

National Passenger Survey

DETAILED TECHNICAL SURVEY OVERVIEW

Spring 2013

(Wave 28)



Rebecca Hunt
Research Director
020 7490 9148
rebecca.hunt@bdrc-continental.com

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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 (now merged to become BDRC Continental) was appointed to run the survey from Spring 2003 until Spring 2007, and was re-appointed to run the survey for a further four years from Autumn 2007 and again re-appointed in 2011 for a further 3-4 year contract.

The questionnaire is fairly consistent from one wave to another, with some questions included in just Spring or Autumn waves to limit length. Questionnaire comprehension and completeness is tested regularly via qualitative research, the last such check being in late 2011. This check produced a number of helpful suggestions regarding layout and style and identified a number of small modifications that could be made to the measurement of station and train performance that are covered in NPS. This document outlines the methodology used in the Spring 2013 survey, the twenty-first undertaken by BDRC Continental and wave 28 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 (TOC). 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 departing from that station annually as the size measure. As such larger stations may be selected several times. Days of the week and times of day are then assigned to each selected station, using profiles for different types of station. Sampling points are then assigned to weeks at random during the survey period.

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

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

These datasets are amalgamated to generate estimates of the number of passengers each TOC attracts from each station it calls at, and this is used as the basis for the sample design.

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 (open access) TOCs covered in the survey (in Spring 2013 these were Grand Central,

Heathrow Express, Heathrow Connect and First Hull Trains – although Grand Central does have two building blocks)

- Some of the building blocks are station based, some route based. For the station based blocks, the number of journeys for each station originally calculated for the TOC are assigned to that station in its building block. For route based building blocks, some stations appear in more than one building block. In these situations, passenger volumes are split between building blocks
- Stations are then selected probability proportional to this derived passenger volume figure for each building block. This means that the larger stations will be selected several times and very small stations will have a low probability of selection. When the sampling plan is updated, the small stations selected may therefore vary significantly from the previous plan, whereas the sample of larger stations will tend to be quite consistent
- The sampling plan is completely updated every 2-3 years, with small modifications made to the existing plan in intervening periods. The Autumn 2012 wave of NPS was the first in the current cycle 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 are allocated a three hour duration
- A time of day is then initially assigned, with probability proportional to passenger volumes. The day of week profiles are determined separately for city centre and other stations and separately for weekdays and weekends. The table below shows the time of day distributions that were initially used for this assignment

**Time of day profile of passenger journeys
(derived from Wave 9 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, a pattern of over representation of outward trips had been observed and initially the profile was around two thirds of reported journeys being outward journeys.

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

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

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

This change was incorporated into the allocation of shifts to time of day for Wave 17 (Autumn 2007), with approximately 100 shifts moved from the original morning peak time generated by the above procedure to an evening peak time. The result has rebalanced outward and return journeys more, as shown by the table below, with outward journeys in Waves 17 onwards now representing 52-56% rather than the 62-64% in earlier waves. In Wave 27 (the Autumn 2012 wave) a further re-alignment took place to move the outward/return ratio nearer to 50:50). This was partially successful, but still needed more fine tuning; thus in wave 28 a small number of shifts were moved from morning to afternoon. As shown below, this has been successful in that 49% of journeys in wave 28 were return journeys, and 50% were outward journeys (combining outward trips from a two-way journey with one-way trips, all of which are essentially an outward journey).

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

The wave 29 (Autumn 2013) sample plan will therefore use the same number of shifts in the mornings and afternoons, as in wave 28.

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 to be 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 (2,750, 2,000, 1,500 and 1,750 respectively) to enable TOC reports for each part of the new franchise to be produced and compared with earlier waves. For example, this was done for original FGW, FGWL, Wessex, Thameslink and WAGN. The sample size for Southern was increased to 2,000 when it absorbed Gatwick Express.

In the Autumn 2011 wave, sample sizes for Arriva Trains Wales and London Overground were increased from 750 to 1,000, to compensate for the increased clustering present with the distribution of questionnaires for these TOCs changing from at-station to on-train. On train surveys are also undertaken for Scotrail's rural building block and for South West Trains' "not managed by SWT" building blocks – both are characterised by a large number of small stations, making at-station survey distribution 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 Spring 2013 Wave, these “virtual” TOCs were:

- the three constituent parts of Southern – Sussex Coast, Metro services and Gatwick Express (excluding the extended Gatwick Express service to Brighton which is included in Sussex Coast)
- The three constituent parts of FGW – Long distance, Thames Valley and West
- A number of original TOCs which are now building blocks within larger franchises including Island Line, WAGN and Thameslink

Data is also produced for the six PTE areas in England and Scotland (Centro, West Yorkshire, South Yorkshire, TfGM, Strathclyde and Nexus). Each PTE area except Nexus has a notional target sample of 500 interviews about journeys starting and ending within the PTE area, although no boosts are undertaken to meet these notional targets. The Nexus area is much smaller than the others, and so any journey starting in the Nexus area counts towards the PTE analysis and the 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 and 28.

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 in advance of the completely new sample plan generation for the Autumn 2012 wave; the same weighting regime has also been used for Spring 2013 which was based on the same sample plan. Data from ORR and other sources was used to estimate journeys starting from each station for each TOC, and was sent out by Passenger Focus 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 Spring 2013.

2.7 Questionnaire distribution

The key features of the way questionnaires are distributed are:

- Questionnaires are handed out evenly across a 3-hour interviewing shift, to ensure as wide a spread of passenger types and journeys as possible
- Passengers are given a self completion questionnaire and a reply paid envelope
- The passenger's name and phone number are taken where permission is granted, for back checking purposes
- For the Spring 2003 wave onwards, the time of giving out the questionnaire was noted as well as the customer's gender and observable age
- Passengers were also asked the purpose of their journey, using the same codes as in the questionnaire itself
- On some shifts, only passengers for a selected TOC are given questionnaires. Apart from on these shifts, questionnaires are given to any passengers about to board a train

- Questionnaires are station specific, with the station name and the TOCs calling at the station pre-printed on the questionnaire (except for the questionnaires distributed on train, where the passenger is asked to tick the station where they boarded the train from a pre-printed list)
- From the Spring 2003 wave onwards, all questionnaires have an 11 digit serial number pre-printed. The first four digits are a station code, the next four a shift code and the final three a sequence number
- This serial number is also printed on the bottom of the front page as a barcode, which is scanned when questionnaires arrive back in the office. This allows us to quickly identify the returns from each shift on a dynamic basis and enables us to quickly identify shifts with low or no returns
- From the Spring 2004 wave onwards, the station name is personalised throughout the questionnaire and all questionnaires are scanned rather than having data punched manually.

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

Prior to Wave 17, all interviewing shifts had been at one of the times 06:00-09:00, 07:00-10:00, 10:00-13:00, 13:00-16:00, 16:00-19:00 and 19:00-22:00. In Wave 17, again taking on board one of the recommendations in the 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 trains, as this is the only practical way of ensuring a sufficiently large sample of customers. Island Line shifts are also conducted on trains, as the passenger numbers at each station are very low. Interviewing on trains 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 building block)
- South West Trains (not managed by SWT building block)

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 Spring 2013 survey (Wave 28)

- 104,999 questionnaires were distributed to fieldworkers for the main NPS survey (covering both franchised and non franchised TOCs)
- 95,712 questionnaires were handed out to passengers (a hand out rate of 91%)
- 30,516 questionnaires were returned (a return rate of 32%)
- 29,436 valid questionnaires were used in the NPS dataset (including both franchised and non franchised TOCs) – a response rate of 31%
- An additional 10,409 questionnaires were printed for boosts for Network Rail and First Great Western

- Of these, 9,072 were distributed to passengers (87%)
- Of these, 2,688 were returned (30%), and 2,599 were used in analysis (29%).

Of the questionnaires returned but not used in Wave 28 (including both main NPS and the various boosts):

- 220 were received after the cut off date
- 542 had no time or destination (meaning we could not assign a TOC to the journey)
- 17 had time /journey problems not resolved (could not therefore assign the TOC)
- 223 were blank/incomplete surveys
- 65 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)
- 44 were duplicate surveys
- 16 were filled in for diverted or cancelled trains, which were therefore technically not journeys
- 11 were given to passengers arriving at rather than departing from the station
- 26 were for other reasons

Adding the 1169 questionnaires that were returned but not used increases the overall response rate of the Spring 2013 survey (including main and boost surveys) to 32%.

3. Derivation of key factors affecting customer satisfaction

3.1 Aspects of rail journeys covered by NPS

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). Now that we have a full year's data, this analysis has been undertaken and is reported on below.

Overall satisfaction with today's journey is also measured. The full list of the 35 factors used in Spring 2013 is as shown overleaf.

Full List of 35 factors measured in NPS:

15 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

*The availability of shelter facilities at the station

The availability of seating at the station

20 TRAIN FACTORS:

*The frequency of the trains on that route

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

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

Connections with other train services

*The value for money for the price of your ticket

*Up keep and repair of the train

*The provision of information during the journey

The helpfulness and attitude of staff on train

*The space for luggage

*The toilet facilities

*Sufficient room for all the passengers to sit / stand

*The comfort of the seating area

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

*Your personal security whilst on board the train

Availability of staff on the train

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

*Cleanliness of the inside of the train

*Cleanliness of the outside of the train

*How well train company dealt with delays

Overall satisfaction with the train

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

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

3.2 Multivariate analysis to derive which journey aspects are most important

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

For the analysis to derive the factors which are important to overall journey satisfaction, all of the factors in the list on the previous page are included, except for “overall satisfaction with the station” and “overall satisfaction with the train”.

Those marked with an asterisk in the list are the significant factors identified from the national multivariate analysis in Wave 27/8 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.

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

As mentioned above, now that we have two full waves of data we are able to run the same analysis to determine which factors are important to overall satisfaction with the train. For this analysis, all of the factors in the “train factors” list are used, and all except “Connections with other train services” and “The availability of the staff on the train” were identified as significant (although the latter was found to be significant for long distance services). The full results from the multivariate analysis on train satisfaction are shown at Appendix A(ii).

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 |
| TOC tables | Data tables produced for each TOC and at National level |
| TOC demographic Report | A short report which profiles passengers of the TOC and at National level |
| Stakeholder Report <i>(formerly known as Consultees Report)</i> | A report of summary results produced for all TOCs and a range of Stakeholders |
| Full Report <i>(formerly known as Summary Report)</i> | A report providing trend data for each TOC by wave which is used to generate the Passenger Focus Main 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 |
| User Guidance Report | A document providing information on sample sizes and statistical reliability |

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 Stakeholder Report are mainly distributed electronically (though a few are also 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 in response to open-ended questions are 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 2013 wave.

| TOC | Target | W28 sample |
|----------------------------|--------|------------|
| Arriva Trains Wales | 1000 | 1,248 |
| c2c | 1000 | 1,059 |
| Chiltern Railways | 1000 | 1,104 |
| CrossCountry | 1000 | 1,200 |
| East Coast | 1000 | 1,234 |
| East Midlands Trains | 1000 | 1,088 |
| First Capital Connect | 1500 | 1,762 |
| First Great Western | 2750 | 2,996 |
| First Hull Trains | 500 | 543 |
| First TransPennine Express | 1000 | 1,190 |
| Grand Central | 500 | 639 |
| Greater Anglia | 2000 | 2,267 |
| Heathrow Connect | 500 | 560 |
| Heathrow Express | 500 | 526 |
| London Midland | 1000 | 1,149 |
| London Overground | 1000 | 1,111 |
| Merseyrail | 500 | 557 |
| Northern Rail | 1000 | 1,106 |
| ScotRail | 1000 | 1,141 |
| South West Trains | 1750 | 2,004 |
| Southeastern | 1500 | 1,687 |
| Southern | 2000 | 2,113 |
| Virgin Trains | 1000 | 1,152 |
| Total | 26000 | 29,436 |

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 28.

7. Appendices

Appendix A(i)

Results of multivariate analysis – drivers of overall journey satisfaction

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

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

Just 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 with how the train company handled any delays, making this by far the most important driver of trip dissatisfaction.

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

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

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

Drivers of overall journey satisfaction – W27/8 combined

| Station factors | National |
|----------------------------------------------------------------------------------|----------|
| Ticket Buying Facilities | 0% |
| Provision Of Information About Train Times/Platforms | 3% |
| The Upkeep/Repair Of The Station Buildings/Platforms | |
| Cleanliness Of The Station | 0% |
| The Facilities And Services At The Station | |
| The Attitudes And Helpfulness Of The Staff | |
| 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 | 4% |
| Your Personal Security Whilst Using That Station | 0% |
| Provision of shelter facilities | 0% |
| Availability of seating | |
| How request was handled | 0% |
| | |
| Train factors | |
| The Frequency Of The Trains On That Route | 5% |
| Punctuality/Reliability (i.e. The Train Arriving/Departing On Time) | 42% |
| 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 | 0% |
| The Toilet Facilities | 0% |
| Sufficient Room For All The Passengers To Sit/Stand | 3% |
| The Comfort Of The Seating Area | 6% |
| The Ease Of Being Able To Get On And Off The Train | 6% |
| 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 overall journey dissatisfaction – W27/8 combined

| Station Factors | National |
|----------------------------------------------------------------------------------|----------|
| Ticket Buying Facilities | |
| Provision Of Information About Train Times/Platforms | 1% |
| The Upkeep/Repair Of The Station Buildings/Platforms | |
| Cleanliness Of The Station | 0% |
| The Facilities And Services At The Station | |
| The Attitudes And Helpfulness Of The Staff | 0% |
| Connections With Other Forms Of Public Transport e.g. Bus, Tube, Tram, Taxi etc. | |
| Facilities For Car Parking | 0% |
| The Availability Of Staff At The Station | |
| The Overall Station Environment | 1% |
| Your Personal Security Whilst Using That Station | |
| Provision of shelter facilities | |
| Availability of seating | 0% |
| How request was handled | 3% |
| | |
| Train Factors | |
| The Frequency Of The Trains On That Route | 2% |
| Punctuality/Reliability (i.e. The Train Arriving/Departing On Time) | 16% |
| The Length Of Time The Journey Was Scheduled To Take (Speed) | 7% |
| Connections With Other Train Services | 1% |
| The Value For Money For The Price Of Your Ticket | 0% |
| Up Keep And Repair Of The Train | 0% |
| The Provision Of Information During The Journey | 2% |
| The Helpfulness And Attitude Of Staff On Train | 0% |
| The Space For Luggage | 0% |
| The Toilet Facilities | 0% |
| Sufficient Room For All The Passengers To Sit/Stand | 4% |
| 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 | 1% |
| The Availability Of The Staff On The Train | |
| The Cleanliness Of The Inside Of The Train | 2% |
| The Cleanliness Of The Outside Of The Train | 0% |
| How delay was handled | 51% |

Appendix A(ii)

Results of multivariate analysis – drivers of satisfaction with the train itself

In Autumn 2012, a new question was added to the NPS questionnaire: “Overall, how satisfied are you with the train you boarded for your journey?”; this question uses the same 5-point scale as all other ratings questions. Now that this question has been asked over two waves of NPS, multivariate analysis has been undertaken to identify which train measures are significant in explaining the variance of response. The approach used for this is exactly the same as that used for the overall journey satisfaction question, as described in Appendix A(i) above.

The on-board environment is critical to satisfaction with the train, with cleanliness inside the most important factor, followed by the comfort of seating, general upkeep, space and ability to move on and off. Punctuality is again shown to be statistically important, probably indicating a halo affect: i.e. if a train journey runs on time, because it is so crucial the passenger is more likely to feel satisfied with other aspects of the journey even if they are perhaps not directly related.


The full tables of results are shown below. (Analysis has not been conducted to determine the ‘drivers’ of dissatisfaction with the train, because the sample size is too low at this point).

Drivers of satisfaction with the train – W27/8 combined

| Train Factors | |
|---------------------------------------------------------------------|-----|
| The Frequency Of The Trains On That Route | 3% |
| Punctuality/Reliability (i.e. The Train Arriving/Departing On Time) | 9% |
| The Length Of Time The Journey Was Scheduled To Take (Speed) | 2% |
| Connections With Other Train Services | |
| The Value For Money For The Price Of Your Ticket | 1% |
| Up Keep And Repair Of The Train | 7% |
| The Provision Of Information During The Journey | 1% |
| The Helpfulness And Attitude Of Staff On Train | 0% |
| The Space For Luggage | 0% |
| The Toilet Facilities | 0% |
| Sufficient Room For All The Passengers To Sit/Stand | 5% |
| The Comfort Of The Seating Area | 14% |
| The Ease Of Being Able To Get On And Off The Train | 7% |
| Your Personal Security Whilst On Board The Train | 2% |
| The Availability Of The Staff On The Train | |
| The Cleanliness Of The Inside Of The Train | 46% |
| The Cleanliness Of The Outside Of The Train | 2% |
| How delay was handled | 1% |

Appendix B

Questionnaire (Spring 2013)

| | | | | | | | | | | | | | | | | |
|------|------|-----|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|--|--|---|---|---|---|---|---|---|---|
| 1536 | 0026 | 001 |  | <table border="1"><tr><td></td><td></td><td></td><td></td><td>1</td><td>3</td></tr><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td></tr></table> | | | | | 1 | 3 | D | D | M | M | Y | Y |
| | | | | 1 | 3 | | | | | | | | | | | |
| D | D | M | M | Y | Y | | | | | | | | | | | |

National Rail Passenger Survey Spring 2013

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

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

| | | | | |
|--|--|---|--|--|
| | | : | | |
|--|--|---|--|--|

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

| |
|--|
| |
|--|

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

Yes.....

No.....

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

Yes..... Go to Q2b

No..... Go to Q3

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

| |
|--|
| |
|--|

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

| |
|--|
| |
|--|

Route:

§153600260010-

TCL

| | | |
|---|---|---|
| 1 | 2 | 3 |
|---|---|---|

| | |
|---|---|
| I | M |
|---|---|

1

ALL ANSWER

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

- Southeastern.....
- Gatwick Express.....
- Southern.....

Other: Please write in

Don't know.....

SECTION 2: YOUR JOURNEY TODAY

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

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

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

- Outward One way trip only
- Return

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 Victoria 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..... | <input type="checkbox"/> Go to Q11 | Using a season ticket..... | <input type="checkbox"/> Go to Q12 |
| In advance at station..... | <input type="checkbox"/> Go to Q11 | Stored value smartcard e.g. Oyster..... | <input type="checkbox"/> Go to Q12 |
| In advance via travel agent..... | <input type="checkbox"/> Go to Q11 | Other methods of purchase..... | <input type="checkbox"/> Go to Q12 |
| In advance - via the internet/a website.. | <input type="checkbox"/> Go to Q11 | Ticket was organised for me..... | <input type="checkbox"/> Go to Q12 |
| On the day of travel at a station ticket office..... | <input type="checkbox"/> Go to Q12 | Ticket sent to mobile..... | <input type="checkbox"/> Go to Q12 |
| On the day of travel from a ticket machine..... | <input type="checkbox"/> Go to Q12 | e-ticket..... | <input type="checkbox"/> Go to Q12 |
| On the day of travel on the train..... | <input type="checkbox"/> Go to Q12 | Ticket printed off at home..... | <input type="checkbox"/> Go to Q12 |

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

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

ALL ANSWER

Q12 How would you rate the following:

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

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

(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

| | | |
|------|------|-----|
| 1536 | 0026 | 001 |
|------|------|-----|

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

Other: Please write in

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

Q15 How would you rate London Victoria station for:

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

- Very familiar Fairly familiar Not very familiar Not at all familiar Don't know

Q17 While at London Victoria station, did you ask staff for help or information?

(tick all that apply)

- Yes - asked for help..... Go to Q18 Couldn't find anyone to ask..... Go to Q19a
 Yes - asked for information..... Go to Q18 No - didn't need help/information..... 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

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

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

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

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

Q20 Overall how satisfied are you with London Victoria 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 VICTORIA

ALL ANSWER

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

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

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

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

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"/> |

1536 0026 001

5

Q24 Was there any catering (food/drinks) available on the train you travelled on?
 Yes..... Go to Q26
 No..... Go to Q25
 Don't know..... Go to Q25

Q25 If catering had been available, do you think you would have used it?
 Yes..... Go to Q28
 No..... Go to Q28
 Don't know..... Go to Q28

Q26 What type of catering did you use? (tick all that apply)
 None used..... Go to Q28
 The buffet..... Go to Q27
 The trolley service..... Go to Q27
 Restaurant service..... Go to Q27

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

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

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

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

Q29 Did you experience any delay either on this train or because the train you had planned to catch there was cancelled? Again, please think only of the train you first boarded at London Victoria station directly after receiving the questionnaire.
 No delay..... Go to Q34
 Yes - minor delay..... Go to Q30
 Yes - serious delay..... Go to Q30

Q30 What sort of delay did you experience? (tick all that apply)
 The train was late departing at the beginning of my journey.....
 The train was late arriving at my destination.....
 The train I had planned to catch was cancelled.....
 Could not get on train as it was overcrowded.....
 Took longer than expected to buy train ticket.....
 Train I took to this station was late and I missed my connection.....
 Crowding at station meant it took a long time to reach my platform and I missed my train.....
 Lack of/poor information caused a delay to my journey.....
 Other: Please write in

Q31 How long was your delay?

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

Q32 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"/> |

| | | | | | | |
|---------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Q33 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

Q34 Taking into account just London Victoria 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"/> |

Q35 How long were you on the train that you got on at London Victoria station?

Hours: Minutes:

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

- 3 or more times a week..... Go to Q37
- Once or twice a week..... Go to Q37
- 1 or 2 times a month..... Go to Q37
- Once every 2-3 months..... Go to Q43
- Once every 6 months..... Go to Q43
- Less often..... Go to Q43
- Never/first time today..... Go to Q43

**SECTION 3: FOR FREQUENT USERS OF THIS ROUTE
ANSWER Q37-Q42 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2 TIMES A MONTH**

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

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

Q38 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.....

Q39 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"/> |

Q40 How often is your ticket checked?

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

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

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

Q42 The result of timetable changes on my route are:

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

SECTION 4: ACCESS TO RAIL NETWORK

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

ALL ANSWER

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

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

Other: Please write in

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

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

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

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

Other: Please write in

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

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

Other: Please write in

ALL ANSWER

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

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

Other: Please write in

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

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

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

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

Q50 How satisfied were you with these booking arrangements?

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

ALL ANSWER

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

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

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

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

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

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

Other: Please write in

SECTION 5: SECURITY ON THE RAILWAY

PLEASE THINK ABOUT ALL THE OCCASIONS IN THE LAST SIX MONTHS (INCLUDING TODAY), WHEN YOU HAVE TRAVELLED BY TRAIN

ALL ANSWER

Q54 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.

Q55 Prior to this survey, were you aware that BTP existed?

- Yes..... Go to Q56
- No..... Go to Q57

Q56 Taking everything into account, how good a job do you think BTP are doing at London Victoria station?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent | Good | Fair | Poor | Very poor | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 6: GENERAL INFORMATION

ALL ANSWER

Q57 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

Q58 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 Q61
- Yes - claimed for compensation on a weekly season ticket..... Go to Q59
- Yes - claimed for compensation on a monthly or longer season ticket..... Go to Q59
- Yes - claimed for compensation on a single/return ticket..... Go to Q59
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... Go to Q59
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... Go to Q59

IF YES, PLEASE ANSWER Q59 AND Q60 FOR THE MOST RECENT OCCASION

Q59 How satisfied were you with the way your complaint/claim was handled?

- | | | | | | |
|---------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------|
| Very satisfied <input type="checkbox"/> Go to Q61 | Fairly satisfied <input type="checkbox"/> Go to Q61 | Neither satisfied nor dissatisfied <input type="checkbox"/> Go to Q61 | Fairly dissatisfied <input type="checkbox"/> Go to Q60 | Very dissatisfied <input type="checkbox"/> Go to Q60 | Don't know/No opinion <input type="checkbox"/> Go to Q61 |
|---------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------|

Q60 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

Q61 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

- Yes..... Go to Q62 No..... Go to Q63

Q62 Which of the following were the reason(s) for this? (*tick all that apply*)

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

ALL ANSWER

Q63 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.

Q64 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"/> | |

Q65 Are you:

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

Q66 Are you:

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

Appendix C
Definition of PTE areas

Stations in area: Transport for Greater Manchester (TfGM)

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

Stations in area: Nexus PTE

| | | | |
|-------------|--|--|--|
| BROCKLEY | | | |
| EAST BOLDON | | | |
| HEWORTH | | | |
| NEWCASTLE | | | |
| SEABURN | | | |
| SUNDERLAND | | | |

Stations in area: Strathclyde PTE

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

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

Stations in area: South Yorkshire PTE

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

Stations in area: West Midlands PTE

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

Appendix D

Weighting regime: main survey – Wave 28

| 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 Coast | 18,785,158 | 10 | 33 | 57 | 76 | 24 |
| East Midlands Trains | 23,167,391 | 23 | 28 | 49 | 82 | 18 |
| First Capital Connect | 107,253,032 | 44.6 | 26.1 | 29.3 | 86 | 14 |
| First Great Western | 92,873,060 | 30 | 20 | 50 | 77 | 23 |
| First Hull Trains | 720,969 | 10 | 45 | 45 | 70 | 30 |
| First TransPennine Express | 24,892,819 | 24 | 14 | 62 | 78 | 22 |
| Grand Central | 769,663 | 5 | 28 | 67 | 71 | 29 |
| Greater Anglia | 103,929,037 | 54 | 18 | 28 | 90 | 10 |
| Heathrow Connect | 3,349,166 | 50 | 11 | 39 | 71.1 | 28.9 |
| Heathrow Express | 5,750,024 | 2 | 68 | 30 | 79 | 21 |
| London Midland | 60,051,427 | 45 | 14 | 41 | 84.8 | 15.2 |
| London Overground | 102,373,963 | 64 | 3 | 33 | 81 | 19 |
| Merseyrail | 44,909,335 | 37 | 8 | 55 | 80 | 20 |
| Northern Rail | 106,516,935 | 38 | 9 | 53 | 76.4 | 23.6 |
| ScotRail | 81,505,997 | 39.4 | 13.2 | 47.4 | 80.2 | 19.8 |
| 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 |

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