



# National Passenger Survey

## TOC Report for Chiltern Railways

### 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.

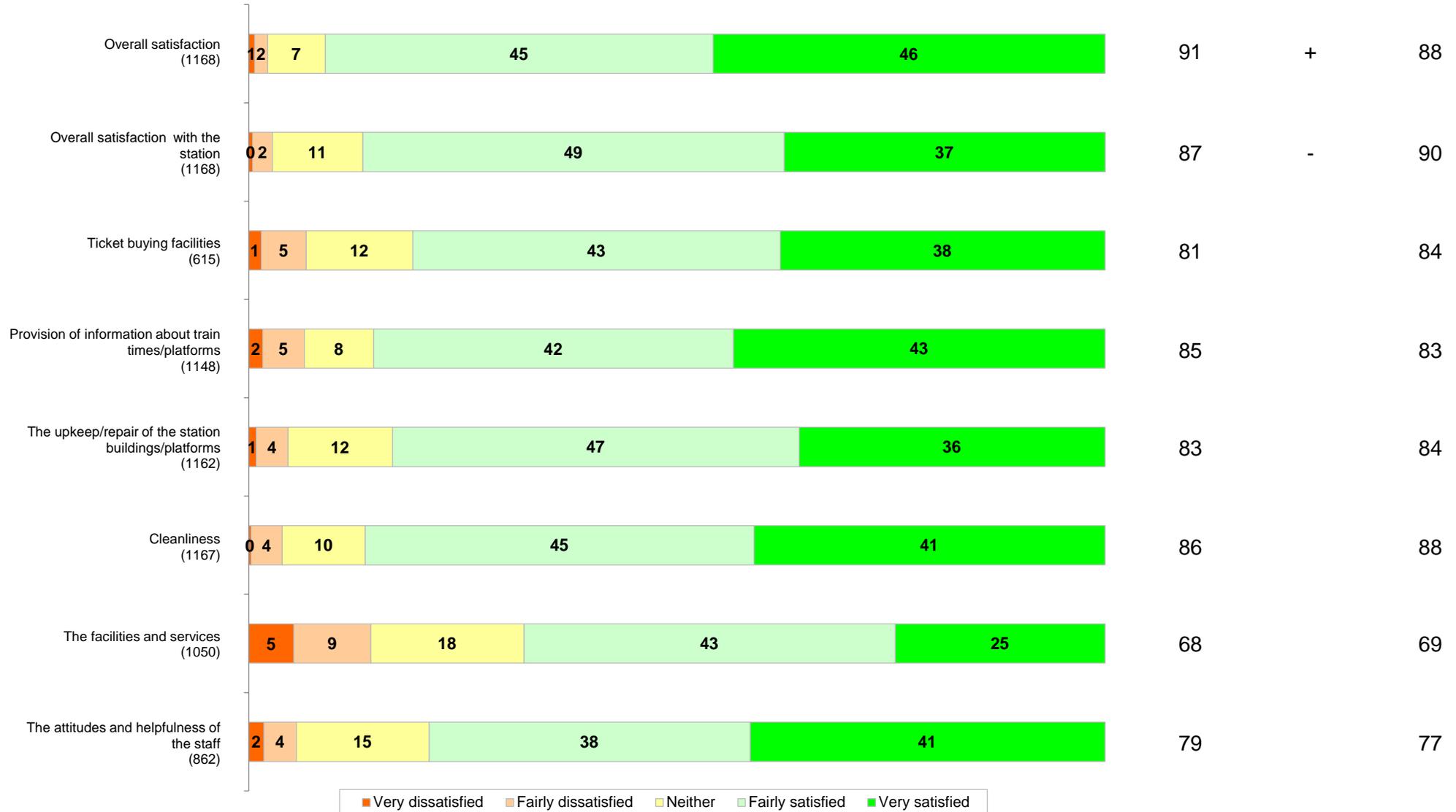
Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there 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 Chiltern Railways

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



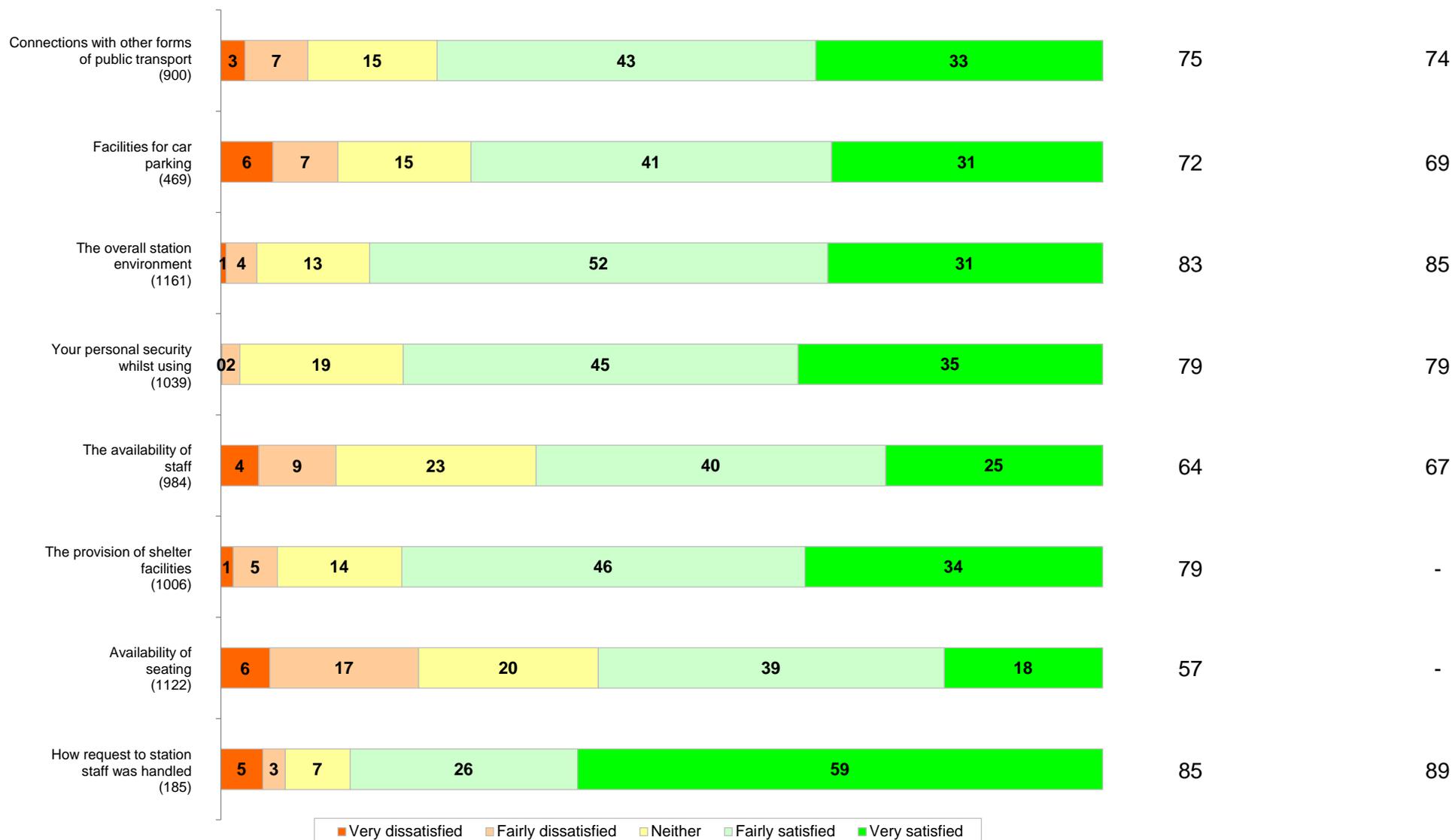
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## Satisfaction results for Chiltern Railways

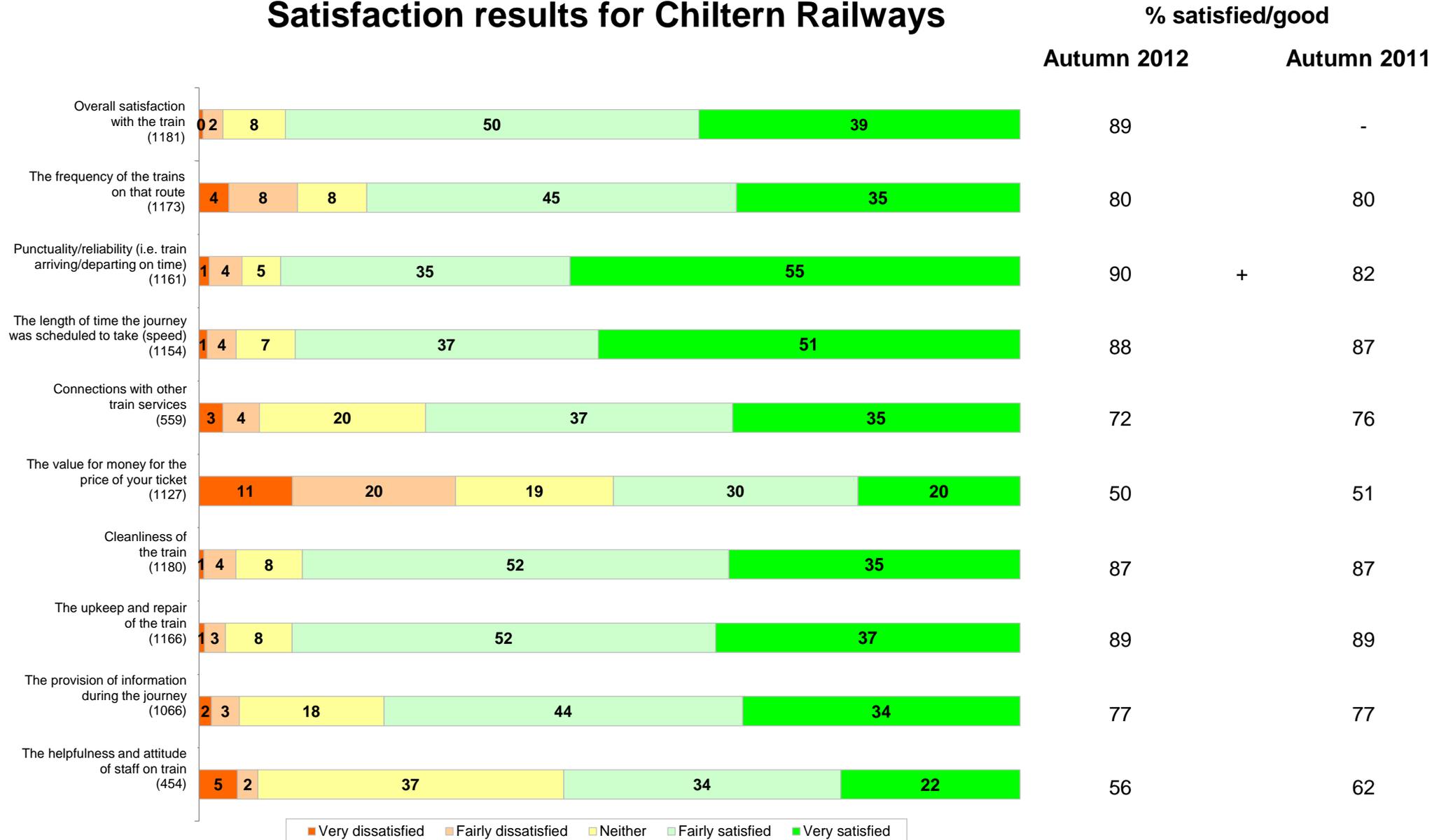
Autumn 2012

Autumn 2011



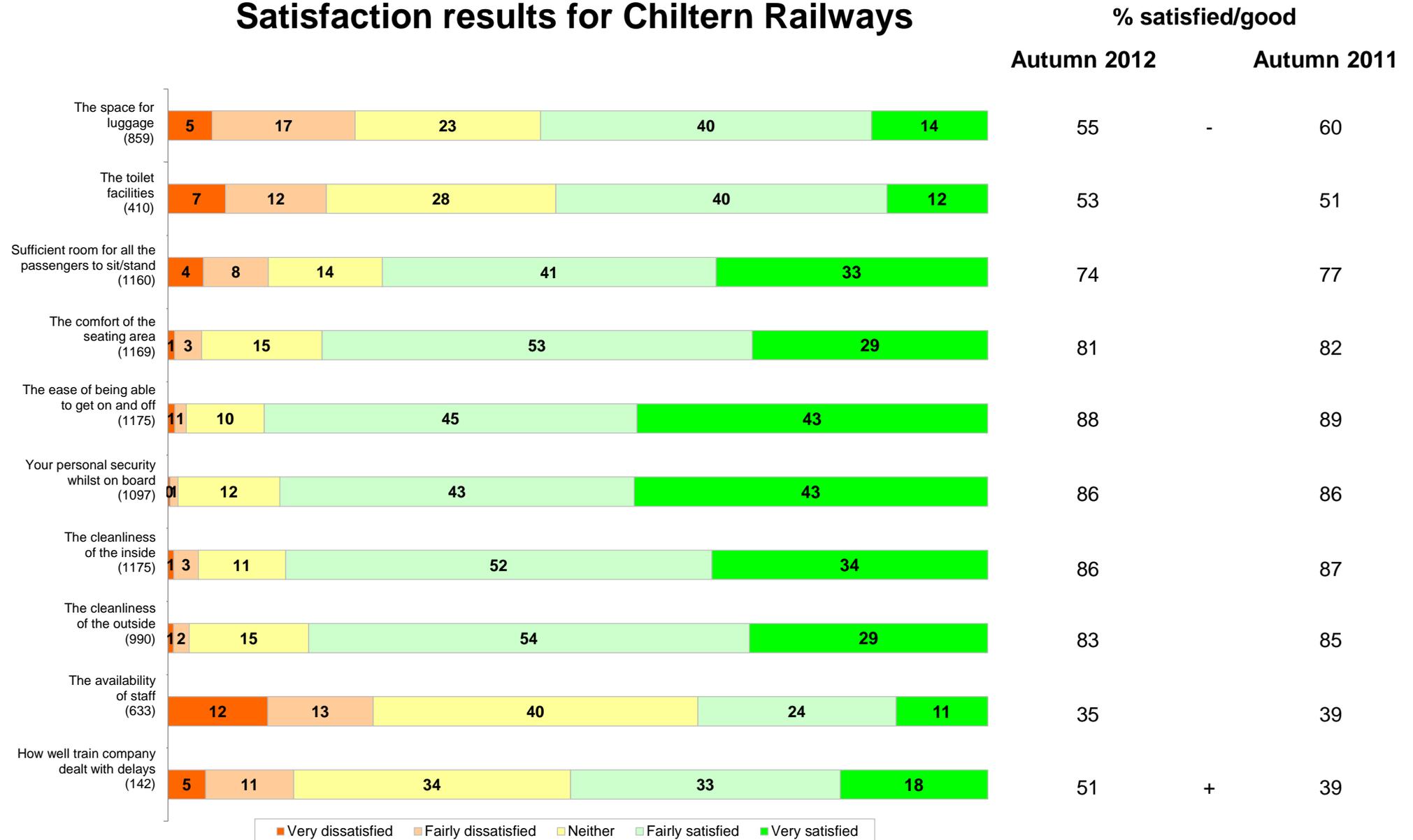
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for Chiltern Railways



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

## Satisfaction results for Chiltern Railways



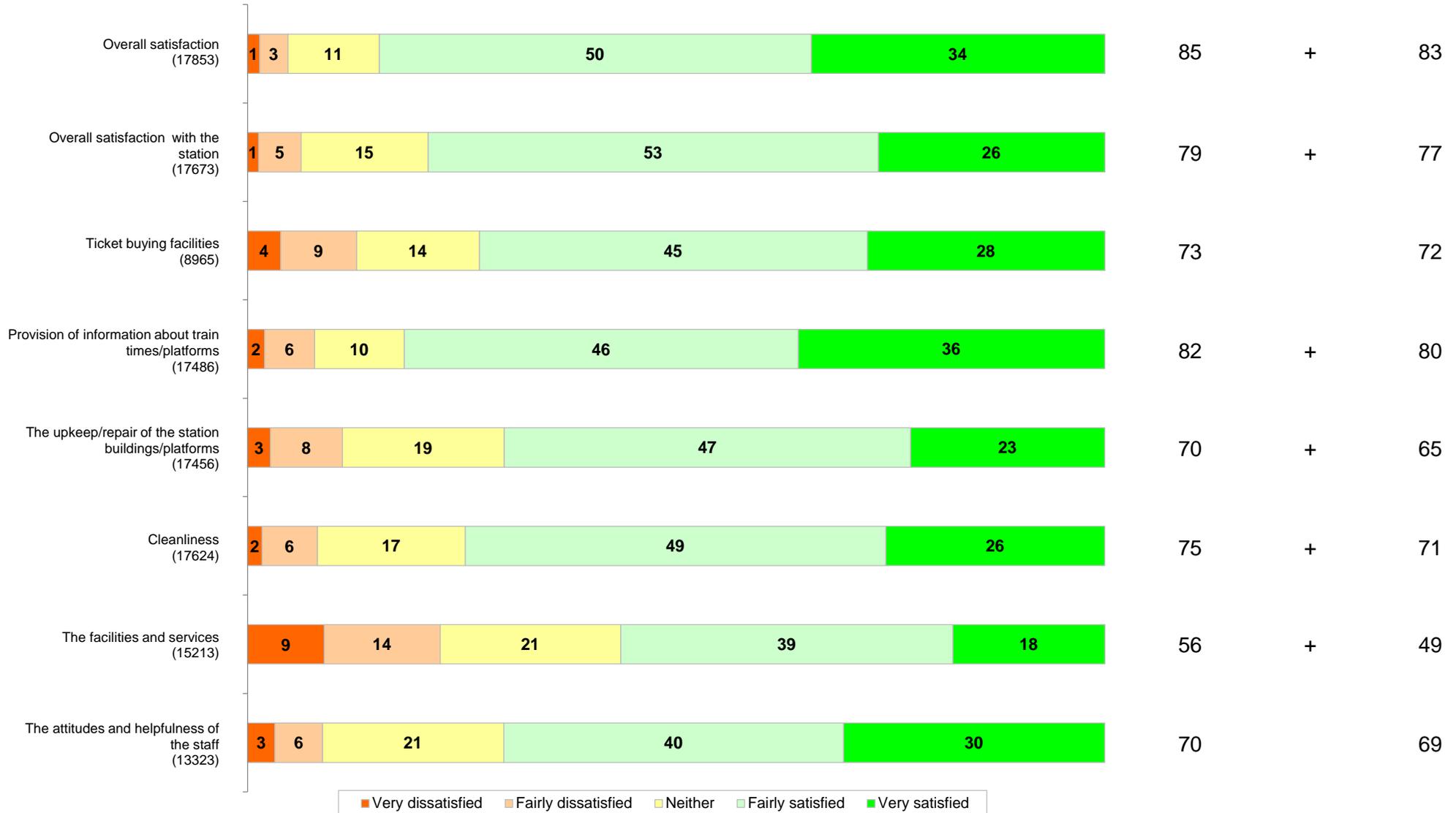
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Autumn 2012

Autumn 2011



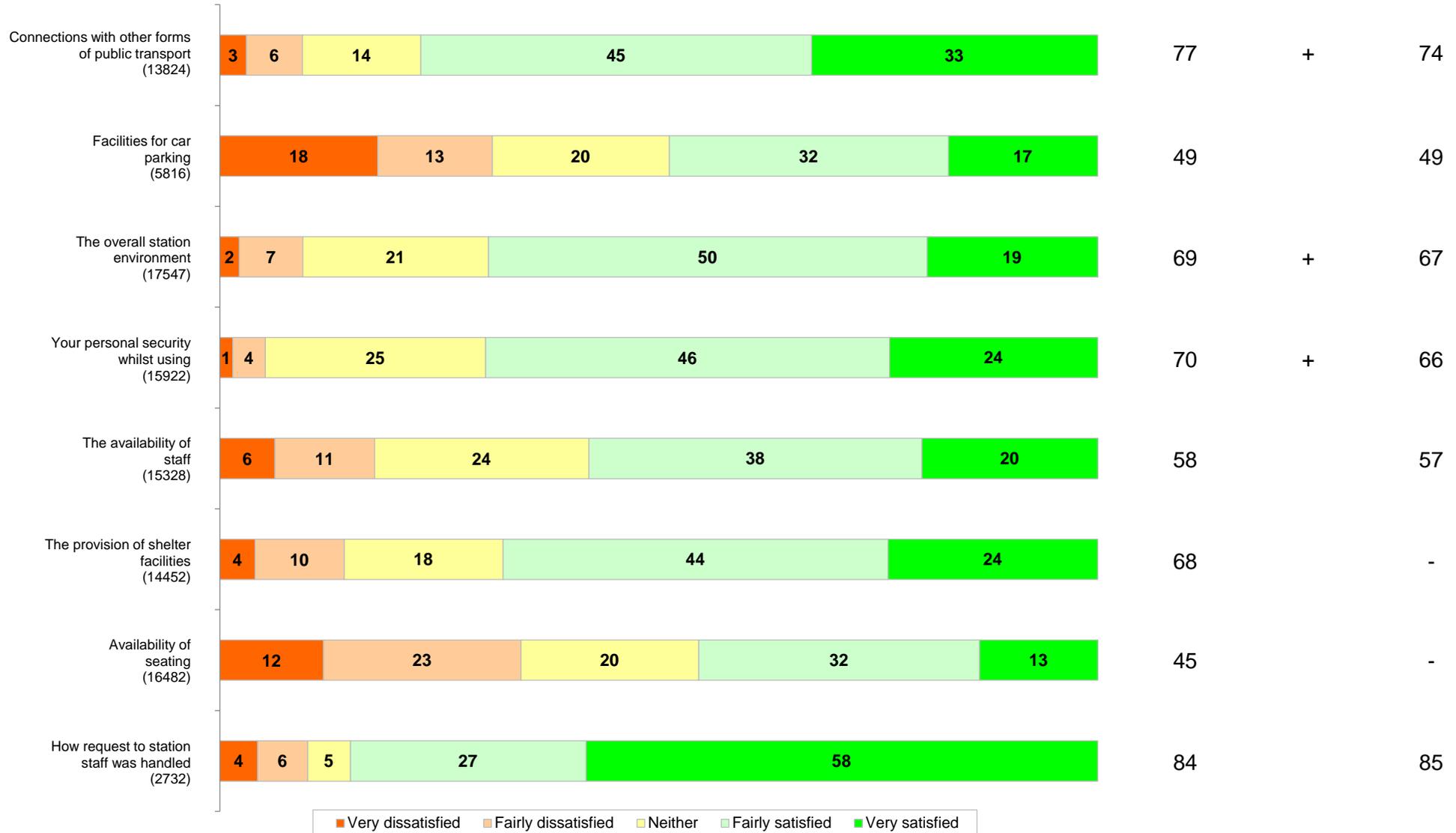
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

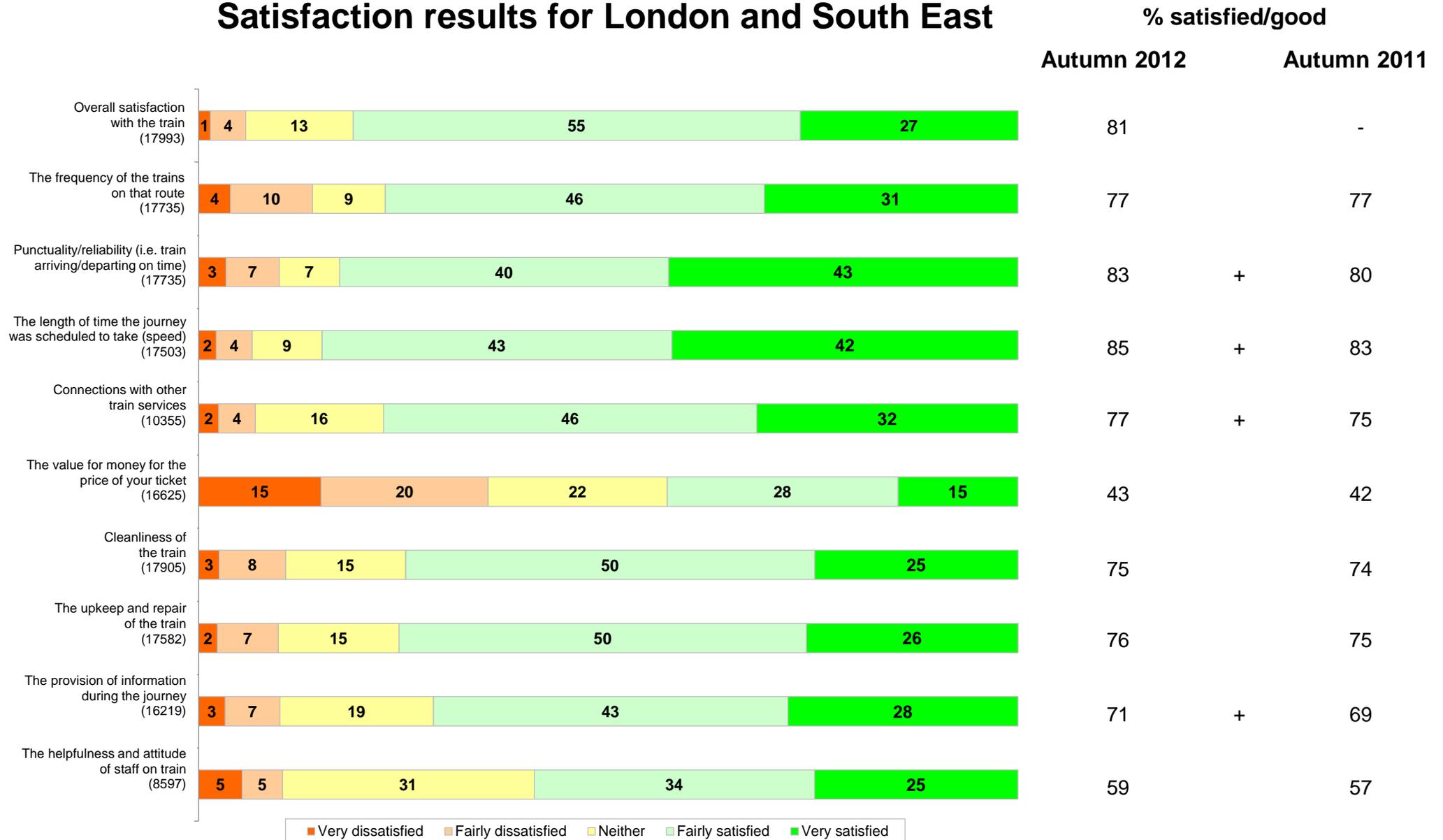
Autumn 2012

Autumn 2011



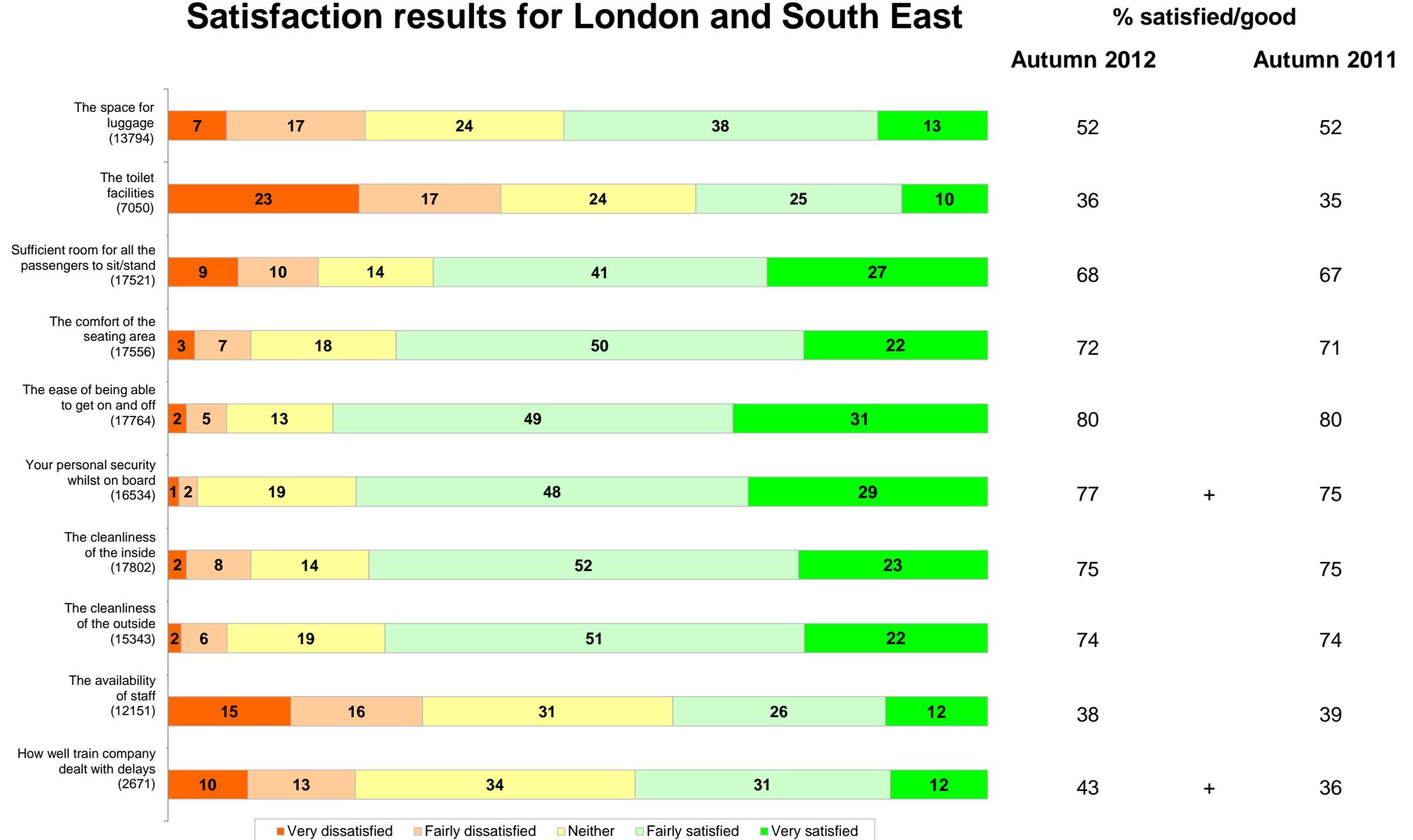
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## Chiltern Railways performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	91	85	108%
Overall satisfaction with the station	87	79	110%
Ticket buying facilities	81	73	111%
Provision of information about train times/platforms	85	82	105%
The upkeep/repair of the station buildings/platforms	83	70	119%
Cleanliness	86	75	116%
The facilities and services	68	56	120%
The attitudes and helpfulness of the staff	79	70	113%
Connections with other forms of public transport	75	77	98%
Facilities for car parking	72	49	147%
Overall environment	83	69	120%
Your personal security whilst using	79	70	114%
The availability of staff	64	58	111%
The provision of shelter facilities <sup>1</sup>	79	68	117%
Availability of seating <sup>1</sup>	57	45	126%
How request to station staff was handled	85	84	101%

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

## Chiltern Railways performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train <sup>1</sup>	89	81	110%
The frequency of the trains on that route	80	77	103%
Punctuality/reliability (i.e. the train arriving/departing on time)	90	83	109%
The length of time the journey was scheduled to take (speed)	88	85	104%
Connections with other train services	72	77	94%
The value for money for the price of your ticket	50	43	116%
Cleanliness of the train	87	75	117%
Upkeep and repair of the train	89	76	117%
The provision of information during the journey	77	71	109%
The helpfulness and attitude of staff on train	56	59	94%
The space for luggage	55	52	106%
The toilet facilities	53	36	148%
Sufficient room for all passengers to sit/stand	74	68	109%
The comfort of the seating area	81	72	113%
The ease of being able to get on and off	88	80	110%
Your personal security on board	86	77	112%
The cleanliness of the inside	86	75	113%
The cleanliness of the outside	83	74	113%
The availability of staff	35	38	92%
How well train company deals with delays	51	43	118%

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

## Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	94	90
Overall satisfaction with the station	82	88
Ticket buying facilities	82	80
Provision of information about train times/platforms	88	85
The upkeep/repair of the station buildings/platforms	81	84
Cleanliness	84	87
The facilities and services	64	69
The attitudes and helpfulness of the staff	77	80
Connections with other forms of public transport	75	76
Facilities for car parking	71	72
Overall environment	77	85
Your personal security whilst using	76	80
The availability of staff	60	66
The provision of shelter facilities <sup>1</sup>	76	81
Availability of seating <sup>1</sup>	64	55
How request to station staff was handled	81	86

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

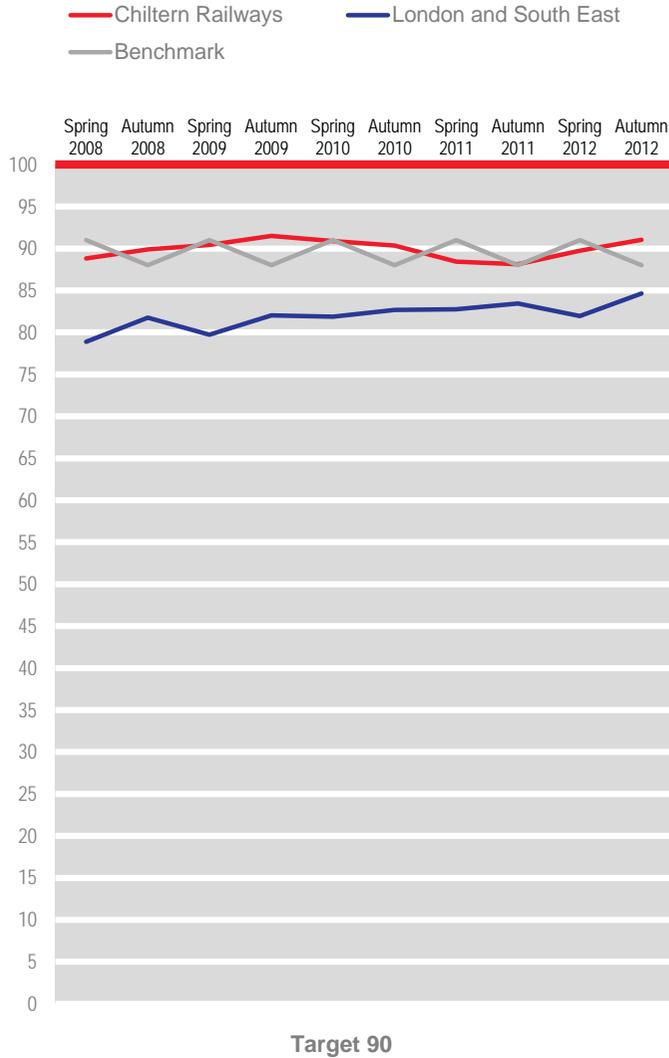
## Building block/route data for Chiltern Railways

	North	South
Overall satisfaction with the train <sup>1</sup>	93	88
The frequency of the trains on that route	83	79
Punctuality/reliability (i.e. the train arriving/departing on time)	90	90
The length of time the journey was scheduled to take (speed)	89	88
Connections with other train services	84	69
The value for money for the price of your ticket	62	46
Cleanliness of the train	89	87
Upkeep and repair of the train	92	88
The provision of information during the journey	77	78
The helpfulness and attitude of staff on train	70	48
The space for luggage	62	52
The toilet facilities	62	50
Sufficient room for all passengers to sit/stand	83	71
The comfort of the seating area	88	79
The ease of being able to get on and off	86	89
Your personal security on board	85	87
The cleanliness of the inside	86	86
The cleanliness of the outside	86	82
The availability of staff	49	29
How well train company deals with delays	47	53

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

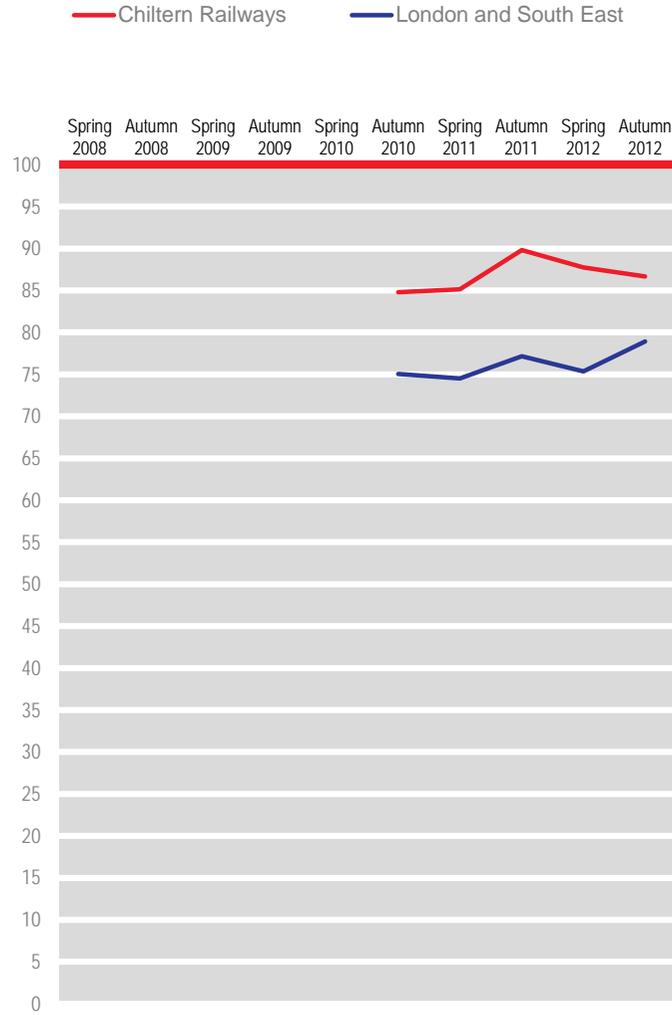
**Overall satisfaction**

**(1168)**  
Percentage of passengers satisfied 2008 to 2012



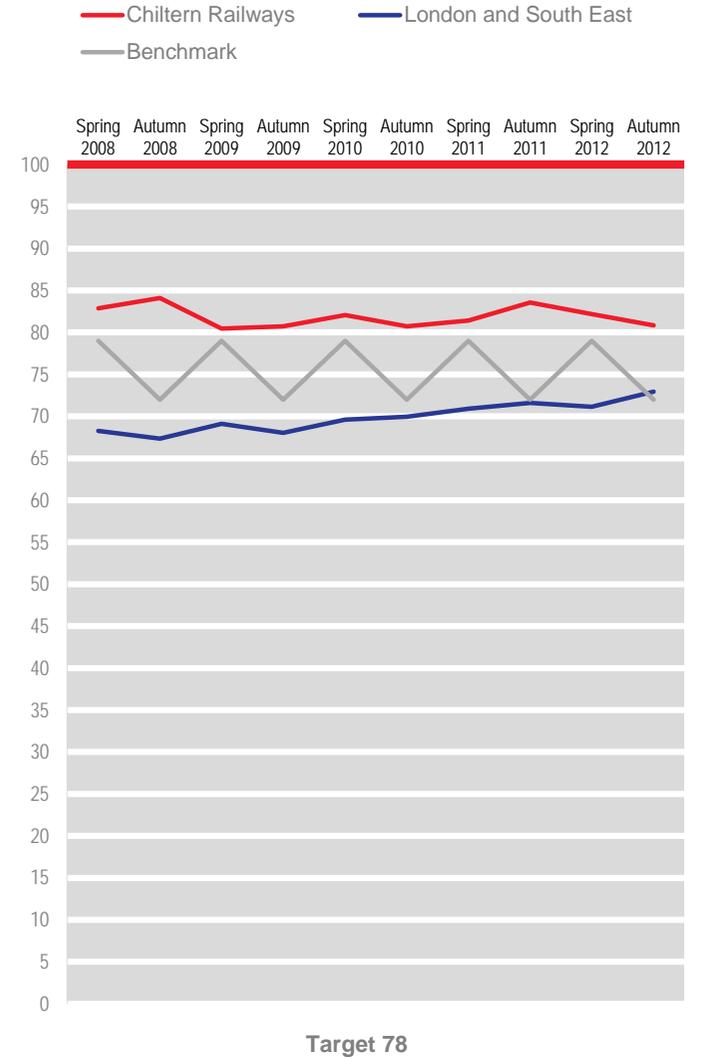
**Overall station satisfaction**

**(1168)**  
Percentage of passengers satisfied 2008 to 2012



**Ticket buying facilities**

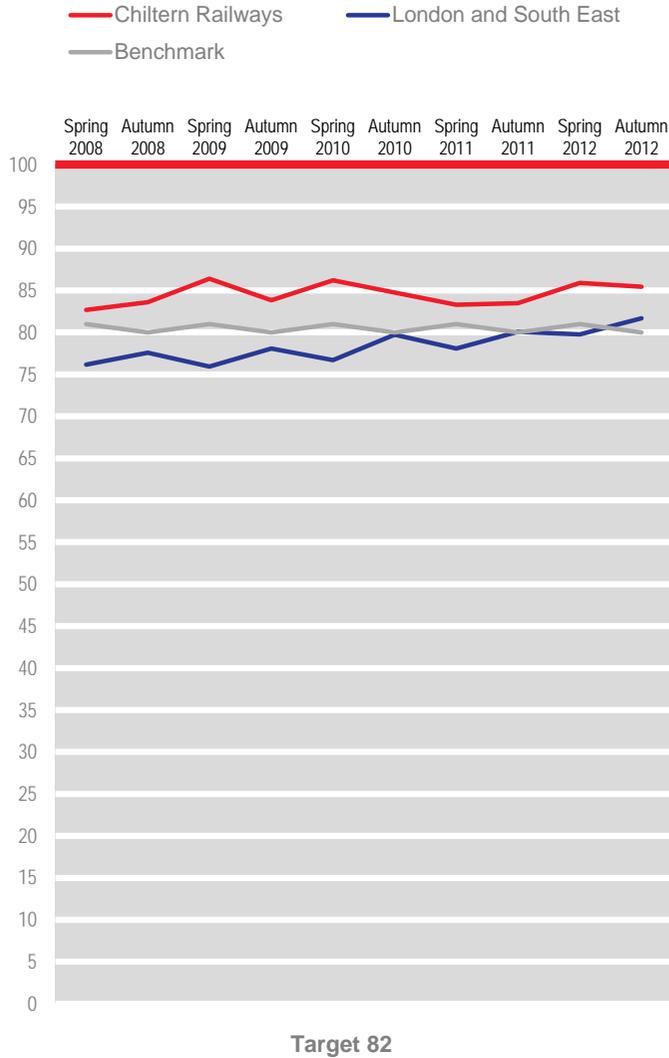
**(615)**  
Percentage of passengers satisfied 2008 to 2012



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

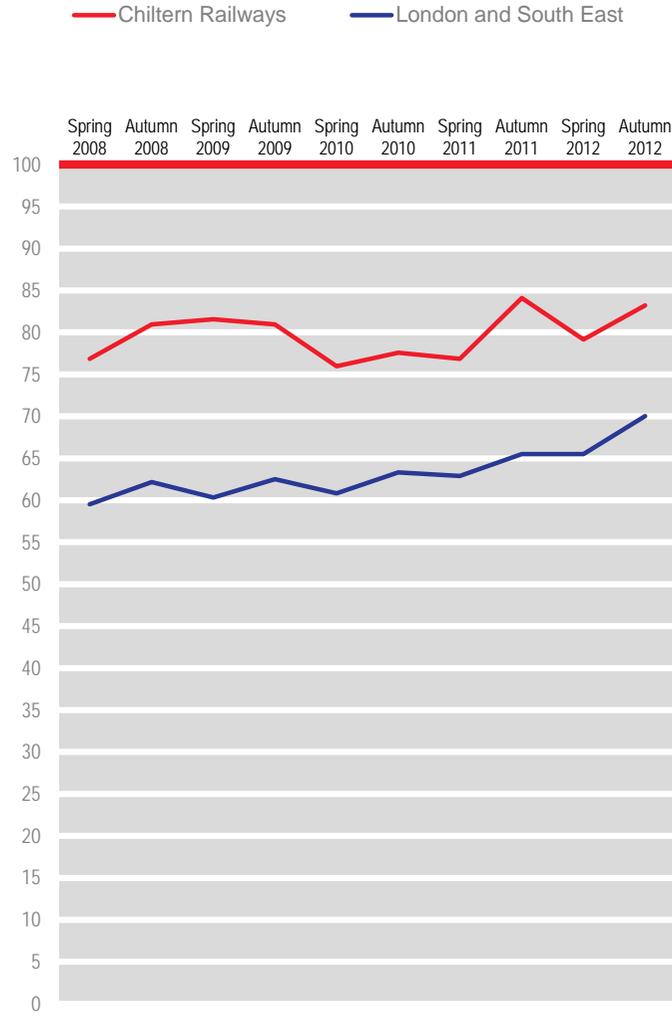
**Provision of information about train times/platforms**

(1148)  
Percentage of passengers satisfied 2008 to 2012



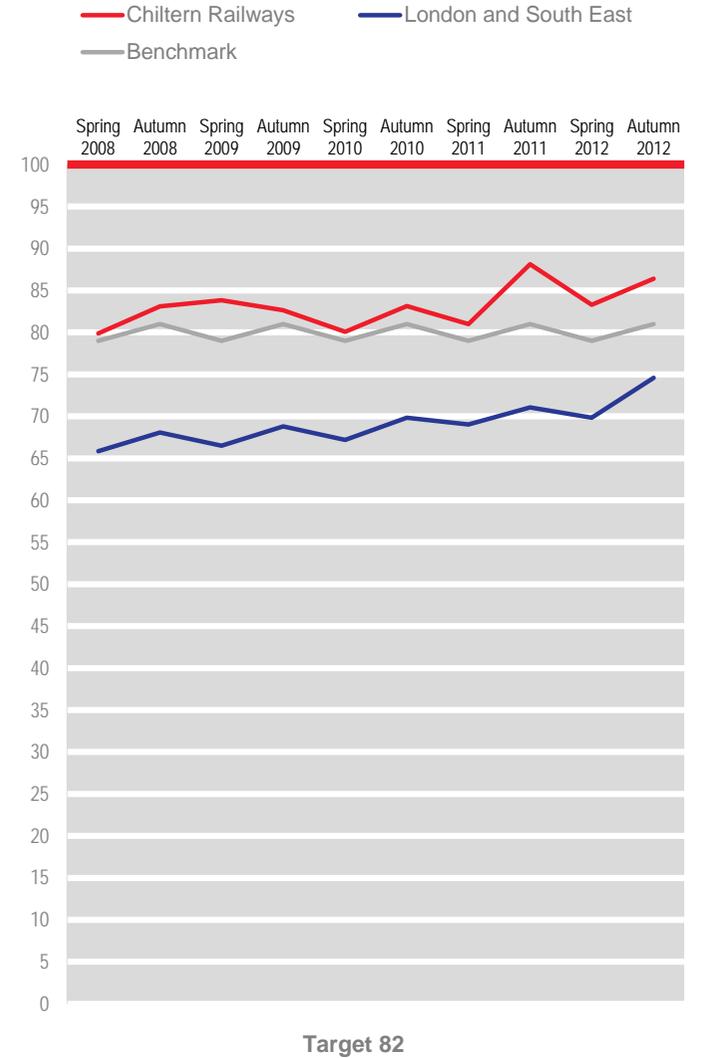
**The upkeep/repair of the station building/platforms**

(1162)  
Percentage of passengers satisfied 2008 to 2012



**Cleanliness of the station**

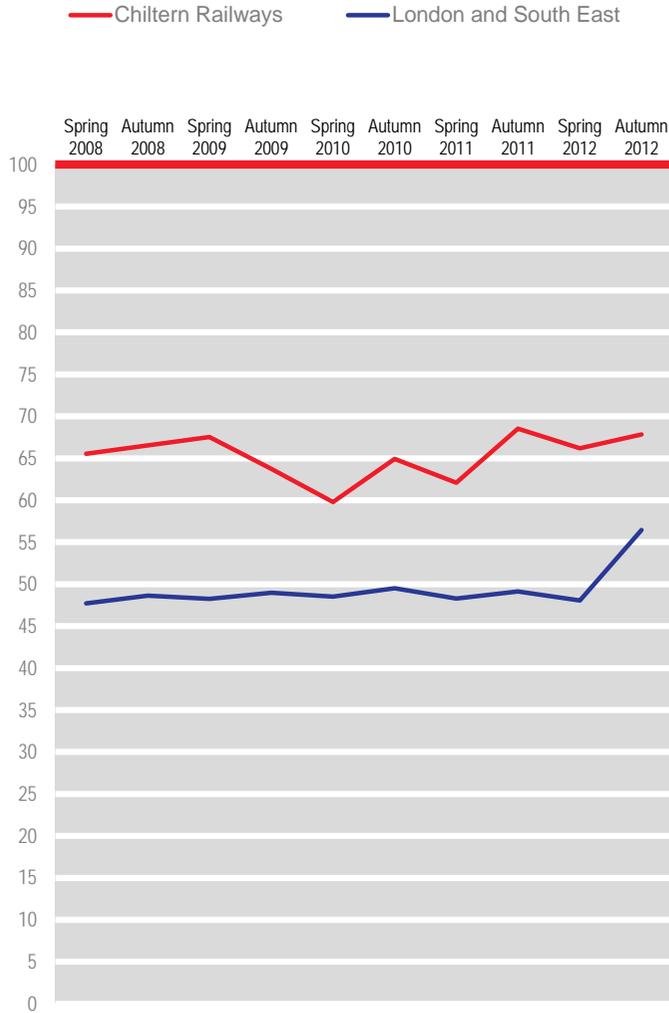
(1167)  
Percentage of passengers satisfied 2008 to 2012



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

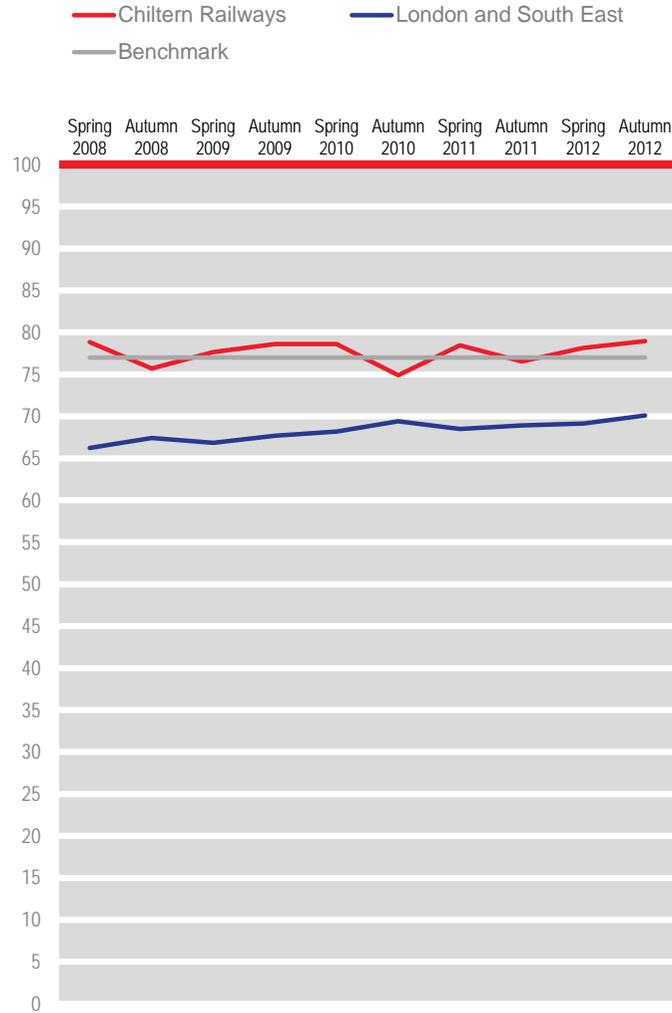
**The facilities and services at the station**

**(1050)**  
Percentage of passengers satisfied 2008 to 2012



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

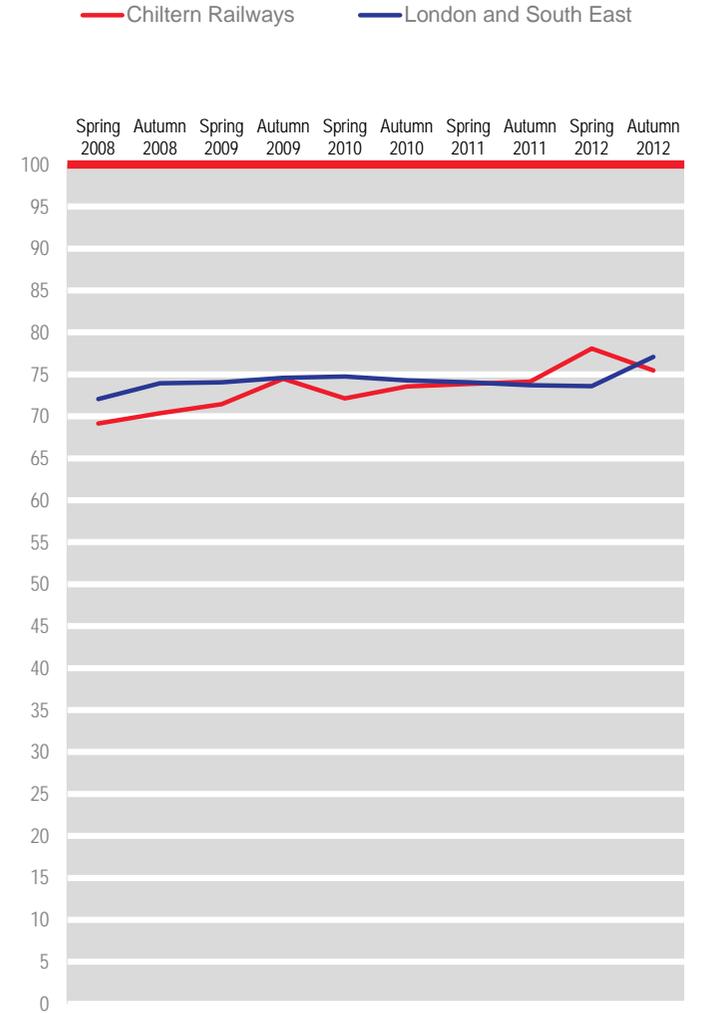
**(862)**  
Percentage of passengers satisfied 2008 to 2012



Target 79

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

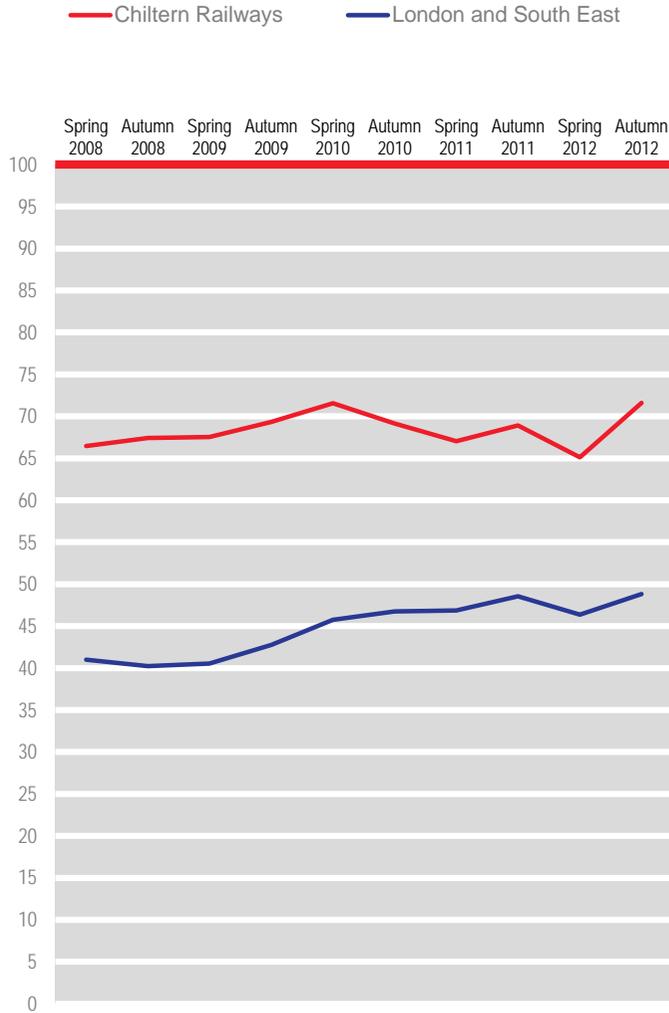
**(900)**  
Percentage of passengers satisfied 2008 to 2012



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

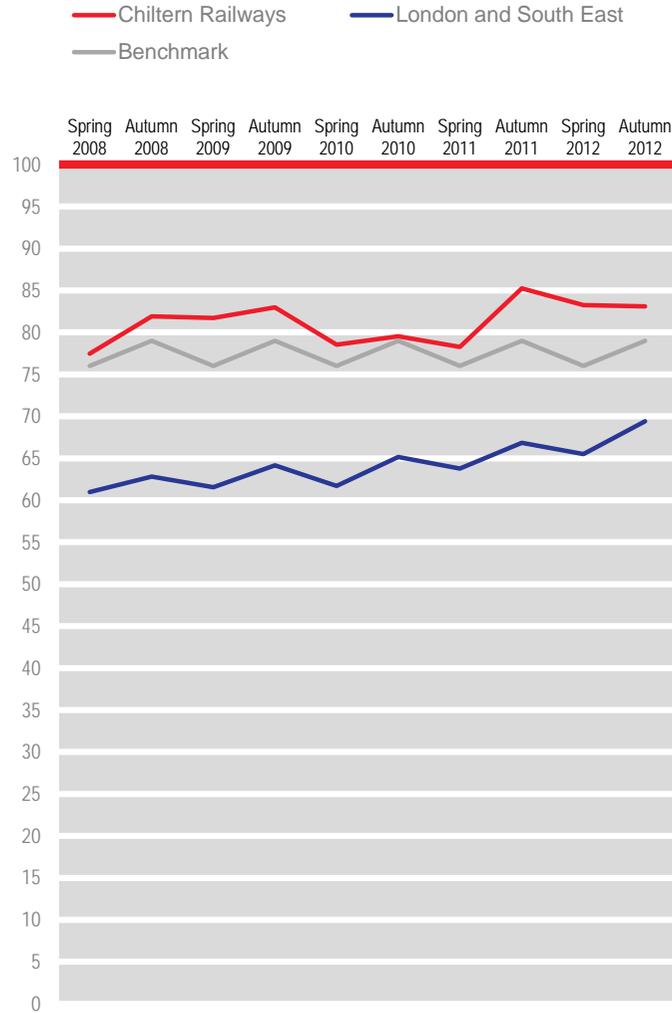
**Facilities for car parking at the station**

**(469)**  
Percentage of passengers satisfied 2008 to 2012



**Overall station environment**

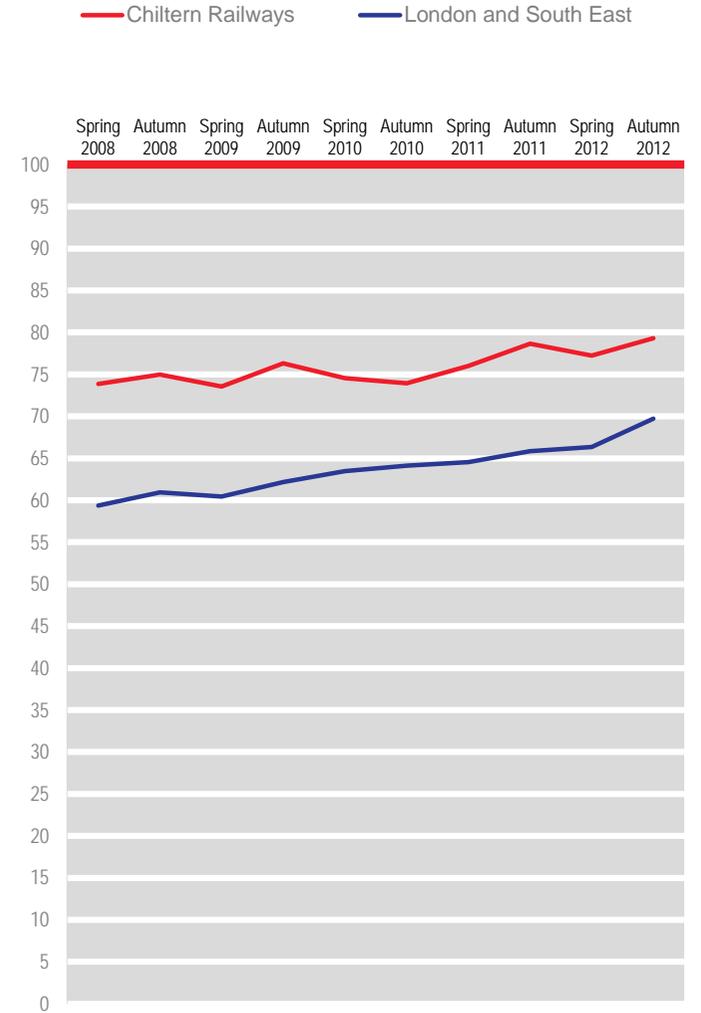
**(1161)**  
Percentage of passengers satisfied 2008 to 2012



Target 80

**Your personal security whilst using the station**

**(1039)**  
Percentage of passengers satisfied 2008 to 2012

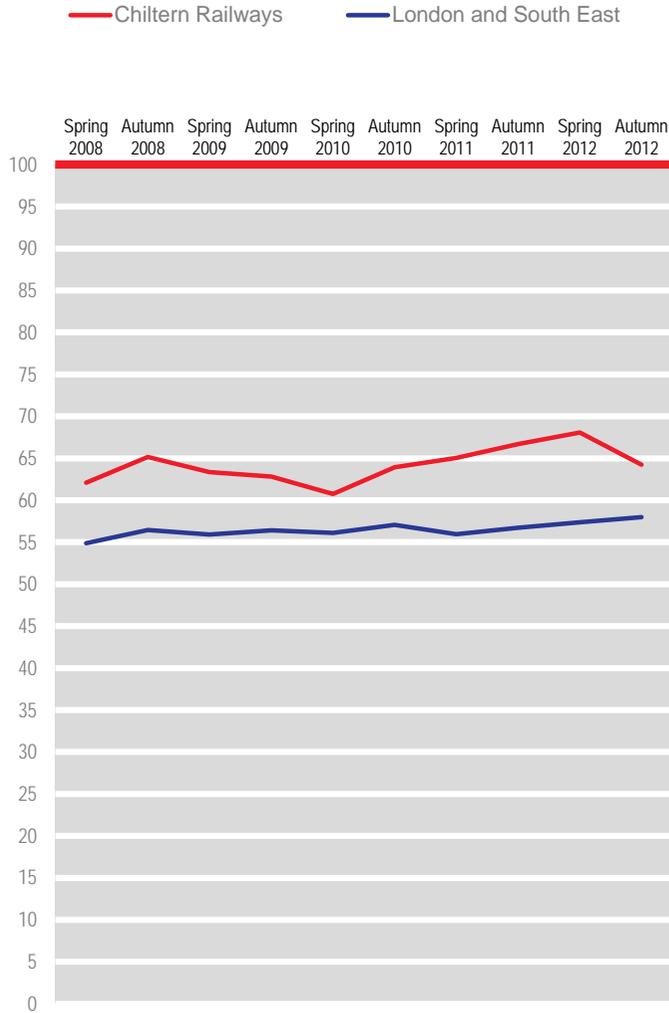


N.B. Benchmarks and targets are only shown for applicable factors

**The availability of staff at the station**

(984)

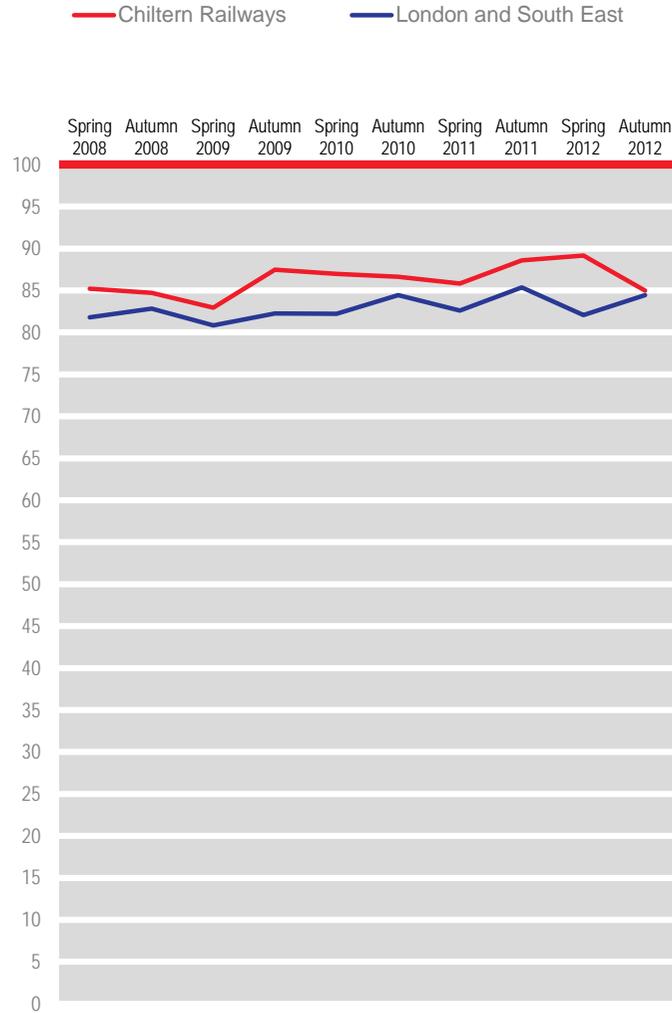
Percentage of passengers satisfied 2008 to 2012



**How request to station staff was handled**

(185)

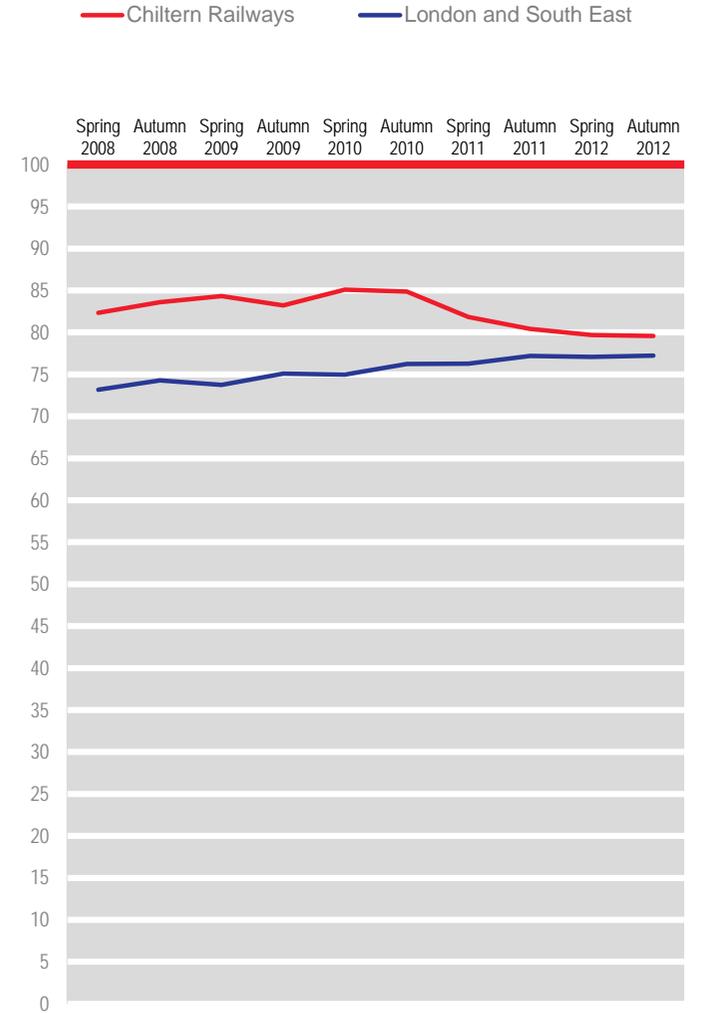
Percentage of passengers satisfied 2008 to 2012



**The frequency of trains on that route**

(1173)

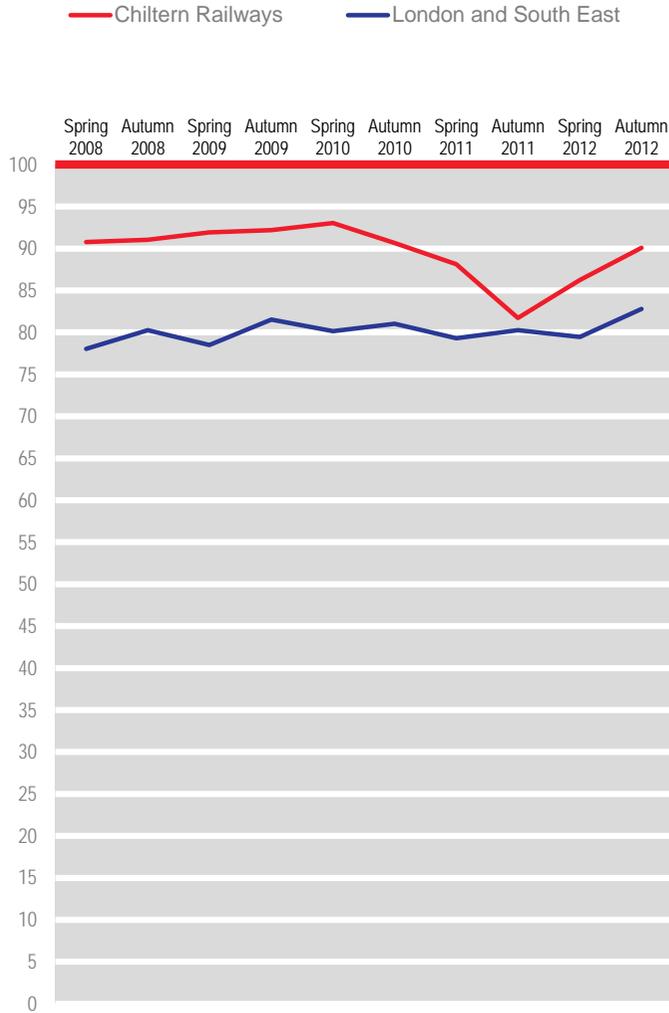
Percentage of passengers satisfied 2008 to 2012



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

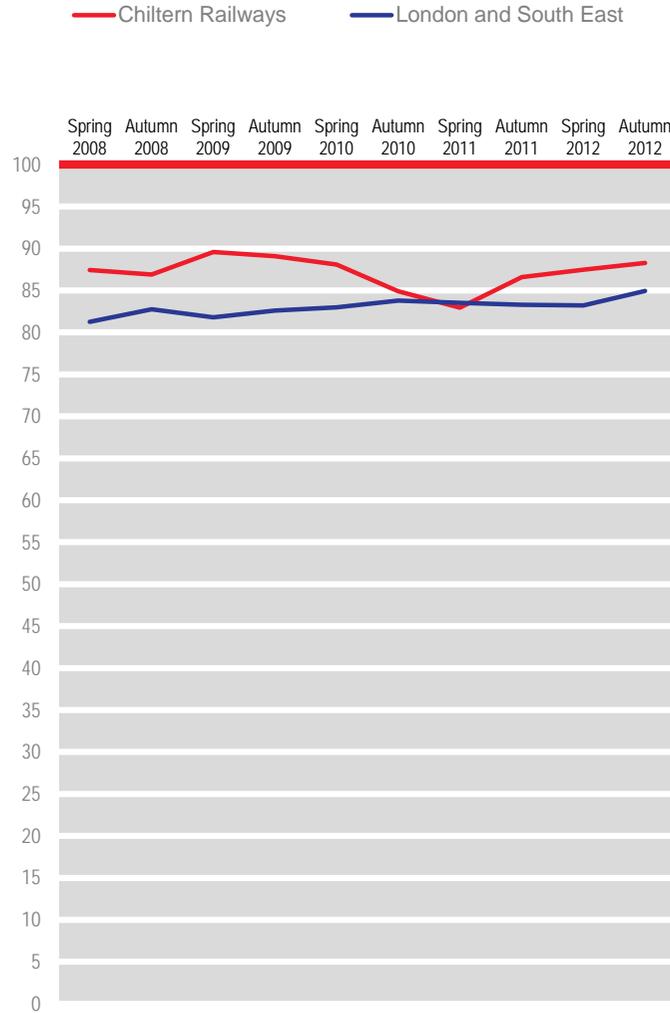
**Punctuality/reliability (i.e. train arriving/departing on time)**

(1161)  
Percentage of passengers satisfied 2008 to 2012



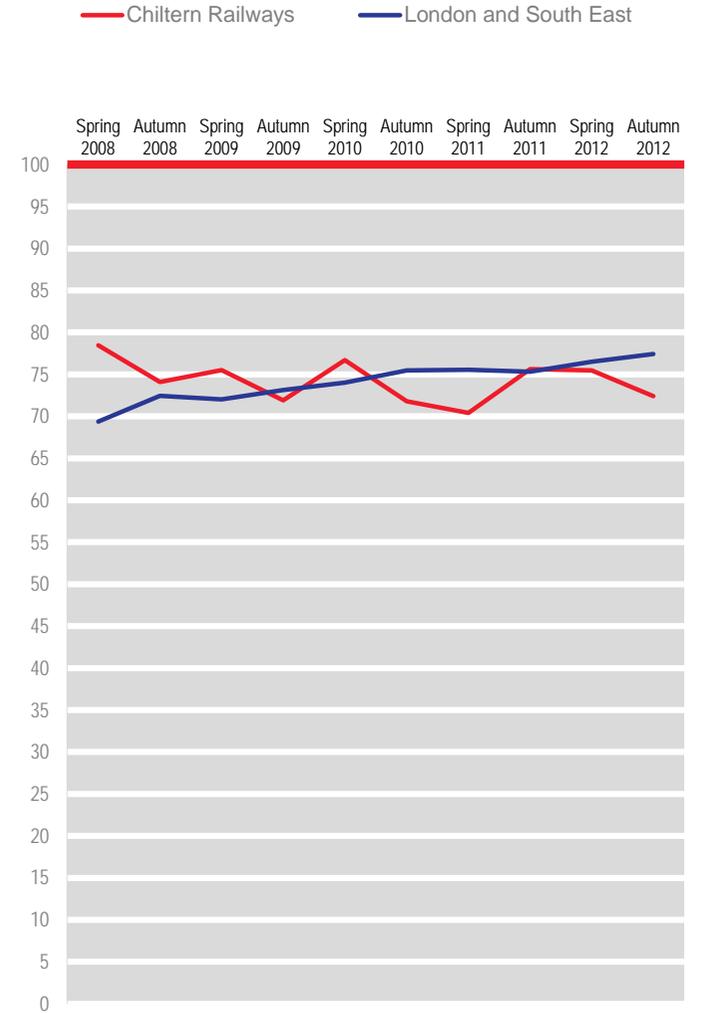
**The length of time the journey was scheduled to take (speed)**

(1154)  
Percentage of passengers satisfied 2008 to 2012



**Connections with other train services**

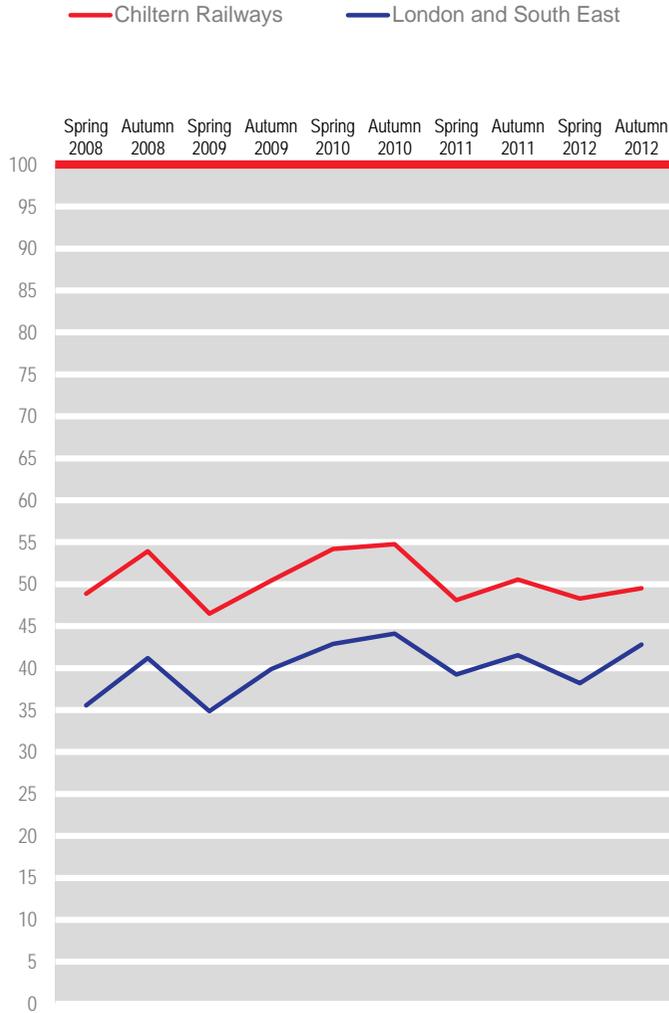
(559)  
Percentage of passengers satisfied 2008 to 2012



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

**The value for money for the price of your ticket**  
(1127)

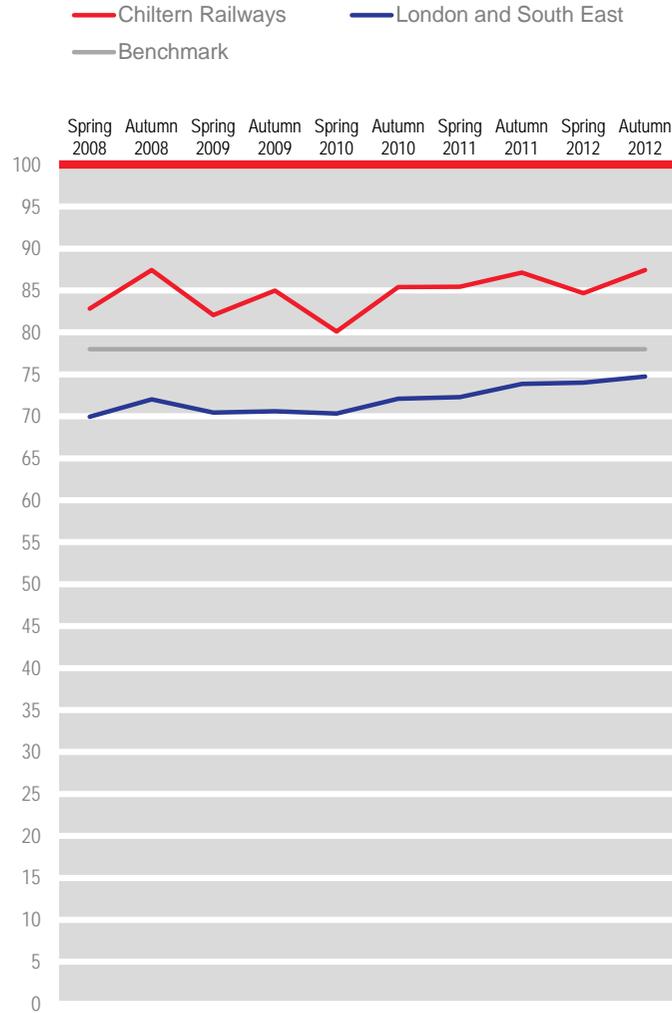
Percentage of passengers satisfied 2008 to 2012



**Cleanliness of the train**

(1180)

Percentage of passengers satisfied 2008 to 2012

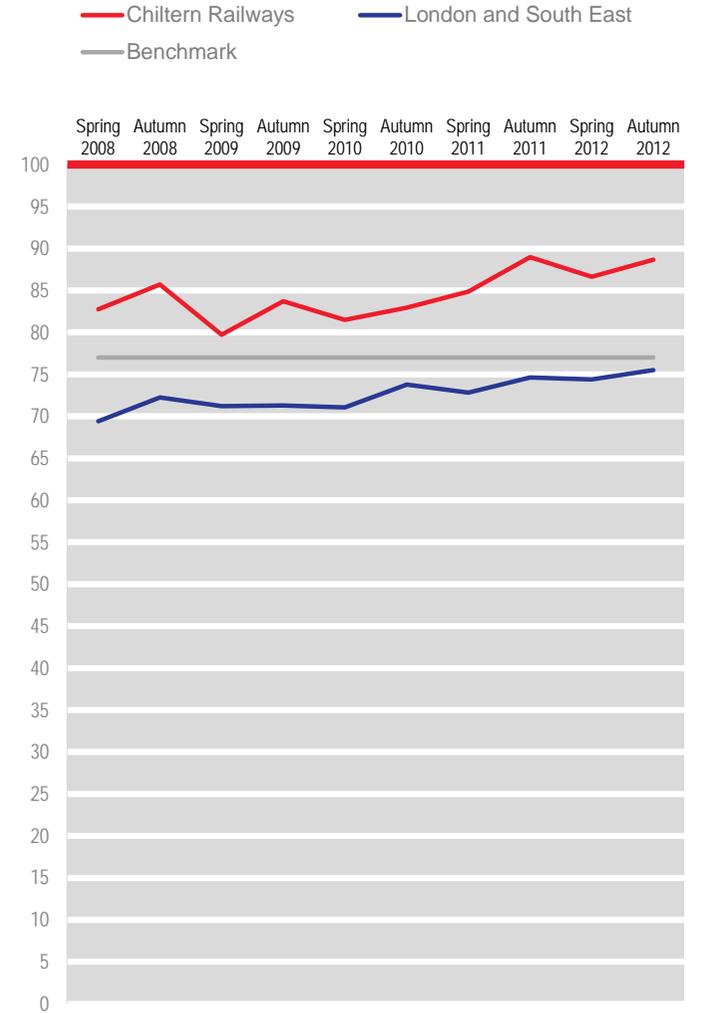


Target 80

**Upkeep and repair of the train**

(1166)

Percentage of passengers satisfied 2008 to 2012

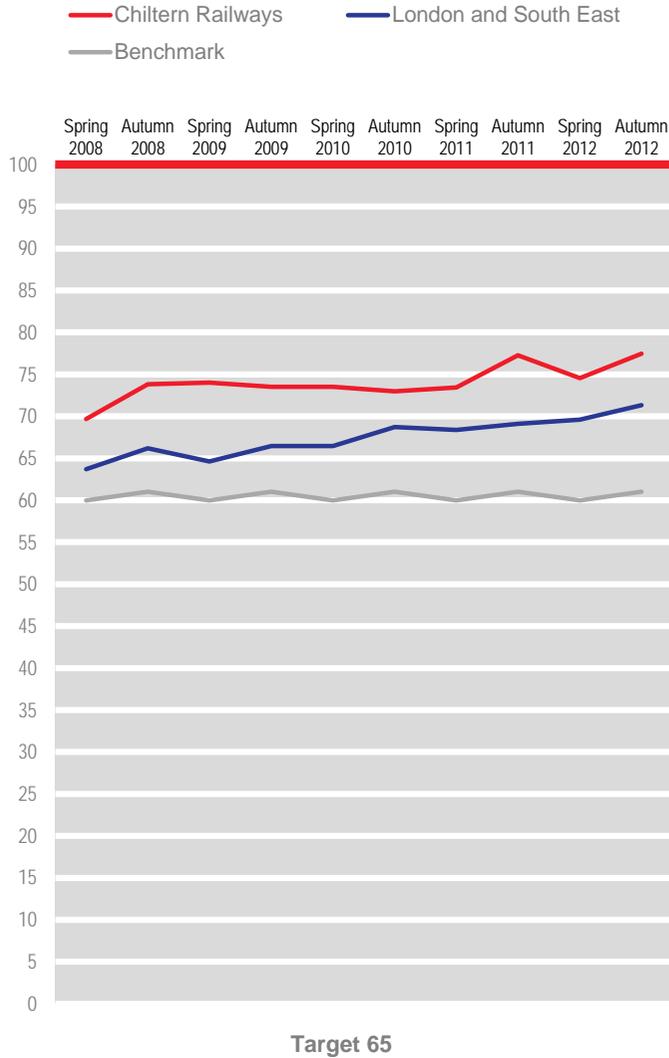


Target 79

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

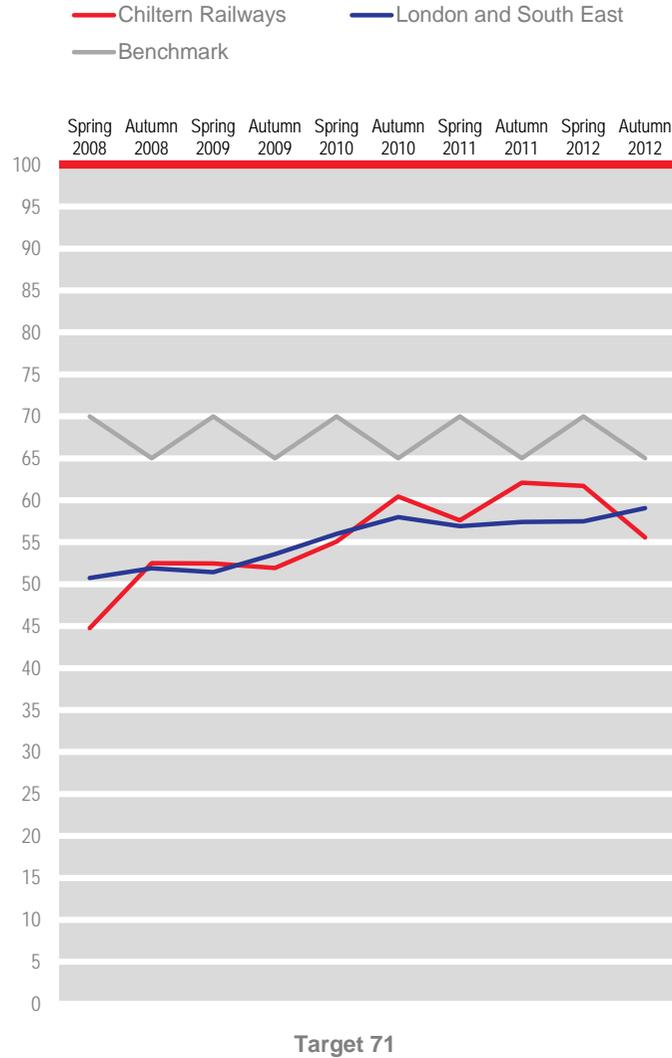
**The provision of information during the journey**  
(1066)

Percentage of passengers satisfied 2008 to 2012



**The helpfulness and attitude of staff on train**  
(454)

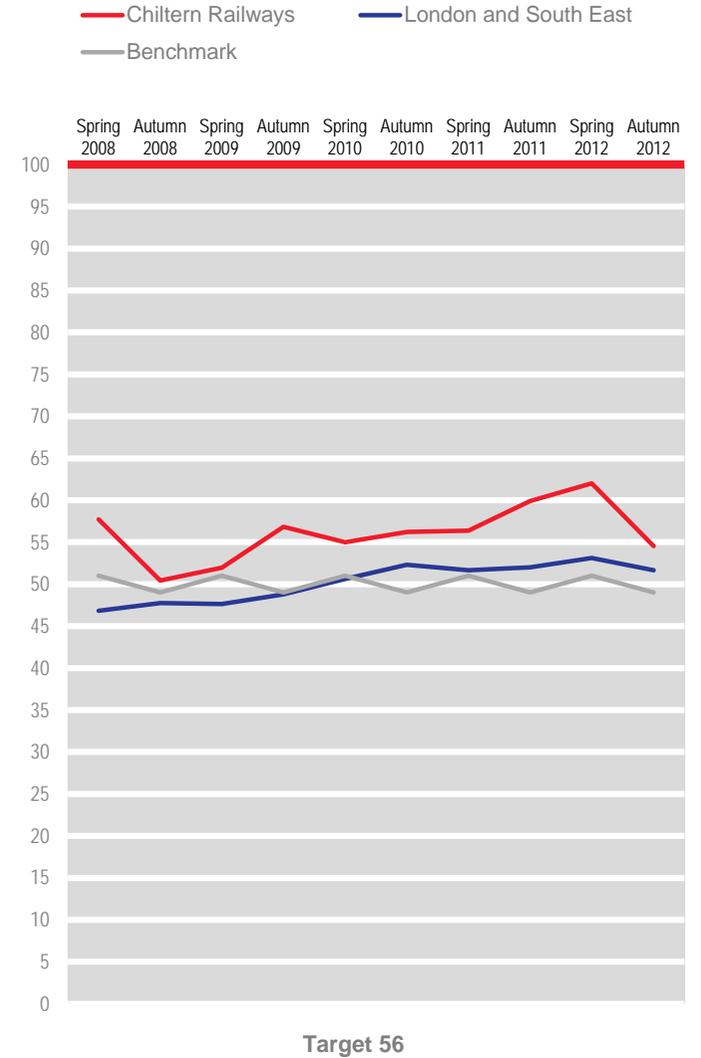
Percentage of passengers satisfied 2008 to 2012



**The space for luggage**

(859)

Percentage of passengers satisfied 2008 to 2012

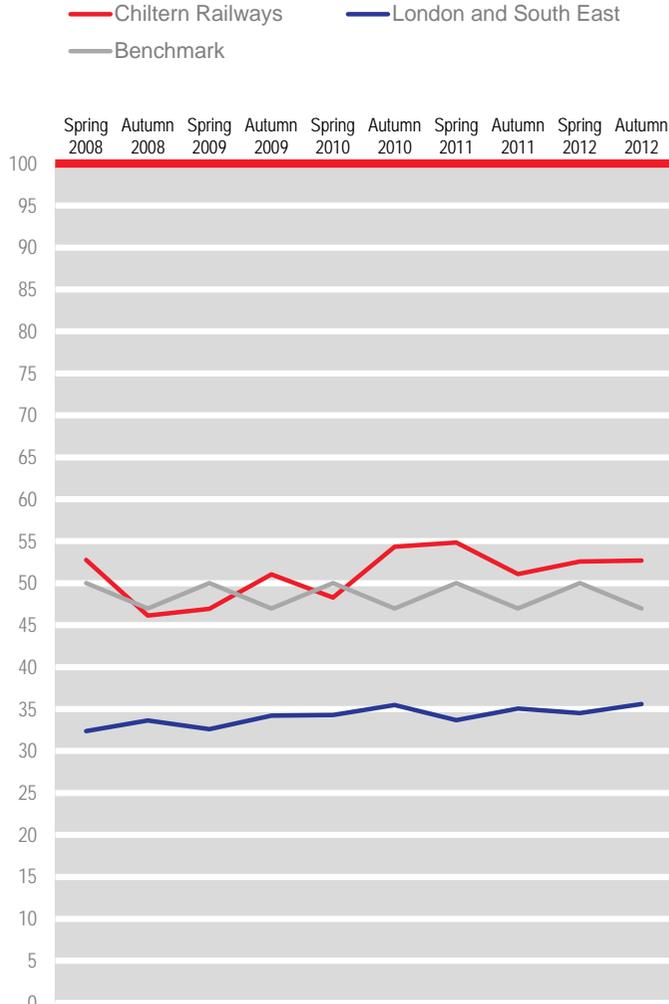


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(410)

Percentage of passengers satisfied 2008 to 2012

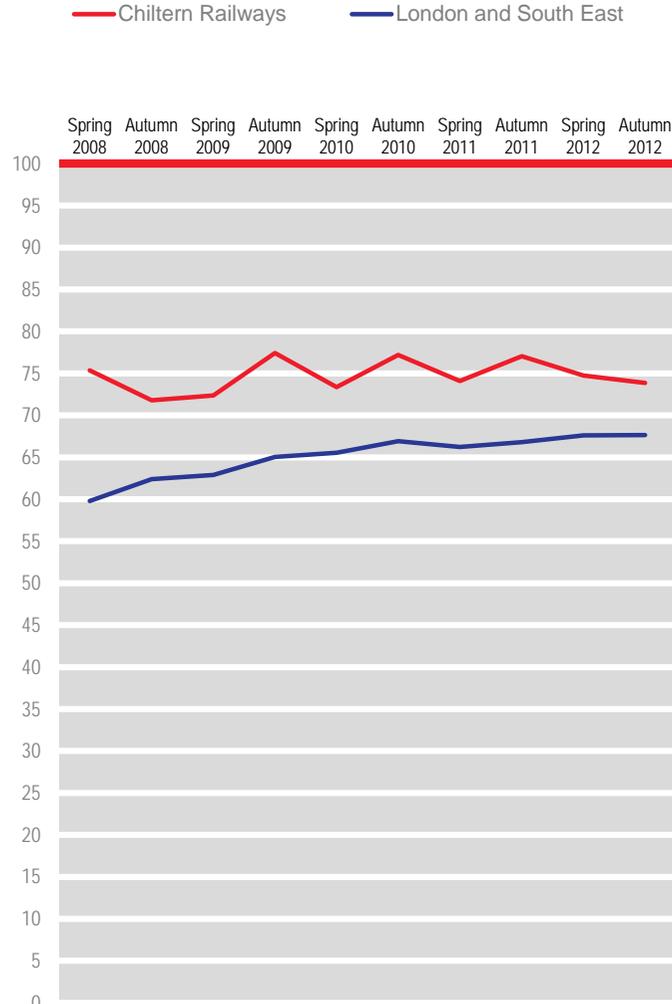


Target 54

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

(1160)

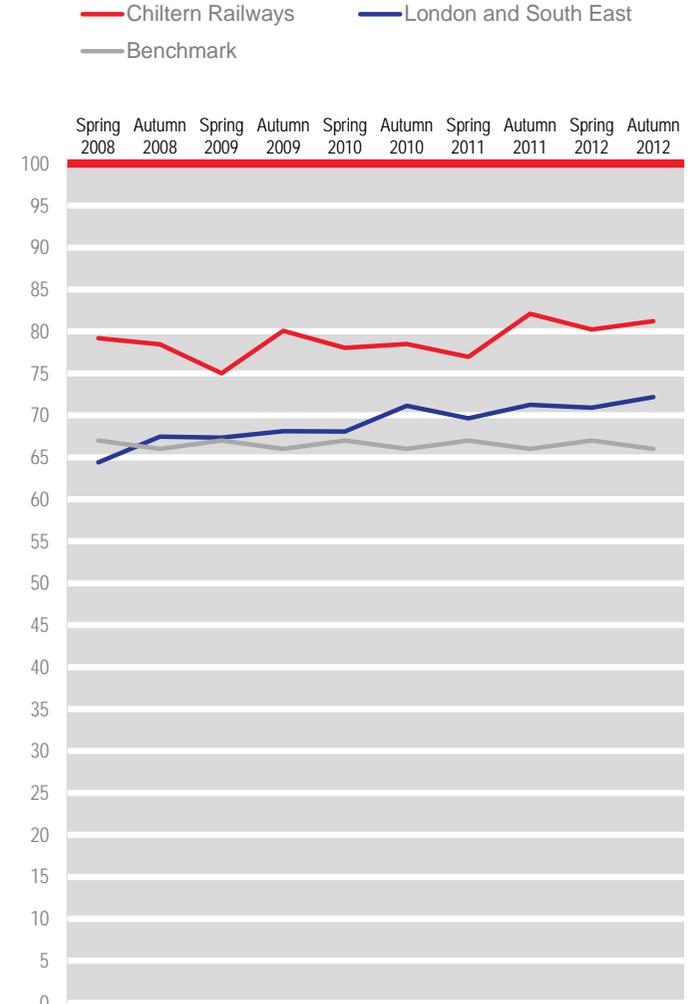
Percentage of passengers satisfied 2008 to 2012



**The comfort of the seating area**

(1169)

Percentage of passengers satisfied 2008 to 2012

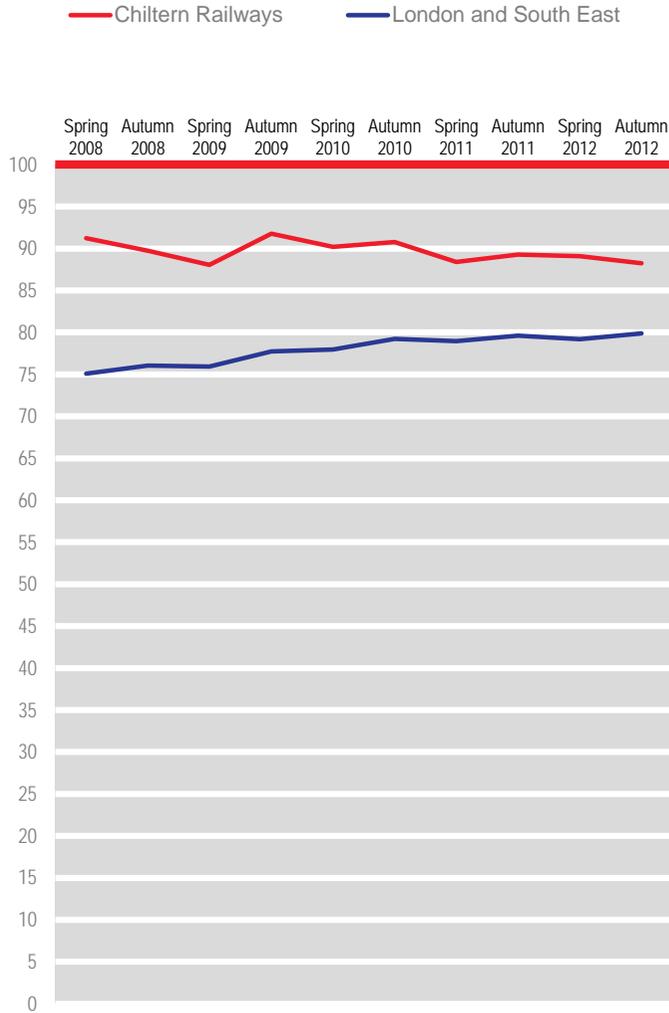


Target 71

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

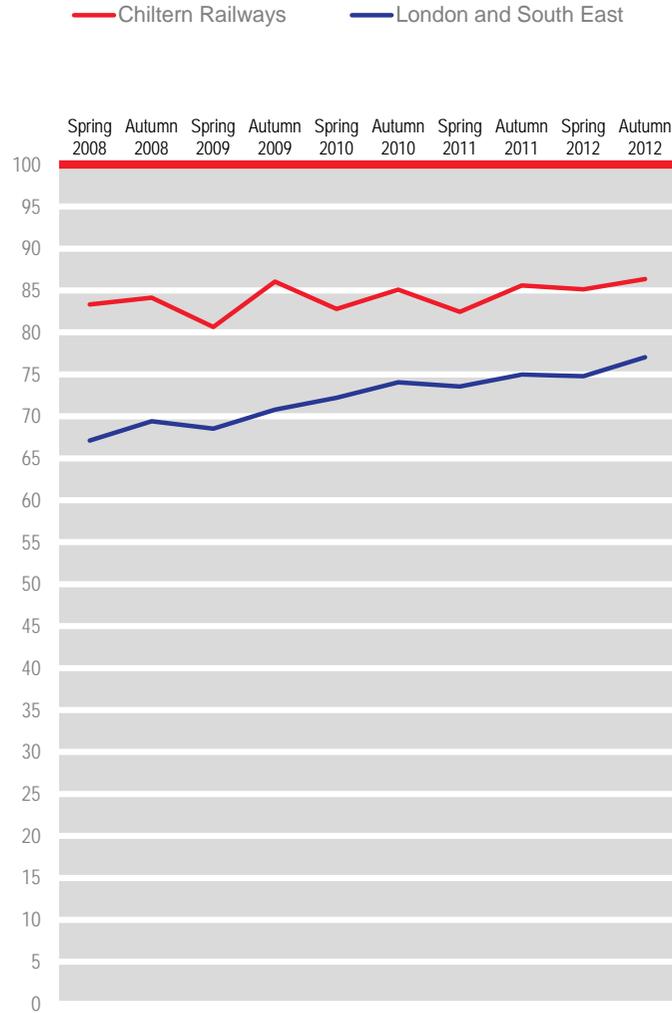
**The ease of being able to get on and off the train**

(1175)  
Percentage of passengers satisfied 2008 to 2012



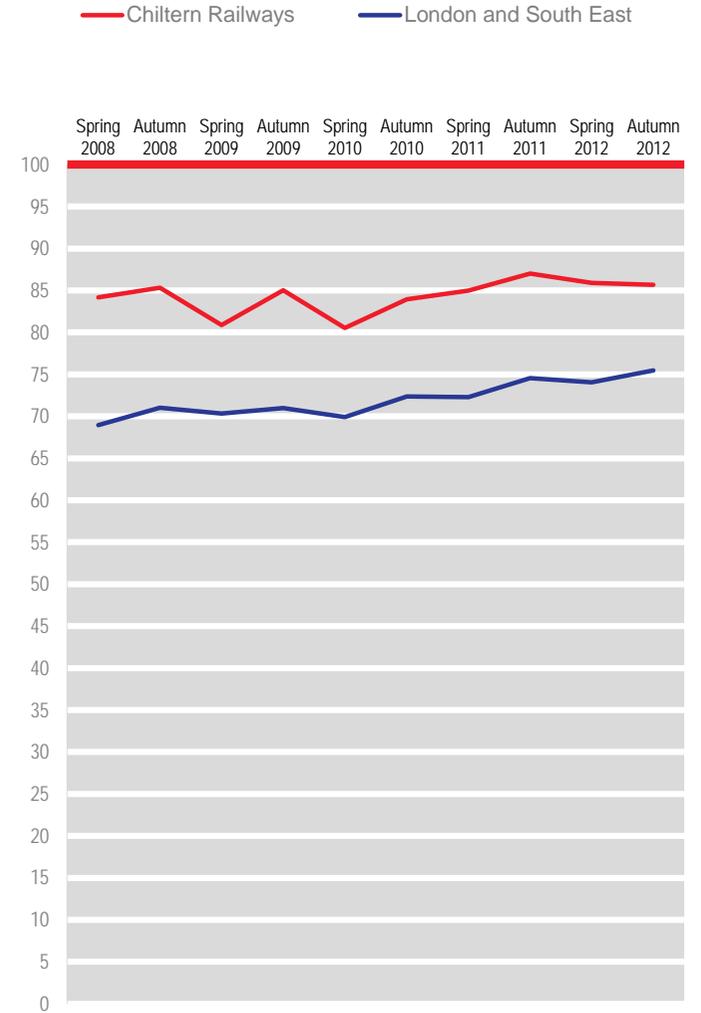
**Your personal security whilst on board**

(1097)  
Percentage of passengers satisfied 2008 to 2012



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

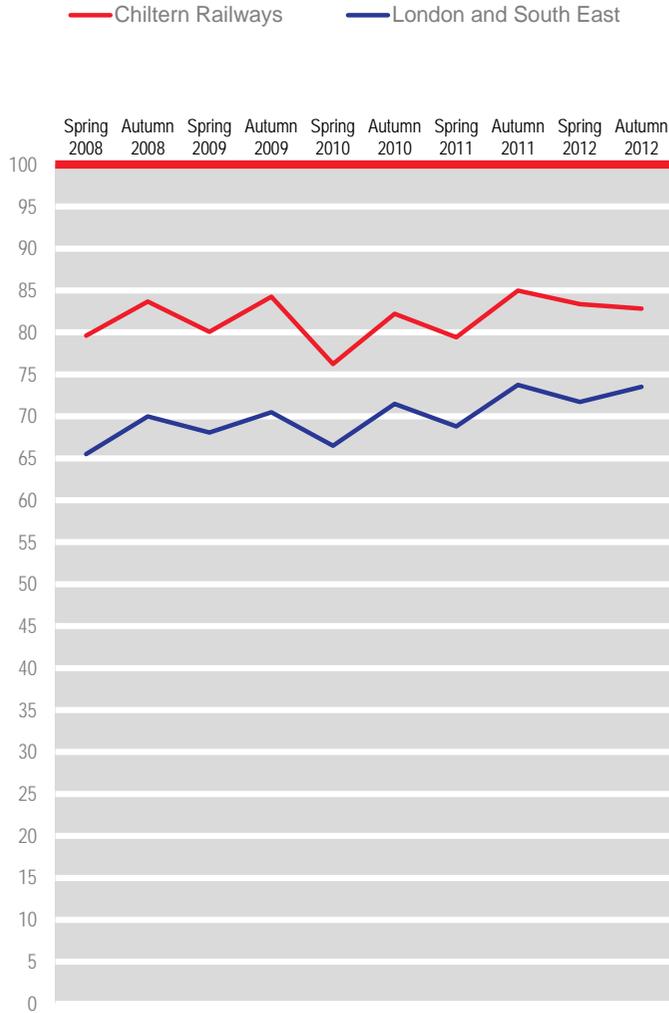
(1175)  
Percentage of passengers satisfied 2008 to 2012



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

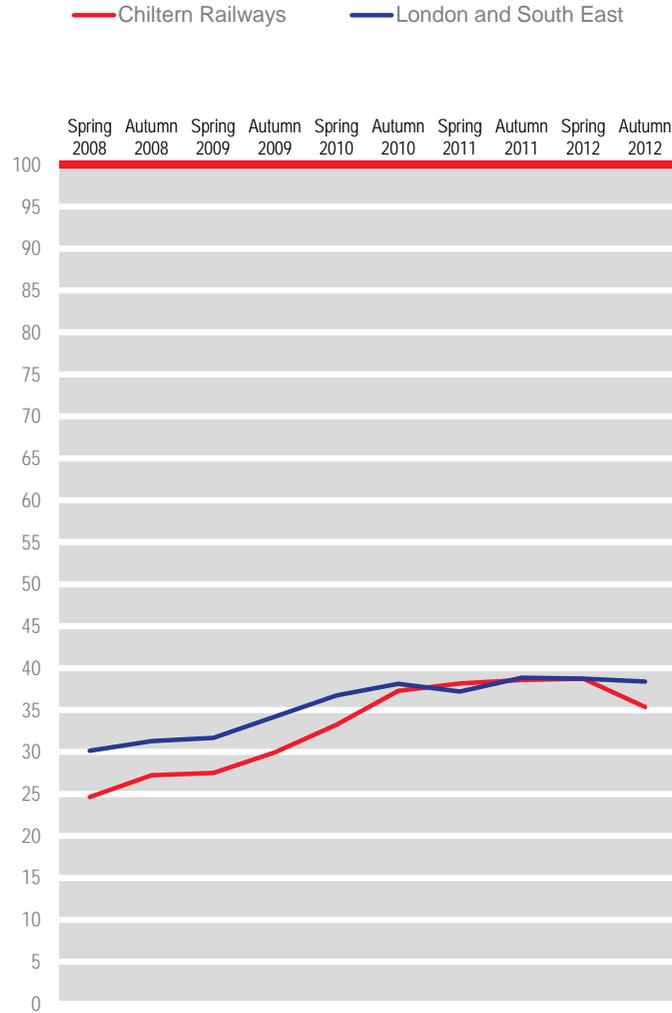
**The cleanliness of the outside of the train**

**(990)**  
Percentage of passengers satisfied 2008 to 2012



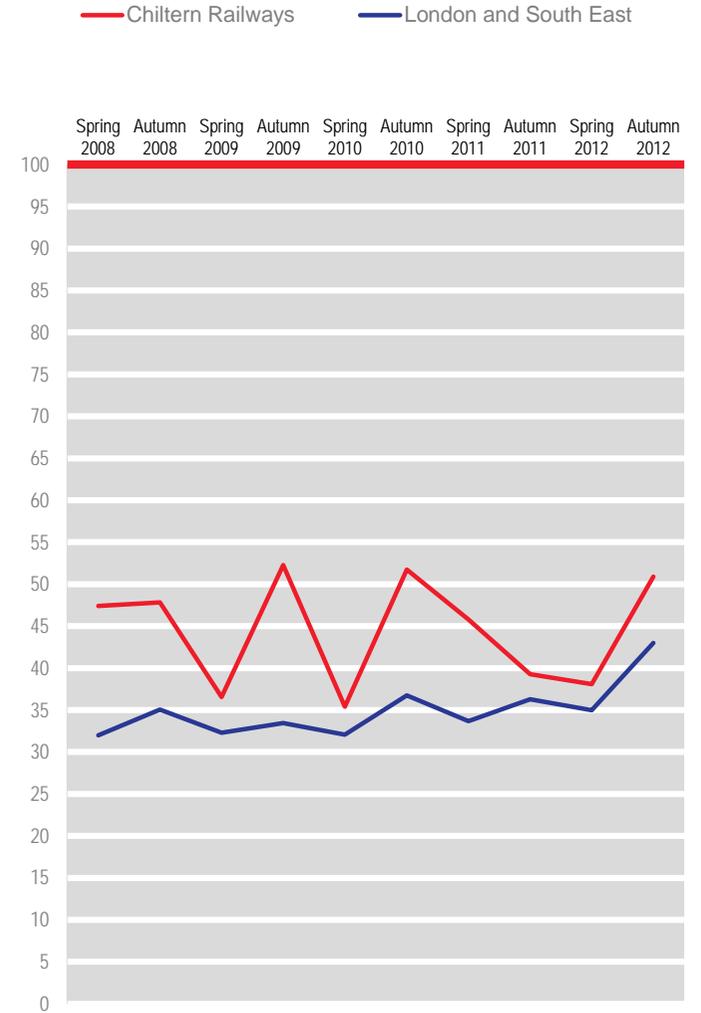
**The availability of staff on the train**

**(633)**  
Percentage of passengers satisfied 2008 to 2012



**How well train company dealt with delay**

**(142)**  
Percentage of passengers satisfied 2008 to 2012



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

## Managed versus non-managed stations for Chiltern Railways

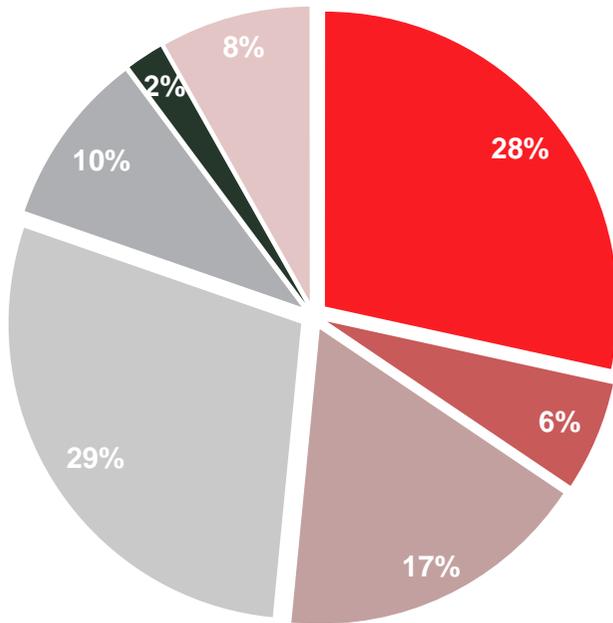
	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	88	+	81
Ticket buying facilities	83	+	71
Provision of information about train times/platforms	87	+	79
The upkeep/repair of the station buildings/platforms	84	+	77
Cleanliness	87		83
The facilities and services	71	+	51
The attitudes and helpfulness of the staff	79		77
Connections with other forms of public transport	75		78
Facilities for car parking	74	+	61
Overall environment	84		79
Your personal security whilst using	79		80
The availability of staff	65		62
The provision of shelter facilities <sup>1</sup>	80		78
Availability of seating <sup>1</sup>	55	-	72
How request to station staff was handled	85		86

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

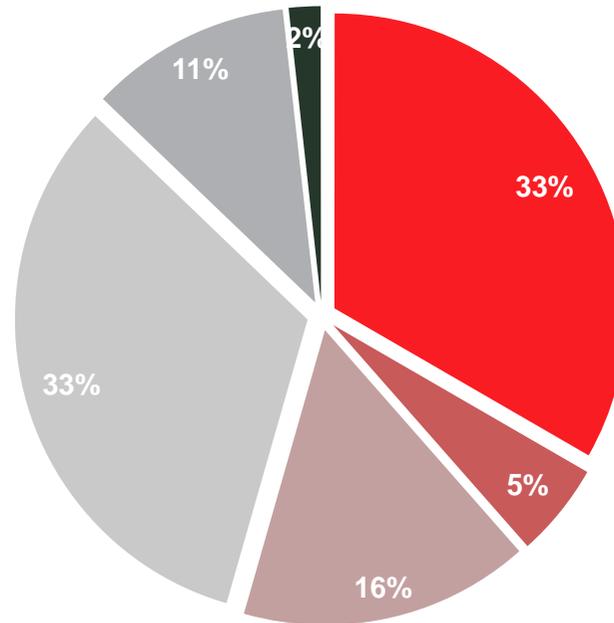
# Managed versus non-managed stations for Chiltern Railways

(% Passengers Journeys originating from each type of station)

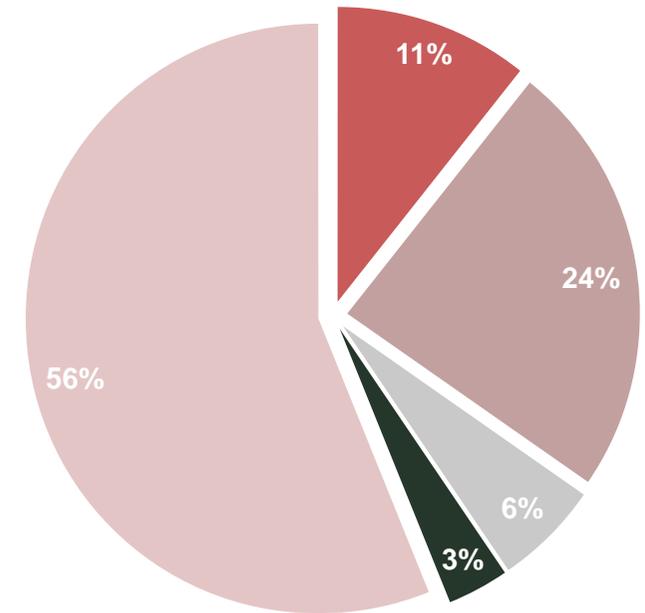
Overall Total



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 Chiltern Railways

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction	88	+	82	92		90
Overall satisfaction with the station	90		87	86	-	91
Ticket buying facilities	85		79	80	-	85
Provision of information about train times/platforms	88	+	80	85		85
The upkeep/repair of the station buildings/platforms	84		80	83		85
Cleanliness	88		85	86		89
The facilities and services	72	+	63	67		70
The attitudes and helpfulness of the staff	75		77	80		76
Connections with other forms of public transport	71		66	77		77
Facilities for car parking	70		66	72		70
Overall environment	86		83	82		86
Your personal security whilst using	80		78	79		79
The availability of staff	67		64	64		68
The provision of shelter facilities <sup>1</sup>	79		-	80		-
Availability of seating <sup>1</sup>	46		-	60		-
How request to station staff was handled	88		97	85		87

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

## Peak/off-peak satisfaction scores for Chiltern Railways

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction with the train <sup>1</sup>	89		-	90		-
The frequency of the trains on that route	79		72	80		83
Punctuality/reliability (i.e. the train arriving/departing on time)	89	+	69	90	+	86
The length of time the journey was scheduled to take (speed)	84		79	89		89
Connections with other train services	70		72	73		77
The value for money for the price of your ticket	34		29	53		57
Cleanliness of the train	91		90	87		86
Upkeep and repair of the train	87		86	89		90
The provision of information during the journey	75		71	78		79
The helpfulness and attitude of staff on train	56		46	56	-	66
The space for luggage	50		43	56	-	65
The toilet facilities	55		42	52		54
Sufficient room for all passengers to sit/stand	57		53	78	-	85
The comfort of the seating area	75		69	83		86
The ease of being able to get on and off	84		82	89		91
Your personal security on board	90	+	83	85		87
The cleanliness of the inside	88		88	85		87
The cleanliness of the outside	82		83	83		86
The availability of staff	34		24	36	-	42
How well train company deals with delays	55	+	30	49		44

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 Chiltern Railways

	Autumn 2012 %	Autumn 2011 %		Autumn 2012 %	Autumn 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	49	47	None	86	78
Female	47	50	Minor	13	17
Not stated	4	3	Major	1	2
			Not stated	1	3
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	11	11	Yes	61	58
26-34	15	14	No	39	42
35-44	19	18			
45-54	23	22			
55-59	9	10	<b>TIME OF TRAVEL</b>		
60-64	9	9	Peak	19	24
65+	11	13	Off-peak	81	76
Not stated	3	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	38	35	Yes asked for help	8	8
Business	25	21	Yes asked for information	9	11
Leisure	37	44	Could not find anyone to ask	2	2
			No	82	79
			Not stated	1	2

## 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 Chiltern Railways

Station	Unweighted
London Marylebone	409
High Wycombe	100
Gerrards Cross	87
Birmingham Moor Street	62
Beaconsfield	61
Amersham	55
Bicester North	50
Princes Risborough	40
Banbury	36
Haddenham And Thame Parkway	35
Solihull	32
Aylesbury	30
Rickmansworth	24
Leamington Spa	20
Warwick Parkway	19
Birmingham Snow Hill	17
Warwick	16
Wendover	16
Stoke Mandeville	15
Chalfont And Latimer	15
Dorridge	13
Great Missenden	12
West Ruislip	10
Bicester Town	9
Oxford	6
Stratford-Upon-Avon	4
Sudbury Hill Harrow	4
Monks Risborough	1
Harrow-On-The-Hill	1

## 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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