



National Passenger Survey

TOC Report for London Overground

Autumn 2012

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Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

- 2.1 Overall satisfaction and station factor results for London Overground 5
- 2.2 Train factor results for London Overground 7
- 2.3 Overall satisfaction and station factor results for London and South East 9
- 2.4 Train factor results for London and South East 11
- 2.5 London Overground performance versus London and South East 13
- 2.6 Building block/route data for London Overground 15

3 Passenger satisfaction trend charts

- 3.1 Trend charts of all passenger satisfaction results for London Overground 17

4 Managed versus non-managed stations

- 4.1 Station factor results for London Overground 28
- 4.2 Network Rail categorisation for London Overground 29

5 Peak/off-peak satisfaction

- 5.1 Peak/off peak satisfaction for London Overground 30
- 5.2 Peak/off peak satisfaction for London and South East 32

6 Sample profile

- 6.1 Weighted sample profile for London Overground 34
- 6.2 Weighted sample profile for London and South East 35
- 6.3 Station sample sizes for London Overground 36
- 6.4 Weighted sample composition for all TOCs 37
- 6.5 Unweighted sample composition for all TOCs 38

7 Technical appendix

- 7.1 Standard reports produced for NPS 39
- 7.2 Rail sectors 40
- 7.3 How routes are defined 41

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

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.

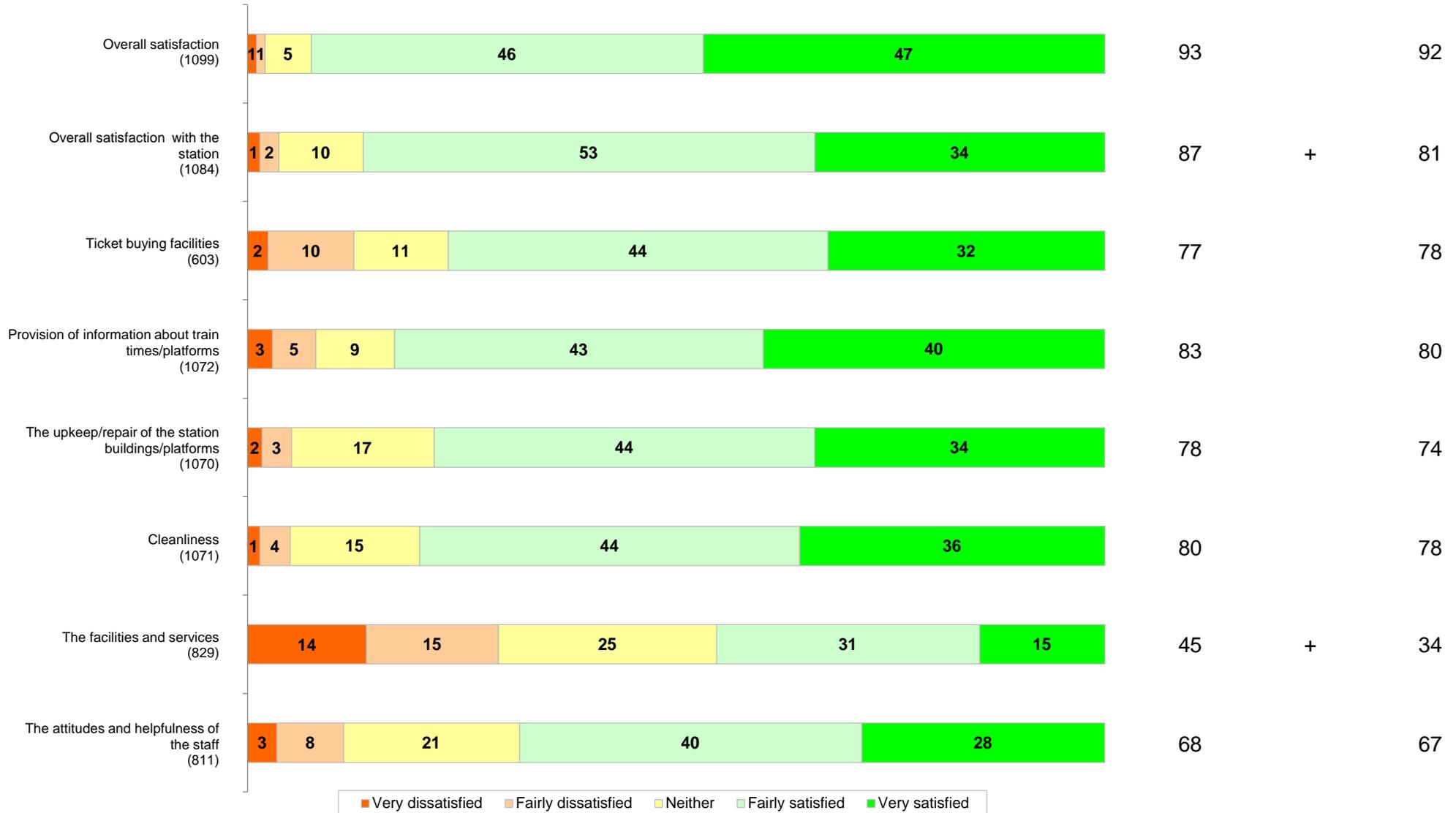
Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there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

% satisfied/good
 Autumn 2012 Autumn 2011



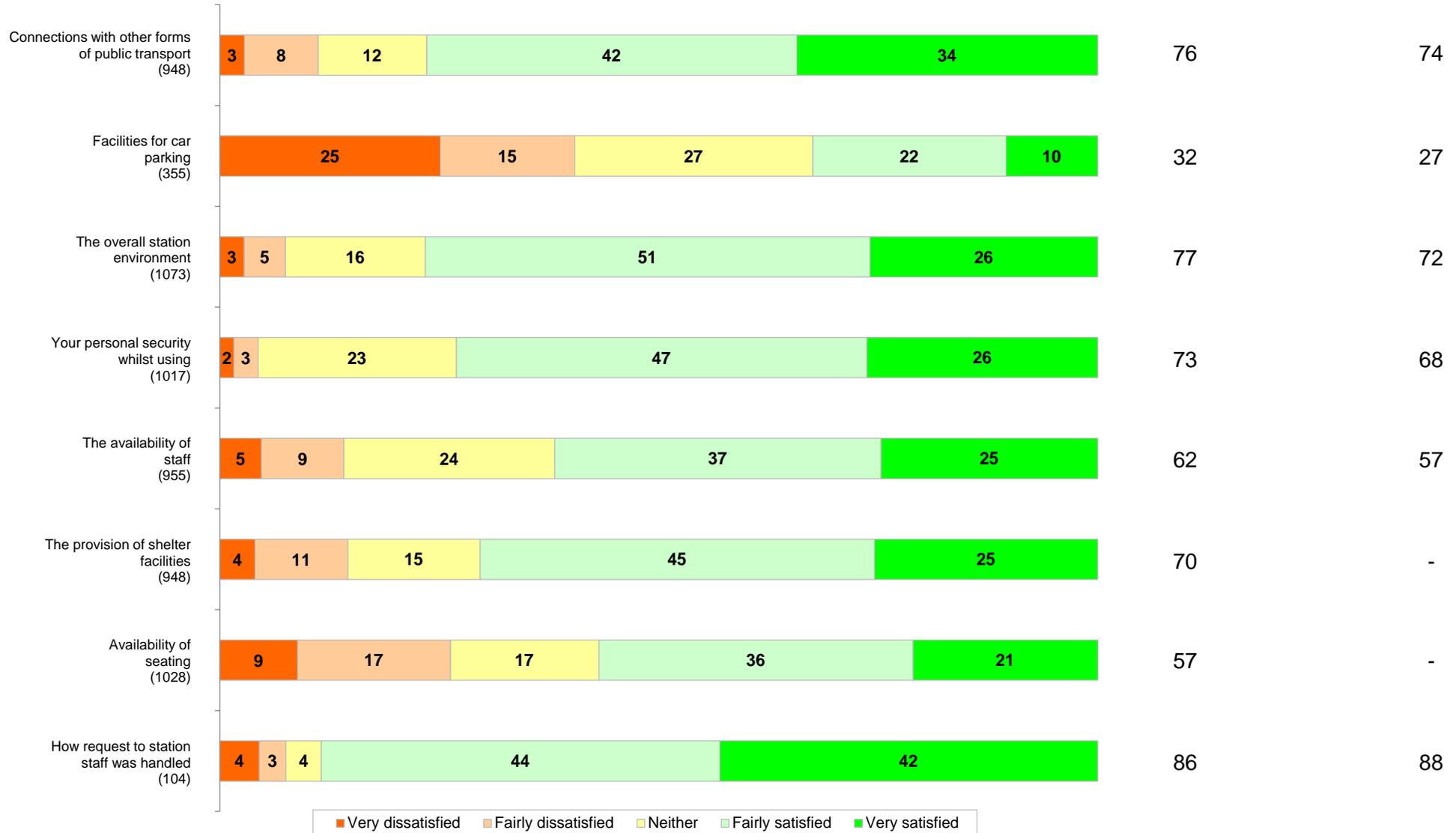
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Autumn 2012

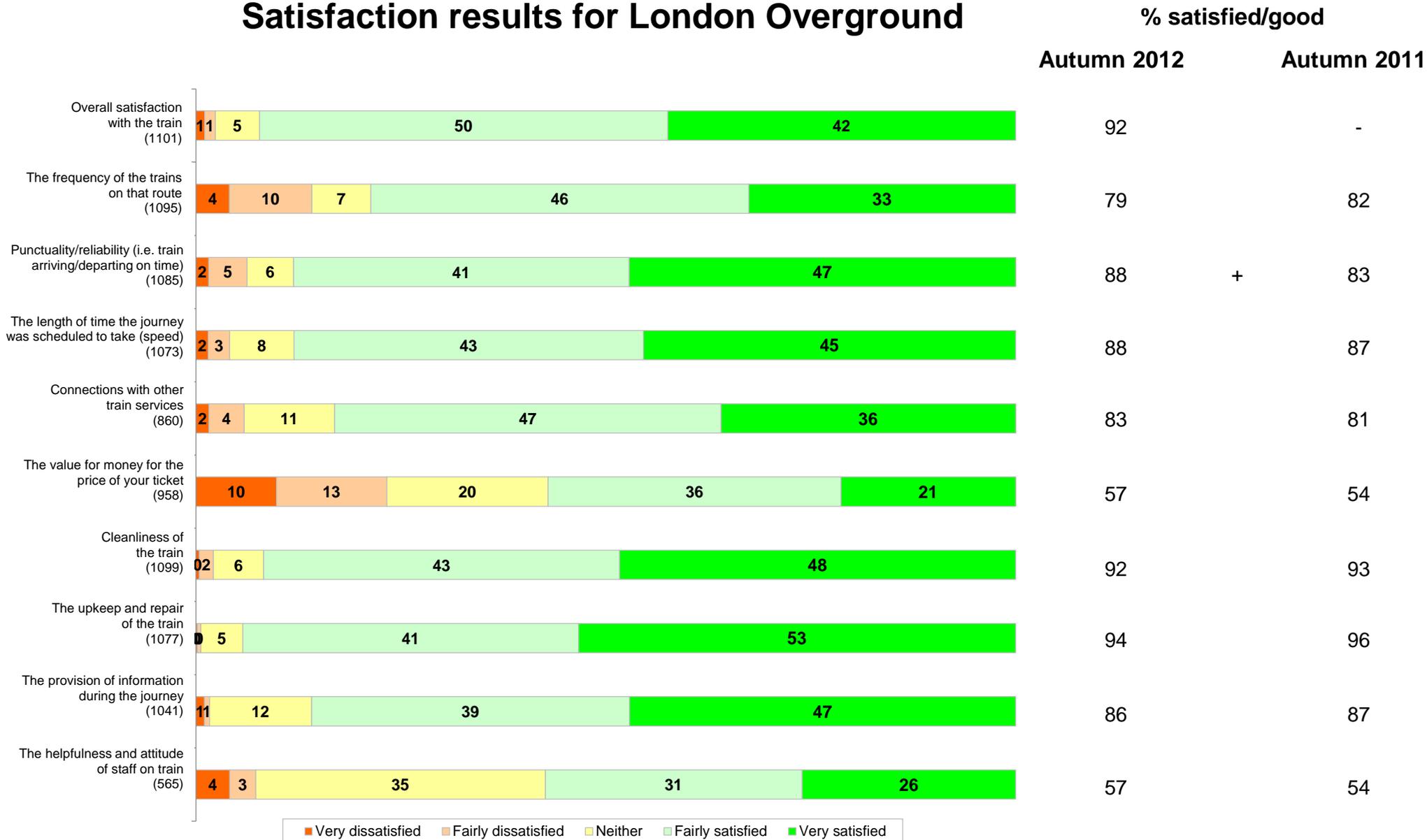
Autumn 2011

Satisfaction results for London Overground



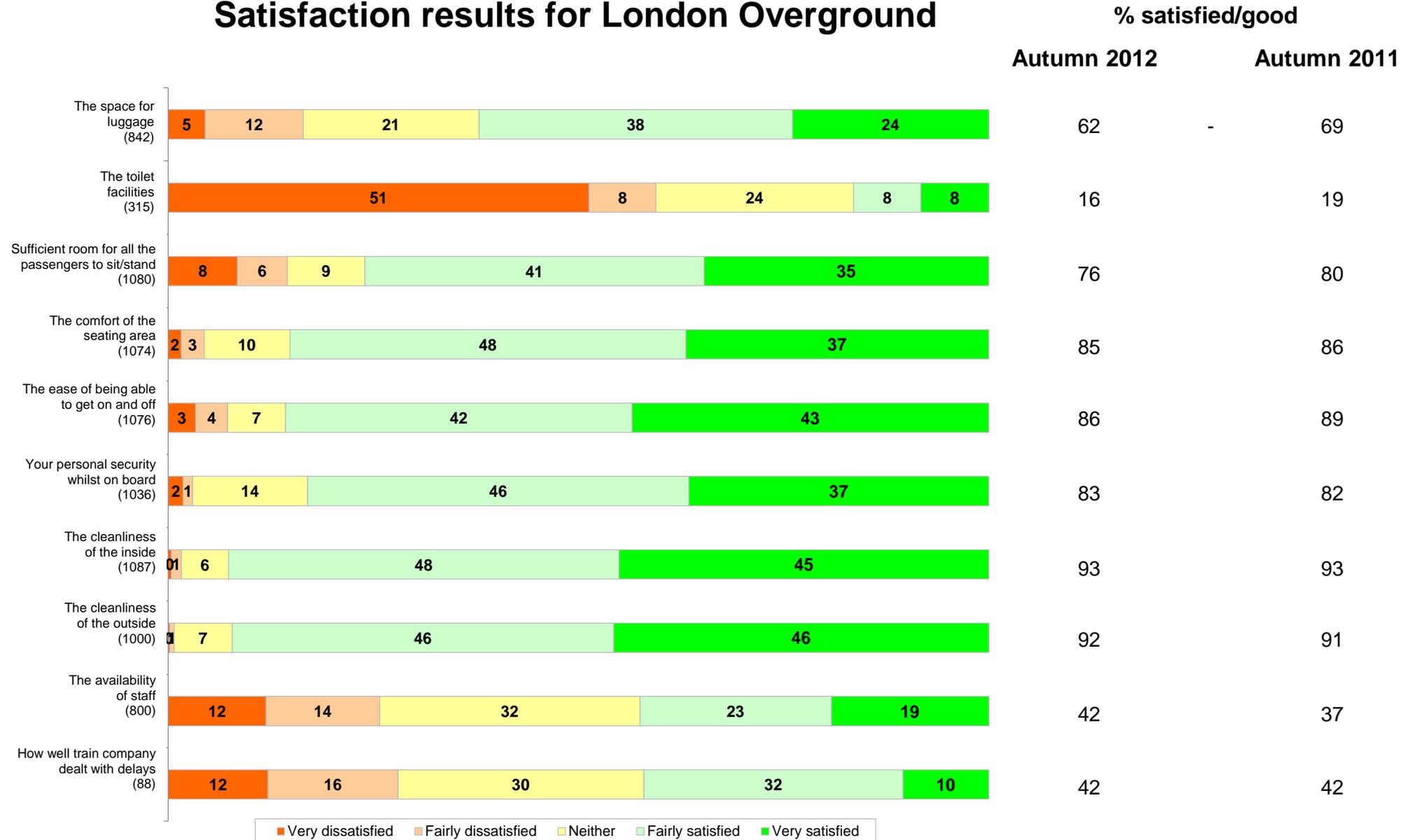
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London Overground



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

Satisfaction results for London Overground



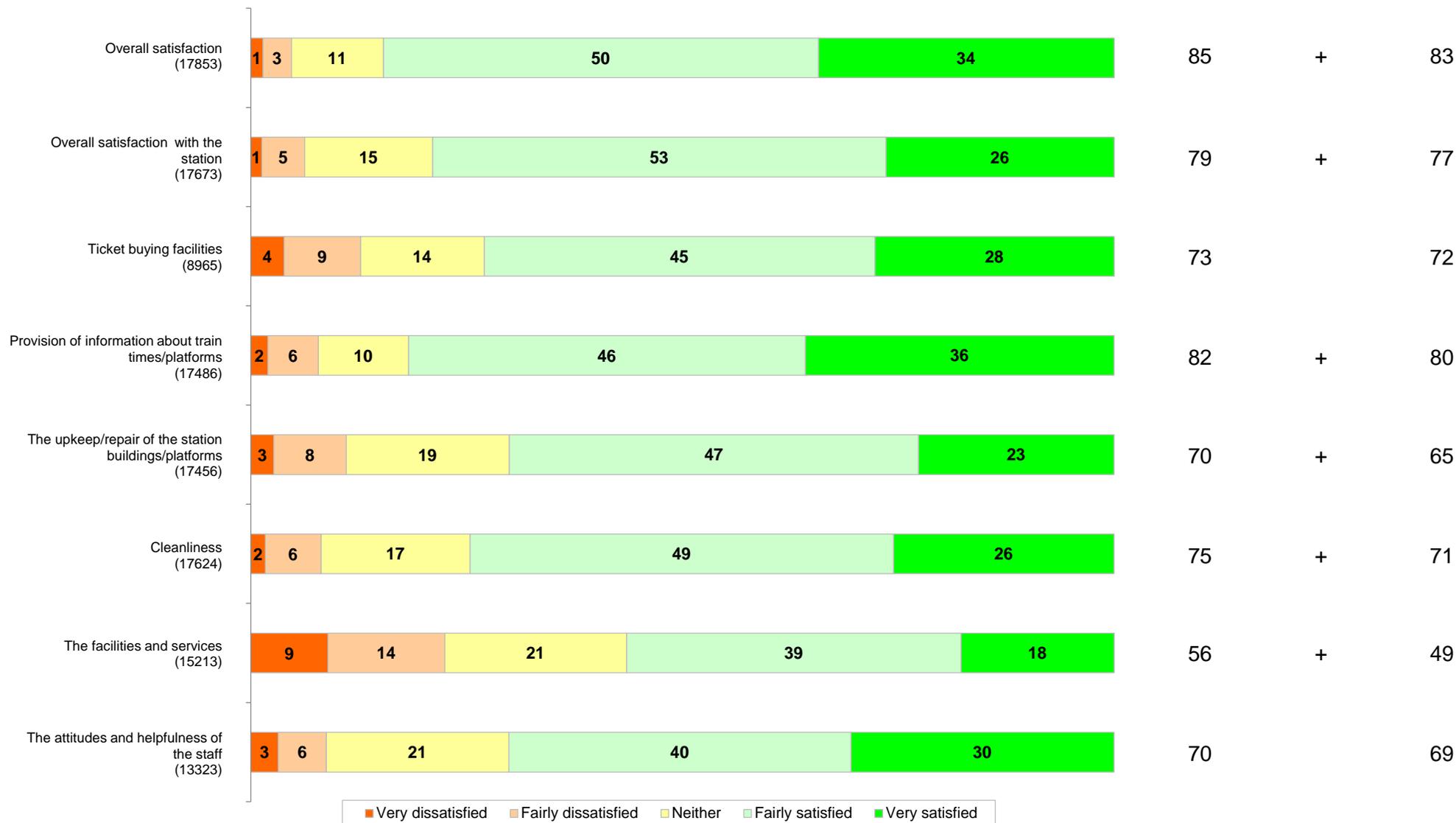
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Autumn 2012

Autumn 2011



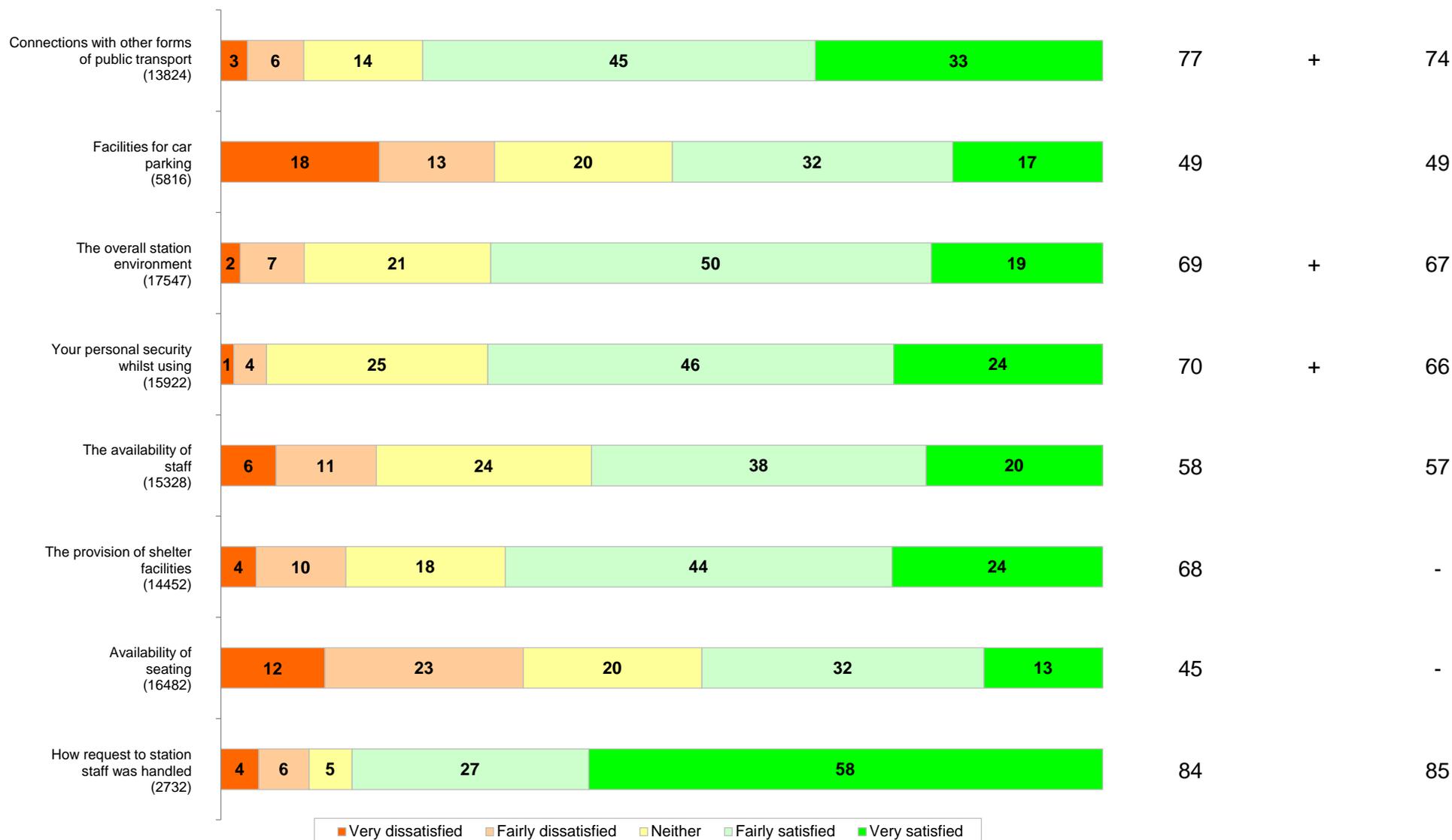
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Autumn 2012

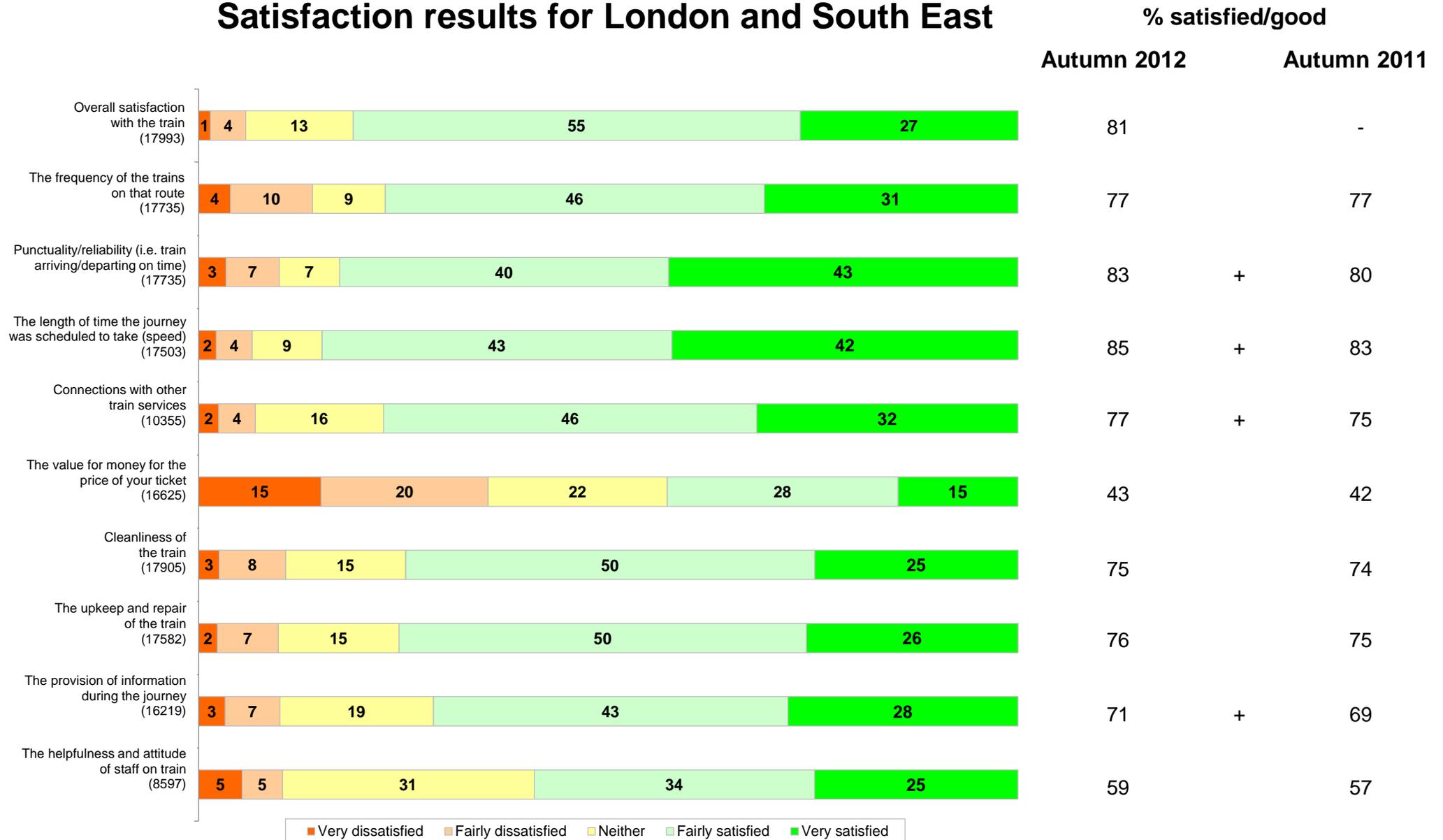
Autumn 2011

Satisfaction results for London and South East



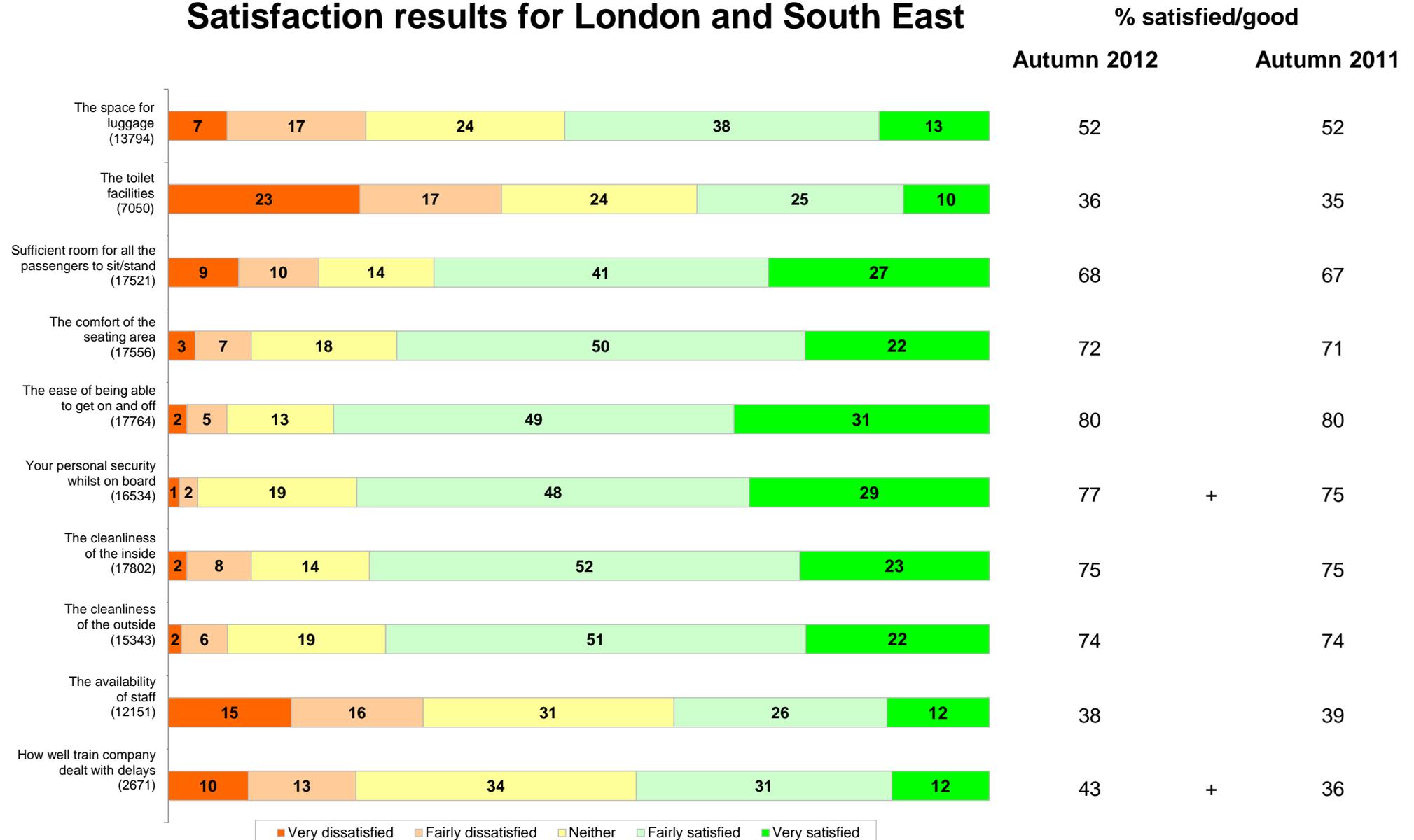
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



London Overground performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	93	85	109%
Overall satisfaction with the station	87	79	110%
Ticket buying facilities	77	73	105%
Provision of information about train times/platforms	83	82	101%
The upkeep/repair of the station buildings/platforms	78	70	112%
Cleanliness	80	75	107%
The facilities and services	45	56	80%
The attitudes and helpfulness of the staff	68	70	97%
Connections with other forms of public transport	76	77	99%
Facilities for car parking	32	49	67%
Overall environment	77	69	110%
Your personal security whilst using	73	70	105%
The availability of staff	62	58	107%
The provision of shelter facilities ¹	70	68	104%
Availability of seating ¹	57	45	125%
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

London Overground performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train ¹	92	81	114%
The frequency of the trains on that route	79	77	102%
Punctuality/reliability (i.e. the train arriving/departing on time)	88	83	106%
The length of time the journey was scheduled to take (speed)	88	85	104%
Connections with other train services	83	77	107%
The value for money for the price of your ticket	57	43	133%
Cleanliness of the train	92	75	123%
Upkeep and repair of the train	94	76	125%
The provision of information during the journey	86	71	120%
The helpfulness and attitude of staff on train	57	59	97%
The space for luggage	62	52	120%
The toilet facilities	16	36	46%
Sufficient room for all passengers to sit/stand	76	68	112%
The comfort of the seating area	85	72	118%
The ease of being able to get on and off	86	80	107%
Your personal security on board	83	77	108%
The cleanliness of the inside	93	75	123%
The cleanliness of the outside	92	74	125%
The availability of staff	42	38	111%
How well train company deals with delays	42	43	98%

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

Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/Clapham to Stratford	Watford to Euston	Dalston to Croydon
Overall satisfaction	93	91	93	95
Overall satisfaction with the station	80	86	88	88
Ticket buying facilities	71	70	80	86
Provision of information about train times/platforms	90	77	89	89
The upkeep/repair of the station buildings/platforms	80	73	79	86
Cleanliness	82	78	79	83
The facilities and services	34	44	56	46
The attitudes and helpfulness of the staff	76	67	74	66
Connections with other forms of public transport	82	77	75	76
Facilities for car parking	25	28	41	38
Overall environment	72	77	74	78
Your personal security whilst using	72	73	73	74
The availability of staff	61	60	63	64
The provision of shelter facilities ¹	68	67	79	74
Availability of seating ¹	59	49	66	67
How request to station staff was handled	94	89	86	79

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

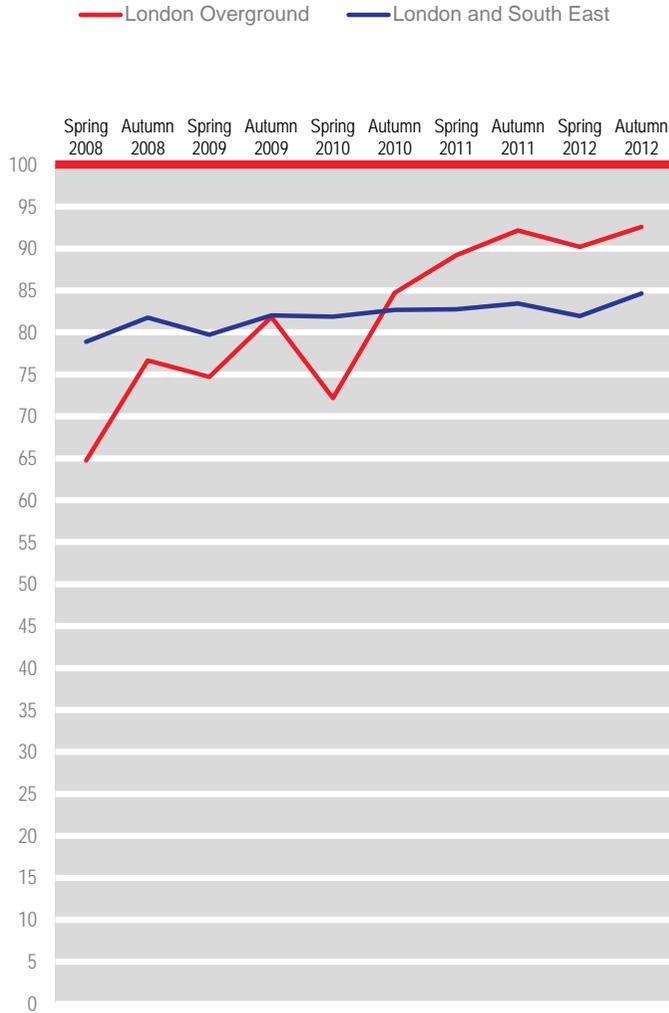
Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/Clapham to Stratford	Watford to Euston	Dalston to Croydon
Overall satisfaction with the train ¹	89	90	95	96
The frequency of the trains on that route	78	74	82	85
Punctuality/reliability (i.e. the train arriving/departing on time)	89	85	91	92
The length of time the journey was scheduled to take (speed)	87	86	85	93
Connections with other train services	77	82	82	86
The value for money for the price of your ticket	54	56	57	60
Cleanliness of the train	91	90	89	95
Upkeep and repair of the train	92	94	94	96
The provision of information during the journey	88	85	88	86
The helpfulness and attitude of staff on train	66	62	58	46
The space for luggage	65	55	65	73
The toilet facilities	19	11	43	16
Sufficient room for all passengers to sit/stand	66	67	83	91
The comfort of the seating area	84	81	84	93
The ease of being able to get on and off	79	81	87	94
Your personal security on board	81	81	84	86
The cleanliness of the inside	92	90	93	97
The cleanliness of the outside	91	91	93	95
The availability of staff	52	46	38	36
How well train company deals with delays	52	35	62	50

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

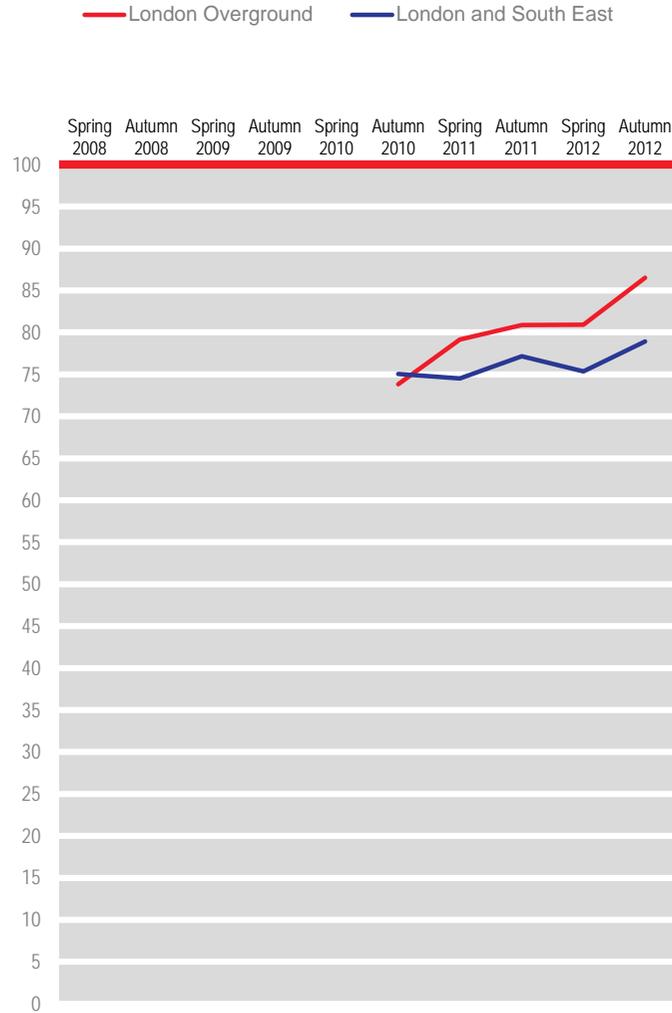
Overall satisfaction

(1099)
Percentage of passengers satisfied 2008 to 2012



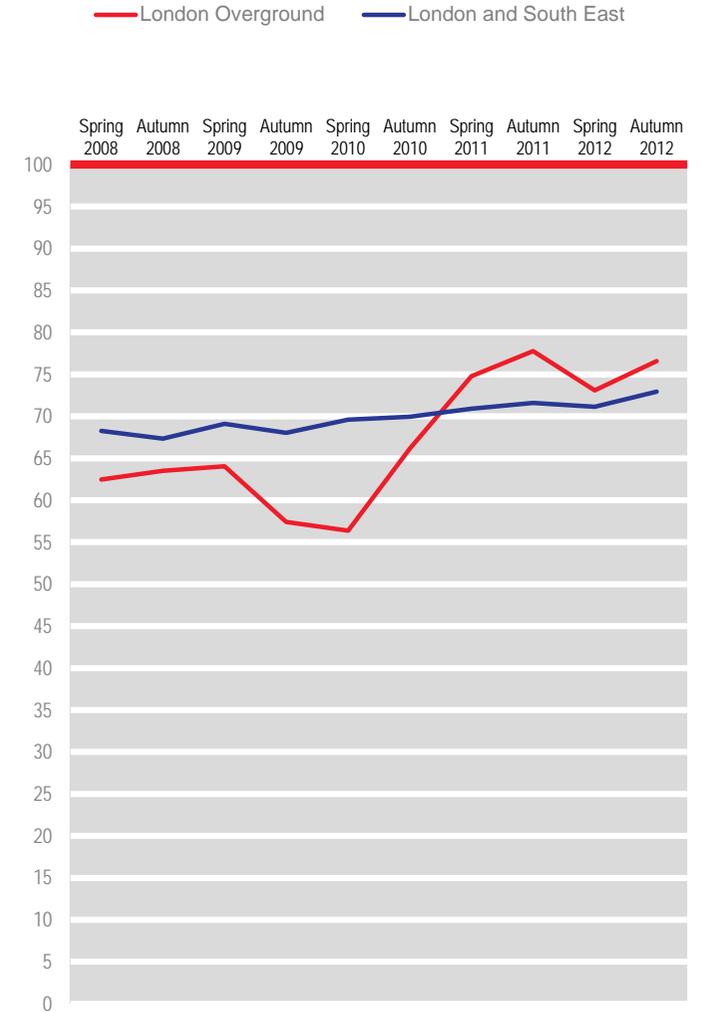
Overall station satisfaction

(1084)
Percentage of passengers satisfied 2008 to 2012



Ticket buying facilities

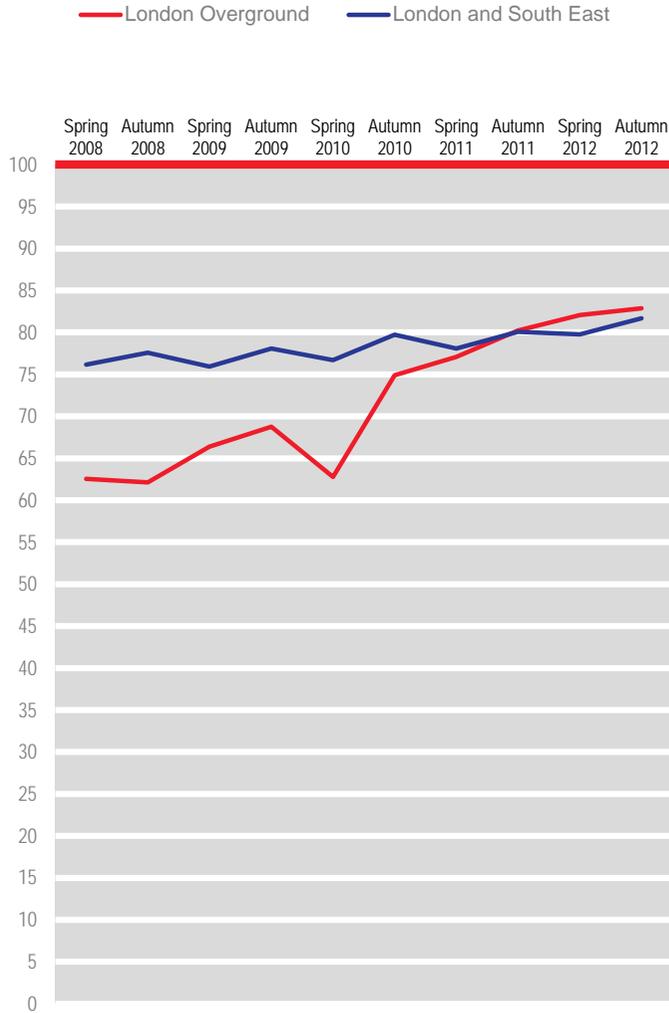
(603)
Percentage of passengers satisfied 2008 to 2012



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

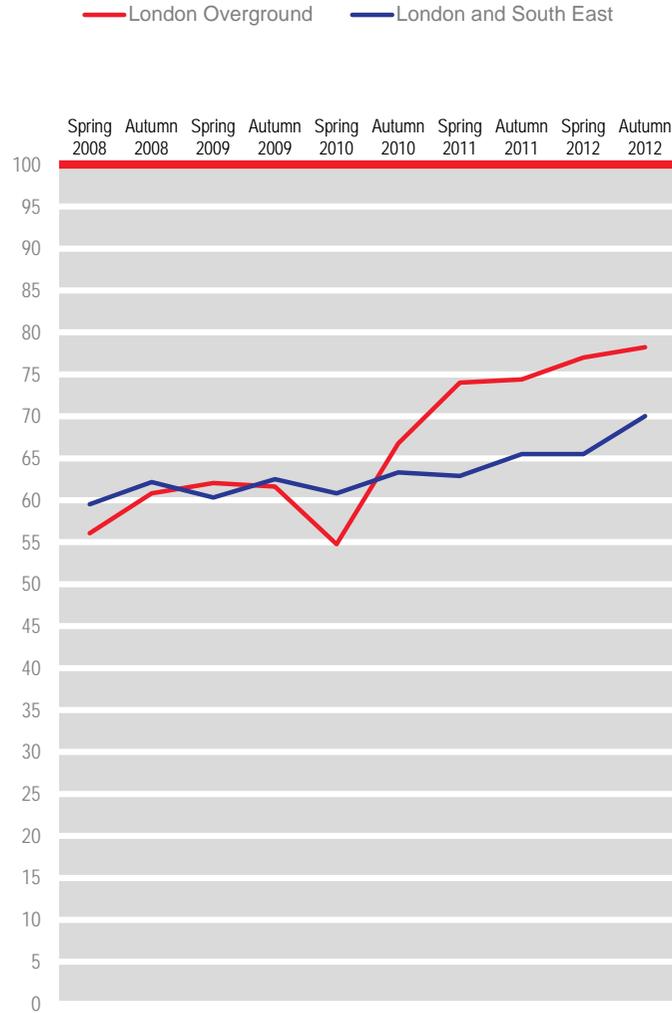
Provision of information about train times/platforms

(1072)
Percentage of passengers satisfied 2008 to 2012



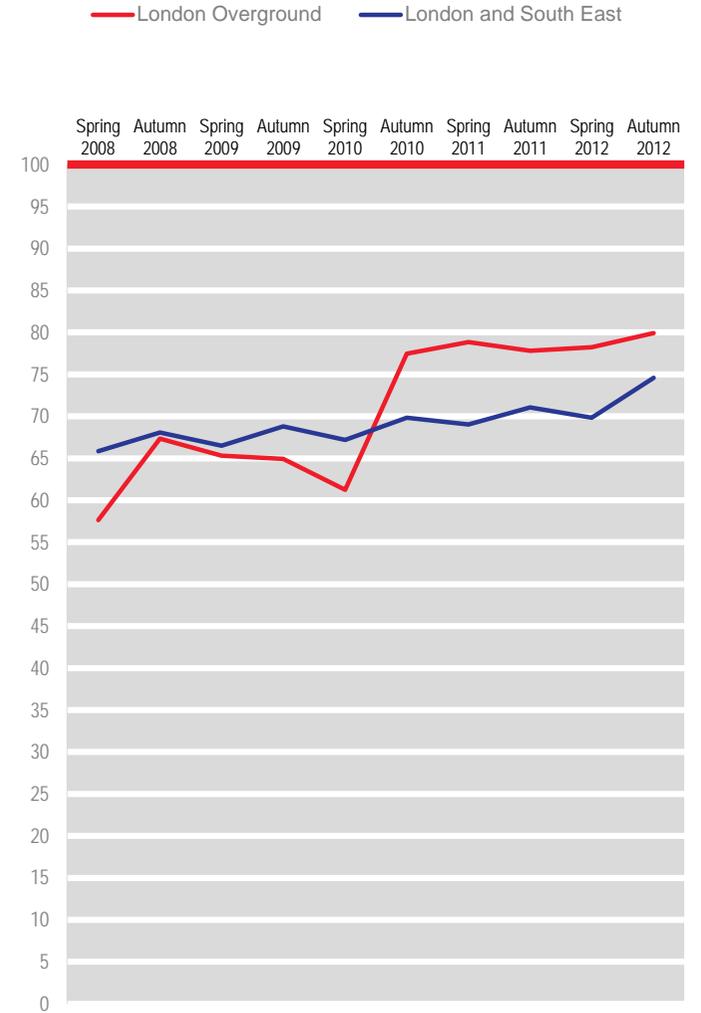
The upkeep/repair of the station building/platforms

(1070)
Percentage of passengers satisfied 2008 to 2012



Cleanliness of the station

(1071)
Percentage of passengers satisfied 2008 to 2012

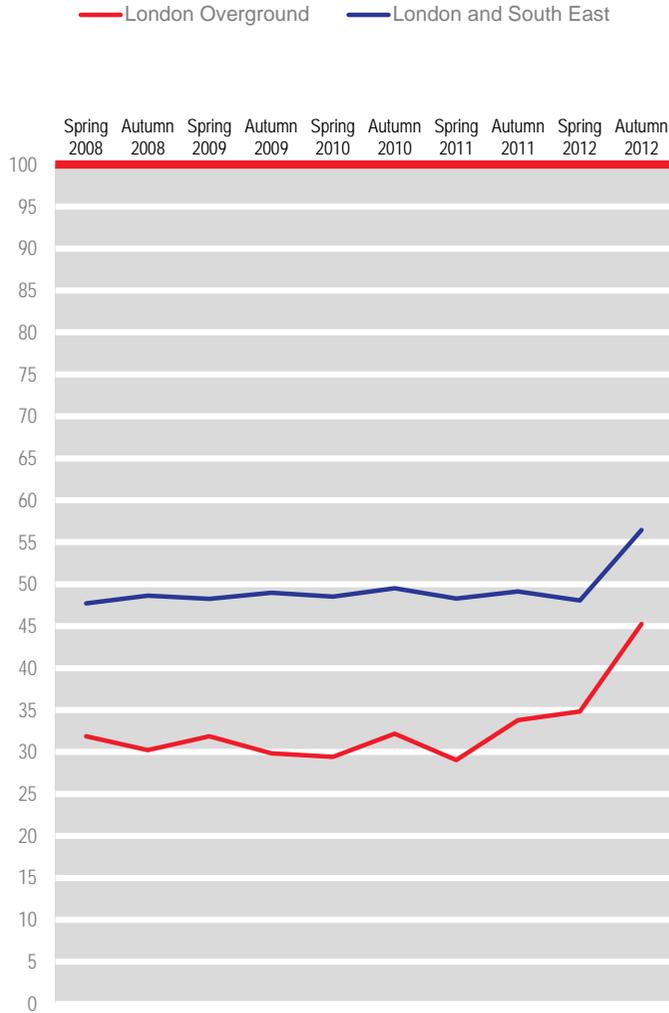


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(829)

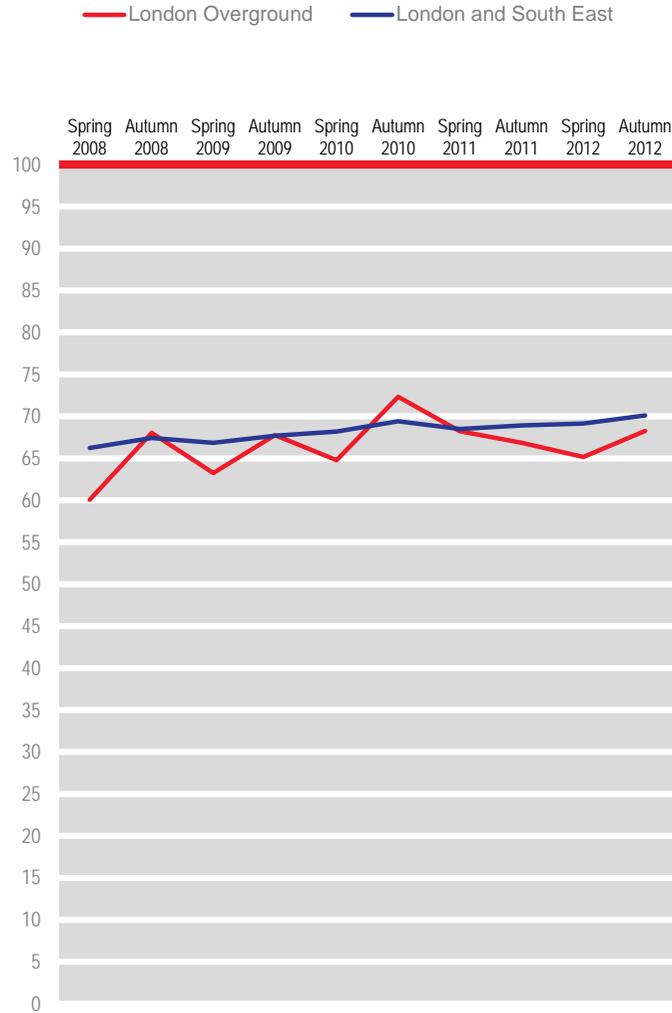
Percentage of passengers satisfied 2008 to 2012



The attitudes and helpfulness of the staff at the station

(811)

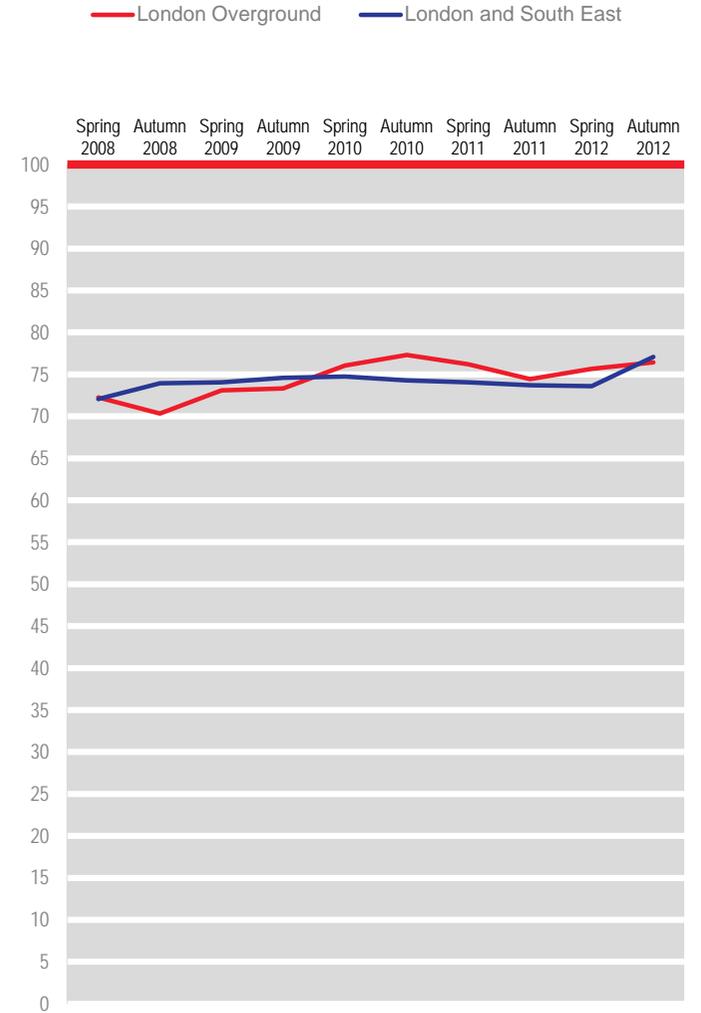
Percentage of passengers satisfied 2008 to 2012



Connections with other forms of public transport from the station

(948)

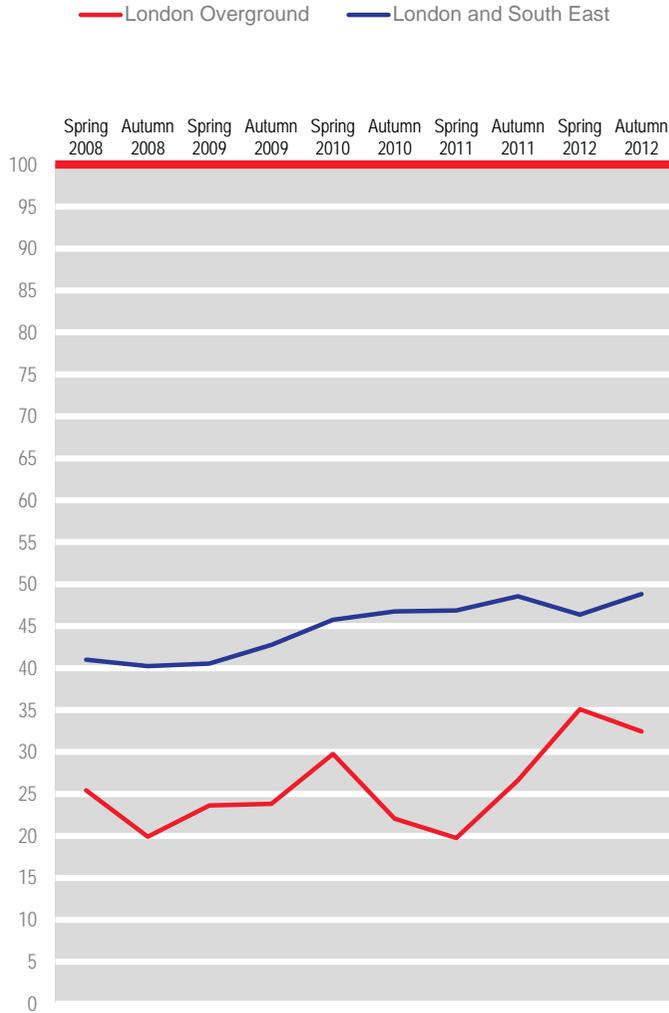
Percentage of passengers satisfied 2008 to 2012



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

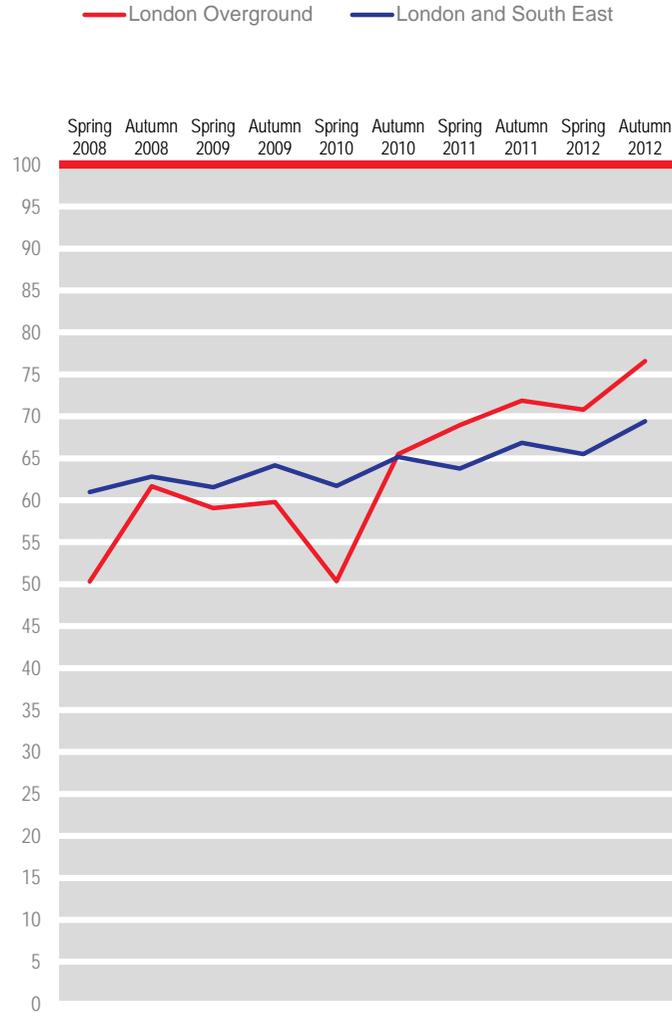
Facilities for car parking at the station

(355)
Percentage of passengers satisfied 2008 to 2012



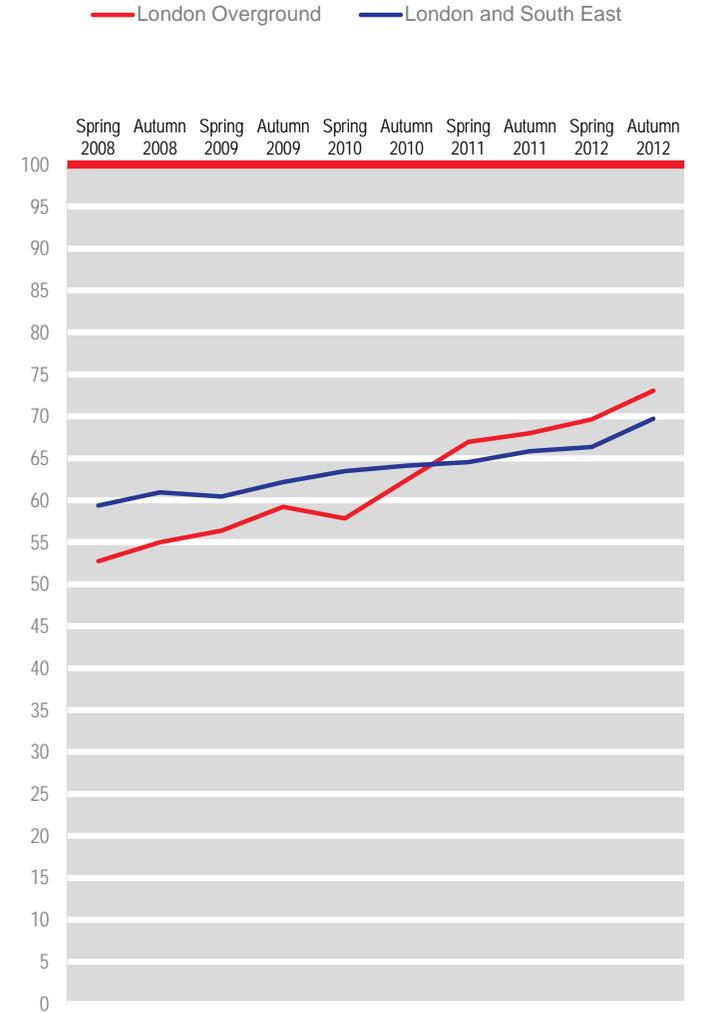
Overall station environment

(1073)
Percentage of passengers satisfied 2008 to 2012



Your personal security whilst using the station

(1017)
Percentage of passengers satisfied 2008 to 2012

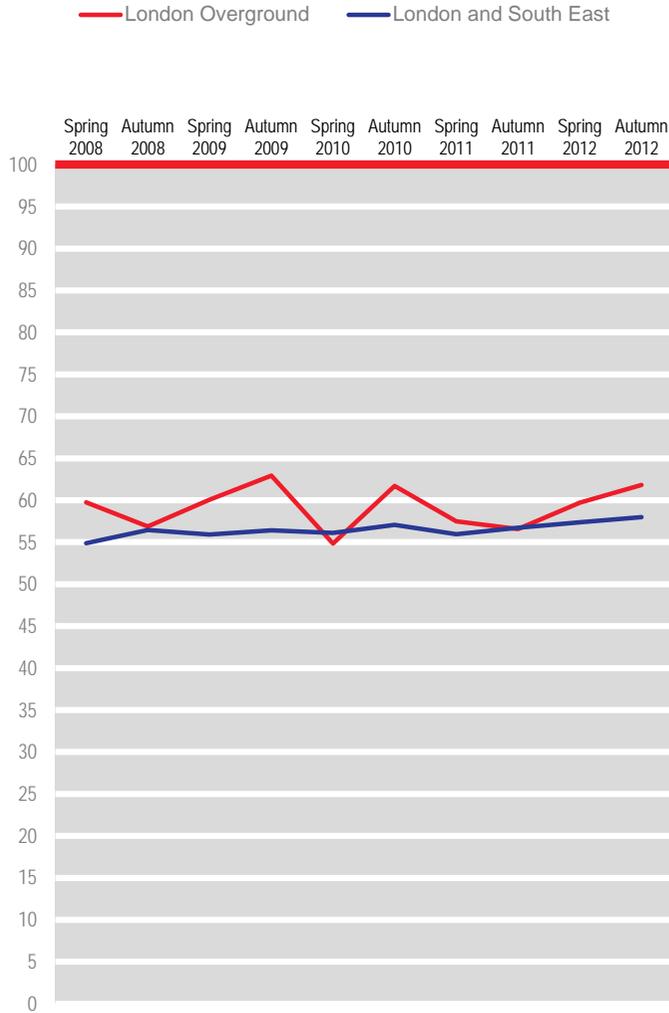


N.B. Benchmarks and targets are only shown for applicable factors

The availability of staff at the station

(955)

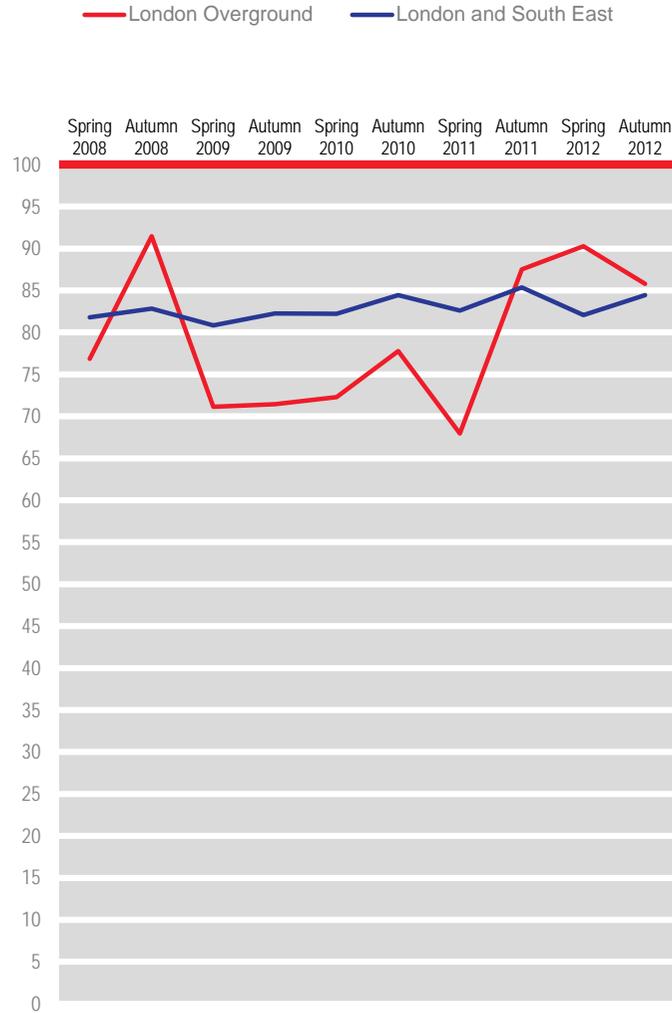
Percentage of passengers satisfied 2008 to 2012



How request to station staff was handled

(104)

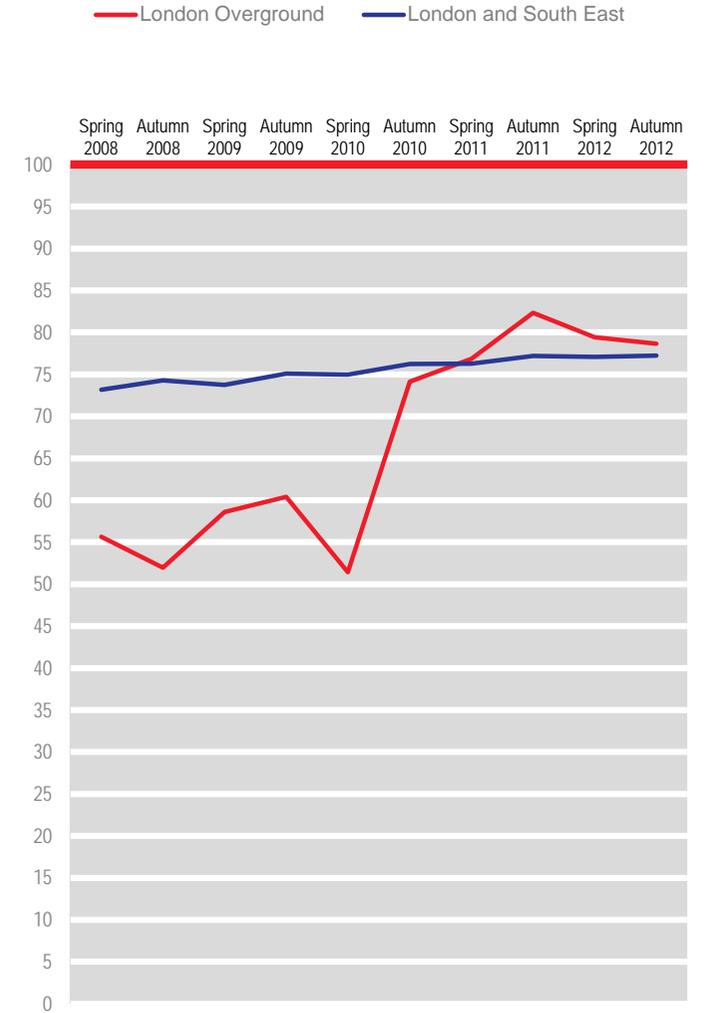
Percentage of passengers satisfied 2008 to 2012



The frequency of trains on that route

(1095)

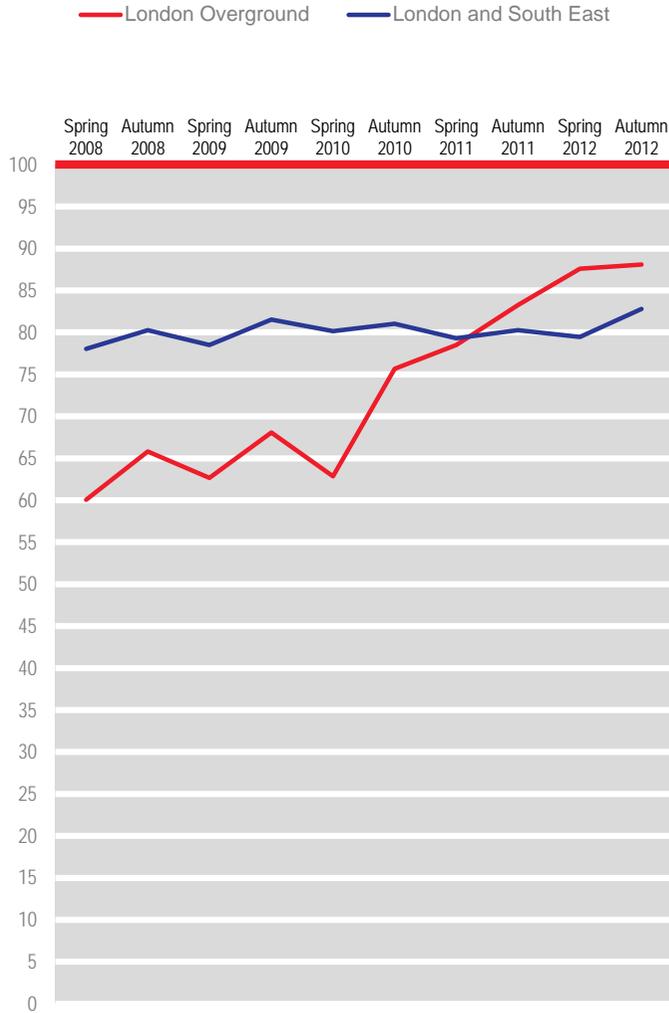
Percentage of passengers satisfied 2008 to 2012



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

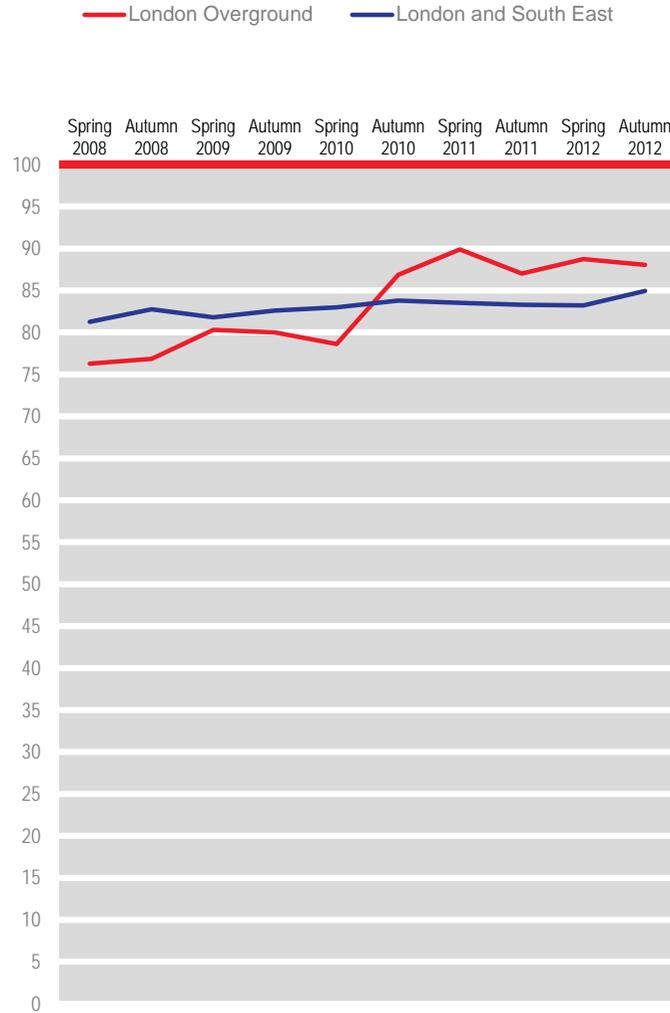
Punctuality/reliability (i.e. train arriving/departing on time)

(1085)
Percentage of passengers satisfied 2008 to 2012



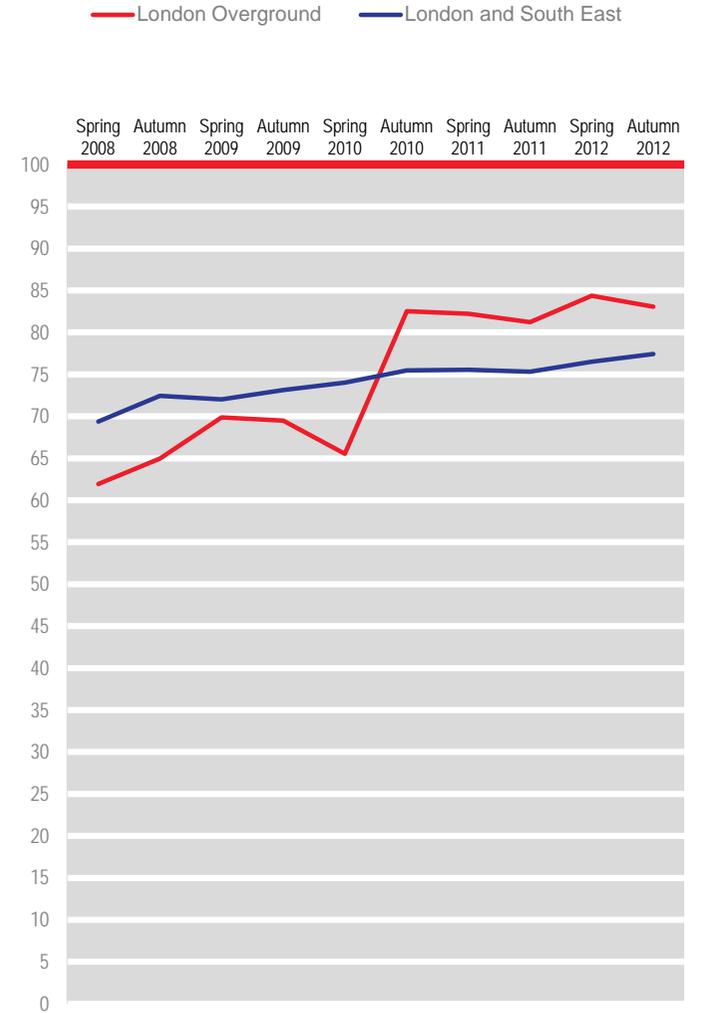
The length of time the journey was scheduled to take (speed)

(1073)
Percentage of passengers satisfied 2008 to 2012



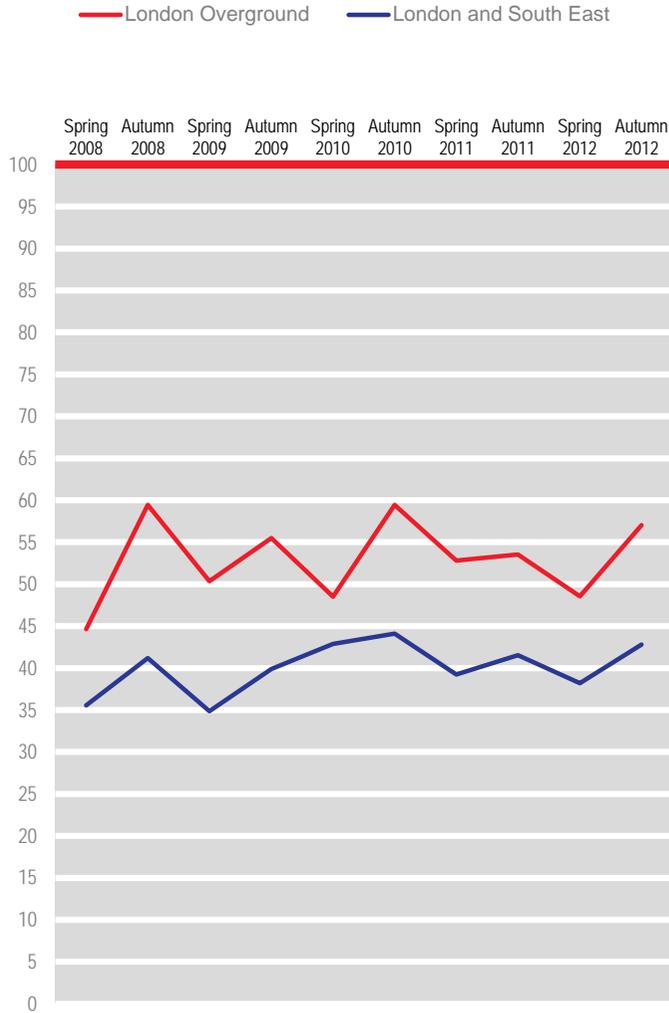
Connections with other train services

(860)
Percentage of passengers satisfied 2008 to 2012

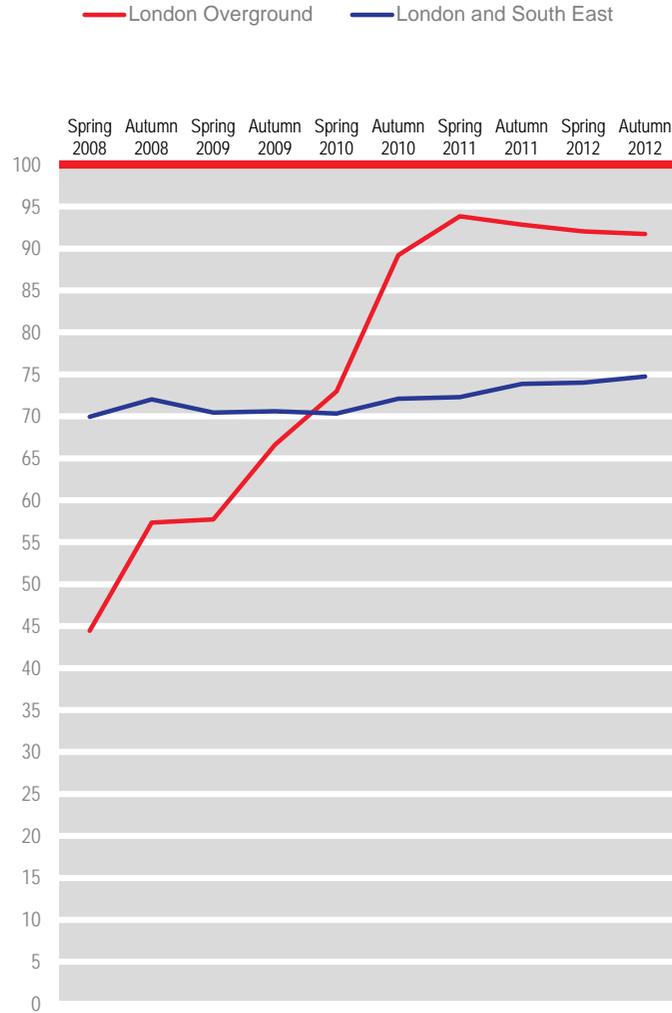


N.B. Benchmarks and targets are only shown for applicable factors

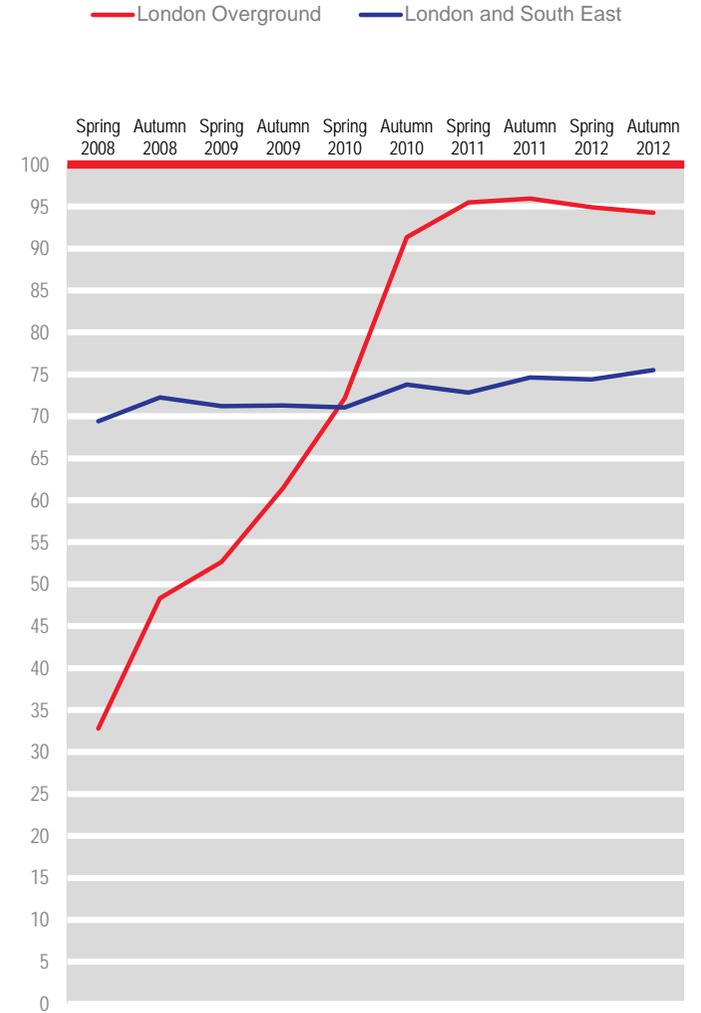
The value for money for the price of your ticket (958)
Percentage of passengers satisfied 2008 to 2012



Cleanliness of the train (1099)
Percentage of passengers satisfied 2008 to 2012



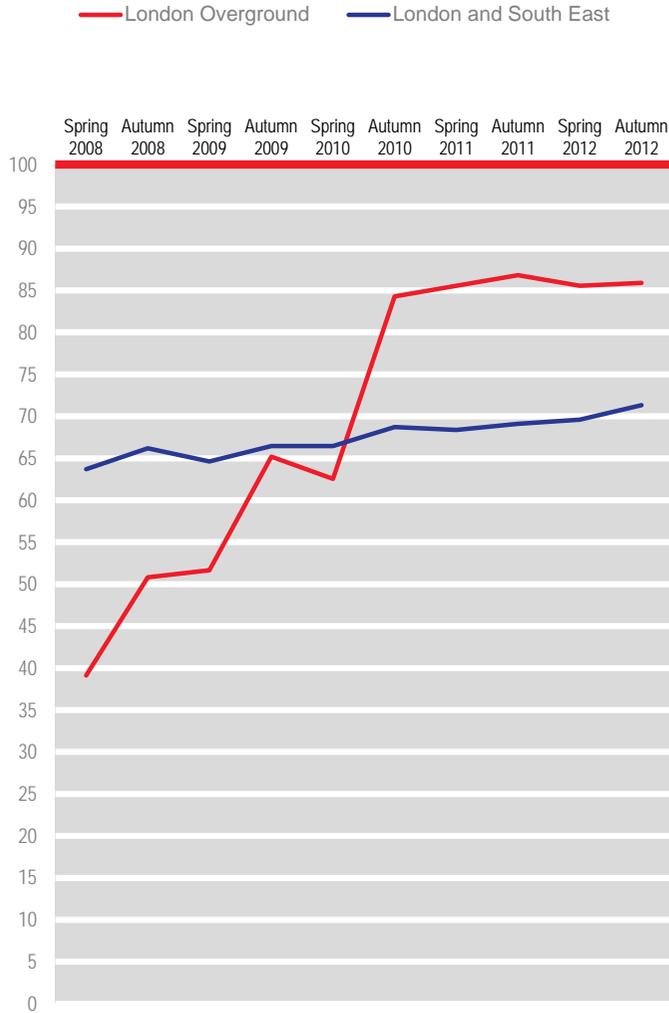
Upkeep and repair of the train (1077)
Percentage of passengers satisfied 2008 to 2012



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

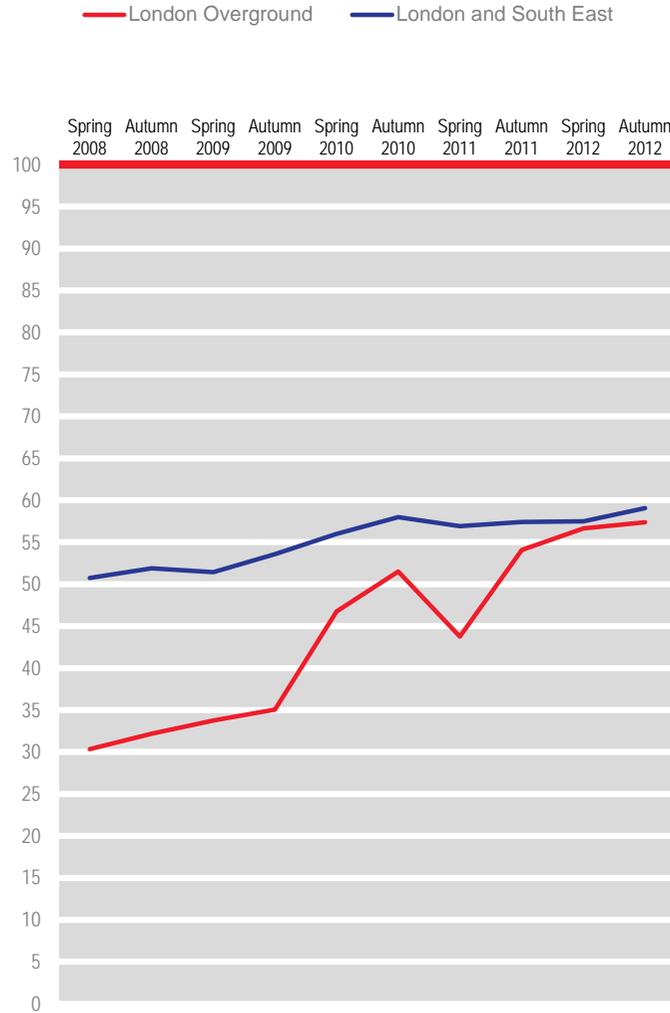
The provision of information during the journey

(1041)
Percentage of passengers satisfied 2008 to 2012



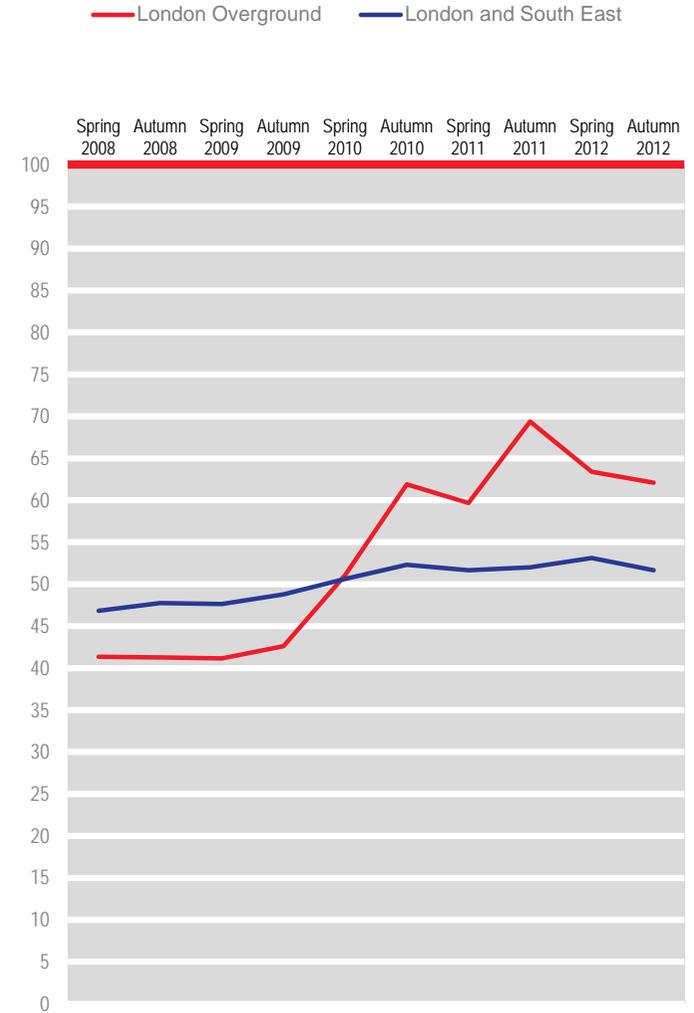
The helpfulness and attitude of staff on train

(565)
Percentage of passengers satisfied 2008 to 2012



The space for luggage

(842)
Percentage of passengers satisfied 2008 to 2012

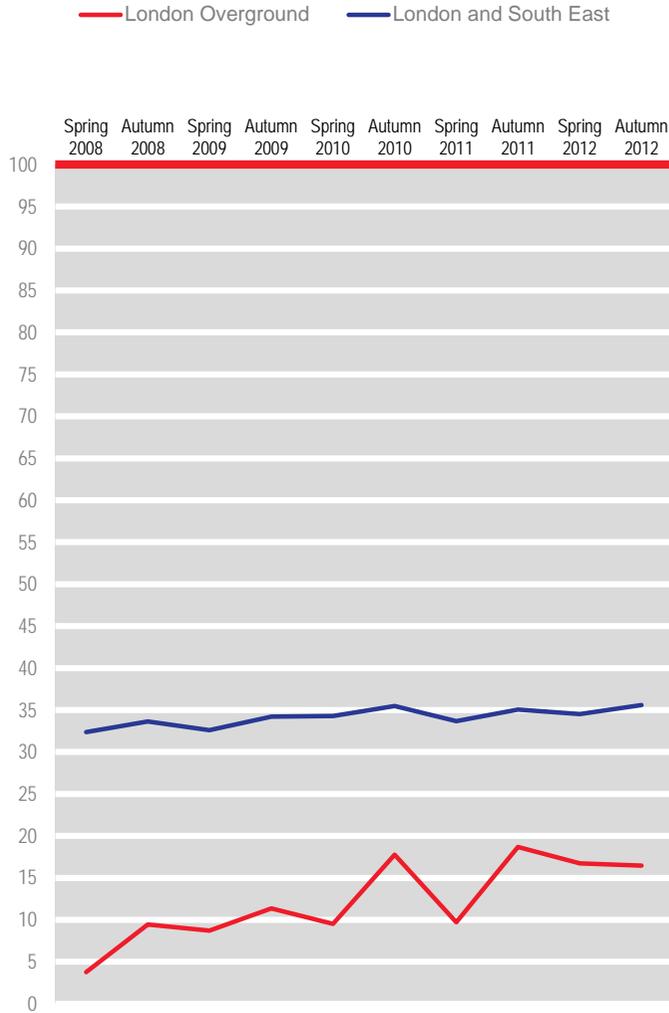


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(315)

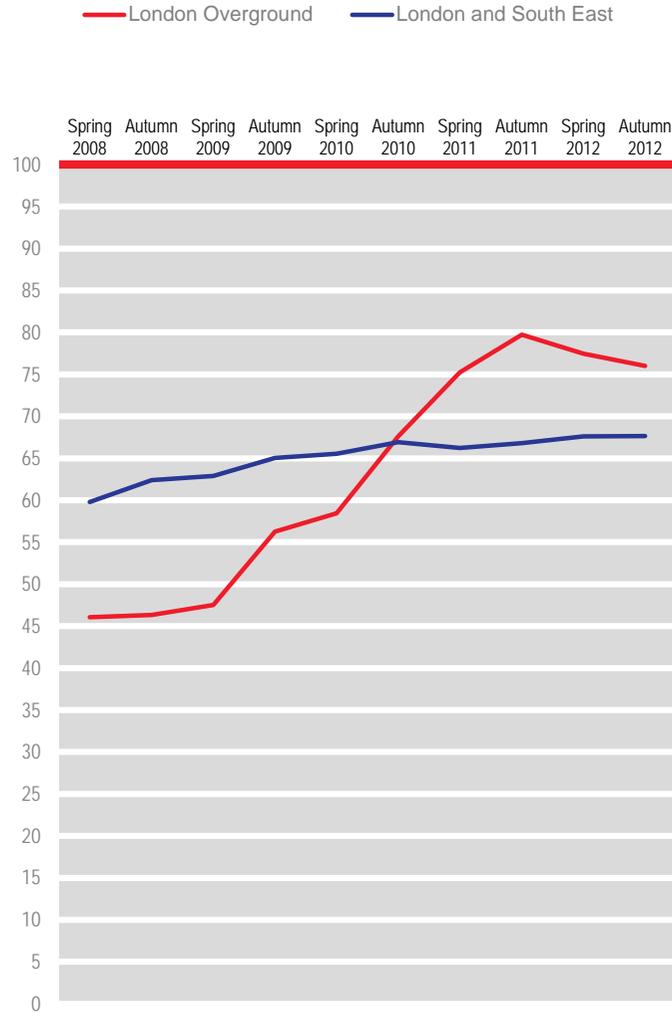
Percentage of passengers satisfied 2008 to 2012



Sufficient room for all the passengers to sit/stand

(1080)

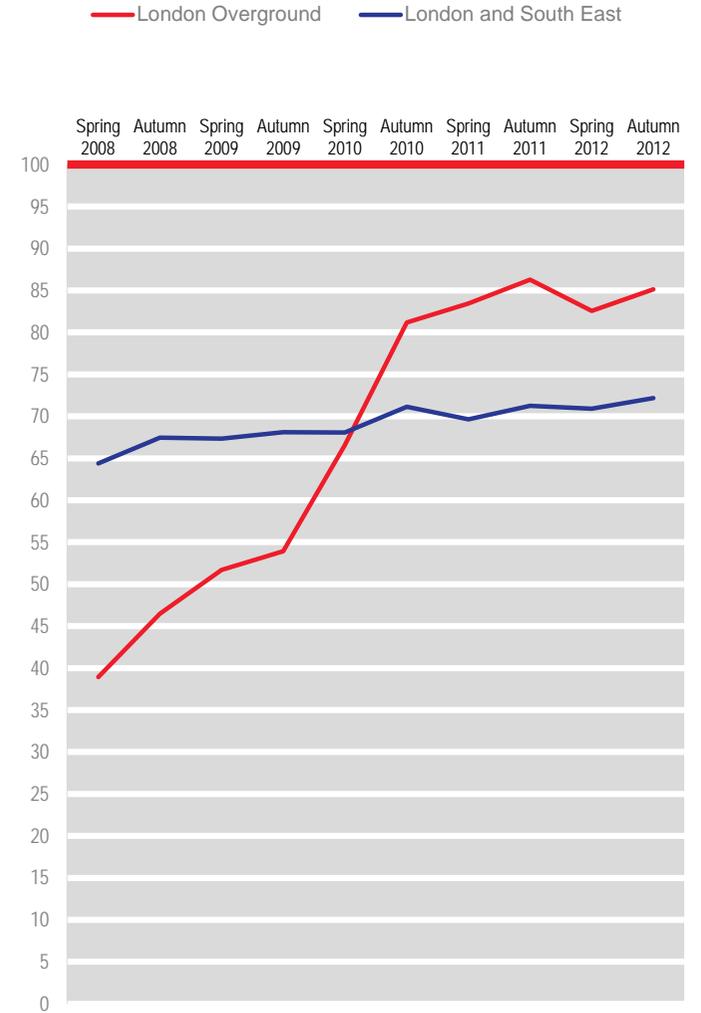
Percentage of passengers satisfied 2008 to 2012



The comfort of the seating area

(1074)

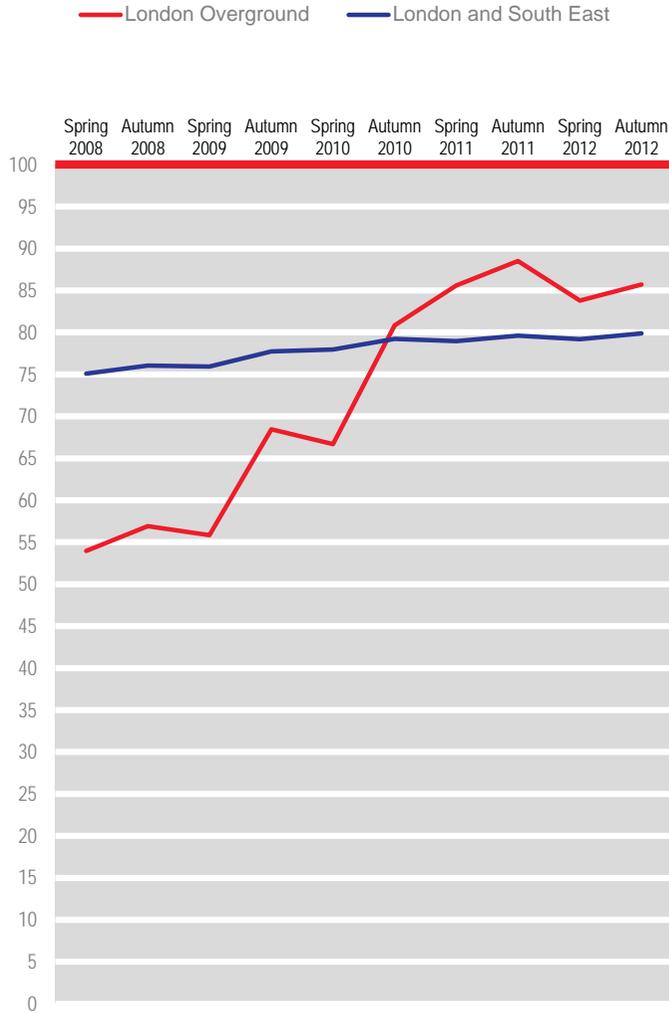
Percentage of passengers satisfied 2008 to 2012



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

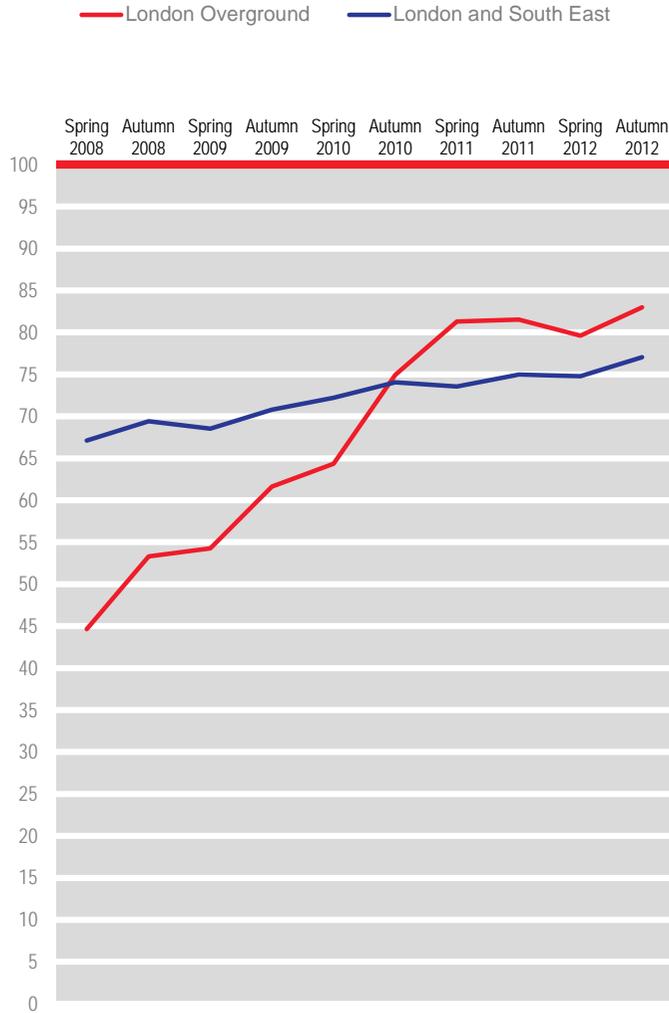
The ease of being able to get on and off the train

(1076)
Percentage of passengers satisfied 2008 to 2012



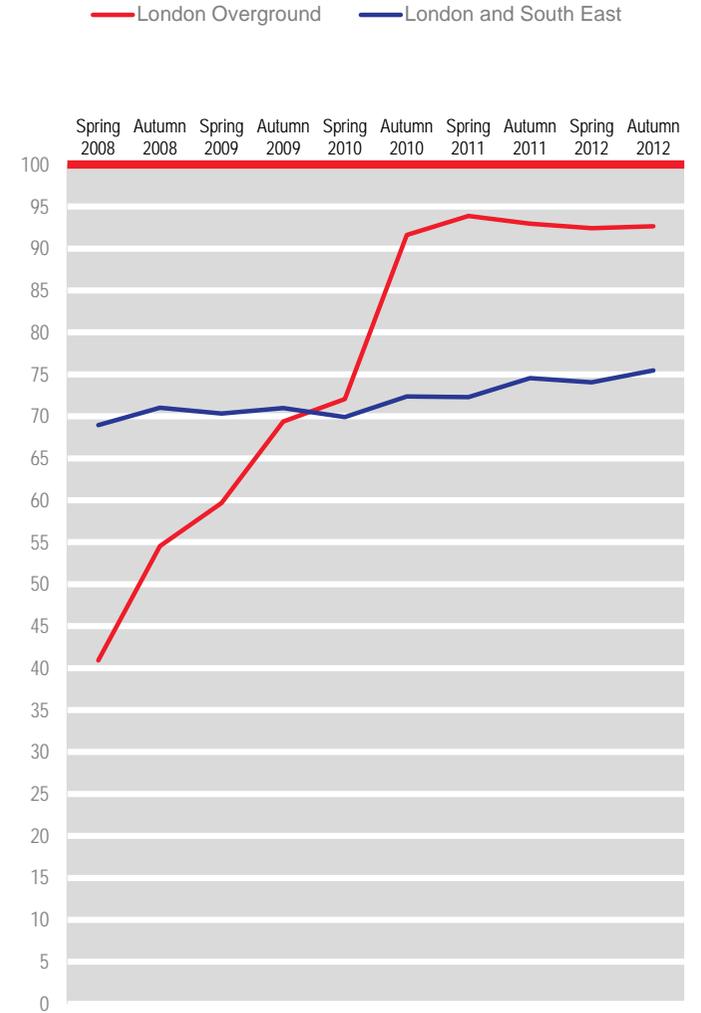
Your personal security whilst on board

(1036)
Percentage of passengers satisfied 2008 to 2012



The cleanliness of the inside of the train

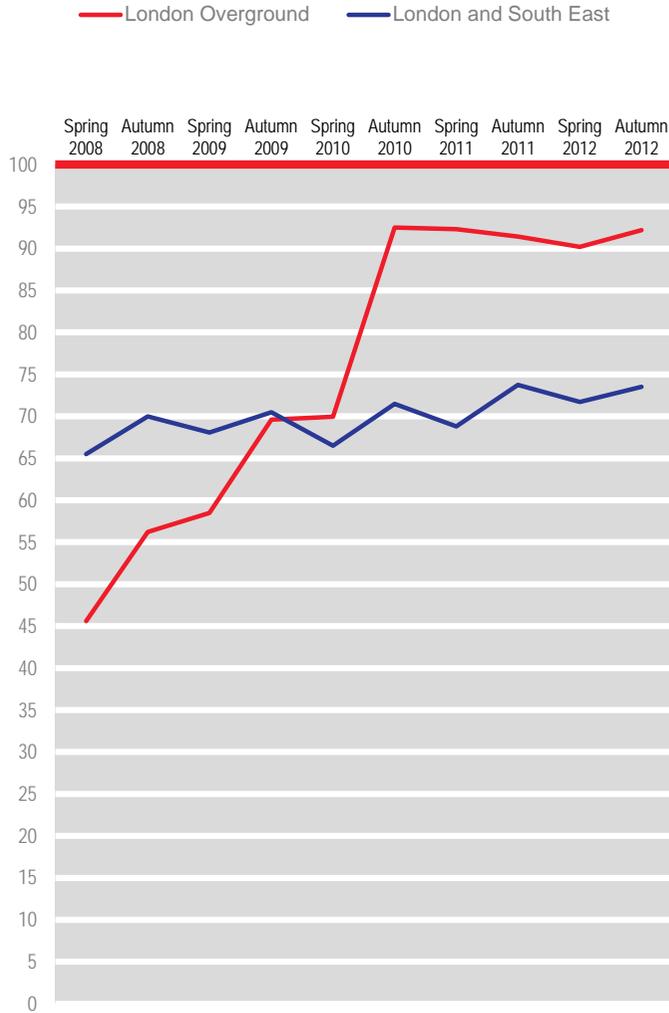
(1087)
Percentage of passengers satisfied 2008 to 2012



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

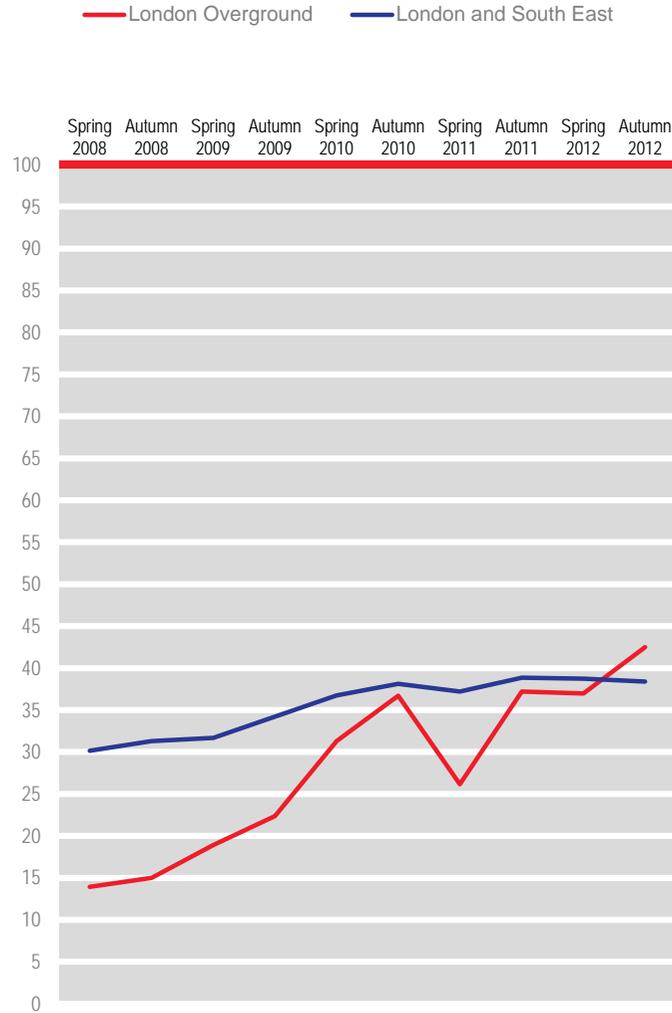
The cleanliness of the outside of the train

(1000)
Percentage of passengers satisfied 2008 to 2012



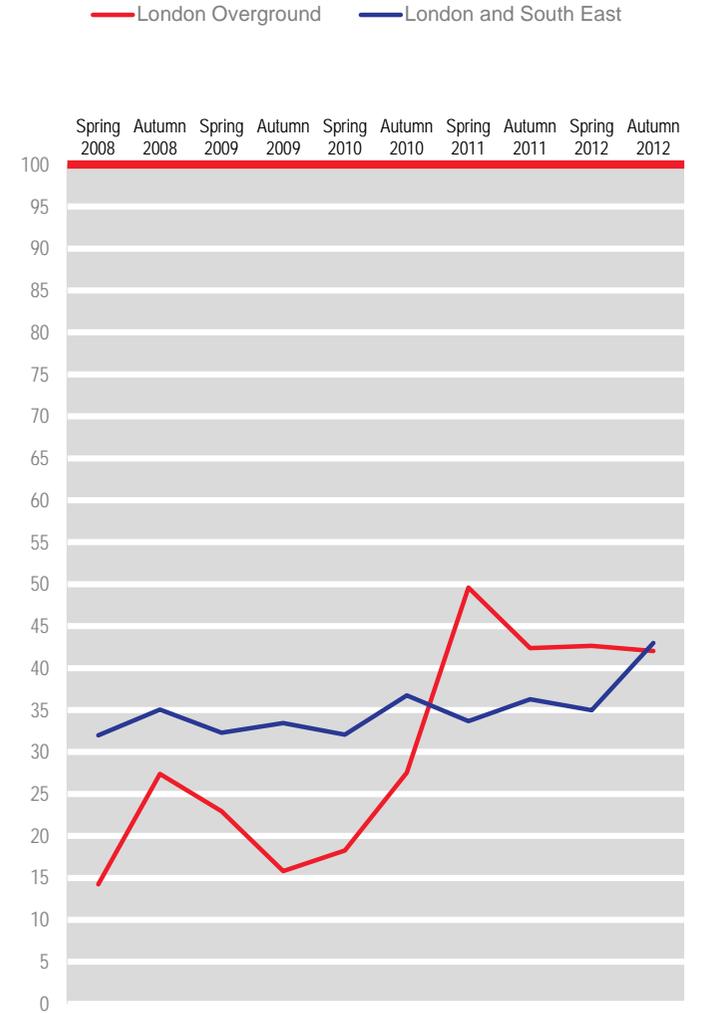
The availability of staff on the train

(800)
Percentage of passengers satisfied 2008 to 2012



How well train company dealt with delay

(88)
Percentage of passengers satisfied 2008 to 2012



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

Managed versus non-managed stations for London Overground

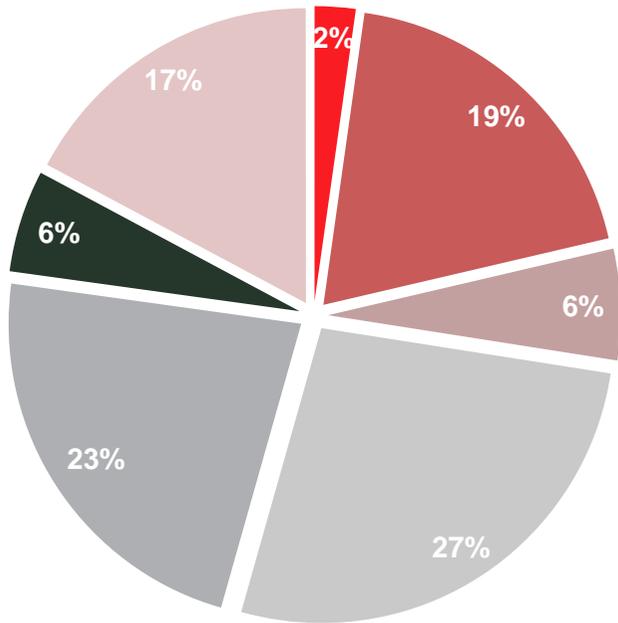
	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	84		89
Ticket buying facilities	76		78
Provision of information about train times/platforms	84		81
The upkeep/repair of the station buildings/platforms	82	+	75
Cleanliness	83		77
The facilities and services	39	-	51
The attitudes and helpfulness of the staff	66		71
Connections with other forms of public transport	72	-	81
Facilities for car parking	27		39
Overall environment	76		77
Your personal security whilst using	68	-	78
The availability of staff	61		63
The provision of shelter facilities ¹	63	-	79
Availability of seating ¹	57		57
How request to station staff was handled	83		88

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

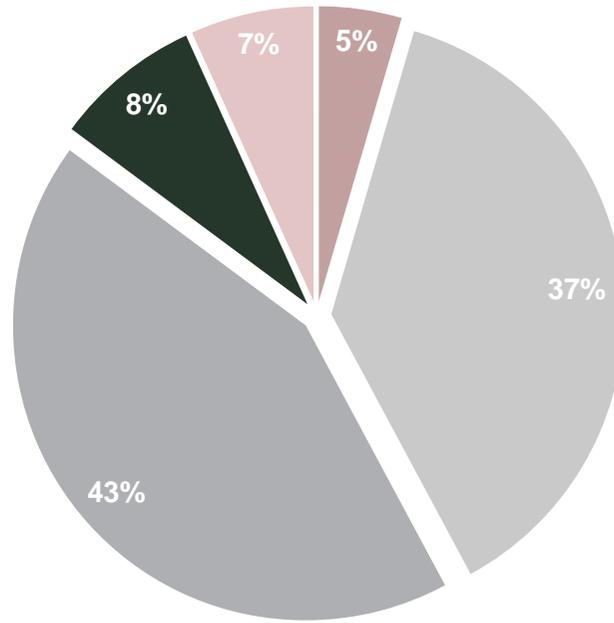
Managed versus non-managed stations for London Overground

(% Passengers Journeys originating from each type of station)

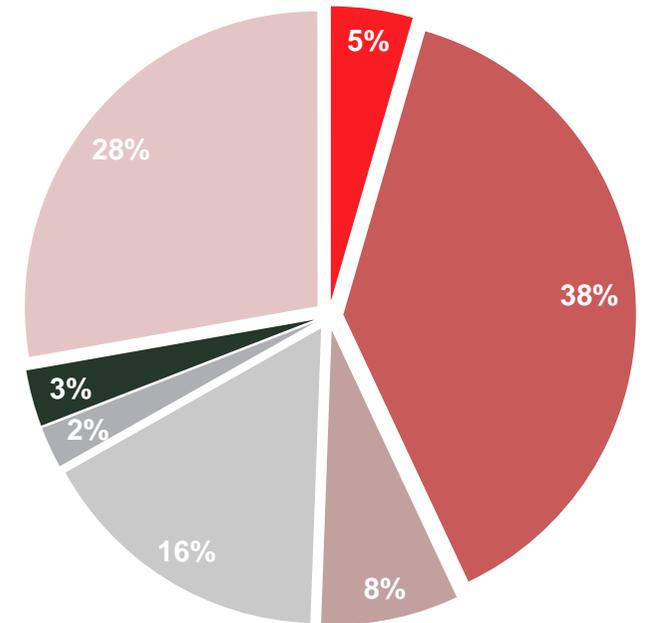
Overall Total



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 London Overground

	Peak		Off-Peak			
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction	96		91	93		92
Overall satisfaction with the station	96		83	86	+	81
Ticket buying facilities	73		86	77		78
Provision of information about train times/platforms	98		78	83		80
The upkeep/repair of the station buildings/platforms	92		55	78		75
Cleanliness	82		83	80		78
The facilities and services	71		59	45	+	34
The attitudes and helpfulness of the staff	80		52	68		67
Connections with other forms of public transport	72		56	76		75
Facilities for car parking	64		21	32		27
Overall environment	73		52	77		72
Your personal security whilst using	74		74	73		68
The availability of staff	70		34	62		57
The provision of shelter facilities ¹	86		-	70		-
Availability of seating ¹	63		-	57		-
How request to station staff was handled	100		-	86		88

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

Peak/off-peak satisfaction scores for London Overground

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction with the train ¹	99	-	92	-		
The frequency of the trains on that route	85		88	79		82
Punctuality/reliability (i.e. the train arriving/departing on time)	99		89	88	+	83
The length of time the journey was scheduled to take (speed)	91		80	88		87
Connections with other train services	92		86	83		81
The value for money for the price of your ticket	45		16	57		54
Cleanliness of the train	88		91	92		93
Upkeep and repair of the train	94		91	94		96
The provision of information during the journey	96		61	86		87
The helpfulness and attitude of staff on train	41		20	58		54
The space for luggage	48		62	62	-	69
The toilet facilities	69		12	16		19
Sufficient room for all passengers to sit/stand	70		57	76		80
The comfort of the seating area	86		84	85		86
The ease of being able to get on and off	99		81	86		89
Your personal security on board	94		79	83		82
The cleanliness of the inside	86		91	93		93
The cleanliness of the outside	89		91	92		91
The availability of staff	26		18	43		37
How well train company deals with delays	-		-	42		42

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 ¹	68		-	68		-
Availability of seating ¹	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 ¹	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 London Overground

	Autumn 2012 %	Autumn 2011 %		Autumn 2012 %	Autumn 2011 %
SEX			DELAYS		
Male	35	40	None	87	85
Female	58	56	Minor	8	11
Not stated	6	3	Major	1	1
			Not stated	4	3
AGE			REGULAR TRAVELLER		
16-25	15	15	Yes	76	77
26-34	27	29	No	24	23
35-44	20	19			
45-54	18	17			
55-59	5	6	TIME OF TRAVEL		
60-64	4	6	Peak	1	1
65+	5	6	Off-peak	99	99
Not stated	5	3			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	64	64	Yes asked for help	4	5
Business	3	3	Yes asked for information	4	3
Leisure	33	33	Could not find anyone to ask	2	3
			No	88	87
			Not stated	2	1

Weighted sample profile for London and South East

	Autumn 2012 %	Autumn 2011 %		Autumn 2012 %	Autumn 2011 %
SEX			DELAYS		
Male	43	44	None	82	80
Female	53	53	Minor	14	16
Not stated	4	3	Major	2	2
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	12	12	Yes	69	68
26-34	17	18	No	31	32
35-44	19	19			
45-54	22	22	TIME OF TRAVEL		
55-59	9	9	Peak	18	20
60-64	8	8	Off-peak	82	80
65+	9	9			
Not stated	3	3	ASKED FOR HELP OR INFORMATION		
JOURNEY PURPOSE			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 London Overground

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Euston	137	Wanstead Park	9	Norwood Junction	3
Gospel Oak	78	Canonbury	9	Gunnersbury	3
Barking	74	Woodgrange Park	9	Bushey	2
Highbury And Islington	58	Dalston Kingsland	8	Kensal Green	2
Clapham Junction	51	Finchley Road And Frognal	8	Shadwell	2
West Croydon	40	Hatch End	8	Caledonian Road And Barnsbury	2
Richmond (Surrey)	37	North Wembley	8	Penge West	2
Stratford (London)	32	Kew Gardens	7	Hackney Wick	2
Blackhorse Road	31	Kentish Town West	7	South Kenton	1
Willesden Junction	31	Walthamstow Queens Road	7	Honor Oak Park	1
Watford Junction	30	South Tottenham	7		
Dalston Junction	23	Leytonstone High Road	7		
Watford High Street	21	Surrey Quays	7		
New Cross	21	Harlesden	6		
Canada Water	21	Kilburn High Road	6		
Crouch Hill	21	Homerton	6		
Upper Holloway	20	Stonebridge Park	6		
Forest Hill	17	Crystal Palace	6		
New Cross Gate	17	Headstone Lane	6		
Leyton Midland Road	16	Camden Road	5		
Wembley Central	15	West Brompton	5		
Harringay Green Lanes	13	Kenton	5		
Shepards Bush	12	Brondesbury	5		
Harrow And Wealdstone	12	Hoxton	5		
West Hampstead	11	Kensal Rise	5		
Shoreditch High Street	11	Haggerston	5		
Sydenham	10	South Acton	4		
Whitechapel	10	Brondesbury Park	4		
Hackney Central	10	Brockley	4		
Hampstead Heath	9	South Hampstead	3		
Kensington Olympia	9	Anerley	3		
Queens Park (London)	9	Rotherhithe	3		
Acton Central	9	Carpenders Park	3		

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