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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 stations that were closed for all of the fieldwork period.

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

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

Autumn 2013 (Wave 29)

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

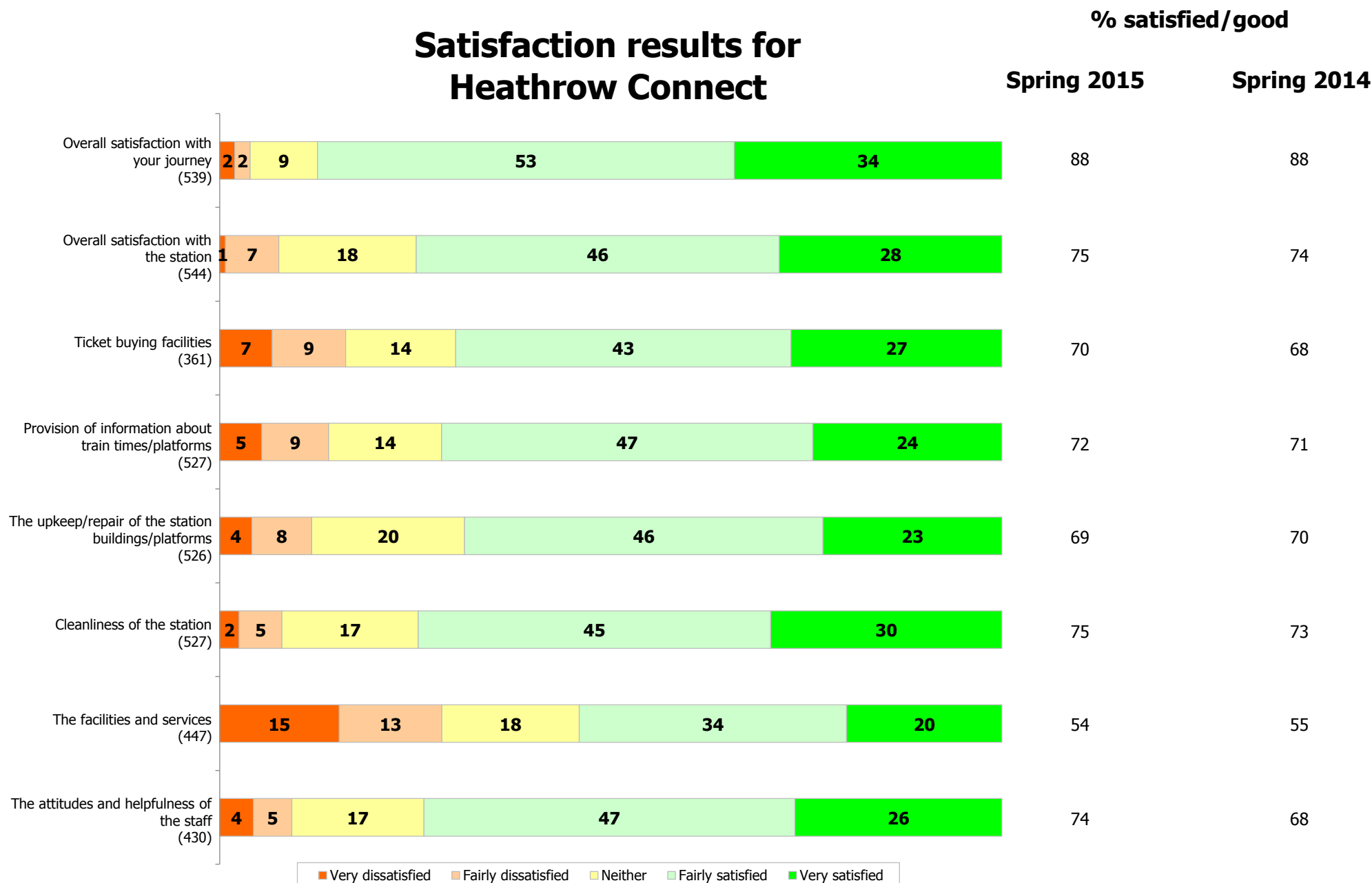
A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related or other related issues this wave.

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

2 2.1 Overall satisfaction with your journey and station factors

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

Satisfaction results for Heathrow Connect

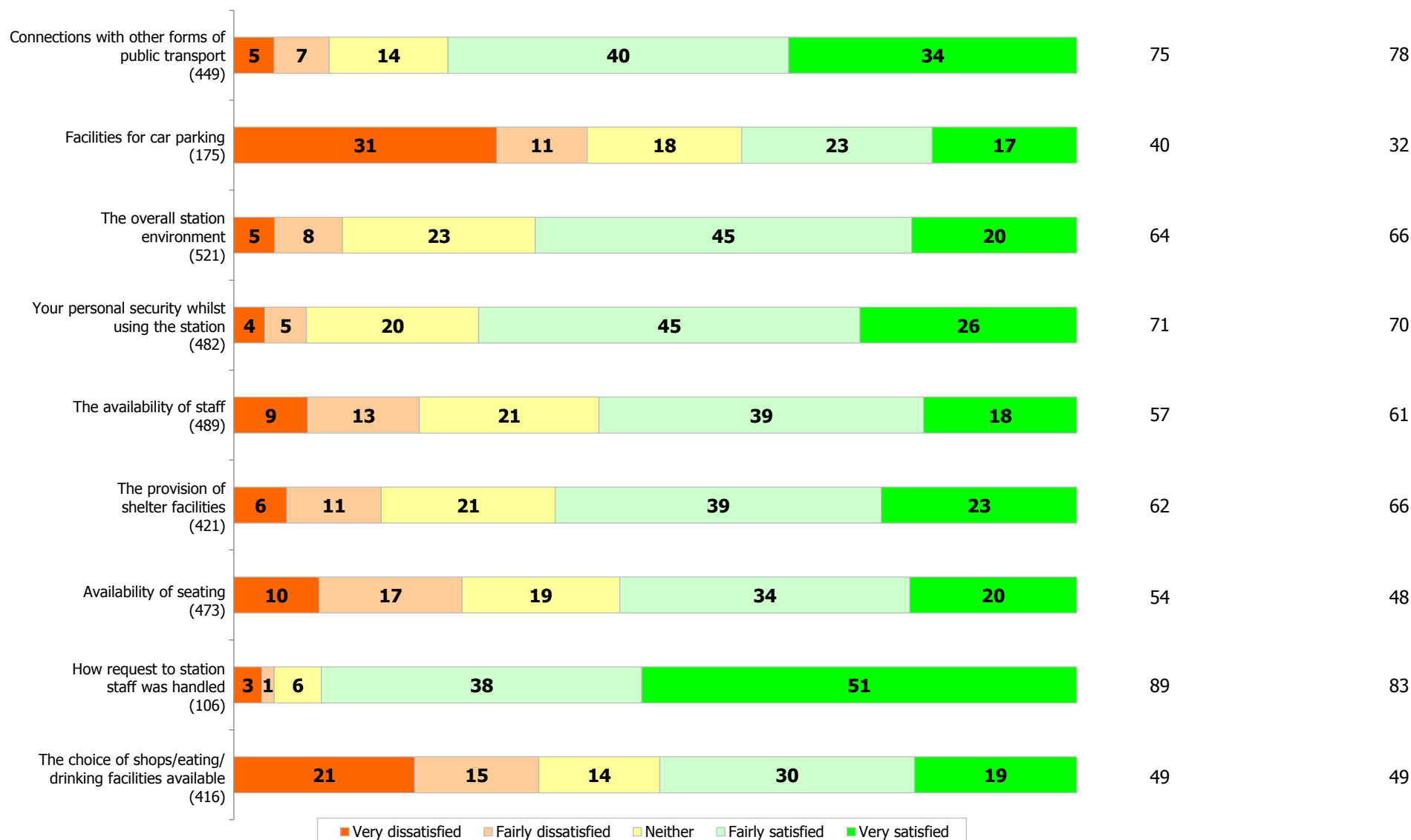


Satisfaction results for Heathrow Connect

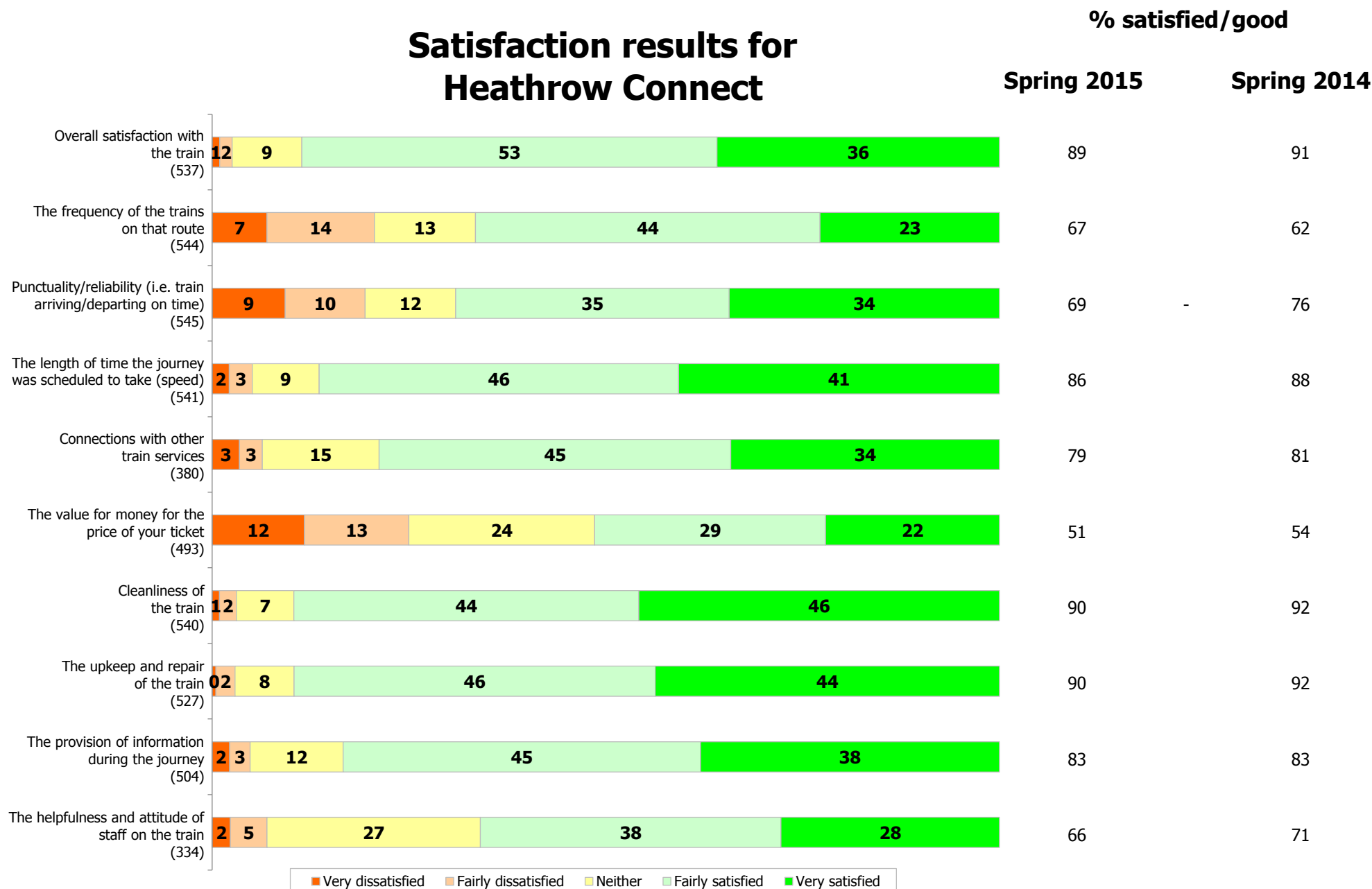
% satisfied/good

Spring 2015

Spring 2014



Satisfaction results for Heathrow Connect

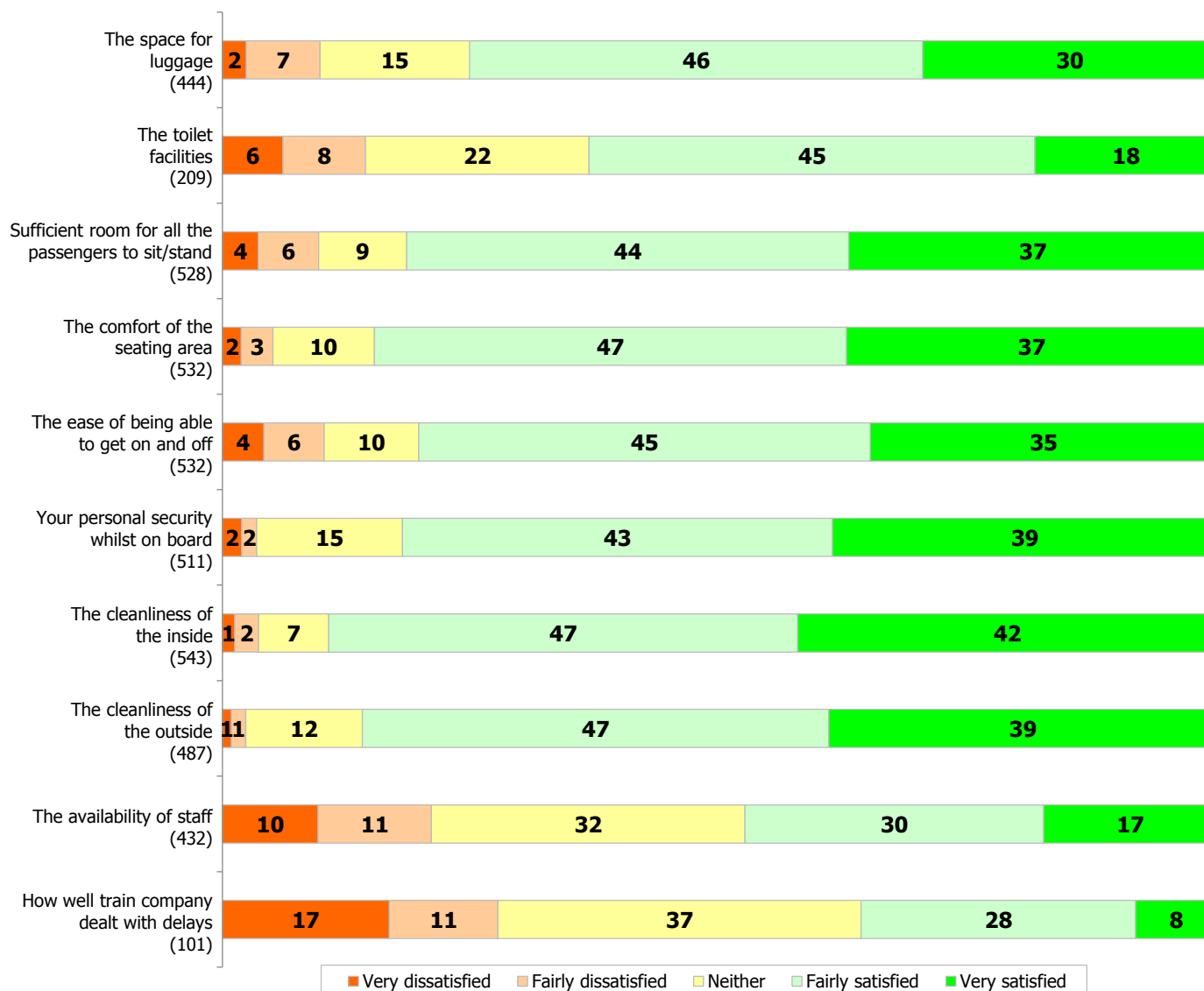


Satisfaction results for Heathrow Connect

% satisfied/good

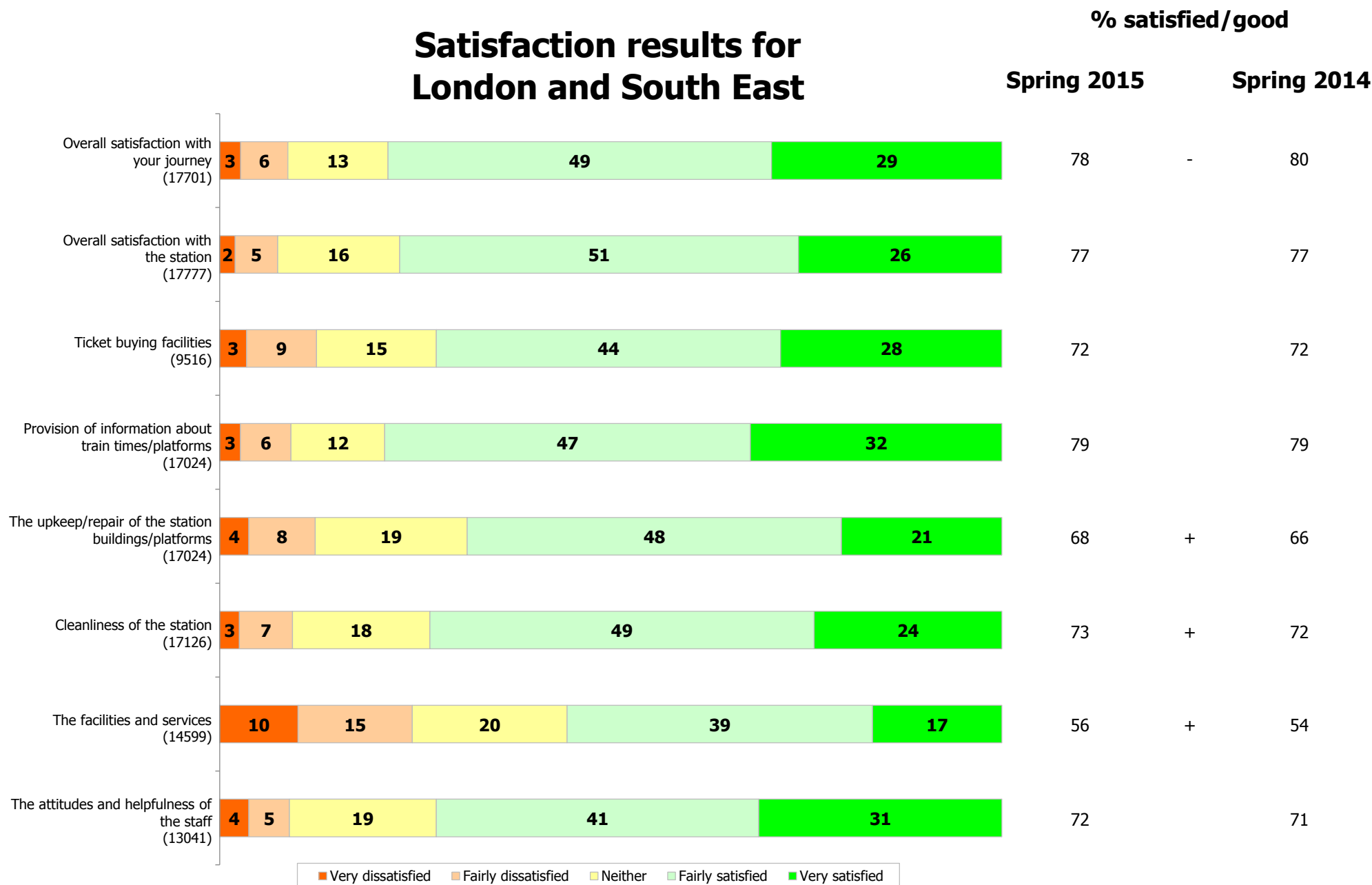
Spring 2015

Spring 2014



2 2.3 Overall satisfaction with your journey and station factors

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

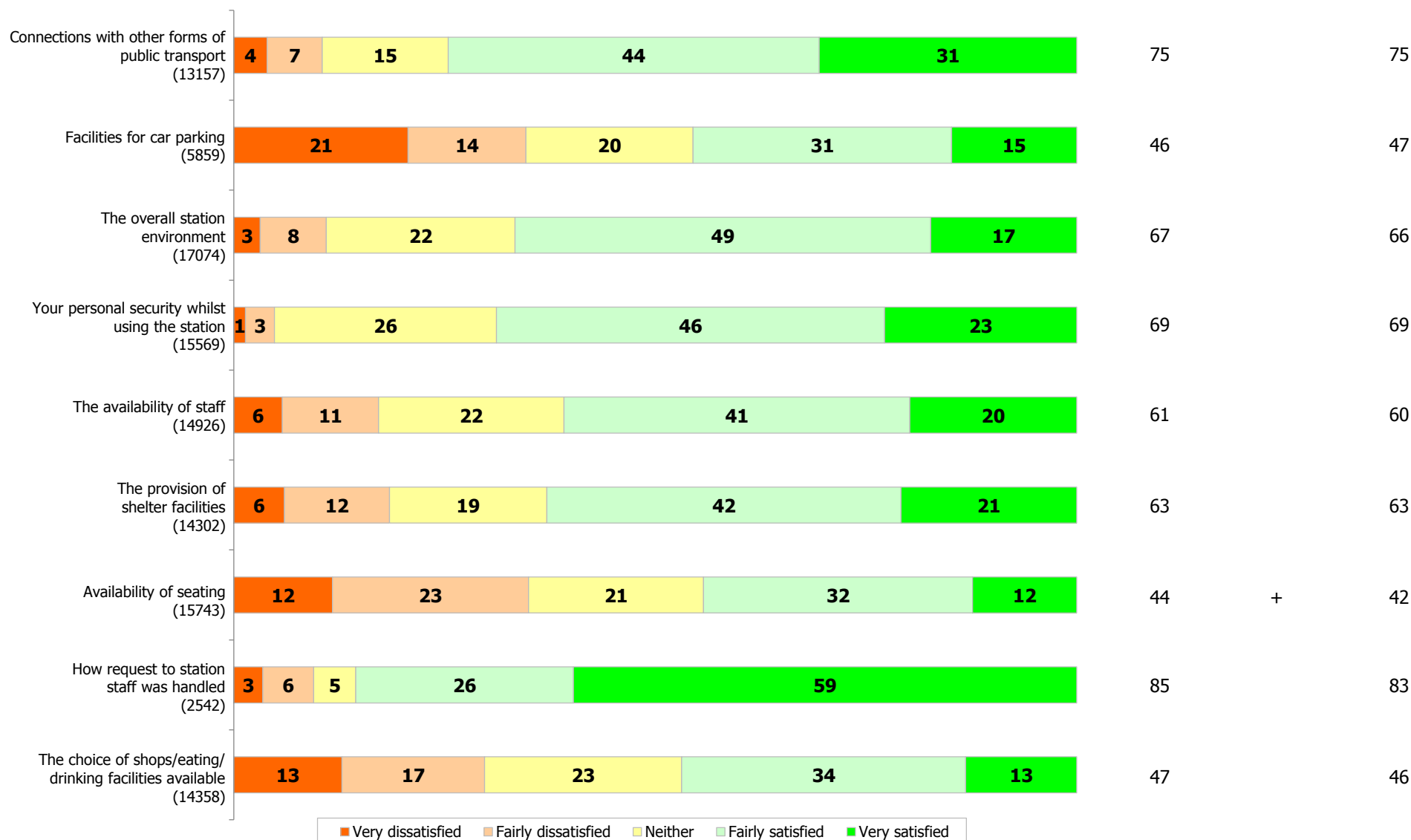


Satisfaction results for London and South East

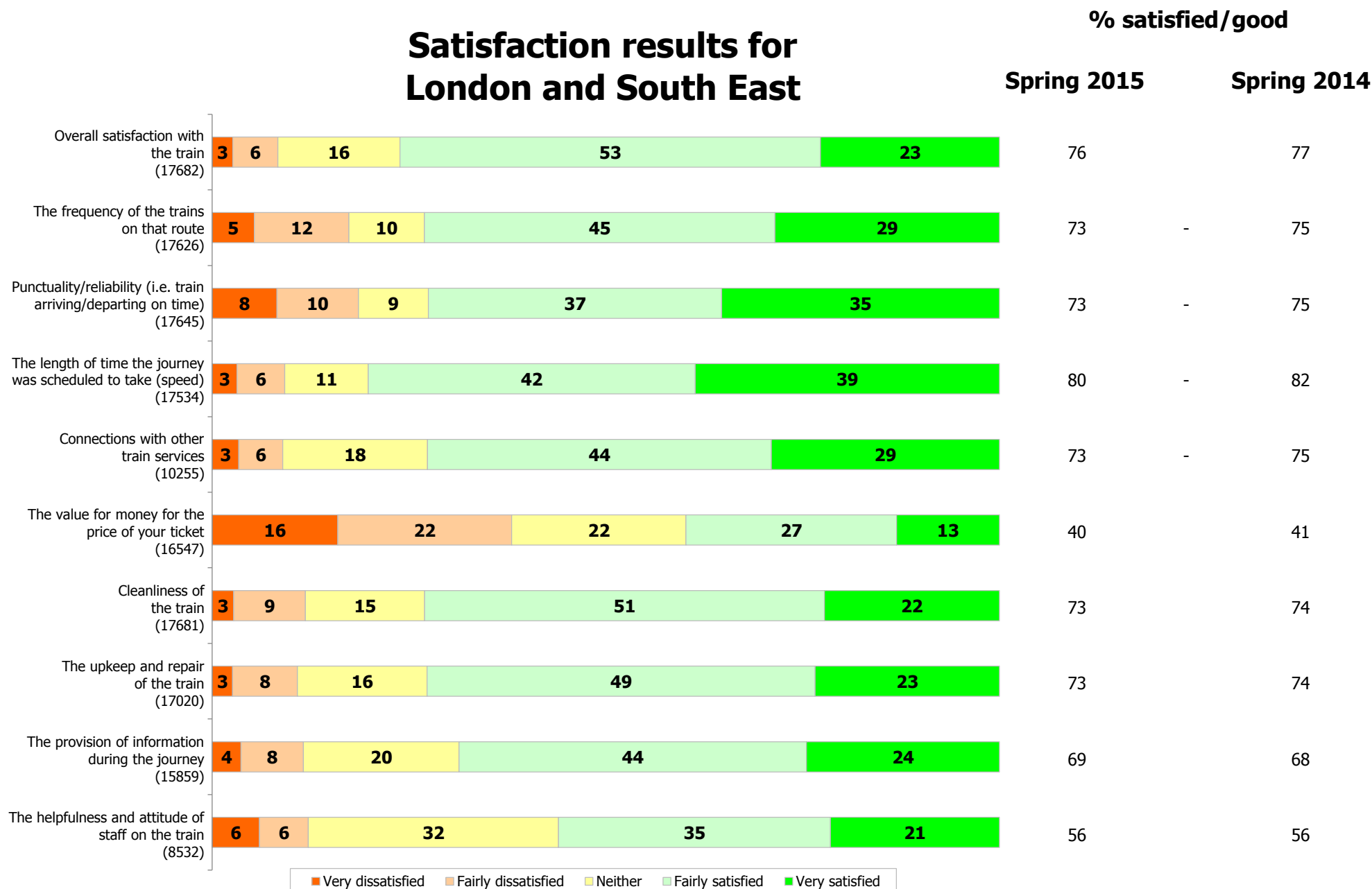
% satisfied/good

Spring 2015

Spring 2014



Satisfaction results for London and South East

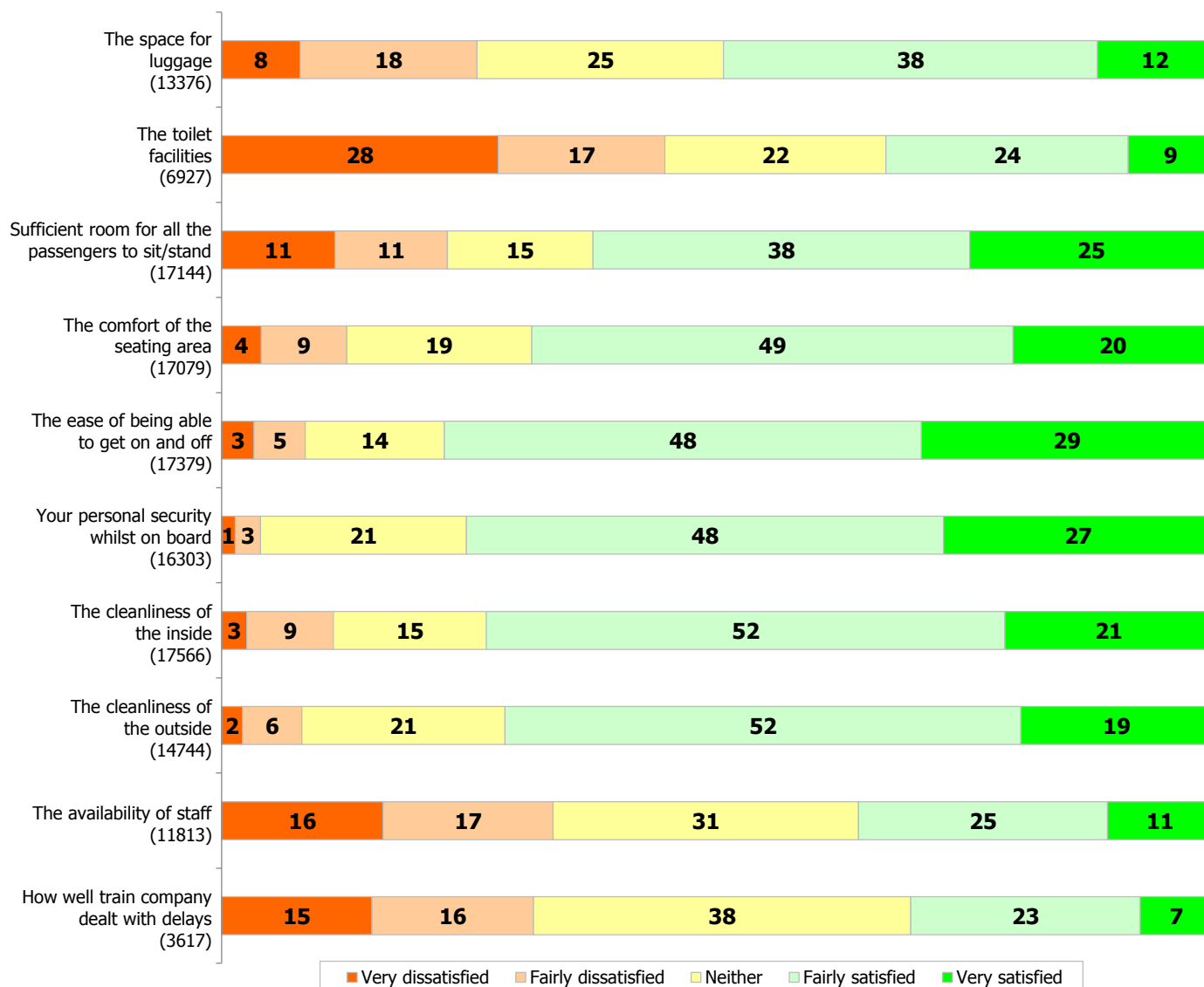


Satisfaction results for London and South East

% satisfied/good

Spring 2015

Spring 2014



Heathrow Connect versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	88	78	112%
STATION FACILITIES			
Overall satisfaction with the station	75	77	97%
Ticket buying facilities	70	72	97%
Provision of information about train times/platforms	72	79	91%
The upkeep/repair of the station buildings/platforms	69	68	101%
Cleanliness	75	73	102%
The facilities and services	54	56	97%
The attitudes and helpfulness of the staff	74	72	102%
Connections with other forms of public transport	75	75	100%
Facilities for car parking	40	46	87%
Overall environment	64	67	96%
Your personal security whilst using the station	71	69	103%
The availability of staff	57	61	93%
The provision of shelter facilities	62	63	98%
Availability of seating	54	44	122%
How request to station staff was handled	89	85	105%
The choice of shops/eating/drinking facilities available	49	47	106%
TRAIN FACILITIES			
Overall satisfaction with the train	89	76	116%
The frequency of the trains on that route	67	73	91%
Punctuality/reliability (i.e. the train arriving/departing on time)	69	73	95%
The length of time the journey was scheduled to take (speed)	86	80	108%
Connections with other train services	79	73	108%
The value for money of the price of your ticket	51	40	129%
Cleanliness of the train	90	73	123%
Upkeep and repair of the train	90	73	123%
The provision of information during the journey	83	69	121%
The helpfulness and attitude of staff on train	66	56	118%
The space for luggage	75	49	152%
The toilet facilities	63	33	192%
Sufficient room for all passengers to sit/stand	81	63	130%
The comfort of the seating area	85	69	123%
The ease of being able to get on and off	80	78	104%
Your personal security on board	82	75	109%
The cleanliness of the inside	89	73	122%
The cleanliness of the outside	86	71	120%
The availability of staff	47	36	133%
How well train company deals with delays	36	30	117%

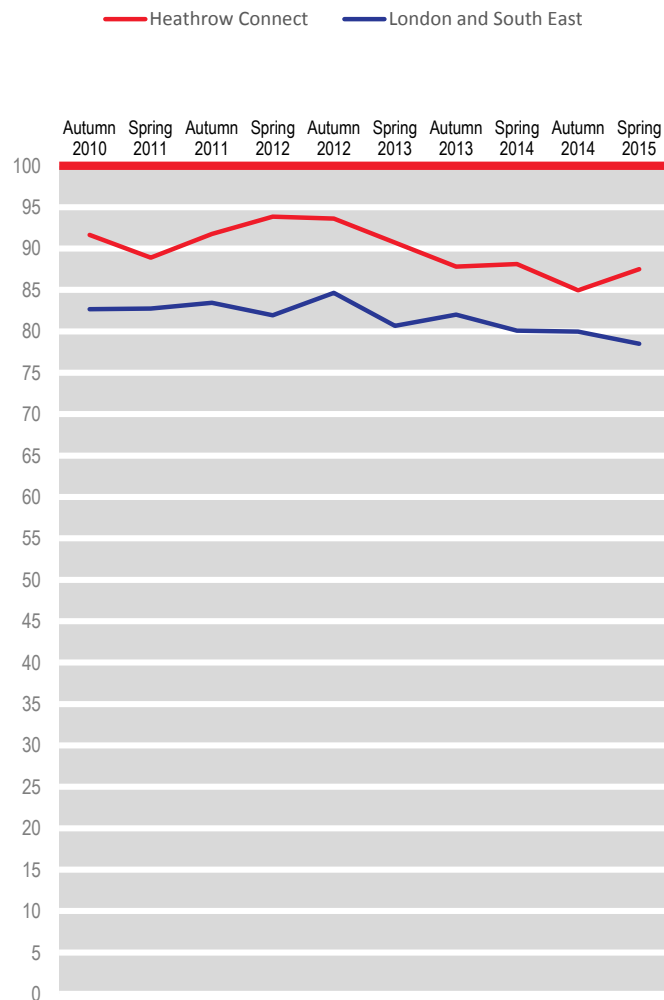
Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction with your journey	88
STATION FACILITIES	
Overall satisfaction with the station	75
Ticket buying facilities	70
Provision of information about train times/platforms	72
The upkeep/repair of the station buildings/platforms	69
Cleanliness	75
The facilities and services	54
The attitudes and helpfulness of the staff	74
Connections with other forms of public transport	75
Facilities for car parking	40
Overall environment	64
Your personal security whilst using the station	71
The availability of staff	57
The provision of shelter facilities	62
Availability of seating	54
How request to station staff was handled	89
The choice of shops/eating/drinking facilities available	49
TRAIN FACILITIES	
Overall satisfaction with the train	89
The frequency of the trains on that route	67
Punctuality/reliability (i.e. the train arriving/departing on time)	69
The length of time the journey was scheduled to take (speed)	86
Connections with other train services	79
The value for money of the price of your ticket	51
Cleanliness of the train	90
Upkeep and repair of the train	90
The provision of information during the journey	83
The helpfulness and attitude of staff on train	66
The space for luggage	75
The toilet facilities	63
Sufficient room for all passengers to sit/stand	81
The comfort of the seating area	85
The ease of being able to get on and off	80
Your personal security on board	82
The cleanliness of the inside	89
The cleanliness of the outside	86
The availability of staff	47
How well train company deals with delays	36

Percentage satisfaction with aspects of station where boarded

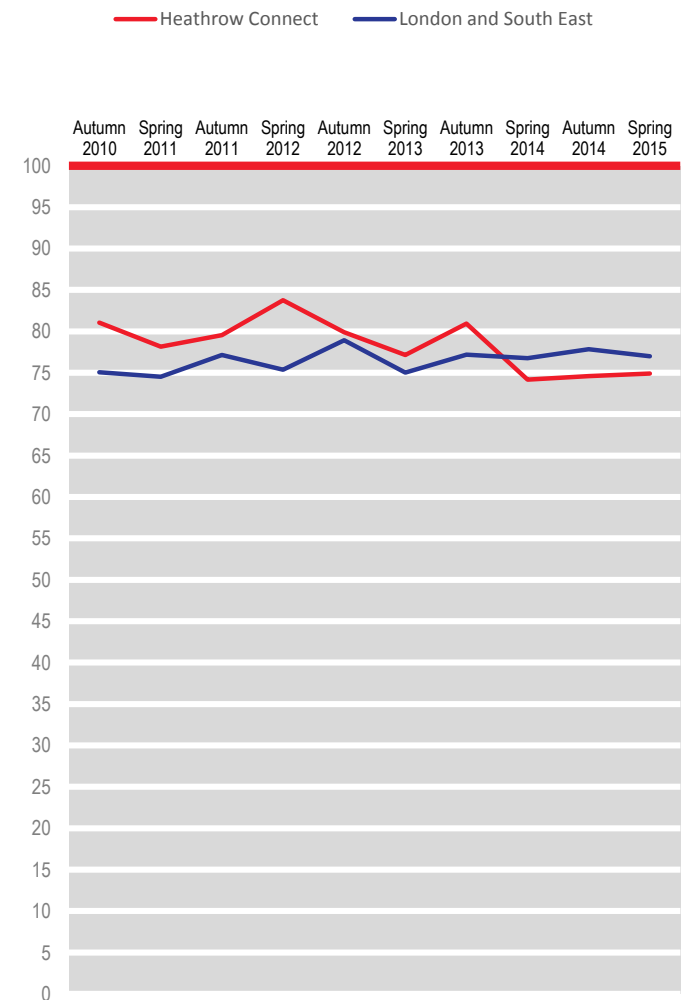
Overall satisfaction with your journey

(539)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

(544)
Percentage of passengers satisfied 2010 to 2015

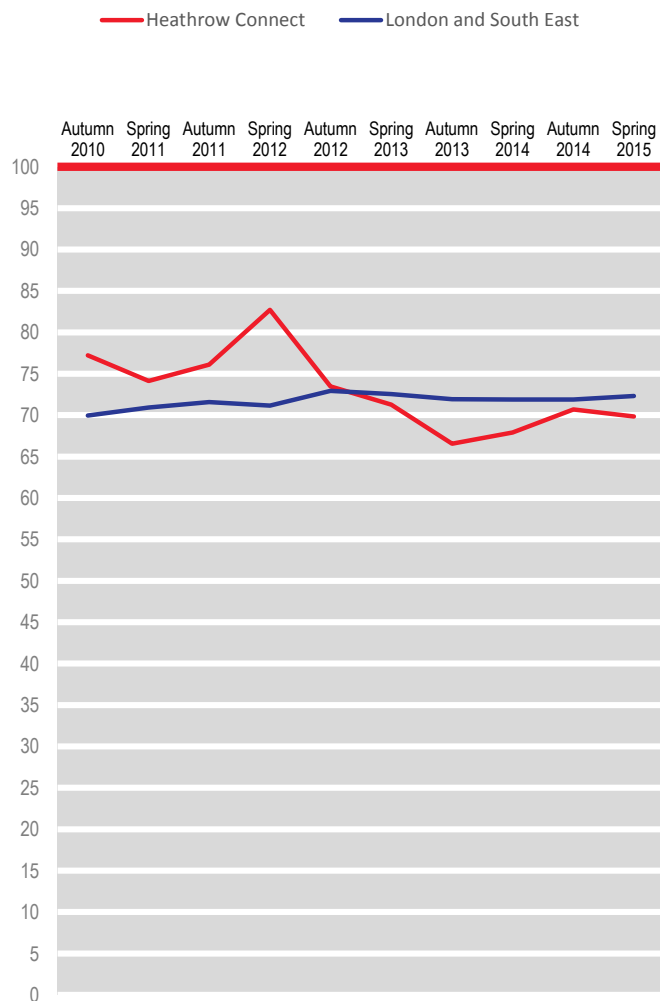


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(361)

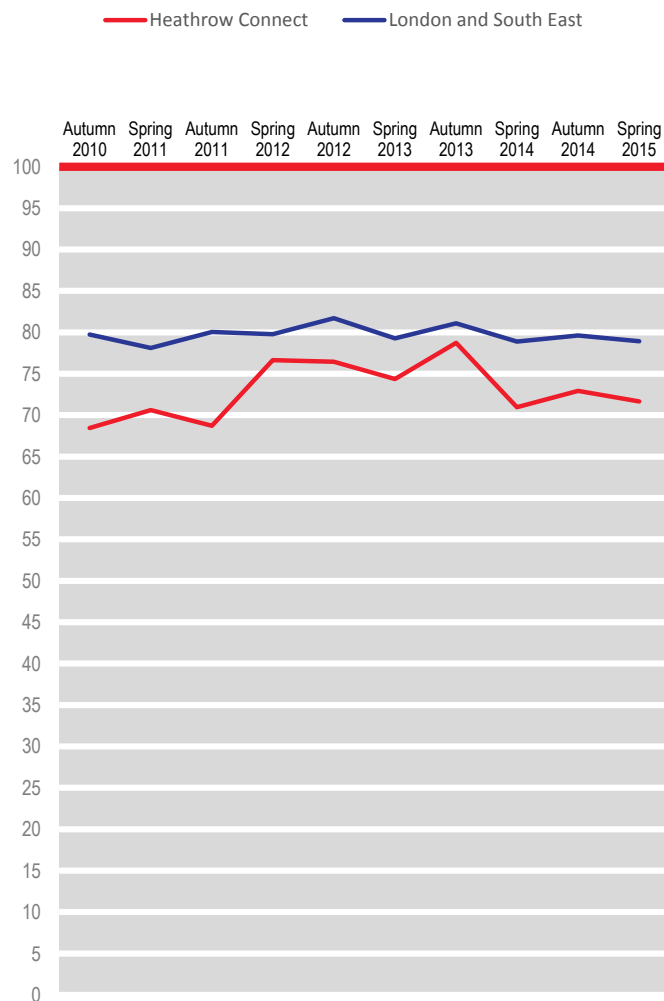
Percentage of passengers satisfied 2010 to 2015



Provision of information about train times/platforms

(527)

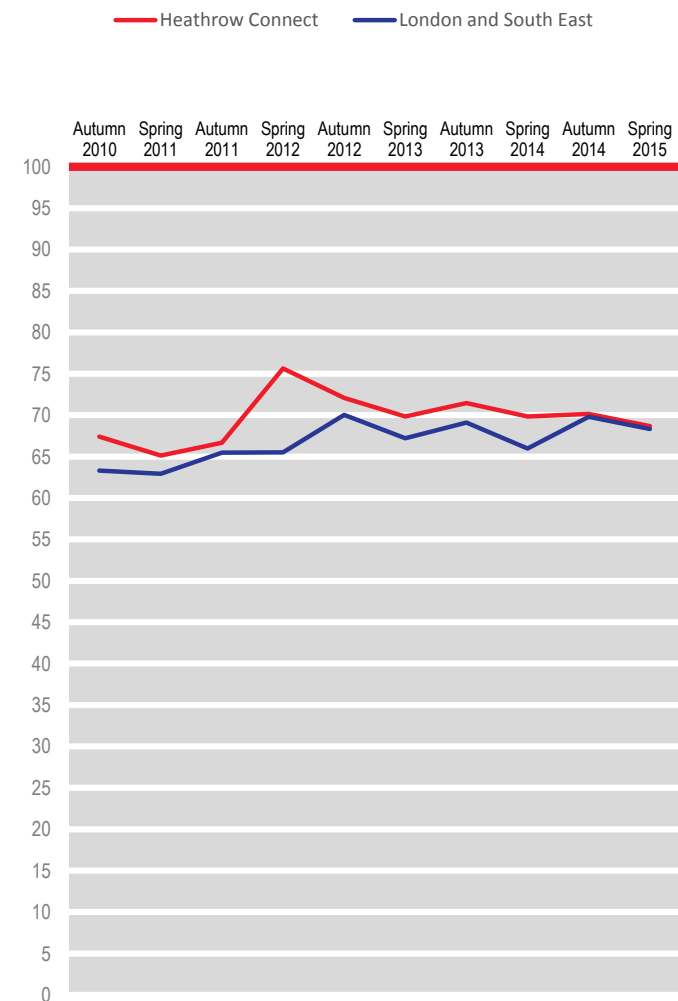
Percentage of passengers satisfied 2010 to 2015



The upkeep/repair of the station building/platforms

(526)

Percentage of passengers satisfied 2010 to 2015

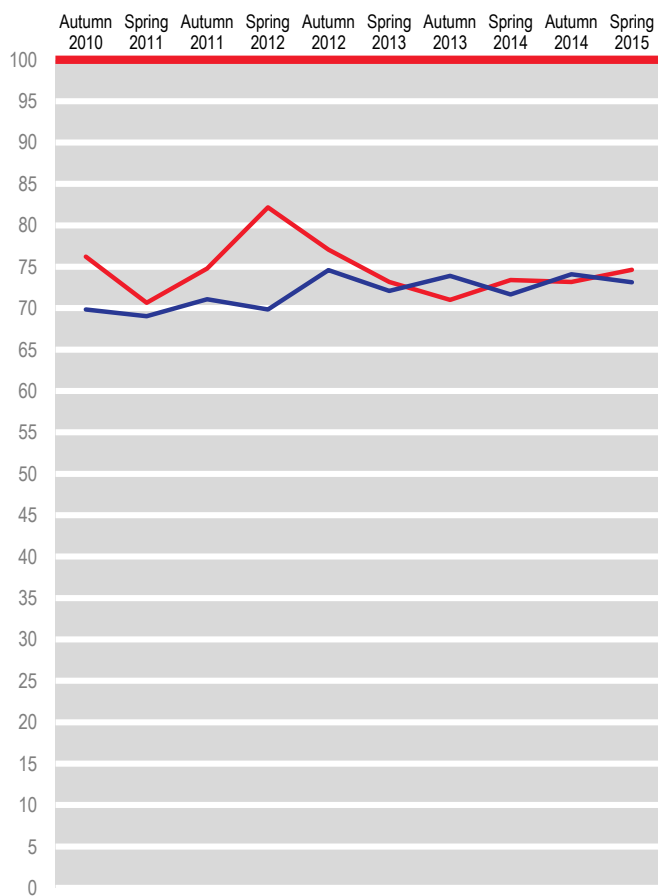


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station**(527)**

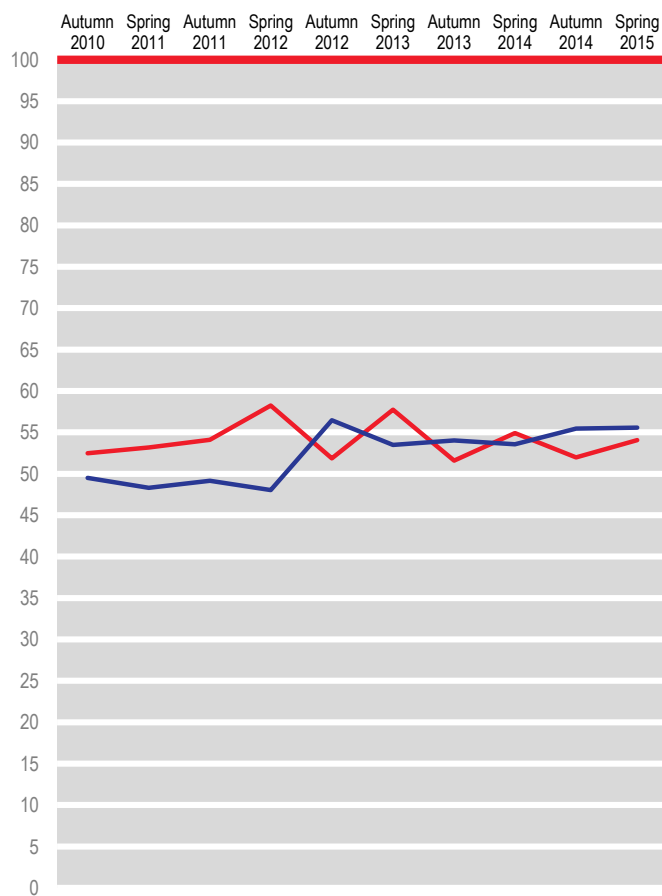
Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

**The facilities and services at the station****(447)**

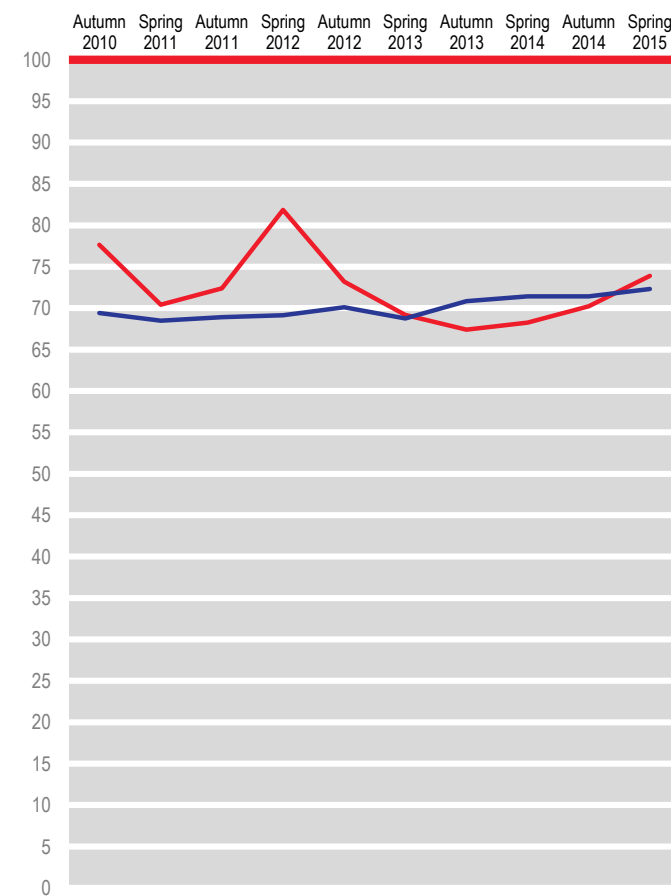
Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

**The attitudes and helpfulness of the staff at the station****(430)**

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East



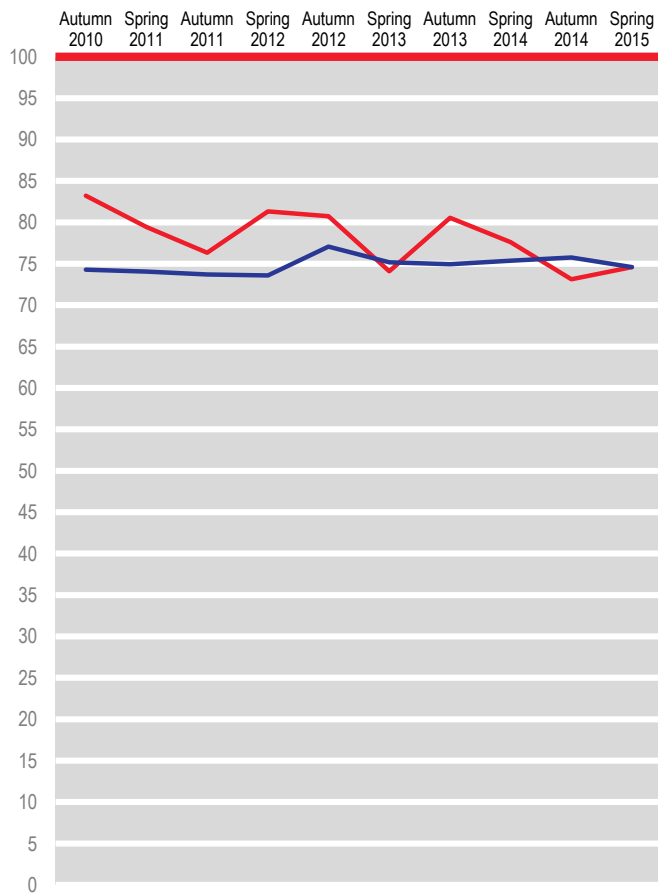
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(449)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

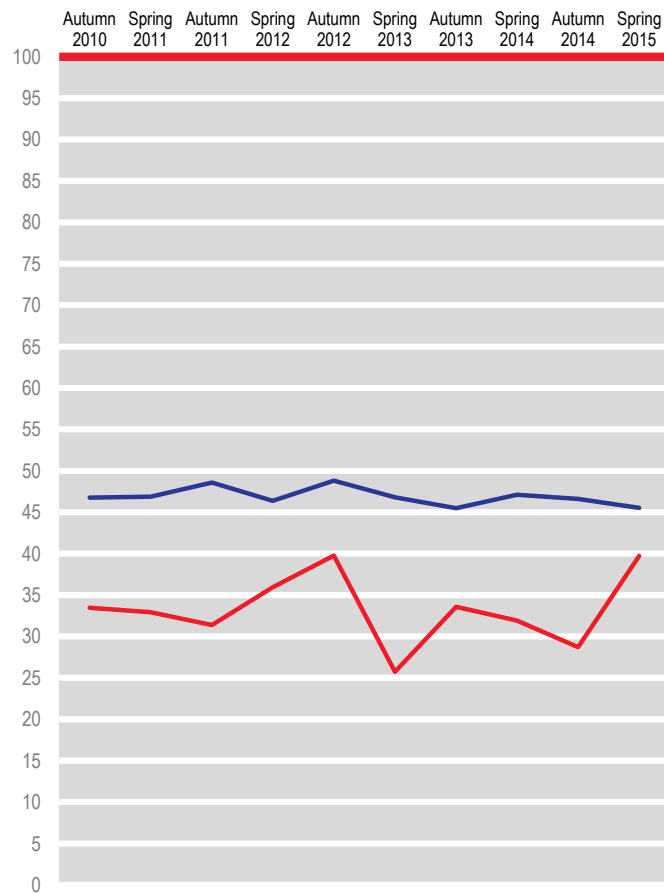


Facilities for car parking at the station

(175)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

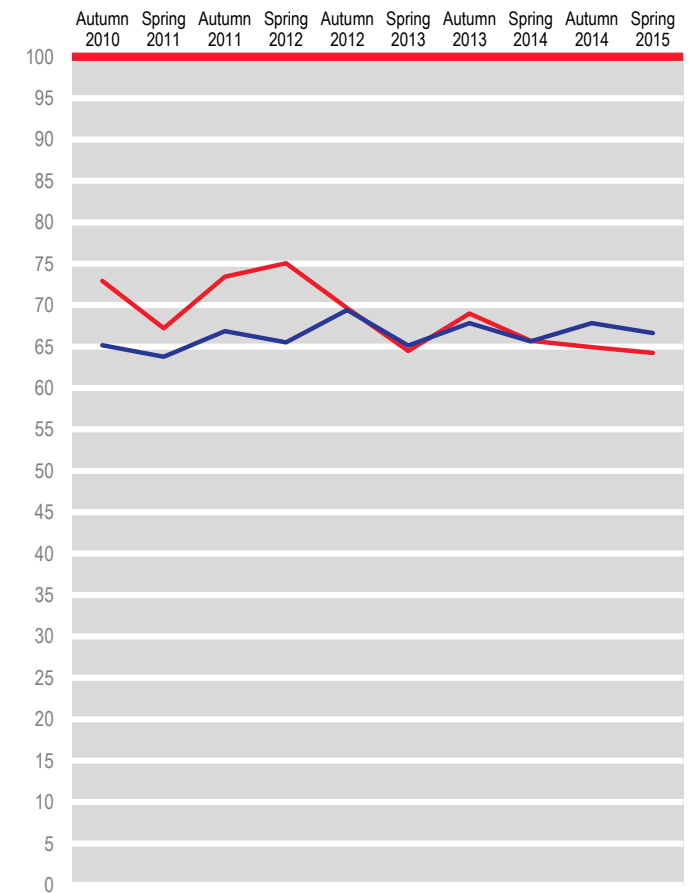


Overall station environment

(521)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

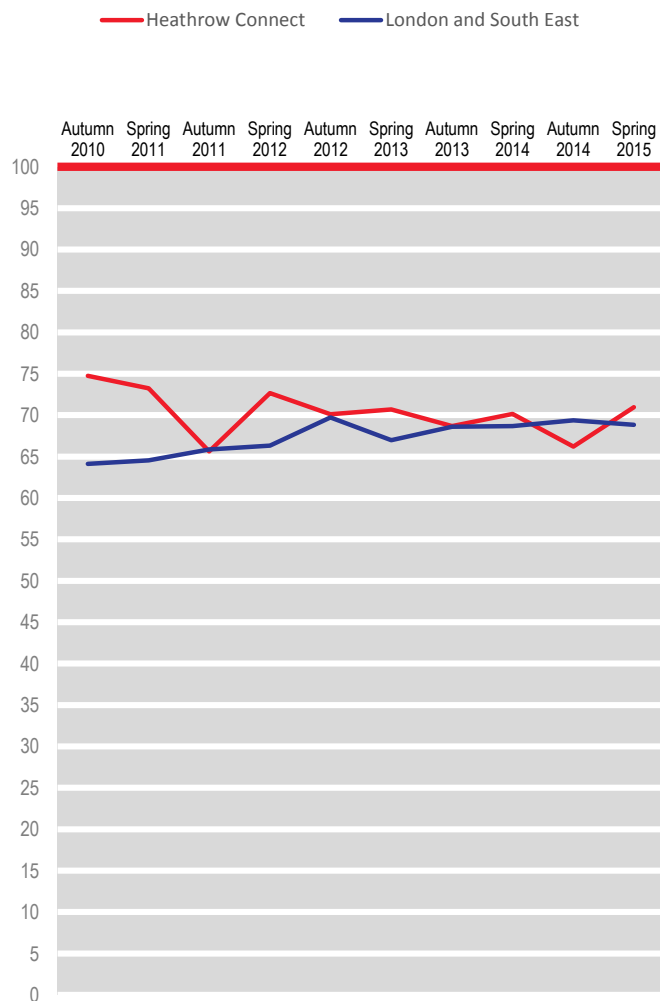


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(482)

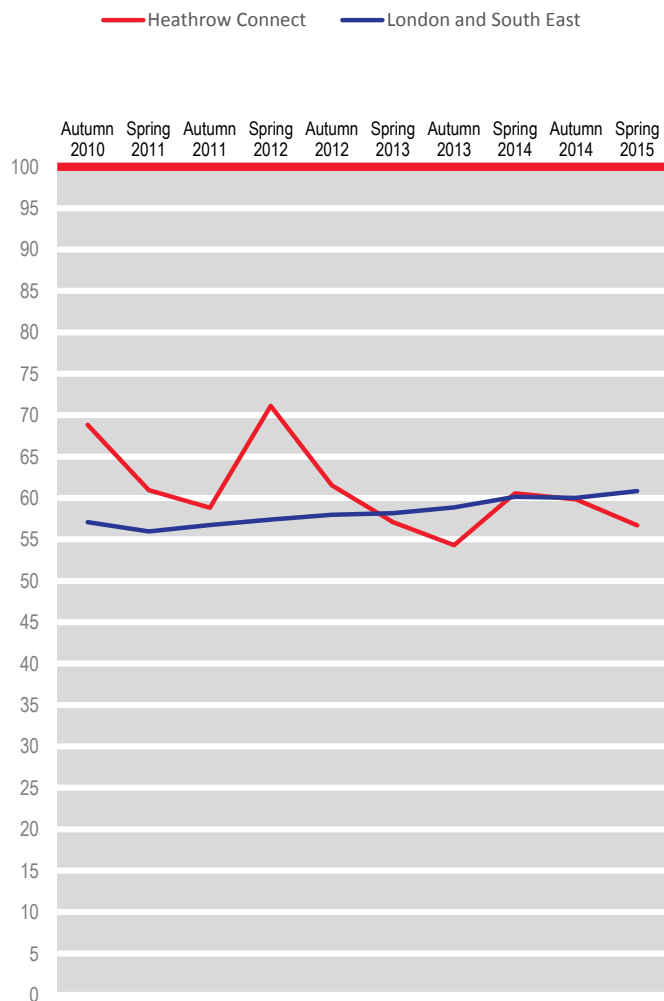
Percentage of passengers satisfied 2010 to 2015



The availability of staff at the station

(489)

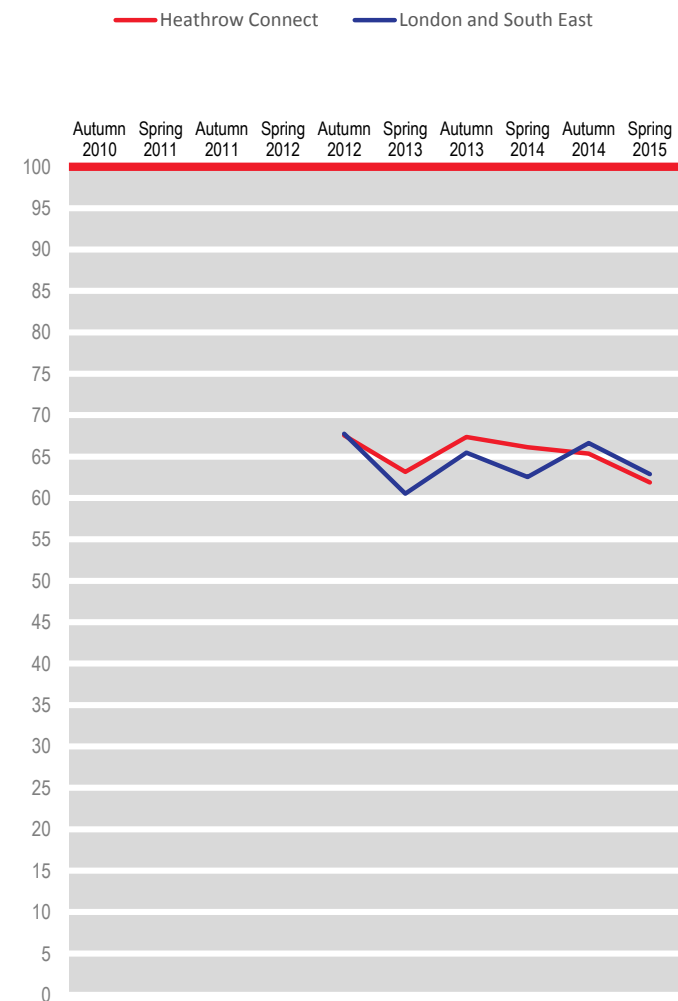
Percentage of passengers satisfied 2010 to 2015



The provision of shelter facilities

(421)

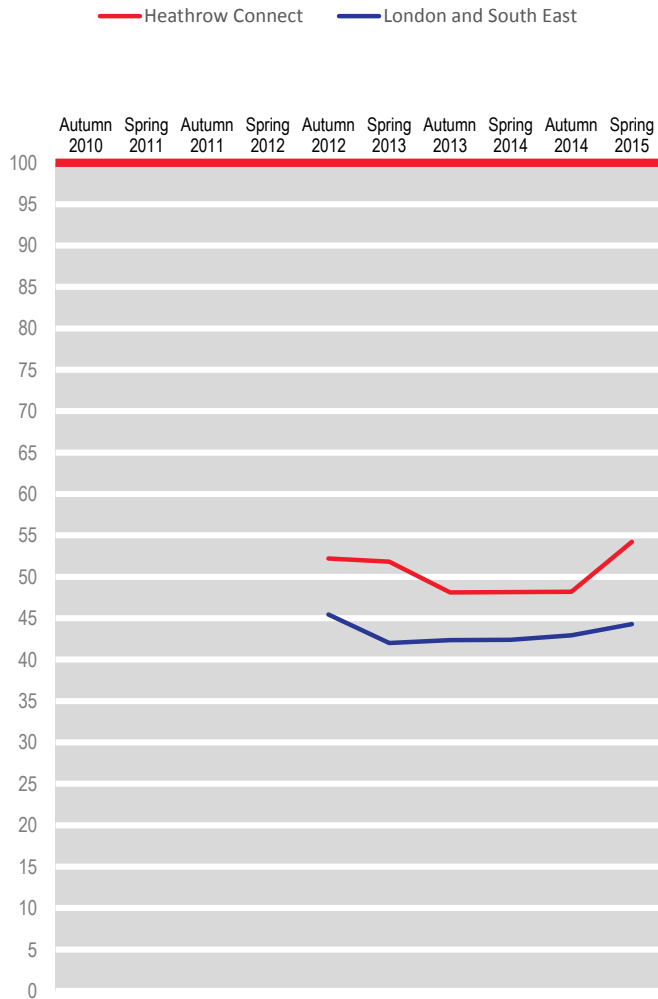
Percentage of passengers satisfied 2010 to 2015



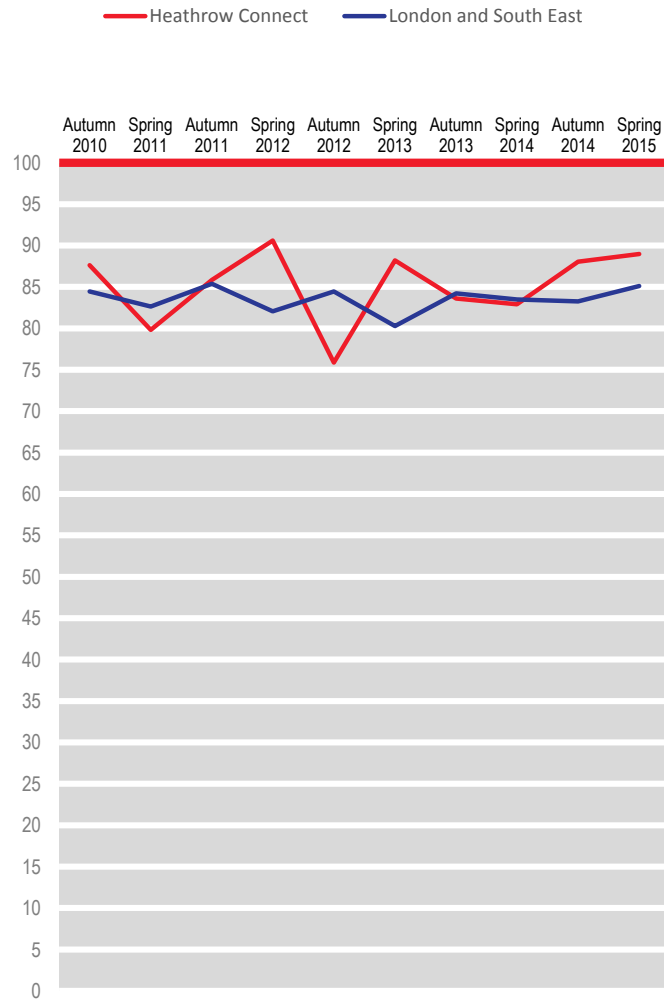
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(473)**

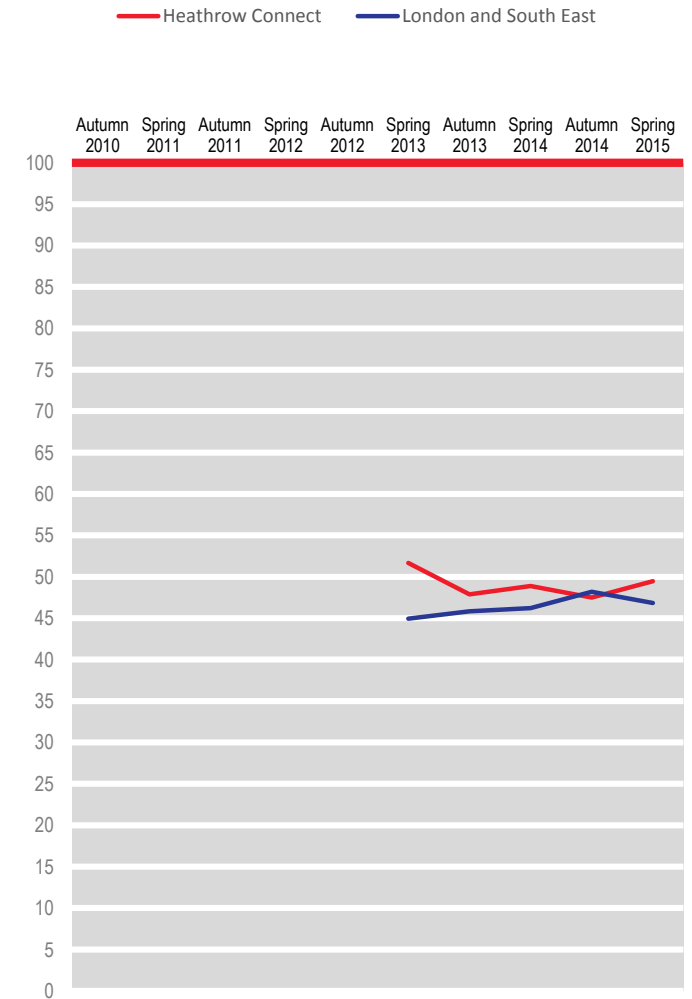
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(106)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(416)**

Percentage of passengers satisfied 2010 to 2015



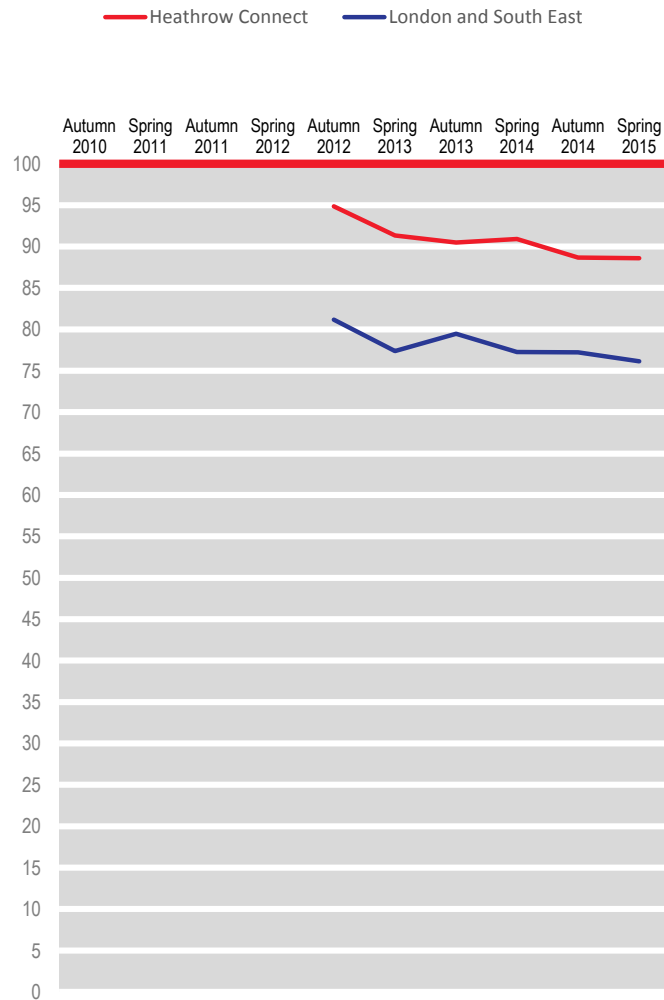
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(537)

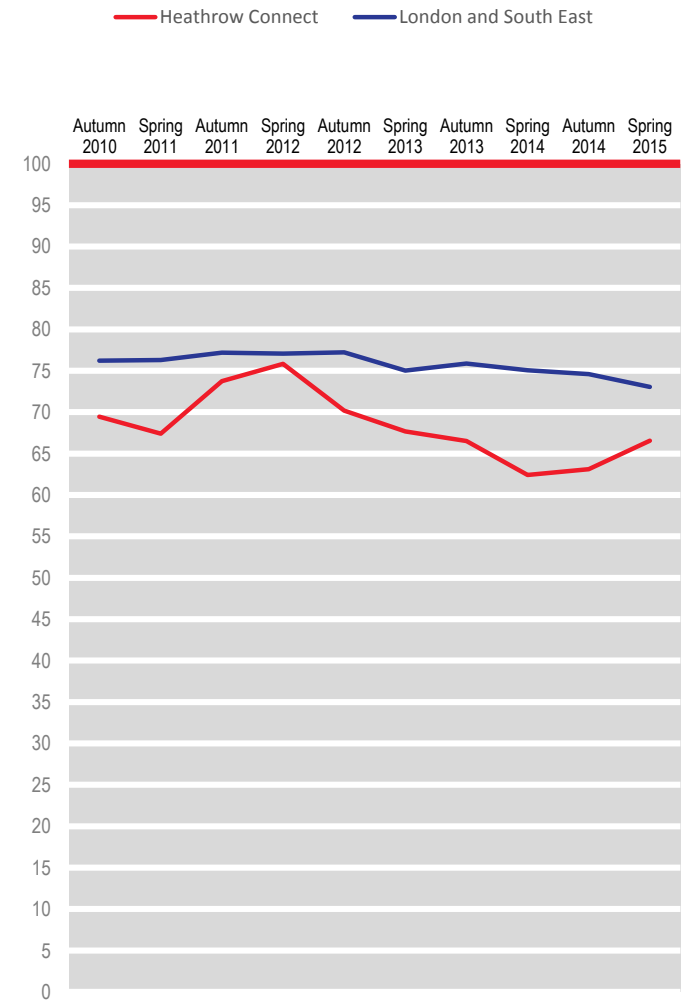
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(544)

Percentage of passengers satisfied 2010 to 2015

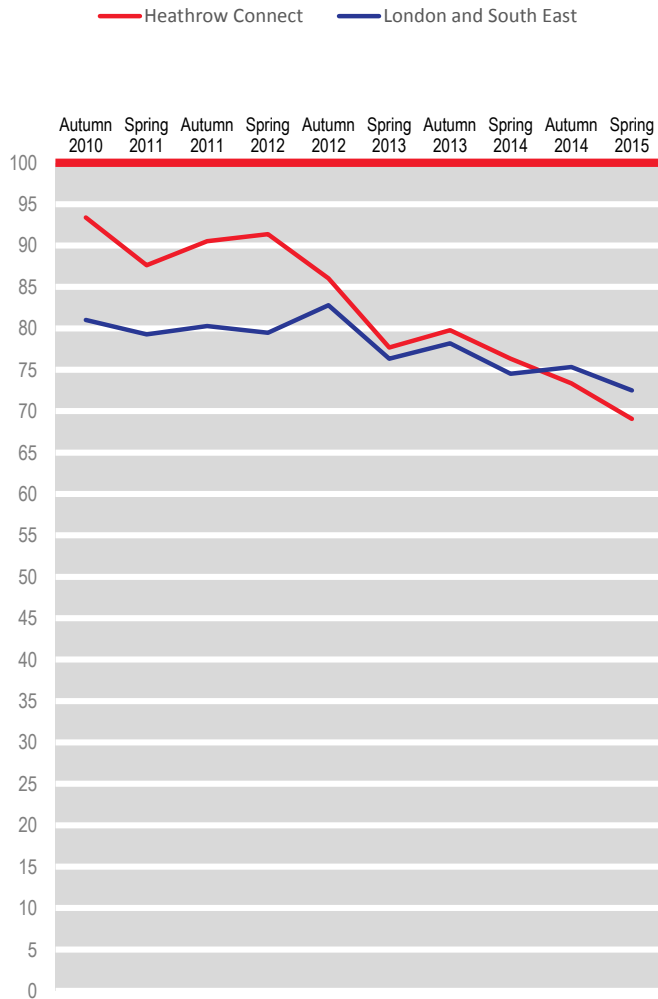


N.B. Benchmarks and targets are only shown for applicable factors

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

(545)

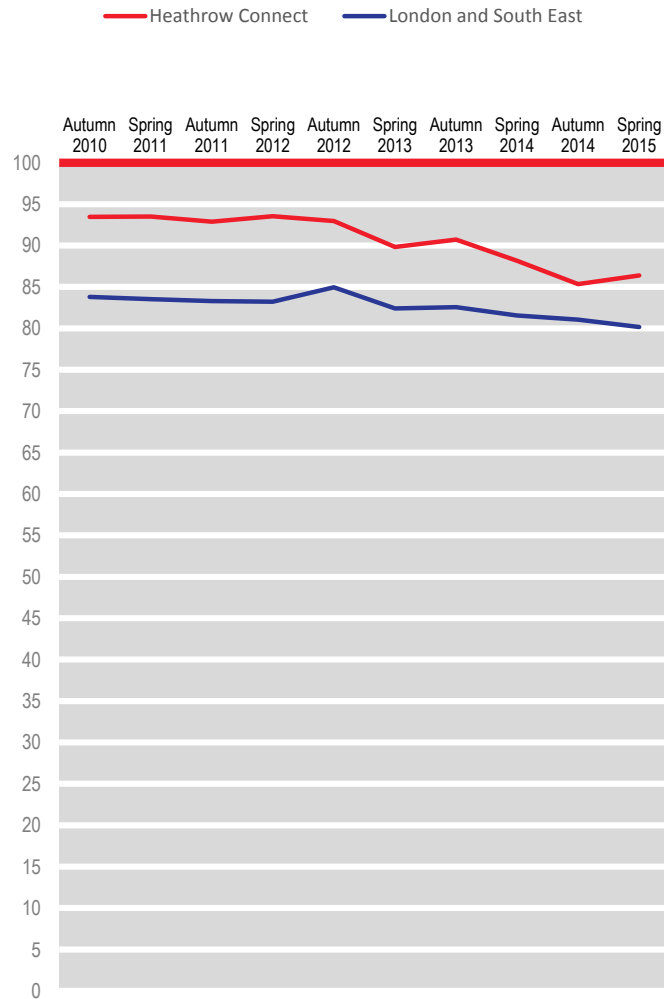
Percentage of passengers satisfied 2010 to 2015



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

(541)

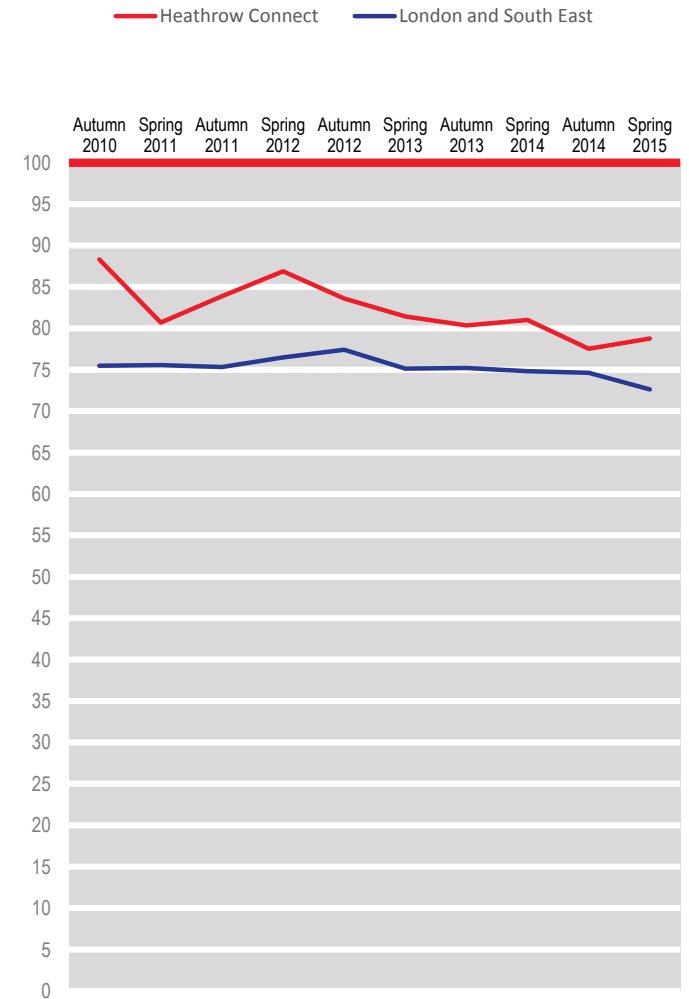
Percentage of passengers satisfied 2010 to 2015



Connections with other train services

(380)

Percentage of passengers satisfied 2010 to 2015



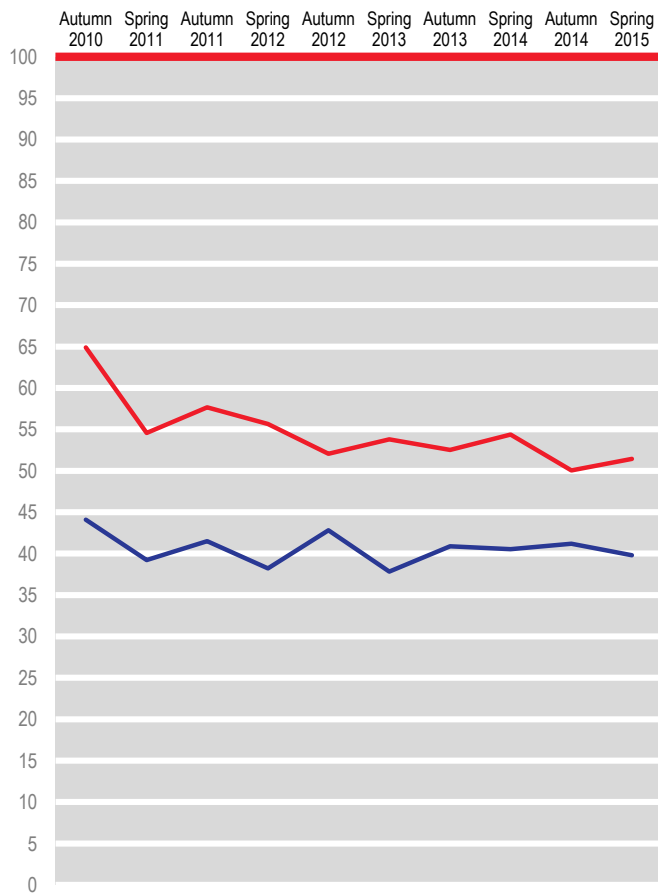
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(493)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

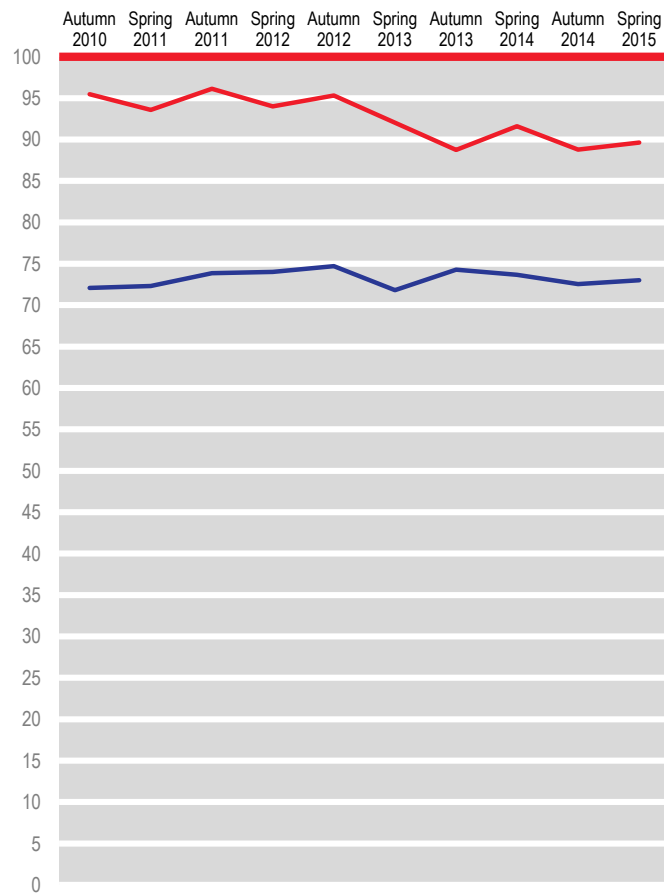


Cleanliness of the train

(540)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

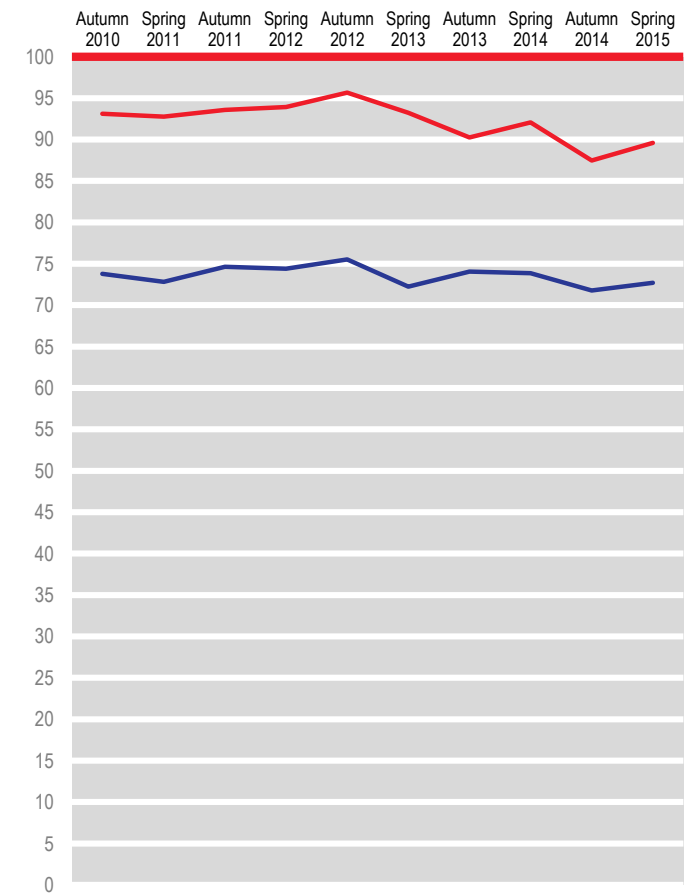


Upkeep and repair of the train

(527)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East



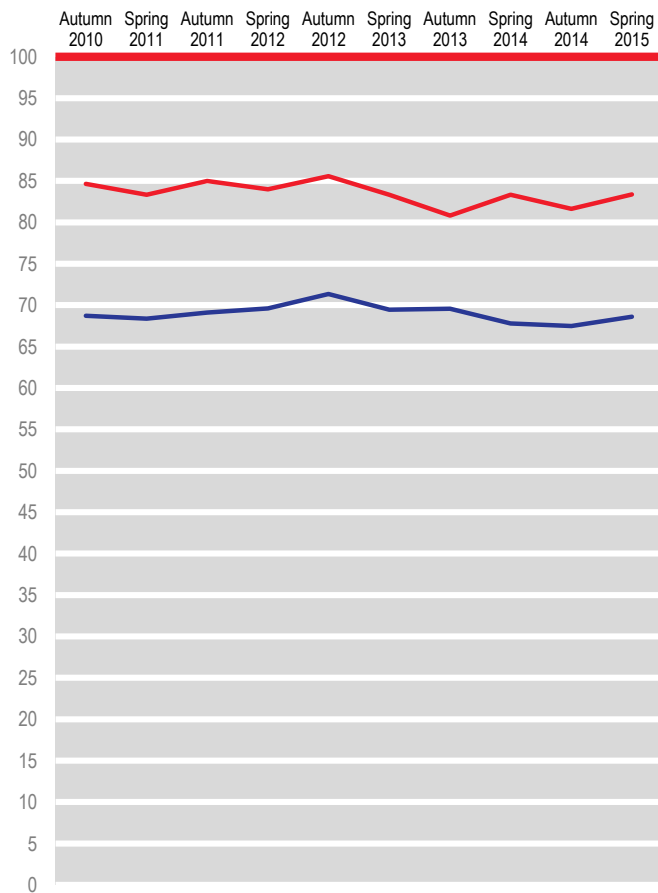
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(504)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

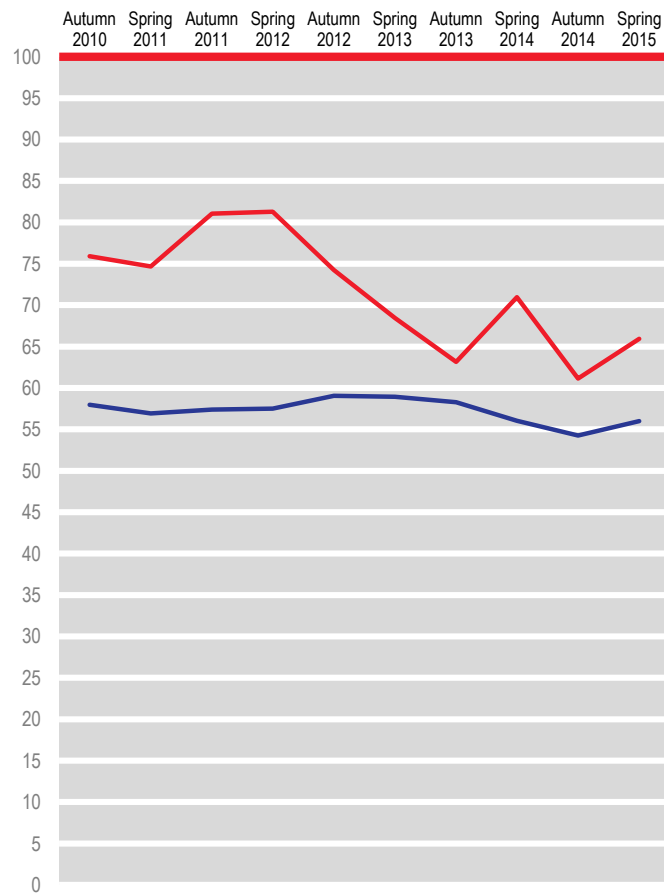


The helpfulness and attitude of staff on the train

(334)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

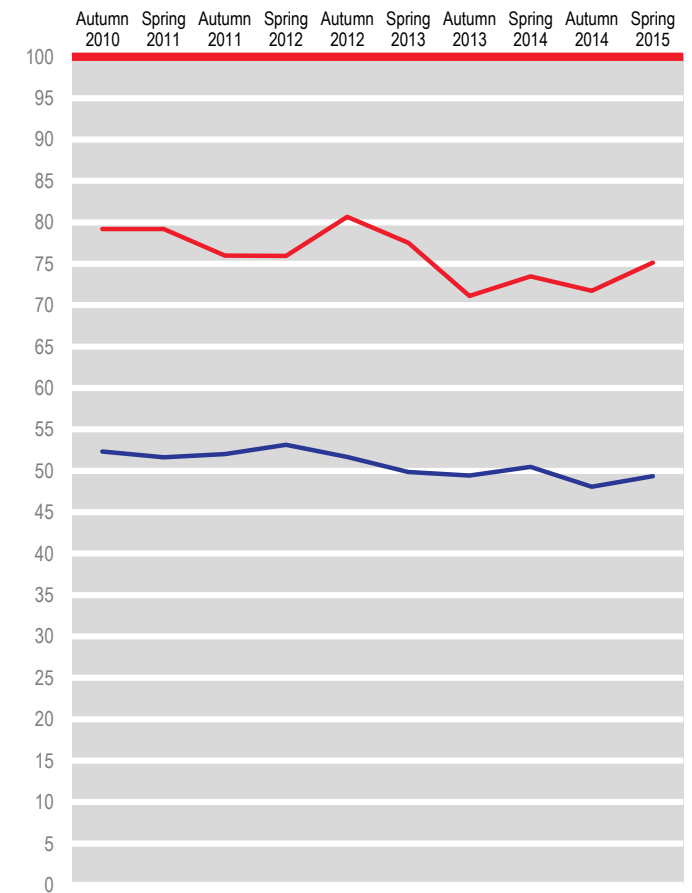


The space for luggage

(444)

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

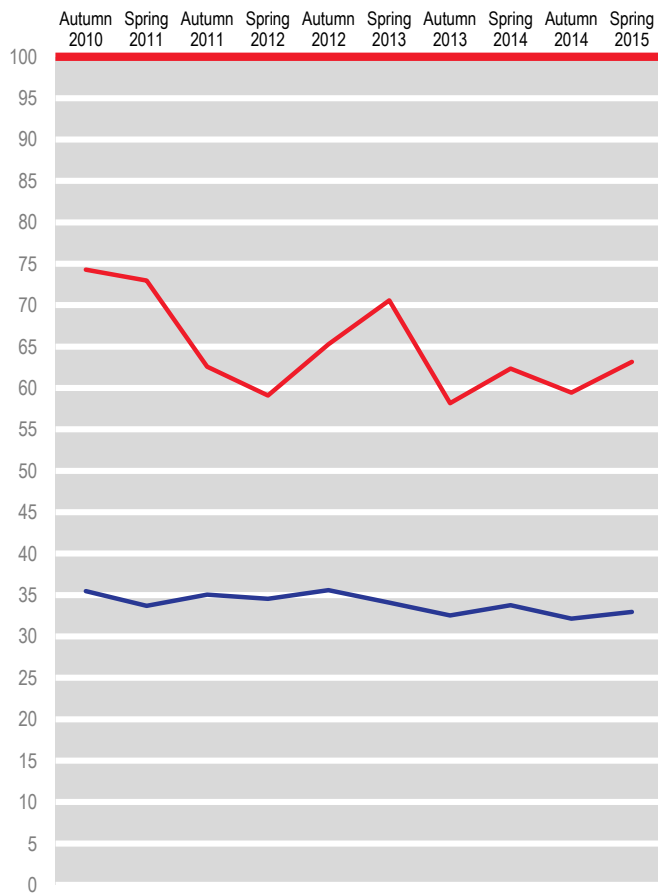


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(209)**

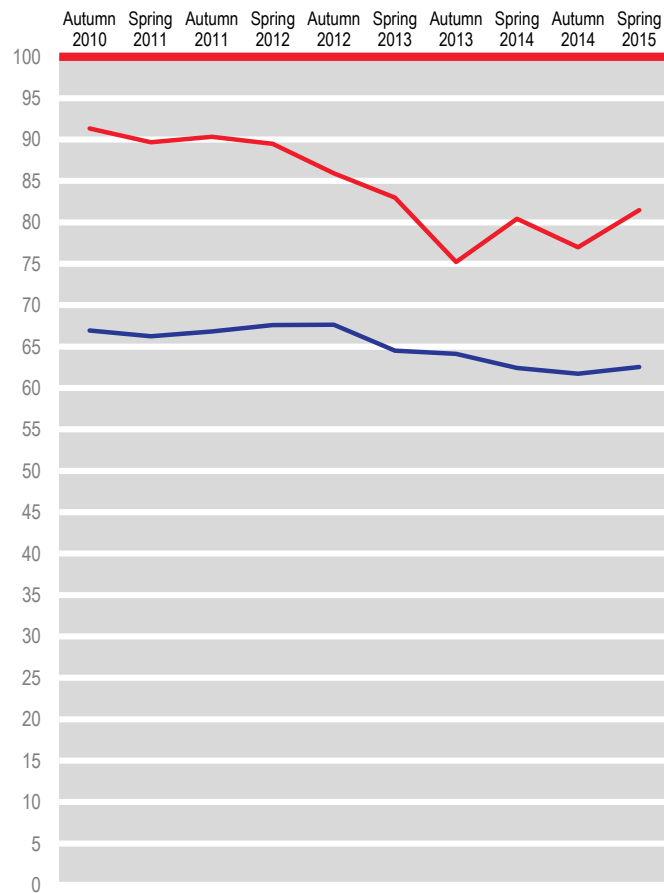
Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

**Sufficient room for all the passengers to sit/stand****(528)**

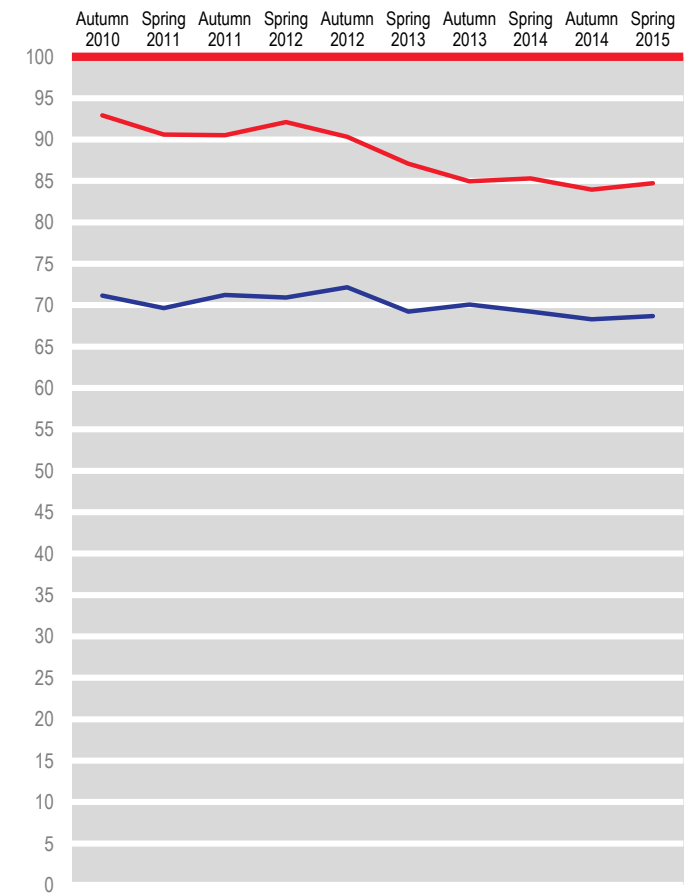
Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

**The comfort of the seating area****(532)**

Percentage of passengers satisfied 2010 to 2015

Heathrow Connect London and South East

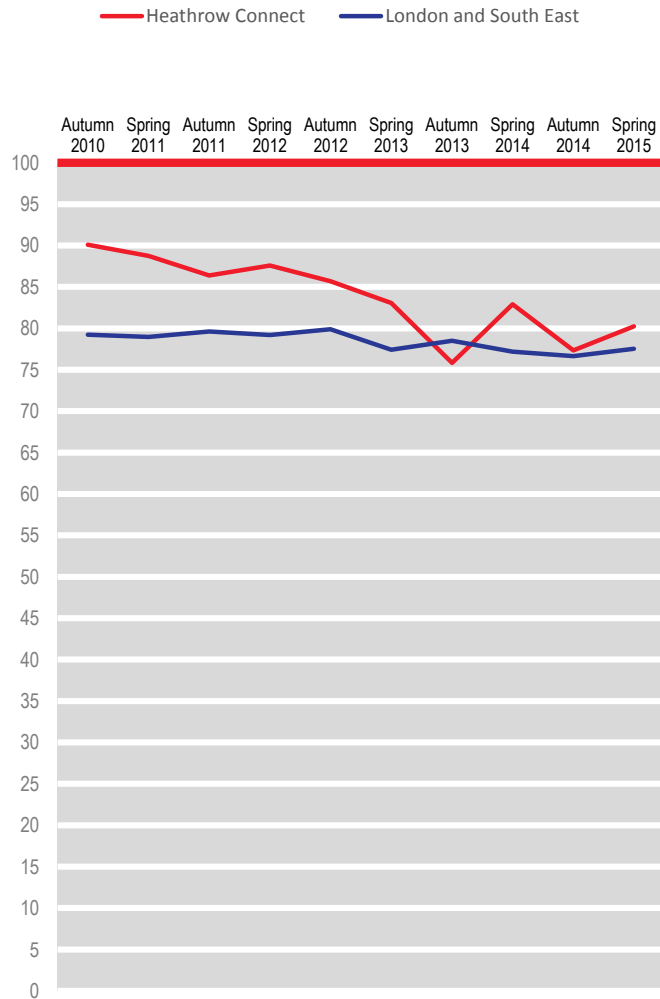


N.B. Benchmarks and targets are only shown for applicable factors

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

(532)

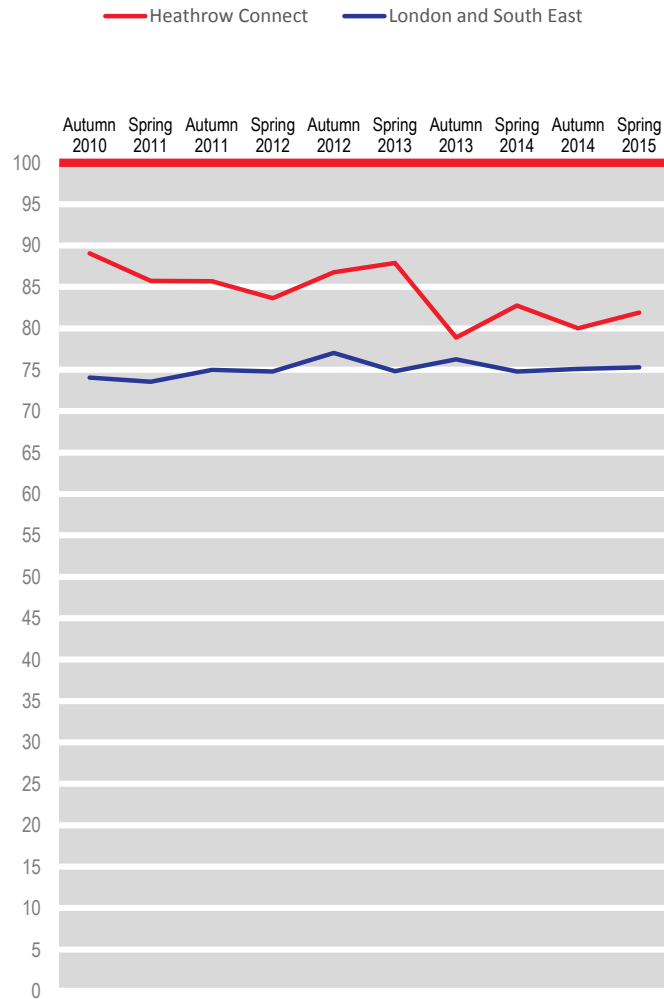
Percentage of passengers satisfied 2010 to 2015



Your personal security whilst on board

(511)

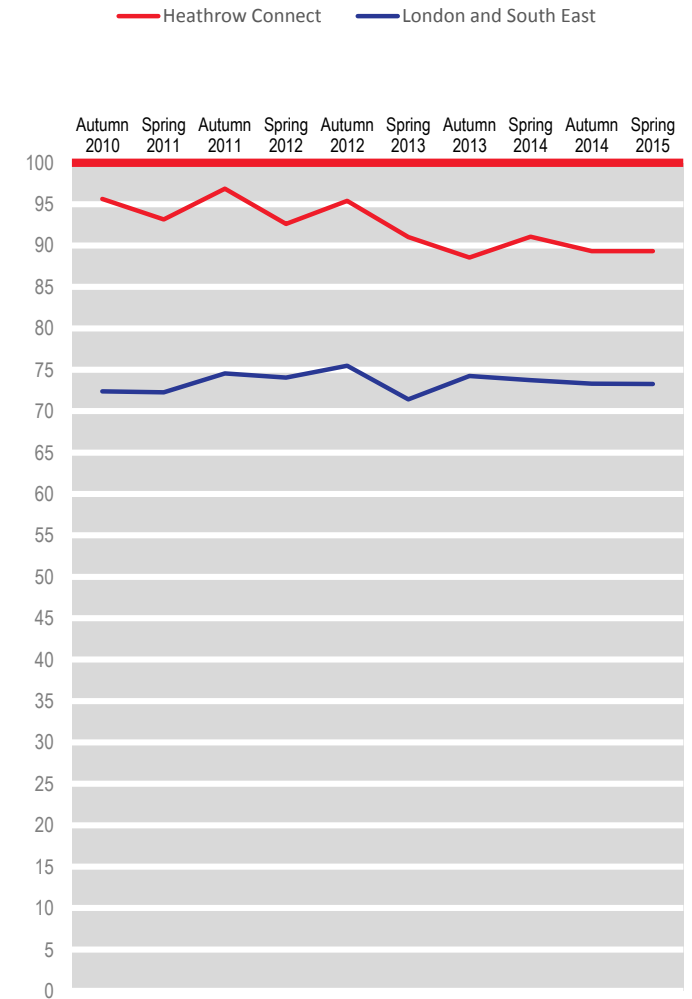
Percentage of passengers satisfied 2010 to 2015



The cleanliness of the inside of the train

(543)

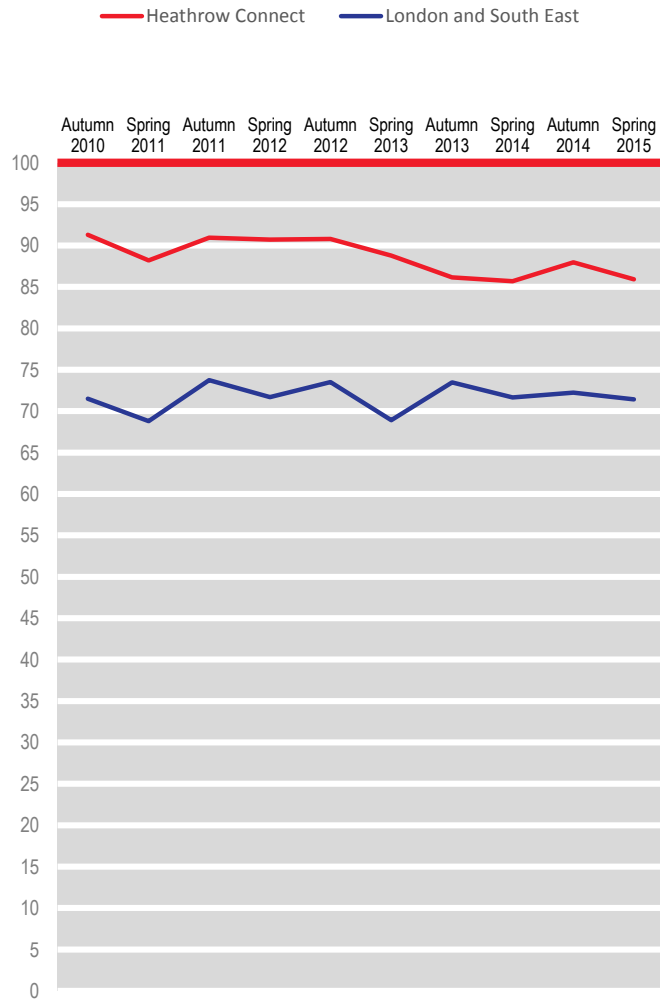
Percentage of passengers satisfied 2010 to 2015



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

The cleanliness of the outside of the train (487)

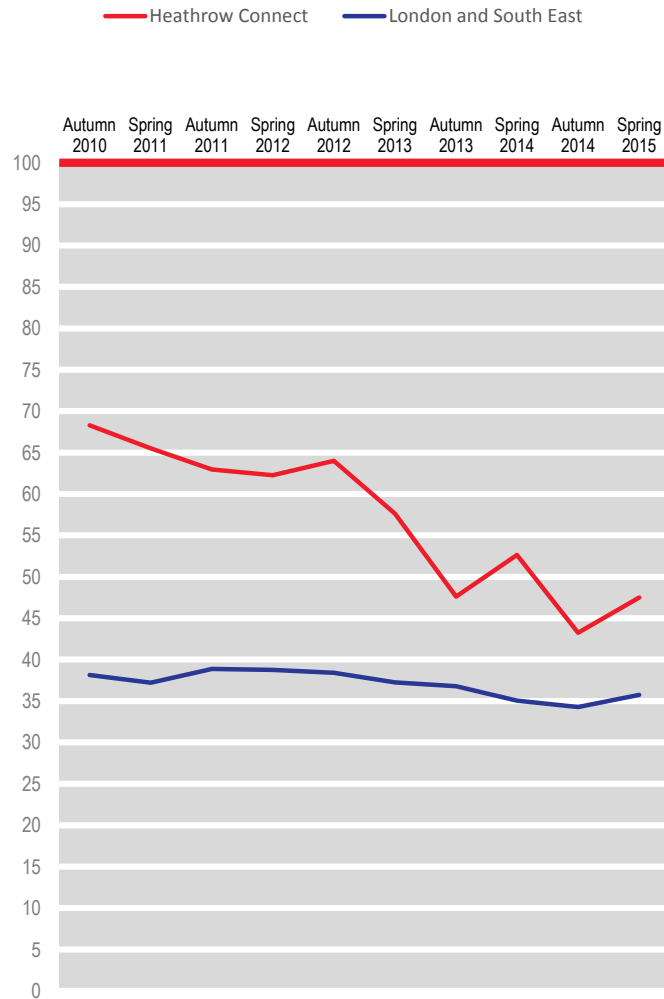
Percentage of passengers satisfied 2010 to 2015



The availability of staff on the train

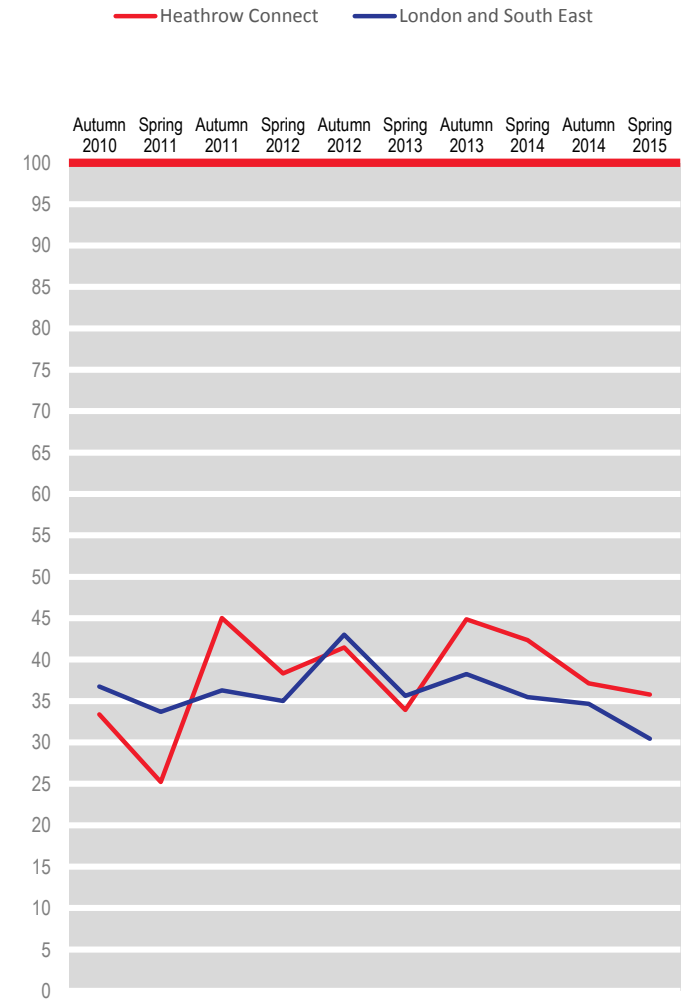
(432)

Percentage of passengers satisfied 2010 to 2015



How well train company dealt with delays (101)

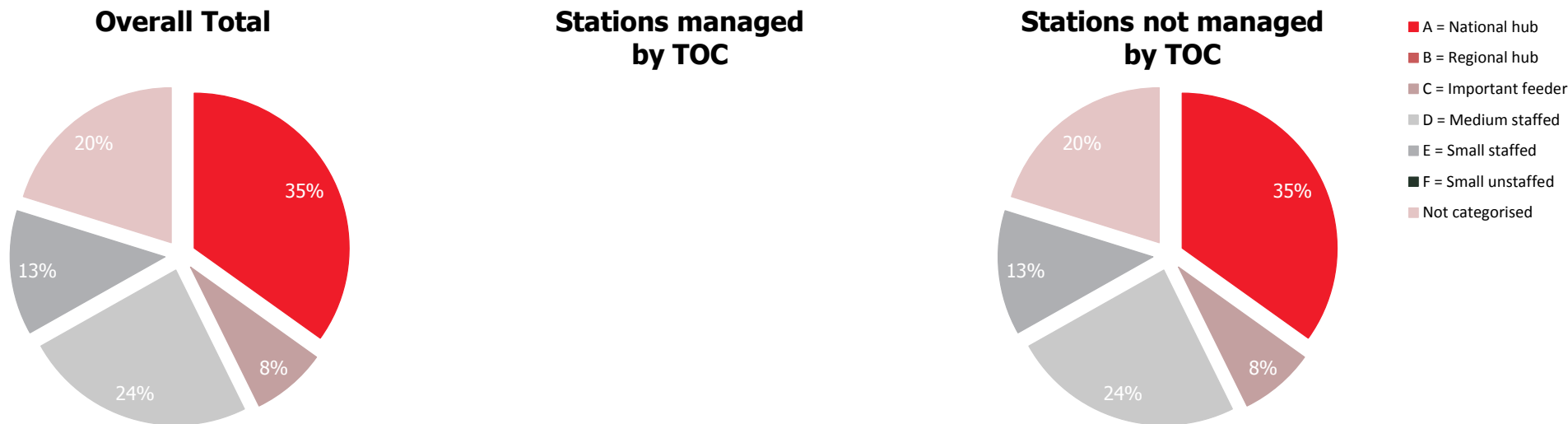
Percentage of passengers satisfied 2010 to 2015



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

Managed versus non-managed stations for Heathrow Connect

(% 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	-		75
Ticket buying facilities	-		70
Provision of information about train times/platforms	-		72
The upkeep/repair of the station buildings/platforms	-		69
Cleanliness	-		75
The facilities and services	-		54
The attitudes and helpfulness of the staff	-		74
Connections with other forms of public transport	-		75
Facilities for car parking	-		40
Overall environment	-		64
Your personal security whilst using the station	-		71
The availability of staff	-		57
The provision of shelter facilities	-		62
Availability of seating	-		54
How request to station staff was handled	-		89
The choice of shops/eating/drinking facilities available	-		49

Heathrow Connect

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	86		86	92		93
STATION FACILITIES						
Overall satisfaction with the station	75		72	74		80
Ticket buying facilities	68		65	73		75
Provision of information about train times/platforms	70		70	76		73
The upkeep/repair of the station buildings/platforms	68		68	71		75
Cleanliness	75		71	74		78
The facilities and services	53		53	56		59
The attitudes and helpfulness of the staff	71		69	81		67
Connections with other forms of public transport	79		74	65	-	86
Facilities for car parking	41	+	30	35		41
Overall environment	64		64	66		69
Your personal security whilst using the station	71		68	70		75
The availability of staff	57		58	57		66
The provision of shelter facilities	65		65	55		70
Availability of seating	52		46	59		53
How request to station staff was handled	88		85	91		81
The choice of shops/eating/drinking facilities available	50		46	49		55
TRAIN FACILITIES						
Overall satisfaction with the train	88		88	90	-	98
The frequency of the trains on that route	65		61	71		66
Punctuality/reliability (i.e. the train arriving/departing on time)	66	-	74	77		82
The length of time the journey was scheduled to take (speed)	85		87	90		91
Connections with other train services	76		79	85		86
The value for money of the price of your ticket	49		52	58		62
Cleanliness of the train	89		90	92		95
Upkeep and repair of the train	88		91	94		96
The provision of information during the journey	82		85	86		80
The helpfulness and attitude of staff on train	66		69	66		74
The space for luggage	75		75	75		69
The toilet facilities	63		59	63		74
Sufficient room for all passengers to sit/stand	80		76	86		91
The comfort of the seating area	82		84	92		88
The ease of being able to get on and off	79		81	83		88
Your personal security on board	81		82	85		84
The cleanliness of the inside	88		90	92		94
The cleanliness of the outside	84		86	91		86
The availability of staff	47		52	49		54
How well train company deals with delays	33		45	46		34

London and South East

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	77	-	79	86		88
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

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DELAY					
None	71	74			
Minor	22	20			
Major	2	4			
LENGTH OF DELAY					
5 minutes or less	55	38			
6-10 minutes	26	27			
11-20 minutes	8	16			
21-30 minutes	3	7			
31-60 minutes	5	4			
More than 1 hour	-	2			
Don't know/no answer	4	6			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	13	12	Very well	15	13
Fairly well	32	28	Fairly well	32	28
Neither well nor poorly	15	20	Neither well nor poorly	20	24
Fairly poorly	16	18	Fairly poorly	14	16
Very poorly	24	21	Very poorly	19	19
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	10	13	Very well	9	9
Fairly well	32	30	Fairly well	25	21
Neither well nor poorly	17	22	Neither well nor poorly	24	33
Fairly poorly	21	17	Fairly poorly	19	15
Very poorly	20	19	Very poorly	23	23
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	12	13	Very well	13	5
Fairly well	34	27	Fairly well	19	16
Neither well nor poorly	21	26	Neither well nor poorly	27	28
Fairly poorly	12	15	Fairly poorly	14	17
Very poorly	20	19	Very poorly	28	34

6 6.2 Passenger experience relating to disability

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	0	1			
Mobility	2	2			
Dexterity	-	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	-	0			
Other	2	2			
None	90	89			
No answer	3	2			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	16	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	54	43	Yes	7	2
Not at all	22	46	No	93	98
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	19	38	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	29	32	Very satisfied	100	79
Neither satisfied nor dissatisfied	13	19	Fairly satisfied	-	18
Fairly dissatisfied	22	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	17	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	3
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	31	30	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	32	39	Very satisfied	100	69
Neither satisfied nor dissatisfied	12	19	Fairly satisfied	-	15
Fairly dissatisfied	16	7	Neither satisfied nor dissatisfied	-	7
Very dissatisfied	8	6	Fairly dissatisfied	-	5
			Very dissatisfied	-	4

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	46	44	White	68	86
Female	47	54	Mixed	2	2
			Asian or Asian British	17	4
			Black or Black British	5	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	50	51
19-25	13	8	Business	11	15
26-34	20	15	Leisure	39	34
35-44	22	18			
45-54	17	23	REGULAR TRAVELLER		
55-59	9	11	Yes	64	71
60-64	5	9	No	36	29
65+	7	13			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	68	63	Weekday	71	86
Working Part Time	12	15	Weekend	29	14
Not Working	3	3			
Retired	8	13	TIME OF TRAVEL		
Full Time Student	4	4	Peak	23	22
			Off-peak	77	78
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	36	41	Yes asked for help	12	7
Middle Managerial	17	17	Yes asked for information	7	7
Junior Managerial/Clerical/Supervisory	13	12	Could not find anyone to ask	3	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	6	No	75	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	2			
Full time student	2	2	DO YOU REGULARLY USE THE INTERNET		
Retired	7	12	Yes, at home	88	91
Unemployed/between jobs	0	1	Yes, at work	65	66
Housewife/house-husband	1	0	No	4	5
Other	5	5			

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	83	85	Better telephone enquiry/booking service	5	5
With other adults 16+	14	12	Better internet enquiry/booking service	18	18
With children aged 0-4	1	1	Better information facilities at stations	21	20
With children aged 5-10	1	1	Better route maps of the rail network	14	15
With children aged 11-15	1	1	Make timetables easier to read	19	17
			Better ticket buying facilities at station ticket offices	20	18
			Better ticket buying facilities at station ticket machines	16	17
			Better promotion when advanced tickets available	16	22
TRAVELLING WITH ...			Other	13	12
Heavy/bulky luggage/other large items	27	12	None of these	23	26
Pushchair	-	1			
Folding bicycle	0	1			
Non-folding bicycle	1	1			
Dog	-	0			
Wheelchair	-	0			
Helper	-	0			
Mobility scooter	0	0			
None apply	70	84			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	19	9			
Anytime day single/return	8	10			
Off-peak/super off-peak single/return	2	8			
Off-peak/super off-peak day single/return	1	7			
Advance	1	3			
Day travelcard	4	6			
Oyster pay as you go	26	15			
Weekly or monthly season ticket	20	17			
Annual season ticket	6	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	2	1			
Free travel pass (e.g. Freedom Pass)	7	6			
Other	2	3			
Don't know/no answer	3	2			

Station sample sizes for Heathrow Connect

Station	Unweighted
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London Paddington	248
Heathrow Airport T123	119
Hayes And Harlington	71
Ealing Broadway	47
Southall	36
Hanwell	22
West Ealing	19
Heathrow Terminal 4	2

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 West Trains (not including stations in London)

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services



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