



National Rail Passenger Survey

Arriva Trains Wales TOC Report

Autumn 2015 (Wave 33)

Contacts:

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Rebecca Joyner
BDRG Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdrb-continental.com

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Contents

1 Introduction

- 1.1** Methodology 2
- 1.2** Issues affecting fieldwork 3

2 Key results

- 2.1** Overall satisfaction and station factor results for Arriva Trains Wales 5
- 2.2** Train factor results for Arriva Trains Wales 7
- 2.3** Overall satisfaction and station factor results for Regional 9
- 2.4** Train factor results for Regional 11
- 2.5** Arriva Trains Wales versus Regional performance 13
- 2.6** Results by route for Arriva Trains Wales 14

3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for Arriva Trains Wales 15
- 3.2** Train factor results for Arriva Trains Wales 21

4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for Arriva Trains Wales 28

5 Weekday/weekend satisfaction

- 5.1** Weekday/weekend satisfaction for Arriva Trains Wales 29
- 5.2** Weekday/weekend satisfaction for Regional 30

6 Passenger experience with service

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

7 Sample profile

- 7.1** Sample profile for Arriva Trains Wales versus Regional 33
- 7.2** Station sample sizes for Arriva Trains Wales 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

8 Technical appendix

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

1

1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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.

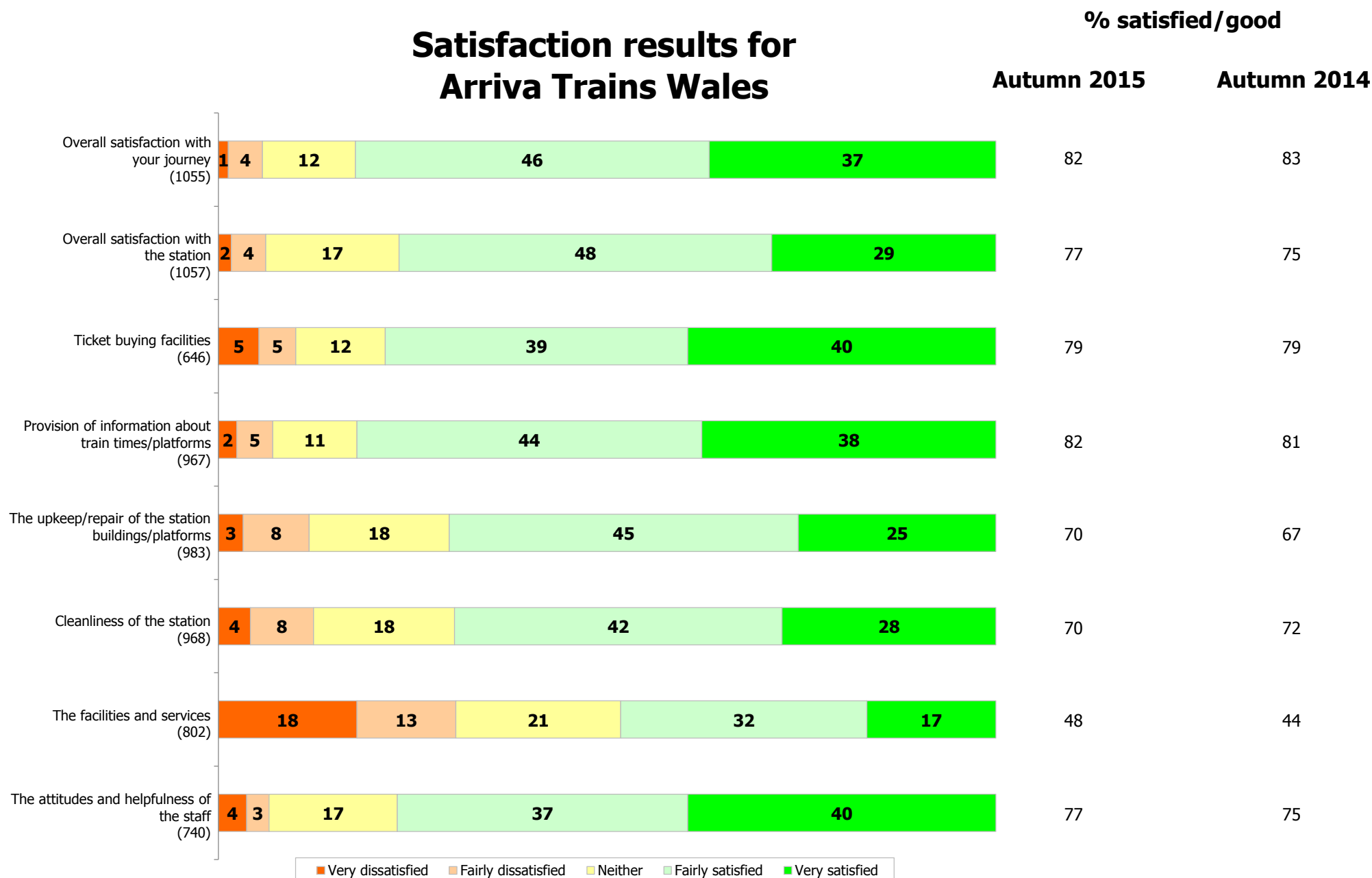
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

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.

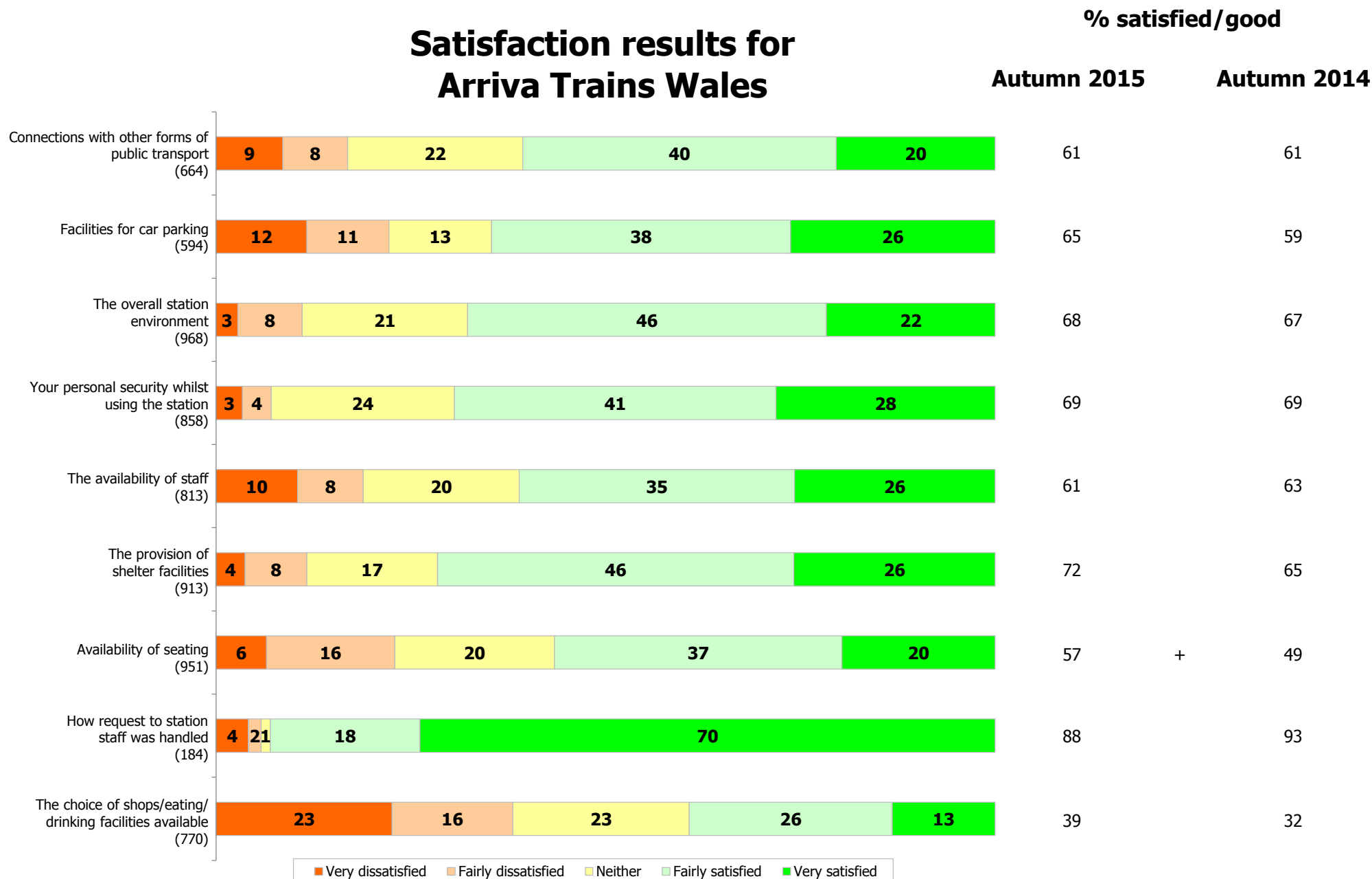
2 2.1 Overall satisfaction with your journey and station factors

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

Satisfaction results for Arriva Trains Wales



Satisfaction results for Arriva Trains Wales



Satisfaction results for Arriva Trains Wales

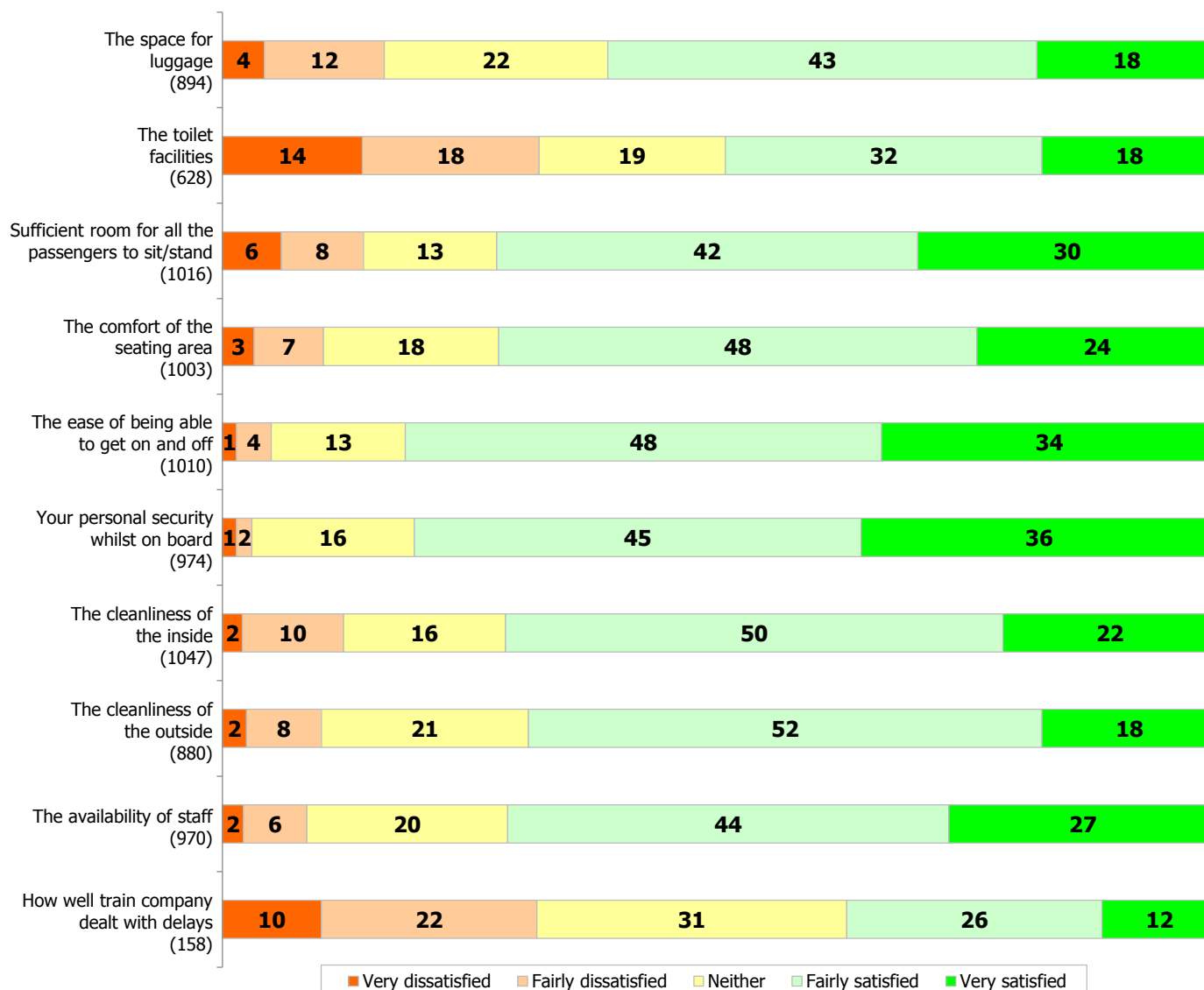


Satisfaction results for Arriva Trains Wales

% satisfied/good

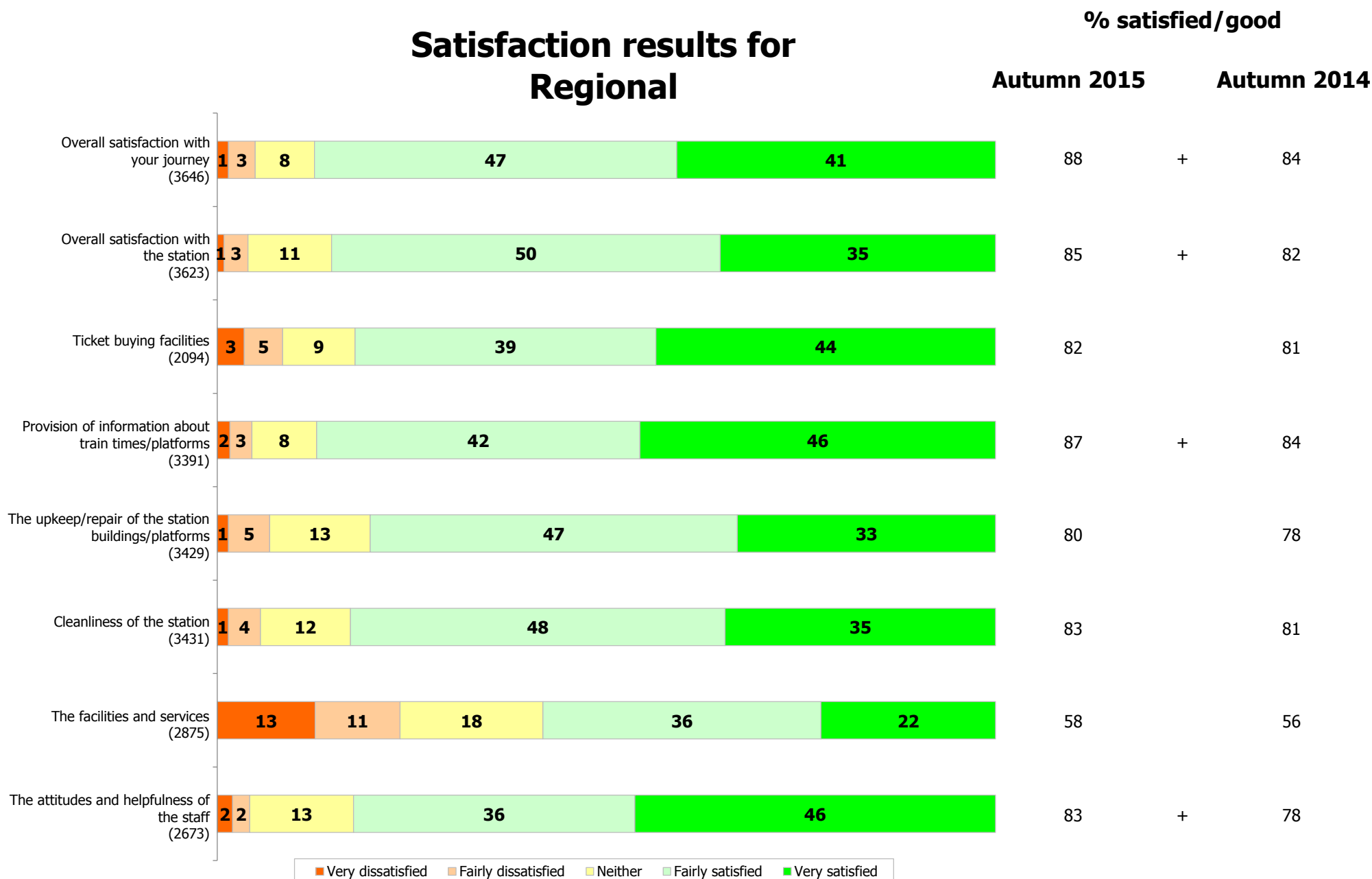
Autumn 2015

Autumn 2014



2 2.3 Overall satisfaction with your journey and station factors

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

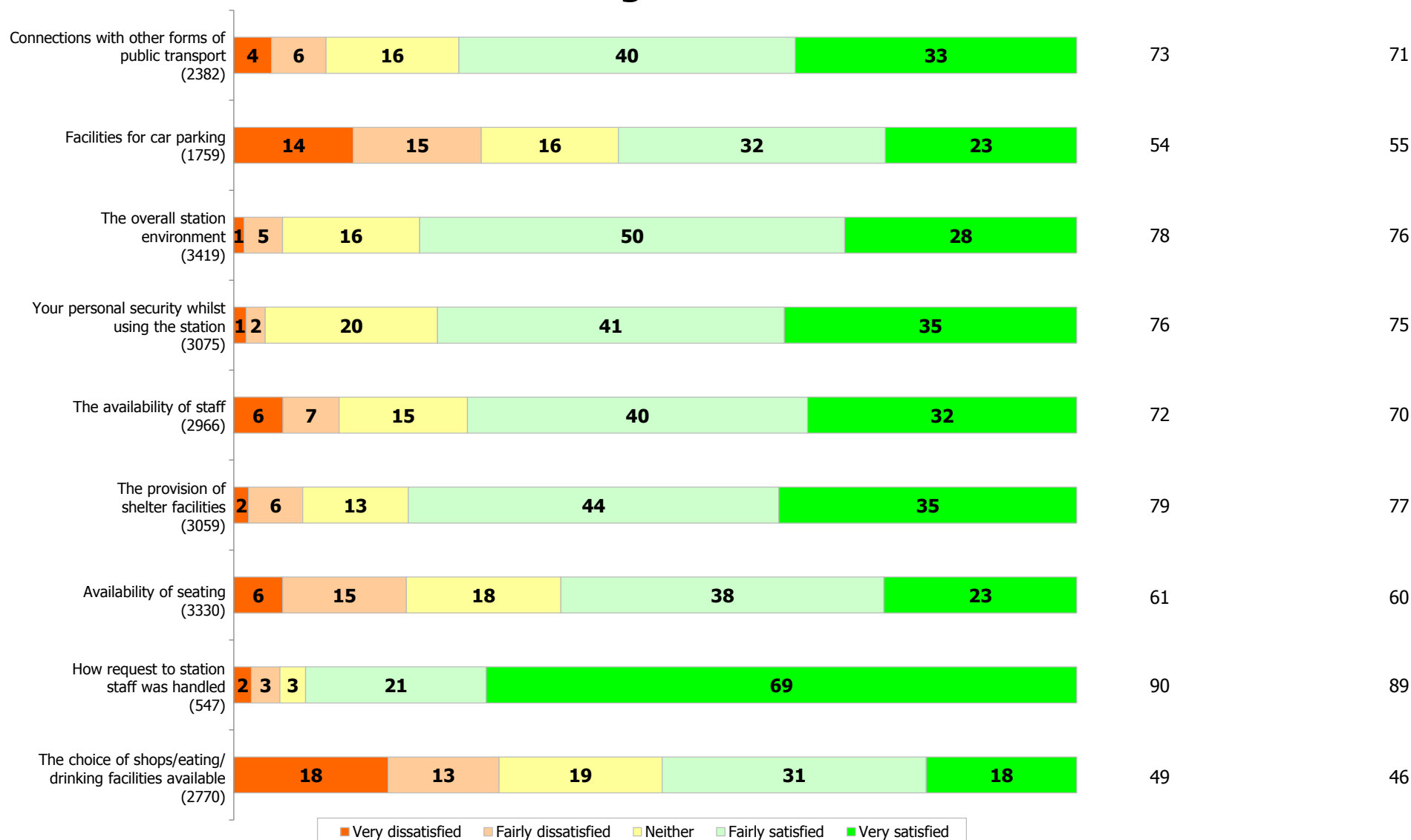


Satisfaction results for Regional

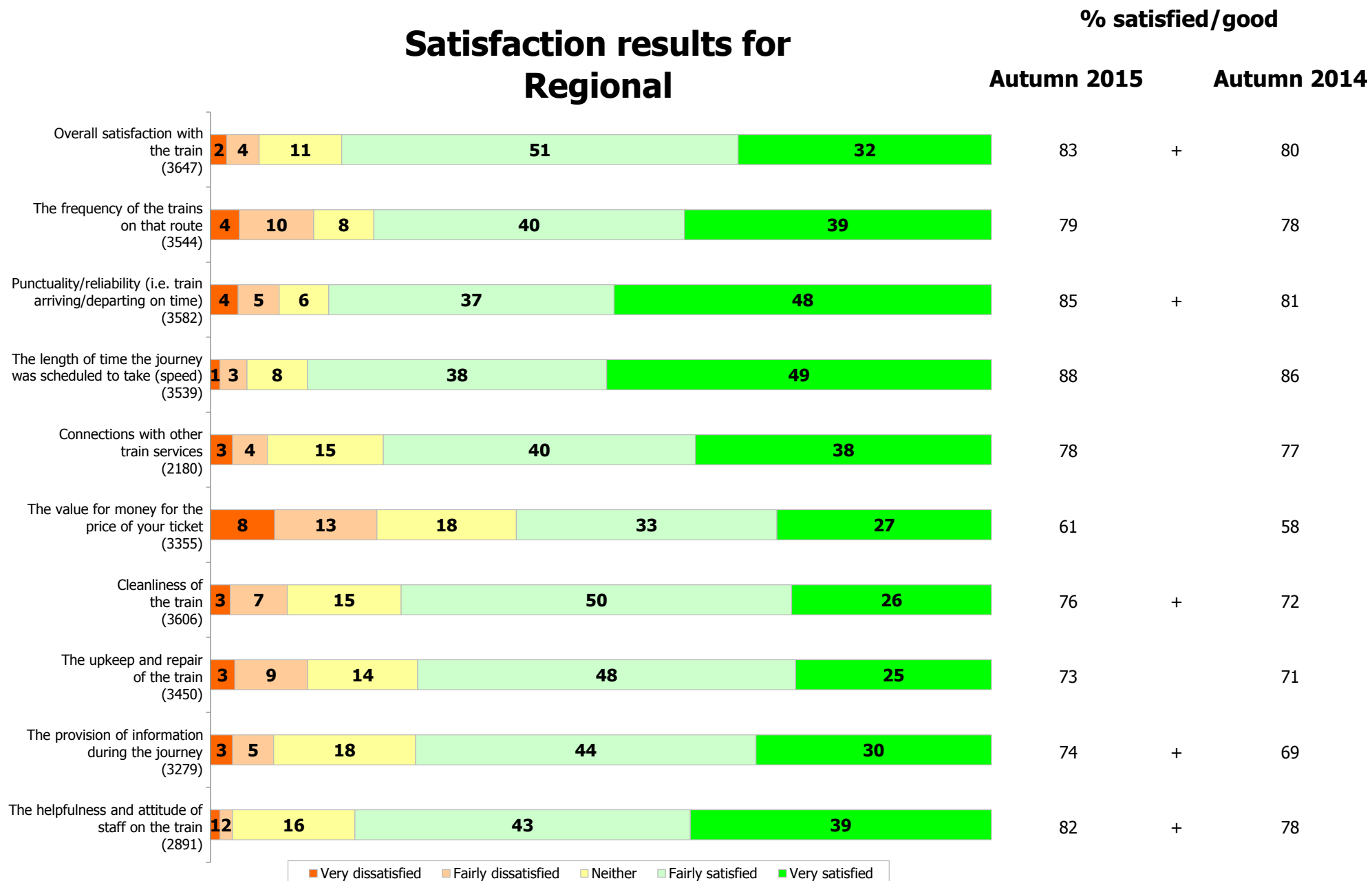
% satisfied/good

Autumn 2015

Autumn 2014



Satisfaction results for Regional

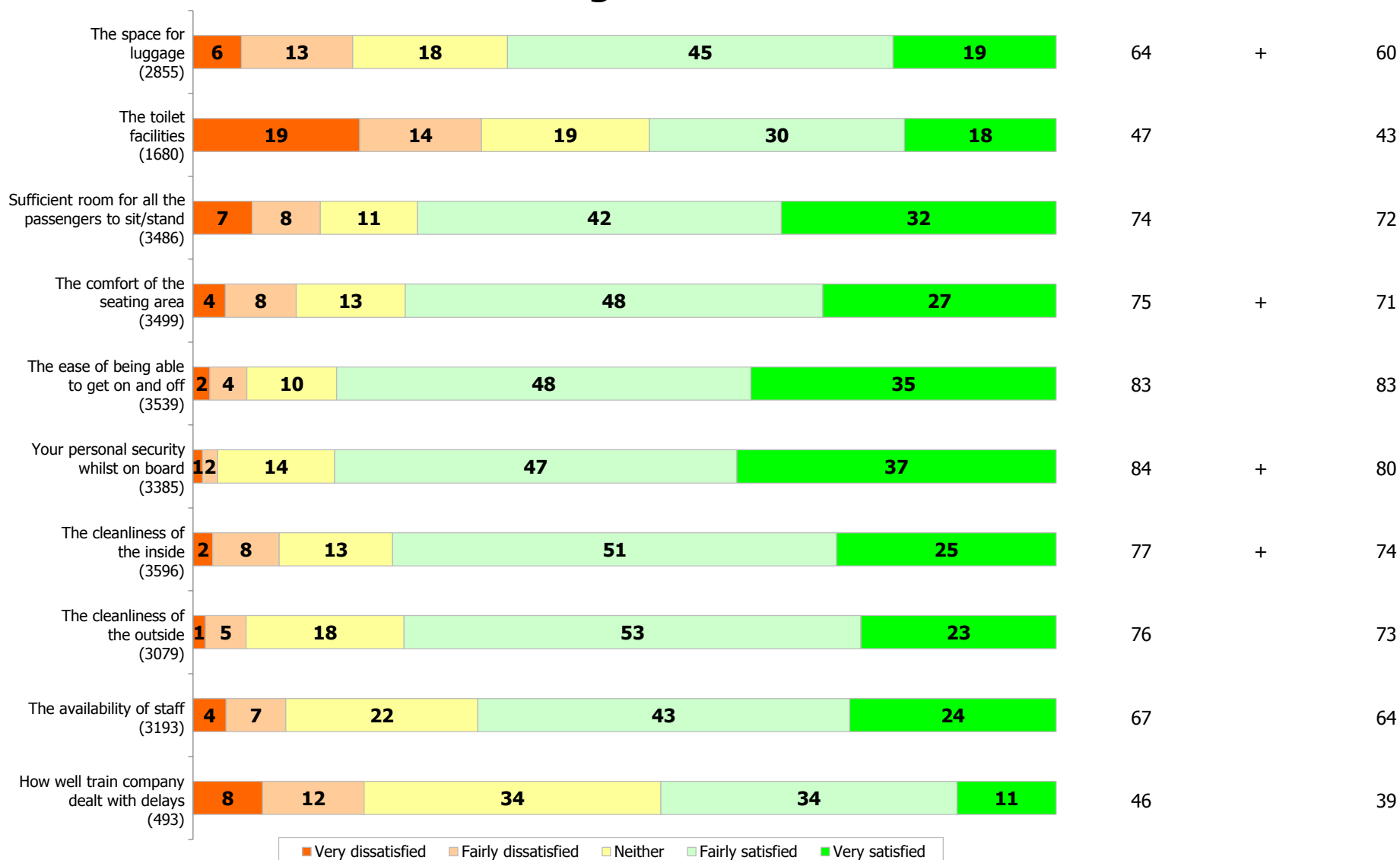


Satisfaction results for Regional

% satisfied/good

Autumn 2015

Autumn 2014



Arriva Trains Wales versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	82	88	94%
STATION FACILITIES			
Overall satisfaction with the station	77	85	90%
Ticket buying facilities	79	82	95%
Provision of information about train times/platforms	82	87	94%
The upkeep/repair of the station buildings/platforms	70	80	87%
Cleanliness	70	83	84%
The facilities and services	48	58	83%
The attitudes and helpfulness of the staff	77	83	93%
Connections with other forms of public transport	61	73	83%
Facilities for car parking	65	54	119%
Overall environment	68	78	87%
Your personal security whilst using the station	69	76	92%
The availability of staff	61	72	85%
The provision of shelter facilities	72	79	90%
Availability of seating	57	61	92%
How request to station staff was handled	88	90	98%
The choice of shops/eating/drinking facilities available	39	49	80%
TRAIN FACILITIES			
Overall satisfaction with the train	80	83	96%
The frequency of the trains on that route	73	79	92%
Punctuality/reliability (i.e. the train arriving/departing on time)	80	85	94%
The length of time the journey was scheduled to take (speed)	82	88	94%
Connections with other train services	73	78	94%
The value for money of the price of your ticket	59	61	97%
Cleanliness of the train	72	76	96%
Upkeep and repair of the train	69	73	93%
The provision of information during the journey	63	74	86%
The helpfulness and attitude of staff on train	84	82	103%
The space for luggage	61	64	96%
The toilet facilities	49	47	105%
Sufficient room for all passengers to sit/stand	72	74	98%
The comfort of the seating area	72	75	96%
The ease of being able to get on and off	82	83	98%
Your personal security on board	81	84	97%
The cleanliness of the inside	72	77	93%
The cleanliness of the outside	69	76	92%
The availability of staff	71	67	106%
How well train company deals with delays	37	46	81%

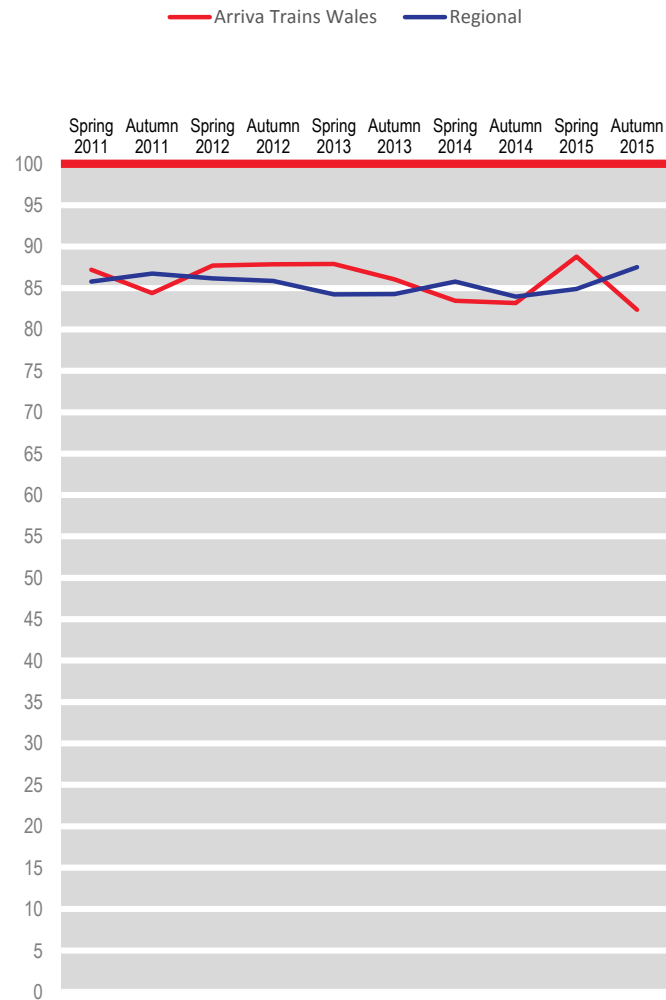
Building block/route data for Arriva Trains Wales

	Cardiff and Valleys	Inter Urban	Mid Wales and Borders	North Wales and Borders	South Wales and Borders/ West Wales
Overall satisfaction with your journey	78	86	92	86	82
STATION FACILITIES					
Overall satisfaction with the station	74	81	79	78	76
Ticket buying facilities	75	87	80	76	84
Provision of information about train times/platforms	79	83	86	85	86
The upkeep/repair of the station buildings/platforms	67	78	78	67	71
Cleanliness	62	76	80	77	71
The facilities and services	37	63	59	54	50
The attitudes and helpfulness of the staff	74	81	78	72	86
Connections with other forms of public transport	59	63	62	66	58
Facilities for car parking	62	60	66	70	70
Overall environment	61	73	78	71	70
Your personal security whilst using the station	61	76	86	78	70
The availability of staff	56	65	56	67	68
The provision of shelter facilities	68	73	76	74	76
Availability of seating	56	64	57	58	51
How request to station staff was handled	86	92	100	87	78
The choice of shops/eating/drinking facilities available	31	43	44	40	51
TRAIN FACILITIES					
Overall satisfaction with the train	72	82	88	87	86
The frequency of the trains on that route	79	78	69	63	66
Punctuality/reliability (i.e. the train arriving/departing on time)	78	76	91	84	79
The length of time the journey was scheduled to take (speed)	84	76	85	80	83
Connections with other train services	73	69	82	65	77
The value for money of the price of your ticket	54	57	73	61	62
Cleanliness of the train	63	78	80	82	76
Upkeep and repair of the train	59	70	78	79	74
The provision of information during the journey	56	70	74	67	64
The helpfulness and attitude of staff on train	79	86	87	89	86
The space for luggage	62	58	63	64	58
The toilet facilities	45	52	41	47	65
Sufficient room for all passengers to sit/stand	72	78	79	71	68
The comfort of the seating area	68	73	81	79	71
The ease of being able to get on and off	81	82	83	85	78
Your personal security on board	76	84	89	87	81
The cleanliness of the inside	61	79	83	78	78
The cleanliness of the outside	62	77	77	68	78
The availability of staff	63	75	78	82	74
How well train company deals with delays	31	55	54	30	31

Percentage satisfaction with aspects of station where boarded

Overall satisfaction with your journey

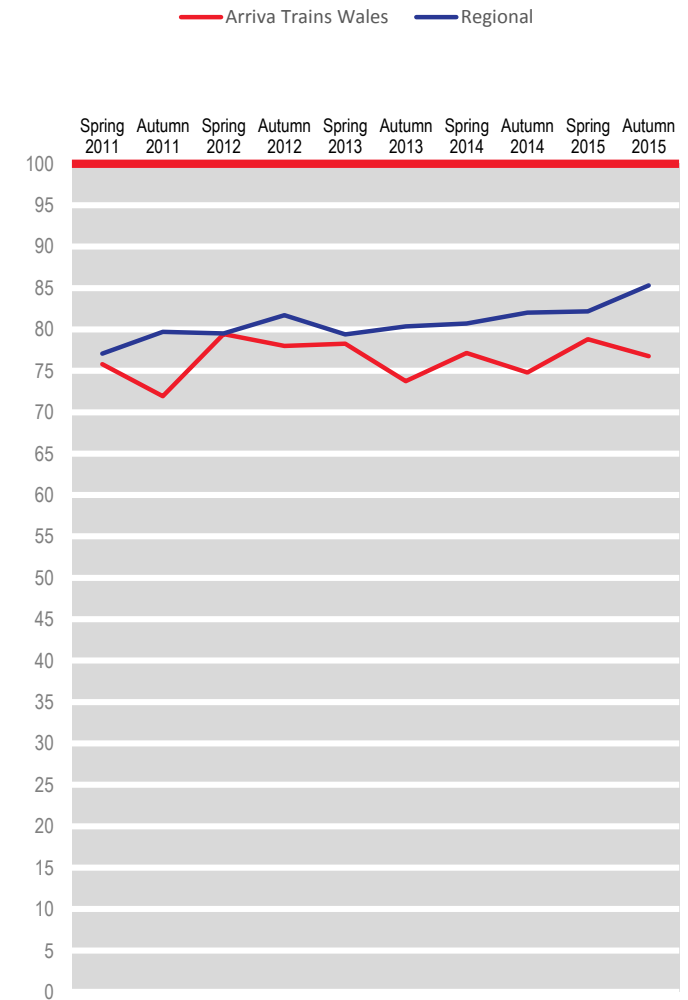
(1055)
Percentage of passengers satisfied 2011 to 2015



Target 81

Overall station satisfaction

(1057)
Percentage of passengers satisfied 2011 to 2015

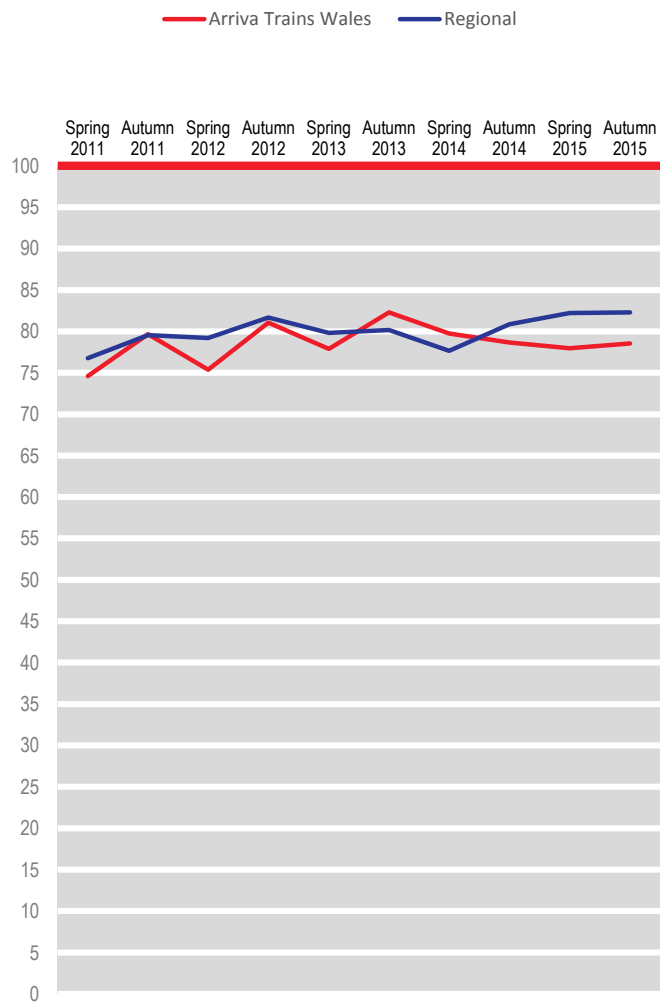


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(646)

Percentage of passengers satisfied 2011 to 2015

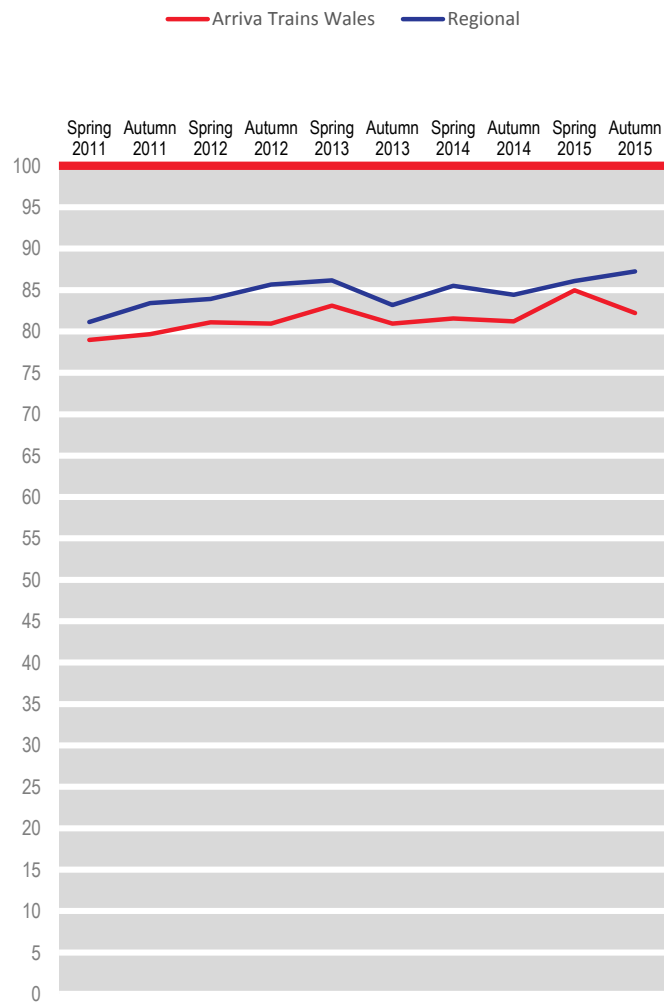


Target 70

Provision of information about train times/platforms

(967)

Percentage of passengers satisfied 2011 to 2015

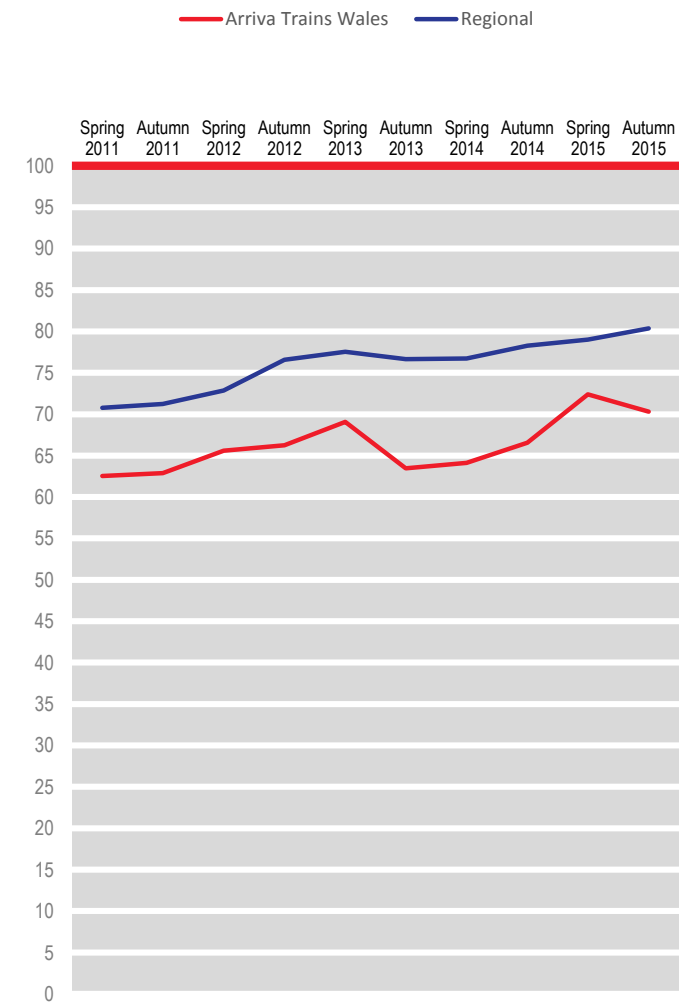


Target 69

The upkeep/repair of the station building/platforms

(983)

Percentage of passengers satisfied 2011 to 2015



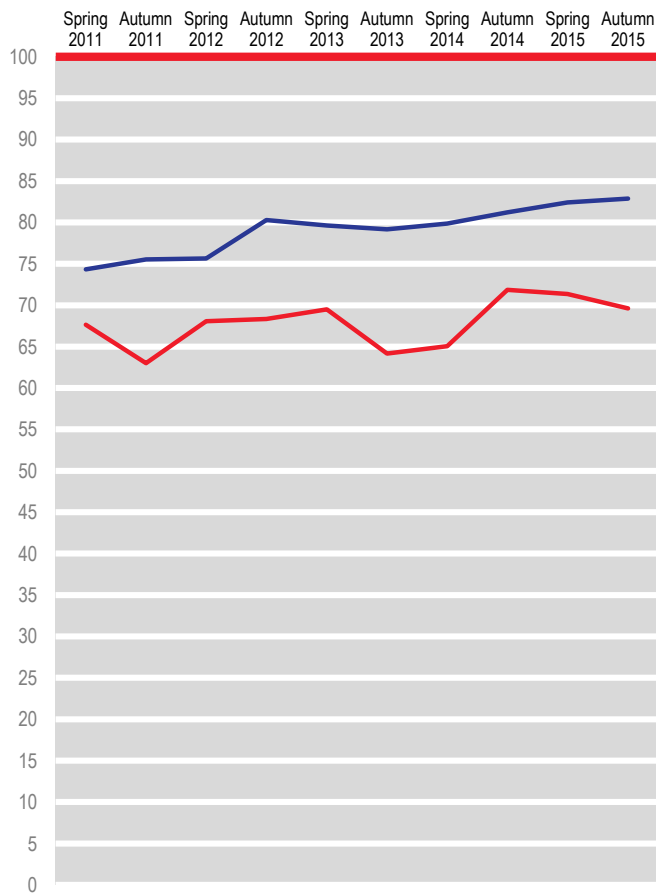
N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(968)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



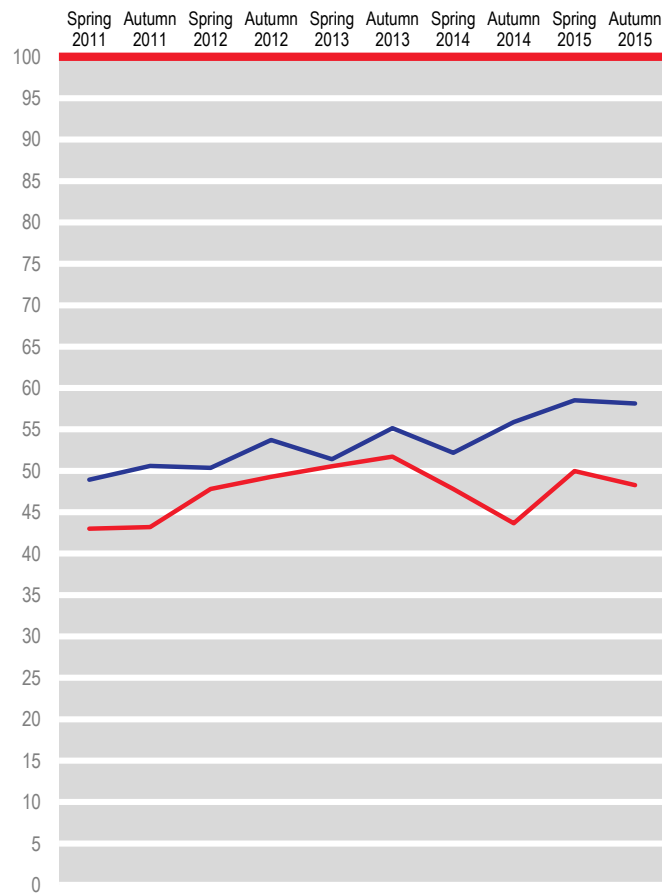
Target 48

The facilities and services at the station

(802)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



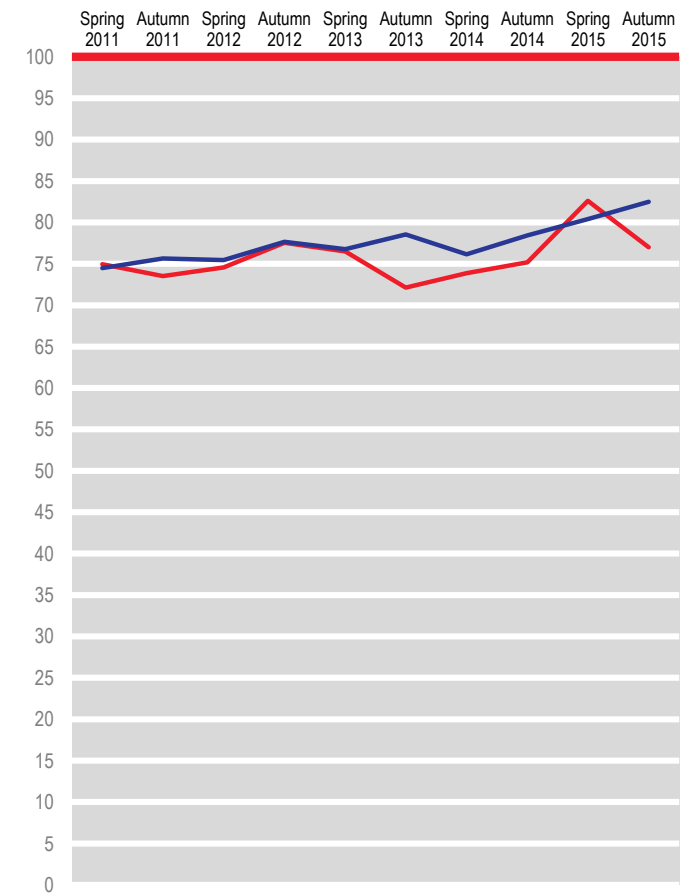
Target 32

The attitudes and helpfulness of the staff at the station

(740)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



Target 69

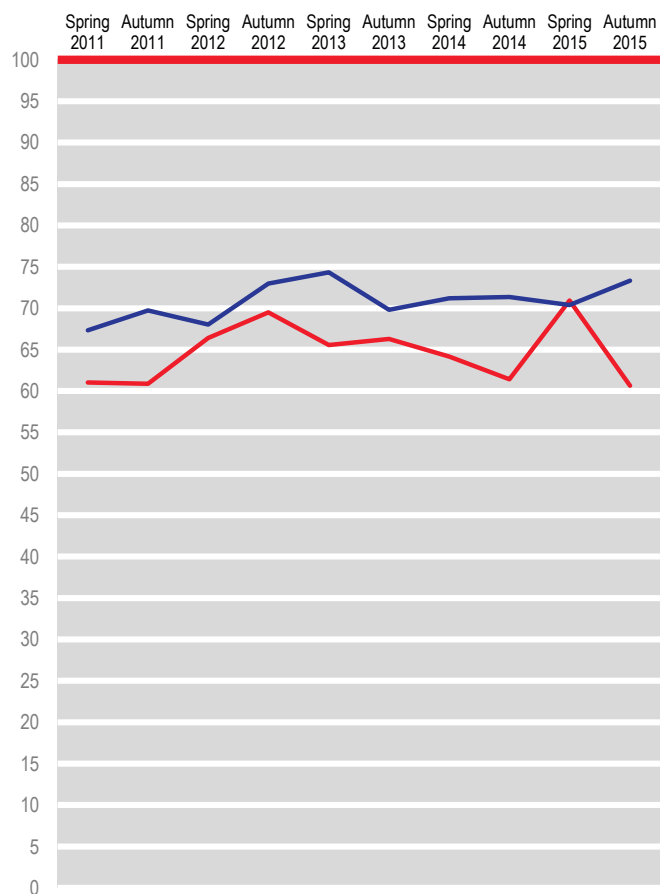
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(664)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

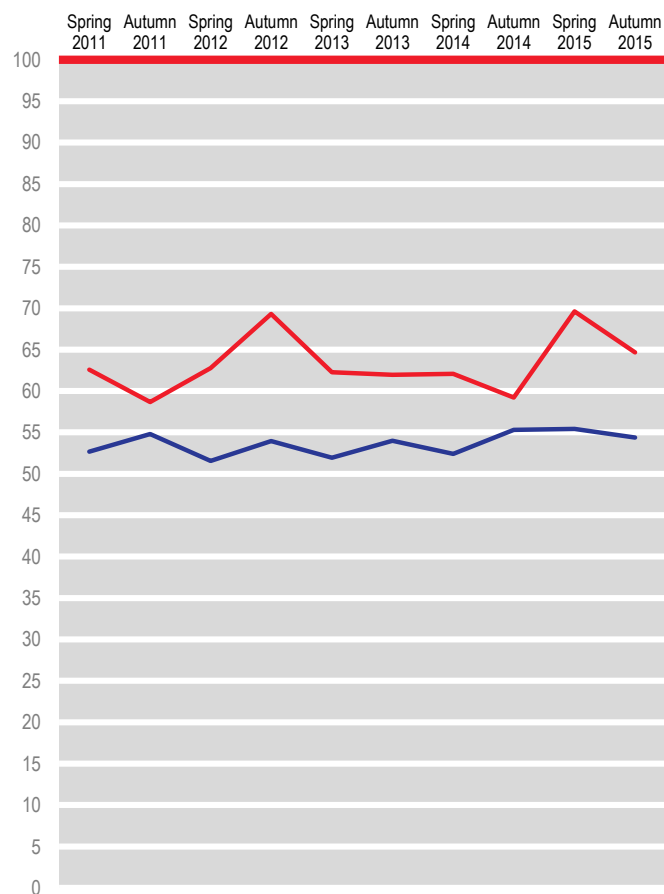


Facilities for car parking at the station

(594)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

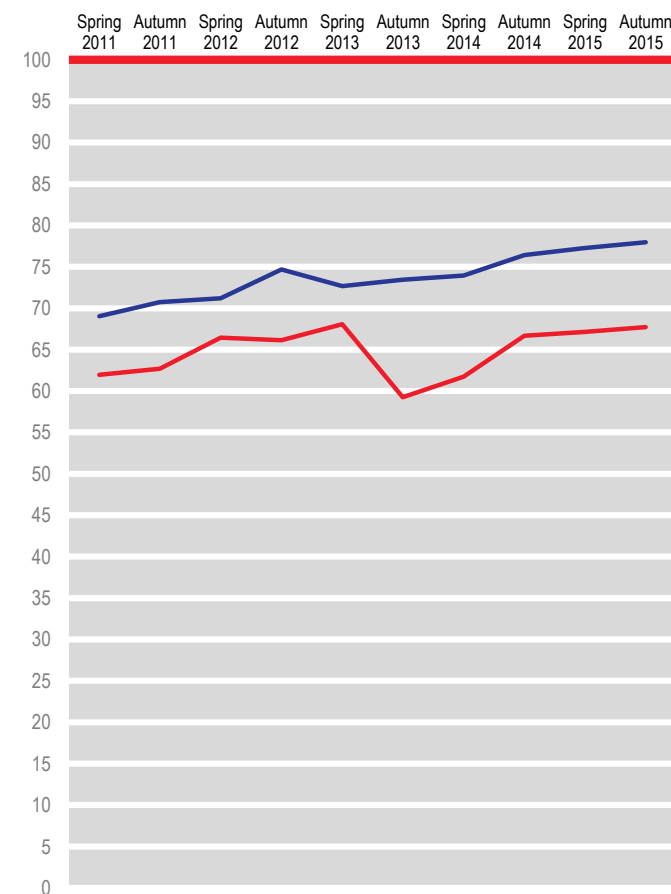


Overall station environment

(968)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



Target 50

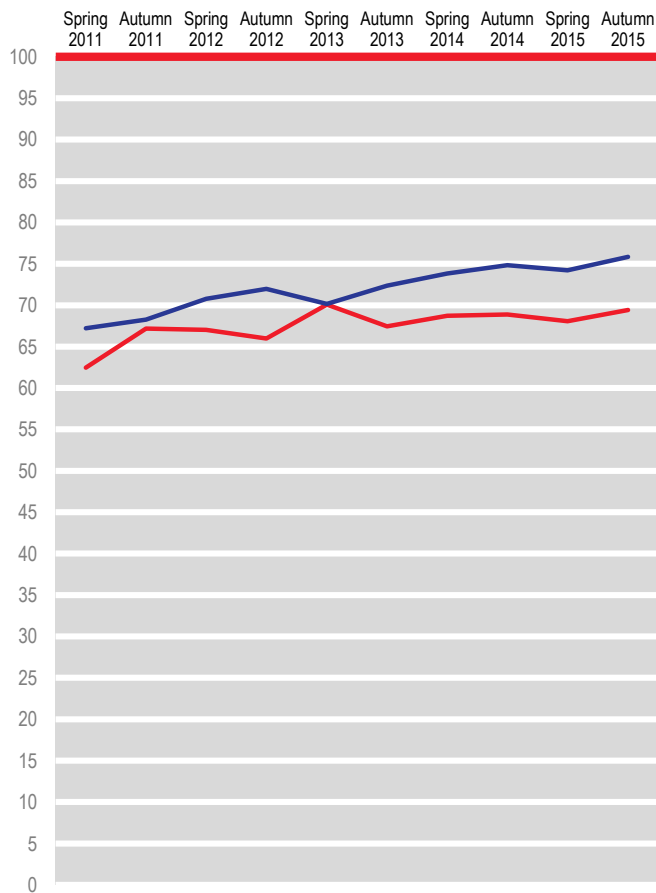
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(858)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

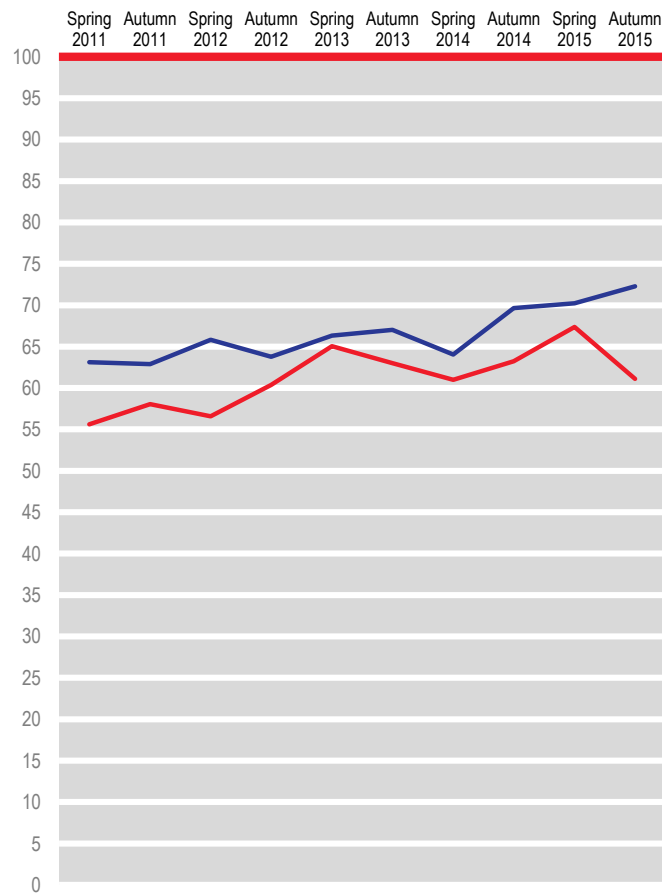


The availability of staff at the station

(813)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

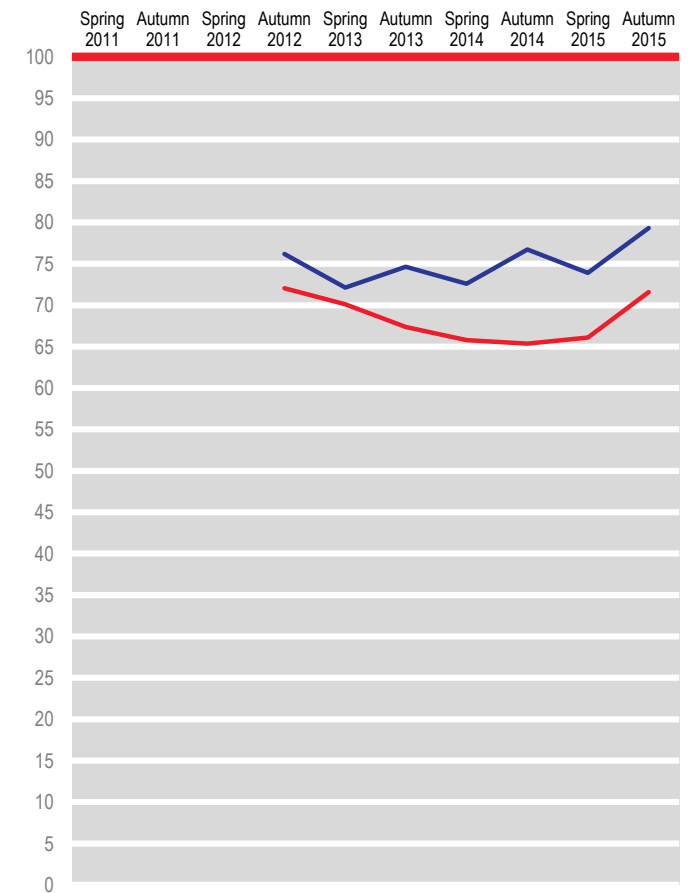


The provision of shelter facilities

(913)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

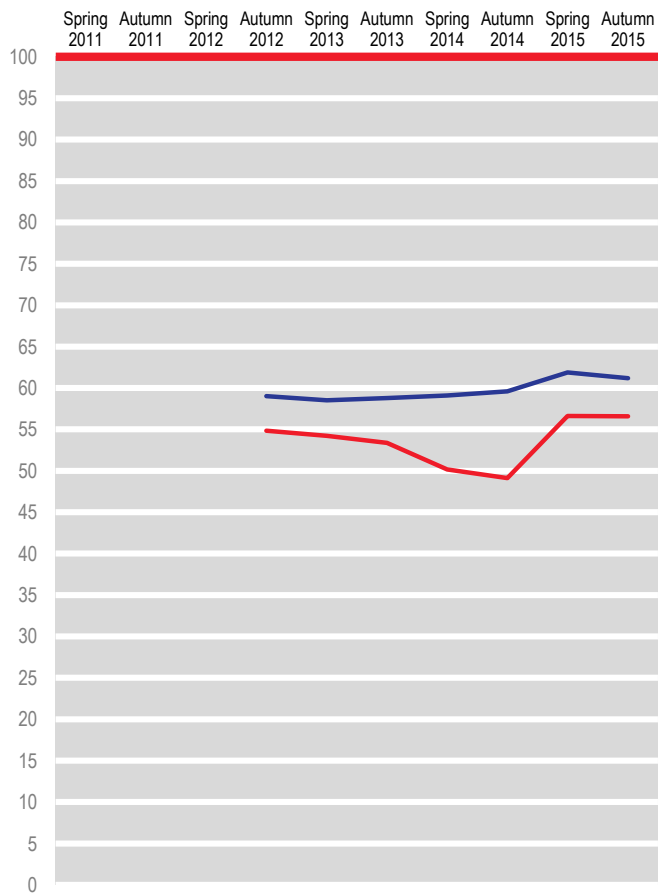


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(951)**

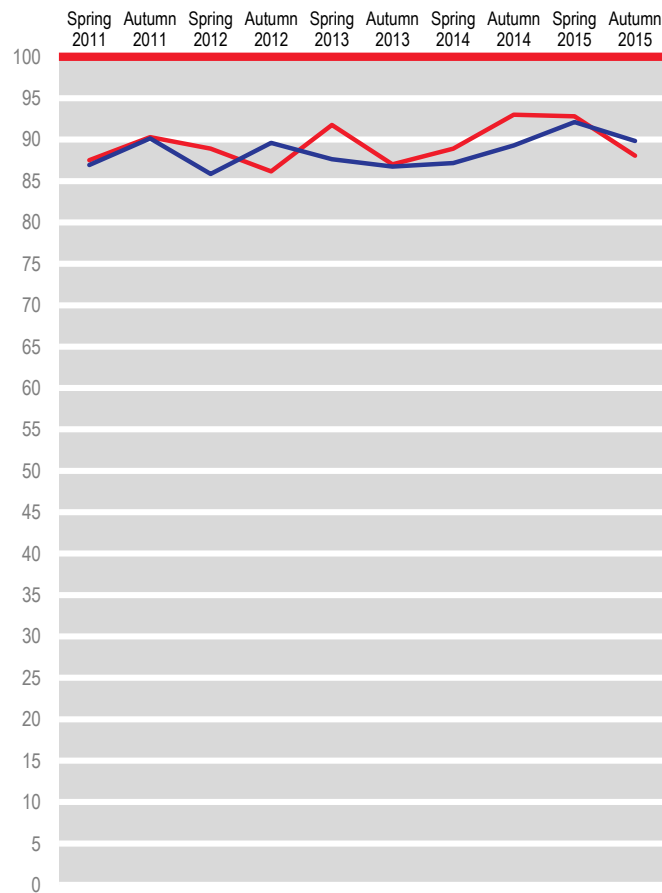
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

**How request to station staff was handled****(184)**

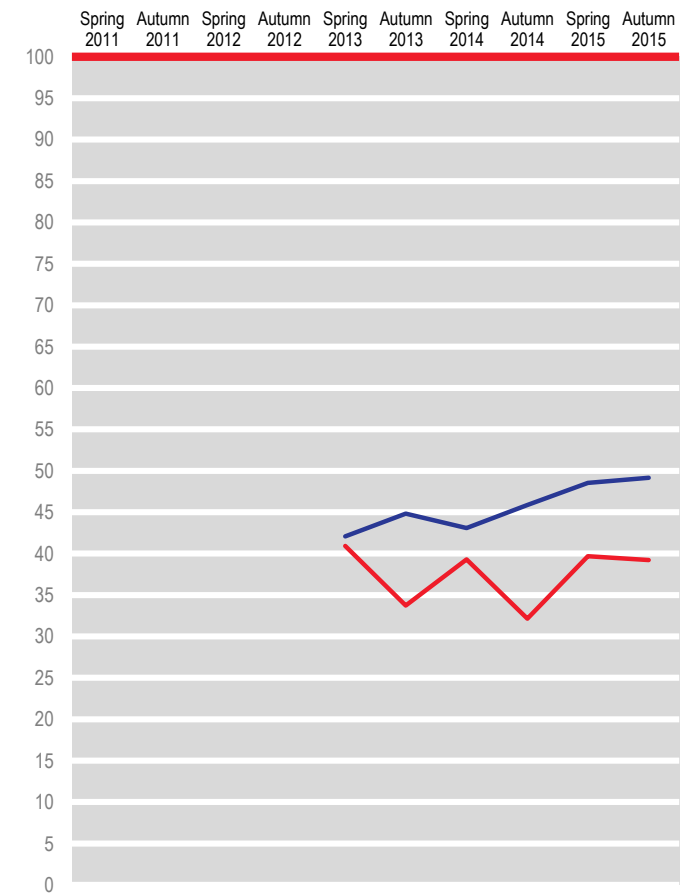
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

**The choice of shops/eating/drinking facilities available****(770)**

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



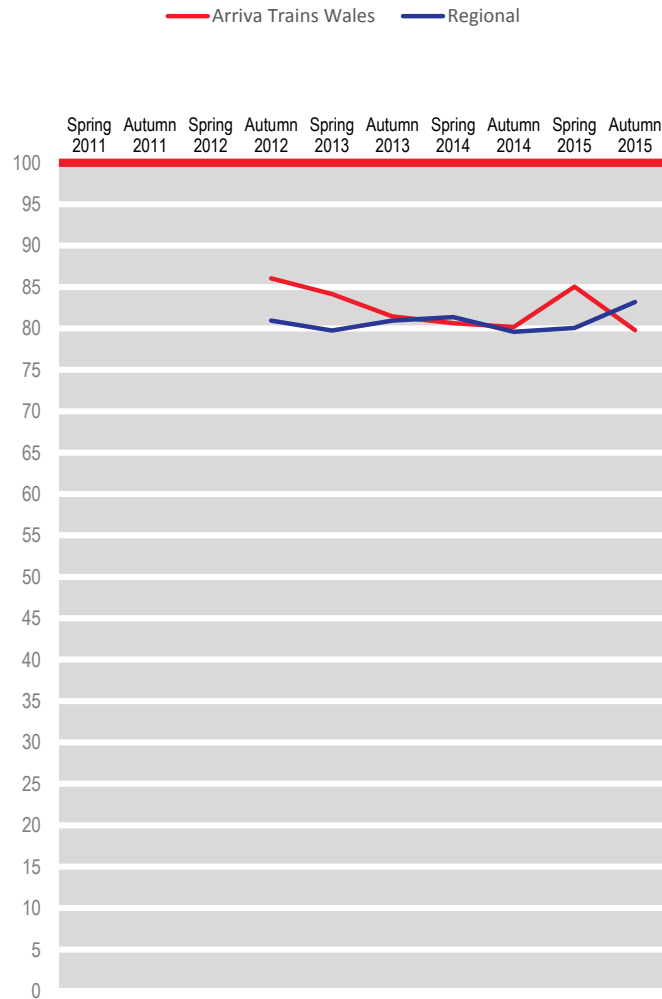
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1054)

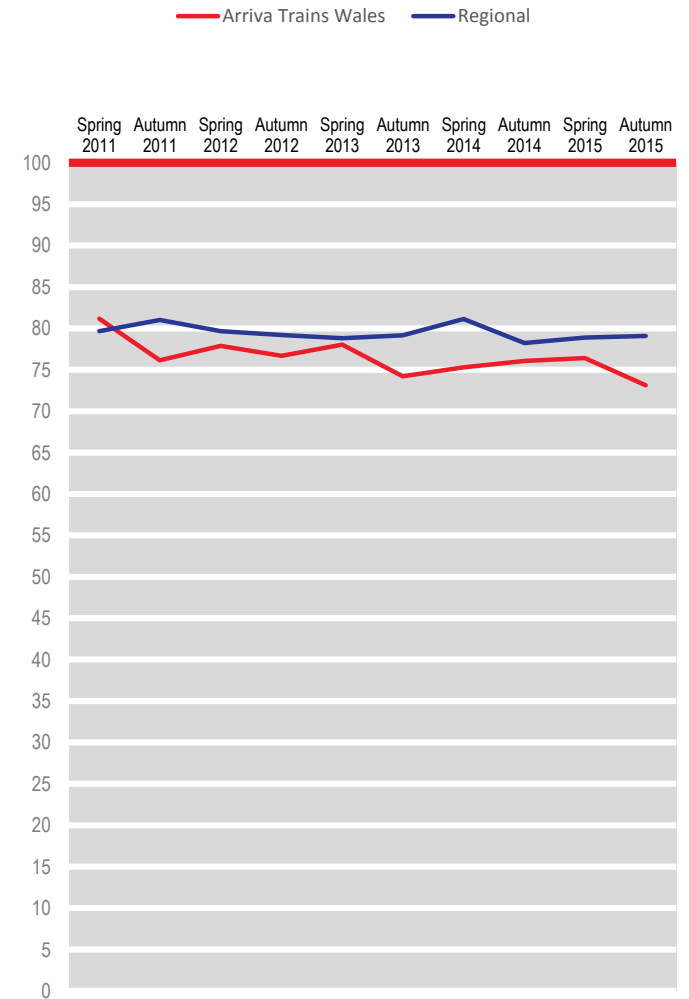
Percentage of passengers satisfied 2011 to 2015



The frequency of trains on that route

(1021)

Percentage of passengers satisfied 2011 to 2015



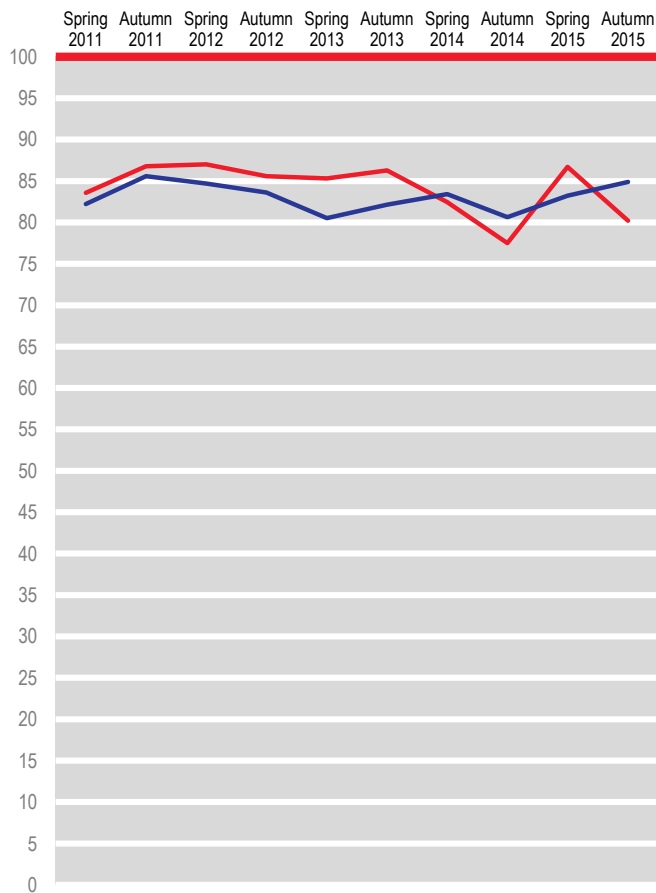
N.B. Benchmarks and targets are only shown for applicable factors

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

(1029)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

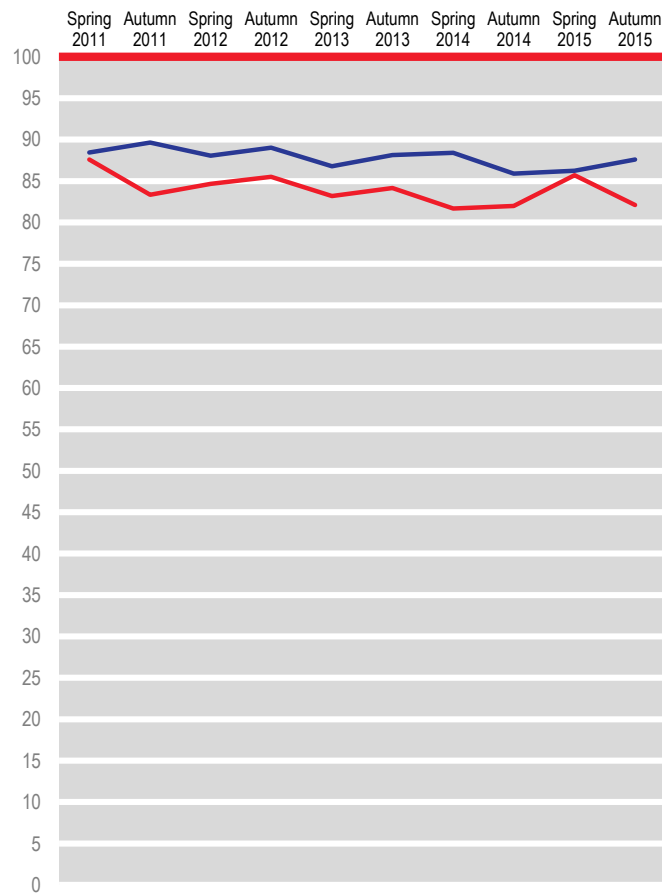


The length of time the journey was scheduled to take (speed)

(1011)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

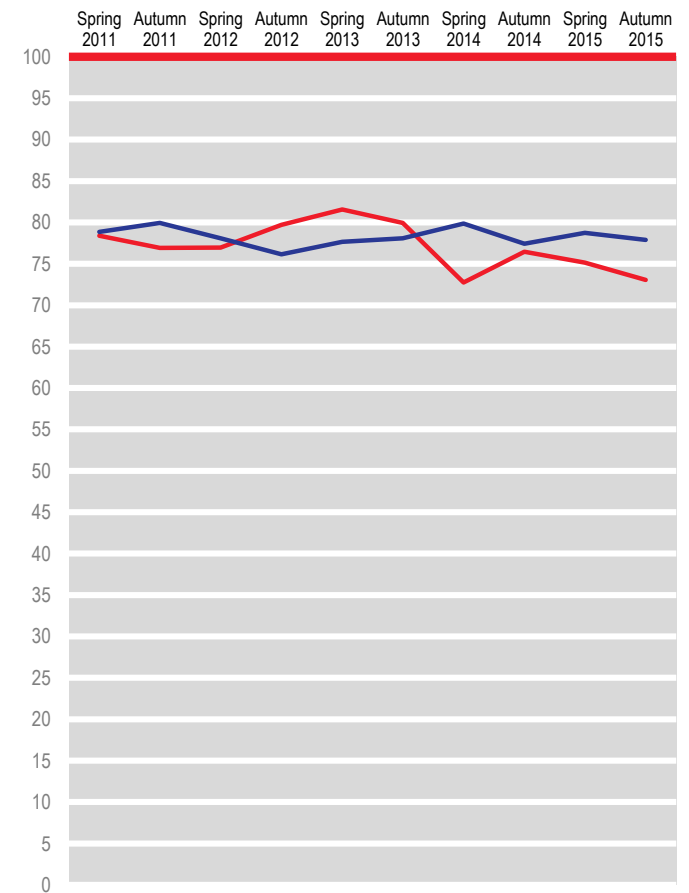


Connections with other train services

(720)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



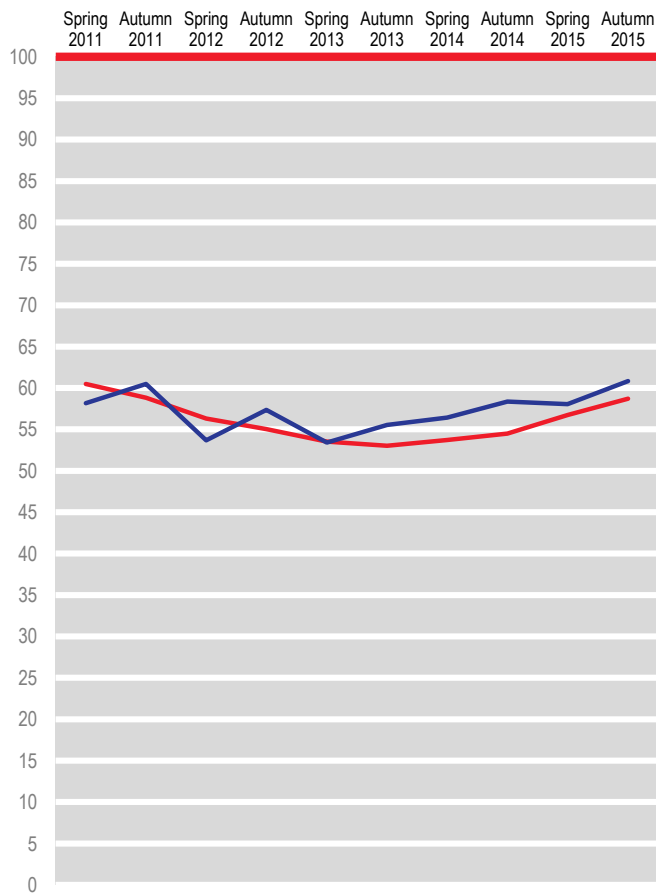
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(986)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

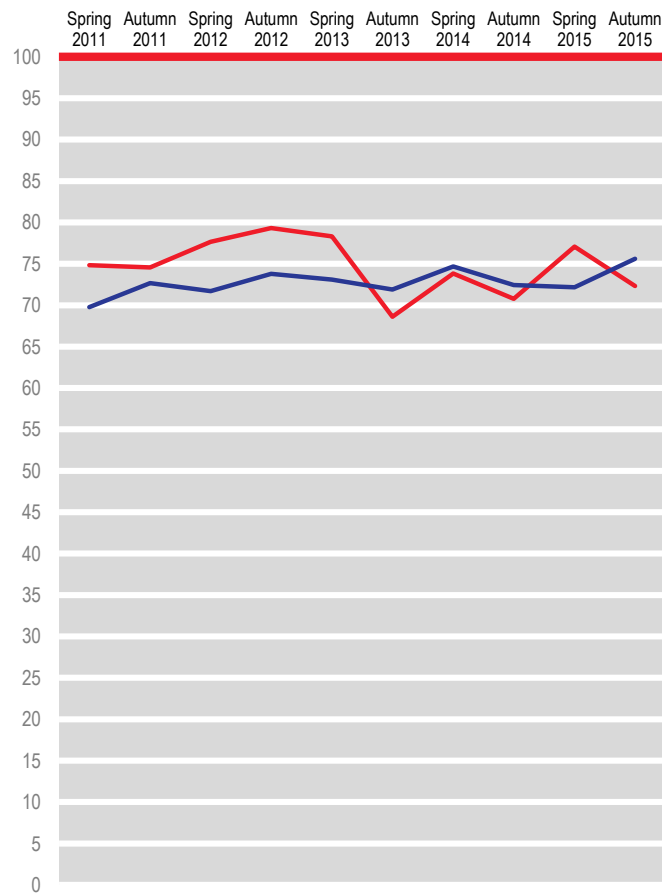


Cleanliness of the train

(1045)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



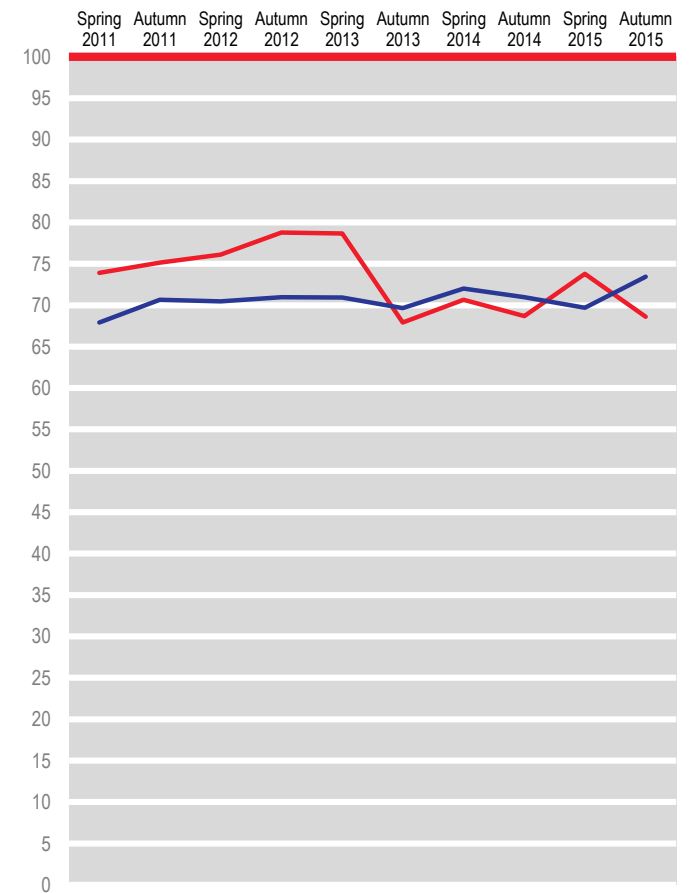
Target 71

Upkeep and repair of the train

(1003)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



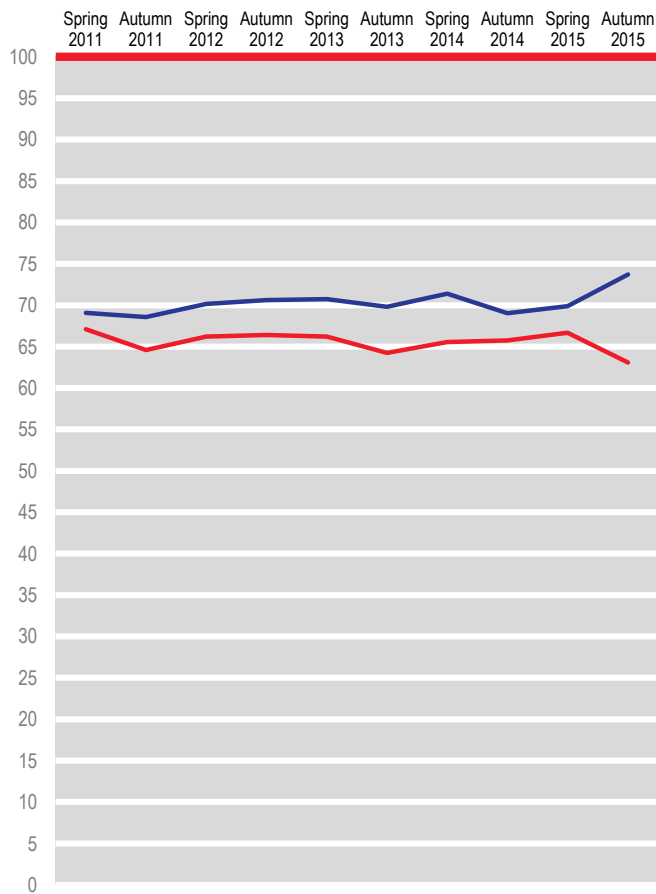
Target 68

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

The provision of information during the journey (950)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

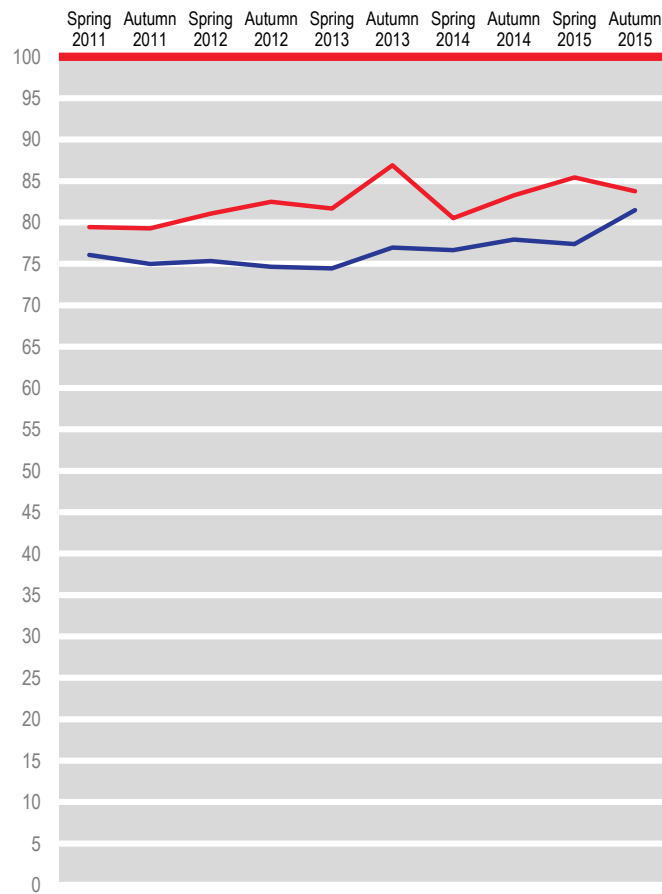


Target 51

The helpfulness and attitude of staff on the train (926)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



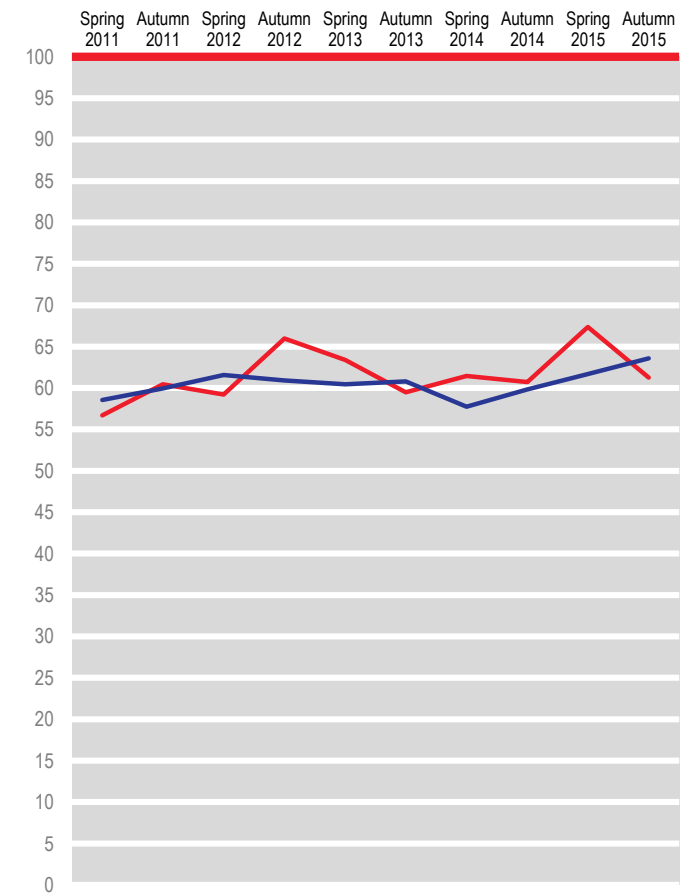
Target 72

The space for luggage

(894)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

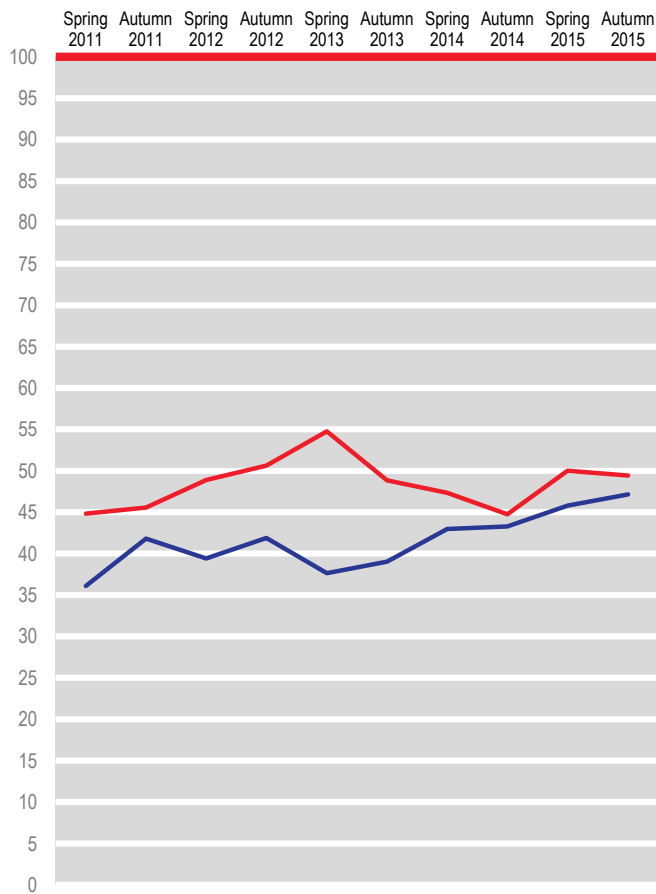


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(628)**

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

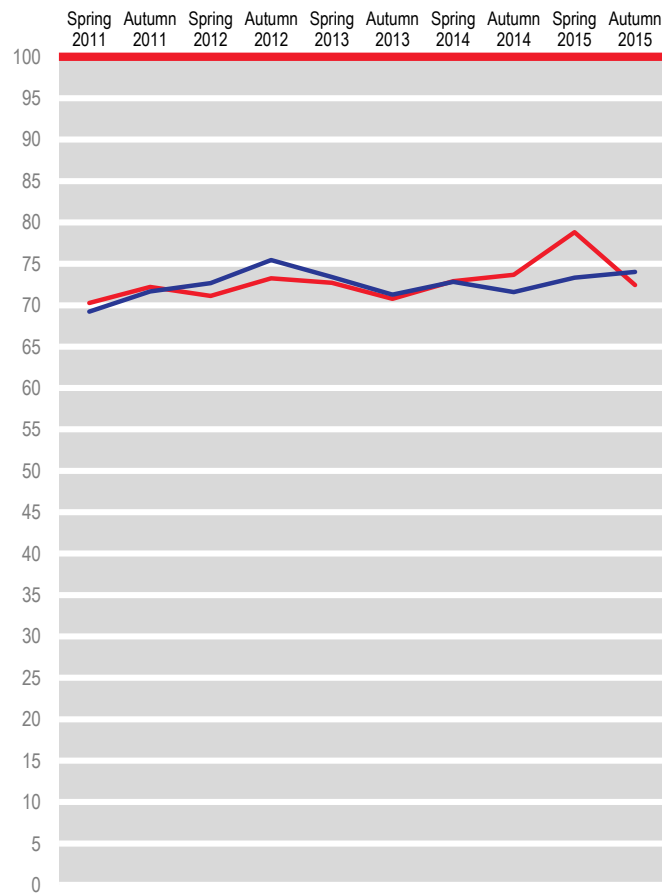


Target 42

Sufficient room for all the passengers to sit/stand**(1016)**

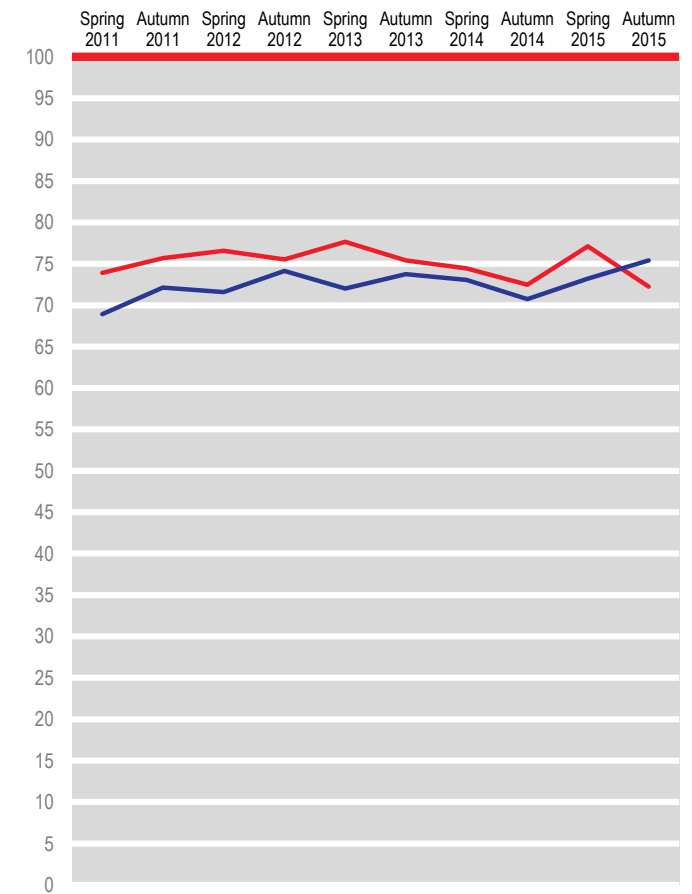
Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

**The comfort of the seating area****(1003)**

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional



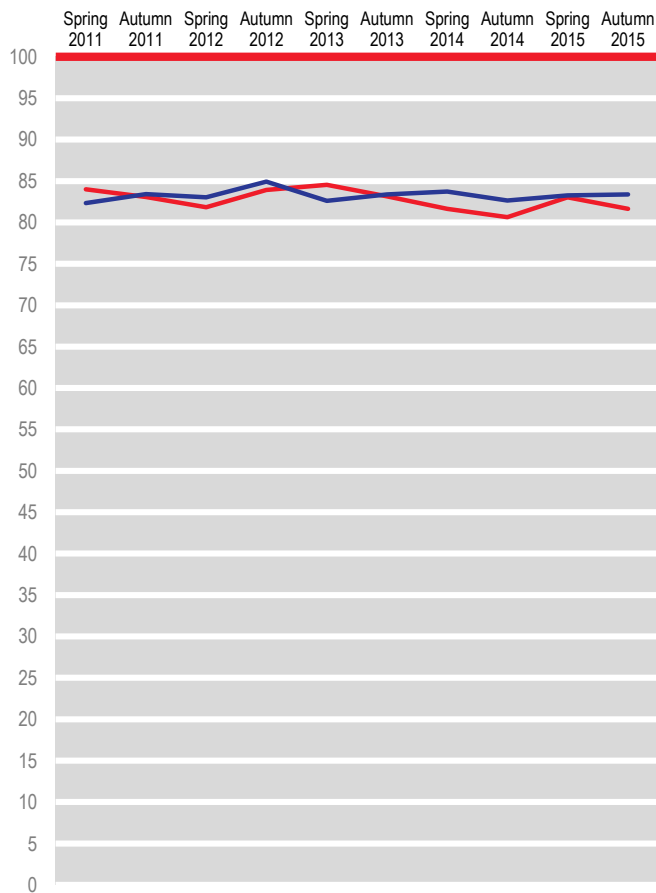
Target 68

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

The ease of being able to get on and off the train (1010)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

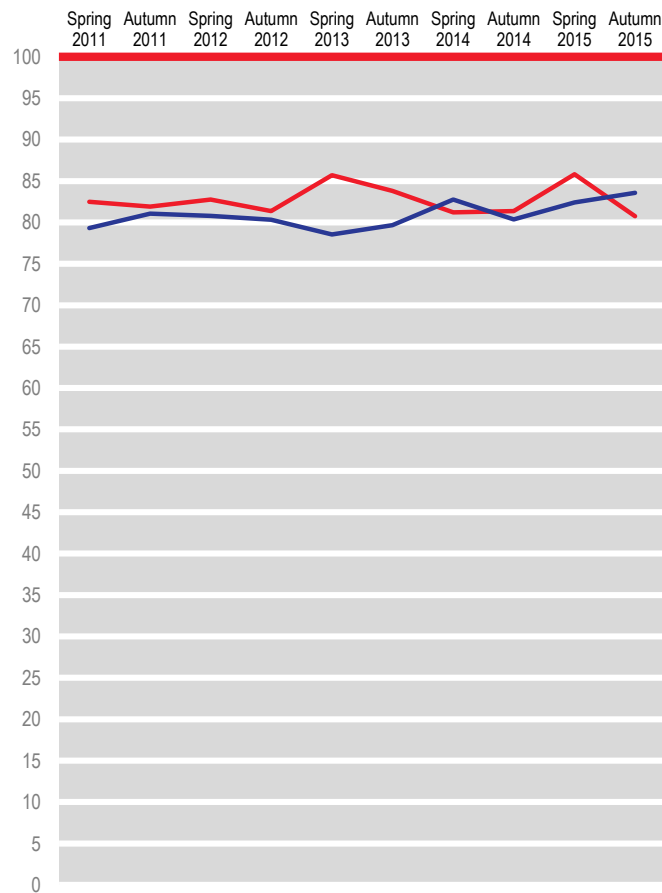


Your personal security whilst on board

(974)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

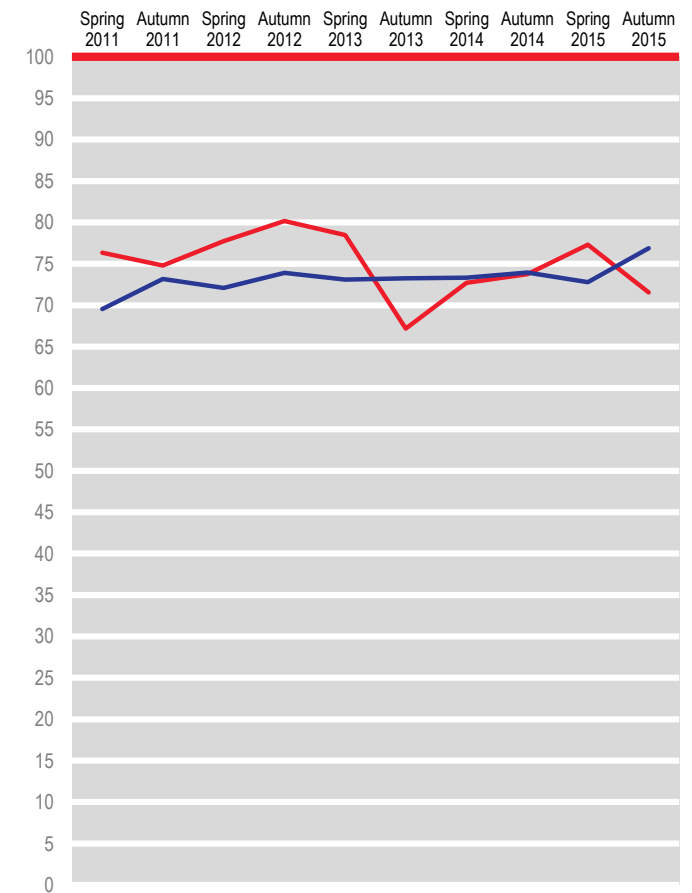


The cleanliness of the inside of the train

(1047)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

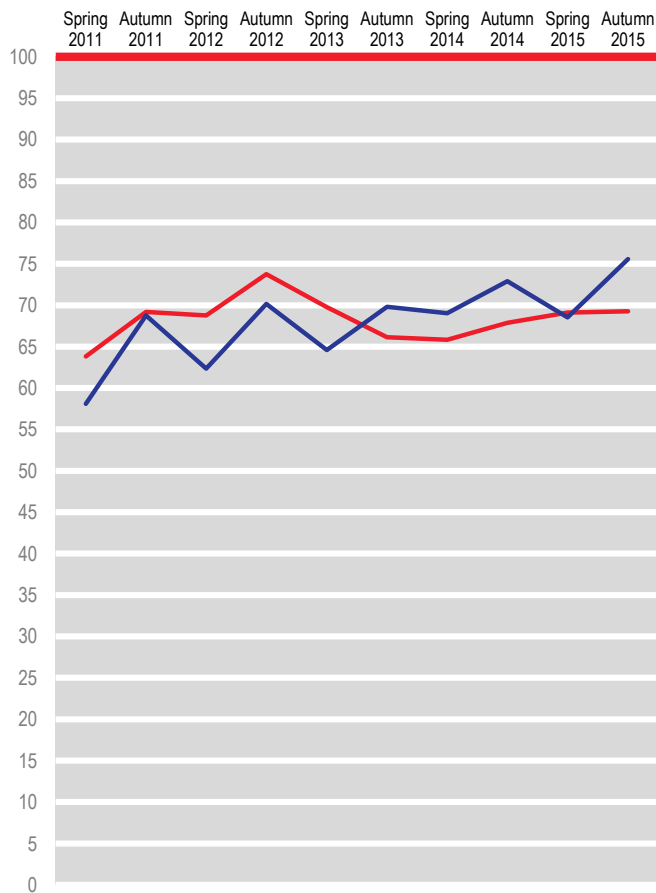


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (880)

Percentage of passengers satisfied 2011 to 2015

— Arriva Trains Wales — Regional

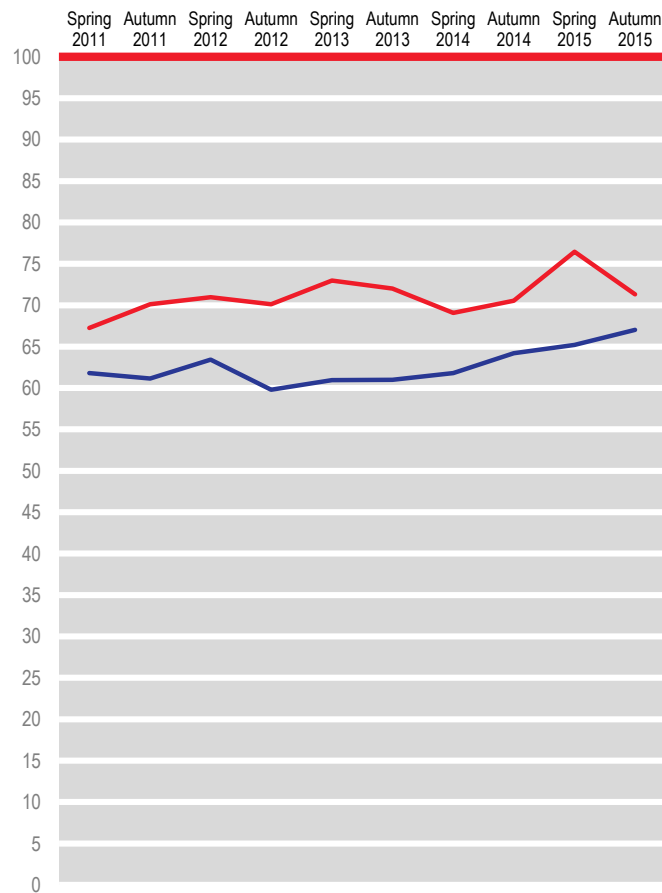


The availability of staff on the train

(970)

Percentage of passengers satisfied 2011 to 2015

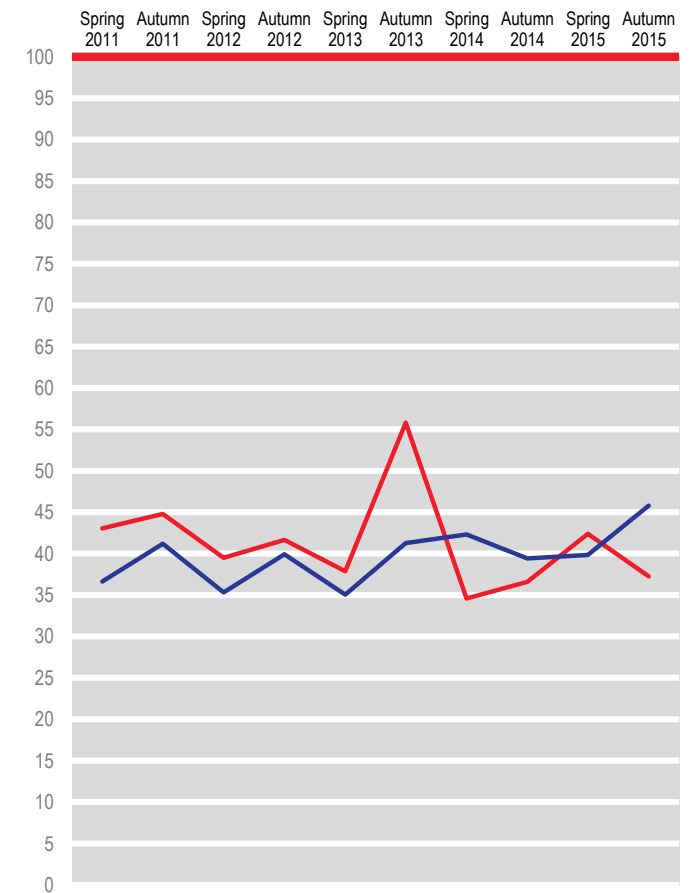
— Arriva Trains Wales — Regional



How well train company dealt with delays (158)

Percentage of passengers satisfied 2011 to 2015

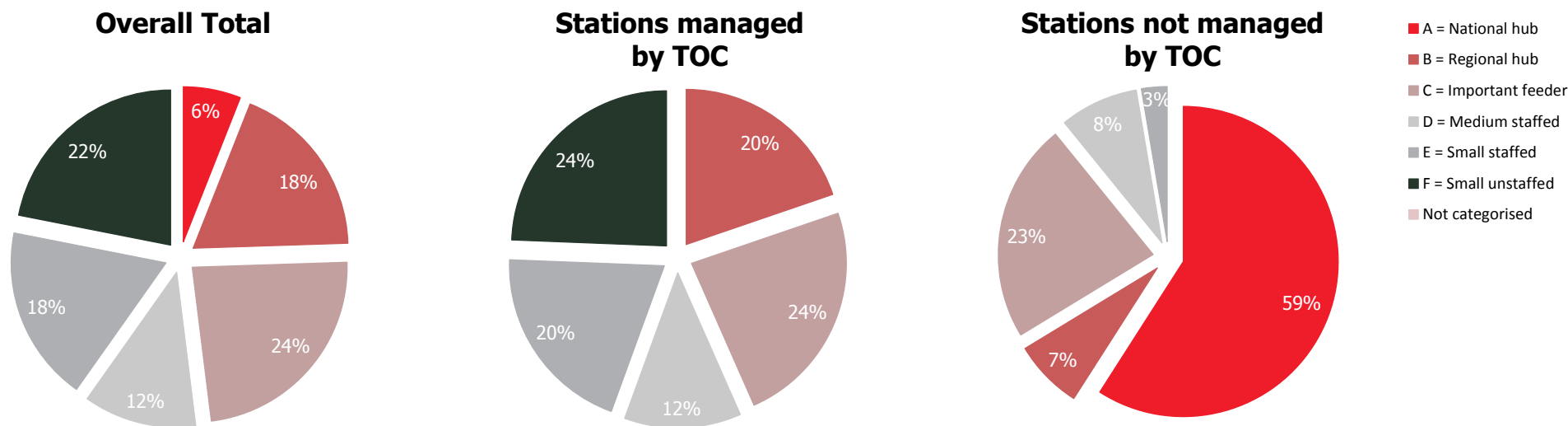
— Arriva Trains Wales — Regional



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

Managed versus non-managed stations for Arriva Trains Wales

(% 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		82
Ticket buying facilities	78		83
Provision of information about train times/platforms	82		87
The upkeep/repair of the station buildings/platforms	69	-	84
Cleanliness	68	-	83
The facilities and services	46	-	68
The attitudes and helpfulness of the staff	77		78
Connections with other forms of public transport	59	-	84
Facilities for car parking	65		54
Overall environment	67	-	78
Your personal security whilst using the station	68	-	80
The availability of staff	59	-	78
The provision of shelter facilities	70	-	84
Availability of seating	56		62
How request to station staff was handled	87		93
The choice of shops/eating/drinking facilities available	37	-	56

Arriva Trains Wales

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	83		81	81	-	93
STATION FACILITIES						
Overall satisfaction with the station	76		73	79		84
Ticket buying facilities	79		79	78		77
Provision of information about train times/platforms	83		80	80		86
The upkeep/repair of the station buildings/platforms	69		65	75		75
Cleanliness	70		72	68		70
The facilities and services	48		44	50		42
The attitudes and helpfulness of the staff	77		76	75		71
Connections with other forms of public transport	60		59	62		74
Facilities for car parking	66		58	61		64
Overall environment	68		66	68		69
Your personal security whilst using the station	70		69	65		66
The availability of staff	61		62	62		67
The provision of shelter facilities	72	+	63	68		74
Availability of seating	57	+	47	55		58
How request to station staff was handled	89		94	83		90
The choice of shops/eating/drinking facilities available	39	+	31	39		38
TRAIN FACILITIES						
Overall satisfaction with the train	80		79	79		84
The frequency of the trains on that route	74		73	70	-	89
Punctuality/reliability (i.e. the train arriving/departing on time)	80		75	83		89
The length of time the journey was scheduled to take (speed)	83		80	80		89
Connections with other train services	73		74	73		85
The value for money of the price of your ticket	59		53	57		59
Cleanliness of the train	73		70	69		73
Upkeep and repair of the train	68		68	70		74
The provision of information during the journey	63		65	61		68
The helpfulness and attitude of staff on train	85		83	79		85
The space for luggage	60		58	69		73
The toilet facilities	51		42	43		56
Sufficient room for all passengers to sit/stand	72		72	74		81
The comfort of the seating area	72		71	72		78
The ease of being able to get on and off	81		80	83		84
Your personal security on board	81		81	79		84
The cleanliness of the inside	72		74	68		73
The cleanliness of the outside	69		67	71		70
The availability of staff	73		70	64		72
How well train company deals with delays	35		37	56		33

Regional

	Weekday			Weekend		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with your journey	87	+	82	90		90
STATION FACILITIES						
Overall satisfaction with the station	85	+	81	87		85
Ticket buying facilities	82		79	83		86
Provision of information about train times/platforms	87	+	84	89		87
The upkeep/repair of the station buildings/platforms	81	+	77	79		84
Cleanliness	83		80	83		85
The facilities and services	57		54	61		62
The attitudes and helpfulness of the staff	82	+	77	86		82
Connections with other forms of public transport	72		70	79		75
Facilities for car parking	54		53	55		62
Overall environment	77		75	81		82
Your personal security whilst using the station	74		74	82		80
The availability of staff	73	+	68	71		77
The provision of shelter facilities	78		76	85		81
Availability of seating	60	+	56	64		72
How request to station staff was handled	90		92	89		84
The choice of shops/eating/drinking facilities available	48		44	53		52
TRAIN FACILITIES						
Overall satisfaction with the train	83	+	78	85		86
The frequency of the trains on that route	79		77	80		82
Punctuality/reliability (i.e. the train arriving/departing on time)	83	+	78	90		89
The length of time the journey was scheduled to take (speed)	87		86	88		87
Connections with other train services	78		76	78		83
The value for money of the price of your ticket	59	+	55	67		70
Cleanliness of the train	75	+	71	78		79
Upkeep and repair of the train	73	+	69	75		79
The provision of information during the journey	73	+	67	77		76
The helpfulness and attitude of staff on train	81	+	77	85		81
The space for luggage	63	+	59	64		64
The toilet facilities	46	+	41	50		52
Sufficient room for all passengers to sit/stand	72	+	69	80		82
The comfort of the seating area	74	+	68	80		80
The ease of being able to get on and off	82		81	88		88
Your personal security on board	83	+	79	86		84
The cleanliness of the inside	76	+	72	79		81
The cleanliness of the outside	75	+	71	78		79
The availability of staff	66		64	72		65
How well train company deals with delays	45		39	48		42

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
DELAY					
None	79	83			
Minor	15	14			
Major	1	1			
LENGTH OF DELAY					
5 minutes or less	40	50			
6-10 minutes	32	22			
11-20 minutes	7	15			
21-30 minutes	6	6			
31-60 minutes	7	2			
More than 1 hour	1	1			
Don't know/no answer	8	4			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	17	18	Very well	17	21
Fairly well	26	35	Fairly well	24	32
Neither well nor poorly	17	19	Neither well nor poorly	25	19
Fairly poorly	21	12	Fairly poorly	14	12
Very poorly	20	15	Very poorly	20	16
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	14	19	Very well	11	17
Fairly well	22	35	Fairly well	30	30
Neither well nor poorly	22	17	Neither well nor poorly	27	29
Fairly poorly	24	15	Fairly poorly	18	12
Very poorly	18	14	Very poorly	15	12
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	13	20	Very well	17	10
Fairly well	24	35	Fairly well	20	19
Neither well nor poorly	21	18	Neither well nor poorly	19	42
Fairly poorly	23	13	Fairly poorly	15	8
Very poorly	19	14	Very poorly	29	20

6 6.2 Passenger experience relating to disability

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	3	3			
Mobility	4	4			
Dexterity	1	1			
Learning or understanding or concentrating	1	0			
Memory	1	1			
Mental health	3	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	1	1			
Other	2	1			
None	83	86			
No answer	4	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	7	9	Yes	2	1
Yes, a little	39	41	No	98	99
Not at all	46	44			
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Very satisfied	43	44	Very satisfied	100	84
Fairly satisfied	31	23	Fairly satisfied	-	16
Neither satisfied nor dissatisfied	19	17	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	2	8	Fairly dissatisfied	-	-
Very dissatisfied	4	8	Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	41	41	Very satisfied	100	59
Fairly satisfied	32	31	Fairly satisfied	-	-
Neither satisfied nor dissatisfied	20	13	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	6	9	Fairly dissatisfied	-	41
Very dissatisfied	2	6	Very dissatisfied	-	-

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	44	40	White	86	93
Female	48	56	Mixed	1	1
			Asian or Asian British	2	1
			Black or Black British	1	1
			Chinese or other ethnic group	2	1
AGE			JOURNEY PURPOSE		
16-18	8	3	Commuter	32	38
19-25	18	12	Business	10	10
26-34	11	11	Leisure	58	52
35-44	10	13			
45-54	17	21	REGULAR TRAVELLER		
55-59	7	10	Yes	51	61
60-64	8	10	No	49	39
65+	14	19			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	42	48	Weekday	82	79
Working Part Time	16	14	Weekend	18	21
Not Working	5	3			
Retired	18	23	TIME OF TRAVEL		
Full Time Student	14	8	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	28	28	Yes asked for help	7	7
Middle Managerial	12	11	Yes asked for information	8	8
Junior Managerial/Clerical/Supervisory	10	14	Could not find anyone to ask	5	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	10	9	No	77	81
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	4	4			
Full time student	3	3	DO YOU REGULARLY USE THE INTERNET		
Retired	16	20	Yes, at home	84	86
Unemployed/between jobs	3	1	Yes, at work	49	50
Housewife/house-husband	1	1	No	7	9
Other	4	5			

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	65	74	Better telephone enquiry/booking service	6	6
With other adults 16+	28	22	Better internet enquiry/booking service	17	16
With children aged 0-4	2	1	Better information facilities at stations	20	17
With children aged 5-10	2	1	Better route maps of the rail network	17	15
With children aged 11-15	2	1	Make timetables easier to read	23	21
			Better ticket buying facilities at station ticket offices	15	14
			Better ticket buying facilities at station ticket machines	15	14
			Better promotion when advanced tickets available	32	31
TRAVELLING WITH ...			Other	10	12
Heavy/bulky luggage/other large items	25	14	None of these	22	28
Pushchair	1	1			
Folding bicycle	1	0			
Non-folding bicycle	1	1			
Dog	1	1			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	0	0			
None apply	70	81			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	27	23			
Anytime day single/return	25	22			
Off-peak/super off-peak single/return	9	7			
Off-peak/super off-peak day single/return	4	8			
Advance	10	5			
Day travelcard	0	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	11	14			
Annual season ticket	2	4			
Special promotion ticket	1	1			
Rail staff pass/privilege ticket/police	2	2			
Free travel pass (e.g. Freedom Pass)	2	5			
Other	3	6			
Don't know/no answer	4	3			

Station sample sizes for Arriva Trains Wales

Station	Unweighted	Station	Unweighted	Station	Unweighted
Cardiff Central	190	Llanrwst	7	Abercynon	2
Aberystwyth	65	Tir-Phil	7	Cardiff Bay	2
Birmingham New Street	54	Ludlow	7	Cogan	2
Manchester Piccadilly	41	Leominster	7	Taffs Well	2
Cardiff Queen Street	40	Church Stretton	7	Grangetown (Glamorgan)	2
Blaenau Ffestiniog	39	Ystrad Mynach	7	Colwyn Bay	2
Shrewsbury	33	Rhiwbina	6	Craven Arms	2
Chester	27	Trefforest	6	Treherbert	2
Aberdare	26	Whitchurch (Shropshire)	6	Treorchy	2
Llandudno Junction	21	Dolwyddelan	6	Wem	2
Barry	20	Dovey Junction	6	Borth	2
Newport (South Wales)	19	Carmarthen	6	Nantwich	2
Fishguard Harbour	17	Gloucester	6	Cwmbach	2
Rhymney	16	Hengoed	5	Newtown (Powys)	2
Merthyr Tydfil	16	Mountain Ash	5	Barry Docks	2
Betws-Y-Coed	15	Pengam	5	Llandaf	2
Crewe	14	Tonypandy	5	Deganwy	2
Bangor (Gwynedd)	14	Fairwater	5	Clunderwen	1
Hereford	14	Maesteg	4	Port Talbot Parkway	1
Haverfordwest	13	Barry Island	4	Porthmadog	1
Bridgend	13	Machynlleth	4	Prestatyn	1
Wolverhampton	13	Ystrad Rhondda	4	Pwllheli	1
Wilmslow	12	Radyr	3	Pye Corner	1
Bargoed	12	Manchester Oxford Road	3	Harlech	1
Birmingham International	11	Rhyl	3	Chirk	1
Pontlloftyn	11	Whitland	3	Caersws	1
Milford Haven	10	Dingle Road	3	Manchester Airport	1
Pontypridd	10	Heath High Level	3	Danescourt	1
Caerphilly	10	Merthyr Vale	3	Risca & Pontymister	1
Wrexham General	10	Aber	3	Ruabon	1
Swansea	9	Cheltenham Spa	3	Ebbw Vale Parkway	1
Penarth	9	Brithdir	2	Smethwick Galton Bridge	1
Llandudno	8	Dolgarrog	2	Holyhead	1
Cwmbran	8	Quakers Yard	2	Johnston (Dyfed)	1
Ninian Park	8	Cathays	2	Coryton	1
Abergavenny	7	Llwynypia	2	Minffordd	1
Llanelli	7	Cadoxton	2	Ton Pentre	1
Stockport	7	Earlestown	2		

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

* Part of the Govia Thameslink Railway franchise



Contacts:

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdrc-continental.com

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

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