



National Rail Passenger Survey

Virgin Trains 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.

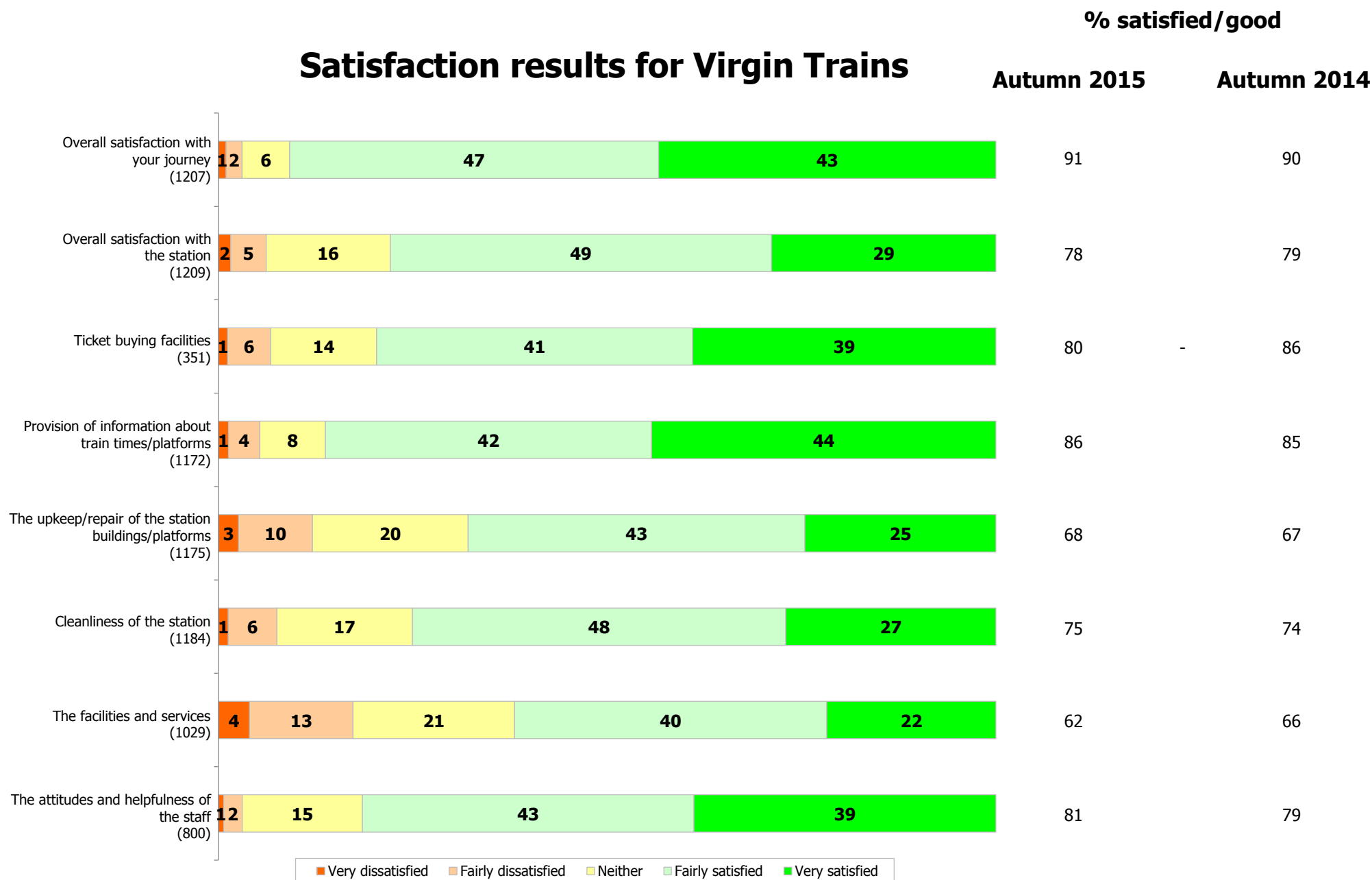
There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few stations that were closed for all of the fieldwork period.

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

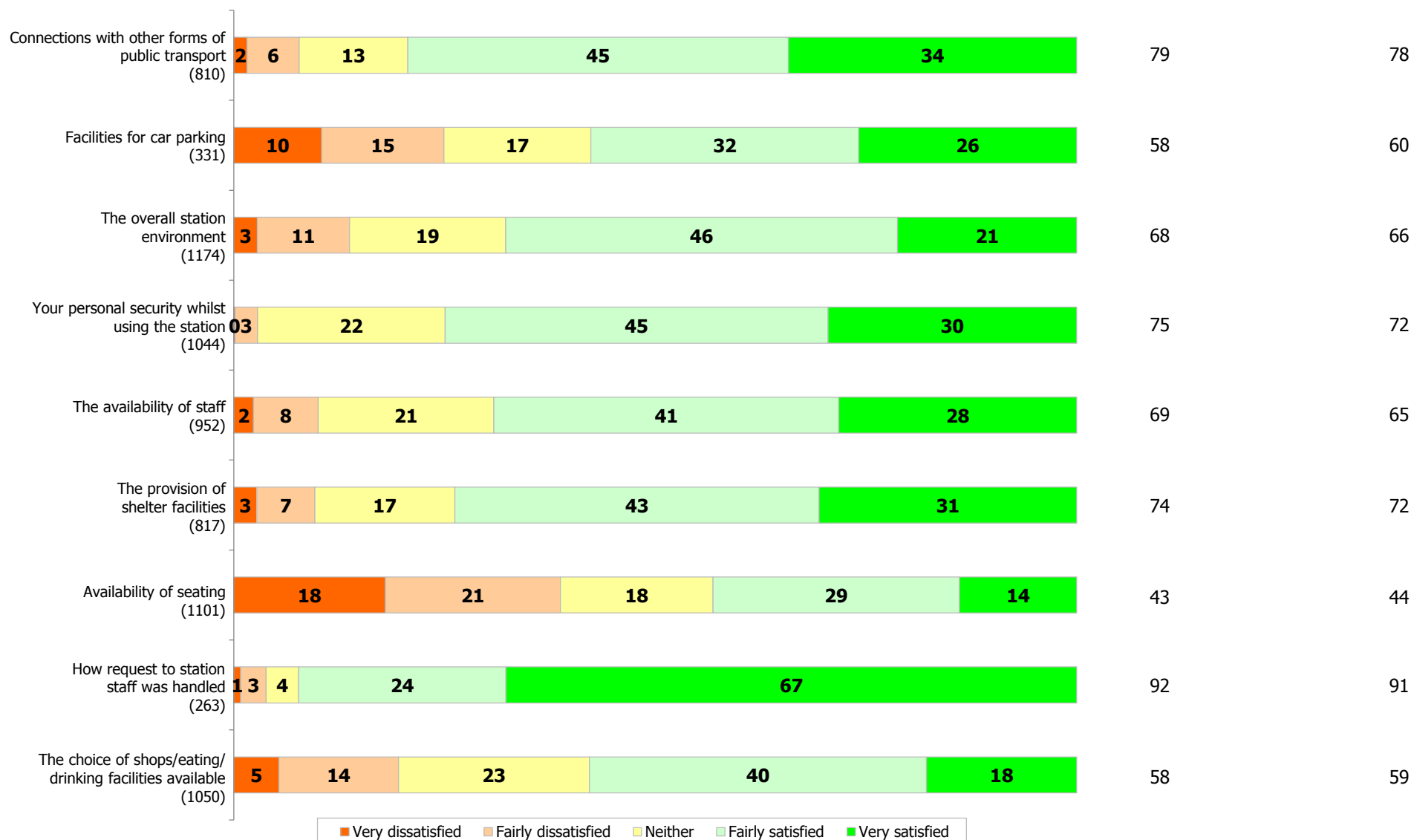


Satisfaction results for Virgin Trains

% satisfied/good

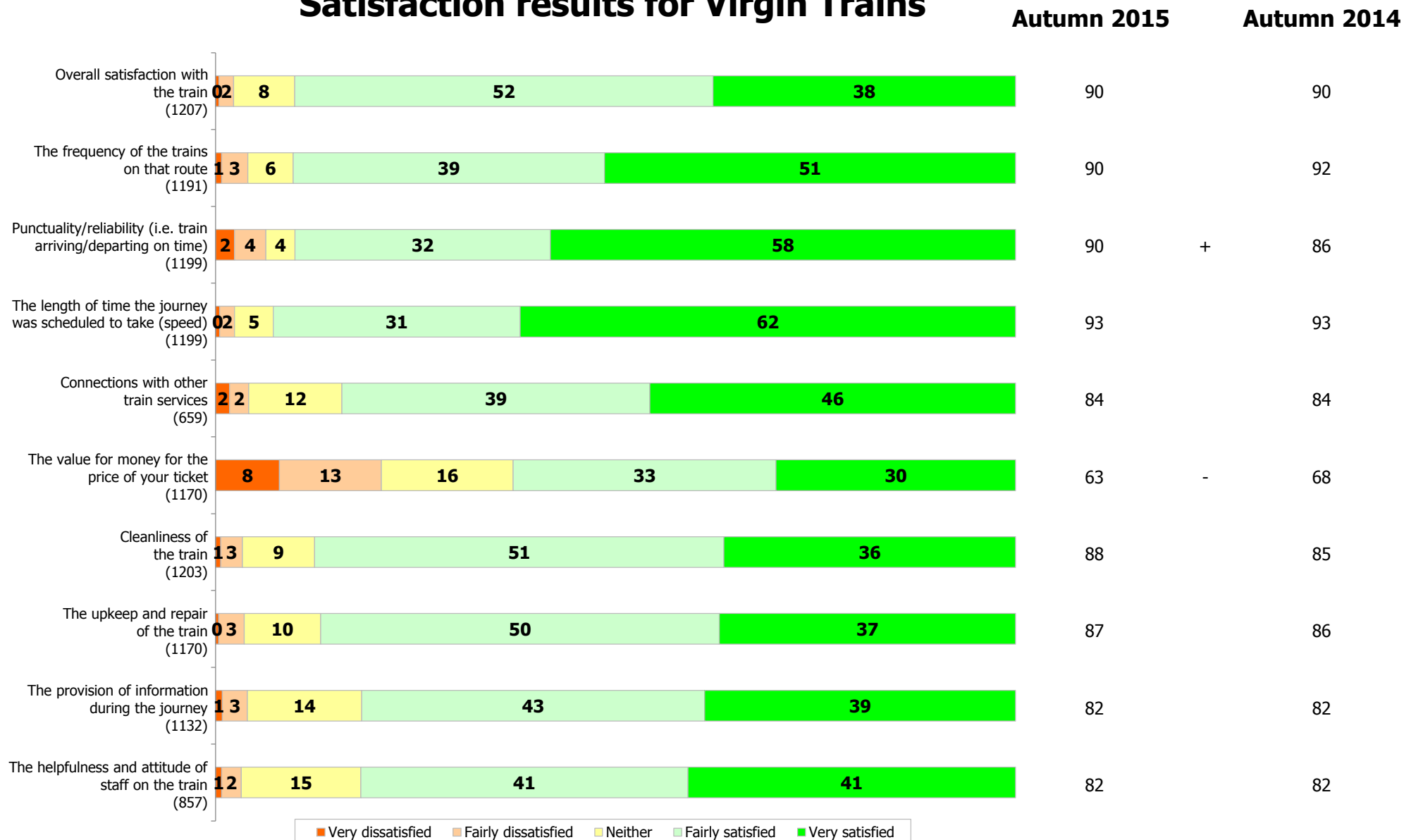
Autumn 2015

Autumn 2014



Satisfaction results for Virgin Trains

% satisfied/good

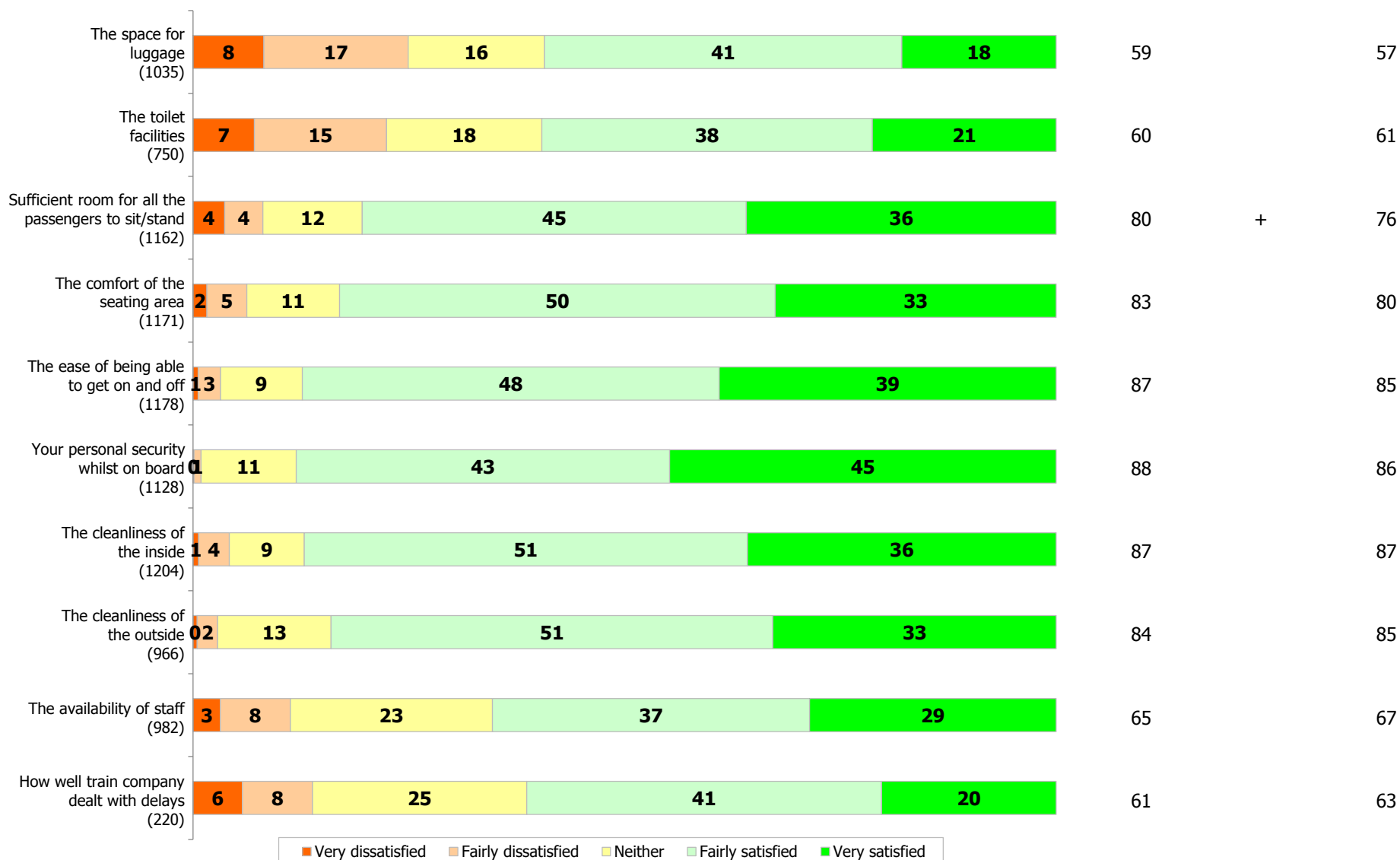


% satisfied/good

Satisfaction results for Virgin Trains

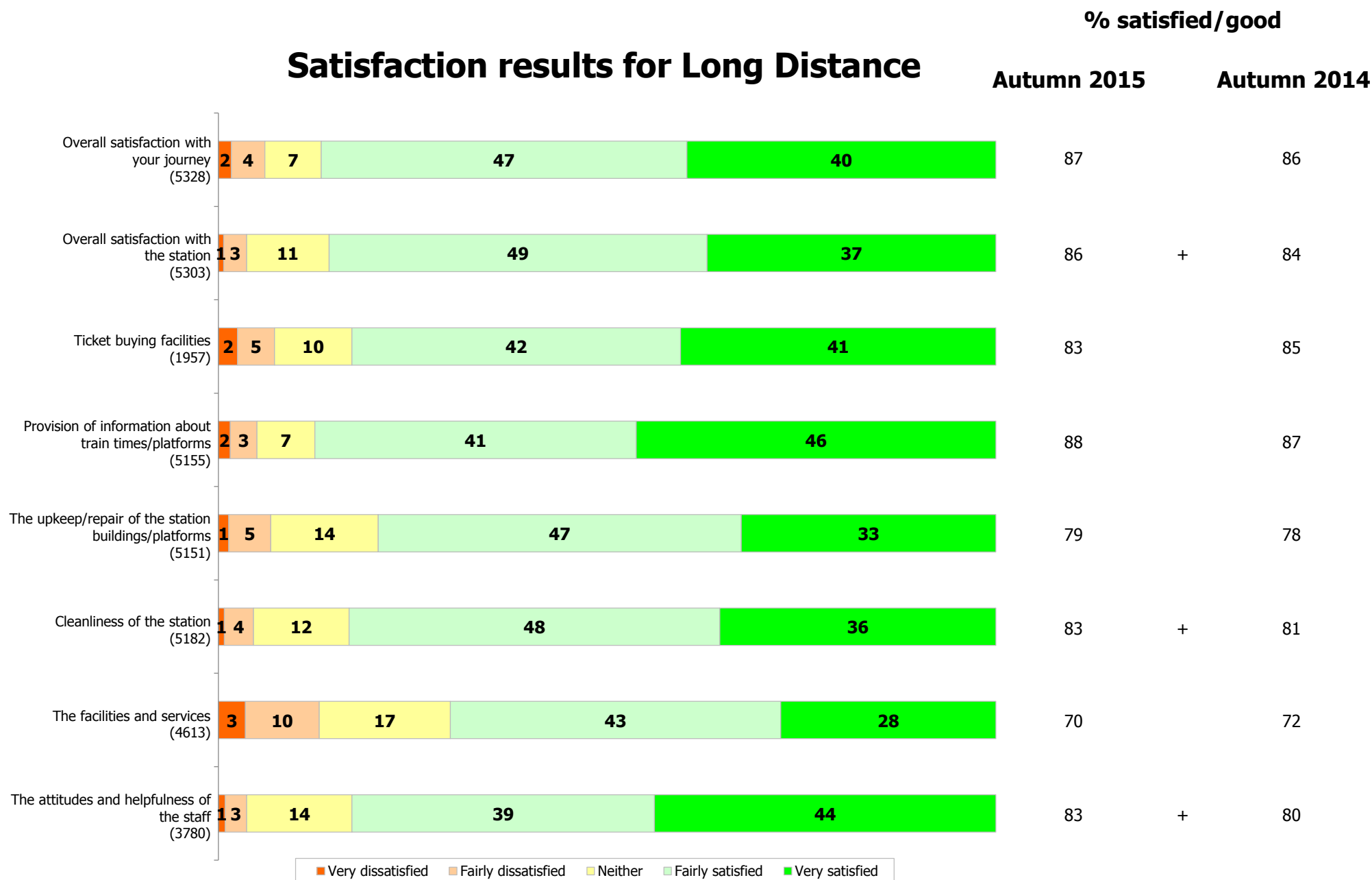
Autumn 2015

Autumn 2014



2 2.3 Overall satisfaction with your journey and station factors

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

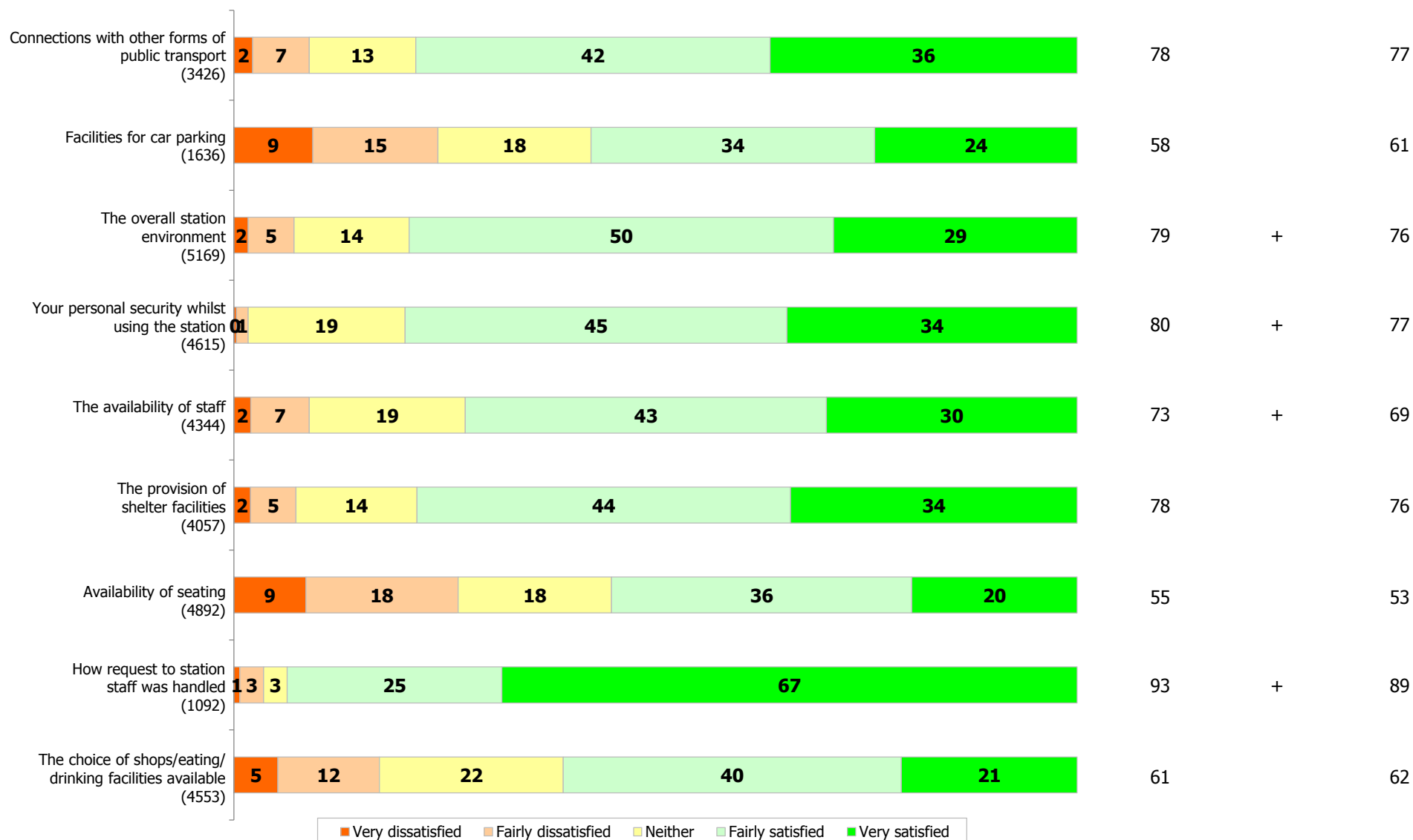


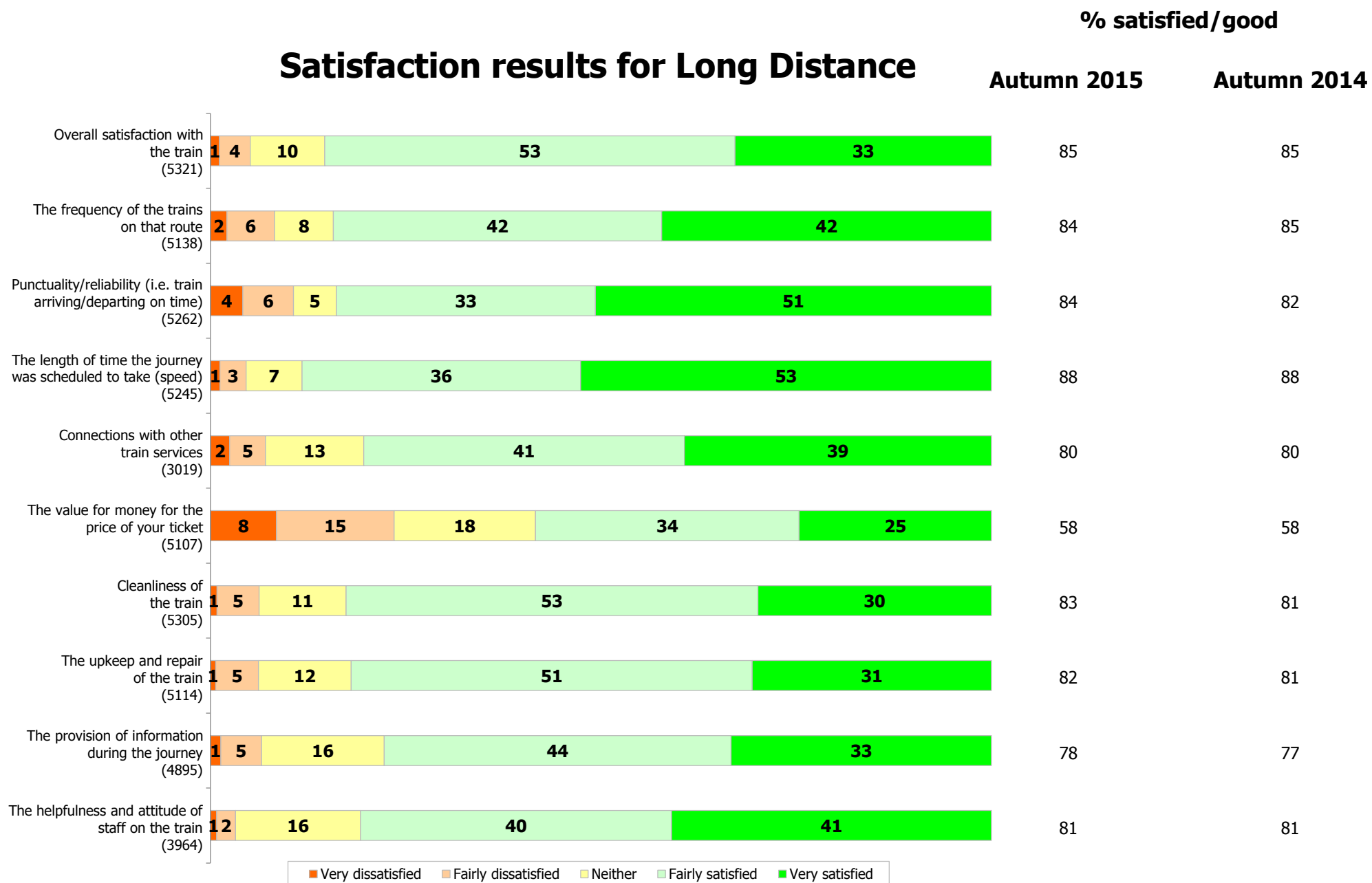
Satisfaction results for Long Distance

% satisfied/good

Autumn 2015

Autumn 2014



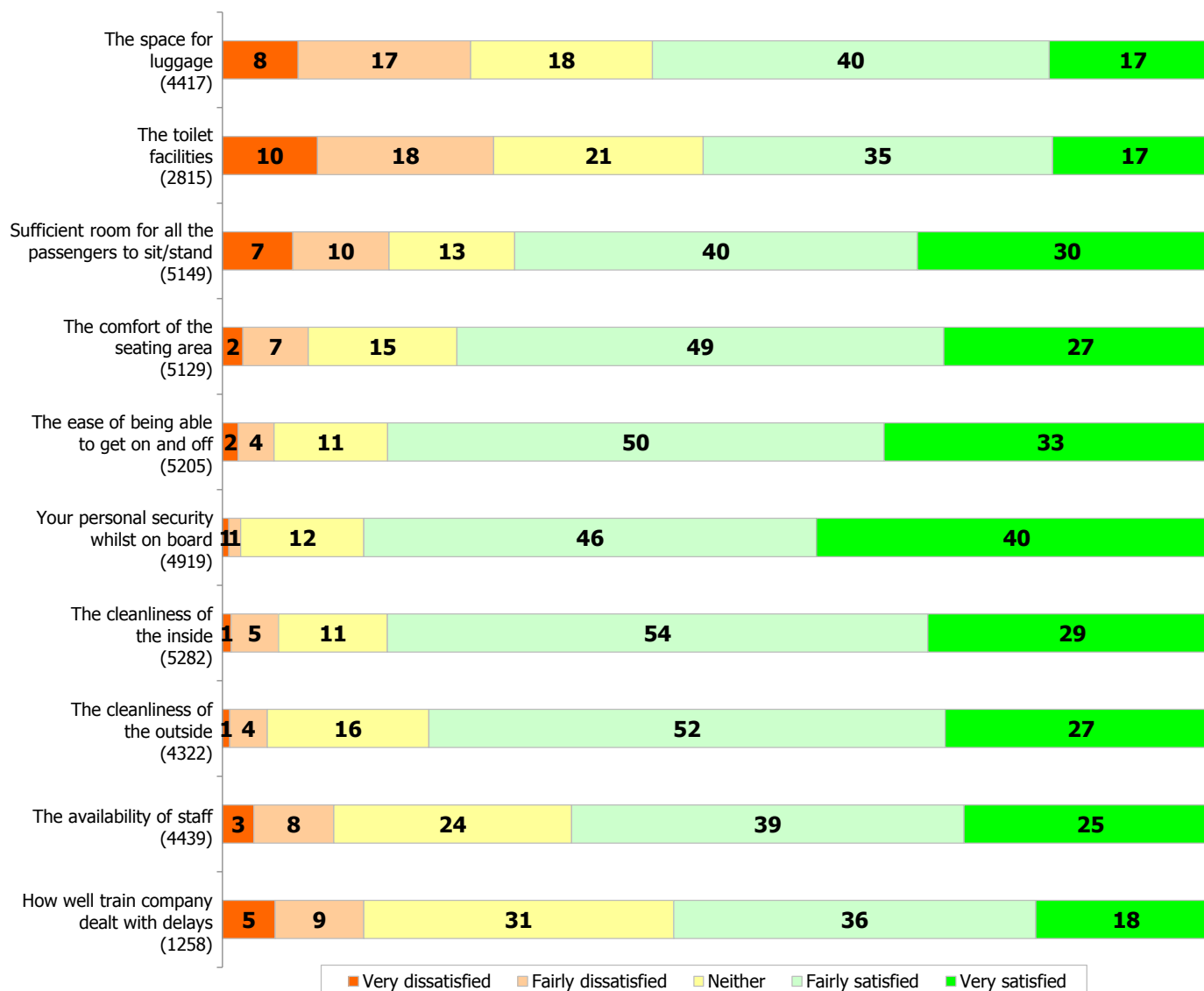


% satisfied/good

Satisfaction results for Long Distance

Autumn 2015

Autumn 2014



Virgin Trains versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	91	87	105%
STATION FACILITIES			
Overall satisfaction with the station	78	86	91%
Ticket buying facilities	80	83	96%
Provision of information about train times/platforms	86	88	98%
The upkeep/repair of the station buildings/platforms	68	79	85%
Cleanliness	75	83	90%
The facilities and services	62	70	88%
The attitudes and helpfulness of the staff	81	83	98%
Connections with other forms of public transport	79	78	101%
Facilities for car parking	58	58	100%
Overall environment	68	79	86%
Your personal security whilst using the station	75	80	94%
The availability of staff	69	73	95%
The provision of shelter facilities	74	78	94%
Availability of seating	43	55	78%
How request to station staff was handled	92	93	99%
The choice of shops/eating/drinking facilities available	58	61	95%
TRAIN FACILITIES			
Overall satisfaction with the train	90	85	106%
The frequency of the trains on that route	90	84	107%
Punctuality/reliability (i.e. the train arriving/departing on time)	90	84	107%
The length of time the journey was scheduled to take (speed)	93	88	105%
Connections with other train services	84	80	105%
The value for money of the price of your ticket	63	58	108%
Cleanliness of the train	88	83	106%
Upkeep and repair of the train	87	82	106%
The provision of information during the journey	82	78	105%
The helpfulness and attitude of staff on train	82	81	101%
The space for luggage	59	57	104%
The toilet facilities	60	52	115%
Sufficient room for all passengers to sit/stand	80	71	114%
The comfort of the seating area	83	76	109%
The ease of being able to get on and off	87	83	105%
Your personal security on board	88	86	103%
The cleanliness of the inside	87	83	104%
The cleanliness of the outside	84	79	106%
The availability of staff	65	65	101%
How well train company deals with delays	61	55	112%

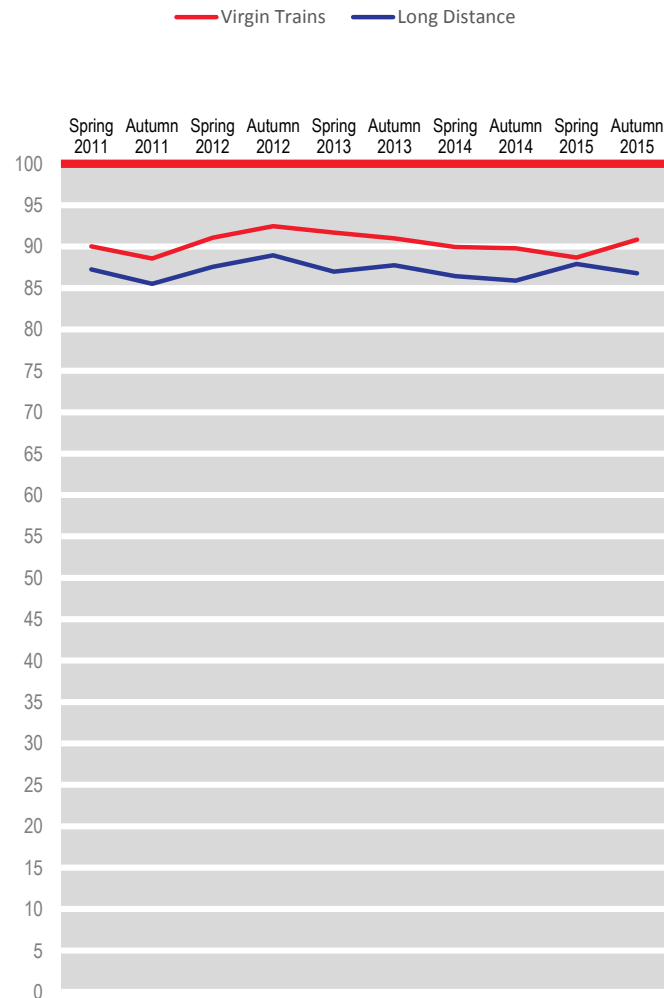
Building block/route data for Virgin Trains

	London to Scotland (via Birmingham)	London to Liverpool	London to Manchester	London to North Wales	London to Scotland	London to Wolverhampton/S hrewsbury
Overall satisfaction with your journey	90	95	92	84	91	91
STATION FACILITIES						
Overall satisfaction with the station	76	84	77	78	79	77
Ticket buying facilities	74	76	82	79	90	78
Provision of information about train times/platforms	83	90	90	84	92	81
The upkeep/repair of the station buildings/platforms	68	78	68	59	71	64
Cleanliness	76	83	71	74	78	75
The facilities and services	68	68	59	58	63	60
The attitudes and helpfulness of the staff	85	79	83	76	83	78
Connections with other forms of public transport	78	82	82	78	74	78
Facilities for car parking	53	44	62	67	52	60
Overall environment	72	73	65	61	72	65
Your personal security whilst using the station	73	73	77	74	77	74
The availability of staff	75	64	70	65	66	67
The provision of shelter facilities	78	69	74	63	75	74
Availability of seating	51	44	40	39	52	36
How request to station staff was handled	94	74	99	89	88	89
The choice of shops/eating/drinking facilities available	59	62	56	55	58	58
TRAIN FACILITIES						
Overall satisfaction with the train	89	93	91	81	90	92
The frequency of the trains on that route	87	92	92	81	89	93
Punctuality/reliability (i.e. the train arriving/departing on time)	86	95	91	89	86	92
The length of time the journey was scheduled to take (speed)	93	97	95	91	93	89
Connections with other train services	82	89	84	82	88	83
The value for money of the price of your ticket	62	65	60	56	64	67
Cleanliness of the train	89	92	88	83	88	85
Upkeep and repair of the train	88	86	88	81	87	86
The provision of information during the journey	83	80	82	69	83	84
The helpfulness and attitude of staff on train	86	83	81	72	86	79
The space for luggage	54	61	65	56	57	59
The toilet facilities	56	57	59	73	62	59
Sufficient room for all passengers to sit/stand	77	81	84	71	84	79
The comfort of the seating area	78	84	88	77	84	82
The ease of being able to get on and off	85	87	92	81	84	87
Your personal security on board	86	88	89	86	89	89
The cleanliness of the inside	89	91	86	79	86	88
The cleanliness of the outside	86	83	84	78	84	84
The availability of staff	71	70	63	55	76	57
How well train company deals with delays	77	65	45	46	61	55

Percentage satisfaction with aspects of station where boarded

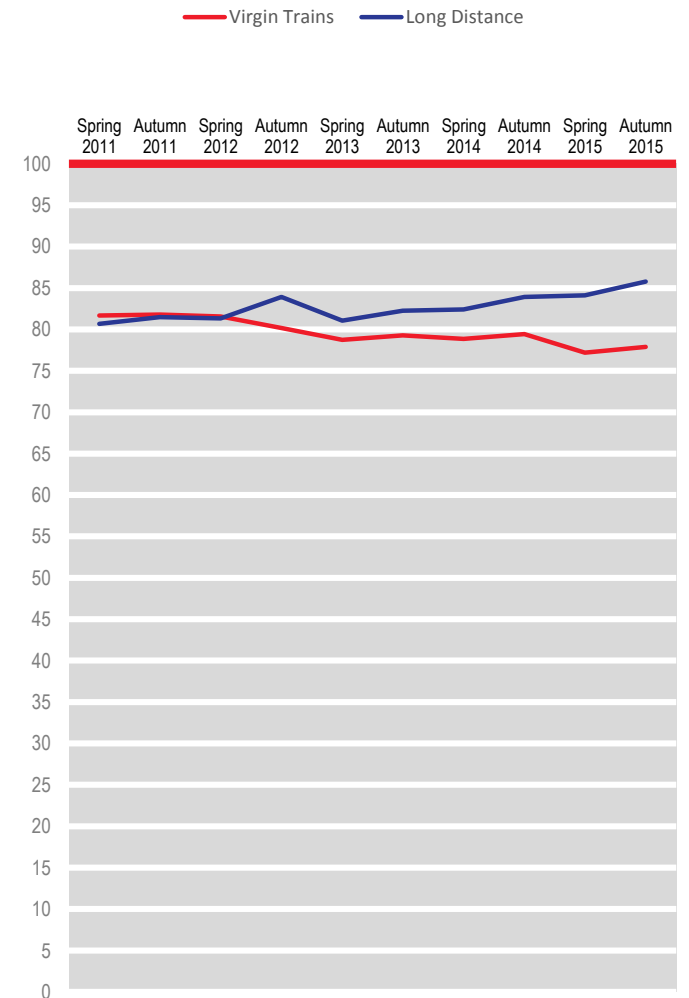
Overall satisfaction with your journey

(1207)
Percentage of passengers satisfied 2011 to 2015



Overall station satisfaction

(1209)
Percentage of passengers satisfied 2011 to 2015

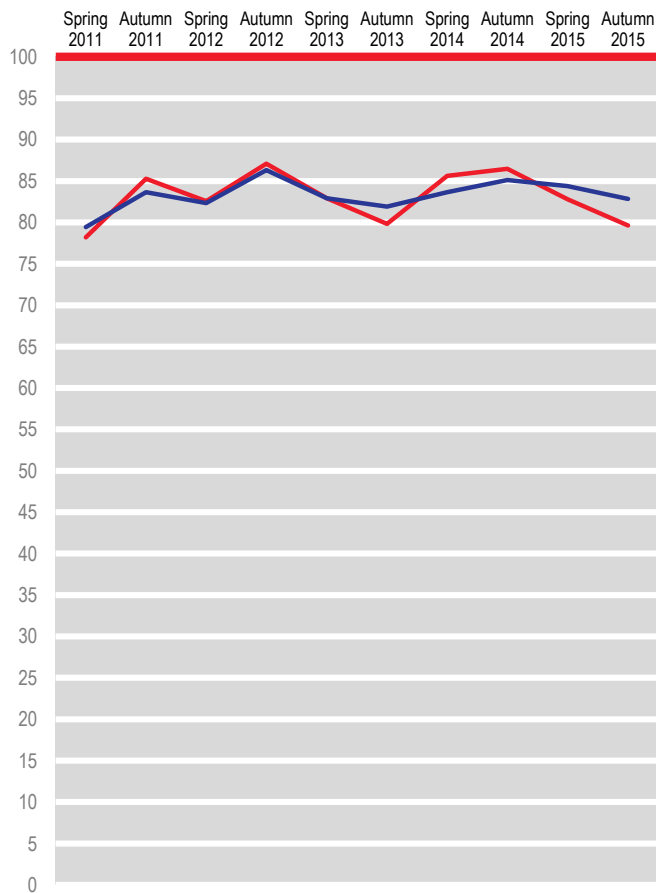


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(351)**

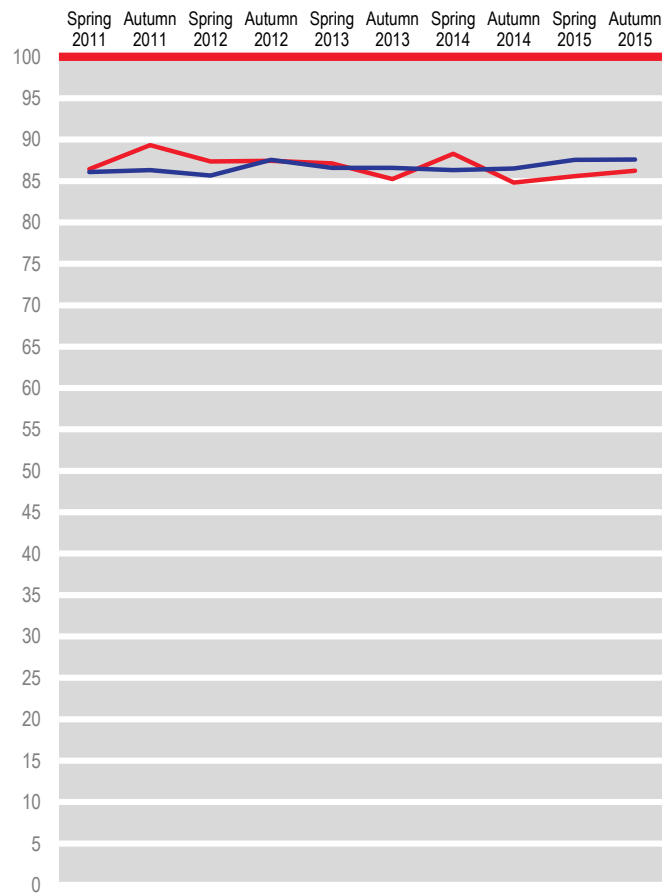
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

**Provision of information about train times/platforms****(1172)**

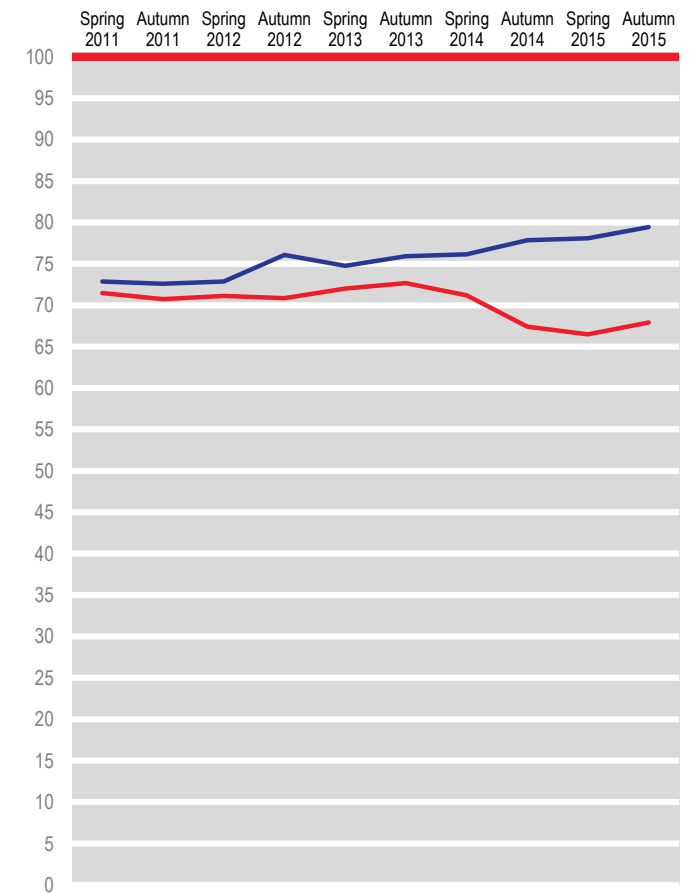
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

**The upkeep/repair of the station building/platforms****(1175)**

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



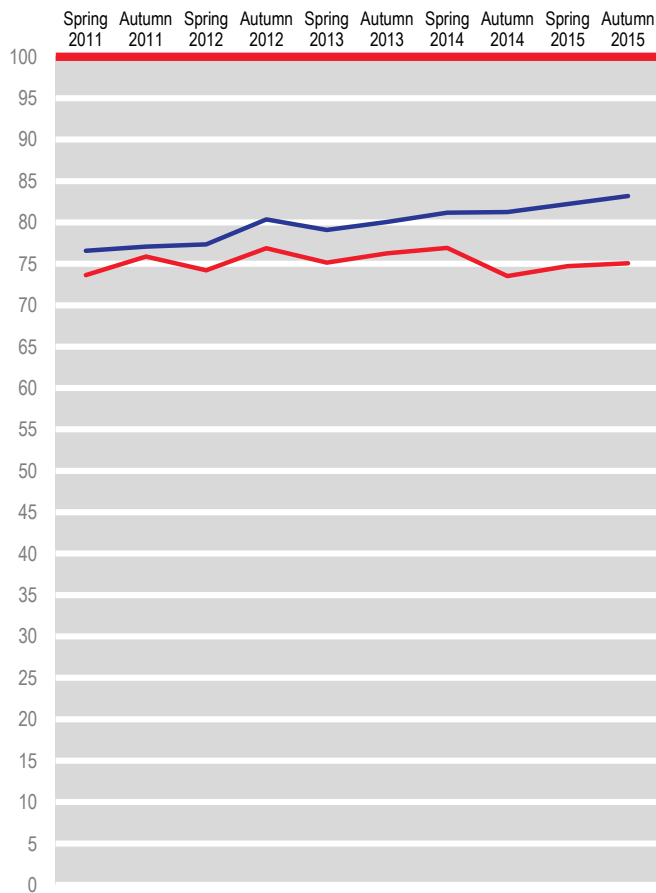
N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1184)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

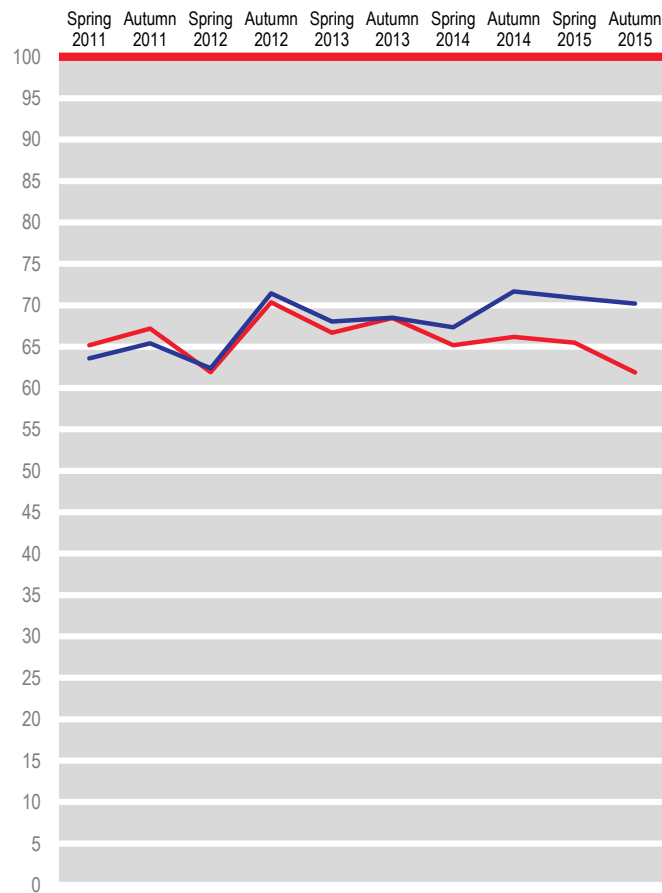


The facilities and services at the station

(1029)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

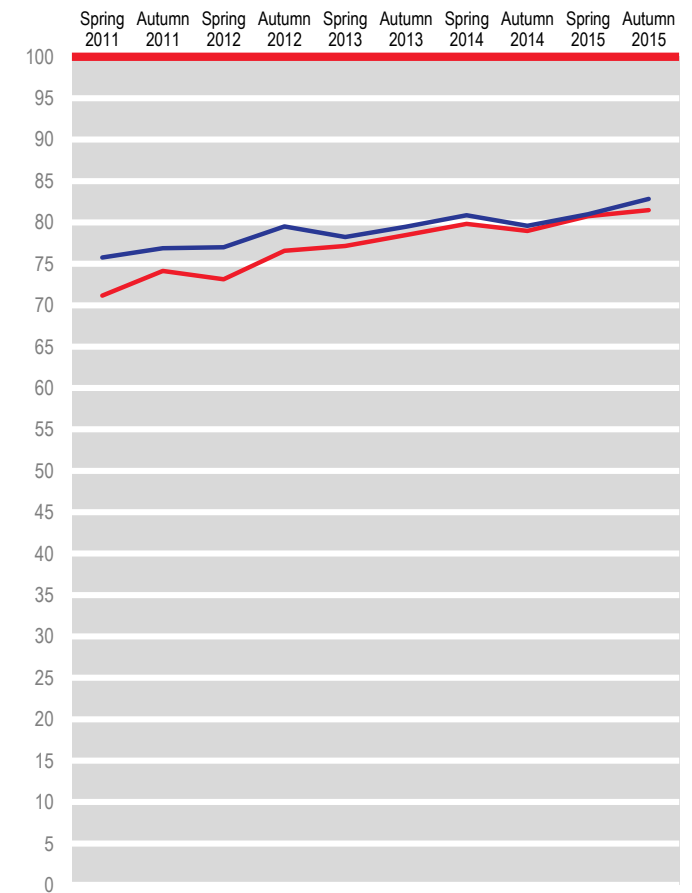


The attitudes and helpfulness of the staff at the station

(800)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



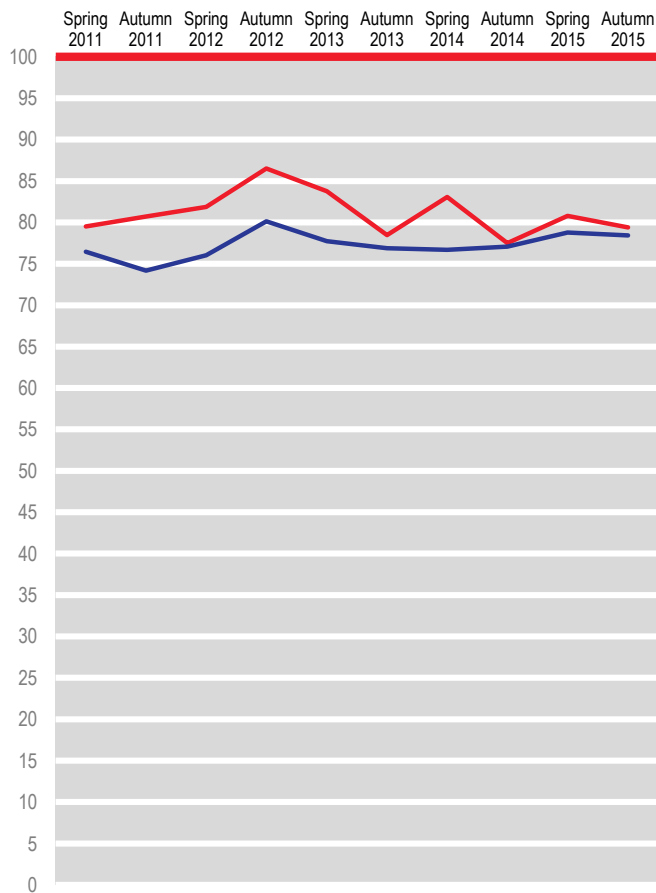
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(810)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

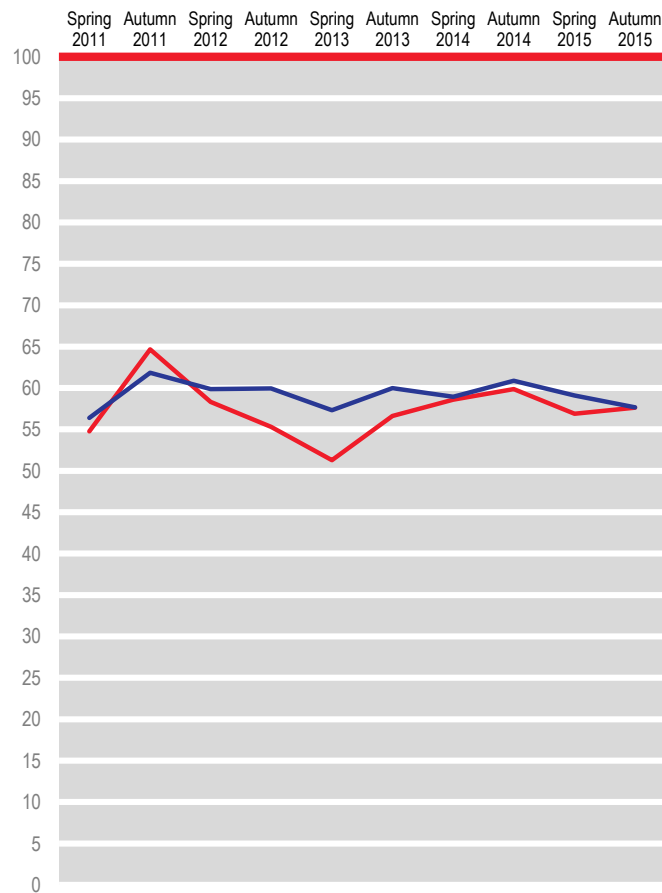


Facilities for car parking at the station

(331)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

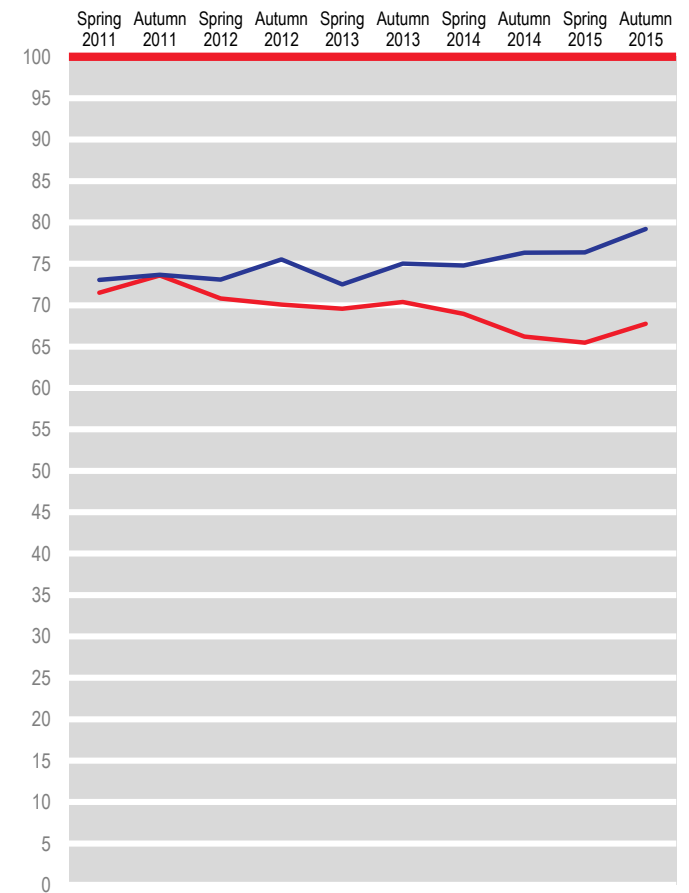


Overall station environment

(1174)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



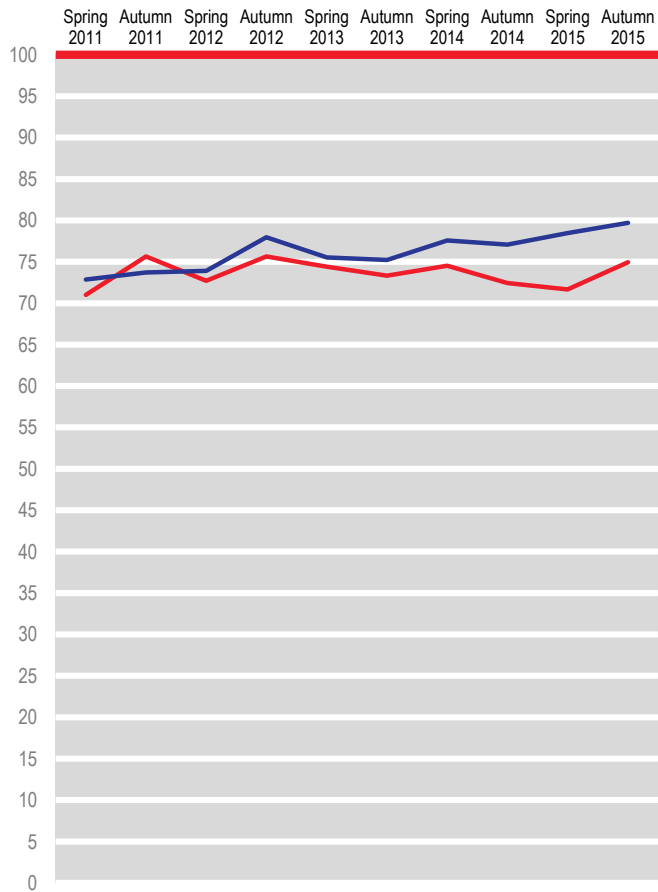
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1044)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

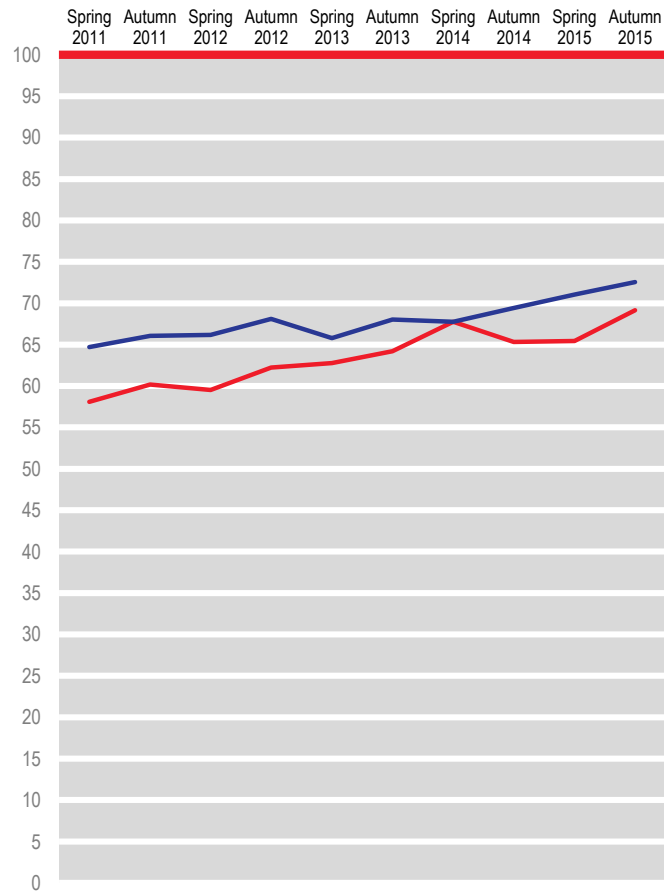


The availability of staff at the station

(952)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

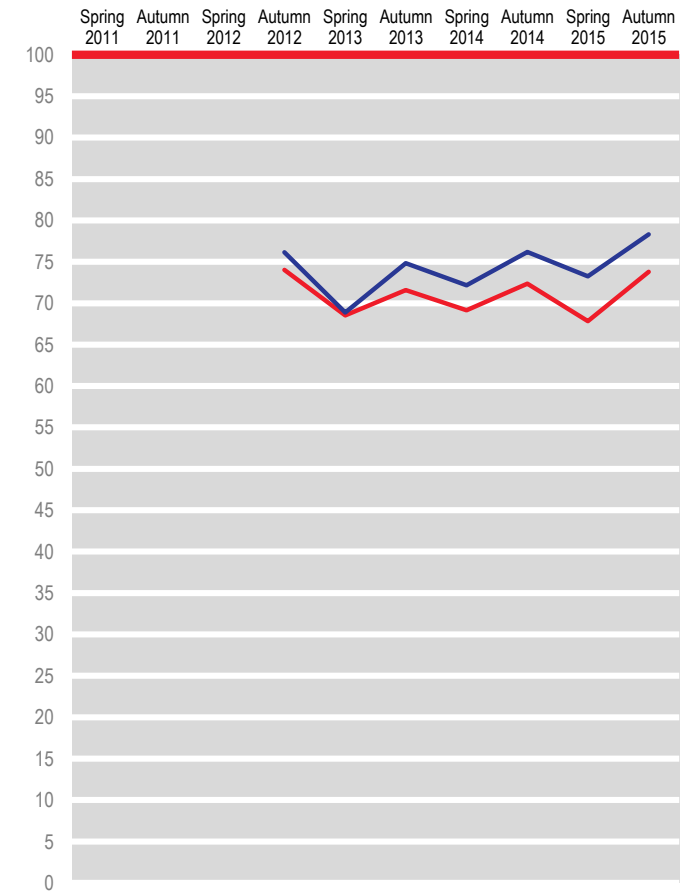


The provision of shelter facilities

(817)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

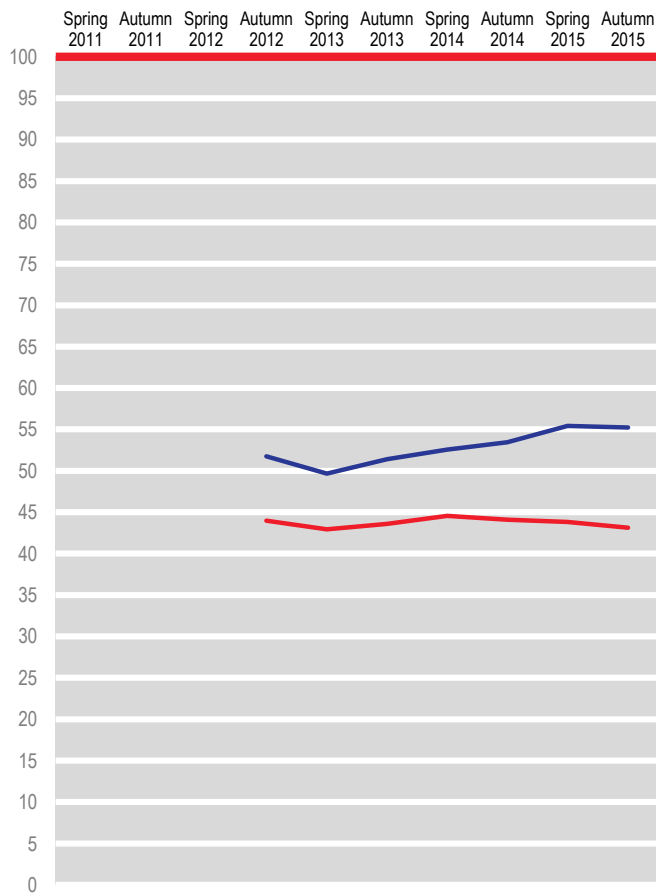


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1101)**

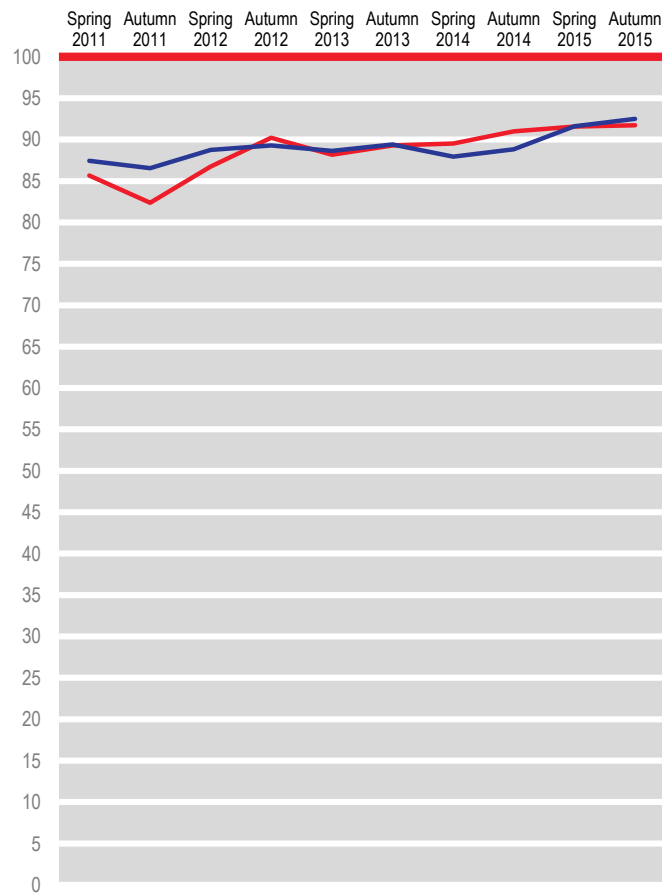
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

**How request to station staff was handled****(263)**

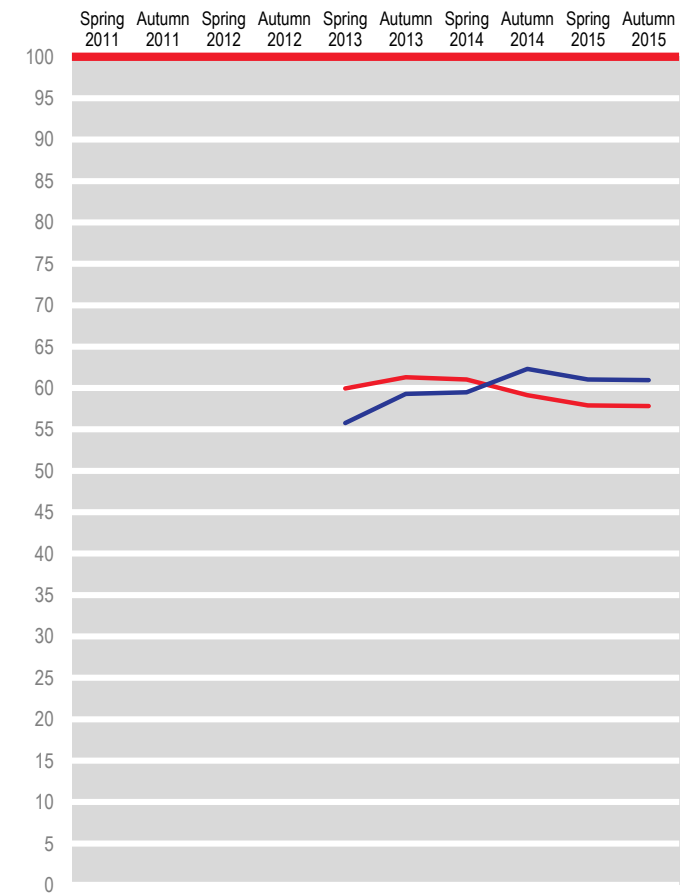
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

**The choice of shops/eating/drinking facilities available****(1050)**

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



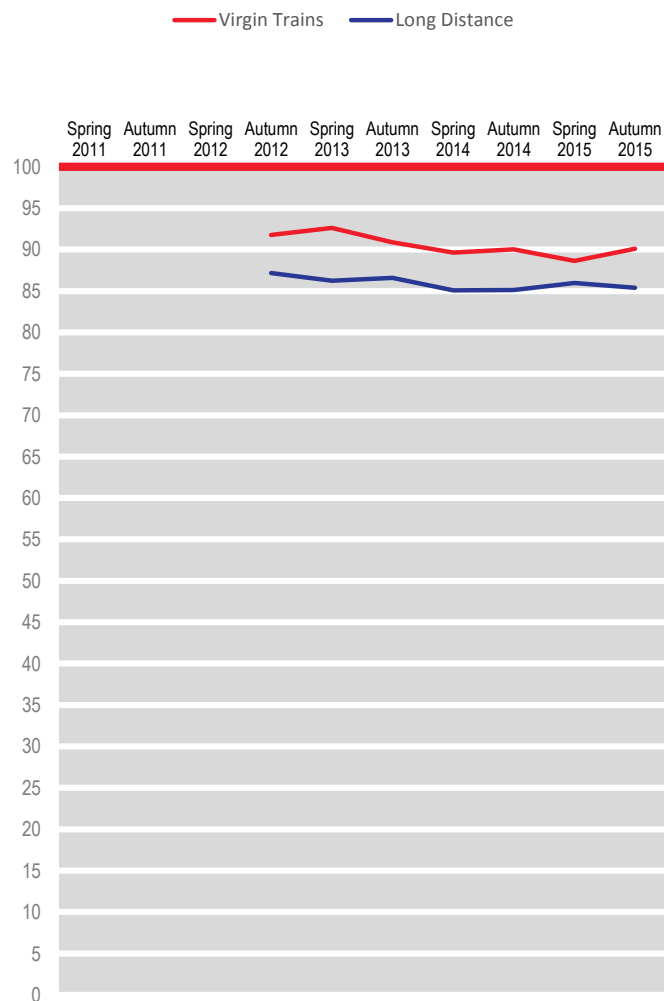
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1207)

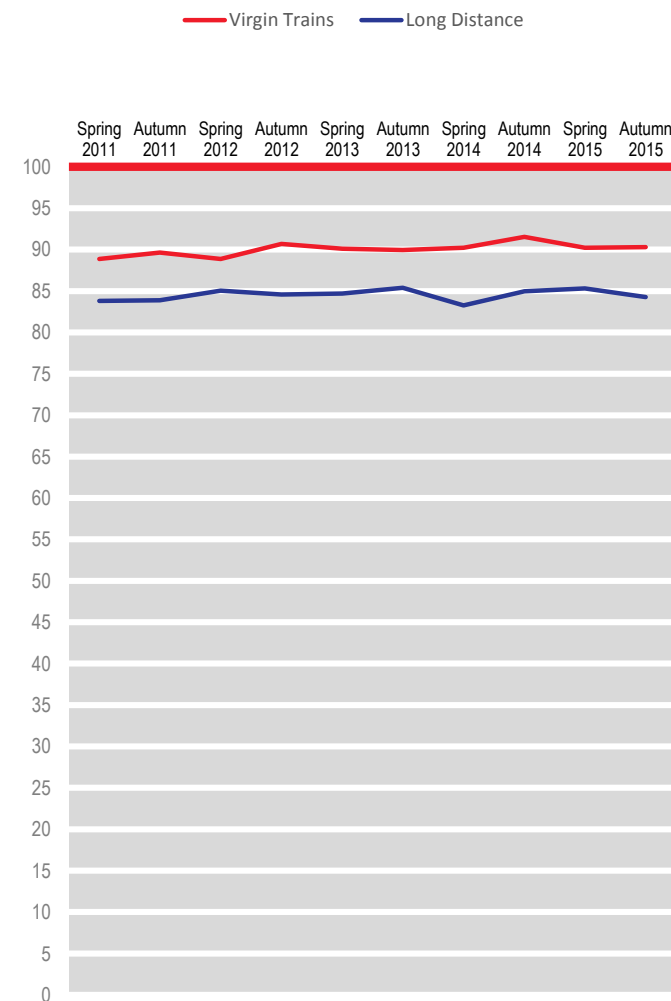
Percentage of passengers satisfied 2011 to 2015



The frequency of trains on that route

(1191)

Percentage of passengers satisfied 2011 to 2015



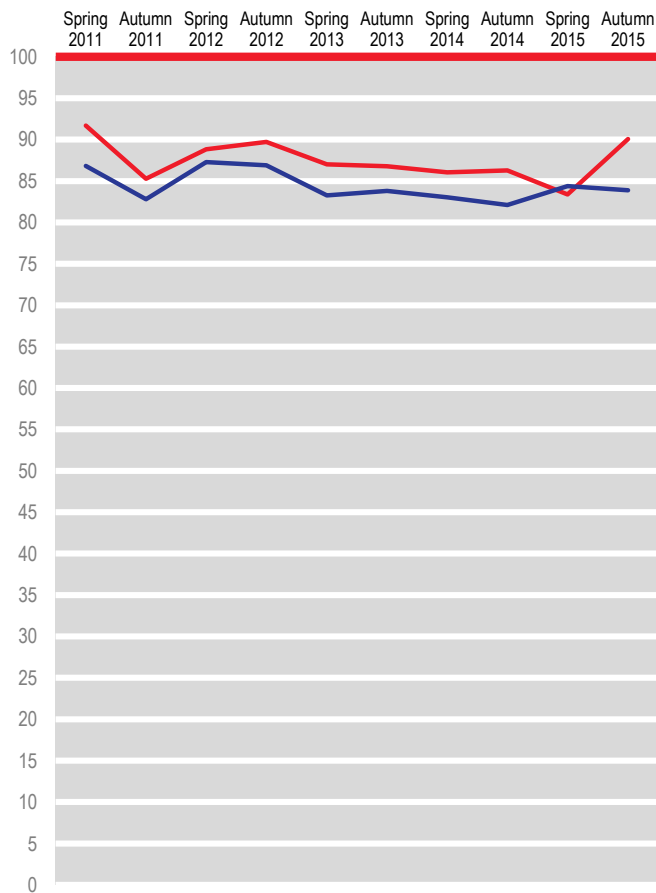
N.B. Benchmarks and targets are only shown for applicable factors

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

(1199)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

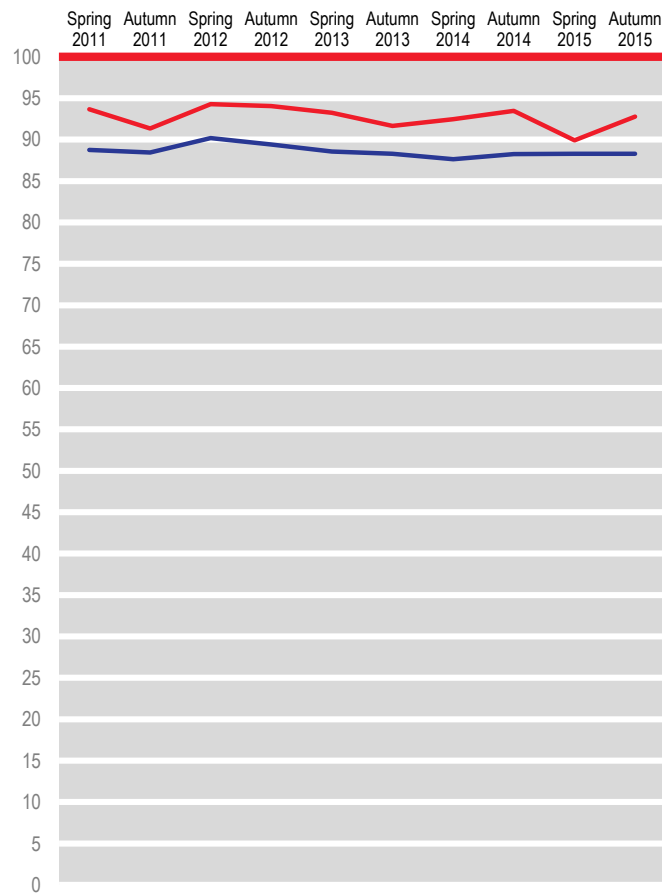


The length of time the journey was scheduled to take (speed)

(1199)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

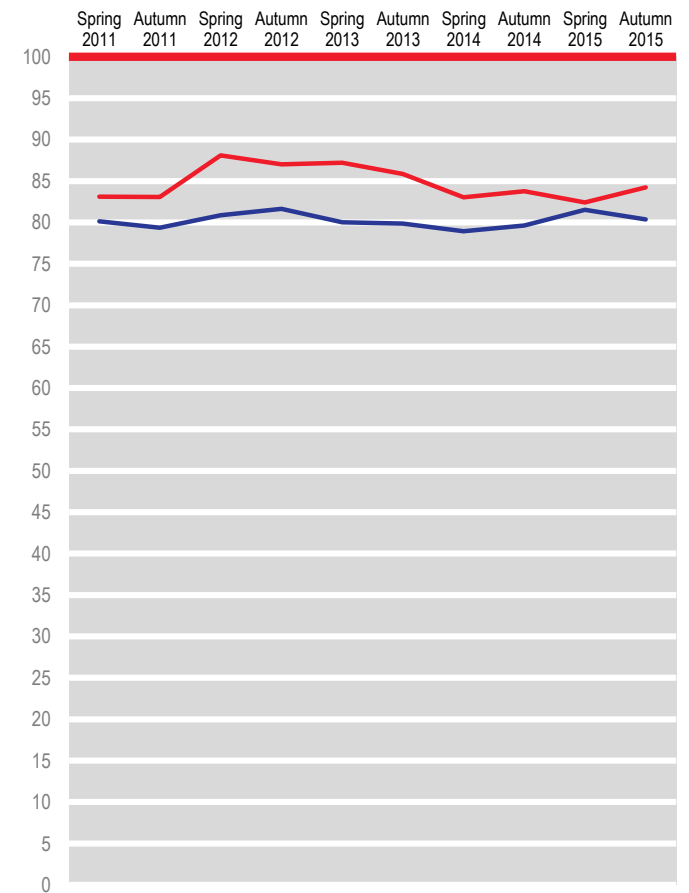


Connections with other train services

(659)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



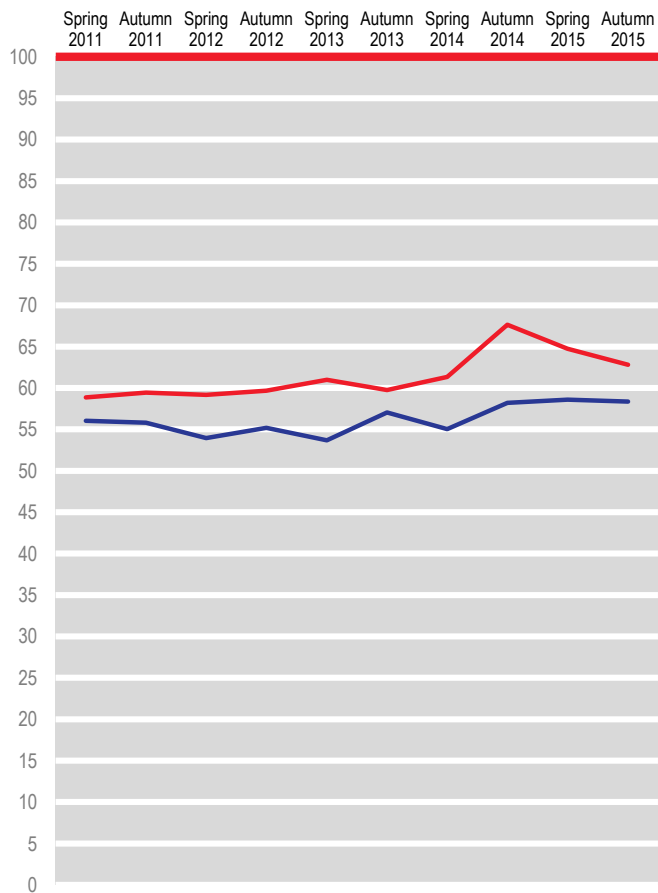
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1170)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

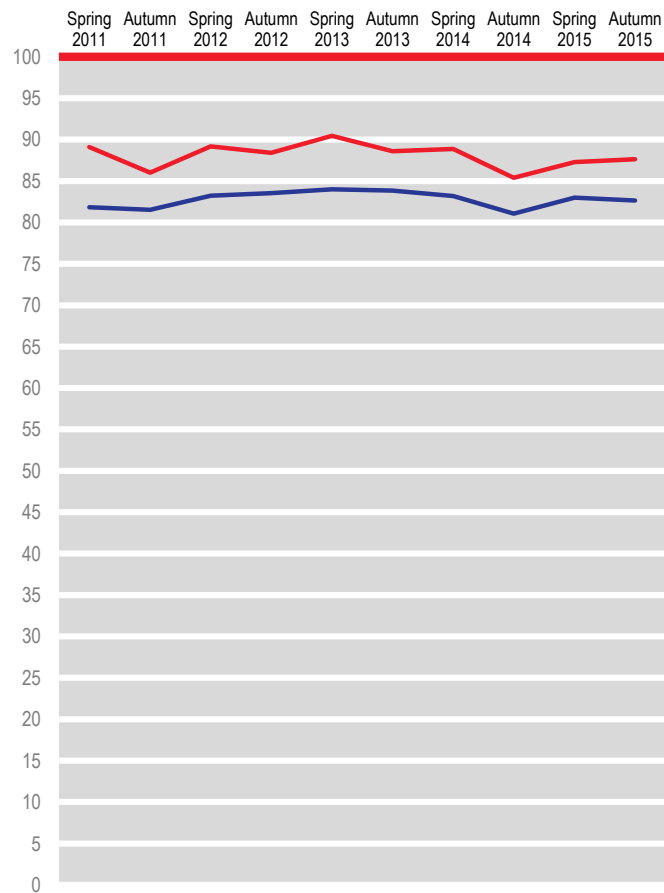


Cleanliness of the train

(1203)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

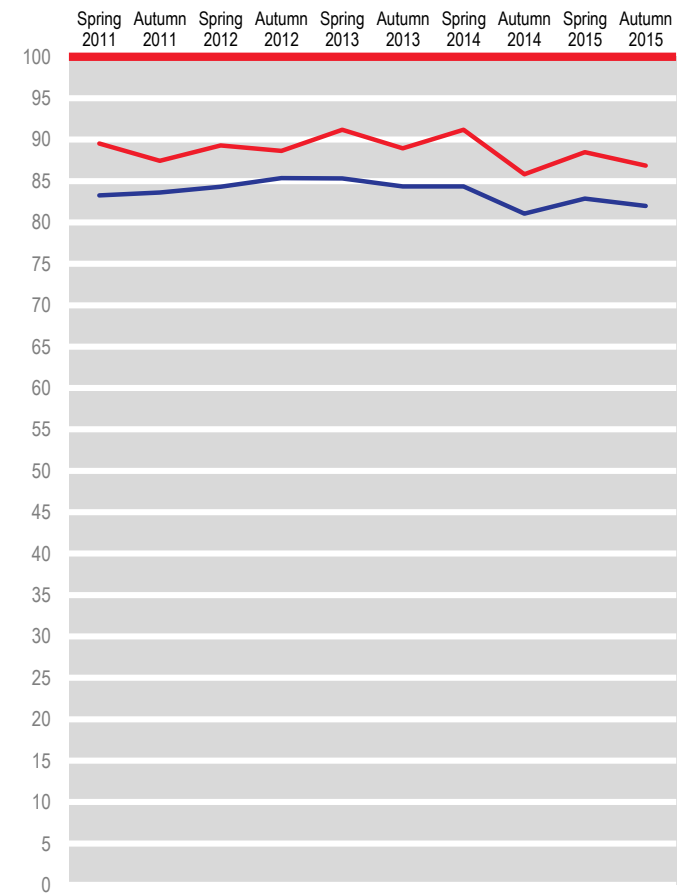


Upkeep and repair of the train

(1170)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



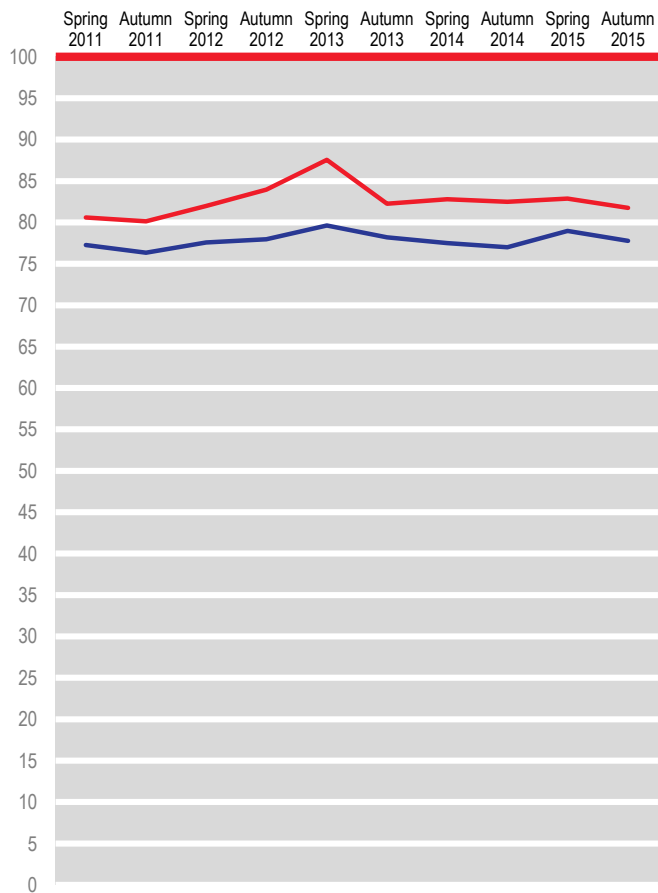
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1132)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

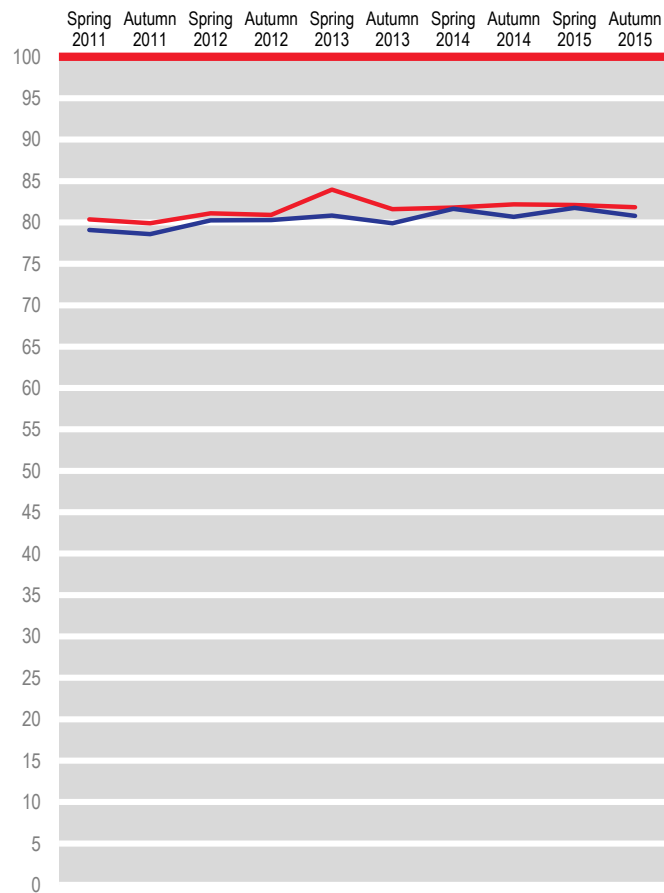


The helpfulness and attitude of staff on the train

(857)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

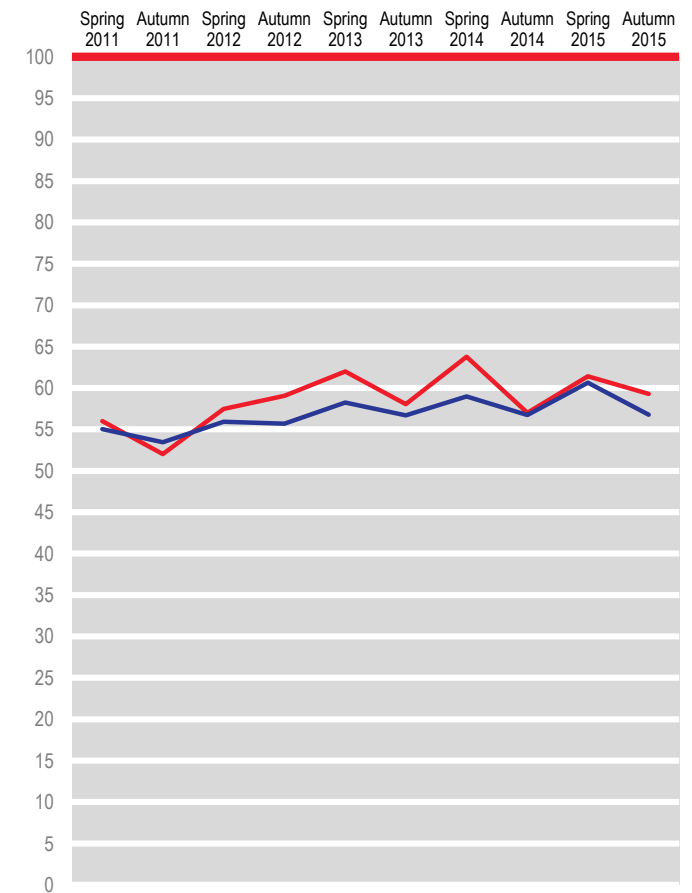


The space for luggage

(1035)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

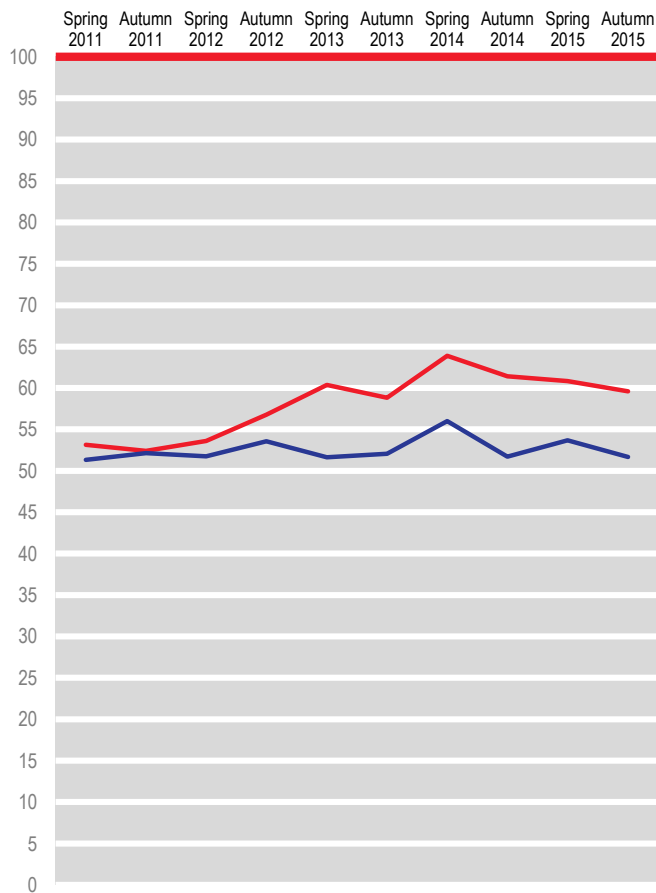


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(750)**

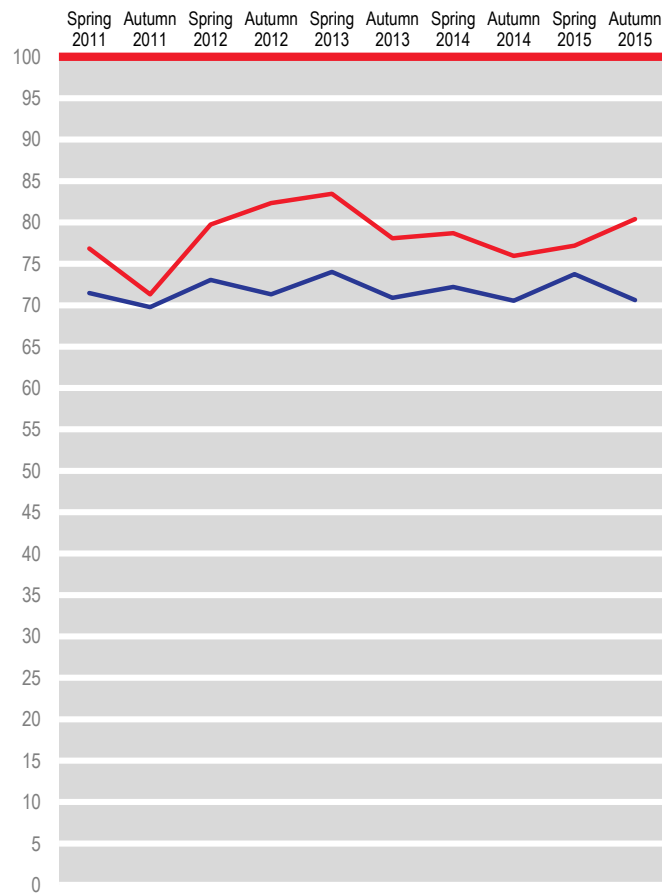
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

**Sufficient room for all the passengers to sit/stand****(1162)**

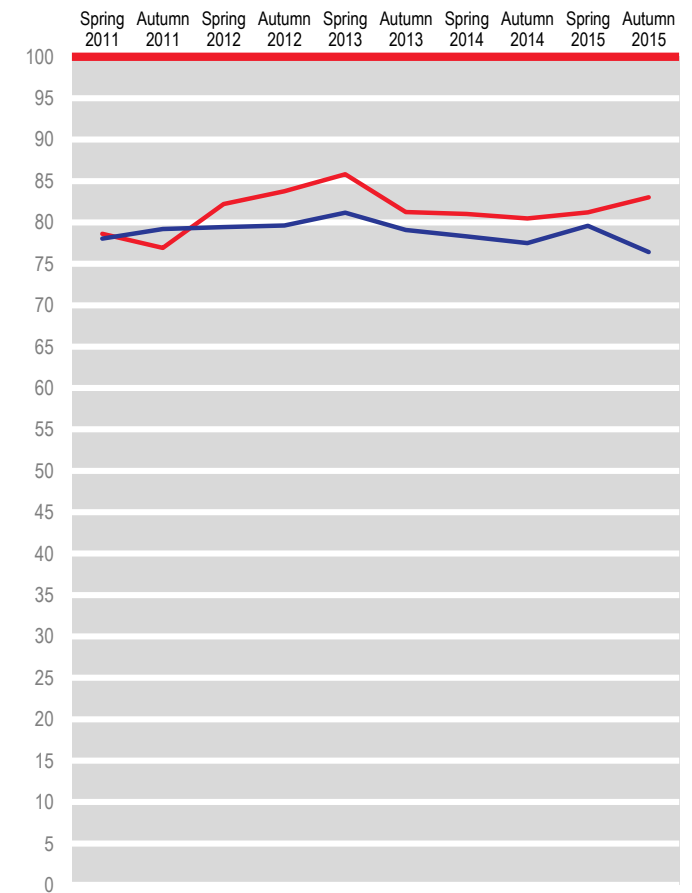
Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

**The comfort of the seating area****(1171)**

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance



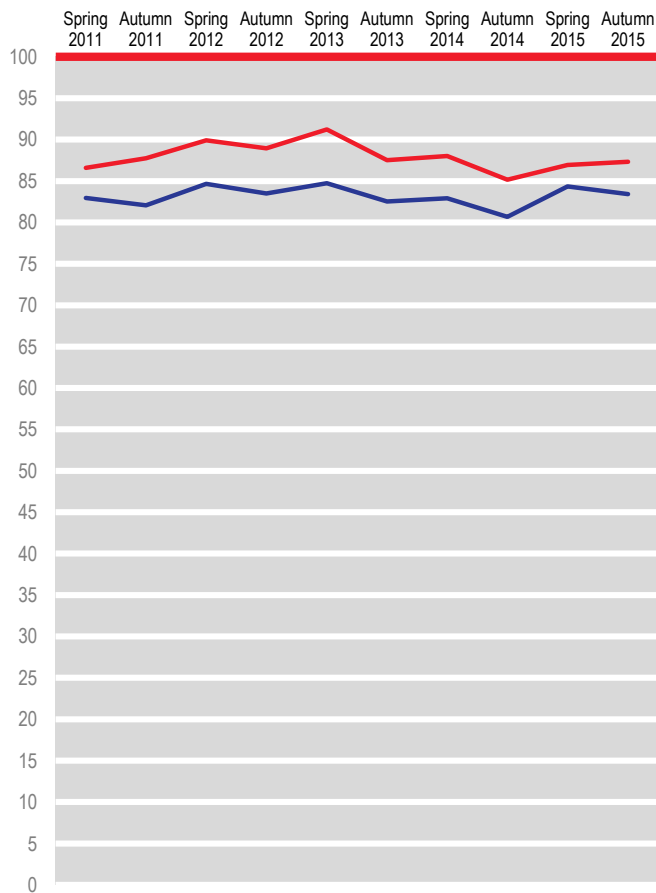
N.B. Benchmarks and targets are only shown for applicable factors

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

(1178)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

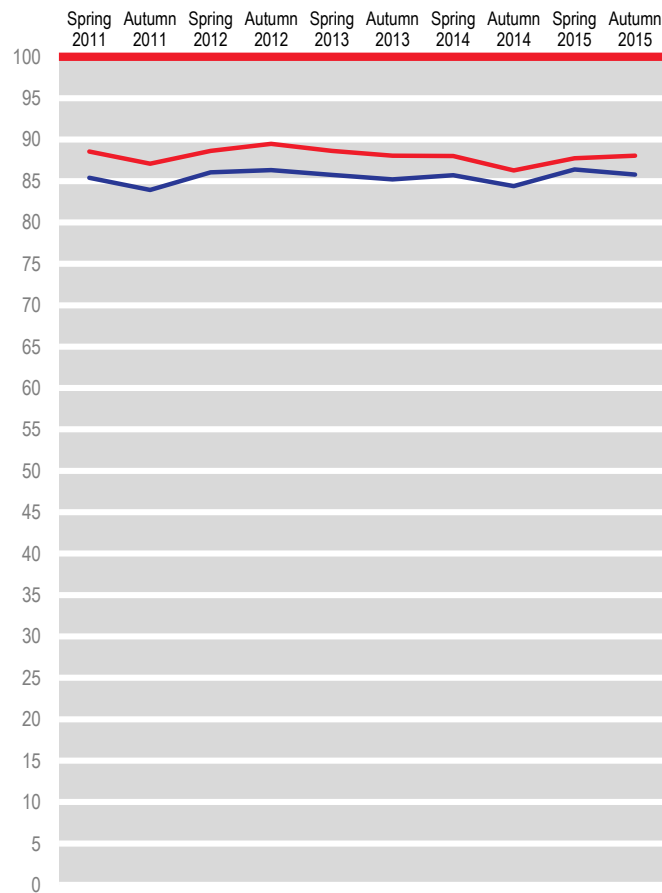


Your personal security whilst on board

(1128)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

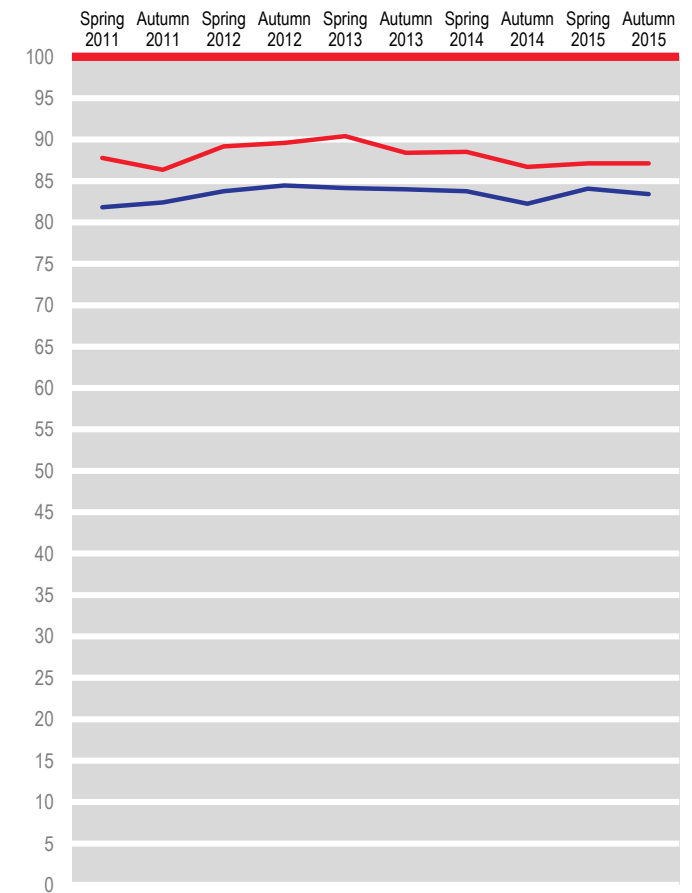


The cleanliness of the inside of the train

(1204)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

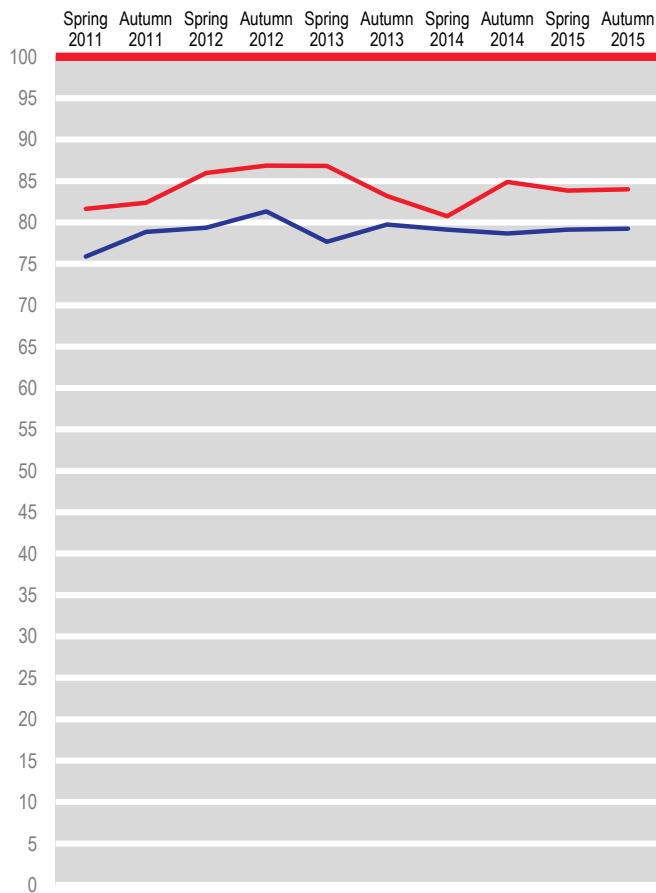


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (966)

Percentage of passengers satisfied 2011 to 2015

— Virgin Trains — Long Distance

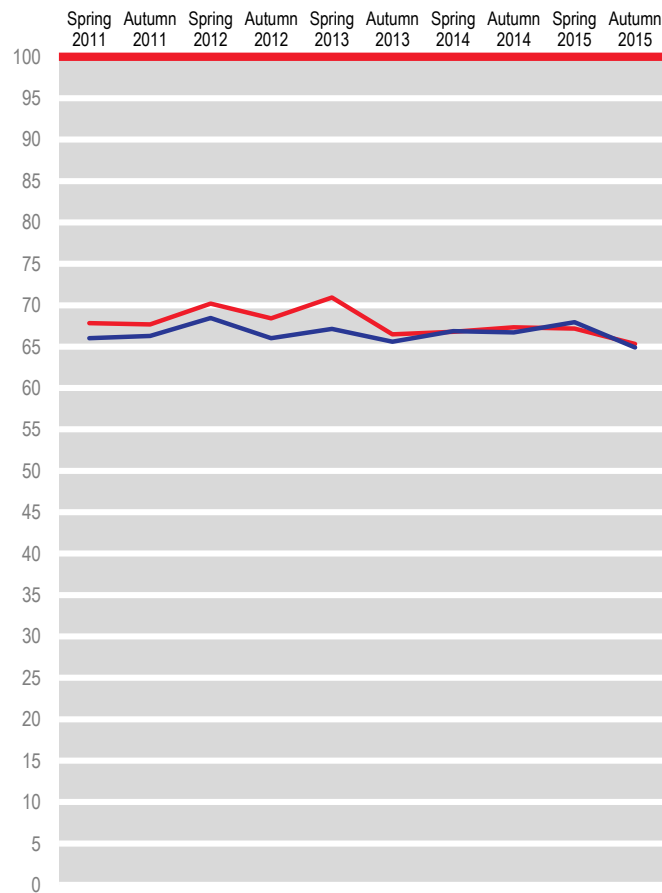


The availability of staff on the train

(982)

Percentage of passengers satisfied 2011 to 2015

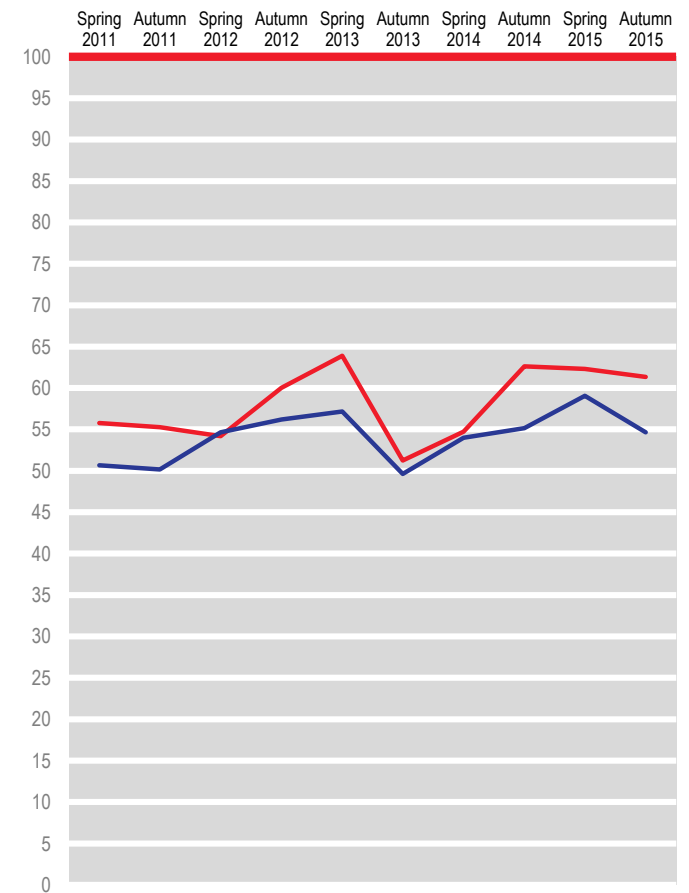
— Virgin Trains — Long Distance



How well train company dealt with delays (220)

Percentage of passengers satisfied 2011 to 2015

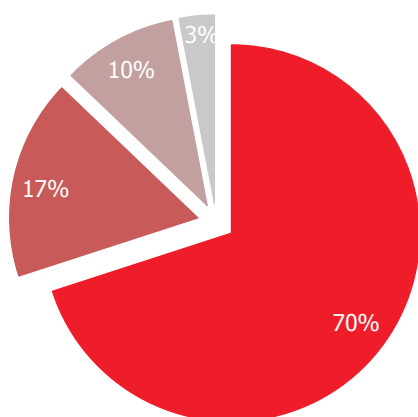
— Virgin Trains — Long Distance



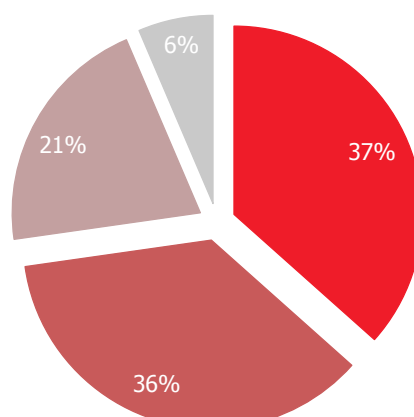
N.B. Benchmarks and targets are only shown for applicable factors

Virgin Trains

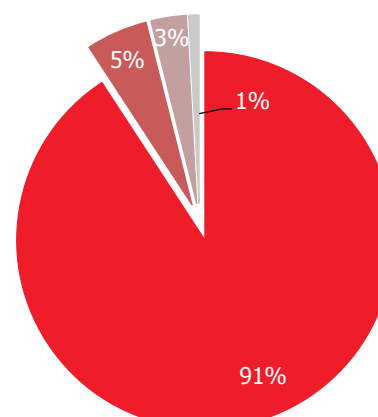
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Small staffed
- F = Small unstaffed
- Not categorised

(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	82	+	76
Ticket buying facilities	84		76
Provision of information about train times/platforms	89		85
The upkeep/repair of the station buildings/platforms	71		66
Cleanliness	80	+	72
The facilities and services	63		61
The attitudes and helpfulness of the staff	88	+	77
Connections with other forms of public transport	78		80
Facilities for car parking	67	+	43
Overall environment	73	+	64
Your personal security whilst using the station	81	+	71
The availability of staff	77	+	64
The provision of shelter facilities	78	+	70
Availability of seating	60	+	32
How request to station staff was handled	97	+	88
The choice of shops/eating/drinking facilities available	46		65

Virgin Trains

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	90		89	92		93
STATION FACILITIES						
Overall satisfaction with the station	77		79	81		79
Ticket buying facilities	79	-	87	83		82
Provision of information about train times/platforms	86		84	86		88
The upkeep/repair of the station buildings/platforms	66		67	74		71
Cleanliness	75		74	74		73
The facilities and services	61	-	67	67		64
The attitudes and helpfulness of the staff	83		80	77		74
Connections with other forms of public transport	78		75	85		86
Facilities for car parking	61		59	38	-	64
Overall environment	67		67	70		62
Your personal security whilst using the station	74		73	77		71
The availability of staff	70		67	64		60
The provision of shelter facilities	73		72	78		74
Availability of seating	43		46	42		35
How request to station staff was handled	92		91	90		89
The choice of shops/eating/drinking facilities available	56		58	65		65
TRAIN FACILITIES						
Overall satisfaction with the train	90		89	90		92
The frequency of the trains on that route	91		91	86	-	94
Punctuality/reliability (i.e. the train arriving/departing on time)	90	+	85	89		92
The length of time the journey was scheduled to take (speed)	94		93	89	-	97
Connections with other train services	84		82	87		91
The value for money of the price of your ticket	60		65	73		78
Cleanliness of the train	88		86	86		84
Upkeep and repair of the train	86		85	90		88
The provision of information during the journey	82		83	79		80
The helpfulness and attitude of staff on train	83		82	77		82
The space for luggage	58		58	63		53
The toilet facilities	60		61	57		63
Sufficient room for all passengers to sit/stand	80	+	76	82		77
The comfort of the seating area	83		80	85		84
The ease of being able to get on and off	87		85	89		84
Your personal security on board	88		87	87		85
The cleanliness of the inside	87		87	86		87
The cleanliness of the outside	84		84	84		91
The availability of staff	67		68	57		66
How well train company deals with delays	65		62	43	-	68

Long Distance

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

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
DELAY					
None	81	74			
Minor	16	22			
Major	2	3			
LENGTH OF DELAY					
5 minutes or less	37	34			
6-10 minutes	26	28			
11-20 minutes	19	17			
21-30 minutes	7	8			
31-60 minutes	6	6			
More than 1 hour	2	4			
Don't know/no answer	2	3			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	28	25	Very well	24	25
Fairly well	35	34	Fairly well	34	35
Neither well nor poorly	15	19	Neither well nor poorly	20	20
Fairly poorly	11	12	Fairly poorly	12	11
Very poorly	11	10	Very poorly	10	9
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	27	26	Very well	19	20
Fairly well	41	35	Fairly well	31	27
Neither well nor poorly	13	19	Neither well nor poorly	30	31
Fairly poorly	8	10	Fairly poorly	9	12
Very poorly	11	9	Very poorly	11	10
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	24	26	Very well	19	20
Fairly well	40	34	Fairly well	26	21
Neither well nor poorly	18	23	Neither well nor poorly	23	27
Fairly poorly	8	10	Fairly poorly	7	11
Very poorly	10	9	Very poorly	25	21

6 6.2 Passenger experience relating to disability

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	2	2			
Mobility	3	3			
Dexterity	1	1			
Learning or understanding or concentrating	0	0			
Memory	1	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	0	0			
Other	2	1			
None	88	88			
No answer	3	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	8	Yes	2	6
Yes, a little	44	43	No	98	94
Not at all	43	44			
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Very satisfied	36	43	Very satisfied	100	93
Fairly satisfied	34	31	Fairly satisfied	-	5
Neither satisfied nor dissatisfied	25	19	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	1	4	Fairly dissatisfied	-	2
Very dissatisfied	4	3	Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	29	30	Very satisfied	-	87
Fairly satisfied	34	36	Fairly satisfied	-	9
Neither satisfied nor dissatisfied	34	26	Neither satisfied nor dissatisfied	-	3
Fairly dissatisfied	1	5	Fairly dissatisfied	-	-
Very dissatisfied	2	3	Very dissatisfied	-	-

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	40	42	White	91	91
Female	57	56	Mixed	1	1
			Asian or Asian British	2	3
			Black or Black British	2	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	11	17
19-25	7	9	Business	23	25
26-34	8	10	Leisure	66	58
35-44	13	13			
45-54	24	22	REGULAR TRAVELLER		
55-59	11	11	Yes	32	34
60-64	15	12	No	68	66
65+	19	20			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	50	53	Weekday	81	80
Working Part Time	14	14	Weekend	19	20
Not Working	4	3			
Retired	25	23	TIME OF TRAVEL		
Full Time Student	5	6	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	41	40	Yes asked for help	13	12
Middle Managerial	13	13	Yes asked for information	12	12
Junior Managerial/Clerical/Supervisory	9	9	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	4	6	No	74	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	2	2	DO YOU REGULARLY USE THE INTERNET		
Retired	20	19	Yes, at home	91	90
Unemployed/between jobs	1	1	Yes, at work	55	58
Housewife/house-husband	1	1	No	6	6
Other	4	5			

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	72	75	Better telephone enquiry/booking service	7	6
With other adults 16+	24	23	Better internet enquiry/booking service	21	20
With children aged 0-4	1	1	Better information facilities at stations	13	14
With children aged 5-10	1	1	Better route maps of the rail network	17	17
With children aged 11-15	3	1	Make timetables easier to read	15	15
			Better ticket buying facilities at station ticket offices	8	10
			Better ticket buying facilities at station ticket machines	9	10
			Better promotion when advanced tickets available	48	44
TRAVELLING WITH ...			Other	15	15
Heavy/bulky luggage/other large items	37	32	None of these	24	26
Pushchair	0	0			
Folding bicycle	0	0			
Non-folding bicycle	0	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	-			
None apply	60	65			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	12	17			
Anytime day single/return	8	13			
Off-peak/super off-peak single/return	22	20			
Off-peak/super off-peak day single/return	7	9			
Advance	40	28			
Day travelcard	1	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	2	4			
Annual season ticket	1	2			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	1	0			
Other	2	2			
Don't know/no answer	2	1			

Station sample sizes for Virgin Trains

[illegible]

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

	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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