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1

1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

Spring 2015 (Wave 32)

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

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

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

Autumn 2014 (Wave 31)

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

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

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

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

Spring 2014 (Wave 30)

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

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

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

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

Autumn 2013 (Wave 29)

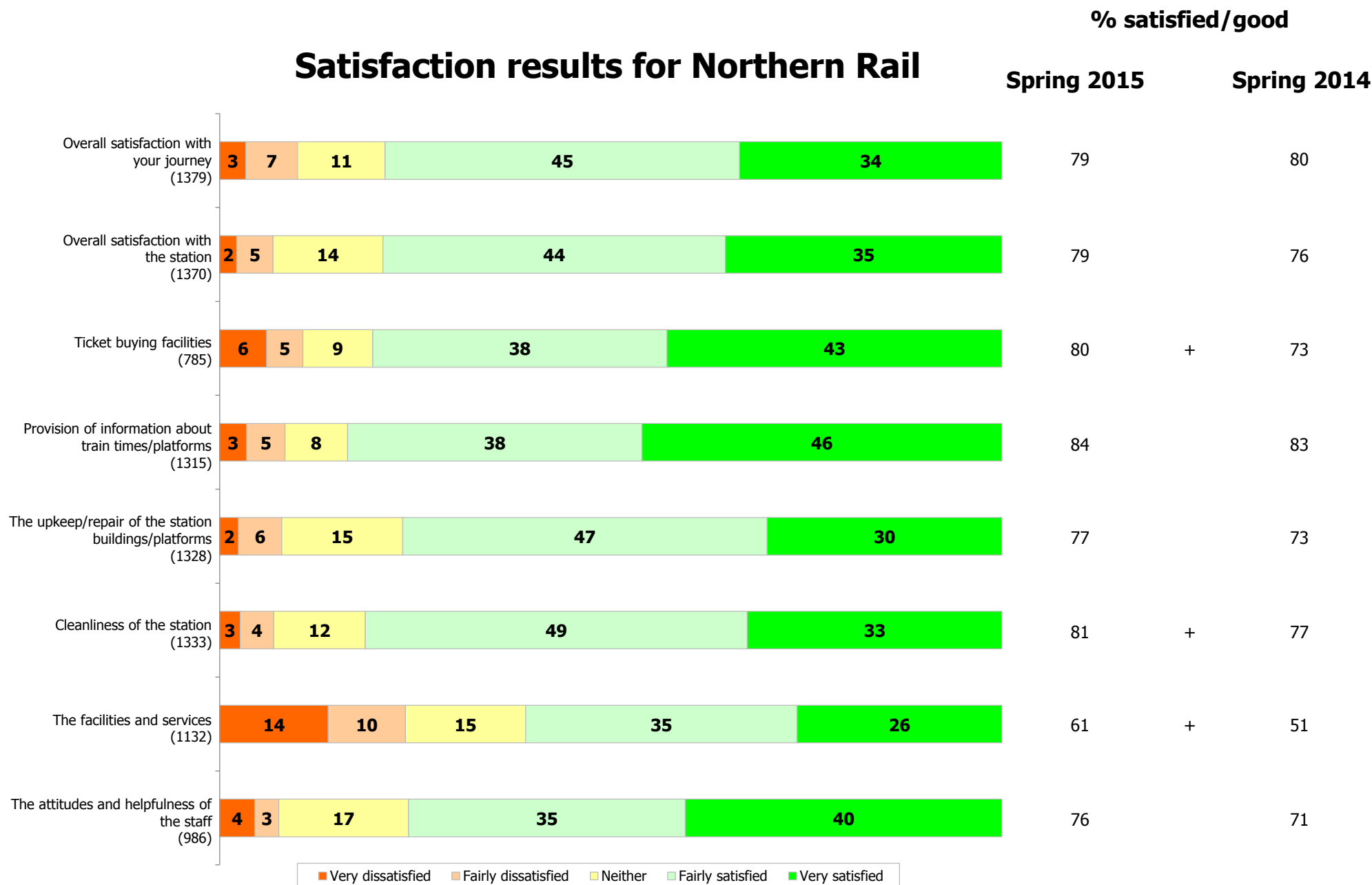
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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

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

2 2.1 Overall satisfaction with your journey and station factors

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

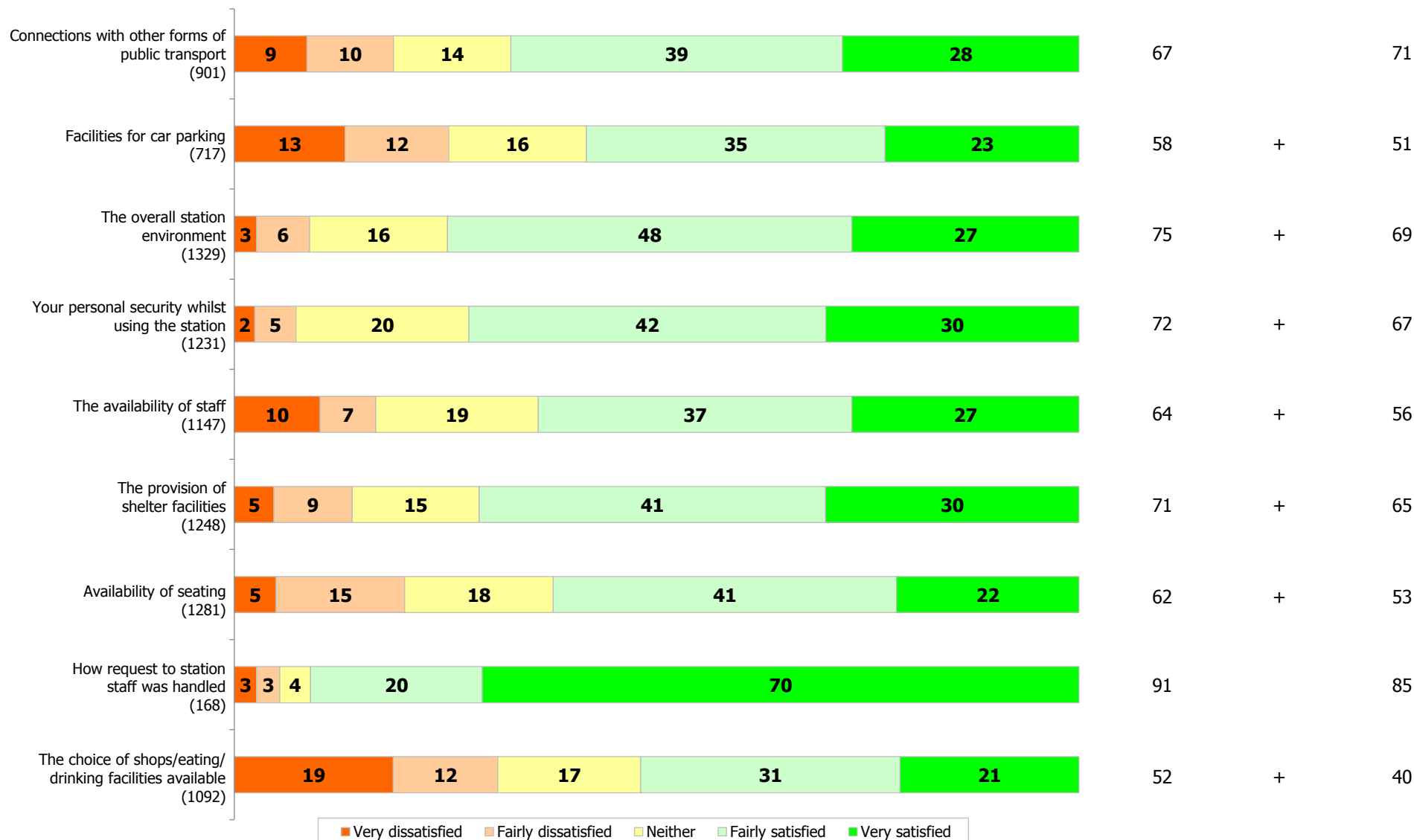


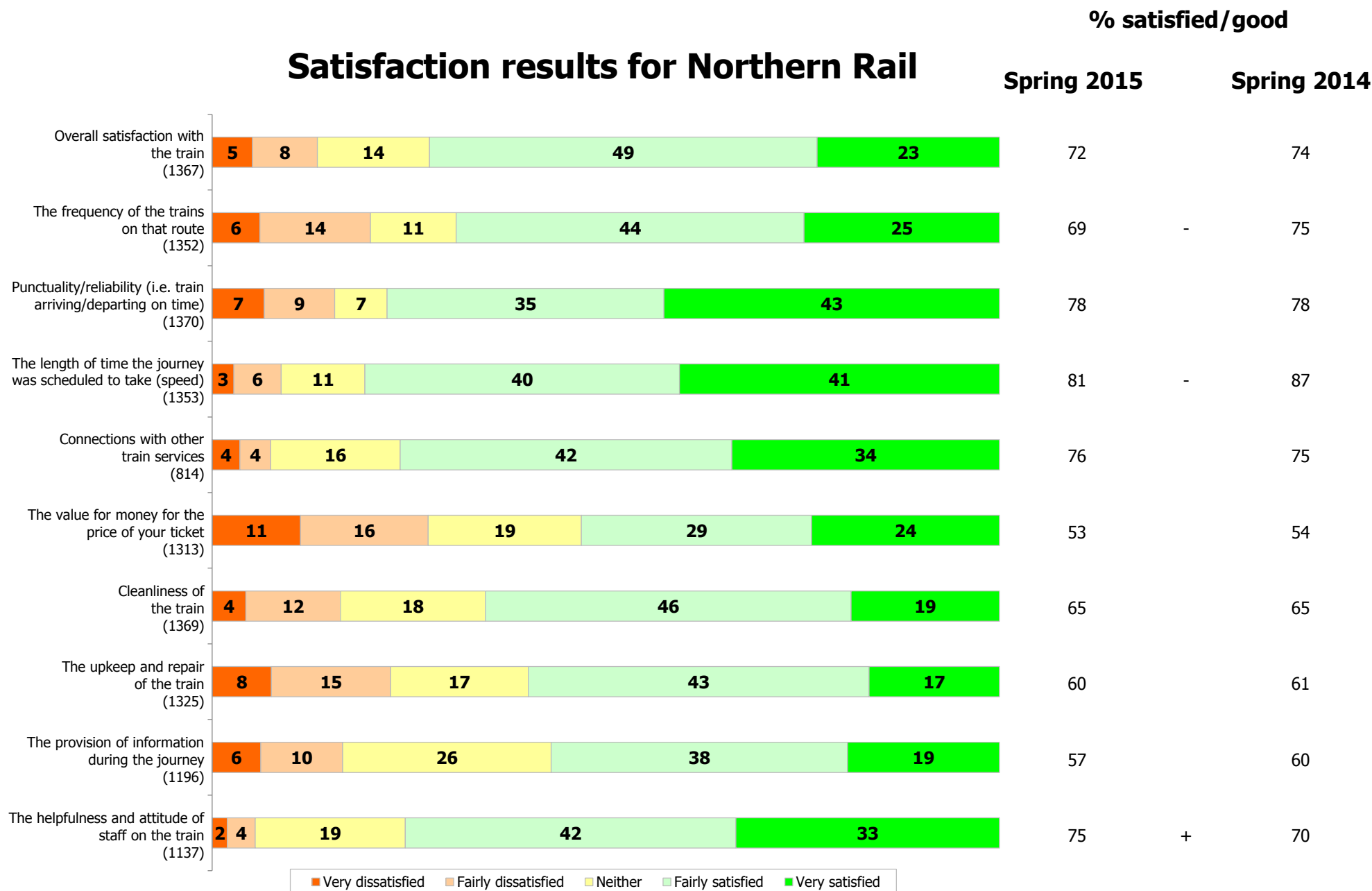
Satisfaction results for Northern Rail

% satisfied/good

Spring 2015

Spring 2014



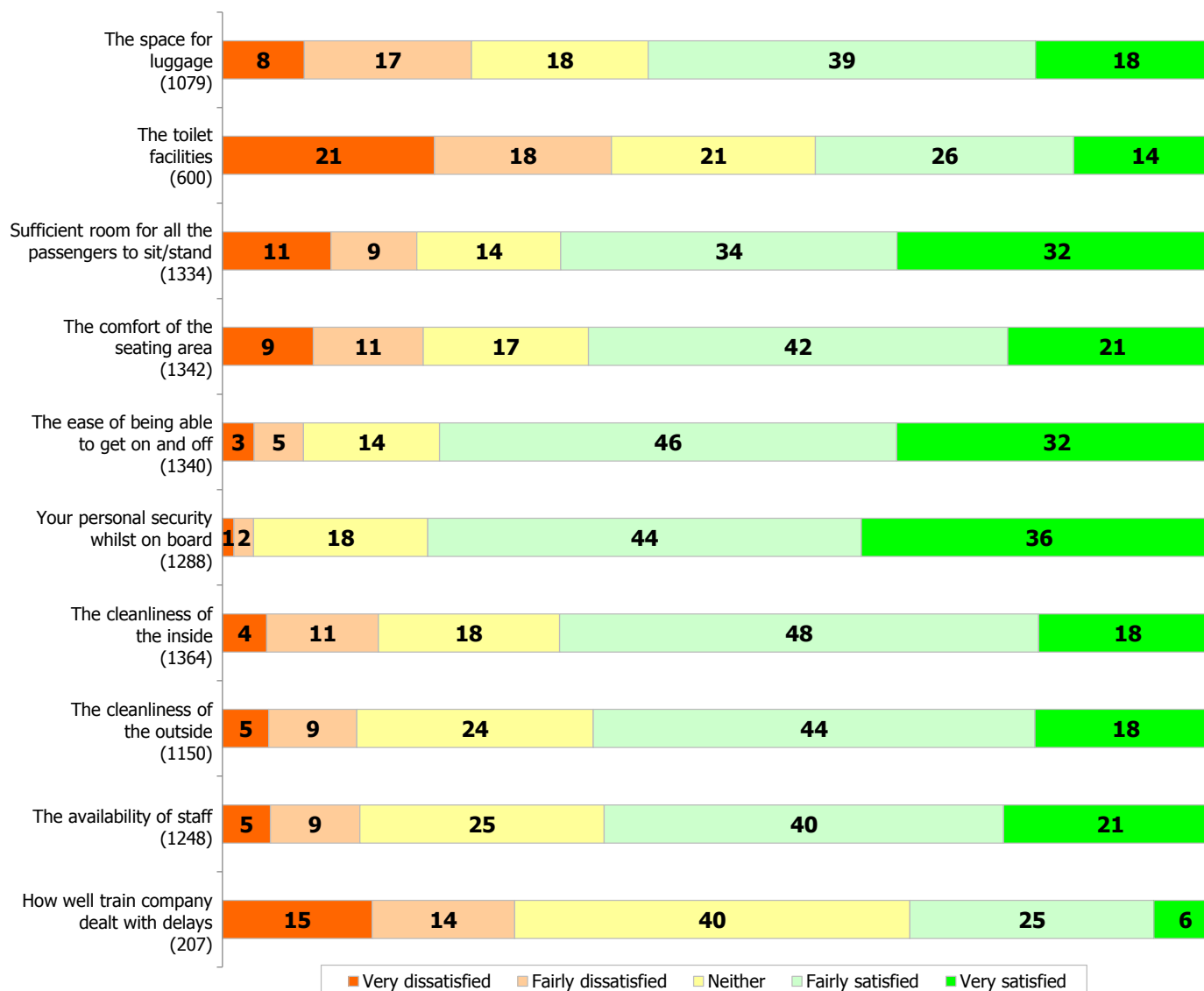


% satisfied/good

Satisfaction results for Northern Rail

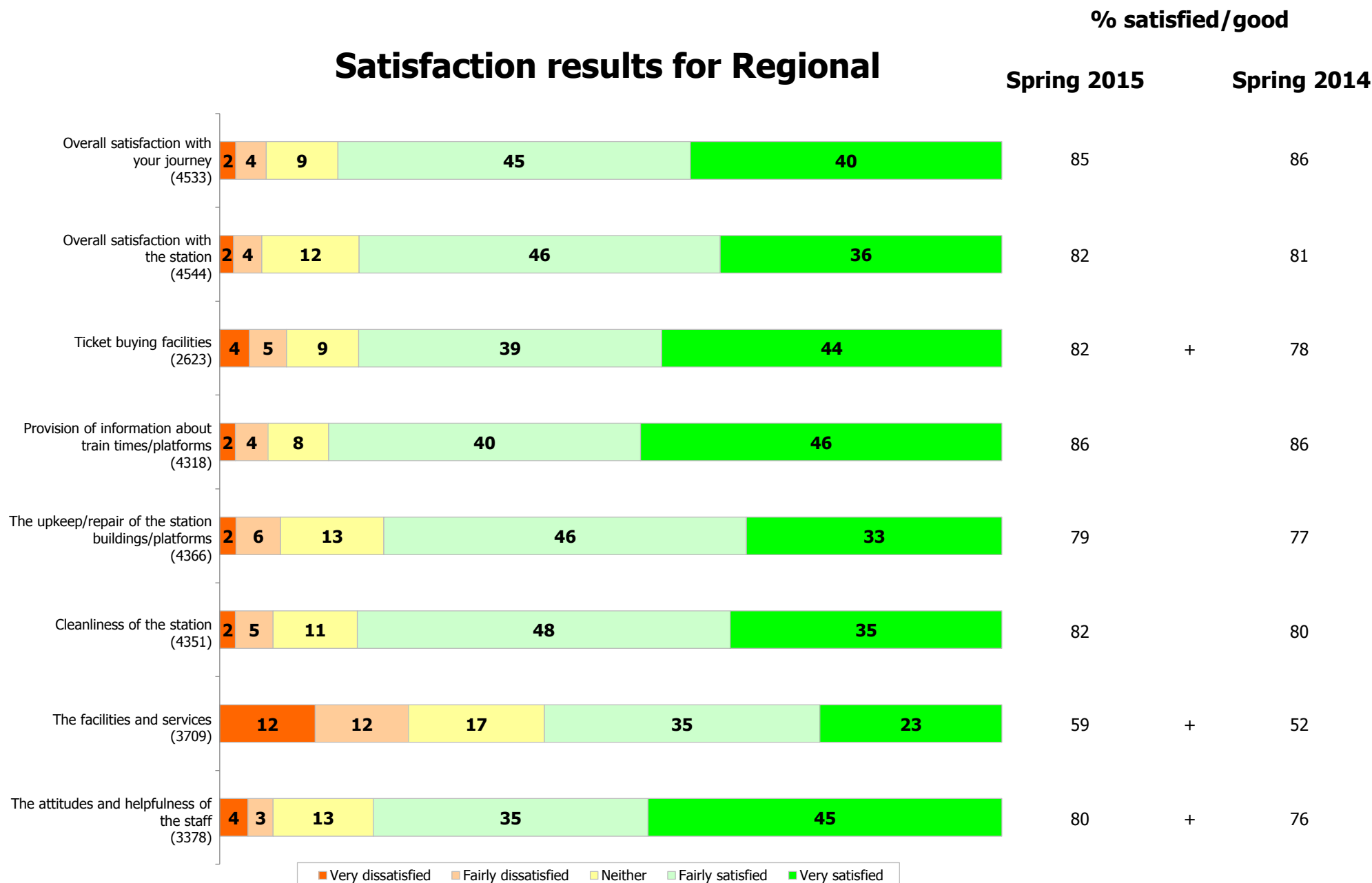
Spring 2015

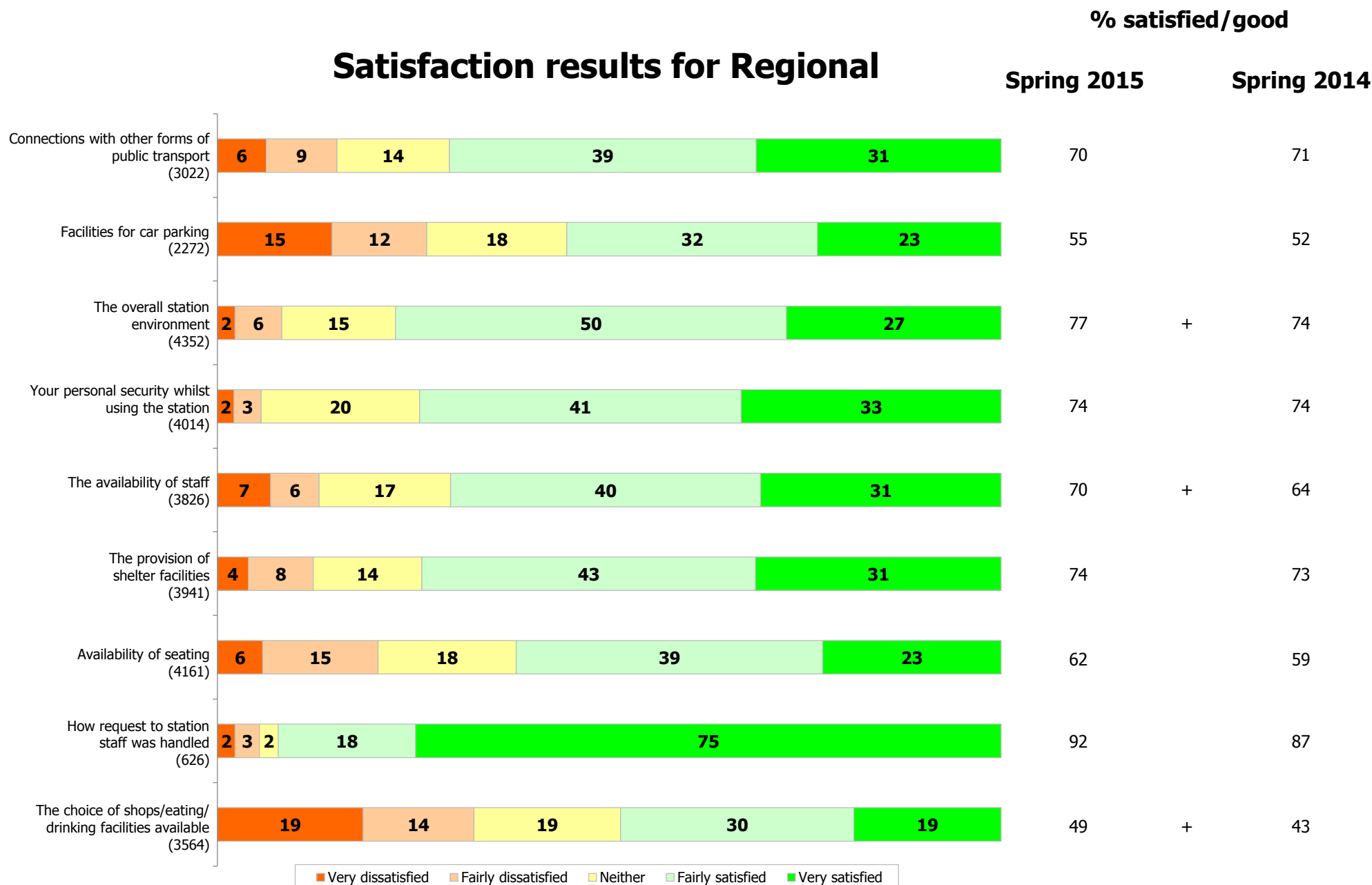
Spring 2014

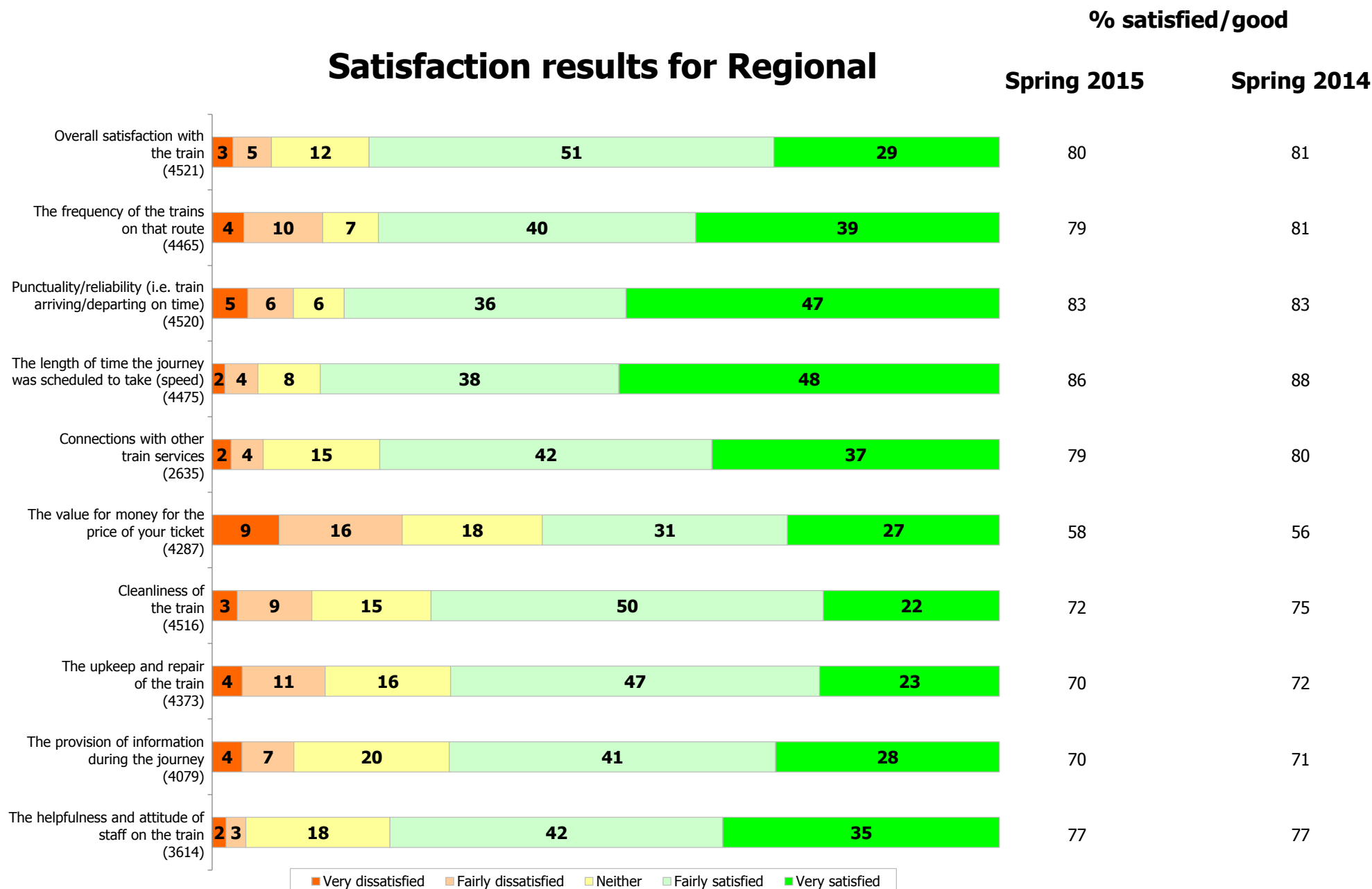


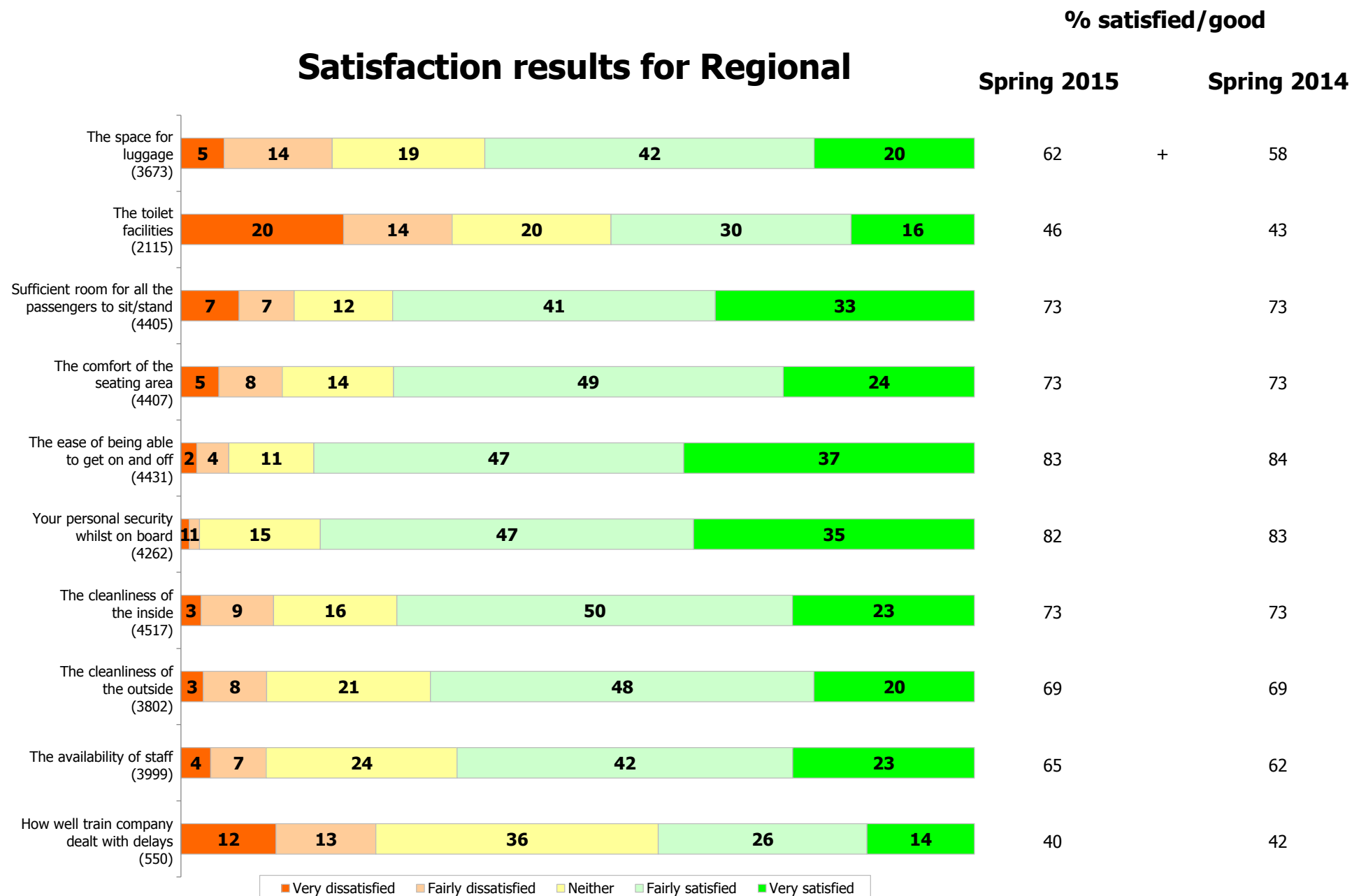
2 2.3 Overall satisfaction with your journey and station factors

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









Northern Rail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	79	85	93%
STATION FACILITIES			
Overall satisfaction with the station	79	82	96%
Ticket buying facilities	80	82	98%
Provision of information about train times/platforms	84	86	97%
The upkeep/repair of the station buildings/platforms	77	79	97%
Cleanliness	81	82	99%
The facilities and services	61	59	104%
The attitudes and helpfulness of the staff	76	80	94%
Connections with other forms of public transport	67	70	96%
Facilities for car parking	58	55	105%
Overall environment	75	77	97%
Your personal security whilst using the station	72	74	97%
The availability of staff	64	70	91%
The provision of shelter facilities	71	74	96%
Availability of seating	62	62	101%
How request to station staff was handled	91	92	99%
The choice of shops/eating/drinking facilities available	52	49	107%
TRAIN FACILITIES			
Overall satisfaction with the train	72	80	90%
The frequency of the trains on that route	69	79	87%
Punctuality/reliability (i.e. the train arriving/departing on time)	78	83	93%
The length of time the journey was scheduled to take (speed)	81	86	93%
Connections with other train services	76	79	97%
The value for money of the price of your ticket	53	58	91%
Cleanliness of the train	65	72	90%
Upkeep and repair of the train	60	70	86%
The provision of information during the journey	57	70	81%
The helpfulness and attitude of staff on train	75	77	98%
The space for luggage	57	62	93%
The toilet facilities	40	46	88%
Sufficient room for all passengers to sit/stand	66	73	90%
The comfort of the seating area	63	73	86%
The ease of being able to get on and off	78	83	94%
Your personal security on board	79	82	96%
The cleanliness of the inside	66	73	91%
The cleanliness of the outside	63	69	91%
The availability of staff	62	65	95%
How well train company deals with delays	31	40	78%

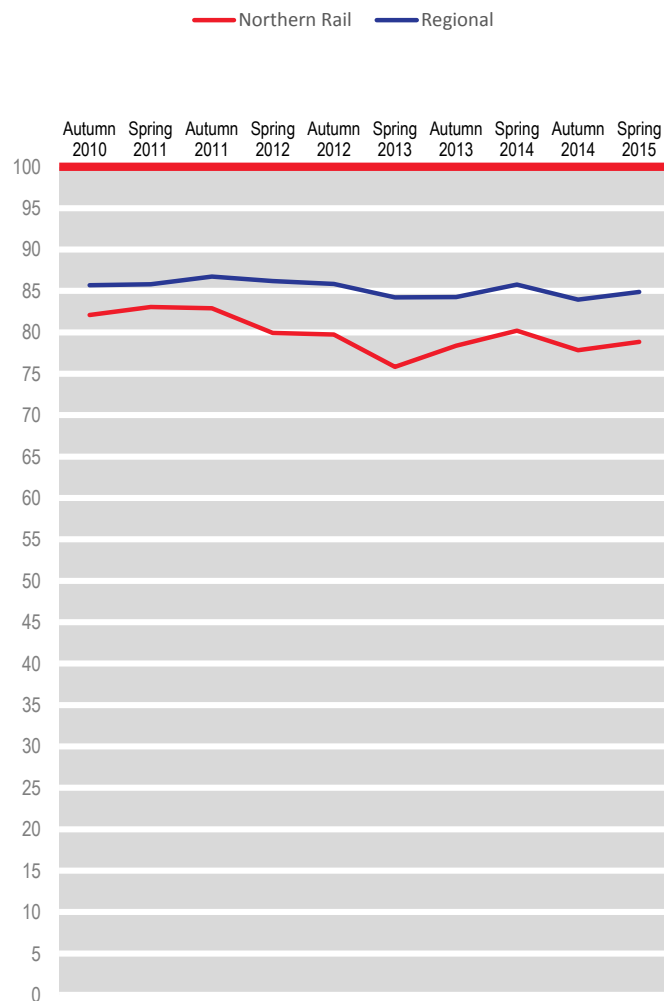
Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction with your journey	81	76	80	85	80
STATION FACILITIES					
Overall satisfaction with the station	75	77	83	79	81
Ticket buying facilities	75	79	88	78	81
Provision of information about train times/platforms	85	79	84	86	89
The upkeep/repair of the station buildings/platforms	66	75	83	84	77
Cleanliness	74	80	84	81	84
The facilities and services	59	56	60	68	66
The attitudes and helpfulness of the staff	76	76	81	73	74
Connections with other forms of public transport	62	67	70	62	68
Facilities for car parking	66	56	72	59	54
Overall environment	74	74	76	78	75
Your personal security whilst using the station	75	70	75	69	74
The availability of staff	61	68	62	57	61
The provision of shelter facilities	70	68	80	77	71
Availability of seating	61	60	68	71	62
How request to station staff was handled	91	93	83	86	91
The choice of shops/eating/drinking facilities available	44	49	54	59	55
TRAIN FACILITIES					
Overall satisfaction with the train	68	67	75	78	78
The frequency of the trains on that route	61	65	77	75	71
Punctuality/reliability (i.e. the train arriving/departing on time)	77	77	87	87	75
The length of time the journey was scheduled to take (speed)	76	81	81	83	80
Connections with other train services	76	77	77	73	75
The value for money of the price of your ticket	57	50	58	55	54
Cleanliness of the train	63	60	67	75	70
Upkeep and repair of the train	60	57	57	72	62
The provision of information during the journey	60	52	67	71	56
The helpfulness and attitude of staff on train	89	71	82	88	73
The space for luggage	67	49	60	55	63
The toilet facilities	44	34	51	58	40
Sufficient room for all passengers to sit/stand	75	60	72	73	68
The comfort of the seating area	70	57	65	65	68
The ease of being able to get on and off	75	73	86	87	81
Your personal security on board	81	76	83	85	81
The cleanliness of the inside	60	61	70	72	71
The cleanliness of the outside	56	59	64	65	67
The availability of staff	79	57	73	80	56
How well train company deals with delays	30	31	57	31	27

Percentage satisfaction with aspects of station where boarded

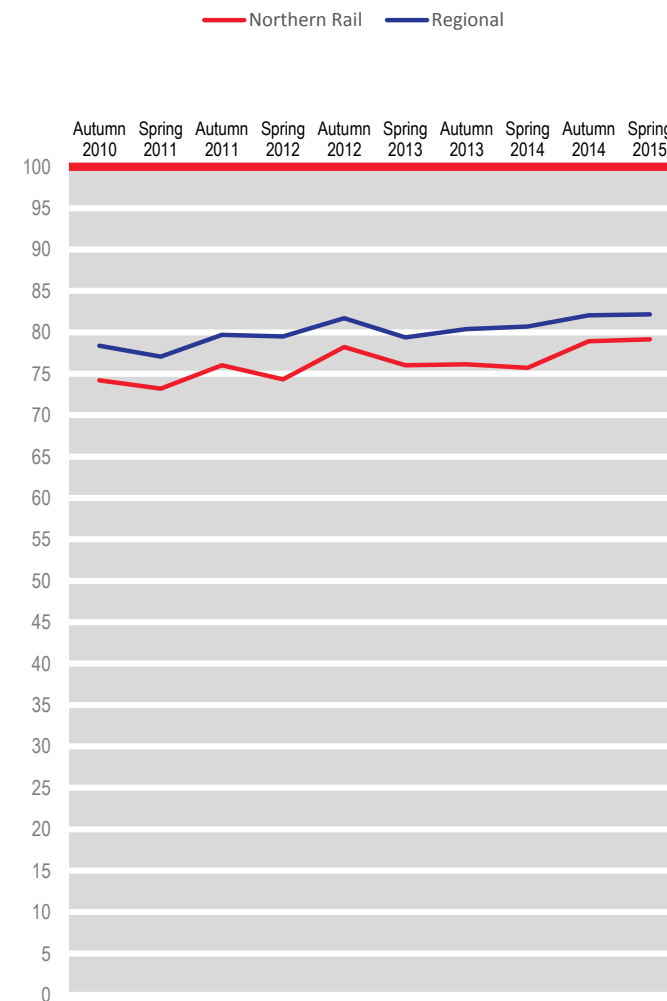
Overall satisfaction with your journey

(1379)
Percentage of passengers satisfied 2010 to 2015



Overall station satisfaction

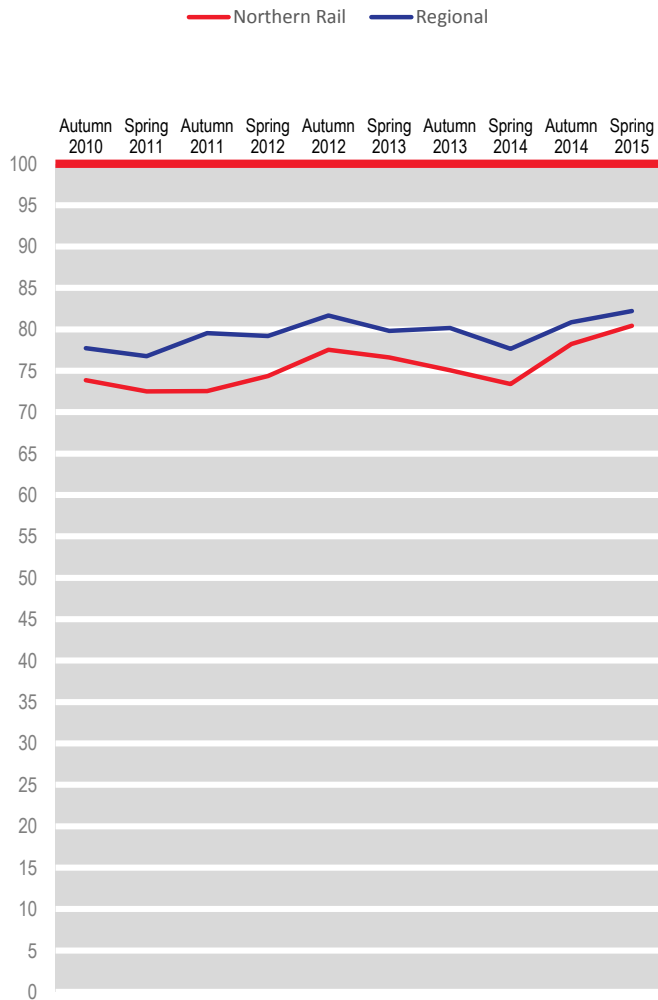
(1370)
Percentage of passengers satisfied 2010 to 2015



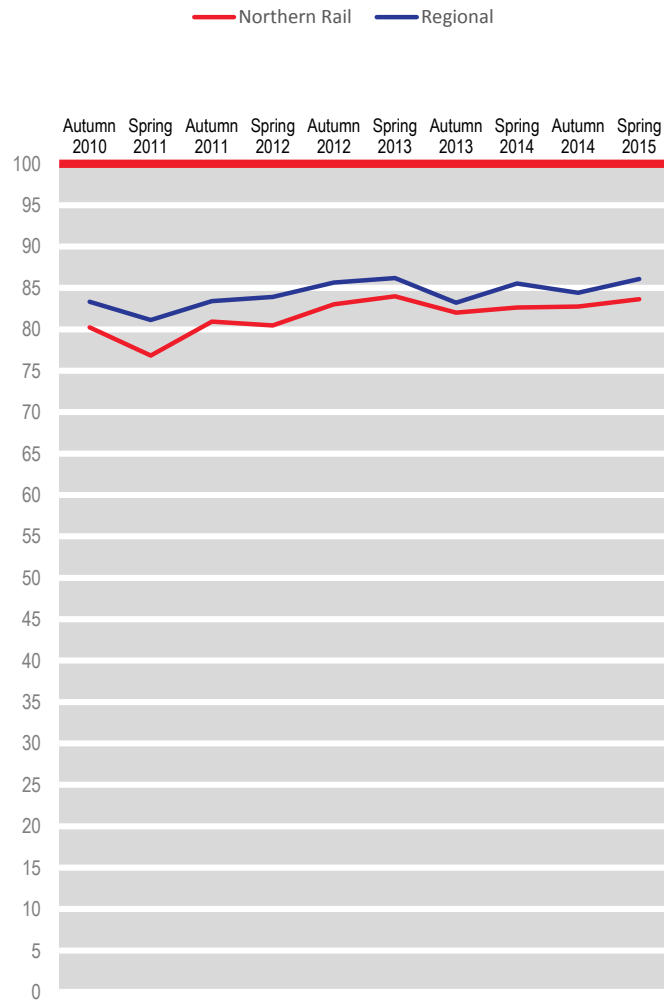
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(785)**

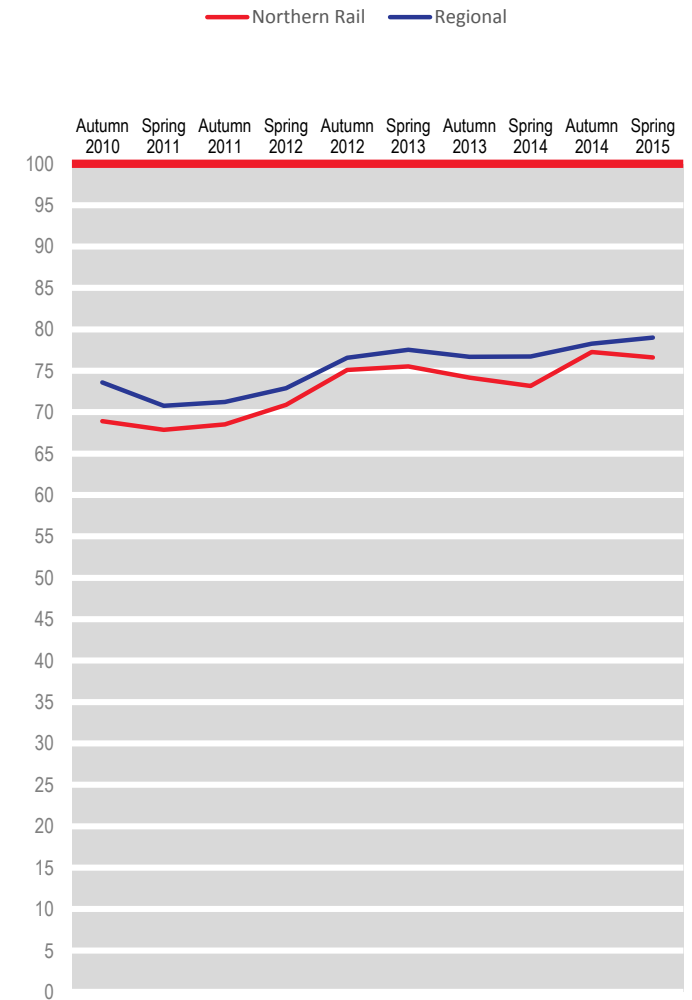
Percentage of passengers satisfied 2010 to 2015

**Provision of information about train times/platforms****(1315)**

Percentage of passengers satisfied 2010 to 2015

**The upkeep/repair of the station building/platforms****(1328)**

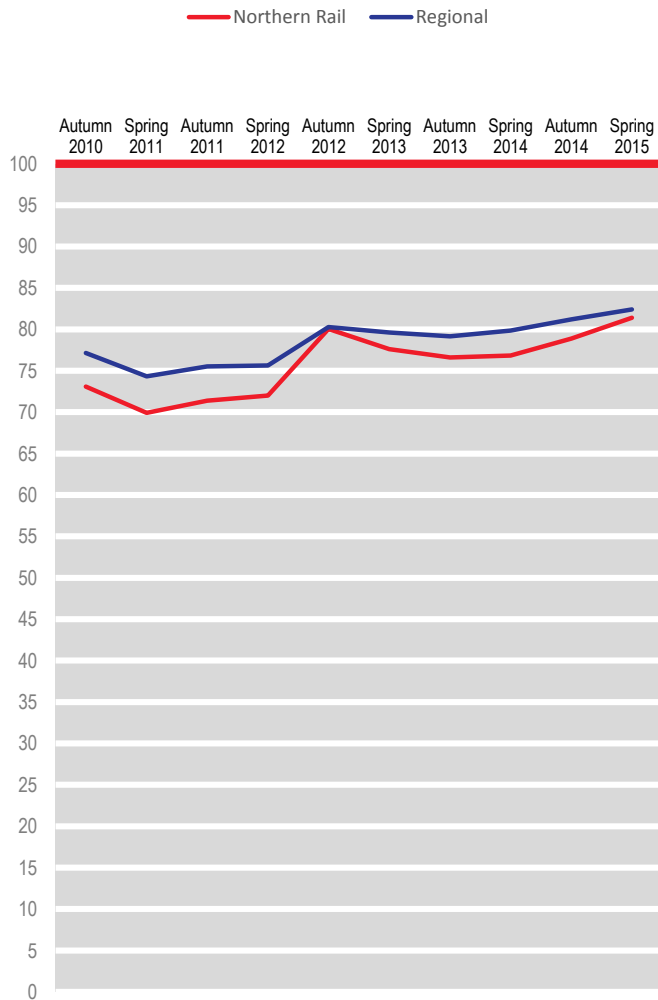
Percentage of passengers satisfied 2010 to 2015



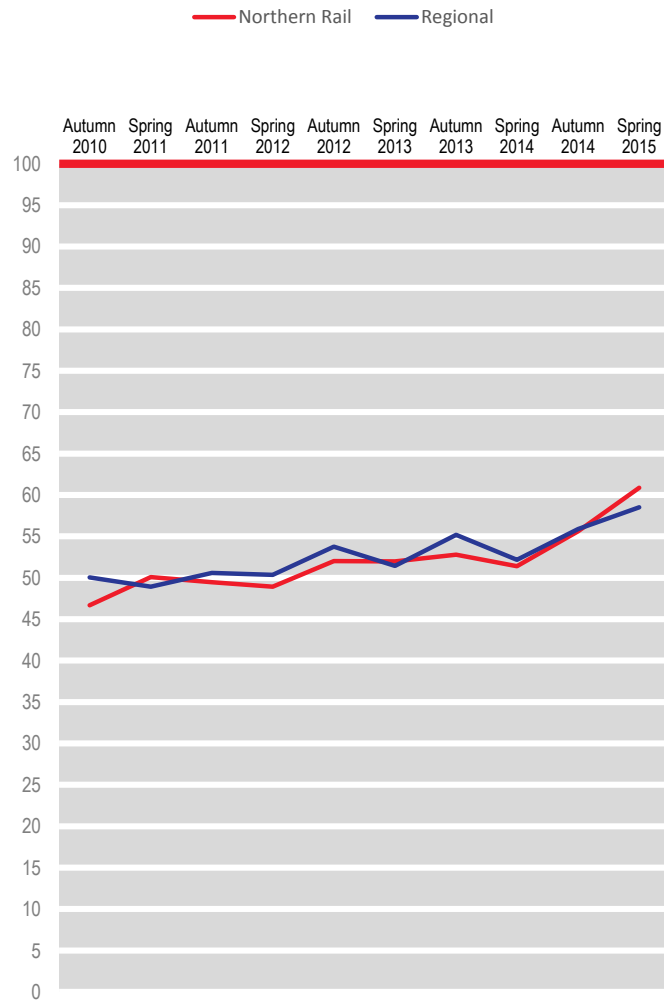
N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station**(1333)**

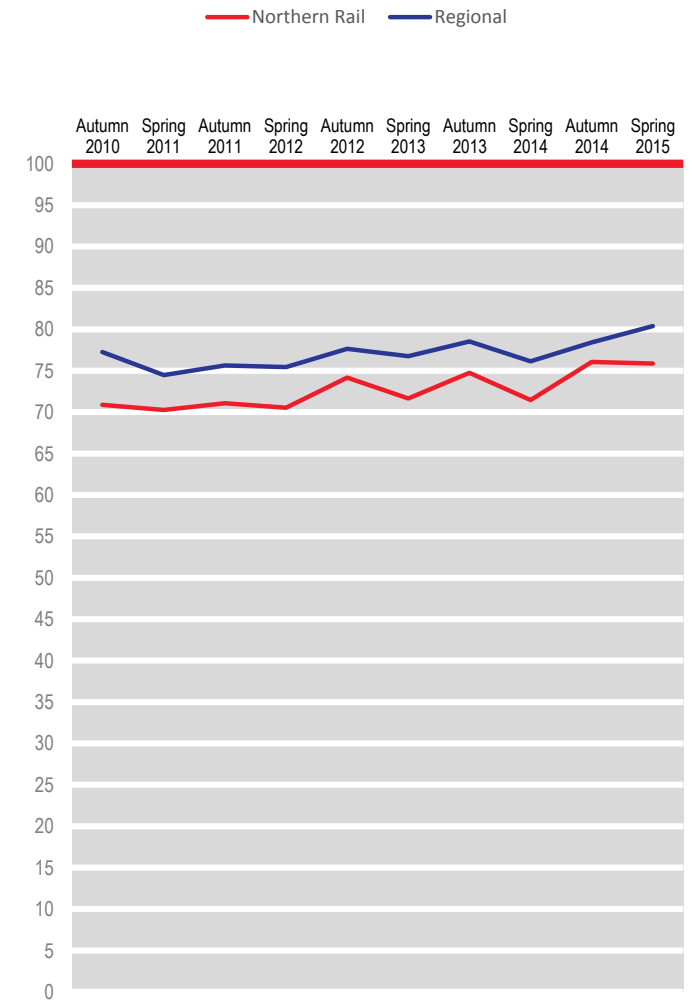
Percentage of passengers satisfied 2010 to 2015

**The facilities and services at the station****(1132)**

Percentage of passengers satisfied 2010 to 2015

**The attitudes and helpfulness of the staff at the station****(986)**

Percentage of passengers satisfied 2010 to 2015

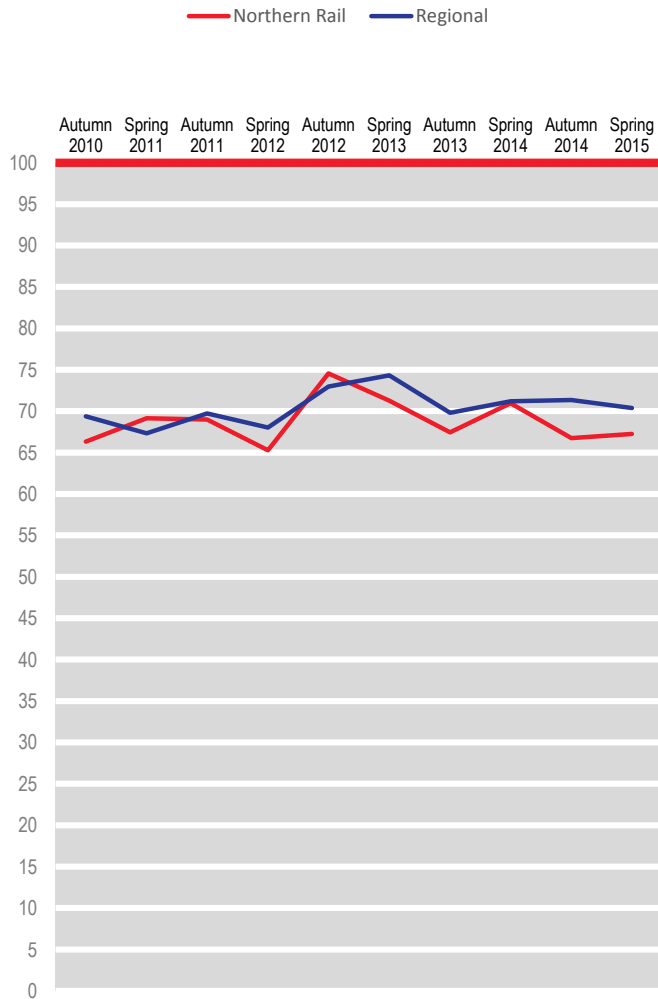


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(901)

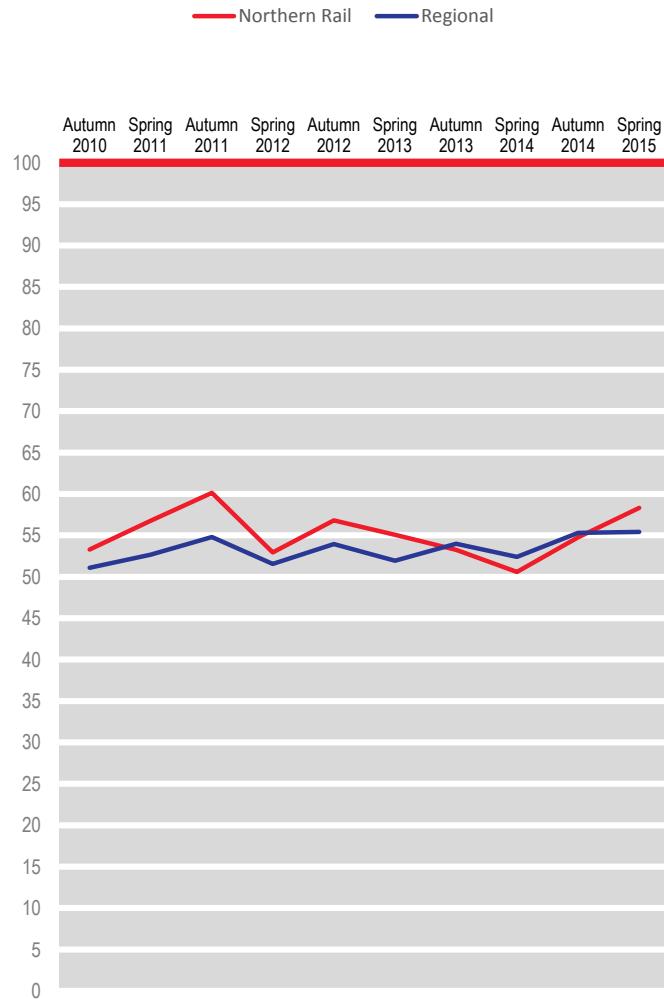
Percentage of passengers satisfied 2010 to 2015



Facilities for car parking at the station

(717)

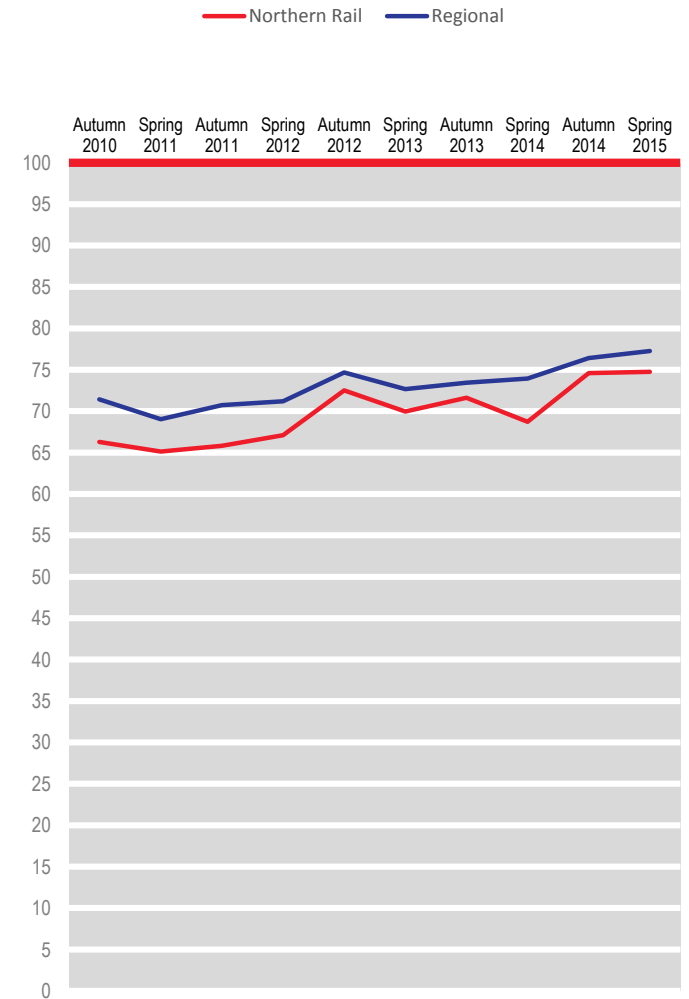
Percentage of passengers satisfied 2010 to 2015



Overall station environment

(1329)

Percentage of passengers satisfied 2010 to 2015

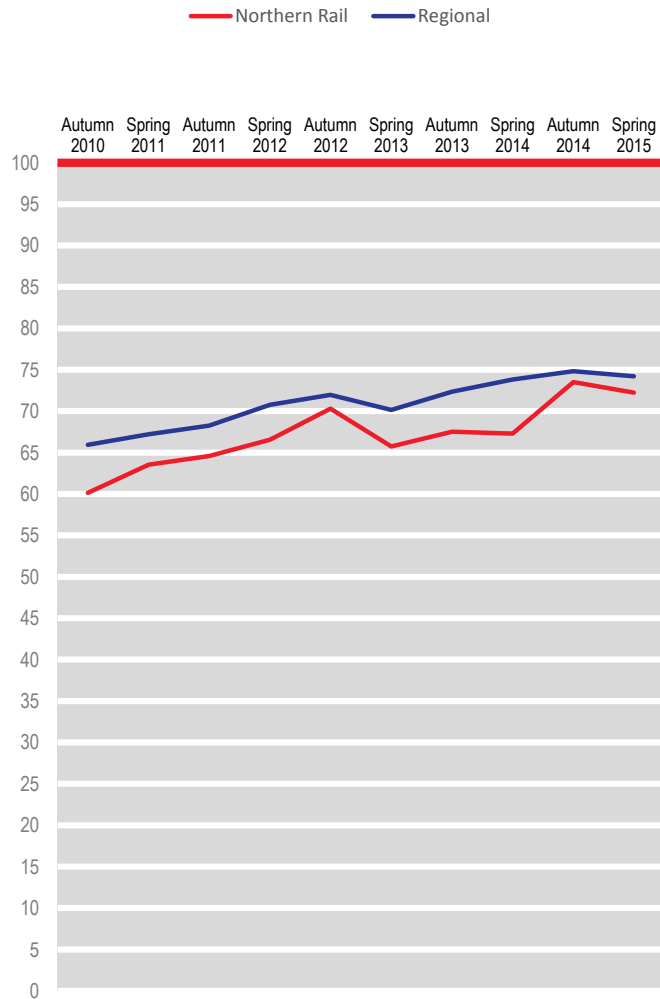


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1231)

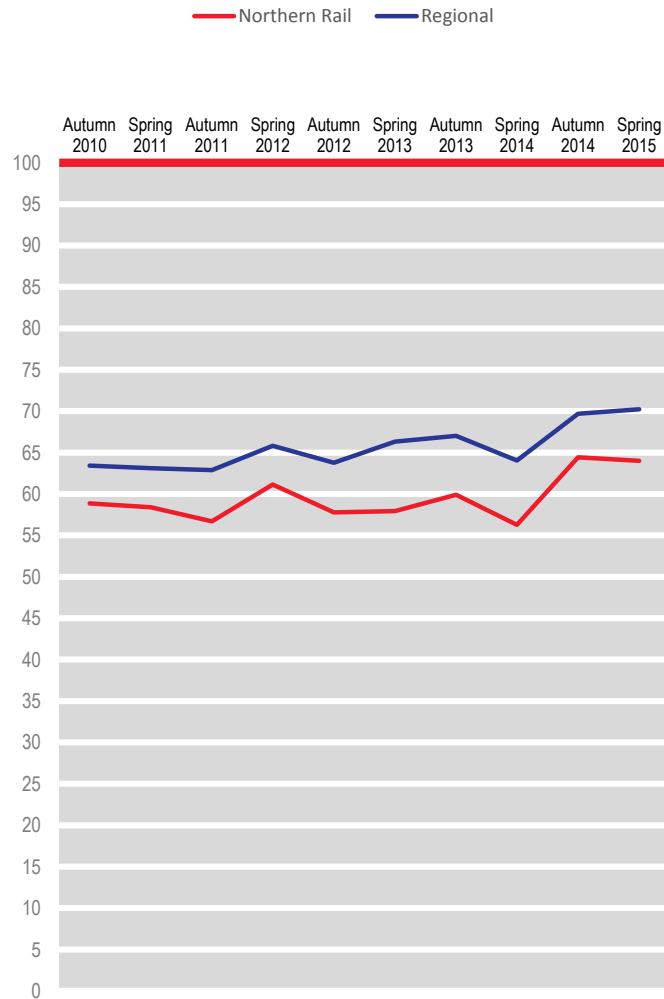
Percentage of passengers satisfied 2010 to 2015



The availability of staff at the station

(1147)

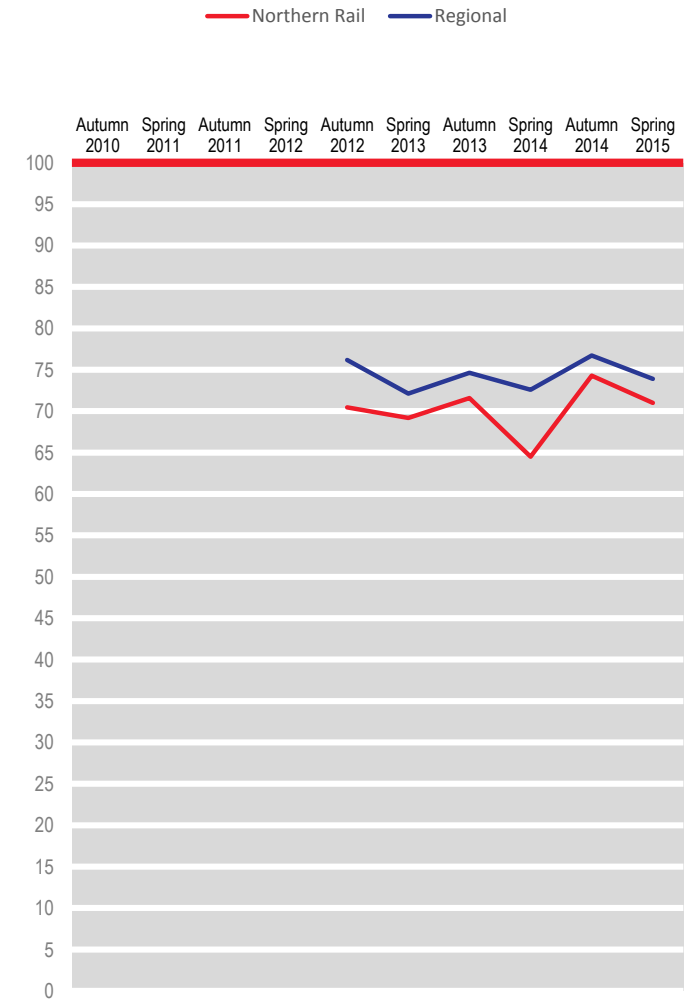
Percentage of passengers satisfied 2010 to 2015



The provision of shelter facilities

(1248)

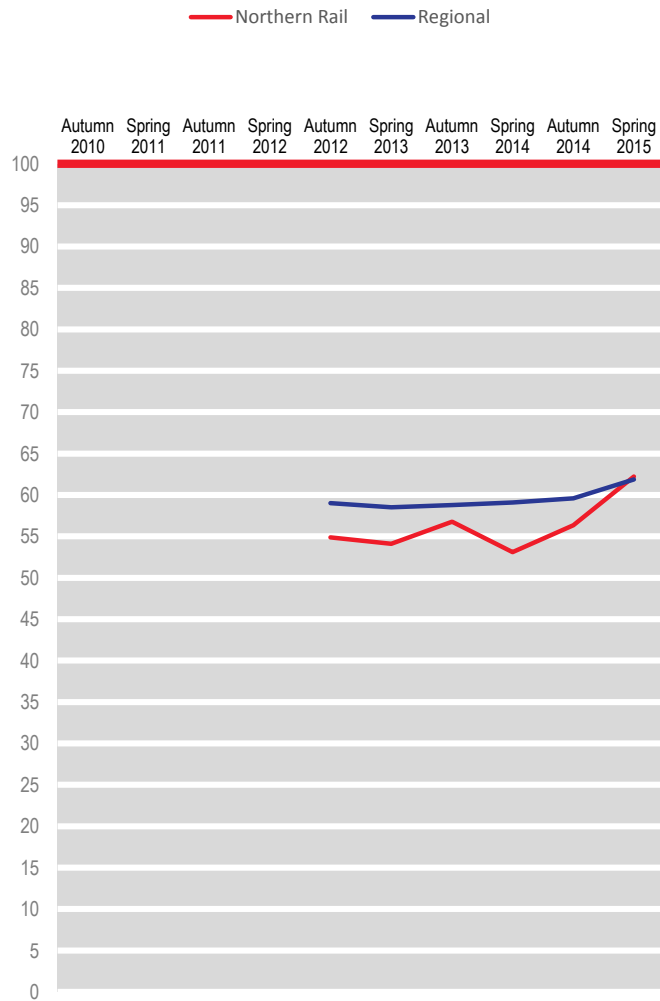
Percentage of passengers satisfied 2010 to 2015



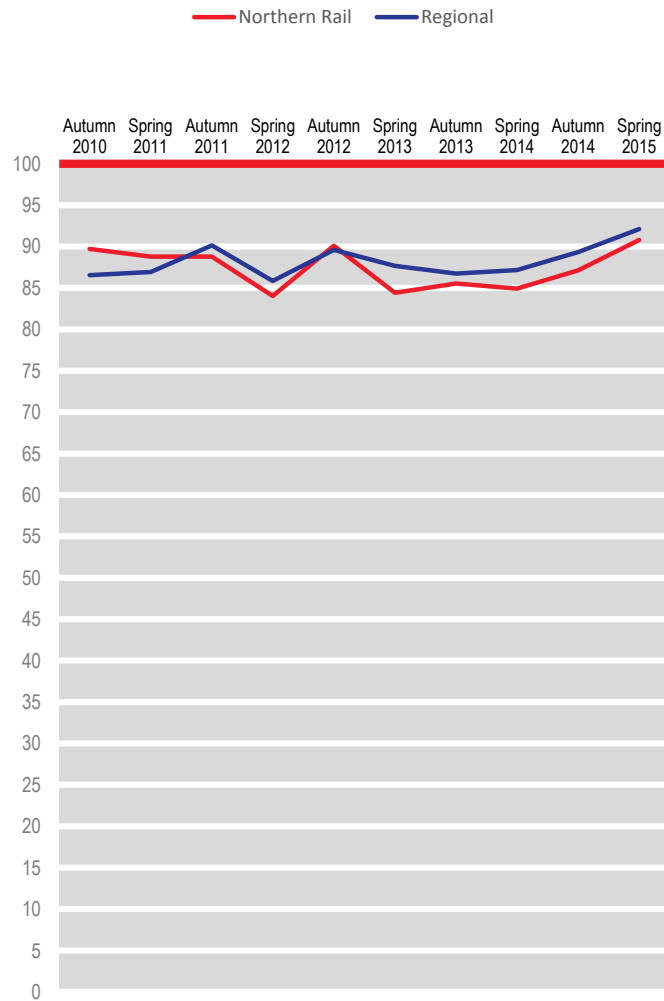
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1281)**

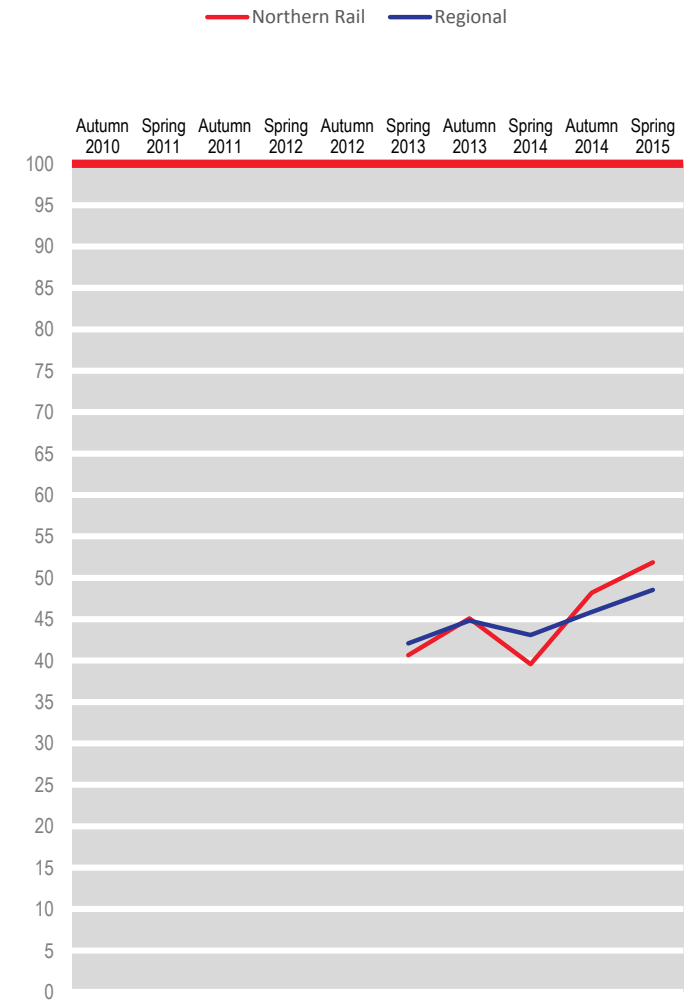
Percentage of passengers satisfied 2010 to 2015

**How request to station staff was handled****(168)**

Percentage of passengers satisfied 2010 to 2015

**The choice of shops/eating/drinking facilities available****(1092)**

Percentage of passengers satisfied 2010 to 2015



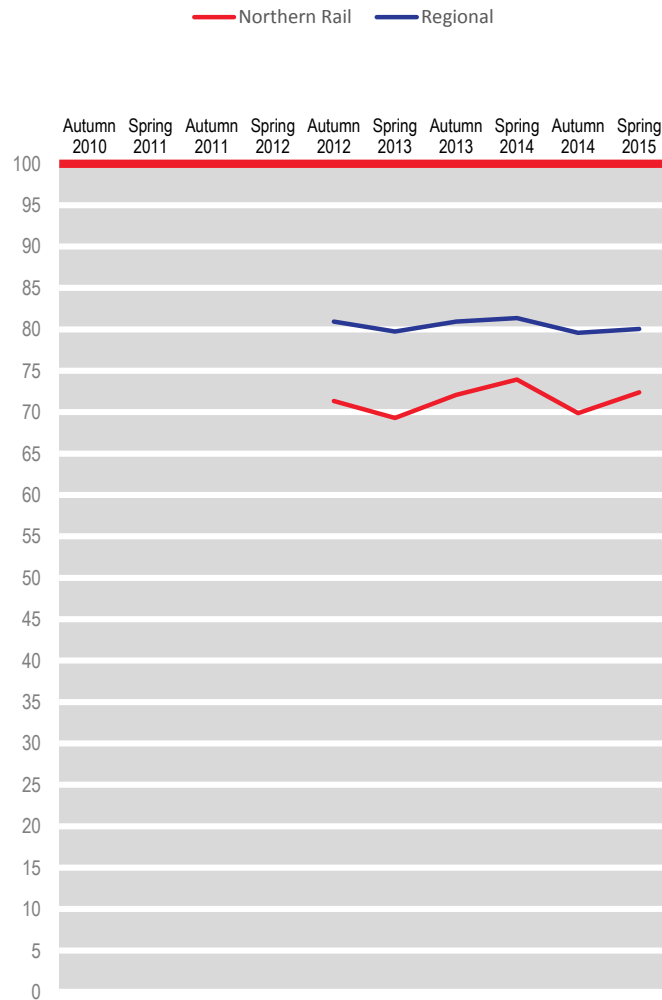
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1367)

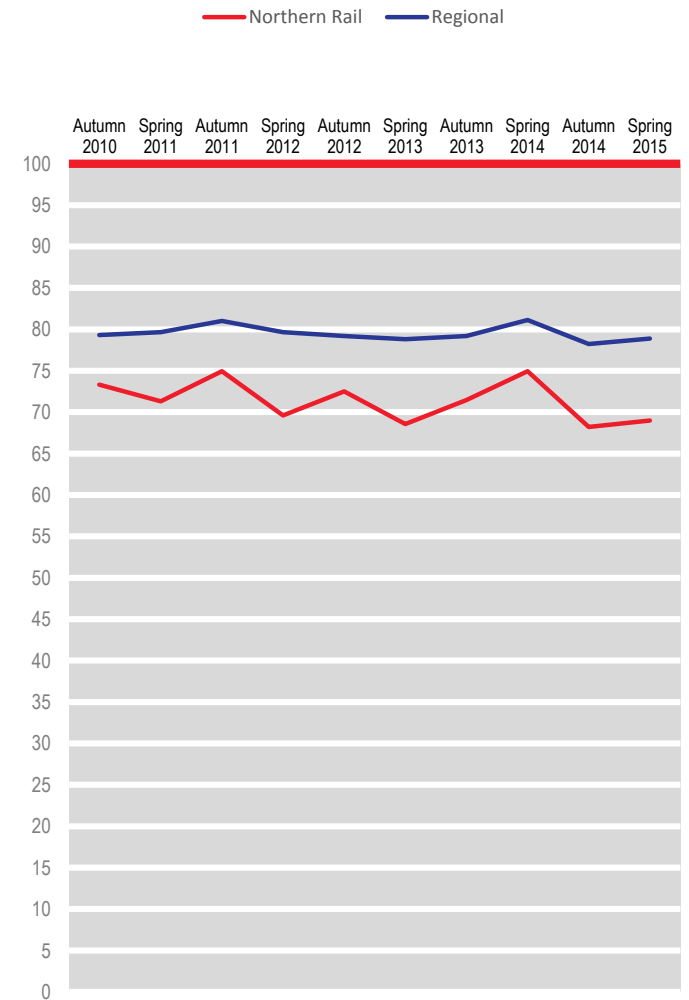
Percentage of passengers satisfied 2010 to 2015



The frequency of trains on that route

(1352)

Percentage of passengers satisfied 2010 to 2015

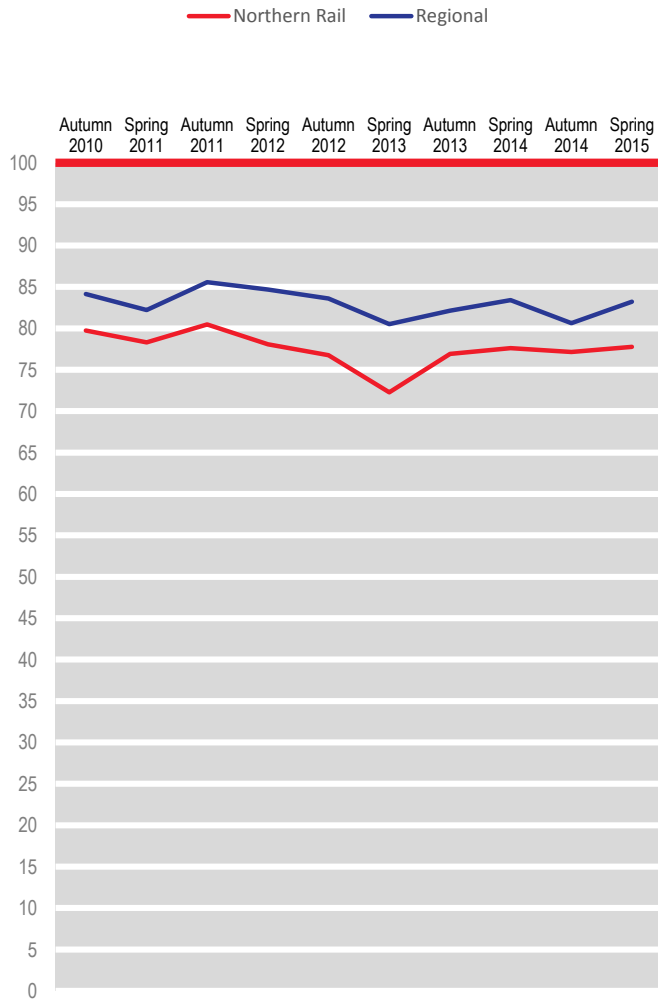


N.B. Benchmarks and targets are only shown for applicable factors

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

(1370)

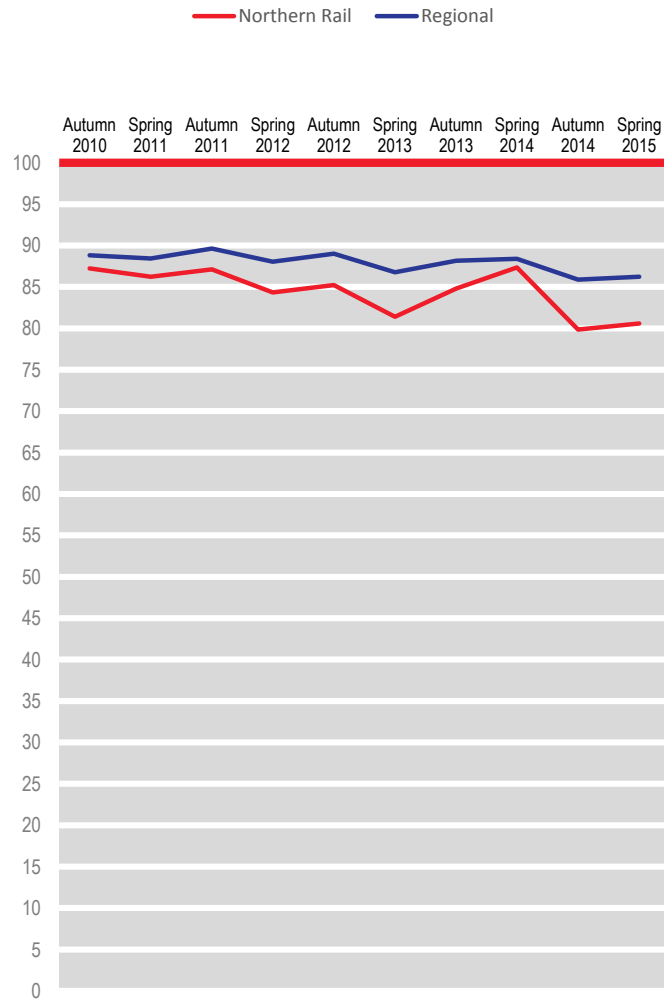
Percentage of passengers satisfied 2010 to 2015



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

(1353)

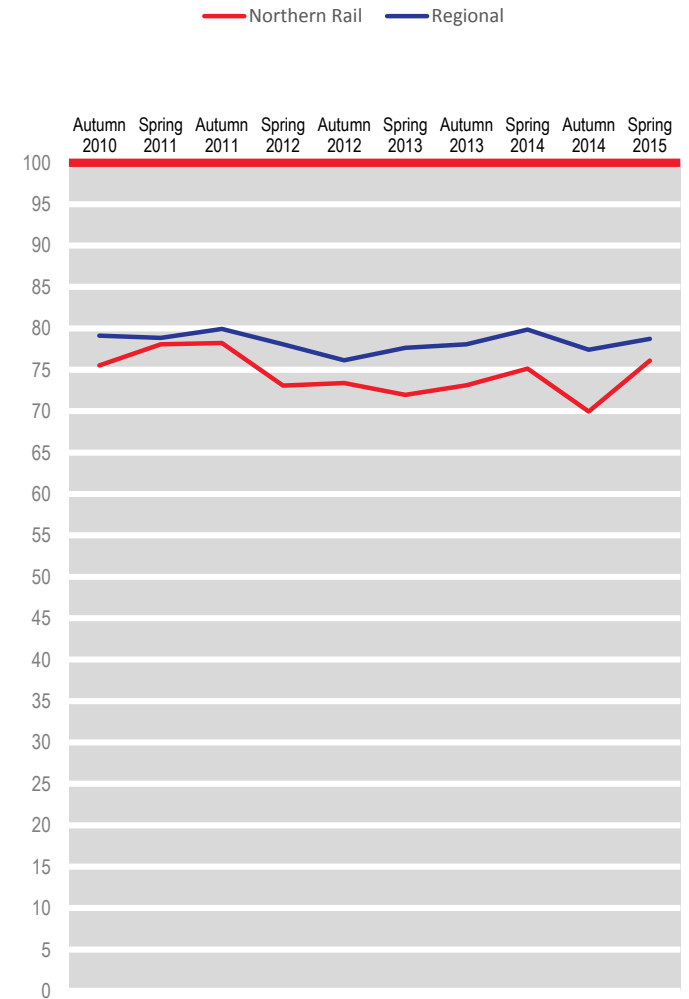
Percentage of passengers satisfied 2010 to 2015



Connections with other train services

(814)

Percentage of passengers satisfied 2010 to 2015

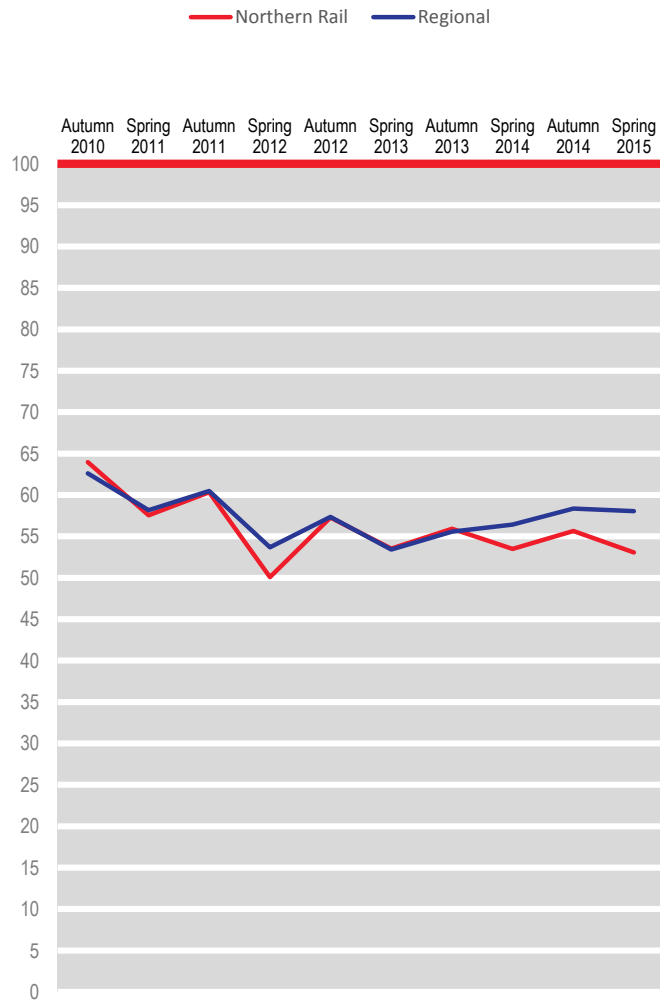


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1313)

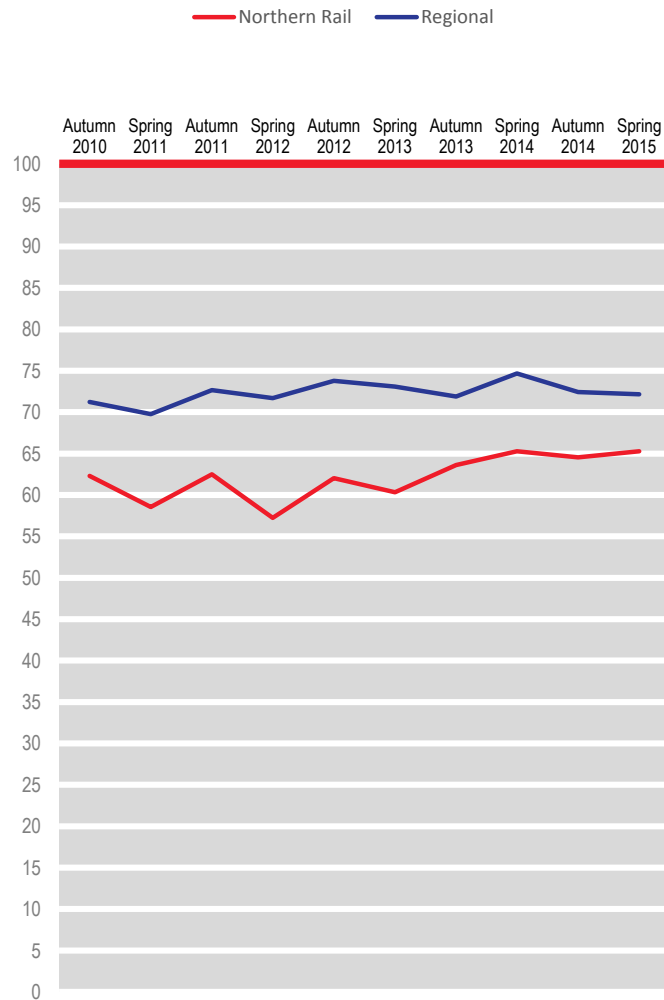
Percentage of passengers satisfied 2010 to 2015



Cleanliness of the train

(1369)

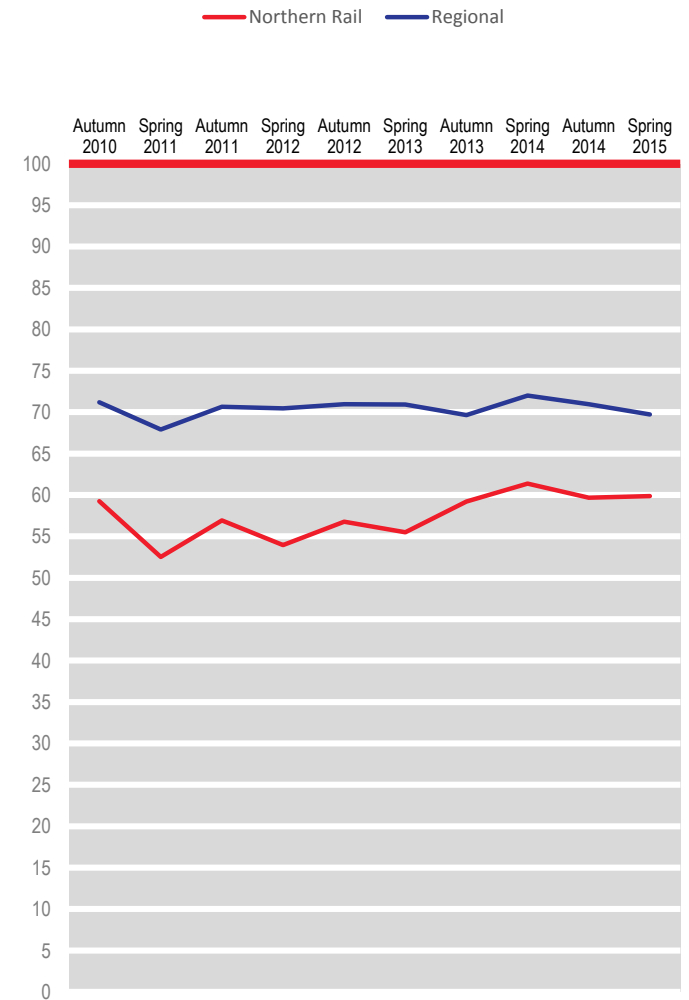
Percentage of passengers satisfied 2010 to 2015



Upkeep and repair of the train

(1325)

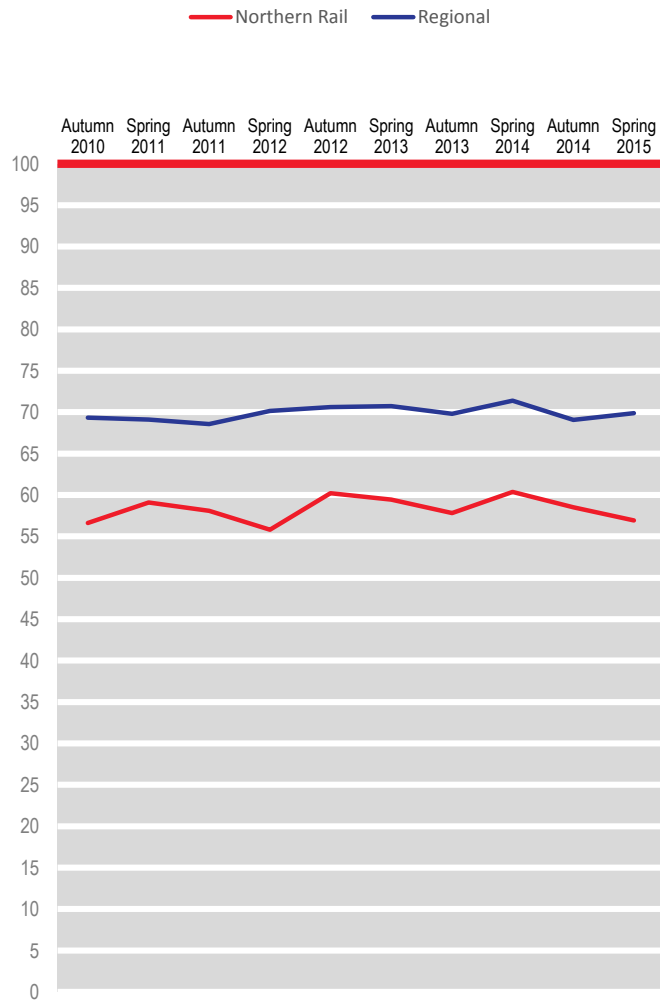
Percentage of passengers satisfied 2010 to 2015



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

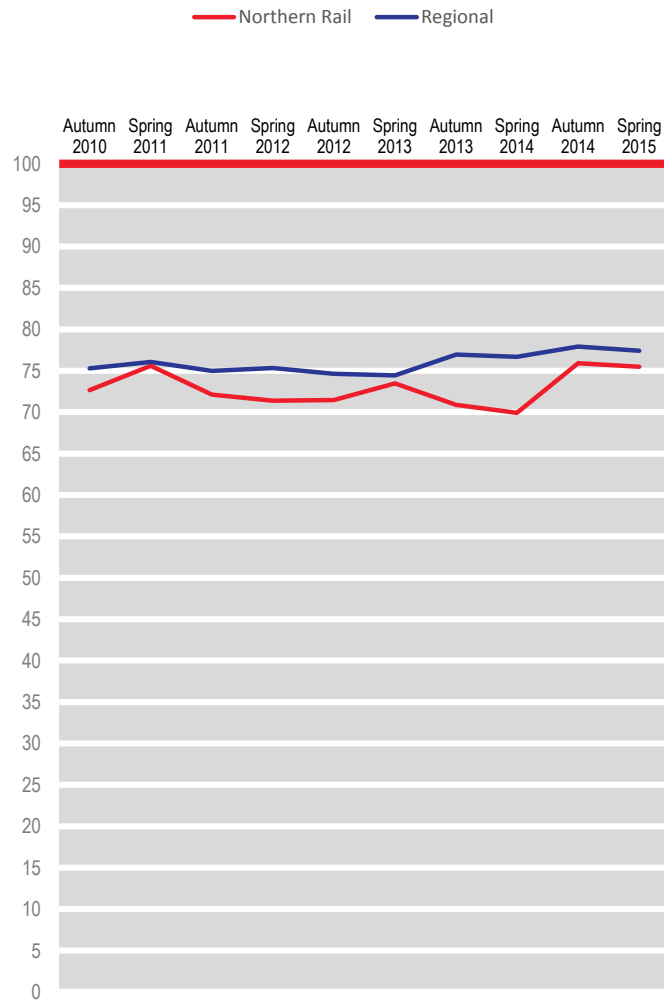
The provision of information during the journey (1196)

Percentage of passengers satisfied 2010 to 2015



The helpfulness and attitude of staff on the train (1137)

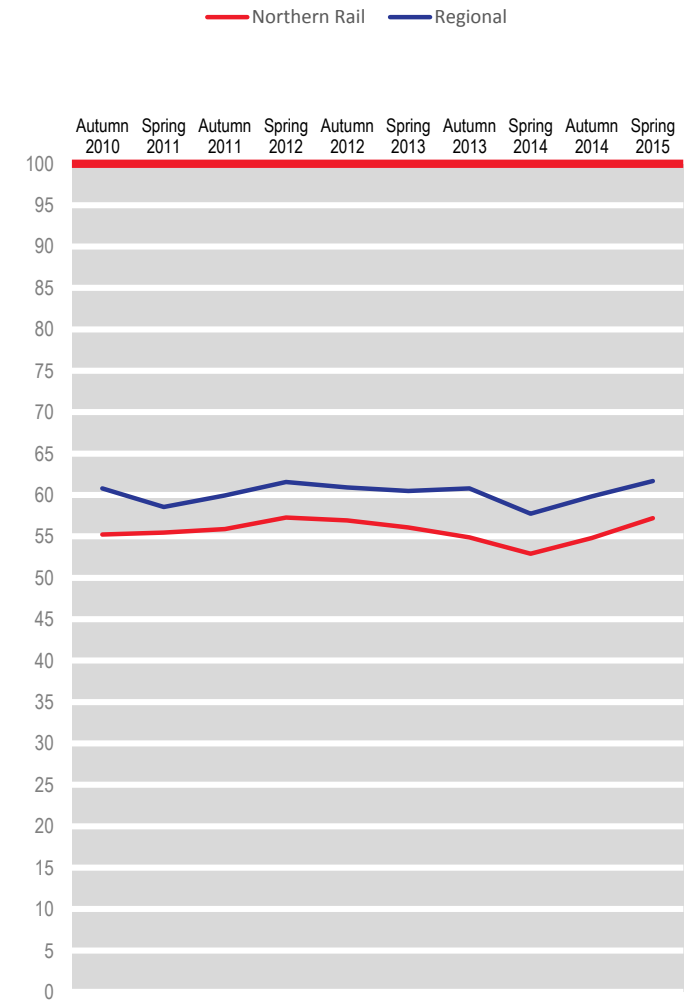
Percentage of passengers satisfied 2010 to 2015



The space for luggage

(1079)

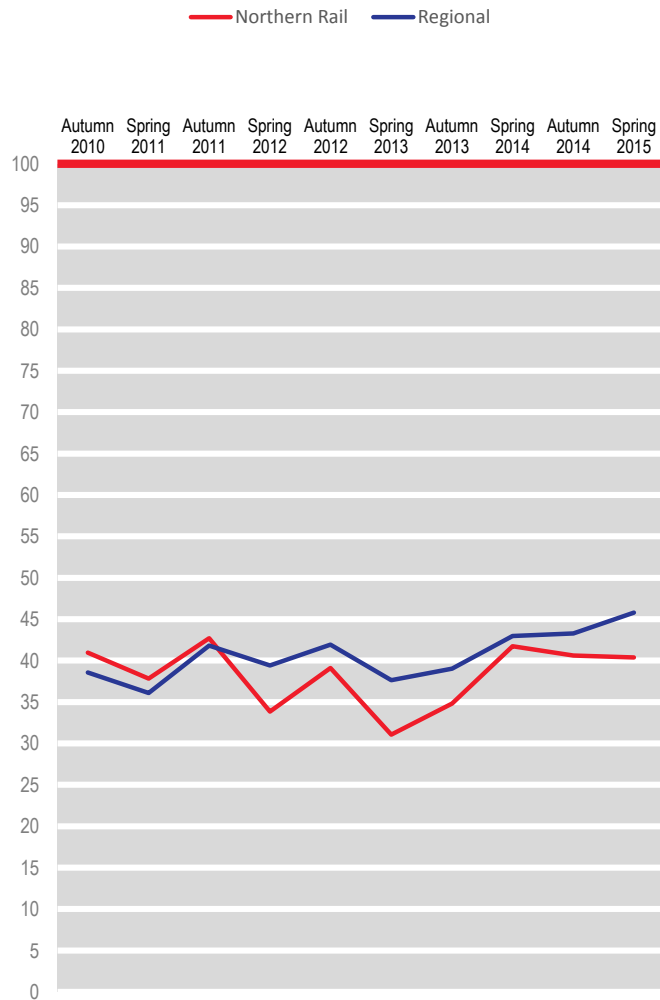
Percentage of passengers satisfied 2010 to 2015



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

Toilet facilities on the train**(600)**

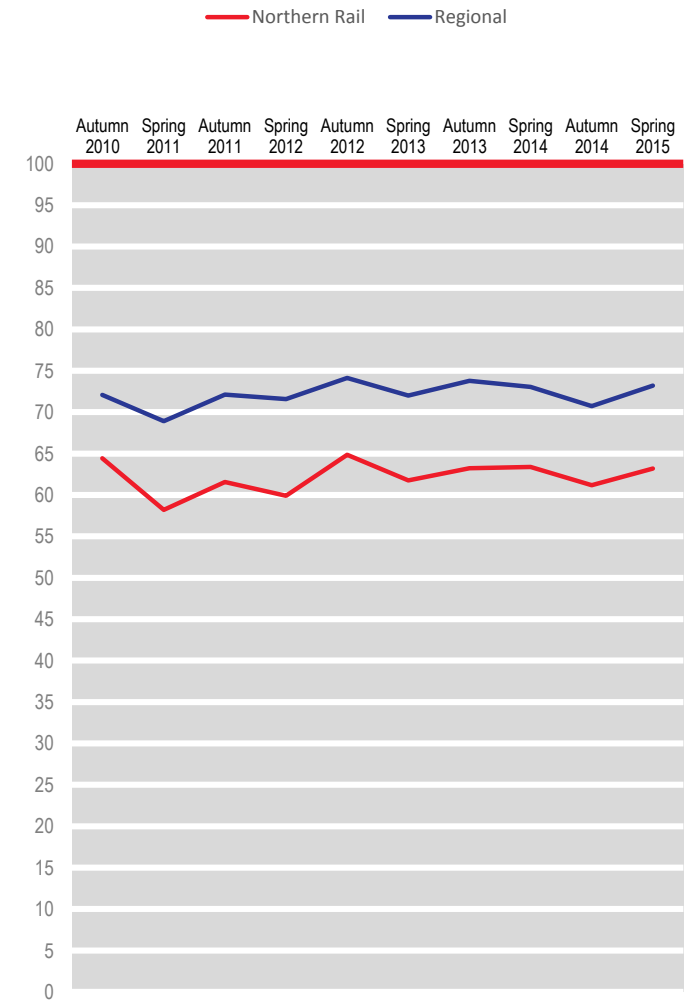
Percentage of passengers satisfied 2010 to 2015

**Sufficient room for all the passengers to sit/stand****(1334)**

Percentage of passengers satisfied 2010 to 2015

**The comfort of the seating area****(1342)**

Percentage of passengers satisfied 2010 to 2015

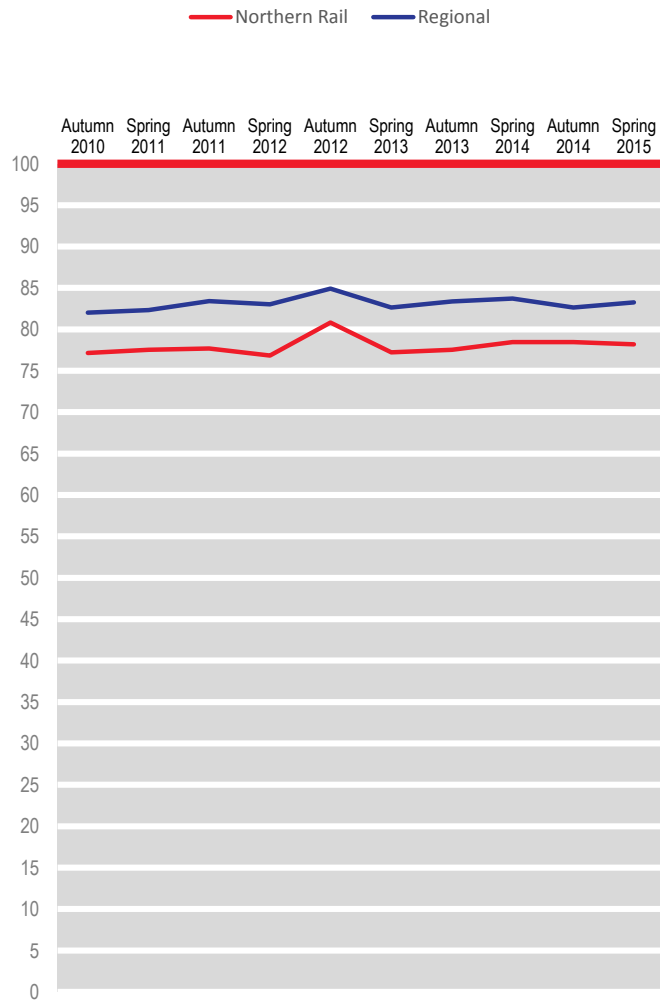


N.B. Benchmarks and targets are only shown for applicable factors

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

(1340)

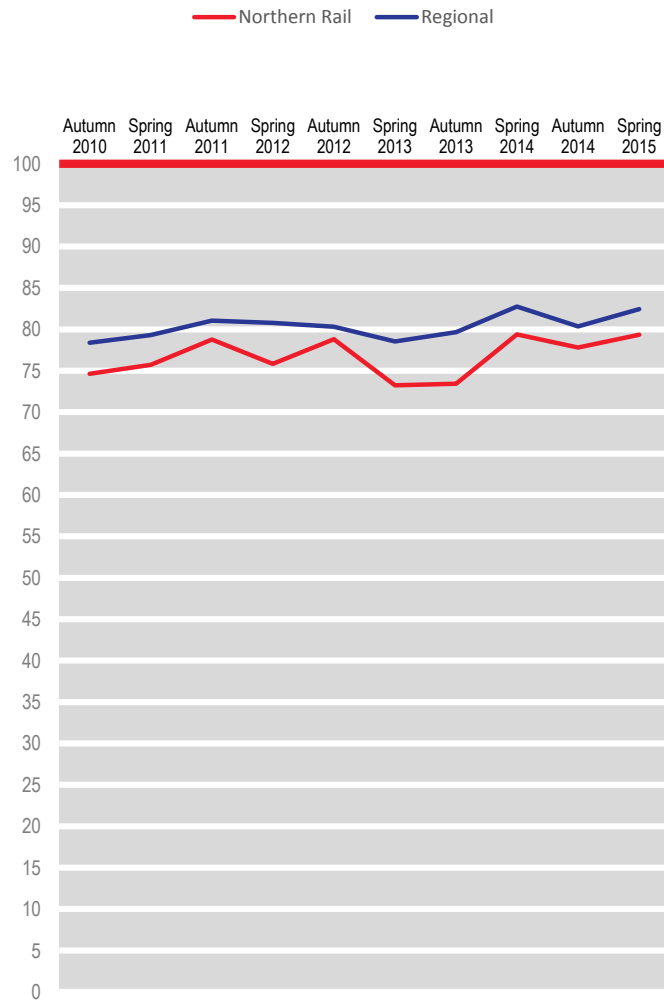
Percentage of passengers satisfied 2010 to 2015



Your personal security whilst on board

(1288)

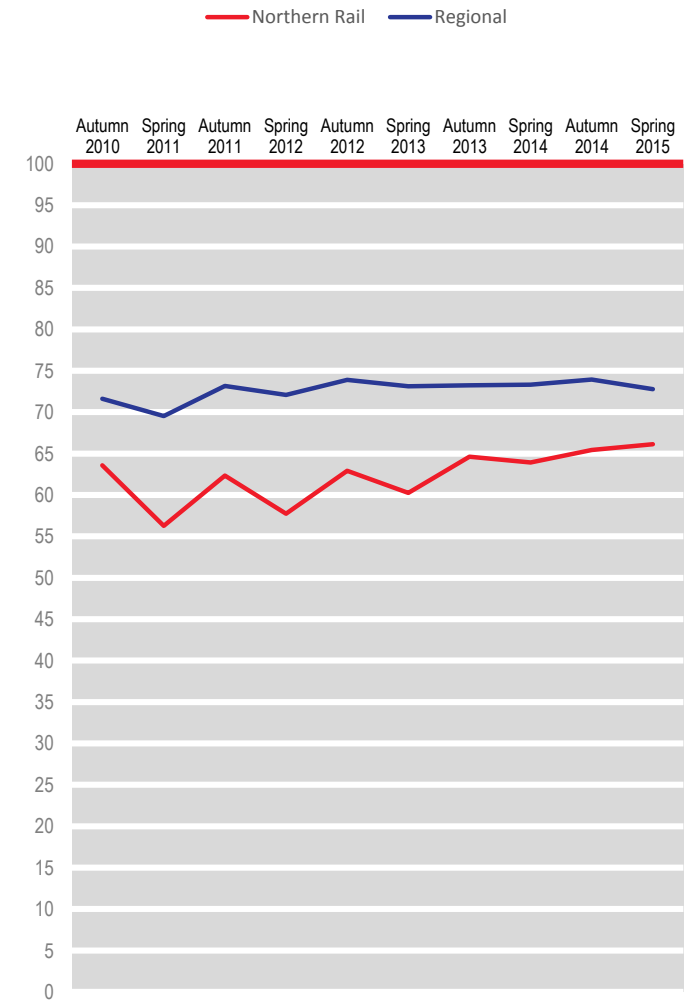
Percentage of passengers satisfied 2010 to 2015



The cleanliness of the inside of the train

(1364)

Percentage of passengers satisfied 2010 to 2015

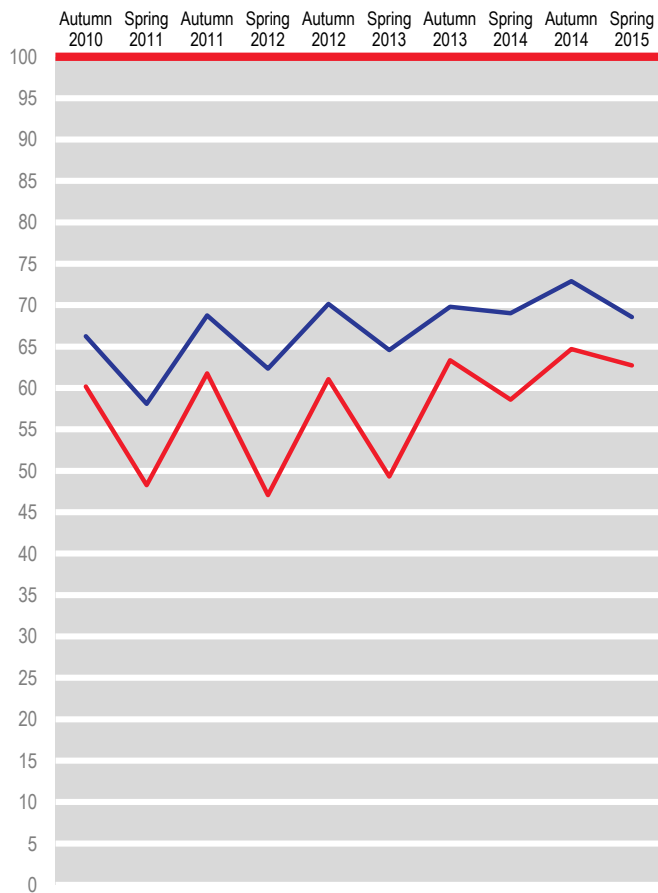


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (1150)

Percentage of passengers satisfied 2010 to 2015

— Northern Rail — Regional

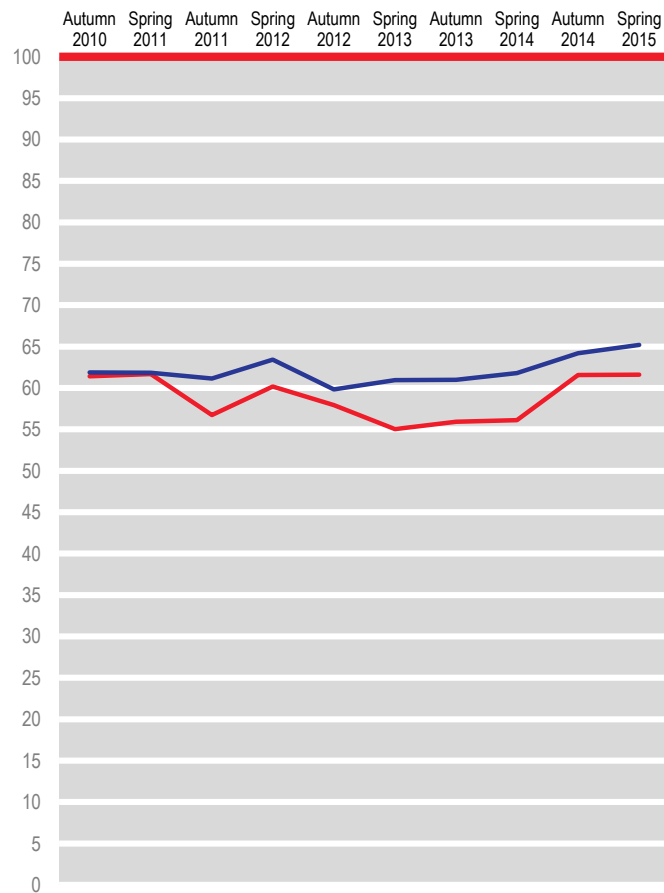


The availability of staff on the train

(1248)

Percentage of passengers satisfied 2010 to 2015

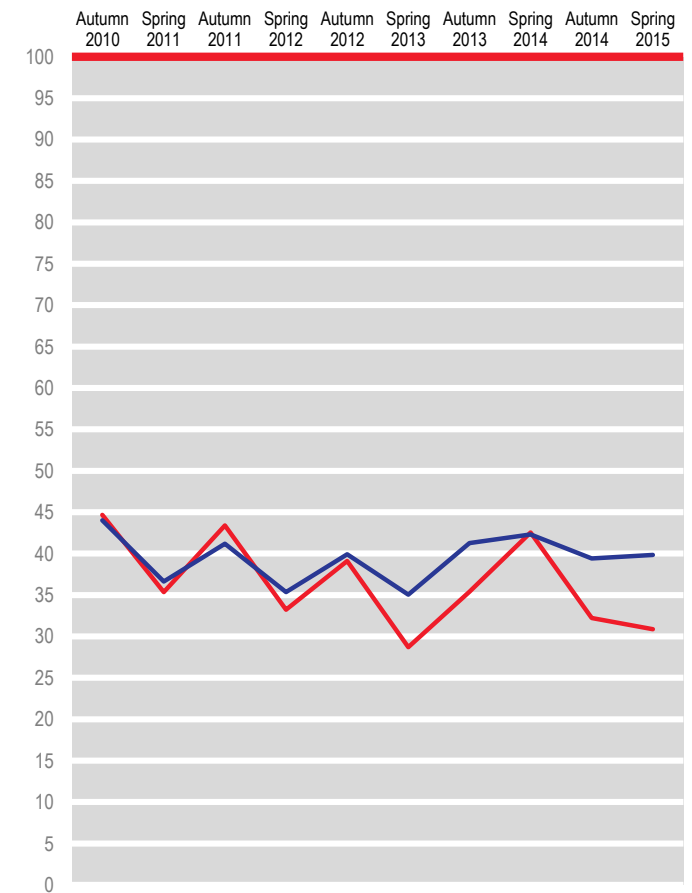
— Northern Rail — Regional



How well train company dealt with delays (207)

Percentage of passengers satisfied 2010 to 2015

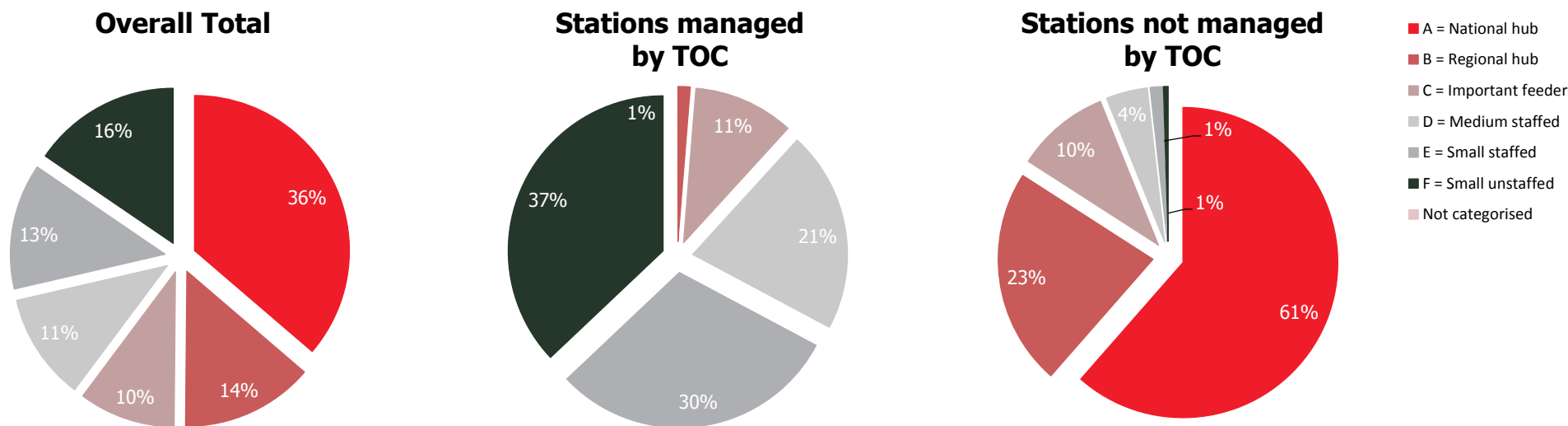
— Northern Rail — Regional



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

Managed versus non-managed stations for Northern Rail

(% 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	70	-	85
Ticket buying facilities	71	-	88
Provision of information about train times/platforms	78	-	88
The upkeep/repair of the station buildings/platforms	68	-	83
Cleanliness	73	-	87
The facilities and services	33	-	77
The attitudes and helpfulness of the staff	74	-	77
Connections with other forms of public transport	53	-	78
Facilities for car parking	59	-	57
Overall environment	66	-	81
Your personal security whilst using the station	64	-	78
The availability of staff	51	-	72
The provision of shelter facilities	64	-	77
Availability of seating	59	-	65
How request to station staff was handled	94	-	90
The choice of shops/eating/drinking facilities available	23	-	68

Northern Rail

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	75		77	90		90
STATION FACILITIES						
Overall satisfaction with the station	78		74	83		82
Ticket buying facilities	79	+	71	84		84
Provision of information about train times/platforms	82		81	89		87
The upkeep/repair of the station buildings/platforms	74		71	83		82
Cleanliness	79	+	74	88		86
The facilities and services	59	+	51	68	+	54
The attitudes and helpfulness of the staff	75	+	69	78		81
Connections with other forms of public transport	67		69	67		79
Facilities for car parking	56		49	67		56
Overall environment	73	+	67	82		75
Your personal security whilst using the station	72	+	65	74		74
The availability of staff	64	+	55	65		61
The provision of shelter facilities	71	+	62	72		72
Availability of seating	60	+	51	68		61
How request to station staff was handled	91		83	91		90
The choice of shops/eating/drinking facilities available	50	+	39	59	+	41
TRAIN FACILITIES						
Overall satisfaction with the train	68		70	85		87
The frequency of the trains on that route	67	-	72	75		83
Punctuality/reliability (i.e. the train arriving/departing on time)	74		75	90		87
The length of time the journey was scheduled to take (speed)	79	-	87	86		89
Connections with other train services	74		75	83		76
The value for money of the price of your ticket	49		51	65		61
Cleanliness of the train	61		63	79		74
Upkeep and repair of the train	57		57	70		76
The provision of information during the journey	54		58	67		70
The helpfulness and attitude of staff on train	75	+	69	78		72
The space for luggage	52		51	72		61
The toilet facilities	38		37	48		57
Sufficient room for all passengers to sit/stand	61		64	81		75
The comfort of the seating area	58		60	79		73
The ease of being able to get on and off	75		76	87		86
Your personal security on board	78		77	85		86
The cleanliness of the inside	63		59	77		79
The cleanliness of the outside	59		55	75		71
The availability of staff	59	+	53	69		67
How well train company deals with delays	28	-	42	69		47

Regional

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

	Northern Rail	Regional		Northern Rail	Regional
DELAY					
None	80	83			
Minor	14	12			
Major	3	2			
LENGTH OF DELAY					
5 minutes or less	40	43			
6-10 minutes	14	19			
11-20 minutes	23	17			
21-30 minutes	13	10			
31-60 minutes	6	4			
More than 1 hour	2	1			
Don't know/no answer	4	7			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	12	18	Very well	13	18
Fairly well	29	31	Fairly well	25	30
Neither well nor poorly	24	18	Neither well nor poorly	29	21
Fairly poorly	16	15	Fairly poorly	12	11
Very poorly	19	19	Very poorly	20	20
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	12	18	Very well	10	13
Fairly well	27	28	Fairly well	18	22
Neither well nor poorly	26	22	Neither well nor poorly	34	33
Fairly poorly	13	12	Fairly poorly	10	9
Very poorly	22	21	Very poorly	27	23
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	13	18	Very well	2	6
Fairly well	23	26	Fairly well	11	14
Neither well nor poorly	29	25	Neither well nor poorly	28	23
Fairly poorly	13	10	Fairly poorly	7	9
Very poorly	22	21	Very poorly	54	48

6 6.2 Passenger experience relating to disability

	Northern Rail	Regional		Northern Rail	Regional
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	1			
Mental health	3	3			
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	0	0			
Other	2	2			
None	87	88			
No answer	3	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	6	8	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	38	39	Yes	3	3
Not at all	53	52	No	97	97
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	44	46	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	29	29	Very satisfied	100	100
Neither satisfied nor dissatisfied	18	16	Fairly satisfied	-	-
Fairly dissatisfied	6	6	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	2	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	40	40	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	32	35	Very satisfied	100	98
Neither satisfied nor dissatisfied	15	16	Fairly satisfied	-	-
Fairly dissatisfied	11	8	Neither satisfied nor dissatisfied	-	2
Very dissatisfied	2	1	Fairly dissatisfied	-	-
			Very dissatisfied	-	-

	Northern Rail	Regional		Northern Rail	Regional
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	42	42	White	93	93
Female	55	56	Mixed	1	0
			Asian or Asian British	2	1
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	3	2	Commuter	38	38
19-25	14	12	Business	9	10
26-34	12	11	Leisure	53	52
35-44	16	15			
45-54	20	21	REGULAR TRAVELLER		
55-59	10	10	Yes	60	64
60-64	9	10	No	40	36
65+	16	16			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	53	52	Weekday	76	79
Working Part Time	14	14	Weekend	24	21
Not Working	3	5			
Retired	18	20	TIME OF TRAVEL		
Full Time Student	9	8	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	32	31	Yes asked for help	6	6
Middle Managerial	12	13	Yes asked for information	8	7
Junior Managerial/Clerical/Supervisory	11	11	Could not find anyone to ask	3	3
Skilled Manual (With Professional Qualifications/	9	9	No	81	84
Served an Apprenticeship)					
Unskilled Manual (No Qualifications/Not Served	5	4			
an Apprenticeship)			DO YOU REGULARLY USE THE INTERNET		
Full time student	4	3	Yes, at home	87	87
Retired	17	19	Yes, at work	54	53
Unemployed/between jobs	2	2	No	9	9
Housewife/house-husband	1	1			
Other	5	4			

	Northern Rail	Regional		Northern Rail	Regional
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	73	75	Better telephone enquiry/booking service	4	5
With other adults 16+	23	21	Better internet enquiry/booking service	12	14
With children aged 0-4	1	1	Better information facilities at stations	15	13
With children aged 5-10	1	1	Better route maps of the rail network	10	11
With children aged 11-15	2	1	Make timetables easier to read	13	15
			Better ticket buying facilities at station ticket offices	15	12
			Better ticket buying facilities at station ticket machines	15	13
			Better promotion when advanced tickets available	26	25
TRAVELLING WITH ...			Other	10	10
Heavy/bulky luggage/other large items	20	15	None of these	31	32
Pushchair	1	1			
Folding bicycle	0	0			
Non-folding bicycle	1	1			
Dog	1	1			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	75	80			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	22	21			
Anytime day single/return	25	23			
Off-peak/super off-peak single/return	8	9			
Off-peak/super off-peak day single/return	7	9			
Advance	6	4			
Day travelcard	1	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	13	13			
Annual season ticket	5	4			
Special promotion ticket	2	1			
Rail staff pass/privilege ticket/police	2	1			
Free travel pass (e.g. Freedom Pass)	2	5			
Other	4	6			
Don't know/no answer	3	3			

Station sample sizes for Northern Rail

Station	Unweighted	Station	Unweighted	Station	Unweighted
Liverpool Lime Street	98	Chinley	8	Redcar East	4
Sheffield	89	Longbeck	8	Wakefield Kirkgate	4
Leeds	76	Sowerby Bridge	8	Keighley	4
Manchester Piccadilly	56	Grindleford	8	Romiley	4
Carlisle	45	Barrow-In-Furness	8	Greenbank	4
Doncaster	44	Wakefield Westgate	8	Whitehaven	4
Newcastle	42	Warrington Central	8	Poulton-Le-Fylde	4
Huddersfield	35	Driffield	8	Burnley Manchester Road	4
Stockport	34	Harrogate	7	Guiseley	4
Darlington	33	Rotherham Central	7	Sellafield	4
Lincoln Central	30	Ormskirk	7	Croston	3
Middlesbrough	28	Pontefract Baghill	7	Edale	3
York	23	Blackburn	7	Liverpool South Parkway	3
Manchester Airport	22	Wilmslow	7	Dalton	3
Preston	21	Redcar Central	7	Shipley	3
Nottingham	19	Macclesfield	6	Hindley	3
Saltburn	16	Dewsbury	6	South Elmsall	3
Bradford Interchange	16	Moorthorpe	6	Hope (Derbyshire)	3
Chester	15	Blackpool North	6	Starbeck	3
Lancaster	14	Swinton (Yorkshire)	6	Patricroft	3
Halifax	14	New Pudsey	6	Pemberton	3
Manchester Oxford Road	13	Ulverston	6	Castleford	3
Scarborough	12	Hebden Bridge	6	Hunts Cross	3
New Mills Central	12	Chorley	6	Ilkley	3
Glossop	12	Earlestown	6	Appleby	3
Thornaby	12	Worksop	6	Bingley	3
Northwich	12	Settle	6	Hadfield	3
Beverley	11	Sunderland	5	Birchwood	3
Bridlington	11	Kirkby Stephen	5	Nafferton	3
Meadowhall	11	Nelson	5	Salford Crescent	3
Skipton	10	Selby	5	Langwathby	3
Hartlepool	10	Bishop Auckland	5	Bradford Forster Square	3
Knutsford	9	Dore	5	Seascale	3
Colne	9	Wavertree Technology Park	5	Hale	2
Manchester Victoria	8	Widnes	5	Lea Green	2
Retford	8	Adwick	5	Allens West	2
Marple	8	Newton-Le-Willows	5	Sherburn-In-Elmet	2
Hathersage	8	Barnsley	5		

7 7.3 Weighted sample profile

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

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

7 7.4 Unweighted sample profile

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

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

The following reports are produced each wave:

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

Sector definitions

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

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

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

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

Abellio Greater Anglia: West Anglia Outer

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Coast: London – Yorkshire

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

East Coast: London – Scotland – North East

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

East Coast: London – East Midlands/East of England

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

East Coast: Non-London journeys

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

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/ Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services



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