



# National Rail Passenger Survey East Coast TOC Report Spring 2015 (Wave 32)

(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)

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# 1 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

### Spring 2015 (Wave 32)

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

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

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

### Autumn 2014 (Wave 31)

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

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

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

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

### **Spring 2014 (Wave 30)**

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

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

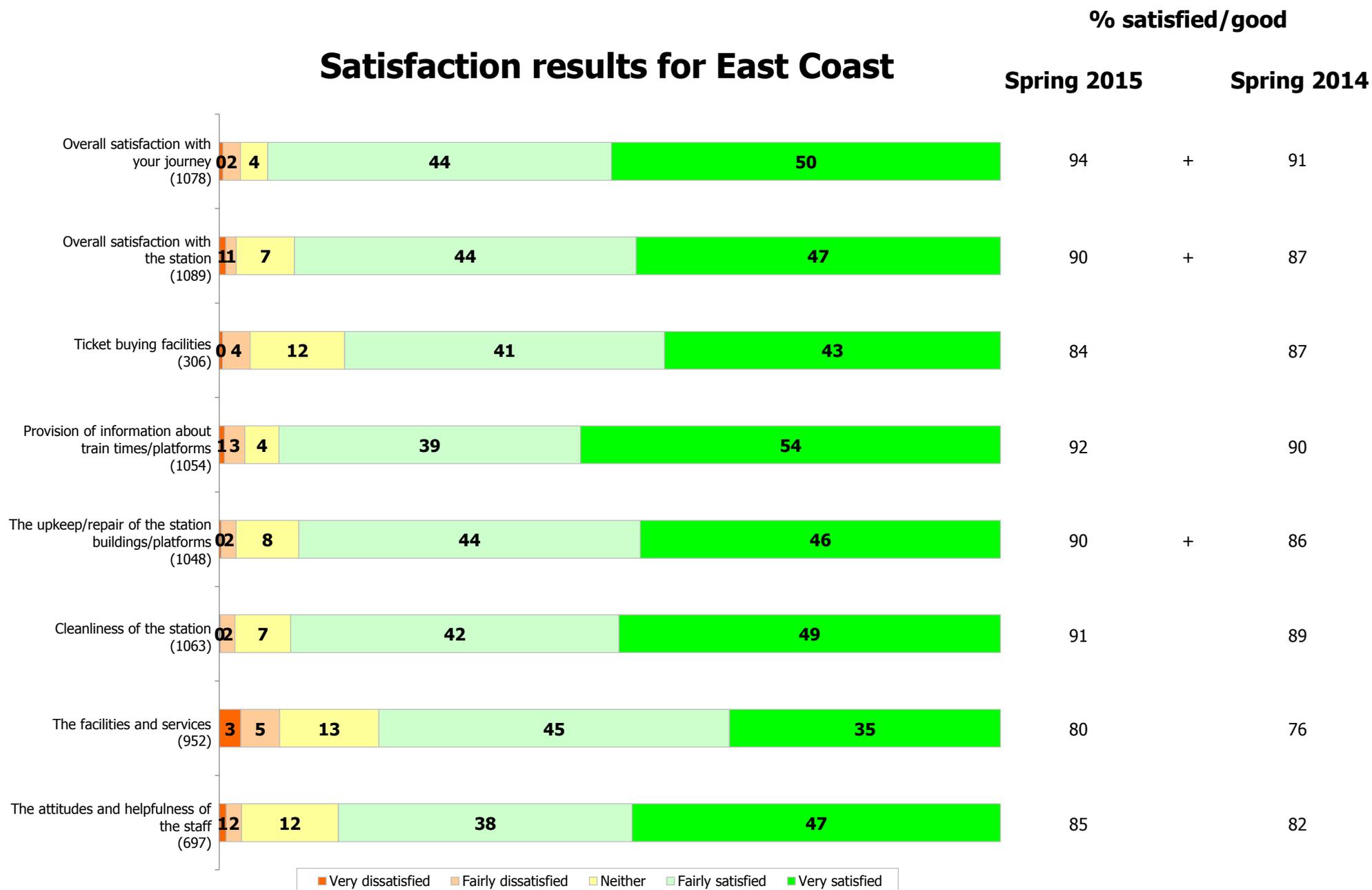
A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related her related issues this wave.

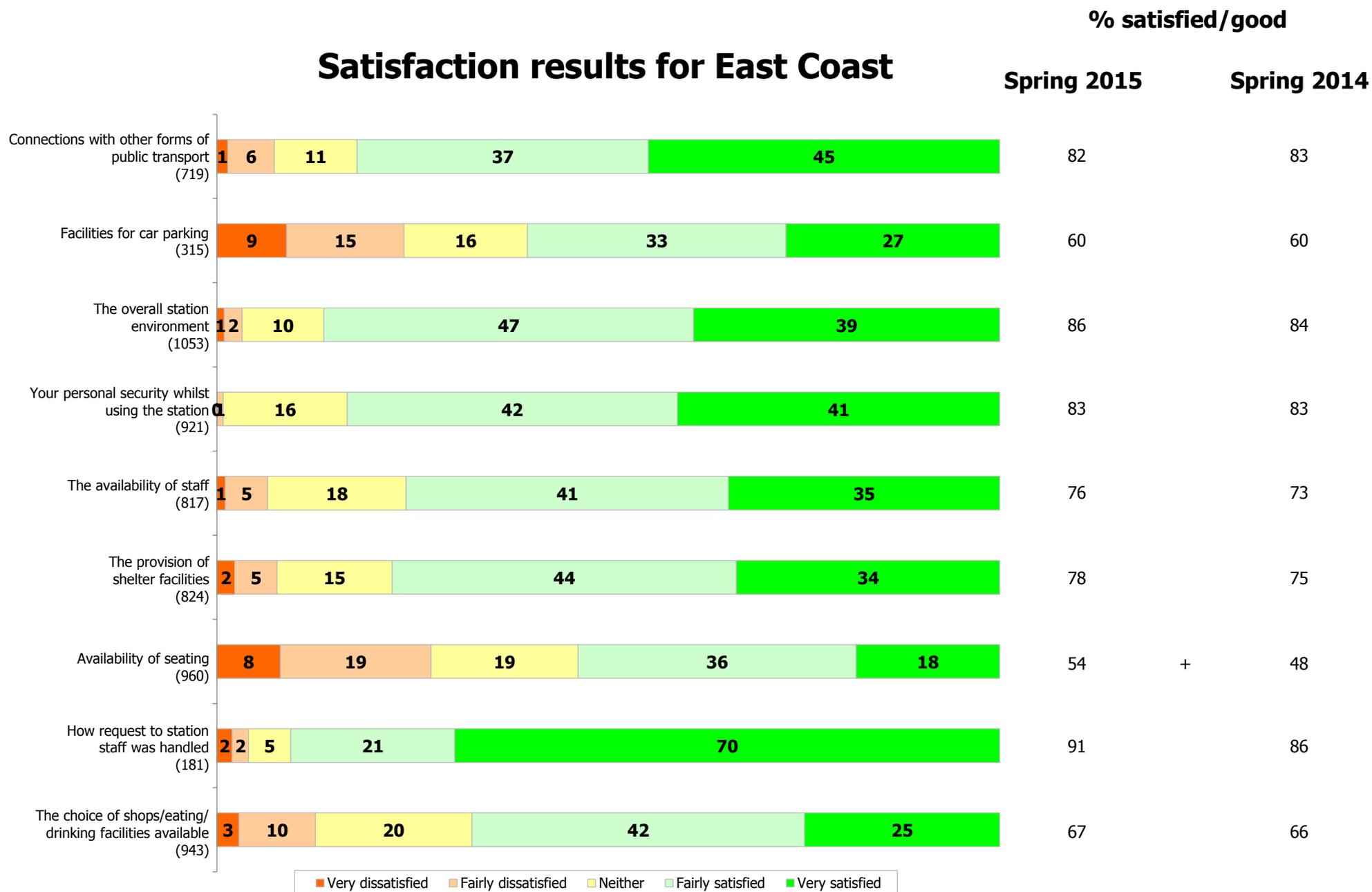
As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went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

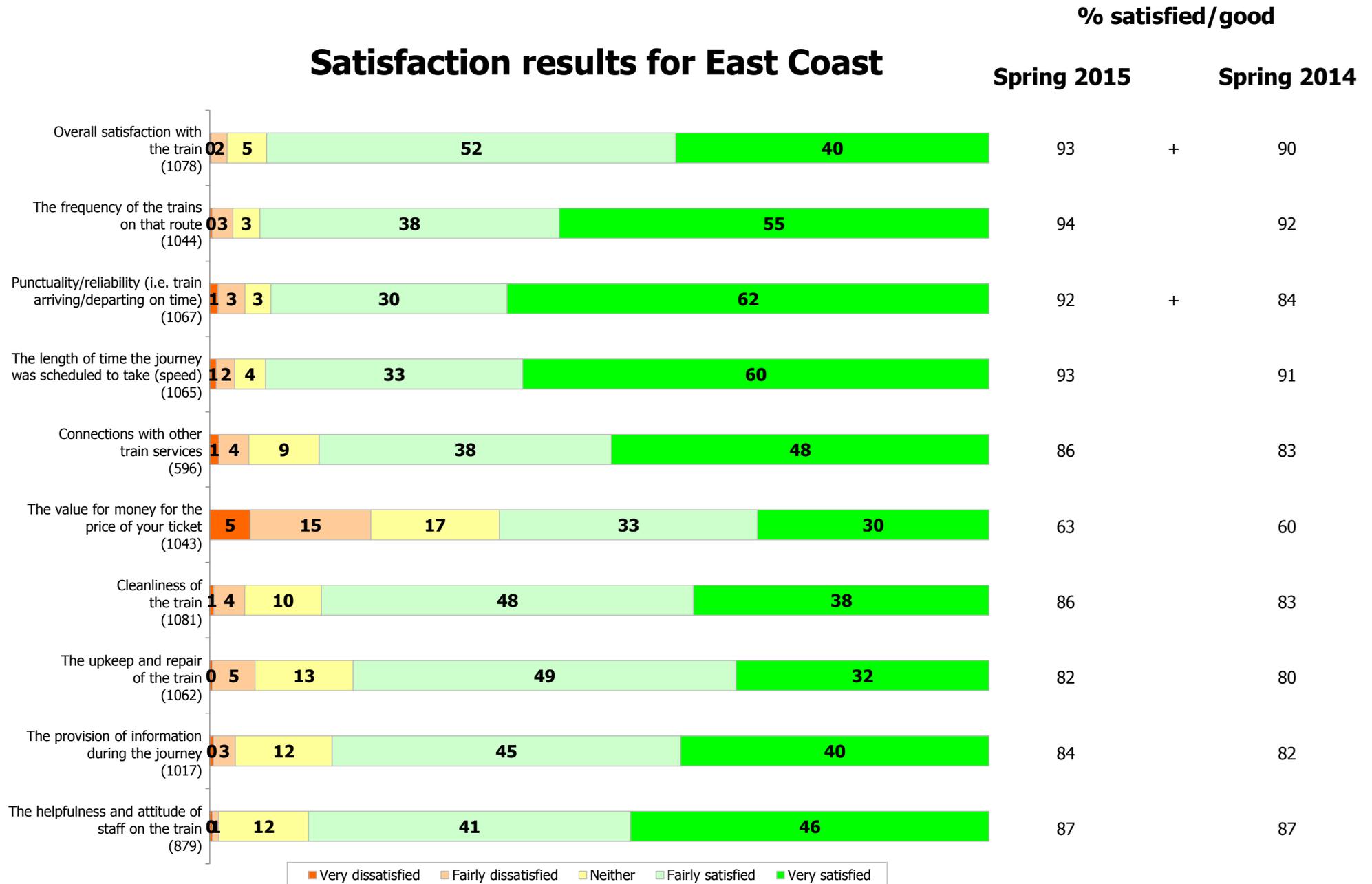
## 2 2.1 Overall satisfaction with your journey and station factors

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

### Satisfaction results for East Coast





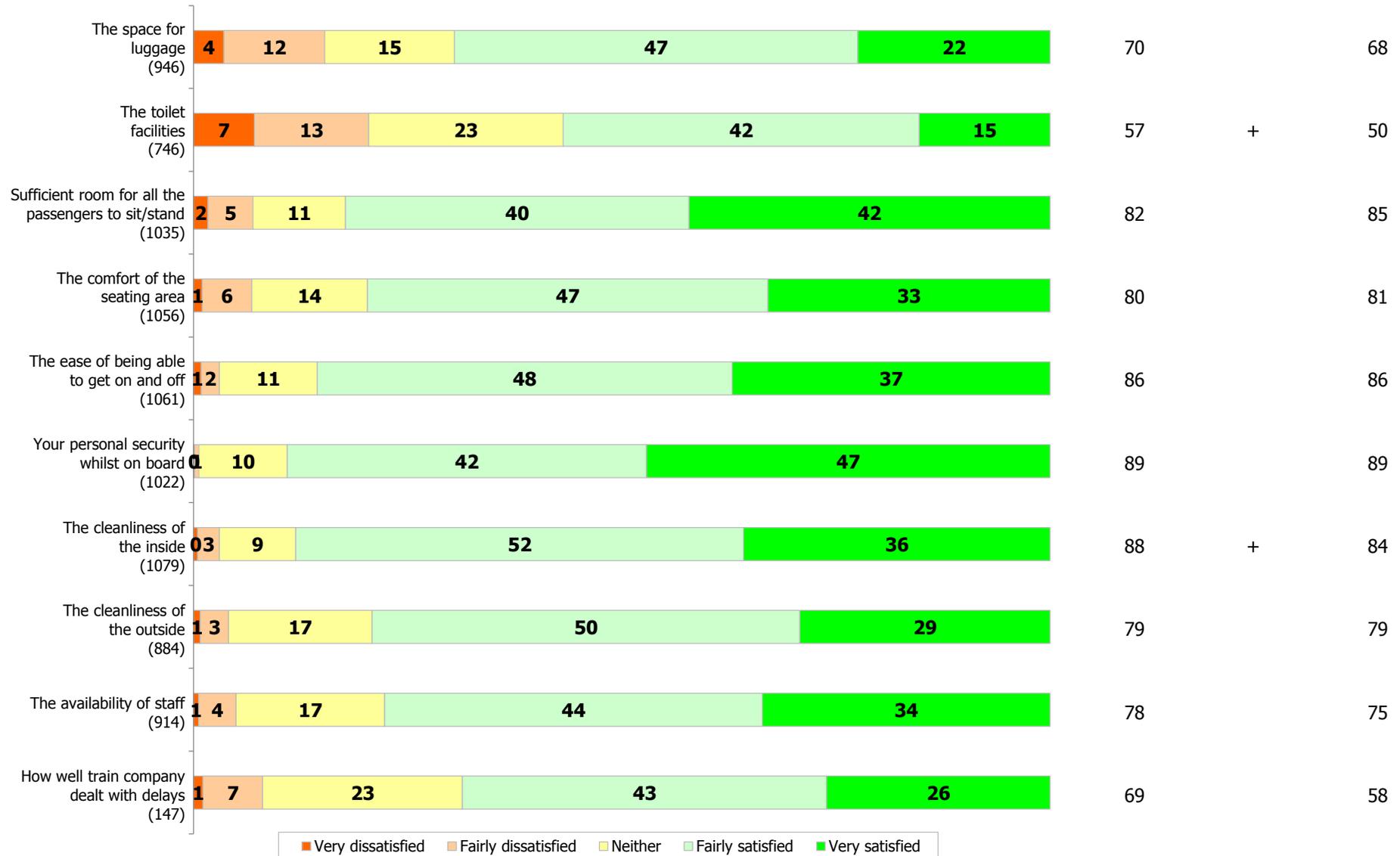


% satisfied/good

## Satisfaction results for East Coast

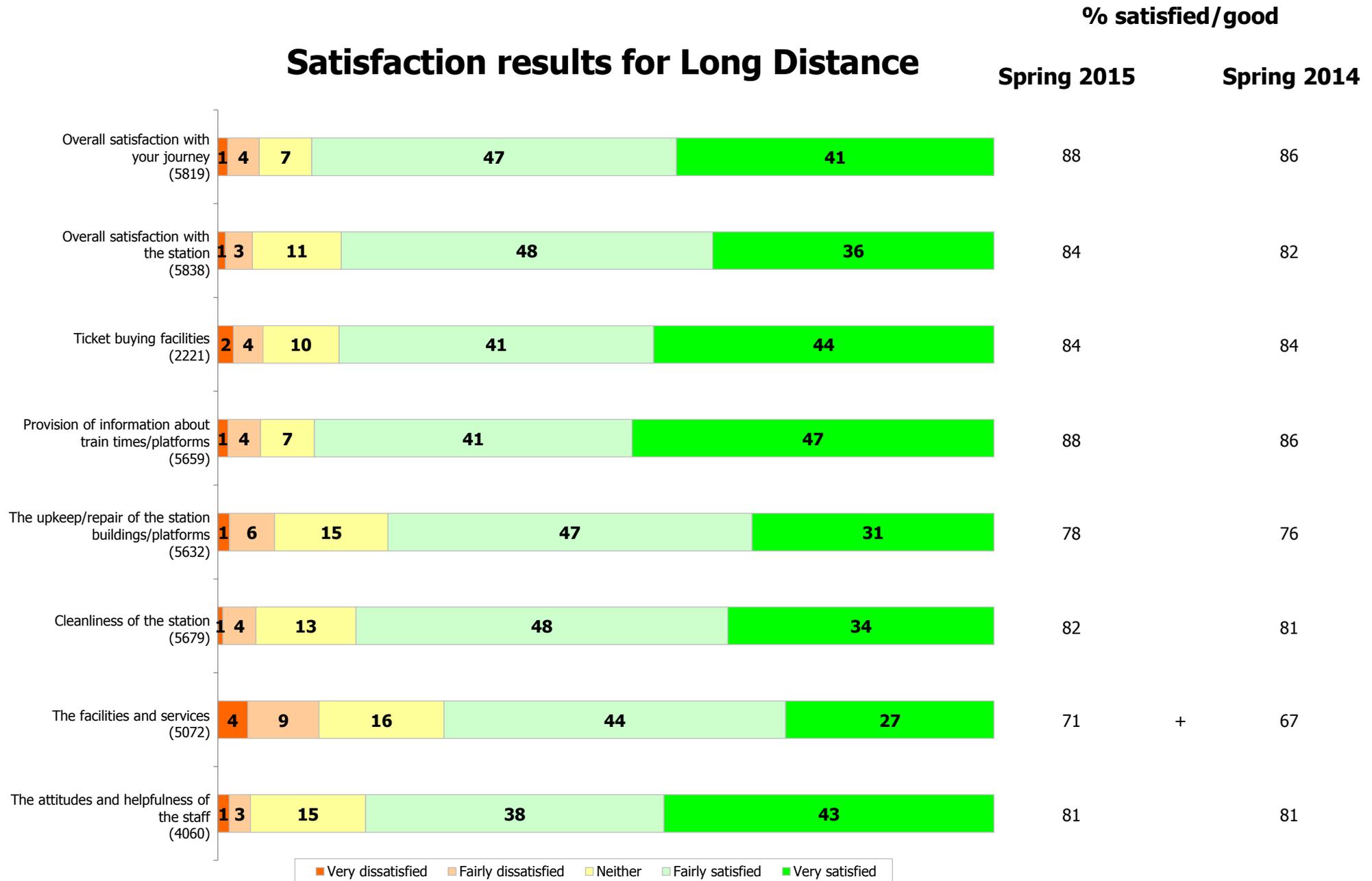
Spring 2015

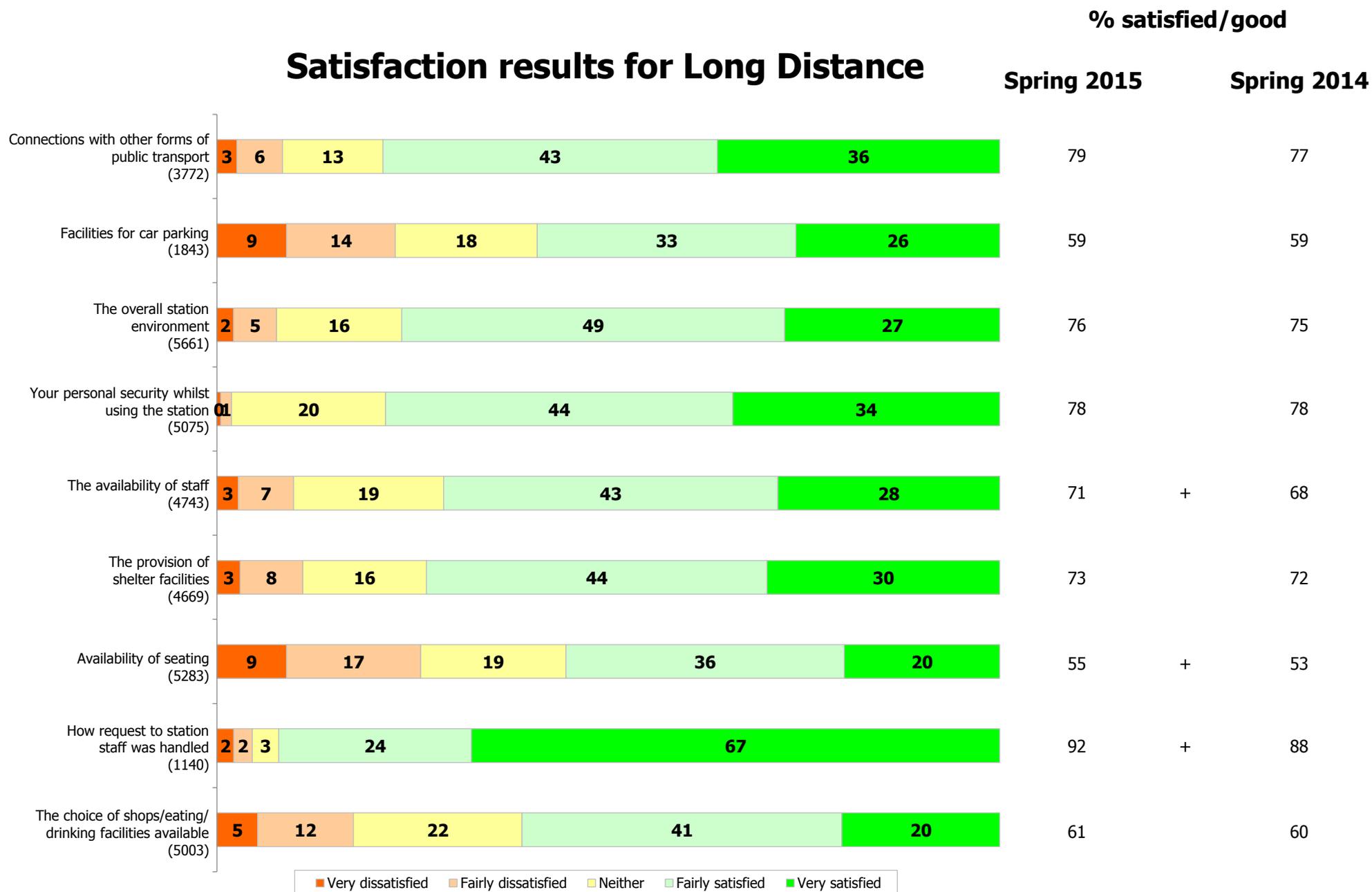
Spring 2014

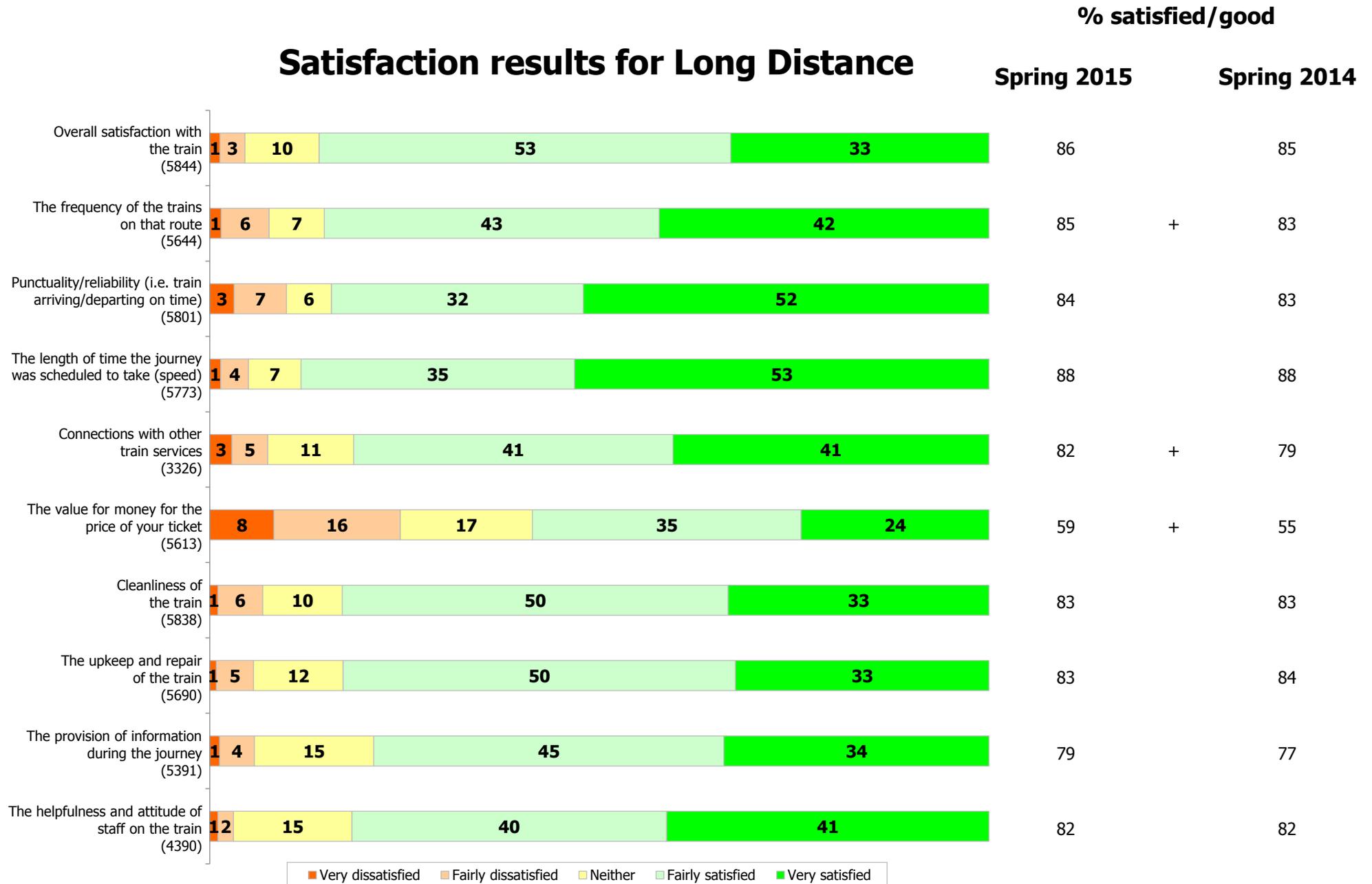


## 2 2.3 Overall satisfaction with your journey and station factors

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





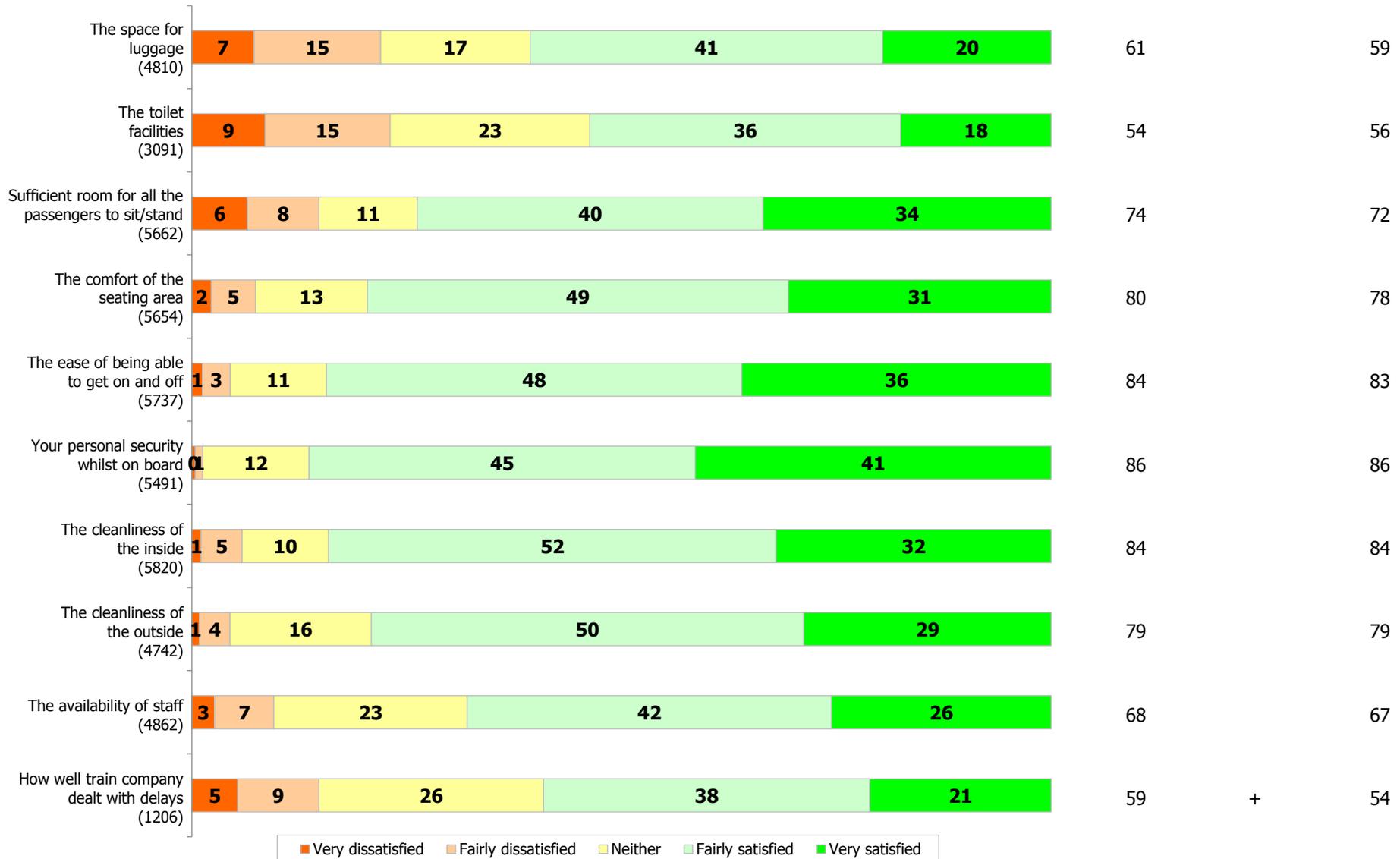


% satisfied/good

## Satisfaction results for Long Distance

Spring 2015

Spring 2014



## East Coast versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	94	88	107%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	90	84	107%
Ticket buying facilities	84	84	99%
Provision of information about train times/platforms	92	88	105%
The upkeep/repair of the station buildings/platforms	90	78	115%
Cleanliness	91	82	111%
The facilities and services	80	71	112%
The attitudes and helpfulness of the staff	85	81	105%
Connections with other forms of public transport	82	79	104%
Facilities for car parking	60	59	102%
Overall environment	86	76	113%
Your personal security whilst using the station	83	78	106%
The availability of staff	76	71	107%
The provision of shelter facilities	78	73	106%
Availability of seating	54	55	97%
How request to station staff was handled	91	92	99%
The choice of shops/eating/drinking facilities available	67	61	110%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	93	86	108%
The frequency of the trains on that route	94	85	110%
Punctuality/reliability (i.e. the train arriving/departing on time)	92	84	109%
The length of time the journey was scheduled to take (speed)	93	88	105%
Connections with other train services	86	82	105%
The value for money of the price of your ticket	63	59	107%
Cleanliness of the train	86	83	103%
Upkeep and repair of the train	82	83	98%
The provision of information during the journey	84	79	107%
The helpfulness and attitude of staff on train	87	82	107%
The space for luggage	70	61	115%
The toilet facilities	57	54	106%
Sufficient room for all passengers to sit/stand	82	74	112%
The comfort of the seating area	80	80	100%
The ease of being able to get on and off	86	84	101%
Your personal security on board	89	86	103%
The cleanliness of the inside	88	84	105%
The cleanliness of the outside	79	79	100%
The availability of staff	78	68	114%
How well train company deals with delays	69	59	116%

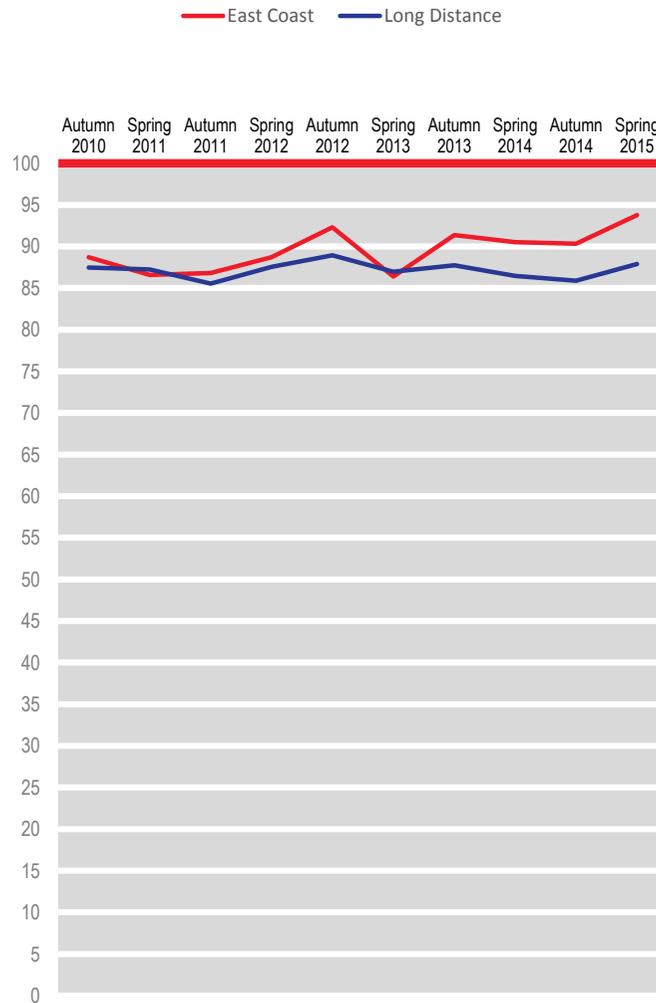
## Building block/route data for East Coast

	London to East Midlands/ East of England	London to Scotland/ North East	London to Yorkshire	Non-London Journeys
Overall satisfaction with your journey	93	95	93	94
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	89	93	91	88
Ticket buying facilities	81	85	82	87
Provision of information about train times/platforms	89	93	93	93
The upkeep/repair of the station buildings/platforms	92	94	95	82
Cleanliness	93	96	96	83
The facilities and services	76	86	81	75
The attitudes and helpfulness of the staff	78	85	83	88
Connections with other forms of public transport	77	89	86	73
Facilities for car parking	61	51	72	53
Overall environment	83	88	92	82
Your personal security whilst using the station	78	85	88	80
The availability of staff	70	75	73	80
The provision of shelter facilities	80	80	82	73
Availability of seating	47	46	50	64
How request to station staff was handled	97	93	87	90
The choice of shops/eating/drinking facilities available	60	71	76	60
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	91	93	94	92
The frequency of the trains on that route	94	96	95	91
Punctuality/reliability (i.e. the train arriving/departing on time)	87	96	92	92
The length of time the journey was scheduled to take (speed)	95	90	94	93
Connections with other train services	74	91	88	86
The value for money of the price of your ticket	60	60	63	65
Cleanliness of the train	90	88	85	84
Upkeep and repair of the train	78	82	85	80
The provision of information during the journey	76	85	87	84
The helpfulness and attitude of staff on train	83	82	90	90
The space for luggage	65	64	74	71
The toilet facilities	57	51	60	58
Sufficient room for all passengers to sit/stand	75	83	81	85
The comfort of the seating area	81	77	75	85
The ease of being able to get on and off	81	86	87	86
Your personal security on board	86	90	91	88
The cleanliness of the inside	90	89	88	87
The cleanliness of the outside	83	77	81	78
The availability of staff	70	78	79	78
How well train company deals with delays	61	77	76	59

# Percentage satisfaction with aspects of station where boarded

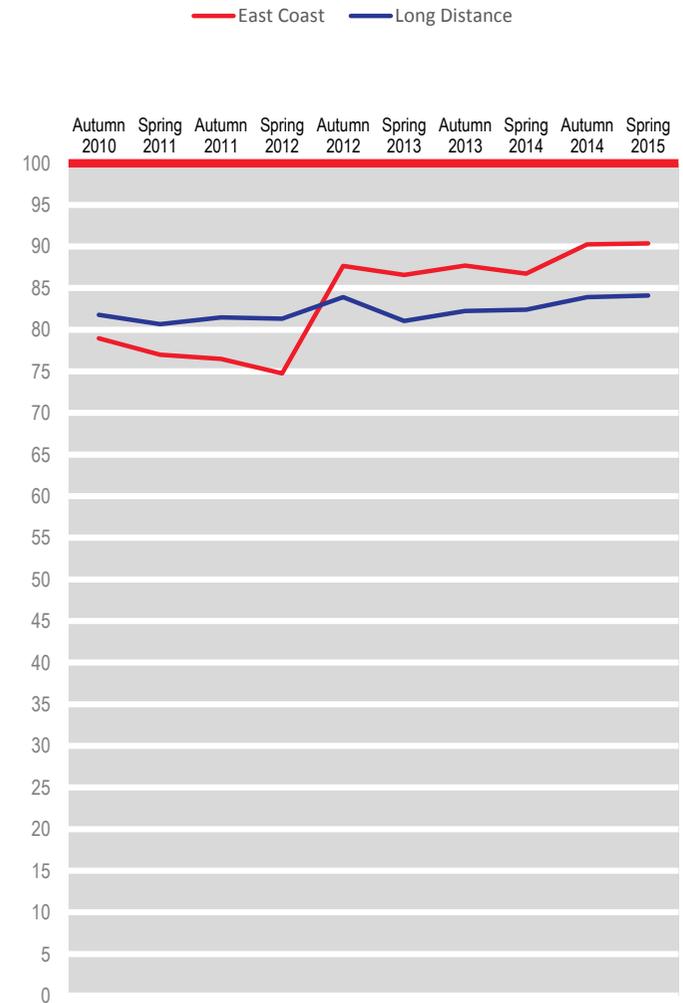
## Overall satisfaction with your journey

(1078)  
Percentage of passengers satisfied 2010 to 2015



## Overall station satisfaction

(1089)  
Percentage of passengers satisfied 2010 to 2015



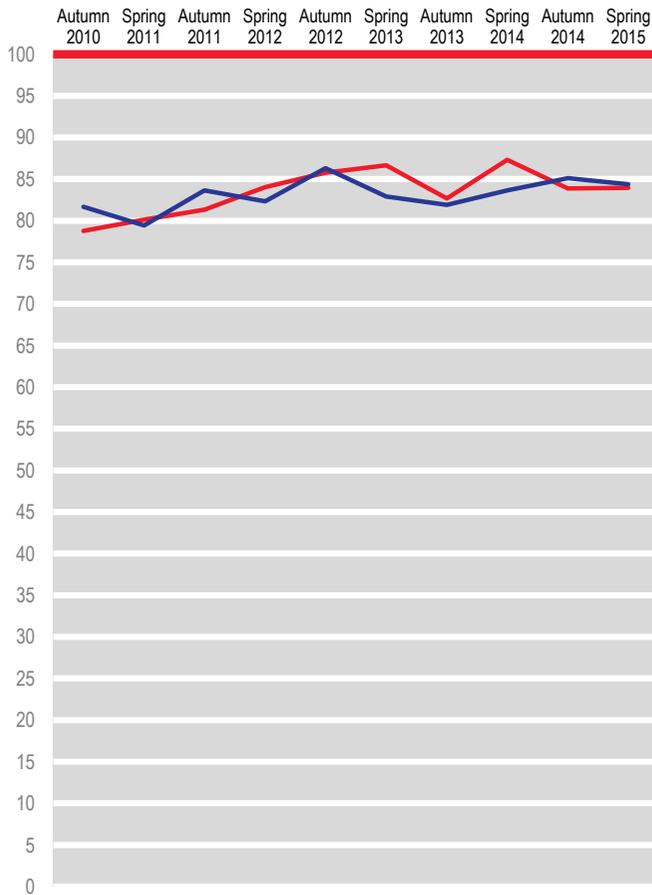
N.B. Benchmarks and targets are only shown for applicable factors

## Ticket buying facilities

(306)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

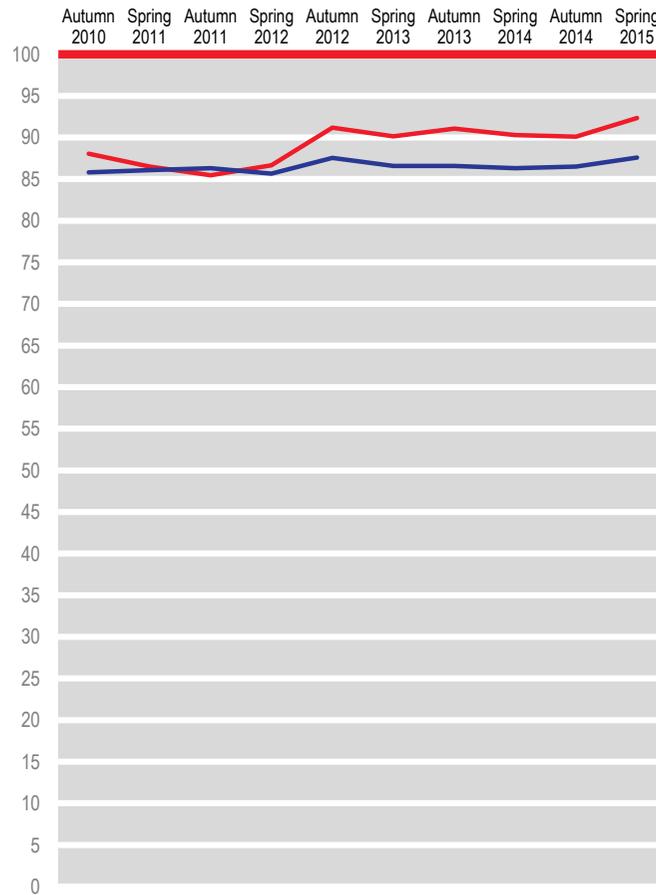


## Provision of information about train times/platforms

(1054)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

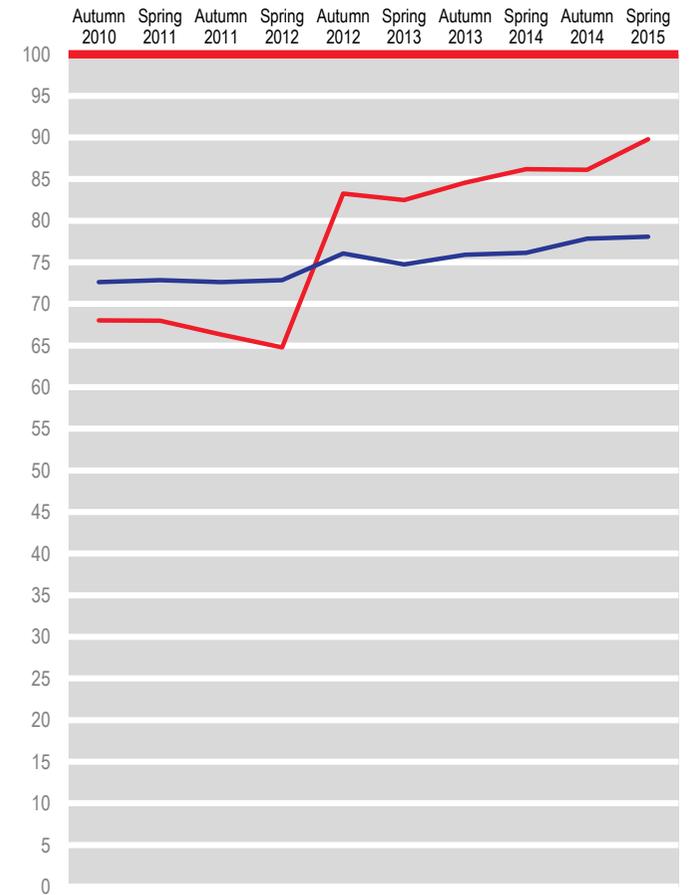


## The upkeep/repair of the station building/platforms

(1048)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

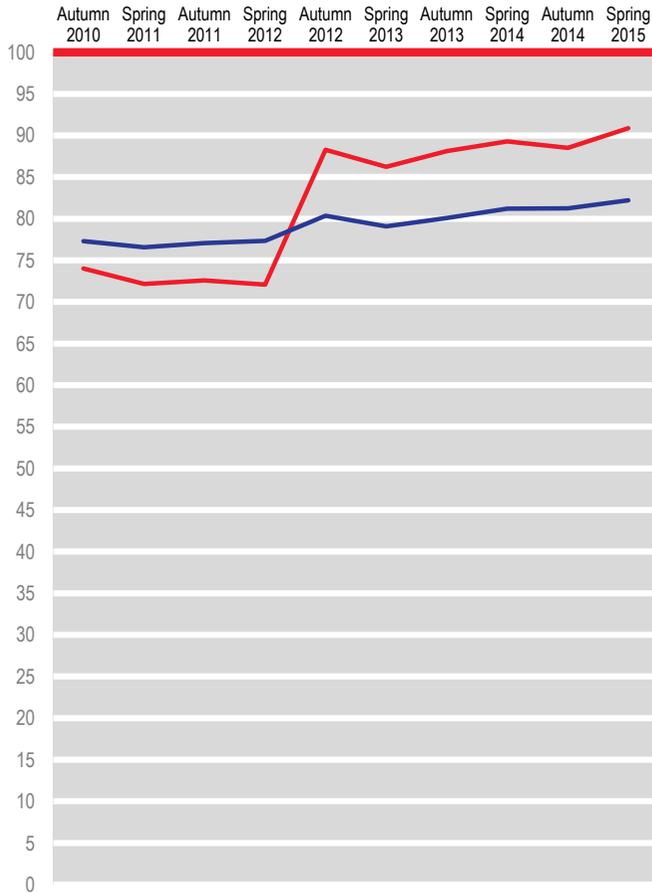


N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

**(1063)**  
Percentage of passengers satisfied 2010 to 2015

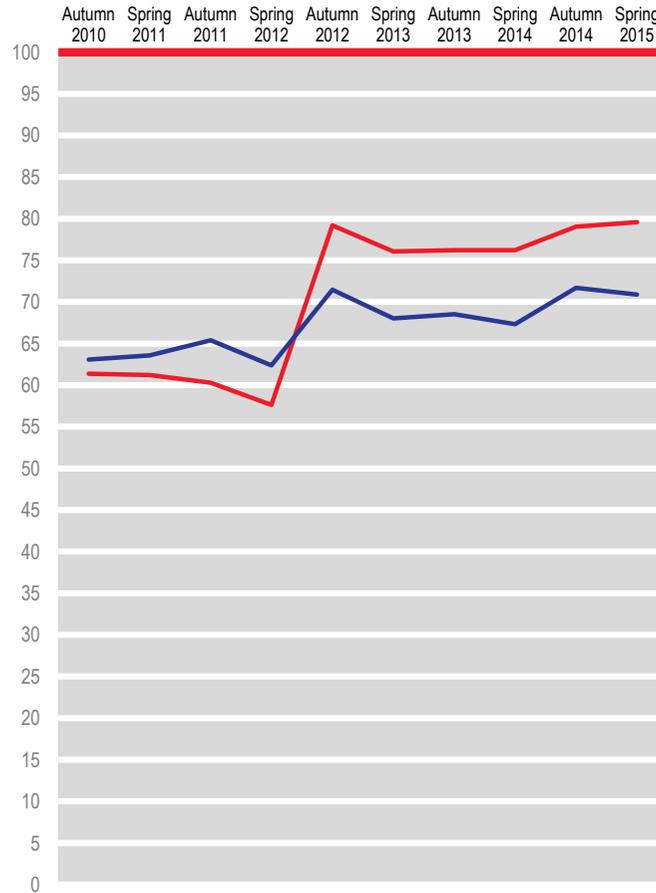
— East Coast — Long Distance



## The facilities and services at the station

**(952)**  
Percentage of passengers satisfied 2010 to 2015

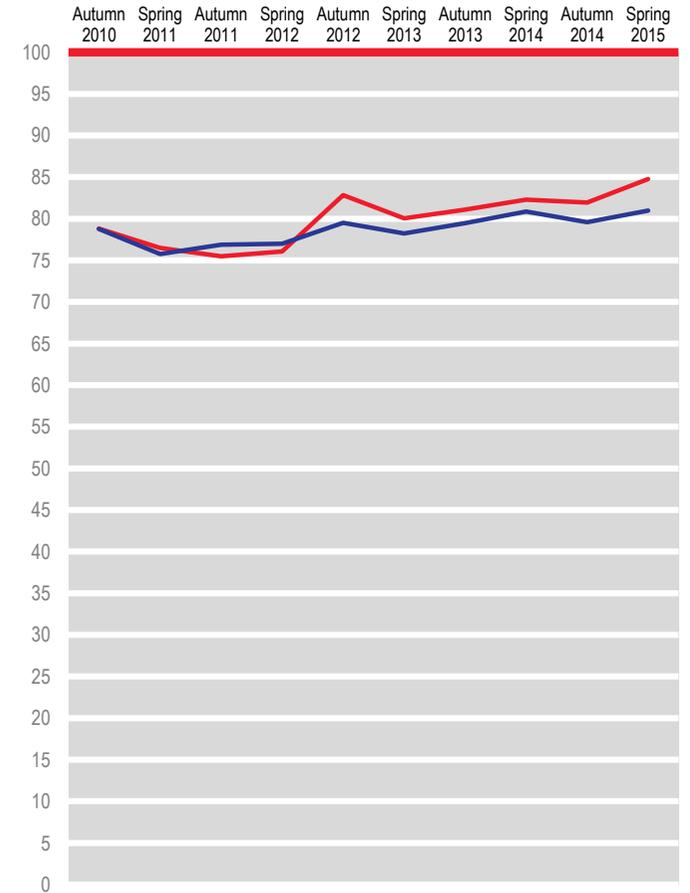
— East Coast — Long Distance



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

**(697)**  
Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

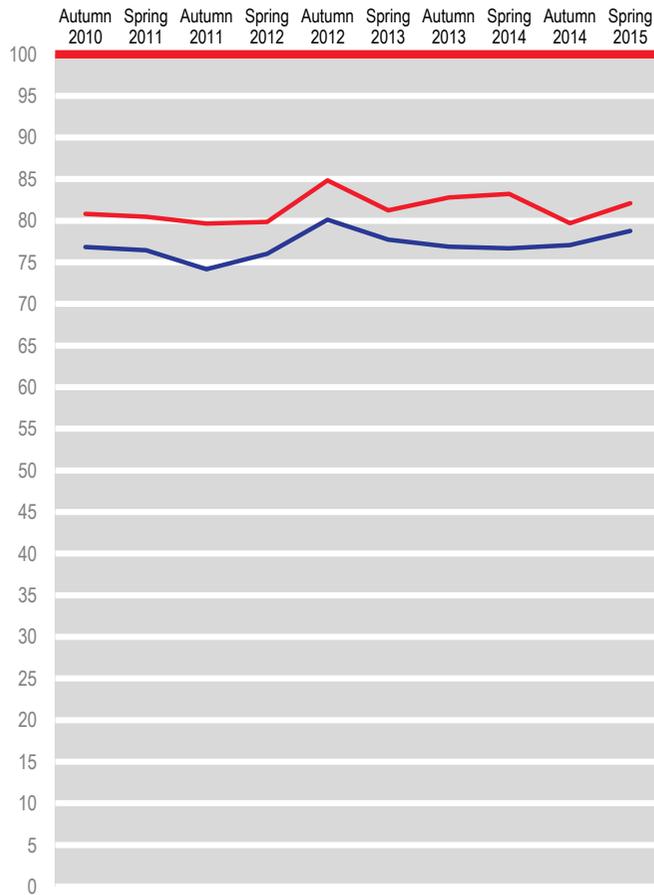


N.B. Benchmarks and targets are only shown for applicable factors

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

**(719)**  
Percentage of passengers satisfied 2010 to 2015

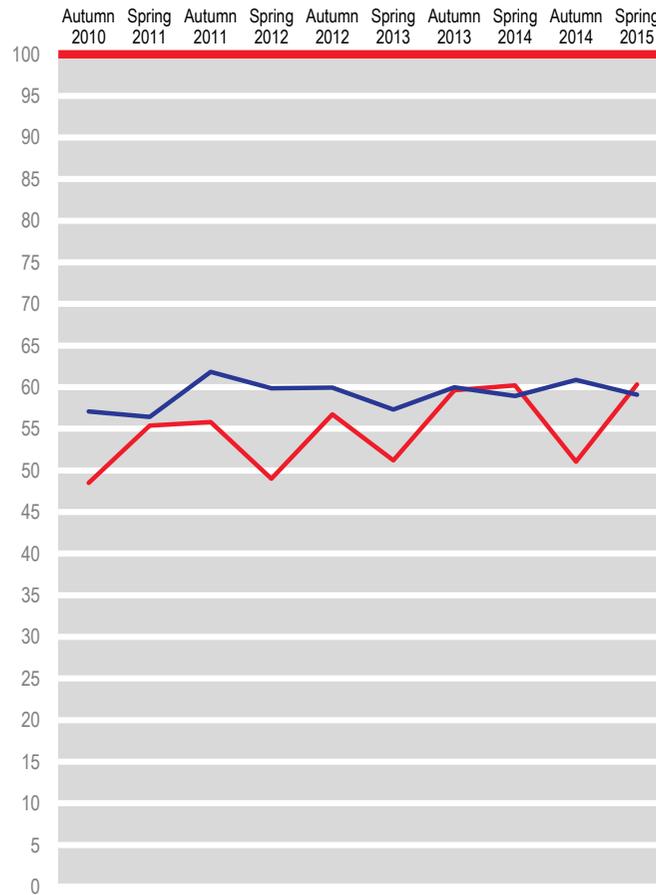
— East Coast — Long Distance



## Facilities for car parking at the station

**(315)**  
Percentage of passengers satisfied 2010 to 2015

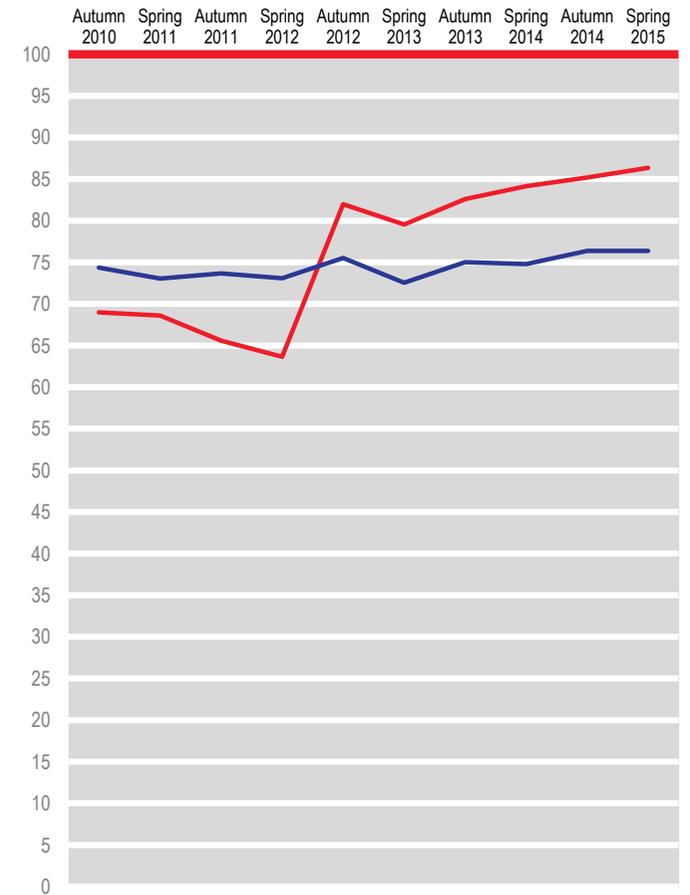
— East Coast — Long Distance



## Overall station environment

**(1053)**  
Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

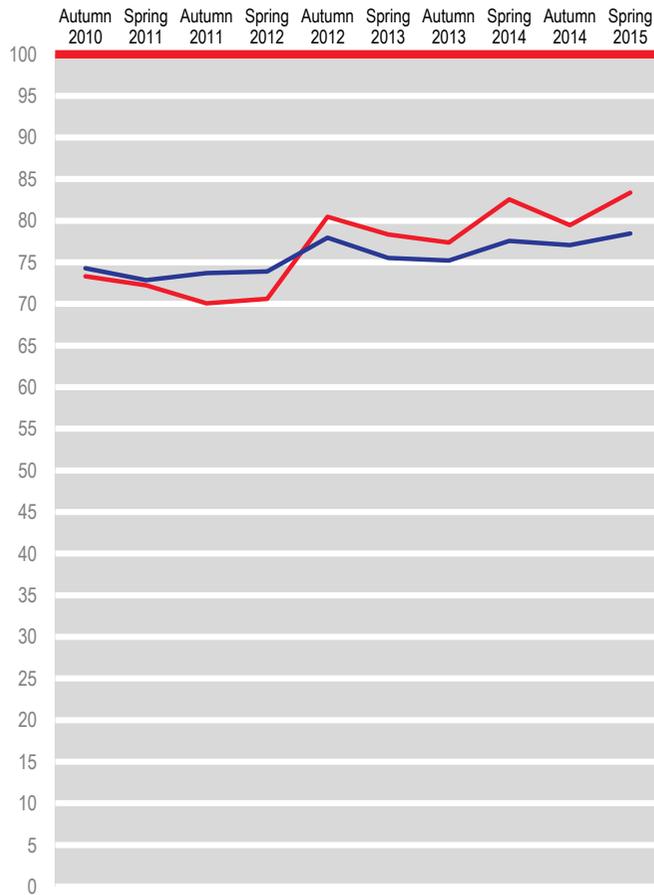


N.B. Benchmarks and targets are only shown for applicable factors

**Your personal security whilst using the station**

**(921)**  
Percentage of passengers satisfied 2010 to 2015

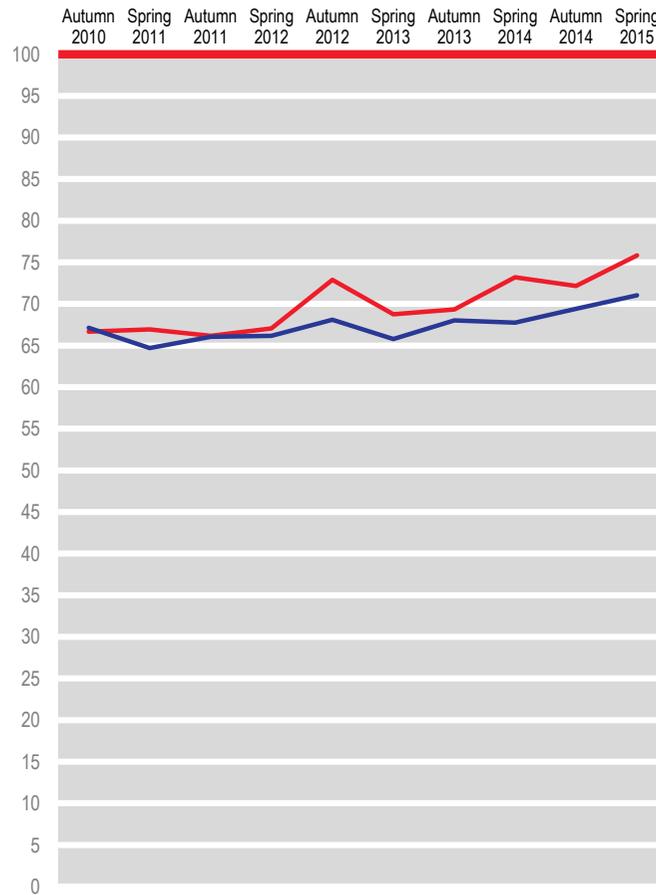
— East Coast — Long Distance



**The availability of staff at the station**

**(817)**  
Percentage of passengers satisfied 2010 to 2015

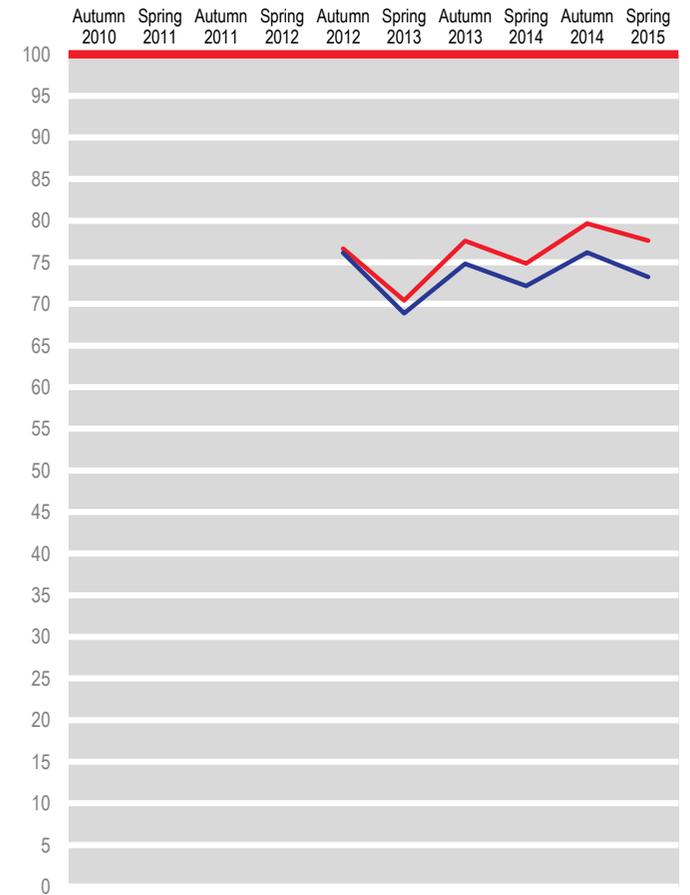
— East Coast — Long Distance



**The provision of shelter facilities**

**(824)**  
Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance



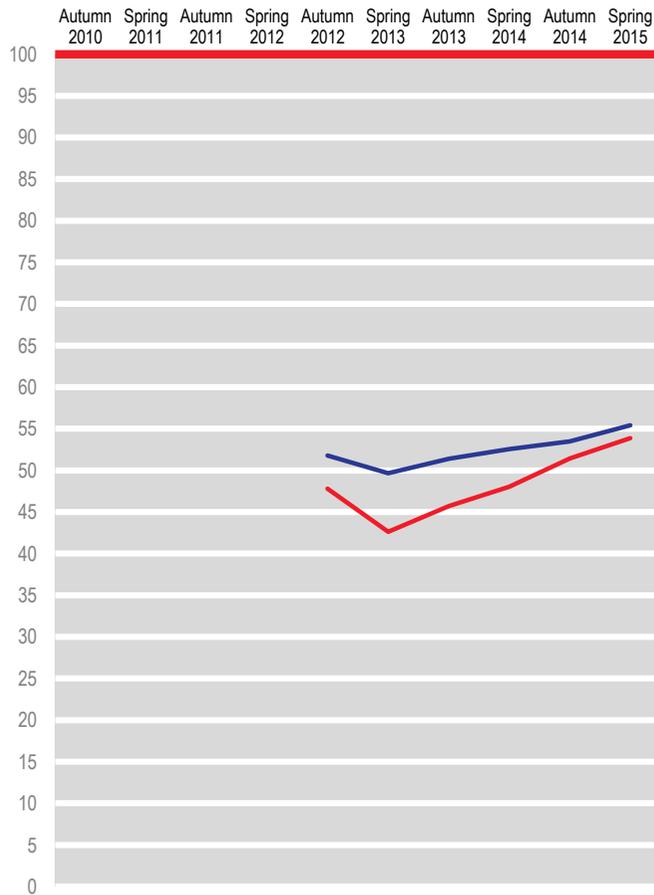
N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(960)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

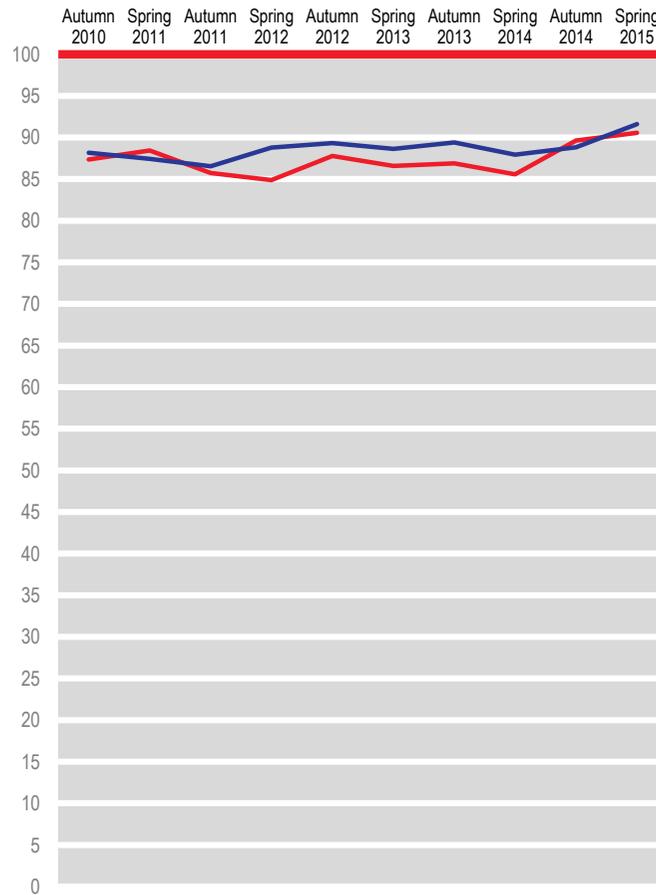


## How request to station staff was handled

(181)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

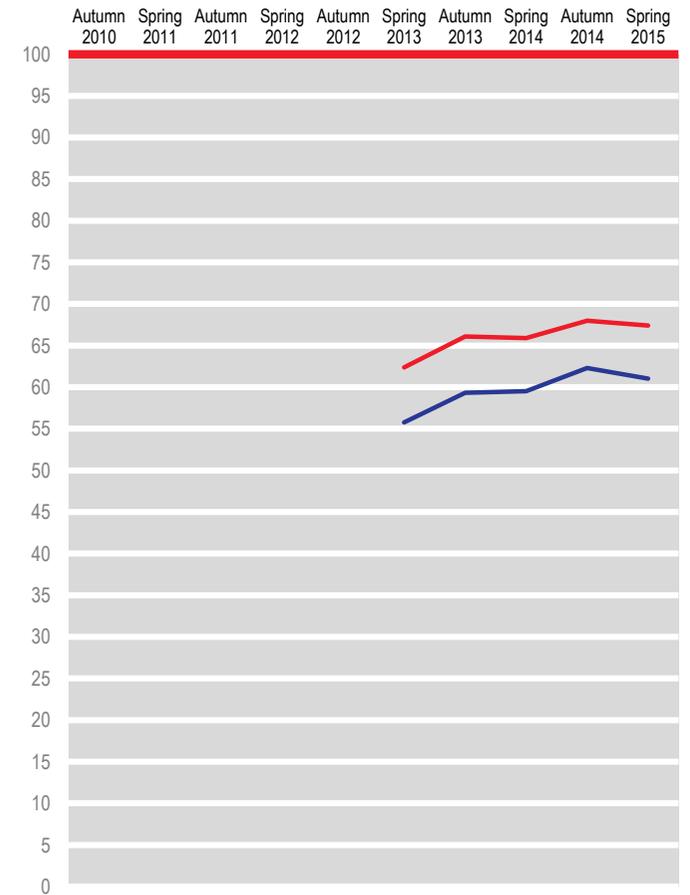


## The choice of shops/eating/drinking facilities available

(943)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

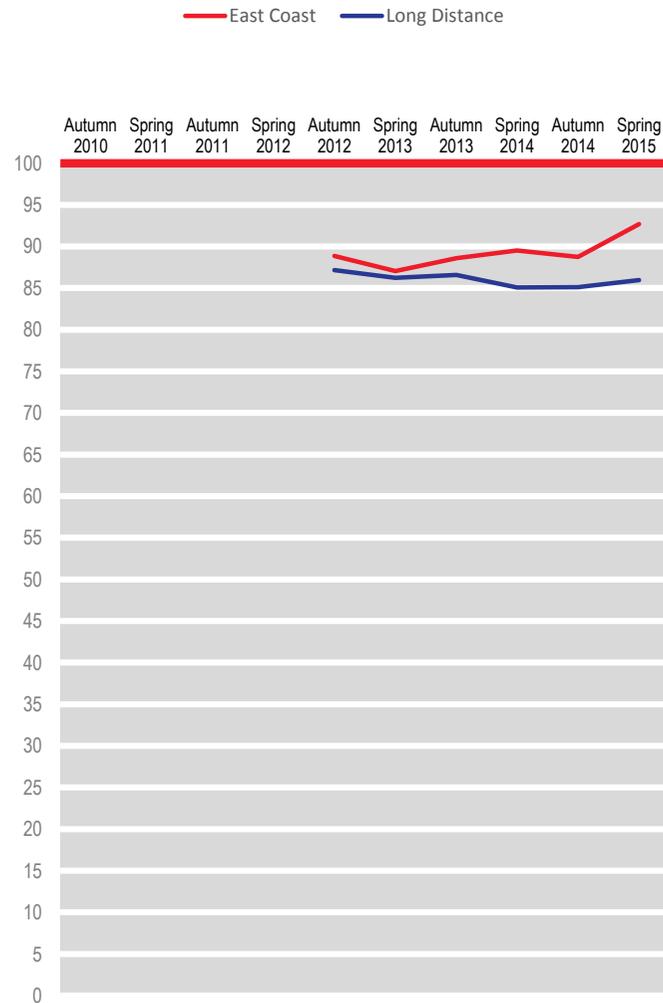


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

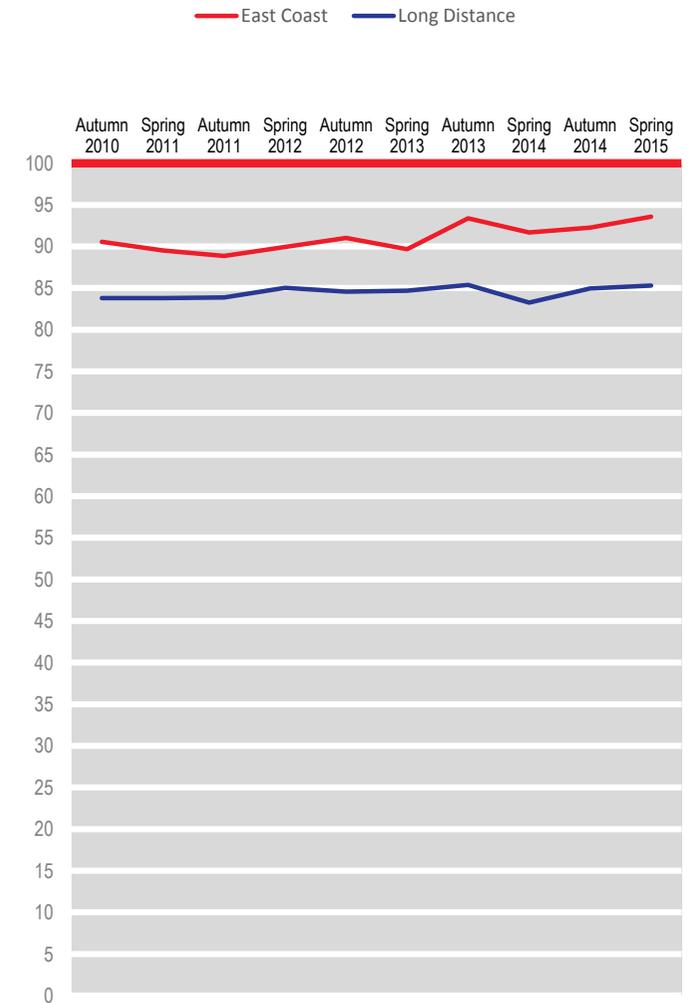
## Overall satisfaction with the train

(1078)  
Percentage of passengers satisfied 2010 to 2015



## The frequency of trains on that route

(1044)  
Percentage of passengers satisfied 2010 to 2015



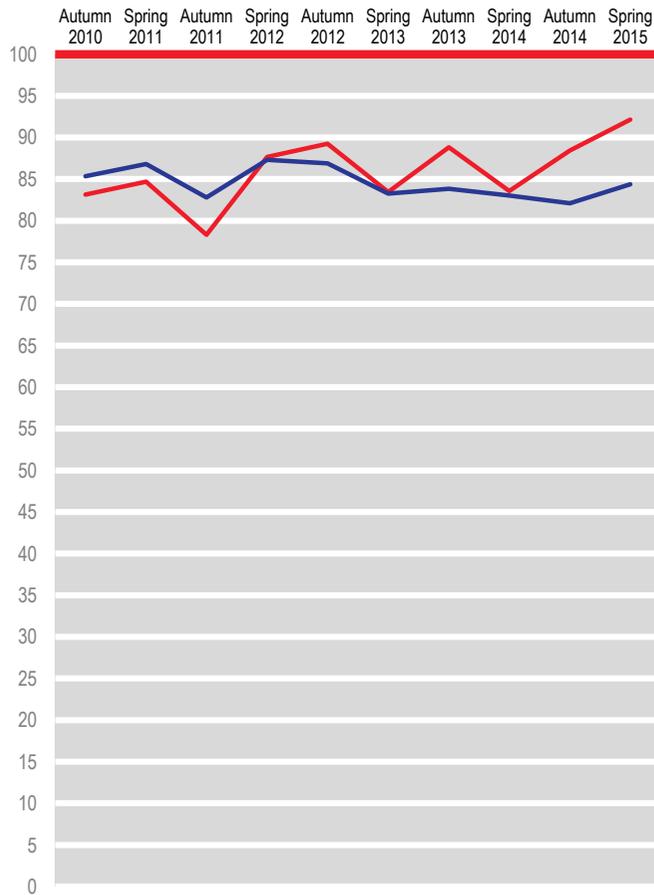
N.B. Benchmarks and targets are only shown for applicable factors

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

(1067)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

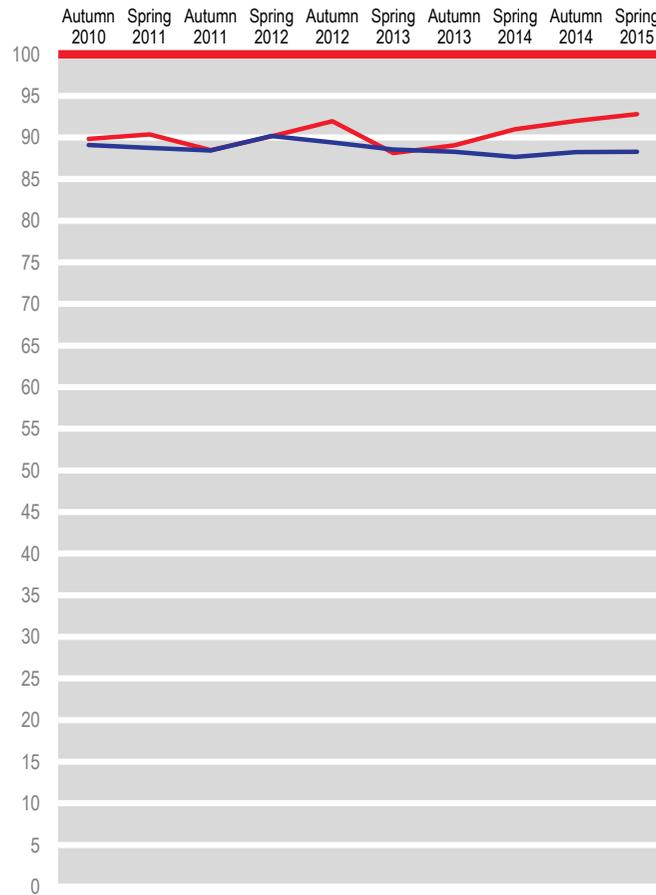


## The length of time the journey was scheduled to take (speed)

(1065)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

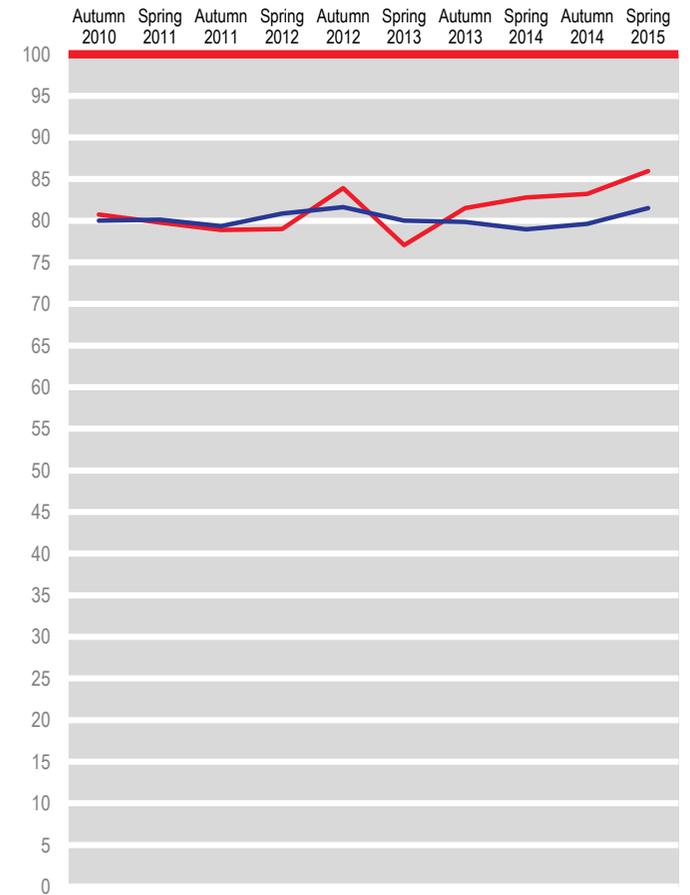


## Connections with other train services

(596)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

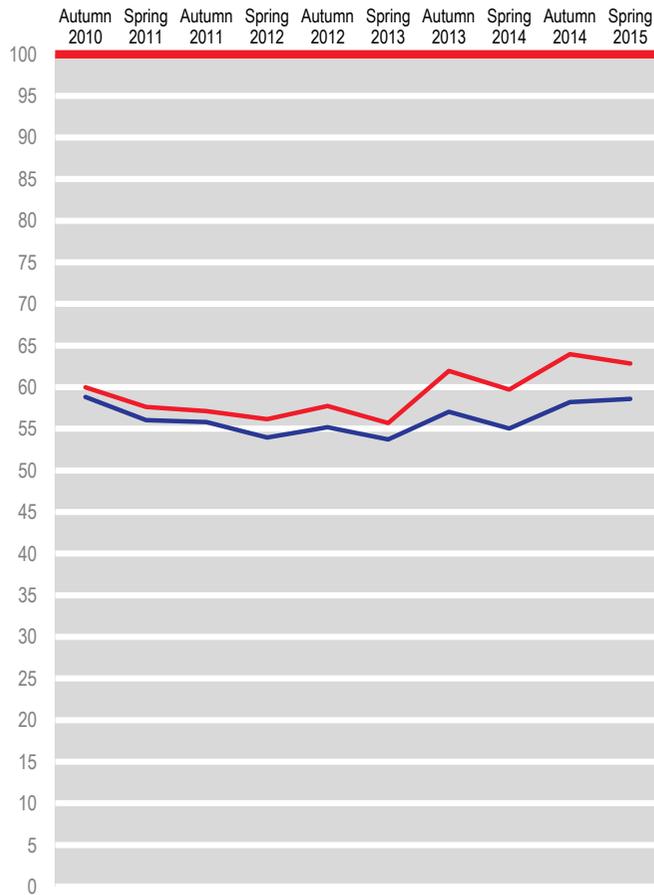


N.B. Benchmarks and targets are only shown for applicable factors

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

**(1043)**  
Percentage of passengers satisfied 2010 to 2015

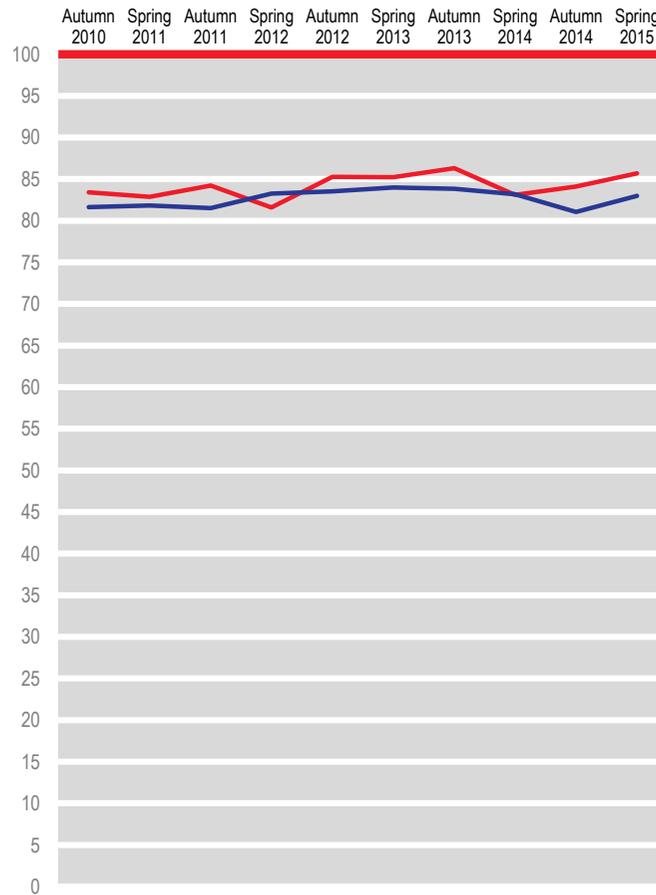
— East Coast — Long Distance



## Cleanliness of the train

**(1081)**  
Percentage of passengers satisfied 2010 to 2015

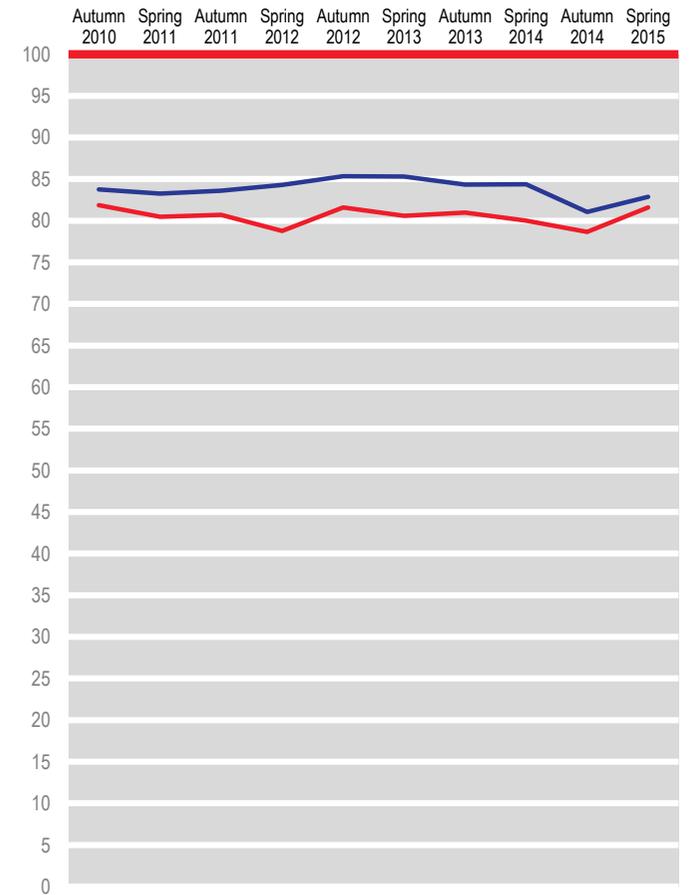
— East Coast — Long Distance



## Upkeep and repair of the train

**(1062)**  
Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance



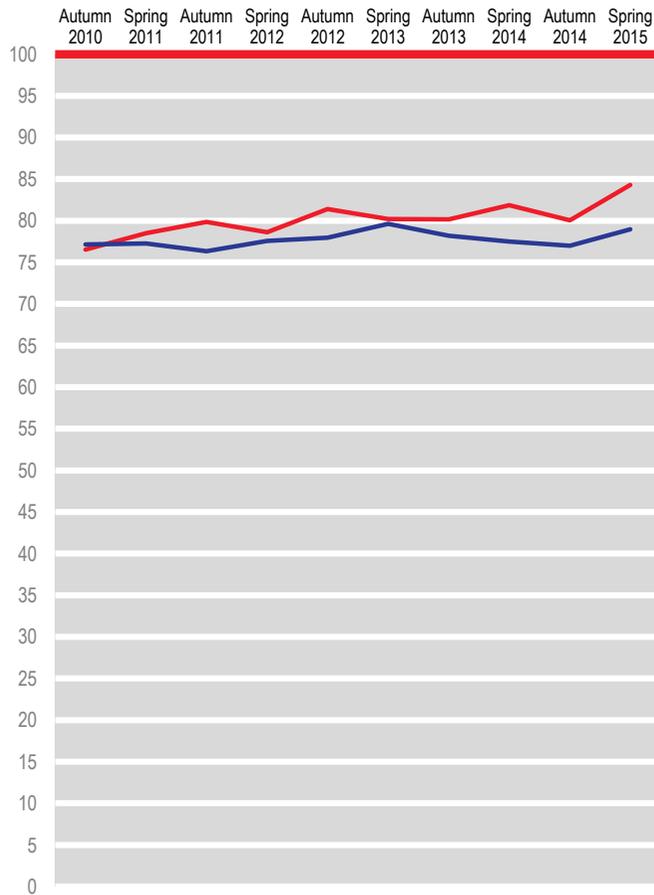
N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey

(1017)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

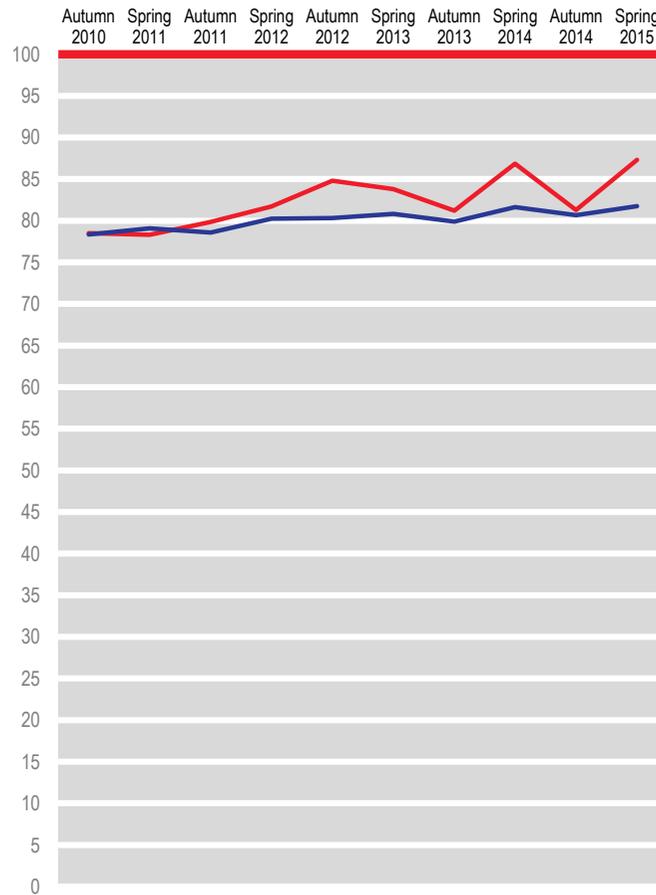


## The helpfulness and attitude of staff on the train

(879)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

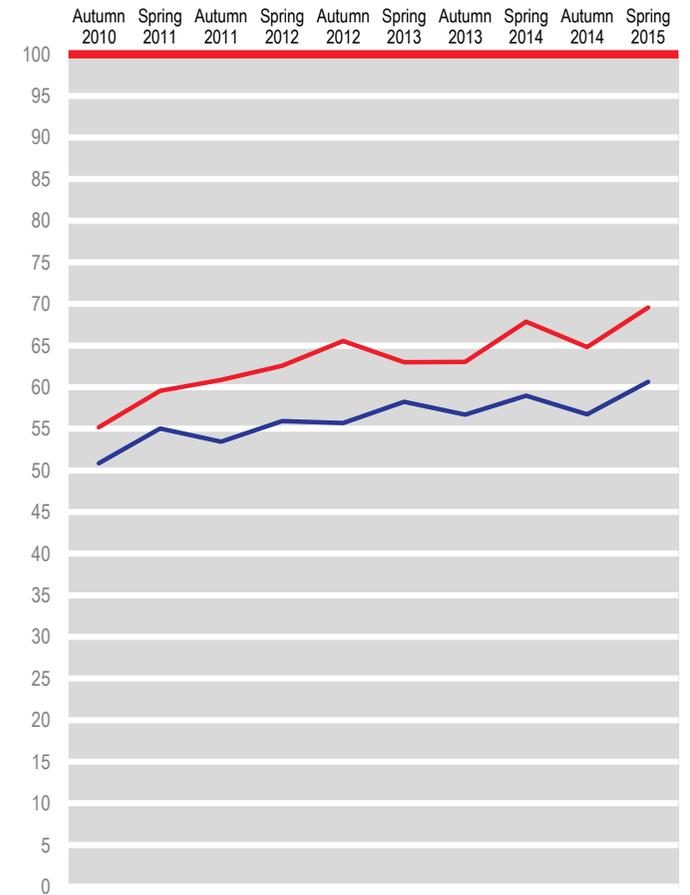


## The space for luggage

(946)

Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

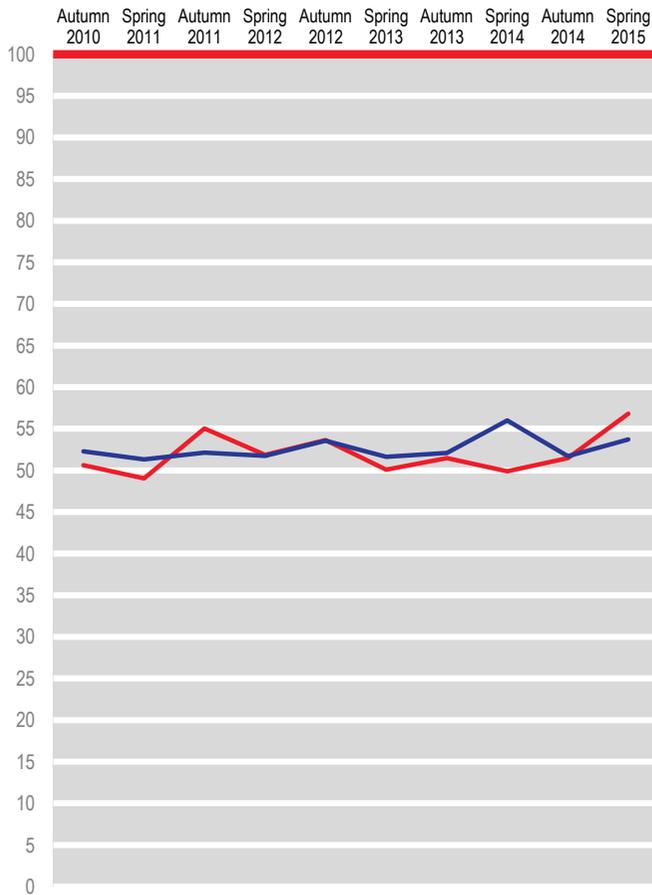


N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

**(746)**  
Percentage of passengers satisfied 2010 to 2015

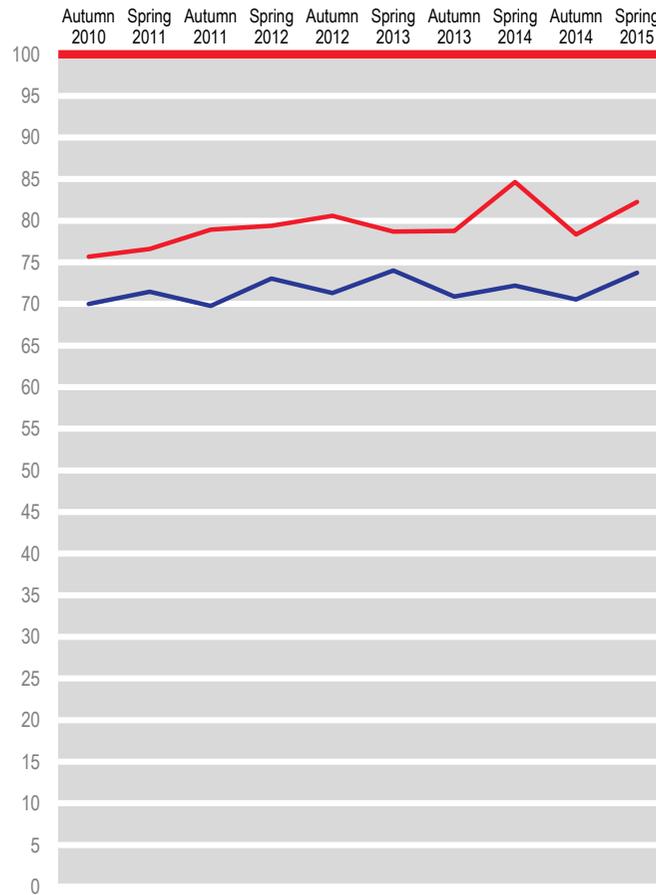
— East Coast — Long Distance



## Sufficient room for all the passengers to sit/stand

**(1035)**  
Percentage of passengers satisfied 2010 to 2015

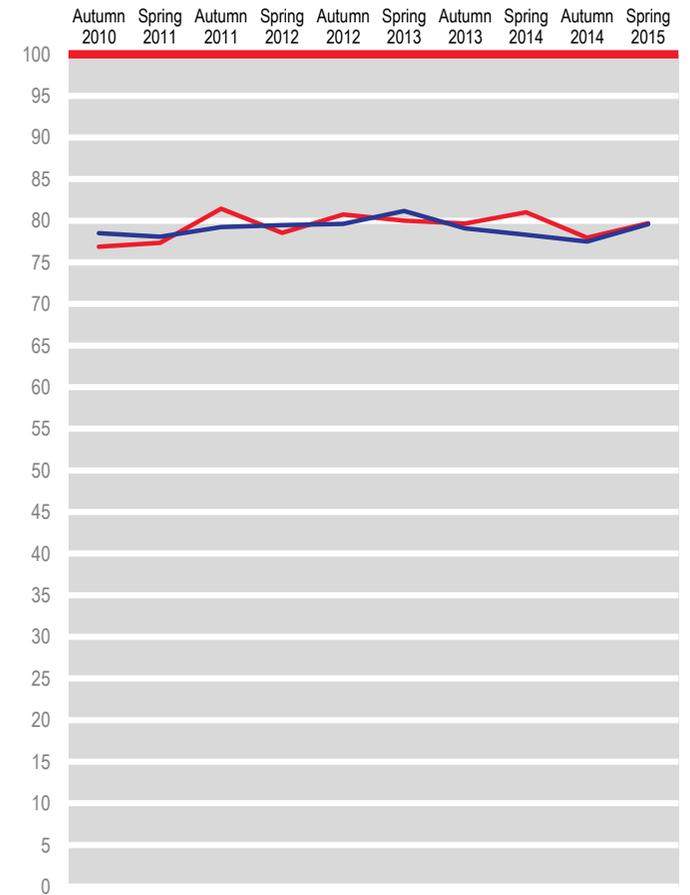
— East Coast — Long Distance



## The comfort of the seating area

**(1056)**  
Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

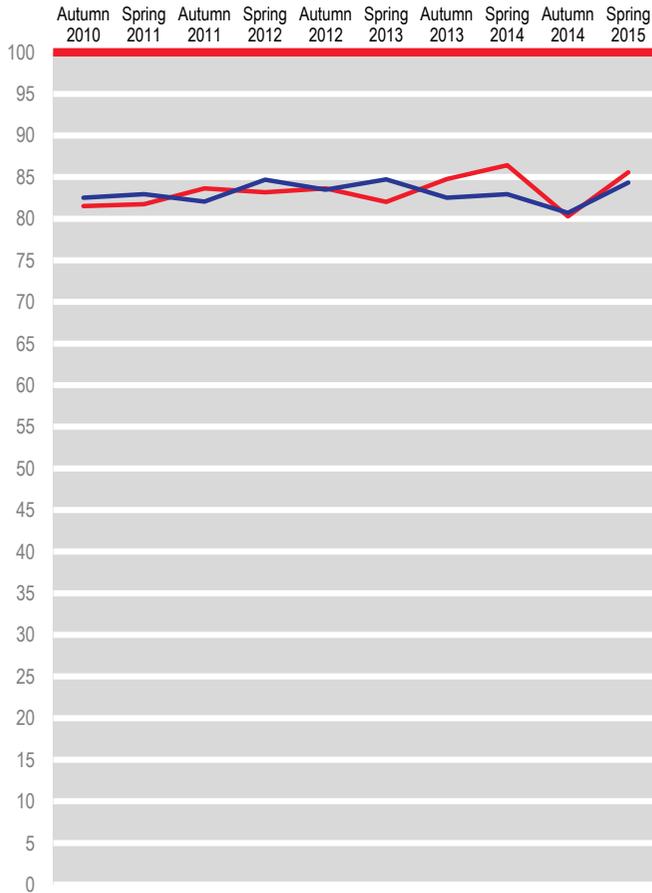


N.B. Benchmarks and targets are only shown for applicable factors

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

(1061)  
Percentage of passengers satisfied 2010 to 2015

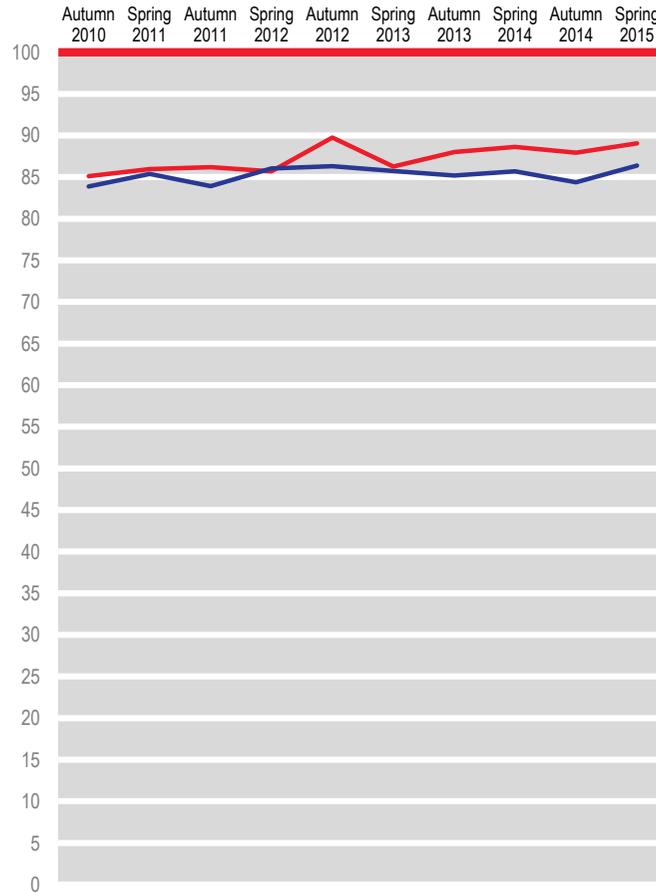
— East Coast — Long Distance



## Your personal security whilst on board

(1022)  
Percentage of passengers satisfied 2010 to 2015

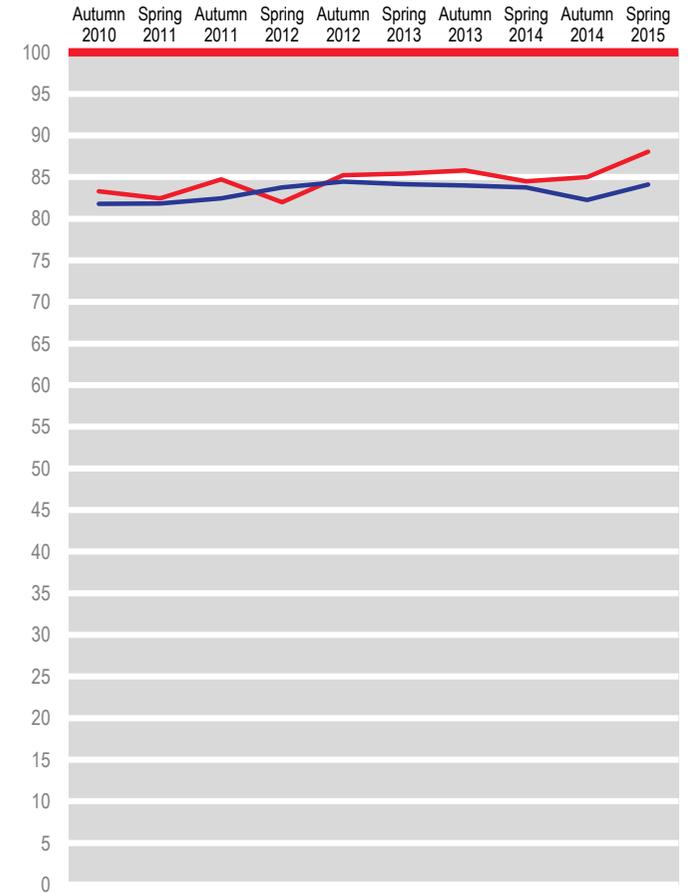
— East Coast — Long Distance



## The cleanliness of the inside of the train

(1079)  
Percentage of passengers satisfied 2010 to 2015

— East Coast — Long Distance

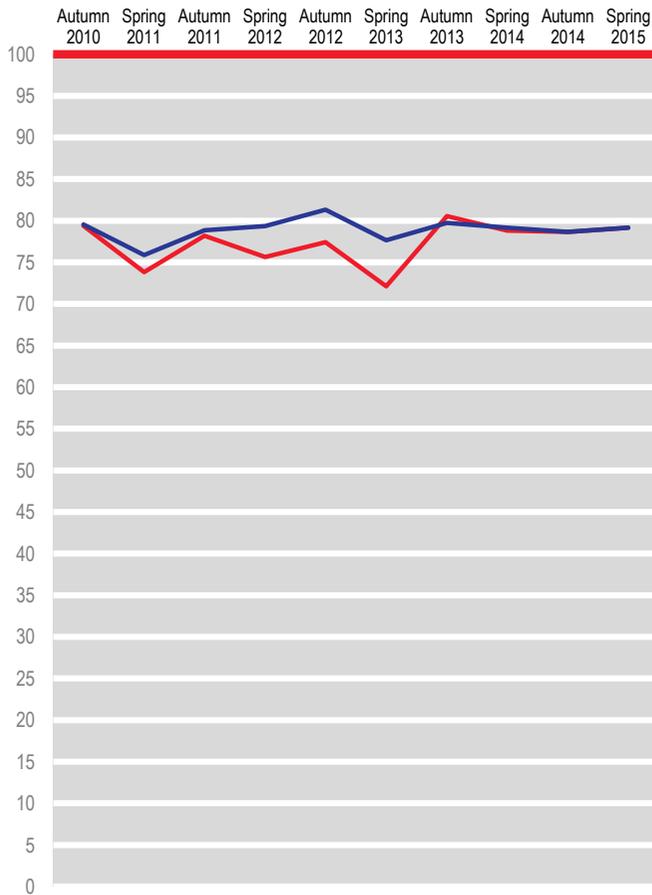


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (884)

Percentage of passengers satisfied 2010 to 2015

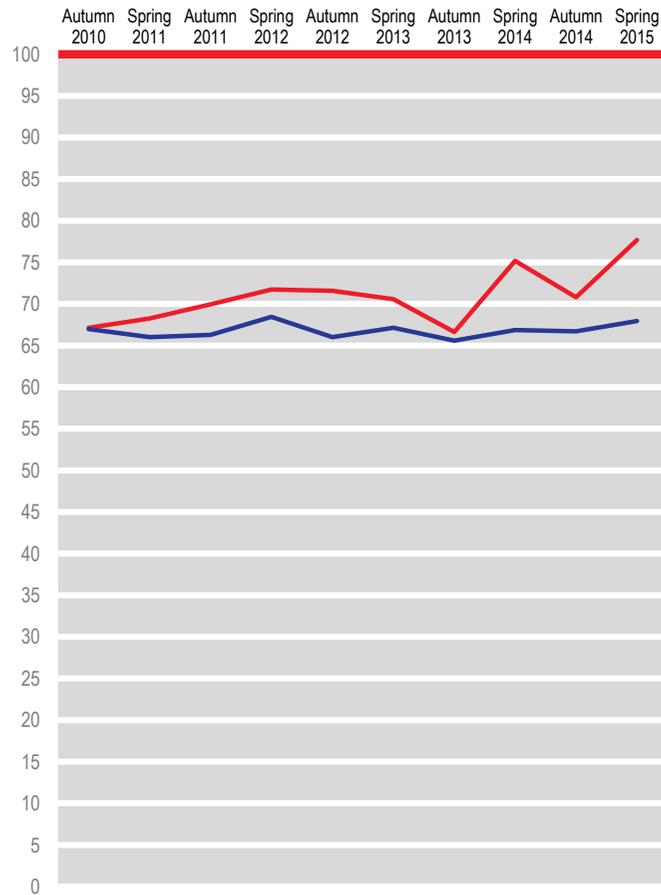
— East Coast — Long Distance



## The availability of staff on the train (914)

(914)  
Percentage of passengers satisfied 2010 to 2015

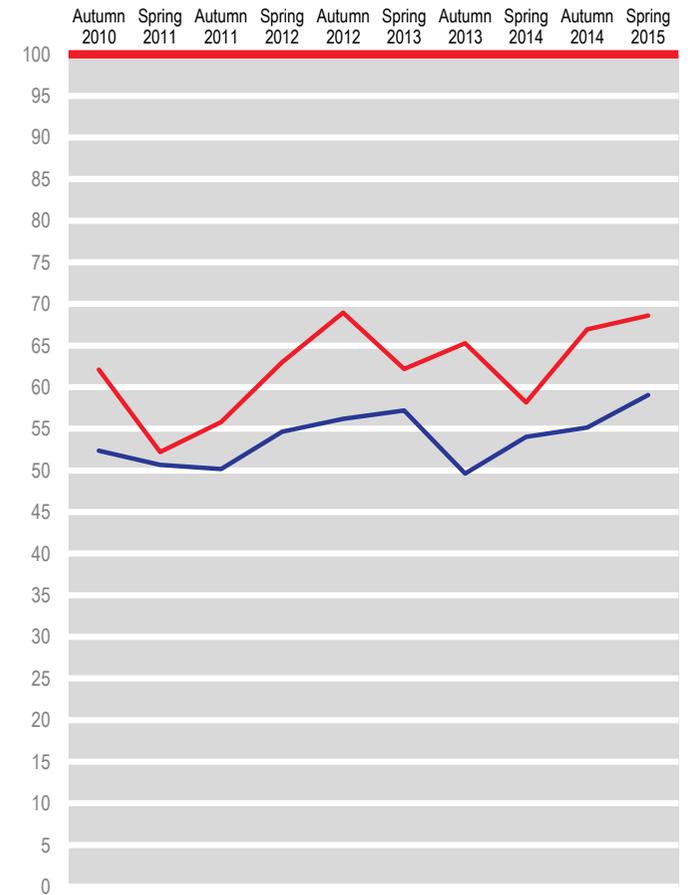
— East Coast — Long Distance



## How well train company dealt with delays (147)

(147)  
Percentage of passengers satisfied 2010 to 2015

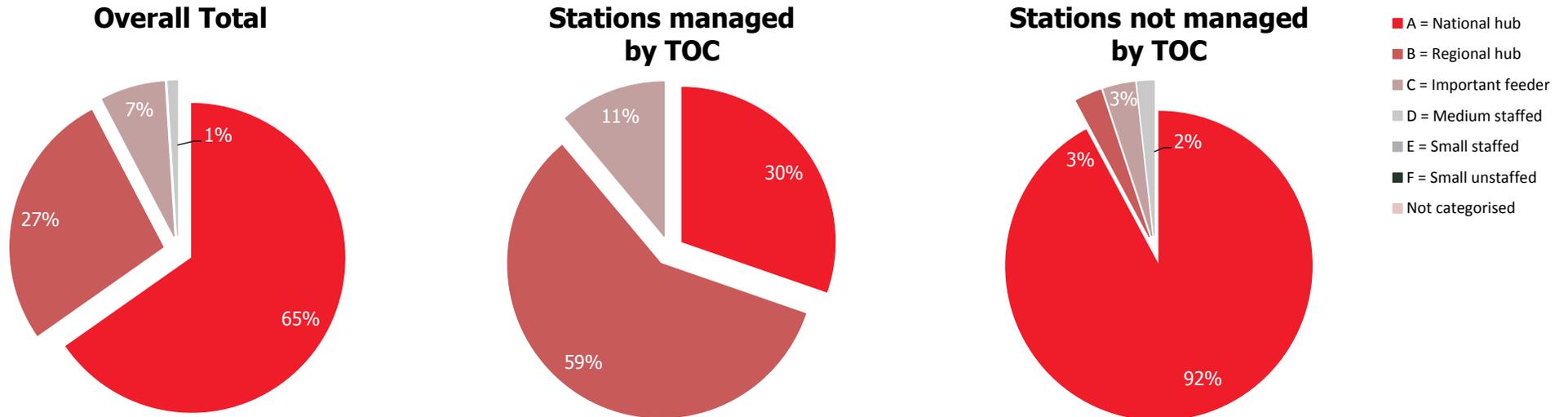
— East Coast — Long Distance



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

# Managed versus non-managed stations for East Coast

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



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	91		90
Ticket buying facilities	86		82
Provision of information about train times/platforms	92		93
The upkeep/repair of the station buildings/platforms	90		90
Cleanliness	90		91
The facilities and services	78		81
The attitudes and helpfulness of the staff	88	+	81
Connections with other forms of public transport	75	-	86
Facilities for car parking	68	+	41
Overall environment	85		87
Your personal security whilst using the station	82		84
The availability of staff	81	+	71
The provision of shelter facilities	79		76
Availability of seating	70	+	40
How request to station staff was handled	94		88
The choice of shops/eating/drinking facilities available	59	-	74

## East Coast

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	94	+	91	92		88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	90	+	86	91		90
Ticket buying facilities	84		88	84		85
Provision of information about train times/platforms	93	+	90	90		92
The upkeep/repair of the station buildings/platforms	90	+	85	88		90
Cleanliness	91		88	90		92
The facilities and services	79	+	74	81		84
The attitudes and helpfulness of the staff	85		82	84		83
Connections with other forms of public transport	82		82	83		86
Facilities for car parking	62		59	46		65
Overall environment	87	+	82	85		90
Your personal security whilst using the station	83		82	85		85
The availability of staff	76		73	74		74
The provision of shelter facilities	76		73	83		81
Availability of seating	55	+	49	48		46
How request to station staff was handled	92		84	87		91
The choice of shops/eating/drinking facilities available	66		64	74		73
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	93		90	93		87
The frequency of the trains on that route	93		91	95		94
Punctuality/reliability (i.e. the train arriving/departing on time)	92	+	84	94	+	83
The length of time the journey was scheduled to take (speed)	93		91	91		90
Connections with other train services	85		83	88		81
The value for money of the price of your ticket	61		59	70		61
Cleanliness of the train	85		83	86		84
Upkeep and repair of the train	80		81	86		78
The provision of information during the journey	85		84	83		75
The helpfulness and attitude of staff on train	89		88	83		84
The space for luggage	70		68	69		67
The toilet facilities	56	+	49	60		53
Sufficient room for all passengers to sit/stand	82	-	86	84		81
The comfort of the seating area	78		82	84		78
The ease of being able to get on and off	85		88	86		83
Your personal security on board	89		89	88		88
The cleanliness of the inside	89	+	84	86		85
The cleanliness of the outside	78		77	81		84
The availability of staff	80		78	69		68
How well train company deals with delays	69		59	68		57

## Long Distance

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	88		86	89		88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	84	+	81	86		86
Ticket buying facilities	85		84	83		84
Provision of information about train times/platforms	88	+	86	88		88
The upkeep/repair of the station buildings/platforms	77	+	75	81		82
Cleanliness	82		80	84		85
The facilities and services	71	+	67	71		69
The attitudes and helpfulness of the staff	81		81	83		82
Connections with other forms of public transport	78		76	83		78
Facilities for car parking	59		56	60		70
Overall environment	75		74	81		77
Your personal security whilst using the station	78		77	81		81
The availability of staff	71		69	72	+	64
The provision of shelter facilities	73		72	74		74
Availability of seating	56	+	51	53		57
How request to station staff was handled	92	+	87	91		92
The choice of shops/eating/drinking facilities available	60		58	64		65
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	86		85	85		86
The frequency of the trains on that route	85	+	83	88		85
Punctuality/reliability (i.e. the train arriving/departing on time)	84		82	88		88
The length of time the journey was scheduled to take (speed)	88		87	88		90
Connections with other train services	81		79	82		77
The value for money of the price of your ticket	57	+	53	66		62
Cleanliness of the train	83		83	84		85
Upkeep and repair of the train	83		84	84		87
The provision of information during the journey	79		78	80		77
The helpfulness and attitude of staff on train	82		82	81		81
The space for luggage	60		59	64		59
The toilet facilities	54		56	53		58
Sufficient room for all passengers to sit/stand	73		71	77		75
The comfort of the seating area	79		77	82		82
The ease of being able to get on and off	85	+	82	83		85
Your personal security on board	87		86	86		85
The cleanliness of the inside	84		84	84		84
The cleanliness of the outside	79		78	81		83
The availability of staff	69		67	63		67
How well train company deals with delays	58		54	64		53

	East Coast	Long Distance		East Coast	Long Distance
<b>DELAY</b>					
None	84	76			
Minor	13	20			
Major	1	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	25	31			
6-10 minutes	23	30			
11-20 minutes	32	20			
21-30 minutes	10	6			
31-60 minutes	5	7			
More than 1 hour	0	2			
Don't know/no answer	5	3			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	36	25	Very well	34	26
Fairly well	28	35	Fairly well	32	35
Neither well nor poorly	19	16	Neither well nor poorly	20	18
Fairly poorly	10	14	Fairly poorly	9	11
Very poorly	7	11	Very poorly	6	10
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	35	26	Very well	34	25
Fairly well	35	36	Fairly well	36	31
Neither well nor poorly	14	15	Neither well nor poorly	22	26
Fairly poorly	9	13	Fairly poorly	4	8
Very poorly	7	10	Very poorly	4	11
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	36	27	Very well	29	22
Fairly well	32	35	Fairly well	27	25
Neither well nor poorly	19	20	Neither well nor poorly	30	22
Fairly poorly	8	9	Fairly poorly	7	11
Very poorly	5	9	Very poorly	7	20

## 6 6.2 Passenger experience relating to disability

	East Coast	Long Distance		East Coast	Long Distance
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	2			
Mobility	2	3			
Dexterity	0	1			
Learning or understanding or concentrating	1	1			
Memory	0	0			
Mental health	1	2			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	0	0			
Other	2	2			
None	91	88			
No answer	3	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	2	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	44	44	Yes	2	2
Not at all	46	42	No	98	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	46	36	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	34	35	Very satisfied	100	86
Neither satisfied nor dissatisfied	11	17	Fairly satisfied	-	14
Fairly dissatisfied	8	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	-	2	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	39	28	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	39	42	Very satisfied	100	75
Neither satisfied nor dissatisfied	19	18	Fairly satisfied	-	9
Fairly dissatisfied	3	9	Neither satisfied nor dissatisfied	-	9
Very dissatisfied	-	3	Fairly dissatisfied	-	-
			Very dissatisfied	-	7

	East Coast	Long Distance		East Coast	Long Distance
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	44	43	White	94	92
Female	55	56	Mixed	1	1
			Asian or Asian British	2	3
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	10	17
19-25	6	10	Business	33	25
26-34	9	10	Leisure	57	58
35-44	17	14			
45-54	24	22	<b>REGULAR TRAVELLER</b>		
55-59	13	11	Yes	32	37
60-64	11	11	No	68	63
65+	18	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	56	52	Weekday	76	80
Working Part Time	15	15	Weekend	24	20
Not Working	4	4			
Retired	21	21	<b>TIME OF TRAVEL</b>		
Full Time Student	3	7	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	46	40	Yes asked for help	9	11
Middle Managerial	14	14	Yes asked for information	8	11
Junior Managerial/Clerical/Supervisory	7	8	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	7	No	80	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	3	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	18	19	Yes, at home	93	91
Unemployed/between jobs	1	1	Yes, at work	61	58
Housewife/house-husband	1	1	No	3	5
Other	4	4			



## Station sample sizes for East Coast

Station	Unweighted
London Kings Cross	442
Newark North Gate	89
Edinburgh	80
Leeds	77
Peterborough	76
Grantham	75
Newcastle	68
Wakefield Westgate	35
Doncaster	27
Durham	24
Darlington	23
Berwick-Upon-Tweed	20
York	14
Retford	10
Glasgow Central	8
Leuchars	7
Aberdeen	7
Stevenage	5
Stonehaven	4
Inverkeithing	4
Kirkcaldy	4
Stirling	3
Dundee	3

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

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

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

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

### The following reports are produced each wave:

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

## Sector definitions

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

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

## How are routes defined

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

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

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

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

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

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

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

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

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

### **East Coast: London - Yorkshire**

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

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

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

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

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

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

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

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around BirminghamNew Street

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

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

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

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

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

**London Overground: Watford - Euston**

Journeys on the London Euston - Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

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

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

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

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

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

Journeys starting from stations not run by South 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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