



# National Rail Passenger Survey

## London Overground TOC Report

### Spring 2015 (Wave 32)

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# 1 1.1 Methodology

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

### Spring 2015 (Wave 32)

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

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

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

### Autumn 2014 (Wave 31)

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

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

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

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

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

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

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

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

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

### **Autumn 2013 (Wave 29)**

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

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

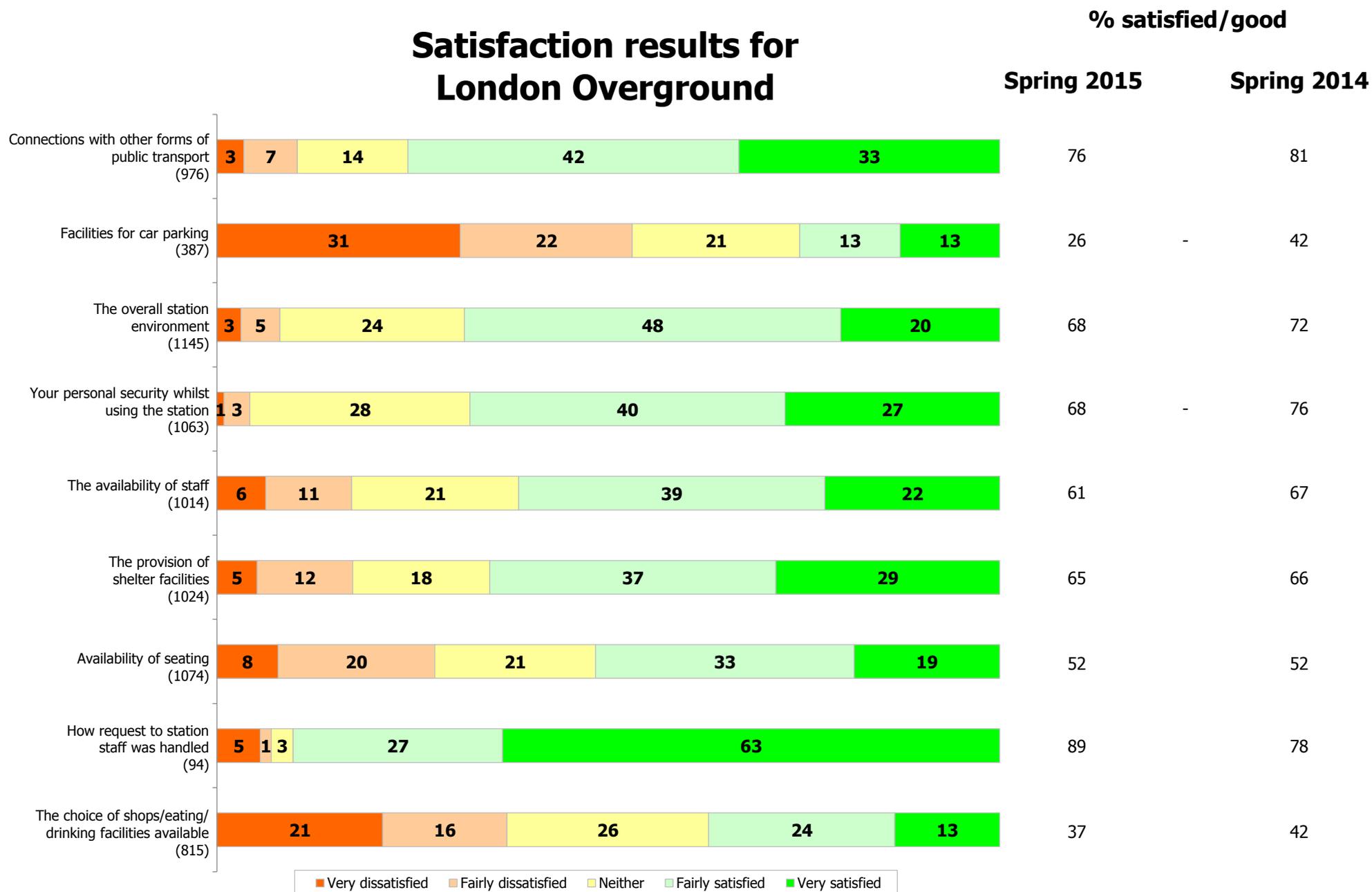
As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went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

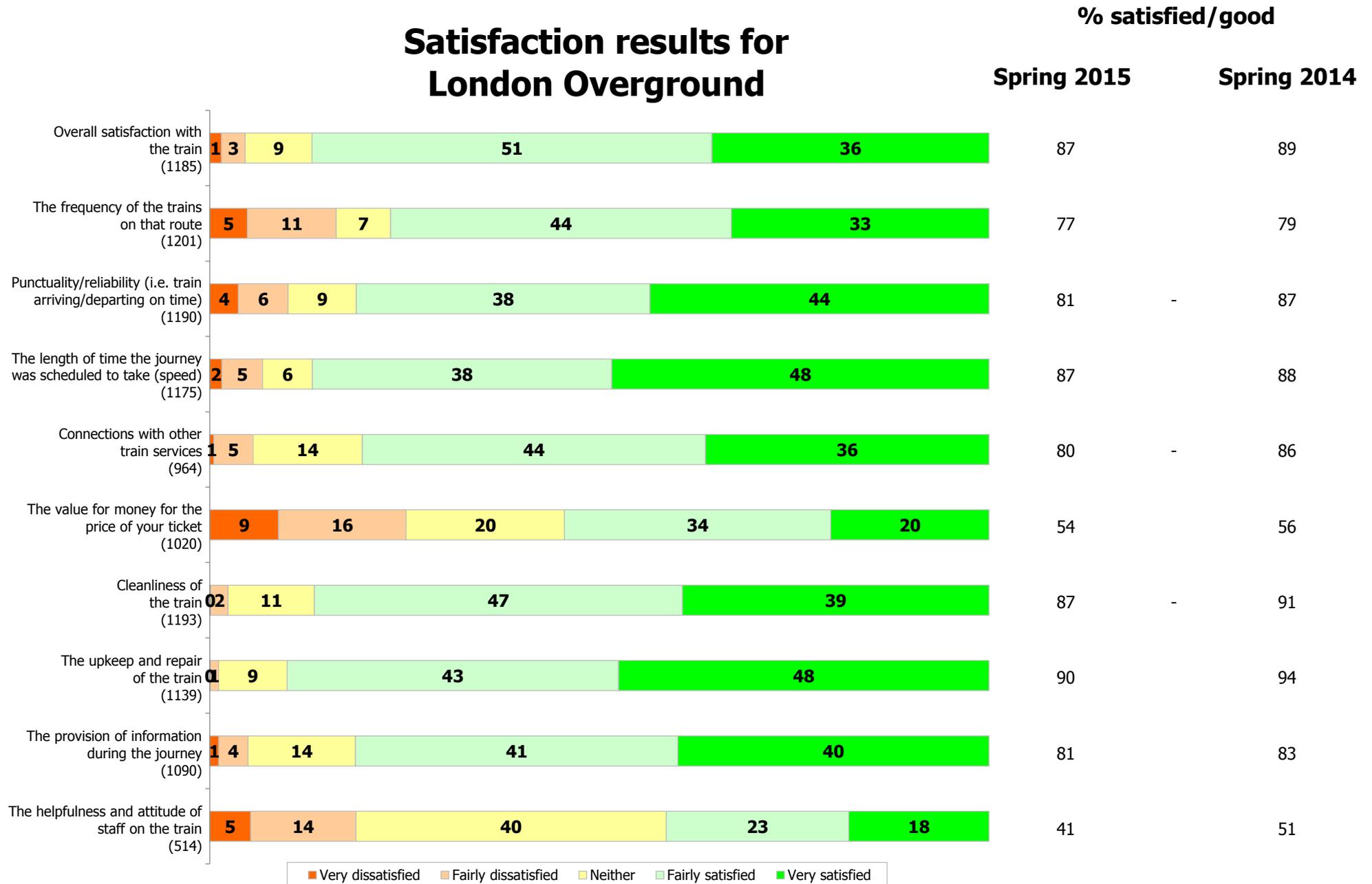
## 2 2.1 Overall satisfaction with your journey and station factors

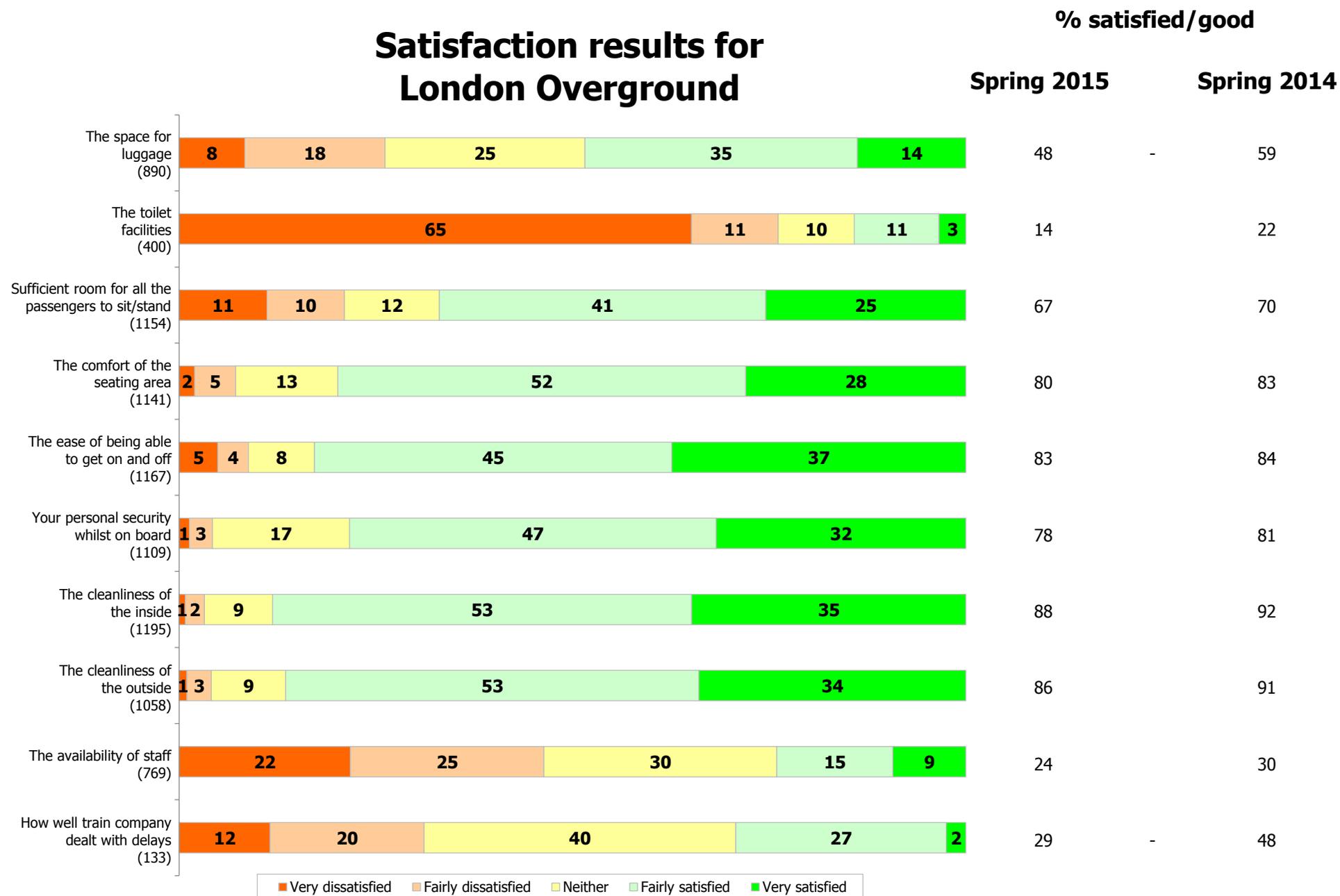
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for London Overground





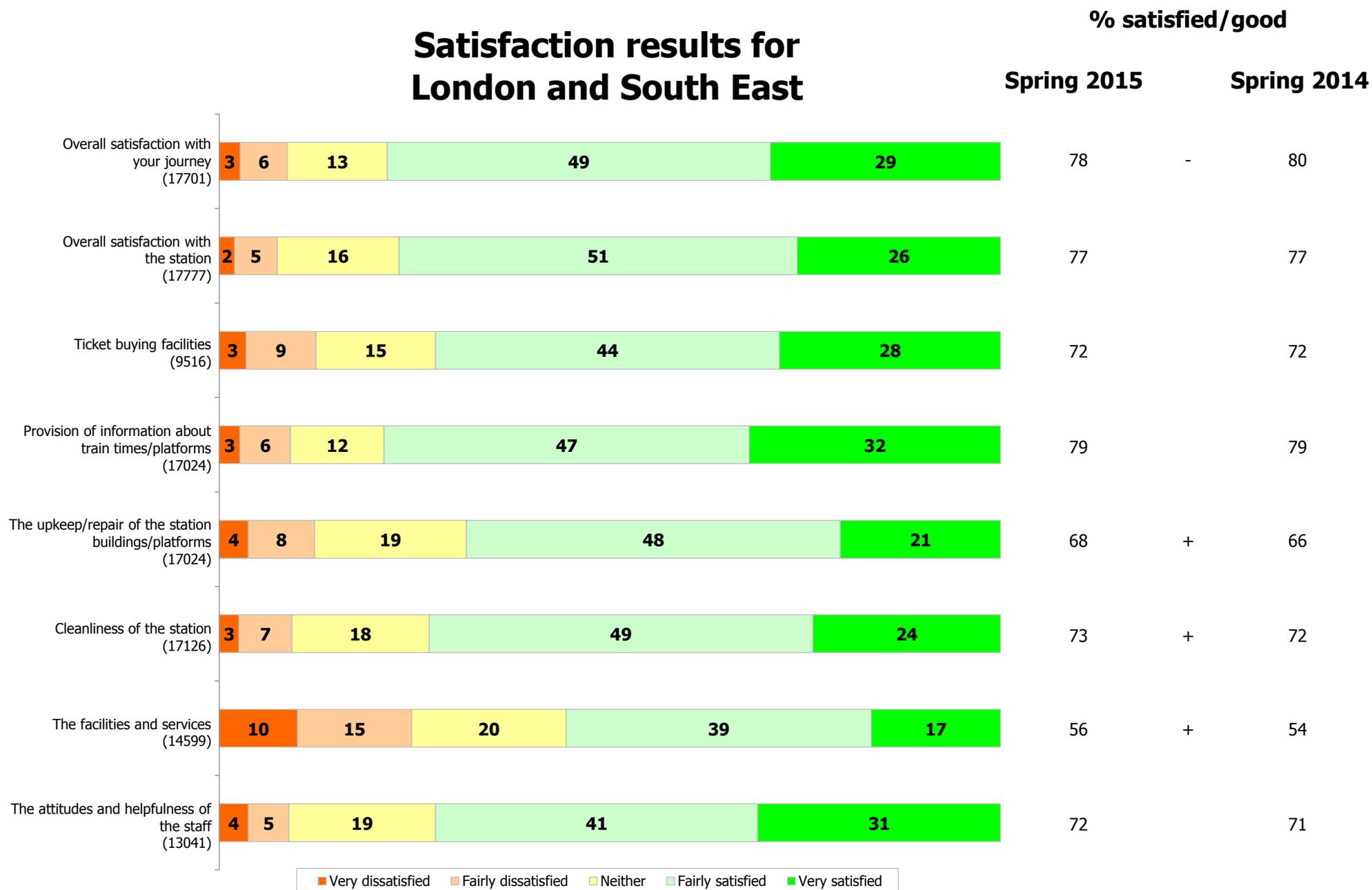


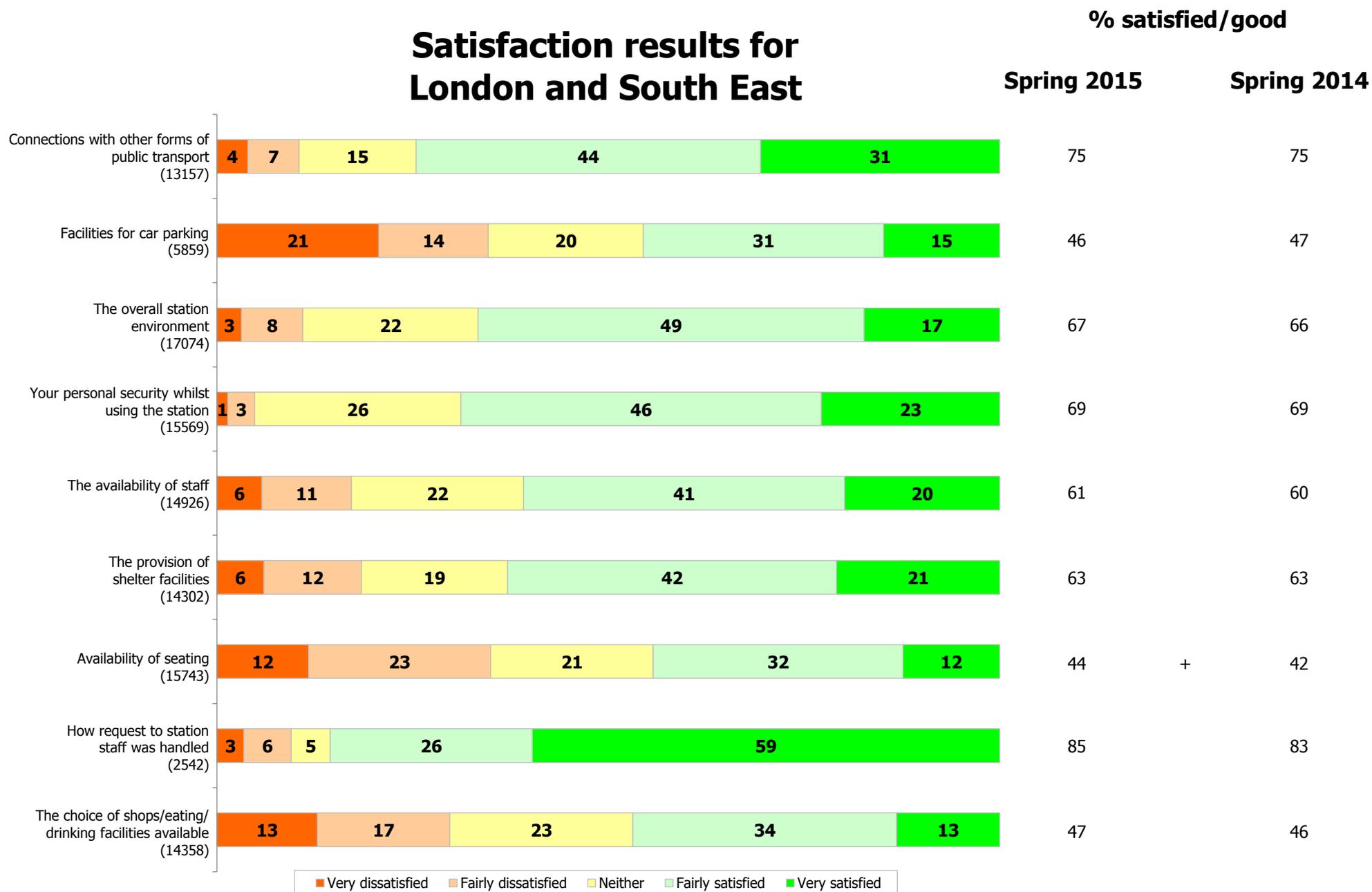


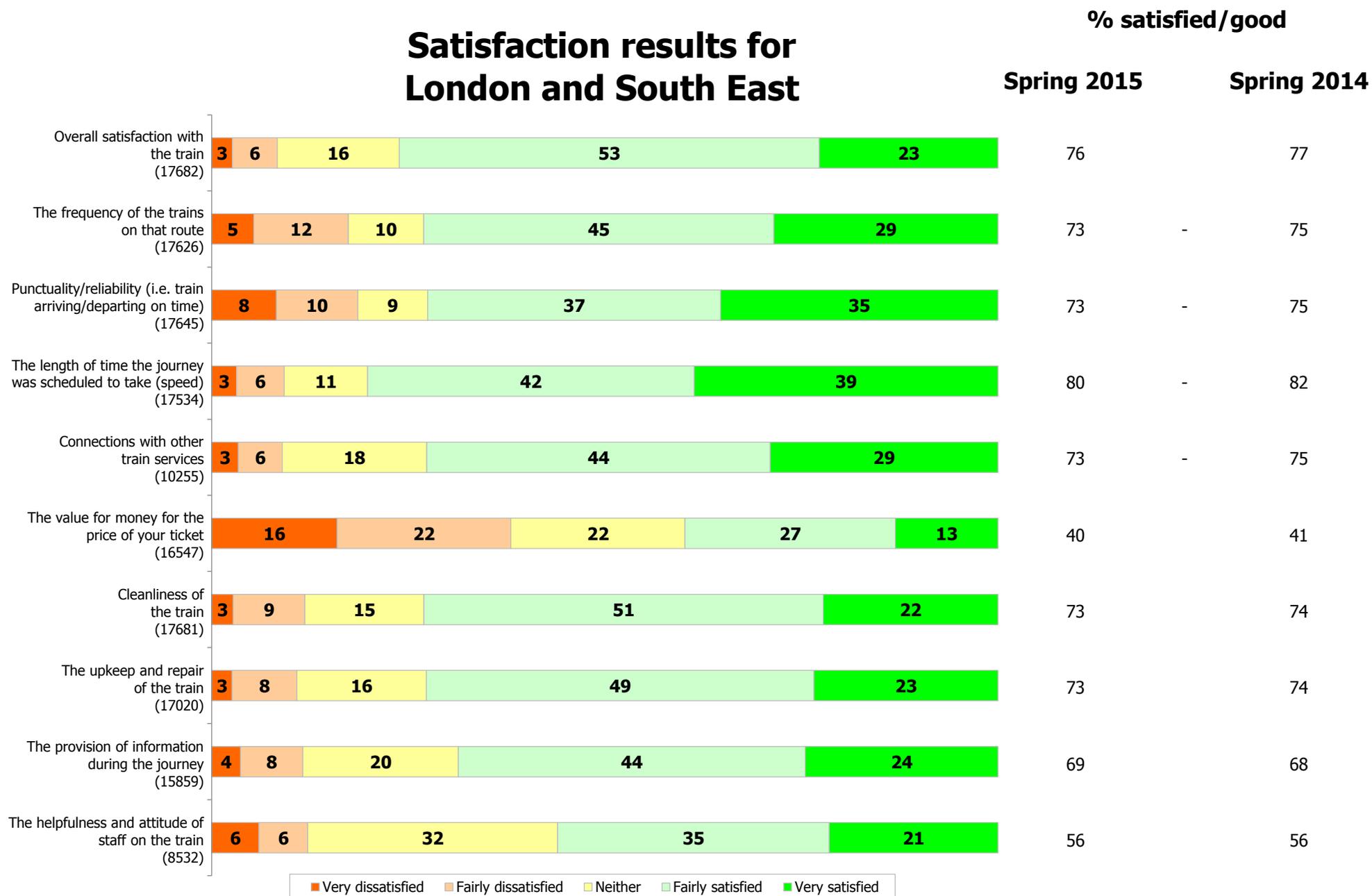
## 2 2.3 Overall satisfaction with your journey and station factors

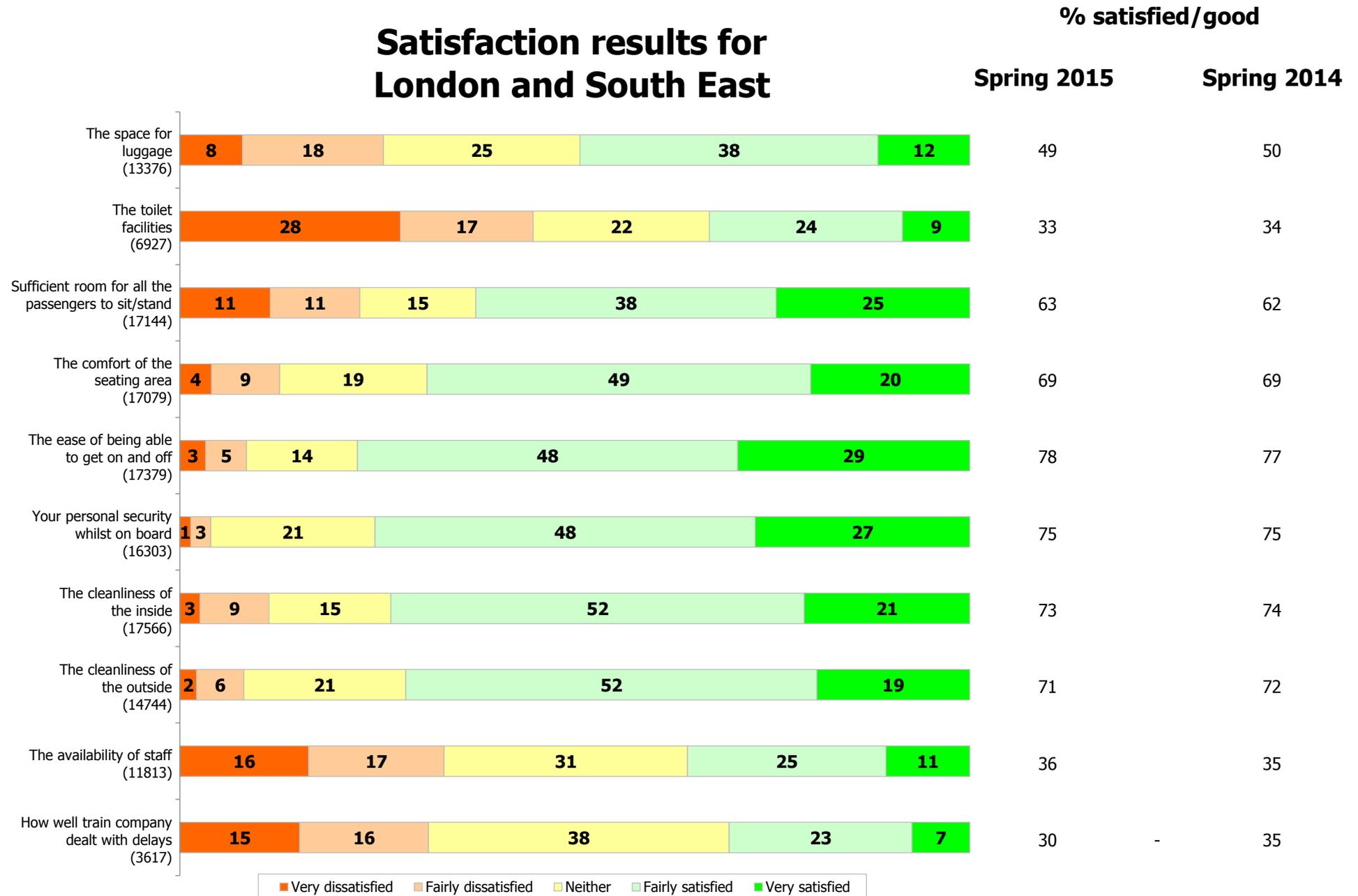
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for London and South East









## London Overground versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	87	78	111%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	81	77	105%
Ticket buying facilities	71	72	99%
Provision of information about train times/platforms	80	79	101%
The upkeep/repair of the station buildings/platforms	77	68	113%
Cleanliness	76	73	104%
The facilities and services	40	56	71%
The attitudes and helpfulness of the staff	71	72	99%
Connections with other forms of public transport	76	75	101%
Facilities for car parking	26	46	56%
Overall environment	68	67	103%
Your personal security whilst using the station	68	69	98%
The availability of staff	61	61	101%
The provision of shelter facilities	65	63	104%
Availability of seating	52	44	117%
How request to station staff was handled	89	85	105%
The choice of shops/eating/drinking facilities available	37	47	79%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	87	76	114%
The frequency of the trains on that route	77	73	105%
Punctuality/reliability (i.e. the train arriving/departing on time)	81	73	112%
The length of time the journey was scheduled to take (speed)	87	80	108%
Connections with other train services	80	73	111%
The value for money of the price of your ticket	54	40	137%
Cleanliness of the train	87	73	119%
Upkeep and repair of the train	90	73	124%
The provision of information during the journey	81	69	118%
The helpfulness and attitude of staff on train	41	56	74%
The space for luggage	48	49	98%
The toilet facilities	14	33	43%
Sufficient room for all passengers to sit/stand	67	63	107%
The comfort of the seating area	80	69	116%
The ease of being able to get on and off	83	78	107%
Your personal security on board	78	75	104%
The cleanliness of the inside	88	73	120%
The cleanliness of the outside	86	71	121%
The availability of staff	24	36	67%
How well train company deals with delays	29	30	96%

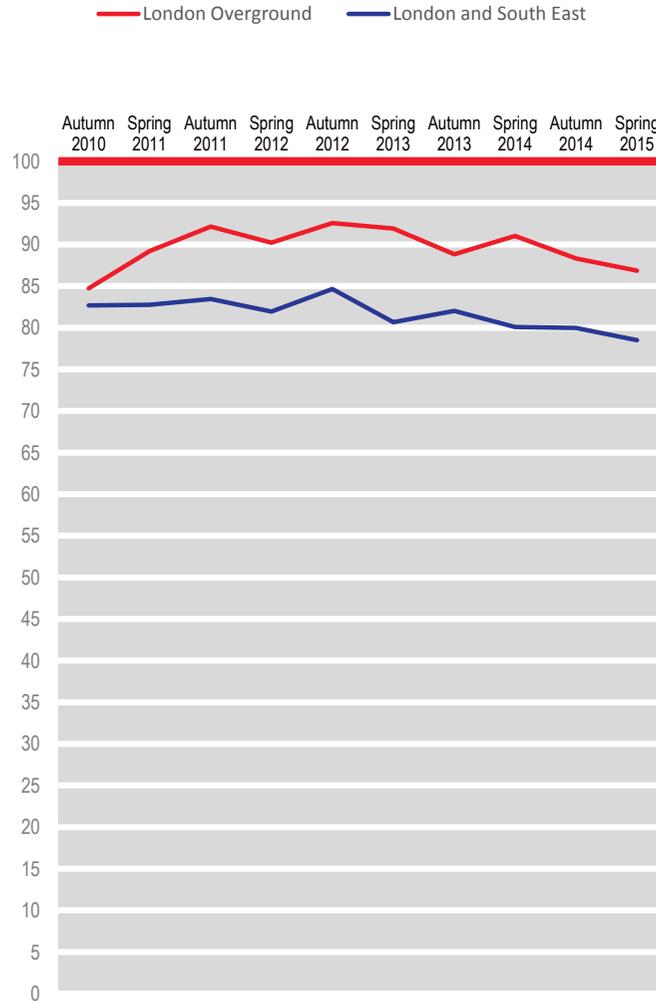
## Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/ Clapham to Stratford	Watford to Euston	Highbury & Islington to Croydon/ Clapham
Overall satisfaction with your journey	95	88	91	84
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	85	77	80	84
Ticket buying facilities	72	70	82	71
Provision of information about train times/platforms	85	81	82	79
The upkeep/repair of the station buildings/platforms	80	77	72	78
Cleanliness	82	70	74	81
The facilities and services	43	40	39	39
The attitudes and helpfulness of the staff	79	77	70	65
Connections with other forms of public transport	77	78	70	74
Facilities for car parking	18	17	44	29
Overall environment	73	62	67	75
Your personal security whilst using the station	74	63	69	72
The availability of staff	68	61	64	60
The provision of shelter facilities	55	60	66	72
Availability of seating	57	52	65	48
How request to station staff was handled	95	96	95	80
The choice of shops/eating/drinking facilities available	34	41	35	34
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	89	88	89	85
The frequency of the trains on that route	70	76	59	82
Punctuality/reliability (i.e. the train arriving/departing on time)	85	84	84	78
The length of time the journey was scheduled to take (speed)	91	89	87	84
Connections with other train services	85	79	80	82
The value for money of the price of your ticket	62	60	65	45
Cleanliness of the train	95	82	89	89
Upkeep and repair of the train	94	90	86	90
The provision of information during the journey	91	86	84	75
The helpfulness and attitude of staff on train	61	44	48	36
The space for luggage	63	39	59	55
The toilet facilities	25	10	23	15
Sufficient room for all passengers to sit/stand	69	62	85	68
The comfort of the seating area	89	81	78	78
The ease of being able to get on and off	81	83	84	83
Your personal security on board	82	81	78	75
The cleanliness of the inside	92	88	86	88
The cleanliness of the outside	84	84	84	90
The availability of staff	40	22	27	23
How well train company deals with delays	61	31	62	21

# Percentage satisfaction with aspects of station where boarded

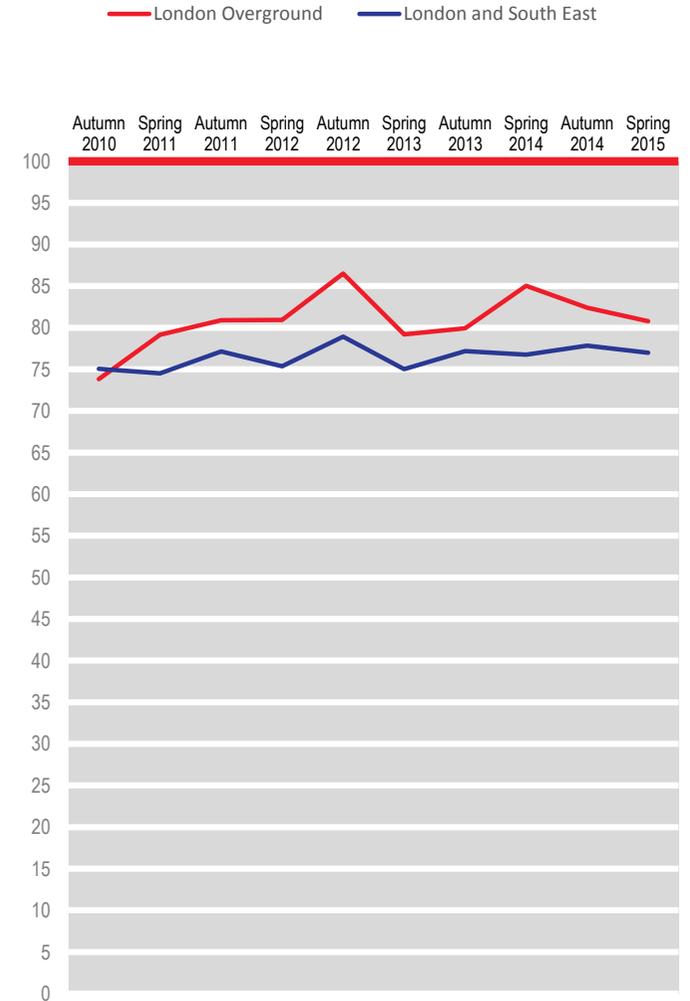
## Overall satisfaction with your journey

(1204)  
Percentage of passengers satisfied 2010 to 2015



## Overall station satisfaction

(1196)  
Percentage of passengers satisfied 2010 to 2015

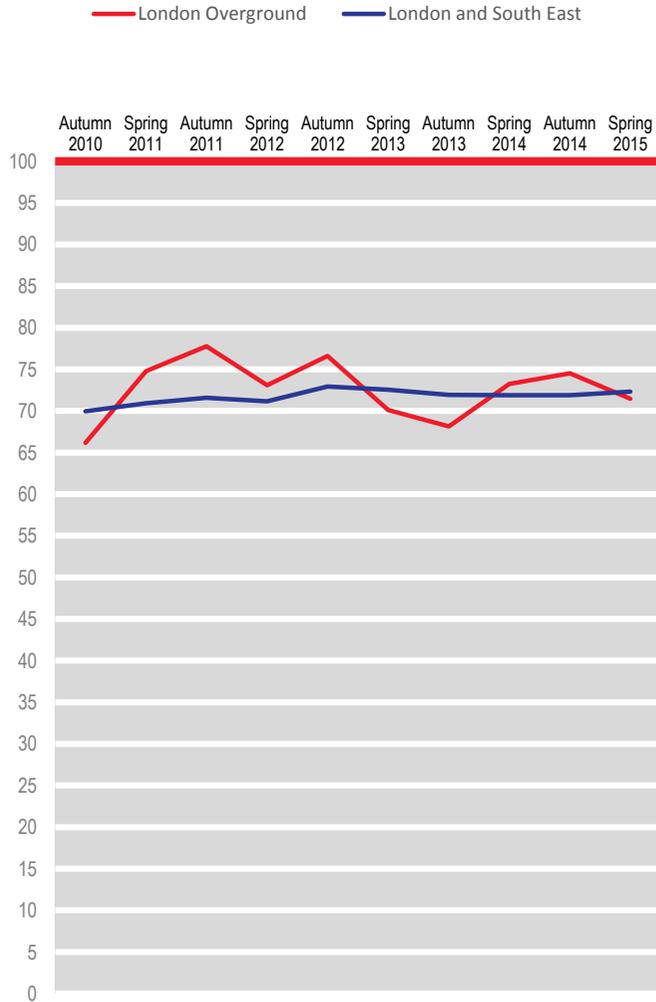


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(644)

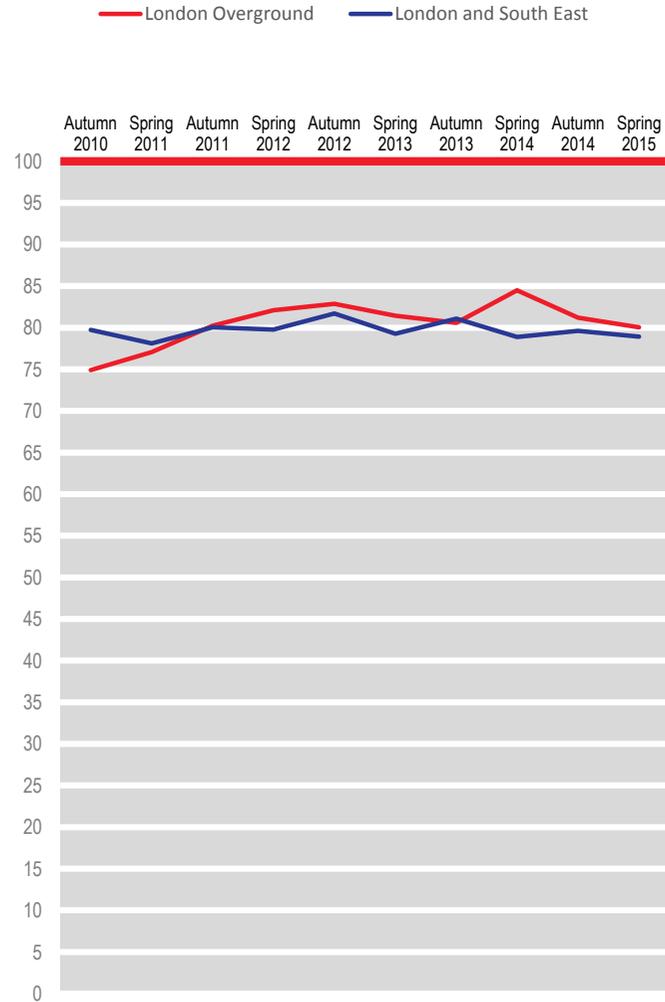
Percentage of passengers satisfied 2010 to 2015



### Provision of information about train times/platforms

(1145)

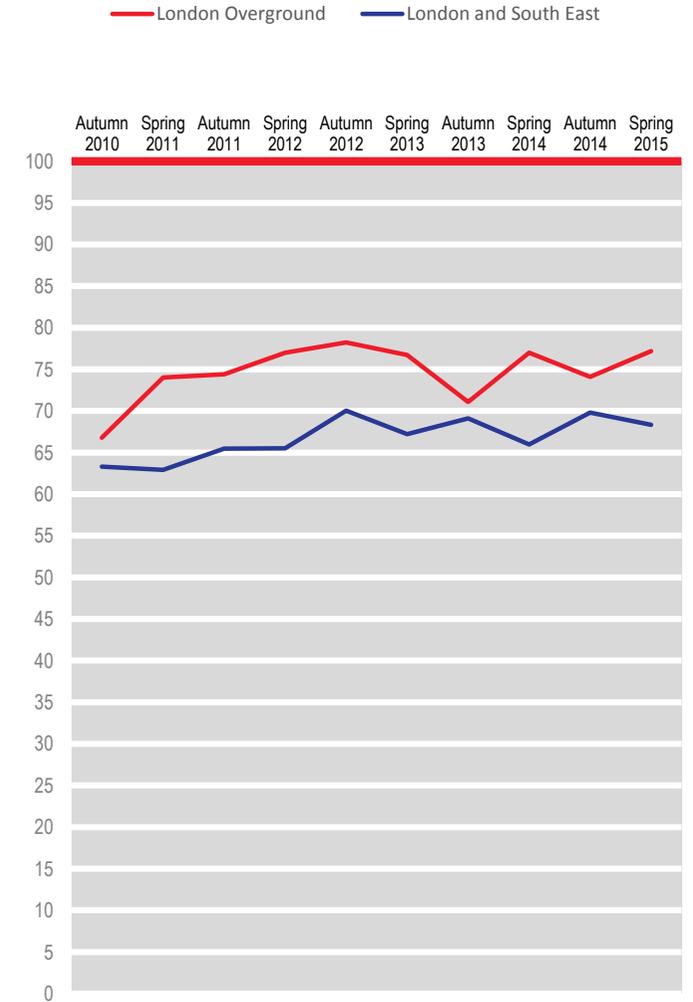
Percentage of passengers satisfied 2010 to 2015



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

(1131)

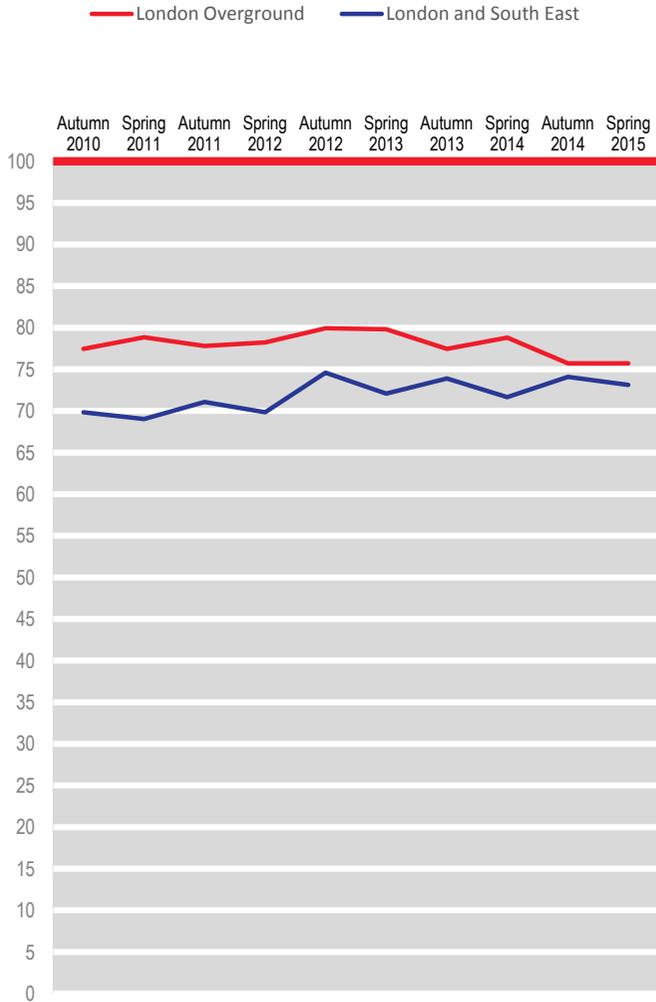
Percentage of passengers satisfied 2010 to 2015



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

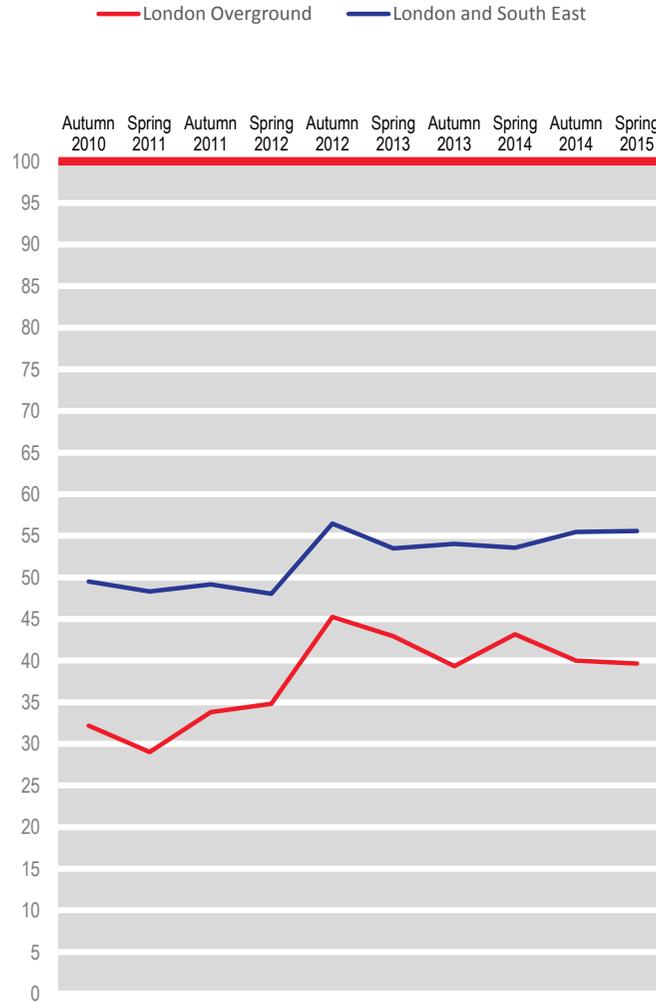
**Cleanliness of the station**

**(1131)**  
Percentage of passengers satisfied 2010 to 2015



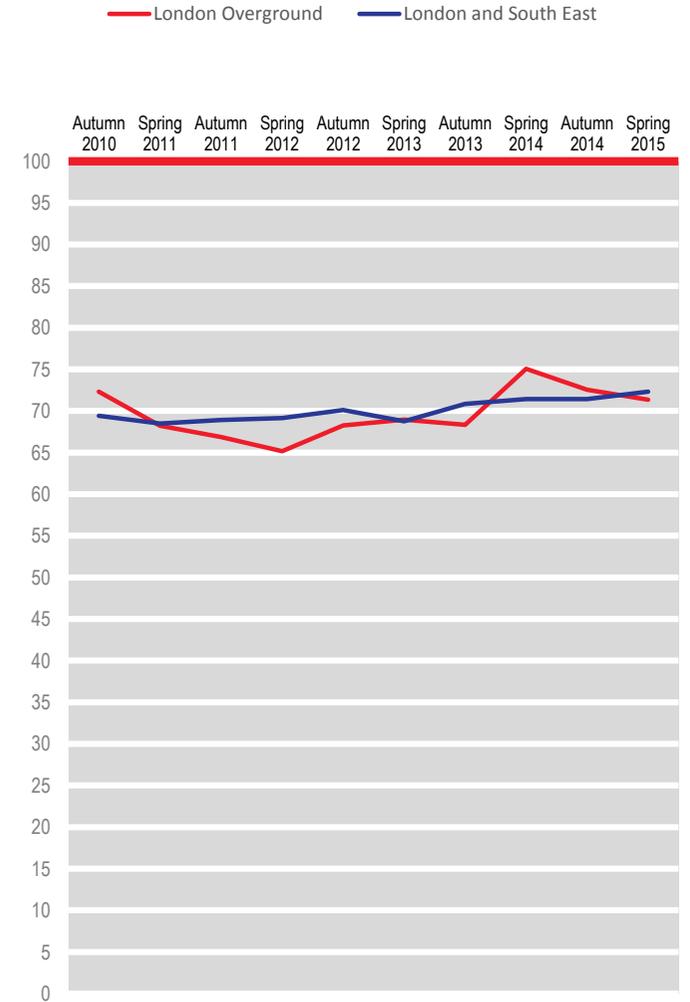
**The facilities and services at the station**

**(867)**  
Percentage of passengers satisfied 2010 to 2015



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

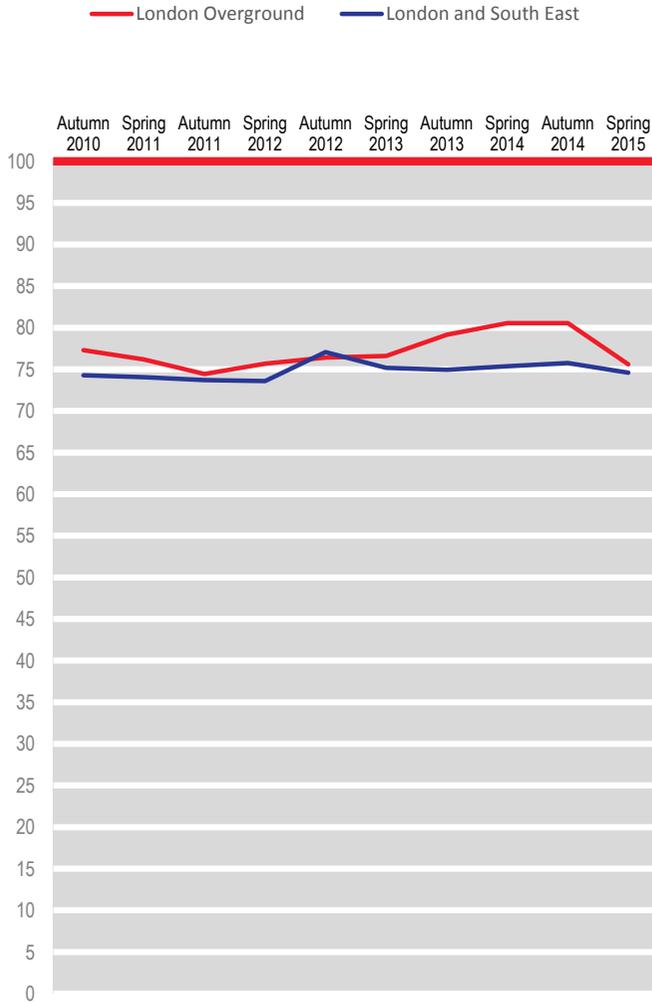
**(857)**  
Percentage of passengers satisfied 2010 to 2015



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

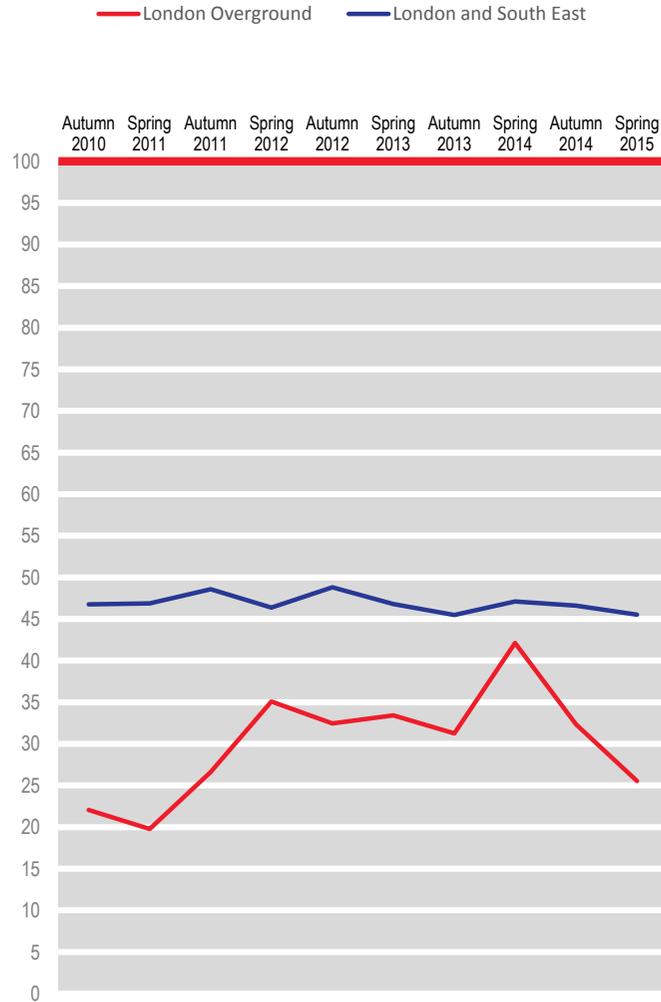
## Connections with other forms of public transport from the station

(976)  
Percentage of passengers satisfied 2010 to 2015



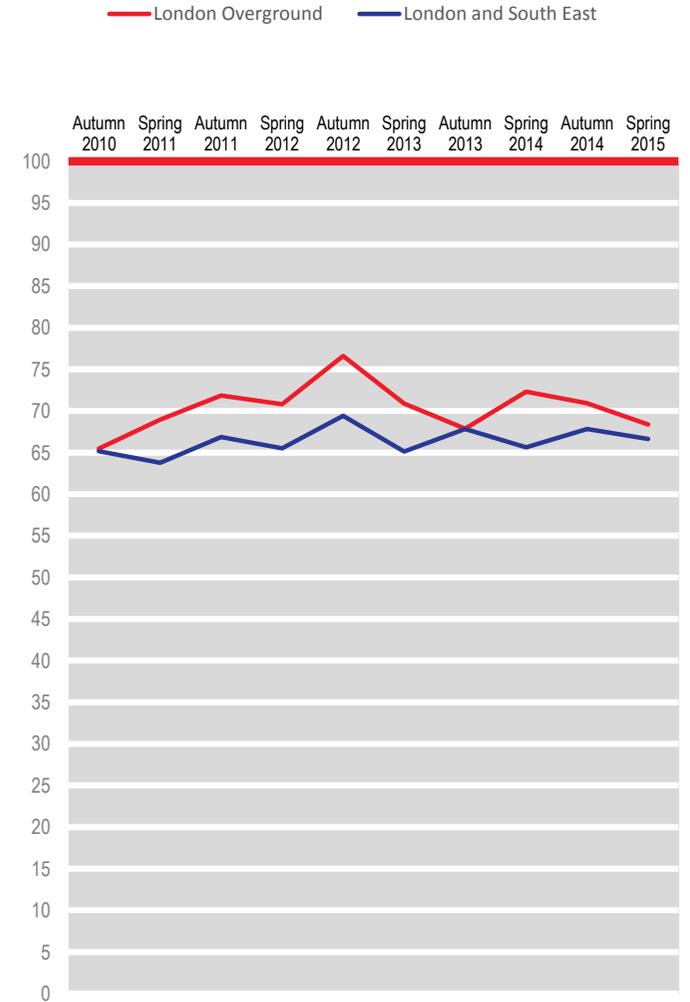
## Facilities for car parking at the station

(387)  
Percentage of passengers satisfied 2010 to 2015



## Overall station environment

(1145)  
Percentage of passengers satisfied 2010 to 2015



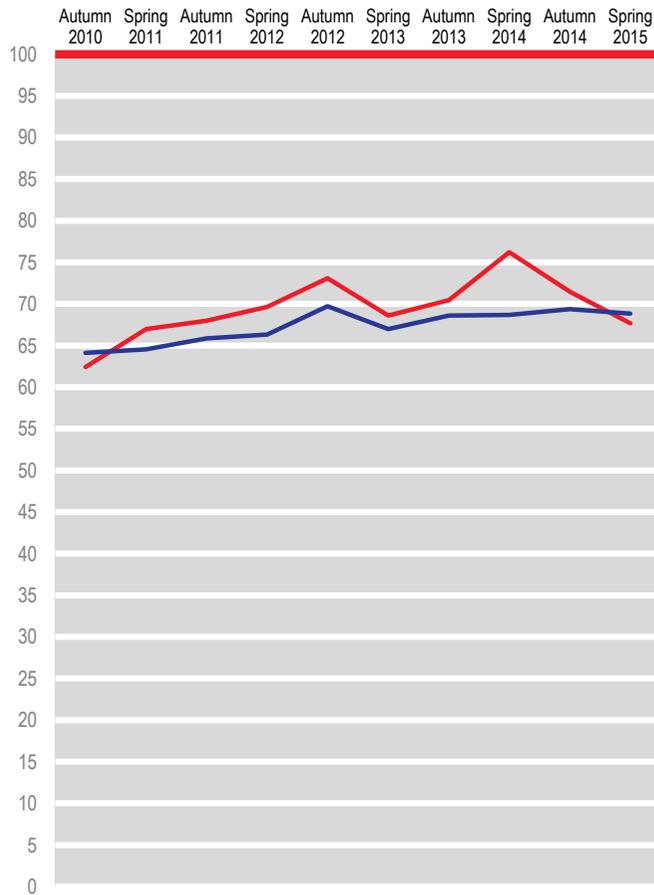
N.B. Benchmarks and targets are only shown for applicable factors

## Your personal security whilst using the station

(1063)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

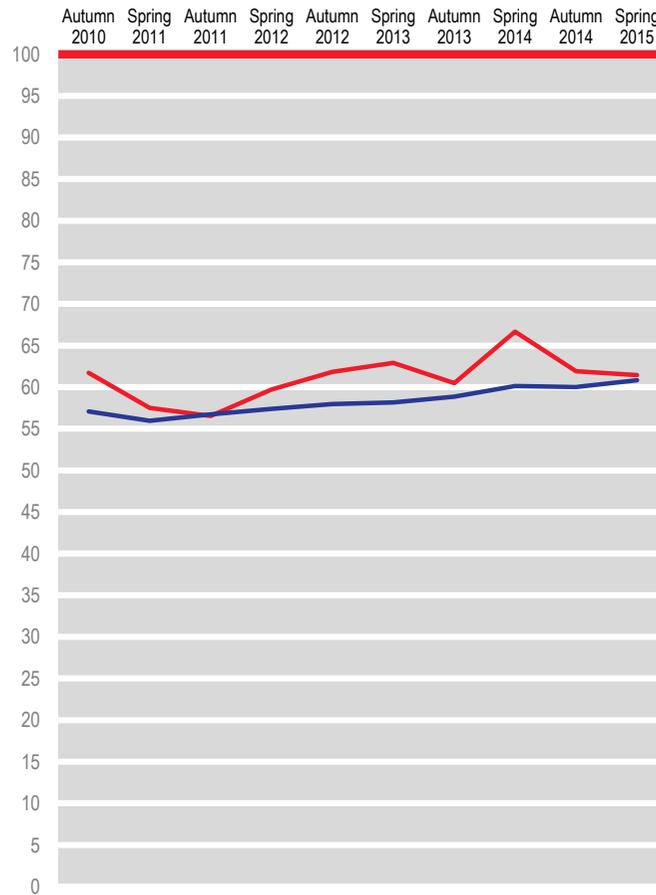


## The availability of staff at the station

(1014)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

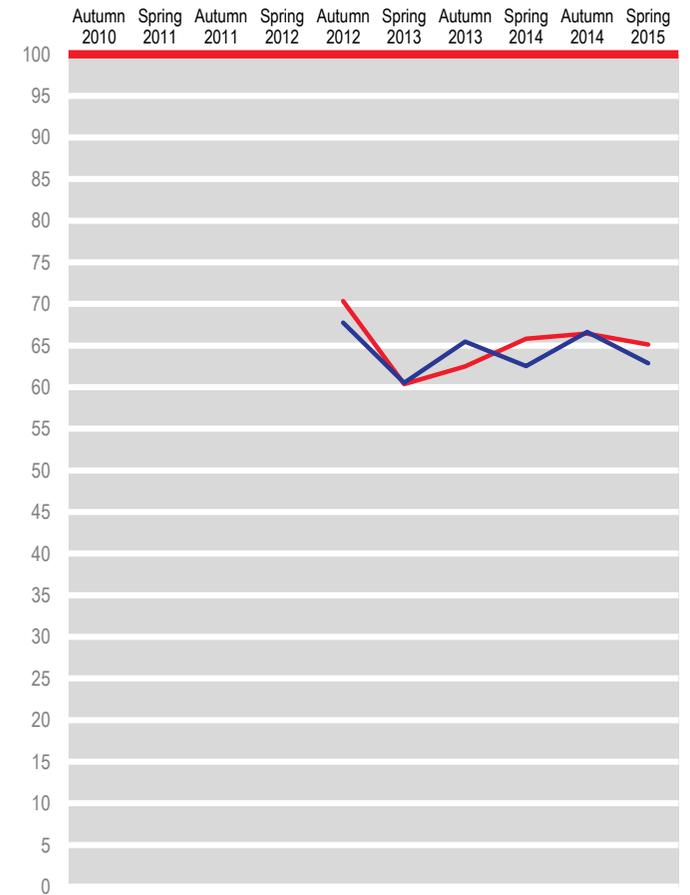


## The provision of shelter facilities

(1024)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East



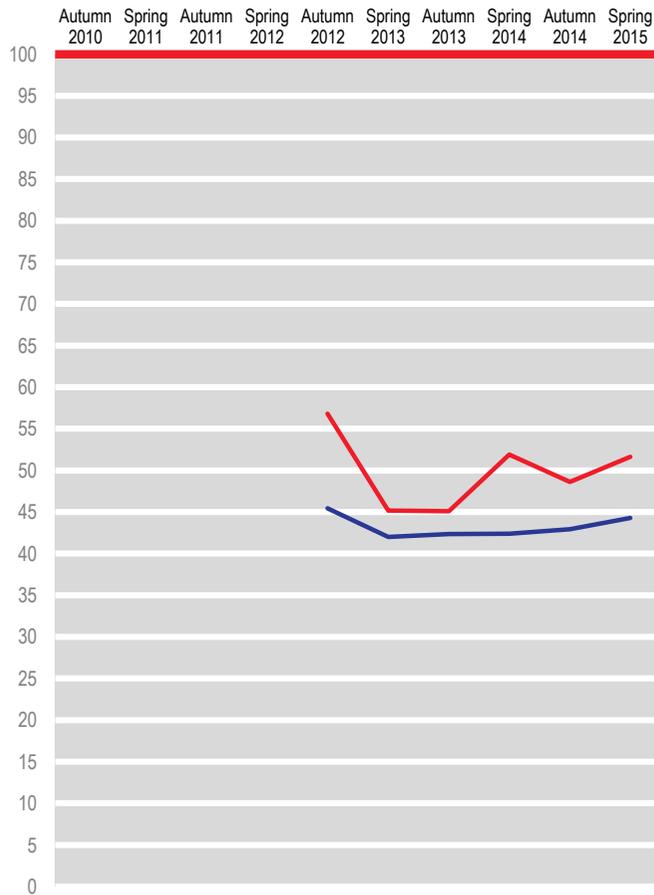
N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(1074)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

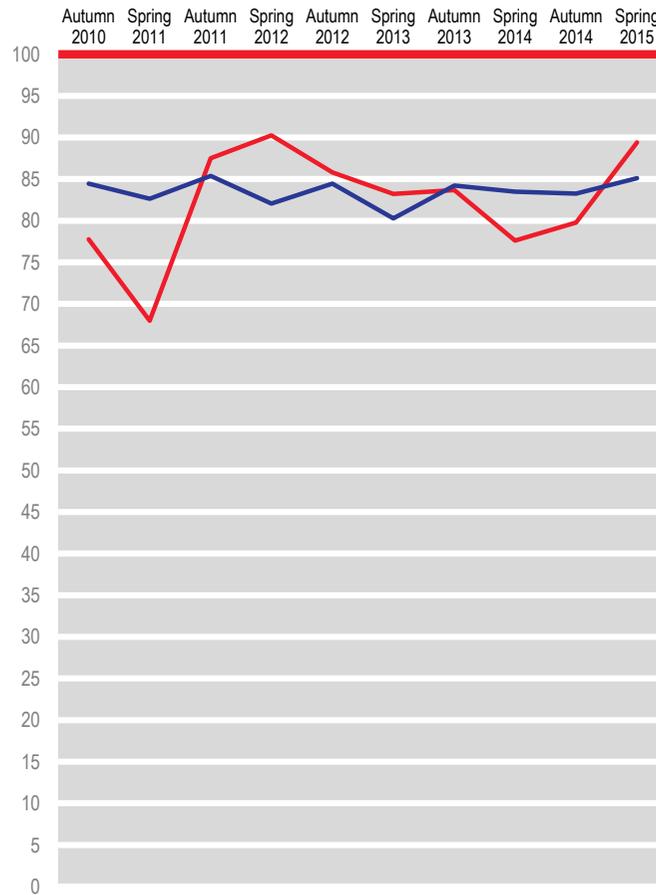


## How request to station staff was handled

(94)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

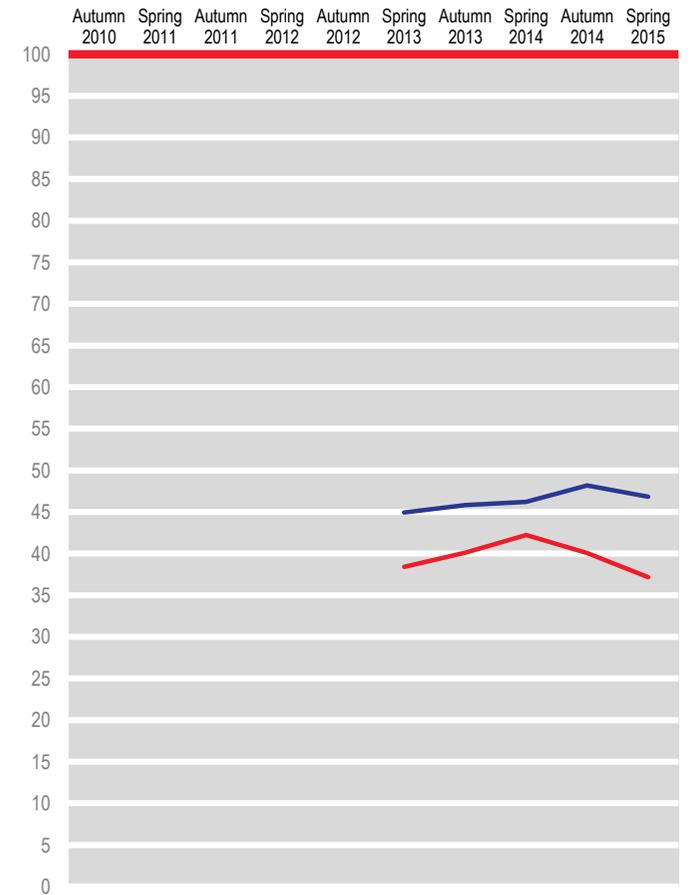


## The choice of shops/eating/drinking facilities available

(815)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East



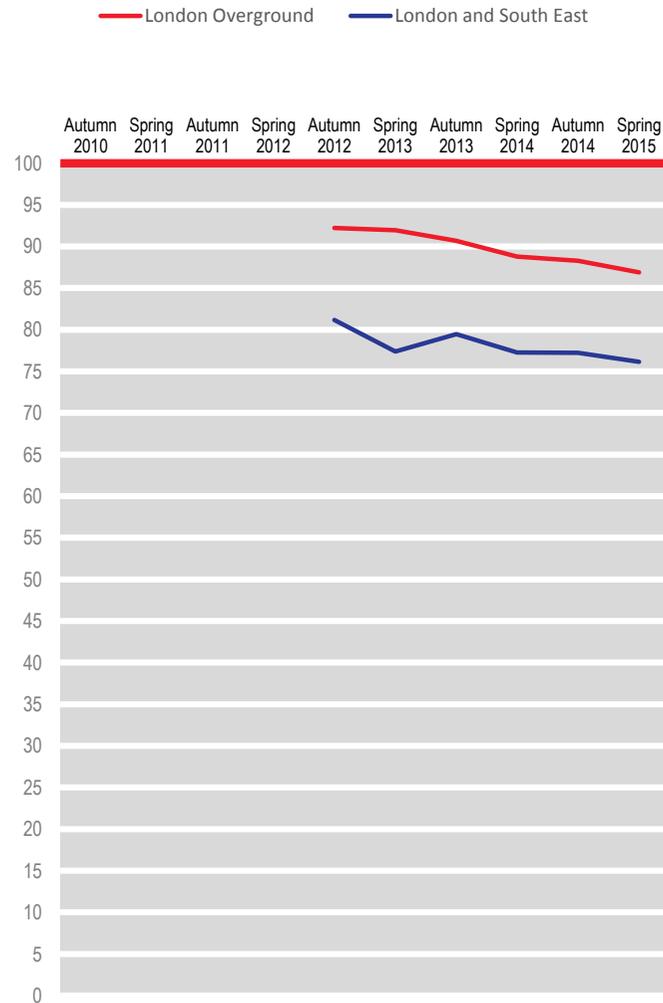
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1185)

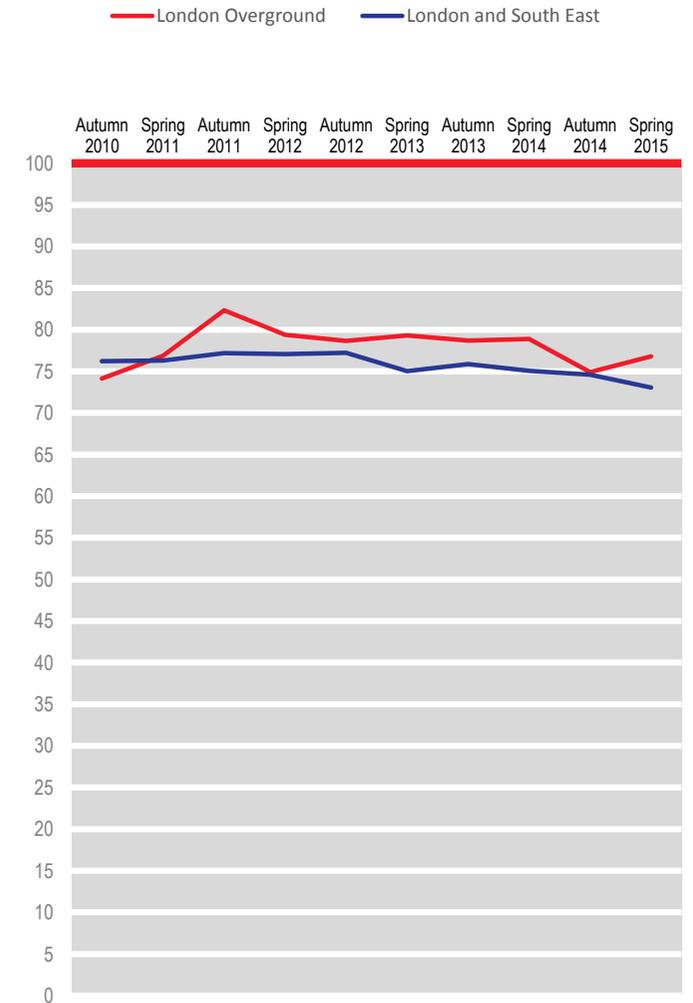
Percentage of passengers satisfied 2010 to 2015



## The frequency of trains on that route

(1201)

Percentage of passengers satisfied 2010 to 2015



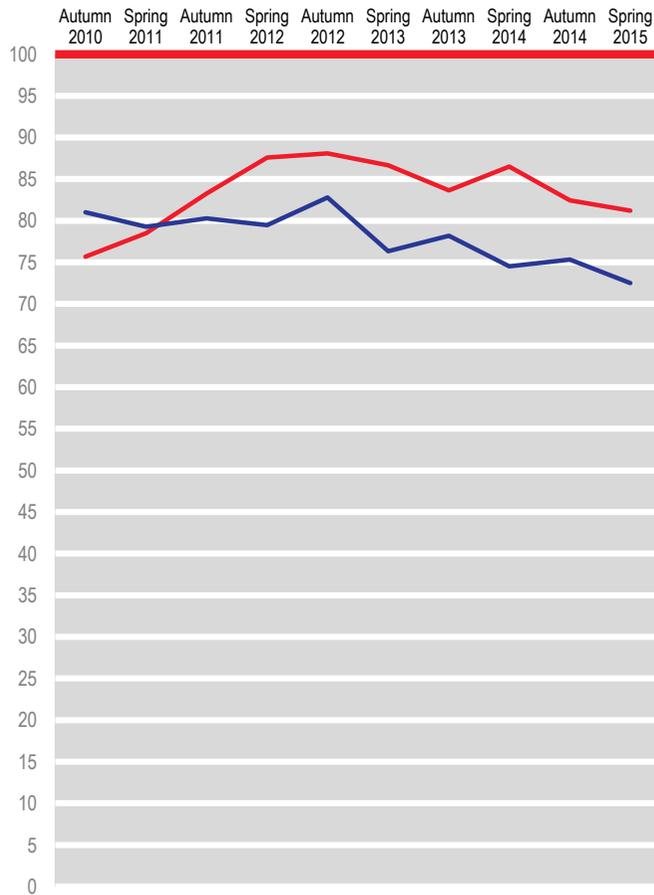
N.B. Benchmarks and targets are only shown for applicable factors

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

(1190)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

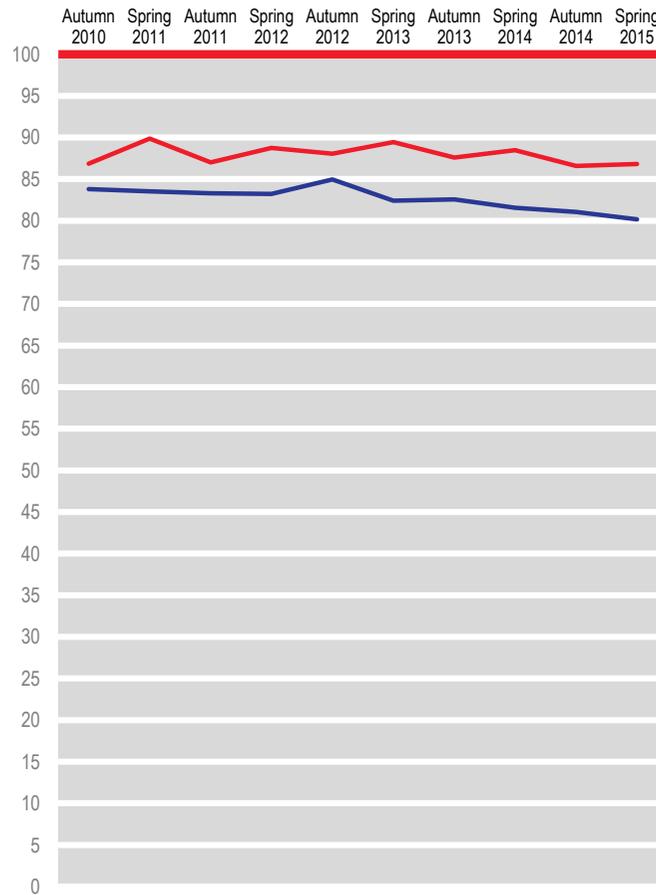


## The length of time the journey was scheduled to take (speed)

(1175)

Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

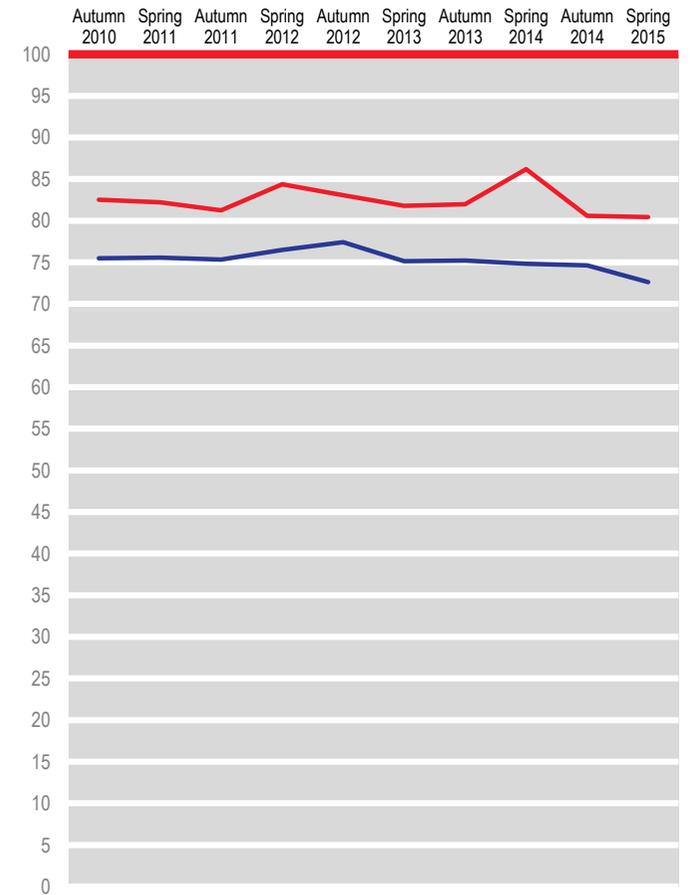


## Connections with other train services

(964)

Percentage of passengers satisfied 2010 to 2015

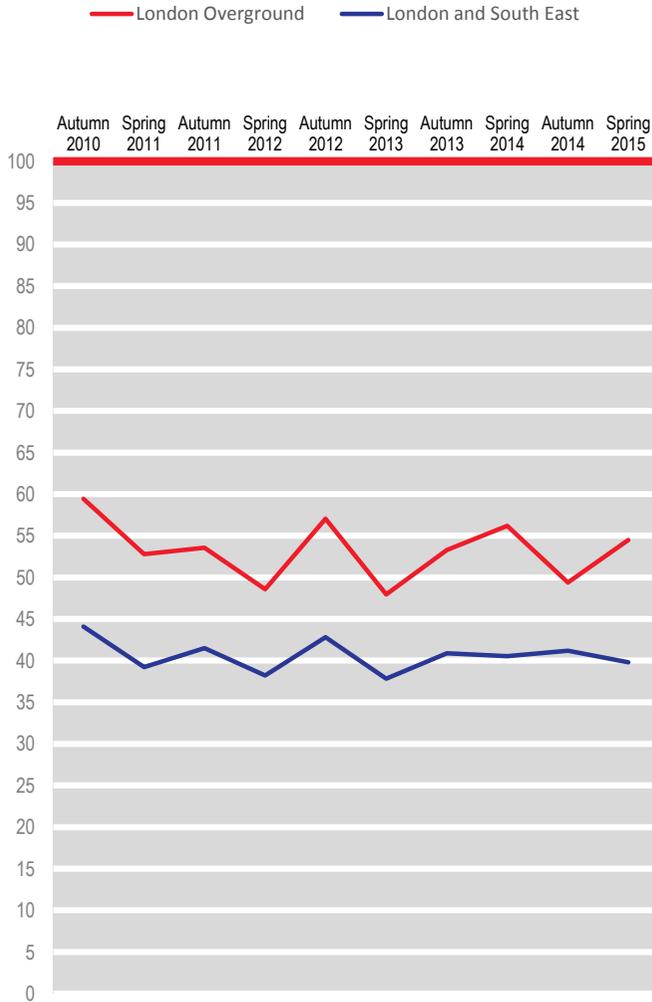
— London Overground — London and South East



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

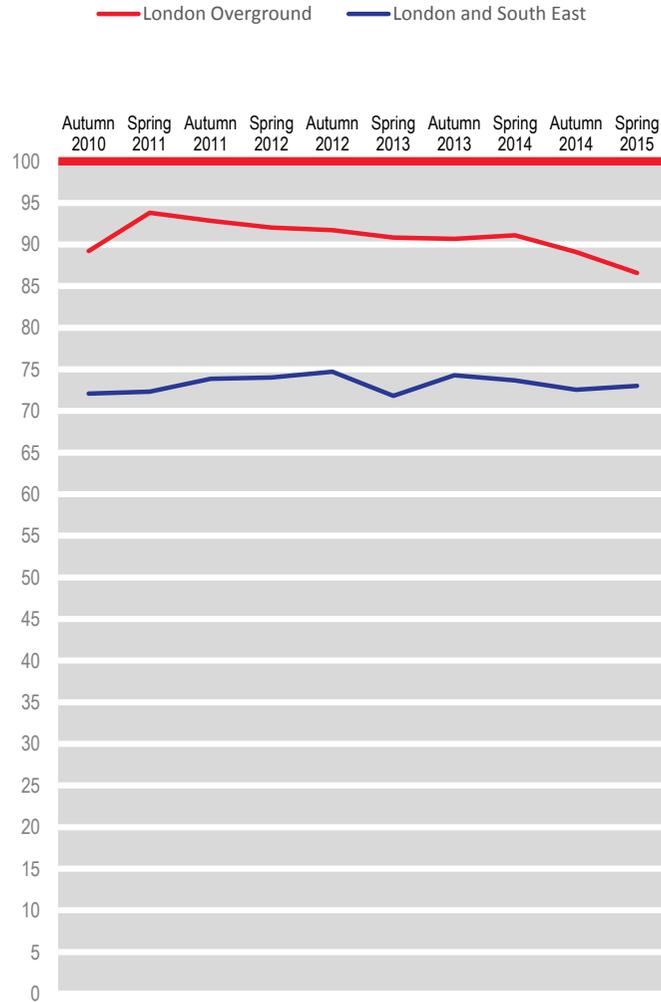
## The value for money for the price of your ticket

(1020)  
Percentage of passengers satisfied 2010 to 2015



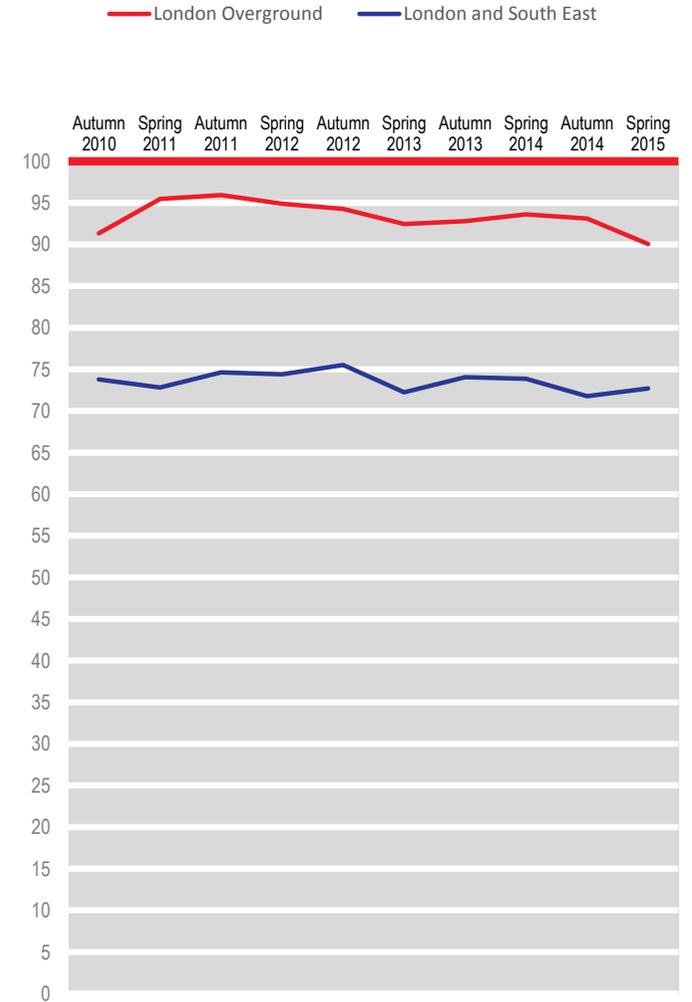
## Cleanliness of the train

(1193)  
Percentage of passengers satisfied 2010 to 2015



## Upkeep and repair of the train

(1139)  
Percentage of passengers satisfied 2010 to 2015

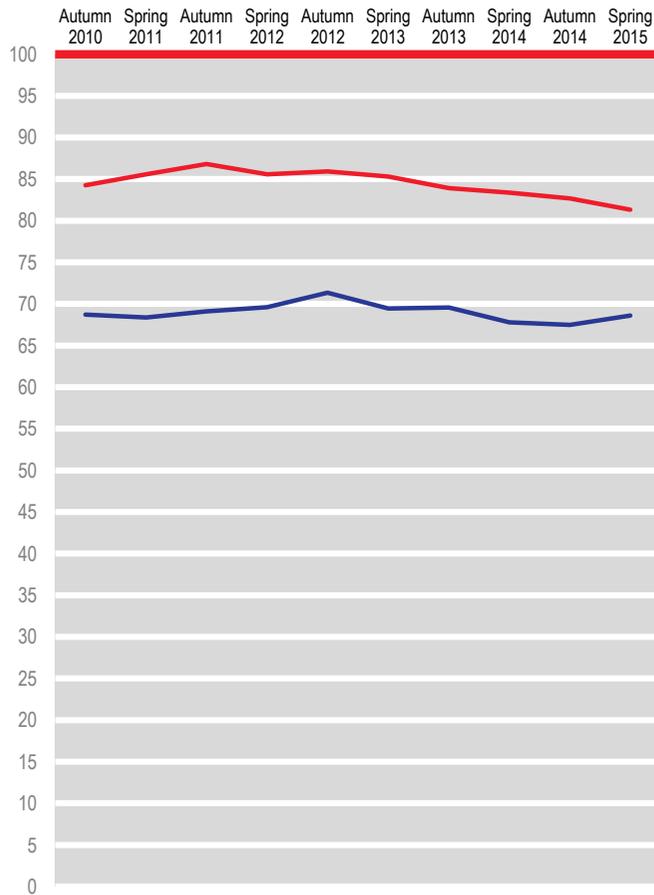


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey (1090)

Percentage of passengers satisfied 2010 to 2015

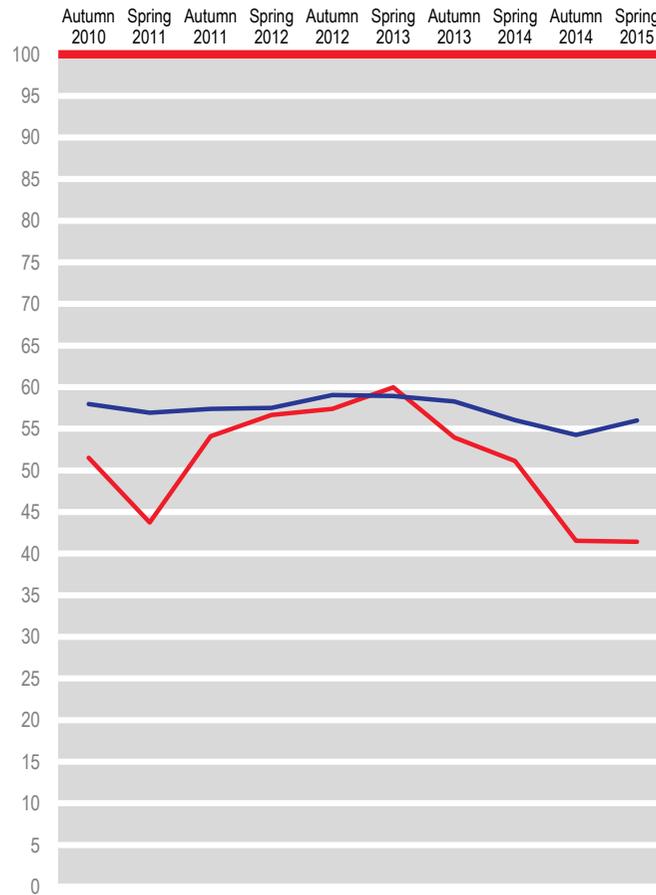
— London Overground — London and South East



## The helpfulness and attitude of staff on the train (514)

Percentage of passengers satisfied 2010 to 2015

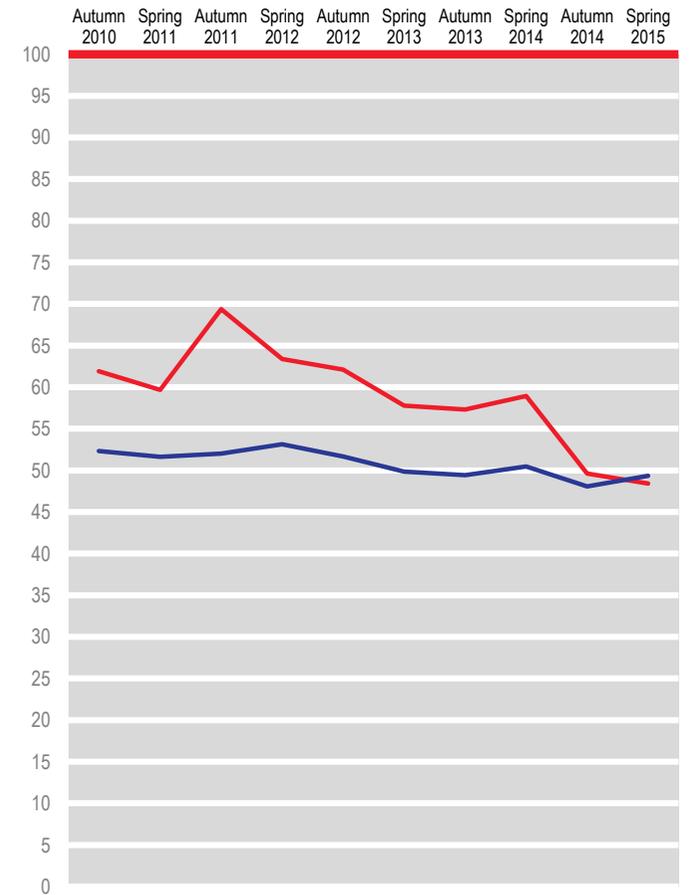
— London Overground — London and South East



## The space for luggage (890)

(890)  
Percentage of passengers satisfied 2010 to 2015

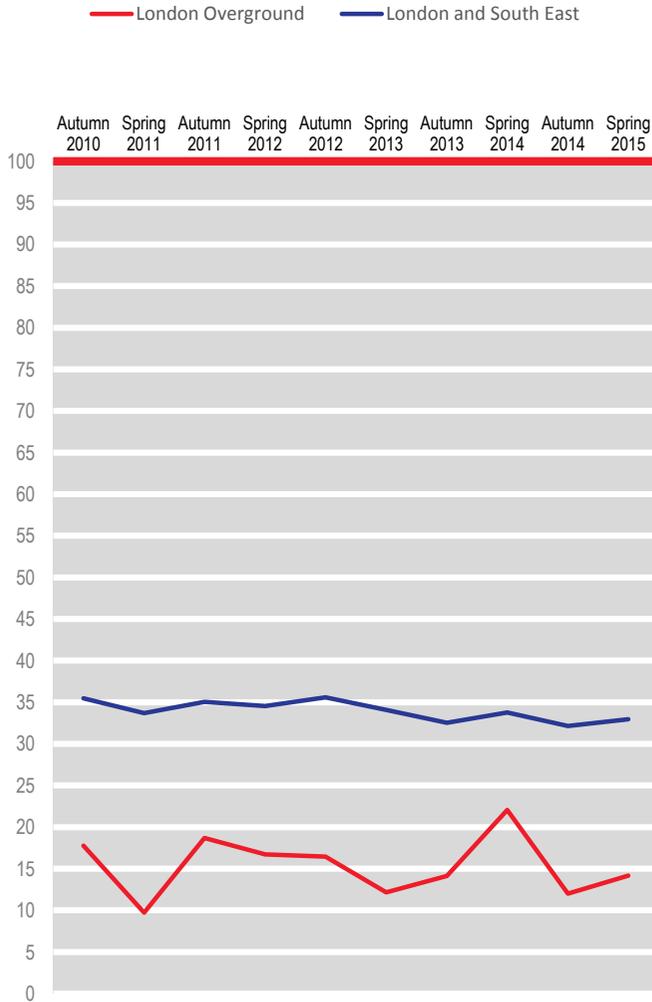
— London Overground — London and South East



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

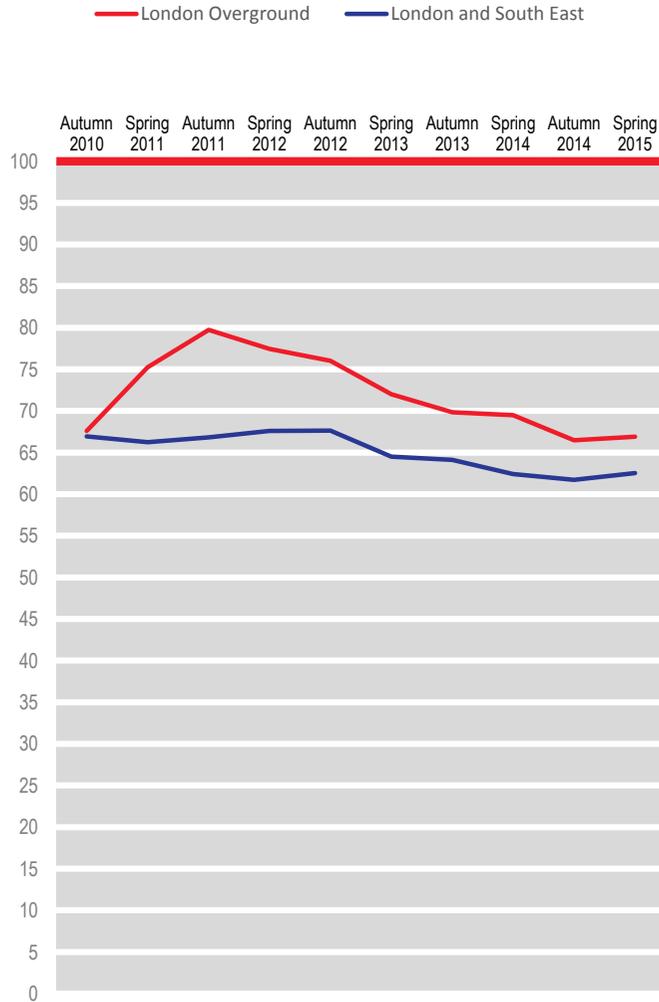
**Toilet facilities on the train**

**(400)**  
Percentage of passengers satisfied 2010 to 2015



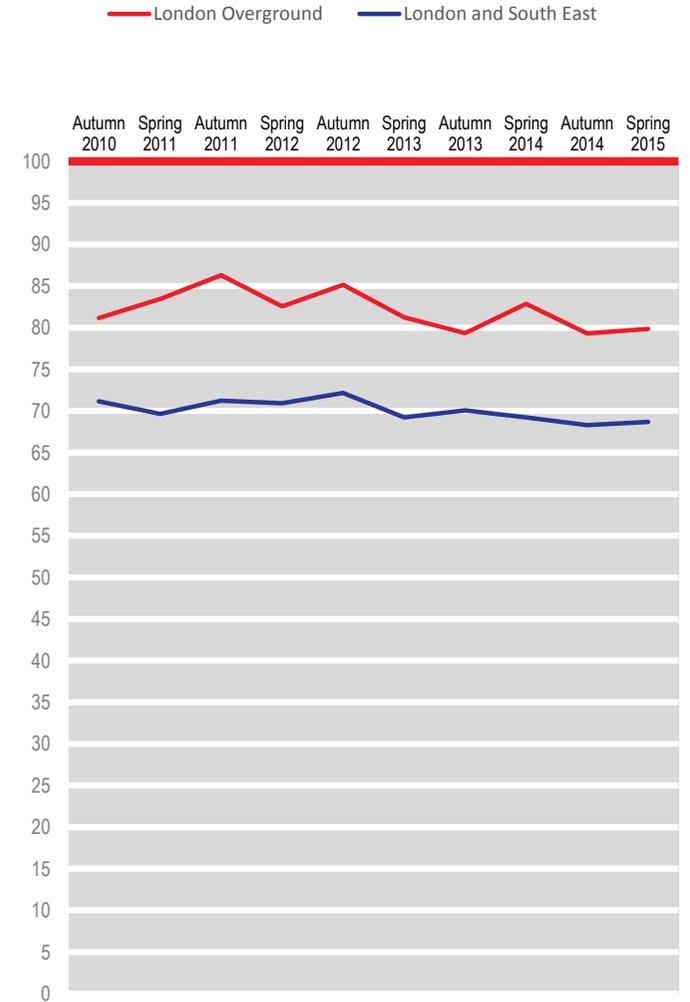
**Sufficient room for all the passengers to sit/stand**

**(1154)**  
Percentage of passengers satisfied 2010 to 2015



**The comfort of the seating area**

**(1141)**  
Percentage of passengers satisfied 2010 to 2015

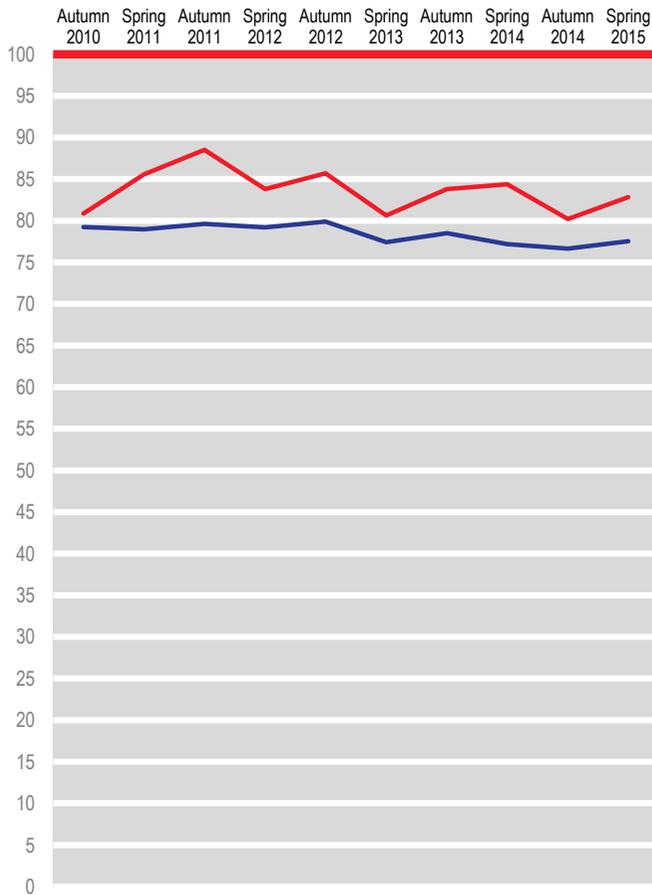


N.B. Benchmarks and targets are only shown for applicable factors

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

(1167)  
Percentage of passengers satisfied 2010 to 2015

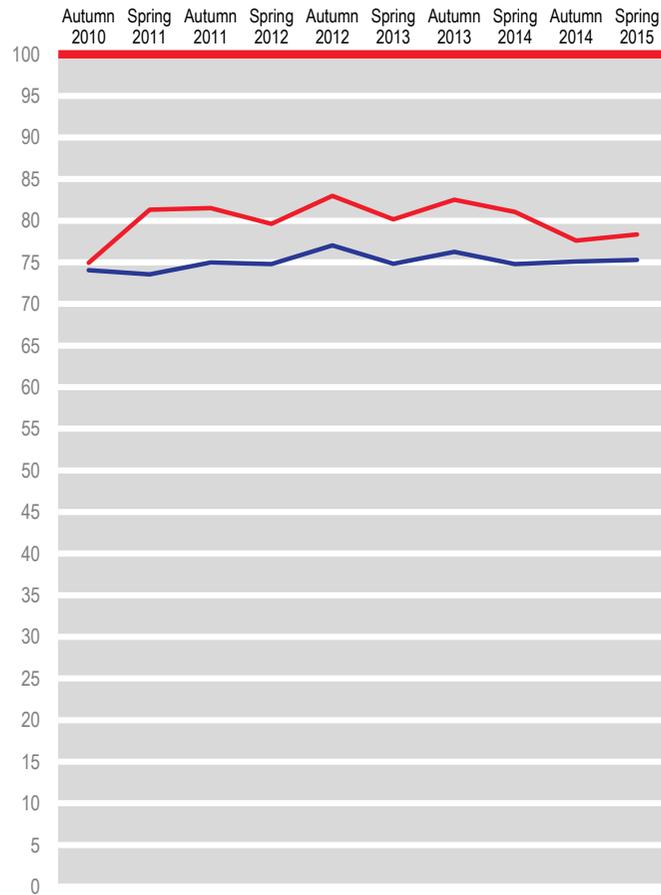
— London Overground — London and South East



## Your personal security whilst on board

(1109)  
Percentage of passengers satisfied 2010 to 2015

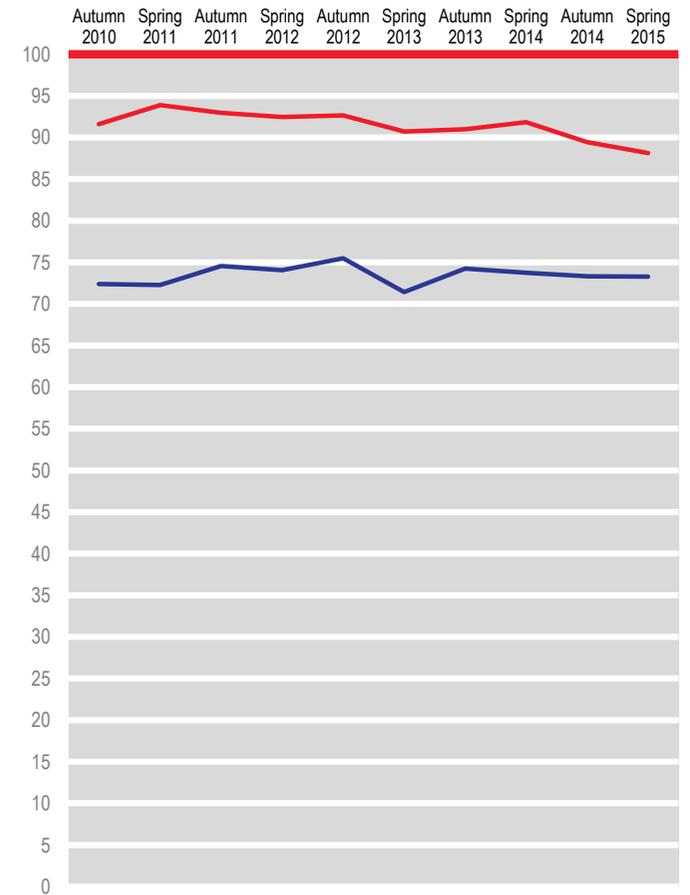
— London Overground — London and South East



## The cleanliness of the inside of the train

(1195)  
Percentage of passengers satisfied 2010 to 2015

— London Overground — London and South East

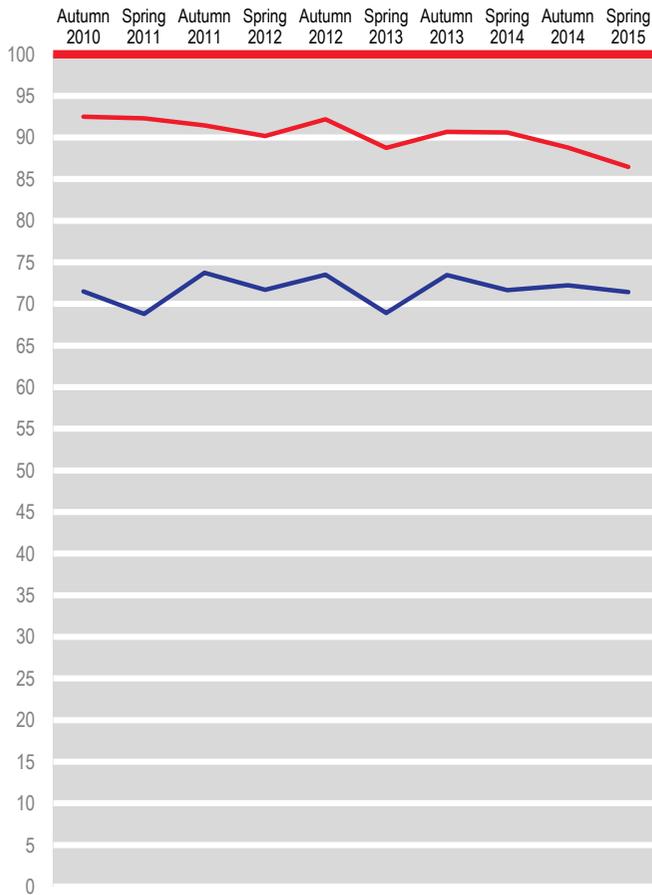


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (1058)

Percentage of passengers satisfied 2010 to 2015

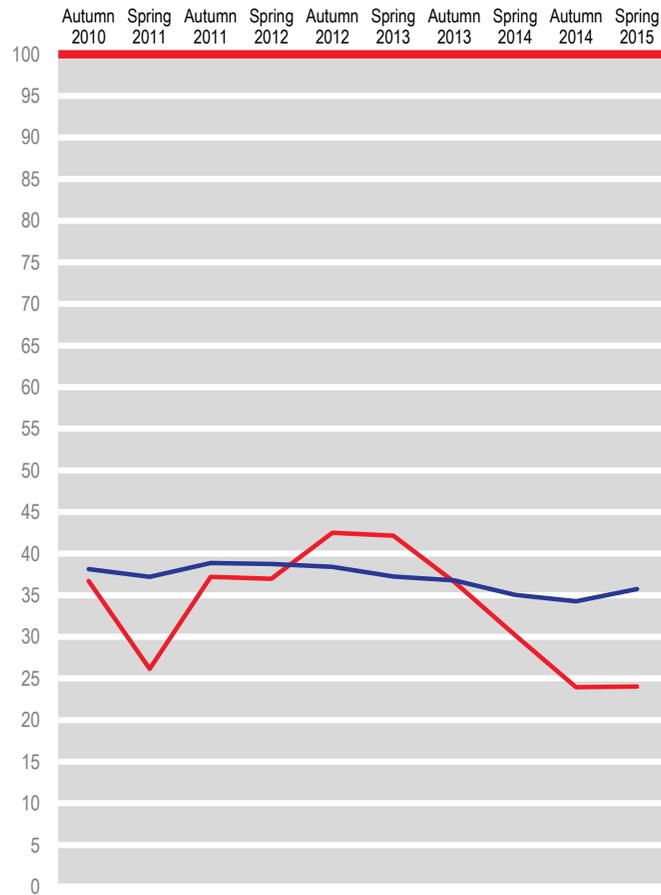
— London Overground — London and South East



## The availability of staff on the train (769)

Percentage of passengers satisfied 2010 to 2015

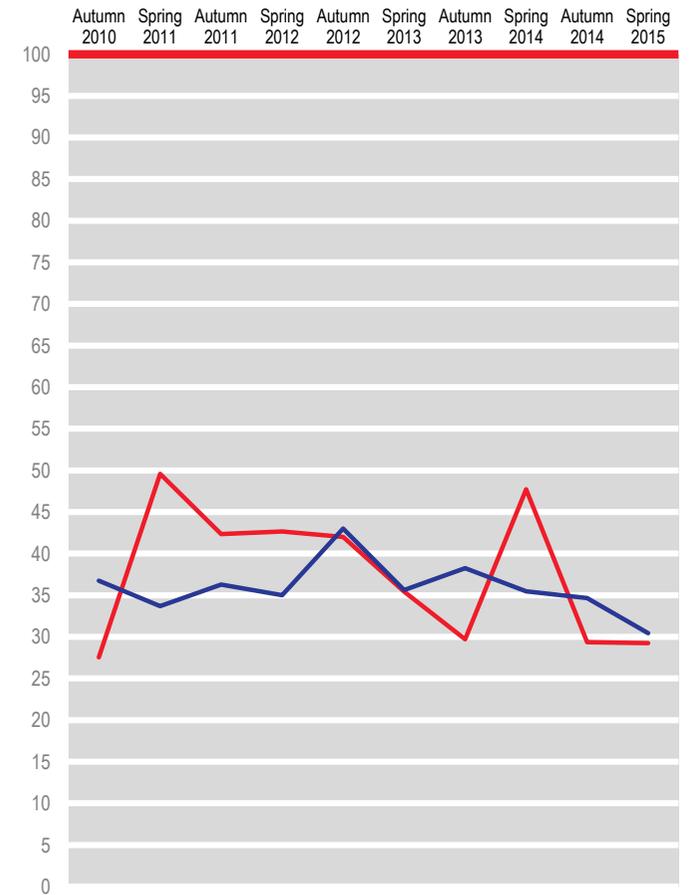
— London Overground — London and South East



## How well train company dealt with delays (133)

Percentage of passengers satisfied 2010 to 2015

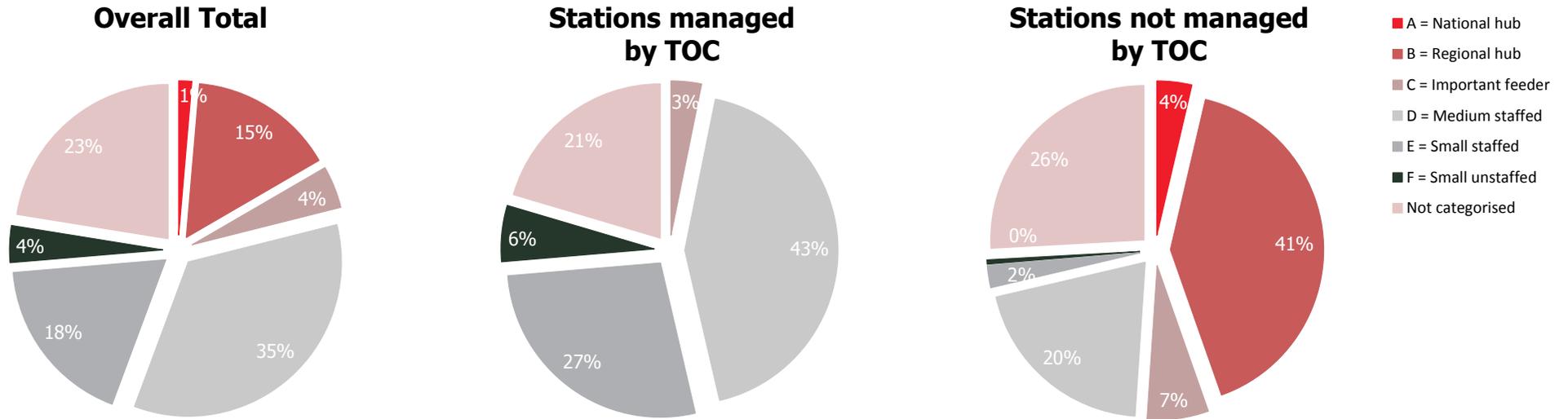
— London Overground — London and South East



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

# Managed versus non-managed stations for London Overground

(% 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	85	+	74
Ticket buying facilities	76	+	61
Provision of information about train times/platforms	83		75
The upkeep/repair of the station buildings/platforms	81	+	71
Cleanliness	78		72
The facilities and services	36		45
The attitudes and helpfulness of the staff	70		73
Connections with other forms of public transport	71	-	83
Facilities for car parking	25		26
Overall environment	71		64
Your personal security whilst using the station	69		66
The availability of staff	61		62
The provision of shelter facilities	67		62
Availability of seating	59	+	39
How request to station staff was handled	89		90
The choice of shops/eating/drinking facilities available	32	-	46

## London Overground

(Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59)

	Peak			Off-peak		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	90		92	87		91
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	88		87	81		85
Ticket buying facilities	87		83	71		73
Provision of information about train times/platforms	89		86	80		84
The upkeep/repair of the station buildings/platforms	78		78	77		77
Cleanliness	81		78	76		79
The facilities and services	40		40	40		43
The attitudes and helpfulness of the staff	83		85	71		75
Connections with other forms of public transport	87		83	76		81
Facilities for car parking	59		50	25	-	42
Overall environment	77		71	68		72
Your personal security whilst using the station	83		78	68	-	76
The availability of staff	75		86	61		66
The provision of shelter facilities	75		68	65		66
Availability of seating	65		60	52		52
How request to station staff was handled	90		100	89		77
The choice of shops/eating/drinking facilities available	46		32	37		42
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	90		90	87		89
The frequency of the trains on that route	76		76	77		79
Punctuality/reliability (i.e. the train arriving/departing on time)	92		91	81	-	86
The length of time the journey was scheduled to take (speed)	87		83	87		89
Connections with other train services	90		77	80	-	86
The value for money of the price of your ticket	48		44	55		56
Cleanliness of the train	90		91	87	-	91
Upkeep and repair of the train	93		95	90		94
The provision of information during the journey	85		74	81		84
The helpfulness and attitude of staff on train	56		33	41	-	52
The space for luggage	61		50	48	-	59
The toilet facilities	18		14	14		22
Sufficient room for all passengers to sit/stand	71		63	67		70
The comfort of the seating area	78		80	80		83
The ease of being able to get on and off	80		81	83		84
Your personal security on board	76		84	78		81
The cleanliness of the inside	94		92	88		92
The cleanliness of the outside	98		95	86		91
The availability of staff	26		20	24		30
How well train company deals with delays	33		-	29	-	48

## London and South East

(Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59)

	Peak			Off-peak		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	69		71	81	-	83
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	77		75	77		77
Ticket buying facilities	71		70	73		72
Provision of information about train times/platforms	77		76	79		80
The upkeep/repair of the station buildings/platforms	69	+	63	68		67
Cleanliness	74	+	71	73		72
The facilities and services	61	+	55	54		53
The attitudes and helpfulness of the staff	70	+	67	73		73
Connections with other forms of public transport	77		76	74		75
Facilities for car parking	40		43	47		49
Overall environment	68	+	64	66		66
Your personal security whilst using the station	70	+	67	69		69
The availability of staff	61		59	61		60
The provision of shelter facilities	61		60	63		63
Availability of seating	33	+	29	48		46
How request to station staff was handled	76		77	87		85
The choice of shops/eating/drinking facilities available	52	+	45	45		46
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	67		68	79		80
The frequency of the trains on that route	69	-	72	74	-	76
Punctuality/reliability (i.e. the train arriving/departing on time)	64		66	75	-	77
The length of time the journey was scheduled to take (speed)	72		74	83		84
Connections with other train services	67		68	74	-	77
The value for money of the price of your ticket	24		25	45		45
Cleanliness of the train	69		69	74		75
Upkeep and repair of the train	66		67	75		76
The provision of information during the journey	61		59	71		70
The helpfulness and attitude of staff on train	48		47	58		59
The space for luggage	40		39	52		54
The toilet facilities	26		27	35		36
Sufficient room for all passengers to sit/stand	38		38	70		70
The comfort of the seating area	55		54	73		74
The ease of being able to get on and off	68		67	80		80
Your personal security on board	71	+	68	77		77
The cleanliness of the inside	67		69	75		75
The cleanliness of the outside	65		66	73		73
The availability of staff	26		26	39		38
How well train company deals with delays	23		27	33	-	39

## London Overground

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	86		90	91		96
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	81		84	82		91
Ticket buying facilities	69		71	84		81
Provision of information about train times/platforms	80		84	80		88
The upkeep/repair of the station buildings/platforms	76		76	84		81
Cleanliness	78		79	67		77
The facilities and services	39		43	43		45
The attitudes and helpfulness of the staff	70		75	78		77
Connections with other forms of public transport	75		80	79		83
Facilities for car parking	26	-	39	21		51
Overall environment	70		71	60		77
Your personal security whilst using the station	70		75	55		80
The availability of staff	63		67	56		65
The provision of shelter facilities	64		64	69		75
Availability of seating	48		48	70		68
How request to station staff was handled	84		77	100		81
The choice of shops/eating/drinking facilities available	36		41	43		46
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	86		88	93		92
The frequency of the trains on that route	77		77	74		86
Punctuality/reliability (i.e. the train arriving/departing on time)	81		85	81		91
The length of time the journey was scheduled to take (speed)	86		88	92		91
Connections with other train services	80		86	81		86
The value for money of the price of your ticket	50		54	76		67
Cleanliness of the train	87		91	86		92
Upkeep and repair of the train	90		93	92		96
The provision of information during the journey	80		84	86		83
The helpfulness and attitude of staff on train	40	-	54	49		41
The space for luggage	46	-	57	59		68
The toilet facilities	11		20	27		30
Sufficient room for all passengers to sit/stand	64		66	78		84
The comfort of the seating area	78		82	88		87
The ease of being able to get on and off	81		83	90		92
Your personal security on board	77		80	83		86
The cleanliness of the inside	89		92	83		93
The cleanliness of the outside	90		90	72		91
The availability of staff	24		29	25		35
How well train company deals with delays	22	-	49	66		39

## London and South East

	Weekday			Weekend		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with your journey	77	-	79	86		88
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	76		76	80		81
Ticket buying facilities	72		71	77		76
Provision of information about train times/platforms	79		78	81		82
The upkeep/repair of the station buildings/platforms	68	+	65	73		71
Cleanliness	73	+	71	75		74
The facilities and services	56	+	53	55		56
The attitudes and helpfulness of the staff	72		71	76		75
Connections with other forms of public transport	74		75	75		77
Facilities for car parking	45		46	49		53
Overall environment	66	+	65	68		71
Your personal security whilst using the station	69		68	69		72
The availability of staff	61		60	59		60
The provision of shelter facilities	62		62	66		67
Availability of seating	43	+	41	53		51
How request to station staff was handled	84		83	91	+	85
The choice of shops/eating/drinking facilities available	46		46	50		49
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	75		76	84		85
The frequency of the trains on that route	72	-	74	77	-	81
Punctuality/reliability (i.e. the train arriving/departing on time)	71	-	73	83		86
The length of time the journey was scheduled to take (speed)	79		80	85	-	89
Connections with other train services	72	-	74	78		81
The value for money of the price of your ticket	37		38	57		57
Cleanliness of the train	72		73	77		79
Upkeep and repair of the train	72		73	78		81
The provision of information during the journey	68		67	74		73
The helpfulness and attitude of staff on train	55		56	63	+	57
The space for luggage	48		50	57		55
The toilet facilities	32		33	41		38
Sufficient room for all passengers to sit/stand	60		60	76		75
The comfort of the seating area	67		68	78		79
The ease of being able to get on and off	76		76	84		83
Your personal security on board	75		74	79		81
The cleanliness of the inside	73		73	77		79
The cleanliness of the outside	71		71	74		77
The availability of staff	35		35	43	+	37
How well train company deals with delays	29	-	35	50		44

	London Overground	London and South East		London Overground	London and South East
<b>DELAY</b>					
None	83	74			
Minor	11	20			
Major	2	4			
<b>LENGTH OF DELAY</b>					
5 minutes or less	36	38			
6-10 minutes	19	27			
11-20 minutes	12	16			
21-30 minutes	4	7			
31-60 minutes	8	4			
More than 1 hour	7	2			
Don't know/no answer	15	6			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	8	12	Very well	14	13
Fairly well	32	28	Fairly well	24	28
Neither well nor poorly	13	20	Neither well nor poorly	29	24
Fairly poorly	23	18	Fairly poorly	21	16
Very poorly	24	21	Very poorly	12	19
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	9	13	Very well	11	9
Fairly well	29	30	Fairly well	20	21
Neither well nor poorly	21	22	Neither well nor poorly	30	33
Fairly poorly	21	17	Fairly poorly	23	15
Very poorly	20	19	Very poorly	16	23
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	15	13	Very well	7	5
Fairly well	23	27	Fairly well	25	16
Neither well nor poorly	27	26	Neither well nor poorly	20	28
Fairly poorly	18	15	Fairly poorly	18	17
Very poorly	17	19	Very poorly	31	34

## 6 6.2 Passenger experience relating to disability

	London Overground	London and South East		London Overground	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	1			
Mobility	2	2			
Dexterity	0	0			
Learning or understanding or concentrating	2	1			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	2	0			
Other	6	2			
None	85	89			
No answer	3	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	5	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	52	43	Yes	1	2
Not at all	43	46	No	99	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	41	38	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	45	32	Very satisfied	100	79
Neither satisfied nor dissatisfied	8	19	Fairly satisfied	-	18
Fairly dissatisfied	3	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	3	4	Fairly dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	33	30	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	52	39	Very satisfied	100	69
Neither satisfied nor dissatisfied	8	19	Fairly satisfied	-	15
Fairly dissatisfied	2	7	Neither satisfied nor dissatisfied	-	7
Very dissatisfied	4	6	Fairly dissatisfied	-	5
			Very dissatisfied	-	4

	London Overground	London and South East		London Overground	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	36	44	White	75	86
Female	60	54	Mixed	3	2
			Asian or Asian British	6	4
			Black or Black British	9	4
			Chinese or other ethnic group	2	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	1	Commuter	55	51
19-25	10	8	Business	2	15
26-34	19	15	Leisure	43	34
35-44	20	18			
45-54	17	23	<b>REGULAR TRAVELLER</b>		
55-59	10	11	Yes	79	71
60-64	9	9	No	21	29
65+	10	13			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	58	63	Weekday	81	86
Working Part Time	19	15	Weekend	19	14
Not Working	5	3			
Retired	10	13	<b>TIME OF TRAVEL</b>		
Full Time Student	5	4	Peak	1	22
			Off-peak	99	78
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	36	41	Yes asked for help	6	7
Middle Managerial	17	17	Yes asked for information	3	7
Junior Managerial/Clerical/Supervisory	14	12	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	6	No	89	83
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	3	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	10	12	Yes, at home	90	91
Unemployed/between jobs	1	1	Yes, at work	63	66
Housewife/house-husband	0	0	No	4	5
Other	6	5			



## Station sample sizes for London Overground

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Euston	130	Shadwell	11	West Brompton	1
Barking	84	Wanstead Park	10	Imperial Wharf	1
Gospel Oak	56	West Hampstead	10		
Watford Junction	49	New Cross Gate	10		
Richmond (Surrey)	48	South Tottenham	10		
West Croydon	41	Kensal Green	10		
Canada Water	40	Crouch Hill	9		
Highbury And Islington	38	Clapham Junction	9		
Dalston Junction	36	Homerton	8		
Watford High Street	33	Brockley	8		
Willesden Junction	32	Canonbury	8		
Stratford (London)	30	South Hampstead	8		
Whitechapel	23	Leyton Midland Road	8		
Queens Park (London)	23	Kensal Rise	8		
Harringay Green Lanes	22	Finchley Road And Frognal	7		
Upper Holloway	20	North Wembley	6		
Hatch End	20	Kilburn High Road	6		
Norwood Junction	19	Penge West	6		
Crystal Palace	18	Hackney Central	6		
New Cross	18	Stonebridge Park	6		
Bushey	18	Kentish Town West	6		
Wembley Central	15	Caledonian Road And Barnsbury	5		
Headstone Lane	14	Acton Central	5		
Carpenders Park	14	Harlesden	5		
Gunnelsbury	14	Honor Oak Park	5		
Sydenham	13	Hackney Wick	4		
Kenton	13	South Kenton	4		
Walthamstow Queens Road	13	Rotherhithe	4		
Woodgrange Park	13	Brondesbury	4		
Hampstead Heath	12	Queens Road Peckham	4		
Kew Gardens	12	Surrey Quays	4		
Haggerston	12	Dalston Kingsland	3		
Harrow And Wealdstone	12	Forest Hill	3		
Hoxton	12	South Acton	3		
Kensington Olympia	12	Brondesbury Park	2		
Shoreditch High Street	11	Anerley	2		
Leytonstone High Road	11	Camden Road	2		
Blackhorse Road	11	Shepards Bush	2		

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

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

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

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

### The following reports are produced each wave:

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

## Sector definitions

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

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

## How are routes defined

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

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

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

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

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

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

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

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

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

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

Journeys on the Manchester Piccadilly - Birmingham New Street route

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

Journeys on the Birmingham New Street - Aberdeen route

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

Journeys on the Birmingham New Street - Bournemouth route

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

Journeys on the Birmingham New Street - Penzance route

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

Journeys on the Birmingham New Street - Stansted Airport route

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

Journeys on the Nottingham - Cardiff Central route

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

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

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

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

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

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

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

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

**East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink Loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New 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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