast — Long Distance



## The helpfulness and attitude of staff on the train (840)

Percentage of passengers satisfied 2011 to 2015

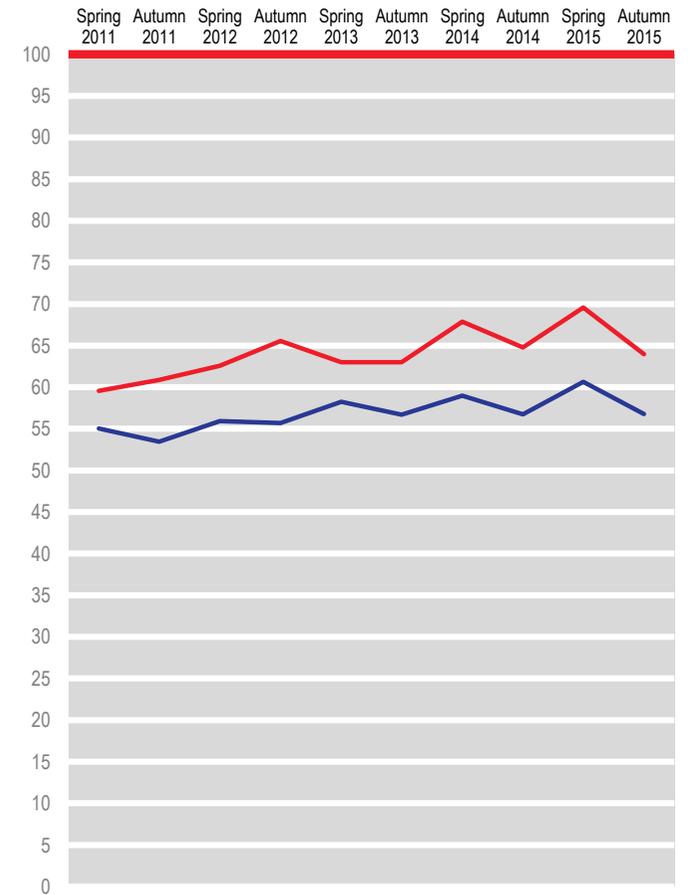
— Virgin Trains East Coast — Long Distance



## The space for luggage (929)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance



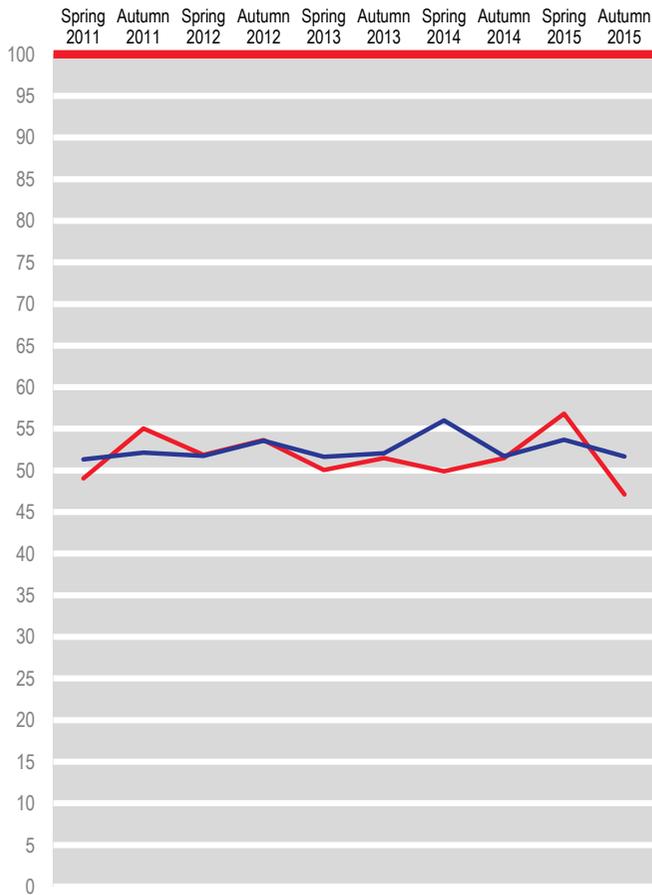
N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

(698)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

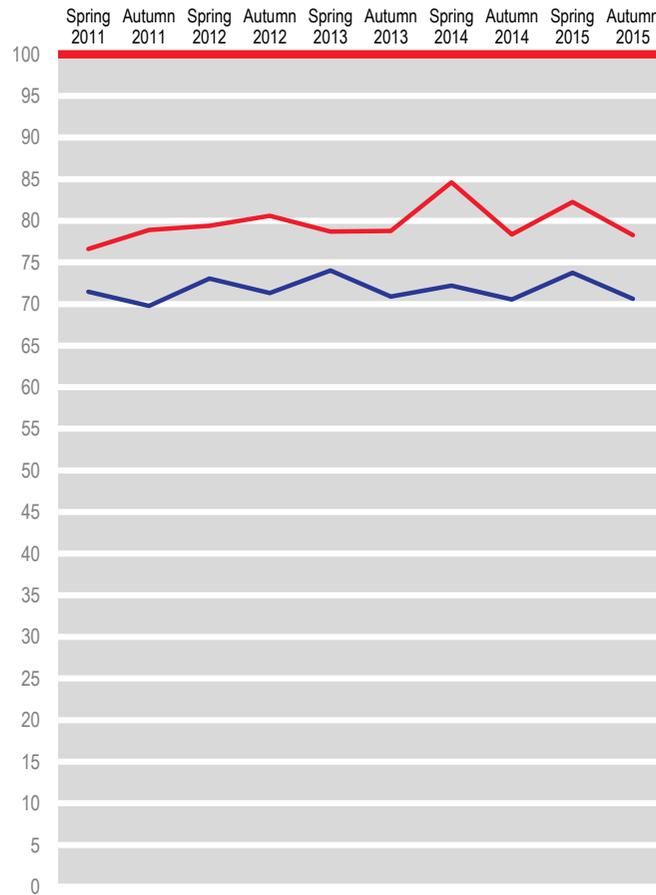


## Sufficient room for all the passengers to sit/stand

(1015)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

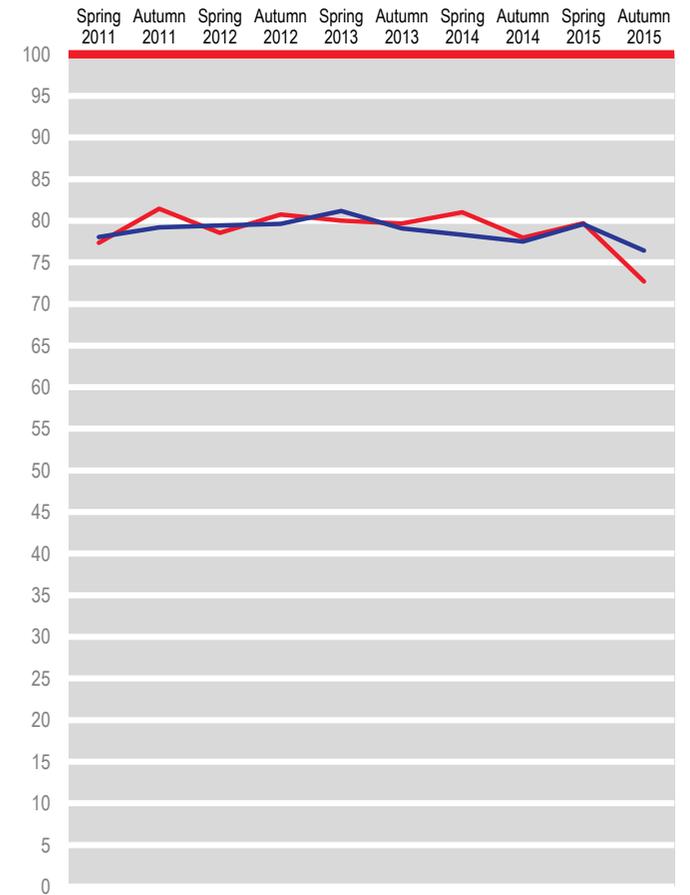


## The comfort of the seating area

(1024)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

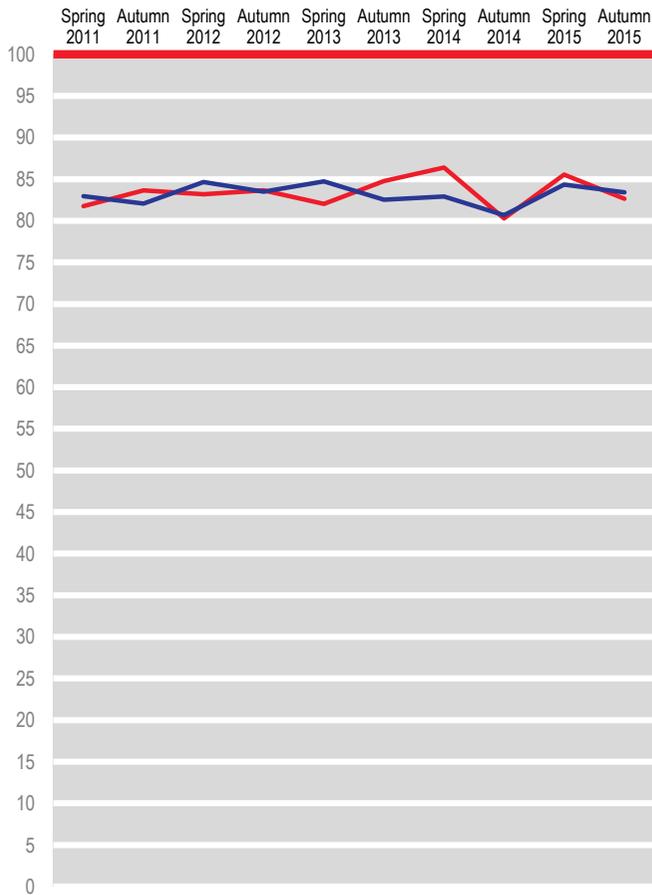


N.B. Benchmarks and targets are only shown for applicable factors

## The ease of being able to get on and off the train (1029)

Percentage of passengers satisfied 2011 to 2015

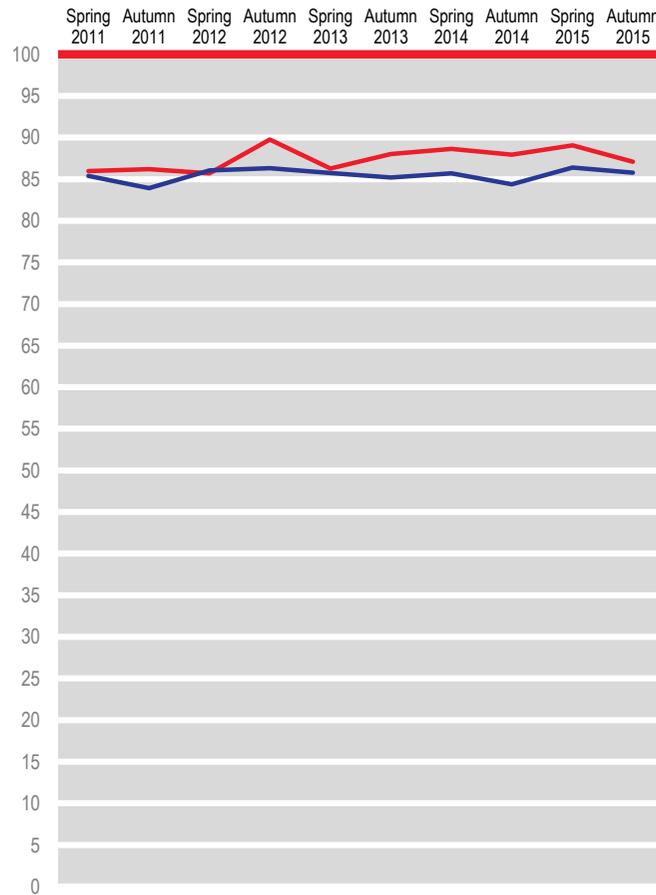
— Virgin Trains East Coast — Long Distance



## Your personal security whilst on board (979)

Percentage of passengers satisfied 2011 to 2015

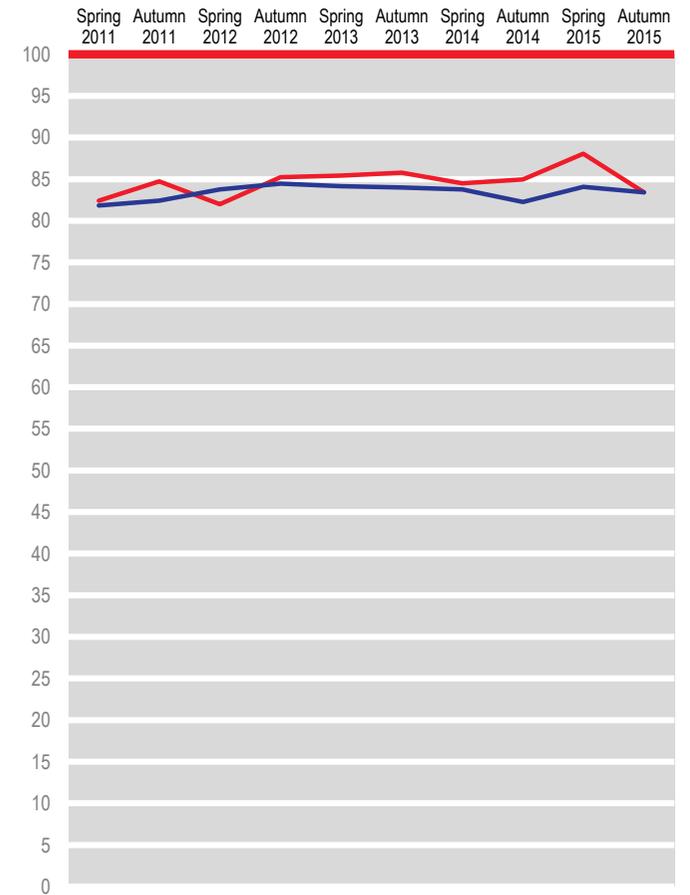
— Virgin Trains East Coast — Long Distance



## The cleanliness of the inside of the train (1049)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains East Coast — Long Distance

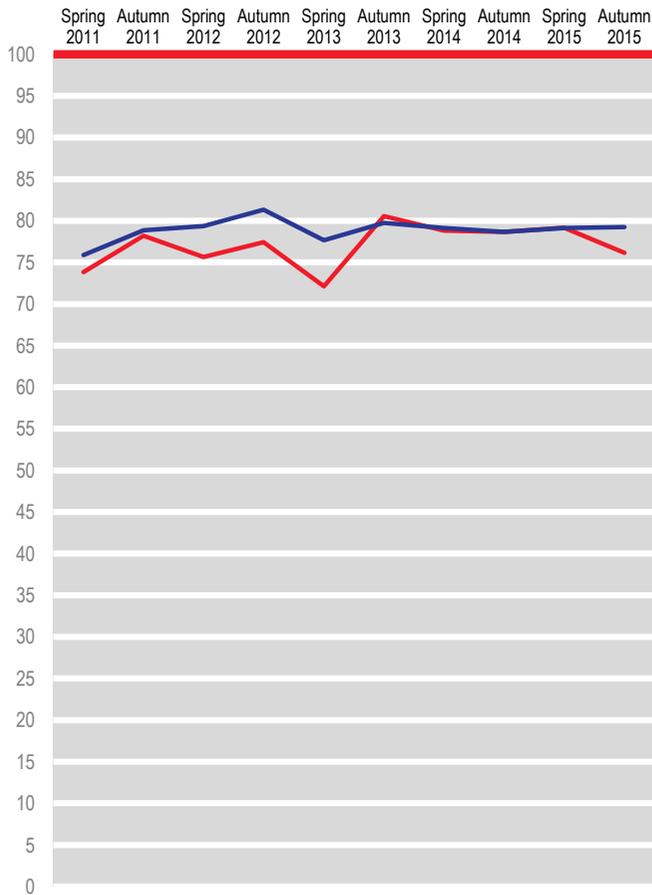


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (868)

Percentage of passengers satisfied 2011 to 2015

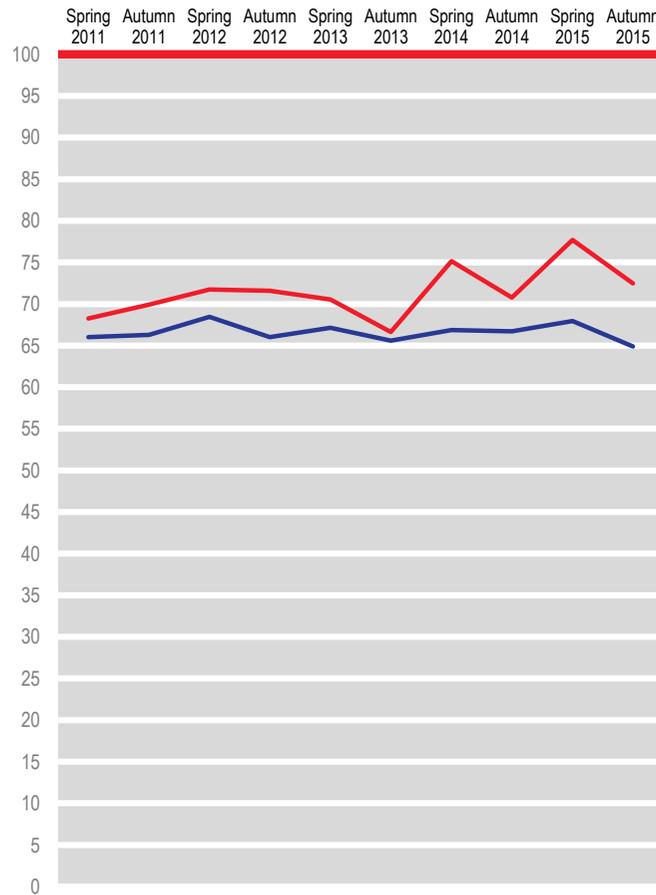
— Virgin Trains East Coast — Long Distance



## The availability of staff on the train (908)

Percentage of passengers satisfied 2011 to 2015

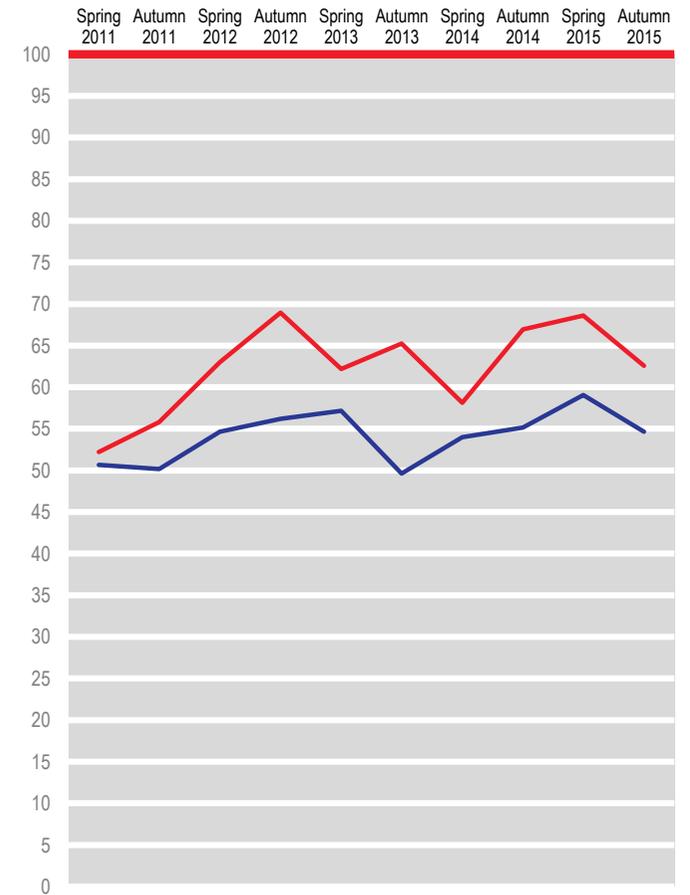
— Virgin Trains East Coast — Long Distance



## How well train company dealt with delays (225)

Percentage of passengers satisfied 2011 to 2015

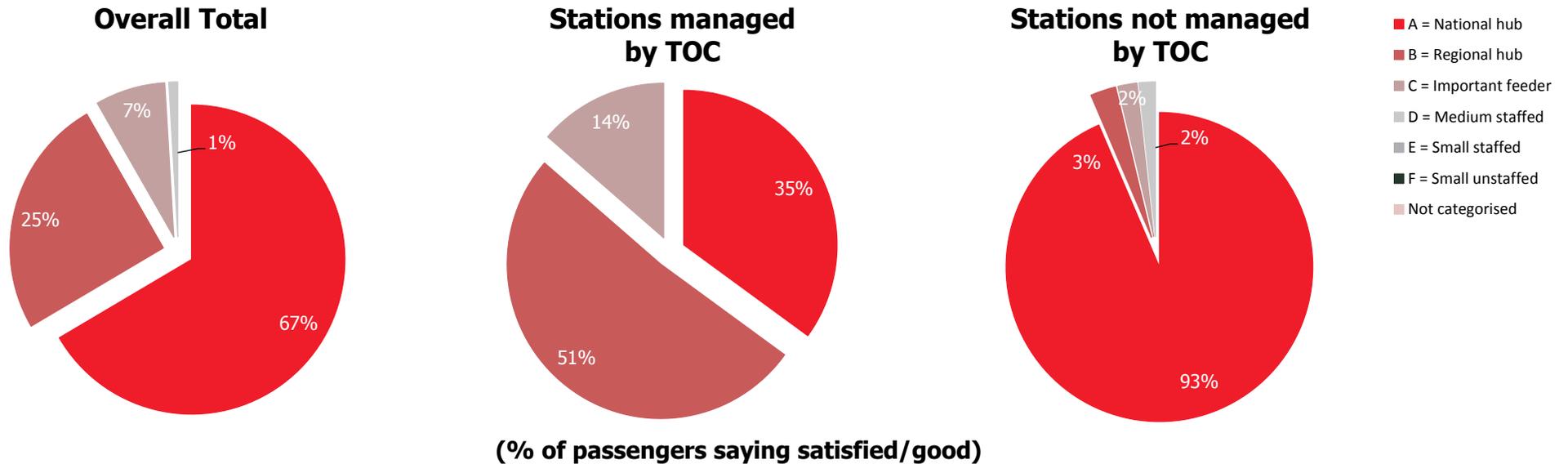
— Virgin Trains East Coast — Long Distance



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

## Managed versus non-managed stations for Virgin Trains East Coast

(% 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	90		90
Ticket buying facilities	86		82
Provision of information about train times/platforms	92		90
The upkeep/repair of the station buildings/platforms	89		89
Cleanliness	92		90
The facilities and services	81		76
The attitudes and helpfulness of the staff	88	+	78
Connections with other forms of public transport	74		85
Facilities for car parking	59	+	40
Overall environment	90	+	85
Your personal security whilst using the station	84		79
The availability of staff	77	+	63
The provision of shelter facilities	82	+	75
Availability of seating	68	+	34
How request to station staff was handled	94		87
The choice of shops/eating/drinking facilities available	63		73

## Virgin Trains East Coast

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	89		91	89		89
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	89		89	94		93
Ticket buying facilities	84		83	85		87
Provision of information about train times/platforms	91		90	91		92
The upkeep/repair of the station buildings/platforms	89	+	85	90		89
Cleanliness	90		88	94		90
The facilities and services	77		78	81		83
The attitudes and helpfulness of the staff	84		83	83		78
Connections with other forms of public transport	78		80	91	+	80
Facilities for car parking	55		49	44		61
Overall environment	88	+	83	88		91
Your personal security whilst using the station	81		78	83		84
The availability of staff	70		72	72		72
The provision of shelter facilities	78		78	79		84
Availability of seating	52		51	46		52
How request to station staff was handled	90		92	92		83
The choice of shops/eating/drinking facilities available	67		65	74		77
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	85		88	90		91
The frequency of the trains on that route	92		92	91		93
Punctuality/reliability (i.e. the train arriving/departing on time)	86		87	85		91
The length of time the journey was scheduled to take (speed)	90		91	95		94
Connections with other train services	83		82	82		87
The value for money of the price of your ticket	57	-	63	64		67
Cleanliness of the train	83		83	82		88
Upkeep and repair of the train	76		77	79		84
The provision of information during the journey	82		79	75		83
The helpfulness and attitude of staff on train	86	+	81	82		82
The space for luggage	66		64	57		66
The toilet facilities	47		52	48		50
Sufficient room for all passengers to sit/stand	80		79	73		76
The comfort of the seating area	75		77	67	-	81
The ease of being able to get on and off	82		79	85		84
Your personal security on board	88		88	85		89
The cleanliness of the inside	83		84	84		87
The cleanliness of the outside	76		77	76		84
The availability of staff	72		72	73		69
How well train company deals with delays	63		67	62		68

## Long Distance

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	87	+	85	87		90
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	85		84	89	+	85
Ticket buying facilities	82		85	89		88
Provision of information about train times/platforms	87		86	89		89
The upkeep/repair of the station buildings/platforms	79		77	83		81
Cleanliness	83		81	85		82
The facilities and services	69	-	72	73		71
The attitudes and helpfulness of the staff	83	+	80	82		80
Connections with other forms of public transport	77		76	85		80
Facilities for car parking	58		59	56		68
Overall environment	79		76	82	+	76
Your personal security whilst using the station	79		77	83		78
The availability of staff	73	+	69	71		70
The provision of shelter facilities	78		76	81		76
Availability of seating	54		54	59		53
How request to station staff was handled	92		90	94		86
The choice of shops/eating/drinking facilities available	60		61	65		67
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	85		84	86		89
The frequency of the trains on that route	84		84	85		88
Punctuality/reliability (i.e. the train arriving/departing on time)	83	+	81	86		88
The length of time the journey was scheduled to take (speed)	87		87	92		91
Connections with other train services	80		78	81		84
The value for money of the price of your ticket	56		55	69		70
Cleanliness of the train	83	+	81	81		83
Upkeep and repair of the train	82		81	82		83
The provision of information during the journey	78		77	75		78
The helpfulness and attitude of staff on train	82		81	77		81
The space for luggage	57		58	56		54
The toilet facilities	51		52	53		52
Sufficient room for all passengers to sit/stand	70		70	72		72
The comfort of the seating area	77		77	74	-	80
The ease of being able to get on and off	83	+	80	83		82
Your personal security on board	86	+	84	84		85
The cleanliness of the inside	83	+	81	83		85
The cleanliness of the outside	79		78	79		82
The availability of staff	67		66	57	-	69
How well train company deals with delays	54		53	57		65

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
<b>DELAY</b>					
None	76	74			
Minor	18	22			
Major	5	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	27	34			
6-10 minutes	20	28			
11-20 minutes	22	17			
21-30 minutes	7	8			
31-60 minutes	13	6			
More than 1 hour	8	4			
Don't know/no answer	4	3			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	24	25	Very well	21	25
Fairly well	44	34	Fairly well	40	35
Neither well nor poorly	14	19	Neither well nor poorly	25	20
Fairly poorly	13	12	Fairly poorly	9	11
Very poorly	6	10	Very poorly	5	9
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	29	26	Very well	18	20
Fairly well	36	35	Fairly well	33	27
Neither well nor poorly	20	19	Neither well nor poorly	30	31
Fairly poorly	10	10	Fairly poorly	11	12
Very poorly	5	9	Very poorly	8	10
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	23	26	Very well	25	20
Fairly well	38	34	Fairly well	30	21
Neither well nor poorly	26	23	Neither well nor poorly	14	27
Fairly poorly	8	10	Fairly poorly	21	11
Very poorly	5	9	Very poorly	10	21

## 6 6.2 Passenger experience relating to disability

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	2	2			
Mobility	3	3			
Dexterity	1	1			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	0	0			
Other	1	1			
None	89	88			
No answer	2	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	6	8	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	42	43	Yes	7	6
Not at all	46	44	No	93	94
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	54	43	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	28	31	Very satisfied	87	93
Neither satisfied nor dissatisfied	13	19	Fairly satisfied	-	5
Fairly dissatisfied	4	4	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	1	3	Fairly dissatisfied	13	2
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	35	30	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	37	36	Very satisfied	87	87
Neither satisfied nor dissatisfied	21	26	Fairly satisfied	13	9
Fairly dissatisfied	6	5	Neither satisfied nor dissatisfied	-	3
Very dissatisfied	1	3	Fairly dissatisfied	-	-
			Very dissatisfied	-	-

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	41	42	White	94	91
Female	57	56	Mixed	1	1
			Asian or Asian British	1	3
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	10	17
19-25	5	9	Business	33	25
26-34	7	10	Leisure	57	58
35-44	15	13			
45-54	27	22	<b>REGULAR TRAVELLER</b>		
55-59	11	11	Yes	27	34
60-64	12	12	No	73	66
65+	21	20			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	56	53	Weekday	76	80
Working Part Time	13	14	Weekend	24	20
Not Working	3	3			
Retired	24	23	<b>TIME OF TRAVEL</b>		
Full Time Student	2	6	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	46	40	Yes asked for help	9	12
Middle Managerial	12	13	Yes asked for information	9	12
Junior Managerial/Clerical/Supervisory	7	9	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6	No	81	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	19	19	Yes, at home	94	90
Unemployed/between jobs	1	1	Yes, at work	63	58
Housewife/house-husband	1	1	No	3	6
Other	4	5			



## Station sample sizes for Virgin Trains East Coast

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

London Kings Cross	412
Newark North Gate	100
Edinburgh	98
Peterborough	97
Grantham	69
Newcastle	62
Leeds	39
Doncaster	33
Durham	27
Berwick-Upon-Tweed	23
Darlington	21
Wakefield Westgate	21
York	21
Retford	13
Leuchars	9
Aberdeen	6
Glasgow Central	4
Stevenage	3
Stonehaven	3
Inverkeithing	2
Stirling	1
Dundee	1
Kirkcaldy	1
Lincoln Central	1

	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 BirminghamNew 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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