

National Rail Passenger Survey

London Overground TOC Report

Autumn 2015 (Wave 33)

(From Autumn 2015 London Overground includes the former Abellio Greater Anglia West Anglia inner route)

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1

1.1 Methodology

Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini and other large stations, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift.

TOC data is compiled to provide a national sample.

Fieldwork takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block).

The data for number of journeys and profiles by these variables was generated from ORR data (2012-13), and informed by ticket sales information and some consultation with TOCs.

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.transportfocus.org.uk

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.

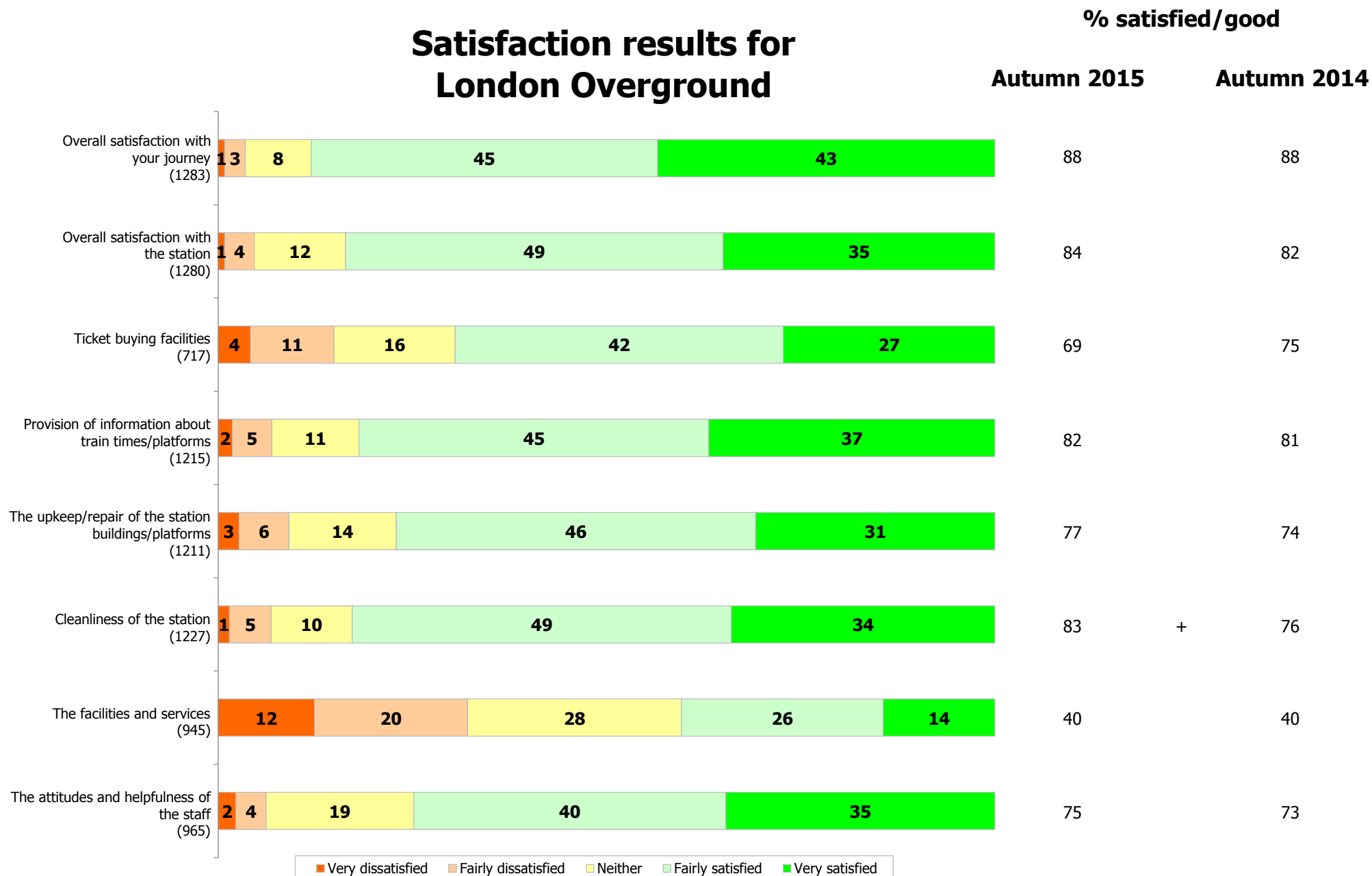
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

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 London Overground

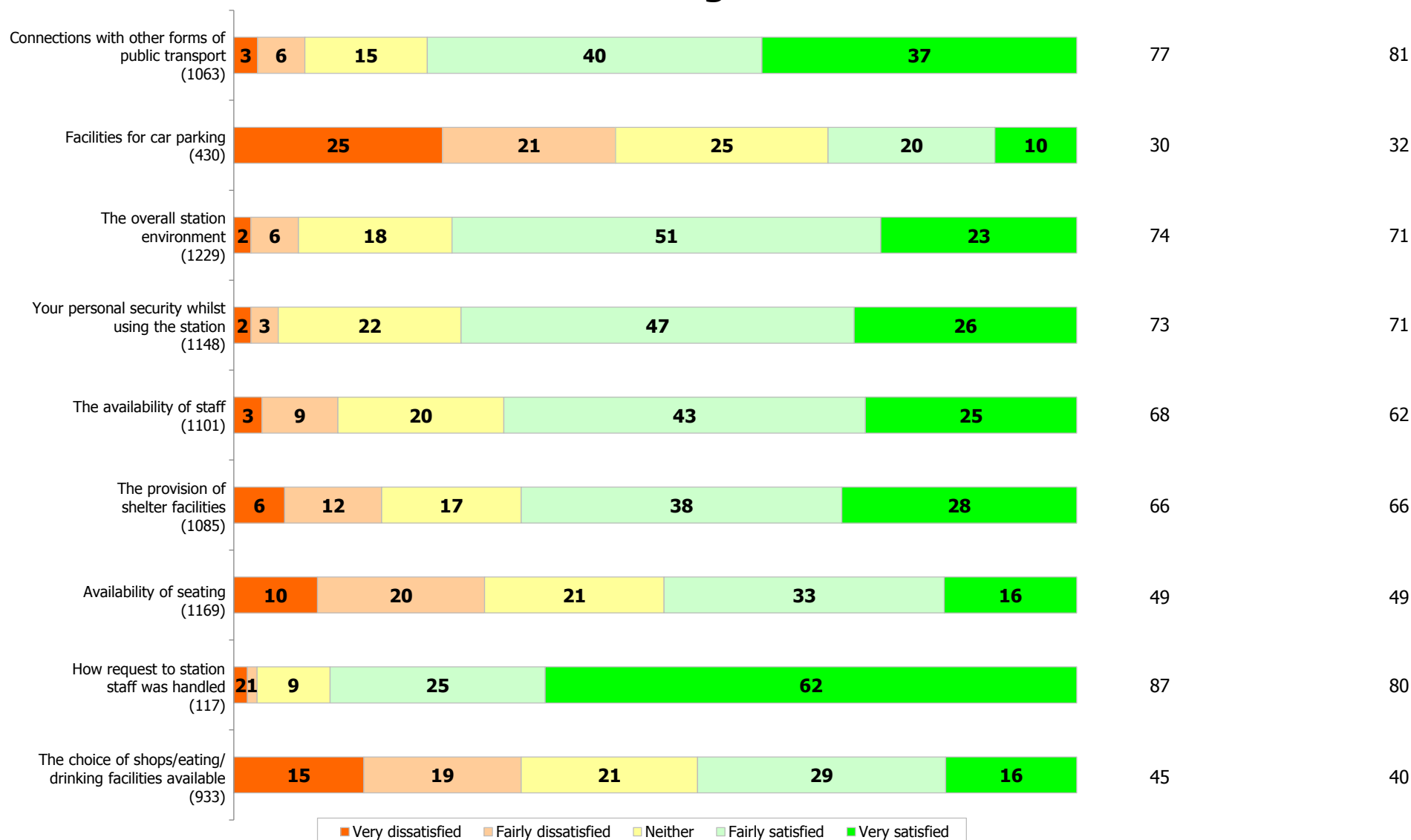


Satisfaction results for London Overground

% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for London Overground

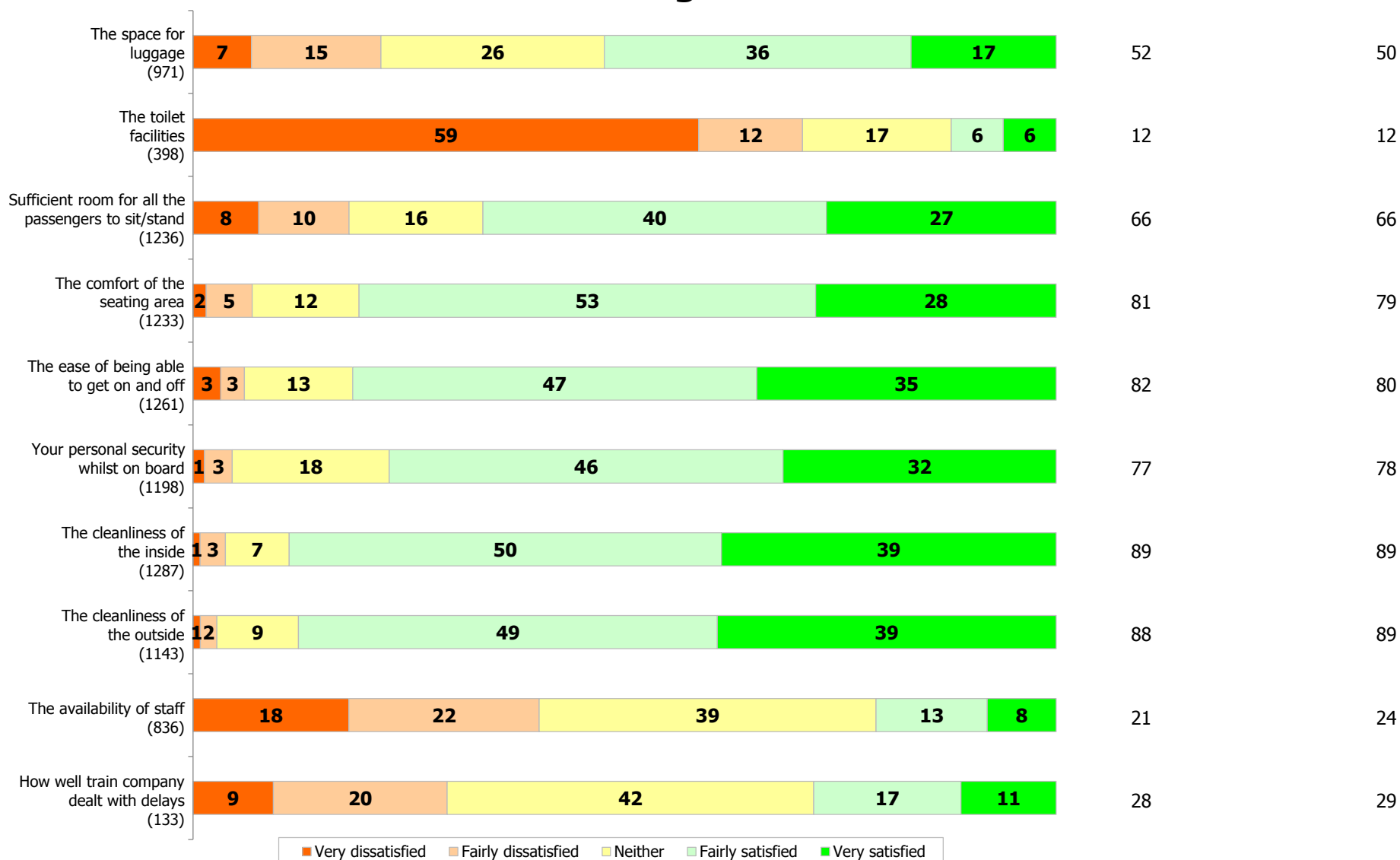


Satisfaction results for London Overground

% 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

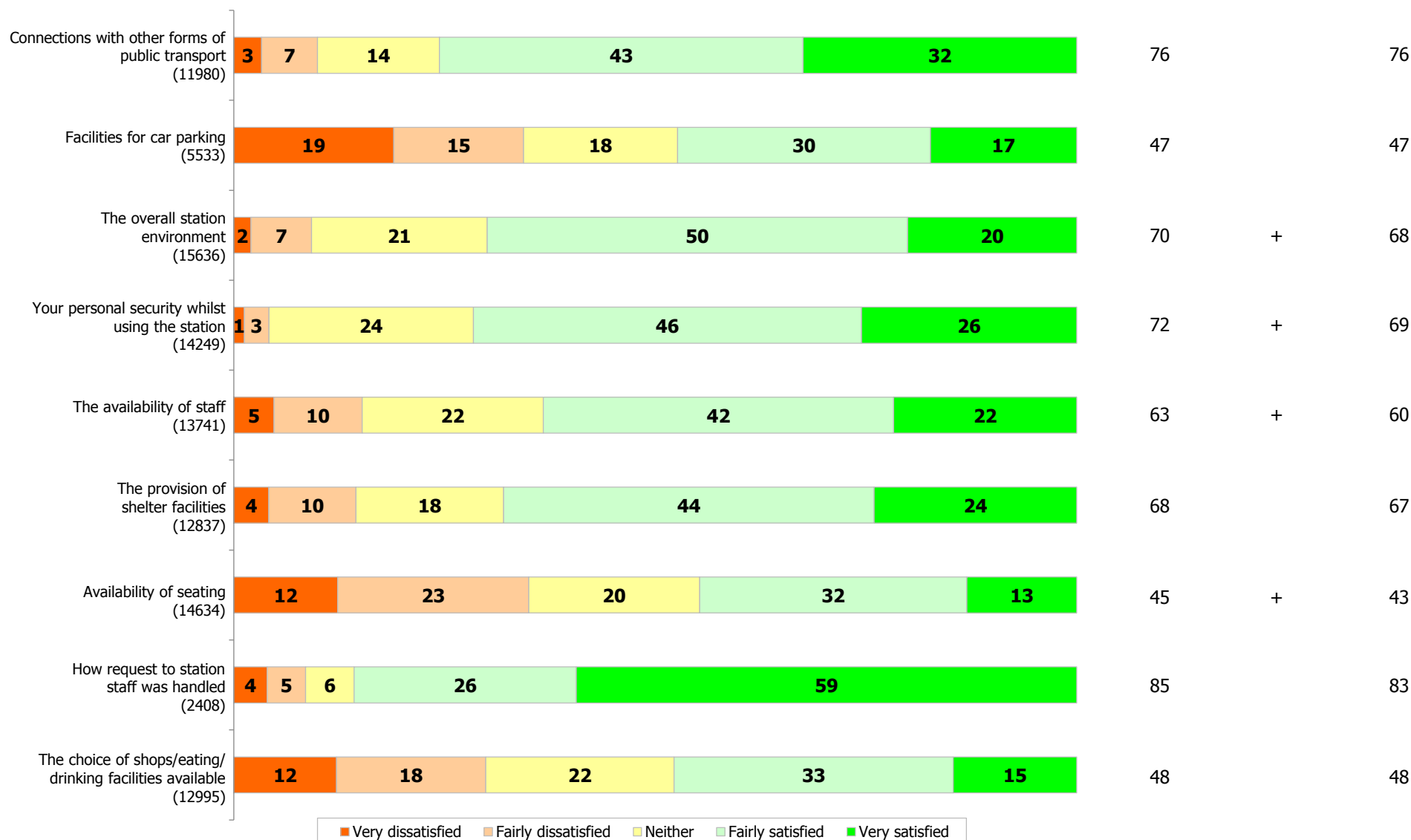


Satisfaction results for London and South East

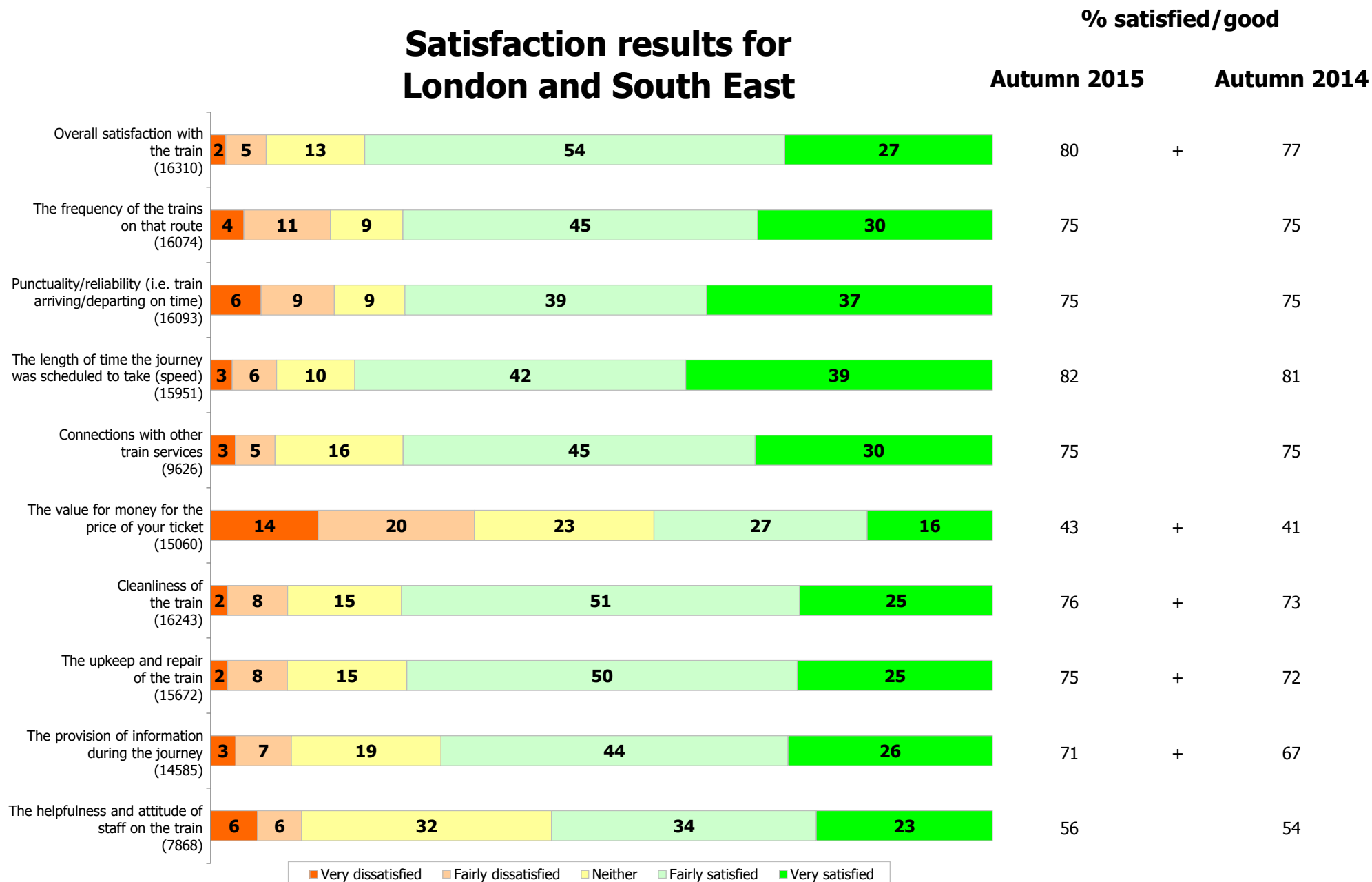
% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for London and South East

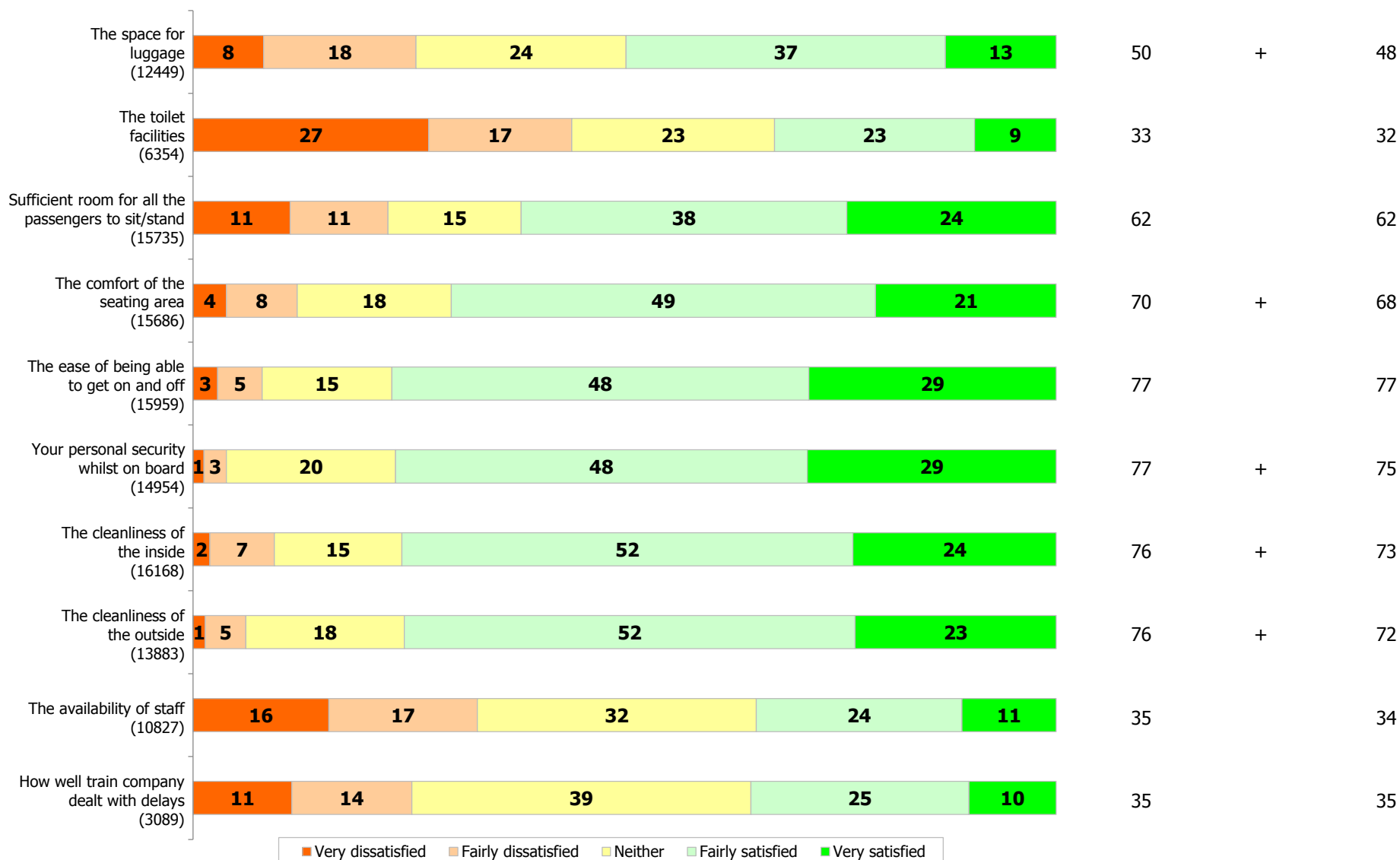


Satisfaction results for London and South East

% satisfied/good

Autumn 2015

Autumn 2014



London Overground versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	88	82	108%
STATION FACILITIES			
Overall satisfaction with the station	84	79	105%
Ticket buying facilities	69	73	95%
Provision of information about train times/platforms	82	81	101%
The upkeep/repair of the station buildings/platforms	77	71	108%
Cleanliness	83	76	109%
The facilities and services	40	54	75%
The attitudes and helpfulness of the staff	75	74	102%
Connections with other forms of public transport	77	76	102%
Facilities for car parking	30	47	62%
Overall environment	74	70	106%
Your personal security whilst using the station	73	72	102%
The availability of staff	68	63	107%
The provision of shelter facilities	66	68	97%
Availability of seating	49	45	109%
How request to station staff was handled	87	85	103%
The choice of shops/eating/drinking facilities available	45	48	94%
TRAIN FACILITIES			
Overall satisfaction with the train	89	80	110%
The frequency of the trains on that route	79	75	105%
Punctuality/reliability (i.e. the train arriving/departing on time)	85	75	113%
The length of time the journey was scheduled to take (speed)	89	82	109%
Connections with other train services	84	75	112%
The value for money of the price of your ticket	50	43	116%
Cleanliness of the train	87	76	116%
Upkeep and repair of the train	88	75	117%
The provision of information during the journey	82	71	116%
The helpfulness and attitude of staff on train	43	56	76%
The space for luggage	52	50	105%
The toilet facilities	12	33	37%
Sufficient room for all passengers to sit/stand	66	62	107%
The comfort of the seating area	81	70	115%
The ease of being able to get on and off	82	77	106%
Your personal security on board	77	77	101%
The cleanliness of the inside	89	76	117%
The cleanliness of the outside	88	76	116%
The availability of staff	21	35	60%
How well train company deals with delays	28	35	79%

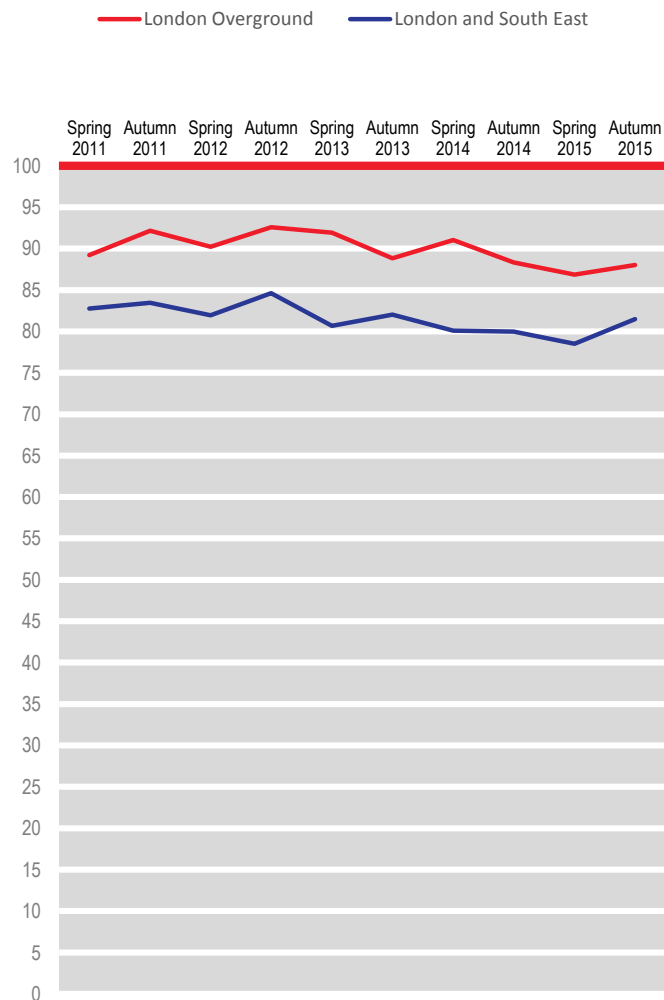
Building block/route data for London Overground

	Gospel Oak to Barking	Highbury & Islington to Croydon/Clapham	Richmond/Clapham to Stratford	Watford to Euston	West Anglia
Overall satisfaction with your journey	87	92	85	94	83
STATION FACILITIES					
Overall satisfaction with the station	81	86	84	83	75
Ticket buying facilities	68	70	68	81	65
Provision of information about train times/platforms	80	82	81	84	84
The upkeep/repair of the station buildings/platforms	72	80	77	75	72
Cleanliness	75	86	83	77	78
The facilities and services	34	32	43	48	51
The attitudes and helpfulness of the staff	79	72	77	78	74
Connections with other forms of public transport	79	73	78	80	82
Facilities for car parking	29	21	35	45	27
Overall environment	67	77	74	69	71
Your personal security whilst using the station	69	73	75	73	69
The availability of staff	67	62	74	68	64
The provision of shelter facilities	61	62	67	71	71
Availability of seating	56	45	48	65	53
How request to station staff was handled	90	92	92	87	66
The choice of shops/eating/drinking facilities available	36	30	58	46	46
TRAIN FACILITIES					
Overall satisfaction with the train	87	93	86	93	79
The frequency of the trains on that route	74	84	77	73	75
Punctuality/reliability (i.e. the train arriving/departing on time)	89	86	85	91	80
The length of time the journey was scheduled to take (speed)	90	90	88	86	88
Connections with other train services	83	84	85	83	84
The value for money of the price of your ticket	57	47	51	54	52
Cleanliness of the train	90	89	90	88	74
Upkeep and repair of the train	90	94	89	91	60
The provision of information during the journey	88	86	83	84	64
The helpfulness and attitude of staff on train	58	39	39	60	44
The space for luggage	61	53	49	54	55
The toilet facilities	21	11	7	29	18
Sufficient room for all passengers to sit/stand	60	70	59	80	74
The comfort of the seating area	81	84	81	86	68
The ease of being able to get on and off	72	84	80	87	80
Your personal security on board	75	81	77	82	67
The cleanliness of the inside	89	92	91	90	73
The cleanliness of the outside	88	89	95	87	64
The availability of staff	44	15	20	34	22
How well train company deals with delays	22	51	15	35	16

Percentage satisfaction with aspects of station where boarded

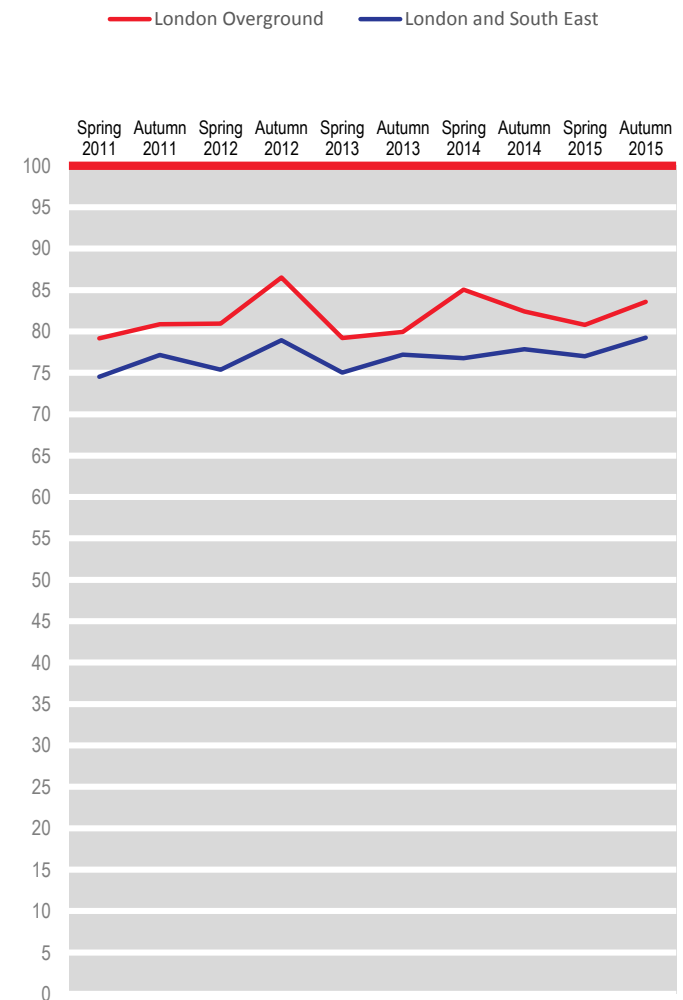
Overall satisfaction with your journey

(1283)
Percentage of passengers satisfied 2011 to 2015



Overall station satisfaction

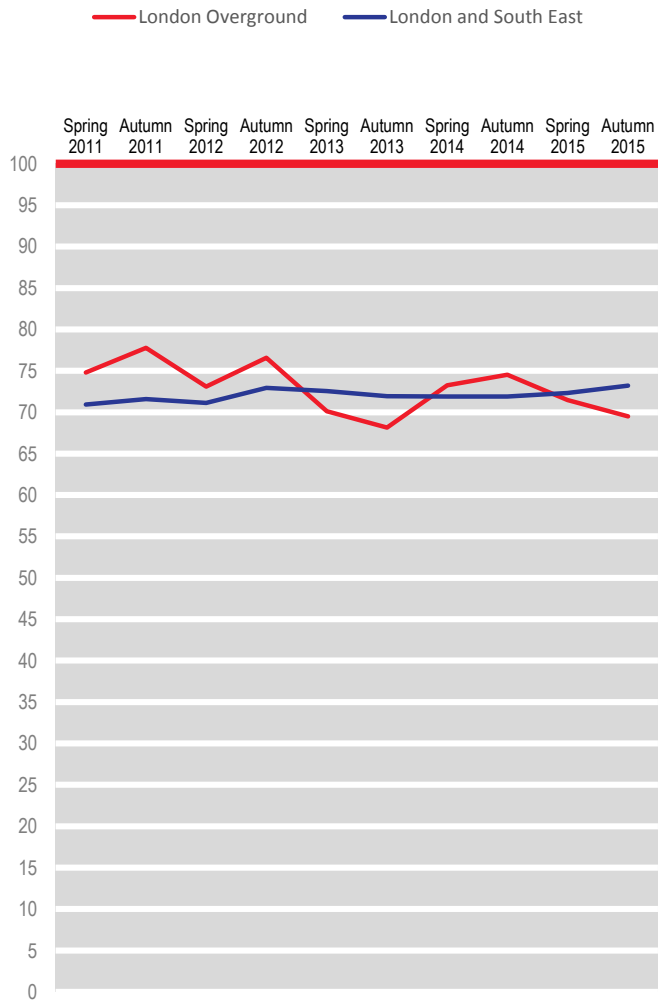
(1280)
Percentage of passengers satisfied 2011 to 2015



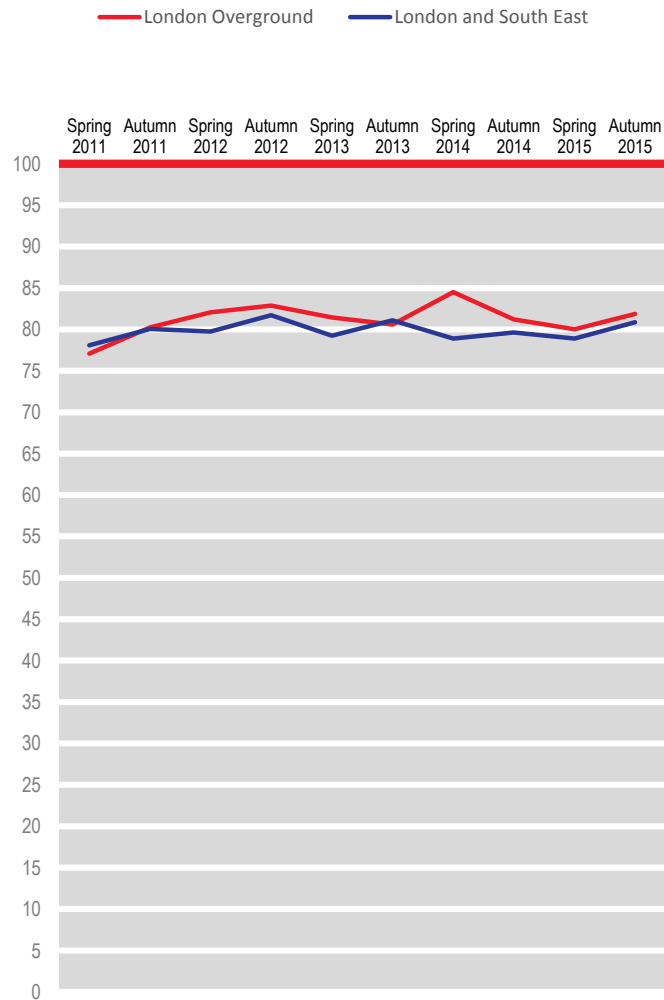
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(717)**

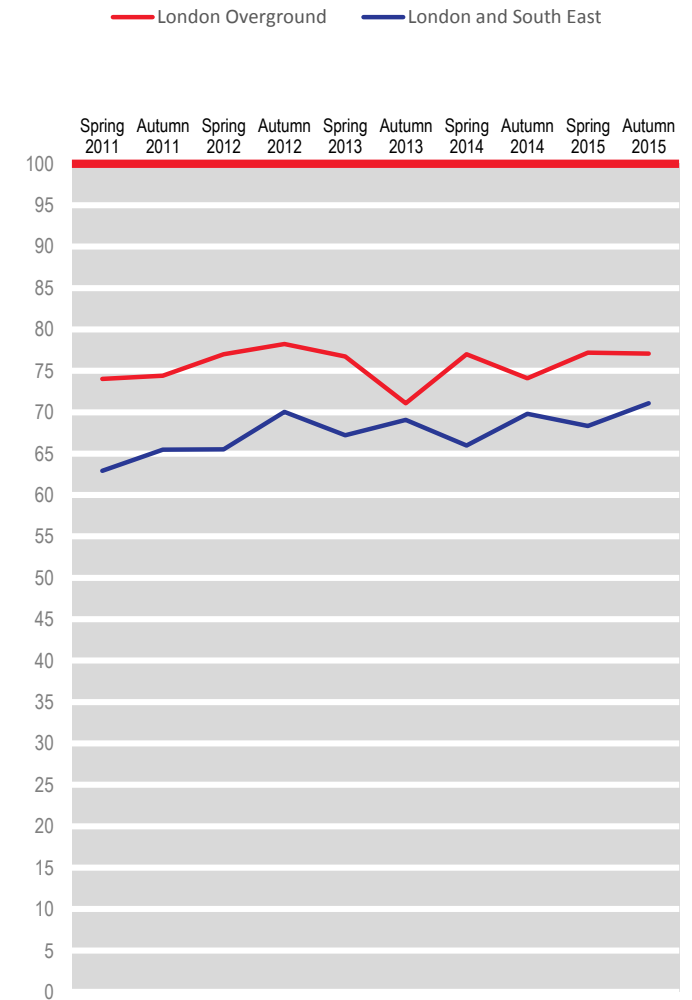
Percentage of passengers satisfied 2011 to 2015

**Provision of information about train times/platforms****(1215)**

Percentage of passengers satisfied 2011 to 2015

**The upkeep/repair of the station building/platforms****(1211)**

Percentage of passengers satisfied 2011 to 2015

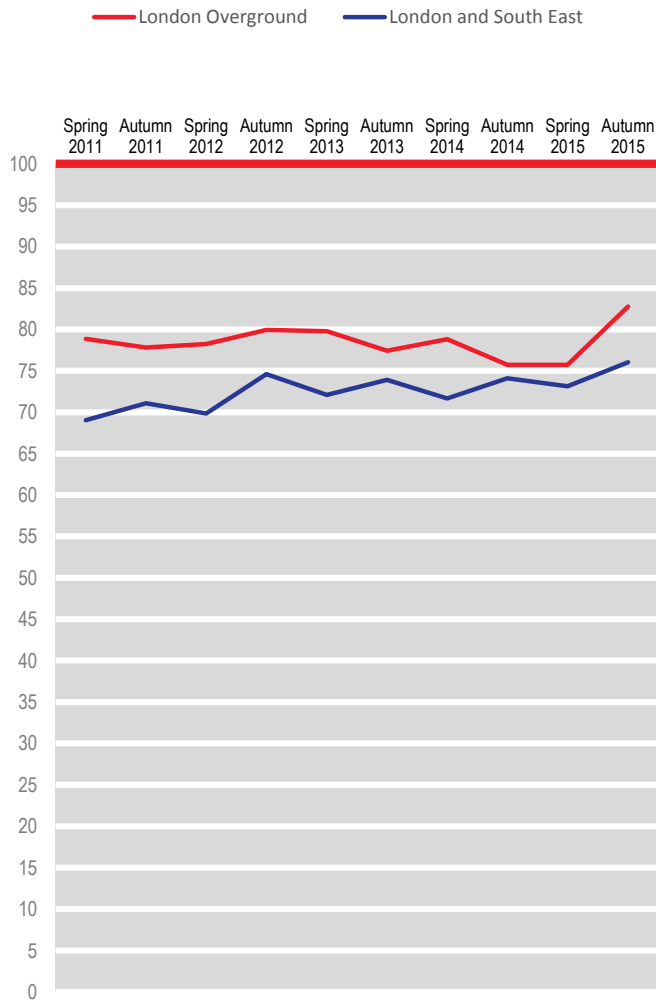


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1227)

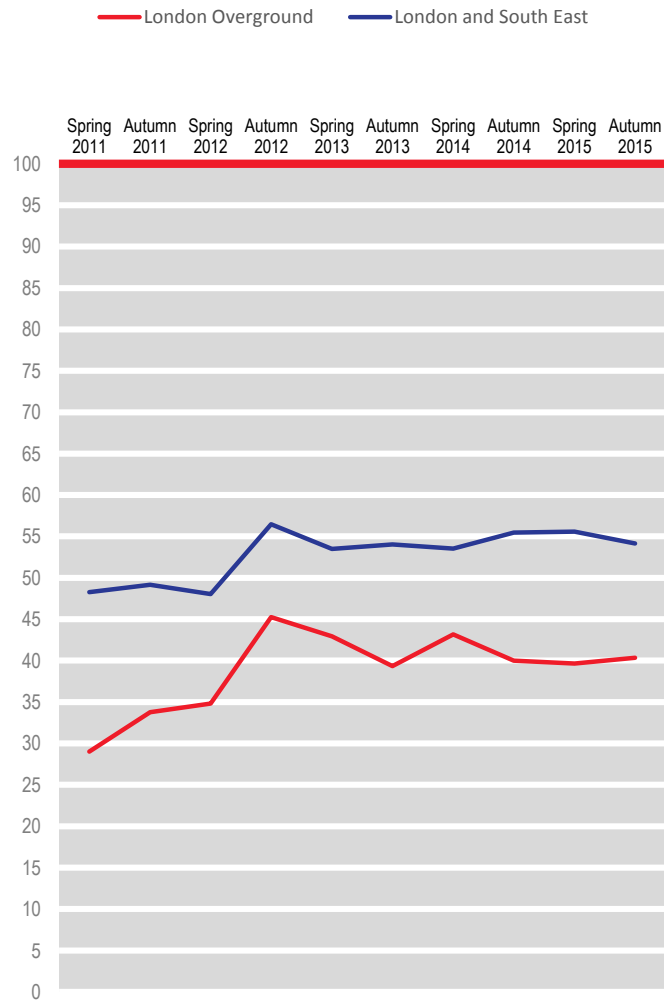
Percentage of passengers satisfied 2011 to 2015



The facilities and services at the station

(945)

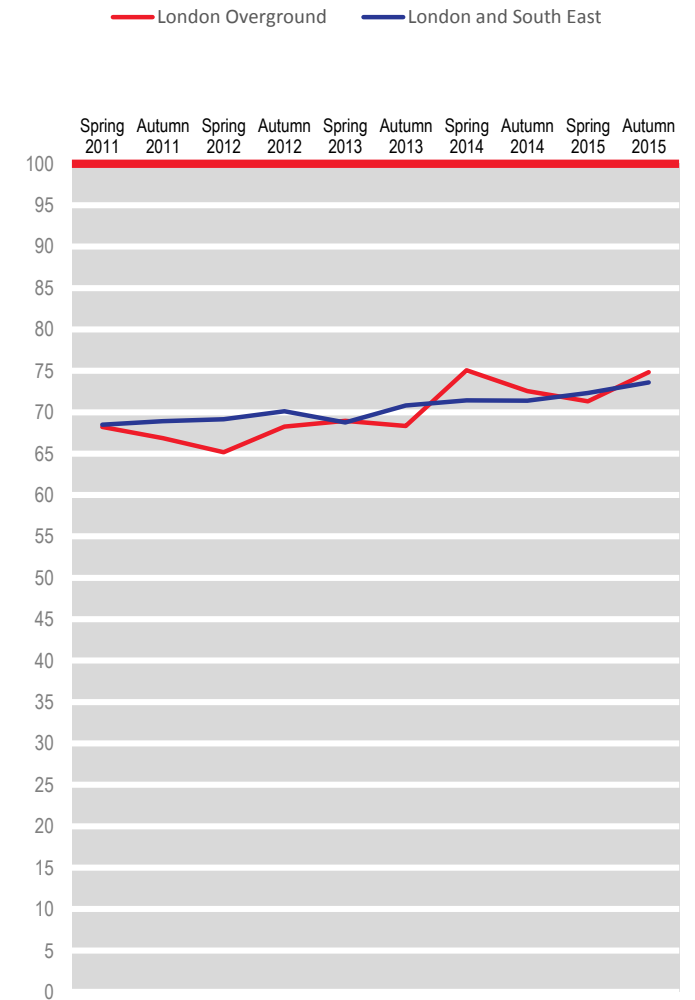
Percentage of passengers satisfied 2011 to 2015



The attitudes and helpfulness of the staff at the station

(965)

Percentage of passengers satisfied 2011 to 2015

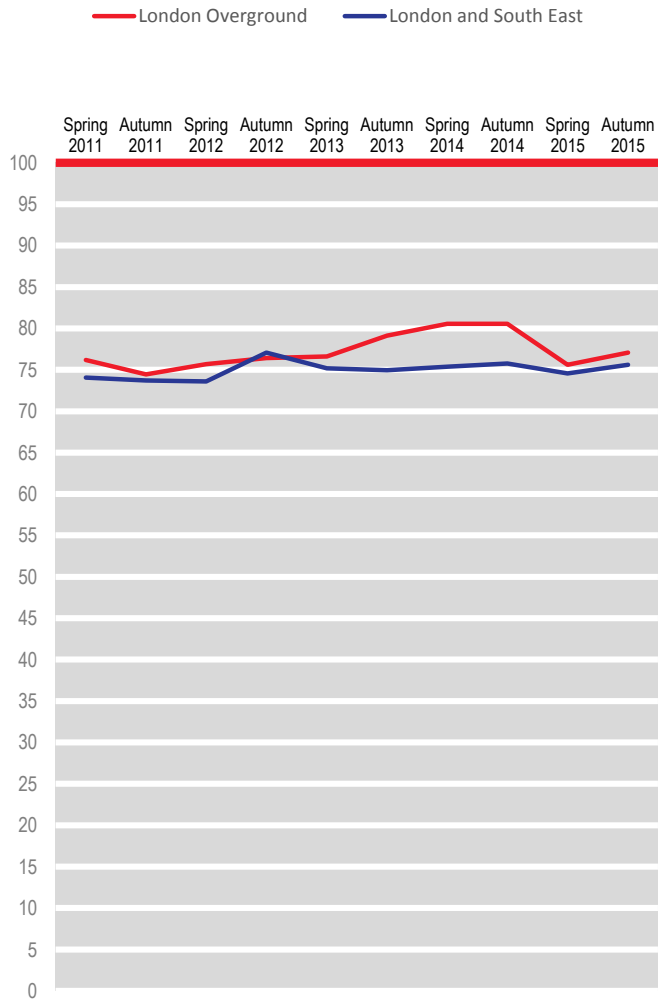


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1063)

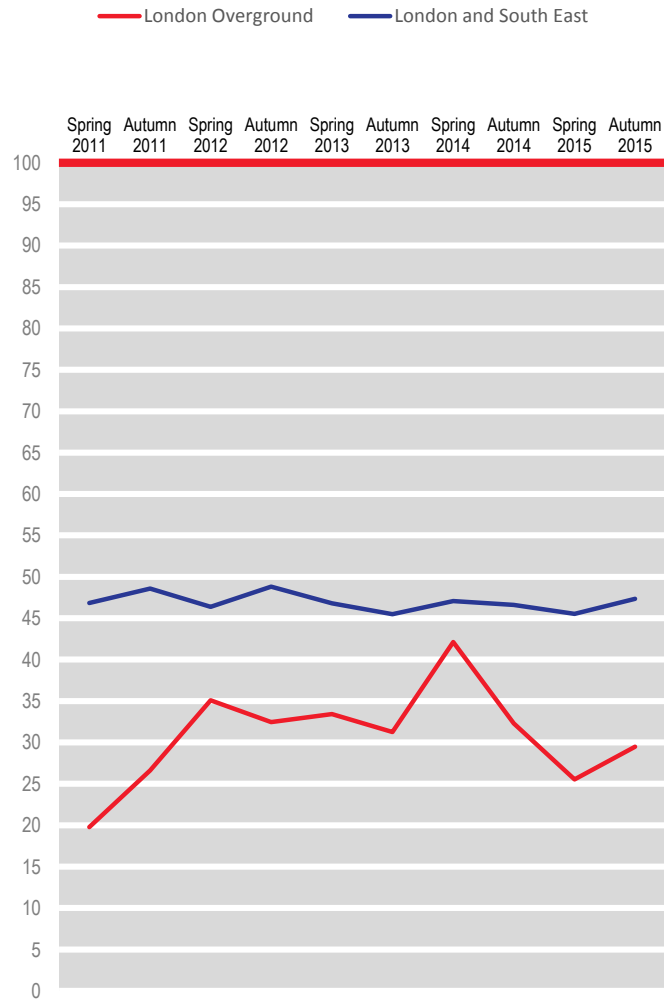
Percentage of passengers satisfied 2011 to 2015



Facilities for car parking at the station

(430)

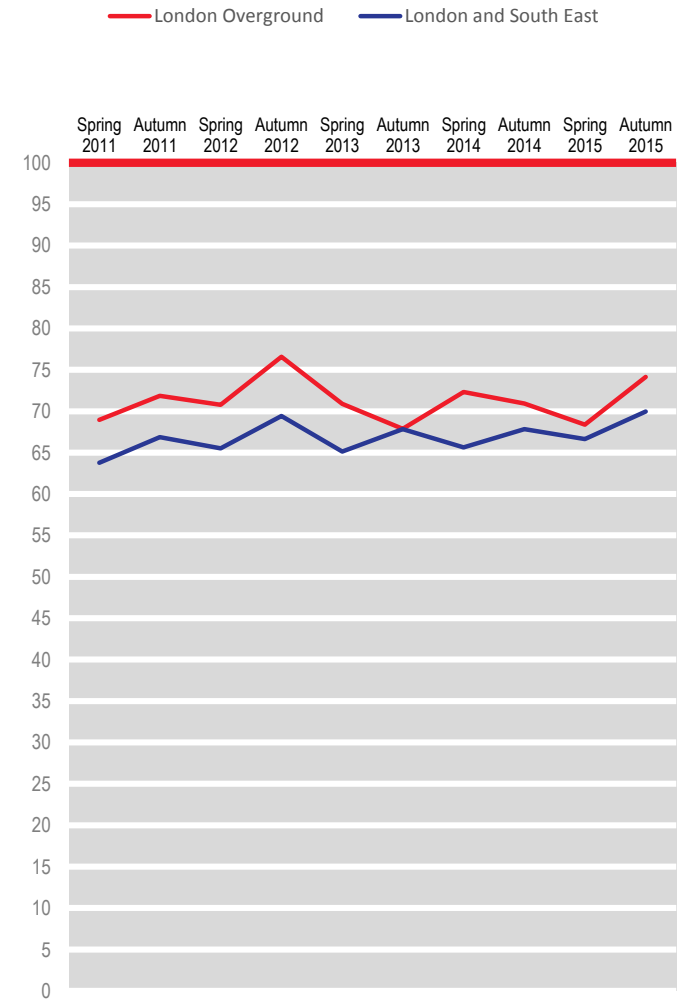
Percentage of passengers satisfied 2011 to 2015



Overall station environment

(1229)

Percentage of passengers satisfied 2011 to 2015



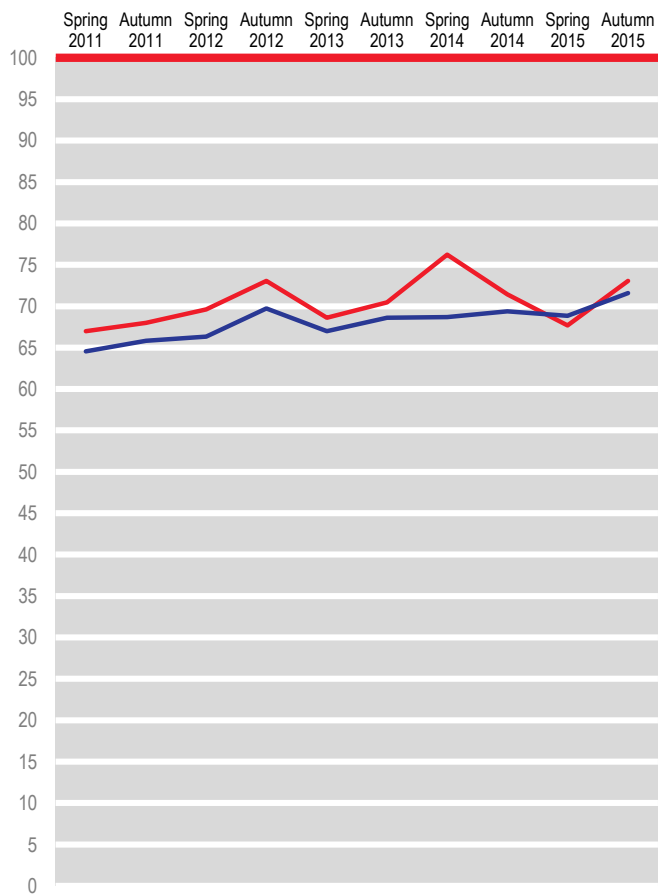
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1148)

Percentage of passengers satisfied 2011 to 2015

— London Overground — London and South East

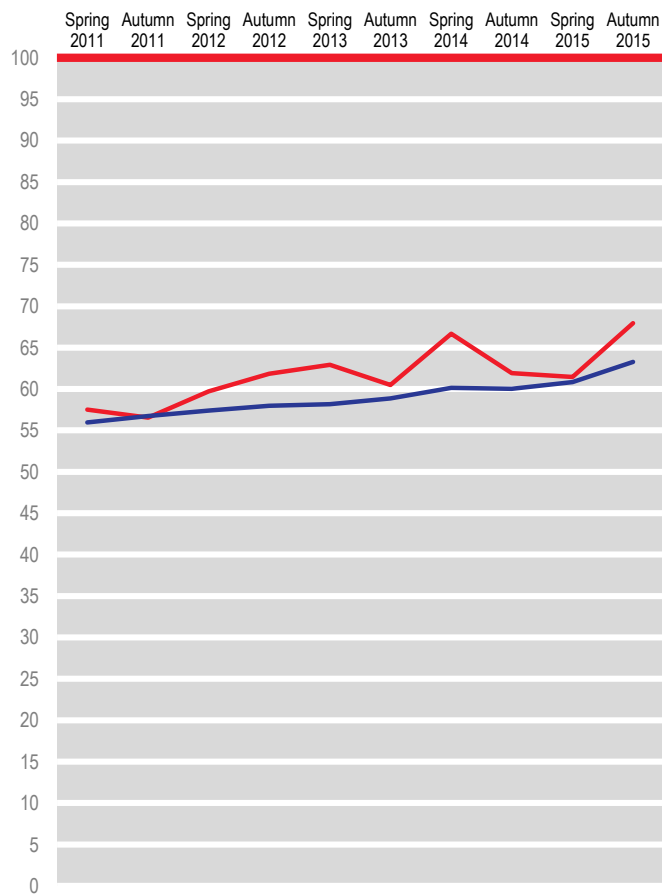


The availability of staff at the station

(1101)

Percentage of passengers satisfied 2011 to 2015

— London Overground — London and South East

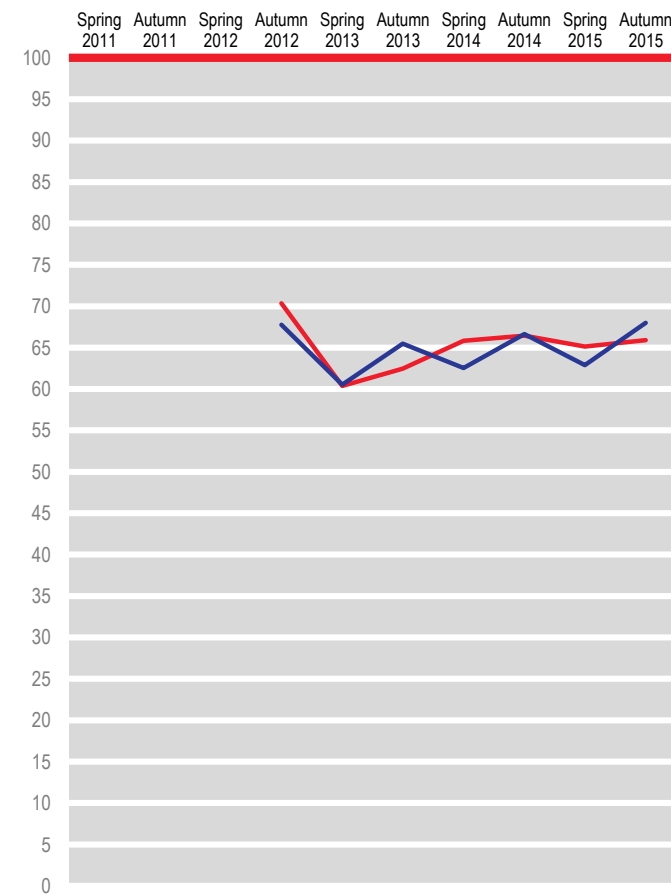


The provision of shelter facilities

(1085)

Percentage of passengers satisfied 2011 to 2015

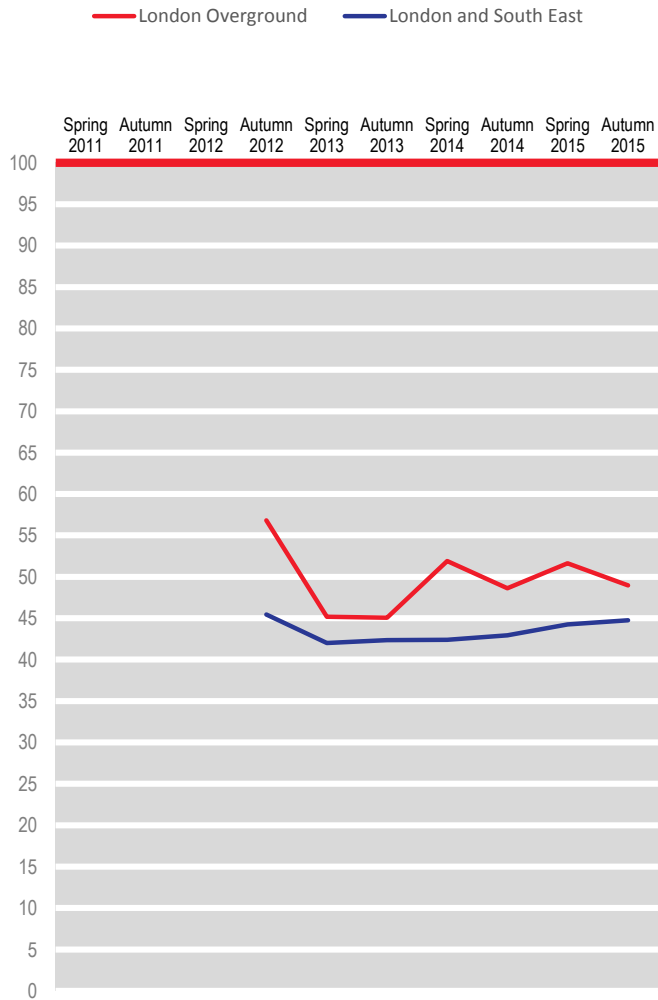
— London Overground — London and South East



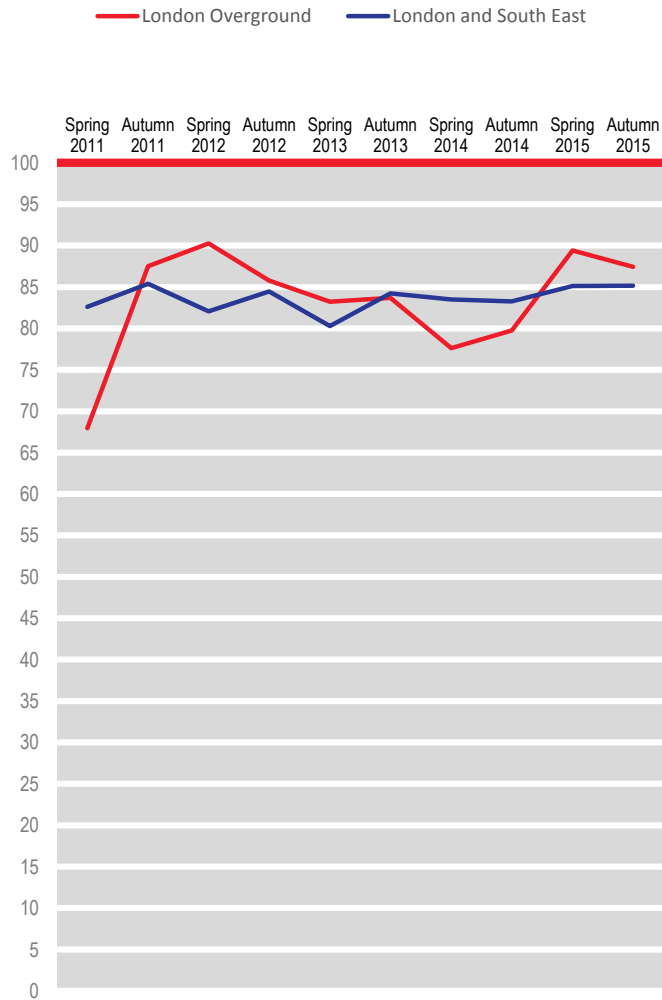
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1169)**

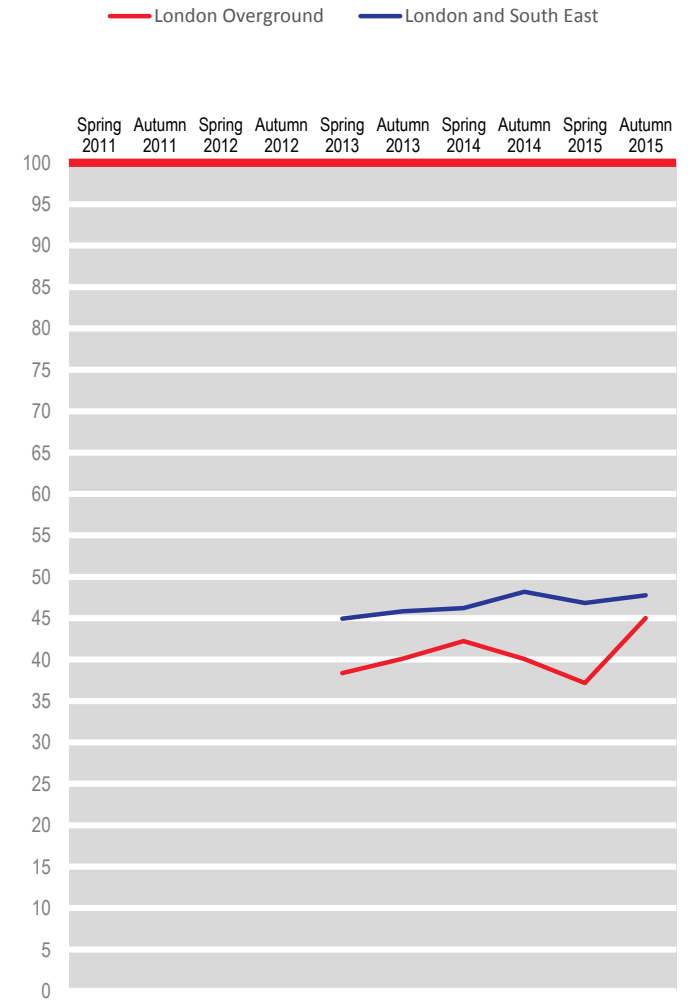
Percentage of passengers satisfied 2011 to 2015

**How request to station staff was handled****(117)**

Percentage of passengers satisfied 2011 to 2015

**The choice of shops/eating/drinking facilities available****(933)**

Percentage of passengers satisfied 2011 to 2015



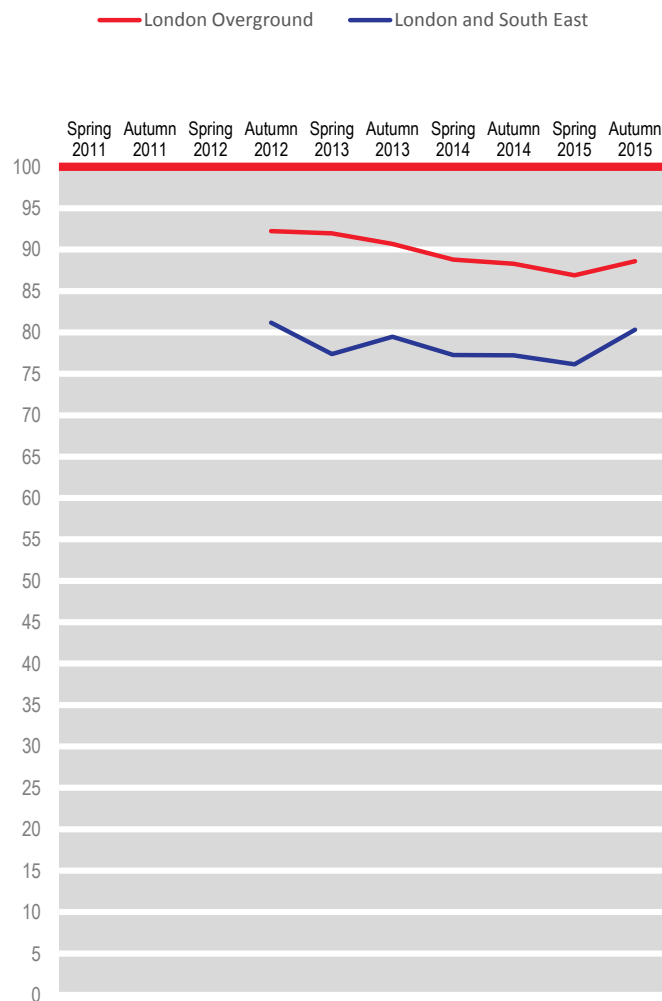
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1291)

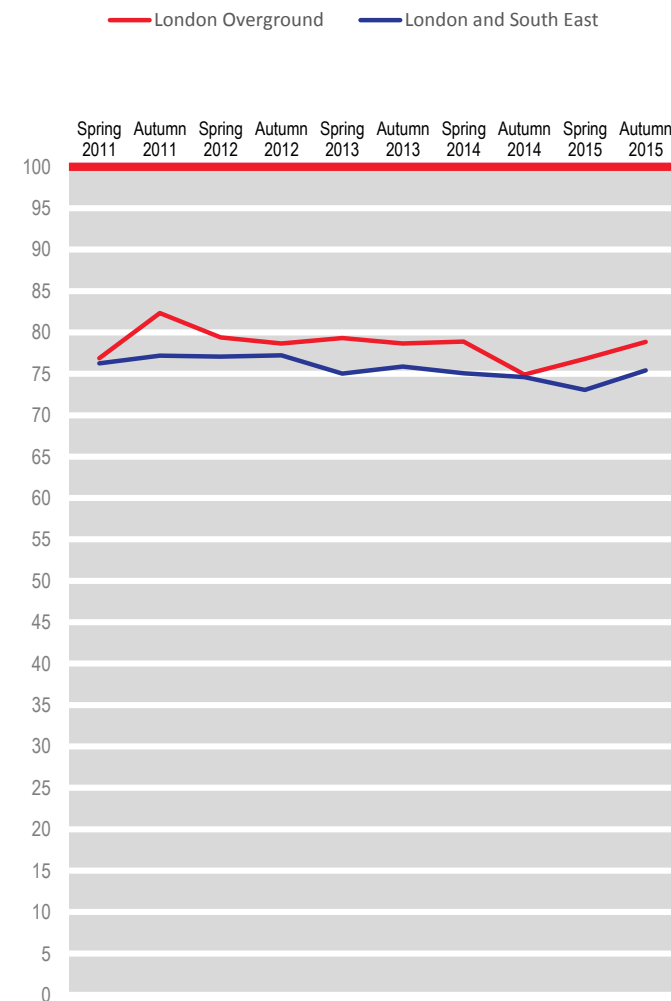
Percentage of passengers satisfied 2011 to 2015



The frequency of trains on that route

(1285)

Percentage of passengers satisfied 2011 to 2015

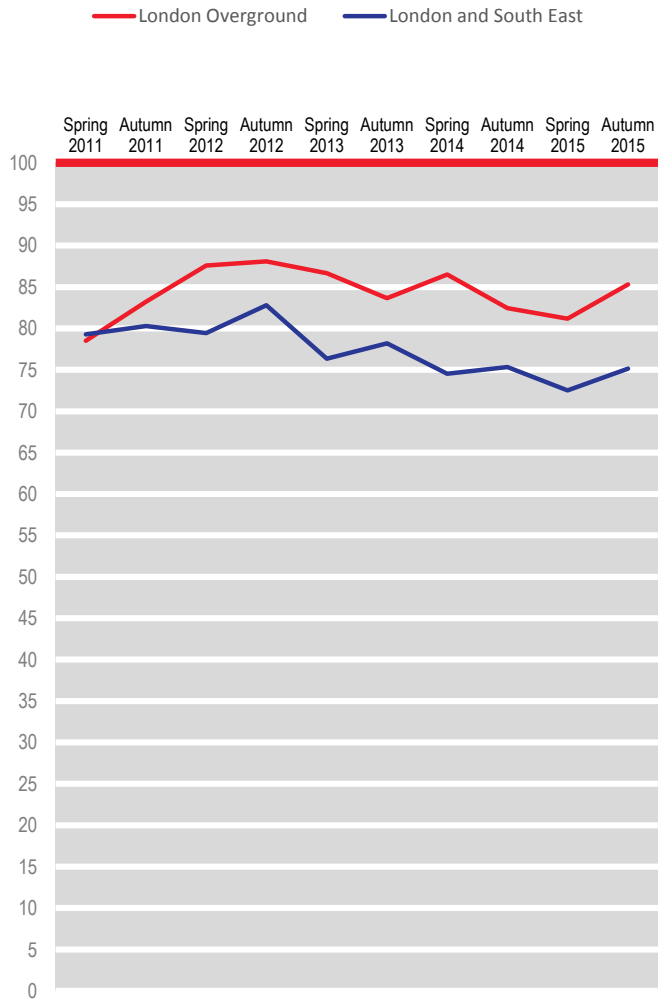


N.B. Benchmarks and targets are only shown for applicable factors

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

(1271)

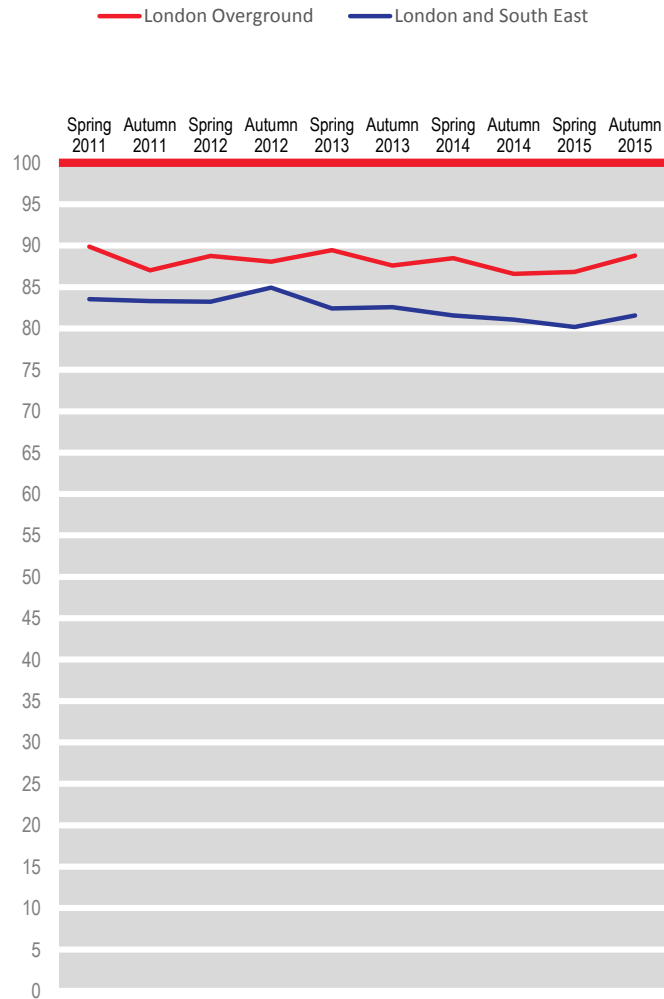
Percentage of passengers satisfied 2011 to 2015



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

(1262)

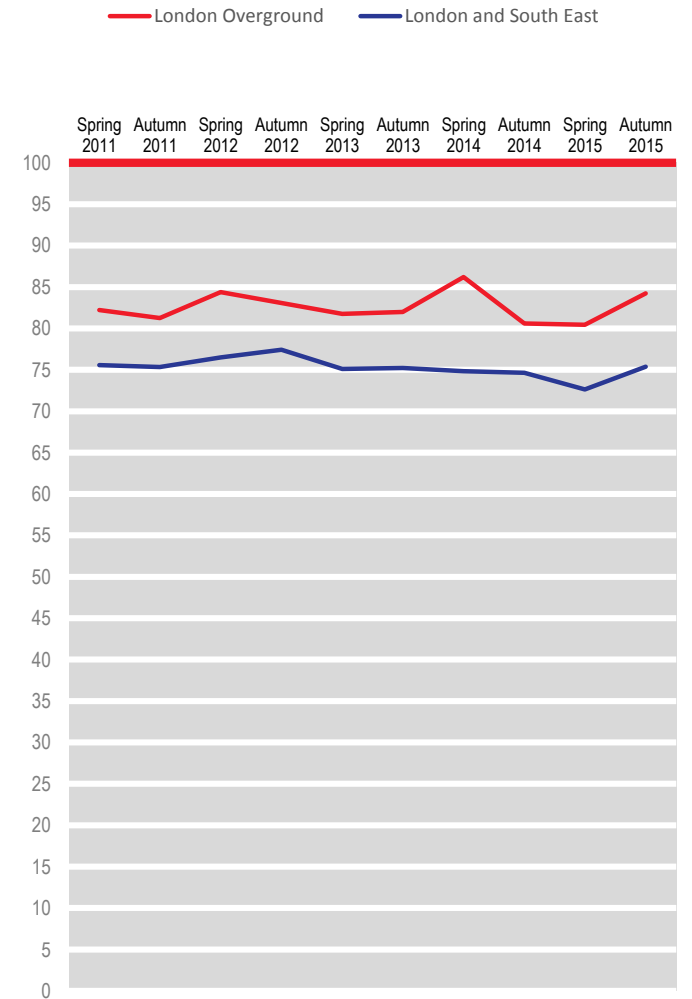
Percentage of passengers satisfied 2011 to 2015



Connections with other train services

(999)

Percentage of passengers satisfied 2011 to 2015

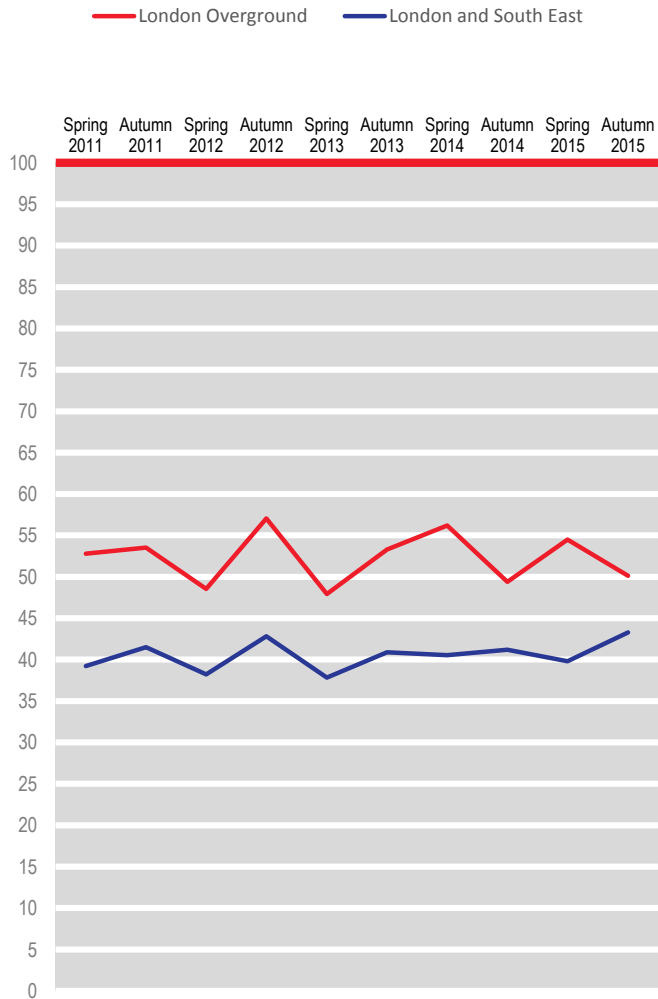


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1083)

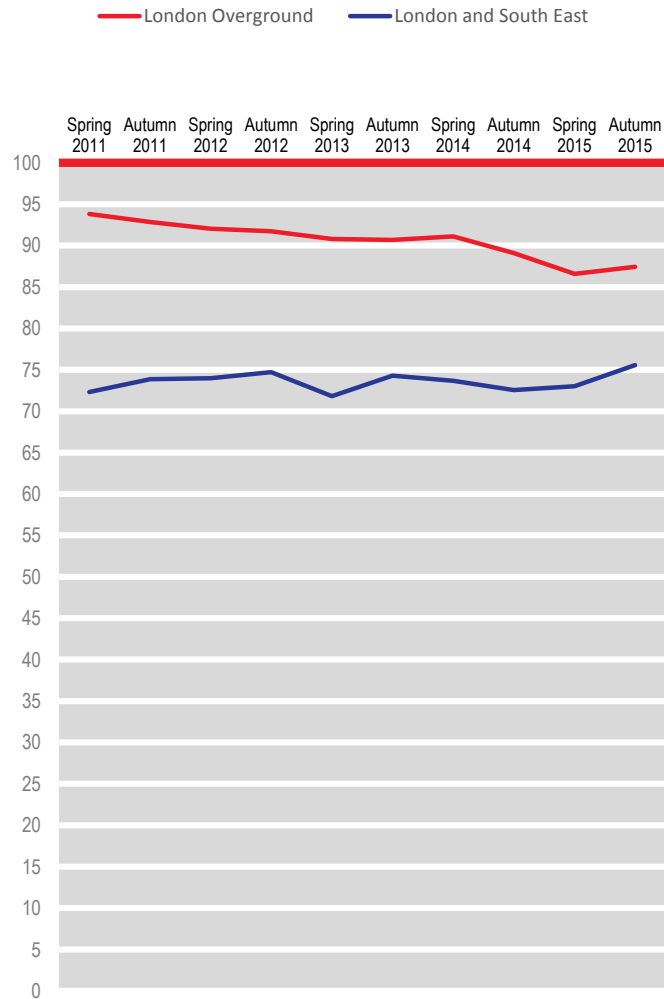
Percentage of passengers satisfied 2011 to 2015



Cleanliness of the train

(1288)

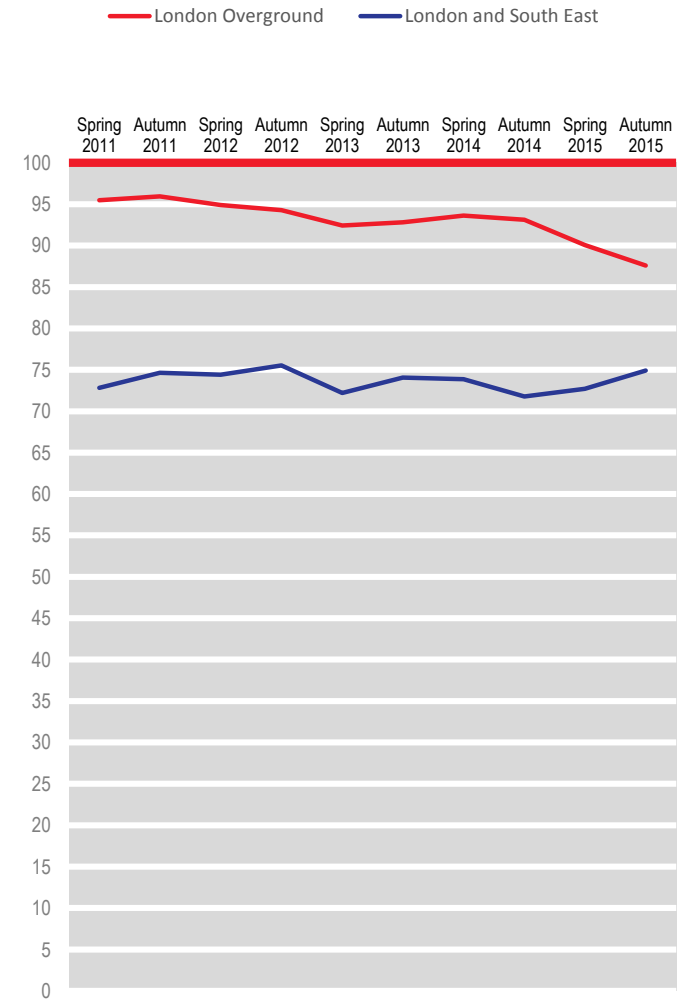
Percentage of passengers satisfied 2011 to 2015



Upkeep and repair of the train

(1236)

Percentage of passengers satisfied 2011 to 2015

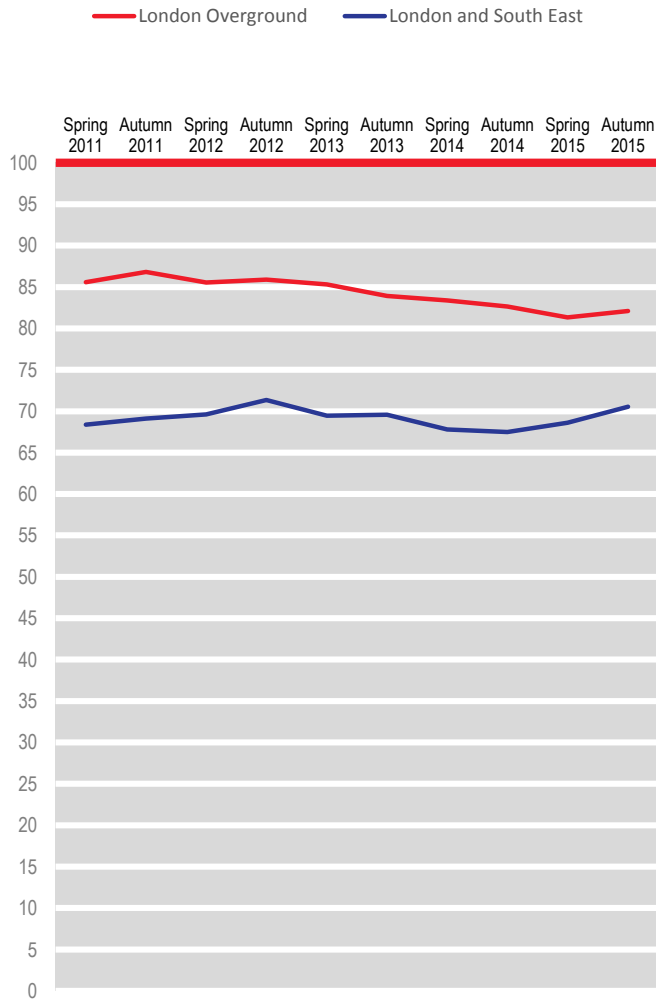


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1183)

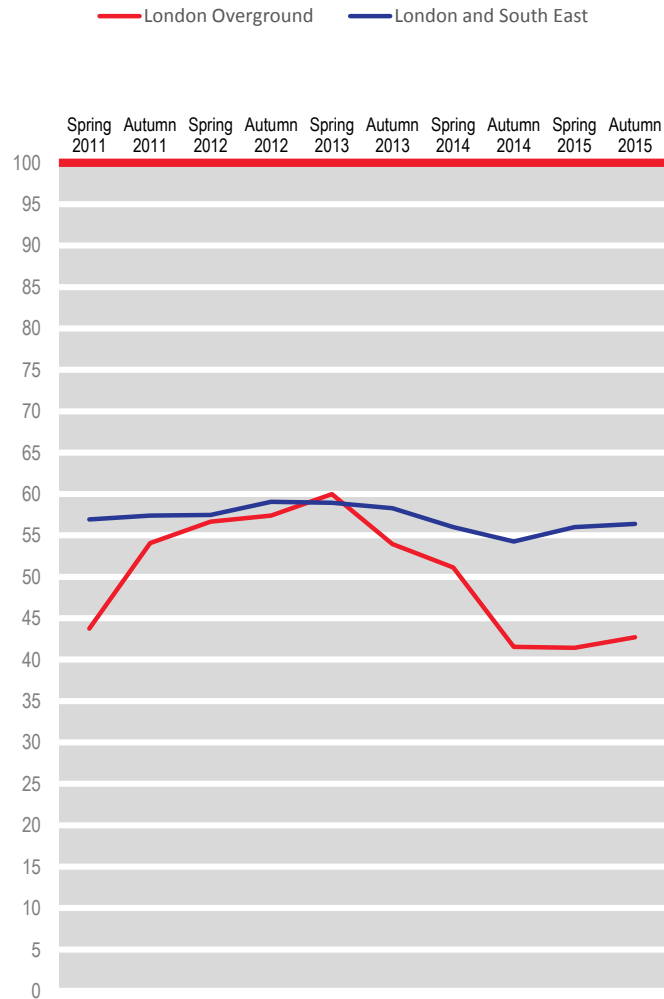
Percentage of passengers satisfied 2011 to 2015



The helpfulness and attitude of staff on the train

(557)

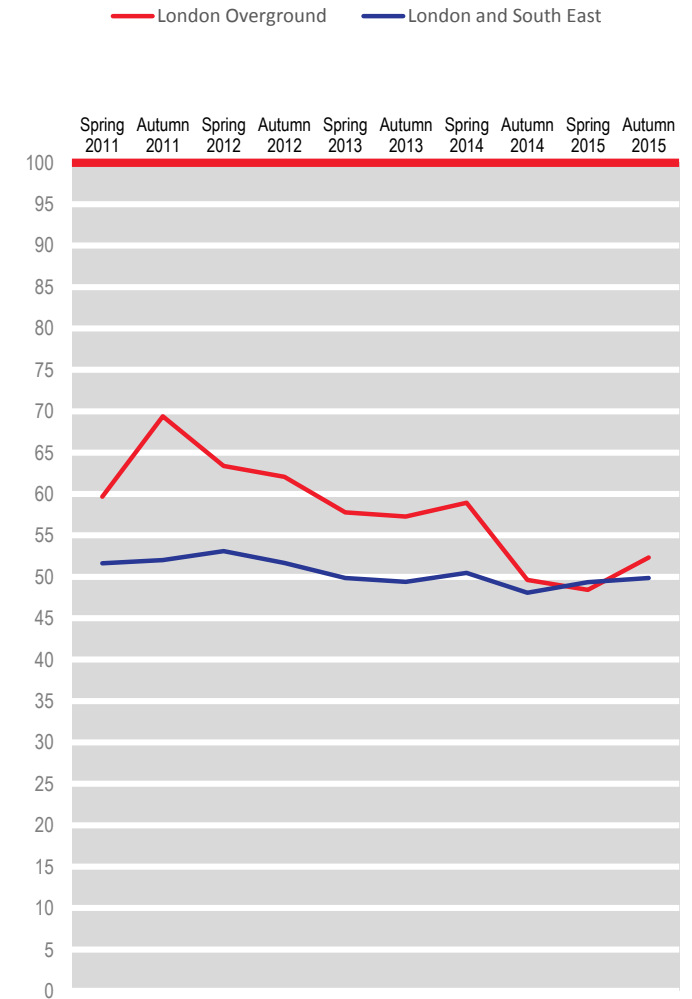
Percentage of passengers satisfied 2011 to 2015



The space for luggage

(971)

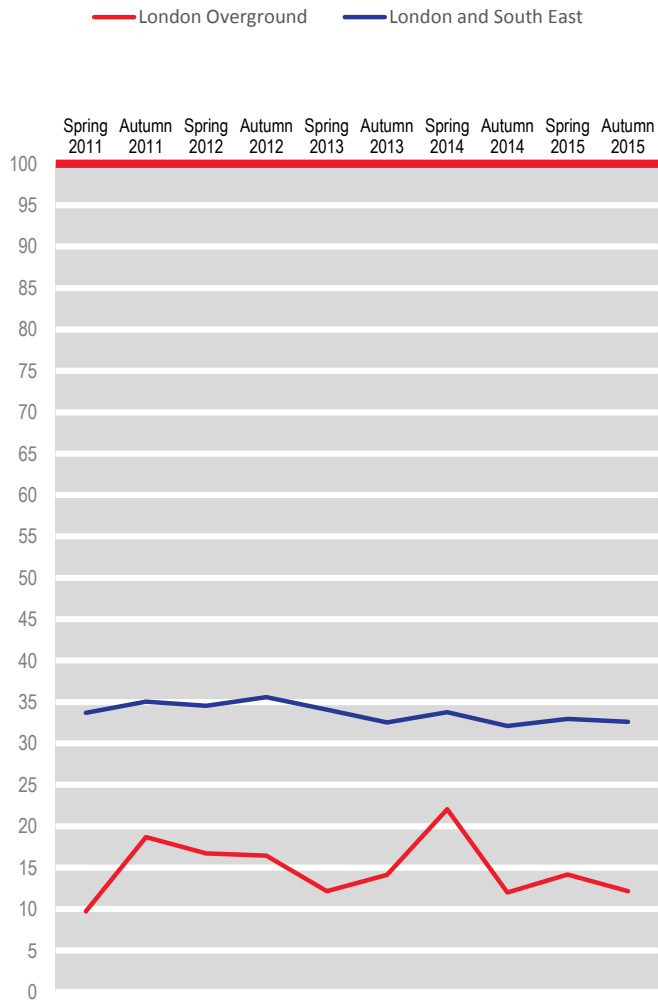
Percentage of passengers satisfied 2011 to 2015



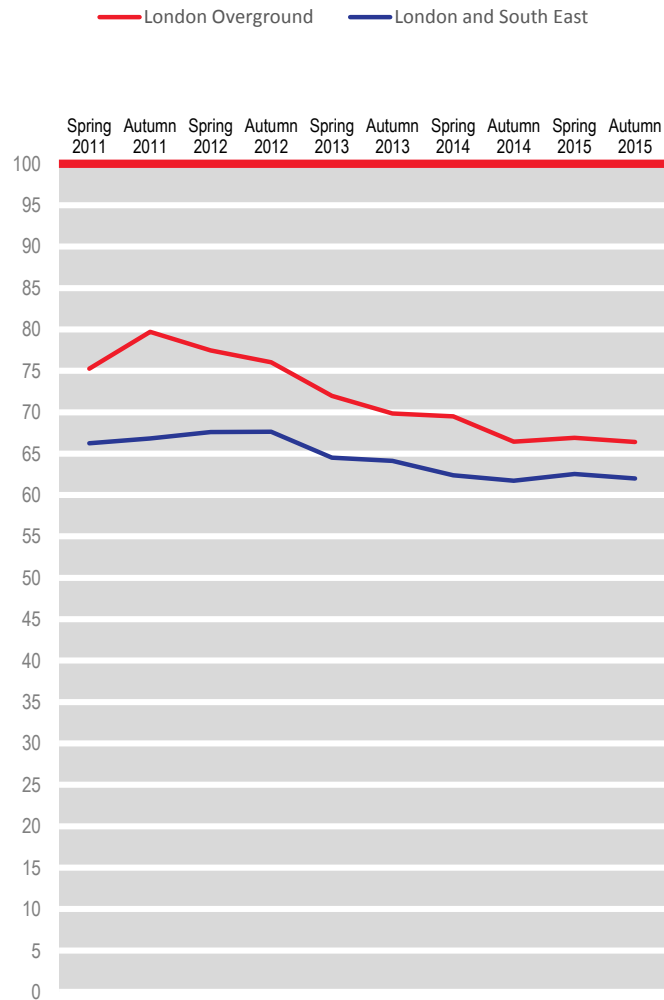
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(398)**

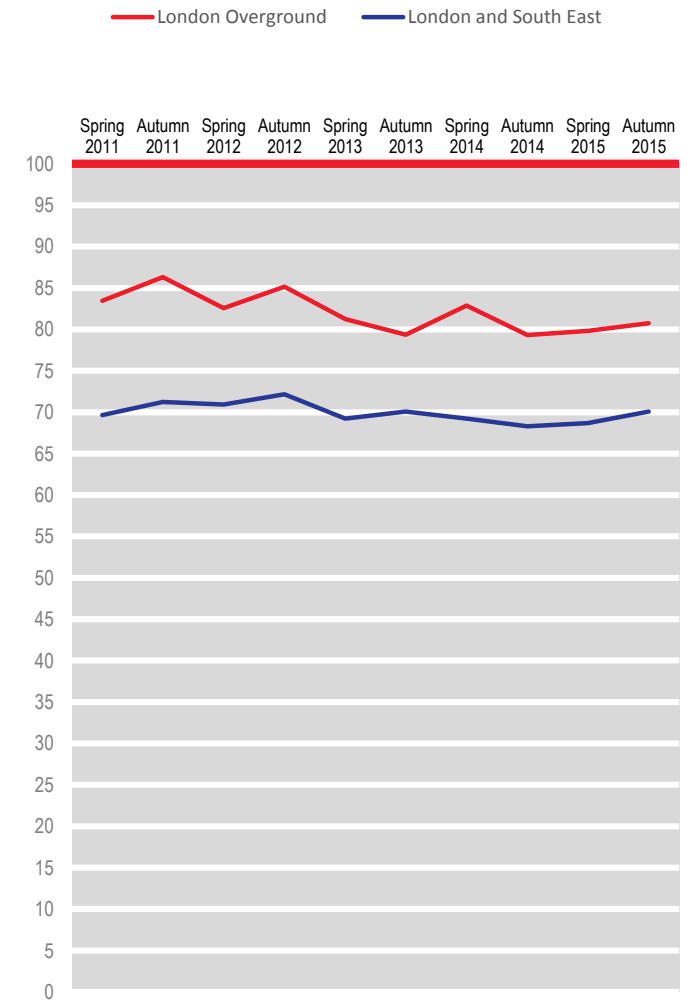
Percentage of passengers satisfied 2011 to 2015

**Sufficient room for all the passengers to sit/stand****(1236)**

Percentage of passengers satisfied 2011 to 2015

**The comfort of the seating area****(1233)**

Percentage of passengers satisfied 2011 to 2015

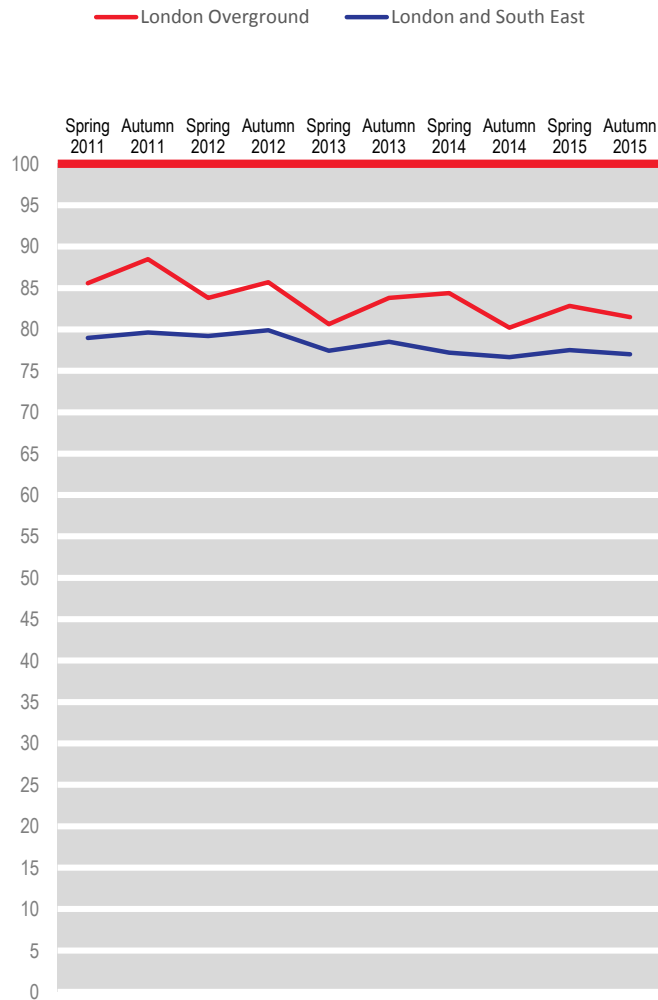


N.B. Benchmarks and targets are only shown for applicable factors

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

(1261)

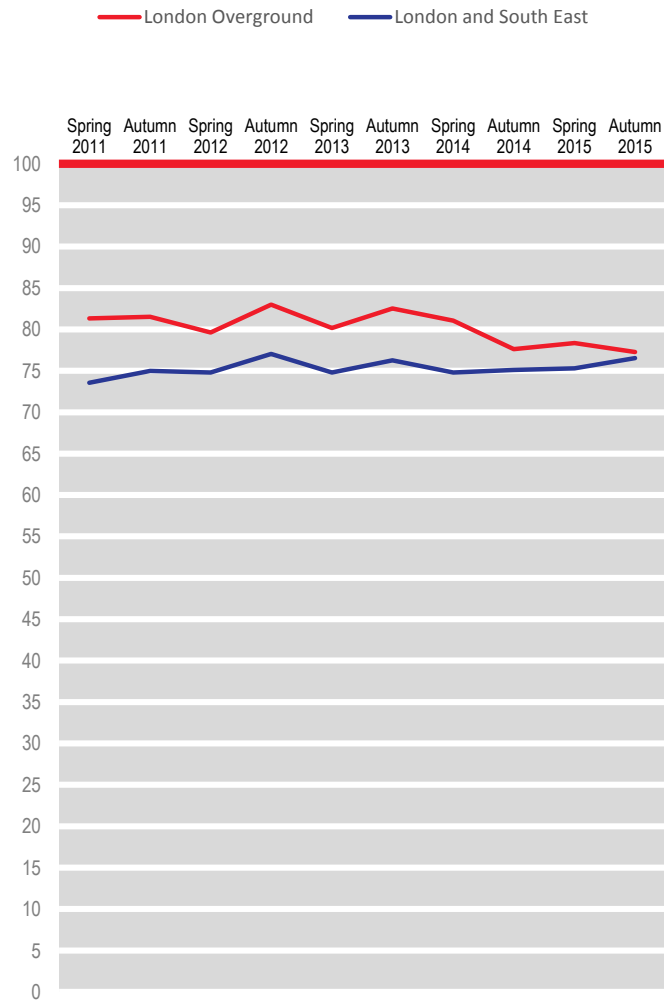
Percentage of passengers satisfied 2011 to 2015



Your personal security whilst on board

(1198)

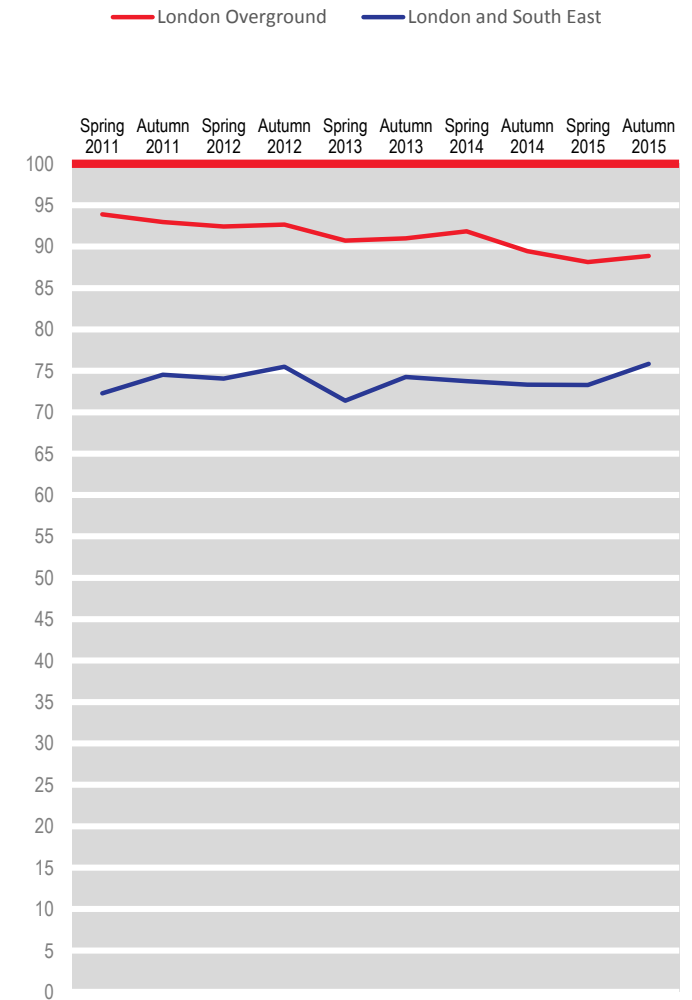
Percentage of passengers satisfied 2011 to 2015



The cleanliness of the inside of the train

(1287)

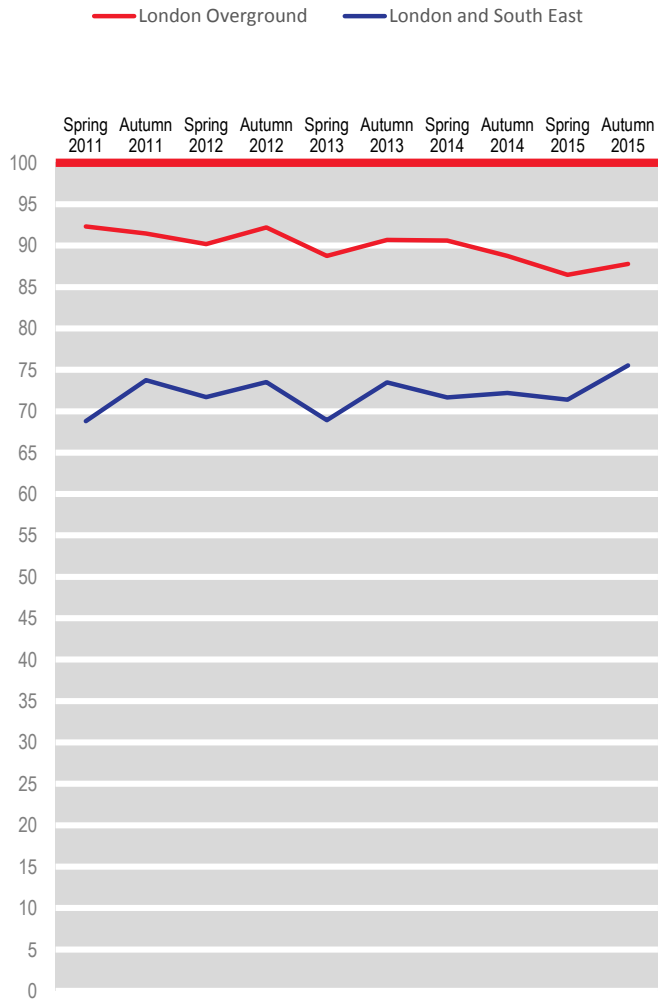
Percentage of passengers satisfied 2011 to 2015



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

The cleanliness of the outside of the train (1143)

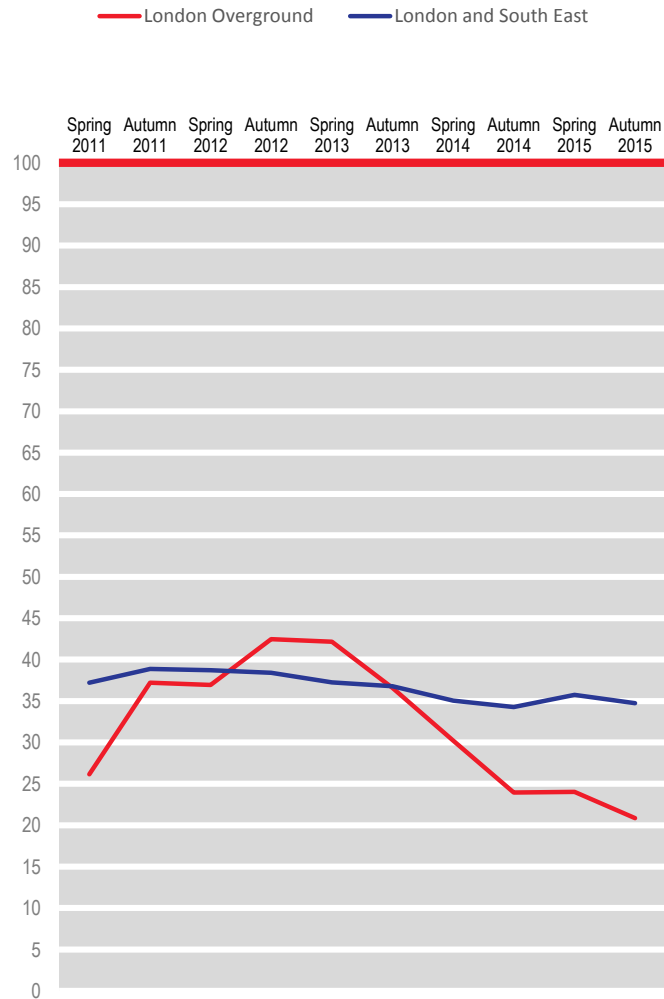
Percentage of passengers satisfied 2011 to 2015



The availability of staff on the train

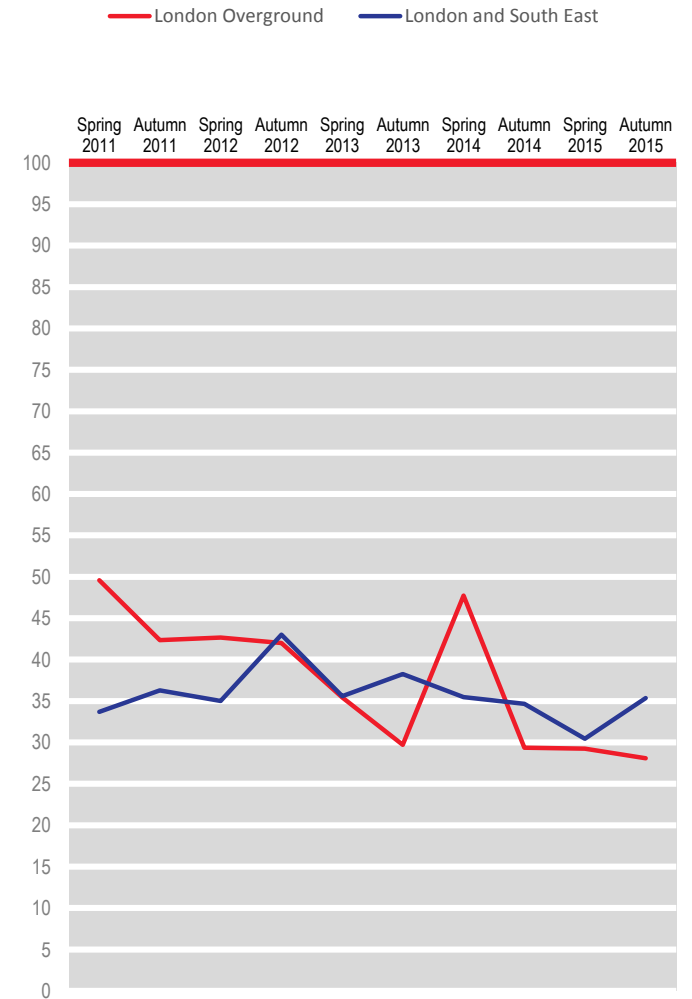
(836)

Percentage of passengers satisfied 2011 to 2015



How well train company dealt with delays (133)

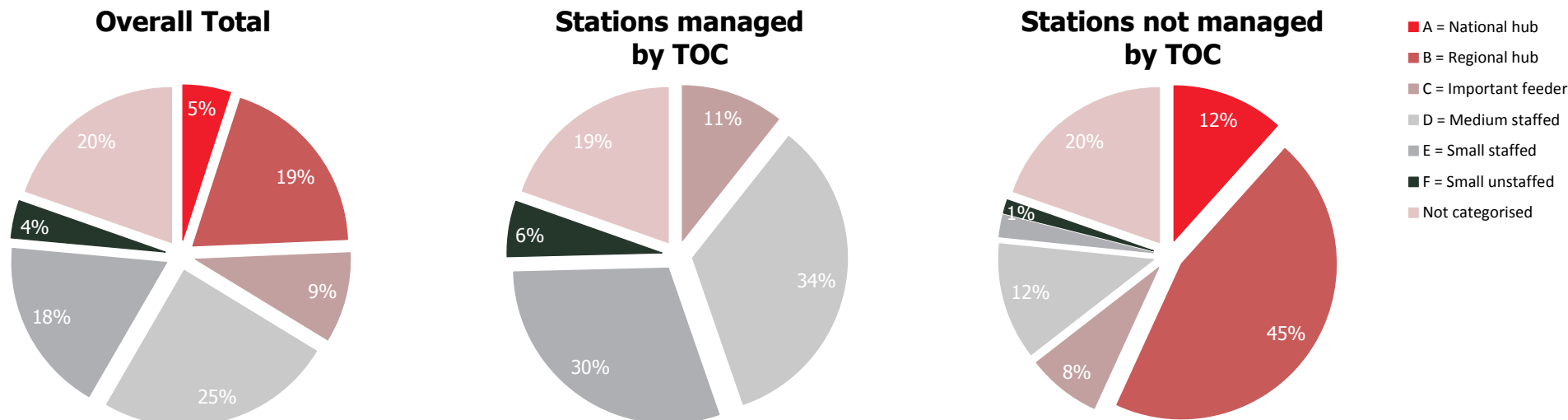
Percentage of passengers satisfied 2011 to 2015



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

Managed versus non-managed stations for London Overground

(% 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	85		82
Ticket buying facilities	75	+	60
Provision of information about train times/platforms	86	+	77
The upkeep/repair of the station buildings/platforms	82	+	71
Cleanliness	88	+	76
The facilities and services	37		44
The attitudes and helpfulness of the staff	76		73
Connections with other forms of public transport	74		81
Facilities for car parking	25		37
Overall environment	78	+	69
Your personal security whilst using the station	73		73
The availability of staff	67		69
The provision of shelter facilities	65		68
Availability of seating	54	+	41
How request to station staff was handled	85		90
The choice of shops/eating/drinking facilities available	33	-	60

London Overground

(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	82		88	88		88
STATION FACILITIES						
Overall satisfaction with the station	81		85	84		82
Ticket buying facilities	71		77	69		74
Provision of information about train times/platforms	86		87	82		81
The upkeep/repair of the station buildings/platforms	77		76	77		74
Cleanliness	81		86	83	+	76
The facilities and services	47		45	40		40
The attitudes and helpfulness of the staff	74		81	75		72
Connections with other forms of public transport	77		91	77		80
Facilities for car parking	28		58	30		32
Overall environment	68		56	74		71
Your personal security whilst using the station	71		70	73		71
The availability of staff	71		68	68		62
The provision of shelter facilities	66		69	66		66
Availability of seating	51		64	49		48
How request to station staff was handled	71		100	88		80
The choice of shops/eating/drinking facilities available	45		43	45		40
TRAIN FACILITIES						
Overall satisfaction with the train	77		82	89		88
The frequency of the trains on that route	68		69	79		75
Punctuality/reliability (i.e. the train arriving/departing on time)	76		84	86		82
The length of time the journey was scheduled to take (speed)	79		88	89		87
Connections with other train services	74		87	85		81
The value for money of the price of your ticket	32		44	51		49
Cleanliness of the train	75		88	88		89
Upkeep and repair of the train	75	-	94	88	-	93
The provision of information during the journey	61	-	94	83		83
The helpfulness and attitude of staff on train	35		40	43		42
The space for luggage	42		38	53		50
The toilet facilities	13		10	12		12
Sufficient room for all passengers to sit/stand	55		68	67		66
The comfort of the seating area	69		80	81		79
The ease of being able to get on and off	77		82	82		80
Your personal security on board	67		79	78		78
The cleanliness of the inside	74		86	89		89
The cleanliness of the outside	74		88	88		89
The availability of staff	17		24	21		24
How well train company deals with delays	32		33	28		29

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

London Overground

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	89		88	86		91
STATION FACILITIES						
Overall satisfaction with the station	85		82	78		86
Ticket buying facilities	69		73	71		81
Provision of information about train times/platforms	81		82	84		80
The upkeep/repair of the station buildings/platforms	77		76	75		67
Cleanliness	83	+	76	82		74
The facilities and services	39		43	45		23
The attitudes and helpfulness of the staff	75		73	72		71
Connections with other forms of public transport	76		82	80		75
Facilities for car parking	27		35	39		14
Overall environment	75		72	71		65
Your personal security whilst using the station	74		72	68		68
The availability of staff	68		63	69		57
The provision of shelter facilities	62		67	81		64
Availability of seating	46		44	62		65
How request to station staff was handled	86		82	91		70
The choice of shops/eating/drinking facilities available	43		43	55		24
TRAIN FACILITIES						
Overall satisfaction with the train	89		87	87		93
The frequency of the trains on that route	79		74	80		78
Punctuality/reliability (i.e. the train arriving/departing on time)	85		82	89		82
The length of time the journey was scheduled to take (speed)	88		86	91		89
Connections with other train services	85		81	82		79
The value for money of the price of your ticket	50		51	50		45
Cleanliness of the train	88		89	84		88
Upkeep and repair of the train	89	-	93	82		93
The provision of information during the journey	83		82	79		84
The helpfulness and attitude of staff on train	41		40	48		47
The space for luggage	50		49	62		52
The toilet facilities	11		11	15		23
Sufficient room for all passengers to sit/stand	64		63	77		81
The comfort of the seating area	81		78	82		84
The ease of being able to get on and off	81		80	85		83
Your personal security on board	78		76	75		84
The cleanliness of the inside	90		89	84		91
The cleanliness of the outside	88		88	85		91
The availability of staff	20		23	25		27
How well train company deals with delays	32		32	-		3

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

	London Overground	London and South East		London Overground	London and South East
DELAY					
None	87	76			
Minor	10	19			
Major	1	3			
LENGTH OF DELAY					
5 minutes or less	51	42			
6-10 minutes	12	26			
11-20 minutes	22	15			
21-30 minutes	1	6			
31-60 minutes	1	4			
More than 1 hour	2	1			
Don't know/no answer	11	5			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	10	14	Very well	12	16
Fairly well	23	31	Fairly well	22	30
Neither well nor poorly	27	20	Neither well nor poorly	30	24
Fairly poorly	10	18	Fairly poorly	11	15
Very poorly	30	18	Very poorly	25	15
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	9	16	Very well	9	11
Fairly well	23	31	Fairly well	18	23
Neither well nor poorly	24	21	Neither well nor poorly	42	33
Fairly poorly	21	17	Fairly poorly	7	15
Very poorly	23	15	Very poorly	25	18
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	15	16	Very well	3	7
Fairly well	22	27	Fairly well	22	16
Neither well nor poorly	25	27	Neither well nor poorly	39	32
Fairly poorly	17	15	Fairly poorly	3	15
Very poorly	22	15	Very poorly	32	30

6 6.2 Passenger experience relating to disability

	London Overground	London and South East		London Overground	London and South East
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	1	1			
Mobility	2	2			
Dexterity	1	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	2	2			
None	88	89			
No answer	3	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	5	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	46	43	Yes	1	2
Not at all	42	43	No	99	98
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	42	34	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	39	34	Very satisfied	-	85
Neither satisfied nor dissatisfied	16	20	Fairly satisfied	-	15
Fairly dissatisfied	1	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	3	5	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	36	30	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	39	36	Very satisfied	-	56
Neither satisfied nor dissatisfied	9	19	Fairly satisfied	-	38
Fairly dissatisfied	4	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	12	7	Fairly dissatisfied	-	7
			Very dissatisfied	-	-

	London Overground	London and South East		London Overground	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	38	43	White	74	85
Female	58	54	Mixed	3	2
			Asian or Asian British	6	4
			Black or Black British	9	4
			Chinese or other ethnic group	3	2
AGE			JOURNEY PURPOSE		
16-18	1	2	Commuter	56	51
19-25	8	8	Business	3	15
26-34	21	14	Leisure	41	35
35-44	18	18			
45-54	23	23	REGULAR TRAVELLER		
55-59	7	10	Yes	77	68
60-64	7	9	No	23	32
65+	11	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	64	63	Weekday	82	86
Working Part Time	15	15	Weekend	18	14
Not Working	4	3			
Retired	10	13	TIME OF TRAVEL		
Full Time Student	4	4	Peak	4	21
			Off-peak	96	79
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	36	41	Yes asked for help	4	7
Middle Managerial	15	15	Yes asked for information	4	6
Junior Managerial/Clerical/Supervisory	15	12	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	6	No	90	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	3	2			
Full time student	2	2	DO YOU REGULARLY USE THE INTERNET		
Retired	10	12	Yes, at home	91	91
Unemployed/between jobs	1	1	Yes, at work	66	66
Housewife/house-husband	1	0	No	3	4
Other	6	5			

	London Overground	London and South East		London Overground	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	87	84	Better telephone enquiry/booking service	7	7
With other adults 16+	9	13	Better internet enquiry/booking service	18	22
With children aged 0-4	2	1	Better information facilities at stations	24	22
With children aged 5-10	1	1	Better route maps of the rail network	15	17
With children aged 11-15	0	1	Make timetables easier to read	24	22
			Better ticket buying facilities at station ticket offices	15	19
			Better ticket buying facilities at station ticket machines	13	18
			Better promotion when advanced tickets available	22	29
TRAVELLING WITH ...			Other	14	14
Heavy/bulky luggage/other large items	9	13	None of these	27	25
Pushchair	1	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	1	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	0	0			
None apply	85	82			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	3	9			
Anytime day single/return	1	10			
Off-peak/super off-peak single/return	0	8			
Off-peak/super off-peak day single/return	0	7			
Advance	0	3			
Day travelcard	1	5			
Oyster pay as you go	40	16			
Weekly or monthly season ticket	21	17			
Annual season ticket	8	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	3	2			
Free travel pass (e.g. Freedom Pass)	14	7			
Other	6	4			
Don't know/no answer	3	2			

Station sample sizes for London Overground

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Liverpool Street	174	Honor Oak Park	9	Brondesbury	3
Barking	96	Sydenham	9	Gunnersbury	3
London Euston	62	West Hampstead	9	Anerley	3
Gospel Oak	54	Kensington Olympia	9	Finchley Road And Frognal	3
Stratford (London)	51	Canonbury	9	Hackney Wick	3
Watford Junction	51	Harrow And Wealdstone	9	White Hart Lane	3
Richmond (Surrey)	48	Harlesden	8	Haggerston	3
Canada Water	29	Hackney Central	8	Shepards Bush	3
West Croydon	27	Wembley Central	8	Kenton	3
Dalston Junction	26	Kensal Green	8	Kentish Town West	2
Crystal Palace	26	New Cross	8	Cambridge Heath	2
Clapham Junction	24	Forest Hill	8	Cheshunt	2
Carpenders Park	24	Kilburn High Road	8	Turkey Street	2
Highbury And Islington	24	Brockley	8	Stamford Hill	2
Watford High Street	20	Headstone Lane	7	Bruce Grove	2
Upper Holloway	18	Shoreditch High Street	7	Rectory Road	1
Willesden Junction	18	Walthamstow Central	7	Silver Street	1
Blackhorse Road	16	South Hampstead	7	Brondesbury Park	1
Harringay Green Lanes	16	Homerton	7	West Brompton	1
Enfield Town	15	Acton Central	7	Romford	1
Queens Park (London)	14	New Cross Gate	6	Rotherhithe	1
Whitechapel	14	Hoxton	6	Peckham Rye	1
Norwood Junction	14	Kew Gardens	6	London Fields	1
Hampstead Heath	13	South Kenton	6	Stoke Newington	1
South Tottenham	12	Hatch End	6	Wood Street	1
Leyton Midland Road	12	Kensal Rise	6	Clapham High Street	1
Bush Hill Park	12	Camden Road	5		
Bushey	12	North Wembley	5		
Chingford	11	Stonebridge Park	5		
Crouch Hill	11	Clapton	5		
Wanstead Park	11	Surrey Quays	4		
Edmonton Green	11	Wapping	4		
Woodgrange Park	11	Caledonian Road and Barnsbury	4		
Leytonstone High Road	10	Bethnal Green	4		
Hackney Downs	10	Queens Road Peckham	4		
Highams Park	10	Walthamstow Queens Road	3		
Seven Sisters	10	South Acton	3		
Shadwell	10	Dalston Kingsland	3		

7 7.3 Weighted sample profile

	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

7 7.4 Unweighted sample profile

	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

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