



National Rail Passenger Survey

Chiltern Railways TOC Report

Autumn 2015 (Wave 33)

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1

1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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

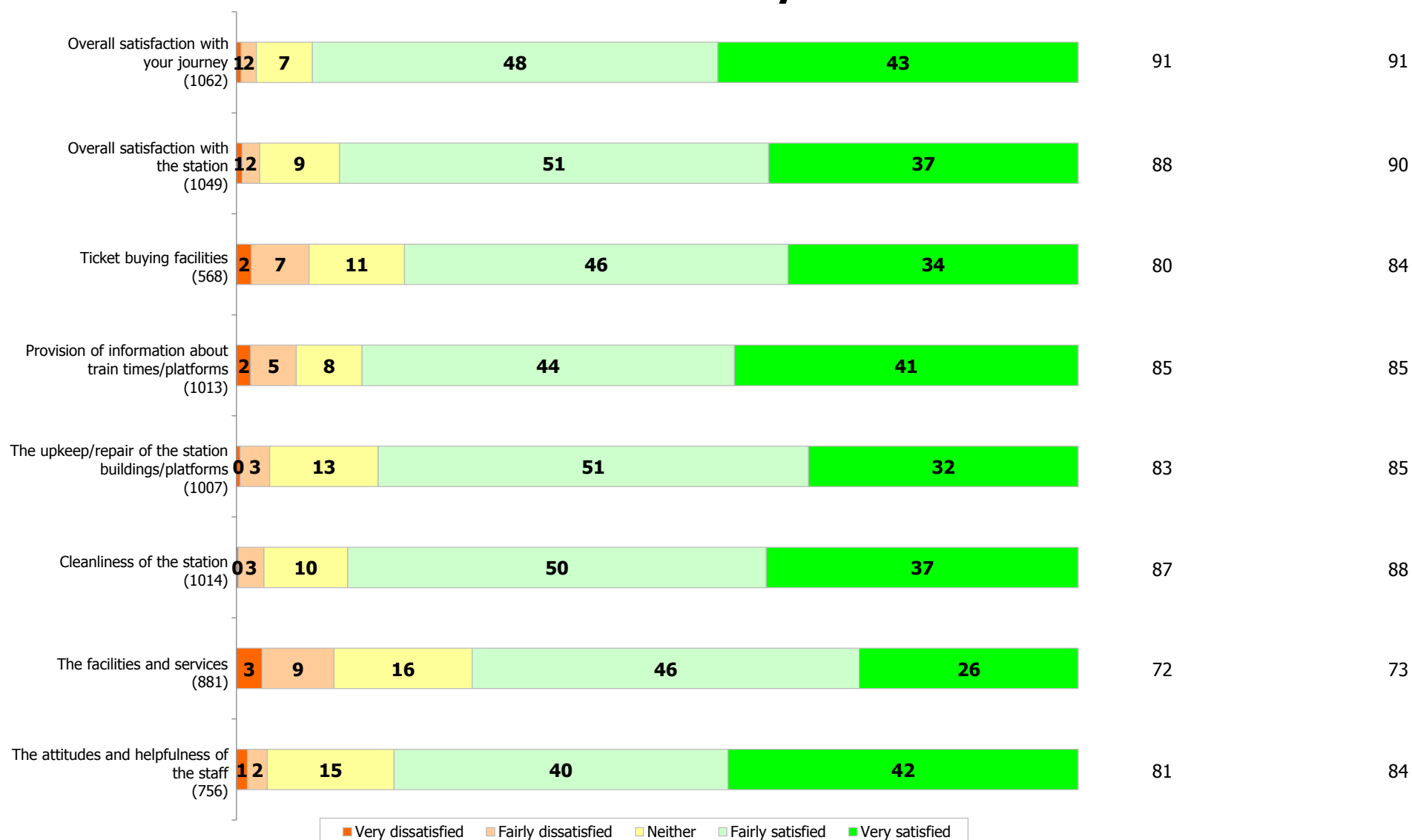
At 95% confidence level:
+ significant increase
- significant decrease

Satisfaction results for Chiltern Railways

% satisfied/good

Autumn 2015

Autumn 2014

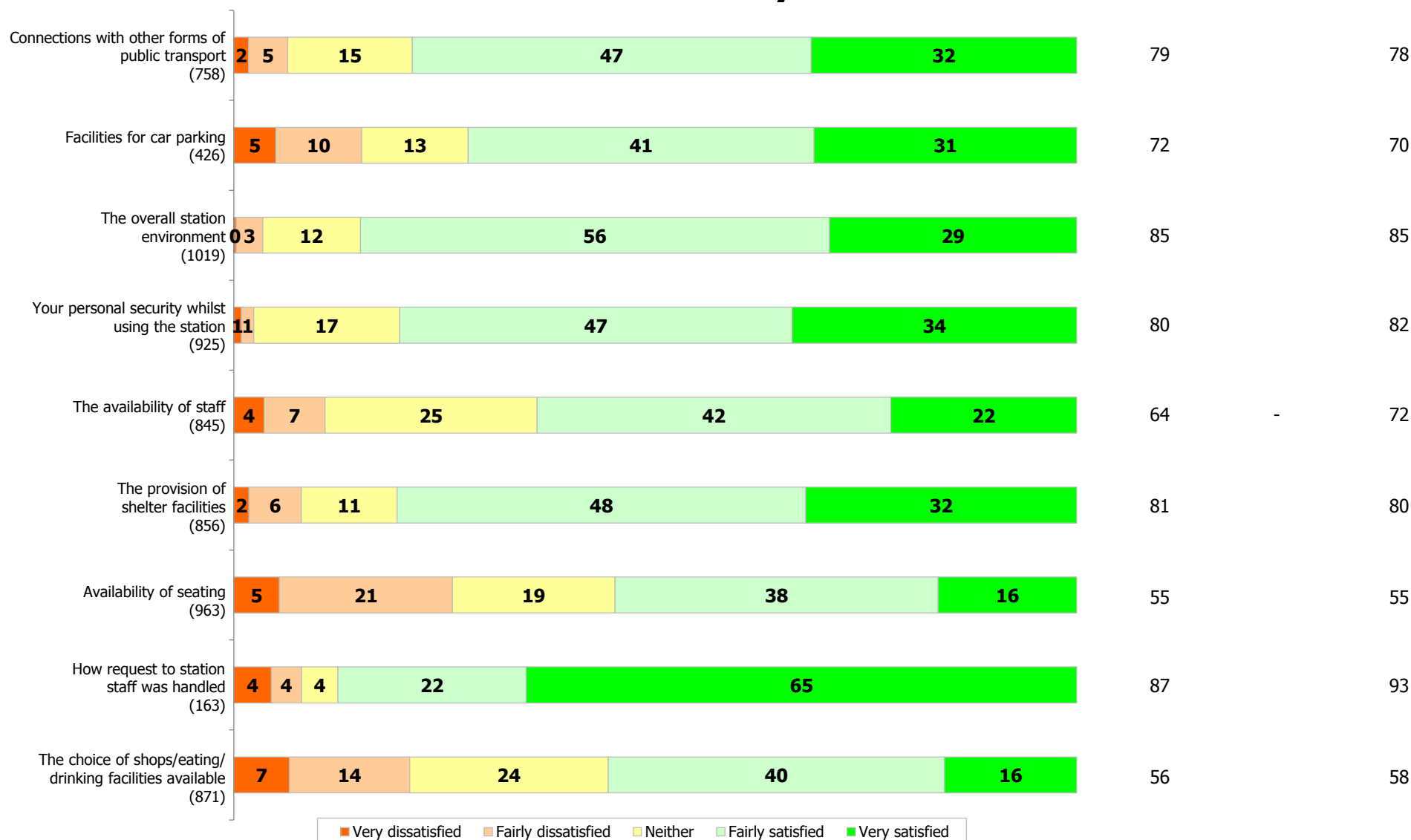


Satisfaction results for Chiltern Railways

% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for Chiltern Railways

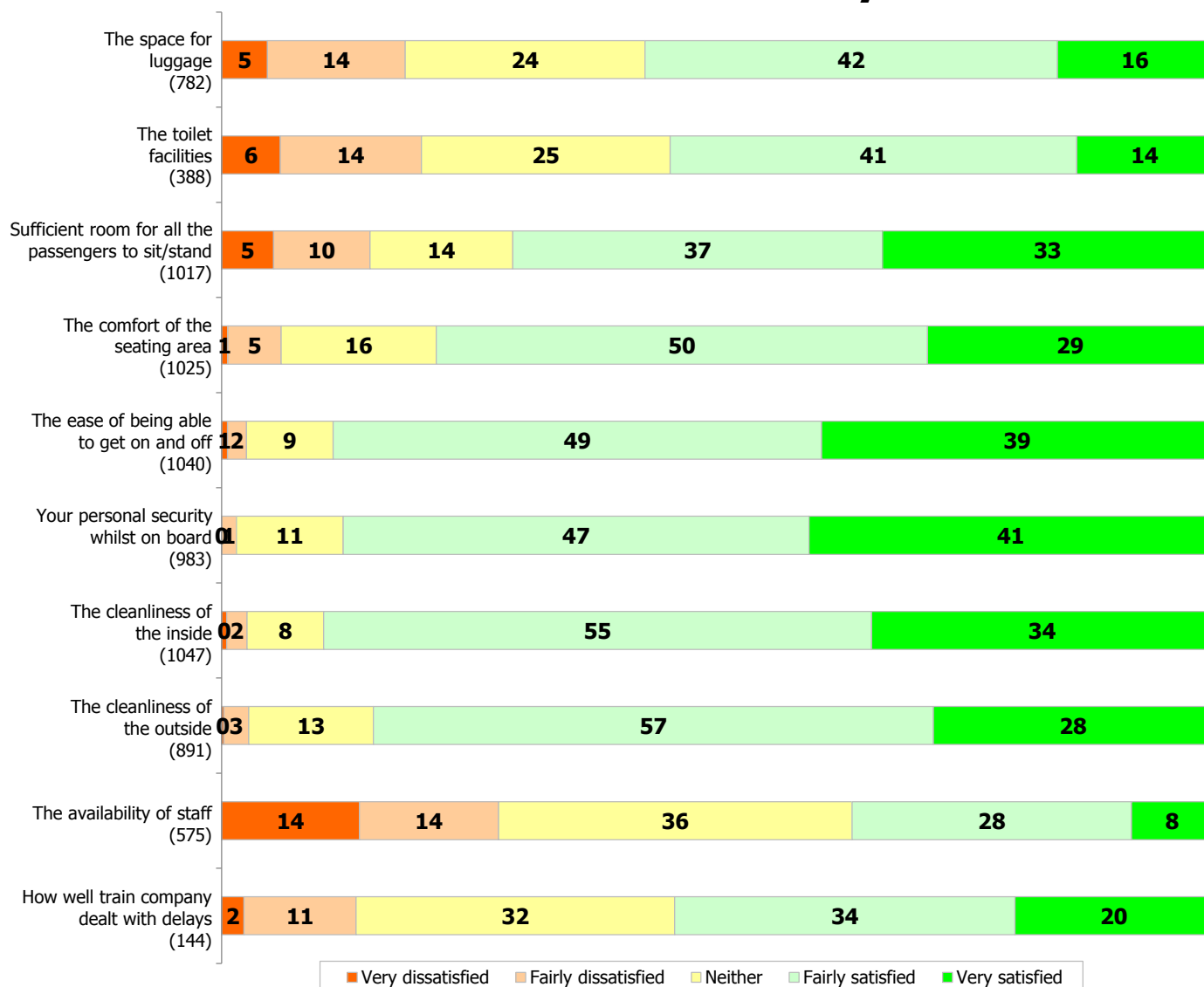


Satisfaction results for Chiltern Railways

% satisfied/good

Autumn 2015

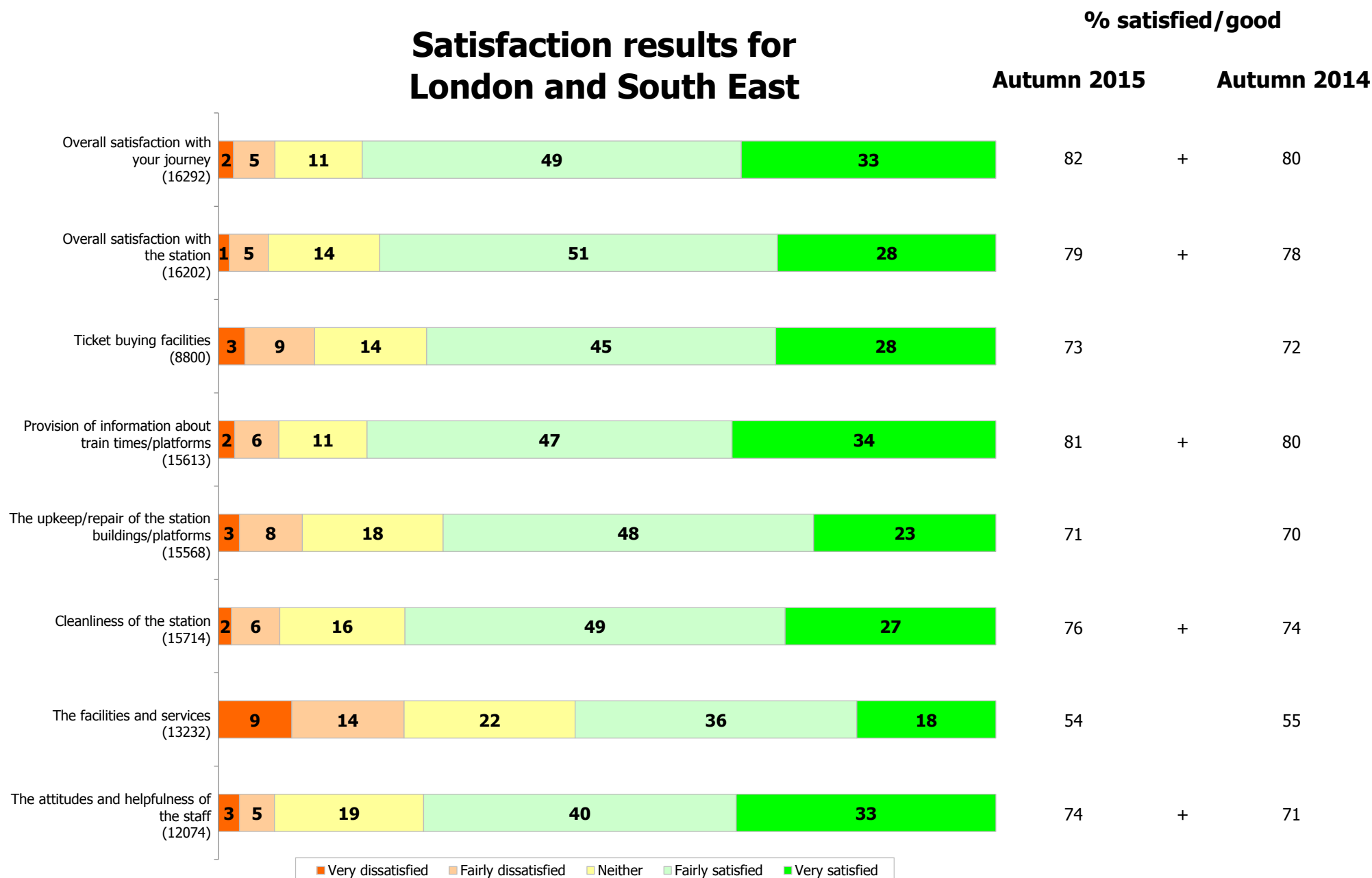
Autumn 2014



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

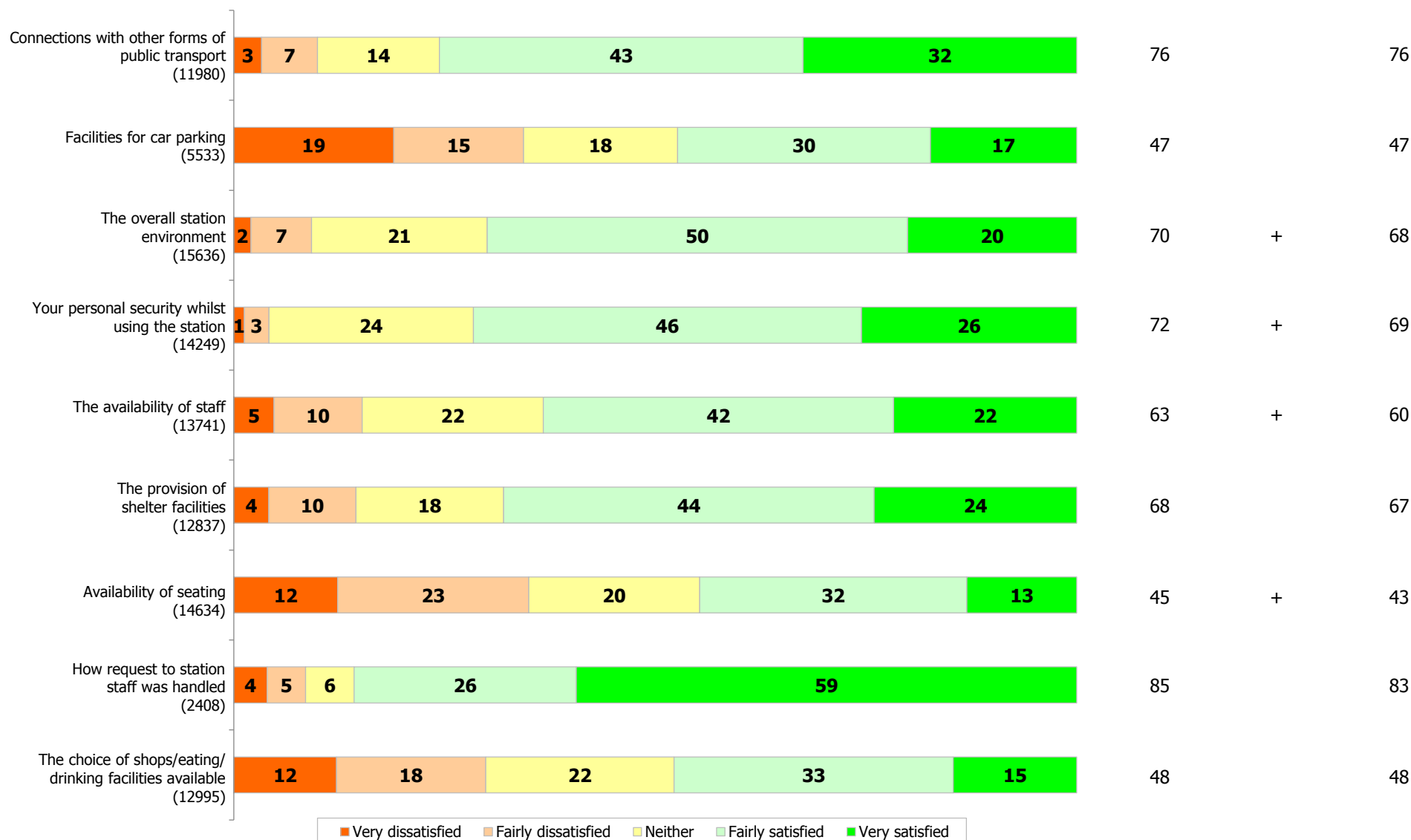


Satisfaction results for London and South East

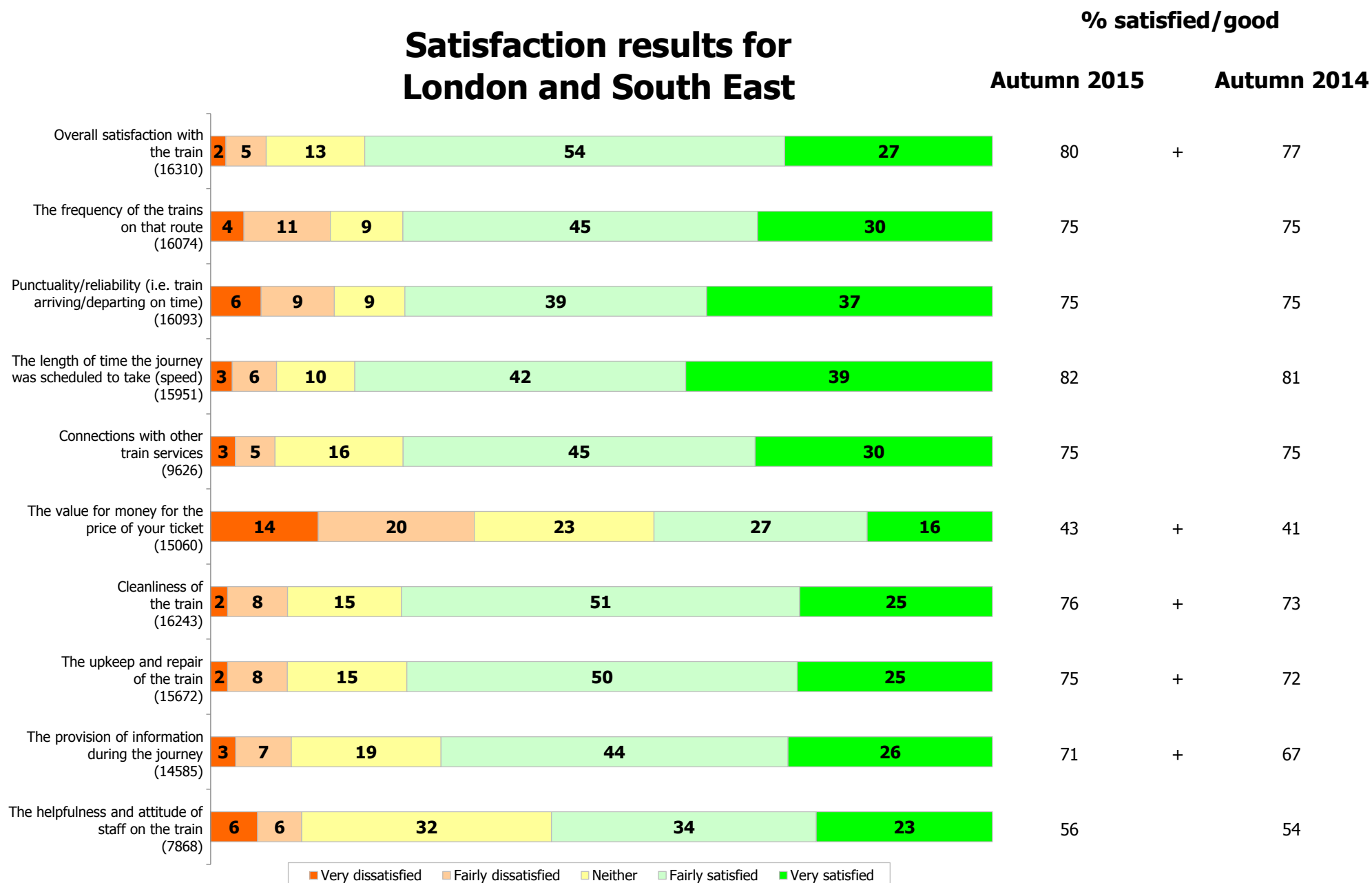
% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for London and South East

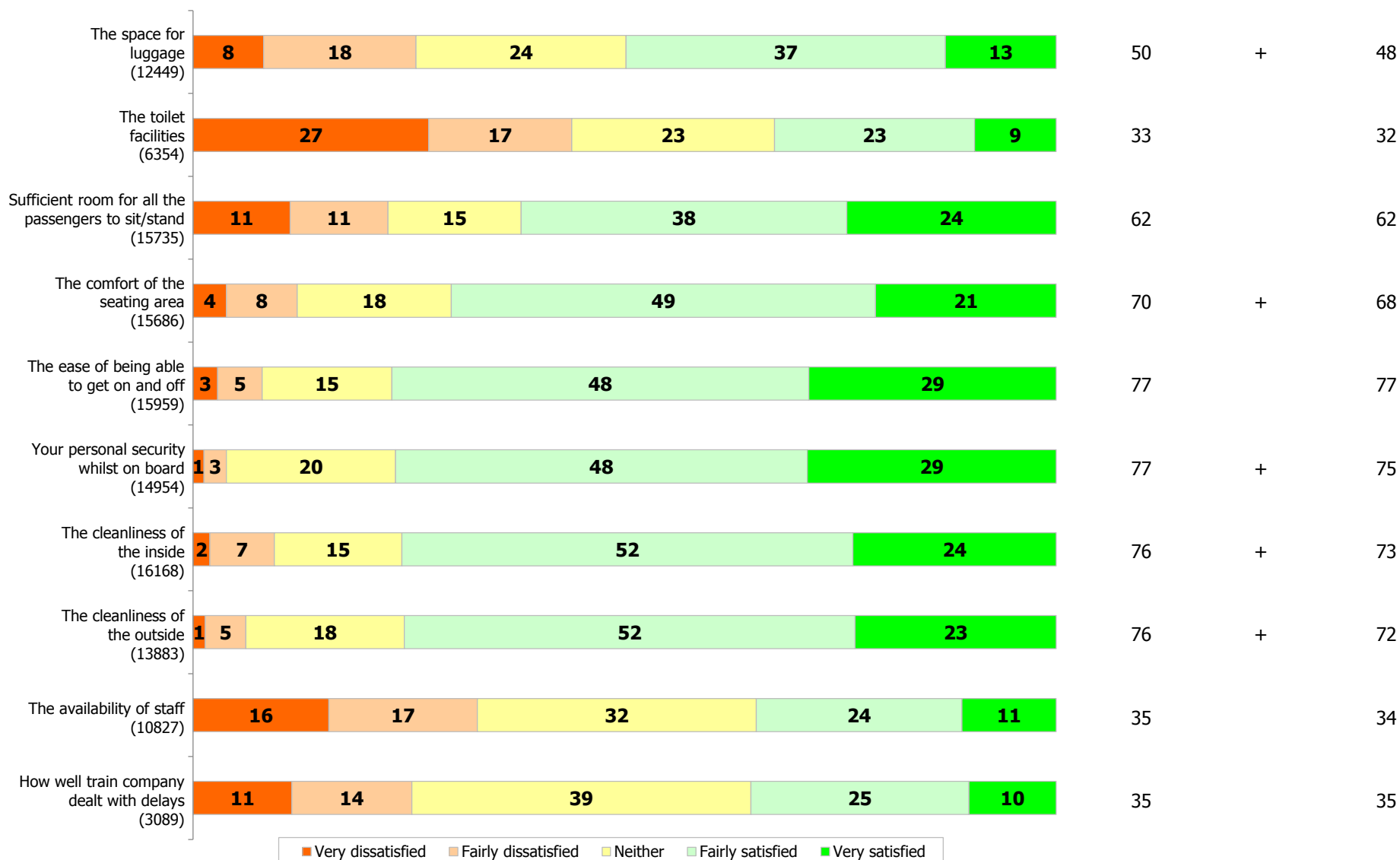


Satisfaction results for London and South East

% satisfied/good

Autumn 2015

Autumn 2014



Chiltern Railways versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	91	82	112%
STATION FACILITIES			
Overall satisfaction with the station	88	79	111%
Ticket buying facilities	80	73	109%
Provision of information about train times/platforms	85	81	105%
The upkeep/repair of the station buildings/platforms	83	71	117%
Cleanliness	87	76	114%
The facilities and services	72	54	133%
The attitudes and helpfulness of the staff	81	74	110%
Connections with other forms of public transport	79	76	104%
Facilities for car parking	72	47	152%
Overall environment	85	70	121%
Your personal security whilst using the station	80	72	112%
The availability of staff	64	63	101%
The provision of shelter facilities	81	68	119%
Availability of seating	55	45	122%
How request to station staff was handled	87	85	102%
The choice of shops/eating/drinking facilities available	56	48	116%
TRAIN FACILITIES			
Overall satisfaction with the train	92	80	114%
The frequency of the trains on that route	85	75	112%
Punctuality/reliability (i.e. the train arriving/departing on time)	90	75	120%
The length of time the journey was scheduled to take (speed)	88	82	108%
Connections with other train services	79	75	105%
The value for money of the price of your ticket	52	43	121%
Cleanliness of the train	89	76	118%
Upkeep and repair of the train	89	75	118%
The provision of information during the journey	80	71	114%
The helpfulness and attitude of staff on train	59	56	105%
The space for luggage	57	50	115%
The toilet facilities	55	33	168%
Sufficient room for all passengers to sit/stand	71	62	114%
The comfort of the seating area	78	70	112%
The ease of being able to get on and off	89	77	115%
Your personal security on board	88	77	115%
The cleanliness of the inside	90	76	118%
The cleanliness of the outside	85	76	112%
The availability of staff	36	35	105%
How well train company deals with delays	54	35	154%

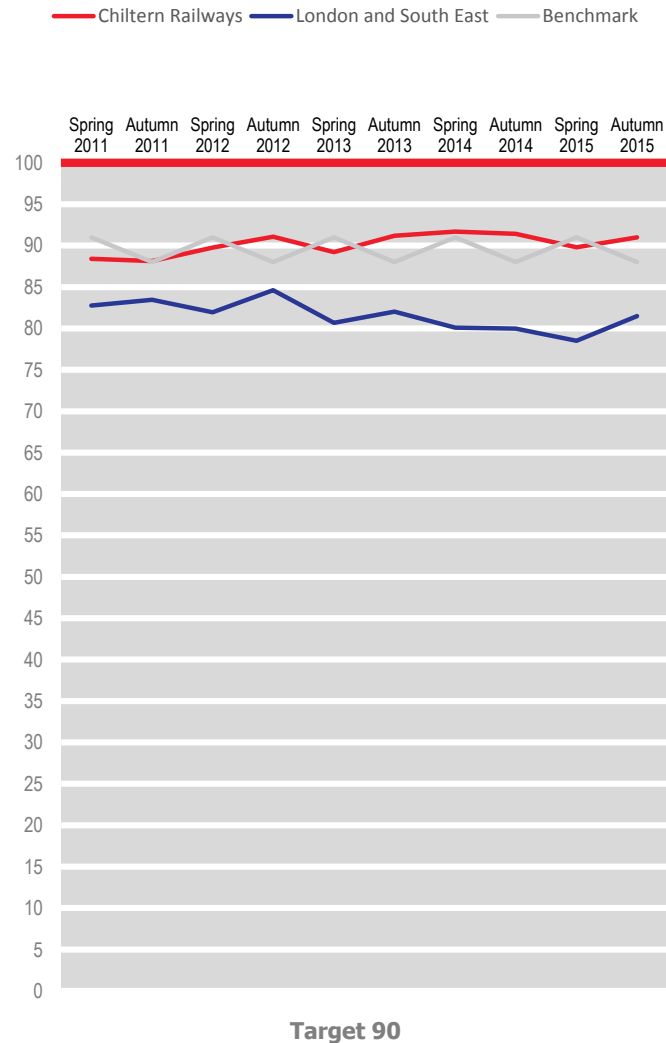
Building block/route data for Chiltern Railways

	North	South
Overall satisfaction with your journey	91	91
STATION FACILITIES		
Overall satisfaction with the station	81	90
Ticket buying facilities	78	81
Provision of information about train times/platforms	87	84
The upkeep/repair of the station buildings/platforms	78	85
Cleanliness	79	89
The facilities and services	67	74
The attitudes and helpfulness of the staff	76	83
Connections with other forms of public transport	75	80
Facilities for car parking	66	75
Overall environment	79	87
Your personal security whilst using the station	75	82
The availability of staff	62	65
The provision of shelter facilities	78	82
Availability of seating	59	53
How request to station staff was handled	88	87
The choice of shops/eating/drinking facilities available	41	60
TRAIN FACILITIES		
Overall satisfaction with the train	91	92
The frequency of the trains on that route	84	85
Punctuality/reliability (i.e. the train arriving/departing on time)	86	91
The length of time the journey was scheduled to take (speed)	87	89
Connections with other train services	80	79
The value for money of the price of your ticket	65	48
Cleanliness of the train	87	90
Upkeep and repair of the train	87	89
The provision of information during the journey	81	80
The helpfulness and attitude of staff on train	69	54
The space for luggage	57	57
The toilet facilities	57	54
Sufficient room for all passengers to sit/stand	79	68
The comfort of the seating area	86	76
The ease of being able to get on and off	88	89
Your personal security on board	88	88
The cleanliness of the inside	88	90
The cleanliness of the outside	82	86
The availability of staff	50	30
How well train company deals with delays	54	54

Percentage satisfaction with aspects of station where boarded

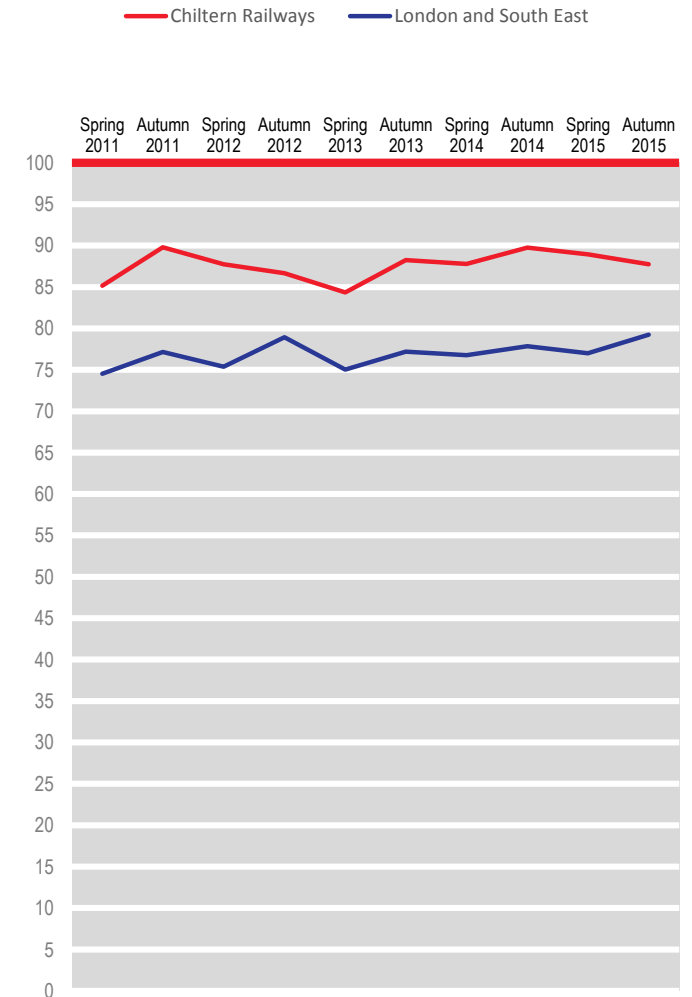
Overall satisfaction with your journey

(1062)
Percentage of passengers satisfied 2011 to 2015



Overall station satisfaction

(1049)
Percentage of passengers satisfied 2011 to 2015



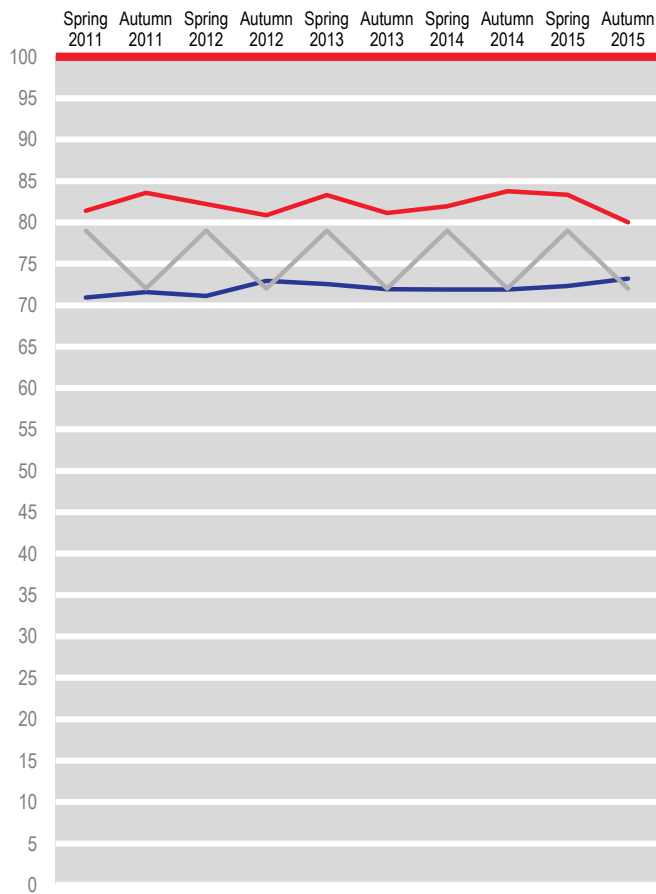
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(568)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



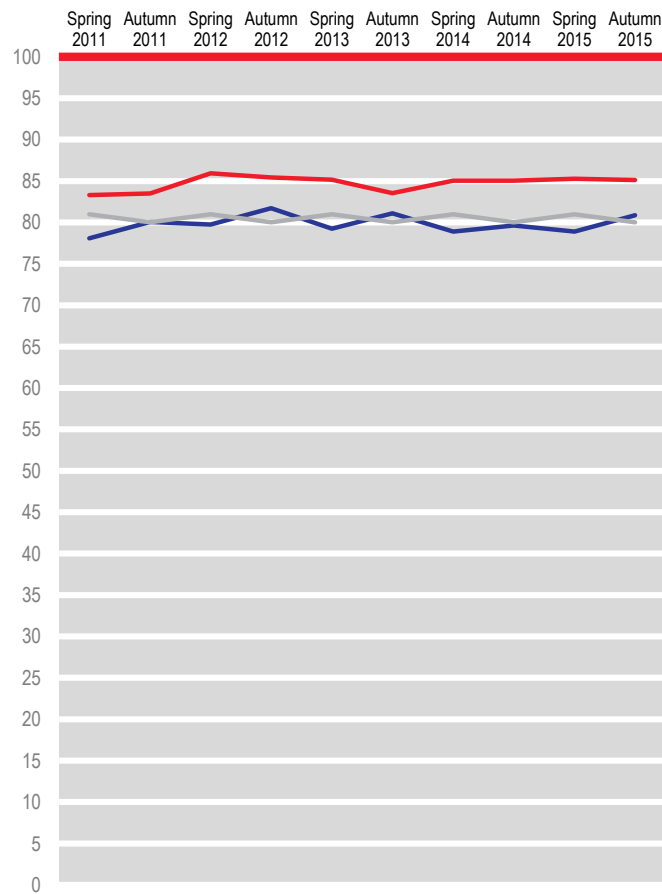
Target 78

Provision of information about train times/platforms

(1013)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



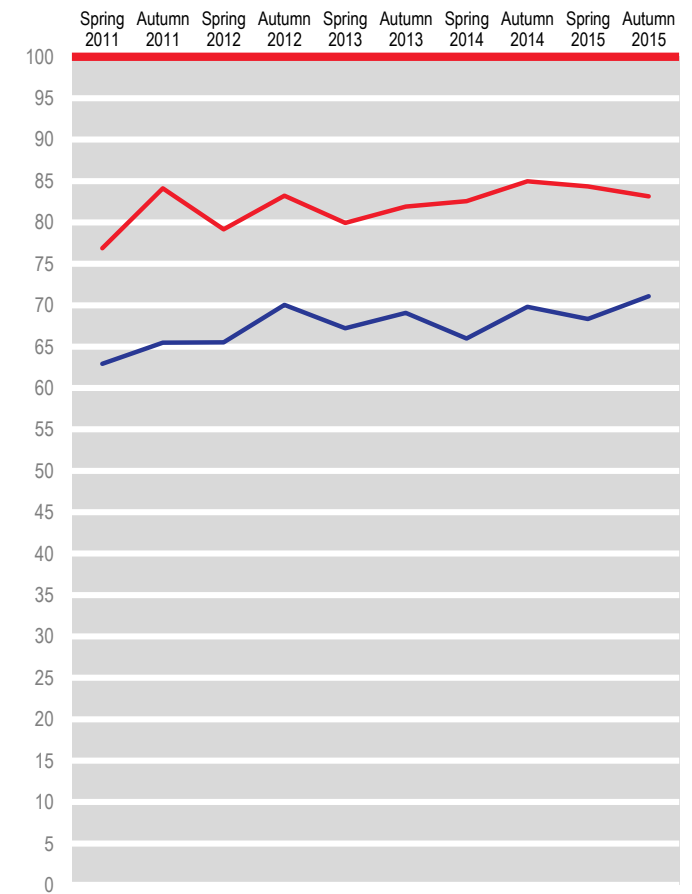
Target 82

The upkeep/repair of the station building/platforms

(1007)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East



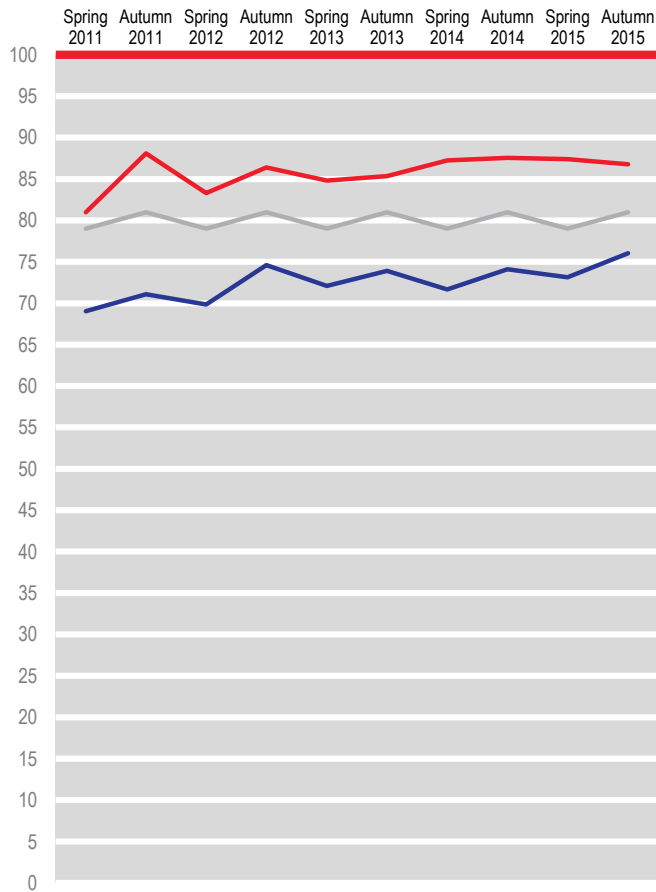
N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1014)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



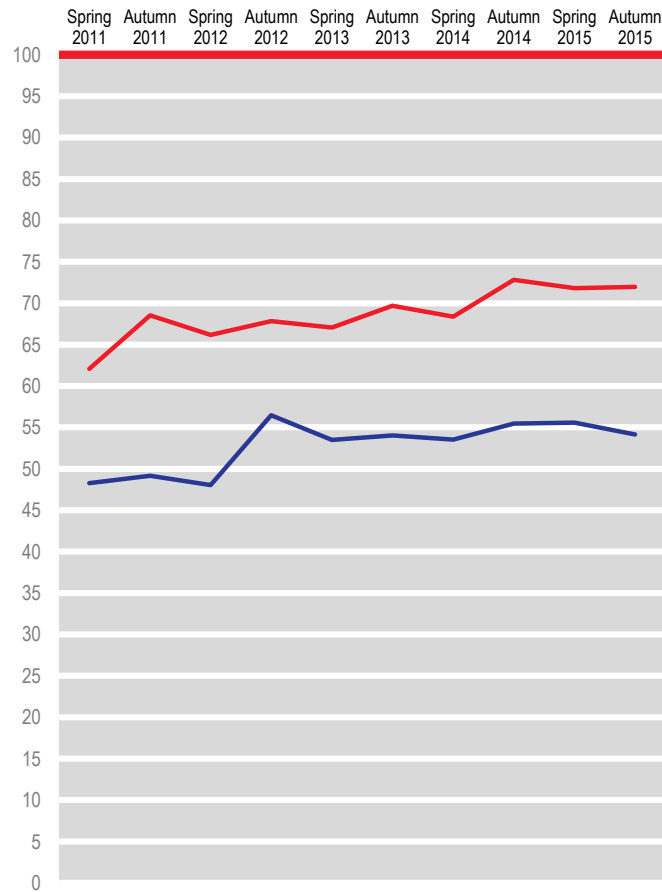
Target 82

The facilities and services at the station

(881)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

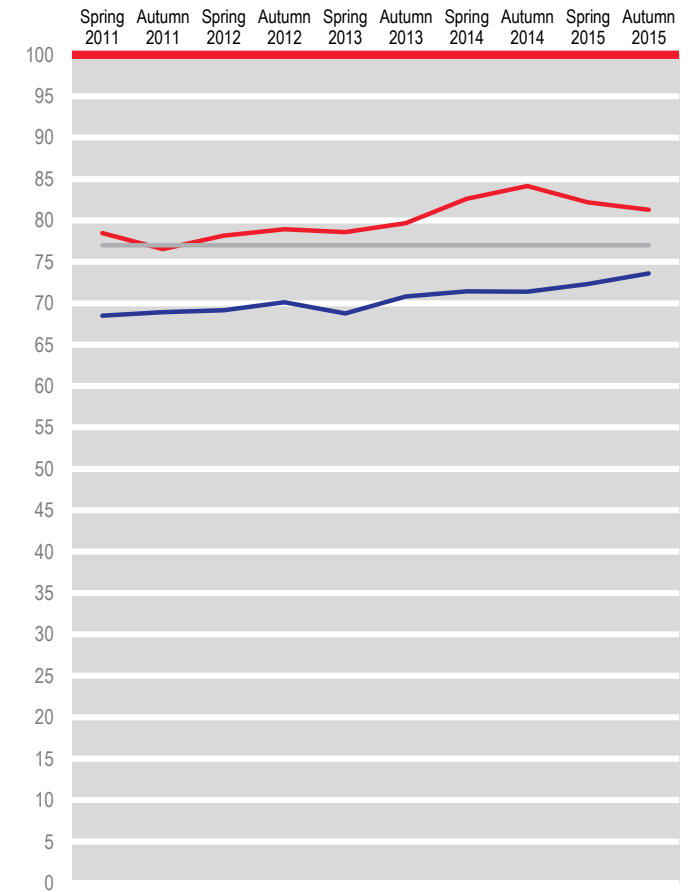


The attitudes and helpfulness of the staff at the station

(756)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



Target 79

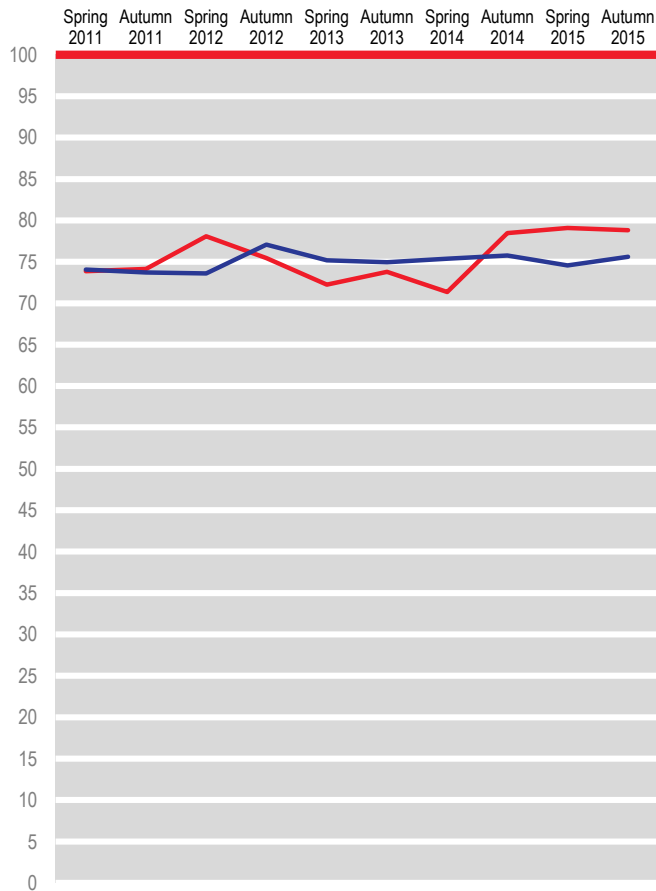
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(758)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

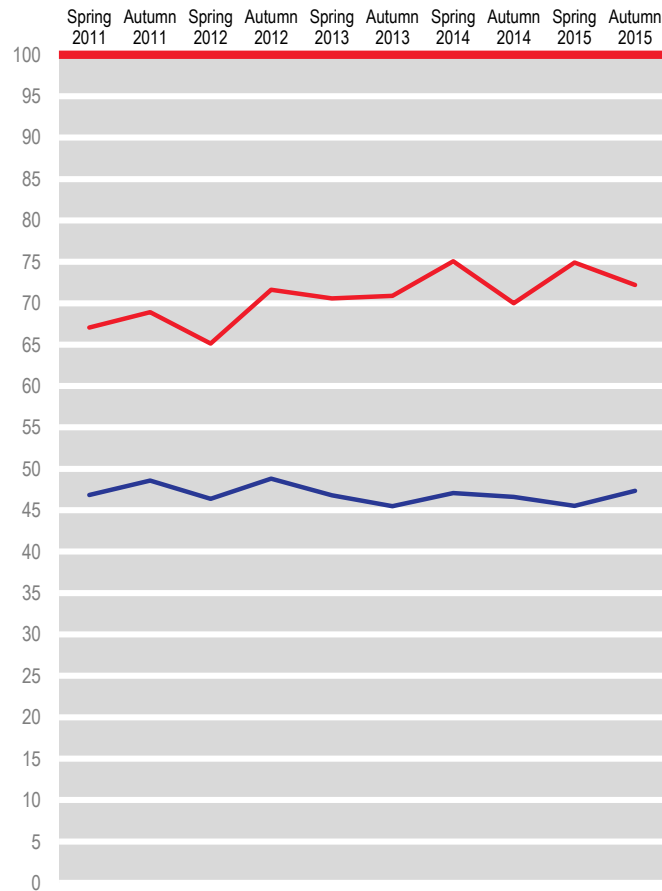


Facilities for car parking at the station

(426)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

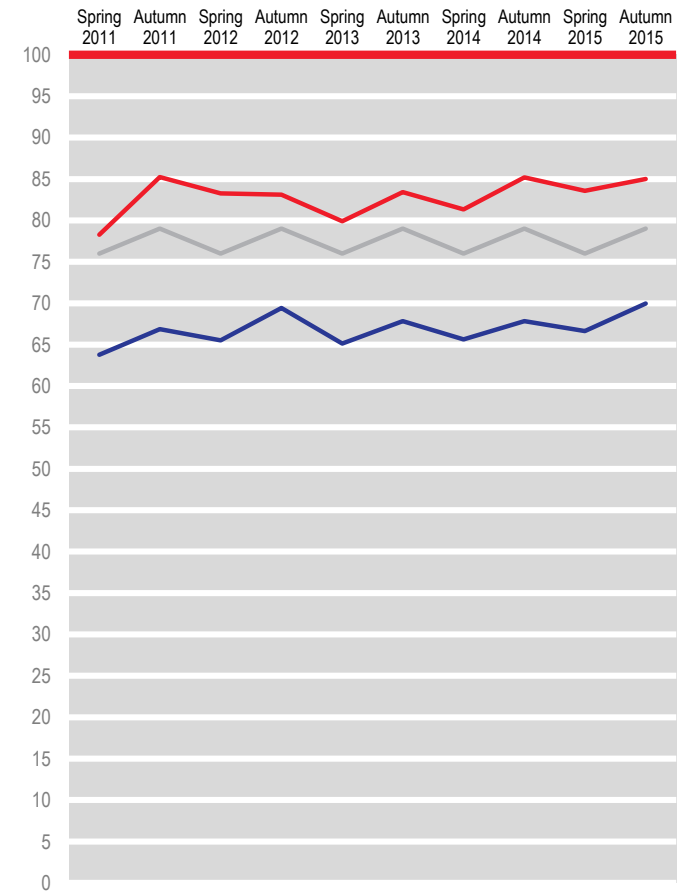


Overall station environment

(1019)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



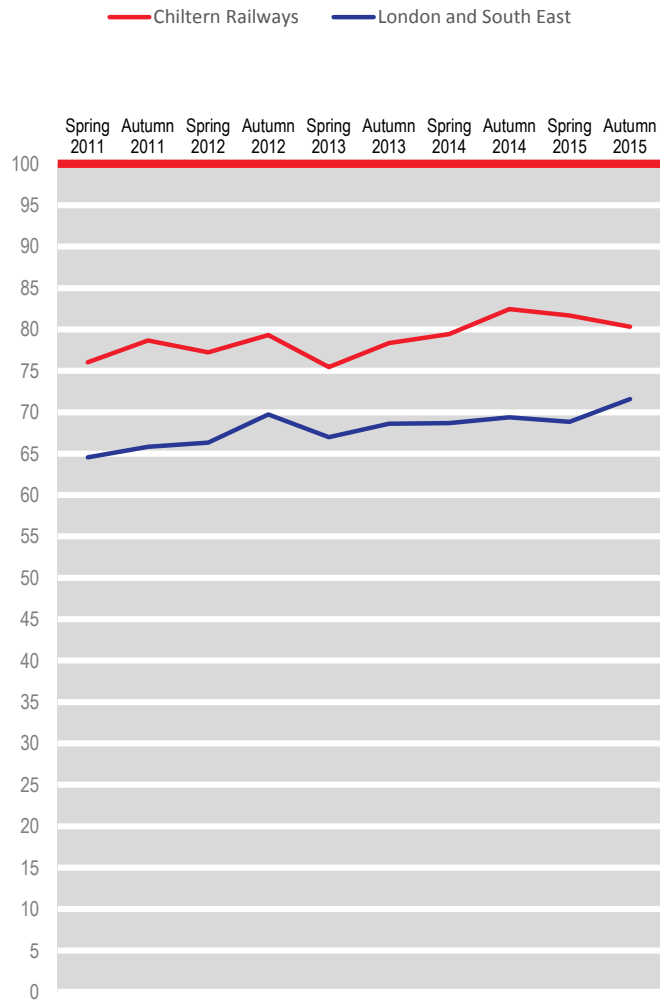
Target 80

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

Your personal security whilst using the station

(925)

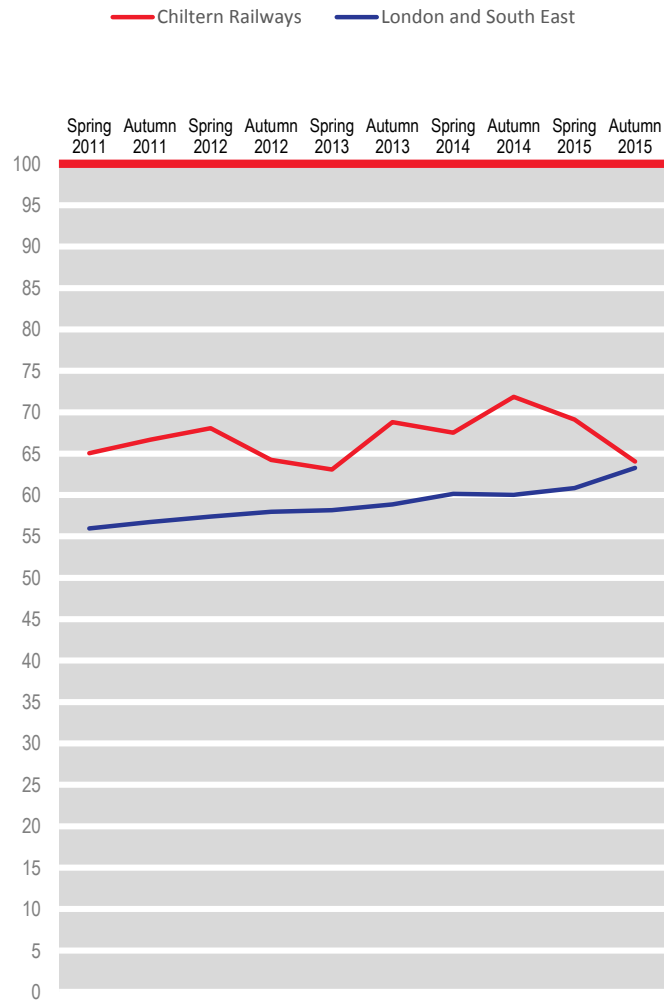
Percentage of passengers satisfied 2011 to 2015



The availability of staff at the station

(845)

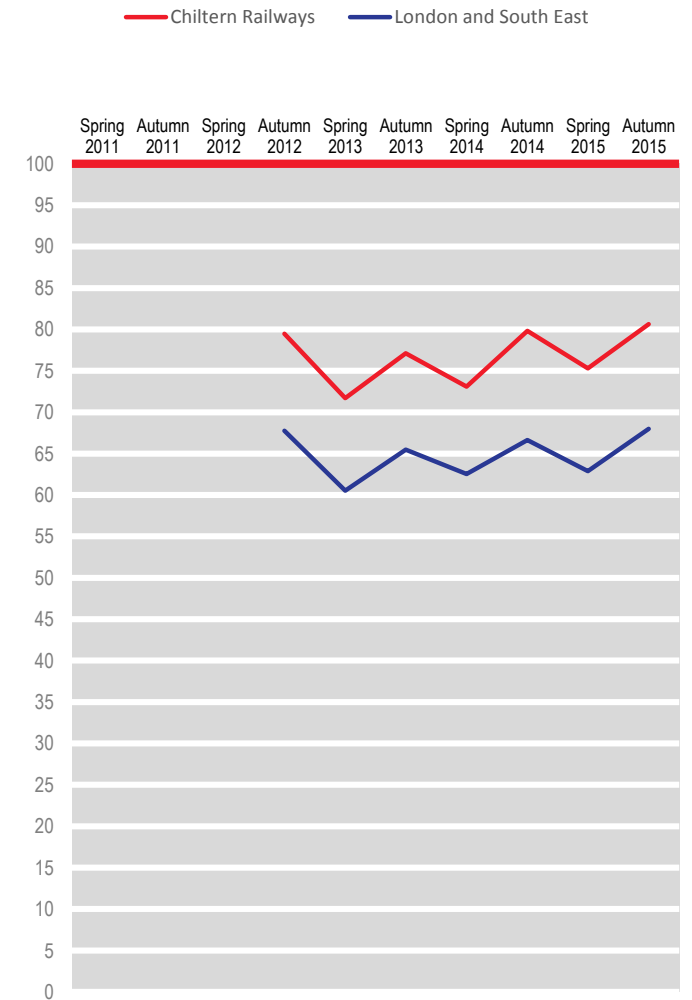
Percentage of passengers satisfied 2011 to 2015



The provision of shelter facilities

(856)

Percentage of passengers satisfied 2011 to 2015

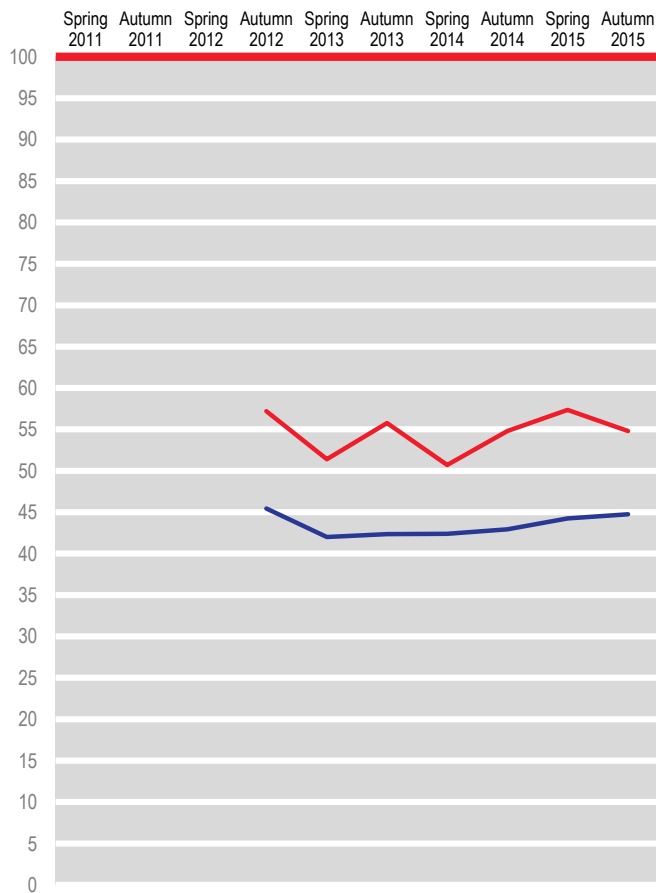


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(963)**

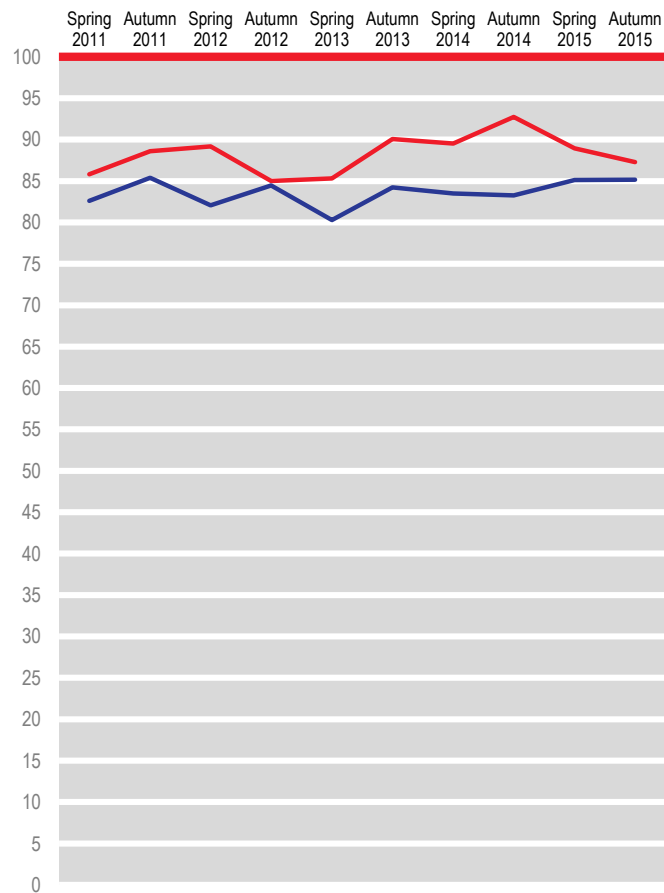
Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

**How request to station staff was handled****(163)**

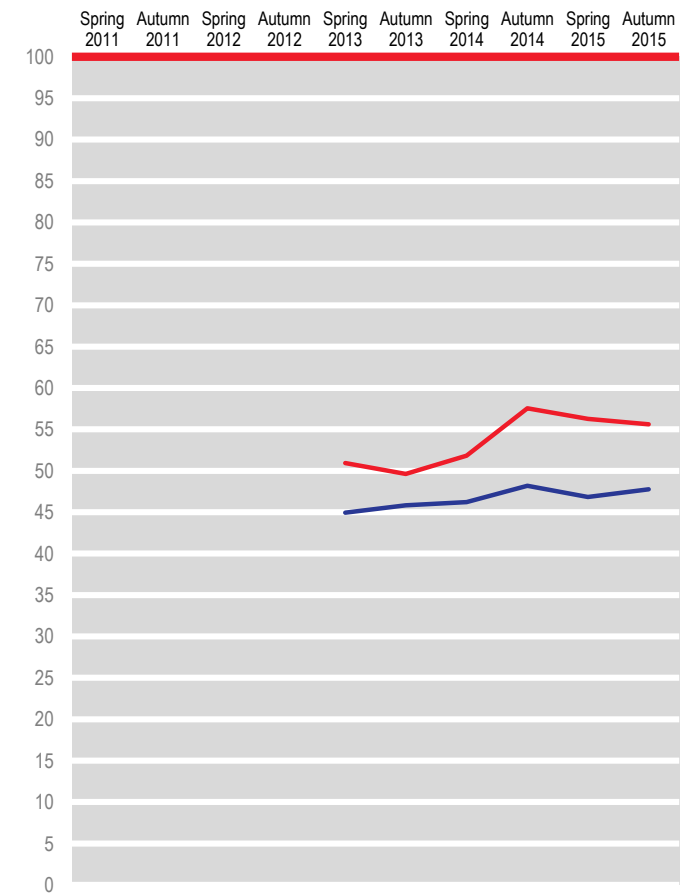
Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

**The choice of shops/eating/drinking facilities available****(871)**

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East



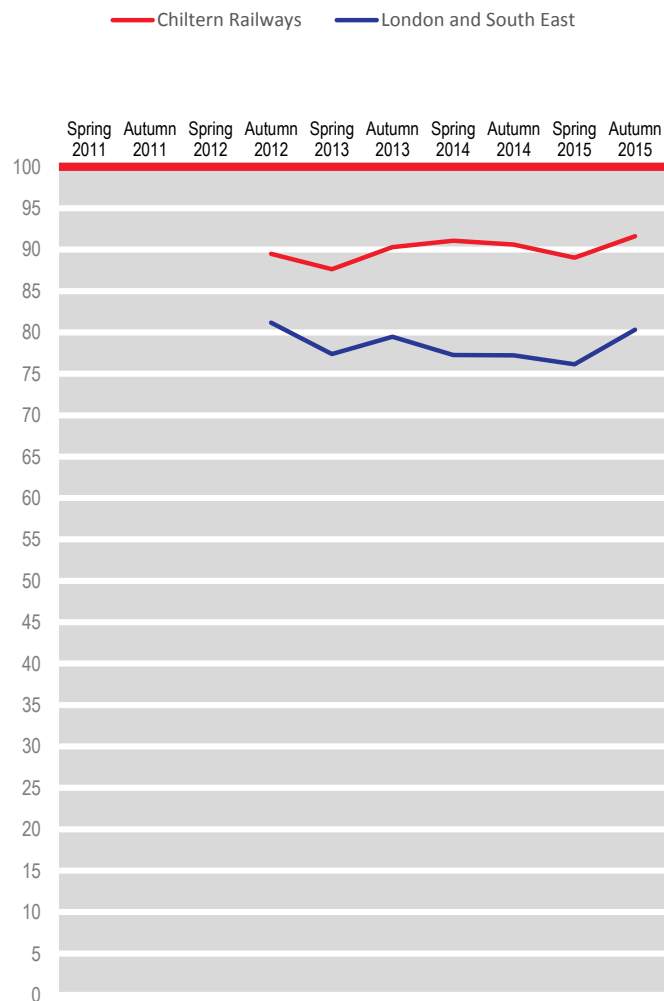
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1057)

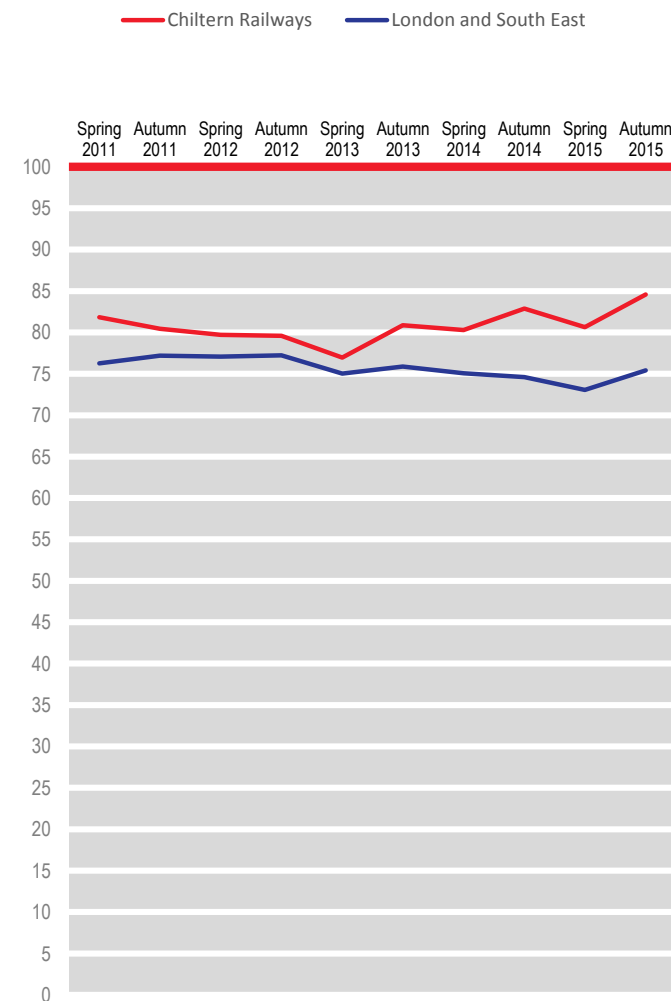
Percentage of passengers satisfied 2011 to 2015



The frequency of trains on that route

(1038)

Percentage of passengers satisfied 2011 to 2015



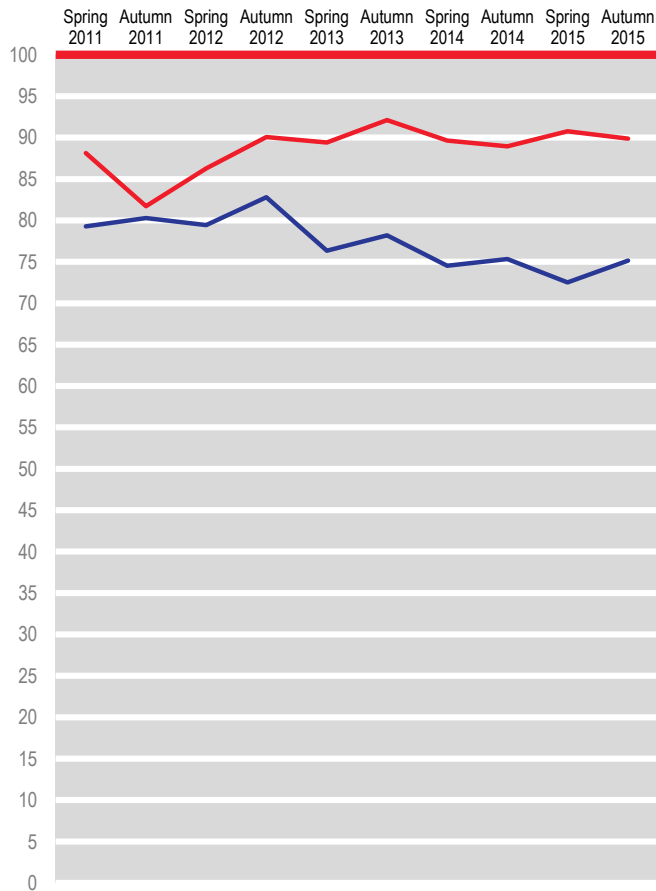
N.B. Benchmarks and targets are only shown for applicable factors

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

(1050)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

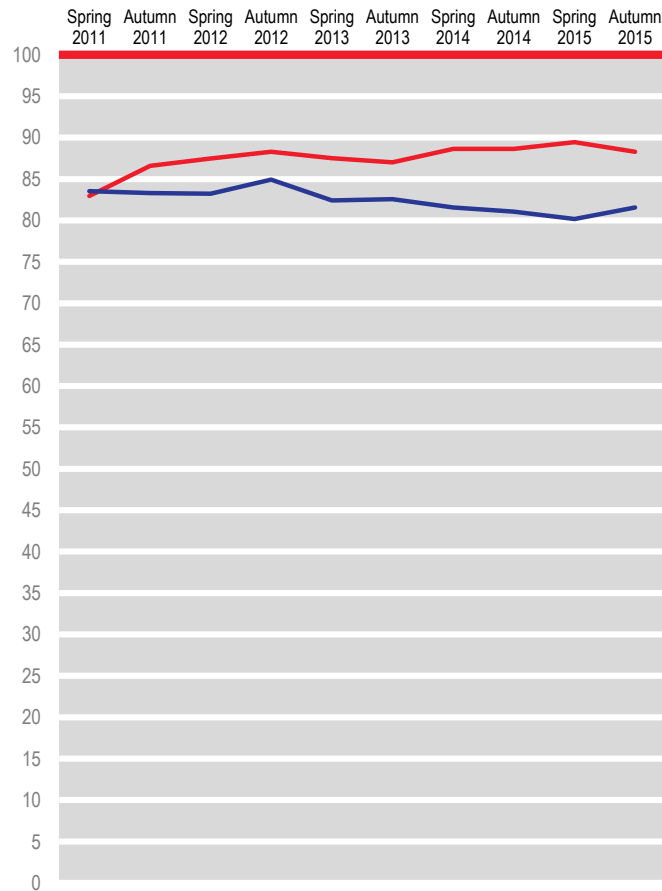


The length of time the journey was scheduled to take (speed)

(1041)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

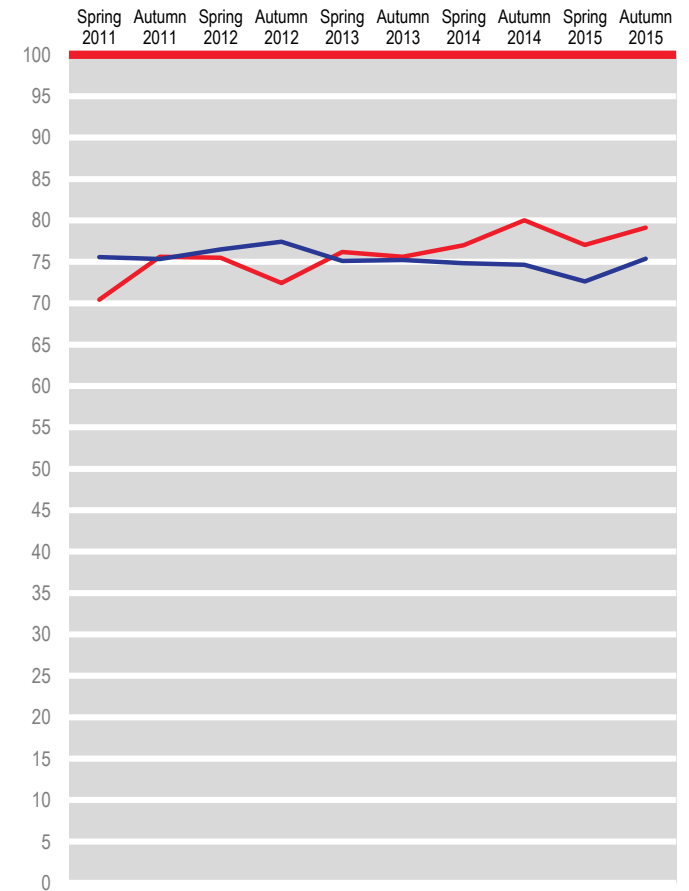


Connections with other train services

(527)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

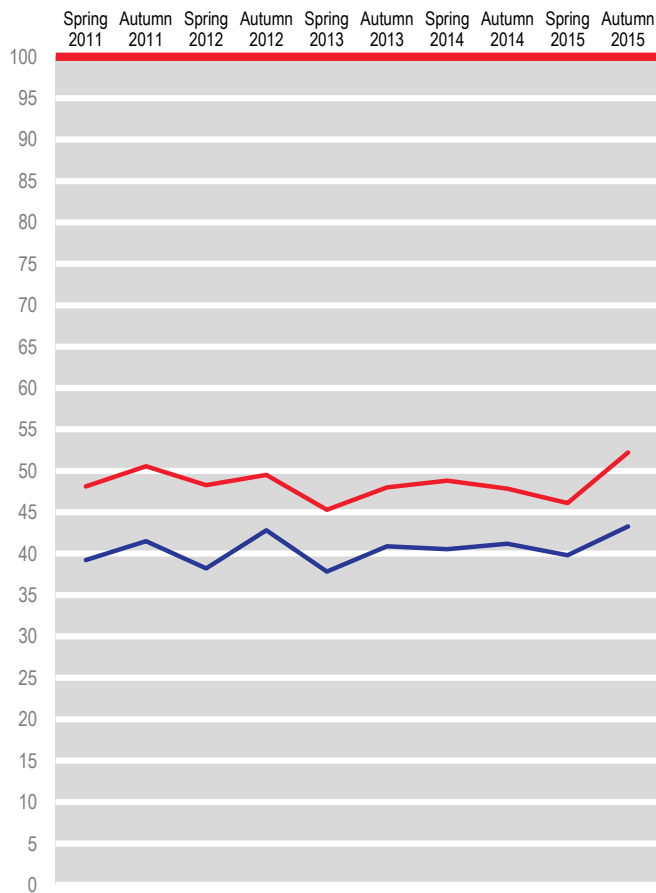


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket (1002)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

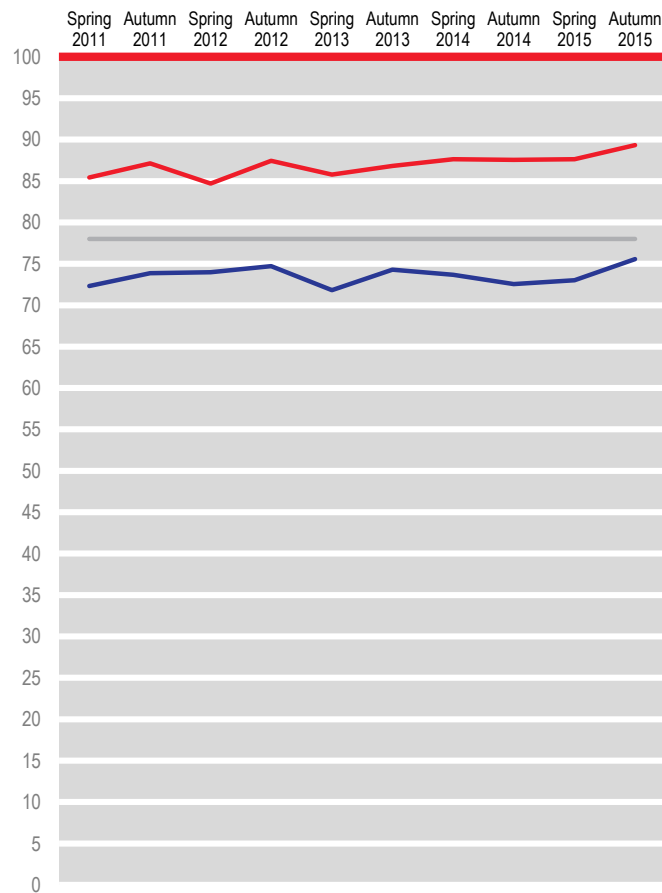


Cleanliness of the train

(1050)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



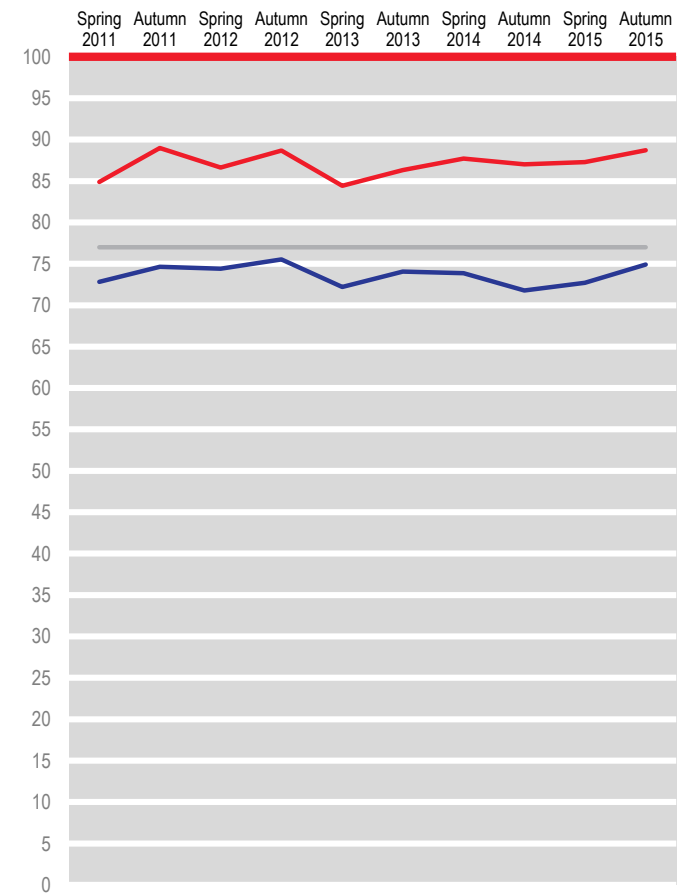
Target 80

Upkeep and repair of the train

(1023)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



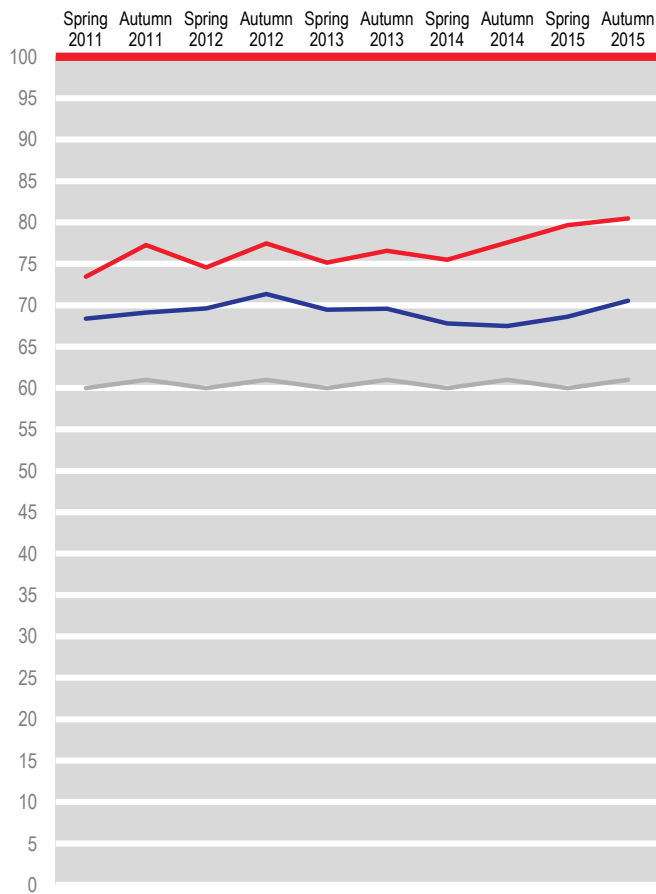
Target 79

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

The provision of information during the journey (928)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark

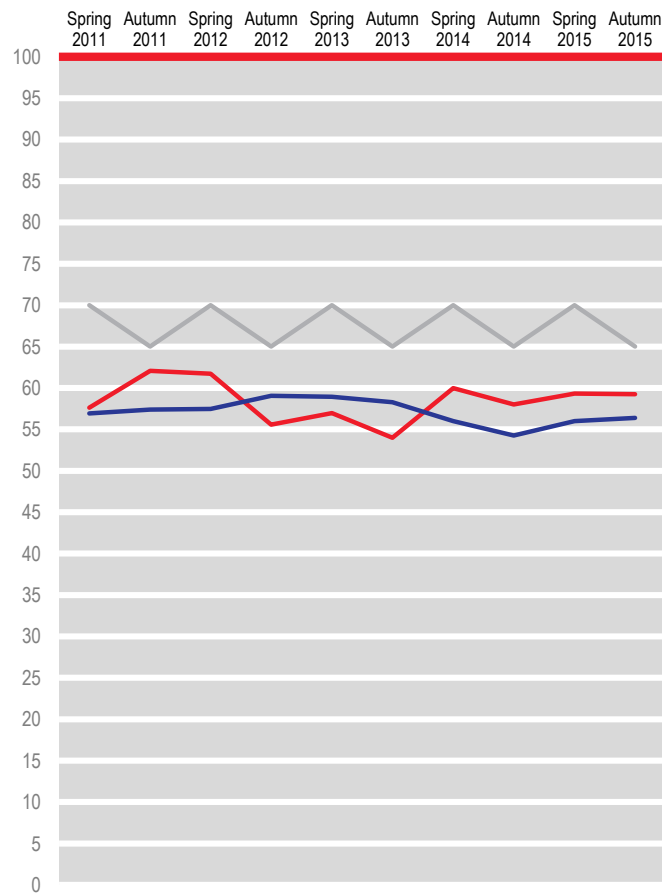


Target 65

The helpfulness and attitude of staff on the train (410)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



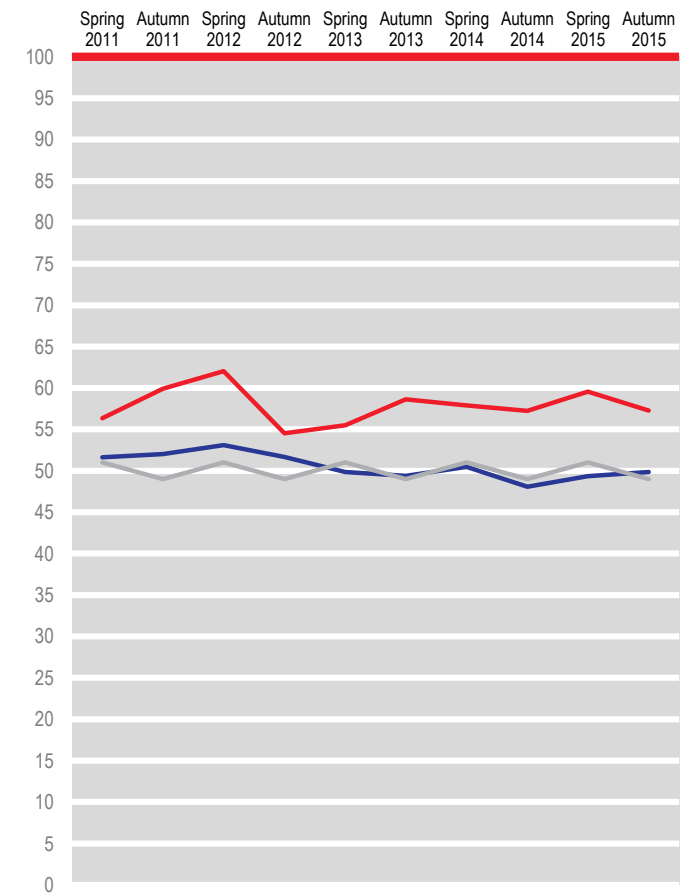
Target 71

The space for luggage (782)

(782)

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



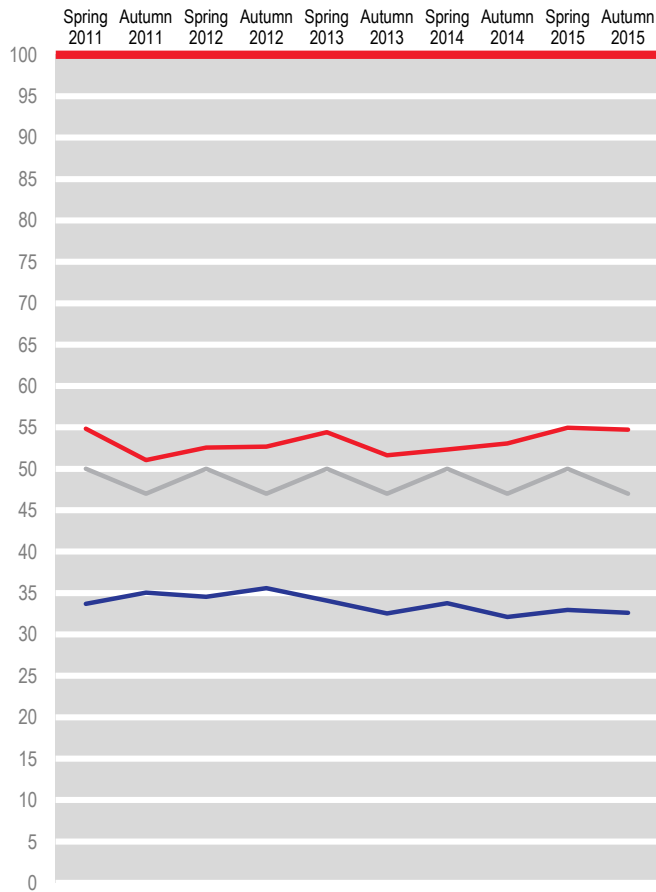
Target 56

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

Toilet facilities on the train**(388)**

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark

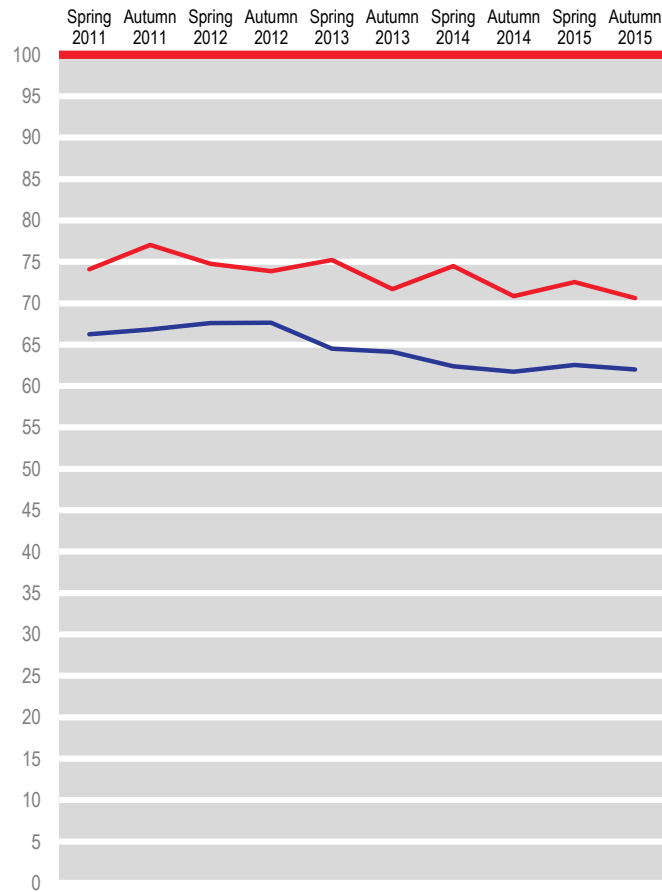


Target 54

Sufficient room for all the passengers to sit/stand**(1017)**

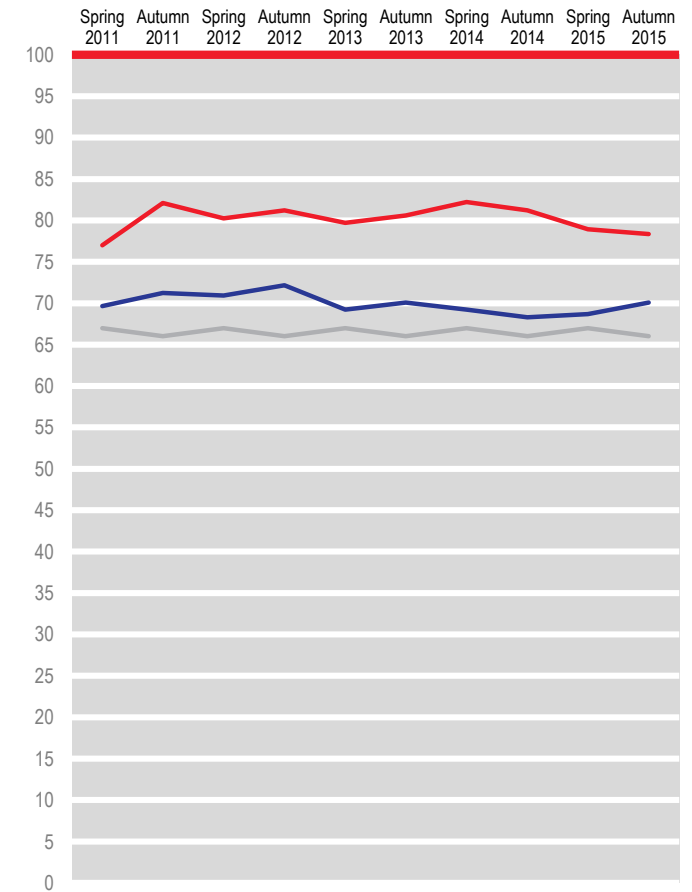
Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East

**The comfort of the seating area****(1025)**

Percentage of passengers satisfied 2011 to 2015

— Chiltern Railways — London and South East — Benchmark



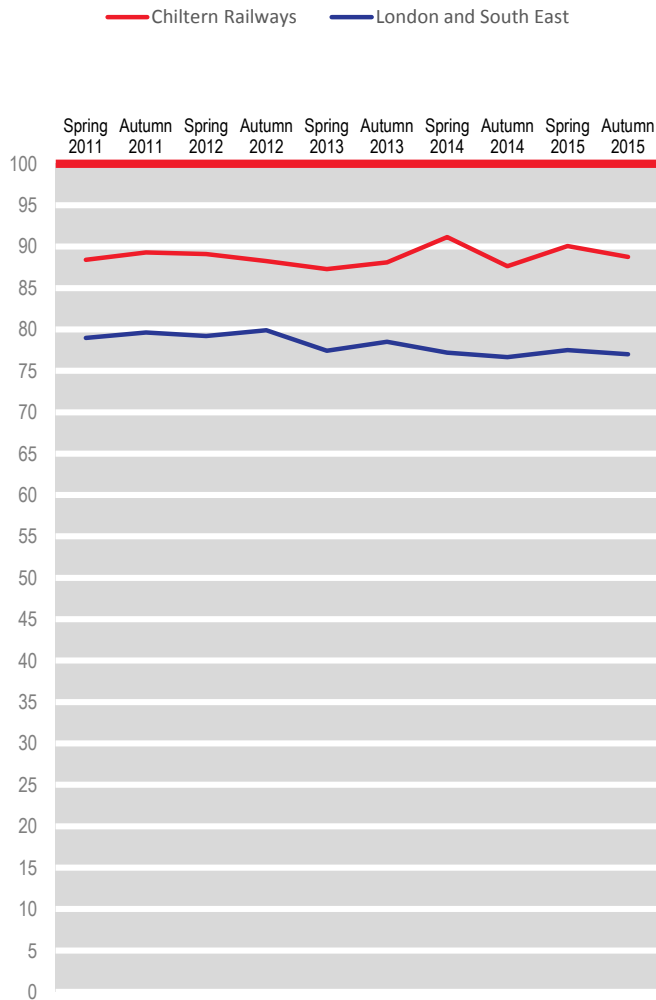
Target 71

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

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

(1040)

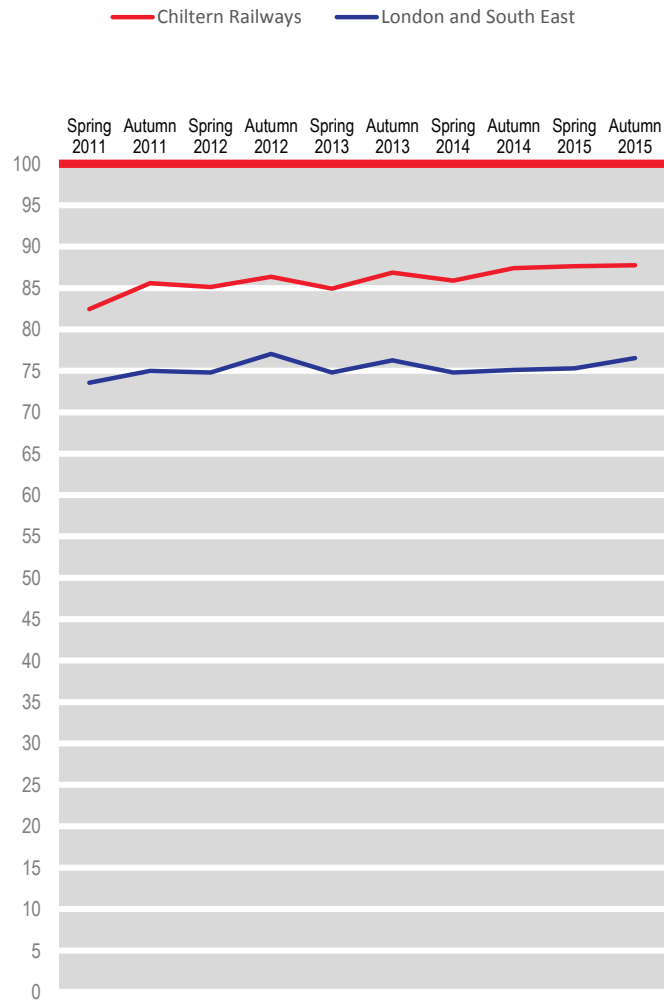
Percentage of passengers satisfied 2011 to 2015



Your personal security whilst on board

(983)

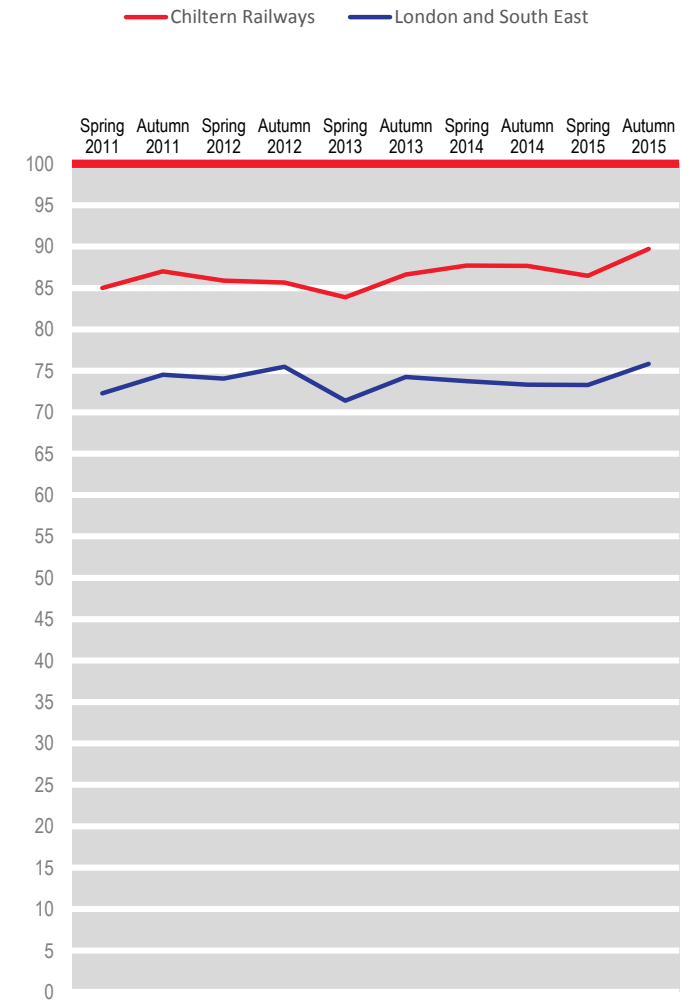
Percentage of passengers satisfied 2011 to 2015



The cleanliness of the inside of the train

(1047)

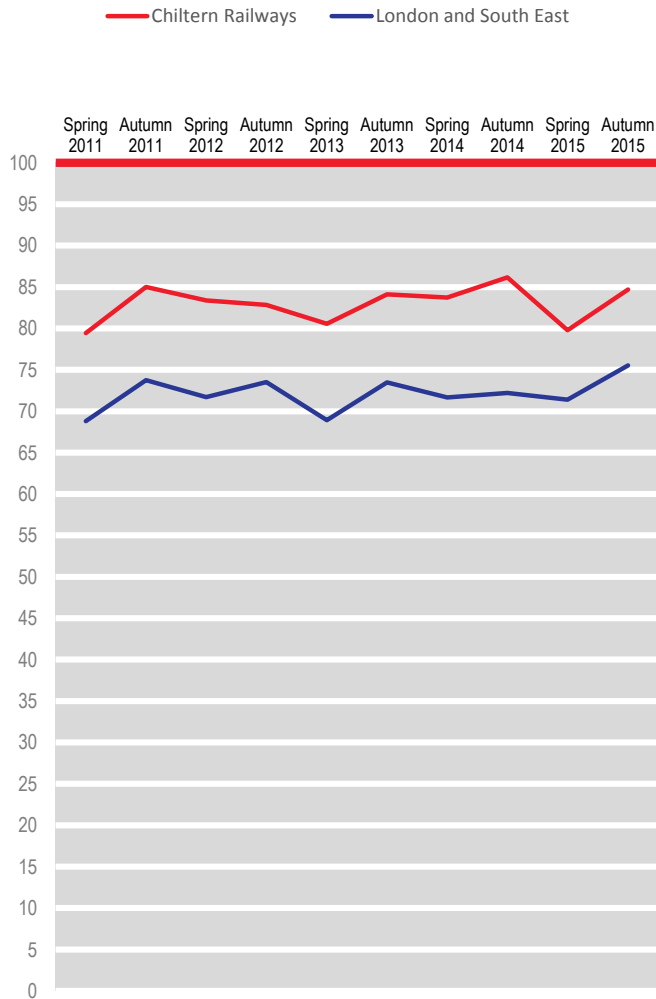
Percentage of passengers satisfied 2011 to 2015



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

The cleanliness of the outside of the train (891)

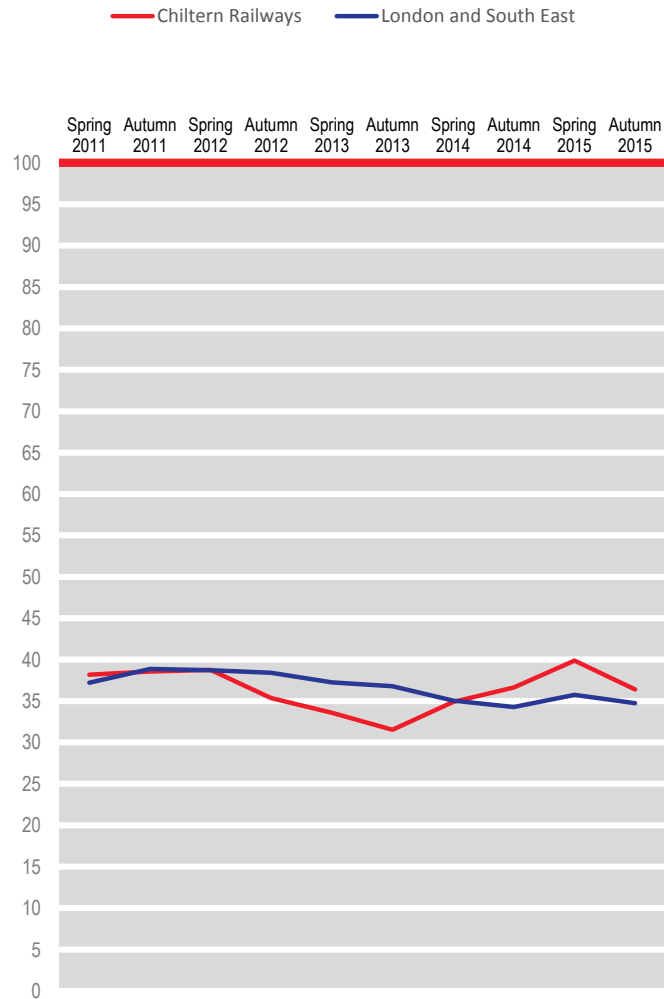
Percentage of passengers satisfied 2011 to 2015



The availability of staff on the train

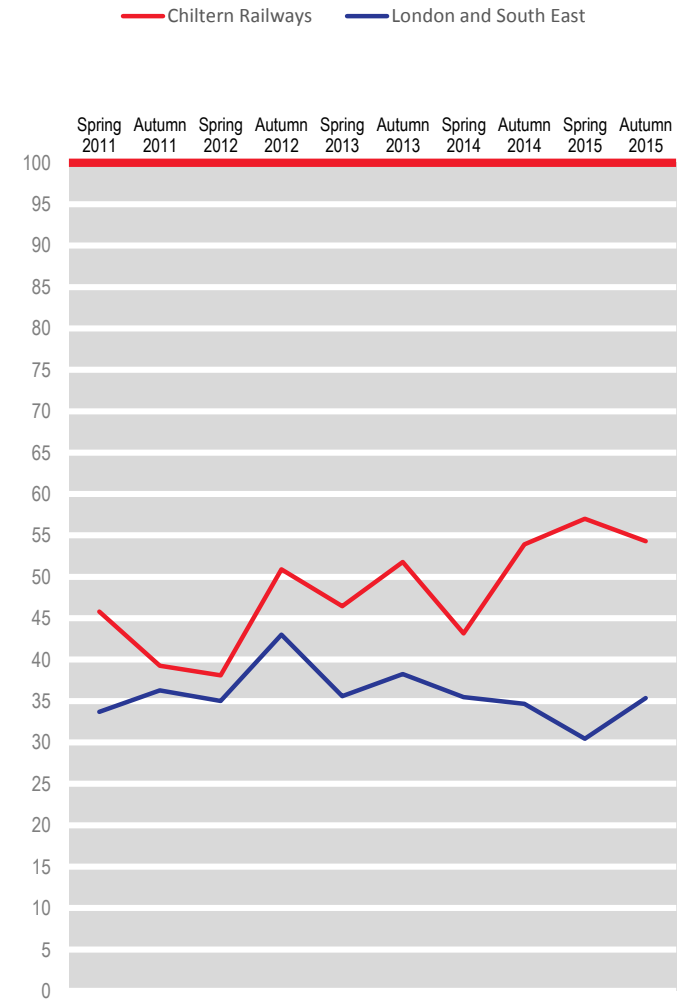
(575)

Percentage of passengers satisfied 2011 to 2015



How well train company dealt with delays (144)

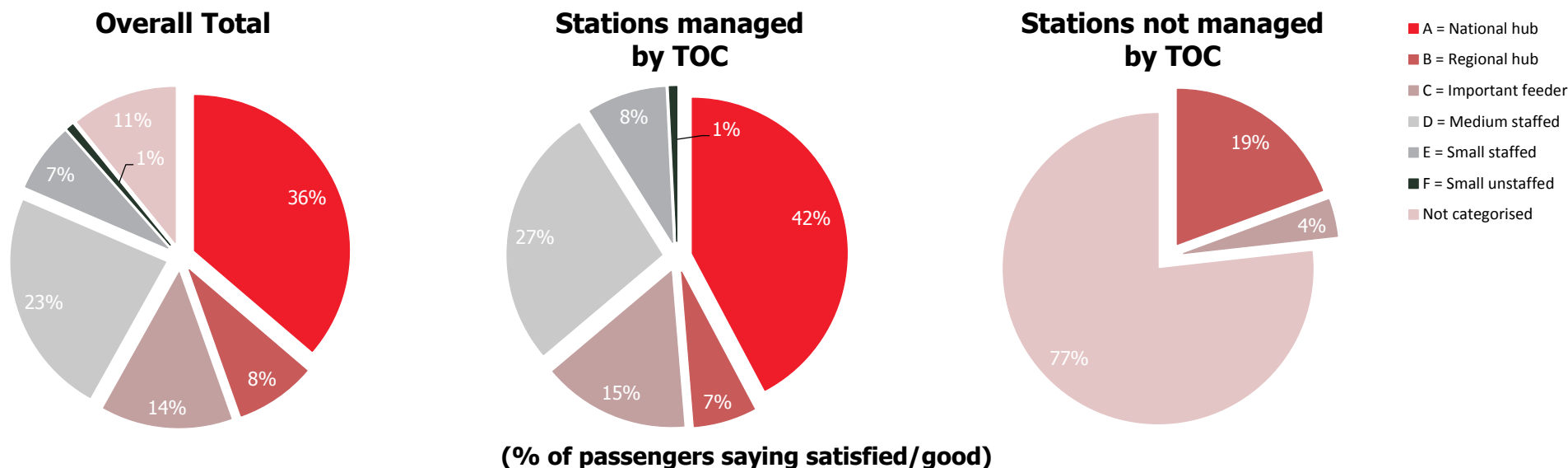
Percentage of passengers satisfied 2011 to 2015



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

Managed versus non-managed stations for Chiltern Railways

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



	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	89	+	79
Ticket buying facilities	82	+	64
Provision of information about train times/platforms	88	+	66
The upkeep/repair of the station buildings/platforms	85	+	71
Cleanliness	88	+	79
The facilities and services	75	+	53
The attitudes and helpfulness of the staff	81		83
Connections with other forms of public transport	79		77
Facilities for car parking	72		75
Overall environment	87	+	75
Your personal security whilst using the station	81		77
The availability of staff	65	+	56
The provision of shelter facilities	81		79
Availability of seating	54		59
How request to station staff was handled	87		90
The choice of shops/eating/drinking facilities available	59	+	32

Chiltern Railways

(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	87		89	93		92
STATION FACILITIES						
Overall satisfaction with the station	90		92	87		89
Ticket buying facilities	79		80	81		85
Provision of information about train times/platforms	85		84	85		86
The upkeep/repair of the station buildings/platforms	82		85	84		85
Cleanliness	87		91	87		86
The facilities and services	69		69	73		74
The attitudes and helpfulness of the staff	80		83	82		85
Connections with other forms of public transport	79		76	79		79
Facilities for car parking	75		69	71		70
Overall environment	85		86	85		85
Your personal security whilst using the station	82		82	80		83
The availability of staff	66	-	74	63	-	71
The provision of shelter facilities	78		77	82		81
Availability of seating	42		42	62		60
How request to station staff was handled	89		87	87		94
The choice of shops/eating/drinking facilities available	52		53	58		60
TRAIN FACILITIES						
Overall satisfaction with the train	86		89	94	+	91
The frequency of the trains on that route	81		80	86		84
Punctuality/reliability (i.e. the train arriving/departing on time)	87		88	91		89
The length of time the journey was scheduled to take (speed)	86		87	89		89
Connections with other train services	78		77	79		81
The value for money of the price of your ticket	34		37	61	+	52
Cleanliness of the train	87		88	91		87
Upkeep and repair of the train	86		86	90		87
The provision of information during the journey	77		74	82		79
The helpfulness and attitude of staff on train	57		52	60		60
The space for luggage	54		56	59		58
The toilet facilities	51		45	56		56
Sufficient room for all passengers to sit/stand	55		57	79		76
The comfort of the seating area	70		74	83		84
The ease of being able to get on and off	87		82	90		90
Your personal security on board	89		86	87		88
The cleanliness of the inside	88		90	91		87
The cleanliness of the outside	81	-	88	86		85
The availability of staff	32		34	39		37
How well train company deals with delays	49		46	60		58

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

Chiltern Railways

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	90		91	97		94
STATION FACILITIES						
Overall satisfaction with the station	86	-	90	94		89
Ticket buying facilities	77	-	83	91		89
Provision of information about train times/platforms	82		84	98	+	92
The upkeep/repair of the station buildings/platforms	83		84	84		89
Cleanliness	87		87	87		89
The facilities and services	71		70	79		86
The attitudes and helpfulness of the staff	81		83	83		91
Connections with other forms of public transport	79		77	77		83
Facilities for car parking	70		70	80		68
Overall environment	84		84	91		89
Your personal security whilst using the station	80		81	83		88
The availability of staff	65	-	71	60		75
The provision of shelter facilities	80		80	83		80
Availability of seating	53		54	64		57
How request to station staff was handled	90		92	78		95
The choice of shops/eating/drinking facilities available	54		56	64		66
TRAIN FACILITIES						
Overall satisfaction with the train	90		90	97		92
The frequency of the trains on that route	82		82	96	+	85
Punctuality/reliability (i.e. the train arriving/departing on time)	88		87	98		97
The length of time the journey was scheduled to take (speed)	88		89	90		87
Connections with other train services	79		79	80		85
The value for money of the price of your ticket	49		47	67		53
Cleanliness of the train	89		88	93		85
Upkeep and repair of the train	88		88	91		85
The provision of information during the journey	79		76	88		83
The helpfulness and attitude of staff on train	59		58	62		58
The space for luggage	56		58	62		53
The toilet facilities	55		52	55		59
Sufficient room for all passengers to sit/stand	68		70	84		75
The comfort of the seating area	77		81	83		84
The ease of being able to get on and off	88		87	90		93
Your personal security on board	88		86	85		91
The cleanliness of the inside	89		89	93	+	83
The cleanliness of the outside	84		87	89		82
The availability of staff	35		38	47		33
How well train company deals with delays	54		54	-		47

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

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
DELAY					
None	85	76			
Minor	12	19			
Major	1	3			
LENGTH OF DELAY					
5 minutes or less	52	42			
6-10 minutes	21	26			
11-20 minutes	13	15			
21-30 minutes	4	6			
31-60 minutes	3	4			
More than 1 hour	2	1			
Don't know/no answer	5	5			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	24	14	Very well	28	16
Fairly well	30	31	Fairly well	35	30
Neither well nor poorly	20	20	Neither well nor poorly	14	24
Fairly poorly	16	18	Fairly poorly	14	15
Very poorly	10	18	Very poorly	10	15
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	29	16	Very well	22	11
Fairly well	32	31	Fairly well	33	23
Neither well nor poorly	17	21	Neither well nor poorly	23	33
Fairly poorly	14	17	Fairly poorly	12	15
Very poorly	8	15	Very poorly	10	18
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	25	16	Very well	16	7
Fairly well	31	27	Fairly well	22	16
Neither well nor poorly	25	27	Neither well nor poorly	24	32
Fairly poorly	9	15	Fairly poorly	16	15
Very poorly	10	15	Very poorly	22	30

6 6.2 Passenger experience relating to disability

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	1	1			
Mobility	3	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	89	89			
No answer	1	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL			NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a lot	4	7	Yes	5	2
Yes, a little	43	43	No	95	98
Not at all	48	43			
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Very satisfied	38	34	Very satisfied	100	85
Fairly satisfied	25	34	Fairly satisfied	-	15
Neither satisfied nor dissatisfied	15	20	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	15	7	Fairly dissatisfied	-	-
Very dissatisfied	8	5	Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	37	30	Very satisfied	100	56
Fairly satisfied	39	36	Fairly satisfied	-	38
Neither satisfied nor dissatisfied	18	19	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	1	8	Fairly dissatisfied	-	7
Very dissatisfied	5	7	Very dissatisfied	-	-

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	48	43	White	89	85
Female	50	54	Mixed	2	2
			Asian or Asian British	4	4
			Black or Black British	2	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	1	2	Commuter	38	51
19-25	7	8	Business	25	15
26-34	12	14	Leisure	37	35
35-44	19	18			
45-54	23	23	REGULAR TRAVELLER		
55-59	12	10	Yes	62	68
60-64	9	9	No	38	32
65+	16	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	64	63	Weekday	82	86
Working Part Time	14	15	Weekend	18	14
Not Working	3	3			
Retired	14	13	TIME OF TRAVEL		
Full Time Student	3	4	Peak	33	21
			Off-peak	67	79
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	51	41	Yes asked for help	8	7
Middle Managerial	14	15	Yes asked for information	9	6
Junior Managerial/Clerical/Supervisory	7	12	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6	No	81	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2	DO YOU REGULARLY USE THE INTERNET		
Retired	13	12	Yes, at home	93	91
Unemployed/between jobs	1	1	Yes, at work	71	66
Housewife/house-husband	0	0	No	3	4
Other	4	5			

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	80	84	Better telephone enquiry/booking service	7	7
With other adults 16+	18	13	Better internet enquiry/booking service	23	22
With children aged 0-4	0	1	Better information facilities at stations	15	22
With children aged 5-10	1	1	Better route maps of the rail network	15	17
With children aged 11-15	1	1	Make timetables easier to read	18	22
			Better ticket buying facilities at station ticket offices	17	19
			Better ticket buying facilities at station ticket machines	17	18
			Better promotion when advanced tickets available	31	29
TRAVELLING WITH ...			Other	14	14
Heavy/bulky luggage/other large items	15	13	None of these	27	25
Pushchair	0	1			
Folding bicycle	1	1			
Non-folding bicycle	0	1			
Dog	0	0			
Wheelchair	-	0			
Helper	-	0			
Mobility scooter	-	0			
None apply	83	82			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	12	9			
Anytime day single/return	12	10			
Off-peak/super off-peak single/return	12	8			
Off-peak/super off-peak day single/return	9	7			
Advance	6	3			
Day travelcard	13	5			
Oyster pay as you go	11	16			
Weekly or monthly season ticket	9	17			
Annual season ticket	8	11			
Special promotion ticket	-	0			
Rail staff pass/privilege ticket/police	1	2			
Free travel pass (e.g. Freedom Pass)	2	7			
Other	2	4			
Don't know/no answer	2	2			

Station sample sizes for Chiltern Railways

Station	Unweighted
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London Marylebone	411
Amersham	86
Birmingham Moor Street	63
High Wycombe	57
Beaconsfield	51
Birmingham Snow Hill	44
Bicester North	43
Banbury	42
Leamington Spa	35
Warwick	32
Gerrards Cross	31
Warwick Parkway	26
Princes Risborough	24
Solihull	22
Harrow-On-The-Hill	17
Haddenham And Thame Parkway	16
Aylesbury	13
Wendover	13
Chalfont and Latimer	12
Great Missenden	12
Stratford-Upon-Avon	8
Chorleywood	6
Wembley Stadium	5
Rickmansworth	5

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

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

The following reports are produced each wave:

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

Sector definitions

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

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

* Part of the Govia Thameslink Railway franchise

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Midlands Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Hull Trains

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Gatwick Express*

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Great Northern*

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

Great Western Railway: Long distance

Journeys on long distance services

Great Western Railway: London Thames Valley

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

Great Western Railway: West

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

Heathrow Connect

All Heathrow Connect journeys

Heathrow Express

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston – Northampton services

London Midland: West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Highbury – Croydon/ Clapham

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

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

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

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

* Part of the Govia Thameslink Railway franchise

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Sussex Coast*

Journeys London – Sussex (and beyond)

Southern: Metro*

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: Longer distance

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

South West Trains: Metro

Journeys on routes that are mainly or wholly within London

South West Trains: Outer Suburban and Local

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

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

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

Thameslink: North*

Journeys starting from stations on the route between Farringdon and Bedford

Thameslink: South*

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

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

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

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

Virgin Trains East Coast: Non-London journeys

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

Virgin Trains East Coast: London - Yorkshire

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

Virgin Trains East Coast: London - Scotland - North East

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

* Part of the Govia Thameslink Railway franchise



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