



# National Passenger Survey

## TOC Report for Heathrow Express

### Spring 2012

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Passenger**focus**   
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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](http://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.

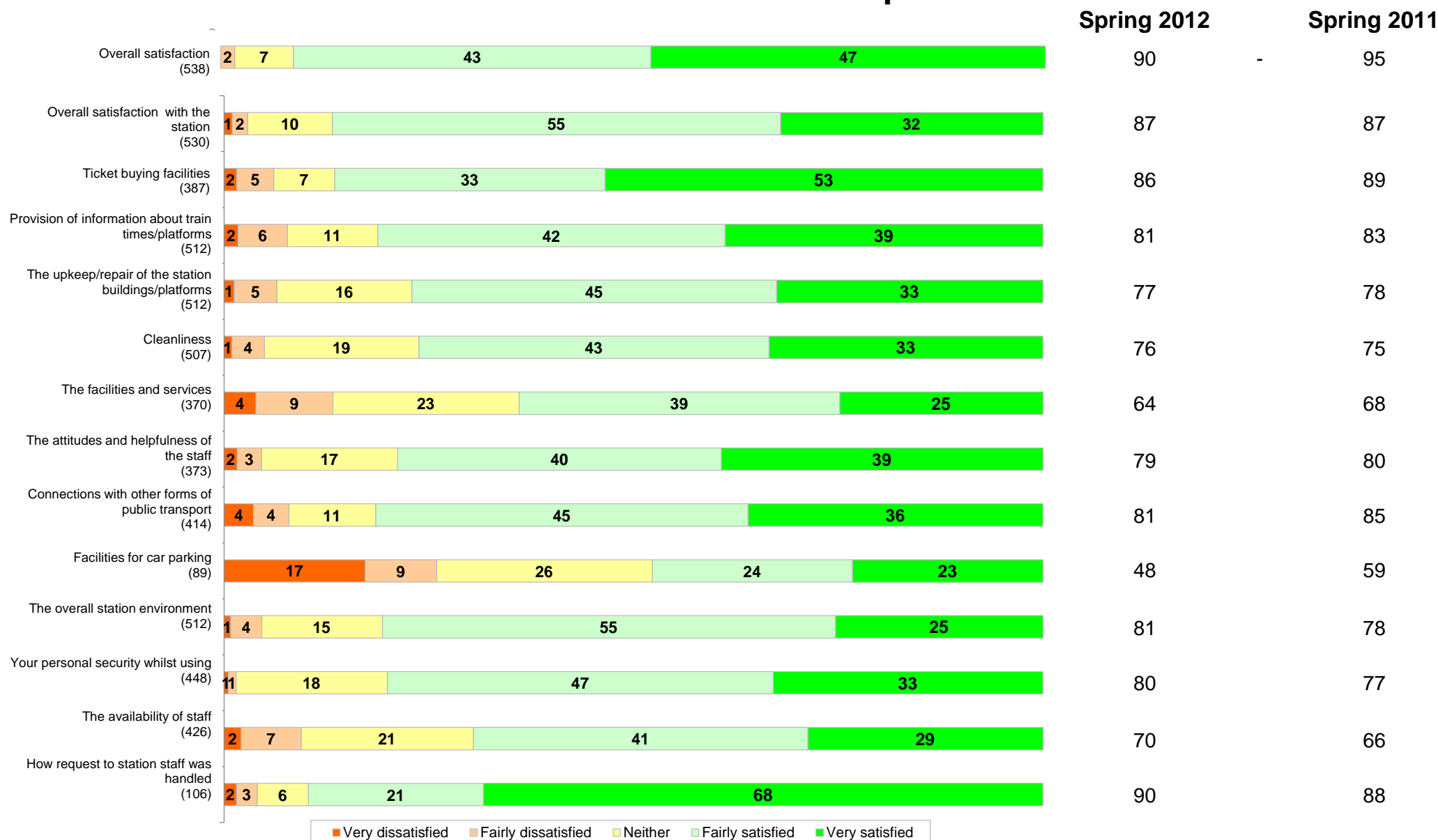
Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

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

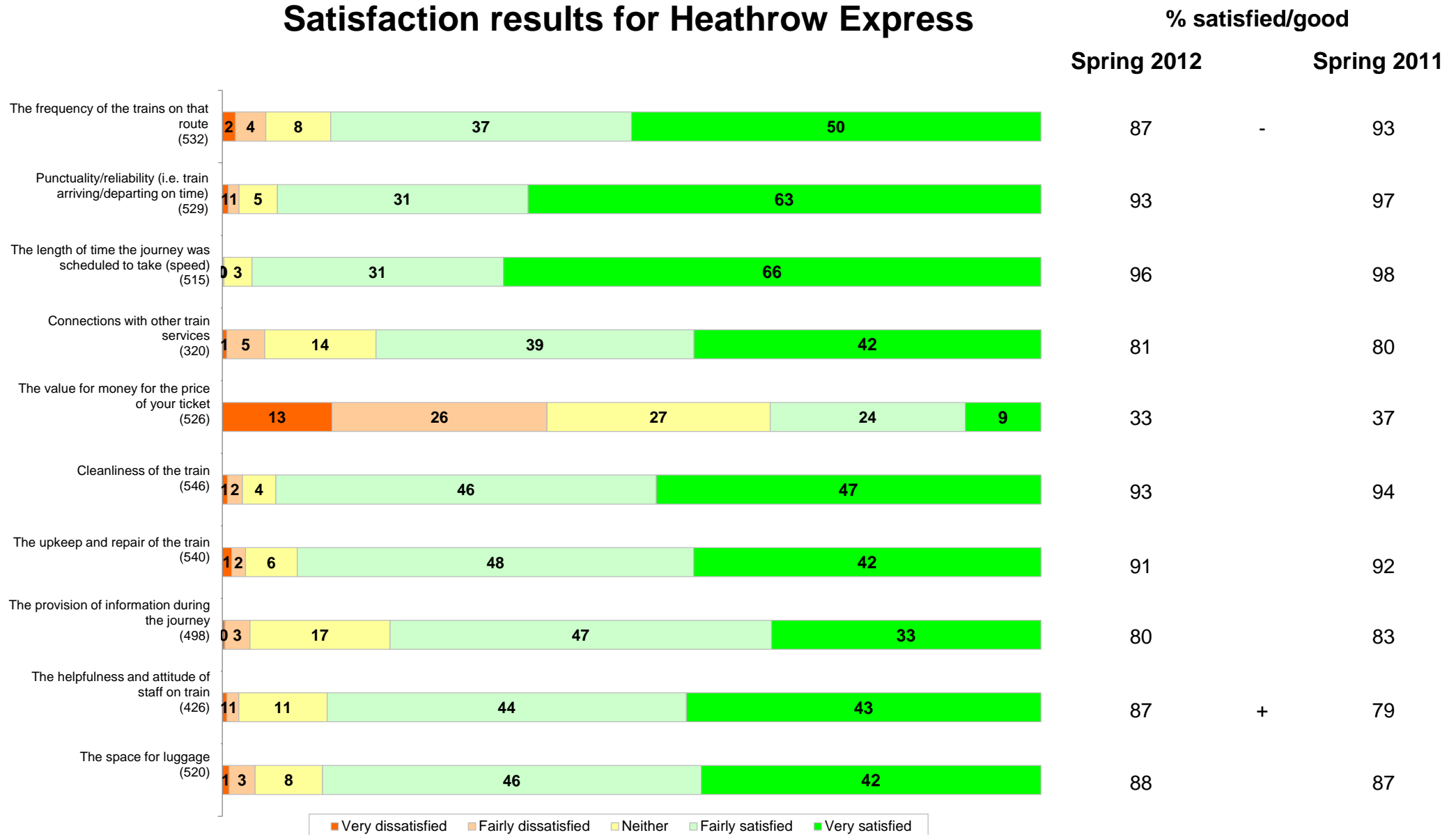
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## Satisfaction results for Heathrow Express

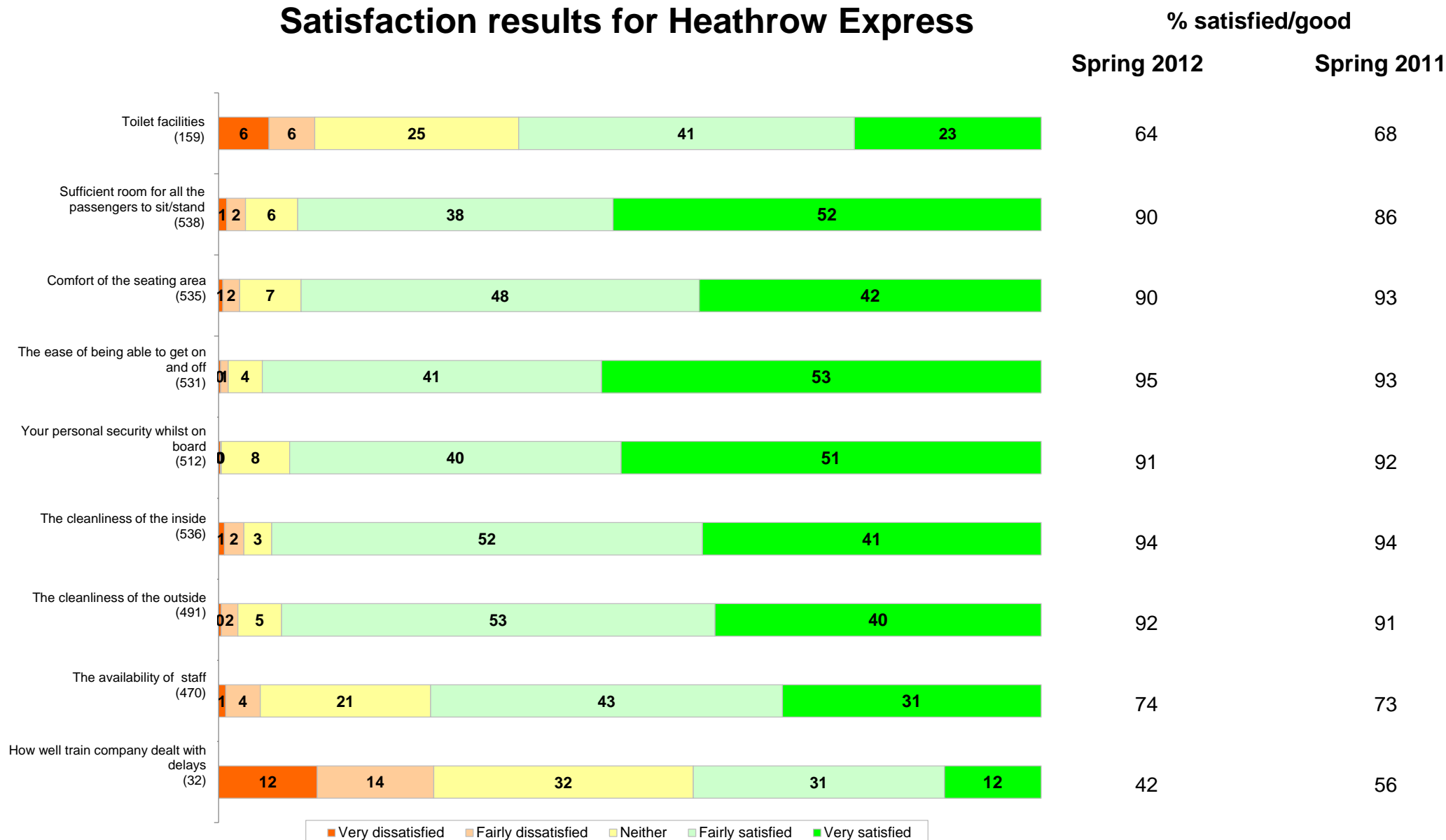


## Satisfaction results for Heathrow Express





## Satisfaction results for Heathrow Express

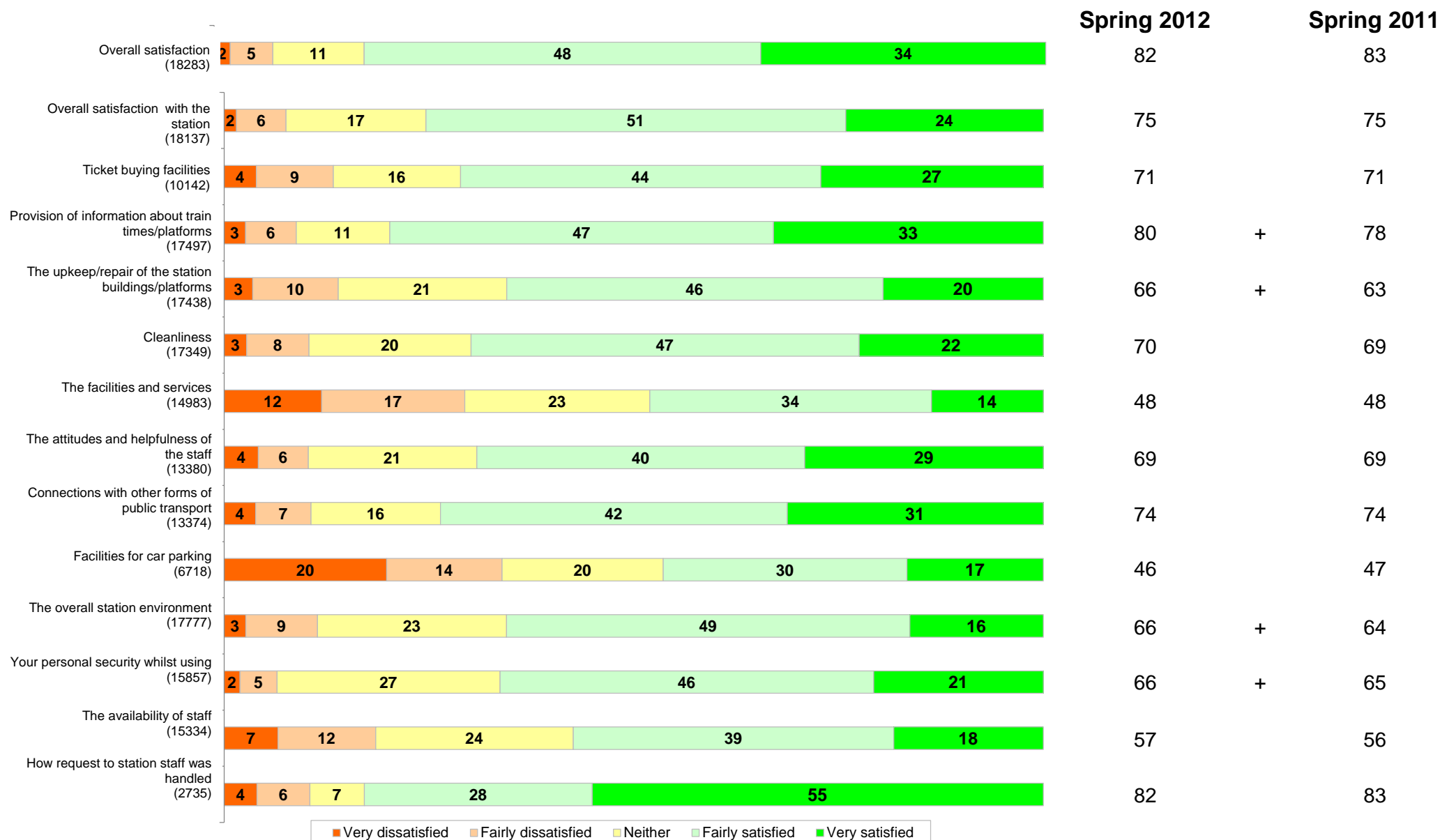




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

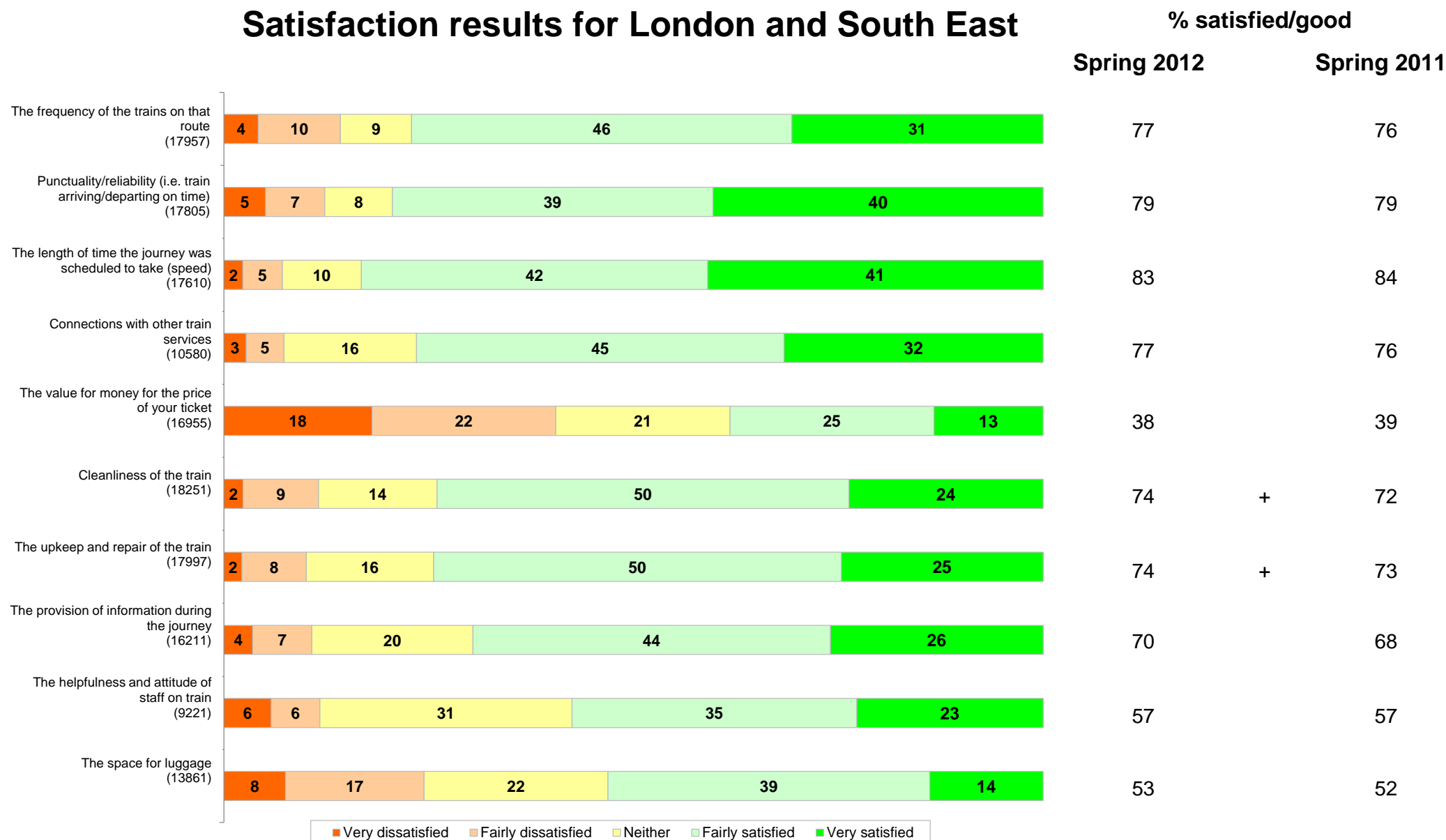
% satisfied/good

## Satisfaction results for London and South East



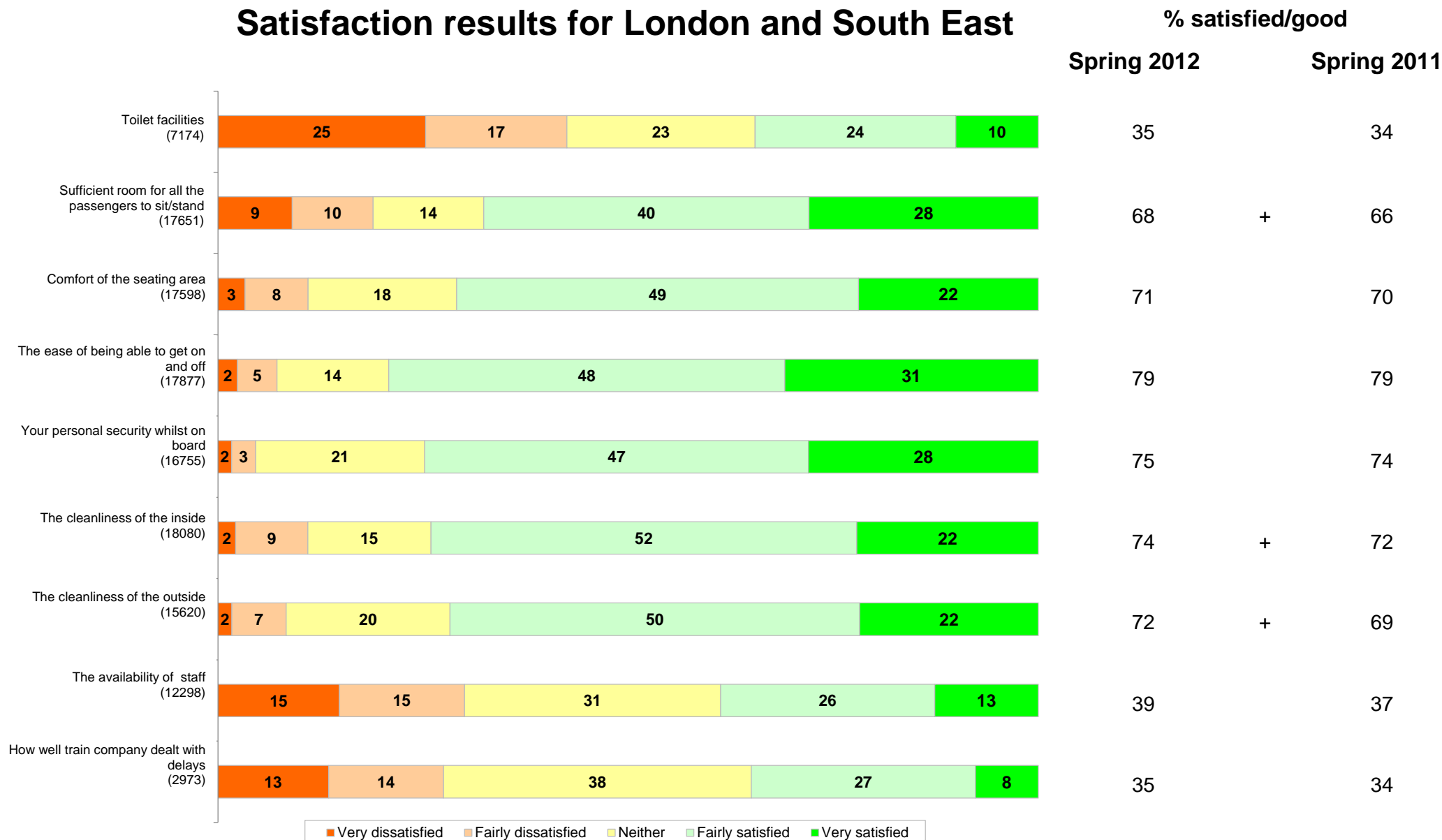
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## Heathrow Express performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	90	82	110%
Overall satisfaction with the station	87	75	115%
Ticket buying facilities	86	71	122%
Provision of information about train times/platforms	81	80	102%
The upkeep/repair of the station buildings/platforms	77	66	118%
Cleanliness	76	70	109%
The facilities and services	64	48	133%
The attitudes and helpfulness of the staff	79	69	114%
Connections with other forms of public transport	81	74	111%
Facilities for car parking	48	46	103%
Overall environment	81	66	123%
Your personal security whilst using	80	66	121%
The availability of staff	70	57	121%
How request to station staff was handled	90	82	109%

## Heathrow Express performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	87	77	113%
Punctuality/reliability (i.e. the train arriving/departing on time)	93	79	117%
The length of time the journey was scheduled to take (speed)	96	83	116%
Connections with other train services	81	77	106%
The value for money for the price of your ticket	33	38	86%
Cleanliness of the train	93	74	126%
Upkeep and repair of the train	91	74	122%
The provision of information during the journey	80	70	114%
The helpfulness and attitude of staff on train	87	57	152%
The space for luggage	88	53	165%
The toilet facilities	64	35	184%
Sufficient room for all passengers to sit/stand	90	68	134%
The comfort of the seating area	90	71	127%
The ease of being able to get on and off	95	79	120%
Your personal security on board	91	75	122%
The cleanliness of the inside	94	74	126%
The cleanliness of the outside	92	72	129%
The availability of staff	74	39	192%
How well train company deals with delays	42	35	121%

## Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction	90
Overall satisfaction with the station	87
Ticket buying facilities	86
Provision of information about train times/platforms	81
The upkeep/repair of the station buildings/platforms	77
Cleanliness	76
The facilities and services	64
The attitudes and helpfulness of the staff	79
Connections with other forms of public transport	81
Facilities for car parking	48
Overall environment	81
Your personal security whilst using	80
The availability of staff	70
How request to station staff was handled	90

## Building block/route data for Heathrow Express

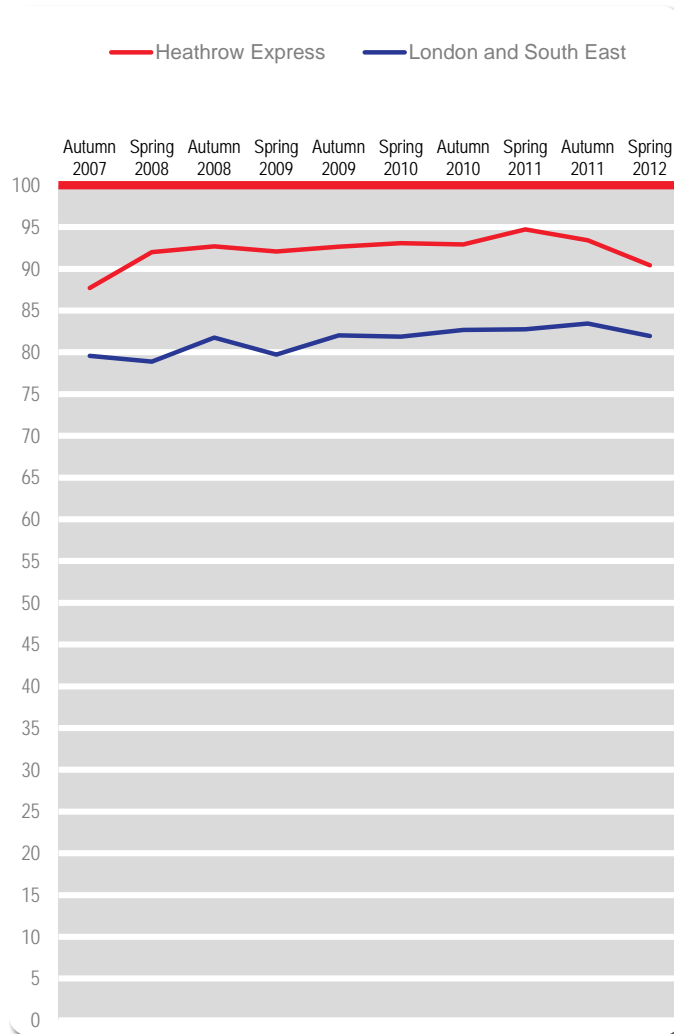
	Heathrow Express
The frequency of the trains on that route	87
Punctuality/reliability (i.e. the train arriving/departing on time)	93
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	81
The value for money for the price of your ticket	33
Cleanliness of the train	93
Upkeep and repair of the train	91
The provision of information during the journey	80
The helpfulness and attitude of staff on train	87
The space for luggage	88
The toilet facilities	64
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	90
The ease of being able to get on and off	95
Your personal security on board	91
The cleanliness of the inside	94
The cleanliness of the outside	92
The availability of staff	74
How well train company deals with delays	42



## Overall satisfaction

(538)

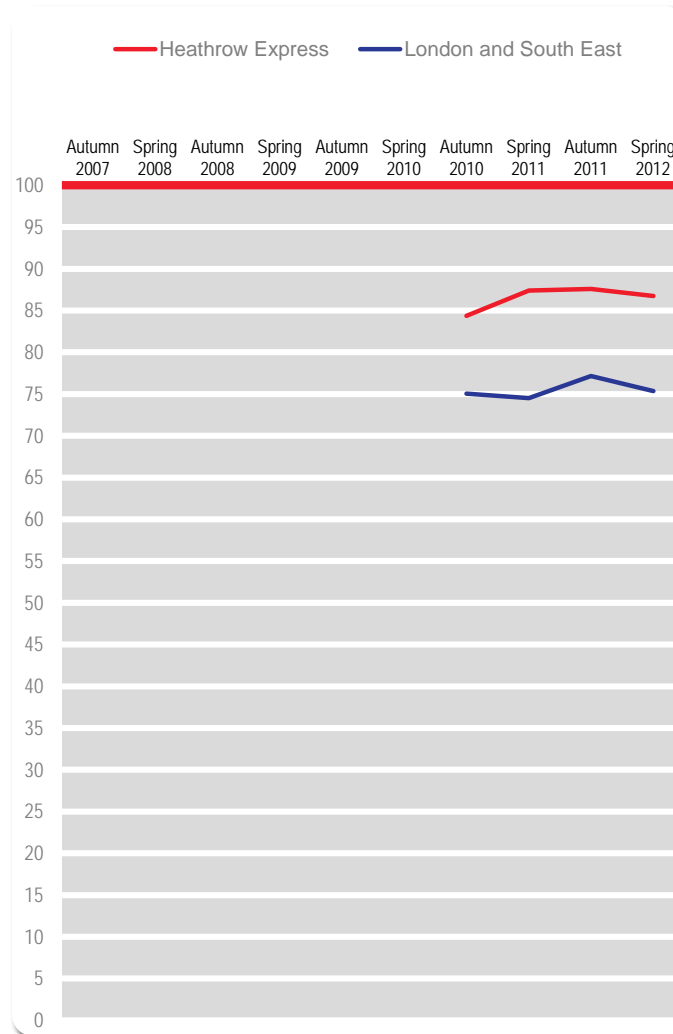
Percentage of passengers satisfied 2007 to 2012



## Overall station satisfaction

(530)

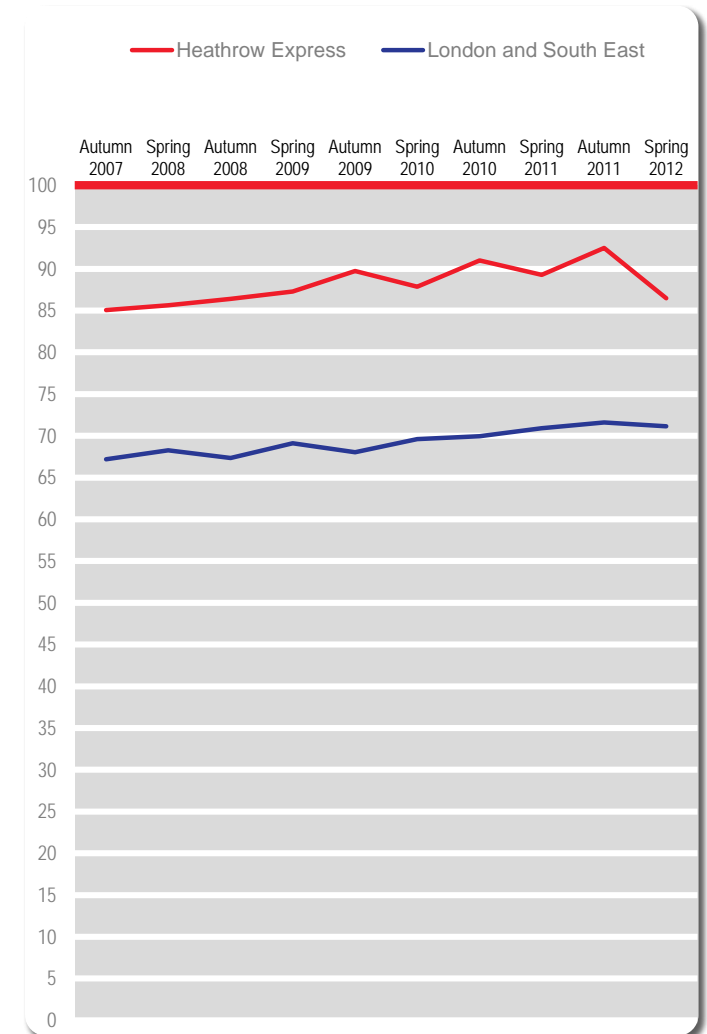
Percentage of passengers satisfied 2007 to 2012



## Ticket buying facilities

(387)

Percentage of passengers satisfied 2007 to 2012

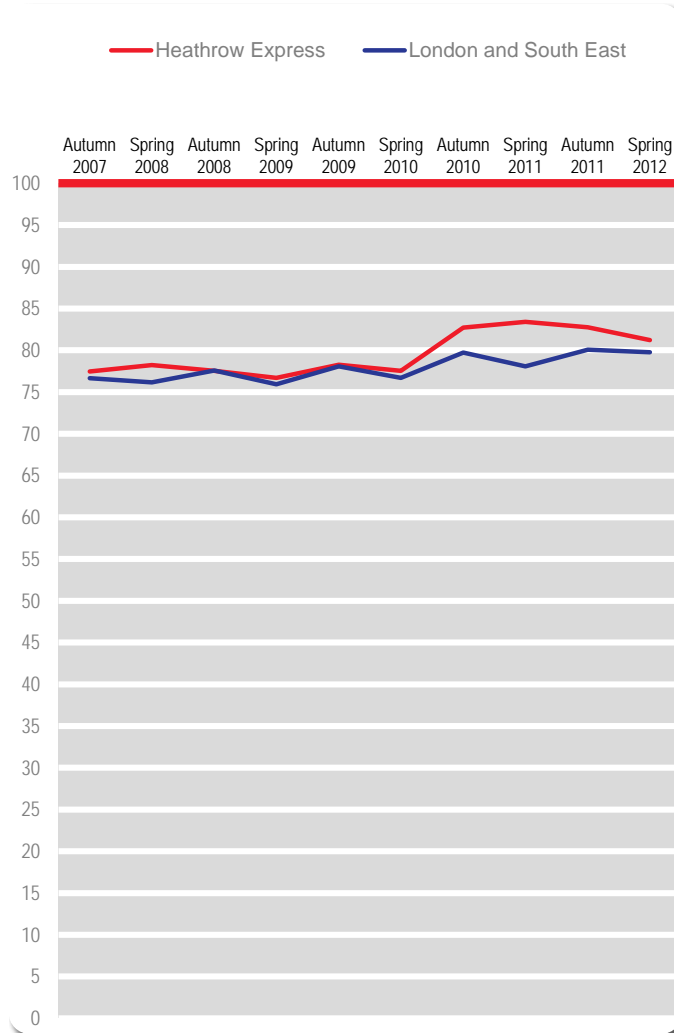


N.B. Benchmarks and targets are only shown for applicable factors

### Provision of information about train times/platforms

(512)

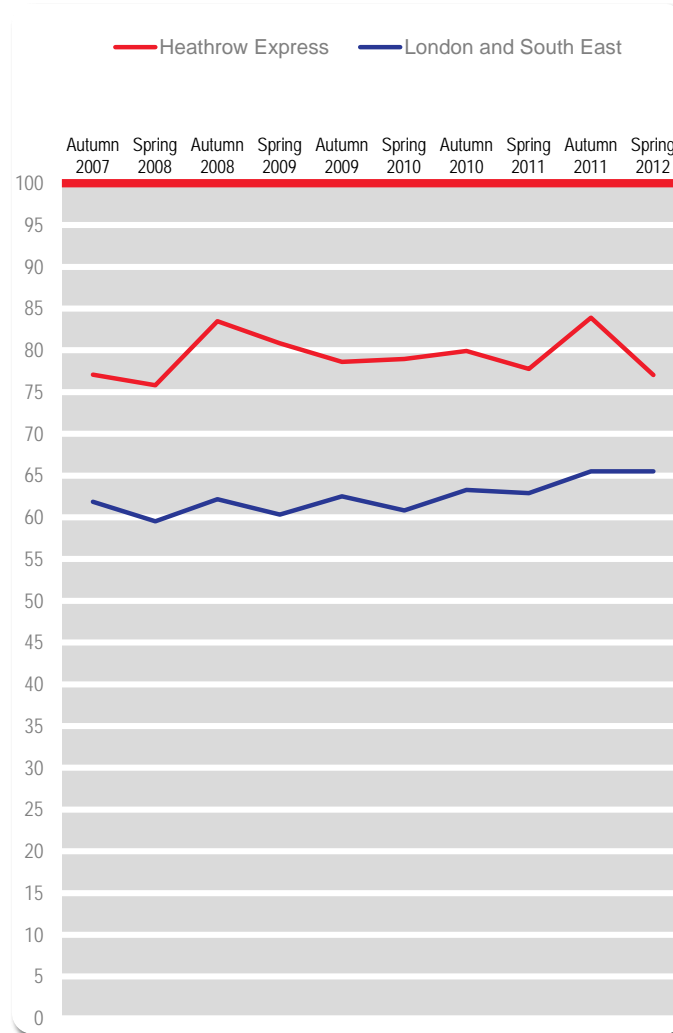
Percentage of passengers satisfied 2007 to 2012



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

(512)

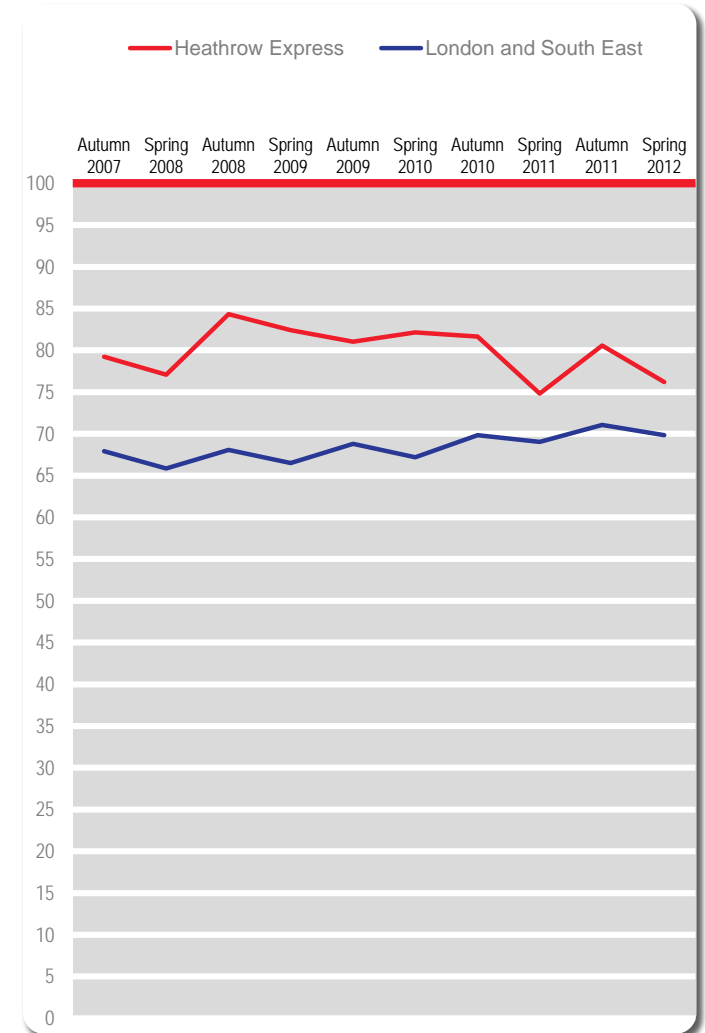
Percentage of passengers satisfied 2007 to 2012



### Cleanliness of the station

(507)

Percentage of passengers satisfied 2007 to 2012

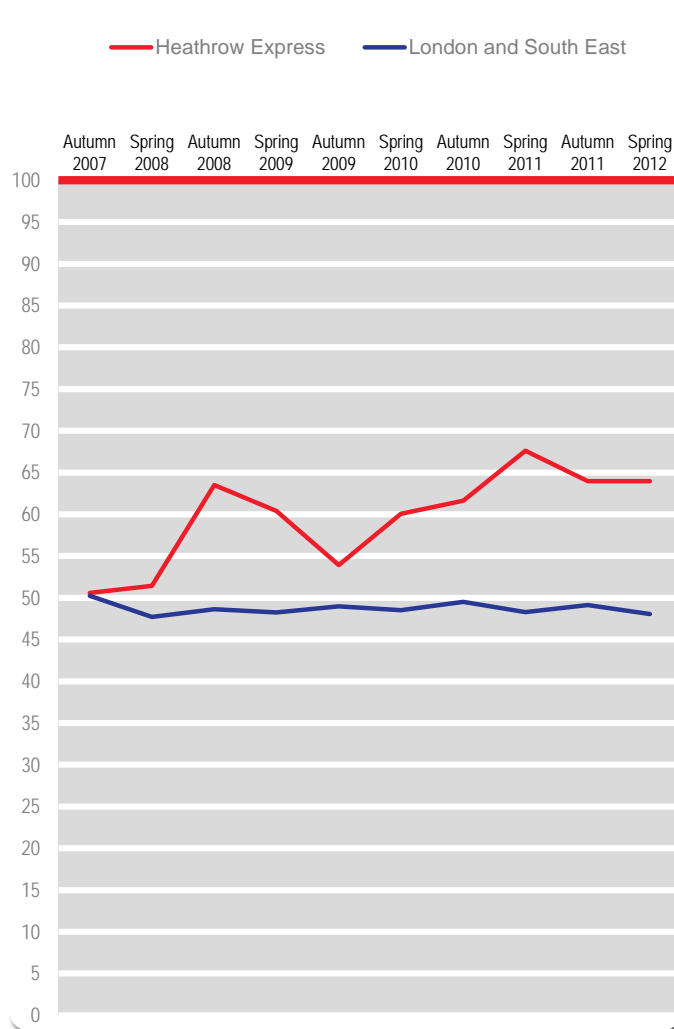


N.B. Benchmarks and targets are only shown for applicable factors

### The facilities and services at the station

(370)

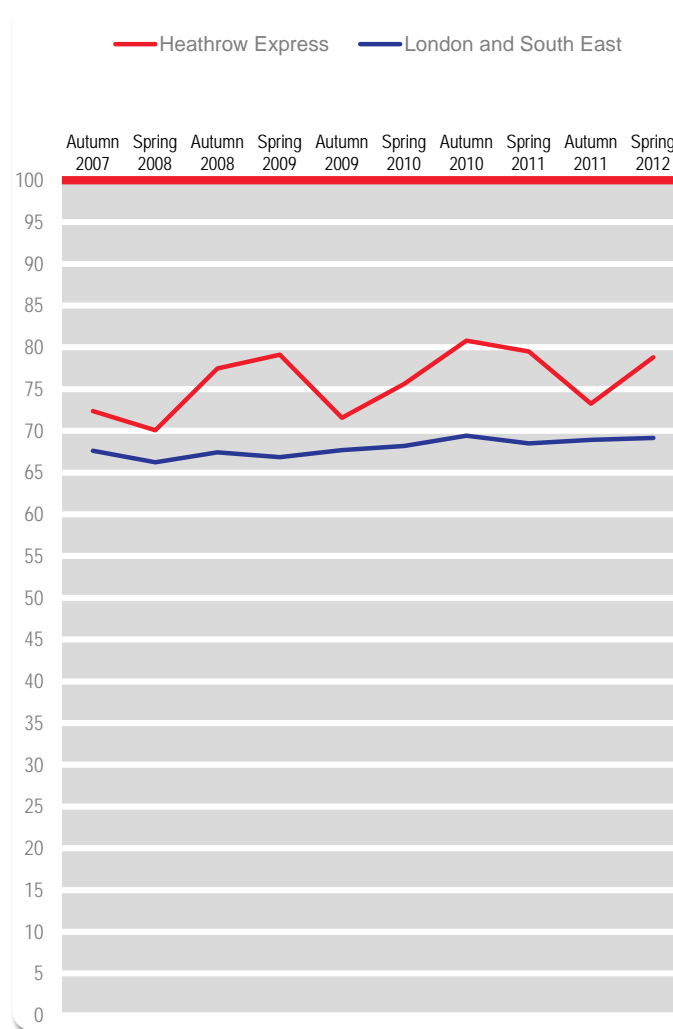
Percentage of passengers satisfied 2007 to 2012



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

(373)

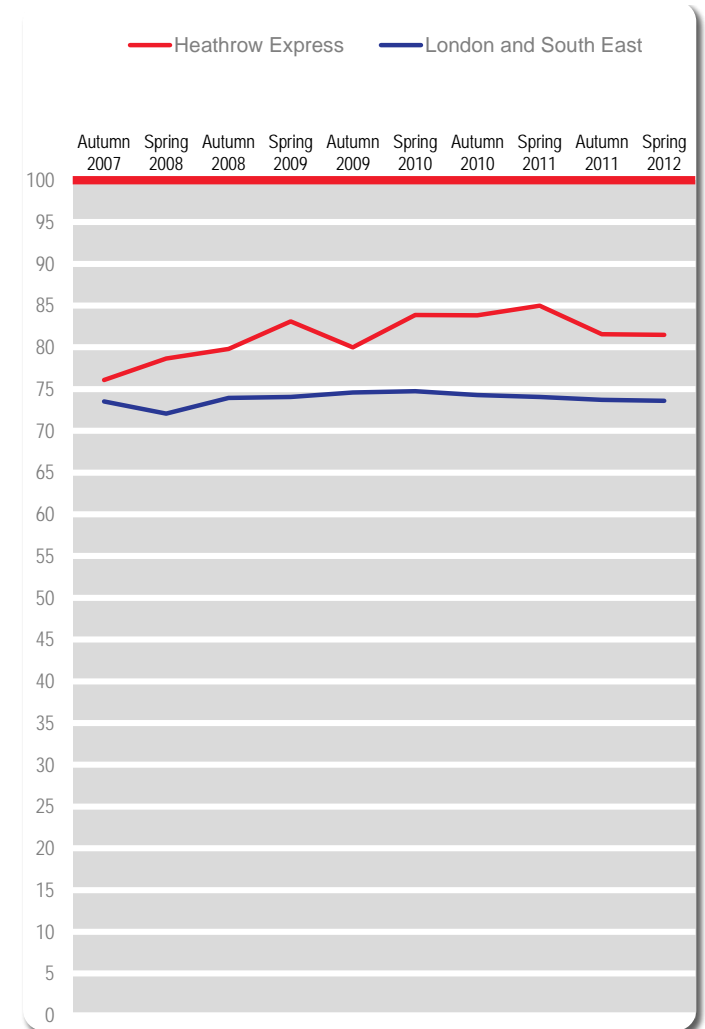
Percentage of passengers satisfied 2007 to 2012



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

(414)

Percentage of passengers satisfied 2007 to 2012

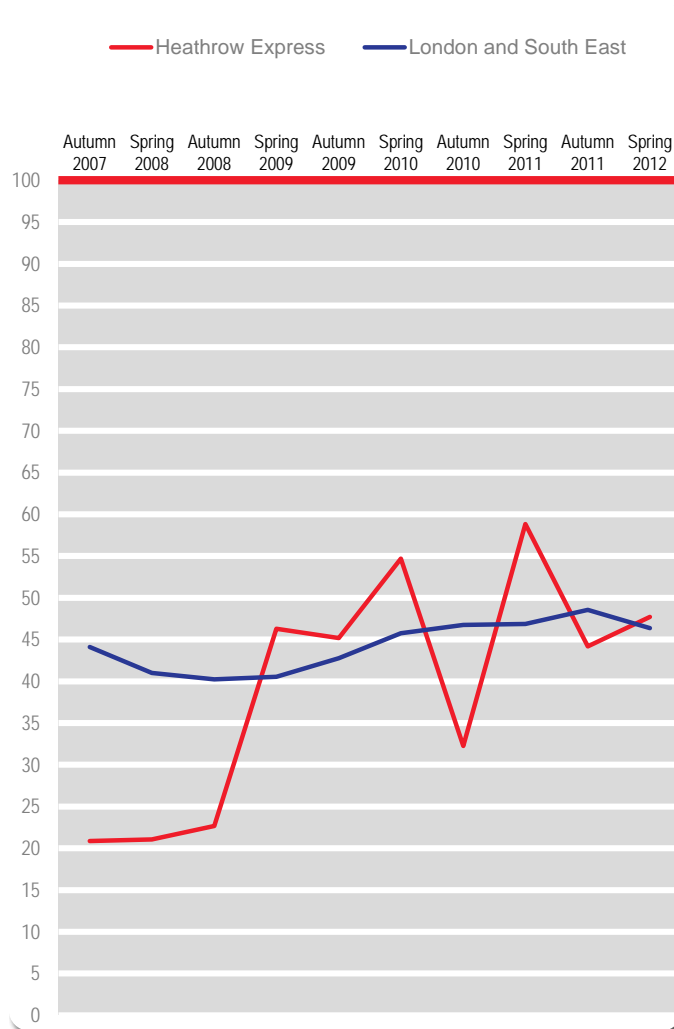


N.B. Benchmarks and targets are only shown for applicable factors

### Facilities for car parking at the station

(89)

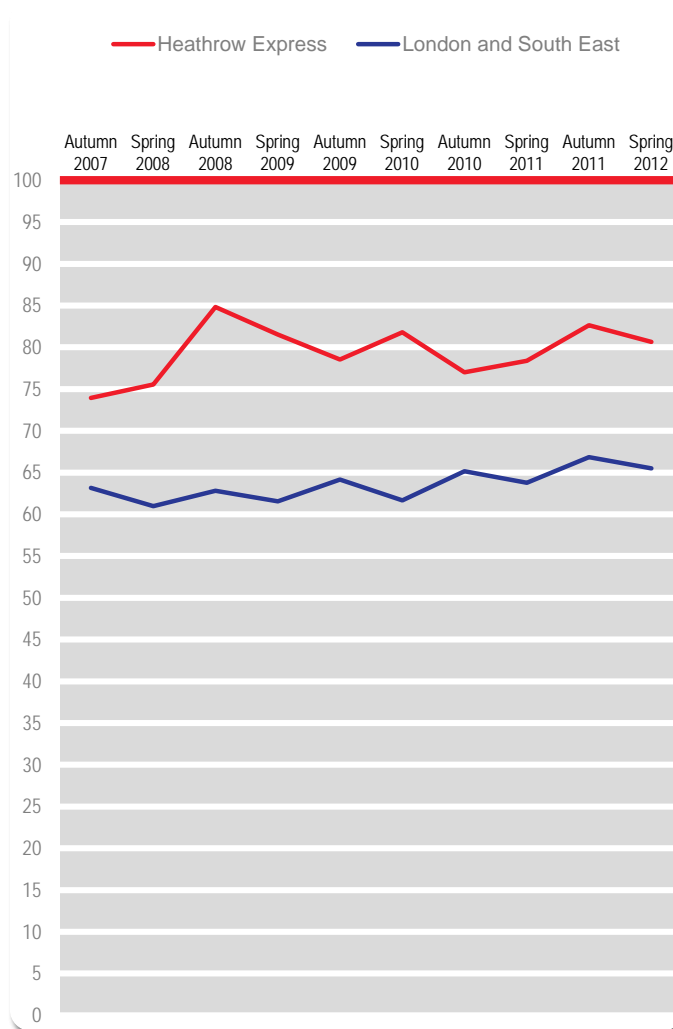
Percentage of passengers satisfied 2007 to 2012



### Overall station environment

(512)

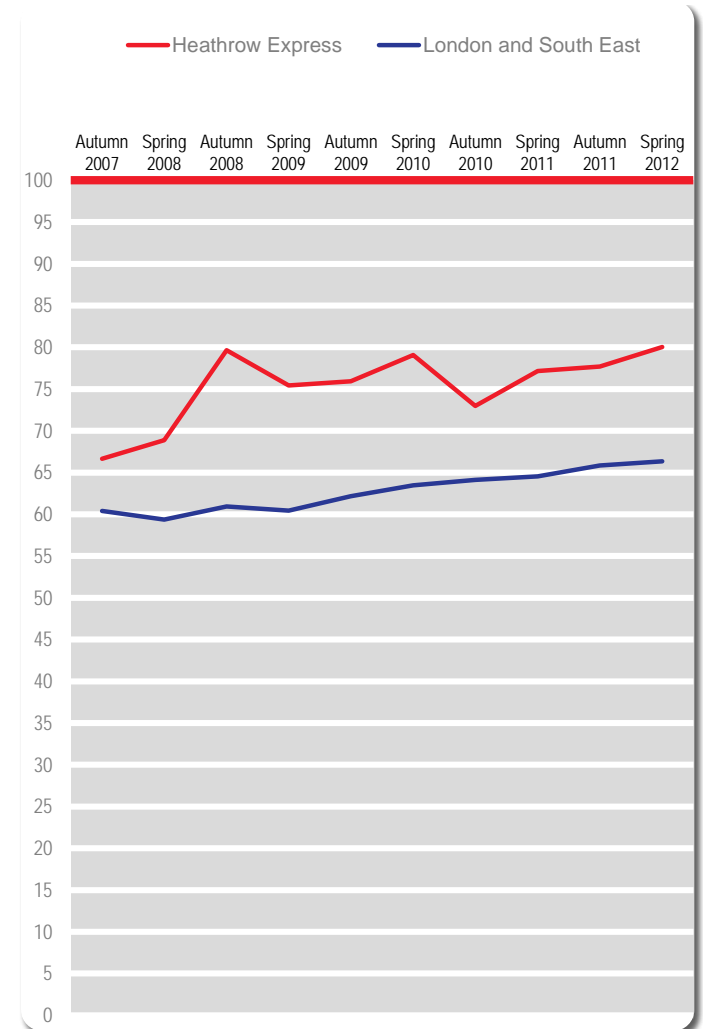
Percentage of passengers satisfied 2007 to 2012



### Your personal security whilst using the station

(448)

Percentage of passengers satisfied 2007 to 2012

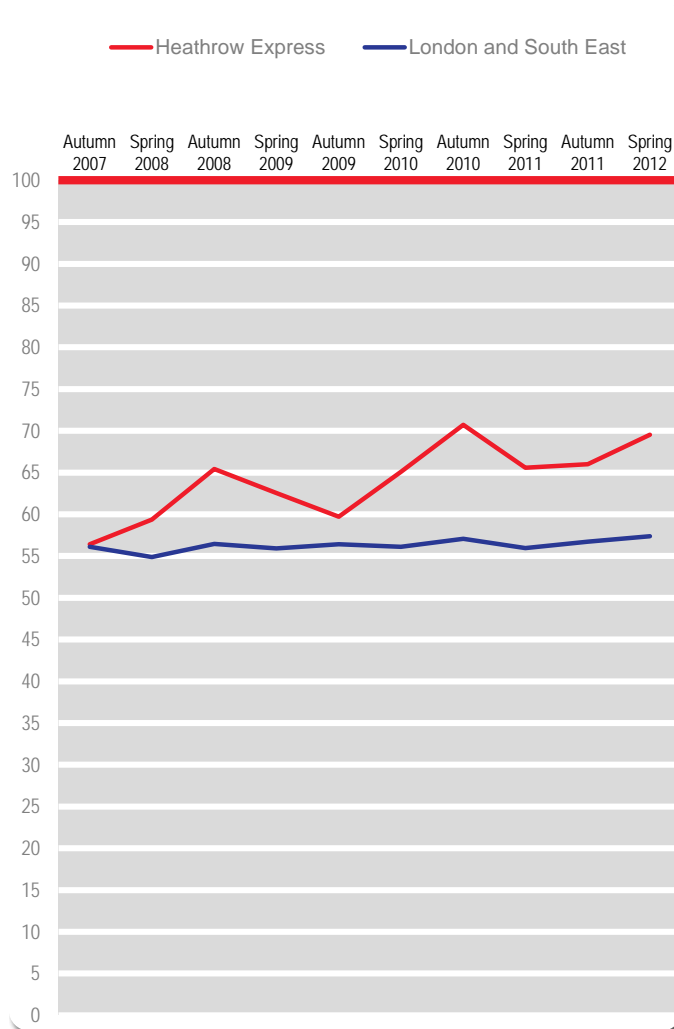


N.B. Benchmarks and targets are only shown for applicable factors

### The availability of staff at the station

(426)

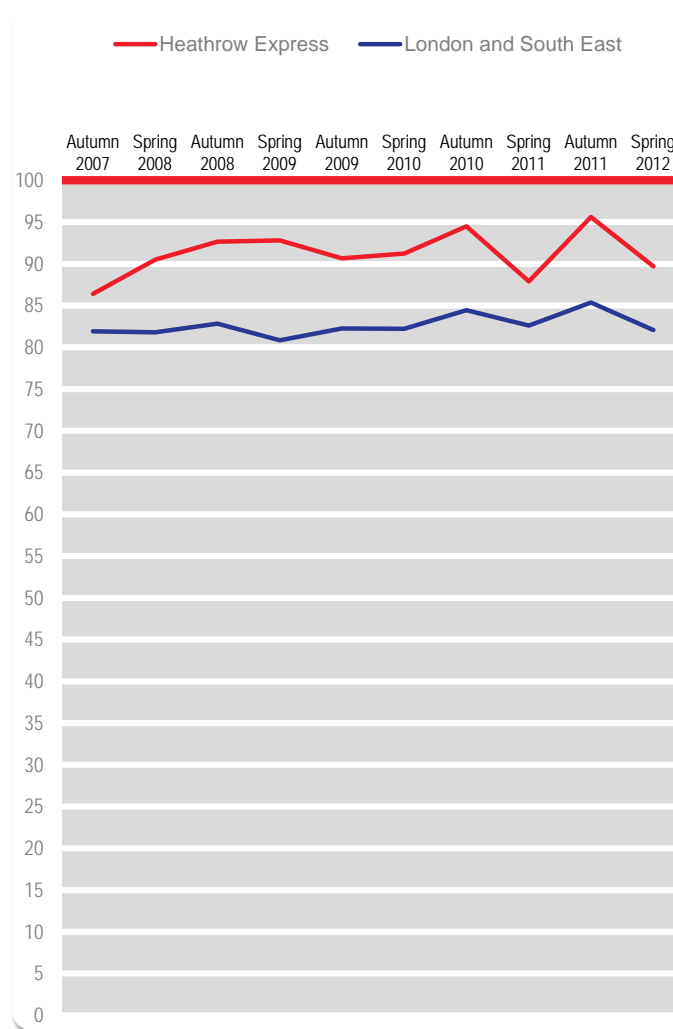
Percentage of passengers satisfied 2007 to 2012



### How request to station staff was handled

(106)

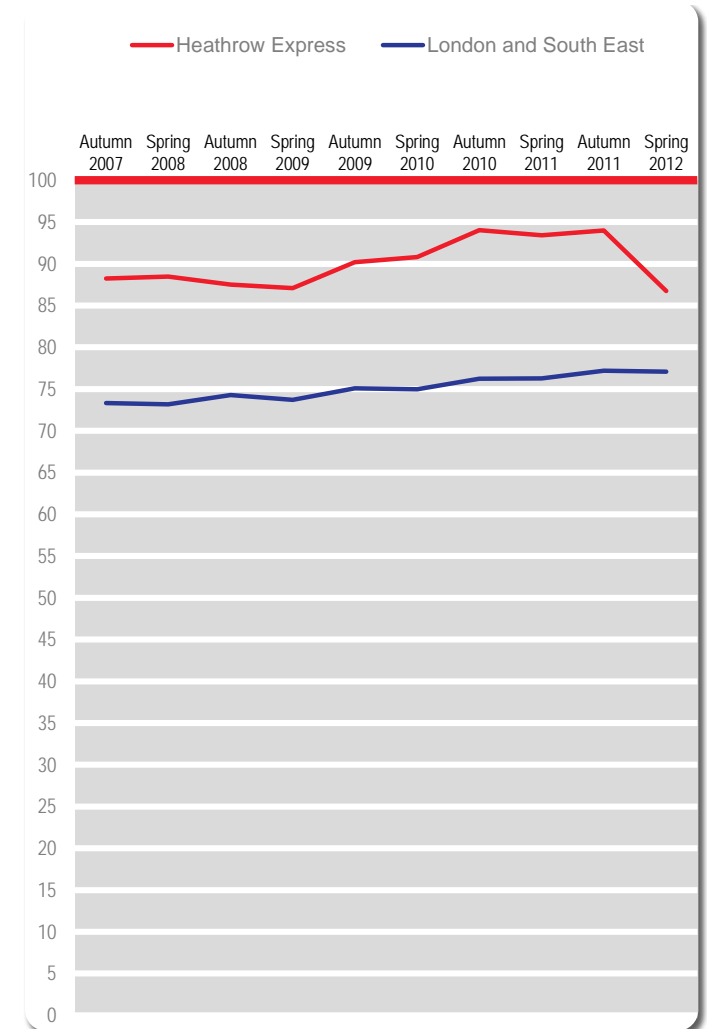
Percentage of passengers satisfied 2007 to 2012



### The frequency of trains on that route

(532)

Percentage of passengers satisfied 2007 to 2012

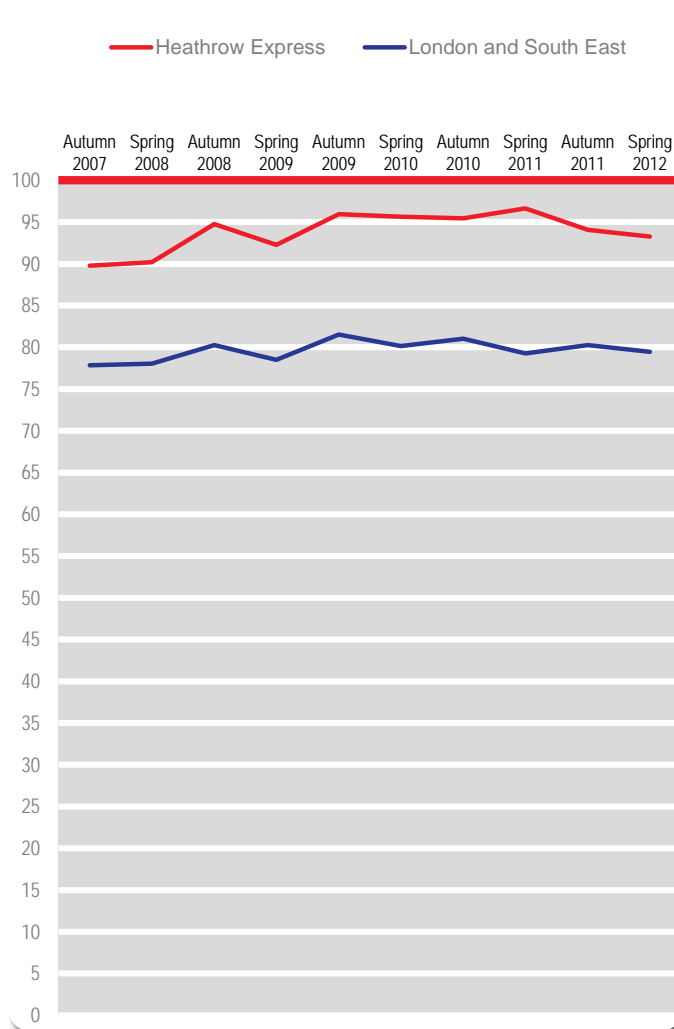


N.B. Benchmarks and targets are only shown for applicable factors

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

(529)

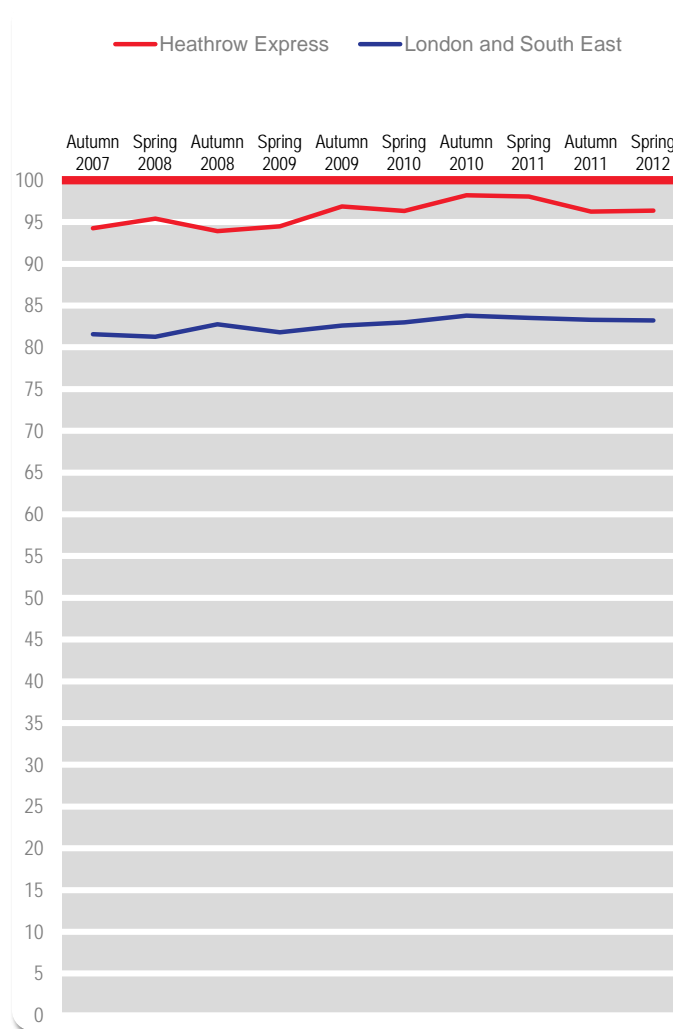
Percentage of passengers satisfied 2007 to 2012



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

(515)

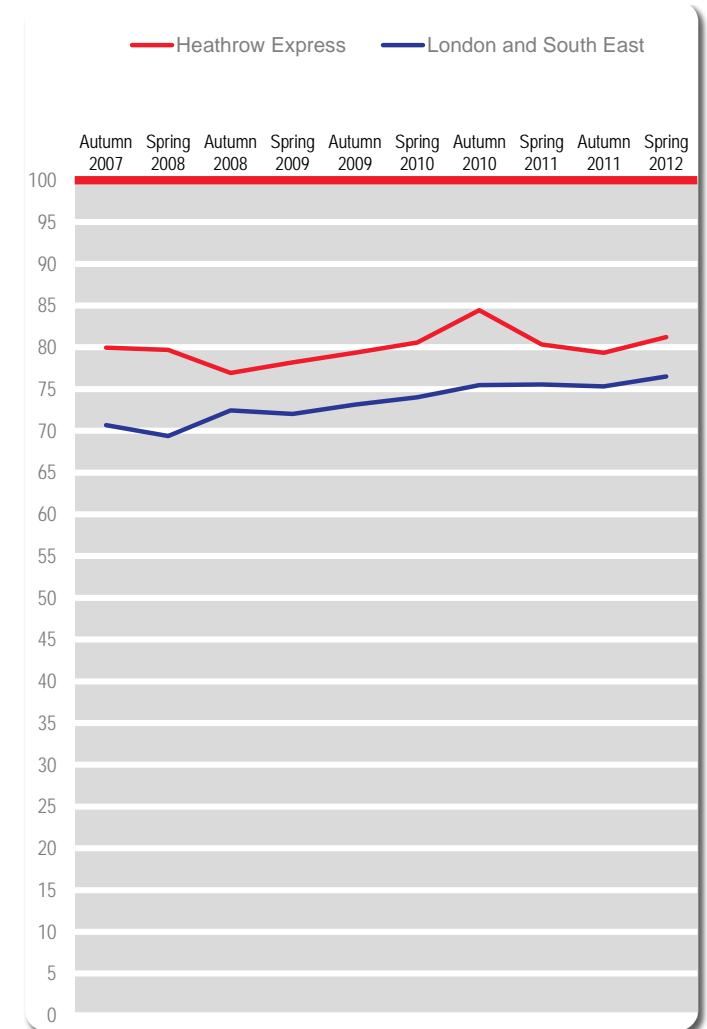
Percentage of passengers satisfied 2007 to 2012



### Connections with other train services

(320)

Percentage of passengers satisfied 2007 to 2012

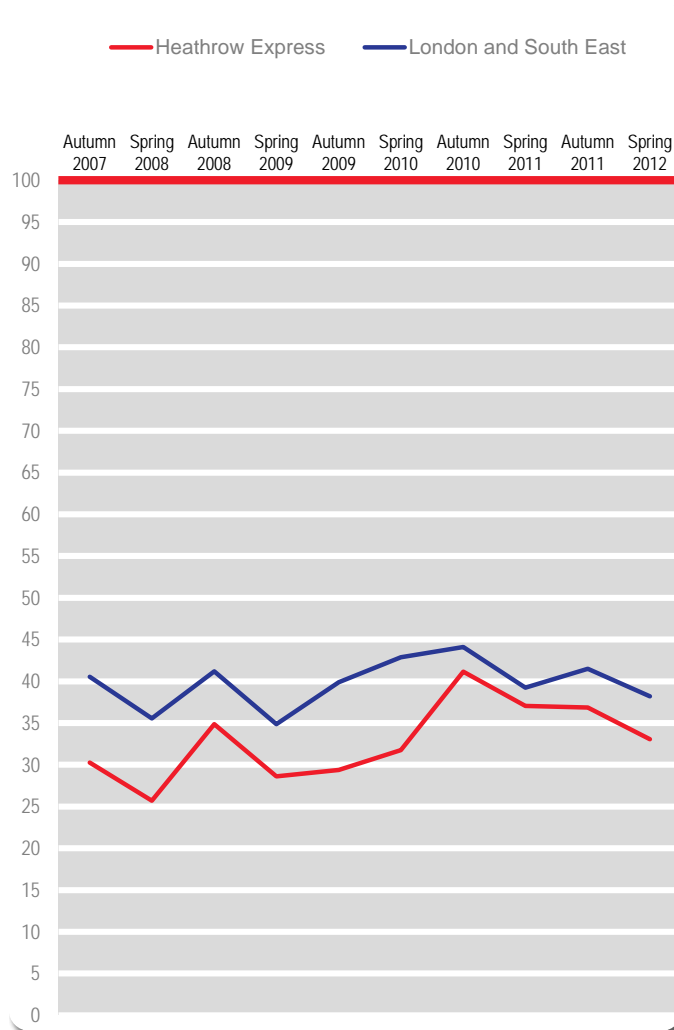


N.B. Benchmarks and targets are only shown for applicable factors

### The value for money for the price of your ticket

(526)

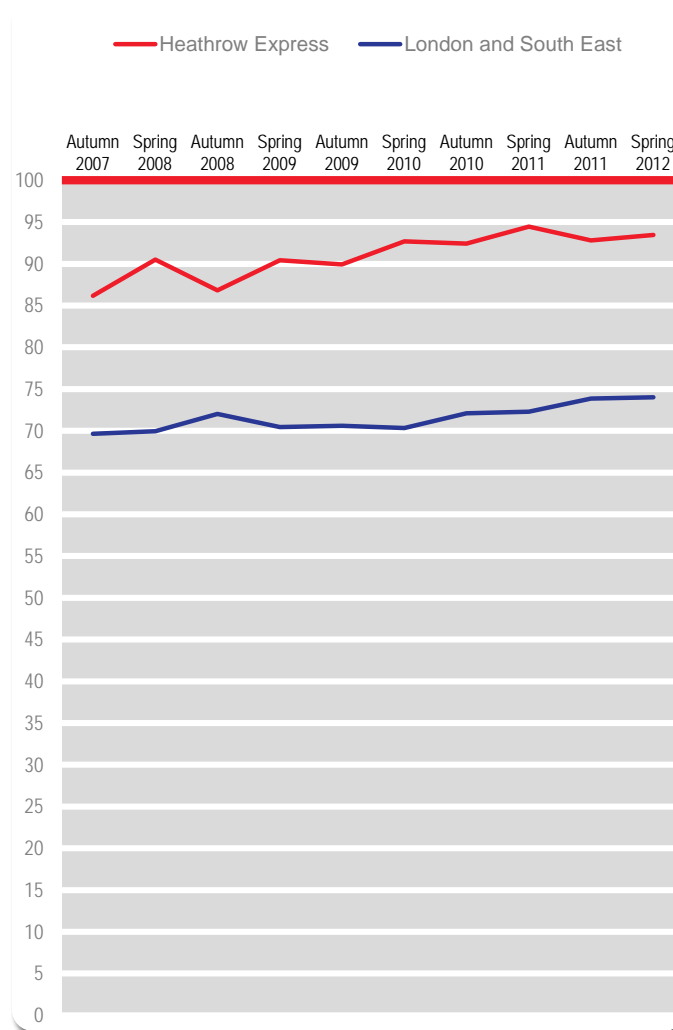
Percentage of passengers satisfied 2007 to 2012



### Cleanliness of the train

(546)

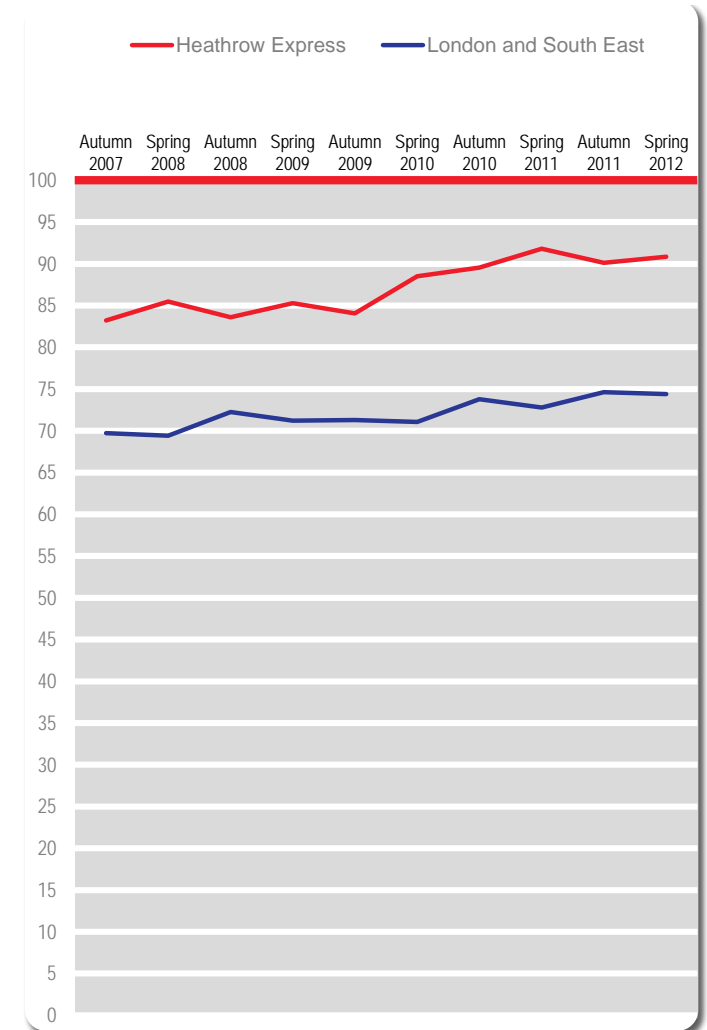
Percentage of passengers satisfied 2007 to 2012



### Upkeep and repair of the train

(540)

Percentage of passengers satisfied 2007 to 2012



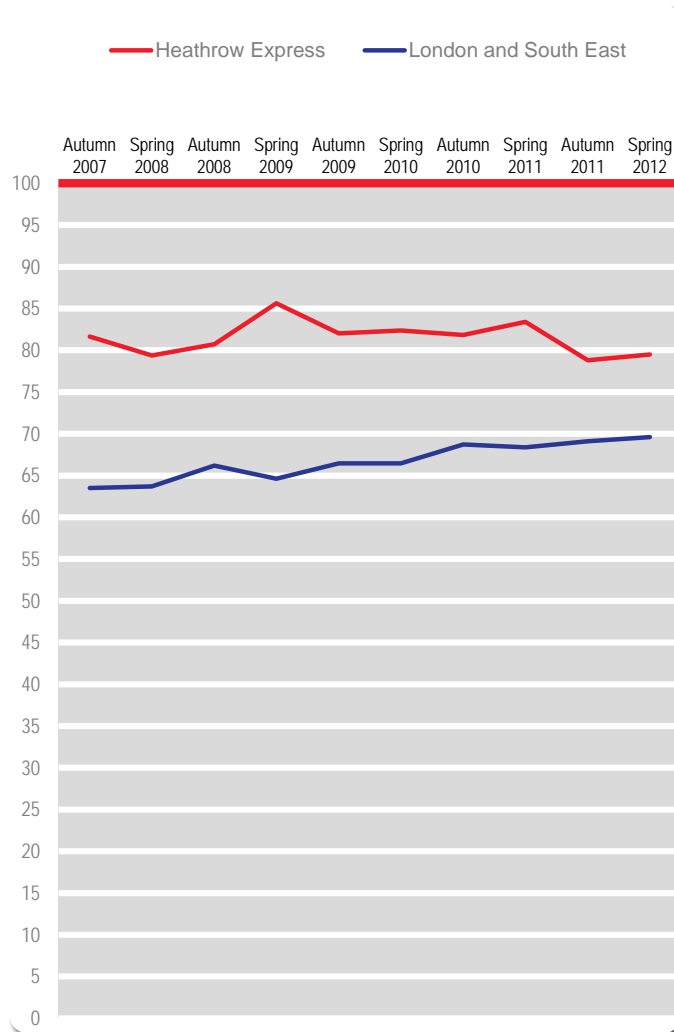
N.B. Benchmarks and targets are only shown for applicable factors



### The provision of information during the journey

(498)

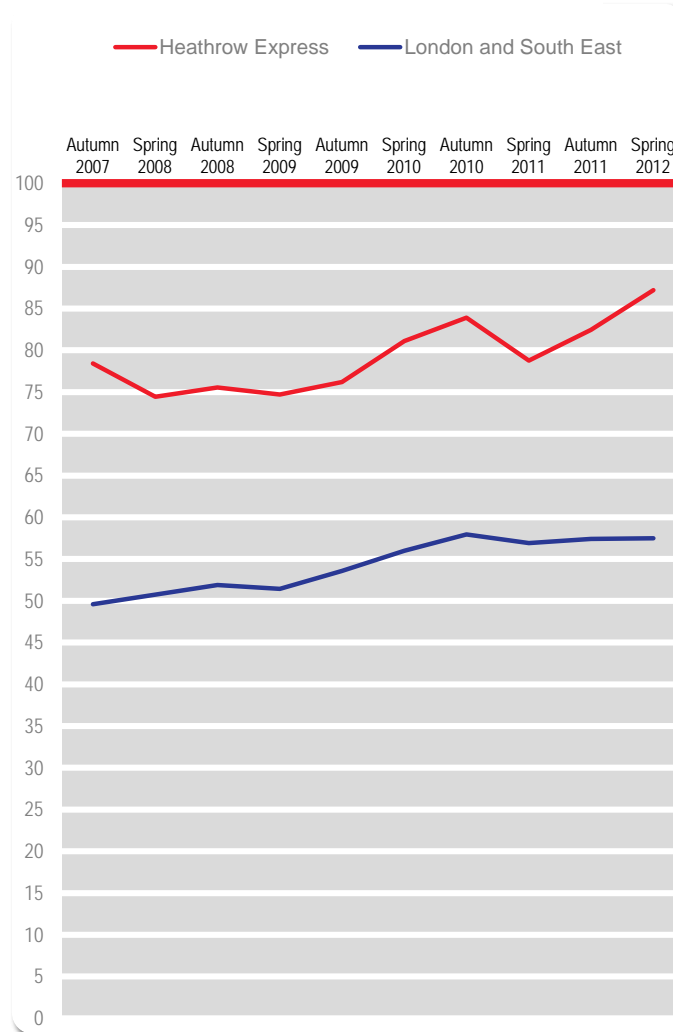
Percentage of passengers satisfied 2007 to 2012



### The helpfulness and attitude of staff on train

(426)

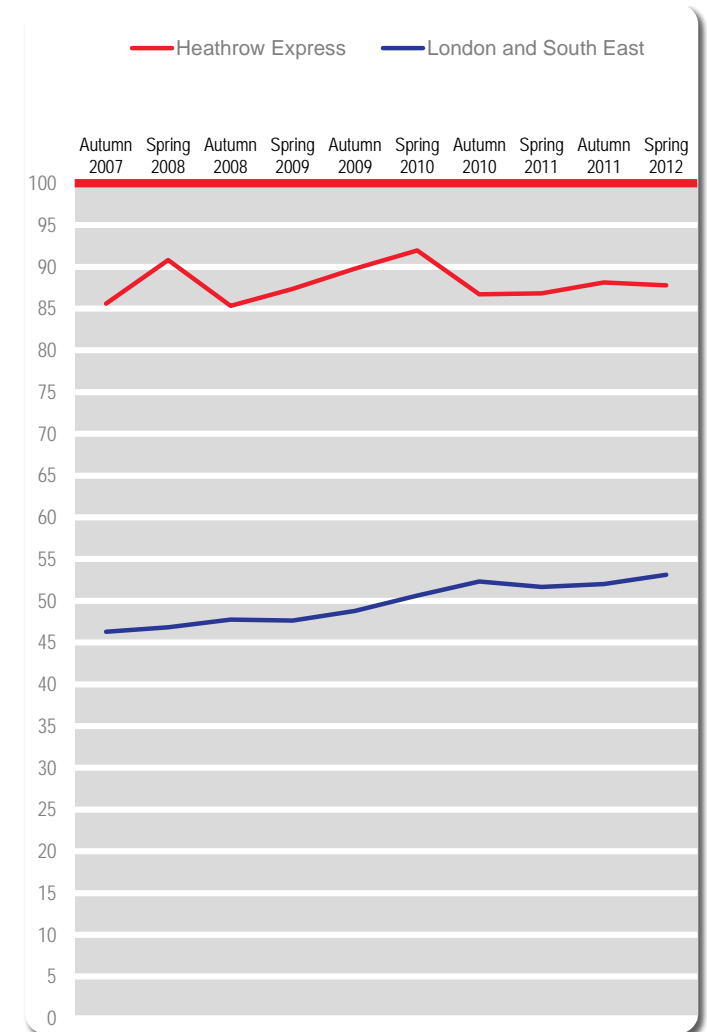
Percentage of passengers satisfied 2007 to 2012



### The space for luggage

(520)

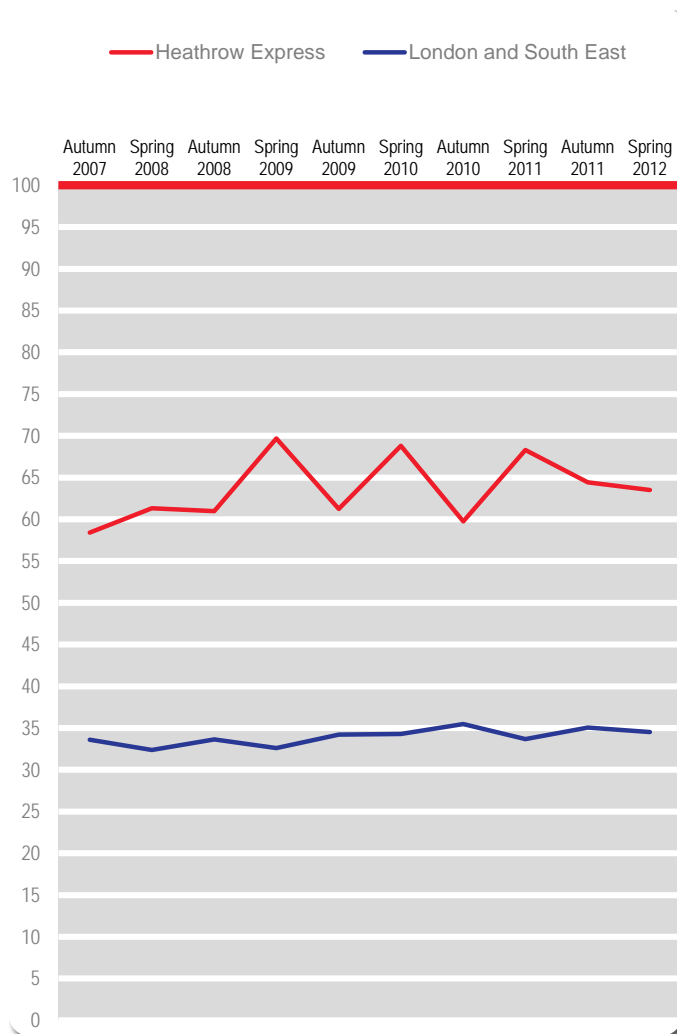
Percentage of passengers satisfied 2007 to 2012



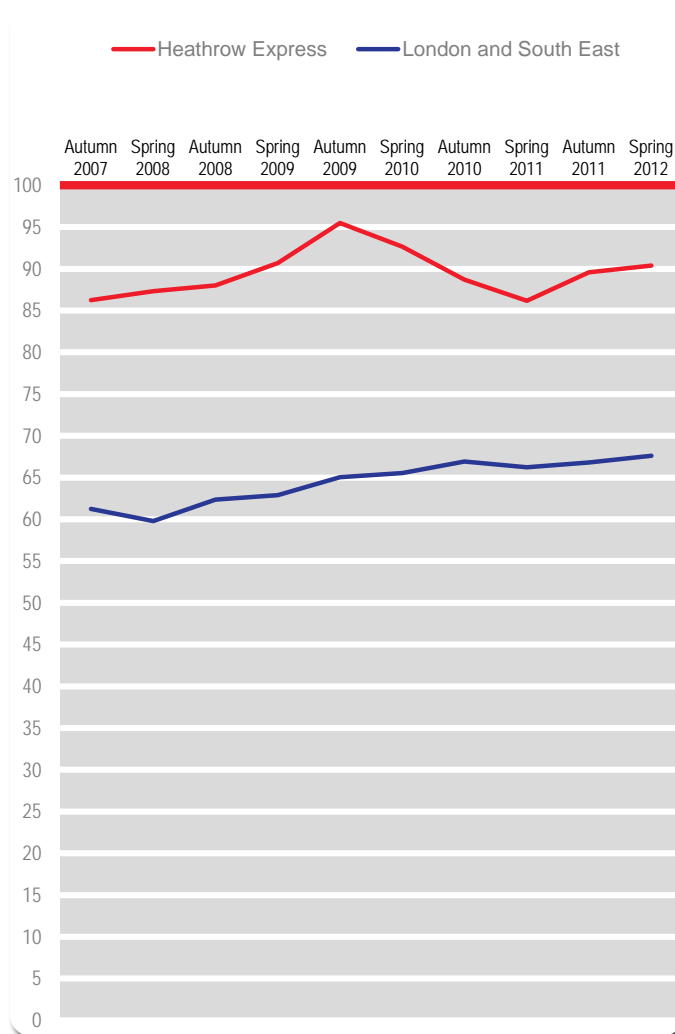
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train****(159)**

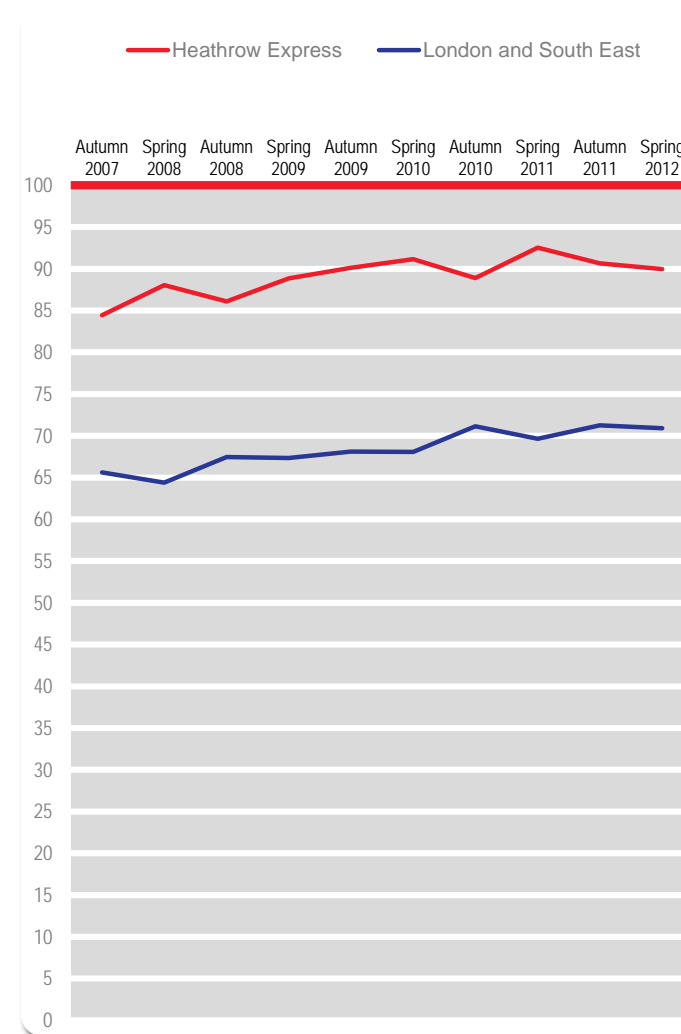
Percentage of passengers satisfied 2007 to 2012

**Sufficient room for all the passengers to sit/stand****(538)**

Percentage of passengers satisfied 2007 to 2012

**The comfort of the seating area****(535)**

Percentage of passengers satisfied 2007 to 2012

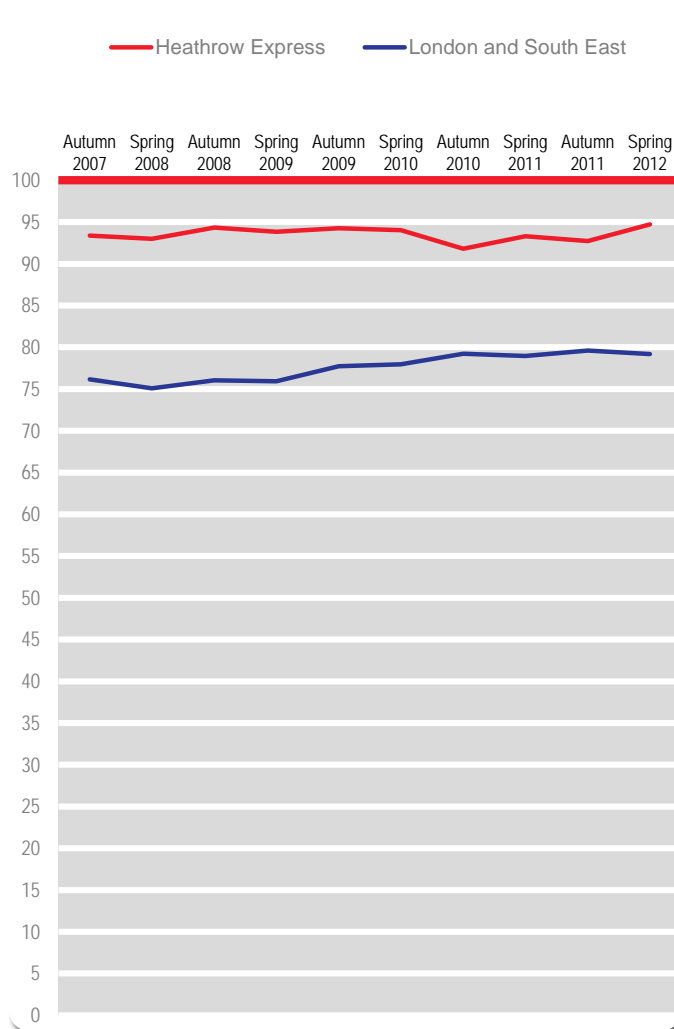


N.B. Benchmarks and targets are only shown for applicable factors

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

(531)

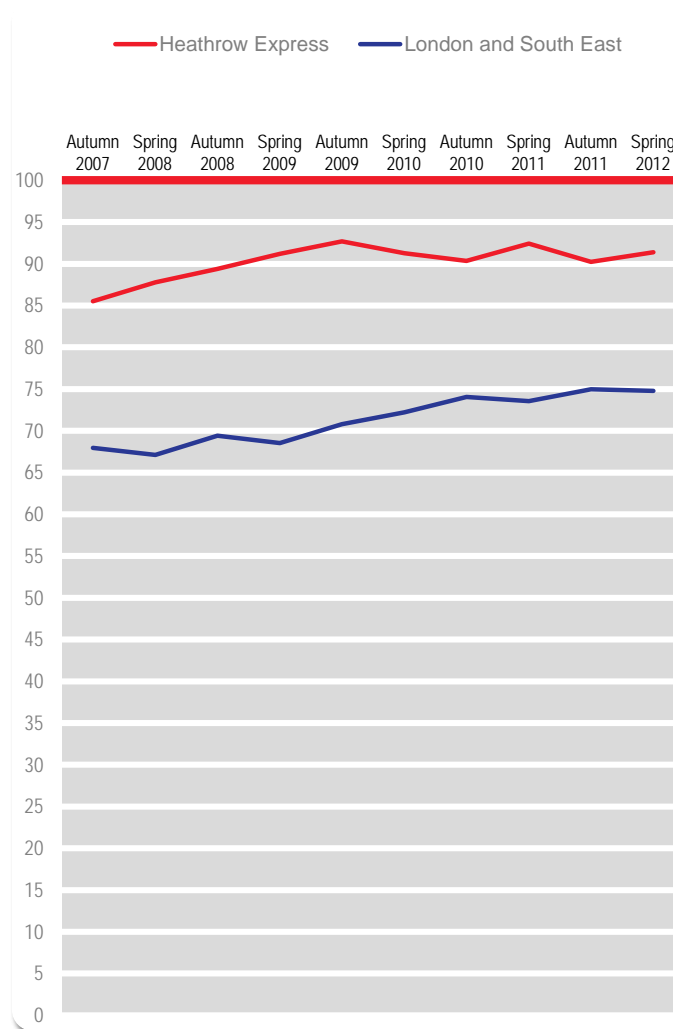
Percentage of passengers satisfied 2007 to 2012



### Your personal security whilst on board

(512)

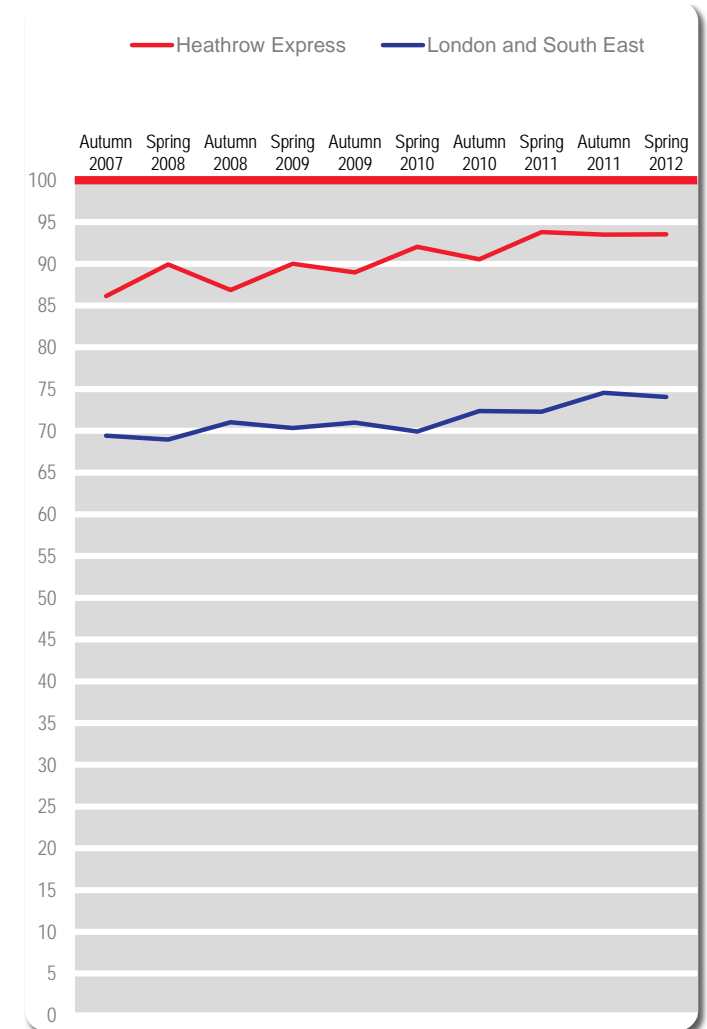
Percentage of passengers satisfied 2007 to 2012



### The cleanliness of the inside of the train

(536)

Percentage of passengers satisfied 2007 to 2012

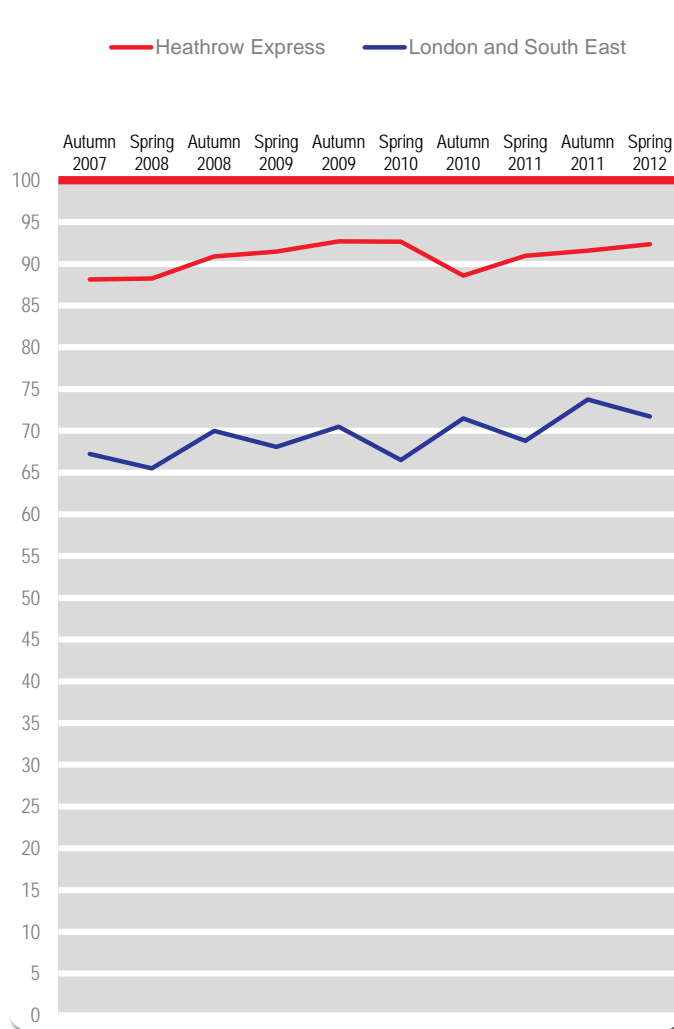


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(491)

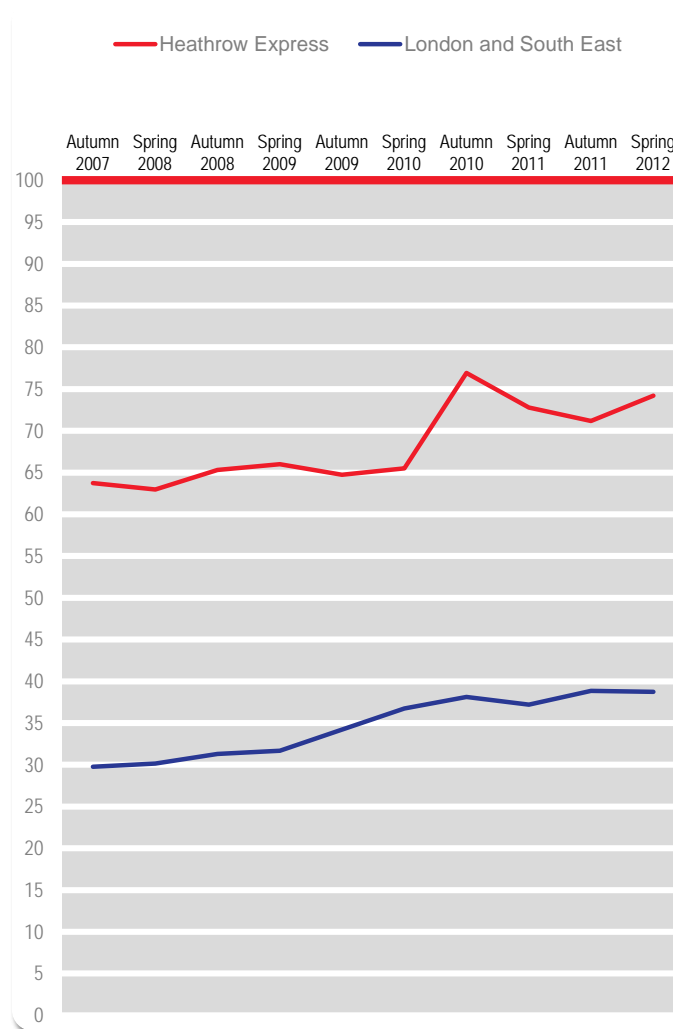
Percentage of passengers satisfied 2007 to 2012



### The availability of staff on the train

(470)

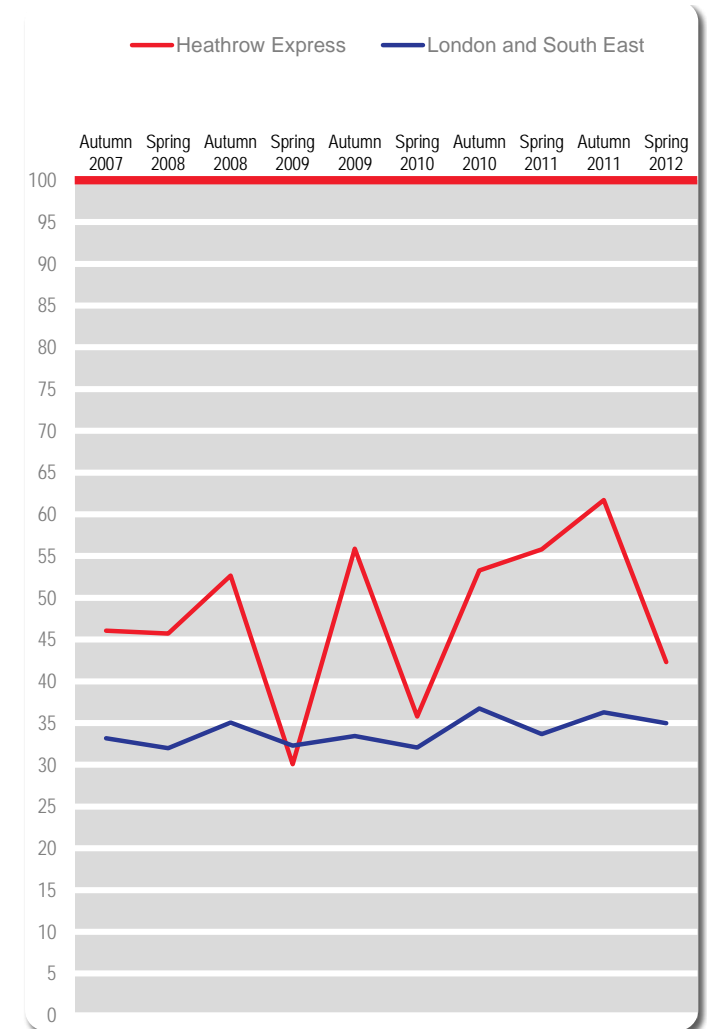
Percentage of passengers satisfied 2007 to 2012



### How well train company dealt with delay

(32)

Percentage of passengers satisfied 2007 to 2012



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

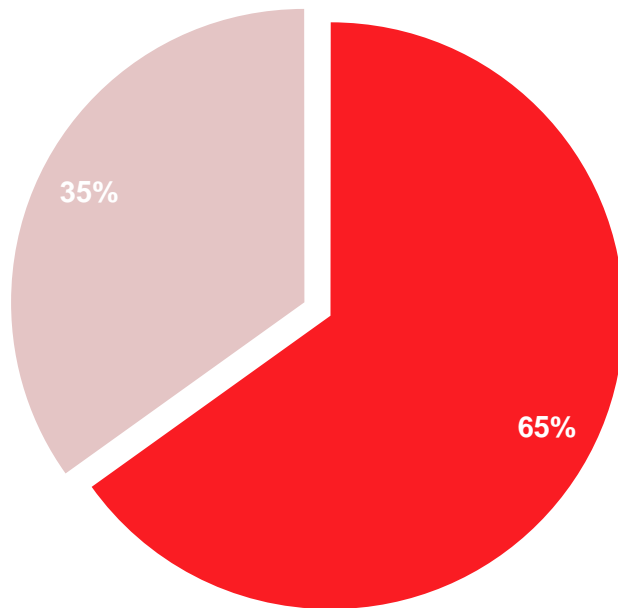
## Managed versus non-managed stations for Heathrow Express

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	92	+	84
Ticket buying facilities	90		85
Provision of information about train times/platforms	78		83
The upkeep/repair of the station buildings/platforms	91	+	69
Cleanliness	90	+	69
The facilities and services	61		65
The attitudes and helpfulness of the staff	76		81
Connections with other forms of public transport	86		80
Facilities for car parking	70	+	35
Overall environment	91	+	75
Your personal security whilst using	88	+	76
The availability of staff	70		69
How request to station staff was handled	96		87

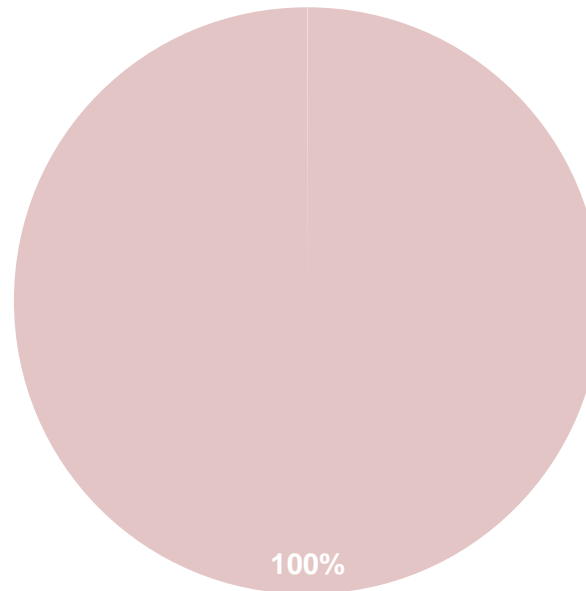
## Managed versus non-managed stations for Heathrow Express

(% Passengers Journeys originating from each type of station)

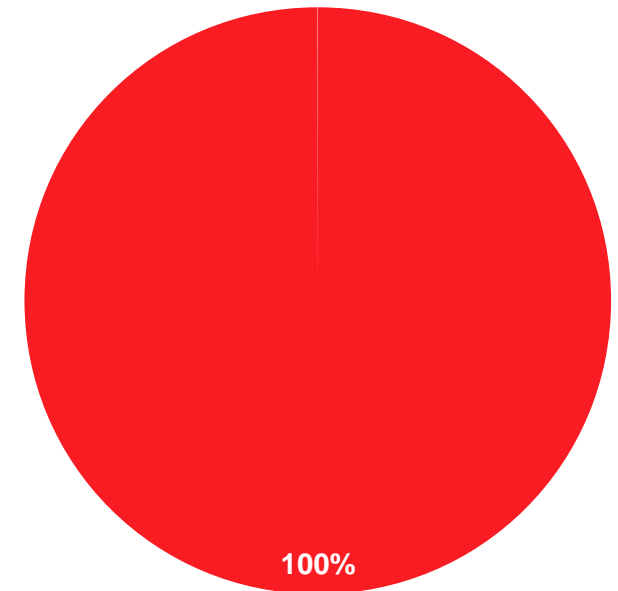
Overall Total



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

## Weighted sample profile for Heathrow Express

	Spring 2012 %	Spring 2011 %		Spring 2012 %	Spring 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	60	59	None	91	95
Female	30	34	Minor	5	2
Not stated	10	7	Major	1	1
			Not stated	3	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	6	4	Yes	31	28
26-34	19	17	No	69	72
35-44	23	30			
45-54	24	23			
55-59	9	8	<b>TIME OF TRAVEL</b>		
60-64	5	6	Peak		
65+	4	5	Off-peak		
Not stated	9	7			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	2	2	Yes asked for help	11	6
Business	68	68	Yes asked for information	8	7
Leisure	30	30	Could not find anyone to ask	1	1
			No	77	84
			Not stated	3	2



## Weighted sample profile for London and South East

	Spring 2012 %	Spring 2011 %		Spring 2012 %	Spring 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	45	44	None	80	81
Female	52	54	Minor	16	16
Not stated	3	2	Major	3	2
			Not stated	2	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
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	<b>TIME OF TRAVEL</b>		
60-64	9	9	Peak		
65+	10	9	Off-peak		
Not stated	2	1			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
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 Heathrow Express

[illegible]

## 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 <sup>+</sup>	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. <sup>+</sup>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 <sup>+</sup>	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. <sup>+</sup>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 5<sup>th</sup> February 2012 (previously National Express East Anglia)



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