



National Rail Passenger Survey Building Block Report Spring 2015 (Wave 32)

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

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

Spring 2015 (Wave 32)

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

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

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

Autumn 2014 (Wave 31)

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

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

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

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

Spring 2014 (Wave 30)

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

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

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

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

Autumn 2013 (Wave 29)

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

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

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

Building block/route data for Abellio Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia Inner	West Anglia Outer
Overall satisfaction	77	71	77	81	90	74	76
STATION FACILITIES							
Overall satisfaction with the station	83	75	78	71	81	56	76
Ticket buying facilities	78	65	66	73	81	61	71
Provision of information about train times/platforms	84	74	72	85	83	63	78
The upkeep/repair of the station buildings/platforms	71	64	70	69	82	47	66
Cleanliness	74	70	74	74	83	49	72
The facilities and services	64	60	59	51	61	34	58
The attitudes and helpfulness of the staff	80	67	75	85	79	65	75
Connections with other forms of public transport	83	76	88	63	89	74	71
Facilities for car parking	45	49	46	60	31	25	39
Overall environment	77	65	66	62	69	41	66
Your personal security whilst using the station	78	67	69	70	79	41	69
The availability of staff	65	57	60	61	75	40	63
The provision of shelter facilities	60	54	62	57	71	45	62
Availability of seating	39	36	40	51	54	33	45
How request to station staff was handled	89	86	92	92	89	69	84
The choice of shops/eating/drinking facilities available	61	51	50	42	55	35	42
TRAIN FACILITIES							
Overall satisfaction with the train	73	65	67	73	91	58	69
The frequency of the trains on that route	83	73	89	55	96	72	72
Punctuality/reliability (i.e. the train arriving/departing on time)	71	73	75	80	94	75	78
The length of time the journey was scheduled to take (speed)	72	78	82	73	78	90	80
Connections with other train services	71	68	85	60	78	81	73
The value for money of the price of your ticket	39	29	29	44	37	38	35
Cleanliness of the train	69	59	56	74	86	53	62
Upkeep and repair of the train	53	52	48	67	85	49	56
The provision of information during the journey	73	52	62	72	78	51	59
The helpfulness and attitude of staff on train	77	36	29	83	66	20	39
The space for luggage	62	41	44	66	62	48	49
The toilet facilities	34	22	8	45	82	7	43
Sufficient room for all passengers to sit/stand	71	58	43	79	81	58	61
The comfort of the seating area	65	53	44	64	83	56	58
The ease of being able to get on and off	72	77	60	85	93	62	77
Your personal security on board	82	71	57	86	90	55	69
The cleanliness of the inside	71	58	58	70	86	56	60
The cleanliness of the outside	56	53	44	63	81	50	63
The availability of staff	55	16	20	76	46	11	22
How well train company deals with delays	40	33	16	31	16	23	24

Building block/route data for c2c

	Southend Line	Tilbury Line
Overall satisfaction	87	84
STATION FACILITIES		
Overall satisfaction with the station	85	80
Ticket buying facilities	78	75
Provision of information about train times/platforms	88	88
The upkeep/repair of the station buildings/platforms	79	76
Cleanliness	80	82
The facilities and services	64	45
The attitudes and helpfulness of the staff	82	75
Connections with other forms of public transport	75	62
Facilities for car parking	51	60
Overall environment	74	72
Your personal security whilst using the station	74	68
The availability of staff	73	64
The provision of shelter facilities	68	46
Availability of seating	56	44
How request to station staff was handled	85	87
The choice of shops/eating/drinking facilities available	45	27
TRAIN FACILITIES		
Overall satisfaction with the train	87	80
The frequency of the trains on that route	83	74
Punctuality/reliability (i.e. the train arriving/departing on time)	93	91
The length of time the journey was scheduled to take (speed)	93	92
Connections with other train services	80	84
The value for money of the price of your ticket	46	40
Cleanliness of the train	87	84
Upkeep and repair of the train	86	85
The provision of information during the journey	80	75
The helpfulness and attitude of staff on train	44	32
The space for luggage	53	45
The toilet facilities	53	42
Sufficient room for all passengers to sit/stand	58	49
The comfort of the seating area	76	75
The ease of being able to get on and off	80	77
Your personal security on board	76	70
The cleanliness of the inside	87	82
The cleanliness of the outside	86	88
The availability of staff	25	15
How well train company deals with delays	41	44

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	92	89
STATION FACILITIES		
Overall satisfaction with the station	85	91
Ticket buying facilities	86	83
Provision of information about train times/platforms	86	85
The upkeep/repair of the station buildings/platforms	85	84
Cleanliness	92	86
The facilities and services	72	72
The attitudes and helpfulness of the staff	83	82
Connections with other forms of public transport	78	79
Facilities for car parking	88	71
Overall environment	83	84
Your personal security whilst using the station	80	82
The availability of staff	75	67
The provision of shelter facilities	78	74
Availability of seating	70	53
How request to station staff was handled	92	87
The choice of shops/eating/drinking facilities available	49	58
TRAIN FACILITIES		
Overall satisfaction with the train	95	87
The frequency of the trains on that route	81	81
Punctuality/reliability (i.e. the train arriving/departing on time)	91	91
The length of time the journey was scheduled to take (speed)	92	89
Connections with other train services	80	76
The value for money of the price of your ticket	56	43
Cleanliness of the train	89	87
Upkeep and repair of the train	93	85
The provision of information during the journey	87	77
The helpfulness and attitude of staff on train	70	54
The space for luggage	66	58
The toilet facilities	72	50
Sufficient room for all passengers to sit/stand	87	68
The comfort of the seating area	88	76
The ease of being able to get on and off	91	90
Your personal security on board	88	88
The cleanliness of the inside	90	85
The cleanliness of the outside	82	79
The availability of staff	63	30
How well train company deals with delays	50	60

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	83	77	83
STATION FACILITIES			
Overall satisfaction with the station	83	77	83
Ticket buying facilities	80	76	83
Provision of information about train times/platforms	86	81	91
The upkeep/repair of the station buildings/platforms	75	70	73
Cleanliness	79	75	80
The facilities and services	69	58	63
The attitudes and helpfulness of the staff	79	76	84
Connections with other forms of public transport	75	70	65
Facilities for car parking	54	49	73
Overall environment	75	70	73
Your personal security whilst using the station	76	70	79
The availability of staff	70	60	71
The provision of shelter facilities	66	63	77
Availability of seating	52	53	66
How request to station staff was handled	89	90	87
The choice of shops/eating/drinking facilities available	55	48	42
TRAIN FACILITIES			
Overall satisfaction with the train	83	76	75
The frequency of the trains on that route	84	72	76
Punctuality/reliability (i.e. the train arriving/departing on time)	77	67	83
The length of time the journey was scheduled to take (speed)	85	81	89
Connections with other train services	75	73	78
The value for money of the price of your ticket	43	45	63
Cleanliness of the train	79	71	73
Upkeep and repair of the train	78	73	67
The provision of information during the journey	70	65	65
The helpfulness and attitude of staff on train	69	58	80
The space for luggage	61	55	51
The toilet facilities	43	36	45
Sufficient room for all passengers to sit/stand	73	67	67
The comfort of the seating area	78	68	71
The ease of being able to get on and off	75	77	76
Your personal security on board	82	77	83
The cleanliness of the inside	79	72	74
The cleanliness of the outside	76	69	66
The availability of staff	49	35	62
How well train company deals with delays	48	29	49

Building block/route data for Govia Thameslink Railway

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	80	64	73	70
STATION FACILITIES				
Overall satisfaction with the station	80	69	80	70
Ticket buying facilities	72	63	70	60
Provision of information about train times/platforms	75	66	76	74
The upkeep/repair of the station buildings/platforms	70	69	74	60
Cleanliness	77	75	76	71
The facilities and services	62	39	51	53
The attitudes and helpfulness of the staff	72	64	70	68
Connections with other forms of public transport	75	76	76	79
Facilities for car parking	42	16	51	41
Overall environment	69	69	74	57
Your personal security whilst using the station	72	65	74	64
The availability of staff	66	53	58	58
The provision of shelter facilities	65	64	61	59
Availability of seating	47	53	44	39
How request to station staff was handled	82	81	84	85
The choice of shops/eating/drinking facilities available	53	31	49	43
TRAIN FACILITIES				
Overall satisfaction with the train	71	56	71	70
The frequency of the trains on that route	74	54	74	68
Punctuality/reliability (i.e. the train arriving/departing on time)	77	49	58	50
The length of time the journey was scheduled to take (speed)	85	70	78	71
Connections with other train services	73	63	62	65
The value for money of the price of your ticket	40	31	35	34
Cleanliness of the train	70	58	67	75
Upkeep and repair of the train	57	55	57	71
The provision of information during the journey	54	37	48	56
The helpfulness and attitude of staff on train	35	26	33	33
The space for luggage	39	44	45	49
The toilet facilities	19	15	28	49
Sufficient room for all passengers to sit/stand	51	57	58	68
The comfort of the seating area	52	49	60	68
The ease of being able to get on and off	74	64	70	77
Your personal security on board	71	59	66	75
The cleanliness of the inside	66	58	65	73
The cleanliness of the outside	59	54	62	68
The availability of staff	17	11	12	13
How well train company deals with delays	28	20	20	25

Building block/route data for Heathrow Express

Heathrow Express

Overall satisfaction	94
STATION FACILITIES	
Overall satisfaction with the station	90
Ticket buying facilities	89
Provision of information about train times/platforms	84
The upkeep/repair of the station buildings/platforms	85
Cleanliness	86
The facilities and services	73
The attitudes and helpfulness of the staff	84
Connections with other forms of public transport	89
Facilities for car parking	65
Overall environment	85
Your personal security whilst using the station	86
The availability of staff	74
The provision of shelter facilities	78
Availability of seating	70
How request to station staff was handled	95
The choice of shops/eating/drinking facilities available	67
TRAIN FACILITIES	
Overall satisfaction with the train	95
The frequency of the trains on that route	90
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	86
The value for money of the price of your ticket	36
Cleanliness of the train	95
Upkeep and repair of the train	96
The provision of information during the journey	88
The helpfulness and attitude of staff on train	87
The space for luggage	90
The toilet facilities	81
Sufficient room for all passengers to sit/stand	93
The comfort of the seating area	95
The ease of being able to get on and off	95
Your personal security on board	94
The cleanliness of the inside	96
The cleanliness of the outside	95
The availability of staff	78
How well train company deals with delays	52

Building block/route data for Heathrow Connect

Heathrow Connect

Overall satisfaction	88
STATION FACILITIES	
Overall satisfaction with the station	75
Ticket buying facilities	70
Provision of information about train times/platforms	72
The upkeep/repair of the station buildings/platforms	69
Cleanliness	75
The facilities and services	54
The attitudes and helpfulness of the staff	74
Connections with other forms of public transport	75
Facilities for car parking	40
Overall environment	64
Your personal security whilst using the station	71
The availability of staff	57
The provision of shelter facilities	62
Availability of seating	54
How request to station staff was handled	89
The choice of shops/eating/drinking facilities available	49
TRAIN FACILITIES	
Overall satisfaction with the train	89
The frequency of the trains on that route	67
Punctuality/reliability (i.e. the train arriving/departing on time)	69
The length of time the journey was scheduled to take (speed)	86
Connections with other train services	79
The value for money of the price of your ticket	51
Cleanliness of the train	90
Upkeep and repair of the train	90
The provision of information during the journey	83
The helpfulness and attitude of staff on train	66
The space for luggage	75
The toilet facilities	63
Sufficient room for all passengers to sit/stand	81
The comfort of the seating area	85
The ease of being able to get on and off	80
Your personal security on board	82
The cleanliness of the inside	89
The cleanliness of the outside	86
The availability of staff	47
How well train company deals with delays	36

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	83	91	82
STATION FACILITIES			
Overall satisfaction with the station	74	83	75
Ticket buying facilities	72	82	80
Provision of information about train times/platforms	79	86	81
The upkeep/repair of the station buildings/platforms	62	75	66
Cleanliness	71	81	75
The facilities and services	60	62	48
The attitudes and helpfulness of the staff	70	87	68
Connections with other forms of public transport	72	73	60
Facilities for car parking	46	63	52
Overall environment	62	72	65
Your personal security whilst using the station	72	72	68
The availability of staff	59	76	53
The provision of shelter facilities	48	75	67
Availability of seating	31	72	54
How request to station staff was handled	82	97	88
The choice of shops/eating/drinking facilities available	44	45	44
TRAIN FACILITIES			
Overall satisfaction with the train	78	89	80
The frequency of the trains on that route	82	83	79
Punctuality/reliability (i.e. the train arriving/departing on time)	77	81	75
The length of time the journey was scheduled to take (speed)	83	86	86
Connections with other train services	79	79	74
The value for money of the price of your ticket	37	68	57
Cleanliness of the train	77	82	73
Upkeep and repair of the train	78	82	76
The provision of information during the journey	74	81	68
The helpfulness and attitude of staff on train	66	78	61
The space for luggage	49	59	45
The toilet facilities	44	53	41
Sufficient room for all passengers to sit/stand	60	77	67
The comfort of the seating area	72	79	73
The ease of being able to get on and off	85	88	79
Your personal security on board	82	84	74
The cleanliness of the inside	77	84	74
The cleanliness of the outside	79	83	74
The availability of staff	44	61	42
How well train company deals with delays	19	57	33

Building block/route data for London Overground

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

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West of England
Overall satisfaction	90	79	79	80	79	81	85	79	85
STATION FACILITIES									
Overall satisfaction with the station	77	82	72	76	94	79	74	72	81
Ticket buying facilities	89	71	78	76	90	75	76	72	86
Provision of information about train times/platforms	89	86	82	81	84	82	77	83	87
The upkeep/repair of the station buildings/platforms	70	69	60	60	93	59	64	66	74
Cleanliness	82	71	72	65	91	70	70	70	80
The facilities and services	58	67	59	50	72	48	45	59	57
The attitudes and helpfulness of the staff	89	67	79	74	86	75	64	70	81
Connections with other forms of public transport	74	86	77	67	61	69	68	66	65
Facilities for car parking	75	24	78	35	82	66	41	54	66
Overall environment	67	71	60	60	90	63	65	68	74
Your personal security whilst using the station	74	69	67	69	84	61	69	72	75
The availability of staff	57	59	55	49	84	57	50	53	61
The provision of shelter facilities	73	64	57	62	83	59	58	62	70
Availability of seating	66	25	60	46	71	41	35	47	61
How request to station staff was handled	90	86	81	91	99	97	88	87	91
The choice of shops/eating/drinking facilities available	38	70	51	43	50	22	38	46	36
TRAIN FACILITIES									
Overall satisfaction with the train	86	77	81	75	81	83	84	76	79
The frequency of the trains on that route	91	71	73	69	87	76	80	78	76
Punctuality/reliability (i.e. the train arriving/departing on time)	97	74	71	73	88	80	79	82	83
The length of time the journey was scheduled to take (speed)	95	74	84	77	86	81	82	84	80
Connections with other train services	83	65	74	73	80	74	87	77	76
The value for money of the price of your ticket	77	34	39	34	43	31	32	35	58
Cleanliness of the train	85	73	74	66	71	79	73	74	79
Upkeep and repair of the train	72	77	73	77	78	79	76	75	74
The provision of information during the journey	80	72	79	64	79	85	72	69	72
The helpfulness and attitude of staff on train	97	72	71	50	66	73	66	73	83
The space for luggage	54	56	55	51	68	58	50	52	55
The toilet facilities	21	32	42	16	31	43	33	43	32
Sufficient room for all passengers to sit/stand	91	59	70	64	63	60	55	61	71
The comfort of the seating area	65	68	75	70	75	73	77	67	75
The ease of being able to get on and off	97	81	86	70	66	84	78	80	90
Your personal security on board	90	79	87	77	83	83	78	82	85
The cleanliness of the inside	84	73	77	66	71	82	76	74	76
The cleanliness of the outside	75	75	74	67	79	79	83	71	70
The availability of staff	85	52	64	38	53	61	47	50	63
How well train company deals with delays	100	34	63	34	2	41	31	31	86

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	88	76	73
STATION FACILITIES			
Overall satisfaction with the station	77	80	76
Ticket buying facilities	72	71	71
Provision of information about train times/platforms	80	78	79
The upkeep/repair of the station buildings/platforms	70	67	71
Cleanliness	72	70	75
The facilities and services	62	58	58
The attitudes and helpfulness of the staff	72	74	76
Connections with other forms of public transport	70	70	77
Facilities for car parking	55	58	38
Overall environment	70	66	65
Your personal security whilst using the station	67	70	67
The availability of staff	62	66	67
The provision of shelter facilities	64	64	61
Availability of seating	47	44	40
How request to station staff was handled	79	82	87
The choice of shops/eating/drinking facilities available	47	45	41
TRAIN FACILITIES			
Overall satisfaction with the train	89	73	69
The frequency of the trains on that route	81	69	67
Punctuality/reliability (i.e. the train arriving/departing on time)	84	77	70
The length of time the journey was scheduled to take (speed)	90	72	78
Connections with other train services	81	61	66
The value for money of the price of your ticket	35	37	31
Cleanliness of the train	90	72	63
Upkeep and repair of the train	94	70	62
The provision of information during the journey	82	68	63
The helpfulness and attitude of staff on train	81	65	35
The space for luggage	71	47	44
The toilet facilities	63	33	24
Sufficient room for all passengers to sit/stand	75	66	57
The comfort of the seating area	85	68	62
The ease of being able to get on and off	90	83	75
Your personal security on board	84	76	67
The cleanliness of the inside	93	71	63
The cleanliness of the outside	88	69	66
The availability of staff	66	49	17
How well train company deals with delays	45	32	23

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	86	67	76
STATION FACILITIES			
Overall satisfaction with the station	81	70	73
Ticket buying facilities	70	67	69
Provision of information about train times/platforms	77	67	77
The upkeep/repair of the station buildings/platforms	65	58	63
Cleanliness	72	71	70
The facilities and services	72	50	57
The attitudes and helpfulness of the staff	73	64	73
Connections with other forms of public transport	83	72	77
Facilities for car parking	44	27	56
Overall environment	69	60	63
Your personal security whilst using the station	72	65	70
The availability of staff	67	54	63
The provision of shelter facilities	66	63	61
Availability of seating	40	37	41
How request to station staff was handled	86	74	84
The choice of shops/eating/drinking facilities available	67	43	49
TRAIN FACILITIES			
Overall satisfaction with the train	87	73	77
The frequency of the trains on that route	92	58	73
Punctuality/reliability (i.e. the train arriving/departing on time)	89	46	64
The length of time the journey was scheduled to take (speed)	90	67	77
Connections with other train services	78	63	68
The value for money of the price of your ticket	36	31	41
Cleanliness of the train	85	74	75
Upkeep and repair of the train	81	76	77
The provision of information during the journey	73	70	76
The helpfulness and attitude of staff on train	68	40	65
The space for luggage	62	45	45
The toilet facilities	55	39	46
Sufficient room for all passengers to sit/stand	82	64	62
The comfort of the seating area	84	69	73
The ease of being able to get on and off	74	75	78
Your personal security on board	86	71	79
The cleanliness of the inside	83	74	76
The cleanliness of the outside	77	71	73
The availability of staff	48	23	47
How well train company deals with delays	33	26	27

Building block/route data for CrossCountry

	Birmingham to Manchester	Birmingham to North East & Scotland	Birmingham to South Coast	Birmingham to South West	Birmingham to Stansted	Nottingham to Cardiff
Overall satisfaction	96	87	82	86	79	88
STATION FACILITIES						
Overall satisfaction with the station	94	87	79	79	75	86
Ticket buying facilities	90	93	73	82	85	85
Provision of information about train times/platforms	88	91	82	85	83	83
The upkeep/repair of the station buildings/platforms	79	83	73	70	70	62
Cleanliness	89	83	78	77	79	80
The facilities and services	81	75	73	61	58	72
The attitudes and helpfulness of the staff	83	84	73	86	79	73
Connections with other forms of public transport	83	81	83	71	75	73
Facilities for car parking	67	50	51	71	62	59
Overall environment	86	80	74	70	65	67
Your personal security whilst using the station	65	79	82	78	74	72
The availability of staff	81	73	66	73	70	60
The provision of shelter facilities	86	73	75	68	61	73
Availability of seating	74	59	58	54	50	60
How request to station staff was handled	90	98	92	97	91	100
The choice of shops/eating/drinking facilities available	81	68	66	48	47	58
TRAIN FACILITIES						
Overall satisfaction with the train	90	83	84	81	77	76
The frequency of the trains on that route	91	84	80	84	66	76
Punctuality/reliability (i.e. the train arriving/departing on time)	90	87	80	82	85	86
The length of time the journey was scheduled to take (speed)	89	90	84	88	79	84
Connections with other train services	92	86	78	82	71	82
The value for money of the price of your ticket	71	58	48	47	62	46
Cleanliness of the train	86	79	85	78	74	66
Upkeep and repair of the train	87	79	84	80	72	67
The provision of information during the journey	76	81	76	78	74	59
The helpfulness and attitude of staff on train	88	80	83	81	77	72
The space for luggage	72	57	58	59	55	54
The toilet facilities	56	53	46	51	41	33
Sufficient room for all passengers to sit/stand	77	72	70	73	70	65
The comfort of the seating area	83	74	82	73	76	66
The ease of being able to get on and off	87	80	84	81	78	88
Your personal security on board	91	84	88	85	82	82
The cleanliness of the inside	91	82	84	77	71	70
The cleanliness of the outside	84	84	79	76	71	64
The availability of staff	75	65	65	71	64	60
How well train company deals with delays	60	59	63	50	44	25

Building block/route data for East Coast

	London - East Midlands/ East of England	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction	93	95	93	94
STATION FACILITIES				
Overall satisfaction with the station	89	93	91	88
Ticket buying facilities	81	85	82	87
Provision of information about train times/platforms	89	93	93	93
The upkeep/repair of the station buildings/platforms	92	94	95	82
Cleanliness	93	96	96	83
The facilities and services	76	86	81	75
The attitudes and helpfulness of the staff	78	85	83	88
Connections with other forms of public transport	77	89	86	73
Facilities for car parking	61	51	72	53
Overall environment	83	88	92	82
Your personal security whilst using the station	78	85	88	80
The availability of staff	70	75	73	80
The provision of shelter facilities	80	80	82	73
Availability of seating	47	46	50	64
How request to station staff was handled	97	93	87	90
The choice of shops/eating/drinking facilities available	60	71	76	60
TRAIN FACILITIES				
Overall satisfaction with the train	91	93	94	92
The frequency of the trains on that route	94	96	95	91
Punctuality/reliability (i.e. the train arriving/departing on time)	87	96	92	92
The length of time the journey was scheduled to take (speed)	95	90	94	93
Connections with other train services	74	91	88	86
The value for money of the price of your ticket	60	60	63	65
Cleanliness of the train	90	88	85	84
Upkeep and repair of the train	78	82	85	80
The provision of information during the journey	76	85	87	84
The helpfulness and attitude of staff on train	83	82	90	90
The space for luggage	65	64	74	71
The toilet facilities	57	51	60	58
Sufficient room for all passengers to sit/stand	75	83	81	85
The comfort of the seating area	81	77	75	85
The ease of being able to get on and off	81	86	87	86
Your personal security on board	86	90	91	88
The cleanliness of the inside	90	89	88	87
The cleanliness of the outside	83	77	81	78
The availability of staff	70	78	79	78
How well train company deals with delays	61	77	76	59

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
Overall satisfaction	85	89	90
STATION FACILITIES			
Overall satisfaction with the station	86	82	91
Ticket buying facilities	91	78	85
Provision of information about train times/platforms	86	83	89
The upkeep/repair of the station buildings/platforms	82	76	88
Cleanliness	87	80	89
The facilities and services	72	58	73
The attitudes and helpfulness of the staff	80	72	81
Connections with other forms of public transport	75	58	81
Facilities for car parking	65	70	74
Overall environment	83	73	85
Your personal security whilst using the station	89	77	83
The availability of staff	73	65	73
The provision of shelter facilities	76	75	74
Availability of seating	58	65	56
How request to station staff was handled	93	84	84
The choice of shops/eating/drinking facilities available	61	40	62
TRAIN FACILITIES			
Overall satisfaction with the train	86	85	88
The frequency of the trains on that route	82	64	90
Punctuality/reliability (i.e. the train arriving/departing on time)	75	89	87
The length of time the journey was scheduled to take (speed)	88	86	89
Connections with other train services	73	76	84
The value for money of the price of your ticket	61	57	45
Cleanliness of the train	81	71	86
Upkeep and repair of the train	84	68	85
The provision of information during the journey	71	64	81
The helpfulness and attitude of staff on train	76	81	79
The space for luggage	49	65	56
The toilet facilities	43	38	48
Sufficient room for all passengers to sit/stand	77	78	73
The comfort of the seating area	86	79	83
The ease of being able to get on and off	85	86	86
Your personal security on board	86	84	85
The cleanliness of the inside	82	74	88
The cleanliness of the outside	77	66	73
The availability of staff	61	65	66
How well train company deals with delays	50	47	50

Building block/route data for First Hull Trains

	First Hull Trains
Overall satisfaction	96
STATION FACILITIES	
Overall satisfaction with the station	90
Ticket buying facilities	89
Provision of information about train times/platforms	90
The upkeep/repair of the station buildings/platforms	88
Cleanliness	90
The facilities and services	74
The attitudes and helpfulness of the staff	81
Connections with other forms of public transport	79
Facilities for car parking	69
Overall environment	85
Your personal security whilst using the station	84
The availability of staff	68
The provision of shelter facilities	82
Availability of seating	59
How request to station staff was handled	94
The choice of shops/eating/drinking facilities available	63
TRAIN FACILITIES	
Overall satisfaction with the train	96
The frequency of the trains on that route	79
Punctuality/reliability (i.e. the train arriving/departing on time)	96
The length of time the journey was scheduled to take (speed)	94
Connections with other train services	86
The value for money of the price of your ticket	56
Cleanliness of the train	94
Upkeep and repair of the train	92
The provision of information during the journey	89
The helpfulness and attitude of staff on train	94
The space for luggage	73
The toilet facilities	67
Sufficient room for all passengers to sit/stand	89
The comfort of the seating area	91
The ease of being able to get on and off	94
Your personal security on board	94
The cleanliness of the inside	94
The cleanliness of the outside	88
The availability of staff	88
How well train company deals with delays	18

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction	86	83	86
STATION FACILITIES			
Overall satisfaction with the station	86	84	89
Ticket buying facilities	83	88	90
Provision of information about train times/platforms	89	89	88
The upkeep/repair of the station buildings/platforms	83	82	83
Cleanliness	83	84	79
The facilities and services	72	70	70
The attitudes and helpfulness of the staff	81	87	74
Connections with other forms of public transport	77	77	87
Facilities for car parking	47	58	60
Overall environment	80	79	80
Your personal security whilst using the station	82	84	79
The availability of staff	74	79	64
The provision of shelter facilities	77	71	75
Availability of seating	60	59	68
How request to station staff was handled	90	93	92
The choice of shops/eating/drinking facilities available	61	58	62
TRAIN FACILITIES			
Overall satisfaction with the train	83	84	84
The frequency of the trains on that route	87	77	80
Punctuality/reliability (i.e. the train arriving/departing on time)	77	81	85
The length of time the journey was scheduled to take (speed)	88	84	87
Connections with other train services	79	74	77
The value for money of the price of your ticket	57	66	70
Cleanliness of the train	82	89	86
Upkeep and repair of the train	85	88	86
The provision of information during the journey	80	77	79
The helpfulness and attitude of staff on train	80	82	85
The space for luggage	58	64	51
The toilet facilities	53	61	54
Sufficient room for all passengers to sit/stand	64	72	72
The comfort of the seating area	81	78	79
The ease of being able to get on and off	83	81	83
Your personal security on board	86	85	87
The cleanliness of the inside	84	86	87
The cleanliness of the outside	79	86	87
The availability of staff	65	71	70
How well train company deals with delays	64	63	45

Building block/route data for Grand Central

	London to Bradford	London to Sunderland
Overall satisfaction	93	94
STATION FACILITIES		
Overall satisfaction with the station	76	84
Ticket buying facilities	77	82
Provision of information about train times/platforms	89	88
The upkeep/repair of the station buildings/platforms	74	84
Cleanliness	77	85
The facilities and services	66	72
The attitudes and helpfulness of the staff	72	80
Connections with other forms of public transport	69	80
Facilities for car parking	43	56
Overall environment	70	81
Your personal security whilst using the station	73	80
The availability of staff	58	67
The provision of shelter facilities	70	76
Availability of seating	51	51
How request to station staff was handled	86	84
The choice of shops/eating/drinking facilities available	55	65
TRAIN FACILITIES		
Overall satisfaction with the train	89	94
The frequency of the trains on that route	79	79
Punctuality/reliability (i.e. the train arriving/departing on time)	95	97
The length of time the journey was scheduled to take (speed)	89	95
Connections with other train services	85	86
The value for money of the price of your ticket	80	74
Cleanliness of the train	85	88
Upkeep and repair of the train	79	83
The provision of information during the journey	91	81
The helpfulness and attitude of staff on train	96	89
The space for luggage	74	84
The toilet facilities	61	66
Sufficient room for all passengers to sit/stand	88	92
The comfort of the seating area	86	91
The ease of being able to get on and off	86	88
Your personal security on board	91	91
The cleanliness of the inside	86	87
The cleanliness of the outside	87	84
The availability of staff	92	83
How well train company deals with delays	89	43

Building block/route data for Virgin Trains

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

Building block/route data for Arriva Trains Wales

	Cardiff and Valleys	Inter Urban	Mid Wales and Borders	North Wales and Borders	South Wales and Borders/West
Overall satisfaction	84	92	89	94	91
STATION FACILITIES					
Overall satisfaction with the station	75	85	80	81	80
Ticket buying facilities	73	93	78	77	84
Provision of information about train times/platforms	86	88	83	85	82
The upkeep/repair of the station buildings/platforms	71	77	66	77	72
Cleanliness	66	82	68	76	74
The facilities and services	38	64	51	58	58
The attitudes and helpfulness of the staff	78	86	82	87	87
Connections with other forms of public transport	68	79	73	73	69
Facilities for car parking	73	69	49	80	63
Overall environment	61	77	64	78	68
Your personal security whilst using the station	61	79	69	74	72
The availability of staff	62	79	64	70	70
The provision of shelter facilities	60	75	69	72	69
Availability of seating	50	72	57	63	57
How request to station staff was handled	88	93	93	98	95
The choice of shops/eating/drinking facilities available	26	57	40	52	45
TRAIN FACILITIES					
Overall satisfaction with the train	81	88	85	91	86
The frequency of the trains on that route	83	86	53	73	68
Punctuality/reliability (i.e. the train arriving/departing on time)	83	88	85	94	90
The length of time the journey was scheduled to take (speed)	85	87	87	85	87
Connections with other train services	75	82	70	79	71
The value for money of the price of your ticket	55	58	59	60	57
Cleanliness of the train	68	86	82	87	82
Upkeep and repair of the train	65	84	79	78	80
The provision of information during the journey	56	80	77	71	73
The helpfulness and attitude of staff on train	81	84	91	92	87
The space for luggage	58	71	75	79	72
The toilet facilities	40	58	41	65	57
Sufficient room for all passengers to sit/stand	74	85	83	85	77
The comfort of the seating area	72	84	84	79	80
The ease of being able to get on and off	81	89	89	80	84
Your personal security on board	83	89	90	87	87
The cleanliness of the inside	65	87	81	89	86
The cleanliness of the outside	64	79	67	74	72
The availability of staff	71	79	84	85	76
How well train company deals with delays	35	68	26	37	48

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	92	90
STATION FACILITIES		
Overall satisfaction with the station	90	83
Ticket buying facilities	90	81
Provision of information about train times/platforms	92	88
The upkeep/repair of the station buildings/platforms	83	76
Cleanliness	86	79
The facilities and services	67	60
The attitudes and helpfulness of the staff	87	83
Connections with other forms of public transport	79	74
Facilities for car parking	59	49
Overall environment	84	77
Your personal security whilst using the station	79	78
The availability of staff	82	75
The provision of shelter facilities	83	78
Availability of seating	69	61
How request to station staff was handled	86	100
The choice of shops/eating/drinking facilities available	43	49
TRAIN FACILITIES		
Overall satisfaction with the train	88	82
The frequency of the trains on that route	91	96
Punctuality/reliability (i.e. the train arriving/departing on time)	93	91
The length of time the journey was scheduled to take (speed)	97	94
Connections with other train services	88	84
The value for money of the price of your ticket	70	66
Cleanliness of the train	77	65
Upkeep and repair of the train	79	63
The provision of information during the journey	89	84
The helpfulness and attitude of staff on train	68	72
The space for luggage	54	53
The toilet facilities	30	18
Sufficient room for all passengers to sit/stand	74	78
The comfort of the seating area	79	72
The ease of being able to get on and off	87	87
Your personal security on board	81	78
The cleanliness of the inside	80	66
The cleanliness of the outside	70	69
The availability of staff	59	52
How well train company deals with delays	48	48

Building block/route data for Northern Rail

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

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	85	93	88	84
STATION FACILITIES				
Overall satisfaction with the station	87	85	83	87
Ticket buying facilities	86	89	84	77
Provision of information about train times/platforms	89	85	87	84
The upkeep/repair of the station buildings/platforms	81	92	84	86
Cleanliness	87	94	86	94
The facilities and services	64	79	53	56
The attitudes and helpfulness of the staff	85	88	81	78
Connections with other forms of public transport	67	75	70	76
Facilities for car parking	45	63	48	45
Overall environment	82	91	80	84
Your personal security whilst using the station	81	89	74	76
The availability of staff	77	77	72	72
The provision of shelter facilities	78	86	76	75
Availability of seating	52	70	65	59
How request to station staff was handled	91	95	94	96
The choice of shops/eating/drinking facilities available	49	56	48	53
TRAIN FACILITIES				
Overall satisfaction with the train	82	92	86	77
The frequency of the trains on that route	83	72	83	81
Punctuality/reliability (i.e. the train arriving/departing on time)	84	86	84	81
The length of time the journey was scheduled to take (speed)	87	70	89	85
Connections with other train services	71	82	82	75
The value for money of the price of your ticket	54	81	64	45
Cleanliness of the train	81	81	78	73
Upkeep and repair of the train	81	77	78	72
The provision of information during the journey	81	87	75	66
The helpfulness and attitude of staff on train	83	89	79	72
The space for luggage	62	86	73	58
The toilet facilities	49	56	62	52
Sufficient room for all passengers to sit/stand	67	95	85	66
The comfort of the seating area	76	81	85	71
The ease of being able to get on and off	88	95	86	84
Your personal security on board	88	97	85	82
The cleanliness of the inside	80	88	77	74
The cleanliness of the outside	76	80	73	72
The availability of staff	75	89	69	57
How well train company deals with delays	56	46	49	28

Building block/route data

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	90	87	85	78	86	80	83
STATION FACILITIES							
Overall satisfaction with the station	83	81	84	77	83	77	81
Ticket buying facilities	78	79	84	72	85	74	81
Provision of information about train times/platforms	79	85	87	78	88	80	88
The upkeep/repair of the station buildings/platforms	74	73	76	68	79	71	75
Cleanliness	78	78	82	74	82	74	81
The facilities and services	68	68	66	58	71	53	63
The attitudes and helpfulness of the staff	78	78	83	72	81	73	80
Connections with other forms of public transport	84	77	75	74	79	74	67
Facilities for car parking	47	56	62	51	54	42	65
Overall environment	73	72	76	68	77	68	74
Your personal security whilst using the station	77	74	76	71	81	68	76
The availability of staff	69	67	71	62	72	62	66
The provision of shelter facilities	70	67	72	62	73	65	73
Availability of seating	54	48	60	44	56	47	63
How request to station staff was handled	89	88	91	85	94	86	91
The choice of shops/eating/drinking facilities available	62	56	55	48	61	46	48
TRAIN FACILITIES							
Overall satisfaction with the train	90	87	83	75	84	77	77
The frequency of the trains on that route	89	86	81	74	84	73	71
Punctuality/reliability (i.e. the train arriving/departing on time)	89	81	82	72	82	74	81
The length of time the journey was scheduled to take (speed)	89	88	85	80	87	82	83
Connections with other train services	81	80	77	71	80	74	76
The value for money of the price of your ticket	38	50	55	38	57	44	57
Cleanliness of the train	89	84	78	72	82	73	73
Upkeep and repair of the train	87	84	75	69	82	74	67
The provision of information during the journey	80	78	77	66	79	70	64
The helpfulness and attitude of staff on train	75	77	80	57	81	58	79
The space for luggage	73	64	62	47	58	51	62
The toilet facilities	68	54	49	36	52	31	43
Sufficient room for all passengers to sit/stand	85	76	73	61	71	64	71
The comfort of the seating area	87	80	76	67	79	70	71
The ease of being able to get on and off	84	82	85	78	83	78	80
Your personal security on board	89	85	86	76	86	75	83
The cleanliness of the inside	88	84	80	71	83	73	73
The cleanliness of the outside	85	81	74	69	79	72	67
The availability of staff	59	60	69	37	67	39	65
How well train company deals with delays	36	53	55	29	61	30	34

Weighted sample composition for all train companies

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

* Sample sizes exclude non-franchised Train Operating Companies

Unweighted sample composition for all train companies

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

* Sample sizes exclude non-franchised Train Operating Companies

5 5.1 Standard reports produced for NRPS

The following reports are produced each wave:

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

Sector definitions

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

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

Typology definitions

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

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

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

5 5.3 How typologies are defined

Airport

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

High Speed

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

Interurban

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

Long Commute

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

**Long
Distance**

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

**Short
Commute**

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

Rural

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

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

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

Abellio Greater Anglia: West Anglia Outer

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry: Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry: Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry: Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry: Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry: Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast: London - Yorkshire

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

East Coast: London - Scotland - North East

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

East Coast: London - East Midlands/East of England

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

East Coast: Non-London journeys

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

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services



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