



**Contacts:**

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

Tel: 0300 123 0837  
Email: [david.greeno@transportfocus.org.uk](mailto:david.greeno@transportfocus.org.uk)

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

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrcc-continental.com](mailto:rebecca.joyner@bdrcc-continental.com)



# Contents

## 1 Introduction

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

## 2 Key results

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

## 3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for First Hull Trains 15
- 3.2** Train factor results for First Hull Trains 21

## 4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for First Hull Trains 28

## 5 Weekday/weekend satisfaction

- 5.1** Weekday/weekend satisfaction for First Hull Trains 29
- 5.2** Weekday/weekend satisfaction for Long Distance 30

## 6 Passenger experience with service

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

## 7 Sample profile

- 7.1** Sample profile for First Hull Trains versus Long Distance 33
- 7.2** Station sample sizes for First Hull Trains 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

## 8 Technical appendix

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

# 1

## 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

### 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 station that were closed for all of the fieldwork period.

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

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

### **Autumn 2013 (Wave 29)**

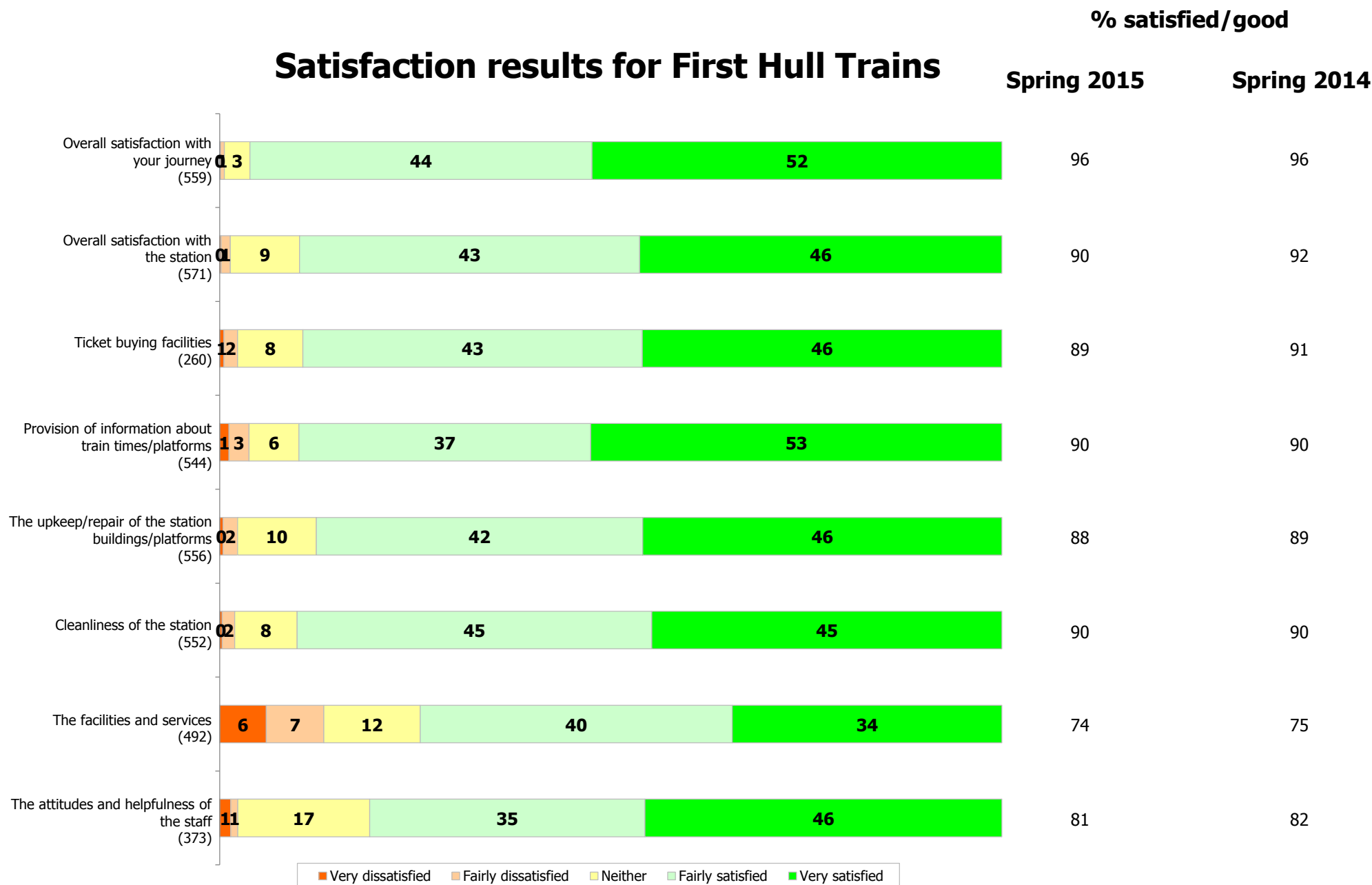
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

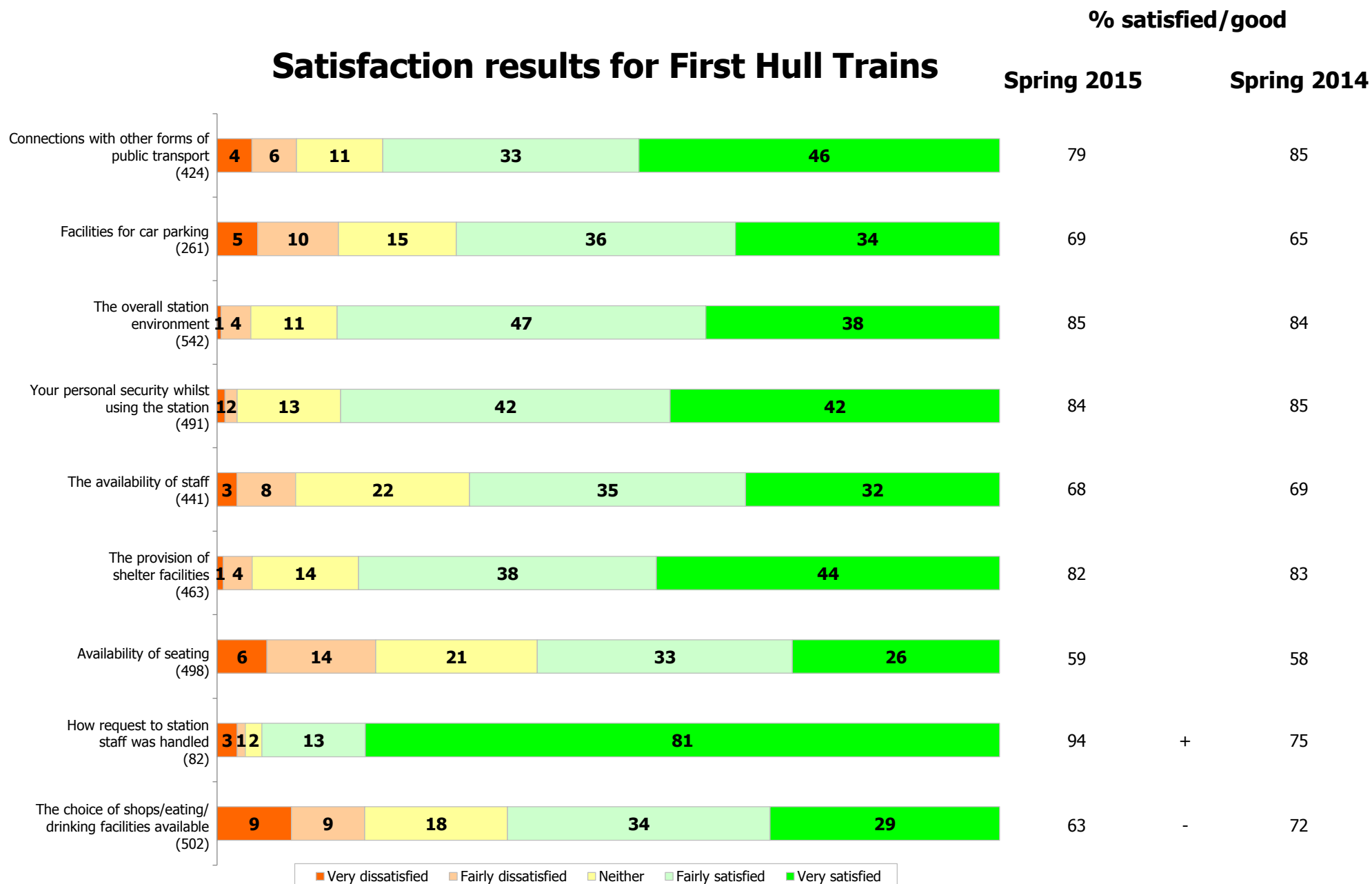
A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related her related issues this wave.

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

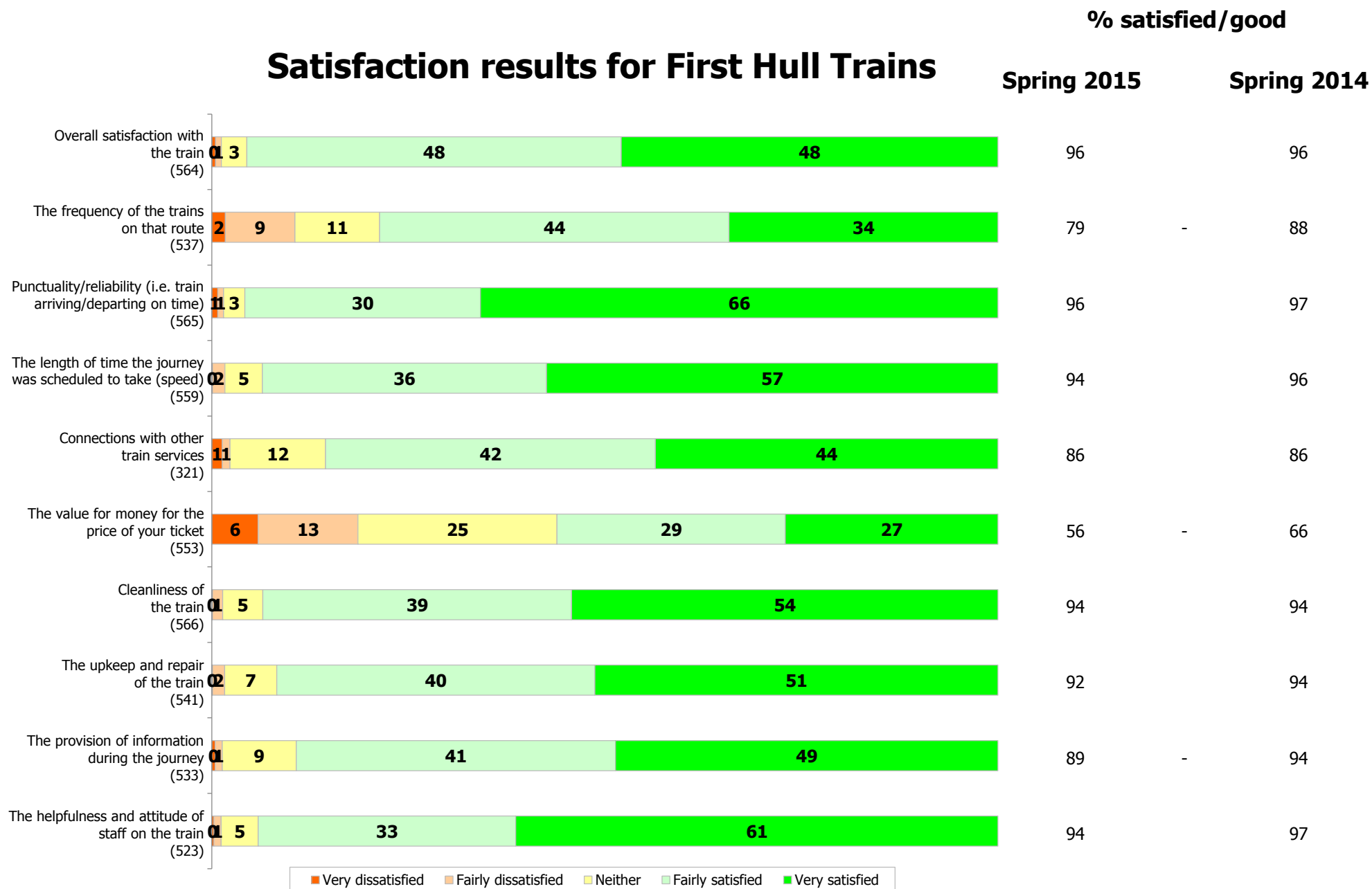
## 2 2.1 Overall satisfaction with your journey and station factors

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









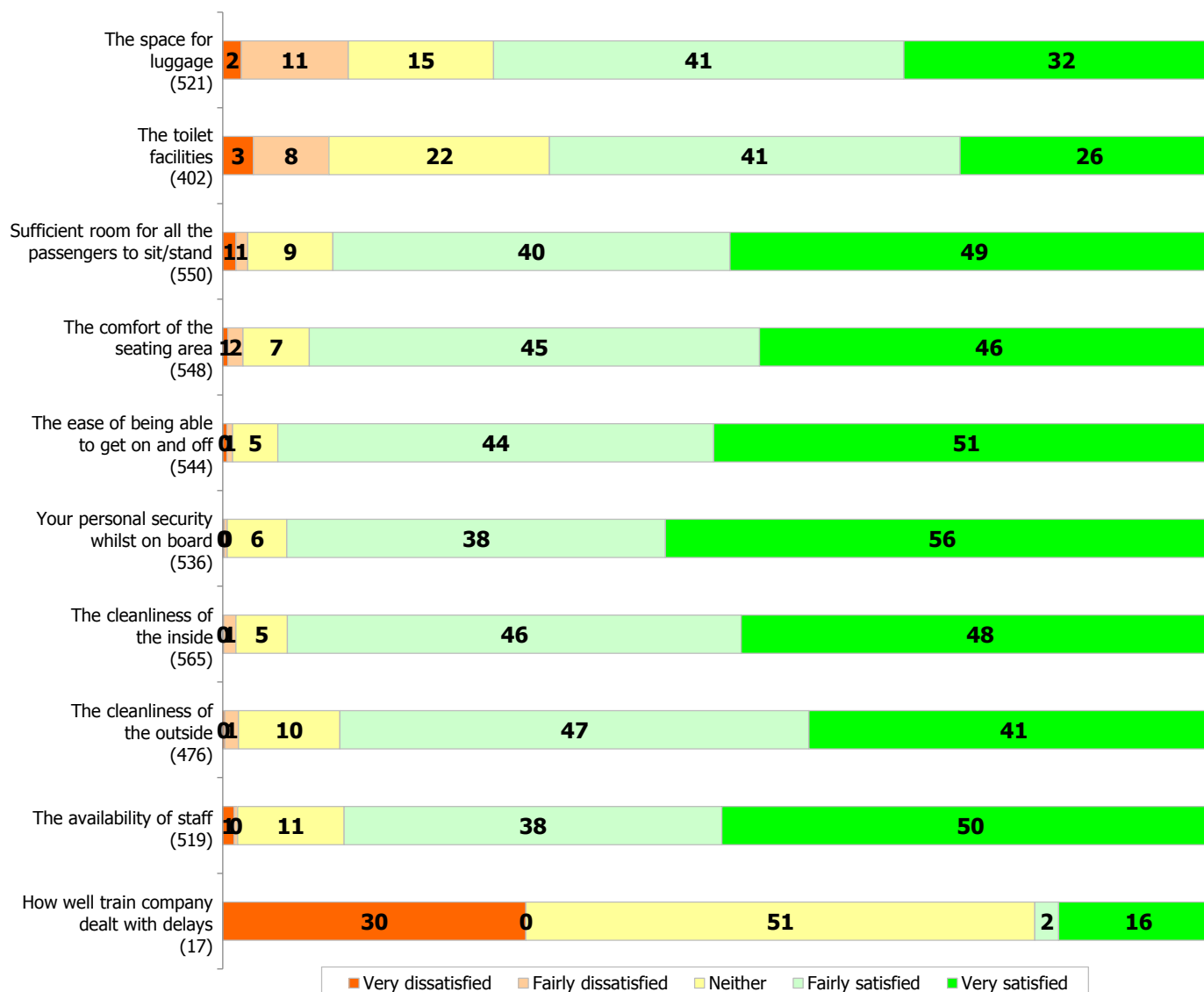


% satisfied/good

## Satisfaction results for First Hull Trains

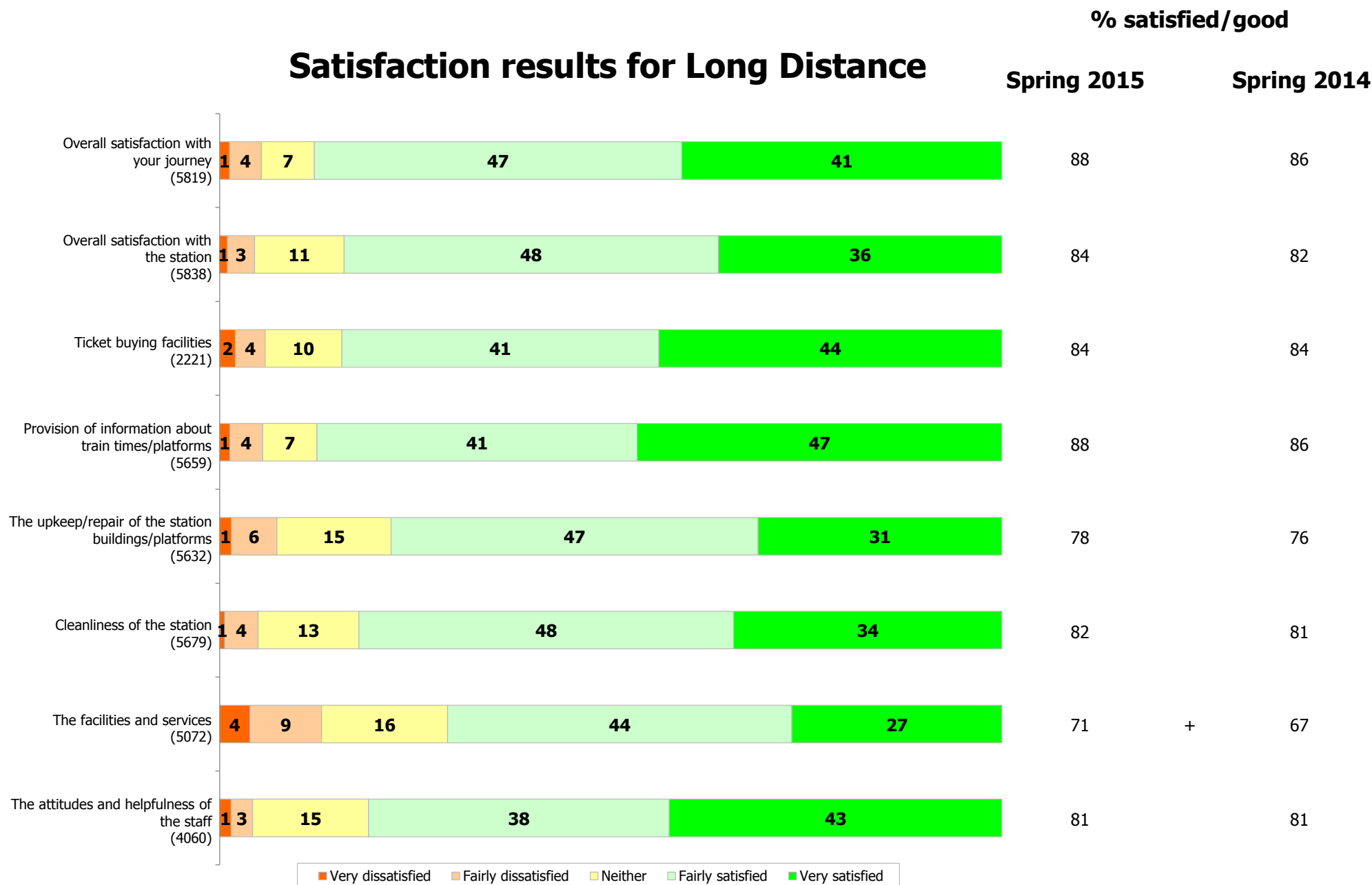
Spring 2015

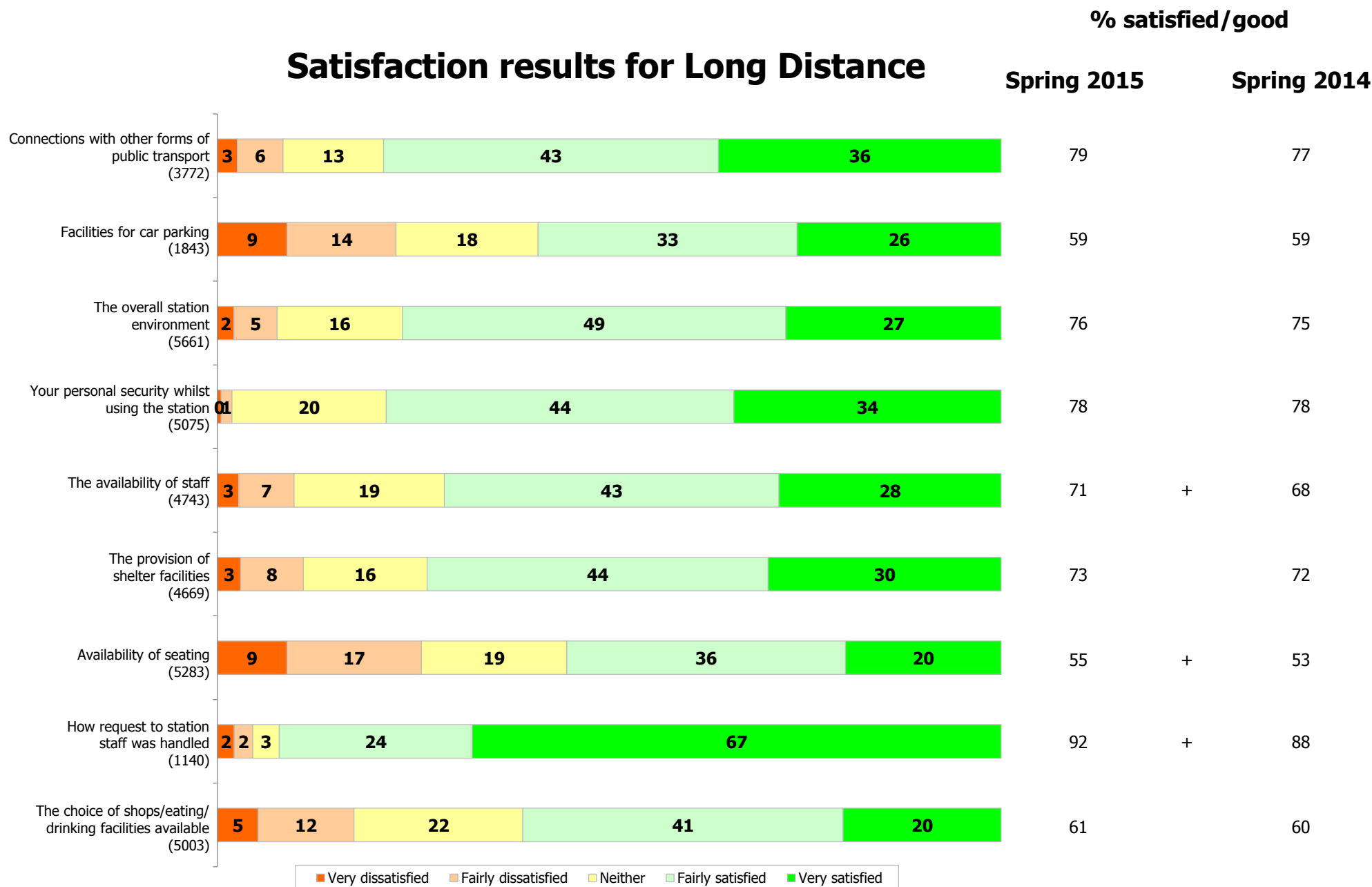
Spring 2014

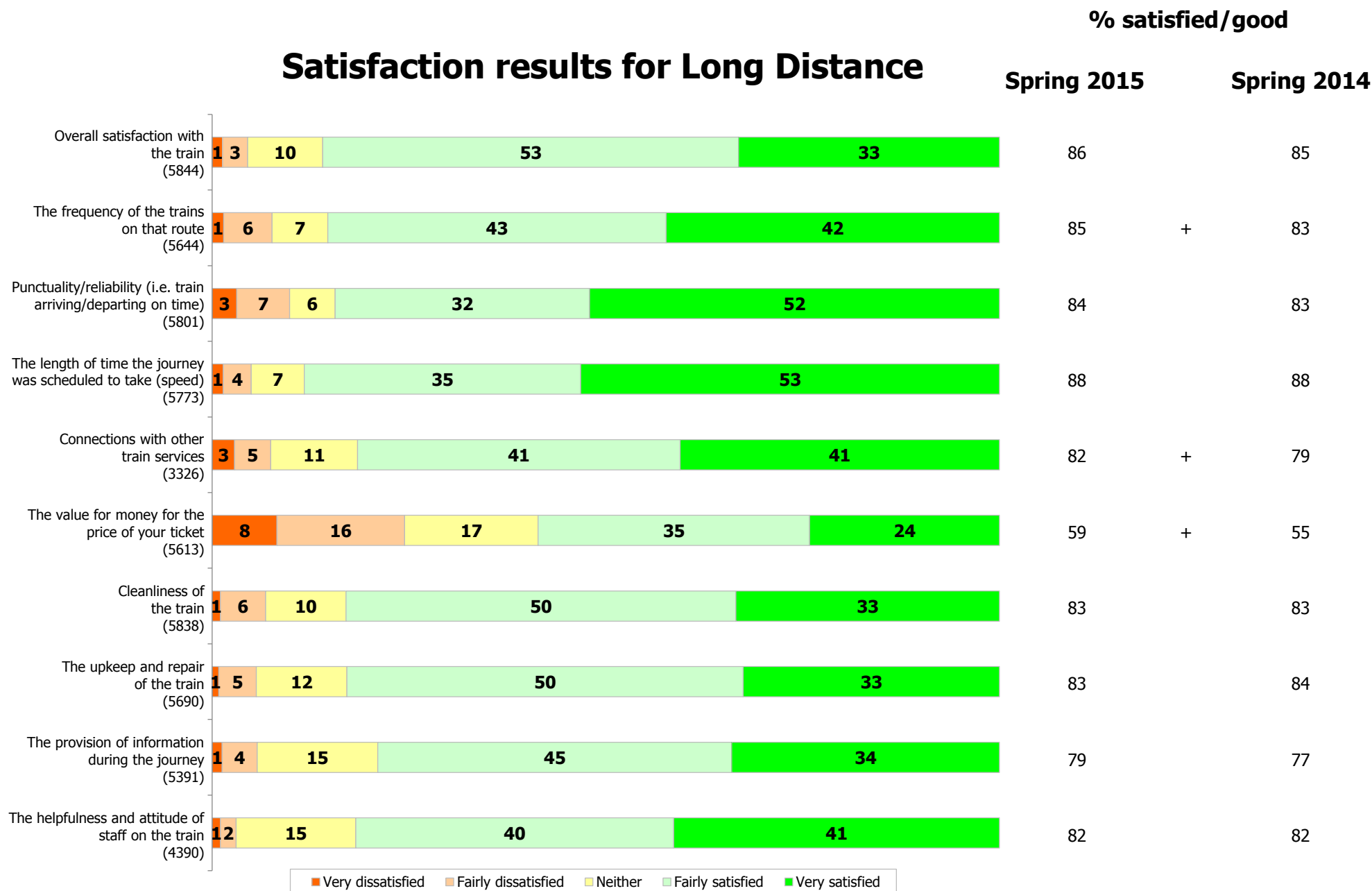


## 2 2.3 Overall satisfaction with your journey and station factors

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





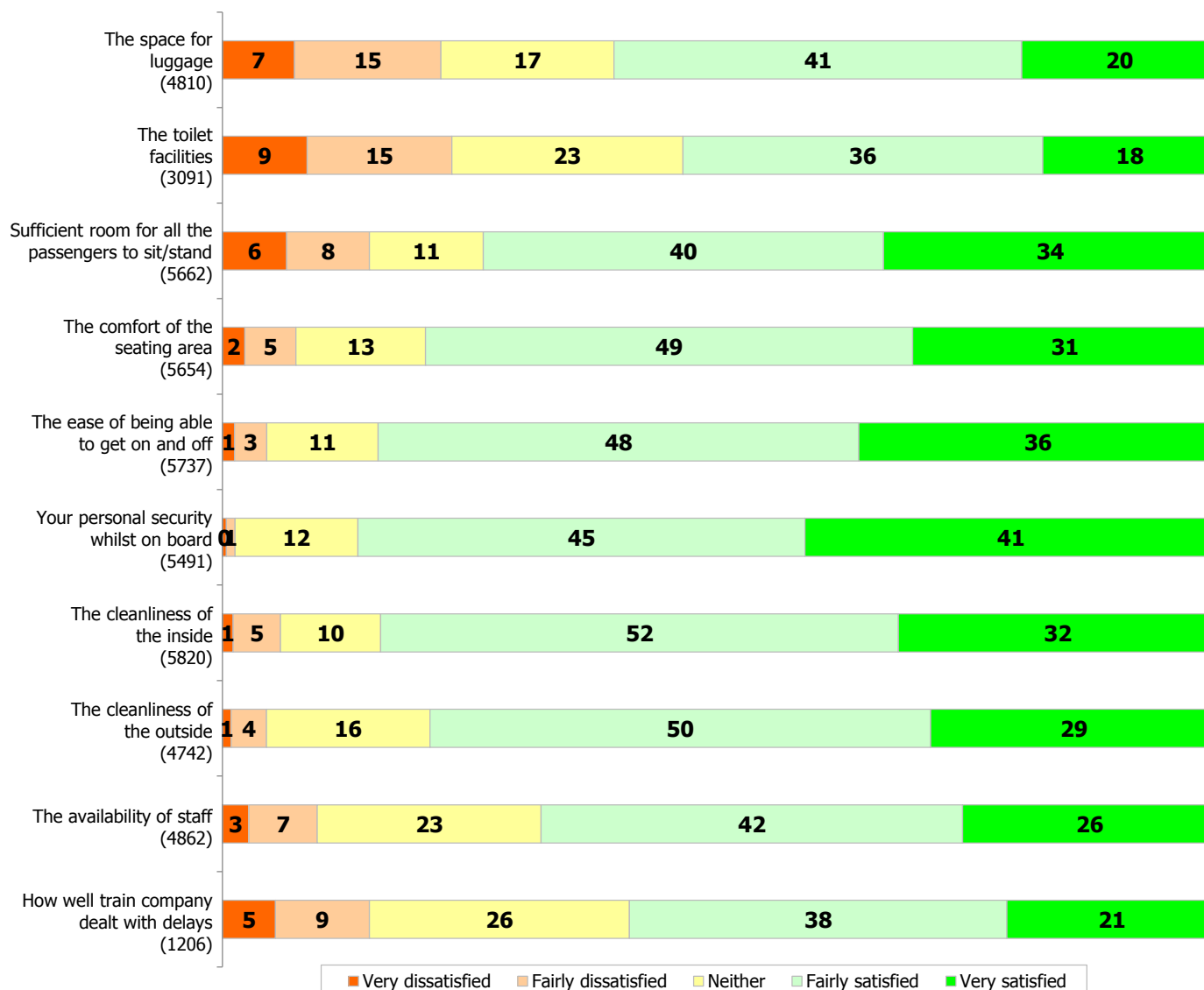


% satisfied/good

## Satisfaction results for Long Distance

Spring 2015

Spring 2014



## First Hull Trains versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	96	88	109%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	90	84	107%
Ticket buying facilities	89	84	106%
Provision of information about train times/platforms	90	88	103%
The upkeep/repair of the station buildings/platforms	88	78	112%
Cleanliness	90	82	110%
The facilities and services	74	71	105%
The attitudes and helpfulness of the staff	81	81	100%
Connections with other forms of public transport	79	79	100%
Facilities for car parking	69	59	118%
Overall environment	85	76	111%
Your personal security whilst using the station	84	78	107%
The availability of staff	68	71	95%
The provision of shelter facilities	82	73	112%
Availability of seating	59	55	107%
How request to station staff was handled	94	92	102%
The choice of shops/eating/drinking facilities available	63	61	103%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	96	86	111%
The frequency of the trains on that route	79	85	92%
Punctuality/reliability (i.e. the train arriving/departing on time)	96	84	114%
The length of time the journey was scheduled to take (speed)	94	88	106%
Connections with other train services	86	82	105%
The value for money of the price of your ticket	56	59	96%
Cleanliness of the train	94	83	113%
Upkeep and repair of the train	92	83	111%
The provision of information during the journey	89	79	113%
The helpfulness and attitude of staff on train	94	82	115%
The space for luggage	73	61	120%
The toilet facilities	67	54	125%
Sufficient room for all passengers to sit/stand	89	74	121%
The comfort of the seating area	91	80	115%
The ease of being able to get on and off	94	84	112%
Your personal security on board	94	86	108%
The cleanliness of the inside	94	84	111%
The cleanliness of the outside	88	79	111%
The availability of staff	88	68	129%
How well train company deals with delays	18	59	31%

## Building block/route data for First Hull Trains

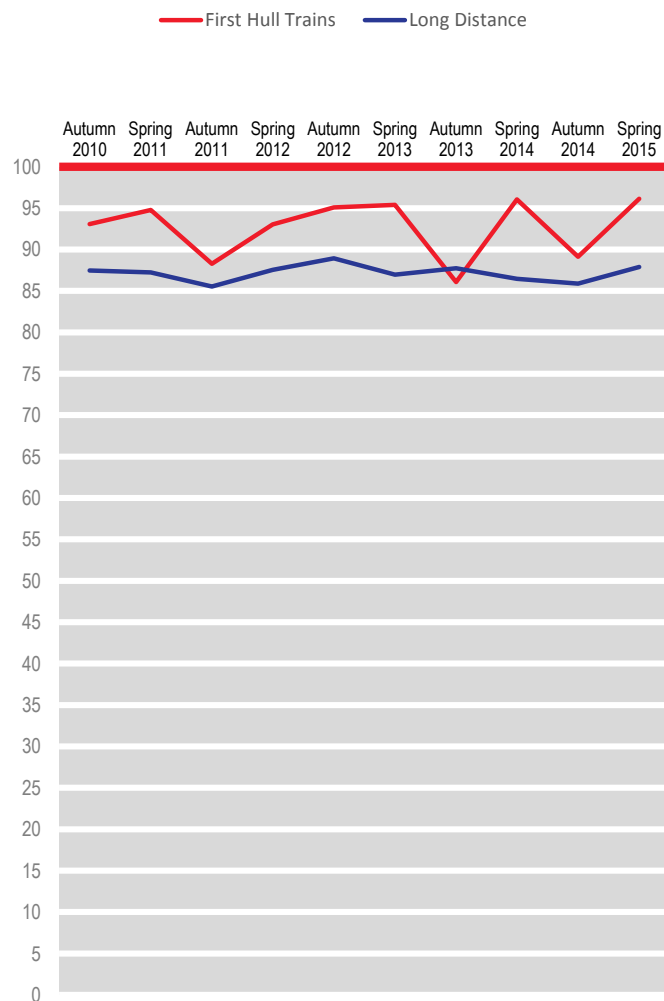
	First Hull Trains
Overall satisfaction with your journey	96
<b>STATION FACILITIES</b>	
Overall satisfaction with the station	90
Ticket buying facilities	89
Provision of information about train times/platforms	90
The upkeep/repair of the station buildings/platforms	88
Cleanliness	90
The facilities and services	74
The attitudes and helpfulness of the staff	81
Connections with other forms of public transport	79
Facilities for car parking	69
Overall environment	85
Your personal security whilst using the station	84
The availability of staff	68
The provision of shelter facilities	82
Availability of seating	59
How request to station staff was handled	94
The choice of shops/eating/drinking facilities available	63
<b>TRAIN FACILITIES</b>	
Overall satisfaction with the train	96
The frequency of the trains on that route	79
Punctuality/reliability (i.e. the train arriving/departing on time)	96
The length of time the journey was scheduled to take (speed)	94
Connections with other train services	86
The value for money of the price of your ticket	56
Cleanliness of the train	94
Upkeep and repair of the train	92
The provision of information during the journey	89
The helpfulness and attitude of staff on train	94
The space for luggage	73
The toilet facilities	67
Sufficient room for all passengers to sit/stand	89
The comfort of the seating area	91
The ease of being able to get on and off	94
Your personal security on board	94
The cleanliness of the inside	94
The cleanliness of the outside	88
The availability of staff	88
How well train company deals with delays	18



# Percentage satisfaction with aspects of station where boarded

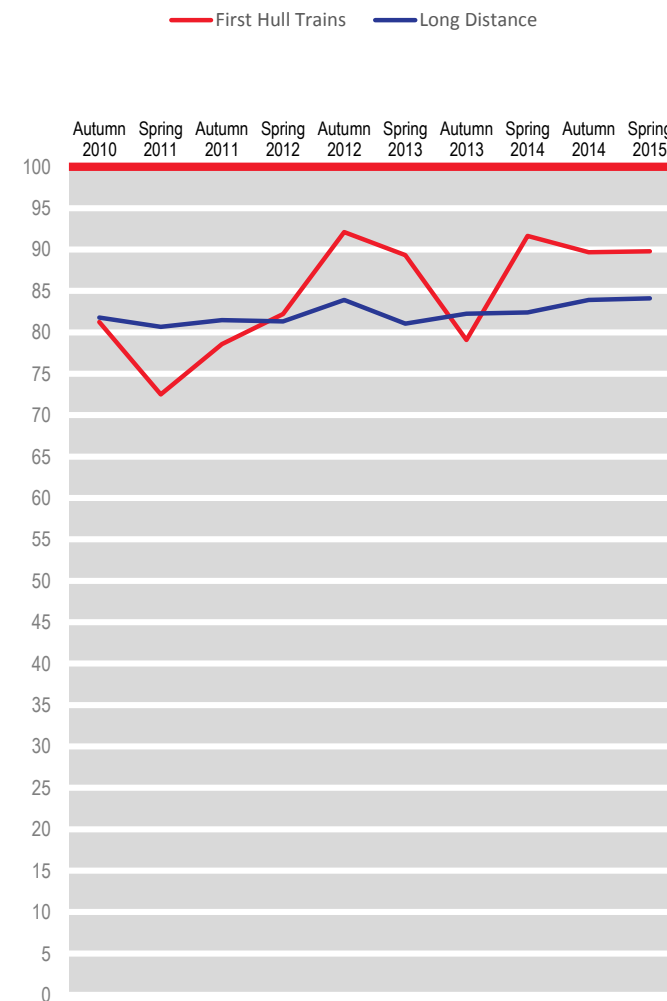
## Overall satisfaction with your journey

(559)  
Percentage of passengers satisfied 2010 to 2015



## Overall station satisfaction

(571)  
Percentage of passengers satisfied 2010 to 2015

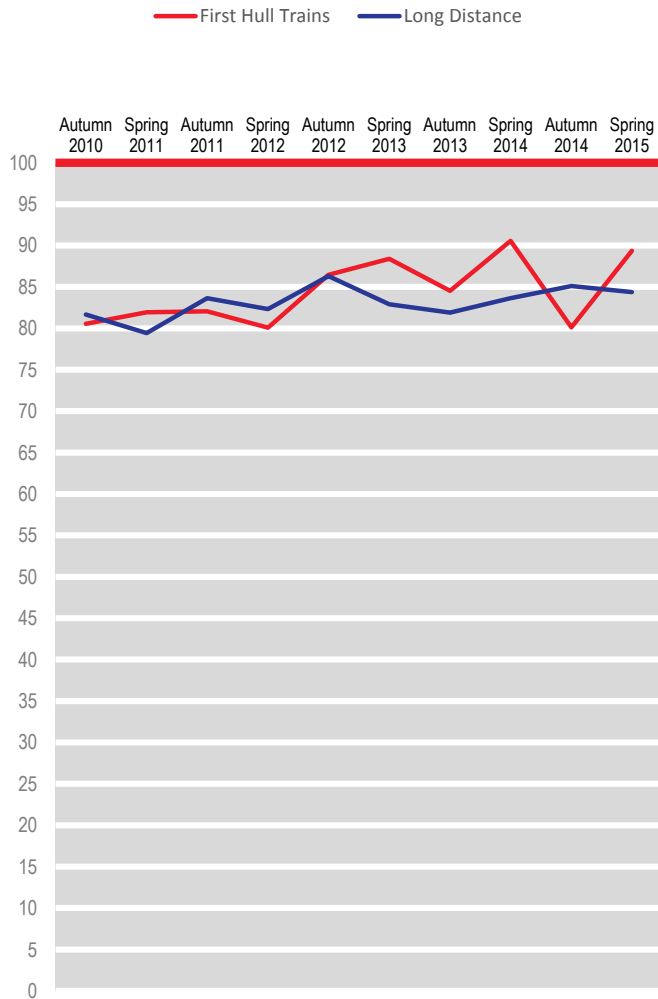


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(260)

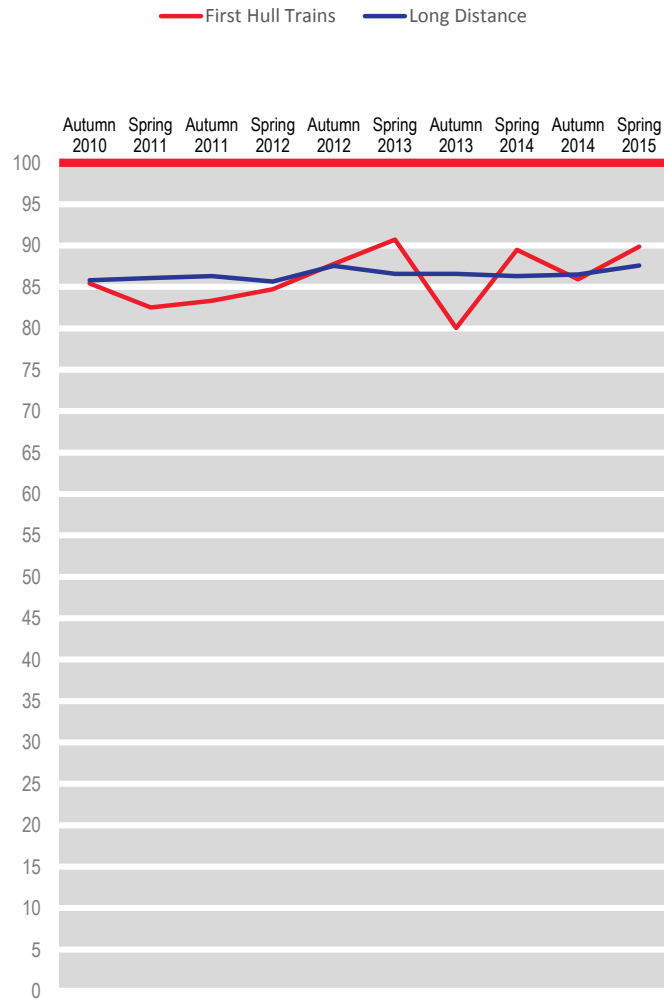
Percentage of passengers satisfied 2010 to 2015



### Provision of information about train times/platforms

(544)

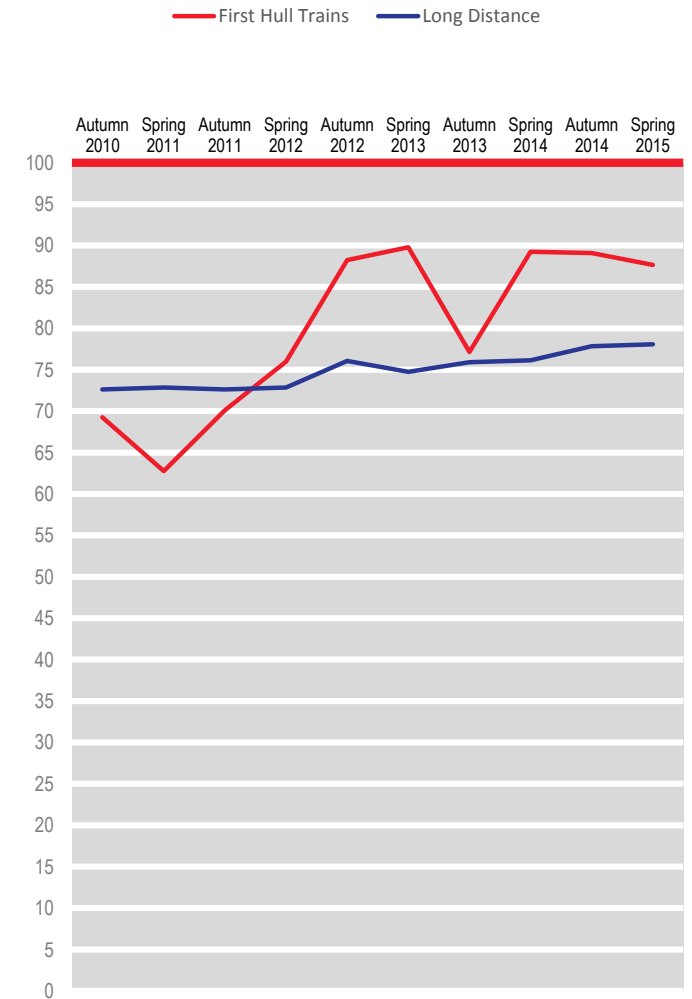
Percentage of passengers satisfied 2010 to 2015



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

(556)

Percentage of passengers satisfied 2010 to 2015

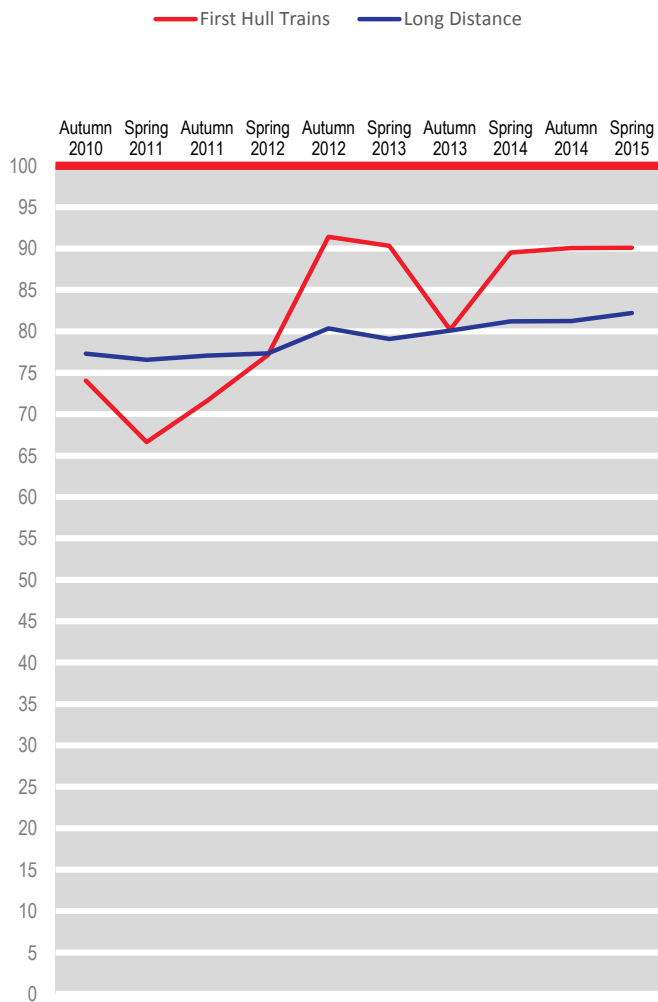


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(552)

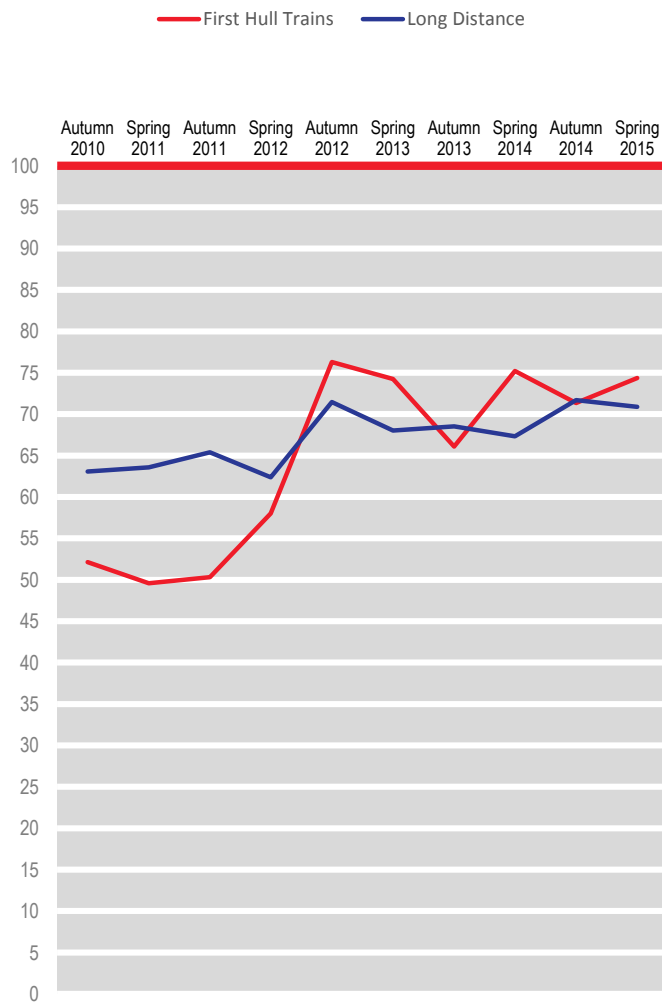
Percentage of passengers satisfied 2010 to 2015



### The facilities and services at the station

(492)

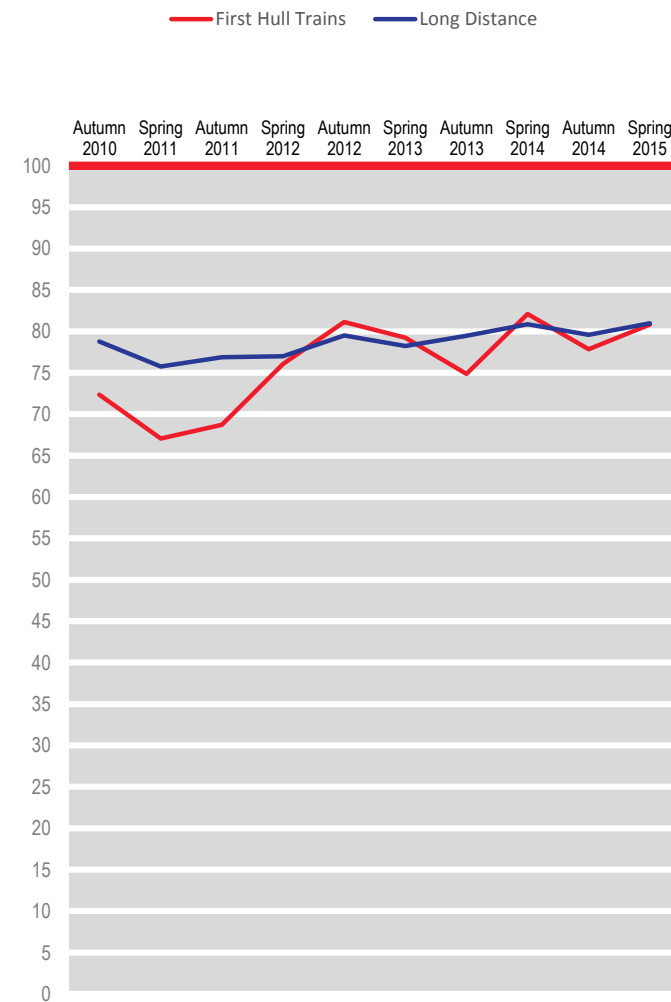
Percentage of passengers satisfied 2010 to 2015



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

(373)

Percentage of passengers satisfied 2010 to 2015

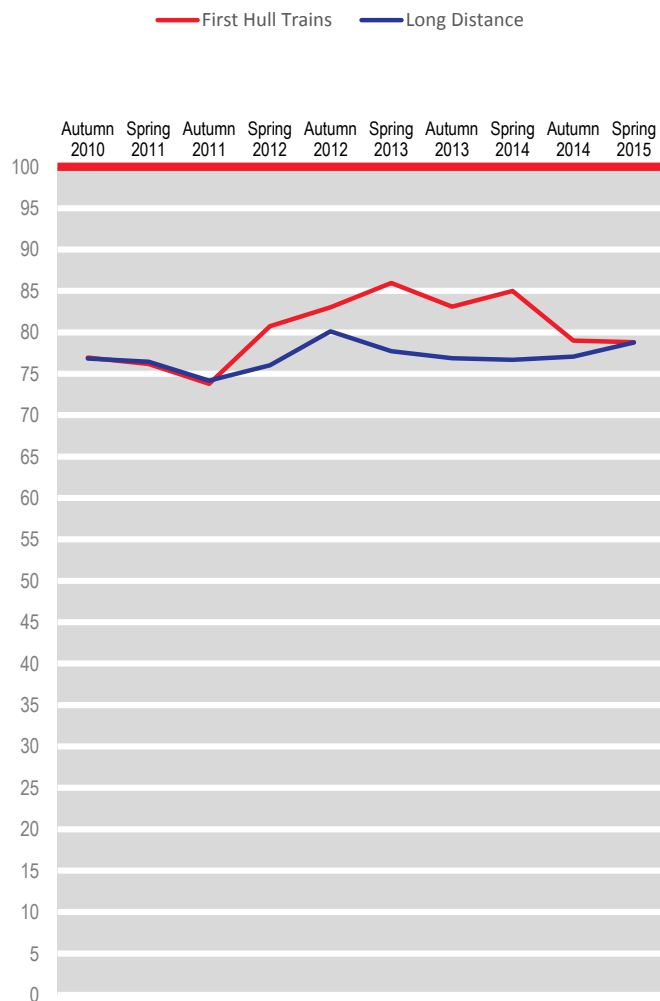


N.B. Benchmarks and targets are only shown for applicable factors

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

(424)

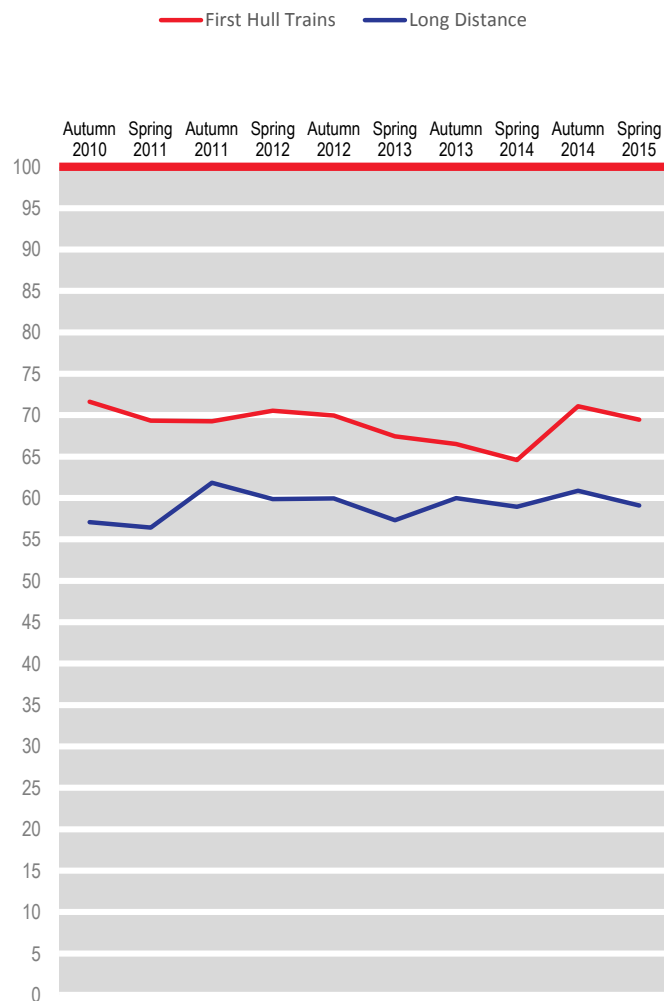
Percentage of passengers satisfied 2010 to 2015



### Facilities for car parking at the station

(261)

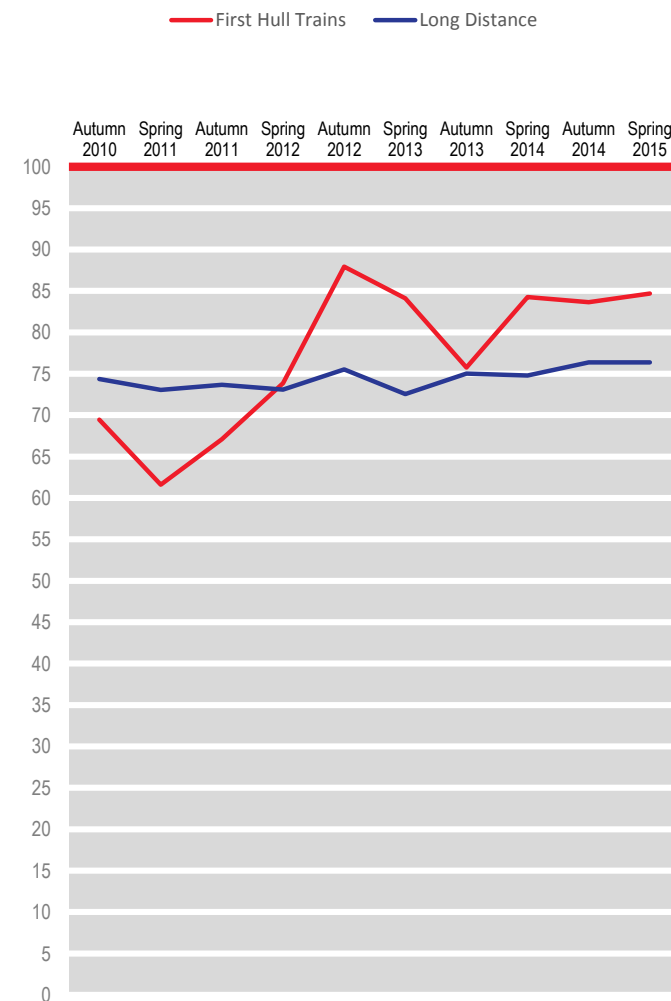
Percentage of passengers satisfied 2010 to 2015



### Overall station environment

(542)

Percentage of passengers satisfied 2010 to 2015

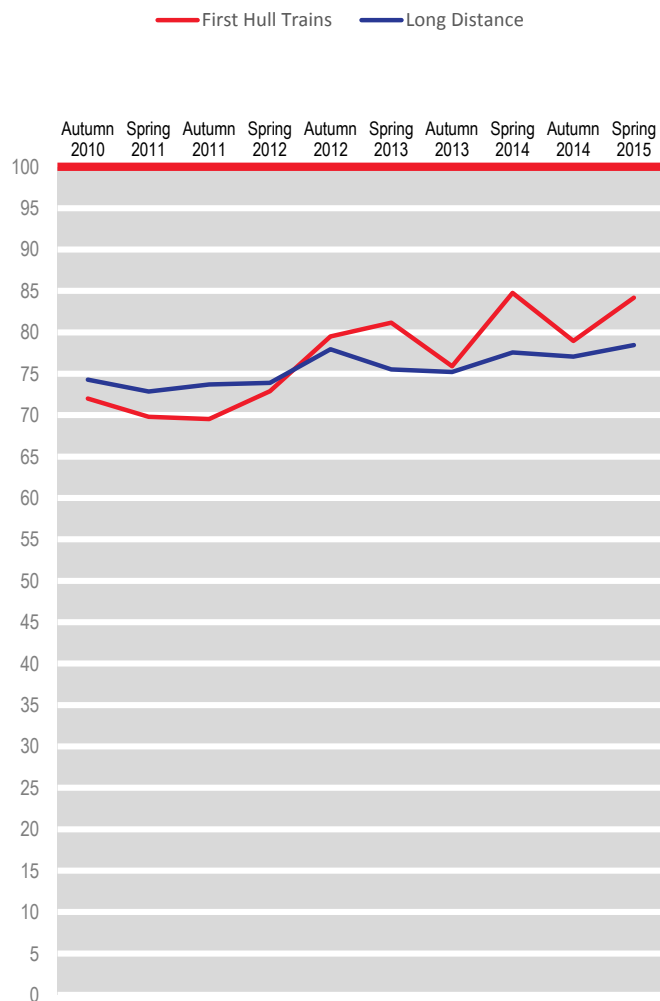


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(491)

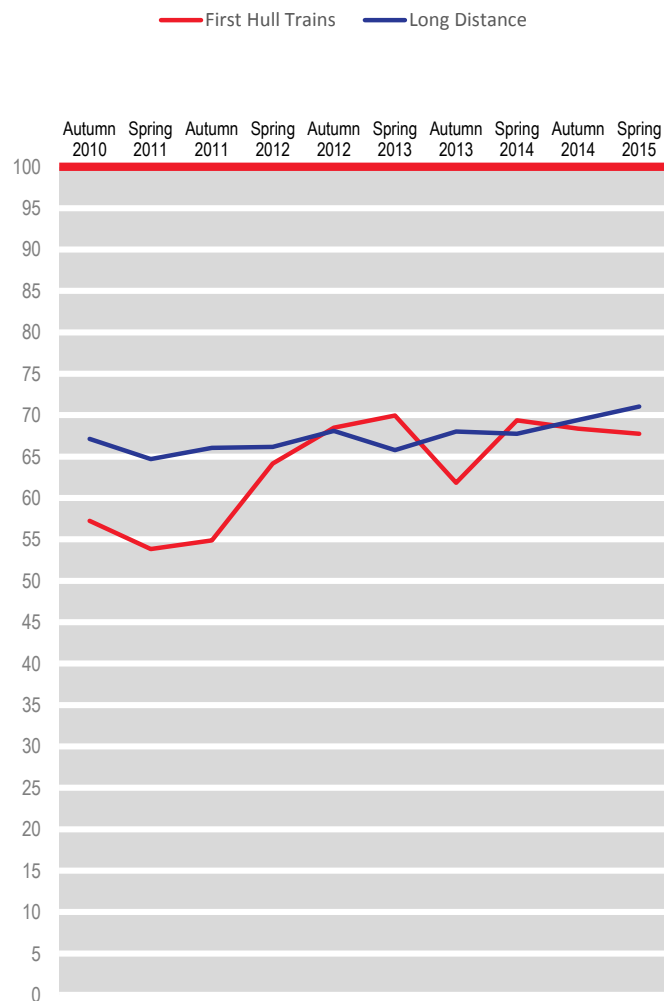
Percentage of passengers satisfied 2010 to 2015



### The availability of staff at the station

(441)

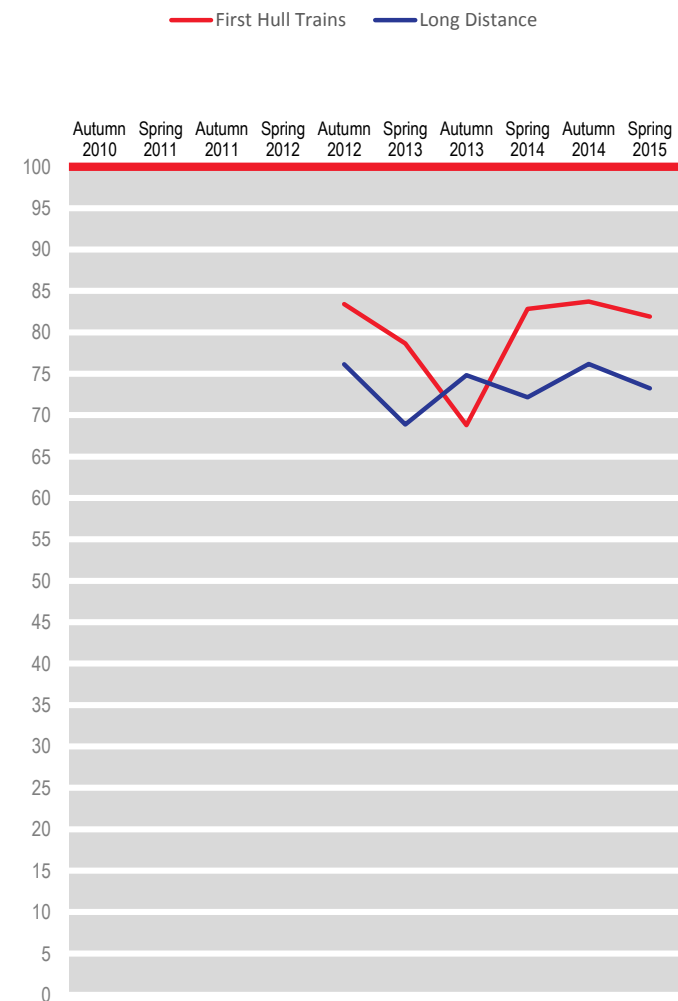
Percentage of passengers satisfied 2010 to 2015



### The provision of shelter facilities

(463)

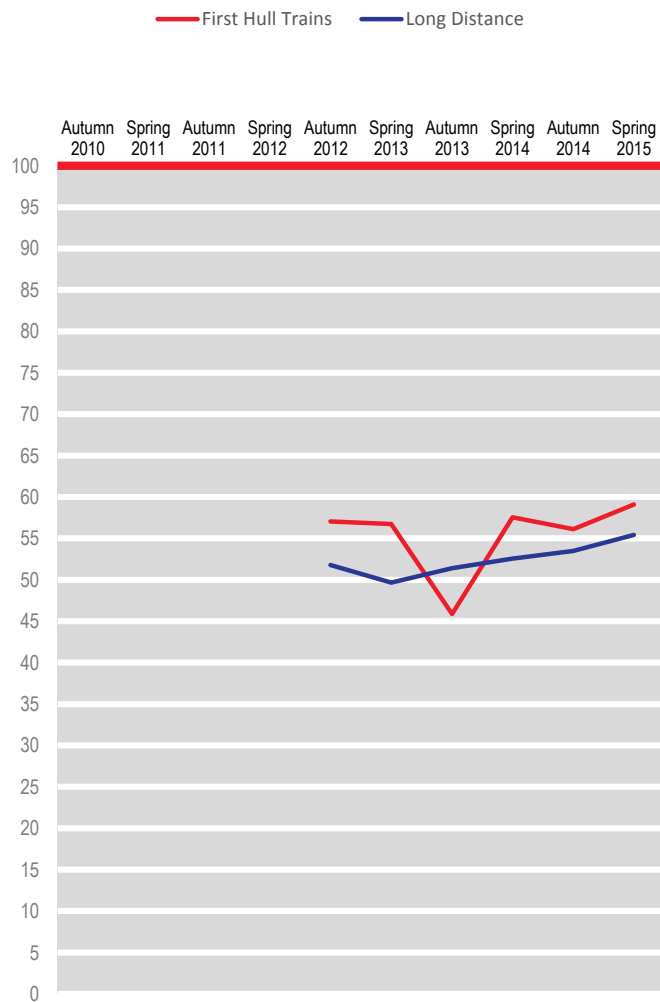
Percentage of passengers satisfied 2010 to 2015



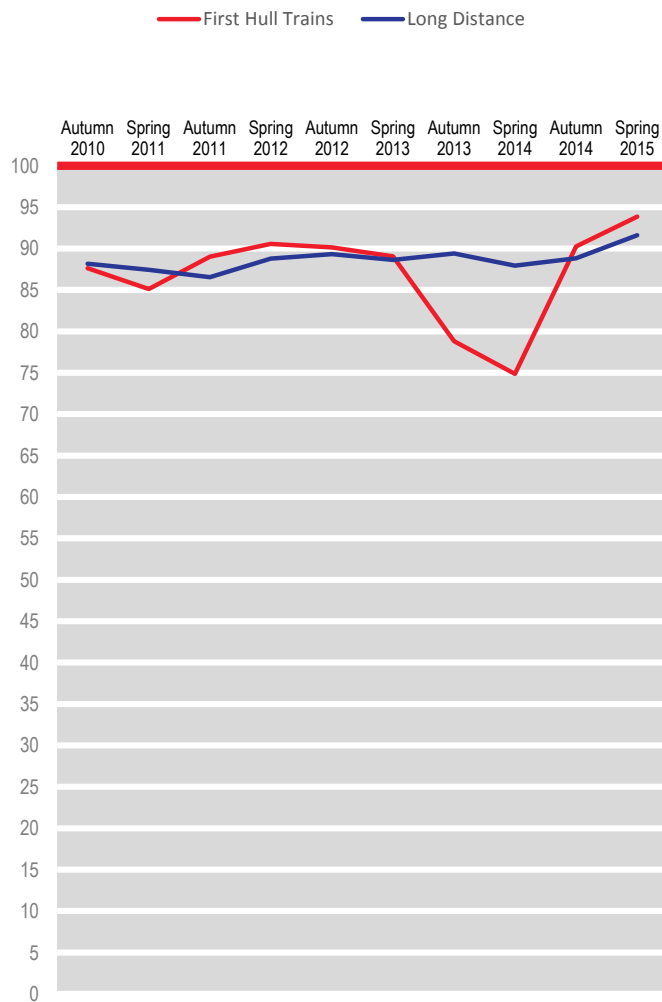
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(498)**

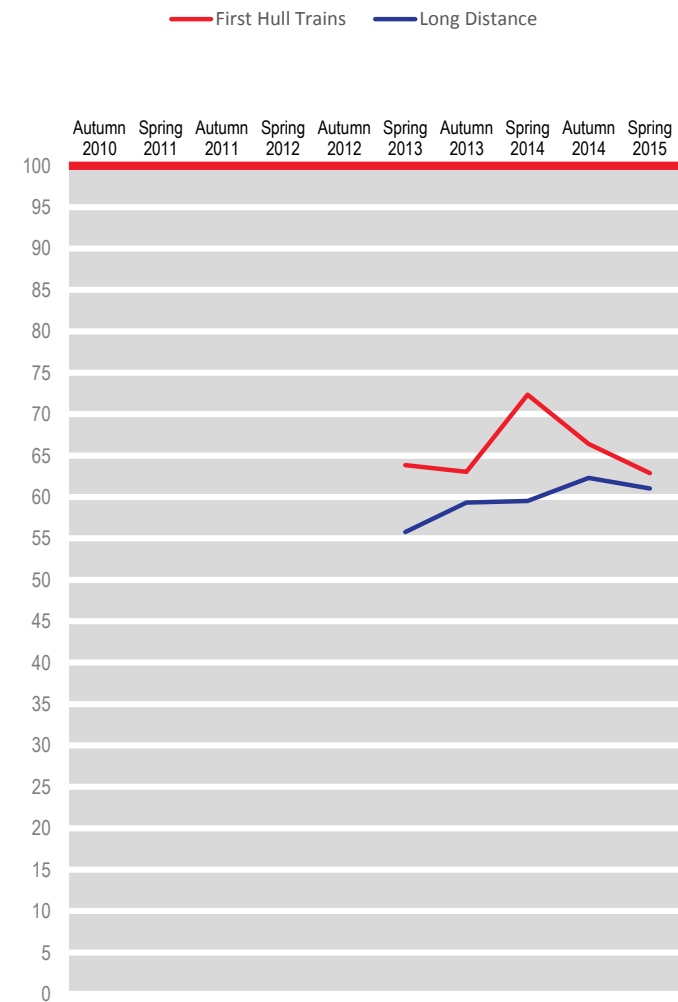
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(82)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(502)**

Percentage of passengers satisfied 2010 to 2015



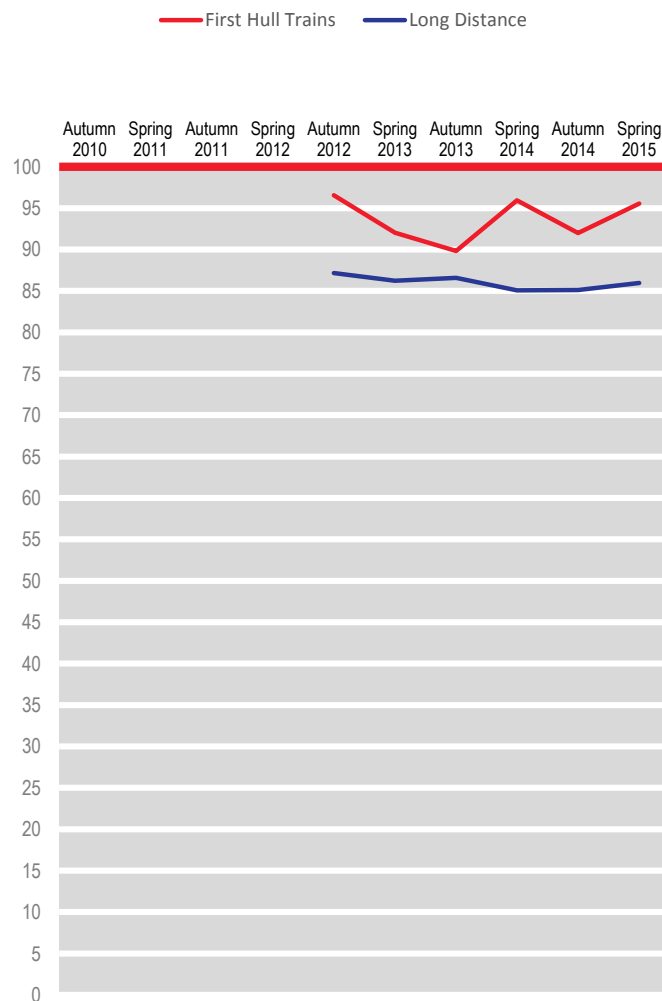
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(564)

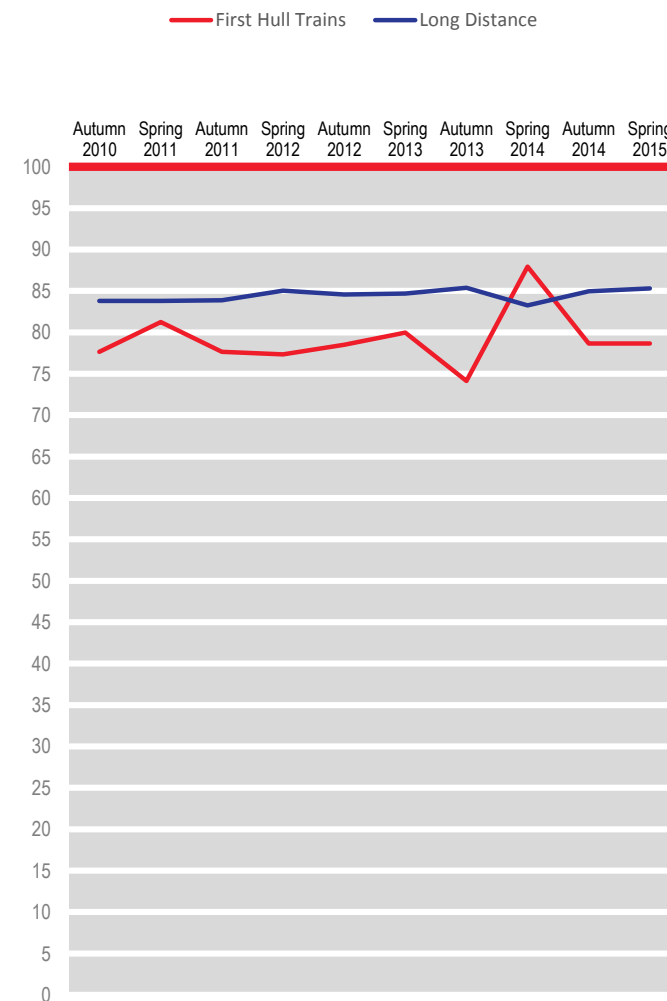
Percentage of passengers satisfied 2010 to 2015



## The frequency of trains on that route

(537)

Percentage of passengers satisfied 2010 to 2015



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

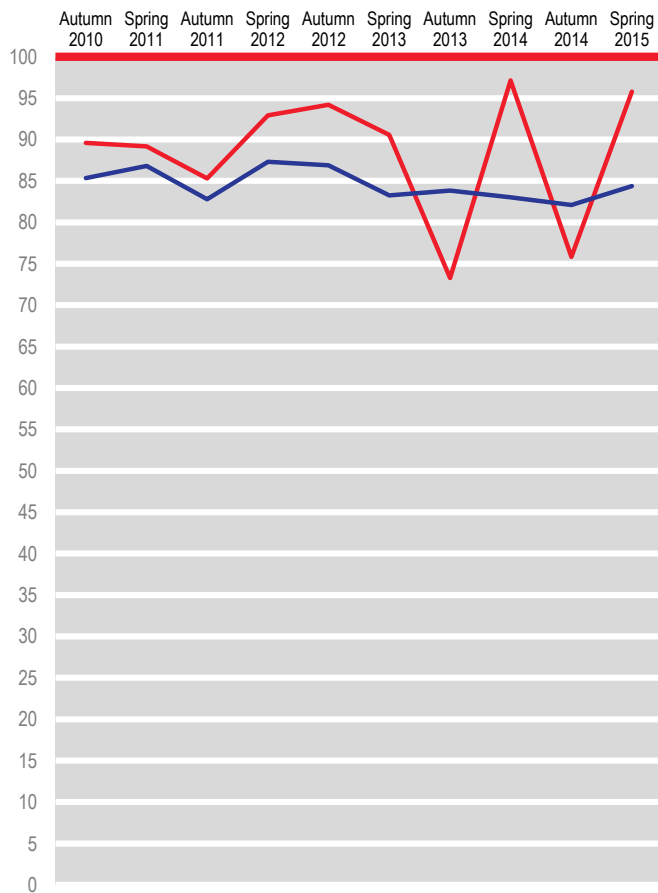


### Punctuality/reliability (i.e. train arriving/departing on time)

(565)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

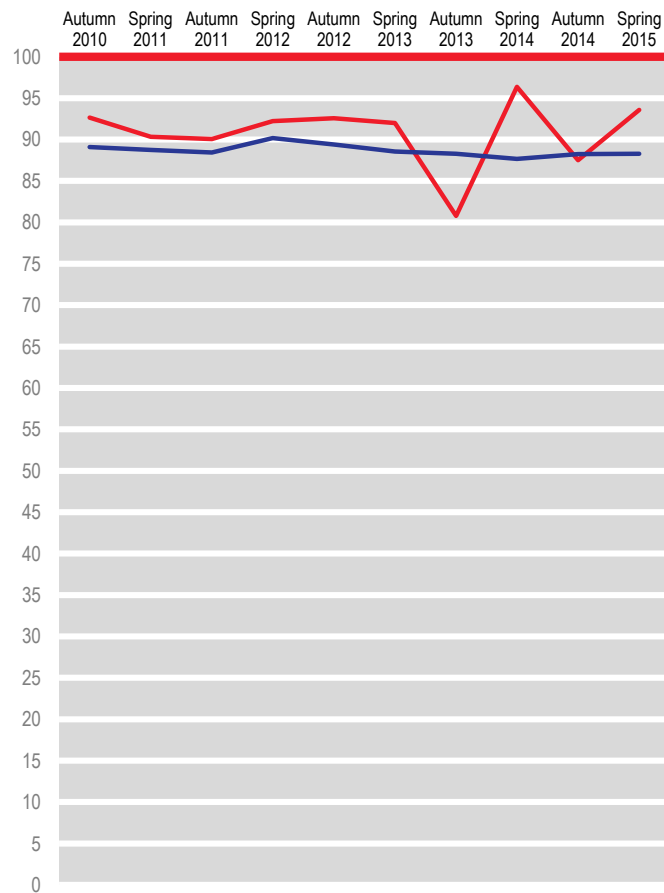


### The length of time the journey was scheduled to take (speed)

(559)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

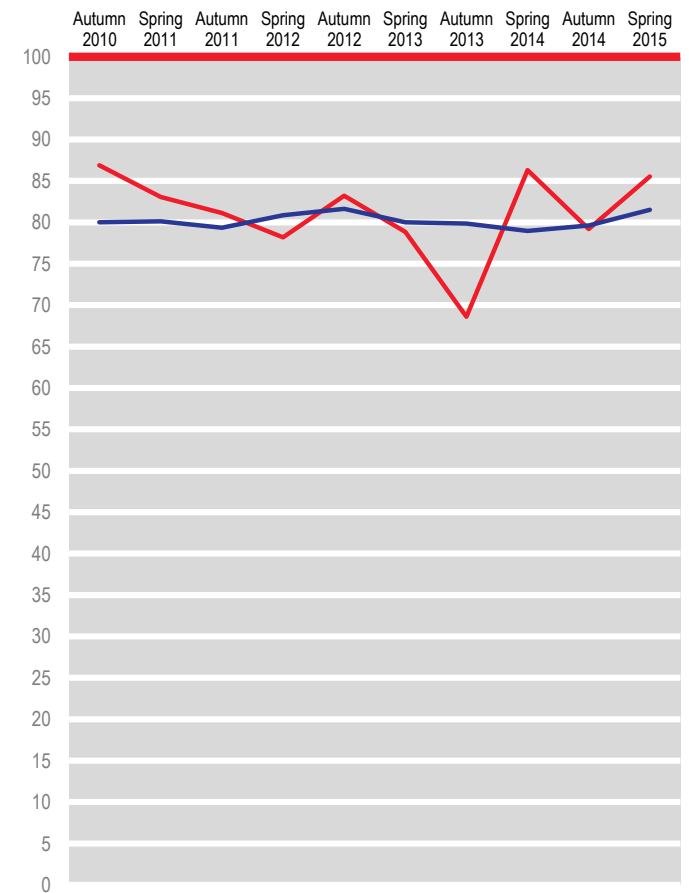


### Connections with other train services

(321)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance



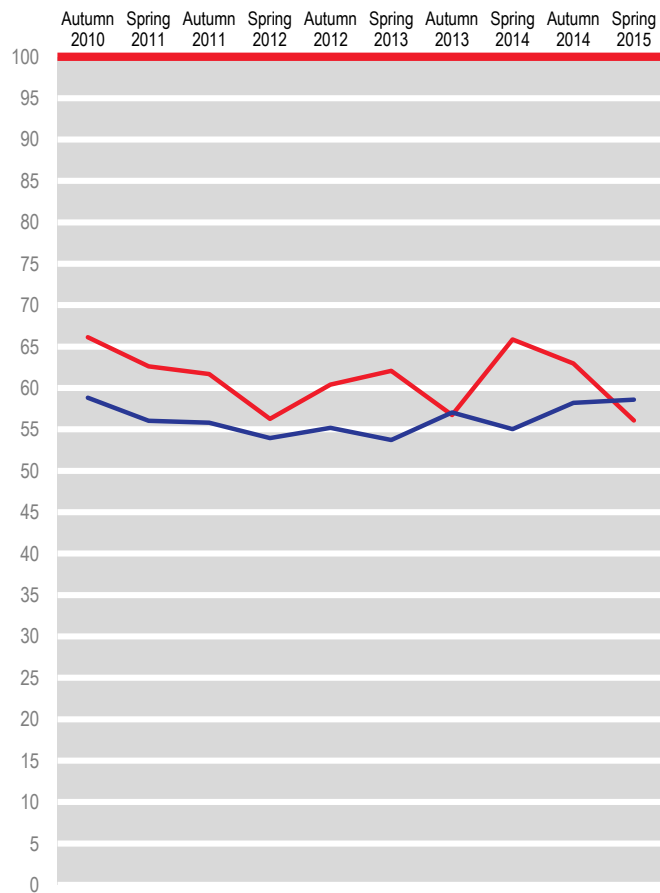
N.B. Benchmarks and targets are only shown for applicable factors

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

(553)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

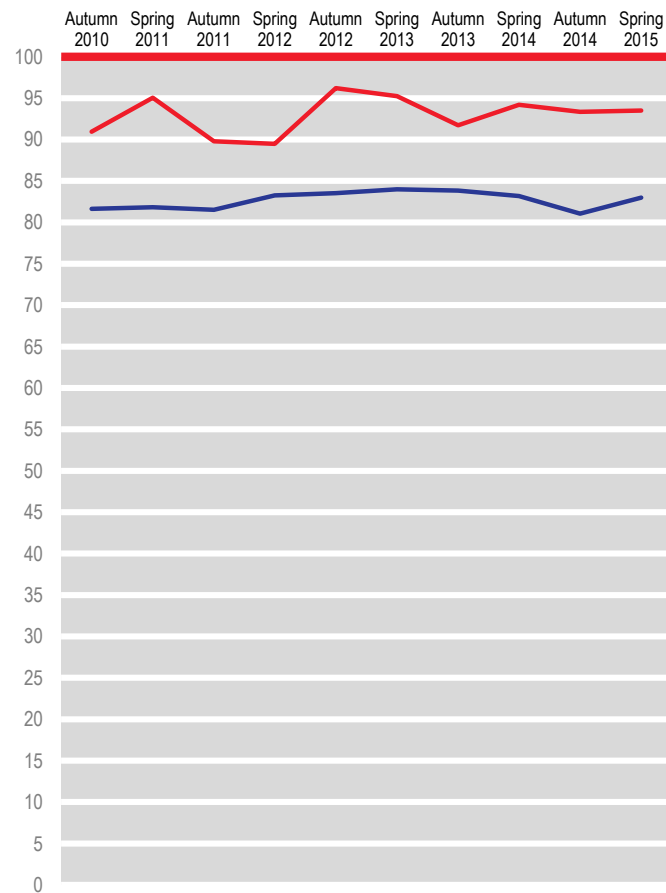


### Cleanliness of the train

(566)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

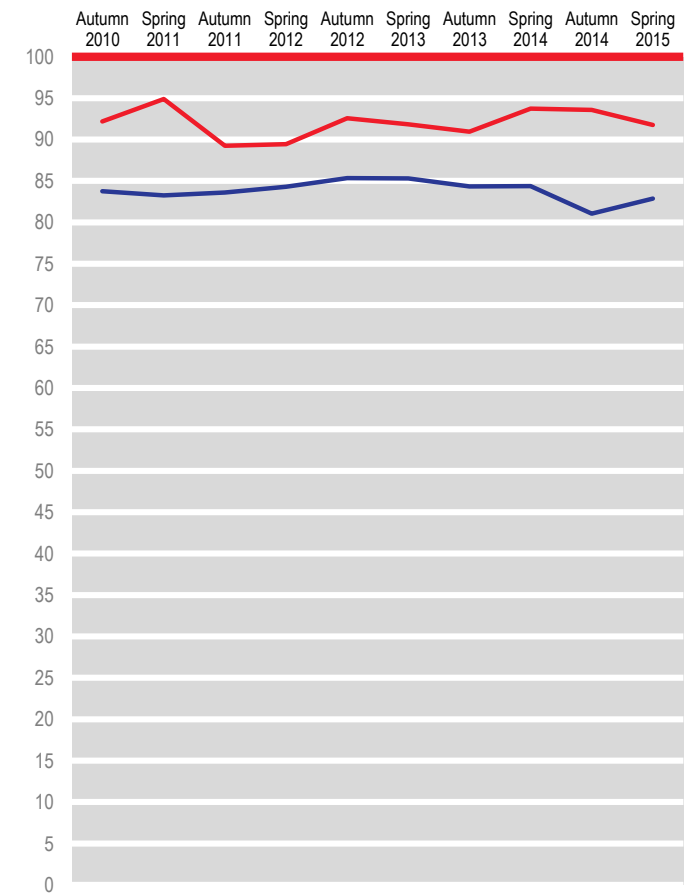


### Upkeep and repair of the train

(541)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

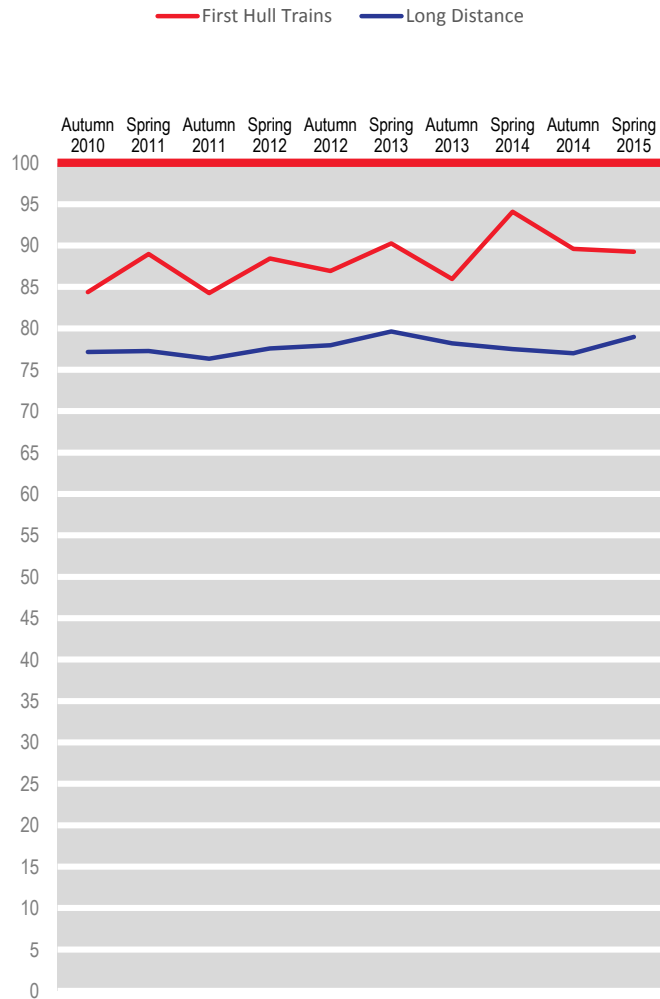


N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(533)

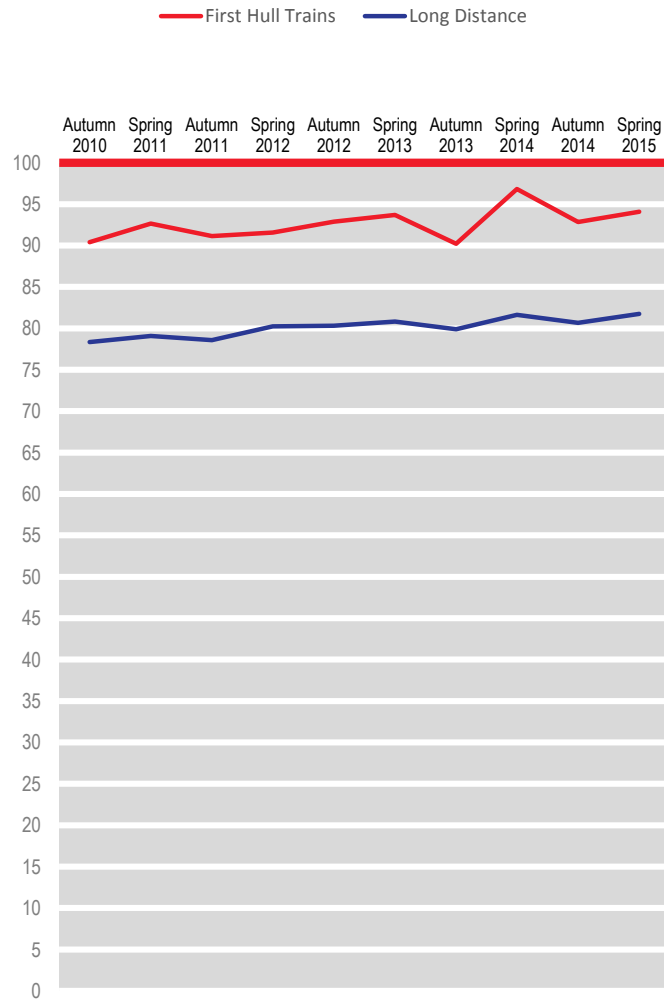
Percentage of passengers satisfied 2010 to 2015



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

(523)

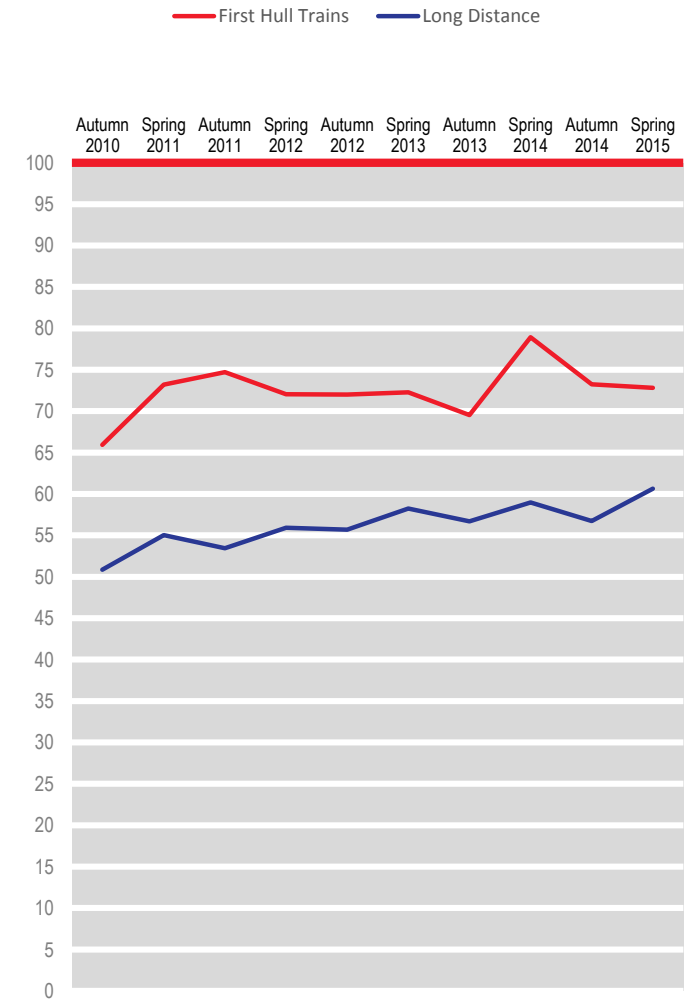
Percentage of passengers satisfied 2010 to 2015



### The space for luggage

(521)

Percentage of passengers satisfied 2010 to 2015

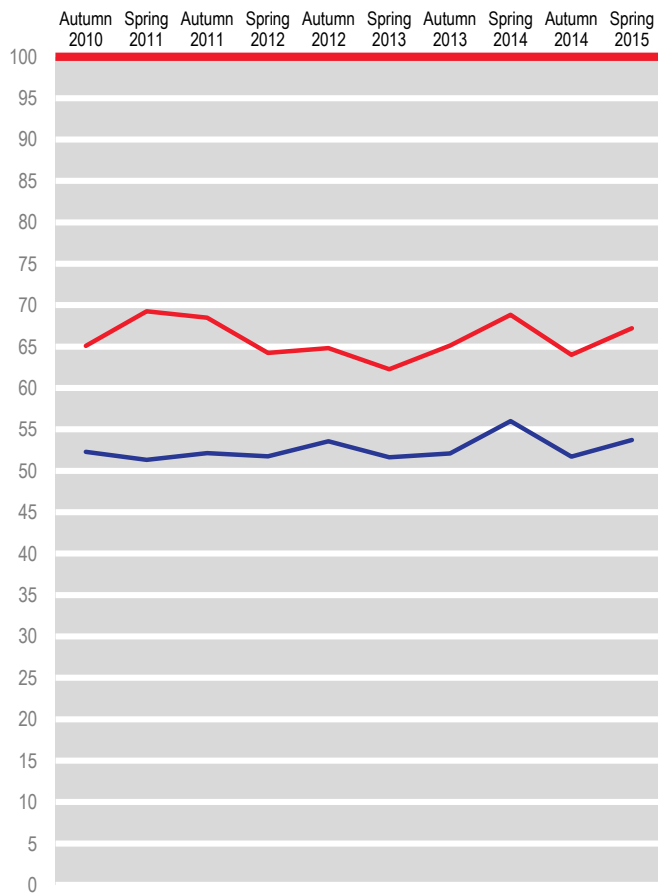


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(402)**

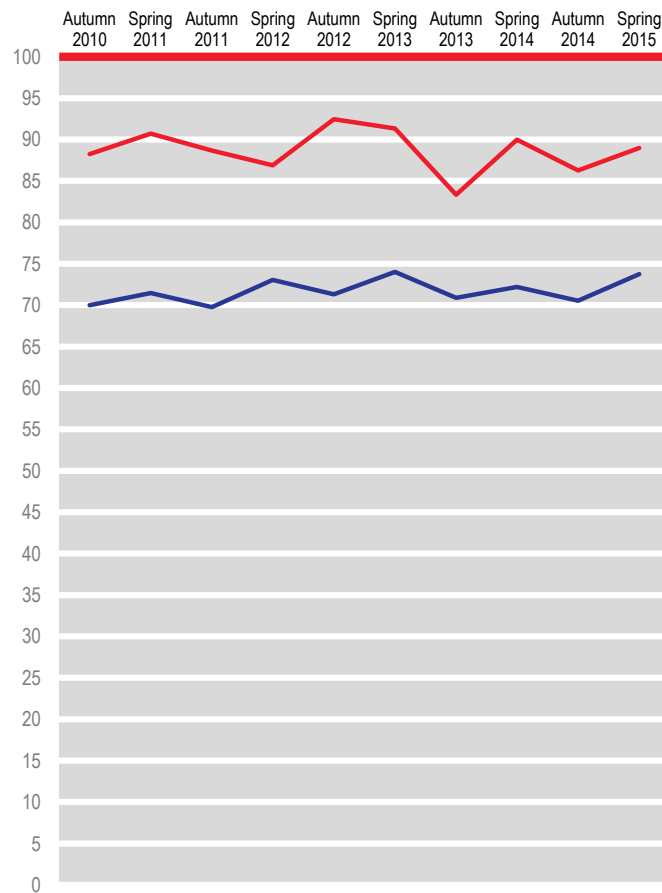
Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

**Sufficient room for all the passengers to sit/stand****(550)**

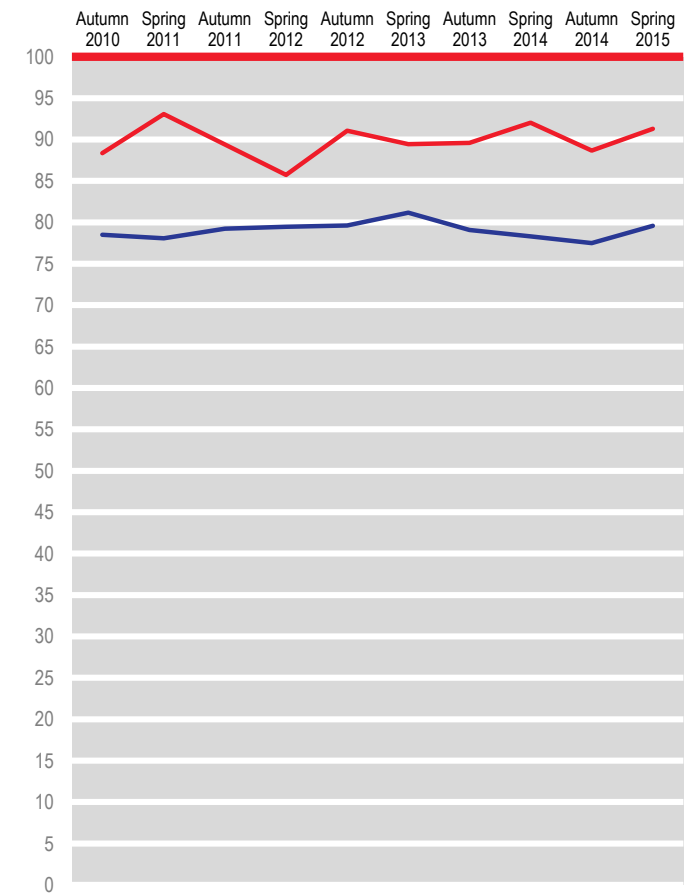
Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

**The comfort of the seating area****(548)**

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance



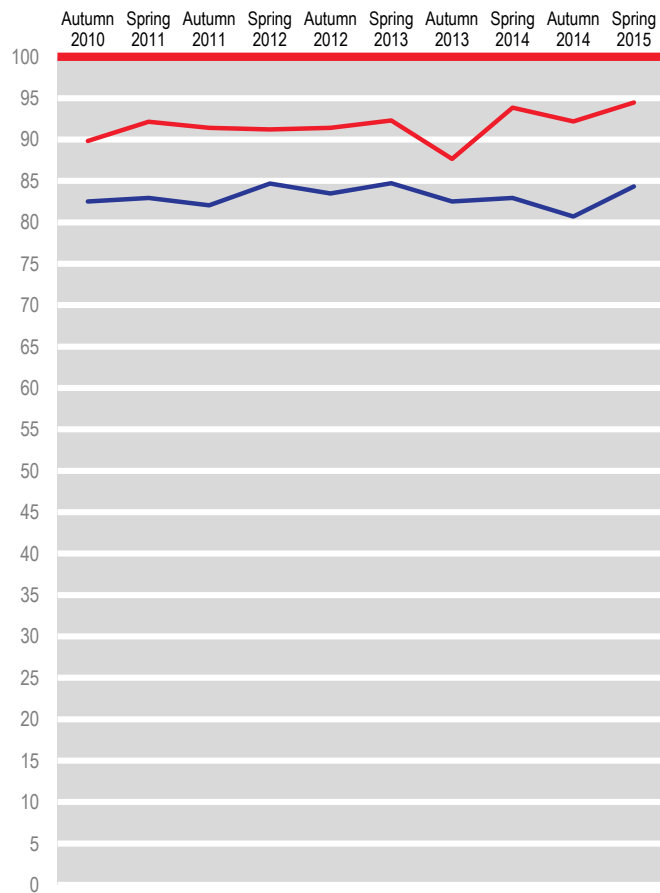
N.B. Benchmarks and targets are only shown for applicable factors

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

(544)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

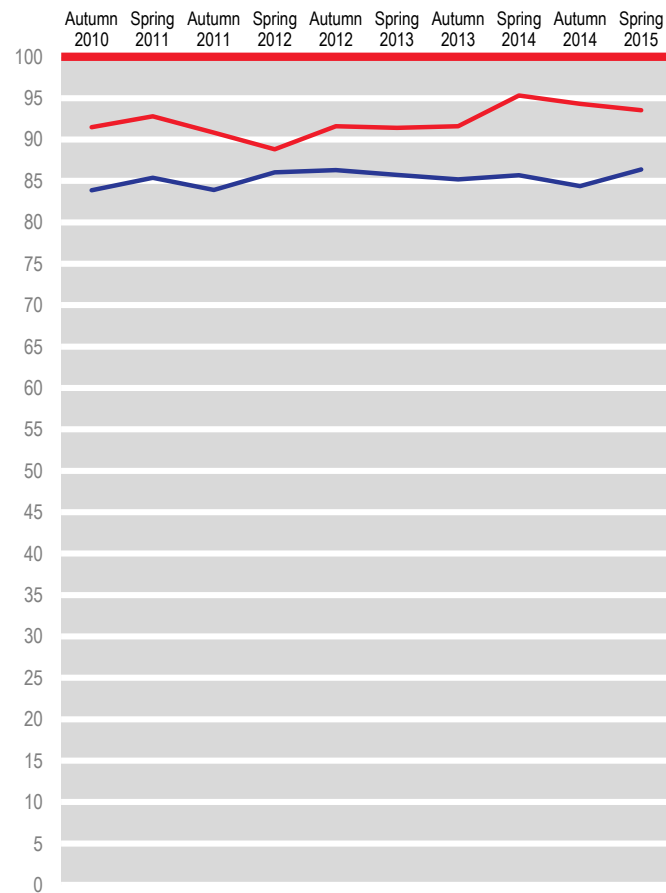


### Your personal security whilst on board

(536)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

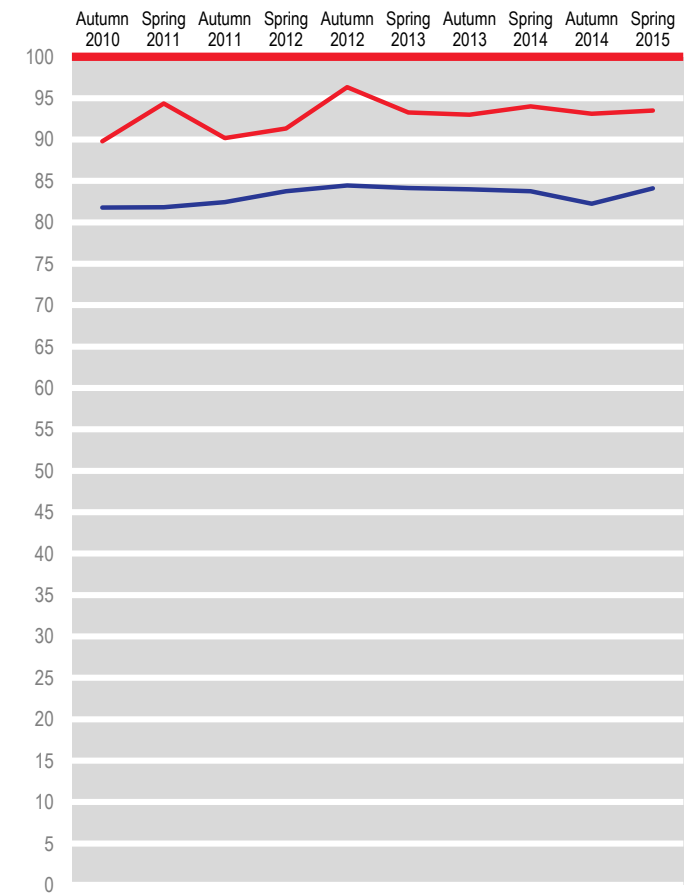


### The cleanliness of the inside of the train

(565)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance



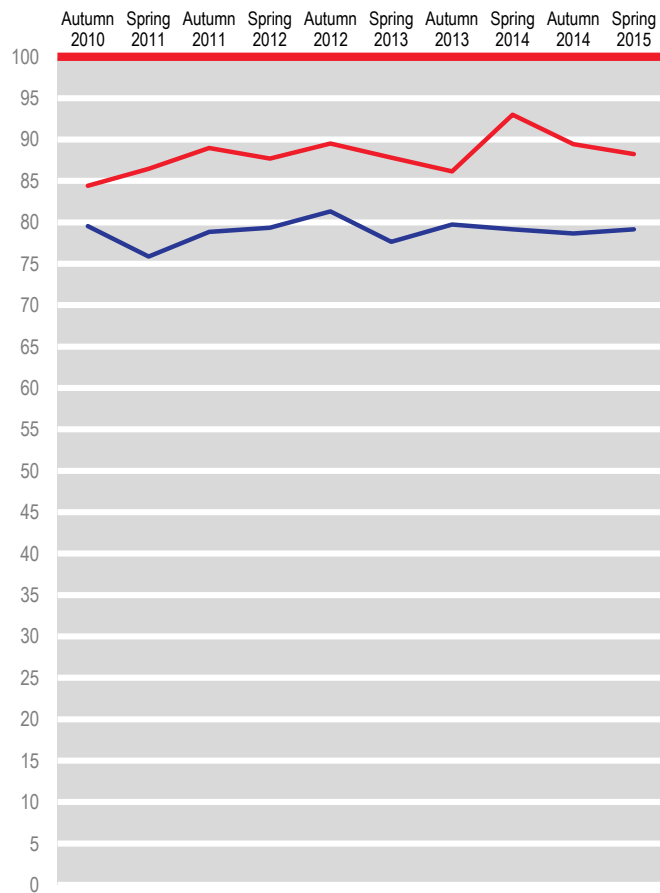
N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(476)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

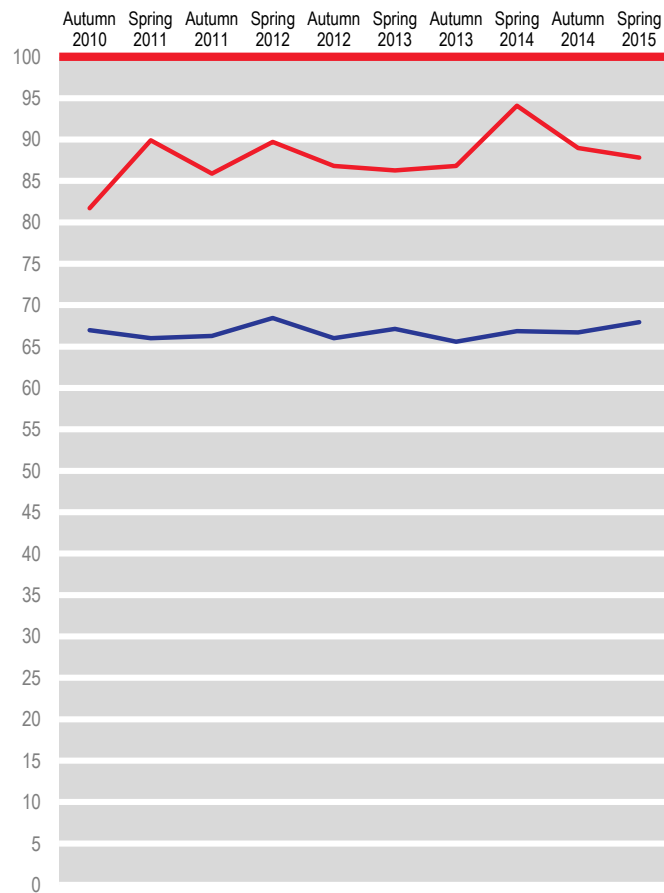


### The availability of staff on the train

(519)

Percentage of passengers satisfied 2010 to 2015

— First Hull Trains — Long Distance

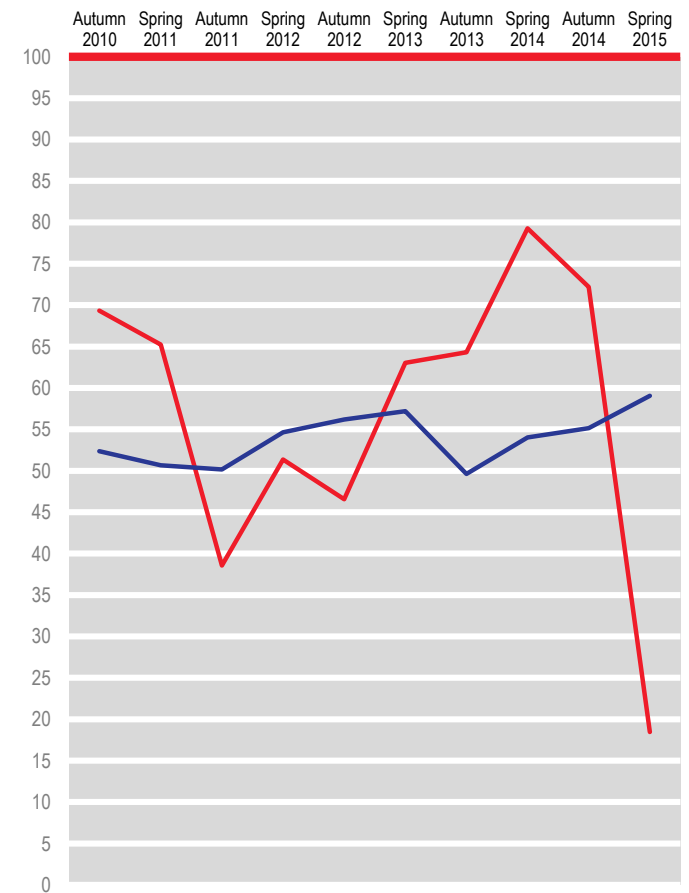


### How well train company dealt with delays

(17)

Percentage of passengers satisfied 2010 to 2015

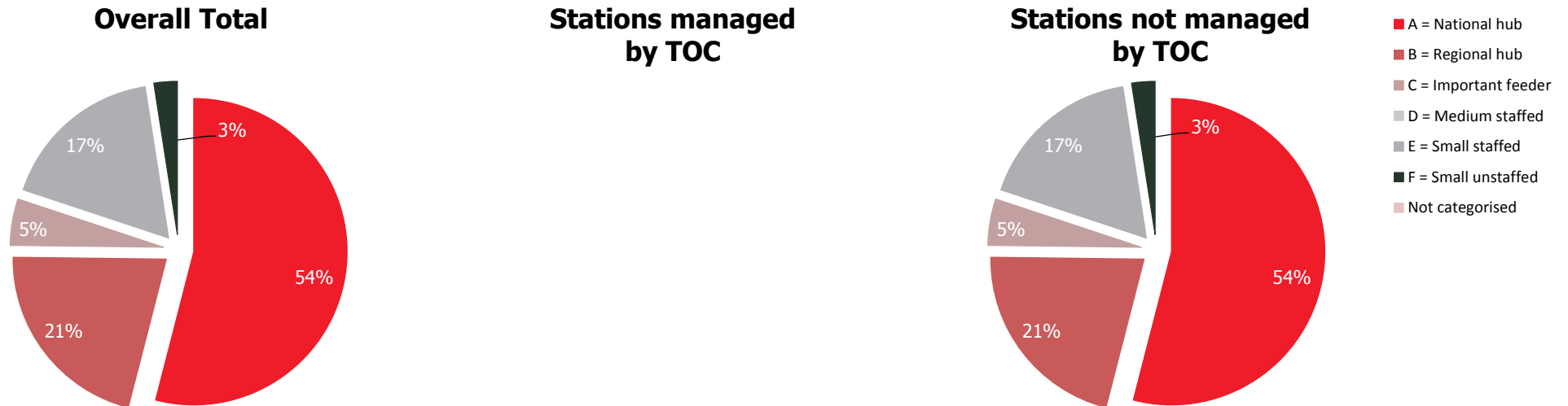
— First Hull Trains — Long Distance



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

## Managed versus non-managed stations for First Hull Trains

(% 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	-		90
Ticket buying facilities	-		89
Provision of information about train times/platforms	-		90
The upkeep/repair of the station buildings/platforms	-		88
Cleanliness	-		90
The facilities and services	-		74
The attitudes and helpfulness of the staff	-		81
Connections with other forms of public transport	-		79
Facilities for car parking	-		69
Overall environment	-		85
Your personal security whilst using the station	-		84
The availability of staff	-		68
The provision of shelter facilities	-		82
Availability of seating	-		59
How request to station staff was handled	-		94
The choice of shops/eating/drinking facilities available	-		63



## First Hull Trains

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	95		95	98		97
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	88		91	95		93
Ticket buying facilities	88		90	92		92
Provision of information about train times/platforms	89		89	91		91
The upkeep/repair of the station buildings/platforms	85		87	93		94
Cleanliness	90		87	92		95
The facilities and services	75		77	73		71
The attitudes and helpfulness of the staff	80		79	83		89
Connections with other forms of public transport	78	-	86	80		83
Facilities for car parking	65		66	77		60
Overall environment	83		85	88		83
Your personal security whilst using the station	81		83	92		89
The availability of staff	67		70	70		68
The provision of shelter facilities	82		84	83		80
Availability of seating	58		59	61		55
How request to station staff was handled	94		83	94		58
The choice of shops/eating/drinking facilities available	64	-	72	61		73
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	96		95	93		97
The frequency of the trains on that route	77	-	84	82	-	96
Punctuality/reliability (i.e. the train arriving/departing on time)	96		96	96		100
The length of time the journey was scheduled to take (speed)	92	-	97	97		96
Connections with other train services	85		85	86		89
The value for money of the price of your ticket	53	-	64	64		69
Cleanliness of the train	93		95	95		93
Upkeep and repair of the train	90		94	95		94
The provision of information during the journey	89	-	94	90		95
The helpfulness and attitude of staff on train	95		96	92		99
The space for luggage	75		78	69		81
The toilet facilities	63		65	77		77
Sufficient room for all passengers to sit/stand	91		91	83		86
The comfort of the seating area	91		92	93		93
The ease of being able to get on and off	94		93	97		96
Your personal security on board	94		95	92		97
The cleanliness of the inside	94		94	92		93
The cleanliness of the outside	88		93	88		94
The availability of staff	89		93	86	-	97
How well train company deals with delays	13		79	25		-

## Long Distance

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	88		86	89		88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	84	+	81	86		86
Ticket buying facilities	85		84	83		84
Provision of information about train times/platforms	88	+	86	88		88
The upkeep/repair of the station buildings/platforms	77	+	75	81		82
Cleanliness	82		80	84		85
The facilities and services	71	+	67	71		69
The attitudes and helpfulness of the staff	81		81	83		82
Connections with other forms of public transport	78		76	83		78
Facilities for car parking	59		56	60		70
Overall environment	75		74	81		77
Your personal security whilst using the station	78		77	81		81
The availability of staff	71		69	72	+	64
The provision of shelter facilities	73		72	74		74
Availability of seating	56	+	51	53		57
How request to station staff was handled	92	+	87	91		92
The choice of shops/eating/drinking facilities available	60		58	64		65
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	86		85	85		86
The frequency of the trains on that route	85	+	83	88		85
Punctuality/reliability (i.e. the train arriving/departing on time)	84		82	88		88
The length of time the journey was scheduled to take (speed)	88		87	88		90
Connections with other train services	81		79	82		77
The value for money of the price of your ticket	57	+	53	66		62
Cleanliness of the train	83		83	84		85
Upkeep and repair of the train	83		84	84		87
The provision of information during the journey	79		78	80		77
The helpfulness and attitude of staff on train	82		82	81		81
The space for luggage	60		59	64		59
The toilet facilities	54		56	53		58
Sufficient room for all passengers to sit/stand	73		71	77		75
The comfort of the seating area	79		77	82		82
The ease of being able to get on and off	85	+	82	83		85
Your personal security on board	87		86	86		85
The cleanliness of the inside	84		84	84		84
The cleanliness of the outside	79		78	81		83
The availability of staff	69		67	63		67
How well train company deals with delays	58		54	64		53

	First Hull Trains	Long Distance		First Hull Trains	Long Distance
<b>DELAY</b>					
None	92	76			
Minor	3	20			
Major	1	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	45	31			
6-10 minutes	4	30			
11-20 minutes	10	20			
21-30 minutes	12	6			
31-60 minutes	15	7			
More than 1 hour	3	2			
Don't know/no answer	11	3			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	7	25	Very well	8	26
Fairly well	28	35	Fairly well	21	35
Neither well nor poorly	23	16	Neither well nor poorly	40	18
Fairly poorly	18	14	Fairly poorly	3	11
Very poorly	25	11	Very poorly	28	10
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	7	26	Very well	6	25
Fairly well	40	36	Fairly well	22	31
Neither well nor poorly	26	15	Neither well nor poorly	52	26
Fairly poorly	-	13	Fairly poorly	-	8
Very poorly	27	10	Very poorly	19	11
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	5	27	Very well	6	22
Fairly well	22	35	Fairly well	13	25
Neither well nor poorly	49	20	Neither well nor poorly	60	22
Fairly poorly	-	9	Fairly poorly	-	11
Very poorly	25	9	Very poorly	21	20

## 6 6.2 Passenger experience relating to disability

	First Hull Trains	Long Distance		First Hull Trains	Long Distance
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	0	2			
Mobility	1	3			
Dexterity	0	1			
Learning or understanding or concentrating	0	1			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	0	0			
Other	2	2			
None	91	88			
No answer	3	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	11	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	16	44	Yes	1	2
Not at all	62	42	No	99	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	32	36	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	35	35	Very satisfied	100	86
Neither satisfied nor dissatisfied	27	17	Fairly satisfied	-	14
Fairly dissatisfied	7	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	-	2	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	37	28	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	34	42	Very satisfied	100	75
Neither satisfied nor dissatisfied	20	18	Fairly satisfied	-	9
Fairly dissatisfied	7	9	Neither satisfied nor dissatisfied	-	9
Very dissatisfied	2	3	Fairly dissatisfied	-	-
			Very dissatisfied	-	7

	First Hull Trains	Long Distance		First Hull Trains	Long Distance
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	49	43	White	88	92
Female	43	56	Mixed	1	1
			Asian or Asian British	2	3
			Black or Black British	2	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	10	17
19-25	8	10	Business	45	25
26-34	16	10	Leisure	45	58
35-44	18	14			
45-54	28	22	<b>REGULAR TRAVELLER</b>		
55-59	9	11	Yes	38	37
60-64	6	11	No	62	63
65+	8	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	71	52	Weekday	70	80
Working Part Time	10	15	Weekend	30	20
Not Working	2	4			
Retired	7	21	<b>TIME OF TRAVEL</b>		
Full Time Student	4	7	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	50	40	Yes asked for help	11	11
Middle Managerial	16	14	Yes asked for information	5	11
Junior Managerial/Clerical/Supervisory	5	8	Could not find anyone to ask	1	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	7	No	80	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	2			
Full time student	1	3	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	6	19	Yes, at home	90	91
Unemployed/between jobs	0	1	Yes, at work	69	58
Housewife/house-husband	1	1	No	3	5
Other	5	4			

	First Hull Trains	Long Distance		First Hull Trains	Long Distance
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	68	75	Better telephone enquiry/booking service	4	5
With other adults 16+	27	22	Better internet enquiry/booking service	21	16
With children aged 0-4	3	1	Better information facilities at stations	6	12
With children aged 5-10	4	1	Better route maps of the rail network	6	13
With children aged 11-15	4	1	Make timetables easier to read	7	13
			Better ticket buying facilities at station ticket offices	6	10
			Better ticket buying facilities at station ticket machines	7	9
			Better promotion when advanced tickets available	34	34
			Other	12	12
			None of these	27	29
<b>TRAVELLING WITH ...</b>					
Heavy/bulky luggage/other large items	38	31			
Pushchair	1	1			
Folding bicycle	0	0			
Non-folding bicycle	0	0			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	59	66			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	13	15			
Anytime day single/return	3	12			
Off-peak/super off-peak single/return	23	21			
Off-peak/super off-peak day single/return	7	10			
Advance	43	27			
Day travelcard	2	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	2	4			
Annual season ticket	1	2			
Special promotion ticket	0	1			
Rail staff pass/privilege ticket/police	2	1			
Free travel pass (e.g. Freedom Pass)	0	0			
Other	1	3			
Don't know/no answer	2	3			

## Station sample sizes for First Hull Trains

Station	Unweighted
---------	------------

London Kings Cross	283
Hull	133
Brough	47
Doncaster	44
Selby	34
Retford	28
Howden	14
Grantham	11



## 7 7.3 Weighted sample profile

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>28775</b>	<b>12261</b>	<b>4246</b>	<b>12268</b>	<b>24544</b>	<b>4231</b>	<b>9385</b>	<b>5715</b>	<b>7288</b>	<b>6387</b>
Abellio Greater Anglia	126400	54	18	28	90	10	28	18	28	26
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 Coast	19904	10	33	57	76	24	39	7	23	31
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First Great Western	99672	30	20	50	77	23	20	27	27	26
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Govia Thameslink Railway	115764	45	26	29	86	14	27	16	29	27
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	137834	55	2	43	81	19	22	25	26	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	41	15	16	29
Southeastern	170874	61	12	27	90	10	18	30	26	26
Southern	181313	50	16	34	90	10	22	28	25	25
Virgin Trains	31911	11	23	66	81	19	32	7	32	30

Fieldwork on East Coast was conducted up to 28th February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

## 7 7.4 Unweighted sample profile

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	28775	12261	4246	12268	24544	4231	9385	5715	7288	6387
Abellio Greater Anglia	2204	47	11	41	89	11	36	12	28	24
Arriva Trains Wales	1386	32	12	55	76	24	26	17	33	24
c2c	1011	64	7	29	86	14	39	10	26	24
Chiltern Railways	1089	45	19	36	90	10	48	6	26	20
CrossCountry	1150	29	23	48	85	15	20	13	31	36
East Coast	1105	16	25	59	80	20	48	7	13	32
East Midlands Trains	1099	32	20	49	80	20	26	28	25	21
First Great Western	3106	39	18	43	85	15	31	28	25	16
First TransPennine Express	1183	35	18	47	89	11	27	23	40	11
Govia Thameslink Railway	1725	59	8	33	89	11	37	14	27	22
London Midland	1205	47	14	39	89	11	34	24	27	15
London Overground	1247	58	8	33	90	10	30	12	20	39
Merseyrail	709	51	4	45	86	14	41	28	20	11
Northern Rail	1414	48	8	44	84	16	20	28	24	27
ScotRail	1156	36	16	48	76	24	24	25	34	16
South West Trains	2187	49	10	41	88	12	40	19	17	24
Southeastern	1851	51	10	39	87	13	28	33	25	14
Southern	2532	43	16	41	86	14	35	27	17	21
Virgin Trains	1416	21	32	47	80	20	31	9	29	31

Fieldwork on East Coast was conducted up to 28th February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

## The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
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.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
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 stations covered by NRPS during that time period.
Tables Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

## Sector definitions

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

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

## 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: Metro**

Journeys on London – Shenfield metro 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 Inner**

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

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

Journeys on West Anglia routes 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 Coast: London – Yorkshire**

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

### **East Coast: London – Scotland – North East**

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

### **East Coast: London – East Midlands/East of England**

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

### **East Coast: Non-London journeys**

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

**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 Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**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

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: 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

**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

**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 BirminghamNew Street

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

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

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

**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

**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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

Journeys London – Sussex (and beyond), including Gatwick Express extensions between Gatwick Airport and Brighton

**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: London**

Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

**South West Trains: Not managed by South West Trains**

Journeys starting from stations not run by South West Trains (not including stations in London)

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

**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



**Contacts:**

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

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrc-continental.com](mailto:rebecca.joyner@bdrc-continental.com)

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

Tel: 0300 123 0837  
Email: [david.greeno@transportfocus.org.uk](mailto:david.greeno@transportfocus.org.uk)

Transport Focus is the operating name of the  
Passengers' Council. This survey was published in  
June 2015. © Transport Focus 2015.