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1

1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

Spring 2015 (Wave 32)

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

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

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

Autumn 2014 (Wave 31)

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

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

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

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

Spring 2014 (Wave 30)

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

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

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

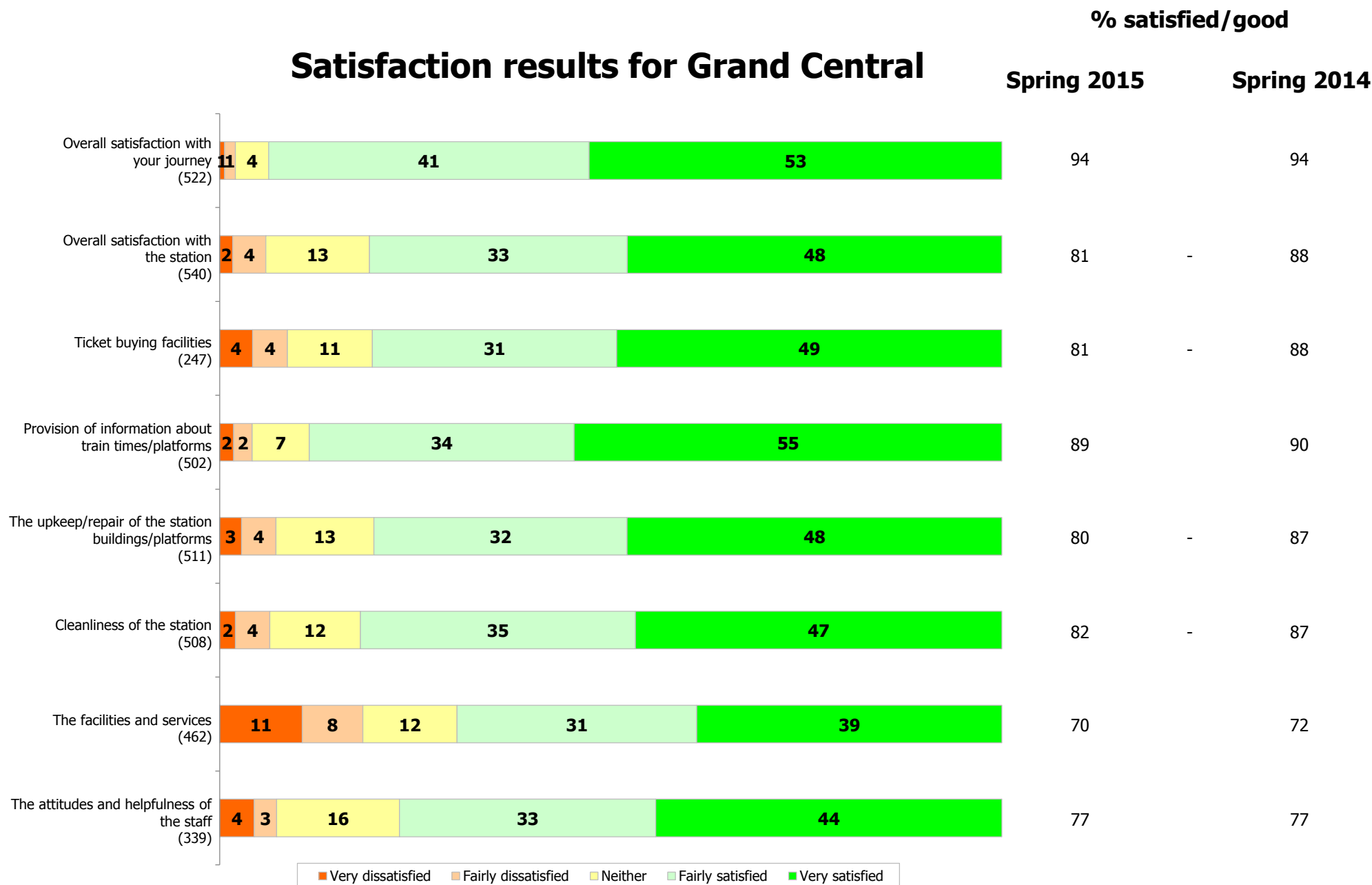
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts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

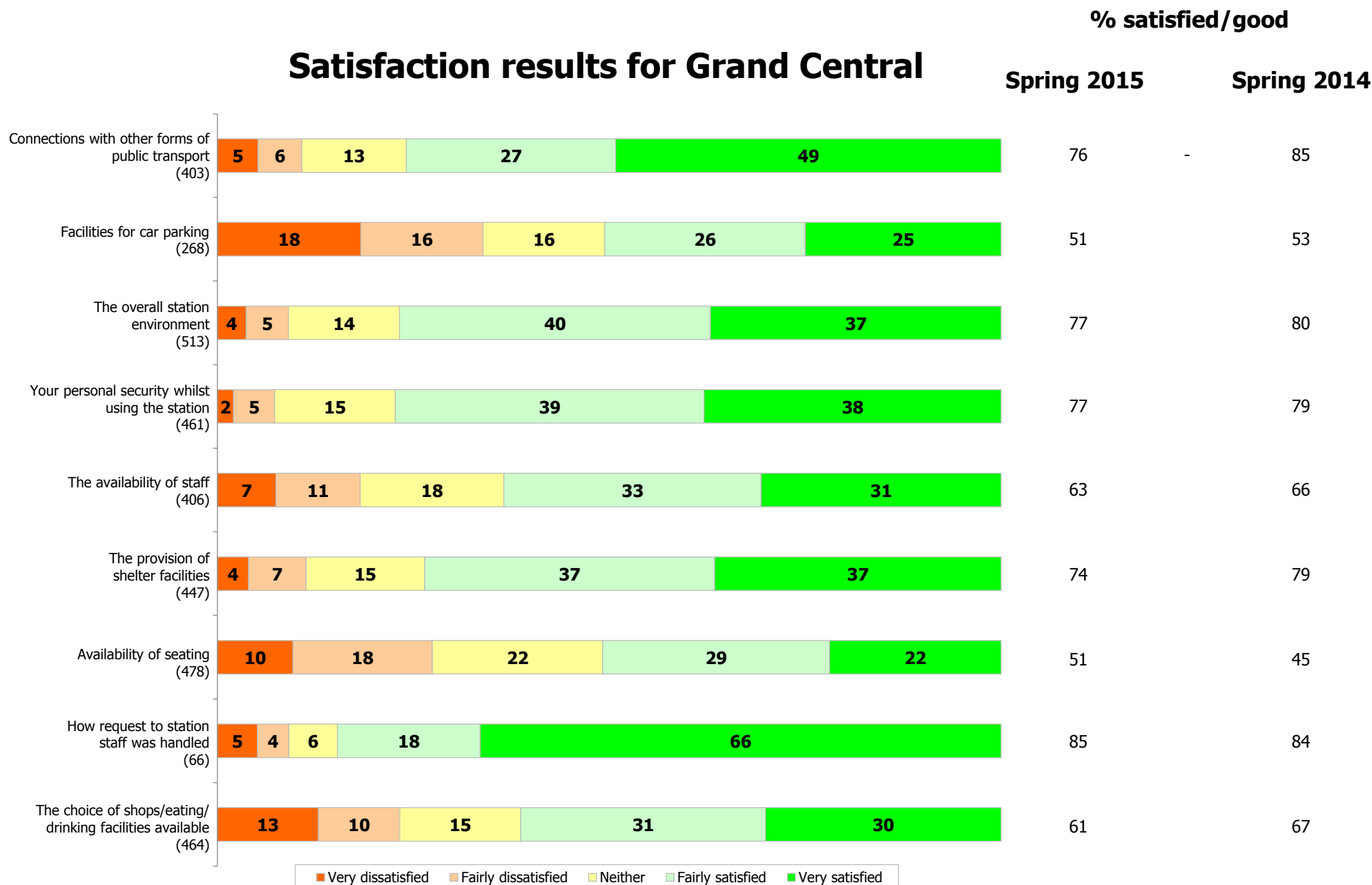
Autumn 2013 (Wave 29)

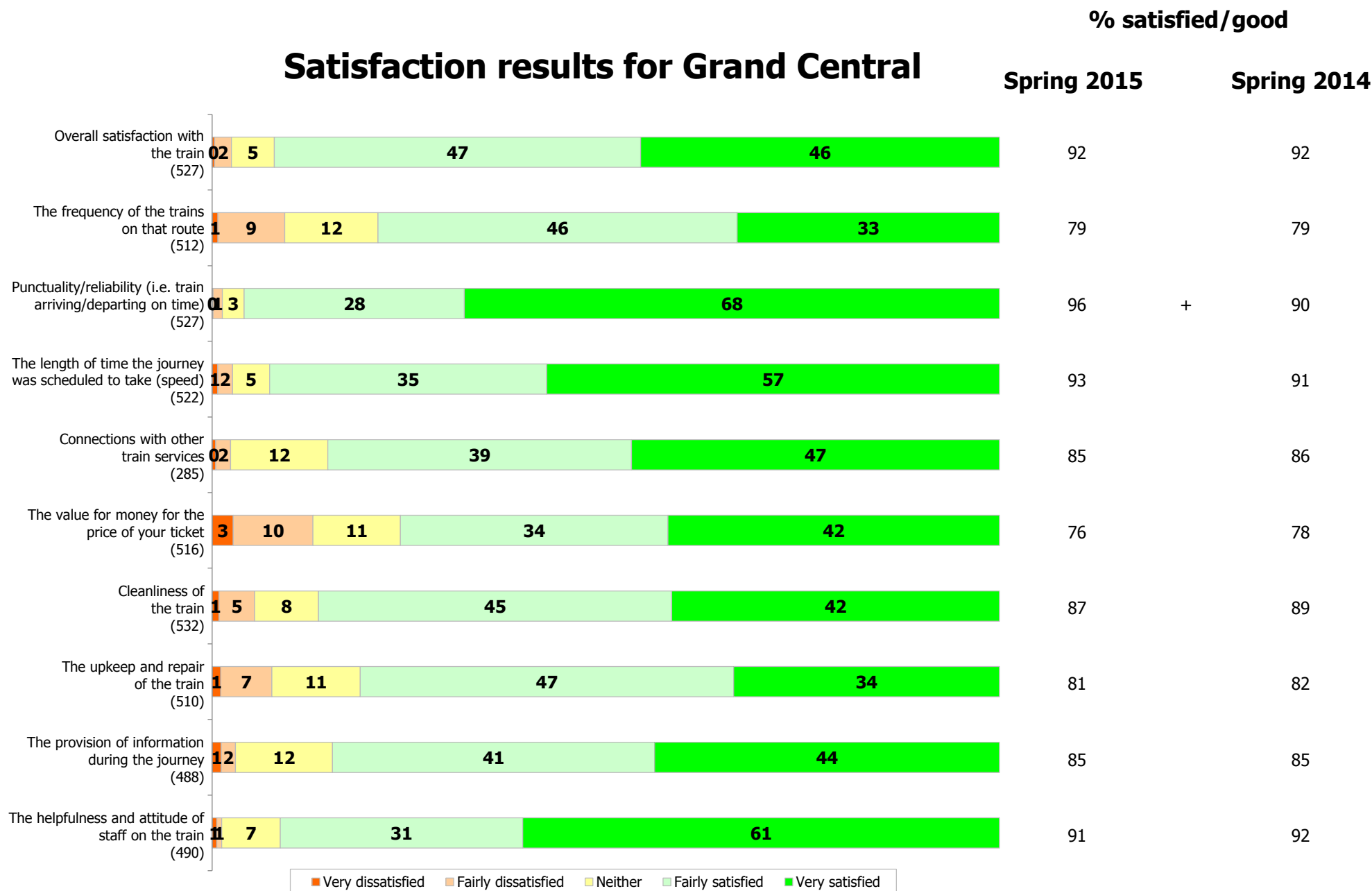
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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 or other 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.





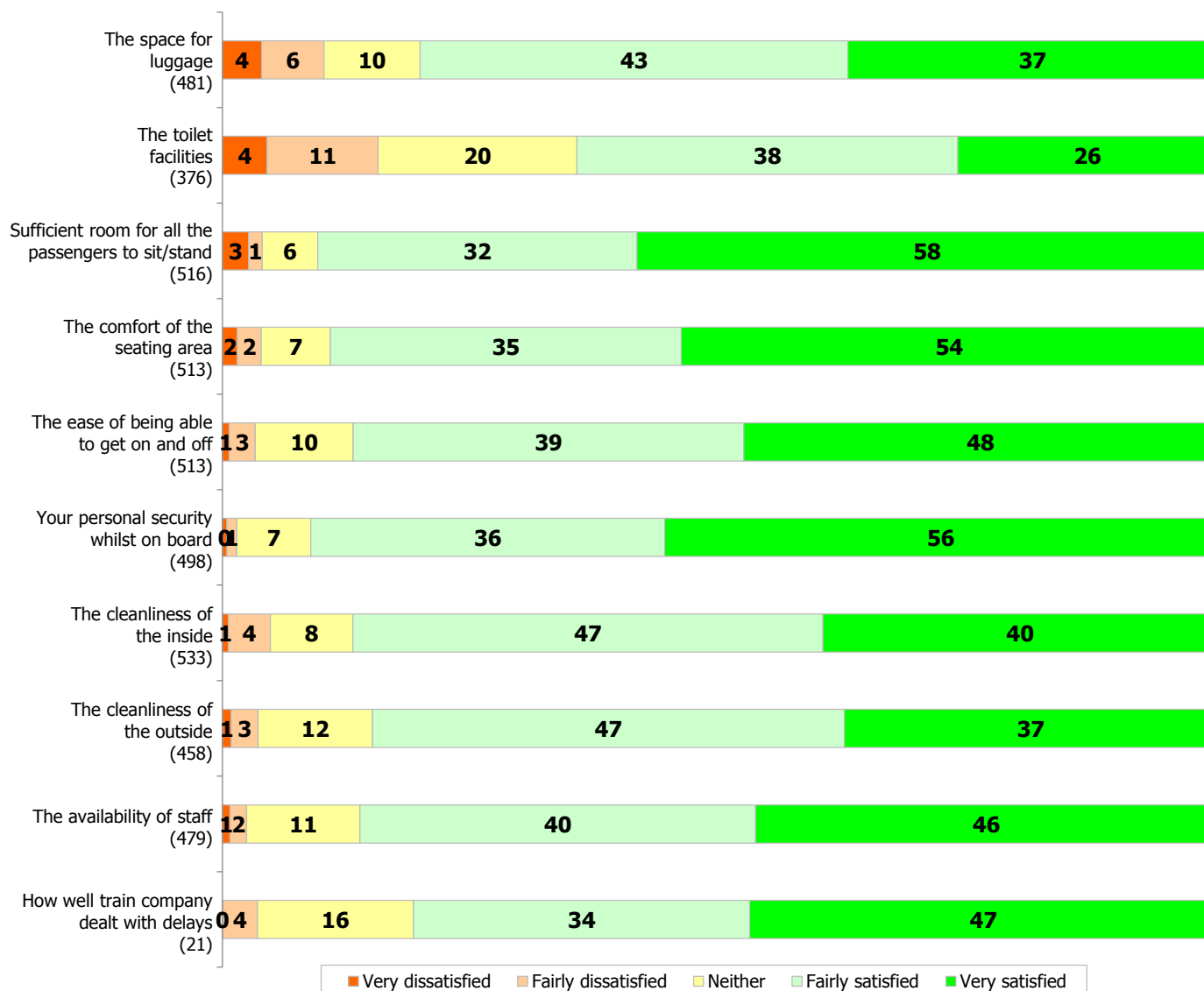


% satisfied/good

Satisfaction results for Grand Central

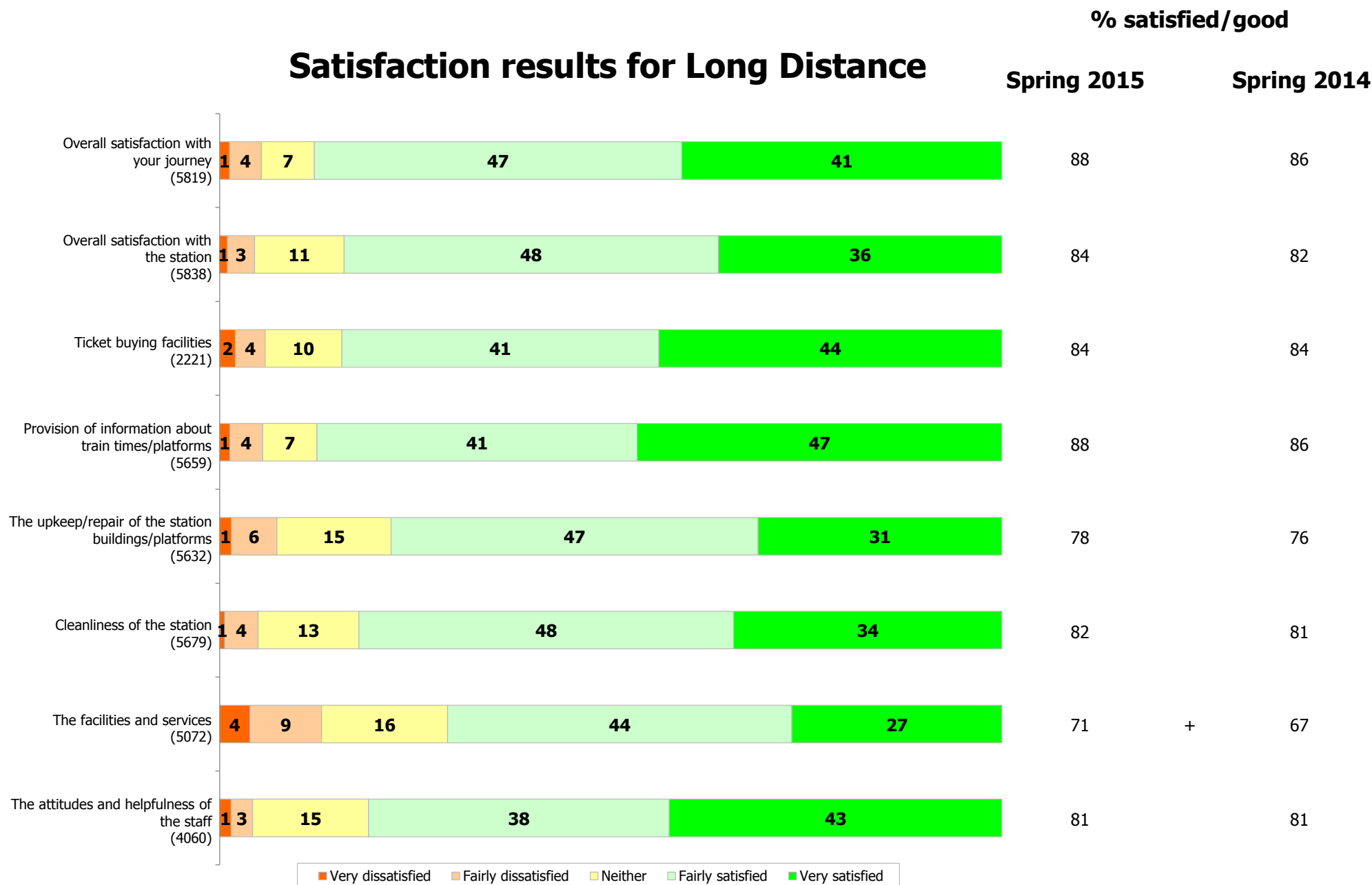
Spring 2015

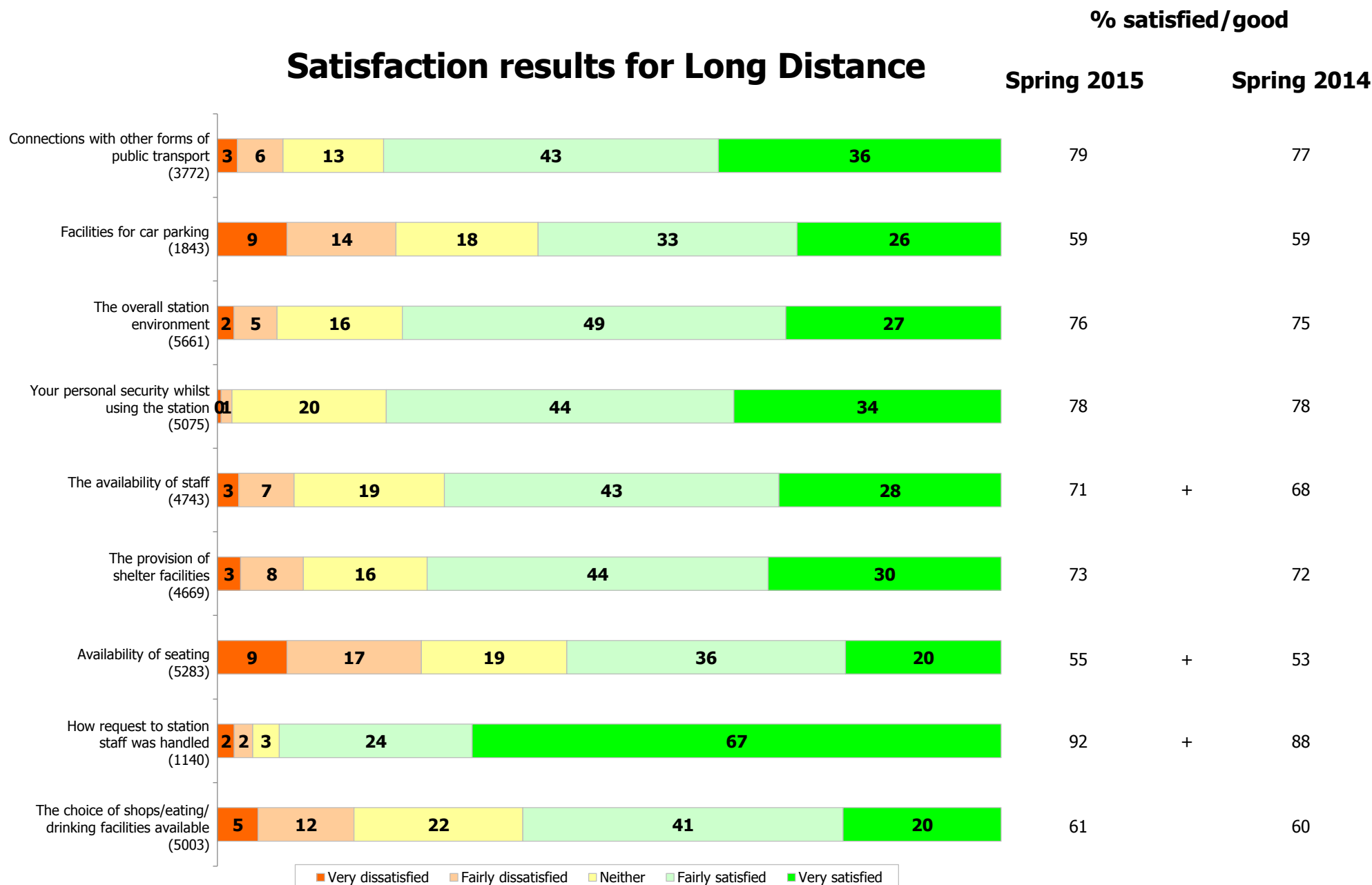
Spring 2014

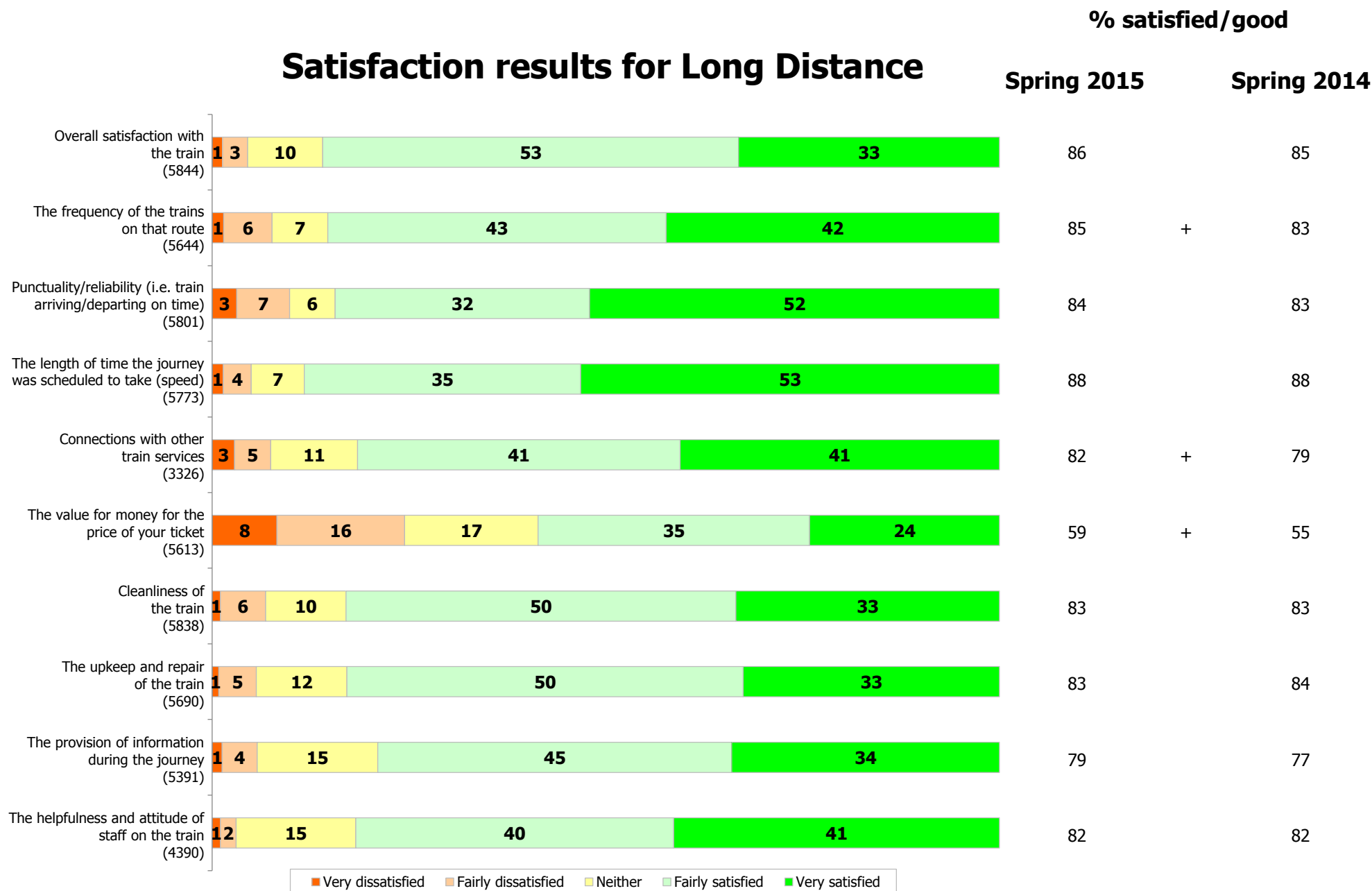


2 2.3 Overall satisfaction with your journey and station factors

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





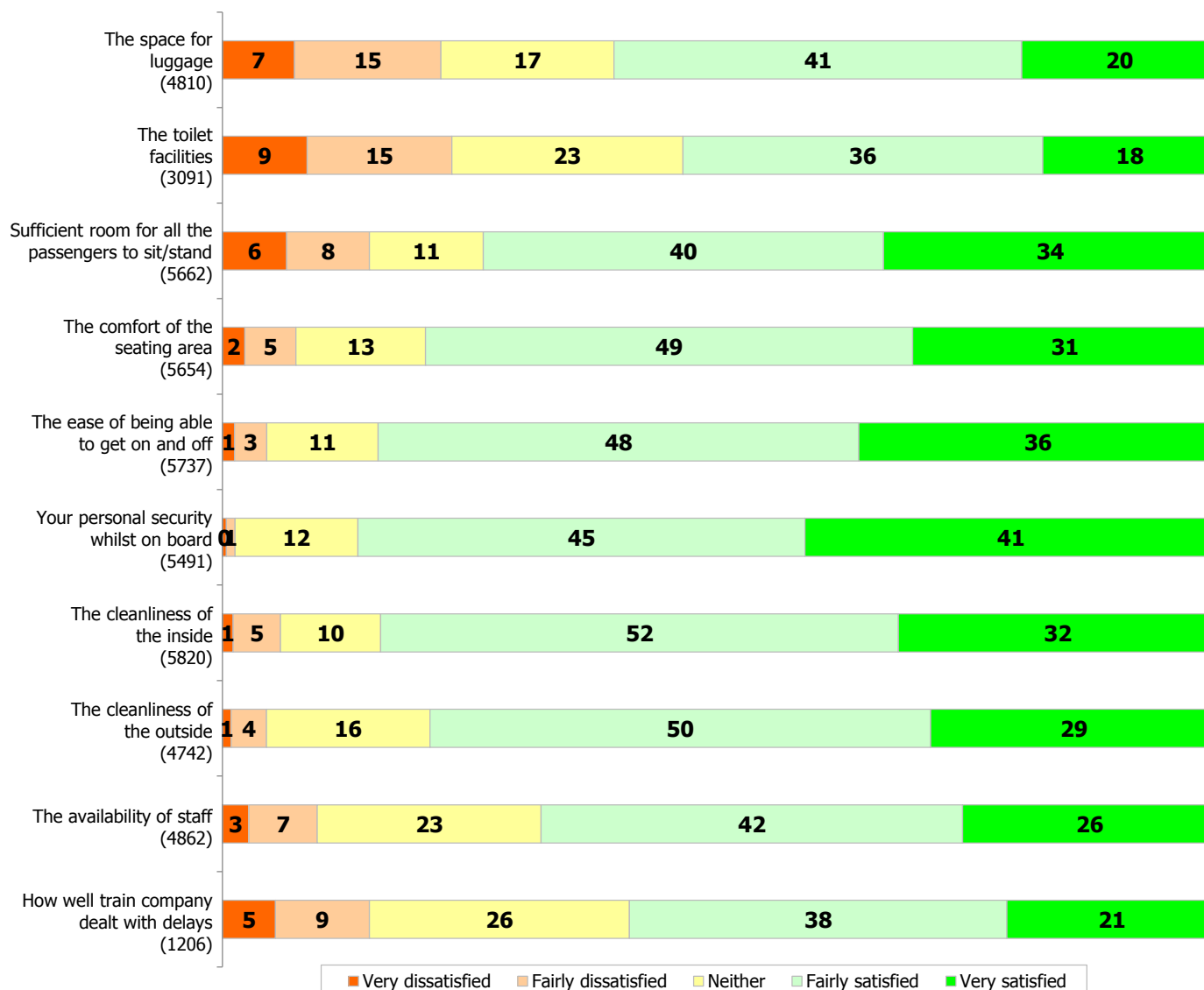


% satisfied/good

Satisfaction results for Long Distance

Spring 2015

Spring 2014



Grand Central versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	94	88	107%
STATION FACILITIES			
Overall satisfaction with the station	81	84	96%
Ticket buying facilities	81	84	95%
Provision of information about train times/platforms	89	88	101%
The upkeep/repair of the station buildings/platforms	80	78	103%
Cleanliness	82	82	100%
The facilities and services	70	71	98%
The attitudes and helpfulness of the staff	77	81	95%
Connections with other forms of public transport	76	79	96%
Facilities for car parking	51	59	86%
Overall environment	77	76	100%
Your personal security whilst using the station	77	78	99%
The availability of staff	63	71	89%
The provision of shelter facilities	74	73	100%
Availability of seating	51	55	92%
How request to station staff was handled	85	92	92%
The choice of shops/eating/drinking facilities available	61	61	100%
TRAIN FACILITIES			
Overall satisfaction with the train	92	86	107%
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)	93	88	105%
Connections with other train services	85	82	105%
The value for money of the price of your ticket	76	59	130%
Cleanliness of the train	87	83	104%
Upkeep and repair of the train	81	83	98%
The provision of information during the journey	85	79	107%
The helpfulness and attitude of staff on train	91	82	112%
The space for luggage	80	61	132%
The toilet facilities	64	54	120%
Sufficient room for all passengers to sit/stand	90	74	123%
The comfort of the seating area	89	80	112%
The ease of being able to get on and off	87	84	103%
Your personal security on board	91	86	105%
The cleanliness of the inside	87	84	103%
The cleanliness of the outside	85	79	107%
The availability of staff	86	68	127%
How well train company deals with delays	81	59	137%

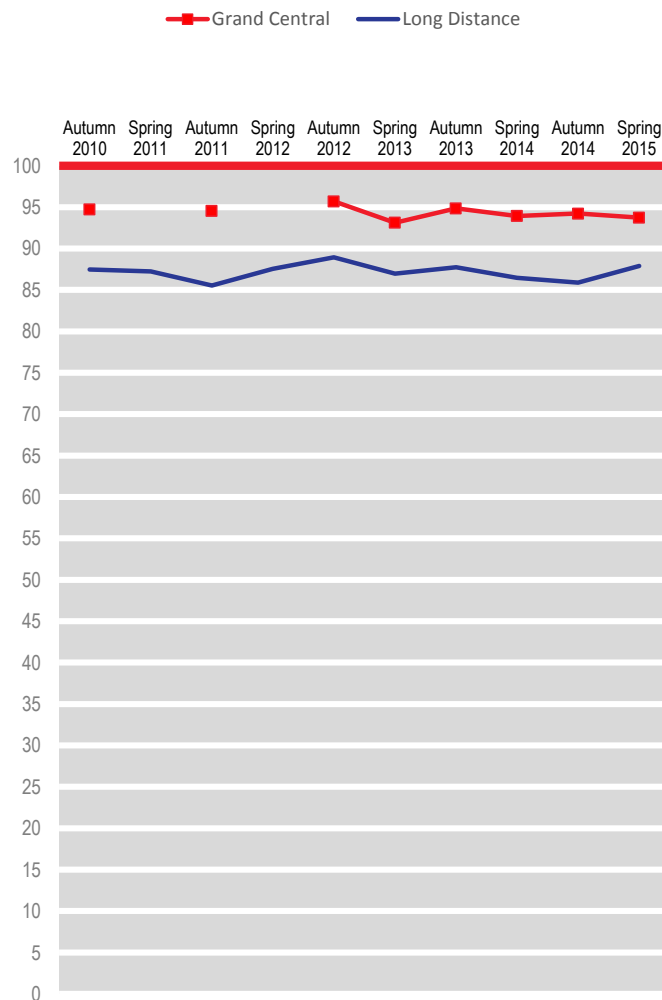
Building block/route data for Grand Central

	London to Bradford	London to Sunderland
Overall satisfaction with your journey	93	94
STATION FACILITIES		
Overall satisfaction with the station	76	84
Ticket buying facilities	77	82
Provision of information about train times/platforms	89	88
The upkeep/repair of the station buildings/platforms	74	84
Cleanliness	77	85
The facilities and services	66	72
The attitudes and helpfulness of the staff	72	80
Connections with other forms of public transport	69	80
Facilities for car parking	43	56
Overall environment	70	81
Your personal security whilst using the station	73	80
The availability of staff	58	67
The provision of shelter facilities	70	76
Availability of seating	51	51
How request to station staff was handled	86	84
The choice of shops/eating/drinking facilities available	55	65
TRAIN FACILITIES		
Overall satisfaction with the train	89	94
The frequency of the trains on that route	79	79
Punctuality/reliability (i.e. the train arriving/departing on time)	95	97
The length of time the journey was scheduled to take (speed)	89	95
Connections with other train services	85	86
The value for money of the price of your ticket	80	74
Cleanliness of the train	85	88
Upkeep and repair of the train	79	83
The provision of information during the journey	91	81
The helpfulness and attitude of staff on train	96	89
The space for luggage	74	84
The toilet facilities	61	66
Sufficient room for all passengers to sit/stand	88	92
The comfort of the seating area	86	91
The ease of being able to get on and off	86	88
Your personal security on board	91	91
The cleanliness of the inside	86	87
The cleanliness of the outside	87	84
The availability of staff	92	83
How well train company deals with delays	89	43

Percentage satisfaction with aspects of station where boarded

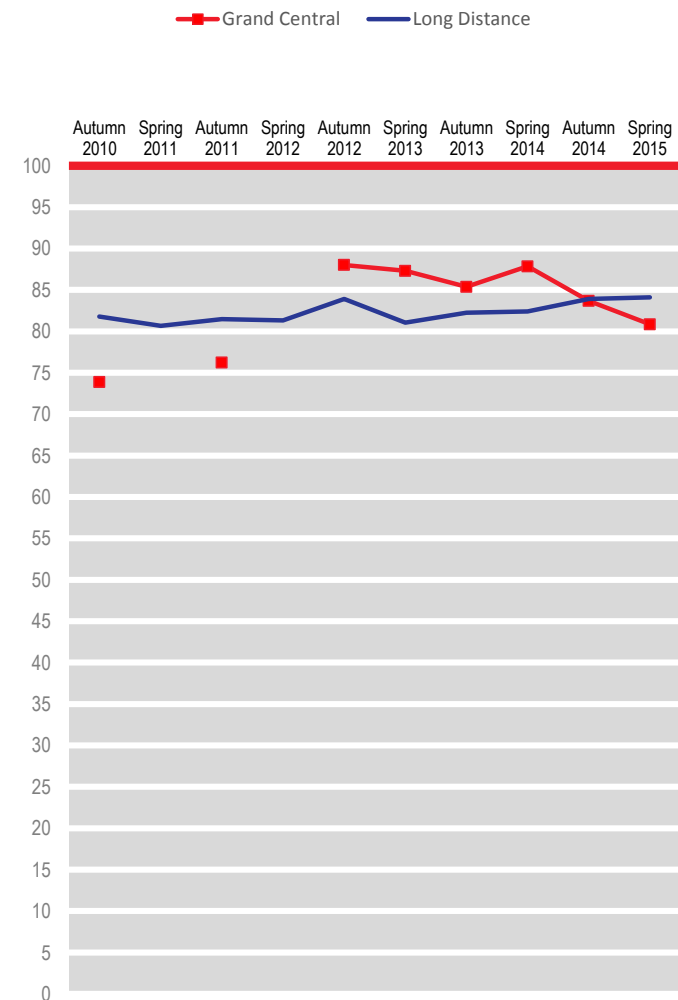
Overall satisfaction with your journey

(522)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

(540)
Percentage of passengers satisfied 2010 to 2015



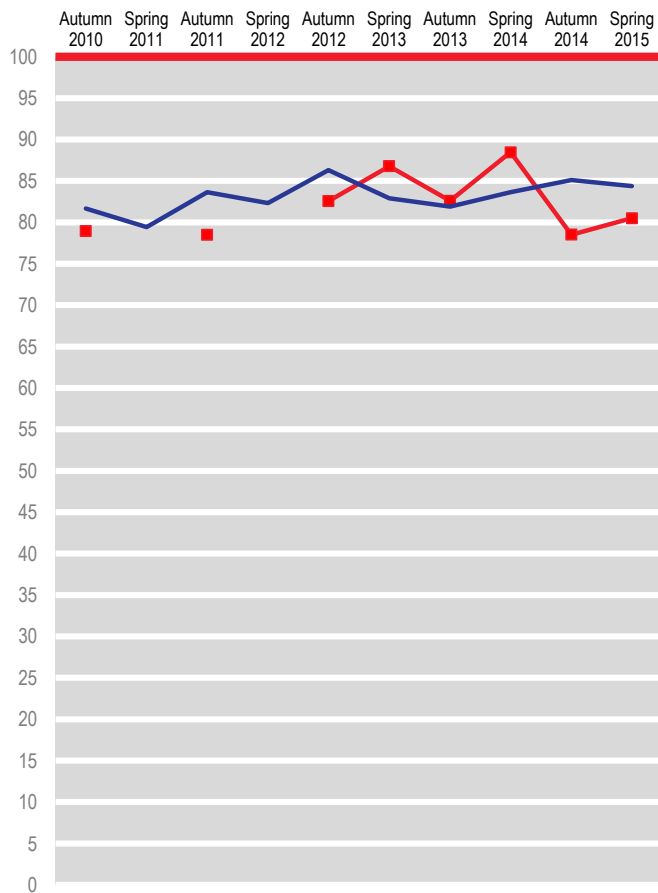
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(247)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

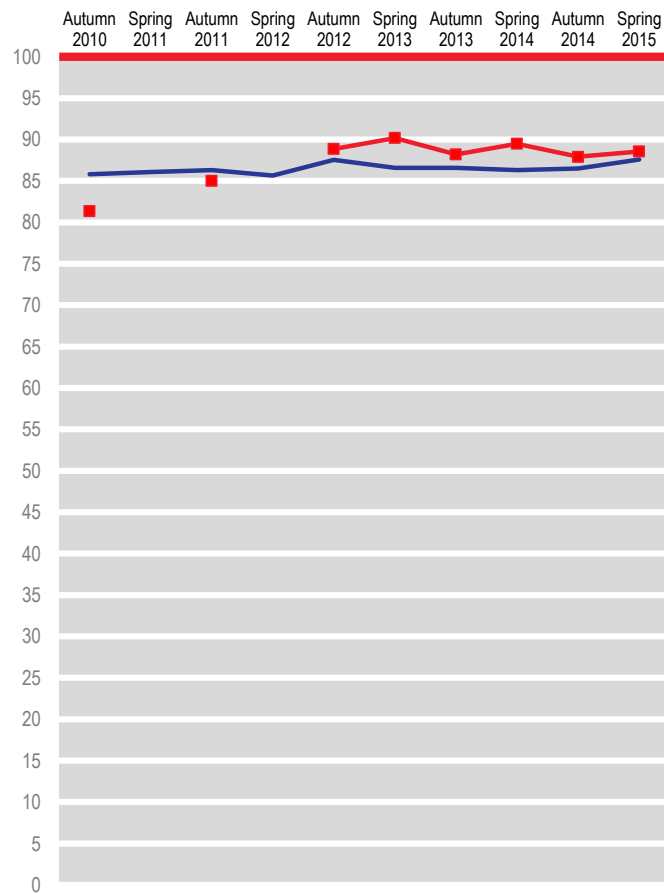


Provision of information about train times/platforms

(502)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

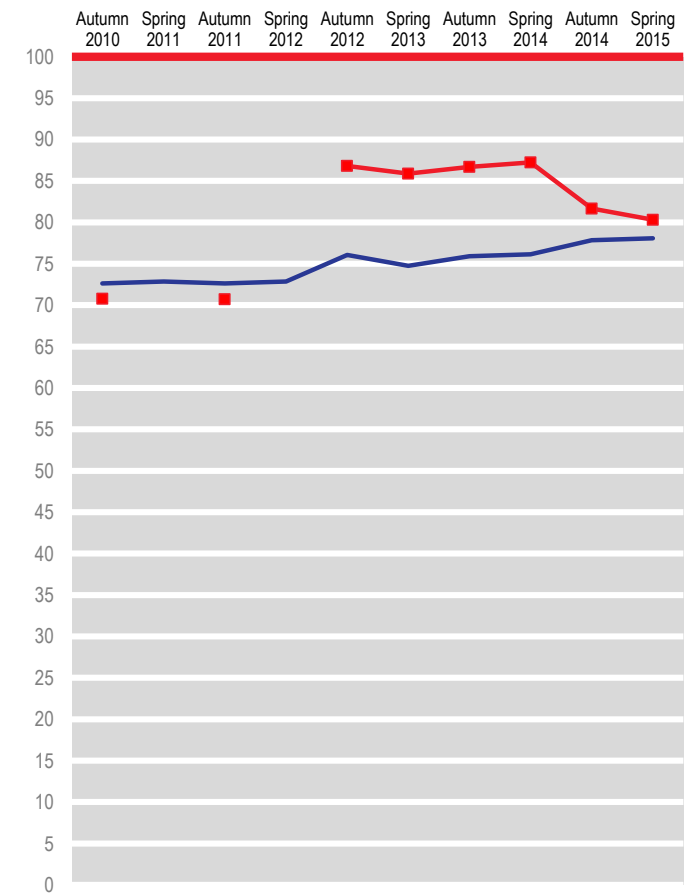


The upkeep/repair of the station building/platforms

(511)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

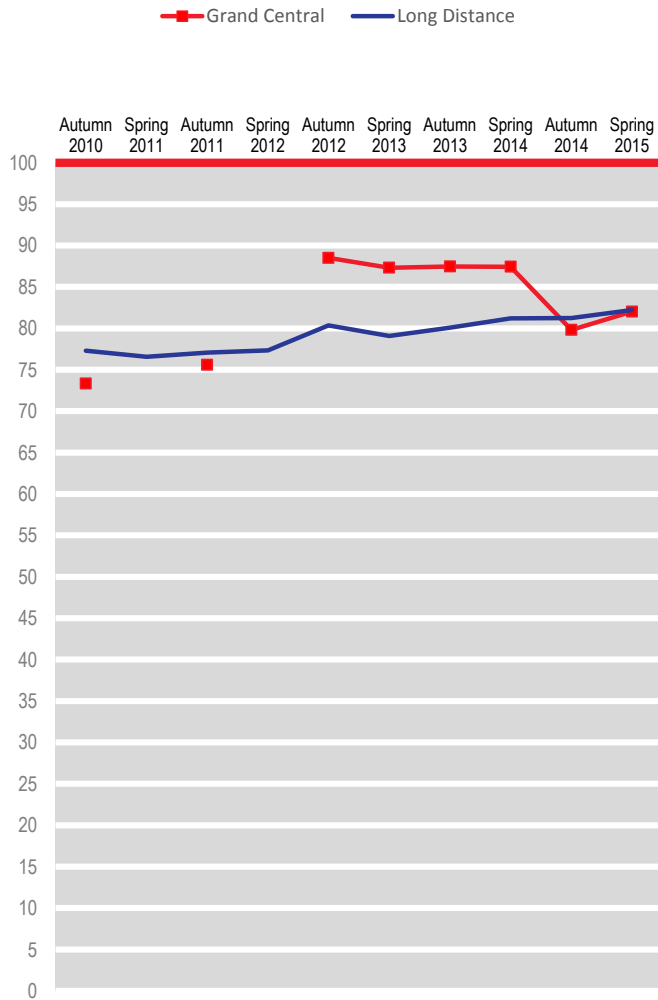


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(508)

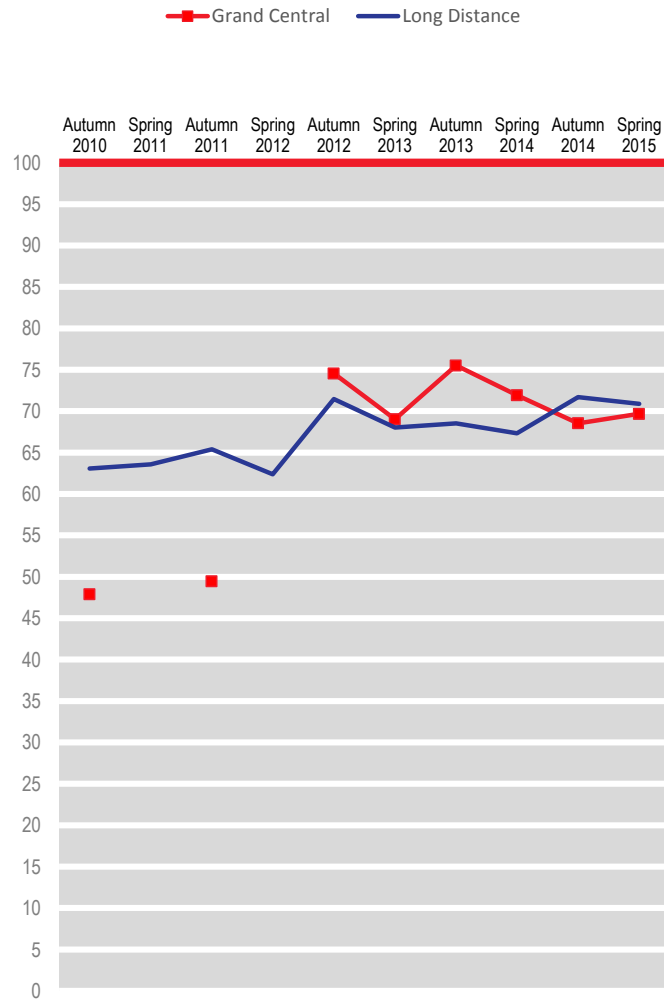
Percentage of passengers satisfied 2010 to 2015



The facilities and services at the station

(462)

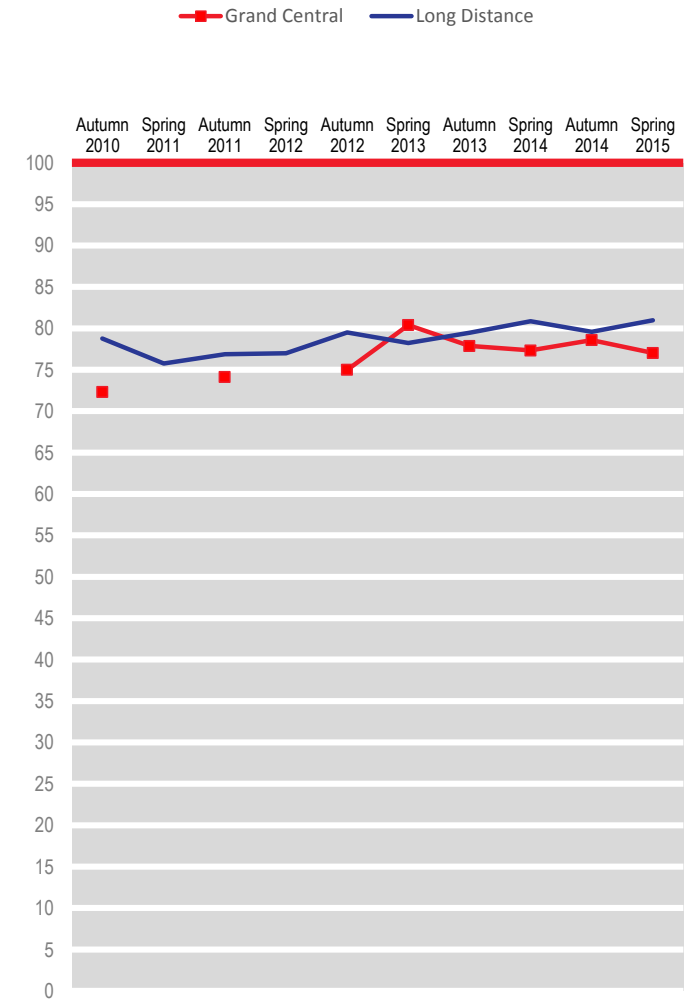
Percentage of passengers satisfied 2010 to 2015



The attitudes and helpfulness of the staff at the station

(339)

Percentage of passengers satisfied 2010 to 2015

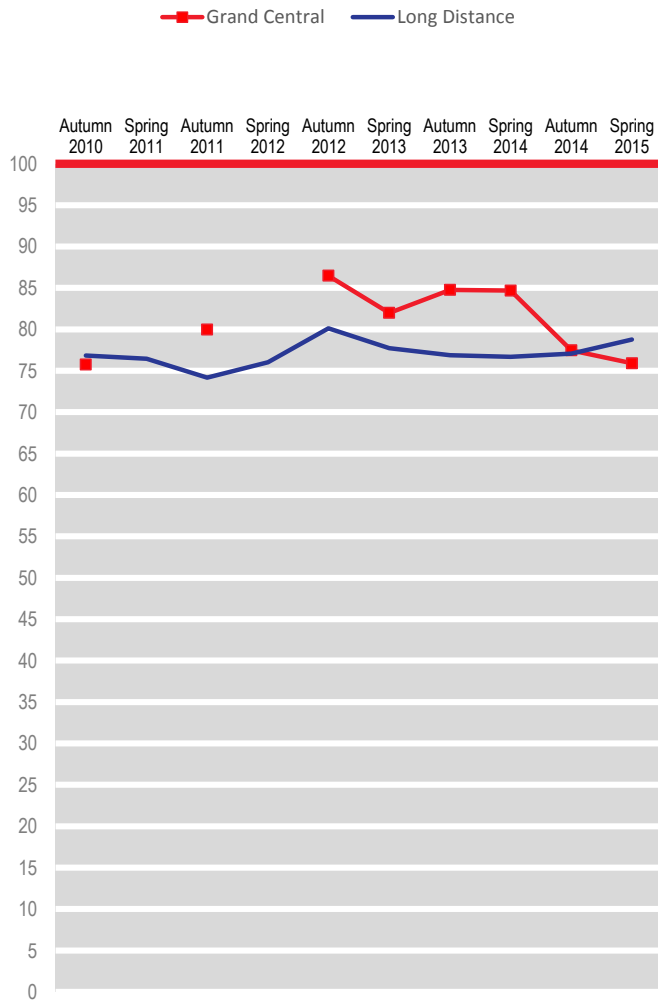


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(403)

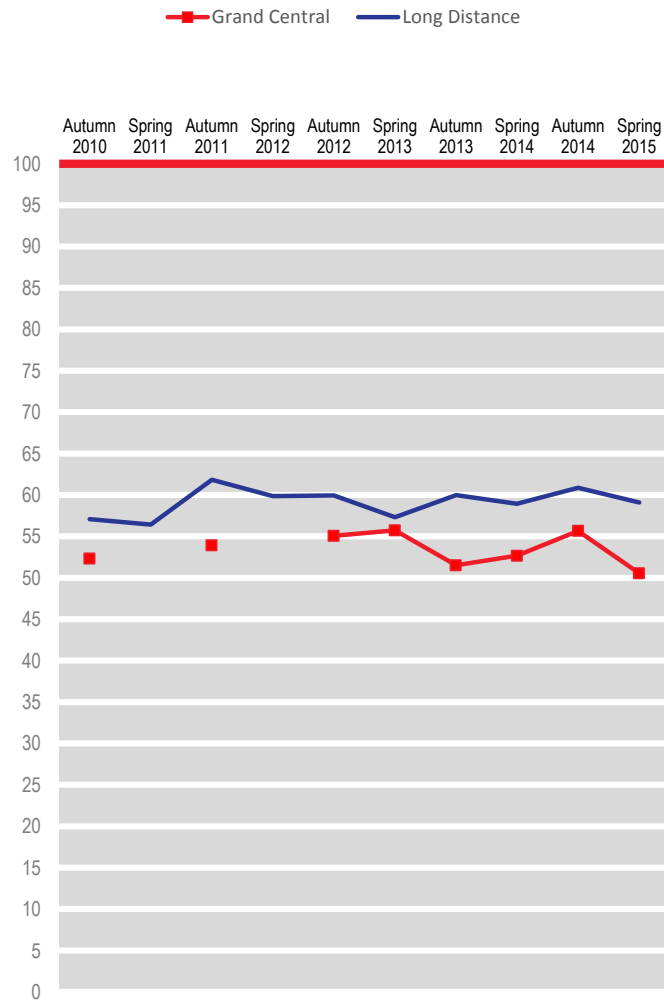
Percentage of passengers satisfied 2010 to 2015



Facilities for car parking at the station

(268)

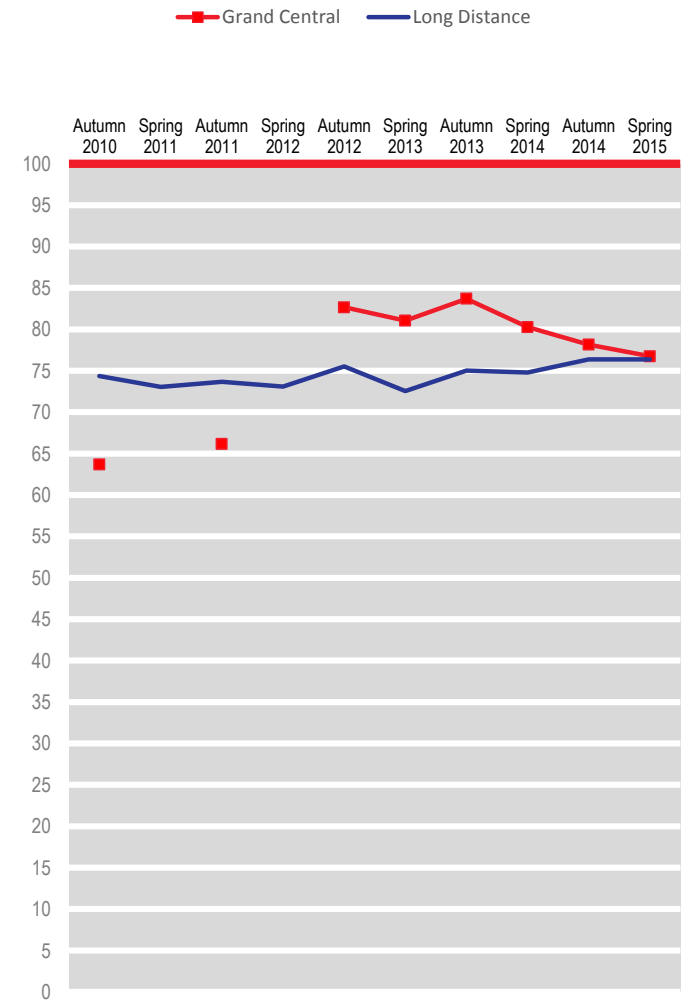
Percentage of passengers satisfied 2010 to 2015



Overall station environment

(513)

Percentage of passengers satisfied 2010 to 2015



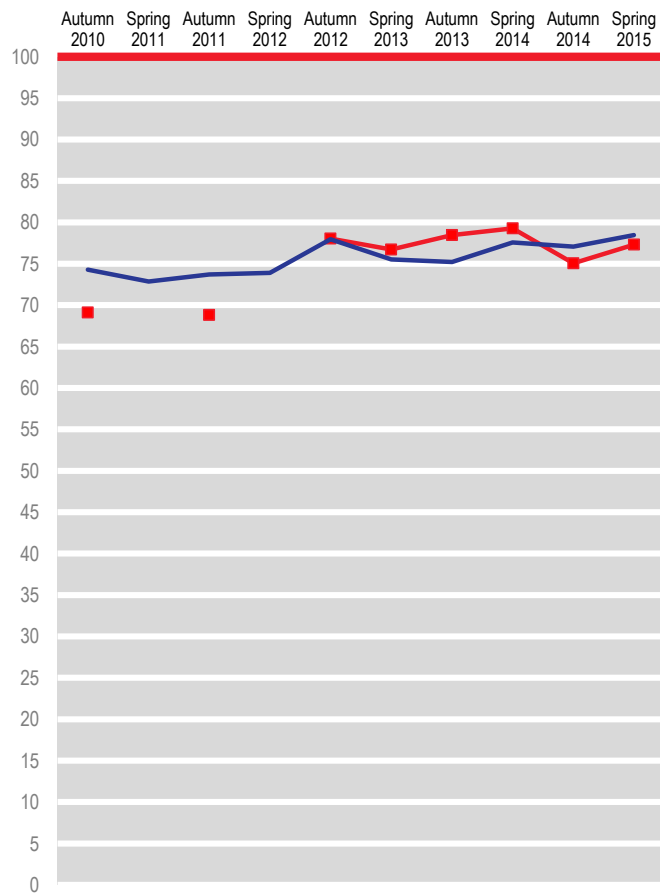
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(461)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

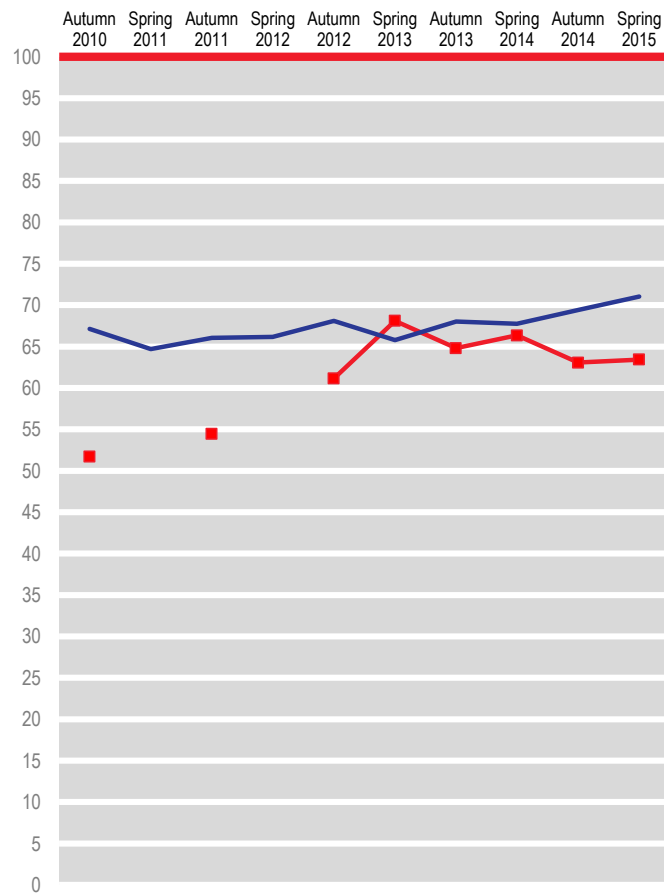


The availability of staff at the station

(406)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

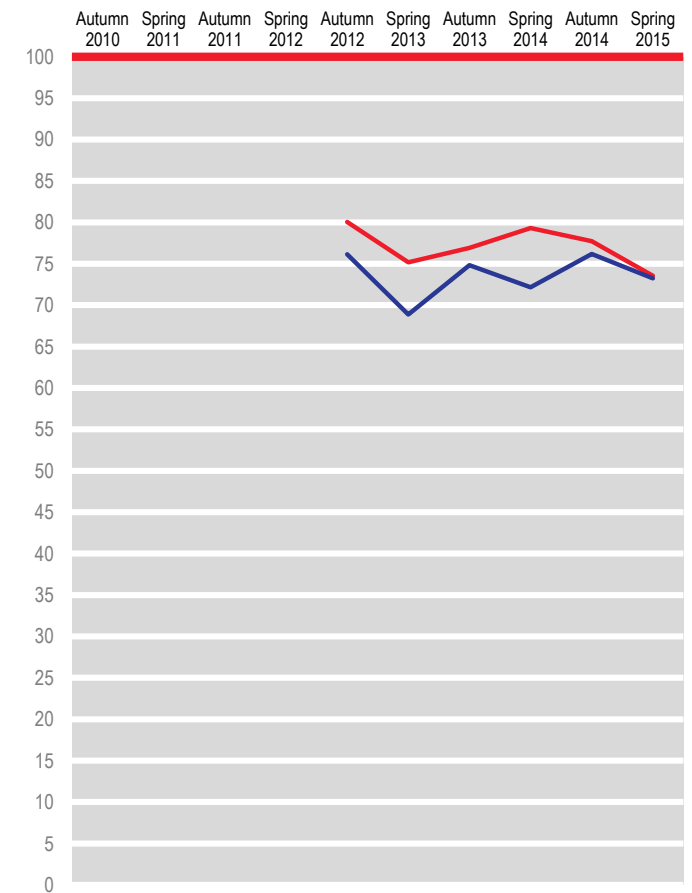


The provision of shelter facilities

(447)

Percentage of passengers satisfied 2010 to 2015

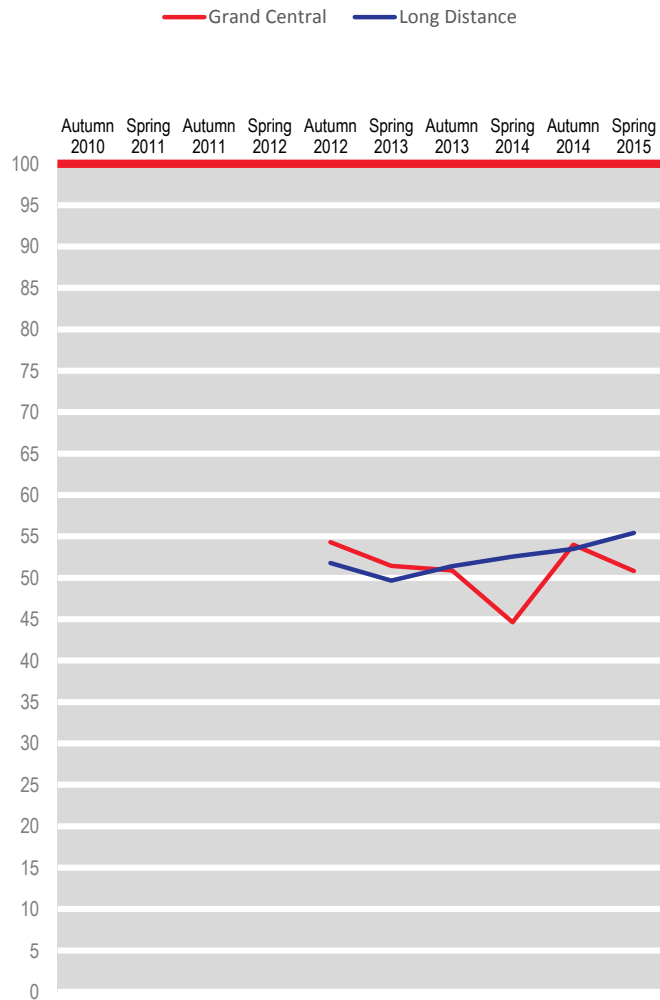
Grand Central Long Distance



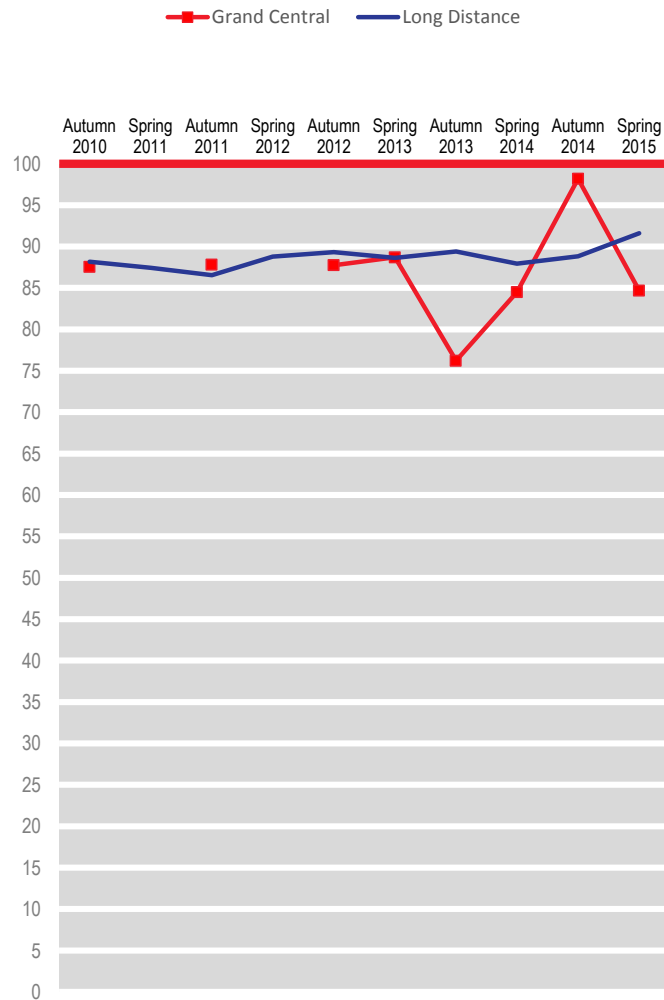
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(478)**

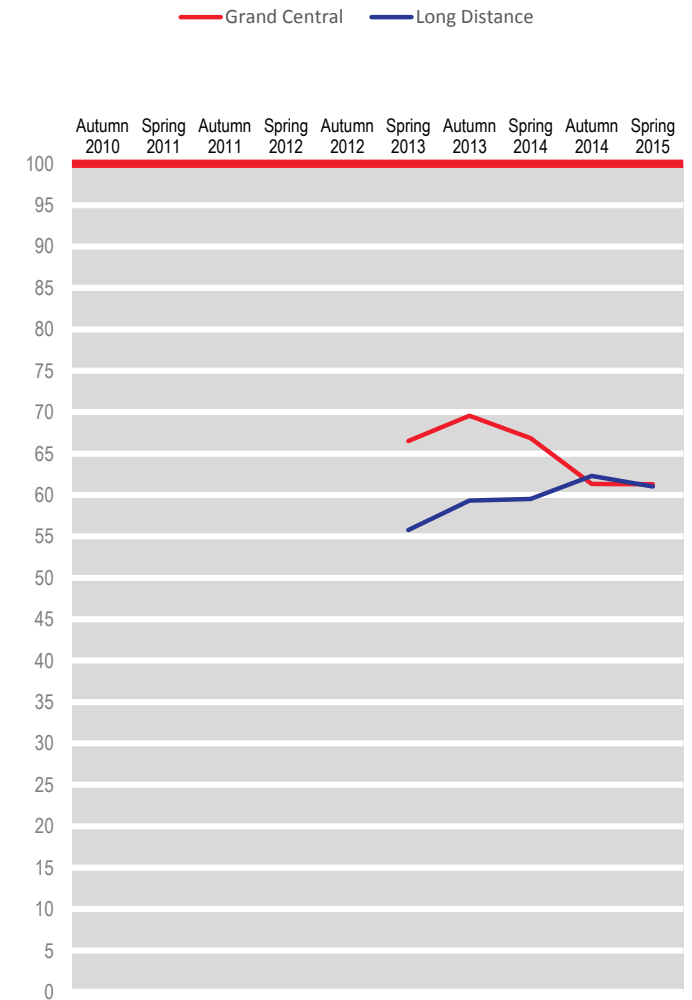
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(66)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(464)**

Percentage of passengers satisfied 2010 to 2015



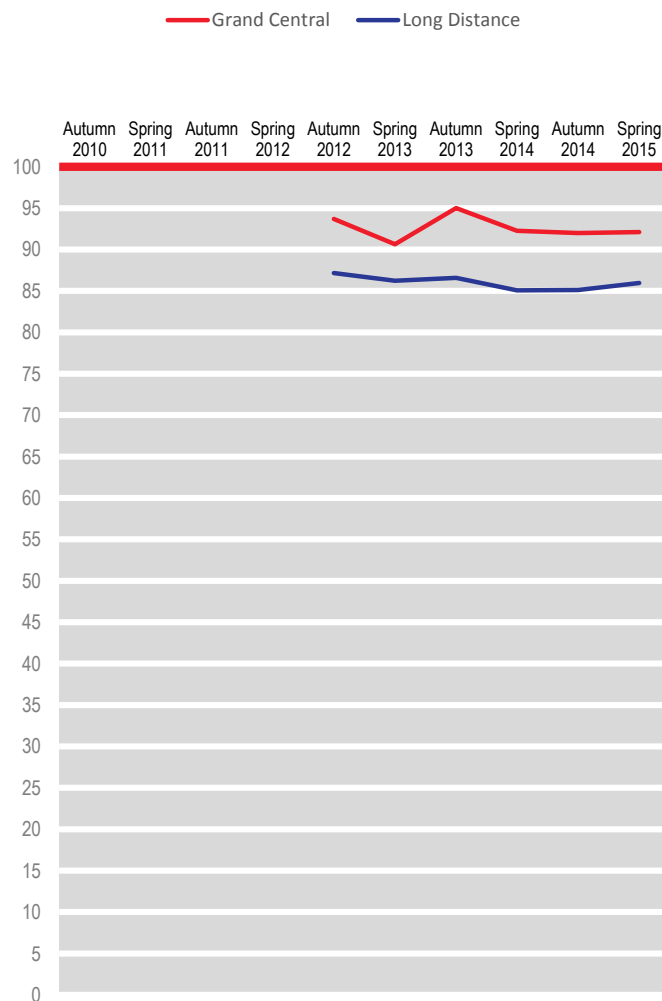
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(527)

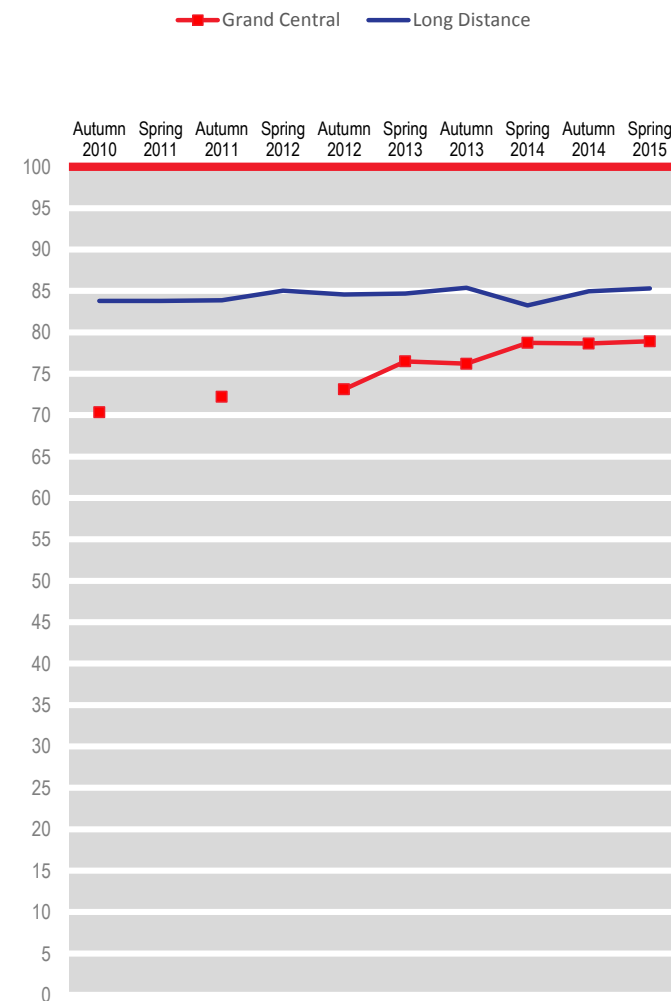
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(512)

Percentage of passengers satisfied 2010 to 2015



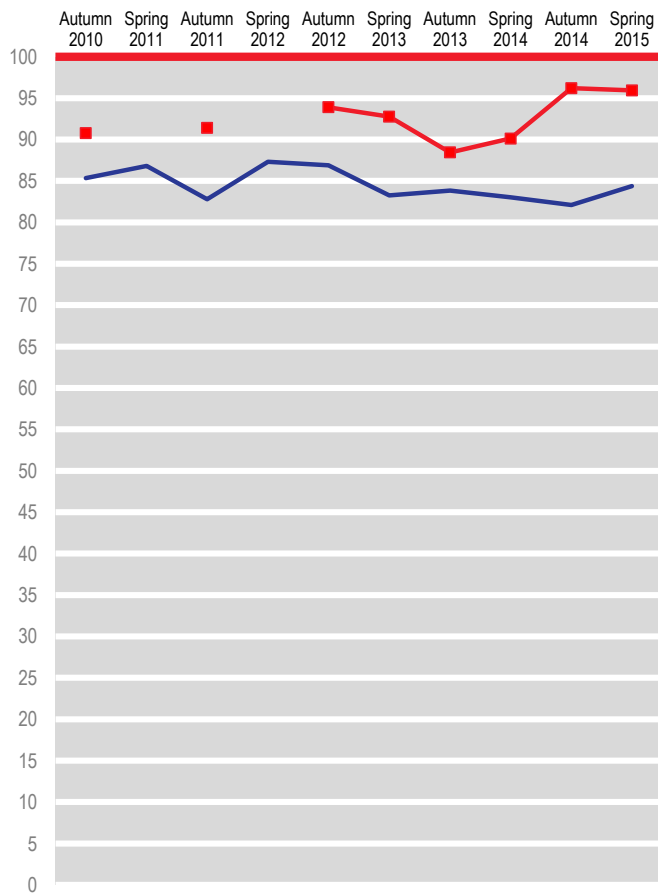
N.B. Benchmarks and targets are only shown for applicable factors

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

(527)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

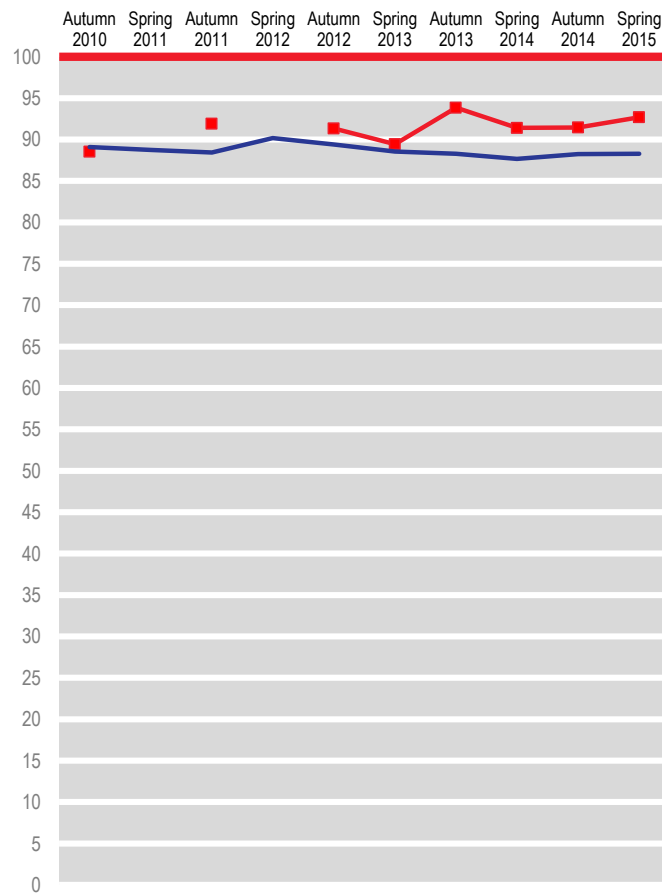


The length of time the journey was scheduled to take (speed)

(522)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

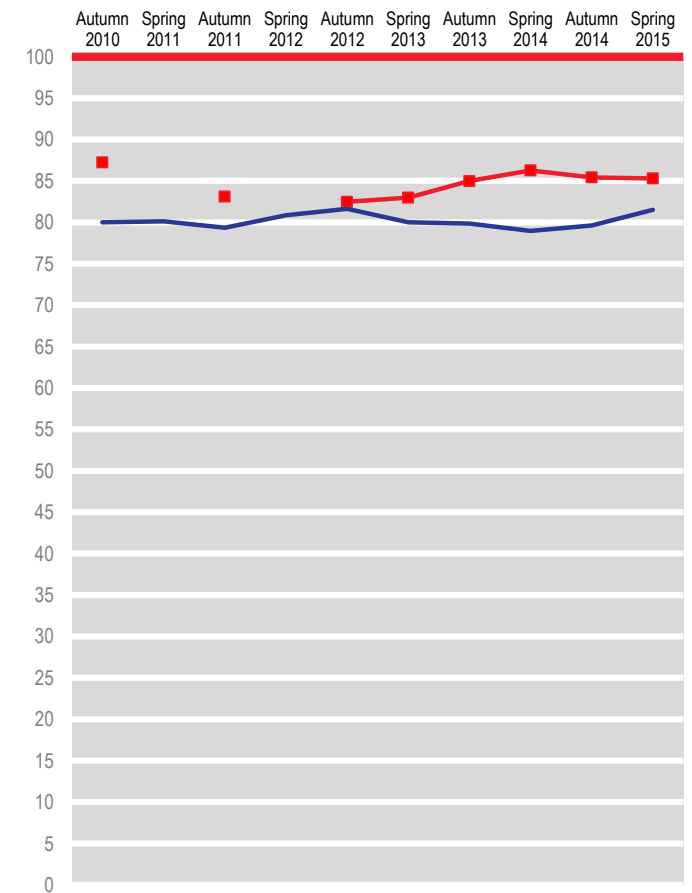


Connections with other train services

(285)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance



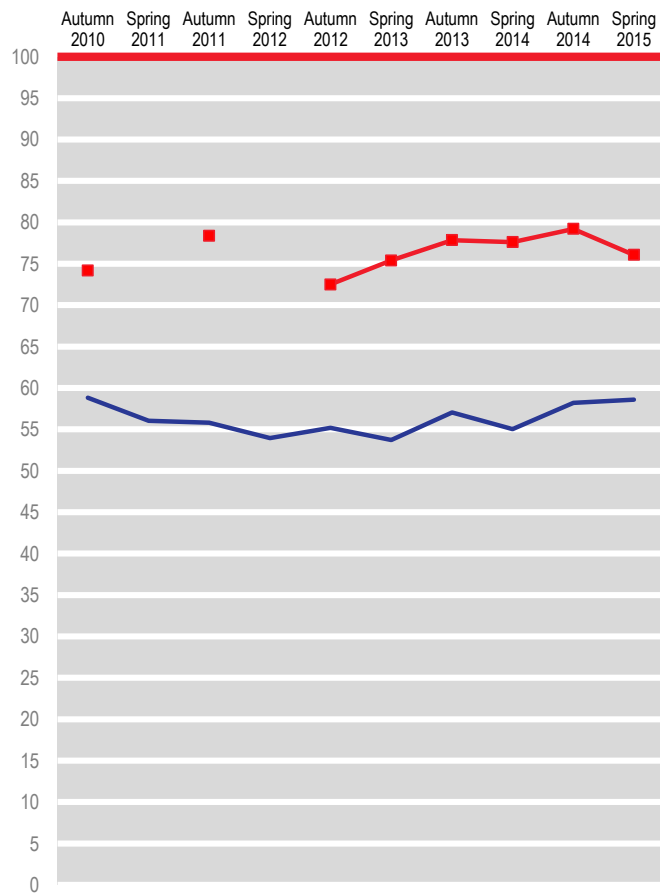
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(516)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

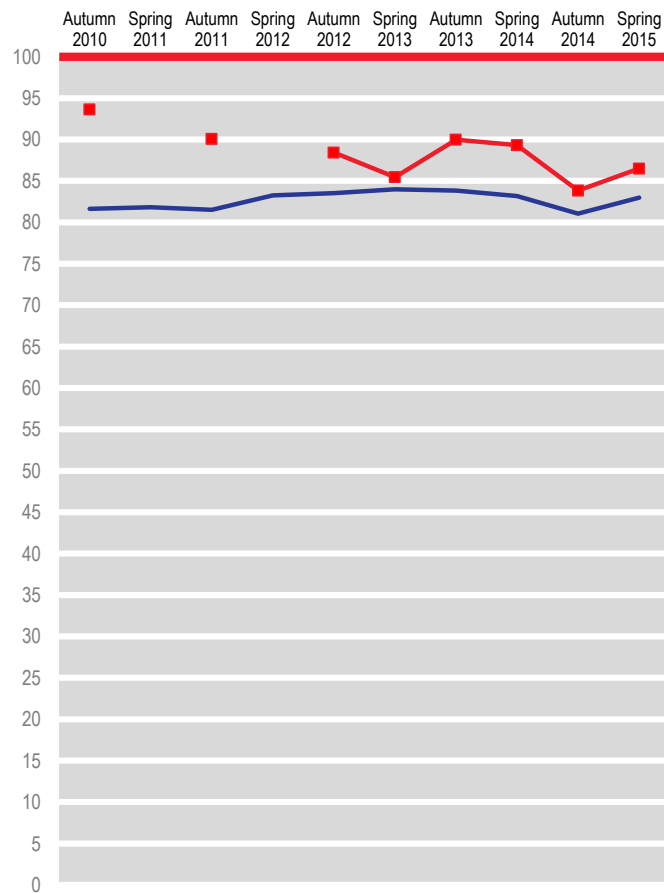


Cleanliness of the train

(532)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

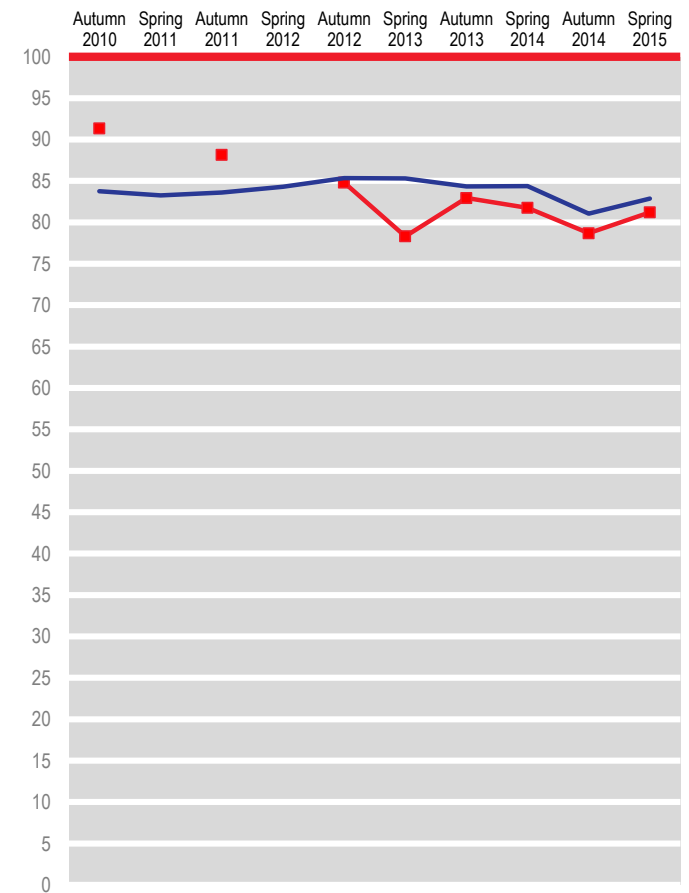


Upkeep and repair of the train

(510)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance



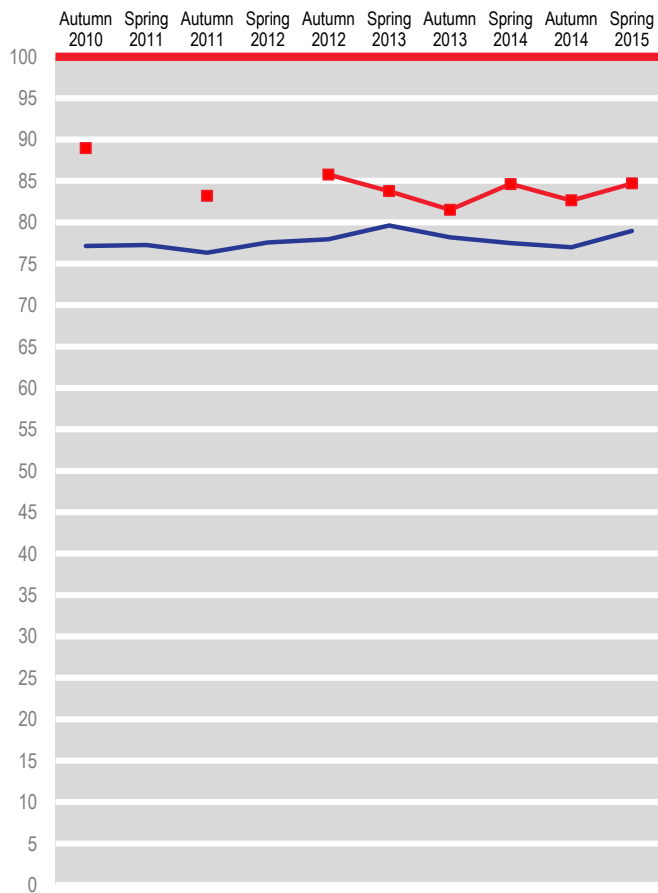
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(488)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

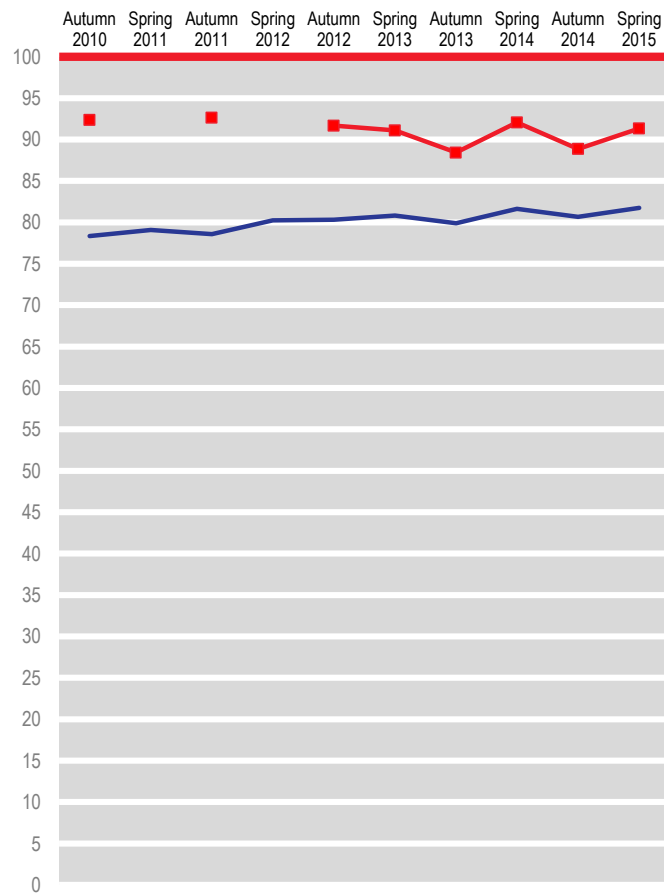


The helpfulness and attitude of staff on the train

(490)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

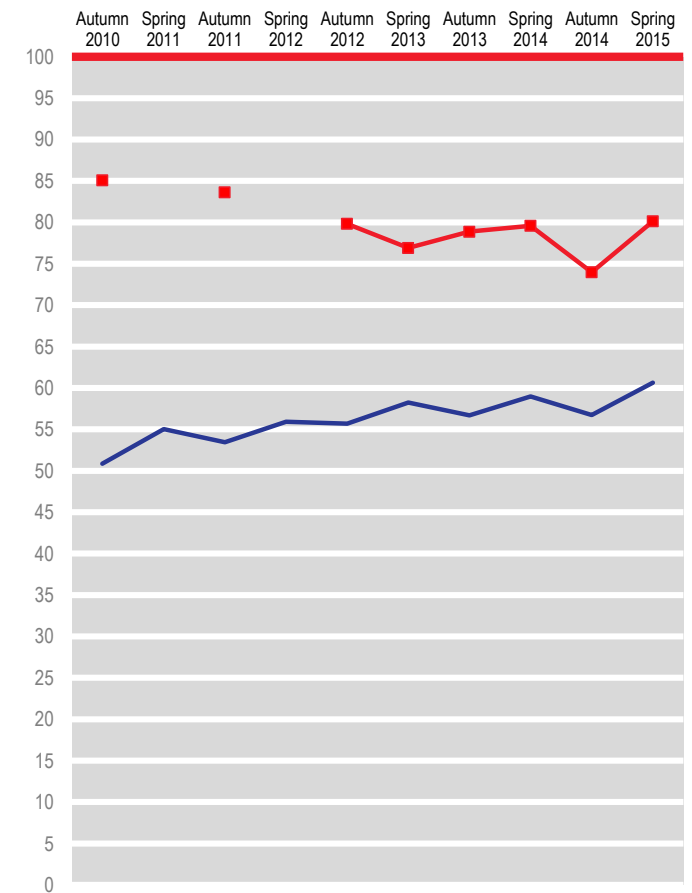


The space for luggage

(481)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

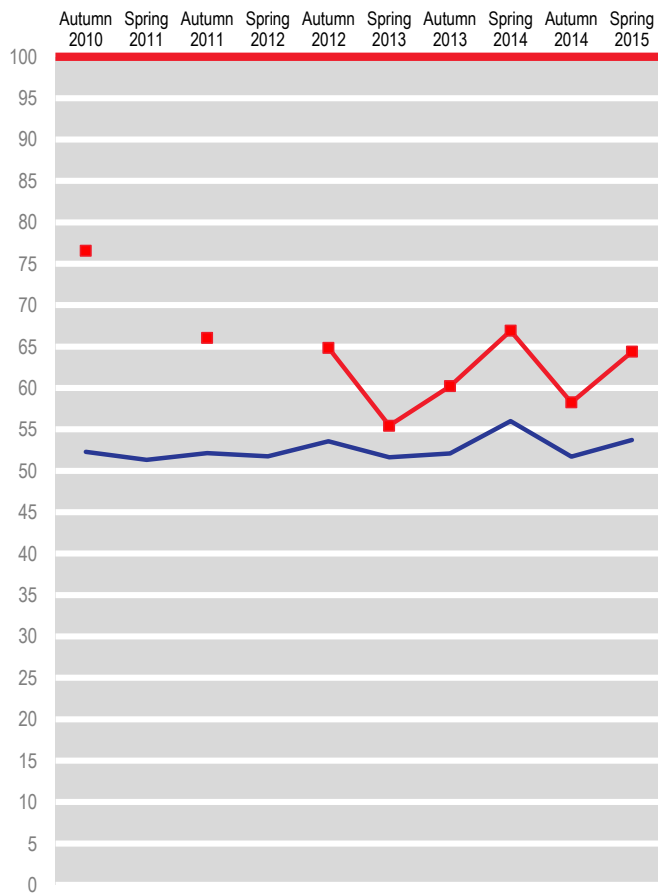


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(376)**

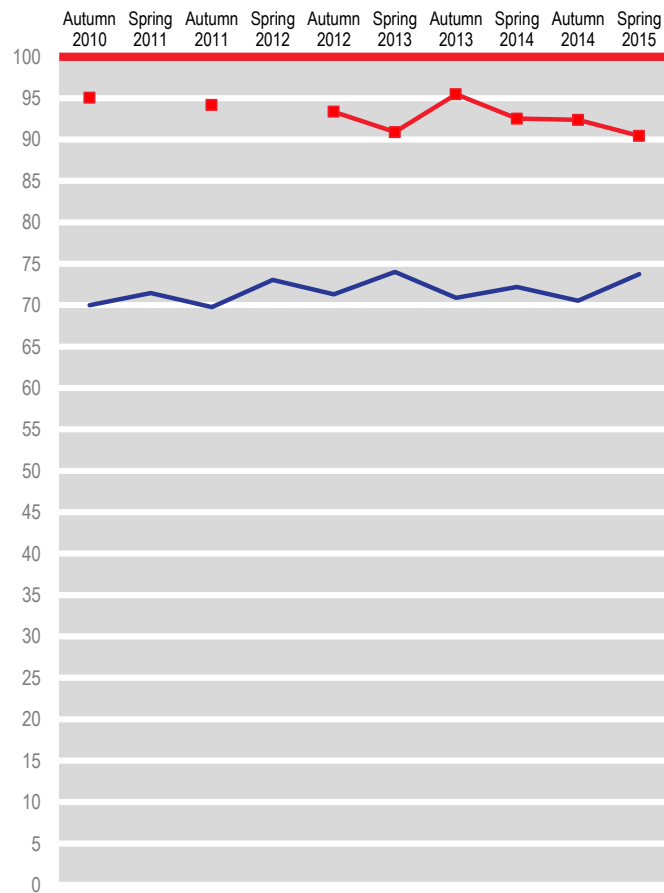
Percentage of passengers satisfied 2010 to 2015

—■ Grand Central — Long Distance

**Sufficient room for all the passengers to sit/stand****(516)**

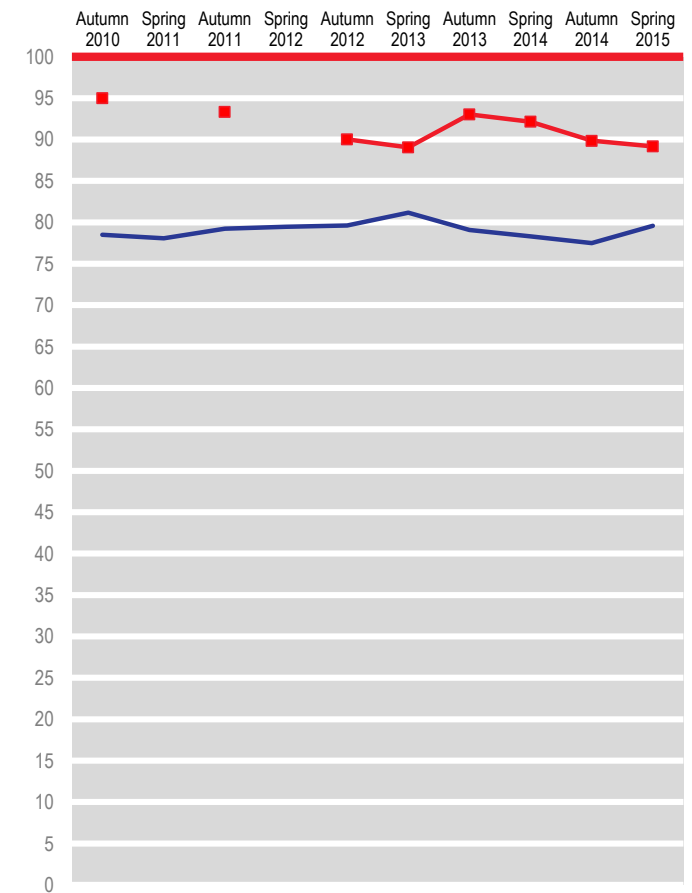
Percentage of passengers satisfied 2010 to 2015

—■ Grand Central — Long Distance

**The comfort of the seating area****(513)**

Percentage of passengers satisfied 2010 to 2015

—■ Grand Central — Long Distance



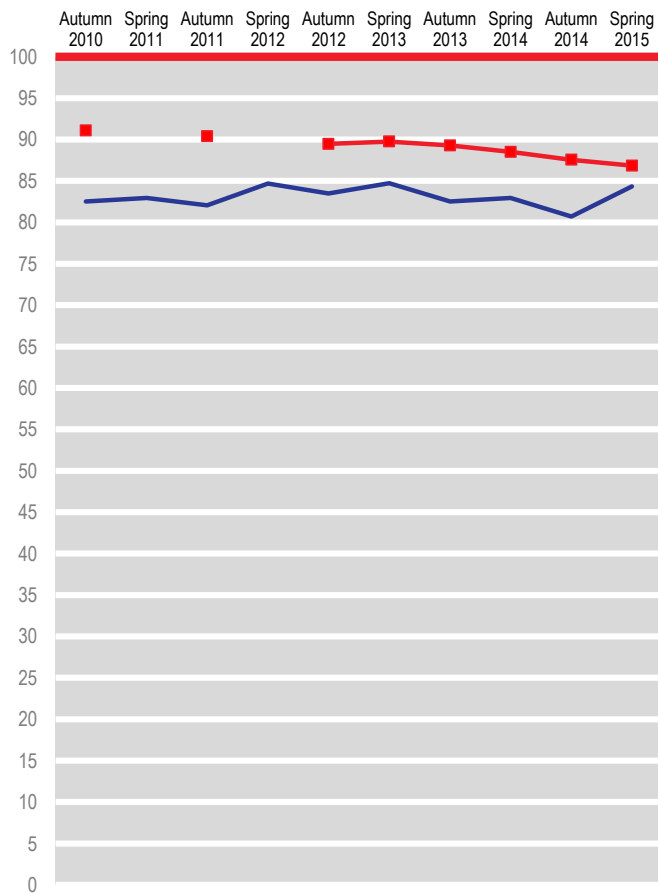
N.B. Benchmarks and targets are only shown for applicable factors

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

(513)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

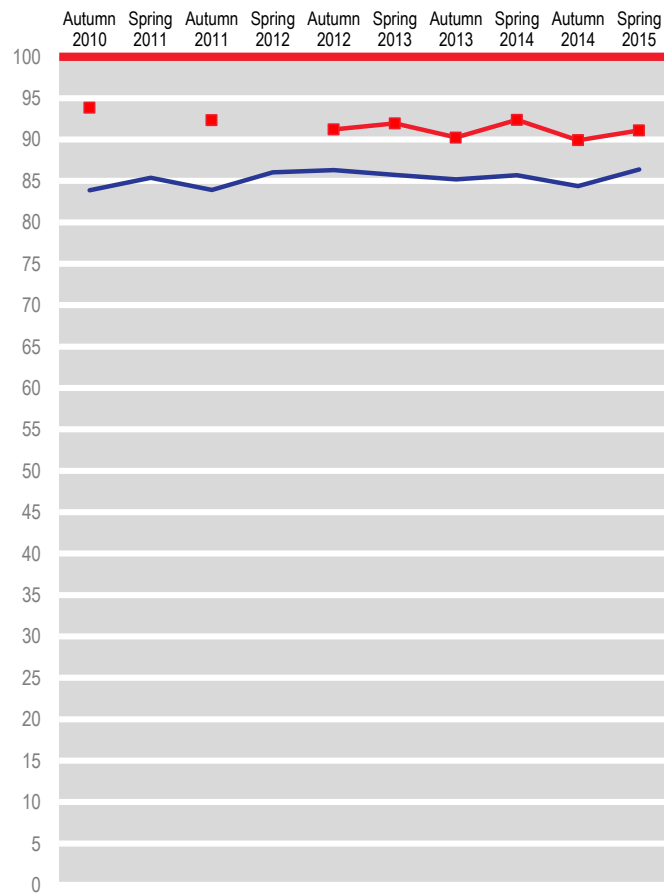


Your personal security whilst on board

(498)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

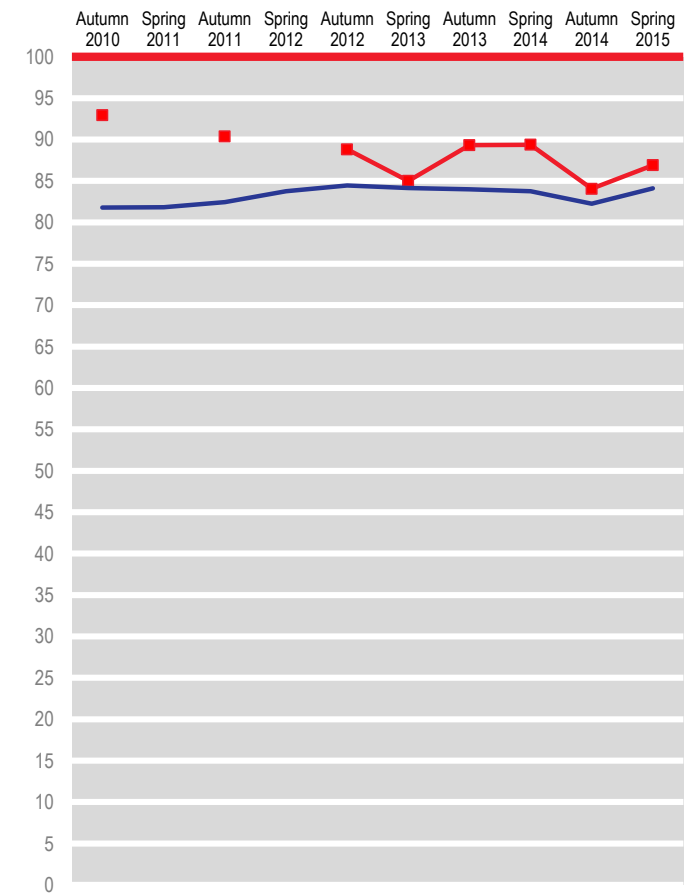


The cleanliness of the inside of the train

(533)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance



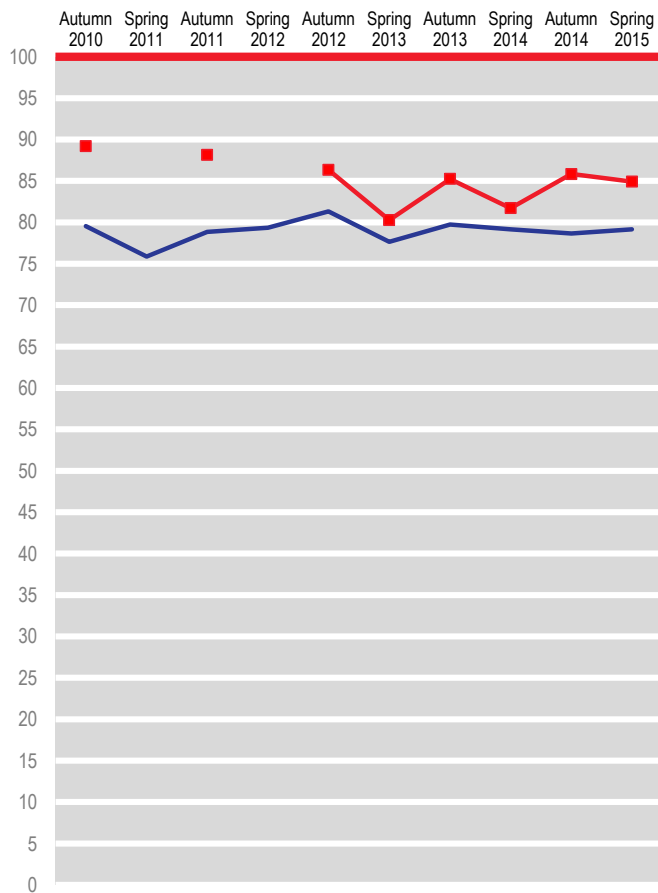
N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(458)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

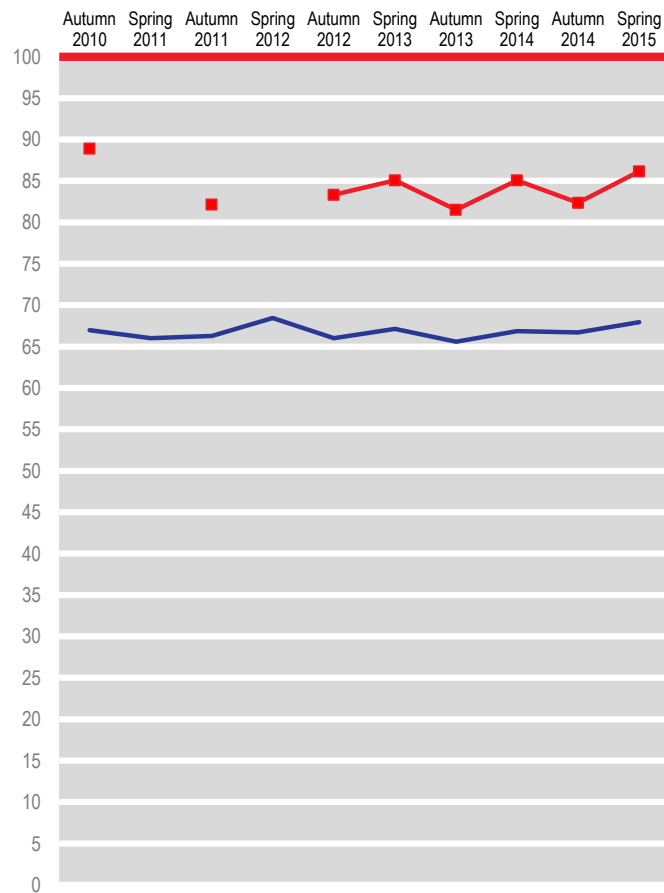


The availability of staff on the train

(479)

Percentage of passengers satisfied 2010 to 2015

Grand Central Long Distance

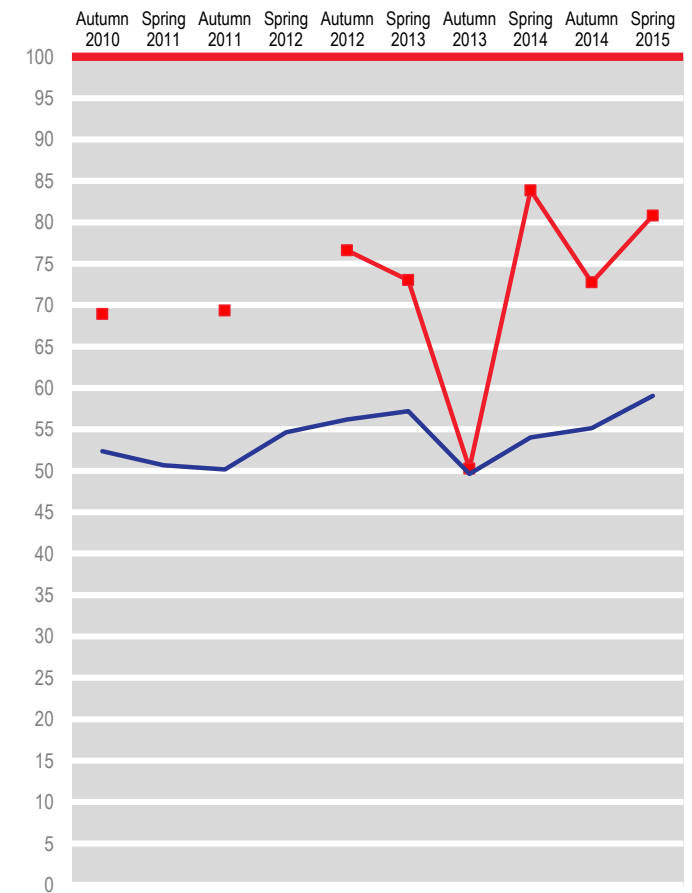


How well train company dealt with delays

(21)

Percentage of passengers satisfied 2010 to 2015

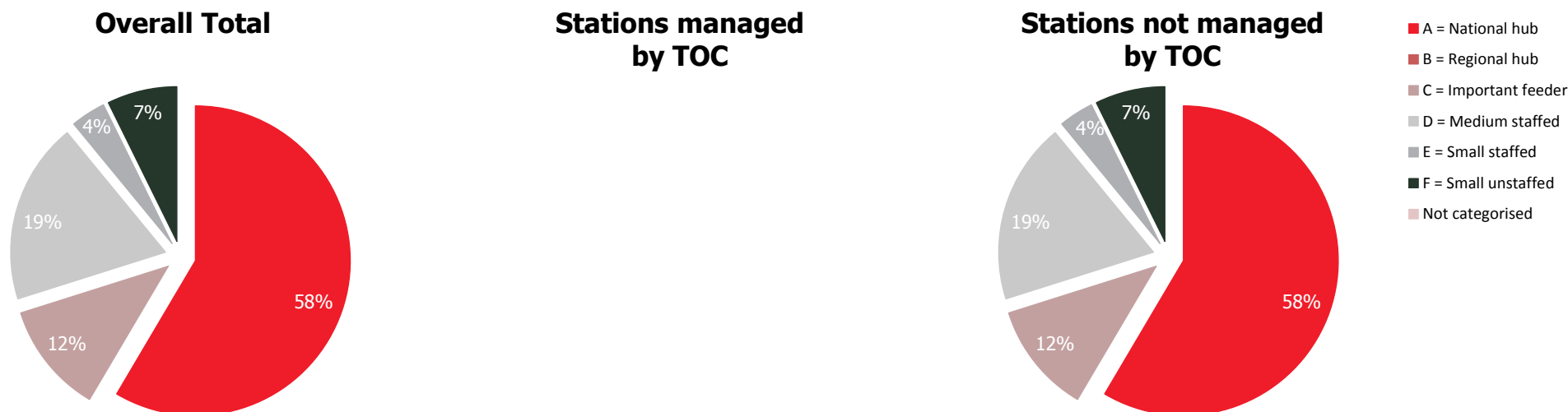
Grand Central Long Distance



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

Managed versus non-managed stations for Grand Central

(% 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	-		81
Ticket buying facilities	-		81
Provision of information about train times/platforms	-		89
The upkeep/repair of the station buildings/platforms	-		80
Cleanliness	-		82
The facilities and services	-		70
The attitudes and helpfulness of the staff	-		77
Connections with other forms of public transport	-		76
Facilities for car parking	-		51
Overall environment	-		77
Your personal security whilst using the station	-		77
The availability of staff	-		63
The provision of shelter facilities	-		74
Availability of seating	-		51
How request to station staff was handled	-		85
The choice of shops/eating/drinking facilities available	-		61

Grand Central

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	94		93	92		96
STATION FACILITIES						
Overall satisfaction with the station	80	-	87	82		89
Ticket buying facilities	80		87	82		91
Provision of information about train times/platforms	89		89	88		90
The upkeep/repair of the station buildings/platforms	80	-	87	81		88
Cleanliness	83		88	80		85
The facilities and services	69		72	72		73
The attitudes and helpfulness of the staff	75		78	81		75
Connections with other forms of public transport	76	-	86	77		81
Facilities for car parking	48		51	56		56
Overall environment	75		81	80		79
Your personal security whilst using the station	77		82	78		72
The availability of staff	62		64	66		71
The provision of shelter facilities	72		79	78		81
Availability of seating	50		43	53		49
How request to station staff was handled	83		84	87		87
The choice of shops/eating/drinking facilities available	58	-	67	69		67
TRAIN FACILITIES						
Overall satisfaction with the train	91		91	95		95
The frequency of the trains on that route	77		77	83		82
Punctuality/reliability (i.e. the train arriving/departing on time)	96	+	88	95		94
The length of time the journey was scheduled to take (speed)	92		90	96		95
Connections with other train services	84		86	88		88
The value for money of the price of your ticket	75		74	78		86
Cleanliness of the train	86		88	88		92
Upkeep and repair of the train	81		78	83		90
The provision of information during the journey	86		84	82		87
The helpfulness and attitude of staff on train	92		92	89		92
The space for luggage	77		79	87		81
The toilet facilities	62		67	69		66
Sufficient room for all passengers to sit/stand	90		92	92		94
The comfort of the seating area	87		90	95		97
The ease of being able to get on and off	87		87	87		91
Your personal security on board	91		92	91		93
The cleanliness of the inside	87		88	86		93
The cleanliness of the outside	85	+	78	85		92
The availability of staff	86		85	86		86
How well train company deals with delays	89		85	40		-

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
STATION FACILITIES						
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
TRAIN FACILITIES						
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

	Grand Central	Long Distance		Grand Central	Long Distance
DELAY					
None	89	76			
Minor	6	20			
Major	-	2			
LENGTH OF DELAY					
5 minutes or less	20	31			
6-10 minutes	41	30			
11-20 minutes	8	20			
21-30 minutes	6	6			
31-60 minutes	5	7			
More than 1 hour	-	2			
Don't know/no answer	21	3			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	50	25	Very well	61	26
Fairly well	25	35	Fairly well	11	35
Neither well nor poorly	16	16	Neither well nor poorly	17	18
Fairly poorly	9	14	Fairly poorly	7	11
Very poorly	-	11	Very poorly	4	10
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	57	26	Very well	65	25
Fairly well	16	36	Fairly well	8	31
Neither well nor poorly	22	15	Neither well nor poorly	20	26
Fairly poorly	5	13	Fairly poorly	7	8
Very poorly	-	10	Very poorly	-	11
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	47	27	Very well	57	22
Fairly well	25	35	Fairly well	-	25
Neither well nor poorly	24	20	Neither well nor poorly	43	22
Fairly poorly	4	9	Fairly poorly	-	11
Very poorly	-	9	Very poorly	-	20

6 6.2 Passenger experience relating to disability

	Grand Central	Long Distance		Grand Central	Long Distance
DISABILITY OR LONG TERM ILLNESS					
Vision	0	1			
Hearing	1	2			
Mobility	3	3			
Dexterity	1	1			
Learning or understanding or concentrating	0	1			
Memory	1	0			
Mental health	3	2			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	1	0			
Other	1	2			
None	88	88			
No answer	5	2			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL			NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a lot	8	7	Yes	2	2
Yes, a little	32	44	No	98	98
Not at all	52	42			
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Very satisfied	48	36	Very satisfied	-	86
Fairly satisfied	20	35	Fairly satisfied	100	14
Neither satisfied nor dissatisfied	28	17	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	4	9	Fairly dissatisfied	-	-
Very dissatisfied	-	2	Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	53	28	Very satisfied	-	75
Fairly satisfied	17	42	Fairly satisfied	-	9
Neither satisfied nor dissatisfied	22	18	Neither satisfied nor dissatisfied	-	9
Fairly dissatisfied	5	9	Fairly dissatisfied	-	-
Very dissatisfied	3	3	Very dissatisfied	-	7

	Grand Central	Long Distance		Grand Central	Long Distance
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	40	43	White	87	92
Female	54	56	Mixed	2	1
			Asian or Asian British	4	3
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	5	17
19-25	9	10	Business	28	25
26-34	13	10	Leisure	67	58
35-44	17	14			
45-54	22	22	REGULAR TRAVELLER		
55-59	12	11	Yes	35	37
60-64	9	11	No	65	63
65+	12	19			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	58	52	Weekday	71	80
Working Part Time	14	15	Weekend	29	20
Not Working	3	4			
Retired	14	21	TIME OF TRAVEL		
Full Time Student	6	7	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	44	40	Yes asked for help	6	11
Middle Managerial	14	14	Yes asked for information	6	11
Junior Managerial/Clerical/Supervisory	7	8	Could not find anyone to ask	3	2
Skilled Manual (With Professional Qualifications/	8	7	No	82	75
Served an Apprenticeship)					
Unskilled Manual (No Qualifications/Not Served	3	2	DO YOU REGULARLY USE THE INTERNET		
an Apprenticeship)	2	3	Yes, at home	90	91
Full time student	11	19	Yes, at work	58	58
Retired	1	1	No	4	5
Unemployed/between jobs	1	1			
Housewife/house-husband	4	4			
Other					

	Grand Central	Long Distance		Grand Central	Long Distance
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	62	75	Better telephone enquiry/booking service	4	5
With other adults 16+	31	22	Better internet enquiry/booking service	13	16
With children aged 0-4	4	1	Better information facilities at stations	5	12
With children aged 5-10	5	1	Better route maps of the rail network	9	13
With children aged 11-15	2	1	Make timetables easier to read	7	13
			Better ticket buying facilities at station ticket offices	7	10
			Better ticket buying facilities at station ticket machines	8	9
			Better promotion when advanced tickets available	34	34
TRAVELLING WITH ...			Other	11	12
Heavy/bulky luggage/other large items	38	31	None of these	32	29
Pushchair	2	1			
Folding bicycle	0	0			
Non-folding bicycle	0	0			
Dog	0	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	57	66			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	14	15			
Anytime day single/return	6	12			
Off-peak/super off-peak single/return	17	21			
Off-peak/super off-peak day single/return	7	10			
Advance	45	27			
Day travelcard	0	1			
Oyster pay as you go	1	0			
Weekly or monthly season ticket	0	4			
Annual season ticket	0	2			
Special promotion ticket	1	1			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	0	0			
Other	2	3			
Don't know/no answer	5	3			

Station sample sizes for Grand Central

Station	Unweighted
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London Kings Cross	195
York	68
Sunderland	61
Hartlepool	52
Halifax	37
Doncaster	35
Eaglescliffe	26
Wakefield Kirkgate	17
Brighouse	15
Bradford Interchange	14
Northallerton	12
Thirsk	12
Pontefract Monkhill	4
Mirfield	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
Sample size	28775	12261	4246	12268	24544	4231	9385	5715	7288	6387
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):

London and South East Operators	Abellio Greater Anglia
	c2c
	Chiltern Railways
	First Great Western
	Govia Thameslink Railway
	London Midland
	London Overground
	South West Trains
	Southeastern
Long Distance Operators	Southern
	CrossCountry
	East Coast
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
Regional Operators	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

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

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