

National Passenger Survey

DETAILED TECHNICAL SURVEY OVERVIEW

Autumn 2012
(Wave 27)



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1. Background

Passenger Focus (and before it OPRAF and the Strategic Rail Authority) set up the National Passenger Survey (NPS) in 1999. The aim of the NPS 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 NPS 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 NPS 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 was appointed to run the survey from Spring 2003 until Spring 2007. In early 2007, Continental Research was reappointed to run the survey until Spring 2010 (subsequently extended to Spring 2011). In July 2011, BDRC Continental was re-appointed to run NPS until Spring 2014 (with a possible extension to Spring 2015).

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 regularly via qualitative research, the last such check being in 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 in NPS. This document outlines the methodology used in the Autumn 2012 survey, the twentieth undertaken by BDRC Continental and wave 27 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

NPS uses a two stage cluster sample design for each Train Operating Company. The first stage sampling unit is a train station and questionnaires are then distributed to passengers using 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 as the size measure. A large station 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 Autumn 2012 wave was based on a new sampling plan, 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.

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 NPS results to business units monitored for other, mainly operational and financial metrics. This allows TOCs to compare e.g. 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 only TOCs which do not have building blocks are c2c (a fairly simple route structure) and most of the non-franchised TOCs covered in the survey (in Autumn 2012 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 was 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 were split between building blocks
- Stations were 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 NPS was the first using a new sampling plan

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 were allocated a three hour duration
- A time of day was then initially assigned, with probability proportional to passenger volumes. The day of week profiles were 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 NPS 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 NPS 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 NPS started in 1999, this 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. 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, 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 has been partially successful, but still needs more fine tuning.

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

As can be seen, the rebalancing towards return trips has gone slightly too far, with 45% being outward and 3% one way. There is a need now to move a little towards outward trips, by moving morning shifts at suburban stations to afternoon/evening shifts at city centre stations. Such a rebalancing has been built into the sample design for the Spring 2013 wave.

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 (GNER/East Coast, First Great Western, Midland Mainline, Virgin West Coast, Virgin 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. Distribution of questionnaires at stations was found impractical for Island Line, due to the short time between ferry and train arrival/departure times, so questionnaires are handed out on the trains. A similar approach applies for Heathrow Express, Heathrow Connect, First Hull Trains and Grand Central, where the sample sizes are 500 reflecting a fairly simple operating structure for each. 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 (2750, 2000, 1500 and 1750 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 changing for these TOCs from at station to on train. On train surveys are also undertaken for Scotrail – rural and SWT – not managed by SWT building blocks – both are characterised by a large number of small stations, making at station surveys inefficient.

2.5 Virtual TOCs

As well as providing data for existing TOCs, NPS also provides data for a number of “virtual” TOCs. For the Autumn 2012 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 including Island Line, WAGN and Thameslink

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 starting and ending within the PTE area, although no boosts are undertaken to meet these notional targets. The Nexus area is so small that any journey starting in the Nexus area counts towards the PTE analysis and the 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 in Wave 27.

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 that the estimates provide 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 SWT, 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 downweighted 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. 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 for verification, along with the existing weights for journey purpose and day of week. TOCs updated these figures in some cases (for example the recent introduction of the 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 Autumn 2012.

2.7 Questionnaire distribution

The key features of the way questionnaires are distributed are:

- Questionnaires are handed out evenly across an 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

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 NPS 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 train, as this is the only practical way of ensuring a sufficiently large sample of customers. Island Line shifts are also conducted on train, as the passenger numbers at each station are very low. Interviewing on train between Heathrow and London Paddington also removes the possibility of giving a questionnaire to a passenger making an inter terminal transit.

In 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. 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
- South West Trains (not managed by SWT)

2.8 Data verification

Many checks are undertaken on NPS 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. 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 NPS 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 NPS database.

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

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 Autumn 2012 survey (Wave 27)

- 107,225 questionnaires were distributed to fieldworkers for the main NPS survey (covering both franchised and non franchised TOCs)
- 95,431 questionnaires were handed out to passengers (a hand out rate of 89%)
- 32,160 questionnaires were returned (a return rate of 34%)

- 31,626 valid questionnaires were used in the NPS dataset (including both franchised and non franchised TOCs) – a response rate of 33%
- An additional 22,470 questionnaires were printed for boosts for Network Rail, First Great Western and Merseytravel
- Of these, 17,030 were distributed to passengers (76%)
- Of these, 4,821 were returned (28%)

Of the questionnaires returned but not used in Wave 27 (including both main NPS and the various boosts):

- 321 were received after the cut off date
- 804 had no time or destination (meaning we could not assign a TOC to the journey)
- 297 had time /journey problems not resolved (could not therefore assign the TOC)
- 54 were shifts undertaken at incorrect stations
- 328 were blank/incomplete surveys
- 344 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)
- 37 were passengers using London Underground services
- 13 had date problems not resolved
- 30 were duplicate surveys
- 17 were on train surveys-journeys on different TOC'S from the one selected for the shift
- 24 were for other reasons

Adding the 2269 questionnaires that were returned but not used increases the response rate of the Autumn 2012 survey to 34%.

3. Derivation of key factors affecting customer satisfaction

Before the first wave of NPS 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 NPS.

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 NPS. 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). Once we have a full year's data, this analysis will be undertaken and reported in the Spring 2013 Overview report.

Overall satisfaction with today's journey is also measured.

The full list of the 32 factors used up to Spring 2012 is as shown overleaf. 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. The results from this multivariate analysis are shown at Appendix A.

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.

Full List of 31 factors measured in NPS and used in the analysis:

12 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

19 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

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. Those marked with an asterisk in the above list are the significant factors identified from the national multivariate analysis in Wave 26/7 combined. Those emboldened were identified as key from the initial conjoint analysis. As can be seen, there is considerable consistency in the key drivers of satisfaction, with punctuality being the most important driver of satisfaction.

4. Glossary of terms

Certain terms are used throughout the NPS 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
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
London Midland	Virgin Trains	
London Overground		
Greater Anglia		
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 NPS 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 NPS data each wave. The key reports are defined below:

Report	Produced for
TOC Reports	Produced for each TOC, virtual TOC and PTE area and sent both electronically and hard copy
TOC tables	Data tables produced for each TOC and sent electronically
TOC demographic Report	A short electronic report which profiles passengers of the TOC
Consultees Report	Electronic and hard copy produced for all TOCs and a range of Consultees
Summary Report	A report providing trend data for each TOC by wave which is used to generate the Passenger Focus NPS report
BTP	An SPSS file produced for BTP covering the questions on security and the BTP
Best in class	A report which determines the best result for any TOC in each TOC type, which is used to set benchmarks
Multivariate analysis	Key drivers nationally, for each TOC type and each TOC and for each building block
Field Report	A document detailing the field operation
Overview Report	This report, outlining the key elements of NPS

Other reports include large station reports, personal security at stations, a peak/off peak report and reports for each PTE area and reports for a number of virtual TOCs. The latter are amalgams of routes representing TOCs that used to exist or TOCs that are planned for the future. For the latter, these reports provide a performance history which can be used to benchmark the performance of the new TOC once it starts operations.

All reports are supplied electronically to Passenger Focus at the end of each wave. The TOC Reports and Consultees Report are mainly distributed electronically (but some are distributed in hard copy format) to a distribution list mandated by Passenger Focus.

In addition, access to the raw data itself and to the verbatim comments written in by respondents is available online. Please see the Passenger Focus website or at <http://www.npsreportal.org.uk/> for further details of this online system.

6. KPI's

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 2012 wave.

TOC	Target	W26 sample
Arriva Trains Wales	1000	1189
c2c	1000	1114
Chiltern Railways	1000	1192
CrossCountry	1000	1191
East Coast	1000	1225
East Midlands Trains	1000	1219
First Capital Connect	1500	2000
First Great Western	2750	3044
First Hull Trains	500	583
First TransPennine Express	1000	1175
Grand Central	500	992
Greater Anglia	2000	2454
Heathrow Connect	500	609
Heathrow Express	500	559
London Midland	1000	1192
London Overground	1000	1202
Merseyrail	500	635
Northern Rail	1000	1264
ScotRail	1000	1230
South West Trains	1750	2334
Southeastern	1500	1722
Southern	2000	2338
Total	26000	31575

TOCs marked * are non franchised operators included in NPS, but not part of many of the published results. Target sample sizes were met for all TOCs in Wave 27.

Appendix A

Results of multivariate analysis – drivers of 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 – 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 under half 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. Just over half of the variation in overall dissatisfaction is explained by dissatisfaction in 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 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 satisfaction – W26/7 combined


Station factors	National
Ticket Buying Facilities	0%
Provision Of Information About Train Times/Platforms	5%
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	0%
Connections With Other Forms Of Public Transport e.g. Bus, Tube, Tram, Taxi etc.	
Facilities For Car Parking	0%
The Availability Of Staff At The Station	
The Overall Station Environment	7%
Your Personal Security Whilst Using That Station	
How request was handled	
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	2%
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	5%
The Ease Of Being Able To Get On And Off The Train	4%
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	16%
The Cleanliness Of The Outside Of The Train	0%
How delay was handled	0%

Drivers of dissatisfaction – W26/7 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 e.g. Bus, Tube, Tram, Taxi etc.	
Facilities For Car Parking	0%
The Availability Of Staff At The Station	
The Overall Station Environment	2%
Your Personal Security Whilst Using That Station	0%
How request was handled	2%
Train Factors	
The Frequency Of The Trains On That Route	2%
Punctuality/Reliability (i.e. The Train Arriving/Departing On Time)	18%
The Length Of Time The Journey Was Scheduled To Take (Speed)	6%
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	2%
The Helpfulness And Attitude Of Staff On Train	0%
The Space For Luggage	
The Toilet Facilities	0%
Sufficient Room For All The Passengers To Sit/Stand	5%
The Comfort Of The Seating Area	2%
The Ease Of Being Able To Get On And Off The Train	4%
Your Personal Security Whilst On Board The Train	0%
The Availability Of The Staff On The Train	0%
The Cleanliness Of The Inside Of The Train	1%
The Cleanliness Of The Outside Of The Train	0%
How delay was handled	52%

Appendix B

Questionnaire (Autumn 2012)

0989	0024	001		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1	2						
				D		D		M		M		Y		Y	

National Rail Passenger Survey Autumn 2012

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 take the time to fill in this questionnaire when you have finished your rail journey. If you do you can enter a prize draw with a top prize of £1,000, one of £500 and two of £250.
- 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.npssurvey.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

<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text"/>
----------------------	----------------------	---	----------------------	----------------------

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

<input type="text"/>

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:

<input type="text"/>

Route:

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TCL 1 2 3 I M

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

ALL ANSWER

Q3 Which train company was operating the train which you boarded at London Bridge.

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

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 16+

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 wheelchair
- Travelling with a helper
- None apply

Q8a We recognise and acknowledge that the categories below do not cover the full range of disabilities, but do you consider yourself to be disabled by any of the following:
(tick all that apply)

- No: None..... Go to Q10
 Yes: Mobility..... Go to Q8b
 Yes: Wheelchair user..... Go to Q8b
 Yes: Hearing..... Go to Q8b
 Yes: Eyesight..... Go to Q8b
 Yes: Speech impairment..... Go to Q8b
 Yes: Learning difficulties..... Go to Q8b

Other: Please write in Go to Q8b

Q8b How satisfied are you that London Bridge 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"/> |

Q8c 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"/> |

Q8d Did you book assistance with your train company to get on/off the train?

- Yes..... Go to Q9
 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

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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"/>

Q13a What type of ticket did you use for your journey from London Bridge?

(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.....
- 16-25 Railcard.....
- Senior Railcard.....
- Family & Friends Railcard.....
- Disabled Persons Railcard.....
- Network Railcard.....
- Forces Railcard.....
- GroupSave discount.....

Other: Please write in

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

Q15 How would you rate London Bridge 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"/>

Q16 And how familiar are you with London Bridge 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 London Bridge station, did you ask staff for help or information?
(tick all that apply)

Yes - asked for help.....	<input type="checkbox"/>	Go to Q18
Yes - asked for information.....	<input type="checkbox"/>	Go to Q18
Couldn't find anyone to ask.....	<input type="checkbox"/>	Go to Q19a
No - didn't need help/information.....	<input type="checkbox"/>	Go to Q19a

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19a If you used ticket gates at London Bridge 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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5

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 London Bridge station?

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"/>

NOW THINK JUST ABOUT THE TRAIN YOU WERE ABOUT TO CATCH WHEN HANDED QUESTIONNAIRE AT LONDON BRIDGE

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	No opinion/ don't know
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"/>

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 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"/>

Q25 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 London Bridge station directly after receiving the questionnaire.**

- No delay..... Go to Q30
 Yes - minor delay..... Go to Q26
 Yes - serious delay..... Go to Q26

Q26 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

Q27 How long was your delay?

Hours:	Minutes:
<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>

Q28 How well do you think the train company dealt with this delay?

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

Q29 How well do you rate the train company for each of the following, in relation to the delay that occurred?

	Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
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

Q30 Taking into account just London Bridge 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 | 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"/> |

Q31 How long were you on the train that you got on at London Bridge station?

Hours: Minutes:

Q32 How often do you make the train journey that you were on today when handed this questionnaire?

- 3 or more times a week..... Go to Q33
- Once or twice a week..... Go to Q33
- 1 or 2 times a month..... Go to Q33
- Once every 2-3 months..... Go to Q37
- Once every 6 months..... Go to Q37
- Less often..... Go to Q37
- Never/first time today..... Go to Q37

**SECTION 3: FOR FREQUENT USERS OF THIS ROUTE
ANSWER Q33-Q36 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2
TIMES A MONTH**

Q33 How long have you been using this route on a regular basis?

- Under 1 year.....
- 1-4 years.....
- 5-9 years.....
- 10 years or more.....

Q34 How would you describe a typical trip over the past month?

- I always get a seat.....
- I usually get a seat.....
- There are seats available but I prefer to stand.....
- I usually stand and it is crowded.....
- I usually stand and it is very crowded.....
- It varies.....

Q35 How satisfied are you with the times when the ticket office is open on this route?

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

Q36 How often is your ticket checked?

- Too often.....
- About right.....
- Not often enough.....

SECTION 4: SECURITY ON THE RAILWAY
PLEASE THINK ABOUT ALL THE OCCASIONS IN THE LAST SIX MONTHS (INCLUDING TODAY), WHEN YOU HAVE TRAVELLED BY TRAIN

ALL ANSWER

Q37 During the last six months, have you had cause to worry about your personal security whilst making a train journey?

- Yes..... Go to Q38
 No..... Go to Q39

Q38 If you have had cause to worry, what was the reason for your concern? *(tick all that apply)*

AT THE STATION

- Lack of station staff
 Lack of police officers.....
 Lack of other passengers
 Poor on-station lighting
 Lack of information
 Anti-social behaviour by other people at the station.....
 Saw actual vandalism or violence on the station
 Fear of terrorism.....

Other: Please write in

ON THE TRAIN

- Lack of on-train staff
 Lack of police officers.....
 Lack of other passengers
 Poor train lighting
 Lack of information
 Anti-social behaviour by other people on the train.....
 Saw actual vandalism or violence on the train.....
 Fear of terrorism.....

Other: Please write in

ALL ANSWER

Q39 During the past six months, have concerns about your personal security ever prevented you from travelling by train, either forcing you to use another method of transport or not to make the journey at all? *(tick all that apply)*

- No
 Yes - I have travelled by another mode of transport.....
 Yes - I have not made the journey I wanted to.....

The British Transport Police (BTP) is the national police force for the railways providing a policing service to rail operators, their staff and passengers throughout England, Wales and Scotland. When you see police officers and PCSOs (Police Community Support Officers) at stations you use, they will more than likely be working for BTP.

Q40 Prior to this survey, were you aware that BTP existed?

- Yes..... Go to Q41
 No..... Go to Q42

Q41 Taking everything into account, how good a job do you think BTP are doing at London Bridge station?

- Excellent Good Fair Poor Very poor Don't know

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q42 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.....
- Better Internet enquiry/booking service.....
- Better information facilities at stations.....
- Better ticket buying facilities at station ticket offices.....
- Better ticket buying facilities at station ticket machines.....
- Better route maps of the rail network.....
- Make timetables easier to read.....
- Better promotion of when advanced tickets will be available.....
- None of these.....

Other: Please write in

Q43 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 Q46
- Yes - claimed for compensation on a weekly season ticket..... Go to Q44
- Yes - claimed for compensation on a monthly or longer season ticket..... Go to Q44
- Yes - claimed for compensation on a single/return ticket..... Go to Q44
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... Go to Q44
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... Go to Q44

IF YES, PLEASE ANSWER Q44 AND Q45 FOR THE MOST RECENT OCCASION

Q44 How satisfied were you with the way your complaint/claim was handled?

- | | | | | | |
|--------------------------|--------------------------|--|--------------------------|--------------------------|---------------------------|
| 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"/> |
| Go to Q46 | Go to Q46 | Go to Q46 | Go to Q45 | Go to Q45 | Go to Q46 |

Q45 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

Q46 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.

Q47 Your age:

- | | | | |
|--------------|--------------------------|--------------|--------------------------|
| 16 - 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"/> |
| 55 - 59..... | <input type="checkbox"/> | | |

Q48 Are you:

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

Q49 Are you:

- Working full time.....
- Working part time.....
- Not working.....
- Retired.....
- Full time student.....

Q50 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 (With 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

Q51 Do you regularly use the internet (*tick all that apply*)?

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

Q52 To which of these ethnic groups do you consider you belong?

- | | | | |
|---------------------------------|--------------------------|---|--------------------------|
| White | | Black, Arab or Black/Arab British | |
| British..... | <input type="checkbox"/> | Arab..... | <input type="checkbox"/> |
| Any other white background..... | <input type="checkbox"/> | Caribbean..... | <input type="checkbox"/> |
| Mixed | | African..... | <input type="checkbox"/> |
| White and Black Caribbean..... | <input type="checkbox"/> | Any other Black/African/Caribbean background..... | <input type="checkbox"/> |
| White and Black African..... | <input type="checkbox"/> | | |
| White and Asian..... | <input type="checkbox"/> | | |
| Any other Mixed background..... | <input type="checkbox"/> | | |
| Asian or Asian British | | | |
| Indian..... | <input type="checkbox"/> | | |
| Pakistani..... | <input type="checkbox"/> | | |
| Bangladeshi..... | <input type="checkbox"/> | | |
| Chinese..... | <input type="checkbox"/> | | |
| Any other Asian background..... | <input type="checkbox"/> | | |

Other: Please write in

Please complete the contact details requested below if you wish to take part in the prize draw:

Name:

Telephone number:

Email address:

Prize Draw terms and conditions are available by contacting Hannah Lewis at BDRG Continental on 020 7490 9108, or can be found at www.bdrG-continental.com/business-sectors/transport/nps/competition-terms-and-conditions

If you would be happy to participate in future research projects about the rail industry, please tick here:

If you do not tick this box, you will not be contacted by us about any research projects but will still be entered in the prize draw.

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)
Kingsbourne House
229-231 High Holborn
LONDON WC1V 7DA



This survey is being undertaken for Passenger Focus by BDRG 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 BDRG 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 David Chilvers at BDRG Continental on 020 7490 9111. 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)
DEANS GATE	LOSTOCK	TRAFFORD PARK
DENTON	MANCHESTER AIRPORT	URMSTON
EAST DIDS BURY	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			
BARNSLEY			
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	OUTWOOD		
BATLEY	PONTEFRACT BAGHILL		
BEN RHYDDING	PONTEFRACT MONKHILL		
BERRY BROW	PONTEFRACT TANSHELF		
BINGLEY	RAVENSTHORPE		
BRADFORD FORSTER SQUARE	SALTAIRE		
BRADFORD INTERCHANGE	SANDAL AND AGBRIGG		
BRAMLEY (YORKSHIRE)	SHEPLEY		
BROCKHOLES	SHIPLEY		
BURLEY PARK	SLAITHWAITE		
BURLEY-IN-WHARFEDALE	SOUTH ELMSALL		
CASTLEFORD	SOWERBY BRIDGE		
COTTINGLEY	STEETON AND SILSDEN		
CROSS GATES	STOCKSMOOR		
CROSSFLATTS	STREETHOUSE		
DEIGHTON	TODMORDEN		
DENBY DALE	WAKEFIELD KIRKGATE		
DEWSBURY	WAKEFIELD WESTGATE		
EAST GARFORTH	WALSDEN		
FEATHERSTONE	WOODLESFORD		
FITZWILLIAM			
FRIZINGHALL			
GARFORTH			
GUISELEY			
HALIFAX			
HEADINGLEY			
HEBDEN BRIDGE			
HONLEY			
HORSFORTH			
HUDDERSFIELD			
ILKLEY			
KEIGHLEY			
KNOTTINGLEY			
LEEDS			
LOCKWOOD			
MARSDEN			
MENSTON			
MICKLEFIELD			
MIRFIELD			

MOORTHORPE			
MORLEY			
MYTHOLMROYD			
NEW PUDSEY			
NORMANTON			

Stations in area: West Midlands PTE

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

KINGS NORTON			
LANDYWOOD			
LANGLEY GREEN			
LEA HALL			
LONGBRIDGE			
LYE			

Appendix D

Weighting regime: main survey – Wave 27

toc	total journeys	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND
Arriva Trains Wales	28,527,559	32	10	58	81	19
c2c	36,027,970	67	6	27	86	14
Chiltern Railways	19,401,533	38	25	37	82	18
CrossCountry	36,682,858	15	28	57	78	22
East Midlands Trains	23,167,391	23	28	49	82	18
First Capital Connect	107,253,032	45	26	29	86	14
First Great Western	92,873,060	30	20	50	77	23
ScotRail	81,505,997	39.45	13.16	47.39	80.22	19.78
First TransPennine Express	24,892,819	24	14	62	78	22
London Midland	60,051,427	45	14	41	85	15
London Overground	102,373,963	64	3	33	81	19
Merseyrail	44,909,335	37	8	55	80	20
Greater Anglia	103,929,037	54	18	28	90	10
East Coast	18,785,158	10	33	57	76	24
Northern Rail	106,516,935	38	9	53	76	24
South West Trains	209,610,739	53	15	32	85	15
Southeastern	162,334,346	61	12	27	90	10
Southern inc Gatwick Express	166,196,715	50	16	34	90	10
Virgin Trains	30,195,427	8	29	63	81	19
Heathrow Express	5,750,024	2	68	30	79	21
Heathrow Connect	3,349,166	50	11	39	71	29
Grand Central	769,663	5	28	67	71	29
Hull Trains	720,969	10	45	45	70	30

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

EAST COAST – LONDON - YORKS
FIRST GREAT WESTERN – LONG DISTANCE
VIRGIN - LONDON – LIVERPOOL
VIRGIN - LONDON – MANCHESTER
VIRGIN - LONDON - NORTH WALES

VIRGIN - LONDON – SCOTLAND

VIRGIN - LONDON – WOLVERHAMPTON
SOUTHERN – HIGH SPEED

LONG DISTANCE

CROSSCOUNTRY- BIRMINGHAM - NE AND SCOTLAND
CROSSCOUNTRY - BIRMINGHAM - SOUTH COAST
CROSSCOUNTRY - BIRMINGHAM - SOUTH WEST
CROSSCOUNTRY - BIRMINGHAM – STANSTED
FTPE – NORTH
EMT – LIVERPOOL – NORWICH
EAST COAST – LONDON – SCOTLAND/NE

INTERURBAN

ATW - NORTH WALES
ATW - SOUTH WALES
CHILTERN – NORTH
CROSSCOUNTRY - BIRMINGHAM – MANCHESTER
CROSSCOUNTRY - BIRMINGHAM - NOTTINGHAM –CARDIFF
SCOTRAIL – INTERURBAN
FTPE - NORTH WEST
FTPE – SOUTH
LONDON MIDLAND - WEST COAST
NORTHERN - SOUTH & EAST YORKSHIRE
GREATER ANGLIA – INTERCITY
SWT – MAINLINE
VIRGIN - BIRMINGHAM – SCOTLAND
EAST COAST – NON LONDON JOURNEYS

RURAL

ATW – VALLEY
FIRST GREAT WESTERN – WEST

SHORT COMMUTE

C2C
EMT – LOCAL
FCC - THAMESLINK LOOP
SCOTRAIL – STRATHCLYDE
LONDON OVERGROUND – GOSPEL OAK – BARKING
LONDON OVERGROUND – RICHMOND/CLAPHAM
JUNCTION - STRATFORD
LONDON OVERGROUND – WATFORD – EUSTON
LONDON OVERGROUND – DALSTON - CROYDON
LONDON MIDLAND - WEST MIDLANDS
MERSEYRAIL – NORTHERN
MERSEYRAIL – WIRRAL
NORTHERN - MANCHESTER & LIVERPOOL
NORTHERN – TYNE TEES & WEAR
GREATER ANGLIA – METRO
GREATER ANGLIA – WEST ANGLIA

SWT – LONDON
SWT – METRO

SWT – SUBURBAN
SOUTHERN METRO
SOUTHEASTERN - METRO

LONG COMMUTE

CHILTERN – SOUTH
EMT – LONDON
FCC - GREAT NORTHERN
FCC - THAMESLINK NORTH
FCC - THAMESLINK SOUTH
FIRST GREAT WESTERN – LONDON THAMES VALLEY
SCOTRAIL – URBAN
LONDON MIDLAND - LONDON COMMUTER
GREATER ANGLIA - MAINLINE
SOUTHERN - SUSSEX COAST
SWT – PORTSMOUTH
SWT - READING/WINDSOR
EAST COAST – LONDON – EAST MIDS

SCOTRAIL – RURAL

NORTHERN - LANCASHIRE & CUMBRIA

NORTHERN - WEST & NORTH YORKSHIRE

GREATER ANGLIA – RURAL

SWT - ISLAND LINE

SWT - NOT MANAGED BY SWT

SWT - WEST OF ENGLAND

SOUTHEASTERN - MAINLINE

AIRPORT

GREATER ANGLIA – STANSTED

GATWICK EXPRESS

HEATHROW EXPRESS

HEATHROW CONNECT