



# National Rail Passenger Survey

## Heathrow Express TOC Report

### Spring 2015 (Wave 32)

#### Contacts:

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

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

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

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



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# 1

## 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

### 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.

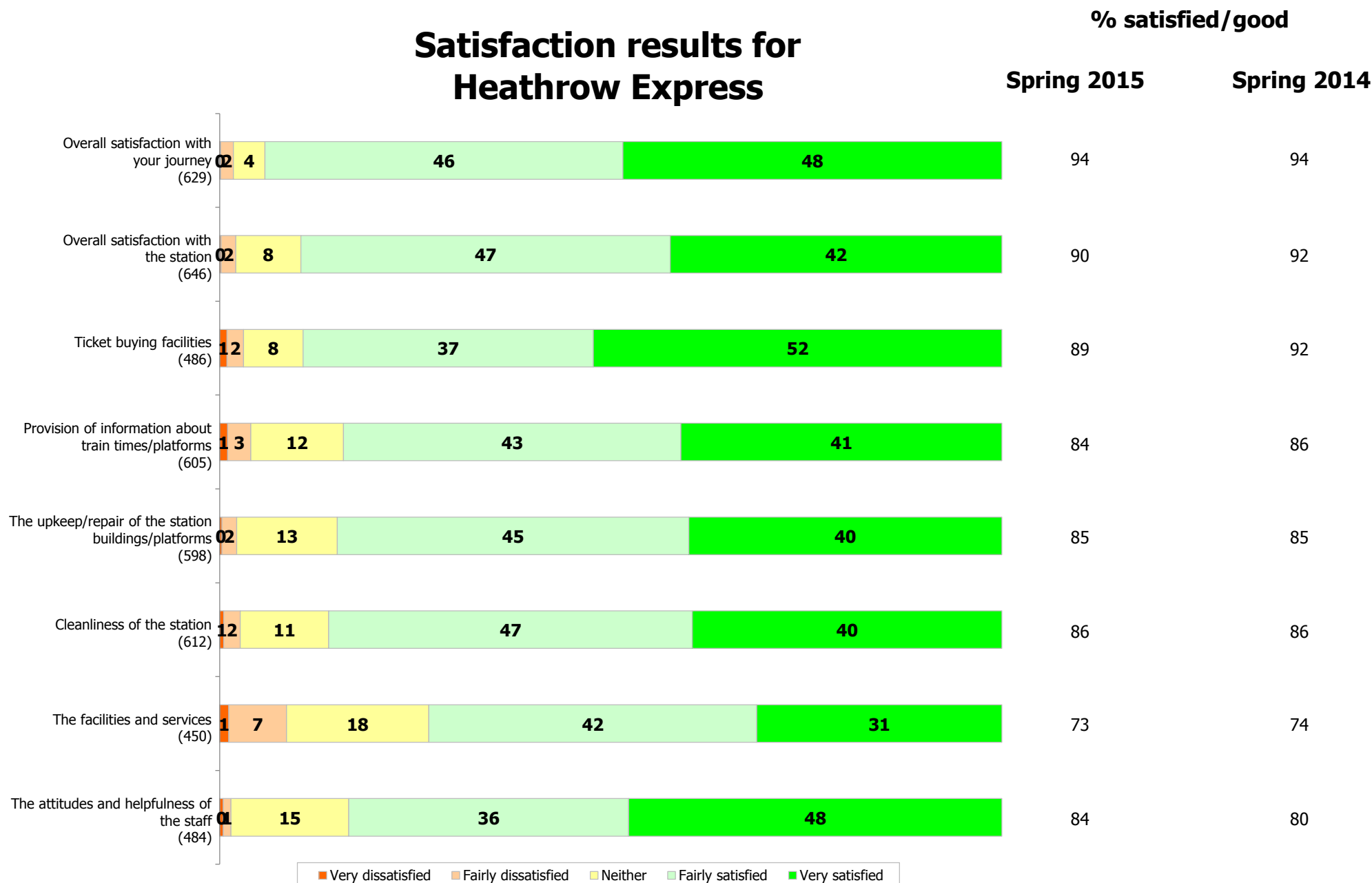
A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related or other related issues this wave.

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.

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

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

### Satisfaction results for Heathrow Express

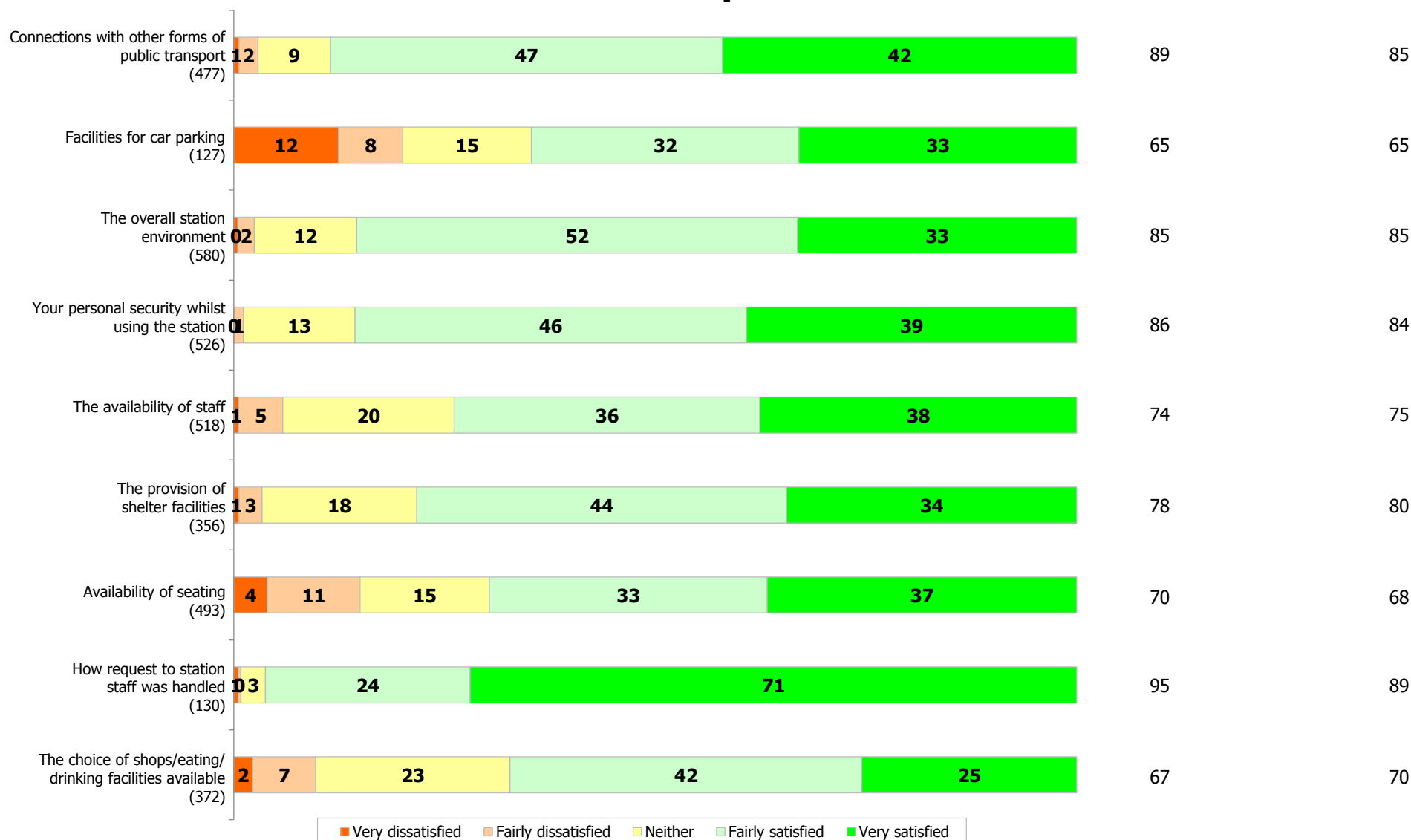


## Satisfaction results for Heathrow Express

% satisfied/good

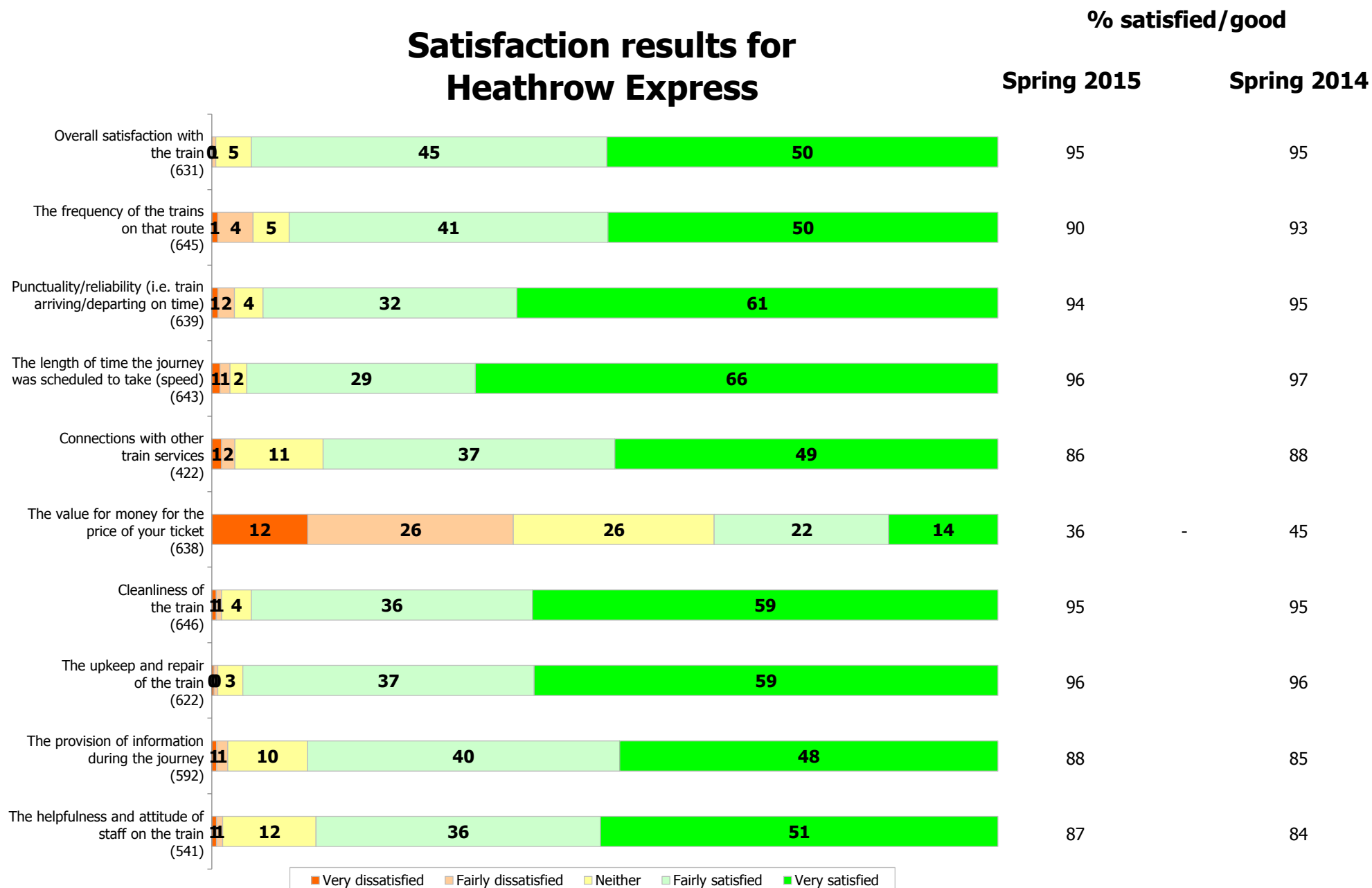
Spring 2015

Spring 2014





## Satisfaction results for Heathrow Express



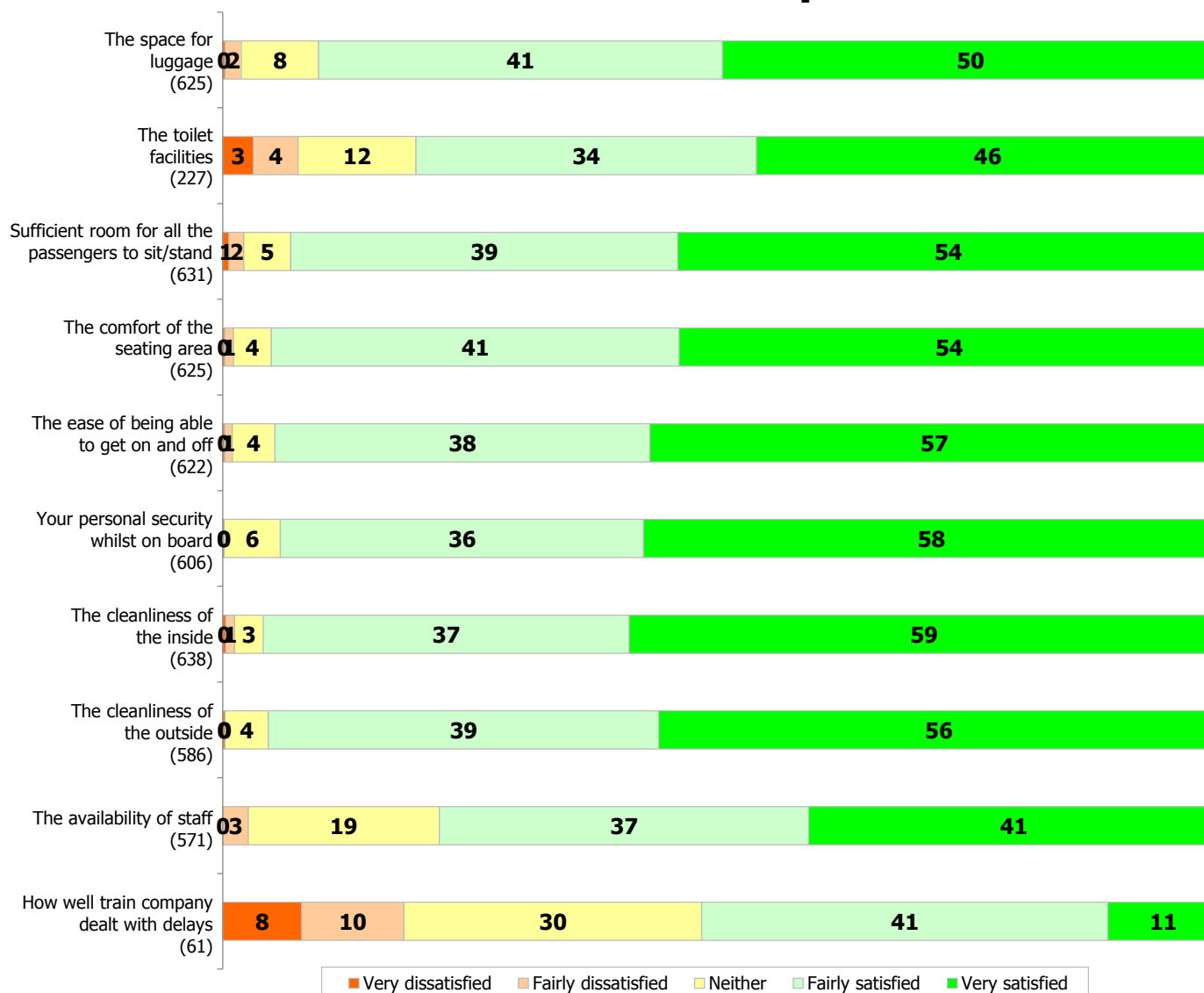


## Satisfaction results for Heathrow Express

% satisfied/good

Spring 2015

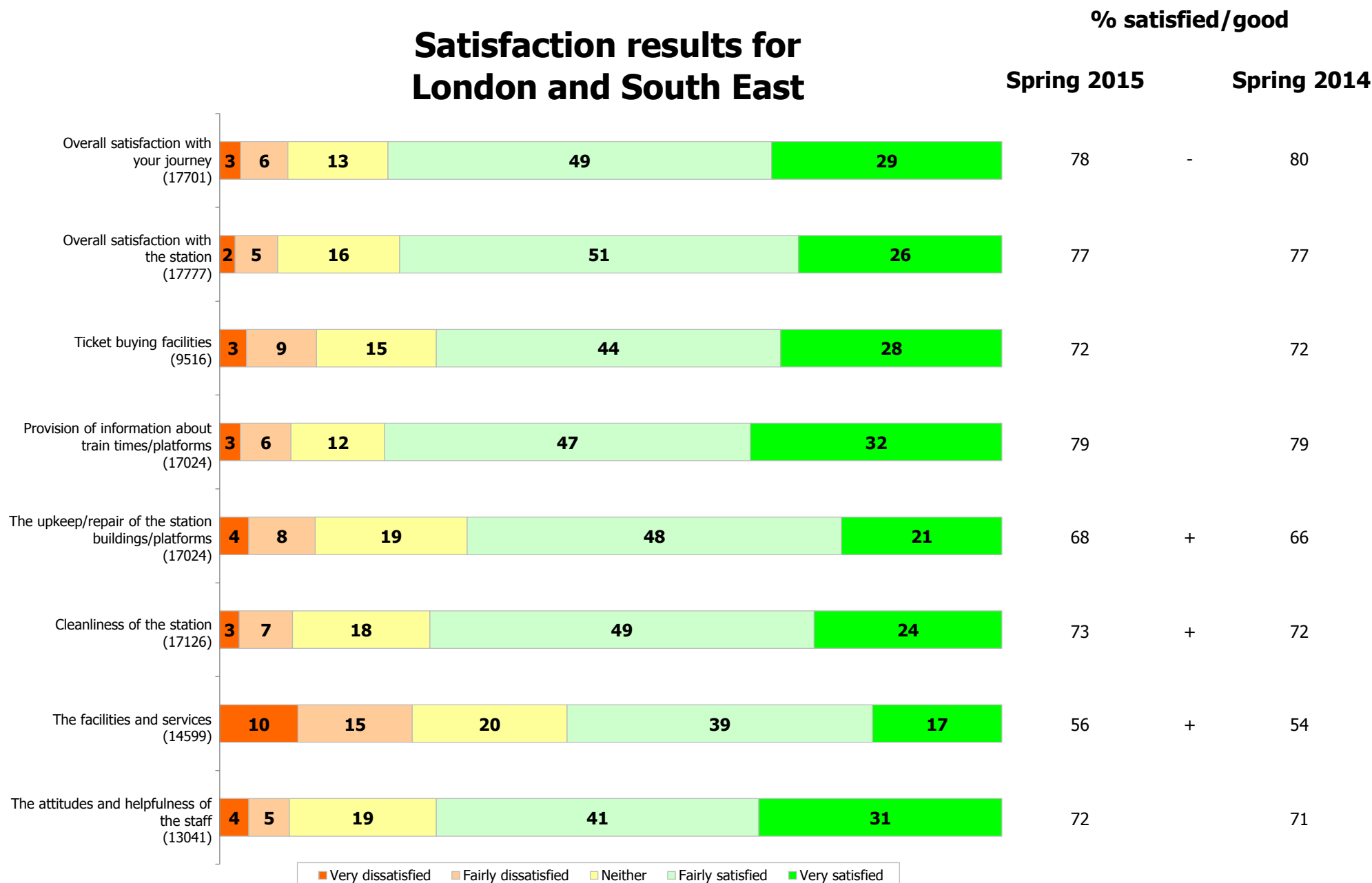
Spring 2014



## 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

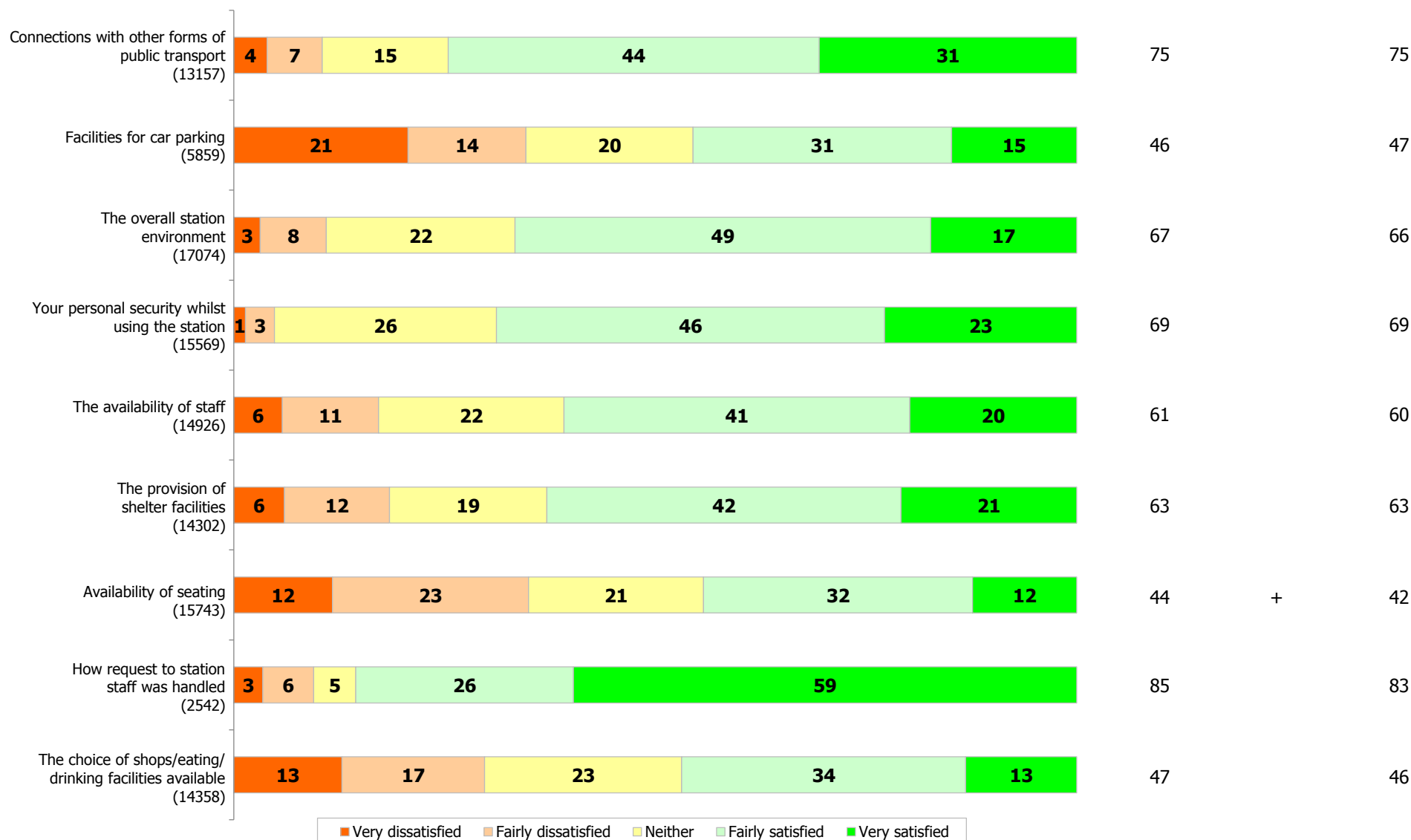


## Satisfaction results for London and South East

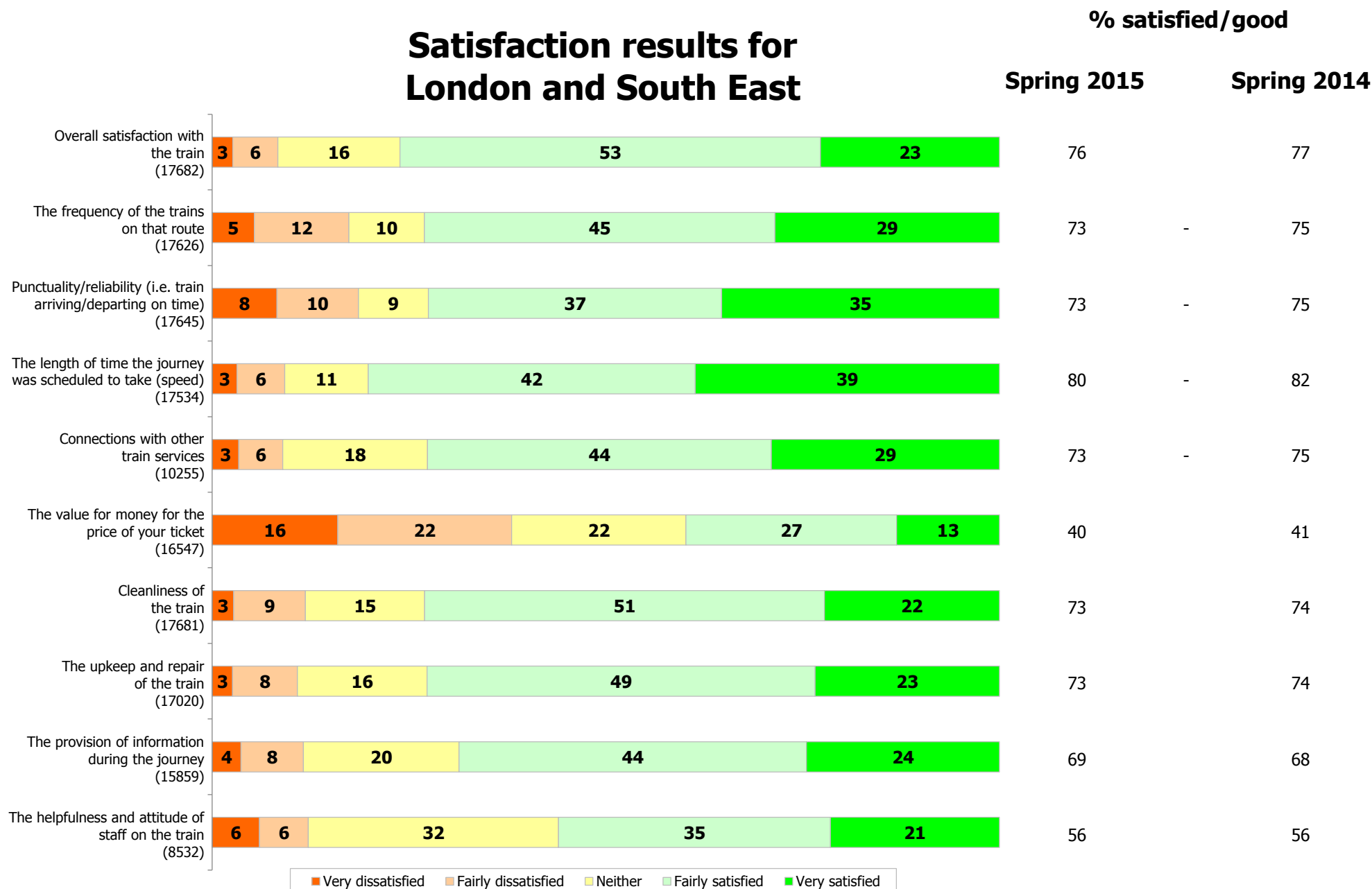
% satisfied/good

Spring 2015

Spring 2014



## Satisfaction results for London and South East

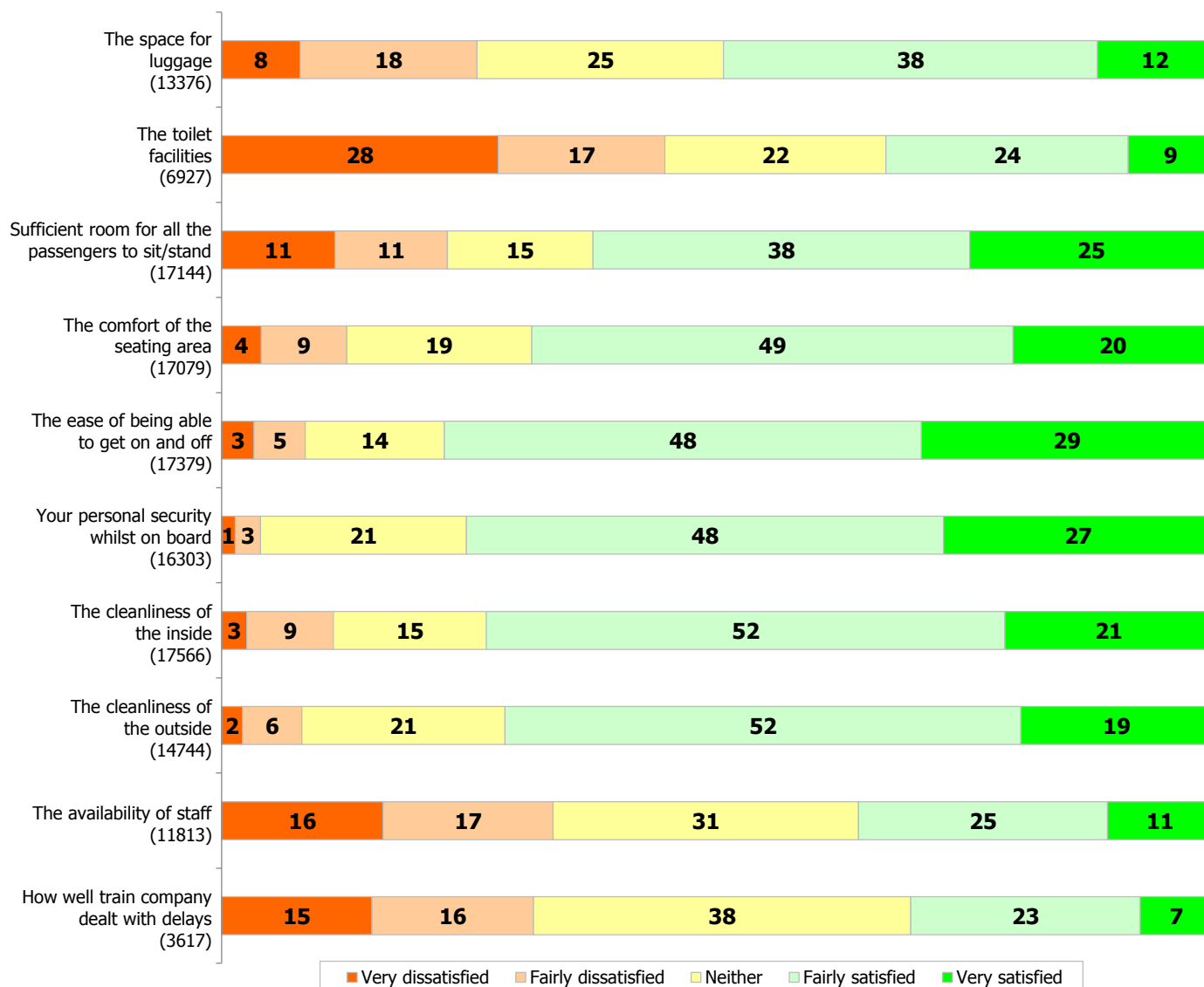


## Satisfaction results for London and South East

% satisfied/good

Spring 2015

Spring 2014



## Heathrow Express versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	94	78	120%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	90	77	116%
Ticket buying facilities	89	72	124%
Provision of information about train times/platforms	84	79	107%
The upkeep/repair of the station buildings/platforms	85	68	124%
Cleanliness	86	73	118%
The facilities and services	73	56	132%
The attitudes and helpfulness of the staff	84	72	115%
Connections with other forms of public transport	89	75	119%
Facilities for car parking	65	46	142%
Overall environment	85	67	128%
Your personal security whilst using the station	86	69	124%
The availability of staff	74	61	121%
The provision of shelter facilities	78	63	125%
Availability of seating	70	44	157%
How request to station staff was handled	95	85	112%
The choice of shops/eating/drinking facilities available	67	47	144%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	95	76	125%
The frequency of the trains on that route	90	73	123%
Punctuality/reliability (i.e. the train arriving/departing on time)	94	73	129%
The length of time the journey was scheduled to take (speed)	96	80	119%
Connections with other train services	86	73	118%
The value for money of the price of your ticket	36	40	91%
Cleanliness of the train	95	73	130%
Upkeep and repair of the train	96	73	132%
The provision of information during the journey	88	69	128%
The helpfulness and attitude of staff on train	87	56	155%
The space for luggage	90	49	183%
The toilet facilities	81	33	245%
Sufficient room for all passengers to sit/stand	93	63	149%
The comfort of the seating area	95	69	138%
The ease of being able to get on and off	95	78	122%
Your personal security on board	94	75	125%
The cleanliness of the inside	96	73	131%
The cleanliness of the outside	95	71	134%
The availability of staff	78	36	219%
How well train company deals with delays	52	30	170%

## Building block/route data for Heathrow Express

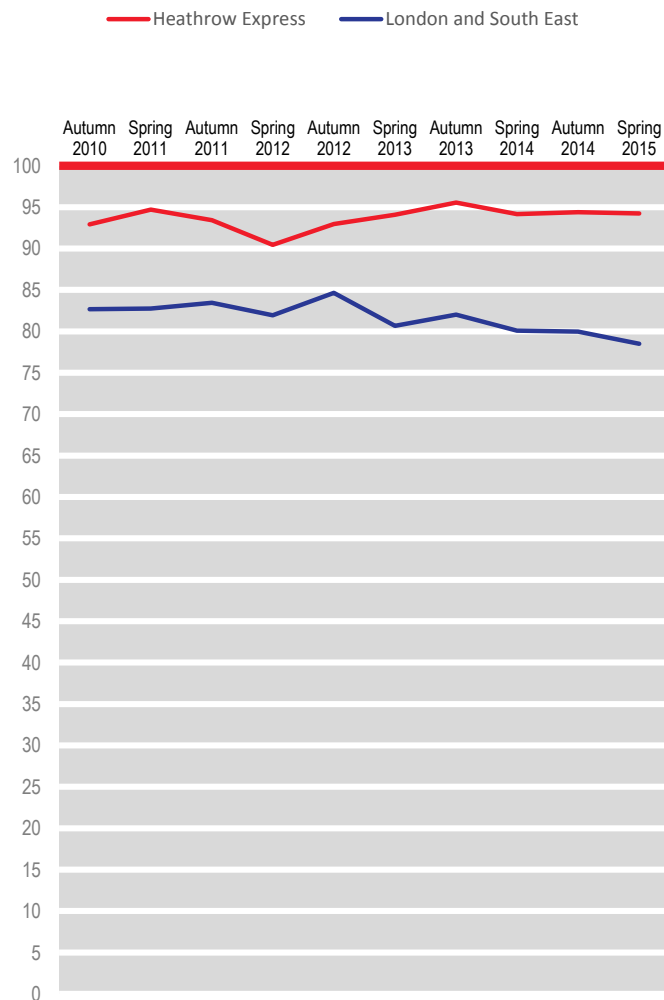
	Heathrow Express
Overall satisfaction with your journey	94
<b>STATION FACILITIES</b>	
Overall satisfaction with the station	90
Ticket buying facilities	89
Provision of information about train times/platforms	84
The upkeep/repair of the station buildings/platforms	85
Cleanliness	86
The facilities and services	73
The attitudes and helpfulness of the staff	84
Connections with other forms of public transport	89
Facilities for car parking	65
Overall environment	85
Your personal security whilst using the station	86
The availability of staff	74
The provision of shelter facilities	78
Availability of seating	70
How request to station staff was handled	95
The choice of shops/eating/drinking facilities available	67
<b>TRAIN FACILITIES</b>	
Overall satisfaction with the train	95
The frequency of the trains on that route	90
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	86
The value for money of the price of your ticket	36
Cleanliness of the train	95
Upkeep and repair of the train	96
The provision of information during the journey	88
The helpfulness and attitude of staff on train	87
The space for luggage	90
The toilet facilities	81
Sufficient room for all passengers to sit/stand	93
The comfort of the seating area	95
The ease of being able to get on and off	95
Your personal security on board	94
The cleanliness of the inside	96
The cleanliness of the outside	95
The availability of staff	78
How well train company deals with delays	52



# Percentage satisfaction with aspects of station where boarded

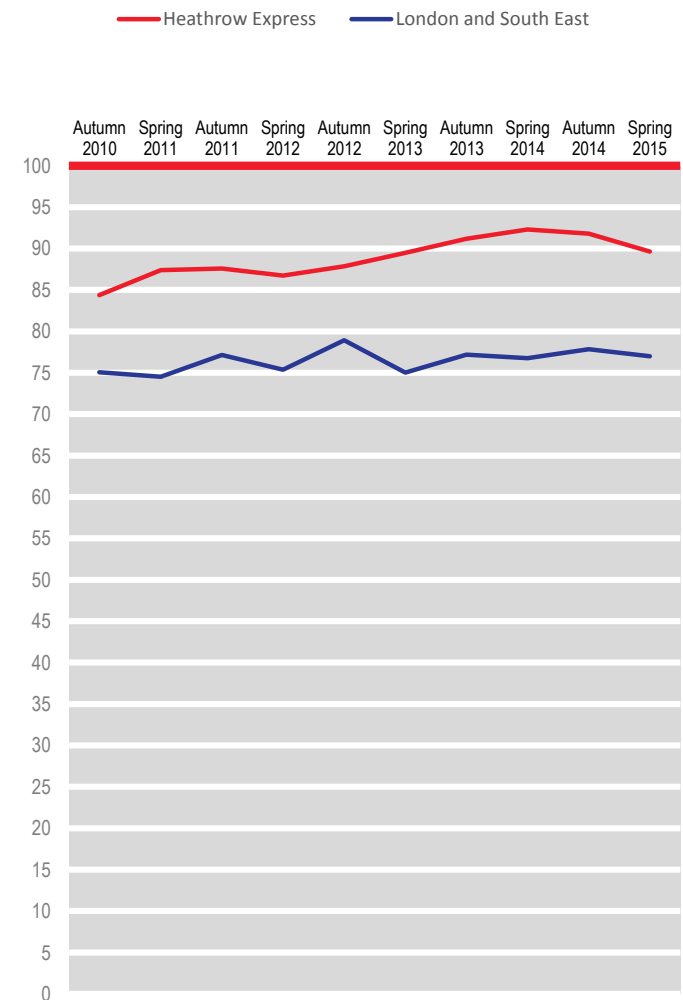
## Overall satisfaction with your journey

(629)  
Percentage of passengers satisfied 2010 to 2015



## Overall station satisfaction

(646)  
Percentage of passengers satisfied 2010 to 2015

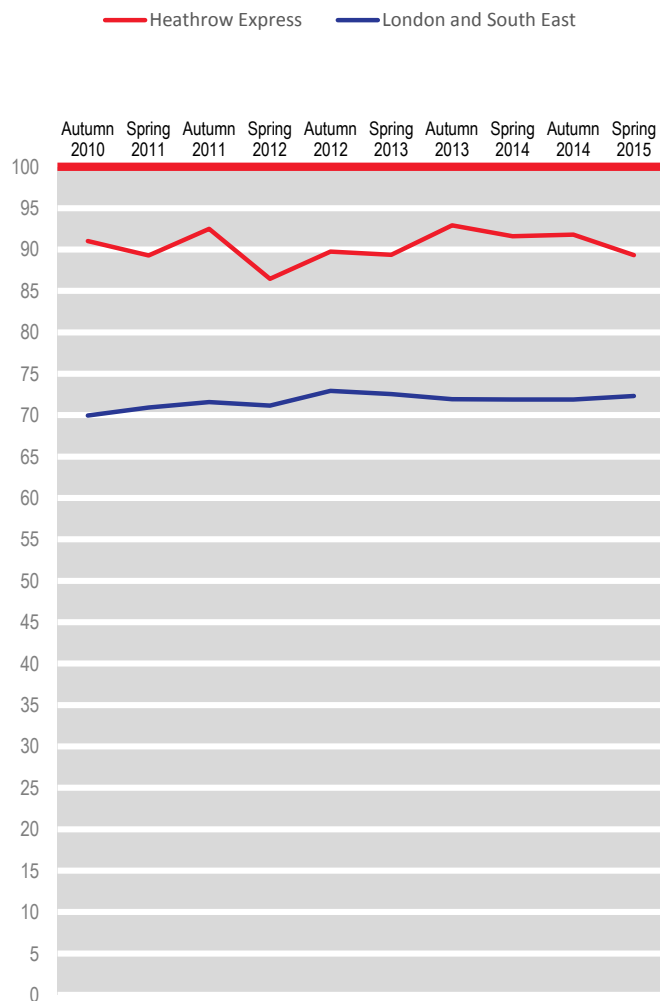


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(486)

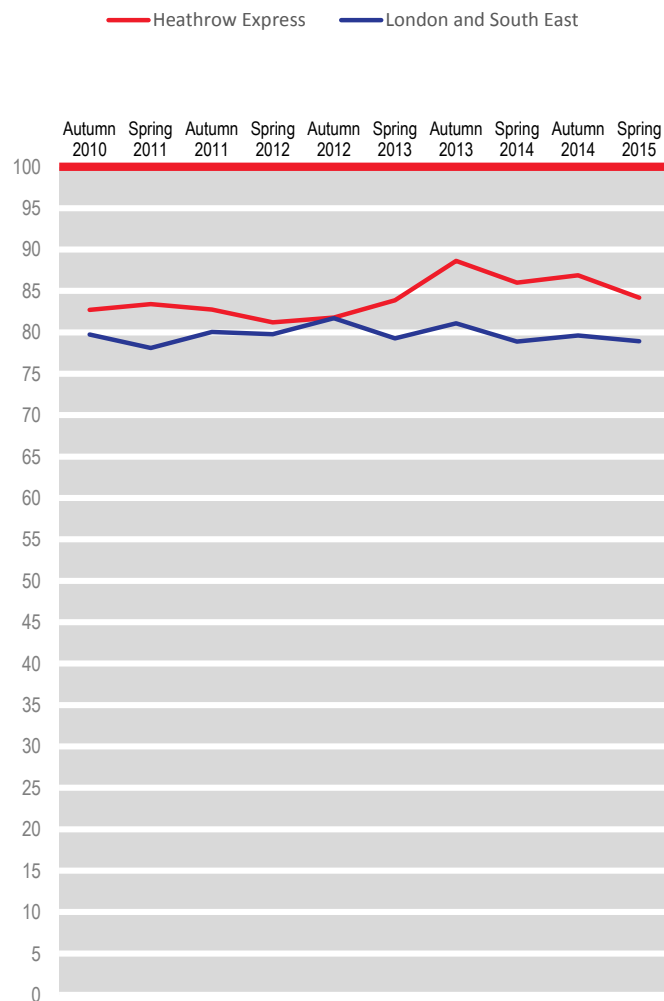
Percentage of passengers satisfied 2010 to 2015



### Provision of information about train times/platforms

(605)

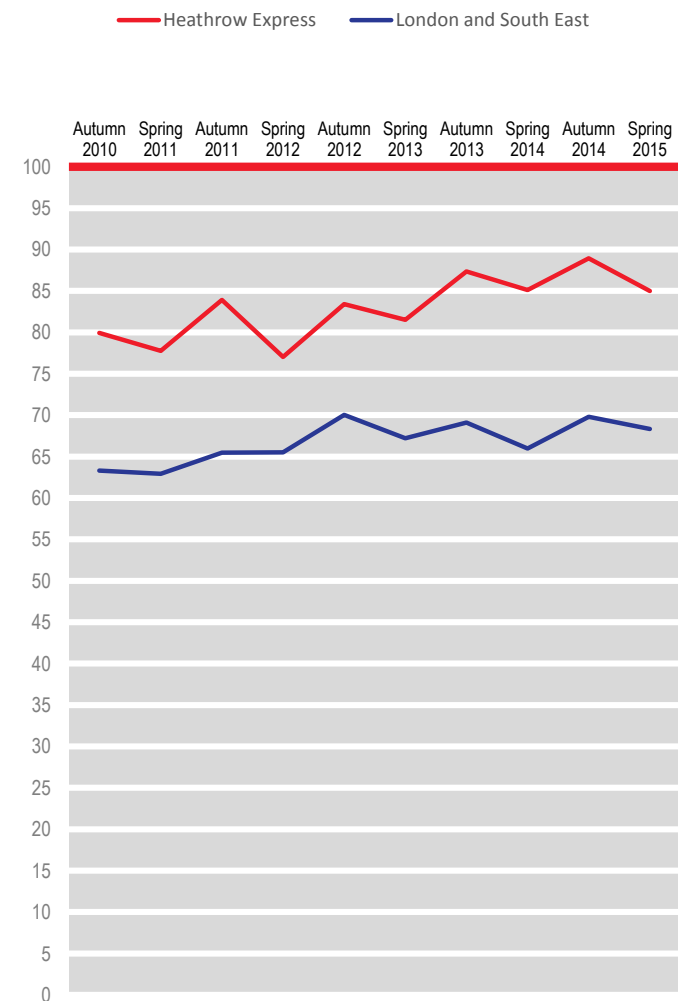
Percentage of passengers satisfied 2010 to 2015



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

(598)

Percentage of passengers satisfied 2010 to 2015

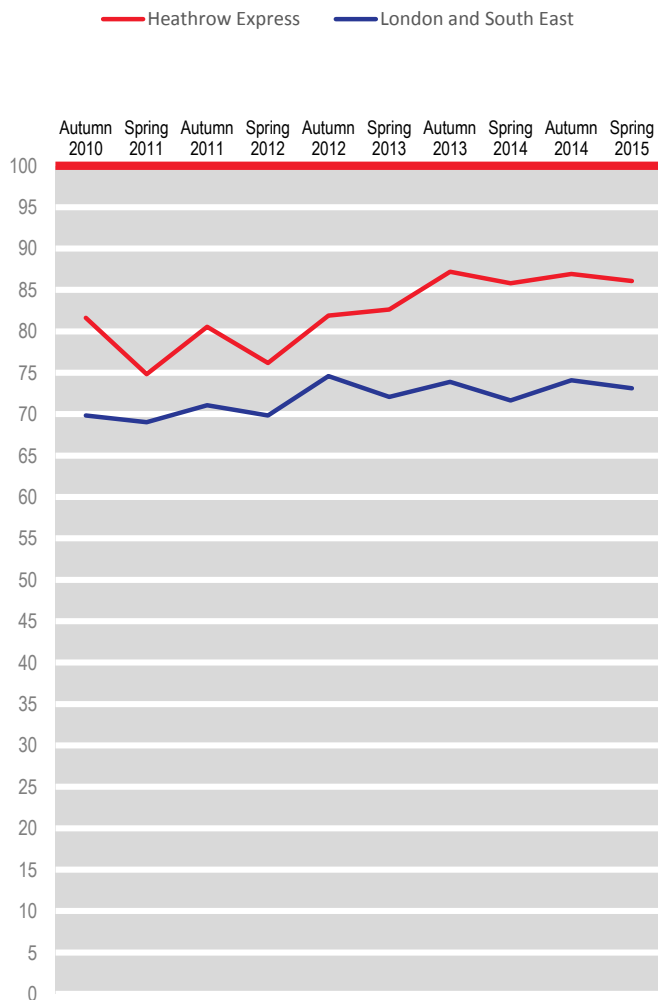


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(612)

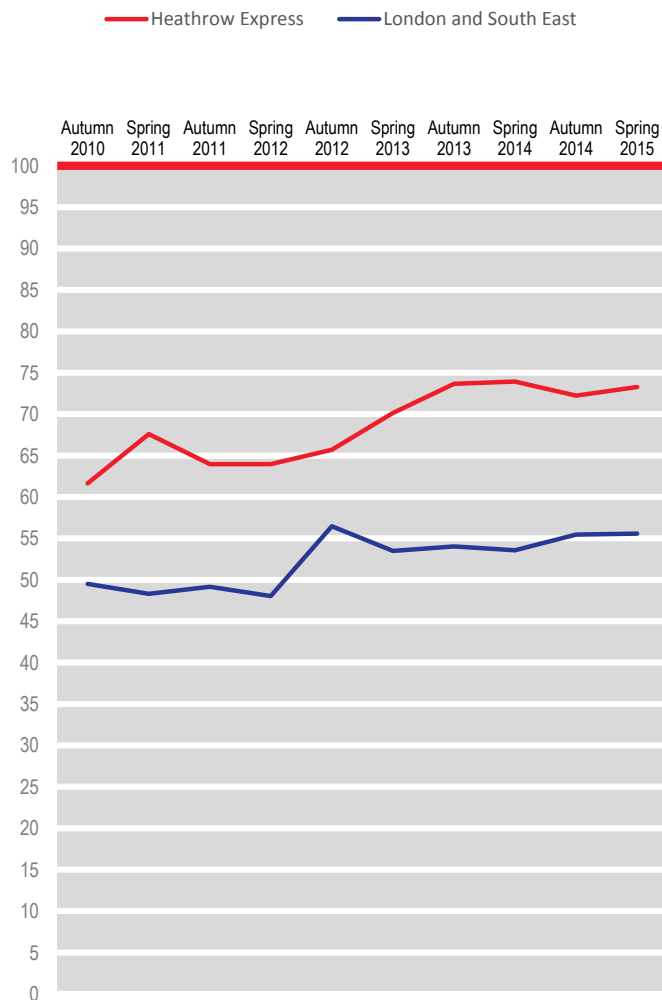
Percentage of passengers satisfied 2010 to 2015



### The facilities and services at the station

(450)

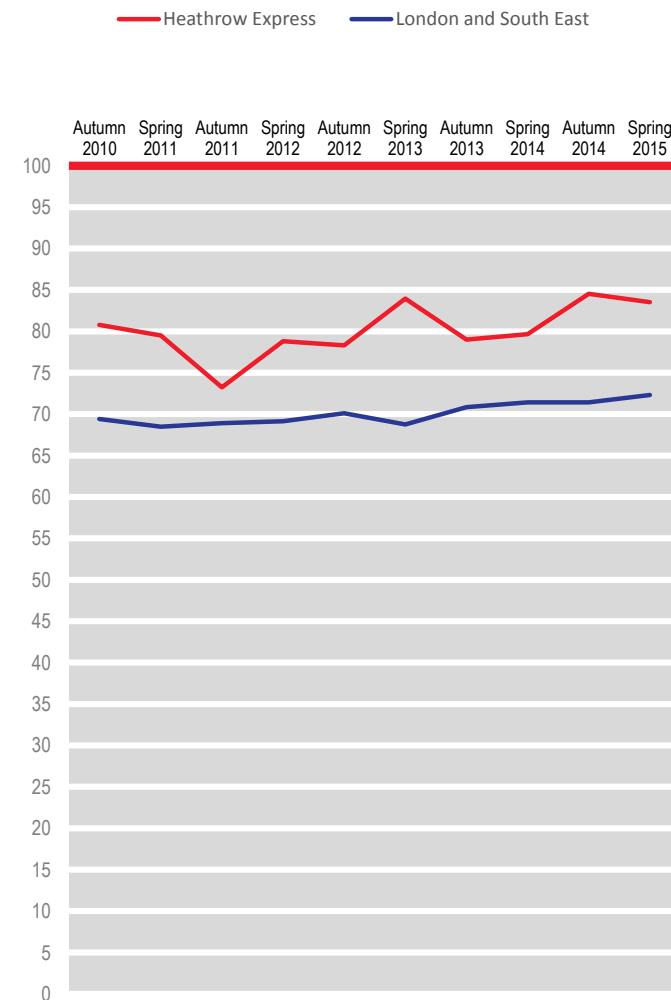
Percentage of passengers satisfied 2010 to 2015



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

(484)

Percentage of passengers satisfied 2010 to 2015

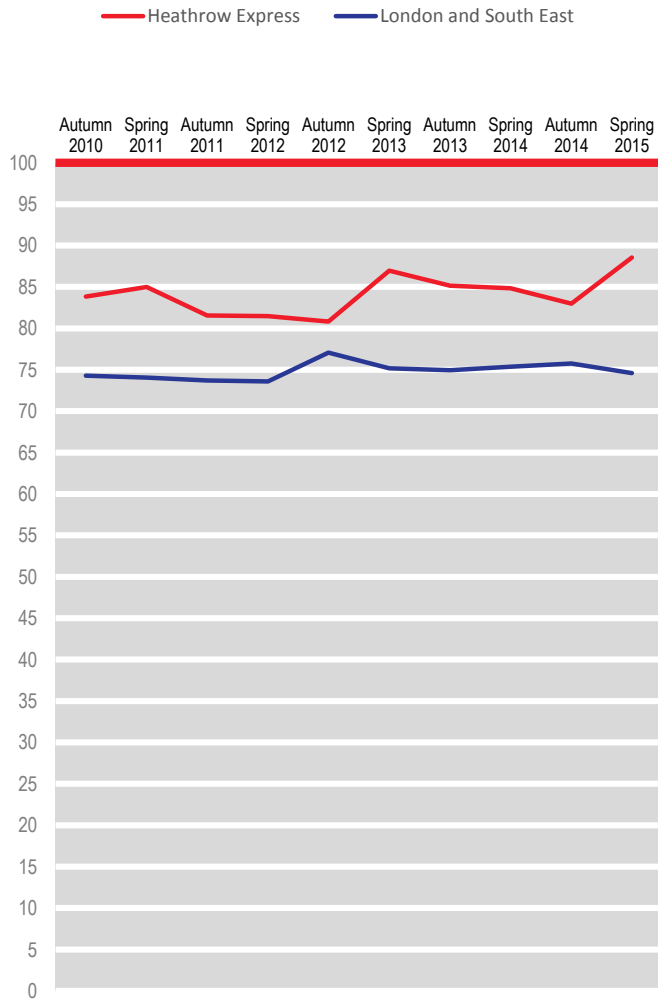


N.B. Benchmarks and targets are only shown for applicable factors

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

(477)

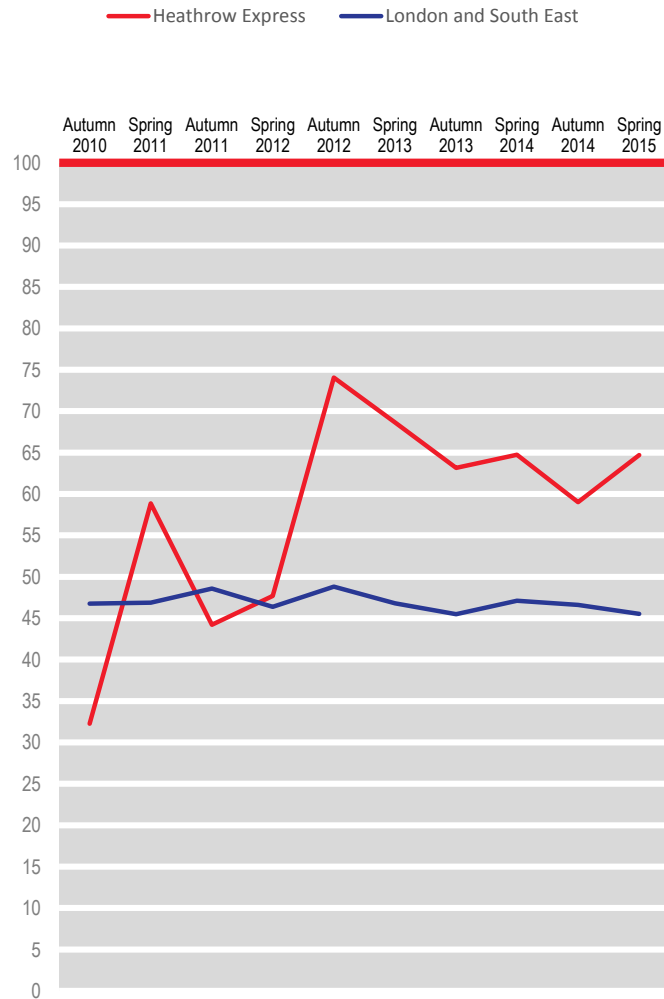
Percentage of passengers satisfied 2010 to 2015



### Facilities for car parking at the station

(127)

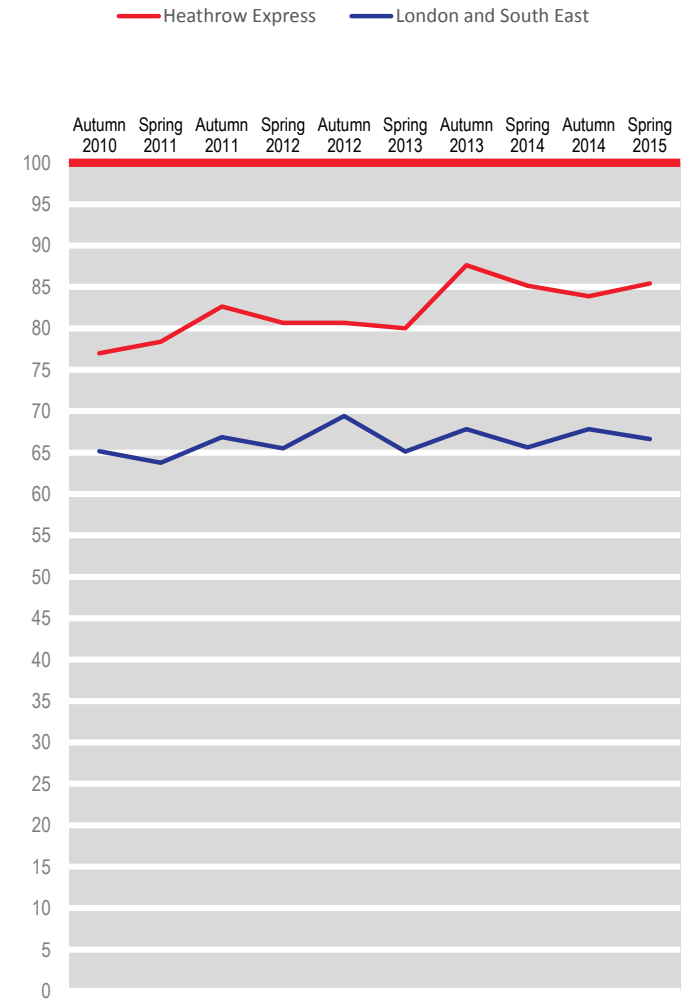
Percentage of passengers satisfied 2010 to 2015



### Overall station environment

(580)

Percentage of passengers satisfied 2010 to 2015

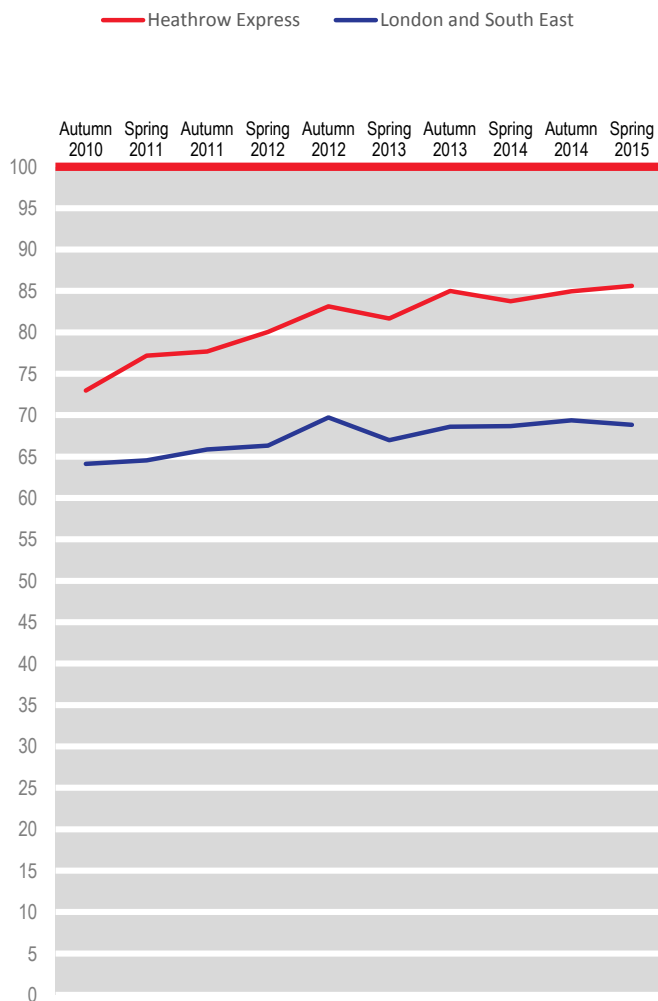


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(526)

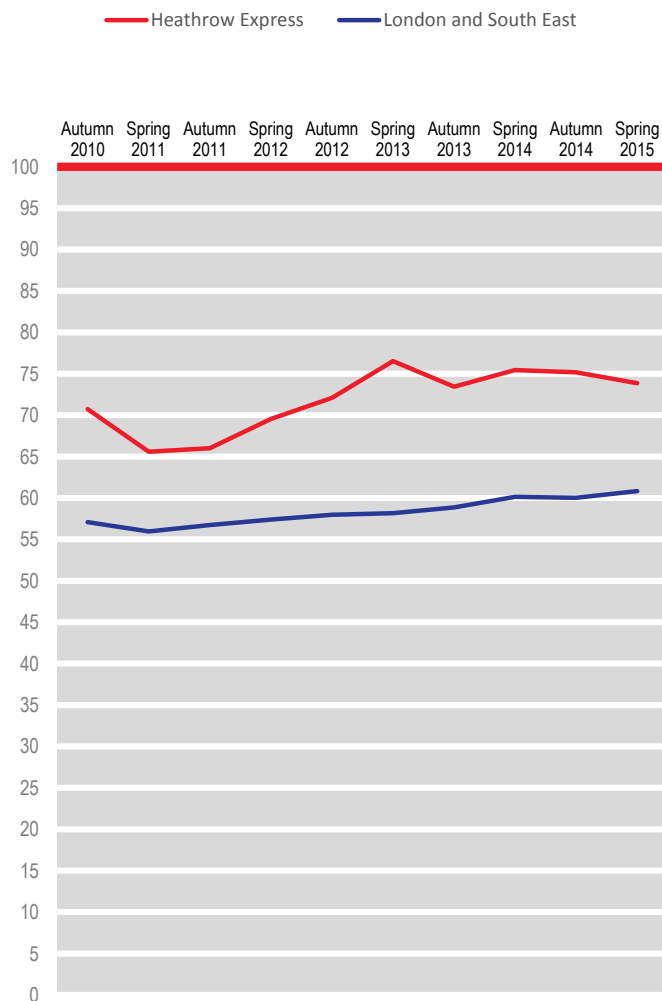
Percentage of passengers satisfied 2010 to 2015



### The availability of staff at the station

(518)

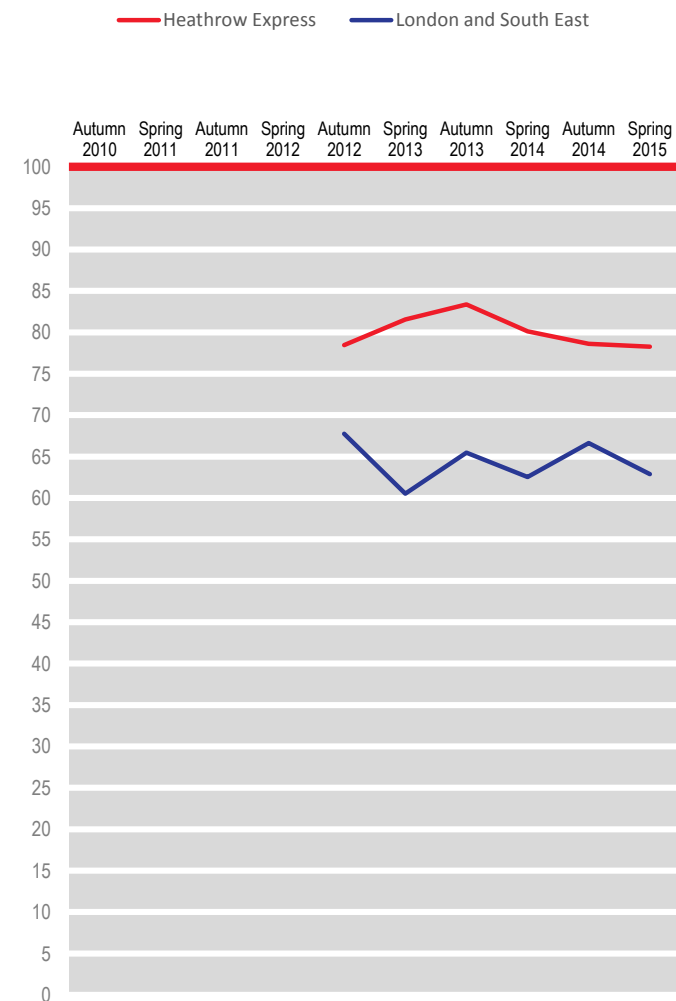
Percentage of passengers satisfied 2010 to 2015



### The provision of shelter facilities

(356)

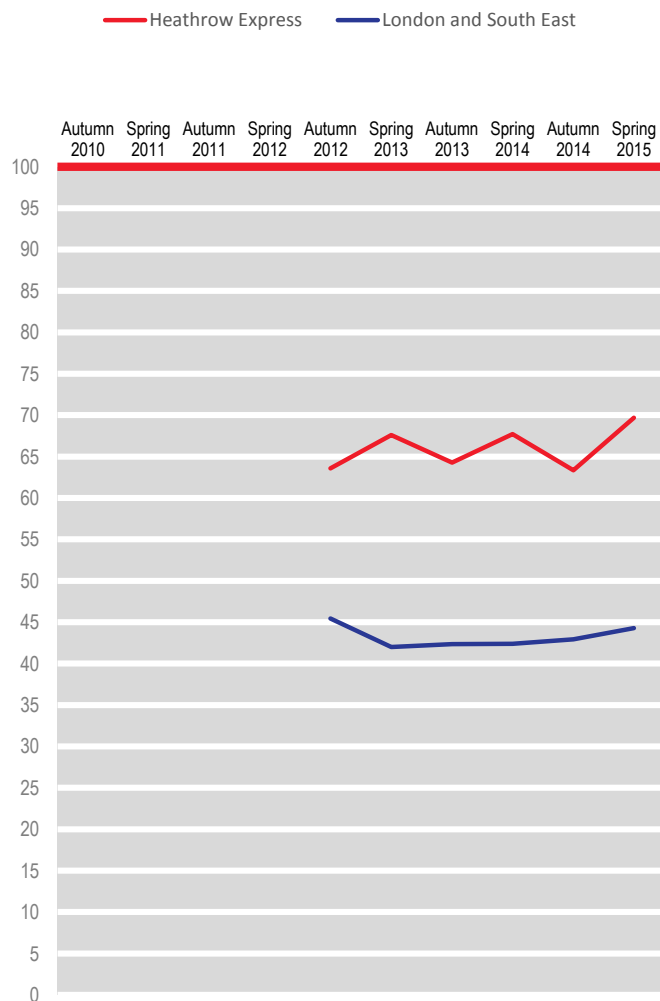
Percentage of passengers satisfied 2010 to 2015



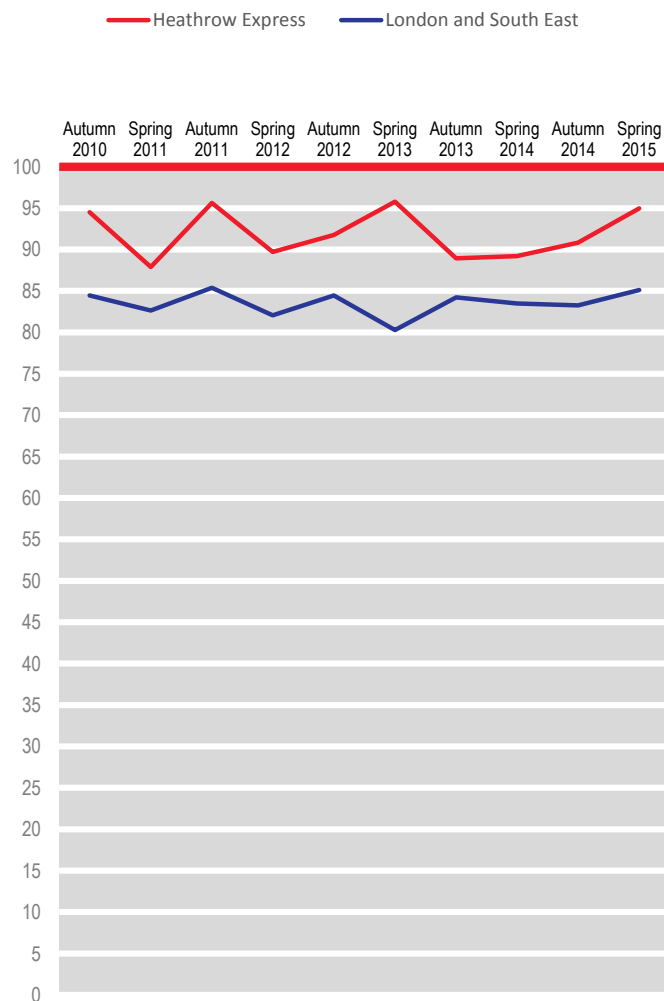
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(493)**

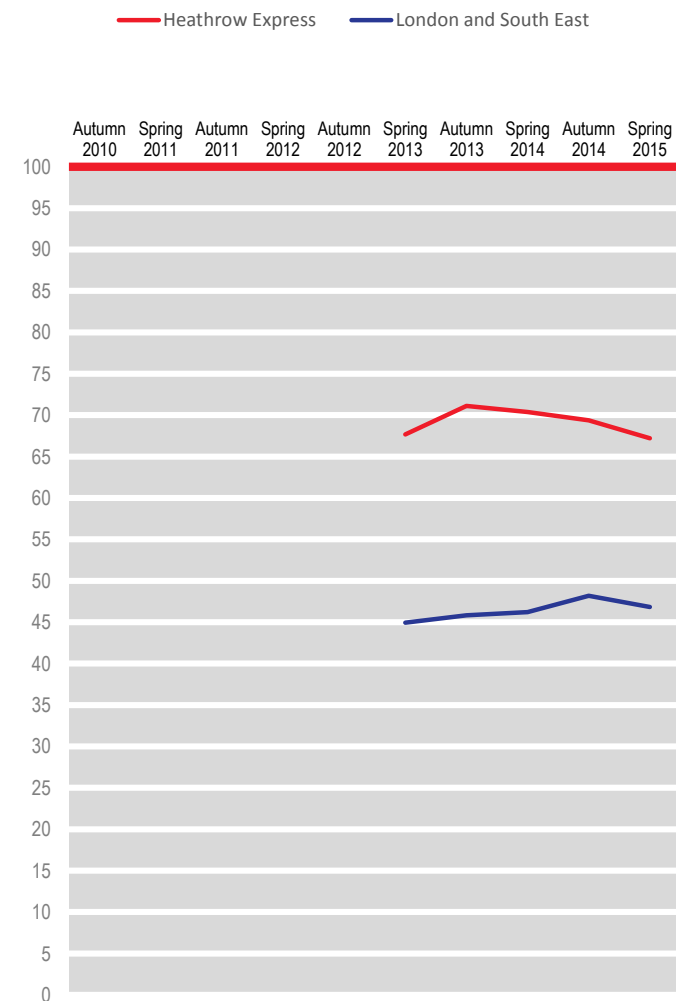
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(130)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(372)**

Percentage of passengers satisfied 2010 to 2015



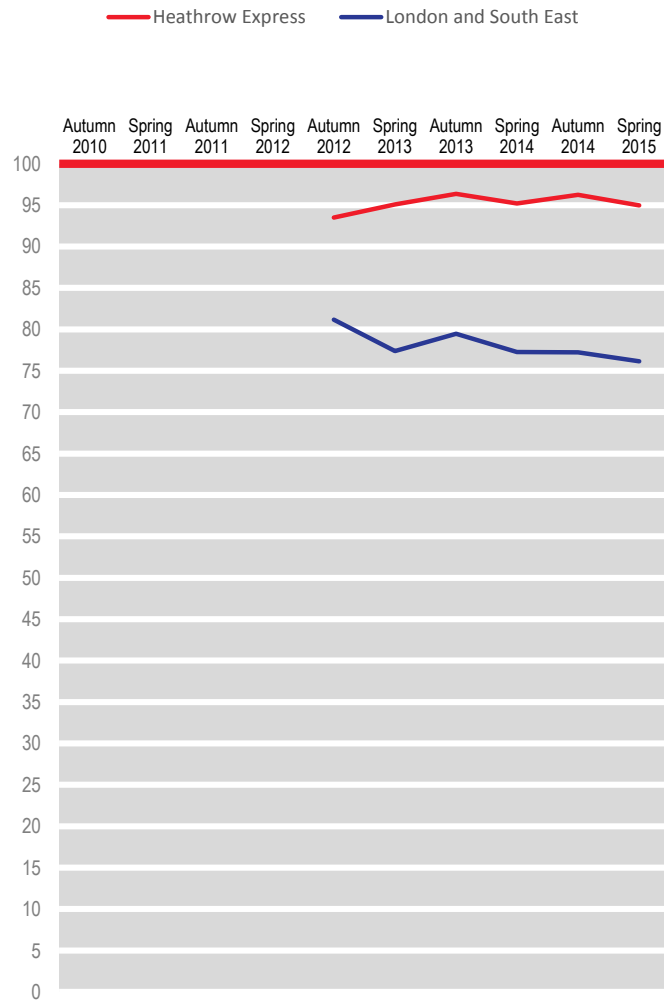
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(631)

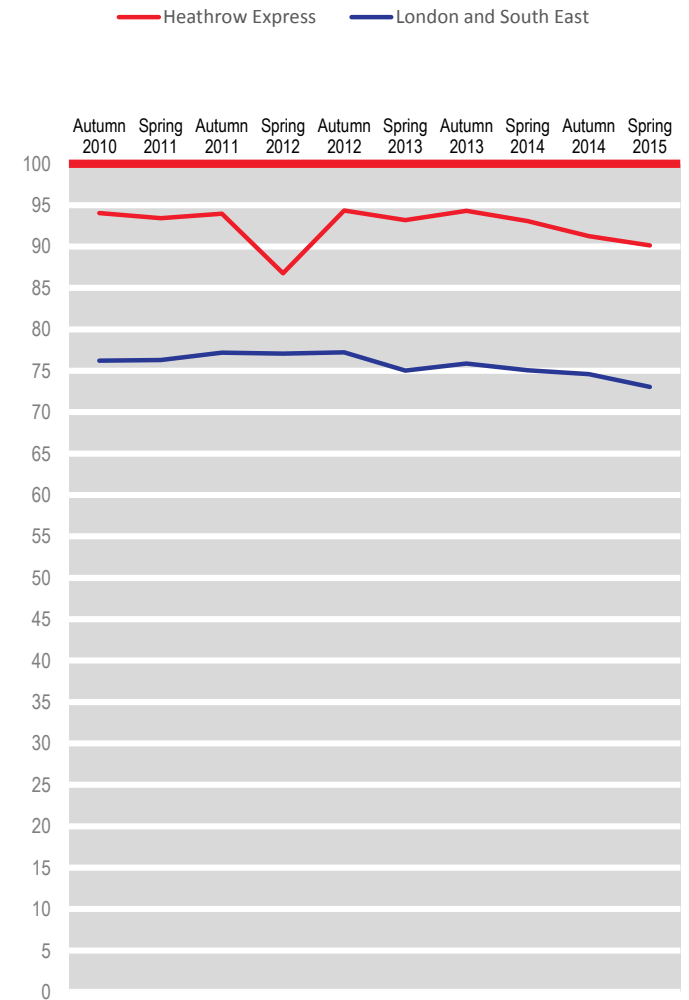
Percentage of passengers satisfied 2010 to 2015



## The frequency of trains on that route

(645)

Percentage of passengers satisfied 2010 to 2015



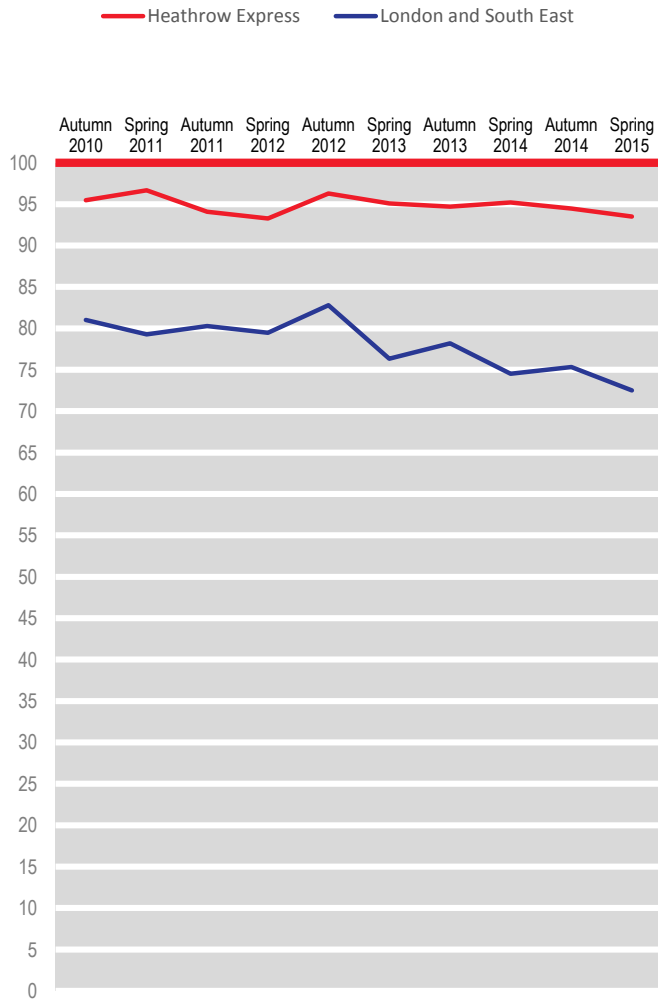
N.B. Benchmarks and targets are only shown for applicable factors



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

(639)

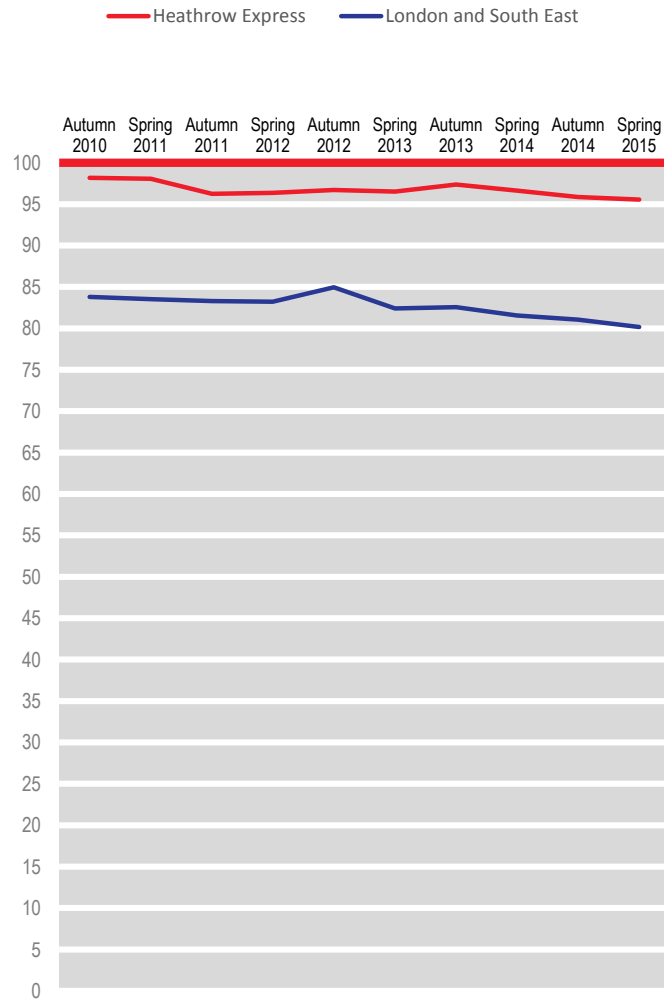
Percentage of passengers satisfied 2010 to 2015



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

(643)

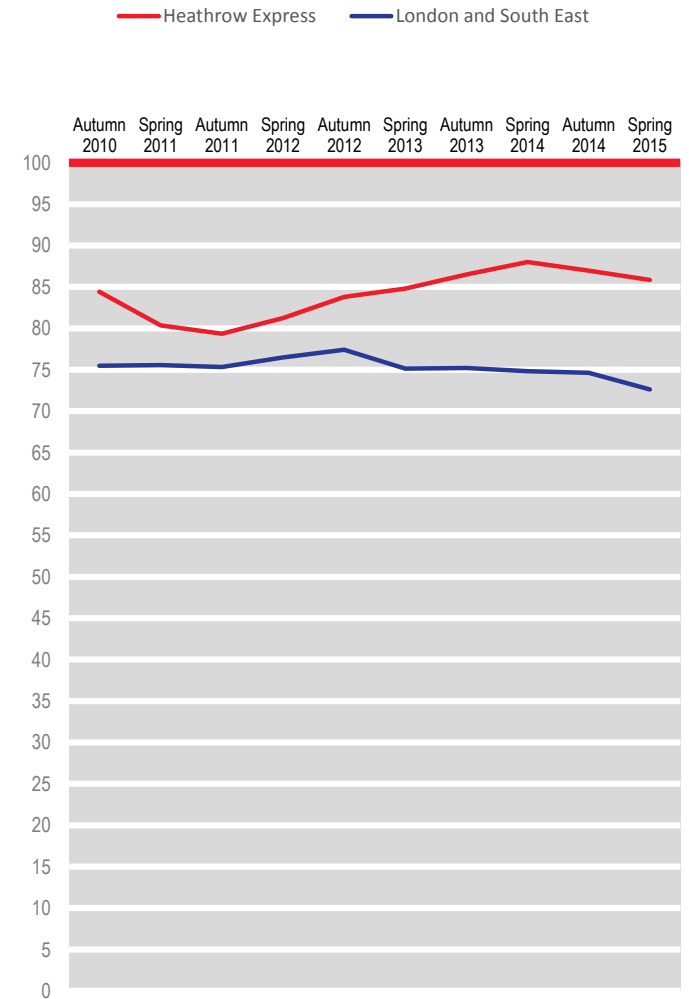
Percentage of passengers satisfied 2010 to 2015



### Connections with other train services

(422)

Percentage of passengers satisfied 2010 to 2015

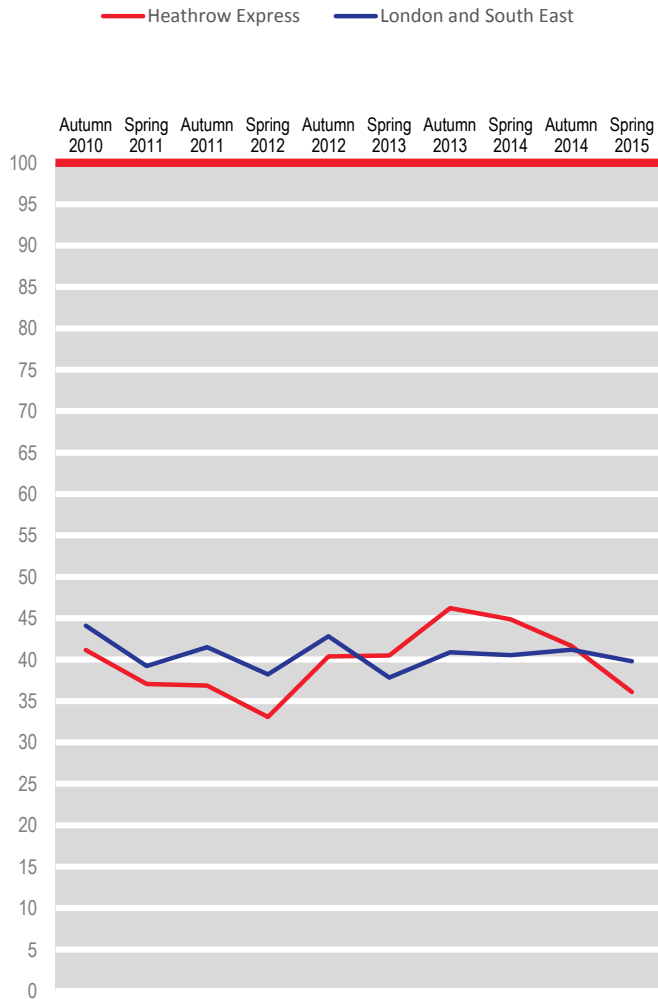


N.B. Benchmarks and targets are only shown for applicable factors

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

(638)

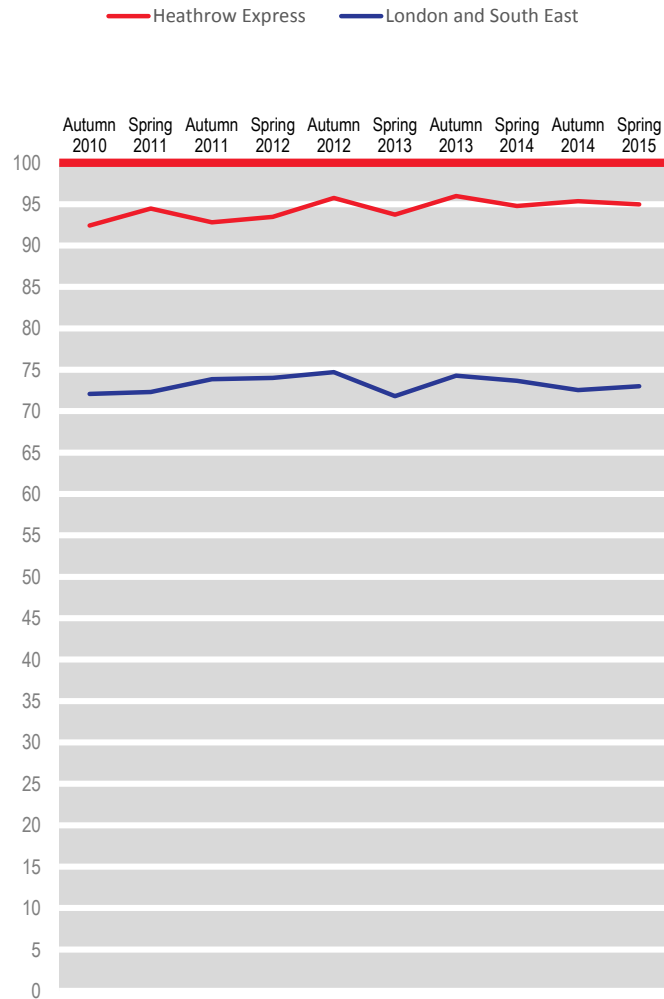
Percentage of passengers satisfied 2010 to 2015



### Cleanliness of the train

(646)

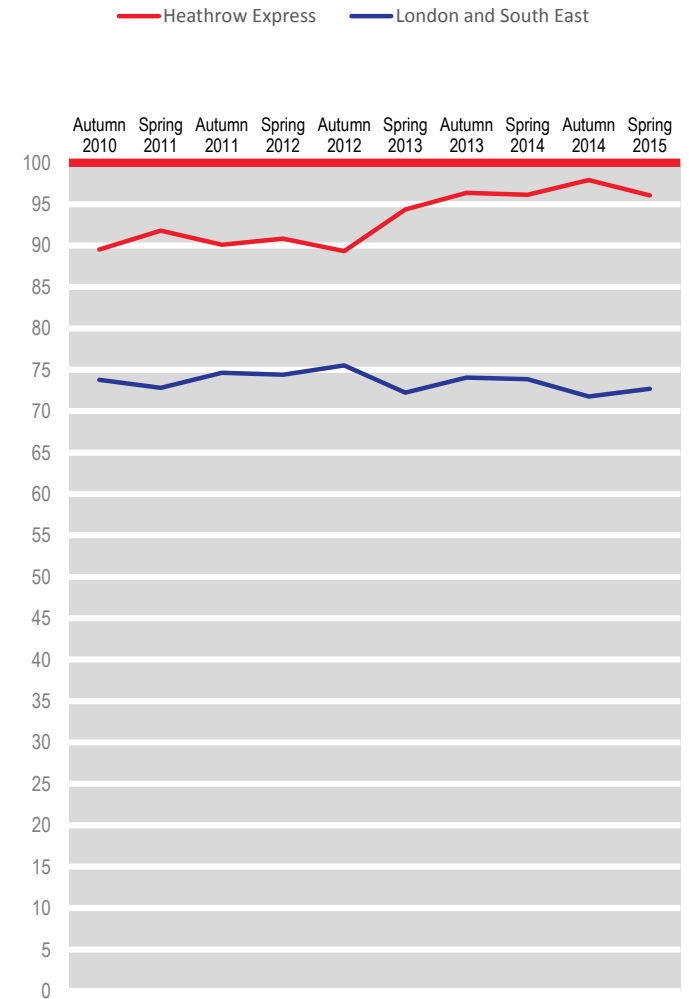
Percentage of passengers satisfied 2010 to 2015



### Upkeep and repair of the train

(622)

Percentage of passengers satisfied 2010 to 2015

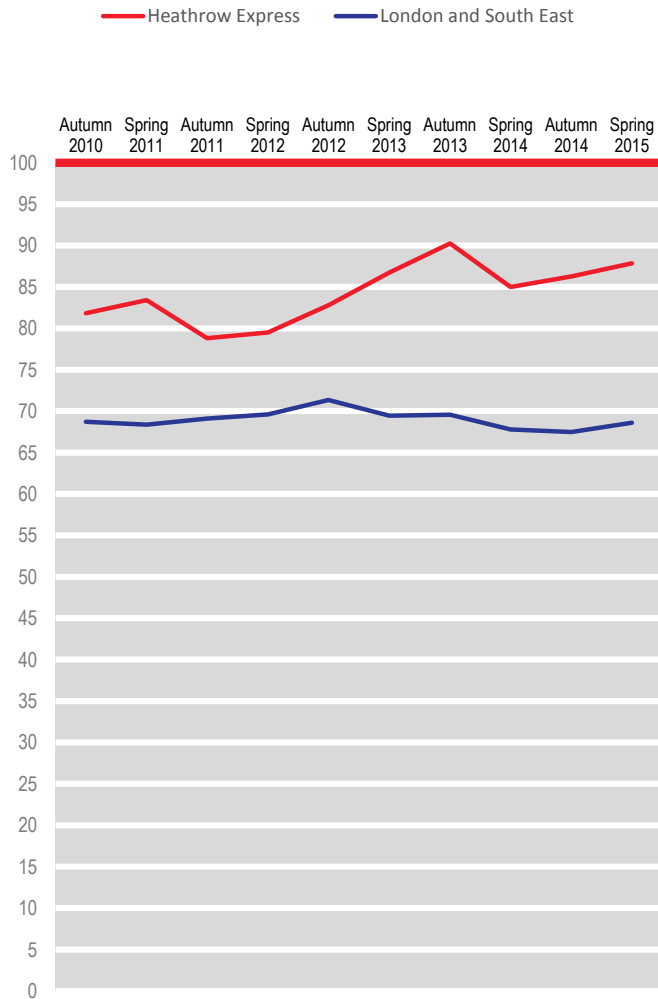


N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(592)

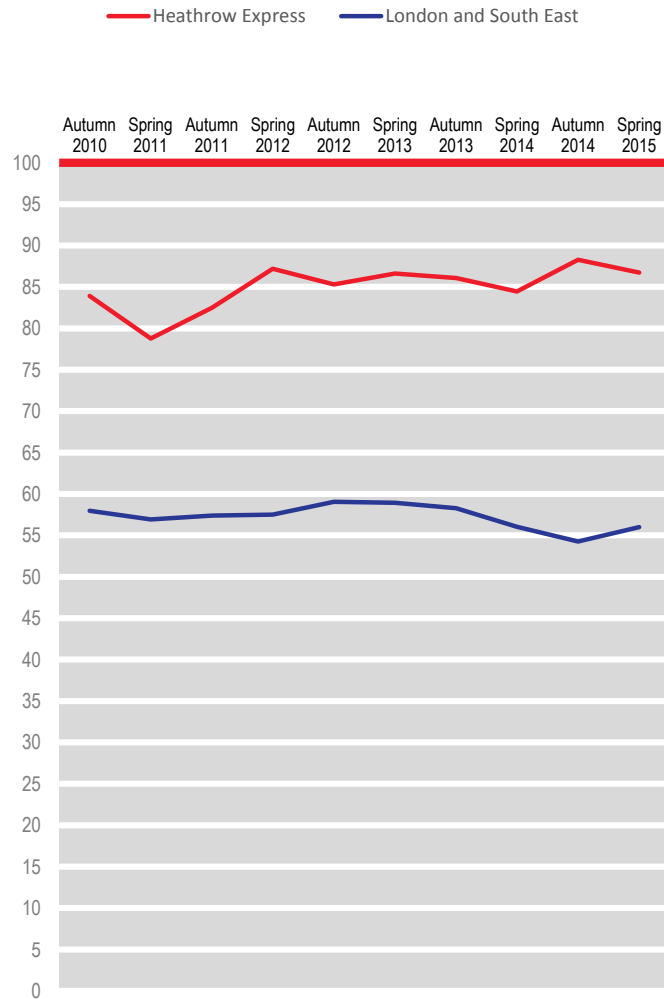
Percentage of passengers satisfied 2010 to 2015



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

(541)

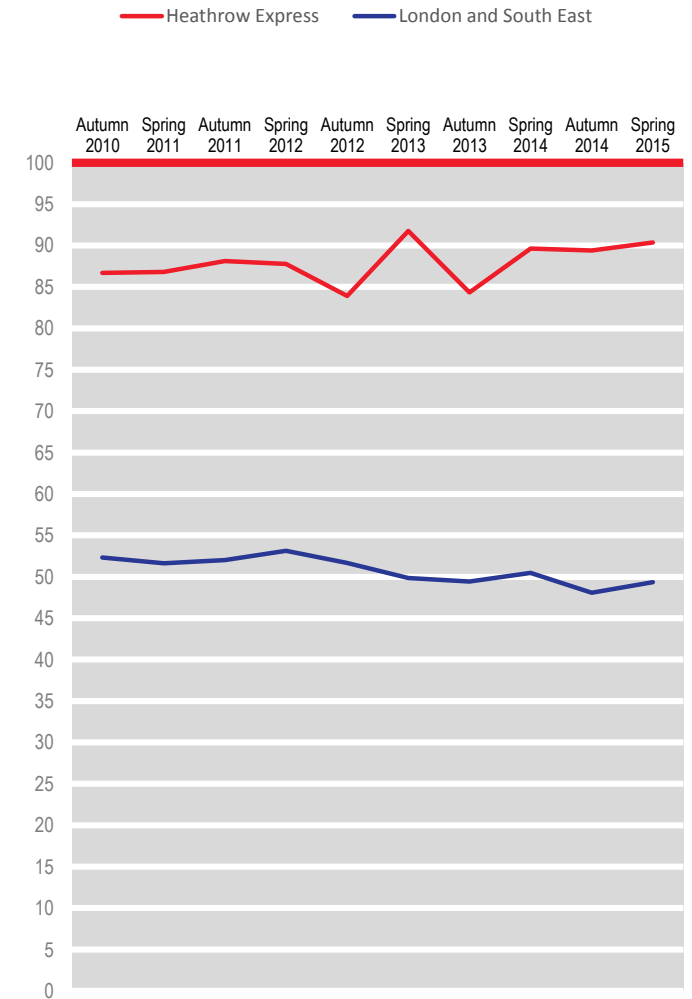
Percentage of passengers satisfied 2010 to 2015



### The space for luggage

(625)

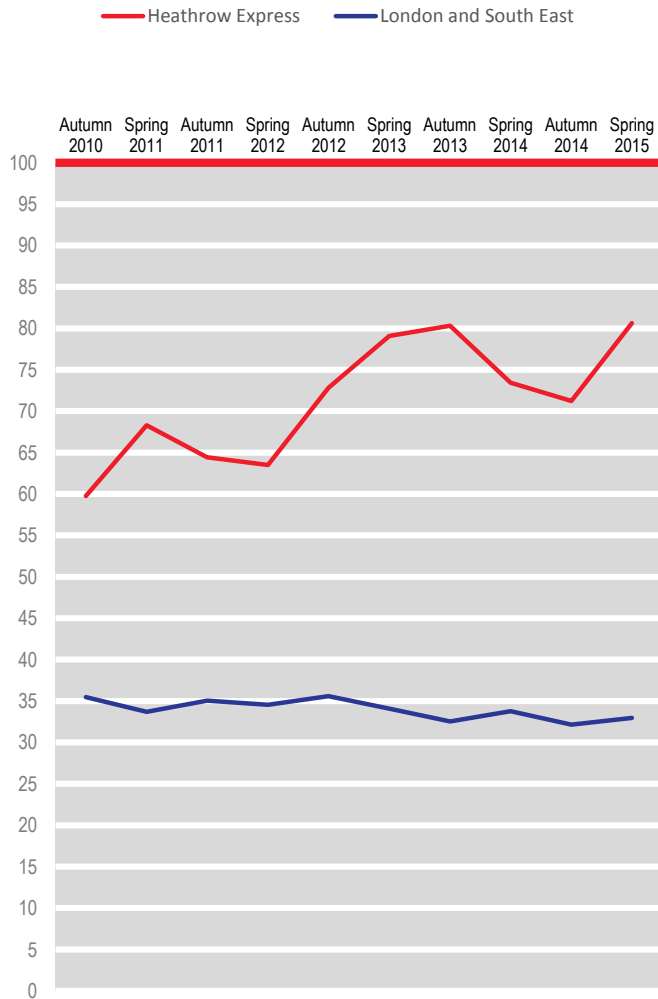
Percentage of passengers satisfied 2010 to 2015



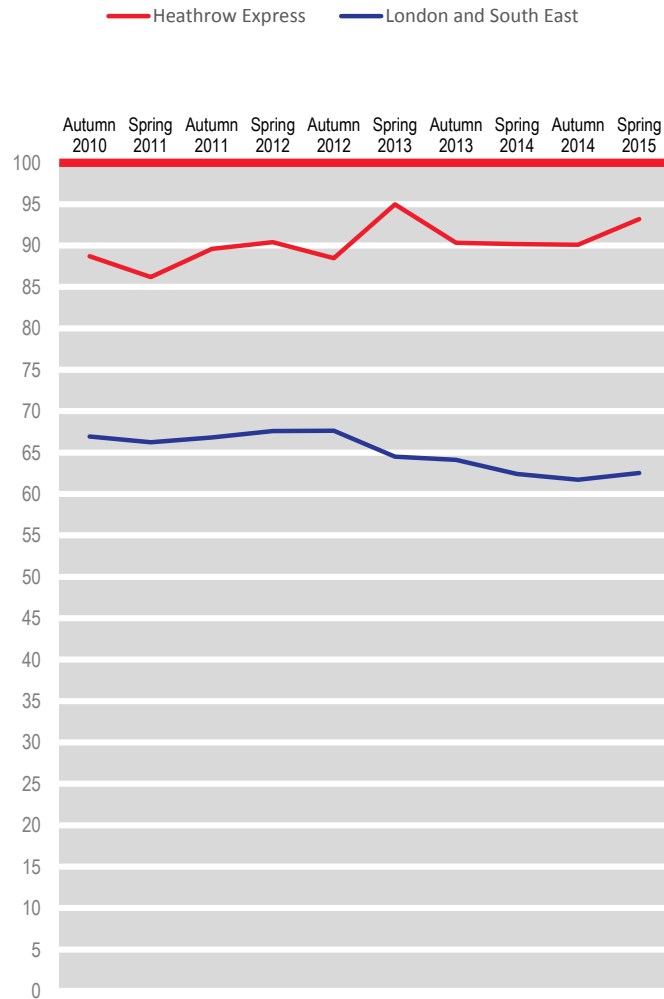
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(227)**

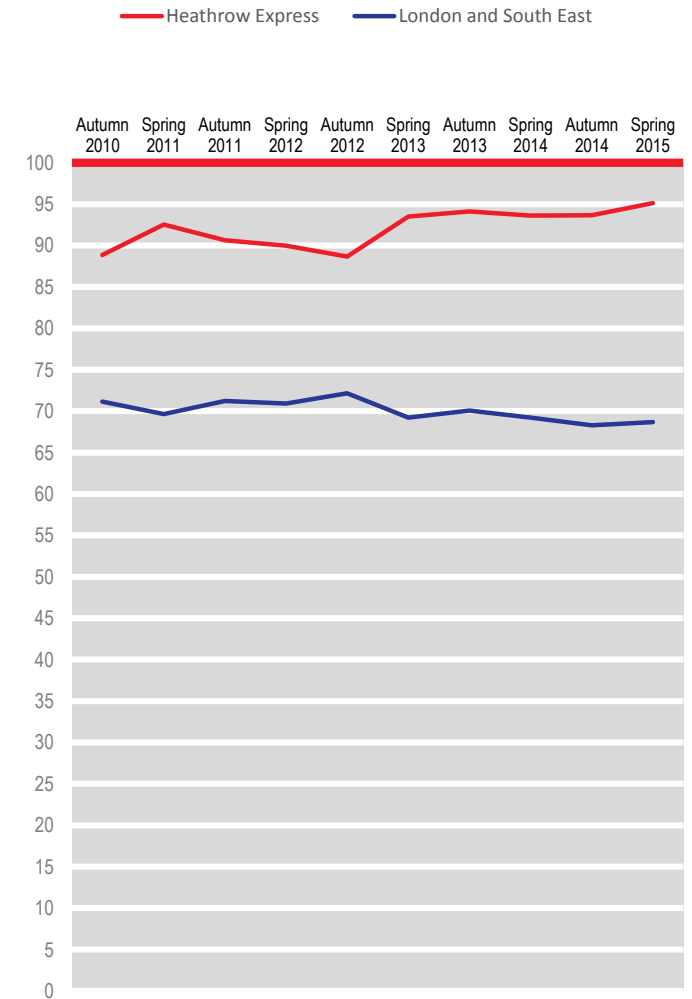
Percentage of passengers satisfied 2010 to 2015

**Sufficient room for all the passengers to sit/stand****(631)**

Percentage of passengers satisfied 2010 to 2015

**The comfort of the seating area****(625)**

Percentage of passengers satisfied 2010 to 2015

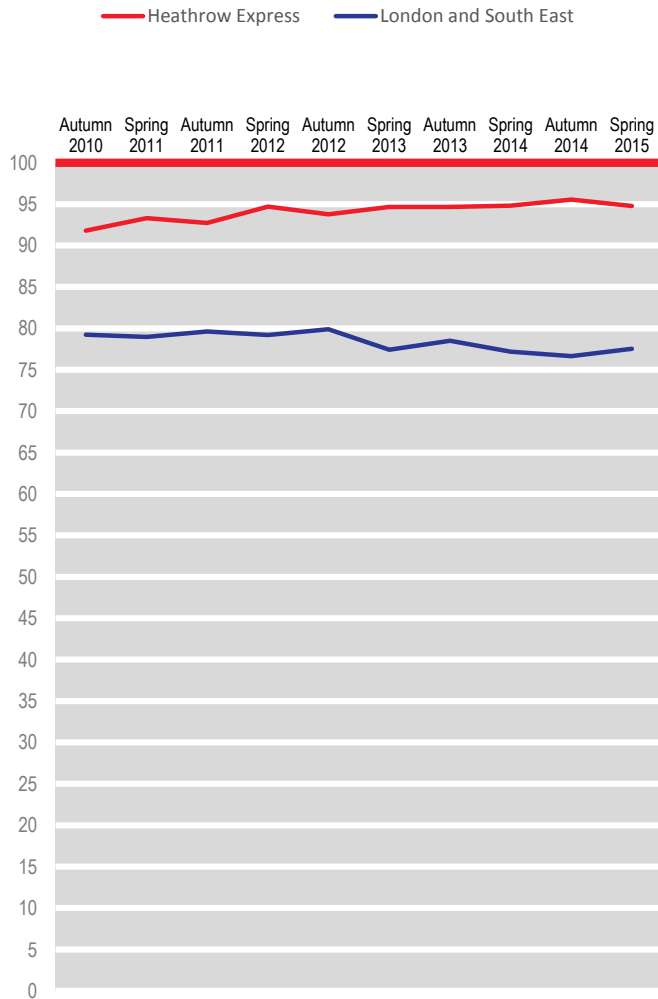


N.B. Benchmarks and targets are only shown for applicable factors

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

(622)

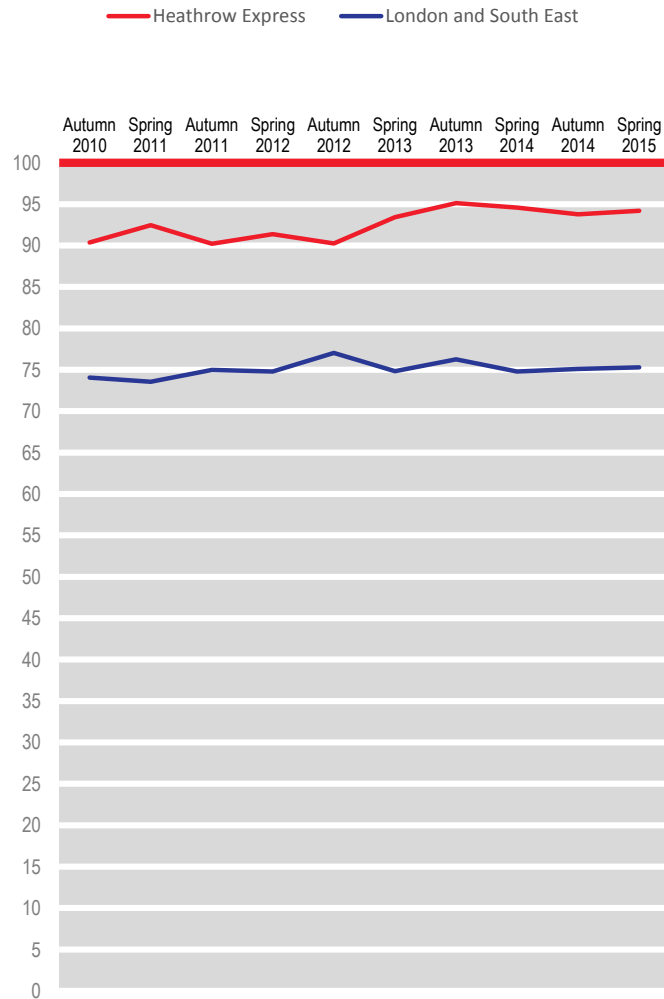
Percentage of passengers satisfied 2010 to 2015



### Your personal security whilst on board

(606)

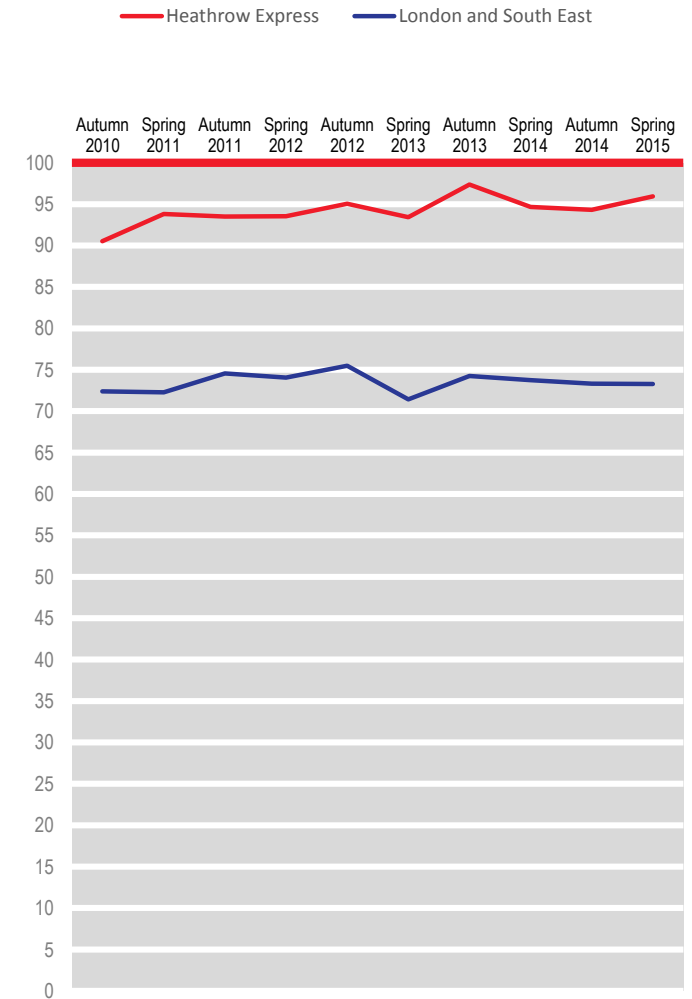
Percentage of passengers satisfied 2010 to 2015



### The cleanliness of the inside of the train

(638)

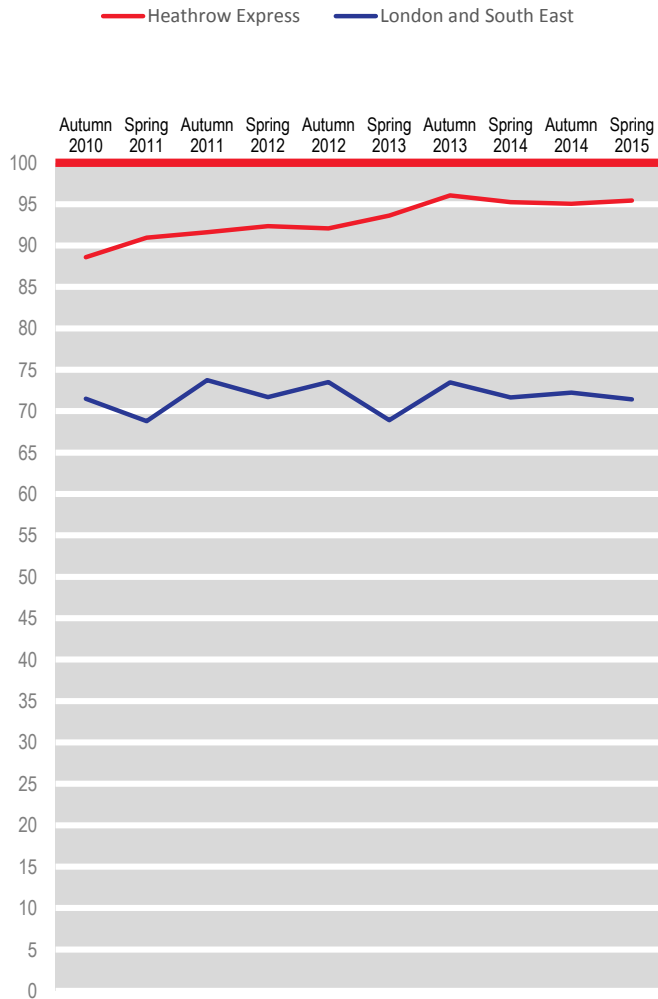
Percentage of passengers satisfied 2010 to 2015



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

### The cleanliness of the outside of the train (586)

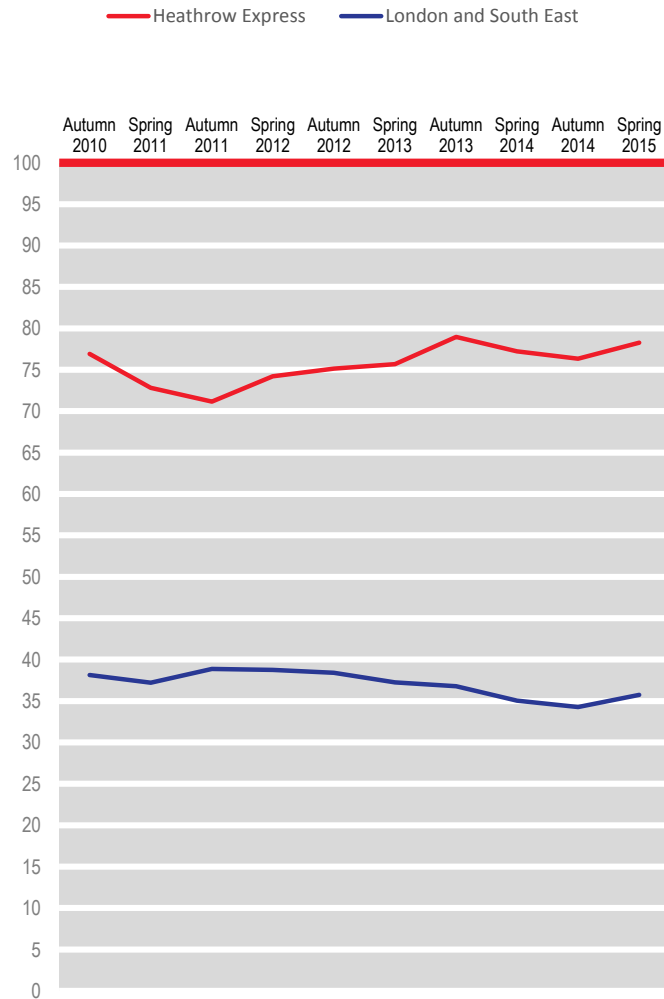
Percentage of passengers satisfied 2010 to 2015



### The availability of staff on the train

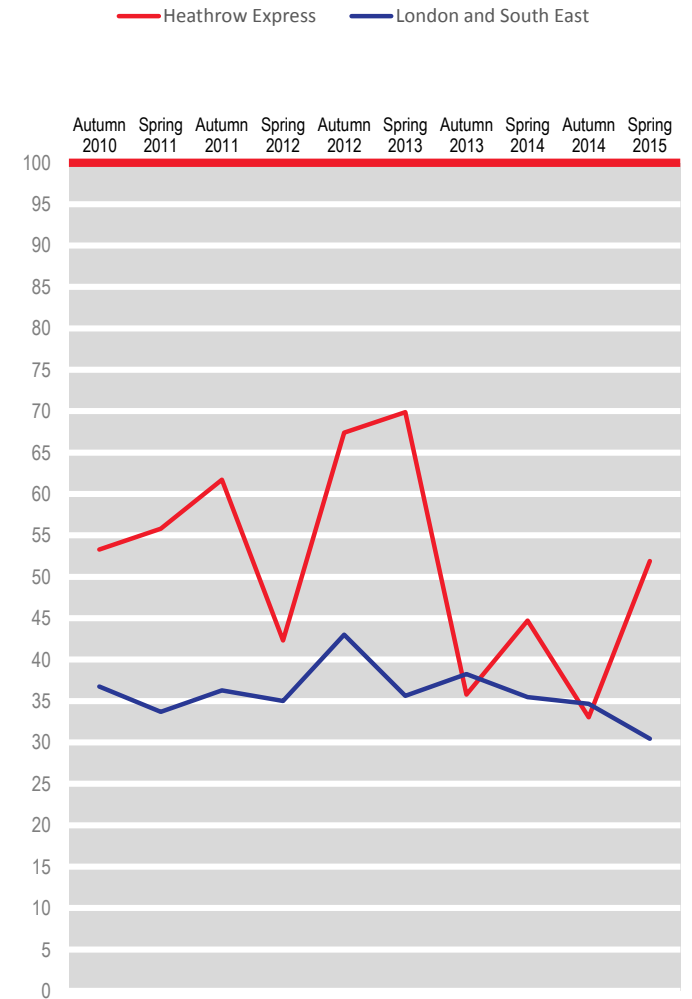
(571)

Percentage of passengers satisfied 2010 to 2015



### How well train company dealt with delays (61)

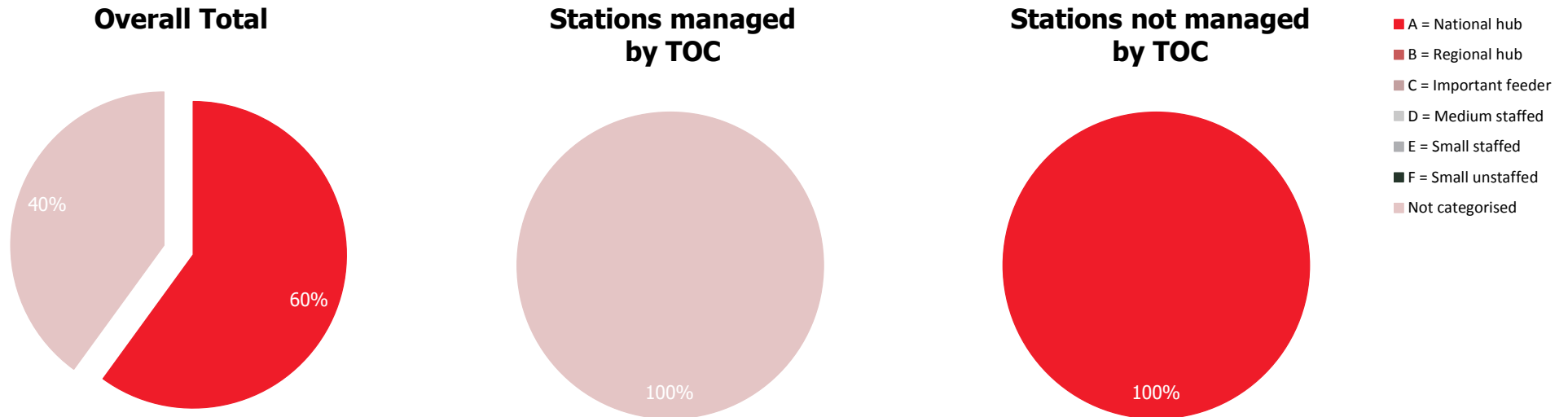
Percentage of passengers satisfied 2010 to 2015



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

## Managed versus non-managed stations for Heathrow Express

(% of passenger journeys originating from each type of station)



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	91		89
Ticket buying facilities	89		89
Provision of information about train times/platforms	82		85
The upkeep/repair of the station buildings/platforms	93	+	79
Cleanliness	95	+	80
The facilities and services	71		75
The attitudes and helpfulness of the staff	84		83
Connections with other forms of public transport	89		88
Facilities for car parking	82	+	49
Overall environment	91	+	82
Your personal security whilst using the station	90	+	83
The availability of staff	78		70
The provision of shelter facilities	85	+	73
Availability of seating	79	+	62
How request to station staff was handled	100		92
The choice of shops/eating/drinking facilities available	63		70



## Heathrow Express

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	95		94	92		96
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	89		92	92		94
Ticket buying facilities	89		92	90		89
Provision of information about train times/platforms	85		85	83		88
The upkeep/repair of the station buildings/platforms	84		85	90		86
Cleanliness	86		85	88		90
The facilities and services	73		74	74		75
The attitudes and helpfulness of the staff	84		78	82		87
Connections with other forms of public transport	88		85	91		84
Facilities for car parking	63		65	69		64
Overall environment	84		84	89		89
Your personal security whilst using the station	86		83	85		88
The availability of staff	74		74	75		82
The provision of shelter facilities	77		79	82		83
Availability of seating	68		68	77		68
How request to station staff was handled	96		87	92		97
The choice of shops/eating/drinking facilities available	67		70	69		70
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	95		95	96		97
The frequency of the trains on that route	93		92	79	-	95
Punctuality/reliability (i.e. the train arriving/departing on time)	94		95	93		97
The length of time the journey was scheduled to take (speed)	96		96	95		97
Connections with other train services	85		87	88		93
The value for money of the price of your ticket	34	-	45	45		44
Cleanliness of the train	95		94	95		96
Upkeep and repair of the train	96		96	98		97
The provision of information during the journey	87		84	91		88
The helpfulness and attitude of staff on train	86		83	89		89
The space for luggage	91		91	89		83
The toilet facilities	79		74	85		70
Sufficient room for all passengers to sit/stand	93		91	94	+	87
The comfort of the seating area	95		94	94		92
The ease of being able to get on and off	94		95	97		94
Your personal security on board	94		95	95		95
The cleanliness of the inside	96		94	95		97
The cleanliness of the outside	96		95	95		96
The availability of staff	77		77	83		79
How well train company deals with delays	55		47	40		34

## 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

Heathrow Express London and  
South EastHeathrow Express London and  
South East**DELAY**

None	83	74
Minor	9	20
Major	2	4

**LENGTH OF DELAY**

5 minutes or less	30	38
6-10 minutes	19	27
11-20 minutes	29	16
21-30 minutes	4	7
31-60 minutes	-	4
More than 1 hour	1	2
Don't know/no answer	16	6

**AMOUNT INFORMATION PROVIDED ABOUT THE DELAY**

Very well	28	12
Fairly well	42	28
Neither well nor poorly	14	20
Fairly poorly	8	18
Very poorly	8	21

**SPEED WITH WHICH INFORMATION WAS PROVIDED**

Very well	31	13
Fairly well	40	28
Neither well nor poorly	15	24
Fairly poorly	7	16
Very poorly	8	19

**ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY**

Very well	31	13
Fairly well	36	30
Neither well nor poorly	18	22
Fairly poorly	9	17
Very poorly	5	19

**TIME TAKEN TO RESOLVE THE PROBLEM**

Very well	24	9
Fairly well	26	21
Neither well nor poorly	35	33
Fairly poorly	8	15
Very poorly	8	23

**USEFULNESS OF THE INFORMATION**

Very well	27	13
Fairly well	39	27
Neither well nor poorly	20	26
Fairly poorly	8	15
Very poorly	6	19

**AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE  
TRAIN SERVICE COULD NOT CONTINUE**

Very well	17	5
Fairly well	22	16
Neither well nor poorly	31	28
Fairly poorly	6	17
Very poorly	25	34

## 6 6.2 Passenger experience relating to disability

Heathrow Express London and  
South East

Heathrow Express London and  
South East

### DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	1	1
Mobility	1	2
Dexterity	0	0
Learning or understanding or concentrating	-	1
Memory	-	0
Mental health	0	2
Stamina or breathing or fatigue	0	1
Socially or behaviourally	-	0
Other	0	2
None	94	89
No answer	3	2

### CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL

Yes, a lot	1	7
Yes, a little	42	43
Not at all	43	46

### NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL

Yes	-	2
No	100	98

### STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	58	38
Fairly satisfied	-	32
Neither satisfied nor dissatisfied	42	19
Fairly dissatisfied	-	7
Very dissatisfied	-	4

### SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	-	79
Fairly satisfied	-	18
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	-
Very dissatisfied	-	3

### TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	40	30
Fairly satisfied	18	39
Neither satisfied nor dissatisfied	42	19
Fairly dissatisfied	-	7
Very dissatisfied	-	6

### SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	69
Fairly satisfied	-	15
Neither satisfied nor dissatisfied	-	7
Fairly dissatisfied	-	5
Very dissatisfied	-	4

Heathrow Express London and  
South EastHeathrow Express London and  
South East

<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	56	44	White	78	86
Female	32	54	Mixed	2	2
			Asian or Asian British	5	4
			Black or Black British	2	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	0	1	Commuter	2	51
19-25	5	8	Business	68	15
26-34	19	15	Leisure	30	34
35-44	27	18			
45-54	23	23			
55-59	6	11			
60-64	5	9			
65+	3	13			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	79	63	Yes	27	71
Working Part Time	3	15	No	73	29
Not Working	2	3			
Retired	3	13			
Full Time Student	2	4			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>WEEKDAY/WEEKEND</b>		
Professional/Senior Managerial	61	41	Weekday	79	86
Middle Managerial	16	17	Weekend	21	14
Junior Managerial/Clerical/Supervisory	4	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	2	6			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	0	2			
Full time student	1	2			
Retired	2	12			
Unemployed/between jobs	0	1			
Housewife/house-husband	1	0			
Other	1	5			
			<b>TIME OF TRAVEL</b>		
			Peak	20	22
			Off-peak	80	78
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	14	7
			Yes asked for information	5	7
			Could not find anyone to ask	2	2
			No	76	83
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	88	91
			Yes, at work	77	66
			No	1	5

Heathrow Express London and  
South EastHeathrow Express London and  
South East**TRAVELLING ALONE OR WITH OTHERS**

Alone	79	85
With other adults 16+	19	12
With children aged 0-4	0	1
With children aged 5-10	0	1
With children aged 11-15	0	1

**TRAVELLING WITH ...**

Heavy/bulky luggage/other large items	50	12
Pushchair	0	1
Folding bicycle	0	1
Non-folding bicycle	-	1
Dog	0	0
Wheelchair	-	0
Helper	0	0
Mobility scooter	-	0
None apply	46	84

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	63	9
Anytime day single/return	14	10
Off-peak/super off-peak single/return	4	8
Off-peak/super off-peak day single/return	1	7
Advance	2	3
Day travelcard	1	6
Oyster pay as you go	3	15
Weekly or monthly season ticket	0	17
Annual season ticket	1	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	1	1
Free travel pass (e.g. Freedom Pass)	0	6
Other	6	3
Don't know/no answer	4	2

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	2	5
Better internet enquiry/booking service	13	18
Better information facilities at stations	7	20
Better route maps of the rail network	9	15
Make timetables easier to read	9	17
Better ticket buying facilities at station ticket offices	5	18
Better ticket buying facilities at station ticket machines	6	17
Better promotion when advanced tickets available	15	22
Other	8	12
None of these	33	26

## Station sample sizes for Heathrow Express

Station	Unweighted
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London Paddington	357
Heathrow Terminal 5	227
Heathrow Airport T123	92



## 7 7.3 Weighted sample profile

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>28775</b>	<b>12261</b>	<b>4246</b>	<b>12268</b>	<b>24544</b>	<b>4231</b>	<b>9385</b>	<b>5715</b>	<b>7288</b>	<b>6387</b>
Abellio Greater Anglia	126400	54	18	28	90	10	28	18	28	26
Arriva Trains Wales	29901	32	10	58	82	18	22	26	27	26
c2c	37356	67	6	27	86	14	32	11	26	31
Chiltern Railways	22839	38	25	37	82	18	42	7	23	28
CrossCountry	45510	15	28	57	78	22	24	18	28	30
East Coast	19904	10	33	57	76	24	39	7	23	31
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First Great Western	99672	30	20	50	77	23	20	27	27	26
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Govia Thameslink Railway	115764	45	26	29	86	14	27	16	29	27
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	137834	55	2	43	81	19	22	25	26	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	41	15	16	29
Southeastern	170874	61	12	27	90	10	18	30	26	26
Southern	181313	50	16	34	90	10	22	28	25	25
Virgin Trains	31911	11	23	66	81	19	32	7	32	30

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

## 7 7.4 Unweighted sample profile

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

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

## The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
Full Report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
Rankings Report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Stakeholder Report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NRPS during that time period.
Tables Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

## Sector definitions

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

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

## How are routes defined

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

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

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

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

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

### **Abellio Greater Anglia: Metro**

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham – Manchester**

Journeys on the Manchester Piccadilly – Birmingham New Street route

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

Journeys on the Birmingham New Street – Aberdeen route

### **CrossCountry: Birmingham – South Coast**

Journeys on the Birmingham New Street – Bournemouth route

### **CrossCountry: Birmingham – South West**

Journeys on the Birmingham New Street – Penzance route

### **CrossCountry: Birmingham – Stansted**

Journeys on the Birmingham New Street – Stansted Airport route

### **CrossCountry: Nottingham – Cardiff**

Journeys on the Nottingham – Cardiff Central route

### **East Coast: London – Yorkshire**

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

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

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

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

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

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

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

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around BirminghamNew Street

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

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

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

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

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

**London Overground: Watford - Euston**

Journeys on the London Euston - Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

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

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

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

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

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

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

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

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

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

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

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

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

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

Journeys on London – Wolverhampton/Shrewsbury services



**Contacts:**

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

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

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

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

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