

National Rail Passenger Survey

Detailed Technical Survey Overview

Spring 2014
(Wave 30)



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1. Background

Passenger Focus (and before it OPRAF and the Strategic Rail Authority) set up the National Passenger Survey (now changed to the National Rail Passenger Survey, NRPS) in 1999. The aim of the NRPS was to provide customer views on rail company performance on a consistent basis, so that comparisons could be made between the various companies. Over time, data from the NRPS has been built into the franchising contracts with train companies, making the results an important commercial dimension of running a Train Operating Company (TOC). Given this, the sample design, fieldwork standards and accuracy of assigning journeys to specific TOCs are of the greatest importance. In addition, large enough sample sizes are required for each TOC to ensure that performance changes can be seen in the marketplace.

The first NRPS was run in Autumn 1999 and it has been run twice a year since then. The first seven waves were undertaken by The Oxford Research Agency, until the contract was offered at competitive tender in Autumn 2002. In December 2002, Continental Research (now merged to become BDRC Continental) was appointed to run the survey from Spring 2003 until Spring 2007, and was re-appointed to run the survey for a further four years from Autumn 2007, and again in 2011 for a further 3-4 year contract.

The questionnaire is fairly consistent from one wave to another, with some questions included in just Spring or Autumn waves to limit length. Questionnaire comprehension and completeness is tested periodically via qualitative research, the last such check being in late 2011. This check produced a number of helpful suggestions regarding layout and style and identified a number of small modifications that could be made to the measurement of station and train performance that are covered in NRPS. This document outlines the methodology used in the Spring 2014 survey, the twenty-third undertaken by BDRC Continental and wave 30 in the overall series. The aim of this document is to provide information on all key aspects of methodology, including all area definitions used to generate analyses.

2. Sample design

2.1 Overview

NRPS uses a two stage cluster sample design for each Train Operating Company (TOC). The first stage sampling unit is a train station, and questionnaires are distributed to passengers departing from that station on a particular day during a specified time period.

Stations are selected for each TOC using a PPS (probability proportionate to size) basis, using the estimated number of passengers departing from that station annually as the size measure. As such larger stations may be selected several times. Days of the week and times of day are then assigned to each selected station, using profiles for different types of station. Sampling points are then assigned to weeks at random during the survey period.

A completely new sampling plan is generated every two years, utilising data on passenger volumes provided by ORR and on journey profiles as supplied by the TOCs. The last time a completely new sample was generated was for the Autumn 2012 wave, using:

- ORR data on station entries and interchanges
- LENNON data on the number of journeys allocated to each TOC
- RailPlanner data on the number of services run by each TOC from each station.

These datasets are amalgamated to generate estimates of the number of passengers each TOC attracts from each station it calls at, and this is used as the basis for the sample design. A description of how these three sources of information are used to generate estimates for passenger volumes by TOC at each station, is given in Appendix G.

2.2 Detailed sampling plan

The key principles of the sample design are as follows:

- The railway network is divided into building blocks for each of the current Train Operating Companies. The rationale for this approach is to enable existing, planned and also previous franchises to be measured by combining data from relevant building blocks – and increasingly to allow TOCs to align NRPS results to business units monitored for other, mainly operational and financial metrics. This allows TOCs to compare, for example, actual punctuality measured by PPM with perceived punctuality measured by passengers, for each of these individual business units

- There are now 80 building blocks which are the principal sampling units for the survey (the number of building blocks has increased by one in Spring 2014, because the West Anglia block within the Greater Anglia franchise has been split into two – West Anglia Inner and Outer – and other changes have been made to the reporting definition of the Metro and Mainline blocks in anticipation of the transfer of the Inner block to TfL when Crossrail opens). The only TOCs which do not have building blocks are c2c (a fairly simple route structure) and most of the non-franchised (open access) TOCs covered in the survey (in Autumn 2013 these were Grand Central, Heathrow Express, Heathrow Connect and First Hull Trains – although Grand Central does have two building blocks)
- Some of the building blocks are station based, some route based. For the station based blocks, the number of journeys for each station originally calculated for the TOC are assigned to that station in its building block. For route based building blocks, some stations appear in more than one building block. In these situations, passenger volumes are split between building blocks
- Stations are then selected probability proportional to this derived passenger volume figure for each building block. This means that the larger stations will be selected several times and very small stations will have a low probability of selection. When the sampling plan is updated, the small stations selected may therefore vary significantly from the previous plan, whereas the sample of larger stations will tend to be quite consistent
- The sampling plan is completely updated every 2-3 years, with small modifications made to the existing plan in intervening periods. The Autumn 2012 wave of NRPS was the first in the current cycle using a new sampling plan, and a new plan will be used from Autumn 2014.

2.3 Assigning days of week and times of day to selected stations

A day of week is then assigned at random to each shift, in proportion to the day of week profile provided by the TOCs

- All shifts are allocated a three hour duration
- A time of day is then initially assigned, with probability proportional to passenger volumes. The day of week profiles are determined separately for city centre and other stations and separately for weekdays and weekends. The table below shows the time of day distributions that were initially used for this assignment

**Time of day profile of passenger journeys
(derived from Wave 9 NRPS data)**

city centres	%	%	%
Time band	Weekday	Weekend	Total
06:00 – 10:00	8.02	0.33	8.35
10:01 – 13:00	19.48	15.88	35.36
13:01 – 16:00	22.01	5.91	27.91
16:01 – 19:00	25.32	0.37	25.69
19:01 – 22:00	2.52	0.16	2.68
Total	77.35	22.65	100.00

other stations			
Time band	Weekday	Weekend	Total
06:00 – 10:00	48.73	0.51	49.24
10:01 – 13:00	27.93	10.78	38.70
13:01 – 16:00	5.98	0.79	6.77
16:01 – 19:00	4.99	0.04	5.03
19:01 – 22:00	0.26	0.00	0.26
Total	87.88	12.12	100.00

In the Roberts-Miller Review of NRPS undertaken in 2005/6, it was recommended that the time of day profiles were amended to more equalise the number of outward and return journeys. Ever since NRPS started in 1999, a pattern of over representation of outward trips had been observed and initially the profile was around two thirds of reported journeys being outward journeys.

In Wave 9, a number of shifts starting at 7 pm were introduced, as previously all shifts had been completed by that time. As shown in the table below, this made an impact into rebalancing outward and return journeys, reducing the former by around 4% and boosting return journeys.

	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16
Outward	67	66	68	64	63	63	62	64	64	64	64
Return	28	28	29	33	34	34	34	32	33	33	33
One way trip only	4	5	2	3	3	3	3	3	3	3	3
Don't know	1	1	1	1	1	1	1	1	0	0	1

The consultant's recommendation was to move more shifts from morning to evening peak to improve this rebalancing and this was recommended in our 2007 retendering document, with a suggestion to switch 100 shifts from the morning peak to the evening peak period

This change was incorporated into the allocation of shifts to time of day for Wave 17 (Autumn 2007), with approximately 100 shifts moved from the original morning peak time generated by the above procedure to an evening peak time. The result has rebalanced outward and return journeys more, as shown by the table below, with outward journeys in Waves 17 onwards now representing 52-56% rather than the 62-64% in earlier waves. In Wave 27 (the Autumn 2012 wave) a further re-alignment took place to move the outward/return ratio nearer to 50:50). This was partially successful, but was fine-tuned a little further in from wave 28 onwards, as shown in the table below.

	w18	w19	w20	w21	w22	w23	w24	w25	w26	w27	W28	W29	W30
Outward	53	54	54	54	54	53	56	55	54	45	46	49	48
Return	44	42	41	42	42	43	41	41	42	51	49	47	47
One way trip only	3	3	4	3	3	3	3	3	3	3	4	3	3
Don't know/no answer	0	1	1	1	1	1	1	1	1	1	1	1	1

2.4 Sample size

Each TOC has a target sample size. Initially, this was set at 500 for each TOC. However, the sample size for all London and South East TOCs was raised to 1,000, to allow separate analysis of peak and off-peak journeys. The complex route structure for Greater Anglia, South Eastern, Southern and South West Trains led to the sample sizes for each of these franchises being increased to 1,500. All long distance services (East Coast, First Great Western, East Midland Trains, Virgin West Coast, CrossCountry and TransPennine Express) were increased to 1,000 sample size in 2001.

The ScotRail sample size was increased to 1,000 due to its complexity, whilst Island Line was reduced to 250 and then 100 due to its simplicity. The sample sizes for Heathrow Express, Heathrow Connect, First Hull Trains and Grand Central are 500 each, reflecting a fairly simple operating structure for these open-access TOCs. Sample sizes for Arriva Trains Wales, First TransPennine Express and Northern Rail were set at 750, 1,000 and 1,000 respectively, reflecting the relative complexity of the routes making up these franchises.

Sample sizes for First Great Western, Greater Anglia, First Capital Connect and South West Trains were set at the sum of the sample sizes of their constituent parts (2,750, 2,000, 1,500 and 1,750 respectively) to enable TOC reports for each part of the new franchise to be produced and compared with earlier waves. For example, this was done for original FGW, FGWL, Wessex, Thameslink and WAGN. The sample size for Southern was increased to 2,000 when it absorbed Gatwick Express.

In the Autumn 2011 wave, sample sizes for Arriva Trains Wales and London Overground were increased from 750 to 1,000, to compensate for the increased clustering present with the distribution of questionnaires for these TOCs changing from at-station to on-train (see section 2.7).

2.5 Virtual TOCs

As well as providing data for existing TOCs, NRPS also provides data for a number of “virtual” TOCs. For the Spring 2014 Wave, these “virtual” TOCs were:

- The three constituent parts of Southern – Sussex Coast, Metro services and Gatwick Express (excluding the extended Gatwick Express service to Brighton which is included in Sussex Coast)
- The three constituent parts of FGW – Long distance, Thames Valley and West
- A number of original TOCs which are now building blocks within larger franchises including Island Line, WAGN and Thameslink
- A combination of Southern and First Capital Connect, looking ahead to the proposed TSGN franchise
- Three new virtual TOCs which come as a result of upcoming changes to the Greater Anglia franchise, including with the introduction of Crossrail:
 - ‘London Overground 2015’, combining existing London Overground services and the West Anglia ‘inners’ which are currently run by Greater Anglia
 - ‘Greater Anglia 2015’, which is the current services run by Greater Anglia excluding the above.

Data is also produced for the six PTE areas in England and Scotland (Centro, West Yorkshire, South Yorkshire, TfGM, Strathclyde and Nexus). Each PTE area except Nexus has a notional target sample of 500 interviews about journeys starting and ending within the PTE area, although no boosts are undertaken to meet these notional targets. The Nexus area is much smaller than the others, and so any journey starting in the Nexus area counts towards the PTE analysis and the notional target sample size is 250. The TfGM area was redefined in Wave 25 to match that currently being used by TfGM. The definition of which stations fall in each PTE area is at Appendix E. For the first time in Wave 26, PTE data was weighted using the day of week and journey purpose profile produced from aggregating waves 16-25 (following analysis which had shown these weighted profiles to be fairly invariant between waves). This procedure has been continued since.

In wave 29 an additional report, covering the London region, has also been produced. Although not a PTE, this follows similar principles in terms of journeys which are included.

2.6 Weighting

Although the sample is designed to generate the right number of responses from each type of station, differential response rates mean this does not exactly happen in practice. Furthermore, although the sample shifts are allocated to days and times to generate the “right” profile of passengers, weighting is employed to ensure sound estimates that do relate to the TOC as a whole. Finally, the gradual increase in building blocks, often with differential sampling rates, means that weighting is required to correct deliberate sampling imbalances.

An extreme case of this is for South West Trains, where 1500 interviews are conducted on the mainline part of the franchise and 100 on the Island Line. This 15:1 ratio for sampling is then weighted to reflect a 200:1 ratio when weighting to the respective numbers of journeys, meaning that Island Line questionnaires are substantially down-weighted in the results for the overall TOC. Similar considerations apply for other TOCs where building blocks have been used with the consequence that weighted and unweighted sample sizes by building block (and subsequently by station) show increasing divergence.

The questionnaires analysed for each TOC building block are weighted by station size stratum. The data for each TOC is then weighted by:

- weekday/weekend
- journey purpose (Commuter/Business/Leisure),

and grossed up to the estimated number of passenger journeys for that TOC building block. This means that the weighted data for a number of TOCs or building blocks can be simply aggregated (e.g. to generate data for a virtual TOC or a TOC type).

All the data used in this weighting was updated in Summer 2012 in advance of the completely new sample plan generation for the Autumn 2012 wave; the same weighting regime has also been used through to and including Spring 2014, which was based on the same sample plan. Data from ORR and other sources was used to estimate journeys starting from each station for each TOC, and was sent out by Passenger Focus to each TOC for verification, along with the existing weights for journey purpose and day of week. TOCs updated these figures in some cases (for example the introduction of new stations on the Dalston to Croydon line for London Overground resulted in new weightings by building block, day of week and journey purpose); Appendix E gives the resultant data used in the weighting regime for the main survey in Spring 2014.

2.7 Questionnaire distribution

The key features of the way questionnaires are distributed are:

- Questionnaires are handed out evenly across a 3-hour interviewing shift, to ensure as wide a spread of passenger types and journeys as possible
- Passengers are given a self-completion questionnaire and a reply paid envelope
- The passenger's name and phone number are taken where permission is granted, for back checking purposes
- For the Spring 2003 wave onwards, the time of giving out the questionnaire was noted as well as the customer's gender and observable age
- Passengers were also asked the purpose of their journey, using the same codes as in the questionnaire itself
- On some shifts, only passengers for a selected TOC are given questionnaires. Apart from on these shifts, questionnaires are given to any passengers about to board a train
- Questionnaires are station specific, with the station name and the TOCs calling at the station pre-printed on the questionnaire (except for the questionnaires distributed on train, where the passenger is asked to tick the station where they boarded the train from a pre-printed list)
- From the Spring 2003 wave onwards, all questionnaires have an 11 digit serial number pre-printed. The first four digits are a station code, the next four a shift code and the final three a sequence number
- This serial number is also printed on the bottom of the front page as a barcode, which is scanned when questionnaires arrive back in the office. This allows us to quickly identify the returns from each shift on a dynamic basis and enables us to quickly identify shifts with low or no returns
- From the Spring 2004 wave onwards, the station name is personalised throughout the questionnaire and all questionnaires are scanned rather than having data punched manually.

All distribution of questionnaires occurs between 06:00 and 22:00, during a three hour shift. The number of questionnaires distributed depends upon the station, day of week and time of day and ranges from 75 at a busy city centre station on a weekday to 15 at a small rural station.

Prior to Wave 17, all interviewing shifts had been at one of the times 06:00-09:00, 07:00-10:00, 10:00-13:00, 13:00-16:00, 16:00-19:00 and 19:00-22:00. In Wave 17, again taking on board one of the recommendations in the NRPS Review, all three hour time periods from 06:00-09:00 to 19:00-22:00 were used. This gives a better spread of journeys across the day and ensures more later evening journeys from 19:00 onwards (as these can now be picked up in shifts commencing 17:00, 18:00 and 19:00 rather than just those commencing at 19:00 as in previous waves).

Some shift times at smaller stations are amended to coincide with train departures e.g. if there are only two or three trains per day.

All shifts for the non-franchised TOCs (Grand Central, Heathrow Connect, Heathrow Express and First Hull Trains) are conducted on trains, as this is the only practical way of ensuring a sufficiently large sample of customers. For the Heathrow TOCs, interviewing on trains between Heathrow and London Paddington also removes the possibility of giving a questionnaire to a passenger making an inter-terminal transit only.

Island Line shifts are also conducted on trains, as the passenger numbers at each station are very low, and from the Autumn 2011 wave, questionnaire distribution was changed from at-station to on-train for two complete TOCs and a small number of building blocks, where on station distribution had been shown to yield low numbers of questionnaires distributed and hence returned. In addition to the non-franchised TOCs and the Island Line, the building blocks now being conducted on train are as follows:

- Arriva Trains Wales (all three building blocks)
- London Overground (all four building blocks)
- Scotrail (rural building block)
- South West Trains (not managed by SWT building block).

2.8 Data verification

Many checks are undertaken on NRPS data, before a questionnaire is allowed to pass through for analysis. Most of these revolve around checking that the journey claimed by the respondent is feasible.

The questionnaire asks the respondent to record where they disembarked from the train they boarded when given the questionnaire (Q1b). The respondent is also asked to list any subsequent stations where they changed trains and their final destination (Q2b/c). There is a need to check that the first leg journey as recorded is feasible and also that the destination of this leg is served by the TOC the respondent claimed to use.

We also code the origin and destination of the train the respondent uses, in addition to where they boarded and left that train. This is appended to the questionnaire data when the journey details are validated on Rail Planner.

When questionnaires are received back from respondents, these initial checks are carried out using the electronic railway timetable, from Rail Planner. The checks that are made are:

- Does a train leave the origin station at the time stated by the respondent?
- If so, is it a service of the TOC defined by the respondent?
- If so, does it call at the station written in at Q1b?
- If so, is this station different from the origin station?
- If so, accept the data. If not, set aside for further investigation
- Does the train terminate at a Central London station and if so, is this before 10:00 on a weekday?

This question is used to define morning peak journeys in the London and South East sector.

The data entry system does not accept any journey that violates any of these tests. Such questionnaires set aside are investigated by the research executive team. (If a stated time is just a minute or two different from a journey which is valid in all other respects (correct TOC, destination called at by train, no other TOC runs a service near this time), then the journey time may be altered and the questionnaire accepted.)

Once the questionnaire has been scanned, a set of reports highlighting potential errors and unusual incidences is produced, which act as final checks that journeys are valid. These reports include identifying any questionnaires where:

- The origin and destination station are not valid for the TOC used
- The origin and destination station are the same
- The origin and destination of the train service itself are not valid for the TOC used

- The origin and destination of the journey are not valid for at least one TOC building block
- The origin and destination of the train are not valid for at least one building block.

From the Autumn 2004 Wave onwards, a question has been added to the questionnaire, to identify if any part of the first leg of the passenger journey was undertaken by replacement bus service, rather than by train. All such journeys are eliminated from the database, so that all journeys monitored by NRPS now include train-only journeys, with no part by replacement bus service. However, the bus replacement journey data is stored and can be analysed outside of the main NRPS database.

Where building blocks are station based, the journey can be assigned to a TOC building block by reference to the TOC and the station where the passenger boarded. Where building blocks are route based, the assignment uses rules based upon the station of boarding and alighting and the origin and destination of the train. If all of these stations can only come from one building block, the assignment is made electronically; if the journey could have been assigned to more than one building block, an exception report is prepared as a prelude to manual assignment of the journey to a building block. The assignment of such journeys to building blocks is then made in conjunction with Passenger Focus.

2.9 Response rates

In the main Spring 2014 survey (Wave 30)

- 103,940 questionnaires were distributed to fieldworkers for the main NRPS survey (covering both franchised and non-franchised TOCs)
- 96,100 questionnaires were handed out to passengers (a hand out rate of 92.5%)
- 29,921 questionnaires were returned (a return rate of 31.1%)
- 29,524 valid questionnaires were used in the NRPS dataset (including both franchised and non-franchised TOCs) – a response rate of 30.7%
- An additional 7,497 questionnaires were printed for boosts at Network Rail managed stations
- Of these, 6,589 were distributed to passengers (87.9%)
- Of these, 1,931 were returned (29.4%).

Of the questionnaires returned but not used in Wave 30 (including both main NRPS and the various boosts):

- 535 were received after the cut off date
- 437 had no time or destination (meaning we could not assign a TOC to the journey)
- 3 were filled in by respondents who did not state their journey purpose, meaning we could not give the response a weight
- 135 had date / time / journey problems not resolved (could not therefore assign the TOC)
- 372 were blank/incomplete surveys
- 47 were out of shift time surveys (the time of the train used by the passenger was inconsistent with the start and end of the fieldwork shift)
- 24 were filled in for diverted or cancelled trains, which were therefore technically not journeys
- 6 were given to passengers arriving at rather than departing from the station
- 13 were filled in about London Underground services
- 62 were affected by other interviewer errors
- 10 were for other reasons

Adding the 1,644 questionnaires that were returned but not used increases the overall response rate of the Spring 2014 survey (including main and boost surveys) to 31%.

3. Derivation of key factors affecting customer satisfaction

3.1 Aspects of rail journeys covered by NRPS

Before the first wave of NRPS was undertaken in Autumn 1999, TORA undertook some preliminary research. The aim of this research was to identify all the issues that passengers felt important to them as part of their rail journeys, so that all such issues could be monitored in NRPS.

This initial research comprised:

- a qualitative element (eight focus groups and seven depth interviews among disabled customers), to generate the list of dimensions passengers viewed as important to them
- a quantitative element (conjoint analysis) to rank these dimensions and identify the most important of them

From this initial research, a list of 25 key factors was derived, and these have been used in all waves of NRPS. Two additional measures, relating to personal security at the station and on the train, were added in Autumn 2002, bringing the total number of factors to 27.

One element of the new contract awarded to Continental Research in December 2002 was a requirement to validate the list of dimensions used since Autumn 1999, and see if it was still relevant. There were two aspects to this:

- Are all the factors currently measured important to rail passengers in evaluating their journeys
- Are there any factors missing from the current list.

Two approaches were used to answer this:

- Multivariate analysis was undertaken on all data from Waves 1 to 7, to see how much of the variation in overall journey satisfaction was explained by the 25 factors collected in each of those waves. The notion here was that if most of the variation in overall journey satisfaction was explained by these factors, there were unlikely to be any key missing factors.
- In the event, only around 65% of the total variation in overall journey satisfaction was accounted for, suggesting that other factors might be present
- Further qualitative research was therefore undertaken in May 2003, to try and identify any missing dimensions. Eight focus groups were undertaken, covering leisure, commuter and business travellers and covering urban, suburban and rural locations. The key conclusion was that for frequent passengers, there were no measures on the following:

- Presence of staff on the station
- Presence of staff on the train
- Cleanliness of the outside of the train
- Cleanliness of the inside of the train

These factors have been incorporated into the questionnaire – the cleanliness questions from Autumn 2003 and the availability of staff from Spring 2004 (these availability questions were originally only asked of regular travellers on a route but this was changed to all respondents in the Spring 2004 survey).

Overall satisfaction with the station was added as a new measure in Autumn 2010, to provide a direct overall measure of station performance.

Three new factors were added in Autumn 2012:

- Overall satisfaction with the train
- The availability of shelter facilities at the station
- The availability of seating at the station

The first of these was added to try and understand which of the individual train factors is driving satisfaction with the train element of the journey (just as the overall station satisfaction score has been used to identify which of the station factors drives that). In Spring 2013, 'The choice of shops/eating/drinking facilities available' at the station was also added.

Now that we have a full year's data to include the latest additions, this analysis has been undertaken and is reported on below (at Appendix A).

Overall satisfaction with today's journey is also measured. The full list of the 35 factors used in Spring 2014 is as shown overleaf.

Full List of 35 factors measured in NRPS:

16 STATION FACTORS:

*Ticket buying facilities

*Provision of information about train times / platforms

The upkeep/ repair of the station buildings/ platforms

*Cleanliness of the station

The facilities and services at the station

*The attitudes and helpfulness of the staff

Connections with other forms of public transport

Facilities for car parking

*The overall station environment

*Your personal security whilst using that station

*How request to station staff was handled

Availability of staff at the station

Overall satisfaction with the station (not used in the multivariate analysis)

*The availability of shelter facilities at the station

The availability of seating at the station

*The choice of shops/eating/drinking facilities available

20 TRAIN FACTORS:

*The frequency of the trains on that route

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

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

Connections with other train services

*The value for money for the price of your ticket

*Up keep and repair of the train

*The provision of information during the journey

The helpfulness and attitude of staff on train

The space for luggage

*The toilet facilities

*Sufficient room for all the passengers to sit / stand

*The comfort of the seating area

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

*Your personal security whilst on board the train

Availability of staff on the train

Cleanliness of the train (not used in the multivariate analysis)

*Cleanliness of the inside of the train

*Cleanliness of the outside of the train

*How well train company dealt with delays

Overall satisfaction with the train (not used in the multivariate analysis)

All the dimensions are rated by respondents on five point verbal scales, either a satisfaction scale or a good/poor scale. There is a final option for did not use/no opinion.

In addition to these measures, the questionnaire monitors many other aspects of passenger journeys, and is shown at Appendix B. At stations in Wales, a Welsh version is offered to respondents.

3.2 Multivariate analysis to derive which journey aspects are most important

Multivariate analysis is now undertaken every wave – nationally, by TOC type and by individual TOC and building block – to determine the relative importance of each factor in influencing overall trip satisfaction.

For the analysis to derive the factors which are important to overall journey satisfaction, all of the factors in the list on the previous page are included, except for “overall satisfaction with the station”, “overall satisfaction with the train” and “cleanliness of the train” (the latter is excluded because it is superseded by the two separate measures for cleanliness of the inside and outside of trains).

Those marked with an asterisk in the list above are the significant factors identified from the national multivariate analysis in Wave 29/30 combined. Those emboldened were identified as key from the initial conjoint analysis in 1999. As can be seen, there is considerable consistency in the key drivers of satisfaction, with punctuality being the most important driver of satisfaction.

The full results from this multivariate analysis are shown at Appendix A.

4. Glossary of terms

Certain terms are used throughout the NRPS and these are defined here, for convenience.

Central London stations are any of the following:

Blackfriars	Kings Cross	Paddington
Cannon Street	Liverpool Street	St Pancras
Charing Cross	London Bridge	Victoria
City Thameslink	Marylebone	Waterloo
Euston	Moorgate	Waterloo East
Fenchurch Street		

Journey purpose provides a categorisation of passenger journeys. Journeys are defined as Commuter, Business or Leisure, using the codes at Appendix E.

Peak journeys for journeys in London and the South East are defined as weekday journeys for which the train terminates (or passes through for First Capital Connect) at a Central London station before 10:00 or departs from a Central London Station between 16:00 and 19:00

Shift is a period during which a fieldworker distributes questionnaires to rail passengers

TOC is a Train Operating Company

TOC type classifies each TOC into one of three types, currently as follows:

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

TOC building block is a subset of a TOC for which an independent sample is drawn and for which weighting is applied. Using building blocks allows TOCs to align NRPS data with operational data for sub divisions of their network and also allows new franchise geographies to be assessed before a new franchise commences. Most building blocks are route based although a couple of TOCs use stations to define their building blocks.

Building blocks are being increasingly used to benchmark performance against the (weighted) average for a building block genre e.g. comparing Stansted Express to the average of the airport services genre. There are seven building block genres to which all building blocks have been assigned:

- Short commute
- Long commute
- High speed
- Long distance
- Inter urban
- Rural
- Airport services

Appendix F provides the definition of the genre allocated to each building block.

5. Deliverables

A wide range of reports is produced from the NRPS data each wave. The key reports are defined below:

Report	Produced for
At a glance report	Short summary reports showing headline results
Best in class	A report which determines the best result for any TOC in each TOC type, which is used to set benchmarks
Building block reports	Summary results showing satisfaction for all building blocks for all main NRPS factors
Full report <i>(formerly known as Summary Report)</i>	A report providing trend data for each TOC by wave which is used to generate the Passenger Focus Main NRPS report
Multivariate analysis	Key drivers nationally, for each TOC type and each TOC and for each building block
Personal Security at Stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations included in NRPS
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 <i>(formerly known as Consultees Report)</i>	A report of summary results produced for all TOCs and a range of Stakeholders
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	Detailed tables for all TOCs showing results for most NRPS questions by age, gender, age, journey purpose, time, day of week and frequency
TOC Reports	Produced for each TOC, virtual TOC and PTE area
Field Report	A document detailing the field operation
Overview Report	This report, outlining the key elements of NRPS
User Guidance Report	A document providing information on sample sizes and statistical reliability

All reports are supplied electronically to Passenger Focus at the end of each wave. The TOC Reports and Stakeholder Report are mainly distributed electronically (though a few are also distributed in hard copy format) to a distribution list mandated by Passenger Focus. SPSS files are also available.

In addition, access to the raw data itself and to the verbatim comments written in by respondents in response to open-ended questions are available online. Please see the Passenger Focus website or at <http://www.NRPSreportal.org.uk/> for further details of this online system. SPSS files are also available.

6. KPIs

The new contract from Autumn 2007 onwards suggested monitoring Key Performance Indicators. We have included here performance against the target sample sizes for each train company for the Spring 2014 wave.

TOC	Target	W30 sample
Abellio Greater Anglia	2000	2313
Arriva Trains Wales	1000	1097
c2c	1000	1089
Chiltern Railways	1000	1146
CrossCountry	1000	1129
East Coast	1000	1126
East Midlands Trains	1000	1123
First Capital Connect	1500	1805
First Great Western	2750	3050
First Hull Trains*	500	605
First TransPennine Express	1000	1092
Grand Central*	500	653
Heathrow Connect*	500	578
Heathrow Express*	500	573
London Midland	1000	1121
London Overground	1000	1169
Merseyrail	500	598
Northern Rail	1000	1150
ScotRail	1000	1094
South West Trains	1750	1944
Southeastern	1500	1652
Southern	2000	2179
Virgin Trains	1000	1238
Total	26000	29524

TOCs marked * are non-franchised operators included in NRPS, but not part of many of the published results. Target sample sizes were met for all TOCs in Spring 2014.

7. Appendices

Appendix A

Results of multivariate analysis – drivers of overall journey satisfaction

The % of variance shows how much of the variation in overall passenger satisfaction is explained by that factor. Data is analysed for the two waves in a year combined, to provide a larger sample size for this analysis at TOC level.

The analysis uses the % satisfied (i.e. very plus fairly satisfied) – overall and with each factor – as the input data. Although this has less variance than the full 1-5 scale, it is the % satisfaction that is the key metric and which forms the basis of TOC targets. It therefore makes more sense to base the key driver analysis on this measure rather than the full 1-5 scale.

Just over a third (38%) of the variation in overall passenger satisfaction is explained by the rating on punctuality/reliability, making this by far the most important driver of overall satisfaction. 50% of the variation in overall dissatisfaction is explained by dissatisfaction with how the train company handled any delays, making this by far the most important driver of trip dissatisfaction.

Train factors remain far more important drivers of passenger satisfaction than station factors.

Where a figure is shown as 0%, this means the factor is a significant driver of overall satisfaction but the percentage variance is below 0.5% (but still above zero).

Where no figure is shown, this means the factor is not a significant driver of overall trip satisfaction.

Drivers of overall journey satisfaction – w29/30 combined


Station factors	National
Ticket buying facilities	0%
Provision of information about train times/platforms	4%
The upkeep/repair of the station buildings/platforms	
Cleanliness of the station	0%
The facilities and services at the station	
The attitudes and helpfulness of the staff	0%
Connections with other forms of public transport e.g. bus, tube, tram, taxi etc.	
Facilities for car parking	
The availability of staff at the station	
The overall station environment	3%
Your personal security whilst using that station	0%
The provision of shelter facilities	0%
Availability of seating	
The choice of shops/eating/drinking facilities available	0%
Overall satisfaction with how request was handled	0%
Train factors	
The frequency of the trains on that route	6%
Punctuality/reliability (i.e. the train arriving/departing on time)	38%
The length of time the journey was scheduled to take (speed)	7%
Connections with other train services	
The value for money for the price of your ticket	2%
Up keep and repair of the train	1%
The provision of information during the journey	1%
The helpfulness and attitude of staff on train	
The space for luggage	
The toilet facilities	0%
Sufficient room for all the passengers to sit/stand	4%
The comfort of the seating area	4%
The ease of being able to get on and off the train	7%
Your personal security whilst on board the train	1%
The availability of the staff on the train	
The cleanliness of the inside of the train	18%
The cleanliness of the outside of the train	0%
How well train company dealt with delays	1%

Drivers of overall journey dissatisfaction – W28/9 combined

Station factors	National
Ticket buying facilities	0%
Provision of information about train times/platforms	1%
The upkeep/repair of the station buildings/platforms	
Cleanliness of the station	
The facilities and services at the station	
The attitudes and helpfulness of the staff	
Connections with other forms of public transport.	
Facilities for car parking	
The availability of staff at the station	
The overall station environment	1%
Your personal security whilst using that station	0%
The provision of shelter facilities	
Availability of seating	0%
The choice of shops/eating/drinking facilities available	0%
How request to station staff was handled	2%
Train factors	
The frequency of the trains on that route	1%
Punctuality/reliability (i.e. the train arriving/departing on time)	16%
The length of time the journey was scheduled to take (speed)	7%
Connections with other train services	1%
The value for money for the price of your ticket	0%
Up keep and repair of the train	0%
The provision of information during the journey	1%
The helpfulness and attitude of staff on train	0%
The space for luggage	
The toilet facilities	
Sufficient room for all the passengers to sit/stand	6%
The comfort of the seating area	1%
The ease of being able to get on and off the train	5%
Your personal security whilst on board the train	1%
The availability of the staff on the train	
The cleanliness of the inside of the train	3%
The cleanliness of the outside of the train	
How train company dealt with delays	50%

Questionnaire (Spring 2014)

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Passengerfocus
putting passengers first

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National Rail Passenger Survey Spring 2014

Passenger Focus carries out regular large scale surveys of rail passengers' journeys. Passenger Focus is the official, independent rail consumer watchdog. The rail industry and government pay close attention to the survey results and use them to prioritise improvements. The Department for Transport and Office of Rail Regulation, among others, use the results to assess the performance of the rail industry. To find out more or see how previous surveys led to change see <http://www.passengerfocus.org.uk>

- Please comment on National Rail services only. Do not comment on Underground services.
- To answer the questions please tick the box next to the answer(s) that apply or write in your answer in the space provided. Unless the question allows you to tick several answers please just tick one box per question.
- When you have completed your questionnaire please return it to us in the envelope provided.
- If you would prefer to complete this questionnaire online (including a larger print version) it can be found at: www.npsurvey.co.uk

SECTION 1: TRAIN DETAILS

Q1a Please fill in the scheduled departure time of the train you caught after being given this questionnaire. Use the 24 hr clock e.g. 17:25

		:		
--	--	---	--	--

Q1b You were given this questionnaire before boarding a train at East Croydon. At which station did you get off this train? Please write in the name of the station:

Q1c Did this journey involve you travelling on a rail replacement bus or coach service today?

Yes.....

No.....

Q2a Did you continue your journey by train after getting off at this station? (Please remember not to include underground travel).

Yes..... Go to Q2b

No..... Go to Q3

Q2b Please write in the name of your final destination station:

Q2c Please write in the names of any other stations at which you changed trains before reaching your final destination:

Route:

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ALL ANSWER

Q3 Which train company was operating the train which you boarded at East Croydon.

- Southeastern.....
- Southern.....
- First Capital Connect.....

Other: Please write in

Don't know.....

SECTION 2: YOUR JOURNEY TODAY

Q4 What was the main purpose of the trip you were making when given this questionnaire?

- Daily commuting to/from work
- Less regular commuting to/from work
- Daily commuting for education (to/from college/school/university)
- Less regular commuting for education (to/from college/school/university)
- On company business (or own if self employed)
- On personal business (job interview, dentist etc.)
- Visiting friends or relatives
- Shopping trip
- Travel to/from holiday
- A day out
- Sport
- Other leisure trip

Q5 And were you on your outward or return journey when you were given a questionnaire?

- Outward
- Return
- One way trip only

Q6 Were you: (tick all that apply)

- Travelling alone
- Travelling with children aged 0-4
- Travelling with children aged 5-10
- Travelling with children aged 11-15
- Travelling with other adults 15+

Q7 Were you: (tick all that apply)

- Travelling with heavy/bulky luggage/other large items.....
- Travelling with a pushchair.....
- Travelling with a folding bicycle.....
- Travelling with a non-folding bicycle.....
- Travelling with a dog.....
- Travelling with a helper.....
- Travelling with a mobility scooter.....
- Travelling with a wheelchair.....
- None apply.....

Q8a Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? (tick all that apply)

- No: None..... Go to Q10
- Yes: Vision (e.g. blindness or partial sight)..... Go to Q8b
- Yes: Hearing (e.g. deafness or partial hearing)..... Go to Q8b
- Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs)..... Go to Q8b
- Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)..... Go to Q8b
- Yes: Learning or understanding or concentrating..... Go to Q8b
- Yes: Memory..... Go to Q8b
- Yes: Mental health..... Go to Q8b
- Yes: Stamina or breathing or fatigue..... Go to Q8b
- Yes: Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)..... Go to Q8b

Other: Please write in Go to Q8b

Q8b Does your condition or illness have an adverse effect on your ability to make journeys by rail?

- Yes, a lot.....
 Yes, a little.....
 Not at all.....

Q8c How satisfied are you that East Croydon station met your needs as a passenger with a long term illness or disability?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q8d How satisfied are you that the trains themselves met your needs as a passenger with a long term illness or disability?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q8e Did you book assistance with your train company to get on/off the train?

- Yes..... **Go to Q8**
 No..... **Go to Q10**

Q9 If so, how satisfied were you with the way these arrangements:

- | | | | | | | |
|-----------------------------------|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| Were dealt with when booking..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were carried out on the day..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ALL ANSWER

Q10 How did you buy your ticket for your journey today?

- In advance - booked over phone..... **Go to Q11**
 In advance at station..... **Go to Q11**
 In advance via travel agent..... **Go to Q11**
 In advance - via the internet/a website..... **Go to Q11**
 On the day of travel at a station ticket office..... **Go to Q12**
 On the day of travel from a ticket machine..... **Go to Q12**
 On the day of travel on the train..... **Go to Q12**
 Using a season ticket..... **Go to Q12**
 Stored value smartcard e.g. Oyster..... **Go to Q12**
 Other methods of purchase..... **Go to Q12**
 Ticket was organised for me..... **Go to Q12**
 Ticket sent to mobile..... **Go to Q12**
 e-ticket..... **Go to Q12**
 Ticket printed off at home..... **Go to Q12**

Q11 When did you buy your ticket for your journey today?

- Today.....
 In last week.....
 In last fortnight.....
 In last month.....
 In last two months.....

ALL ANSWER

Q12 How would you rate the following:

- | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor | Did not use/no opinion |
| The information provided about tickets available..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The range of tickets available..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of ticket purchase..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Q13a What type of ticket did you use for your journey from East Croydon?
(note: type of ticket is often shown at the top left of your ticket)

- Anytime Single/Return.....
- Anytime Day Single/Return.....
- Off-Peak/Super Off-Peak Single/Return.....
- Off-Peak Day/Super Off-Peak Day Single/Return.....
- Advance.....
- Day Travelcard.....
- Oyster Pay As You Go.....
- Weekly or monthly Season Ticket (Including Travelcard/Travelcard on Oyster).....
- Annual Season Ticket (Including Travelcard/Travelcard on Oyster).....
- Special promotion ticket e.g. rover ticket.....
- Rail Staff Pass/Privilege Ticket/Police Concession.....
- Free travel pass (e.g. Freedom pass).....

Other: Please write in

Q13b Is your ticket for your journey today?

- First Class.....
- Standard Class.....

Q14 Was your fare reduced because you have any of the following? If so, which one?

- | | |
|---|---|
| Did not use a railcard..... <input type="checkbox"/> | Disabled Persons Railcard..... <input type="checkbox"/> |
| 16-25 Railcard..... <input type="checkbox"/> | Network Railcard..... <input type="checkbox"/> |
| Senior Railcard..... <input type="checkbox"/> | Forces Railcard..... <input type="checkbox"/> |
| Family & Friends Railcard..... <input type="checkbox"/> | GroupSave discount..... <input type="checkbox"/> |

Other: Please write in

NOW WE'D LIKE YOUR OPINION OF EAST CROYDON STATION WHERE YOU WERE WHEN GIVEN THIS QUESTIONNAIRE.

Q15 How would you rate East Croydon station for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities (If you bought at that station).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times/platforms.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The upkeep/repair of the station buildings/platforms.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities and services at the station (e.g. toilets, shops, cafes etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of staff at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitudes and helpfulness of the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of public transport (e.g. bus, tube, tram, taxi etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for car parking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for bicycle parking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst using that station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall station environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of shelter facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seating.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The choice of shops/eating/drinking facilities available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 And how familiar are you with East Croydon station?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very familiar | Fairly familiar | Not very familiar | Not at all familiar | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q17 While at East Croydon station, did you ask staff for help or information?
(tick all that apply)

Yes - asked for help..... Go to Q18 Couldn't find anyone to ask..... Go to Q18a
 Yes - asked for information..... Go to Q18 No - didn't need help/information..... Go to Q18a

Q18 Overall, how satisfied were you with the way your request was handled?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/No opinion

Q19a If you used ticket gates at East Croydon station, how easy did you find it to use them?

Very easy Fairly easy Neither easy nor difficult Fairly difficult Very difficult Don't know/Not relevant

ONLY ANSWER Q19B IF YOU SAY FAIRLY OR VERY DIFFICULT REGARDING USING THE TICKET GATES IN Q19A

Q19b If you found the gates difficult to use, why was that?

Q20 Overall how satisfied are you with East Croydon station?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/No opinion

NOW THINK JUST ABOUT THE TRAIN YOU WERE ABOUT TO CATCH WHEN HANDED QUESTIONNAIRE AT EAST CROYDON

ALL ANSWER

Q21 Based on your experience on that journey, how satisfied were you with:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
The frequency of the trains on that route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality/reliability of the train (i.e. the train arriving/departing on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time the journey was scheduled to take.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other train services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of the price of your ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22a How would you rate the train you boarded for that journey in terms of:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Cleanliness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up keep and repair (condition of seats, walls, tables etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of information during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of staff on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of staff on train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The space for luggage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for all the passengers to sit/stand.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for bicycles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The toilet facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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ONLY ANSWER Q22B IF YOU SAY FAIRLY OR VERY POOR REGARDING THE TRAIN TOILET FACILITIES (IN Q22A)

Q22b Please describe the nature of the problem and whether the problem was with a specific toilet (e.g. a disabled persons toilet or all the toilets).

Q23 Specifically thinking about the cleanliness of the train you boarded for that journey, how would you rate it for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/no opinion
The cleanliness of the inside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the outside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Was there any catering (food/drinks) available on the train you travelled on?

Yes..... Go to Q28 Don't know..... Go to Q26
 No..... Go to Q26

Q25 If catering had been available, do you think you would have used it?

Yes..... Go to Q28 Don't know..... Go to Q28
 No..... Go to Q28

Q26 What type of catering did you use? (tick all that apply)

None used..... Go to Q28 The trolley service..... Go to Q27
 The buffet..... Go to Q27 Restaurant service..... Go to Q27

Q27 Overall, how satisfied were you with the catering service on that train?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 Overall, how satisfied are you with the train you boarded for your journey?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Did you experience any delay either on this train or because the train you had planned to catch there was cancelled? Again, please think only of the train you first boarded at East Croydon station directly after receiving the questionnaire.

No delay..... Go to Q34
 Yes - minor delay..... Go to Q30
 Yes - serious delay..... Go to Q30

Q30 What sort of delay did you experience? (tick all that apply)

- The train was late departing at the beginning of my journey.....
- The train was late arriving at my destination.....
- The train I had planned to catch was cancelled.....
- Could not get on train as it was overcrowded.....
- Took longer than expected to buy train ticket.....
- Train I took to this station was late and I missed my connection.....
- Crowding at station meant it took a long time to reach my platform and I missed my train.....
- Lack of/poor information caused a delay to my journey.....

Other: Please write in

Q31 How long was your delay?

Hours:

Minutes:

Q32 How well do you think the train company dealt with this delay?

Very well <input type="checkbox"/>	Fairly well <input type="checkbox"/>	Neither well nor poorly <input type="checkbox"/>	Fairly poorly <input type="checkbox"/>	Very poorly <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
---------------------------------------	---	---	---	---	---

Q33 How well do you rate the train company for each of the following, in relation to the delay that occurred?

	Very well <input type="checkbox"/>	Fairly well <input type="checkbox"/>	Neither well nor poor <input type="checkbox"/>	Fairly poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
The amount of information provided about the delay.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of information given about the delay.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The usefulness of the information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which information was provided.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken to resolve the problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of alternative transport if the train service could not continue.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WE WOULD NOW LIKE YOU TO GIVE US YOUR OVERALL OPINION OF YOUR JOURNEY TODAY

ALL ANSWER

Q34 Taking into account just East Croydon station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today?

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
--	--	--	---	---	---

Q35 How long were you on the train that you got on at East Croydon station?

Hours:

Minutes:

Q36 How often do you make the train journey that you were on today when handed this questionnaire?

3 or more times a week..... <input type="checkbox"/>	Go to Q37	Once every 6 months..... <input type="checkbox"/>	Go to Q43
Once or twice a week..... <input type="checkbox"/>	Go to Q37	Less often..... <input type="checkbox"/>	Go to Q43
1 or 2 times a month..... <input type="checkbox"/>	Go to Q37	Never/first time today..... <input type="checkbox"/>	Go to Q43
Once every 2-3 months..... <input type="checkbox"/>	Go to Q43		

SECTION 3: FOR FREQUENT USERS OF THIS ROUTE

ANSWER Q37-Q42 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2 TIMES A MONTH

Q37 How long have you been using this route on a regular basis?

Under 1 year..... <input type="checkbox"/>	5-9 years..... <input type="checkbox"/>
1-4 years..... <input type="checkbox"/>	10 years or more..... <input type="checkbox"/>

Q38 How would you describe a typical trip over the past month?

I always get a seat..... <input type="checkbox"/>	I usually stand and it is crowded..... <input type="checkbox"/>
I usually get a seat..... <input type="checkbox"/>	I usually stand and it is very crowded..... <input type="checkbox"/>
There are seats available but I prefer to stand..... <input type="checkbox"/>	It varies..... <input type="checkbox"/>

Q39 How satisfied are you with the times when the ticket office is open on this route?

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	No opinion/ don't know <input type="checkbox"/>
--	--	--	---	---	--

Q40 How often is your ticket checked?

Too often..... <input type="checkbox"/>	Not often enough..... <input type="checkbox"/>
About right..... <input type="checkbox"/>	

Q41 Were timetable changes introduced onto your route in mid December?

- Yes..... Go to Q42
 No..... Go to Q43
 Don't know..... Go to Q43

Q42 The result of timetable changes on my route are:

Crowding	Much higher levels of crowding <input type="checkbox"/>	Slightly higher levels of crowding <input type="checkbox"/>	No difference to levels of crowding <input type="checkbox"/>	Slightly lower levels of crowding <input type="checkbox"/>	Much lower levels of crowding <input type="checkbox"/>	Don't know/ No opinion <input type="checkbox"/>
Journey time	A much longer journey time <input type="checkbox"/>	Slightly longer journey time <input type="checkbox"/>	No difference to journey time <input type="checkbox"/>	Slightly shorter journey time <input type="checkbox"/>	A much shorter journey time <input type="checkbox"/>	Don't know/ No opinion <input type="checkbox"/>
Train frequency	Much less frequent trains <input type="checkbox"/>	Slightly less frequent trains <input type="checkbox"/>	No difference to frequency <input type="checkbox"/>	Slightly more frequent trains <input type="checkbox"/>	Much more frequent trains <input type="checkbox"/>	Don't know/ No opinion <input type="checkbox"/>

SECTION 4: ACCESS TO RAIL NETWORK

WE WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE OTHER METHODS OF TRANSPORT YOU USED, AS PART OF THE OVERALL JOURNEY YOU WERE MAKING WHEN HANDED THIS QUESTIONNAIRE

ALL ANSWER

Q43 Which methods of transport did you use to get to East Croydon station where you were handed the questionnaire? (tick all that apply)

- On foot/walked.....
- Bicycle (parked at or near station).....
- Bicycle (taken onto train).....
- Motorbike.....
- Bus/Coach.....
- Tram/light Rail.....
- Underground train.....
- Over ground (National Rail) train.....
- Taxi.....
- Car parked at or near station.....
- Car - dropped off.....
- Air/sea.....

Other: Please write in

Q44 Is there an alternative method of transport you would like to have used to get to East Croydon station if circumstances were different?

- Yes..... Go to Q45 No..... Go to Q47

Q45 Which alternative method of transport would you like to have used if it had been available?

- On foot/walking.....
- Bicycle (parked at or near station).....
- Bicycle (taken onto train).....
- Motorbike.....
- Bus/Coach.....
- Tram/light Rail.....
- Underground train.....
- Over ground (National Rail) train.....
- Taxi.....
- Car parked at or near station.....
- Car - dropped off.....
- Air/sea.....

Other: Please write in

Q46 Which, if any, of these additional facilities/services would have enabled you to use this alternative method of transport to get to East Croydon station?
(tick all that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| Improved lighting on approach to station..... | <input type="checkbox"/> | Help with luggage..... | <input type="checkbox"/> |
| Improved pavements on approach to station..... | <input type="checkbox"/> | More frequent bus/coach service..... | <input type="checkbox"/> |
| Bus/cycle lane on approach to station..... | <input type="checkbox"/> | Discounted fares..... | <input type="checkbox"/> |
| More car/motorbike parking space..... | <input type="checkbox"/> | Combined fares with train..... | <input type="checkbox"/> |
| Secure car/motorbike parking space..... | <input type="checkbox"/> | Direct/non stop service..... | <input type="checkbox"/> |
| More bicycle parking space..... | <input type="checkbox"/> | Help with disabilities..... | <input type="checkbox"/> |
| Secure bicycle parking space..... | <input type="checkbox"/> | Better connection timings between trains & buses..... | <input type="checkbox"/> |
| Cheaper parking..... | <input type="checkbox"/> | Transport available earlier/later..... | <input type="checkbox"/> |
| Ability to take bicycle onto train..... | <input type="checkbox"/> | Preferred transportation not available..... | <input type="checkbox"/> |
| More convenient drop off point..... | <input type="checkbox"/> | Better location of bus stop..... | <input type="checkbox"/> |
| More convenient pick up point..... | <input type="checkbox"/> | None of these..... | <input type="checkbox"/> |

Other: Please write in

ALL ANSWER

Q47 Which methods of transport did you use to get from the station when you finished your train journey?
(tick all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| On foot/walking..... | <input type="checkbox"/> | Underground train..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Over ground (National Rail) train..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bus/Coach..... | <input type="checkbox"/> | Car - picked up..... | <input type="checkbox"/> |
| Tram/light Rail..... | <input type="checkbox"/> | Air/sea..... | <input type="checkbox"/> |

Other: Please write in

Q48 Did you take a bicycle on the train during this journey?

- Yes..... Go to Q49
No..... Go to Q51

Q49 Did you need to book to take the bicycle on this train?

- Yes..... Go to Q50
No..... Go to Q51
Don't know..... Go to Q51

Q50 How satisfied were you with these booking arrangements?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ALL ANSWER

Q51 Thinking about the whole journey you were making, of which the train journey was a part, how long did the whole journey take from the time you started out until the time you got to your final destination?

- Less than 30 minutes.....
30 - 59 minutes.....
1 hour - 1 hour 59 minutes.....
2 hours - 2 hours 59 minutes.....
3 hours - 3 hours 59 minutes.....
4 hours or more.....

Q52 If any part of your journey involved changing between trains, did you feel that all aspects of this connection (from planning through to actually changing trains) were handled adequately?

- Did not make a connection..... Go to Q54
Yes - handled adequately..... Go to Q54
No - not handled adequately..... Go to Q53

Q53 Which aspects of your connection do you feel were not adequately handled? (tick all that apply)

- Not enough information when planning the journey.....
- Not enough information at station where the journey started.....
- Not enough information at station where connection made.....
- Had difficulty finding connecting train.....
- Not enough time between trains.....
- Had too much time between trains.....
- Had difficulty negotiating platform changes.....
- Had difficulty reading signs.....

Other: Please write in

SECTION 5: SECURITY ON THE RAILWAY
PLEASE THINK ABOUT ALL THE OCCASIONS IN THE LAST SIX MONTHS (INCLUDING TODAY), WHEN YOU HAVE TRAVELLED BY TRAIN

Q54 To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Dis- agree	Strongly know/No Disagree	Don't opinion
Police and railway security staff are interested in the everyday safety concerns of people who travel by train... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can rely on the police to respond quickly to emergencies on the railway..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that the police and railway security staff are doing enough to prevent crime on the railway..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I often see police or security staff whilst travelling on the railway..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would feel comfortable approaching the police during my train journey or at a train station..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a problem occurs during my train journey I know how to report it to the police..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what to do to keep myself safe during my train journey..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I had contact with a police officer on the railway they would treat me with respect..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q55 Which of these potential improvements do you think would be most likely to assist you when planning future rail journeys? (tick all that apply)

- | | |
|---|---|
| Better telephone enquiry/booking service.. <input type="checkbox"/> | Better ticket buying facilities at station ticket machines..... <input type="checkbox"/> |
| Better internet enquiry/booking service..... <input type="checkbox"/> | Better route maps of the rail network..... <input type="checkbox"/> |
| Better information facilities at stations..... <input type="checkbox"/> | Make timetables easier to read..... <input type="checkbox"/> |
| Better ticket buying facilities at station ticket offices..... <input type="checkbox"/> | Better promotion of when advanced tickets will be available..... <input type="checkbox"/> |

Other: Please write in

None of these.....

Q56 Thinking back over the last six months, have you made a compensation claim following a delayed journey or complained to any of the train companies about their service? (tick all that apply)

- No..... Go to Q68
- Yes - claimed for compensation on a weekly season ticket..... Go to Q67
- Yes - claimed for compensation on a monthly or longer season ticket..... Go to Q67
- Yes - claimed for compensation on a single/return ticket..... Go to Q67
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... Go to Q67
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... Go to Q67

IF YES, PLEASE ANSWER Q57 AND Q58 FOR THE MOST RECENT OCCASION

Q57 How satisfied were you with the way your complaint/claim was handled?

Very satisfied <input type="checkbox"/> Go to Q58	Fairly satisfied <input type="checkbox"/> Go to Q58	Neither satisfied nor dissatisfied <input type="checkbox"/> Go to Q58	Fairly dissatisfied <input type="checkbox"/> Go to Q58	Very dissatisfied <input type="checkbox"/> Go to Q58	Don't know/No opinion <input type="checkbox"/> Go to Q58
---	---	---	--	--	--

Q58 Why were you dissatisfied? (tick all that apply)

- Insufficient compensation.....
- Inappropriate form of compensation.....
- Time taken to respond.....
- Poor explanation given.....
- Have not yet received a response.....

Other: Please write in

ALL ANSWER

Q59 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

- Yes..... Go to Q60 No..... Go to Q61

Q60 Which of the following were the reason(s) for this? (tick all that apply)

- | | |
|--|---|
| Passengers drinking/under the influence of alcohol..... <input type="checkbox"/> | Feet on seats..... <input type="checkbox"/> |
| Passengers taking/under the influence of drugs..... <input type="checkbox"/> | Music being played loudly..... <input type="checkbox"/> |
| Abusive or threatening behaviour..... <input type="checkbox"/> | Smoking..... <input type="checkbox"/> |
| Rowdy behaviour..... <input type="checkbox"/> | Graffiti or vandalism..... <input type="checkbox"/> |
| | Other..... <input type="checkbox"/> |

ALL ANSWER

Q61 Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

SECTION 6: ABOUT YOU

IN ORDER TO ENSURE THAT THE RESPONSES OF ALL GROUPS OF PASSENGERS ARE INCLUDED, PLEASE GIVE US THE FOLLOWING DETAILS ABOUT YOURSELF.

Q62 Your age:

- | | |
|---------------------------------------|---------------------------------------|
| 16 - 18..... <input type="checkbox"/> | 55 - 59..... <input type="checkbox"/> |
| 19 - 25..... <input type="checkbox"/> | 60 - 64..... <input type="checkbox"/> |
| 26 - 34..... <input type="checkbox"/> | 65 - 69..... <input type="checkbox"/> |
| 35 - 44..... <input type="checkbox"/> | 70 - 80..... <input type="checkbox"/> |
| 45 - 54..... <input type="checkbox"/> | 81+..... <input type="checkbox"/> |

Q63 Are you:

- Male..... Female.....

Q64 Are you:

- | | |
|---|---|
| Working full time..... <input type="checkbox"/> | Retired..... <input type="checkbox"/> |
| Working part time..... <input type="checkbox"/> | Full time student..... <input type="checkbox"/> |
| Not working..... <input type="checkbox"/> | |

Q65 Which of the following best describes the occupation of the Chief Wage Earner in your household?

- Professional/Senior Managerial.....
- Middle Managerial.....
- Junior Managerial/Clerical/Supervisory.....
- Skilled Manual (professional qualifications/served an apprenticeship).....
- Unskilled Manual (no qualifications/not served an apprenticeship).....
- Full time student.....
- Retired.....
- Unemployed/Between jobs.....
- Housewife/Househusband.....

Other: Please write in

Q66 Do you regularly use the Internet? (tick all that apply)

- Yes, at home..... No.....
- Yes, at work.....

Q67 To which of these ethnic groups do you consider you belong?

- White**
- British.....
- Any other white background.....
- Mixed**
- White and Black Caribbean.....
- White and Black African.....
- White and Asian.....
- Any other Mixed background.....
- Asian or Asian British**
- Indian.....
- Pakistani.....
- Bangladeshi.....
- Chinese.....
- Any other Asian background.....
- Black, Arab or Black/Arab British**
- Arab.....
- Caribbean.....
- African.....
- Any other Black/African/Caribbean background.....

Other: Please write in

Please complete the contact details requested below if you would be happy to participate in future research projects about the rail industry:

Name:

Telephone number:

Email address:

Thank you for your help in completing this questionnaire.
Please return it in the envelope provided or use the following Freepost address:



Passenger Survey
Perspective Research Services Ltd
FREEPOST (RSKU-SKUZ-TSYG)
Kingsboume House
229-231 High Holborn
LONDON WC1V 7DA



This survey is being undertaken for Passenger Focus by BDRCC Continental, an independent market research agency based in London. You were handed the questionnaire by an interviewer working for Perspective Research Services, who are part of the same company as BDRCC Continental.

The results from the survey are used by Passenger Focus to take passengers' views into account when representing rail travellers. In addition the data will be provided to the Department for Transport and a range of organisations to help them assess the performance of the train operating companies. To find out more about how the information is used please visit www.passengerfocus.org.uk.

All the answers you provide are entirely confidential and will be combined with those of many other passengers to produce overall figures for each train operating company and to generate regional and national summaries of performance.

If you have any questions about this survey, please feel free to contact Rebecca Joyner at BDRCC Continental on 020 7490 9146. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 who will verify our status as a legitimate market research organisation.

Appendix C
Definition of PTE areas

Stations in area: TfGM

ALTRINCHAM	GODLEY	MOSES GATE
ARDWICK	GORTON	MOSSLEY (GREATER MANCHESTER)
ASHBURYS	GREENFIELD	MOSTON
ASHTON-UNDER-LYNE	GUIDE BRIDGE	NAVIGATION ROAD
ATHERTON	HAG FOLD	NEWTON FOR HYDE
BELLE VUE	HALE	ORRELL
BLACKROD	HALL I' TH' WOOD	PATRICROFT
BOLTON	HATTERSLEY	PEMBERTON
BRAMHALL	HAZEL GROVE	REDDISH NORTH
BREDBURY	HEALD GREEN	REDDISH SOUTH
BRINNINGTON	HEATON CHAPEL	ROCHDALE
BROADBOTTOM	HINDLEY	ROMILEY
BROMLEY CROSS	HORWICH PARKWAY	ROSE HILL MARPLE
BRYN	HUMPHREY PARK	RYDER BROW
BURNAGE	HYDE CENTRAL	SALFORD CENTRAL
CASTLETON	HYDE NORTH	SALFORD CRESCENT
CHASSEN ROAD	INCE (MANCHESTER)	SMITHY BRIDGE
CHEADLE HULME	IRLAM	STALYBRIDGE
CLIFTON	KEARSLEY	STOCKPORT
DAISY HILL	LEVENSHULME	STRINES
DAVENPORT	LITTLEBOROUGH	SWINTON (LANCASHIRE)
DEANSGATE	LOSTOCK	TRAFFORD PARK
DENTON	MANCHESTER AIRPORT	URMSTON
EAST DIDSBURY	MANCHESTER OXFORD ROAD	WALKDEN
ECCLES	MANCHESTER PICCADILLY	WESTHOUGHTON
FAIRFIELD	MANCHESTER VICTORIA	WIGAN NORTH WESTERN
FARNWORTH	MARPLE	WIGAN WALLGATE
FLIXTON	MAULDETH ROAD	WOODLEY
FLOWERY FIELD	MIDDLEWOOD	WOODSMOOR
GATHURST	MILLS HILL	
GATLEY	MOORSIDE	

Stations in area: Nexus PTE

BROCKLEY			
EAST BOLDON			
HEWORTH			
NEWCASTLE			
SEABURN			
SUNDERLAND			

Stations in area: Strathclyde PTE

AIRBLES	CLYDEBANK	HAMILTON WEST	NITSHILL
AIRDRIE	COATBRIDGE CENTRAL	HARTWOOD	PAISLEY CANAL
ALEXANDRA PARADE	COATBRIDGE SUNNYSIDE	HAWKHEAD	PAISLEY GILMOUR St
ALEXANDRIA	COATDYKE	HELENSBURGH CENTRAL	PAISLEY ST JAMES
ANDERSTON	CORKERHILL	HIGH STREET GLASGOW	PARTICK
ANNIESLAND	CRAIGENDORAN	HILLFOOT	PATTERTON
ARDROSSAN HARBOUR	CROFTFOOT	HILLINGTON EAST	POLLOKSHAWES EAST
ARDROSSAN SOUTH BEACH	CROOKSTON	HILLINGTON WEST	POLLOKSHAWES WEST
ARDROSSAN TOWN	CROSSHILL	HOLYTOWN	POLLOKSHIELDS EAST
ARGYLE STREET	CROSSMYLOOF	HOW WOOD	POLLOKSHIELDS WEST
ASHFIELD	CROY	HYNDLAND	PORT GLASGOW
AUCHINLECK	CUMBERNAULD	IBM	POSSILPARK & PARKHOUSE
AYR	DALMARNOCK	INVERKIP	PRESTWICK AIRPORT
BAILLIESTON	DALMUIR	IRVINE	PRESTWICK TOWN
BALLOCH	DALREOCH	JOHNSTONE	PRIESTHILL AND DARNLEY
BARASSIE	DALRY	JORDANHILL	QUEENS PARK (GLASGOW)
BARGEDDIE	DRUMCHAPEL	KENNISHEAD	RENTON
BARRHEAD	DRUMFROCHAR	KILMARNOCK	RUTHERGLEN
BARRHILL	DRUMGELLOCH	KILMAURS	SALTCOATS
BEARSDEN	DRUMRY	KILPATRICK	SCOTSTOUNHILL
BELLGROVE	DUKE STREET	KILWINNING	SHAWLANDS
BELLSHILL	DUMBARTON CENTRAL	KINGS PARK	SHETTLESTON
BISHOPBRIGGS	DUMBARTON EAST	KIRKHILL	SHIELDMUIR
BISHOPTON	DUMBRECK	KIRKWOOD	SHOTTS
BLAIRHILL	DUNLOP	LANARK	SINGER
BLANTYRE	EAST KILBRIDE	LANGBANK	SPRINGBURN
BOGSTON	EASTERHOUSE	LANGSIDE	STEPS
BOWLING	EXHIBITION CENTRE GLASGOW	LARGS	STEVENSTON
BRANCHTON	FAIRLIE	LENZIE	STEWARTON
BRIDGETON	FORT MATILDA	LOCHWINNOCH	SUMMERSTON
BURNSIDE	GARROWHILL	MARYHILL	THORNLIEBANK
BUSBY	GARSCADDEN	MAXWELL PARK	THORNTONHALL
CAMBUSLANG	GIFFNOCK	MAYBOLE	TROON
CARDONALD	GILSHOCHILL	MILLIKEN PARK	UDDINGSTON
CARDROSS	GIRVAN	MILNGAVIE	WEMYSS BAY
CARFIN	GLASGOW CENTRAL	MOSSPARK	WEST KILBRIDE
CARLUKE	GLASGOW QUEEN STREET	MOTHERWELL	WESTERTON
CARMYLE	GLENGARNOCK	MOUNT FLORIDA	WHIFFLET
CARNTYNE	GOUROCK	MOUNT VERNON	WHINHILL

CARTSDYKE	GREENFAULDS	MUIREND	WHITECRAIGS
CATHCART	GREENOCK CENTRAL	NEILSTON	WILLIAMWOOD
CHARING CROSS (GLASGOW)	GREENOCK WEST	NEW CUMNOCK	WISHAW
CLARKSTON	HAIRMYRES	NEWTON (LANARKSHIRE)	WOODHALL
CLELAND	HAMILTON CENTRAL	NEWTON-ON-AYR	YOKER

Stations in area: South Yorkshire PTE

ADWICK			
ALTHORPE			
BARNSELY			
BENTLEY (YORKSHIRE)			
BOLTON-ON-DEARNE			
CHAPELTOWN			
CONISBROUGH			
CROWLE			
DARNALL			
DARTON			
DODWORTH			
DONCASTER			
DORE			
ELSECAR			
HATFIELD AND STAINFORTH			
KIRK SANDALL			
KIVETON BRIDGE			
KIVETON PARK			
MEADOWHALL			
MEXBOROUGH			
PENISTONE			
ROTHERHAM CENTRAL			
SCUNTHORPE			
SHEFFIELD			
SILKSTONE COMMON			
SWINTON (YORKSHIRE)			
THORNE NORTH			
THORNE SOUTH			
THURNSCOE			
WOMBWELL			
WOODHOUSE			

Stations in area: West Yorkshire PTE

BAILDON	MIRFIELD		
BATLEY	MOORTHORPE		
BEN RHYDDING	MORLEY		
BERRY BROW	MYTHOLMROYD		
BINGLEY	NEW PUDSEY		
BRADFORD FORSTER SQUARE	NORMANTON		
BRADFORD INTERCHANGE	OUTWOOD		
BRAMLEY (YORKSHIRE)	PONTEFRACT BAGHILL		
BROCKHOLES	PONTEFRACT MONKHILL		
BURLEY PARK	PONTEFRACT TANSHELF		
BURLEY-IN-WHARFEDALE	RAVENSTHORPE		
CASTLEFORD	SALTAIRE		
COTTINGLEY	SANDAL AND AGRIBRIGG		
CROSS GATES	SHEPLEY		
CROSSFLATTS	SHIPLEY		
DEIGHTON	SLAITHWAITE		
DENBY DALE	SOUTH ELMSALL		
DEWSBURY	SOWERBY BRIDGE		
EAST GARFORTH	STEETON AND SILSDEN		
FEATHERSTONE	STOCKSMOOR		
FITZWILLIAM	STREETHOUSE		
FRIZINGHALL	TODMORDEN		
GARFORTH	WAKEFIELD KIRKGATE		
GUISELEY	WAKEFIELD WESTGATE		
HALIFAX	WALSDEN		
HEADINGLEY	WOODLESFORD		
HEBDEN BRIDGE			
HONLEY			
HORSFORTH			
HUDDERSFIELD			
ILKLEY			
KEIGHLEY			
KNOTTINGLEY			
LEEDS			
LOCKWOOD			
MARSDEN			
MENSTON			
MICKLEFIELD			

Stations in area: West Midlands PTE

ACOCKS GREEN	JEWELLERY QUARTER	WALSALL	
ADDERLEY PARK	KINGS NORTON	WHITLOCKS END	
ASTON	LANDYWOOD	WIDNEY MANOR	
BERKSWELL	LANGLEY GREEN	WITTON	
BESCOT STADIUM	LEA HALL	WOLVERHAMPTON	
BIRMINGHAM INTERNATIONAL	LONGBRIDGE	WYLDE GREEN	
BIRMINGHAM MOOR STREET	LYE	WYTHALL	
BIRMINGHAM NEW STREET	MARSTON GREEN	YARDLEY WOOD	
BIRMINGHAM SNOW HILL	NORTHFIELD		
BLAKE STREET	OLD HILL		
BLOXWICH	OLTON		
BLOXWICH NORTH	PERRY BARR		
BORDESLEY	ROWLEY REGIS		
BOURNVILLE	SANDWELL AND DUDLEY		
BUTLERS LANE	SELLY OAK		
CANLEY	SHIRLEY		
CANNOCK	SMALL HEATH		
CHESTER ROAD	SMETHWICK GALTON BRIDGE		
COSELEY	SMETHWICK ROLFE STREET		
COVENTRY	SOLIHULL		
CRADLEY HEATH	SPRING ROAD		
DORRIDGE	STECHFORD		
DUDESTON	STOURBRIDGE JUNCTION		
DUDLEY PORT	STOURBRIDGE TOWN		
EARLSWOOD (WEST MIDLANDS)	SUTTON COLDFIELD		
ERDINGTON	TAME BRIDGE PARKWAY		
FIVE WAYS	THE HAWTHORNS		
FOUR OAKS	TILE HILL		
GRAVELLY HILL	TIPTON		
HALL GREEN	TYSELEY		
HAMPTON-IN-ARDEN	UNIVERSITY (BIRMINGHAM)		
HAMSTEAD (BIRMINGHAM)			
HEDNESFORD			

Appendix D

Weighting regime: main survey – Wave 27-30

toc	total journeys	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND
Arriva Trains Wales	28,527,559	32.00	10.00	58.00	81.00	19.00
c2c	36,027,970	67.00	6.00	27.00	86.00	14.00
Chiltern Railways	19,401,533	38.00	25.00	37.00	82.00	18.00
CrossCountry	36,682,858	15.00	28.00	57.00	78.00	22.00
East Coast	18,785,158	10.00	33.00	57.00	76.00	24.00
East Midlands Trains	23,167,391	23.00	28.00	49.00	82.00	18.00
First Capital Connect	107,253,032	44.60	26.10	29.30	86.00	14.00
First Great Western	92,873,060	30.00	20.00	50.00	77.00	23.00
First Hull Trains	720,969	10.00	45.00	45.00	70.00	30.00
First TransPennine Express	24,892,819	24.00	14.00	62.00	78.00	22.00
Grand Central	769,663	5.00	28.00	67.00	71.00	29.00
Greater Anglia	103,929,037	54.00	18.00	28.00	90.00	10.00
Heathrow Connect	3,349,166	50.00	11.00	39.00	71.10	28.90
Heathrow Express	5,750,024	2.00	68.00	30.00	79.00	21.00
London Midland	60,051,427	45.00	14.00	41.00	84.80	15.20
London Overground	123,886,661	64.00	3.00	33.00	81.00	19.00
Merseyrail	44,909,335	37.00	8.00	55.00	80.00	20.00
Northern Rail	106,516,935	38.00	9.00	53.00	76.40	23.60
ScotRail	81,505,997	39.45	13.16	47.39	80.22	19.78
South West Trains	209,610,739	53.00	15.00	32.00	85.00	15.00
Southeastern	162,334,346	61.00	12.00	27.00	90.00	10.00
Southern inc Gatwick Express	166,196,715	50.00	16.00	34.00	90.00	10.00
Virgin Trains	30,195,427	8.00	29.00	63.00	81.00	19.00

Appendix E

Journey Purpose Definition

Detailed description	Journey Purpose
Daily commuting to/from work/college/school	Commuter
Less regular commuting to/from work/college/school	
On company business (or own if self employed).....	Business
On personal business (job interview, dentist etc)	Leisure
Visiting friends or relatives	
Shopping trip	
Travel to/from holiday.....	
A day out.....	
Sport	
Other leisure	

APPENDIX F: Building block genre definitions

HIGH SPEED	SHORT COMMUTE
EAST COAST – LONDON - YORKS	ABELLIO GREATER ANGLIA – METRO
FIRST GREAT WESTERN – LONG DISTANCE	ABELLIO GREATER ANGLIA – WEST ANGLIA INNERS
SOUTHERN – HIGH SPEED	C2C
VIRGIN - LONDON – LIVERPOOL	EMT – LOCAL
VIRGIN - LONDON – MANCHESTER	FCC - THAMESLINK LOOP
VIRGIN - LONDON - NORTH WALES	LONDON OVERGROUND – GOSPEL OAK – BARKING
VIRGIN - LONDON – SCOTLAND	LONDON OVERGROUND – RICHMOND/CLAPHAM JUNCTION - STRATFORD
VIRGIN - LONDON – WOLVERHAMPTON	LONDON OVERGROUND – WATFORD – EUSTON
	LONDON OVERGROUND – DALSTON - CROYDON
LONG DISTANCE	LONDON MIDLAND - WEST MIDLANDS
CROSSCOUNTRY- BIRMINGHAM - NE AND SCOTLAND	MERSEYRAIL – NORTHERN
CROSSCOUNTRY - BIRMINGHAM - SOUTH COAST	MERSEYRAIL – WIRRAL
CROSSCOUNTRY - BIRMINGHAM - SOUTH WEST	NORTHERN - MANCHESTER & LIVERPOOL
CROSSCOUNTRY - BIRMINGHAM – STANSTED	NORTHERN – TYNE TEES & WEAR
FTPE – NORTH	SCOTRAIL – STRATHCLYDE
EMT – LIVERPOOL – NORWICH	SOUTHERN METRO
EAST COAST – LONDON – SCOTLAND/NE	SOUTHEASTERN - METRO
	SWT – LONDON
INTERURBAN	SWT – METRO
ABELLIO GREATER ANGLIA – INTERCITY	SWT – SUBURBAN
ATW - NORTH WALES	
ATW - SOUTH WALES	LONG COMMUTE
CHILTERN – NORTH	ABELLIO GREATER ANGLIA – WEST ANGLIA OUTERS
CROSSCOUNTRY - BIRMINGHAM – MANCHESTER	ABELLIO GREATER ANGLIA - MAINLINE
CROSSCOUNTRY - BIRMINGHAM - NOTTINGHAM –CARDIFF	CHILTERN – SOUTH
EAST COAST – NON LONDON JOURNEYS	EAST COAST – LONDON-EAST COAST/EAST MIDLANDS
FTPE - NORTH WEST	EMT – LONDON
FTPE – SOUTH	FCC - GREAT NORTHERN
LONDON MIDLAND - WEST COAST	FCC - THAMESLINK NORTH
NORTHERN - SOUTH & EAST YORKSHIRE	FCC - THAMESLINK SOUTH
SCOTRAIL – INTERURBAN	FIRST GREAT WESTERN – LONDON THAMES VALLEY
SWT – MAINLINE	LONDON MIDLAND - LONDON COMMUTER
VIRGIN - BIRMINGHAM – SCOTLAND	SCOTRAIL – URBAN

	SOUTHERN - SUSSEX COAST
RURAL	SOUTHEASTERN - MAINLINE
ABELLIO GREATER ANGLIA – RURAL	SWT – PORTSMOUTH
ATW – VALLEY	SWT - READING/WINDSOR
FIRST GREAT WESTERN – WEST	
NORTHERN - LANCASHIRE & CUMBRIA	AIRPORT
NORTHERN - WEST & NORTH YORKSHIRE	ABELLIO GREATER ANGLIA – STANSTED EXPRESS
SCOTRAIL – RURAL	GATWICK EXPRESS
SWT - ISLAND LINE	HEATHROW EXPRESS
SWT - NOT MANAGED BY SWT	HEATHROW CONNECT
SWT - WEST OF ENGLAND	

APPENDIX G:

Methodology for calculating passenger volumes by TOC and station

The following is a description of how ORR data is used to calculate passenger volumes for each TOC at each station in the national rail network.

Step 1

Passenger journey data for each station is taken from the ORR database. This database uses ticket sales data from LENNON supplemented with journey data from a number of other sources that LENNON does not include, principally:

- Journey data from TfL for London Underground stations that offer national rail services
- PTE journeys from sales that are made from sources other than national rail stations.

The data used is number of entries plus number of interchanges. For example, the total annual passenger journeys estimated from London Victoria in 2010 was 39,626,050 (35,127,971 entries and 4,498,079 interchanges).

Step 2

This data is then aggregated for all stations across the rail network and compared to the total obtained by aggregating data for all TOCs as supplied by DfT. In 2010, the station aggregation total was 1,227,778,667, whereas the DfT TOC total was 1,240,218,685. An adjustment factor is calculated for each station so that the station totals add to the TOC totals – this initial adjustment factor is 1.010132134 and the adjusted total for London Victoria is 40,027,546.

Step 3

Data from the electronic timetable is used to count how many services each TOC runs from a station in the four weeks in February each year. This is then profiled, so that we estimate what percentage of the services run from a station are by each TOC. At London Victoria, the % breakdown of services run from the station in 2010 was as follows:

Southeastern	28.07%
Gatwick Express	11.88%
Southern	60.05%

Step 4

These profiles are then applied to the total passenger count for the station derived in step 1. Implicitly, the assumption is that the proportion of journeys by TOC from the station is the same as the proportion of number of services by TOC from the station. For London Victoria, this results in estimated passenger volumes as follows:

Southeastern	11,235,150
Gatwick Express	4,756,615
Southern	24,035,782

Step 5

The total estimated passenger journeys for each TOC is computed by adding up the estimate for each station at which the TOC calls. For Southeastern, this gives a total of 162,471,848 compared to the TOC total of 154,073,470. This produces a TOC scaling factor for Southeastern of 0.94830872. A similar process for Gatwick Express and Southern produces factors of 0.72579627 and 1.08620260 respectively.

Step 6

These factors are then applied, TOC by TOC, to the estimated passenger journeys for each station at which the TOC calls. This gives an updated estimated passenger journeys for the TOC for each station. So at London Victoria, the updated figures are as follows:

Southeastern	10,654,391 (11,235,150 times 0.94830872)
Gatwick Express	3,452,333 (4,756,615 times 0.72579627)
Southern	25,942,024 (24,035,782 times 1.08620260)

A revised estimate for London Victoria is then calculated by adding up these totals - 40,048,747 compared to the original station total of 40,027,546. A station scaling factor for London Victoria is now produced - 0.9994706.

Steps 5 and 6 are then repeated until the process converges in that station factors remain as they were from the previous iteration (TOC totals are preserved in the final run as these are regarded as sacrosanct).

At the end of this process we have a set of estimated passenger journeys for each TOC at each station that adds to the TOC totals and adds as closely as possible to the station totals.