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# Contents

## 1 Introduction

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

## 2 Key results

- 2.1** Overall satisfaction and station factor results for Chiltern Railways 5
- 2.2** Train factor results for Chiltern Railways 7
- 2.3** Overall satisfaction and station factor results for London and South East 9
- 2.4** Train factor results for London and South East 11
- 2.5** Chiltern Railways versus London and South East performance 13
- 2.6** Results by route for Chiltern Railways 14

## 3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for Chiltern Railways 15
- 3.2** Train factor results for Chiltern Railways 21

## 4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for Chiltern Railways 28

## 5 Peak/off-peak weekday/weekend satisfaction

- 5.1** Peak/off peak satisfaction for Chiltern Railways 29
- 5.2** Peak/off peak satisfaction for London and South East 30
- 5.3** Weekday/weekend satisfaction for Chiltern Railways 31
- 5.4** Weekday/weekend satisfaction for London and South East 32

## 6 Passenger experience with service

- 6.1** Passenger experience of delays 33
- 6.2** Passenger experience relating to disability 34

## 7 Sample profile

- 7.1** Sample profile for Chiltern Railways versus London and South East 35
- 7.2** Station sample sizes for Chiltern Railways 37
- 7.3** Weighted sample composition for all TOCs 38
- 7.4** Unweighted sample composition for all TOCs 39

## 8 Technical appendix

- 8.1** Standard reports produced for NRPS 40
- 8.2** Rail sectors 41
- 8.3** How routes are defined 42

# 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)**

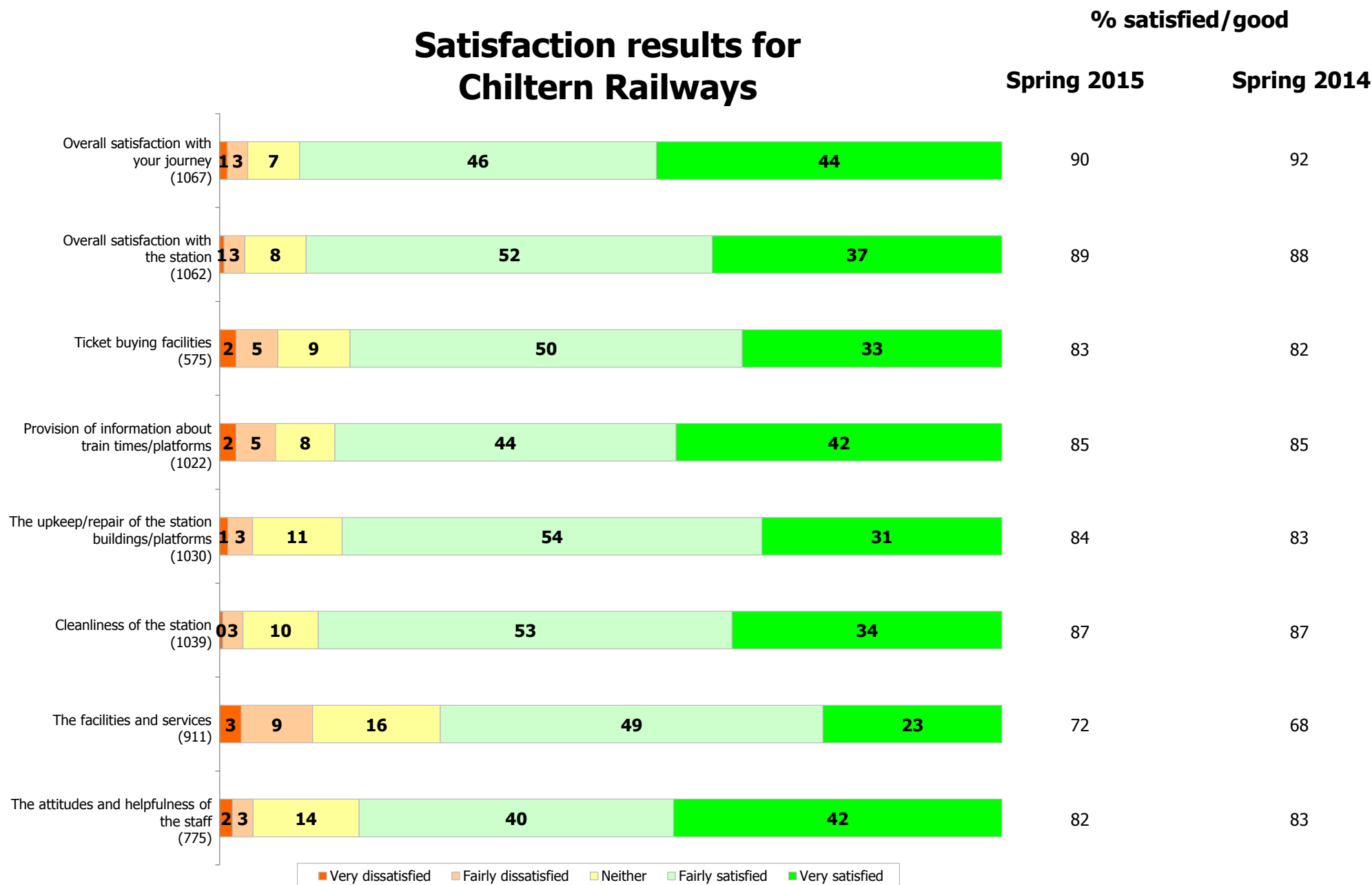
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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

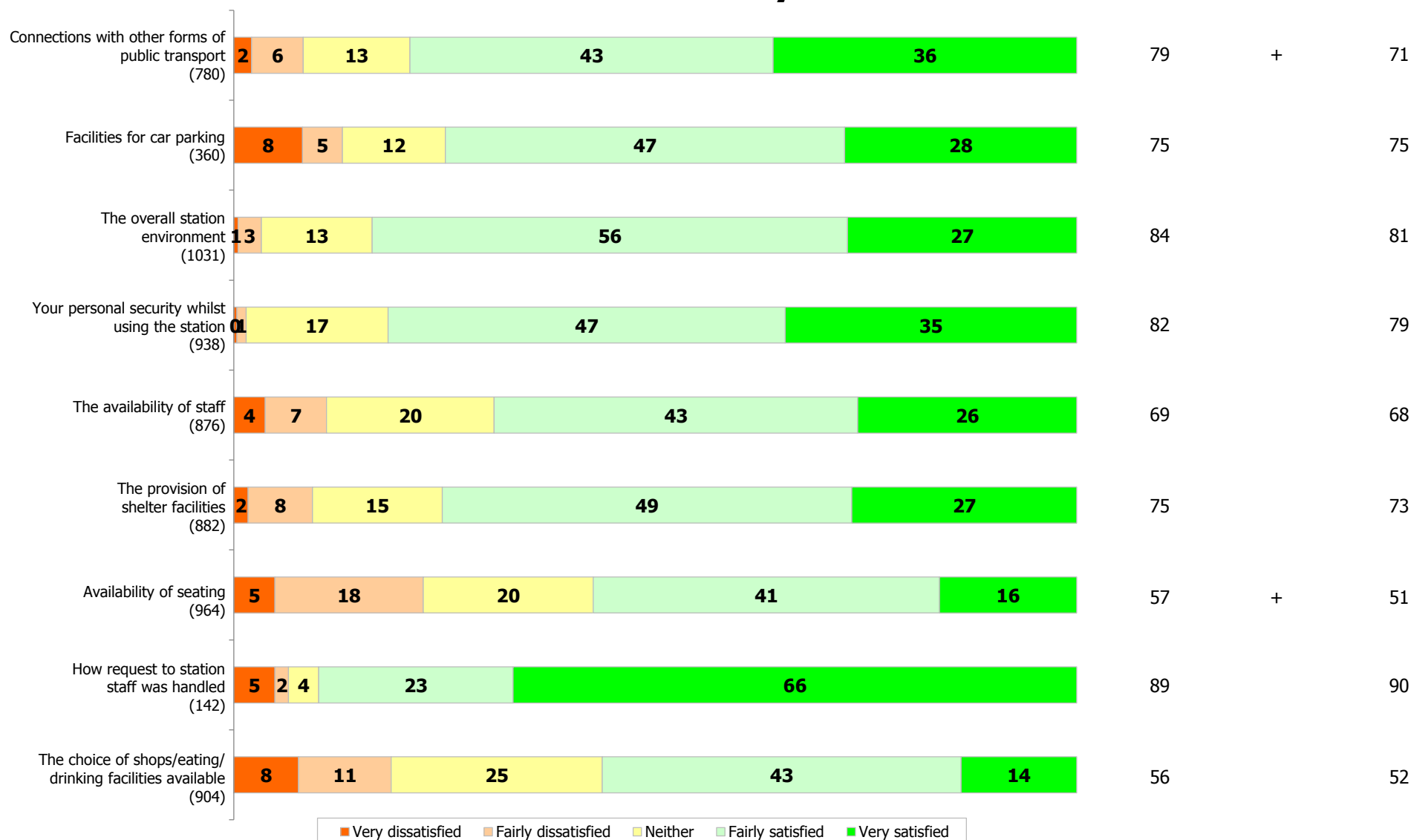


## Satisfaction results for Chiltern Railways

% satisfied/good

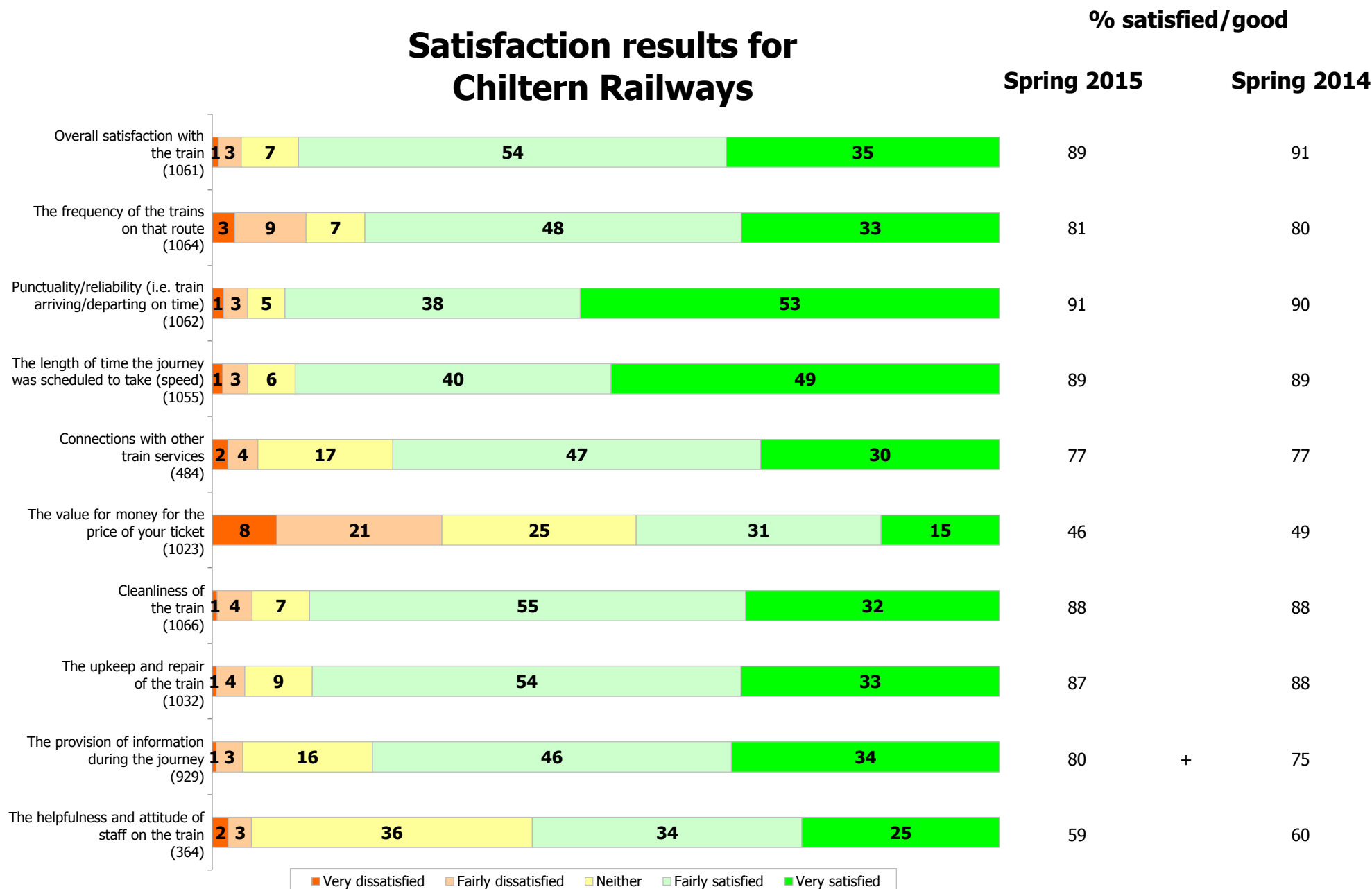
Spring 2015

Spring 2014





## Satisfaction results for Chiltern Railways



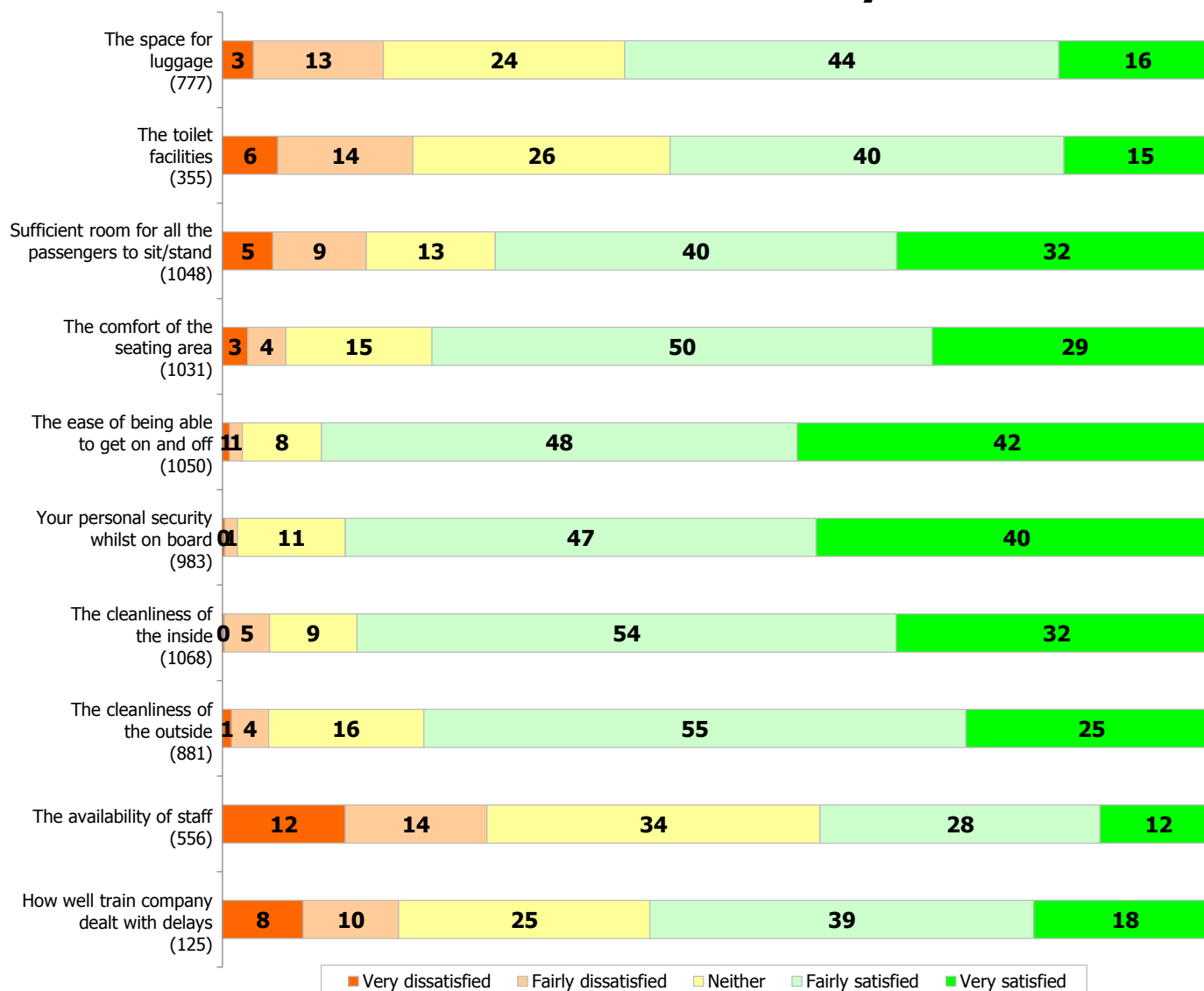


## Satisfaction results for Chiltern Railways

% satisfied/good

Spring 2015

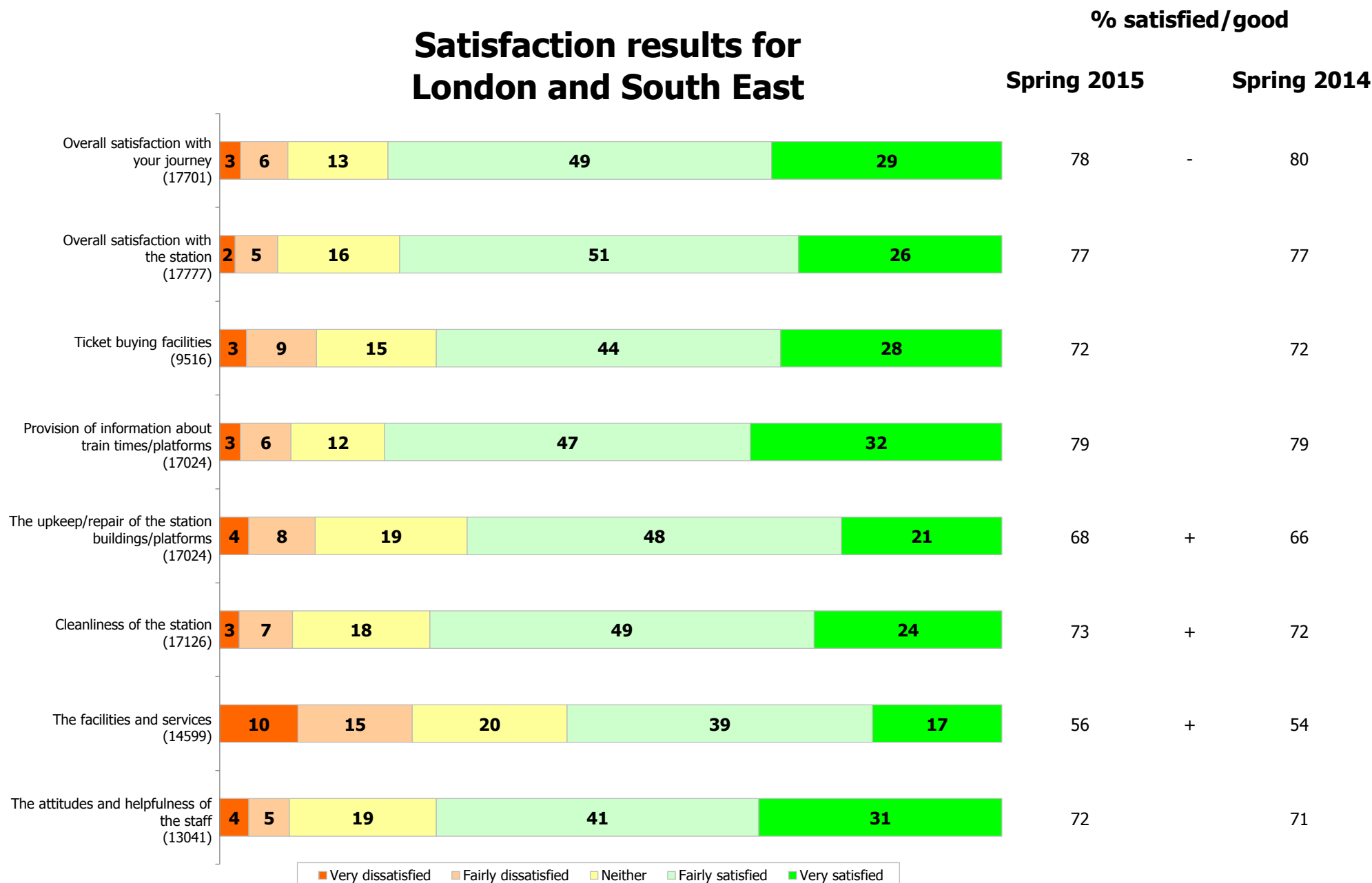
Spring 2014



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

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

### Satisfaction results for London and South East

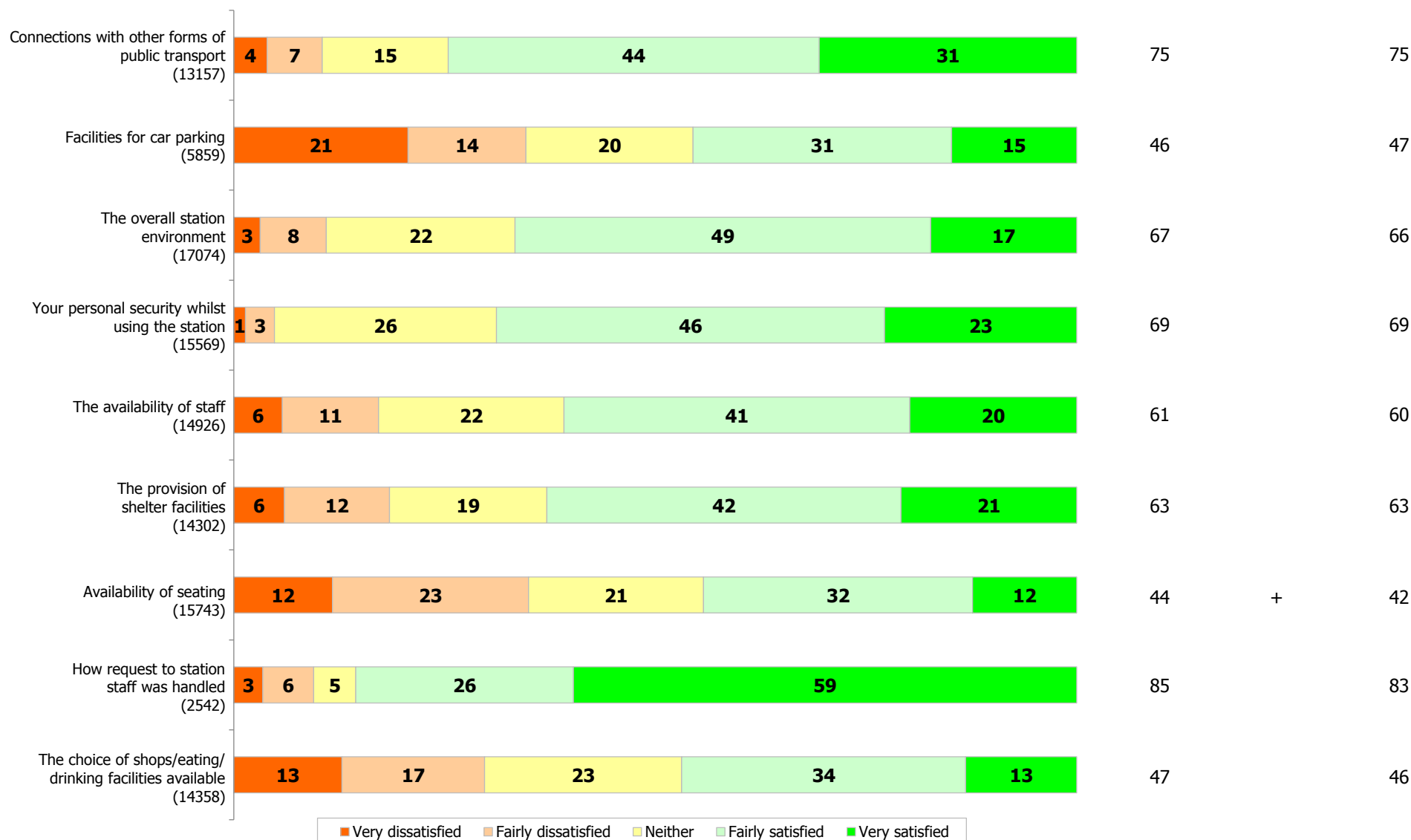


## Satisfaction results for London and South East

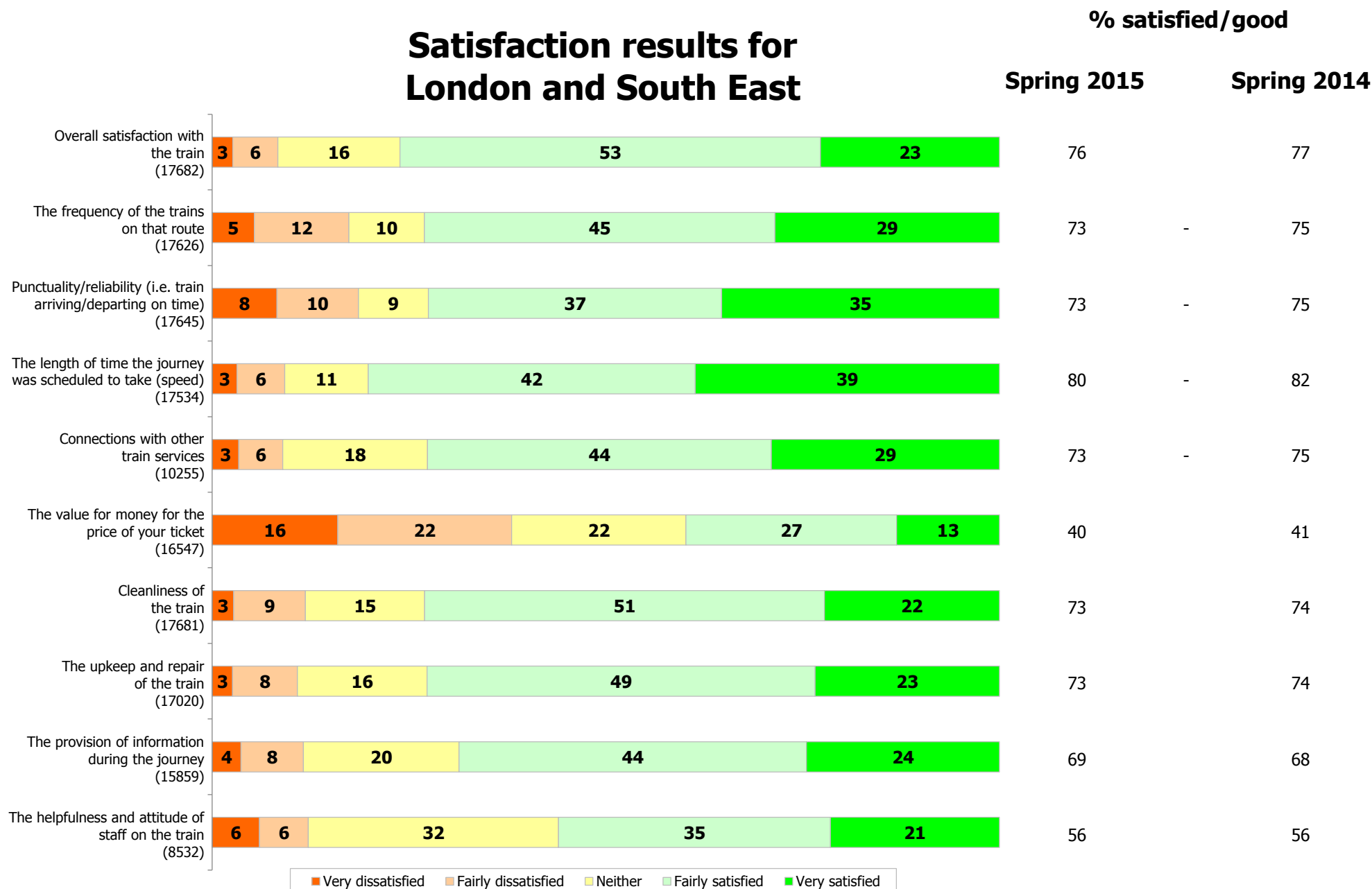
% satisfied/good

Spring 2015

Spring 2014



## Satisfaction results for London and South East

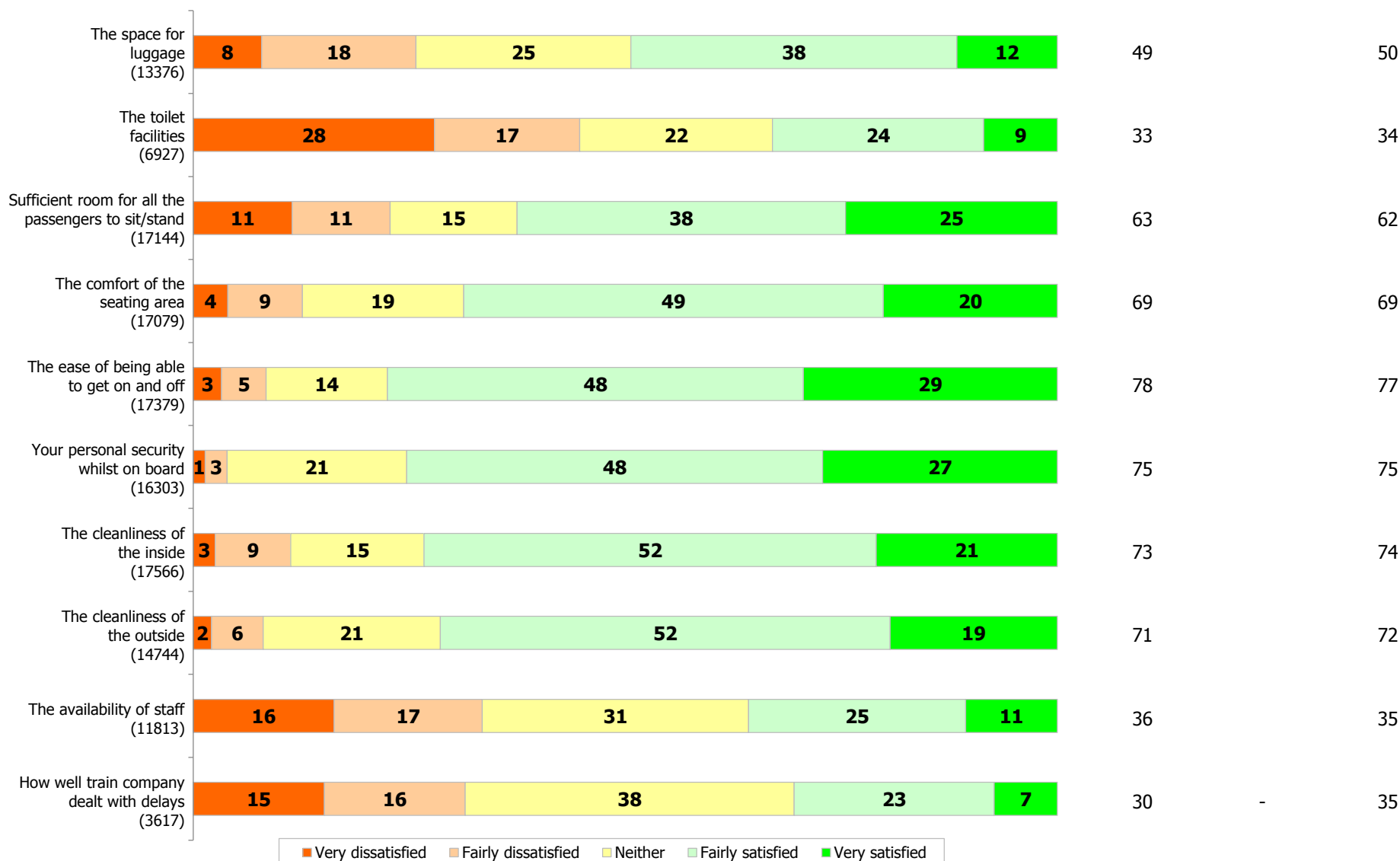


## Satisfaction results for London and South East

% satisfied/good

Spring 2015

Spring 2014



## Chiltern Railways versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	90	78	114%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	89	77	116%
Ticket buying facilities	83	72	115%
Provision of information about train times/platforms	85	79	108%
The upkeep/repair of the station buildings/platforms	84	68	123%
Cleanliness	87	73	120%
The facilities and services	72	56	129%
The attitudes and helpfulness of the staff	82	72	114%
Connections with other forms of public transport	79	75	106%
Facilities for car parking	75	46	165%
Overall environment	84	67	125%
Your personal security whilst using the station	82	69	119%
The availability of staff	69	61	114%
The provision of shelter facilities	75	63	120%
Availability of seating	57	44	130%
How request to station staff was handled	89	85	105%
The choice of shops/eating/drinking facilities available	56	47	120%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	89	76	117%
The frequency of the trains on that route	81	73	110%
Punctuality/reliability (i.e. the train arriving/departing on time)	91	73	125%
The length of time the journey was scheduled to take (speed)	89	80	112%
Connections with other train services	77	73	106%
The value for money of the price of your ticket	46	40	116%
Cleanliness of the train	88	73	120%
Upkeep and repair of the train	87	73	120%
The provision of information during the journey	80	69	116%
The helpfulness and attitude of staff on train	59	56	106%
The space for luggage	60	49	121%
The toilet facilities	55	33	167%
Sufficient room for all passengers to sit/stand	73	63	116%
The comfort of the seating area	79	69	115%
The ease of being able to get on and off	90	78	116%
Your personal security on board	88	75	116%
The cleanliness of the inside	86	73	118%
The cleanliness of the outside	80	71	112%
The availability of staff	40	36	112%
How well train company deals with delays	57	30	187%

## Building block/route data for Chiltern Railways

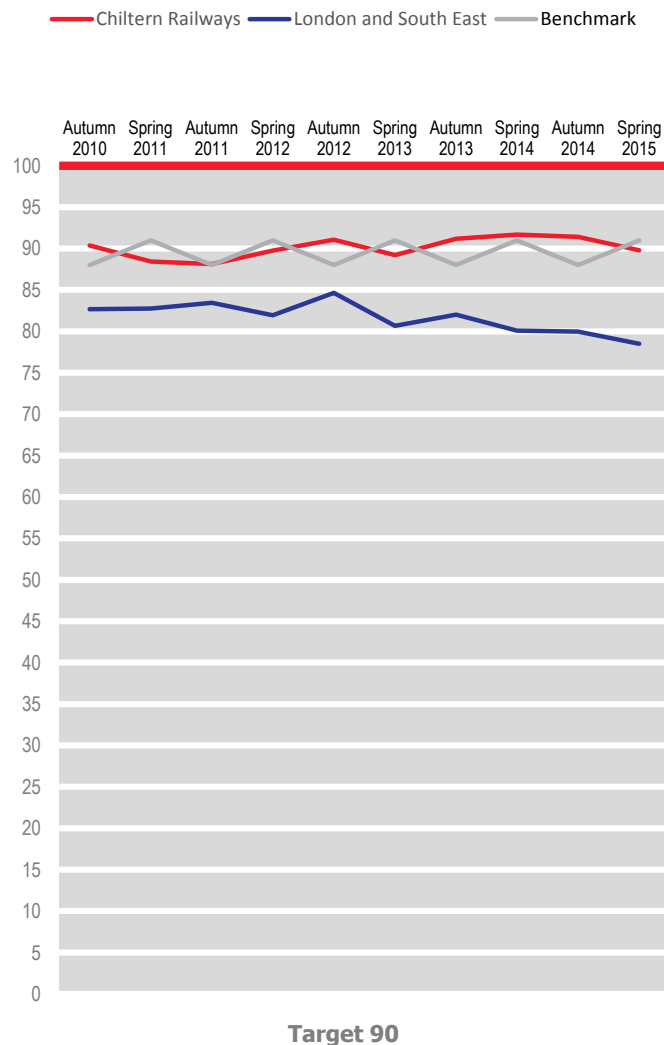
	North	South
Overall satisfaction with your journey	92	89
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	85	91
Ticket buying facilities	86	83
Provision of information about train times/platforms	86	85
The upkeep/repair of the station buildings/platforms	85	84
Cleanliness	92	86
The facilities and services	72	72
The attitudes and helpfulness of the staff	83	82
Connections with other forms of public transport	78	79
Facilities for car parking	88	71
Overall environment	83	84
Your personal security whilst using the station	80	82
The availability of staff	75	67
The provision of shelter facilities	78	74
Availability of seating	70	53
How request to station staff was handled	92	87
The choice of shops/eating/drinking facilities available	49	58
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	95	87
The frequency of the trains on that route	81	81
Punctuality/reliability (i.e. the train arriving/departing on time)	91	91
The length of time the journey was scheduled to take (speed)	92	89
Connections with other train services	80	76
The value for money of the price of your ticket	56	43
Cleanliness of the train	89	87
Upkeep and repair of the train	93	85
The provision of information during the journey	87	77
The helpfulness and attitude of staff on train	70	54
The space for luggage	66	58
The toilet facilities	72	50
Sufficient room for all passengers to sit/stand	87	68
The comfort of the seating area	88	76
The ease of being able to get on and off	91	90
Your personal security on board	88	88
The cleanliness of the inside	90	85
The cleanliness of the outside	82	79
The availability of staff	63	30
How well train company deals with delays	50	60



# Percentage satisfaction with aspects of station where boarded

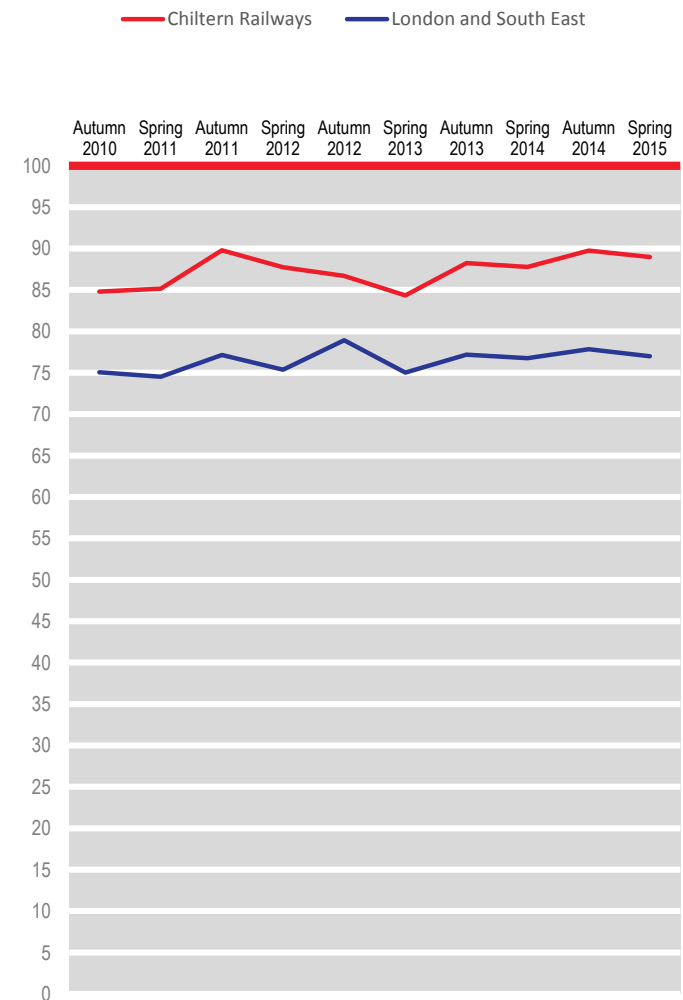
## Overall satisfaction with your journey

(1067)  
Percentage of passengers satisfied 2010 to 2015



## Overall station satisfaction

(1062)  
Percentage of passengers satisfied 2010 to 2015



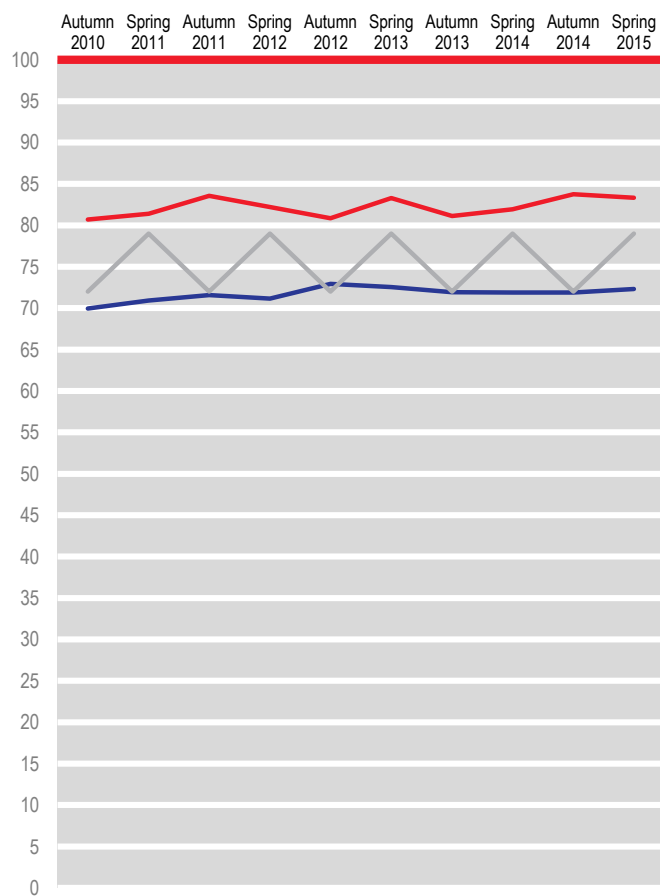
N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(575)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



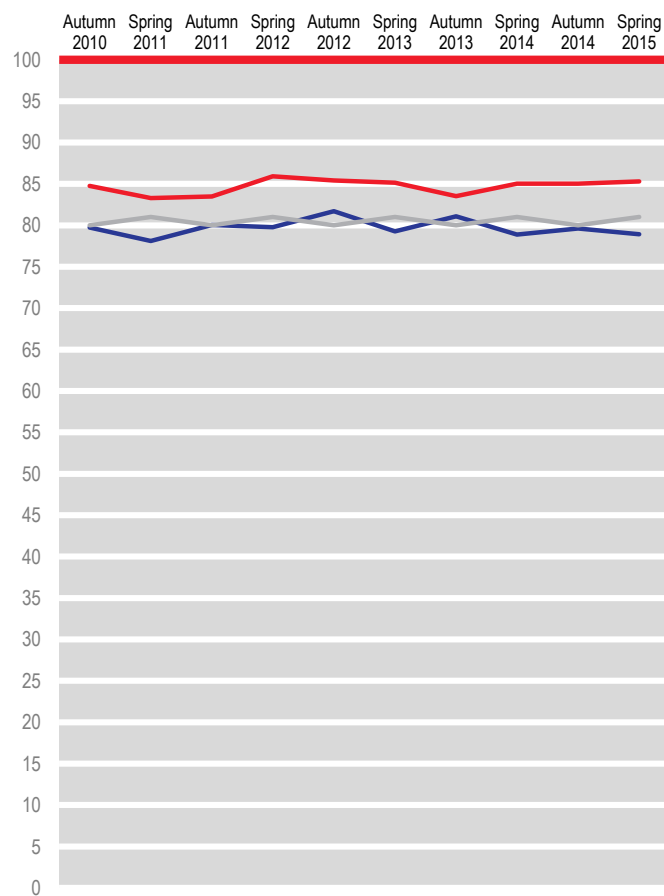
Target 78

### Provision of information about train times/platforms

(1022)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



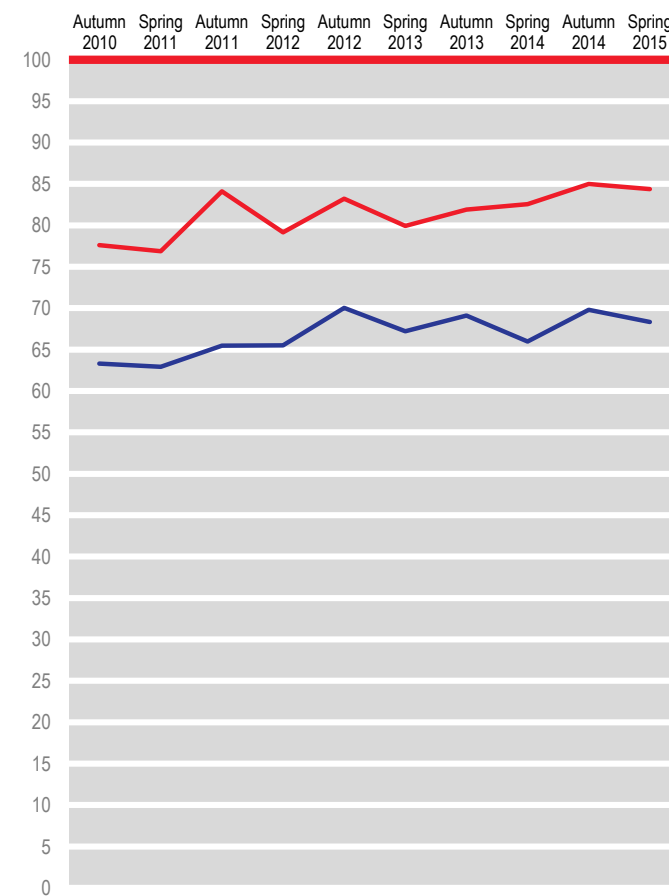
Target 82

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

(1030)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East



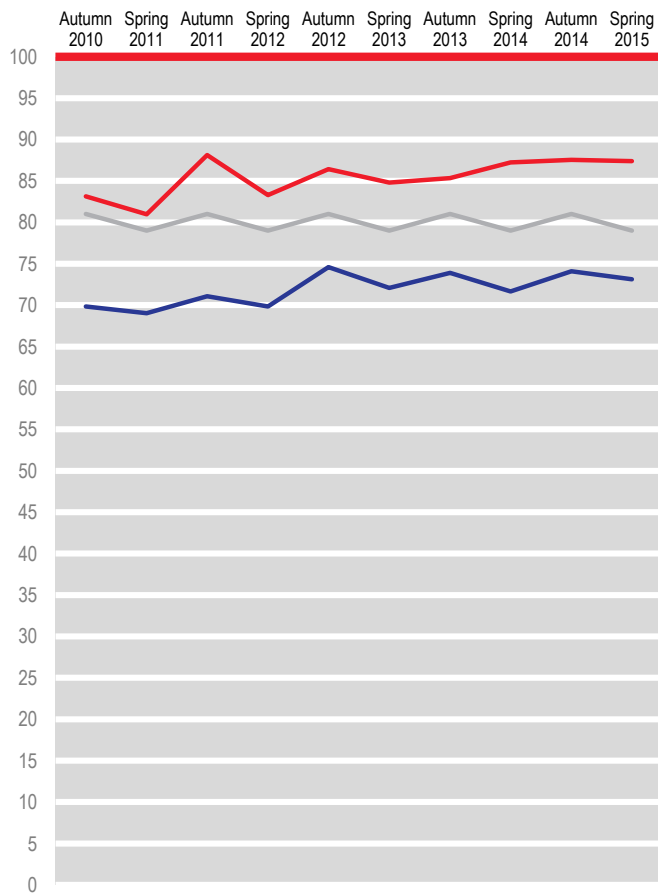
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(1039)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



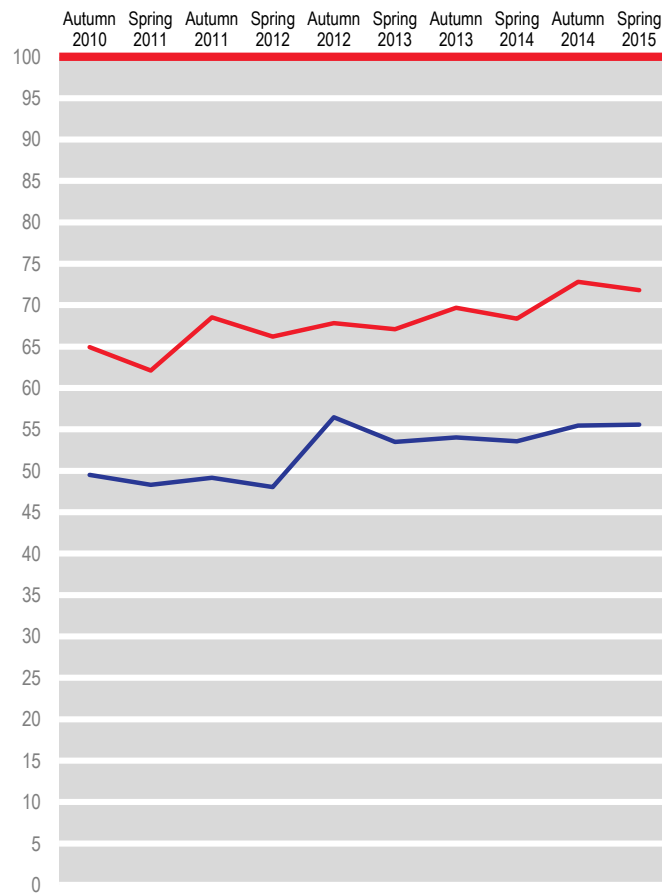
Target 82

### The facilities and services at the station

(911)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

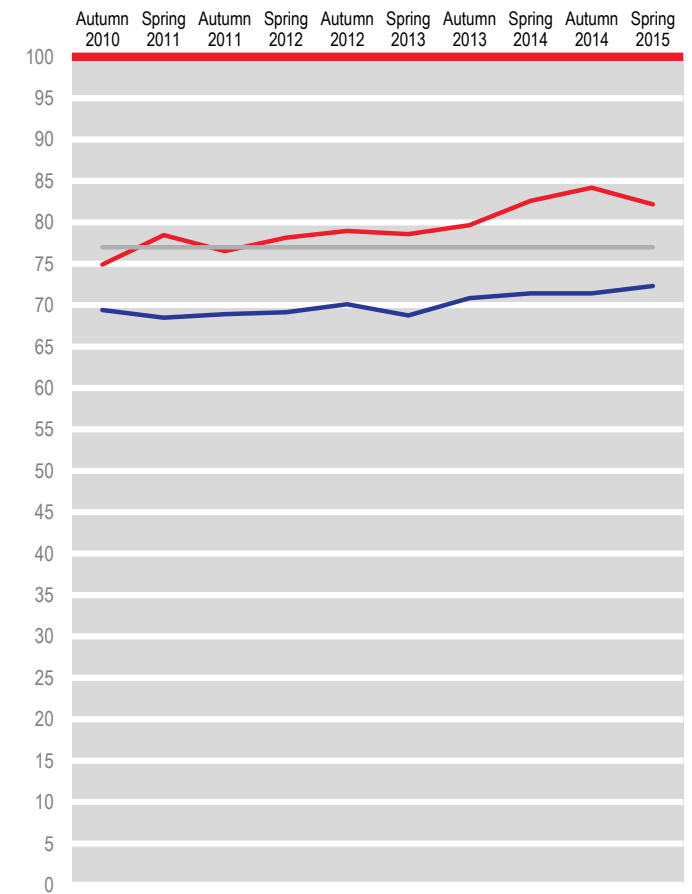


### The attitudes and helpfulness of the staff at the station

(775)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



Target 79

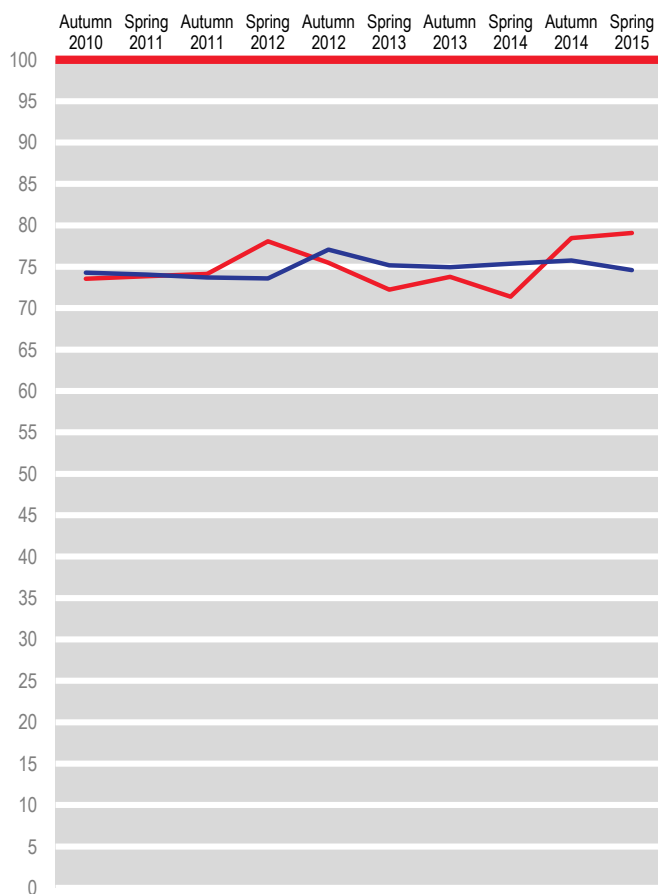
N.B. Benchmarks and targets are only shown for applicable factors

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

(780)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

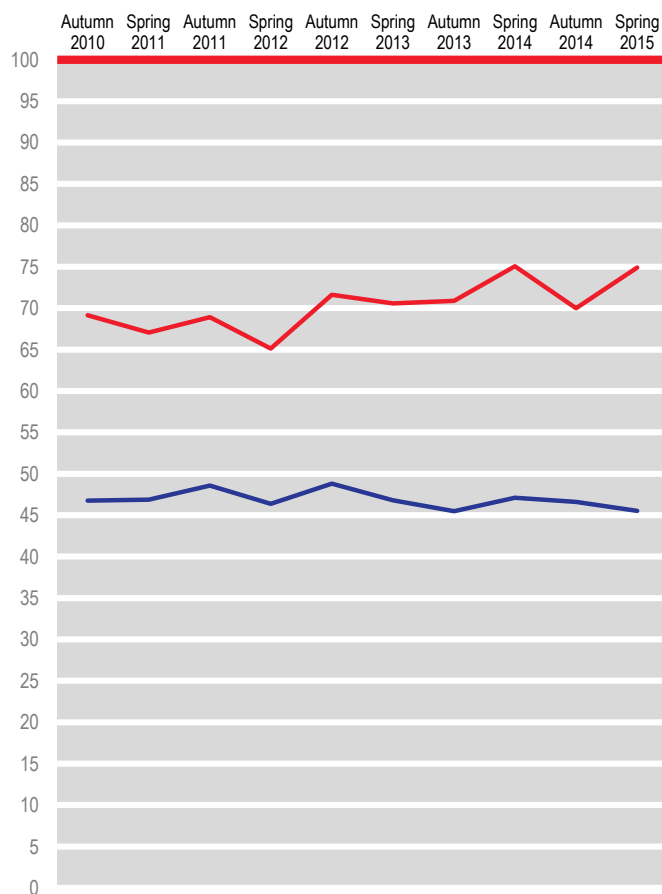


### Facilities for car parking at the station

(360)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

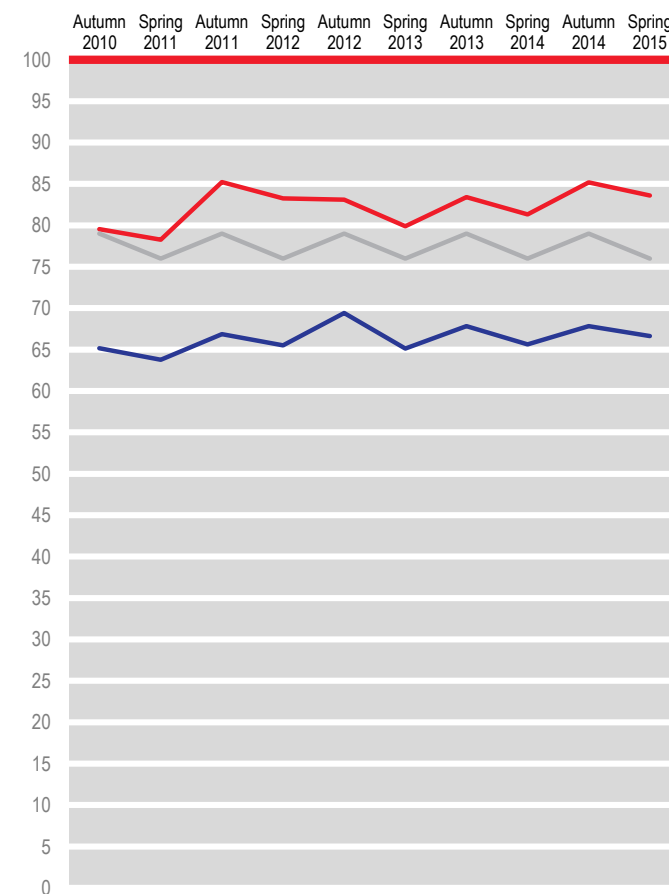


### Overall station environment

(1031)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



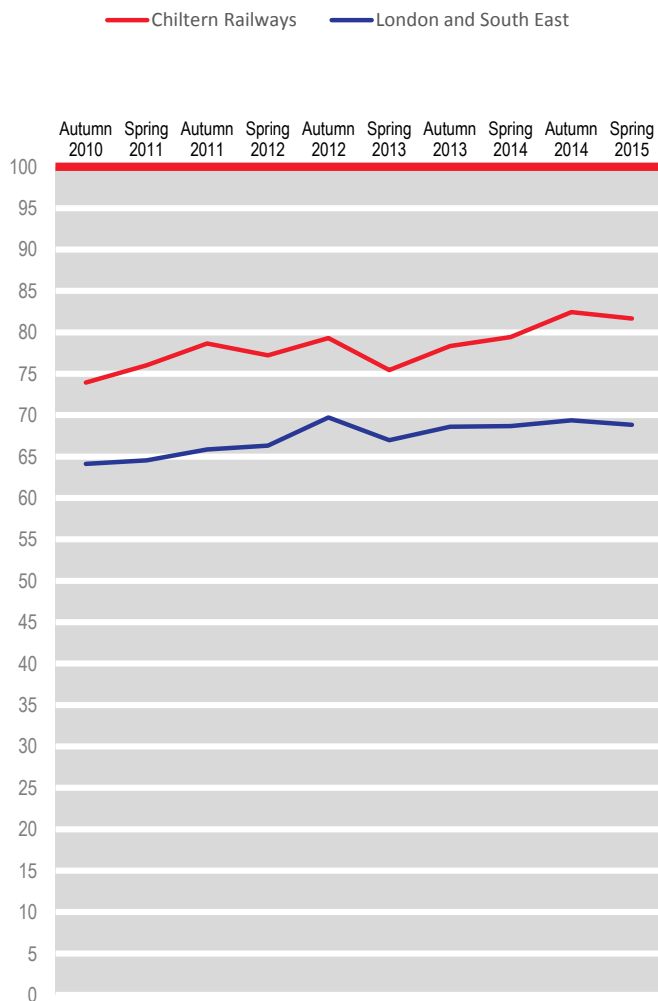
Target 80

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

### Your personal security whilst using the station

(938)

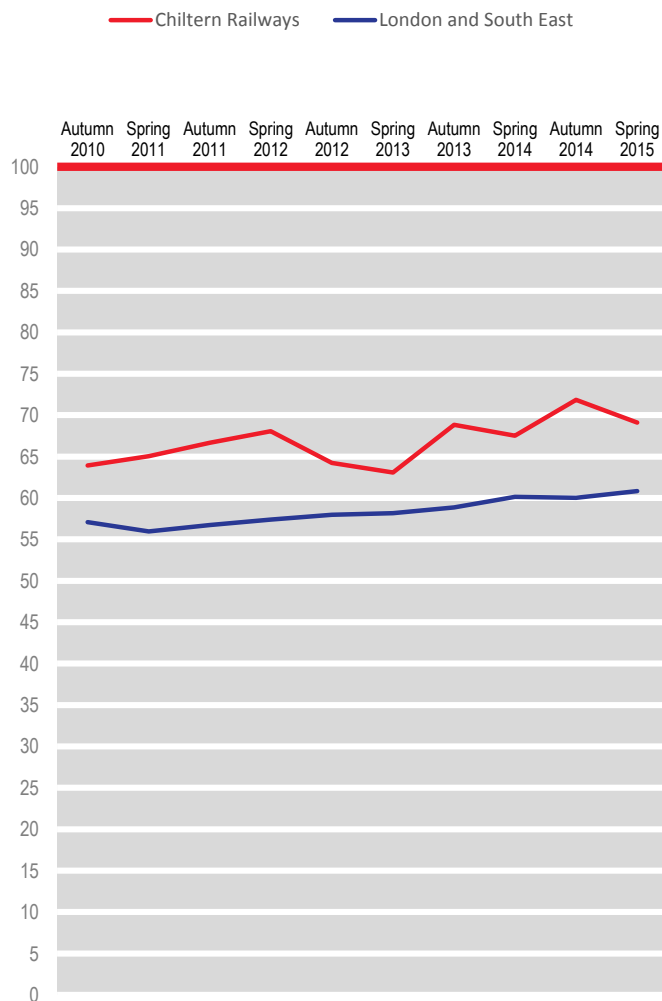
Percentage of passengers satisfied 2010 to 2015



### The availability of staff at the station

(876)

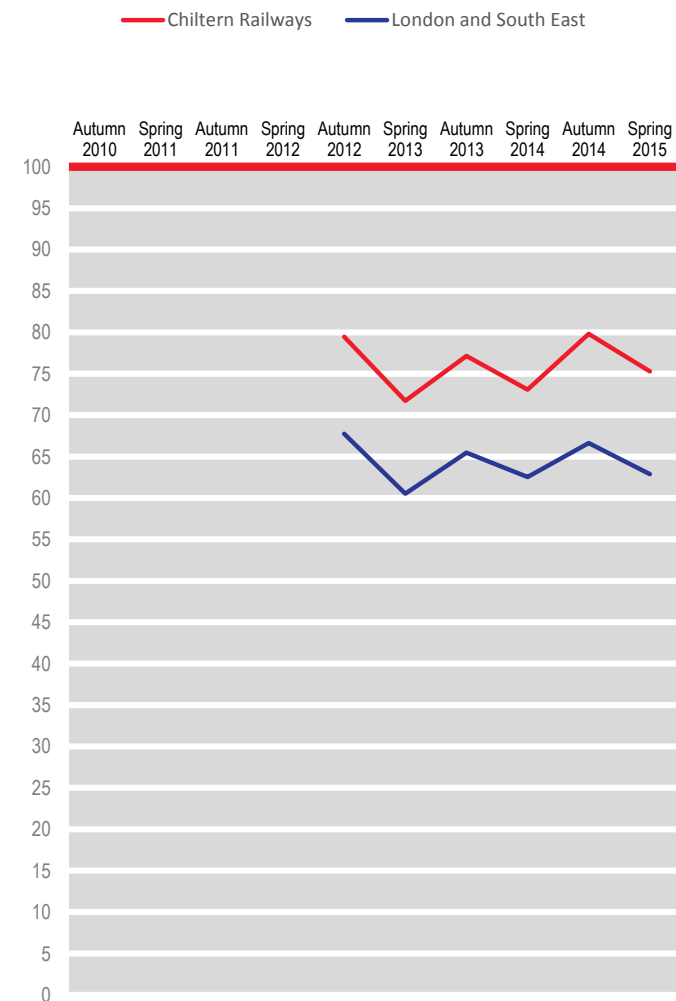
Percentage of passengers satisfied 2010 to 2015



### The provision of shelter facilities

(882)

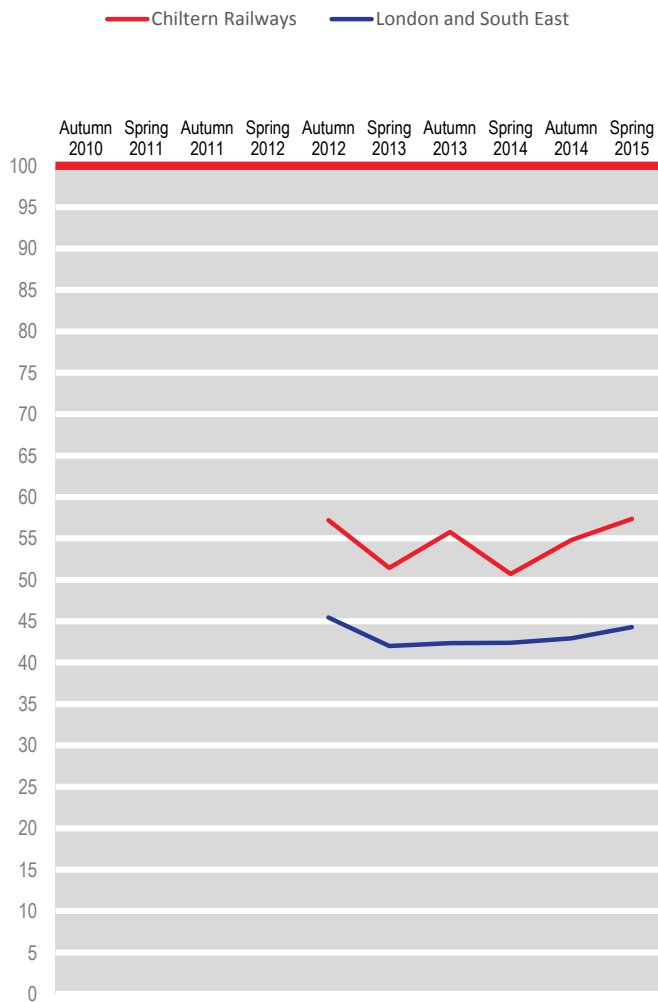
Percentage of passengers satisfied 2010 to 2015



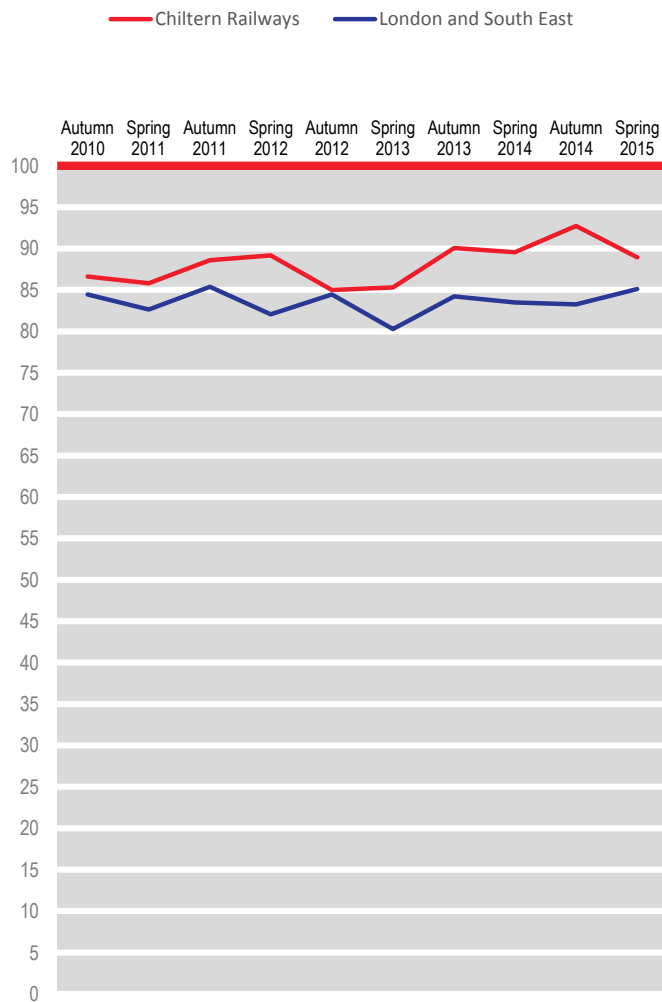
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(964)**

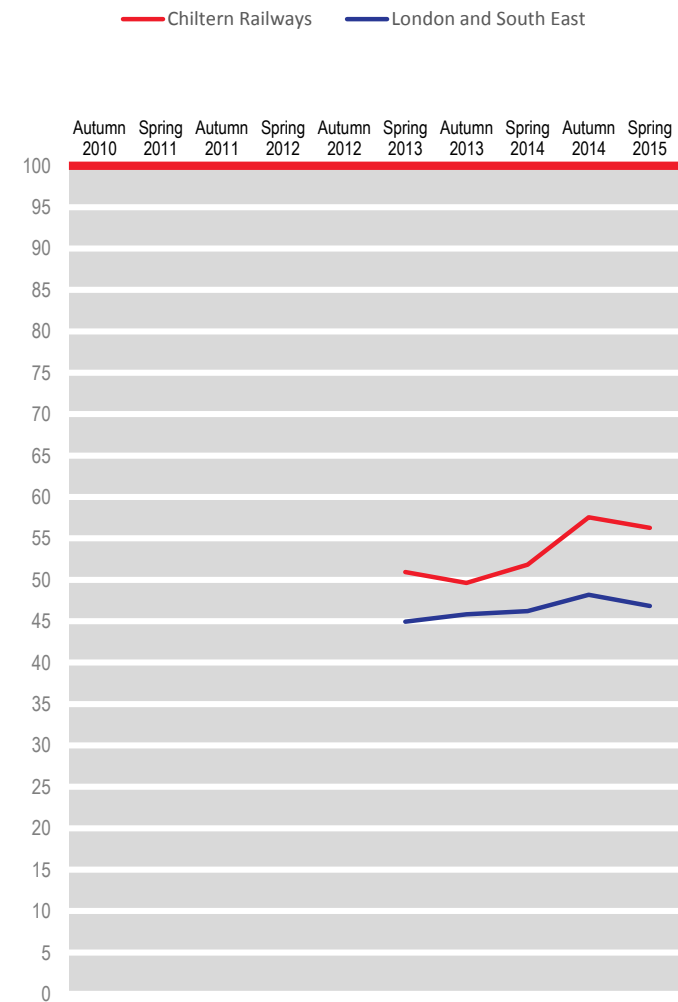
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(142)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(904)**

Percentage of passengers satisfied 2010 to 2015



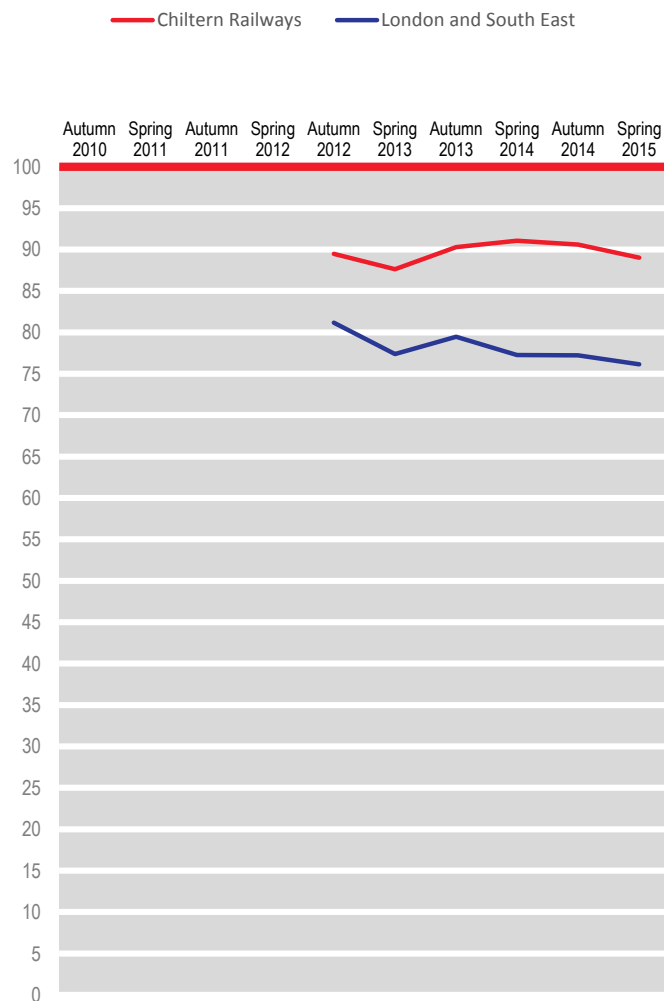
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1061)

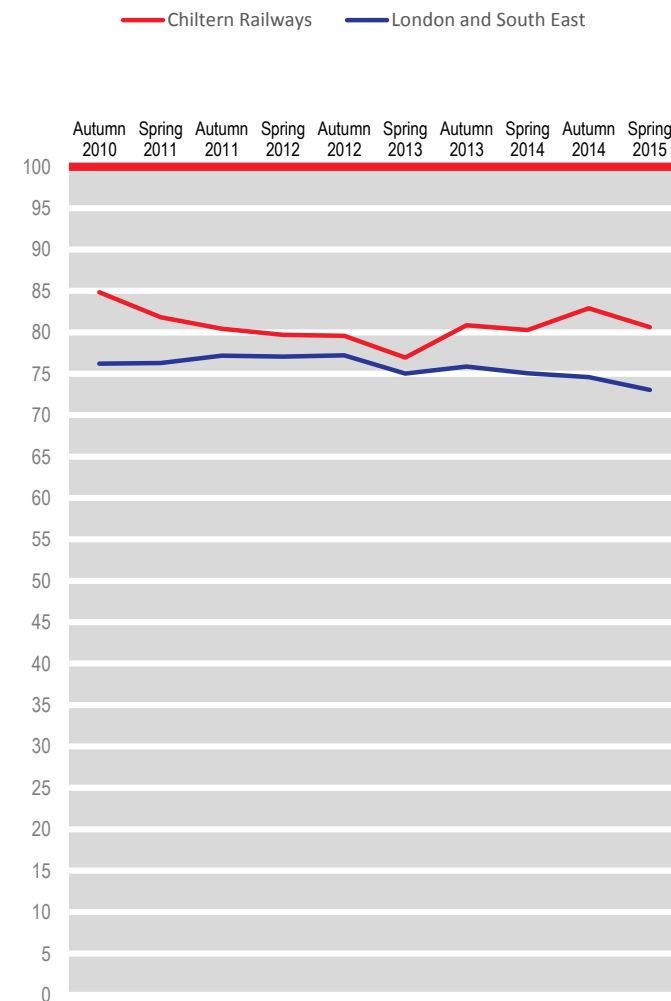
Percentage of passengers satisfied 2010 to 2015



## The frequency of trains on that route

(1064)

Percentage of passengers satisfied 2010 to 2015



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

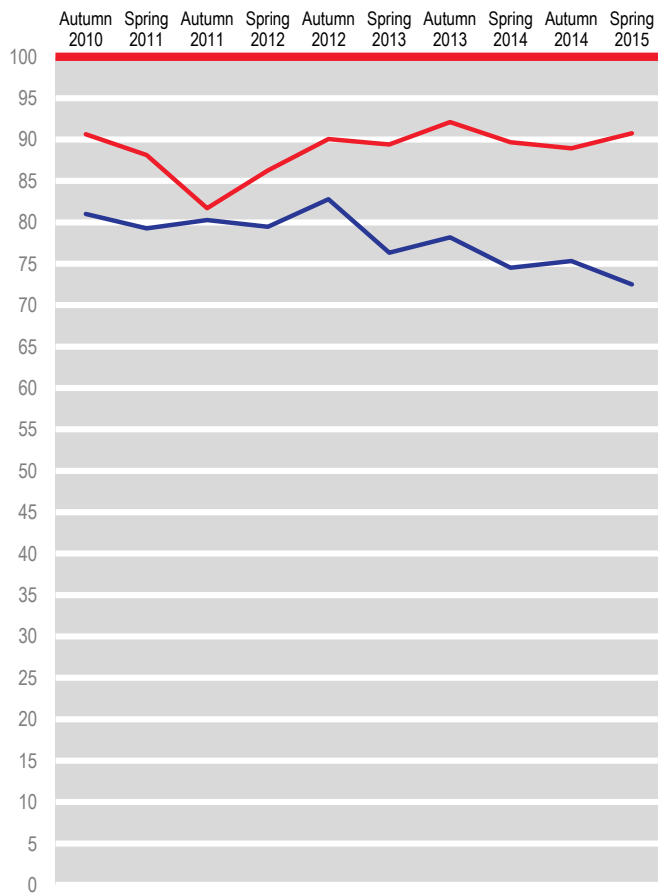


### Punctuality/reliability (i.e. train arriving/departing on time)

(1062)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

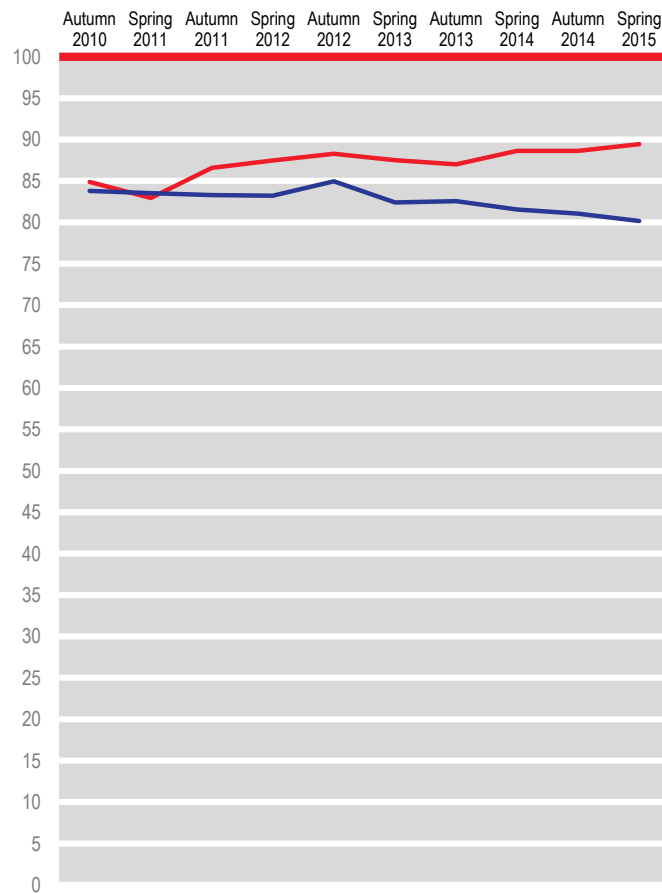


### The length of time the journey was scheduled to take (speed)

(1055)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

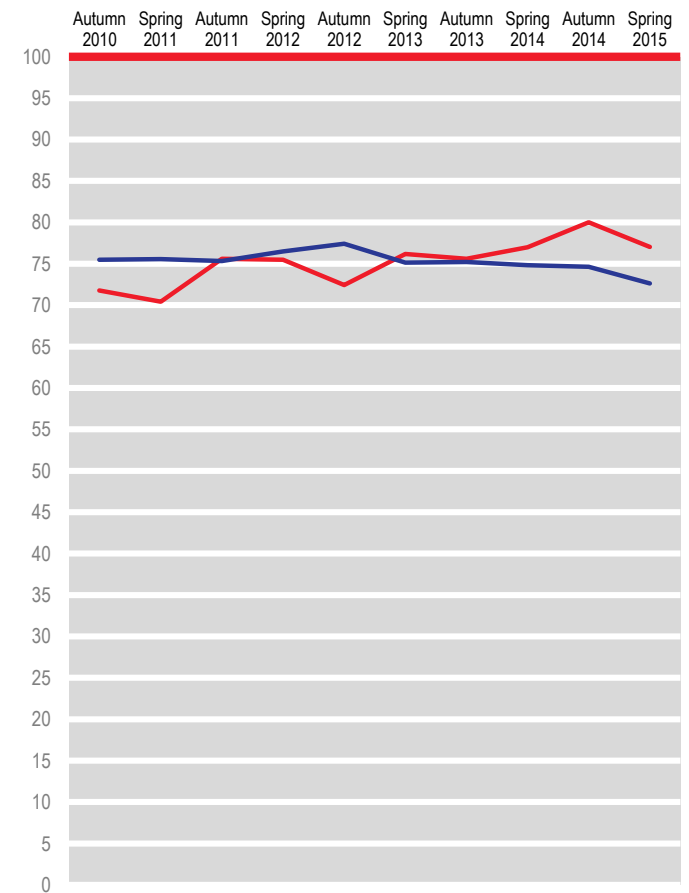


### Connections with other train services

(484)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East



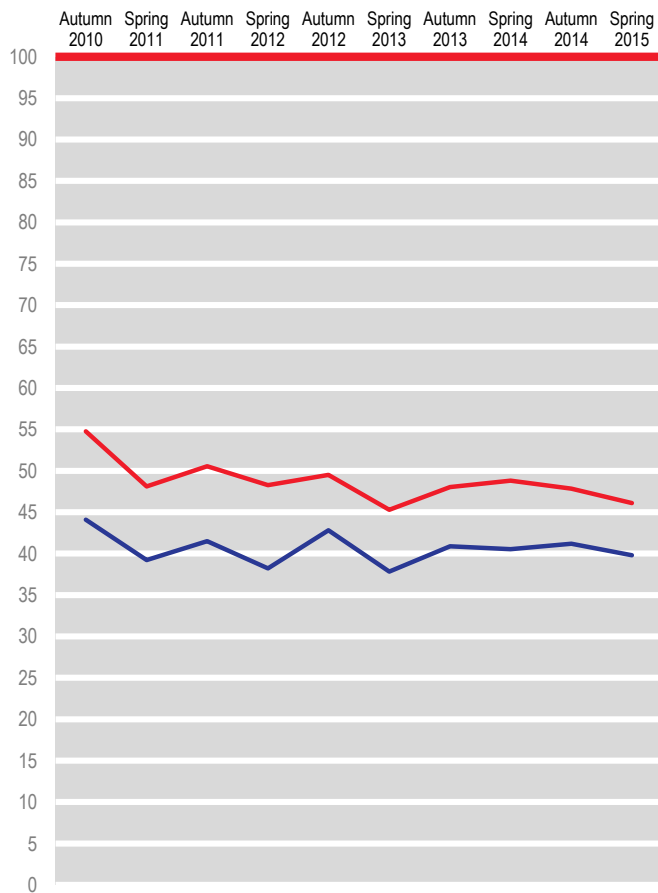
N.B. Benchmarks and targets are only shown for applicable factors

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

(1023)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

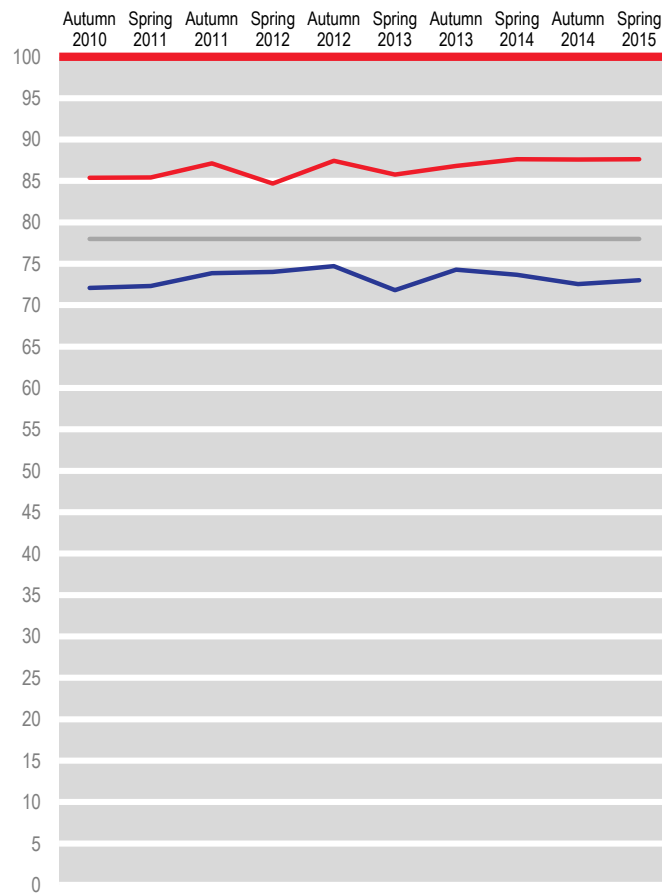


### Cleanliness of the train

(1066)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



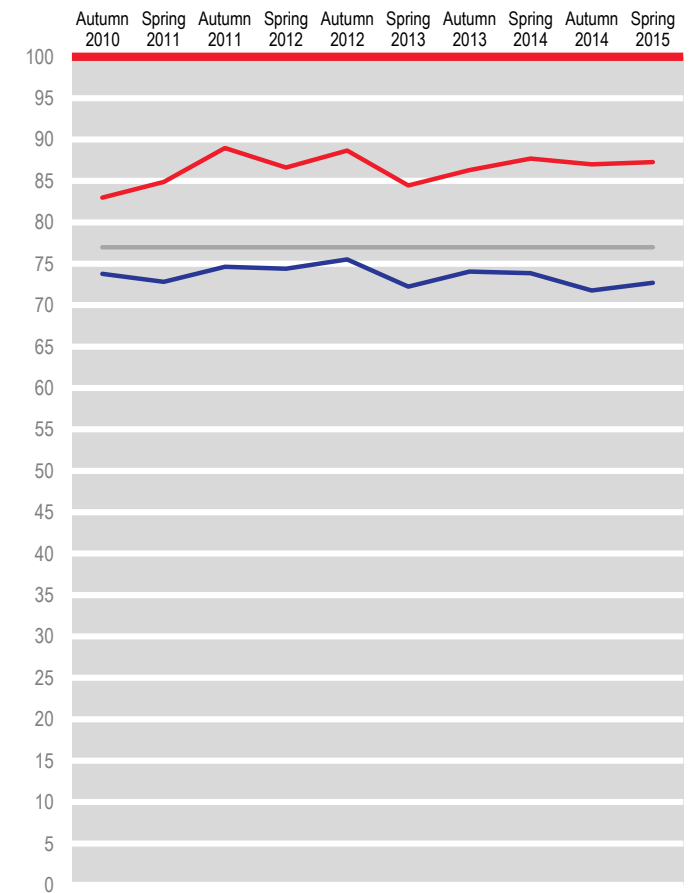
Target 80

### Upkeep and repair of the train

(1032)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



Target 79

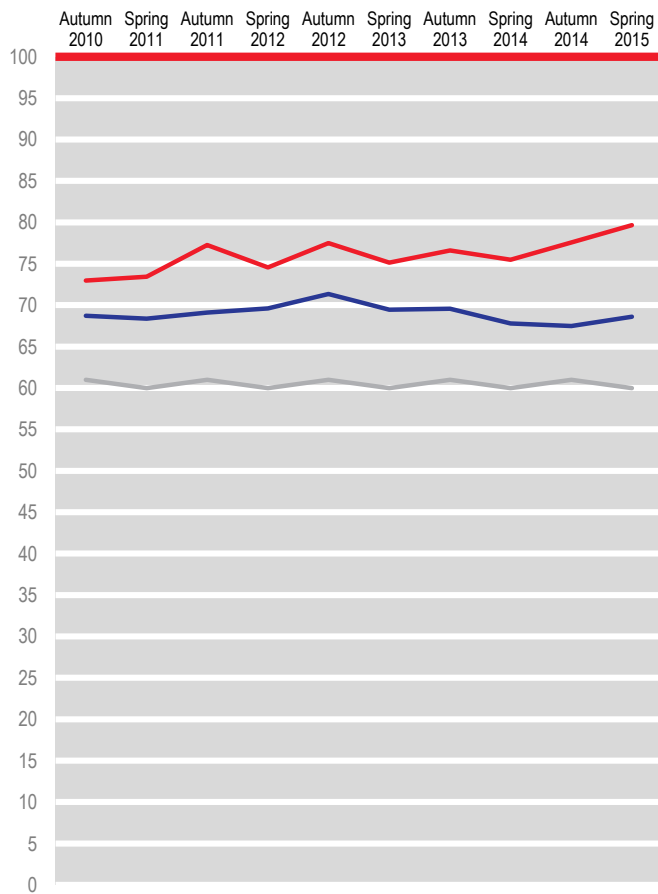
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(929)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



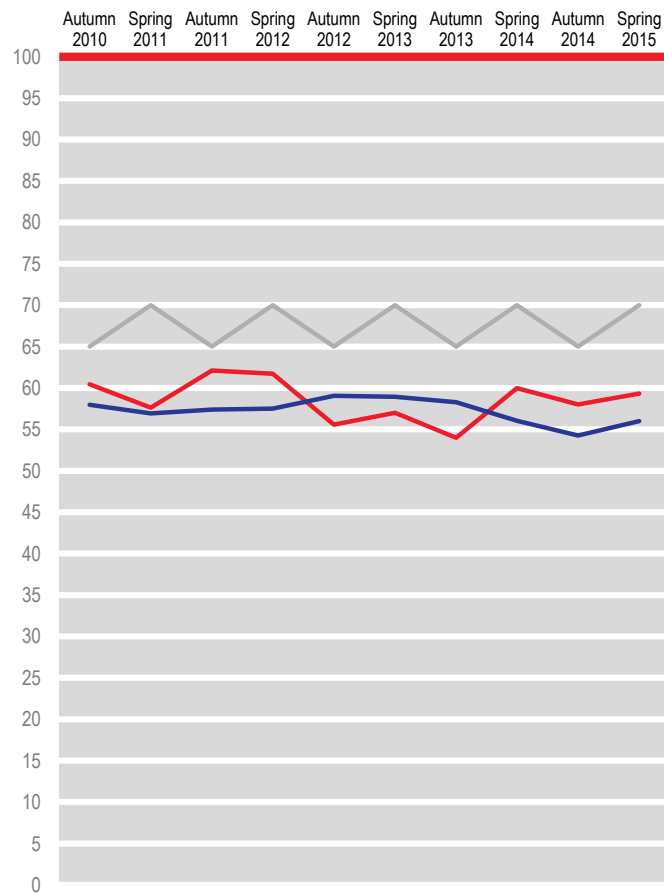
Target 65

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

(364)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



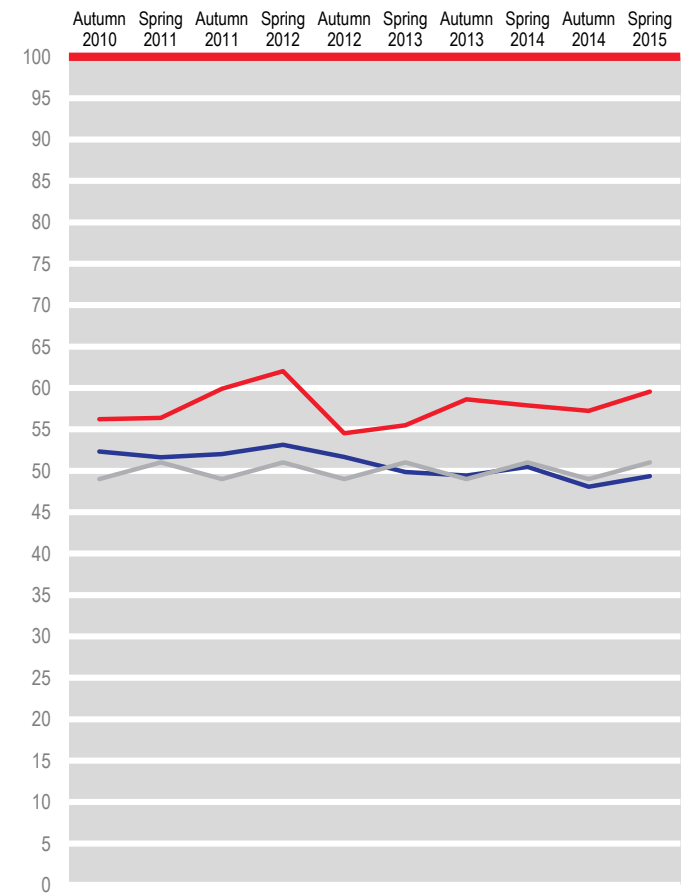
Target 71

### The space for luggage

(777)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East — Benchmark



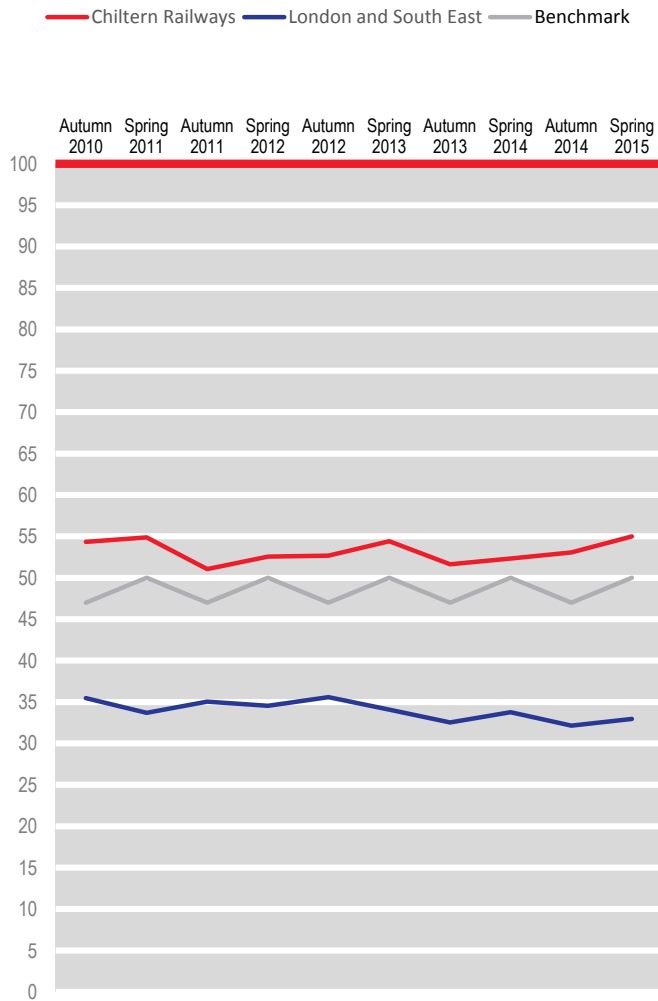
Target 56

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

### Toilet facilities on the train

(355)

Percentage of passengers satisfied 2010 to 2015

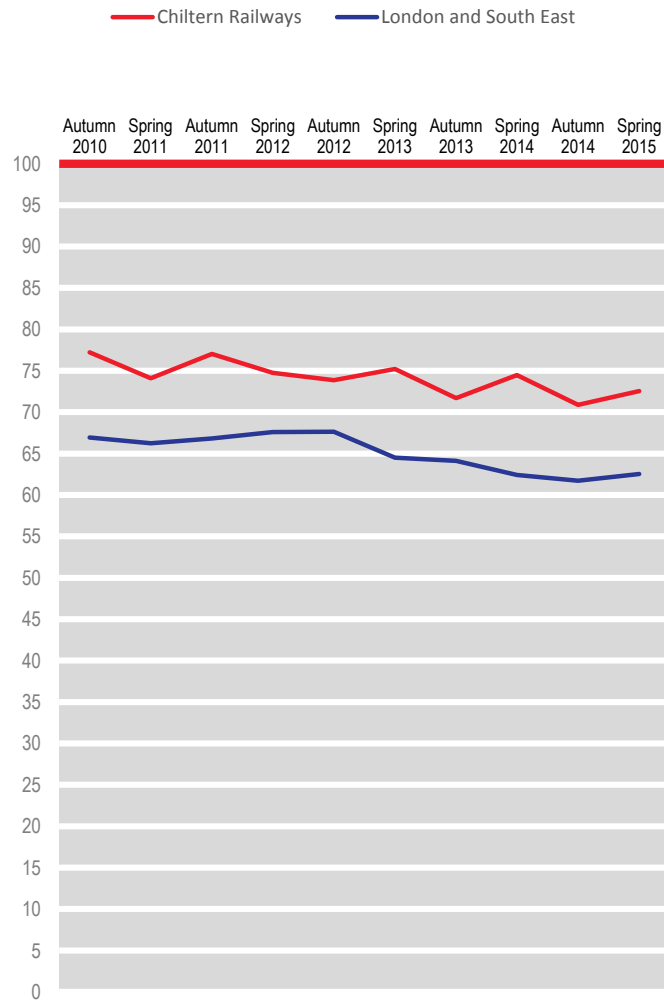


Target 54

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

(1048)

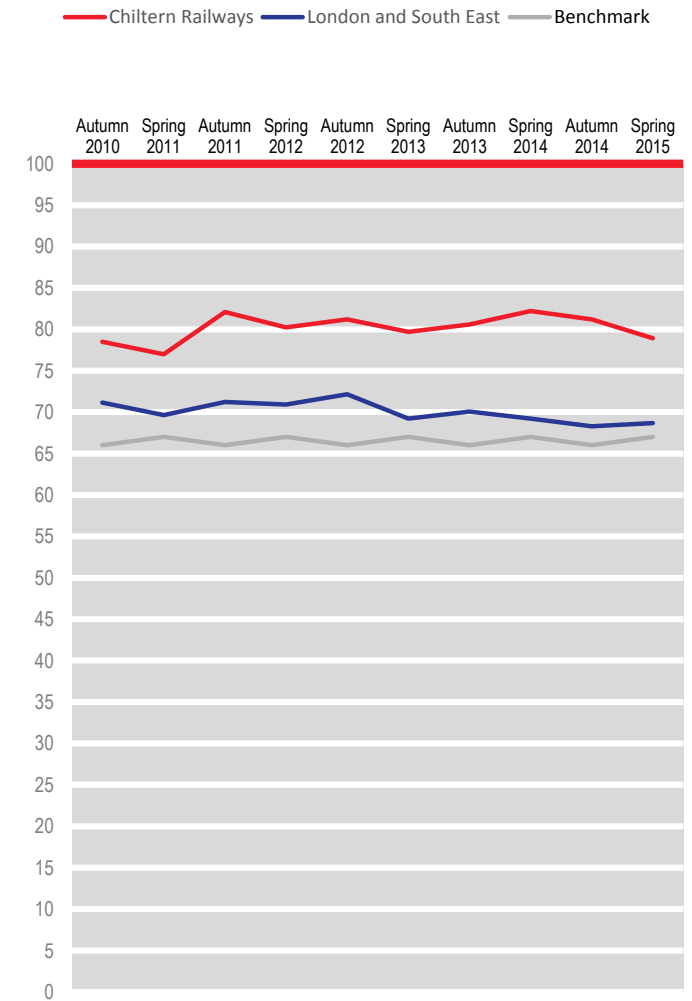
Percentage of passengers satisfied 2010 to 2015



### The comfort of the seating area

(1031)

Percentage of passengers satisfied 2010 to 2015



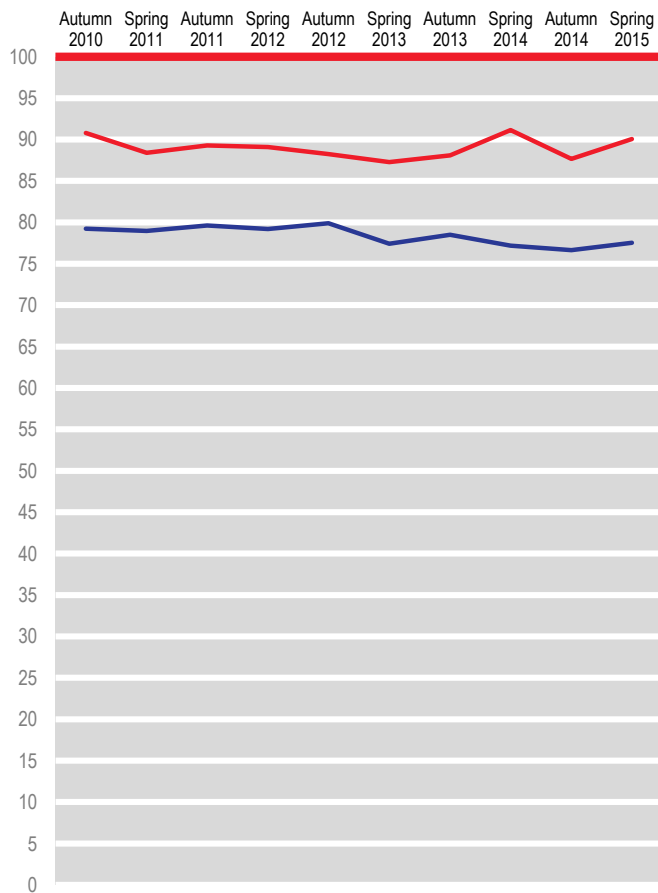
Target 71

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

### The ease of being able to get on and off the train (1050)

Percentage of passengers satisfied 2010 to 2015

— Chiltern Railways — London and South East

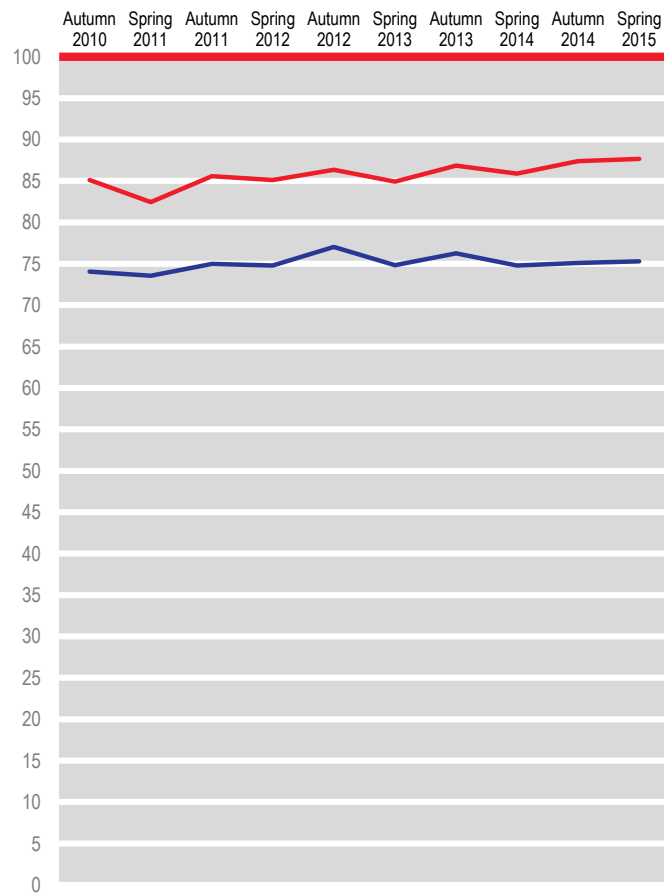


### Your personal security whilst on board

(983)

Percentage of passengers satisfied 2010 to 2015

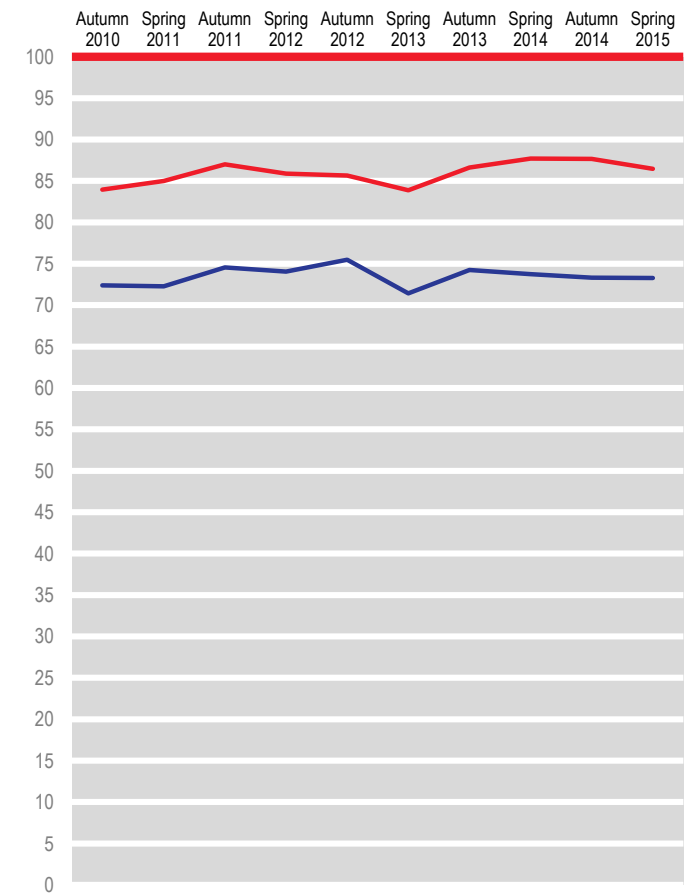
— Chiltern Railways — London and South East



### The cleanliness of the inside of the train (1068)

Percentage of passengers satisfied 2010 to 2015

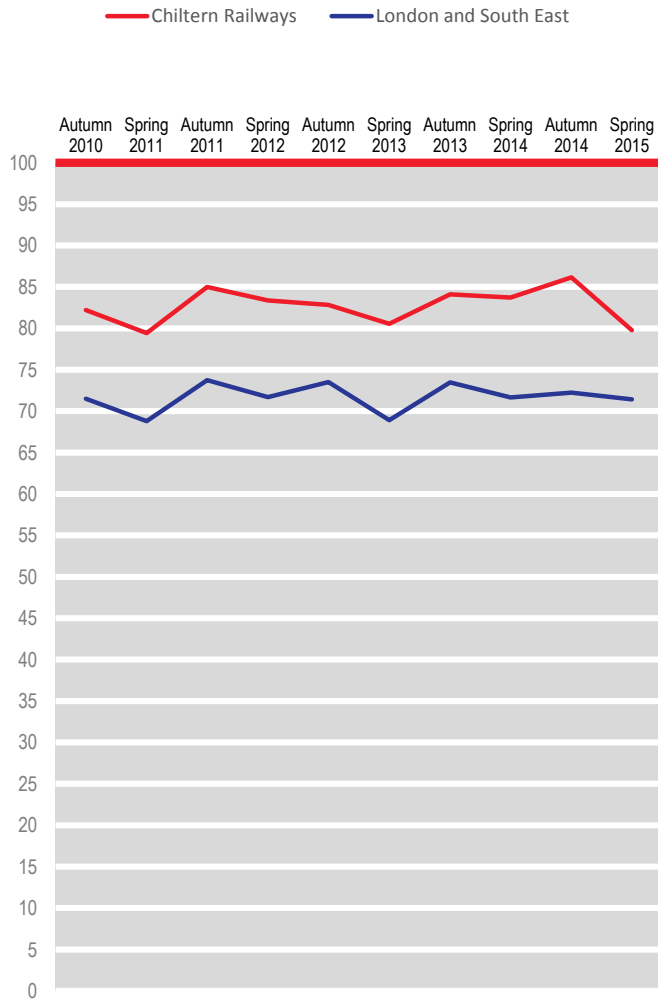
— Chiltern Railways — London and South East



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

### The cleanliness of the outside of the train (881)

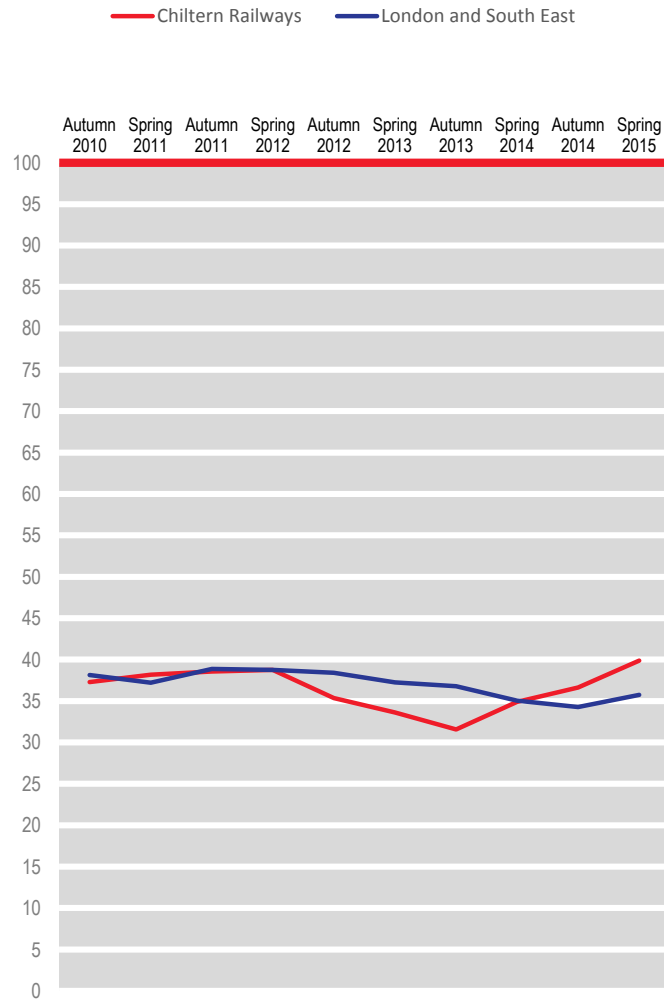
Percentage of passengers satisfied 2010 to 2015



### The availability of staff on the train

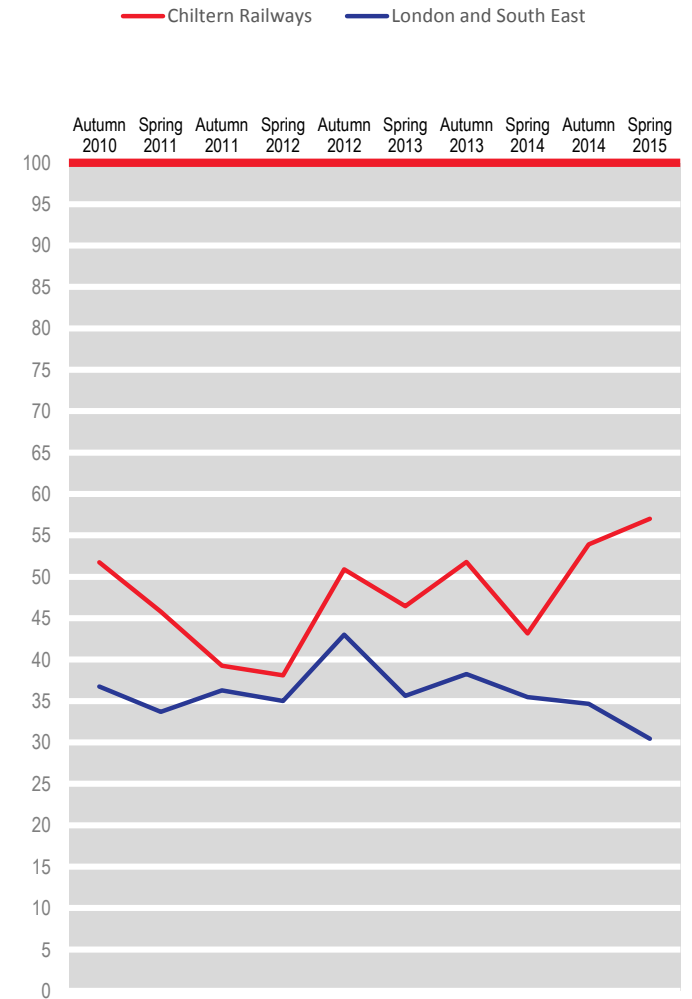
(556)

Percentage of passengers satisfied 2010 to 2015



### How well train company dealt with delays (125)

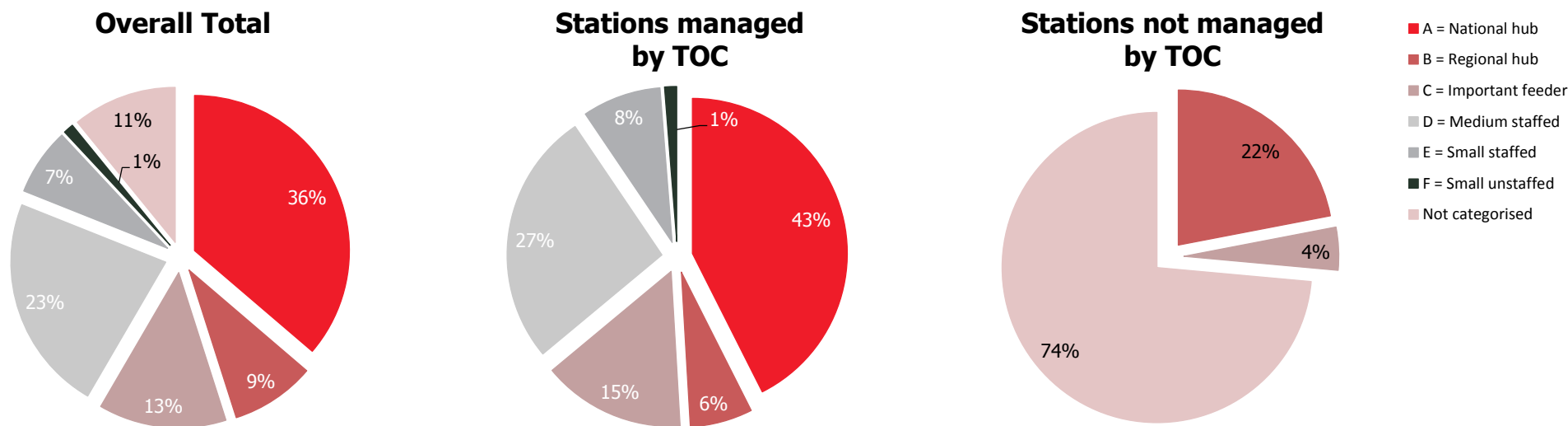
Percentage of passengers satisfied 2010 to 2015



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

## Managed versus non-managed stations for Chiltern Railways

(% 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	+	83
Ticket buying facilities	85		77
Provision of information about train times/platforms	87	+	73
The upkeep/repair of the station buildings/platforms	87	+	69
Cleanliness	89	+	79
The facilities and services	75	+	55
The attitudes and helpfulness of the staff	81		88
Connections with other forms of public transport	78		84
Facilities for car parking	76		72
Overall environment	85	+	75
Your personal security whilst using the station	82		80
The availability of staff	71	+	59
The provision of shelter facilities	76		71
Availability of seating	57		60
How request to station staff was handled	90		84
The choice of shops/eating/drinking facilities available	60	+	30



## Chiltern Railways

(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		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	88		89	90		93
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	91		90	88		87
Ticket buying facilities	82		82	84		82
Provision of information about train times/platforms	86		86	85		85
The upkeep/repair of the station buildings/platforms	86	+	80	83		84
Cleanliness	88		88	87		87
The facilities and services	72		66	72		70
The attitudes and helpfulness of the staff	77		81	85		84
Connections with other forms of public transport	81	+	67	78		74
Facilities for car parking	70		72	77		77
Overall environment	85		82	83		81
Your personal security whilst using the station	83		81	81		79
The availability of staff	67		68	70		67
The provision of shelter facilities	69		73	78		73
Availability of seating	45		42	63	+	55
How request to station staff was handled	75		86	92		91
The choice of shops/eating/drinking facilities available	57		50	56		53
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	86		88	90		93
The frequency of the trains on that route	79		78	81		81
Punctuality/reliability (i.e. the train arriving/departing on time)	90		89	91		90
The length of time the journey was scheduled to take (speed)	86		85	91		90
Connections with other train services	75		67	78		81
The value for money of the price of your ticket	34		31	52		58
Cleanliness of the train	89		87	87		88
Upkeep and repair of the train	86		84	88		89
The provision of information during the journey	75		71	82		78
The helpfulness and attitude of staff on train	53		57	62		62
The space for luggage	52		53	63		61
The toilet facilities	49		47	58		56
Sufficient room for all passengers to sit/stand	53	-	63	81		80
The comfort of the seating area	70		76	83		85
The ease of being able to get on and off	86		88	92		92
Your personal security on board	87		87	88		85
The cleanliness of the inside	87		87	86		88
The cleanliness of the outside	79		83	80		84
The availability of staff	30		32	44		37
How well train company deals with delays	46		32	64		50

## 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		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	69		71	81	-	83
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	77		75	77		77
Ticket buying facilities	71		70	73		72
Provision of information about train times/platforms	77		76	79		80
The upkeep/repair of the station buildings/platforms	69	+	63	68		67
Cleanliness	74	+	71	73		72
The facilities and services	61	+	55	54		53
The attitudes and helpfulness of the staff	70	+	67	73		73
Connections with other forms of public transport	77		76	74		75
Facilities for car parking	40		43	47		49
Overall environment	68	+	64	66		66
Your personal security whilst using the station	70	+	67	69		69
The availability of staff	61		59	61		60
The provision of shelter facilities	61		60	63		63
Availability of seating	33	+	29	48		46
How request to station staff was handled	76		77	87		85
The choice of shops/eating/drinking facilities available	52	+	45	45		46
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	67		68	79		80
The frequency of the trains on that route	69	-	72	74	-	76
Punctuality/reliability (i.e. the train arriving/departing on time)	64		66	75	-	77
The length of time the journey was scheduled to take (speed)	72		74	83		84
Connections with other train services	67		68	74	-	77
The value for money of the price of your ticket	24		25	45		45
Cleanliness of the train	69		69	74		75
Upkeep and repair of the train	66		67	75		76
The provision of information during the journey	61		59	71		70
The helpfulness and attitude of staff on train	48		47	58		59
The space for luggage	40		39	52		54
The toilet facilities	26		27	35		36
Sufficient room for all passengers to sit/stand	38		38	70		70
The comfort of the seating area	55		54	73		74
The ease of being able to get on and off	68		67	80		80
Your personal security on board	71	+	68	77		77
The cleanliness of the inside	67		69	75		75
The cleanliness of the outside	65		66	73		73
The availability of staff	26		26	39		38
How well train company deals with delays	23		27	33	-	39

## Chiltern Railways

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	88		91	96		96
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	89		87	89		90
Ticket buying facilities	82		81	87		87
Provision of information about train times/platforms	84		84	93		88
The upkeep/repair of the station buildings/platforms	84		82	84		86
Cleanliness	89		87	82		87
The facilities and services	71		68	77		70
The attitudes and helpfulness of the staff	81		81	85		88
Connections with other forms of public transport	78	+	69	82		81
Facilities for car parking	73		74	83		80
Overall environment	84		81	84		84
Your personal security whilst using the station	81		80	84		79
The availability of staff	67		68	78		67
The provision of shelter facilities	76		71	74		84
Availability of seating	56	+	49	61		58
How request to station staff was handled	87		90	100		89
The choice of shops/eating/drinking facilities available	55		50	64		62
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	88		90	93		95
The frequency of the trains on that route	78		79	92		86
Punctuality/reliability (i.e. the train arriving/departing on time)	89		89	98	+	92
The length of time the journey was scheduled to take (speed)	89		88	91		93
Connections with other train services	77		74	78		88
The value for money of the price of your ticket	45		46	50		62
Cleanliness of the train	88		88	86		86
Upkeep and repair of the train	87		87	88		89
The provision of information during the journey	78		75	86		77
The helpfulness and attitude of staff on train	56		60	75		60
The space for luggage	59		58	63		59
The toilet facilities	54		51	59		59
Sufficient room for all passengers to sit/stand	70		73	85		80
The comfort of the seating area	77	-	82	87		85
The ease of being able to get on and off	89		90	96		95
Your personal security on board	88		86	86		85
The cleanliness of the inside	86		88	87		86
The cleanliness of the outside	79	-	84	83		82
The availability of staff	39		35	45		35
How well train company deals with delays	55		41	81		57

## London and South East

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	77	-	79	86		88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	76		76	80		81
Ticket buying facilities	72		71	77		76
Provision of information about train times/platforms	79		78	81		82
The upkeep/repair of the station buildings/platforms	68	+	65	73		71
Cleanliness	73	+	71	75		74
The facilities and services	56	+	53	55		56
The attitudes and helpfulness of the staff	72		71	76		75
Connections with other forms of public transport	74		75	75		77
Facilities for car parking	45		46	49		53
Overall environment	66	+	65	68		71
Your personal security whilst using the station	69		68	69		72
The availability of staff	61		60	59		60
The provision of shelter facilities	62		62	66		67
Availability of seating	43	+	41	53		51
How request to station staff was handled	84		83	91	+	85
The choice of shops/eating/drinking facilities available	46		46	50		49
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	75		76	84		85
The frequency of the trains on that route	72	-	74	77	-	81
Punctuality/reliability (i.e. the train arriving/departing on time)	71	-	73	83		86
The length of time the journey was scheduled to take (speed)	79		80	85	-	89
Connections with other train services	72	-	74	78		81
The value for money of the price of your ticket	37		38	57		57
Cleanliness of the train	72		73	77		79
Upkeep and repair of the train	72		73	78		81
The provision of information during the journey	68		67	74		73
The helpfulness and attitude of staff on train	55		56	63	+	57
The space for luggage	48		50	57		55
The toilet facilities	32		33	41		38
Sufficient room for all passengers to sit/stand	60		60	76		75
The comfort of the seating area	67		68	78		79
The ease of being able to get on and off	76		76	84		83
Your personal security on board	75		74	79		81
The cleanliness of the inside	73		73	77		79
The cleanliness of the outside	71		71	74		77
The availability of staff	35		35	43	+	37
How well train company deals with delays	29	-	35	50		44

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>DELAY</b>					
None	86	74			
Minor	10	20			
Major	1	4			
<b>LENGTH OF DELAY</b>					
5 minutes or less	49	38			
6-10 minutes	24	27			
11-20 minutes	11	16			
21-30 minutes	3	7			
31-60 minutes	7	4			
More than 1 hour	1	2			
Don't know/no answer	6	6			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	21	12	Very well	18	13
Fairly well	36	28	Fairly well	41	28
Neither well nor poorly	16	20	Neither well nor poorly	17	24
Fairly poorly	13	18	Fairly poorly	12	16
Very poorly	13	21	Very poorly	12	19
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	20	13	Very well	24	9
Fairly well	36	30	Fairly well	33	21
Neither well nor poorly	22	22	Neither well nor poorly	24	33
Fairly poorly	13	17	Fairly poorly	11	15
Very poorly	9	19	Very poorly	8	23
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	22	13	Very well	11	5
Fairly well	38	27	Fairly well	43	16
Neither well nor poorly	20	26	Neither well nor poorly	26	28
Fairly poorly	11	15	Fairly poorly	8	17
Very poorly	10	19	Very poorly	11	34

## 6 6.2 Passenger experience relating to disability

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	1			
Mobility	2	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	1			
Memory	0	0			
Mental health	1	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	92	89			
No answer	2	2			
<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	40	43	Yes	5	2
Not at all	50	46	No	95	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	56	38	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	13	32	Very satisfied	27	79
Neither satisfied nor dissatisfied	14	19	Fairly satisfied	73	18
Fairly dissatisfied	9	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	7	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	3
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	34	30	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	44	39	Very satisfied	-	69
Neither satisfied nor dissatisfied	15	19	Fairly satisfied	27	15
Fairly dissatisfied	4	7	Neither satisfied nor dissatisfied	-	7
Very dissatisfied	4	6	Fairly dissatisfied	-	5
			Very dissatisfied	-	4

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	50	44	White	89	86
Female	49	54	Mixed	1	2
			Asian or Asian British	4	4
			Black or Black British	3	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	38	51
19-25	7	8	Business	25	15
26-34	13	15	Leisure	37	34
35-44	19	18			
45-54	24	23	<b>REGULAR TRAVELLER</b>		
55-59	10	11	Yes	66	71
60-64	9	9	No	34	29
65+	16	13			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	63	63	Weekday	82	86
Working Part Time	16	15	Weekend	18	14
Not Working	3	3			
Retired	14	13	<b>TIME OF TRAVEL</b>		
Full Time Student	3	4	Peak	31	22
			Off-peak	69	78
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	49	41	Yes asked for help	7	7
Middle Managerial	16	17	Yes asked for information	8	7
Junior Managerial/Clerical/Supervisory	7	12	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	6	No	83	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	13	12	Yes, at home	94	91
Unemployed/between jobs	0	1	Yes, at work	69	66
Housewife/house-husband	0	0	No	4	5
Other	4	5			



	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	80	85	Better telephone enquiry/booking service	3	5
With other adults 16+	17	12	Better internet enquiry/booking service	16	18
With children aged 0-4	1	1	Better information facilities at stations	11	20
With children aged 5-10	2	1	Better route maps of the rail network	12	15
With children aged 11-15	1	1	Make timetables easier to read	12	17
			Better ticket buying facilities at station ticket offices	13	18
			Better ticket buying facilities at station ticket machines	14	17
			Better promotion when advanced tickets available	20	22
			Other	11	12
			None of these	32	26
<b>TRAVELLING WITH ...</b>					
Heavy/bulky luggage/other large items	12	12			
Pushchair	1	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	-	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	84	84			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	11	9			
Anytime day single/return	14	10			
Off-peak/super off-peak single/return	11	8			
Off-peak/super off-peak day single/return	10	7			
Advance	3	3			
Day travelcard	17	6			
Oyster pay as you go	11	15			
Weekly or monthly season ticket	9	17			
Annual season ticket	7	11			
Special promotion ticket	-	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	2	6			
Other	2	3			
Don't know/no answer	2	2			

## Station sample sizes for Chiltern Railways

Station	Unweighted
London Marylebone	486
Amersham	87
High Wycombe	81
Beaconsfield	45
Birmingham Moor Street	40
Gerrards Cross	38
Bicester North	37
Birmingham Snow Hill	29
Banbury	23
Harrow-On-The-Hill	22
Princes Risborough	22
Leamington Spa	20
Haddenham And Thame Parkway	19
Aylesbury	19
Warwick	18
Great Missenden	15
Chalfont And Latimer	15
Warwick Parkway	12
Denham	12
Chorleywood	10
Wendover	10
Solihull	9
Wembley Stadium	7
Rickmansworth	6
South Ruislip	4
Stratford-Upon-Avon	3

## 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



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