



National Rail Passenger Survey

Virgin Trains TOC Report

Spring 2015 (Wave 32)

Contacts:

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdrccontinental.com

transportfocus 

Contents

1 Introduction

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

2 Key results

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

3 Passenger satisfaction trend charts

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

4 Managed versus non-managed stations

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

5 Weekday/weekend satisfaction

- 5.1** Weekday/weekend satisfaction for Virgin Trains 29
- 5.2** Weekday/weekend satisfaction for Long Distance 30

6 Passenger experience with service

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

7 Sample profile

- 7.1** Sample profile for Virgin Trains versus Long Distance 33
- 7.2** Station sample sizes for Virgin Trains 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

8 Technical appendix

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

1 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

Spring 2015 (Wave 32)

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

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

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

Autumn 2014 (Wave 31)

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

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

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

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

Spring 2014 (Wave 30)

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

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

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

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

Autumn 2013 (Wave 29)

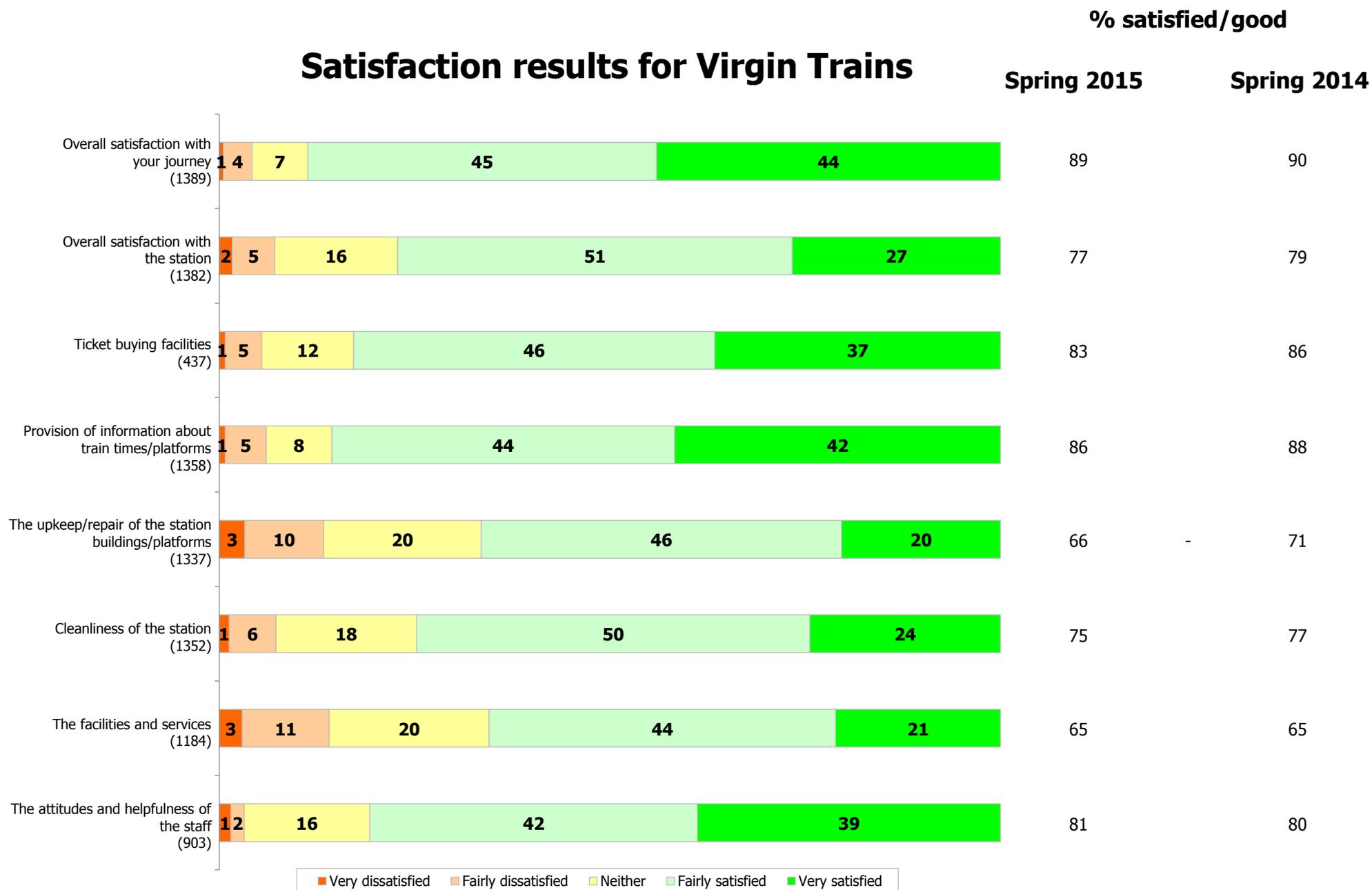
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

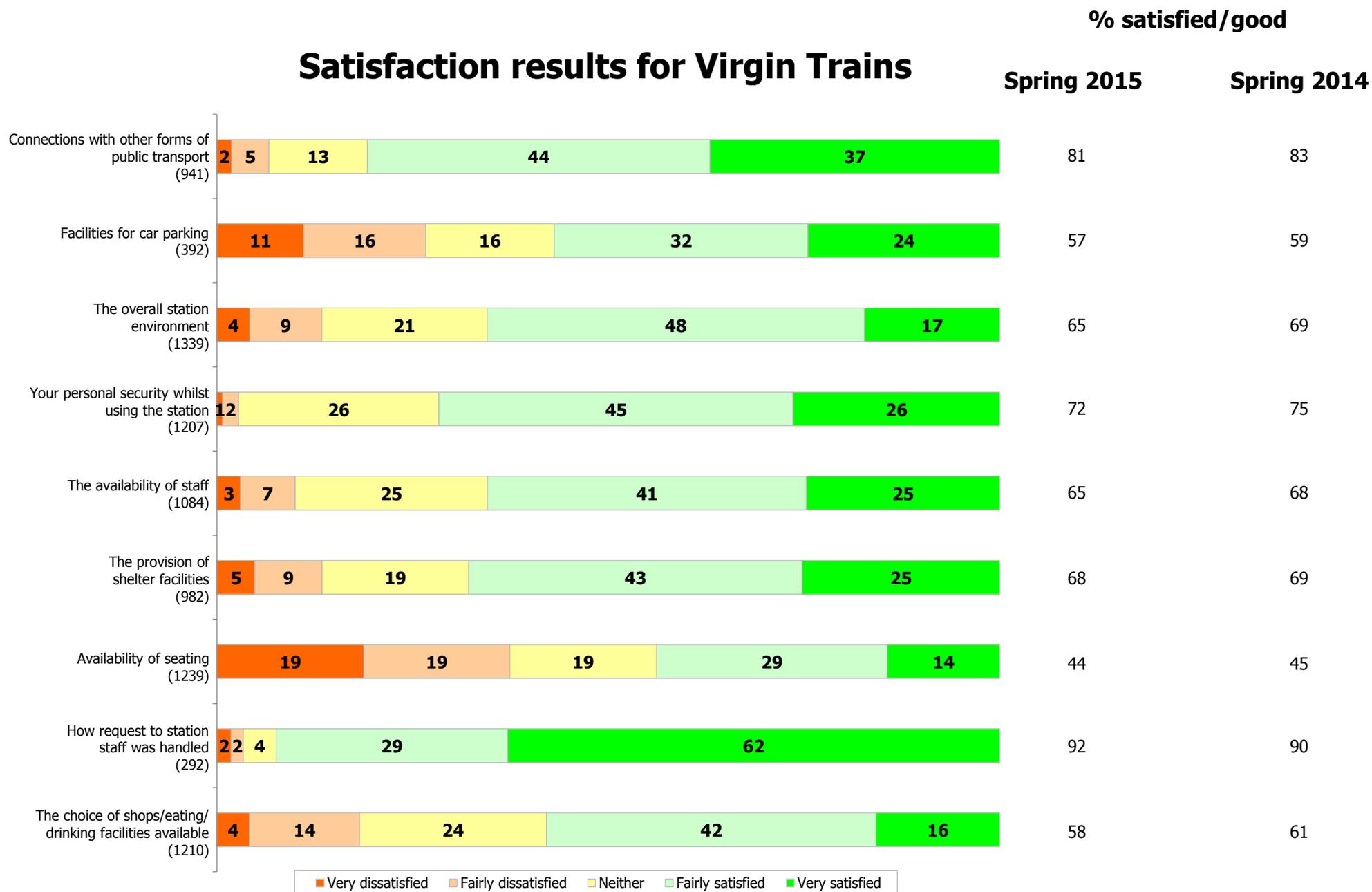
A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related issues this wave.

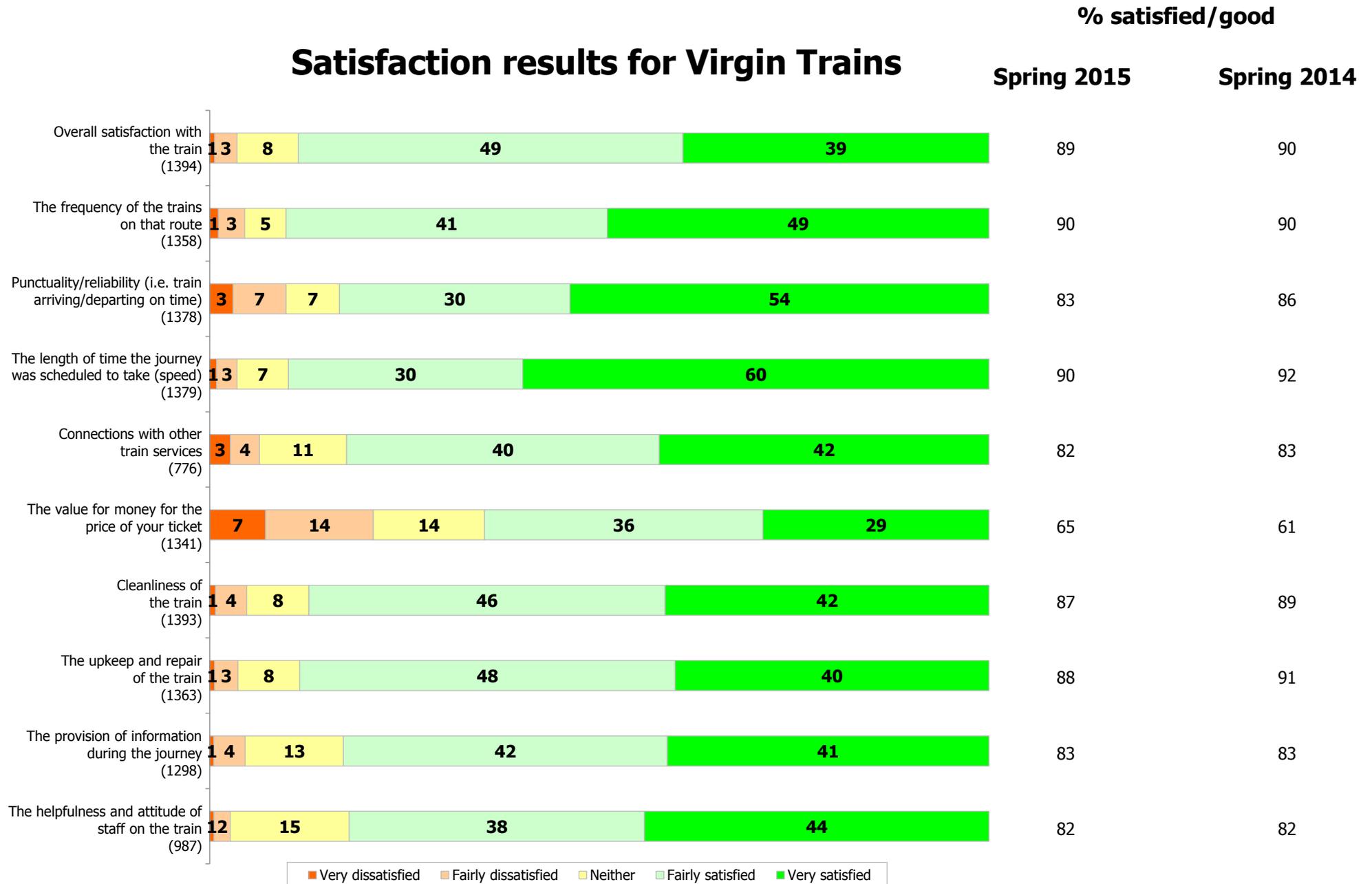
As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went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

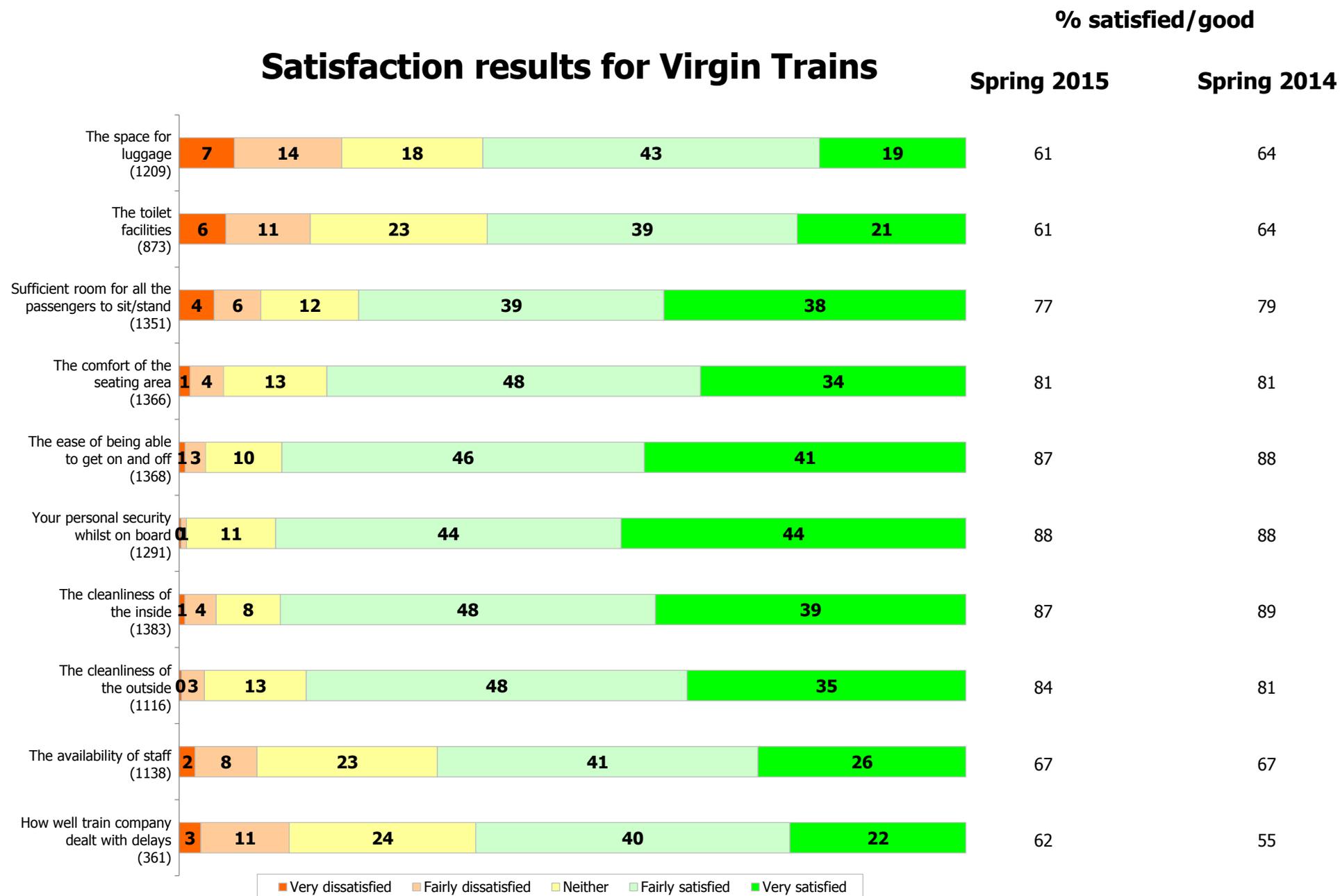
2 2.1 Overall satisfaction with your journey and station factors

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





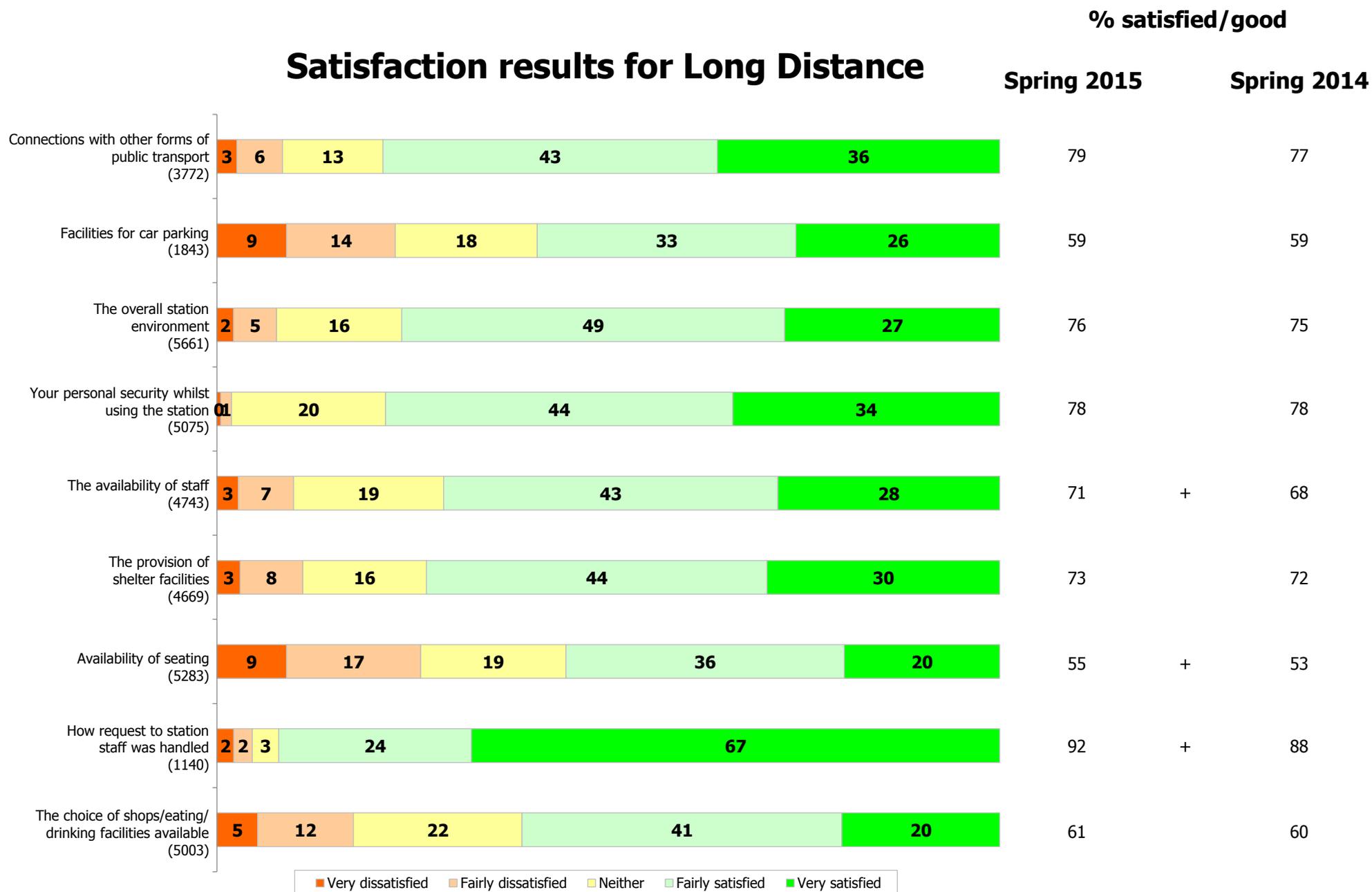


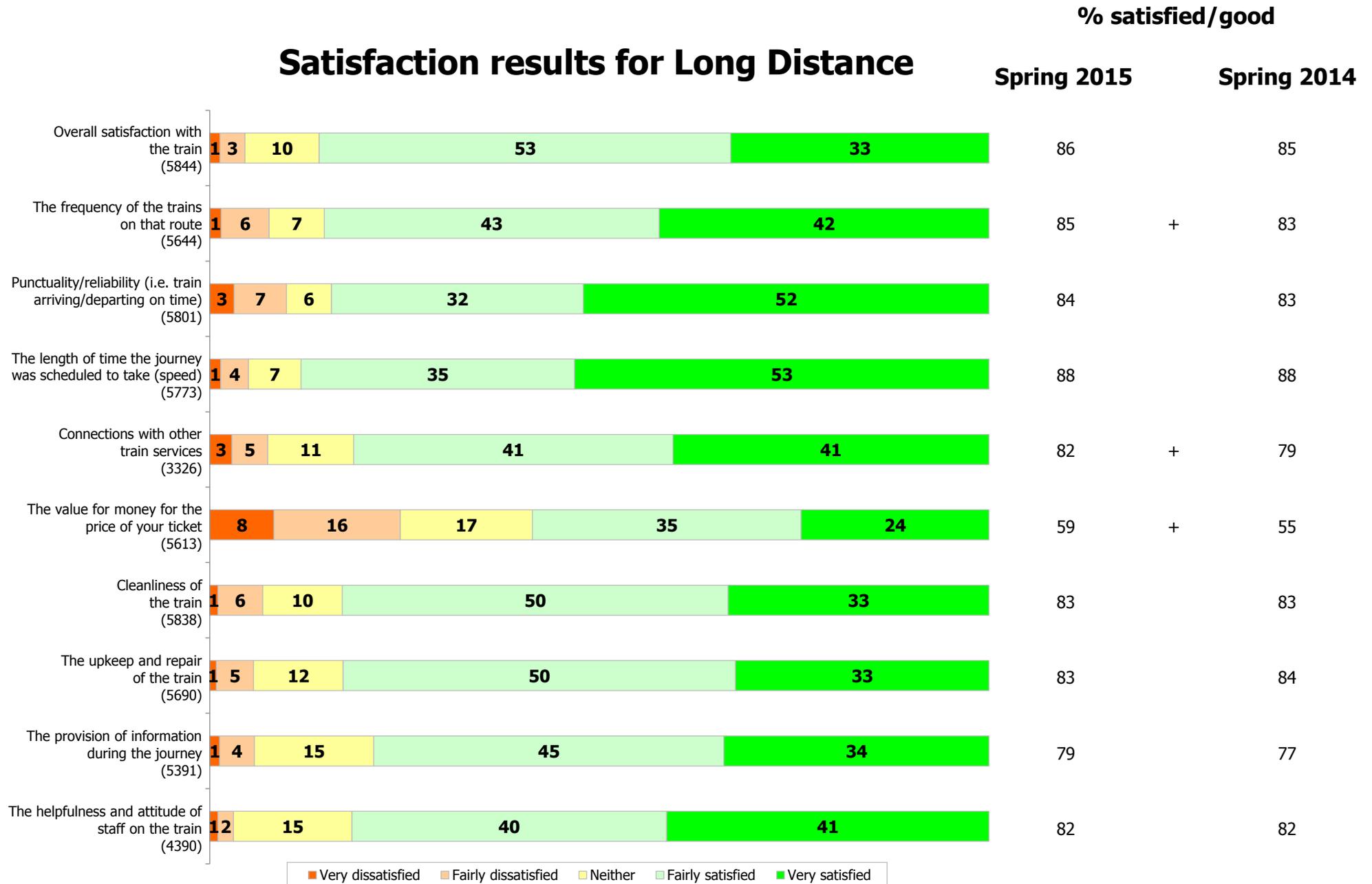


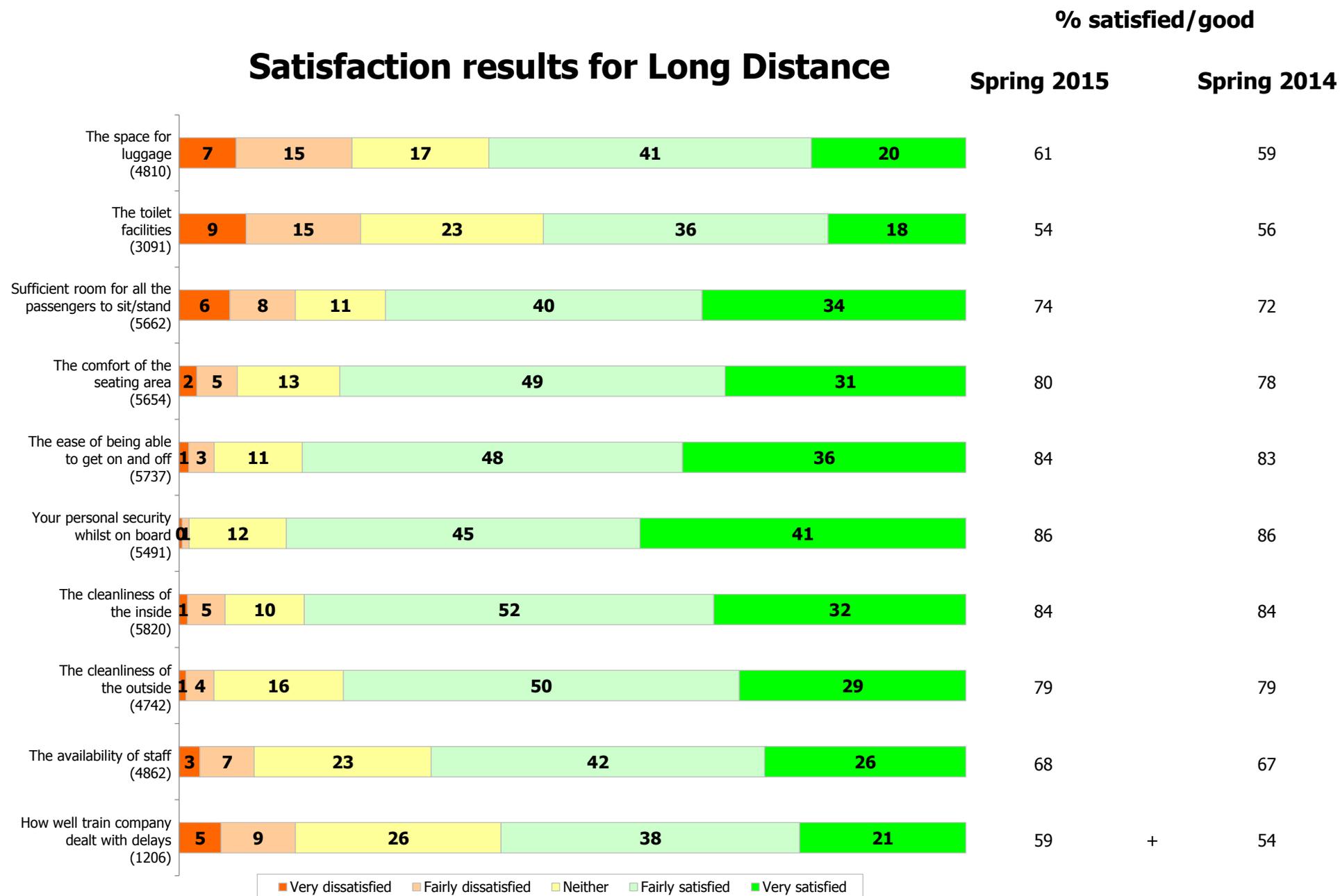
2 2.3 Overall satisfaction with your journey and station factors

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









Virgin Trains versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	89	88	101%
STATION FACILITIES			
Overall satisfaction with the station	77	84	92%
Ticket buying facilities	83	84	98%
Provision of information about train times/platforms	86	88	98%
The upkeep/repair of the station buildings/platforms	66	78	85%
Cleanliness	75	82	91%
The facilities and services	65	71	92%
The attitudes and helpfulness of the staff	81	81	100%
Connections with other forms of public transport	81	79	103%
Facilities for car parking	57	59	96%
Overall environment	65	76	86%
Your personal security whilst using the station	72	78	91%
The availability of staff	65	71	92%
The provision of shelter facilities	68	73	93%
Availability of seating	44	55	79%
How request to station staff was handled	92	92	100%
The choice of shops/eating/drinking facilities available	58	61	95%
TRAIN FACILITIES			
Overall satisfaction with the train	89	86	103%
The frequency of the trains on that route	90	85	106%
Punctuality/reliability (i.e. the train arriving/departing on time)	83	84	99%
The length of time the journey was scheduled to take (speed)	90	88	102%
Connections with other train services	82	82	101%
The value for money of the price of your ticket	65	59	110%
Cleanliness of the train	87	83	105%
Upkeep and repair of the train	88	83	107%
The provision of information during the journey	83	79	105%
The helpfulness and attitude of staff on train	82	82	100%
The space for luggage	61	61	101%
The toilet facilities	61	54	113%
Sufficient room for all passengers to sit/stand	77	74	105%
The comfort of the seating area	81	80	102%
The ease of being able to get on and off	87	84	103%
Your personal security on board	88	86	102%
The cleanliness of the inside	87	84	104%
The cleanliness of the outside	84	79	106%
The availability of staff	67	68	99%
How well train company deals with delays	62	59	105%

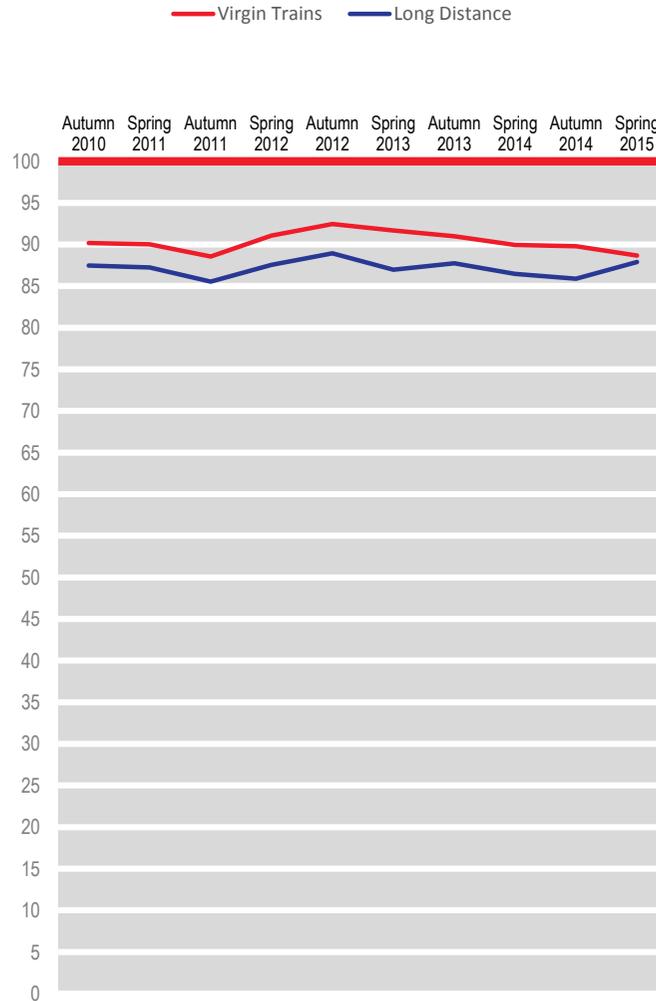
Building block/route data for Virgin Trains

	London to Scotland (via Birmingham)	London to Liverpool	London to Manchester	London to North Wales	London to Scotland	London to Wolverhampton/ Shrewsbury
Overall satisfaction with your journey	86	94	90	85	95	85
STATION FACILITIES						
Overall satisfaction with the station	78	81	82	66	80	71
Ticket buying facilities	84	88	83	79	95	76
Provision of information about train times/platforms	90	91	86	80	93	77
The upkeep/repair of the station buildings/platforms	67	70	71	55	78	57
Cleanliness	75	79	77	63	79	71
The facilities and services	65	67	65	71	70	62
The attitudes and helpfulness of the staff	86	82	83	72	88	72
Connections with other forms of public transport	76	83	82	90	78	81
Facilities for car parking	59	69	48	35	68	61
Overall environment	68	67	68	60	71	59
Your personal security whilst using the station	75	73	70	70	77	68
The availability of staff	72	67	66	67	74	55
The provision of shelter facilities	73	64	68	61	72	64
Availability of seating	51	35	44	33	53	38
How request to station staff was handled	95	89	96	91	86	86
The choice of shops/eating/drinking facilities available	60	60	62	58	55	52
TRAIN FACILITIES						
Overall satisfaction with the train	88	92	90	78	93	87
The frequency of the trains on that route	88	91	96	85	89	87
Punctuality/reliability (i.e. the train arriving/departing on time)	81	82	85	89	81	83
The length of time the journey was scheduled to take (speed)	88	95	91	92	90	87
Connections with other train services	82	91	81	85	75	84
The value for money of the price of your ticket	67	63	59	65	65	70
Cleanliness of the train	88	88	86	76	92	88
Upkeep and repair of the train	89	89	89	75	89	90
The provision of information during the journey	81	80	83	73	87	85
The helpfulness and attitude of staff on train	83	79	81	81	85	82
The space for luggage	60	59	65	53	56	64
The toilet facilities	60	63	59	55	64	62
Sufficient room for all passengers to sit/stand	75	87	79	80	83	70
The comfort of the seating area	82	85	81	74	81	81
The ease of being able to get on and off	86	92	87	83	94	84
Your personal security on board	92	87	88	80	92	84
The cleanliness of the inside	90	86	87	78	91	86
The cleanliness of the outside	84	85	83	78	89	83
The availability of staff	70	66	71	61	69	60
How well train company deals with delays	71	77	58	48	58	57

Percentage satisfaction with aspects of station where boarded

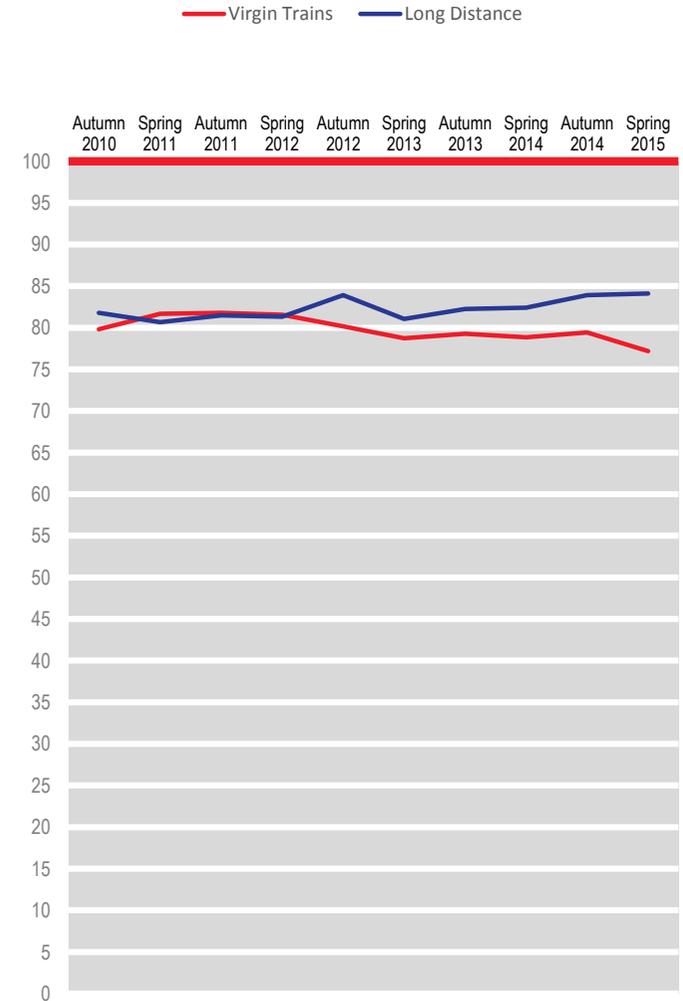
Overall satisfaction with your journey

(1389)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

(1382)
Percentage of passengers satisfied 2010 to 2015



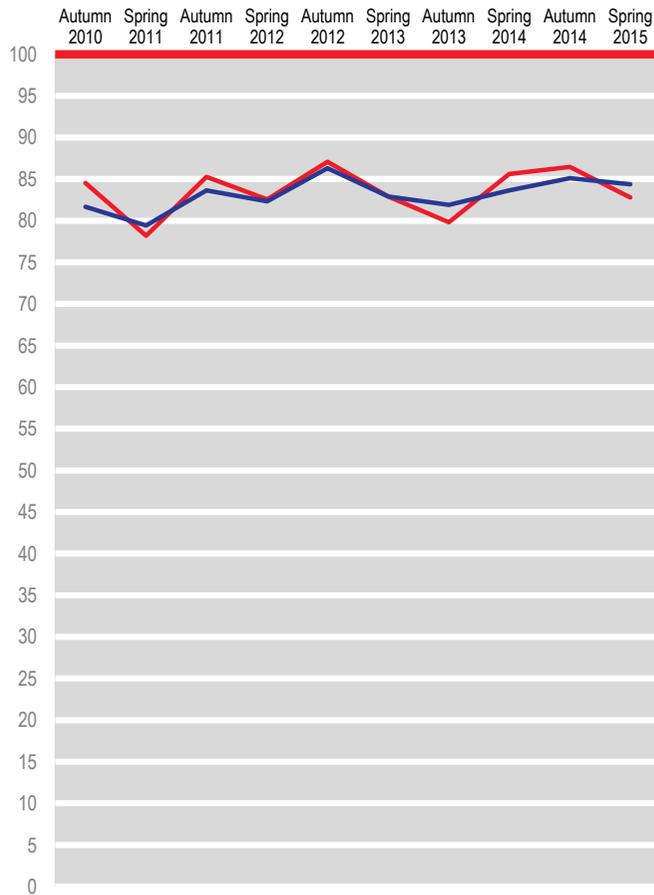
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(437)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

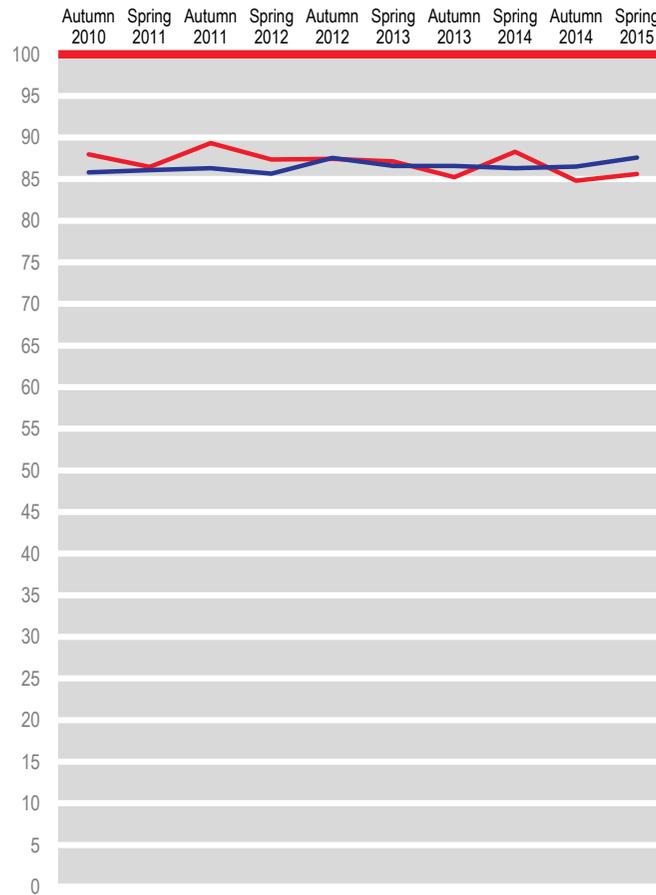


Provision of information about train times/platforms

(1358)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

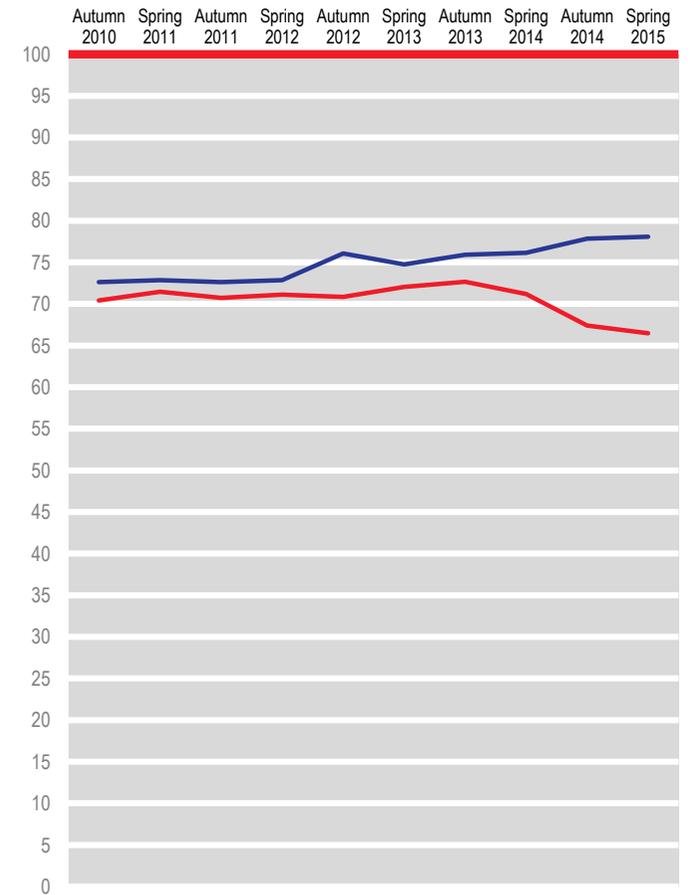


The upkeep/repair of the station building/platforms

(1337)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

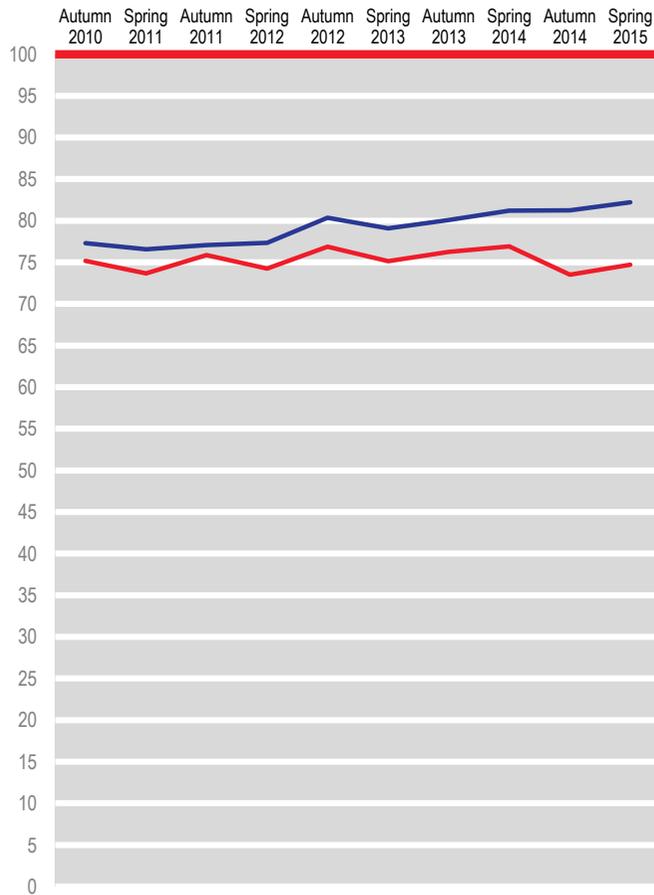


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1352)
Percentage of passengers satisfied 2010 to 2015

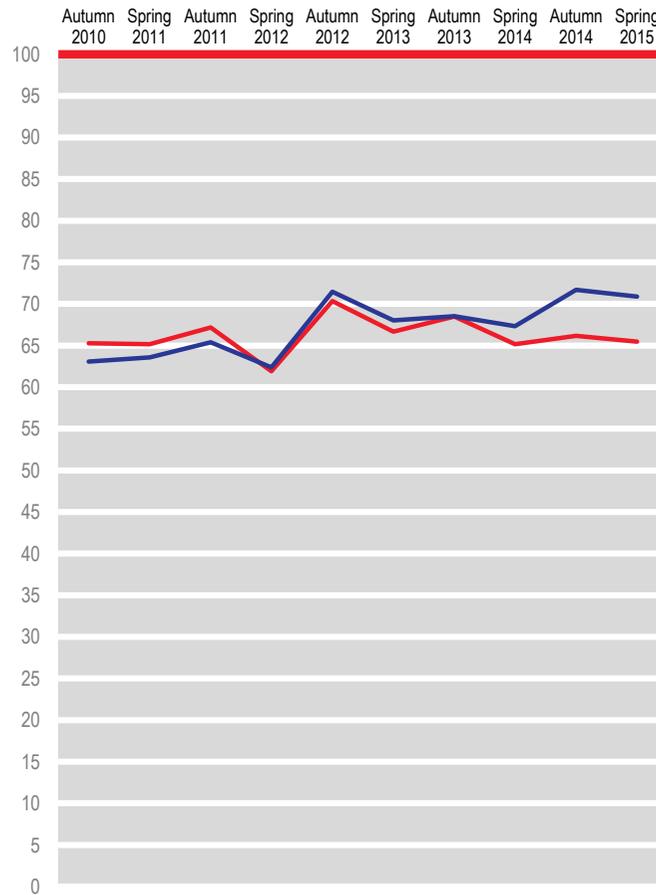
— Virgin Trains — Long Distance



The facilities and services at the station

(1184)
Percentage of passengers satisfied 2010 to 2015

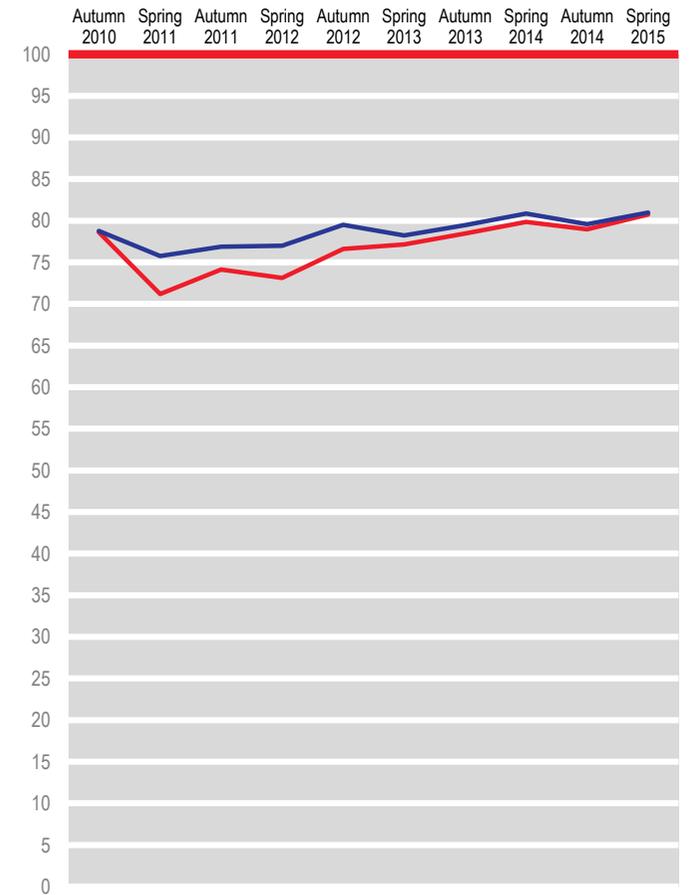
— Virgin Trains — Long Distance



The attitudes and helpfulness of the staff at the station

(903)
Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

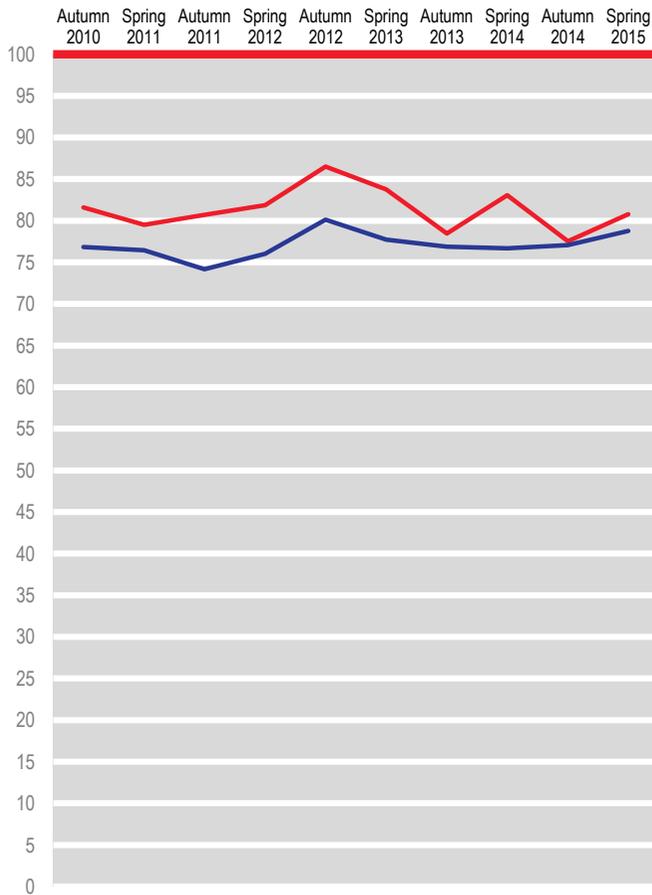


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(941)
Percentage of passengers satisfied 2010 to 2015

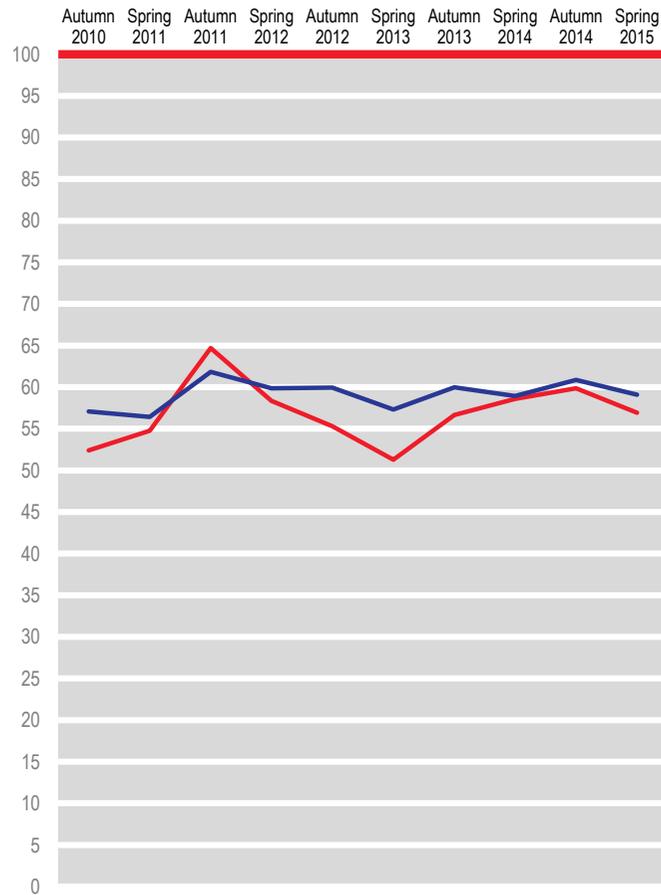
— Virgin Trains — Long Distance



Facilities for car parking at the station

(392)
Percentage of passengers satisfied 2010 to 2015

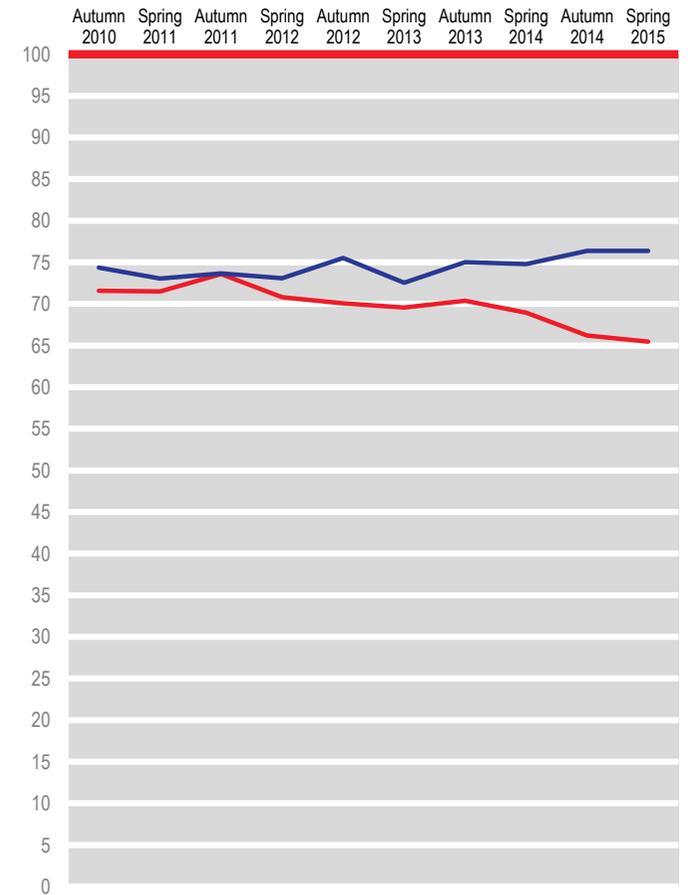
— Virgin Trains — Long Distance



Overall station environment

(1339)
Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

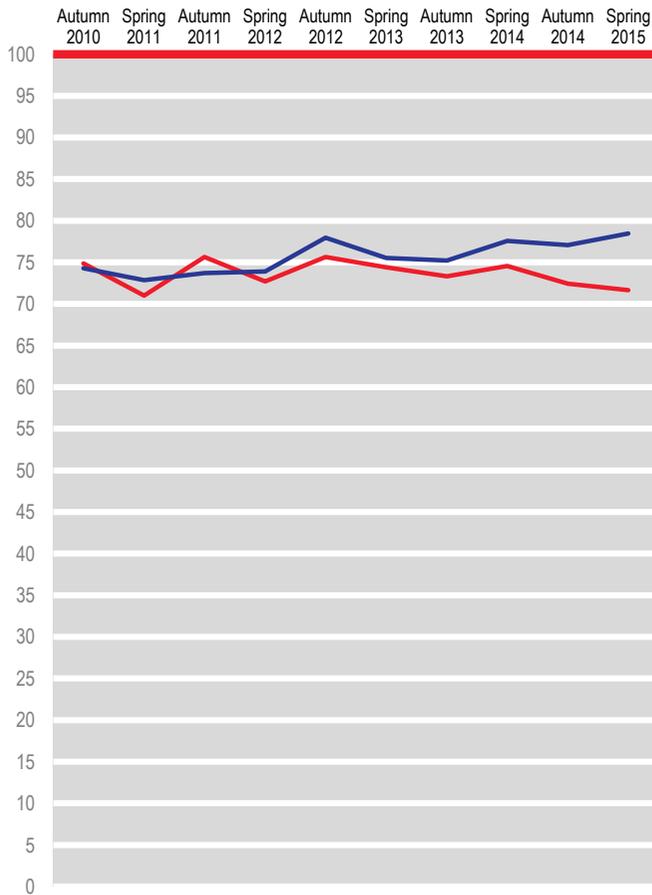


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1207)
Percentage of passengers satisfied 2010 to 2015

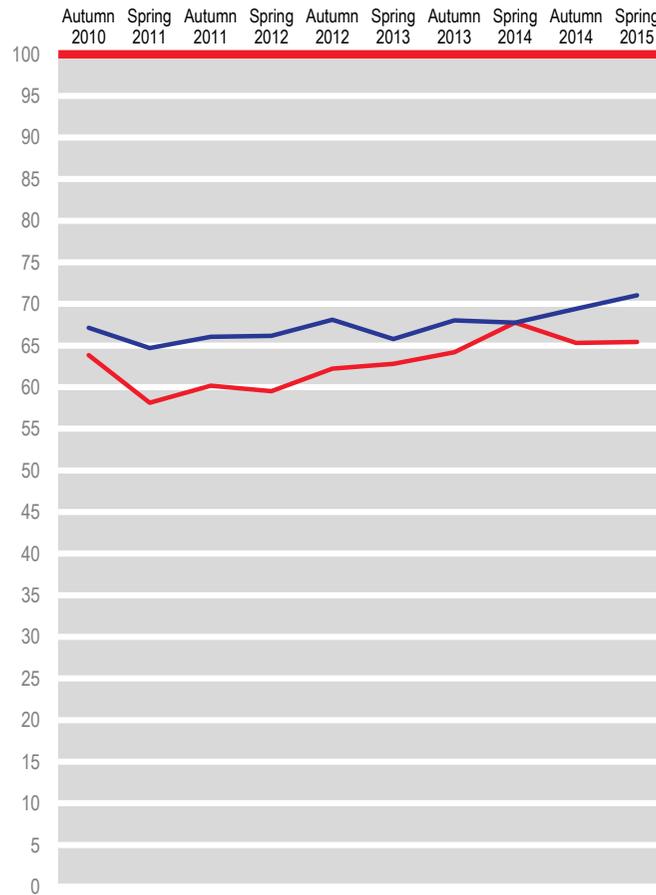
— Virgin Trains — Long Distance



The availability of staff at the station

(1084)
Percentage of passengers satisfied 2010 to 2015

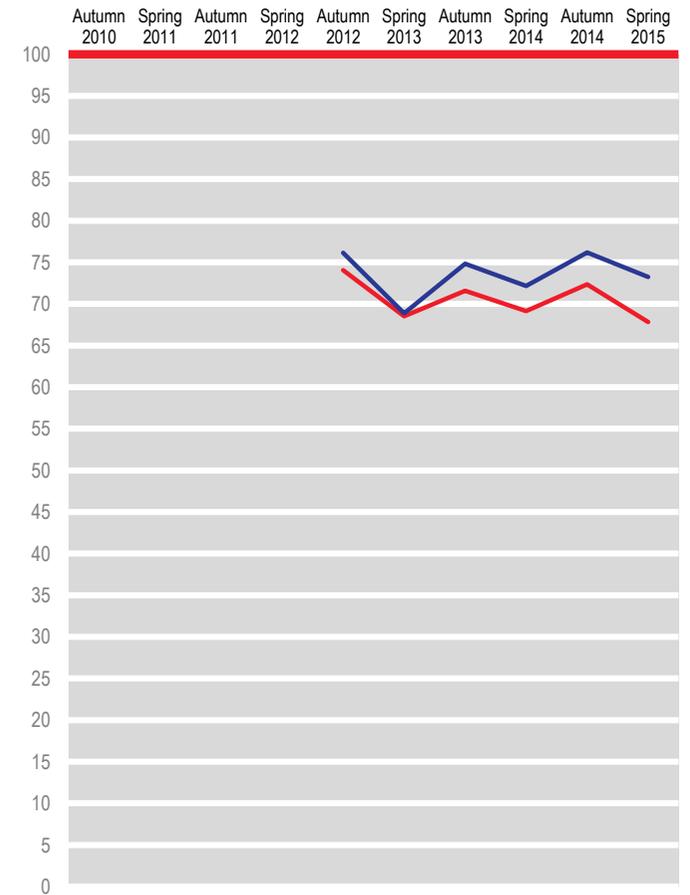
— Virgin Trains — Long Distance



The provision of shelter facilities

(982)
Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance



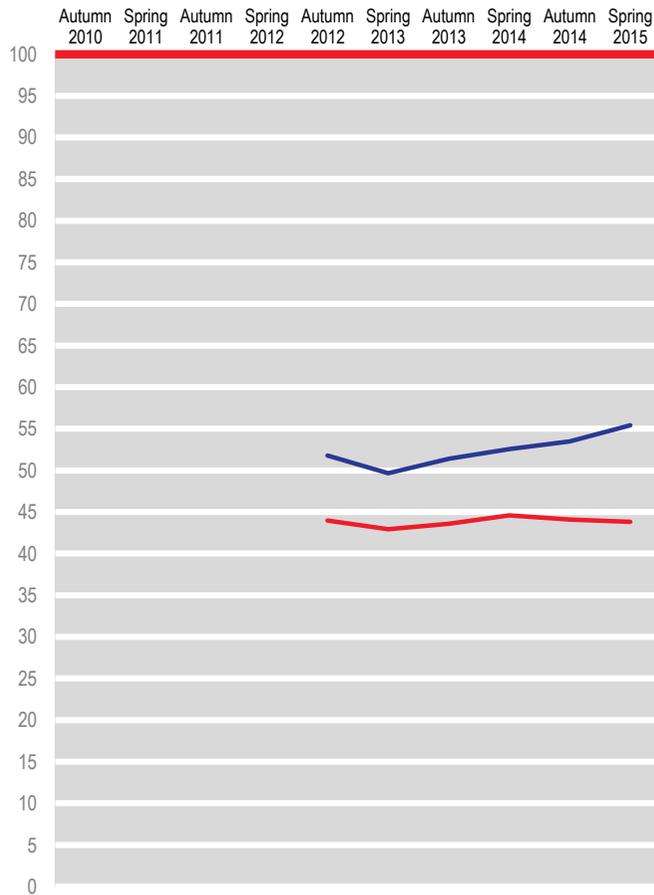
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(1239)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

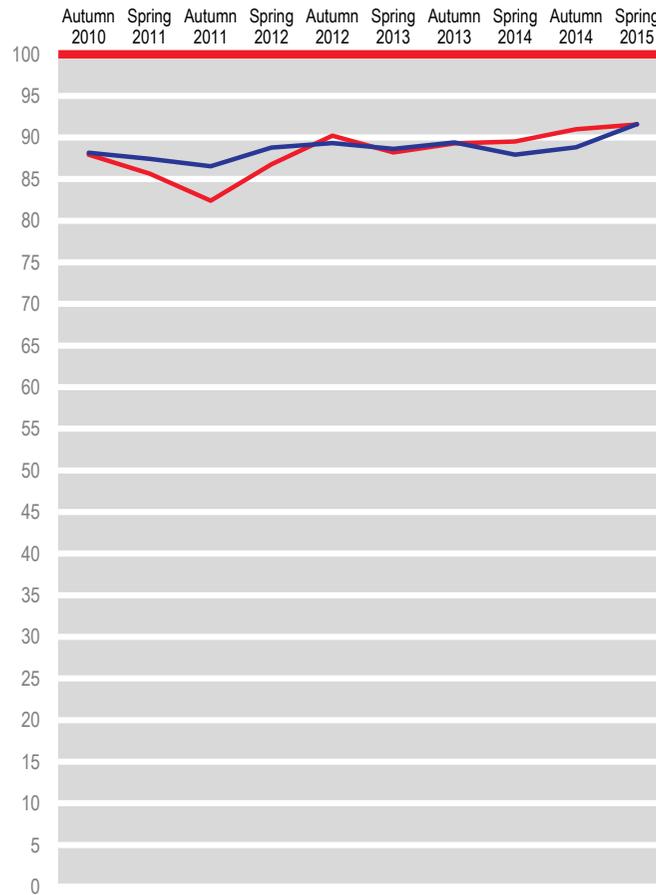


How request to station staff was handled

(292)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

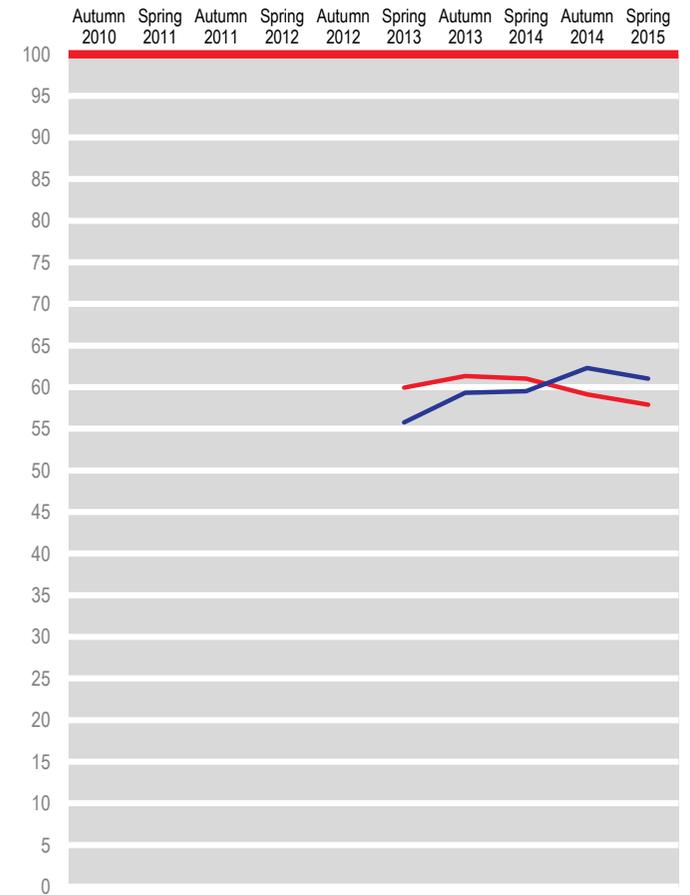


The choice of shops/eating/drinking facilities available

(1210)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

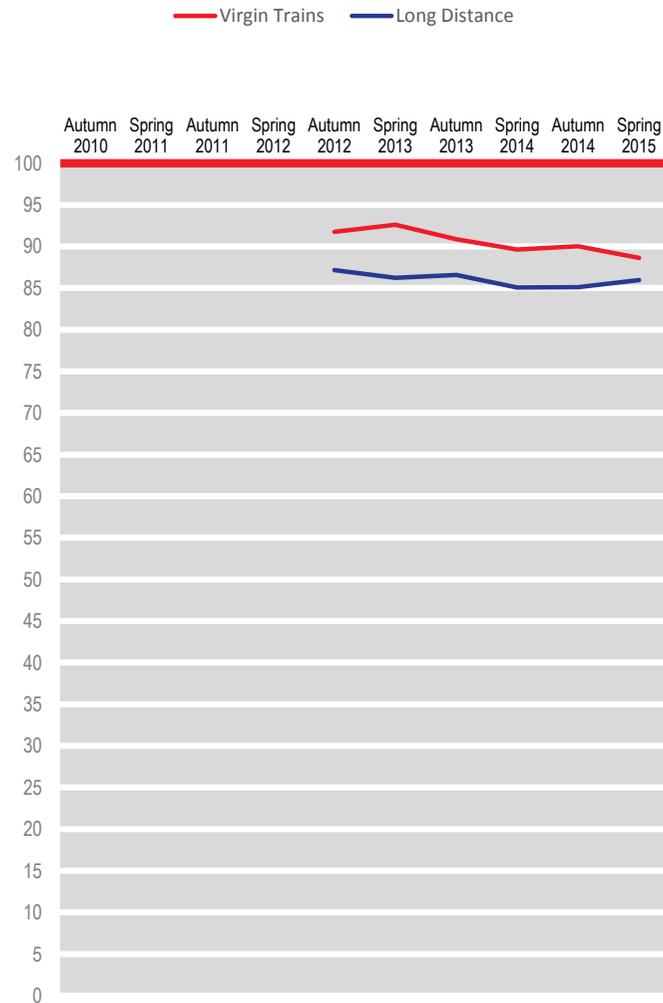


N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

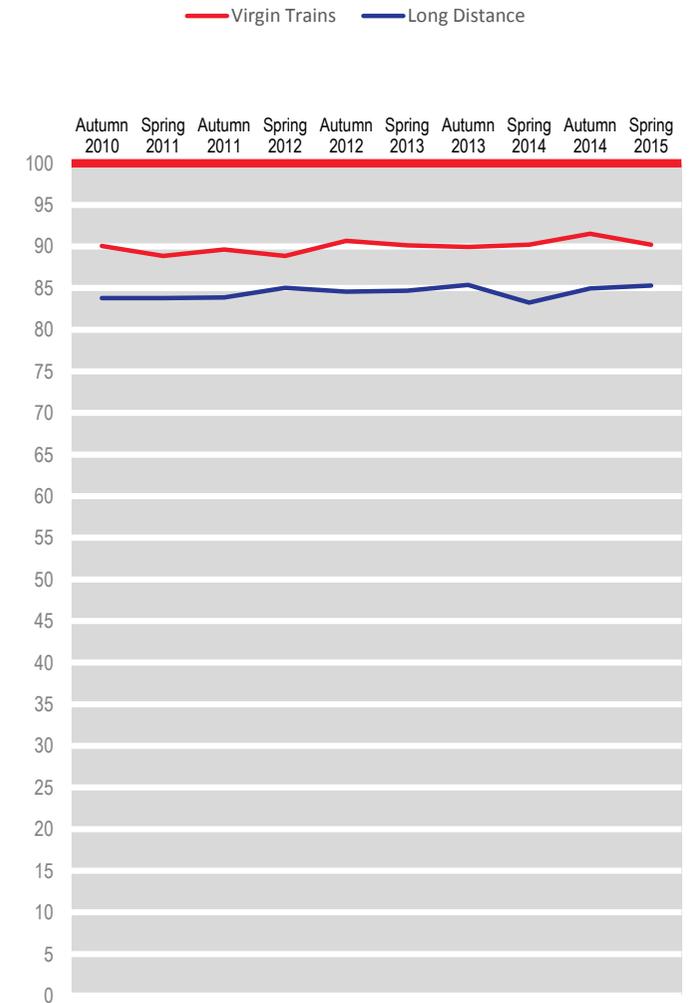
Overall satisfaction with the train

(1394)
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(1358)
Percentage of passengers satisfied 2010 to 2015



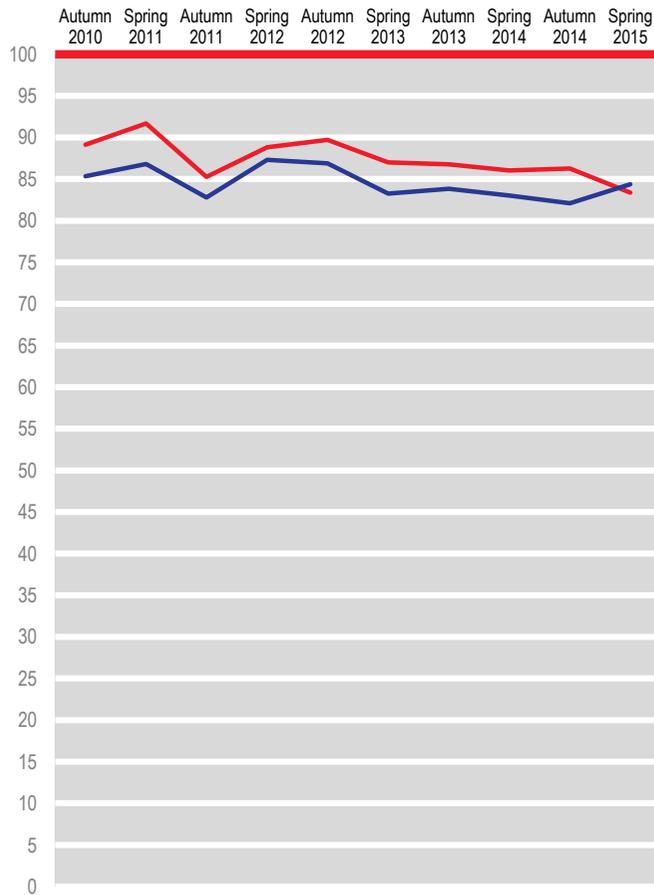
N.B. Benchmarks and targets are only shown for applicable factors

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

(1378)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

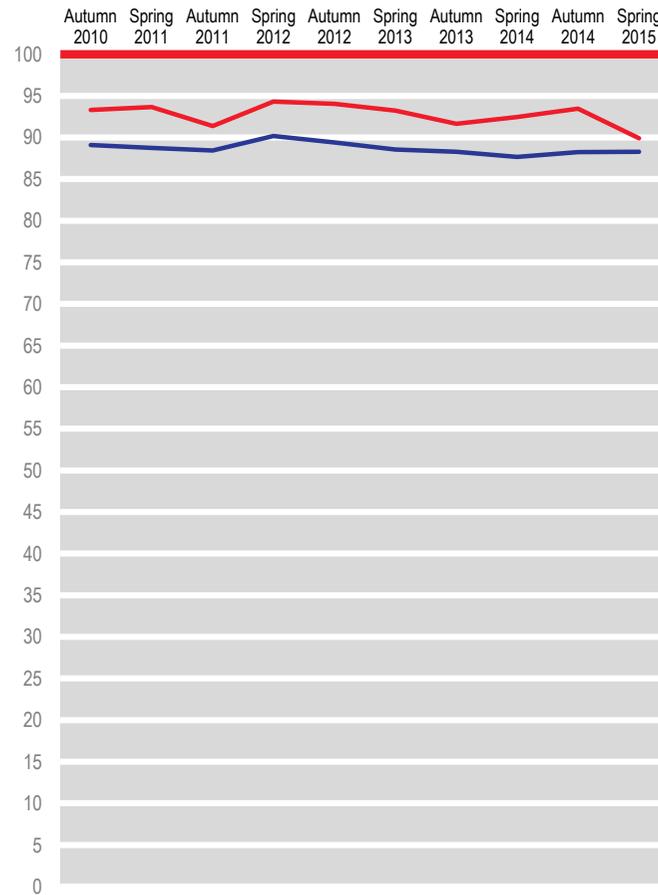


The length of time the journey was scheduled to take (speed)

(1379)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

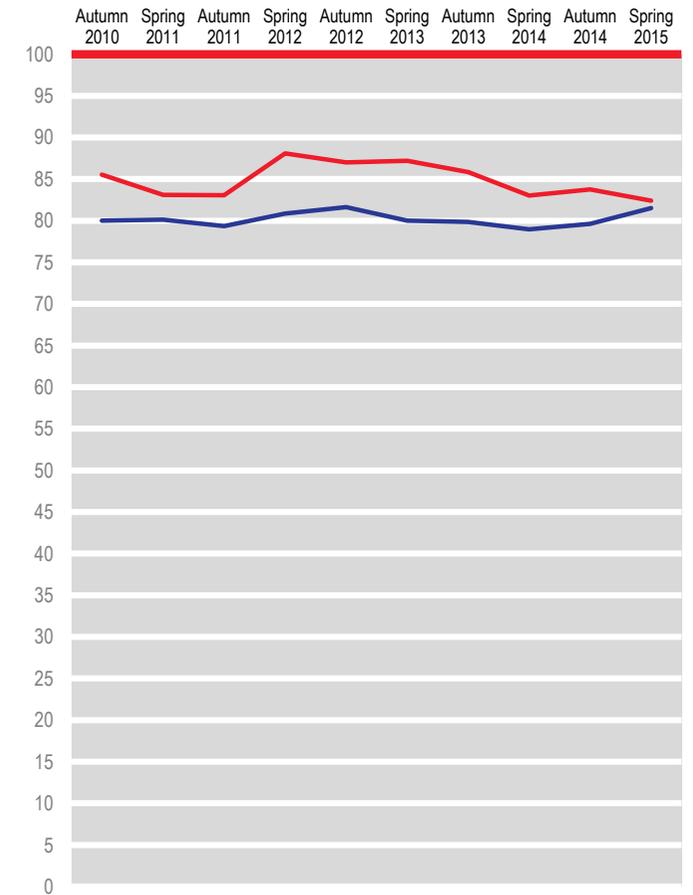


Connections with other train services

(776)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

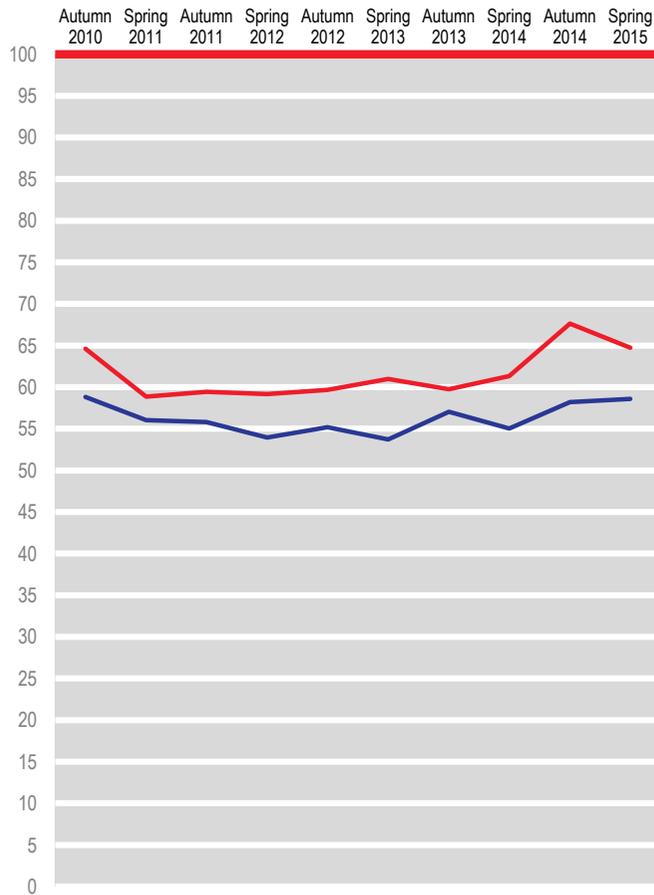


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1341)
Percentage of passengers satisfied 2010 to 2015

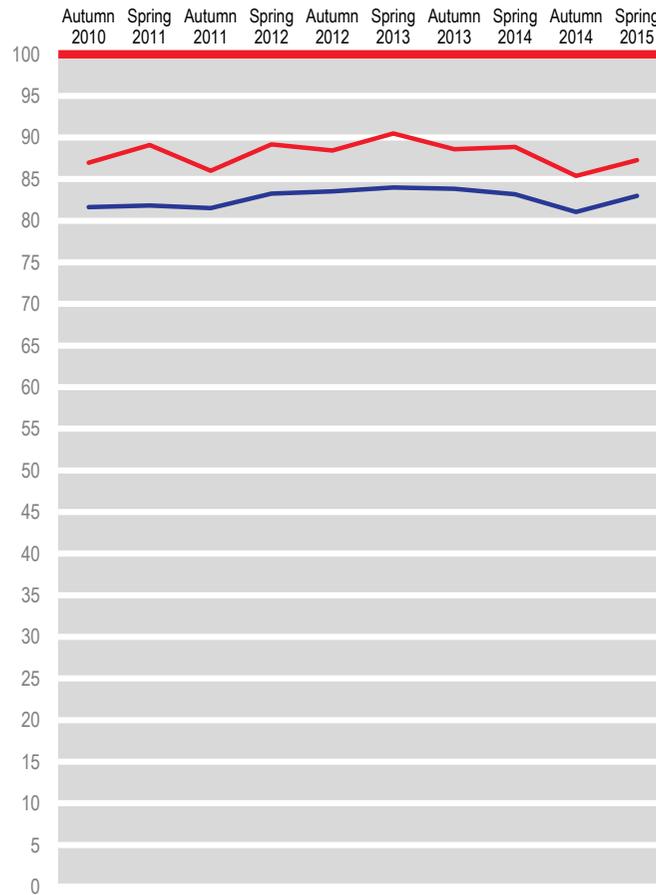
— Virgin Trains — Long Distance



Cleanliness of the train

(1393)
Percentage of passengers satisfied 2010 to 2015

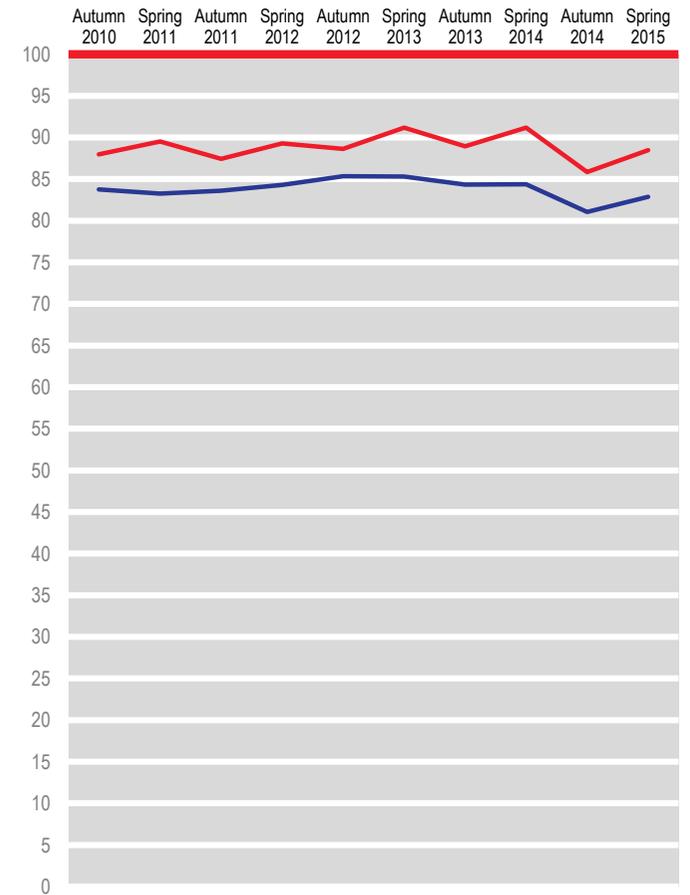
— Virgin Trains — Long Distance



Upkeep and repair of the train

(1363)
Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance



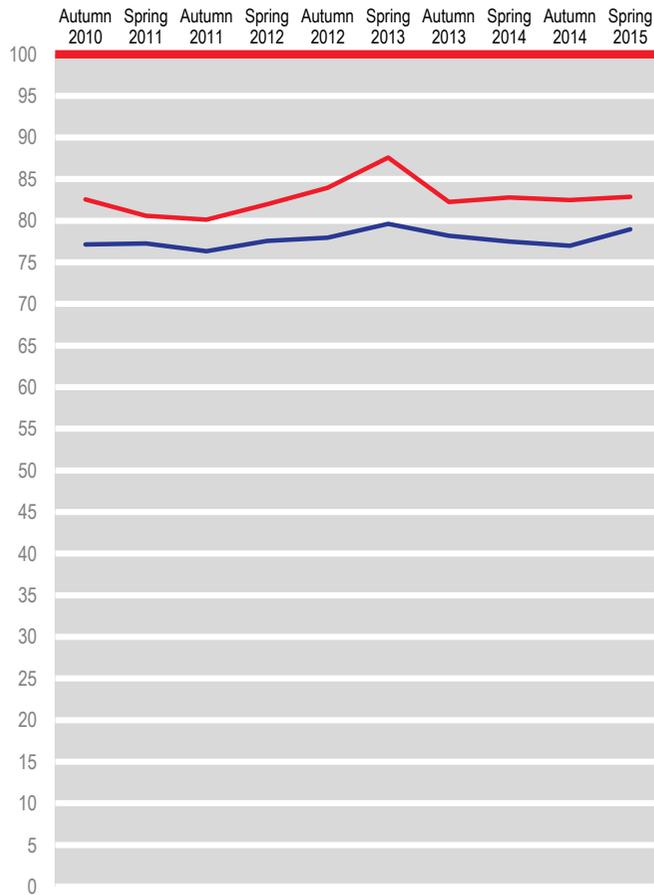
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1298)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

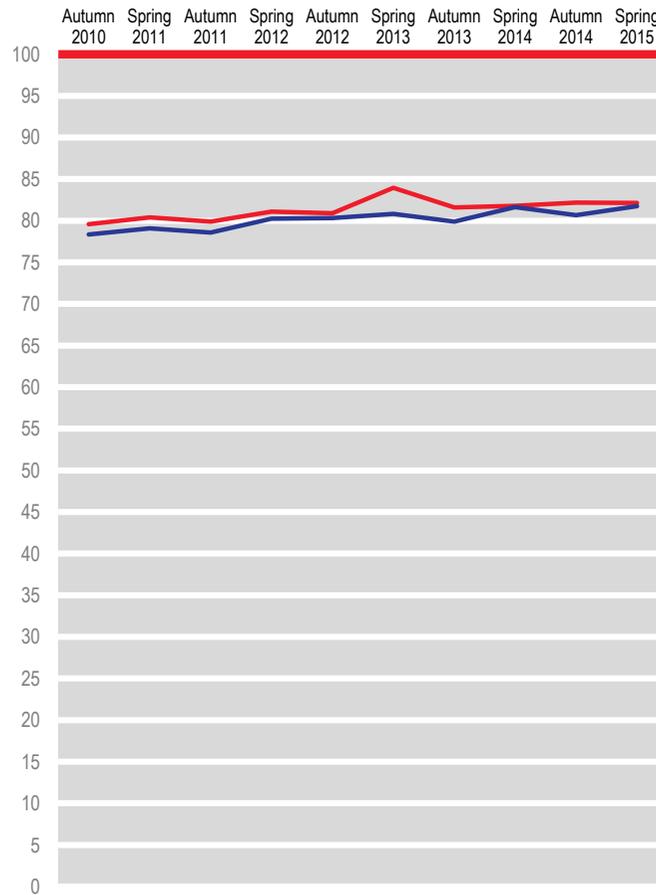


The helpfulness and attitude of staff on the train

(987)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

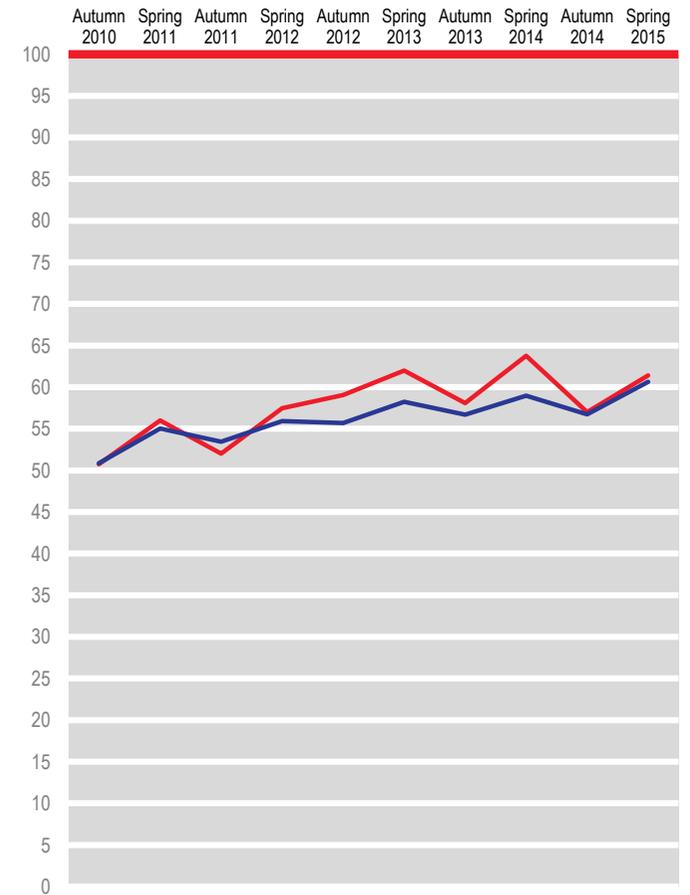


The space for luggage

(1209)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance



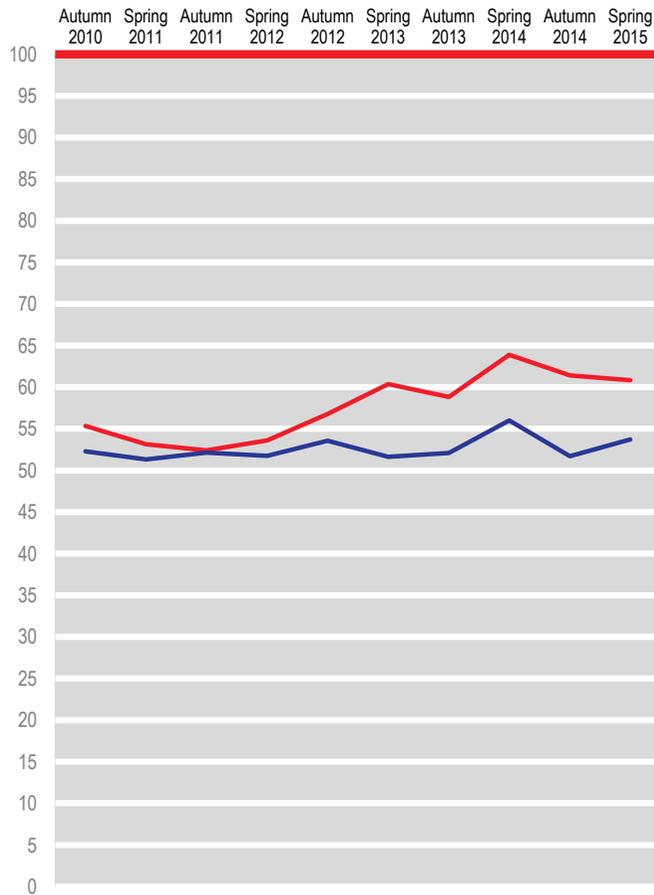
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(873)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

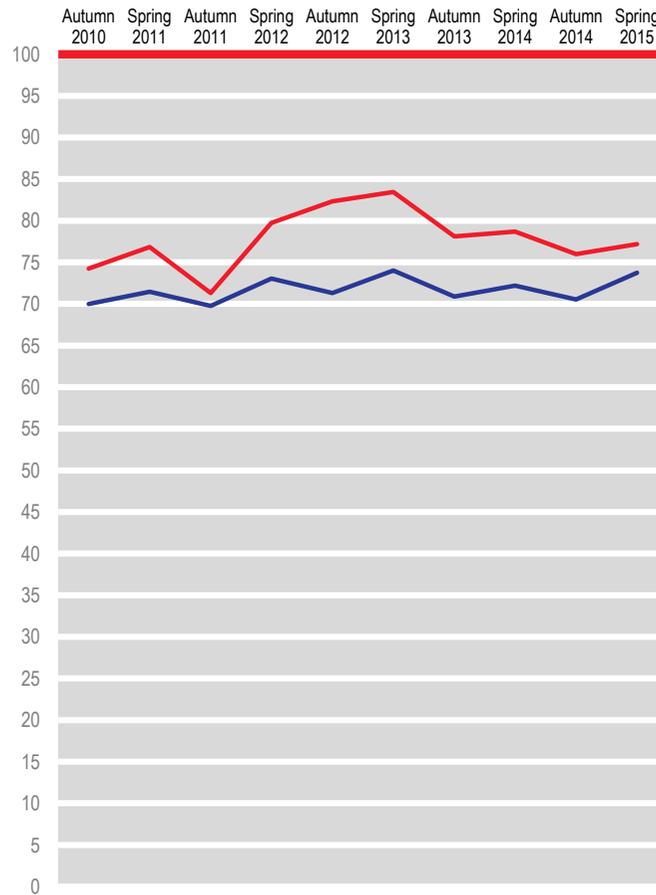


Sufficient room for all the passengers to sit/stand

(1351)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

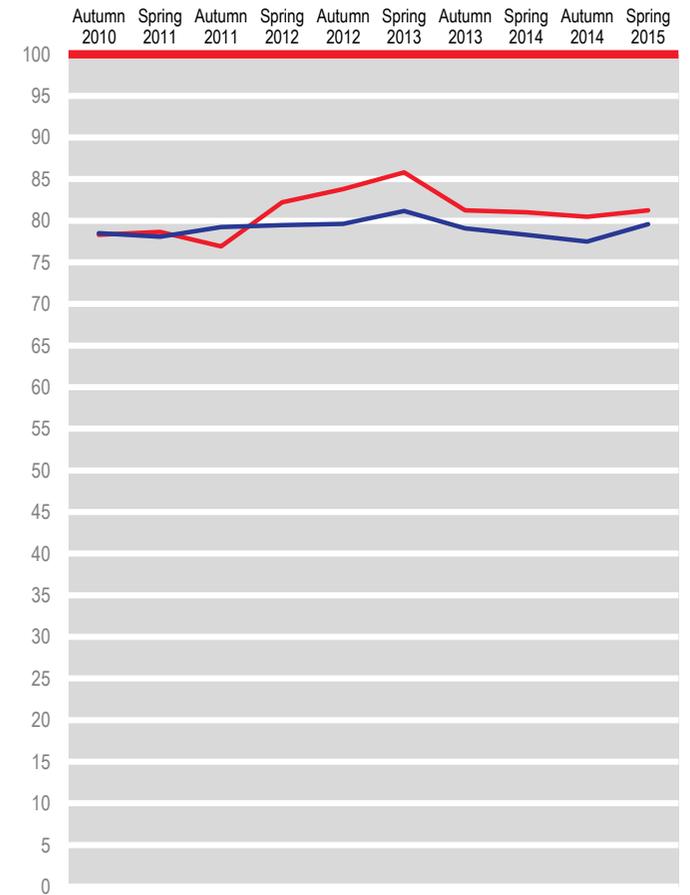


The comfort of the seating area

(1366)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance



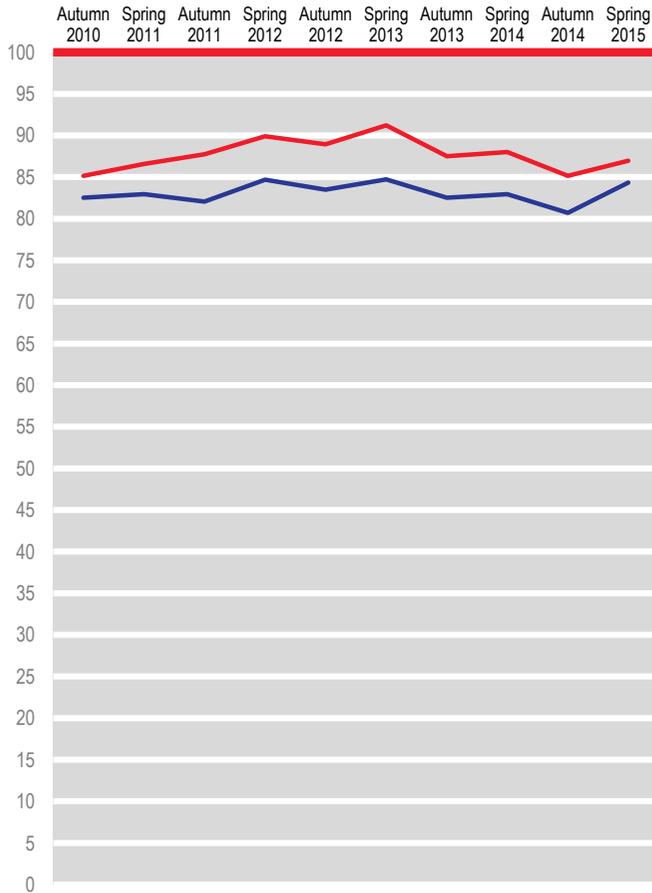
N.B. Benchmarks and targets are only shown for applicable factors

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

(1368)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

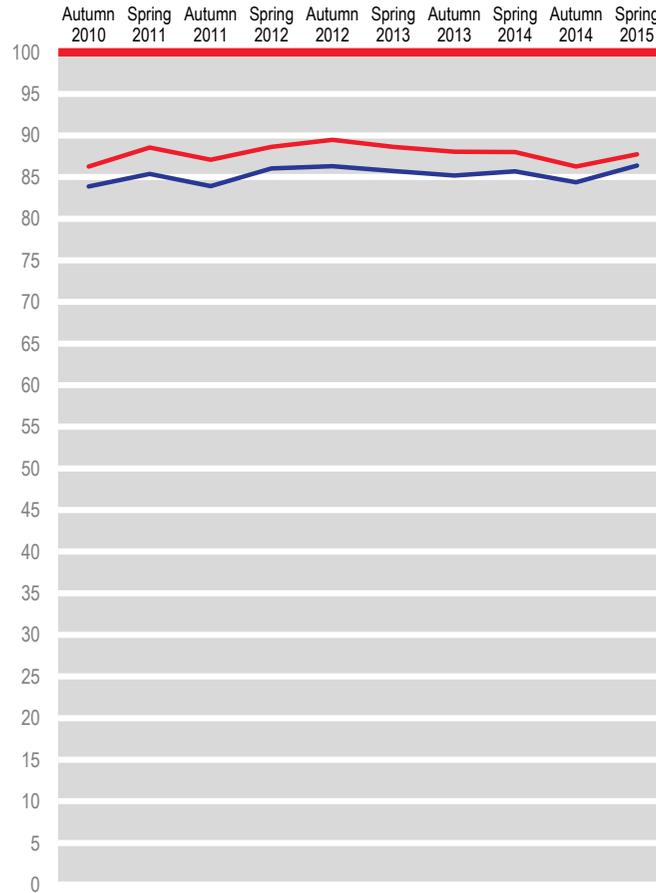


Your personal security whilst on board

(1291)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

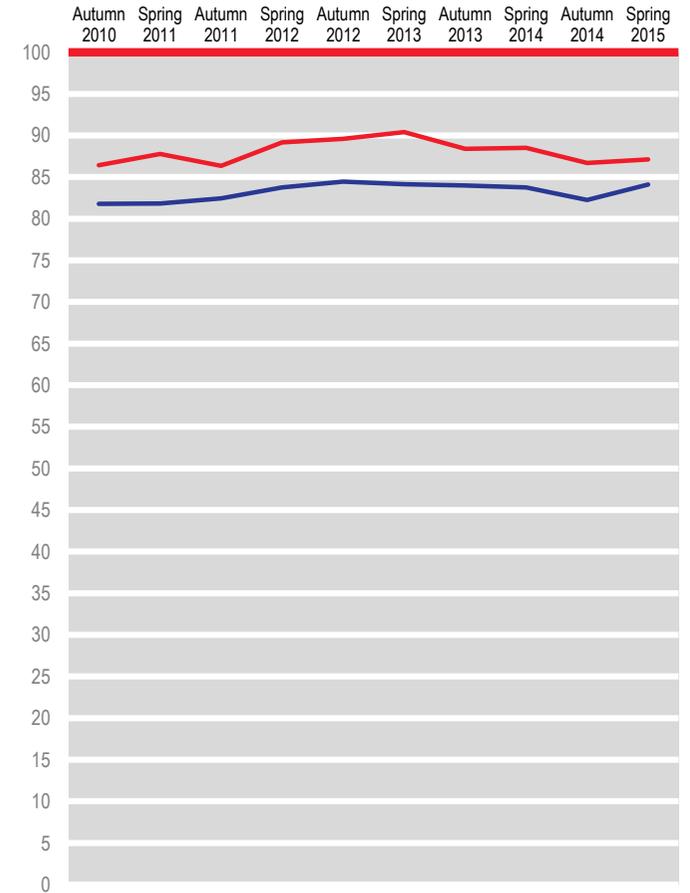


The cleanliness of the inside of the train

(1383)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance



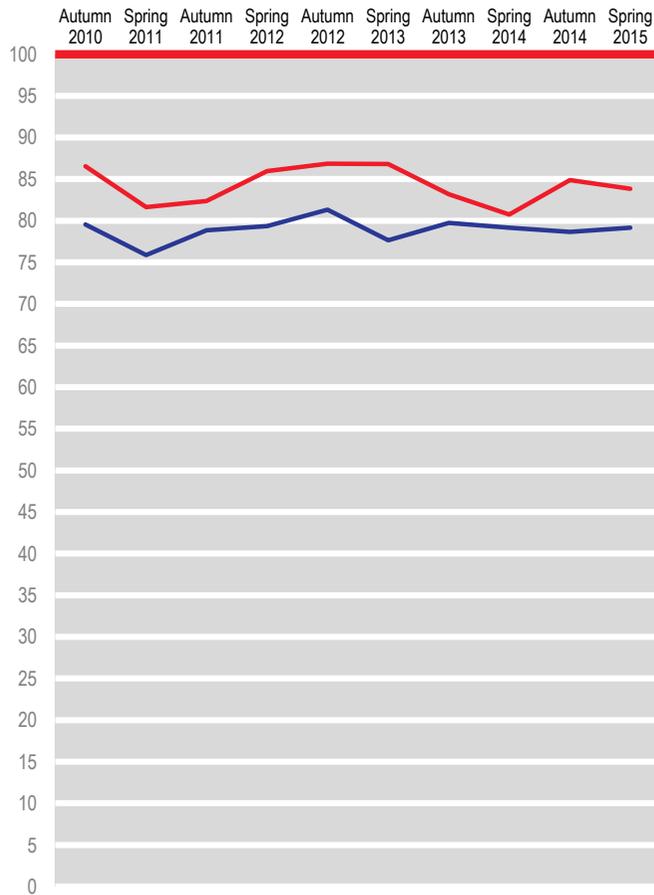
N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(1116)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

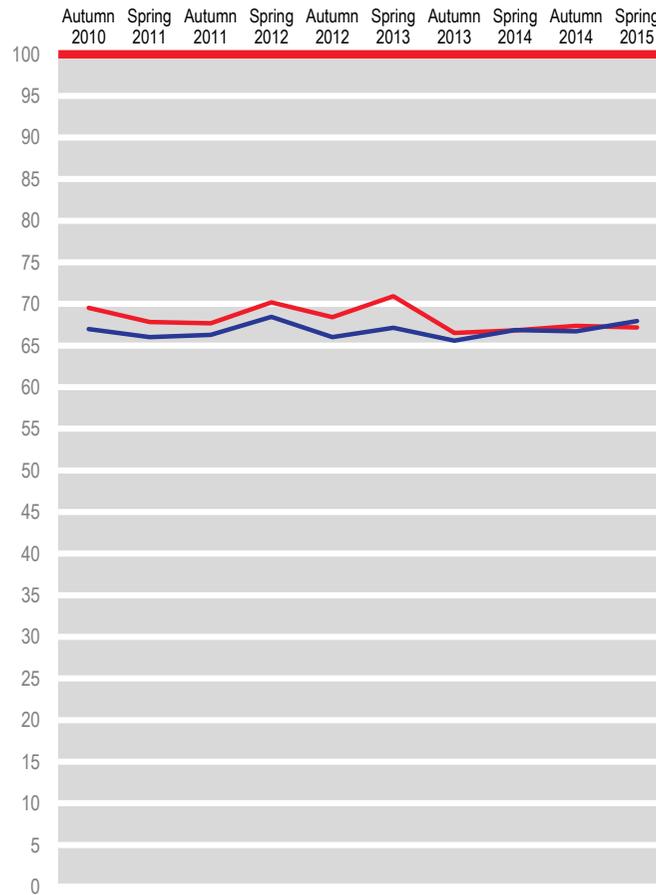


The availability of staff on the train

(1138)

Percentage of passengers satisfied 2010 to 2015

— Virgin Trains — Long Distance

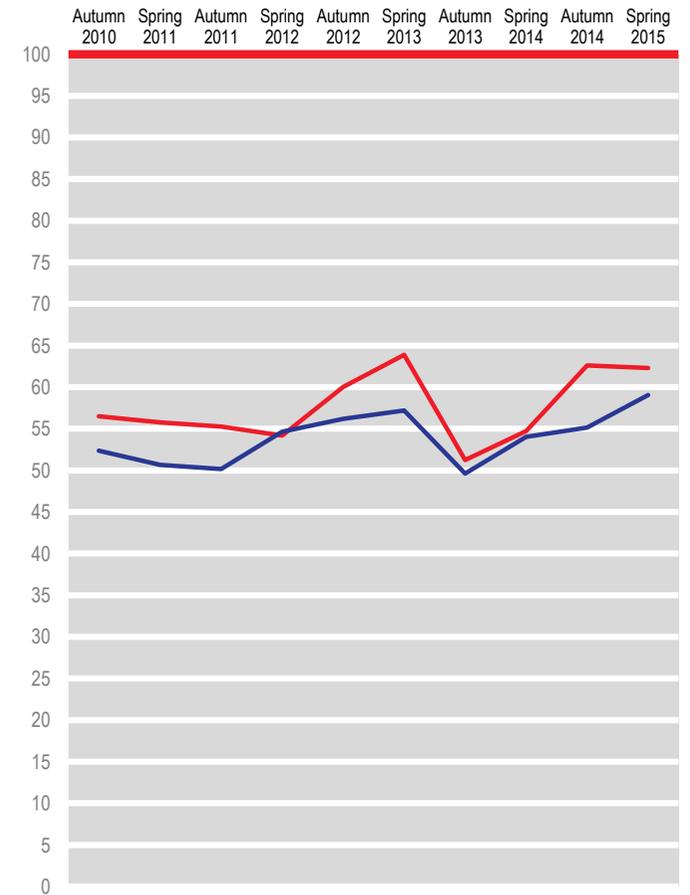


How well train company dealt with delays

(361)

Percentage of passengers satisfied 2010 to 2015

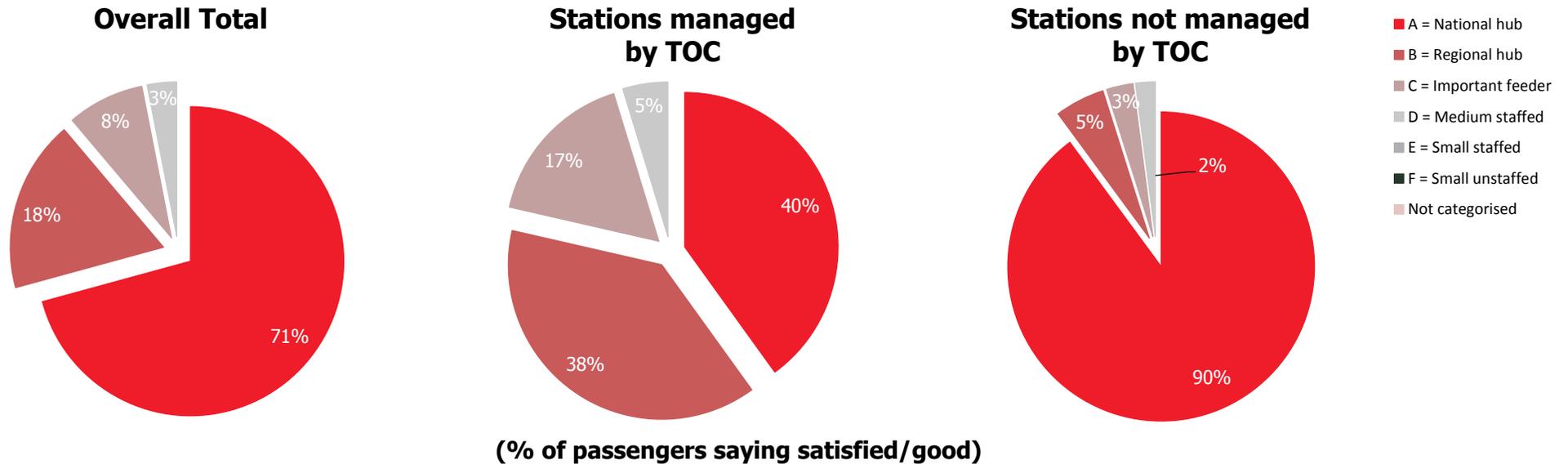
— Virgin Trains — Long Distance



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

Managed versus non-managed stations for Virgin Trains

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



	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	81	+	75
Ticket buying facilities	87		79
Provision of information about train times/platforms	88		84
The upkeep/repair of the station buildings/platforms	75	+	61
Cleanliness	80	+	72
The facilities and services	68		64
The attitudes and helpfulness of the staff	86	+	77
Connections with other forms of public transport	74	-	84
Facilities for car parking	65	+	42
Overall environment	71	+	62
Your personal security whilst using the station	77	+	69
The availability of staff	72	+	62
The provision of shelter facilities	74	+	63
Availability of seating	62	+	32
How request to station staff was handled	94		90
The choice of shops/eating/drinking facilities available	48	-	64

Virgin Trains

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	88		91	90		87
STATION FACILITIES						
Overall satisfaction with the station	77		79	79		77
Ticket buying facilities	84		87	78		71
Provision of information about train times/platforms	85		88	87		88
The upkeep/repair of the station buildings/platforms	66		71	69		74
Cleanliness	74		77	78		76
The facilities and services	65		66	68		61
The attitudes and helpfulness of the staff	80		81	85		75
Connections with other forms of public transport	79		84	88		80
Facilities for car parking	56		59	62		57
Overall environment	64	-	70	70		65
Your personal security whilst using the station	71		74	73		75
The availability of staff	66		70	65		59
The provision of shelter facilities	68		71	66		60
Availability of seating	45		47	40		34
How request to station staff was handled	91		89	94		90
The choice of shops/eating/drinking facilities available	56		61	65		61
TRAIN FACILITIES						
Overall satisfaction with the train	88		90	91		87
The frequency of the trains on that route	91		90	89		91
Punctuality/reliability (i.e. the train arriving/departing on time)	83		86	87		88
The length of time the journey was scheduled to take (speed)	90		93	90		92
Connections with other train services	82		85	82		76
The value for money of the price of your ticket	63		60	73		66
Cleanliness of the train	87		90	88		85
Upkeep and repair of the train	88	-	92	90		88
The provision of information during the journey	82		84	85		79
The helpfulness and attitude of staff on train	83		82	78		80
The space for luggage	60		66	67	+	55
The toilet facilities	60		64	64		65
Sufficient room for all passengers to sit/stand	75		79	87	+	79
The comfort of the seating area	80		80	87		84
The ease of being able to get on and off	87		88	88		90
Your personal security on board	88		89	86		86
The cleanliness of the inside	87		89	88		86
The cleanliness of the outside	84		80	85		82
The availability of staff	68		68	65		63
How well train company deals with delays	62		55	64		55

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
STATION FACILITIES						
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
TRAIN FACILITIES						
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

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
DELAY					
None	72	76			
Minor	24	20			
Major	2	2			
LENGTH OF DELAY					
5 minutes or less	24	31			
6-10 minutes	29	30			
11-20 minutes	29	20			
21-30 minutes	7	6			
31-60 minutes	8	7			
More than 1 hour	2	2			
Don't know/no answer	2	3			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	25	25	Very well	27	26
Fairly well	39	35	Fairly well	36	35
Neither well nor poorly	14	16	Neither well nor poorly	17	18
Fairly poorly	12	14	Fairly poorly	11	11
Very poorly	10	11	Very poorly	8	10
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	28	26	Very well	25	25
Fairly well	39	36	Fairly well	37	31
Neither well nor poorly	16	15	Neither well nor poorly	26	26
Fairly poorly	10	13	Fairly poorly	6	8
Very poorly	7	10	Very poorly	7	11
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	27	27	Very well	22	22
Fairly well	39	35	Fairly well	35	25
Neither well nor poorly	21	20	Neither well nor poorly	22	22
Fairly poorly	7	9	Fairly poorly	5	11
Very poorly	6	9	Very poorly	16	20

6 6.2 Passenger experience relating to disability

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	2	2			
Mobility	3	3			
Dexterity	1	1			
Learning or understanding or concentrating	0	1			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	0	0			
Other	1	2			
None	89	88			
No answer	3	2			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	8	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	43	44	Yes	4	2
Not at all	43	42	No	96	98
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	42	36	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	29	35	Very satisfied	83	86
Neither satisfied nor dissatisfied	21	17	Fairly satisfied	17	14
Fairly dissatisfied	6	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	2	2	Fairly dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	34	28	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	46	42	Very satisfied	83	75
Neither satisfied nor dissatisfied	11	18	Fairly satisfied	-	9
Fairly dissatisfied	5	9	Neither satisfied nor dissatisfied	-	9
Very dissatisfied	3	3	Fairly dissatisfied	-	-
			Very dissatisfied	17	7

	Virgin Trains	Long Distance		Virgin Trains	Long Distance
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	43	43	White	90	92
Female	56	56	Mixed	2	1
			Asian or Asian British	3	3
			Black or Black British	3	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	11	17
19-25	7	10	Business	23	25
26-34	11	10	Leisure	66	58
35-44	14	14			
45-54	22	22	REGULAR TRAVELLER		
55-59	12	11	Yes	33	37
60-64	13	11	No	67	63
65+	21	19			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	52	52	Weekday	81	80
Working Part Time	14	15	Weekend	19	20
Not Working	3	4			
Retired	24	21	TIME OF TRAVEL		
Full Time Student	5	7	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	41	40	Yes asked for help	11	11
Middle Managerial	13	14	Yes asked for information	13	11
Junior Managerial/Clerical/Supervisory	6	8	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	5	7	No	75	75
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	2			
Full time student	2	3	DO YOU REGULARLY USE THE INTERNET		
Retired	23	19	Yes, at home	92	91
Unemployed/between jobs	0	1	Yes, at work	57	58
Housewife/house-husband	1	1	No	4	5
Other	4	4			

Station sample sizes for Virgin Trains

Station	Unweighted
London Euston	423
Birmingham New Street	129
Glasgow Central	111
Preston	78
Liverpool Lime Street	64
Crewe	63
Milton Keynes Central	55
Coventry	54
Manchester Piccadilly	50
Birmingham International	49
Chester	47
Stockport	42
Warrington Bank Quay	40
Oxenholme Lake District	33
Wigan North Western	28
Stafford	25
Rugby	23
Edinburgh	22
Stoke-On-Trent	15
Wolverhampton	12
Wilmslow	11
Runcorn	10
Carlisle	9
Macclesfield	8
Lancaster	7
Tamworth	3
Watford Junction	2
Haymarket	2
Sandwell And Dudley	1

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

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

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

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

The following reports are produced each wave:

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

Sector definitions

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

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

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

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

Abellio Greater Anglia: West Anglia Outer

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry: Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry: Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry: Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry: Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry: Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast: London - Yorkshire

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

East Coast: London - Scotland - North East

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

East Coast: London - East Midlands/East of England

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

East Coast: Non-London journeys

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

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/ Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

Journeys starting from stations not run by South WestTrains (not including stations in London)

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services



Contacts:

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdr-continental.com

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Transport Focus is the operating name of the
Passengers' Council. This survey was published in
June 2015. © Transport Focus 2015.