



# National Passenger Survey

## TOC Report for First Capital Connect

### 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](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.

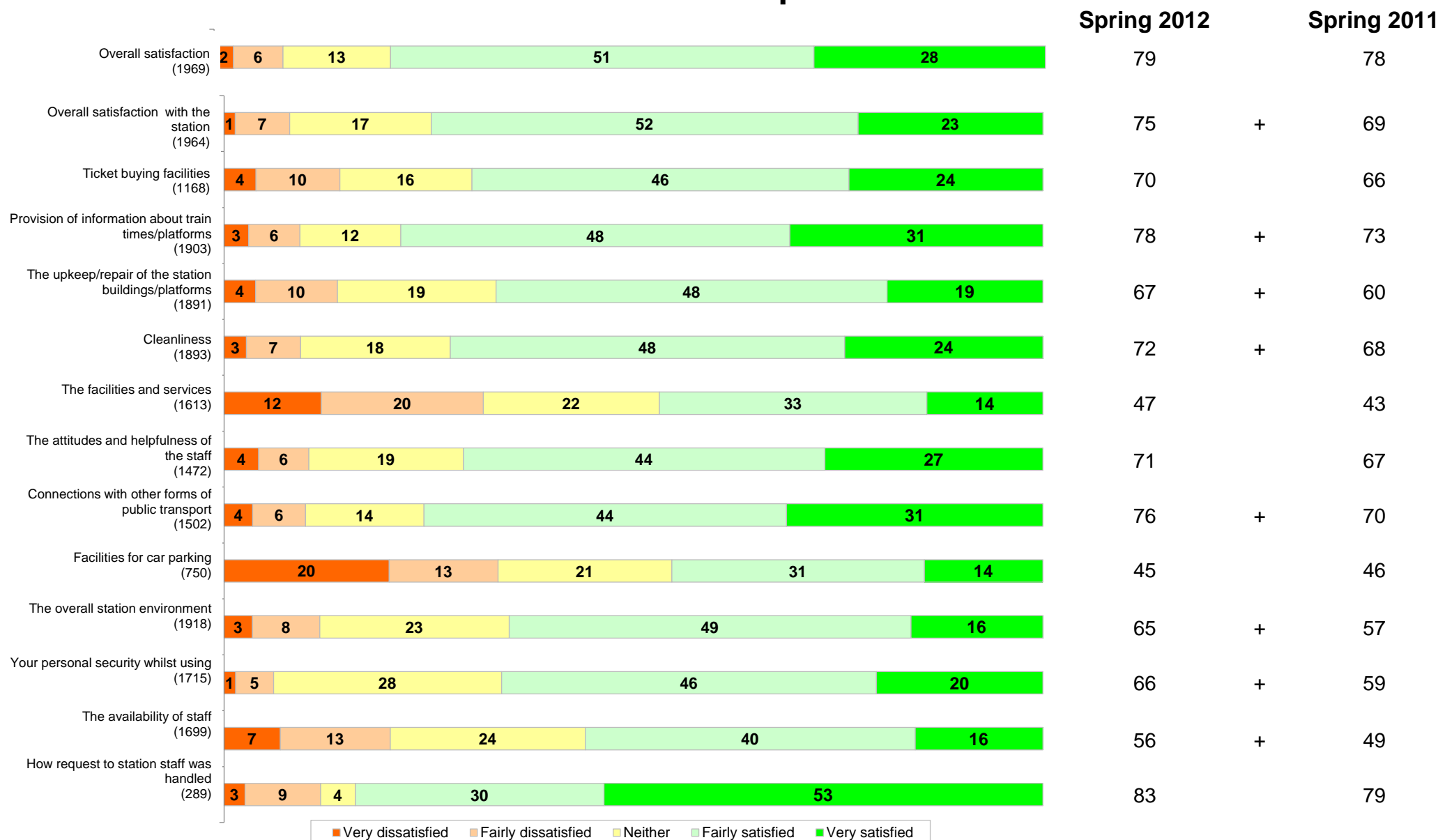
Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

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

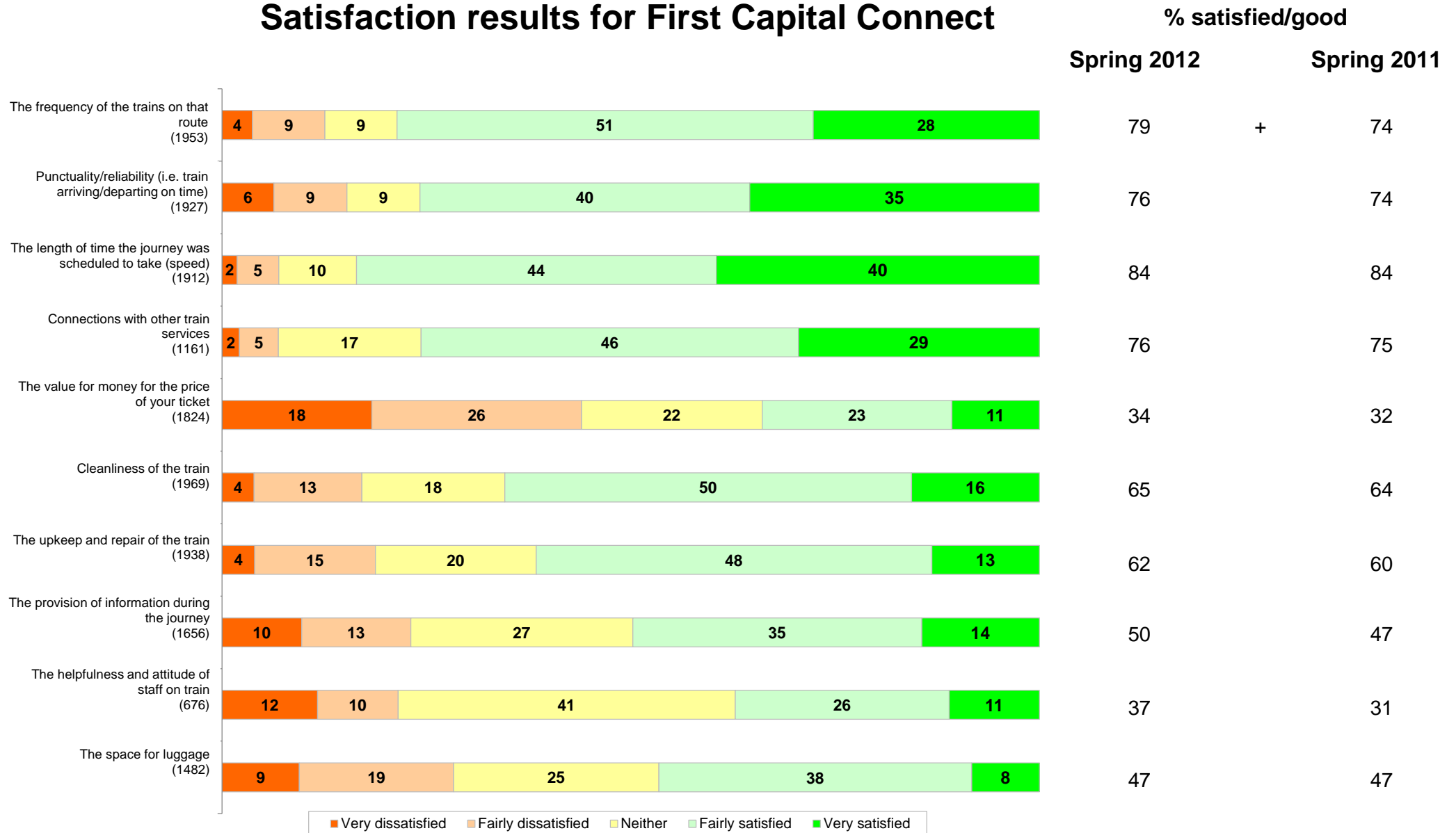
% satisfied/good

## Satisfaction results for First Capital Connect



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

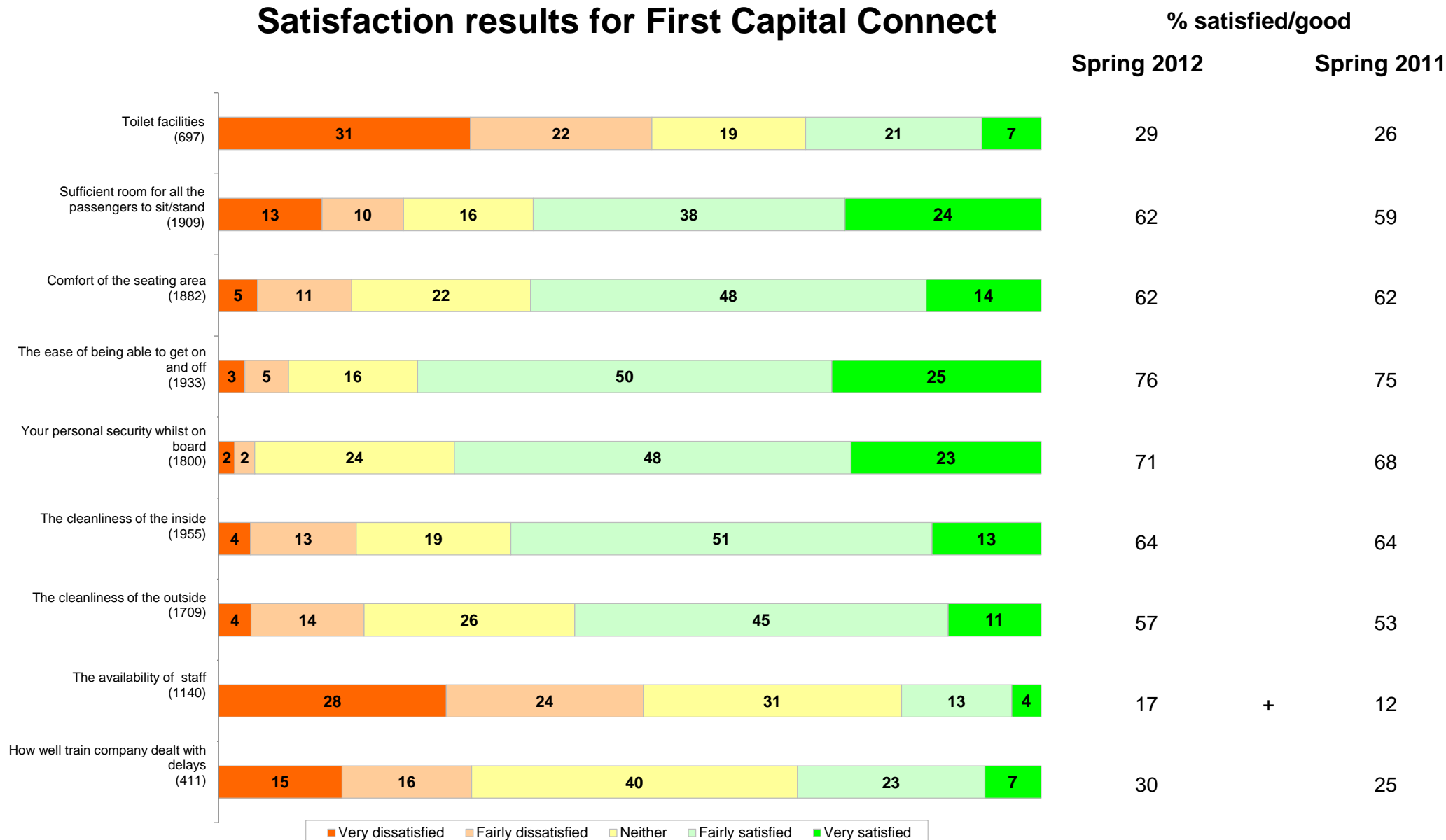
## Satisfaction results for First Capital Connect





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

## Satisfaction results for First Capital Connect

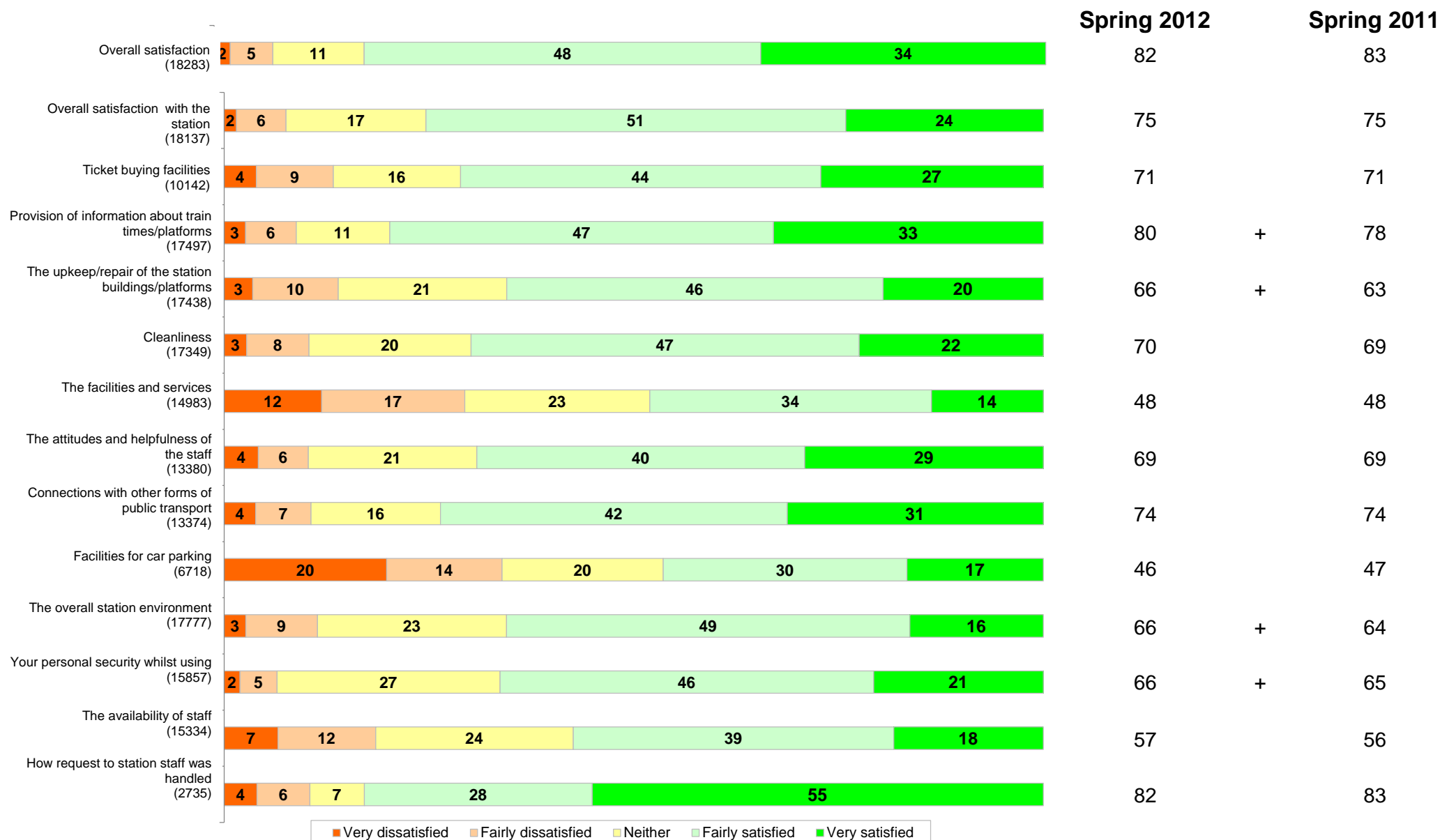




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

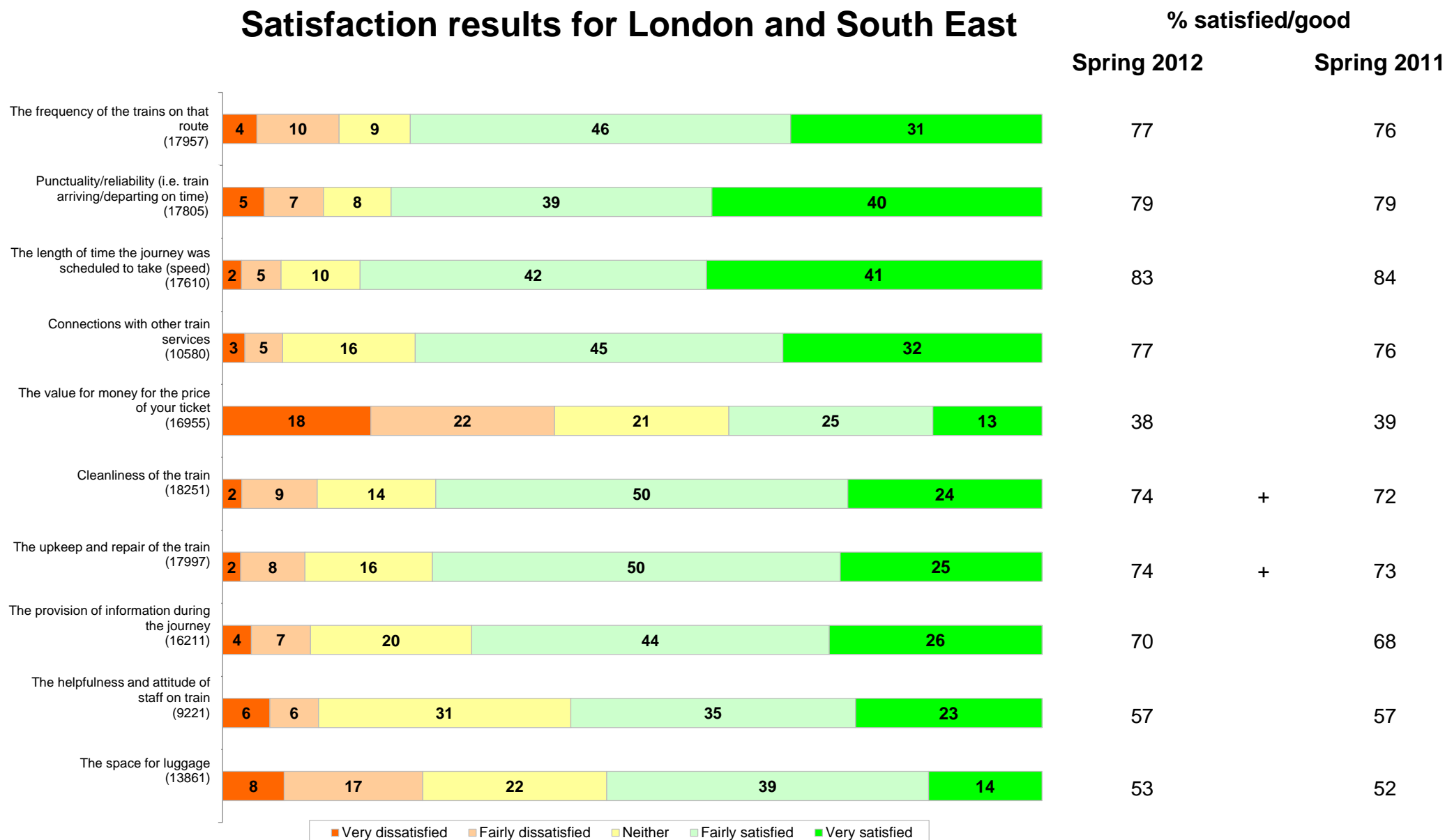
% satisfied/good

## Satisfaction results for London and South East



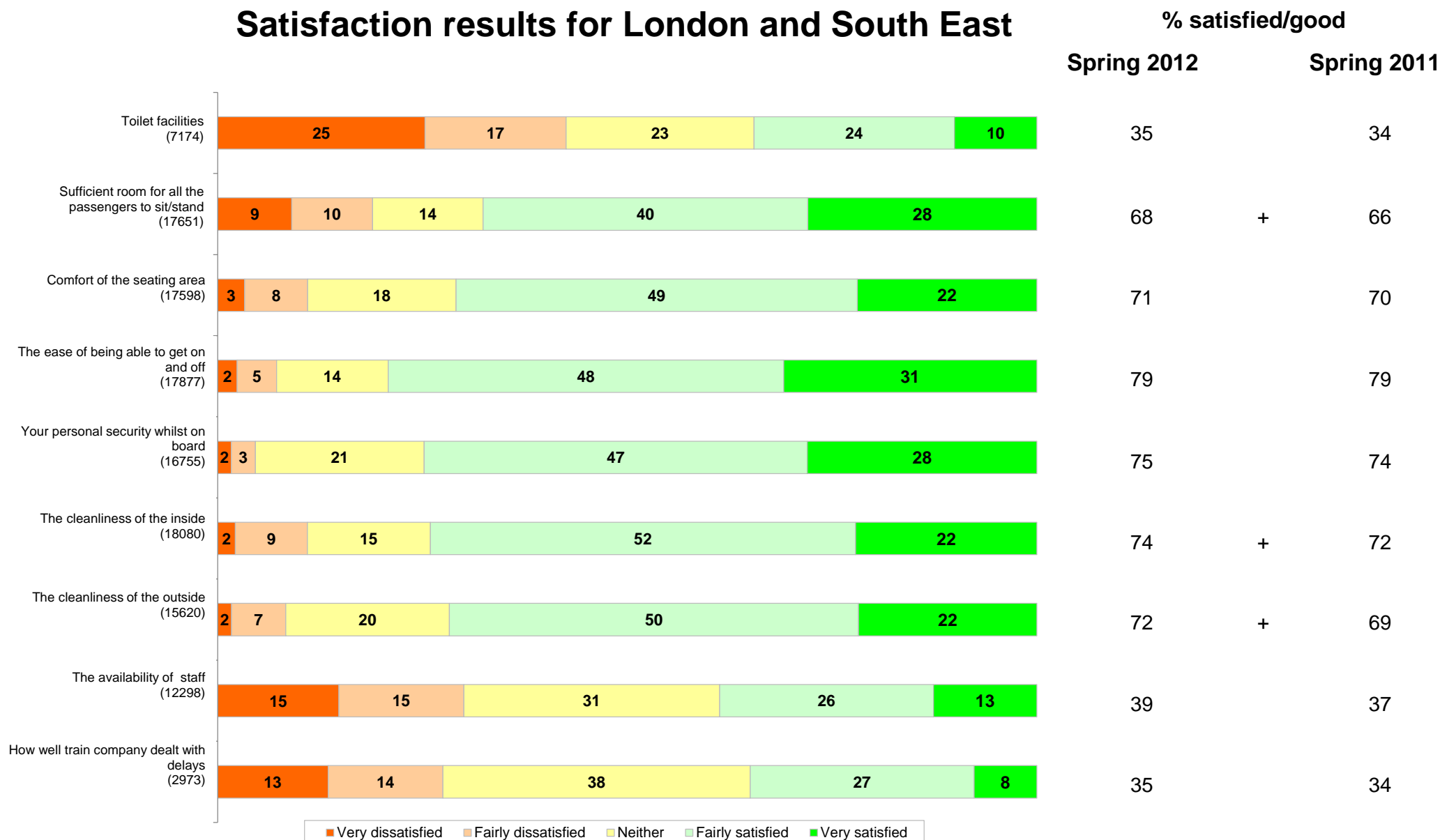
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## First Capital Connect performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	79	82	96%
Overall satisfaction with the station	75	75	99%
Ticket buying facilities	70	71	98%
Provision of information about train times/platforms	78	80	98%
The upkeep/repair of the station buildings/platforms	67	66	102%
Cleanliness	72	70	104%
The facilities and services	47	48	97%
The attitudes and helpfulness of the staff	71	69	102%
Connections with other forms of public transport	76	74	103%
Facilities for car parking	45	46	98%
Overall environment	65	66	99%
Your personal security whilst using	66	66	100%
The availability of staff	56	57	97%
How request to station staff was handled	83	82	102%

## First Capital Connect performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	79	77	102%
Punctuality/reliability (i.e. the train arriving/departing on time)	76	79	95%
The length of time the journey was scheduled to take (speed)	84	83	100%
Connections with other train services	76	77	99%
The value for money for the price of your ticket	34	38	89%
Cleanliness of the train	65	74	88%
Upkeep and repair of the train	62	74	83%
The provision of information during the journey	50	70	71%
The helpfulness and attitude of staff on train	37	57	65%
The space for luggage	47	53	88%
The toilet facilities	29	35	83%
Sufficient room for all passengers to sit/stand	62	68	91%
The comfort of the seating area	62	71	88%
The ease of being able to get on and off	76	79	96%
Your personal security on board	71	75	95%
The cleanliness of the inside	64	74	87%
The cleanliness of the outside	57	72	79%
The availability of staff	17	39	44%
How well train company deals with delays	30	35	85%

## Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	83	80	77	70
Overall satisfaction with the station	73	71	82	69
Ticket buying facilities	70	63	73	65
Provision of information about train times/platforms	79	74	81	76
The upkeep/repair of the station buildings/platforms	64	64	75	59
Cleanliness	70	72	80	66
The facilities and services	44	38	55	46
The attitudes and helpfulness of the staff	72	69	71	70
Connections with other forms of public transport	74	68	79	76
Facilities for car parking	48	18	53	34
Overall environment	61	63	76	59
Your personal security whilst using	63	61	74	63
The availability of staff	52	49	63	58
How request to station staff was handled	88	85	86	63

## Building block/route data for First Capital Connect

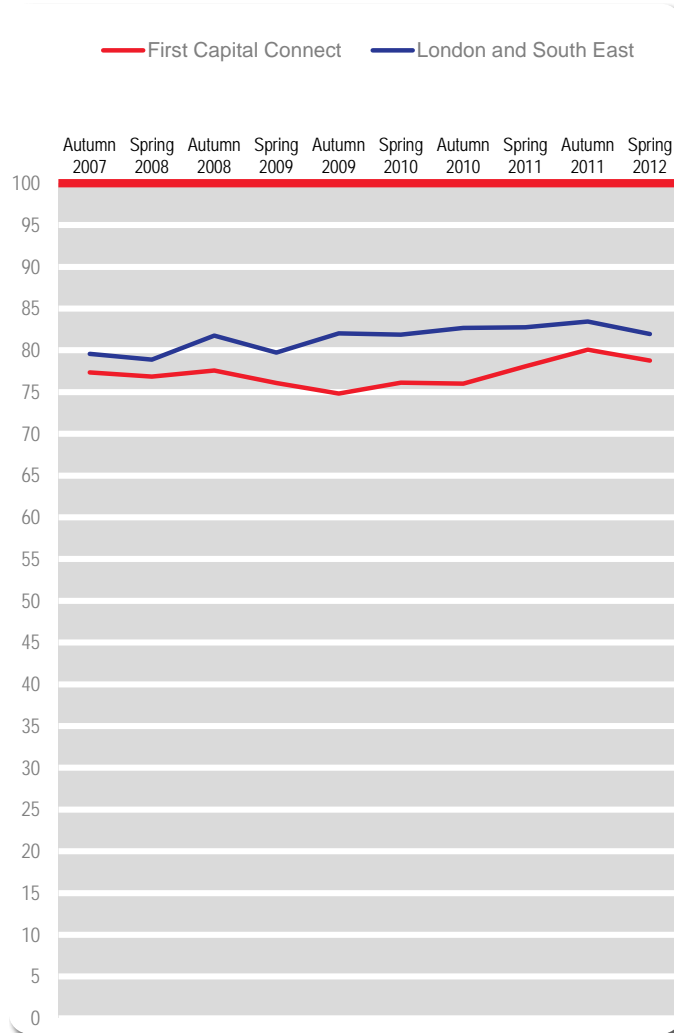
	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
The frequency of the trains on that route	82	62	83	70
Punctuality/reliability (i.e. the train arriving/departing on time)	82	71	74	65
The length of time the journey was scheduled to take (speed)	88	77	84	75
Connections with other train services	78	73	76	69
The value for money for the price of your ticket	33	36	32	39
Cleanliness of the train	65	60	67	67
Upkeep and repair of the train	61	59	63	63
The provision of information during the journey	53	41	49	49
The helpfulness and attitude of staff on train	38	27	38	39
The space for luggage	46	48	47	47
The toilet facilities	19	23	42	37
Sufficient room for all passengers to sit/stand	59	69	64	61
The comfort of the seating area	61	63	63	63
The ease of being able to get on and off	75	74	79	73
Your personal security on board	72	64	73	70
The cleanliness of the inside	63	64	67	63
The cleanliness of the outside	61	55	52	53
The availability of staff	20	14	17	11
How well train company deals with delays	35	29	33	15



## Overall satisfaction

(1969)

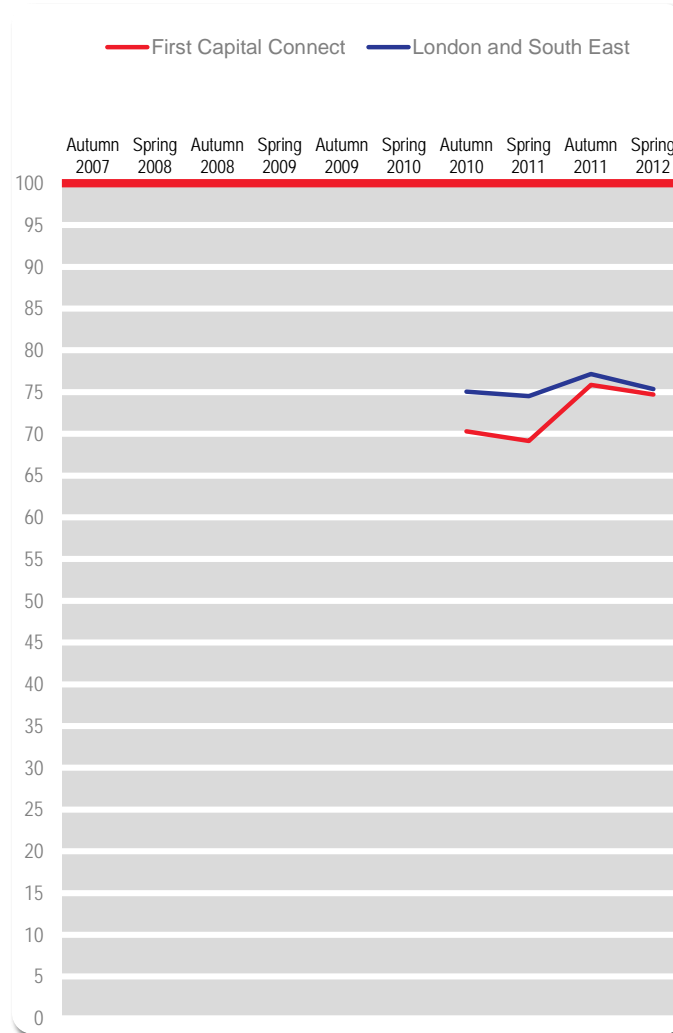
Percentage of passengers satisfied 2007 to 2012



## Overall station satisfaction

(1964)

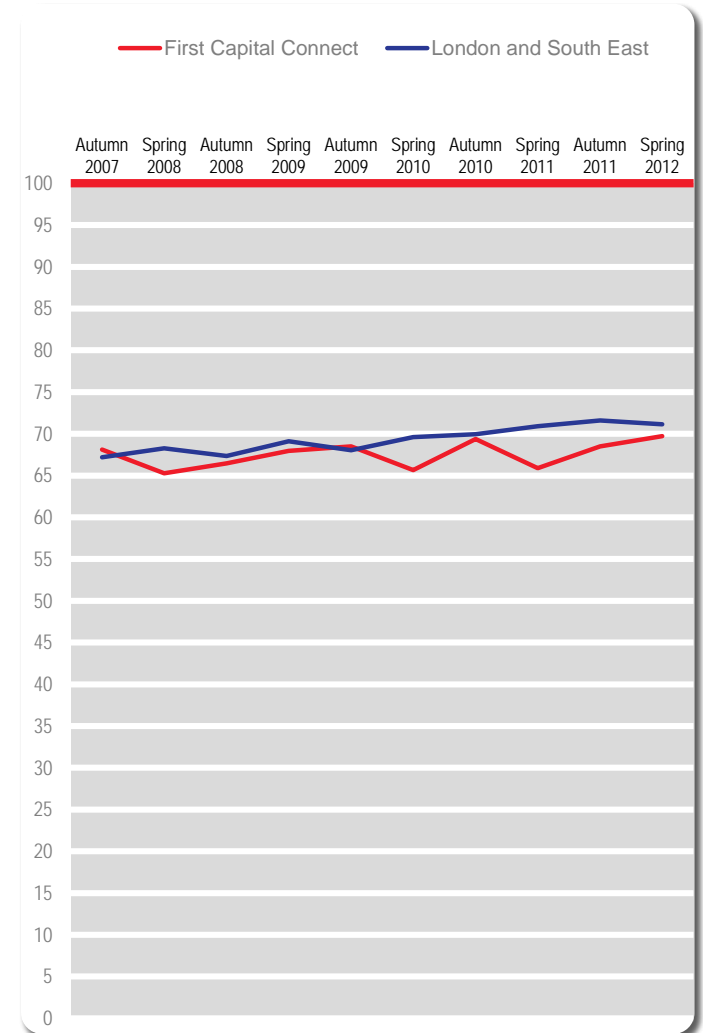
Percentage of passengers satisfied 2007 to 2012



## Ticket buying facilities

(1168)

Percentage of passengers satisfied 2007 to 2012

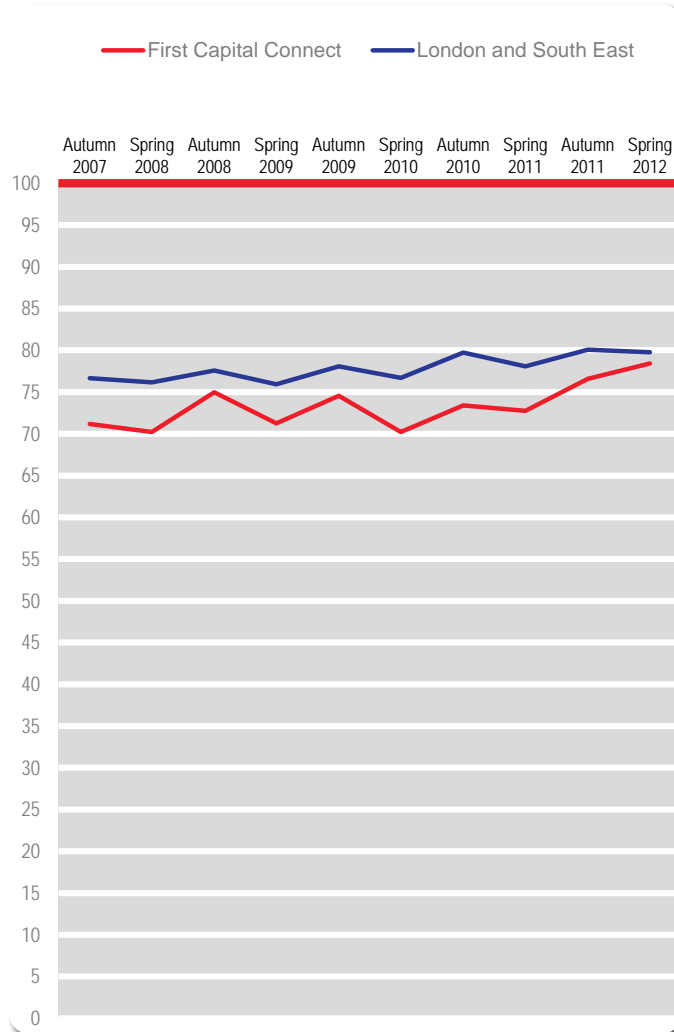


N.B. Benchmarks and targets are only shown for applicable factors

### Provision of information about train times/platforms

(1903)

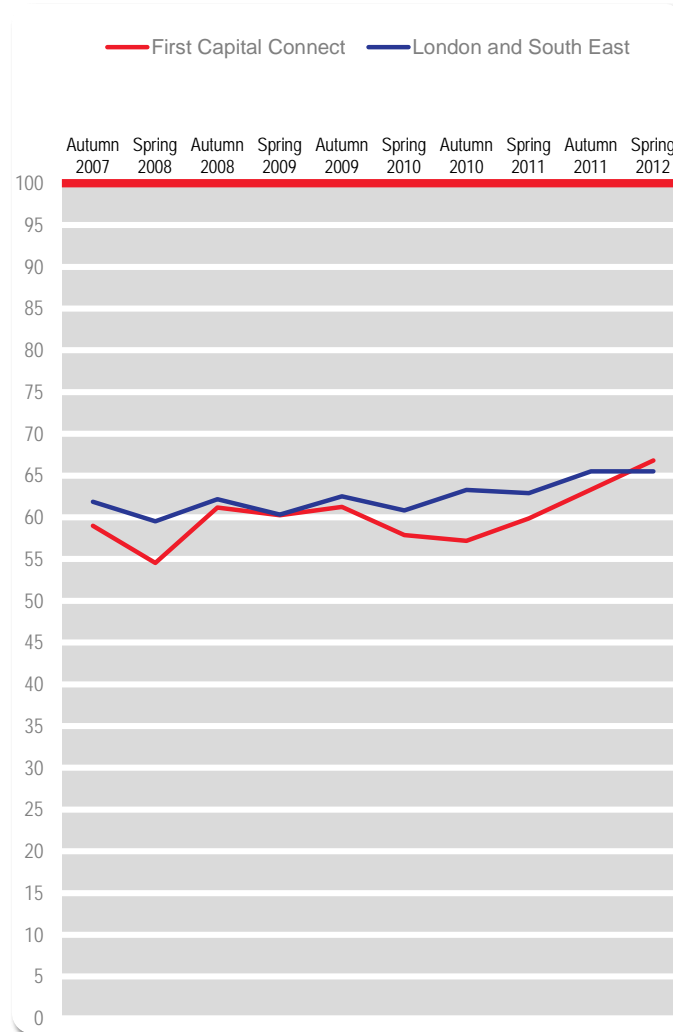
Percentage of passengers satisfied 2007 to 2012



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

(1891)

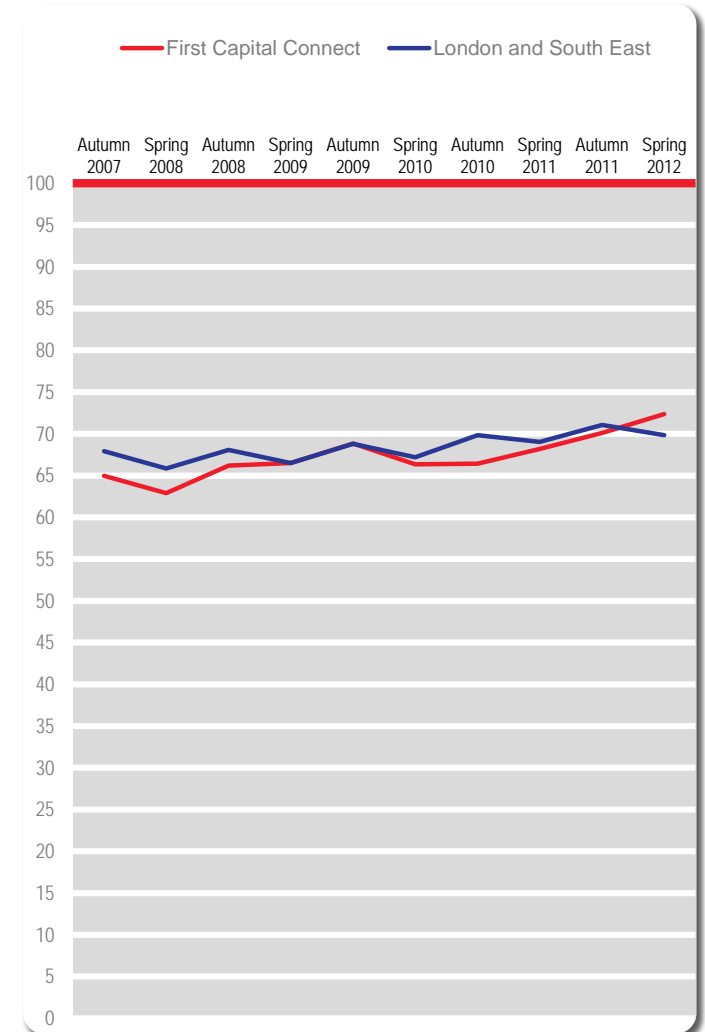
Percentage of passengers satisfied 2007 to 2012



### Cleanliness of the station

(1893)

Percentage of passengers satisfied 2007 to 2012

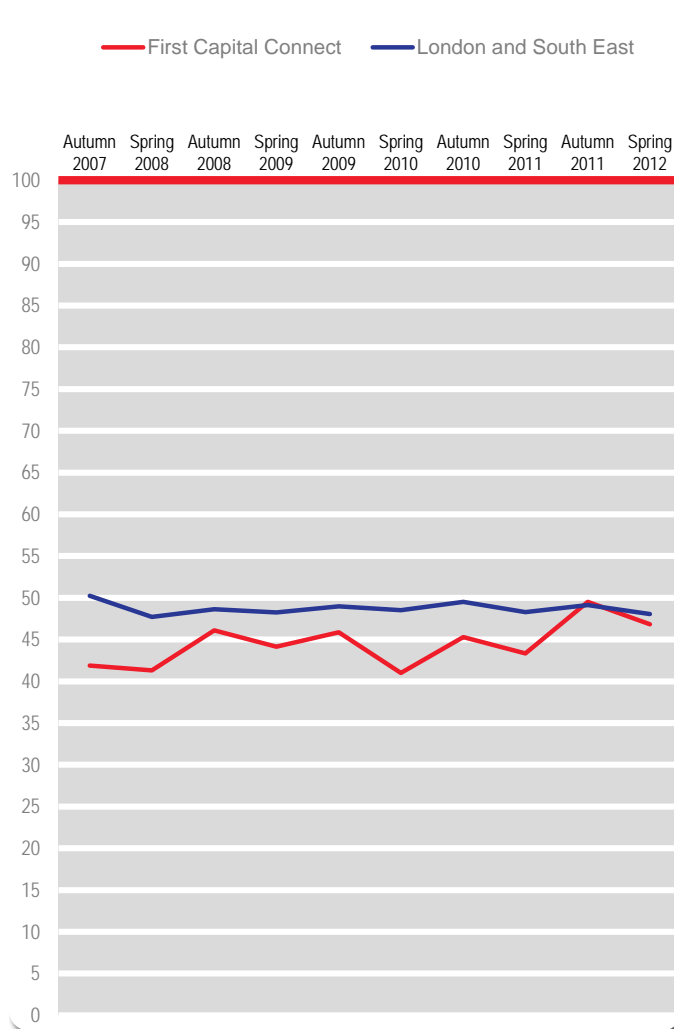


N.B. Benchmarks and targets are only shown for applicable factors

### The facilities and services at the station

(1613)

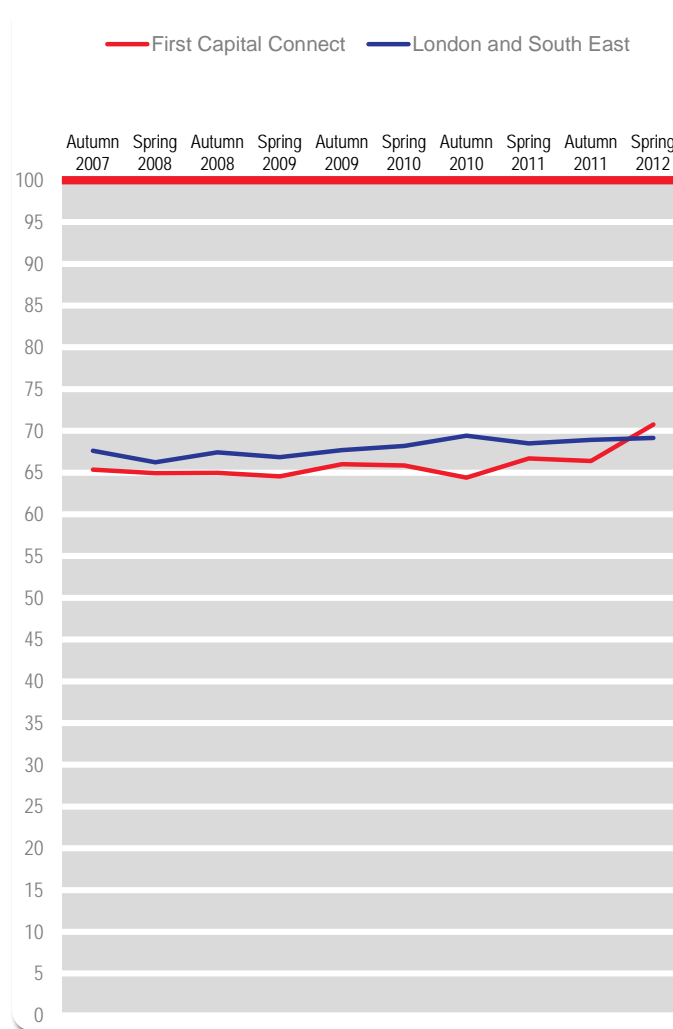
Percentage of passengers satisfied 2007 to 2012



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

(1472)

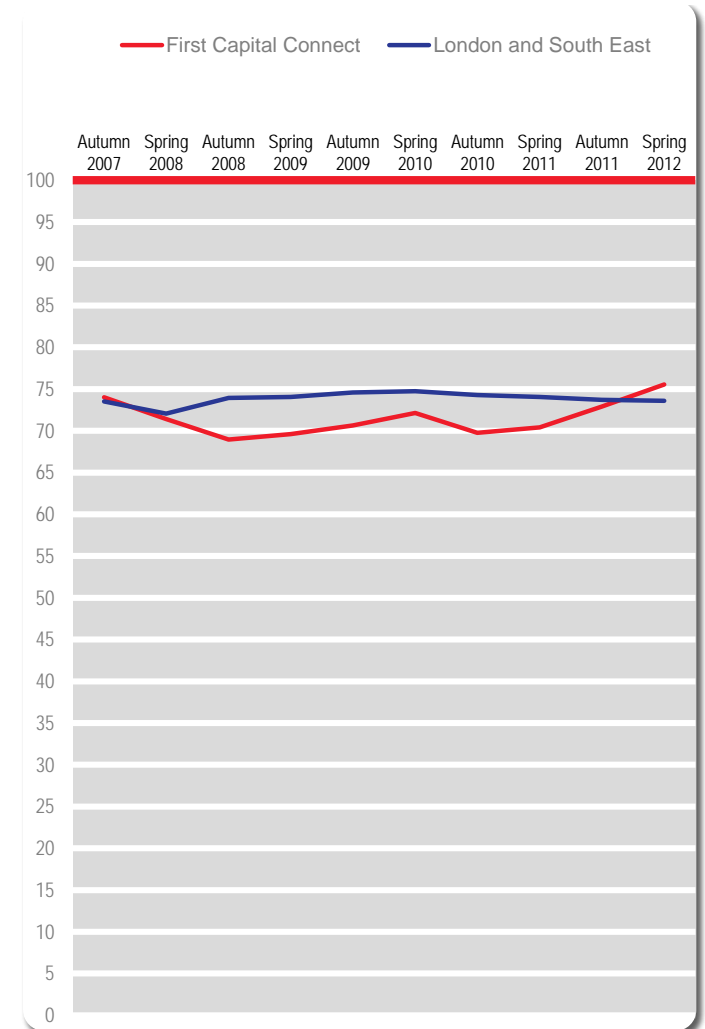
Percentage of passengers satisfied 2007 to 2012



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

(1502)

Percentage of passengers satisfied 2007 to 2012

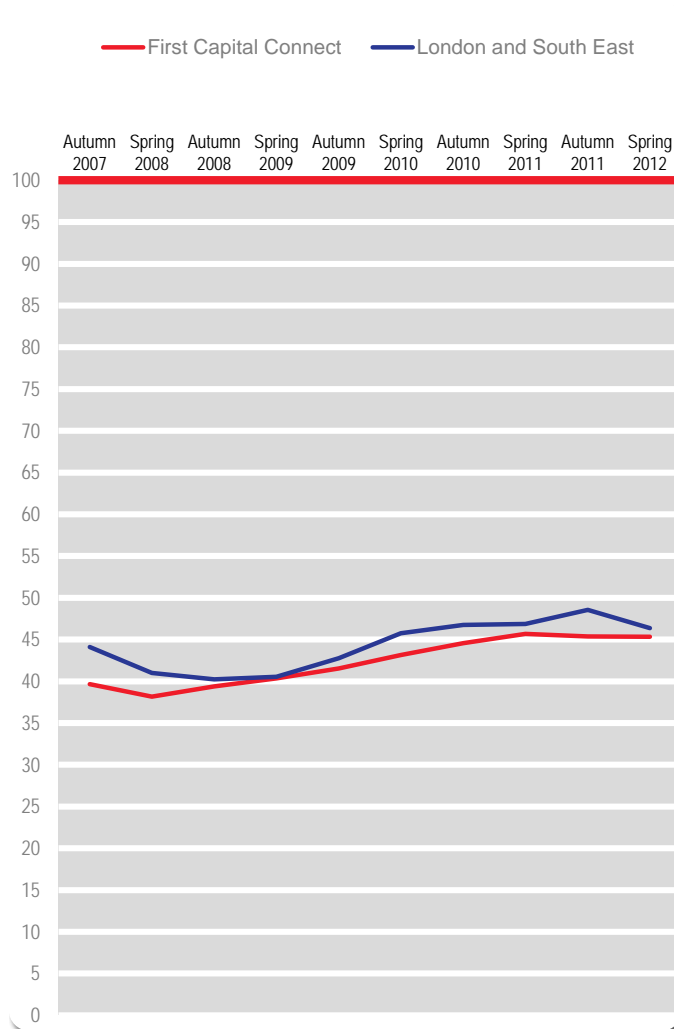


N.B. Benchmarks and targets are only shown for applicable factors

### Facilities for car parking at the station

(750)

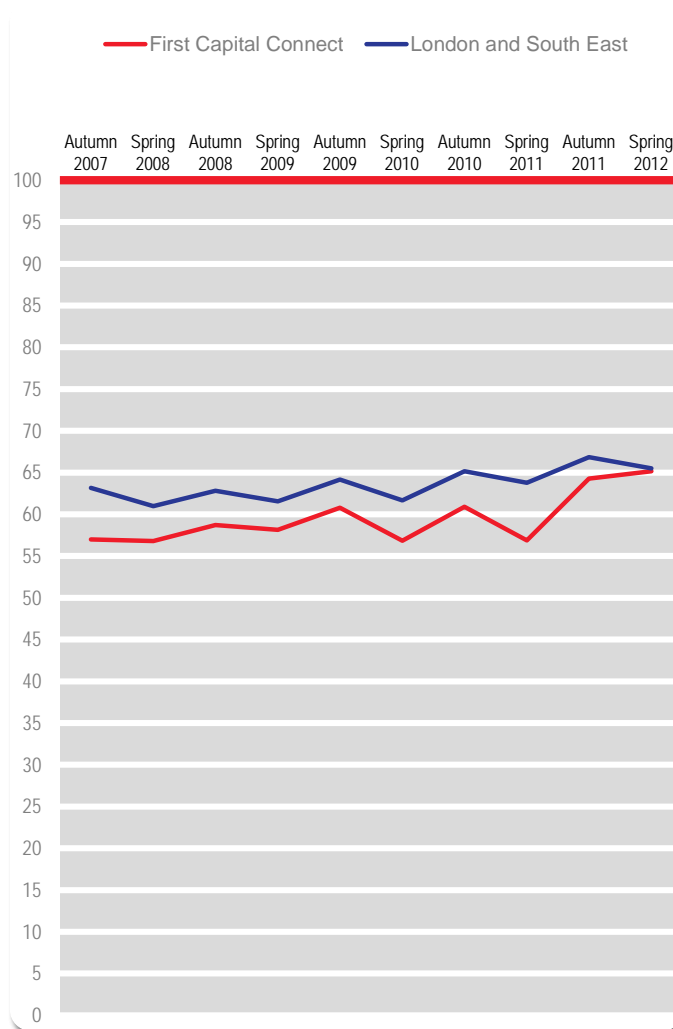
Percentage of passengers satisfied 2007 to 2012



### Overall station environment

(1918)

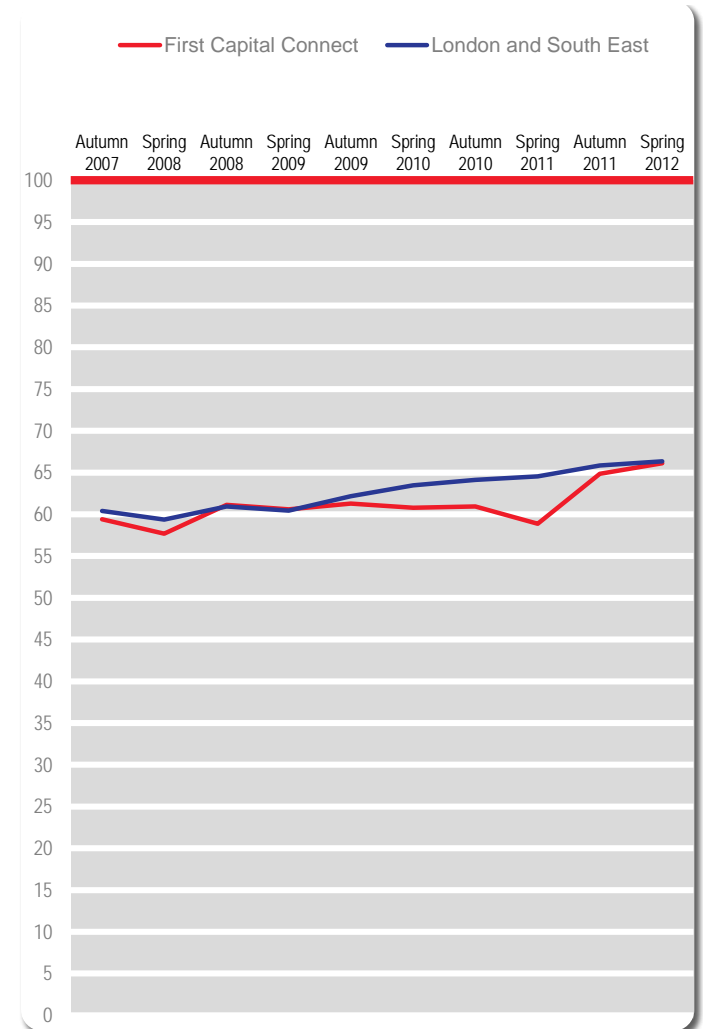
Percentage of passengers satisfied 2007 to 2012



### Your personal security whilst using the station

(1715)

Percentage of passengers satisfied 2007 to 2012

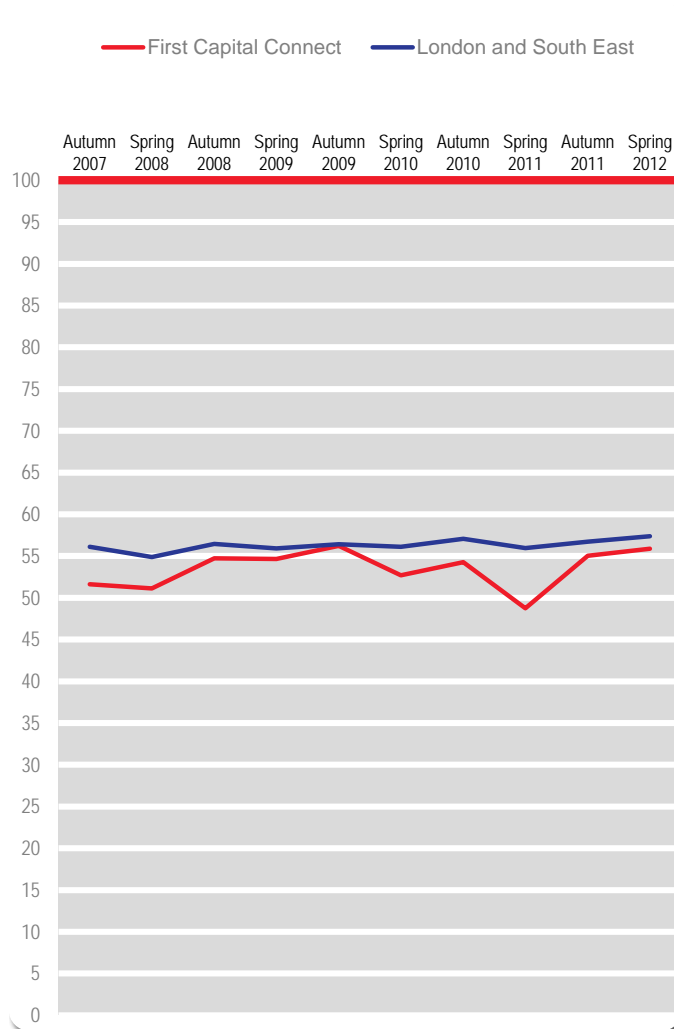


N.B. Benchmarks and targets are only shown for applicable factors

### The availability of staff at the station

(1699)

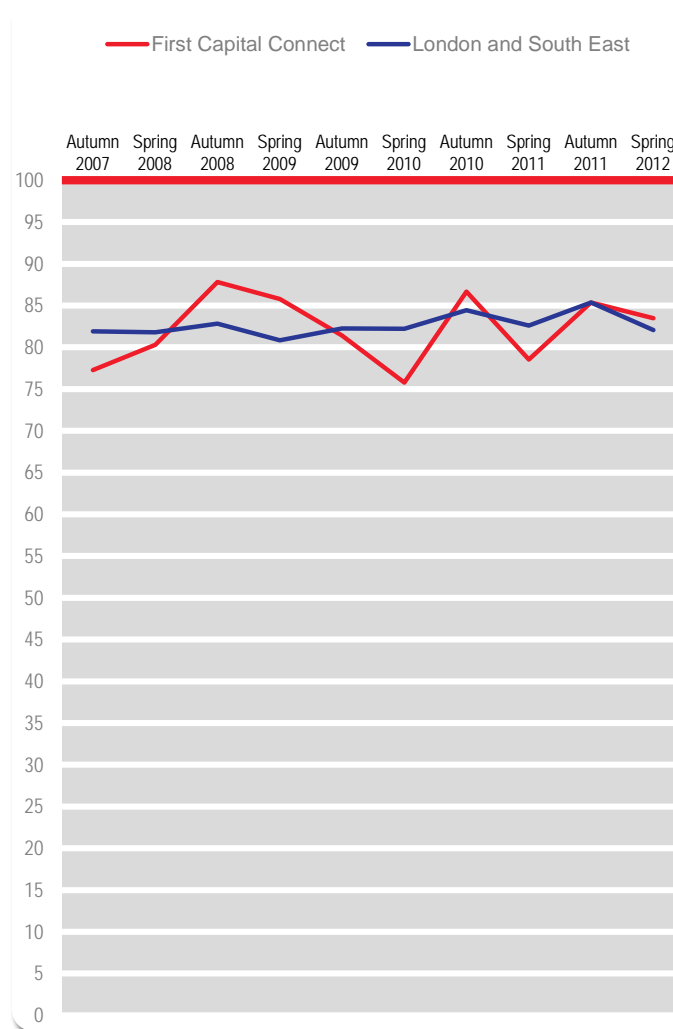
Percentage of passengers satisfied 2007 to 2012



### How request to station staff was handled

(289)

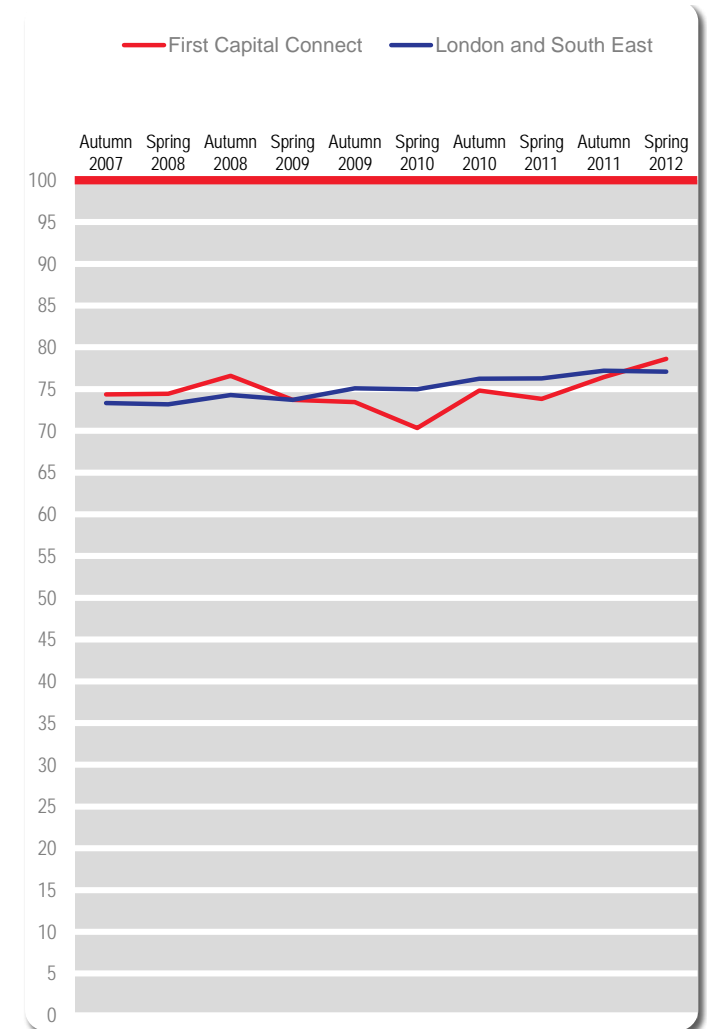
Percentage of passengers satisfied 2007 to 2012



### The frequency of trains on that route

(1953)

Percentage of passengers satisfied 2007 to 2012

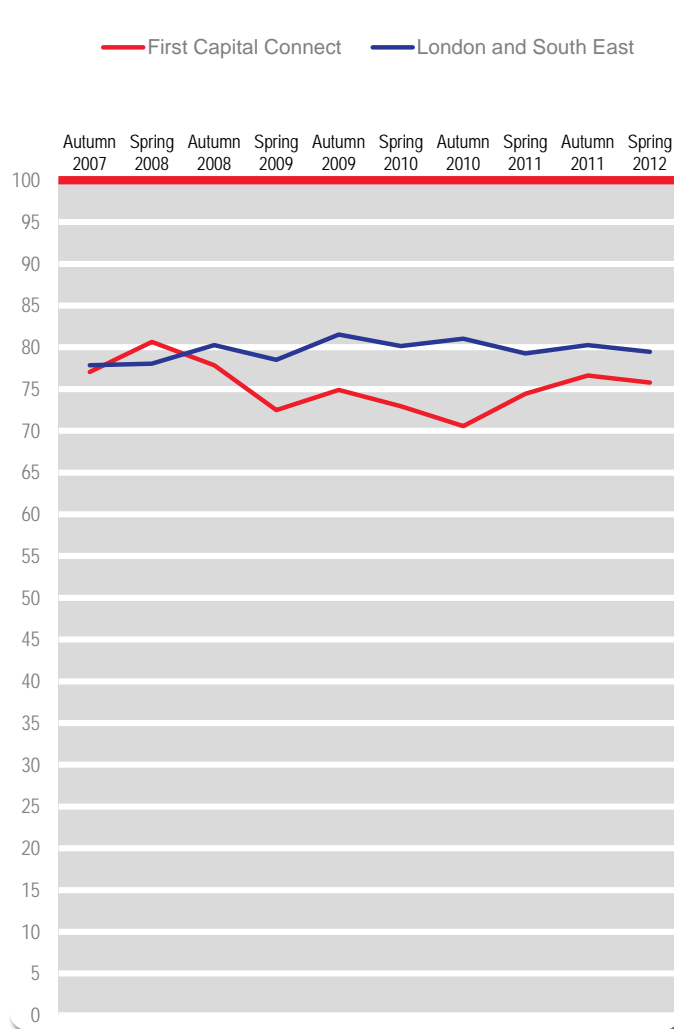


N.B. Benchmarks and targets are only shown for applicable factors

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

(1927)

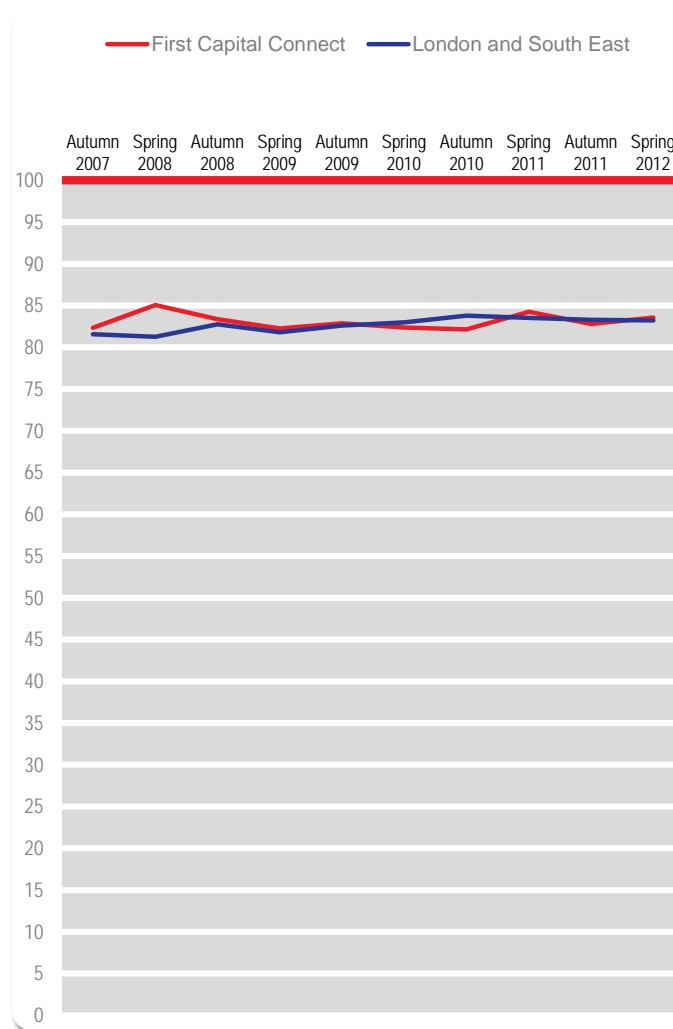
Percentage of passengers satisfied 2007 to 2012



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

(1912)

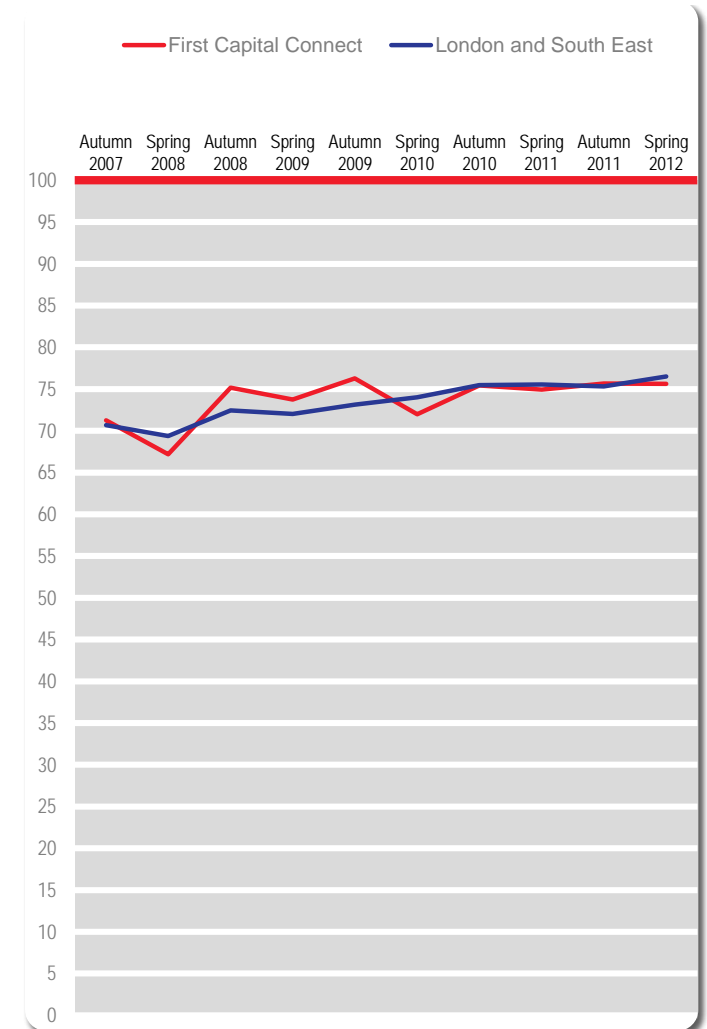
Percentage of passengers satisfied 2007 to 2012



### Connections with other train services

(1161)

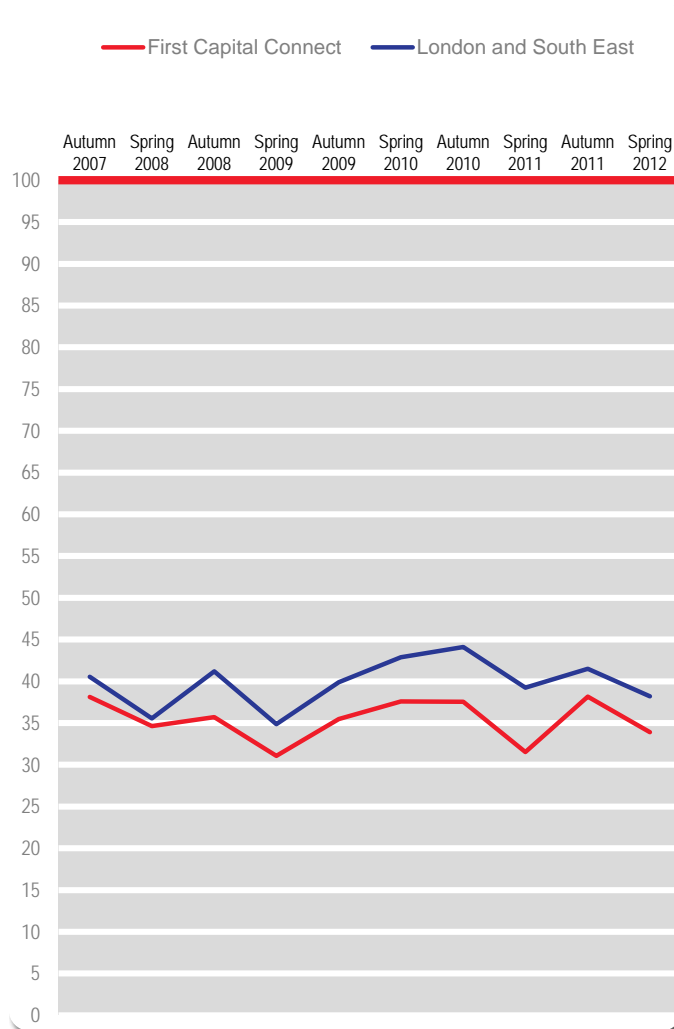
Percentage of passengers satisfied 2007 to 2012



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

### The value for money for the price of your ticket (1824)

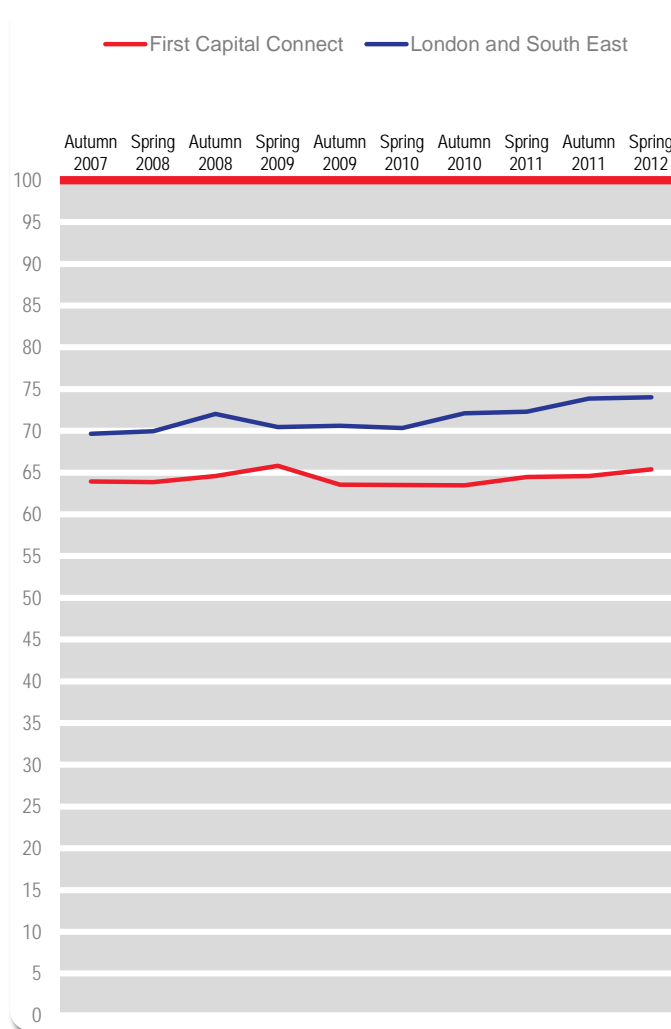
Percentage of passengers satisfied 2007 to 2012



### Cleanliness of the train

(1969)

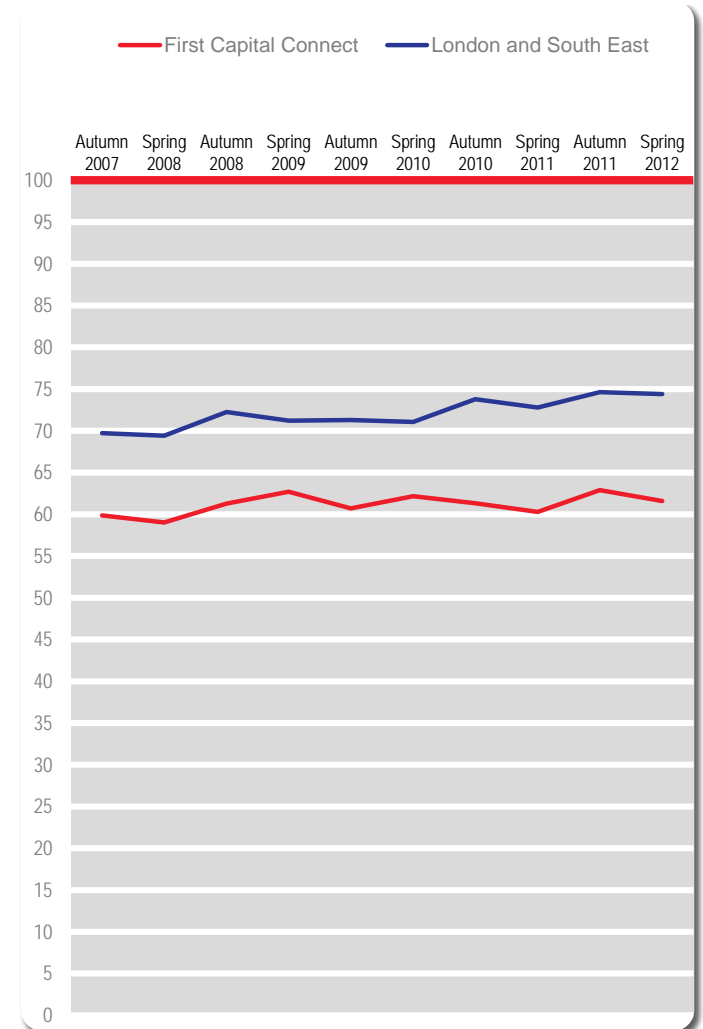
Percentage of passengers satisfied 2007 to 2012



### Upkeep and repair of the train

(1938)

Percentage of passengers satisfied 2007 to 2012



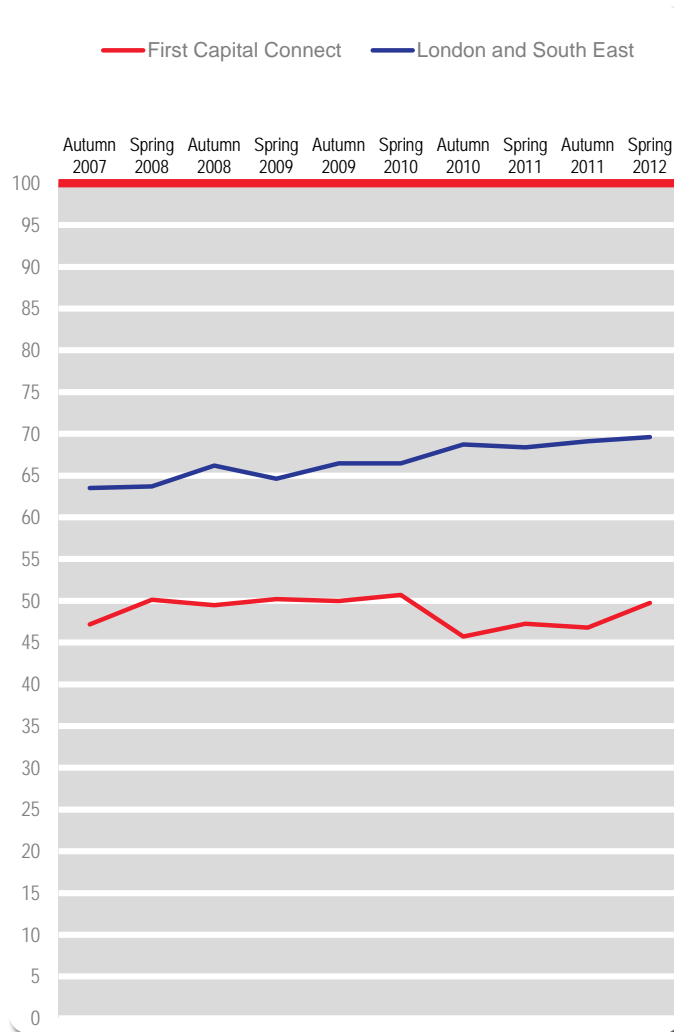
N.B. Benchmarks and targets are only shown for applicable factors



### The provision of information during the journey

(1656)

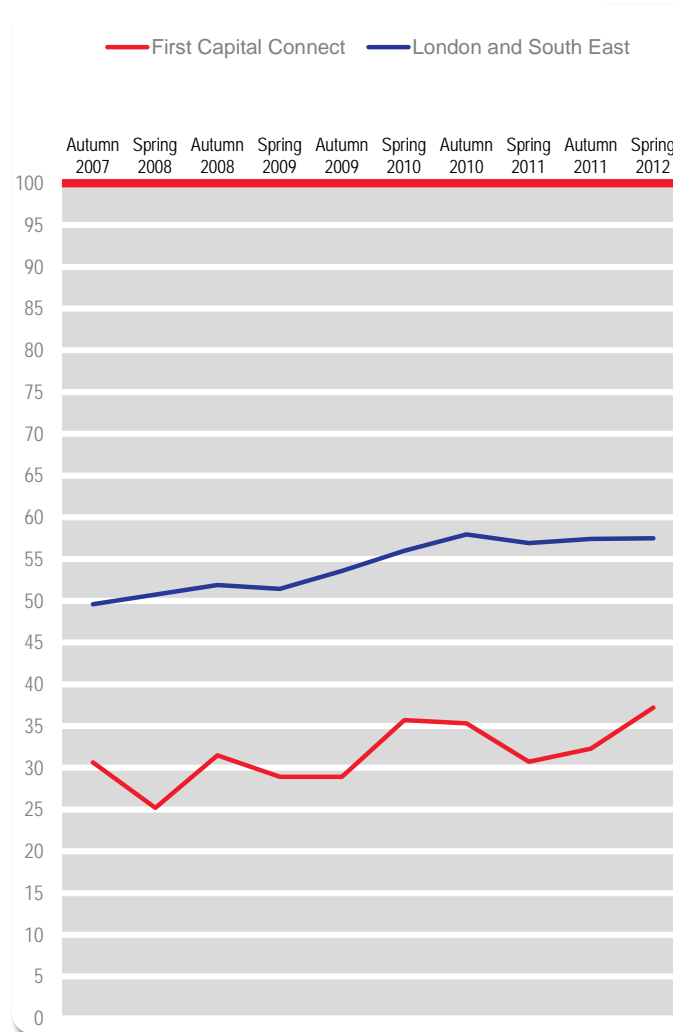
Percentage of passengers satisfied 2007 to 2012



### The helpfulness and attitude of staff on train

(676)

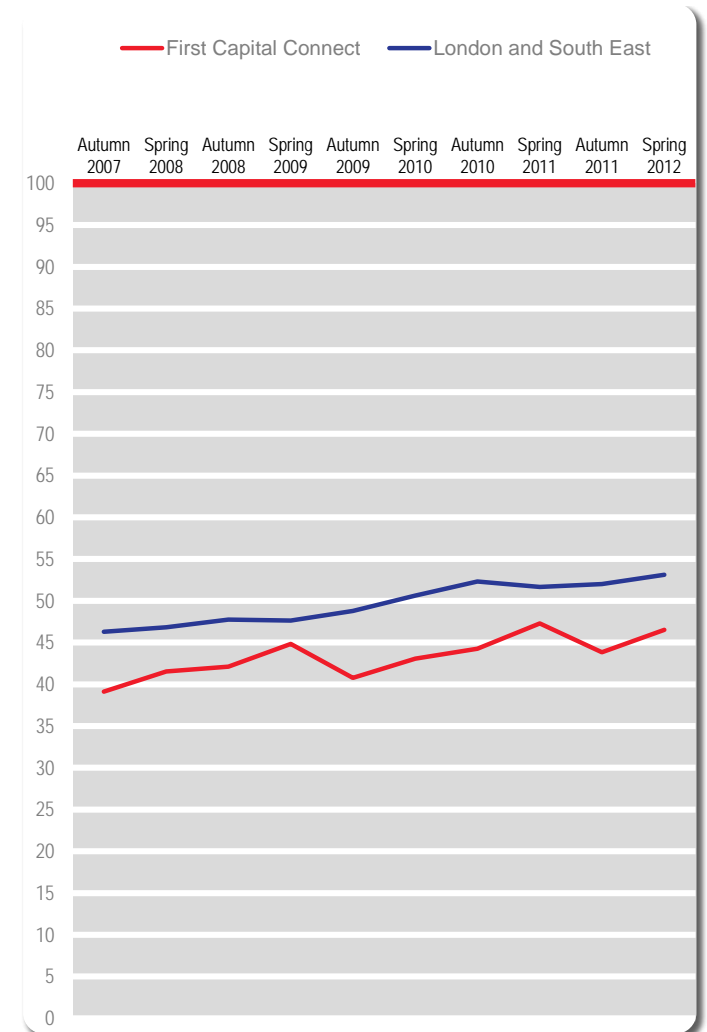
Percentage of passengers satisfied 2007 to 2012



### The space for luggage

(1482)

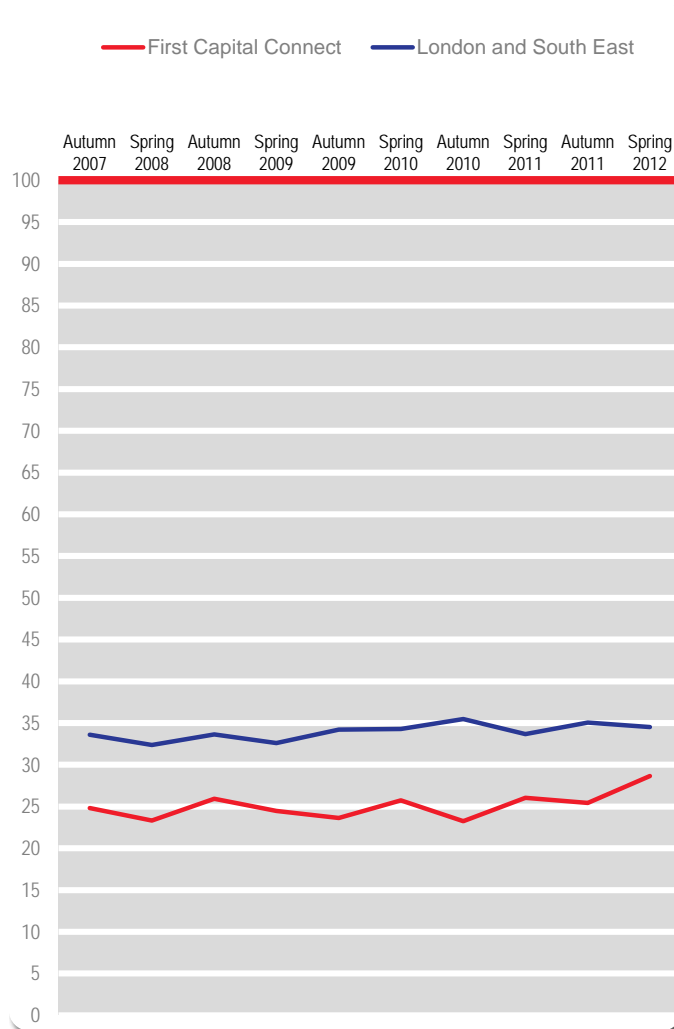
Percentage of passengers satisfied 2007 to 2012



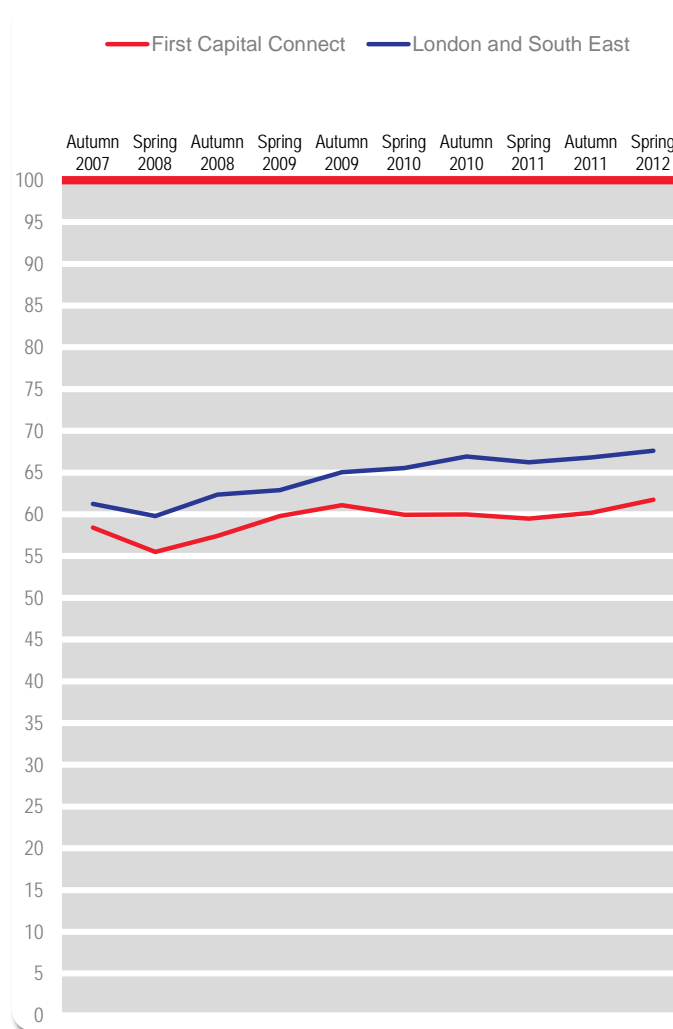
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train****(697)**

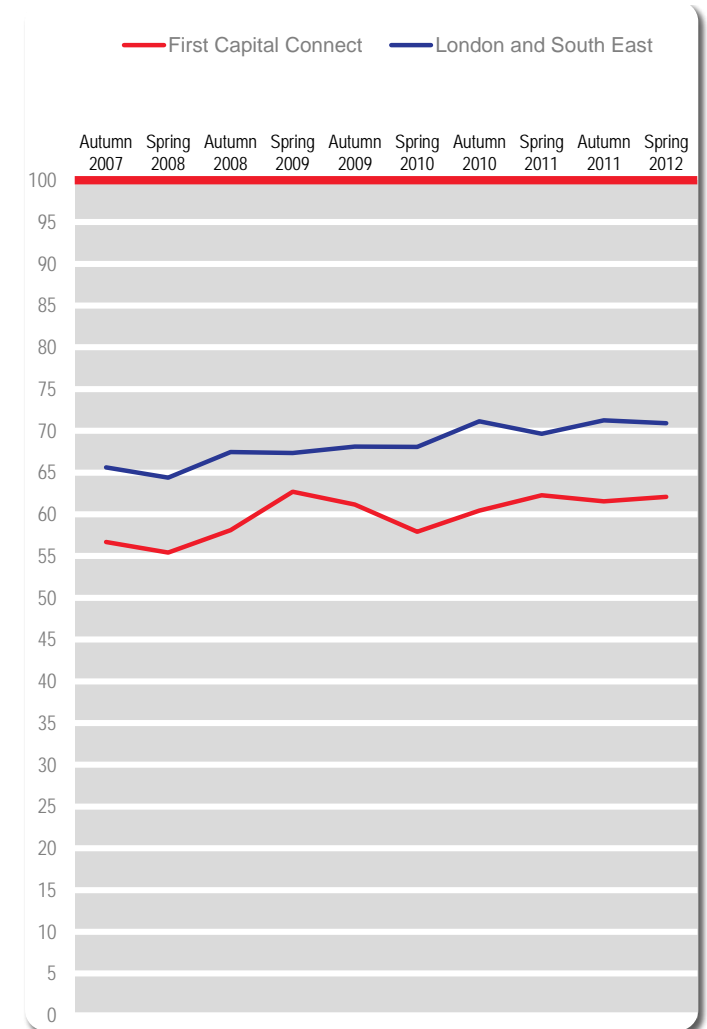
Percentage of passengers satisfied 2007 to 2012

**Sufficient room for all the passengers to sit/stand****(1909)**

Percentage of passengers satisfied 2007 to 2012

**The comfort of the seating area****(1882)**

Percentage of passengers satisfied 2007 to 2012

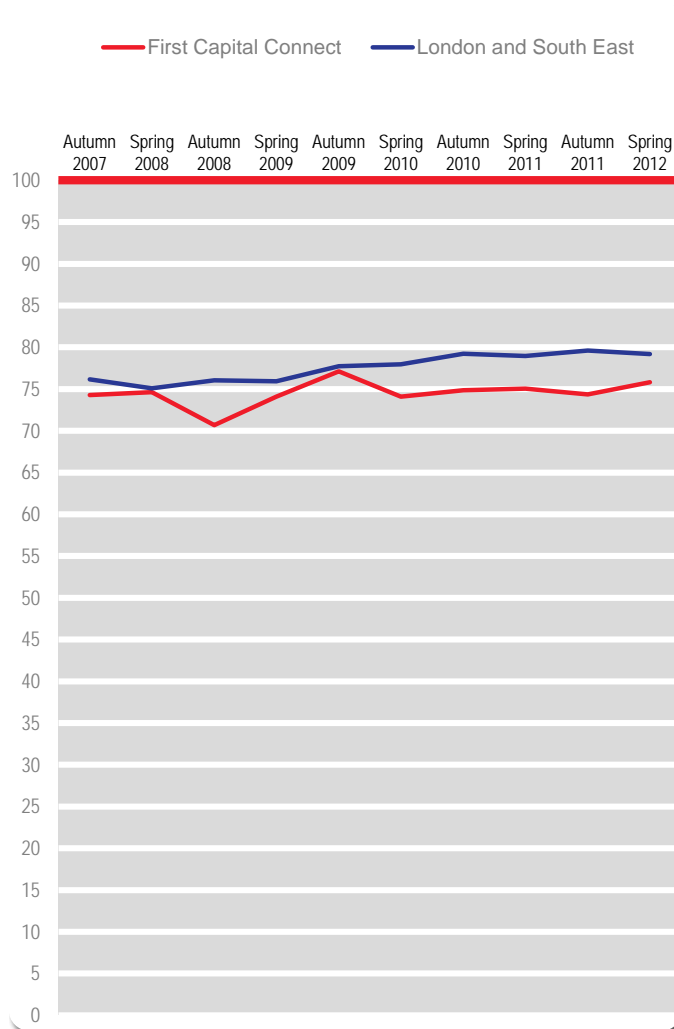


N.B. Benchmarks and targets are only shown for applicable factors

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

(1933)

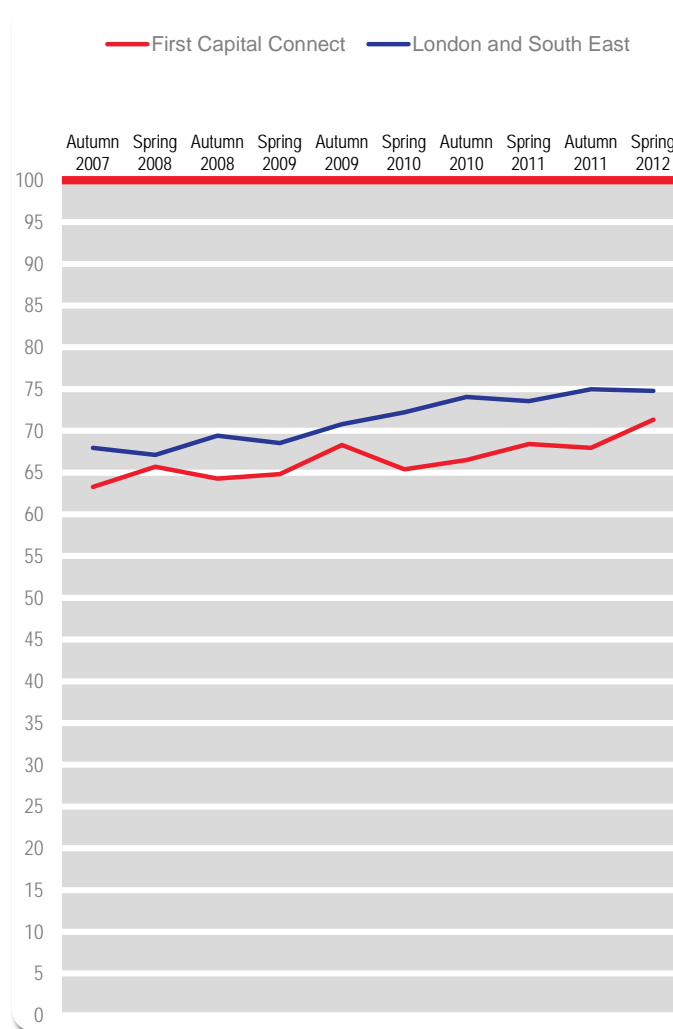
Percentage of passengers satisfied 2007 to 2012



### Your personal security whilst on board

(1800)

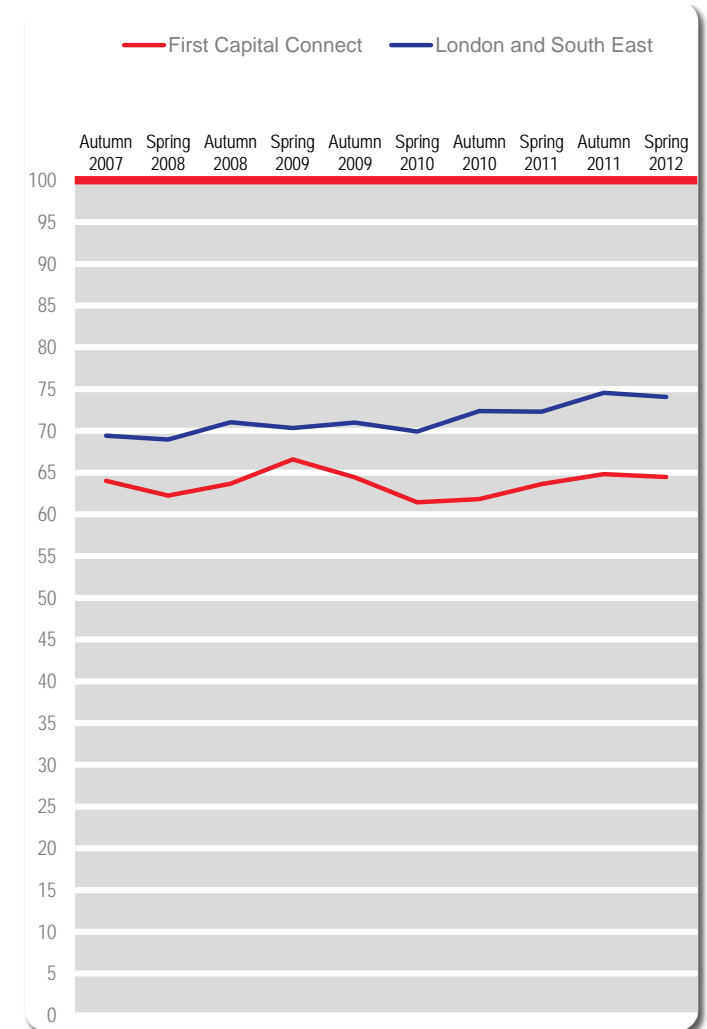
Percentage of passengers satisfied 2007 to 2012



### The cleanliness of the inside of the train

(1955)

Percentage of passengers satisfied 2007 to 2012

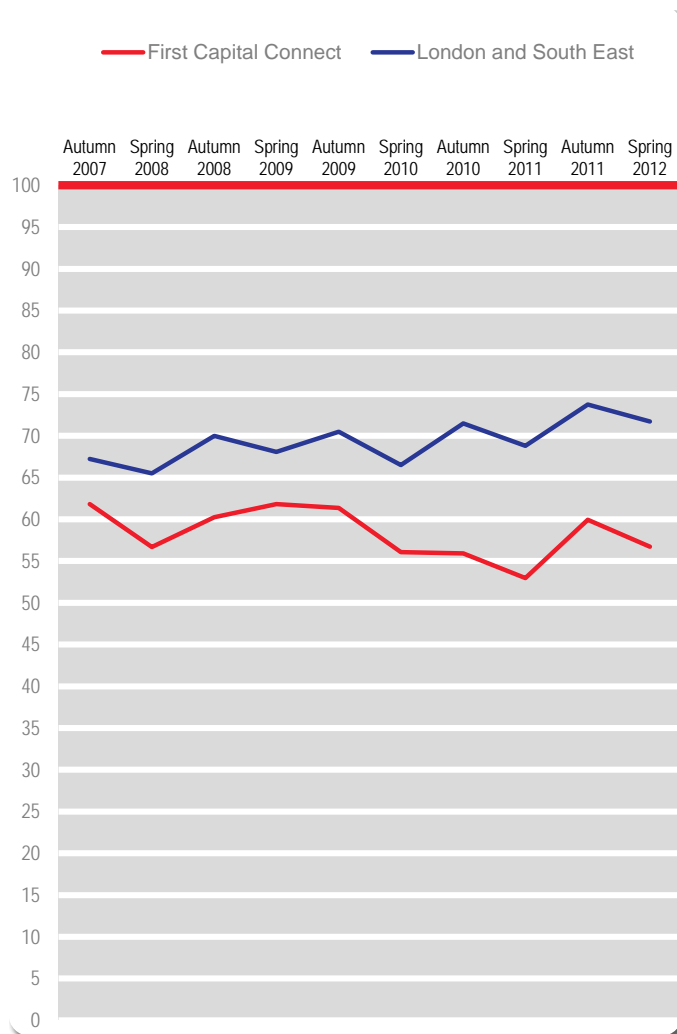


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(1709)

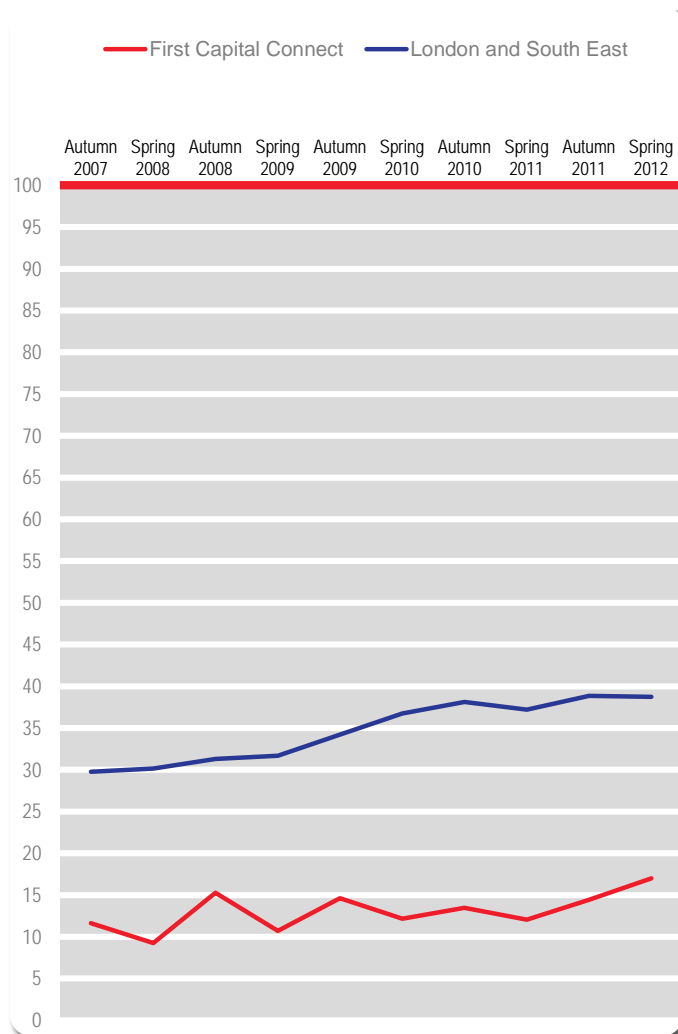
Percentage of passengers satisfied 2007 to 2012



### The availability of staff on the train

(1140)

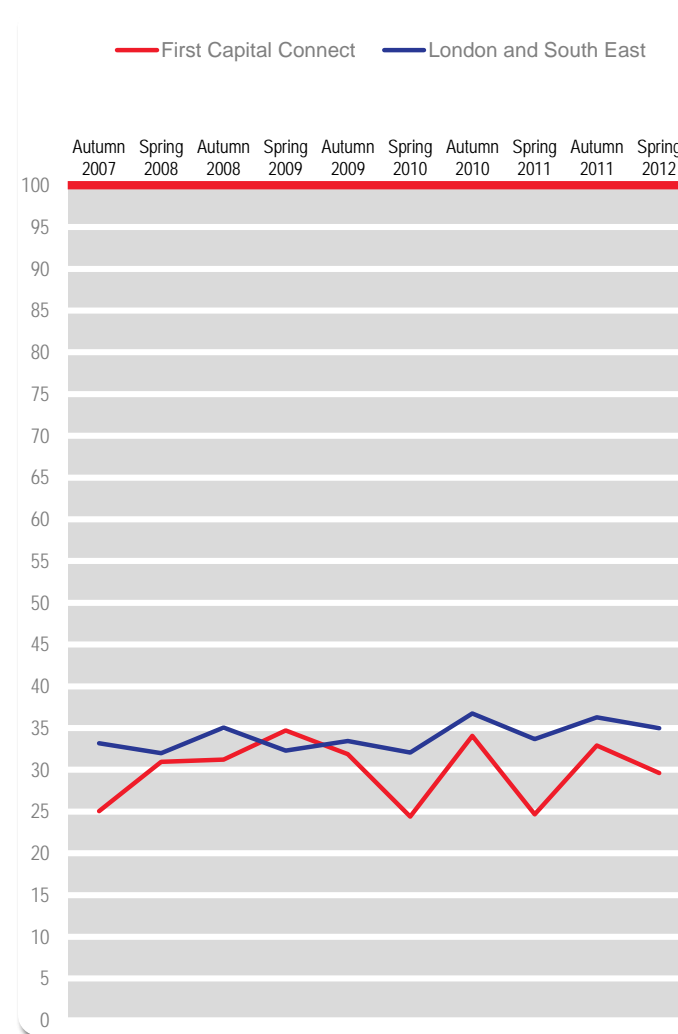
Percentage of passengers satisfied 2007 to 2012



### How well train company dealt with delay

(411)

Percentage of passengers satisfied 2007 to 2012



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

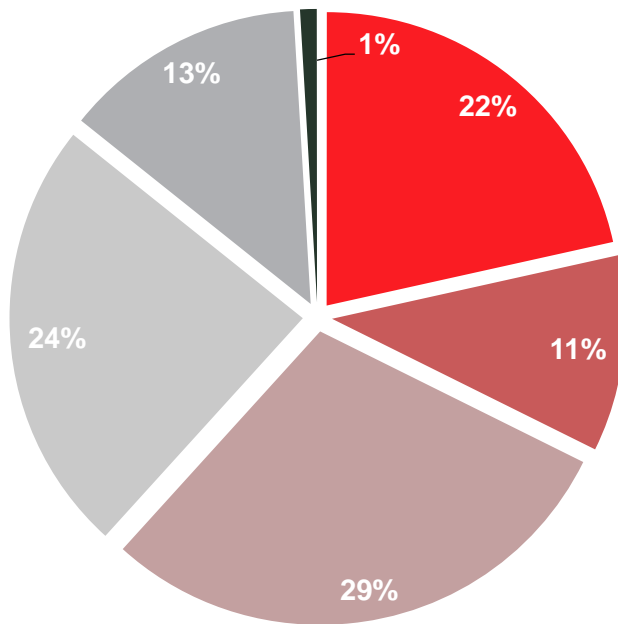
## Managed versus non-managed stations for First Capital Connect

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	75		75
Ticket buying facilities	70		68
Provision of information about train times/platforms	80		76
The upkeep/repair of the station buildings/platforms	66		68
Cleanliness	72		73
The facilities and services	43	-	52
The attitudes and helpfulness of the staff	69		73
Connections with other forms of public transport	73	-	79
Facilities for car parking	52	+	26
Overall environment	65		66
Your personal security whilst using	65		68
The availability of staff	53	-	61
How request to station staff was handled	90	+	77

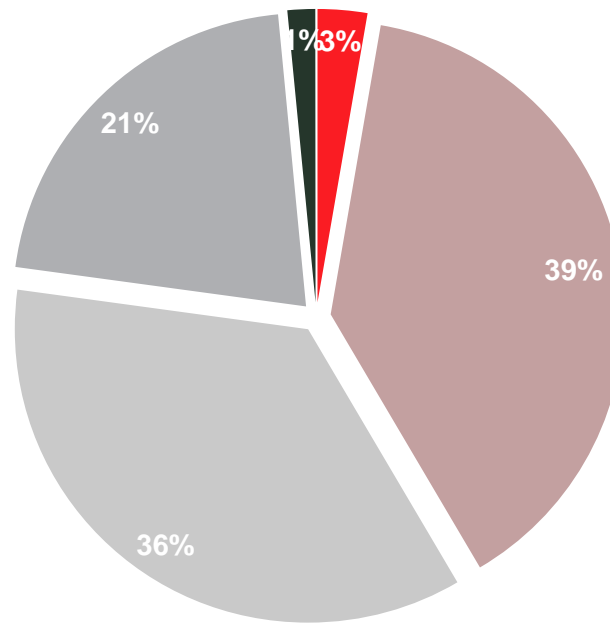
## Managed versus non-managed stations for First Capital Connect

(% Passengers Journeys originating from each type of station)

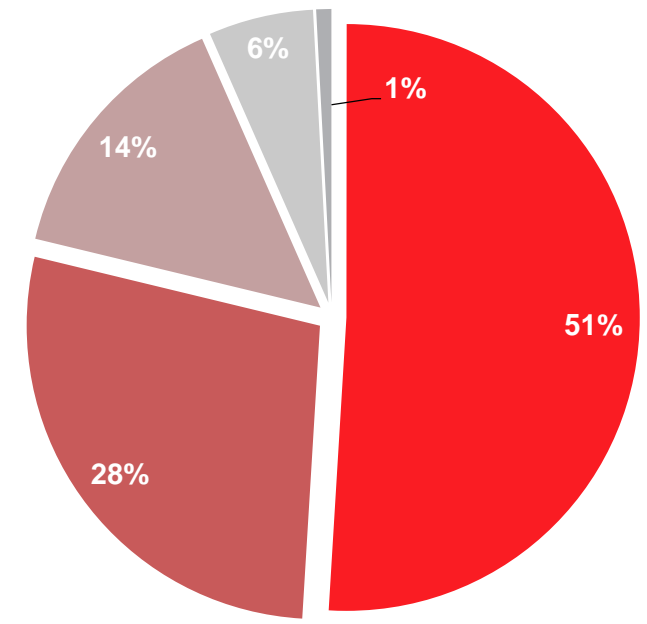
Overall Total



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 First Capital Connect

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
Overall satisfaction	69		71	82		80
Overall satisfaction with the station	76	+	68	74		70
Ticket buying facilities	70		64	70		67
Provision of information about train times/platforms	77		71	79	+	74
The upkeep/repair of the station buildings/platforms	67	+	60	67	+	60
Cleanliness	74		69	72		68
The facilities and services	47		48	47		42
The attitudes and helpfulness of the staff	66		66	73	+	67
Connections with other forms of public transport	73		73	76	+	70
Facilities for car parking	50		51	43		43
Overall environment	65		58	65	+	57
Your personal security whilst using	65		59	67	+	59
The availability of staff	56		49	56	+	49
How request to station staff was handled	82		79	84		78

\* 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 First Capital Connect

	Peak		Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change
The frequency of the trains on that route	71		70	81	+
Punctuality/reliability (i.e. the train arriving/departing on time)	63		64	80	
The length of time the journey was scheduled to take (speed)	75		75	86	
Connections with other train services	71		72	77	
The value for money for the price of your ticket	21		20	39	
Cleanliness of the train	60		66	67	
Upkeep and repair of the train	53		58	64	
The provision of information during the journey	44		43	52	
The helpfulness and attitude of staff on train	30		23	39	
The space for luggage	37		36	50	
The toilet facilities	19		18	32	
Sufficient room for all passengers to sit/stand	40		43	69	
The comfort of the seating area	48		53	67	
The ease of being able to get on and off	67		66	79	
Your personal security on board	67		67	73	
The cleanliness of the inside	59		66	66	
The cleanliness of the outside	50		55	59	+
The availability of staff	10		7	19	+
How well train company deals with delays	23		24	34	

\* 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 First Capital Connect

	Spring 2012 %	Spring 2011 %		Spring 2012 %	Spring 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	49	48	None	77	79
Female	49	50	Minor	19	15
Not stated	2	2	Major	3	5
			Not stated	1	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	7	8	Yes	67	67
26-34	15	19	No	33	33
35-44	21	23			
45-54	27	24			
55-59	9	9	<b>TIME OF TRAVEL</b>		
60-64	10	8	Peak	25	26
65+	10	9	Off-peak	75	74
Not stated	2	1			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	45	45	Yes asked for help	7	9
Business	26	26	Yes asked for information	8	7
Leisure	29	29	Could not find anyone to ask	3	3
			No	81	80
			Not stated	2	1

## 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	19	21
65+	10	9	Off-peak	81	79
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 First Capital Connect

Station	Unweighted	Station	Unweighted	Station	
London St Pancras	258	Hatfield (Hertfordshire)	15	Denmark Hill	1
London Kings Cross	171	Elephant And Castle	15		
Brighton	127	London Bridge	15		
East Croydon	105	West Hampstead Thameslink	15		
Gatwick Airport	91	Leagrave	15		
St Albans	84	Moorgate	14		
City Thameslink	76	Kentish Town	14		
Hertford North	67	Huntingdon	14		
London Blackfriars	66	Ely	13		
Bedford	66	Stevenage	13		
Harpenden	52	Highbury And Islington	13		
Elstree And Borehamwood	46	Mill Hill Broadway	12		
Luton	44	Streatham	12		
Farringdon	34	Hassocks	12		
Finsbury Park	33	Burgess Hill	11		
Royston	29	Loughborough Junction	10		
Cambridge	28	Three Bridges	10		
Tulse Hill	27	Winchmore Hill	10		
Welwyn Garden City	26	Harringay	9		
Wimbledon	26	Luton Airport Parkway	9		
Gordon Hill	25	Wimbledon Chase	8		
Enfield Chase	24	Haywards Heath	7		
Potters Bar	23	Peterborough	7		
Herne Hill	23	Hornsey	7		
Alexandra Palace	22	Mitcham Eastfields	6		
Welwyn North	20	Bowes Park	6		
Sutton (Surrey)	20	West Sutton	6		
Hitchin	19	Mitcham Junction	5		
Tooting	19	Essex Road	5		
Letchworth	17	Carshalton	4		
Radlett	16	New Southgate	3		

## 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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