



National Rail Passenger Survey

Govia Thameslink Railway TOC Report

Spring 2015 (Wave 32)

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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 station that were closed for all of the fieldwork period.

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

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

Autumn 2013 (Wave 29)

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

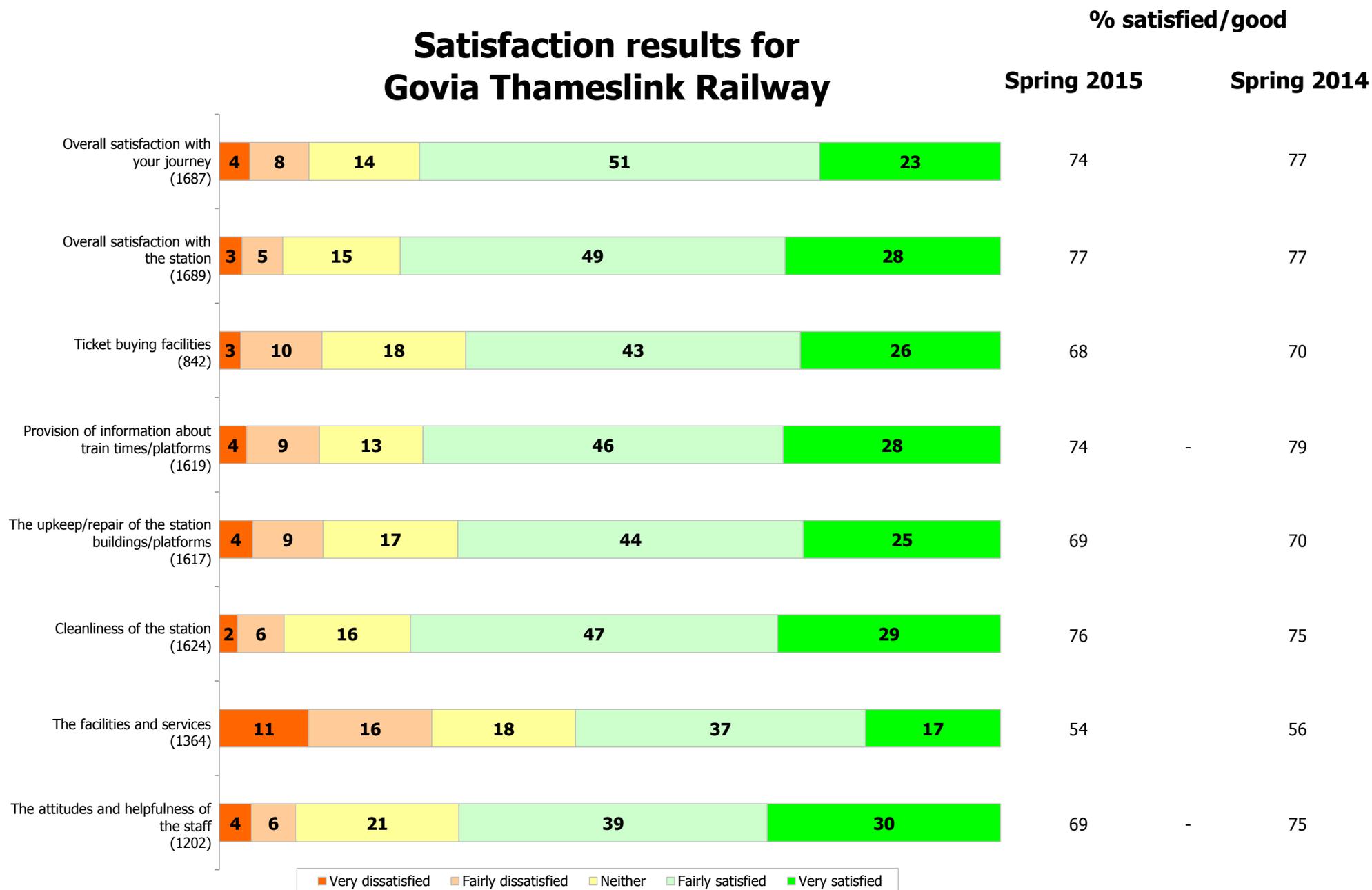
A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related issues this wave.

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.

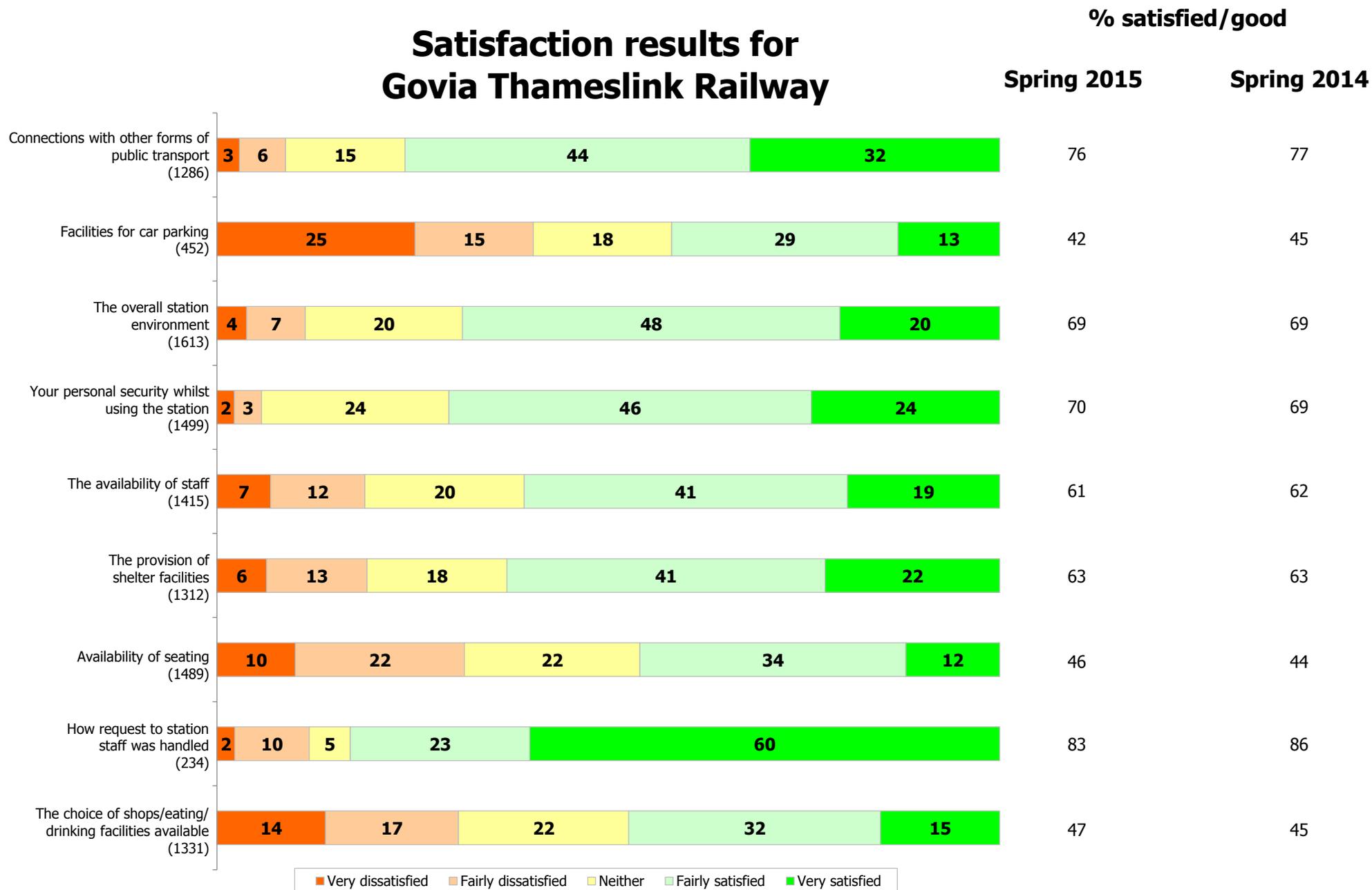
2 2.1 Overall satisfaction with your journey and station factors

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

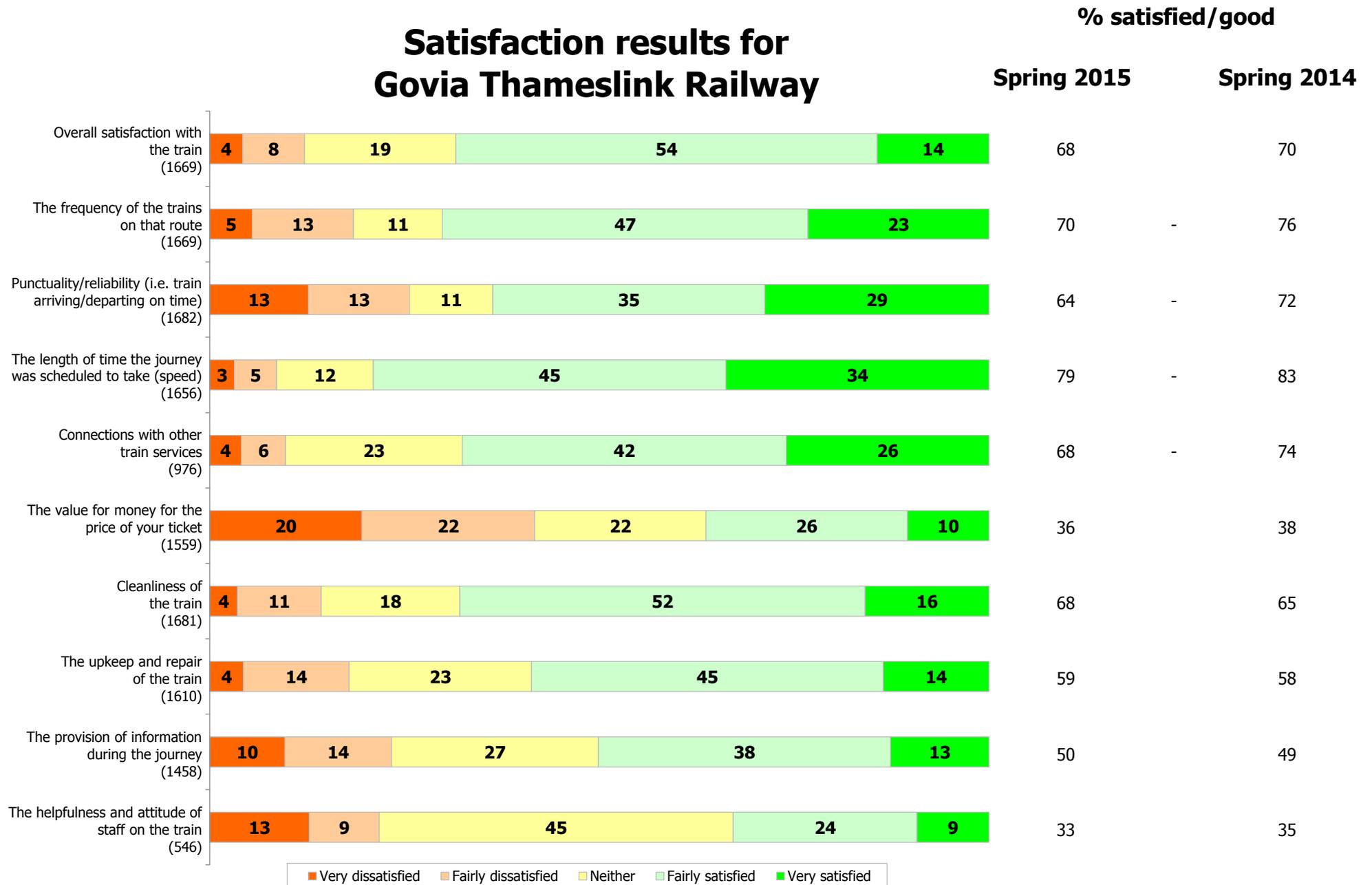
Satisfaction results for Govia Thameslink Railway

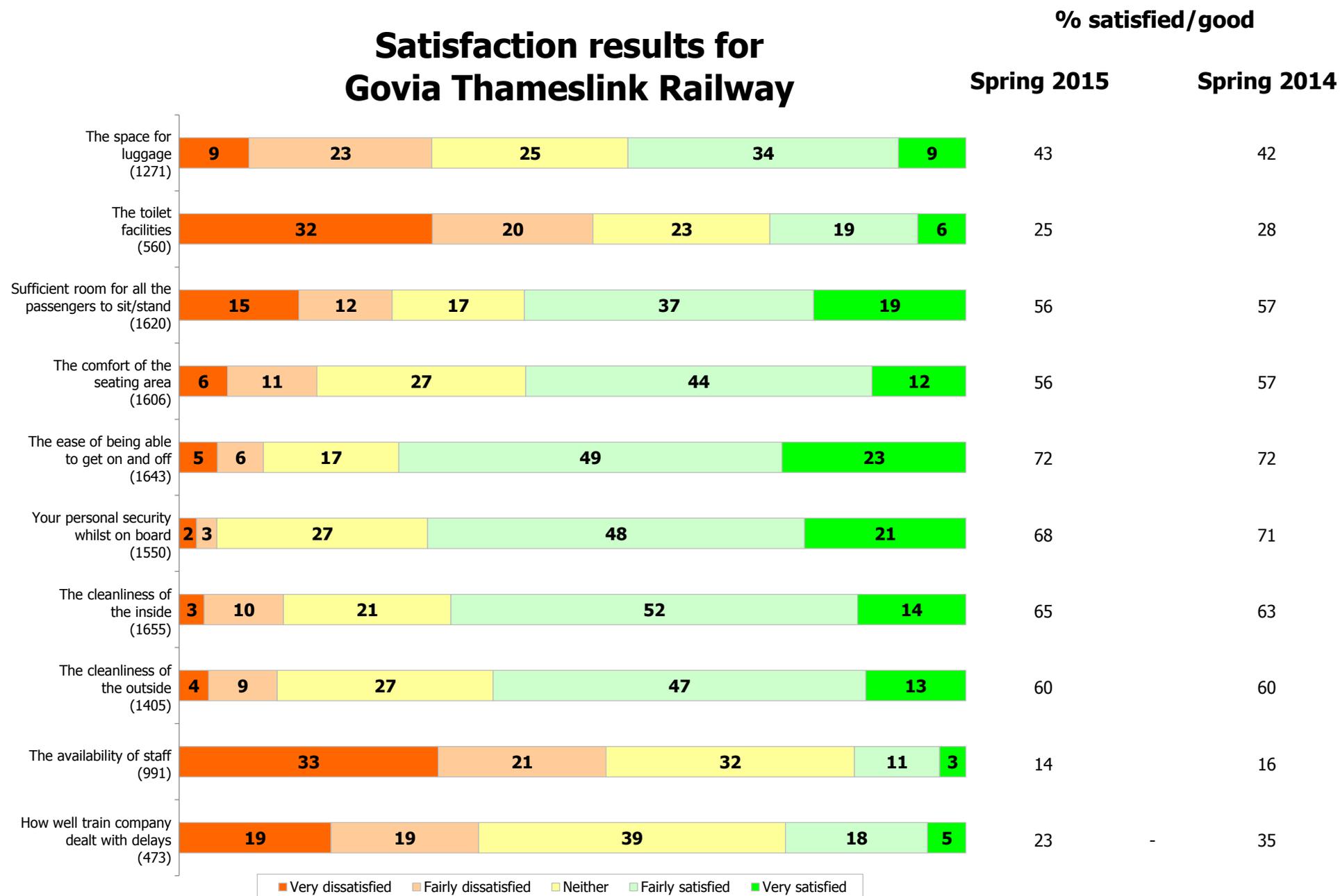


Satisfaction results for Govia Thameslink Railway



Satisfaction results for Govia Thameslink Railway

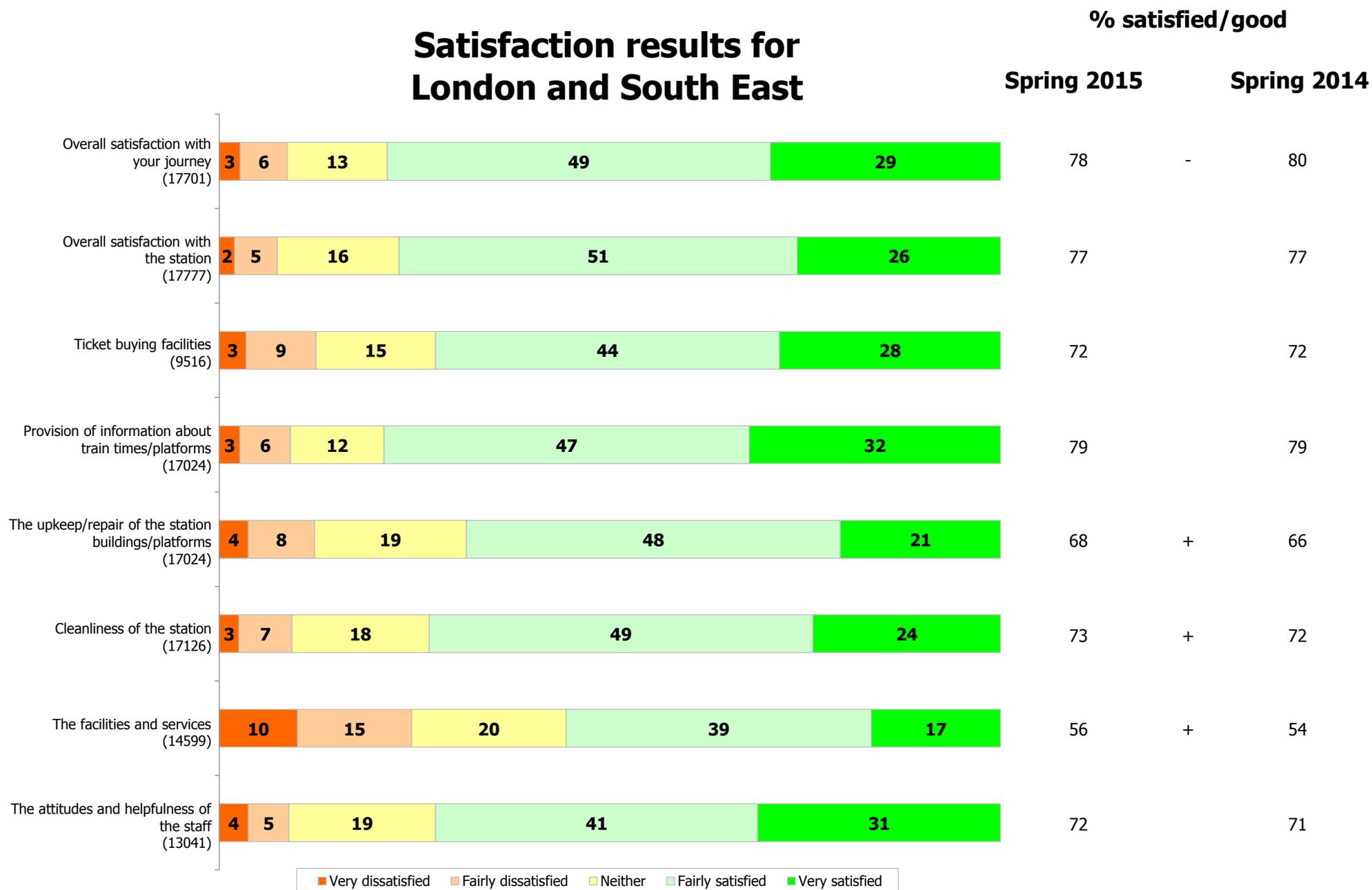


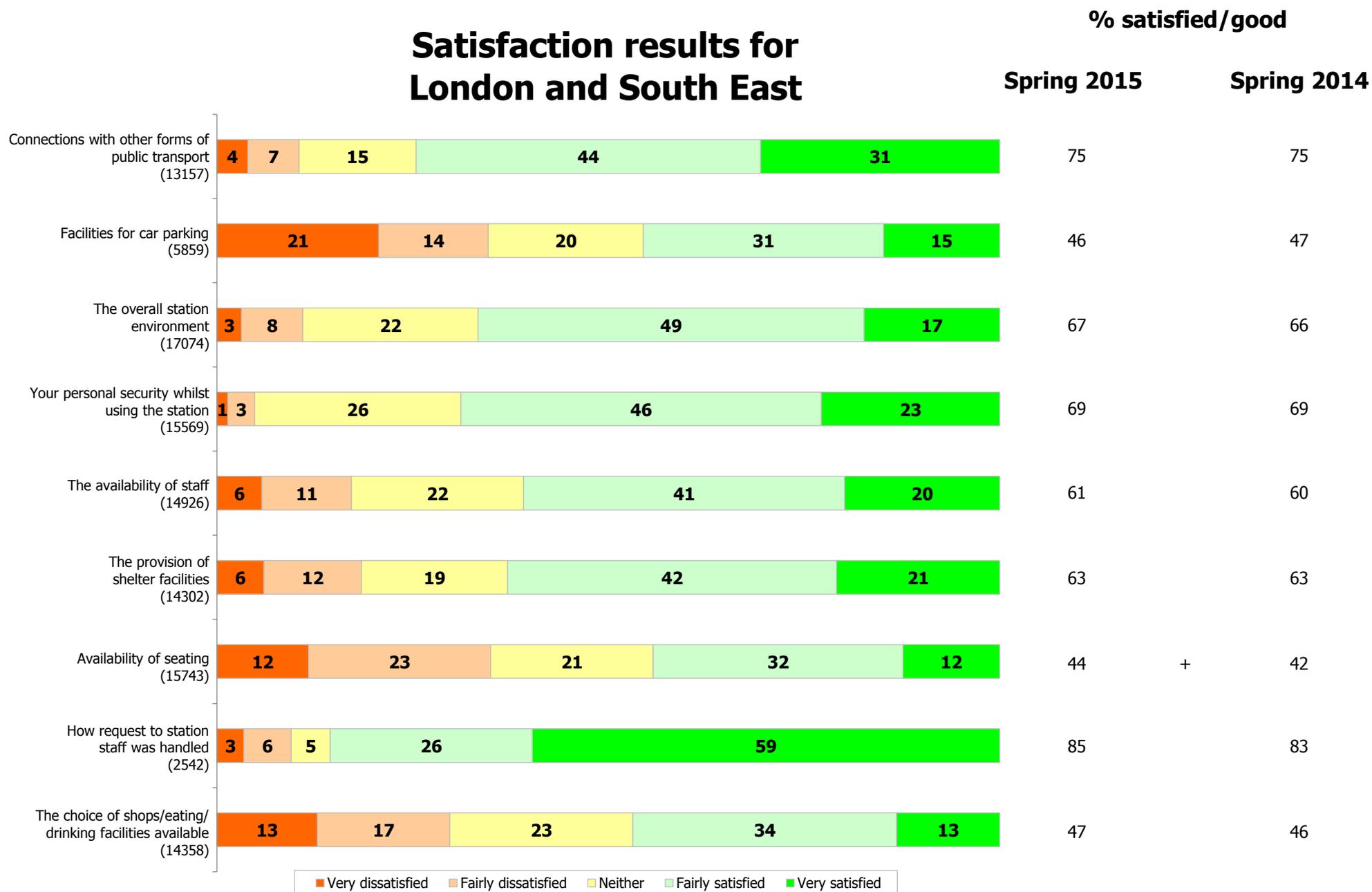


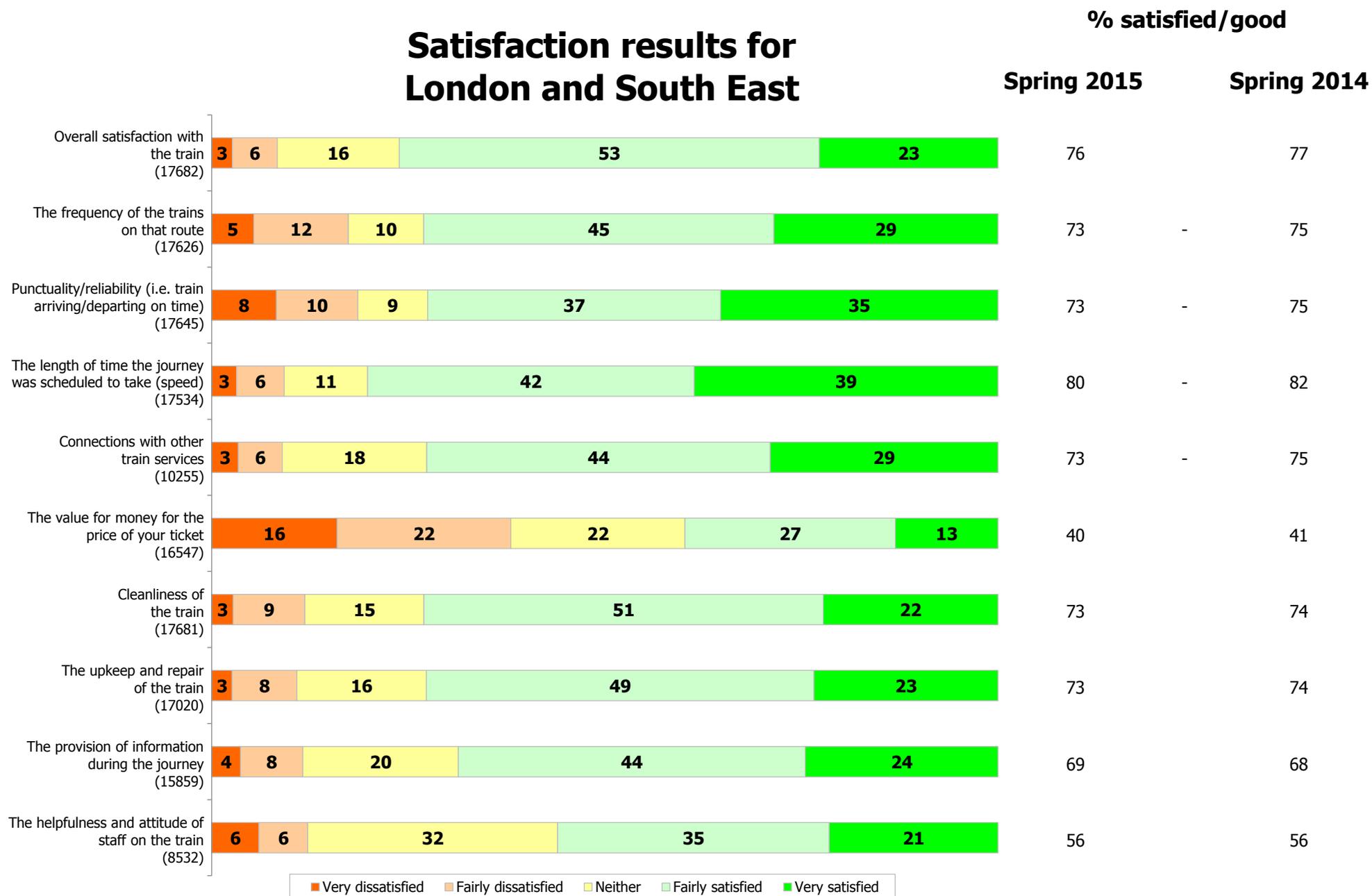
2 2.3 Overall satisfaction with your journey and station factors

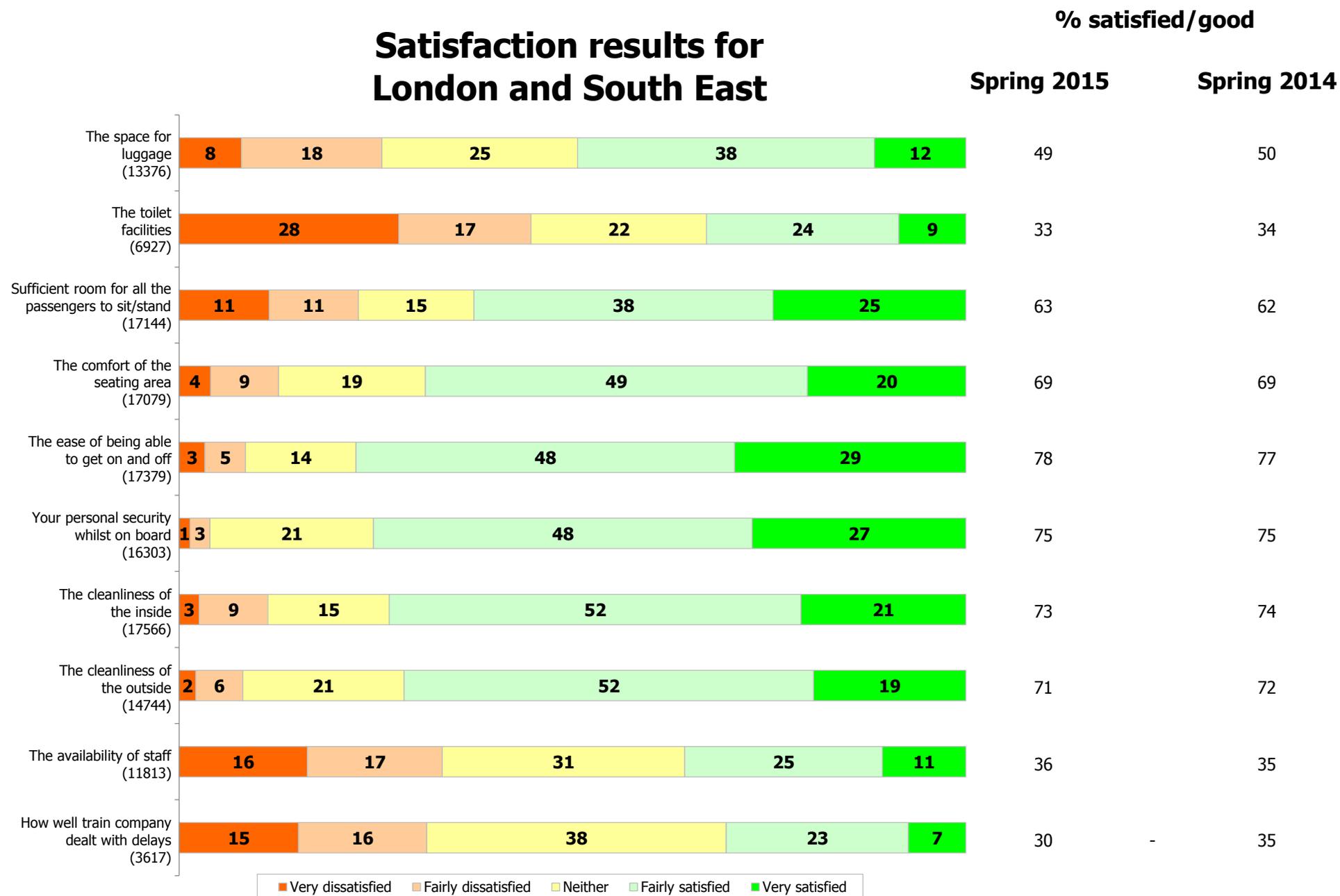
At 95% confidence level:
 + significant increase
 - significant decrease

Satisfaction results for London and South East









Govia Thameslink Railway versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	74	78	95%
STATION FACILITIES			
Overall satisfaction with the station	77	77	100%
Ticket buying facilities	68	72	95%
Provision of information about train times/platforms	74	79	94%
The upkeep/repair of the station buildings/platforms	69	68	102%
Cleanliness	76	73	103%
The facilities and services	54	56	98%
The attitudes and helpfulness of the staff	69	72	96%
Connections with other forms of public transport	76	75	102%
Facilities for car parking	42	46	92%
Overall environment	69	67	103%
Your personal security whilst using the station	70	69	102%
The availability of staff	61	61	100%
The provision of shelter facilities	63	63	100%
Availability of seating	46	44	104%
How request to station staff was handled	83	85	97%
The choice of shops/eating/drinking facilities available	47	47	101%
TRAIN FACILITIES			
Overall satisfaction with the train	68	76	90%
The frequency of the trains on that route	70	73	96%
Punctuality/reliability (i.e. the train arriving/departing on time)	64	73	88%
The length of time the journey was scheduled to take (speed)	79	80	99%
Connections with other train services	68	73	93%
The value for money of the price of your ticket	36	40	91%
Cleanliness of the train	68	73	93%
Upkeep and repair of the train	59	73	81%
The provision of information during the journey	50	69	73%
The helpfulness and attitude of staff on train	33	56	59%
The space for luggage	43	49	87%
The toilet facilities	25	33	76%
Sufficient room for all passengers to sit/stand	56	63	90%
The comfort of the seating area	56	69	81%
The ease of being able to get on and off	72	78	93%
Your personal security on board	68	75	91%
The cleanliness of the inside	65	73	89%
The cleanliness of the outside	60	71	84%
The availability of staff	14	36	40%
How well train company deals with delays	23	30	75%

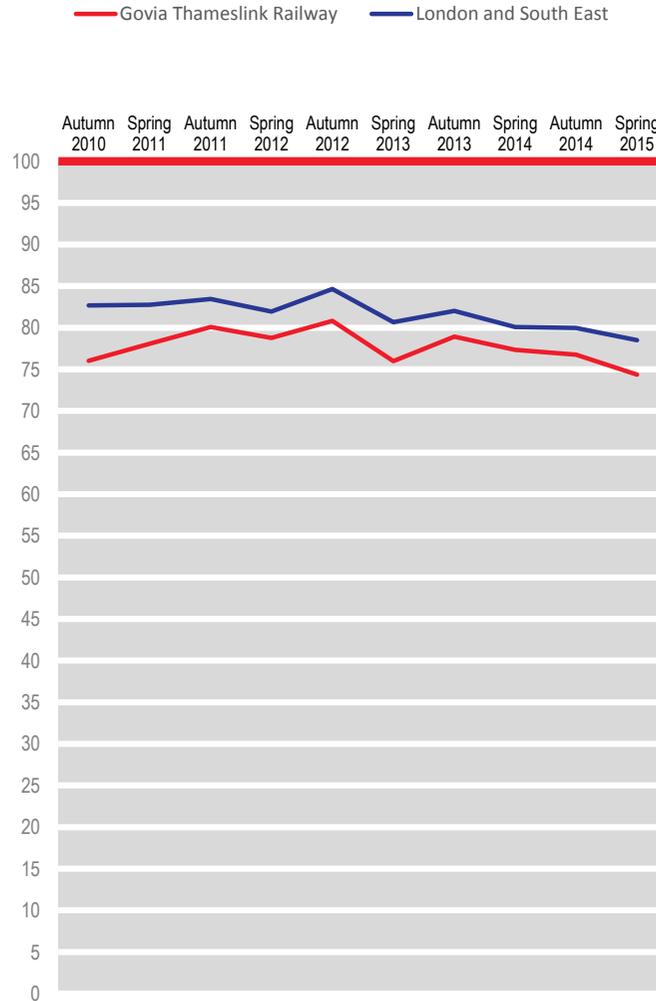
Building block/route data for Govia Thameslink Railway

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction with your journey	80	64	73	70
STATION FACILITIES				
Overall satisfaction with the station	80	69	80	70
Ticket buying facilities	72	63	70	60
Provision of information about train times/platforms	75	66	76	74
The upkeep/repair of the station buildings/platforms	70	69	74	60
Cleanliness	77	75	76	71
The facilities and services	62	39	51	53
The attitudes and helpfulness of the staff	72	64	70	68
Connections with other forms of public transport	75	76	76	79
Facilities for car parking	42	16	51	41
Overall environment	69	69	74	57
Your personal security whilst using the station	72	65	74	64
The availability of staff	66	53	58	58
The provision of shelter facilities	65	64	61	59
Availability of seating	47	53	44	39
How request to station staff was handled	82	81	84	85
The choice of shops/eating/drinking facilities available	53	31	49	43
TRAIN FACILITIES				
Overall satisfaction with the train	71	56	71	70
The frequency of the trains on that route	74	54	74	68
Punctuality/reliability (i.e. the train arriving/departing on time)	77	49	58	50
The length of time the journey was scheduled to take (speed)	85	70	78	71
Connections with other train services	73	63	62	65
The value for money of the price of your ticket	40	31	35	34
Cleanliness of the train	70	58	67	75
Upkeep and repair of the train	57	55	57	71
The provision of information during the journey	54	37	48	56
The helpfulness and attitude of staff on train	35	26	33	33
The space for luggage	39	44	45	49
The toilet facilities	19	15	28	49
Sufficient room for all passengers to sit/stand	51	57	58	68
The comfort of the seating area	52	49	60	68
The ease of being able to get on and off	74	64	70	77
Your personal security on board	71	59	66	75
The cleanliness of the inside	66	58	65	73
The cleanliness of the outside	59	54	62	68
The availability of staff	17	11	12	13
How well train company deals with delays	28	20	20	25

Percentage satisfaction with aspects of station where boarded

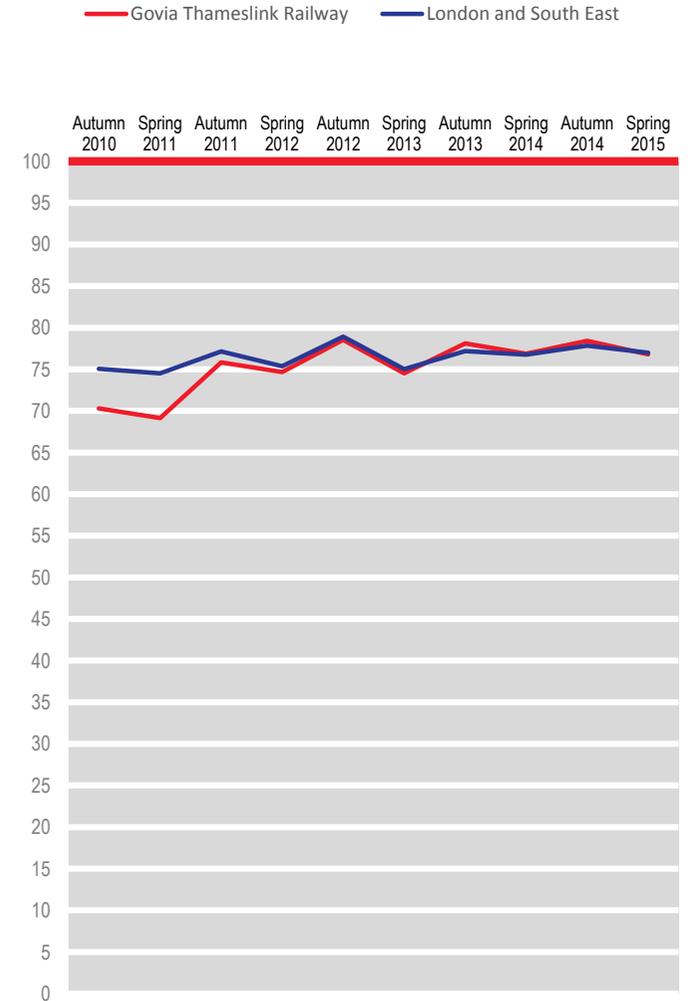
Overall satisfaction with your journey

(1687)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

(1689)
Percentage of passengers satisfied 2010 to 2015



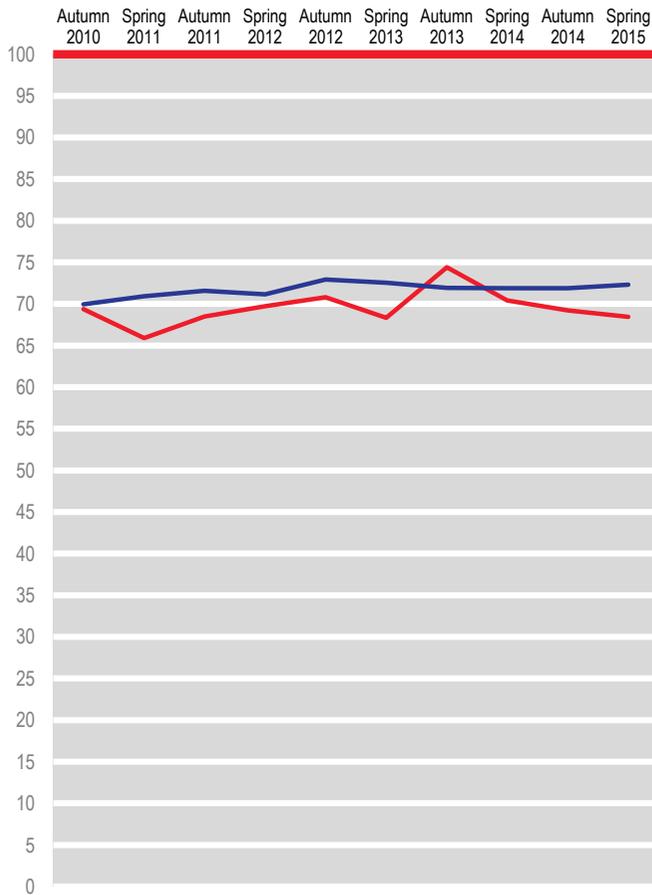
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(842)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

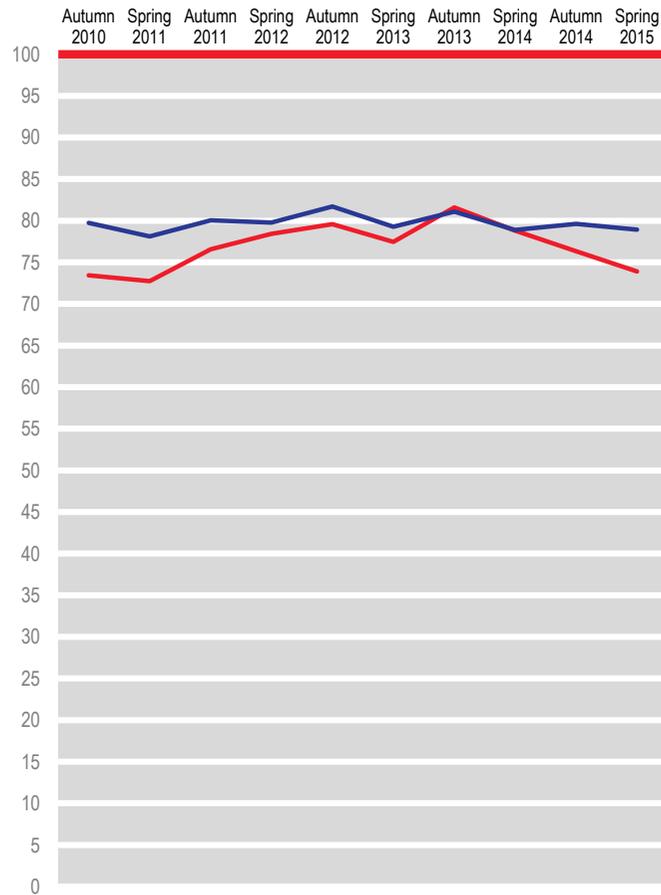


Provision of information about train times/platforms

(1619)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

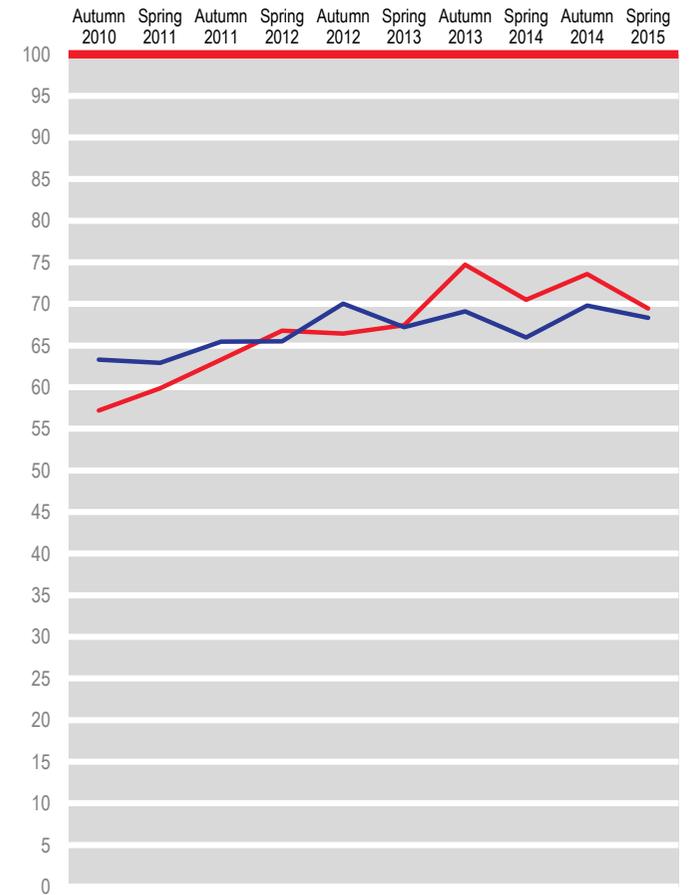


The upkeep/repair of the station building/platforms

(1617)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



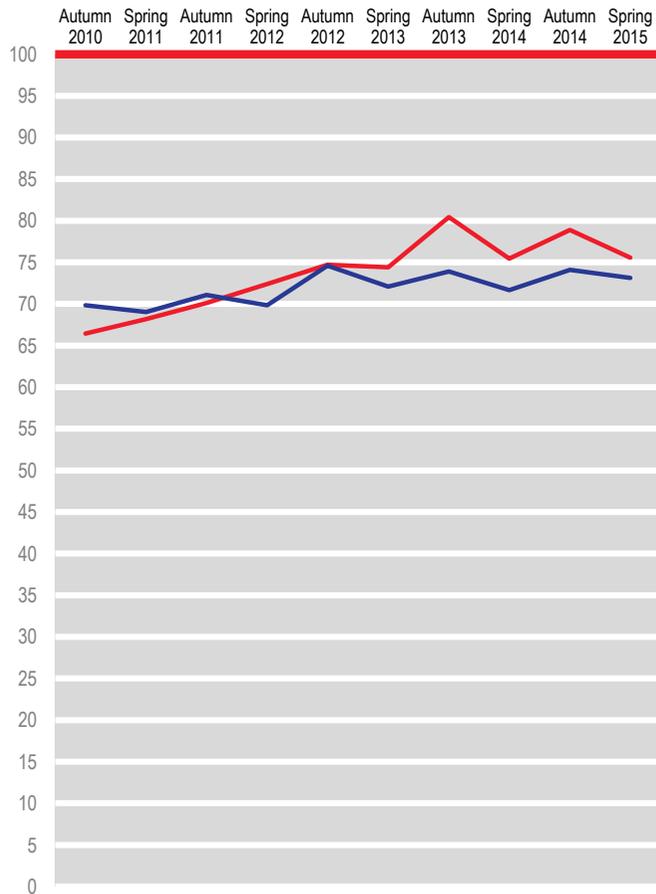
N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1624)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

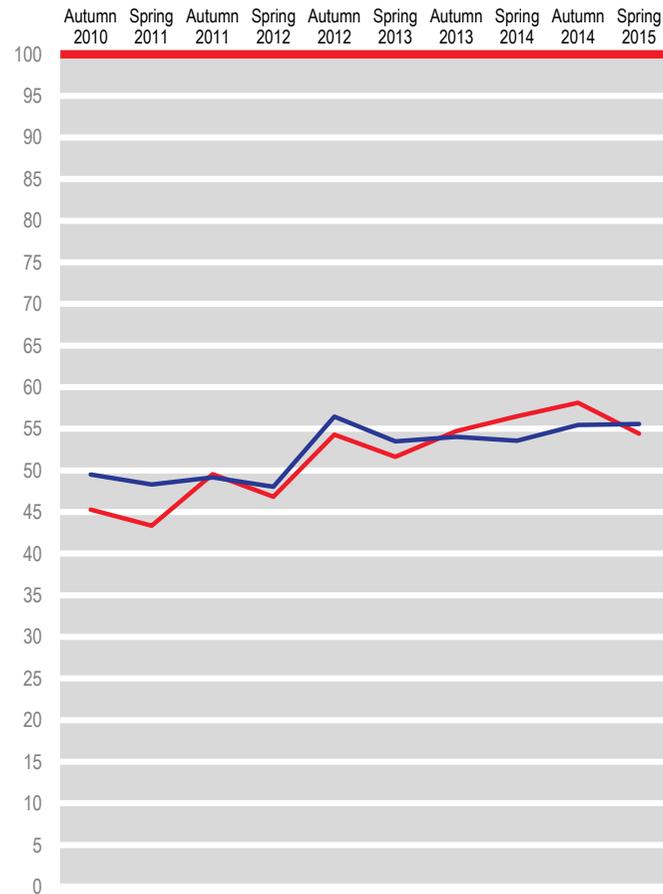


The facilities and services at the station

(1364)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

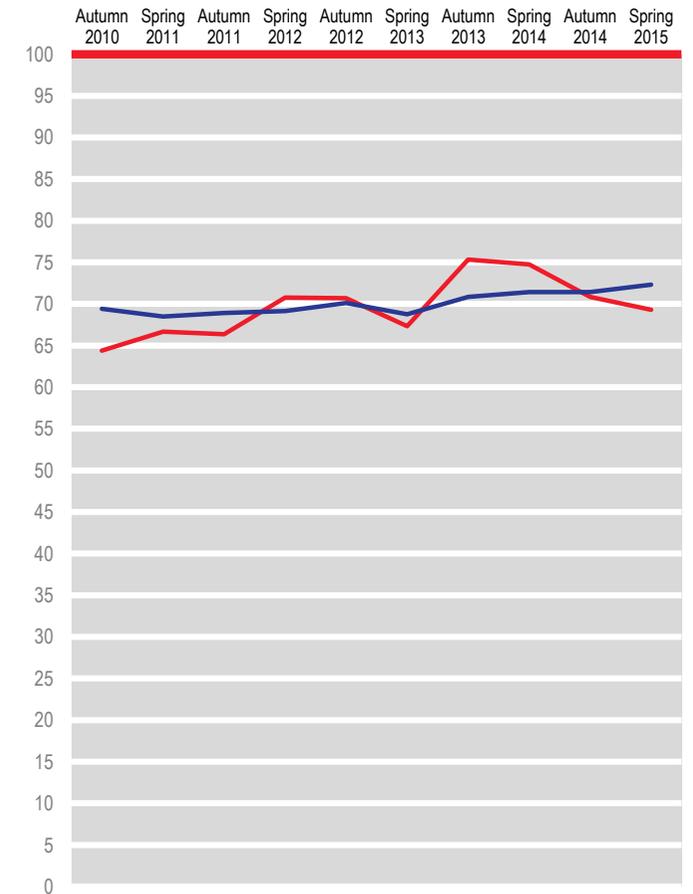


The attitudes and helpfulness of the staff at the station

(1202)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



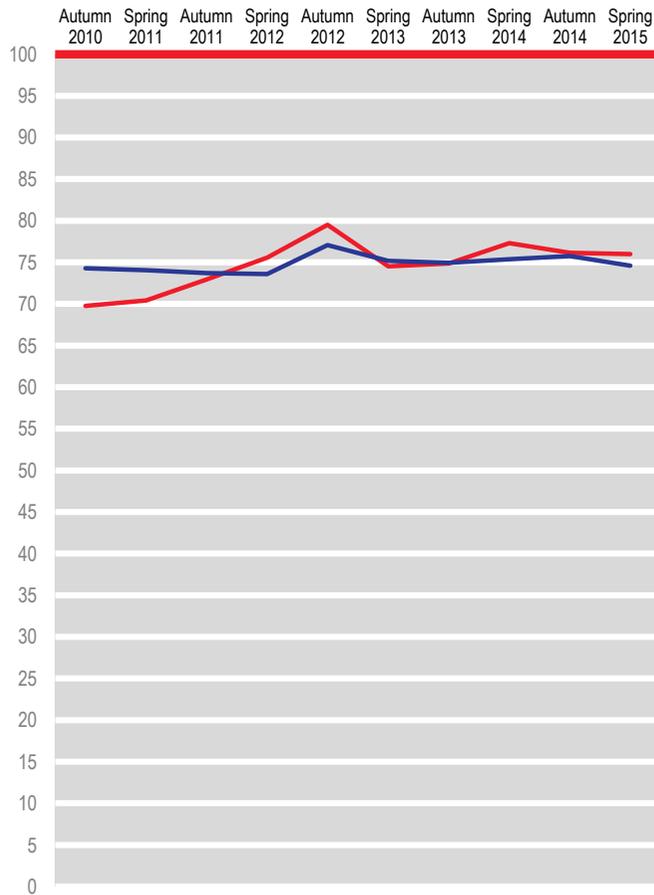
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1286)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

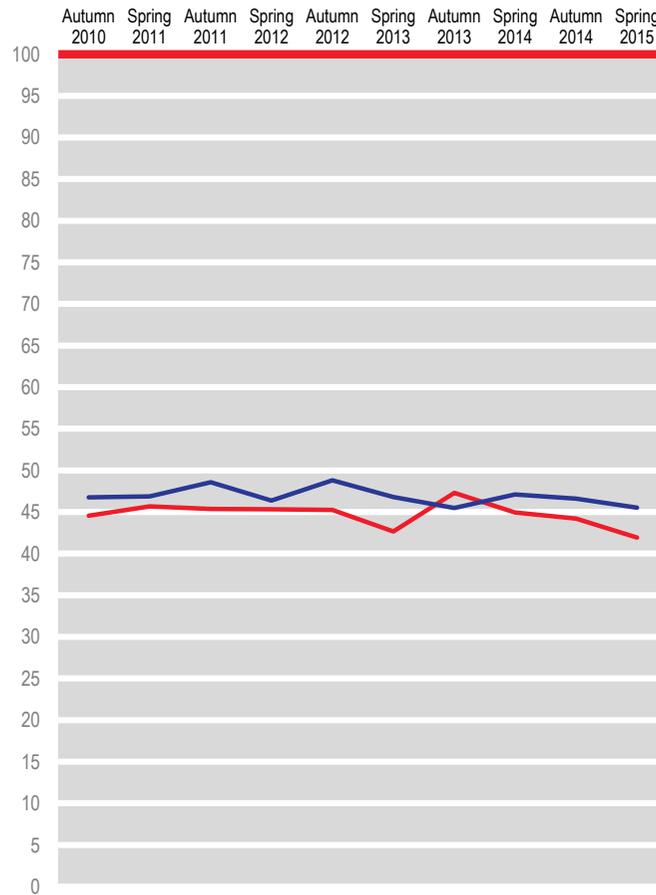


Facilities for car parking at the station

(452)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

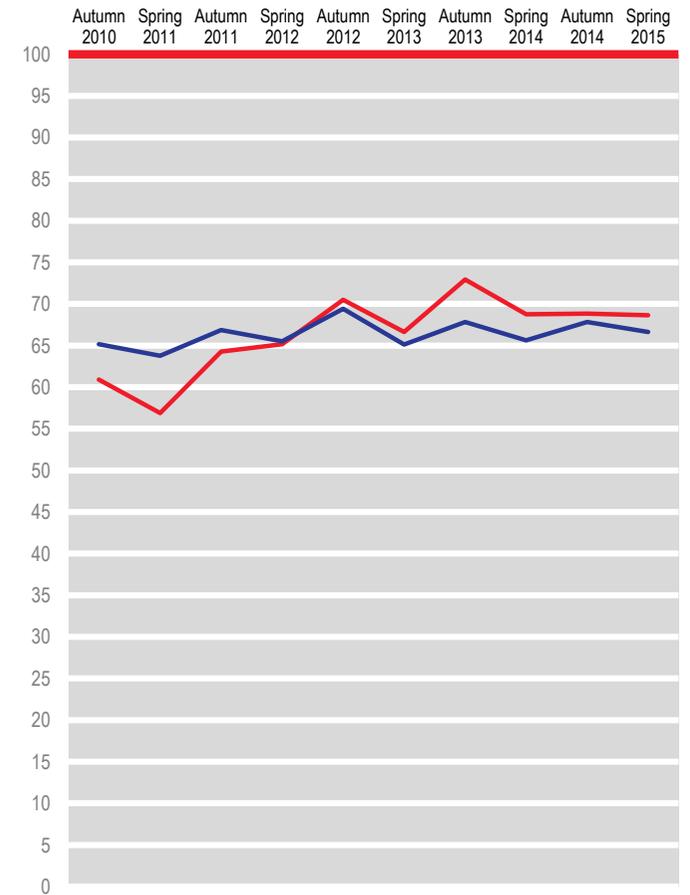


Overall station environment

(1613)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



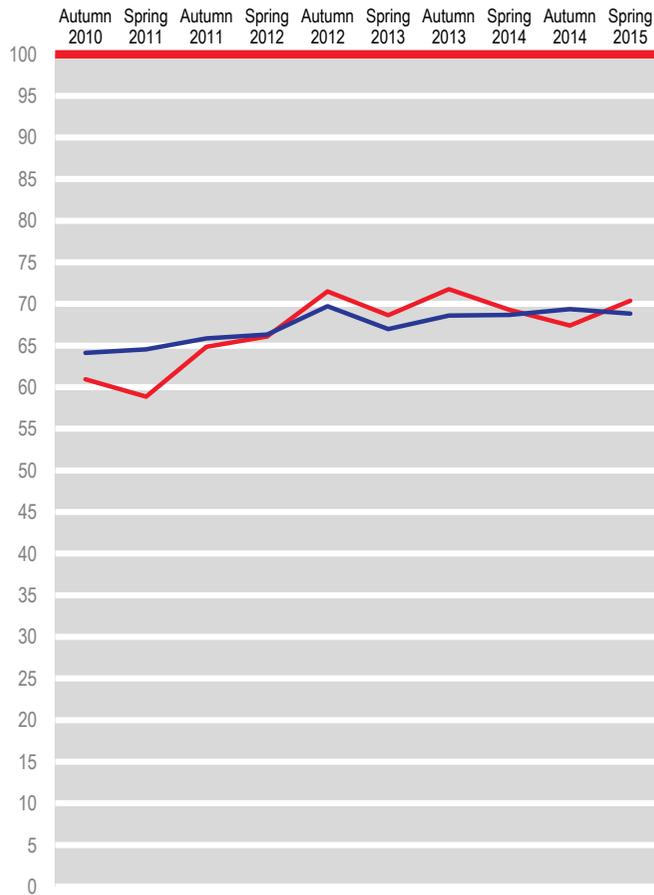
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1499)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

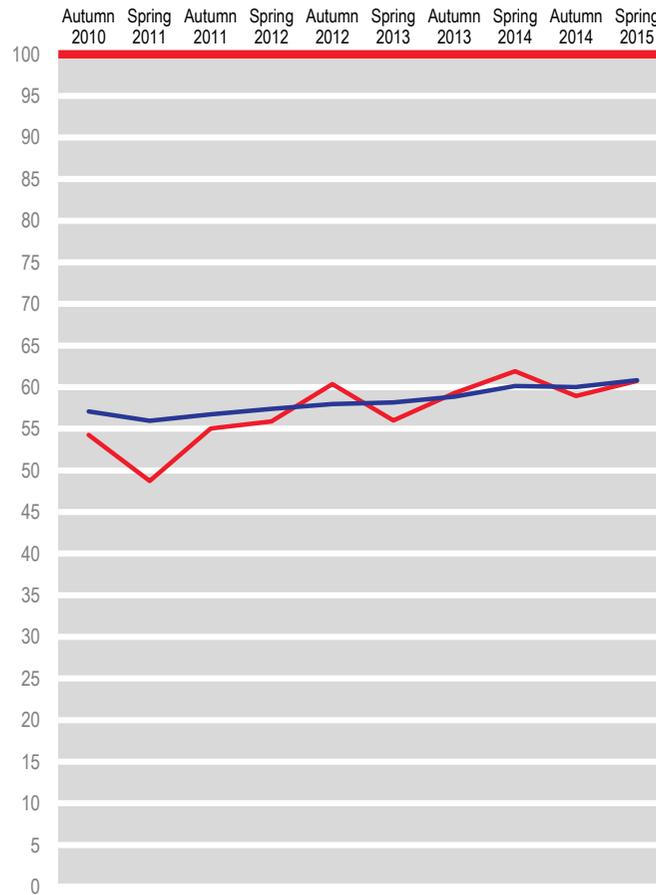


The availability of staff at the station

(1415)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

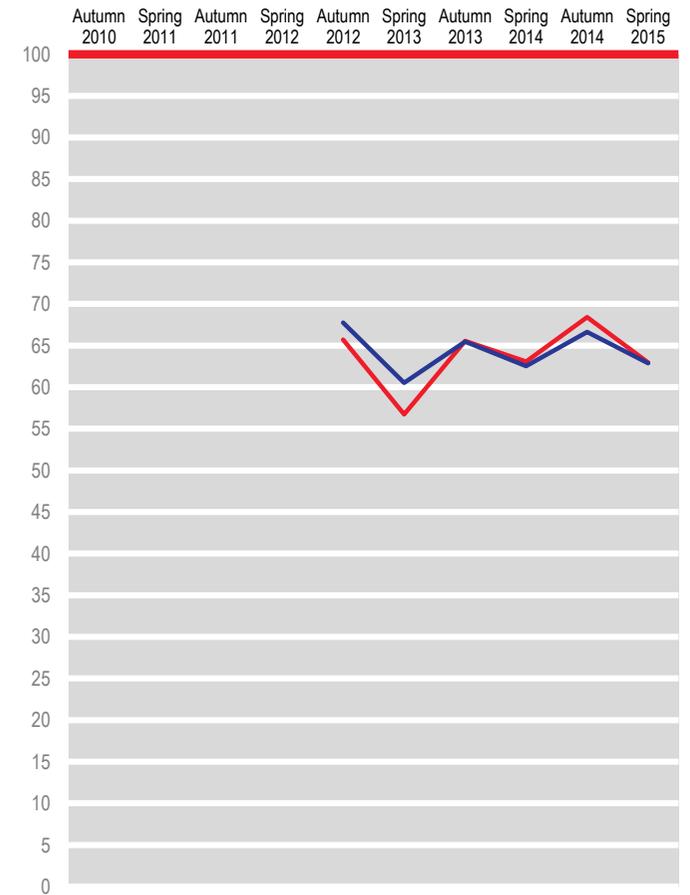


The provision of shelter facilities

(1312)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



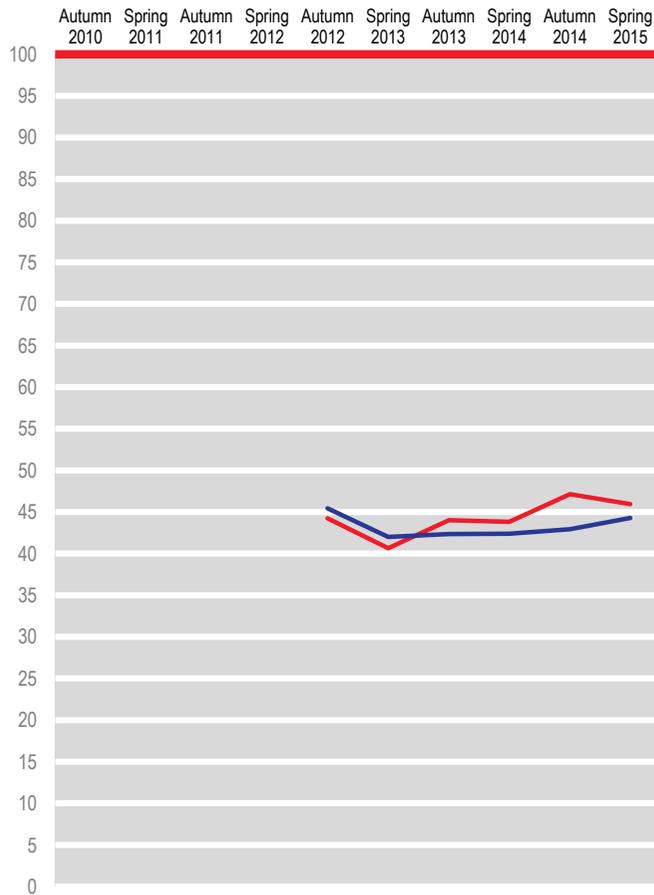
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(1489)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

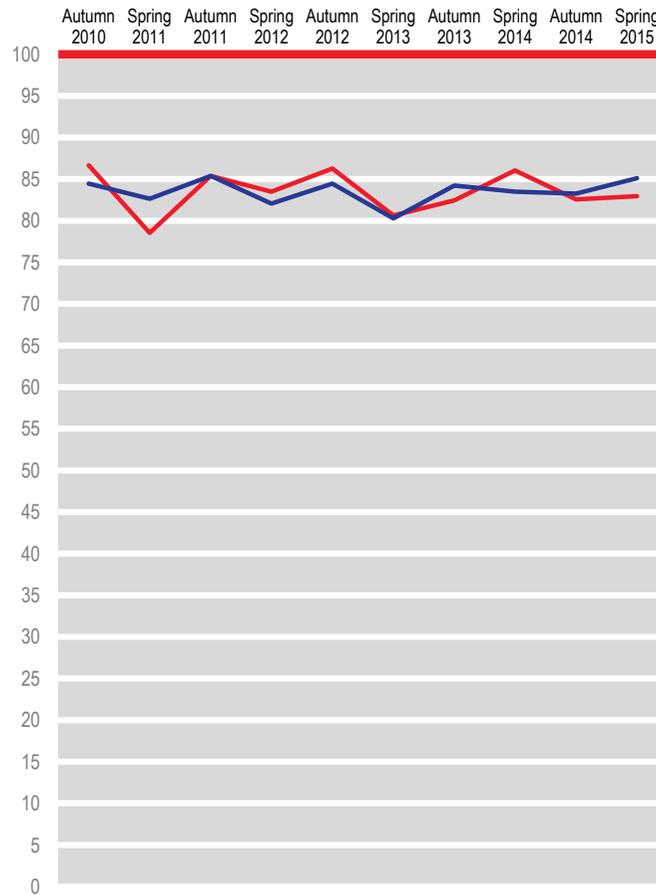


How request to station staff was handled

(234)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

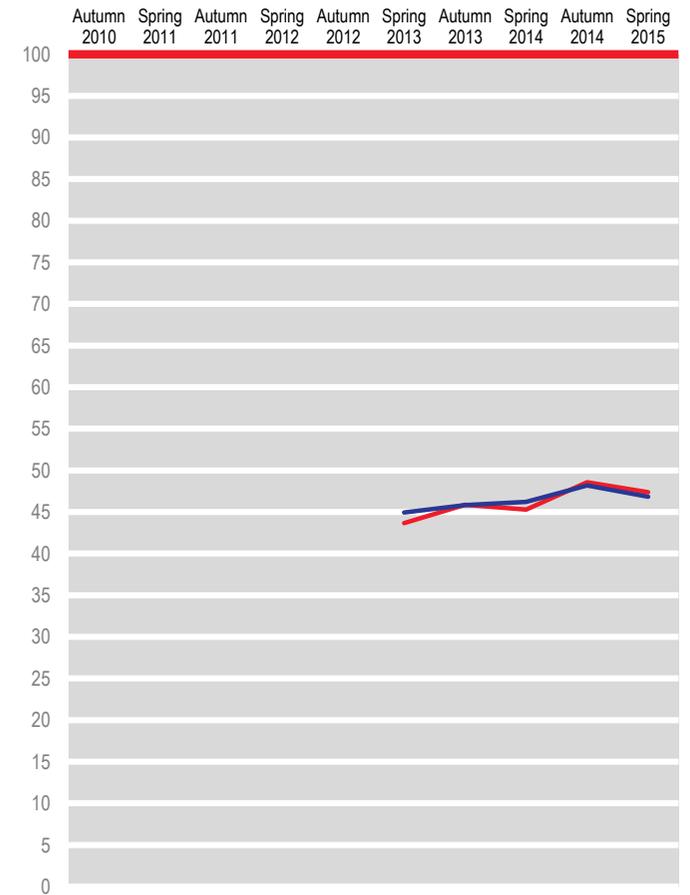


The choice of shops/eating/drinking facilities available

(1331)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

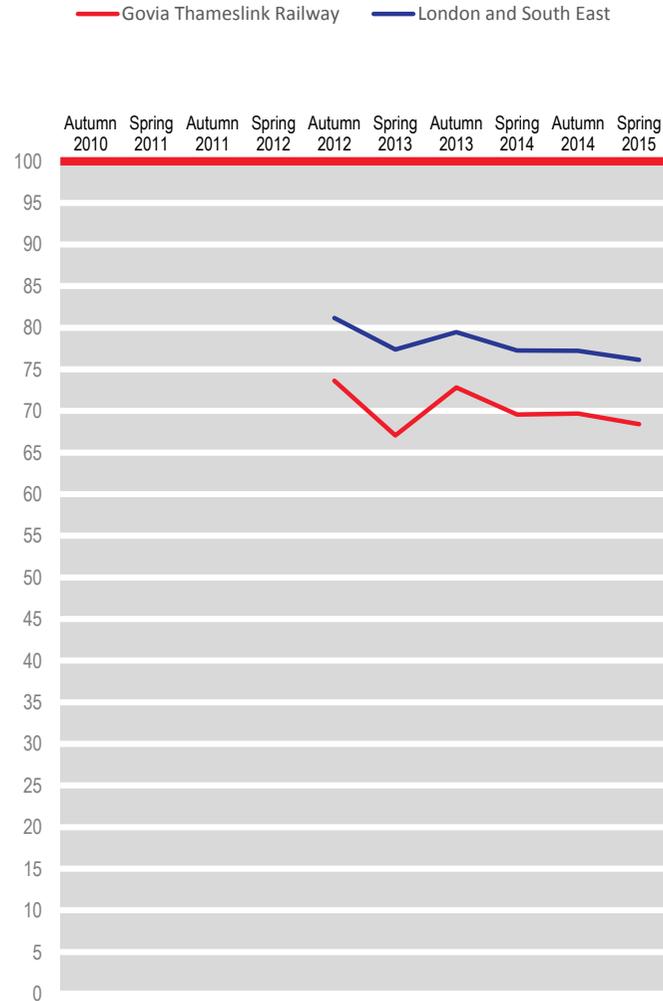


N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

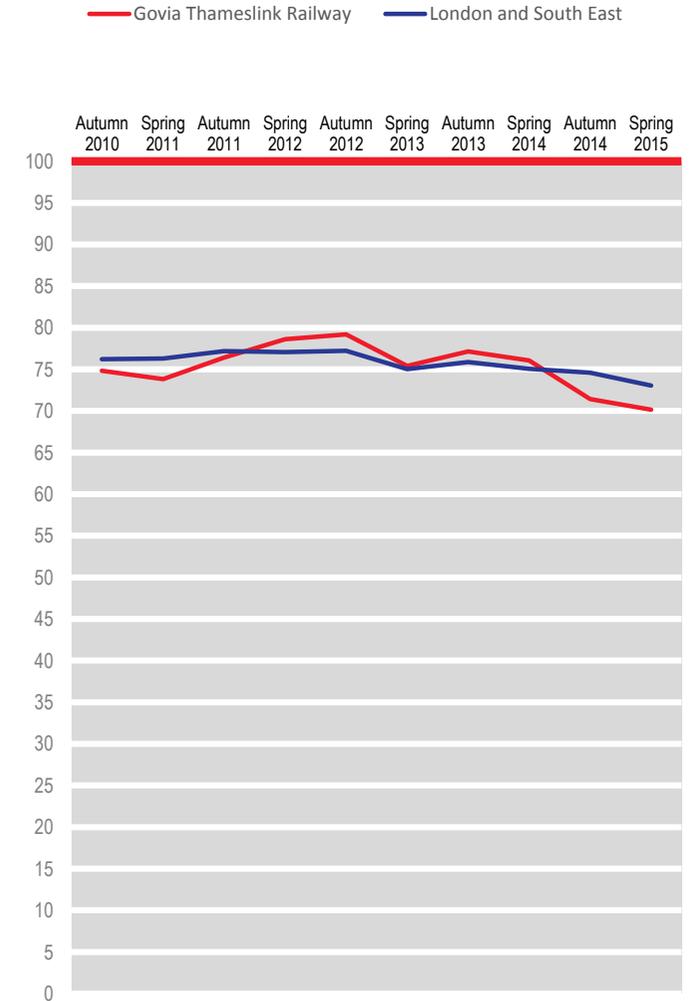
Overall satisfaction with the train

(1669)
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(1669)
Percentage of passengers satisfied 2010 to 2015



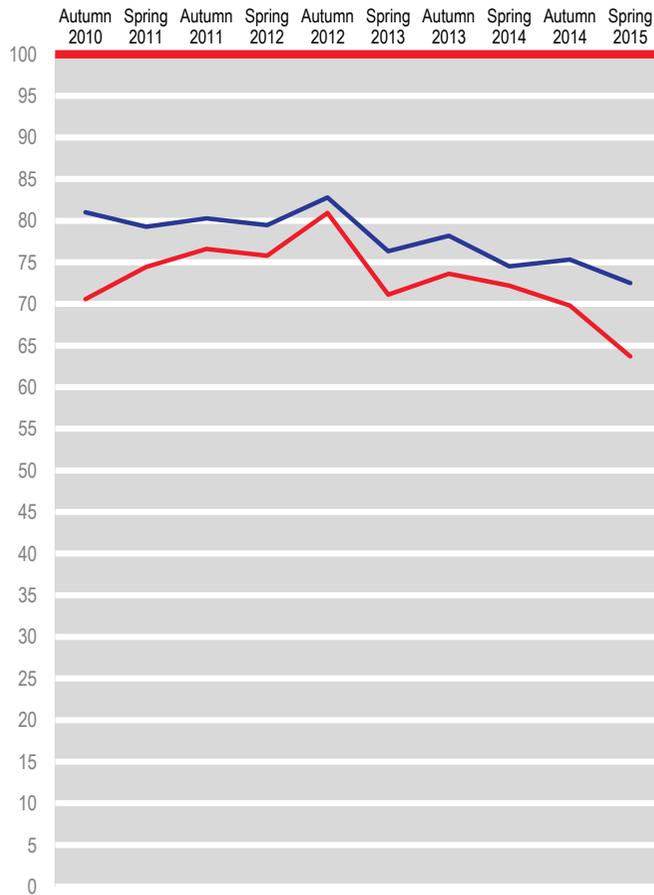
N.B. Benchmarks and targets are only shown for applicable factors

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

(1682)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

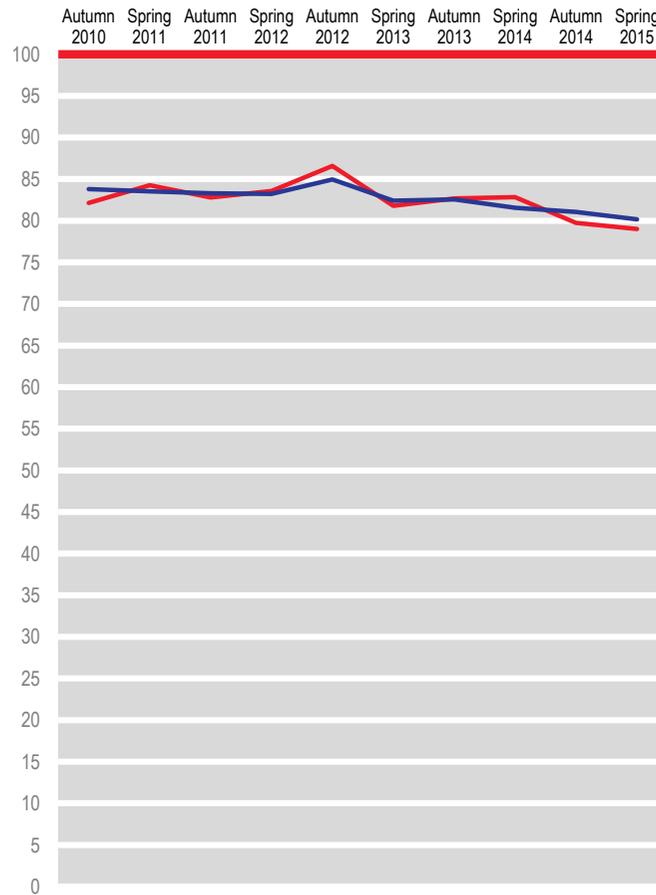


The length of time the journey was scheduled to take (speed)

(1656)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

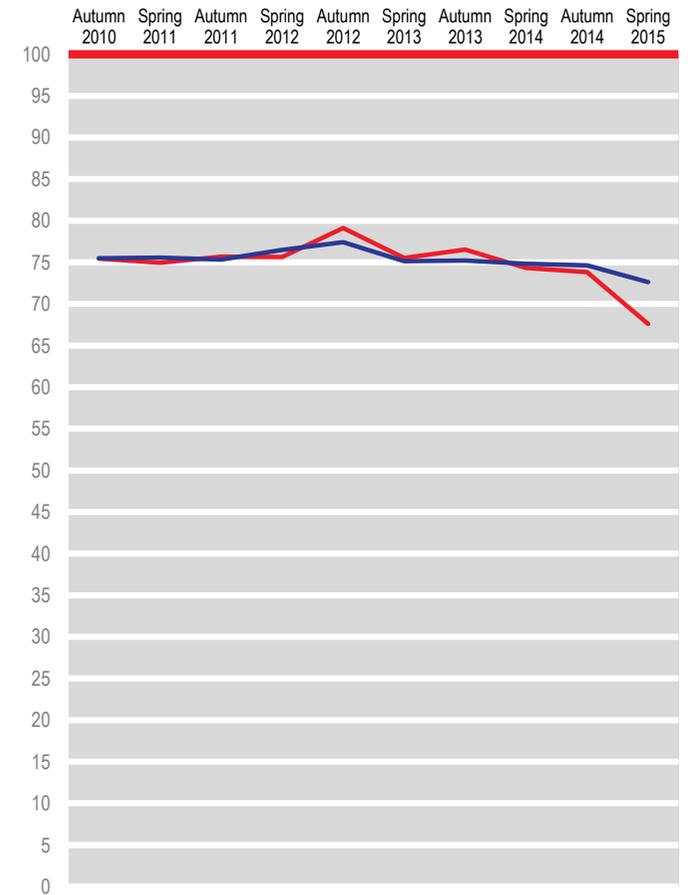


Connections with other train services

(976)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

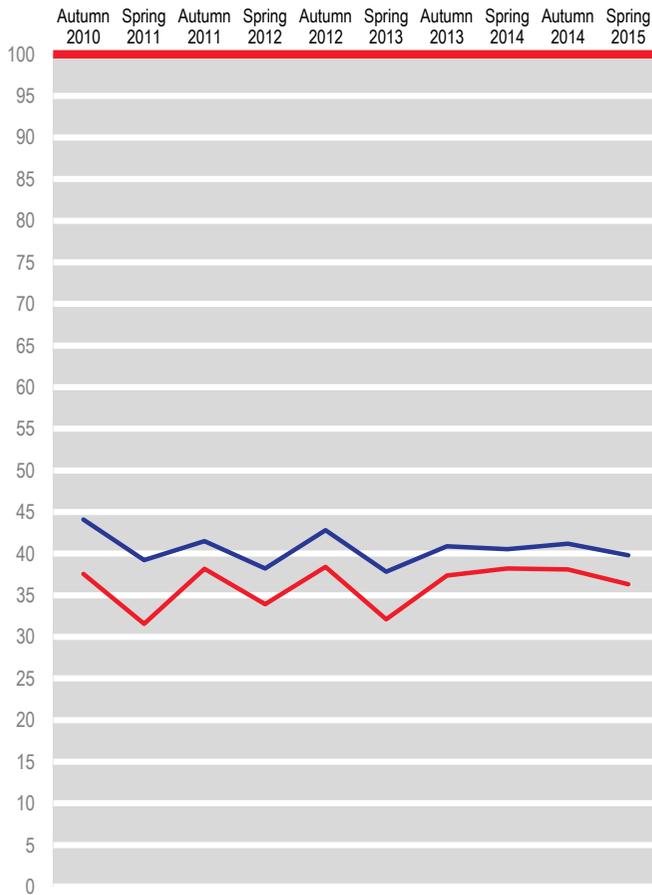


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1559)
Percentage of passengers satisfied 2010 to 2015

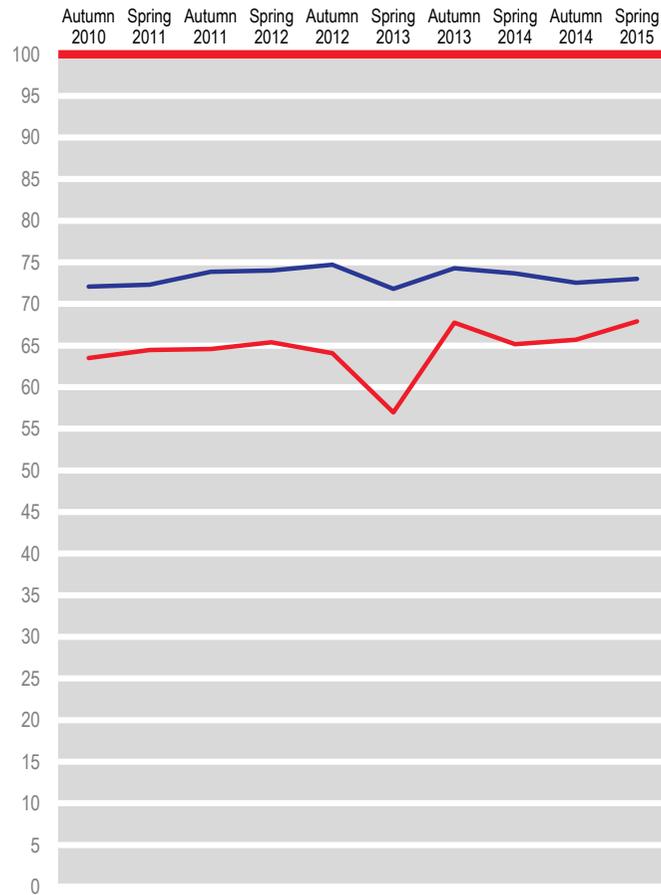
— Govia Thameslink Railway — London and South East



Cleanliness of the train

(1681)
Percentage of passengers satisfied 2010 to 2015

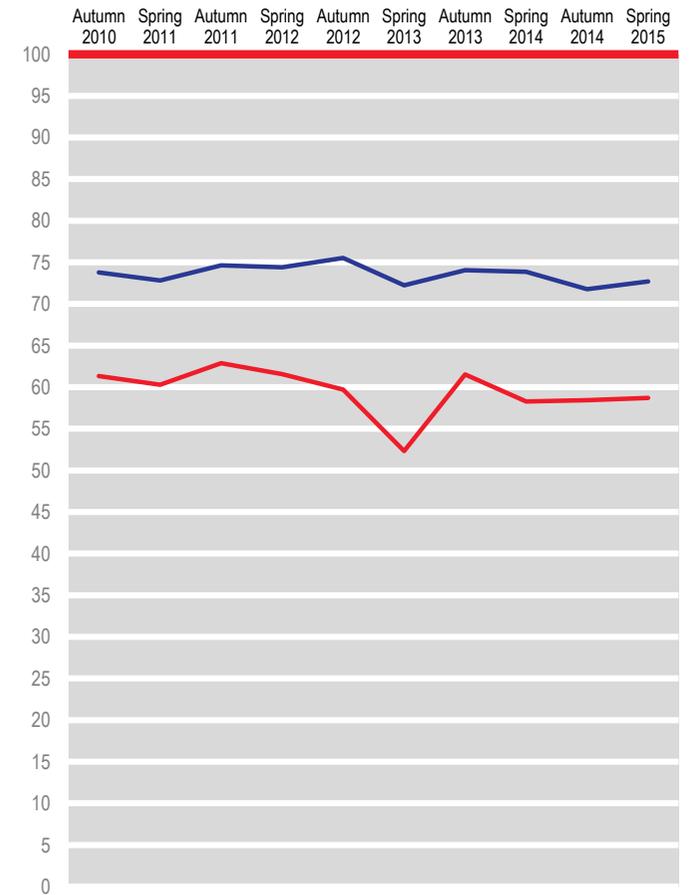
— Govia Thameslink Railway — London and South East



Upkeep and repair of the train

(1610)
Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



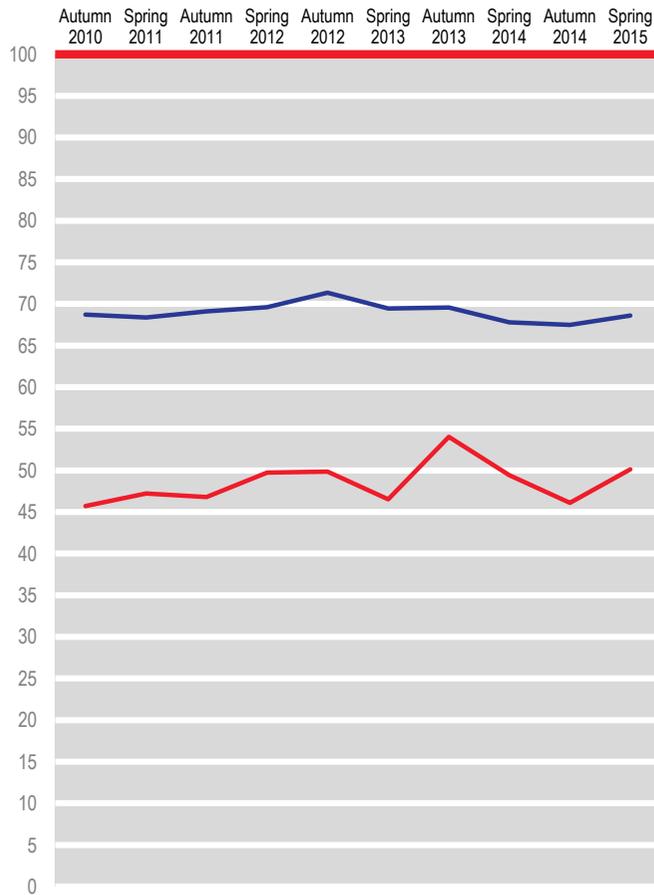
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1458)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

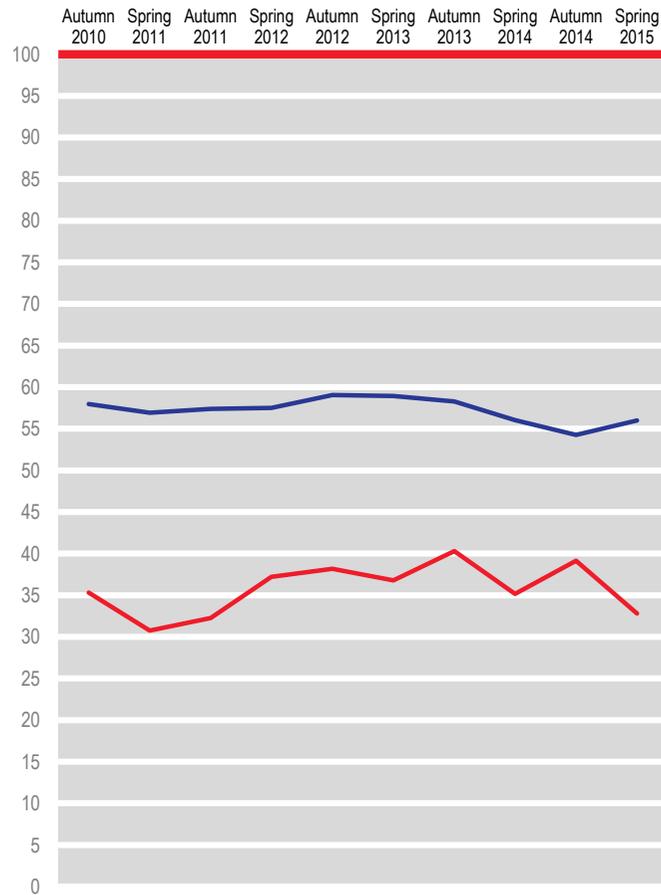


The helpfulness and attitude of staff on the train

(546)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

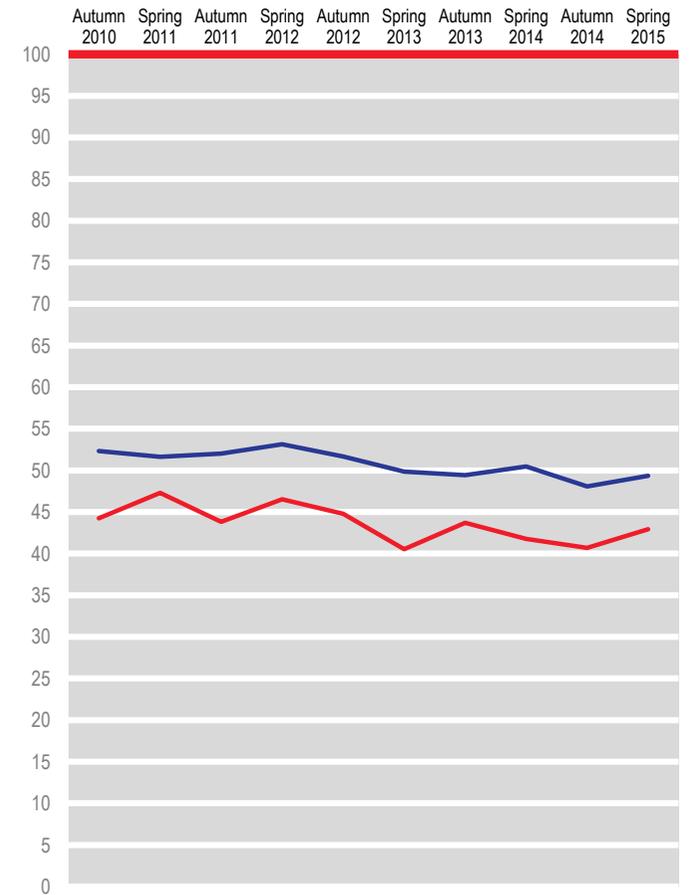


The space for luggage

(1271)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



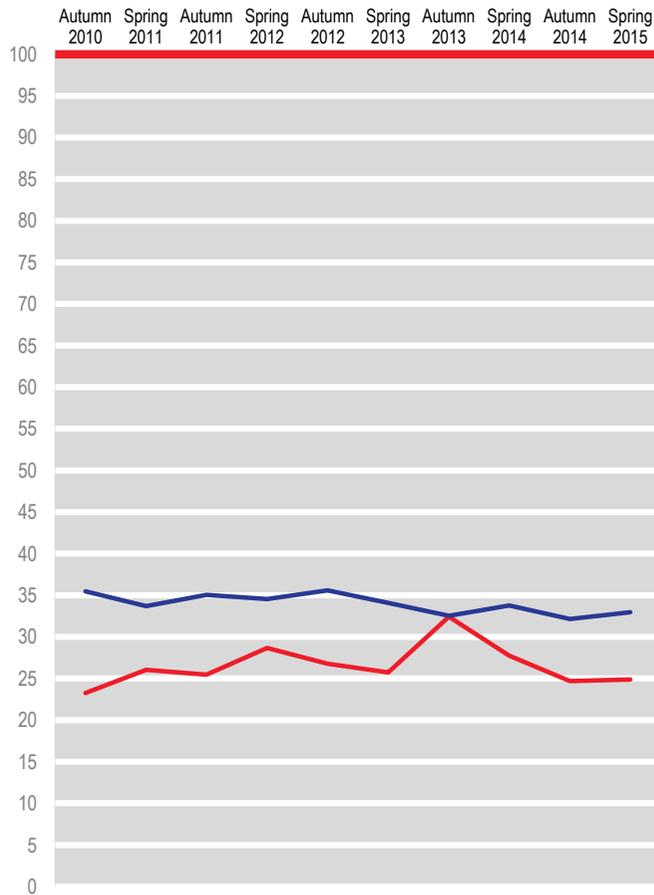
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(560)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

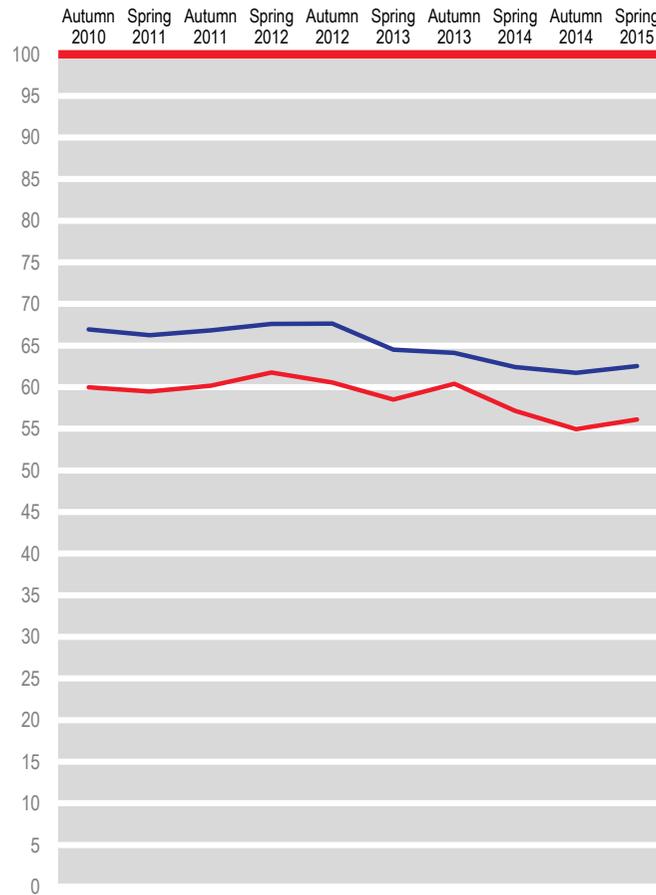


Sufficient room for all the passengers to sit/stand

(1620)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

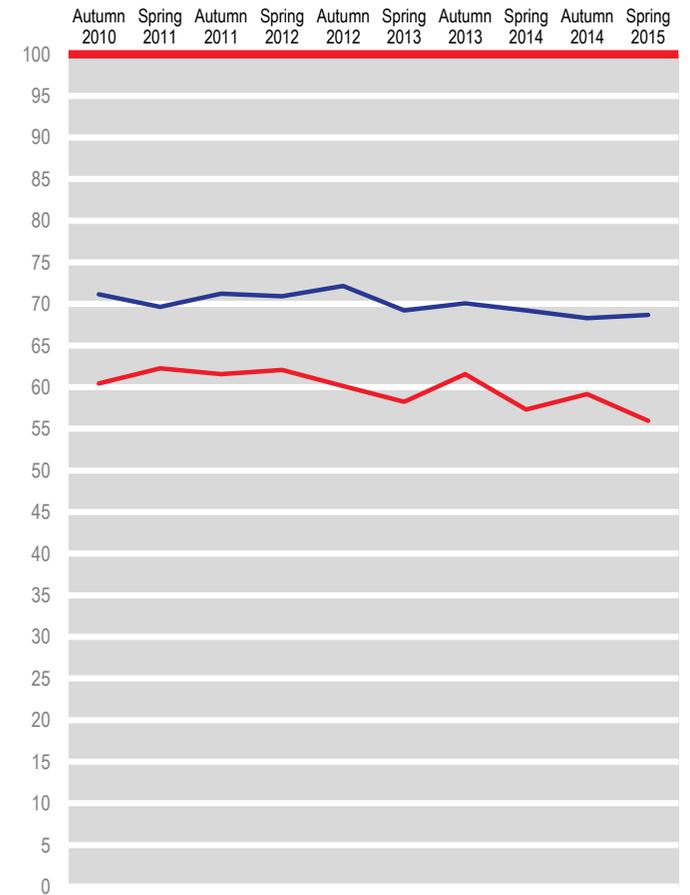


The comfort of the seating area

(1606)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East



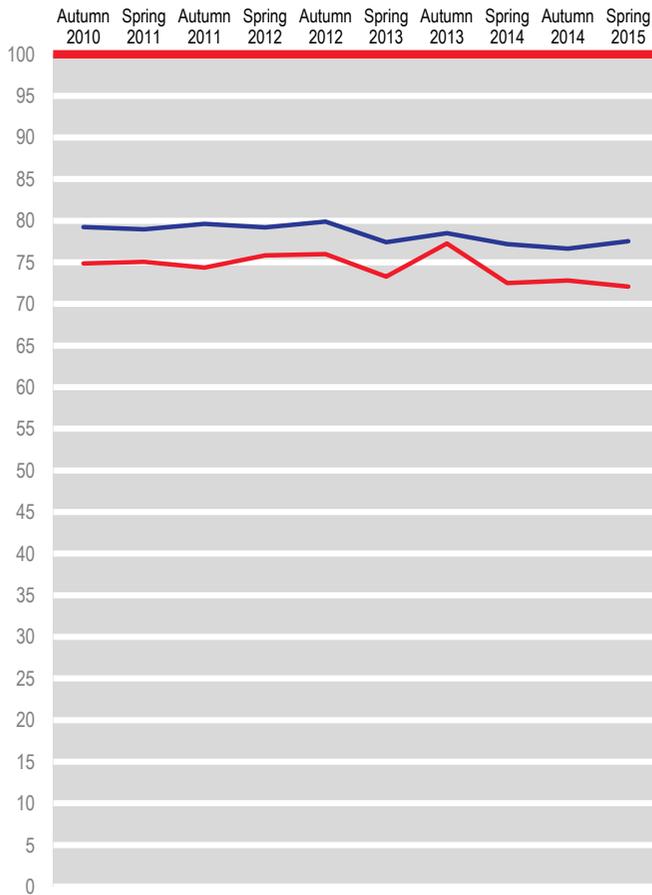
N.B. Benchmarks and targets are only shown for applicable factors

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

(1643)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

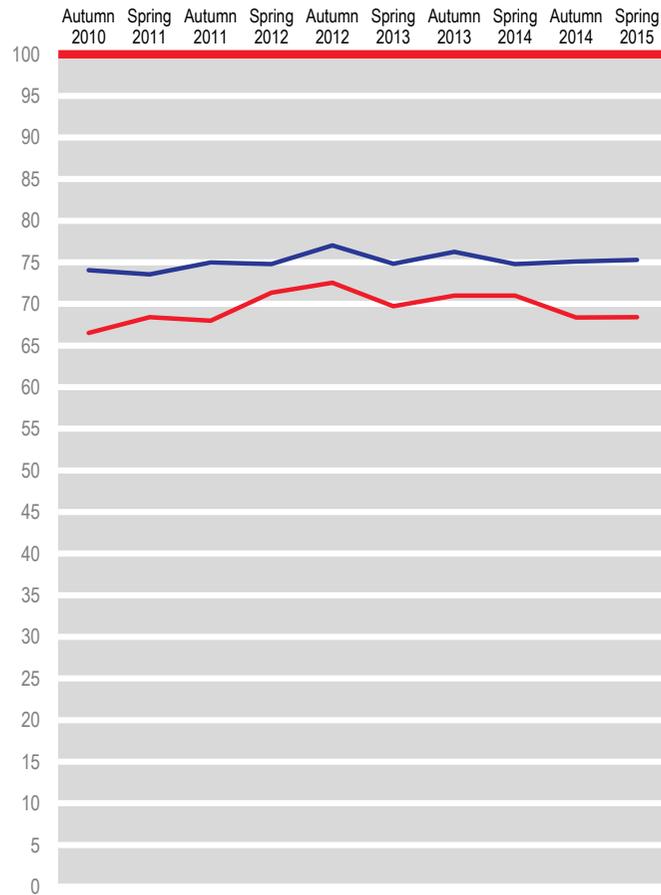


Your personal security whilst on board

(1550)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

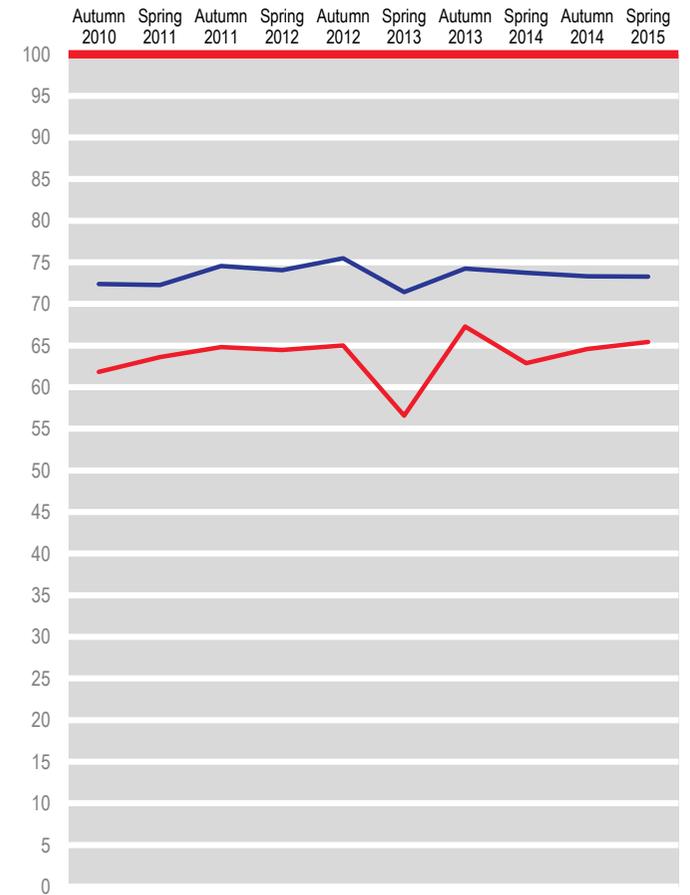


The cleanliness of the inside of the train

(1655)

Percentage of passengers satisfied 2010 to 2015

— Govia Thameslink Railway — London and South East

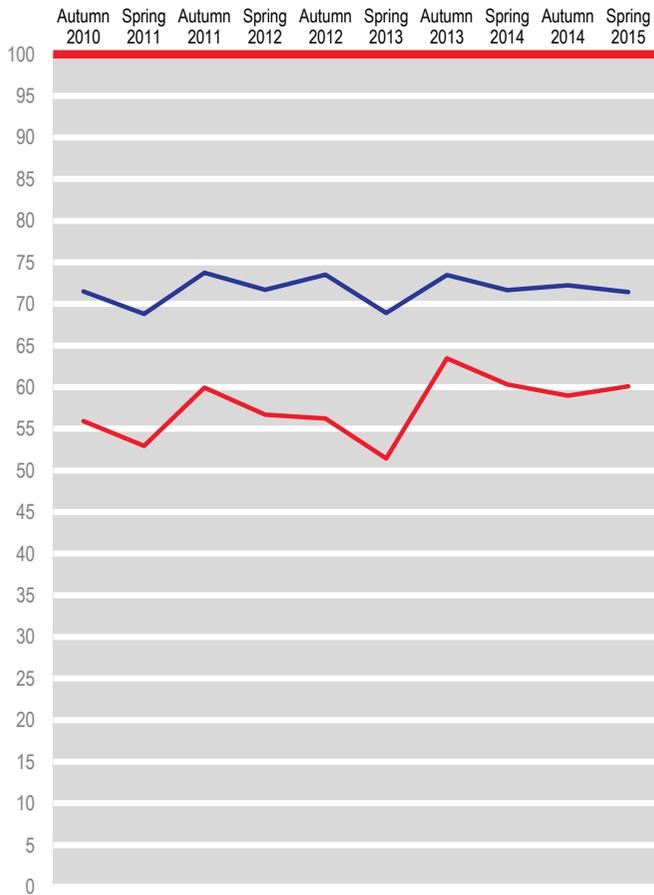


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (1405)

Percentage of passengers satisfied 2010 to 2015

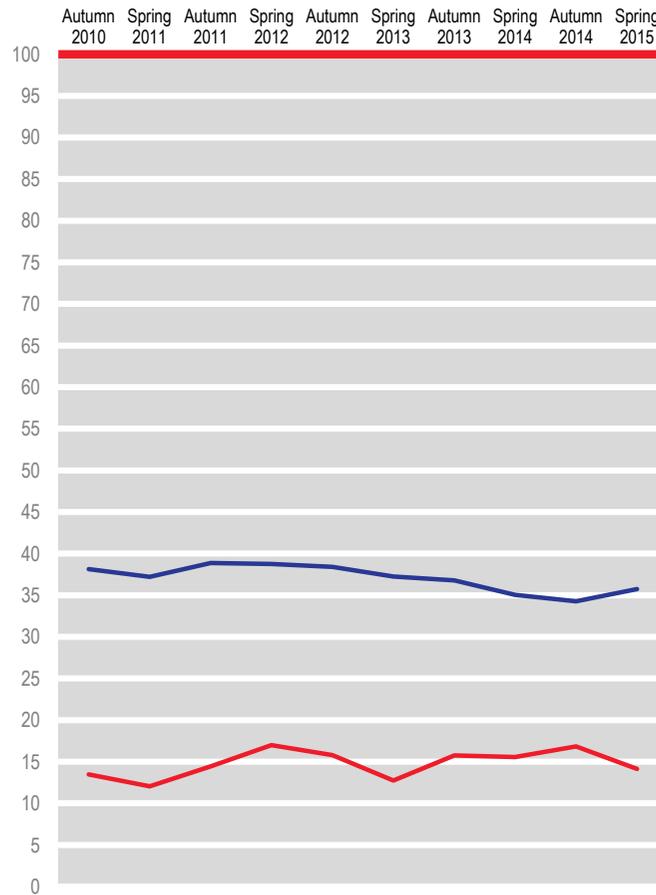
— Govia Thameslink Railway — London and South East



The availability of staff on the train (991)

Percentage of passengers satisfied 2010 to 2015

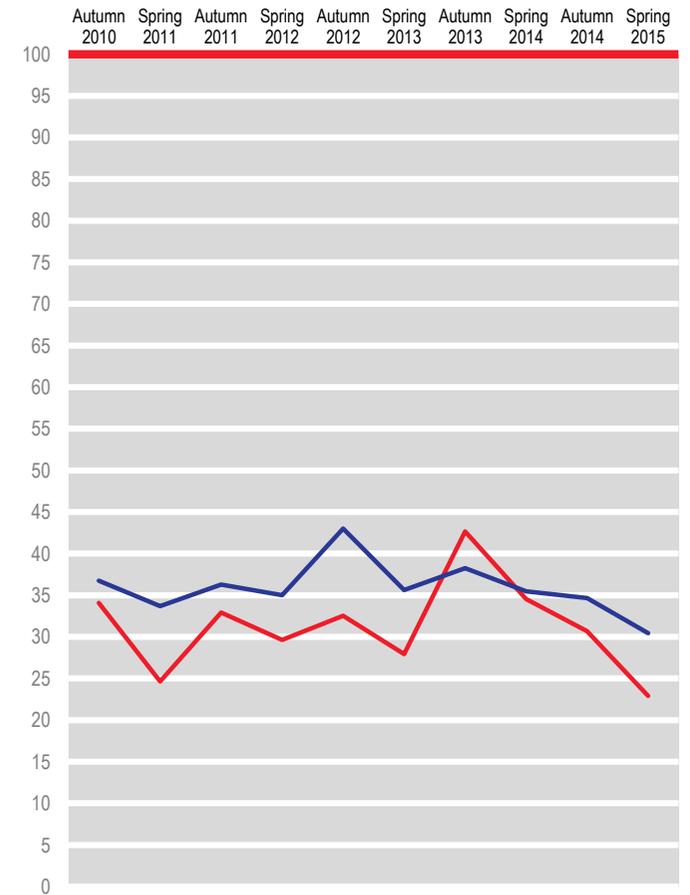
— Govia Thameslink Railway — London and South East



How well train company dealt with delays (473)

Percentage of passengers satisfied 2010 to 2015

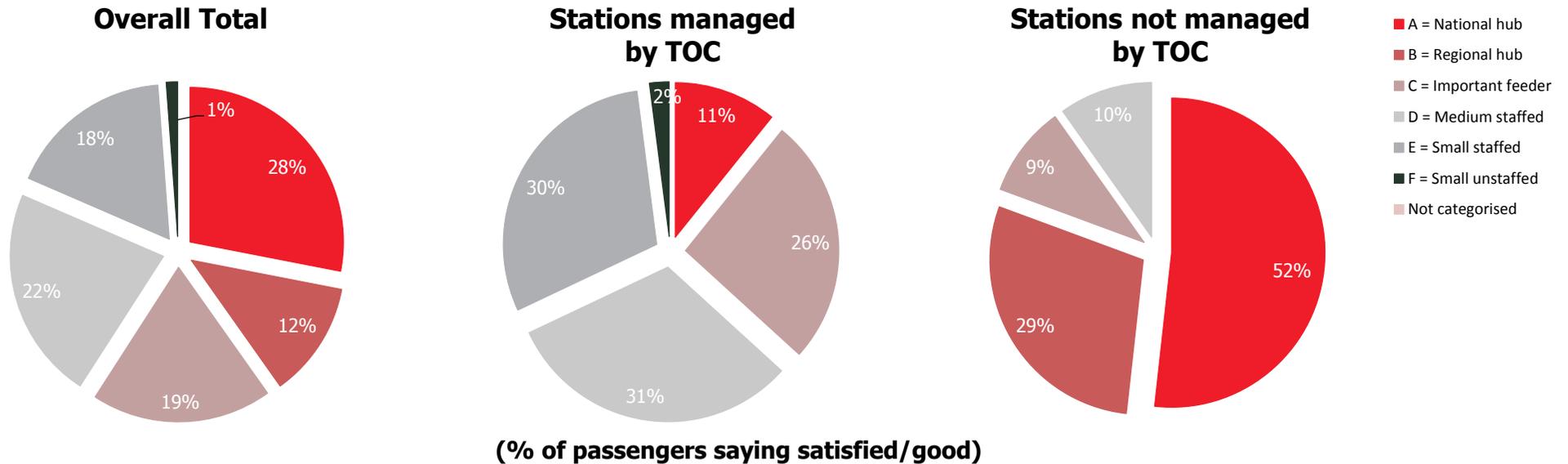
— Govia Thameslink Railway — London and South East



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

Managed versus non-managed stations for Govia Thameslink Railway

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



	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	72	-	83
Ticket buying facilities	69	-	67
Provision of information about train times/platforms	71	-	77
The upkeep/repair of the station buildings/platforms	62	-	79
Cleanliness	70	-	84
The facilities and services	45	-	67
The attitudes and helpfulness of the staff	69	-	70
Connections with other forms of public transport	71	-	83
Facilities for car parking	47	+	30
Overall environment	64	-	76
Your personal security whilst using the station	69	-	73
The availability of staff	59	-	63
The provision of shelter facilities	61	-	66
Availability of seating	49	-	42
How request to station staff was handled	84	-	82
The choice of shops/eating/drinking facilities available	35	-	62

Govia Thameslink Railway

(Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59)

	Peak			Off-peak		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	67		68	78		81
STATION FACILITIES						
Overall satisfaction with the station	81		80	75		76
Ticket buying facilities	68		75	69		69
Provision of information about train times/platforms	74	-	81	74		78
The upkeep/repair of the station buildings/platforms	74		73	67		70
Cleanliness	81		78	73		74
The facilities and services	60		60	52		55
The attitudes and helpfulness of the staff	73		76	67	-	74
Connections with other forms of public transport	81		77	74		77
Facilities for car parking	41		44	42		45
Overall environment	75		70	66		68
Your personal security whilst using the station	74		70	69		69
The availability of staff	68		65	57		61
The provision of shelter facilities	68		63	61		63
Availability of seating	39		40	49		45
How request to station staff was handled	70		75	87		89
The choice of shops/eating/drinking facilities available	56	+	48	43		44
TRAIN FACILITIES						
Overall satisfaction with the train	61		60	72		73
The frequency of the trains on that route	67		70	72	-	78
Punctuality/reliability (i.e. the train arriving/departing on time)	58		64	66	-	76
The length of time the journey was scheduled to take (speed)	71		77	83		85
Connections with other train services	67		70	68	-	76
The value for money of the price of your ticket	25		22	42		45
Cleanliness of the train	62		60	71		67
Upkeep and repair of the train	53		51	61		61
The provision of information during the journey	43		42	53		52
The helpfulness and attitude of staff on train	28		31	35		37
The space for luggage	35		35	47		45
The toilet facilities	15		24	29		30
Sufficient room for all passengers to sit/stand	33		35	66		66
The comfort of the seating area	41		43	62		63
The ease of being able to get on and off	65		63	75		77
Your personal security on board	66		66	70		73
The cleanliness of the inside	60		59	68		65
The cleanliness of the outside	56		54	62		63
The availability of staff	9		12	17		17
How well train company deals with delays	21	-	33	24	-	35

London and South East

(Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59)

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

Govia Thameslink Railway

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	73		76	85		87
STATION FACILITIES						
Overall satisfaction with the station	76		77	80		77
Ticket buying facilities	70		71	61		69
Provision of information about train times/platforms	73	-	79	79		80
The upkeep/repair of the station buildings/platforms	69		69	75		79
Cleanliness	75		74	80		82
The facilities and services	55		57	54		54
The attitudes and helpfulness of the staff	70	-	76	65		66
Connections with other forms of public transport	77		79	67		67
Facilities for car parking	42		43	43		54
Overall environment	68		67	72		77
Your personal security whilst using the station	70		69	71		72
The availability of staff	62		63	53		53
The provision of shelter facilities	63		63	62		65
Availability of seating	44		43	58		46
How request to station staff was handled	82		85	94		93
The choice of shops/eating/drinking facilities available	47		45	50		46
TRAIN FACILITIES						
Overall satisfaction with the train	67		69	80		74
The frequency of the trains on that route	69	-	75	75		83
Punctuality/reliability (i.e. the train arriving/departing on time)	61	-	70	80	-	89
The length of time the journey was scheduled to take (speed)	77		81	89		93
Connections with other train services	67	-	73	74		82
The value for money of the price of your ticket	33		35	57		56
Cleanliness of the train	67		65	72		67
Upkeep and repair of the train	57		58	68		57
The provision of information during the journey	49		49	57		52
The helpfulness and attitude of staff on train	34		34	26		44
The space for luggage	41		40	56		52
The toilet facilities	24		28	28		26
Sufficient room for all passengers to sit/stand	53		55	75		74
The comfort of the seating area	54		56	67		68
The ease of being able to get on and off	70		73	82	+	72
Your personal security on board	69		72	66		67
The cleanliness of the inside	65		63	69		64
The cleanliness of the outside	59		60	66		61
The availability of staff	14		16	14		15
How well train company deals with delays	22	-	34	35		48

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
STATION FACILITIES						
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
TRAIN FACILITIES						
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

Govia Thameslink London and
Railway South East

Govia Thameslink London and
Railway South East

DELAY				
None	71	74		
Minor	22	20		
Major	5	4		
LENGTH OF DELAY				
5 minutes or less	35	38		
6-10 minutes	28	27		
11-20 minutes	17	16		
21-30 minutes	10	7		
31-60 minutes	5	4		
More than 1 hour	2	2		
Don't know/no answer	4	6		
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED	
Very well	10	12	Very well	11
Fairly well	25	28	Fairly well	27
Neither well nor poorly	19	20	Neither well nor poorly	21
Fairly poorly	22	18	Fairly poorly	16
Very poorly	25	21	Very poorly	26
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM	
Very well	10	13	Very well	7
Fairly well	28	30	Fairly well	17
Neither well nor poorly	21	22	Neither well nor poorly	30
Fairly poorly	19	17	Fairly poorly	18
Very poorly	22	19	Very poorly	28
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE	
Very well	11	13	Very well	4
Fairly well	27	27	Fairly well	16
Neither well nor poorly	24	26	Neither well nor poorly	27
Fairly poorly	18	15	Fairly poorly	15
Very poorly	21	19	Very poorly	38

6 6.2 Passenger experience relating to disability

Govia Thameslink London and
Railway South East

Govia Thameslink London and
Railway South East

DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	1	1
Mobility	2	2
Dexterity	0	0
Learning or understanding or concentrating	0	1
Memory	0	0
Mental health	2	2
Stamina or breathing or fatigue	1	1
Socially or behaviourally	0	0
Other	1	2
None	91	89
No answer	2	2

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

Yes, a lot	9	7
Yes, a little	36	43
Not at all	52	46

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

Yes	1	2
No	99	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	36	38
Fairly satisfied	27	32
Neither satisfied nor dissatisfied	26	19
Fairly dissatisfied	10	7
Very dissatisfied	1	4

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	100	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	33	30
Fairly satisfied	32	39
Neither satisfied nor dissatisfied	26	19
Fairly dissatisfied	5	7
Very dissatisfied	4	6

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	100	69
Fairly satisfied	-	15
Neither satisfied nor dissatisfied	-	7
Fairly dissatisfied	-	5
Very dissatisfied	-	4

Govia Thameslink London and
Railway South East

Govia Thameslink London and
Railway South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	46	44	White	86	86
Female	52	54	Mixed	2	2
			Asian or Asian British	4	4
			Black or Black British	3	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	45	51
19-25	6	8	Business	26	15
26-34	16	15	Leisure	29	34
35-44	20	18			
45-54	27	23	REGULAR TRAVELLER		
55-59	11	11	Yes	68	71
60-64	9	9	No	32	29
65+	10	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	70	63	Weekday	86	86
Working Part Time	12	15	Weekend	14	14
Not Working	3	3			
Retired	10	13	TIME OF TRAVEL		
Full Time Student	4	4	Peak	31	22
			Off-peak	69	78
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	47	41	Yes asked for help	7	7
Middle Managerial	18	17	Yes asked for information	7	7
Junior Managerial/Clerical/Supervisory	10	12	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	6	No	84	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2	DO YOU REGULARLY USE THE INTERNET		
Retired	9	12	Yes, at home	94	91
Unemployed/between jobs	1	1	Yes, at work	74	66
Housewife/house-husband	0	0	No	3	5
Other	5	5			

Station sample sizes for Govia Thameslink Railway

Station	Unweighted	Station	Unweighted
London St Pancras	205	Bromley South	11
London Blackfriars	199	Kings Lynn	11
London Kings Cross	187	Hatfield (Hertfordshire)	11
Brighton	139	West Hampstead Thameslink	11
East Croydon	76	Royston	11
St Albans	59	Streatham	9
City Thameslink	52	Peterborough	8
Moorgate	46	Luton Airport Parkway	7
London Bridge	42	Kentish Town	6
Farringdon	39	Sutton Common	6
Finsbury Park	32	Oakleigh Park	6
Tulse Hill	32	Wimbledon Chase	6
Stevenage	30	Shortlands	6
Cambridge	29	Sevenoaks	5
Elephant And Castle	27	Winchmore Hill	5
Herne Hill	25	Knebworth	2
Potters Bar	24	Hendon	2
Alexandra Palace	24	Streatham Common	1
Bedford	22		
Wimbledon	22		
Old Street	21		
Luton	21		
Sutton (Surrey)	19		
Tooting	19		
Gordon Hill	18		
Gatwick Airport	17		
Flitwick	17		
Mill Hill Broadway	17		
Elstree And Borehamwood	16		
Three Bridges	15		
Bowes Park	15		
Harpenden	14		
Ely	14		
Burgess Hill	14		
Loughborough Junction	14		
Hitchin	13		
Welwyn Garden City	13		
Haywards Heath	13		

Sample size	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.

Sample size	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 Southern
Long Distance Operators	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 Birmingham New 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 WestTrains (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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