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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)

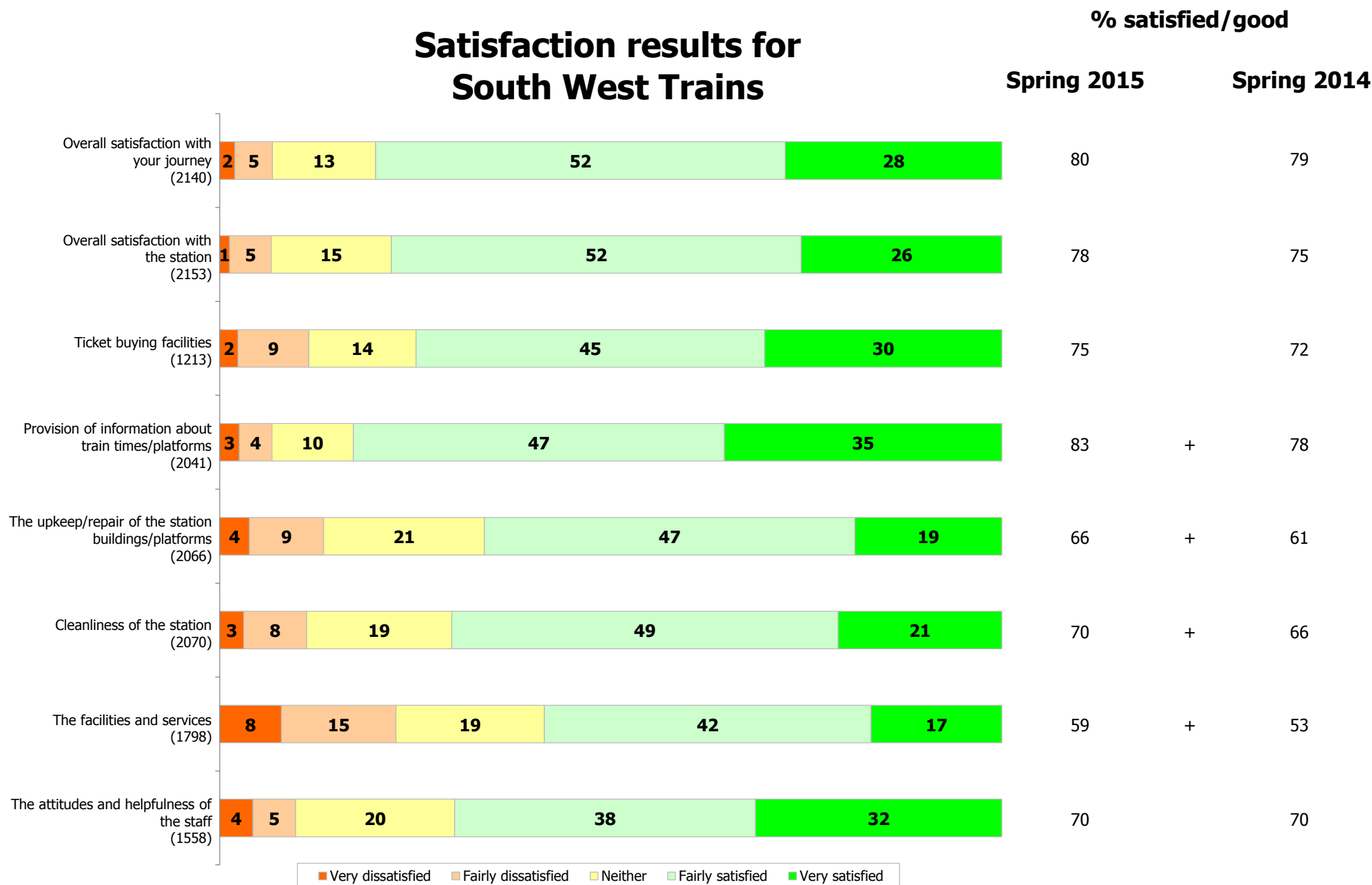
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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 her related issues this wave.

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

2 2.1 Overall satisfaction with your journey and station factors

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



Satisfaction results for South West Trains

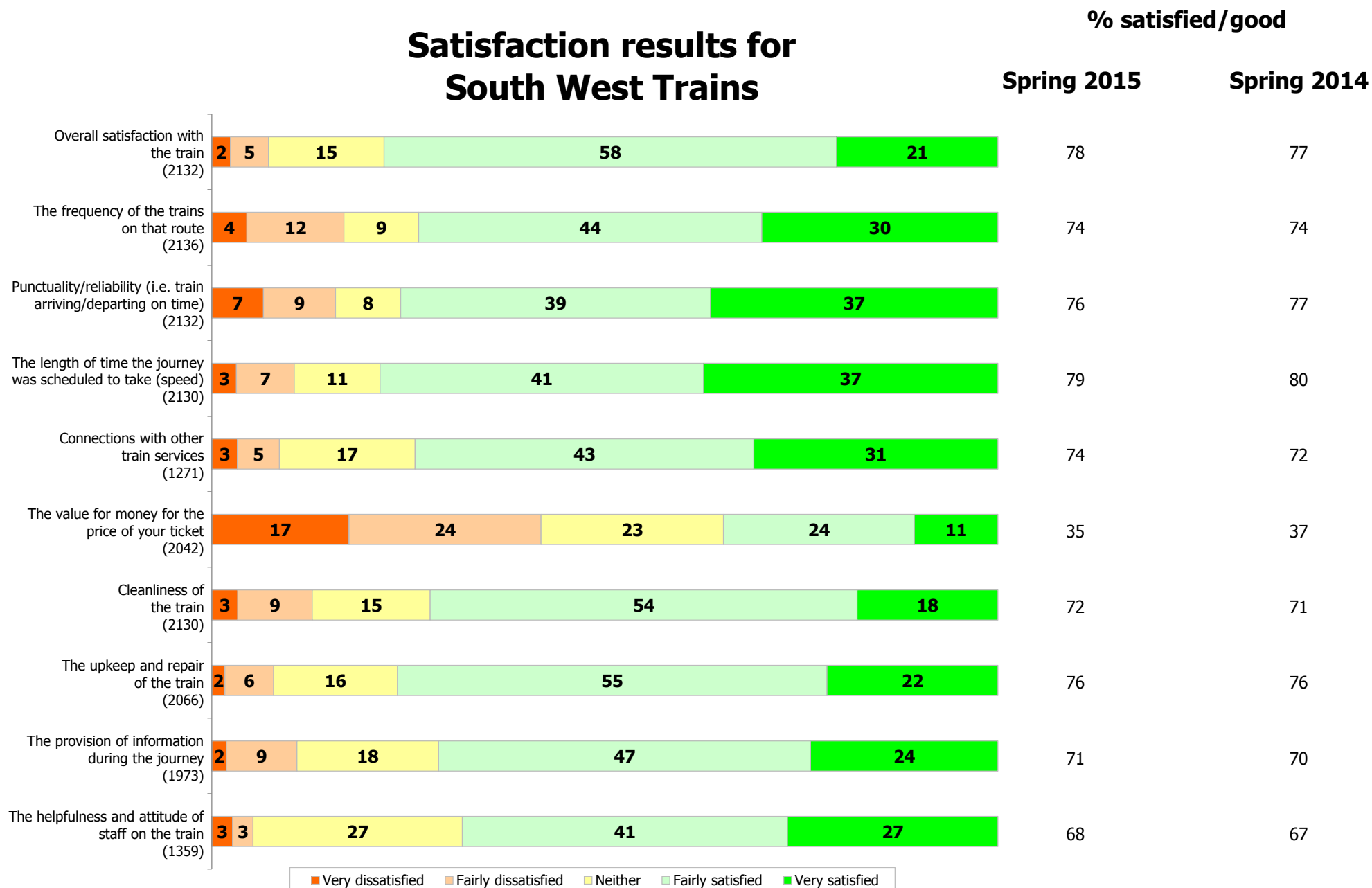
% satisfied/good

Spring 2015

Spring 2014



Satisfaction results for South West Trains

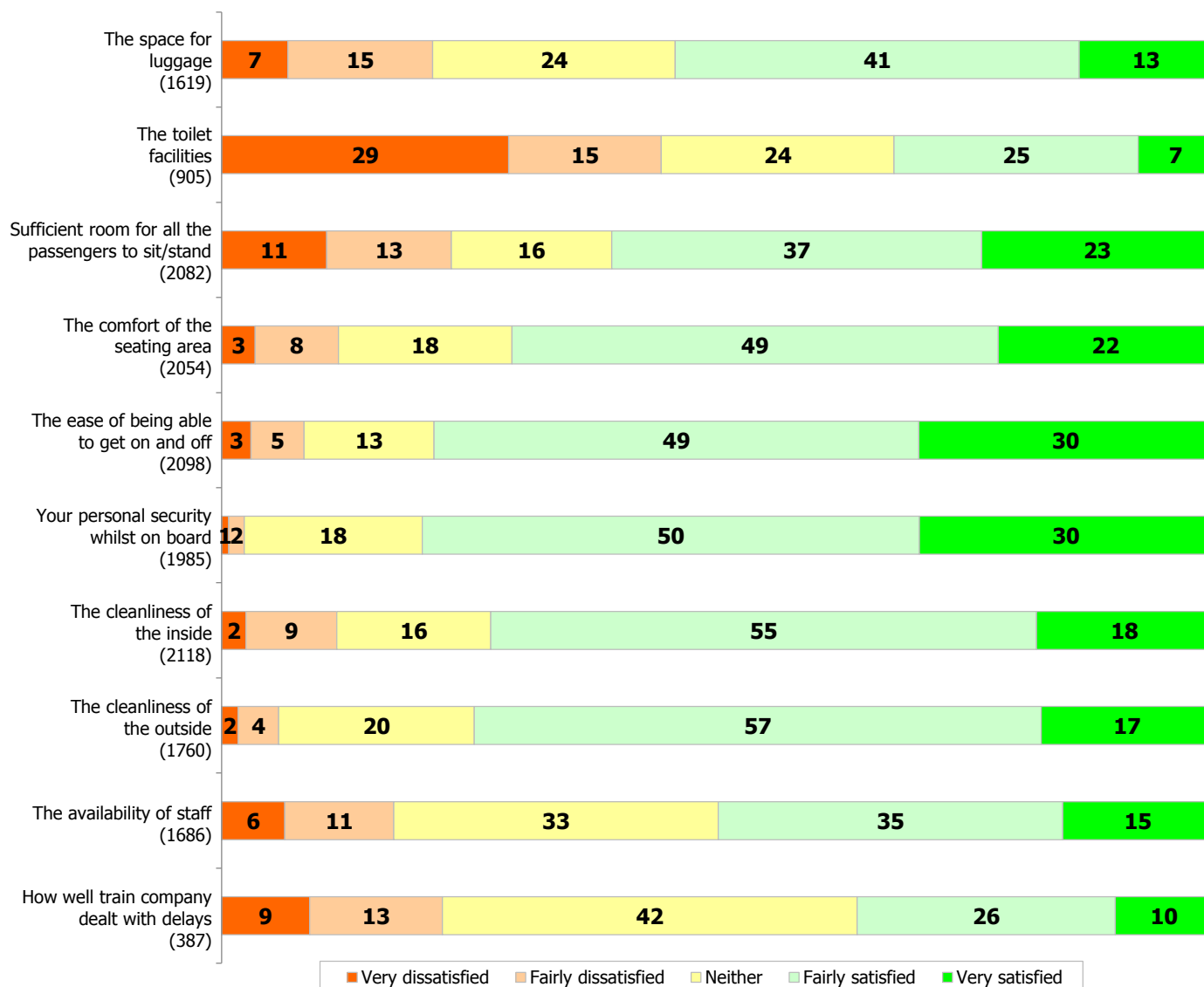


Satisfaction results for South West Trains

% satisfied/good

Spring 2015

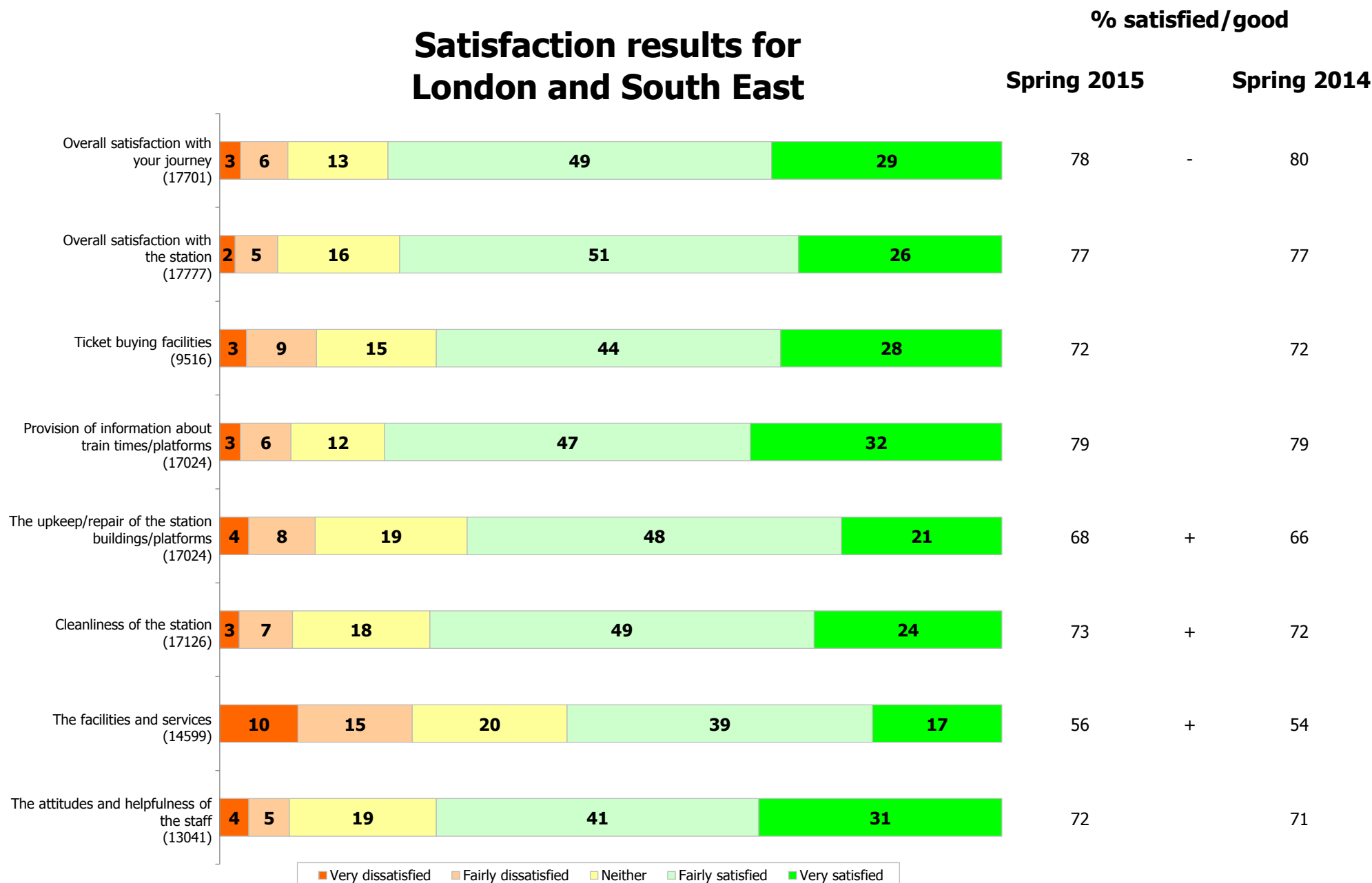
Spring 2014



2 2.3 Overall satisfaction with your journey and station factors

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

Satisfaction results for London and South East

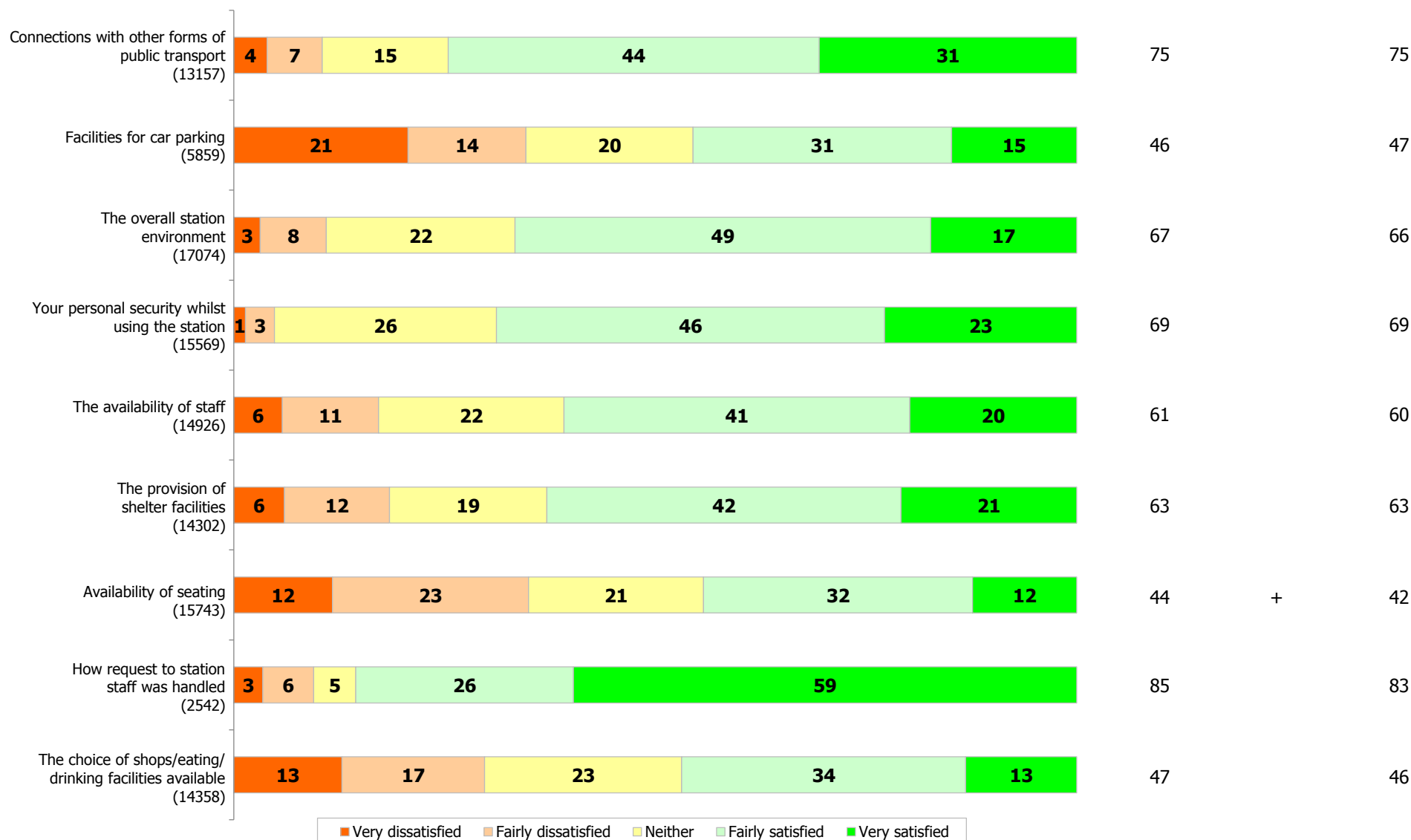


Satisfaction results for London and South East

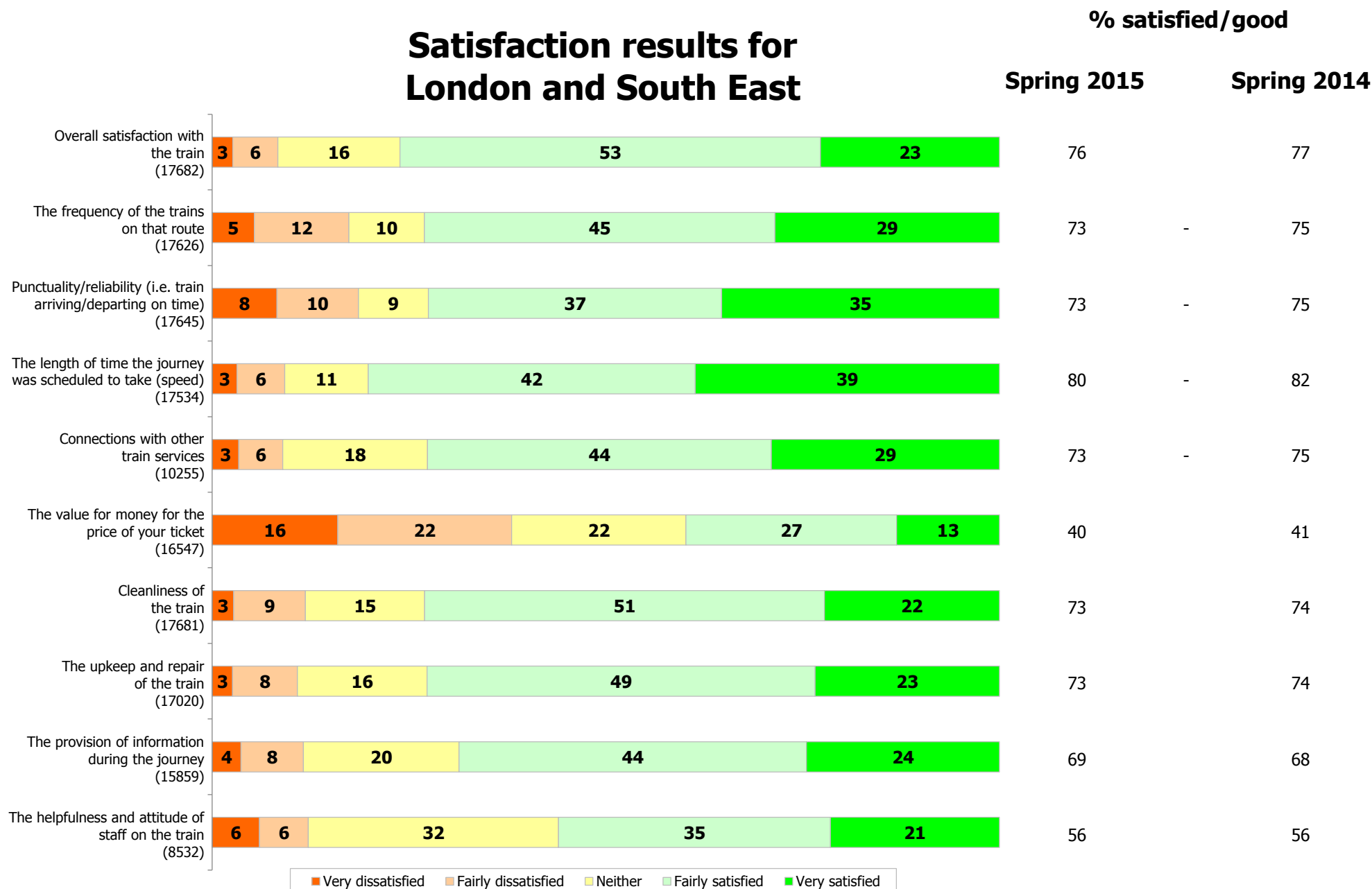
% satisfied/good

Spring 2015

Spring 2014



Satisfaction results for London and South East

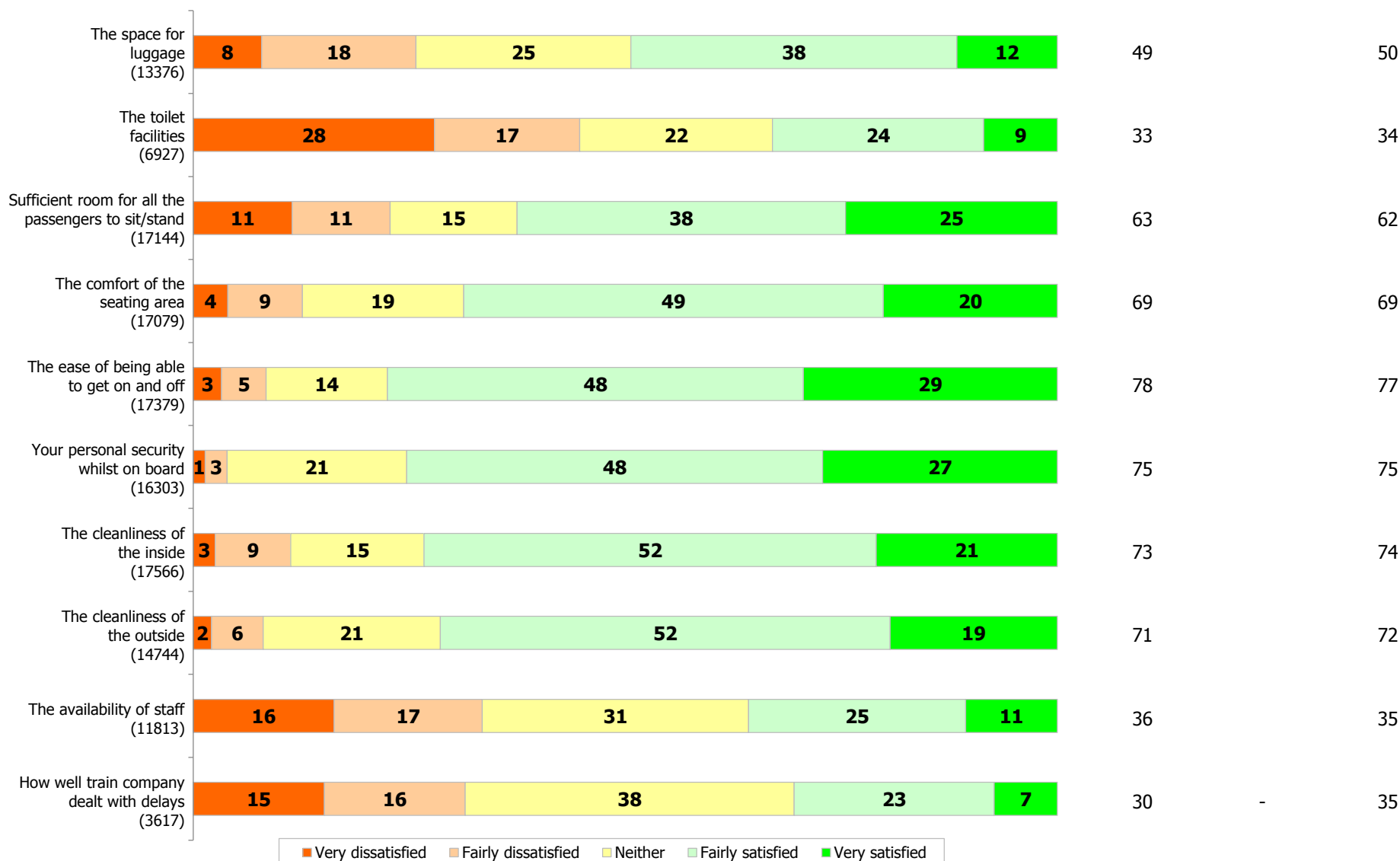


Satisfaction results for London and South East

% satisfied/good

Spring 2015

Spring 2014



South West Trains versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	80	78	102%
STATION FACILITIES			
Overall satisfaction with the station	78	77	101%
Ticket buying facilities	75	72	104%
Provision of information about train times/platforms	83	79	105%
The upkeep/repair of the station buildings/platforms	66	68	97%
Cleanliness	70	73	96%
The facilities and services	59	56	105%
The attitudes and helpfulness of the staff	70	72	97%
Connections with other forms of public transport	76	75	102%
Facilities for car parking	47	46	103%
Overall environment	67	67	101%
Your personal security whilst using the station	69	69	101%
The availability of staff	55	61	91%
The provision of shelter facilities	62	63	99%
Availability of seating	38	44	86%
How request to station staff was handled	88	85	103%
The choice of shops/eating/drinking facilities available	54	47	115%
TRAIN FACILITIES			
Overall satisfaction with the train	78	76	103%
The frequency of the trains on that route	74	73	101%
Punctuality/reliability (i.e. the train arriving/departing on time)	76	73	105%
The length of time the journey was scheduled to take (speed)	79	80	98%
Connections with other train services	74	73	102%
The value for money of the price of your ticket	35	40	88%
Cleanliness of the train	72	73	99%
Upkeep and repair of the train	76	73	105%
The provision of information during the journey	71	69	104%
The helpfulness and attitude of staff on train	68	56	122%
The space for luggage	54	49	110%
The toilet facilities	32	33	98%
Sufficient room for all passengers to sit/stand	61	63	97%
The comfort of the seating area	71	69	103%
The ease of being able to get on and off	79	78	101%
Your personal security on board	80	75	106%
The cleanliness of the inside	73	73	99%
The cleanliness of the outside	75	71	104%
The availability of staff	50	36	140%
How well train company deals with delays	36	30	118%

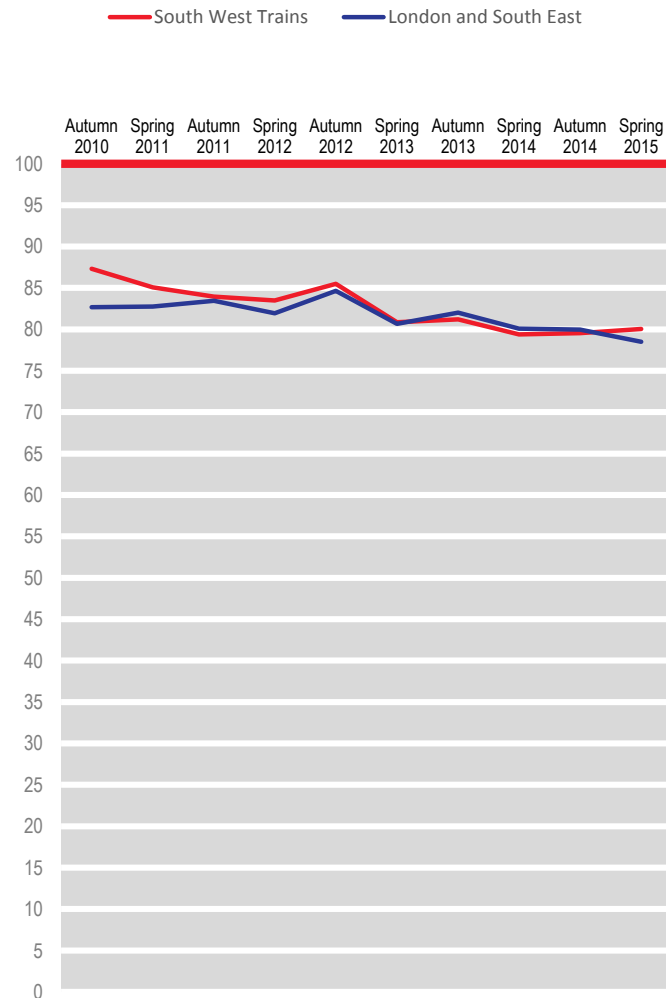
Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West of England
Overall satisfaction with your journey	90	79	79	80	79	81	85	79	85
STATION FACILITIES									
Overall satisfaction with the station	77	82	72	76	94	79	74	72	81
Ticket buying facilities	89	71	78	76	90	75	76	72	86
Provision of information about train times/platforms	89	86	82	81	84	82	77	83	87
The upkeep/repair of the station buildings/platforms	70	69	60	60	93	59	64	66	74
Cleanliness	82	71	72	65	91	70	70	70	80
The facilities and services	58	67	59	50	72	48	45	59	57
The attitudes and helpfulness of the staff	89	67	79	74	86	75	64	70	81
Connections with other forms of public transport	74	86	77	67	61	69	68	66	65
Facilities for car parking	75	24	78	35	82	66	41	54	66
Overall environment	67	71	60	60	90	63	65	68	74
Your personal security whilst using the station	74	69	67	69	84	61	69	72	75
The availability of staff	57	59	55	49	84	57	50	53	61
The provision of shelter facilities	73	64	57	62	83	59	58	62	70
Availability of seating	66	25	60	46	71	41	35	47	61
How request to station staff was handled	90	86	81	91	99	97	88	87	91
The choice of shops/eating/drinking facilities available	38	70	51	43	50	22	38	46	36
TRAIN FACILITIES									
Overall satisfaction with the train	86	77	81	75	81	83	84	76	79
The frequency of the trains on that route	91	71	73	69	87	76	80	78	76
Punctuality/reliability (i.e. the train arriving/departing on time)	97	74	71	73	88	80	79	82	83
The length of time the journey was scheduled to take (speed)	95	74	84	77	86	81	82	84	80
Connections with other train services	83	65	74	73	80	74	87	77	76
The value for money of the price of your ticket	77	34	39	34	43	31	32	35	58
Cleanliness of the train	85	73	74	66	71	79	73	74	79
Upkeep and repair of the train	72	77	73	77	78	79	76	75	74
The provision of information during the journey	80	72	79	64	79	85	72	69	72
The helpfulness and attitude of staff on train	97	72	71	50	66	73	66	73	83
The space for luggage	54	56	55	51	68	58	50	52	55
The toilet facilities	21	32	42	16	31	43	33	43	32
Sufficient room for all passengers to sit/stand	91	59	70	64	63	60	55	61	71
The comfort of the seating area	65	68	75	70	75	73	77	67	75
The ease of being able to get on and off	97	81	86	70	66	84	78	80	90
Your personal security on board	90	79	87	77	83	83	78	82	85
The cleanliness of the inside	84	73	77	66	71	82	76	74	76
The cleanliness of the outside	75	75	74	67	79	79	83	71	70
The availability of staff	85	52	64	38	53	61	47	50	63
How well train company deals with delays	100	34	63	34	2	41	31	31	86

Percentage satisfaction with aspects of station where boarded

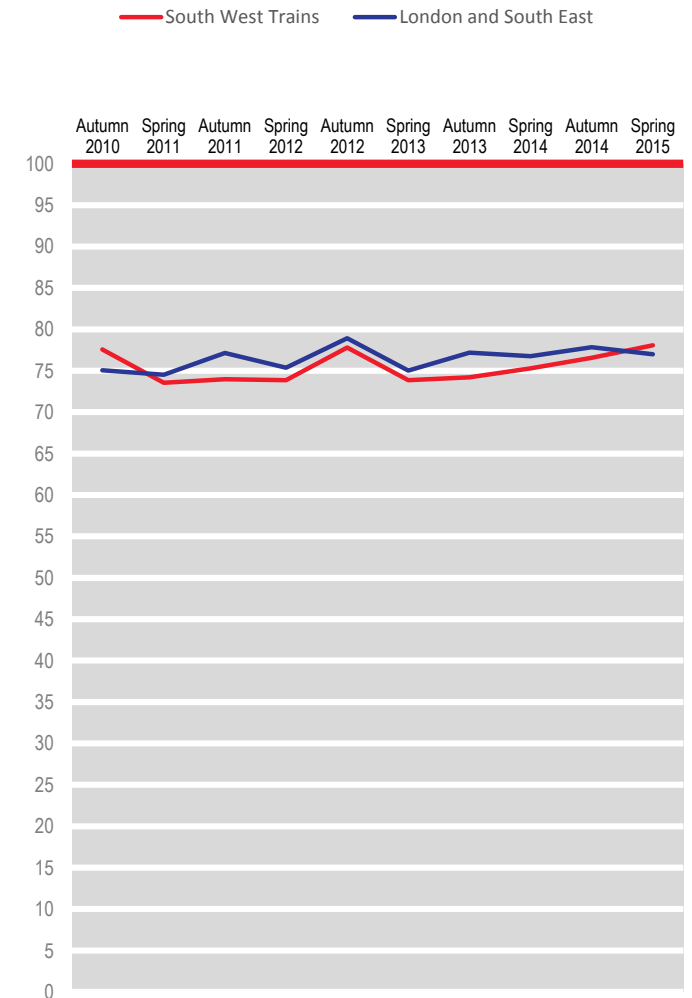
Overall satisfaction with your journey

(2140)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

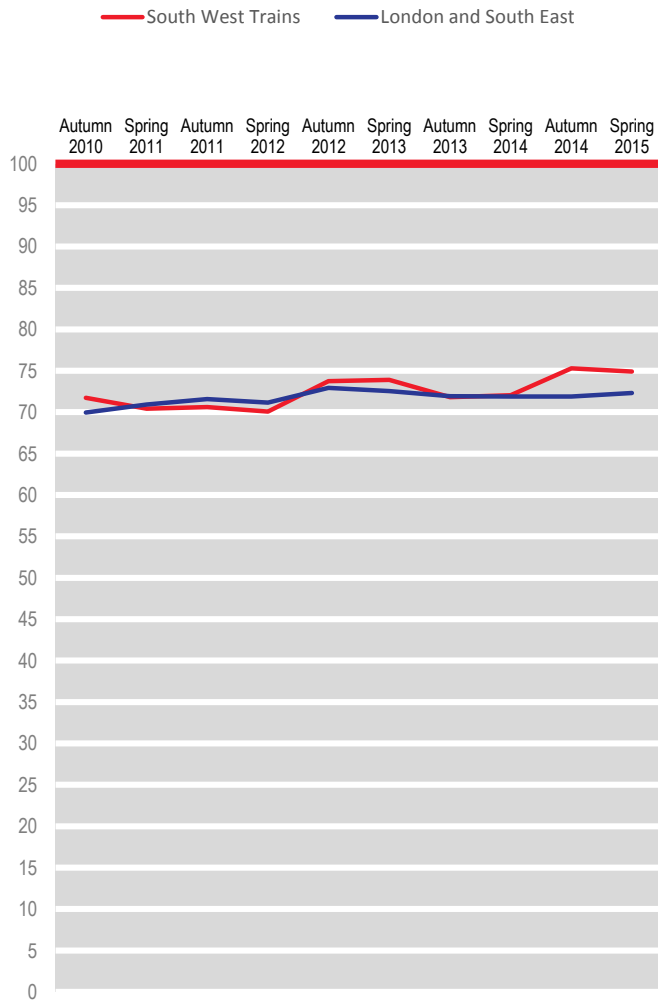
(2153)
Percentage of passengers satisfied 2010 to 2015



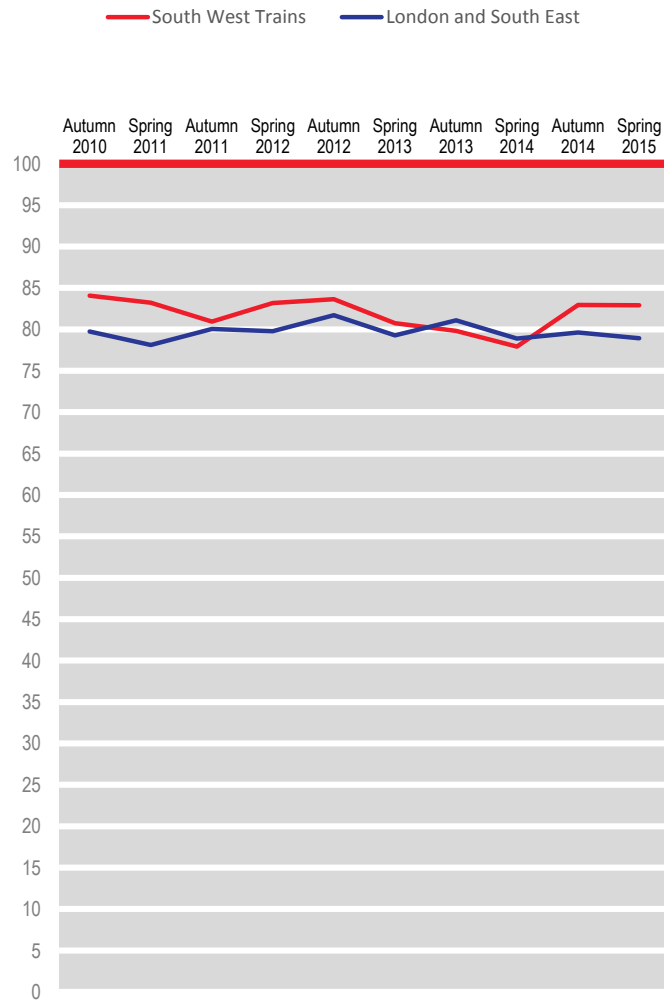
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(1213)**

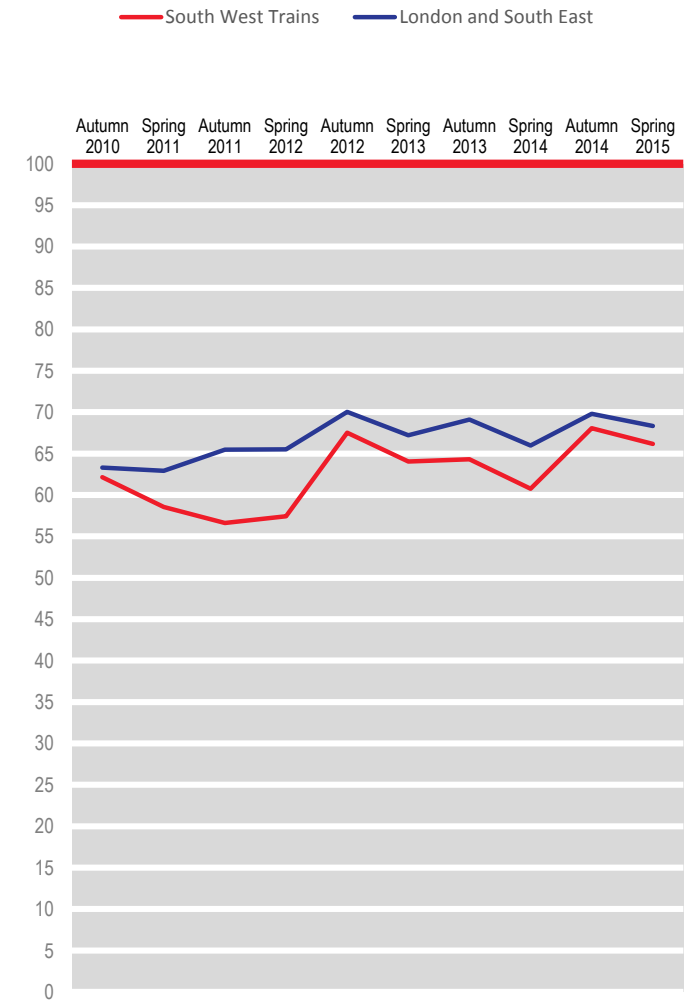
Percentage of passengers satisfied 2010 to 2015

**Provision of information about train times/platforms****(2041)**

Percentage of passengers satisfied 2010 to 2015

**The upkeep/repair of the station building/platforms****(2066)**

Percentage of passengers satisfied 2010 to 2015

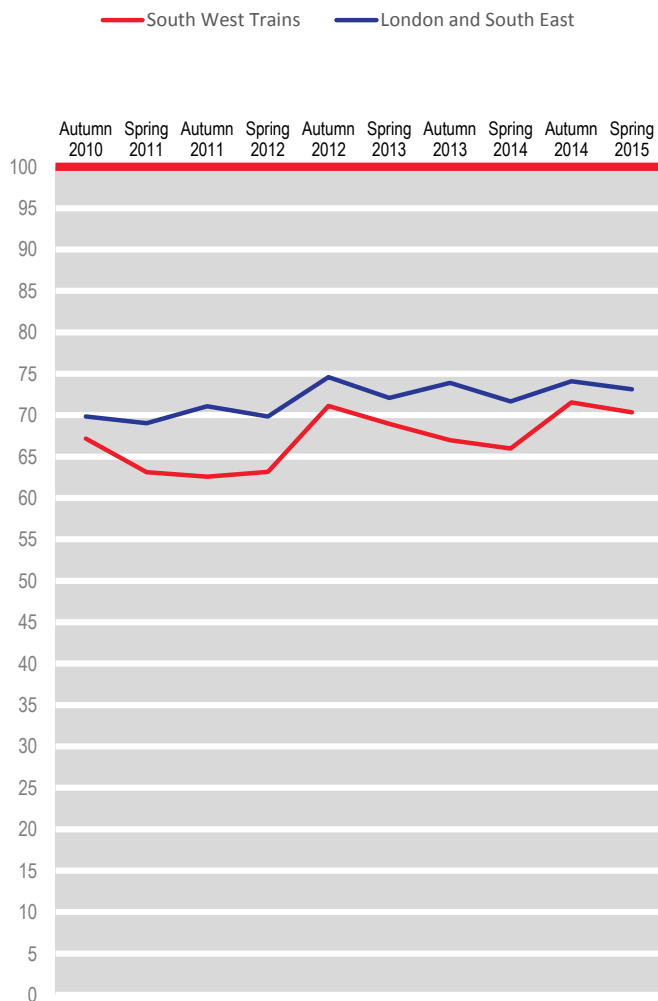


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(2070)

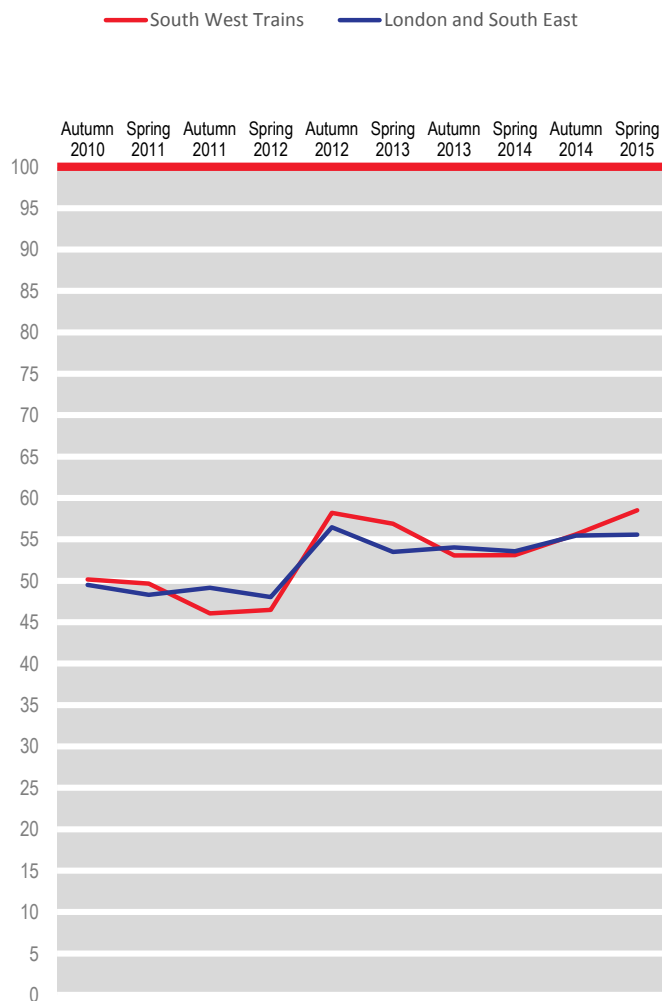
Percentage of passengers satisfied 2010 to 2015



The facilities and services at the station

(1798)

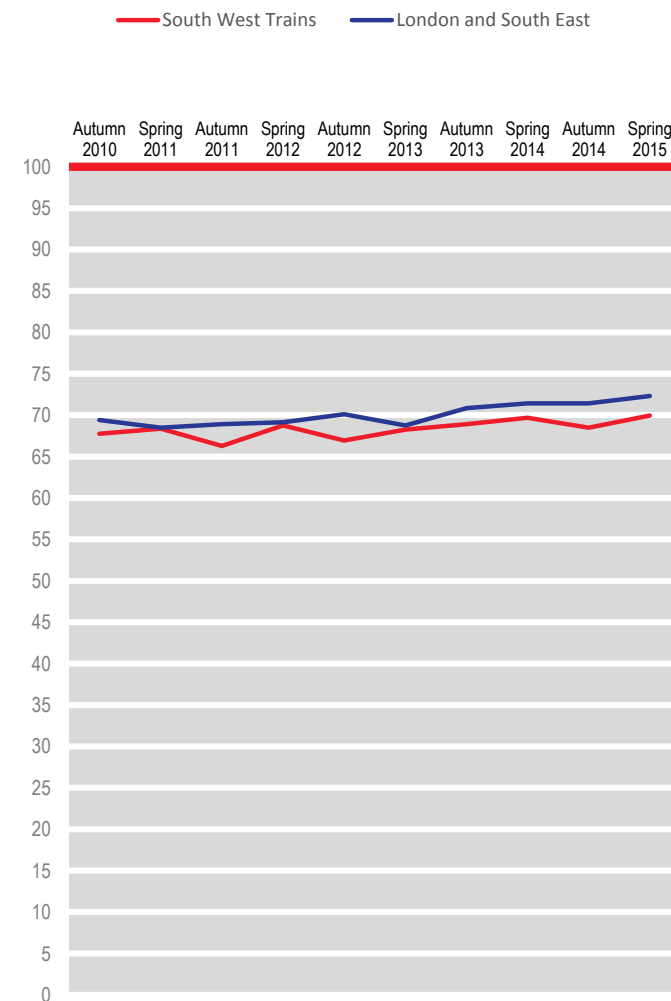
Percentage of passengers satisfied 2010 to 2015



The attitudes and helpfulness of the staff at the station

(1558)

Percentage of passengers satisfied 2010 to 2015

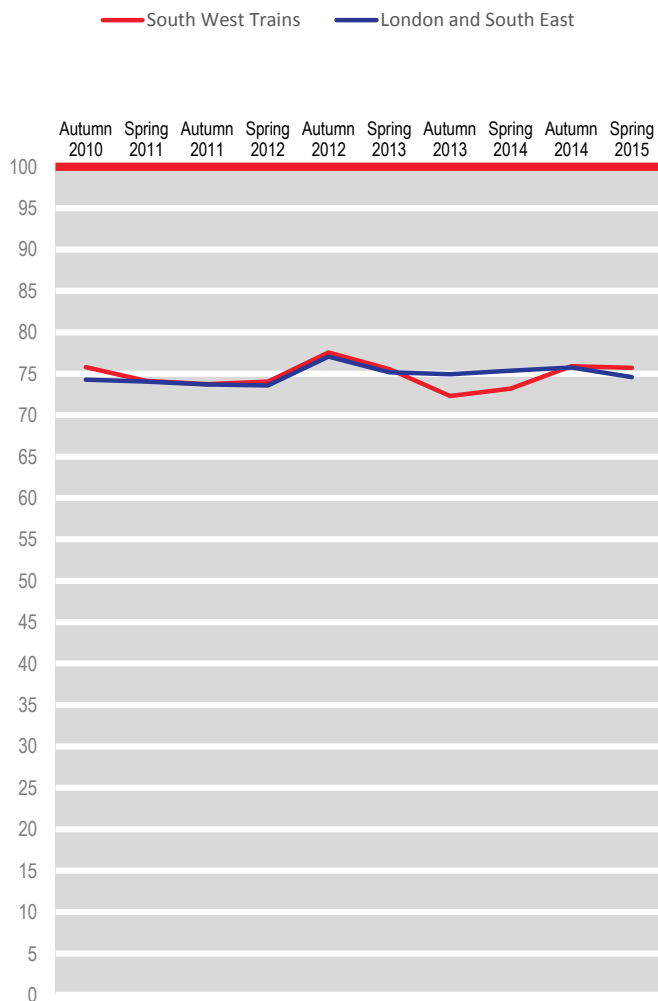


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1610)

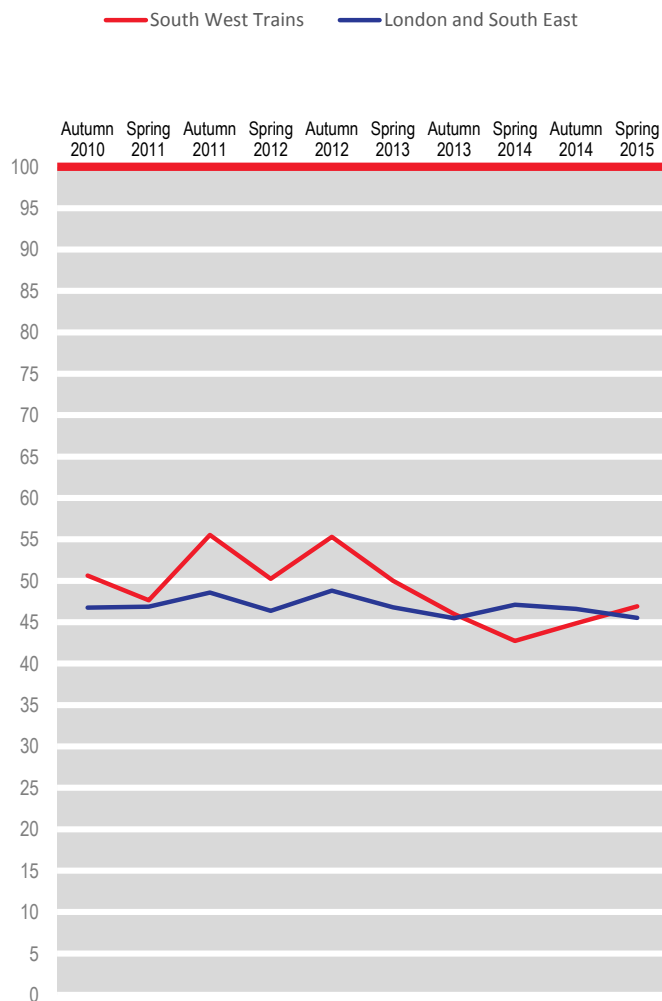
Percentage of passengers satisfied 2010 to 2015



Facilities for car parking at the station

(849)

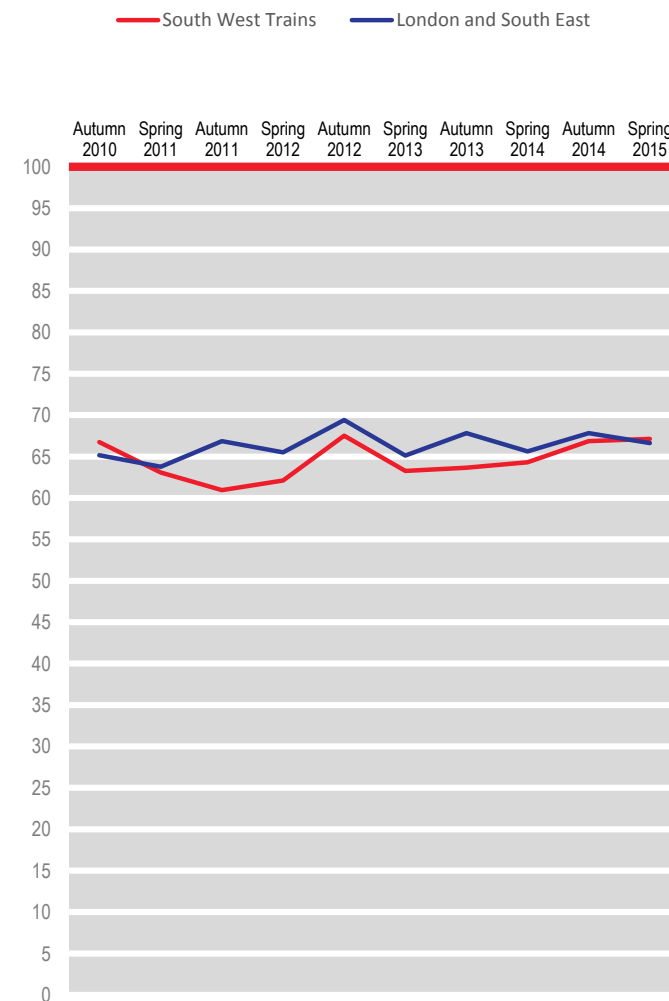
Percentage of passengers satisfied 2010 to 2015



Overall station environment

(2076)

Percentage of passengers satisfied 2010 to 2015

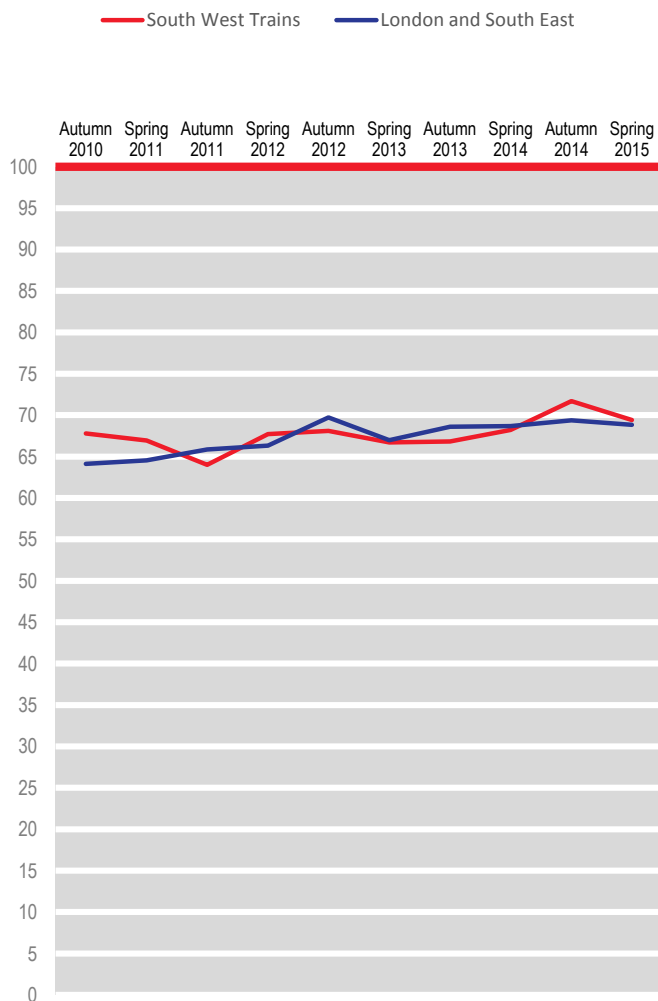


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1891)

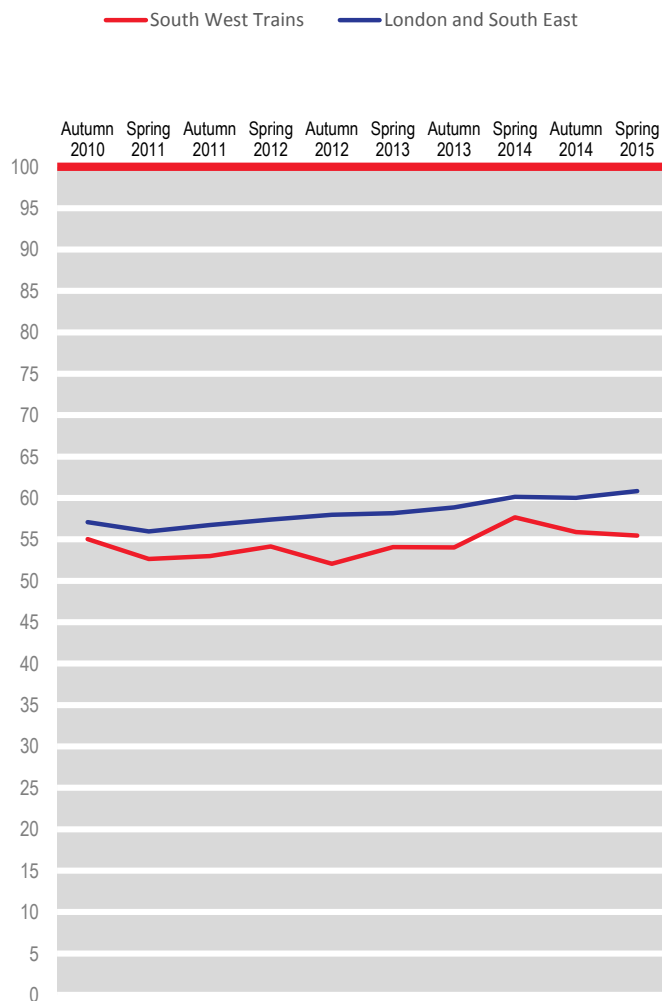
Percentage of passengers satisfied 2010 to 2015



The availability of staff at the station

(1801)

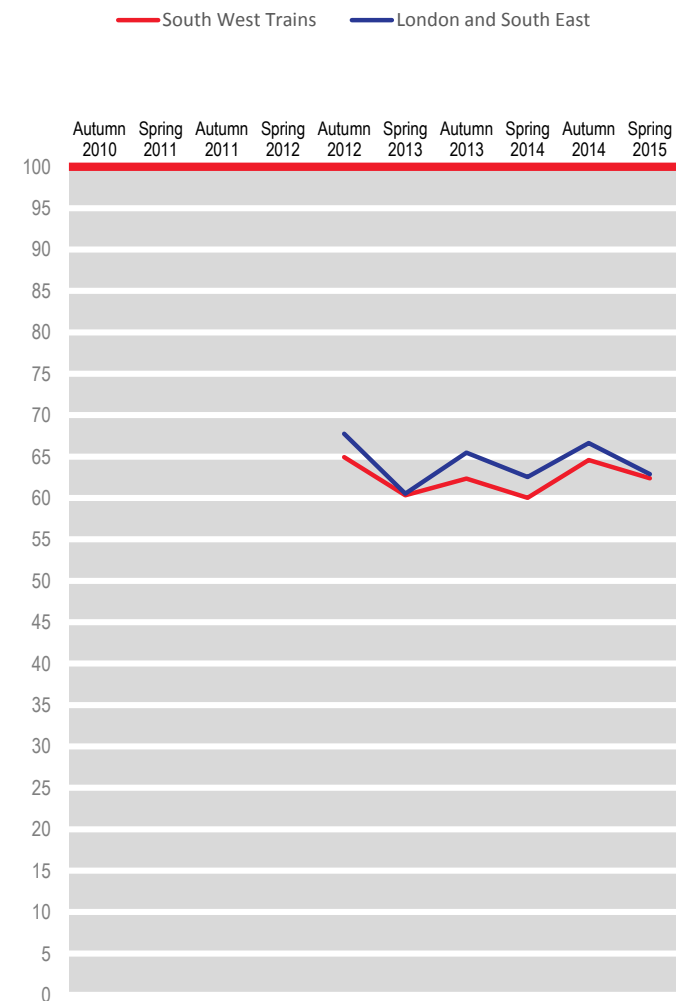
Percentage of passengers satisfied 2010 to 2015



The provision of shelter facilities

(1795)

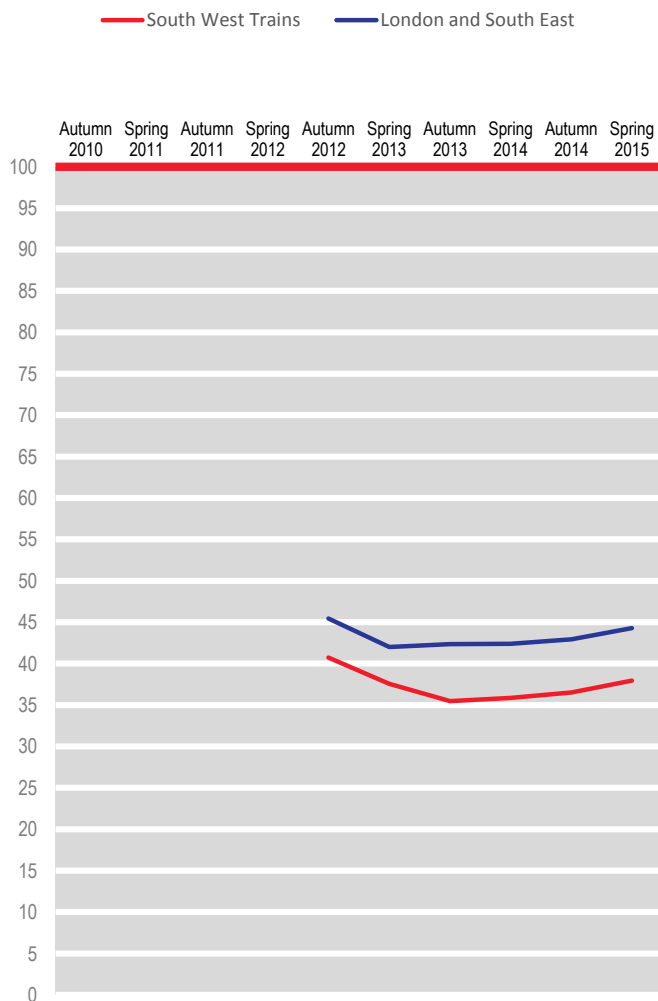
Percentage of passengers satisfied 2010 to 2015



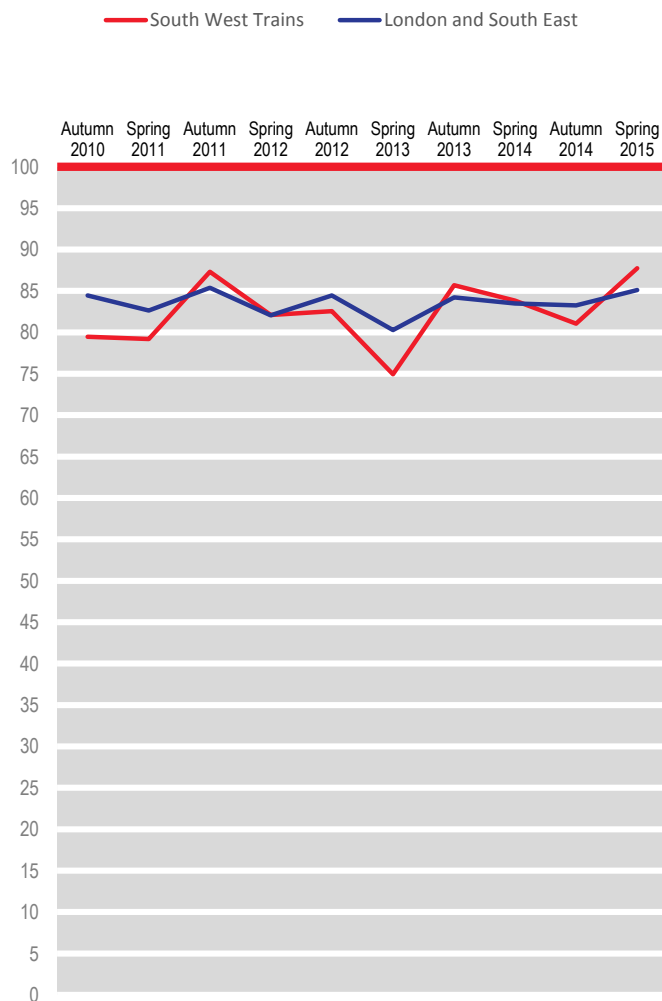
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1918)**

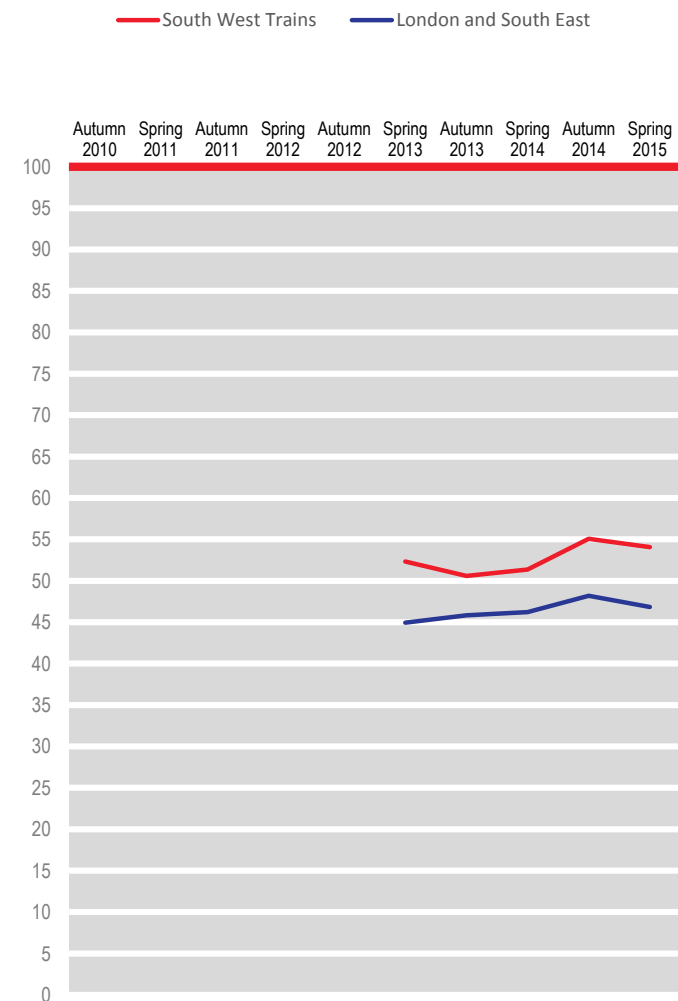
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(246)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(1806)**

Percentage of passengers satisfied 2010 to 2015



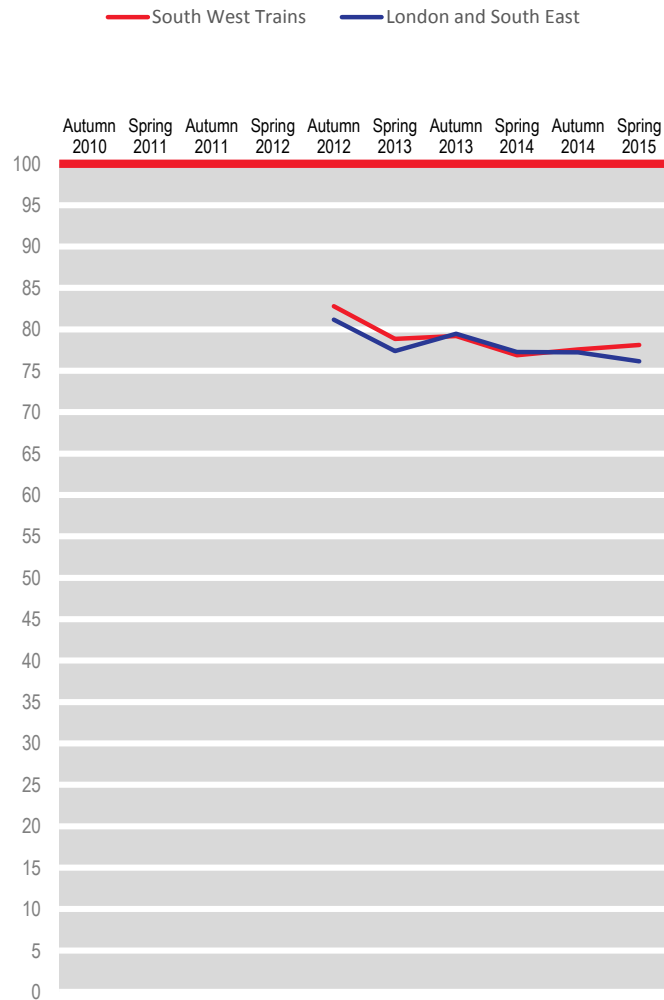
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(2132)

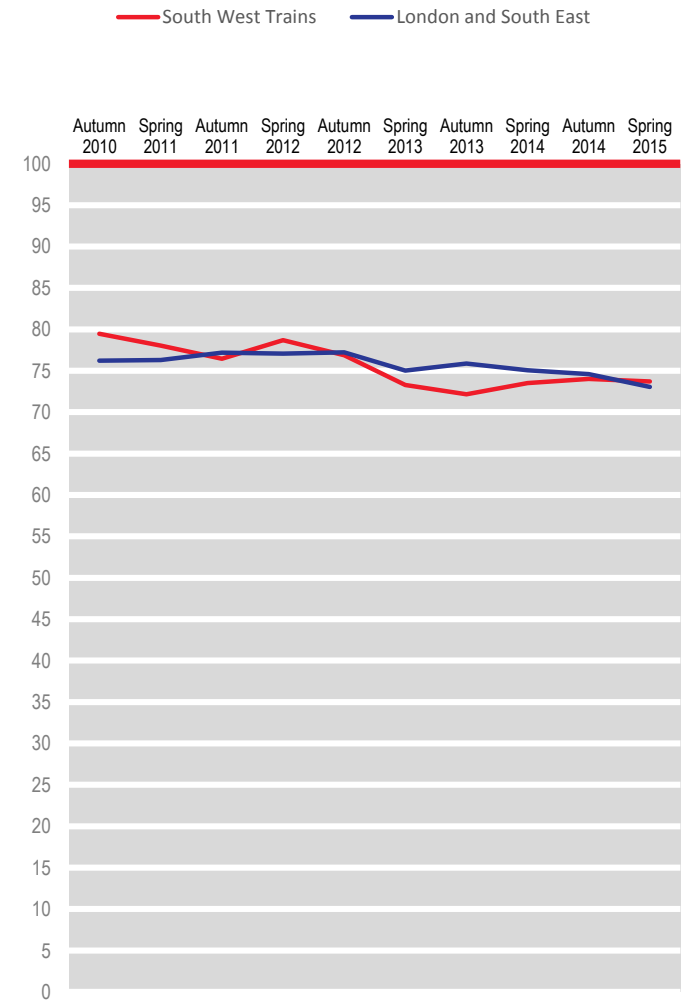
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(2136)

Percentage of passengers satisfied 2010 to 2015

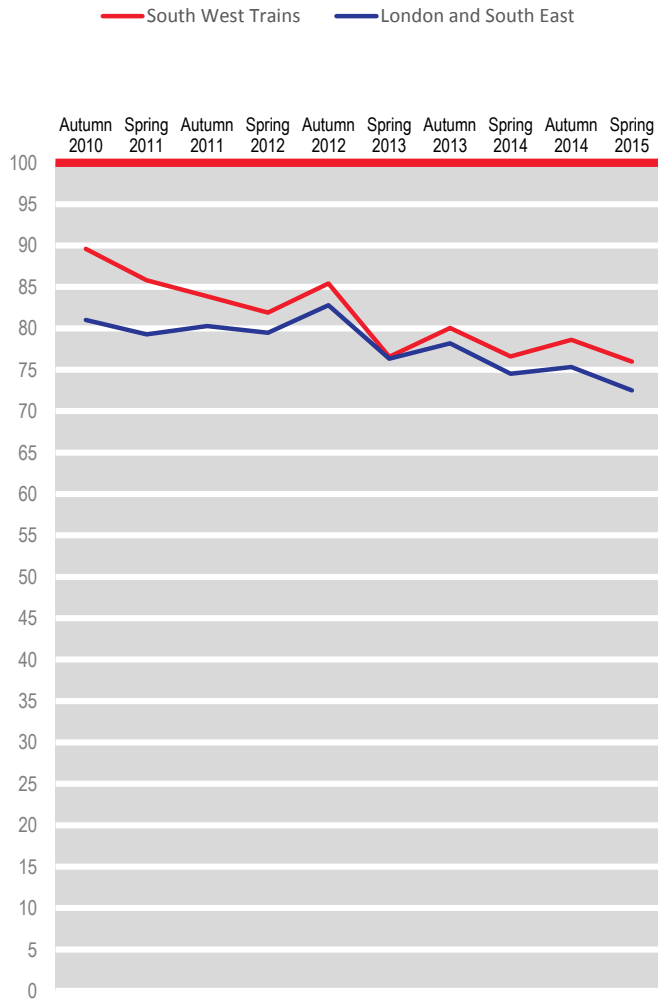


N.B. Benchmarks and targets are only shown for applicable factors

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

(2132)

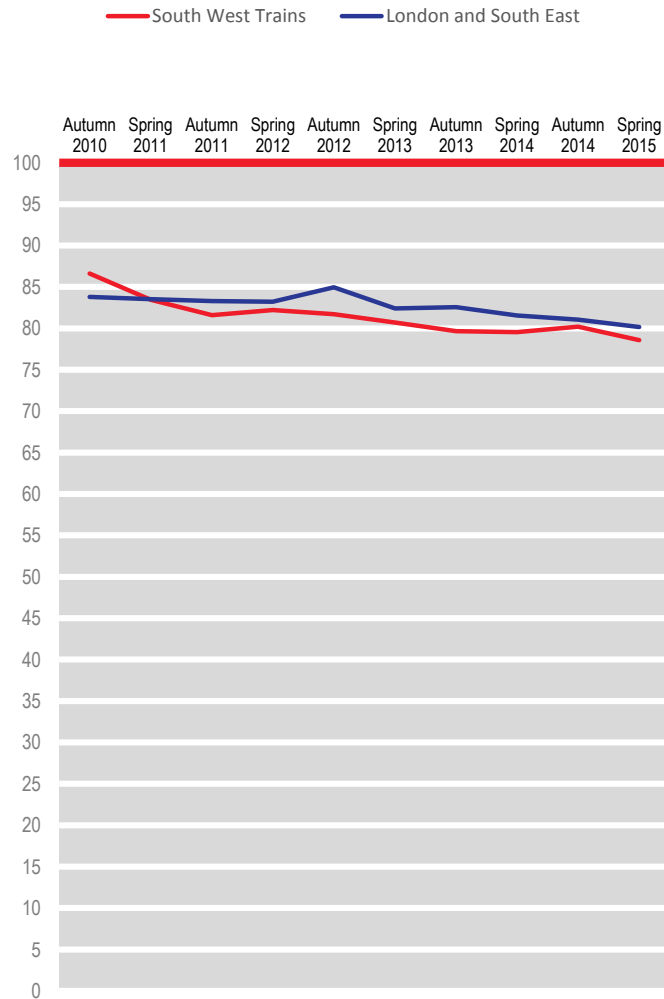
Percentage of passengers satisfied 2010 to 2015



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

(2130)

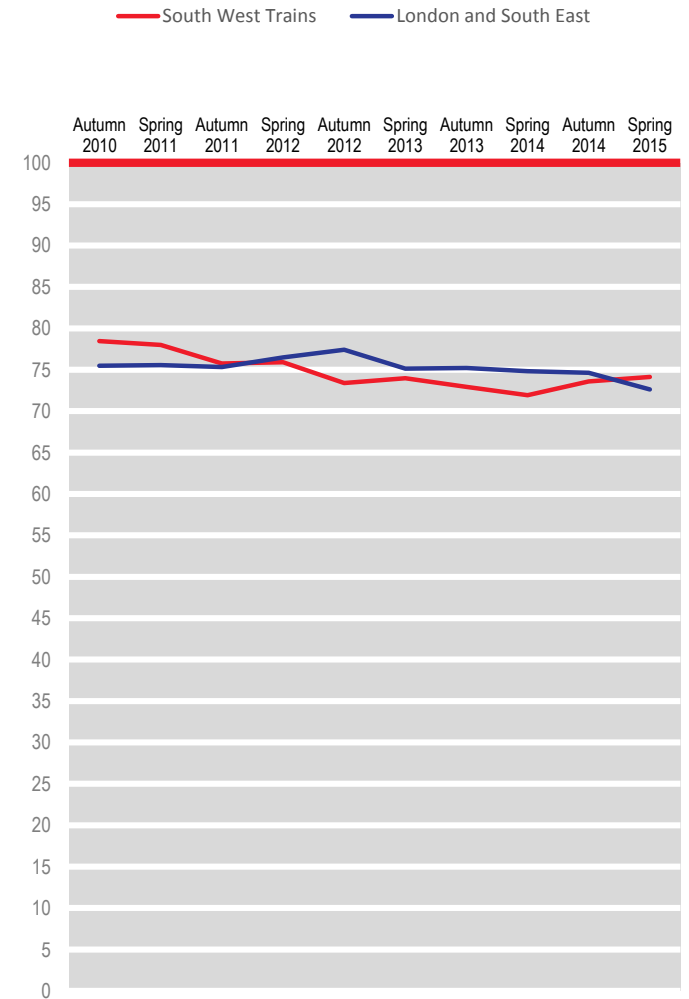
Percentage of passengers satisfied 2010 to 2015



Connections with other train services

(1271)

Percentage of passengers satisfied 2010 to 2015

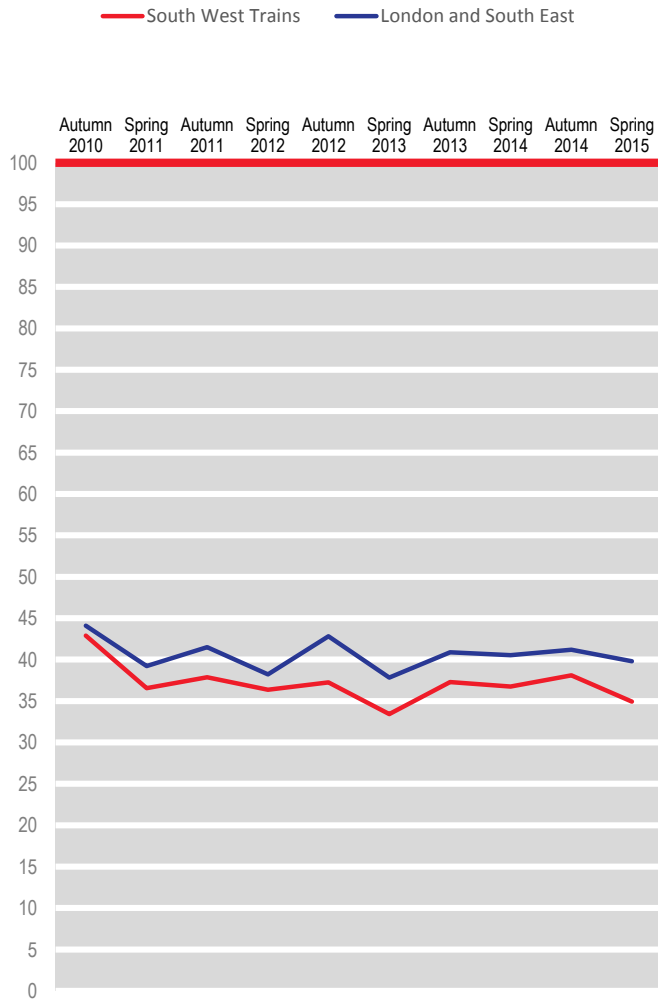


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(2042)

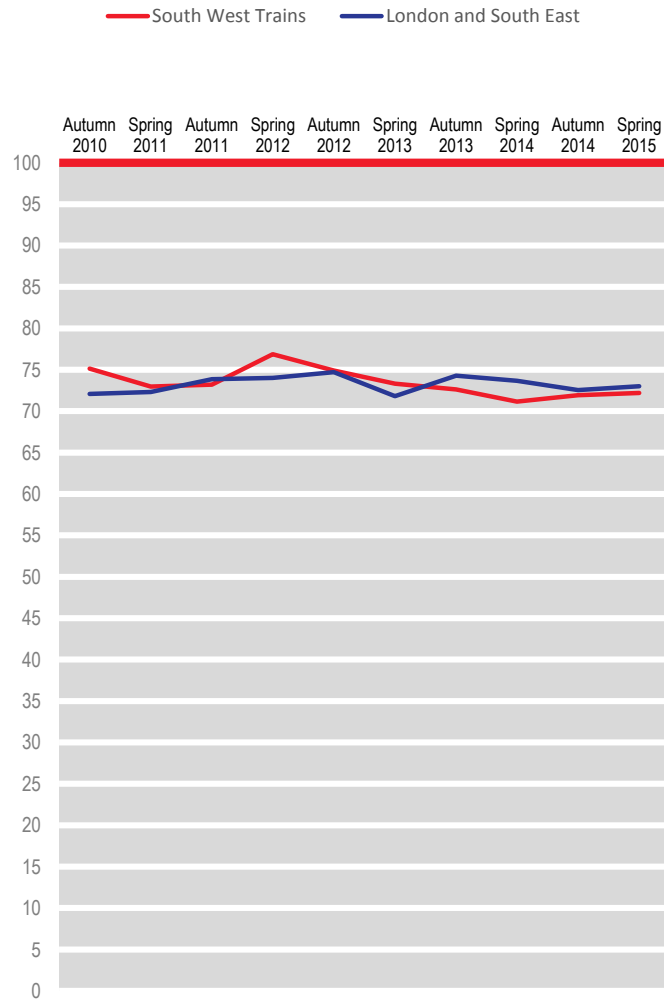
Percentage of passengers satisfied 2010 to 2015



Cleanliness of the train

(2130)

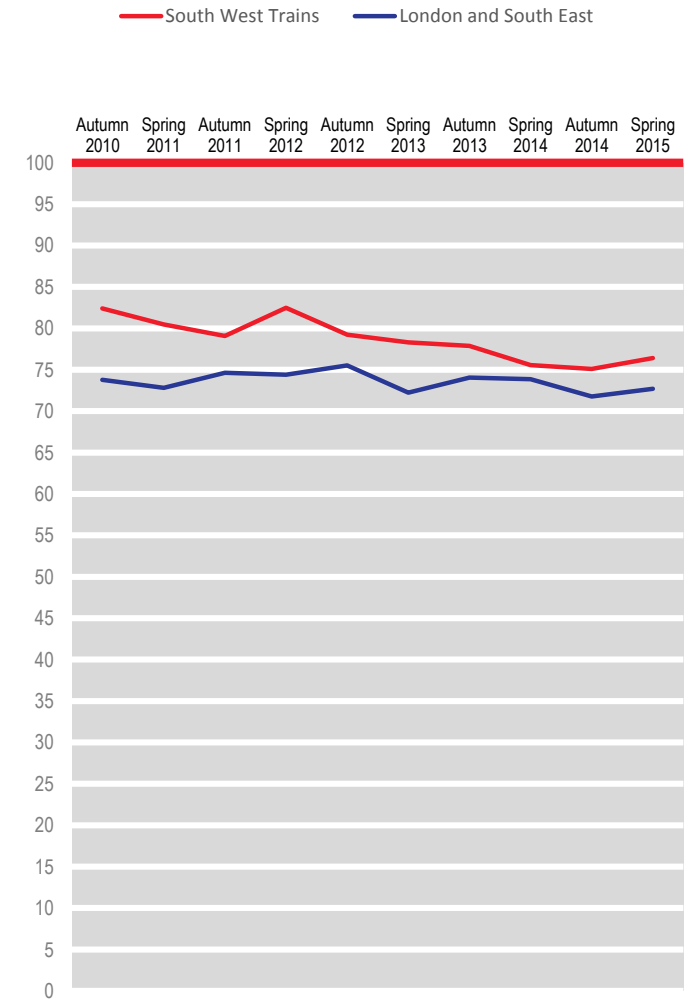
Percentage of passengers satisfied 2010 to 2015



Upkeep and repair of the train

(2066)

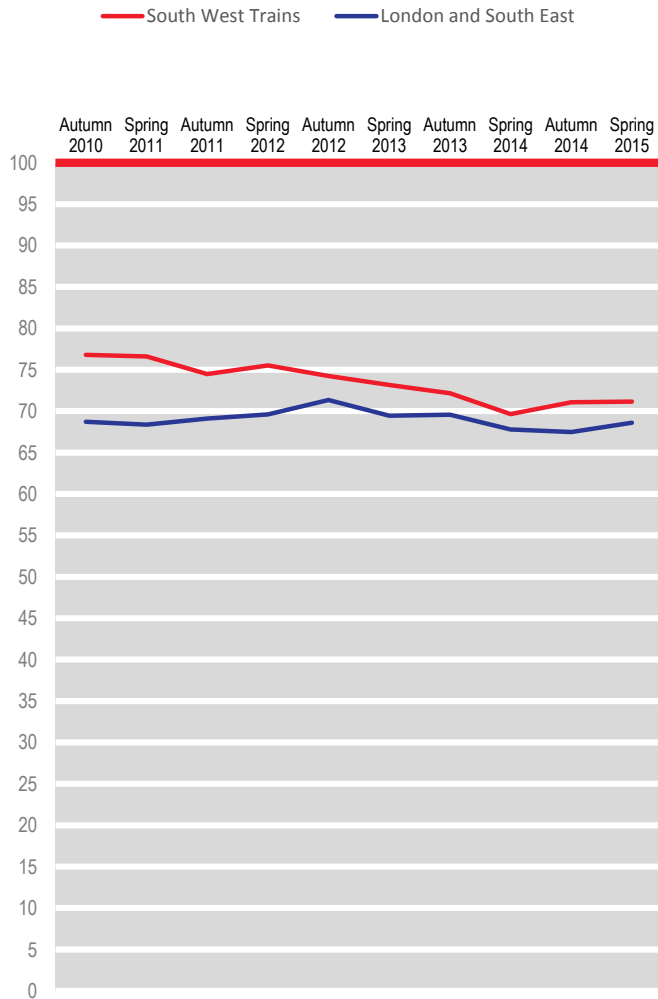
Percentage of passengers satisfied 2010 to 2015



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

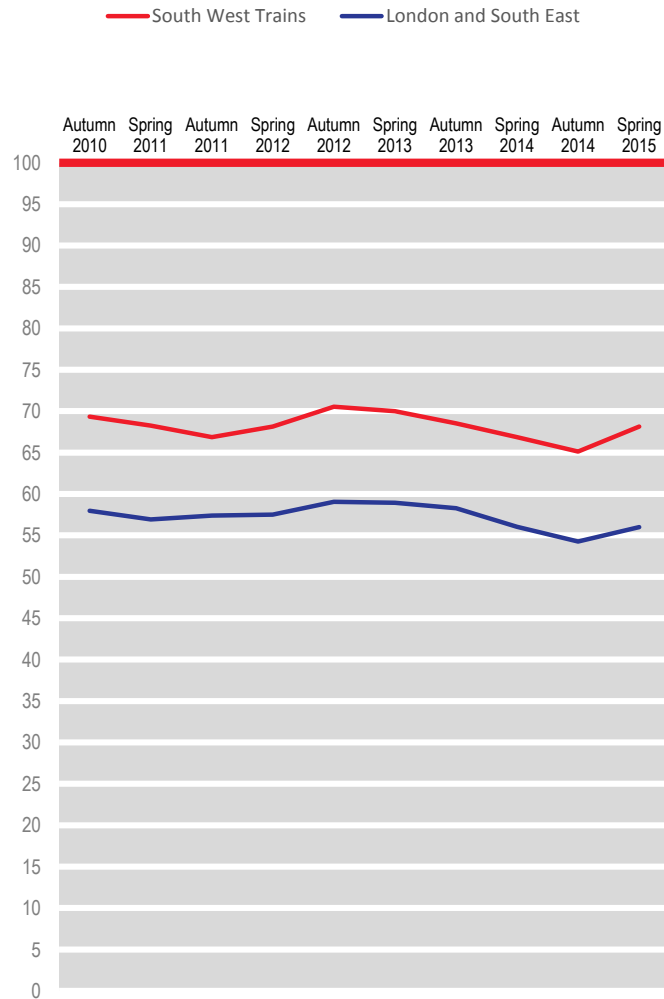
The provision of information during the journey (1973)

Percentage of passengers satisfied 2010 to 2015



The helpfulness and attitude of staff on the train (1359)

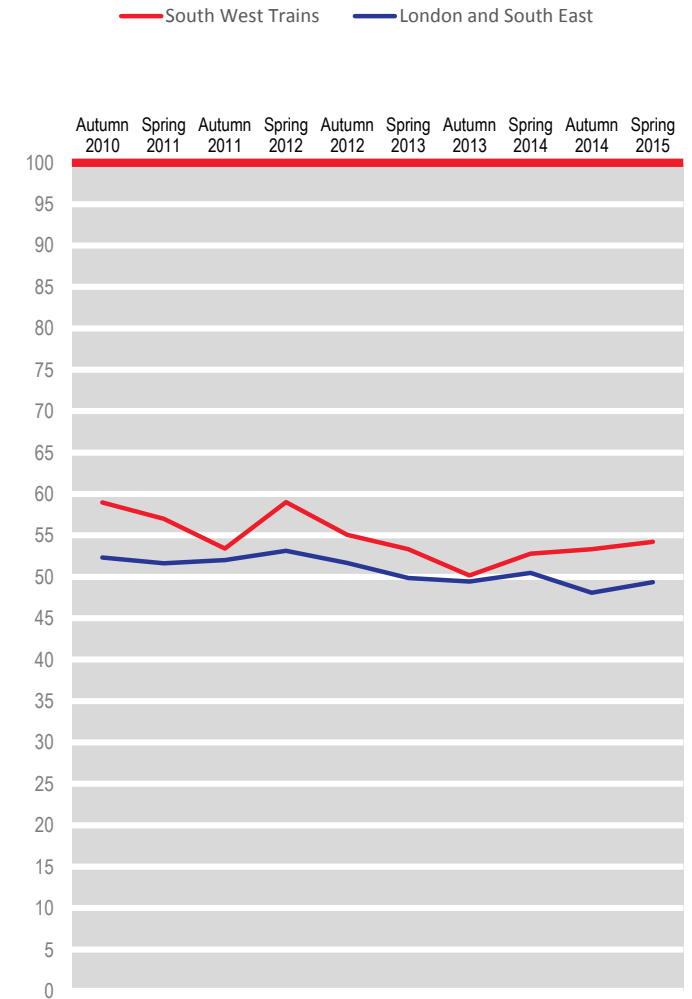
Percentage of passengers satisfied 2010 to 2015



The space for luggage

(1619)

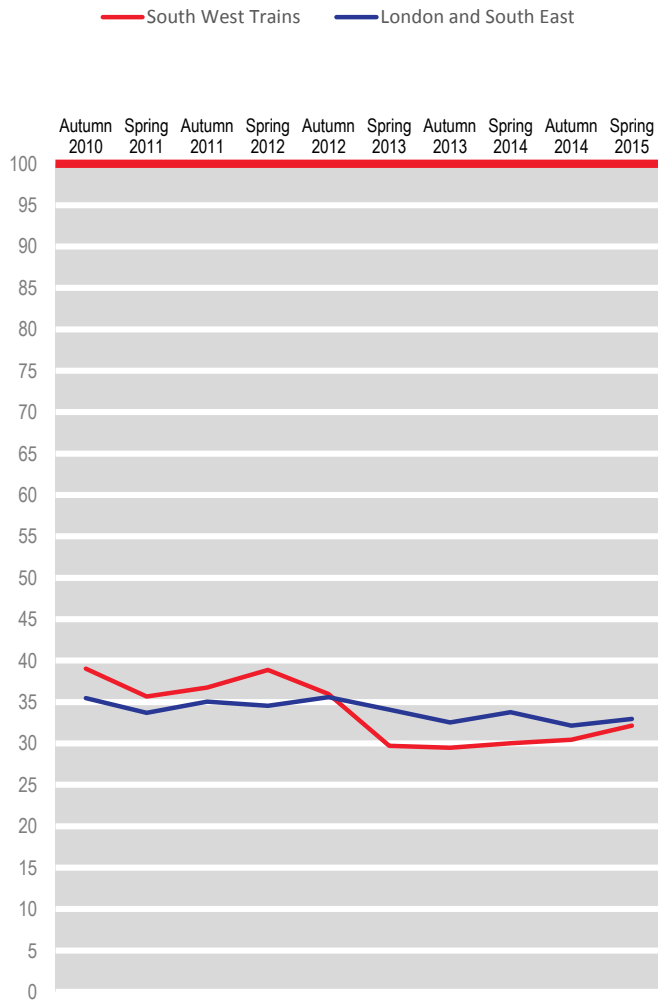
Percentage of passengers satisfied 2010 to 2015



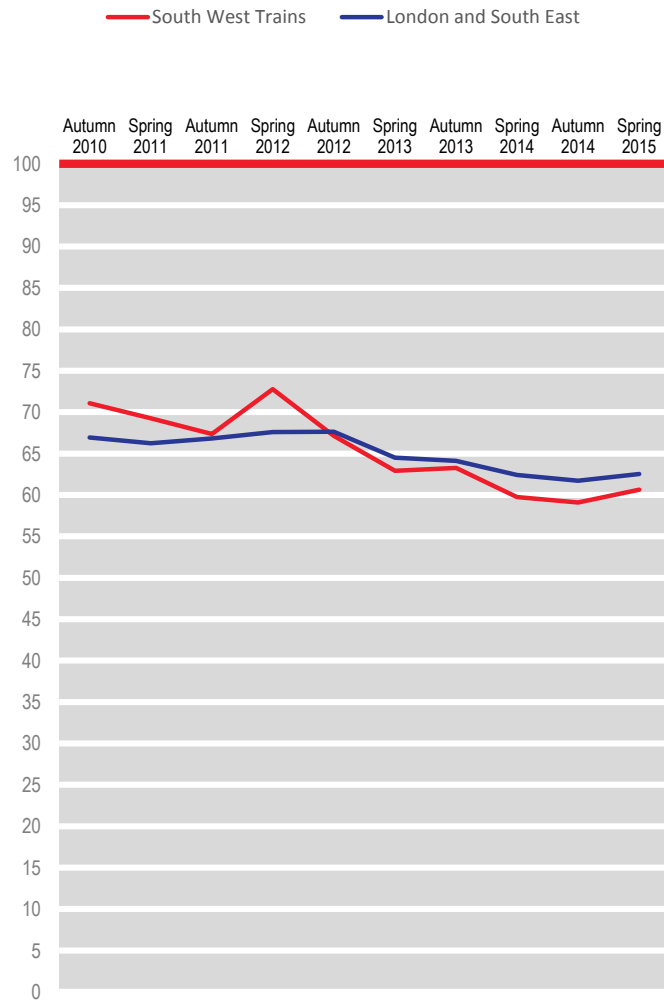
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(905)**

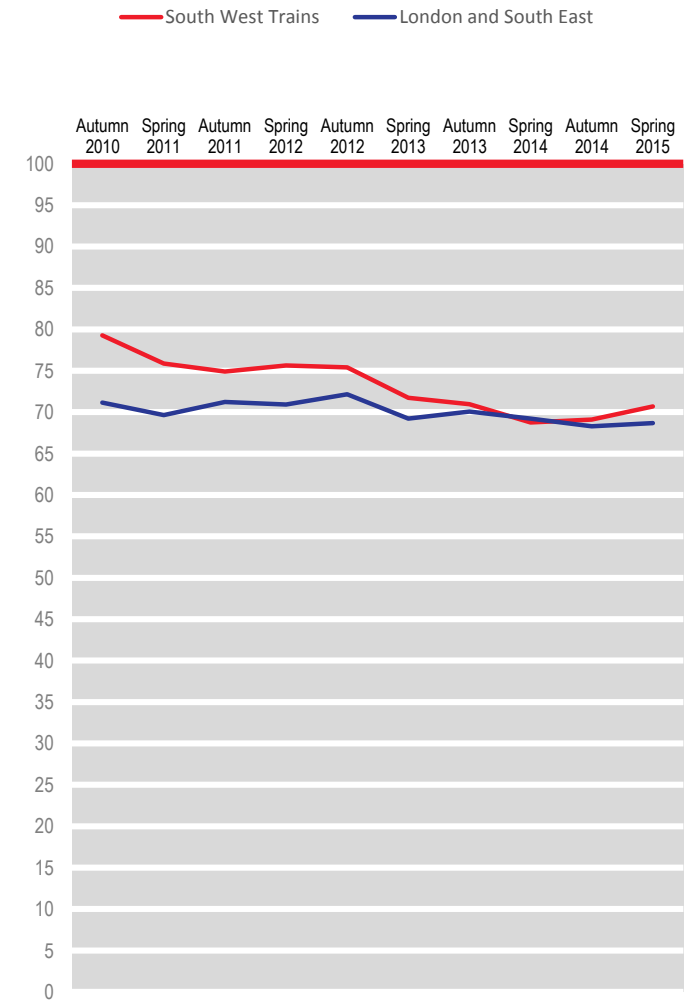
Percentage of passengers satisfied 2010 to 2015

**Sufficient room for all the passengers to sit/stand****(2082)**

Percentage of passengers satisfied 2010 to 2015

**The comfort of the seating area****(2054)**

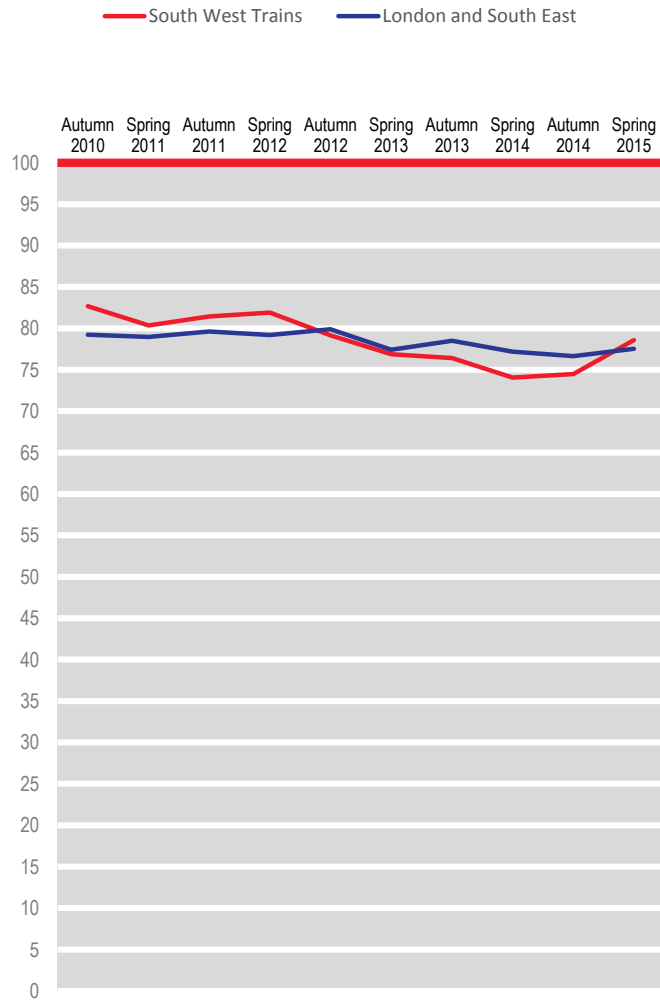
Percentage of passengers satisfied 2010 to 2015



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

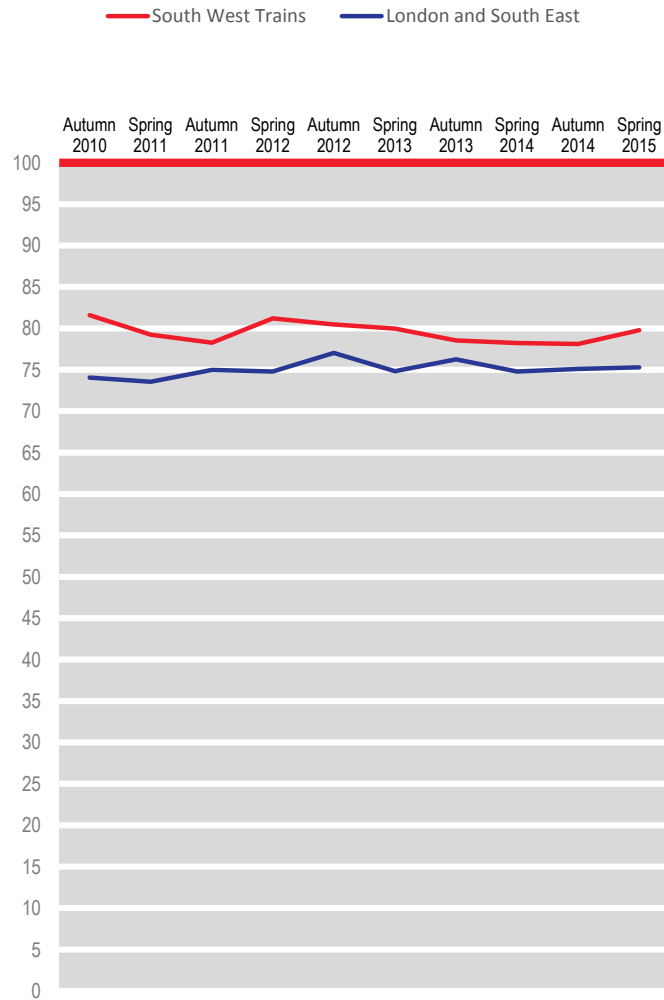
The ease of being able to get on and off the train (2098)

Percentage of passengers satisfied 2010 to 2015



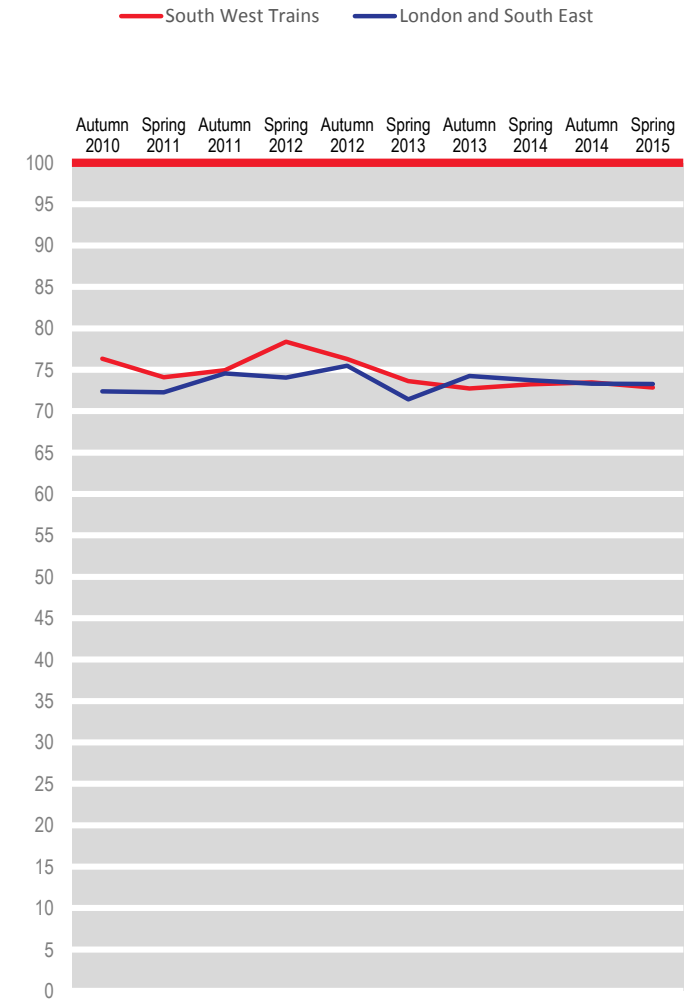
Your personal security whilst on board (1985)

(1985)
Percentage of passengers satisfied 2010 to 2015



The cleanliness of the inside of the train (2118)

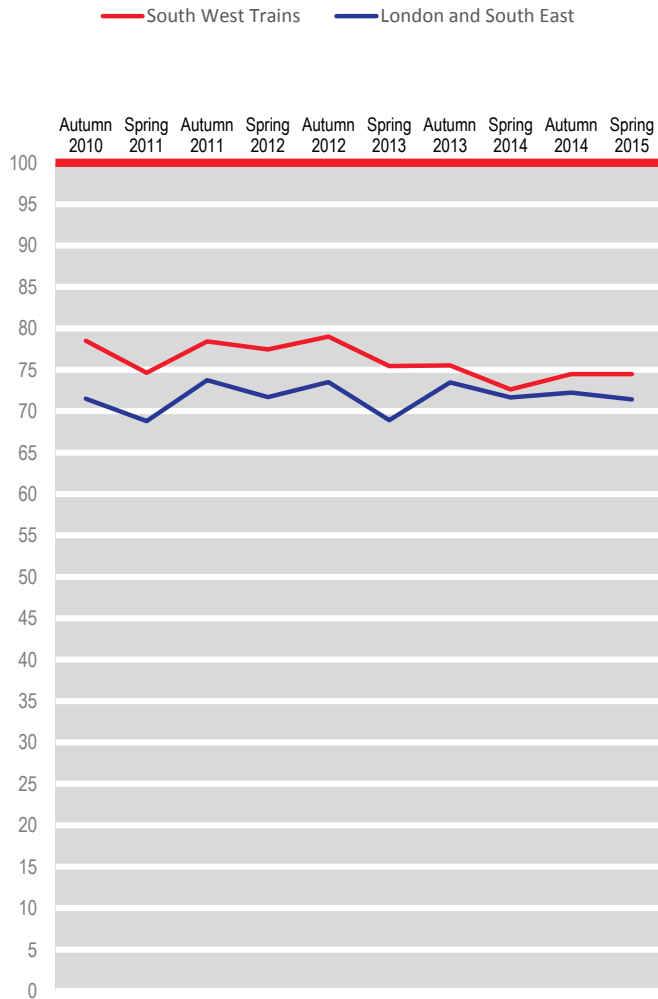
Percentage of passengers satisfied 2010 to 2015



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

The cleanliness of the outside of the train (1760)

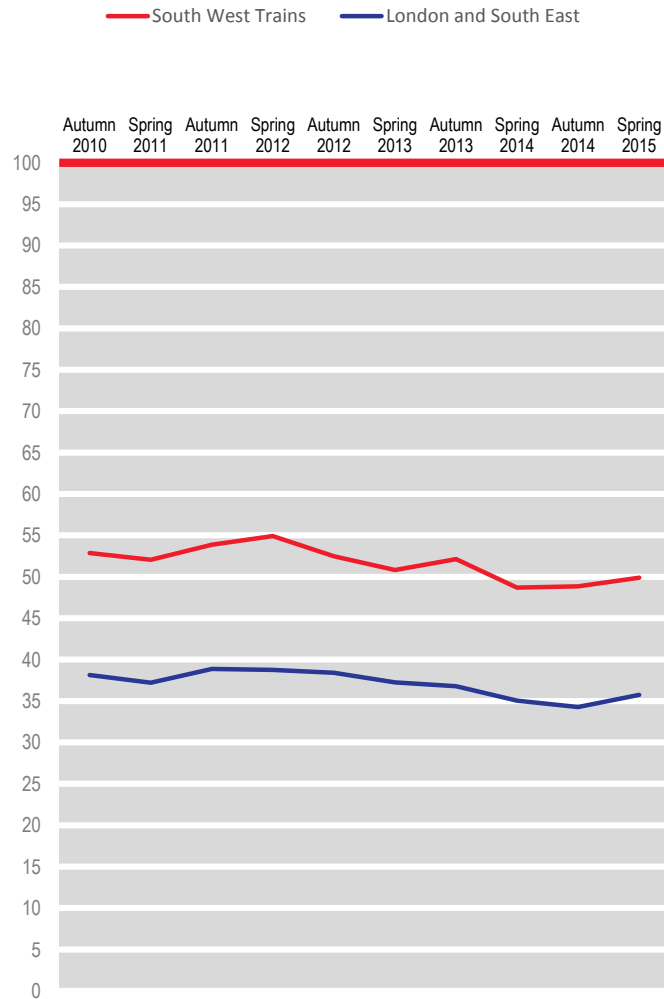
Percentage of passengers satisfied 2010 to 2015



The availability of staff on the train

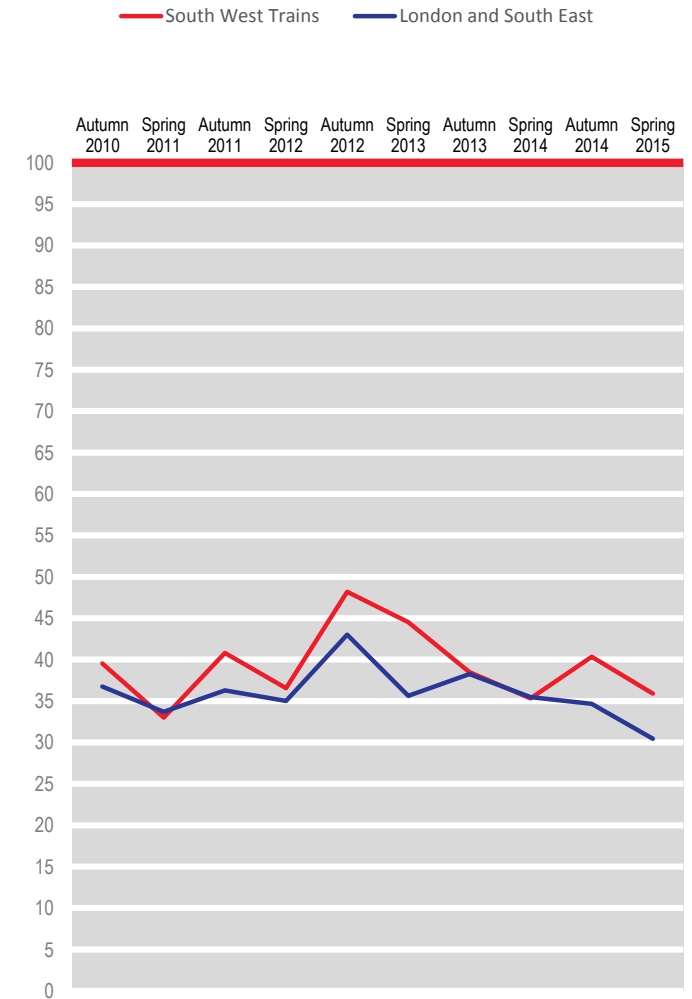
(1686)

Percentage of passengers satisfied 2010 to 2015



How well train company dealt with delays (387)

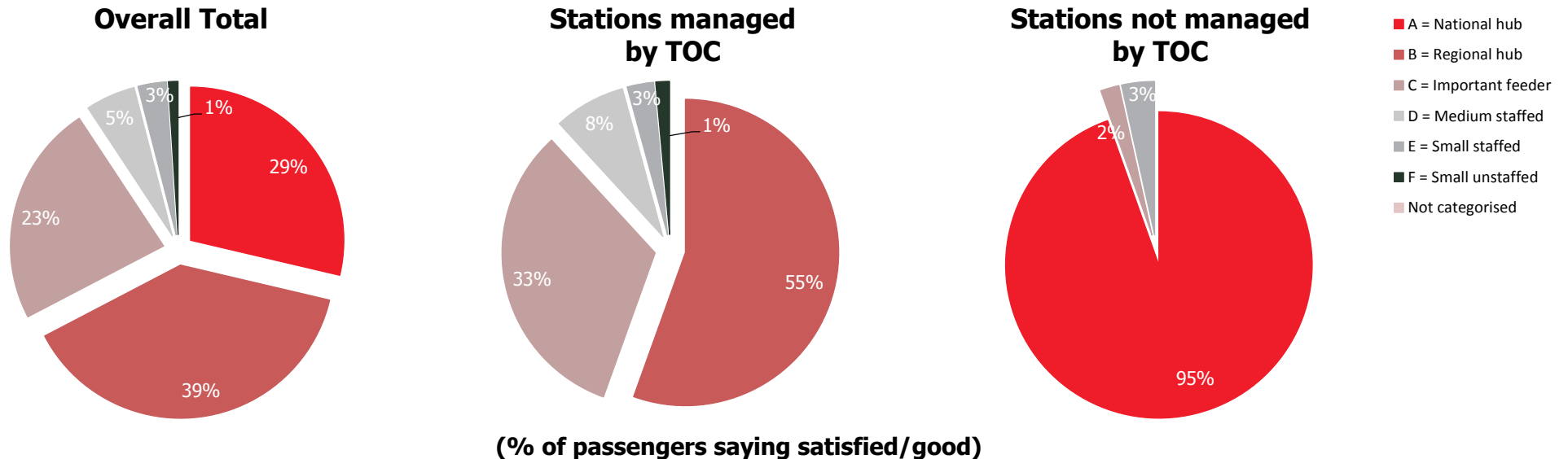
Percentage of passengers satisfied 2010 to 2015



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

Managed versus non-managed stations for South West Trains

(% 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	74	-	88
Ticket buying facilities	74	-	77
Provision of information about train times/platforms	80	-	90
The upkeep/repair of the station buildings/platforms	60	-	80
Cleanliness	66	-	80
The facilities and services	53	-	70
The attitudes and helpfulness of the staff	71	-	67
Connections with other forms of public transport	70	-	87
Facilities for car parking	47	-	48
Overall environment	62	-	78
Your personal security whilst using the station	68	-	72
The availability of staff	54	-	59
The provision of shelter facilities	60	-	71
Availability of seating	43	+	25
How request to station staff was handled	89	-	85
The choice of shops/eating/drinking facilities available	45	-	73

South West Trains

(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	78	+	71	81		82
STATION FACILITIES						
Overall satisfaction with the station	81	+	73	77		76
Ticket buying facilities	76		71	74		72
Provision of information about train times/platforms	84	+	76	83	+	79
The upkeep/repair of the station buildings/platforms	71	+	61	65		61
Cleanliness	74		70	69	+	65
The facilities and services	64	+	50	57		54
The attitudes and helpfulness of the staff	70		66	70		71
Connections with other forms of public transport	79		76	75		72
Facilities for car parking	42		48	48		41
Overall environment	73	+	64	65		64
Your personal security whilst using the station	71		66	69		69
The availability of staff	57		56	55		58
The provision of shelter facilities	64		58	62		61
Availability of seating	32		28	39		38
How request to station staff was handled	88		66	88		87
The choice of shops/eating/drinking facilities available	61	+	50	52		52
TRAIN FACILITIES						
Overall satisfaction with the train	76	+	66	79		80
The frequency of the trains on that route	74		70	74		75
Punctuality/reliability (i.e. the train arriving/departing on time)	72		71	77		78
The length of time the journey was scheduled to take (speed)	73		70	80		82
Connections with other train services	70		66	75		73
The value for money of the price of your ticket	23		28	38		39
Cleanliness of the train	76		72	71		71
Upkeep and repair of the train	76		71	76		77
The provision of information during the journey	68		65	72		71
The helpfulness and attitude of staff on train	71		64	67		68
The space for luggage	52	+	40	55		57
The toilet facilities	29	+	19	33		34
Sufficient room for all passengers to sit/stand	37	+	29	68		69
The comfort of the seating area	61	+	50	74		74
The ease of being able to get on and off	71	+	56	81		79
Your personal security on board	80	+	67	80		82
The cleanliness of the inside	75		71	72		74
The cleanliness of the outside	75		69	75		74
The availability of staff	46		46	51		50
How well train company deals with delays	27		31	40		37

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

South West Trains

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	80		78	80	-	88
STATION FACILITIES						
Overall satisfaction with the station	78	+	74	76		84
Ticket buying facilities	76		71	71		78
Provision of information about train times/platforms	84	+	78	79		80
The upkeep/repair of the station buildings/platforms	67	+	60	62		63
Cleanliness	70	+	65	70		71
The facilities and services	61	+	53	44	-	56
The attitudes and helpfulness of the staff	70		68	69		80
Connections with other forms of public transport	77	+	72	71		79
Facilities for car parking	47		44	46		31
Overall environment	69	+	63	59	-	70
Your personal security whilst using the station	70		67	68		75
The availability of staff	58		57	40	-	60
The provision of shelter facilities	63	+	59	56	-	69
Availability of seating	38		35	35		43
How request to station staff was handled	86		82	94		89
The choice of shops/eating/drinking facilities available	55		51	47		54
TRAIN FACILITIES						
Overall satisfaction with the train	78		75	81	-	90
The frequency of the trains on that route	74		72	75		81
Punctuality/reliability (i.e. the train arriving/departing on time)	75		75	83		89
The length of time the journey was scheduled to take (speed)	78		78	80	-	89
Connections with other train services	73		69	83		87
The value for money of the price of your ticket	32		33	50		60
Cleanliness of the train	72		70	74		80
Upkeep and repair of the train	76		74	79		86
The provision of information during the journey	70		68	75		78
The helpfulness and attitude of staff on train	67		67	77		69
The space for luggage	53		52	60		57
The toilet facilities	30		28	44		41
Sufficient room for all passengers to sit/stand	58		57	74		74
The comfort of the seating area	70		66	77		82
The ease of being able to get on and off	78	+	72	80		86
Your personal security on board	79		77	83		87
The cleanliness of the inside	72		72	79		83
The cleanliness of the outside	73		71	81		80
The availability of staff	47		48	65	+	52
How well train company deals with delays	34		34	46		45

5 5.4 Sector weekday/weekend satisfaction scores

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

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

South West Trains London and
South East

South West Trains London and
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DELAY

None	75	74
Minor	21	20
Major	3	4

LENGTH OF DELAY

5 minutes or less	46	38
6-10 minutes	25	27
11-20 minutes	15	16
21-30 minutes	4	7
31-60 minutes	3	4
More than 1 hour	1	2
Don't know/no answer	6	6

AMOUNT INFORMATION PROVIDED ABOUT THE DELAY

Very well	15	12
Fairly well	29	28
Neither well nor poorly	25	20
Fairly poorly	14	18
Very poorly	17	21

SPEED WITH WHICH INFORMATION WAS PROVIDED

Very well	16	13
Fairly well	28	28
Neither well nor poorly	28	24
Fairly poorly	13	16
Very poorly	15	19

ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY

Very well	15	13
Fairly well	33	30
Neither well nor poorly	25	22
Fairly poorly	12	17
Very poorly	15	19

TIME TAKEN TO RESOLVE THE PROBLEM

Very well	13	9
Fairly well	22	21
Neither well nor poorly	35	33
Fairly poorly	14	15
Very poorly	17	23

USEFULNESS OF THE INFORMATION

Very well	15	13
Fairly well	28	27
Neither well nor poorly	28	26
Fairly poorly	14	15
Very poorly	15	19

AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE

Very well	7	5
Fairly well	11	16
Neither well nor poorly	33	28
Fairly poorly	21	17
Very poorly	29	34

6 6.2 Passenger experience relating to disability

South West Trains London and
South East

South West Trains London and
South East

DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	2	1
Mobility	2	2
Dexterity	0	0
Learning or understanding or concentrating	0	1
Memory	0	0
Mental health	1	2
Stamina or breathing or fatigue	1	1
Socially or behaviourally	1	0
Other	2	2
None	90	89
No answer	2	2

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

Yes, a lot	5	7
Yes, a little	44	43
Not at all	44	46

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

Yes	2	2
No	98	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	38	38
Fairly satisfied	30	32
Neither satisfied nor dissatisfied	21	19
Fairly dissatisfied	7	7
Very dissatisfied	4	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	27	30
Fairly satisfied	35	39
Neither satisfied nor dissatisfied	26	19
Fairly dissatisfied	6	7
Very dissatisfied	7	6

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	74	69
Fairly satisfied	-	15
Neither satisfied nor dissatisfied	-	7
Fairly dissatisfied	26	5
Very dissatisfied	-	4

South West Trains London and
South East

South West Trains London and
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	46	44	White	88	86
Female	52	54	Mixed	2	2
			Asian or Asian British	3	4
			Black or Black British	3	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	2	1	Commuter	53	51
19-25	9	8	Business	15	15
26-34	15	15	Leisure	32	34
35-44	18	18			
45-54	23	23			
55-59	10	11			
60-64	8	9			
65+	14	13			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	65	63	Yes	72	71
Working Part Time	14	15	No	28	29
Not Working	3	3			
Retired	13	13			
Full Time Student	4	4			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			WEEKDAY/WEEKEND		
Professional/Senior Managerial	46	41	Weekday	85	86
Middle Managerial	15	17	Weekend	15	14
Junior Managerial/Clerical/Supervisory	10	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	6			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2			
Retired	13	12			
Unemployed/between jobs	0	1			
Housewife/house-husband	0	0			
Other	5	5			
			TIME OF TRAVEL		
			Peak	22	22
			Off-peak	78	78
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	6	7
			Yes asked for information	5	7
			Could not find anyone to ask	2	2
			No	85	83
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	92	91
			Yes, at work	68	66
			No	5	5

South West Trains London and
South East

South West Trains London and
South East

TRAVELLING ALONE OR WITH OTHERS

Alone	85	85
With other adults 16+	12	12
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	13	12
Pushchair	1	1
Folding bicycle	1	1
Non-folding bicycle	1	1
Dog	0	0
Wheelchair	0	0
Helper	0	0
Mobility scooter	0	0
None apply	82	84

TYPE OF TICKET USED FOR JOURNEY

Anytime single/return	11	9
Anytime day single/return	12	10
Off-peak/super off-peak single/return	10	8
Off-peak/super off-peak day single/return	8	7
Advance	3	3
Day travelcard	8	6
Oyster pay as you go	12	15
Weekly or monthly season ticket	17	17
Annual season ticket	11	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	0	1
Free travel pass (e.g. Freedom Pass)	4	6
Other	2	3
Don't know/no answer	3	2

POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING

Better telephone enquiry/booking service	4	5
Better internet enquiry/booking service	19	18
Better information facilities at stations	16	20
Better route maps of the rail network	14	15
Make timetables easier to read	13	17
Better ticket buying facilities at station ticket offices	17	18
Better ticket buying facilities at station ticket machines	18	17
Better promotion when advanced tickets available	26	22
Other	13	12
None of these	27	26

Station sample sizes for South West Trains

Station	Unweighted	Station	Unweighted
London Waterloo	478	New Milton	18
Wimbledon	124	Sherborne	17
Clapham Junction	76	Southampton Airport Parkway	17
Winchester	73	Poole	17
Exeter St Davids	72	Axminster	17
Ryde Pier Head	67	Havant	17
Southampton Central	58	Bournemouth	15
Vauxhall	54	Ashtead	14
Woking	53	Andover	13
Petersfield	52	Aldershot	12
Basingstoke	50	Barnes	11
Guildford	45	Kingston	10
Teddington	44	Wokingham	10
Richmond (Surrey)	41	Sandown	9
Surbiton	36	Ryde St Johns Road	9
Shanklin	36	Fratton	9
Honiton	36	Winnesh	8
Raynes Park	31	Lake (Isle Of Wight)	7
Godalming	28	Chessington North	7
Exeter Central	28	Ryde Esplanade	6
Portsmouth Harbour	26	Weymouth	6
Farnborough Main	26	Wandsworth Town	5
Salisbury	25	Horsley	5
Ash Vale	24	Crewkerne	5
Hampton Court	24	Pinhoe	5
Windsor And Eton Riverside	24	Motspur Park	5
Earlsfield	24	Wool	5
Twickenham	23	Liphook	4
Bristol Temple Meads	23	Yeovil Junction	4
Fareham	22	Bath Spa	3
Putney	22	Brading	3
West Byfleet	21	Syon Lane	3
Reading	20	Ash	2
Farnham	20	Templecombe	2
Eastleigh	20	Feniton	1
St Margarets (Middlesex)	19	Smallbrook Junction	1
Weybridge	19	Woolston	1
Staines	19	Gillingham (Dorset)	1

7 7.3 Weighted sample profile

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

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

7 7.4 Unweighted sample profile

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

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

The following reports are produced each wave:

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

Sector definitions

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

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

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

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

Abellio Greater Anglia: West Anglia Outer

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Coast: London – Yorkshire

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

East Coast: London – Scotland – North East

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

East Coast: London – East Midlands/East of England

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

East Coast: Non-London journeys

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

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/ Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

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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