National Passenger Survey
Building Block Report
Spring 2013

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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, 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 is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the 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).
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 NPS methodology, visit www.passengerfocus.org.uk

Spring 2013 (Wave 28)

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

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

First Capital Connect results are likely to have been affected by several major service disruptions over 10 days, due to multiple infrastructure failures, which resulted in the cancellation of a significant number of trains.

As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Autumn 2012 (Wave 27)

Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a Network Rail ban on all fieldwork during the Paralympics, NPS shifts at Network Rail Stations started on 10th September.

To ensure the data did not potentially include data where respondents answers were possibly biased, a small number of shifts affected by the distribution of gift bags by station staff to respondents with questionnaires were removed from the database and the shifts affected were then replaced.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Building block/route data for c2c

	c2c
Overall satisfaction	92
Overall satisfaction with the station	84
Ticket buying facilities	84
Provision of information about train times/platforms	88
The upkeep/repair of the station buildings/platforms	78
Cleanliness	83
The facilities and services	56
The attitudes and helpfulness of the staff	82
Connections with other forms of public transport	76
Facilities for car parking	60
Overall environment	77
Your personal security whilst using	73
The availability of staff	72
The provision of shelter facilities	69
Availability of seating	58
How request to station staff was handled	86

Building block/route data for c2c

	c2c
Overall satisfaction with the train	90
The frequency of the trains on that route	87
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	94
Connections with other train services	85
The value for money for the price of your ticket	46
Cleanliness of the train	91
Upkeep and repair of the train	92
The provision of information during the journey	84
The helpfulness and attitude of staff on train	42
The space for luggage	50
The toilet facilities	58
Sufficient room for all passengers to sit/stand	64
The comfort of the seating area	81
The ease of being able to get on and off	87
Your personal security on board	77
The cleanliness of the inside	90
The cleanliness of the outside	86
The availability of staff	23
How well train company deals with delays	62

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	91	89
Overall satisfaction with the station	81	85
Ticket buying facilities	82	84
Provision of information about train times/platforms	90	84
The upkeep/repair of the station buildings/platforms	82	79
Cleanliness	87	84
The facilities and services	65	68
The attitudes and helpfulness of the staff	82	78
Connections with other forms of public transport	75	72
Facilities for car parking	69	71
Overall environment	77	81
Your personal security whilst using	71	77
The availability of staff	63	63
The provision of shelter facilities	75	71
Availability of seating	60	49
How request to station staff was handled	77	88

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction with the train	91	87
The frequency of the trains on that route	84	75
Punctuality/reliability (i.e. the train arriving/departing on time)	88	90
The length of time the journey was scheduled to take (speed)	90	87
Connections with other train services	72	77
The value for money for the price of your ticket	59	41
Cleanliness of the train	87	85
Upkeep and repair of the train	84	84
The provision of information during the journey	73	76
The helpfulness and attitude of staff on train	69	49
The space for luggage	62	53
The toilet facilities	67	50
Sufficient room for all passengers to sit/stand	84	73
The comfort of the seating area	86	78
The ease of being able to get on and off	91	86
Your personal security on board	88	84
The cleanliness of the inside	87	83
The cleanliness of the outside	84	80
The availability of staff	53	25
How well train company deals with delays	64	38

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	85	79	75
Overall satisfaction with the station	81	75	73
Ticket buying facilities	80	75	74
Provision of information about train times/platforms	86	81	82
The upkeep/repair of the station buildings/platforms	70	67	70
Cleanliness	77	70	74
The facilities and services	66	54	48
The attitudes and helpfulness of the staff	80	71	74
Connections with other forms of public transport	79	69	58
Facilities for car parking	61	43	61
Overall environment	70	62	66
Your personal security whilst using	75	65	68
The availability of staff	71	58	59
The provision of shelter facilities	65	59	66
Availability of seating	51	43	55
How request to station staff was handled	89	89	93

Building block/route data for First Great Western

West	Long Distance	London Thames Valley	West
Overall satisfaction with the train	86	75	74
The frequency of the trains on that route	86	72	70
Punctuality/reliability (i.e. the train arriving/departing on time)	80	73	77
The length of time the journey was scheduled to take (speed)	85	82	82
Connections with other train services	74	73	71
The value for money for the price of your ticket	47	47	50
Cleanliness of the train	81	74	67
Upkeep and repair of the train	83	77	65
The provision of information during the journey	75	67	55
The helpfulness and attitude of staff on train	73	58	73
The space for luggage	60	56	52
The toilet facilities	47	39	39
Sufficient room for all passengers to sit/stand	72	67	64
The comfort of the seating area	77	72	65
The ease of being able to get on and off	77	78	71
Your personal security on board	83	77	76
The cleanliness of the inside	81	72	68
The cleanliness of the outside	77	68	63
The availability of staff	54	38	55
How well train company deals with delays	58	31	45

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	79	74	78	62
Overall satisfaction with the station	77	73	77	62
Ticket buying facilities	66	67	74	64
Provision of information about train times/platforms	77	79	79	72
The upkeep/repair of the station buildings/platforms	72	67	71	46
Cleanliness	79	76	77	53
The facilities and services	56	37	54	43
The attitudes and helpfulness of the staff	71	54	65	70
Connections with other forms of public transport	73	76	76	75
Facilities for car parking	44	23	50	32
Overall environment	68	63	73	50
Your personal security whilst using	69	55	74	68
The availability of staff	59	46	51	62
The provision of shelter facilities	57	61	59	47
Availability of seating	44	47	37	31
How request to station staff was handled	80	73	86	78

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction with the train	70	68	68	53
The frequency of the trains on that route	78	67	78	70
Punctuality/reliability (i.e. the train arriving/departing on time)	77	74	69	55
The length of time the journey was scheduled to take (speed)	87	81	82	66
Connections with other train services	79	72	78	64
The value for money for the price of your ticket	34	37	29	28
Cleanliness of the train	57	56	61	49
Upkeep and repair of the train	53	51	56	43
The provision of information during the journey	55	38	43	33
The helpfulness and attitude of staff on train	42	28	32	34
The space for luggage	42	41	42	31
The toilet facilities	25	32	26	24
Sufficient room for all passengers to sit/stand	59	66	61	44
The comfort of the seating area	60	57	62	45
The ease of being able to get on and off	78	70	71	66
Your personal security on board	73	64	67	70
The cleanliness of the inside	58	52	59	50
The cleanliness of the outside	55	50	51	41
The availability of staff	16	10	10	10
How well train company deals with delays	29	27	30	23

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Building block/route data for Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	81	75	76	82	86	76
Overall satisfaction with the station	79	80	76	71	76	68
Ticket buying facilities	66	74	73	74	73	73
Provision of information about train times/platforms	72	80	76	72	81	77
The upkeep/repair of the station buildings/platforms	74	75	67	65	65	62
Cleanliness	78	75	69	71	69	67
The facilities and services	60	67	53	49	58	50
The attitudes and helpfulness of the staff	73	65	64	70	71	69
Connections with other forms of public transport	83	84	81	61	74	72
Facilities for car parking	62	50	42	57	49	52
Overall environment	71	74	63	61	58	57
Your personal security whilst using	72	72	58	64	61	65
The availability of staff	62	59	56	54	61	56
The provision of shelter facilities	53	66	57	59	58	56
Availability of seating	33	37	40	53	38	41
How request to station staff was handled	93	86	78	91	89	84

Building block/route data for Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction with the train	73	70	68	80	90	66
The frequency of the trains on that route	79	70	80	64	83	78
Punctuality/reliability (i.e. the train arriving/departing on time)	75	72	70	81	86	76
The length of time the journey was scheduled to take (speed)	75	78	81	79	82	86
Connections with other train services	67	64	74	73	78	79
The value for money for the price of your ticket	43	30	37	47	17	37
Cleanliness of the train	69	60	51	68	90	56
Upkeep and repair of the train	60	56	45	67	90	50
The provision of information during the journey	73	59	54	71	67	58
The helpfulness and attitude of staff on train	72	47	34	82	57	33
The space for luggage	73	48	41	70	65	44
The toilet facilities	34	33	21	44	78	41
Sufficient room for all passengers to sit/stand	73	61	55	75	73	66
The comfort of the seating area	65	57	48	76	83	61
The ease of being able to get on and off	73	82	74	86	90	77
Your personal security on board	76	73	59	80	86	65
The cleanliness of the inside	71	58	50	66	88	55
The cleanliness of the outside	53	56	42	62	77	47
The availability of staff	52	18	16	73	40	14
How well train company deals with delays	41	31	25	50	11	22

Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction	91
Overall satisfaction with the station	77
Ticket buying facilities	71
Provision of information about train times/platforms	74
The upkeep/repair of the station buildings/platforms	70
Cleanliness	73
The facilities and services	58
The attitudes and helpfulness of the staff	69
Connections with other forms of public transport	74
Facilities for car parking	26
Overall environment	64
Your personal security whilst using	71
The availability of staff	57
The provision of shelter facilities	63
Availability of seating	52
How request to station staff was handled	88

Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction with the train	91
The frequency of the trains on that route	68
Punctuality/reliability (i.e. the train arriving/departing on time)	78
The length of time the journey was scheduled to take (speed)	90
Connections with other train services	81
The value for money for the price of your ticket	54
Cleanliness of the train	92
Upkeep and repair of the train	93
The provision of information during the journey	83
The helpfulness and attitude of staff on train	68
The space for luggage	78
The toilet facilities	71
Sufficient room for all passengers to sit/stand	83
The comfort of the seating area	87
The ease of being able to get on and off	83
Your personal security on board	88
The cleanliness of the inside	91
The cleanliness of the outside	89
The availability of staff	58
How well train company deals with delays	34

Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction	94
Overall satisfaction with the station	89
Ticket buying facilities	89
Provision of information about train times/platforms	84
The upkeep/repair of the station buildings/platforms	82
Cleanliness	83
The facilities and services	70
The attitudes and helpfulness of the staff	84
Connections with other forms of public transport	87
Facilities for car parking	69
Overall environment	80
Your personal security whilst using	82
The availability of staff	77
The provision of shelter facilities	82
Availability of seating	68
How request to station staff was handled	96

Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction with the train	95
The frequency of the trains on that route	93
Punctuality/reliability (i.e. the train arriving/departing on time)	95
The length of time the journey was scheduled to take (speed)	97
Connections with other train services	85
The value for money for the price of your ticket	40
Cleanliness of the train	94
Upkeep and repair of the train	94
The provision of information during the journey	87
The helpfulness and attitude of staff on train	87
The space for luggage	92
The toilet facilities	79
Sufficient room for all passengers to sit/stand	95
The comfort of the seating area	94
The ease of being able to get on and off	95
Your personal security on board	93
The cleanliness of the inside	93
The cleanliness of the outside	94
The availability of staff	76
How well train company deals with delays	70

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	77	83	81
Overall satisfaction with the station	79	78	70
Ticket buying facilities	70	66	75
Provision of information about train times/platforms	79	79	81
The upkeep/repair of the station buildings/platforms	69	69	64
Cleanliness	75	73	69
The facilities and services	66	59	48
The attitudes and helpfulness of the staff	76	80	65
Connections with other forms of public transport	79	70	68
Facilities for car parking	58	71	35
Overall environment	68	68	56
Your personal security whilst using	69	74	63
The availability of staff	58	55	54
The provision of shelter facilities	56	64	66
Availability of seating	34	51	48
How request to station staff was handled	77	91	81

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction with the train	75	80	82
The frequency of the trains on that route	72	70	79
Punctuality/reliability (i.e. the train arriving/departing on time)	71	77	67
The length of time the journey was scheduled to take (speed)	79	82	87
Connections with other train services	71	71	72
The value for money for the price of your ticket	38	62	54
Cleanliness of the train	76	69	78
Upkeep and repair of the train	79	80	80
The provision of information during the journey	71	75	68
The helpfulness and attitude of staff on train	62	61	57
The space for luggage	55	49	55
The toilet facilities	56	58	51
Sufficient room for all passengers to sit/stand	61	67	68
The comfort of the seating area	69	74	78
The ease of being able to get on and off	80	79	80
Your personal security on board	78	78	73
The cleanliness of the inside	78	74	76
The cleanliness of the outside	79	73	77
The availability of staff	42	44	40
How well train company deals with delays	30	17	36

Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/ Clapham to Stratford	Watford to Euston	Highbury to Croydon/ Clapham
Overall satisfaction	93	91	91	93
Overall satisfaction with the station	82	81	80	76
Ticket buying facilities	71	73	74	64
Provision of information about train times/platforms	88	82	86	78
The upkeep/repair of the station buildings/platforms	79	76	73	78
Cleanliness	83	81	76	79
The facilities and services	35	45	47	39
The attitudes and helpfulness of the staff	71	68	68	71
Connections with other forms of public transport	80	80	79	70
Facilities for car parking	23	33	50	29
Overall environment	65	71	71	72
Your personal security whilst using	60	72	72	64
The availability of staff	62	67	59	58
The provision of shelter facilities	56	58	65	64
Availability of seating	58	45	57	39
How request to station staff was handled	96	88	82	74

2.1 Overall satisfaction and station factors
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Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/ Clapham to Stratford	Watford to Euston	Highbury to Croydon/ Clapham
Overall satisfaction with the train	91	93	90	92
The frequency of the trains on that route	80	79	70	83
Punctuality/reliability (i.e. the train arriving/departing on time)	90	84	88	91
The length of time the journey was scheduled to take (speed)	90	89	84	91
Connections with other train services	84	79	77	87
The value for money for the price of your ticket	55	51	51	42
Cleanliness of the train	92	94	89	87
Upkeep and repair of the train	93	96	89	87
The provision of information during the journey	90	85	84	85
The helpfulness and attitude of staff on train	63	67	45	48
The space for luggage	70	53	65	60
The toilet facilities	21	7	22	14
Sufficient room for all passengers to sit/stand	73	67	81	78
The comfort of the seating area	83	82	80	80
The ease of being able to get on and off	78	76	89	87
Your personal security on board	75	83	80	77
The cleanliness of the inside	90	93	86	89
The cleanliness of the outside	89	91	88	86
The availability of staff	51	52	28	25
How well train company deals with delays	23	19	35	58

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	82	80	77	82	70	67	86	81	73
Overall satisfaction with the station	64	80	65	74	70	64	65	72	82
Ticket buying facilities	68	74	73	78	88	81	66	72	83
Provision of information about train times/platforms	67	83	84	75	71	72	84	78	85
The upkeep/repair of the station buildings/platforms	56	67	68	61	64	46	65	57	78
Cleanliness	62	69	69	68	62	55	74	66	83
The facilities and services	46	68	42	50	52	36	49	51	67
The attitudes and helpfulness of the staff	86	66	69	68	72	82	66	72	84
Connections with other forms of public transport	72	87	62	77	64	55	62	56	53
Facilities for car parking	75	26	69	56	46	68	45	60	60
Overall environment	54	66	59	65	57	55	58	64	76
Your personal security whilst using	64	69	54	68	74	55	63	70	77
The availability of staff	50	55	54	49	67	56	55	52	71
The provision of shelter facilities	60	62	52	62	57	56	57	62	81
Availability of seating	50	24	38	49	39	38	48	46	67
How request to station staff was handled	91	71	89	84	86	59	72	79	89

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 with the train	77	77	82	80	73	66	82	80	77
The frequency of the trains on that route	80	75	75	72	65	62	70	76	81
Punctuality/reliability (i.e. the train arriving/departing on time)	94	78	68	77	68	56	79	79	66
The length of time the journey was scheduled to take (speed)	91	79	81	83	65	74	83	84	76
Connections with other train services	77	68	59	80	61	64	85	75	72
The value for money for the price of your ticket	59	33	24	34	34	23	41	29	37
Cleanliness of the train	71	71	79	73	65	81	71	80	81
Upkeep and repair of the train	58	75	82	82	66	82	81	81	83
The provision of information during the journey	61	74	74	75	69	64	77	65	82
The helpfulness and attitude of staff on train	95	74	67	55	55	71	72	73	80
The space for luggage	43	52	56	55	52	58	56	50	63
The toilet facilities	15	31	34	7	34	35	35	39	30
Sufficient room for all passengers to sit/stand	72	58	62	63	70	60	70	69	65
The comfort of the seating area	53	71	72	72	77	64	73	75	72
The ease of being able to get on and off	85	76	77	74	77	80	81	76	77
Your personal security on board	88	80	70	80	76	76	86	78	87
The cleanliness of the inside	68	72	77	73	65	81	75	76	83
The cleanliness of the outside	57	75	71	73	69	74	85	73	80
The availability of staff	90	50	59	44	42	55	51	55	63
How well train company deals with delays	37	49	34	42	53	30	53	21	44

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	92	83	75
Overall satisfaction with the station	74	76	72
Ticket buying facilities	63	76	69
Provision of information about train times/platforms	77	80	75
The upkeep/repair of the station buildings/platforms	67	67	64
Cleanliness	69	70	70
The facilities and services	56	55	48
The attitudes and helpfulness of the staff	66	68	64
Connections with other forms of public transport	72	76	77
Facilities for car parking	55	60	37
Overall environment	62	66	64
Your personal security whilst using	64	68	63
The availability of staff	62	60	55
The provision of shelter facilities	58	60	58
Availability of seating	39	43	41
How request to station staff was handled	81	79	78

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction with the train	91	78	72
The frequency of the trains on that route	79	76	75
Punctuality/reliability (i.e. the train arriving/departing on time)	89	75	76
The length of time the journey was scheduled to take (speed)	87	73	82
Connections with other train services	80	67	74
The value for money for the price of your ticket	40	27	32
Cleanliness of the train	94	70	66
Upkeep and repair of the train	95	72	66
The provision of information during the journey	83	74	65
The helpfulness and attitude of staff on train	81	70	39
The space for luggage	72	45	45
The toilet facilities	70	38	28
Sufficient room for all passengers to sit/stand	85	69	59
The comfort of the seating area	88	70	64
The ease of being able to get on and off	93	85	74
Your personal security on board	85	78	64
The cleanliness of the inside	95	71	64
The cleanliness of the outside	83	61	65
The availability of staff	68	47	21
How well train company deals with delays	41	26	33

Building block/route data for Southern

Sussex Coast	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	80	81	76
Overall satisfaction with the station	75	72	74
Ticket buying facilities	71	66	75
Provision of information about train times/platforms	75	75	77
The upkeep/repair of the station buildings/platforms	54	63	62
Cleanliness	59	70	68
The facilities and services	63	50	55
The attitudes and helpfulness of the staff	69	63	71
Connections with other forms of public transport	79	73	77
Facilities for car parking	38	31	49
Overall environment	60	60	63
Your personal security whilst using	71	65	67
The availability of staff	61	56	61
The provision of shelter facilities	50	63	59
Availability of seating	35	40	38
How request to station staff was handled	83	71	78

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
Overall satisfaction with the train	78	73	76
The frequency of the trains on that route	91	66	71
Punctuality/reliability (i.e. the train arriving/departing on time)	80	71	71
The length of time the journey was scheduled to take (speed)	82	83	77
Connections with other train services	72	75	73
The value for money for the price of your ticket	31	33	39
Cleanliness of the train	81	66	73
Upkeep and repair of the train	79	64	72
The provision of information during the journey	65	72	74
The helpfulness and attitude of staff on train	63	33	66
The space for luggage	54	41	44
The toilet facilities	50	29	38
Sufficient room for all passengers to sit/stand	79	62	64
The comfort of the seating area	77	63	70
The ease of being able to get on and off	66	73	77
Your personal security on board	80	67	80
The cleanliness of the inside	78	65	74
The cleanliness of the outside	69	63	69
The availability of staff	43	16	47
How well train company deals with delays	30	27	32

Building block/route data for CrossCountry

	Birming-ham to Man-chester	Birming-ham to North East & Scotland	Birming-ham to South Coast	Birming-ham to South West	Birming-ham to Stansted	Notting-ham to Cardiff
Overall satisfaction	88	84	85	81	83	85
Overall satisfaction with the station	75	79	78	72	71	72
Ticket buying facilities	96	88	91	73	76	79
Provision of information about train times/platforms	80	88	85	85	87	81
The upkeep/repair of the station buildings/platforms	65	74	64	63	73	54
Cleanliness	73	78	72	70	76	64
The facilities and services	64	66	70	51	67	40
The attitudes and helpfulness of the staff	88	72	80	73	83	74
Connections with other forms of public transport	70	75	82	72	66	60
Facilities for car parking	59	54	62	69	64	58
Overall environment	67	70	65	59	66	54
Your personal security whilst using	73	75	78	74	72	64
The availability of staff	74	62	70	59	65	47
The provision of shelter facilities	74	64	68	64	66	56
Availability of seating	46	62	48	49	54	48
How request to station staff was handled	97	84	97	87	84	92

Building block/route data for CrossCountry

	Birming-ham to Man-chester	Birming-ham to North East & Scotland	Birming-ham to South Coast	Birming-ham to South West	Birming-ham to Stansted	Notting-ham to Cardiff
Overall satisfaction with the train	83	82	82	76	81	83
The frequency of the trains on that route	83	82	79	81	67	84
Punctuality/reliability (i.e. the train arriving/departing on time)	82	77	77	80	85	87
The length of time the journey was scheduled to take (speed)	89	84	88	86	88	85
Connections with other train services	82	78	77	70	76	79
The value for money for the price of your ticket	57	54	45	47	42	46
Cleanliness of the train	76	80	80	81	71	79
Upkeep and repair of the train	84	83	81	81	70	77
The provision of information during the journey	77	76	76	78	69	74
The helpfulness and attitude of staff on train	79	79	77	74	74	69
The space for luggage	57	57	59	55	45	50
The toilet facilities	58	53	46	45	28	39
Sufficient room for all passengers to sit/stand	71	73	67	70	63	68
The comfort of the seating area	79	77	81	72	73	75
The ease of being able to get on and off	85	83	82	82	80	85
Your personal security on board	83	84	87	85	80	83
The cleanliness of the inside	76	79	81	80	71	78
The cleanliness of the outside	77	72	78	78	65	66
The availability of staff	71	64	65	59	57	56
How well train company deals with delays	59	54	39	55	56	44

Building block/route data for East Coast

	London to East Midlands /East of	London to Scotland/ North East	London to Yorkshire	Non-London Journeys
Overall satisfaction	89	85	87	86
Overall satisfaction with the station	90	87	89	83
Ticket buying facilities	86	90	85	86
Provision of information about train times/platforms	93	87	92	90
The upkeep/repair of the station buildings/platforms	87	88	87	72
Cleanliness	90	91	89	79
The facilities and services	77	80	78	71
The attitudes and helpfulness of the staff	83	80	74	83
Connections with other forms of public transport	76	88	81	77
Facilities for car parking	68	44	43	53
Overall environment	88	81	84	72
Your personal security whilst using	83	80	77	76
The availability of staff	72	63	64	74
The provision of shelter facilities	77	74	71	66
Availability of seating	47	40	30	55
How request to station staff was handled	81	84	85	90

Building block/route data for East Coast

	London to East Midlands /East of	London to Scotland/ North East	London to Yorkshire	Non-London Journeys
Overall satisfaction with the train	91	86	84	88
The frequency of the trains on that route	88	93	94	84
Punctuality/reliability (i.e. the train arriving/departing on time)	85	86	88	77
The length of time the journey was scheduled to take (speed)	93	82	92	87
Connections with other train services	68	79	80	76
The value for money for the price of your ticket	63	56	51	57
Cleanliness of the train	89	87	83	84
Upkeep and repair of the train	81	81	76	84
The provision of information during the journey	82	83	79	78
The helpfulness and attitude of staff on train	86	86	82	83
The space for luggage	68	65	59	64
The toilet facilities	48	47	47	57
Sufficient room for all passengers to sit/stand	83	76	78	79
The comfort of the seating area	81	80	75	84
The ease of being able to get on and off	83	83	82	81
Your personal security on board	90	86	85	87
The cleanliness of the inside	89	85	83	87
The cleanliness of the outside	70	73	73	71
The availability of staff	68	73	68	72
How well train company deals with delays	65	70	68	52

Building block/route data for East Midlands Trains

	Norwich	Local	London
Overall satisfaction	93	86	87
Overall satisfaction with the station	82	73	86
Ticket buying facilities	75	80	76
Provision of information about train times/platforms	81	84	84
The upkeep/repair of the station buildings/platforms	73	74	77
Cleanliness	78	80	81
The facilities and services	67	44	71
The attitudes and helpfulness of the staff	80	79	76
Connections with other forms of public transport	82	61	77
Facilities for car parking	77	76	59
Overall environment	74	67	77
Your personal security whilst using	77	67	73
The availability of staff	69	57	65
The provision of shelter facilities	70	57	70
Availability of seating	59	44	49
How request to station staff was handled	90	93	81

Building block/route data for East Midlands Trains

	Norwich	Local	London
Overall satisfaction with the train	89	84	86
The frequency of the trains on that route	85	68	86
Punctuality/reliability (i.e. the train arriving/departing on time)	86	81	88
The length of time the journey was scheduled to take (speed)	85	87	86
Connections with other train services	83	67	81
The value for money for the price of your ticket	63	56	41
Cleanliness of the train	81	73	85
Upkeep and repair of the train	85	76	87
The provision of information during the journey	70	61	77
The helpfulness and attitude of staff on train	79	77	81
The space for luggage	47	62	52
The toilet facilities	43	37	44
Sufficient room for all passengers to sit/stand	77	79	72
The comfort of the seating area	84	78	82
The ease of being able to get on and off	85	86	83
Your personal security on board	85	84	83
The cleanliness of the inside	83	77	85
The cleanliness of the outside	78	64	73
The availability of staff	64	57	67
How well train company deals with delays	53	66	54

Building block/route data for First Hull Trains

First Hull Trains	First Hull Trains
Overall satisfaction	95
Overall satisfaction with the station	89
Ticket buying facilities	88
Provision of information about train times/platforms	91
The upkeep/repair of the station buildings/platforms	90
Cleanliness	90
The facilities and services	74
The attitudes and helpfulness of the staff	79
Connections with other forms of public transport	86
Facilities for car parking	67
Overall environment	84
Your personal security whilst using	81
The availability of staff	70
The provision of shelter facilities	79
Availability of seating	57
How request to station staff was handled	89

Building block/route data for First Hull Trains

First Hull Trains	First Hull Trains
Overall satisfaction with the train	92
The frequency of the trains on that route	80
Punctuality/reliability (i.e. the train arriving/departing on time)	91
The length of time the journey was scheduled to take (speed)	92
Connections with other train services	79
The value for money for the price of your ticket	62
Cleanliness of the train	95
Upkeep and repair of the train	92
The provision of information during the journey	90
The helpfulness and attitude of staff on train	94
The space for luggage	72
The toilet facilities	62
Sufficient room for all passengers to sit/stand	91
The comfort of the seating area	89
The ease of being able to get on and off	92
Your personal security on board	91
The cleanliness of the inside	93
The cleanliness of the outside	88
The availability of staff	86
How well train company deals with delays	63

Building block/route data for First TransPennine Express

South	North	North West	South
Overall satisfaction	83	90	83
Overall satisfaction with the station	84	88	89
Ticket buying facilities	82	82	98
Provision of information about train times/platforms	88	88	87
The upkeep/repair of the station buildings/platforms	82	80	86
Cleanliness	85	87	86
The facilities and services	75	72	84
The attitudes and helpfulness of the staff	80	83	79
Connections with other forms of public transport	78	71	83
Facilities for car parking	47	66	66
Overall environment	80	79	80
Your personal security whilst using	80	82	77
The availability of staff	69	78	69
The provision of shelter facilities	71	78	86
Availability of seating	56	58	68
How request to station staff was handled	89	95	87

Building block/route data for First TransPennine Express

South	North	North West	South
Overall satisfaction with the train	84	88	89
The frequency of the trains on that route	88	78	81
Punctuality/reliability (i.e. the train arriving/departing on time)	80	83	86
The length of time the journey was scheduled to take (speed)	89	91	87
Connections with other train services	82	77	77
The value for money for the price of your ticket	51	62	55
Cleanliness of the train	85	86	87
Upkeep and repair of the train	89	91	91
The provision of information during the journey	82	81	84
The helpfulness and attitude of staff on train	81	84	81
The space for luggage	57	63	48
The toilet facilities	52	51	64
Sufficient room for all passengers to sit/stand	59	76	66
The comfort of the seating area	81	87	83
The ease of being able to get on and off	80	85	83
Your personal security on board	84	88	87
The cleanliness of the inside	83	90	88
The cleanliness of the outside	80	85	86
The availability of staff	67	71	73
How well train company deals with delays	45	70	52

Building block/route data for Grand Central

	London to Bradford	London to Sunderland
Overall satisfaction	94	93
Overall satisfaction with the station	82	90
Ticket buying facilities	83	88
Provision of information about train times/platforms	86	92
The upkeep/repair of the station buildings/platforms	77	90
Cleanliness	81	91
The facilities and services	57	75
The attitudes and helpfulness of the staff	80	81
Connections with other forms of public transport	80	83
Facilities for car parking	45	61
Overall environment	76	84
Your personal security whilst using	72	79
The availability of staff	64	70
The provision of shelter facilities	65	80
Availability of seating	44	55
How request to station staff was handled	90	88

Building block/route data for Grand Central

	London to Bradford	London to Sunderland
Overall satisfaction with the train	92	90
The frequency of the trains on that route	69	80
Punctuality/reliability (i.e. the train arriving/departing on time)	94	92
The length of time the journey was scheduled to take (speed)	83	92
Connections with other train services	83	83
The value for money for the price of your ticket	76	75
Cleanliness of the train	88	84
Upkeep and repair of the train	79	78
The provision of information during the journey	90	81
The helpfulness and attitude of staff on train	95	89
The space for luggage	67	82
The toilet facilities	64	52
Sufficient room for all passengers to sit/stand	88	92
The comfort of the seating area	88	90
The ease of being able to get on and off	93	88
Your personal security on board	94	91
The cleanliness of the inside	87	84
The cleanliness of the outside	89	76
The availability of staff	90	83
How well train company deals with delays	93	58

Building block/route data for Virgin Trains

	Birming-ham to Scotland	London to Liverpool	London to Man-chester	London to North Wales	London to Scotland	London to Wolver-hampton
Overall satisfaction	90	94	93	82	94	92
Overall satisfaction with the station	75	92	85	79	79	72
Ticket buying facilities	83	84	79	93	85	83
Provision of information about train times/platforms	86	90	88	84	91	85
The upkeep/repair of the station buildings/platforms	64	89	79	78	77	62
Cleanliness	71	91	82	73	79	66
The facilities and services	67	79	74	58	65	60
The attitudes and helpfulness of the staff	80	90	79	73	73	74
Connections with other forms of public transport	92	81	81	88	81	85
Facilities for car parking	57	51	40	22	56	61
Overall environment	71	79	79	70	70	59
Your personal security whilst using	74	76	81	79	74	69
The availability of staff	72	80	67	73	57	53
The provision of shelter facilities	64	70	75	54	68	67
Availability of seating	59	45	41	30	48	40
How request to station staff was handled	88	93	82	77	84	95

Building block/route data for Virgin Trains

	Birming-ham to Scotland	London to Liverpool	London to Man-chester	London to North Wales	London to Scotland	London to Wolver-hampton
Overall satisfaction with the train	93	94	92	87	93	94
The frequency of the trains on that route	84	92	91	84	92	91
Punctuality/reliability (i.e. the train arriving/departing on time)	75	93	91	83	88	86
The length of time the journey was scheduled to take (speed)	84	96	96	93	92	93
Connections with other train services	87	89	86	86	87	88
The value for money for the price of your ticket	52	60	60	55	62	65
Cleanliness of the train	90	96	88	80	92	93
Upkeep and repair of the train	92	94	90	84	91	93
The provision of information during the journey	92	91	86	85	87	87
The helpfulness and attitude of staff on train	88	88	80	89	88	82
The space for luggage	54	66	65	51	64	62
The toilet facilities	54	69	56	46	63	66
Sufficient room for all passengers to sit/stand	84	93	87	80	85	78
The comfort of the seating area	86	92	87	80	83	86
The ease of being able to get on and off	86	94	92	88	92	92
Your personal security on board	87	92	88	86	93	88
The cleanliness of the inside	92	95	89	84	90	92
The cleanliness of the outside	84	86	85	87	90	88
The availability of staff	74	74	69	67	78	68
How well train company deals with delays	68	48	55	55	68	69

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	84	87	90
Overall satisfaction with the station	75	78	80
Ticket buying facilities	77	82	77
Provision of information about train times/platforms	81	85	83
The upkeep/repair of the station buildings/platforms	68	72	69
Cleanliness	72	74	67
The facilities and services	59	54	44
The attitudes and helpfulness of the staff	75	77	77
Connections with other forms of public transport	70	64	64
Facilities for car parking	60	68	61
Overall environment	68	70	68
Your personal security whilst using	73	72	68
The availability of staff	63	68	65
The provision of shelter facilities	67	72	71
Availability of seating	53	62	52
How request to station staff was handled	93	88	93

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction with the train	84	85	84
The frequency of the trains on that route	66	76	85
Punctuality/reliability (i.e. the train arriving/departing on time)	80	86	88
The length of time the journey was scheduled to take (speed)	76	87	86
Connections with other train services	75	86	83
The value for money for the price of your ticket	54	55	53
Cleanliness of the train	82	82	75
Upkeep and repair of the train	84	83	74
The provision of information during the journey	68	77	62
The helpfulness and attitude of staff on train	80	87	81
The space for luggage	61	70	63
The toilet facilities	54	56	55
Sufficient room for all passengers to sit/stand	70	76	73
The comfort of the seating area	79	78	77
The ease of being able to get on and off	82	84	86
Your personal security on board	86	84	86
The cleanliness of the inside	82	80	76
The cleanliness of the outside	73	73	67
The availability of staff	68	80	73
How well train company deals with delays	44	55	30

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	92	93
Overall satisfaction with the station	90	80
Ticket buying facilities	91	87
Provision of information about train times/platforms	91	91
The upkeep/repair of the station buildings/platforms	91	79
Cleanliness	88	80
The facilities and services	57	58
The attitudes and helpfulness of the staff	88	85
Connections with other forms of public transport	82	85
Facilities for car parking	69	47
Overall environment	81	76
Your personal security whilst using	77	74
The availability of staff	78	85
The provision of shelter facilities	77	79
Availability of seating	70	67
How request to station staff was handled	100	87

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction with the train	90	90
The frequency of the trains on that route	94	93
Punctuality/reliability (i.e. the train arriving/departing on time)	92	90
The length of time the journey was scheduled to take (speed)	98	97
Connections with other train services	89	95
The value for money for the price of your ticket	64	66
Cleanliness of the train	79	80
Upkeep and repair of the train	81	80
The provision of information during the journey	88	86
The helpfulness and attitude of staff on train	64	70
The space for luggage	58	64
The toilet facilities	22	8
Sufficient room for all passengers to sit/stand	79	79
The comfort of the seating area	82	79
The ease of being able to get on and off	89	90
Your personal security on board	75	81
The cleanliness of the inside	80	81
The cleanliness of the outside	68	72
The availability of staff	46	54
How well train company deals with delays	51	27

Building block/route data for Northern Rail

	Lancashire & Cumbria	Man-chester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	76	72	75	77	80
Overall satisfaction with the station	71	73	85	75	77
Ticket buying facilities	70	71	85	82	82
Provision of information about train times/platforms	79	80	89	79	90
The upkeep/repair of the station buildings/platforms	68	71	86	73	80
Cleanliness	73	74	84	84	80
The facilities and services	57	47	65	66	50
The attitudes and helpfulness of the staff	72	67	78	78	74
Connections with other forms of public transport	58	74	76	67	70
Facilities for car parking	50	58	51	73	52
Overall environment	64	65	81	73	74
Your personal security whilst using	65	60	76	60	71
The availability of staff	59	54	62	55	62
The provision of shelter facilities	70	67	73	72	69
Availability of seating	64	51	58	61	53
How request to station staff was handled	72	87	78	64	92

Building block/route data for Northern Rail

	Lancashire & Cumbria	Man-chester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction with the train	67	63	66	66	80
The frequency of the trains on that route	63	68	70	61	72
Punctuality/reliability (i.e. the train arriving/departing on time)	70	71	78	83	71
The length of time the journey was scheduled to take (speed)	83	78	82	83	85
Connections with other train services	60	66	77	71	80
The value for money for the price of your ticket	50	50	51	60	59
Cleanliness of the train	51	53	64	65	70
Upkeep and repair of the train	44	46	55	59	70
The provision of information during the journey	52	52	60	59	70
The helpfulness and attitude of staff on train	77	65	89	88	73
The space for luggage	59	53	51	49	61
The toilet facilities	27	25	43	38	36
Sufficient room for all passengers to sit/stand	63	57	62	72	78
The comfort of the seating area	55	54	57	57	75
The ease of being able to get on and off	81	72	76	76	85
Your personal security on board	72	68	73	83	78
The cleanliness of the inside	45	54	59	65	72
The cleanliness of the outside	37	45	55	49	55
The availability of staff	57	41	65	70	65
How well train company deals with delays	31	14	35	22	39

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	86	90	92	85
Overall satisfaction with the station	81	87	80	85
Ticket buying facilities	78	85	80	84
Provision of information about train times/platforms	86	85	90	82
The upkeep/repair of the station buildings/platforms	72	74	83	77
Cleanliness	77	77	86	83
The facilities and services	59	66	40	54
The attitudes and helpfulness of the staff	75	69	78	78
Connections with other forms of public transport	75	84	77	72
Facilities for car parking	40	84	35	52
Overall environment	72	76	76	72
Your personal security whilst using	76	73	71	77
The availability of staff	70	75	70	68
The provision of shelter facilities	68	79	76	72
Availability of seating	50	65	66	54
How request to station staff was handled	87	94	86	97

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction with the train	86	90	88	79
The frequency of the trains on that route	84	64	86	81
Punctuality/reliability (i.e. the train arriving/departing on time)	82	92	85	80
The length of time the journey was scheduled to take (speed)	88	83	90	87
Connections with other train services	77	73	74	78
The value for money for the price of your ticket	46	73	50	43
Cleanliness of the train	87	83	85	76
Upkeep and repair of the train	86	74	85	73
The provision of information during the journey	78	84	78	70
The helpfulness and attitude of staff on train	80	92	74	74
The space for luggage	58	88	68	63
The toilet facilities	51	62	42	44
Sufficient room for all passengers to sit/stand	72	90	86	70
The comfort of the seating area	78	84	79	75
The ease of being able to get on and off	85	88	85	86
Your personal security on board	84	90	83	82
The cleanliness of the inside	83	85	85	77
The cleanliness of the outside	78	79	82	74
The availability of staff	70	85	70	59
How well train company deals with delays	47	62	44	27

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	87	89	83	79	84	83	80
Overall satisfaction with the station	80	80	79	75	80	76	76
Ticket buying facilities	78	77	78	73	83	74	78
Provision of information about train times/platforms	79	86	84	80	87	80	84
The upkeep/repair of the station buildings/platforms	67	72	73	68	75	70	73
Cleanliness	71	76	77	73	79	74	74
The facilities and services	63	66	60	56	69	51	50
The attitudes and helpfulness of the staff	74	76	77	70	77	69	74
Connections with other forms of public transport	79	80	73	74	78	77	64
Facilities for car parking	44	56	58	51	56	44	57
Overall environment	66	70	71	66	72	66	68
Your personal security whilst using	72	73	72	68	77	66	69
The availability of staff	65	66	65	59	66	59	62
The provision of shelter facilities	63	66	66	60	68	64	68
Availability of seating	48	44	51	42	54	46	54
How request to station staff was handled	88	87	88	81	88	79	91

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction with the train	88	89	82	75	83	79	78
The frequency of the trains on that route	86	87	77	74	83	77	72
Punctuality/reliability (i.e. the train arriving/departing on time)	85	85	79	74	80	79	76
The length of time the journey was scheduled to take (speed)	88	89	84	80	86	85	83
Connections with other train services	79	80	74	74	78	77	75
The value for money for the price of your ticket	35	52	49	36	51	41	53
Cleanliness of the train	88	87	79	69	82	73	69
Upkeep and repair of the train	88	87	79	69	83	73	67
The provision of information during the journey	75	81	74	66	78	72	64
The helpfulness and attitude of staff on train	72	79	78	62	79	59	76
The space for luggage	72	63	59	48	56	52	60
The toilet facilities	68	55	49	36	48	30	40
Sufficient room for all passengers to sit/stand	83	79	71	64	68	66	72
The comfort of the seating area	85	82	75	67	79	70	71
The ease of being able to get on and off	83	85	81	79	82	78	81
Your personal security on board	87	85	81	77	85	73	79
The cleanliness of the inside	87	87	78	69	81	72	69
The cleanliness of the outside	82	81	72	65	76	70	59
The availability of staff	56	63	64	38	65	39	63
How well train company deals with delays	30	60	45	33	52	35	40

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[1]	27168	12002	4125	11041	23142	4026	9140	6164	6191	5673
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midlands Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
Greater Anglia	103929	54	18	28	90	10	30	14	28	28
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	102374	64	3	33	81	19	22	26	26	26
Merseyrail	44909	37	8	55	81	19	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166197	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size[1]	27168	12002	4125	11041	23142	4026	9140	6164	6191	5673
Arriva Trains Wales	1248	31	15	54	79	21	30	25	20	25
c2c	1059	72	6	22	93	7	51	20	15	14
Chiltern Railways	1104	41	17	41	86	14	46	16	21	17
CrossCountry	1200	32	21	47	79	21	16	29	28	27
East Coast	1234	17	34	50	86	14	50	9	11	30
East Midlands Trains	1088	38	22	41	87	13	33	28	23	16
First Capital Connect	1762	56	12	32	88	12	27	20	34	19
First Great Western	2996	39	17	44	81	19	31	30	24	14
First TransPennine Express	1190	39	21	40	90	10	18	48	23	11
Greater Anglia[2]	2267	49	12	38	87	13	38	13	23	25
London Midland	1149	51	12	36	89	11	43	18	24	15
London Overground	1111	59	6	35	88	12	28	15	20	37
Merseyrail	557	55	3	41	95	5	23	42	20	15
Northern Rail	1106	50	8	42	85	15	35	33	23	9
ScotRail	1141	43	12	46	77	23	32	13	36	19
South West Trains	2004	47	10	43	85	15	36	22	12	30
Southeastern	1687	57	9	34	89	11	37	26	18	19
Southern	2113	44	14	42	83	17	27	21	27	25
Virgin Trains	1152	21	36	43	82	18	39	9	30	22

1. Sample size excludes non-franchised Train Operating Companies

The following are reports produced each wave:

Full report (formerly called Summary 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 NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	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.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Stakeholder report (formerly called Consultees 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 NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
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.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

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

London & South East Operators	Long Distance Operators	Regional Operators
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
Greater Anglia	Virgin Trains	
London Midland		
London Overground		
South West Trains		
Southeastern		
Southern		

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Airport	High Speed	Interurban	Long commute
Heathrow Connect	East Coast: London - Yorkshire	Arriva Trains Wales: North Wales	Chiltern Railways: South
Heathrow Express	First Great Western: Long Distance	Arriva Trains Wales: South Wales	East Coast: London - East Midlands/East of England
Greater Anglia: Stansted Express	Southern: High Speed	Chiltern Railways: North	East Midlands Trains: London
Southern: Gatwick Express	Virgin: London - Liverpool	CrossCountry: Birmingham - Manchester	First Capital Connect: Great Northern
	Virgin: London - Manchester	CrossCountry: Nottingham - Cardiff	First Capital Connect: Thameslink North
	Virgin: London - North Wales	East Coast: Non-London Journeys	First Capital Connect: Thameslink South
	Virgin: London - Scotland	First TransPennine Express: North West	First Great Western: London Thames Valley
	Virgin: London - Wolverhampton	First TransPennine Express: South	Greater Anglia: Mainline
		Greater Anglia: Intercity	London Midland: London Commuter
		London Midland: West Coast	ScotRail: Urban
		Northern Rail: South & East Yorkshire	Southern: Sussex Coast
		ScotRail: Interurban	South West Trains: Portsmouth
		South West Trains: Mainline	South West Trains: Reading/Windsor
		Virgin: Birmingham - Scotland	Southeastern - Mainline

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Long distance	Short commute	Rural
CrossCountry: Birmingham - North East & Scotland	c2c	Arriva Trains Wales: Valley
CrossCountry: Birmingham - South Coast	East Midlands Trains: Local	First Great Western: West
CrossCountry: Birmingham - South West	First Capital Connect: Thameslink Loop	Greater Anglia: Rural
CrossCountry: Birmingham - Stansted	Greater Anglia: Metro	Northern Rail: Lancashire & Cumbria
East Coast: London - Scotland/North East	Greater Anglia: West Anglia	Northern Rail: West & North Yorkshire
East Midlands Trains: Liverpool - Norwich	London Overground: Gospel Oak - Barking	ScotRail: Rural
First TransPennine Express: North	London Overground: Richmond/Clapham - Stratford	South West Trains: Island Line
	London Overground: Watford - Euston	South West Trains: Not Managed By SWT
	London Overground: Highbury - Croydon	South West Trains: West Of England
	London Midland: West Midlands	
	Merseyrail: Northern	
	Merseyrail: Wirral	
	Northern Rail: Manchester & Liverpool	
	Northern Rail: Tyne Tees & Wear	
	ScotRail: Strathclyde	
	Southern: Metro	
	South West Trains: London	
	South West Trains: Metro	
	South West Trains: Suburban	

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:

Arriva Trains Wales: North Wales
Journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

Arriva Trains Wales: South Wales
Journeys from stations in South Wales, excluding the Valley lines around Cardiff

Arriva Trains Wales: Valley
Journeys starting from the Valley lines around Cardiff, including Cardiff itself

c2c:
All journeys on c2c

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

First Capital Connect: Great Northern
Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

First Capital Connect: Thameslink Loop
Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

First Capital Connect: North
Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect: South
Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

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

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

First TransPennine Express: South
Journeys on rail lines between Manchester Airport/
Manchester and Cleethorpes

Grand Central: London - Bradford
Journeys on London King's Cross - Bradford Interchange
route

Grand Central: London - Sunderland
Journeys on London King's Cross - Sunderland route

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

Greater Anglia: Main line
Journeys on outer suburban Great Eastern services to
London – Ipswich, plus branches to Harwich, Clacton,
Walton, Sudbury and Braintree

Greater Anglia: Metro
Journeys on London – Southend Victoria trains, plus
Southminster branch, the London – Shenfield metro route
and Romford – Upminster

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

Greater Anglia: Stansted
Journeys on Stansted Express, not including Stansted
Airport stopping trains

Greater Anglia: West Anglia
Journeys on the route from/to London Liverpool Street on
the West Anglia route that are not Stansted Express

Heathrow Connect:
All Heathrow Connect journeys

Heathrow Express:
All Heathrow Express journeys

London Midland: London Commuter
Journeys on London Euston – Northampton services

London Midland: West Coast
Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands
Journeys on several rail lines in and around Birmingham
New Street

London Overground: Highbury – Croydon/Clapham
Journeys on the Highbury & Islington – West Croydon and
Highbury & Islington - Clapham Junction lines

London Overground: Gospel Oak – Barking
Journeys on the Gospel Oak – Barking line

**London Overground: Richmond/Clapham Junction –
Stratford**
Journeys on the Richmond – Stratford and Clapham Junction –
Willesden Junction/Stratford rail lines

London Overground: Watford – Euston
Journeys on the London Euston – Watford line

Merseyrail: Northern
Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral
Journeys on the central Liverpool – West Kirby, New
Brighton, Chester and Ellesmere Port rail lines

Northern Rail: Lancashire & Cumbria
Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool
Journeys from stations in the Manchester and Liverpool
conurbations

Northern Rail: South & East Yorkshire
Journeys from stations in South and East Yorkshire

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: Journeys from stations not managed
by South West Trains**
Journeys starting from stations not run by South West Trains (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: Birmingham – Scotland
Journeys on Birmingham – Scotland services

Virgin Trains: London – Liverpool
Journeys on London – Liverpool services

Virgin Trains: London – Manchester
Journeys on London – Manchester services

Virgin Trains: London – North Wales
Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland
Journeys on London – Glasgow/Scotland services

Virgin Trains: London – Wolverhampton
Journeys on London – Wolverhampton services

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Passenger Focus is the operating name of the Passengers' Council. This survey was published in June 2013. © Passenger Focus 2013.

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