

National Passenger Survey

TOC Report for Greater Anglia (formerly National Express East Anglia) Spring 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 (2010).

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

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.

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.

Heathrow Express results may have been affected by industrial action on 26th/27th February 2012.

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 number of trains through the full survey period.

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.

Autumn 2010 (Wave 23)

Fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

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.

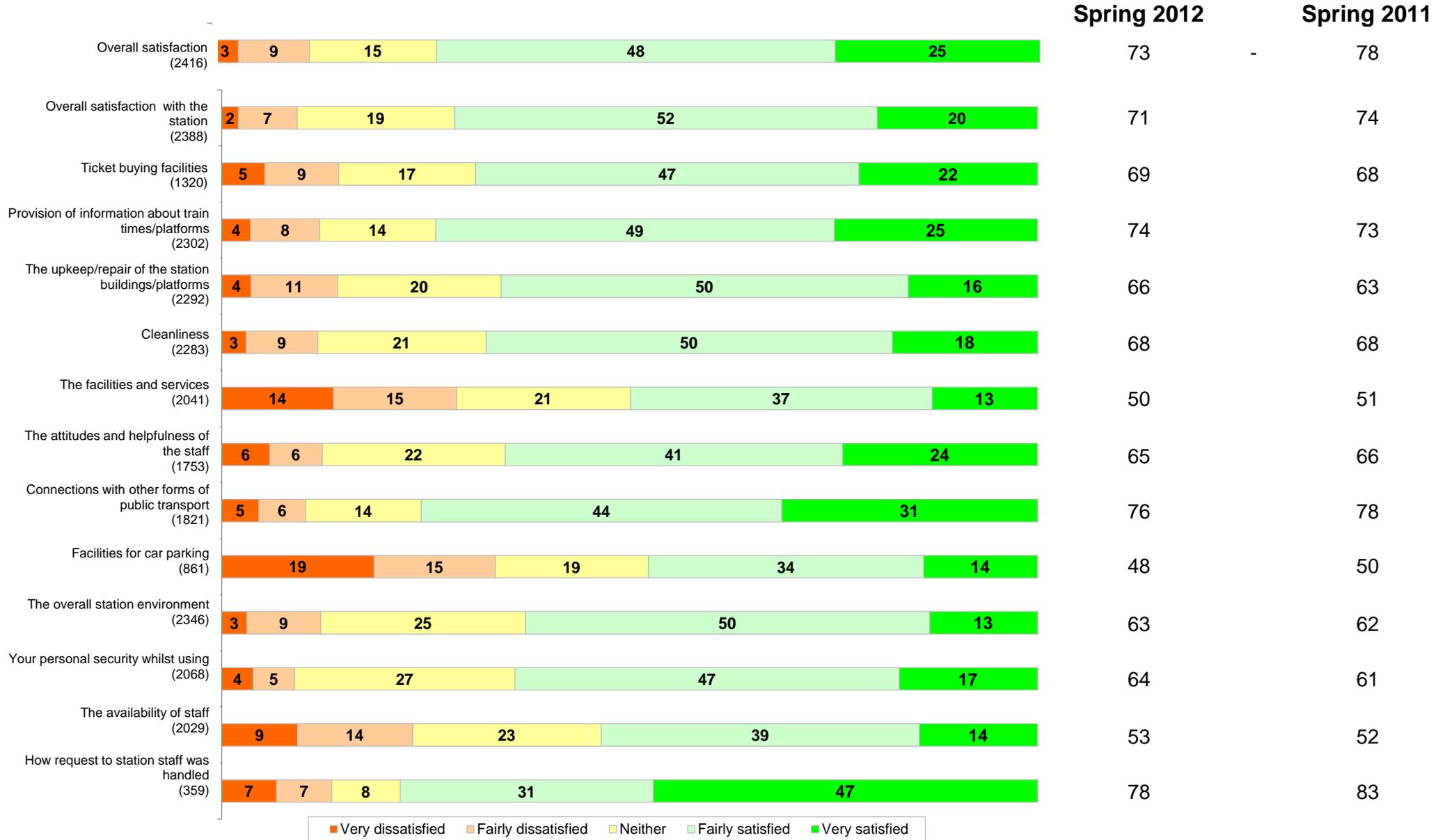
Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

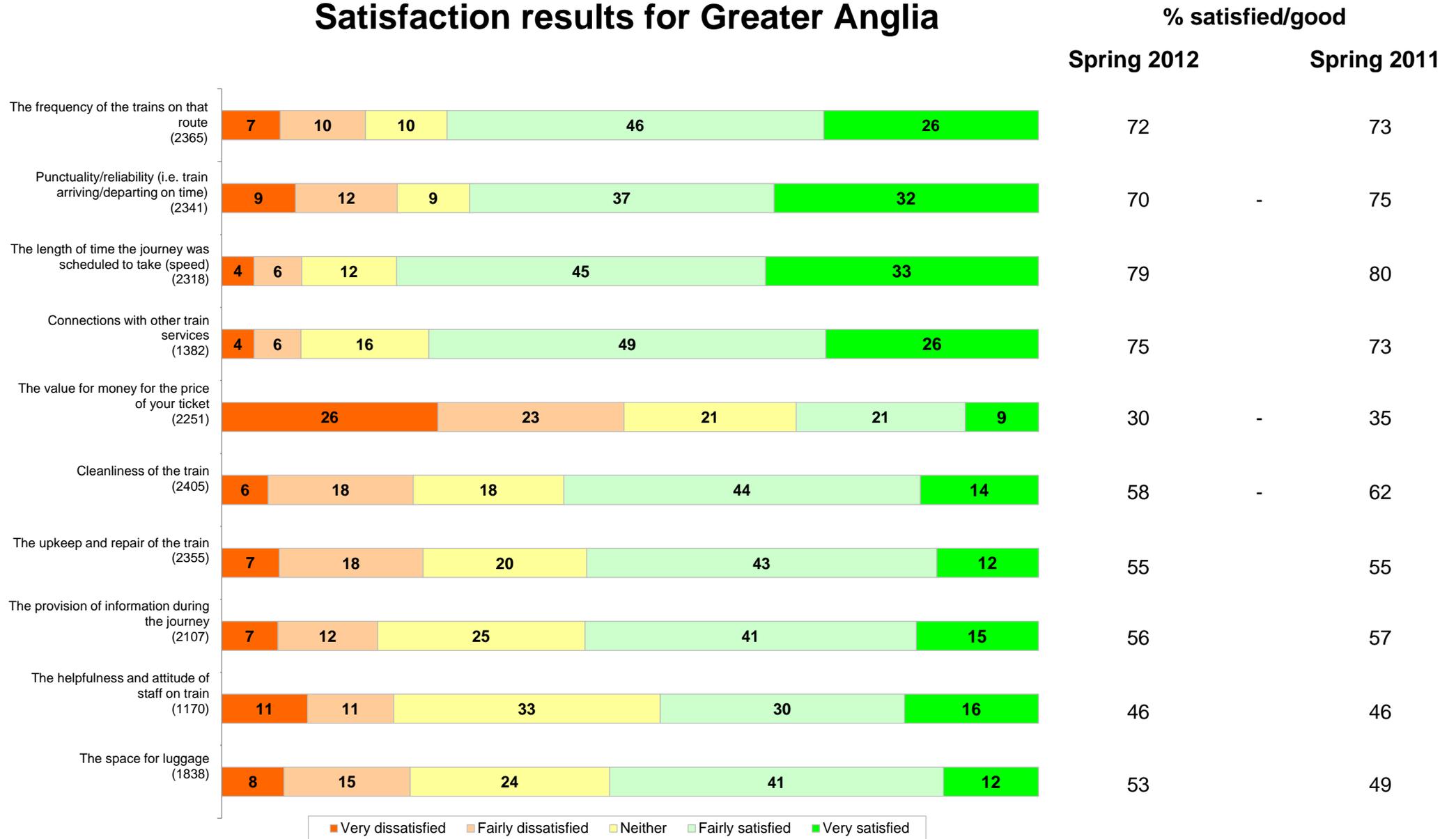
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Greater Anglia



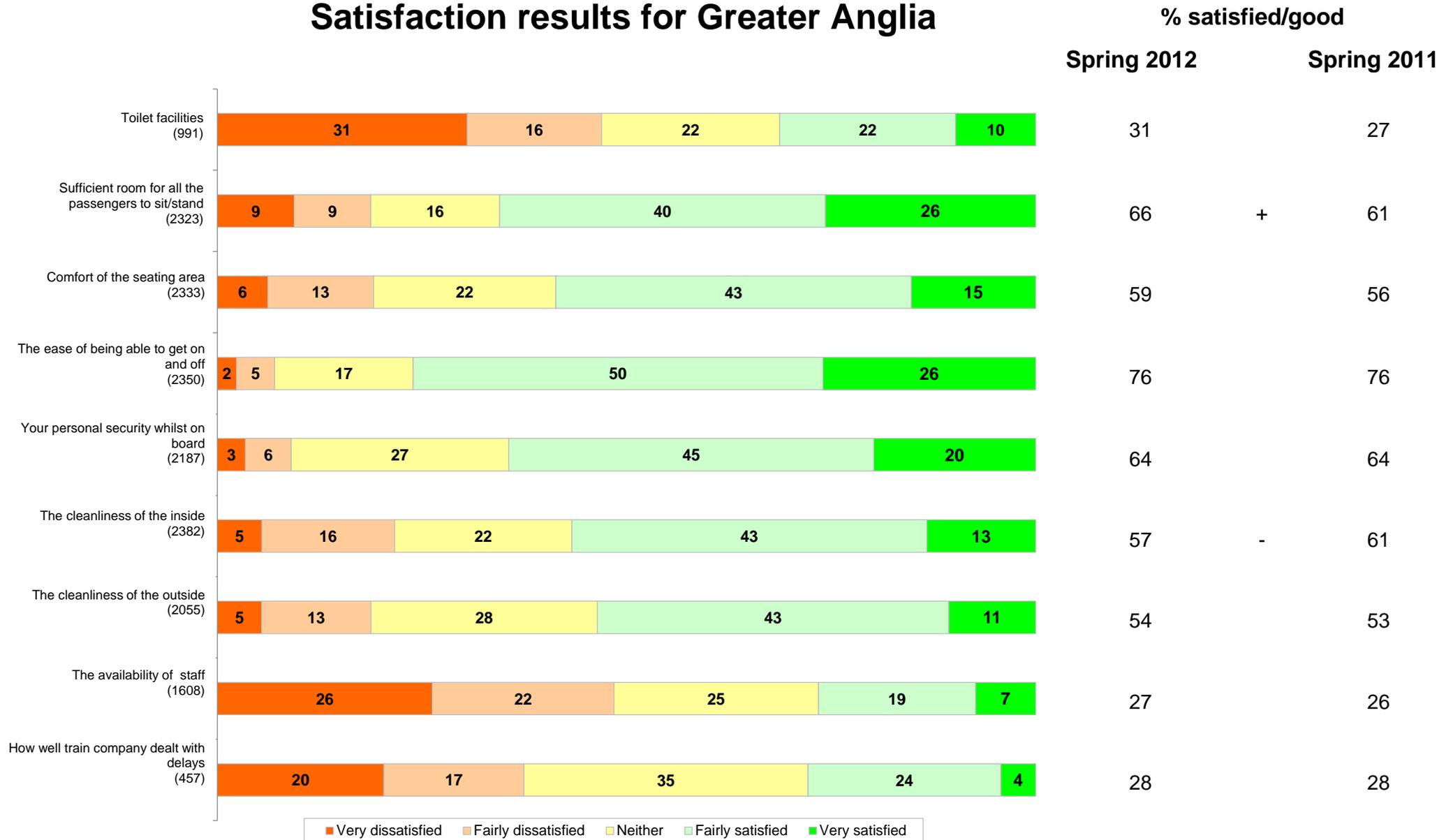
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Greater Anglia



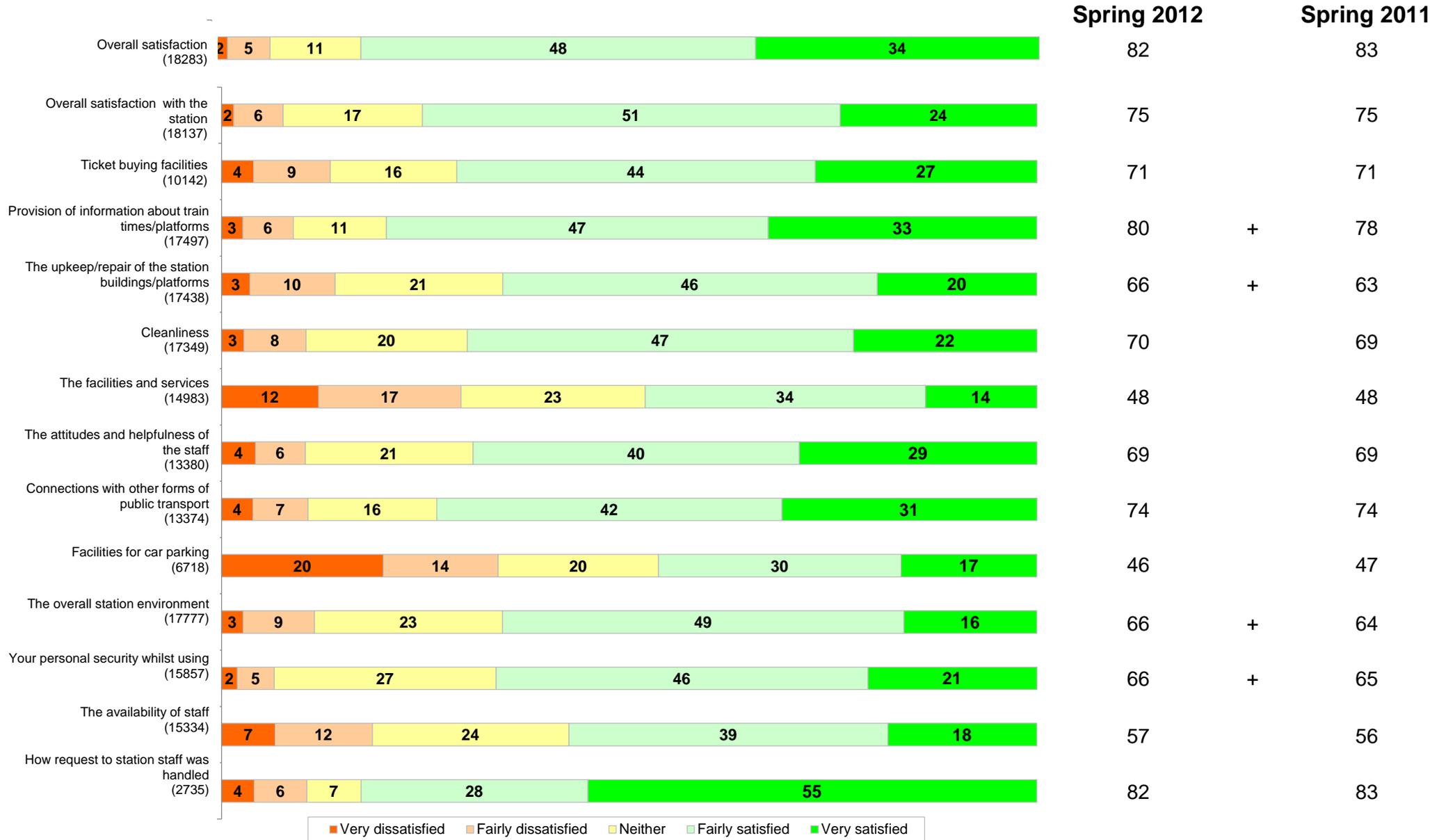
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for Greater Anglia



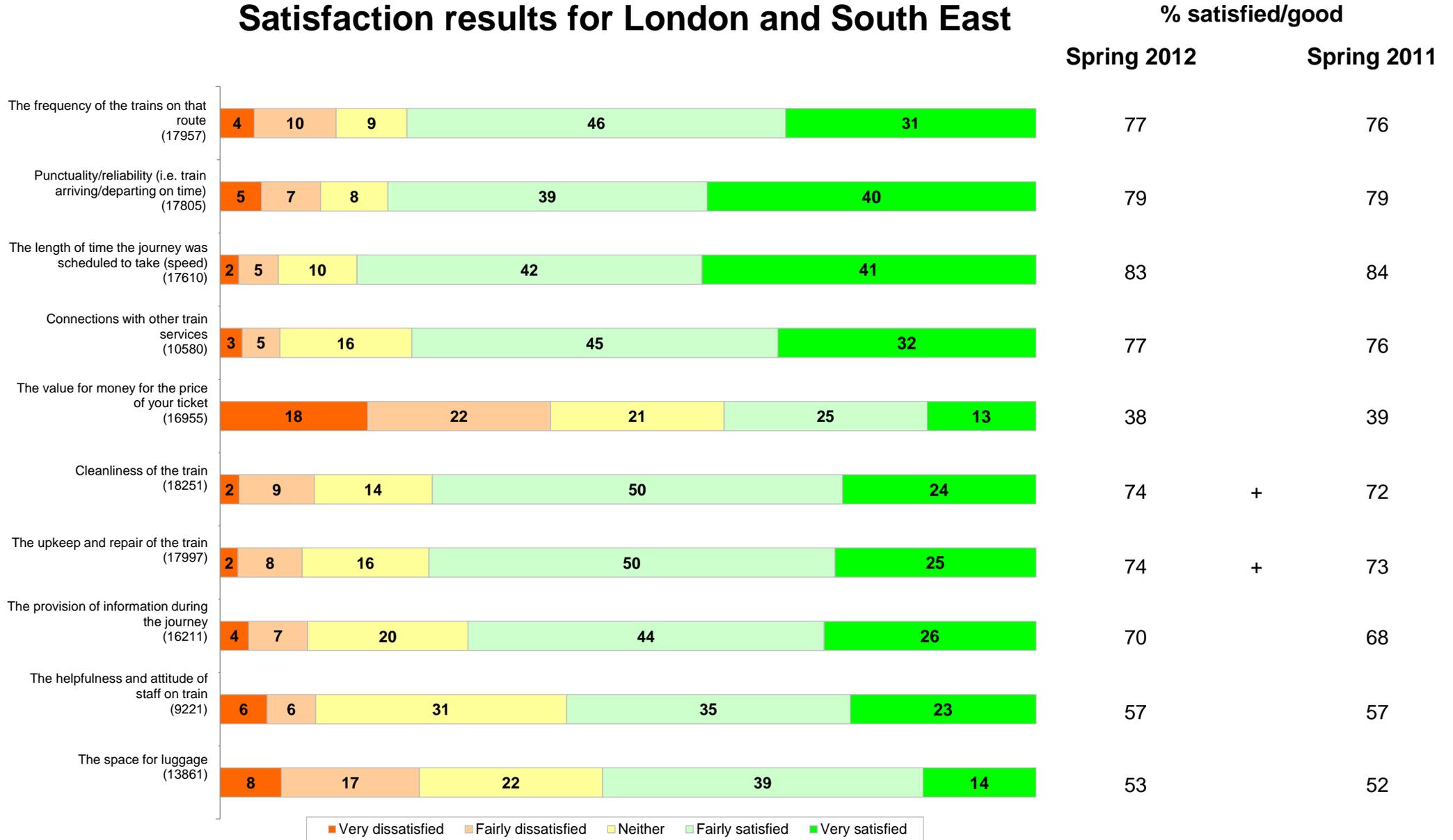
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



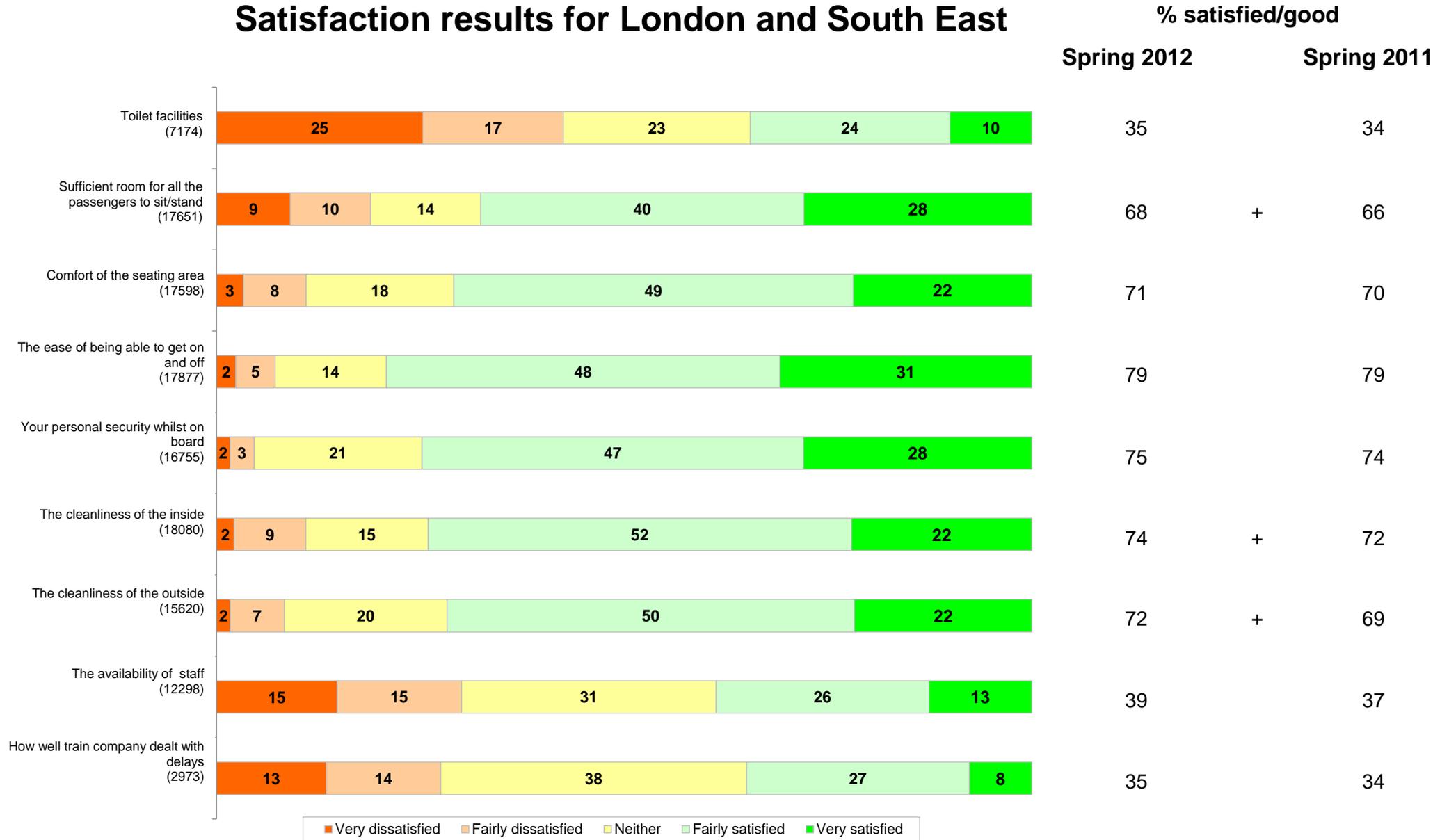
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



Greater Anglia performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	73	82	89%
Overall satisfaction with the station	71	75	95%
Ticket buying facilities	69	71	97%
Provision of information about train times/platforms	74	80	92%
The upkeep/repair of the station buildings/platforms	66	66	100%
Cleanliness	68	70	97%
The facilities and services	50	48	104%
The attitudes and helpfulness of the staff	65	69	94%
Connections with other forms of public transport	76	74	103%
Facilities for car parking	48	46	103%
Overall environment	63	66	96%
Your personal security whilst using	64	66	97%
The availability of staff	53	57	93%
How request to station staff was handled	78	82	95%

Greater Anglia performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	72	77	94%
Punctuality/reliability (i.e. the train arriving/departing on time)	70	79	88%
The length of time the journey was scheduled to take (speed)	79	83	94%
Connections with other train services	75	77	98%
The value for money for the price of your ticket	30	38	78%
Cleanliness of the train	58	74	79%
Upkeep and repair of the train	55	74	74%
The provision of information during the journey	56	70	80%
The helpfulness and attitude of staff on train	46	57	81%
The space for luggage	53	53	99%
The toilet facilities	31	35	91%
Sufficient room for all passengers to sit/stand	66	68	97%
The comfort of the seating area	59	71	83%
The ease of being able to get on and off	76	79	96%
Your personal security on board	64	75	86%
The cleanliness of the inside	57	74	77%
The cleanliness of the outside	54	72	75%
The availability of staff	27	39	69%
How well train company deals with delays	28	35	80%

Building block/route data for Greater Anglia

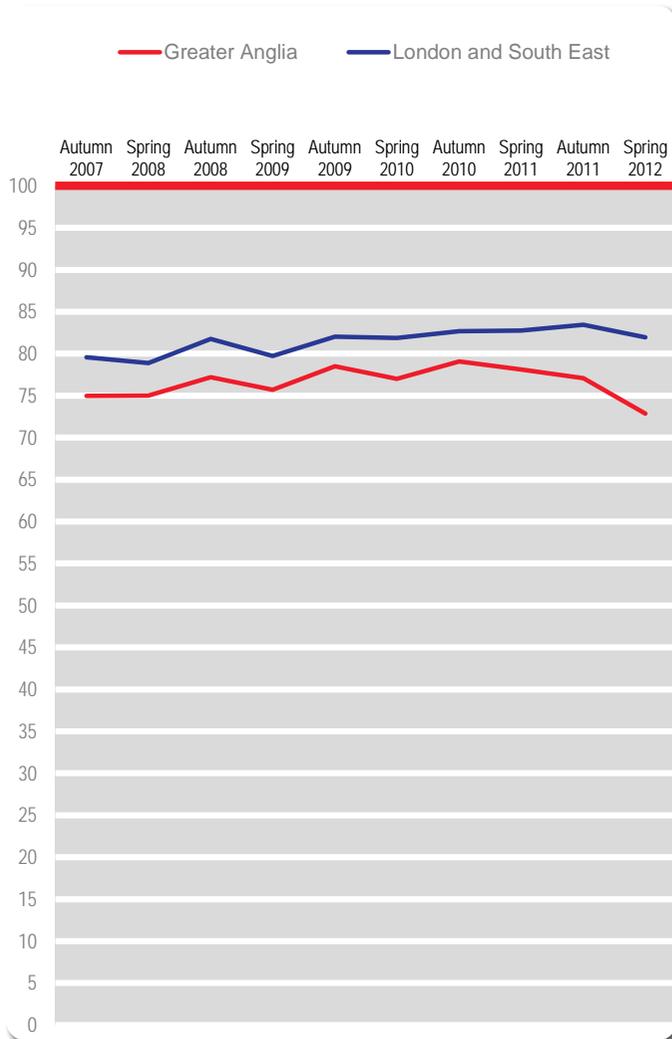
	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	79	71	70	82	83	73
Overall satisfaction with the station	78	74	70	67	81	67
Ticket buying facilities	77	70	67	62	72	68
Provision of information about train times/platforms	77	75	69	71	79	76
The upkeep/repair of the station buildings/platforms	71	73	64	59	68	60
Cleanliness	76	75	65	66	76	60
The facilities and services	63	50	50	44	53	46
The attitudes and helpfulness of the staff	73	66	59	73	59	70
Connections with other forms of public transport	84	77	76	53	78	74
Facilities for car parking	66	47	39	66	55	46
Overall environment	72	70	56	58	73	59
Your personal security whilst using	71	70	61	65	72	59
The availability of staff	63	59	45	46	50	56
How request to station staff was handled	80	75	81	92	75	73

Building block/route data for Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
The frequency of the trains on that route	82	63	80	75	83	67
Punctuality/reliability (i.e. the train arriving/departing on time)	79	63	73	80	74	66
The length of time the journey was scheduled to take (speed)	80	73	80	84	78	80
Connections with other train services	72	73	77	73	76	74
The value for money for the price of your ticket	44	23	29	51	29	27
Cleanliness of the train	69	60	50	61	92	55
Upkeep and repair of the train	62	58	46	57	92	54
The provision of information during the journey	77	56	48	64	74	51
The helpfulness and attitude of staff on train	79	42	30	85	62	29
The space for luggage	69	52	44	65	62	53
The toilet facilities	43	28	22	48	81	25
Sufficient room for all passengers to sit/stand	80	62	56	77	82	70
The comfort of the seating area	70	58	47	75	87	60
The ease of being able to get on and off	78	79	66	85	96	79
Your personal security on board	79	67	54	81	82	62
The cleanliness of the inside	73	60	48	56	94	52
The cleanliness of the outside	56	57	45	49	90	53
The availability of staff	60	21	15	76	53	12
How well train company deals with delays	52	25	25	49	29	24

Overall satisfaction

(2416)
Percentage of passengers satisfied 2007 to 2012



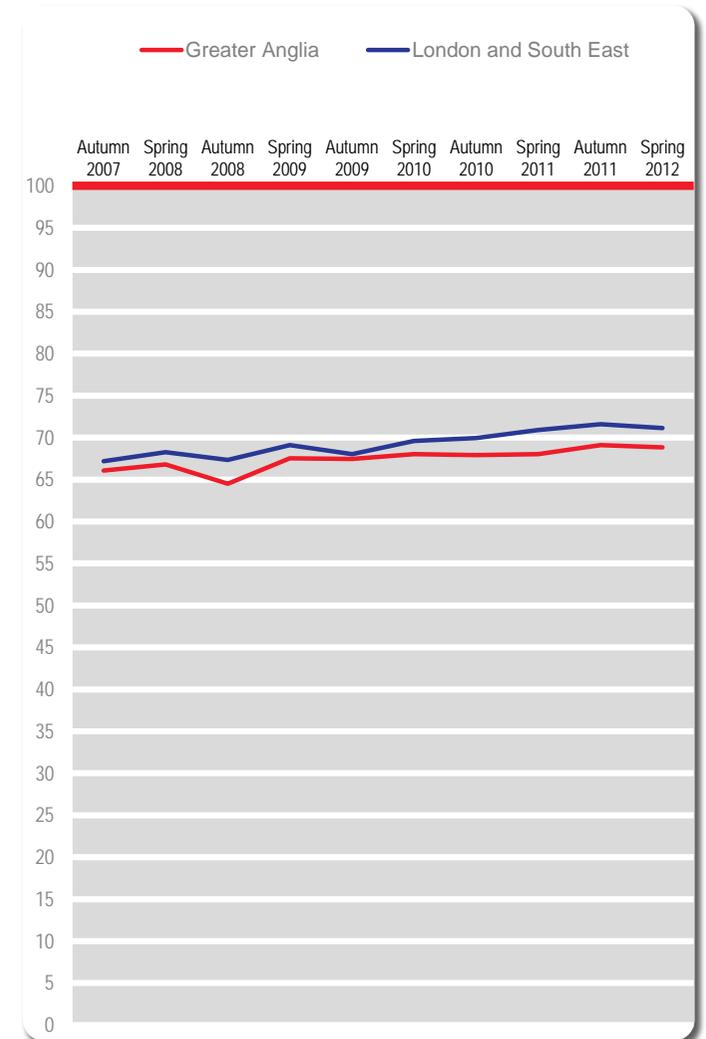
Overall station satisfaction

(2388)
Percentage of passengers satisfied 2007 to 2012



Ticket buying facilities

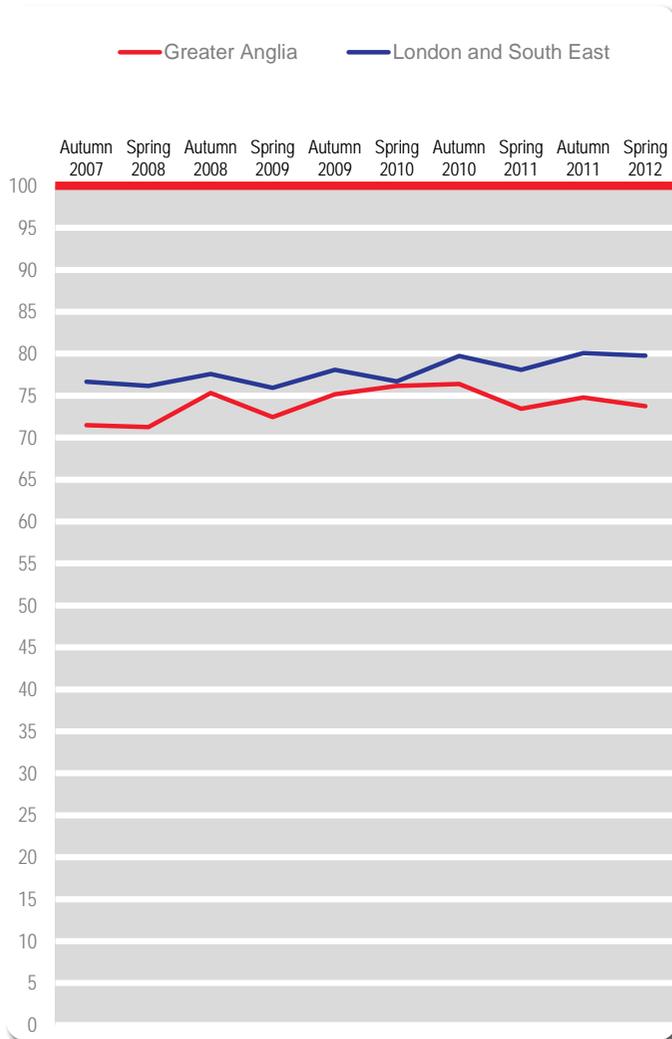
(1320)
Percentage of passengers satisfied 2007 to 2012



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

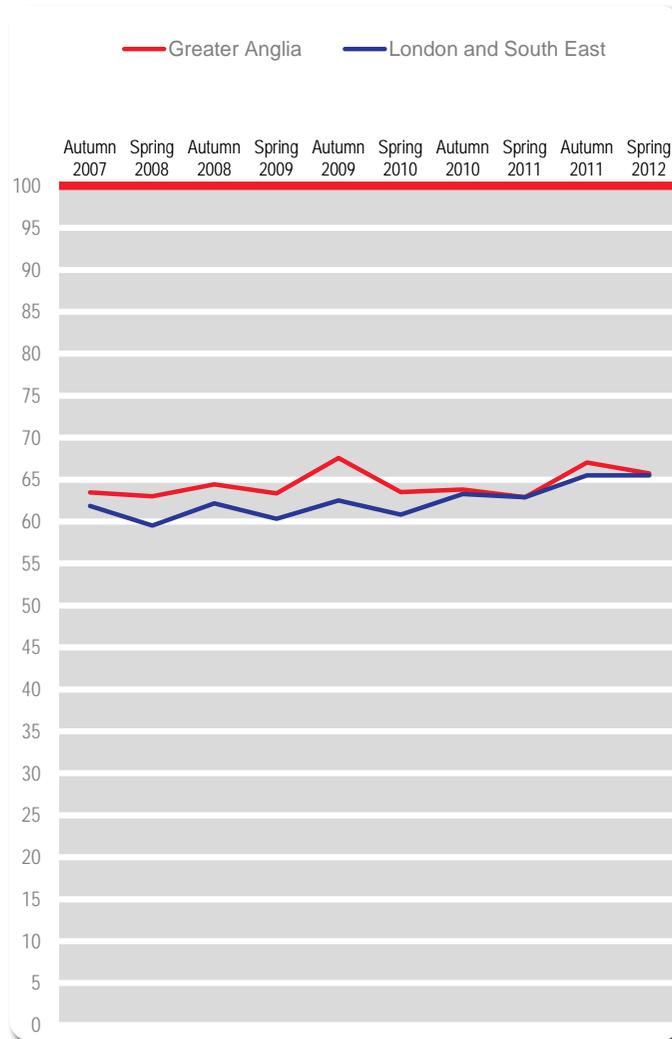
Provision of information about train times/platforms

(2302)
Percentage of passengers satisfied 2007 to 2012



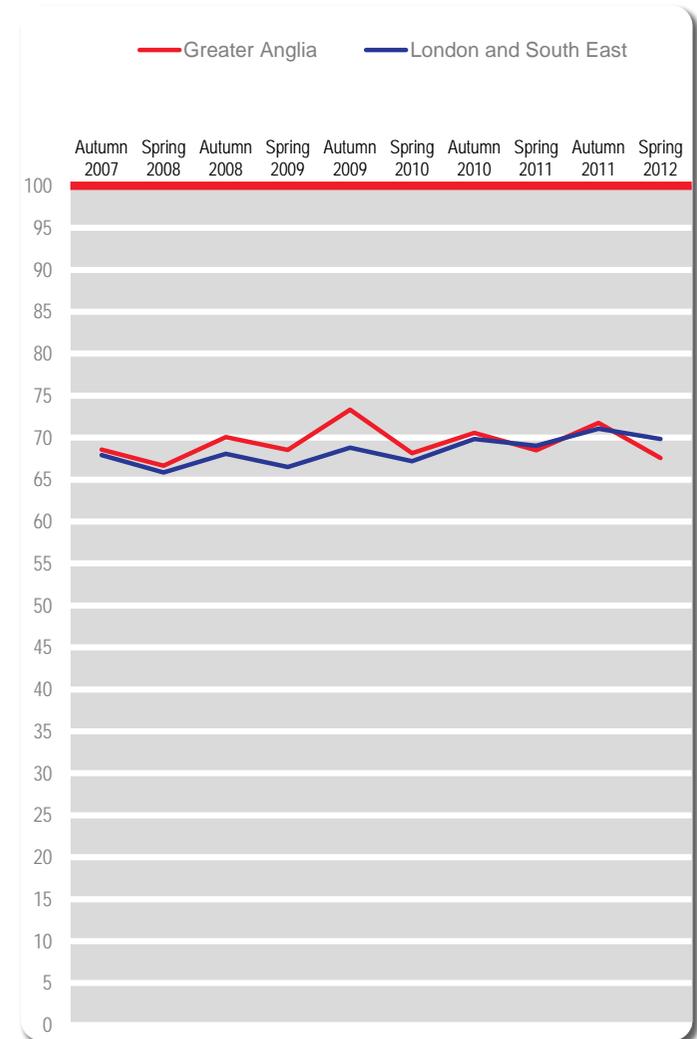
The upkeep/repair of the station building/platforms

(2292)
Percentage of passengers satisfied 2007 to 2012



Cleanliness of the station

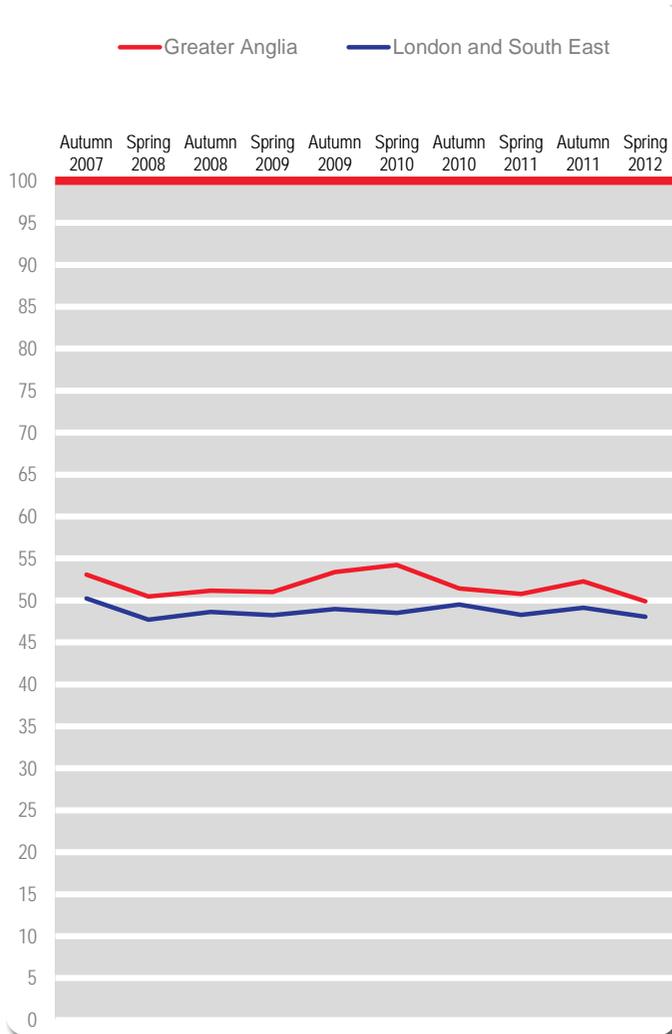
(2283)
Percentage of passengers satisfied 2007 to 2012



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

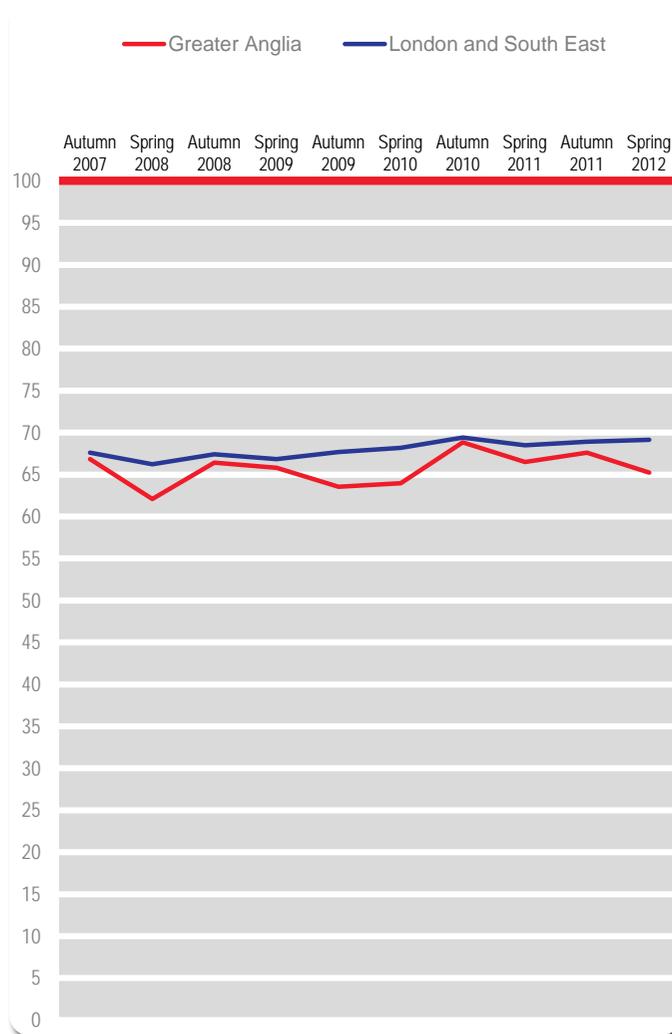
The facilities and services at the station

(2041)
Percentage of passengers satisfied 2007 to 2012



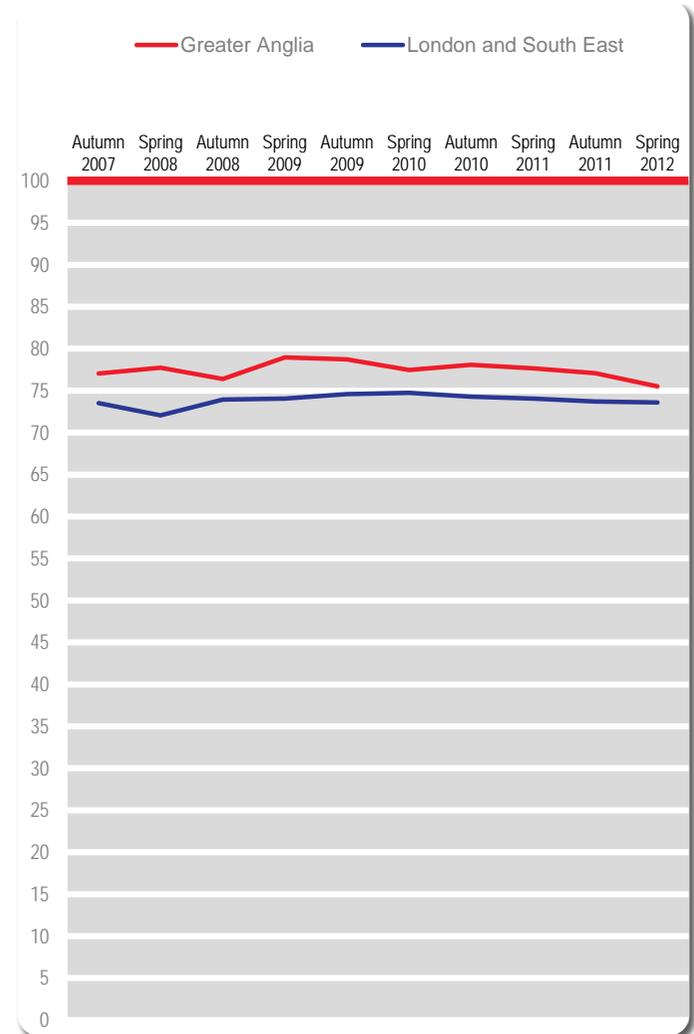
The attitudes and helpfulness of the staff at the station

(1753)
Percentage of passengers satisfied 2007 to 2012



Connections with other forms of public transport from the station

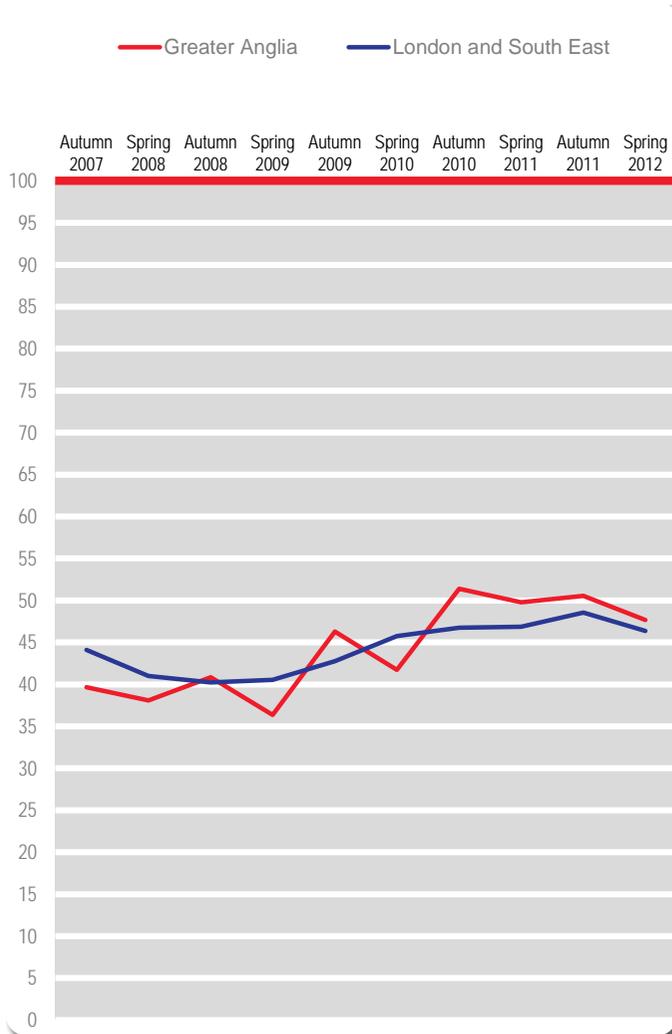
(1821)
Percentage of passengers satisfied 2007 to 2012



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

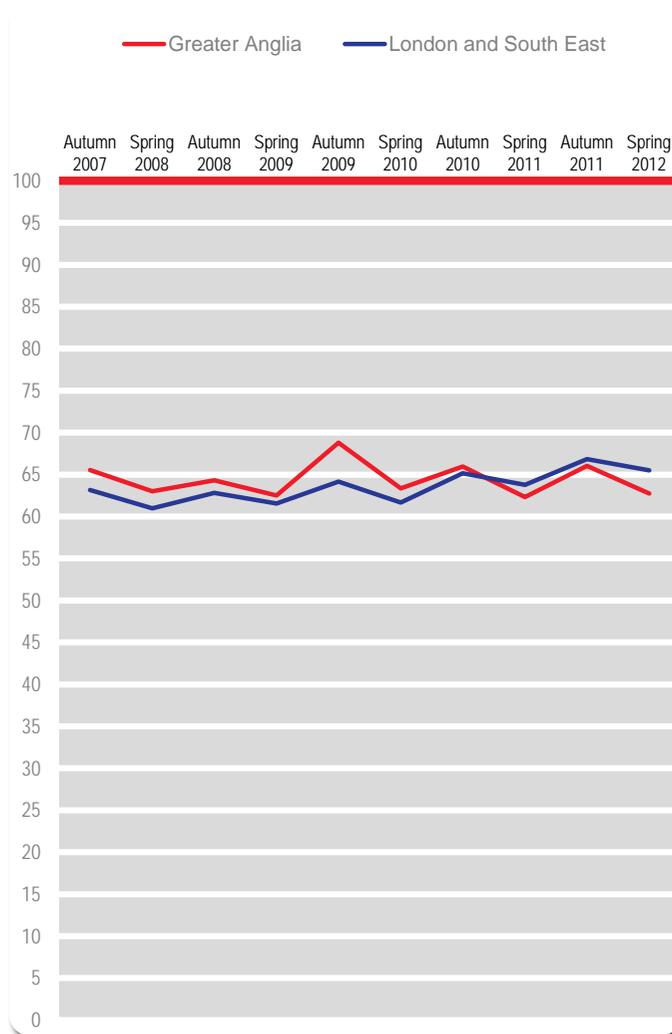
Facilities for car parking at the station

(861)
Percentage of passengers satisfied 2007 to 2012



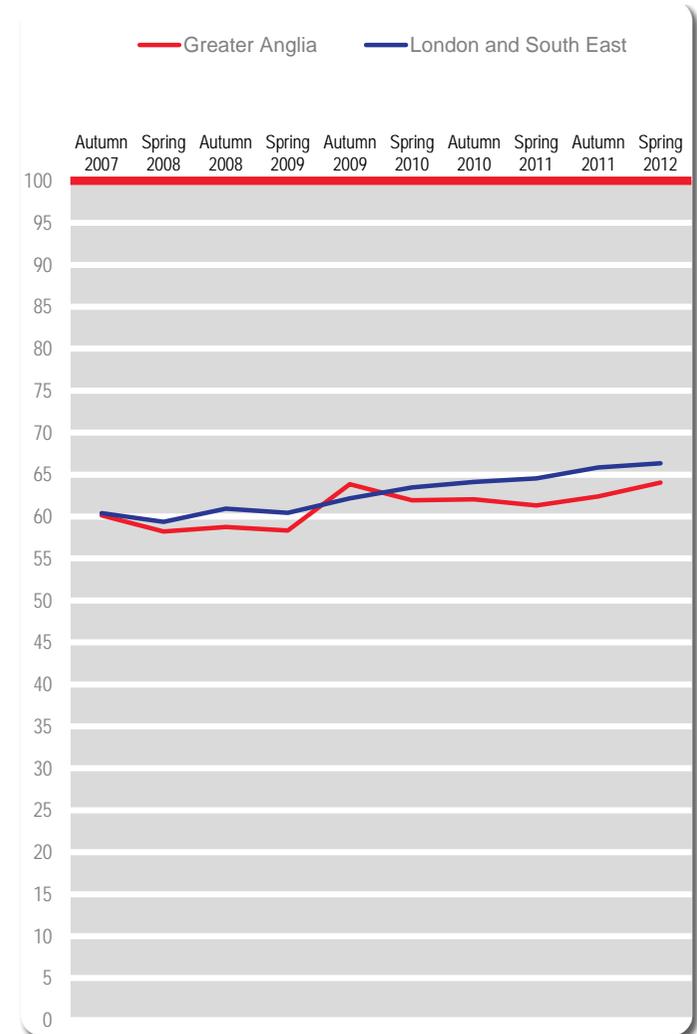
Overall station environment

(2346)
Percentage of passengers satisfied 2007 to 2012



Your personal security whilst using the station

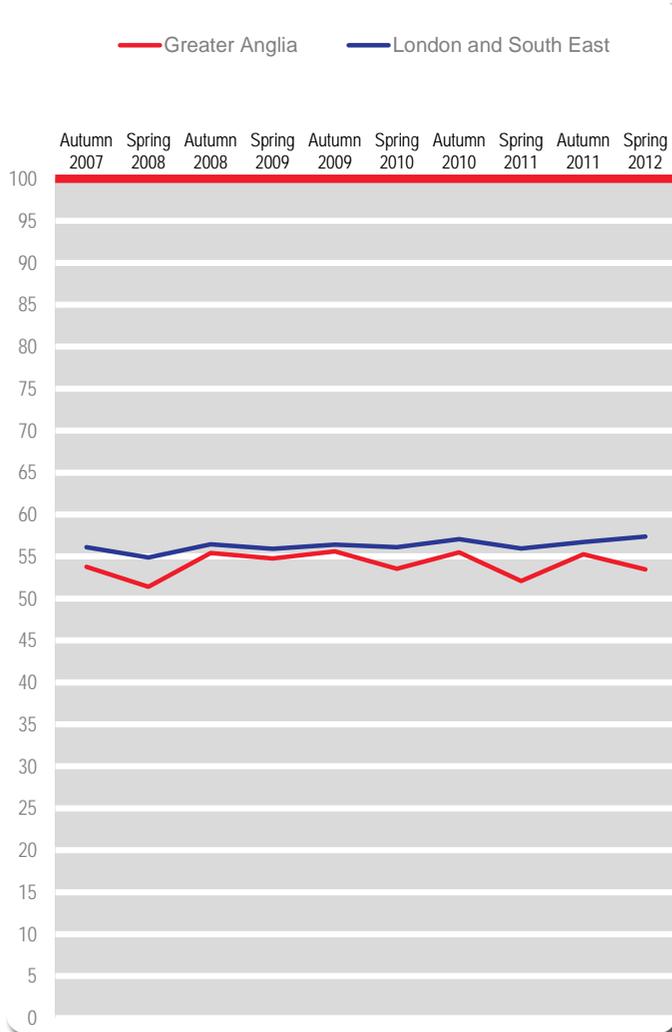
(2068)
Percentage of passengers satisfied 2007 to 2012



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

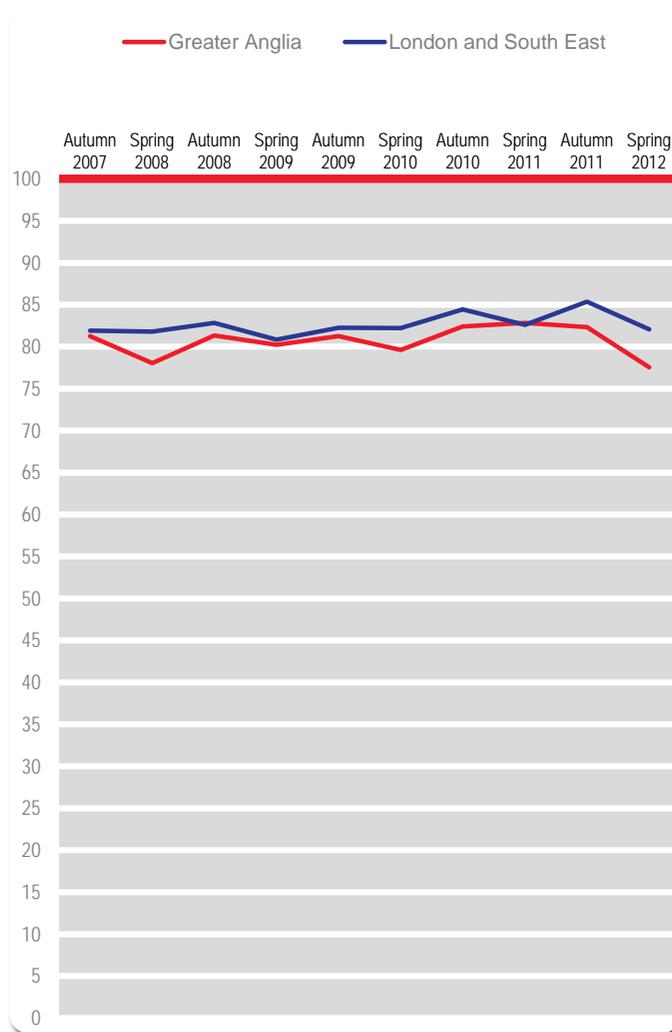
The availability of staff at the station

(2029)
Percentage of passengers satisfied 2007 to 2012



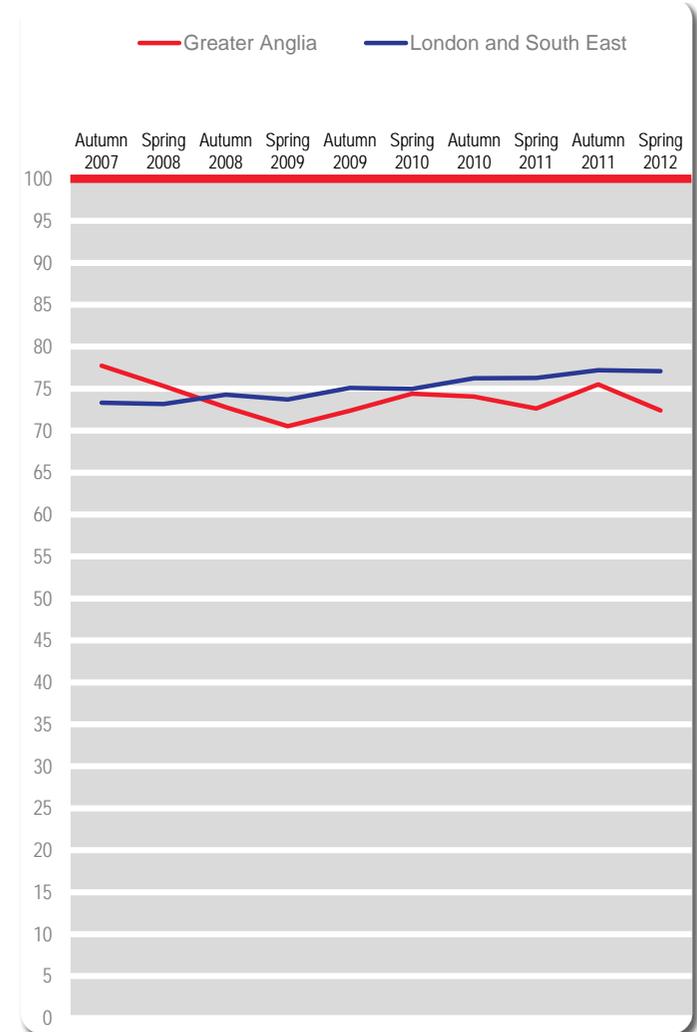
How request to station staff was handled

(359)
Percentage of passengers satisfied 2007 to 2012



The frequency of trains on that route

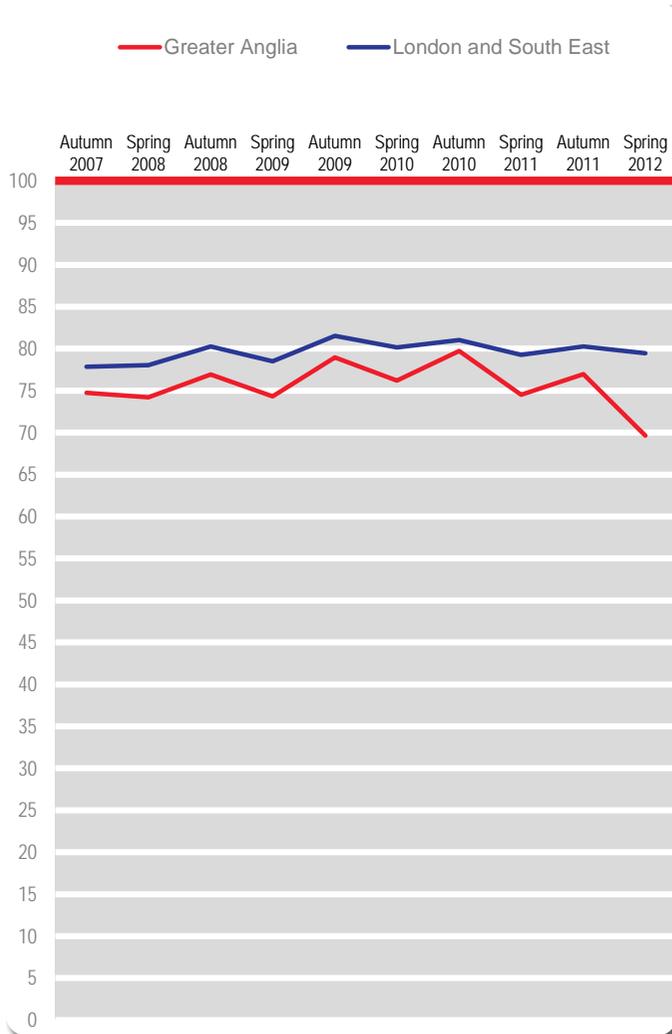
(2365)
Percentage of passengers satisfied 2007 to 2012



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

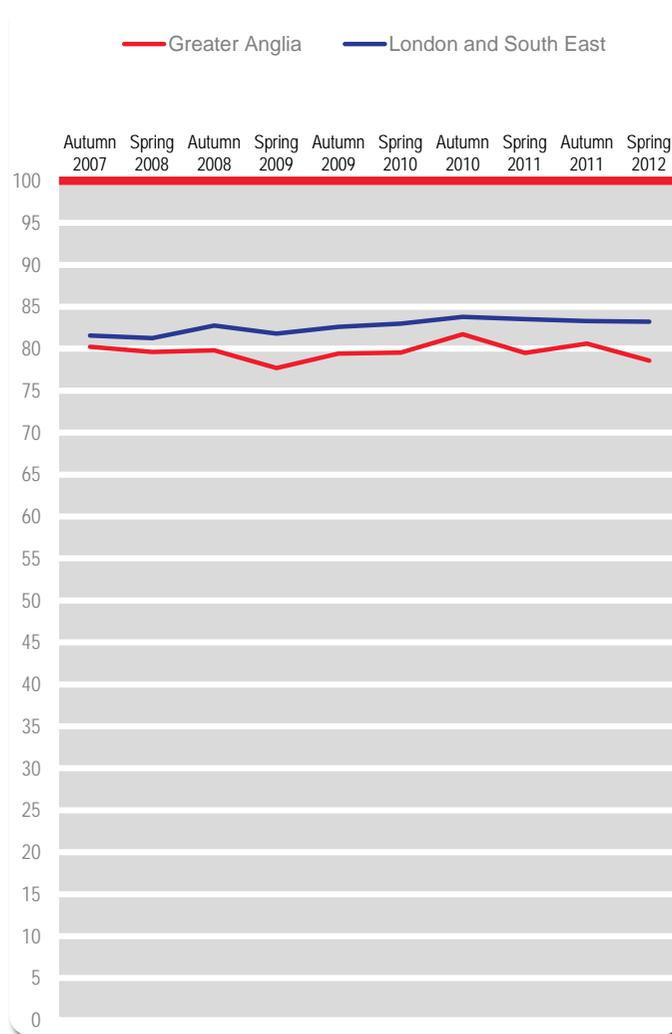
Punctuality/reliability (i.e. train arriving/departing on time)

(2341)
Percentage of passengers satisfied 2007 to 2012



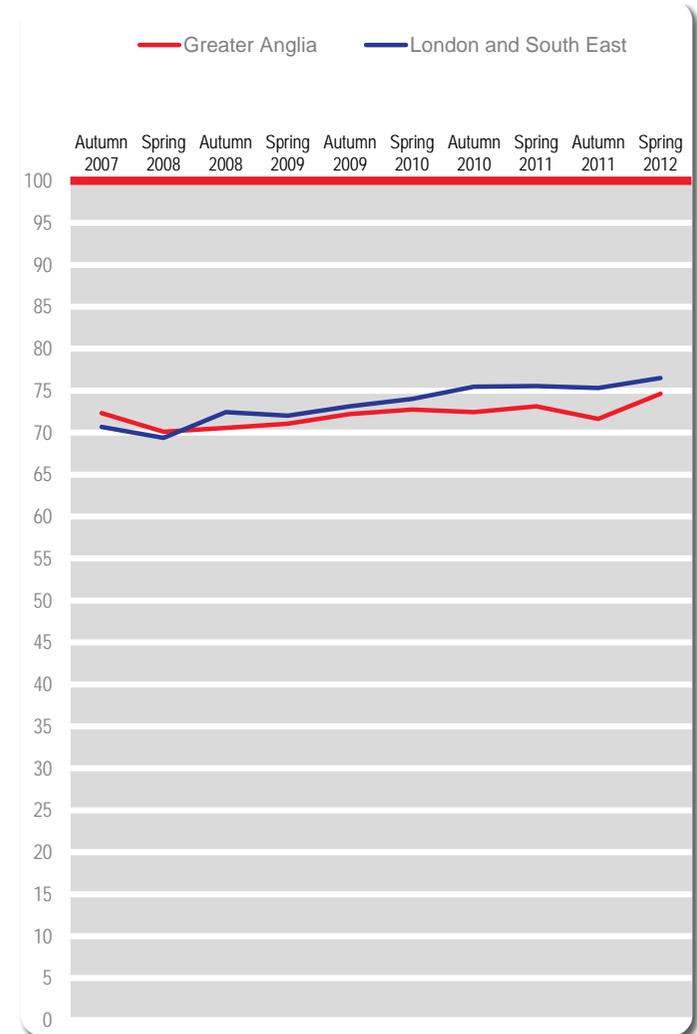
The length of time the journey was scheduled to take (speed)

(2318)
Percentage of passengers satisfied 2007 to 2012



Connections with other train services

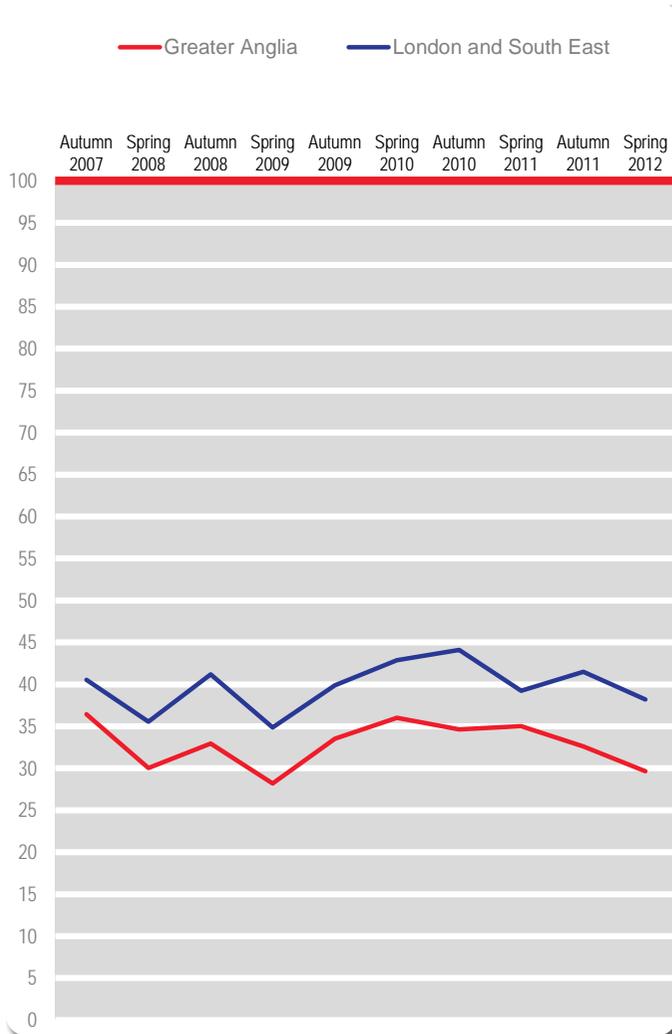
(1382)
Percentage of passengers satisfied 2007 to 2012



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

The value for money for the price of your ticket
(2251)

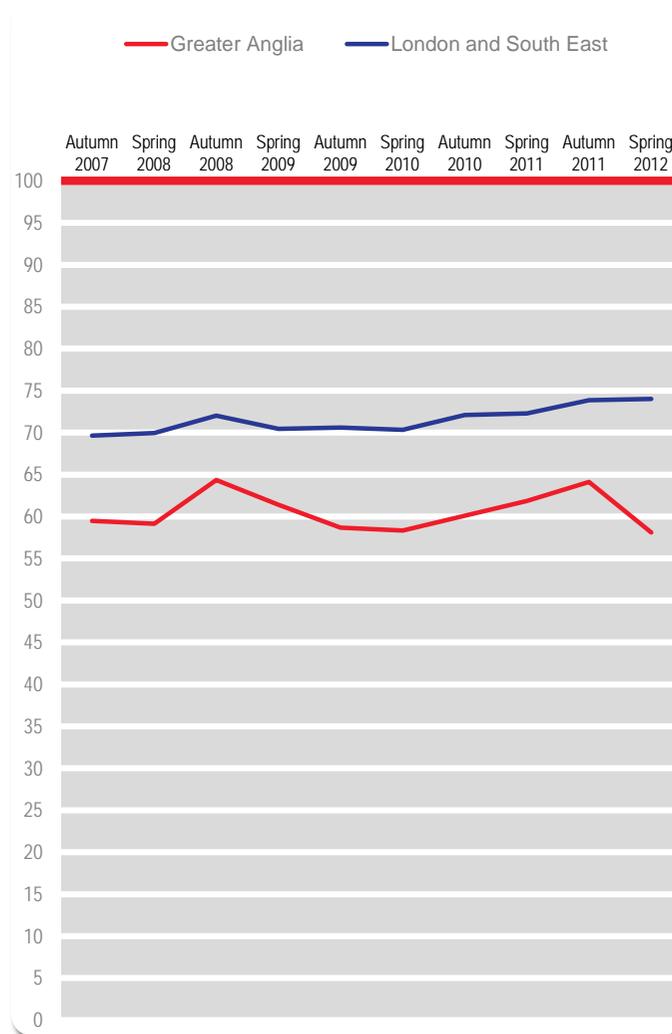
Percentage of passengers satisfied 2007 to 2012



Cleanliness of the train

(2405)

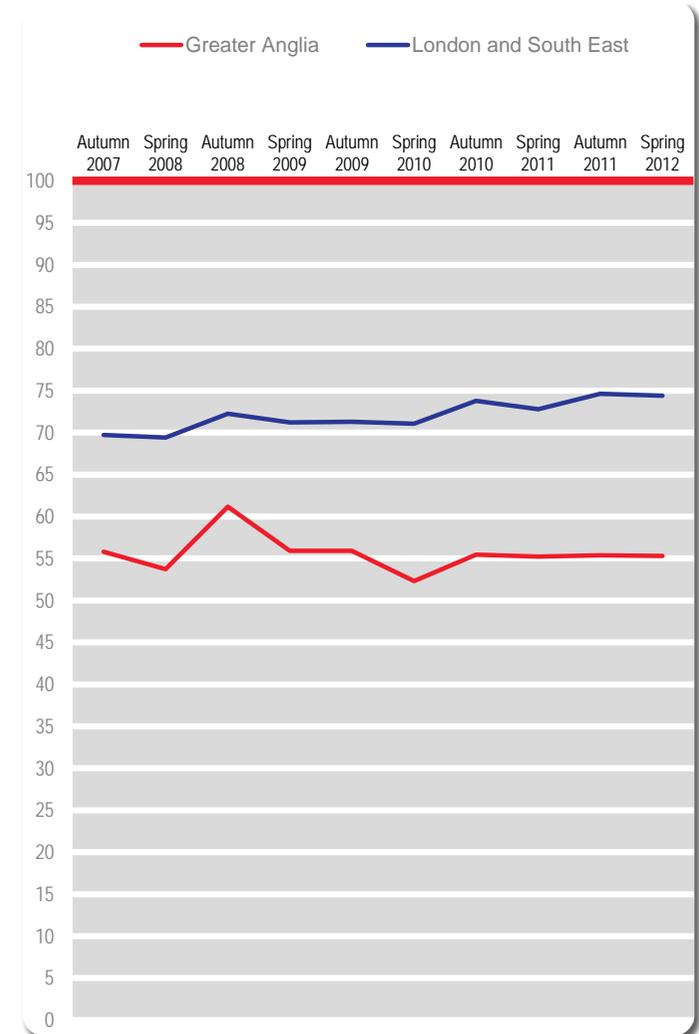
Percentage of passengers satisfied 2007 to 2012



Upkeep and repair of the train

(2355)

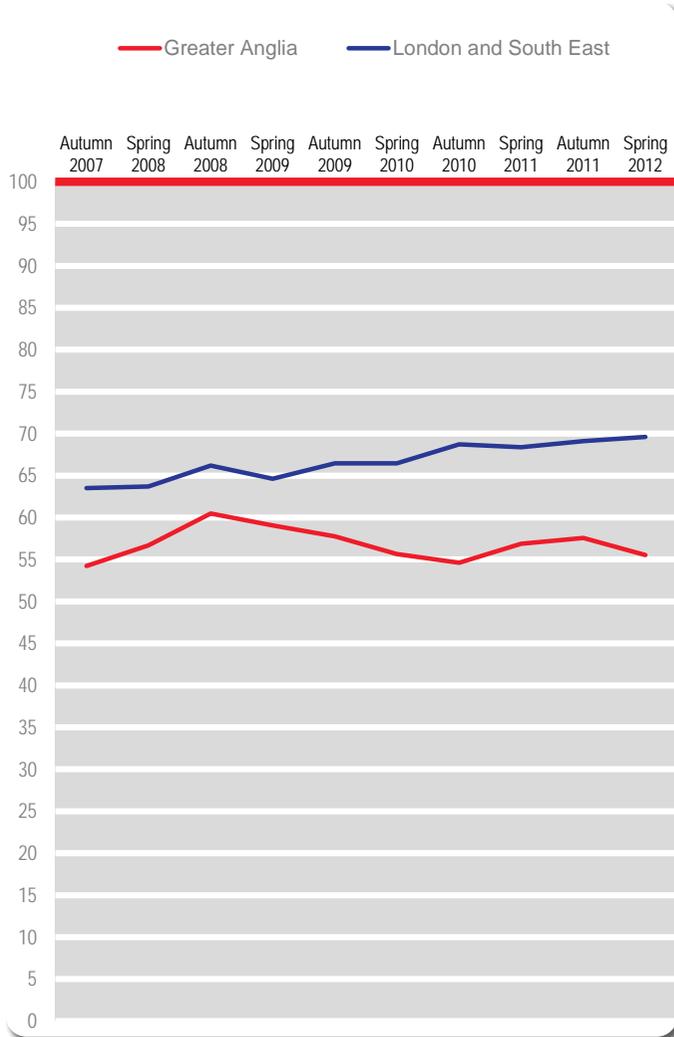
Percentage of passengers satisfied 2007 to 2012



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

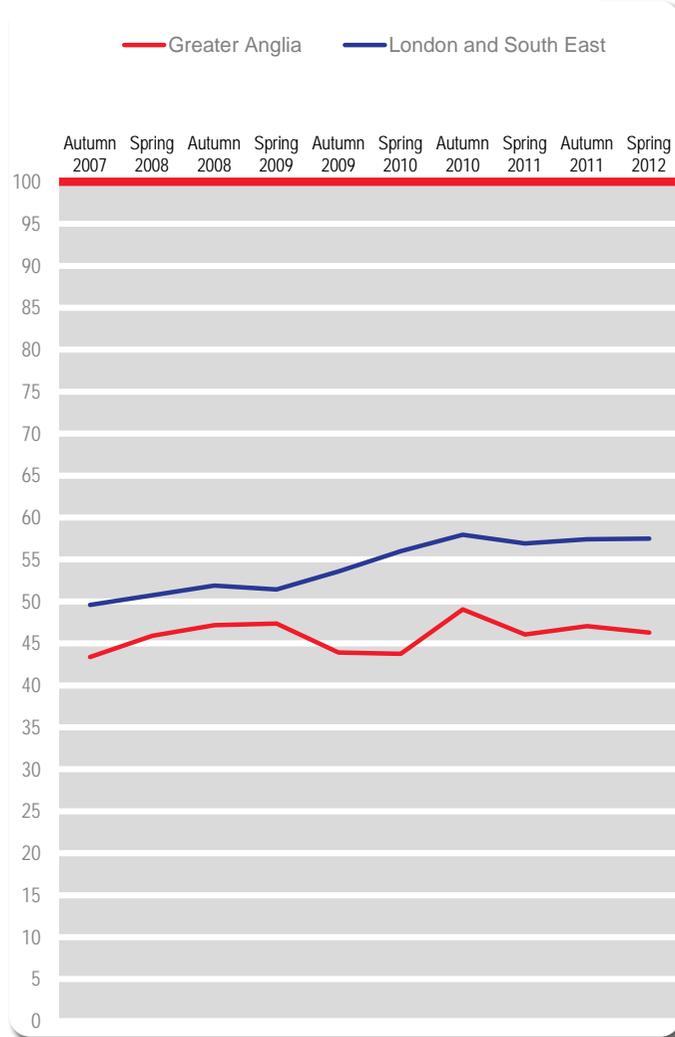
The provision of information during the journey
(2107)

Percentage of passengers satisfied 2007 to 2012



The helpfulness and attitude of staff on train
(1170)

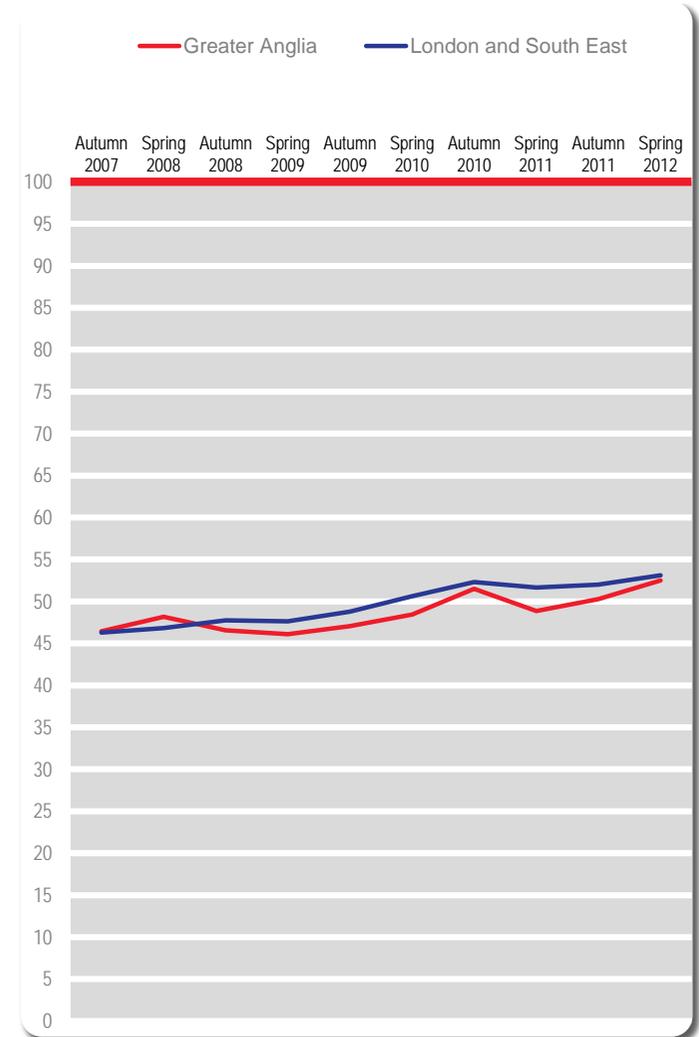
Percentage of passengers satisfied 2007 to 2012



The space for luggage

(1838)

Percentage of passengers satisfied 2007 to 2012

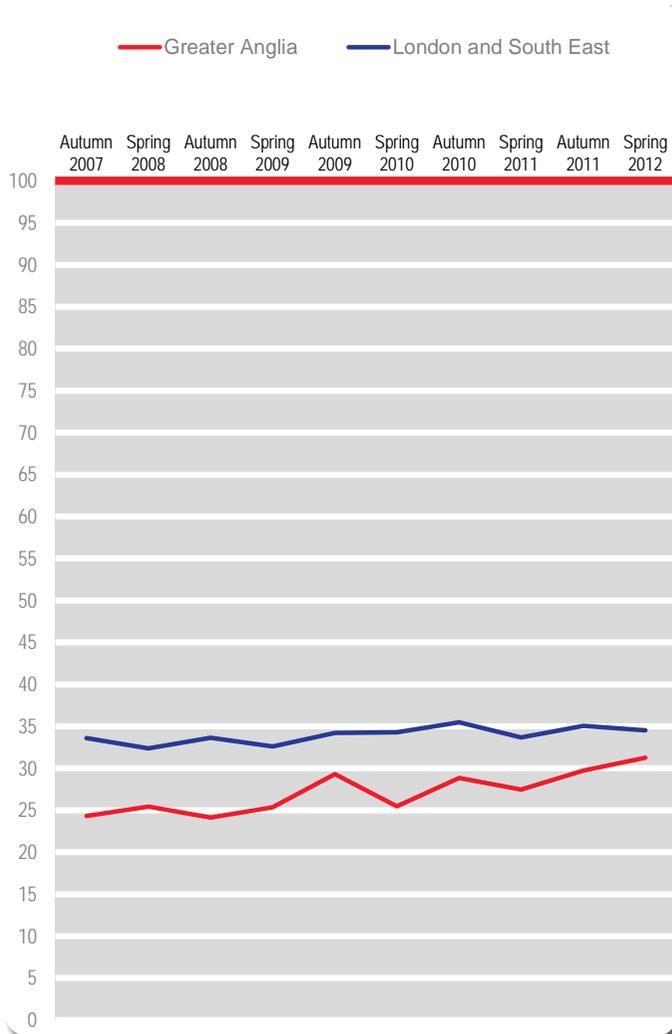


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(991)

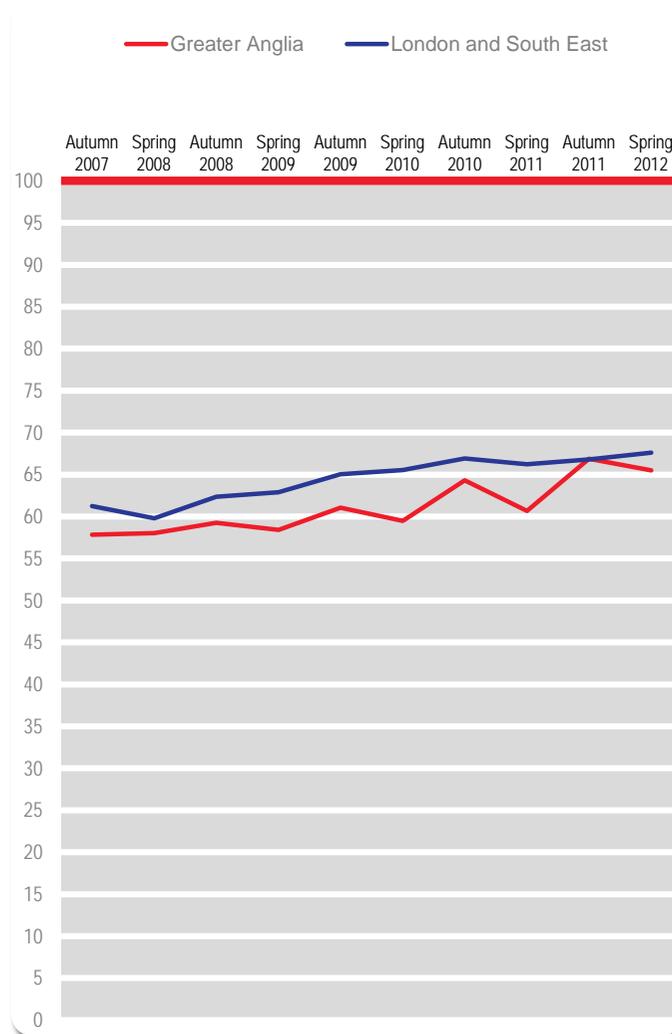
Percentage of passengers satisfied 2007 to 2012



Sufficient room for all the passengers to sit/stand

(2323)

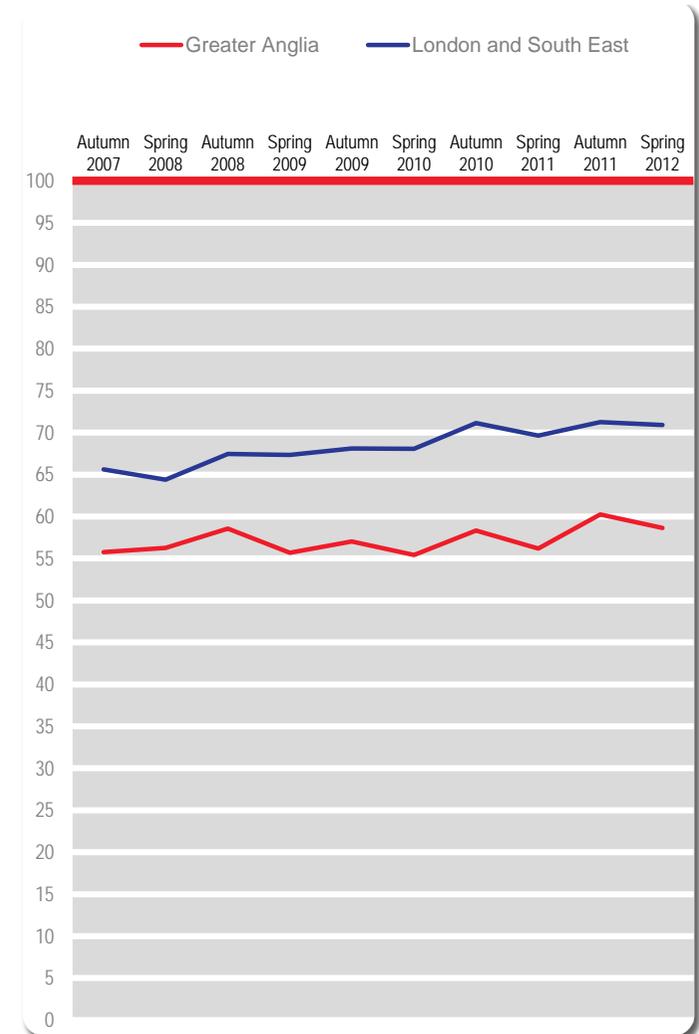
Percentage of passengers satisfied 2007 to 2012



The comfort of the seating area

(2333)

Percentage of passengers satisfied 2007 to 2012

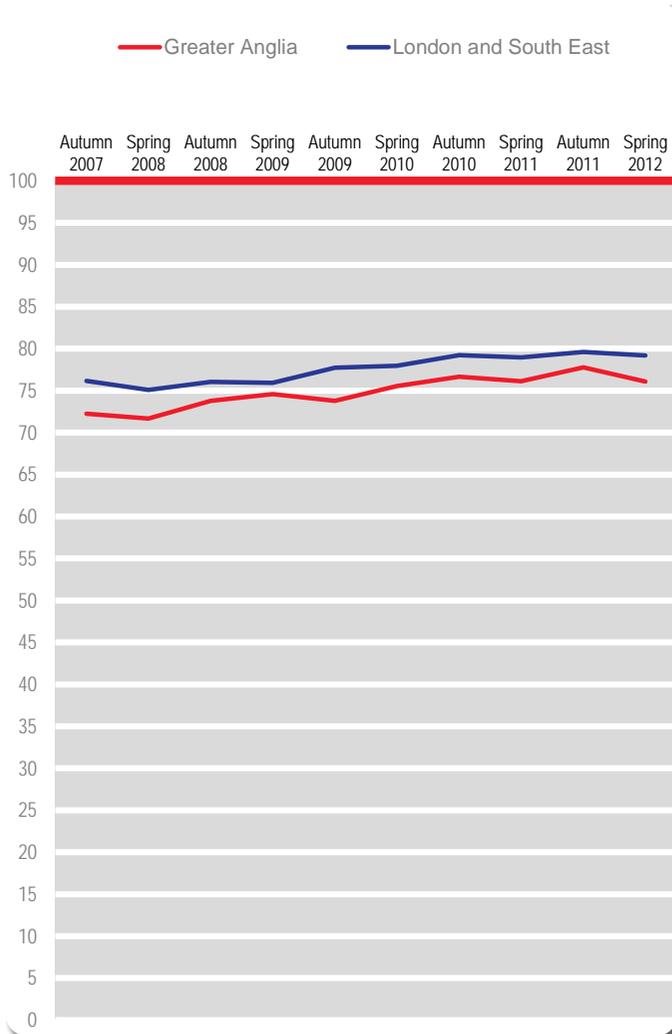


N.B. Benchmarks and targets are only shown for applicable factors

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

(2350)

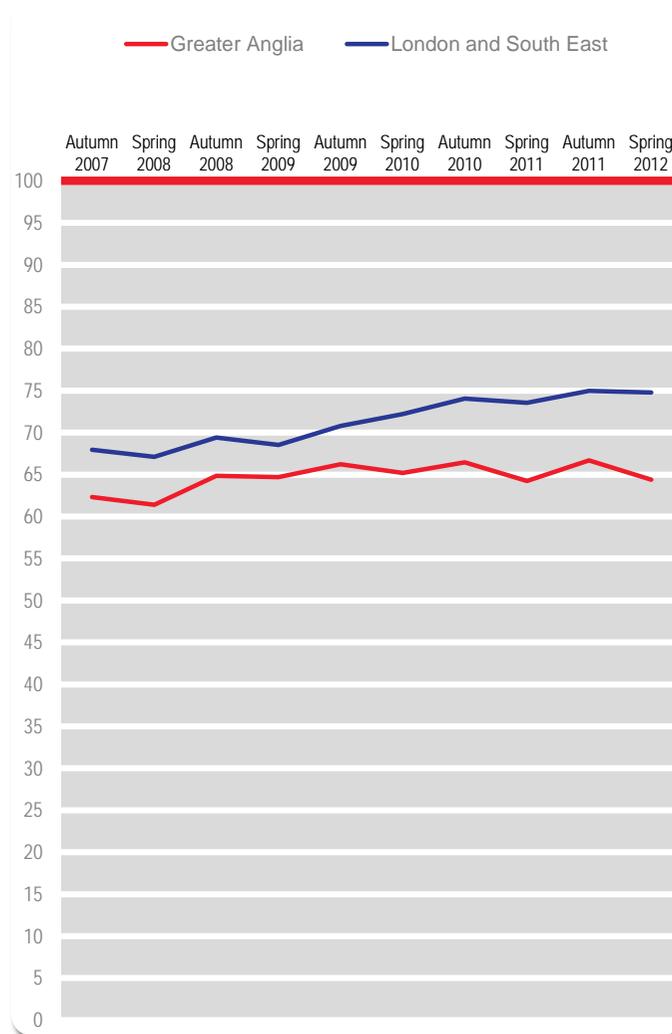
Percentage of passengers satisfied 2007 to 2012



Your personal security whilst on board

(2187)

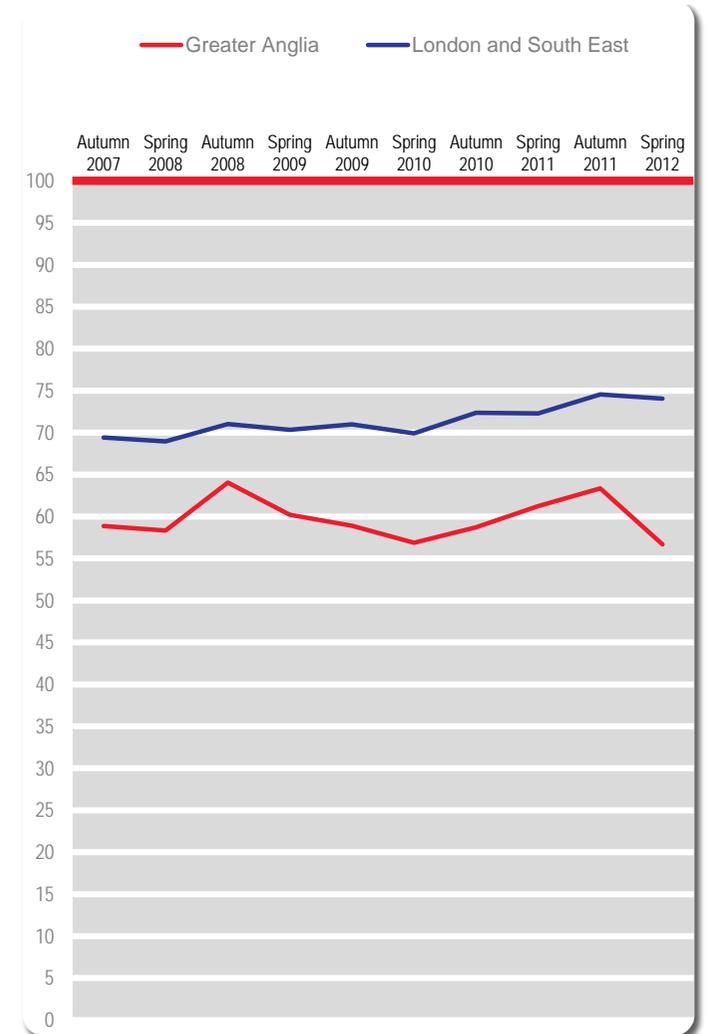
Percentage of passengers satisfied 2007 to 2012



The cleanliness of the inside of the train

(2382)

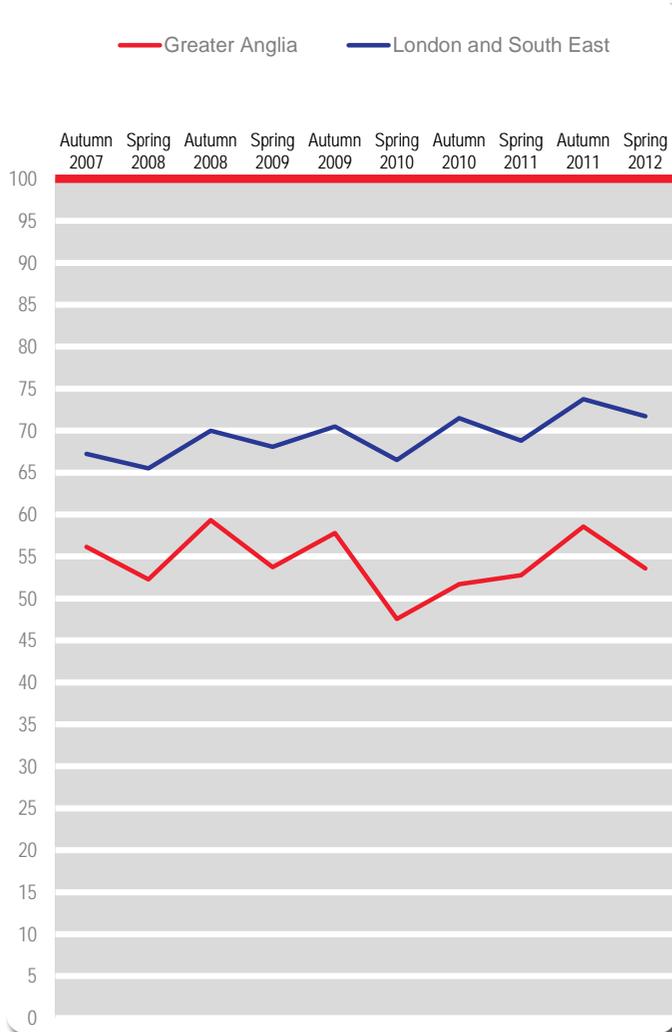
Percentage of passengers satisfied 2007 to 2012



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

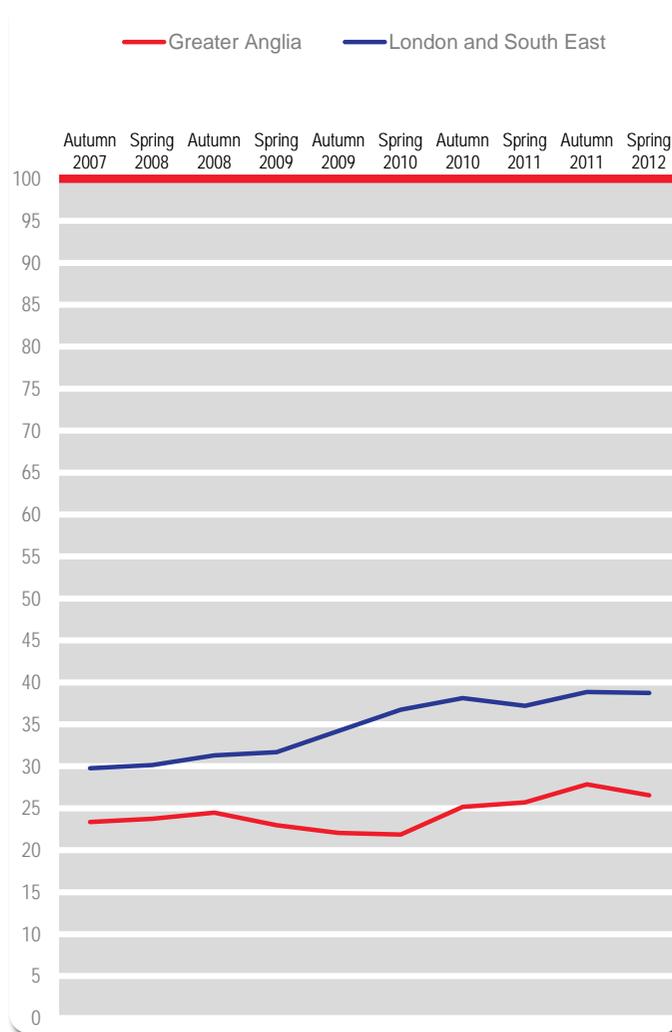
The cleanliness of the outside of the train

(2055)
Percentage of passengers satisfied 2007 to 2012



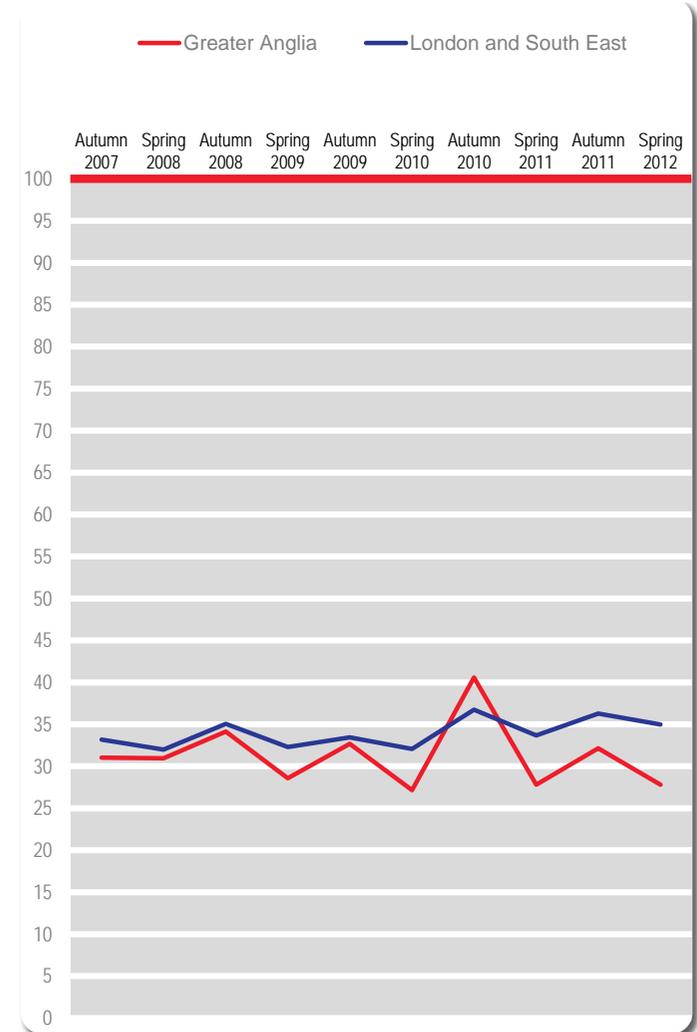
The availability of staff on the train

(1608)
Percentage of passengers satisfied 2007 to 2012



How well train company dealt with delay

(457)
Percentage of passengers satisfied 2007 to 2012



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

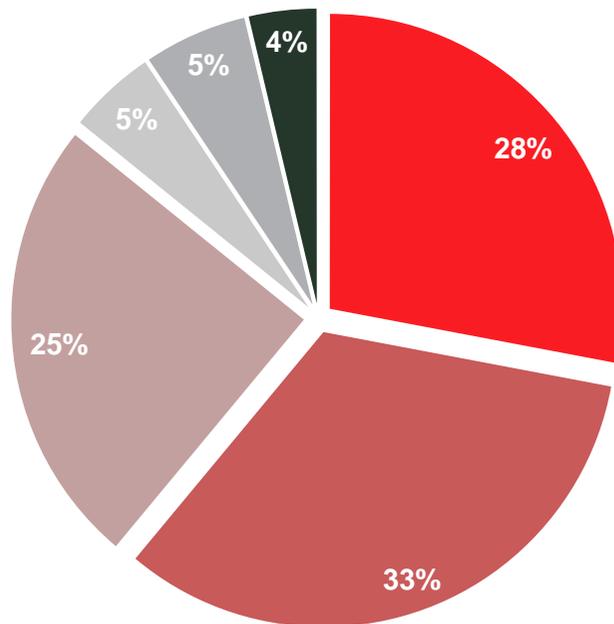
Managed versus non-managed stations for Greater Anglia

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	67	-	83
Ticket buying facilities	65	-	81
Provision of information about train times/platforms	71	-	81
The upkeep/repair of the station buildings/platforms	61	-	79
Cleanliness	64	-	76
The facilities and services	43	-	66
The attitudes and helpfulness of the staff	69	+	57
Connections with other forms of public transport	72	-	84
Facilities for car parking	52	+	9
Overall environment	58	-	74
Your personal security whilst using	62		68
The availability of staff	53		56
How request to station staff was handled	80		73

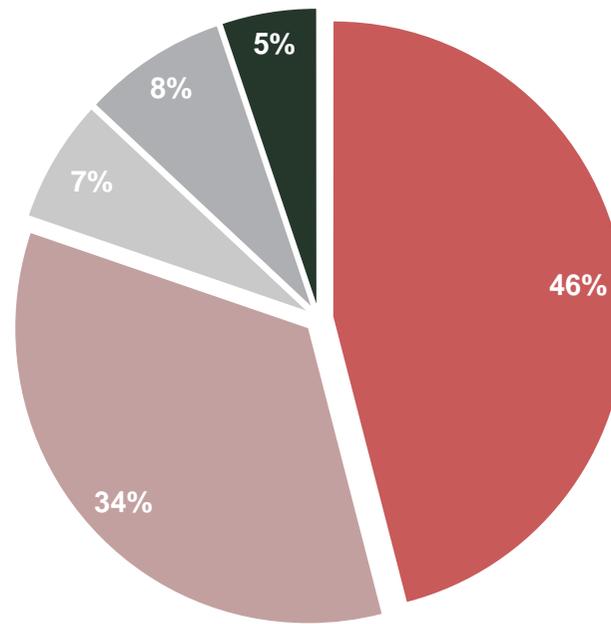
Managed versus non-managed stations for Greater Anglia

(% Passengers Journeys originating from each type of station)

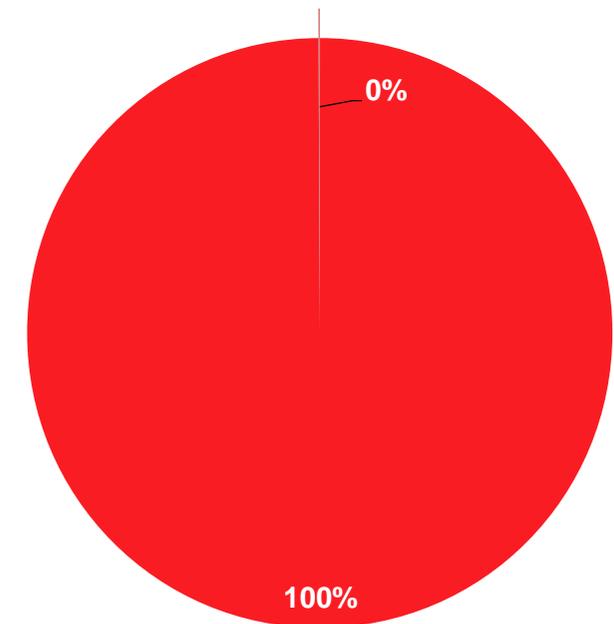
Overall Total



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 Greater Anglia

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
Overall satisfaction	63	-	74	76		79
Overall satisfaction with the station	70	-	77	72		72
Ticket buying facilities	67		66	70		69
Provision of information about train times/platforms	72		77	74		72
The upkeep/repair of the station buildings/platforms	65		63	66		63
Cleanliness	63		69	69		68
The facilities and services	48		51	50		51
The attitudes and helpfulness of the staff	51		60	70		69
Connections with other forms of public transport	72		78	77		78
Facilities for car parking	38	-	53	51		49
Overall environment	61		63	63		62
Your personal security whilst using	57		62	66	+	61
The availability of staff	46		49	56		53
How request to station staff was handled	51		68	82		86

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

Peak/off-peak satisfaction scores for Greater Anglia

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
The frequency of the trains on that route	64		70	75		74
Punctuality/reliability (i.e. the train arriving/departing on time)	58	-	68	73		77
The length of time the journey was scheduled to take (speed)	65	-	73	83		82
Connections with other train services	62		69	78		75
The value for money for the price of your ticket	14		20	35	-	40
Cleanliness of the train	54		57	60		64
Upkeep and repair of the train	51		47	57		58
The provision of information during the journey	51		54	57		58
The helpfulness and attitude of staff on train	38		36	49		49
The space for luggage	39		38	57		53
The toilet facilities	19		21	36		30
Sufficient room for all passengers to sit/stand	36		35	76	+	69
The comfort of the seating area	42		35	64		63
The ease of being able to get on and off	64		69	80		78
Your personal security on board	53		61	68		65
The cleanliness of the inside	51		56	58	-	63
The cleanliness of the outside	47		50	56		54
The availability of staff	16		18	30		28
How well train company deals with delays	16		25	34		29

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

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

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
Overall satisfaction	72	-	75	84		85
Overall satisfaction with the station	72		73	76		75
Ticket buying facilities	66		66	73		72
Provision of information about train times/platforms	76		75	81	+	79
The upkeep/repair of the station buildings/platforms	62		60	66	+	64
Cleanliness	66		67	71		70
The facilities and services	46		48	49		48
The attitudes and helpfulness of the staff	62		62	71		70
Connections with other forms of public transport	70	-	74	75		74
Facilities for car parking	42	-	46	48		47
Overall environment	62		61	66	+	64
Your personal security whilst using	60		60	68	+	66
The availability of staff	52		51	59		57
How request to station staff was handled	74		73	83		84

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

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

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
The frequency of the trains on that route	72		73	78		77
Punctuality/reliability (i.e. the train arriving/departing on time)	70	-	73	82		81
The length of time the journey was scheduled to take (speed)	73	-	77	86		85
Connections with other train services	71		71	78		77
The value for money for the price of your ticket	20	-	23	43		44
Cleanliness of the train	66		68	76	+	74
Upkeep and repair of the train	64		65	77	+	75
The provision of information during the journey	60		61	72	+	71
The helpfulness and attitude of staff on train	45		45	60		60
The space for luggage	40		40	56		55
The toilet facilities	24		24	37		37
Sufficient room for all passengers to sit/stand	39		40	75		73
The comfort of the seating area	54		54	75		74
The ease of being able to get on and off	68		69	82		82
Your personal security on board	67		67	77	+	75
The cleanliness of the inside	66		68	76	+	74
The cleanliness of the outside	62		63	74	+	70
The availability of staff	25		27	42	+	40
How well train company deals with delays	23		24	39		37

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

Weighted sample profile for Greater Anglia

	Spring 2012 %	Spring 2011 %		Spring 2012 %	Spring 2011 %
SEX			DELAYS		
Male	48	47	None	75	80
Female	50	50	Minor	19	17
Not stated	3	3	Major	4	2
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	11	11	Yes	73	72
26-34	16	18	No	27	28
35-44	19	21			
45-54	25	23			
55-59	10	10	TIME OF TRAVEL		
60-64	8	7	Peak	25	24
65+	8	7	Off-peak	75	76
Not stated	2	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	60	60	Yes asked for help	8	5
Business	17	17	Yes asked for information	8	7
Leisure	23	23	Could not find anyone to ask	3	4
			No	80	83
			Not stated	2	2

Weighted sample profile for London and South East

	Spring 2012 %	Spring 2011 %		Spring 2012 %	Spring 2011 %
SEX			DELAYS		
Male	45	44	None	80	81
Female	52	54	Minor	16	16
Not stated	3	2	Major	3	2
			Not stated	2	1
AGE			REGULAR TRAVELLER		
16-25	11	11	Yes	70	70
26-34	17	19	No	30	30
35-44	20	20			
45-54	22	23			
55-59	9	9	TIME OF TRAVEL		
60-64	9	9	Peak	19	21
65+	10	9	Off-peak	81	79
Not stated	2	1			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	53	52	Yes asked for help	8	8
Business	15	15	Yes asked for information	7	8
Leisure	33	33	Could not find anyone to ask	3	3
			No	81	81
			Not stated	2	1

Station sample sizes for Greater Anglia

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Liverpool Street	826	Sawbridgeworth	15	Peterborough	3
Stratford (London)	183	Brentwood	14	Diss	3
Chelmsford	104	Goodmayes	14	Thetford	3
Norwich	98	Kelvedon	14	Rye House	2
Ipswich	86	Wickford	14	Southminster	1
Shenfield	75	Braintree Freeport	14	Rochford	1
Colchester	74	Lowestoft	13		
Stansted Airport	69	Stansted Mountfitchett	13		
Tottenham Hale	59	Manningtree	13		
Bishops Stortford	43	Marks Tey	13		
Harlow Town	40	North Walsham	11		
Chadwell Heath	38	Southend Victoria	10		
Ilford	37	Gidea Park	10		
Romford	37	Braintree	9		
Rayleigh	32	Brundall	9		
Billericay	31	Cheshunt	9		
Great Yarmouth	28	Ely	9		
Witham (Essex)	27	Walthamstow Central	9		
Felixstowe	26	White Hart Lane	9		
Cambridge	24	Chingford	9		
Highams Park	23	Forest Gate	9		
Harold Wood	22	Cambridge Heath	8		
St Margarets (Hertfordshire)	22	Brimsdown	7		
Bury St Edmunds	18	Cromer	7		
Frinton	18	Sheringham	7		
Edmonton Green	17	Silver Street	7		
Attleborough	17	Ponders End	6		
Stowmarket	17	Wymondham	6		
Broxbourne	16	Enfield Town	5		
Sudbury (Suffolk)	16	Seven Sisters	5		
Clacton	15	Manor Park	5		

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
Greater Anglia*	106689	60	17	23	89	11	29	16	26	28
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Southeastern	163361	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

*Sample size excludes non-franchised Train Operating Companies. *Greater Anglia from 5th February 2012 (previously National Express East Anglia)

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*	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	1189	38	12	51	91	9	31	27	21	21
c2c	1114	71	6	23	93	7	35	23	22	20
Chiltern Railways	1192	41	21	38	92	8	53	6	18	24
CrossCountry	1191	32	18	50	80	20	14	30	29	27
East Coast	1225	19	25	56	83	17	47	6	17	30
East Midlands Trains	1219	34	20	46	85	15	31	27	20	22
First Capital Connect	2000	55	13	32	92	8	26	18	33	23
First Great Western	3044	34	16	50	80	20	32	23	22	24
First TransPennine Express	1175	38	16	45	87	13	16	33	26	25
Greater Anglia*	2454	45	13	43	86	14	34	11	29	27
London Midland	1192	47	11	42	88	12	25	23	20	32
London Overground	1202	60	5	34	88	12	30	21	21	27
Merseyrail	635	39	4	58	94	6	24	35	22	20
Northern Rail	1264	48	9	43	87	13	31	23	25	21
ScotRail	1230	40	13	47	80	20	25	16	35	24
South West Trains	2334	42	10	48	82	18	31	14	19	35
Southeastern	1722	51	10	40	87	13	17	29	29	25
Southern	2338	43	14	43	88	12	31	21	22	27
Virgin Trains	1112	23	37	41	88	12	37	4	34	25

*Sample size excludes non-franchised Train Operating Companies. *Greater Anglia from 5th February 2012 (previously National Express East Anglia)

The following reports are 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		
Southeastern		
Southern		
South West Trains		

*Greater Anglia from 5th February 2012 (previously National Express East Anglia)



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