

# National Passenger Survey

## TOC Report for First Capital Connect

### Autumn 2012

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Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

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

The data for number of journeys and profiles by these variables was generated from ORR data (2012).

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.

This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.

National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

## Autumn 2012 (Wave 27)

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

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

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

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

## Spring 2012 (Wave 26)

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

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

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

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

## Autumn 2011 (Wave 25)

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

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

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

## Spring 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

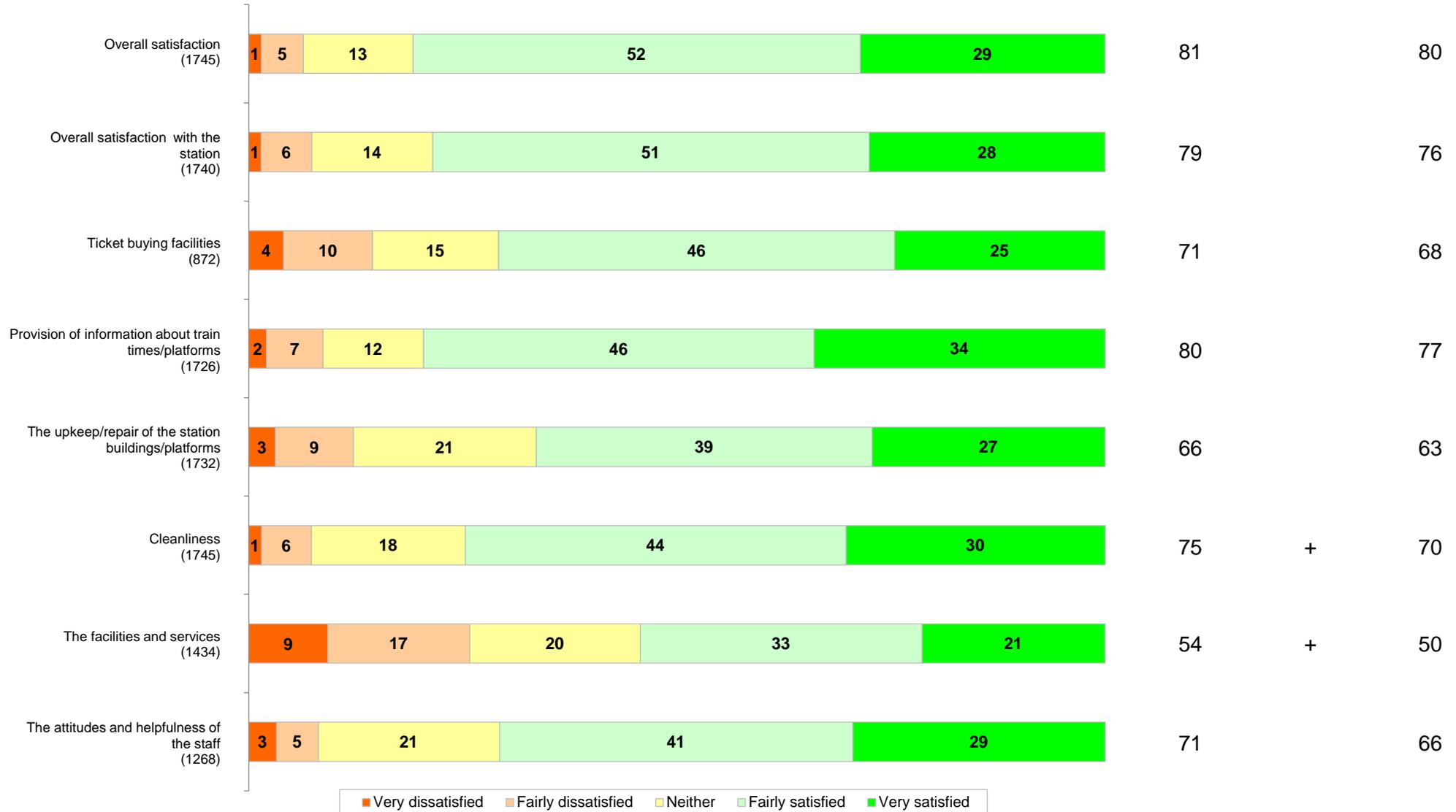
Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for First Capital Connect

**% satisfied/good**  
 Autumn 2012      Autumn 2011



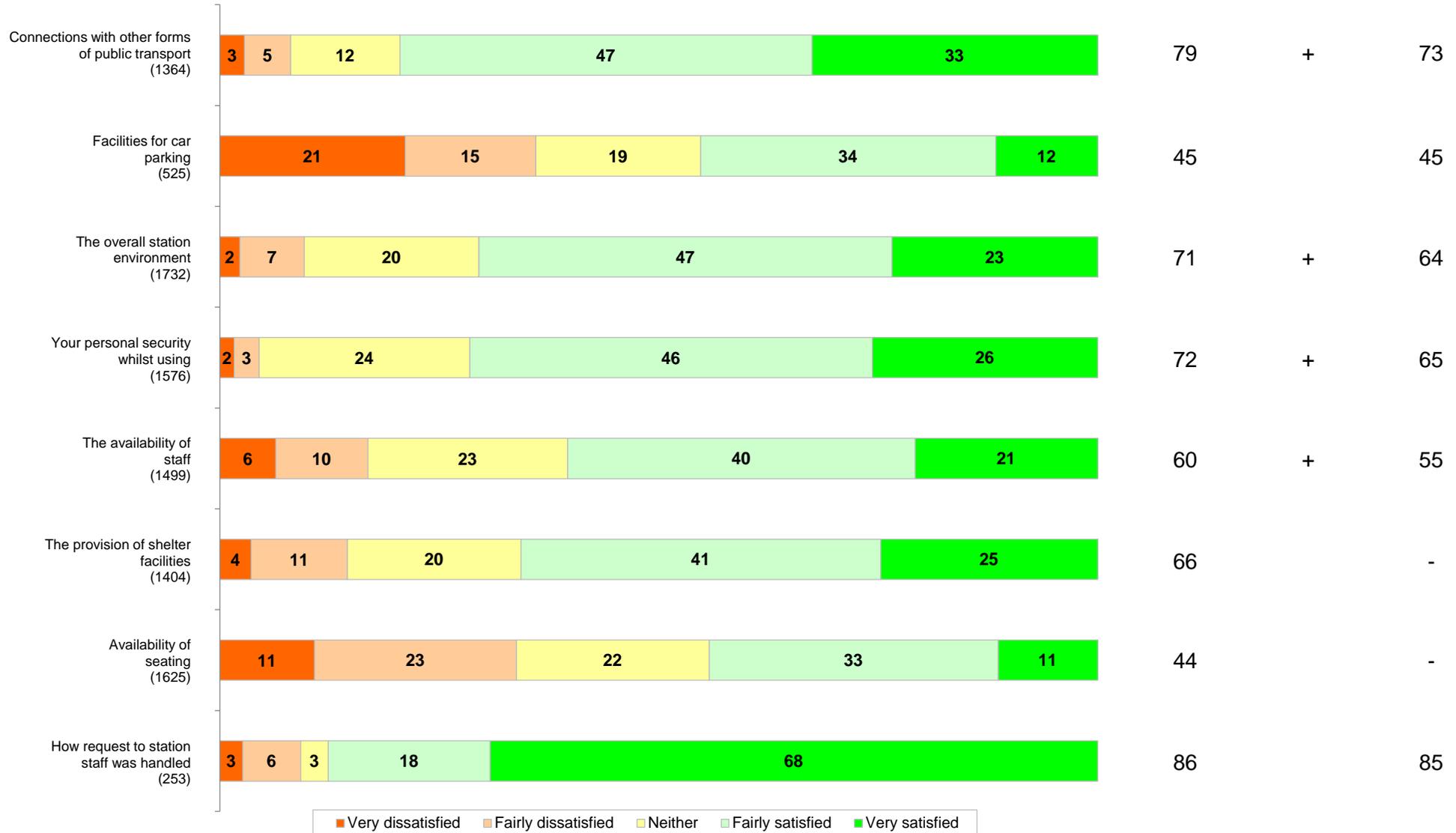
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

### Satisfaction results for First Capital Connect

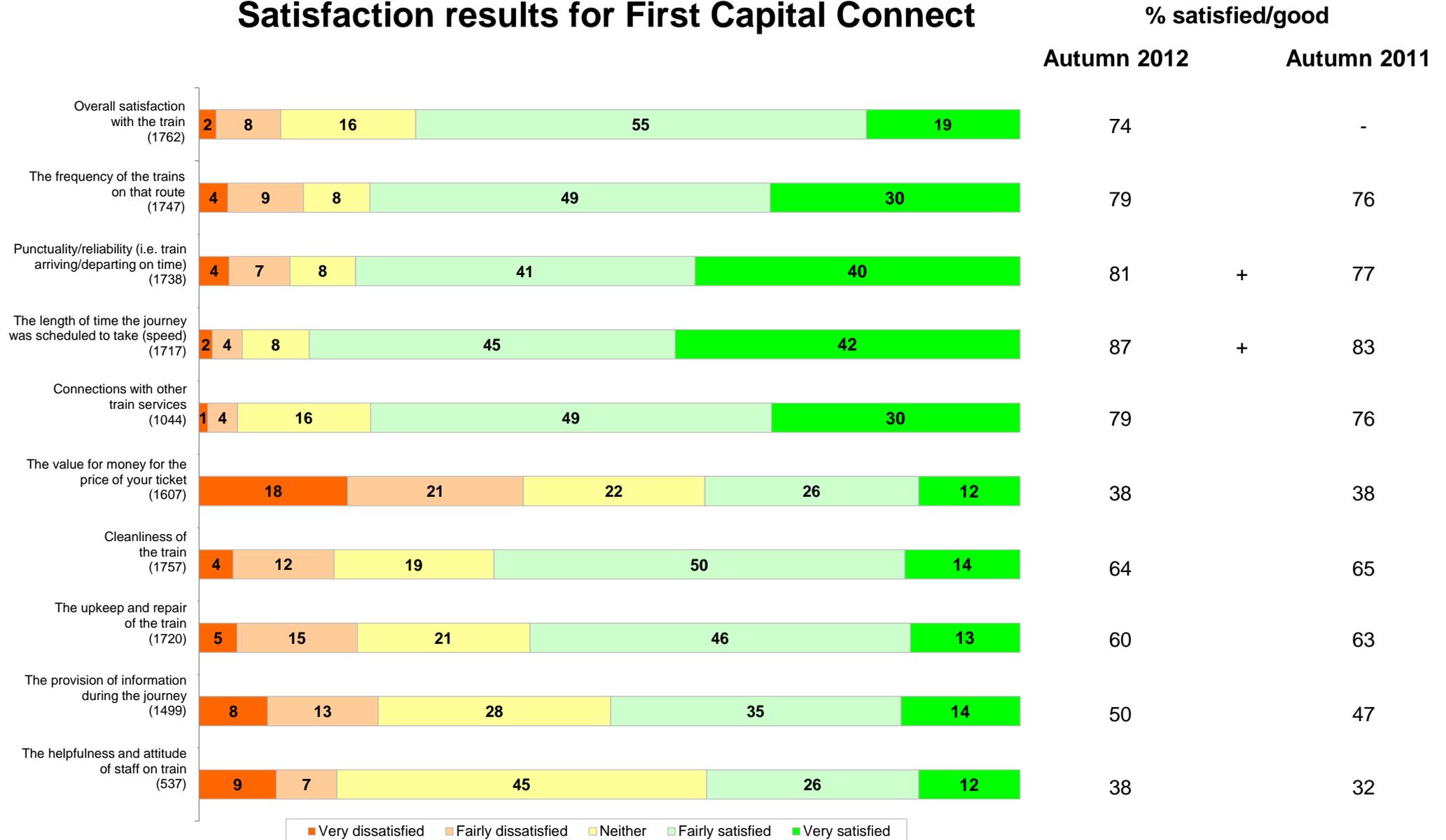
Autumn 2012

Autumn 2011



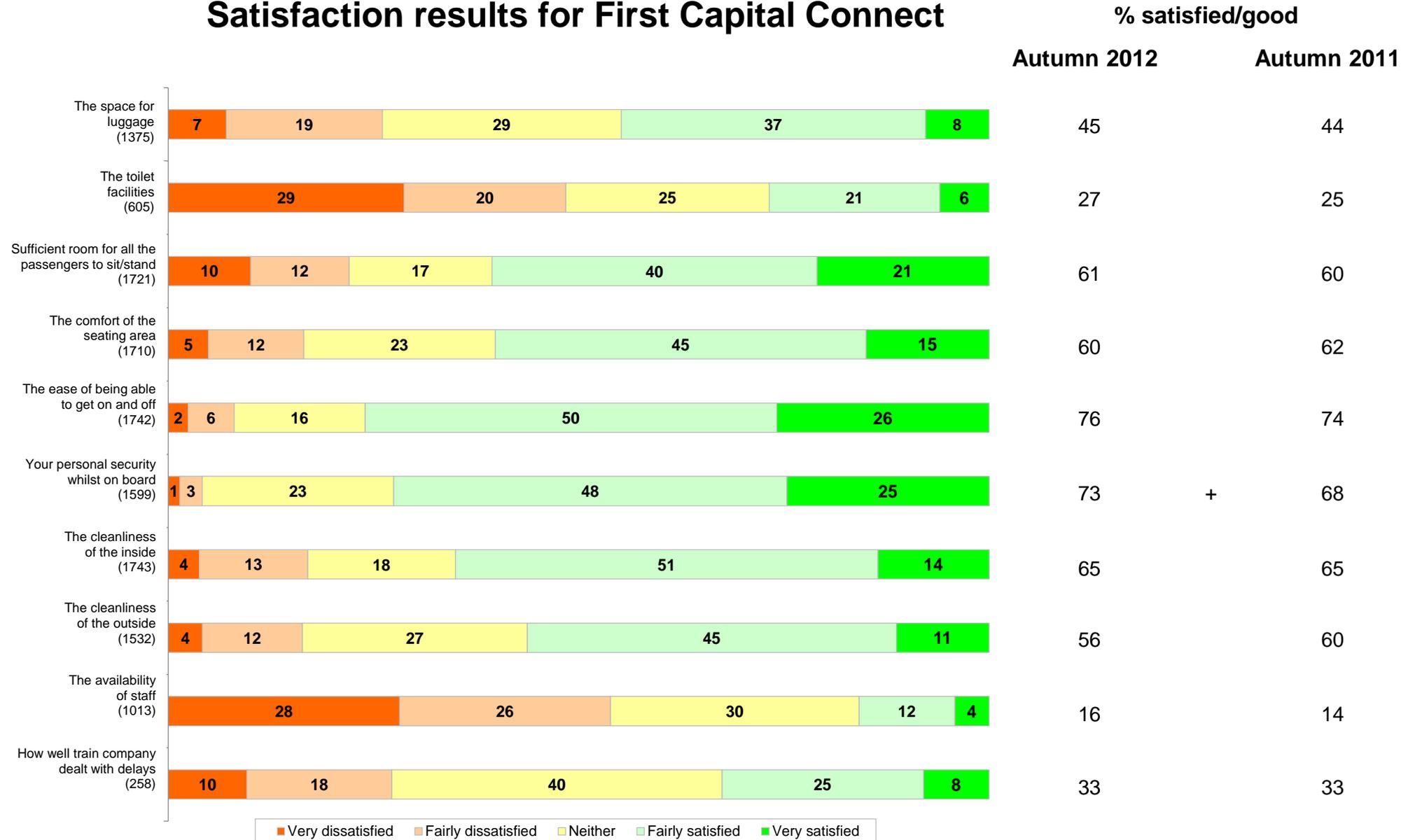
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for First Capital Connect



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

## Satisfaction results for First Capital Connect



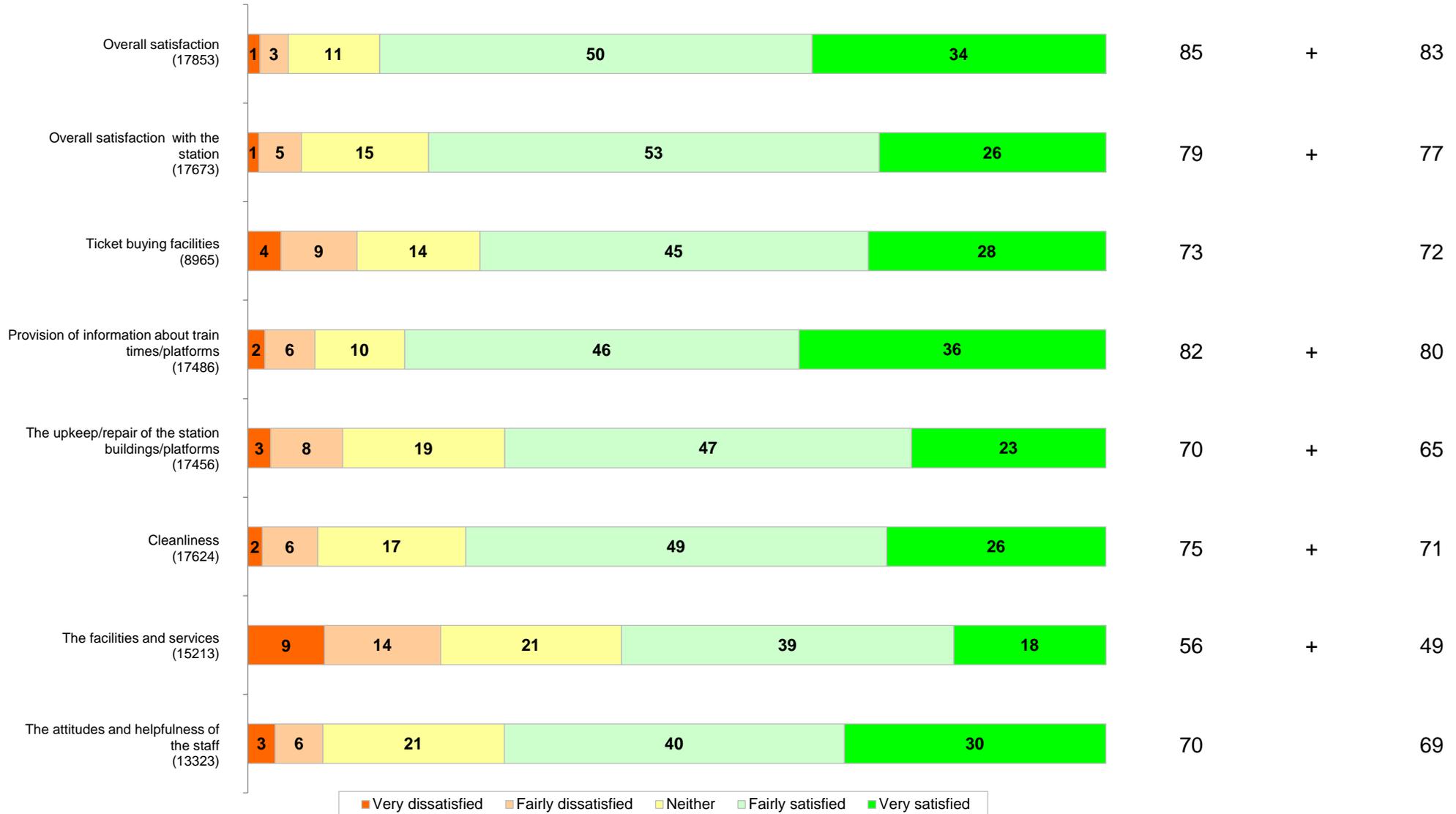
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Autumn 2012

Autumn 2011



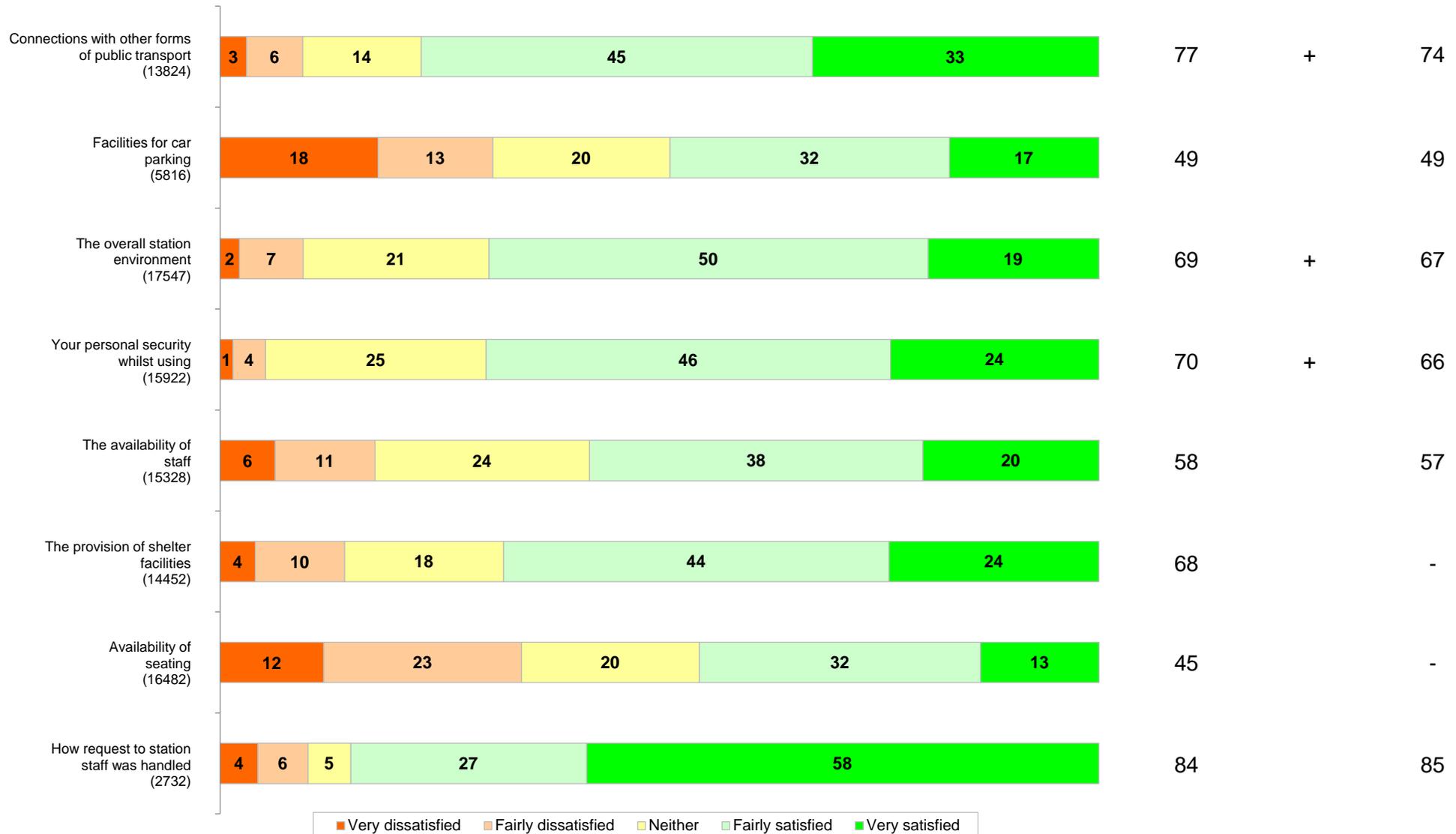
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Autumn 2012

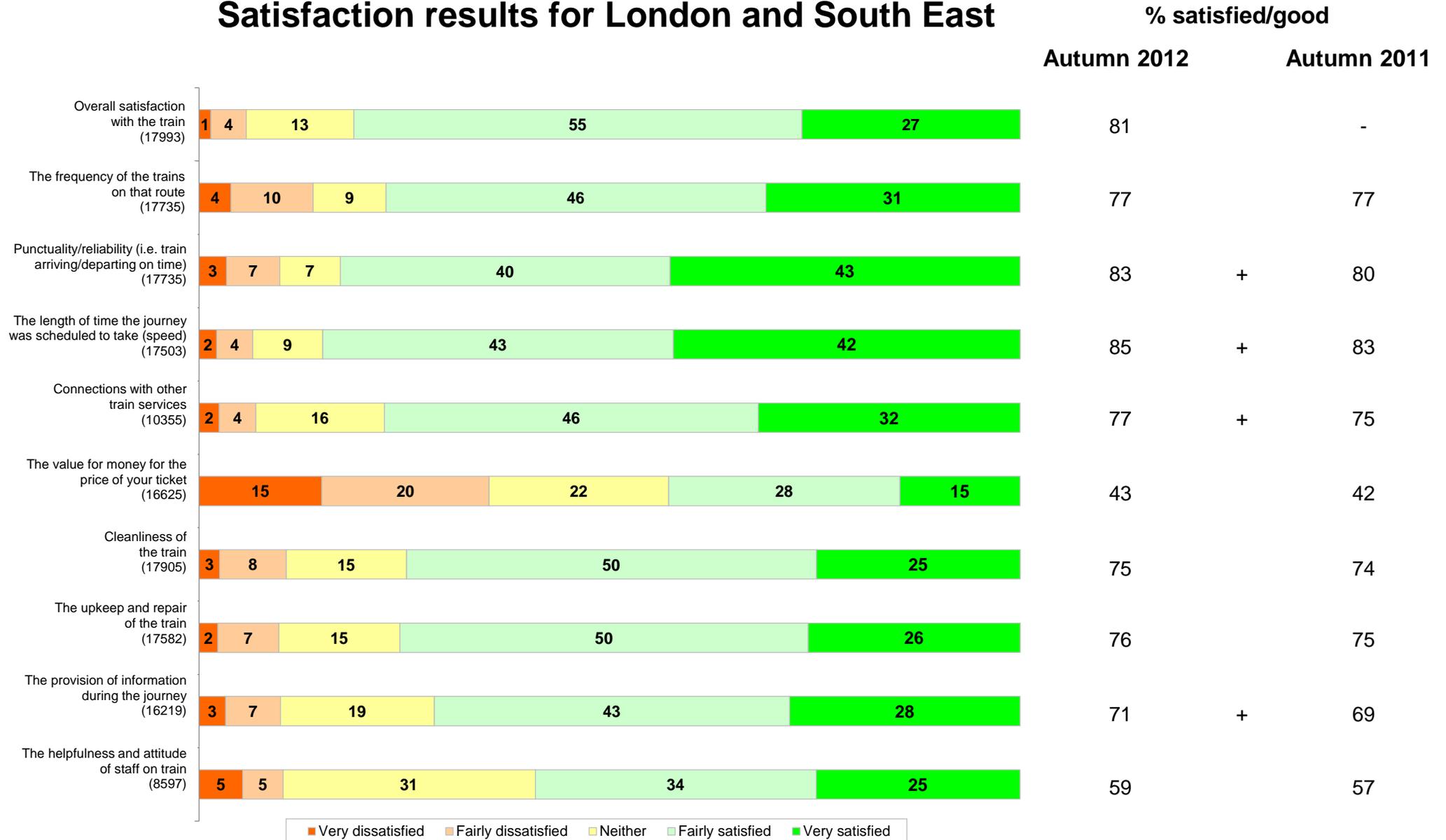
Autumn 2011

## Satisfaction results for London and South East



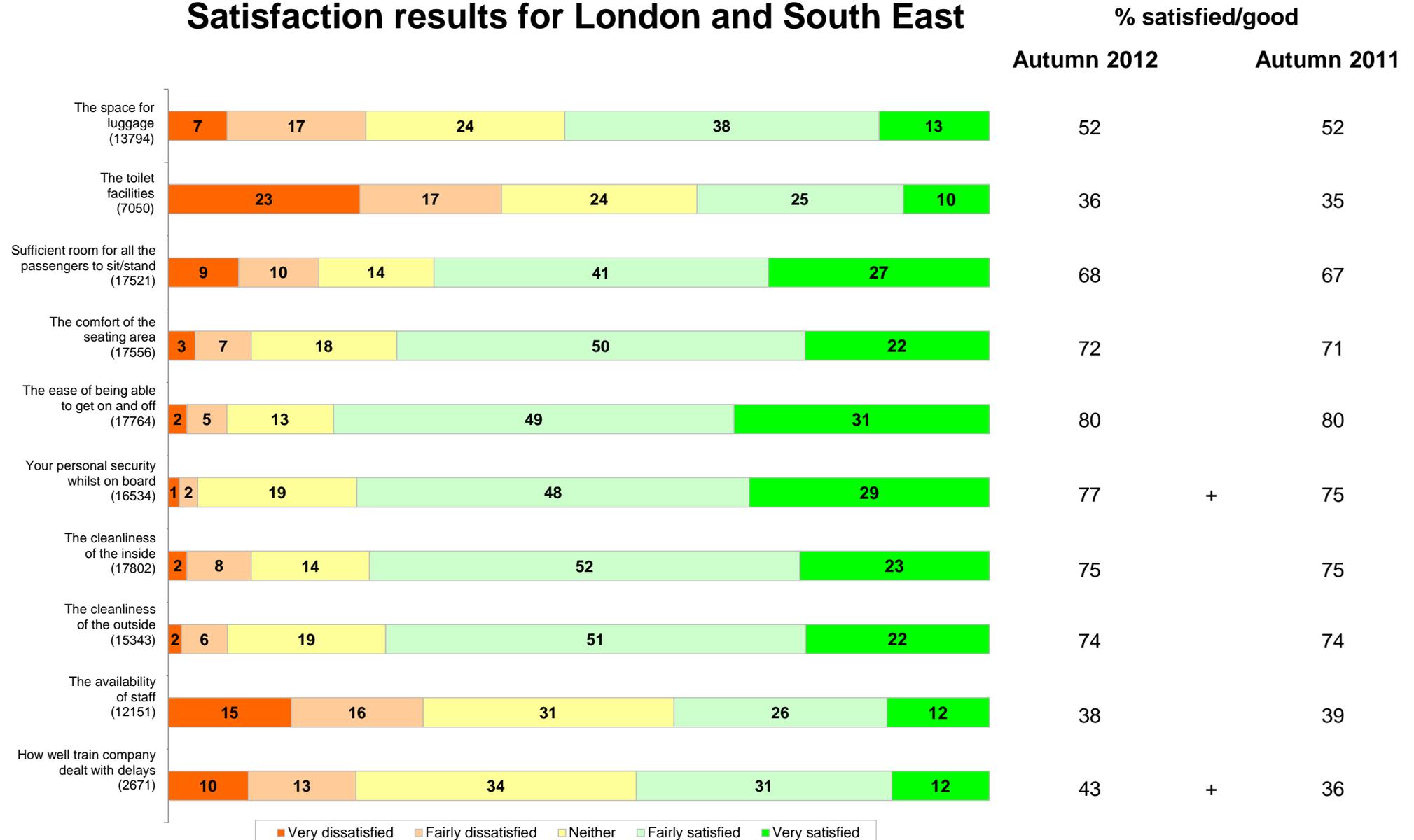
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for London and South East



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

## Satisfaction results for London and South East



## First Capital Connect performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	81	85	95%
Overall satisfaction with the station	79	79	99%
Ticket buying facilities	71	73	97%
Provision of information about train times/platforms	80	82	97%
The upkeep/repair of the station buildings/platforms	66	70	95%
Cleanliness	75	75	100%
The facilities and services	54	56	96%
The attitudes and helpfulness of the staff	71	70	101%
Connections with other forms of public transport	79	77	103%
Facilities for car parking	45	49	93%
Overall environment	71	69	102%
Your personal security whilst using	72	70	103%
The availability of staff	60	58	104%
The provision of shelter facilities <sup>1</sup>	66	68	97%
Availability of seating <sup>1</sup>	44	45	97%
How request to station staff was handled	86	84	102%

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

## First Capital Connect performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train <sup>1</sup>	74	81	91%
The frequency of the trains on that route	79	77	103%
Punctuality/reliability (i.e. the train arriving/departing on time)	81	83	98%
The length of time the journey was scheduled to take (speed)	87	85	102%
Connections with other train services	79	77	102%
The value for money for the price of your ticket	38	43	90%
Cleanliness of the train	64	75	86%
Upkeep and repair of the train	60	76	79%
The provision of information during the journey	50	71	70%
The helpfulness and attitude of staff on train	38	59	65%
The space for luggage	45	52	87%
The toilet facilities	27	36	75%
Sufficient room for all passengers to sit/stand	61	68	90%
The comfort of the seating area	60	72	83%
The ease of being able to get on and off	76	80	95%
Your personal security on board	73	77	94%
The cleanliness of the inside	65	75	86%
The cleanliness of the outside	56	74	77%
The availability of staff	16	38	41%
How well train company deals with delays	33	43	76%

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

## Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	82	84	79	77
Overall satisfaction with the station	79	78	82	70
Ticket buying facilities	74	59	71	70
Provision of information about train times/platforms	81	73	82	77
The upkeep/repair of the station buildings/platforms	69	67	70	50
Cleanliness	77	76	78	61
The facilities and services	58	34	62	43
The attitudes and helpfulness of the staff	73	65	70	68
Connections with other forms of public transport	79	75	81	81
Facilities for car parking	45	19	54	43
Overall environment	74	67	74	54
Your personal security whilst using	73	65	72	69
The availability of staff	58	54	65	62
The provision of shelter facilities <sup>1</sup>	68	71	64	58
Availability of seating <sup>1</sup>	50	47	41	33
How request to station staff was handled	88	90	84	84

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

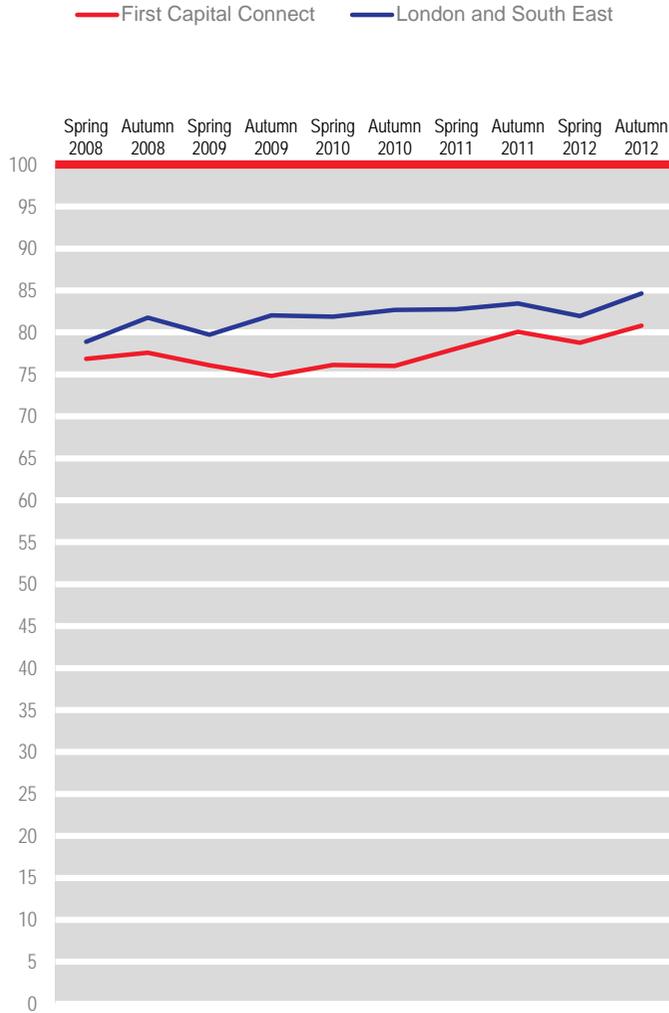
## Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction with the train <sup>1</sup>	74	79	72	71
The frequency of the trains on that route	79	72	83	77
Punctuality/reliability (i.e. the train arriving/departing on time)	84	78	81	74
The length of time the journey was scheduled to take (speed)	90	86	84	80
Connections with other train services	82	72	79	78
The value for money for the price of your ticket	39	44	34	40
Cleanliness of the train	62	68	64	66
Upkeep and repair of the train	59	62	60	60
The provision of information during the journey	53	40	50	48
The helpfulness and attitude of staff on train	40	38	32	43
The space for luggage	46	43	45	42
The toilet facilities	25	23	26	37
Sufficient room for all passengers to sit/stand	60	71	60	55
The comfort of the seating area	58	68	62	56
The ease of being able to get on and off	77	74	78	72
Your personal security on board	73	77	71	70
The cleanliness of the inside	63	70	65	66
The cleanliness of the outside	59	56	55	52
The availability of staff	20	12	10	16
How well train company deals with delays	43	13	29	26

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

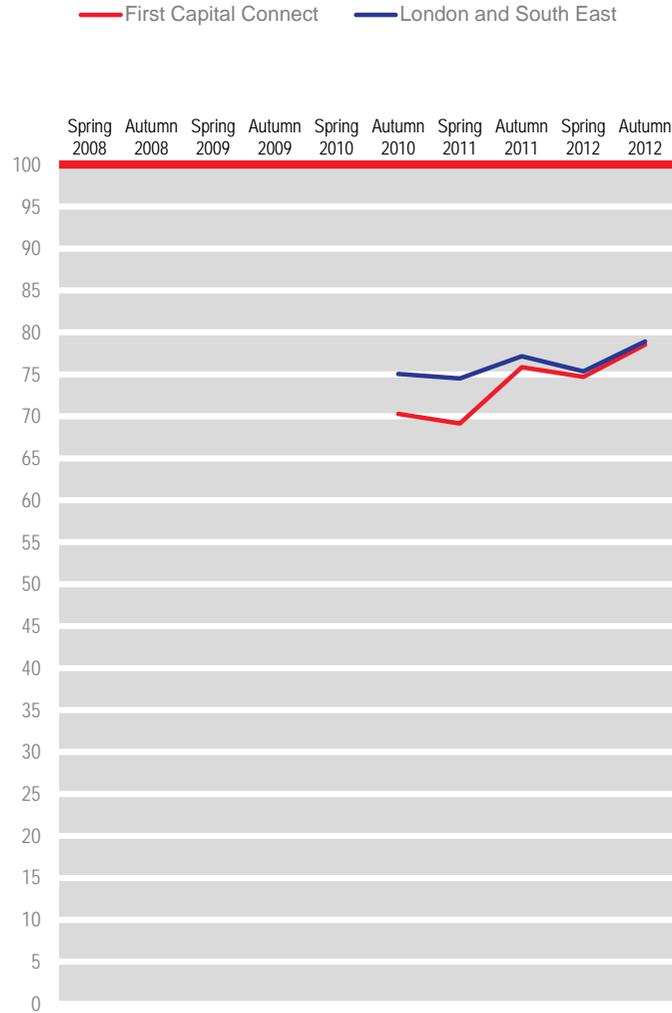
**Overall satisfaction**

**(1745)**  
Percentage of passengers satisfied 2008 to 2012



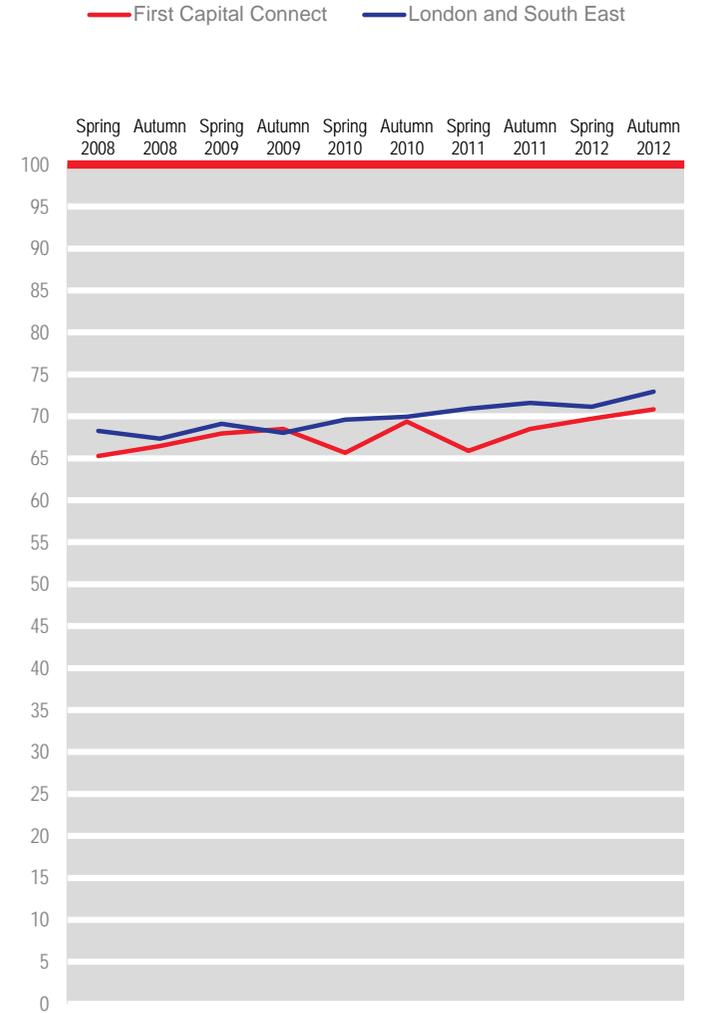
**Overall station satisfaction**

**(1740)**  
Percentage of passengers satisfied 2008 to 2012



**Ticket buying facilities**

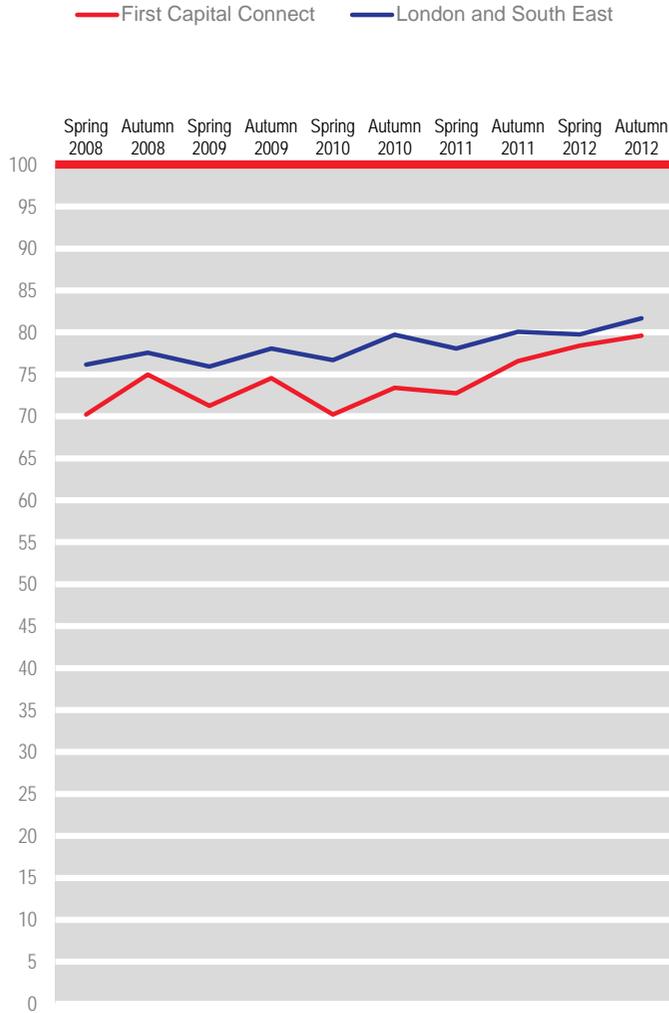
**(872)**  
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

**Provision of information about train times/platforms**

(1726)  
Percentage of passengers satisfied 2008 to 2012



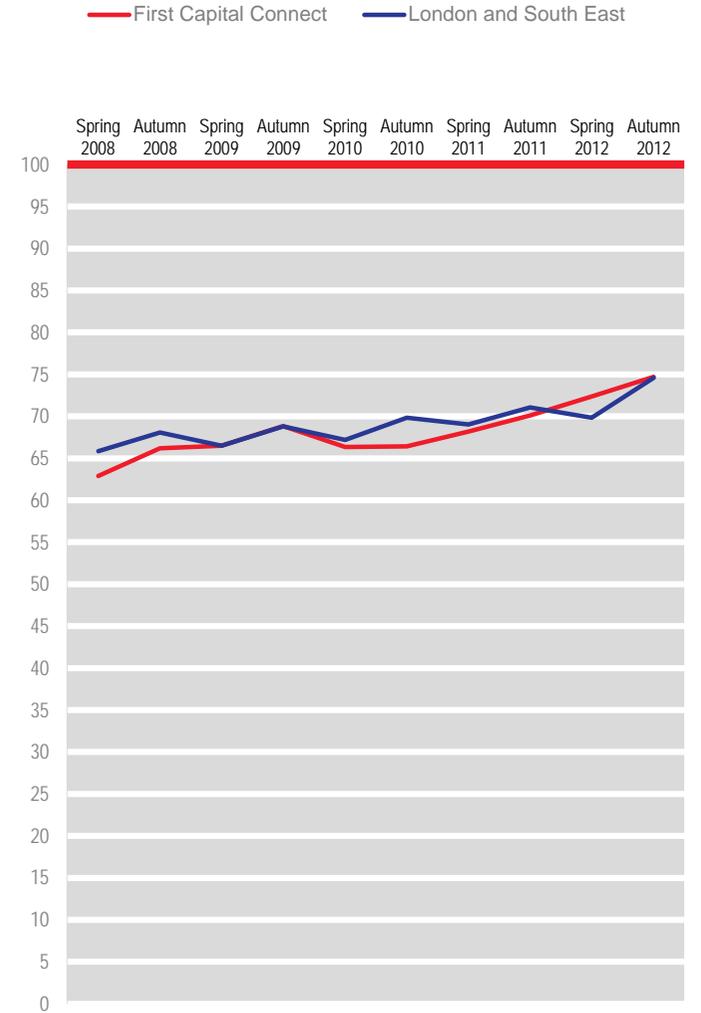
**The upkeep/repair of the station building/platforms**

(1732)  
Percentage of passengers satisfied 2008 to 2012



**Cleanliness of the station**

(1745)  
Percentage of passengers satisfied 2008 to 2012

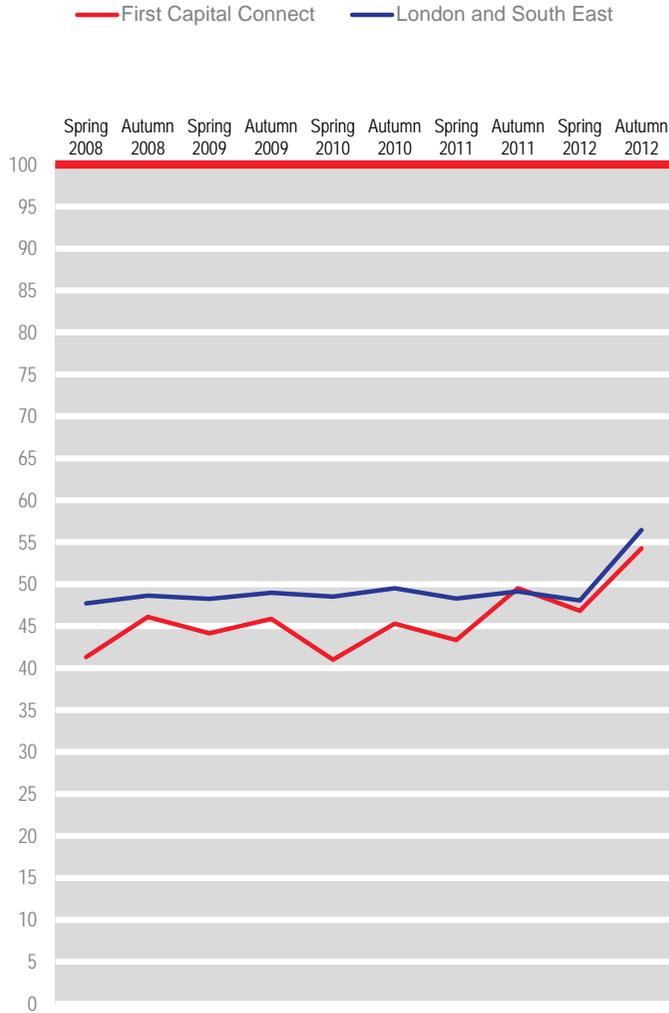


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(1434)

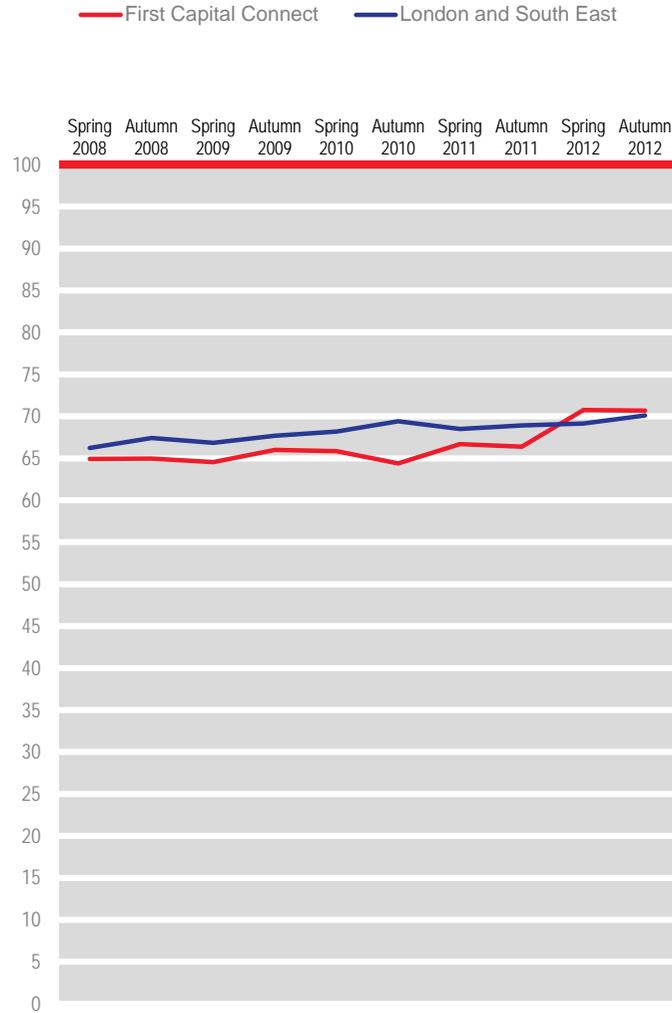
Percentage of passengers satisfied 2008 to 2012



**The attitudes and helpfulness of the staff at the station**

(1268)

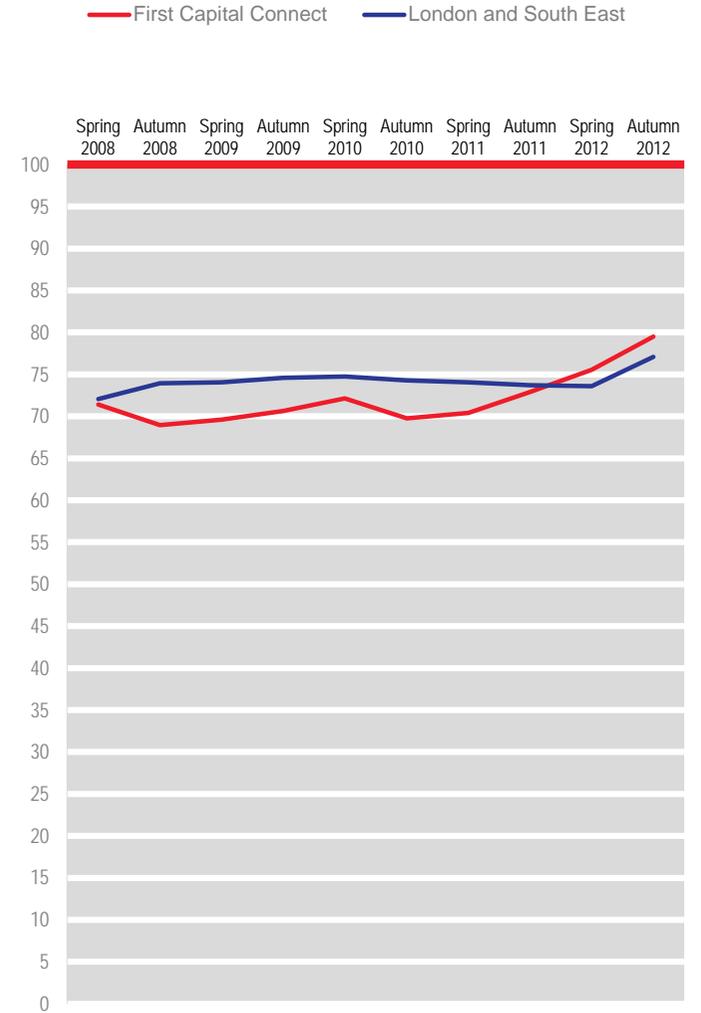
Percentage of passengers satisfied 2008 to 2012



**Connections with other forms of public transport from the station**

(1364)

Percentage of passengers satisfied 2008 to 2012

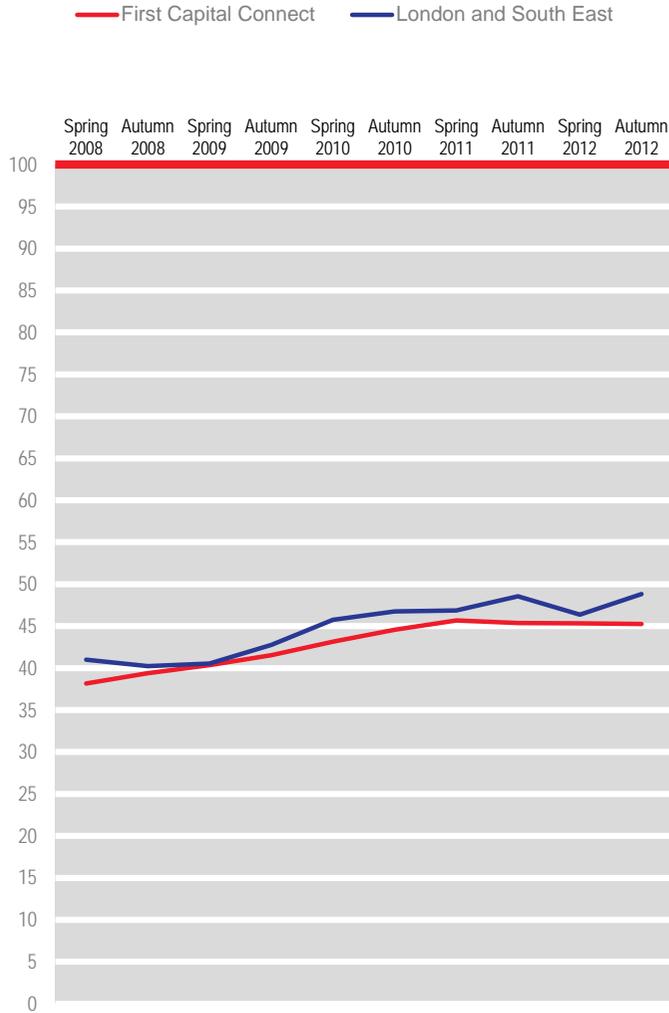


N.B. Benchmarks and targets are only shown for applicable factors

**Facilities for car parking at the station**

(525)

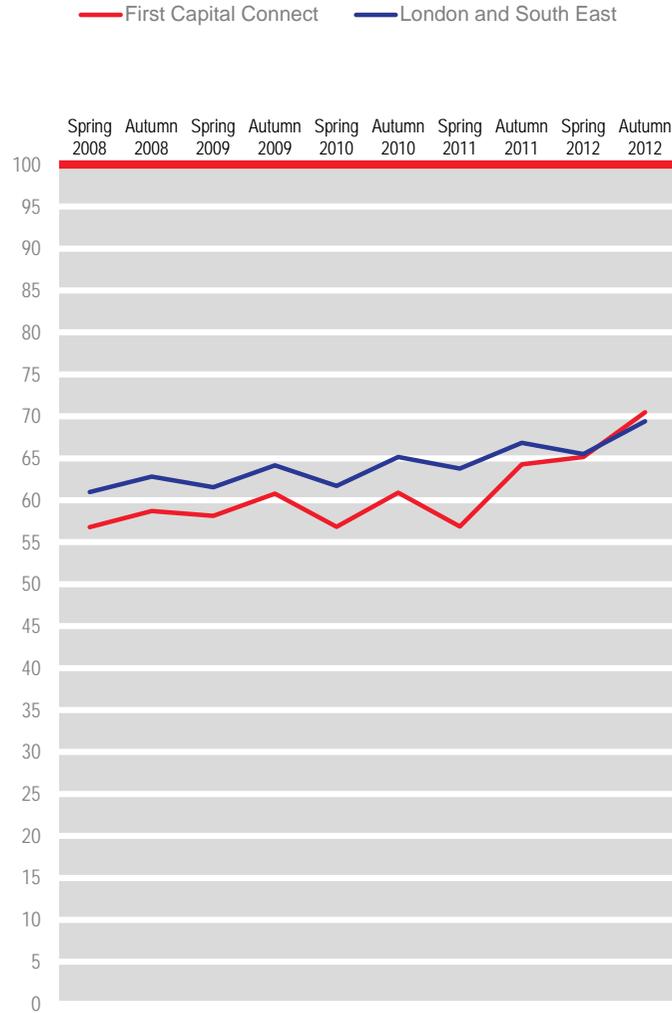
Percentage of passengers satisfied 2008 to 2012



**Overall station environment**

(1732)

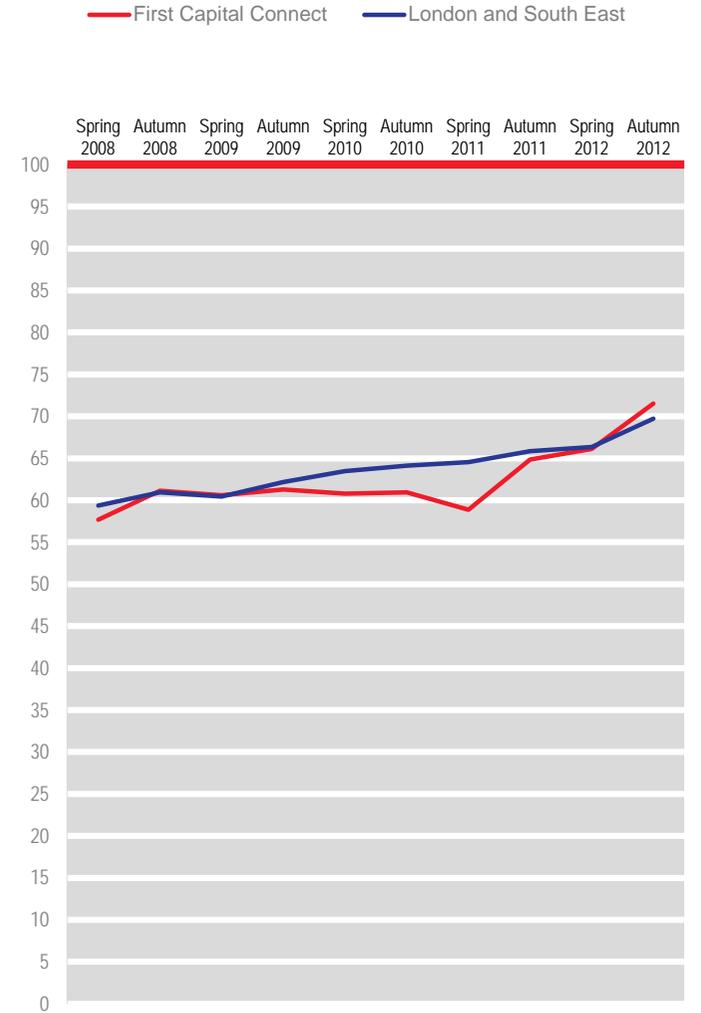
Percentage of passengers satisfied 2008 to 2012



**Your personal security whilst using the station**

(1576)

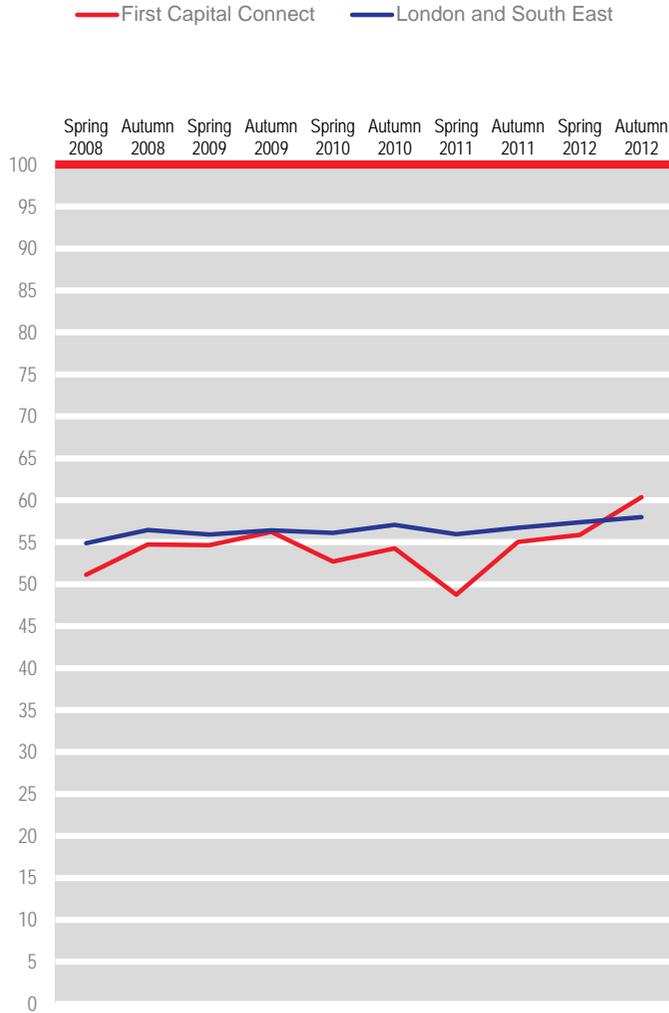
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

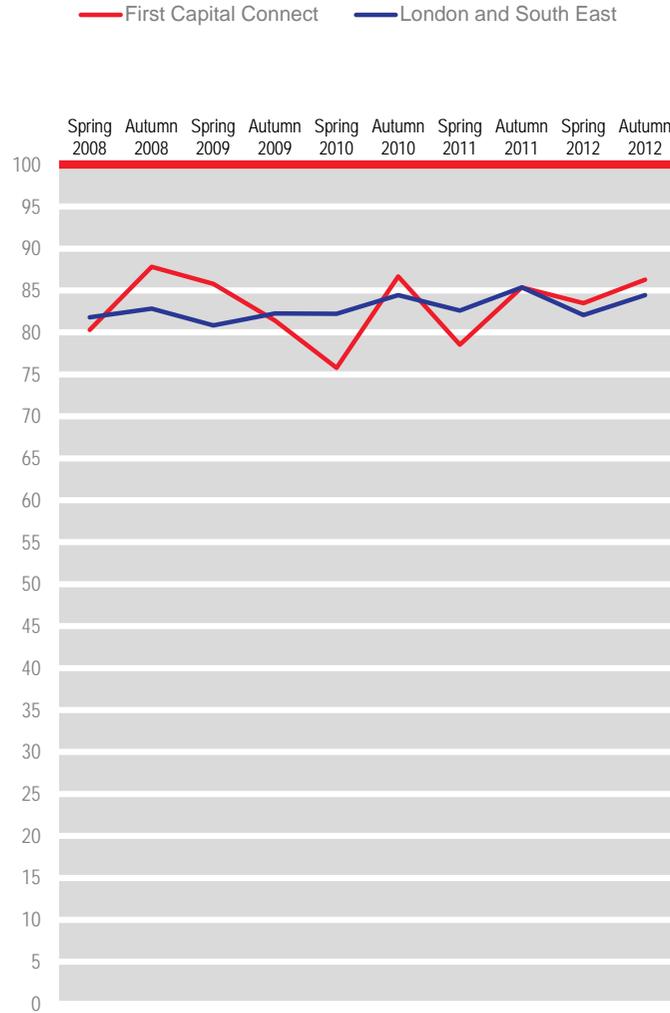
**The availability of staff at the station**

**(1499)**  
Percentage of passengers satisfied 2008 to 2012



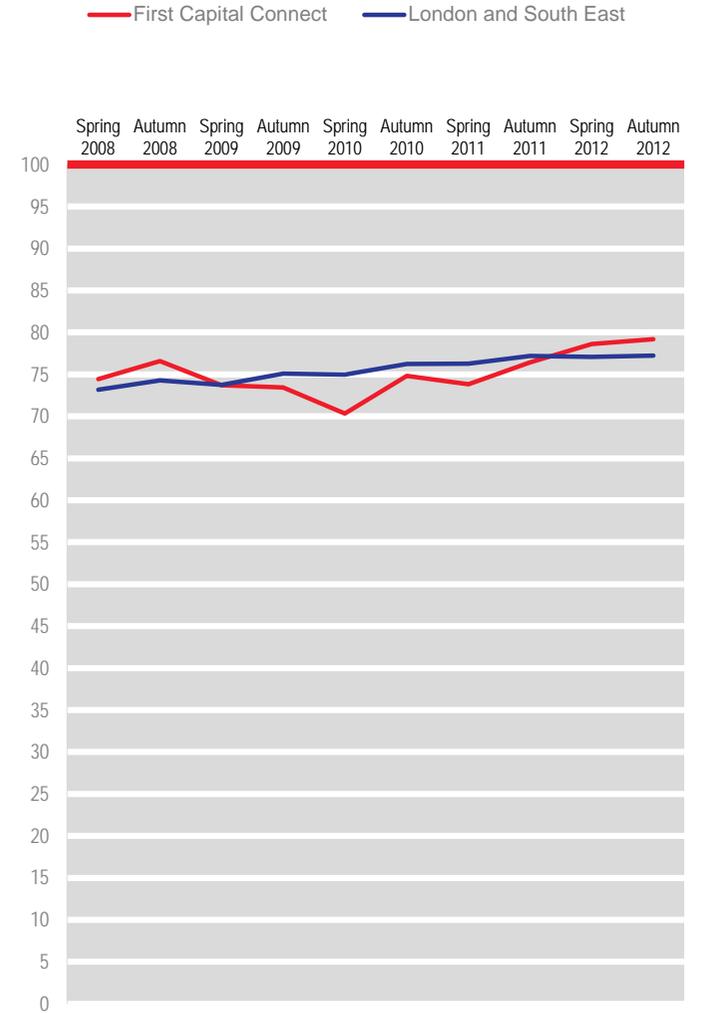
**How request to station staff was handled**

**(253)**  
Percentage of passengers satisfied 2008 to 2012



**The frequency of trains on that route**

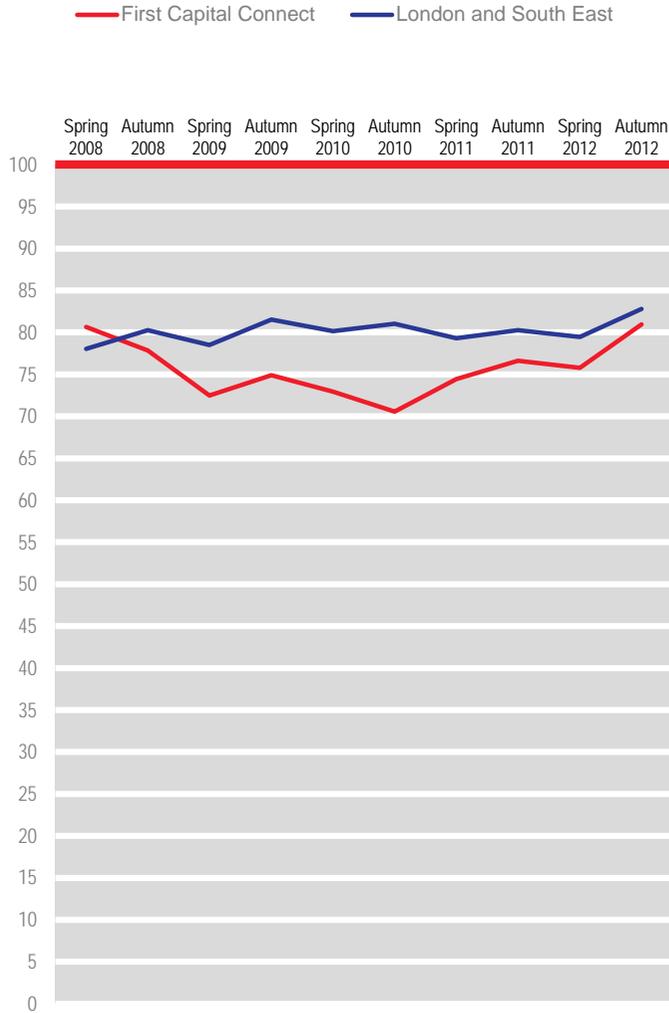
**(1747)**  
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

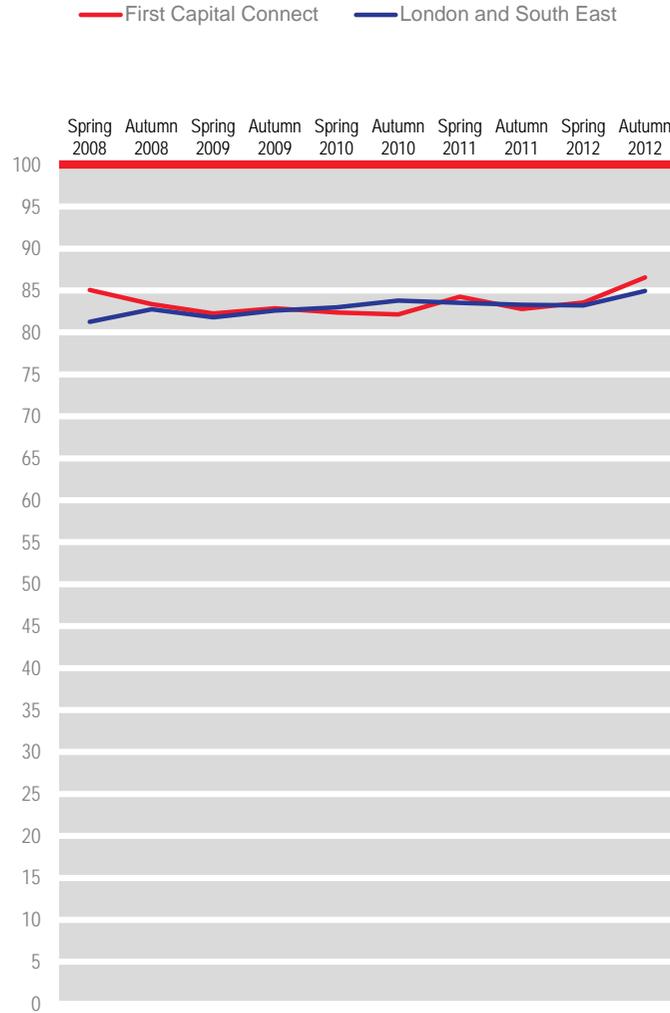
**Punctuality/reliability (i.e. train arriving/departing on time)**

(1738)  
Percentage of passengers satisfied 2008 to 2012



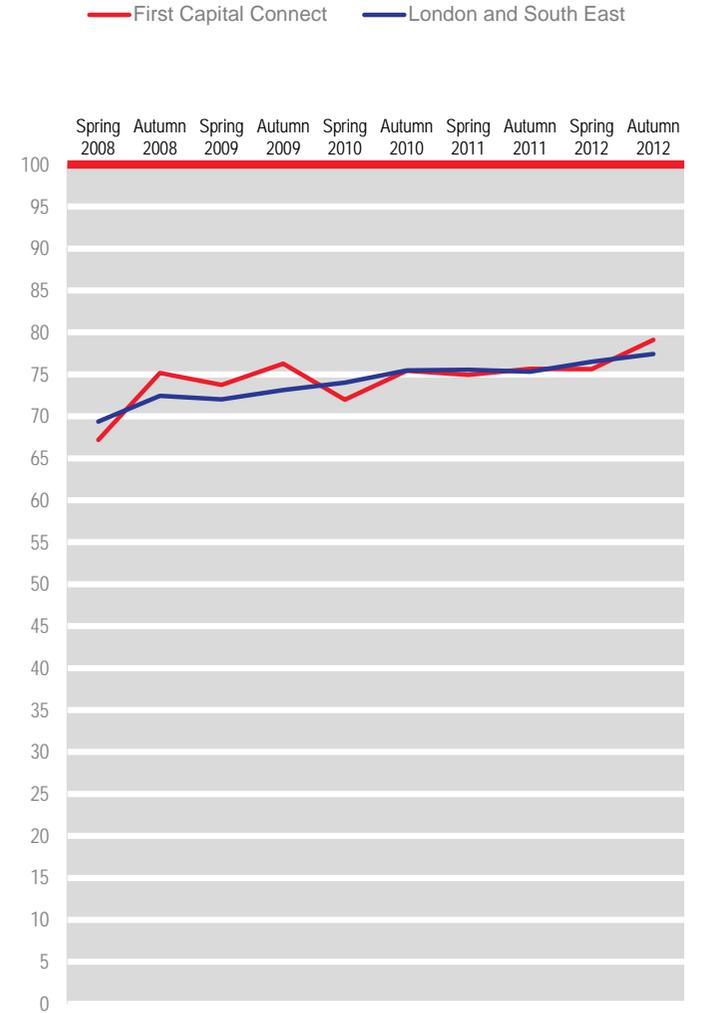
**The length of time the journey was scheduled to take (speed)**

(1717)  
Percentage of passengers satisfied 2008 to 2012



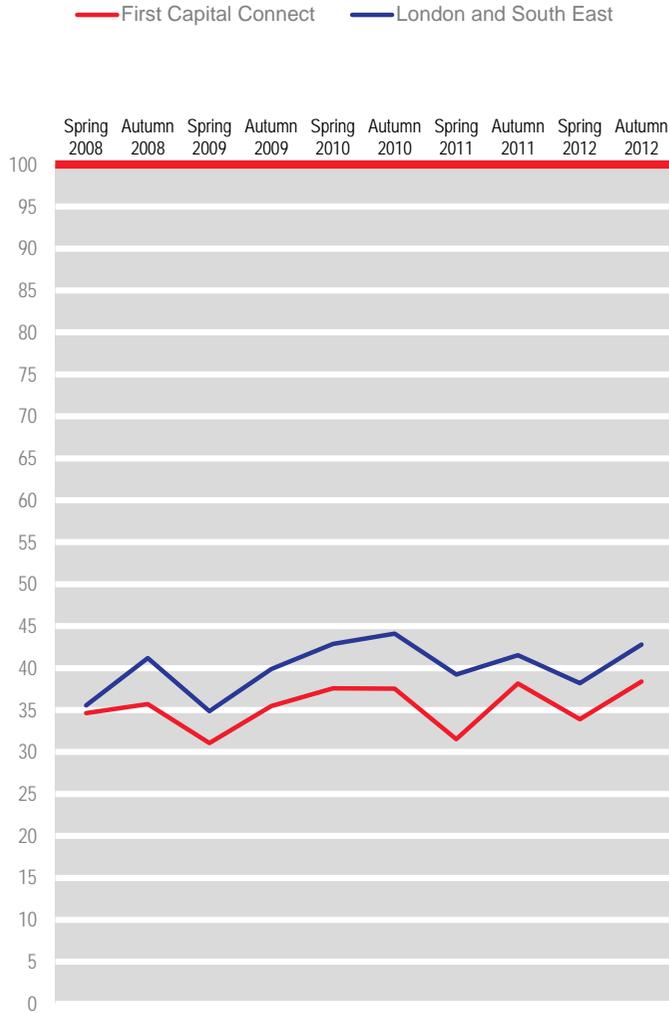
**Connections with other train services**

(1044)  
Percentage of passengers satisfied 2008 to 2012

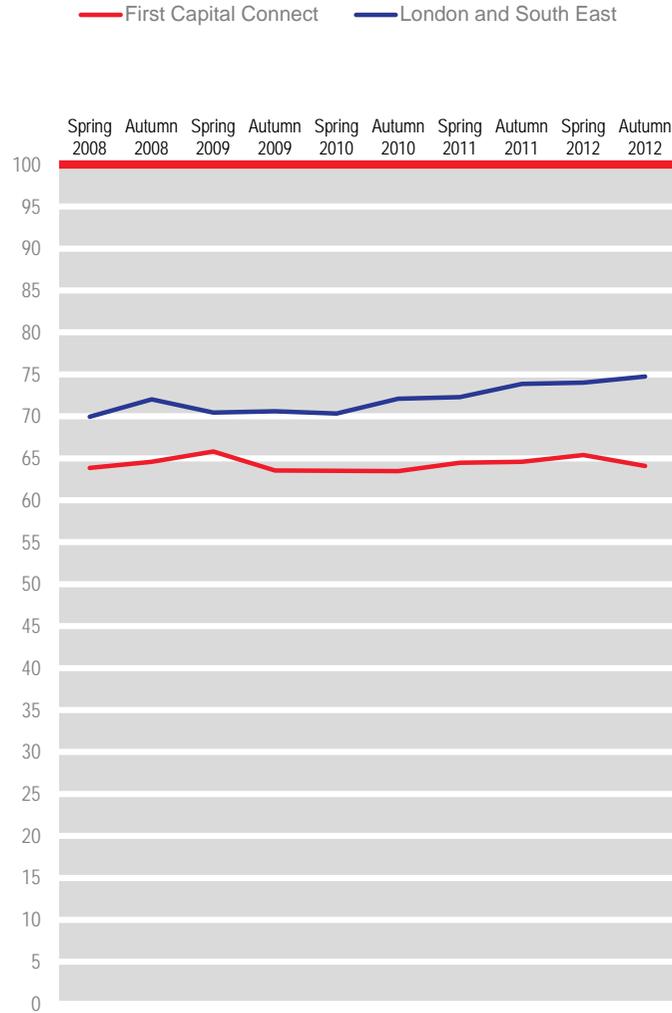


N.B. Benchmarks and targets are only shown for applicable factors

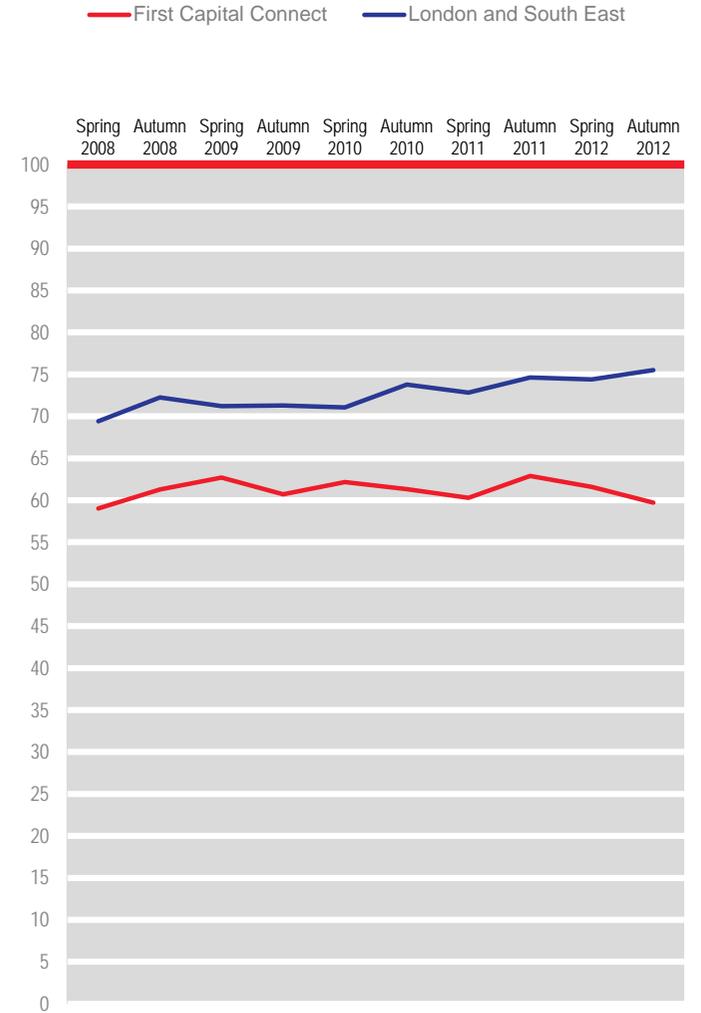
**The value for money for the price of your ticket (1607)**  
Percentage of passengers satisfied 2008 to 2012



**Cleanliness of the train (1757)**  
Percentage of passengers satisfied 2008 to 2012



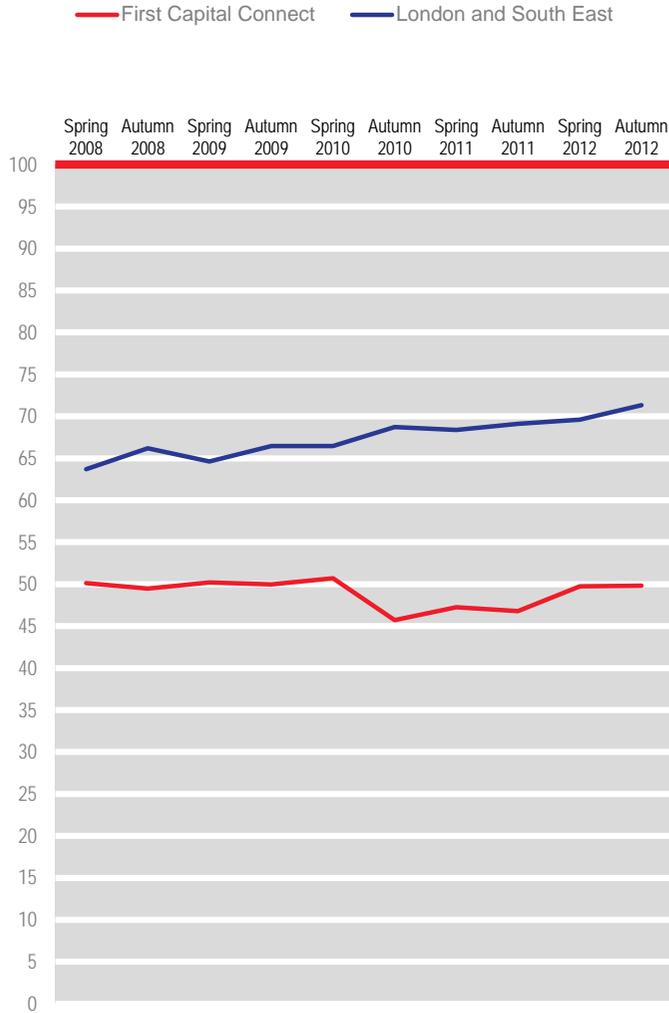
**Upkeep and repair of the train (1720)**  
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

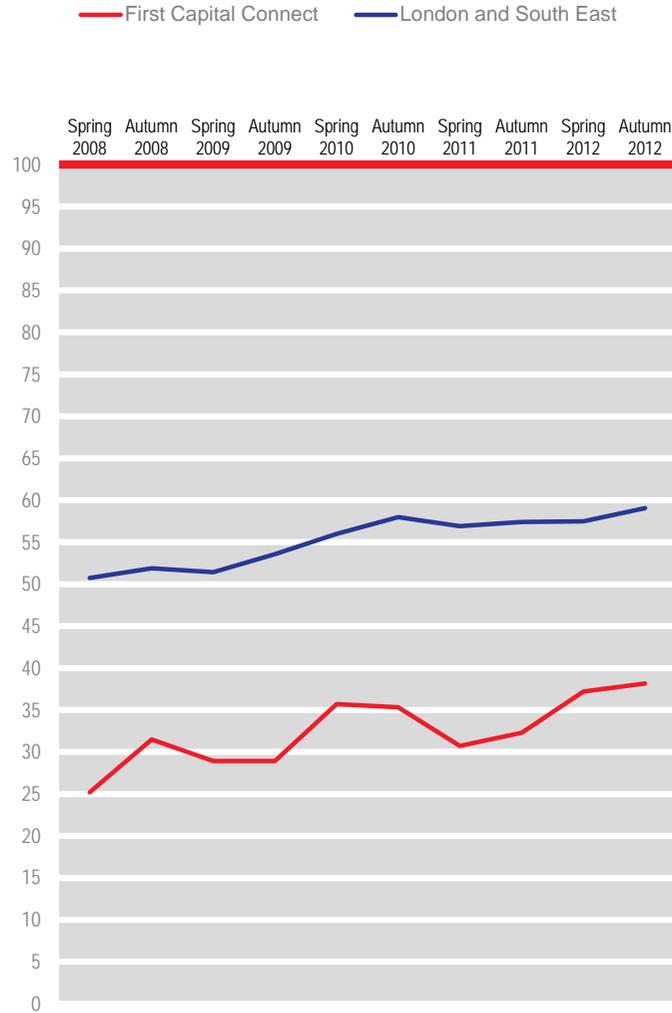
**The provision of information during the journey**  
(1499)

Percentage of passengers satisfied 2008 to 2012



**The helpfulness and attitude of staff on train**  
(537)

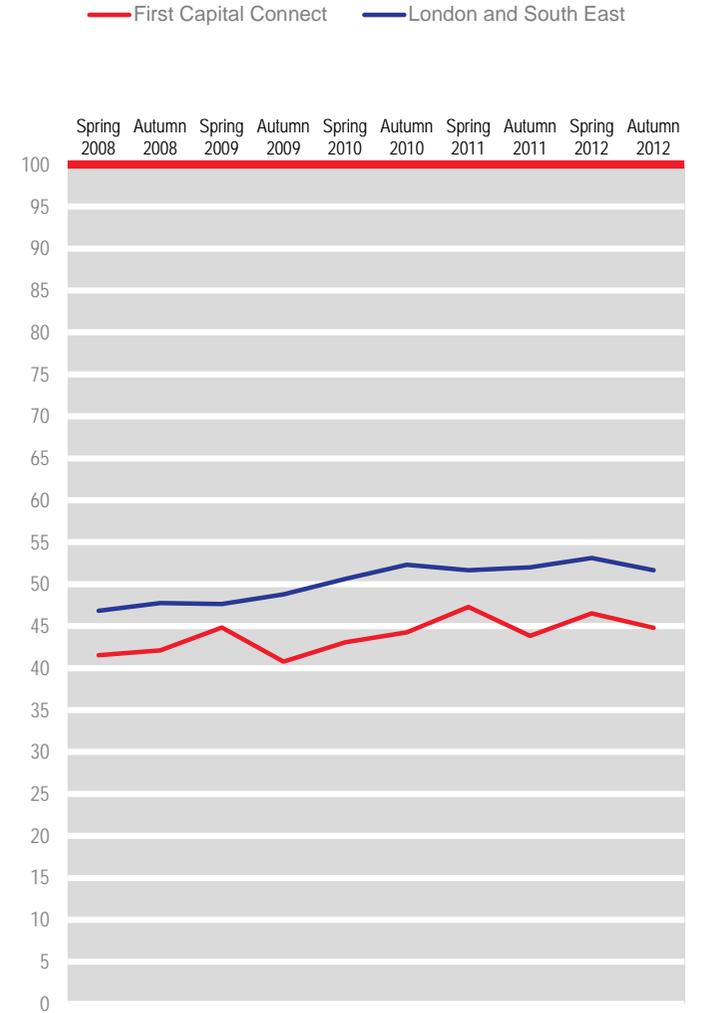
Percentage of passengers satisfied 2008 to 2012



**The space for luggage**

(1375)

Percentage of passengers satisfied 2008 to 2012

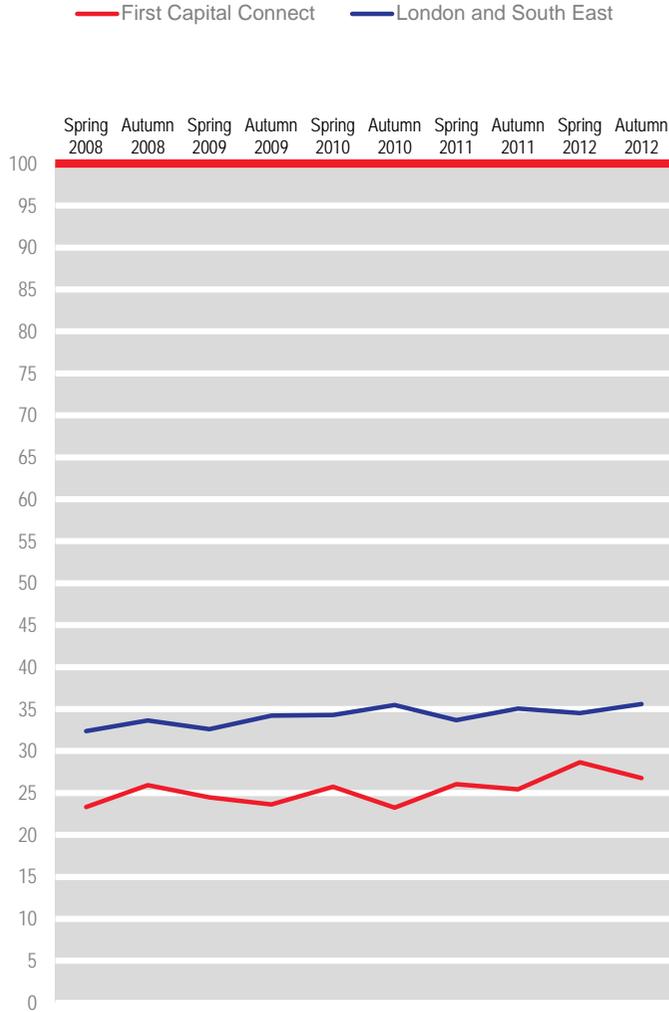


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(605)

Percentage of passengers satisfied 2008 to 2012



**Sufficient room for all the passengers to sit/stand**

(1721)

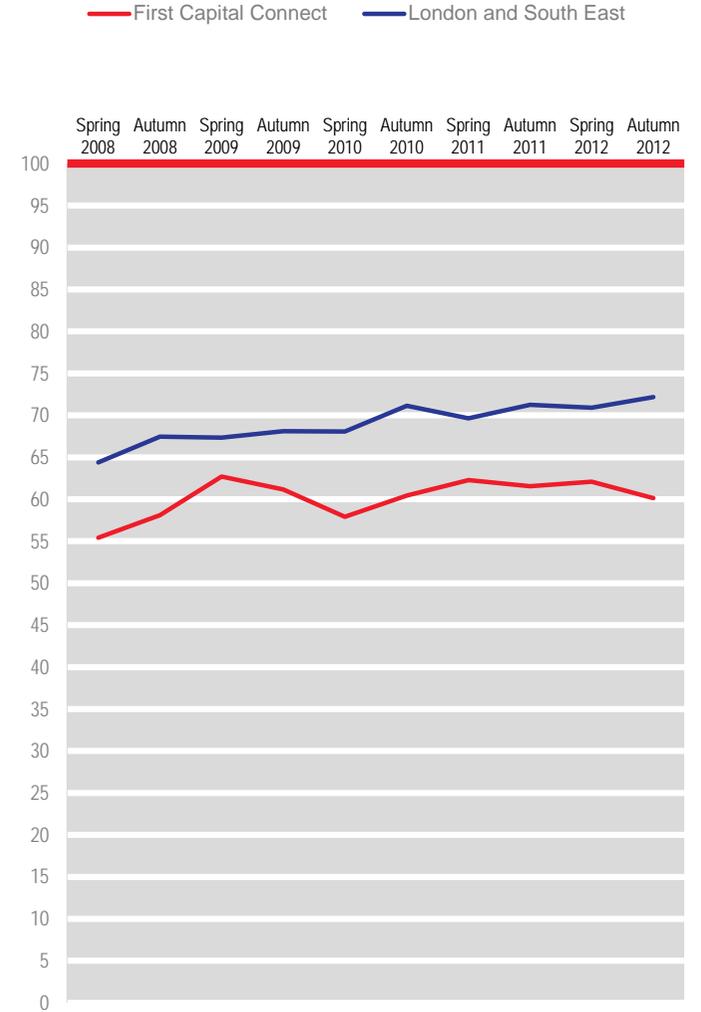
Percentage of passengers satisfied 2008 to 2012



**The comfort of the seating area**

(1710)

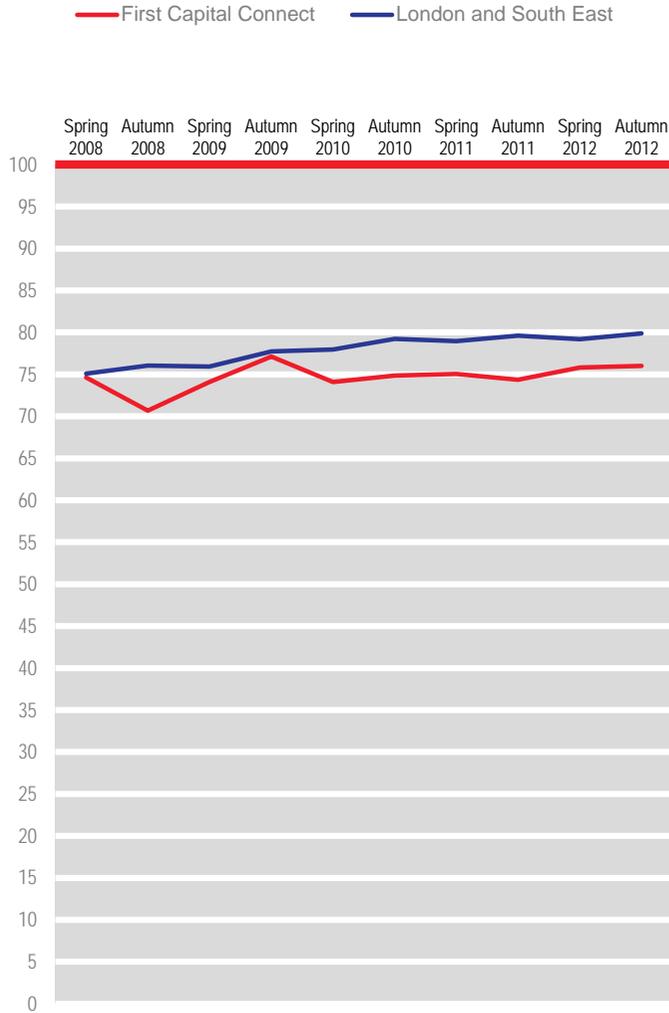
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

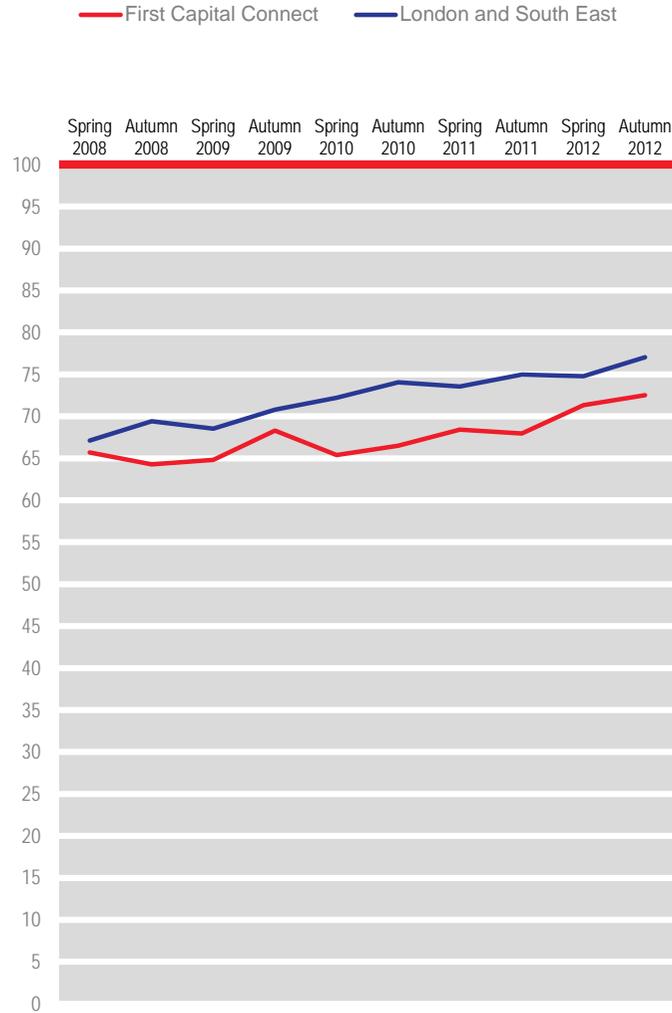
**The ease of being able to get on and off the train**

(1742)  
Percentage of passengers satisfied 2008 to 2012



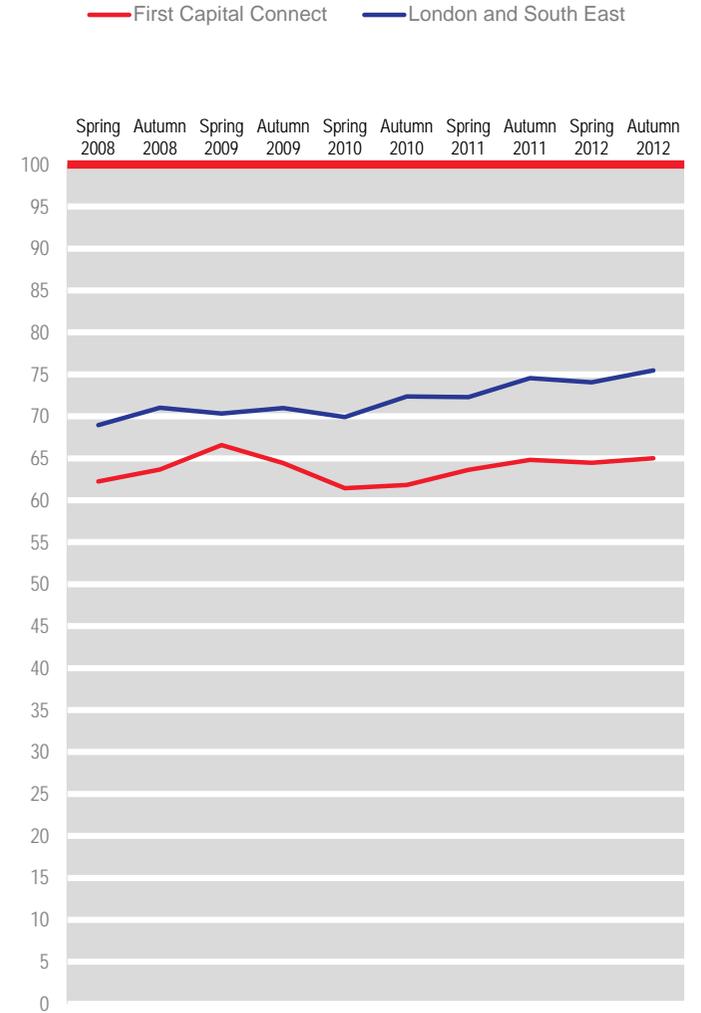
**Your personal security whilst on board**

(1599)  
Percentage of passengers satisfied 2008 to 2012



**The cleanliness of the inside of the train**

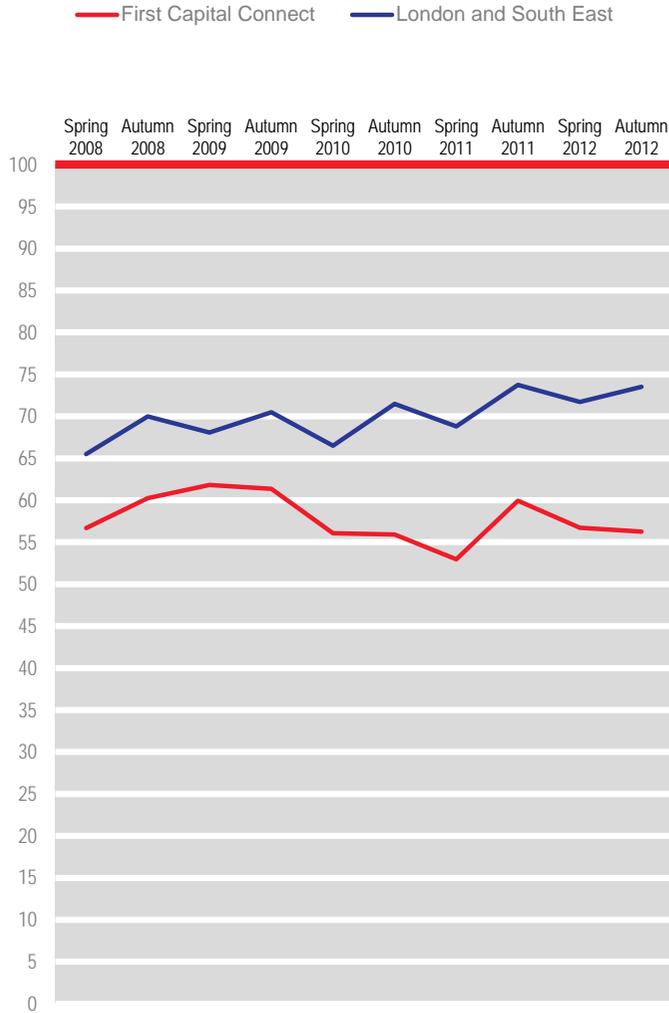
(1743)  
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

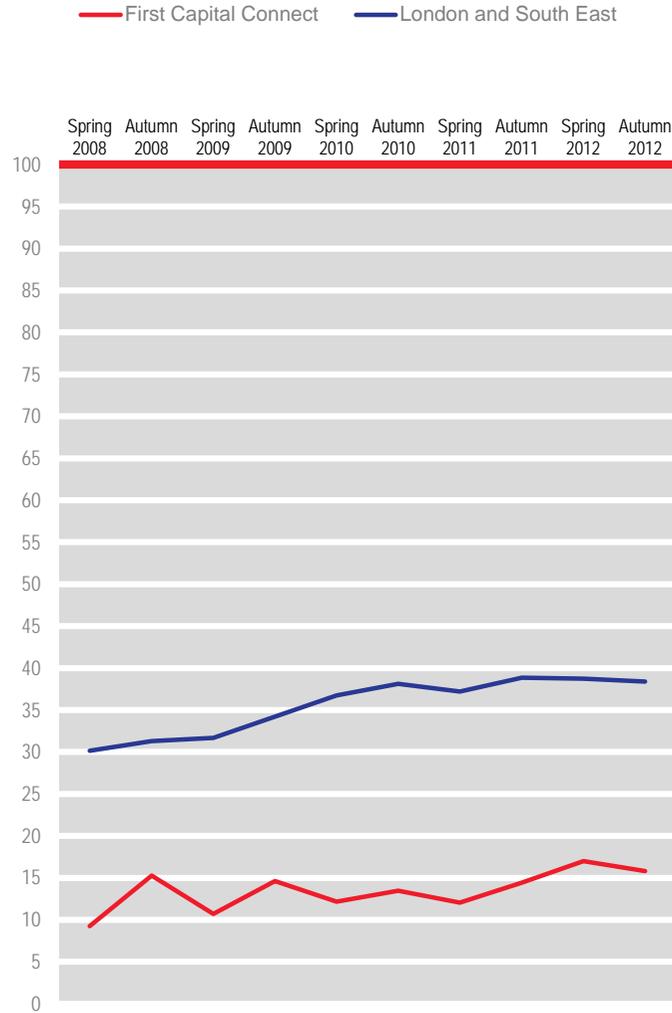
**The cleanliness of the outside of the train**

**(1532)**  
Percentage of passengers satisfied 2008 to 2012



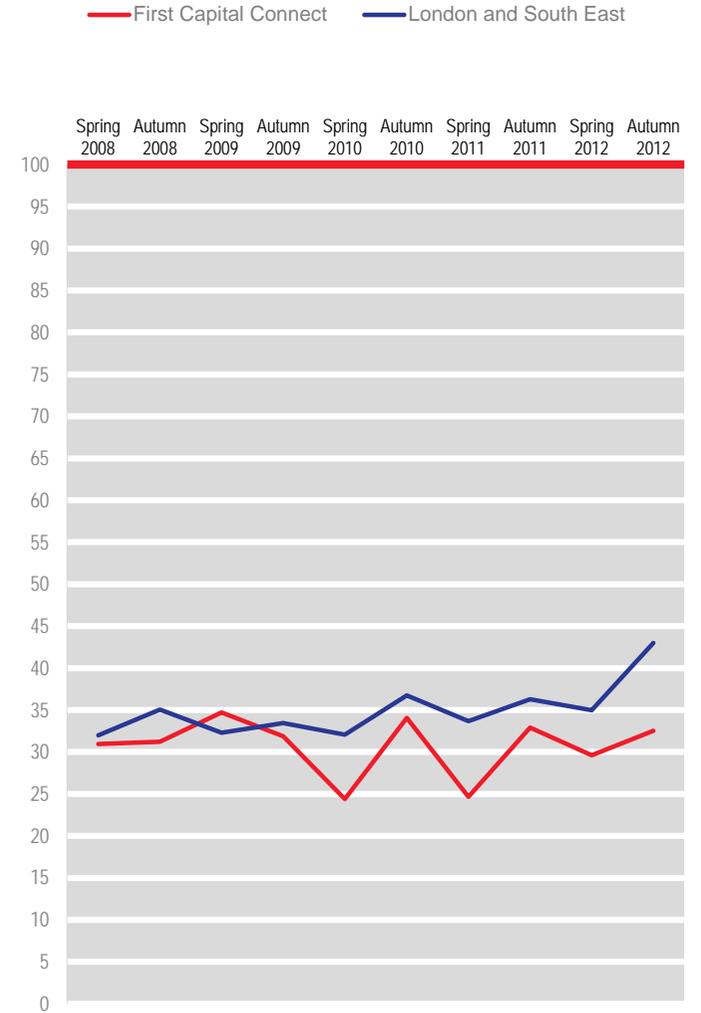
**The availability of staff on the train**

**(1013)**  
Percentage of passengers satisfied 2008 to 2012



**How well train company dealt with delay**

**(258)**  
Percentage of passengers satisfied 2008 to 2012



N.B. Benchmarks and targets are only shown for applicable factors

## Managed versus non-managed stations for First Capital Connect

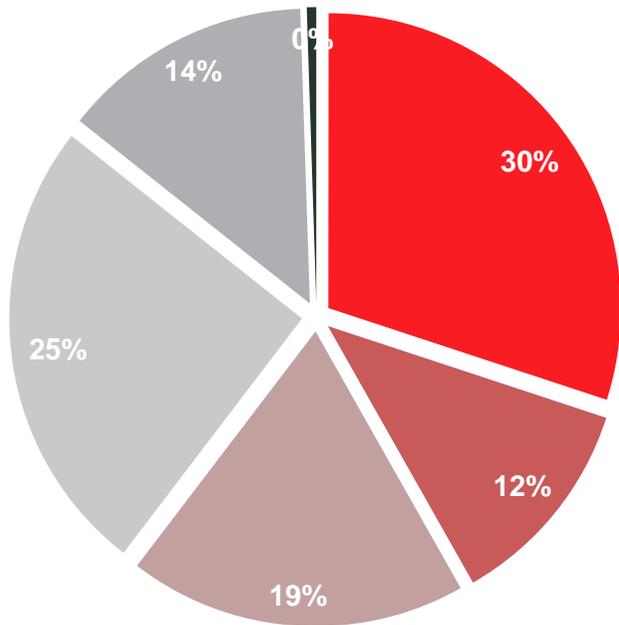
	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	75	-	83
Ticket buying facilities	68		75
Provision of information about train times/platforms	78		81
The upkeep/repair of the station buildings/platforms	60	-	74
Cleanliness	70	-	80
The facilities and services	43	-	67
The attitudes and helpfulness of the staff	70		72
Connections with other forms of public transport	73	-	87
Facilities for car parking	49	+	37
Overall environment	65	-	77
Your personal security whilst using	66	-	78
The availability of staff	56	-	66
The provision of shelter facilities <sup>1</sup>	62	-	71
Availability of seating <sup>1</sup>	47	+	40
How request to station staff was handled	90		83

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

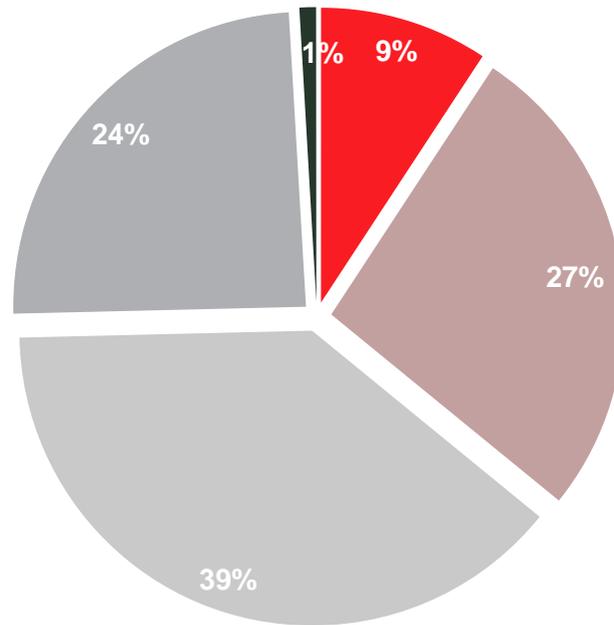
# Managed versus non-managed stations for First Capital Connect

(% Passengers Journeys originating from each type of station)

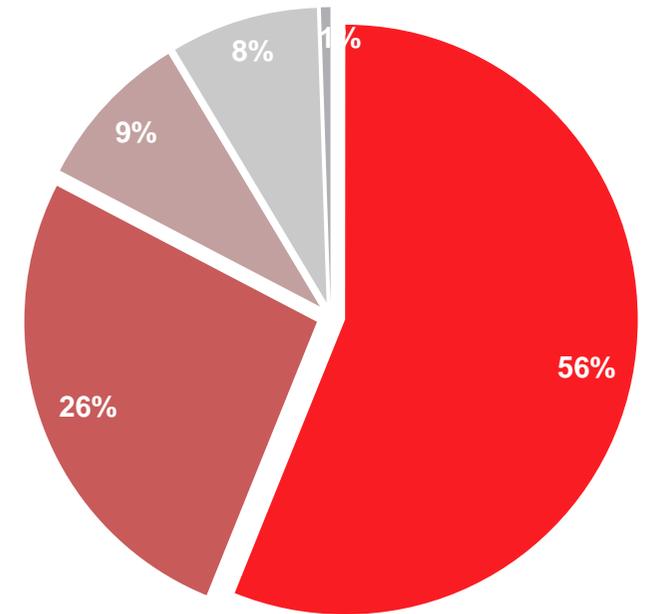
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Small staffed
- F = Small unstaffed
- Not categorised

## Peak/off-peak satisfaction scores for First Capital Connect

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction	73		73	83		83
Overall satisfaction with the station	83	+	75	77		76
Ticket buying facilities	74		65	70		70
Provision of information about train times/platforms	83	+	74	79		78
The upkeep/repair of the station buildings/platforms	72	+	66	65		62
Cleanliness	79	+	73	73		69
The facilities and services	65	+	53	51		48
The attitudes and helpfulness of the staff	69		62	71		68
Connections with other forms of public transport	81		76	79	+	71
Facilities for car parking	54		49	42		44
Overall environment	77	+	64	69		64
Your personal security whilst using	74	+	64	71	+	65
The availability of staff	67	+	51	58		57
The provision of shelter facilities <sup>1</sup>	67		-	65		-
Availability of seating <sup>1</sup>	37		-	47		-
How request to station staff was handled	80		75	87		88

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

## Peak/off-peak satisfaction scores for First Capital Connect

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction with the train <sup>1</sup>	66		-	76		-
The frequency of the trains on that route	75		72	80		78
Punctuality/reliability (i.e. the train arriving/departing on time)	76	+	68	83		80
The length of time the journey was scheduled to take (speed)	79		75	89		86
Connections with other train services	73		72	81		77
The value for money for the price of your ticket	20		24	44		44
Cleanliness of the train	59		62	66		66
Upkeep and repair of the train	53		58	62		65
The provision of information during the journey	48		44	50		48
The helpfulness and attitude of staff on train	37		27	39		34
The space for luggage	38		35	47		47
The toilet facilities	23		17	28		29
Sufficient room for all passengers to sit/stand	41		37	67		70
The comfort of the seating area	50		48	63		67
The ease of being able to get on and off	71	+	61	78		80
Your personal security on board	71		68	73	+	68
The cleanliness of the inside	60		60	66		67
The cleanliness of the outside	48		54	59		63
The availability of staff	11		8	17		17
How well train company deals with delays	24		34	36		32

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction	79	+	73	86		86
Overall satisfaction with the station	80	+	74	79		78
Ticket buying facilities	73	+	63	73		74
Provision of information about train times/platforms	84	+	79	81		80
The upkeep/repair of the station buildings/platforms	70	+	63	70	+	66
Cleanliness	75	+	70	74	+	71
The facilities and services	61	+	50	55	+	49
The attitudes and helpfulness of the staff	66		63	71		70
Connections with other forms of public transport	81	+	71	76		74
Facilities for car parking	49		46	49		49
Overall environment	71	+	63	69		68
Your personal security whilst using	70	+	62	70	+	67
The availability of staff	59	+	52	58		58
The provision of shelter facilities <sup>1</sup>	68		-	68		-
Availability of seating <sup>1</sup>	33		-	48		-
How request to station staff was handled	76		77	86		87

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction with the train <sup>1</sup>	74		-	83		-
The frequency of the trains on that route	76		73	77		78
Punctuality/reliability (i.e. the train arriving/departing on time)	82	+	73	83		82
The length of time the journey was scheduled to take (speed)	81	+	76	86		85
Connections with other train services	75	+	69	78		77
The value for money for the price of your ticket	27	+	23	46		46
Cleanliness of the train	70		67	76		75
Upkeep and repair of the train	70	+	66	77		77
The provision of information during the journey	65	+	58	73		72
The helpfulness and attitude of staff on train	50		47	61		60
The space for luggage	41		38	54		56
The toilet facilities	29		26	37		38
Sufficient room for all passengers to sit/stand	45	+	41	73		74
The comfort of the seating area	59	+	55	75		75
The ease of being able to get on and off	72	+	68	82		83
Your personal security on board	73	+	69	78		77
The cleanliness of the inside	71	+	67	77		76
The cleanliness of the outside	68		66	75		76
The availability of staff	28		27	41		42
How well train company deals with delays	30		28	46	+	39

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

## Weighted sample profile for First Capital Connect

	Autumn 2012 %	Autumn 2011 %		Autumn 2012 %	Autumn 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	49	49	None	82	77
Female	48	48	Minor	14	18
Not stated	3	4	Major	1	3
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	9	8	Yes	65	67
26-34	16	18	No	35	33
35-44	21	22			
45-54	24	22			
55-59	10	9	<b>TIME OF TRAVEL</b>		
60-64	8	8	Peak	24	29
65+	9	9	Off-peak	76	71
Not stated	2	3			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	45	45	Yes asked for help	8	10
Business	26	26	Yes asked for information	7	8
Leisure	29	29	Could not find anyone to ask	3	3
			No	82	79
			Not stated	1	1

## Weighted sample profile for London and South East

	Autumn 2012 %	Autumn 2011 %		Autumn 2012 %	Autumn 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	43	44	None	82	80
Female	53	53	Minor	14	16
Not stated	4	3	Major	2	2
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	12	12	Yes	69	68
26-34	17	18	No	31	32
35-44	19	19			
45-54	22	22	<b>TIME OF TRAVEL</b>		
55-59	9	9	Peak	18	20
60-64	8	8	Off-peak	82	80
65+	9	9			
Not stated	3	3	<b>ASKED FOR HELP OR INFORMATION</b>		
<b>JOURNEY PURPOSE</b>			Yes asked for help	7	8
Commuter	52	53	Yes asked for information	7	8
Business	15	15	Could not find anyone to ask	3	3
Leisure	33	33	No	83	81
			Not stated	1	2

## Station sample sizes for First Capital Connect

Station	Unweighted	Station	Unweighted
London St Pancras	231	Moorgate	13
London Kings Cross	162	Loughborough Junction	13
Farringdon	104	Ely	12
Brighton	87	Peterborough	12
St Albans	87	Luton Airport Parkway	11
London Blackfriars	79	Hornsey	11
Finsbury Park	72	Letchworth	10
City Thameslink	71	Highbury And Islington	9
East Croydon	67	West Hampstead Thameslink	9
Cambridge	62	Kings Lynn	9
Gatwick Airport	55	Burgess Hill	9
Wimbledon	47	Elephant And Castle	7
Old Street	44	Haywards Heath	7
Luton	40	Bickley	7
London Bridge	36	Sutton Common	6
Harpenden	28	St Neots	6
Enfield Chase	27	Grange Park	5
Hitchin	26	Mitcham Junction	5
Streatham	26	Foxton	3
Royston	26	Harlington	2
Bedford	24	Catford	2
Three Bridges	23	Norbury	1
Mill Hill Broadway	23	Denmark Hill	1
Winchmore Hill	21	Ashwell And Morden	1
Elstree And Borehamwood	20	Hackbridge	1
Tulse Hill	18		
Hatfield (Hertfordshire)	18		
Stevenage	18		
Potters Bar	16		
Flitwick	16		
Herne Hill	16		
Haydons Road	15		
Sutton (Surrey)	14		

## Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	28917	11915	4027	12975	24392	4525	9762	6518	6486	6151
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midlands Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
Greater Anglia	103929	54	18	28	90	10	30	14	28	28
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	102374	64	3	33	81	19	22	26	26	26
Merseyrail	44909	37	8	55	80	20	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166317	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

\* Sample size excludes non-franchised Train Operating Companies

## Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	28917	11915	4027	12975	24392	4525	9762	6518	6486	6151
Arriva Trains Wales	1352	34	13	54	87	13	34	27	20	19
c2c	1171	71	5	24	95	5	38	26	18	18
Chiltern Railways	1199	42	18	40	90	10	38	17	23	22
CrossCountry	1425	27	20	53	78	22	18	29	30	24
East Coast	1251	16	29	55	82	18	50	8	11	31
East Midlands Trains	1045	37	18	45	84	16	35	26	24	15
First Capital Connect	1791	52	12	36	85	15	28	19	33	20
First Great Western	3037	35	17	48	80	20	32	32	21	15
First TransPennine Express	1111	35	17	48	88	12	20	40	24	15
Greater Anglia	2156	47	12	41	87	13	43	12	20	26
London Midland	1108	46	11	43	87	13	37	18	29	17
London Overground	1134	53	7	41	86	14	31	18	19	32
Merseyrail	700	53	4	43	90	10	29	39	20	13
Northern Rail	1051	48	7	45	85	15	35	27	28	10
ScotRail	1309	34	10	56	75	25	27	15	40	17
South West Trains	2375	42	10	48	80	20	39	19	10	32
Southeastern	1671	52	8	40	88	12	31	29	19	21
Southern	2639	45	12	43	84	16	33	25	20	22
Virgin Trains	1392	22	32	47	83	17	39	6	30	25

\* Sample size excludes non-franchised Train Operating Companies

## The following are reports produced each wave:

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

## Sector definitions

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

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

## How are routes defined

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

### **Arriva Trains Wales - North Wales:**

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

### **Arriva Trains Wales - South Wales:**

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

### **Arriva Trains Wales - Valley:**

Journeys starting from the Valley lines around Cardiff, including Cardiff itself

### **c2c:**

All journeys on c2c

### **Chiltern Railways - North:**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways - South:**

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

### **CrossCountry - Birmingham - Manchester:**

Journeys on the Manchester Piccadilly - Birmingham New Street route

### **CrossCountry - Birmingham - North East and Scotland:**

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry - Birmingham - South Coast:**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry - Birmingham - South West:**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry - Birmingham - Stansted:**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry - Nottingham - Cardiff:**

Journeys on the Nottingham - Cardiff Central route

### **East Coast - London - Yorkshire:**

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

### **East Coast - London - Scotland - North East:**

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

### **East Coast - London - East Midlands/East of England:**

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

### **East Coast - non-London journeys:**

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

### **East Midlands Trains - Liverpool - Norwich:**

Journeys on the Liverpool - Norwich route

### **East Midlands Trains - Local:**

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

### **East Midlands Trains - London:**

Journeys on the London - Sheffield route

### **First Capital Connect - Great Northern:**

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

### **First Capital Connect – Thameslink Loop:**

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

### **First Capital Connect – North:**

Journeys starting from stations on the route between Farringdon and Bedford

### **First Capital Connect – South:**

Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington (joint service with Southeastern)

### **First Great Western – Long distance:**

Journeys on long distance services

### **First Great Western – London Thames Valley:**

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

### **First Great Western – West:**

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

### **First TransPennine Express – North:**

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

### **First TransPennine Express – North West:**

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

**First TransPennine Express – South:**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Greater Anglia – Intercity:**

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

**Greater Anglia – Main line:**

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

**Greater Anglia – Metro:**

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

**Greater Anglia – Rural:**

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

**Greater Anglia – Stansted:**

Journeys on Stansted Express, not including Stansted Airport stopping trains

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

**Heathrow Connect:**

All Heathrow Connect Journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland – London commuter:**Journeys on London Euston – Northampton services

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

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

**London Overground – Dalston – Croydon:**Journeys on the Dalston Junction – West Croydon line

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

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

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

**Merseyrail – Northern:**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail – Wirral:**

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

**Northern Rail – Lancashire & Cumbria:**

Journeys from stations in Lancashire and Cumbria

**Northern Rail – Manchester & Liverpool:**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail – South & East Yorkshire:**

Journeys from stations in South and East Yorkshire

**Northern Rail – Tyne Tees & Wear:**

Journeys from stations in Tyne and Wear

**Northern Rail – West & North Yorkshire:**

Journeys from stations in West and North Yorkshire

**ScotRail – Interurban:**

Journeys on longer distance rail lines between urban areas

**ScotRail – Rural:**

Journeys on predominantly rural rail lines

**ScotRail – Strathclyde:**

Journeys on local rail lines within Strathclyde

**ScotRail – Urban:**

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

**Southeastern – High speed:**

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

**Southeastern – Main line:**

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

**Southeastern – Metro:**

Journeys on rail lines that are within London

**Southern – Gatwick Express:** Fast Gatwick Express services  
Gatwick – London Victoria

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

**Southern – Metro:**  
Journeys on rail lines that are within London

**South West Trains – Island line:**  
Journeys starting from stations on the Isle of Wight

**South West Trains – London:**  
Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

**South West Trains – Main line:**  
Journeys starting from stations between Micheldever and Weymouth

**South West Trains – Metro:**  
Journeys starting from stations between Earlsfield and Surbiton

**South West Trains – Journeys from stations not managed by South West Trains:**  
Journeys starting from stations not run by South West Trains (not including stations in London)

**South West Trains – Portsmouth:**  
Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains – Reading/Windsor:**  
Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

**South West Trains – Suburban:**  
Journeys starting from stations in the Woking area

**South West Trains – West of England:**  
Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin Trains – Birmingham – Scotland:**  
Journeys on Birmingham – Scotland services

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

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

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

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

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

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