

# National Rail Passenger Survey

## Heathrow Express TOC Report

### Autumn 2015 (Wave 33)

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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 Heathrow Express 5
- 2.2** Train factor results for Heathrow Express 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** Heathrow Express versus London and South East performance 13
- 2.6** Results by route for Heathrow Express 14

## 3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for Heathrow Express 15
- 3.2** Train factor results for Heathrow Express 21

## 4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for Heathrow Express 28

## 5 Weekday/weekend satisfaction

- 5.1** Weekday/weekend satisfaction for Heathrow Express 29
- 5.2** Weekday/weekend peak satisfaction for London and South East 30

## 6 Passenger experience with service

- 6.1** Passenger experience of delays 31
- 6.2** Passenger experience relating to disability 32

## 7 Sample profile

- 7.1** Sample profile for Heathrow Express versus London and South East 33
- 7.2** Station sample sizes for Heathrow Express 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

## 8 Technical appendix

- 8.1** Standard reports produced for NRPS 38
- 8.2** Rail sectors 39
- 8.3** How routes are defined 40

## 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 station that were closed for all of the fieldwork period.

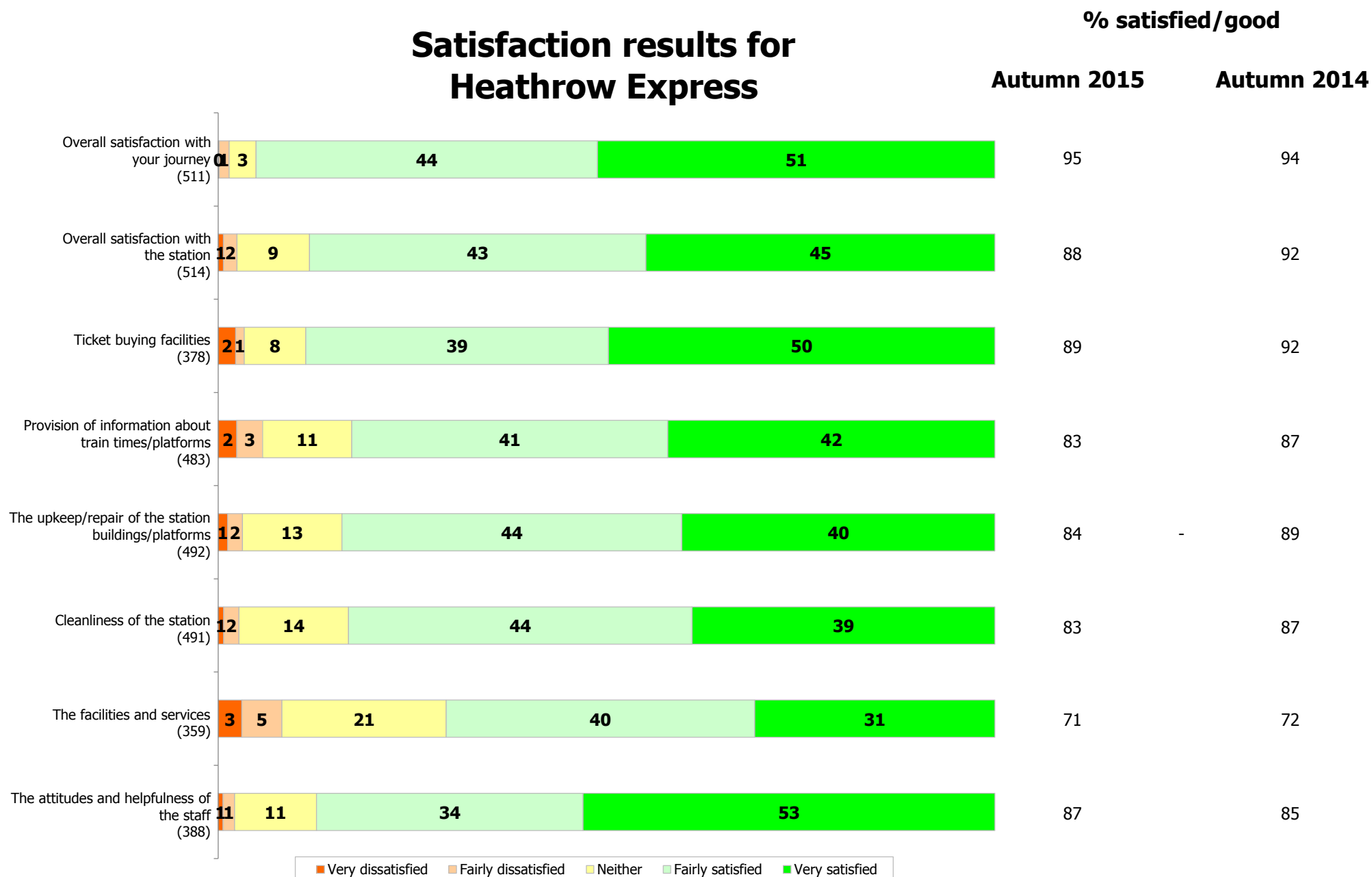
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

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

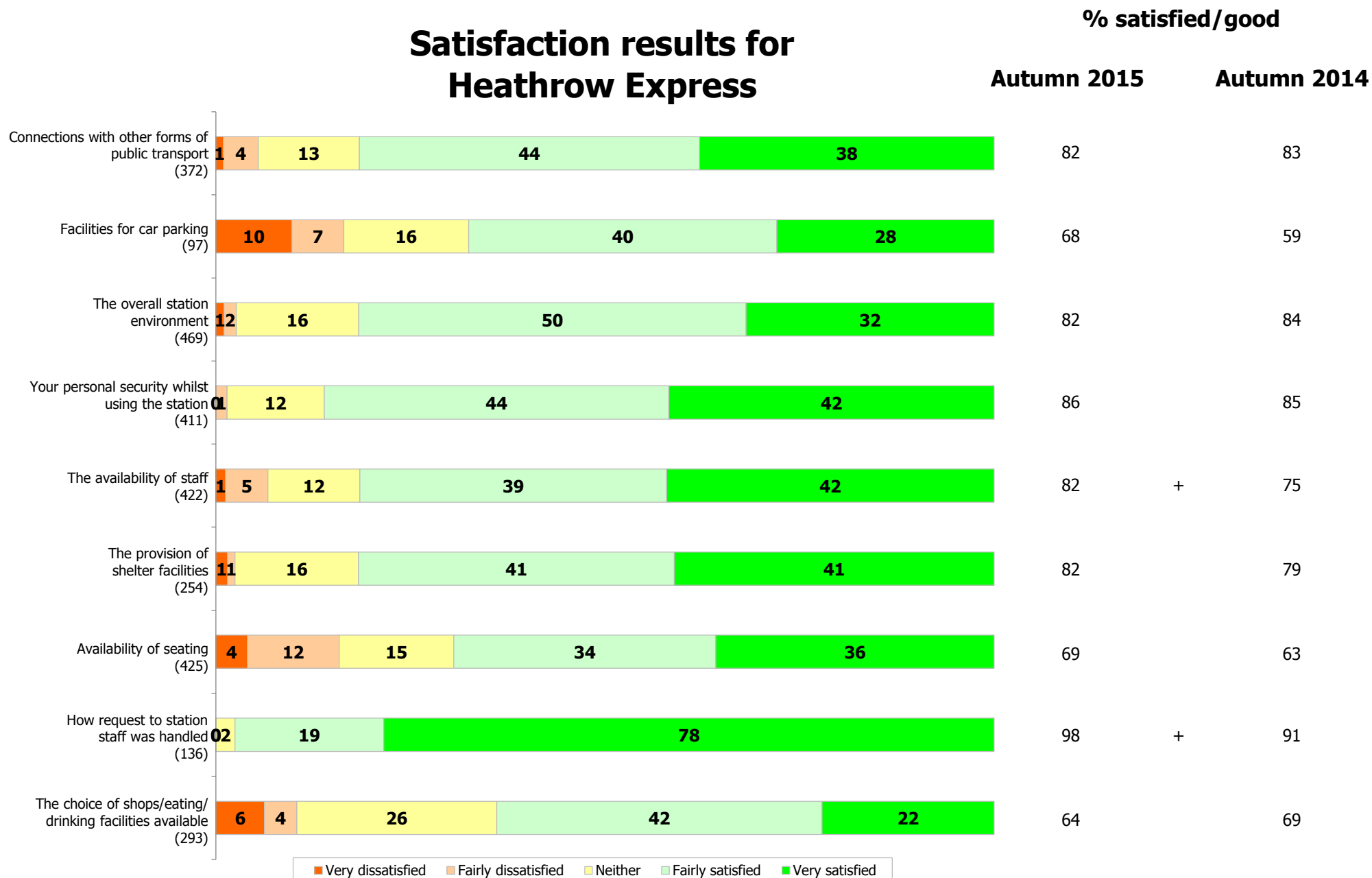
## 2 2.1 Overall satisfaction with your journey and station factors

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

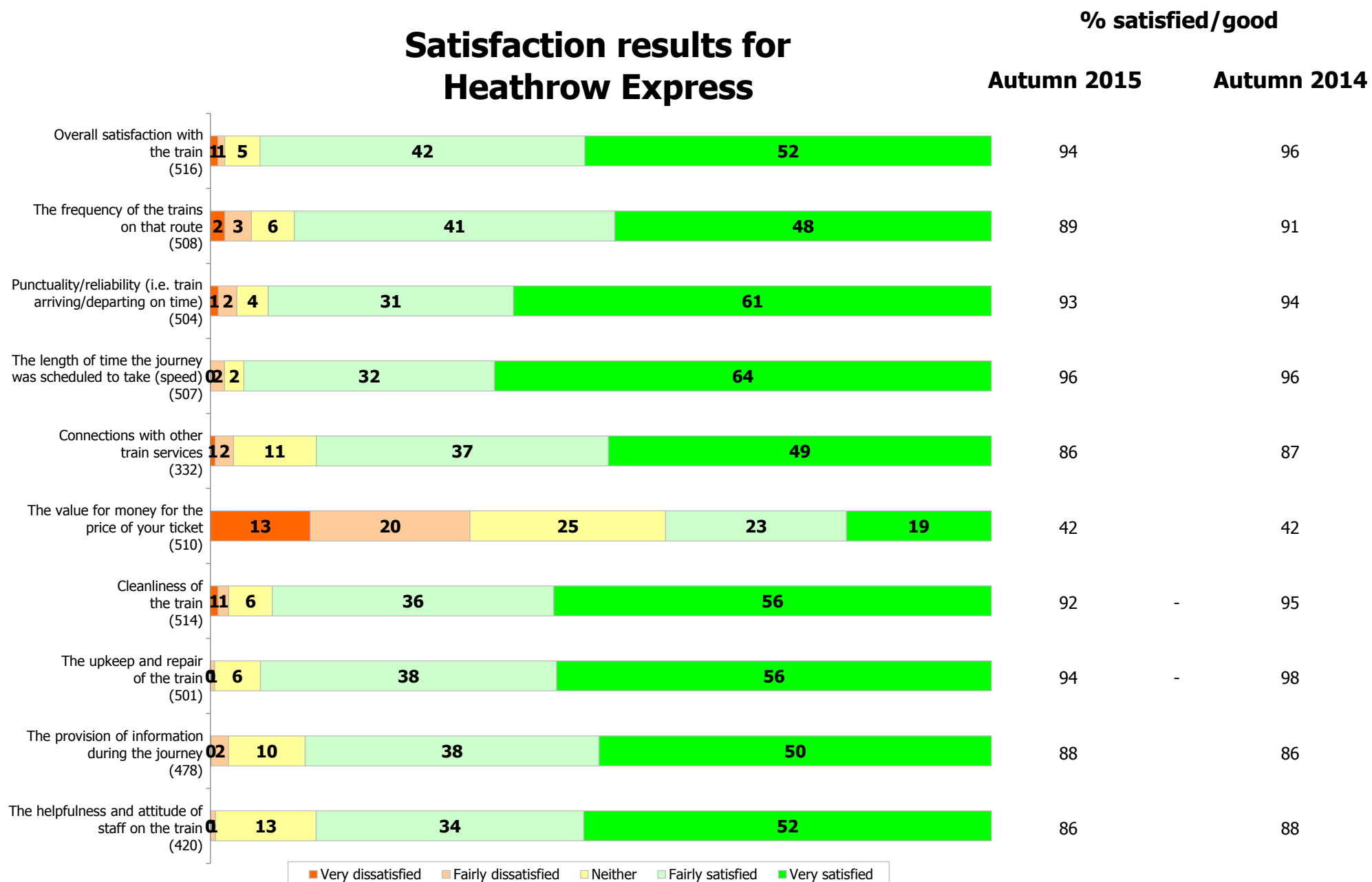
### Satisfaction results for Heathrow Express



## Satisfaction results for Heathrow Express



## Satisfaction results for Heathrow Express

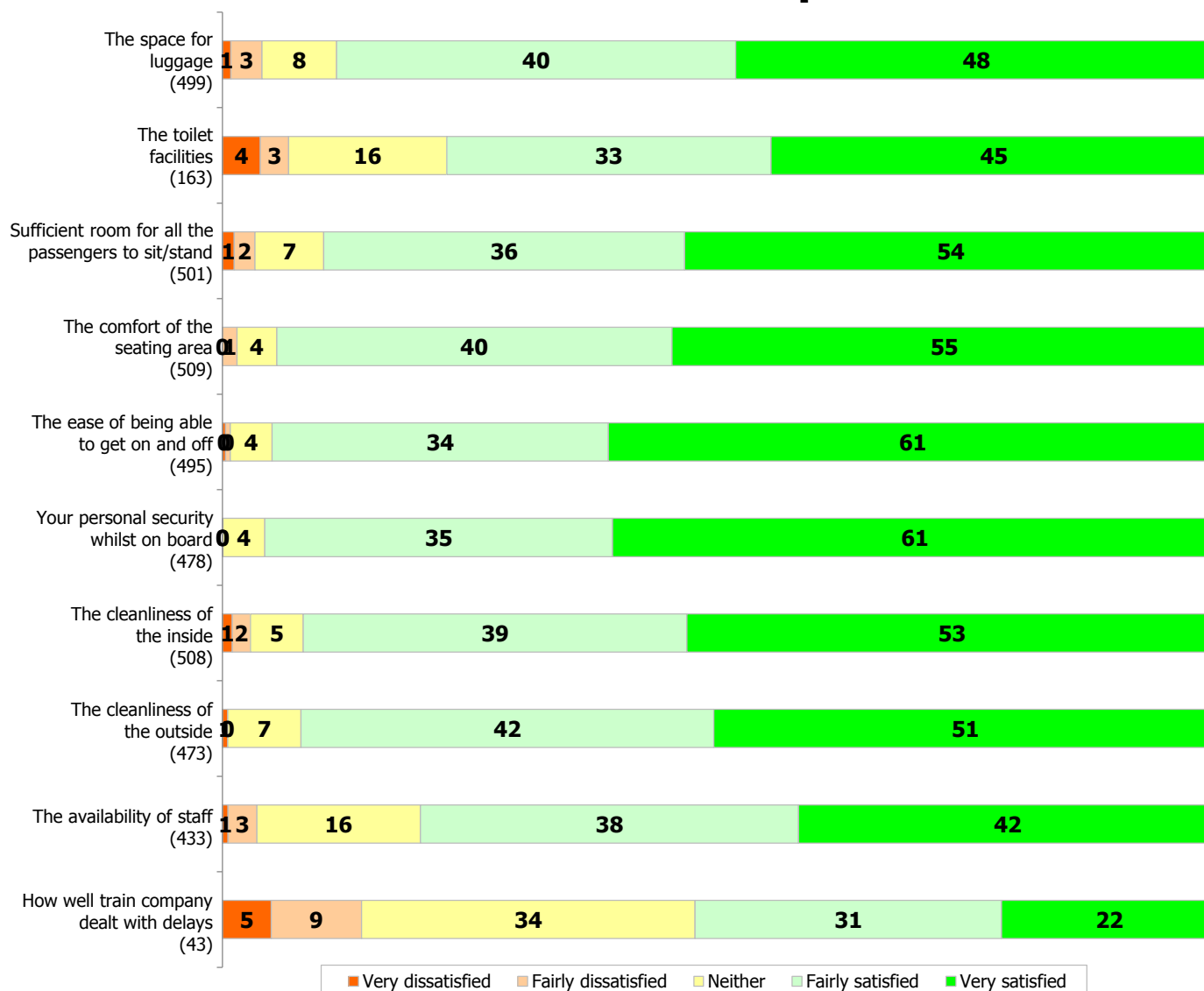


## Satisfaction results for Heathrow Express

% satisfied/good

Autumn 2015

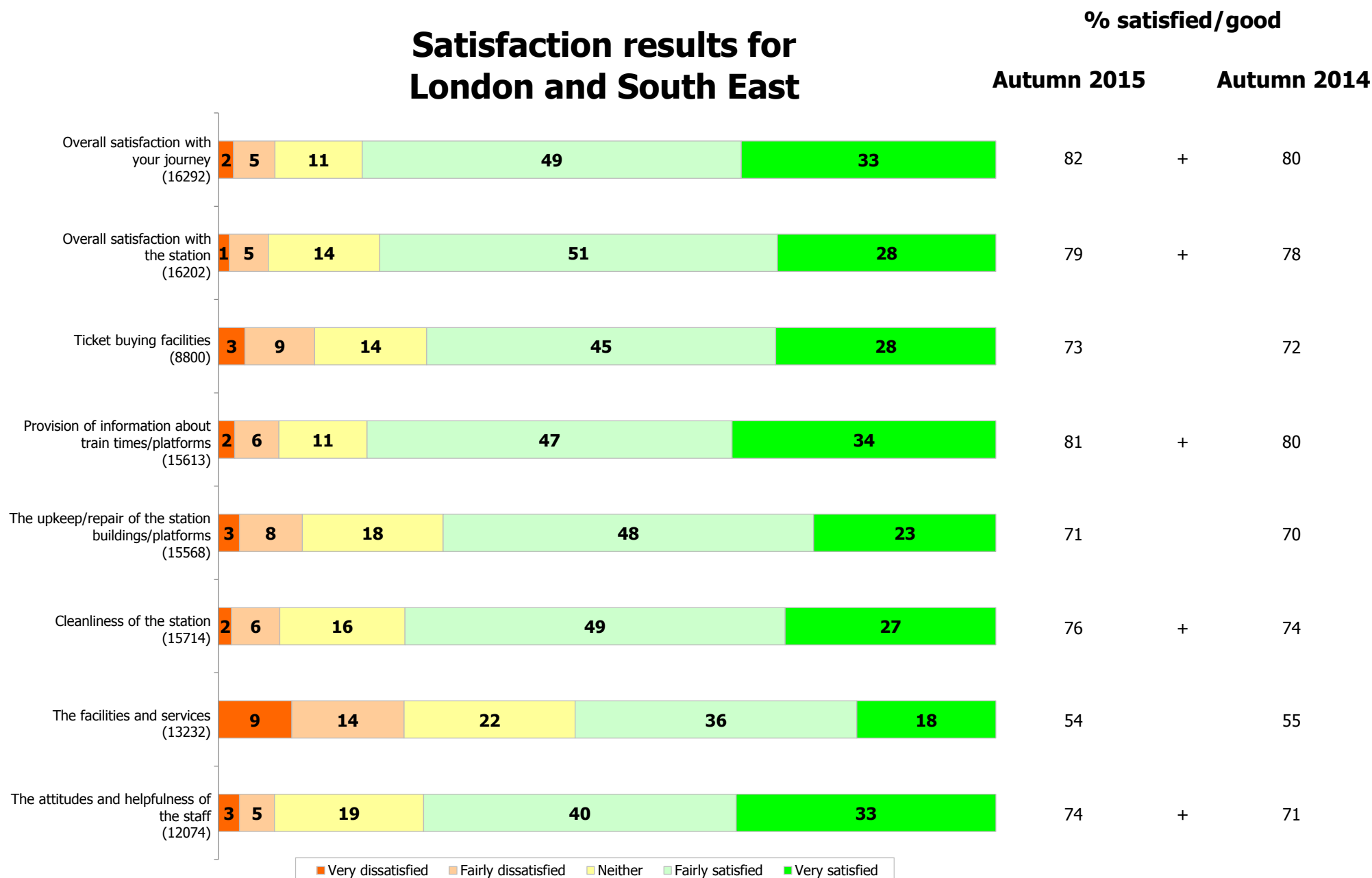
Autumn 2014



## 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

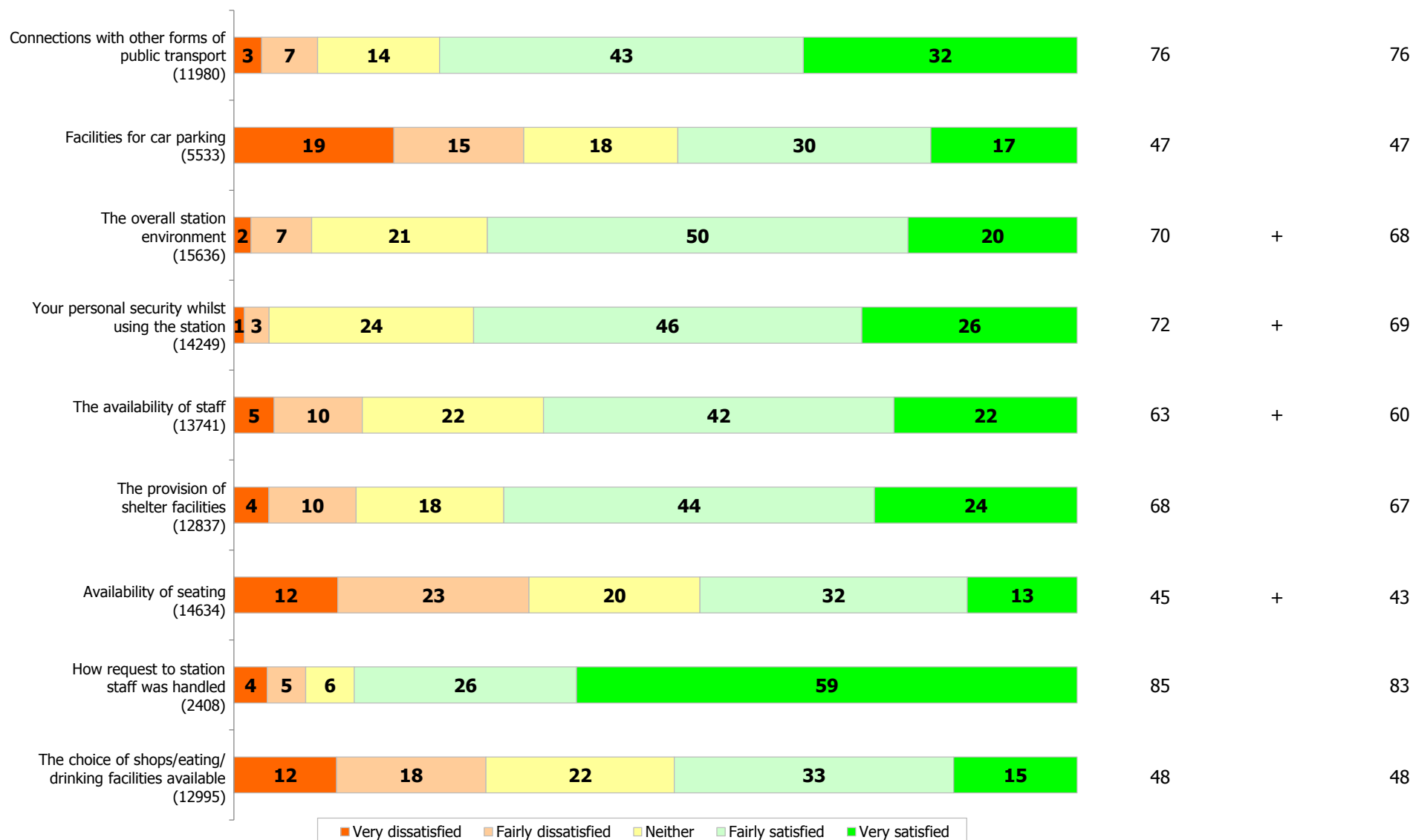


## Satisfaction results for London and South East

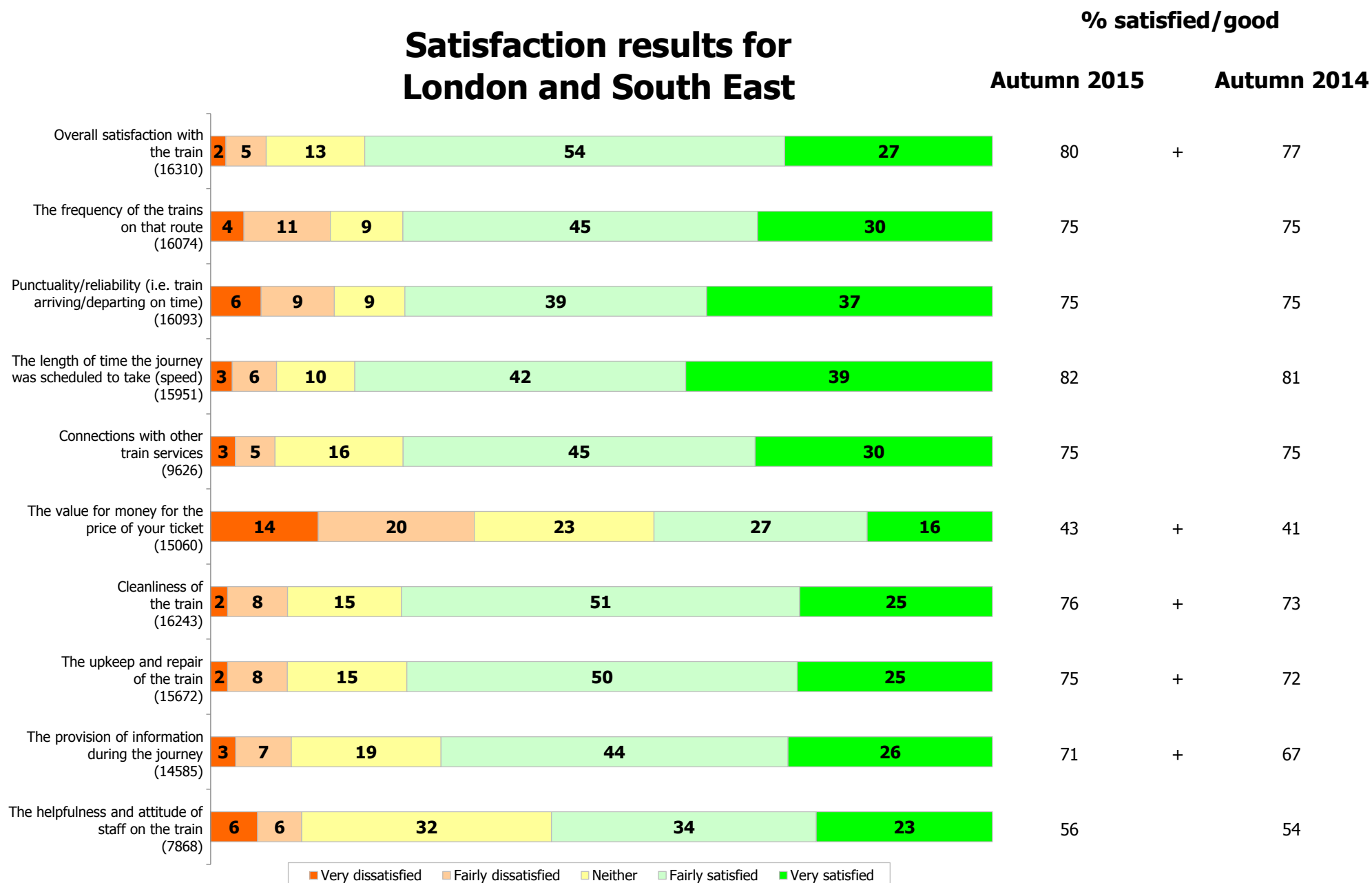
% satisfied/good

Autumn 2015

Autumn 2014



## Satisfaction results for London and South East

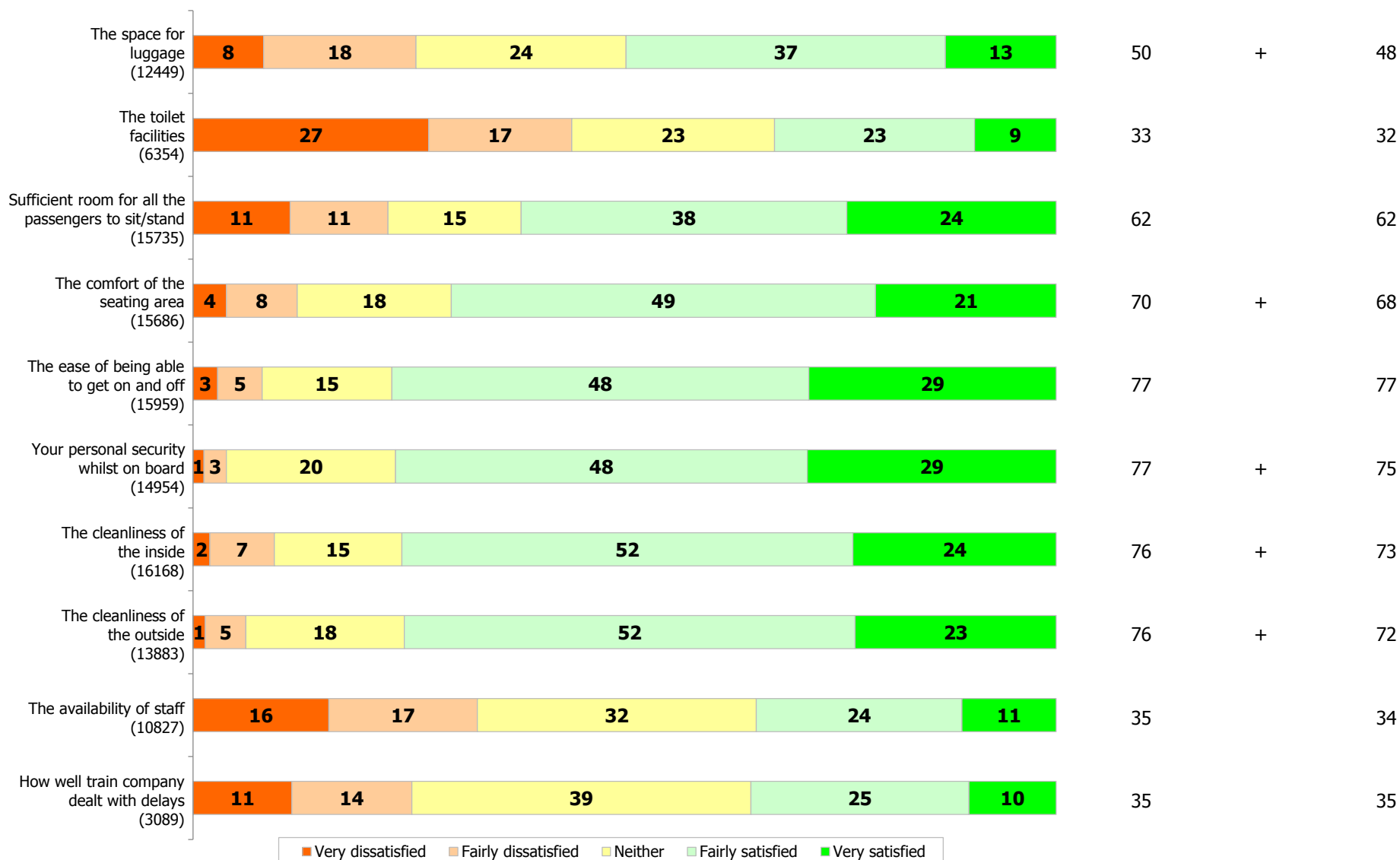


## Satisfaction results for London and South East

% satisfied/good

Autumn 2015

Autumn 2014



## Heathrow Express versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	95	82	117%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	88	79	111%
Ticket buying facilities	89	73	121%
Provision of information about train times/platforms	83	81	102%
The upkeep/repair of the station buildings/platforms	84	71	118%
Cleanliness	83	76	109%
The facilities and services	71	54	131%
The attitudes and helpfulness of the staff	87	74	119%
Connections with other forms of public transport	82	76	108%
Facilities for car parking	68	47	143%
Overall environment	82	70	117%
Your personal security whilst using the station	86	72	120%
The availability of staff	82	63	129%
The provision of shelter facilities	82	68	120%
Availability of seating	69	45	155%
How request to station staff was handled	98	85	115%
The choice of shops/eating/drinking facilities available	64	48	134%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	94	80	117%
The frequency of the trains on that route	89	75	118%
Punctuality/reliability (i.e. the train arriving/departing on time)	93	75	123%
The length of time the journey was scheduled to take (speed)	96	82	117%
Connections with other train services	86	75	115%
The value for money of the price of your ticket	42	43	96%
Cleanliness of the train	92	76	122%
Upkeep and repair of the train	94	75	125%
The provision of information during the journey	88	71	125%
The helpfulness and attitude of staff on train	86	56	153%
The space for luggage	89	50	178%
The toilet facilities	77	33	237%
Sufficient room for all passengers to sit/stand	90	62	145%
The comfort of the seating area	95	70	135%
The ease of being able to get on and off	95	77	123%
Your personal security on board	96	77	125%
The cleanliness of the inside	92	76	121%
The cleanliness of the outside	92	76	122%
The availability of staff	80	35	231%
How well train company deals with delays	52	35	148%

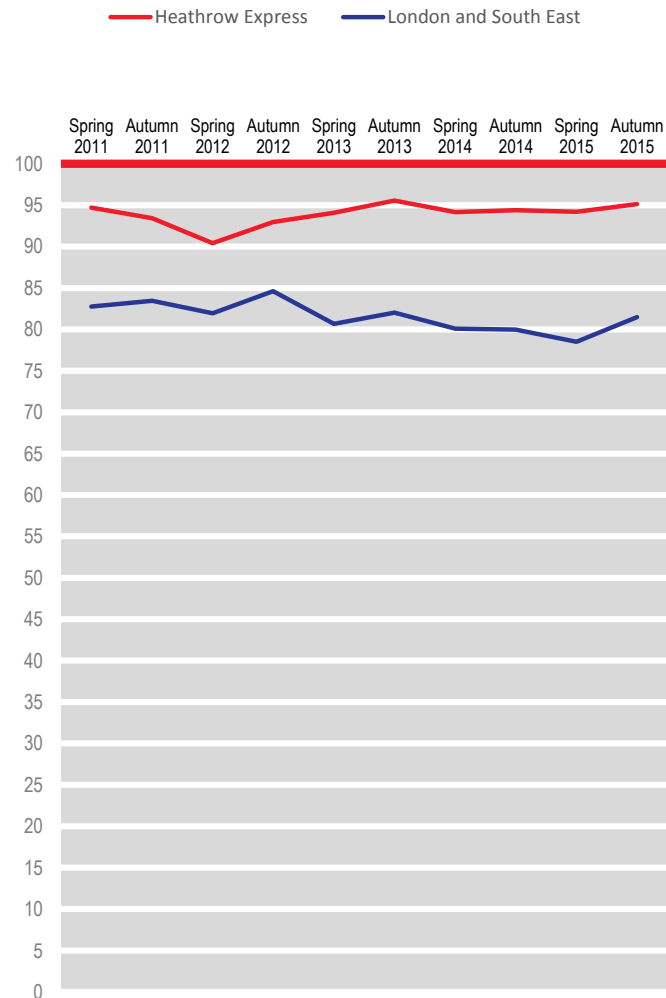
## Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction with your journey	95
<b>STATION FACILITIES</b>	
Overall satisfaction with the station	88
Ticket buying facilities	89
Provision of information about train times/platforms	83
The upkeep/repair of the station buildings/platforms	84
Cleanliness	83
The facilities and services	71
The attitudes and helpfulness of the staff	87
Connections with other forms of public transport	82
Facilities for car parking	68
Overall environment	82
Your personal security whilst using the station	86
The availability of staff	82
The provision of shelter facilities	82
Availability of seating	69
How request to station staff was handled	98
The choice of shops/eating/drinking facilities available	64
<b>TRAIN FACILITIES</b>	
Overall satisfaction with the train	94
The frequency of the trains on that route	89
Punctuality/reliability (i.e. the train arriving/departing on time)	93
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	86
The value for money of the price of your ticket	42
Cleanliness of the train	92
Upkeep and repair of the train	94
The provision of information during the journey	88
The helpfulness and attitude of staff on train	86
The space for luggage	89
The toilet facilities	77
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	95
The ease of being able to get on and off	95
Your personal security on board	96
The cleanliness of the inside	92
The cleanliness of the outside	92
The availability of staff	80
How well train company deals with delays	52

# Percentage satisfaction with aspects of station where boarded

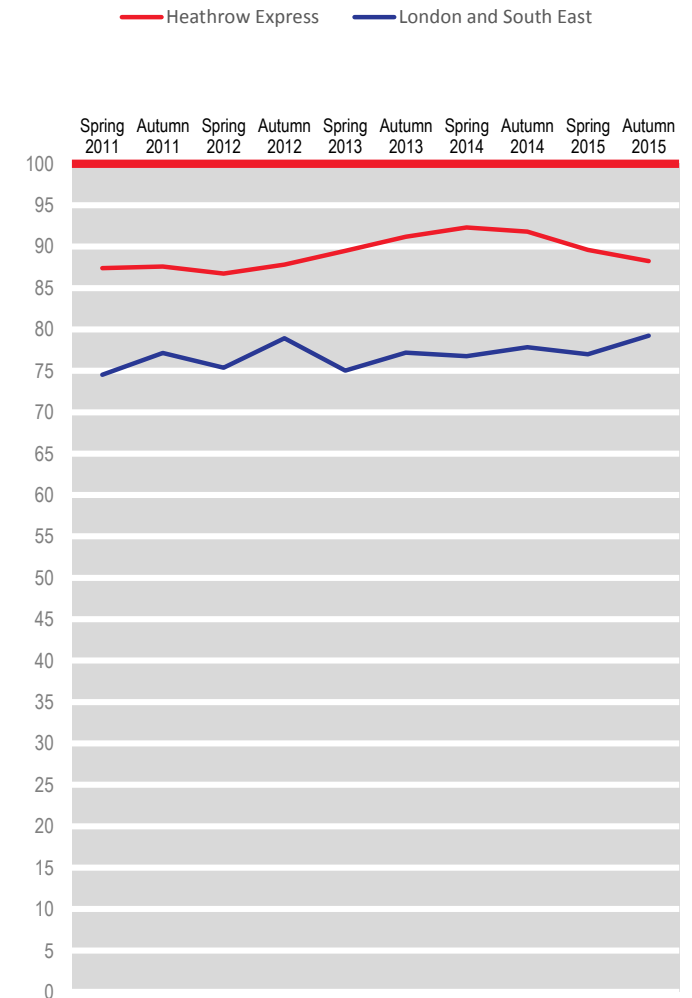
## Overall satisfaction with your journey

(511)  
Percentage of passengers satisfied 2011 to 2015



## Overall station satisfaction

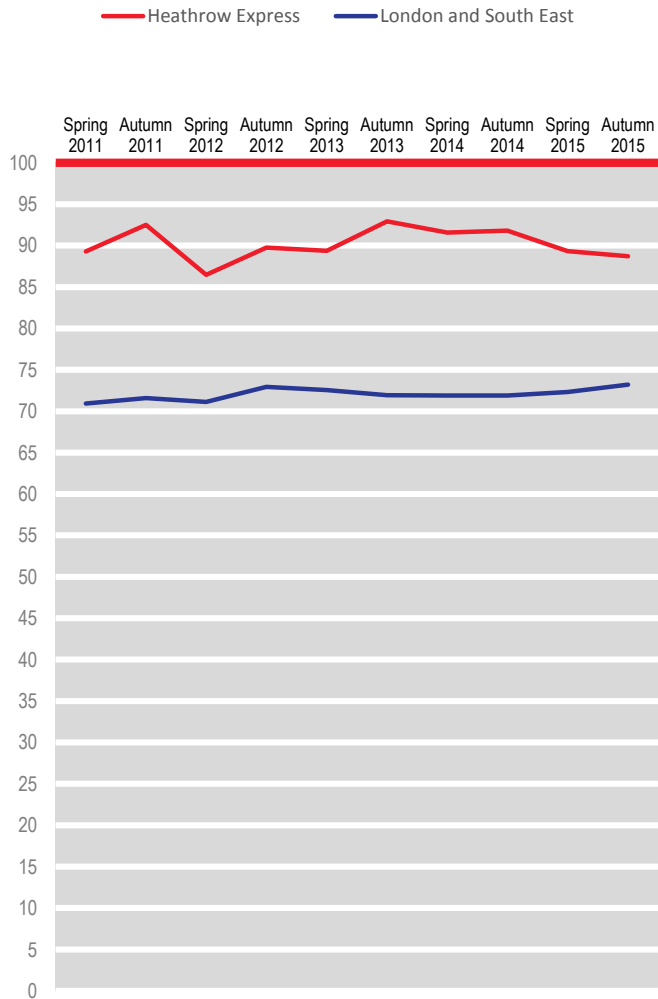
(514)  
Percentage of passengers satisfied 2011 to 2015



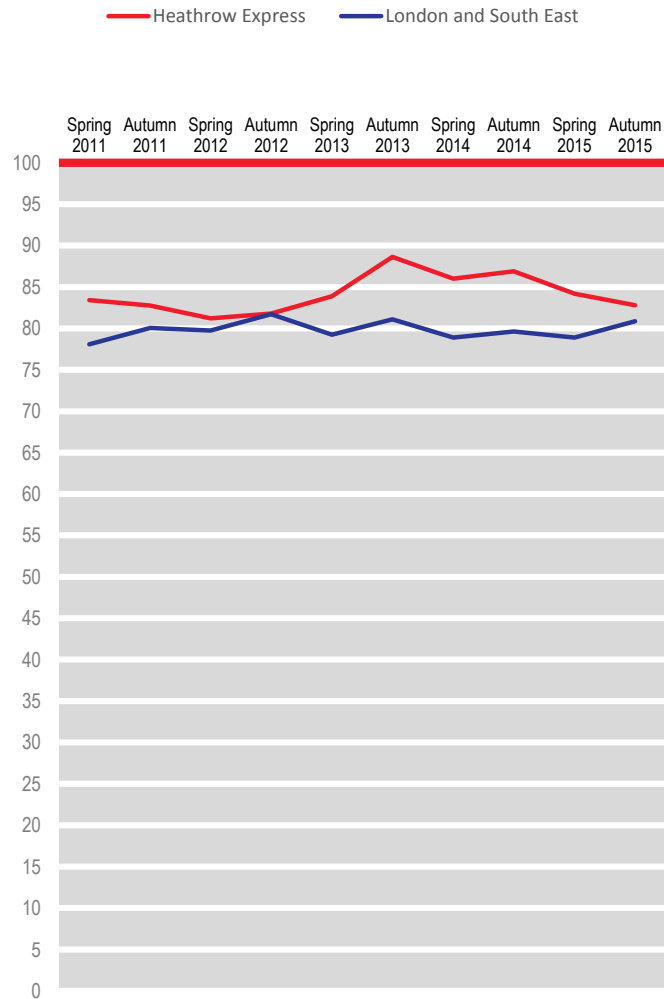
N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities****(378)**

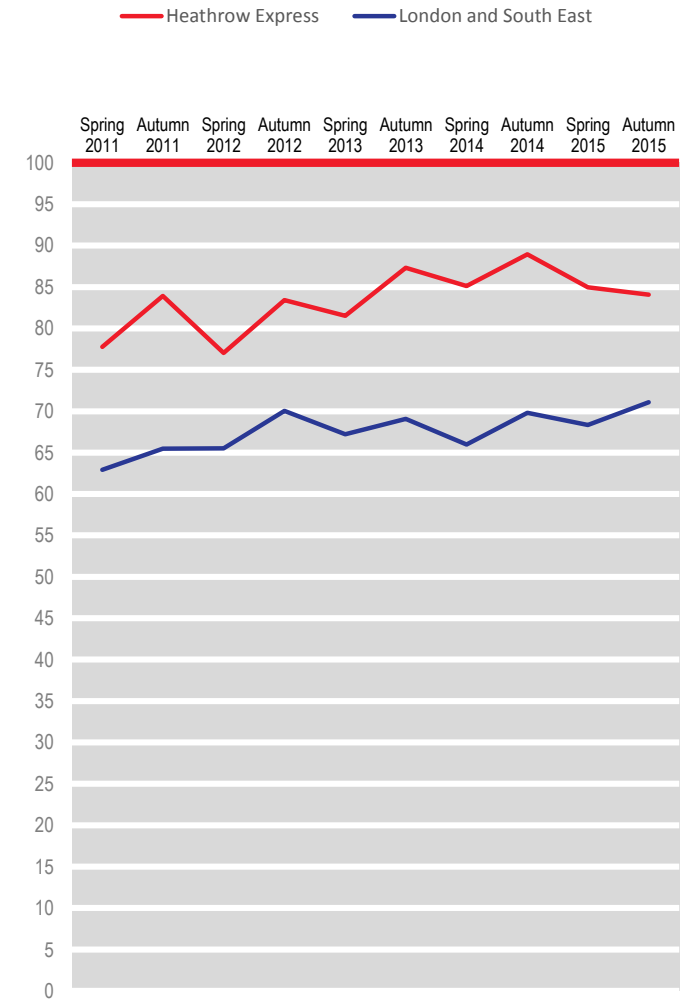
Percentage of passengers satisfied 2011 to 2015

**Provision of information about train times/platforms****(483)**

Percentage of passengers satisfied 2011 to 2015

**The upkeep/repair of the station building/platforms****(492)**

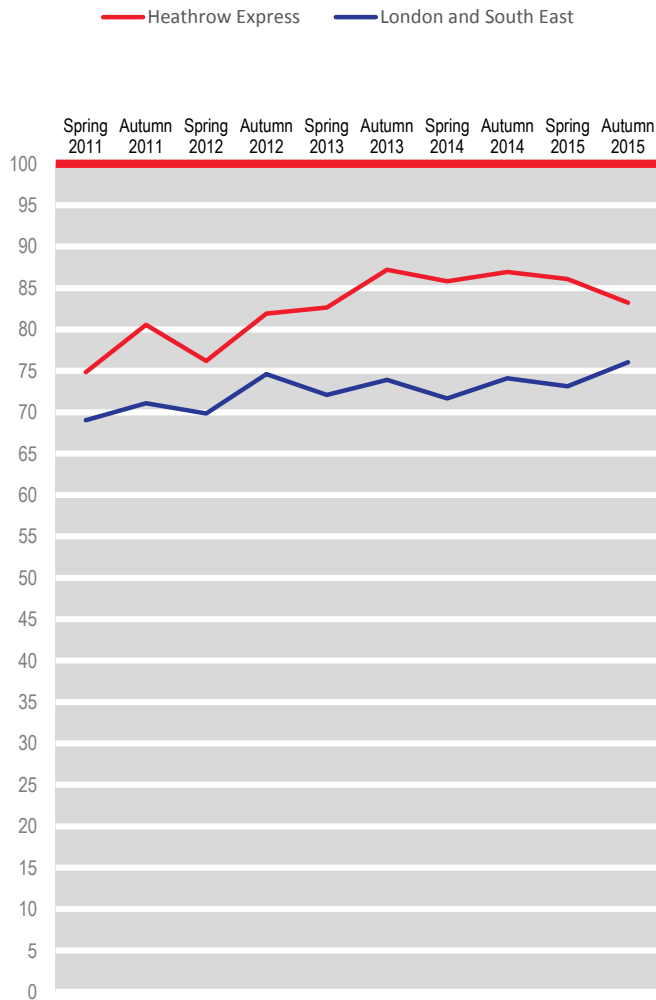
Percentage of passengers satisfied 2011 to 2015



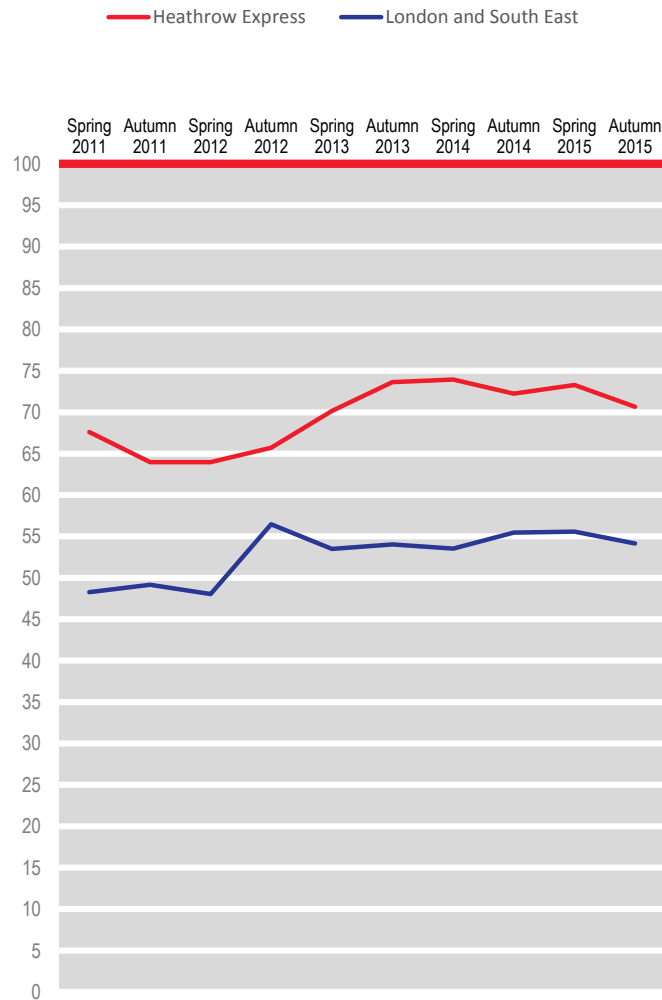
N.B. Benchmarks and targets are only shown for applicable factors

**Cleanliness of the station****(491)**

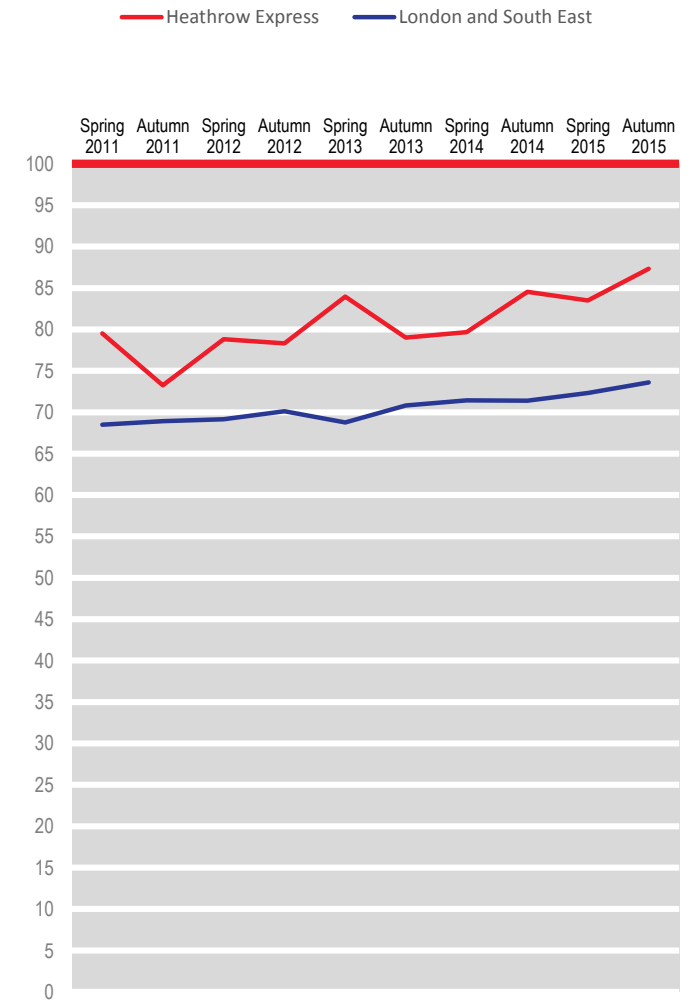
Percentage of passengers satisfied 2011 to 2015

**The facilities and services at the station****(359)**

Percentage of passengers satisfied 2011 to 2015

**The attitudes and helpfulness of the staff at the station****(388)**

Percentage of passengers satisfied 2011 to 2015

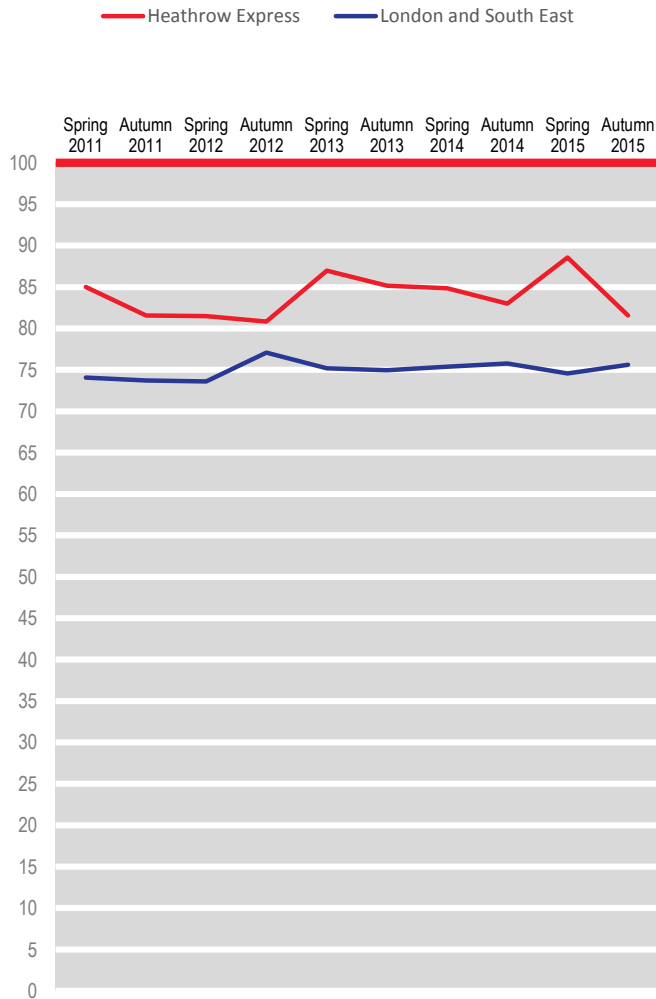


N.B. Benchmarks and targets are only shown for applicable factors

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

(372)

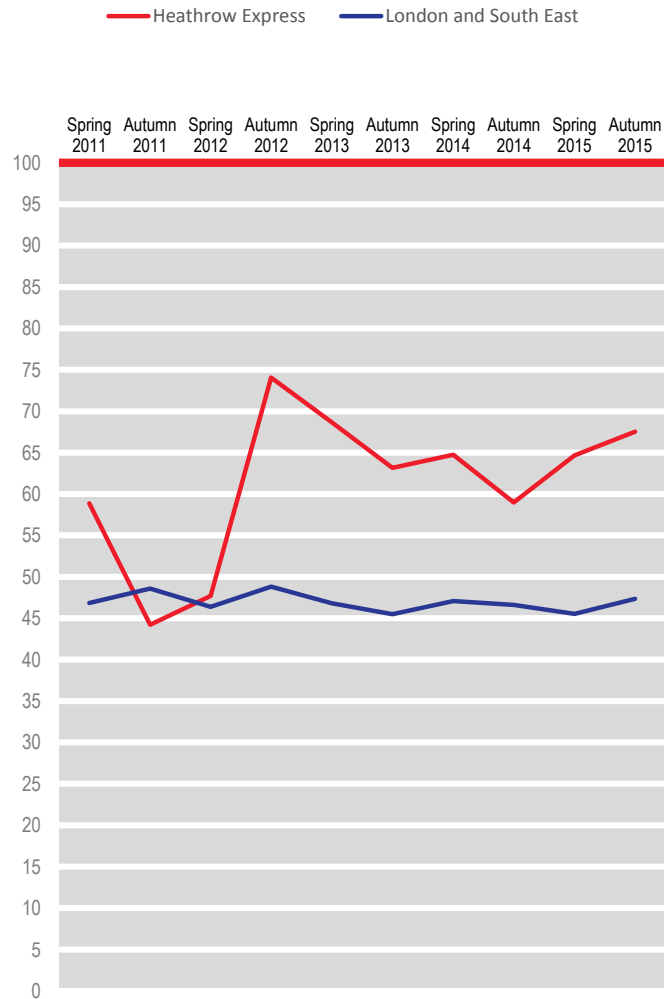
Percentage of passengers satisfied 2011 to 2015



### Facilities for car parking at the station

(97)

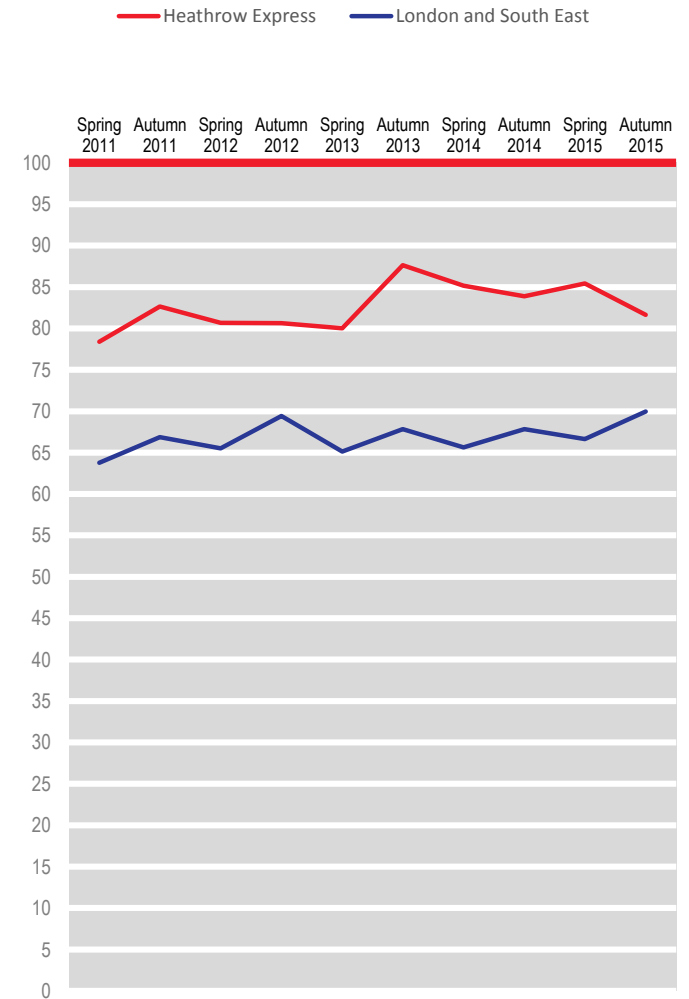
Percentage of passengers satisfied 2011 to 2015



### Overall station environment

(469)

Percentage of passengers satisfied 2011 to 2015

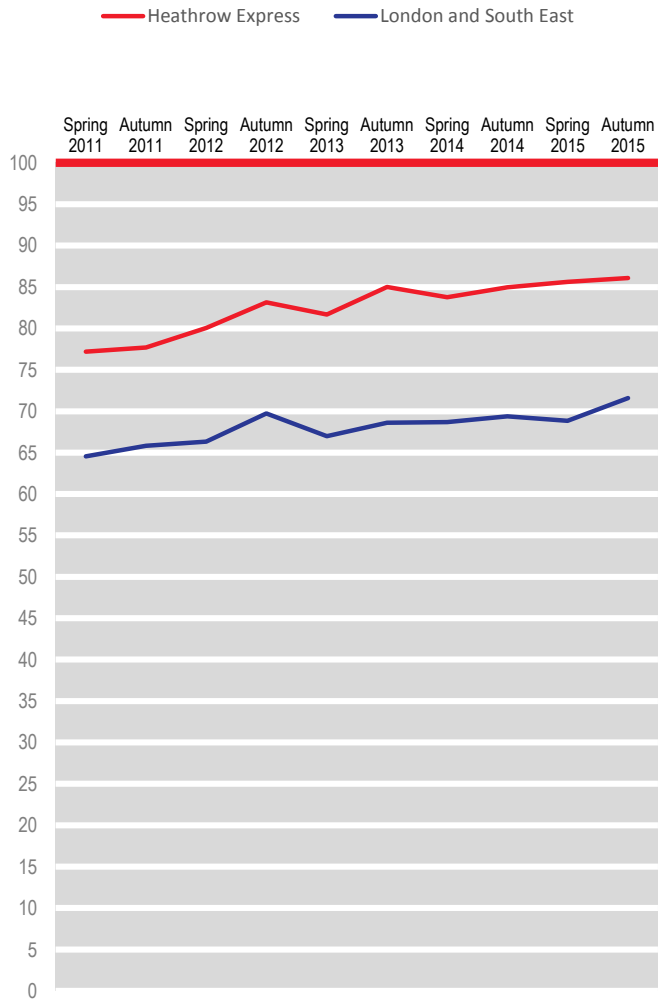


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(411)

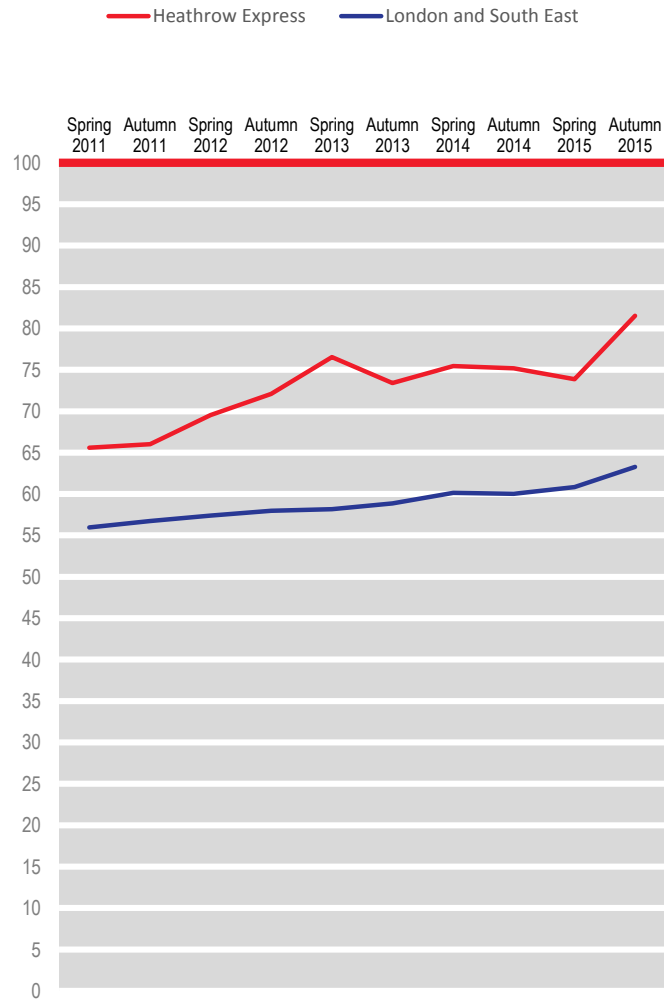
Percentage of passengers satisfied 2011 to 2015



### The availability of staff at the station

(422)

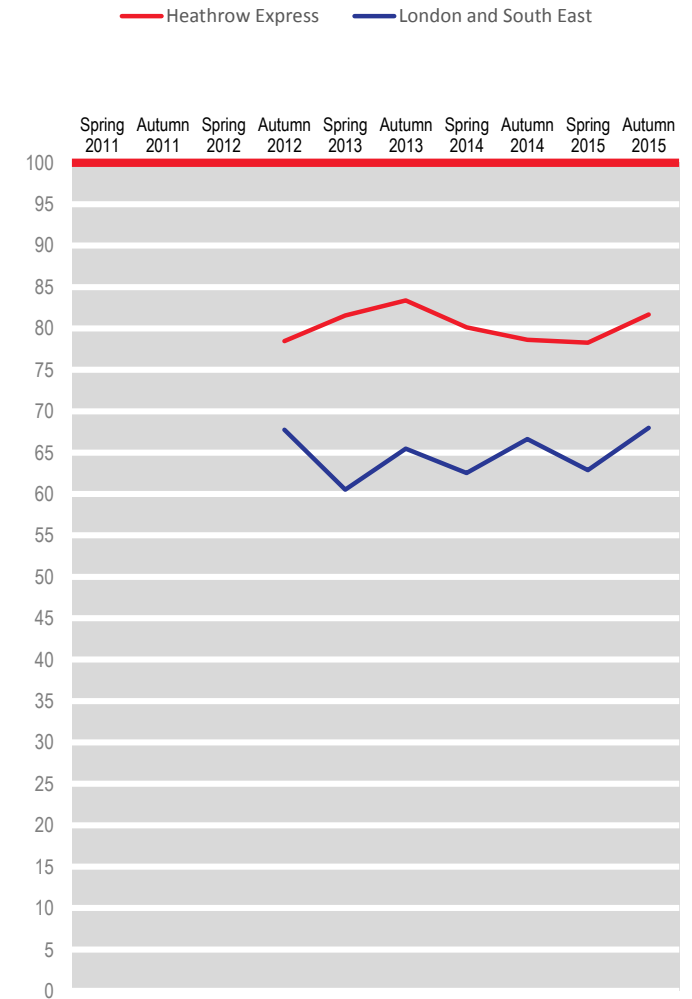
Percentage of passengers satisfied 2011 to 2015



### The provision of shelter facilities

(254)

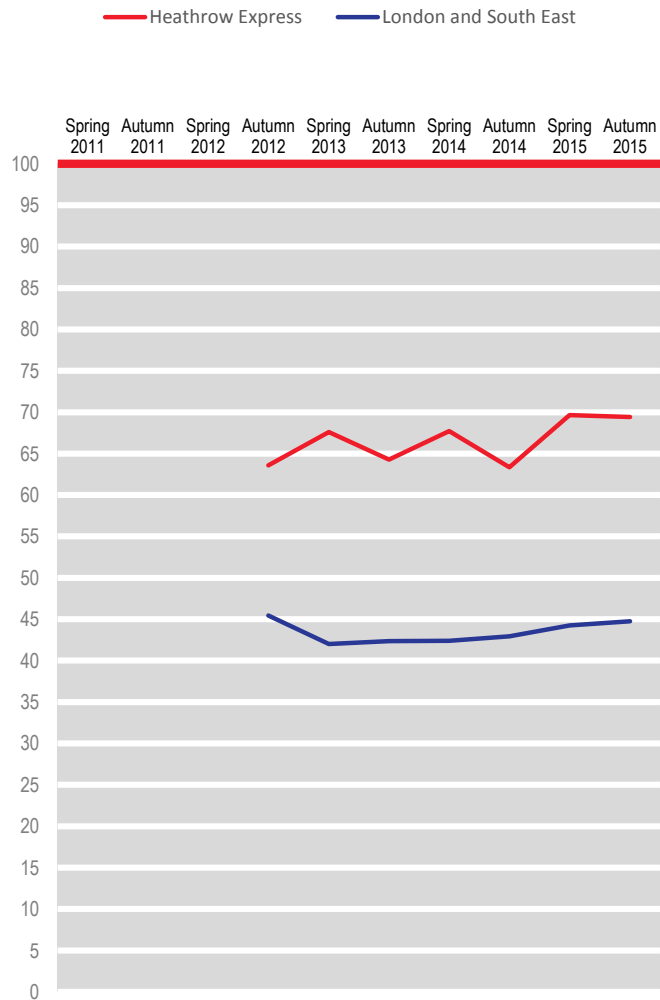
Percentage of passengers satisfied 2011 to 2015



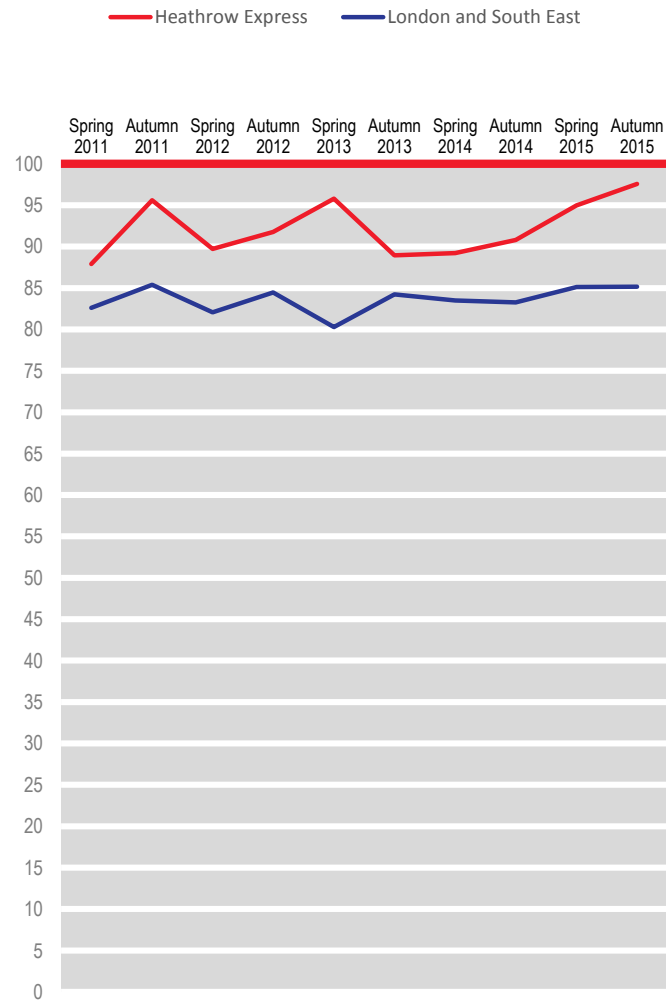
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(425)**

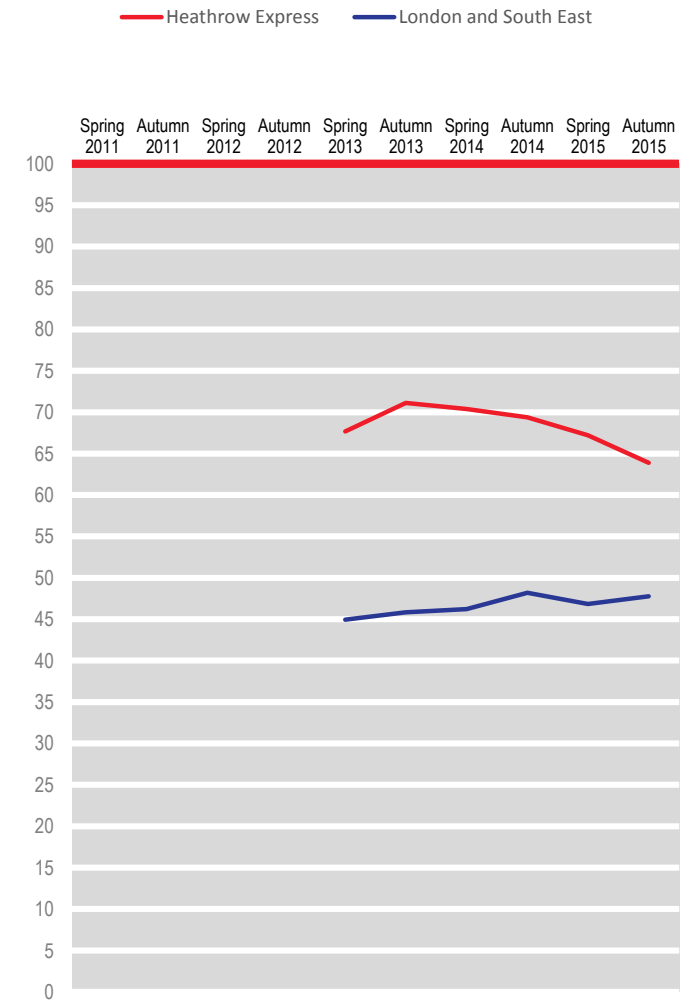
Percentage of passengers satisfied 2011 to 2015

**How request to station staff was handled****(136)**

Percentage of passengers satisfied 2011 to 2015

**The choice of shops/eating/drinking facilities available****(293)**

Percentage of passengers satisfied 2011 to 2015



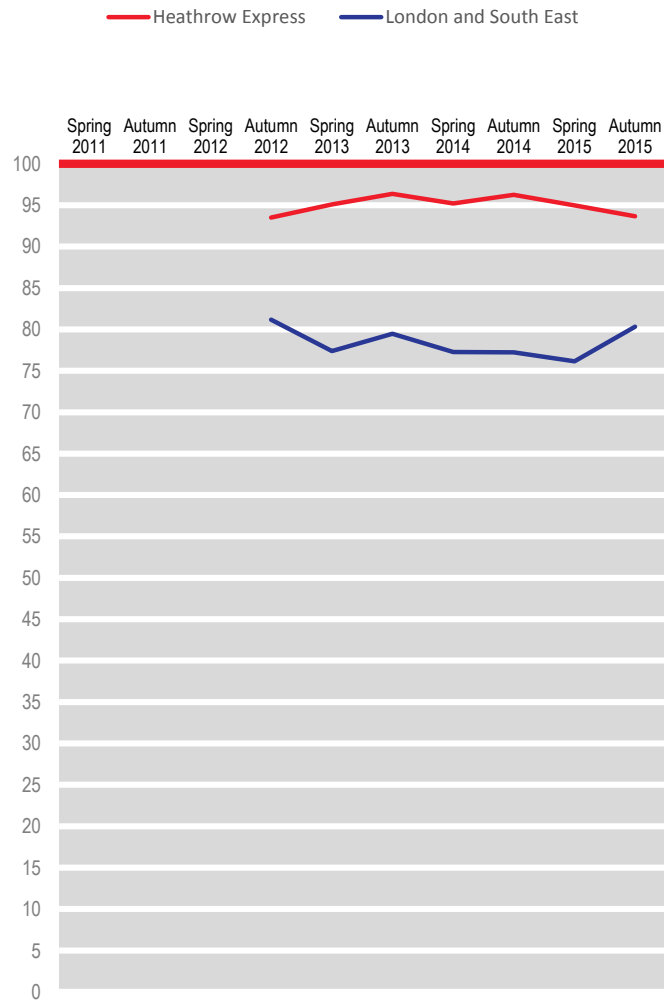
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(516)

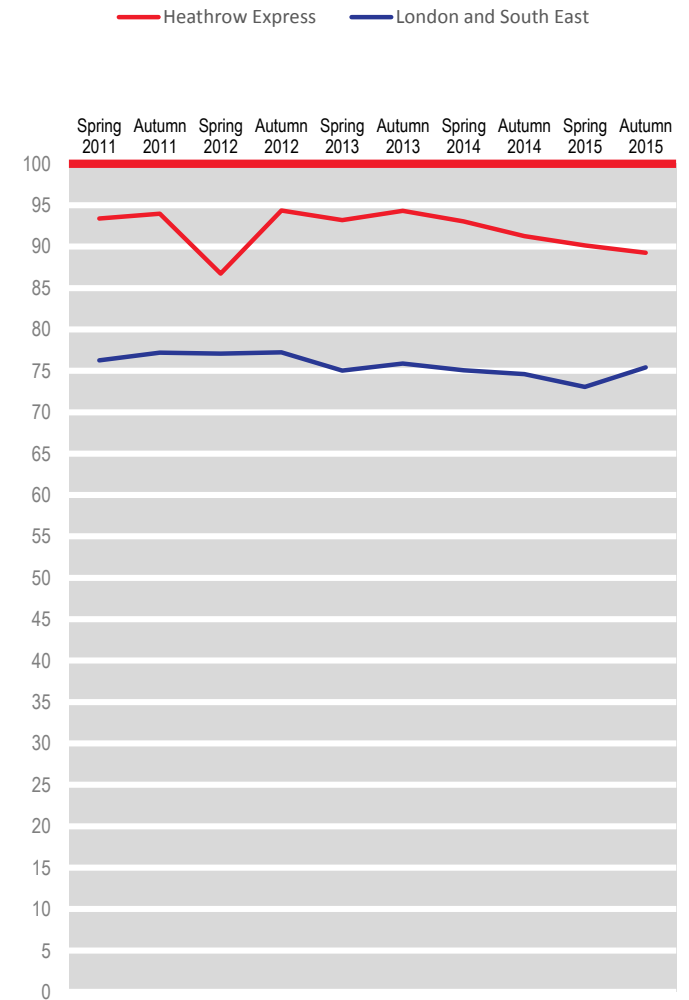
Percentage of passengers satisfied 2011 to 2015



## The frequency of trains on that route

(508)

Percentage of passengers satisfied 2011 to 2015

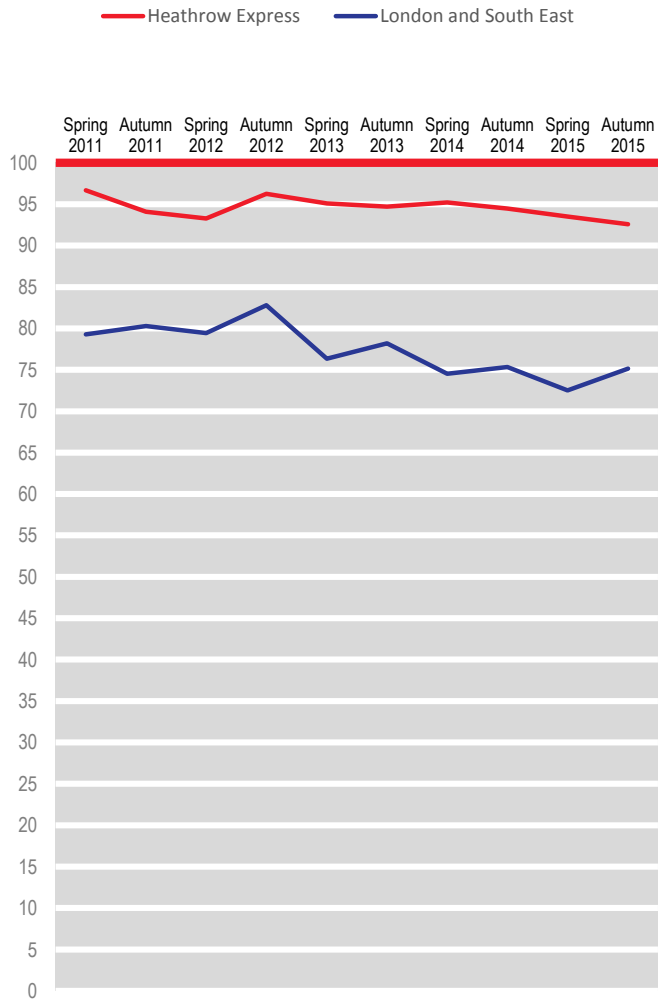


N.B. Benchmarks and targets are only shown for applicable factors

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

(504)

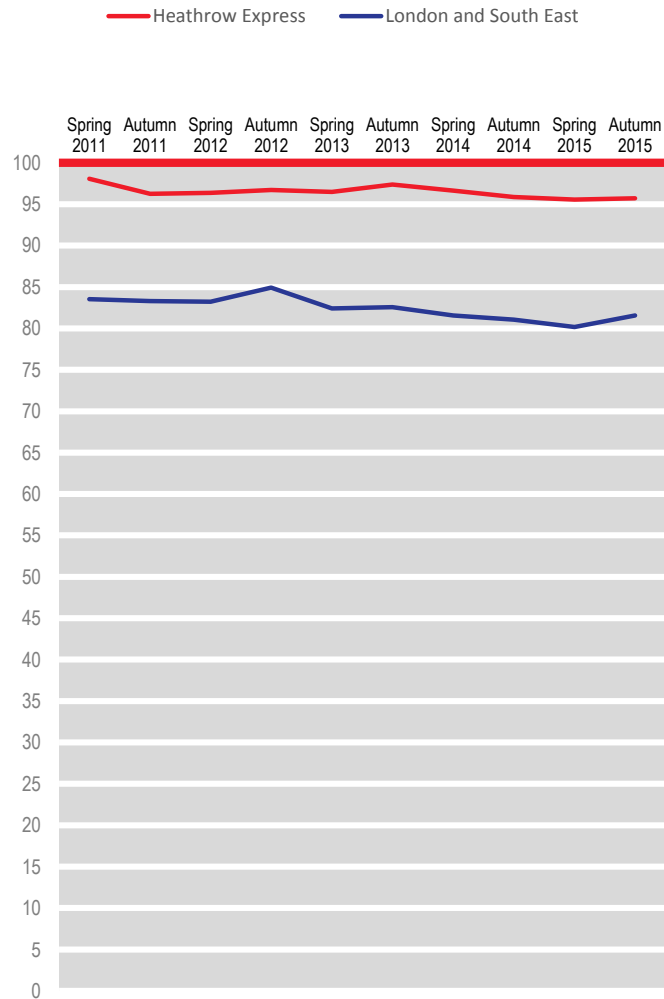
Percentage of passengers satisfied 2011 to 2015



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

(507)

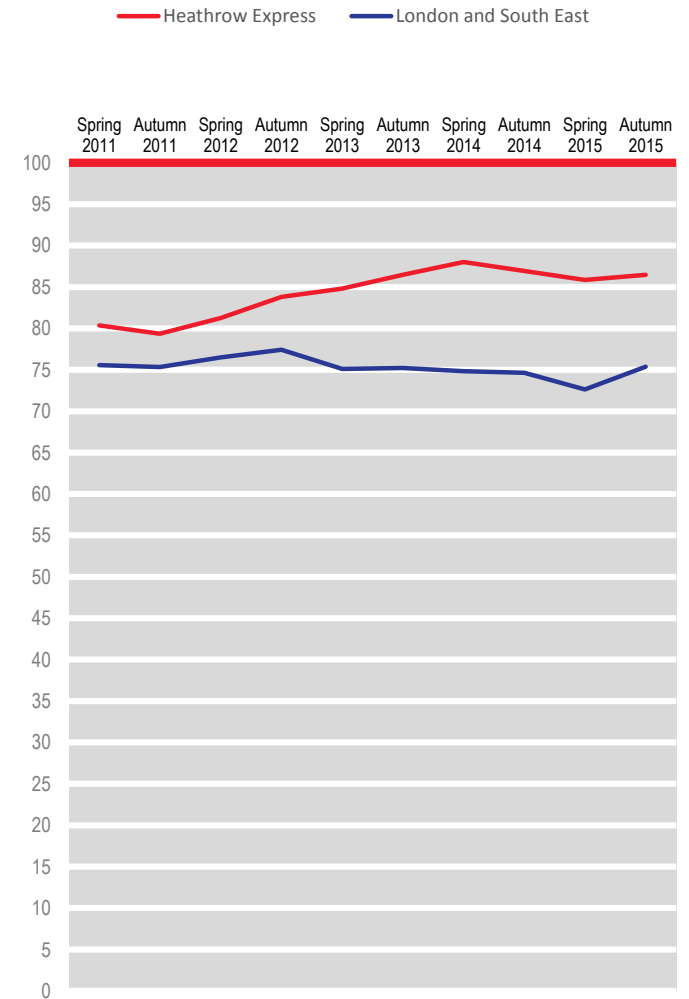
Percentage of passengers satisfied 2011 to 2015



### Connections with other train services

(332)

Percentage of passengers satisfied 2011 to 2015

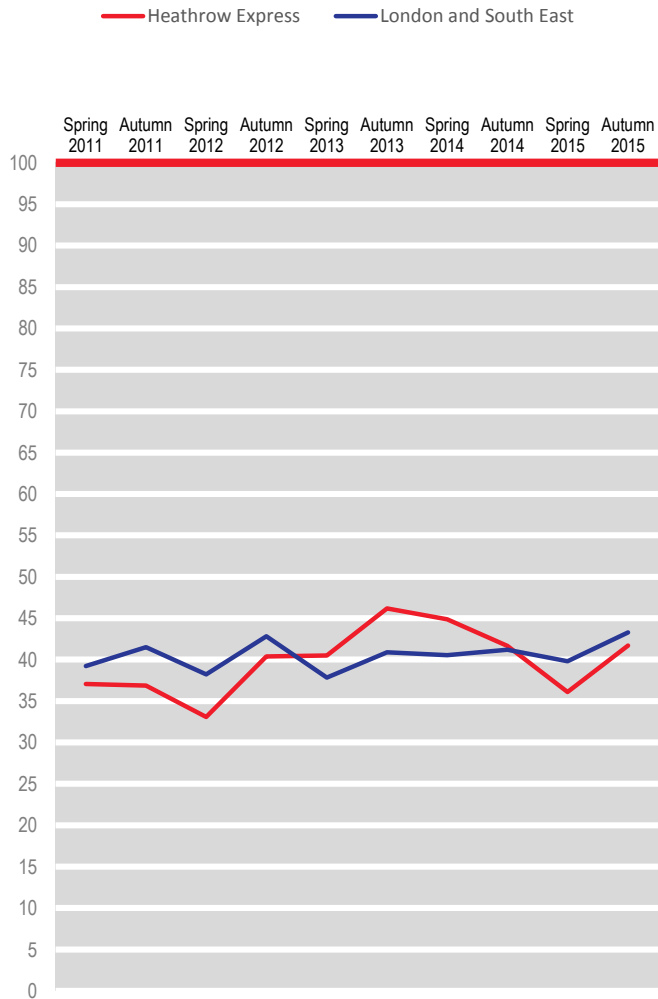


N.B. Benchmarks and targets are only shown for applicable factors

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

(510)

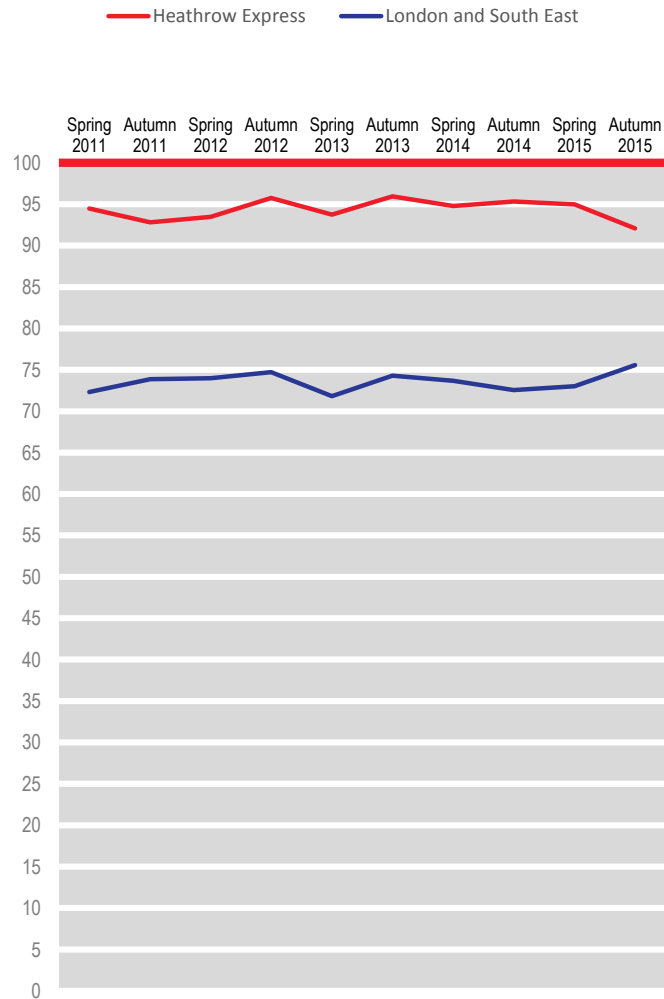
Percentage of passengers satisfied 2011 to 2015



### Cleanliness of the train

(514)

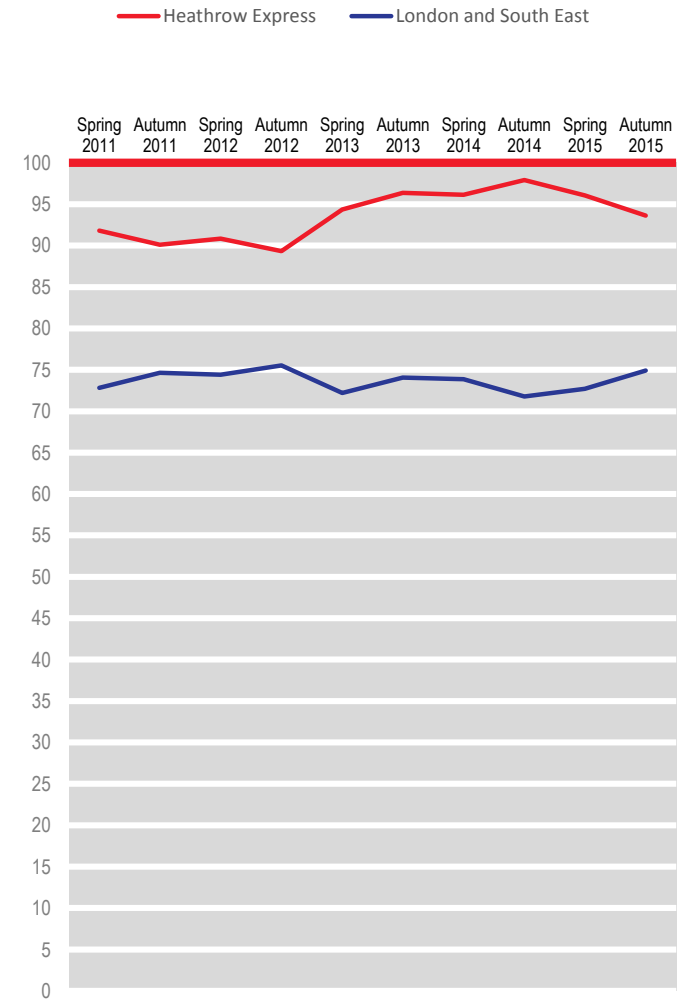
Percentage of passengers satisfied 2011 to 2015



### Upkeep and repair of the train

(501)

Percentage of passengers satisfied 2011 to 2015

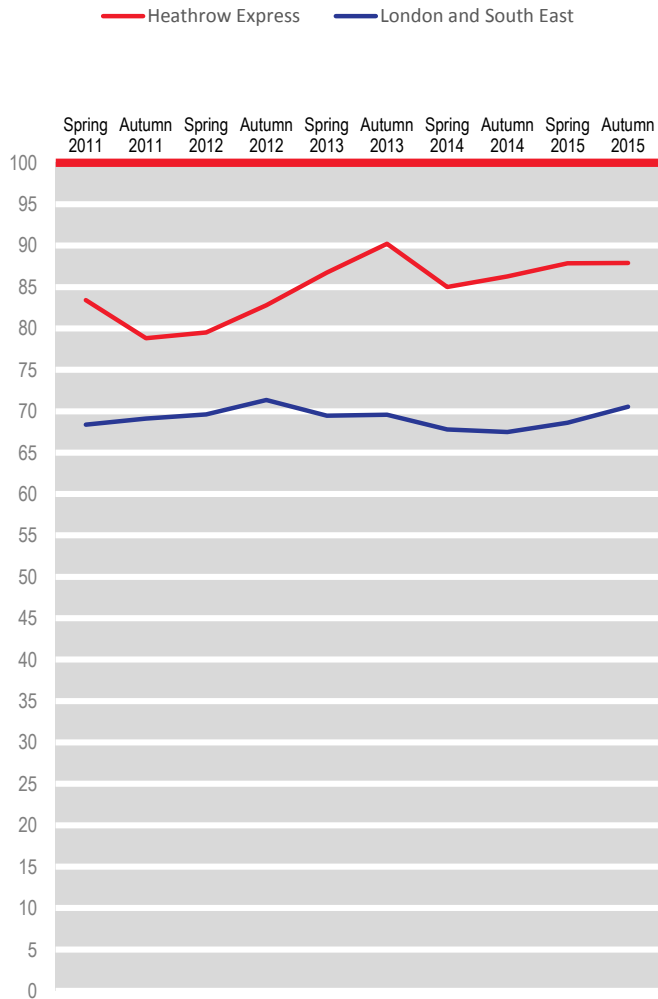


N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(478)

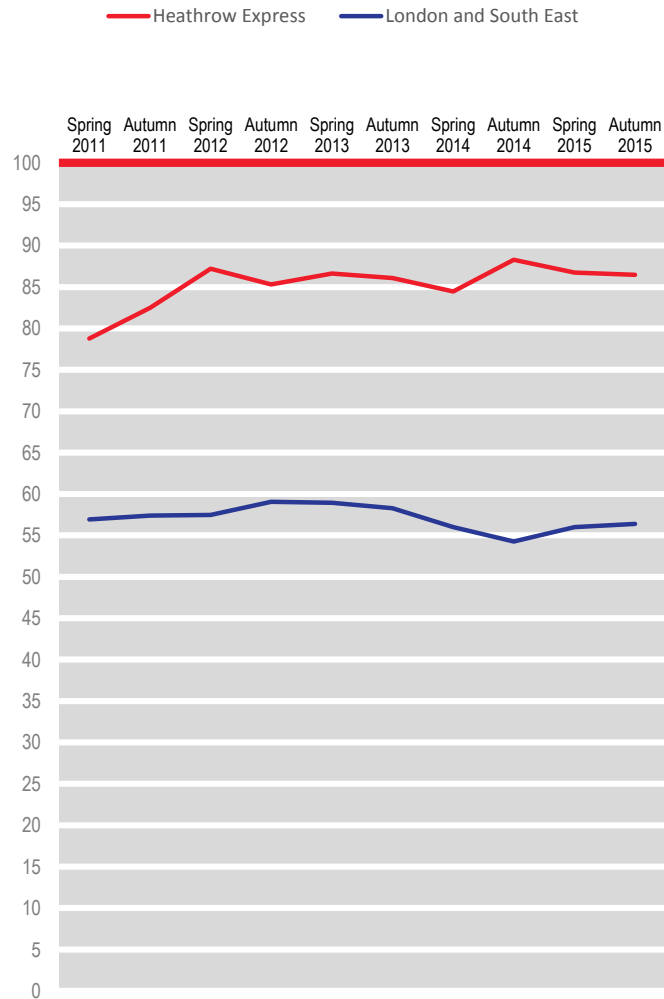
Percentage of passengers satisfied 2011 to 2015



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

(420)

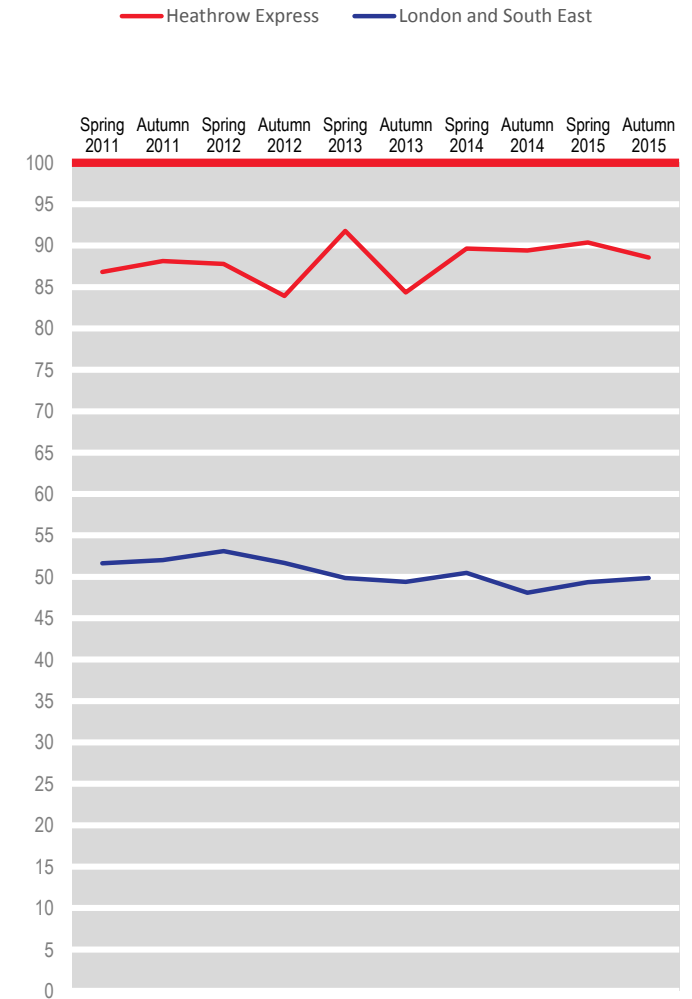
Percentage of passengers satisfied 2011 to 2015



### The space for luggage

(499)

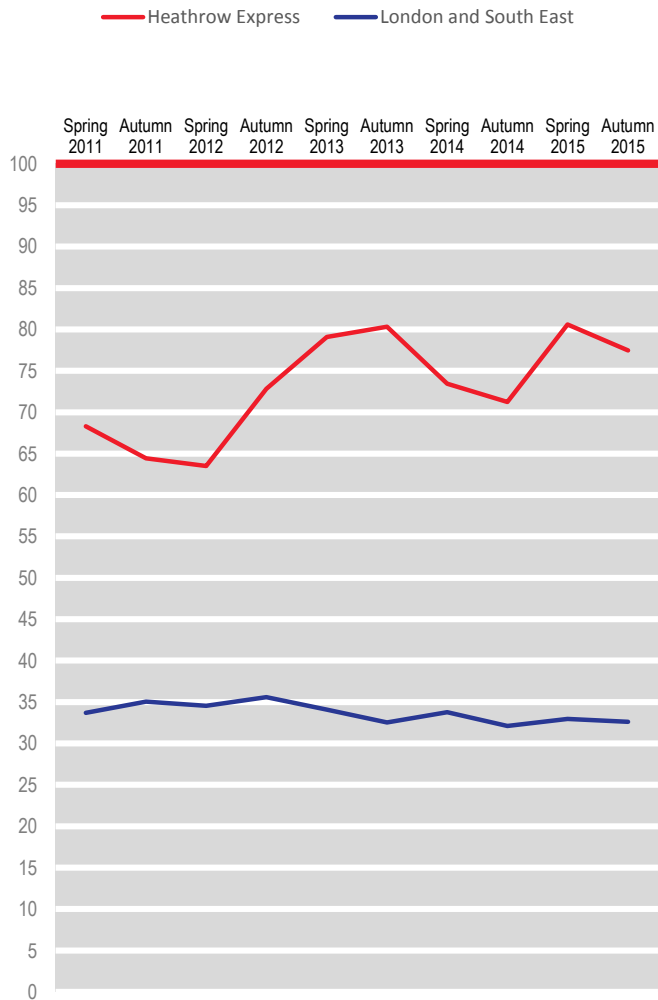
Percentage of passengers satisfied 2011 to 2015



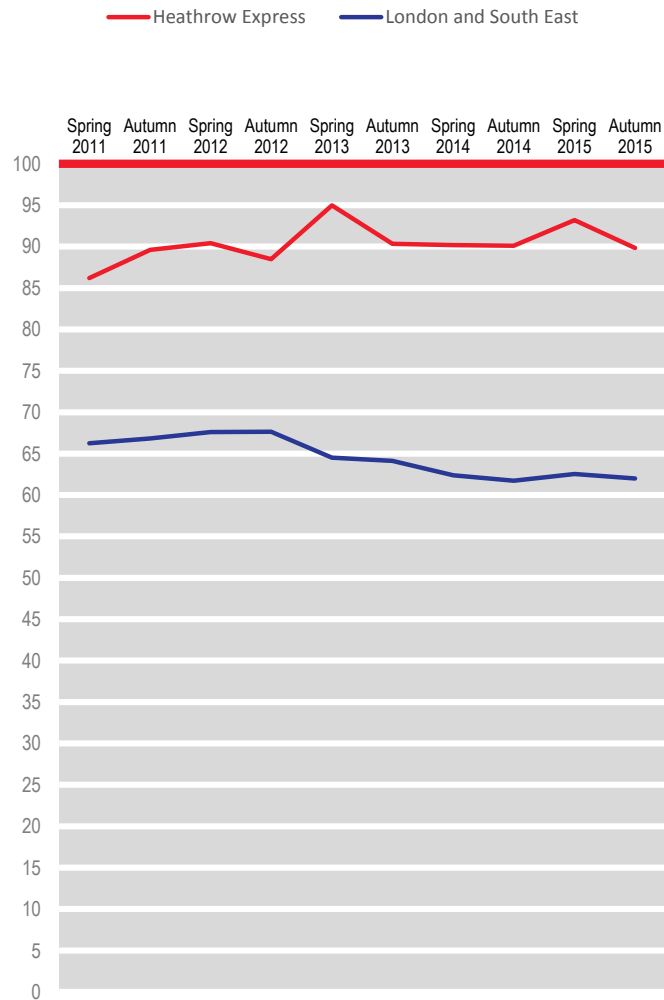
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(163)**

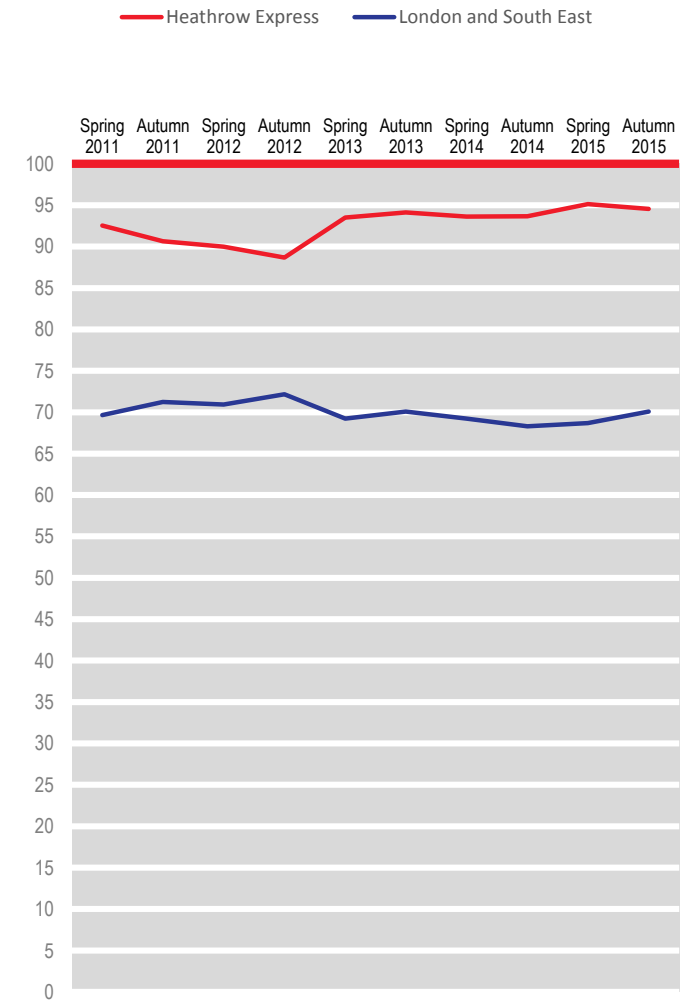
Percentage of passengers satisfied 2011 to 2015

**Sufficient room for all the passengers to sit/stand****(501)**

Percentage of passengers satisfied 2011 to 2015

**The comfort of the seating area****(509)**

Percentage of passengers satisfied 2011 to 2015

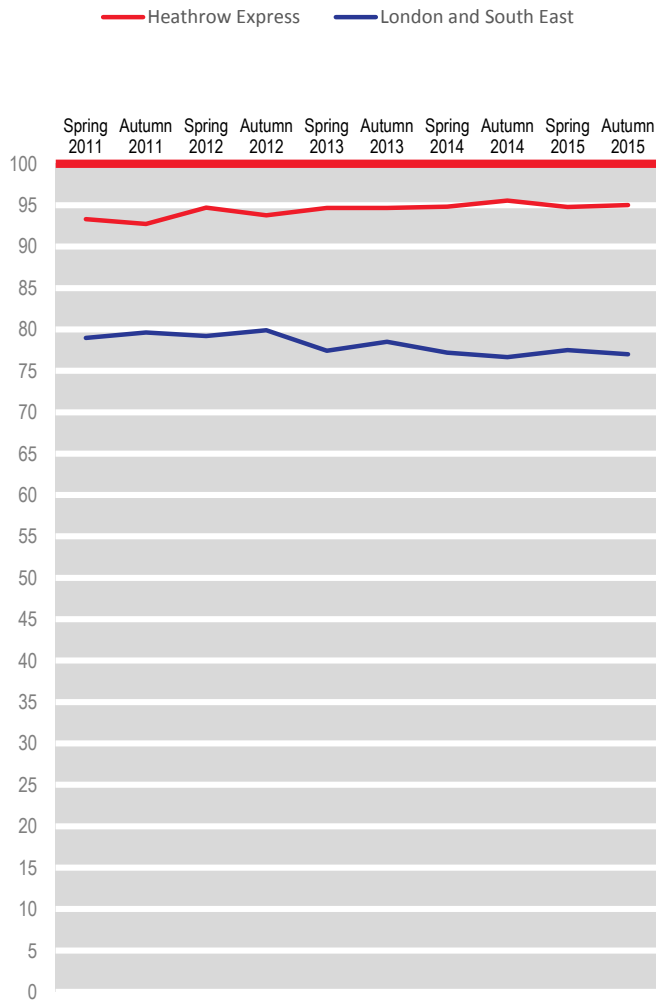


N.B. Benchmarks and targets are only shown for applicable factors

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

(495)

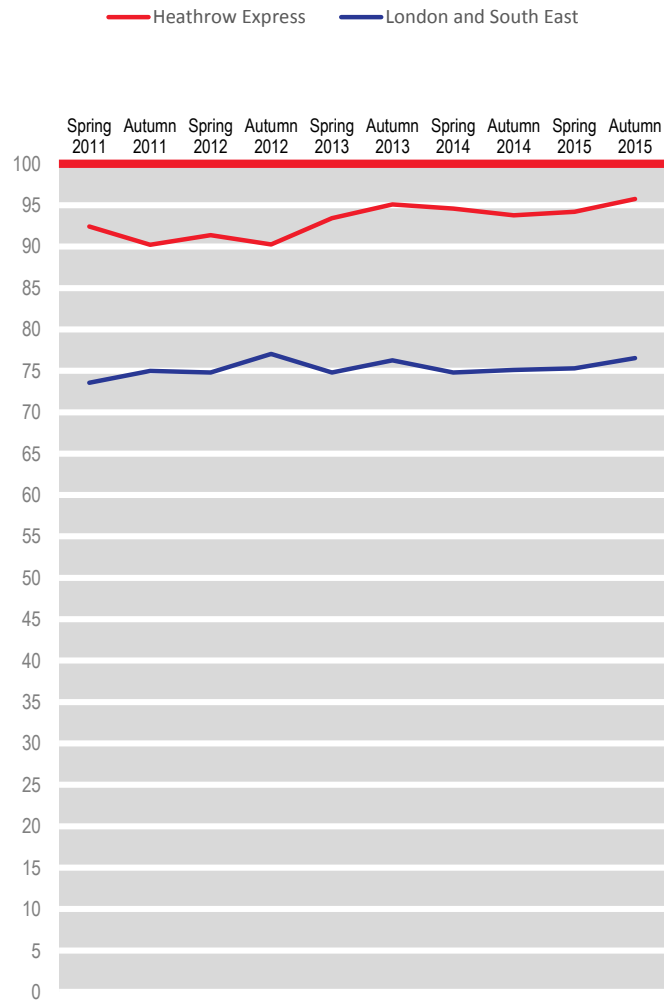
Percentage of passengers satisfied 2011 to 2015



### Your personal security whilst on board

(478)

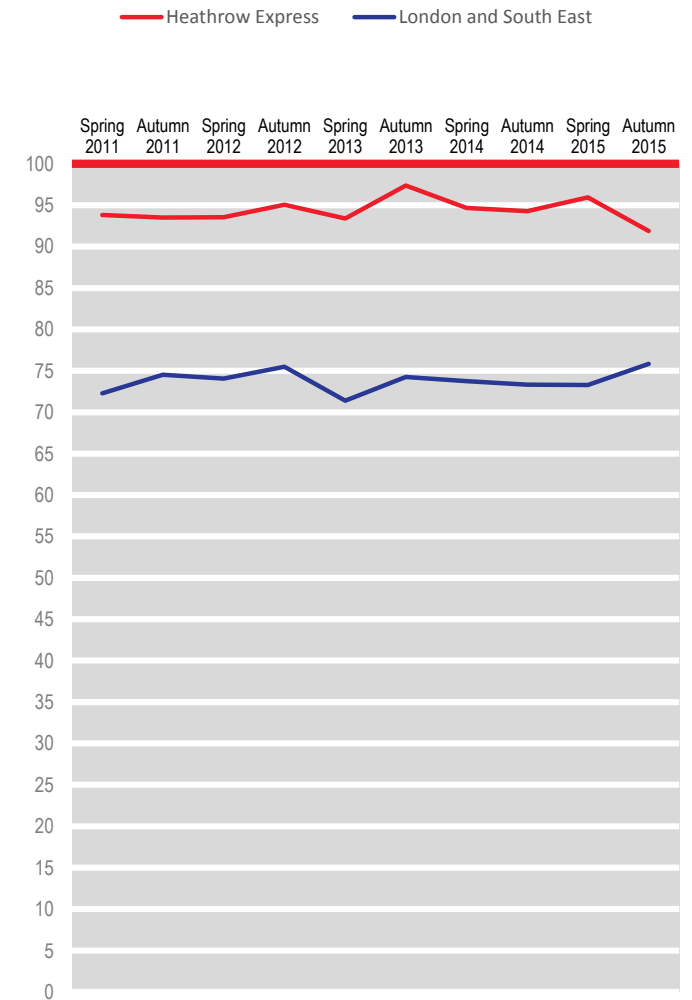
Percentage of passengers satisfied 2011 to 2015



### The cleanliness of the inside of the train

(508)

Percentage of passengers satisfied 2011 to 2015

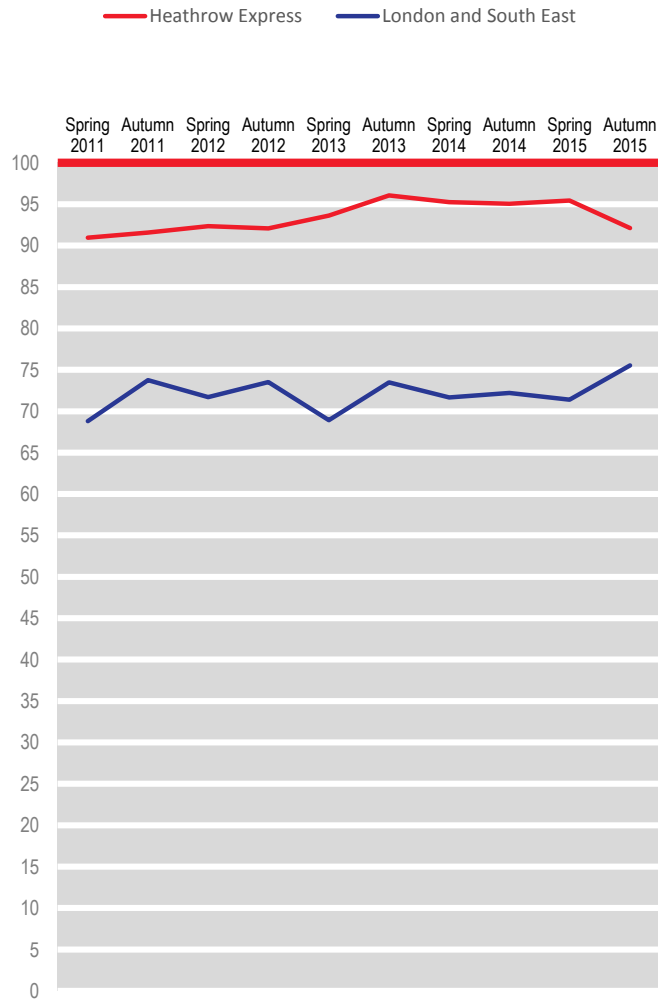


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(473)

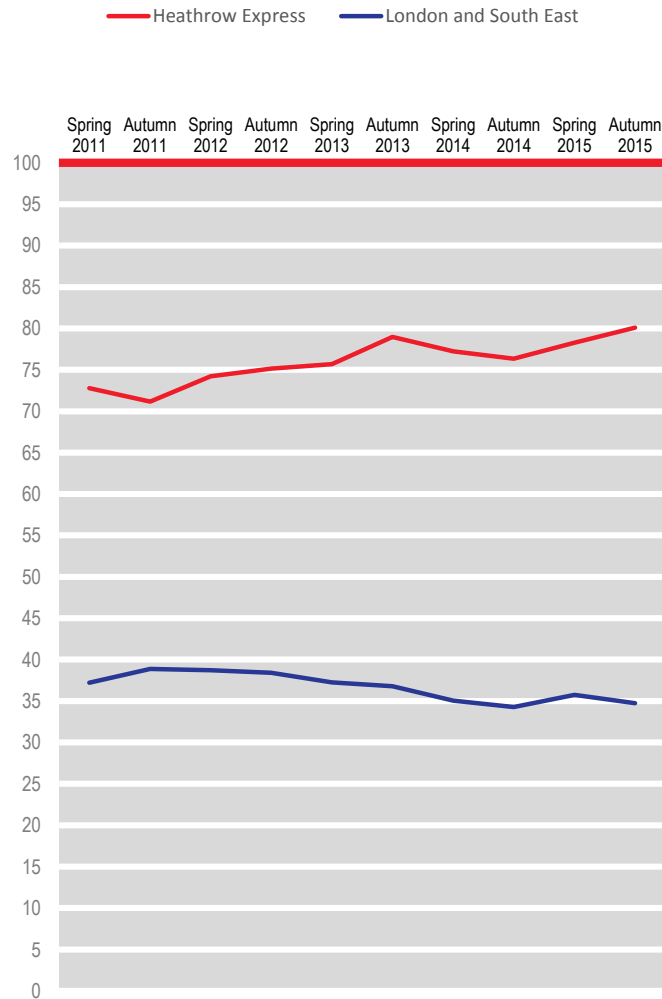
Percentage of passengers satisfied 2011 to 2015



### The availability of staff on the train

(433)

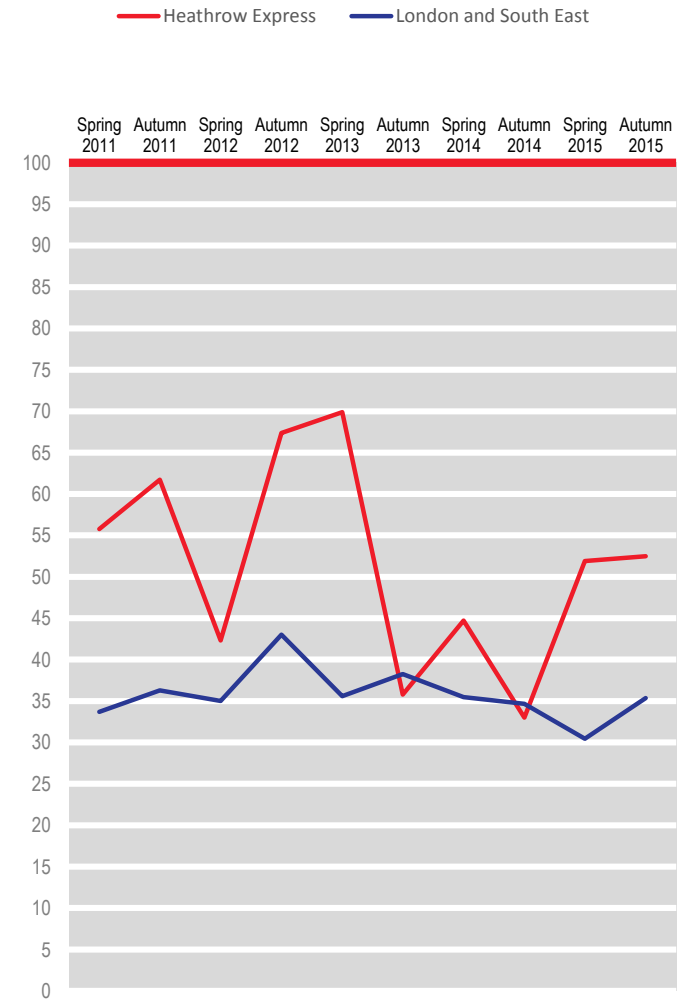
Percentage of passengers satisfied 2011 to 2015



### How well train company dealt with delays

(43)

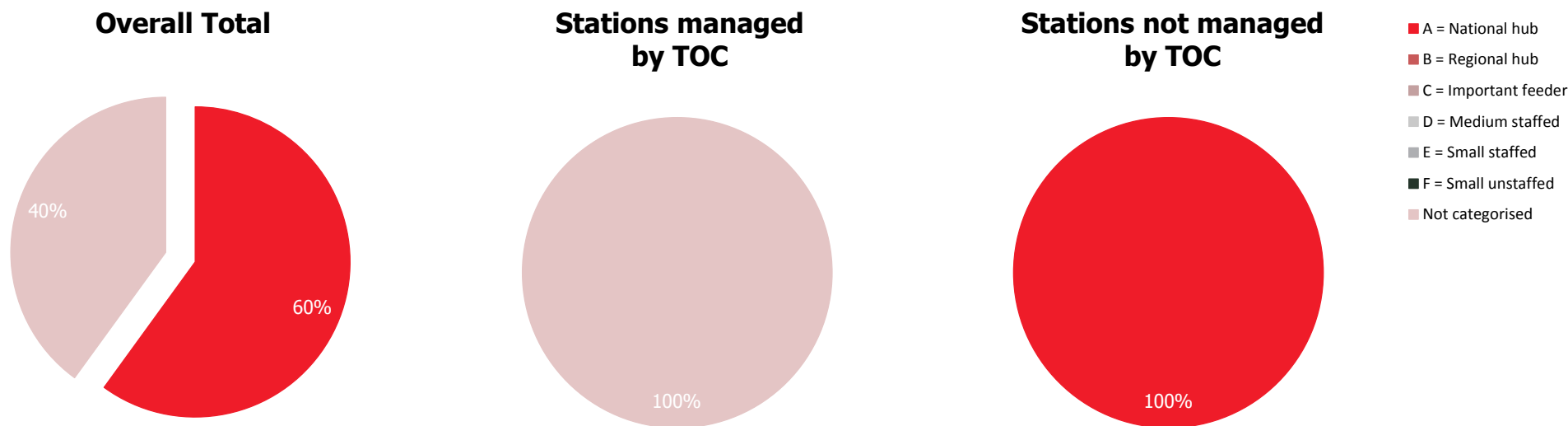
Percentage of passengers satisfied 2011 to 2015



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

## Managed versus non-managed stations for Heathrow Express

(% 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	93	+	85
Ticket buying facilities	91		87
Provision of information about train times/platforms	82		83
The upkeep/repair of the station buildings/platforms	93	+	78
Cleanliness	94	+	76
The facilities and services	72		69
The attitudes and helpfulness of the staff	89		86
Connections with other forms of public transport	83		81
Facilities for car parking	72		64
Overall environment	92	+	75
Your personal security whilst using the station	92	+	82
The availability of staff	82		81
The provision of shelter facilities	86		78
Availability of seating	78	+	62
How request to station staff was handled	94		99
The choice of shops/eating/drinking facilities available	61		65

## Heathrow Express

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	95		96	94		90
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	88	-	93	91		87
Ticket buying facilities	88		93	92		88
Provision of information about train times/platforms	83		88	83		82
The upkeep/repair of the station buildings/platforms	85		89	82		88
Cleanliness	83		87	83		85
The facilities and services	71		71	69		76
The attitudes and helpfulness of the staff	86		84	91		86
Connections with other forms of public transport	79		84	90	+	80
Facilities for car parking	70		58	58		64
Overall environment	82		84	82		84
Your personal security whilst using the station	86		85	87		83
The availability of staff	82	+	74	78		80
The provision of shelter facilities	80		79	87		79
Availability of seating	70		63	66		63
How request to station staff was handled	98		92	97		87
The choice of shops/eating/drinking facilities available	63		70	66		68
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	93	-	97	95		94
The frequency of the trains on that route	93		93	76		84
Punctuality/reliability (i.e. the train arriving/departing on time)	93		96	92		90
The length of time the journey was scheduled to take (speed)	96		97	95		93
Connections with other train services	85		87	94		88
The value for money of the price of your ticket	42		40	40		47
Cleanliness of the train	92	-	96	94		94
Upkeep and repair of the train	93	-	98	95		97
The provision of information during the journey	88		87	89		84
The helpfulness and attitude of staff on train	86		89	89		84
The space for luggage	88		92	91	+	82
The toilet facilities	78		70	74		76
Sufficient room for all passengers to sit/stand	90		91	91		86
The comfort of the seating area	95		95	94		90
The ease of being able to get on and off	95		96	96		94
Your personal security on board	96		94	95		94
The cleanliness of the inside	91		95	94		93
The cleanliness of the outside	91	-	95	96		94
The availability of staff	80		79	81	+	68
How well train company deals with delays	58		33	44		33

Heathrow Express London and  
South East

Heathrow Express London and  
South East

<b>DELAY</b>					
None	85	76			
Minor	7	19			
Major	2	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	34	42			
6-10 minutes	16	26			
11-20 minutes	22	15			
21-30 minutes	12	6			
31-60 minutes	-	4			
More than 1 hour	3	1			
Don't know/no answer	14	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	35	14	Very well	39	16
Fairly well	23	31	Fairly well	32	30
Neither well nor poorly	14	20	Neither well nor poorly	10	24
Fairly poorly	16	18	Fairly poorly	13	15
Very poorly	12	18	Very poorly	6	15
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	40	16	Very well	38	11
Fairly well	26	31	Fairly well	24	23
Neither well nor poorly	9	21	Neither well nor poorly	15	33
Fairly poorly	13	17	Fairly poorly	15	15
Very poorly	12	15	Very poorly	7	18
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	41	16	Very well	17	7
Fairly well	23	27	Fairly well	40	16
Neither well nor poorly	13	27	Neither well nor poorly	5	32
Fairly poorly	17	15	Fairly poorly	19	15
Very poorly	6	15	Very poorly	18	30

## 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
<b>STATION FACILITIES</b>						
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
<b>TRAIN FACILITIES</b>						
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

## 6 6.2 Passenger experience relating to disability

Heathrow Express London and  
South East

Heathrow Express London and  
South East

### DISABILITY OR LONG TERM ILLNESS

Vision	2	1
Hearing	1	1
Mobility	-	2
Dexterity	0	0
Learning or understanding or concentrating	-	0
Memory	-	0
Mental health	1	2
Stamina or breathing or fatigue	-	1
Socially or behaviourally	0	0
Other	0	2
None	91	89
No answer	5	3

### CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL

Yes, a lot	-	7
Yes, a little	37	43
Not at all	31	43

### NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL

Yes	-	2
No	100	98

### STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	31	34
Fairly satisfied	42	34
Neither satisfied nor dissatisfied	23	20
Fairly dissatisfied	4	7
Very dissatisfied	-	5

### SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	-	85
Fairly satisfied	-	15
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	-
Very dissatisfied	-	-

### TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	10	30
Fairly satisfied	47	36
Neither satisfied nor dissatisfied	30	19
Fairly dissatisfied	4	8
Very dissatisfied	10	7

### SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	56
Fairly satisfied	-	38
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	7
Very dissatisfied	-	-

Heathrow Express London and  
South EastHeathrow Express London and  
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	56	43	White	77	85
Female	31	54	Mixed	3	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	0	2	Commuter	2	51
19-25	4	8	Business	68	15
26-34	16	14	Leisure	30	35
35-44	24	18			
45-54	28	23			
55-59	8	10			
60-64	4	9			
65+	3	13			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	78	63	Yes	22	68
Working Part Time	5	15	No	78	32
Not Working	1	3			
Retired	2	13			
Full Time Student	1	4			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			WEEKDAY/WEEKEND		
Professional/Senior Managerial	63	41	Weekday	79	86
Middle Managerial	13	15	Weekend	21	14
Junior Managerial/Clerical/Supervisory	5	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	2	6			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	0	2			
Full time student	1	2			
Retired	1	12			
Unemployed/between jobs	-	1			
Housewife/house-husband	-	0			
Other	2	5			
			TIME OF TRAVEL		
			Peak	18	21
			Off-peak	82	79
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	18	7
			Yes asked for information	9	6
			Could not find anyone to ask	1	2
			No	70	83
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	86	91
			Yes, at work	77	66
			No	0	4

Heathrow Express London and  
South EastHeathrow Express London and  
South East**TRAVELLING ALONE OR WITH OTHERS**

Alone	78	84
With other adults 16+	19	13
With children aged 0-4	0	1
With children aged 5-10	0	1
With children aged 11-15	2	1

**TRAVELLING WITH ...**

Heavy/bulky luggage/other large items	56	13
Pushchair	0	1
Folding bicycle	0	1
Non-folding bicycle	0	1
Dog	0	0
Wheelchair	0	0
Helper	-	0
Mobility scooter	-	0
None apply	40	82

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	59	9
Anytime day single/return	14	10
Off-peak/super off-peak single/return	3	8
Off-peak/super off-peak day single/return	0	7
Advance	6	3
Day travelcard	0	5
Oyster pay as you go	3	16
Weekly or monthly season ticket	1	17
Annual season ticket	0	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	0	2
Free travel pass (e.g. Freedom Pass)	0	7
Other	10	4
Don't know/no answer	3	2

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	5	7
Better internet enquiry/booking service	14	22
Better information facilities at stations	9	22
Better route maps of the rail network	8	17
Make timetables easier to read	13	22
Better ticket buying facilities at station ticket offices	7	19
Better ticket buying facilities at station ticket machines	9	18
Better promotion when advanced tickets available	21	29
Other	9	14
None of these	35	25

## Station sample sizes for Heathrow Express

Station	Unweighted
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Heathrow Terminal 5	243
London Paddington	234
Heathrow Airport T123	71

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>25762</b>	<b>10419</b>	<b>3423</b>	<b>11920</b>	<b>21872</b>	<b>3890</b>	<b>7988</b>	<b>5259</b>	<b>6542</b>	<b>5973</b>
Abellio Greater Anglia	76841	48	18	34	86	14	23	23	27	28
Arriva Trains Wales	29901	32	10	58	82	18	22	26	27	26
c2c	37356	67	6	27	86	14	32	11	26	31
Chiltern Railways	22839	38	25	37	82	18	42	7	23	28
CrossCountry	45510	15	28	57	78	22	24	18	28	30
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Gatwick Express	7872	15	44	40	78	22	69	-	-	31
Great Northern	49653	47	28	25	89	11	24	24	26	26
Great Western Railway	99672	30	20	50	77	23	20	27	27	26
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	158422	56	3	41	82	18	22	24	27	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	28	19	27	26
Southeastern	168378	61	12	27	90	10	18	29	27	26
Southern	173441	51	15	34	90	10	20	29	26	25
TfL Rail	36590	70	10	20	88	12	25	22	24	28
Thameslink	68070	43	25	32	83	17	29	10	32	28
Virgin Trains	31911	11	23	66	81	19	32	7	32	30
Virgin Trains East Coast	19904	10	33	57	76	24	39	7	23	31

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

### The following reports are produced each wave:

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

## Sector definitions

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

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

\* Part of the Govia Thameslink Railway franchise

## How are routes defined

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

### **Abellio Greater Anglia: Intercity**

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

### **Abellio Greater Anglia: Main line**

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

### **Abellio Greater Anglia: Rural**

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

### **Abellio Greater Anglia: Stansted**

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

### **Abellio Greater Anglia: West Anglia**

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

### **Arriva Trains Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff

### **Arriva Trains Wales: Interurban**

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

### **Arriva Trains Wales: Mid Wales & Borders**

Journeys on the route Birmingham – Aberystwyth/Pwllheli

### **Arriva Trains Wales: North Wales & Borders**

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

### **Arriva Trains Wales: South Wales & Borders/West Wales**

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham – Manchester**

Journeys on the Manchester Piccadilly – Birmingham New Street route

### **CrossCountry: Birmingham – North East and Scotland**

Journeys on the Birmingham New Street – Aberdeen route

### **CrossCountry: Birmingham – South Coast**

Journeys on the Birmingham New Street – Bournemouth route

### **CrossCountry: Birmingham – South West**

Journeys on the Birmingham New Street – Penzance route

### **CrossCountry: Birmingham – Stansted**

Journeys on the Birmingham New Street – Stansted Airport route

### **CrossCountry: Nottingham – Cardiff**

Journeys on the Nottingham – Cardiff Central route

### **East Midlands Trains: Liverpool – Norwich**

Journeys on the Liverpool – Norwich route

### **East Midlands Trains: Local**

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

### **East Midlands Trains: London**

Journeys on the London – Sheffield route. Also includes London – Corby services.

### **First Hull Trains**

All First Hull Trains journeys

### **First TransPennine Express: North**

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

### **First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Gatwick Express\***

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Great Northern\***

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

**Great Western Railway: Long distance**

Journeys on long distance services

**Great Western Railway: London Thames Valley**

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

**Great Western Railway: West**

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

**Heathrow Connect**

All Heathrow Connect journeys

**Heathrow Express**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

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

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

**London Overground: Richmond/Clapham Junction – Stratford**

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**London Overground: West Anglia**

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

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

\* Part of the Govia Thameslink Railway franchise

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond)

**Southern: Metro\***

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: Longer distance**

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

**South West Trains: Metro**

Journeys on routes that are mainly or wholly within London

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

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

**TfL Rail**

Journeys on London – Shenfield metro service

**Thameslink: Loop\***

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

**Thameslink: North\***

Journeys starting from stations on the route between Farringdon and Bedford

**Thameslink: South\***

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

**Virgin Trains: London - Birmingham – Scotland**

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services. Also includes London - Blackpool services

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

Journeys on London – Wolverhampton/Shrewsbury services

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

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

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

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

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

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

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

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

\* Part of the Govia Thameslink Railway franchise



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