



National Passenger Survey

TOC Report for Southeastern

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

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.

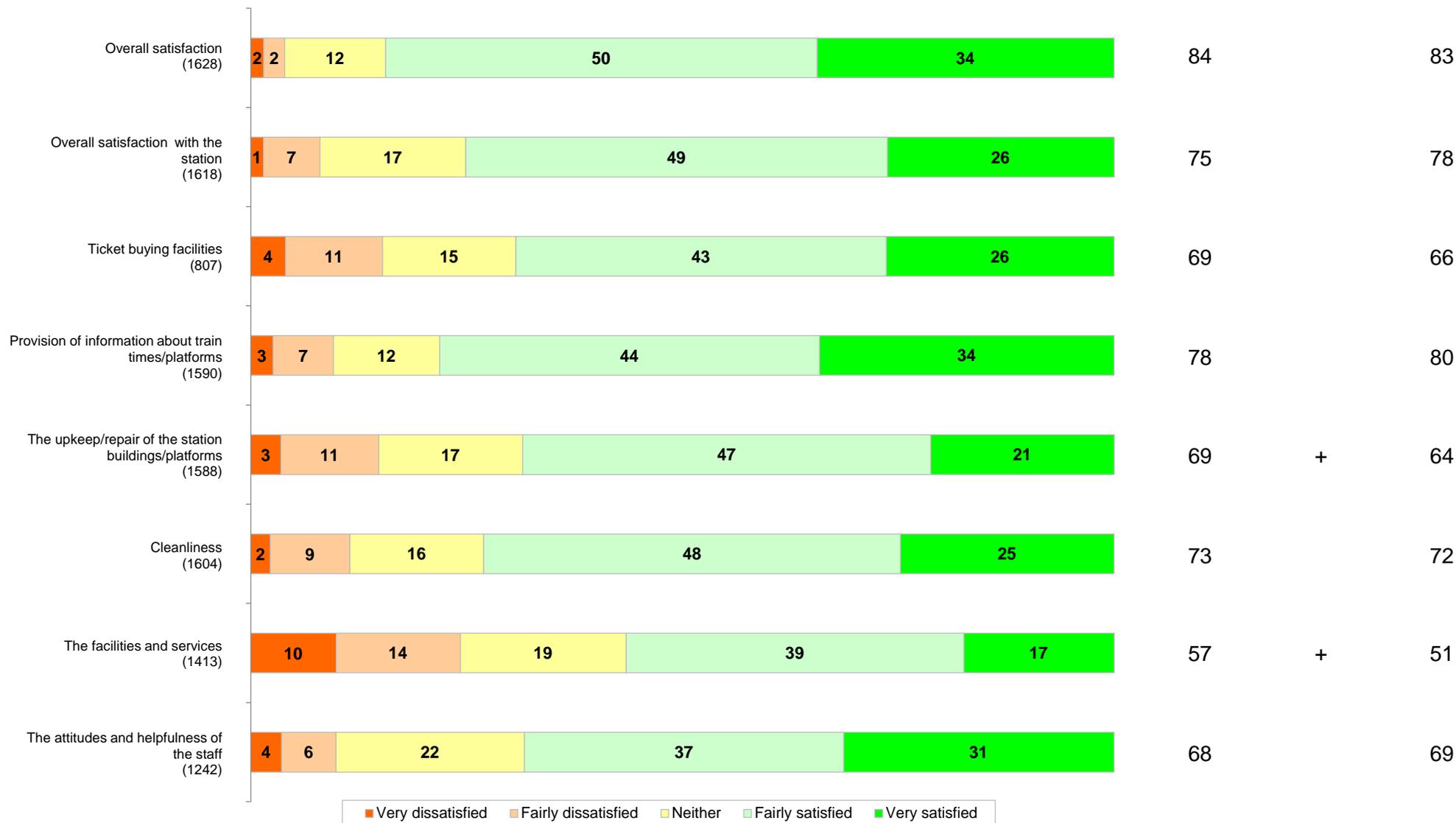
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Southeastern

% satisfied/good

Autumn 2012

Autumn 2011



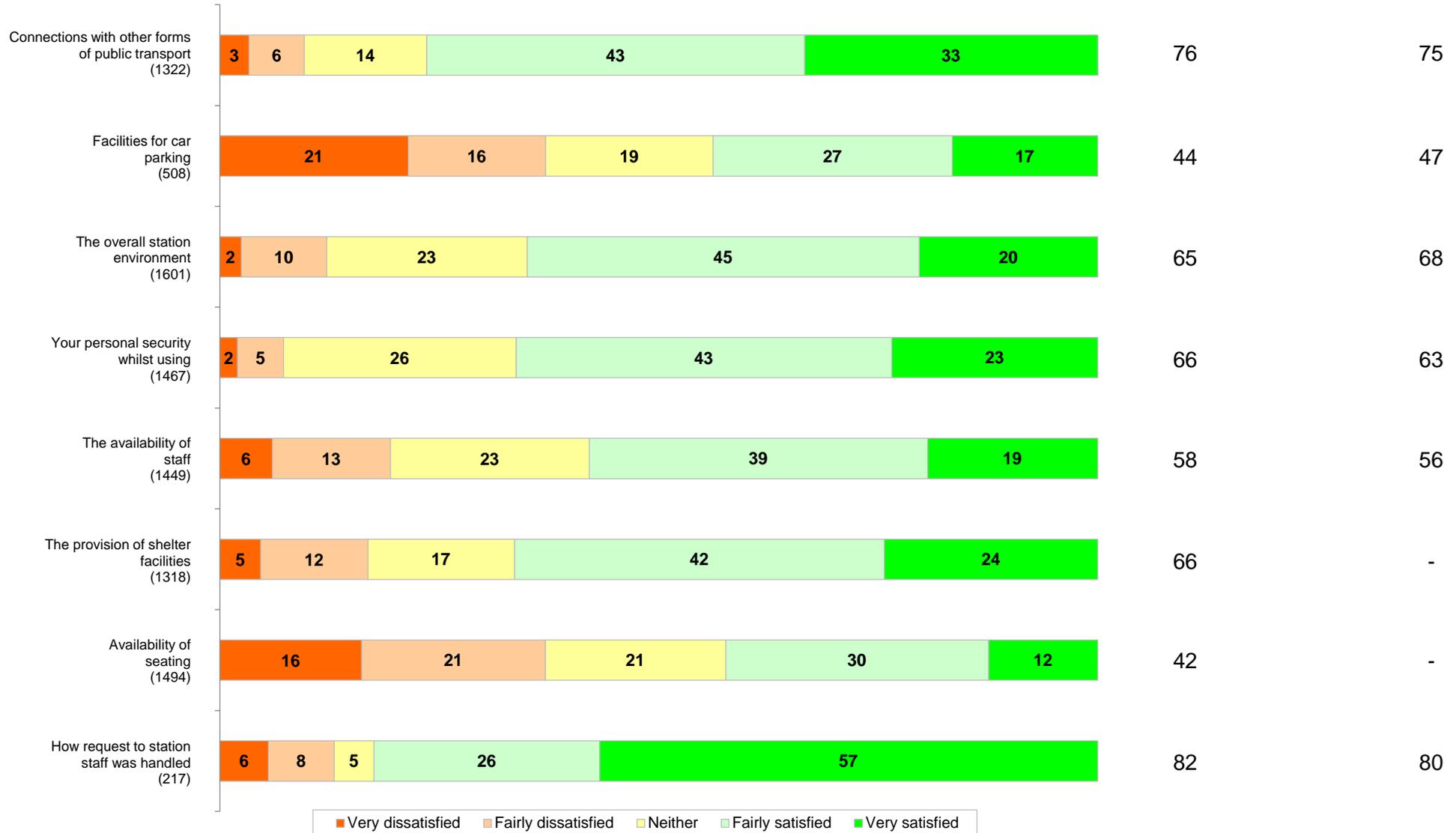
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Satisfaction results for Southeastern

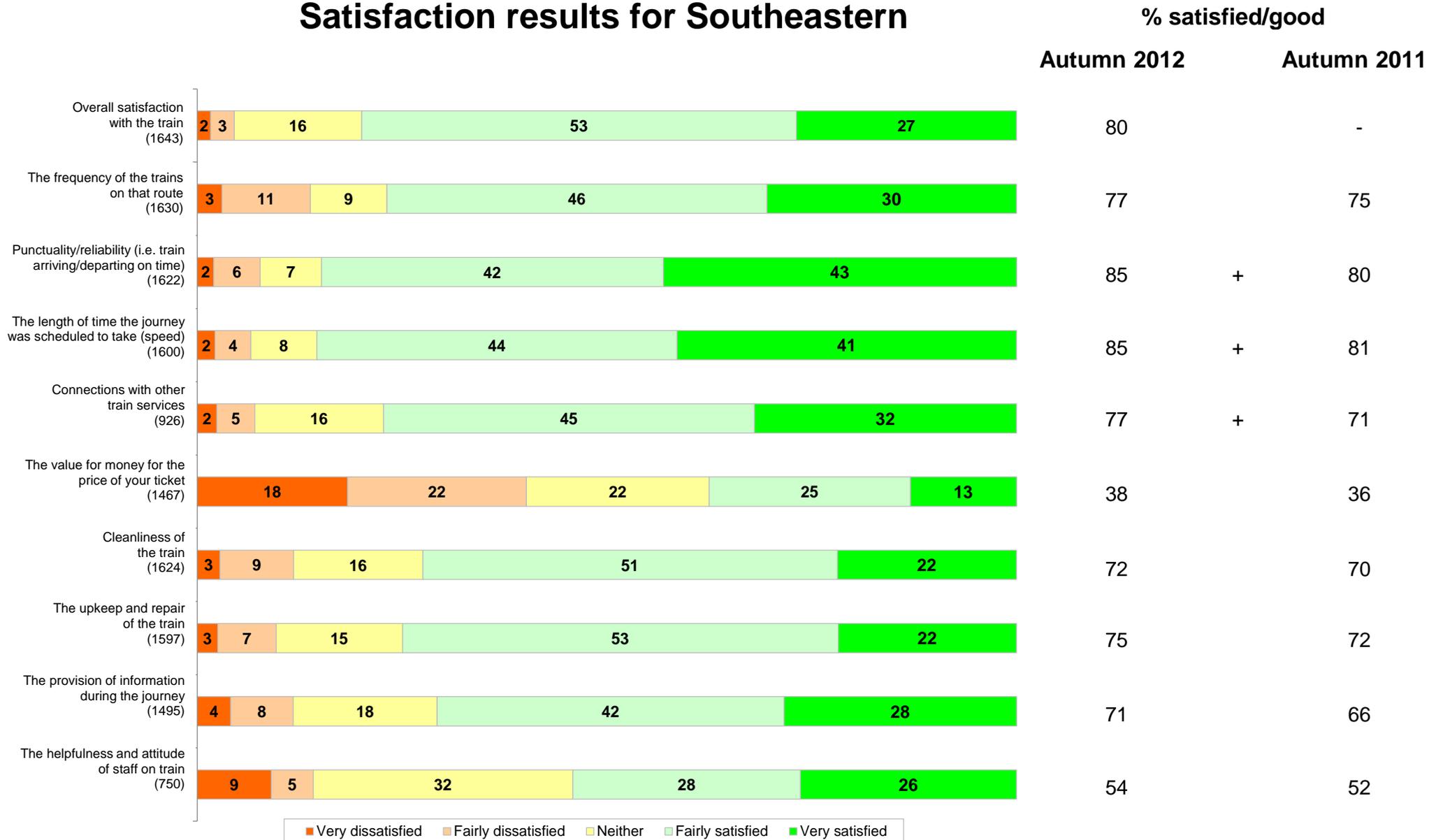
Autumn 2012

Autumn 2011



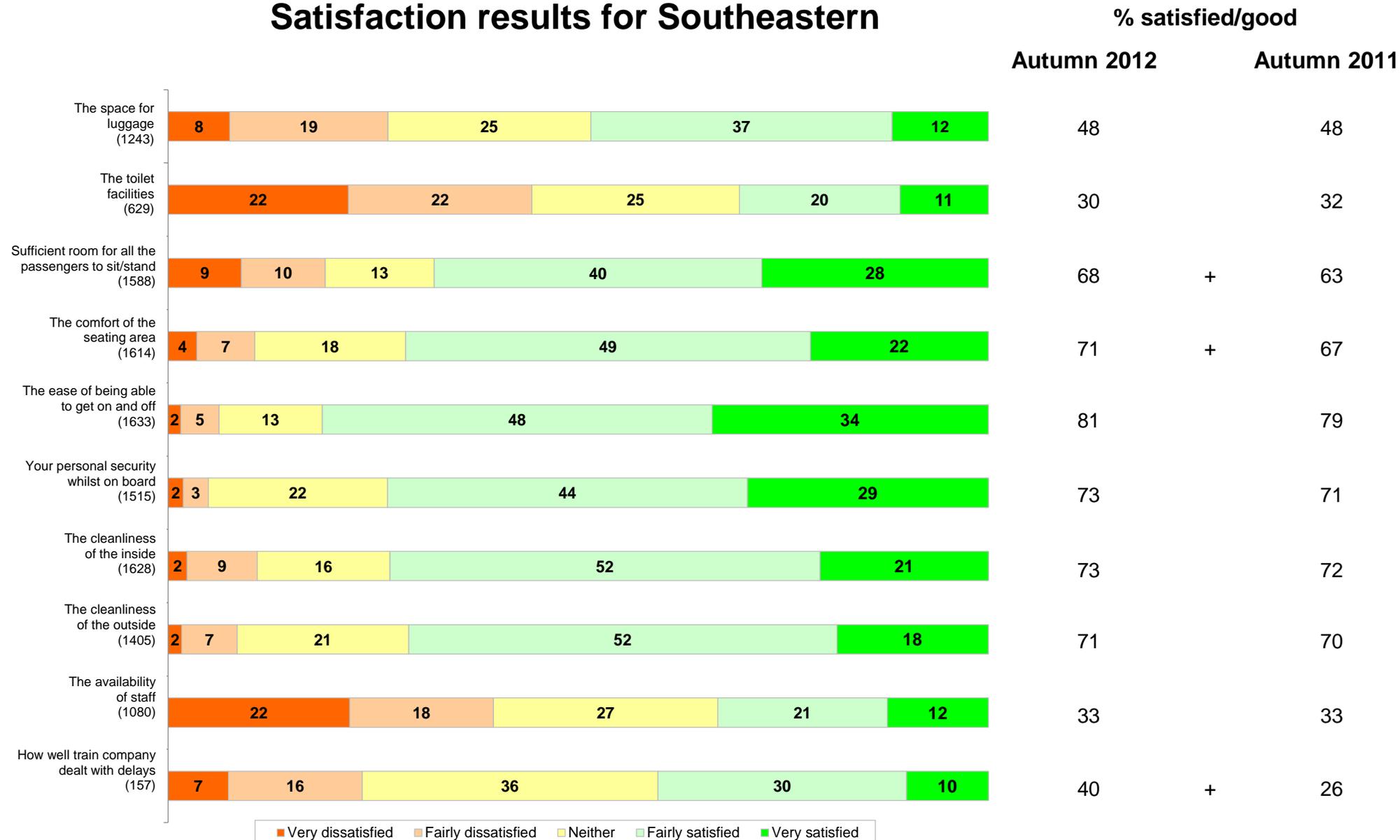
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Southeastern



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

Satisfaction results for Southeastern



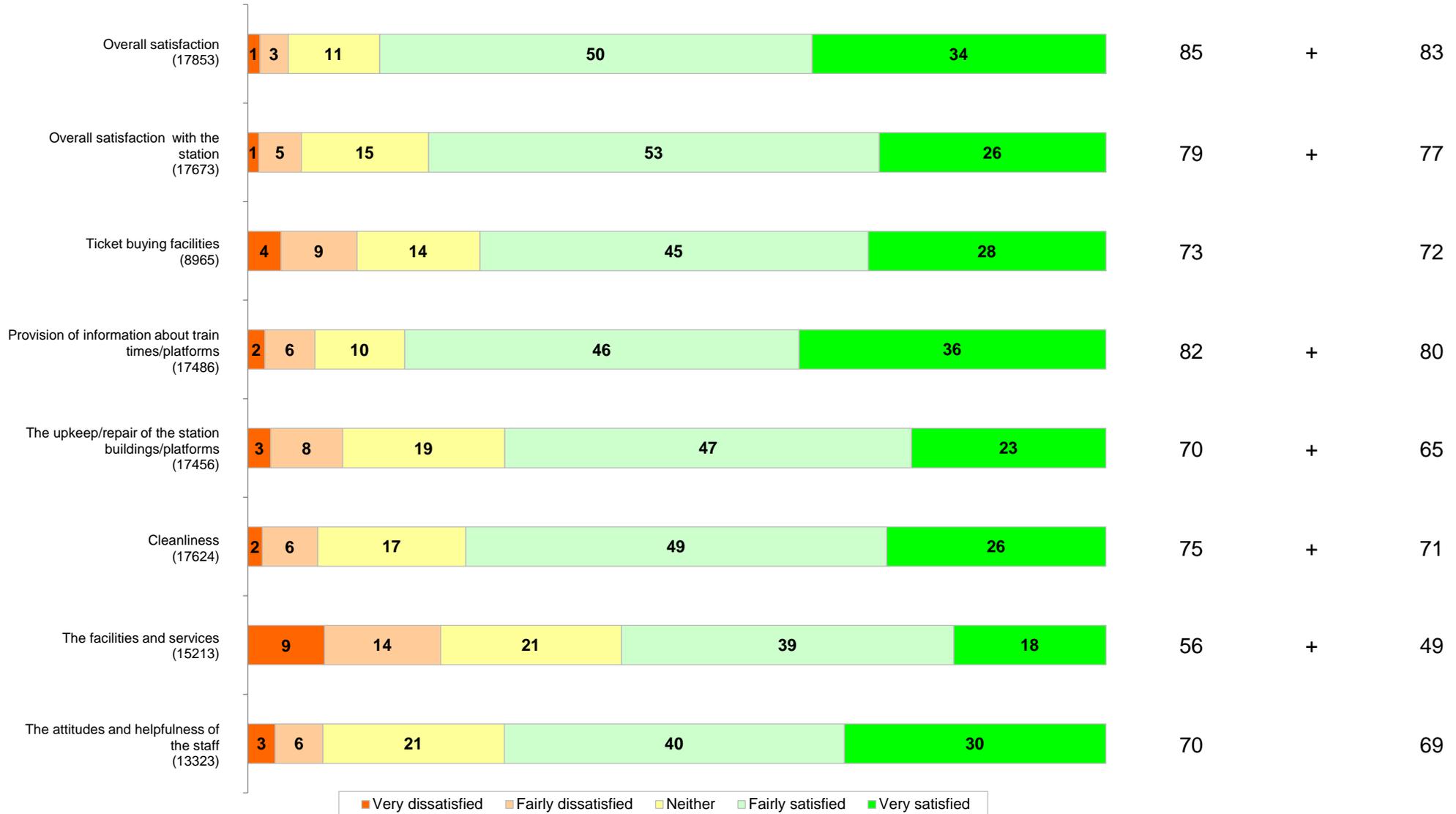
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Autumn 2012

Autumn 2011



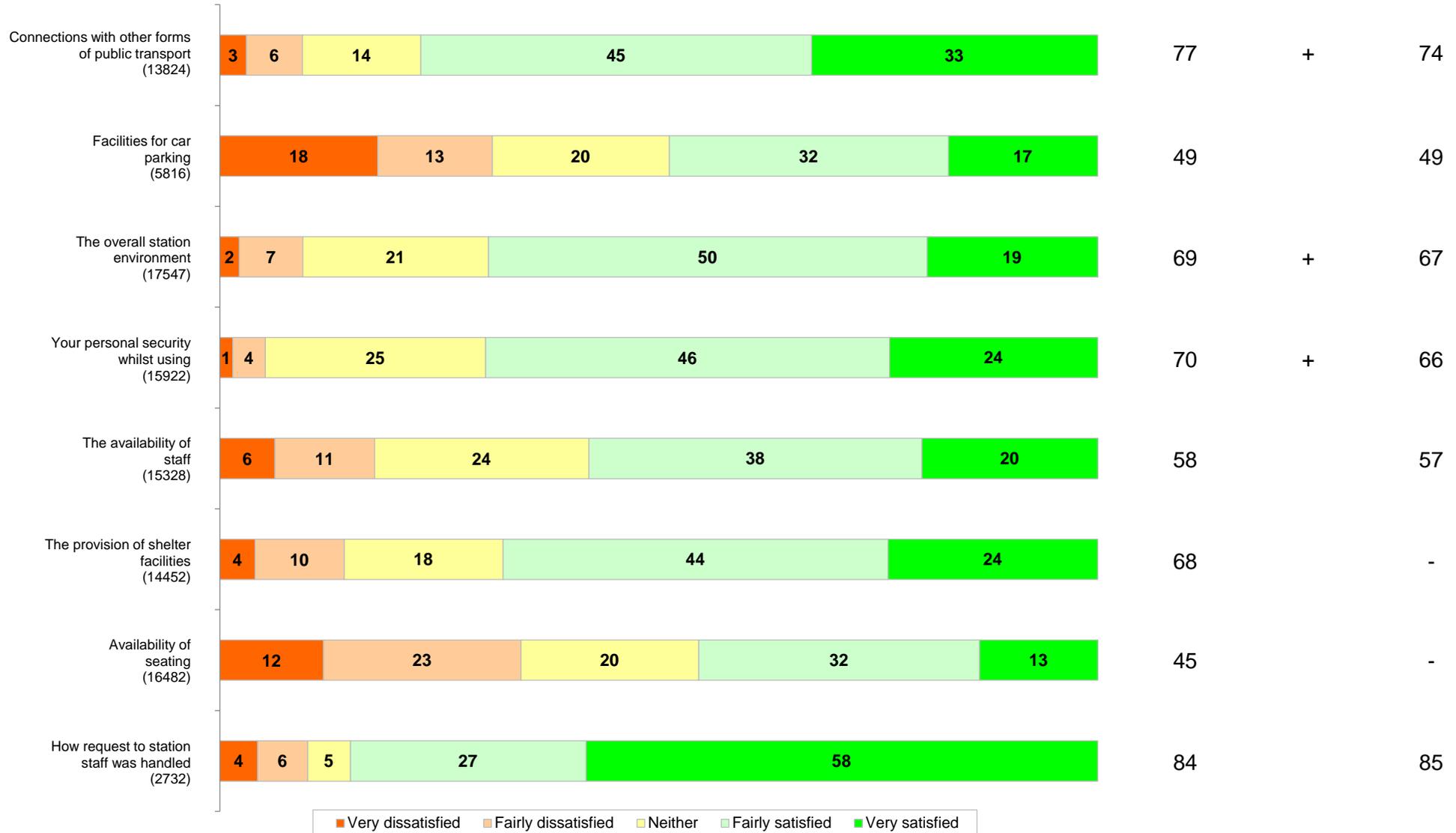
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

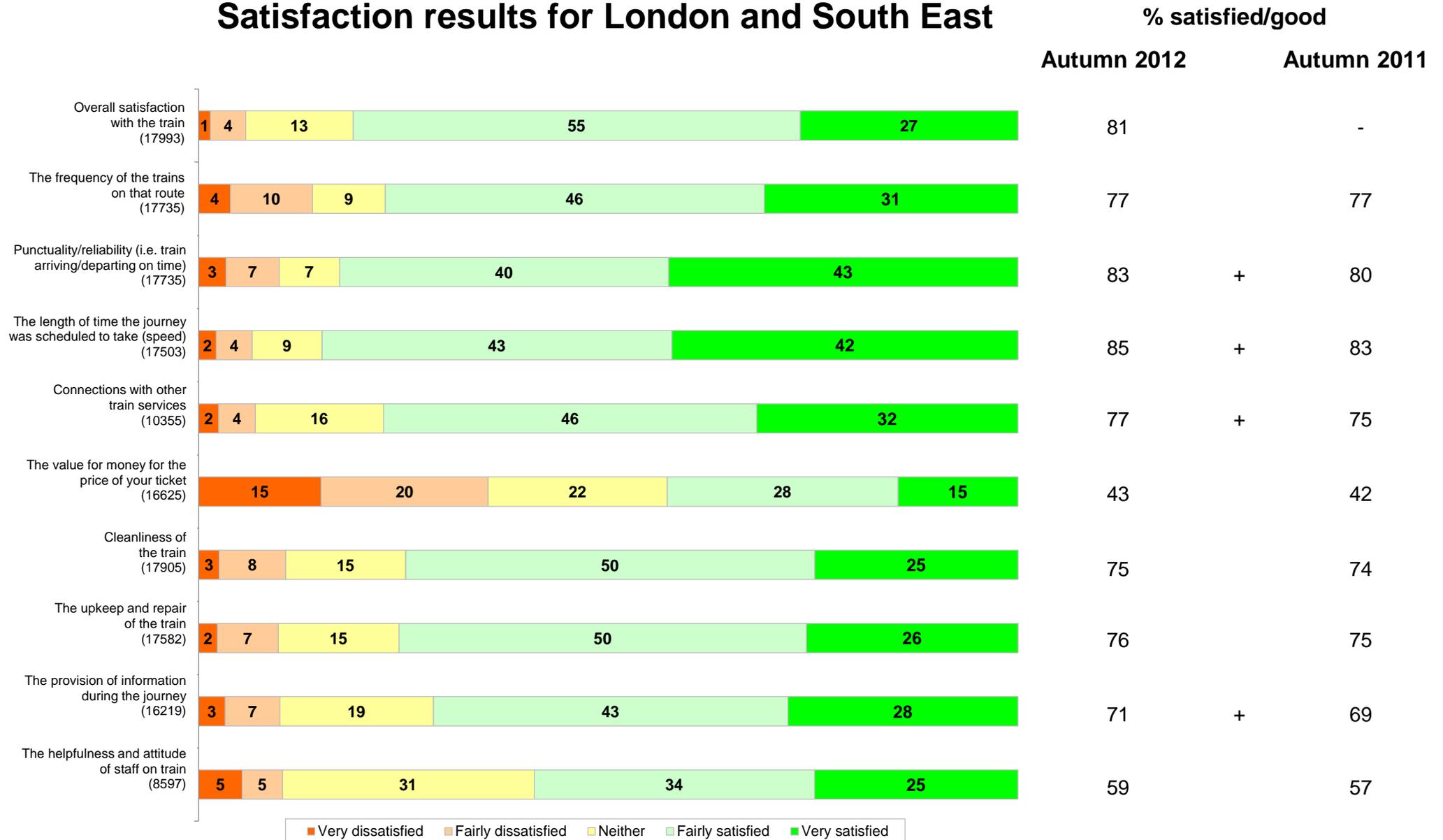
Autumn 2012

Autumn 2011



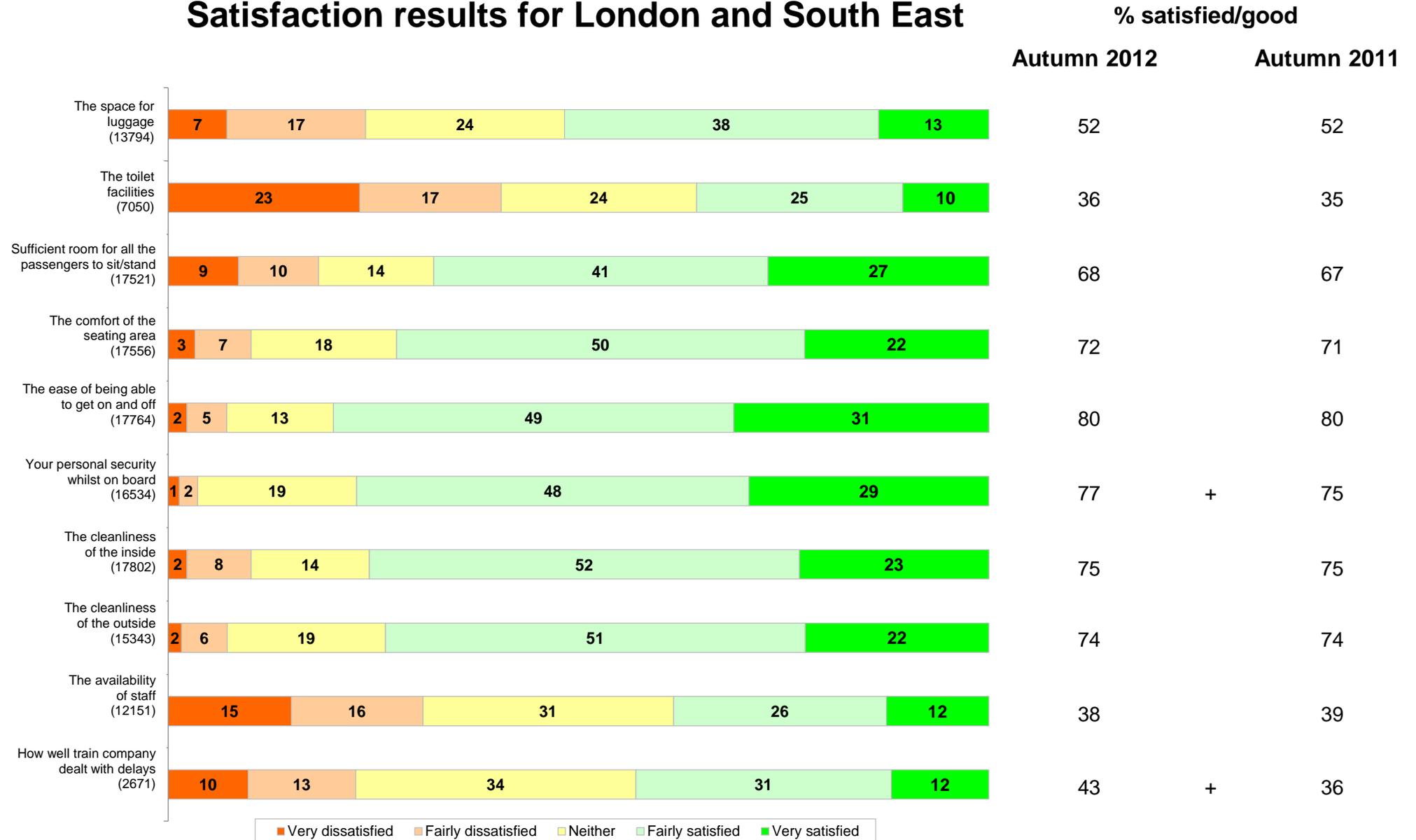
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



Southeastern performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	84	85	100%
Overall satisfaction with the station	75	79	95%
Ticket buying facilities	69	73	95%
Provision of information about train times/platforms	78	82	96%
The upkeep/repair of the station buildings/platforms	69	70	98%
Cleanliness	73	75	98%
The facilities and services	57	56	100%
The attitudes and helpfulness of the staff	68	70	97%
Connections with other forms of public transport	76	77	99%
Facilities for car parking	44	49	90%
Overall environment	65	69	94%
Your personal security whilst using	66	70	95%
The availability of staff	58	58	100%
The provision of shelter facilities ¹	66	68	98%
Availability of seating ¹	42	45	93%
How request to station staff was handled	82	84	98%

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

Southeastern performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train ¹	80	81	98%
The frequency of the trains on that route	77	77	99%
Punctuality/reliability (i.e. the train arriving/departing on time)	85	83	102%
The length of time the journey was scheduled to take (speed)	85	85	101%
Connections with other train services	77	77	100%
The value for money for the price of your ticket	38	43	88%
Cleanliness of the train	72	75	97%
Upkeep and repair of the train	75	76	99%
The provision of information during the journey	71	71	99%
The helpfulness and attitude of staff on train	54	59	92%
The space for luggage	48	52	94%
The toilet facilities	30	36	85%
Sufficient room for all passengers to sit/stand	68	68	100%
The comfort of the seating area	71	72	98%
The ease of being able to get on and off	81	80	102%
Your personal security on board	73	77	95%
The cleanliness of the inside	73	75	97%
The cleanliness of the outside	71	74	96%
The availability of staff	33	38	86%
How well train company deals with delays	40	43	94%

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

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	95	84	83
Overall satisfaction with the station	78	74	75
Ticket buying facilities	74	71	68
Provision of information about train times/platforms	78	77	79
The upkeep/repair of the station buildings/platforms	73	72	66
Cleanliness	75	73	73
The facilities and services	71	61	53
The attitudes and helpfulness of the staff	74	70	67
Connections with other forms of public transport	77	68	79
Facilities for car parking	63	65	29
Overall environment	74	66	63
Your personal security whilst using	68	69	65
The availability of staff	64	60	56
The provision of shelter facilities ¹	67	70	65
Availability of seating ¹	39	47	40
How request to station staff was handled	73	81	84

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

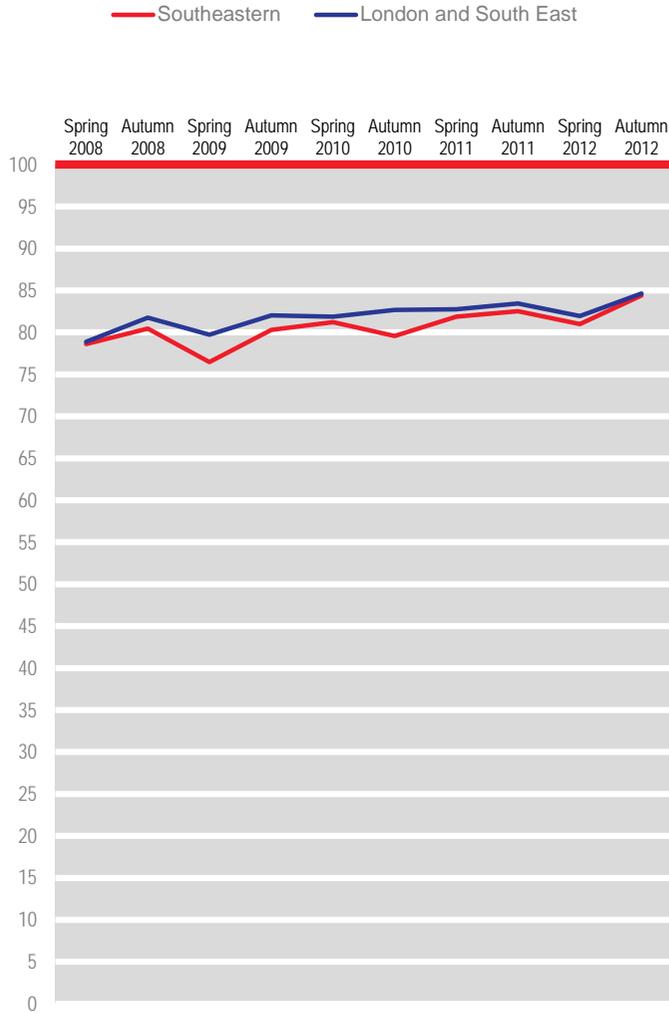
Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction with the train ¹	95	79	79
The frequency of the trains on that route	88	79	75
Punctuality/reliability (i.e. the train arriving/departing on time)	94	84	84
The length of time the journey was scheduled to take (speed)	92	82	86
Connections with other train services	86	73	78
The value for money for the price of your ticket	39	36	38
Cleanliness of the train	94	76	68
Upkeep and repair of the train	93	77	72
The provision of information during the journey	89	73	67
The helpfulness and attitude of staff on train	92	65	33
The space for luggage	76	45	47
The toilet facilities	64	36	22
Sufficient room for all passengers to sit/stand	93	72	63
The comfort of the seating area	93	71	69
The ease of being able to get on and off	96	84	78
Your personal security on board	85	78	70
The cleanliness of the inside	95	75	70
The cleanliness of the outside	86	69	70
The availability of staff	75	49	16
How well train company deals with delays	63	38	40

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

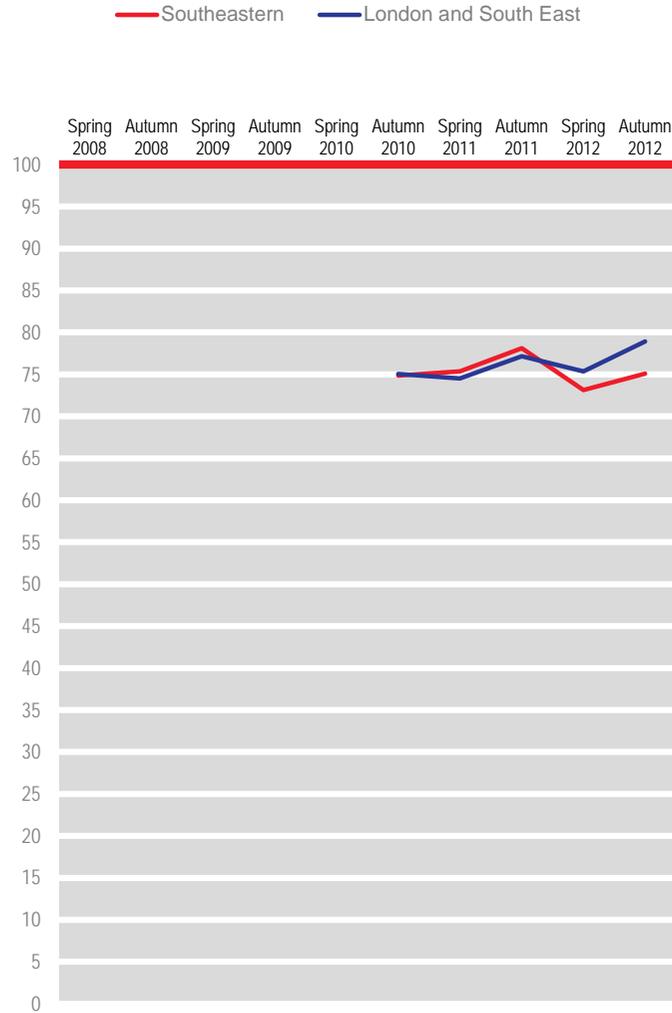
Overall satisfaction

(1628)
Percentage of passengers satisfied 2008 to 2012



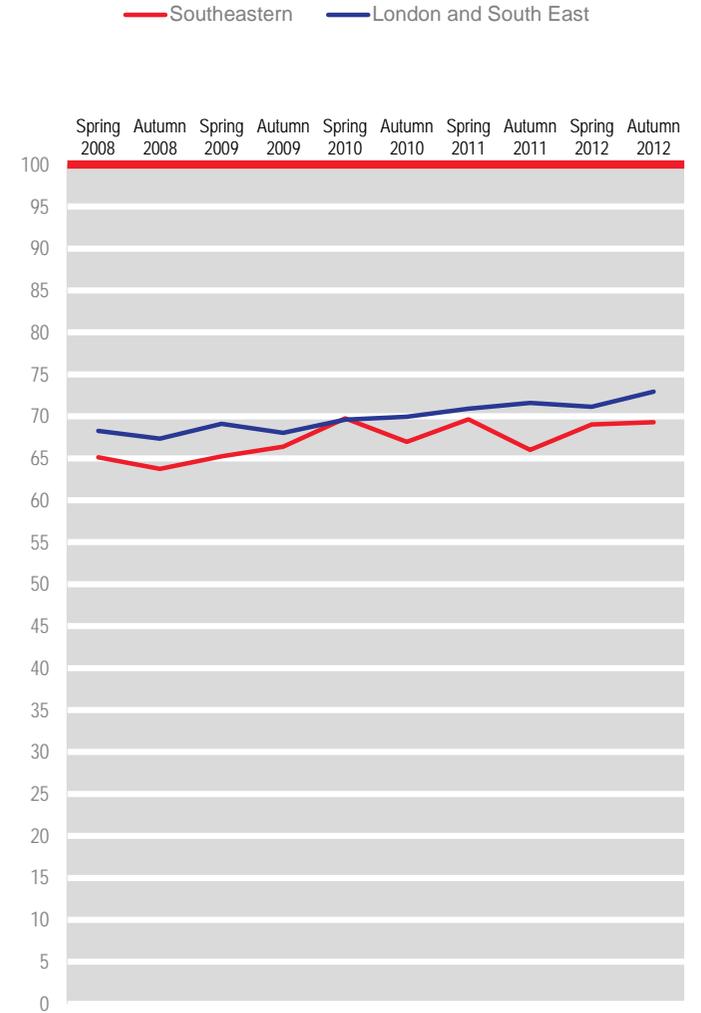
Overall station satisfaction

(1618)
Percentage of passengers satisfied 2008 to 2012



Ticket buying facilities

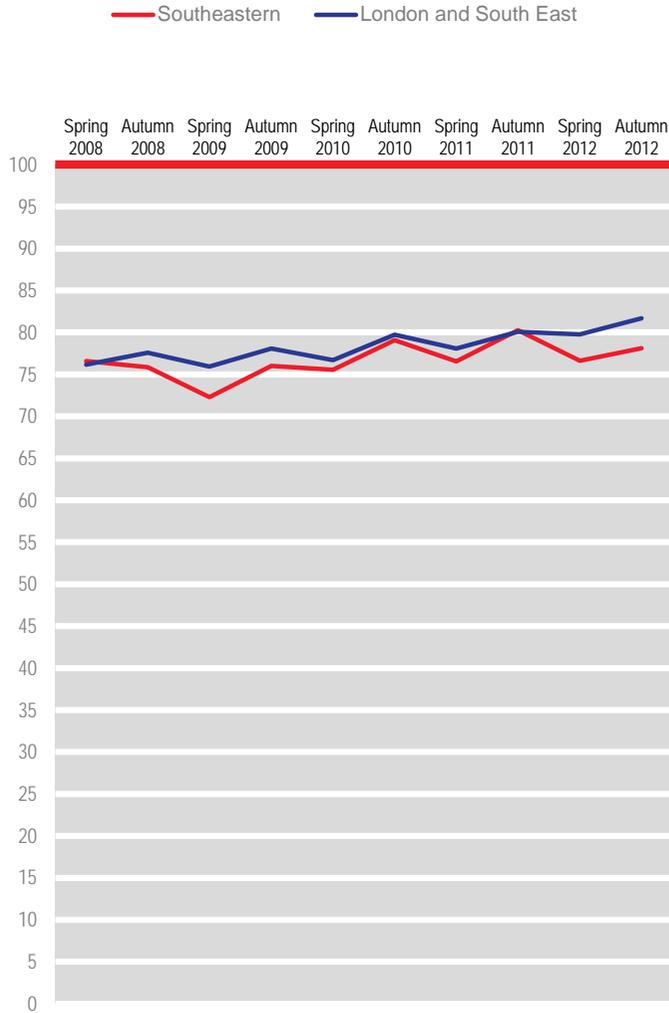
(807)
Percentage of passengers satisfied 2008 to 2012



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

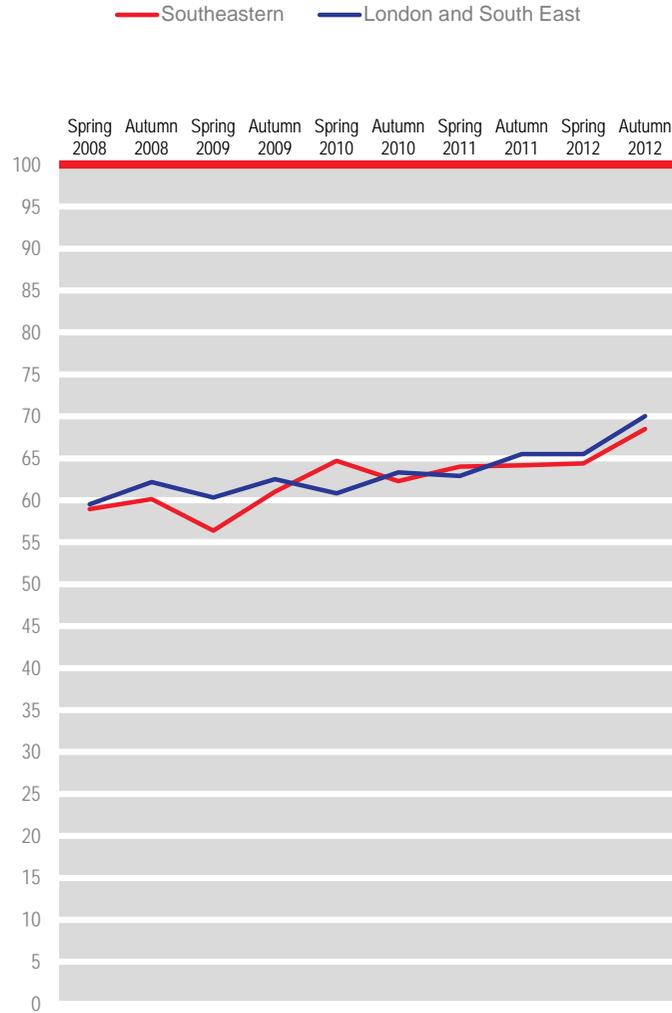
Provision of information about train times/platforms

(1590)
Percentage of passengers satisfied 2008 to 2012



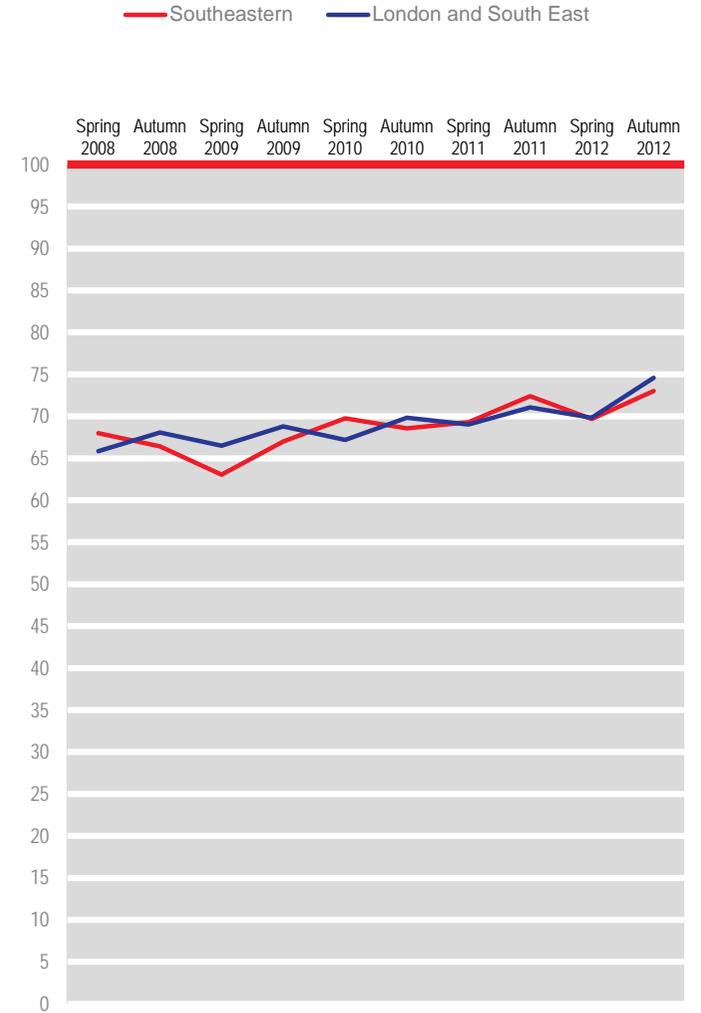
The upkeep/repair of the station building/platforms

(1588)
Percentage of passengers satisfied 2008 to 2012



Cleanliness of the station

(1604)
Percentage of passengers satisfied 2008 to 2012



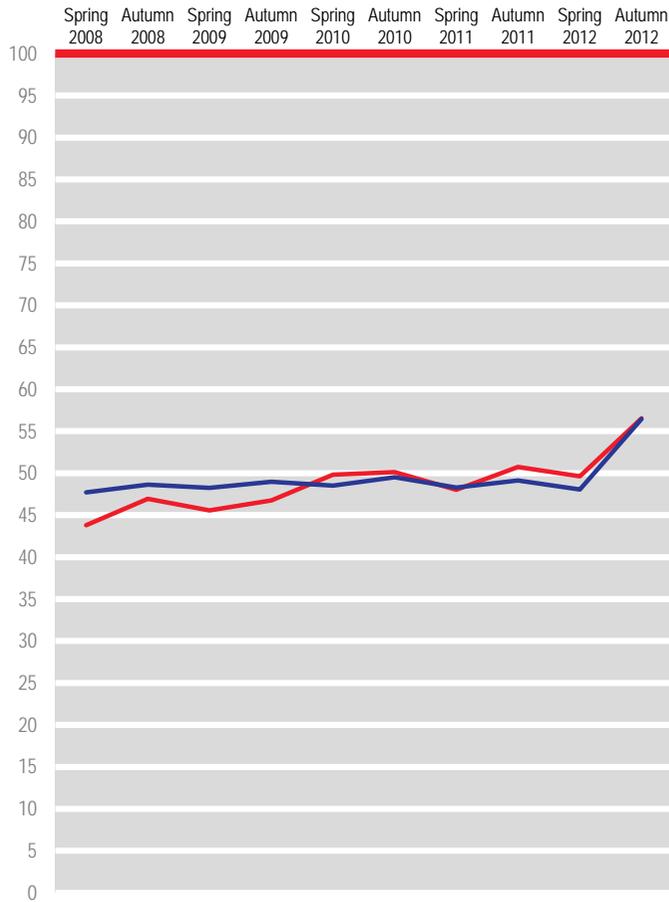
N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(1413)

Percentage of passengers satisfied 2008 to 2012

— Southeastern — London and South East

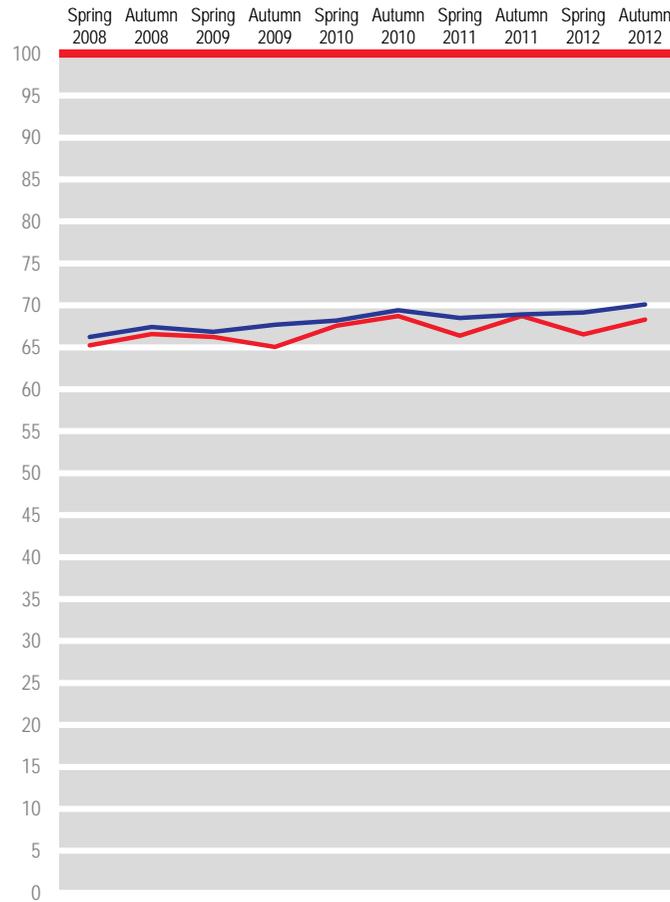


The attitudes and helpfulness of the staff at the station

(1242)

Percentage of passengers satisfied 2008 to 2012

— Southeastern — London and South East

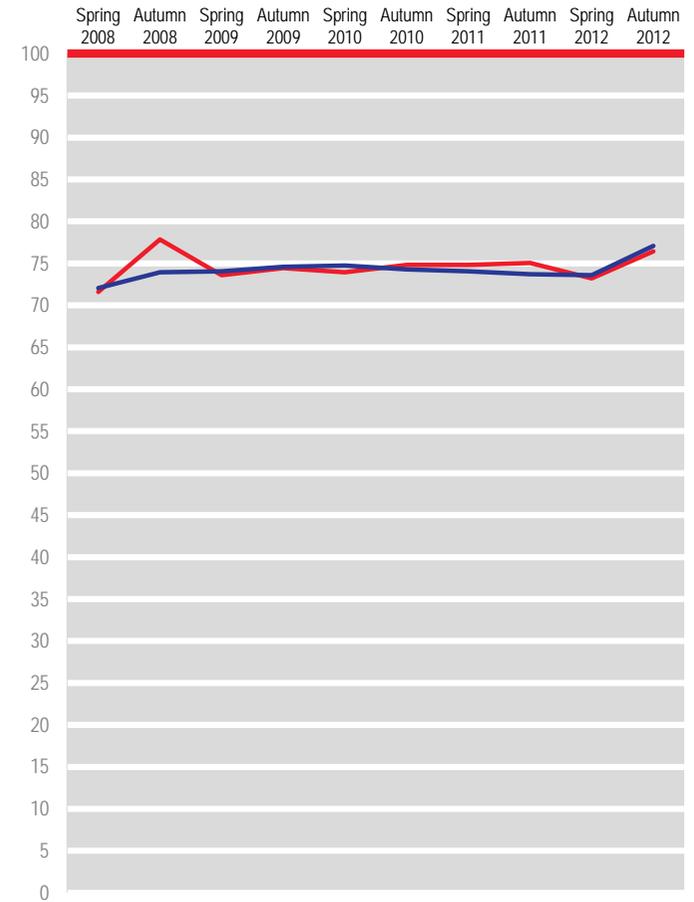


Connections with other forms of public transport from the station

(1322)

Percentage of passengers satisfied 2008 to 2012

— Southeastern — London and South East

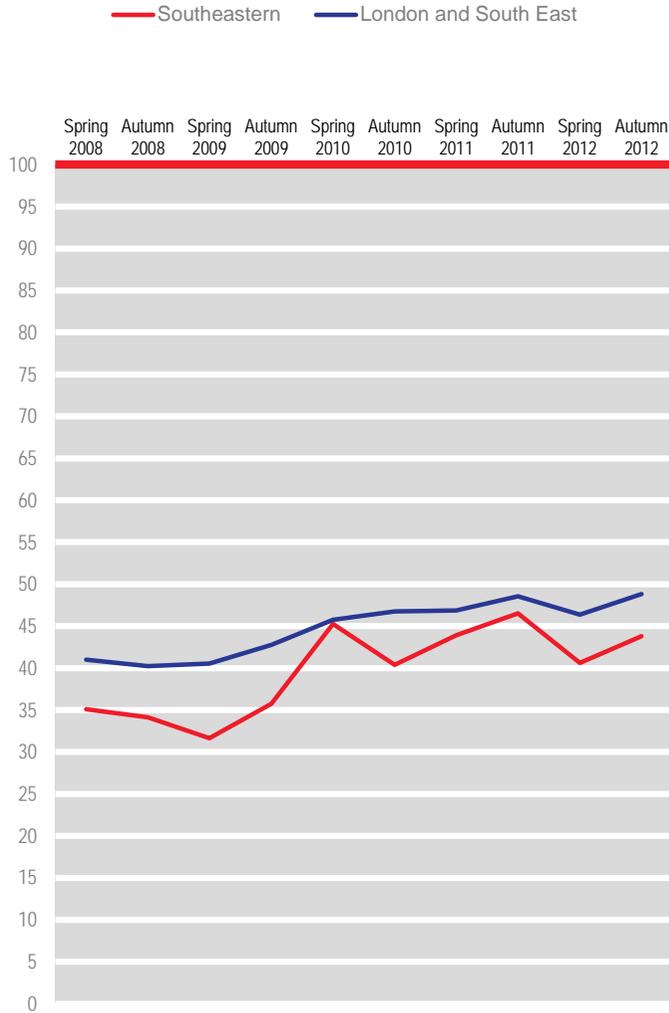


N.B. Benchmarks and targets are only shown for applicable factors

Facilities for car parking at the station

(508)

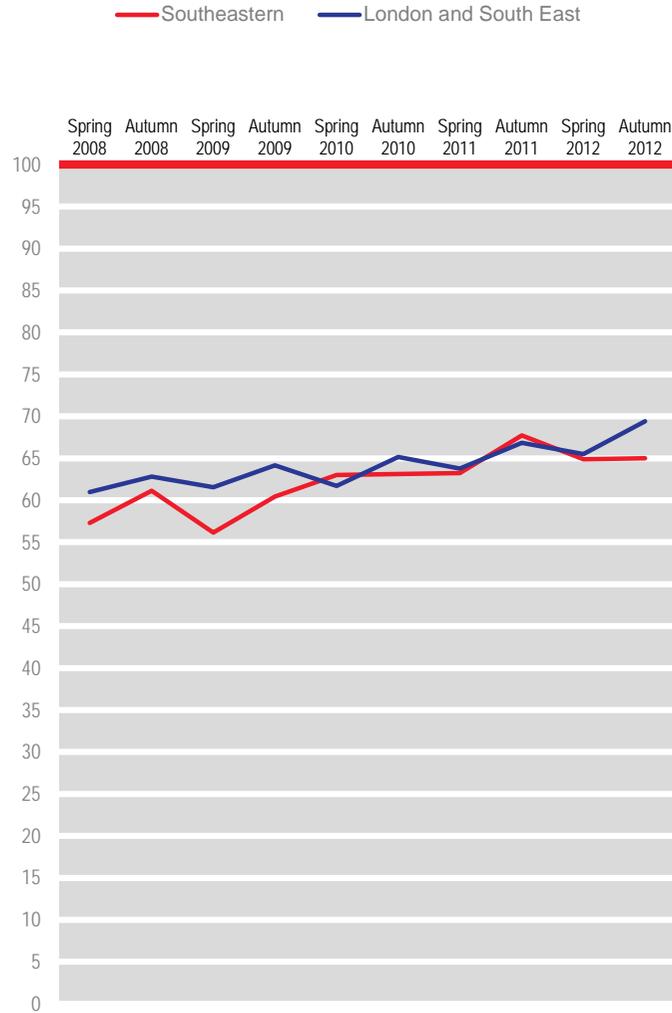
Percentage of passengers satisfied 2008 to 2012



Overall station environment

(1601)

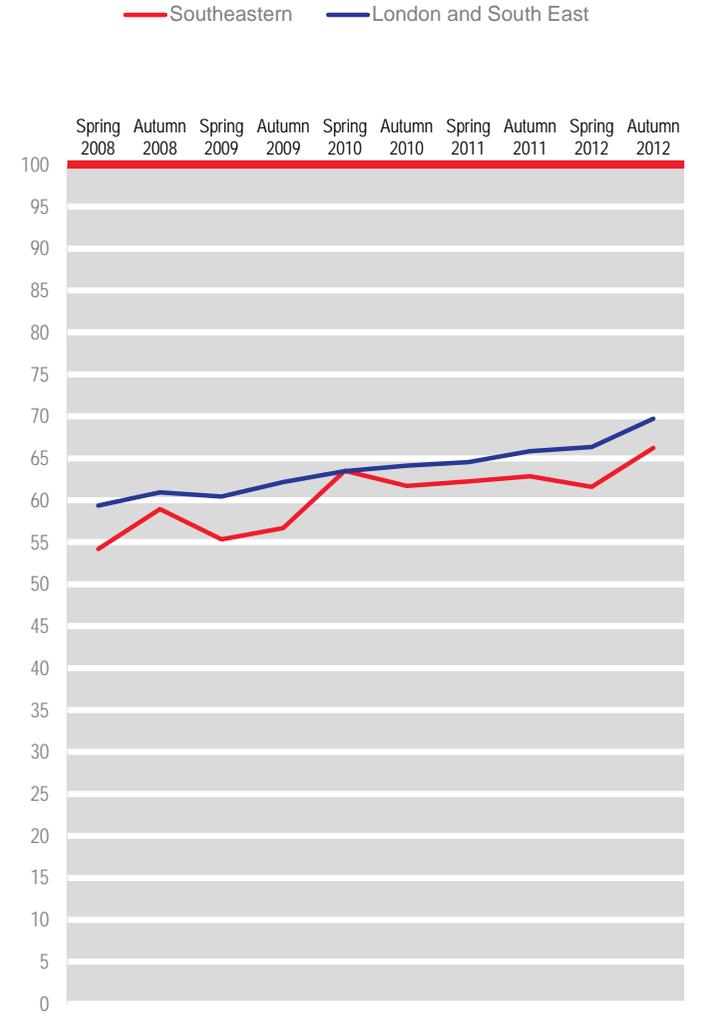
Percentage of passengers satisfied 2008 to 2012



Your personal security whilst using the station

(1467)

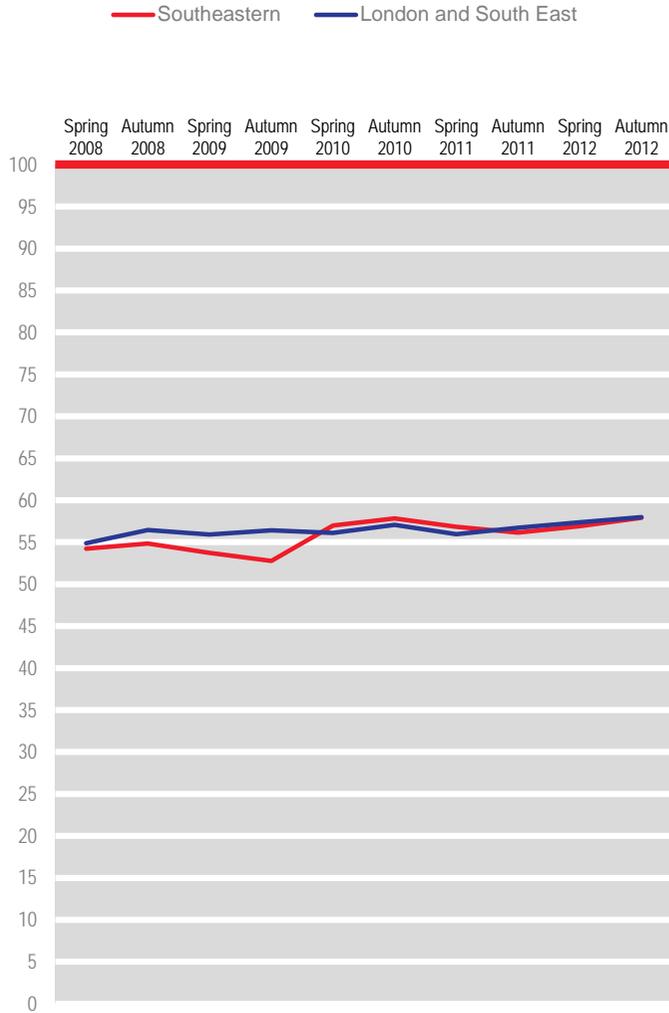
Percentage of passengers satisfied 2008 to 2012



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

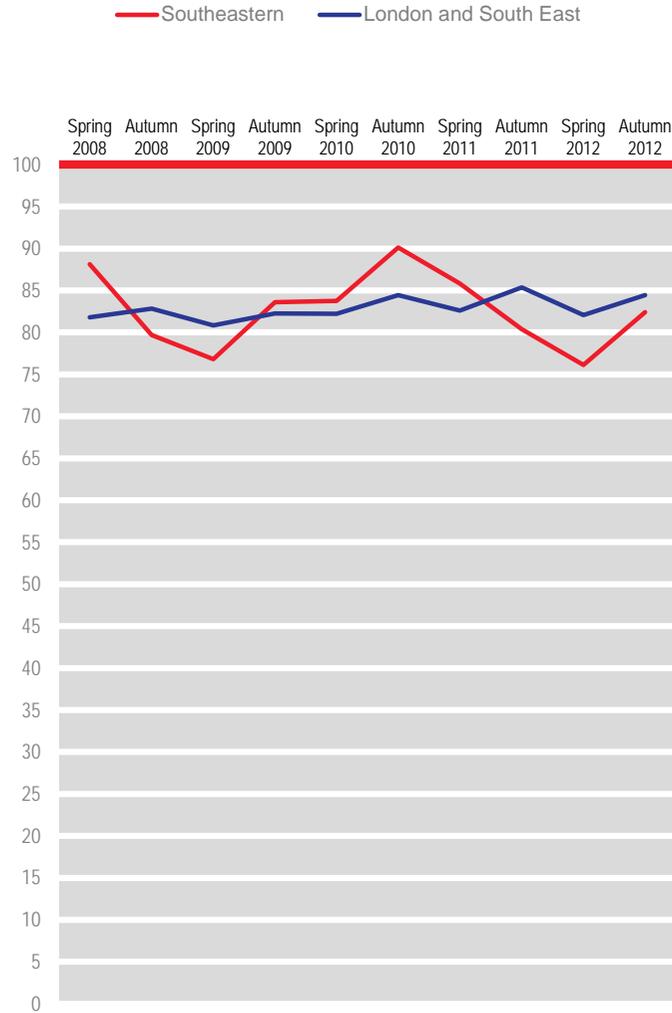
The availability of staff at the station

(1449)
Percentage of passengers satisfied 2008 to 2012



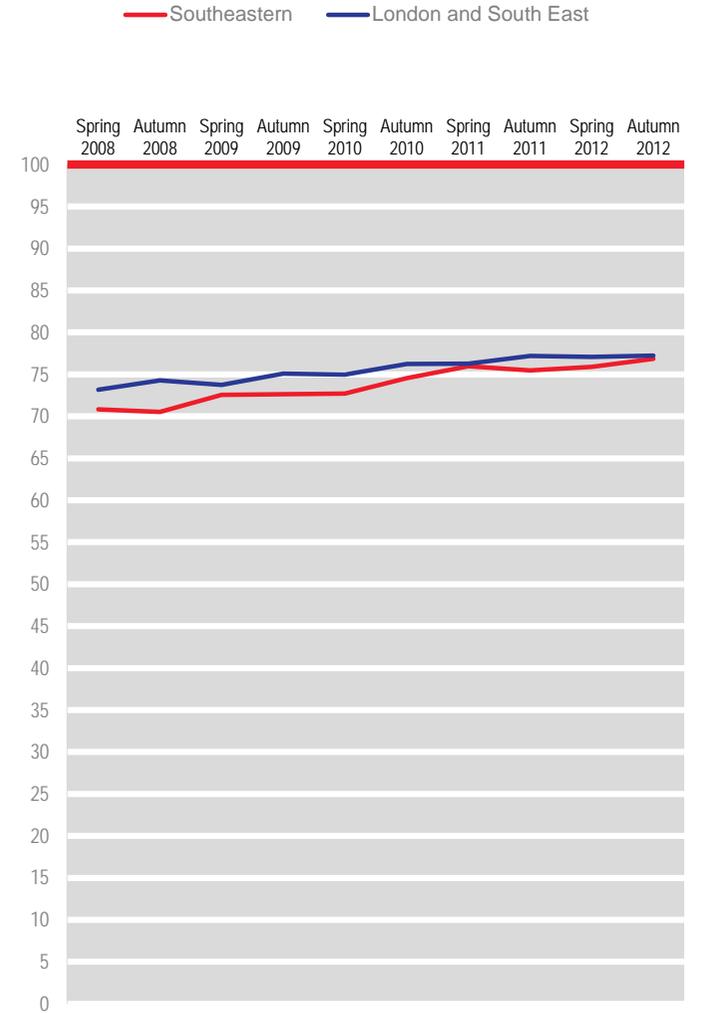
How request to station staff was handled

(217)
Percentage of passengers satisfied 2008 to 2012



The frequency of trains on that route

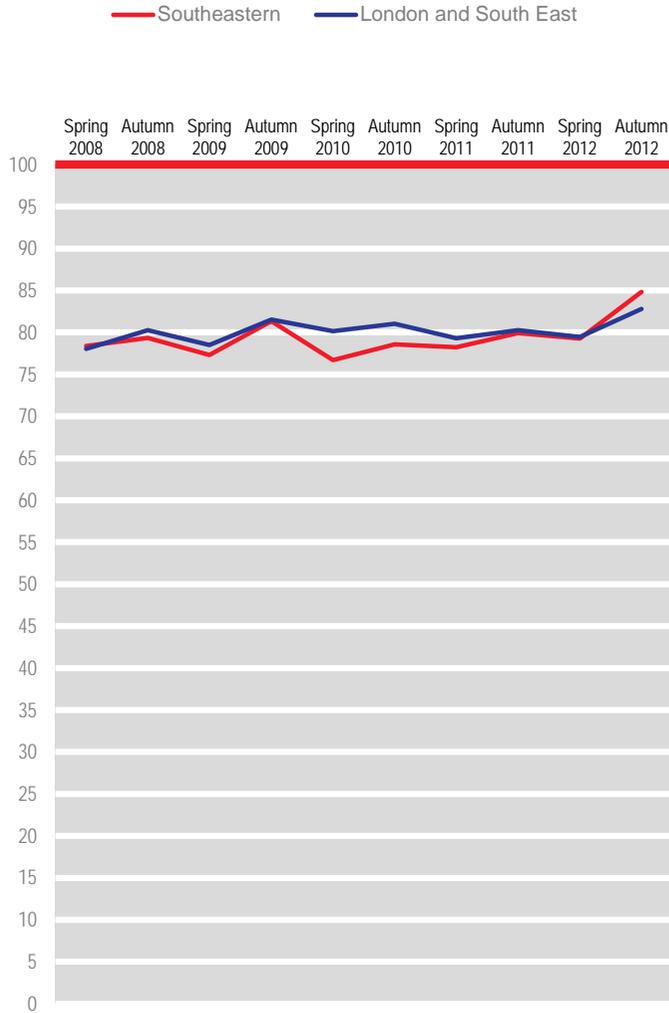
(1630)
Percentage of passengers satisfied 2008 to 2012



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

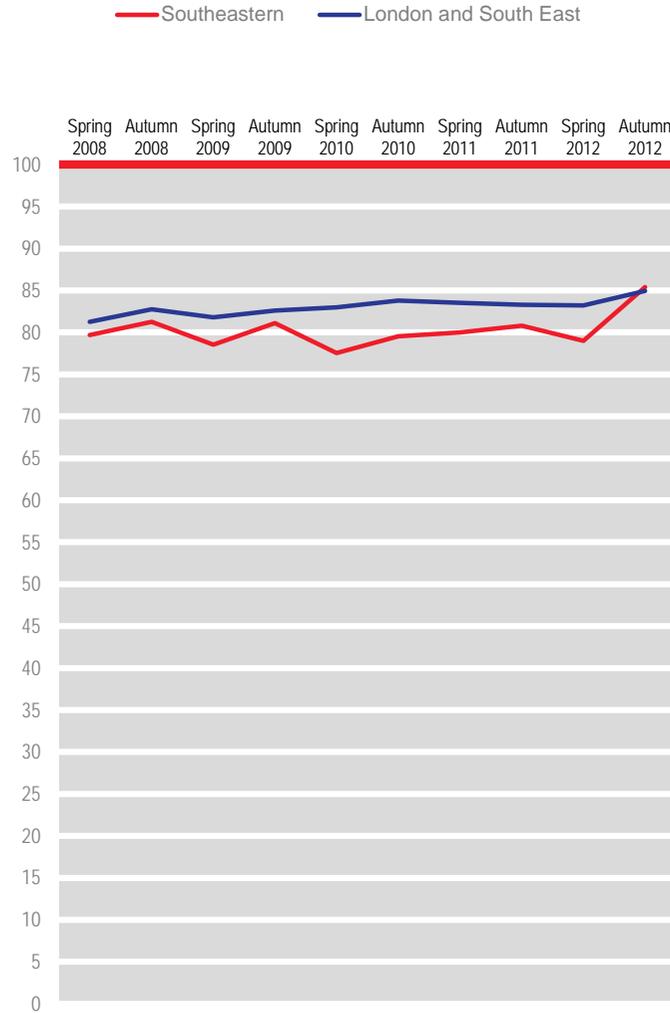
Punctuality/reliability (i.e. train arriving/departing on time)

(1622)
Percentage of passengers satisfied 2008 to 2012



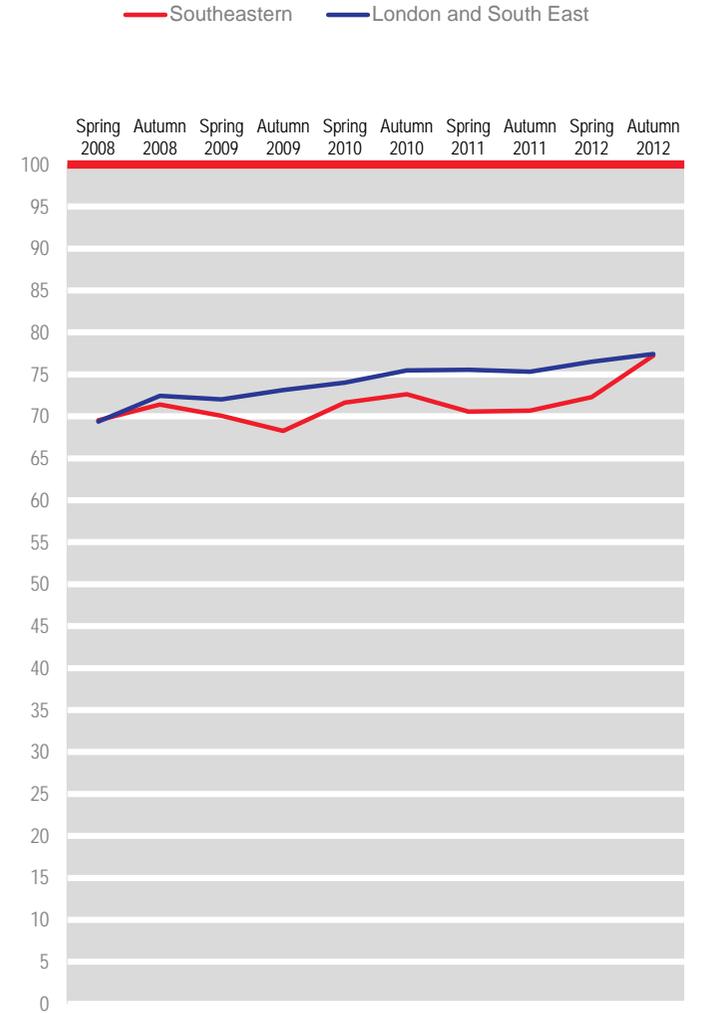
The length of time the journey was scheduled to take (speed)

(1600)
Percentage of passengers satisfied 2008 to 2012



Connections with other train services

(926)
Percentage of passengers satisfied 2008 to 2012

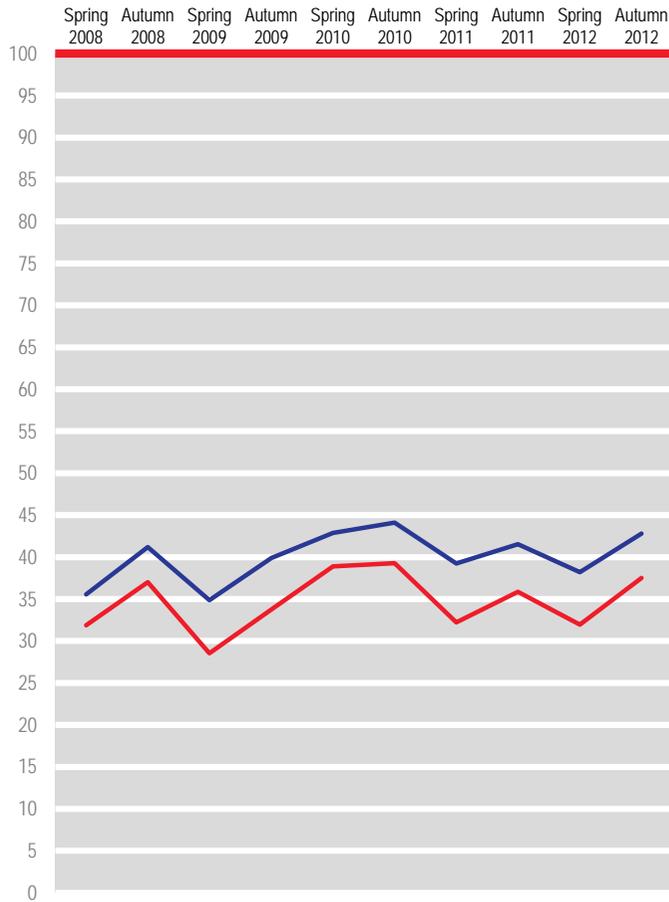


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket
(1467)

Percentage of passengers satisfied 2008 to 2012

— Southeastern — London and South East

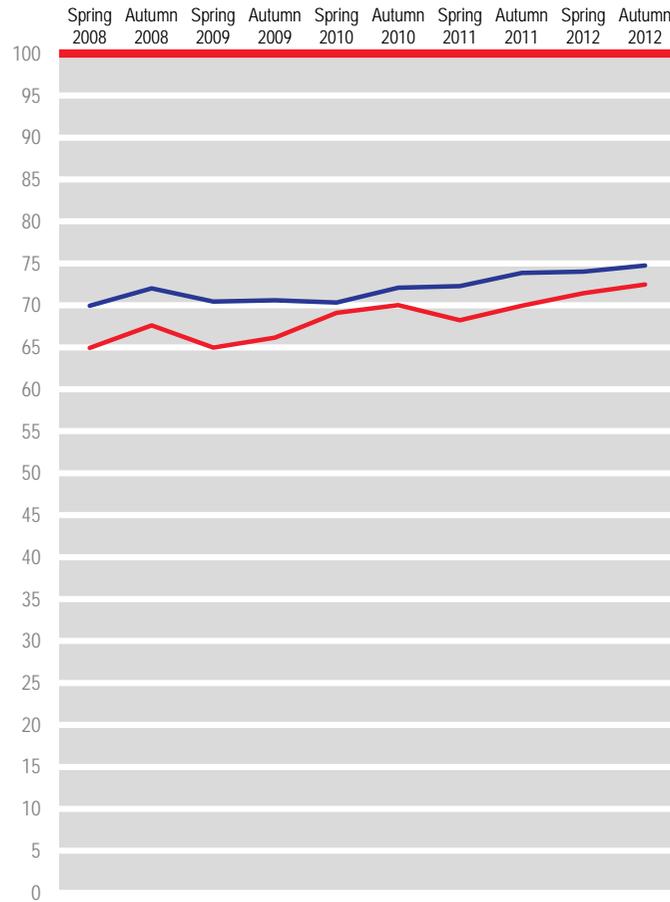


Cleanliness of the train

(1624)

Percentage of passengers satisfied 2008 to 2012

— Southeastern — London and South East

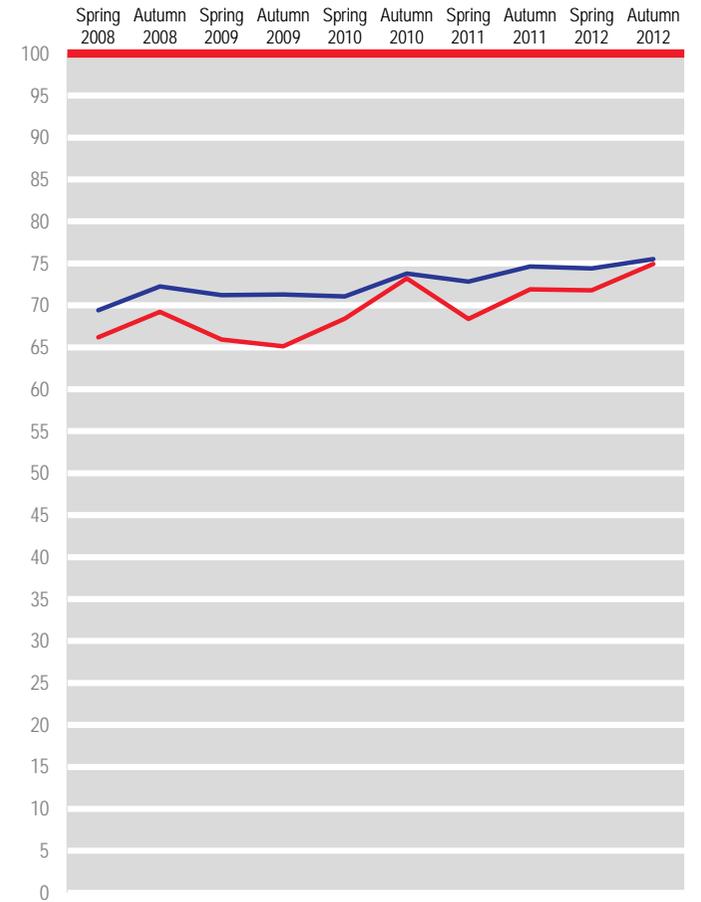


Upkeep and repair of the train

(1597)

Percentage of passengers satisfied 2008 to 2012

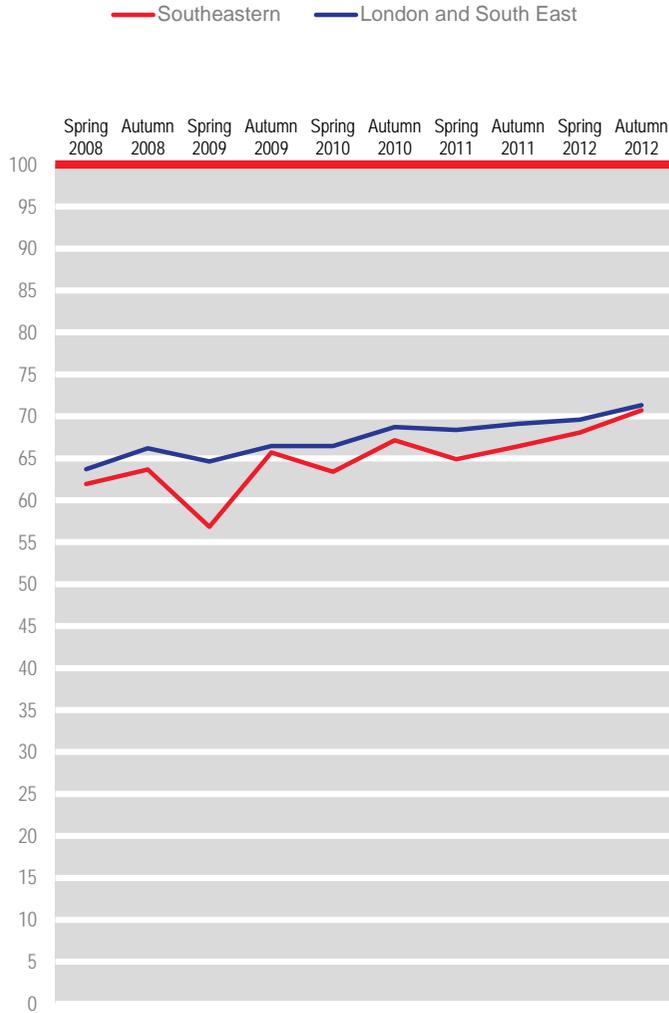
— Southeastern — London and South East



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

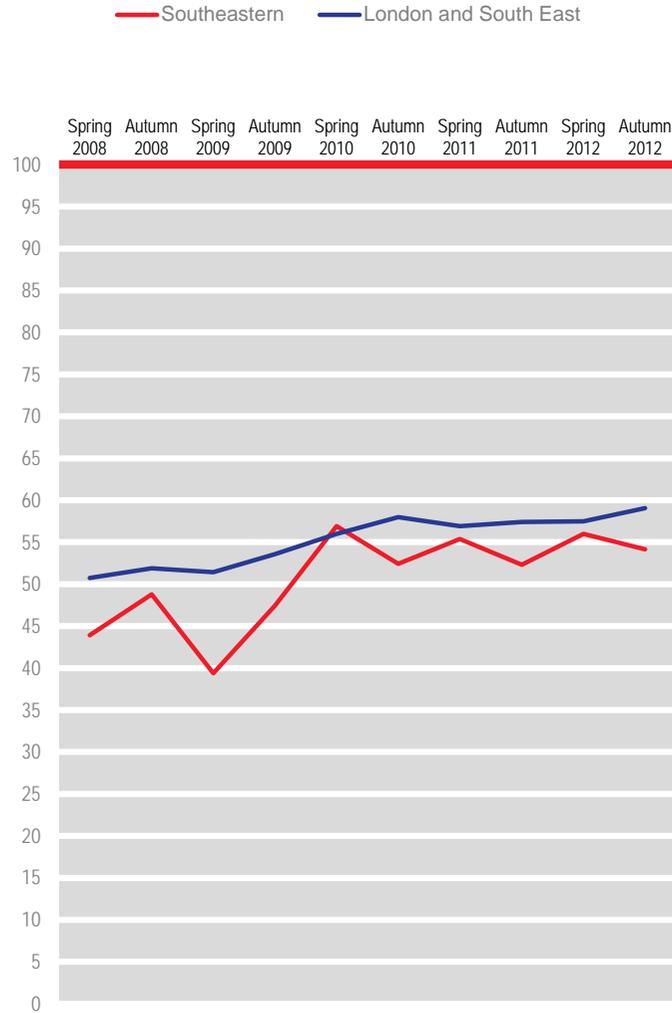
The provision of information during the journey
(1495)

Percentage of passengers satisfied 2008 to 2012



The helpfulness and attitude of staff on train
(750)

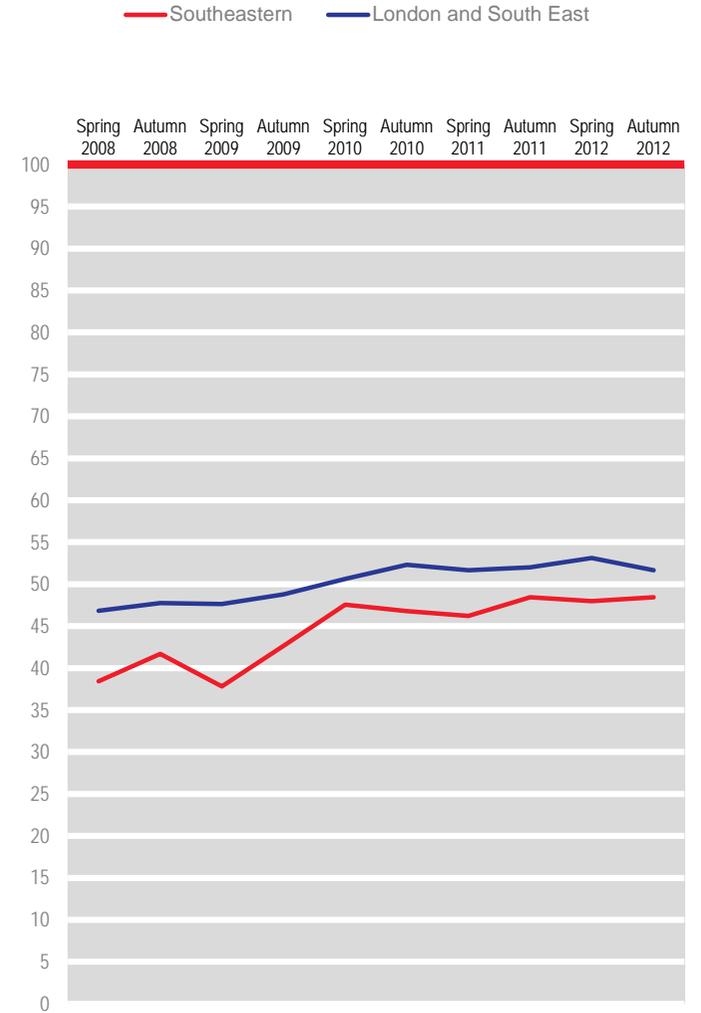
Percentage of passengers satisfied 2008 to 2012



The space for luggage

(1243)

Percentage of passengers satisfied 2008 to 2012

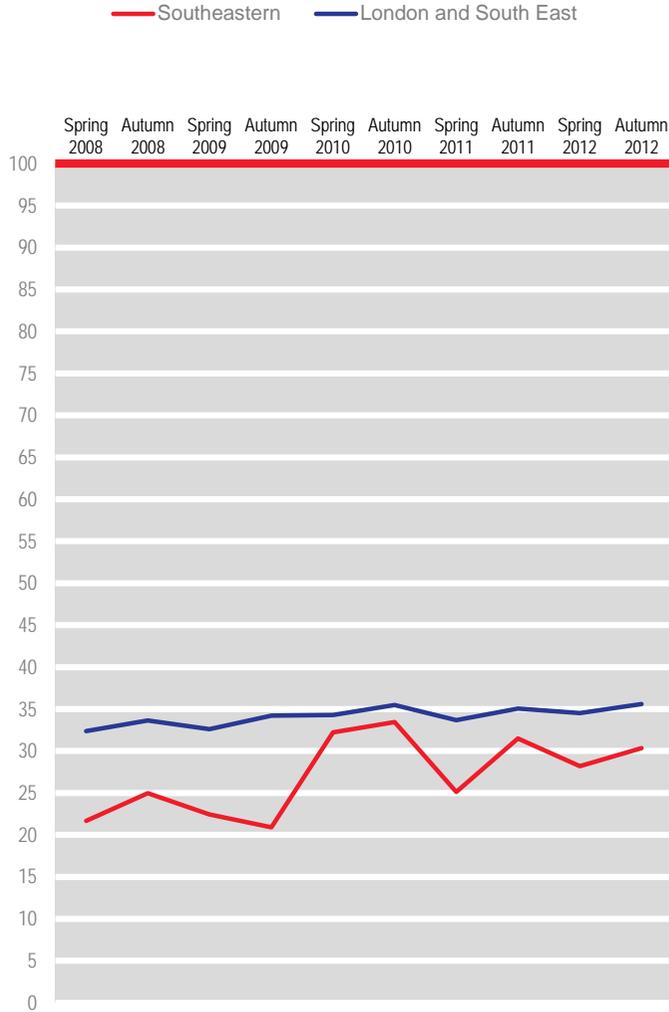


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(629)

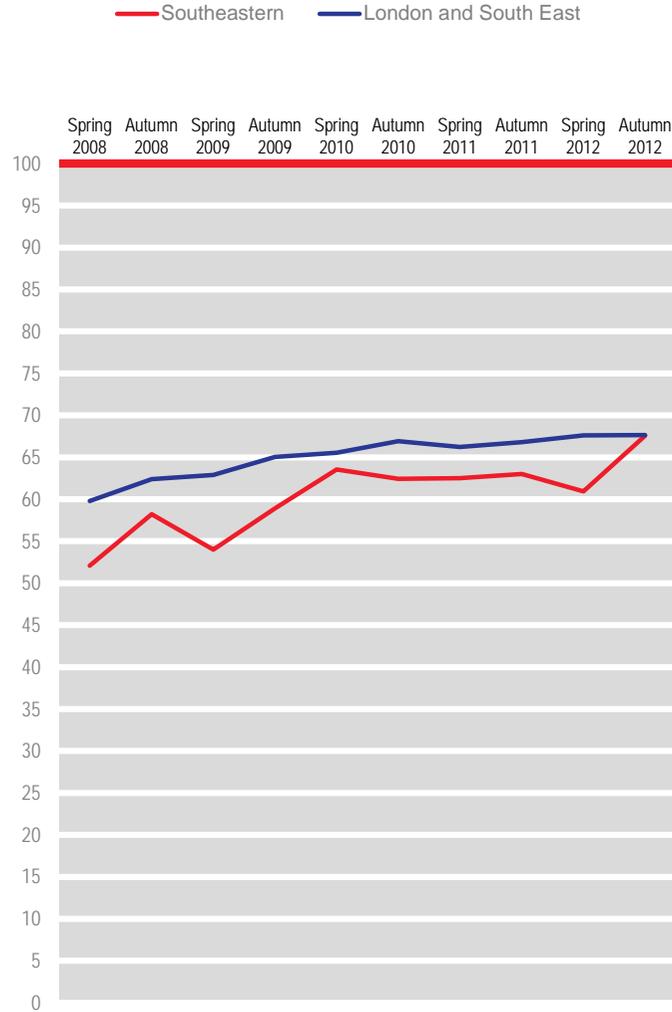
Percentage of passengers satisfied 2008 to 2012



Sufficient room for all the passengers to sit/stand

(1588)

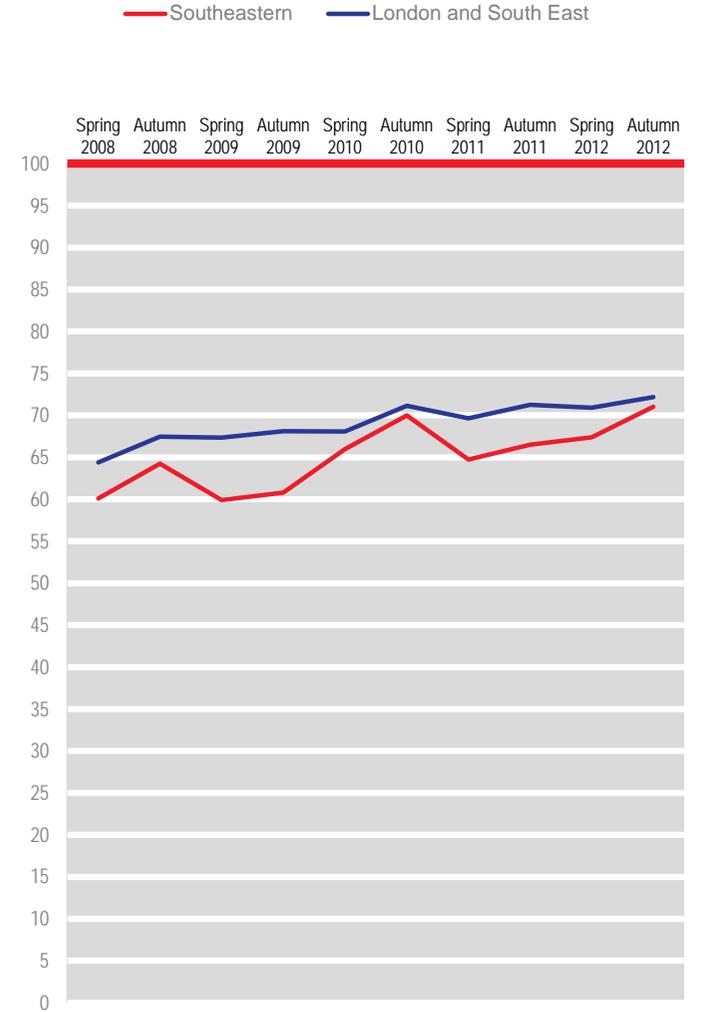
Percentage of passengers satisfied 2008 to 2012



The comfort of the seating area

(1614)

Percentage of passengers satisfied 2008 to 2012

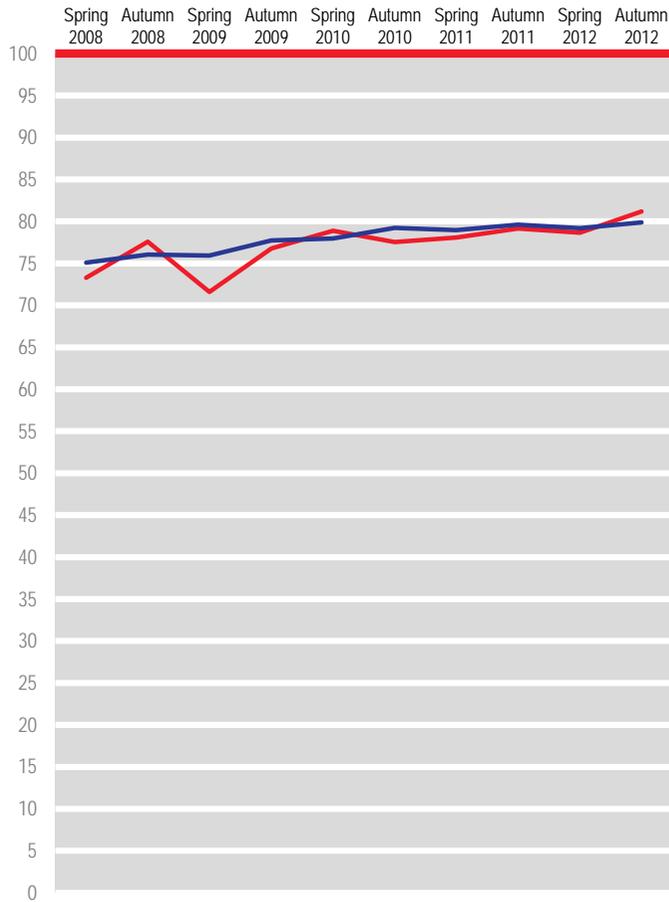


N.B. Benchmarks and targets are only shown for applicable factors

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

(1633)
Percentage of passengers satisfied 2008 to 2012

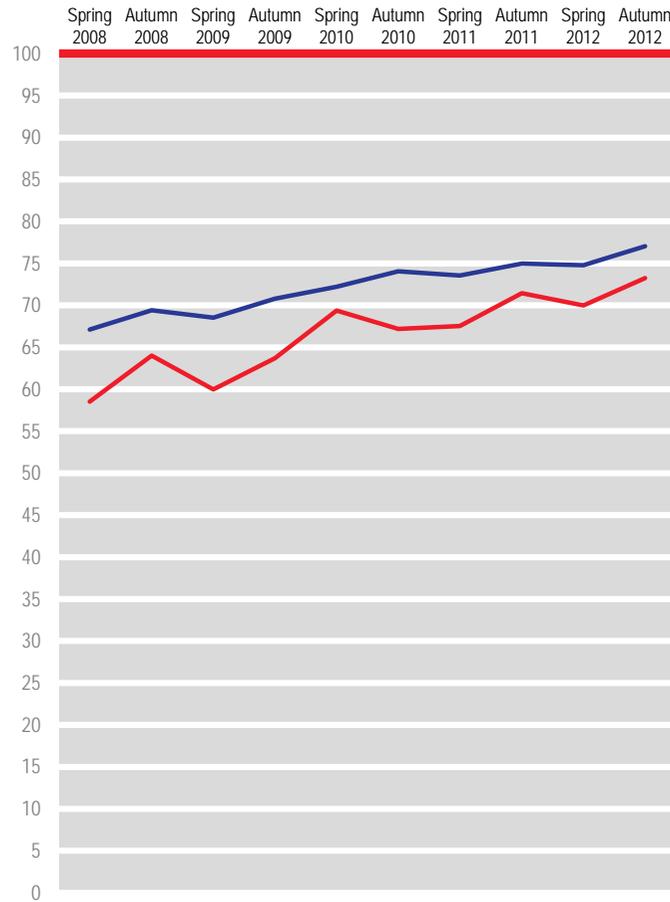
— Southeastern — London and South East



Your personal security whilst on board

(1515)
Percentage of passengers satisfied 2008 to 2012

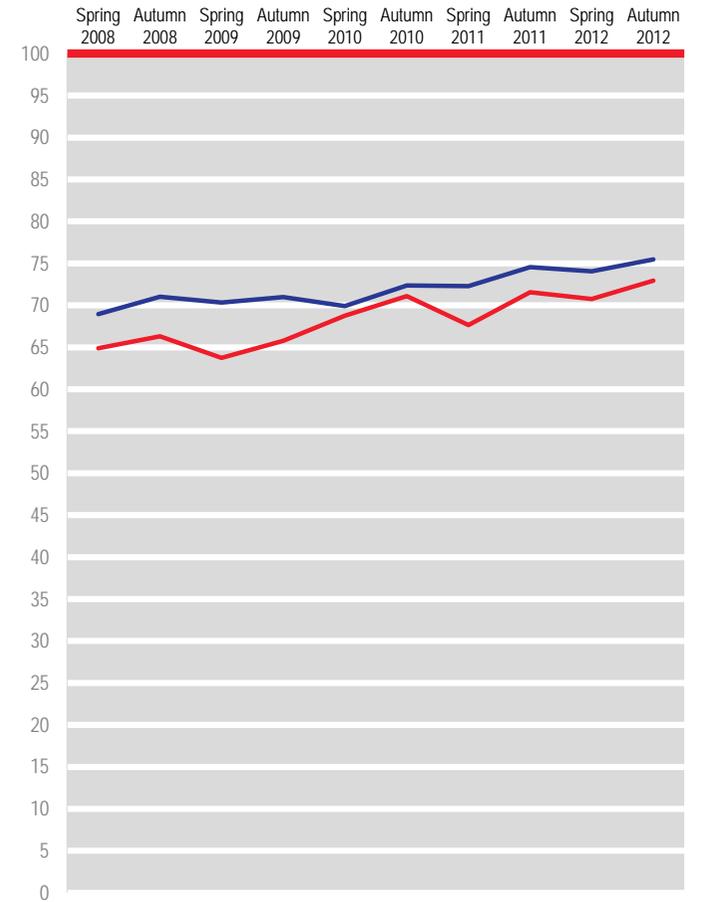
— Southeastern — London and South East



The cleanliness of the inside of the train

(1628)
Percentage of passengers satisfied 2008 to 2012

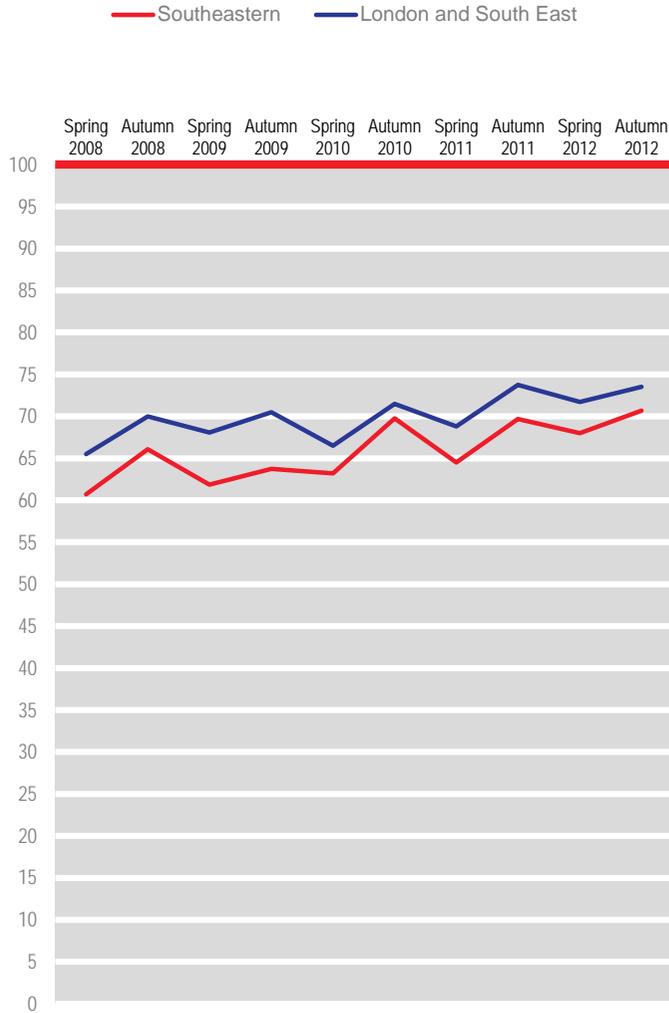
— Southeastern — London and South East



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

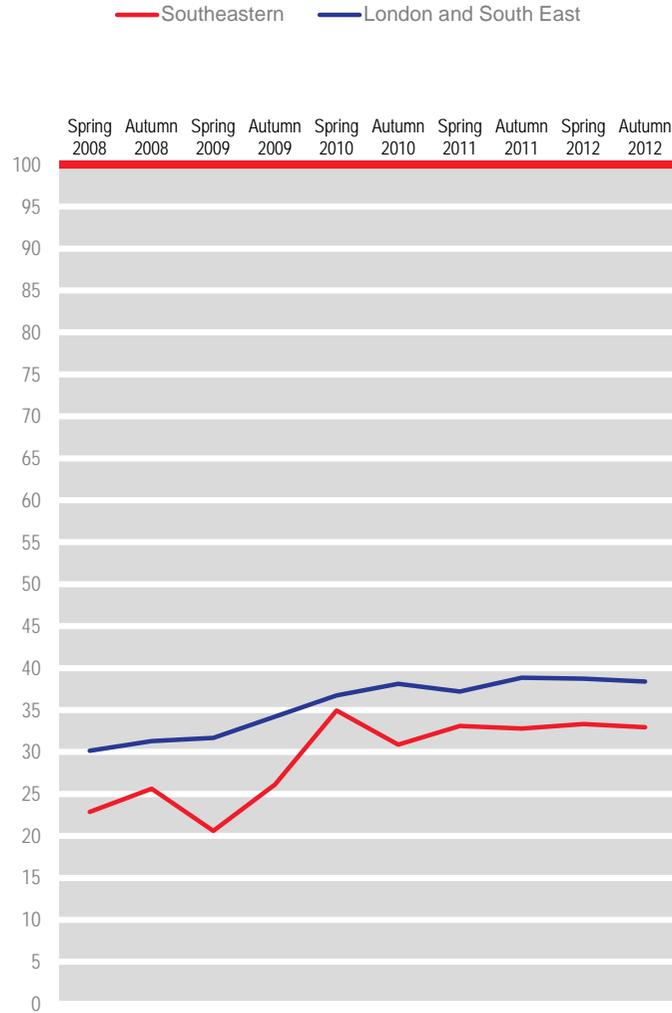
The cleanliness of the outside of the train

(1405)
Percentage of passengers satisfied 2008 to 2012



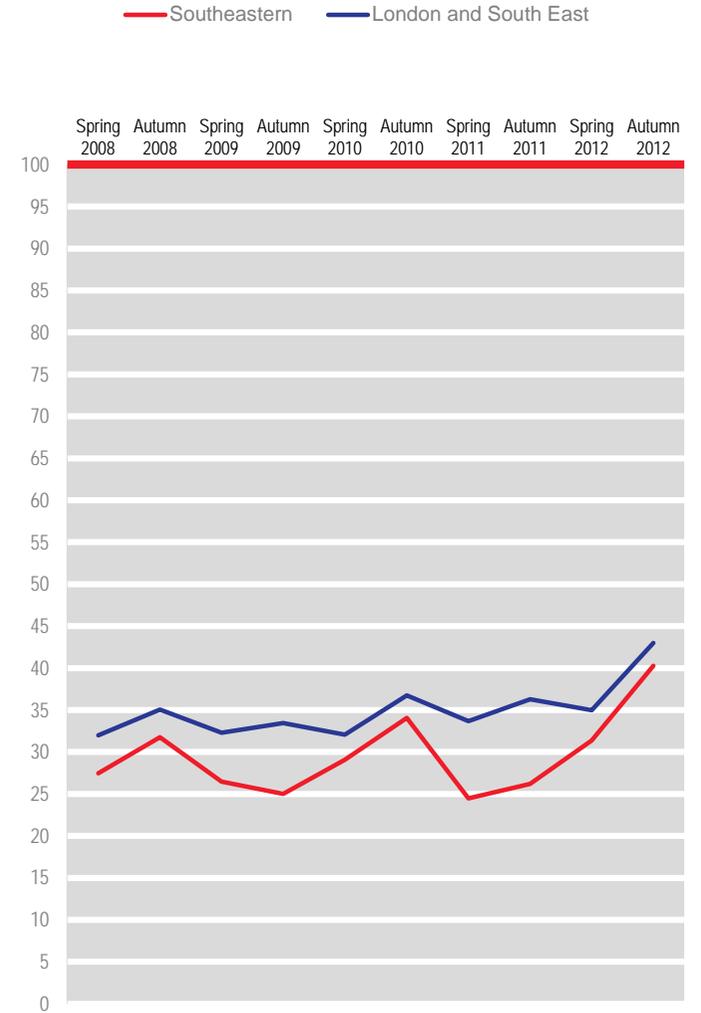
The availability of staff on the train

(1080)
Percentage of passengers satisfied 2008 to 2012



How well train company dealt with delay

(157)
Percentage of passengers satisfied 2008 to 2012



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

Managed versus non-managed stations for Southeastern

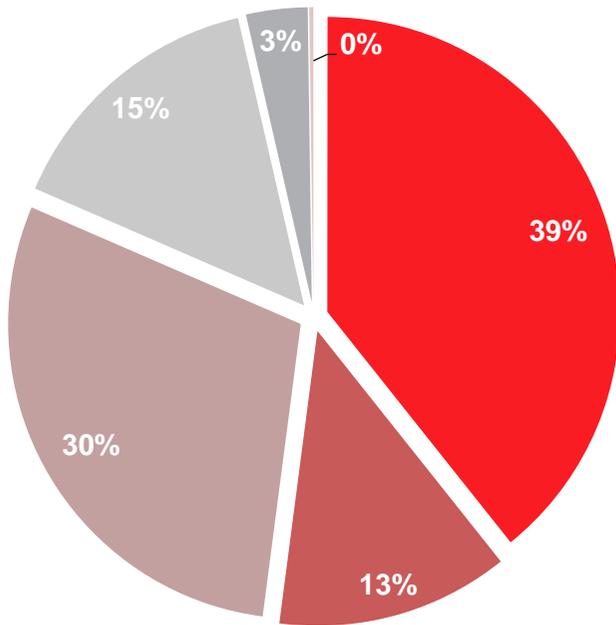
	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	72	-	80
Ticket buying facilities	71		67
Provision of information about train times/platforms	76	-	82
The upkeep/repair of the station buildings/platforms	67		71
Cleanliness	71	-	76
The facilities and services	52	-	63
The attitudes and helpfulness of the staff	71	+	65
Connections with other forms of public transport	70	-	85
Facilities for car parking	50	+	17
Overall environment	61	-	70
Your personal security whilst using	65		69
The availability of staff	55	-	62
The provision of shelter facilities ¹	66		68
Availability of seating ¹	52	+	27
How request to station staff was handled	81		84

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

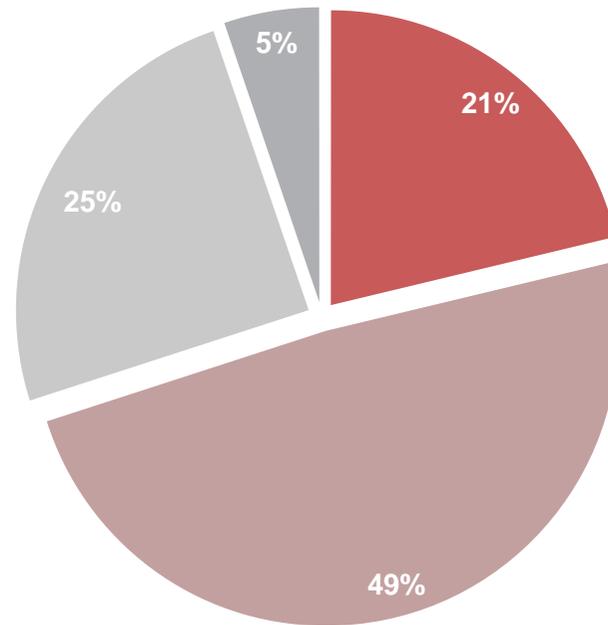
Managed versus non-managed stations for Southeastern

(% Passengers Journeys originating from each type of station)

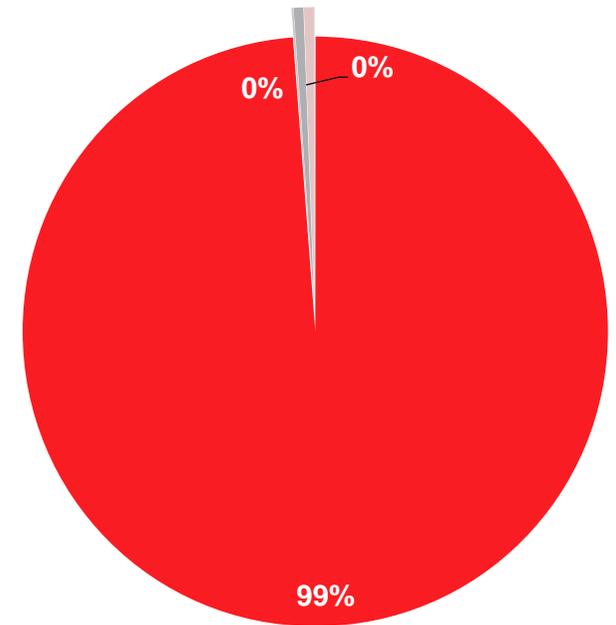
Overall Total



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 Southeastern

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction	79		73	87		88
Overall satisfaction with the station	74		75	76		80
Ticket buying facilities	64		58	72		72
Provision of information about train times/platforms	79		78	78		81
The upkeep/repair of the station buildings/platforms	66		61	70		66
Cleanliness	71		72	74		73
The facilities and services	56		52	57	+	50
The attitudes and helpfulness of the staff	64		63	70		72
Connections with other forms of public transport	83	+	73	74		76
Facilities for car parking	37		39	46		51
Overall environment	63		64	66		70
Your personal security whilst using	64		60	67		64
The availability of staff	58		55	58		57
The provision of shelter facilities ¹	65		-	67		-
Availability of seating ¹	33		-	47		-
How request to station staff was handled	73		75	84		82

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

Peak/off-peak satisfaction scores for Southeastern

	Peak			Off-Peak		
	Autumn 2012	significant change	Autumn 2011	Autumn 2012	significant change	Autumn 2011
Overall satisfaction with the train ¹	73		-	83		-
The frequency of the trains on that route	74		70	78		79
Punctuality/reliability (i.e. the train arriving/departing on time)	82	+	70	86		86
The length of time the journey was scheduled to take (speed)	82	+	74	87		85
Connections with other train services	74		66	78		73
The value for money for the price of your ticket	29		25	42		42
Cleanliness of the train	67		63	75		74
Upkeep and repair of the train	69		65	77		76
The provision of information during the journey	63	+	55	74		73
The helpfulness and attitude of staff on train	46		42	57		58
The space for luggage	38		37	53		56
The toilet facilities	20		22	36		38
Sufficient room for all passengers to sit/stand	45		42	78		76
The comfort of the seating area	58		52	77		75
The ease of being able to get on and off	69		69	86		85
Your personal security on board	68		66	75		75
The cleanliness of the inside	67		64	76		76
The cleanliness of the outside	66		62	73		74
The availability of staff	26		23	36		38
How well train company deals with delays	23		21	49		32

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

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

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

	Autumn 2012 %	Autumn 2011 %		Autumn 2012 %	Autumn 2011 %
SEX			DELAYS		
Male	41	38	None	87	82
Female	56	59	Minor	10	13
Not stated	4	3	Major	1	3
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	9	9	Yes	76	73
26-34	13	18	No	24	27
35-44	21	20			
45-54	24	24	TIME OF TRAVEL		
55-59	10	10	Peak	30	37
60-64	9	8	Off-peak	70	63
65+	11	9			
Not stated	3	3	ASKED FOR HELP OR INFORMATION		
JOURNEY PURPOSE			Yes asked for help	7	7
Commuter	61	61	Yes asked for information	6	7
Business	12	12	Could not find anyone to ask	3	2
Leisure	27	27	No	83	84
			Not stated	1	2

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			
55-59	9	9	TIME OF TRAVEL		
60-64	8	8	Peak	18	20
65+	9	9	Off-peak	82	80
Not stated	3	3			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	52	53	Yes asked for help	7	8
Business	15	15	Yes asked for information	7	8
Leisure	33	33	Could not find anyone to ask	3	3
			No	83	81
			Not stated	1	2

Station sample sizes for Southeastern

Station	Unweighted	Station	Unweighted
London Charing Cross	292	Swanley	13
London St Pancras	168	Belvedere	13
London Victoria	152	Nunhead	13
London Bridge	123	Grove Park	12
Ashford (Kent)	93	Herne Hill	12
London Cannon Street	84	Broadstairs	11
Lewisham	37	Bearsted	11
Orpington	37	Rochester	11
Gravesend	35	Woolwich Arsenal	11
London Waterloo East	34	Folkestone West	10
Falconwood	28	Canterbury West	10
Bromley South	28	Bromley North	10
Tonbridge	25	Strood	10
Sittingbourne	23	Denmark Hill	9
Sevenoaks	23	Tunbridge Wells	9
Battle	21	New Cross	6
Rainham (Kent)	20	Ebbsfleet International	5
Gillingham (Kent)	20	Erith	5
Chatham	19	Longfield	4
Charlton	19	Elephant And Castle	3
Beckenham Junction	18	Hastings	1
Faversham	18	Chelsfield	1
Sidcup	17	Peckham Rye	1
Canterbury East	17		
Eltham	17		
Barnehurst	16		
Catford	14		
London Blackfriars	14		
Abbey Wood	14		
Dartford	14		
Westcombe Park	14		
Bickley	13		
Petts Wood	13		

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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