



# National Rail Passenger Survey Gatwick Express TOC Report Autumn 2015 (Wave 33)

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# 1 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

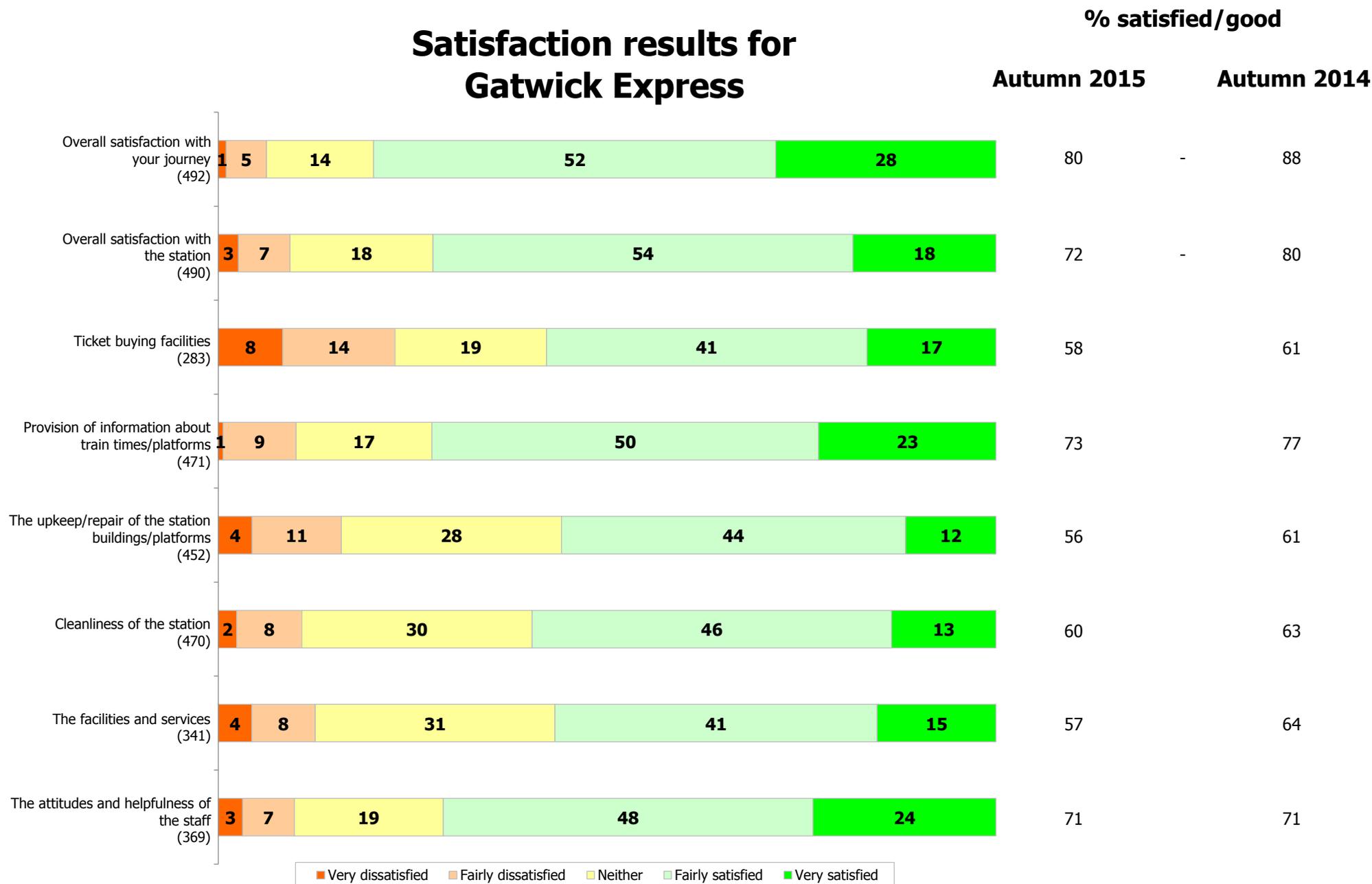
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

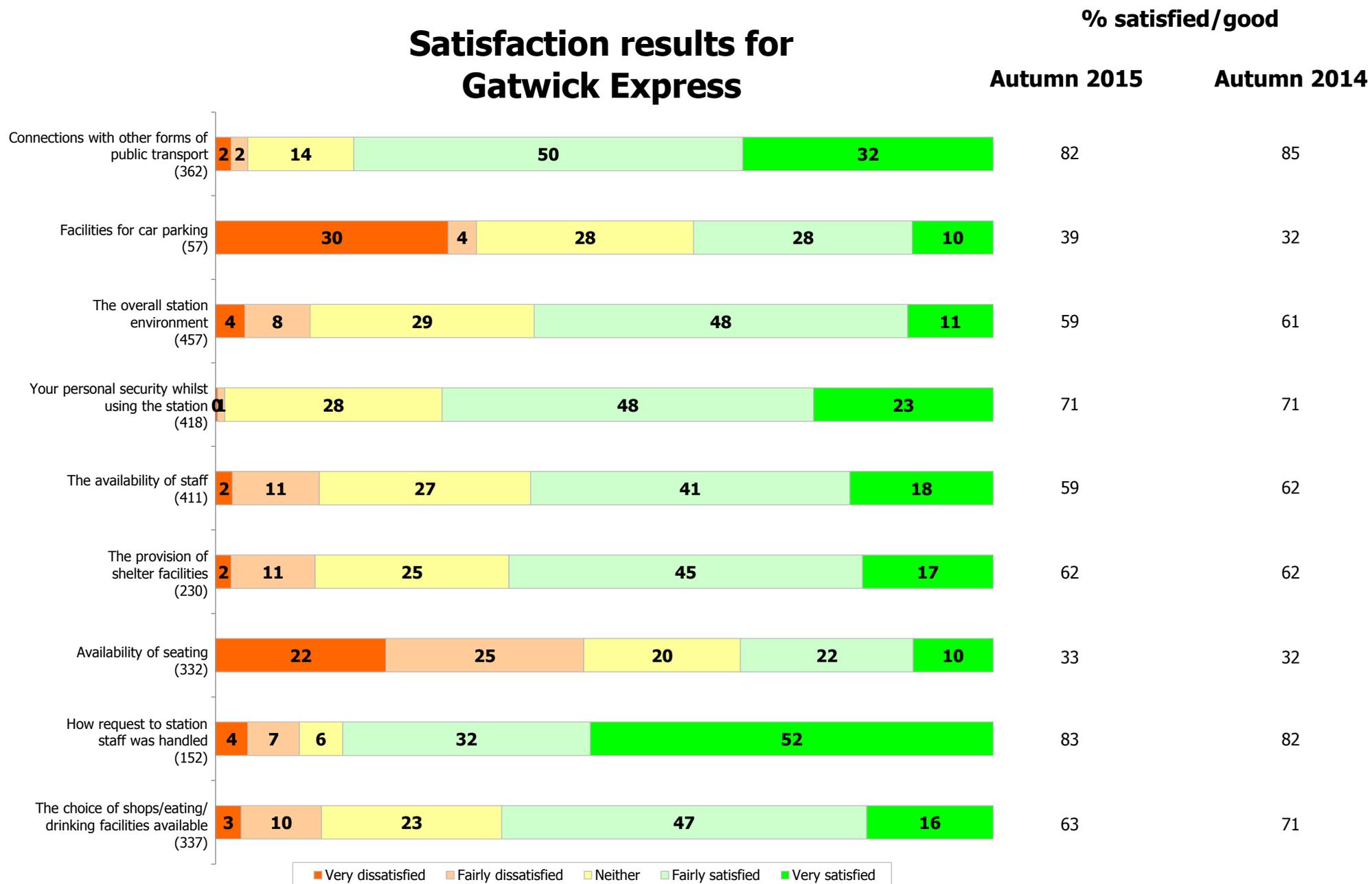
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## 2 2.1 Overall satisfaction with your journey and station factors

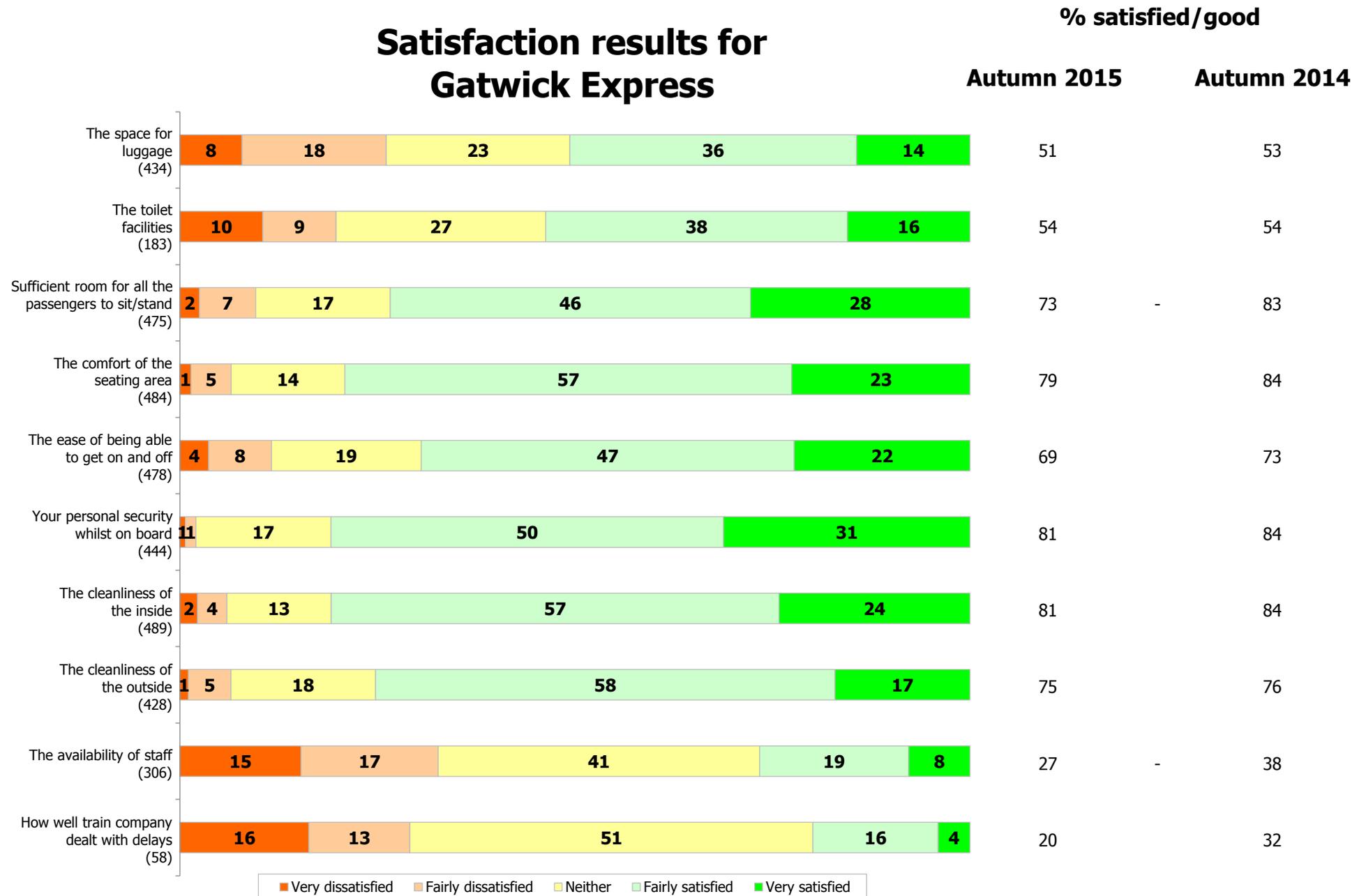
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Gatwick Express





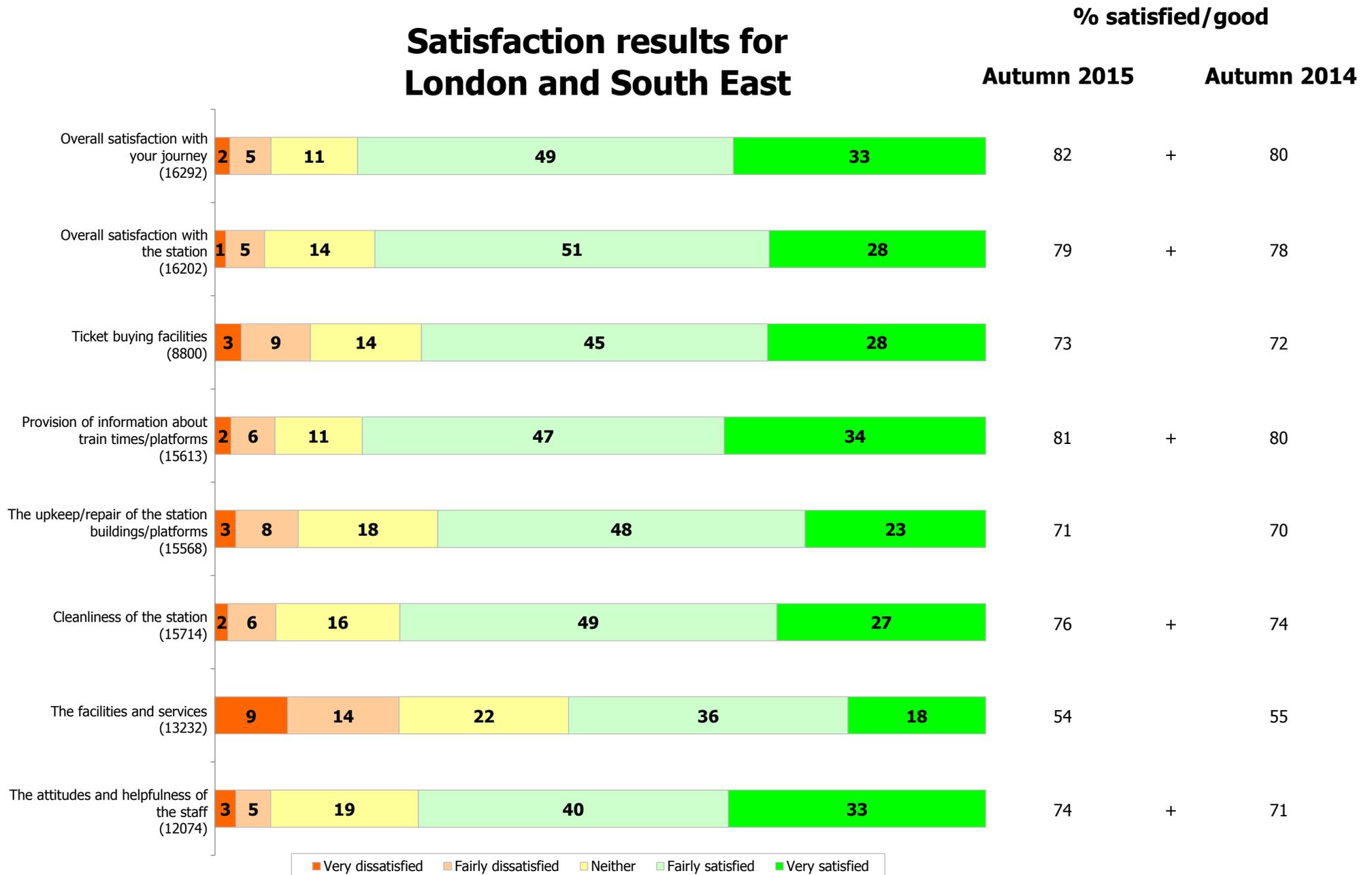


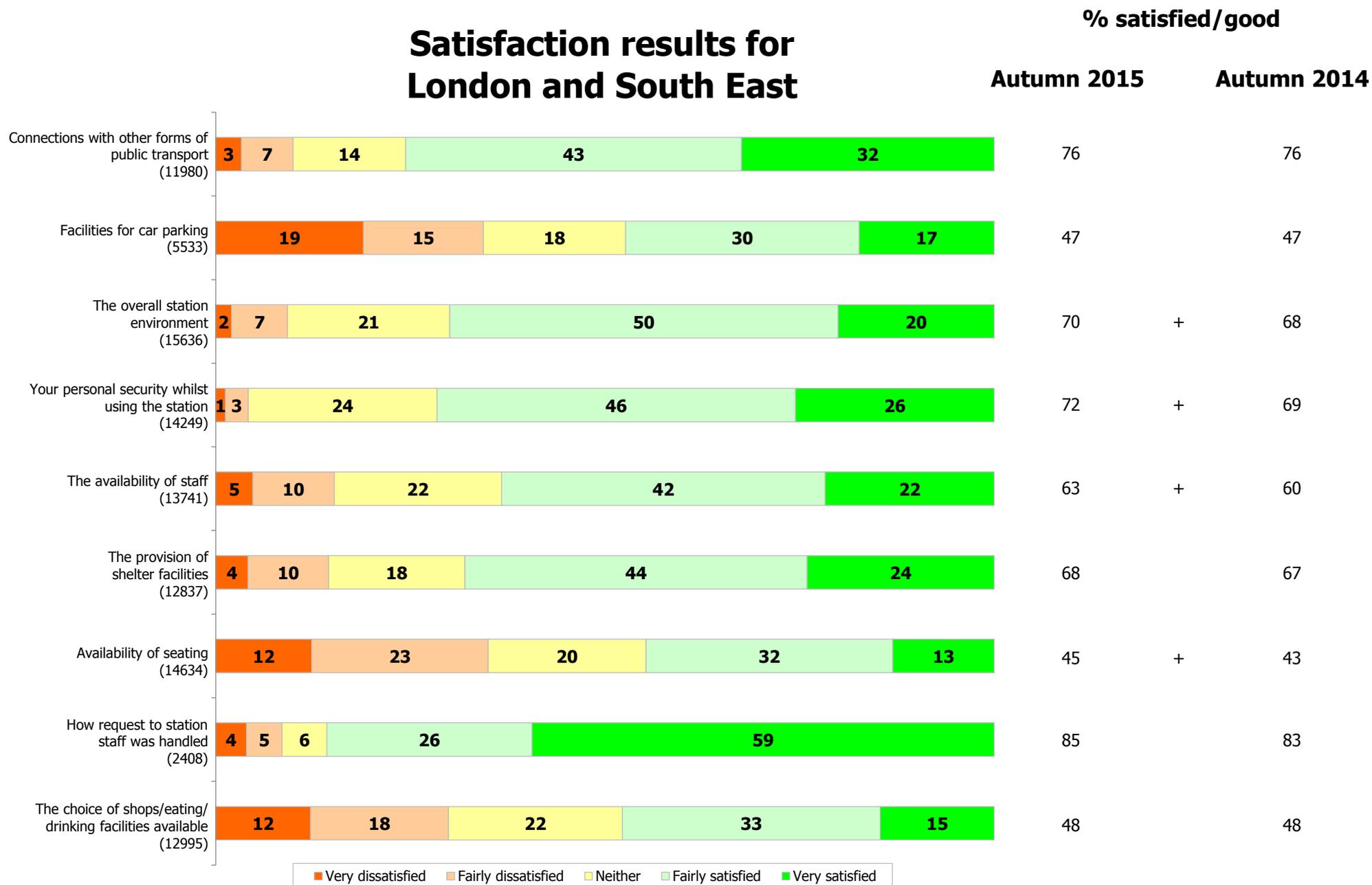


## 2 2.3 Overall satisfaction with your journey and station factors

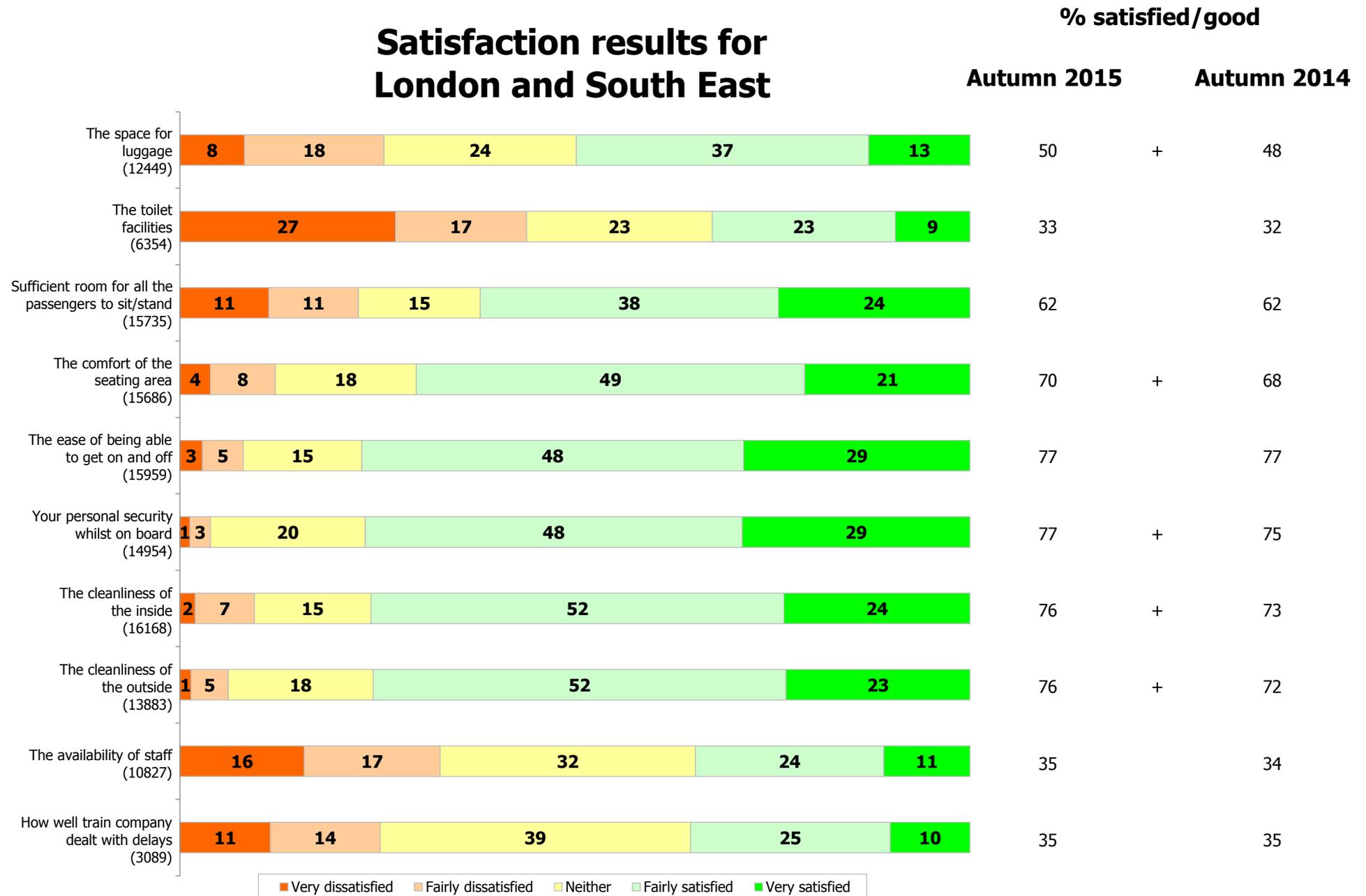
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for London and South East









## 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%       |

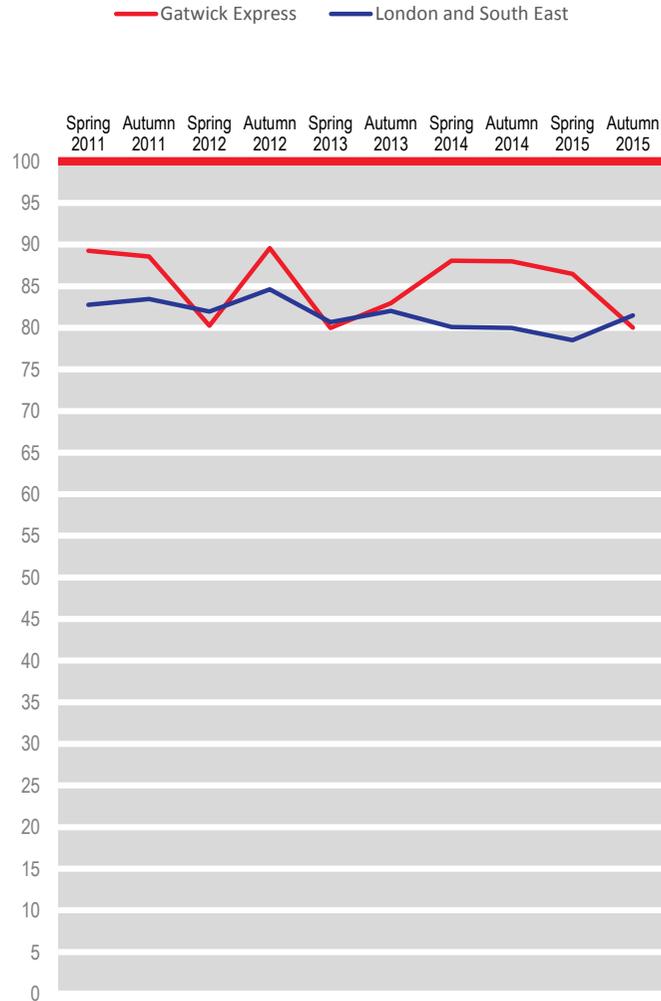
## Building block/route data for Gatwick Express

|                                                                     | 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

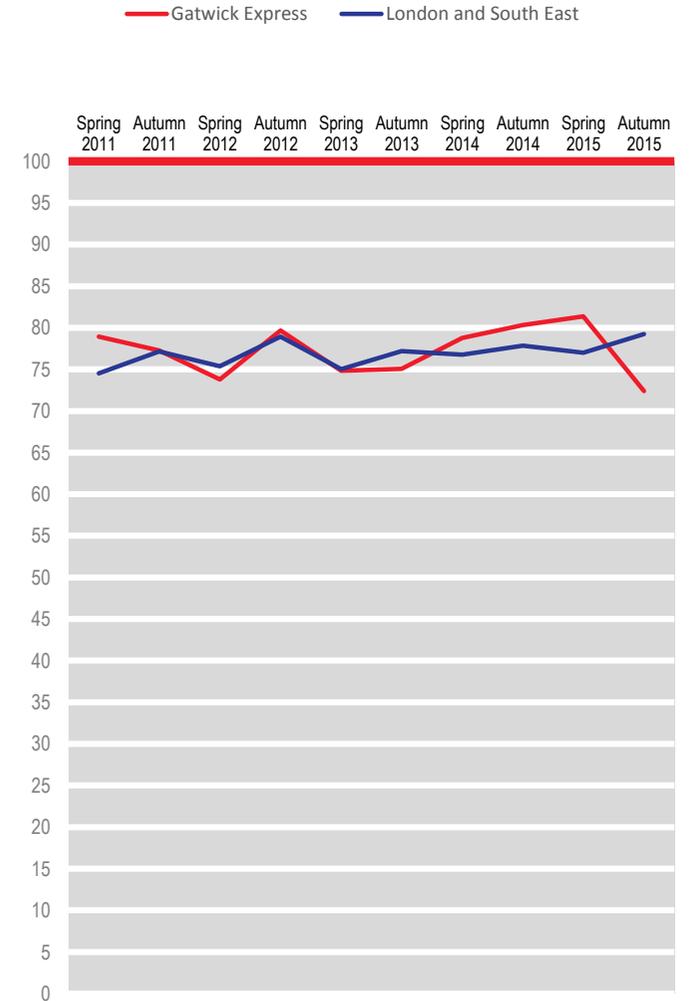
## Overall satisfaction with your journey

(492)  
Percentage of passengers satisfied 2011 to 2015



## Overall station satisfaction

(490)  
Percentage of passengers satisfied 2011 to 2015



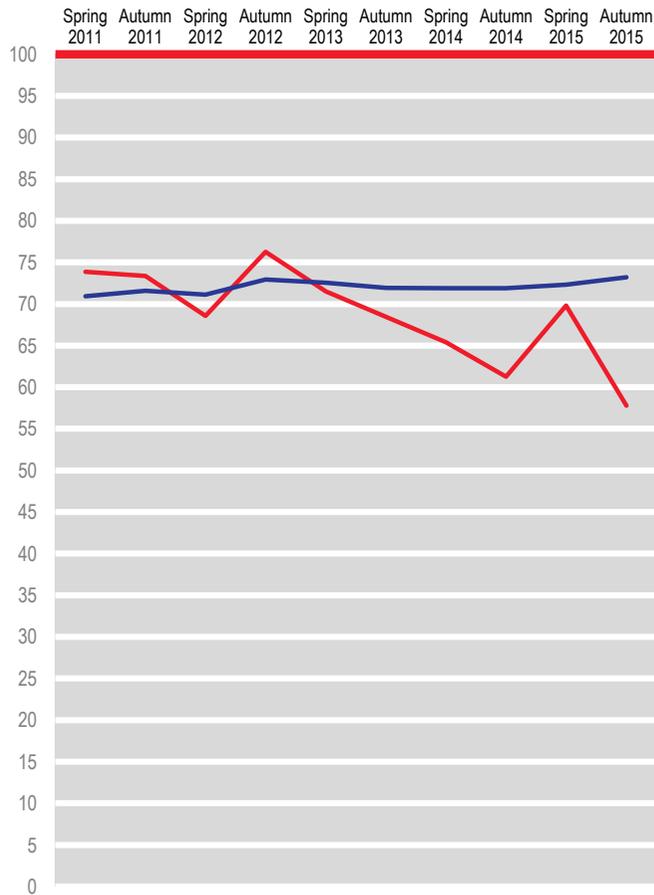
N.B. Benchmarks and targets are only shown for applicable factors

## Ticket buying facilities

(283)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

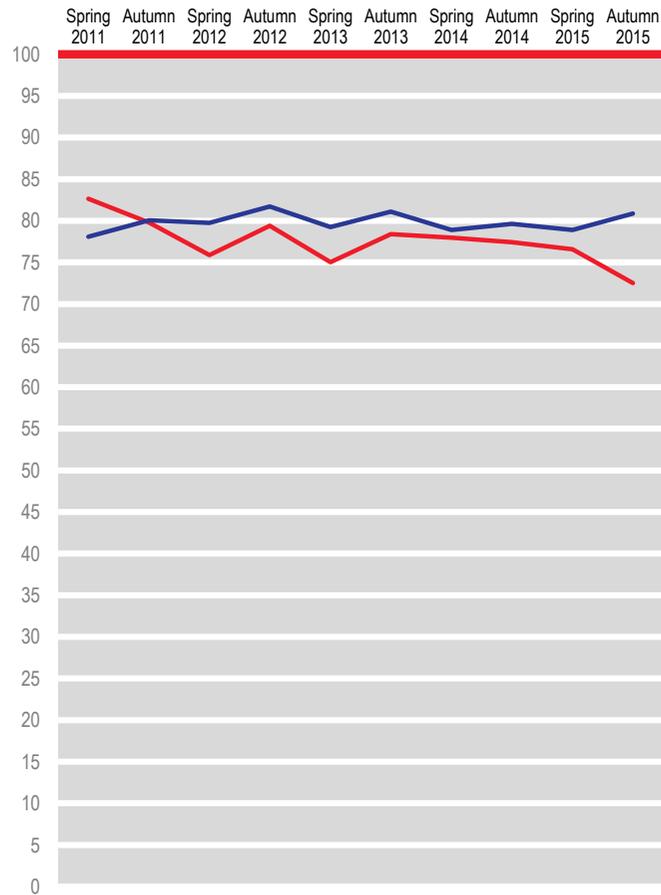


## Provision of information about train times/platforms

(471)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

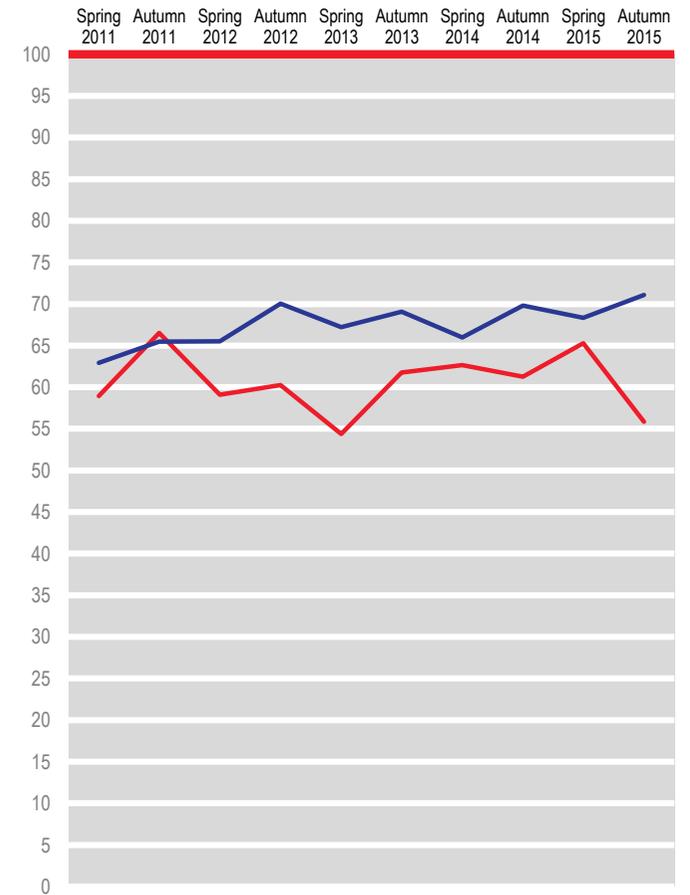


## The upkeep/repair of the station building/platforms

(452)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

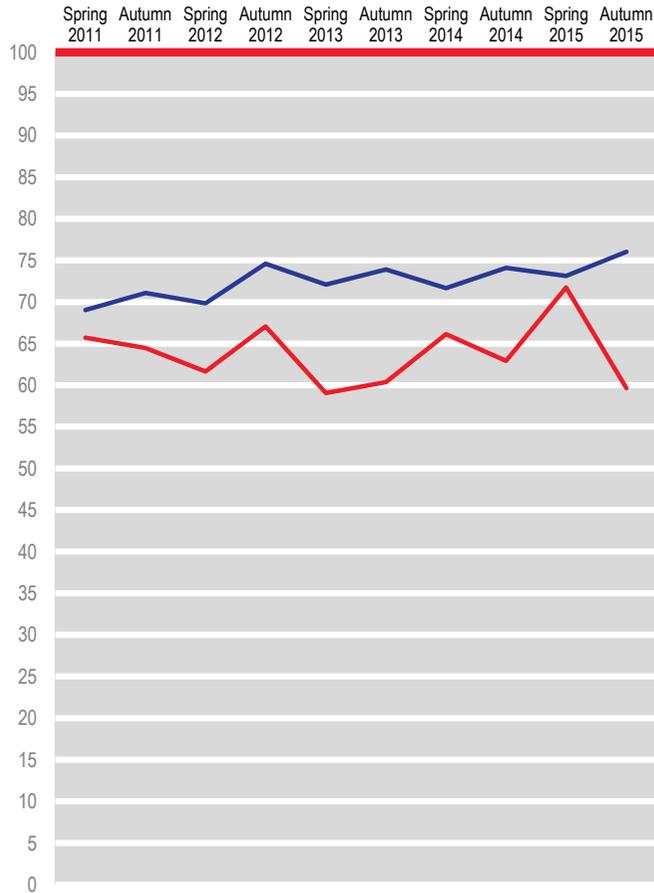


N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

**(470)**  
Percentage of passengers satisfied 2011 to 2015

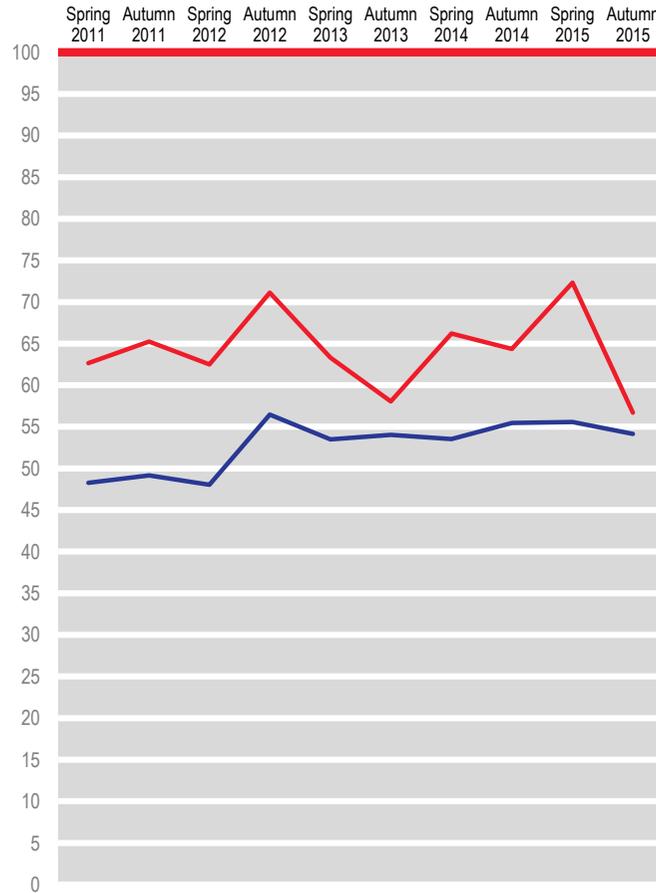
— Gatwick Express — London and South East



## The facilities and services at the station

**(341)**  
Percentage of passengers satisfied 2011 to 2015

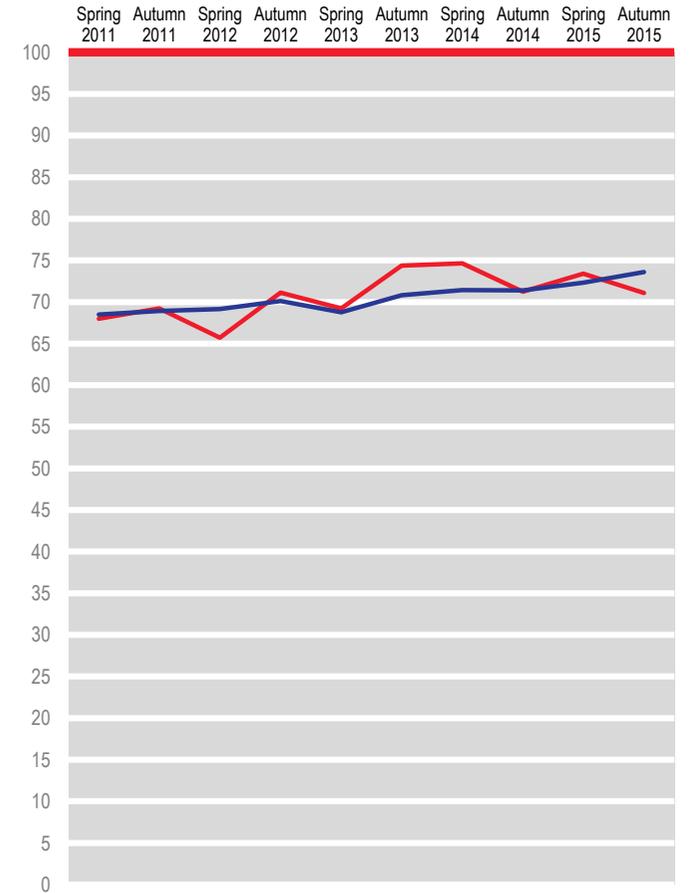
— Gatwick Express — London and South East



## The attitudes and helpfulness of the staff at the station

**(369)**  
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

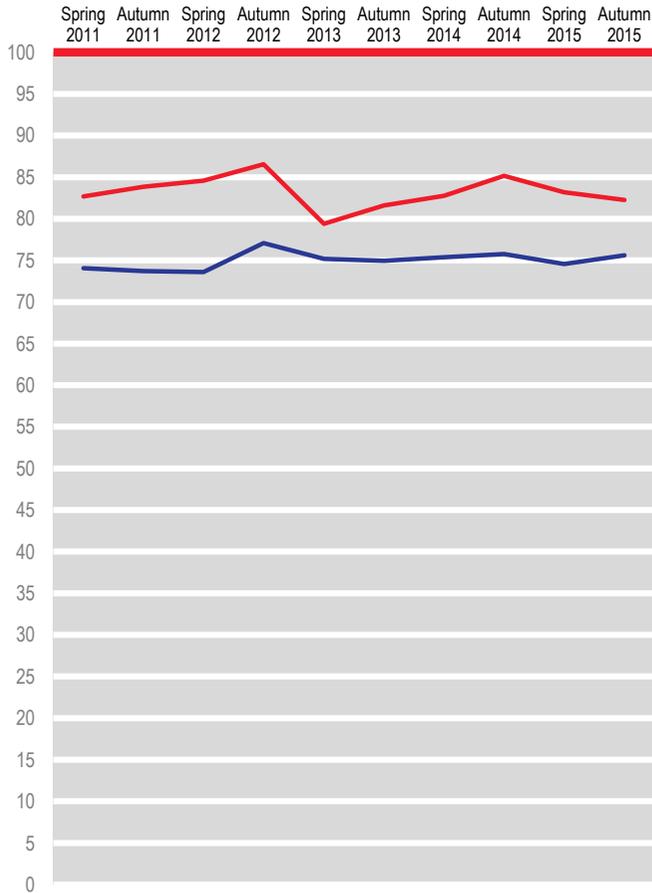


N.B. Benchmarks and targets are only shown for applicable factors

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

**(362)**  
Percentage of passengers satisfied 2011 to 2015

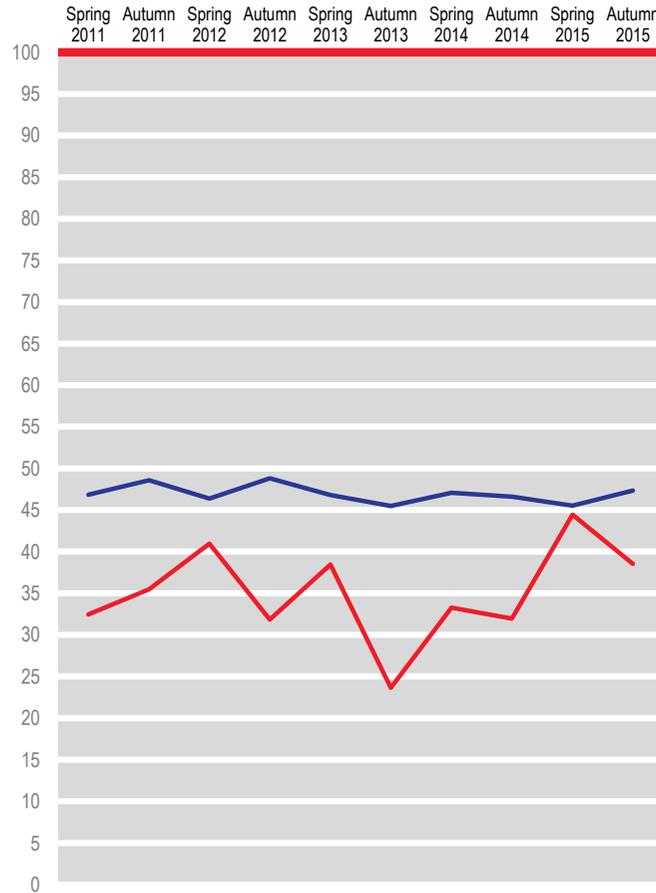
— Gatwick Express — London and South East



**Facilities for car parking at the station**

**(57)**  
Percentage of passengers satisfied 2011 to 2015

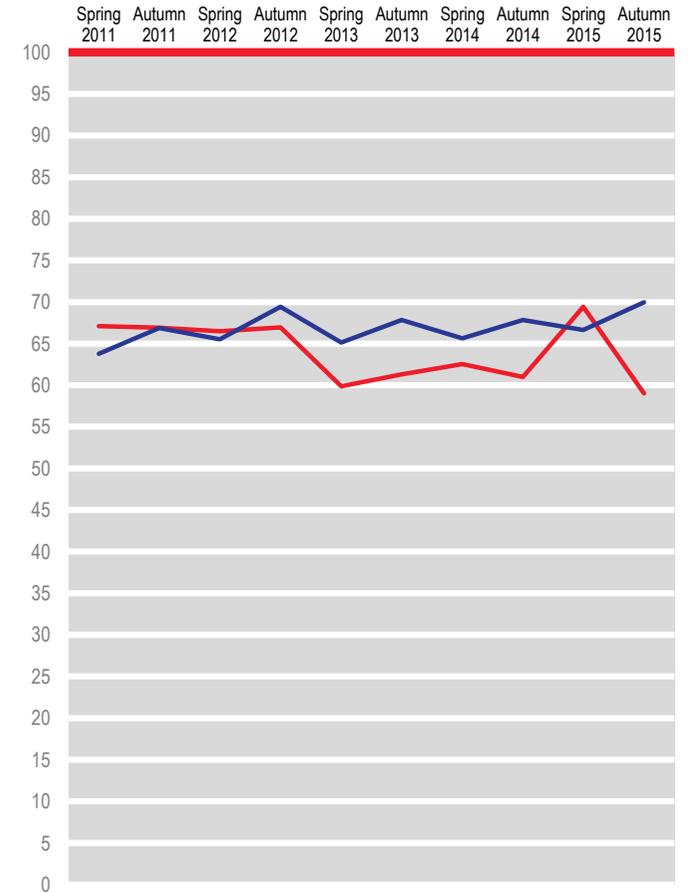
— Gatwick Express — London and South East



**Overall station environment**

**(457)**  
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



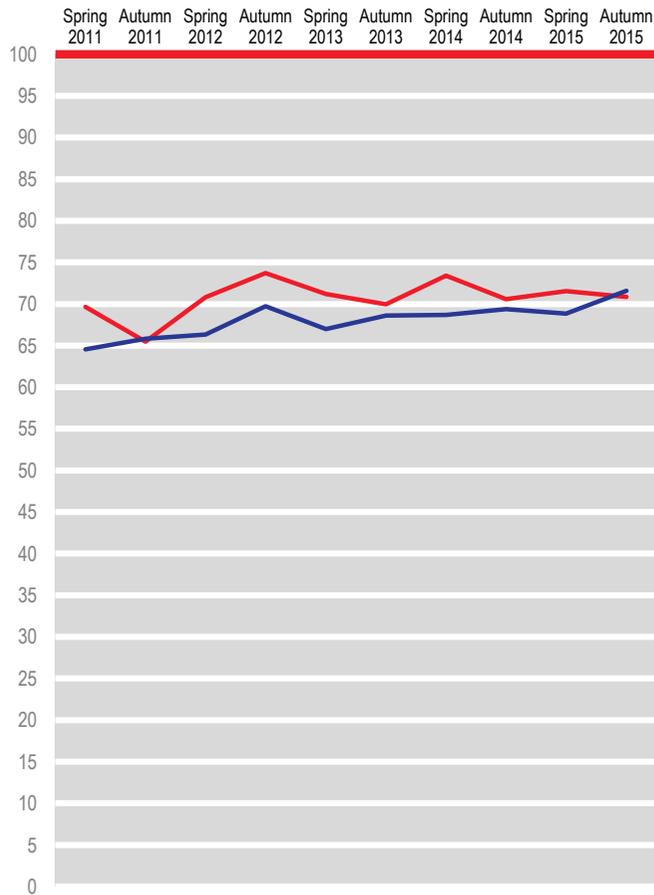
N.B. Benchmarks and targets are only shown for applicable factors

## Your personal security whilst using the station

(418)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

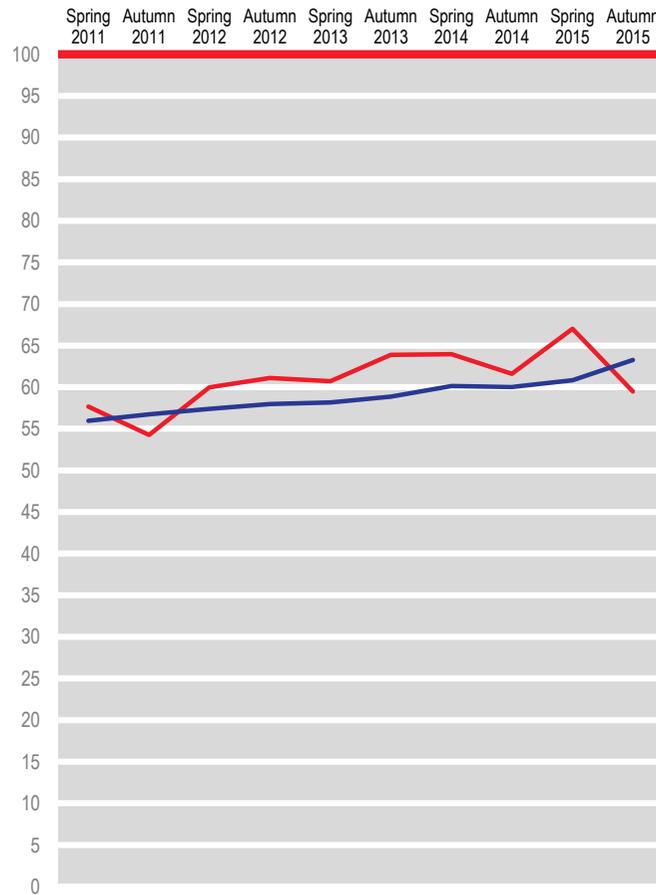


## The availability of staff at the station

(411)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

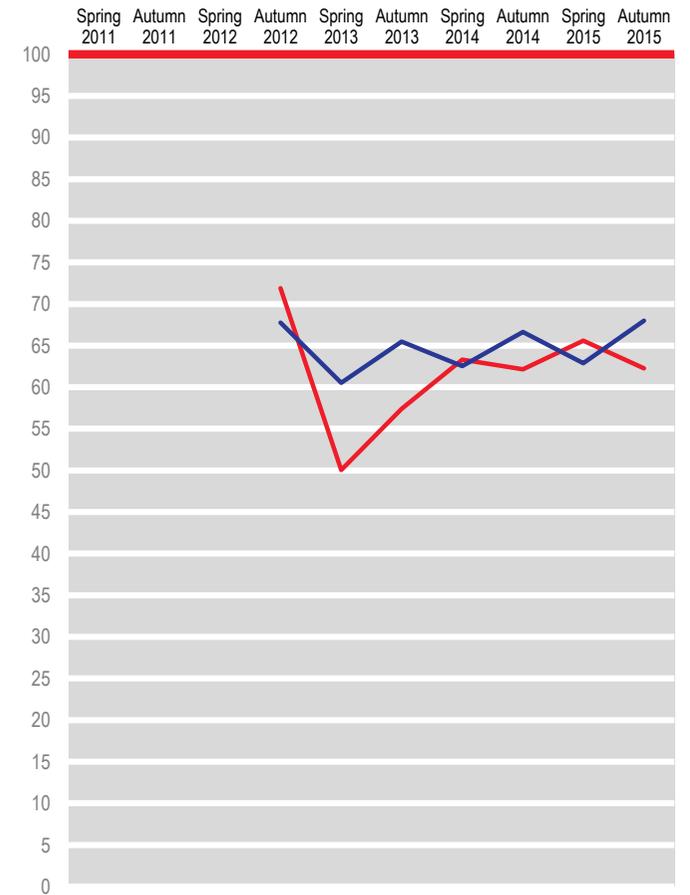


## The provision of shelter facilities

(230)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



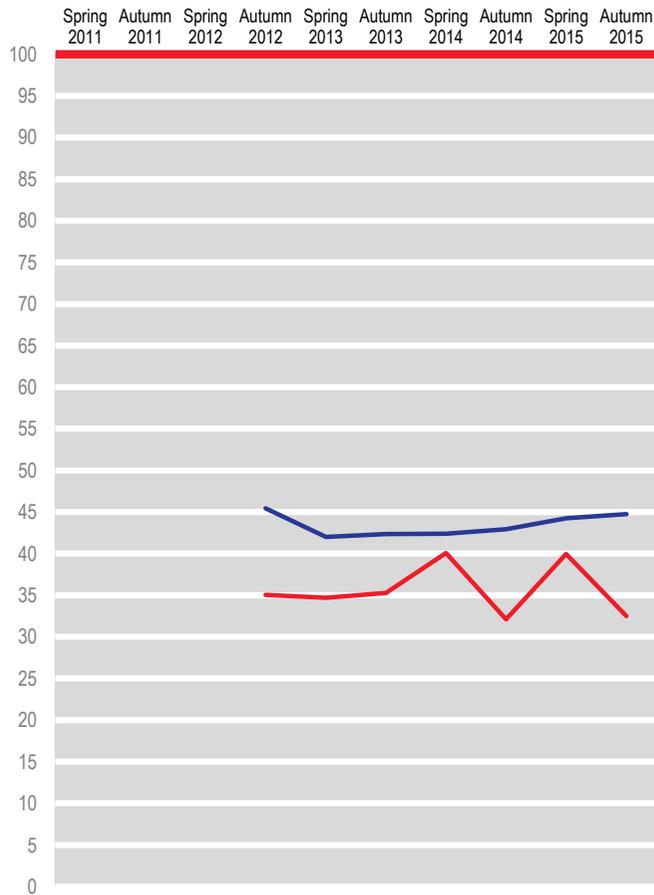
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating**

(332)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

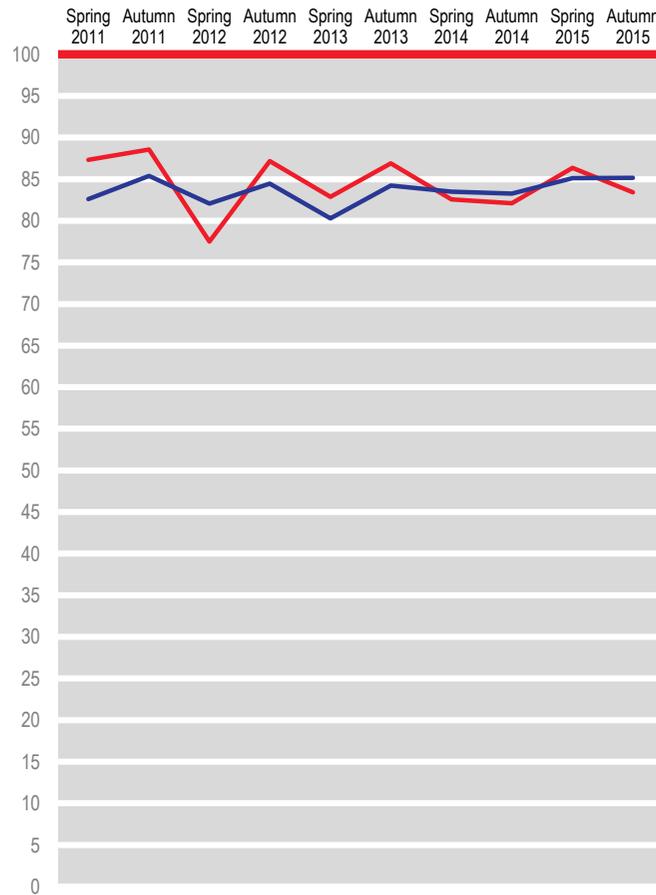


**How request to station staff was handled**

(152)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

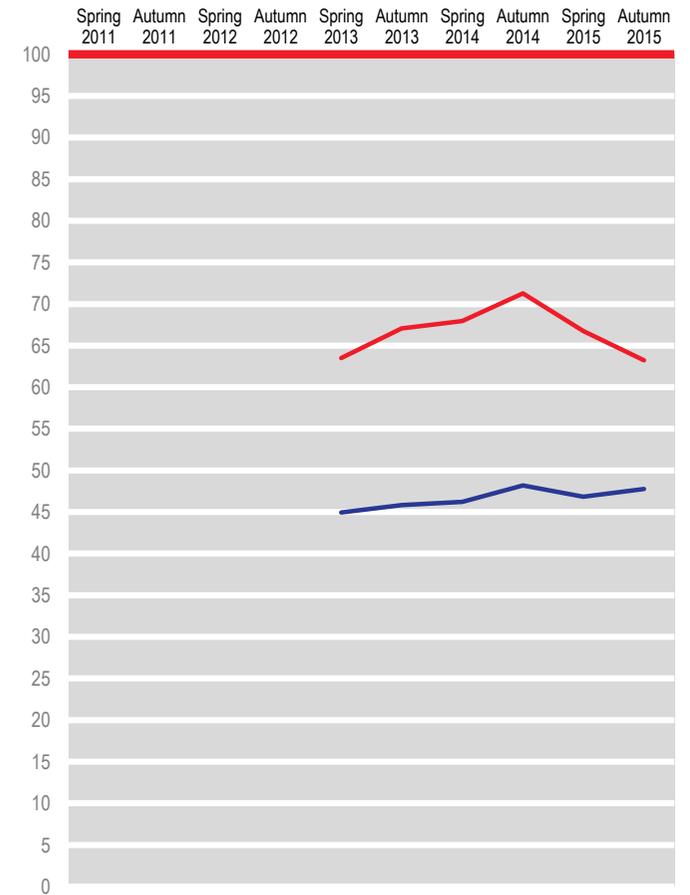


**The choice of shops/eating/drinking facilities available**

(337)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



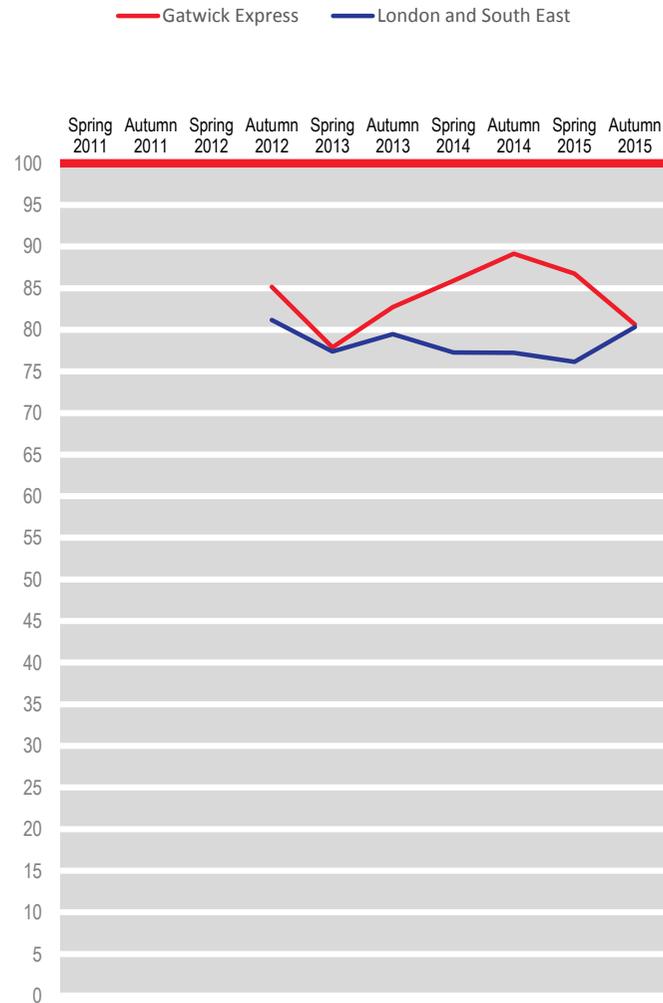
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(493)

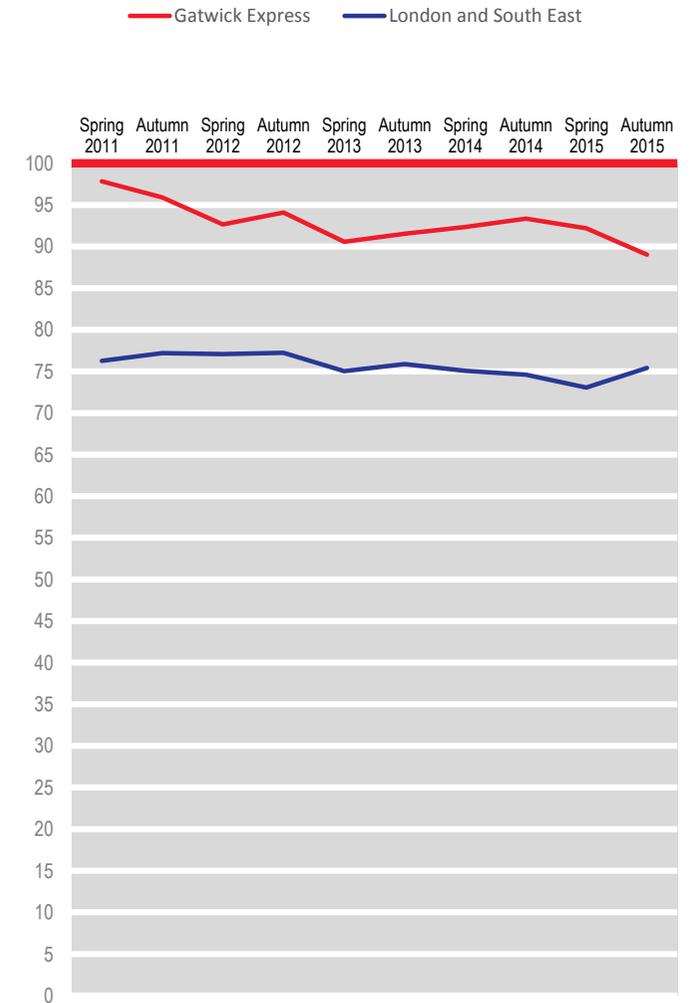
Percentage of passengers satisfied 2011 to 2015



## The frequency of trains on that route

(490)

Percentage of passengers satisfied 2011 to 2015

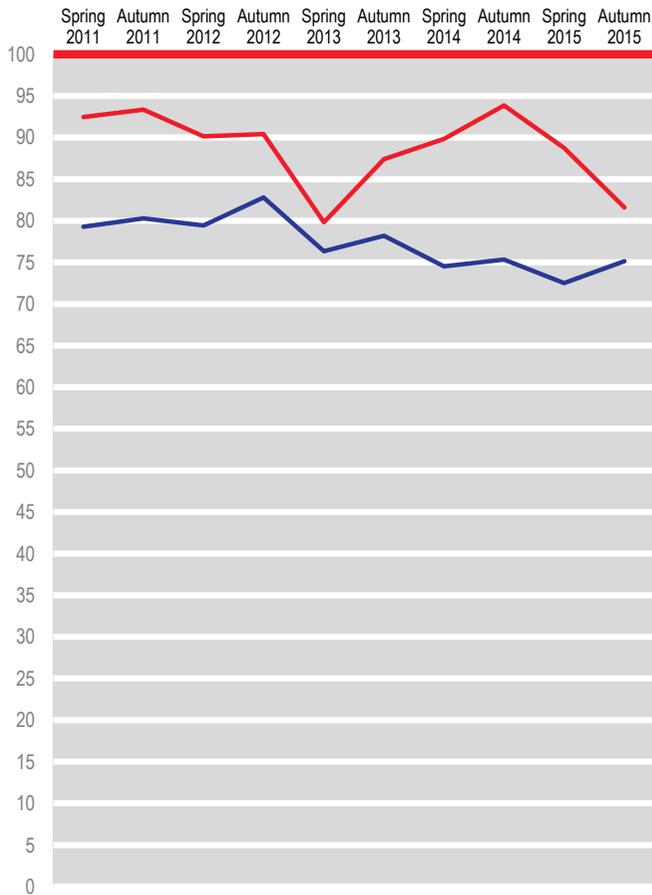


N.B. Benchmarks and targets are only shown for applicable factors

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

**(476)**  
Percentage of passengers satisfied 2011 to 2015

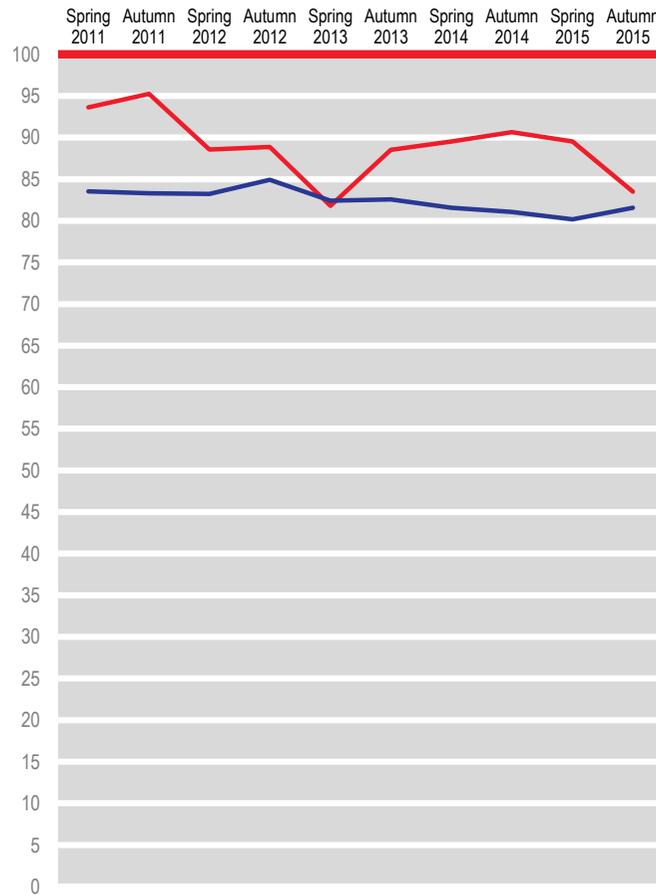
— Gatwick Express — London and South East



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

**(471)**  
Percentage of passengers satisfied 2011 to 2015

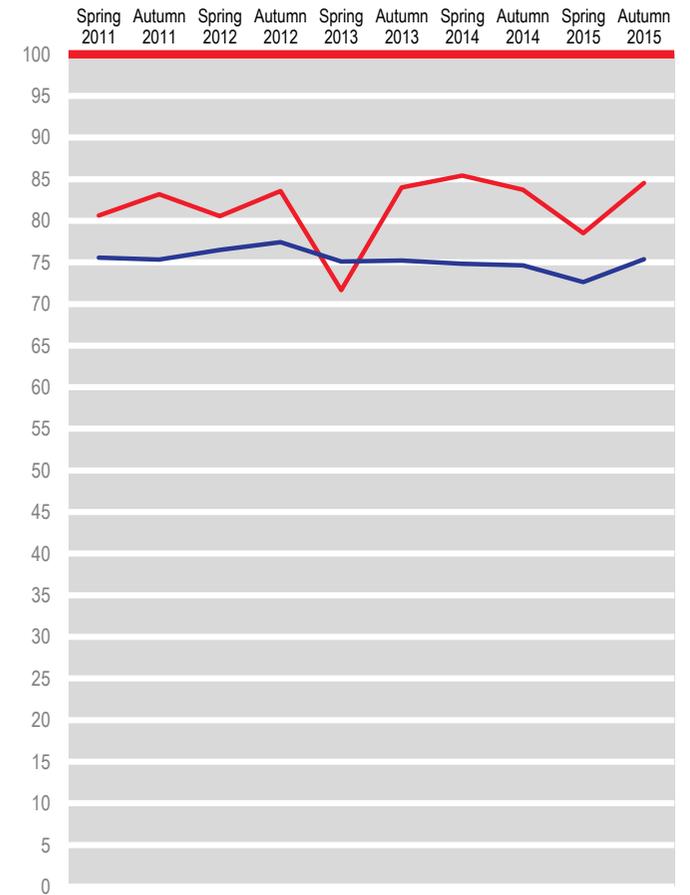
— Gatwick Express — London and South East



**Connections with other train services**

**(252)**  
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

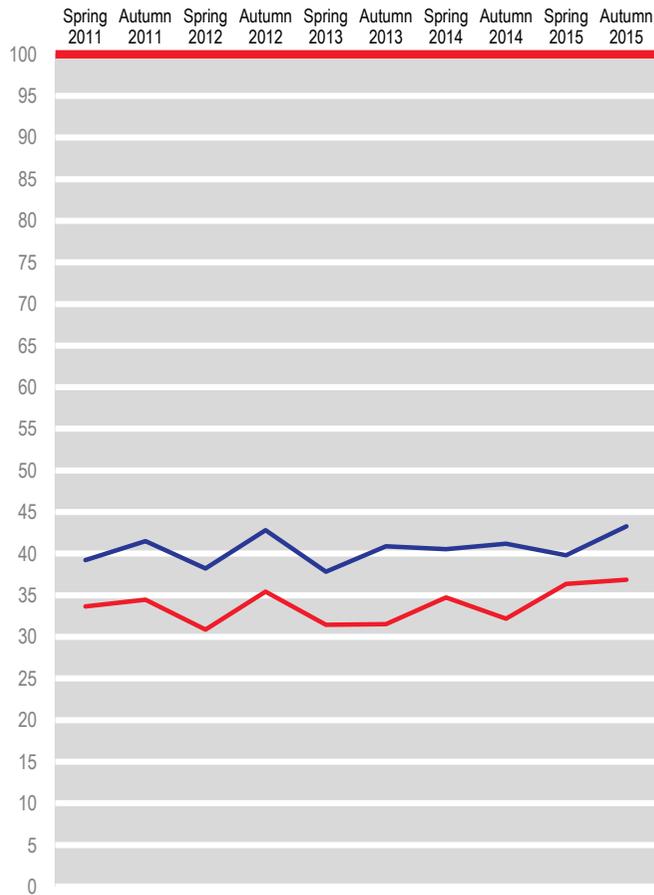


N.B. Benchmarks and targets are only shown for applicable factors

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

**(469)**  
Percentage of passengers satisfied 2011 to 2015

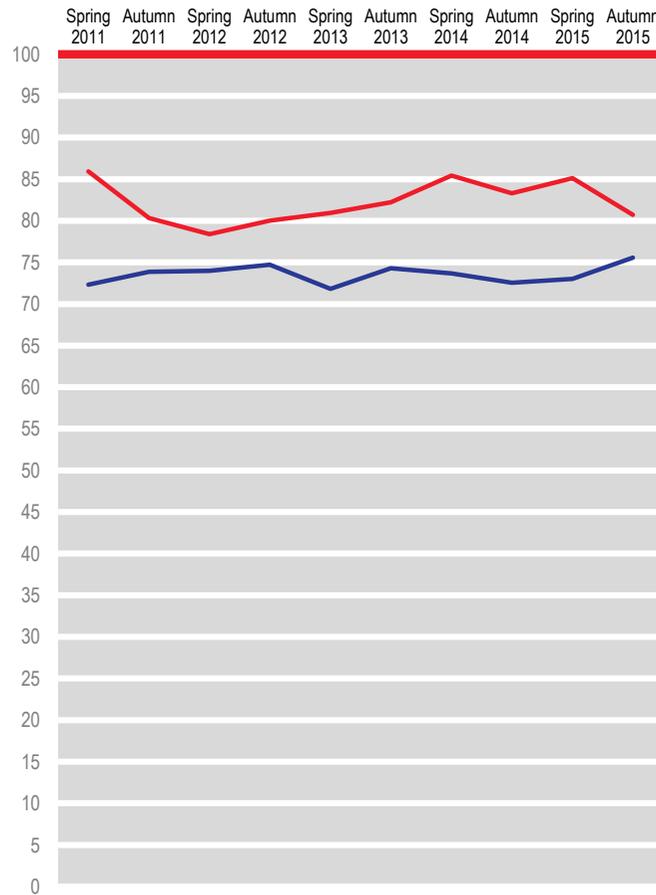
— Gatwick Express — London and South East



## Cleanliness of the train

**(496)**  
Percentage of passengers satisfied 2011 to 2015

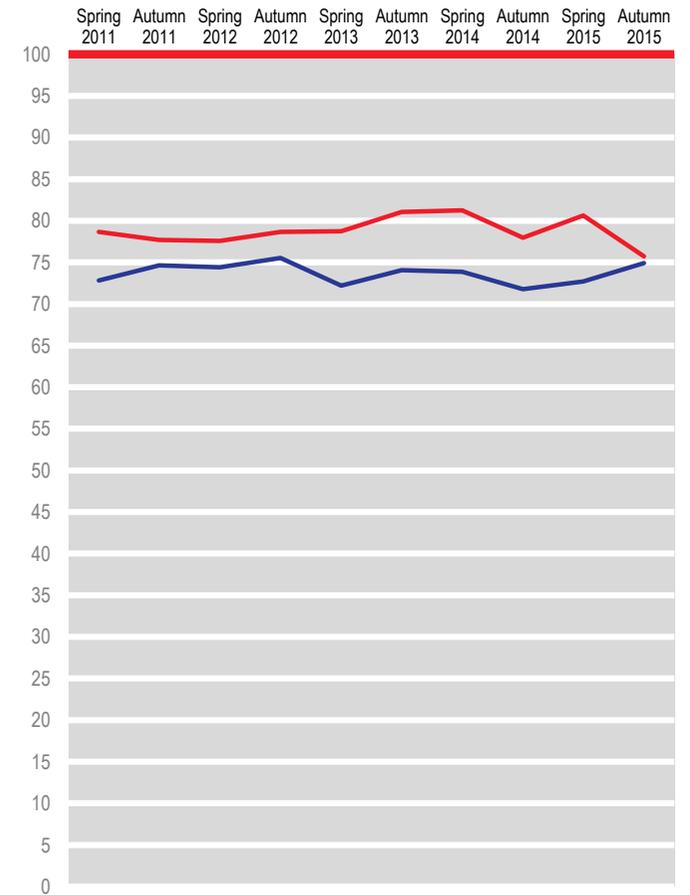
— Gatwick Express — London and South East



## Upkeep and repair of the train

**(474)**  
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

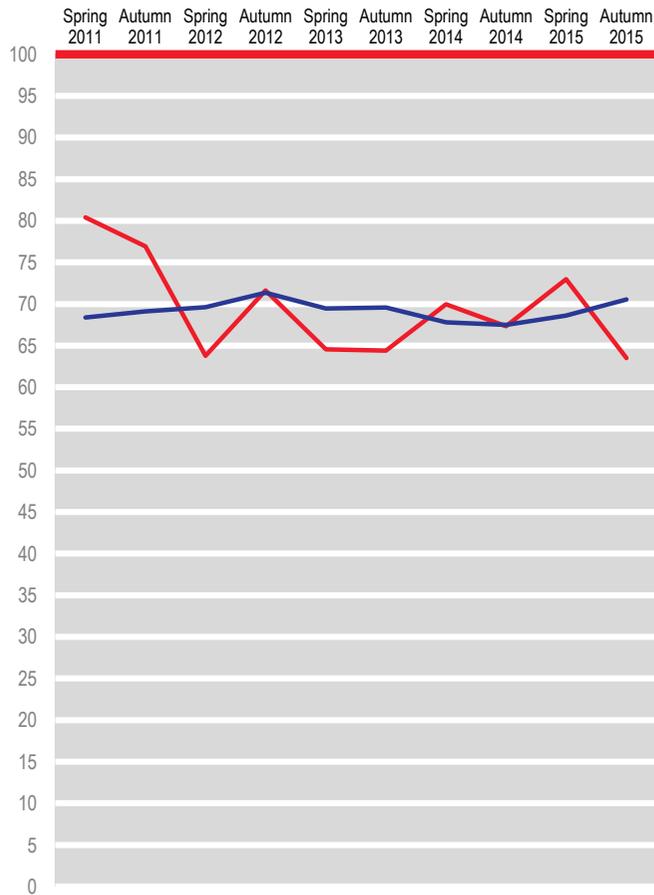


N.B. Benchmarks and targets are only shown for applicable factors

## 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

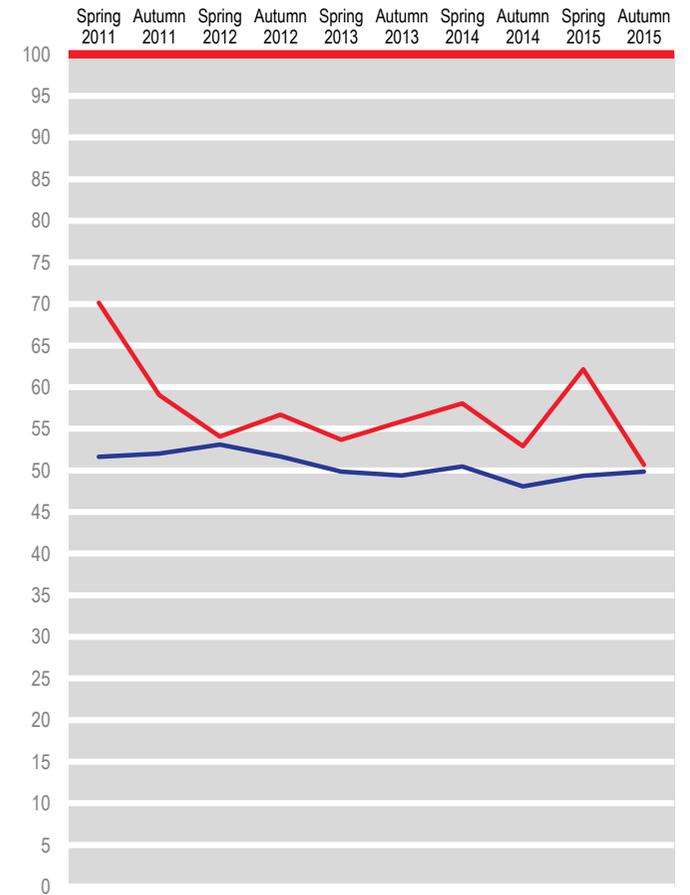
— Gatwick Express — London and South East



## The space for luggage

(434)  
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

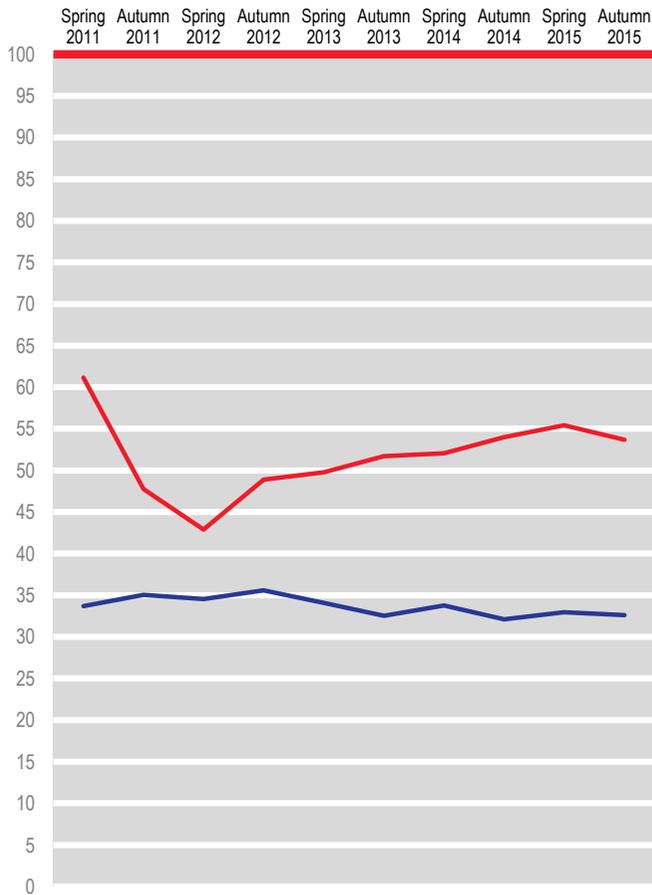


N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

**(183)**  
Percentage of passengers satisfied 2011 to 2015

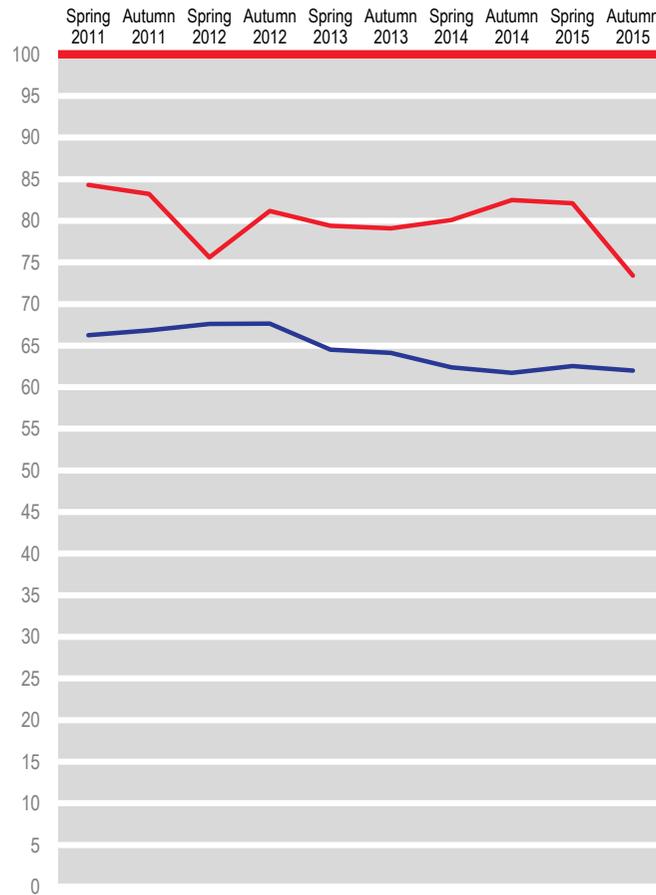
— Gatwick Express — London and South East



## Sufficient room for all the passengers to sit/stand

**(475)**  
Percentage of passengers satisfied 2011 to 2015

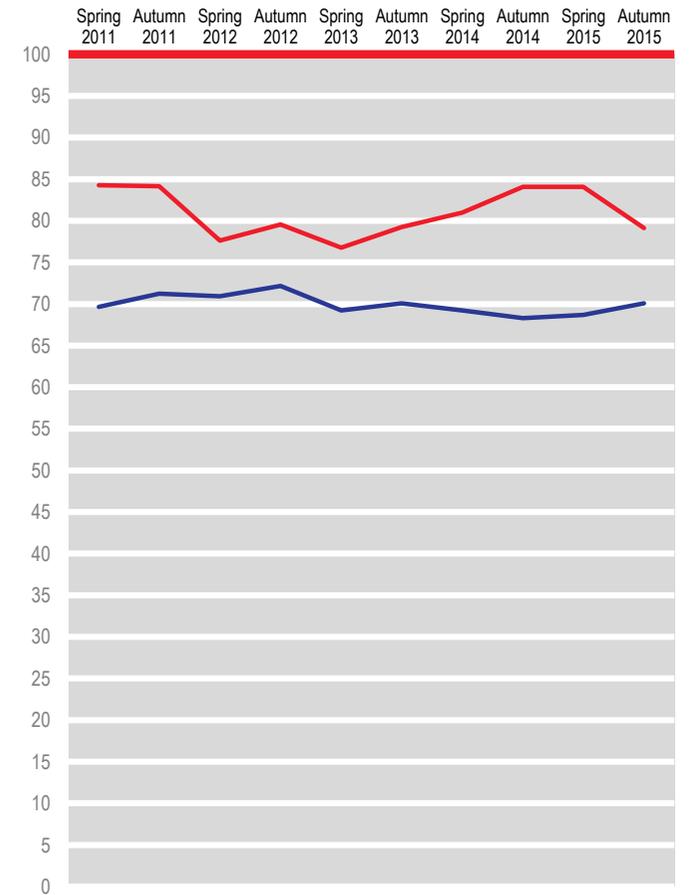
— Gatwick Express — London and South East



## The comfort of the seating area

**(484)**  
Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East



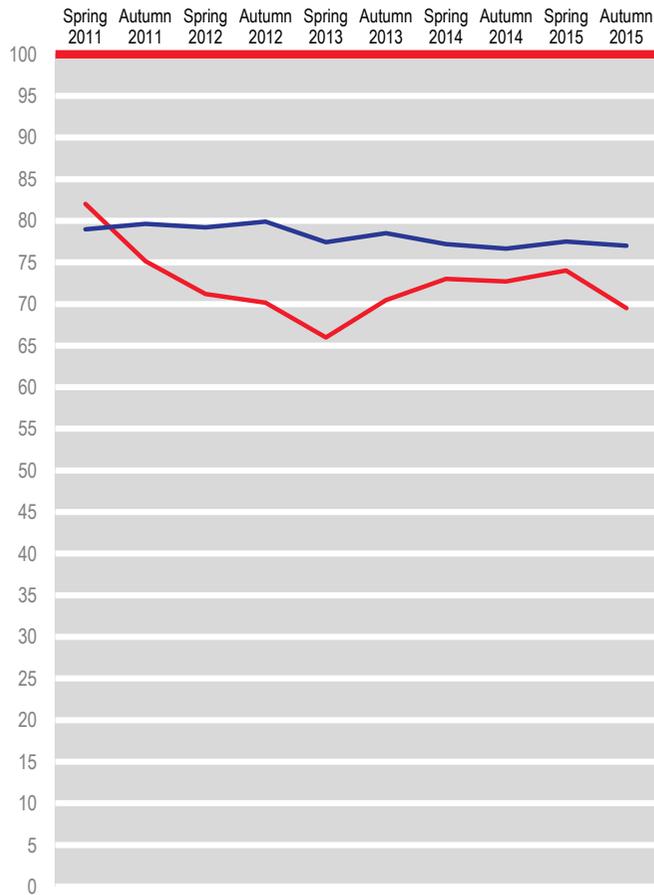
N.B. Benchmarks and targets are only shown for applicable factors

## 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

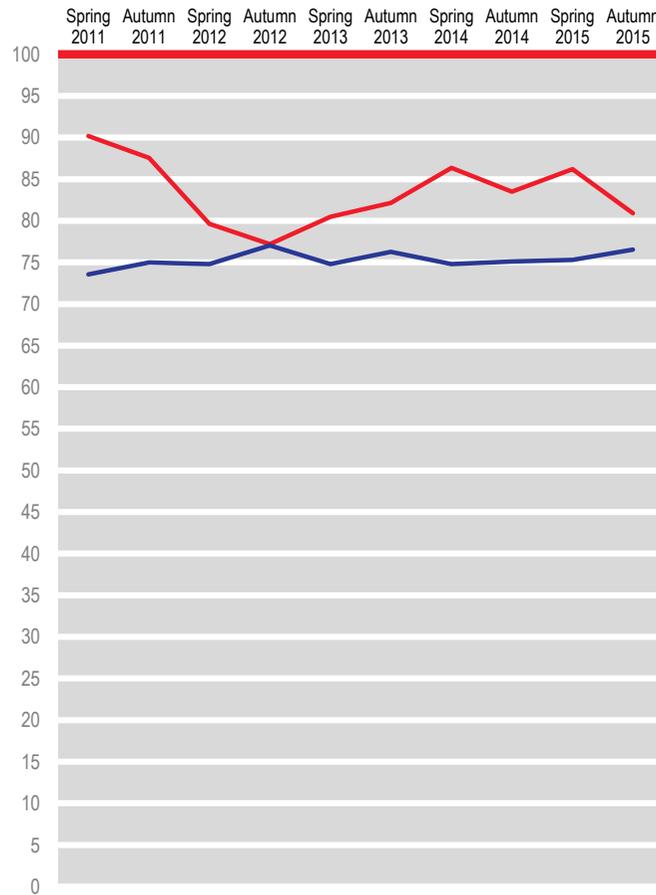


## Your personal security whilst on board

(444)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

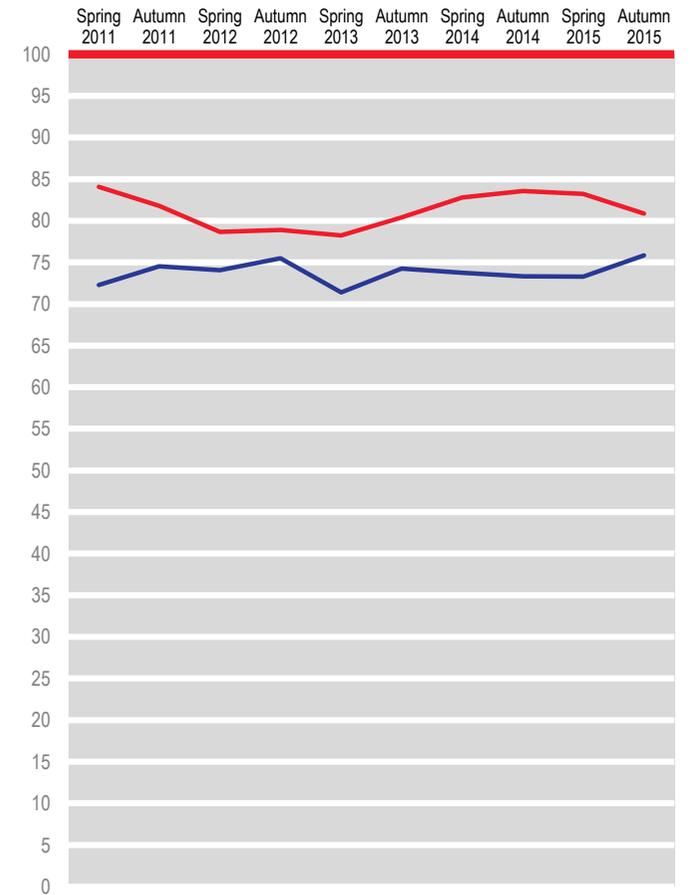


## The cleanliness of the inside of the train

(489)

Percentage of passengers satisfied 2011 to 2015

— Gatwick Express — London and South East

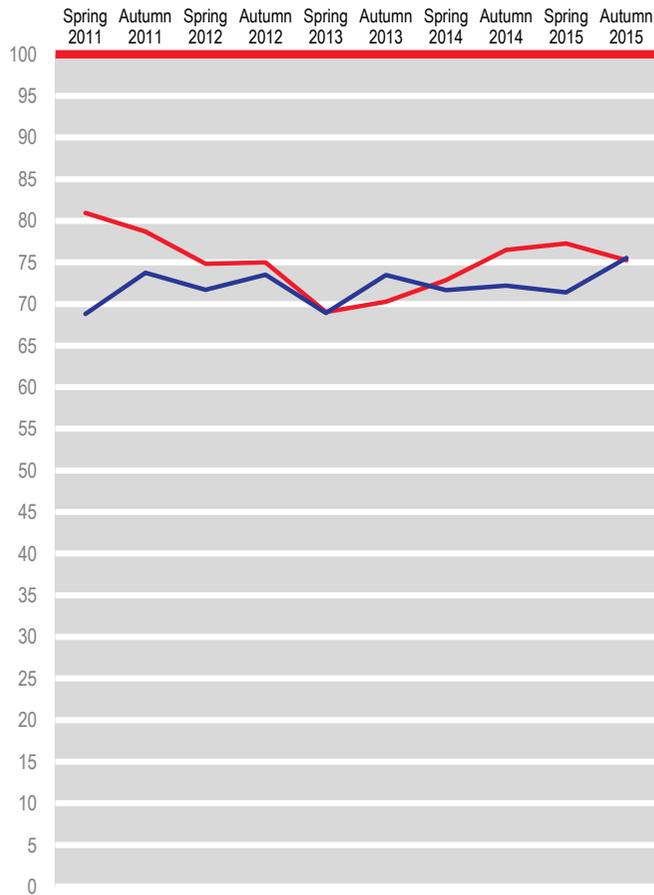


N.B. Benchmarks and targets are only shown for applicable factors

## 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

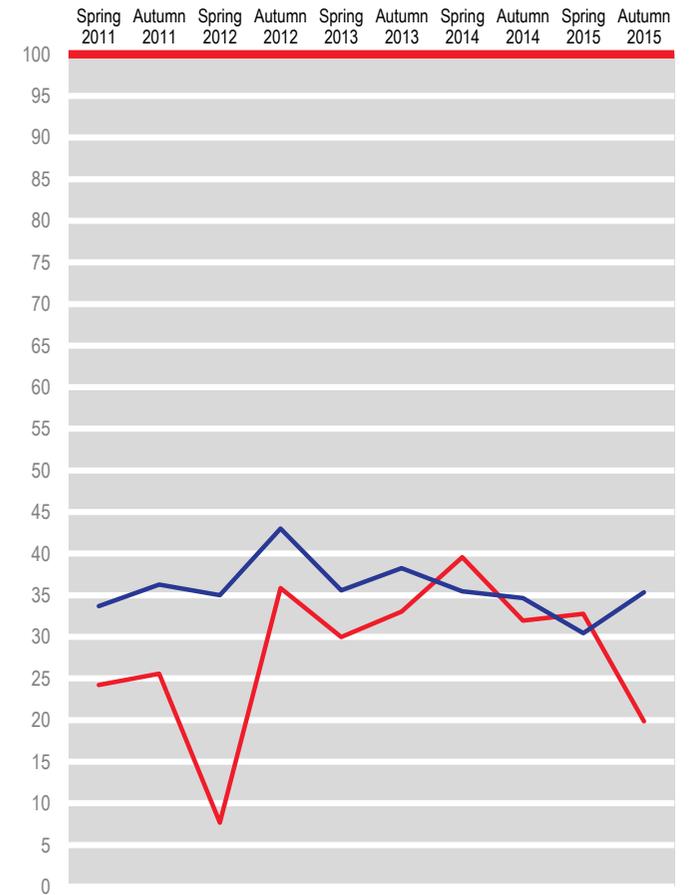
— Gatwick Express — London and South East



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

Percentage of passengers satisfied 2011 to 2015

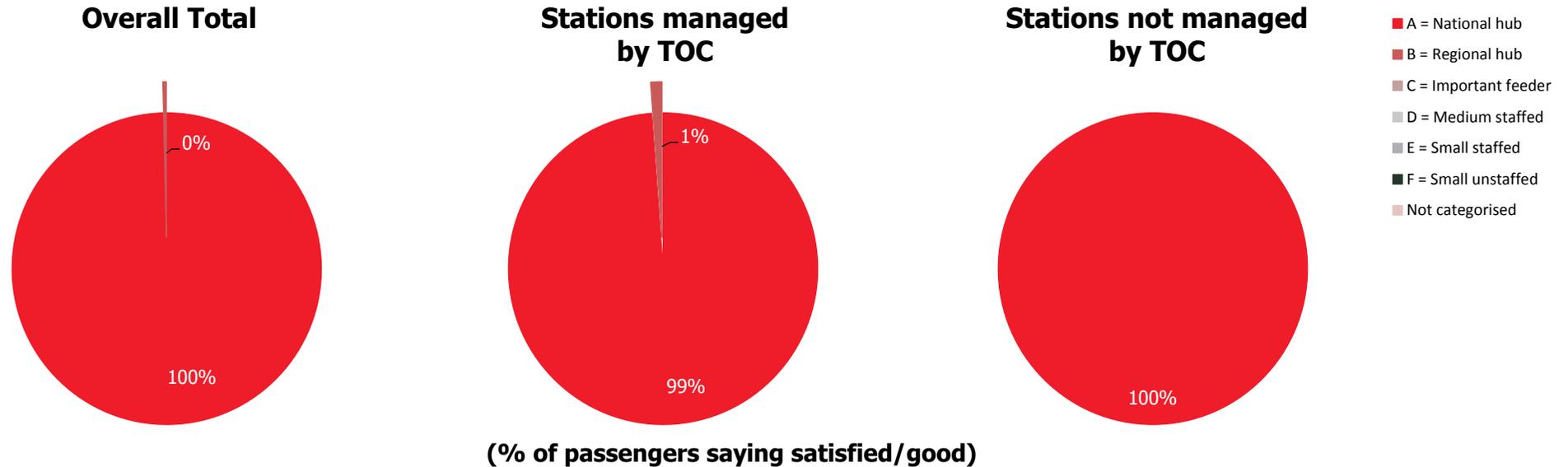
— Gatwick Express — London and South East



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/<br>Served an Apprenticeship) | 3               | 6                     | No                                       | 69              | 83                    |
| Unskilled Manual (No Qualifications/Not Served<br>an Apprenticeship)           | 0               | 2                     |                                          |                 |                       |
| Full time student                                                              | 1               | 2                     | <b>DO YOU REGULARLY USE THE INTERNET</b> |                 |                       |
| Retired                                                                        | 7               | 12                    | Yes, at home                             | 91              | 91                    |
| Unemployed/between jobs                                                        | 0               | 1                     | Yes, at work                             | 79              | 66                    |
| Housewife/house-husband                                                        | -               | 0                     | No                                       | 1               | 4                     |
| 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                    |
|                                           |                 |                       | Other                                                      | 16              | 14                    |
|                                           |                 |                       | None of these                                              | 26              | 25                    |
| <b>TRAVELLING WITH ...</b>                |                 |                       |                                                            |                 |                       |
| Heavy/bulky luggage/other large items     | 40              | 13                    |                                                            |                 |                       |
| 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 |
|---------|------------|
|---------|------------|

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

\* Part of the Govia Thameslink Railway franchise

## How are routes defined

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

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

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

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

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

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

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

Journeys on the Liverpool - Norwich route

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

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

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

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

### **First Hull Trains**

All First Hull Trains journeys

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

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

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

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Gatwick Express\***

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Great Northern\***

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

**Great Western Railway: Long distance**

Journeys on long distance services

**Great Western Railway: London Thames Valley**

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

**Great Western Railway: West**

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

**Heathrow Connect**

All Heathrow Connect journeys

**Heathrow Express**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

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

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

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

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**London Overground: West Anglia**

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

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

\* Part of the Govia Thameslink Railway franchise

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond)

**Southern: Metro\***

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: Longer distance**

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

**South West Trains: Metro**

Journeys on routes that are mainly or wholly within London

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

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

**TfL Rail**

Journeys on London – Shenfield metro service

**Thameslink: Loop\***

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

**Thameslink: North\***

Journeys starting from stations on the route between Farringdon and Bedford

**Thameslink: South\***

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

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

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

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

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

Journeys on London – Wolverhampton/Shrewsbury services

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

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

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

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

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

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

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

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

\* Part of the Govia Thameslink Railway franchise



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