



National Rail Passenger Survey

South West Trains TOC Report

Autumn 2015 (Wave 33)

Contacts:

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

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdrb-continental.com

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Contents

1 Introduction

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

2 Key results

- 2.1** Overall satisfaction and station factor results for South West Trains 5
- 2.2** Train factor results for South West Trains 7
- 2.3** Overall satisfaction and station factor results for London and South East 9
- 2.4** Train factor results for London and South East 11
- 2.5** South West Trains versus London and South East performance 13
- 2.6** Results by route for South West Trains 14

3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for South West Trains 15
- 3.2** Train factor results for South West Trains 21

4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for South West Trains 28

5 Peak/off-peak and weekday/weekend satisfaction

- 5.1** Peak/off peak satisfaction for South West Trains 29
- 5.2** Peak/off peak satisfaction for London and South East 30
- 5.3** Weekday/weekend satisfaction for South West Trains 31
- 5.4** Weekday/weekend satisfaction for London and South East 32

6 Passenger experience with service

- 6.1** Passenger experience of delays 33
- 6.2** Passenger experience relating to disability 34

7 Sample profile

- 7.1** Sample profile for South West Trains versus London and South East 35
- 7.2** Station sample sizes for South West Trains 37
- 7.3** Weighted sample composition for all TOCs 38
- 7.4** Unweighted sample composition for all TOCs 39

8 Technical appendix

- 8.1** Standard reports produced for NRPS 40
- 8.2** Rail sectors 41
- 8.3** How routes are defined 42

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

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.

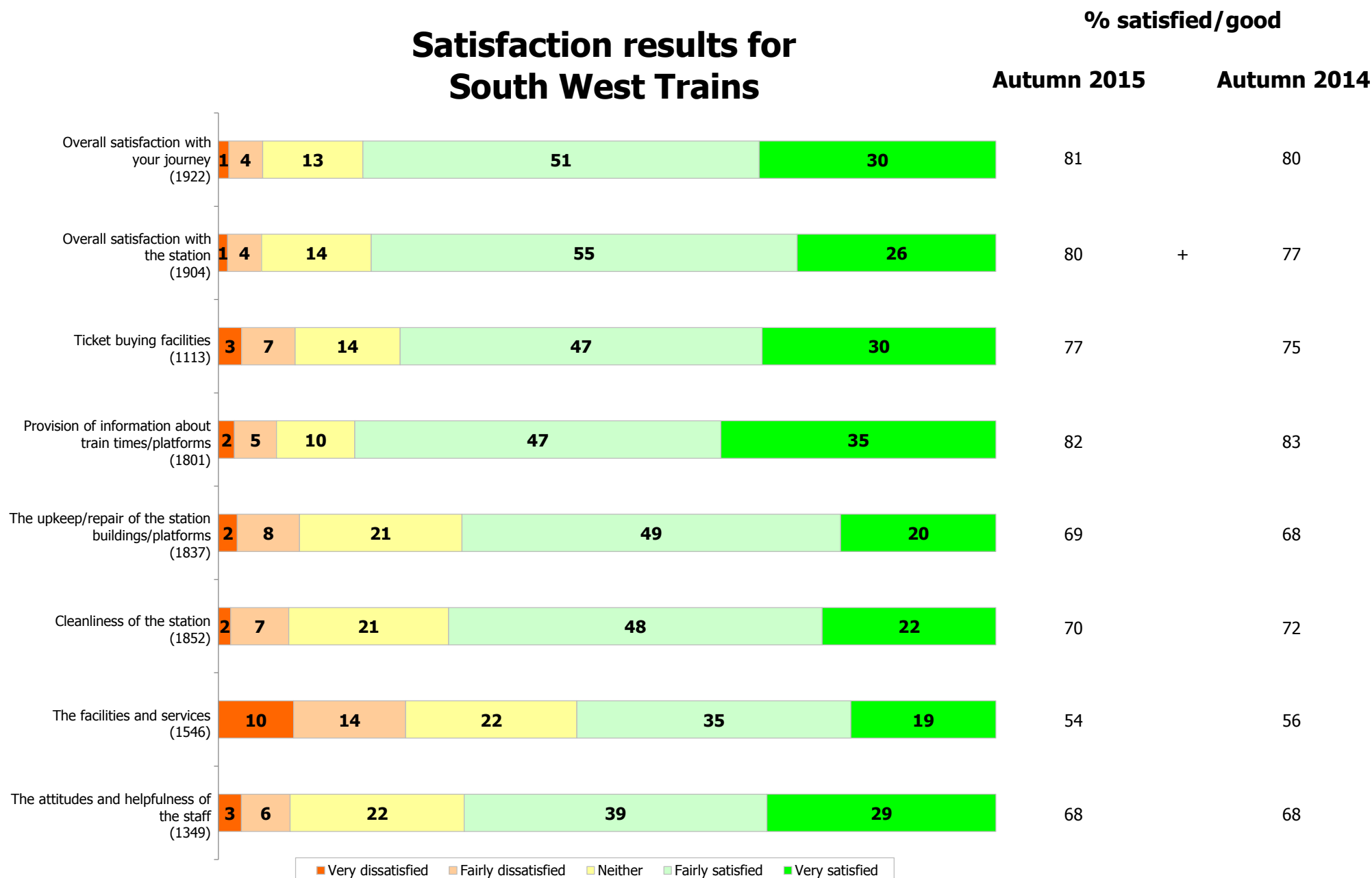
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

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 South West Trains

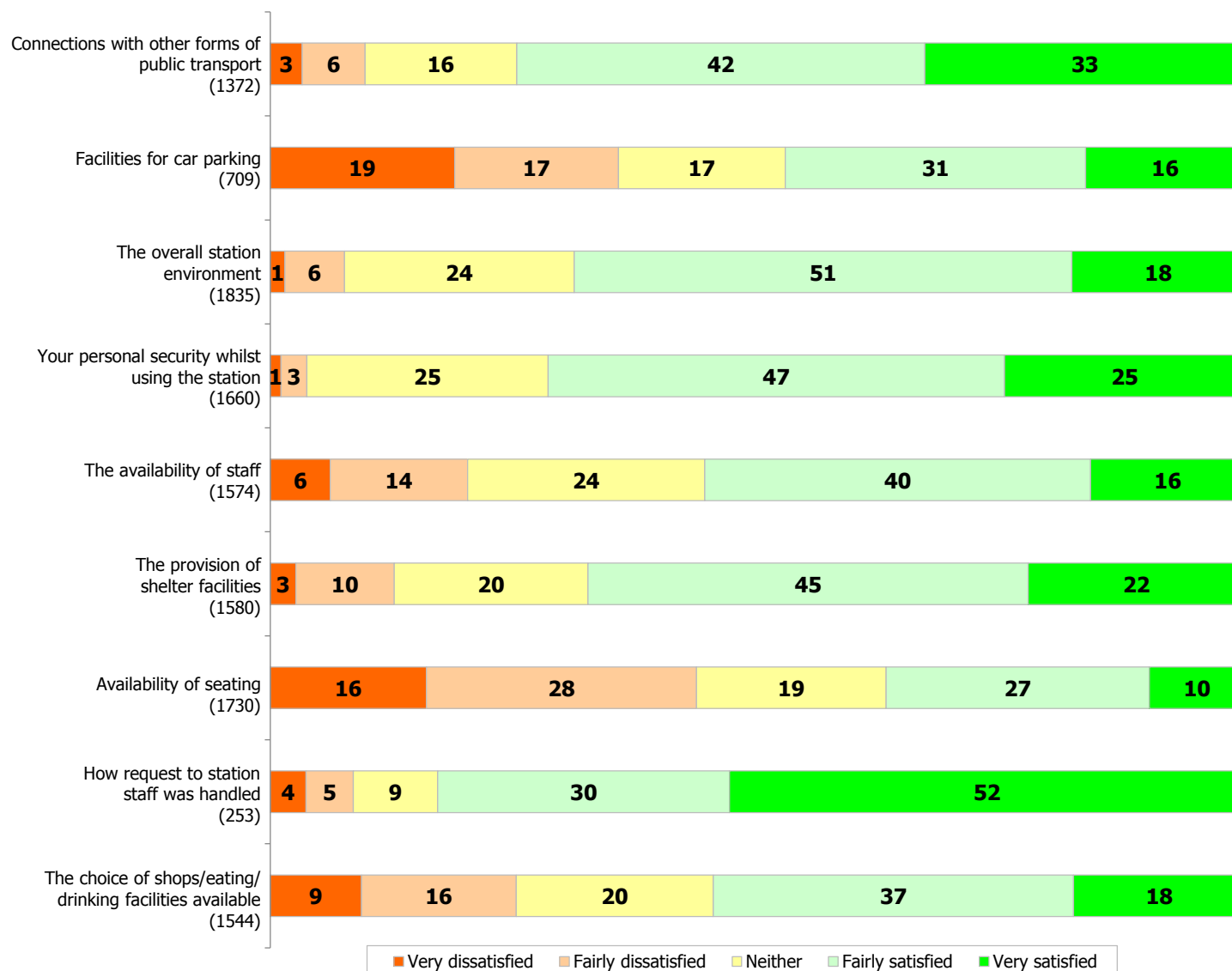


Satisfaction results for South West Trains

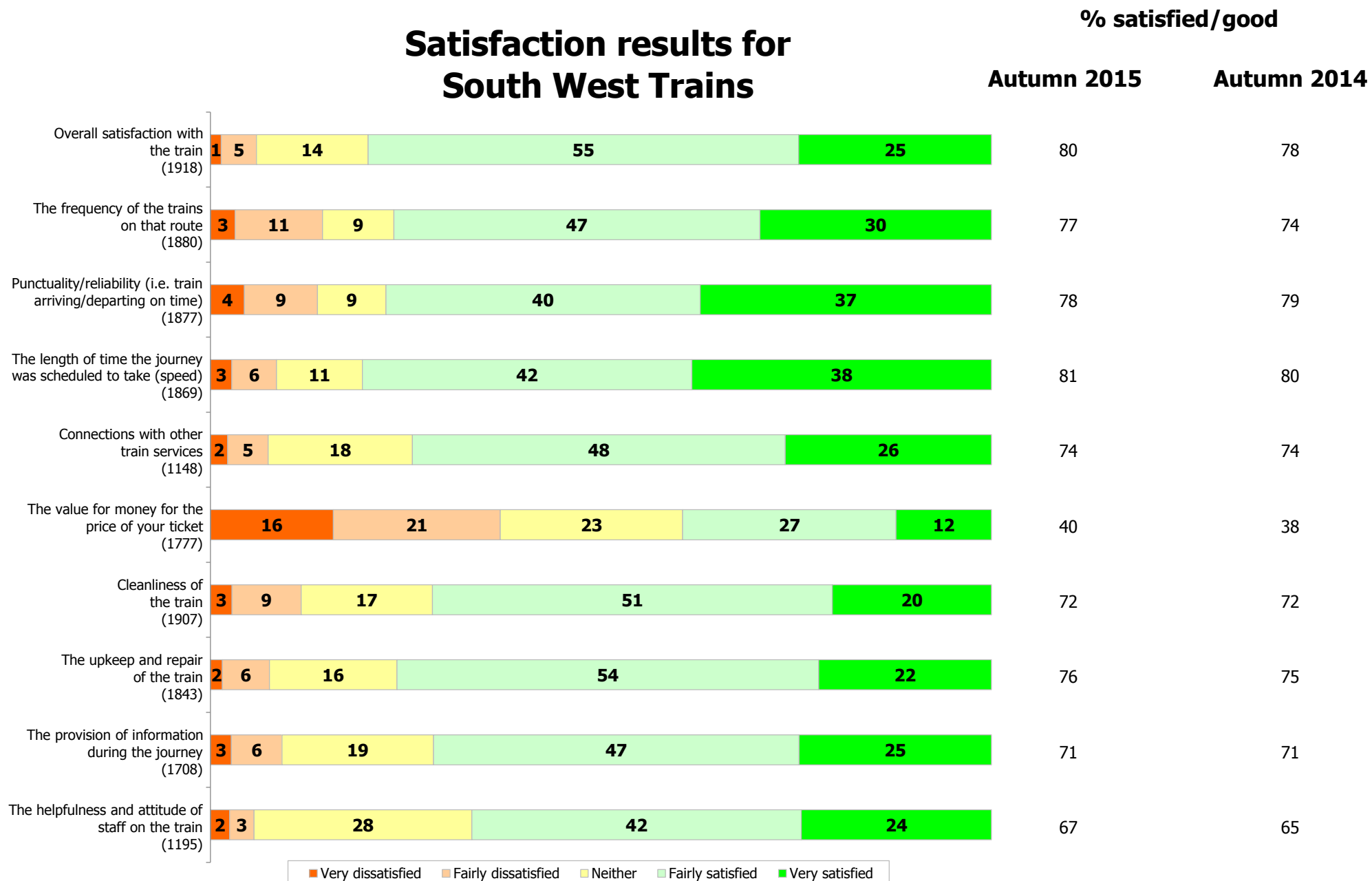
% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for South West Trains

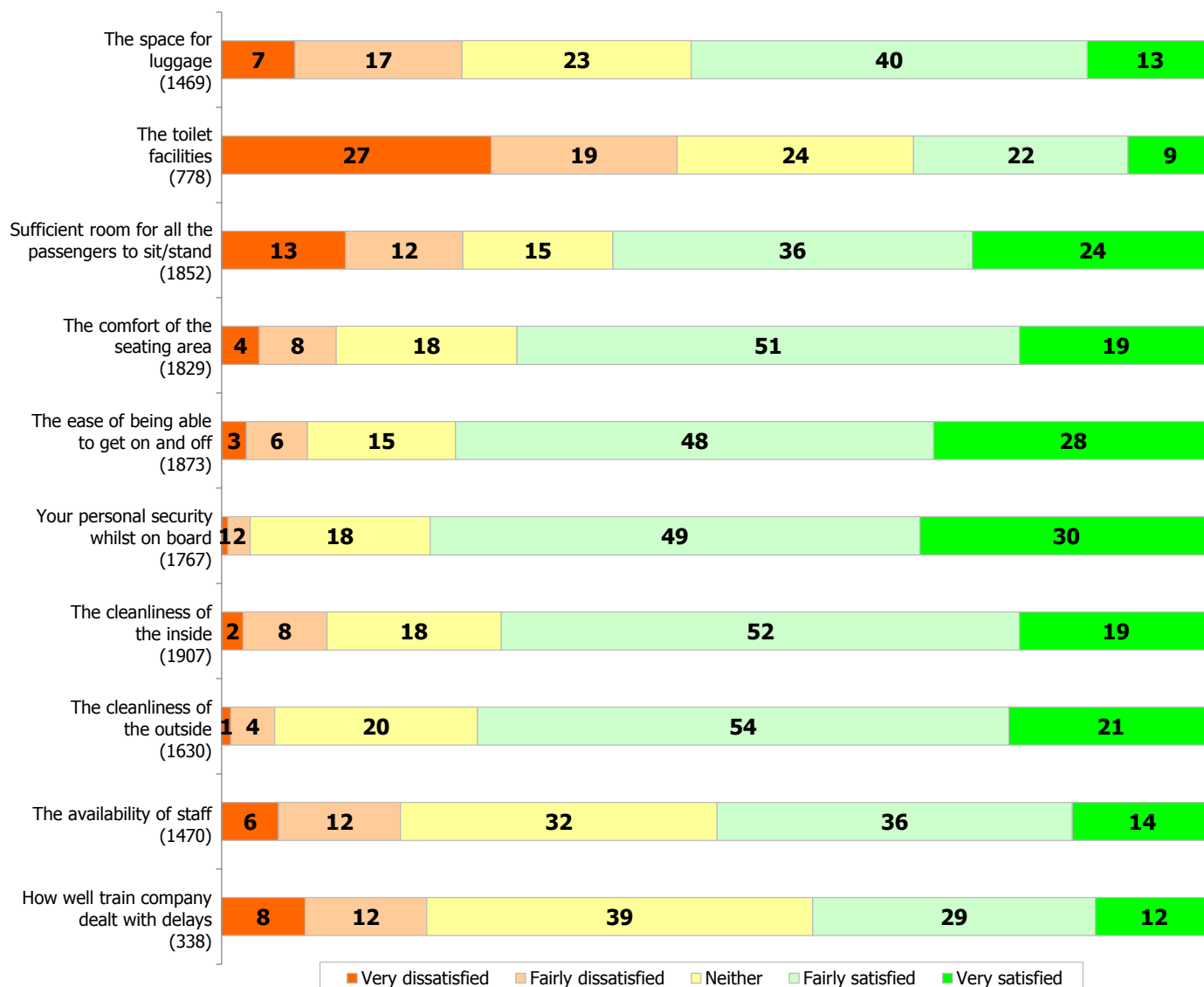


Satisfaction results for South West Trains

% 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 London and South East

% satisfied/good

Autumn 2015

Autumn 2014

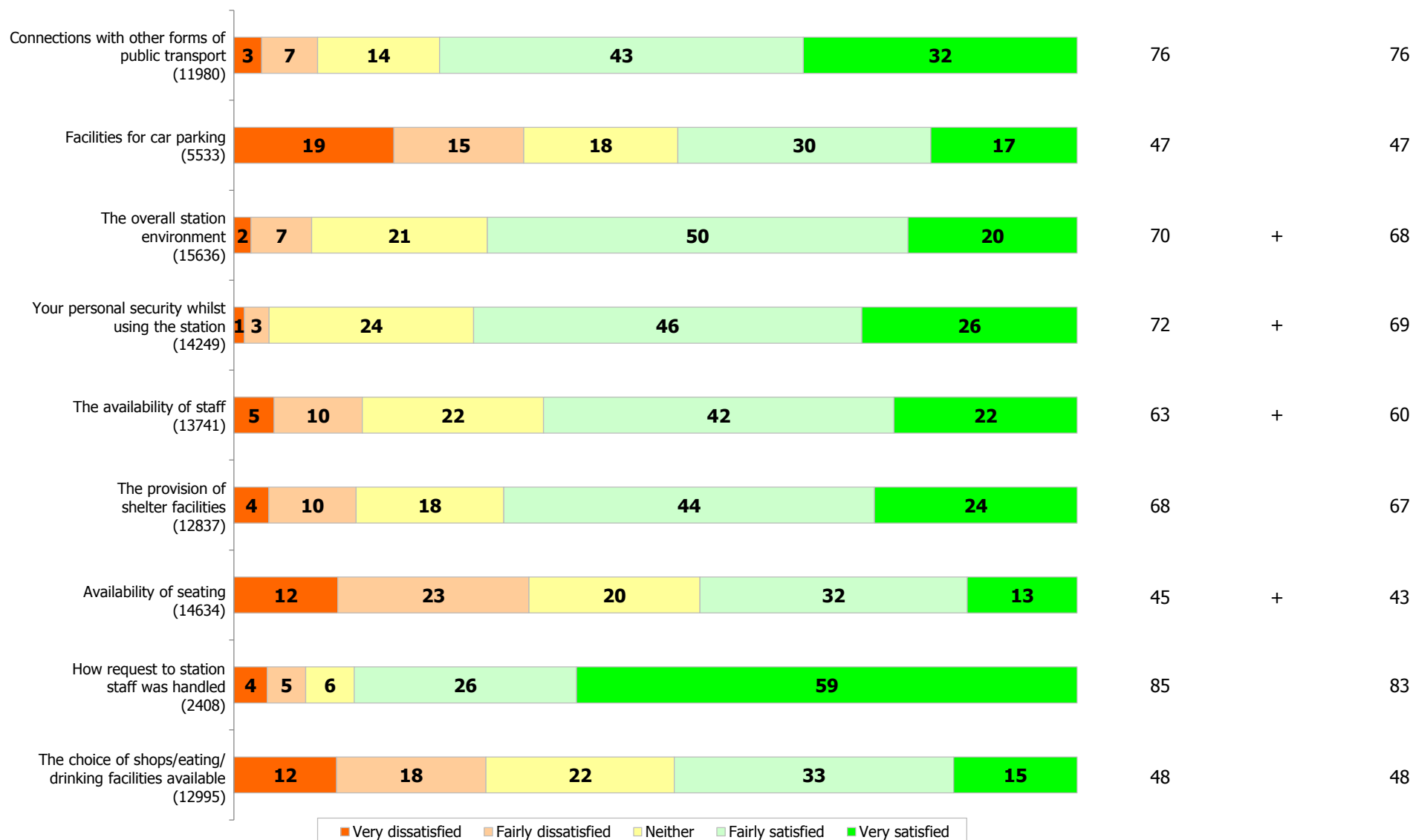


Satisfaction results for London and South East

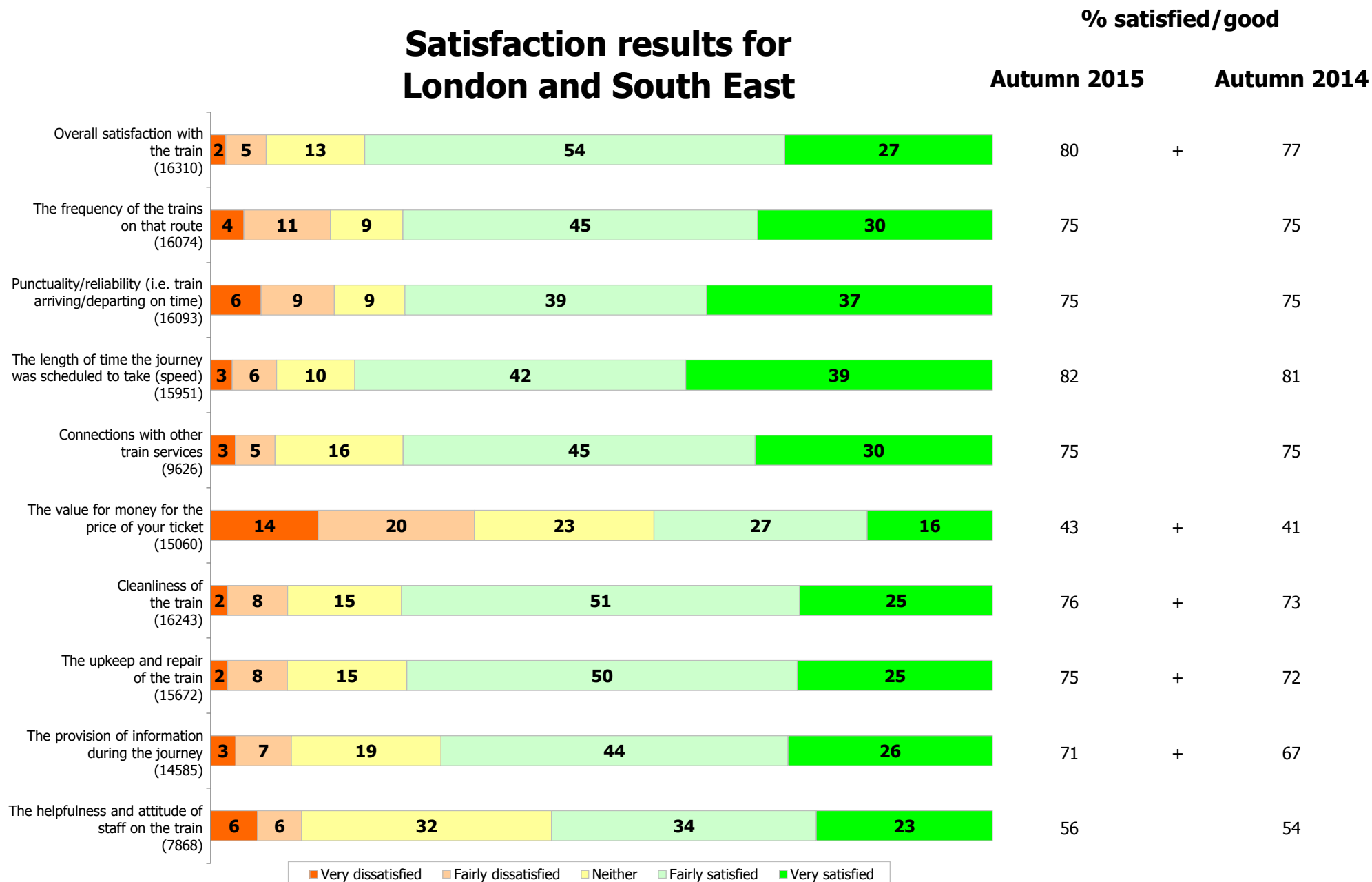
% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for London and South East

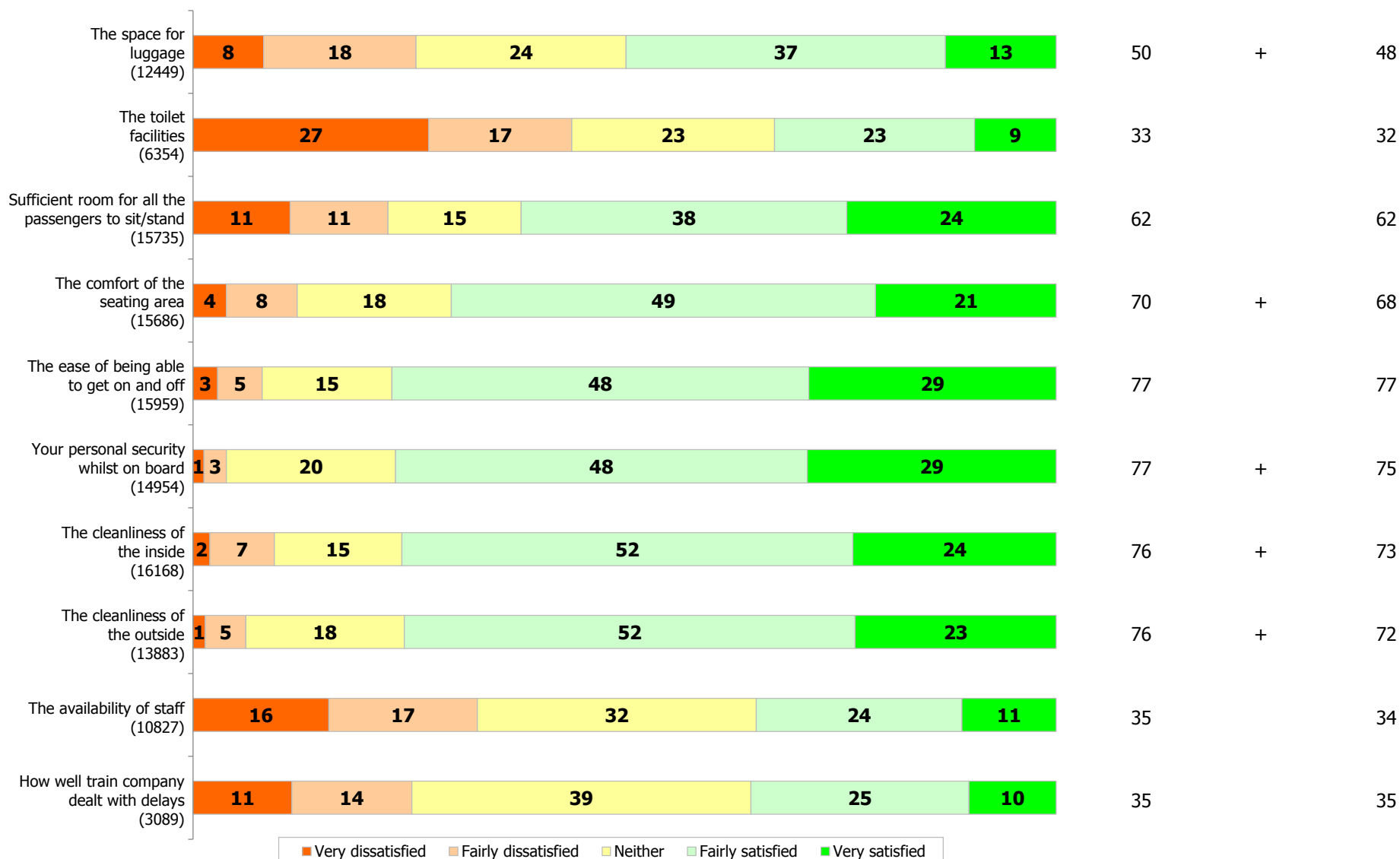


Satisfaction results for London and South East

% satisfied/good

Autumn 2015

Autumn 2014



South West Trains versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	81	82	100%
STATION FACILITIES			
Overall satisfaction with the station	80	79	101%
Ticket buying facilities	77	73	105%
Provision of information about train times/platforms	82	81	102%
The upkeep/repair of the station buildings/platforms	69	71	97%
Cleanliness	70	76	93%
The facilities and services	54	54	100%
The attitudes and helpfulness of the staff	68	74	93%
Connections with other forms of public transport	75	76	99%
Facilities for car parking	47	47	100%
Overall environment	69	70	98%
Your personal security whilst using the station	72	72	100%
The availability of staff	55	63	88%
The provision of shelter facilities	67	68	99%
Availability of seating	37	45	82%
How request to station staff was handled	82	85	96%
The choice of shops/eating/drinking facilities available	55	48	114%
TRAIN FACILITIES			
Overall satisfaction with the train	80	80	99%
The frequency of the trains on that route	77	75	101%
Punctuality/reliability (i.e. the train arriving/departing on time)	78	75	103%
The length of time the journey was scheduled to take (speed)	81	82	99%
Connections with other train services	74	75	98%
The value for money of the price of your ticket	40	43	91%
Cleanliness of the train	72	76	95%
Upkeep and repair of the train	76	75	102%
The provision of information during the journey	71	71	101%
The helpfulness and attitude of staff on train	67	56	118%
The space for luggage	53	50	106%
The toilet facilities	30	33	92%
Sufficient room for all passengers to sit/stand	61	62	98%
The comfort of the seating area	70	70	100%
The ease of being able to get on and off	76	77	99%
Your personal security on board	79	77	103%
The cleanliness of the inside	72	76	95%
The cleanliness of the outside	74	76	98%
The availability of staff	50	35	144%
How well train company deals with delays	40	35	114%

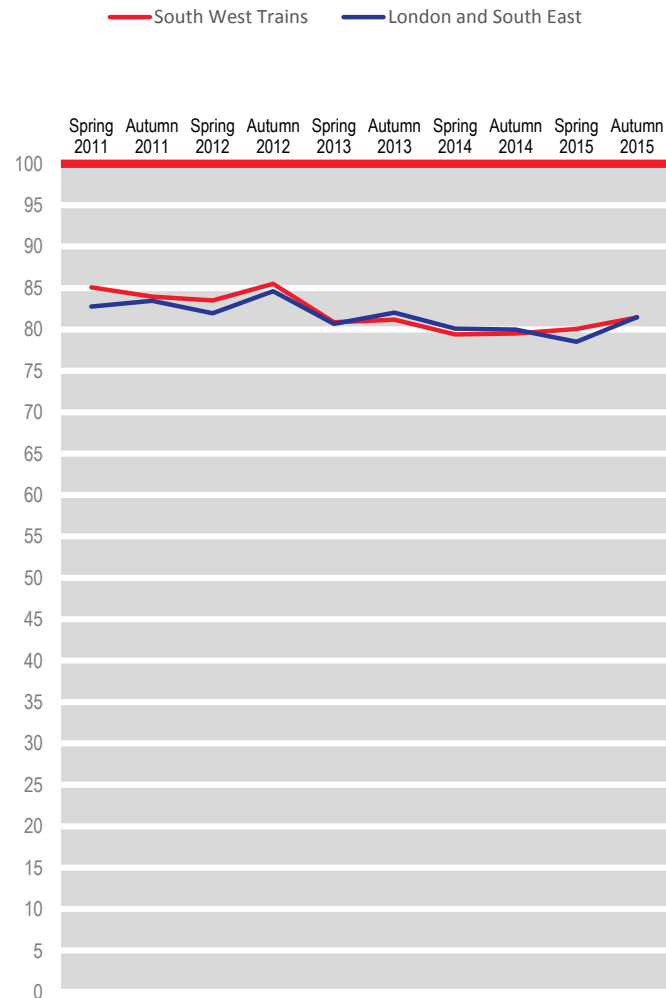
Building block/route data for South West Trains

	Island Line	Longer distance	Metro	Outer Suburban & Local
Overall satisfaction with your journey	97	82	82	81
STATION FACILITIES				
Overall satisfaction with the station	85	85	78	79
Ticket buying facilities	68	77	76	77
Provision of information about train times/platforms	83	87	78	82
The upkeep/repair of the station buildings/platforms	72	76	66	66
Cleanliness	84	76	66	69
The facilities and services	57	61	49	52
The attitudes and helpfulness of the staff	89	72	62	70
Connections with other forms of public transport	73	79	72	74
Facilities for car parking	82	59	30	50
Overall environment	75	74	66	67
Your personal security whilst using the station	78	75	68	71
The availability of staff	47	62	45	59
The provision of shelter facilities	82	71	64	67
Availability of seating	69	35	38	37
How request to station staff was handled	100	85	83	79
The choice of shops/eating/drinking facilities available	39	61	53	51
TRAIN FACILITIES				
Overall satisfaction with the train	84	80	79	80
The frequency of the trains on that route	86	82	69	78
Punctuality/reliability (i.e. the train arriving/departing on time)	98	80	71	81
The length of time the journey was scheduled to take (speed)	97	78	81	81
Connections with other train services	91	75	74	74
The value for money of the price of your ticket	84	44	38	37
Cleanliness of the train	87	72	69	73
Upkeep and repair of the train	65	72	76	80
The provision of information during the journey	73	75	69	70
The helpfulness and attitude of staff on train	94	76	57	62
The space for luggage	54	49	58	51
The toilet facilities	21	34	17	34
Sufficient room for all passengers to sit/stand	88	58	62	61
The comfort of the seating area	64	67	74	70
The ease of being able to get on and off	93	82	74	73
Your personal security on board	91	83	78	76
The cleanliness of the inside	83	75	70	71
The cleanliness of the outside	70	73	73	76
The availability of staff	87	59	41	48
How well train company deals with delays	-	54	32	37

Percentage satisfaction with aspects of station where boarded

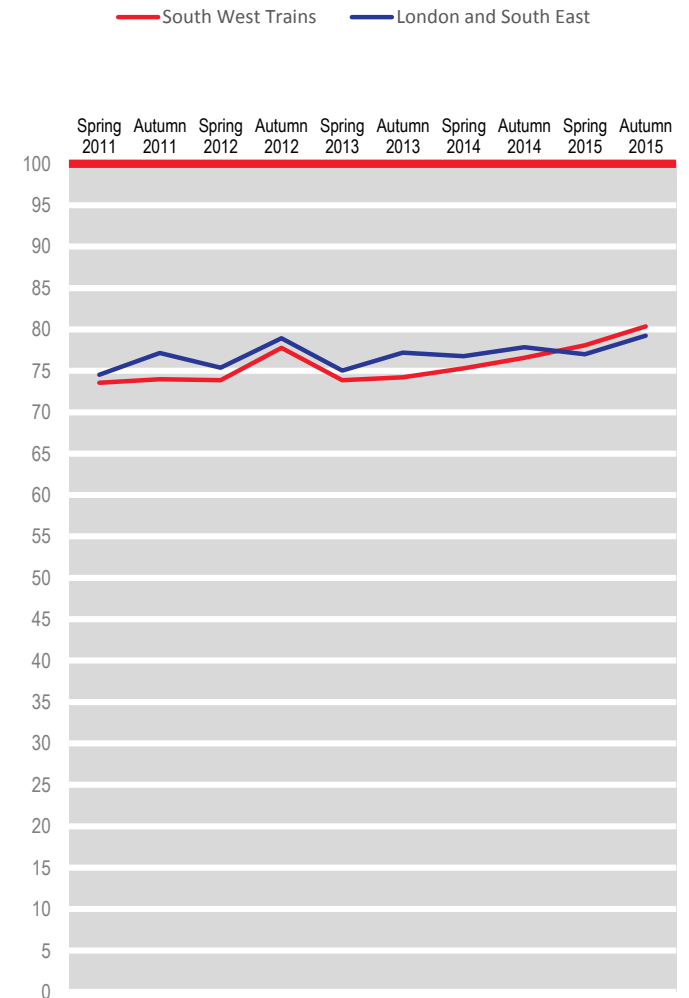
Overall satisfaction with your journey

(1922)
Percentage of passengers satisfied 2011 to 2015



Overall station satisfaction

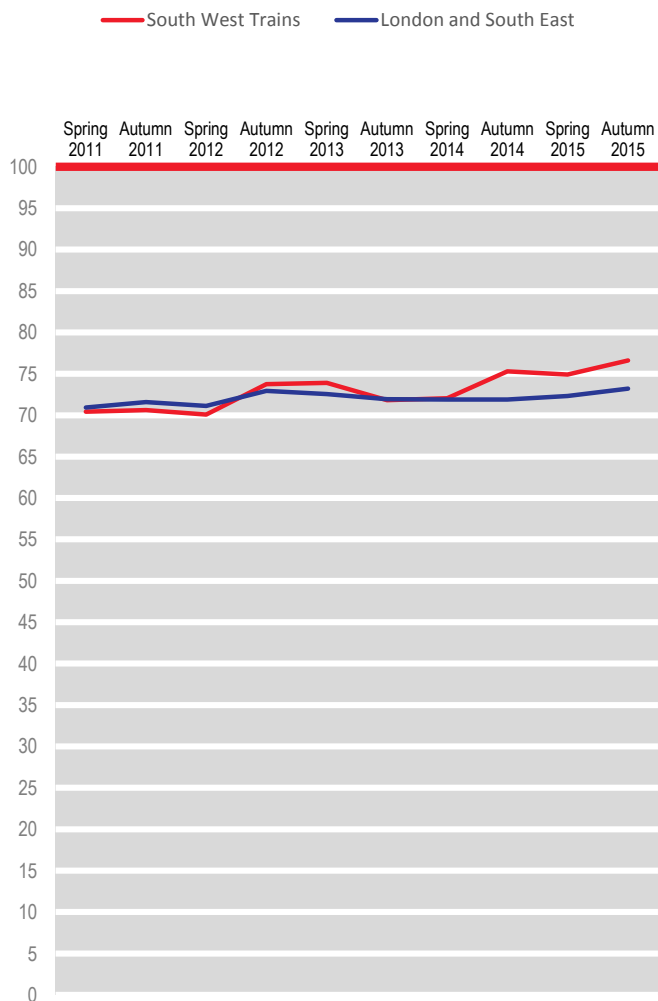
(1904)
Percentage of passengers satisfied 2011 to 2015



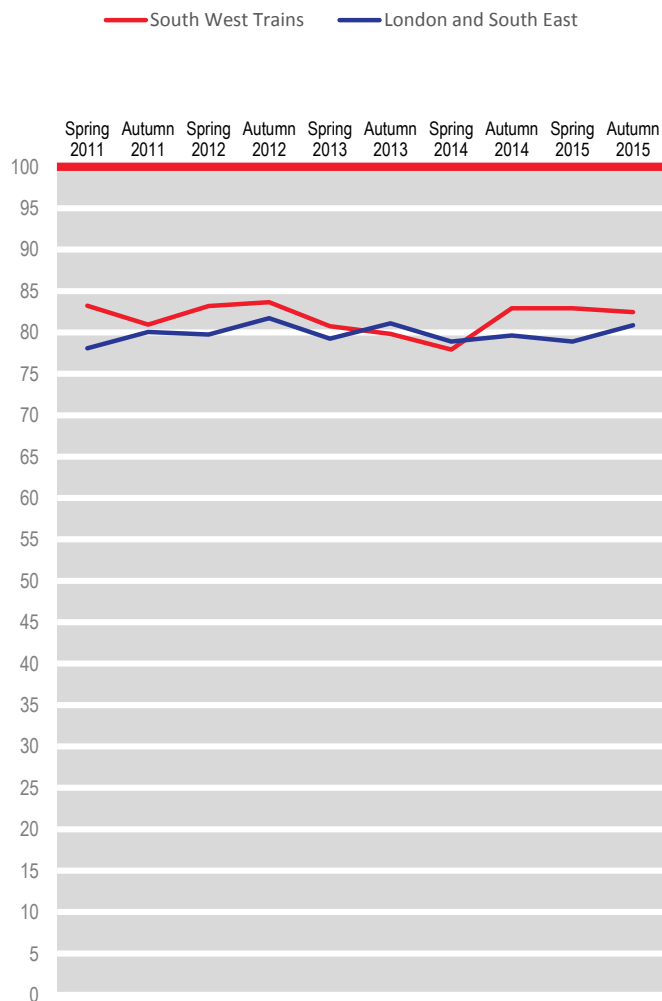
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(1113)**

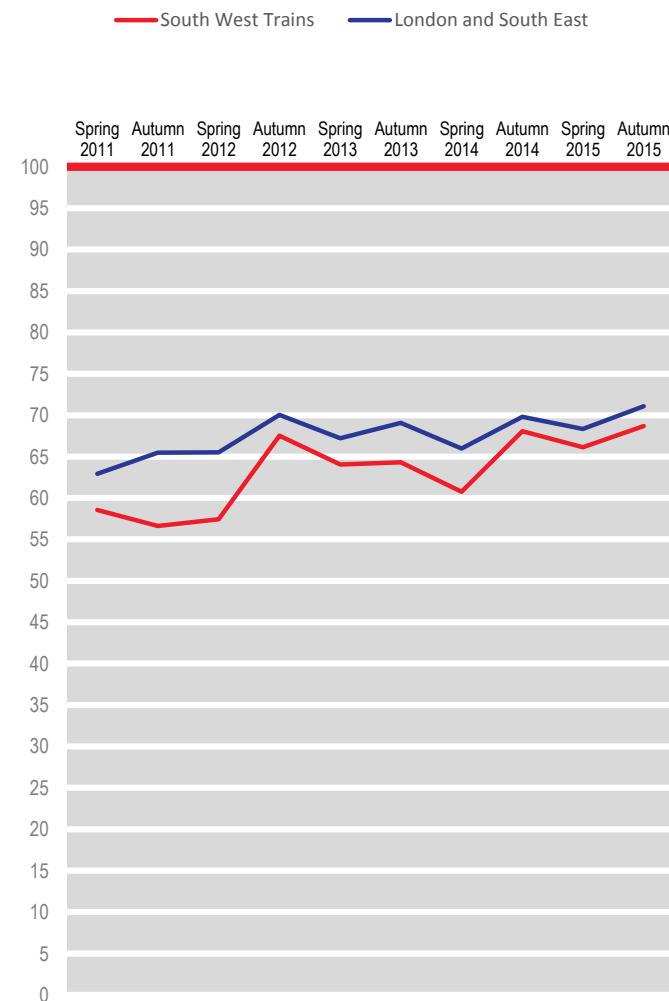
Percentage of passengers satisfied 2011 to 2015

**Provision of information about train times/platforms****(1801)**

Percentage of passengers satisfied 2011 to 2015

**The upkeep/repair of the station building/platforms****(1837)**

Percentage of passengers satisfied 2011 to 2015

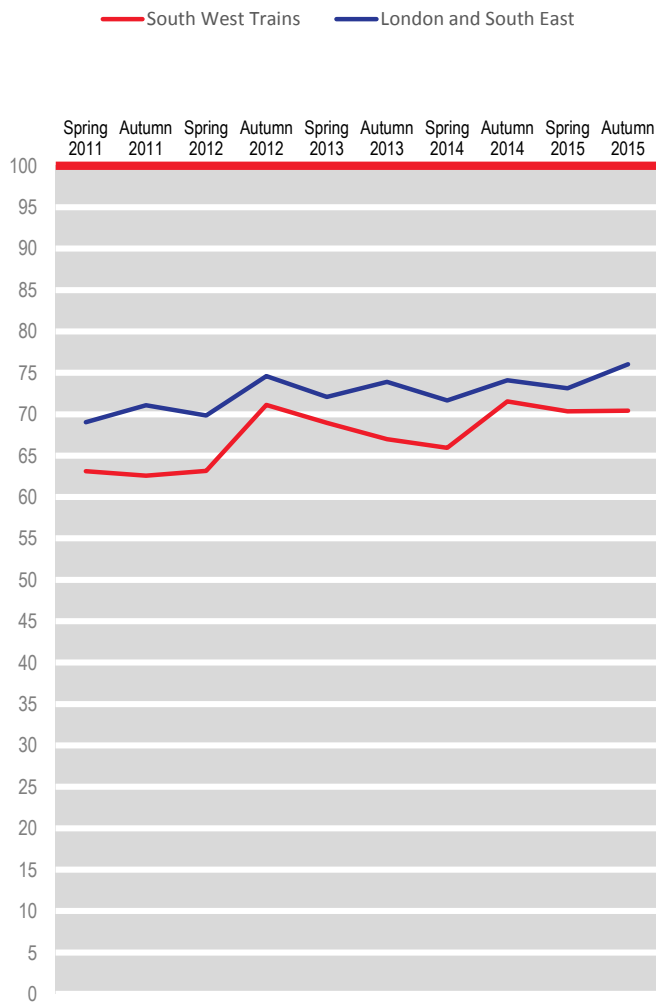


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1852)

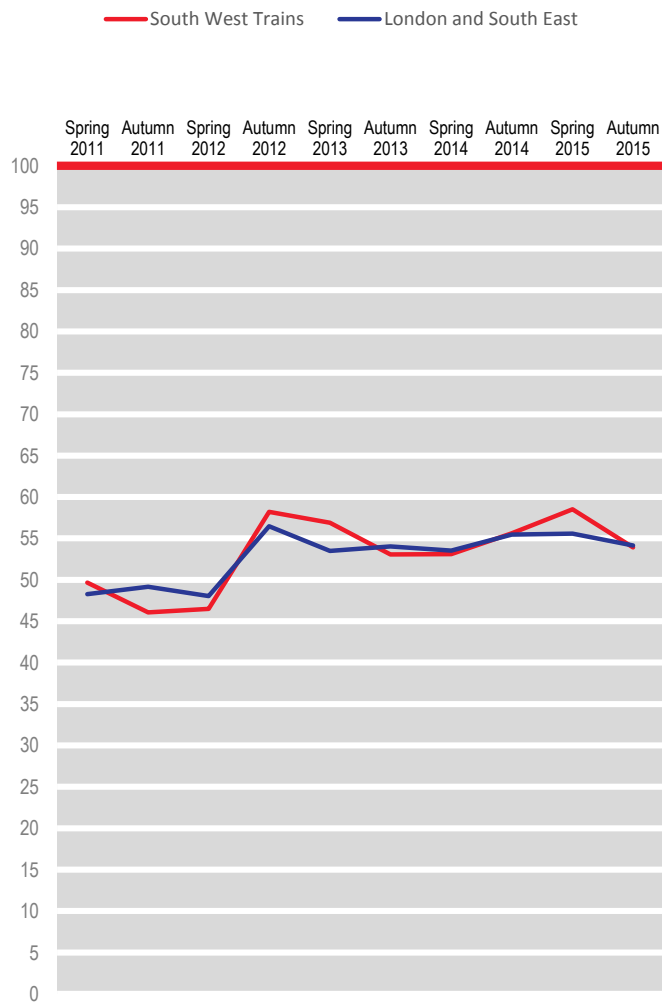
Percentage of passengers satisfied 2011 to 2015



The facilities and services at the station

(1546)

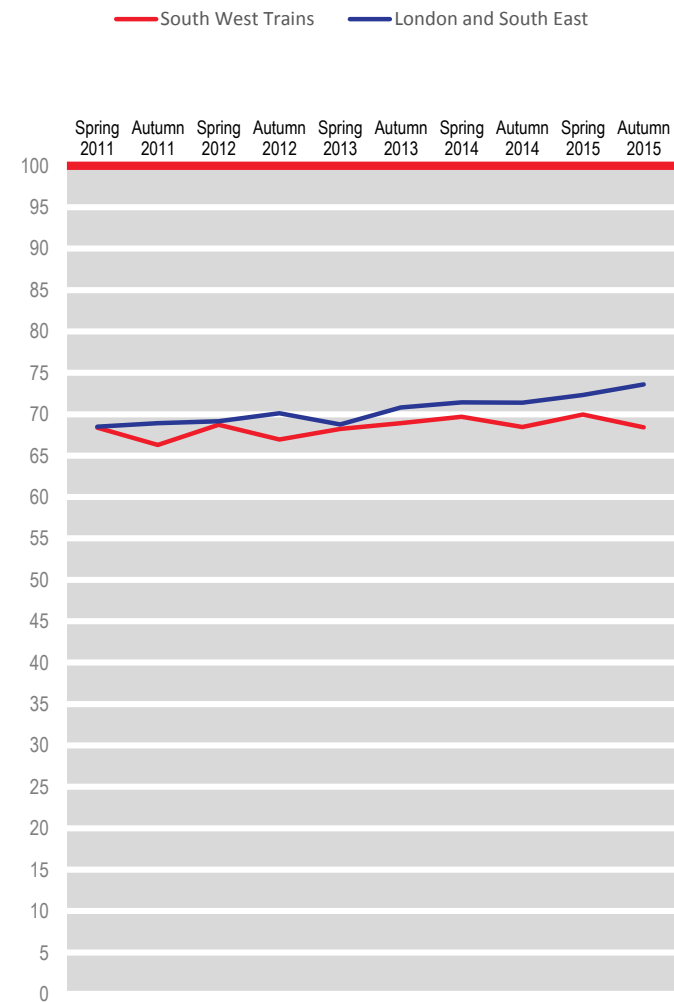
Percentage of passengers satisfied 2011 to 2015



The attitudes and helpfulness of the staff at the station

(1349)

Percentage of passengers satisfied 2011 to 2015

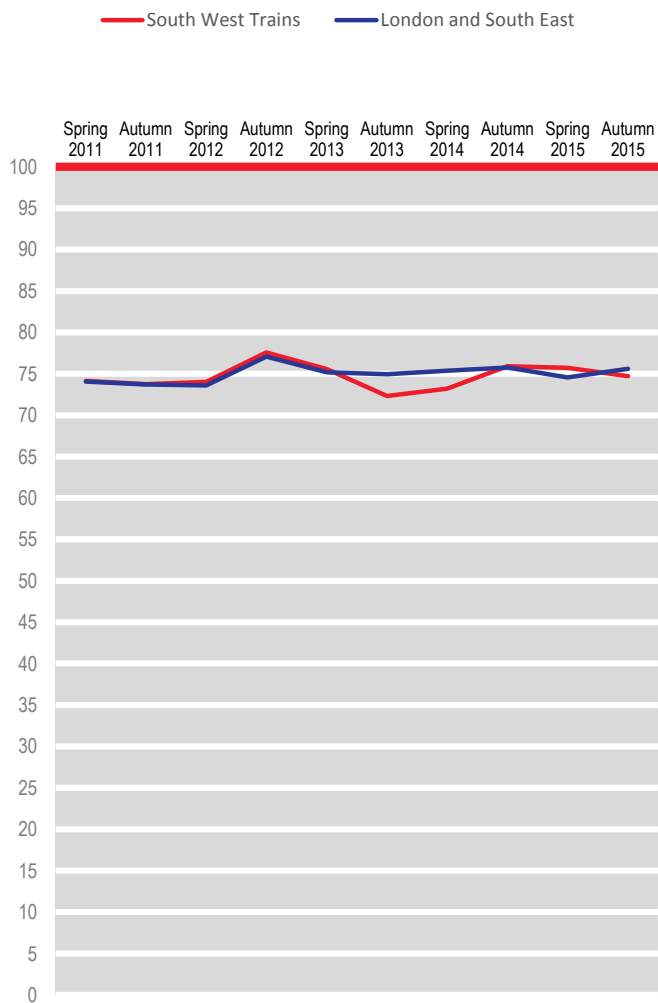


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1372)

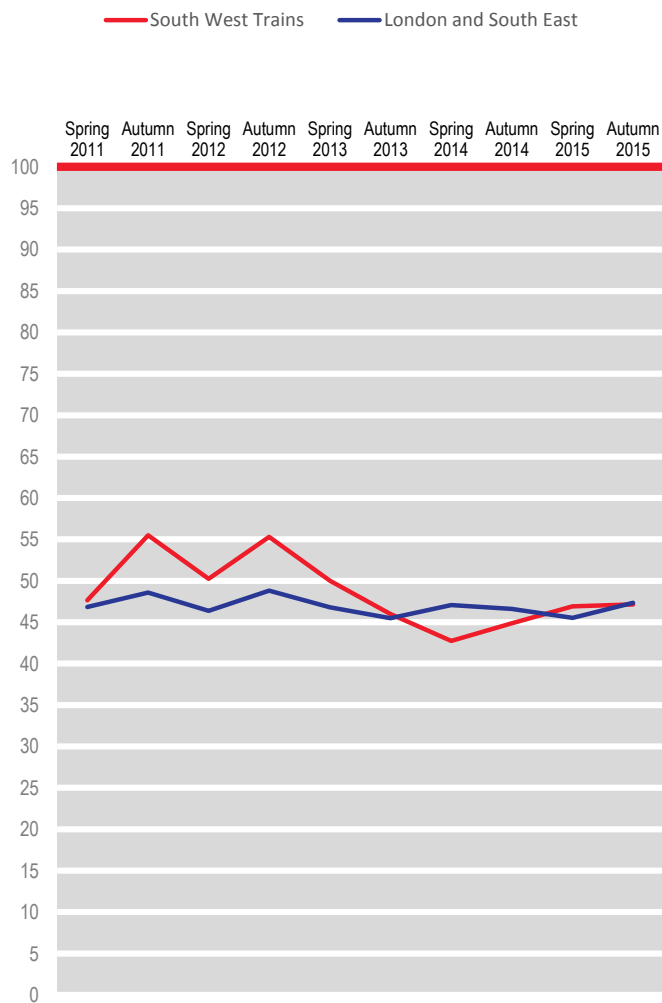
Percentage of passengers satisfied 2011 to 2015



Facilities for car parking at the station

(709)

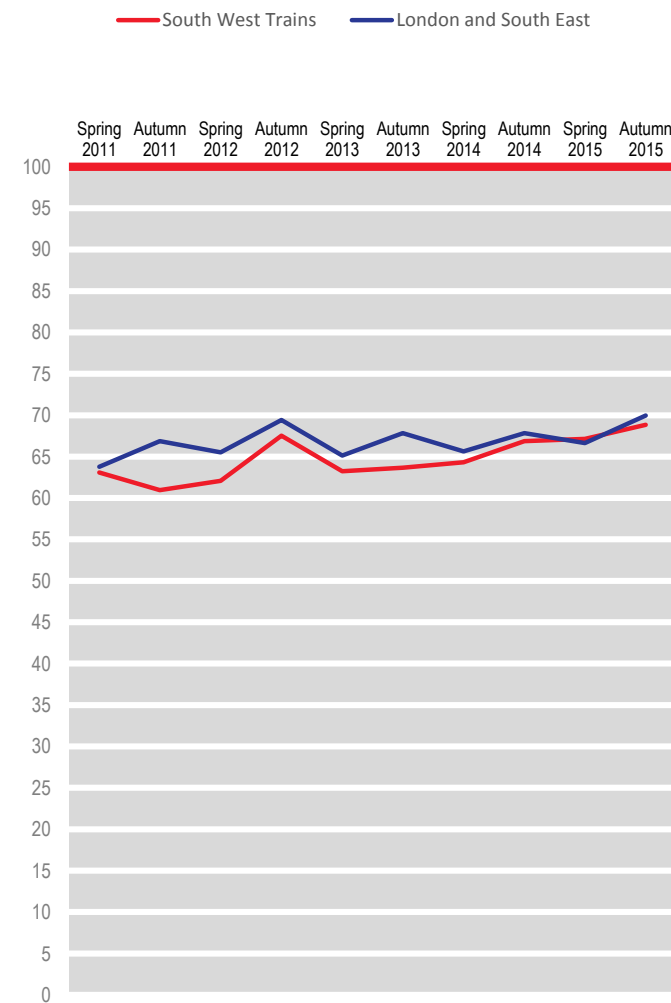
Percentage of passengers satisfied 2011 to 2015



Overall station environment

(1835)

Percentage of passengers satisfied 2011 to 2015

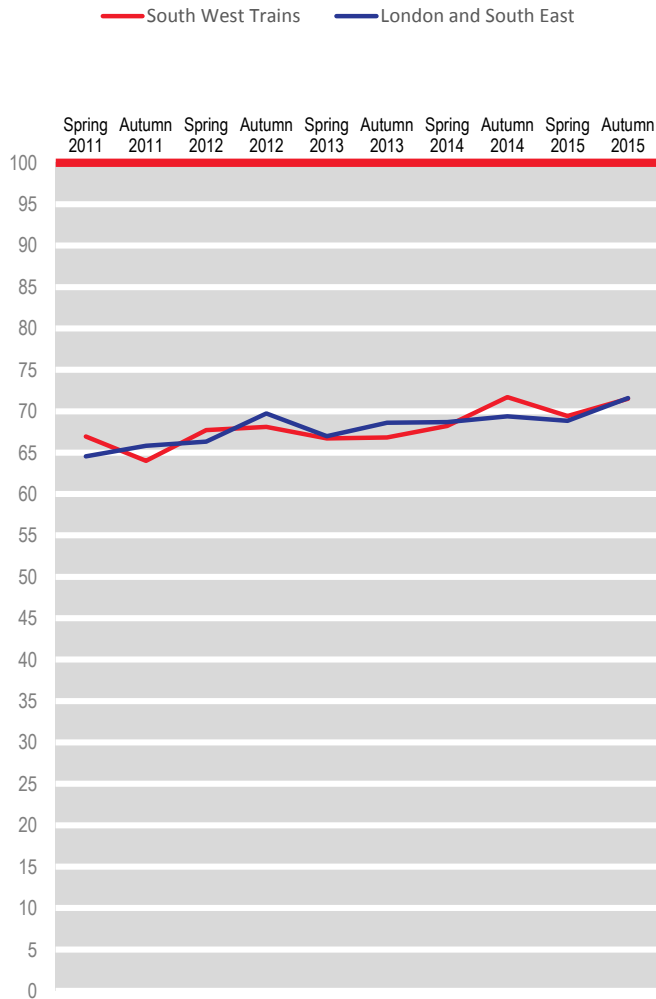


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1660)

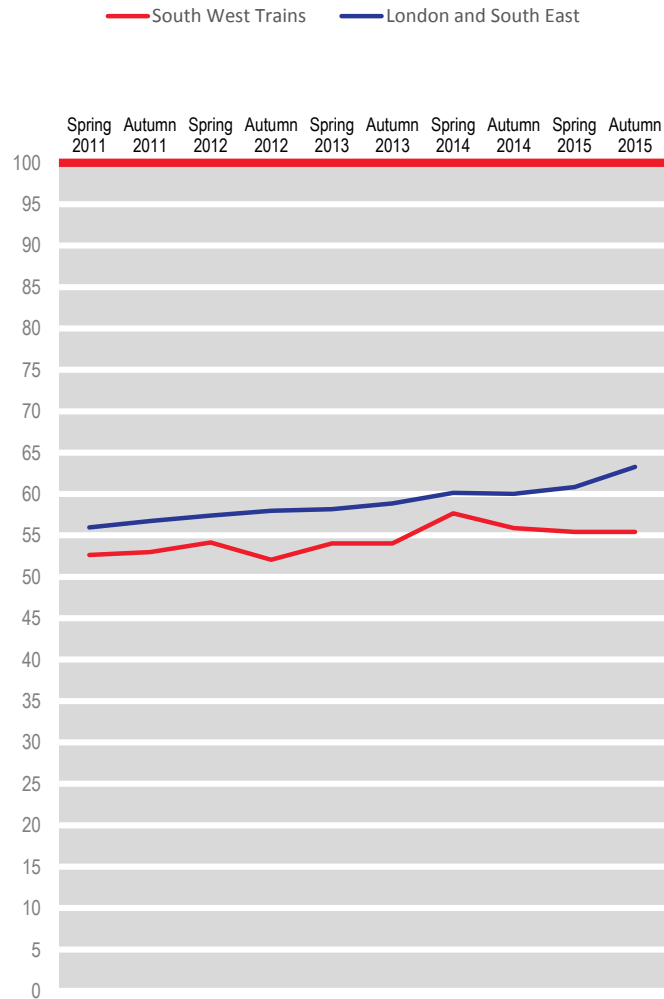
Percentage of passengers satisfied 2011 to 2015



The availability of staff at the station

(1574)

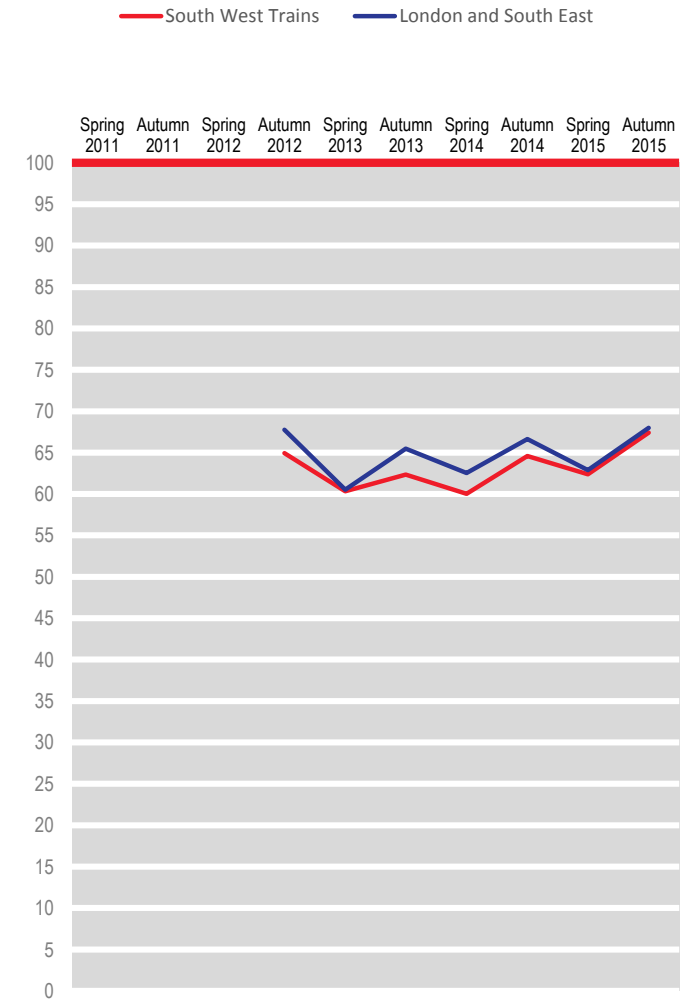
Percentage of passengers satisfied 2011 to 2015



The provision of shelter facilities

(1580)

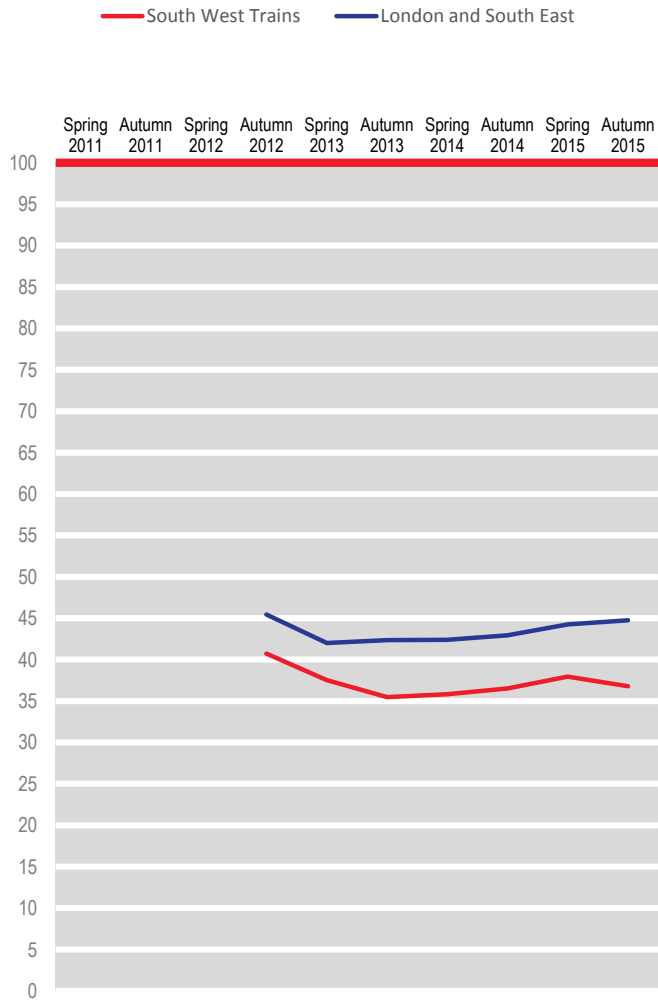
Percentage of passengers satisfied 2011 to 2015



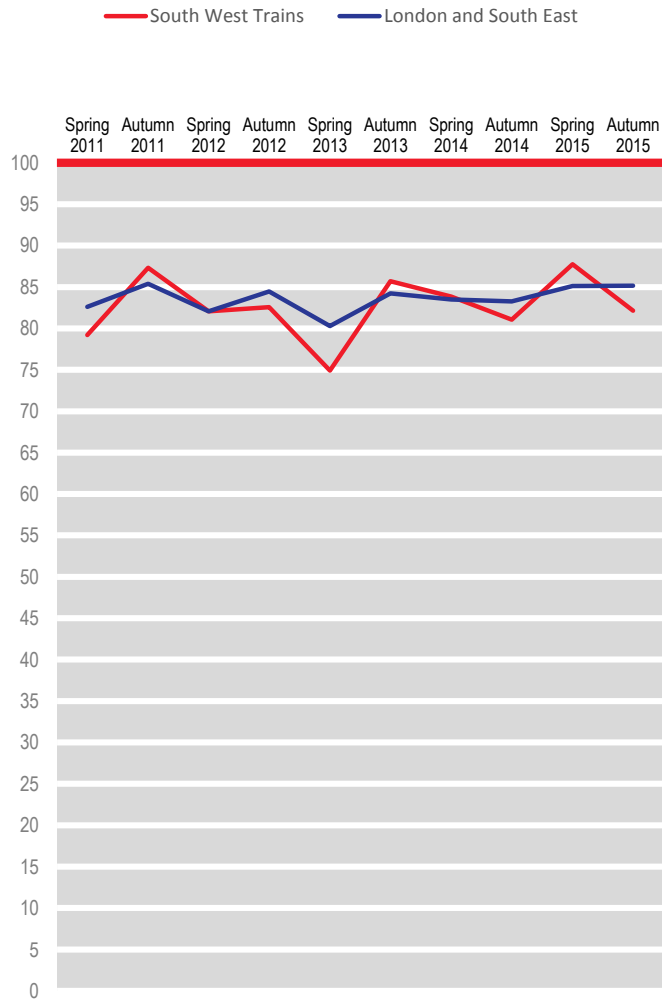
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1730)**

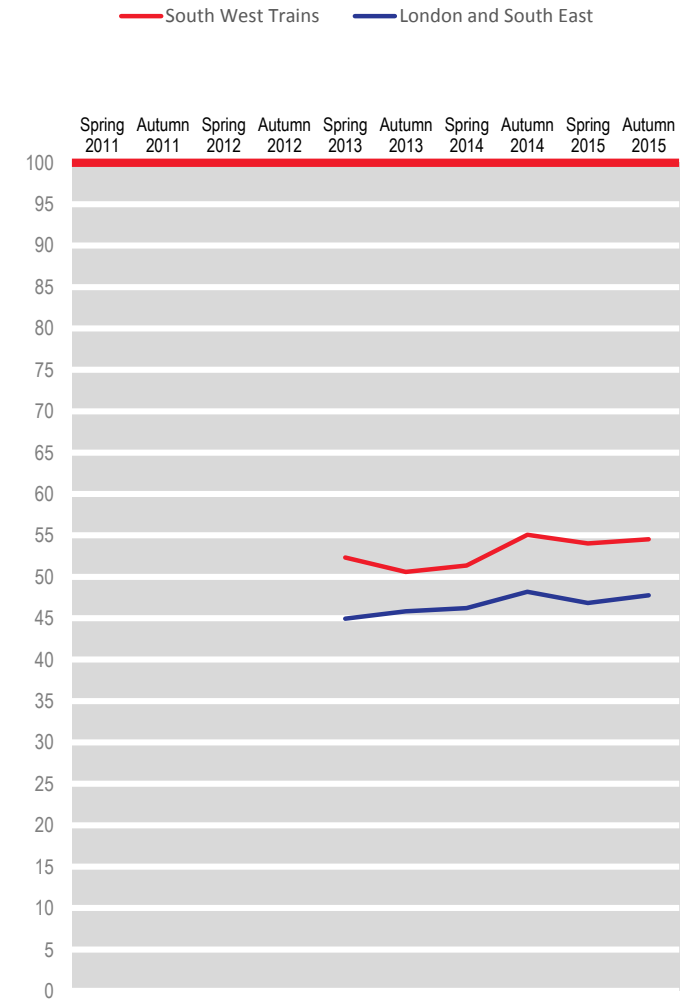
Percentage of passengers satisfied 2011 to 2015

**How request to station staff was handled****(253)**

Percentage of passengers satisfied 2011 to 2015

**The choice of shops/eating/drinking facilities available****(1544)**

Percentage of passengers satisfied 2011 to 2015



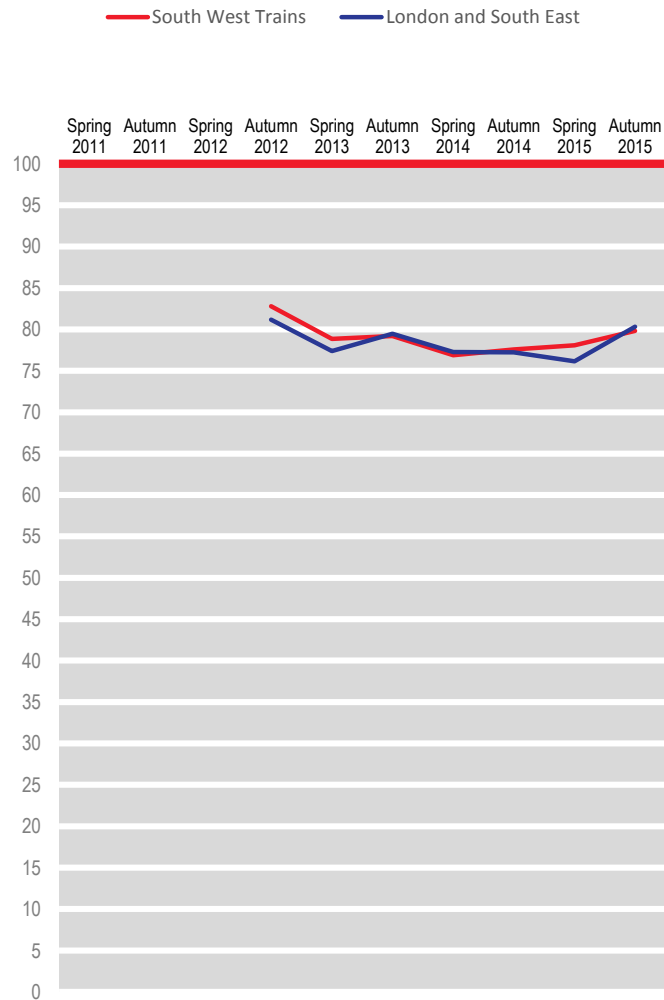
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1918)

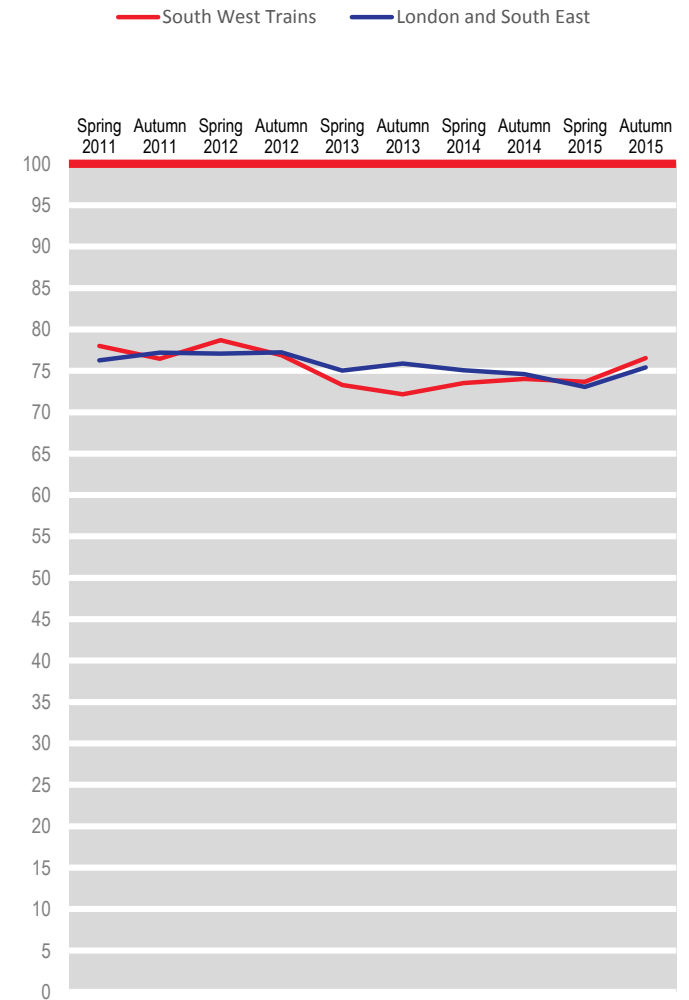
Percentage of passengers satisfied 2011 to 2015



The frequency of trains on that route

(1880)

Percentage of passengers satisfied 2011 to 2015

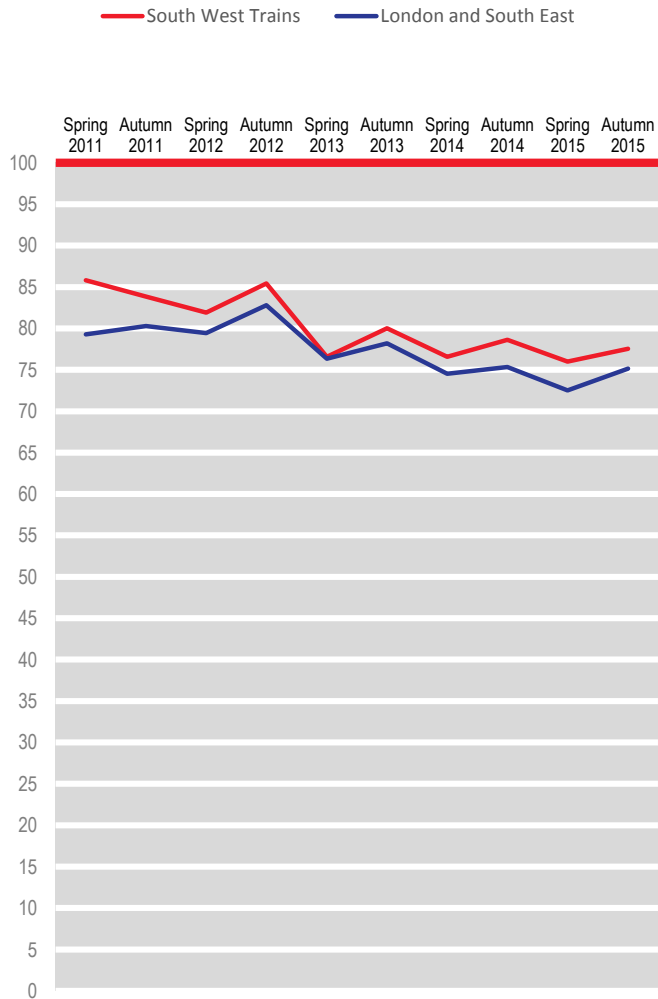


N.B. Benchmarks and targets are only shown for applicable factors

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

(1877)

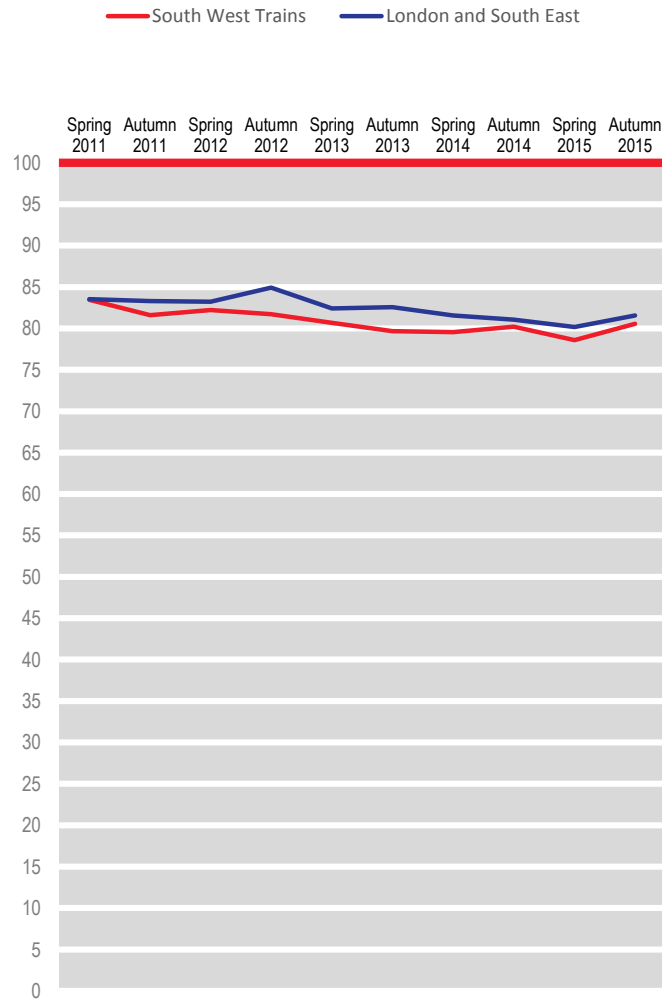
Percentage of passengers satisfied 2011 to 2015



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

(1869)

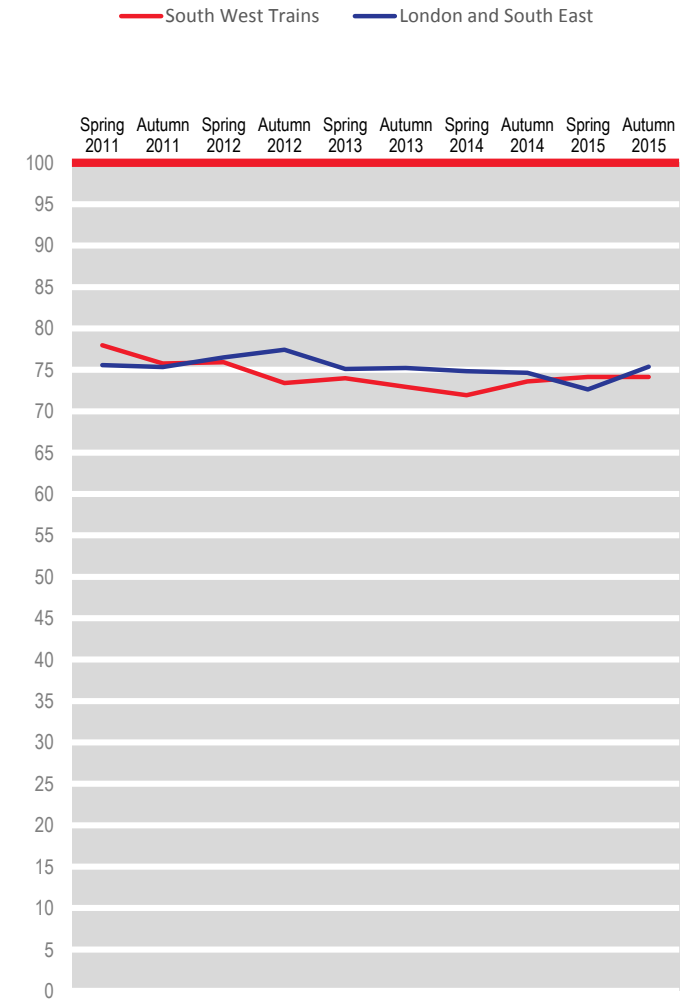
Percentage of passengers satisfied 2011 to 2015



Connections with other train services

(1148)

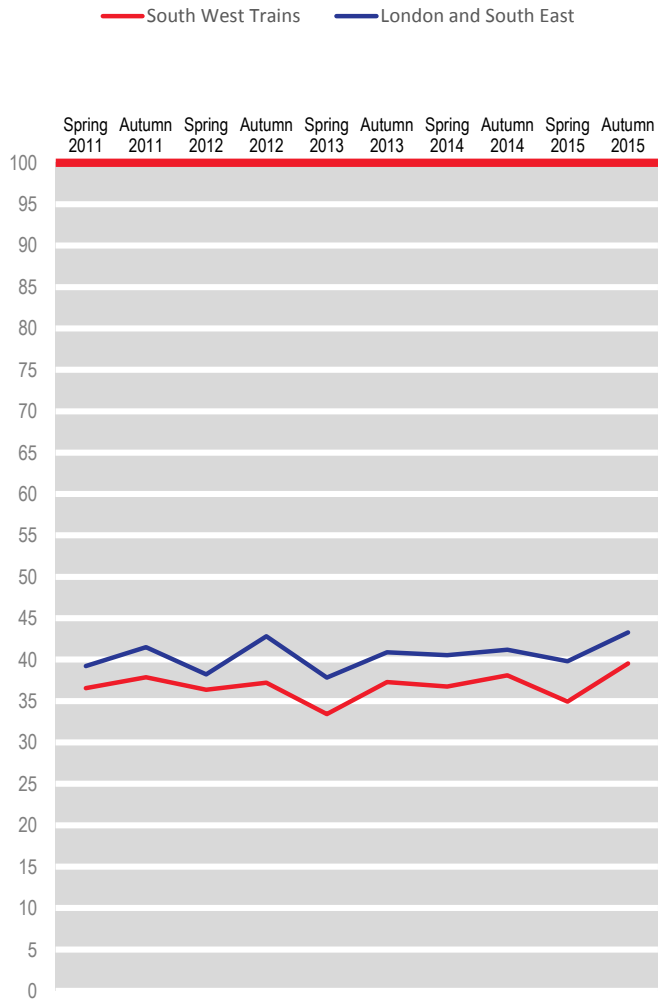
Percentage of passengers satisfied 2011 to 2015



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

The value for money for the price of your ticket (1777)

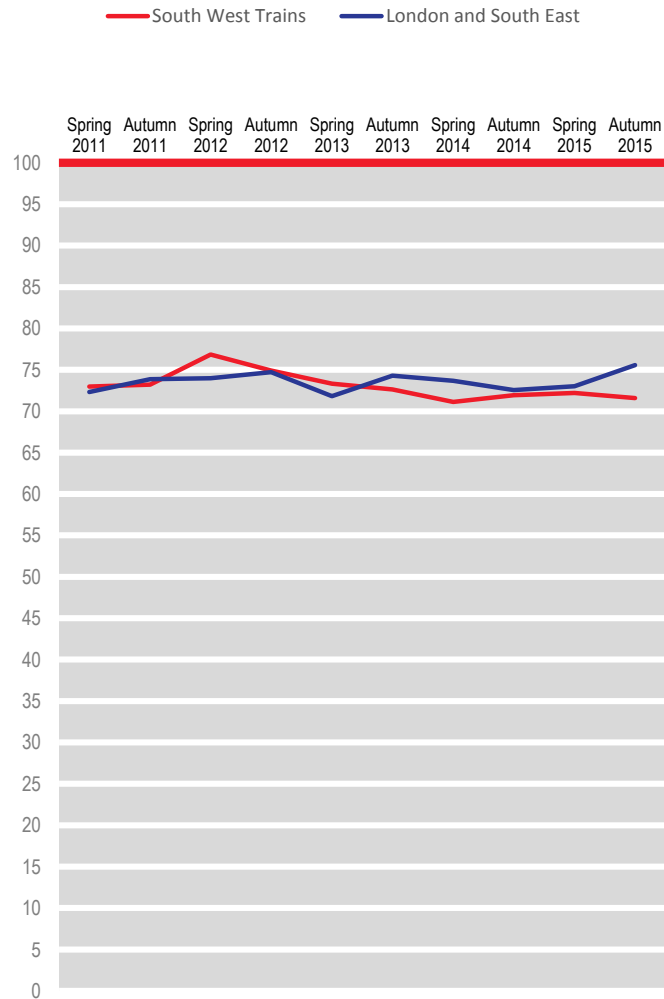
Percentage of passengers satisfied 2011 to 2015



Cleanliness of the train

(1907)

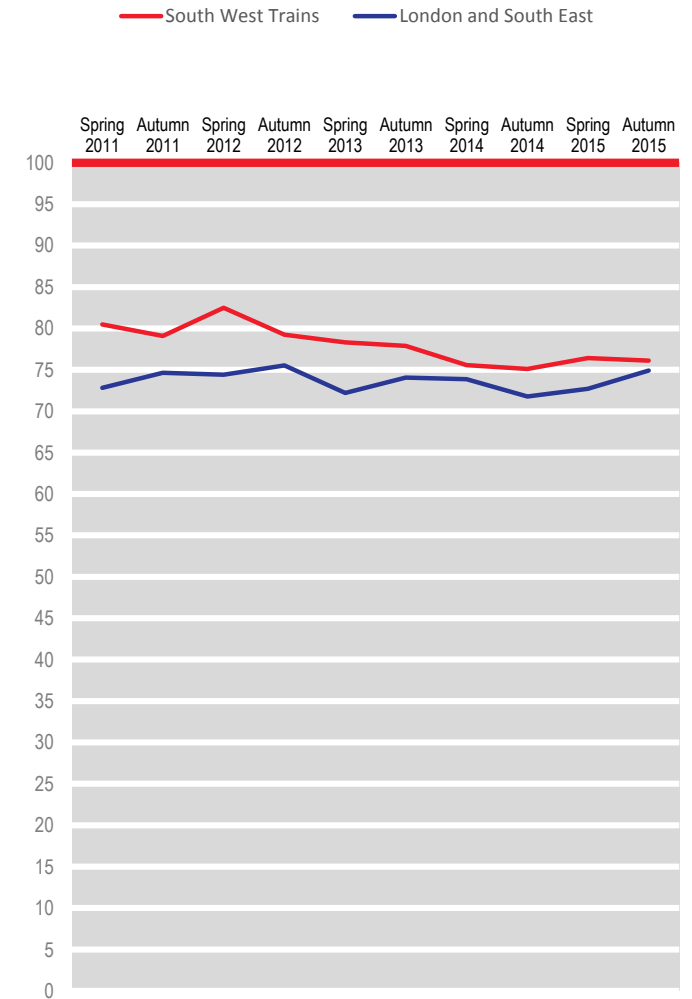
Percentage of passengers satisfied 2011 to 2015



Upkeep and repair of the train

(1843)

Percentage of passengers satisfied 2011 to 2015

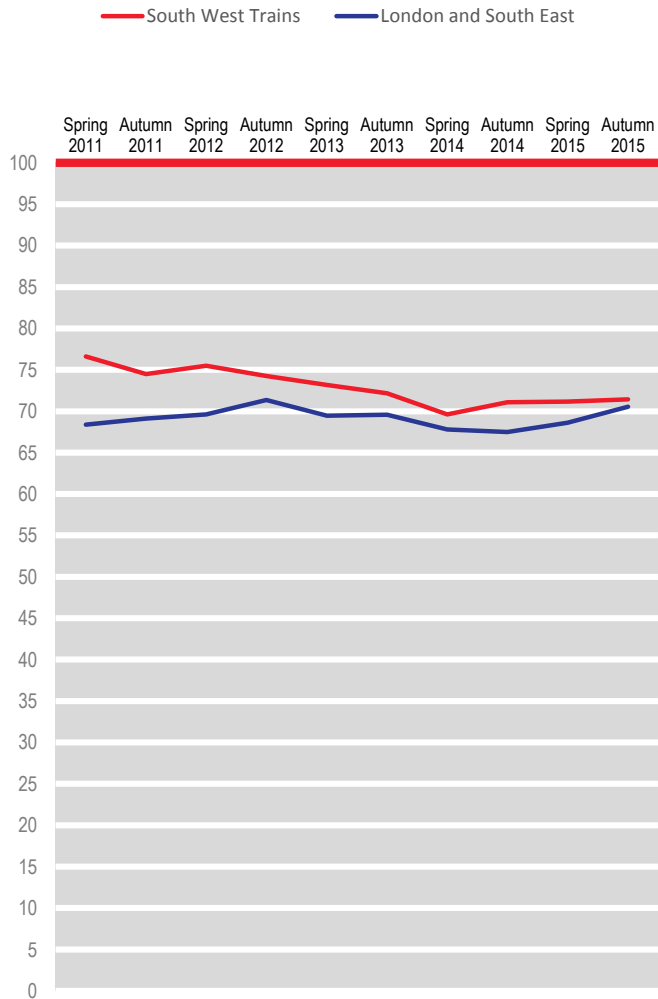


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1708)

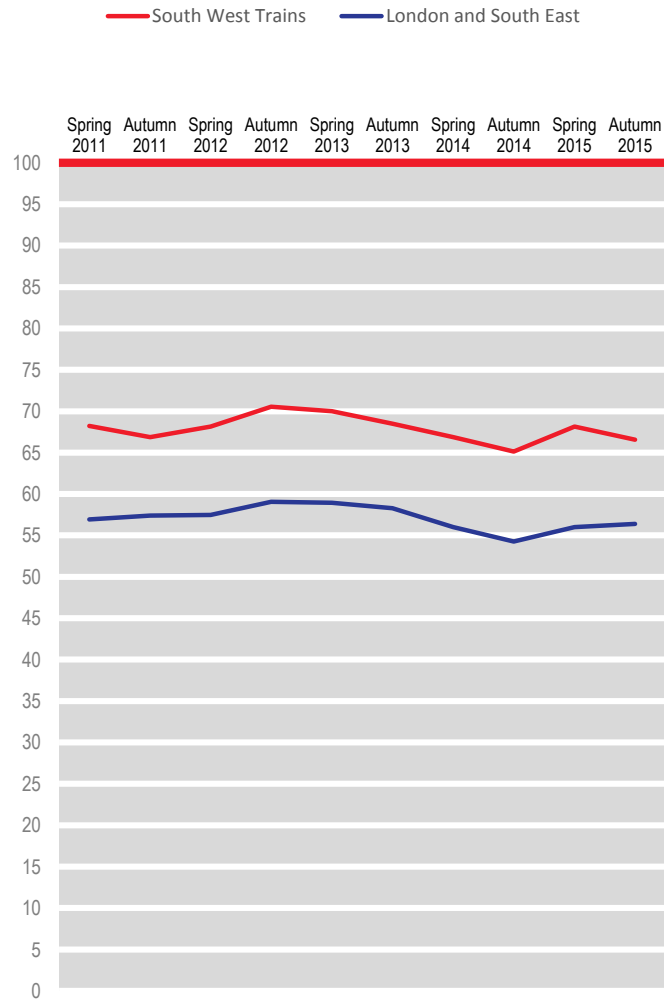
Percentage of passengers satisfied 2011 to 2015



The helpfulness and attitude of staff on the train

(1195)

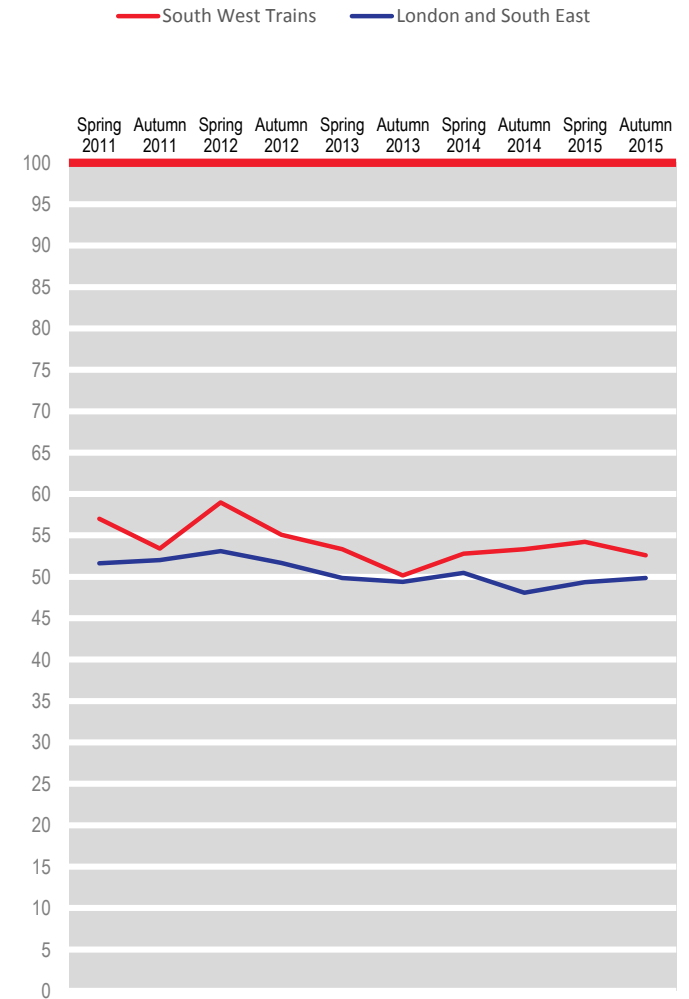
Percentage of passengers satisfied 2011 to 2015



The space for luggage

(1469)

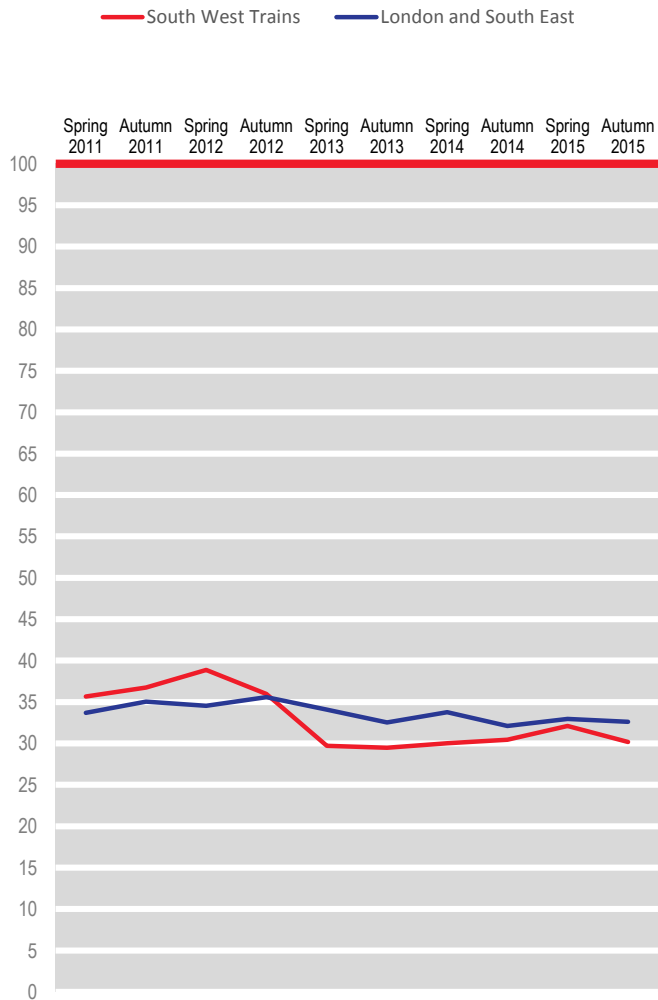
Percentage of passengers satisfied 2011 to 2015



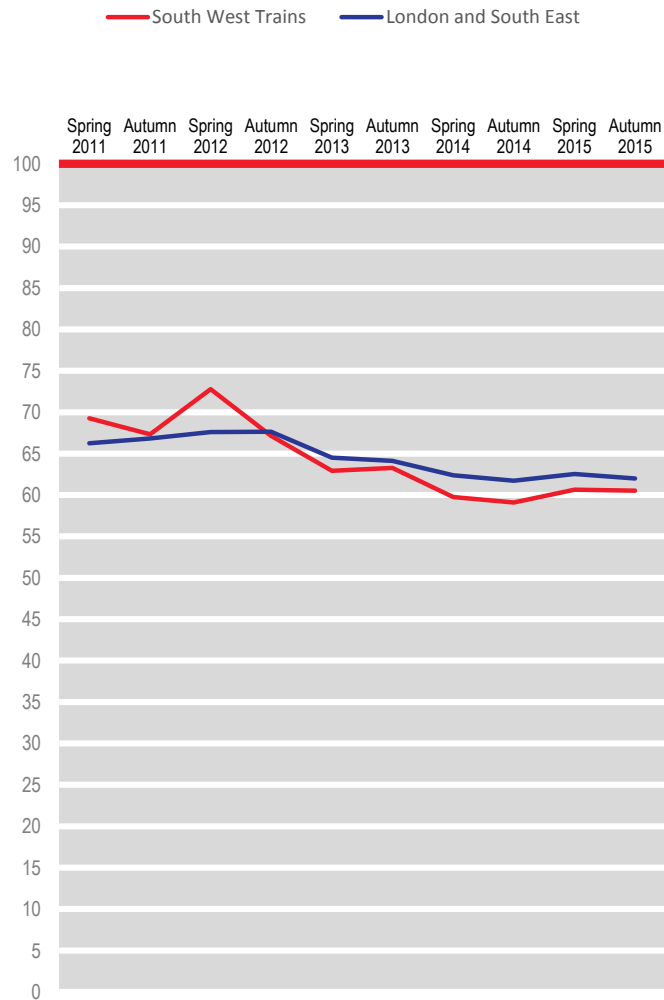
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(778)**

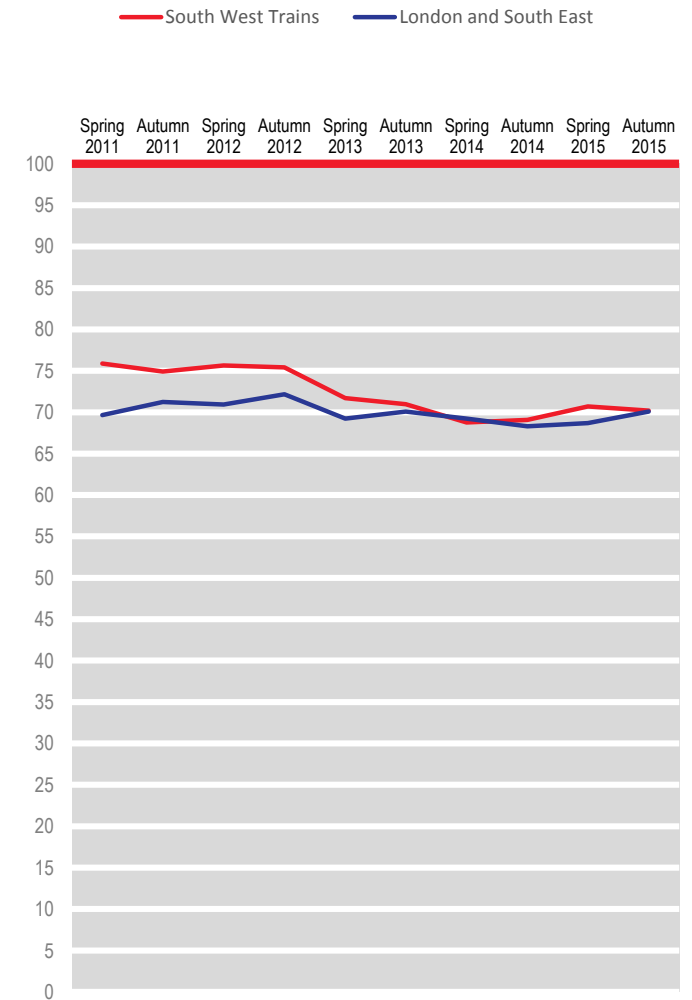
Percentage of passengers satisfied 2011 to 2015

**Sufficient room for all the passengers to sit/stand****(1852)**

Percentage of passengers satisfied 2011 to 2015

**The comfort of the seating area****(1829)**

Percentage of passengers satisfied 2011 to 2015

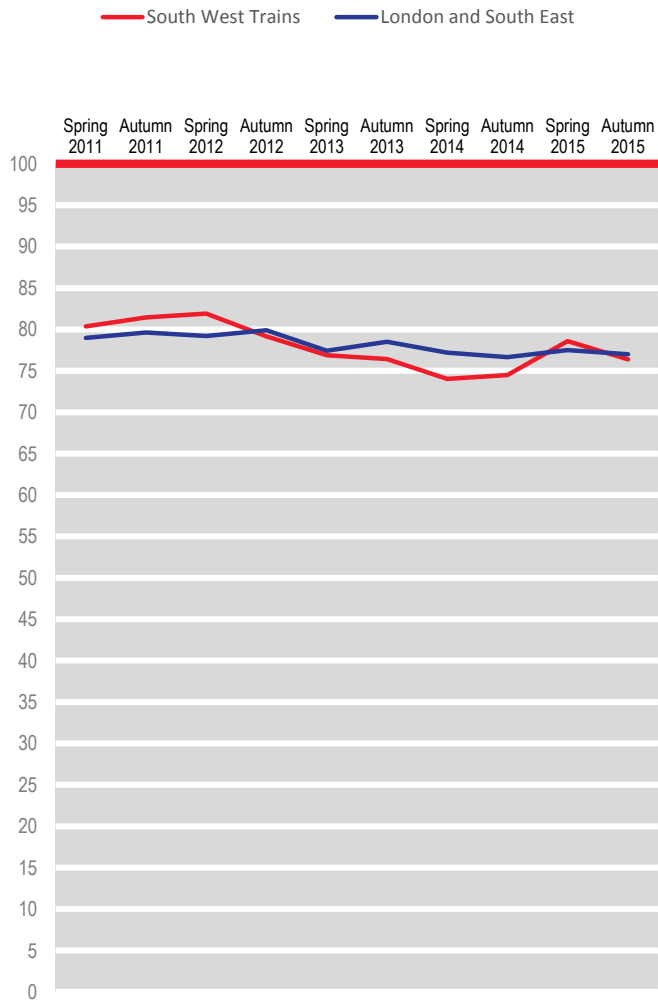


N.B. Benchmarks and targets are only shown for applicable factors

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

(1873)

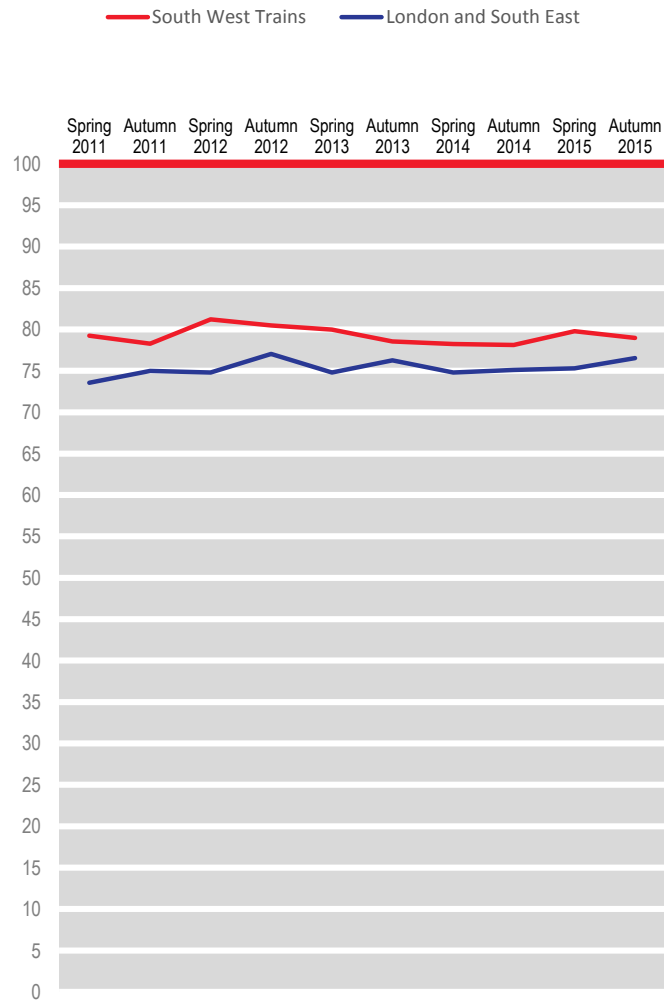
Percentage of passengers satisfied 2011 to 2015



Your personal security whilst on board

(1767)

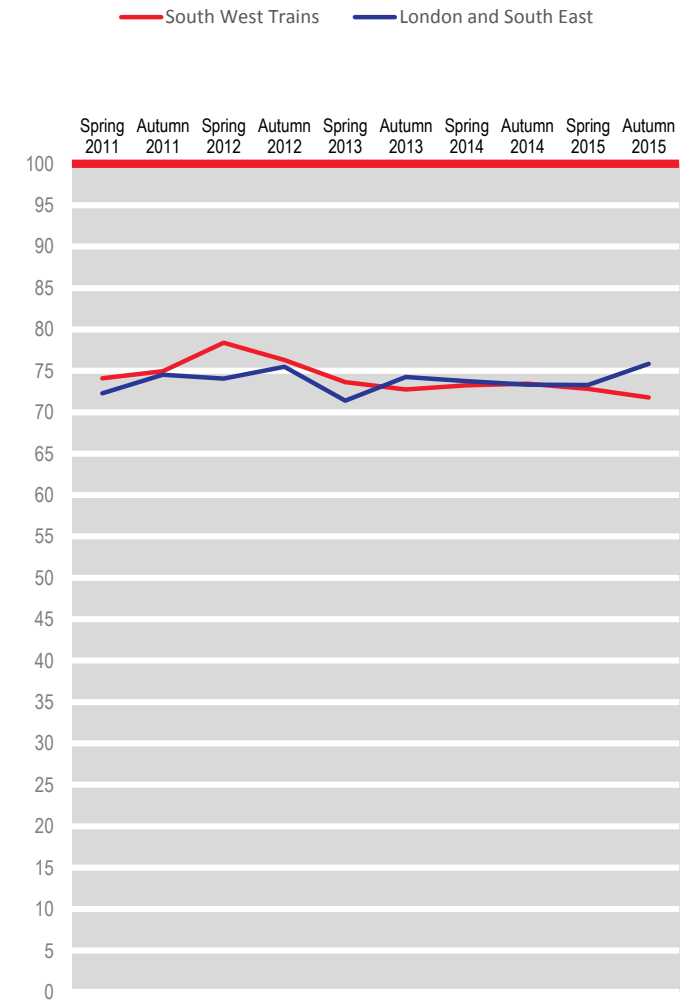
Percentage of passengers satisfied 2011 to 2015



The cleanliness of the inside of the train

(1907)

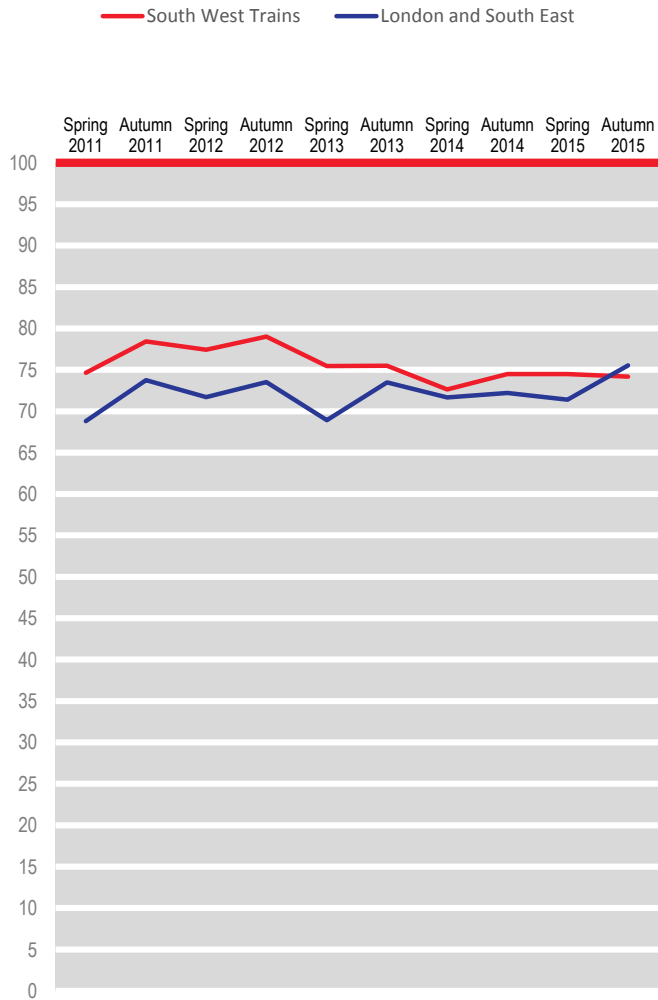
Percentage of passengers satisfied 2011 to 2015



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

The cleanliness of the outside of the train (1630)

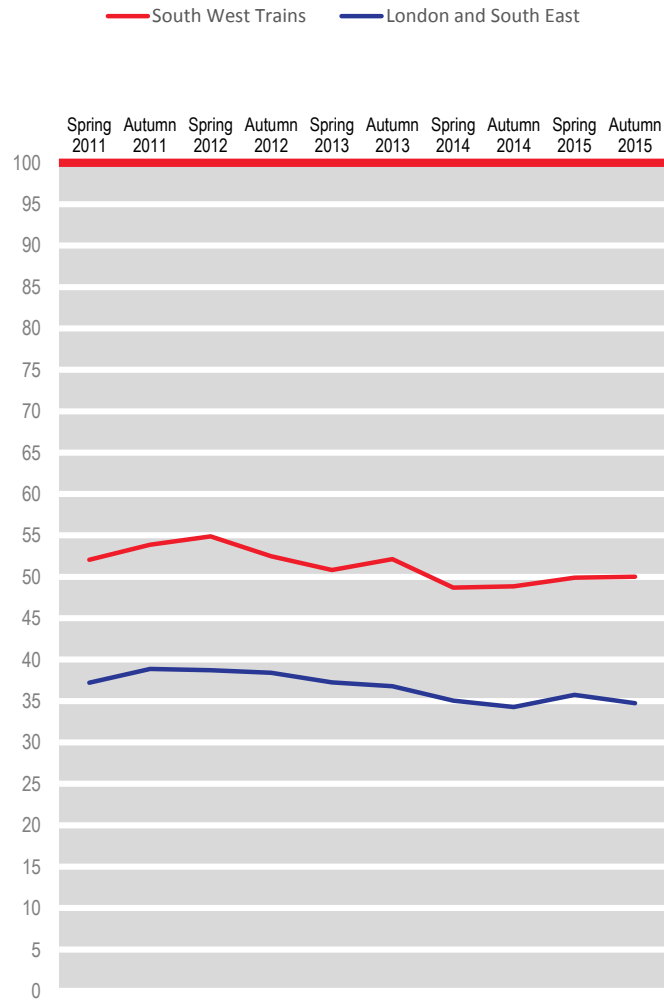
Percentage of passengers satisfied 2011 to 2015



The availability of staff on the train

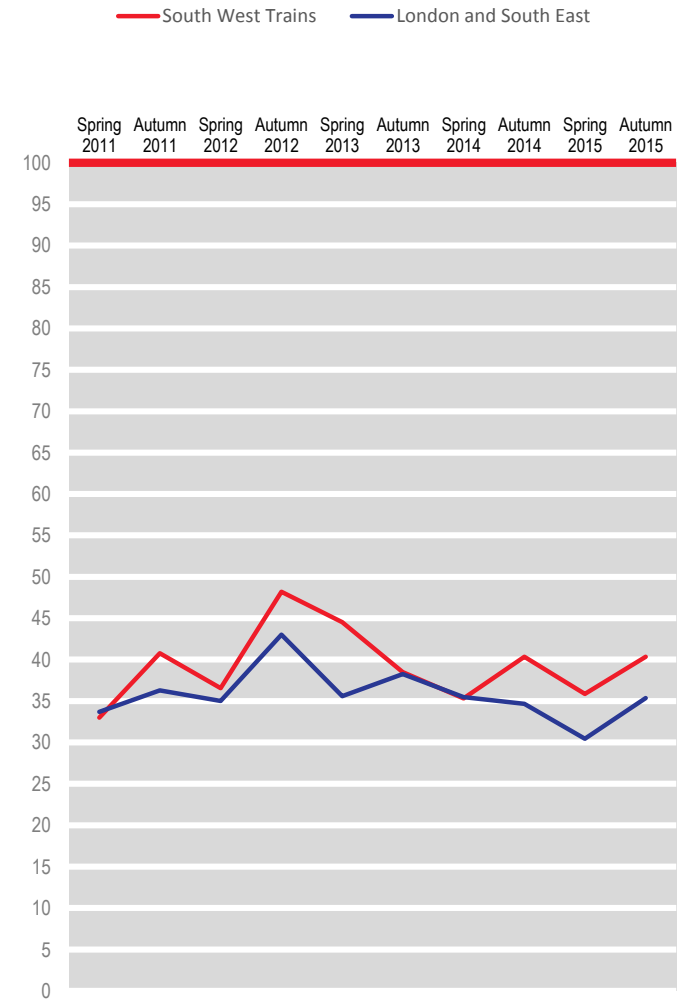
(1470)

Percentage of passengers satisfied 2011 to 2015



How well train company dealt with delays (338)

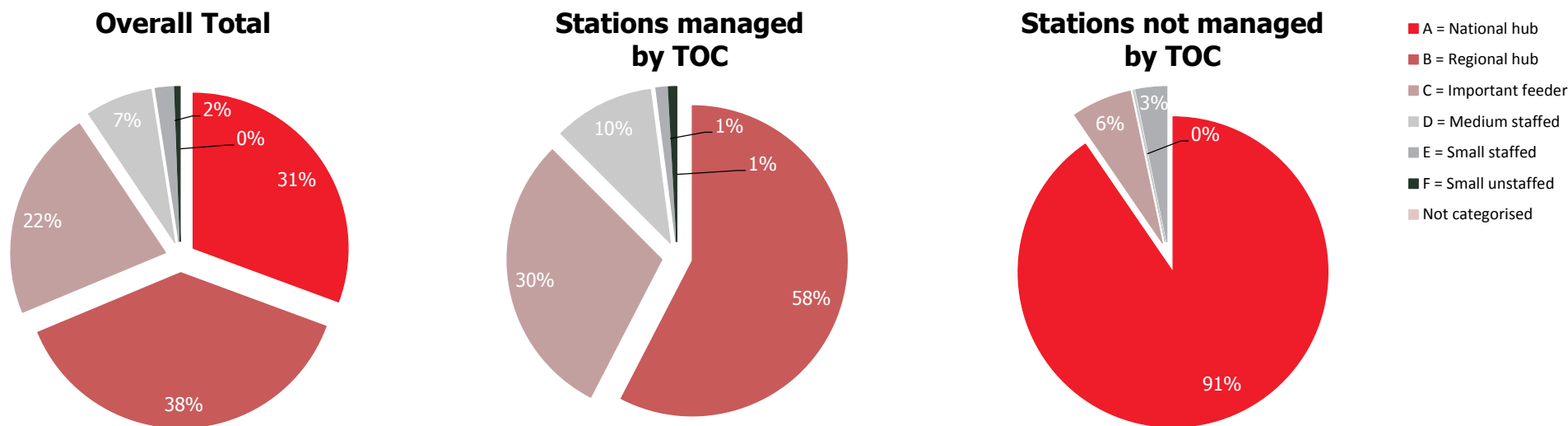
Percentage of passengers satisfied 2011 to 2015



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

Managed versus non-managed stations for South West Trains

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



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	76	-	88
Ticket buying facilities	77	-	77
Provision of information about train times/platforms	80	-	87
The upkeep/repair of the station buildings/platforms	63	-	80
Cleanliness	66	-	78
The facilities and services	48	-	64
The attitudes and helpfulness of the staff	69	-	66
Connections with other forms of public transport	69	-	85
Facilities for car parking	45	-	57
Overall environment	65	-	77
Your personal security whilst using the station	72	-	71
The availability of staff	54	-	58
The provision of shelter facilities	66	-	72
Availability of seating	44	+	22
How request to station staff was handled	84	-	80
The choice of shops/eating/drinking facilities available	43	-	75

South West Trains

(Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59)

	Peak			Off-peak		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	77		73	83		82
STATION FACILITIES						
Overall satisfaction with the station	85		80	79		76
Ticket buying facilities	70		73	79		76
Provision of information about train times/platforms	82		83	83		83
The upkeep/repair of the station buildings/platforms	70		71	68		67
Cleanliness	72		74	70		71
The facilities and services	54		60	54		54
The attitudes and helpfulness of the staff	65		68	70		69
Connections with other forms of public transport	75		78	75		75
Facilities for car parking	35		45	51		45
Overall environment	67		71	69		65
Your personal security whilst using the station	70		74	72		71
The availability of staff	54		58	56		55
The provision of shelter facilities	68		68	67		64
Availability of seating	28		28	40		39
How request to station staff was handled	71		91	83		79
The choice of shops/eating/drinking facilities available	58		60	53		53
TRAIN FACILITIES						
Overall satisfaction with the train	72		71	82		80
The frequency of the trains on that route	75		72	77		75
Punctuality/reliability (i.e. the train arriving/departing on time)	73		73	79		80
The length of time the journey was scheduled to take (speed)	75		73	83		83
Connections with other train services	69		70	76		75
The value for money of the price of your ticket	29		26	43		42
Cleanliness of the train	66		72	73		72
Upkeep and repair of the train	73		72	77		76
The provision of information during the journey	67		70	73		72
The helpfulness and attitude of staff on train	65		64	67		66
The space for luggage	45		47	55		56
The toilet facilities	22		23	33		33
Sufficient room for all passengers to sit/stand	40		35	68		67
The comfort of the seating area	58		59	74		72
The ease of being able to get on and off	72		67	78		77
Your personal security on board	77		79	80		78
The cleanliness of the inside	69		72	73		74
The cleanliness of the outside	68		73	76		75
The availability of staff	46		43	52		51
How well train company deals with delays	34		31	43		44

London and South East

(Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59)

	Peak			Off-peak		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	73	+	70	84		83
STATION FACILITIES						
Overall satisfaction with the station	79		78	79		78
Ticket buying facilities	70		69	74		73
Provision of information about train times/platforms	79		77	82		80
The upkeep/repair of the station buildings/platforms	70		69	71		70
Cleanliness	75		74	76	+	74
The facilities and services	56	-	60	53		54
The attitudes and helpfulness of the staff	70	+	67	75		73
Connections with other forms of public transport	77		76	75		76
Facilities for car parking	42		41	49		48
Overall environment	70		68	70	+	68
Your personal security whilst using the station	70		71	72	+	69
The availability of staff	62	+	59	64	+	60
The provision of shelter facilities	67		66	68		67
Availability of seating	35	+	32	47		46
How request to station staff was handled	77		77	86		84
The choice of shops/eating/drinking facilities available	50		52	47		47
TRAIN FACILITIES						
Overall satisfaction with the train	71	+	68	83	+	80
The frequency of the trains on that route	72		72	77		76
Punctuality/reliability (i.e. the train arriving/departing on time)	66		68	78		78
The length of time the journey was scheduled to take (speed)	74		73	84		84
Connections with other train services	69		70	77		76
The value for money of the price of your ticket	28	+	25	48		46
Cleanliness of the train	70		68	77	+	74
Upkeep and repair of the train	69	+	65	76	+	74
The provision of information during the journey	64	+	60	72	+	70
The helpfulness and attitude of staff on train	50		48	58		56
The space for luggage	41	+	38	52		51
The toilet facilities	28		26	34		34
Sufficient room for all passengers to sit/stand	42	+	38	68		69
The comfort of the seating area	57		55	74		72
The ease of being able to get on and off	70		68	79		79
Your personal security on board	74		72	77		76
The cleanliness of the inside	71	+	68	77	+	75
The cleanliness of the outside	69	+	66	77	+	74
The availability of staff	29		26	36		37
How well train company deals with delays	26		26	39		38

South West Trains

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	80		78	89		87
STATION FACILITIES						
Overall satisfaction with the station	80	+	76	80		81
Ticket buying facilities	76		74	82		85
Provision of information about train times/platforms	82		83	83		80
The upkeep/repair of the station buildings/platforms	68		68	70		69
Cleanliness	70		71	73		77
The facilities and services	54		56	52		52
The attitudes and helpfulness of the staff	68		69	73		68
Connections with other forms of public transport	74		75	80		84
Facilities for car parking	47		47	51		29
Overall environment	68		67	74		67
Your personal security whilst using the station	72		72	69		70
The availability of staff	55		56	59		55
The provision of shelter facilities	67		64	71		67
Availability of seating	36		35	41		45
How request to station staff was handled	82		81	82		81
The choice of shops/eating/drinking facilities available	55		56	55		52
TRAIN FACILITIES						
Overall satisfaction with the train	79		76	87		85
The frequency of the trains on that route	76		72	81		83
Punctuality/reliability (i.e. the train arriving/departing on time)	75		77	93		88
The length of time the journey was scheduled to take (speed)	79		78	88		90
Connections with other train services	73		71	84		86
The value for money of the price of your ticket	37		35	54		57
Cleanliness of the train	70		71	82		76
Upkeep and repair of the train	75		75	81		78
The provision of information during the journey	70		70	80		75
The helpfulness and attitude of staff on train	66		64	70		70
The space for luggage	52		53	55		54
The toilet facilities	28		30	43		34
Sufficient room for all passengers to sit/stand	58		58	74		67
The comfort of the seating area	69		68	77		74
The ease of being able to get on and off	75		74	84		75
Your personal security on board	78		78	83		79
The cleanliness of the inside	71		72	77		79
The cleanliness of the outside	73		74	82		78
The availability of staff	49		48	57		53
How well train company deals with delays	41		39	25		49

London and South East

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	81	+	79	87		87
STATION FACILITIES						
Overall satisfaction with the station	79	+	77	81		82
Ticket buying facilities	73		71	77		77
Provision of information about train times/platforms	80	+	79	84		84
The upkeep/repair of the station buildings/platforms	71		69	73		72
Cleanliness	76	+	74	78		76
The facilities and services	54	-	56	57		52
The attitudes and helpfulness of the staff	73	+	71	74		73
Connections with other forms of public transport	75		75	77		78
Facilities for car parking	47		47	51		45
Overall environment	70	+	67	72		70
Your personal security whilst using the station	72	+	69	72		71
The availability of staff	63	+	60	64		61
The provision of shelter facilities	67		66	74		69
Availability of seating	44	+	41	52		54
How request to station staff was handled	85		83	84		87
The choice of shops/eating/drinking facilities available	47		48	53	+	47
TRAIN FACILITIES						
Overall satisfaction with the train	79	+	76	86		85
The frequency of the trains on that route	75		74	80		80
Punctuality/reliability (i.e. the train arriving/departing on time)	73		74	86		83
The length of time the journey was scheduled to take (speed)	80		80	88		87
Connections with other train services	75		74	79		81
The value for money of the price of your ticket	41	+	39	57		55
Cleanliness of the train	75	+	72	81		77
Upkeep and repair of the train	74	+	71	79		77
The provision of information during the journey	70	+	67	74		73
The helpfulness and attitude of staff on train	56		54	59		58
The space for luggage	49		47	57		53
The toilet facilities	32		31	37		40
Sufficient room for all passengers to sit/stand	60		60	75		74
The comfort of the seating area	69	+	67	77		76
The ease of being able to get on and off	76		76	83		81
Your personal security on board	76	+	74	79		79
The cleanliness of the inside	75	+	73	79		78
The cleanliness of the outside	75	+	71	81		77
The availability of staff	34		33	39		40
How well train company deals with delays	35		34	41		41

	South West Trains	London and South East		South West Trains	London and South East
DELAY					
None	76	76			
Minor	20	19			
Major	2	3			
LENGTH OF DELAY					
5 minutes or less	48	42			
6-10 minutes	25	26			
11-20 minutes	13	15			
21-30 minutes	5	6			
31-60 minutes	4	4			
More than 1 hour	0	1			
Don't know/no answer	5	5			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	13	14	Very well	16	16
Fairly well	36	31	Fairly well	33	30
Neither well nor poorly	19	20	Neither well nor poorly	23	24
Fairly poorly	19	18	Fairly poorly	16	15
Very poorly	14	18	Very poorly	11	15
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	16	16	Very well	10	11
Fairly well	35	31	Fairly well	28	23
Neither well nor poorly	23	21	Neither well nor poorly	33	33
Fairly poorly	16	17	Fairly poorly	16	15
Very poorly	10	15	Very poorly	13	18
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	14	16	Very well	9	7
Fairly well	29	27	Fairly well	15	16
Neither well nor poorly	28	27	Neither well nor poorly	32	32
Fairly poorly	18	15	Fairly poorly	20	15
Very poorly	10	15	Very poorly	24	30

6 6.2 Passenger experience relating to disability

	South West Trains	London and South East		South West Trains	London and South East
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	1	1			
Mobility	2	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	91	89			
No answer	2	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	8	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	32	43	Yes	3	2
Not at all	51	43	No	97	98
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	33	34	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	31	34	Very satisfied	90	85
Neither satisfied nor dissatisfied	23	20	Fairly satisfied	10	15
Fairly dissatisfied	11	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	2	5	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	33	30	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	30	36	Very satisfied	16	56
Neither satisfied nor dissatisfied	24	19	Fairly satisfied	84	38
Fairly dissatisfied	10	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	4	7	Fairly dissatisfied	-	7
			Very dissatisfied	-	-

	South West Trains	London and South East		South West Trains	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	44	43	White	89	85
Female	54	54	Mixed	1	2
			Asian or Asian British	3	4
			Black or Black British	2	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	2	2	Commuter	53	51
19-25	10	8	Business	15	15
26-34	15	14	Leisure	32	35
35-44	18	18			
45-54	21	23	REGULAR TRAVELLER		
55-59	10	10	Yes	67	68
60-64	10	9	No	33	32
65+	13	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	62	63	Weekday	85	86
Working Part Time	15	15	Weekend	15	14
Not Working	2	3			
Retired	13	13	TIME OF TRAVEL		
Full Time Student	6	4	Peak	25	21
			Off-peak	75	79
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	45	41	Yes asked for help	7	7
Middle Managerial	14	15	Yes asked for information	6	6
Junior Managerial/Clerical/Supervisory	11	12	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	6	No	83	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	2			
Full time student	2	2	DO YOU REGULARLY USE THE INTERNET		
Retired	12	12	Yes, at home	93	91
Unemployed/between jobs	1	1	Yes, at work	69	66
Housewife/house-husband	0	0	No	3	4
Other	5	5			

	South West Trains	London and South East		South West Trains	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	85	84	Better telephone enquiry/booking service	6	7
With other adults 16+	13	13	Better internet enquiry/booking service	23	22
With children aged 0-4	1	1	Better information facilities at stations	20	22
With children aged 5-10	1	1	Better route maps of the rail network	18	17
With children aged 11-15	1	1	Make timetables easier to read	18	22
			Better ticket buying facilities at station ticket offices	18	19
			Better ticket buying facilities at station ticket machines	18	18
			Better promotion when advanced tickets available	32	29
TRAVELLING WITH ...			Other	13	14
Heavy/bulky luggage/other large items	15	13	None of these	25	25
Pushchair	0	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	0	0			
None apply	80	82			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	10	9			
Anytime day single/return	12	10			
Off-peak/super off-peak single/return	10	8			
Off-peak/super off-peak day single/return	6	7			
Advance	4	3			
Day travelcard	7	5			
Oyster pay as you go	12	16			
Weekly or monthly season ticket	18	17			
Annual season ticket	11	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	2			
Free travel pass (e.g. Freedom Pass)	4	7			
Other	3	4			
Don't know/no answer	2	2			

Station sample sizes for South West Trains

Station	Unweighted	Station	Unweighted
London Waterloo	353	Barnes	17
Wimbledon	102	Sherborne	16
Vauxhall	64	Godalming	15
Exeter St Davids	60	Havant	15
Winchester	57	Wokingham	15
Petersfield	56	Bournemouth	14
Southampton Central	55	Farnham	13
Shanklin	52	Eastleigh	13
Clapham Junction	48	Aldershot	12
Raynes Park	46	Yeovil Junction	11
Woking	46	St Margarets (Middlesex)	10
Kingston	43	Ryde Esplanade	9
Honiton	41	Sandown	9
Surbiton	40	Crewkerne	9
Exeter Central	39	Wool	9
Ryde Pier Head	37	Ryde St Johns Road	9
Richmond (Surrey)	36	Staines	8
Earlsfield	36	Liphook	8
Reading	36	Chessington North	8
Salisbury	29	Motspur Park	8
Ash Vale	29	Horsley	7
Teddington	27	New Milton	6
Wandsworth Town	25	Fratton	6
Putney	24	Southampton Airport Parkway	6
Windsor And Eton Riverside	23	Epsom	5
Hampton Court	23	Brading	5
Bristol Temple Meads	21	Lake (Isle Of Wight)	5
Portsmouth Harbour	21	Winnersh	4
Fareham	21	Syon Lane	3
Farnborough Main	20	Poole	3
Weybridge	20	Trowbridge	2
Basingstoke	19	Andover	2
Ashted	19	Smallbrook Junction	2
Axminster	19	Pinhoe	2
Weymouth	19	Tisbury	2
Guildford	18	Bath Spa	1
Twickenham	18	Woolston	1
West Byfleet	18	Feniton	1

	Annual journeys (‘000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	25762	10419	3423	11920	21872	3890	7988	5259	6542	5973
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
Sample size	25762	10419	3423	11920	21872	3890	7988	5259	6542	5973
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):

London and South East Operators	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*
Long Distance Operators	CrossCountry
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
	Virgin Trains East Coast
Regional Operators	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

* Part of the Govia Thameslink Railway franchise



Contacts:

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdrc-continental.com

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

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

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