



National Rail Passenger Survey

Building Block Report

Autumn 2014 (Wave 31)

Contacts:

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

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

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

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

Passengerfocus 
putting passengers first

Contents

1 Introduction

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

2 Building block/route data

- 2.1** London and South East operators 5
- 2.2** Long Distance operators 17
- 2.3** Regional operators 24

3 Building block typology

- 3.1** Building block typology 28

4 Sample profile

- 4.1** Weighted sample composition for all TOCs 29
- 4.2** Unweighted sample composition for all TOCs 30

5 Technical appendix

- 5.1** Standard reports produced for NRPS 31
- 5.2** Rail sectors 32
- 5.3** How typologies are defined 33
- 5.4** How routes are defined 36

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.passengerfocus.org.uk

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.

Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

As with previous waves, planned engineering works meant that some shifts were also rescheduled. 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.

Building block/route data for Abellio Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia Inner	West Anglia Outer
Overall satisfaction	77	78	76	78	93	84	79
STATION FACILITIES							
Overall satisfaction with the station	82	82	77	65	87	64	72
Ticket buying facilities	74	69	63	64	90	52	69
Provision of information about train times/platforms	79	78	73	80	77	69	81
The upkeep/repair of the station buildings/platforms	72	71	65	59	71	59	60
Cleanliness	77	78	71	64	78	61	67
The facilities and services	59	57	52	55	68	36	49
The attitudes and helpfulness of the staff	80	73	71	86	73	75	70
Connections with other forms of public transport	86	79	82	55	85	78	67
Facilities for car parking	56	47	36	68	40	36	58
Overall environment	74	72	64	61	79	56	60
Your personal security whilst using the station	71	72	66	69	66	53	58
The availability of staff	65	61	54	61	71	60	57
The provision of shelter facilities	61	62	67	65	77	58	56
Availability of seating	32	40	41	48	41	37	35
How request to station staff was handled	92	88	73	84	100	96	78
The choice of shops/eating/drinking facilities available	53	50	51	41	48	38	37
TRAIN FACILITIES							
Overall satisfaction with the train	72	70	66	74	91	60	73
The frequency of the trains on that route	84	73	83	55	96	74	73
Punctuality/reliability (i.e. the train arriving/departing on time)	76	76	77	70	91	77	79
The length of time the journey was scheduled to take (speed)	78	81	80	77	86	82	82
Connections with other train services	71	71	79	58	85	80	72
The value for money of the price of your ticket	43	29	36	44	32	47	35
Cleanliness of the train	68	62	54	68	81	49	61
Upkeep and repair of the train	51	53	45	64	90	40	58
The provision of information during the journey	70	58	62	72	78	52	55
The helpfulness and attitude of staff on train	73	39	21	80	51	24	34
The space for luggage	54	44	32	60	47	49	50
The toilet facilities	36	27	12	29	78	16	42
Sufficient room for all passengers to sit/stand	71	62	43	72	70	70	67
The comfort of the seating area	67	57	44	69	93	60	67
The ease of being able to get on and off	69	77	62	83	97	75	82
Your personal security on board	86	69	59	76	91	64	68
The cleanliness of the inside	69	61	54	72	87	51	63
The cleanliness of the outside	57	62	48	60	89	54	61
The availability of staff	51	20	8	68	39	12	19
How well train company deals with delays	47	30	48	34	2	25	43

Building block/route data for c2c

	Southend Line	Tilbury Line
Overall satisfaction	90	88
STATION FACILITIES		
Overall satisfaction with the station	84	75
Ticket buying facilities	79	67
Provision of information about train times/platforms	85	84
The upkeep/repair of the station buildings/platforms	75	75
Cleanliness	79	76
The facilities and services	61	48
The attitudes and helpfulness of the staff	77	76
Connections with other forms of public transport	75	60
Facilities for car parking	56	56
Overall environment	74	69
Your personal security whilst using the station	71	62
The availability of staff	72	66
The provision of shelter facilities	72	50
Availability of seating	55	48
How request to station staff was handled	85	92
The choice of shops/eating/drinking facilities available	44	33
TRAIN FACILITIES		
Overall satisfaction with the train	89	86
The frequency of the trains on that route	84	68
Punctuality/reliability (i.e. the train arriving/departing on time)	92	86
The length of time the journey was scheduled to take (speed)	93	86
Connections with other train services	81	78
The value for money of the price of your ticket	49	38
Cleanliness of the train	88	91
Upkeep and repair of the train	86	87
The provision of information during the journey	77	72
The helpfulness and attitude of staff on train	35	49
The space for luggage	48	42
The toilet facilities	52	50
Sufficient room for all passengers to sit/stand	60	60
The comfort of the seating area	76	76
The ease of being able to get on and off	82	76
Your personal security on board	75	73
The cleanliness of the inside	88	86
The cleanliness of the outside	85	82
The availability of staff	20	28
How well train company deals with delays	44	31

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	92	91
STATION FACILITIES		
Overall satisfaction with the station	89	90
Ticket buying facilities	87	83
Provision of information about train times/platforms	83	86
The upkeep/repair of the station buildings/platforms	86	85
Cleanliness	88	87
The facilities and services	72	73
The attitudes and helpfulness of the staff	81	85
Connections with other forms of public transport	76	79
Facilities for car parking	70	70
Overall environment	81	87
Your personal security whilst using the station	83	82
The availability of staff	75	71
The provision of shelter facilities	82	79
Availability of seating	69	50
How request to station staff was handled	95	92
The choice of shops/eating/drinking facilities available	54	59
TRAIN FACILITIES		
Overall satisfaction with the train	93	90
The frequency of the trains on that route	87	81
Punctuality/reliability (i.e. the train arriving/departing on time)	85	90
The length of time the journey was scheduled to take (speed)	93	87
Connections with other train services	84	78
The value for money of the price of your ticket	53	46
Cleanliness of the train	87	88
Upkeep and repair of the train	88	87
The provision of information during the journey	74	79
The helpfulness and attitude of staff on train	71	51
The space for luggage	57	57
The toilet facilities	59	51
Sufficient room for all passengers to sit/stand	81	67
The comfort of the seating area	88	79
The ease of being able to get on and off	91	86
Your personal security on board	88	87
The cleanliness of the inside	89	87
The cleanliness of the outside	86	86
The availability of staff	54	29
How well train company deals with delays	64	48

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	81	83	81
STATION FACILITIES			
Overall satisfaction with the station	85	81	81
Ticket buying facilities	81	76	81
Provision of information about train times/platforms	87	82	88
The upkeep/repair of the station buildings/platforms	80	73	71
Cleanliness	82	78	77
The facilities and services	69	63	66
The attitudes and helpfulness of the staff	82	74	84
Connections with other forms of public transport	79	70	71
Facilities for car parking	61	52	74
Overall environment	78	72	75
Your personal security whilst using the station	80	73	76
The availability of staff	71	62	67
The provision of shelter facilities	76	71	75
Availability of seating	53	53	59
How request to station staff was handled	87	88	88
The choice of shops/eating/drinking facilities available	59	47	46
TRAIN FACILITIES			
Overall satisfaction with the train	83	77	75
The frequency of the trains on that route	83	75	73
Punctuality/reliability (i.e. the train arriving/departing on time)	74	72	76
The length of time the journey was scheduled to take (speed)	81	80	88
Connections with other train services	73	70	70
The value for money of the price of your ticket	43	46	59
Cleanliness of the train	80	73	71
Upkeep and repair of the train	80	73	65
The provision of information during the journey	70	64	63
The helpfulness and attitude of staff on train	71	59	74
The space for luggage	58	56	49
The toilet facilities	44	38	41
Sufficient room for all passengers to sit/stand	69	68	58
The comfort of the seating area	76	71	64
The ease of being able to get on and off	75	78	71
Your personal security on board	83	80	80
The cleanliness of the inside	80	76	70
The cleanliness of the outside	78	73	64
The availability of staff	50	39	53
How well train company deals with delays	51	33	42

Building block/route data for Govia Thameslink Railway

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	82	73	79	63
STATION FACILITIES				
Overall satisfaction with the station	79	77	80	74
Ticket buying facilities	71	61	72	65
Provision of information about train times/platforms	74	74	81	77
The upkeep/repair of the station buildings/platforms	77	75	76	58
Cleanliness	83	76	79	70
The facilities and services	62	41	62	57
The attitudes and helpfulness of the staff	72	61	75	70
Connections with other forms of public transport	74	73	81	78
Facilities for car parking	42	17	59	38
Overall environment	71	66	73	58
Your personal security whilst using the station	65	67	71	69
The availability of staff	58	52	64	62
The provision of shelter facilities	71	75	65	60
Availability of seating	45	53	52	37
How request to station staff was handled	79	82	87	83
The choice of shops/eating/drinking facilities available	55	29	50	46
TRAIN FACILITIES				
Overall satisfaction with the train	72	68	71	62
The frequency of the trains on that route	72	66	75	69
Punctuality/reliability (i.e. the train arriving/departing on time)	79	62	67	56
The length of time the journey was scheduled to take (speed)	86	76	77	72
Connections with other train services	74	76	74	69
The value for money of the price of your ticket	35	40	44	35
Cleanliness of the train	67	61	64	68
Upkeep and repair of the train	59	52	60	61
The provision of information during the journey	47	40	47	50
The helpfulness and attitude of staff on train	43	27	38	43
The space for luggage	44	36	40	38
The toilet facilities	17	24	33	31
Sufficient room for all passengers to sit/stand	55	60	55	48
The comfort of the seating area	61	56	61	53
The ease of being able to get on and off	77	75	72	60
Your personal security on board	71	66	68	63
The cleanliness of the inside	65	60	63	69
The cleanliness of the outside	59	55	62	59
The availability of staff	20	11	14	17
How well train company deals with delays	34	20	42	21

Building block/route data for Heathrow Express

Heathrow Express

Overall satisfaction	94
STATION FACILITIES	
Overall satisfaction with the station	92
Ticket buying facilities	92
Provision of information about train times/platforms	87
The upkeep/repair of the station buildings/platforms	89
Cleanliness	87
The facilities and services	72
The attitudes and helpfulness of the staff	85
Connections with other forms of public transport	83
Facilities for car parking	59
Overall environment	84
Your personal security whilst using the station	85
The availability of staff	75
The provision of shelter facilities	79
Availability of seating	63
How request to station staff was handled	91
The choice of shops/eating/drinking facilities available	69
TRAIN FACILITIES	
Overall satisfaction with the train	96
The frequency of the trains on that route	91
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	87
The value for money of the price of your ticket	42
Cleanliness of the train	95
Upkeep and repair of the train	98
The provision of information during the journey	86
The helpfulness and attitude of staff on train	88
The space for luggage	89
The toilet facilities	71
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	94
The ease of being able to get on and off	96
Your personal security on board	94
The cleanliness of the inside	94
The cleanliness of the outside	95
The availability of staff	76
How well train company deals with delays	33

Building block/route data for Heathrow Connect

Heathrow Connect

Overall satisfaction	85
STATION FACILITIES	
Overall satisfaction with the station	75
Ticket buying facilities	71
Provision of information about train times/platforms	73
The upkeep/repair of the station buildings/platforms	70
Cleanliness	73
The facilities and services	52
The attitudes and helpfulness of the staff	70
Connections with other forms of public transport	73
Facilities for car parking	29
Overall environment	65
Your personal security whilst using the station	66
The availability of staff	60
The provision of shelter facilities	65
Availability of seating	48
How request to station staff was handled	88
The choice of shops/eating/drinking facilities available	47
TRAIN FACILITIES	
Overall satisfaction with the train	89
The frequency of the trains on that route	63
Punctuality/reliability (i.e. the train arriving/departing on time)	73
The length of time the journey was scheduled to take (speed)	85
Connections with other train services	78
The value for money of the price of your ticket	50
Cleanliness of the train	89
Upkeep and repair of the train	87
The provision of information during the journey	82
The helpfulness and attitude of staff on train	61
The space for luggage	72
The toilet facilities	59
Sufficient room for all passengers to sit/stand	77
The comfort of the seating area	84
The ease of being able to get on and off	77
Your personal security on board	80
The cleanliness of the inside	89
The cleanliness of the outside	88
The availability of staff	43
How well train company deals with delays	37

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	77	85	84
STATION FACILITIES			
Overall satisfaction with the station	67	84	74
Ticket buying facilities	69	82	73
Provision of information about train times/platforms	83	86	78
The upkeep/repair of the station buildings/platforms	60	80	65
Cleanliness	66	81	71
The facilities and services	54	66	43
The attitudes and helpfulness of the staff	65	82	66
Connections with other forms of public transport	74	77	64
Facilities for car parking	53	64	51
Overall environment	58	74	62
Your personal security whilst using the station	71	77	63
The availability of staff	48	69	52
The provision of shelter facilities	61	75	69
Availability of seating	36	58	51
How request to station staff was handled	64	97	81
The choice of shops/eating/drinking facilities available	46	50	41
TRAIN FACILITIES			
Overall satisfaction with the train	75	83	83
The frequency of the trains on that route	78	79	79
Punctuality/reliability (i.e. the train arriving/departing on time)	72	82	74
The length of time the journey was scheduled to take (speed)	81	90	87
Connections with other train services	74	75	78
The value for money of the price of your ticket	43	53	58
Cleanliness of the train	74	74	66
Upkeep and repair of the train	73	74	67
The provision of information during the journey	72	75	64
The helpfulness and attitude of staff on train	63	67	58
The space for luggage	45	56	48
The toilet facilities	47	44	39
Sufficient room for all passengers to sit/stand	58	73	69
The comfort of the seating area	63	73	71
The ease of being able to get on and off	79	80	82
Your personal security on board	76	81	76
The cleanliness of the inside	74	76	69
The cleanliness of the outside	79	77	75
The availability of staff	39	53	35
How well train company deals with delays	41	49	31

Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/ Clapham to Stratford	Watford to London Euston	Highbury & Islington to Croydon/ Clapham
Overall satisfaction	92	85	88	91
STATION FACILITIES				
Overall satisfaction with the station	79	81	81	85
Ticket buying facilities	73	71	72	79
Provision of information about train times/platforms	84	83	83	79
The upkeep/repair of the station buildings/platforms	77	71	72	78
Cleanliness	83	75	77	75
The facilities and services	42	43	47	35
The attitudes and helpfulness of the staff	70	71	71	76
Connections with other forms of public transport	73	82	76	81
Facilities for car parking	27	22	54	38
Overall environment	67	69	66	74
Your personal security whilst using the station	65	74	71	69
The availability of staff	66	68	63	54
The provision of shelter facilities	65	66	72	66
Availability of seating	64	40	63	53
How request to station staff was handled	81	66	85	87
The choice of shops/eating/drinking facilities available	39	45	41	35
TRAIN FACILITIES				
Overall satisfaction with the train	90	84	90	92
The frequency of the trains on that route	72	74	69	77
Punctuality/reliability (i.e. the train arriving/departing on time)	85	81	89	82
The length of time the journey was scheduled to take (speed)	92	84	87	89
Connections with other train services	74	80	79	82
The value for money of the price of your ticket	56	56	59	41
Cleanliness of the train	90	89	91	89
Upkeep and repair of the train	87	92	93	95
The provision of information during the journey	82	81	87	84
The helpfulness and attitude of staff on train	58	42	48	37
The space for luggage	65	34	56	61
The toilet facilities	25	8	18	13
Sufficient room for all passengers to sit/stand	72	51	82	79
The comfort of the seating area	82	71	86	86
The ease of being able to get on and off	87	68	86	91
Your personal security on board	78	75	78	81
The cleanliness of the inside	90	91	90	87
The cleanliness of the outside	88	89	88	89
The availability of staff	47	23	27	21
How well train company deals with delays	39	17	35	37

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West of England
Overall satisfaction	86	79	84	80	75	84	83	73	86
STATION FACILITIES									
Overall satisfaction with the station	74	80	66	74	85	78	75	72	81
Ticket buying facilities	68	68	83	80	87	80	81	71	78
Provision of information about train times/platforms	81	84	85	83	91	89	76	85	87
The upkeep/repair of the station buildings/platforms	56	71	69	67	86	58	64	64	79
Cleanliness	70	74	74	70	89	70	71	62	80
The facilities and services	52	64	53	50	57	48	47	50	63
The attitudes and helpfulness of the staff	85	64	73	70	92	83	66	71	86
Connections with other forms of public transport	70	85	74	73	63	76	72	52	63
Facilities for car parking	72	23	62	39	63	56	46	53	67
Overall environment	68	69	55	66	87	62	67	64	75
Your personal security whilst using the station	71	70	68	80	73	69	71	68	73
The availability of staff	53	57	49	57	79	58	56	49	54
The provision of shelter facilities	71	65	67	67	78	61	56	67	77
Availability of seating	59	23	57	44	56	40	40	45	58
How request to station staff was handled	100	82	76	63	94	85	87	86	90
The choice of shops/eating/drinking facilities available	48	72	42	44	43	29	44	41	42
TRAIN FACILITIES									
Overall satisfaction with the train	80	75	85	80	82	85	80	75	83
The frequency of the trains on that route	83	73	85	77	62	82	70	71	74
Punctuality/reliability (i.e. the train arriving/departing on time)	95	81	91	73	72	88	76	75	90
The length of time the journey was scheduled to take (speed)	98	79	91	83	75	83	76	81	83
Connections with other train services	73	74	79	74	71	68	77	67	68
The value for money of the price of your ticket	77	38	47	41	35	32	39	29	40
Cleanliness of the train	77	73	78	71	64	80	72	68	72
Upkeep and repair of the train	54	74	83	77	71	79	74	76	71
The provision of information during the journey	67	71	71	66	77	81	74	72	66
The helpfulness and attitude of staff on train	92	67	71	56	50	75	60	67	81
The space for luggage	41	49	52	64	54	51	57	49	50
The toilet facilities	14	33	34	13	20	30	37	33	34
Sufficient room for all passengers to sit/stand	80	54	59	69	61	61	58	61	60
The comfort of the seating area	65	66	71	74	85	68	69	69	67
The ease of being able to get on and off	88	72	79	72	86	84	77	76	76
Your personal security on board	92	78	77	80	85	83	76	75	84
The cleanliness of the inside	75	74	78	73	76	80	73	68	77
The cleanliness of the outside	68	74	77	75	81	78	74	72	78
The availability of staff	84	50	55	39	32	60	49	54	62
How well train company deals with delays	63	43	19	37	68	48	39	39	32

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	90	75	71
STATION FACILITIES			
Overall satisfaction with the station	80	74	76
Ticket buying facilities	65	74	68
Provision of information about train times/platforms	80	78	75
The upkeep/repair of the station buildings/platforms	74	66	68
Cleanliness	78	67	74
The facilities and services	63	58	58
The attitudes and helpfulness of the staff	75	73	65
Connections with other forms of public transport	79	72	76
Facilities for car parking	58	48	36
Overall environment	71	63	66
Your personal security whilst using the station	75	67	67
The availability of staff	69	63	59
The provision of shelter facilities	57	62	65
Availability of seating	46	37	37
How request to station staff was handled	85	79	87
The choice of shops/eating/drinking facilities available	51	45	42
TRAIN FACILITIES			
Overall satisfaction with the train	94	75	65
The frequency of the trains on that route	80	77	71
Punctuality/reliability (i.e. the train arriving/departing on time)	90	75	68
The length of time the journey was scheduled to take (speed)	91	75	74
Connections with other train services	82	74	69
The value for money of the price of your ticket	34	38	33
Cleanliness of the train	96	70	58
Upkeep and repair of the train	97	67	59
The provision of information during the journey	85	66	56
The helpfulness and attitude of staff on train	83	70	30
The space for luggage	71	45	40
The toilet facilities	73	27	21
Sufficient room for all passengers to sit/stand	84	66	51
The comfort of the seating area	90	69	56
The ease of being able to get on and off	89	87	73
Your personal security on board	91	75	66
The cleanliness of the inside	95	71	61
The cleanliness of the outside	88	66	64
The availability of staff	69	49	14
How well train company deals with delays	36	23	21

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	88	74	80
STATION FACILITIES			
Overall satisfaction with the station	80	77	76
Ticket buying facilities	61	64	71
Provision of information about train times/platforms	77	74	80
The upkeep/repair of the station buildings/platforms	61	67	66
Cleanliness	63	74	72
The facilities and services	64	55	59
The attitudes and helpfulness of the staff	71	68	71
Connections with other forms of public transport	85	75	76
Facilities for car parking	32	32	52
Overall environment	61	64	65
Your personal security whilst using the station	71	68	66
The availability of staff	62	56	60
The provision of shelter facilities	62	70	68
Availability of seating	32	40	39
How request to station staff was handled	82	79	82
The choice of shops/eating/drinking facilities available	71	46	54
TRAIN FACILITIES			
Overall satisfaction with the train	89	79	80
The frequency of the trains on that route	93	64	80
Punctuality/reliability (i.e. the train arriving/departing on time)	94	60	74
The length of time the journey was scheduled to take (speed)	91	75	80
Connections with other train services	84	70	76
The value for money of the price of your ticket	32	35	45
Cleanliness of the train	83	77	76
Upkeep and repair of the train	78	79	74
The provision of information during the journey	67	74	73
The helpfulness and attitude of staff on train	59	36	62
The space for luggage	53	45	45
The toilet facilities	54	37	42
Sufficient room for all passengers to sit/stand	83	65	61
The comfort of the seating area	84	74	68
The ease of being able to get on and off	73	74	77
Your personal security on board	84	73	80
The cleanliness of the inside	84	77	76
The cleanliness of the outside	76	73	77
The availability of staff	38	21	46
How well train company deals with delays	32	33	39

Building block/route data for CrossCountry

	Birmingham to Manchester	Birmingham to North East & Scotland	Birmingham to South Coast	Birmingham to South West	Birmingham to Stansted	Nottingham to Cardiff
Overall satisfaction	81	85	78	82	86	84
STATION FACILITIES						
Overall satisfaction with the station	85	86	80	76	81	80
Ticket buying facilities	83	89	89	83	83	93
Provision of information about train times/platforms	86	90	81	84	77	89
The upkeep/repair of the station buildings/platforms	67	82	78	67	74	80
Cleanliness	74	82	83	71	74	91
The facilities and services	65	79	68	63	63	74
The attitudes and helpfulness of the staff	90	83	75	87	78	69
Connections with other forms of public transport	74	76	81	71	73	80
Facilities for car parking	64	47	61	70	69	75
Overall environment	73	83	74	67	66	66
Your personal security whilst using the station	84	79	75	73	78	74
The availability of staff	67	75	68	67	63	60
The provision of shelter facilities	70	79	79	65	74	68
Availability of seating	48	62	57	49	60	53
How request to station staff was handled	100	91	91	87	88	84
The choice of shops/eating/drinking facilities available	66	68	63	55	56	58
TRAIN FACILITIES						
Overall satisfaction with the train	83	86	79	80	80	76
The frequency of the trains on that route	86	86	76	85	70	77
Punctuality/reliability (i.e. the train arriving/departing on time)	84	80	72	81	91	83
The length of time the journey was scheduled to take (speed)	86	85	85	82	90	87
Connections with other train services	79	81	75	82	73	82
The value for money of the price of your ticket	59	53	51	46	51	56
Cleanliness of the train	76	81	74	81	68	65
Upkeep and repair of the train	82	81	76	79	70	63
The provision of information during the journey	76	73	75	74	79	72
The helpfulness and attitude of staff on train	78	78	76	82	87	75
The space for luggage	49	60	51	55	51	50
The toilet facilities	31	50	44	60	42	35
Sufficient room for all passengers to sit/stand	59	69	59	70	74	70
The comfort of the seating area	77	74	73	78	73	66
The ease of being able to get on and off	73	80	76	78	86	78
Your personal security on board	84	82	79	85	83	83
The cleanliness of the inside	76	83	79	81	69	69
The cleanliness of the outside	67	82	75	76	72	78
The availability of staff	67	65	59	68	66	58
How well train company deals with delays	43	52	55	44	63	43

Building block/route data for East Coast

	East Midlands/ East Coast	Scotland/ North East	Yorkshire	Non-London Journeys
Overall satisfaction	90	91	90	91
STATION FACILITIES				
Overall satisfaction with the station	90	92	91	89
Ticket buying facilities	85	82	81	86
Provision of information about train times/platforms	90	93	90	89
The upkeep/repair of the station buildings/platforms	90	86	86	85
Cleanliness	91	89	90	86
The facilities and services	82	80	83	74
The attitudes and helpfulness of the staff	81	82	80	83
Connections with other forms of public transport	77	78	86	75
Facilities for car parking	64	44	50	50
Overall environment	90	84	89	82
Your personal security whilst using the station	79	81	79	79
The availability of staff	74	69	71	74
The provision of shelter facilities	76	84	82	77
Availability of seating	49	44	44	63
How request to station staff was handled	90	92	90	89
The choice of shops/eating/drinking facilities available	67	70	77	59
TRAIN FACILITIES				
Overall satisfaction with the train	92	83	90	90
The frequency of the trains on that route	95	95	95	88
Punctuality/reliability (i.e. the train arriving/departing on time)	89	93	87	87
The length of time the journey was scheduled to take (speed)	93	90	93	92
Connections with other train services	79	90	85	80
The value for money of the price of your ticket	65	57	63	68
Cleanliness of the train	88	78	86	85
Upkeep and repair of the train	82	75	78	80
The provision of information during the journey	76	78	83	81
The helpfulness and attitude of staff on train	76	85	81	81
The space for luggage	66	69	67	60
The toilet facilities	58	43	56	52
Sufficient room for all passengers to sit/stand	78	76	77	81
The comfort of the seating area	83	74	75	82
The ease of being able to get on and off	81	76	83	80
Your personal security on board	88	88	89	87
The cleanliness of the inside	89	82	84	86
The cleanliness of the outside	83	76	78	79
The availability of staff	62	76	71	70
How well train company deals with delays	69	63	76	59

Building block/route data for East Midlands Trains

	Norwich	Local	London
Overall satisfaction	84	88	90
STATION FACILITIES			
Overall satisfaction with the station	80	89	88
Ticket buying facilities	81	83	85
Provision of information about train times/platforms	85	89	87
The upkeep/repair of the station buildings/platforms	75	89	88
Cleanliness	80	91	90
The facilities and services	70	66	77
The attitudes and helpfulness of the staff	75	77	83
Connections with other forms of public transport	78	71	76
Facilities for car parking	66	83	71
Overall environment	77	78	87
Your personal security whilst using the station	80	71	81
The availability of staff	62	65	76
The provision of shelter facilities	68	79	81
Availability of seating	52	65	57
How request to station staff was handled	81	92	85
The choice of shops/eating/drinking facilities available	61	50	60
TRAIN FACILITIES			
Overall satisfaction with the train	82	87	87
The frequency of the trains on that route	74	63	89
Punctuality/reliability (i.e. the train arriving/departing on time)	74	87	85
The length of time the journey was scheduled to take (speed)	81	85	90
Connections with other train services	76	69	80
The value for money of the price of your ticket	52	65	46
Cleanliness of the train	82	76	85
Upkeep and repair of the train	80	78	84
The provision of information during the journey	70	64	75
The helpfulness and attitude of staff on train	81	78	79
The space for luggage	46	65	60
The toilet facilities	45	45	49
Sufficient room for all passengers to sit/stand	68	69	79
The comfort of the seating area	77	71	84
The ease of being able to get on and off	81	82	83
Your personal security on board	83	81	86
The cleanliness of the inside	81	79	85
The cleanliness of the outside	75	74	75
The availability of staff	66	61	66
How well train company deals with delays	43	47	58

Building block/route data for First Hull Trains

	First Hull Trains
Overall satisfaction	89
STATION FACILITIES	
Overall satisfaction with the station	90
Ticket buying facilities	80
Provision of information about train times/platforms	86
The upkeep/repair of the station buildings/platforms	89
Cleanliness	90
The facilities and services	71
The attitudes and helpfulness of the staff	78
Connections with other forms of public transport	79
Facilities for car parking	71
Overall environment	84
Your personal security whilst using the station	79
The availability of staff	68
The provision of shelter facilities	84
Availability of seating	56
How request to station staff was handled	90
The choice of shops/eating/drinking facilities available	66
TRAIN FACILITIES	
Overall satisfaction with the train	92
The frequency of the trains on that route	79
Punctuality/reliability (i.e. the train arriving/departing on time)	76
The length of time the journey was scheduled to take (speed)	88
Connections with other train services	79
The value for money of the price of your ticket	63
Cleanliness of the train	93
Upkeep and repair of the train	94
The provision of information during the journey	90
The helpfulness and attitude of staff on train	93
The space for luggage	73
The toilet facilities	64
Sufficient room for all passengers to sit/stand	86
The comfort of the seating area	89
The ease of being able to get on and off	92
Your personal security on board	94
The cleanliness of the inside	93
The cleanliness of the outside	89
The availability of staff	89
How well train company deals with delays	72

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction	83	79	80
STATION FACILITIES			
Overall satisfaction with the station	87	79	89
Ticket buying facilities	83	83	88
Provision of information about train times/platforms	88	86	85
The upkeep/repair of the station buildings/platforms	81	73	84
Cleanliness	83	73	90
The facilities and services	76	67	74
The attitudes and helpfulness of the staff	77	76	82
Connections with other forms of public transport	78	75	83
Facilities for car parking	53	61	69
Overall environment	81	78	80
Your personal security whilst using the station	78	82	78
The availability of staff	74	73	62
The provision of shelter facilities	78	81	77
Availability of seating	55	59	64
How request to station staff was handled	87	79	89
The choice of shops/eating/drinking facilities available	65	62	69
TRAIN FACILITIES			
Overall satisfaction with the train	81	83	87
The frequency of the trains on that route	84	81	90
Punctuality/reliability (i.e. the train arriving/departing on time)	74	76	68
The length of time the journey was scheduled to take (speed)	85	86	84
Connections with other train services	77	81	69
The value for money of the price of your ticket	55	63	62
Cleanliness of the train	81	84	85
Upkeep and repair of the train	84	85	83
The provision of information during the journey	75	83	75
The helpfulness and attitude of staff on train	81	87	75
The space for luggage	54	51	50
The toilet facilities	48	63	49
Sufficient room for all passengers to sit/stand	63	60	59
The comfort of the seating area	78	81	74
The ease of being able to get on and off	77	78	84
Your personal security on board	82	85	86
The cleanliness of the inside	81	85	85
The cleanliness of the outside	79	80	83
The availability of staff	69	72	68
How well train company deals with delays	52	47	53

Building block/route data for Grand Central

	London to Bradford	London to Sunderland
Overall satisfaction	95	94
STATION FACILITIES		
Overall satisfaction with the station	77	88
Ticket buying facilities	75	80
Provision of information about train times/platforms	91	86
The upkeep/repair of the station buildings/platforms	76	85
Cleanliness	73	84
The facilities and services	62	72
The attitudes and helpfulness of the staff	86	74
Connections with other forms of public transport	70	82
Facilities for car parking	54	57
Overall environment	72	82
Your personal security whilst using the station	71	78
The availability of staff	65	62
The provision of shelter facilities	73	82
Availability of seating	58	51
How request to station staff was handled	100	98
The choice of shops/eating/drinking facilities available	51	68
TRAIN FACILITIES		
Overall satisfaction with the train	94	91
The frequency of the trains on that route	77	80
Punctuality/reliability (i.e. the train arriving/departing on time)	98	95
The length of time the journey was scheduled to take (speed)	86	95
Connections with other train services	82	88
The value for money of the price of your ticket	86	75
Cleanliness of the train	90	80
Upkeep and repair of the train	79	79
The provision of information during the journey	87	79
The helpfulness and attitude of staff on train	94	86
The space for luggage	69	77
The toilet facilities	58	58
Sufficient room for all passengers to sit/stand	89	95
The comfort of the seating area	87	92
The ease of being able to get on and off	89	87
Your personal security on board	91	89
The cleanliness of the inside	87	82
The cleanliness of the outside	90	83
The availability of staff	86	80
How well train company deals with delays	80	72

Building block/route data for Virgin Trains

	London to Scotland (via Birmingham)	London to Liverpool	London to Manchester	London to North Wales	London to Scotland	London to Wolver- hampton
Overall satisfaction	88	93	95	89	90	84
STATION FACILITIES						
Overall satisfaction with the station	75	83	84	81	79	76
Ticket buying facilities	82	84	89	84	86	88
Provision of information about train times/platforms	79	90	90	80	87	82
The upkeep/repair of the station buildings/platforms	66	77	72	58	70	61
Cleanliness	74	83	77	70	74	67
The facilities and services	65	66	71	64	69	60
The attitudes and helpfulness of the staff	81	80	80	85	80	73
Connections with other forms of public transport	75	80	82	80	75	73
Facilities for car parking	49	44	66	40	68	65
Overall environment	64	73	70	69	68	60
Your personal security whilst using the station	75	78	74	75	72	66
The availability of staff	67	67	71	65	67	55
The provision of shelter facilities	69	80	79	63	72	66
Availability of seating	44	41	50	35	48	38
How request to station staff was handled	88	94	93	91	86	95
The choice of shops/eating/drinking facilities available	61	64	62	59	55	54
TRAIN FACILITIES						
Overall satisfaction with the train	88	93	94	90	86	87
The frequency of the trains on that route	86	93	96	94	89	91
Punctuality/reliability (i.e. the train arriving/departing on time)	81	96	92	90	78	84
The length of time the journey was scheduled to take (speed)	90	98	96	97	91	92
Connections with other train services	82	85	87	82	77	86
The value for money of the price of your ticket	66	70	71	62	62	69
Cleanliness of the train	84	86	89	84	82	83
Upkeep and repair of the train	85	90	92	78	84	82
The provision of information during the journey	83	78	87	75	84	79
The helpfulness and attitude of staff on train	85	80	87	90	88	69
The space for luggage	56	55	68	59	46	51
The toilet facilities	62	66	67	52	58	57
Sufficient room for all passengers to sit/stand	72	83	83	77	77	67
The comfort of the seating area	78	85	88	76	78	75
The ease of being able to get on and off	85	88	90	86	83	79
Your personal security on board	87	90	87	80	89	83
The cleanliness of the inside	87	88	90	86	86	83
The cleanliness of the outside	82	90	89	90	82	80
The availability of staff	70	70	74	65	72	54
How well train company deals with delays	65	70	80	50	66	45

Building block/route data for Arriva Trains Wales

	Cardiff and Valleys	Inter Urban	Mid Wales and Borders	North Wales and Borders	South Wales & Borders/ West Wales
Overall satisfaction	80	82	82	93	83
STATION FACILITIES					
Overall satisfaction with the station	79	81	67	63	76
Ticket buying facilities	76	87	80	75	84
Provision of information about train times/platforms	80	87	77	81	83
The upkeep/repair of the station buildings/platforms	64	78	59	66	70
Cleanliness	72	77	63	75	69
The facilities and services	29	66	56	44	56
The attitudes and helpfulness of the staff	73	86	78	69	77
Connections with other forms of public transport	58	75	64	46	74
Facilities for car parking	58	65	55	48	68
Overall environment	65	73	58	67	71
Your personal security whilst using the station	65	73	72	74	72
The availability of staff	61	72	64	61	65
The provision of shelter facilities	61	76	66	66	70
Availability of seating	45	59	45	52	53
How request to station staff was handled	90	94	98	100	87
The choice of shops/eating/drinking facilities available	21	55	40	28	42
TRAIN FACILITIES					
Overall satisfaction with the train	78	80	80	89	76
The frequency of the trains on that route	86	83	53	64	71
Punctuality/reliability (i.e. the train arriving/departing on time)	74	79	74	85	81
The length of time the journey was scheduled to take (speed)	84	81	72	85	81
Connections with other train services	81	74	68	75	73
The value for money of the price of your ticket	47	57	70	61	59
Cleanliness of the train	62	78	78	82	73
Upkeep and repair of the train	56	75	82	88	70
The provision of information during the journey	55	74	76	84	65
The helpfulness and attitude of staff on train	81	80	87	91	82
The space for luggage	58	59	66	66	60
The toilet facilities	38	49	47	51	51
Sufficient room for all passengers to sit/stand	75	71	71	73	74
The comfort of the seating area	66	72	81	83	75
The ease of being able to get on and off	84	84	84	70	79
Your personal security on board	75	85	88	92	82
The cleanliness of the inside	69	79	77	82	73
The cleanliness of the outside	64	80	58	74	72
The availability of staff	67	71	75	83	66
How well train company deals with delays	20	39	57	82	32

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	91	89
STATION FACILITIES		
Overall satisfaction with the station	93	89
Ticket buying facilities	88	86
Provision of information about train times/platforms	92	85
The upkeep/repair of the station buildings/platforms	89	75
Cleanliness	88	82
The facilities and services	65	55
The attitudes and helpfulness of the staff	86	79
Connections with other forms of public transport	80	70
Facilities for car parking	48	60
Overall environment	83	74
Your personal security whilst using the station	78	75
The availability of staff	83	79
The provision of shelter facilities	80	80
Availability of seating	72	64
How request to station staff was handled	90	95
The choice of shops/eating/drinking facilities available	50	47
TRAIN FACILITIES		
Overall satisfaction with the train	86	85
The frequency of the trains on that route	95	94
Punctuality/reliability (i.e. the train arriving/departing on time)	87	87
The length of time the journey was scheduled to take (speed)	95	92
Connections with other train services	87	80
The value for money of the price of your ticket	65	67
Cleanliness of the train	73	73
Upkeep and repair of the train	76	71
The provision of information during the journey	83	79
The helpfulness and attitude of staff on train	63	61
The space for luggage	54	47
The toilet facilities	24	23
Sufficient room for all passengers to sit/stand	74	67
The comfort of the seating area	75	71
The ease of being able to get on and off	86	83
Your personal security on board	74	79
The cleanliness of the inside	74	76
The cleanliness of the outside	75	72
The availability of staff	52	43
How well train company deals with delays	50	24

Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	82	74	81	89	79
STATION FACILITIES					
Overall satisfaction with the station	83	77	80	85	78
Ticket buying facilities	85	76	87	84	75
Provision of information about train times/platforms	85	80	82	85	86
The upkeep/repair of the station buildings/platforms	77	70	74	84	86
Cleanliness	82	75	76	88	83
The facilities and services	60	50	62	67	57
The attitudes and helpfulness of the staff	82	77	78	80	72
Connections with other forms of public transport	63	66	73	70	66
Facilities for car parking	60	51	62	63	55
Overall environment	75	72	71	81	78
Your personal security whilst using the station	74	73	75	76	73
The availability of staff	67	67	62	66	62
The provision of shelter facilities	74	73	72	82	76
Availability of seating	66	48	55	76	62
How request to station staff was handled	86	91	92	96	78
The choice of shops/eating/drinking facilities available	40	42	56	61	52
TRAIN FACILITIES					
Overall satisfaction with the train	75	64	69	83	74
The frequency of the trains on that route	69	63	74	73	71
Punctuality/reliability (i.e. the train arriving/departing on time)	84	72	81	86	79
The length of time the journey was scheduled to take (speed)	80	78	75	87	82
Connections with other train services	70	65	77	80	72
The value for money of the price of your ticket	66	51	60	67	55
Cleanliness of the train	66	61	57	81	69
Upkeep and repair of the train	66	54	57	71	65
The provision of information during the journey	59	52	62	68	64
The helpfulness and attitude of staff on train	79	75	74	91	75
The space for luggage	60	50	51	61	60
The toilet facilities	48	32	40	53	45
Sufficient room for all passengers to sit/stand	65	59	67	77	75
The comfort of the seating area	64	56	59	71	66
The ease of being able to get on and off	80	75	80	87	81
Your personal security on board	82	75	78	86	79
The cleanliness of the inside	69	63	59	80	67
The cleanliness of the outside	69	61	61	77	67
The availability of staff	69	55	65	78	64
How well train company deals with delays	33	37	42	44	19

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	85	96	89	84
STATION FACILITIES				
Overall satisfaction with the station	81	94	84	86
Ticket buying facilities	81	90	82	80
Provision of information about train times/platforms	83	90	85	90
The upkeep/repair of the station buildings/platforms	75	91	82	87
Cleanliness	83	92	84	89
The facilities and services	59	73	58	54
The attitudes and helpfulness of the staff	83	92	77	81
Connections with other forms of public transport	74	81	78	76
Facilities for car parking	44	47	58	61
Overall environment	75	90	81	85
Your personal security whilst using the station	77	87	79	71
The availability of staff	72	84	72	69
The provision of shelter facilities	78	84	84	81
Availability of seating	44	67	69	63
How request to station staff was handled	89	96	85	100
The choice of shops/eating/drinking facilities available	43	67	48	43
TRAIN FACILITIES				
Overall satisfaction with the train	86	93	88	83
The frequency of the trains on that route	78	62	83	84
Punctuality/reliability (i.e. the train arriving/departing on time)	82	87	82	82
The length of time the journey was scheduled to take (speed)	85	83	92	90
Connections with other train services	73	71	86	80
The value for money of the price of your ticket	58	79	61	52
Cleanliness of the train	80	83	83	76
Upkeep and repair of the train	84	83	83	79
The provision of information during the journey	77	81	74	75
The helpfulness and attitude of staff on train	81	96	86	78
The space for luggage	54	83	77	69
The toilet facilities	50	64	52	60
Sufficient room for all passengers to sit/stand	66	93	81	71
The comfort of the seating area	74	84	83	77
The ease of being able to get on and off	84	90	89	82
Your personal security on board	84	95	85	86
The cleanliness of the inside	81	83	84	78
The cleanliness of the outside	76	82	87	75
The availability of staff	71	95	73	64
How well train company deals with delays	39	74	58	37

Building block/route data

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	90	86	84	80	84	81	81
STATION FACILITIES							
Overall satisfaction with the station	84	83	80	78	83	79	78
Ticket buying facilities	78	78	83	74	85	73	78
Provision of information about train times/platforms	80	86	84	80	86	80	86
The upkeep/repair of the station buildings/platforms	73	75	76	70	78	71	77
Cleanliness	74	79	80	75	81	75	79
The facilities and services	66	68	63	59	72	52	59
The attitudes and helpfulness of the staff	76	79	80	73	79	71	80
Connections with other forms of public transport	83	79	76	75	77	76	65
Facilities for car parking	41	60	59	52	55	44	62
Overall environment	72	74	72	69	76	69	75
Your personal security whilst using the station	73	77	76	69	78	70	74
The availability of staff	67	69	66	61	70	61	65
The provision of shelter facilities	71	72	73	66	76	69	74
Availability of seating	46	48	52	43	55	46	59
How request to station staff was handled	88	88	89	83	89	84	87
The choice of shops/eating/drinking facilities available	63	59	52	49	64	47	46
TRAIN FACILITIES							
Overall satisfaction with the train	92	87	82	76	83	78	76
The frequency of the trains on that route	89	87	81	76	82	75	69
Punctuality/reliability (i.e. the train arriving/departing on time)	91	82	82	75	79	76	78
The length of time the journey was scheduled to take (speed)	91	88	85	80	86	82	83
Connections with other train services	84	79	77	74	79	76	70
The value for money of the price of your ticket	37	51	55	40	55	45	56
Cleanliness of the train	87	85	76	71	79	73	70
Upkeep and repair of the train	87	84	75	68	80	73	68
The provision of information during the journey	77	78	74	64	76	69	66
The helpfulness and attitude of staff on train	70	78	76	58	81	57	76
The space for luggage	66	61	53	48	56	50	57
The toilet facilities	65	55	44	36	50	30	43
Sufficient room for all passengers to sit/stand	82	74	68	62	68	63	68
The comfort of the seating area	89	80	73	67	76	69	69
The ease of being able to get on and off	85	81	80	78	80	77	78
Your personal security on board	87	86	83	76	83	75	81
The cleanliness of the inside	88	85	77	72	81	74	71
The cleanliness of the outside	86	82	73	69	78	74	67
The availability of staff	53	60	63	38	67	37	62
How well train company deals with delays	23	55	44	36	54	34	38

Weighted sample composition for all train companies

Sample size	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27812	11493	4002	12317	23784	4028	8938	5814	6916	6144
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 Capital Connect	99672	30	20	50	77	23	20	27	27	26
First Great Western	28000	26	13	61	82	18	26	18	29	26
First TransPennine Express	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

* Sample sizes exclude non-franchised Train Operating Companies

Unweighted sample composition for all train companies

	Journey Purpose				Day of Week		Station Size			
	Sample	Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27812	11493	4002	12317	23784	4028	8938	5814	6916	6144
Abellio Greater Anglia	2226	48	10	42	91	9	37	13	28	21
Arriva Trains Wales	1065	29	12	58	80	20	23	23	34	21
c2c	1075	63	6	31	87	13	40	13	25	22
Chiltern Railways	1157	45	16	39	87	13	53	6	23	18
CrossCountry	1272	27	24	49	87	13	20	18	28	35
East Coast	1239	16	29	55	81	19	41	10	15	34
East Midlands Trains	1106	31	23	46	82	18	32	25	24	19
First Capital Connect	3006	36	18	46	84	16	29	30	27	14
First Great Western	1037	35	17	47	87	13	30	25	37	9
First TransPennine Express	1552	53	10	36	89	11	35	16	26	23
London Midland	1257	45	13	42	88	12	35	22	29	14
London Overground	1195	63	6	31	89	11	28	16	17	38
Merseyrail	478	57	4	39	89	11	32	31	24	14
Northern Rail	1568	43	8	49	86	14	23	25	23	29
ScotRail	1001	37	12	51	80	20	22	27	35	16
South West Trains	2127	45	11	44	84	16	39	21	17	24
Southeastern	1706	51	7	42	90	10	27	35	23	15
Southern	2239	43	12	45	84	16	31	27	19	24
Virgin Trains	1506	20	33	47	83	17	34	8	29	29

* Sample sizes exclude non-franchised Train Operating Companies

5 5.1 Standard reports produced for NRPS

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	<ul style="list-style-type: none"> Abellio Greater Anglia c2c Chiltern Railways First Great Western Govia Thameslink Railway * London Midland London Overground South West Trains Southeastern Southern
Long Distance Operators	<ul style="list-style-type: none"> CrossCountry East Coast East Midlands Trains First TransPennine Express Virgin Trains
Regional Operators	<ul style="list-style-type: none"> Arriva Trains Wales Merseyrail Northern Rail ScotRail

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Typology definitions

The typology results used in this report contain the following building blocks

	Airport	High Speed	Interurban	Long Commute	Long Distance	Rural	Short Commute
Abellio Greater Anglia	•		•	•		•	•
Arriva Trains Wales			•			•	•
c2c							•
Chiltern Railways			•	•			
CrossCountry			•		•		
East Coast		•	•	•	•		
East Midlands Trains				•	•		•
First Great Western		•		•		•	
First Hull Trains					•		
First TransPennine Express			•		•		
Govia Thameslink Railway				•			•
Grand Central					•		
Heathrow Connect	•						
Heathrow Express	•						
London Midland			•	•			•
London Overground							•
Merseyrail							•
Northern Rail			•			•	•
ScotRail			•	•		•	•
South West Trains			•	•		•	•
Southeastern		•		•			•
Southern	•			•			•
Virgin Trains		•			•		

Airport

Abellio Great Anglia: Stansted Express
 Heathrow Connect
 Heathrow Express
 Southern: Gatwick Express

High Speed

East Coast: London - Yorkshire
 First Great Western: Long Distance
 Southeastern: High Speed
 Virgin Trains: London - Liverpool
 Virgin Trains: London - Manchester
 Virgin Trains: London - North Wales
 Virgin Trains: London - Scotland
 Virgin Trains: London - Wolverhampton

Interurban

Abellio Greater Anglia: Intercity
 Arriva Trains Wales: Interurban
 Chiltern Railways: North
 CrossCountry: Birmingham - Manchester
 CrossCountry: Nottingham - Cardiff
 East Coast: Non-London Journeys
 First TransPennine Express: North West
 First TransPennine Express: South
 London Midland: West Coast
 Northern Rail: South & East Yorkshire
 ScotRail: Interurban
 South West Trains: Mainline

Long Commute

Abellio Greater Anglia: Mainline
 Abellio Greater Anglia: West Anglia Outer
 Chiltern Railways: South
 East Coast: London - East Midlands/East of England
 East Midlands Trains: London
 First Great Western: London Thames Valley
 Govia Thameslink Railway: Great Northern
 Govia Thameslink Railway: Thameslink North
 Govia Thameslink Railway: Thameslink South
 London Midland: London Commuter
 ScotRail: Urban
 South West Trains: Portsmouth
 South West Trains: Reading/Windsor
 Southeastern - Mainline
 Southern: Sussex Coast

**Long
Distance**

CrossCountry: Birmingham - North East & Scotland
 CrossCountry: Birmingham - South Coast
 CrossCountry: Birmingham - South West
 CrossCountry: Birmingham - Stansted
 East Coast: London - Scotland/North East
 East Midlands Trains: Liverpool - Norwich
 First Hull Trains
 First TransPennine Express: North
 Grand Central: London - Bradford
 Grand Central: London - Sunderland
 Virgin Trains: London - Scotland (via Birmingham)

Rural

Abellio Greater Anglia: Rural
 Arriva Trains Wales: Mid Wales and Borders
 Arriva Trains Wales: North Wales and Borders
 First Great Western: West
 Northern Rail: Lancashire & Cumbria
 Northern Rail: West & North Yorkshire
 ScotRail: Rural
 South West Trains: Island Line
 South West Trains: Not Managed By SWT
 South West Trains: West Of England

**Short
Commute**

Abellio Greater Anglia: Metro
 Abellio Greater Anglia: West Anglia Inner
 Arriva Trains Wales: Cardiff and Valleys
 Arriva Trains Wales: South Wales & Border/West Wales
 c2c: Southend Line
 c2c: Tilbury
 East Midlands Trains: Local
 Govia Thameslink Railway: Thameslink Loop
 London Midland: West Midlands
 London Overground: Gospel Oak - Barking
 London Overground: Richmond/Clapham - Stratford
 London Overground: Watford - Euston
 London Overground: Highbury - Croydon
 Merseyrail: Northern
 Merseyrail: Wirral
 Northern Rail: Manchester & Liverpool
 Northern Rail: Tyne Tees & Wear
 ScotRail: Strathclyde
 South West Trains: London
 South West Trains: Metro
 South West Trains: Suburban
 Southeastern: Metro
 Southern: Metro

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. 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

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 journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington (joint service with Southeastern)

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

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

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

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

Virgin Trains: London – Wolverhampton

Journeys on London – Wolverhampton services



Contacts:

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

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

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

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

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