

# National Rail Passenger Survey

## Gatwick Express TOC Report

### Autumn 2015 (Wave 33)

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transportfocus 

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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](http://www.transportfocus.org.uk)

### **Autumn 2015 (Wave 33)**

Fieldwork for Wave 33 (including boosts) was undertaken between the 1st September and 12th November 2015.

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

### **Spring 2015 (Wave 32)**

Fieldwork for Wave 32 was undertaken between 18th January and 29th March 2015.

From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise. This meant that shifts targeting East Coast were conducted prior to the operator change. Due to engineering works affecting services on South West Trains Island Line (on the Isle of Wight) up to 20th March 2015, all shifts targeting Island Line had to be completed during the last week of fieldwork.

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

### **Autumn 2014 (Wave 31)**

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results of which are shown in this report.

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

### **Spring 2014 (Wave 30)**

Fieldwork for Wave 30 was undertaken between 2nd February and 13th April 2014.

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

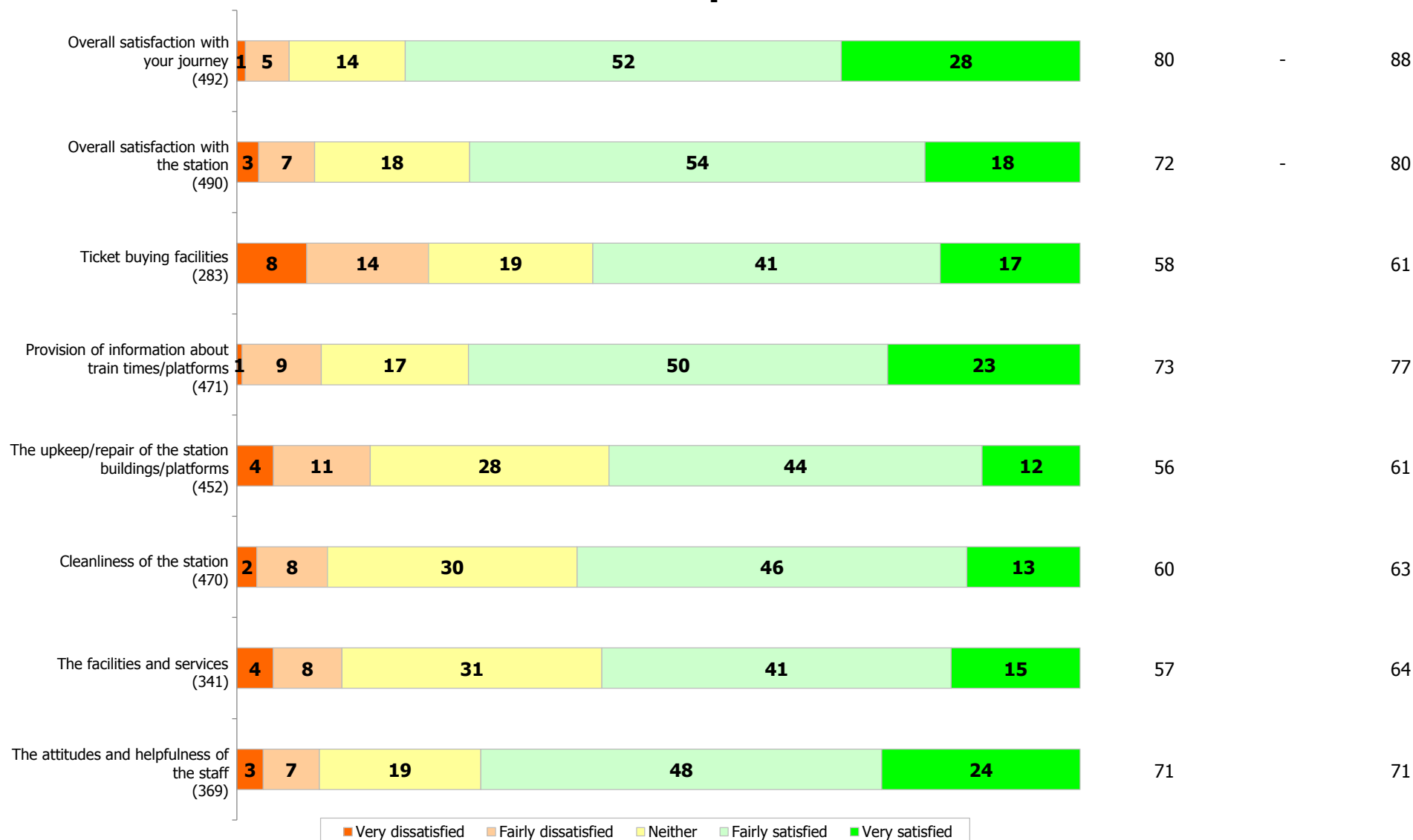
At 95% confidence level:  
+ significant increase  
- significant decrease

### Satisfaction results for Gatwick Express

% satisfied/good

Autumn 2015

Autumn 2014

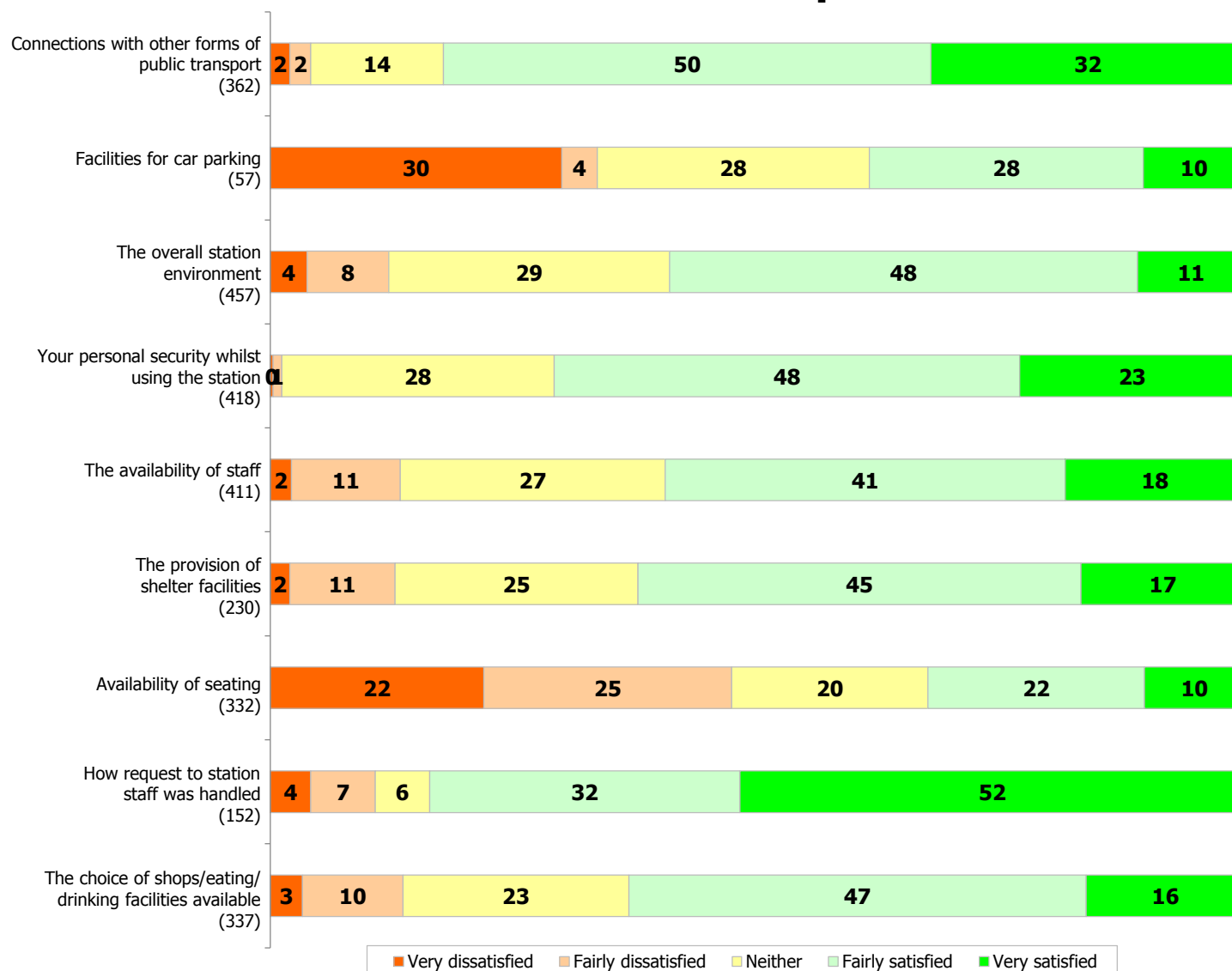


## Satisfaction results for Gatwick Express

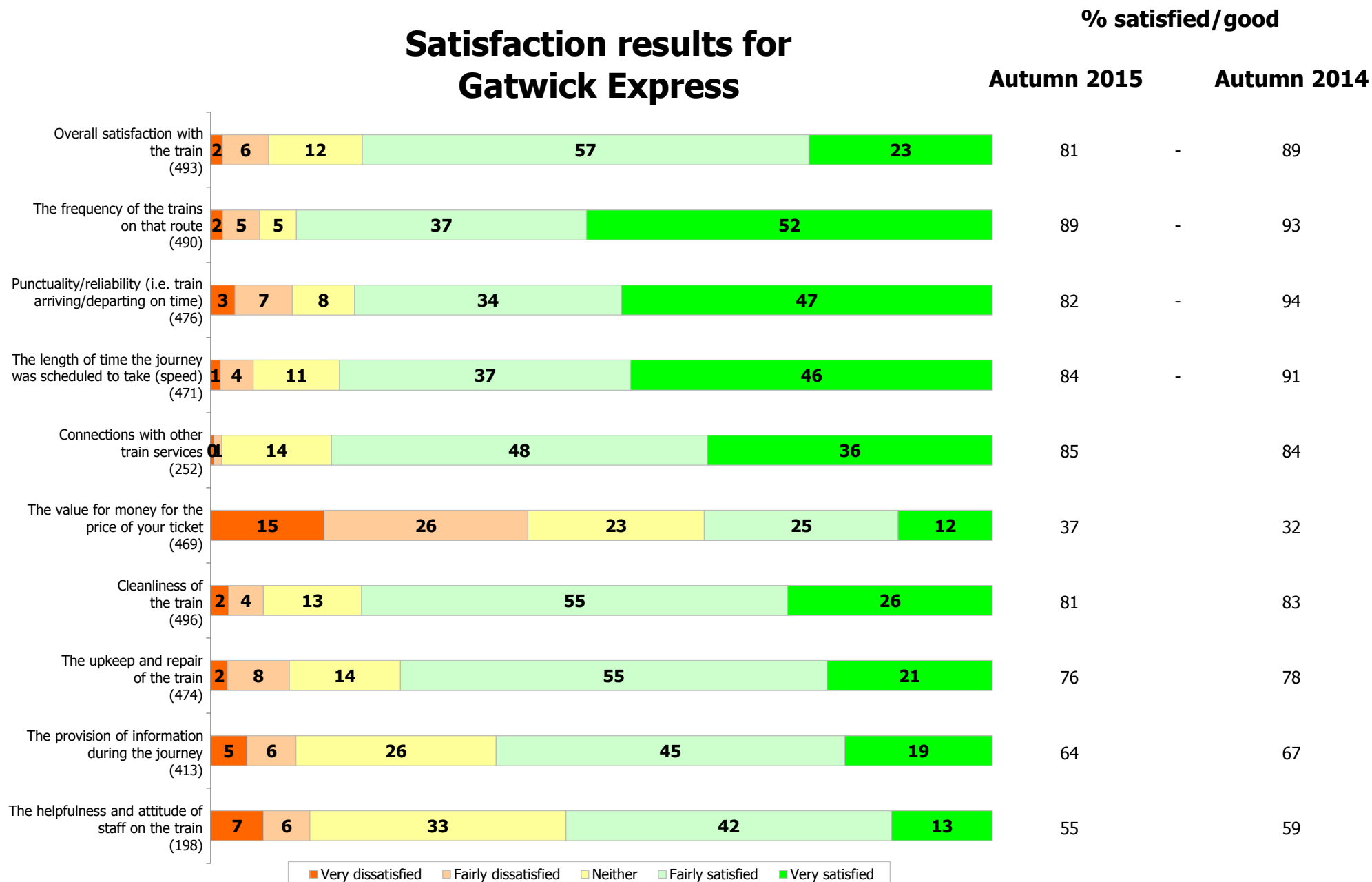
% satisfied/good

Autumn 2015

Autumn 2014



## Satisfaction results for Gatwick Express

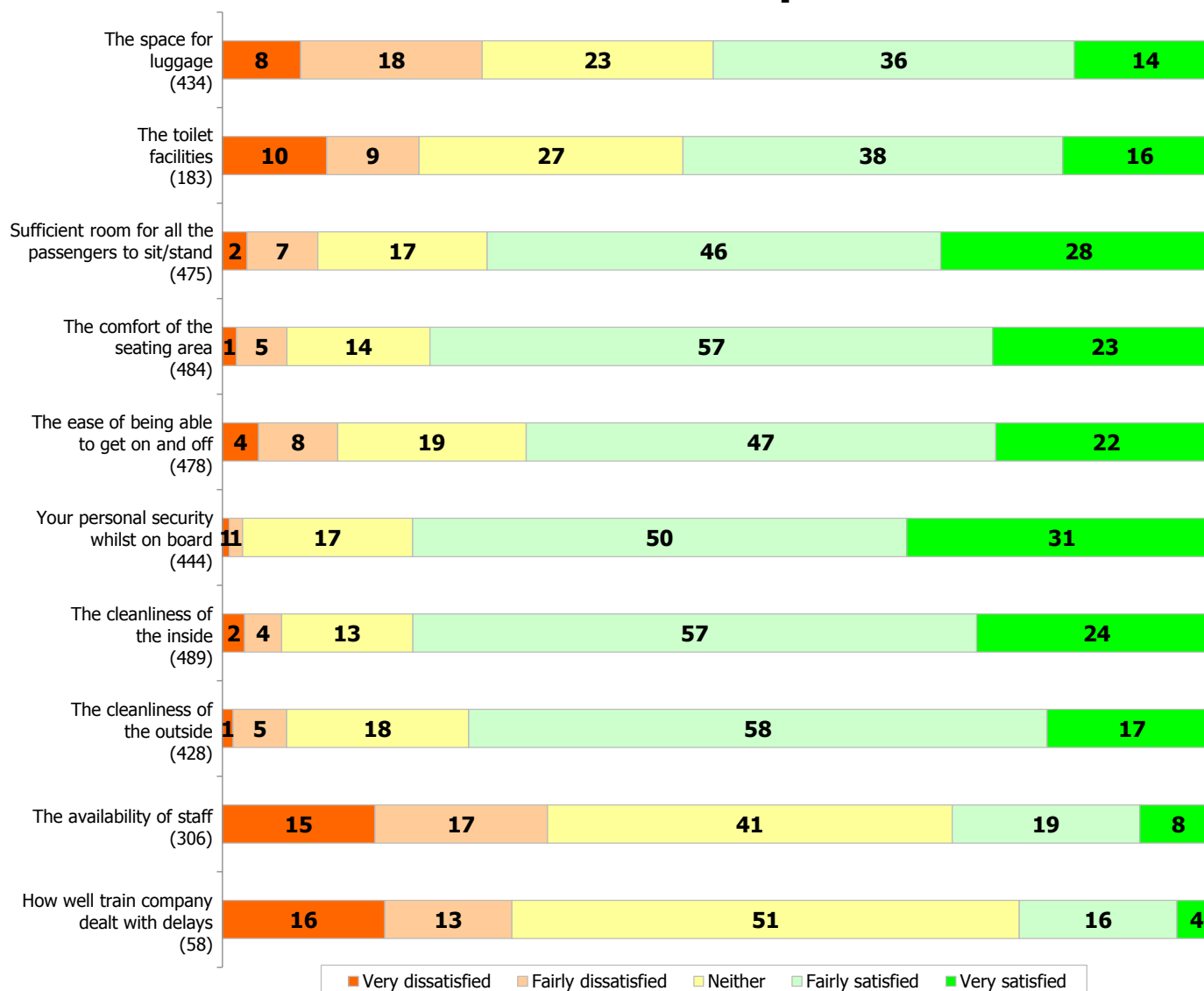


## Satisfaction results for Gatwick Express

% satisfied/good

Autumn 2015

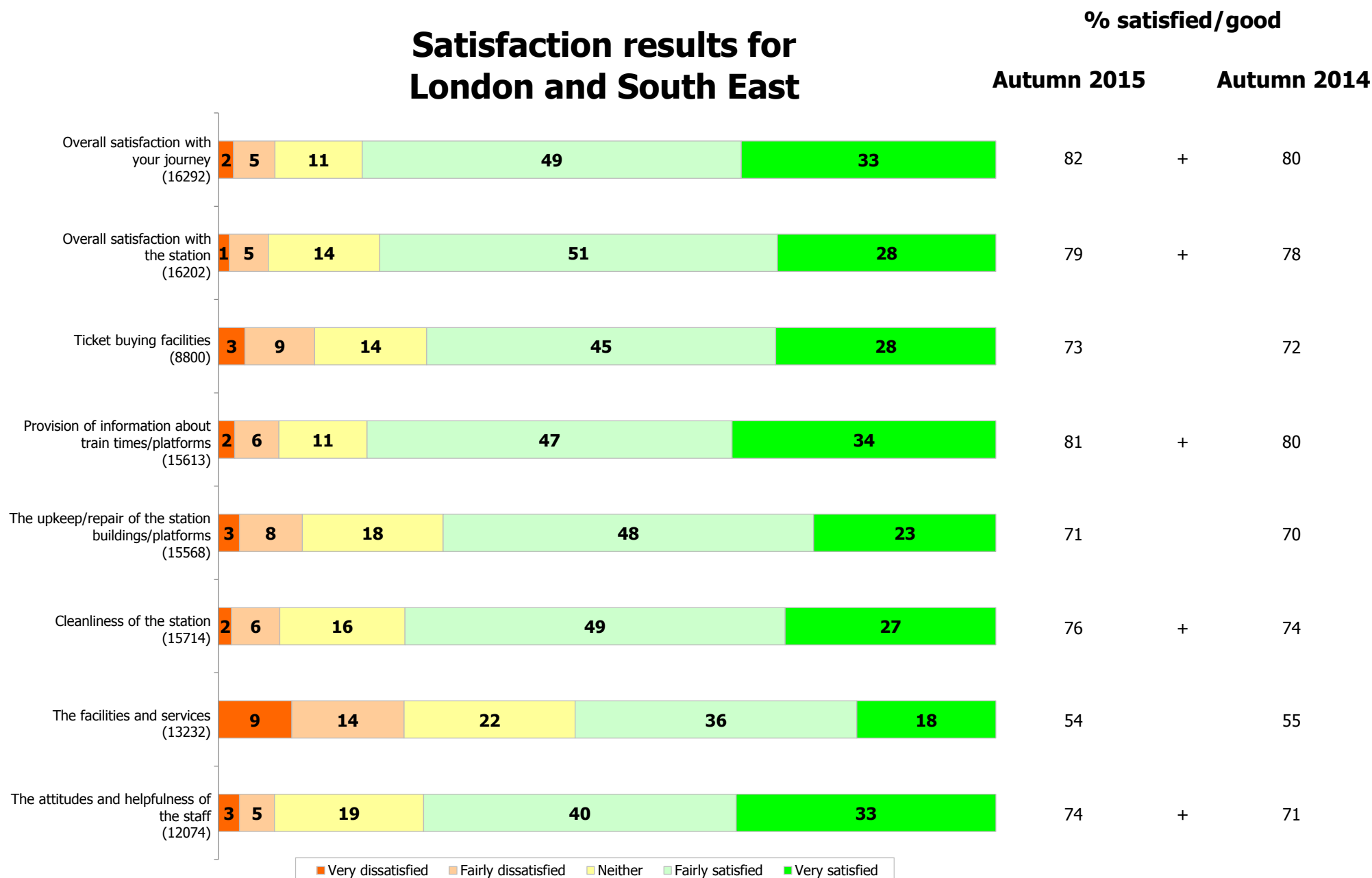
Autumn 2014



## 2 2.3 Overall satisfaction with your journey and station factors

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

### Satisfaction results for London and South East

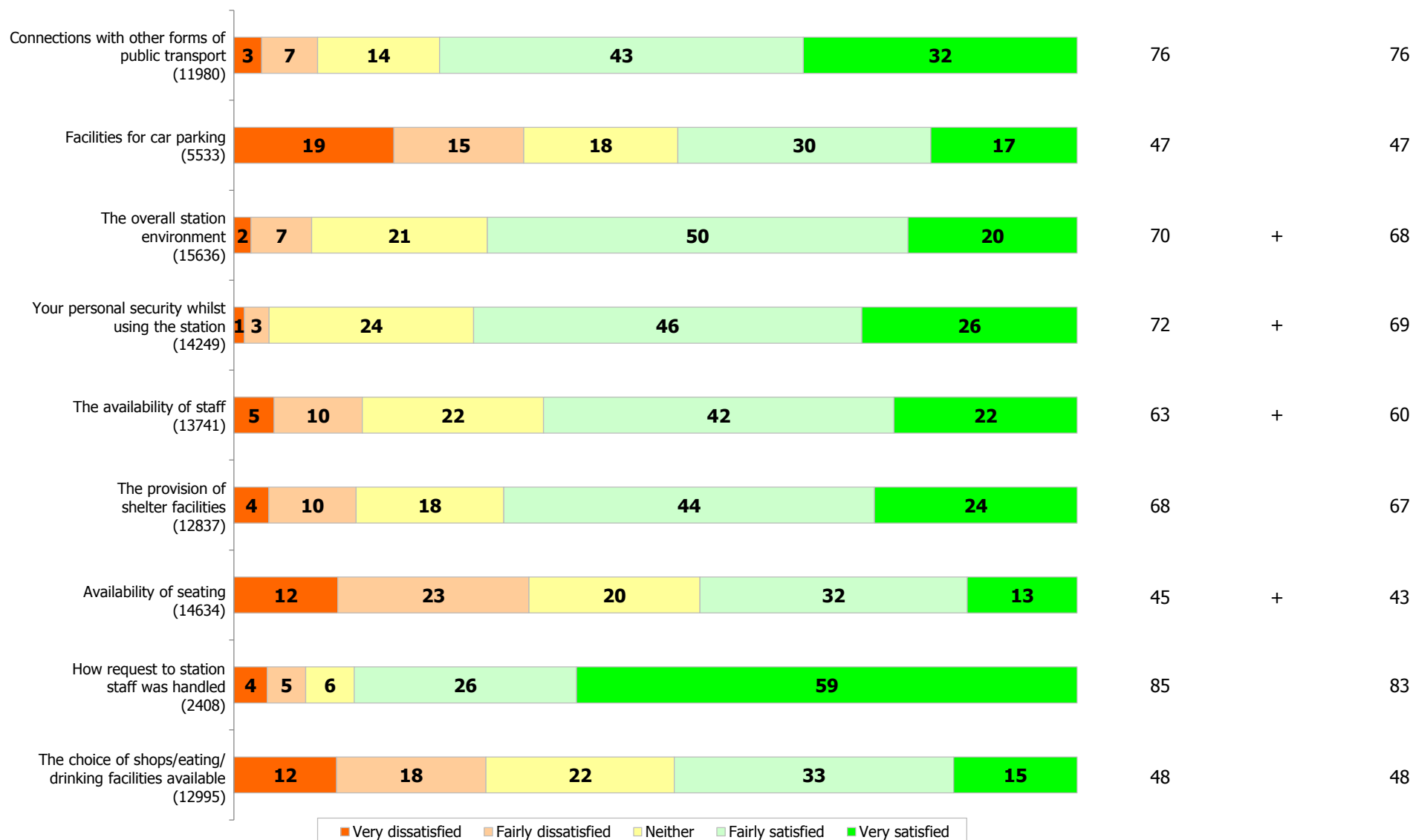


## Satisfaction results for London and South East

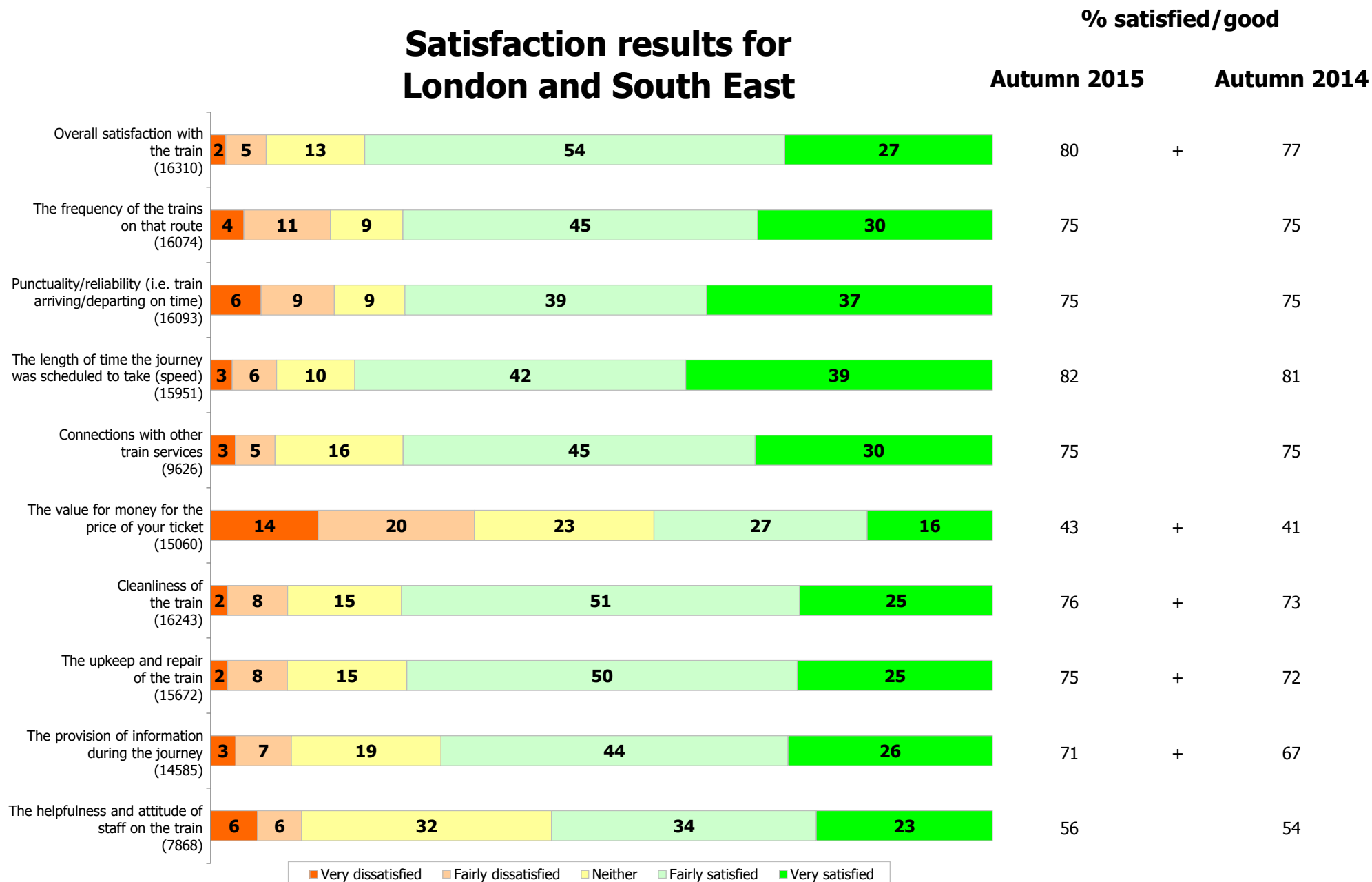
% satisfied/good

Autumn 2015

Autumn 2014



## Satisfaction results for London and South East

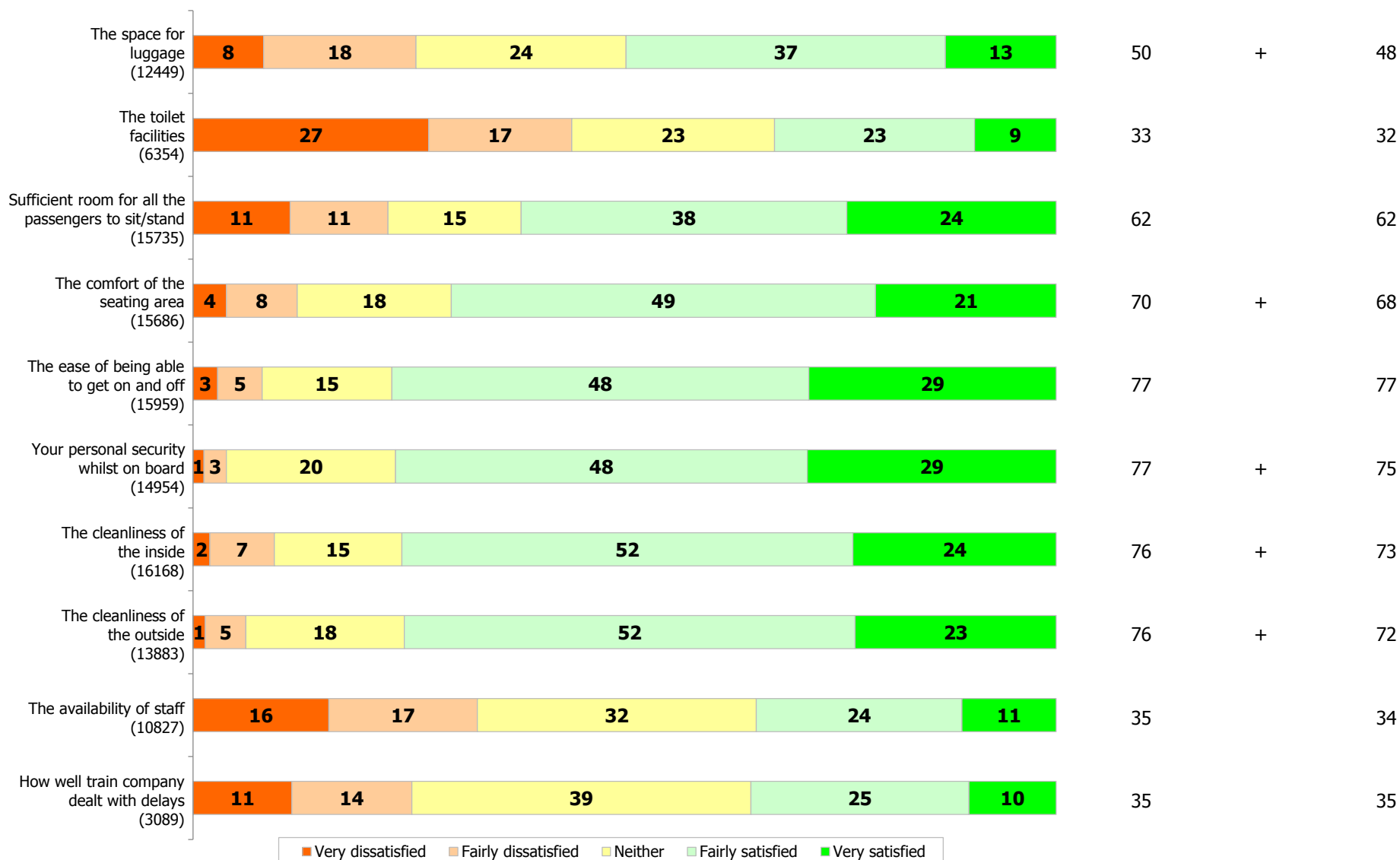


## Satisfaction results for London and South East

% satisfied/good

Autumn 2015

Autumn 2014



## Gatwick Express versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	80	82	98%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	72	79	91%
Ticket buying facilities	58	73	79%
Provision of information about train times/platforms	73	81	90%
The upkeep/repair of the station buildings/platforms	56	71	79%
Cleanliness	60	76	78%
The facilities and services	57	54	105%
The attitudes and helpfulness of the staff	71	74	97%
Connections with other forms of public transport	82	76	109%
Facilities for car parking	39	47	81%
Overall environment	59	70	84%
Your personal security whilst using the station	71	72	99%
The availability of staff	59	63	94%
The provision of shelter facilities	62	68	92%
Availability of seating	33	45	73%
How request to station staff was handled	83	85	98%
The choice of shops/eating/drinking facilities available	63	48	132%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	81	80	100%
The frequency of the trains on that route	89	75	118%
Punctuality/reliability (i.e. the train arriving/departing on time)	82	75	109%
The length of time the journey was scheduled to take (speed)	84	82	102%
Connections with other train services	85	75	112%
The value for money of the price of your ticket	37	43	85%
Cleanliness of the train	81	76	107%
Upkeep and repair of the train	76	75	101%
The provision of information during the journey	64	71	90%
The helpfulness and attitude of staff on train	55	56	97%
The space for luggage	51	50	102%
The toilet facilities	54	33	165%
Sufficient room for all passengers to sit/stand	73	62	118%
The comfort of the seating area	79	70	113%
The ease of being able to get on and off	69	77	90%
Your personal security on board	81	77	106%
The cleanliness of the inside	81	76	107%
The cleanliness of the outside	75	76	100%
The availability of staff	27	35	77%
How well train company deals with delays	20	35	56%

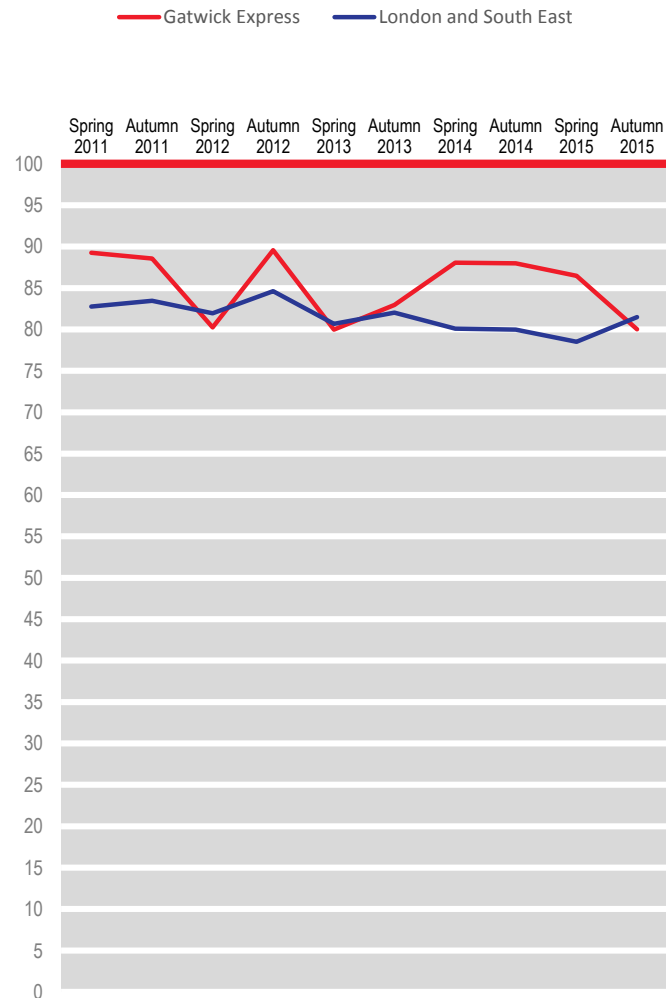
## Building block/route data for Gatwick Express

	Gatwick Express
Overall satisfaction with your journey	80
<b>STATION FACILITIES</b>	
Overall satisfaction with the station	72
Ticket buying facilities	58
Provision of information about train times/platforms	73
The upkeep/repair of the station buildings/platforms	56
Cleanliness	60
The facilities and services	57
The attitudes and helpfulness of the staff	71
Connections with other forms of public transport	82
Facilities for car parking	39
Overall environment	59
Your personal security whilst using the station	71
The availability of staff	59
The provision of shelter facilities	62
Availability of seating	33
How request to station staff was handled	83
The choice of shops/eating/drinking facilities available	63
<b>TRAIN FACILITIES</b>	
Overall satisfaction with the train	81
The frequency of the trains on that route	89
Punctuality/reliability (i.e. the train arriving/departing on time)	82
The length of time the journey was scheduled to take (speed)	84
Connections with other train services	85
The value for money of the price of your ticket	37
Cleanliness of the train	81
Upkeep and repair of the train	76
The provision of information during the journey	64
The helpfulness and attitude of staff on train	55
The space for luggage	51
The toilet facilities	54
Sufficient room for all passengers to sit/stand	73
The comfort of the seating area	79
The ease of being able to get on and off	69
Your personal security on board	81
The cleanliness of the inside	81
The cleanliness of the outside	75
The availability of staff	27
How well train company deals with delays	20

# Percentage satisfaction with aspects of station where boarded

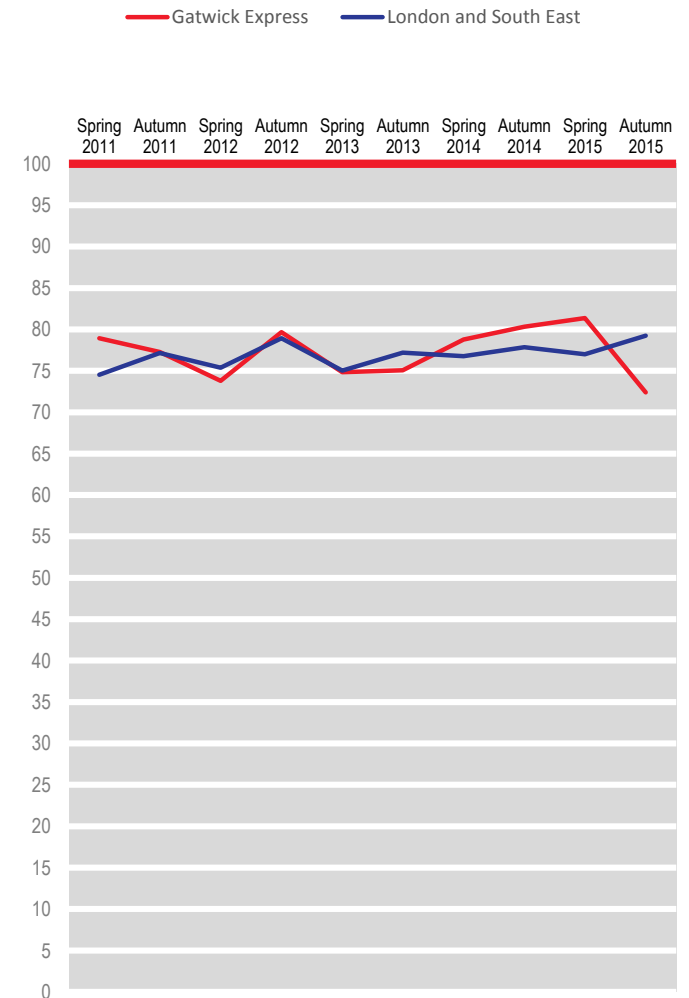
## Overall satisfaction with your journey

(492)  
Percentage of passengers satisfied 2011 to 2015



## Overall station satisfaction

(490)  
Percentage of passengers satisfied 2011 to 2015



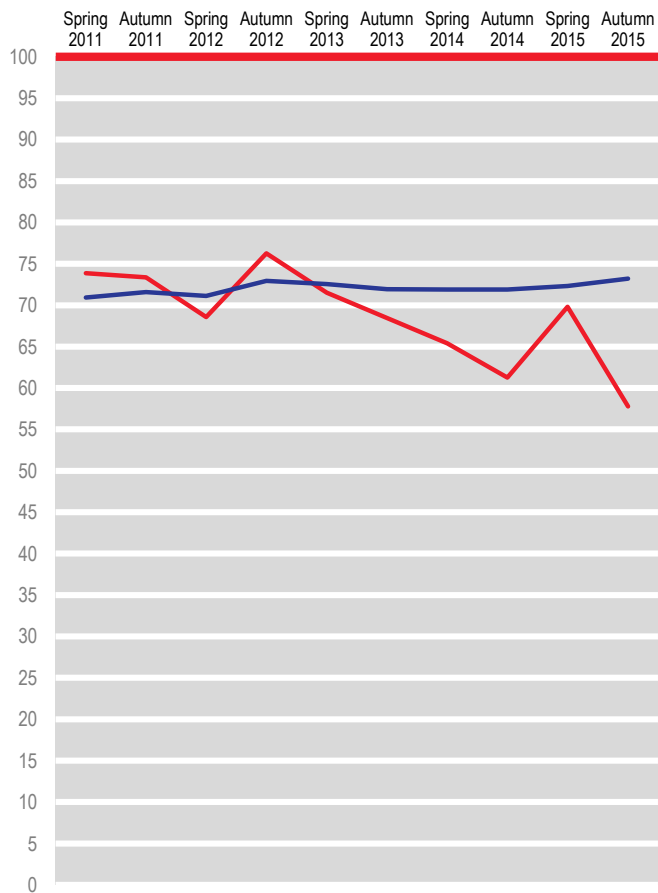
N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(283)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

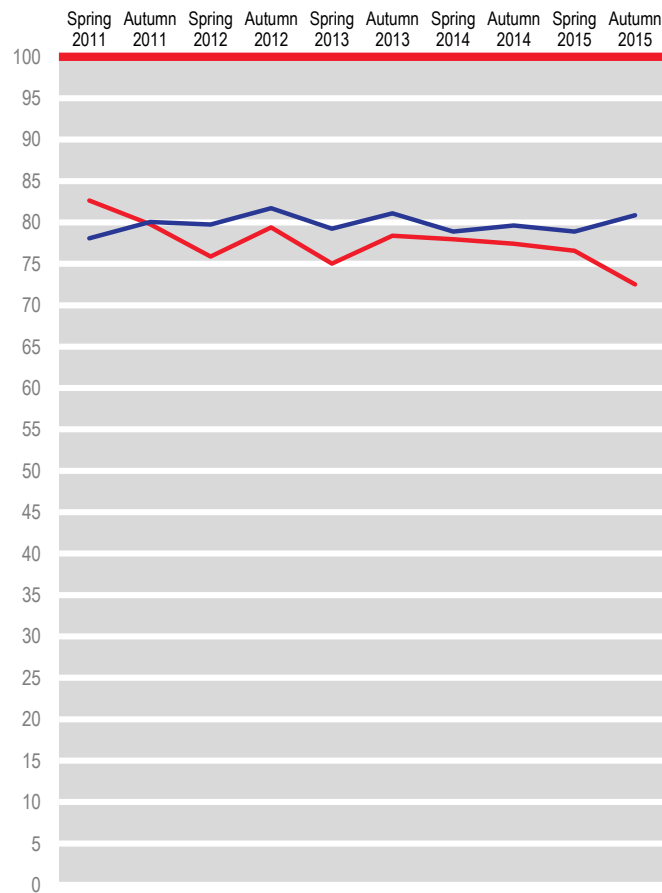


### Provision of information about train times/platforms

(471)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

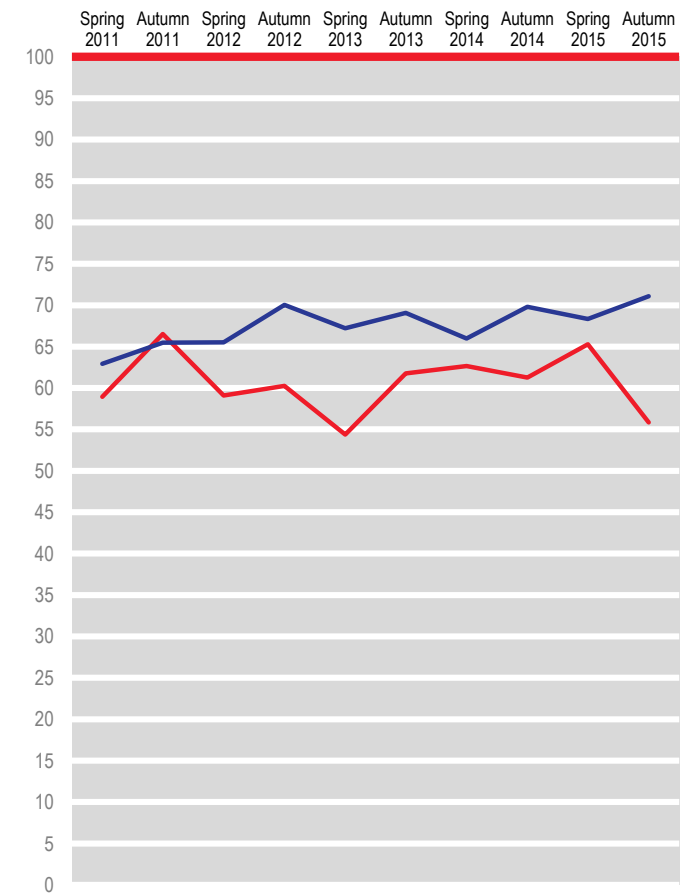


### The upkeep/repair of the station building/platforms

(452)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

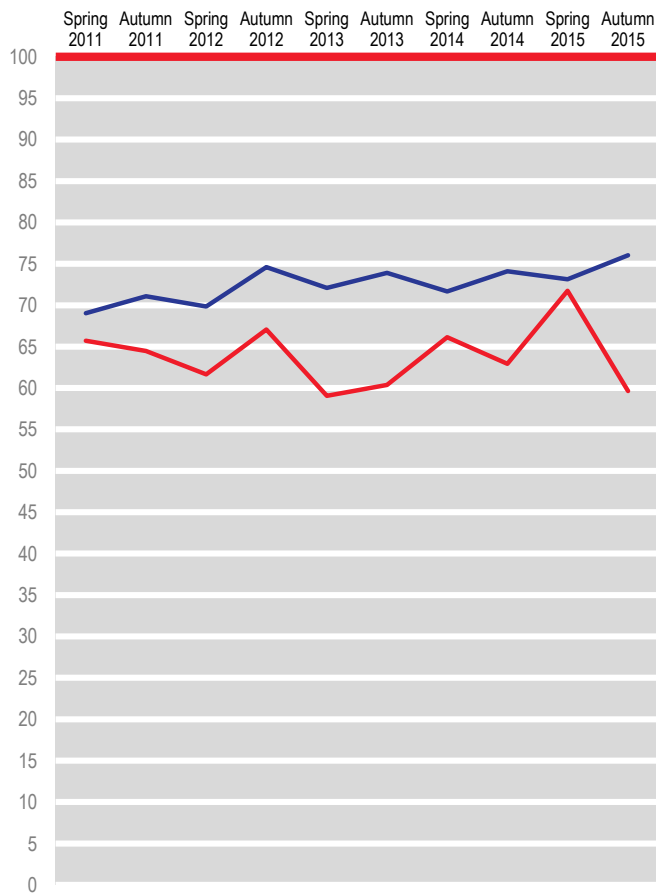


N.B. Benchmarks and targets are only shown for applicable factors

**Cleanliness of the station****(470)**

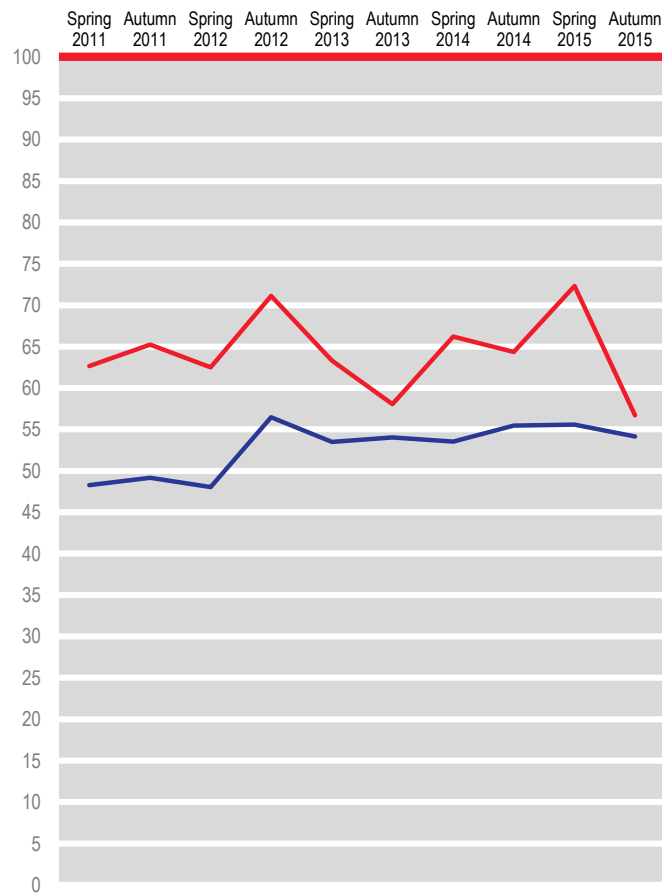
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

**The facilities and services at the station****(341)**

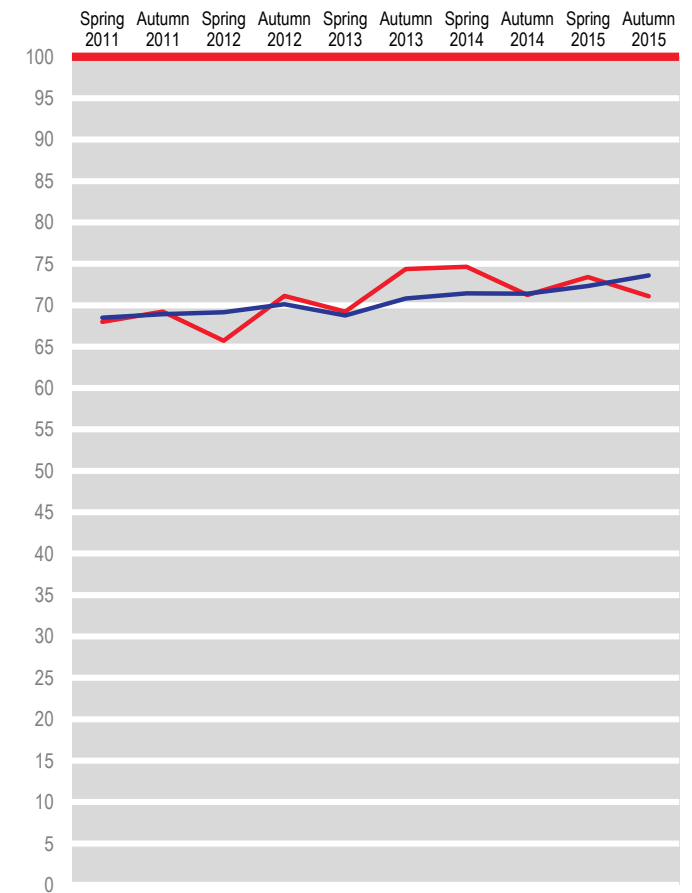
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

**The attitudes and helpfulness of the staff at the station****(369)**

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



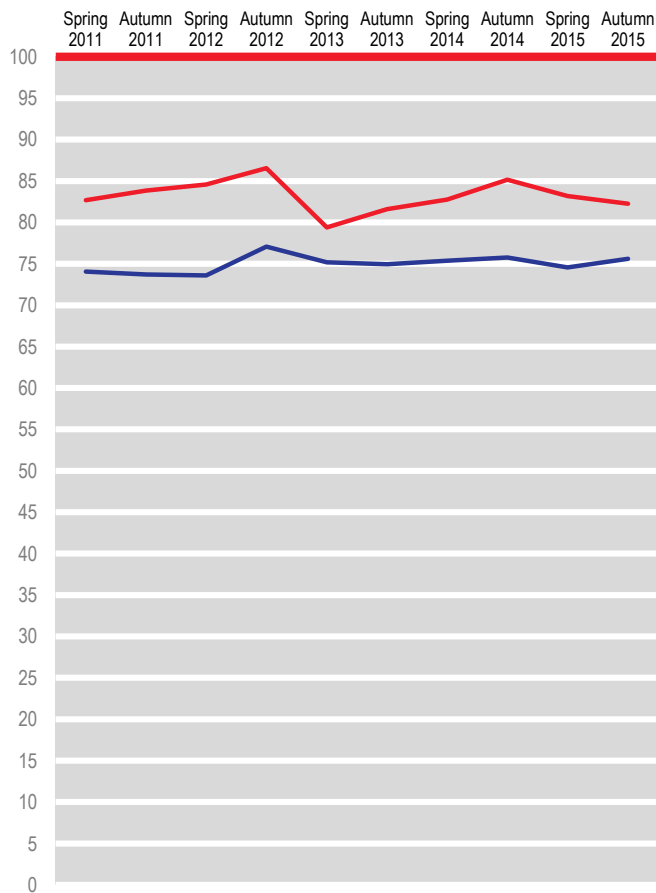
N.B. Benchmarks and targets are only shown for applicable factors

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

(362)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

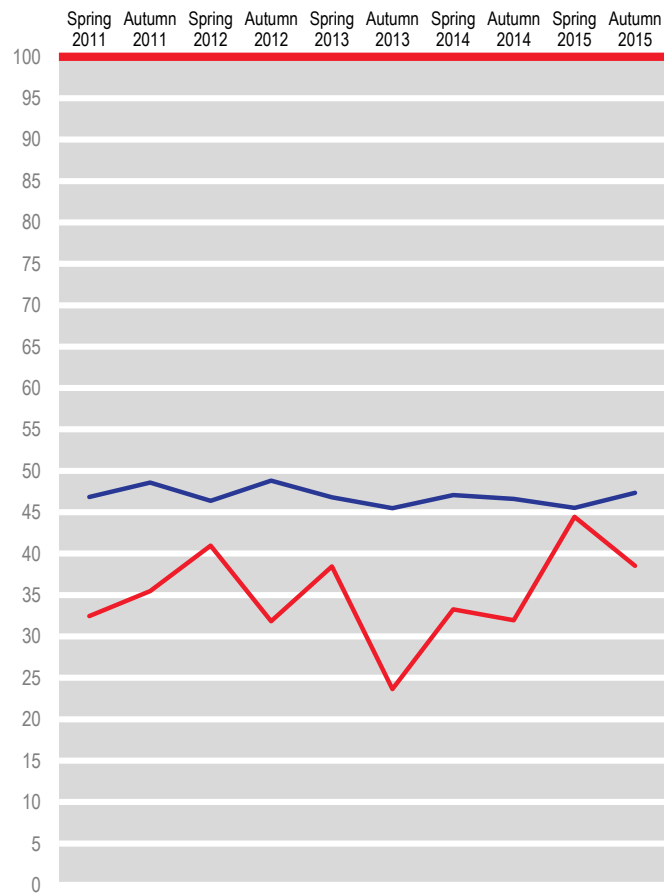


### Facilities for car parking at the station

(57)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

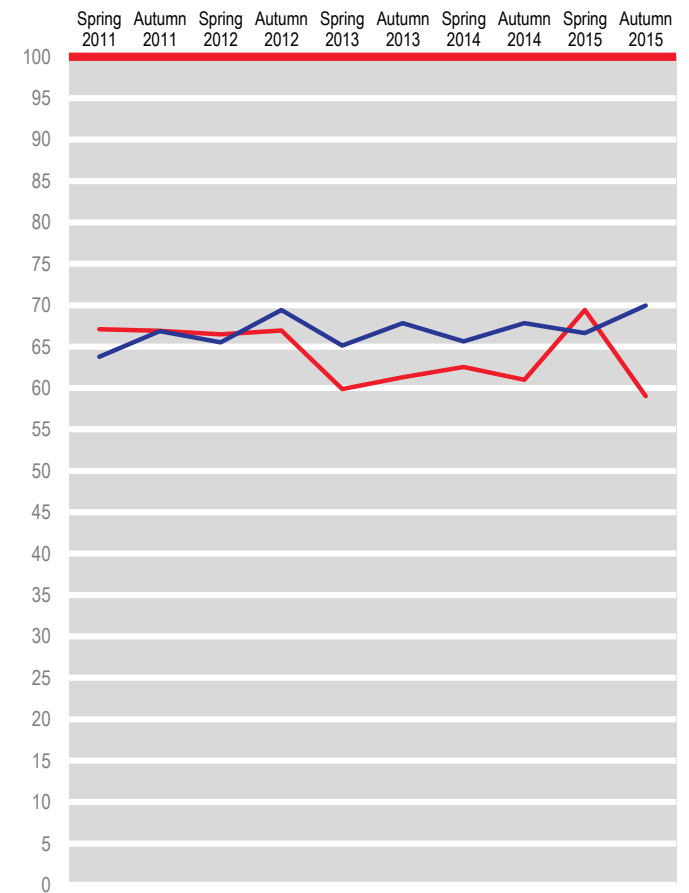


### Overall station environment

(457)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



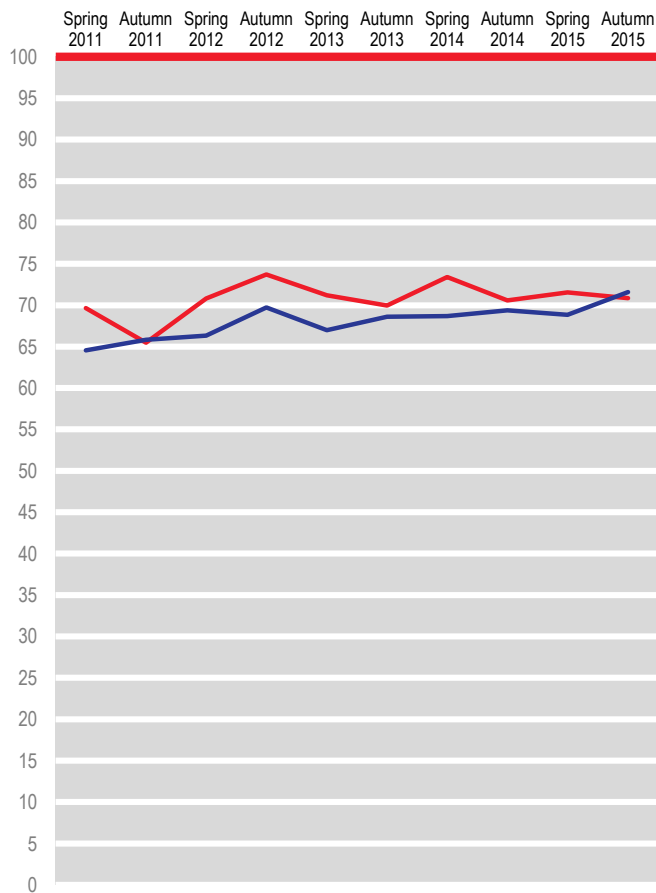
N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(418)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

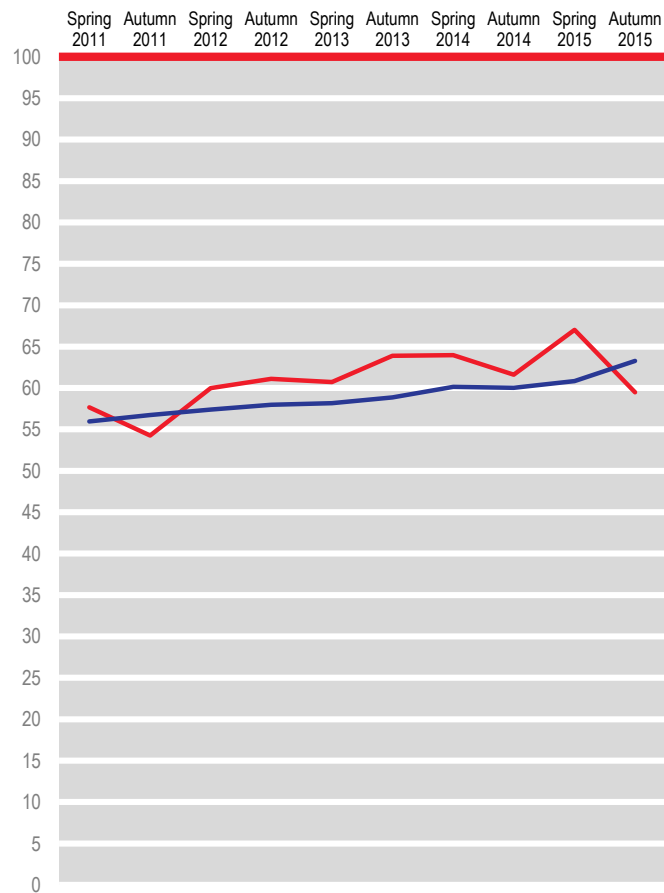


### The availability of staff at the station

(411)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

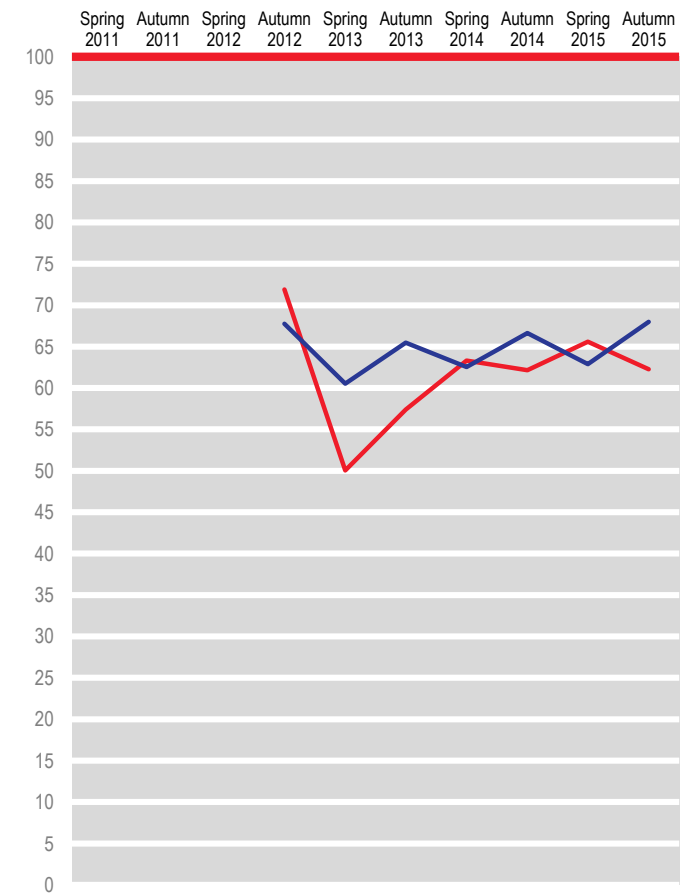


### The provision of shelter facilities

(230)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

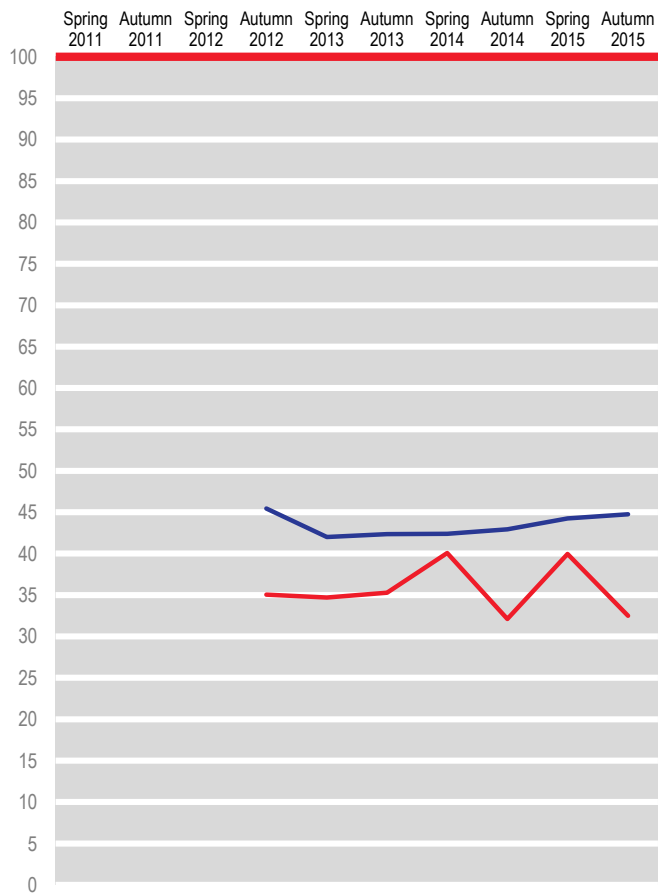


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(332)**

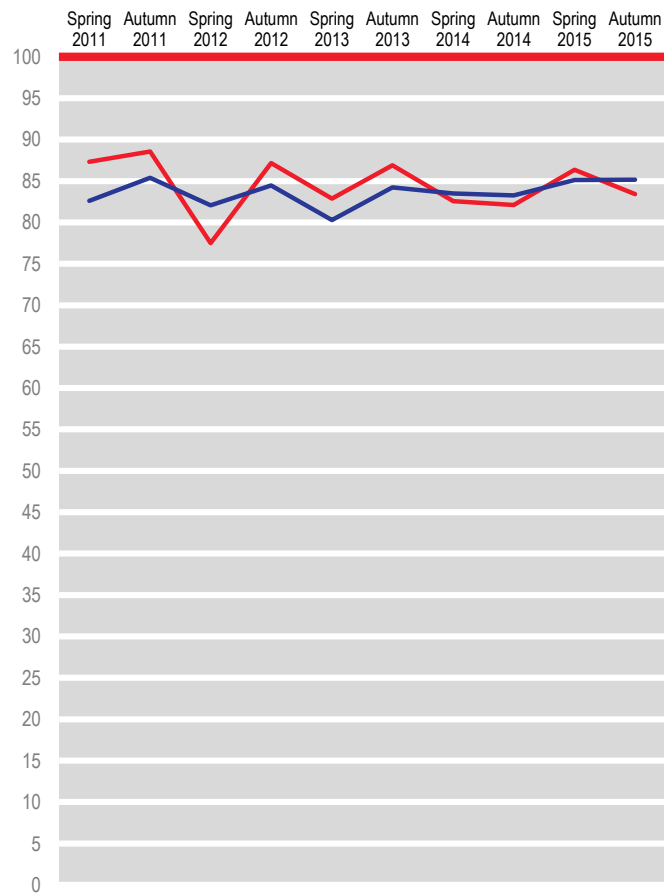
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

**How request to station staff was handled****(152)**

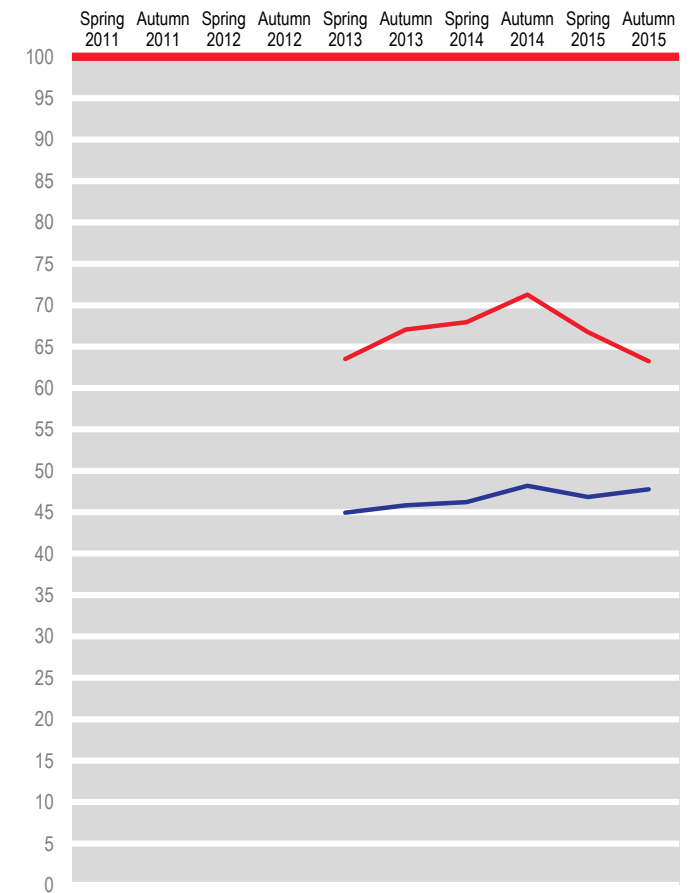
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

**The choice of shops/eating/drinking facilities available****(337)**

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



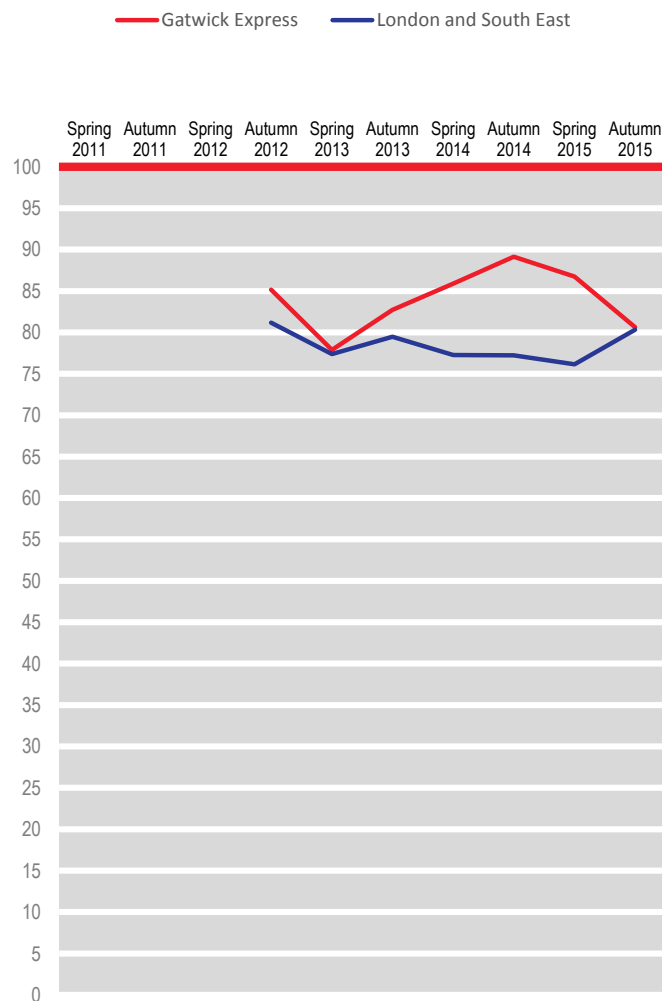
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(493)

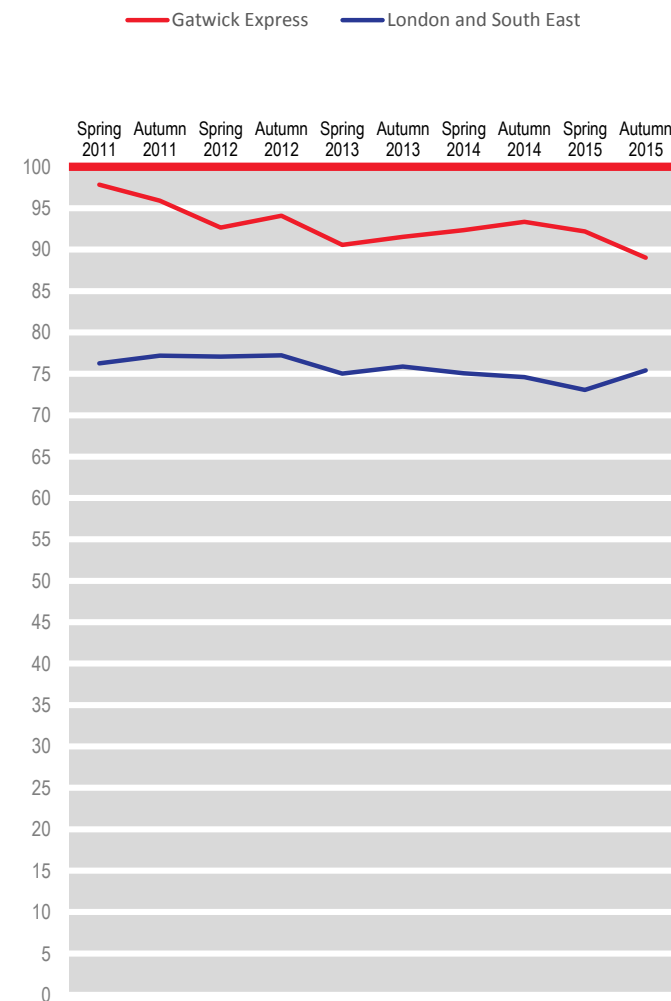
Percentage of passengers satisfied 2011 to 2015



## The frequency of trains on that route

(490)

Percentage of passengers satisfied 2011 to 2015



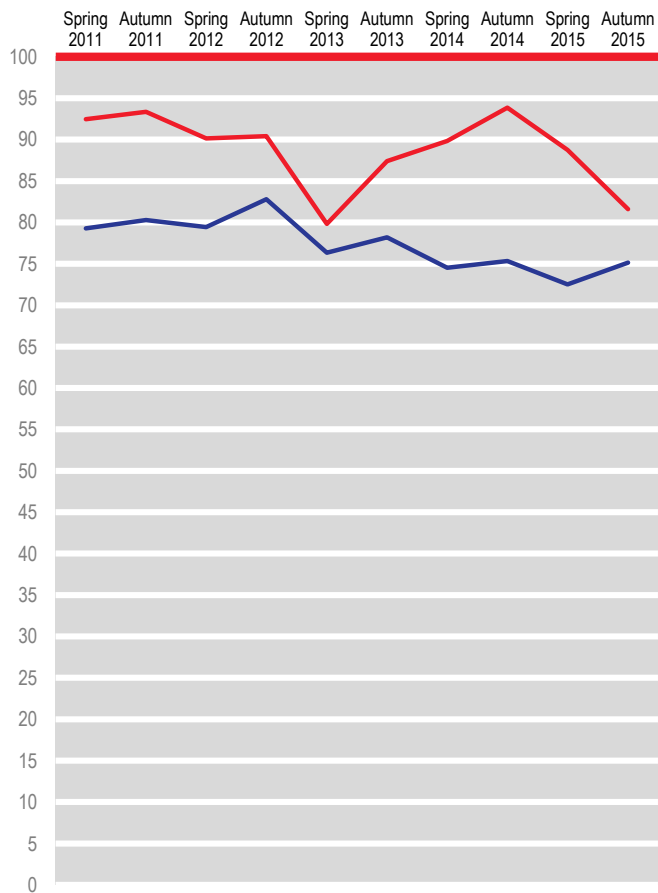
N.B. Benchmarks and targets are only shown for applicable factors

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

(476)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

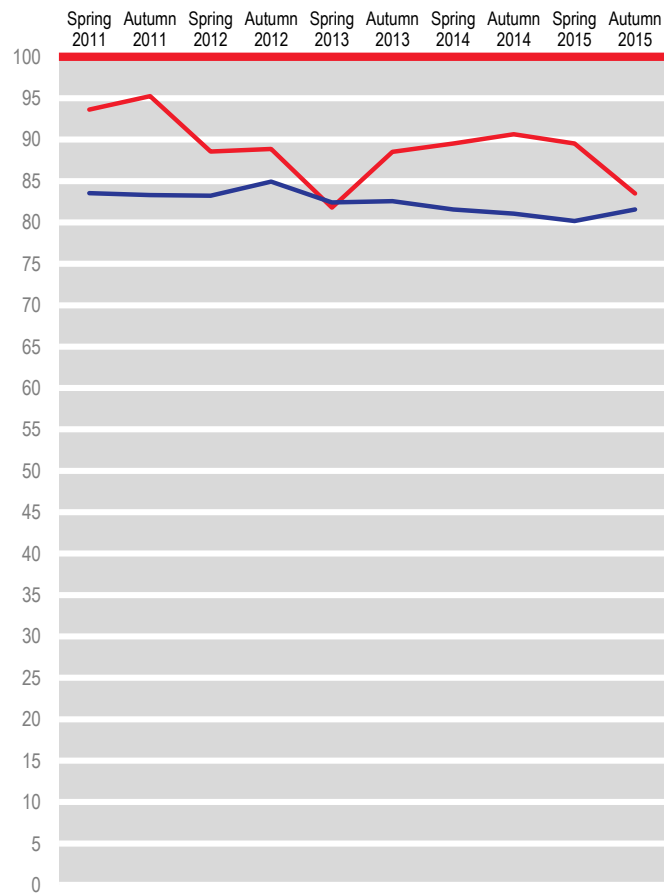


### The length of time the journey was scheduled to take (speed)

(471)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

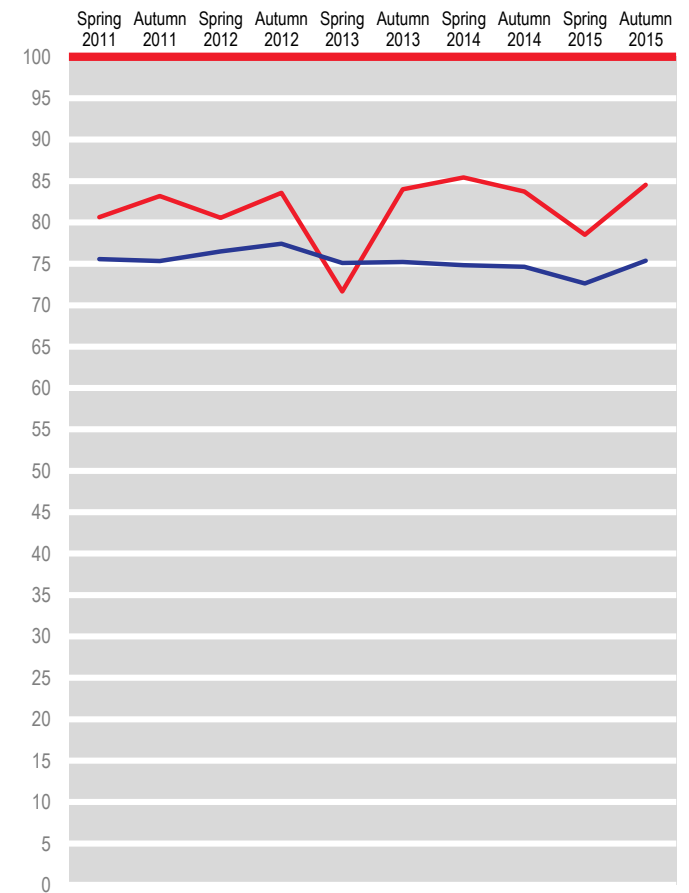


### Connections with other train services

(252)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



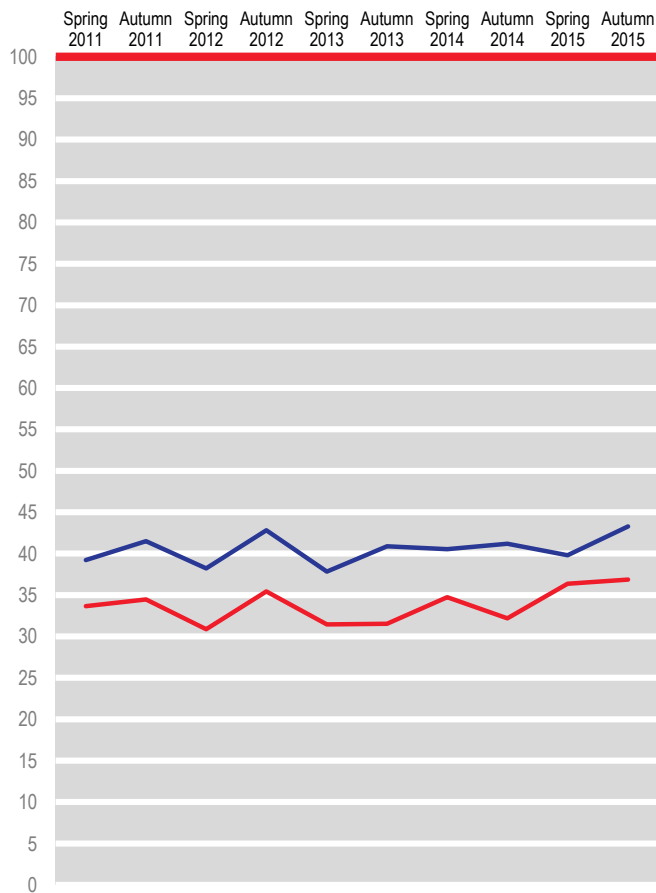
N.B. Benchmarks and targets are only shown for applicable factors

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

(469)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

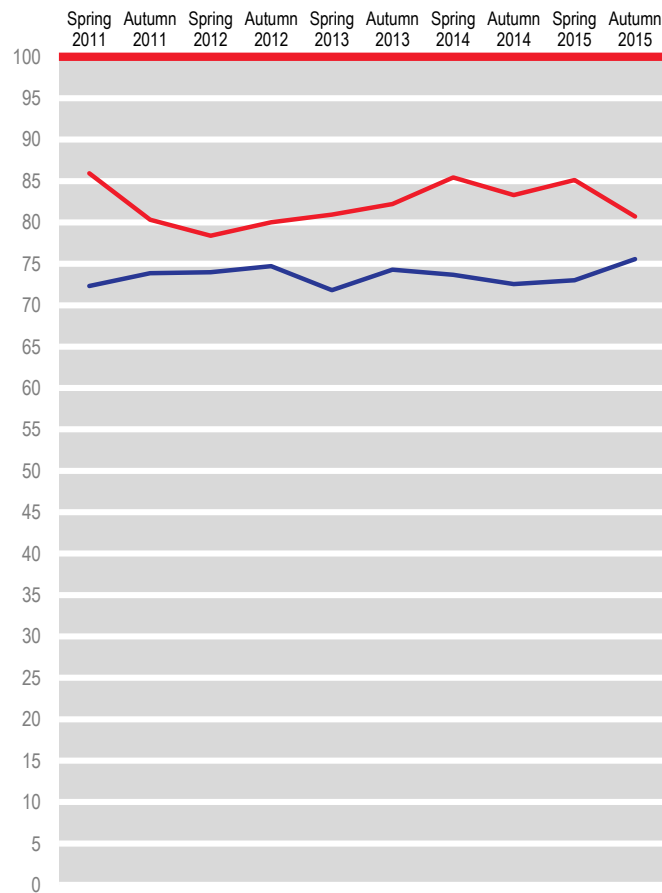


### Cleanliness of the train

(496)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

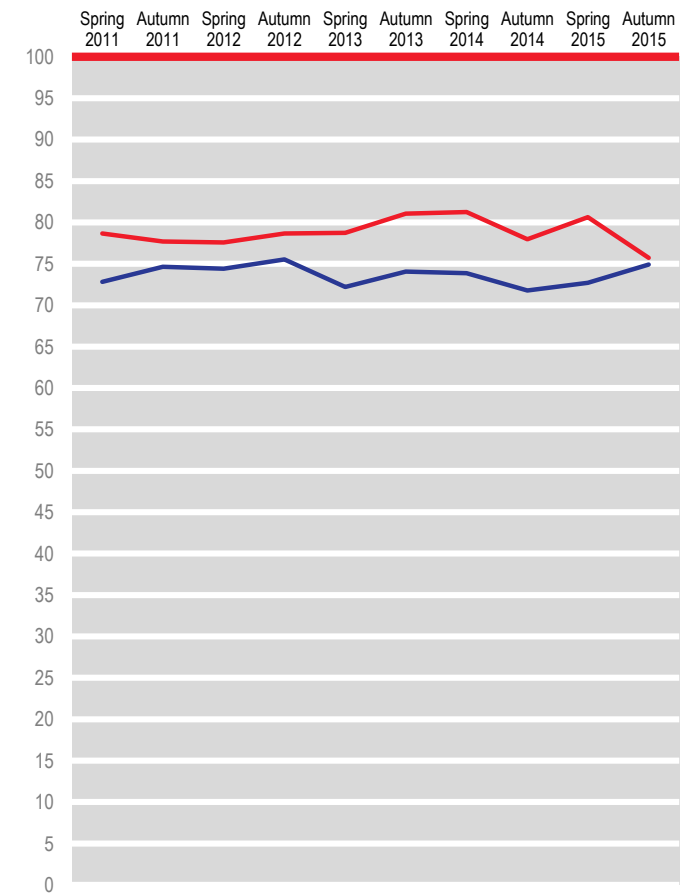


### Upkeep and repair of the train

(474)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



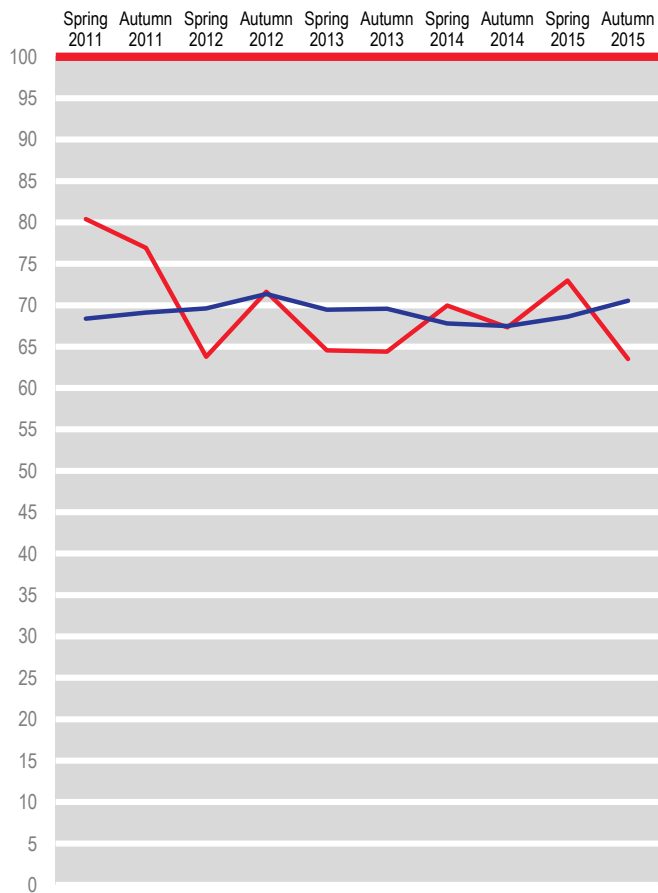
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(413)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

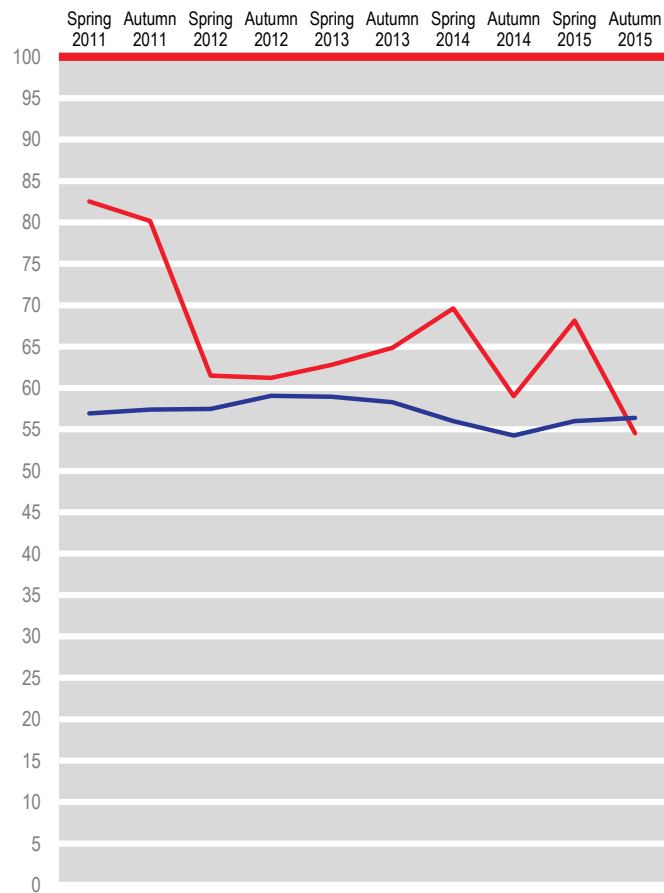


### The helpfulness and attitude of staff on the train

(198)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

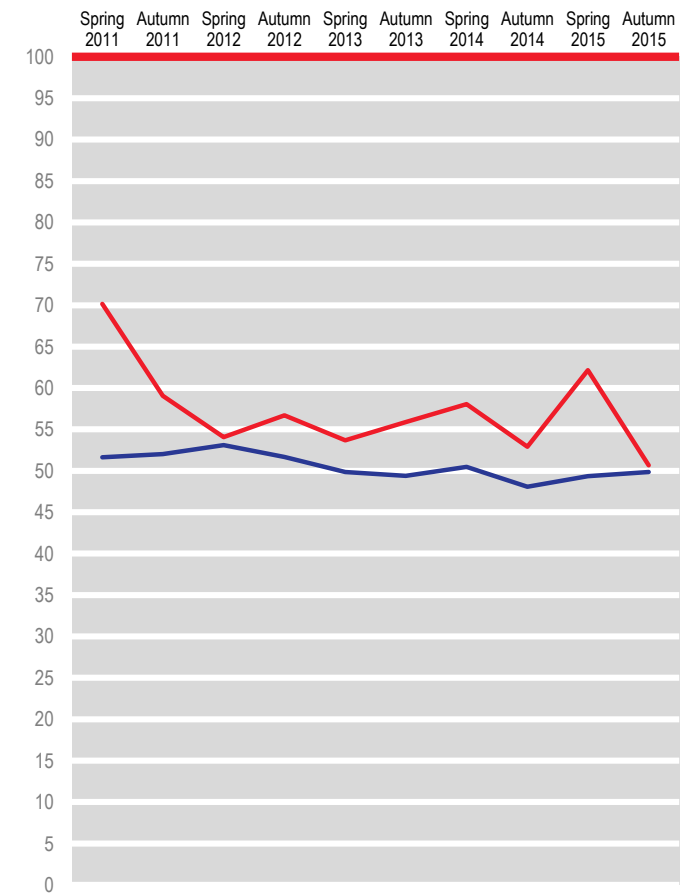


### The space for luggage

(434)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

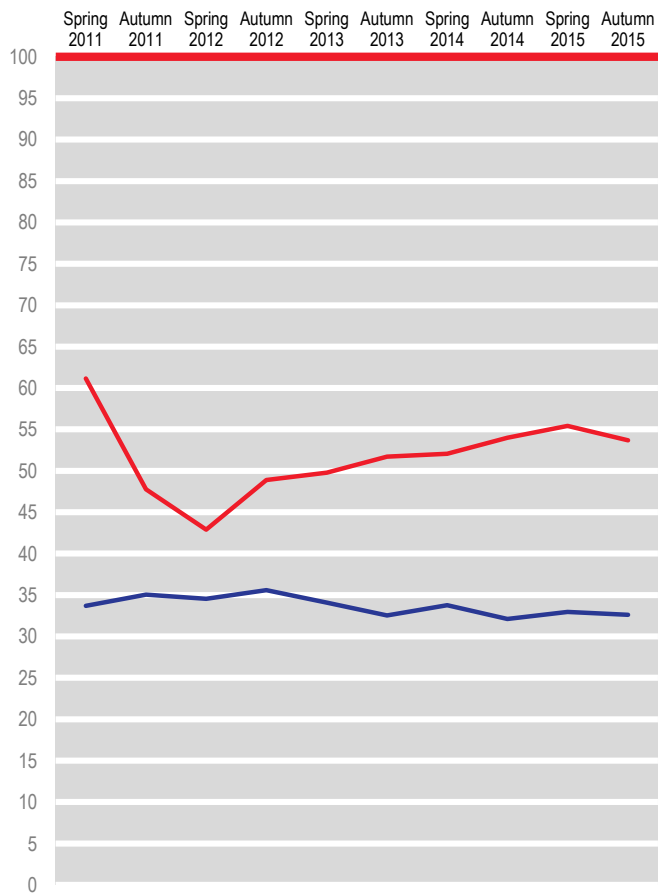


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(183)**

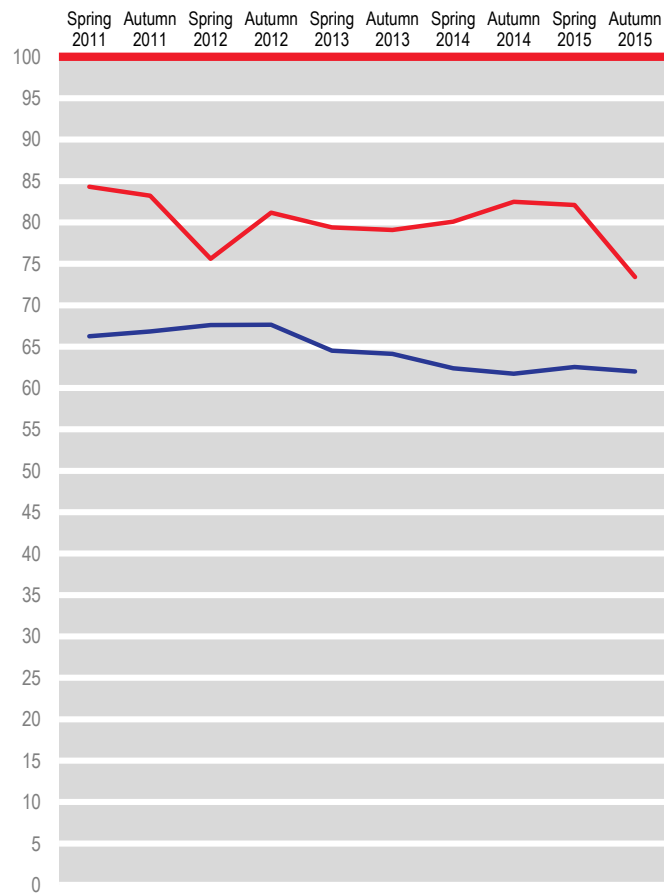
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

**Sufficient room for all the passengers to sit/stand****(475)**

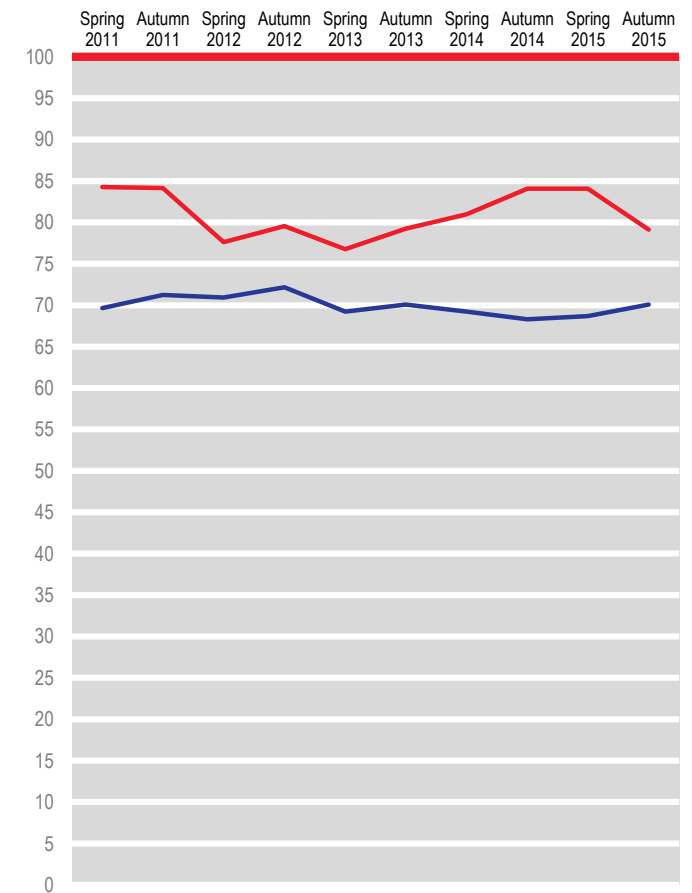
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

**The comfort of the seating area****(484)**

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



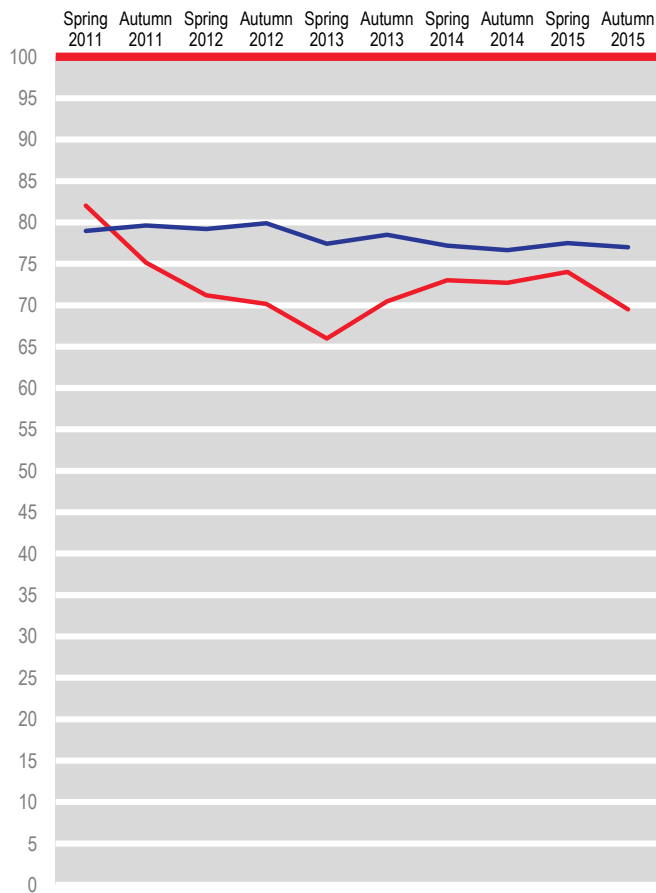
N.B. Benchmarks and targets are only shown for applicable factors

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

(478)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

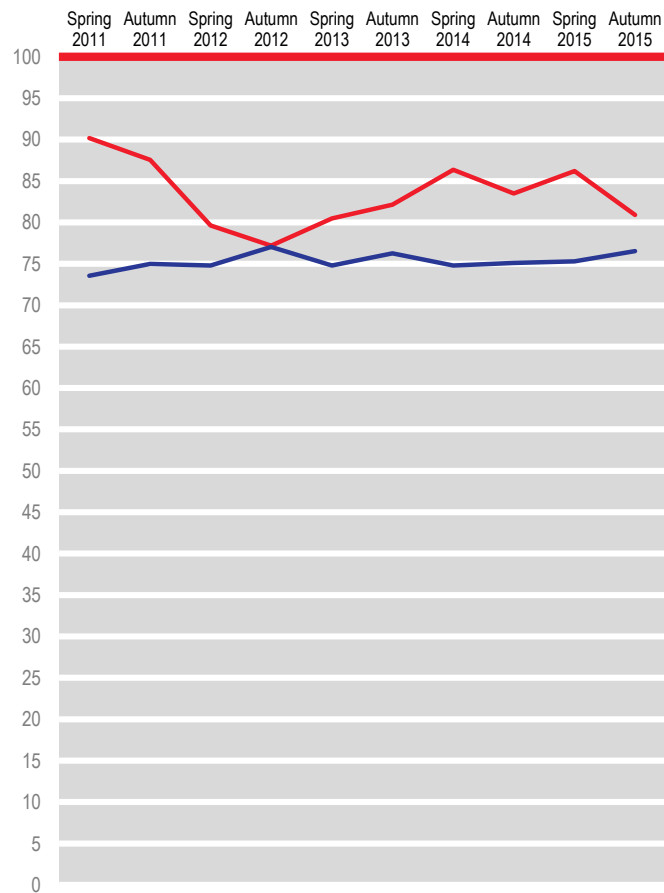


### Your personal security whilst on board

(444)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

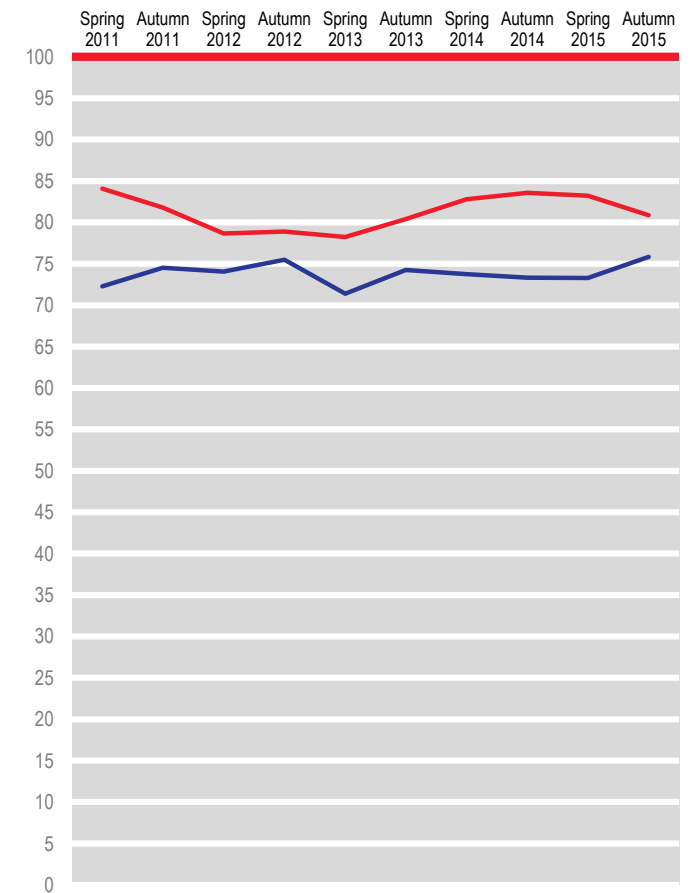


### The cleanliness of the inside of the train

(489)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

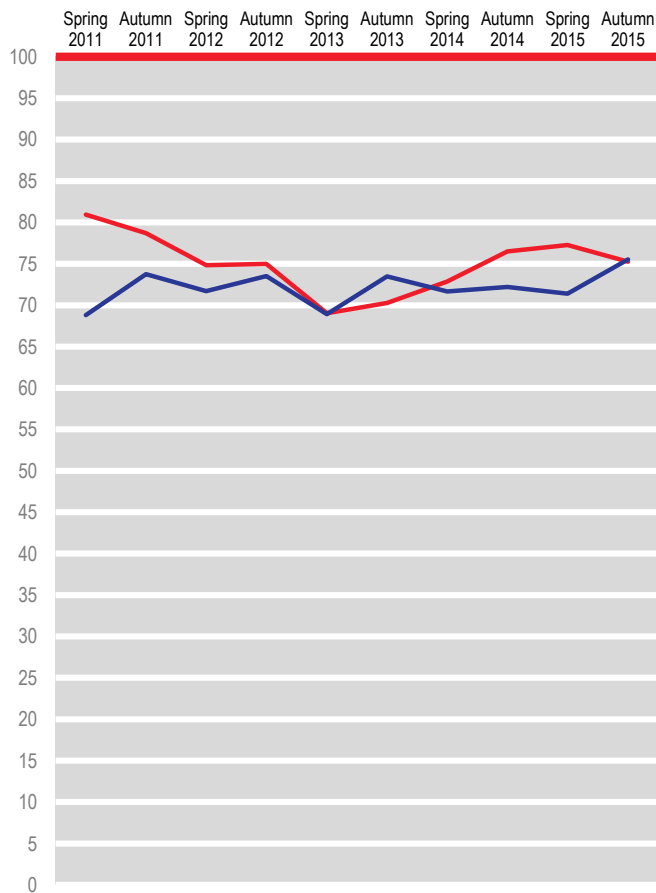


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train (428)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

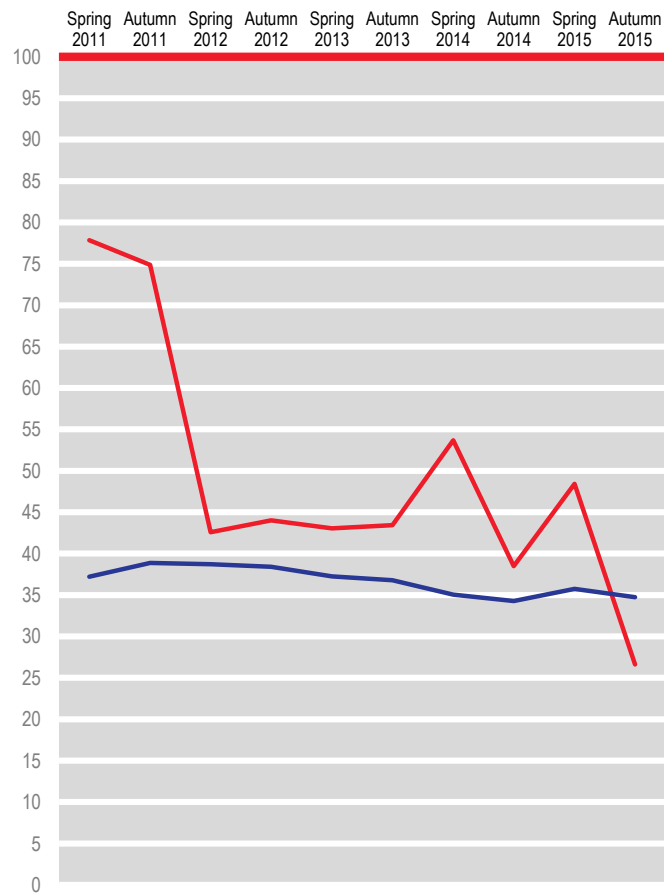


### The availability of staff on the train

(306)

Percentage of passengers satisfied 2011 to 2015

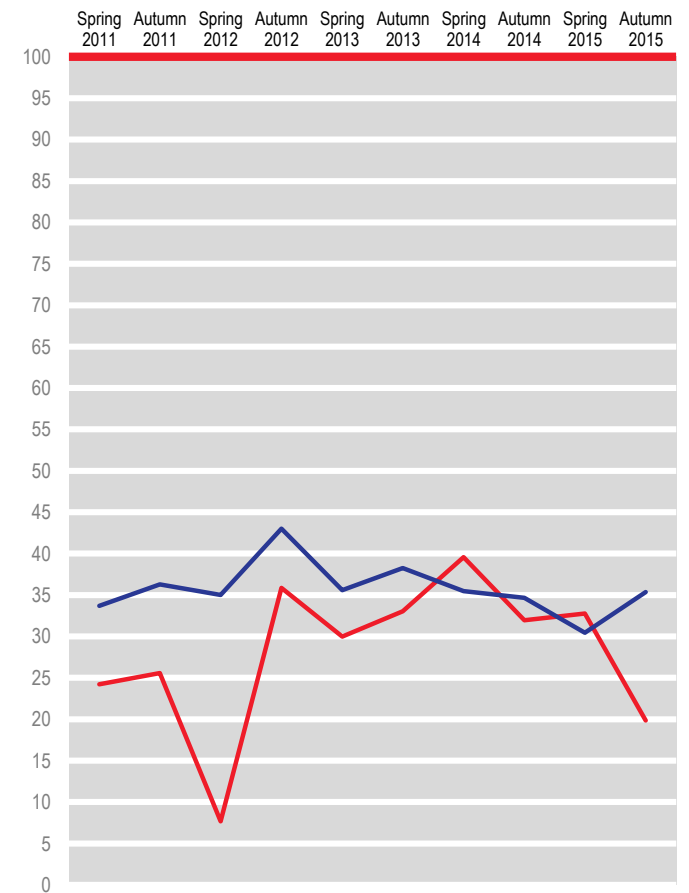
— Gatwick Express — London and South East



### How well train company dealt with delays (58)

Percentage of passengers satisfied 2011 to 2015

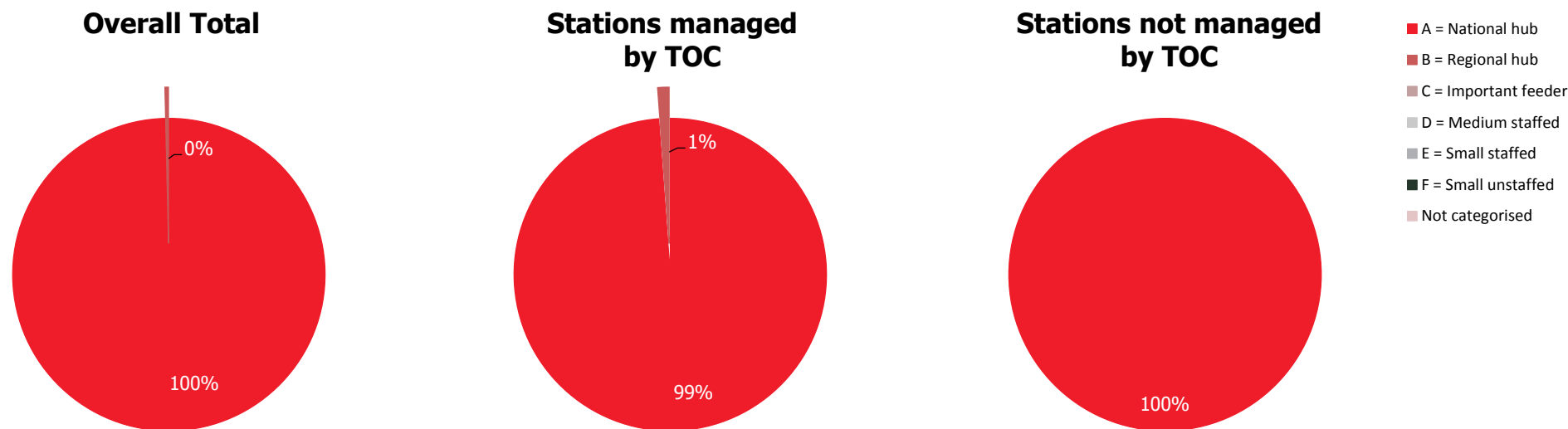
— Gatwick Express — London and South East



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

## Managed versus non-managed stations for Gatwick Express

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



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	76		71
Ticket buying facilities	61		56
Provision of information about train times/platforms	69		74
The upkeep/repair of the station buildings/platforms	56		56
Cleanliness	64		58
The facilities and services	49		60
The attitudes and helpfulness of the staff	74		70
Connections with other forms of public transport	82		82
Facilities for car parking	71		21
Overall environment	60		59
Your personal security whilst using the station	77		68
The availability of staff	68	+	55
The provision of shelter facilities	66		60
Availability of seating	47	+	24
How request to station staff was handled	82		84
The choice of shops/eating/drinking facilities available	51	-	68

## Gatwick Express

(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	63		84	82	-	88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	59		76	74		81
Ticket buying facilities	22		28	61		63
Provision of information about train times/platforms	65		75	74		78
The upkeep/repair of the station buildings/platforms	46		56	57		62
Cleanliness	56		66	60		63
The facilities and services	47		81	58		63
The attitudes and helpfulness of the staff	67		64	72		72
Connections with other forms of public transport	89		79	81		86
Facilities for car parking	-		-	43		33
Overall environment	57		62	59		61
Your personal security whilst using the station	63		66	72		71
The availability of staff	48		61	61		62
The provision of shelter facilities	65		76	62		61
Availability of seating	7		30	36		32
How request to station staff was handled	100		45	83		83
The choice of shops/eating/drinking facilities available	52		82	65		70
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	76		88	81	-	89
The frequency of the trains on that route	78		97	91		93
Punctuality/reliability (i.e. the train arriving/departing on time)	60		100	85	-	93
The length of time the journey was scheduled to take (speed)	69		91	86		91
Connections with other train services	78		93	85		83
The value for money of the price of your ticket	22		35	39		32
Cleanliness of the train	80		84	81		83
Upkeep and repair of the train	71		69	76		79
The provision of information during the journey	60		68	64		67
The helpfulness and attitude of staff on train	35		48	57		60
The space for luggage	37		26	52		55
The toilet facilities	33		47	57		55
Sufficient room for all passengers to sit/stand	60		47	75	-	86
The comfort of the seating area	73		69	80		85
The ease of being able to get on and off	59		65	71		73
Your personal security on board	78		75	81		84
The cleanliness of the inside	75		82	82		84
The cleanliness of the outside	72		73	76		77
The availability of staff	9		24	30	-	40
How well train company deals with delays	-		-	26		32

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

## Gatwick Express

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	81	-	88	77	-	88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	73		78	72	-	87
Ticket buying facilities	59		59	52		67
Provision of information about train times/platforms	74		78	67		76
The upkeep/repair of the station buildings/platforms	57		58	53	-	72
Cleanliness	59		61	61		70
The facilities and services	56		61	59	-	77
The attitudes and helpfulness of the staff	68		70	82		74
Connections with other forms of public transport	82		86	83		83
Facilities for car parking	36		32	53		32
Overall environment	59		60	61		63
Your personal security whilst using the station	70		70	76		72
The availability of staff	56		59	72		70
The provision of shelter facilities	62		64	65		58
Availability of seating	31		30	39		39
How request to station staff was handled	82		77	86		91
The choice of shops/eating/drinking facilities available	62		70	68		74
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	81	-	87	81	-	94
The frequency of the trains on that route	91		96	80		86
Punctuality/reliability (i.e. the train arriving/departing on time)	81	-	94	84		93
The length of time the journey was scheduled to take (speed)	83	-	90	87		92
Connections with other train services	85		86	82		78
The value for money of the price of your ticket	35		30	44		39
Cleanliness of the train	80		83	82		84
Upkeep and repair of the train	75		76	79		84
The provision of information during the journey	63		68	66		66
The helpfulness and attitude of staff on train	51		55	70		69
The space for luggage	53		52	44		54
The toilet facilities	56		51	44		67
Sufficient room for all passengers to sit/stand	73	-	81	75		87
The comfort of the seating area	79		82	79	-	91
The ease of being able to get on and off	70		73	67		73
Your personal security on board	79		83	87		84
The cleanliness of the inside	80		82	83		88
The cleanliness of the outside	75		75	77		81
The availability of staff	25	-	36	33		47
How well train company deals with delays	19		21	25		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
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	79	+	77	81		82
Ticket buying facilities	73		71	77		77
Provision of information about train times/platforms	80	+	79	84		84
The upkeep/repair of the station buildings/platforms	71		69	73		72
Cleanliness	76	+	74	78		76
The facilities and services	54	-	56	57		52
The attitudes and helpfulness of the staff	73	+	71	74		73
Connections with other forms of public transport	75		75	77		78
Facilities for car parking	47		47	51		45
Overall environment	70	+	67	72		70
Your personal security whilst using the station	72	+	69	72		71
The availability of staff	63	+	60	64		61
The provision of shelter facilities	67		66	74		69
Availability of seating	44	+	41	52		54
How request to station staff was handled	85		83	84		87
The choice of shops/eating/drinking facilities available	47		48	53	+	47
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	79	+	76	86		85
The frequency of the trains on that route	75		74	80		80
Punctuality/reliability (i.e. the train arriving/departing on time)	73		74	86		83
The length of time the journey was scheduled to take (speed)	80		80	88		87
Connections with other train services	75		74	79		81
The value for money of the price of your ticket	41	+	39	57		55
Cleanliness of the train	75	+	72	81		77
Upkeep and repair of the train	74	+	71	79		77
The provision of information during the journey	70	+	67	74		73
The helpfulness and attitude of staff on train	56		54	59		58
The space for luggage	49		47	57		53
The toilet facilities	32		31	37		40
Sufficient room for all passengers to sit/stand	60		60	75		74
The comfort of the seating area	69	+	67	77		76
The ease of being able to get on and off	76		76	83		81
Your personal security on board	76	+	74	79		79
The cleanliness of the inside	75	+	73	79		78
The cleanliness of the outside	75	+	71	81		77
The availability of staff	34		33	39		40
How well train company deals with delays	35		34	41		41

	Gatwick Express	London and South East		Gatwick Express	London and South East
<b>DELAY</b>					
None	85	76			
Minor	11	19			
Major	1	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	32	42			
6-10 minutes	25	26			
11-20 minutes	28	15			
21-30 minutes	9	6			
31-60 minutes	2	4			
More than 1 hour	-	1			
Don't know/no answer	4	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	5	14	Very well	4	16
Fairly well	16	31	Fairly well	21	30
Neither well nor poorly	34	20	Neither well nor poorly	32	24
Fairly poorly	22	18	Fairly poorly	19	15
Very poorly	23	18	Very poorly	24	15
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	8	16	Very well	4	11
Fairly well	18	31	Fairly well	20	23
Neither well nor poorly	31	21	Neither well nor poorly	33	33
Fairly poorly	22	17	Fairly poorly	24	15
Very poorly	21	15	Very poorly	19	18
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	4	16	Very well	4	7
Fairly well	21	27	Fairly well	29	16
Neither well nor poorly	29	27	Neither well nor poorly	31	32
Fairly poorly	26	15	Fairly poorly	19	15
Very poorly	19	15	Very poorly	18	30

## 6 6.2 Passenger experience relating to disability

	Gatwick Express	London and South East		Gatwick Express	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	0	1			
Mobility	1	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	-	0			
Mental health	0	2			
Stamina or breathing or fatigue	0	1			
Socially or behaviourally	-	0			
Other	0	2			
None	92	89			
No answer	4	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	5	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	52	43	Yes	10	2
Not at all	38	43	No	90	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	18	34	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	34	34	Very satisfied	-	85
Neither satisfied nor dissatisfied	12	20	Fairly satisfied	-	15
Fairly dissatisfied	23	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	13	5	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	13	30	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	44	36	Very satisfied	-	56
Neither satisfied nor dissatisfied	14	19	Fairly satisfied	-	38
Fairly dissatisfied	18	8	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	11	7	Fairly dissatisfied	-	7
			Very dissatisfied	-	-

	Gatwick Express	London and South East		Gatwick Express	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	64	43	White	88	85
Female	33	54	Mixed	2	2
			Asian or Asian British	3	4
			Black or Black British	2	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	-	2	Commuter	15	51
19-25	4	8	Business	44	15
26-34	17	14	Leisure	40	35
35-44	22	18			
45-54	24	23	<b>REGULAR TRAVELLER</b>		
55-59	9	10	Yes	32	68
60-64	10	9	No	68	32
65+	11	13			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	76	63	Weekday	78	86
Working Part Time	9	15	Weekend	22	14
Not Working	2	3			
Retired	8	13	<b>TIME OF TRAVEL</b>		
Full Time Student	2	4	Peak	12	21
			Off-peak	88	79
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	61	41	Yes asked for help	15	7
Middle Managerial	15	15	Yes asked for information	14	6
Junior Managerial/Clerical/Supervisory	6	12	Could not find anyone to ask	1	2
Skilled Manual (With Professional Qualifications/			No	69	83
Served an Apprenticeship)	3	6			
Unskilled Manual (No Qualifications/Not Served			<b>DO YOU REGULARLY USE THE INTERNET</b>		
an Apprenticeship)	0	2	Yes, at home	91	91
Full time student	1	2	Yes, at work	79	66
Retired	7	12	No	1	4
Unemployed/between jobs	0	1			
Housewife/house-husband	-	0			
Other	2	5			

	Gatwick Express	London and South East		Gatwick Express	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	71	84	Better telephone enquiry/booking service	6	7
With other adults 16+	27	13	Better internet enquiry/booking service	24	22
With children aged 0-4	0	1	Better information facilities at stations	16	22
With children aged 5-10	1	1	Better route maps of the rail network	14	17
With children aged 11-15	2	1	Make timetables easier to read	15	22
			Better ticket buying facilities at station ticket offices	18	19
			Better ticket buying facilities at station ticket machines	25	18
			Better promotion when advanced tickets available	22	29
<b>TRAVELLING WITH ...</b>			Other	16	14
Heavy/bulky luggage/other large items	40	13	None of these	26	25
Pushchair	0	1			
Folding bicycle	0	1			
Non-folding bicycle	0	1			
Dog	-	0			
Wheelchair	0	0			
Helper	-	0			
Mobility scooter	-	0			
None apply	56	82			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	50	9			
Anytime day single/return	19	10			
Off-peak/super off-peak single/return	5	8			
Off-peak/super off-peak day single/return	2	7			
Advance	4	3			
Day travelcard	2	5			
Oyster pay as you go	1	16			
Weekly or monthly season ticket	4	17			
Annual season ticket	6	11			
Special promotion ticket	1	0			
Rail staff pass/privilege ticket/police	1	2			
Free travel pass (e.g. Freedom Pass)	0	7			
Other	4	4			
Don't know/no answer	2	2			

## Station sample sizes for Gatwick Express

Station	Unweighted
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London Victoria	256
Gatwick Airport	246
Haywards Heath	2
Brighton	1

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

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

## The following reports are produced each wave:

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

## Sector definitions

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

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

\* Part of the Govia Thameslink Railway franchise

## How are routes defined

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

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

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

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

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

Journeys on the Manchester Piccadilly – Birmingham New Street route

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

Journeys on the Birmingham New Street – Aberdeen route

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

Journeys on the Birmingham New Street – Bournemouth route

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

Journeys on the Birmingham New Street – Penzance route

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

Journeys on the Birmingham New Street – Stansted Airport route

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

Journeys on the Nottingham – Cardiff Central route

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

Journeys on the Liverpool – Norwich route

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

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

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

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

### **First Hull Trains**

All First Hull Trains journeys

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

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

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

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Gatwick Express\***

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Great Northern\***

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

**Great Western Railway: Long distance**

Journeys on long distance services

**Great Western Railway: London Thames Valley**

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

**Great Western Railway: West**

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

**Heathrow Connect**

All Heathrow Connect journeys

**Heathrow Express**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

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

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

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

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**London Overground: West Anglia**

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

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

\* Part of the Govia Thameslink Railway franchise

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond)

**Southern: Metro\***

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: Longer distance**

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

**South West Trains: Metro**

Journeys on routes that are mainly or wholly within London

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

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

**TfL Rail**

Journeys on London – Shenfield metro service

**Thameslink: Loop\***

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

**Thameslink: North\***

Journeys starting from stations on the route between Farringdon and Bedford

**Thameslink: South\***

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

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

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

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

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

Journeys on London – Wolverhampton/Shrewsbury services

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

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

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

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

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

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

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

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

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