



National Rail Passenger Survey

Merseyrail TOC Report

Spring 2015 (Wave 32)

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Contents

1 Introduction

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

2 Key results

- 2.1** Overall satisfaction and station factor results for Merseyrail 5
- 2.2** Train factor results for Merseyrail 7
- 2.3** Overall satisfaction and station factor results for Regional 9
- 2.4** Train factor results for Regional 11
- 2.5** Merseyrail versus Regional performance 13
- 2.6** Results by route for Merseyrail 14

3 Passenger satisfaction trend charts

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

4 Managed versus non-managed stations

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

5 Weekday/weekend satisfaction

- 5.1** Weekday/weekend satisfaction for Merseyrail 29
- 5.2** Weekday/weekend satisfaction for Regional 30

6 Passenger experience with service

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

7 Sample profile

- 7.1** Sample profile for Merseyrail versus Regional 33
- 7.2** Station sample sizes for Merseyrail 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

8 Technical appendix

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

1 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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)

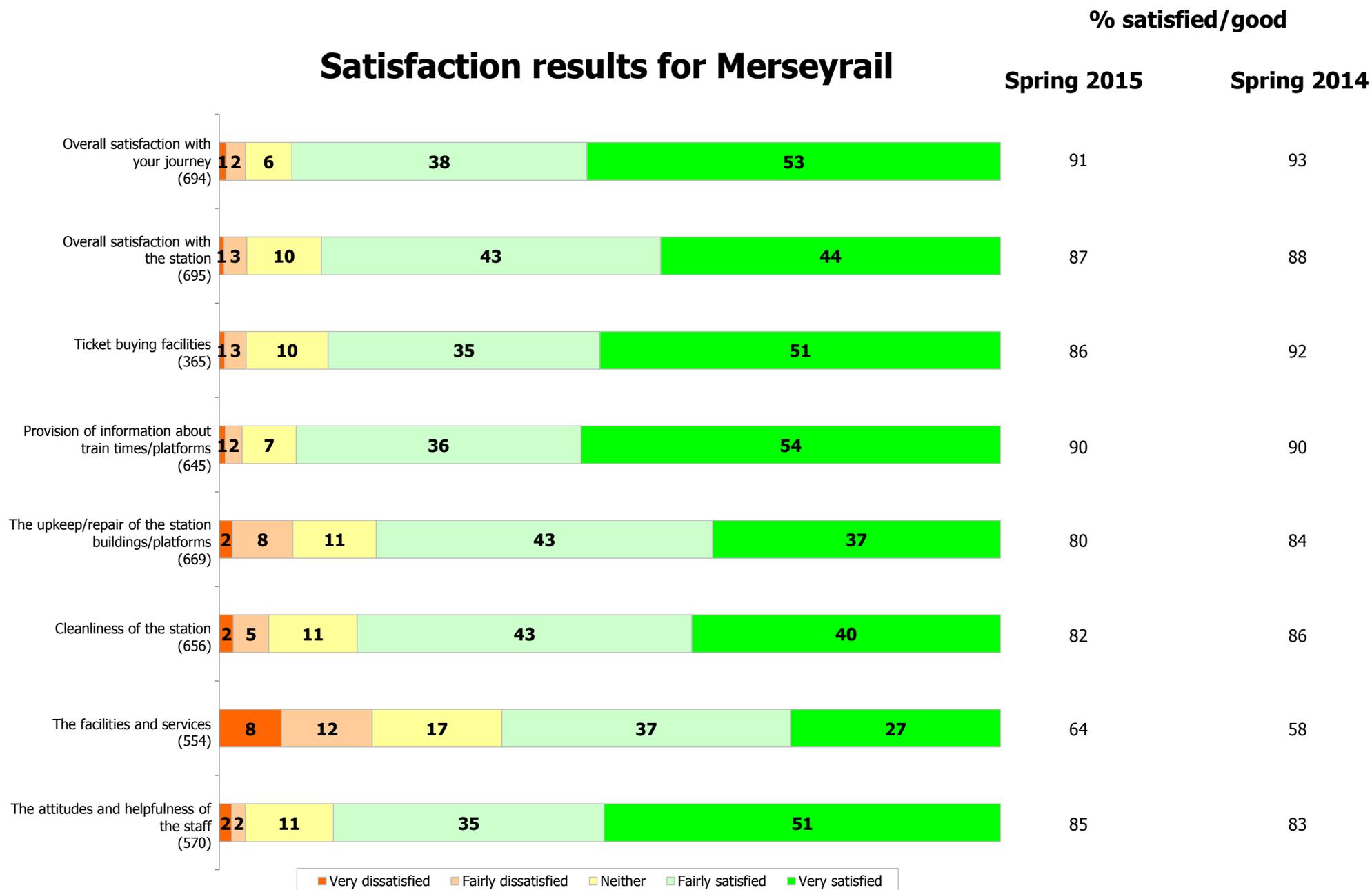
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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.

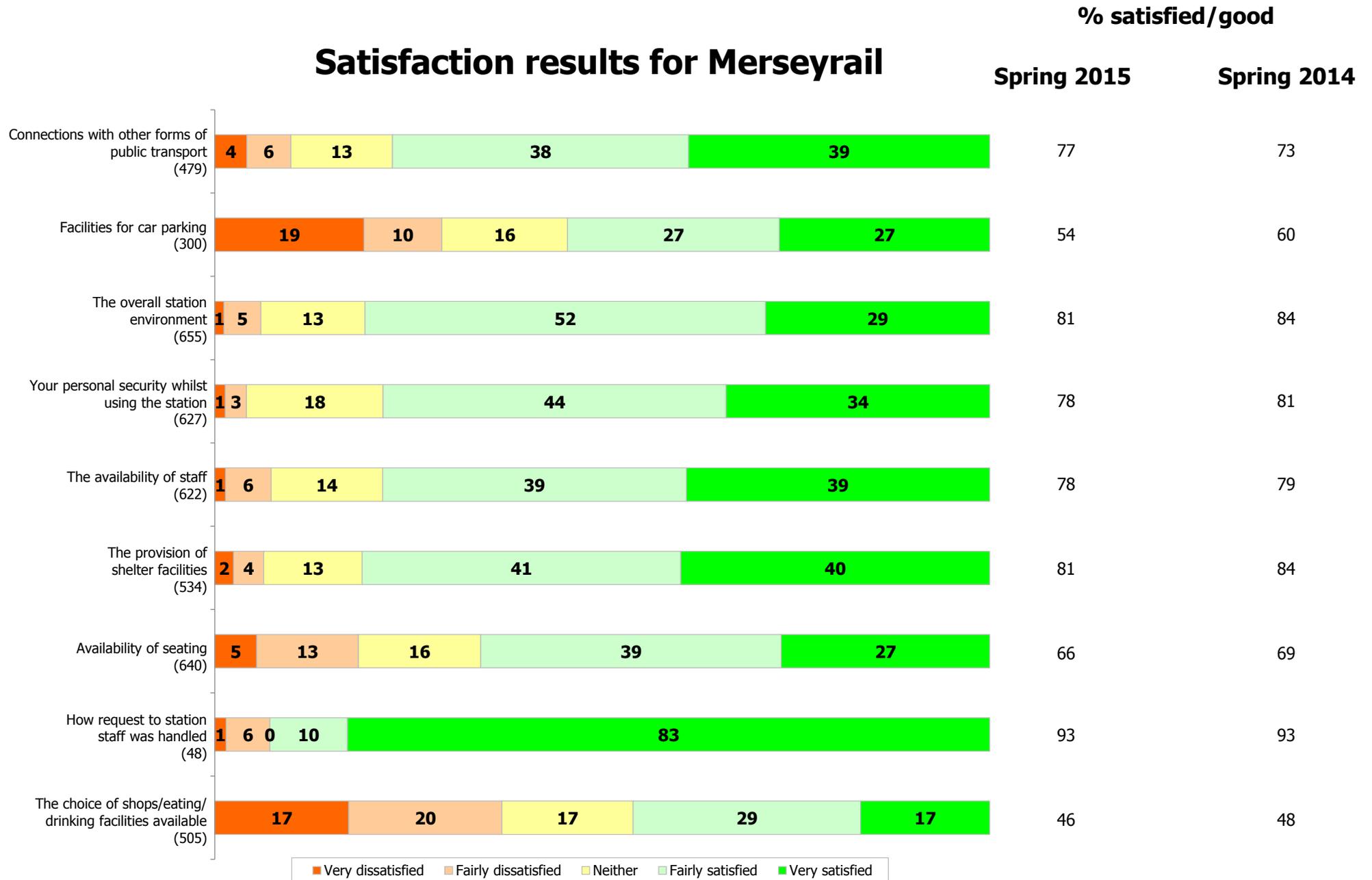
As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went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

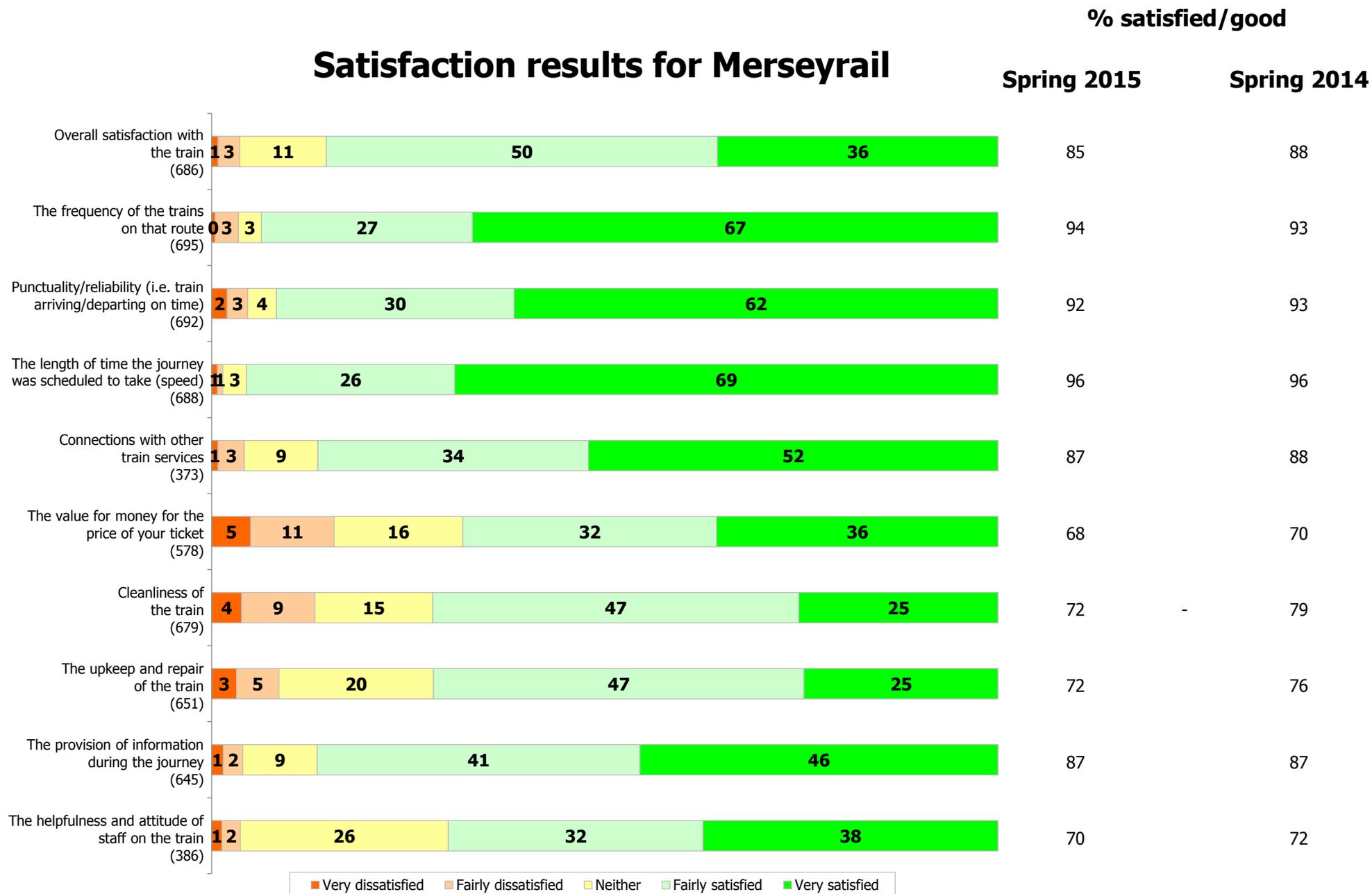
2 2.1 Overall satisfaction with your journey and station factors

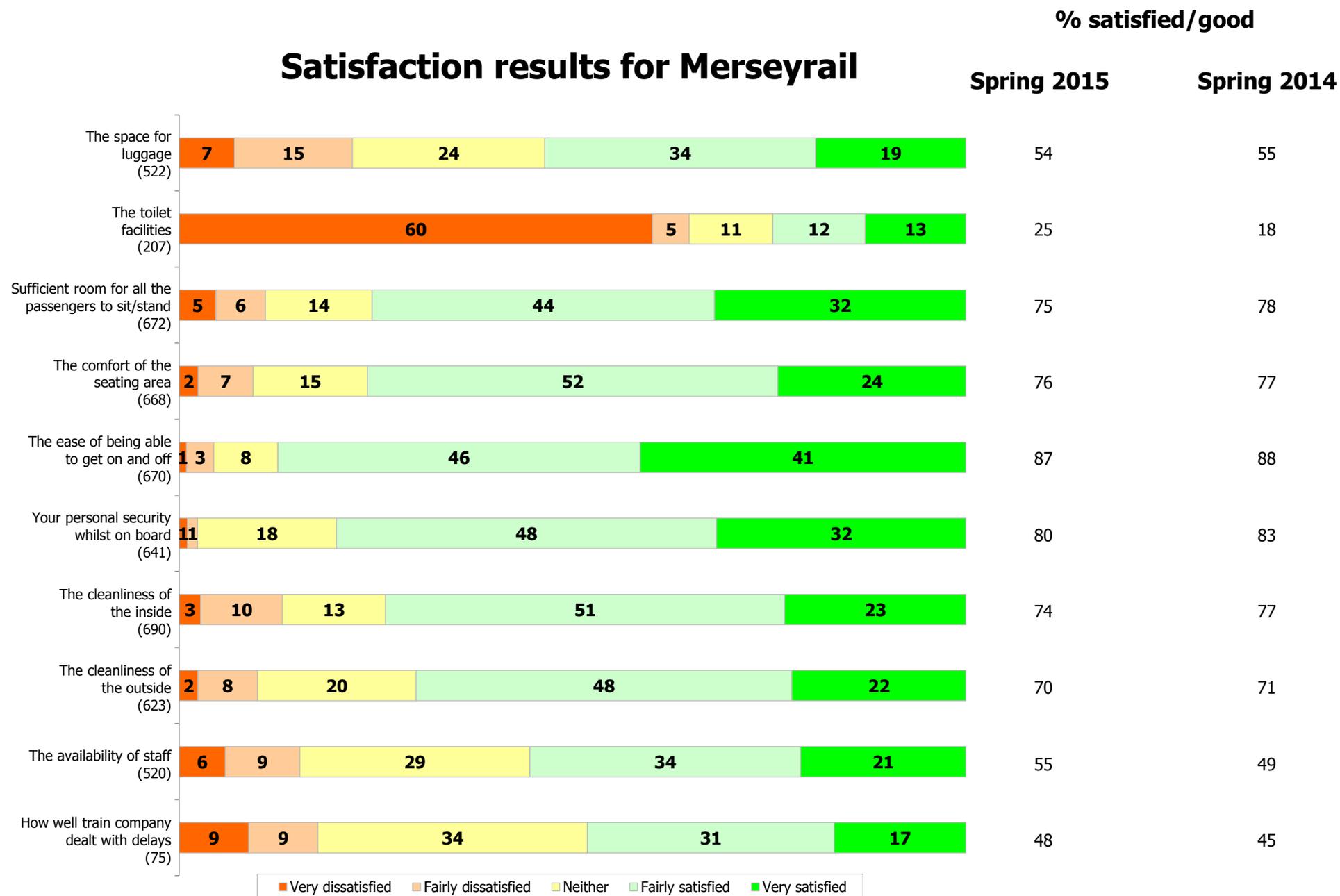
At 95% confidence level:
 + significant increase
 - significant decrease



Satisfaction results for Merseyrail

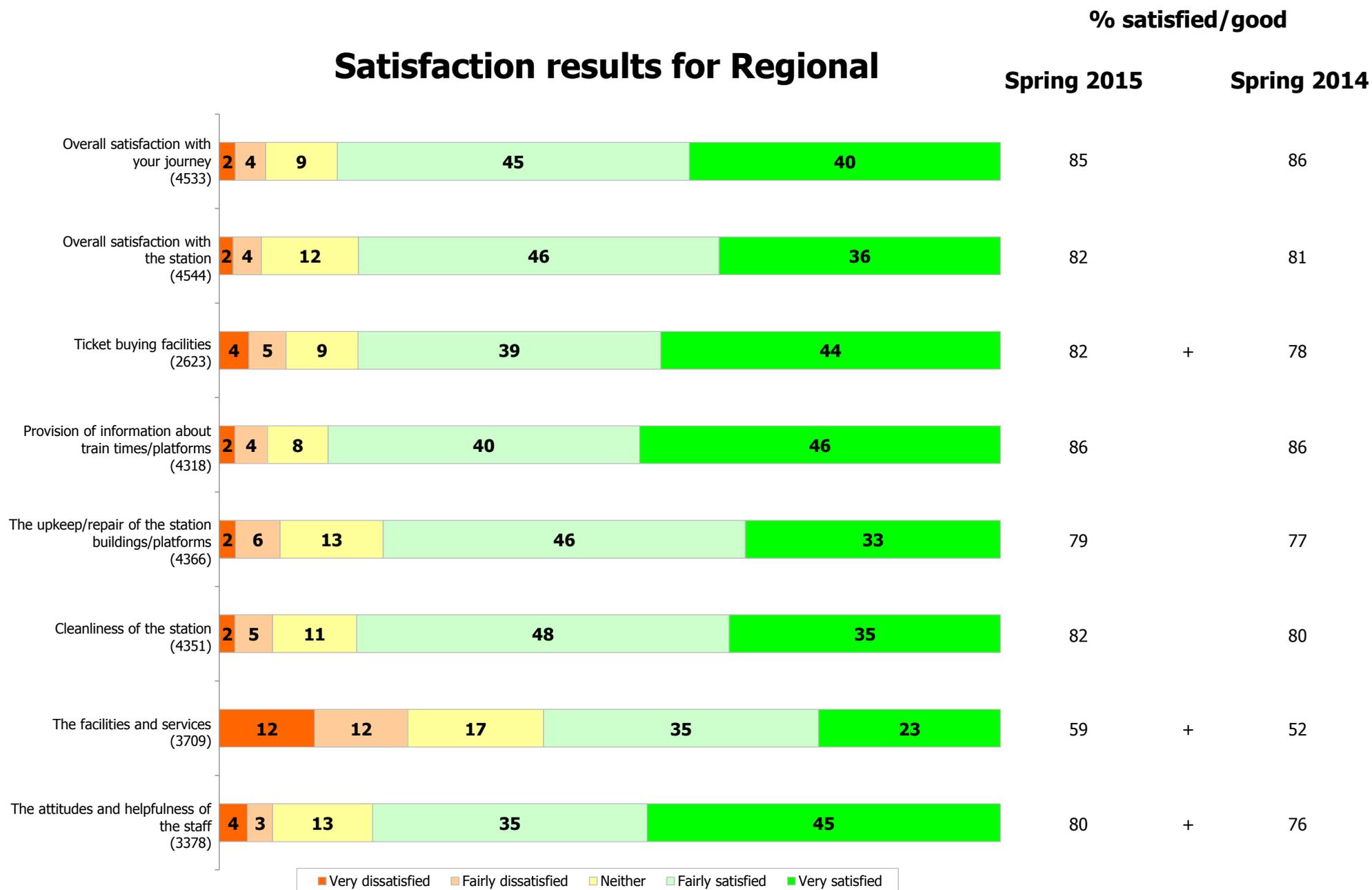


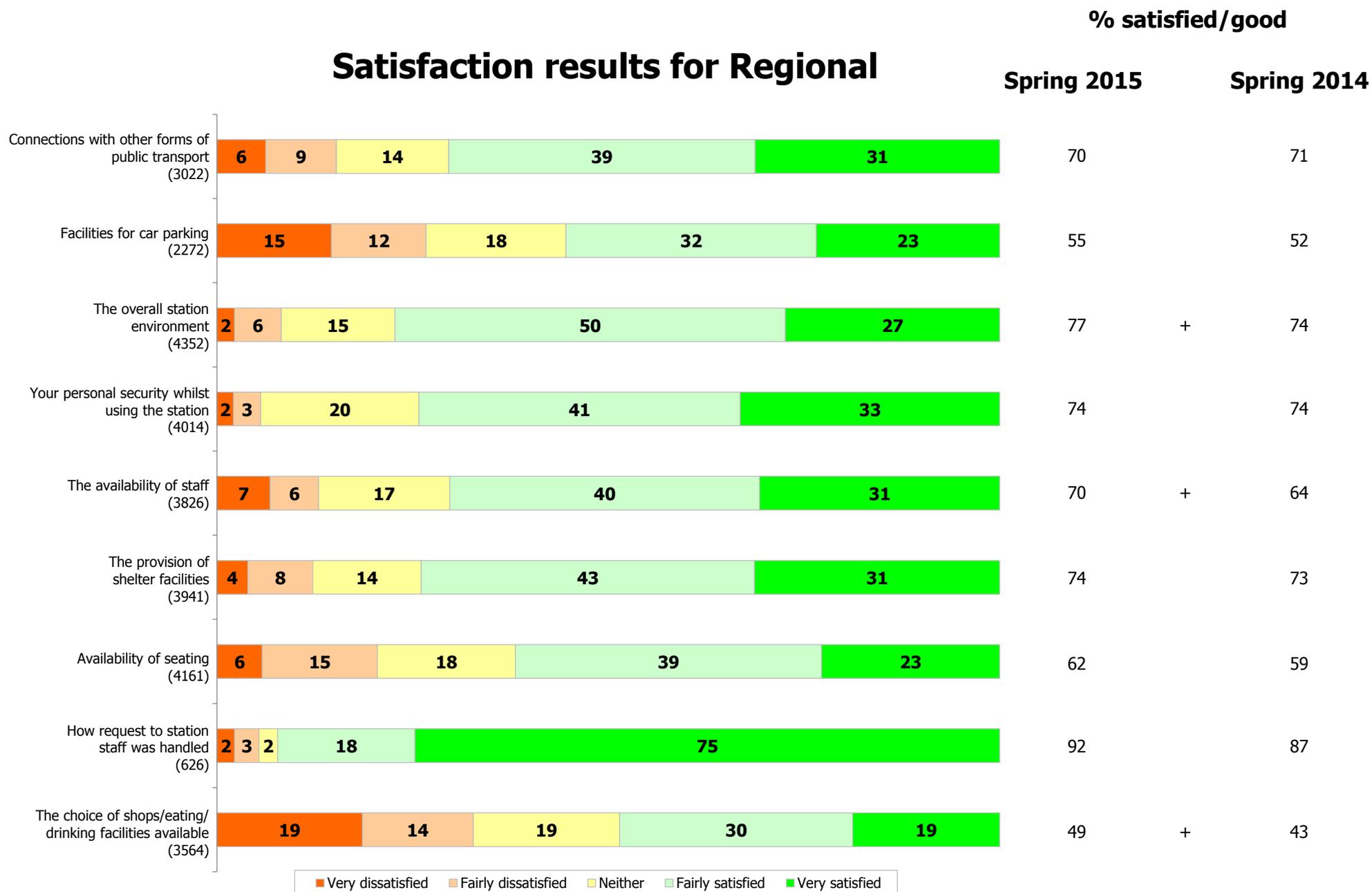


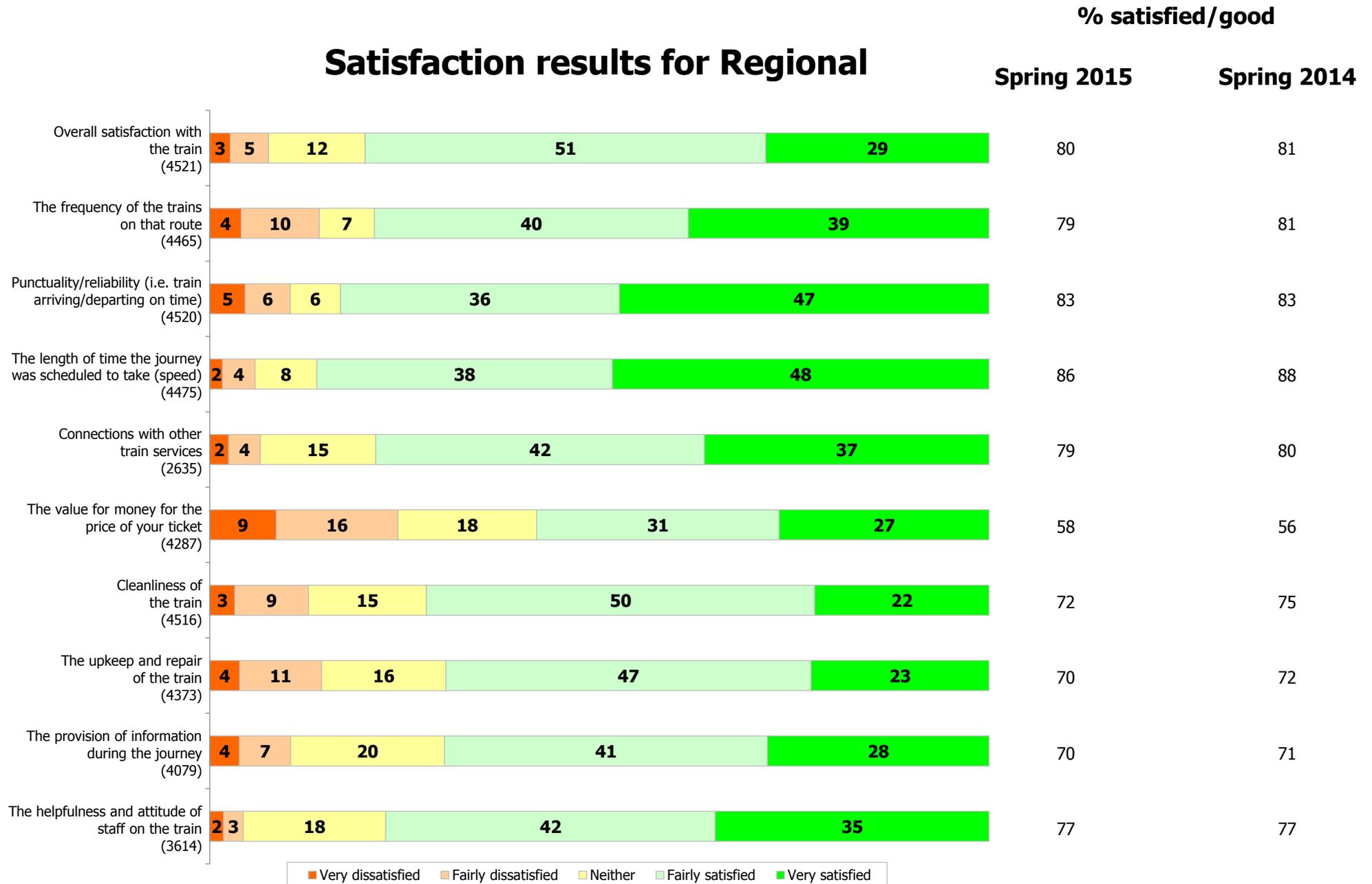


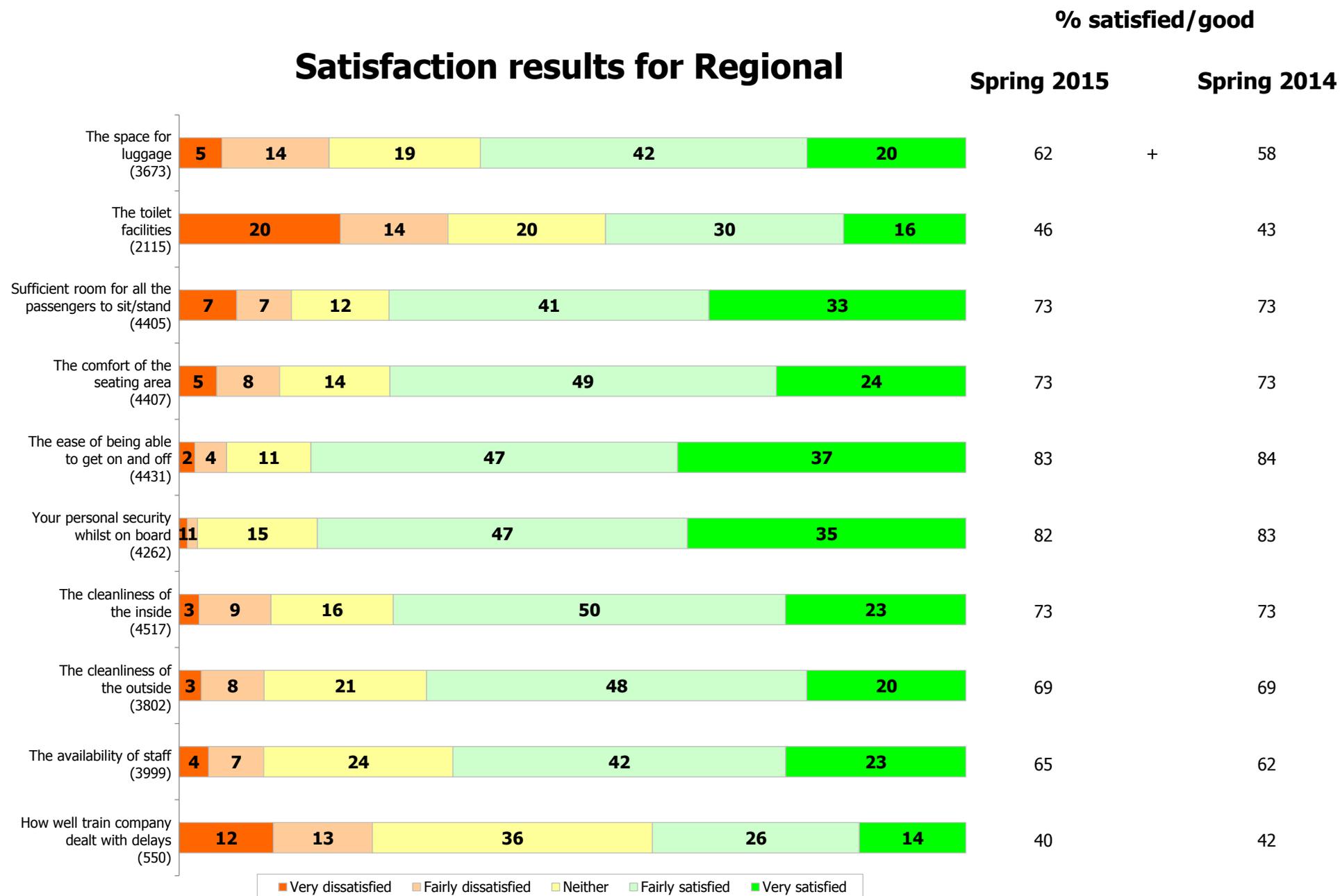
2 2.3 Overall satisfaction with your journey and station factors

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









Merseyrail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	91	85	107%
STATION FACILITIES			
Overall satisfaction with the station	87	82	106%
Ticket buying facilities	86	82	105%
Provision of information about train times/platforms	90	86	105%
The upkeep/repair of the station buildings/platforms	80	79	101%
Cleanliness	82	82	100%
The facilities and services	64	59	109%
The attitudes and helpfulness of the staff	85	80	106%
Connections with other forms of public transport	77	70	109%
Facilities for car parking	54	55	98%
Overall environment	81	77	104%
Your personal security whilst using the station	78	74	105%
The availability of staff	78	70	112%
The provision of shelter facilities	81	74	110%
Availability of seating	66	62	106%
How request to station staff was handled	93	92	101%
The choice of shops/eating/drinking facilities available	46	49	95%
TRAIN FACILITIES			
Overall satisfaction with the train	85	80	107%
The frequency of the trains on that route	94	79	119%
Punctuality/reliability (i.e. the train arriving/departing on time)	92	83	110%
The length of time the journey was scheduled to take (speed)	96	86	111%
Connections with other train services	87	79	110%
The value for money of the price of your ticket	68	58	117%
Cleanliness of the train	72	72	100%
Upkeep and repair of the train	72	70	103%
The provision of information during the journey	87	70	124%
The helpfulness and attitude of staff on train	70	77	90%
The space for luggage	54	62	87%
The toilet facilities	25	46	54%
Sufficient room for all passengers to sit/stand	75	73	103%
The comfort of the seating area	76	73	104%
The ease of being able to get on and off	87	83	105%
Your personal security on board	80	82	97%
The cleanliness of the inside	74	73	101%
The cleanliness of the outside	70	69	102%
The availability of staff	55	65	85%
How well train company deals with delays	48	40	121%

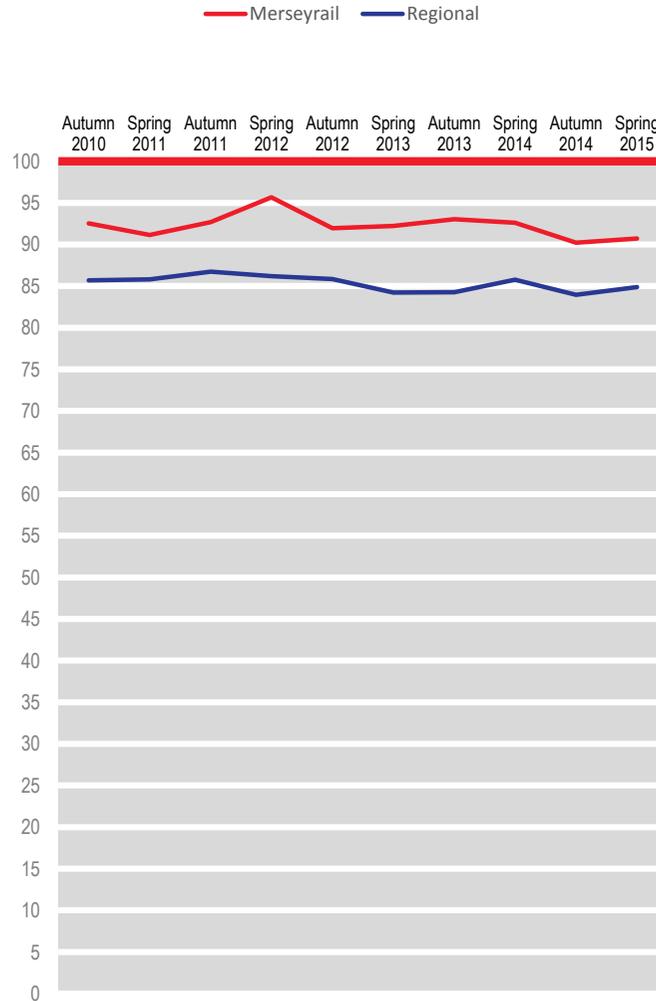
Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction with your journey	92	90
STATION FACILITIES		
Overall satisfaction with the station	90	83
Ticket buying facilities	90	81
Provision of information about train times/platforms	92	88
The upkeep/repair of the station buildings/platforms	83	76
Cleanliness	86	79
The facilities and services	67	60
The attitudes and helpfulness of the staff	87	83
Connections with other forms of public transport	79	74
Facilities for car parking	59	49
Overall environment	84	77
Your personal security whilst using the station	79	78
The availability of staff	82	75
The provision of shelter facilities	83	78
Availability of seating	69	61
How request to station staff was handled	86	100
The choice of shops/eating/drinking facilities available	43	49
TRAIN FACILITIES		
Overall satisfaction with the train	88	82
The frequency of the trains on that route	91	96
Punctuality/reliability (i.e. the train arriving/departing on time)	93	91
The length of time the journey was scheduled to take (speed)	97	94
Connections with other train services	88	84
The value for money of the price of your ticket	70	66
Cleanliness of the train	77	65
Upkeep and repair of the train	79	63
The provision of information during the journey	89	84
The helpfulness and attitude of staff on train	68	72
The space for luggage	54	53
The toilet facilities	30	18
Sufficient room for all passengers to sit/stand	74	78
The comfort of the seating area	79	72
The ease of being able to get on and off	87	87
Your personal security on board	81	78
The cleanliness of the inside	80	66
The cleanliness of the outside	70	69
The availability of staff	59	52
How well train company deals with delays	48	48

Percentage satisfaction with aspects of station where boarded

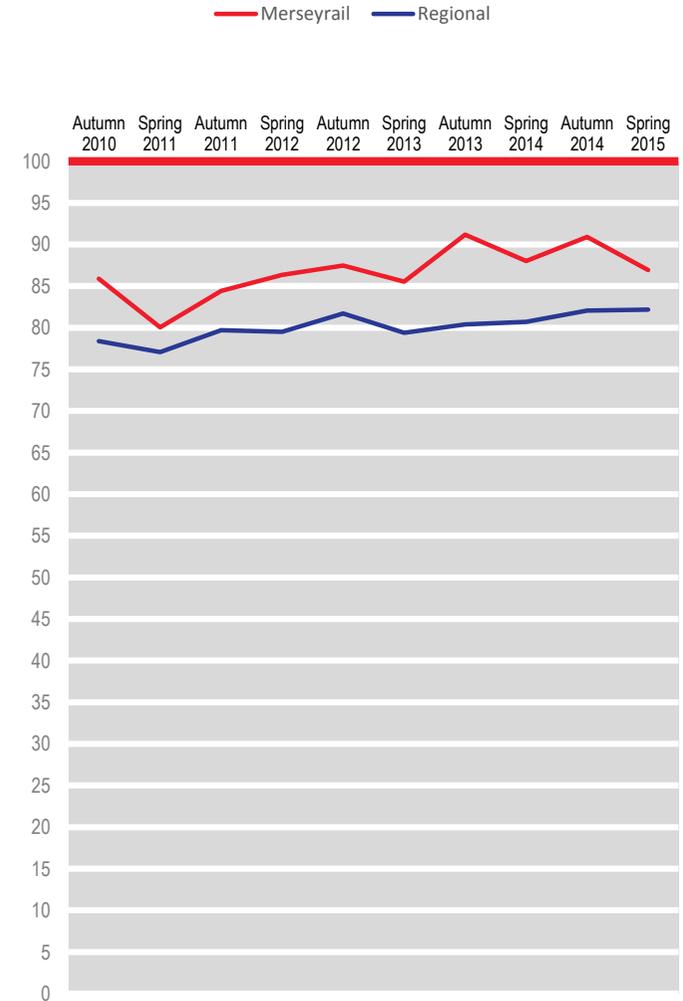
Overall satisfaction with your journey

(694)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

(695)
Percentage of passengers satisfied 2010 to 2015



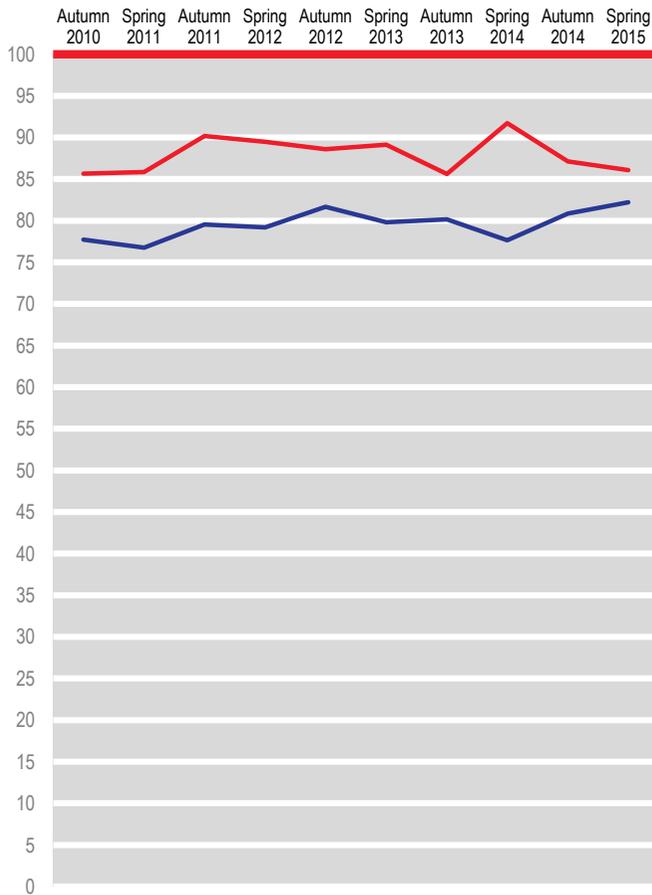
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(365)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

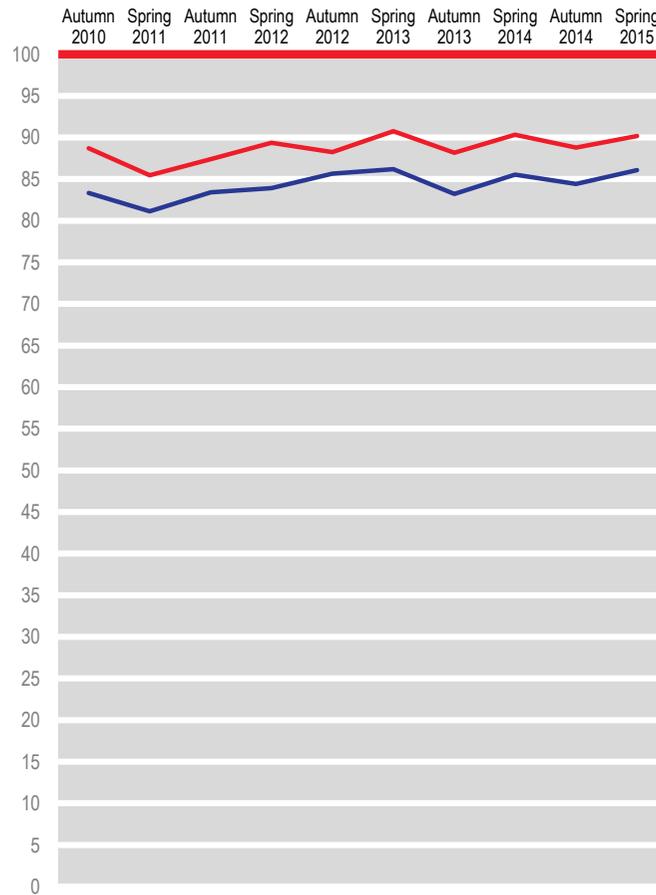


Provision of information about train times/platforms

(645)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

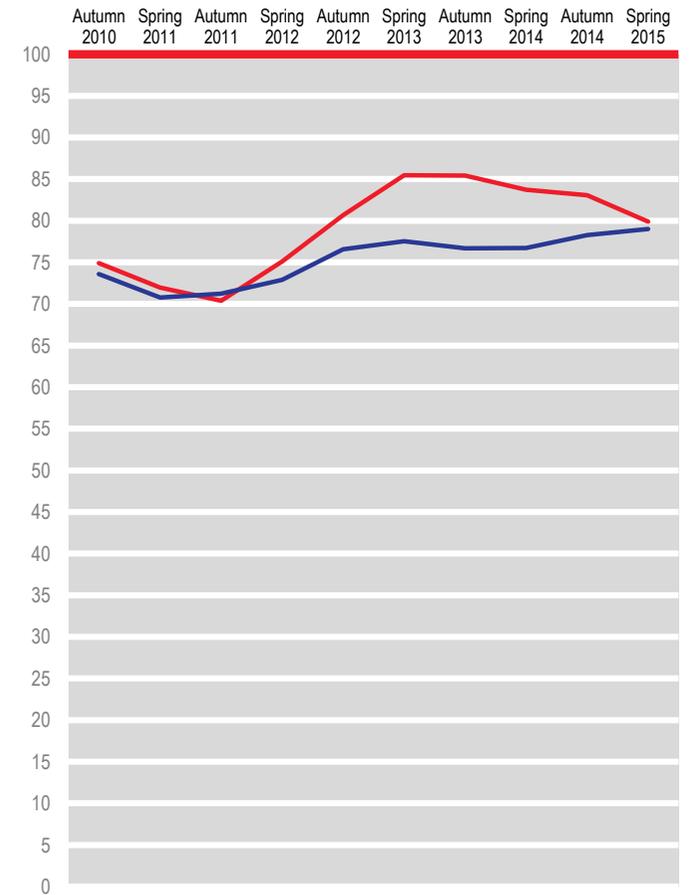


The upkeep/repair of the station building/platforms

(669)

Percentage of passengers satisfied 2010 to 2015

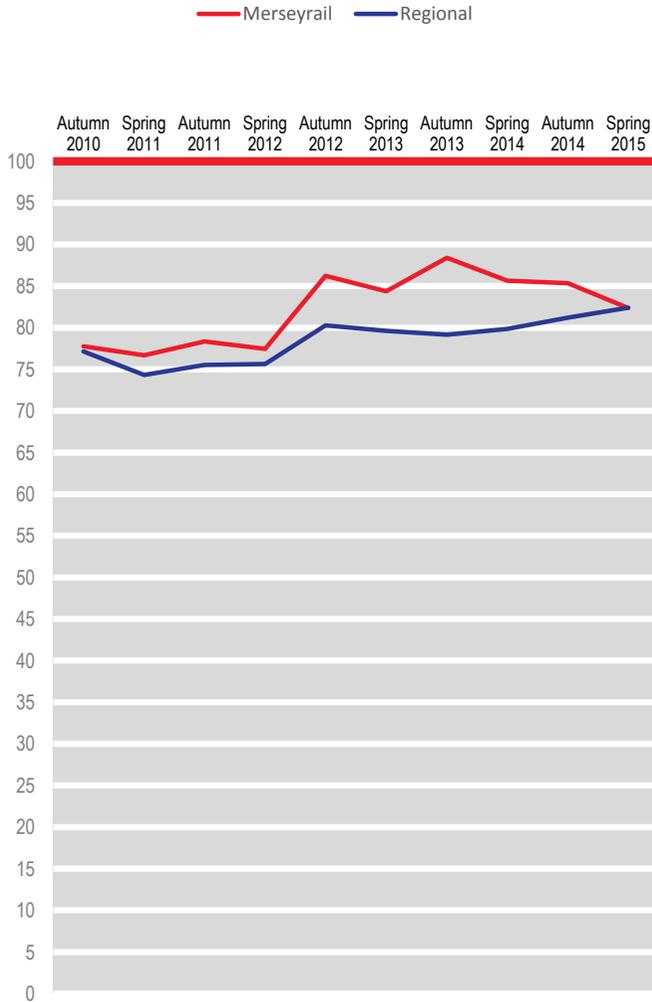
Merseyrail Regional



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

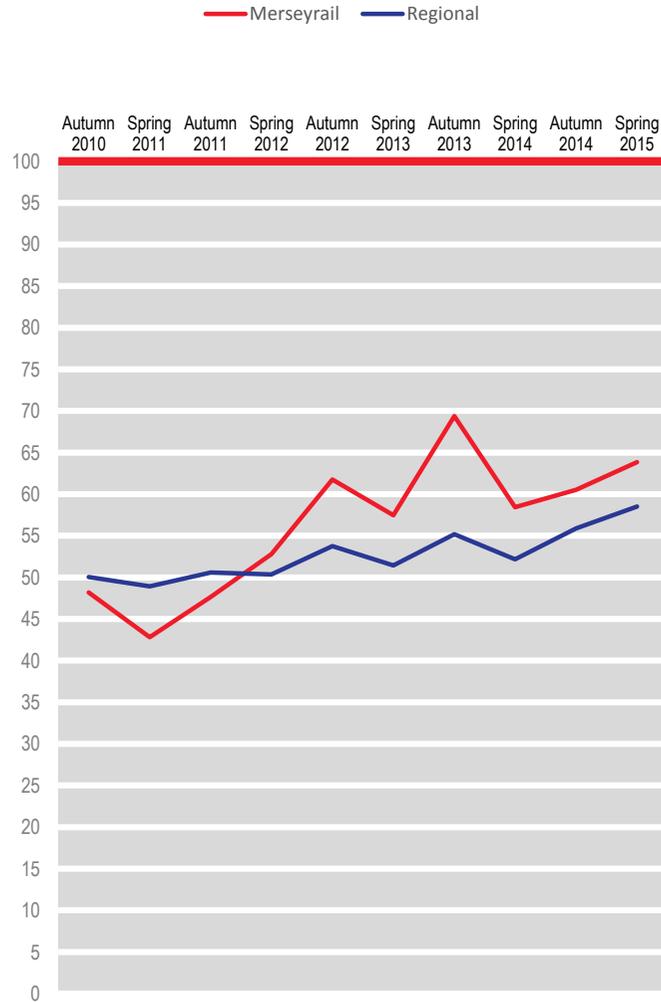
Cleanliness of the station

(656)
Percentage of passengers satisfied 2010 to 2015



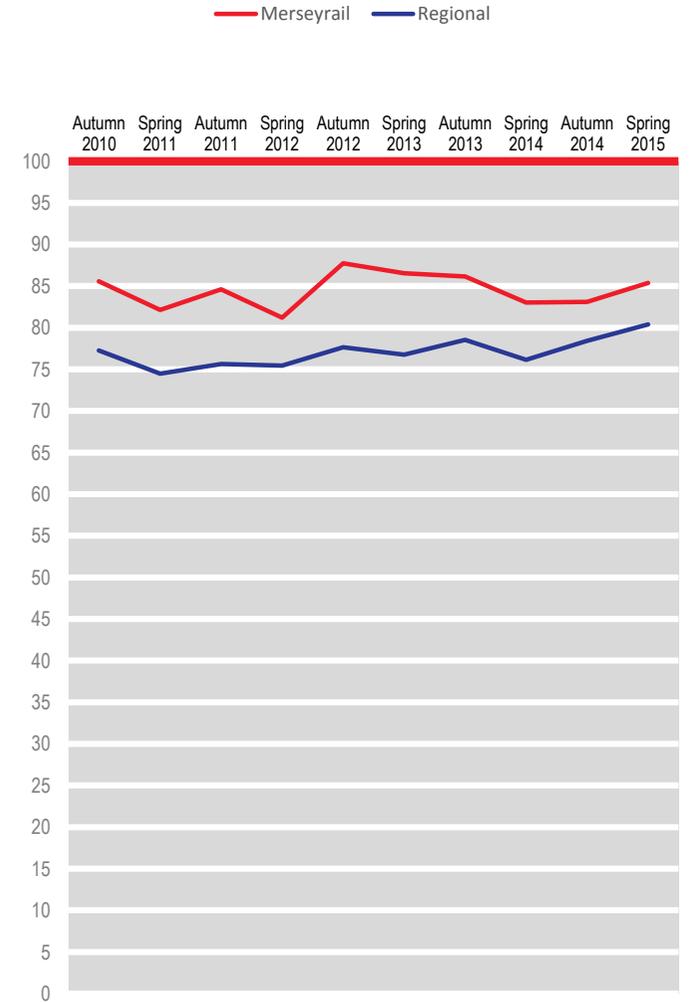
The facilities and services at the station

(554)
Percentage of passengers satisfied 2010 to 2015



The attitudes and helpfulness of the staff at the station

(570)
Percentage of passengers satisfied 2010 to 2015

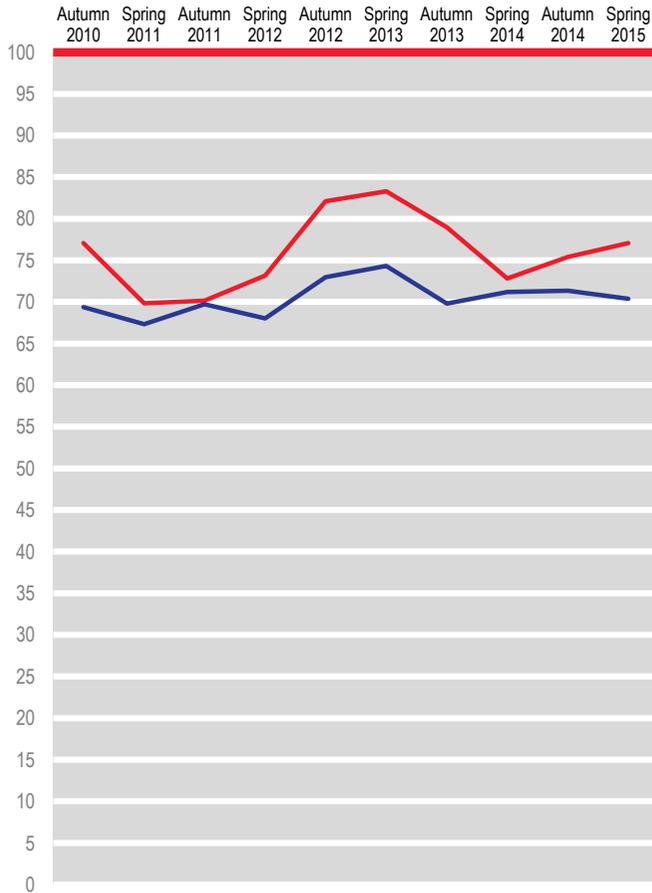


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(479)
Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional



Facilities for car parking at the station

(300)
Percentage of passengers satisfied 2010 to 2015

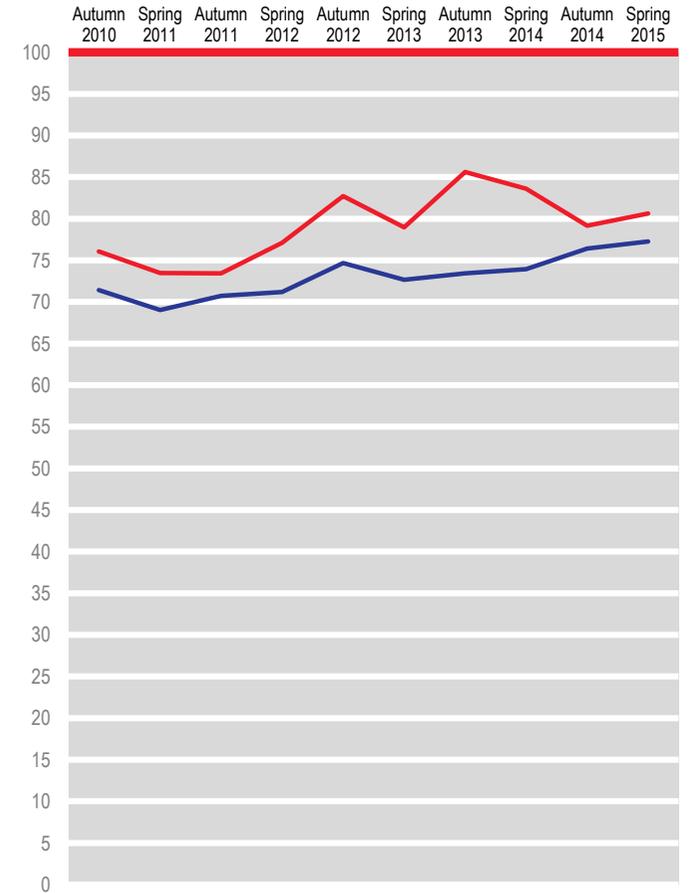
Merseyrail Regional



Overall station environment

(655)
Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

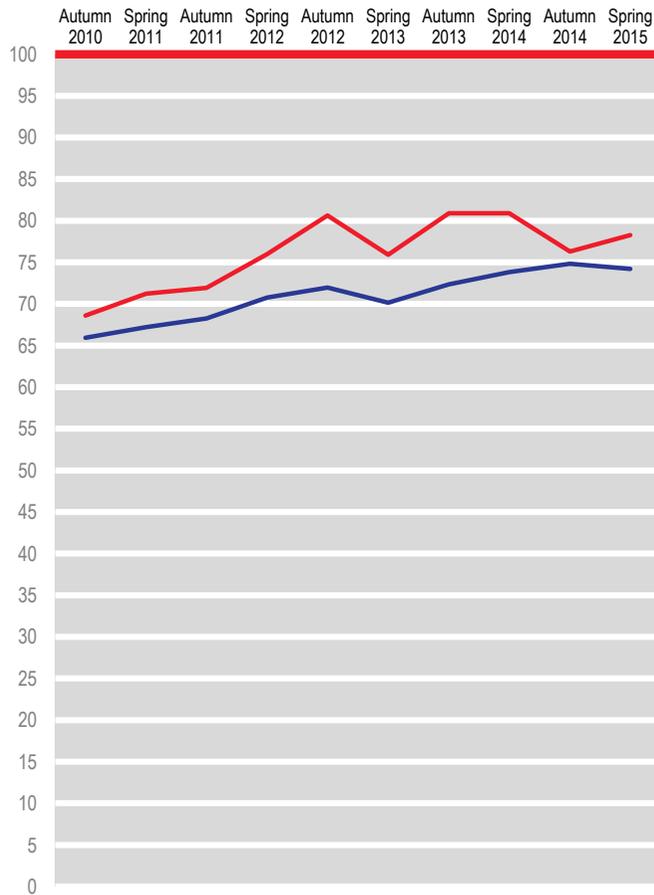


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(627)
Percentage of passengers satisfied 2010 to 2015

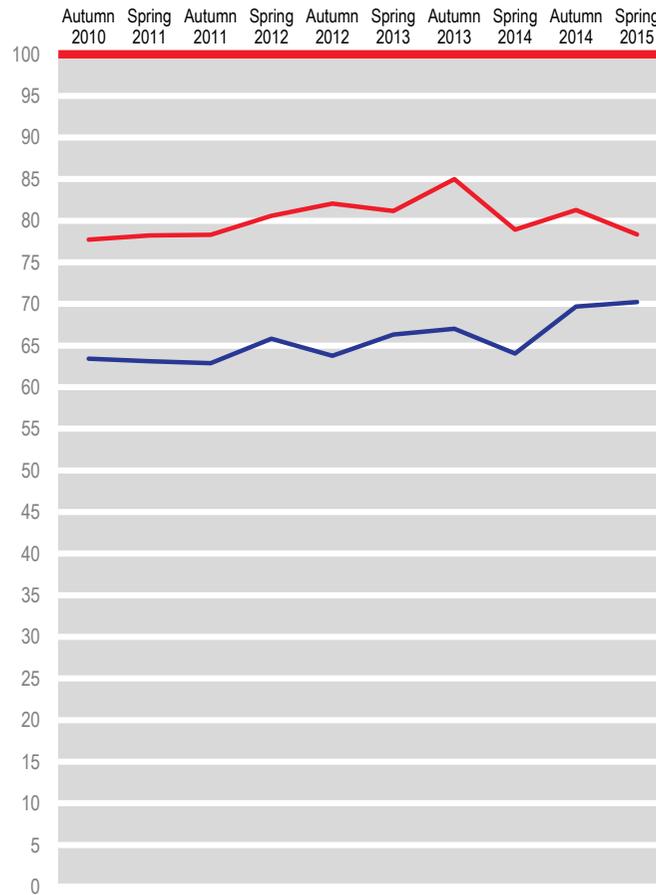
Merseyrail Regional



The availability of staff at the station

(622)
Percentage of passengers satisfied 2010 to 2015

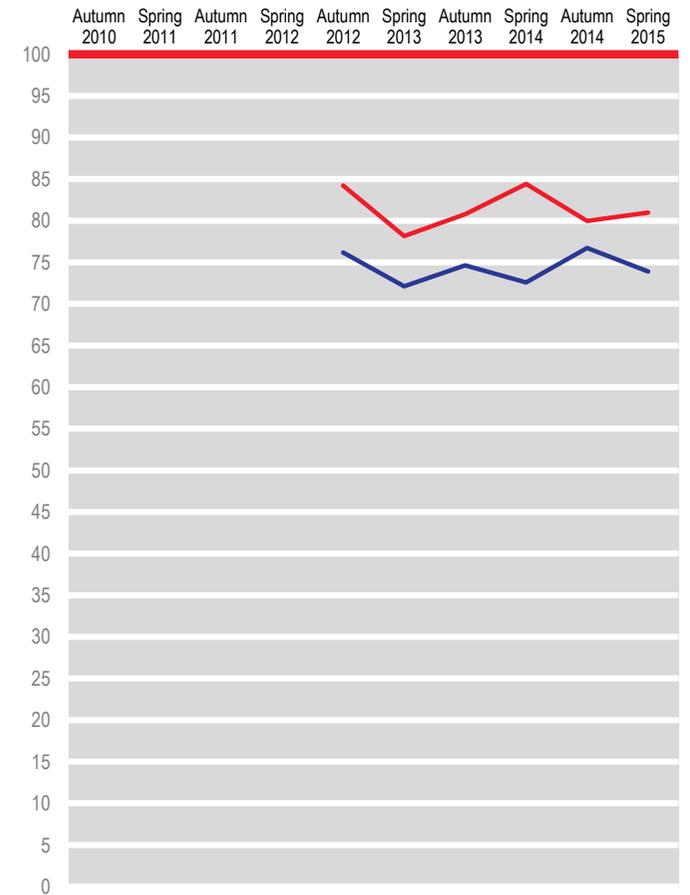
Merseyrail Regional



The provision of shelter facilities

(534)
Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional



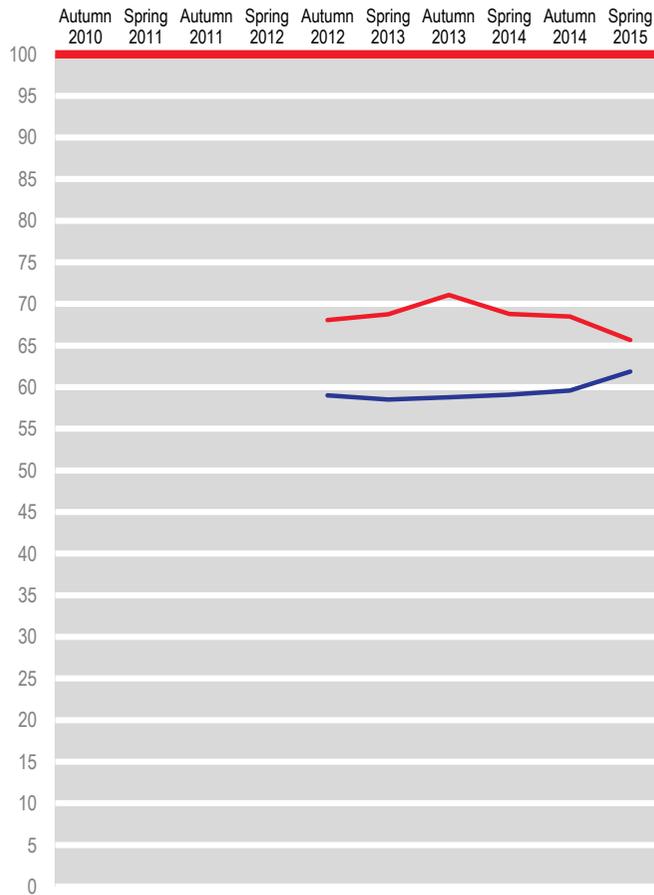
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(640)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

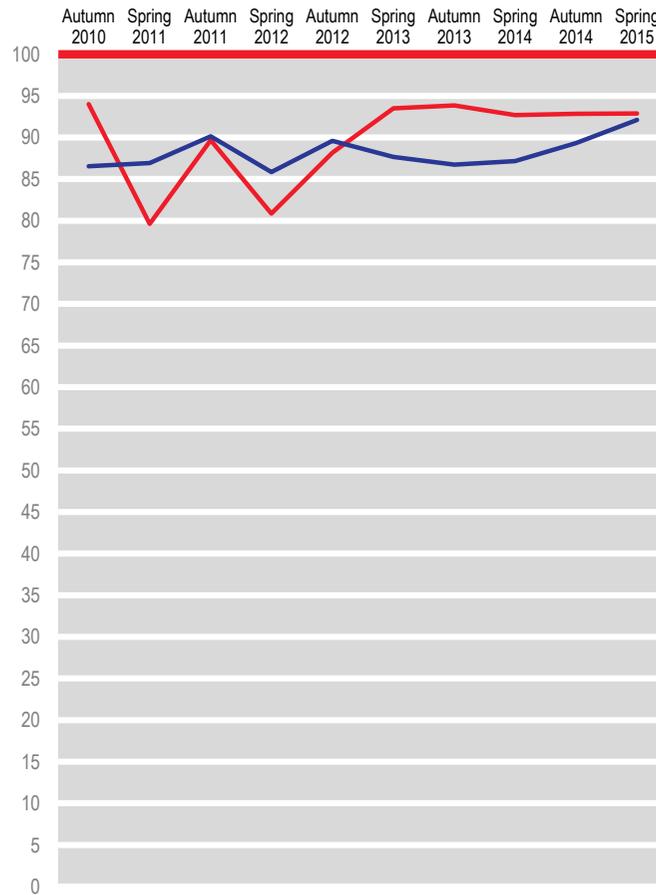


How request to station staff was handled

(48)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

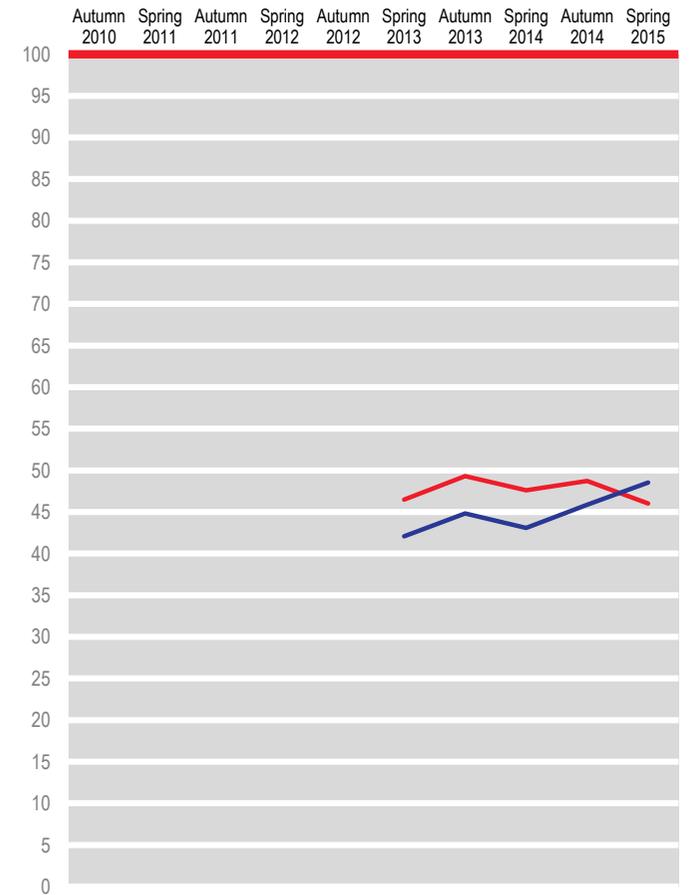


The choice of shops/eating/drinking facilities available

(505)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

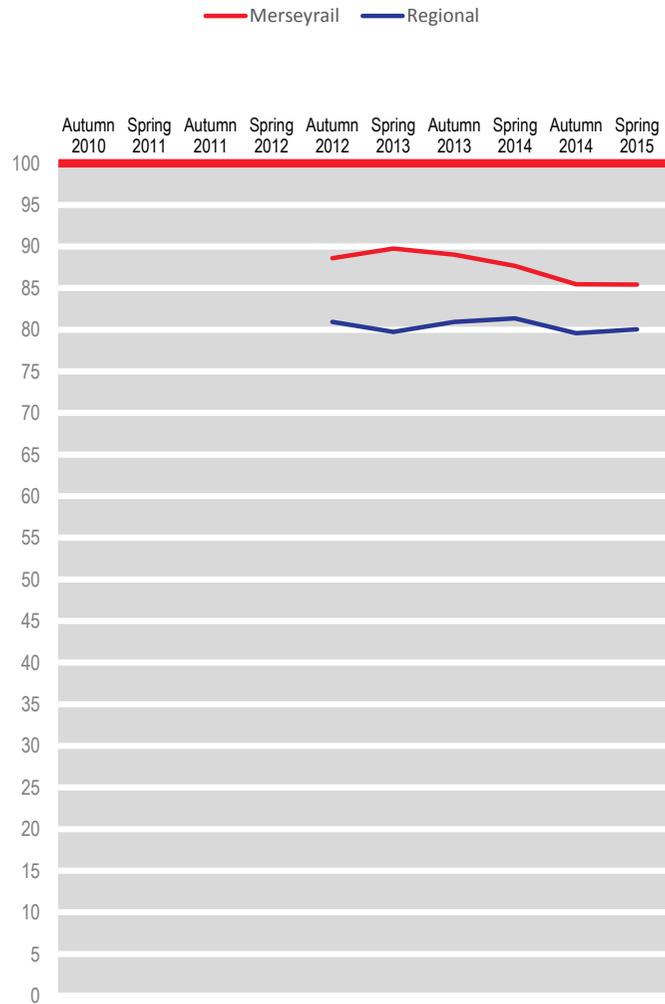


N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

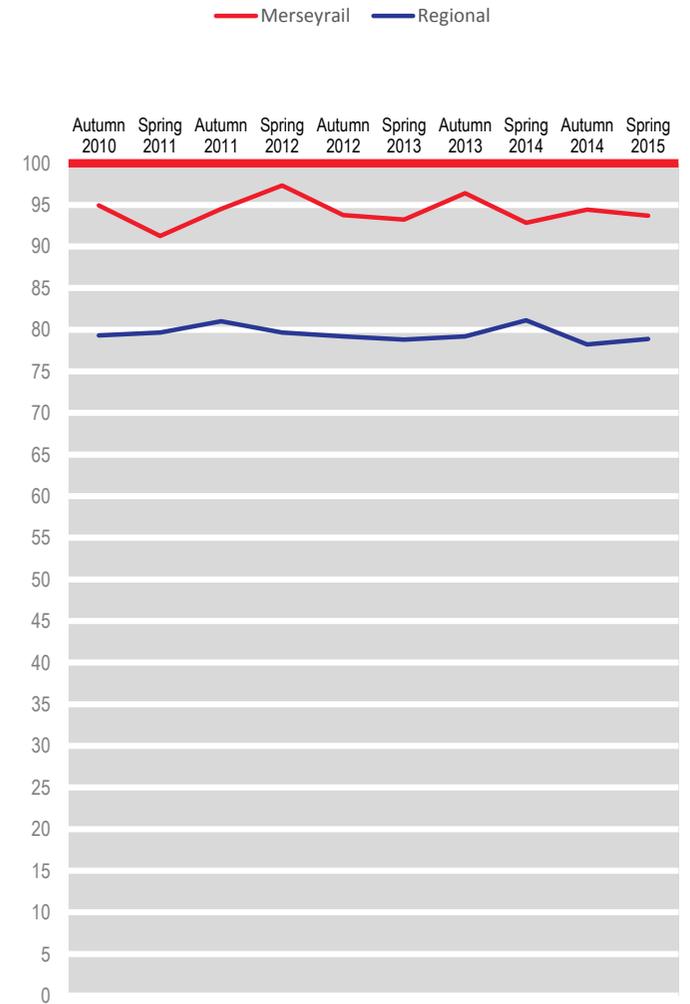
Overall satisfaction with the train

(686)
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(695)
Percentage of passengers satisfied 2010 to 2015



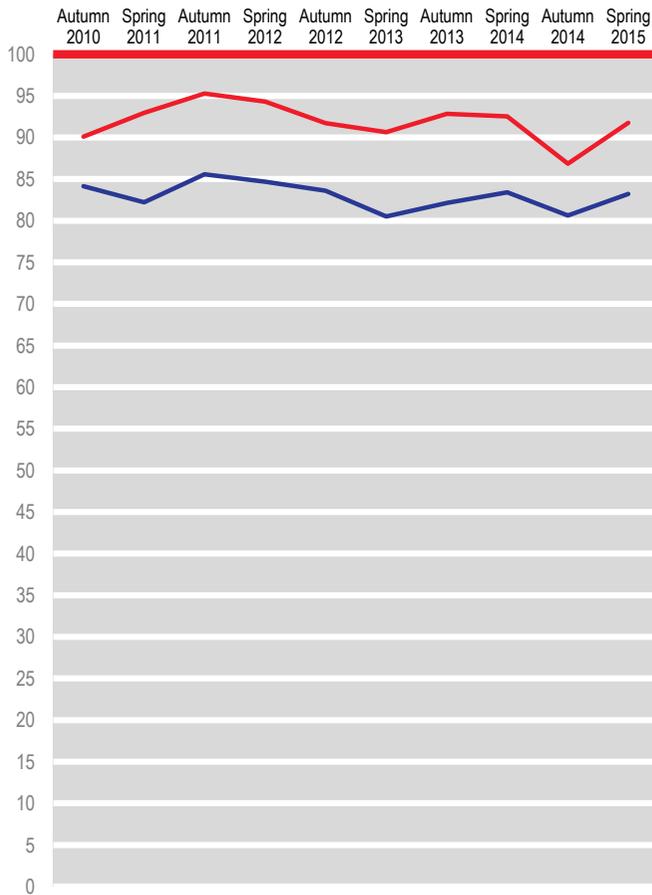
N.B. Benchmarks and targets are only shown for applicable factors

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

(692)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

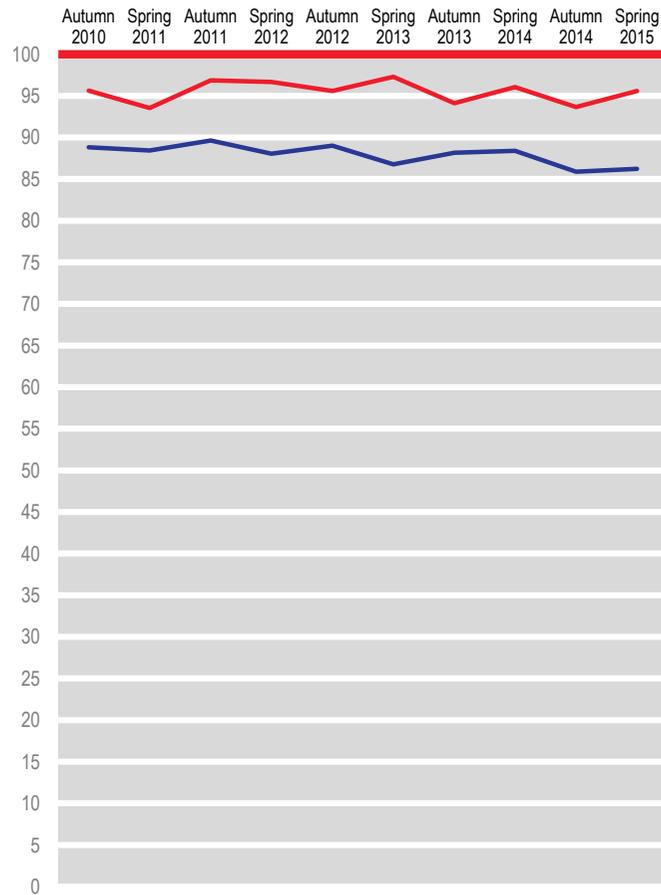


The length of time the journey was scheduled to take (speed)

(688)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

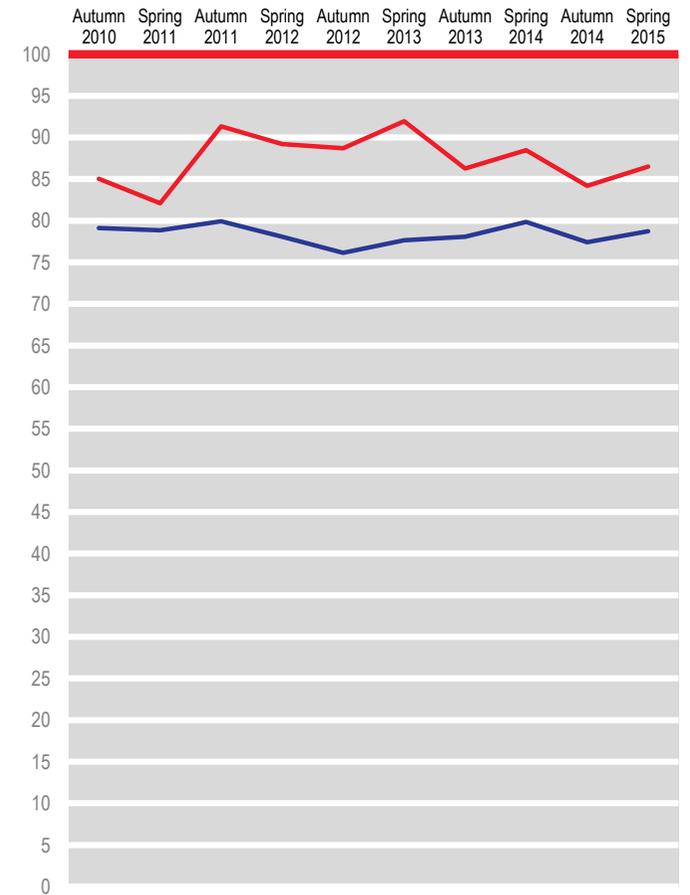


Connections with other train services

(373)

Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

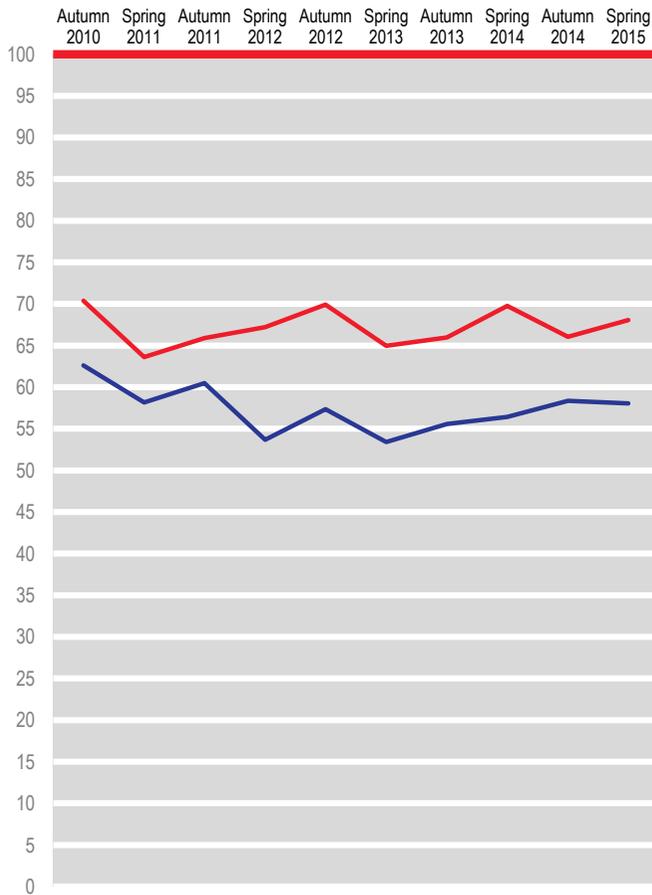


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(578)
Percentage of passengers satisfied 2010 to 2015

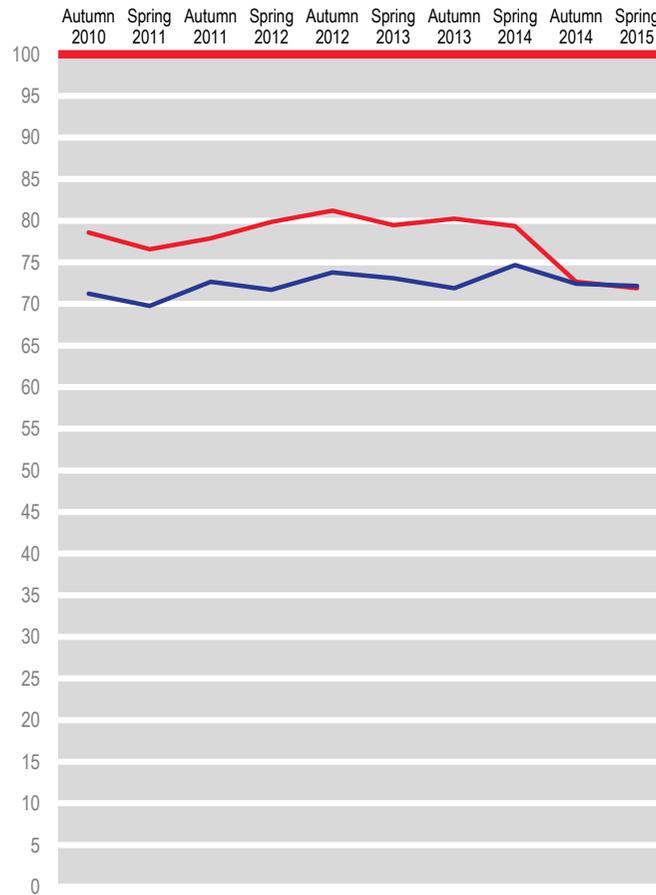
Merseyrail Regional



Cleanliness of the train

(679)
Percentage of passengers satisfied 2010 to 2015

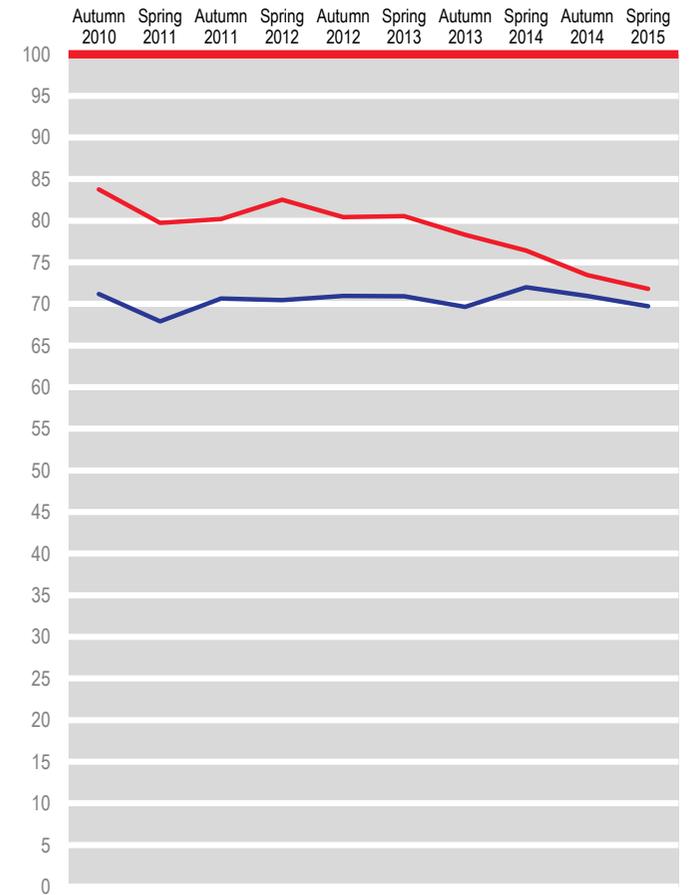
Merseyrail Regional



Upkeep and repair of the train

(651)
Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

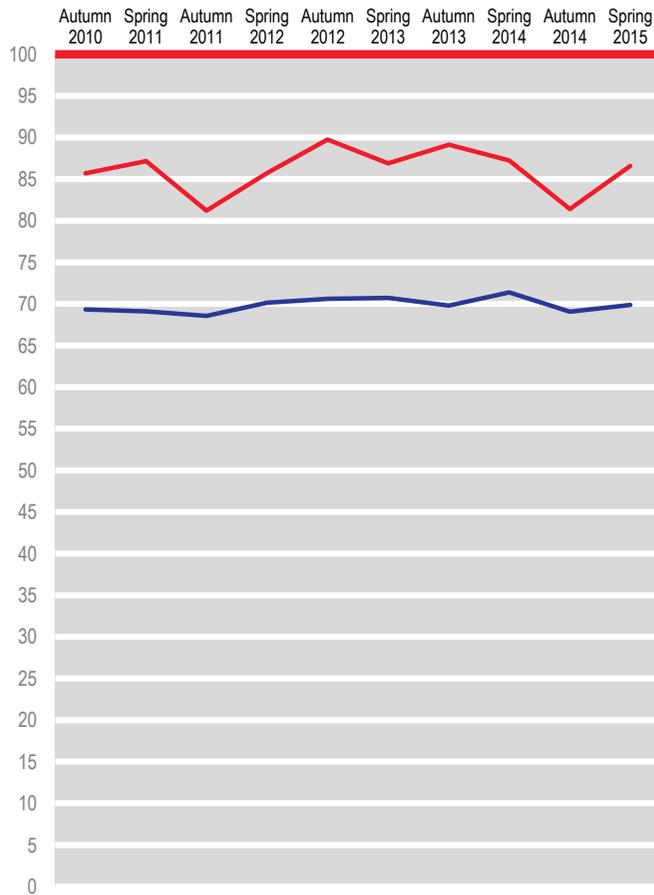


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(645)
Percentage of passengers satisfied 2010 to 2015

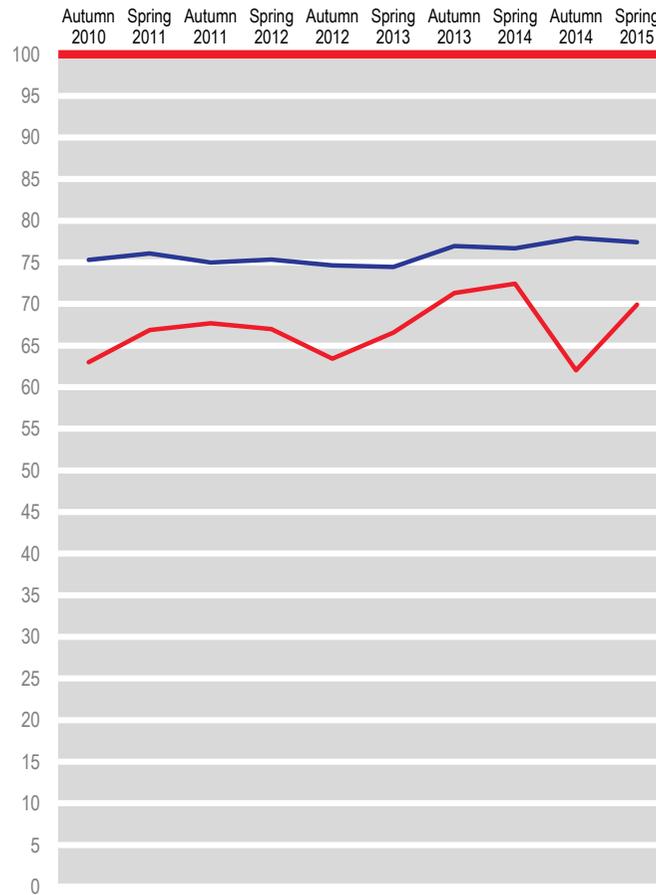
Merseyrail Regional



The helpfulness and attitude of staff on the train

(386)
Percentage of passengers satisfied 2010 to 2015

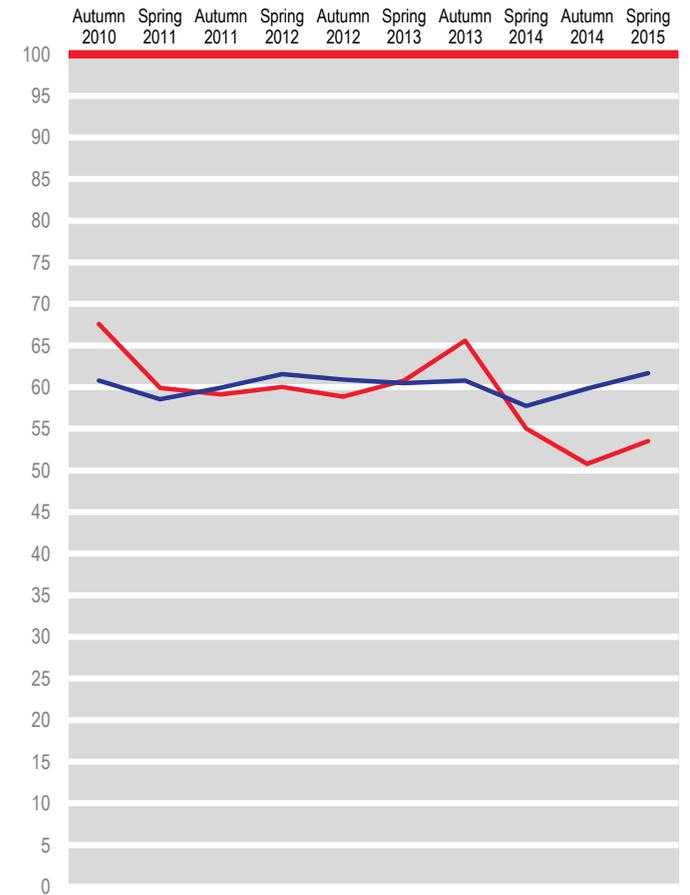
Merseyrail Regional



The space for luggage

(522)
Percentage of passengers satisfied 2010 to 2015

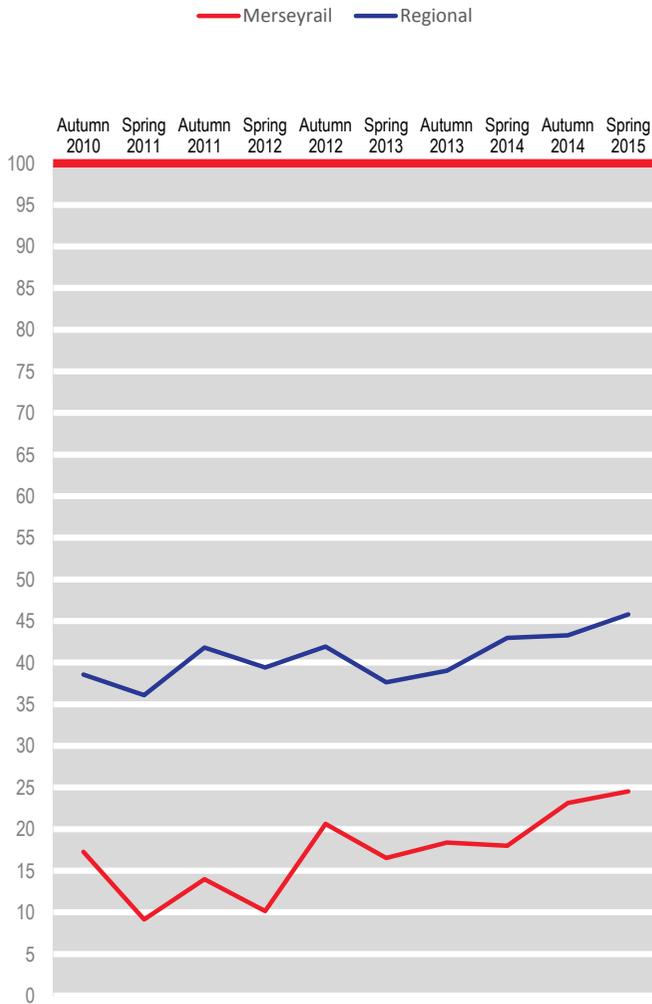
Merseyrail Regional



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

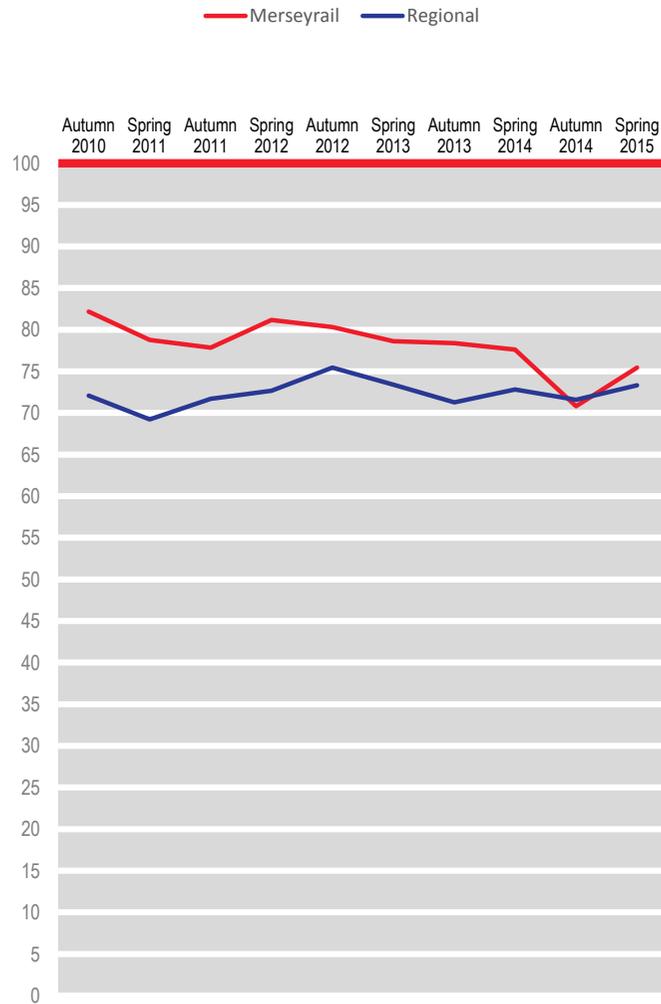
Toilet facilities on the train

(207)
Percentage of passengers satisfied 2010 to 2015



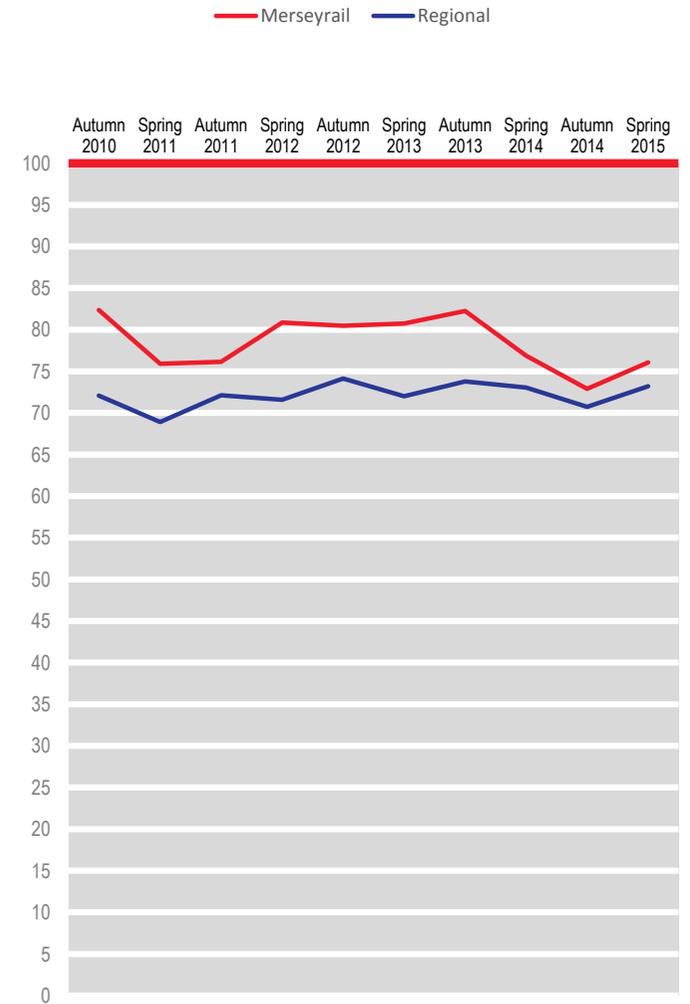
Sufficient room for all the passengers to sit/stand

(672)
Percentage of passengers satisfied 2010 to 2015



The comfort of the seating area

(668)
Percentage of passengers satisfied 2010 to 2015

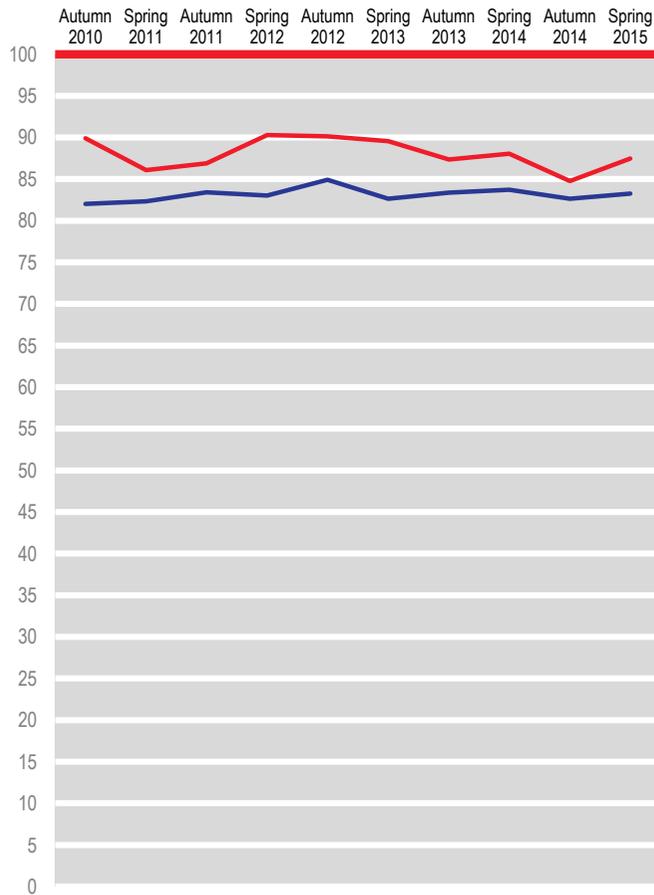


N.B. Benchmarks and targets are only shown for applicable factors

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

(670)
Percentage of passengers satisfied 2010 to 2015

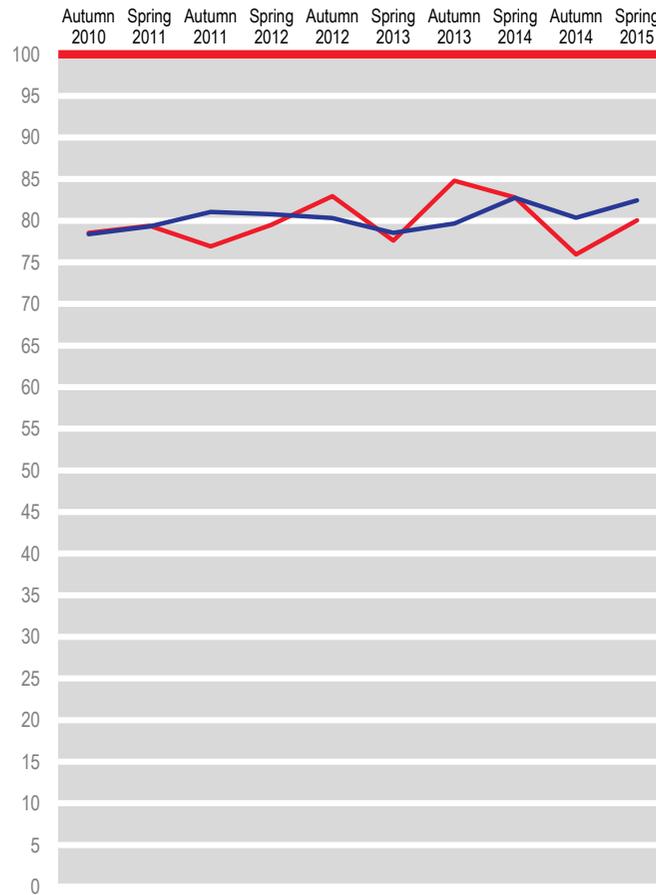
Merseyrail Regional



Your personal security whilst on board

(641)
Percentage of passengers satisfied 2010 to 2015

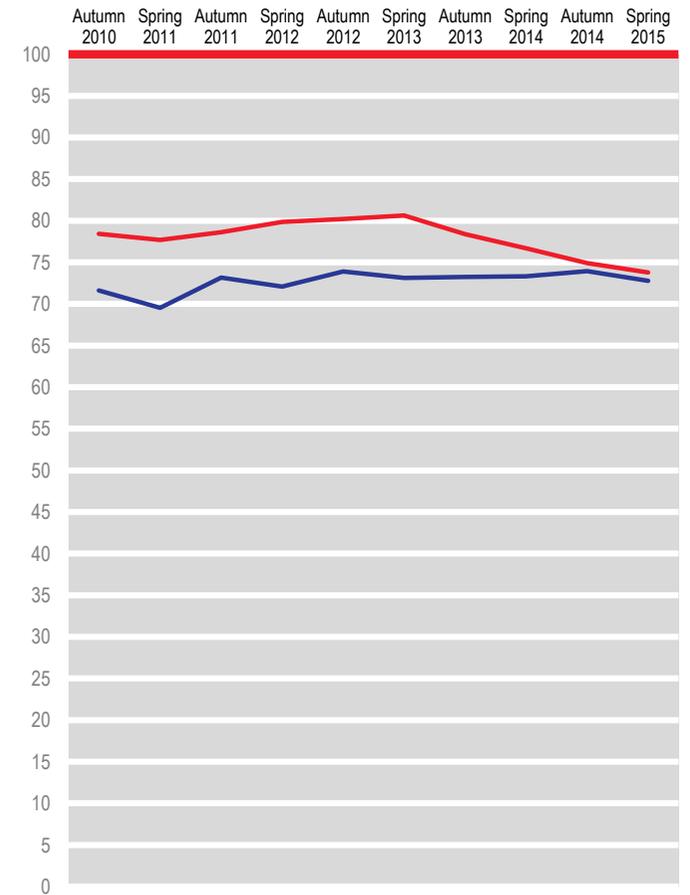
Merseyrail Regional



The cleanliness of the inside of the train

(690)
Percentage of passengers satisfied 2010 to 2015

Merseyrail Regional

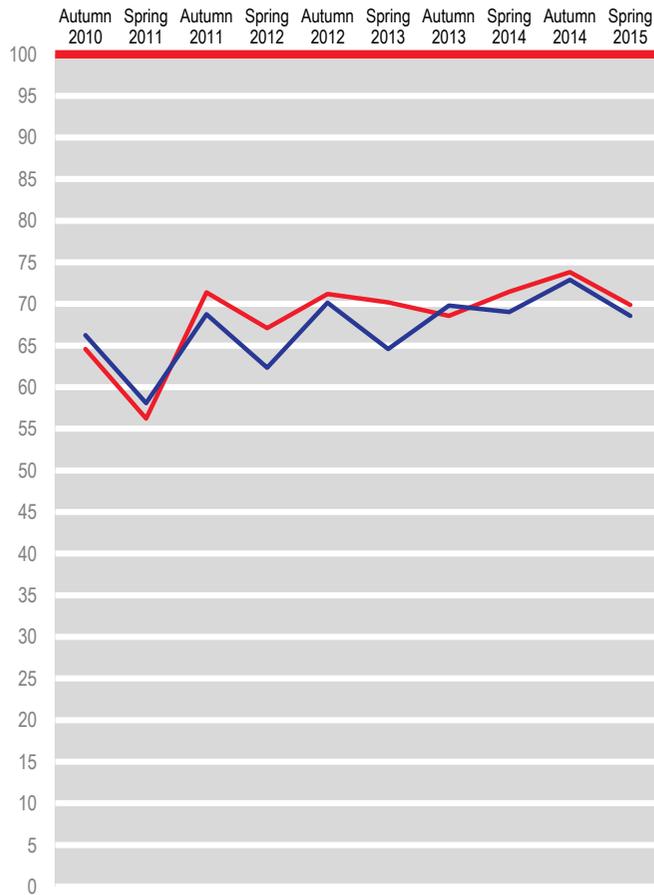


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (623)

Percentage of passengers satisfied 2010 to 2015

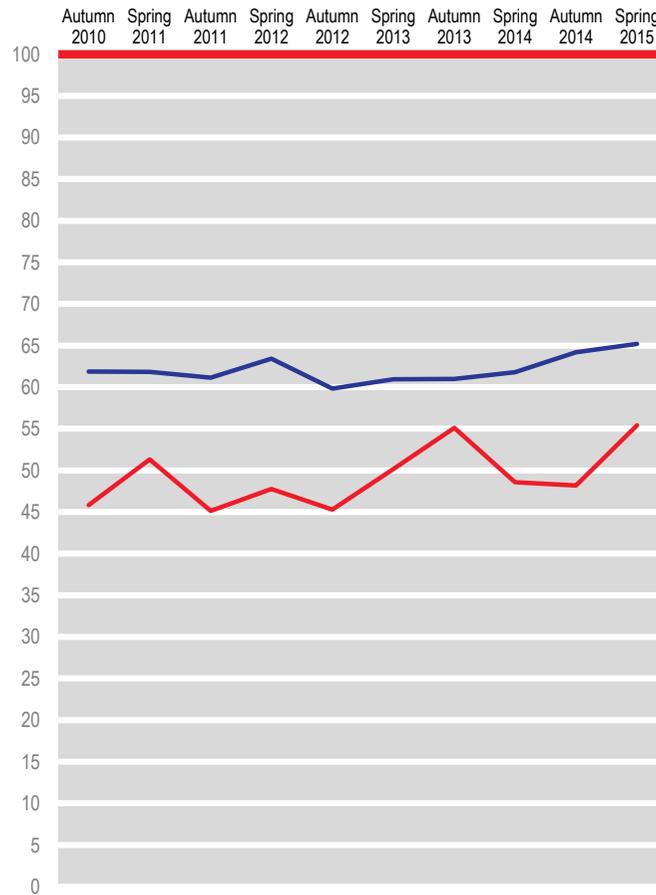
Merseyrail Regional



The availability of staff on the train (520)

Percentage of passengers satisfied 2010 to 2015

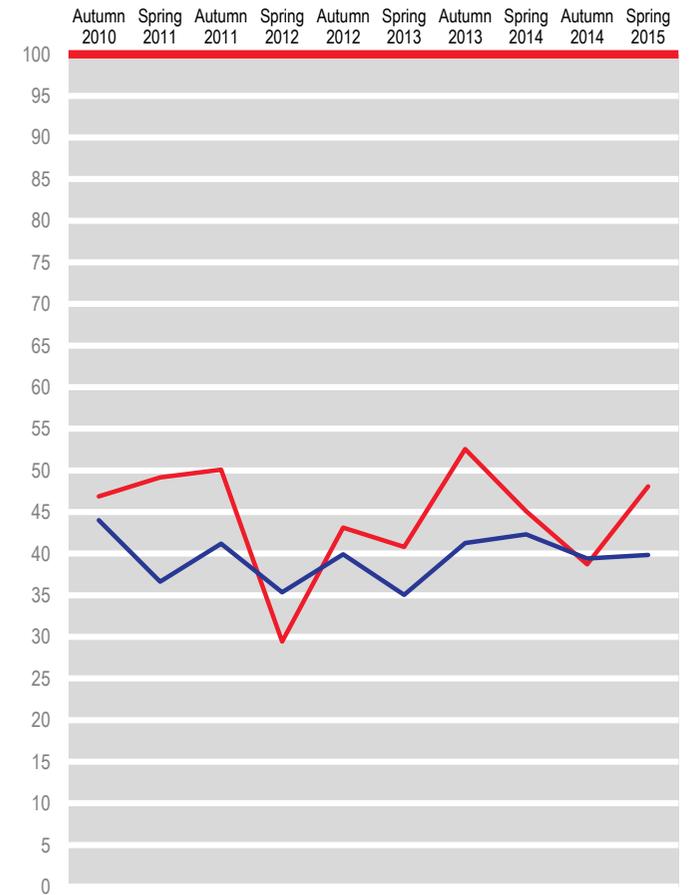
Merseyrail Regional



How well train company dealt with delays (75)

Percentage of passengers satisfied 2010 to 2015

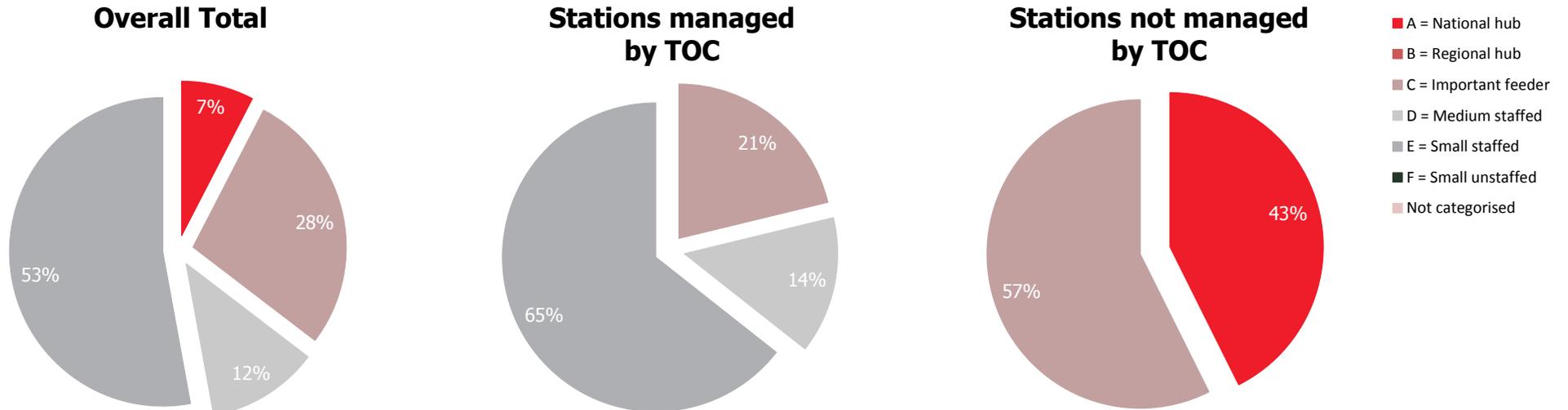
Merseyrail Regional



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

Managed versus non-managed stations for Merseyrail

(% 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	88		83
Ticket buying facilities	87		83
Provision of information about train times/platforms	92	+	82
The upkeep/repair of the station buildings/platforms	81		74
Cleanliness	84	+	75
The facilities and services	62		72
The attitudes and helpfulness of the staff	87	+	76
Connections with other forms of public transport	75		85
Facilities for car parking	56		47
Overall environment	81		77
Your personal security whilst using the station	79		77
The availability of staff	80	+	70
The provision of shelter facilities	83	+	72
Availability of seating	68	+	55
How request to station staff was handled	91		100
The choice of shops/eating/drinking facilities available	42	-	62

Merseyrail

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	91		93	89		93
STATION FACILITIES						
Overall satisfaction with the station	87		90	88		81
Ticket buying facilities	86		91	86		93
Provision of information about train times/platforms	88		89	99		95
The upkeep/repair of the station buildings/platforms	78		84	86		84
Cleanliness	82		86	85		84
The facilities and services	65	+	55	59		73
The attitudes and helpfulness of the staff	83		81	92		92
Connections with other forms of public transport	76		72	82		76
Facilities for car parking	54		62	55		45
Overall environment	79	-	86	87		75
Your personal security whilst using the station	77		83	82		72
The availability of staff	77		77	83		86
The provision of shelter facilities	80		84	86		85
Availability of seating	64		70	72		62
How request to station staff was handled	95		88	84		100
The choice of shops/eating/drinking facilities available	49		43	35	-	71
TRAIN FACILITIES						
Overall satisfaction with the train	86		89	83		84
The frequency of the trains on that route	94		94	90		88
Punctuality/reliability (i.e. the train arriving/departing on time)	90		93	98		91
The length of time the journey was scheduled to take (speed)	95		96	99		95
Connections with other train services	87		90	82		78
The value for money of the price of your ticket	67		69	72		74
Cleanliness of the train	71	-	80	74		77
Upkeep and repair of the train	71		75	75		81
The provision of information during the journey	85		87	91		87
The helpfulness and attitude of staff on train	68		71	78		81
The space for luggage	51		54	63		61
The toilet facilities	22		21	36		4
Sufficient room for all passengers to sit/stand	73		75	87		86
The comfort of the seating area	75		76	81		80
The ease of being able to get on and off	87		89	89		84
Your personal security on board	80		86	81		70
The cleanliness of the inside	74		77	75		77
The cleanliness of the outside	69		70	74		75
The availability of staff	53		50	65		44
How well train company deals with delays	48		50	50		30

Regional

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	83		84	91		92
STATION FACILITIES						
Overall satisfaction with the station	81		80	87		84
Ticket buying facilities	81	+	77	86		80
Provision of information about train times/platforms	85		84	91		90
The upkeep/repair of the station buildings/platforms	78		75	84		82
Cleanliness	81	+	78	86		86
The facilities and services	56	+	51	66	+	56
The attitudes and helpfulness of the staff	79	+	75	86		82
Connections with other forms of public transport	70		70	73		76
Facilities for car parking	55		53	58		51
Overall environment	76		72	83		80
Your personal security whilst using the station	73		73	78		76
The availability of staff	69	+	63	76	+	67
The provision of shelter facilities	73		71	77		79
Availability of seating	60		58	69		63
How request to station staff was handled	91		86	95		90
The choice of shops/eating/drinking facilities available	46		42	57	+	47
TRAIN FACILITIES						
Overall satisfaction with the train	78		80	88		88
The frequency of the trains on that route	78		80	84		87
Punctuality/reliability (i.e. the train arriving/departing on time)	81		82	93		90
The length of time the journey was scheduled to take (speed)	85	-	89	91		88
Connections with other train services	78		79	84		82
The value for money of the price of your ticket	56		53	67		68
Cleanliness of the train	70		73	81		81
Upkeep and repair of the train	68		69	77		82
The provision of information during the journey	68		71	78		73
The helpfulness and attitude of staff on train	76		76	81		80
The space for luggage	59		58	71	+	58
The toilet facilities	44		42	52		48
Sufficient room for all passengers to sit/stand	71		71	83		80
The comfort of the seating area	71		71	83		79
The ease of being able to get on and off	82		83	89		87
Your personal security on board	81		82	87		85
The cleanliness of the inside	71		71	80		83
The cleanliness of the outside	66		67	78		78
The availability of staff	64		60	71		70
How well train company deals with delays	39		43	48		41

	Merseyrail	Regional		Merseyrail	Regional
DELAY					
None	87	83			
Minor	9	12			
Major	1	2			
LENGTH OF DELAY					
5 minutes or less	59	43			
6-10 minutes	11	19			
11-20 minutes	8	17			
21-30 minutes	6	10			
31-60 minutes	7	4			
More than 1 hour	1	1			
Don't know/no answer	7	7			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	28	18	Very well	28	18
Fairly well	42	31	Fairly well	40	30
Neither well nor poorly	5	18	Neither well nor poorly	10	21
Fairly poorly	13	15	Fairly poorly	11	11
Very poorly	12	19	Very poorly	11	20
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	25	18	Very well	18	13
Fairly well	46	28	Fairly well	33	22
Neither well nor poorly	5	22	Neither well nor poorly	22	33
Fairly poorly	11	12	Fairly poorly	12	9
Very poorly	12	21	Very poorly	15	23
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	25	18	Very well	15	6
Fairly well	44	26	Fairly well	27	14
Neither well nor poorly	11	25	Neither well nor poorly	18	23
Fairly poorly	9	10	Fairly poorly	13	9
Very poorly	10	21	Very poorly	28	48

6 6.2 Passenger experience relating to disability

	Merseyrail	Regional		Merseyrail	Regional
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	1	2			
Mobility	4	3			
Dexterity	1	1			
Learning or understanding or concentrating	2	1			
Memory	1	1			
Mental health	3	3			
Stamina or breathing or fatigue	3	2			
Socially or behaviourally	1	0			
Other	2	2			
None	85	88			
No answer	4	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	7	8	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	42	39	Yes	-	3
Not at all	50	52	No	100	97
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	47	46	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	29	29	Very satisfied	-	100
Neither satisfied nor dissatisfied	12	16	Fairly satisfied	-	-
Fairly dissatisfied	8	6	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	5	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	42	40	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	31	35	Very satisfied	-	98
Neither satisfied nor dissatisfied	21	16	Fairly satisfied	-	-
Fairly dissatisfied	6	8	Neither satisfied nor dissatisfied	-	2
Very dissatisfied	-	1	Fairly dissatisfied	-	-
			Very dissatisfied	-	-

	Merseyrail	Regional		Merseyrail	Regional
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	40	42	White	96	93
Female	57	56	Mixed	0	0
			Asian or Asian British	1	1
			Black or Black British	0	1
			Chinese or other ethnic group	0	1
AGE			JOURNEY PURPOSE		
16-18	1	2	Commuter	37	38
19-25	9	12	Business	8	10
26-34	8	11	Leisure	55	52
35-44	12	15			
45-54	22	21	REGULAR TRAVELLER		
55-59	11	10	Yes	78	64
60-64	14	10	No	22	36
65+	22	16			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	47	52	Weekday	80	79
Working Part Time	13	14	Weekend	20	21
Not Working	6	5			
Retired	29	20	TIME OF TRAVEL		
Full Time Student	3	8	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	24	31	Yes asked for help	3	6
Middle Managerial	13	13	Yes asked for information	5	7
Junior Managerial/Clerical/Supervisory	11	11	Could not find anyone to ask	1	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	9	9	No	88	84
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	3	4			
Full time student	1	3	DO YOU REGULARLY USE THE INTERNET		
Retired	27	19	Yes, at home	79	87
Unemployed/between jobs	2	2	Yes, at work	44	53
Housewife/house-husband	0	1	No	17	9
Other	5	4			

Merseyrail Regional

Merseyrail Regional

TRAVELLING ALONE OR WITH OTHERS

Alone	74	75
With other adults 16+	23	21
With children aged 0-4	1	1
With children aged 5-10	1	1
With children aged 11-15	1	1

TRAVELLING WITH ...

Heavy/bulky luggage/other large items	7	15
Pushchair	0	1
Folding bicycle	-	0
Non-folding bicycle	2	1
Dog	0	1
Wheelchair	1	0
Helper	0	0
Mobility scooter	-	0
None apply	88	80

TYPE OF TICKET USED FOR JOURNEY

Anytime single/return	18	21
Anytime day single/return	25	23
Off-peak/super off-peak single/return	3	9
Off-peak/super off-peak day single/return	2	9
Advance	0	4
Day travelcard	2	1
Oyster pay as you go	-	0
Weekly or monthly season ticket	9	13
Annual season ticket	7	4
Special promotion ticket	0	1
Rail staff pass/privilege ticket/police	2	1
Free travel pass (e.g. Freedom Pass)	22	5
Other	8	6
Don't know/no answer	3	3

POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING

Better telephone enquiry/booking service	4	5
Better internet enquiry/booking service	13	14
Better information facilities at stations	12	13
Better route maps of the rail network	9	11
Make timetables easier to read	13	15
Better ticket buying facilities at station ticket offices	9	12
Better ticket buying facilities at station ticket machines	8	13
Better promotion when advanced tickets available	18	25
Other	9	10
None of these	37	32

Station sample sizes for Merseyrail

Station	Unweighted
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Liverpool Central	214
Liverpool Lime Street	82
Liverpool James Street	80
Moorfields	76
Chester	52
Waterloo (Merseyside)	37
Fazakerley	21
Maghull	21
Kirkby	17
Formby	16
Brunswick	15
Southport	14
Bootle New Strand	8
Old Roan	8
Sandhills	7
Hoylake	7
Ellesmere Port	7
Spital	6
Hunts Cross	6
Bromborough Rake	4
Rock Ferry	4
Green Lane	4
Eastham Rake	3

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 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 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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