



# National Passenger Survey

## TOC Report for South West Trains

### Spring 2012

#### Contacts:

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QY

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

David Chilvers  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9111  
Email: [dave.chilvers@bdrc-continental.com](mailto:dave.chilvers@bdrc-continental.com)

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putting passengers first

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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.

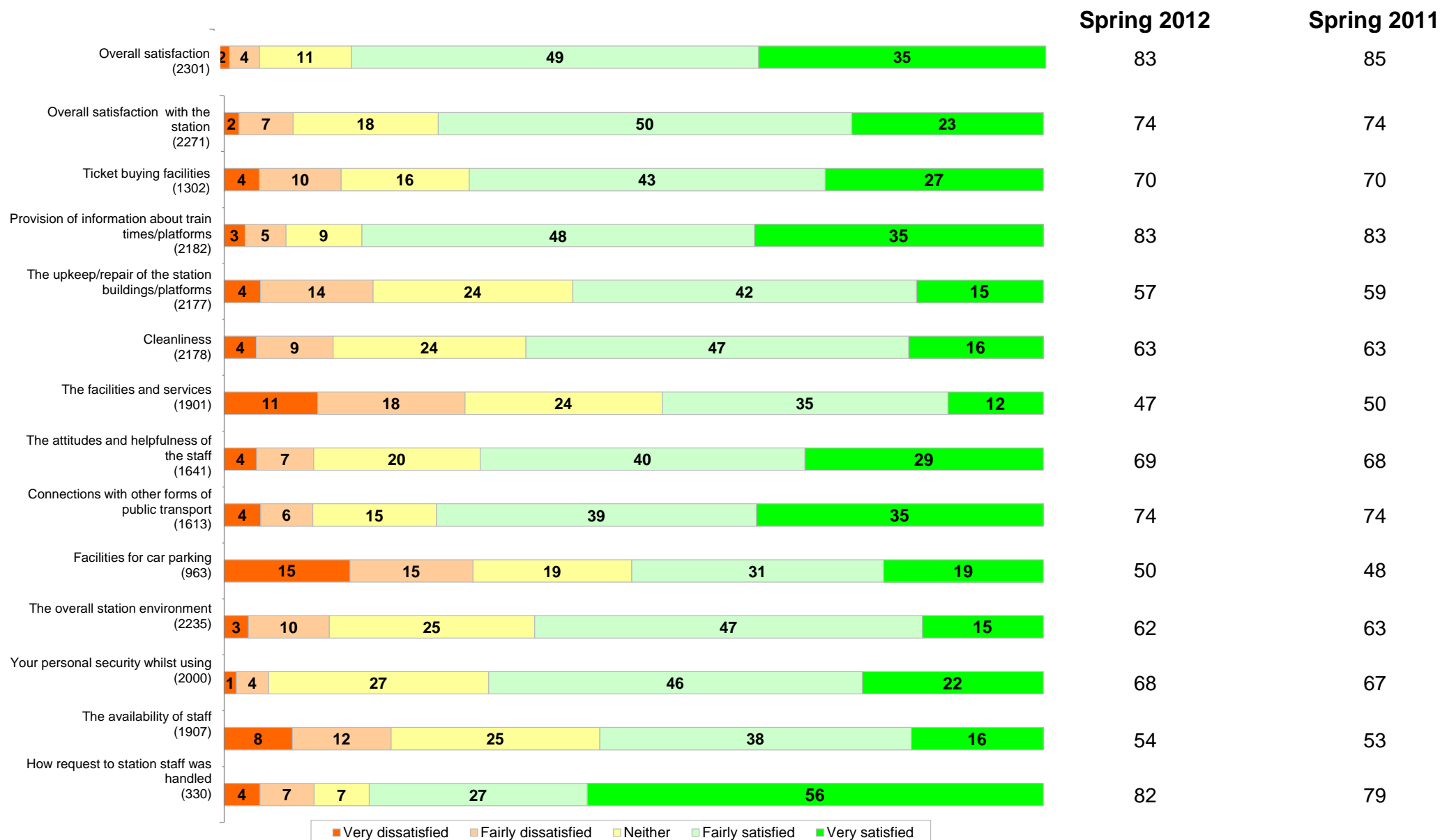
Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

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 South West Trains



## Satisfaction results for South West Trains





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

## Satisfaction results for South West Trains

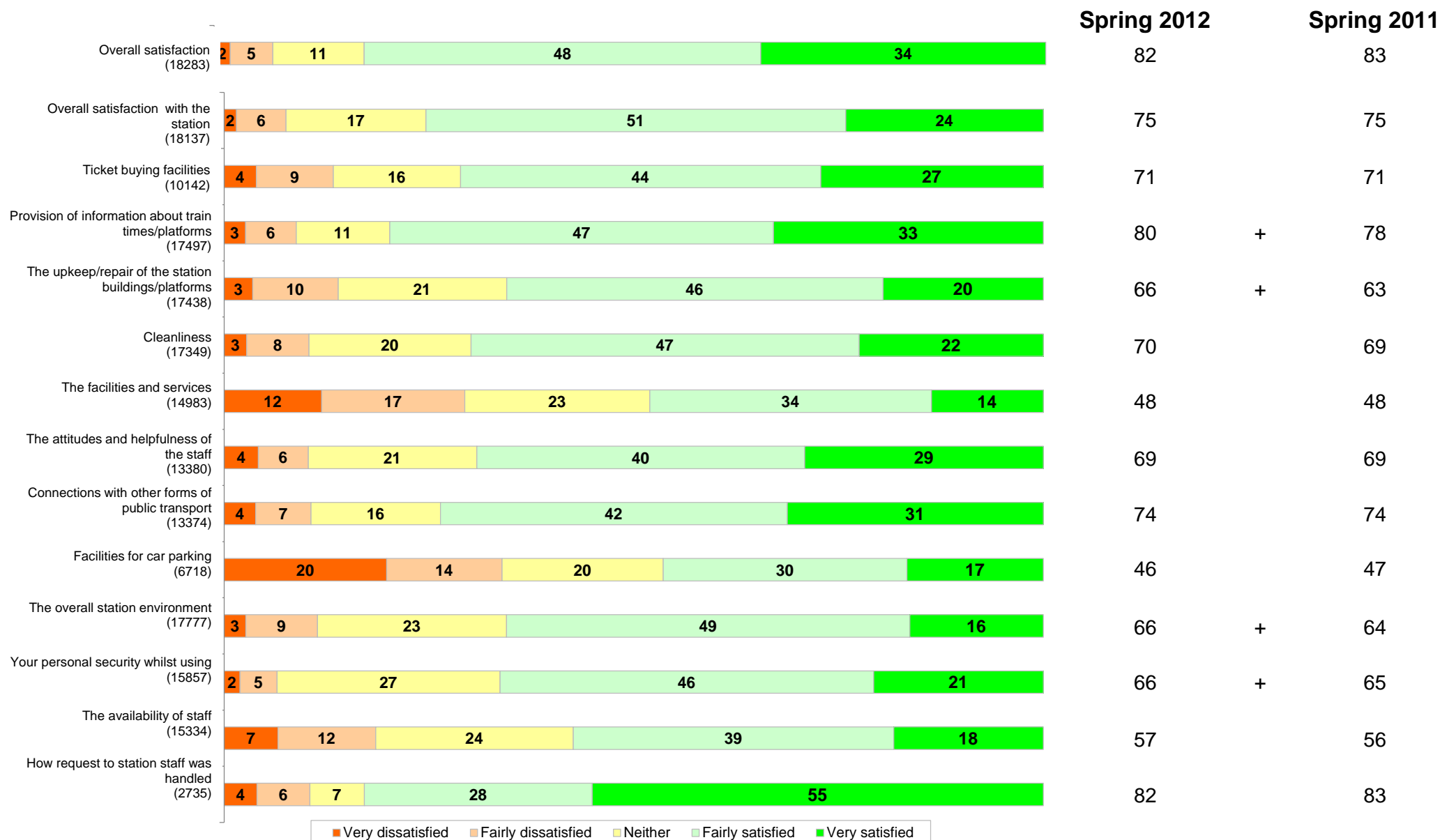




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

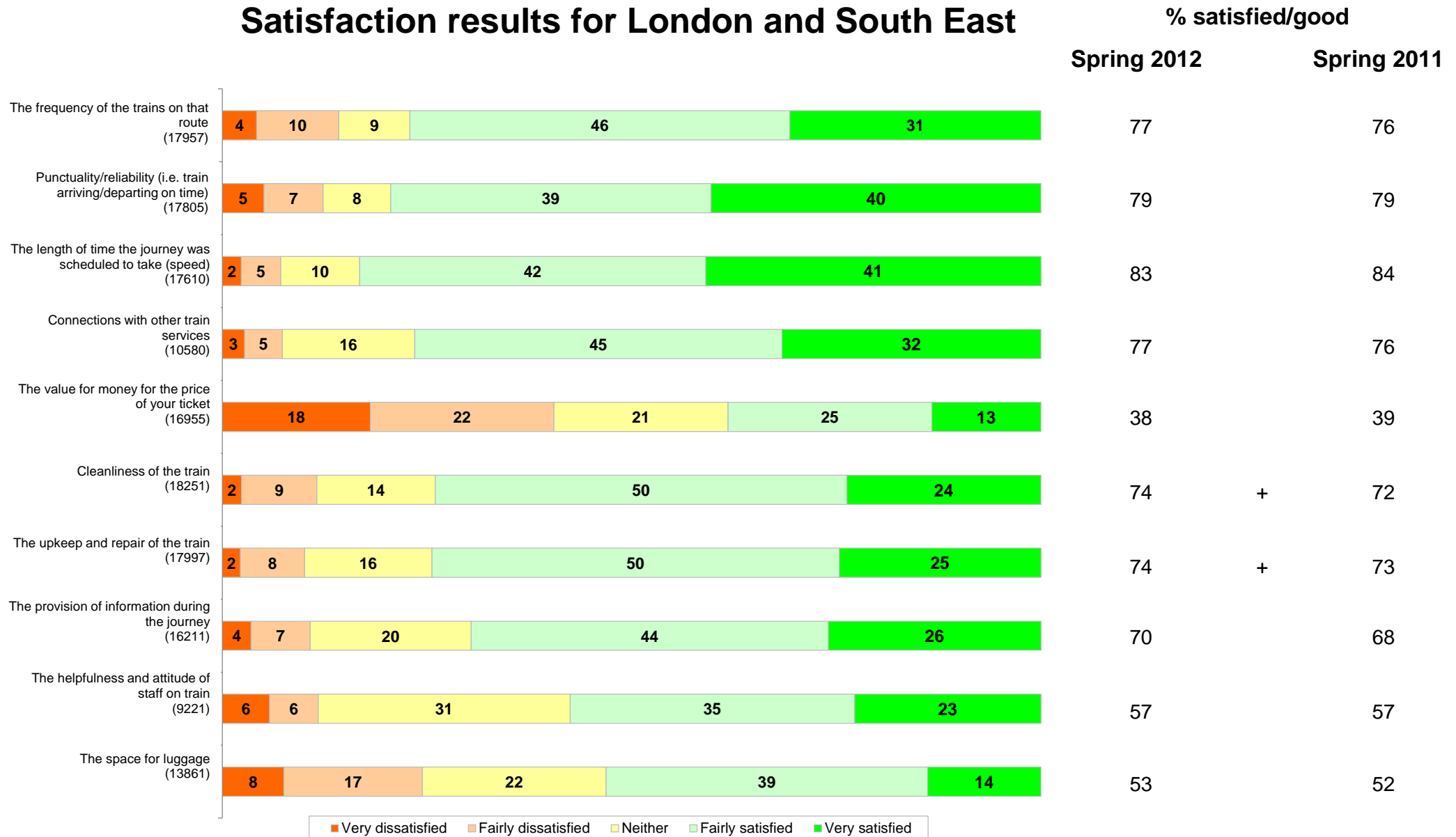
% satisfied/good

## Satisfaction results for London and South East



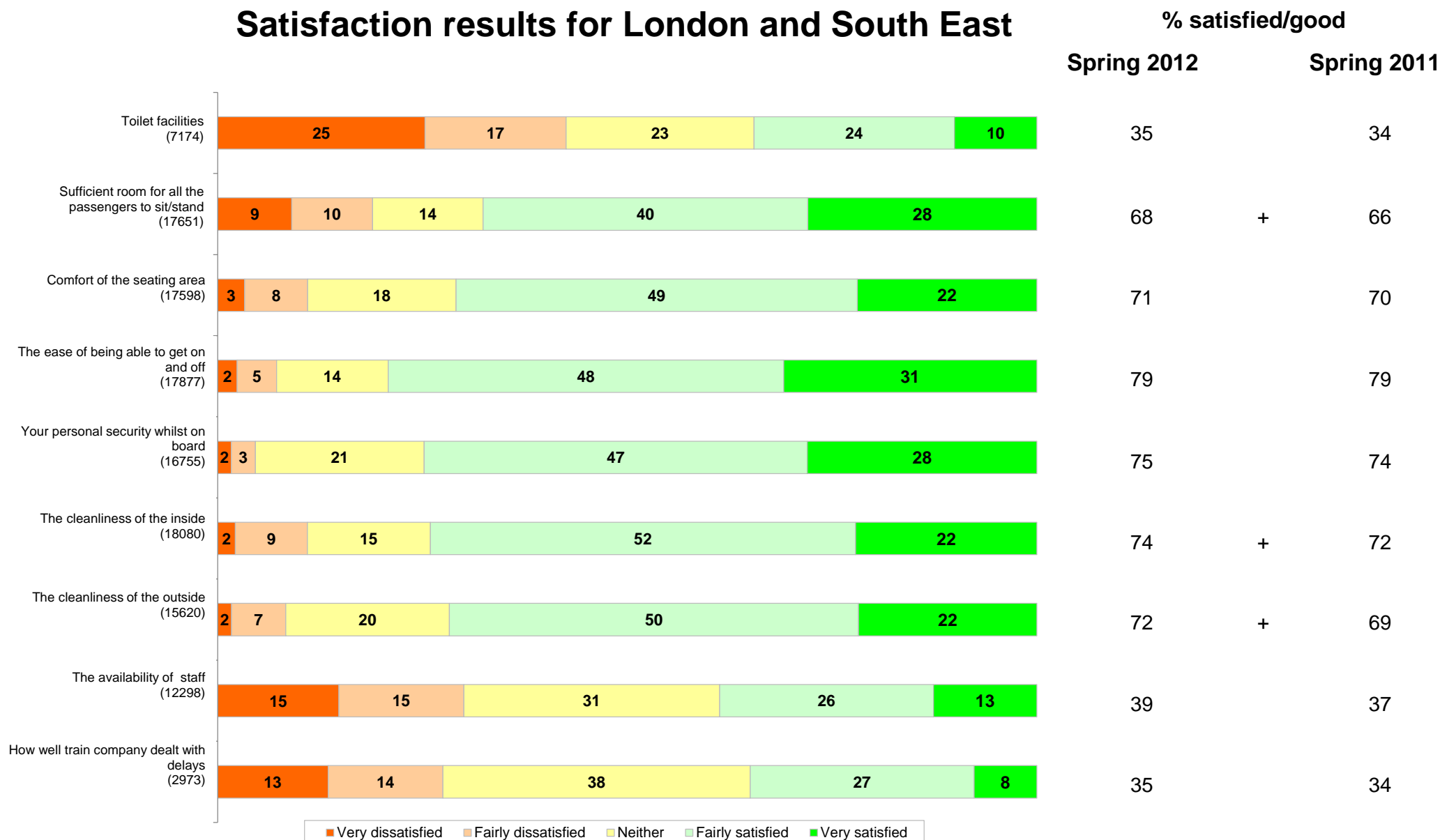
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## South West Trains performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	83	82	102%
Overall satisfaction with the station	74	75	98%
Ticket buying facilities	70	71	99%
Provision of information about train times/platforms	83	80	104%
The upkeep/repair of the station buildings/platforms	57	66	88%
Cleanliness	63	70	90%
The facilities and services	47	48	97%
The attitudes and helpfulness of the staff	69	69	99%
Connections with other forms of public transport	74	74	101%
Facilities for car parking	50	46	108%
Overall environment	62	66	95%
Your personal security whilst using	68	66	102%
The availability of staff	54	57	94%
How request to station staff was handled	82	82	100%

## South West Trains 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)	82	79	103%
The length of time the journey was scheduled to take (speed)	82	83	99%
Connections with other train services	76	77	99%
The value for money for the price of your ticket	36	38	95%
Cleanliness of the train	77	74	104%
Upkeep and repair of the train	83	74	111%
The provision of information during the journey	76	70	108%
The helpfulness and attitude of staff on train	68	57	119%
The space for luggage	59	53	111%
The toilet facilities	39	35	113%
Sufficient room for all passengers to sit/stand	73	68	108%
The comfort of the seating area	76	71	107%
The ease of being able to get on and off	82	79	103%
Your personal security on board	81	75	109%
The cleanliness of the inside	78	74	106%
The cleanliness of the outside	77	72	108%
The availability of staff	55	39	142%
How well train company deals with delays	37	35	104%

## Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed	Portsmouth	Reading/Windsor	Suburban	West Of England
Overall satisfaction	89	84	79	84	83	83	85	81	86
Overall satisfaction with the station	74	76	75	72	73	74	71	73	88
Ticket buying facilities	73	68	76	79	69	67	69	59	86
Provision of information about train times/platforms	72	84	84	84	75	80	83	82	90
The upkeep/repair of the station buildings/platforms	68	50	65	58	64	72	61	66	74
Cleanliness	70	58	64	68	67	77	59	74	76
The facilities and services	38	50	45	42	58	43	42	47	58
The attitudes and helpfulness of the staff	92	63	78	66	80	66	72	75	82
Connections with other forms of public transport	64	86	71	74	68	56	58	60	68
Facilities for car parking	74	31	54	59	40	44	46	61	63
Overall environment	66	57	69	64	59	67	65	66	77
Your personal security whilst using	71	67	69	64	65	66	75	65	78
The availability of staff	49	56	64	46	71	60	53	51	69
How request to station staff was handled	87	83	86	78	96	100	78	79	100

## Building block/route data for South West Trains

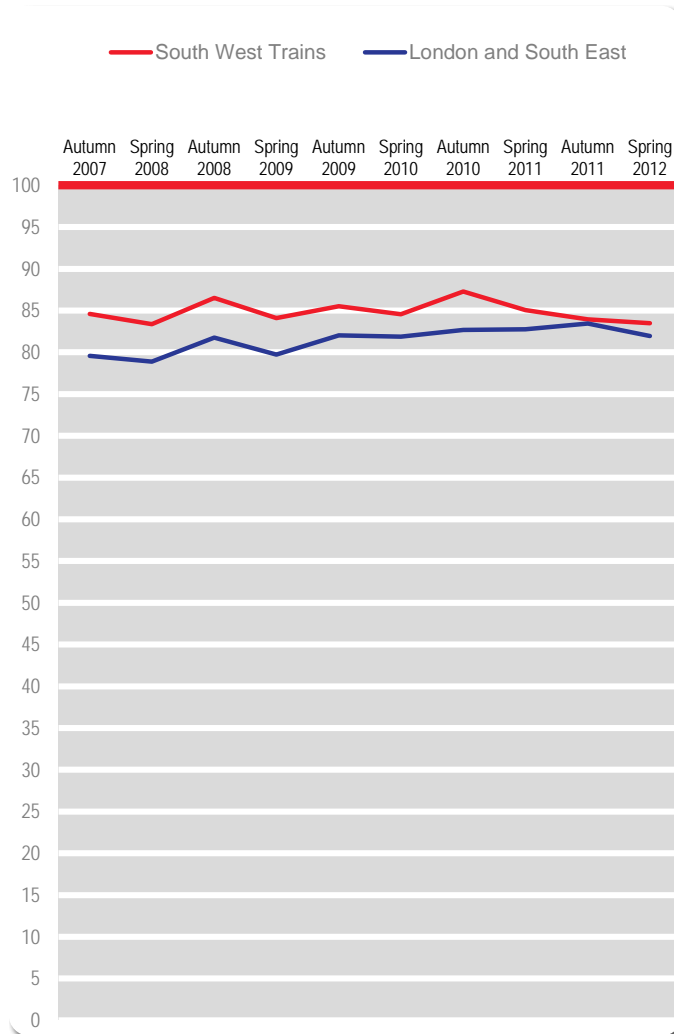
	Island Line	London	Mainline	Metro	Not Managed	Portsmouth	Reading/Windsor	Suburban	West Of England
The frequency of the trains on that route	83	79	75	78	80	81	78	79	89
Punctuality/reliability (i.e. the train arriving/departing on time)	98	83	80	81	90	90	77	84	89
The length of time the journey was scheduled to take (speed)	97	78	82	89	77	86	83	84	85
Connections with other train services	76	71	71	81	75	70	80	76	78
The value for money for the price of your ticket	54	40	32	37	40	26	35	31	41
Cleanliness of the train	69	75	80	75	80	88	75	83	78
Upkeep and repair of the train	61	82	84	83	80	86	82	86	79
The provision of information during the journey	63	76	71	73	74	71	78	78	72
The helpfulness and attitude of staff on train	95	72	74	57	67	73	58	74	77
The space for luggage	41	56	48	67	53	56	65	58	57
The toilet facilities	16	38	42	21	40	43	38	55	44
Sufficient room for all passengers to sit/stand	78	73	63	79	70	75	75	66	73
The comfort of the seating area	58	75	77	77	69	77	80	72	77
The ease of being able to get on and off	85	82	84	79	81	90	84	81	87
Your personal security on board	76	81	83	79	73	83	84	83	83
The cleanliness of the inside	70	76	82	77	74	86	80	85	82
The cleanliness of the outside	62	76	79	78	74	84	76	83	79
The availability of staff	90	59	63	45	51	58	45	61	64
How well train company deals with delays	100	36	51	39	45	27	35	25	27



## Overall satisfaction

(2301)

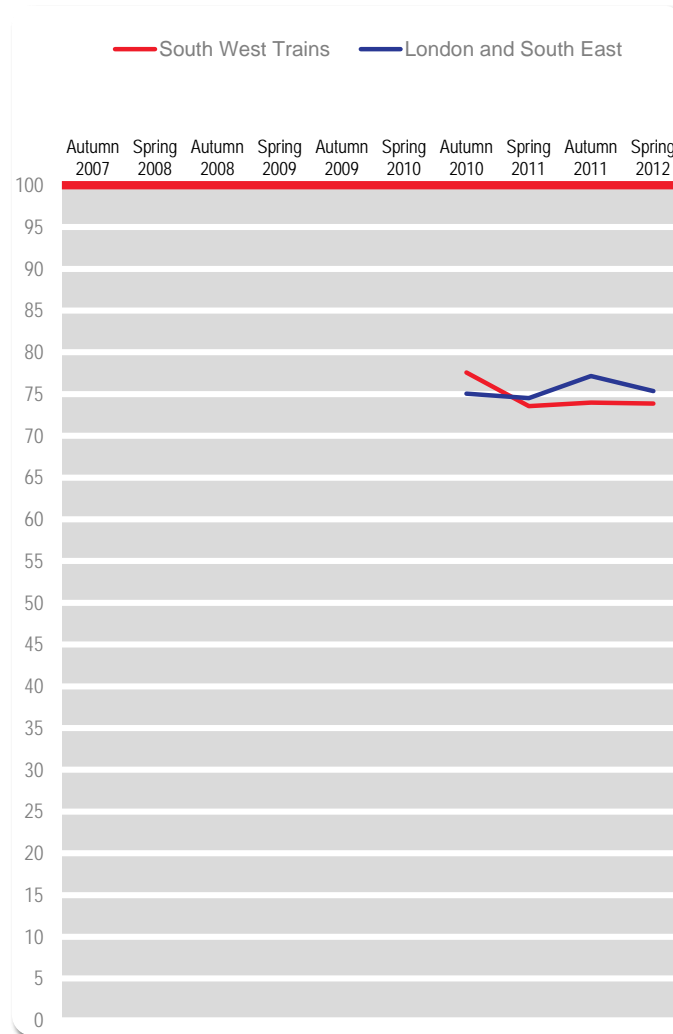
Percentage of passengers satisfied 2007 to 2012



## Overall station satisfaction

(2271)

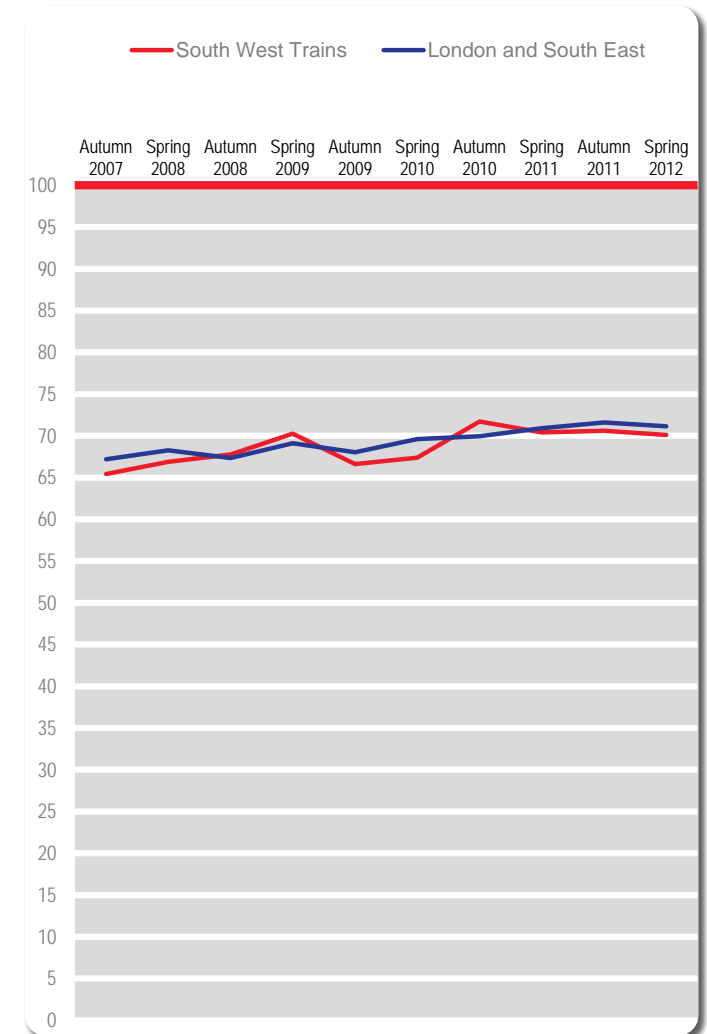
Percentage of passengers satisfied 2007 to 2012



## Ticket buying facilities

(1302)

Percentage of passengers satisfied 2007 to 2012

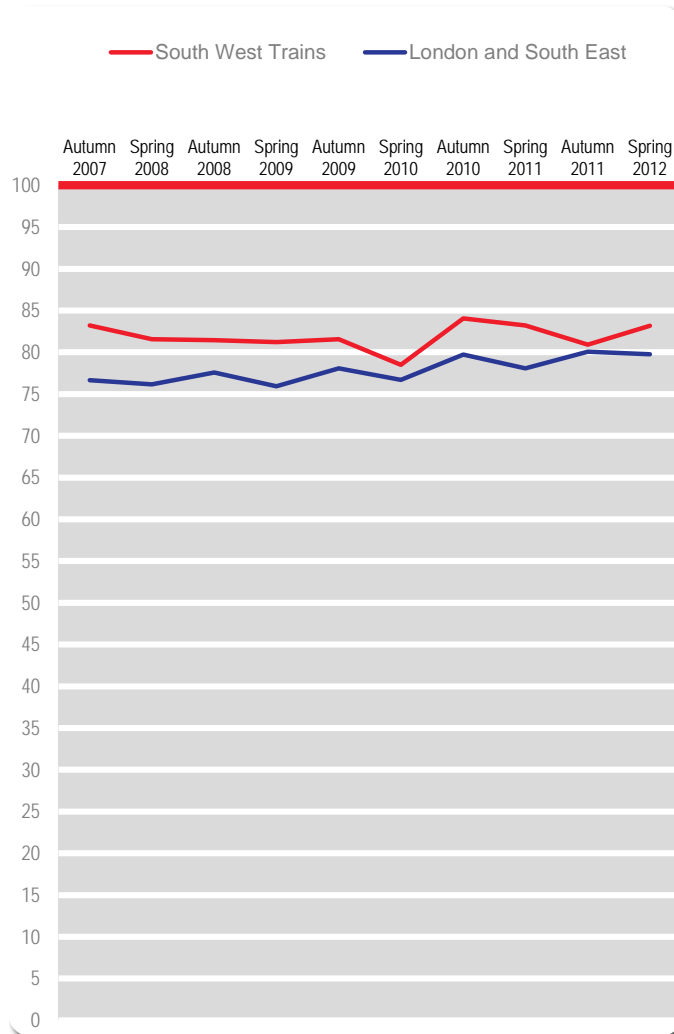


N.B. Benchmarks and targets are only shown for applicable factors

### Provision of information about train times/platforms

(2182)

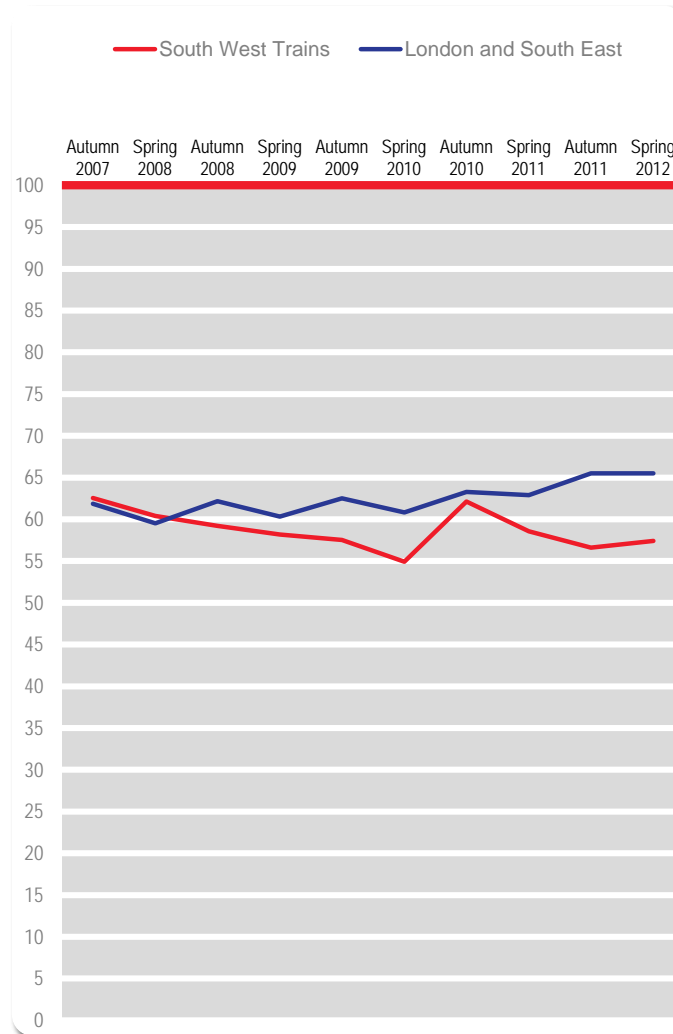
Percentage of passengers satisfied 2007 to 2012



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

(2177)

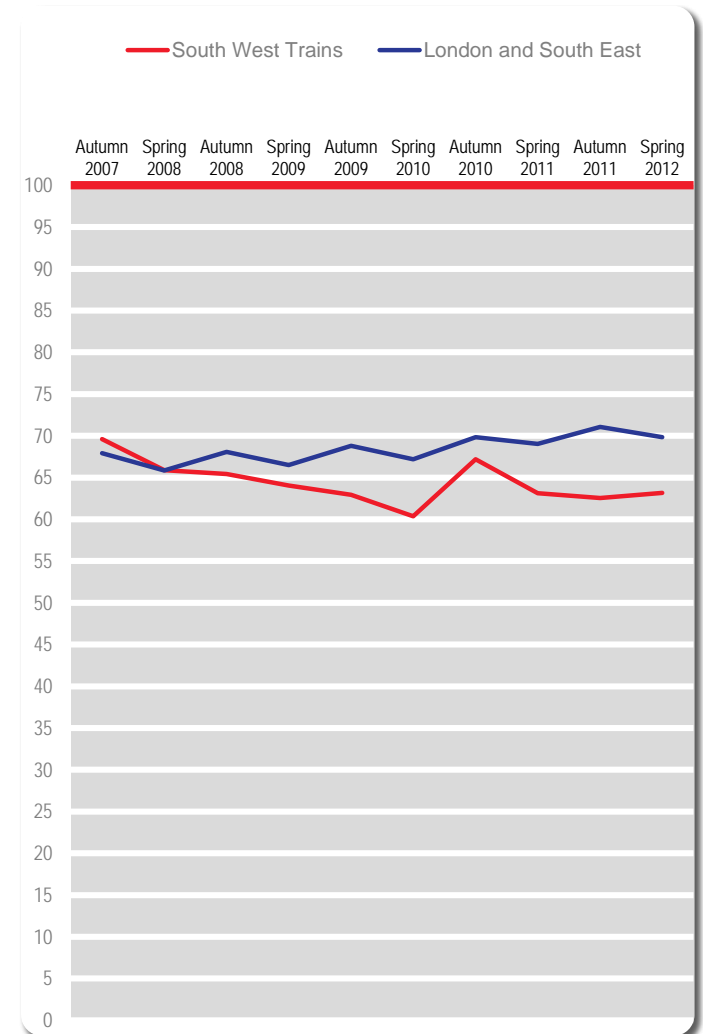
Percentage of passengers satisfied 2007 to 2012



### Cleanliness of the station

(2178)

Percentage of passengers satisfied 2007 to 2012

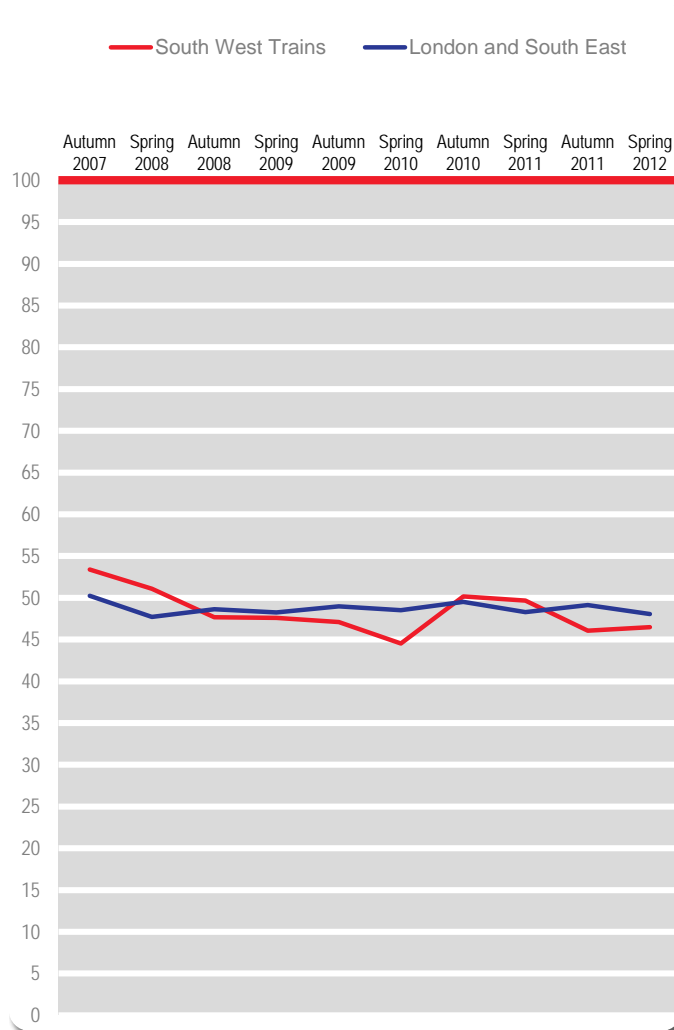


N.B. Benchmarks and targets are only shown for applicable factors

### The facilities and services at the station

(1901)

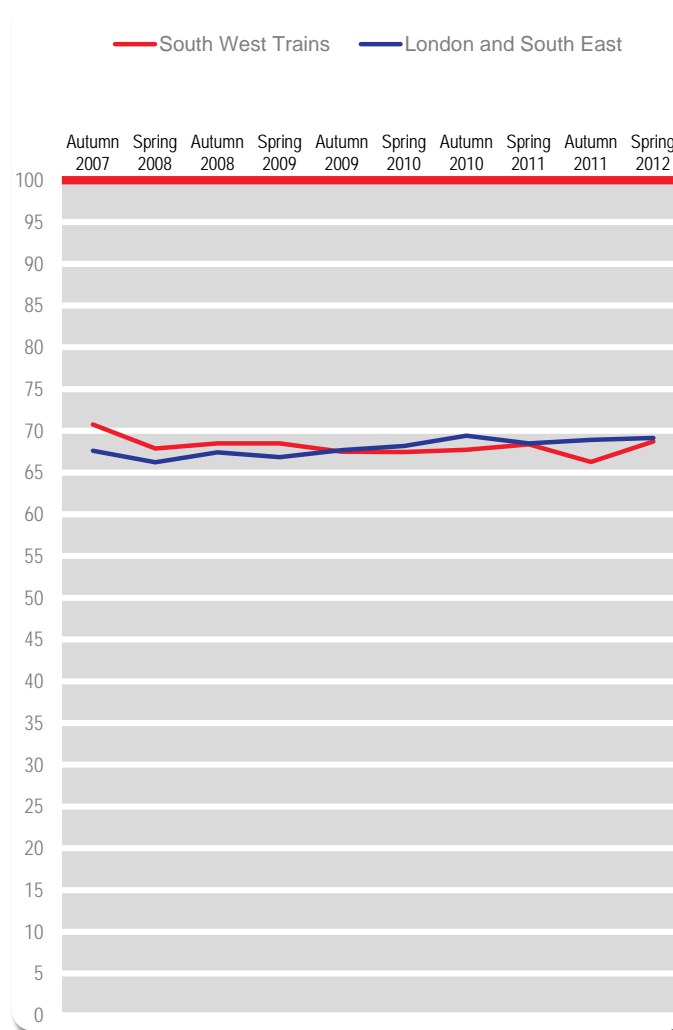
Percentage of passengers satisfied 2007 to 2012



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

(1641)

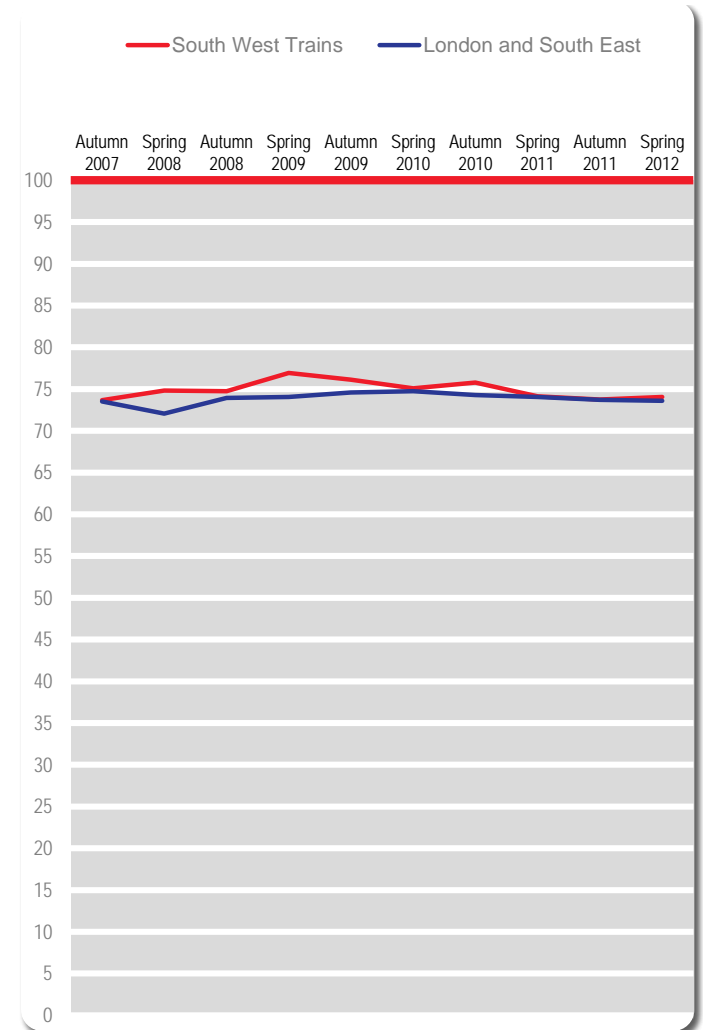
Percentage of passengers satisfied 2007 to 2012



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

(1613)

Percentage of passengers satisfied 2007 to 2012

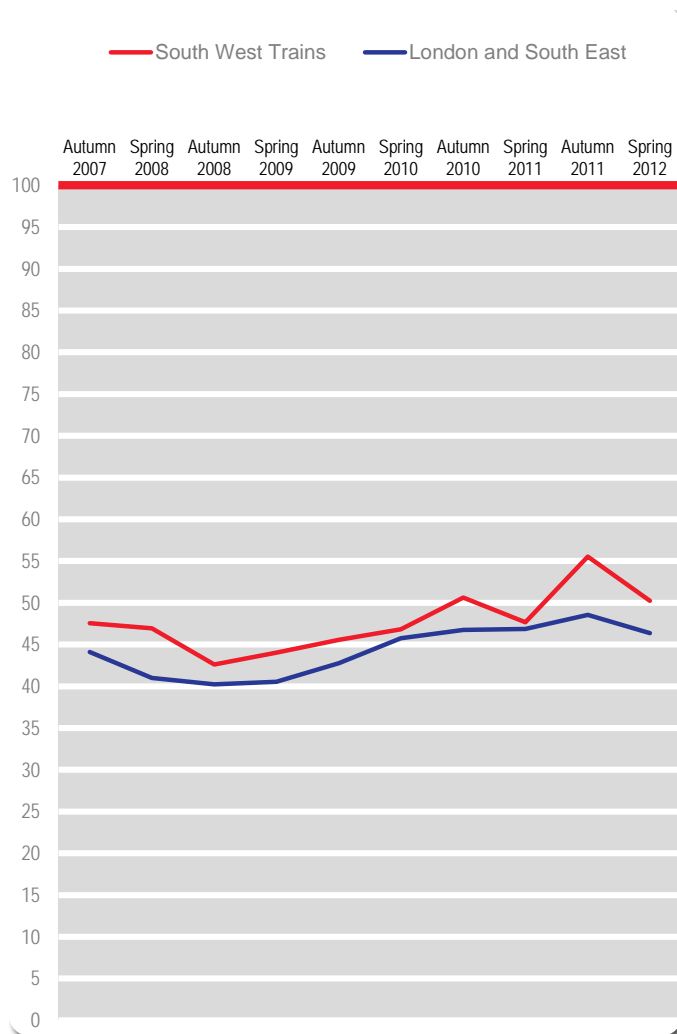


N.B. Benchmarks and targets are only shown for applicable factors

### Facilities for car parking at the station

(963)

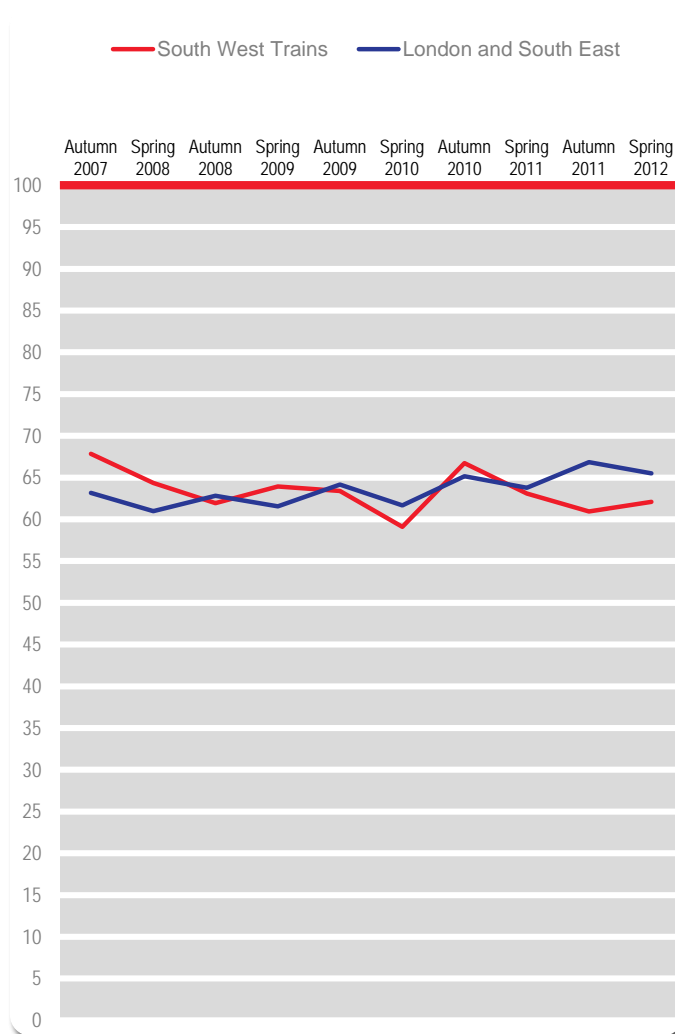
Percentage of passengers satisfied 2007 to 2012



### Overall station environment

(2235)

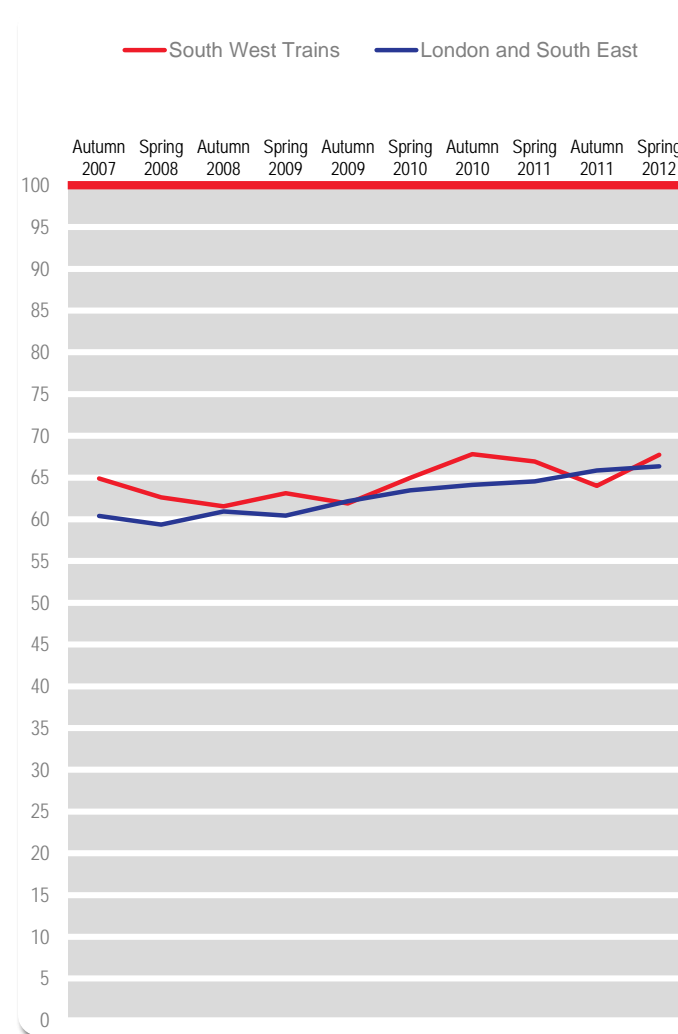
Percentage of passengers satisfied 2007 to 2012



### Your personal security whilst using the station

(2000)

Percentage of passengers satisfied 2007 to 2012

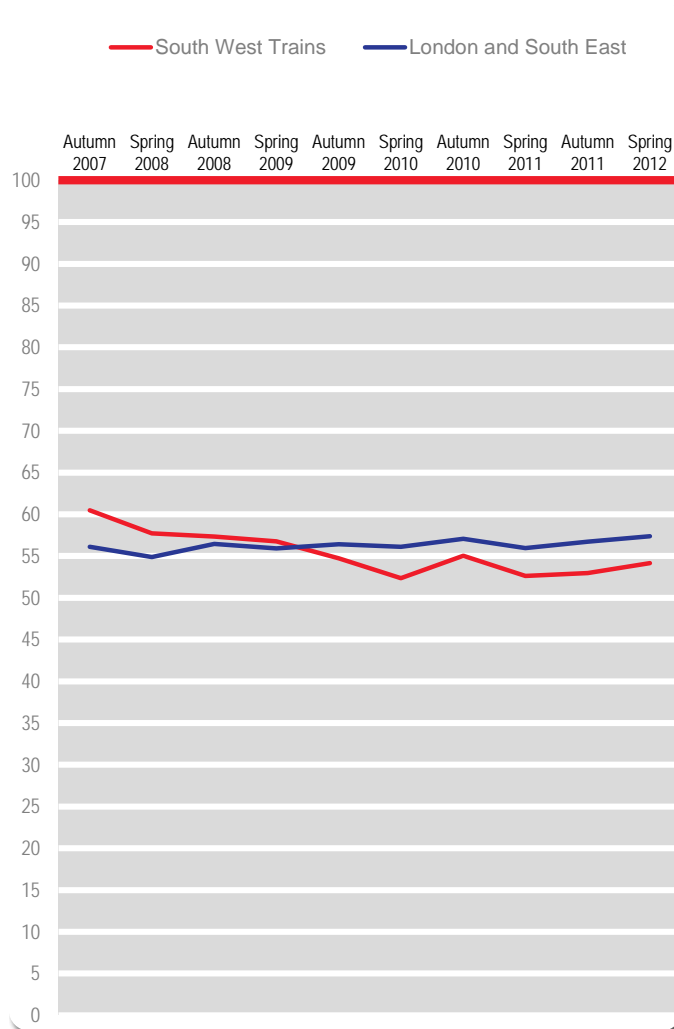


N.B. Benchmarks and targets are only shown for applicable factors

### The availability of staff at the station

(1907)

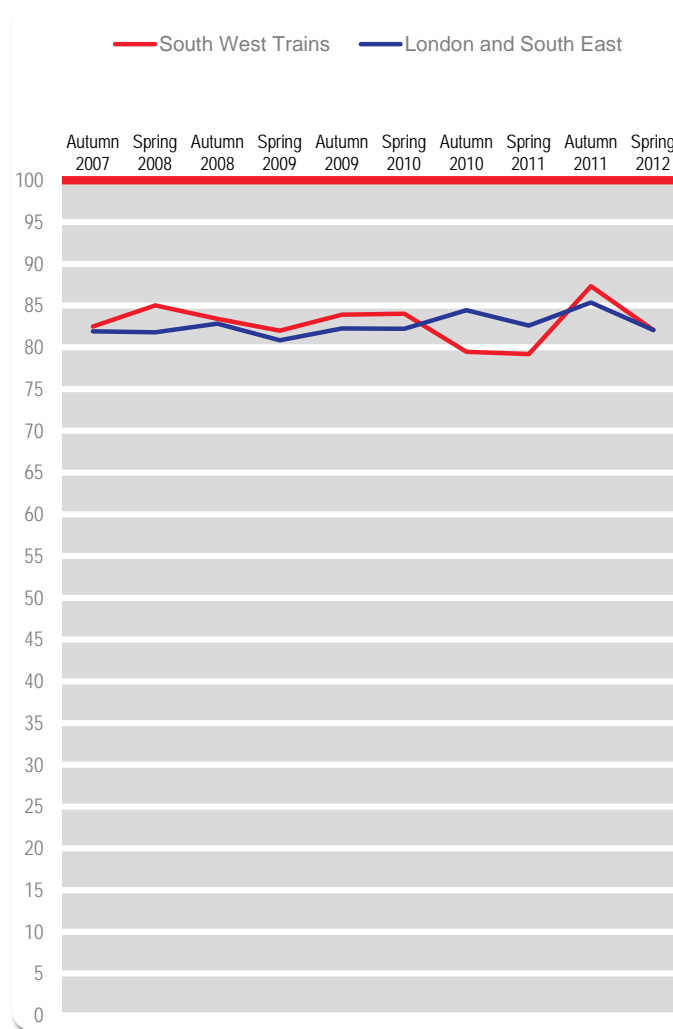
Percentage of passengers satisfied 2007 to 2012



### How request to station staff was handled

(330)

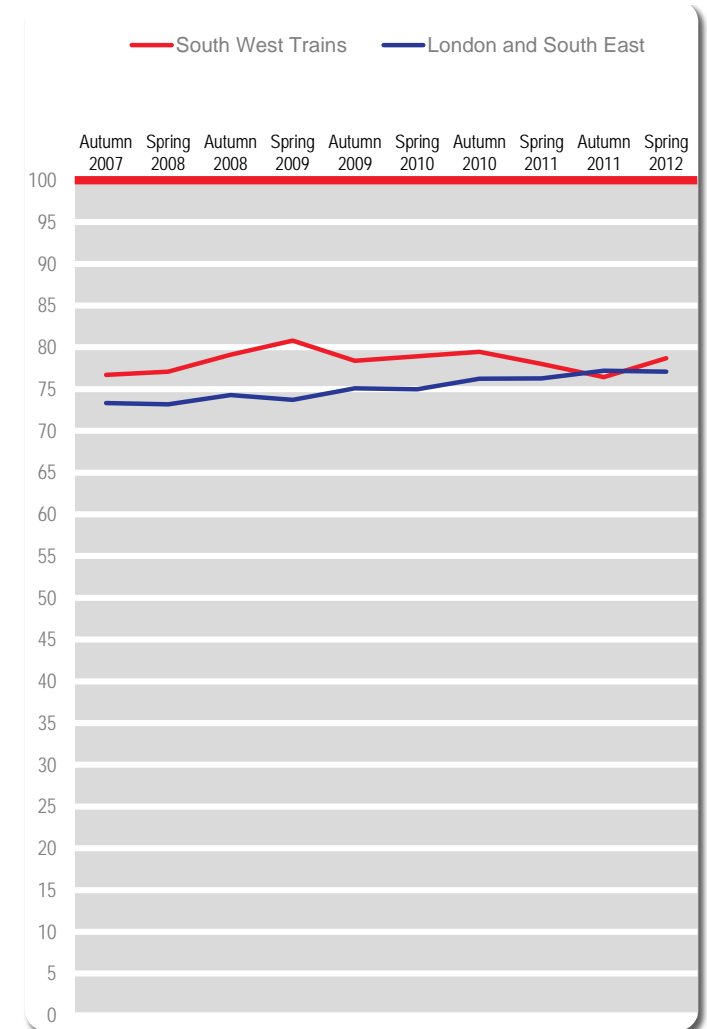
Percentage of passengers satisfied 2007 to 2012



### The frequency of trains on that route

(2248)

Percentage of passengers satisfied 2007 to 2012

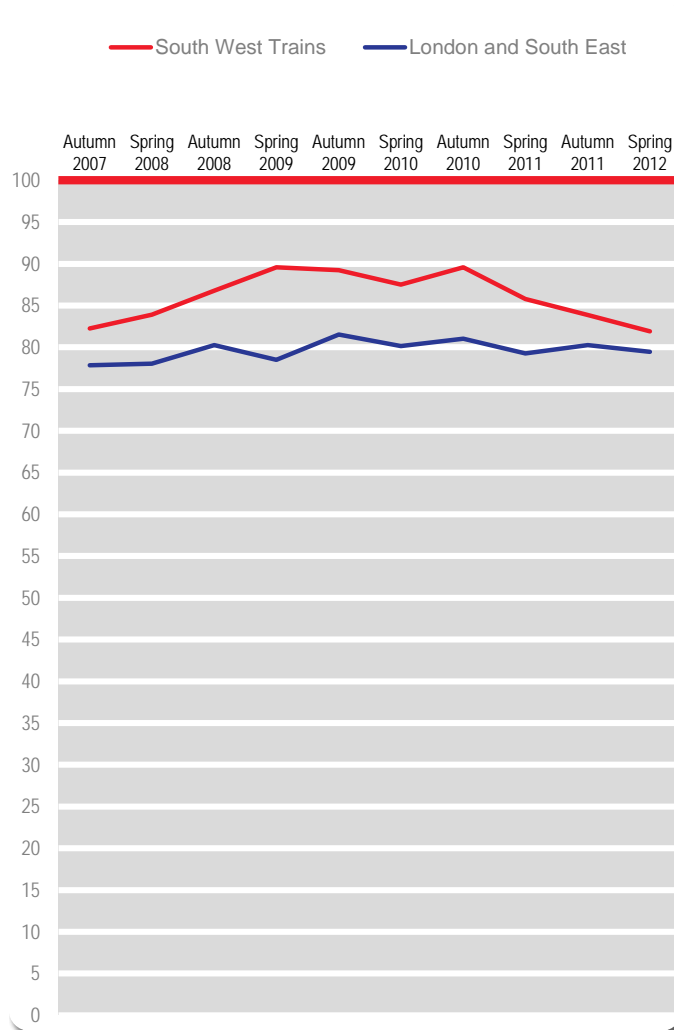


N.B. Benchmarks and targets are only shown for applicable factors

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

(2240)

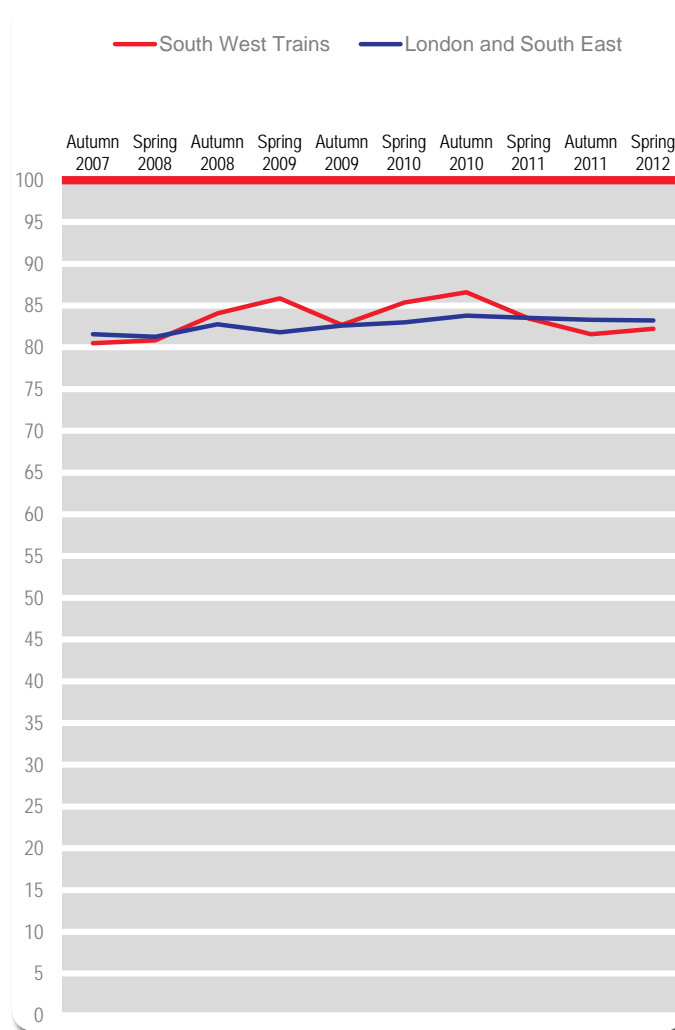
Percentage of passengers satisfied 2007 to 2012



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

(2204)

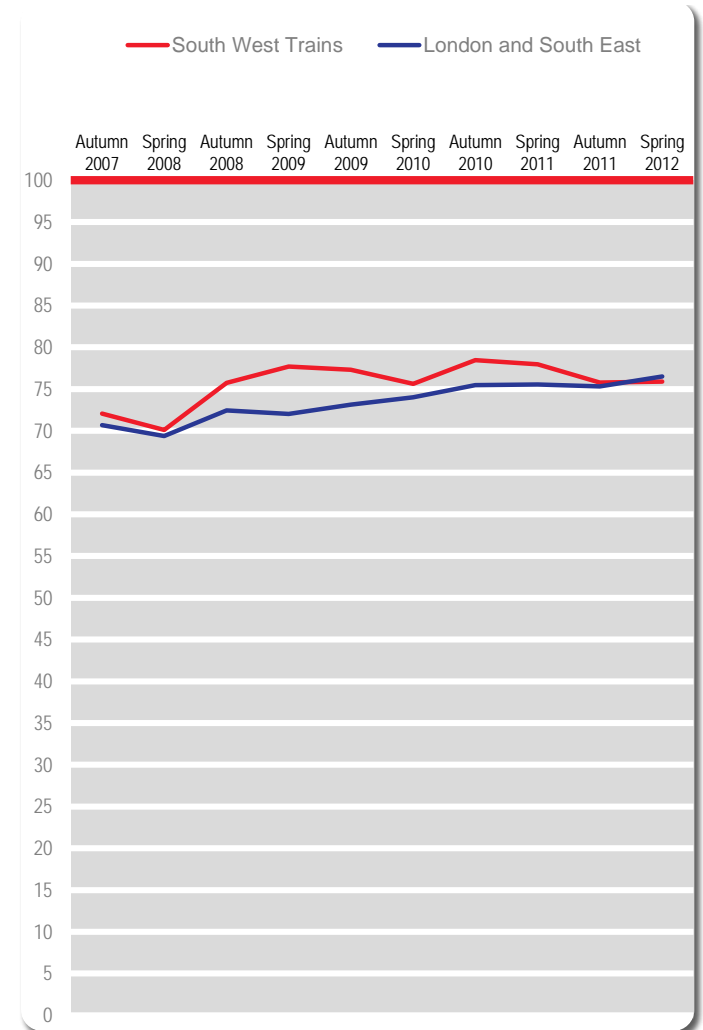
Percentage of passengers satisfied 2007 to 2012



### Connections with other train services

(1366)

Percentage of passengers satisfied 2007 to 2012

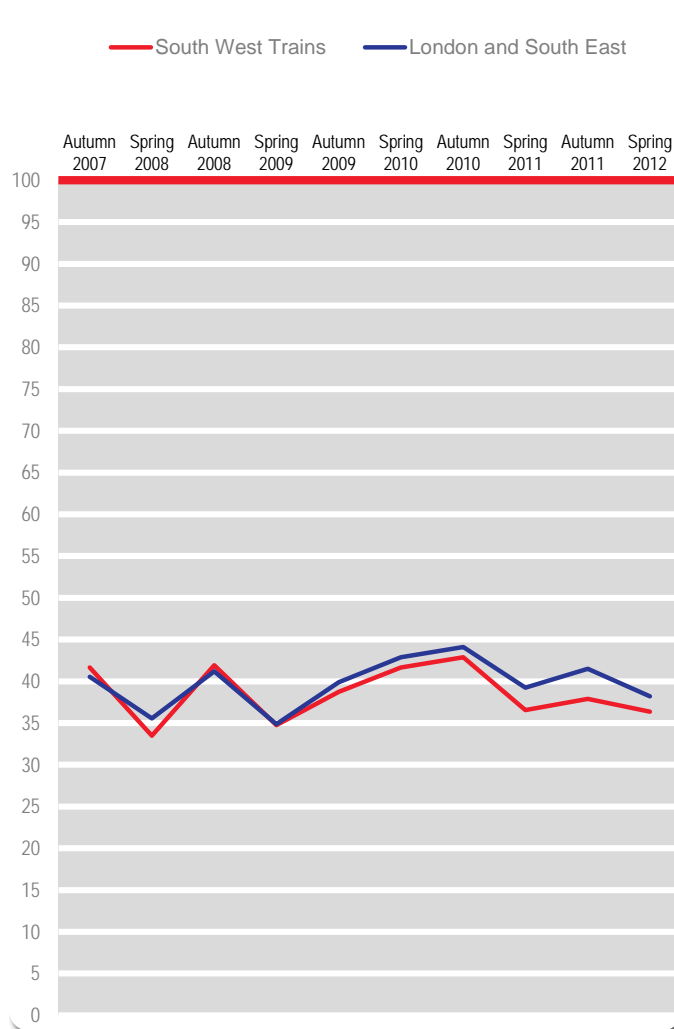


N.B. Benchmarks and targets are only shown for applicable factors

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

(2143)

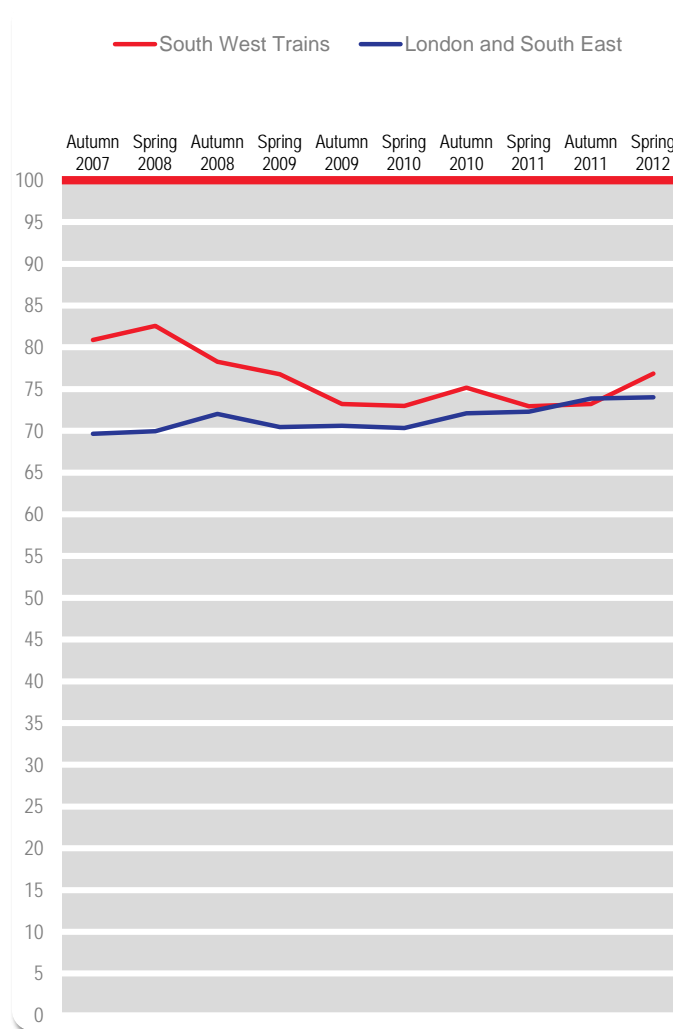
Percentage of passengers satisfied 2007 to 2012



### Cleanliness of the train

(2290)

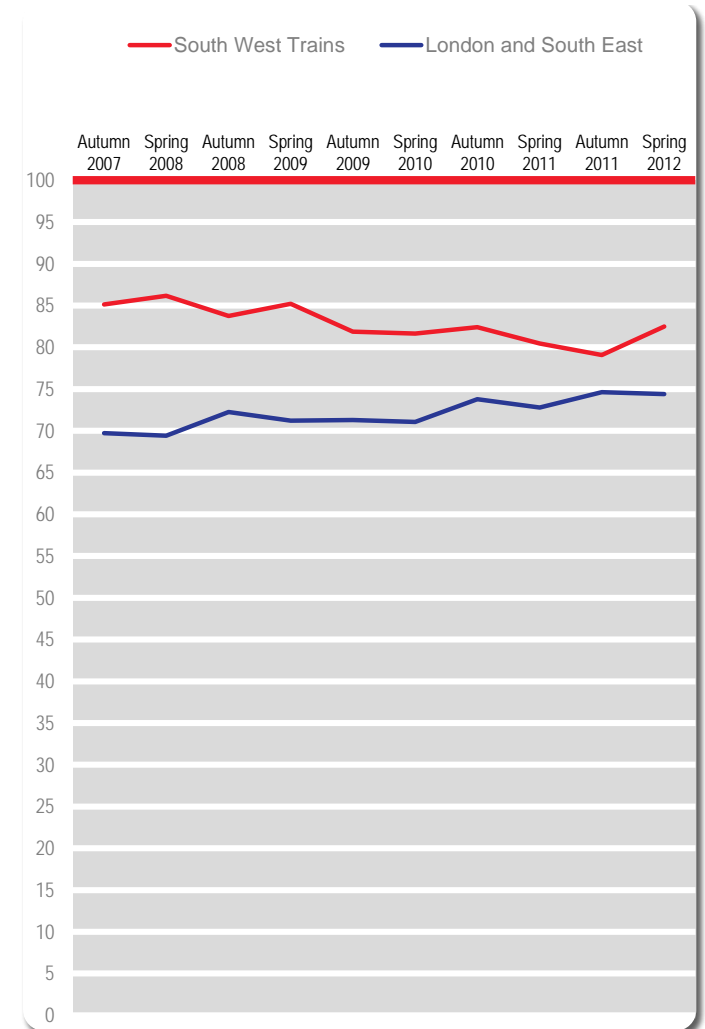
Percentage of passengers satisfied 2007 to 2012



### Upkeep and repair of the train

(2263)

Percentage of passengers satisfied 2007 to 2012



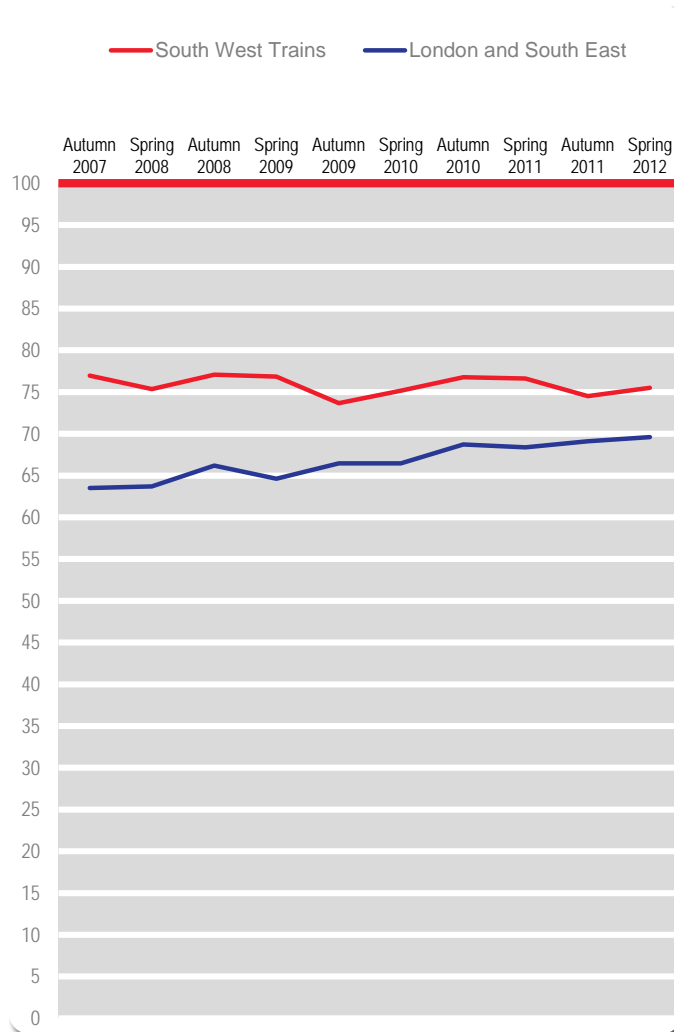
N.B. Benchmarks and targets are only shown for applicable factors



### The provision of information during the journey

(2087)

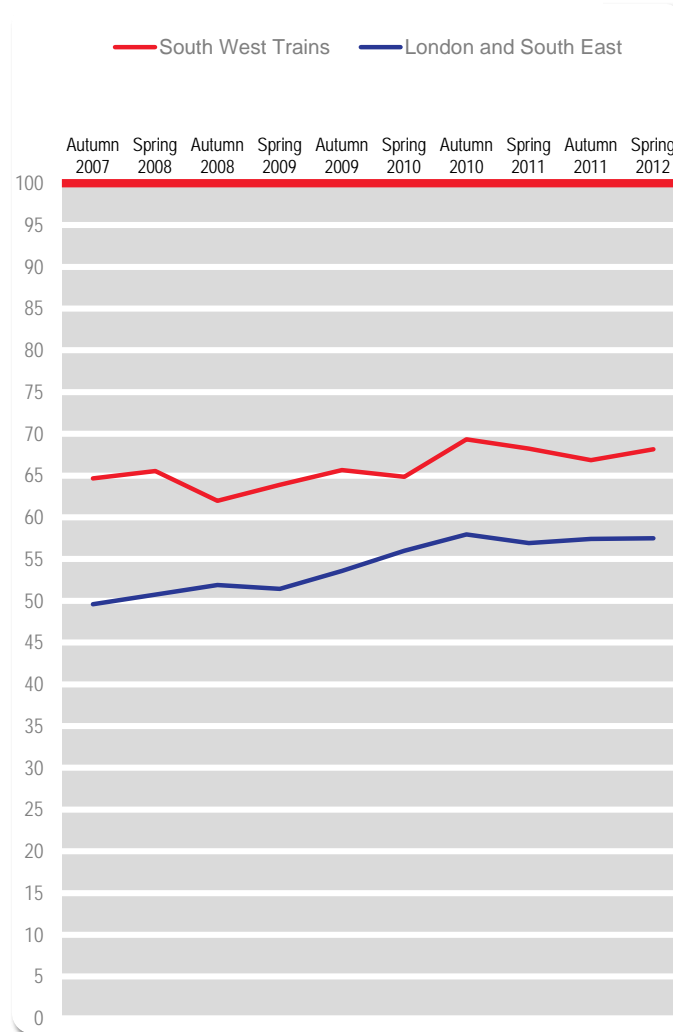
Percentage of passengers satisfied 2007 to 2012



### The helpfulness and attitude of staff on train

(1522)

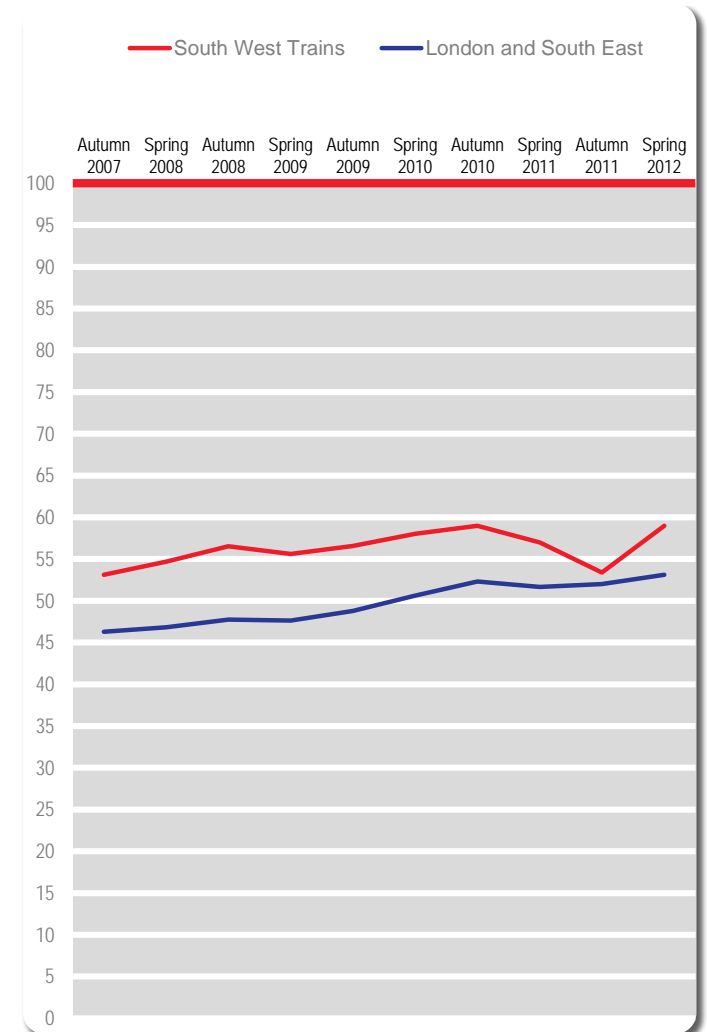
Percentage of passengers satisfied 2007 to 2012



### The space for luggage

(1763)

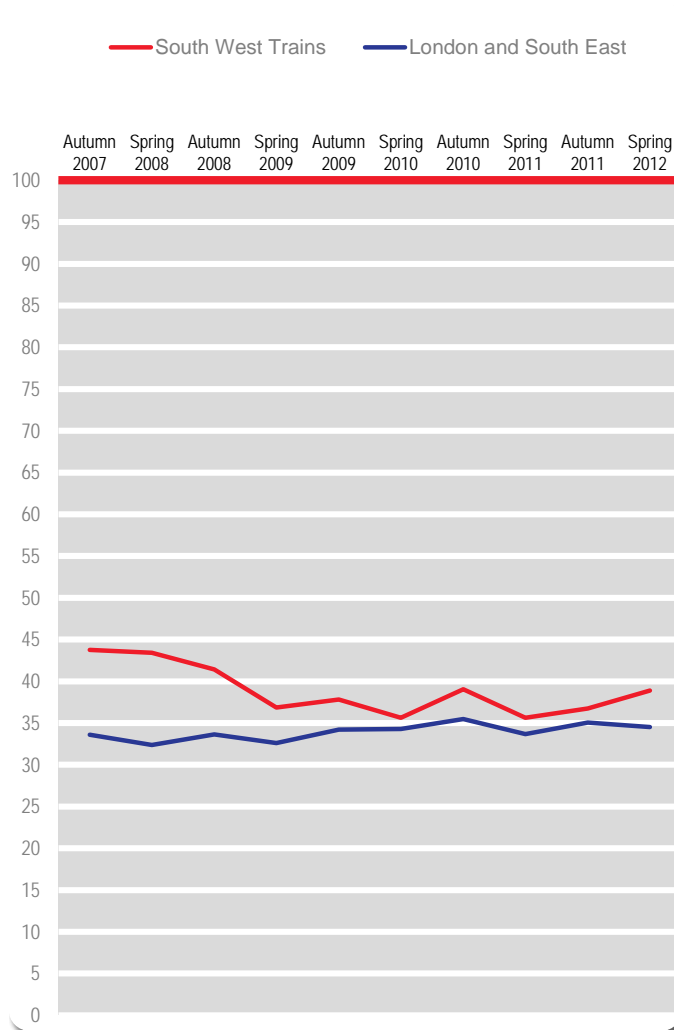
Percentage of passengers satisfied 2007 to 2012



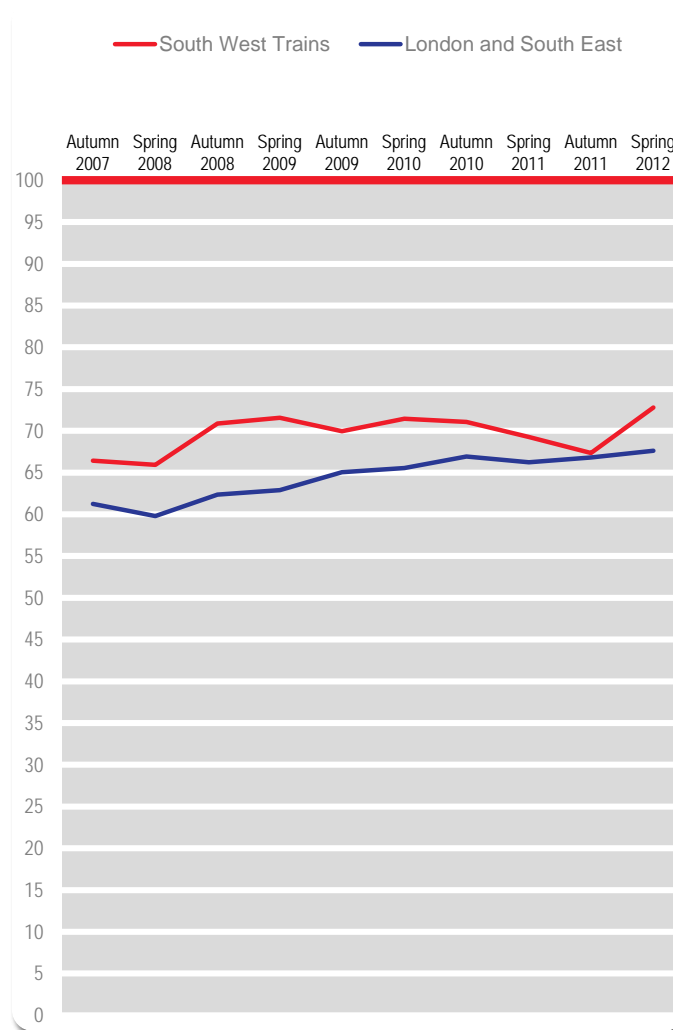
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train****(1019)**

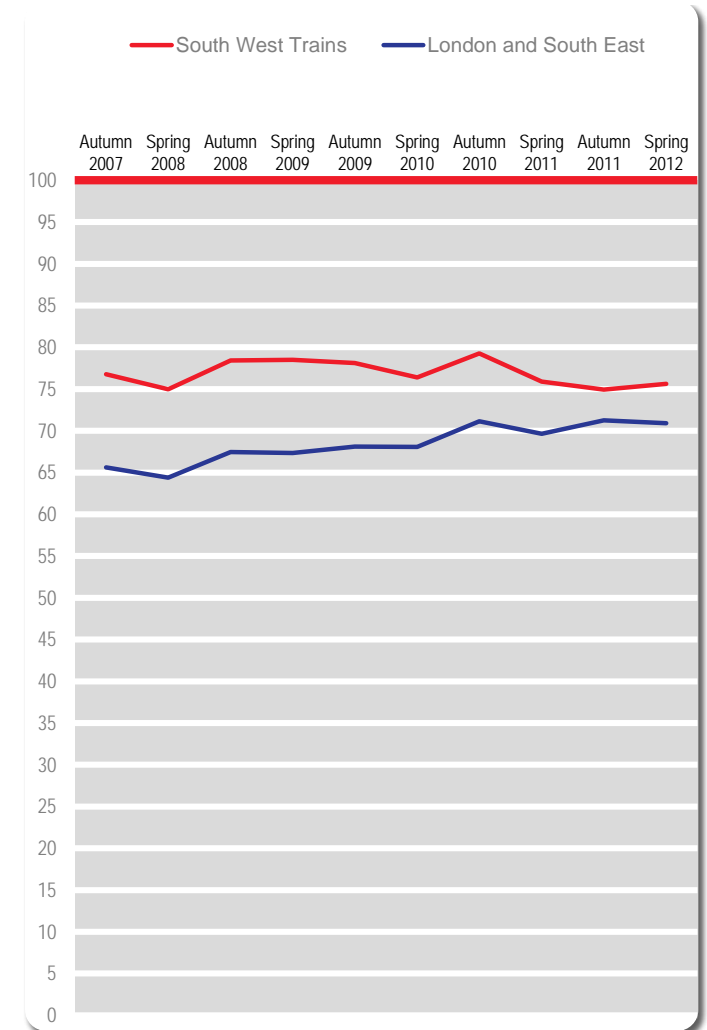
Percentage of passengers satisfied 2007 to 2012

**Sufficient room for all the passengers to sit/stand****(2217)**

Percentage of passengers satisfied 2007 to 2012

**The comfort of the seating area****(2217)**

Percentage of passengers satisfied 2007 to 2012

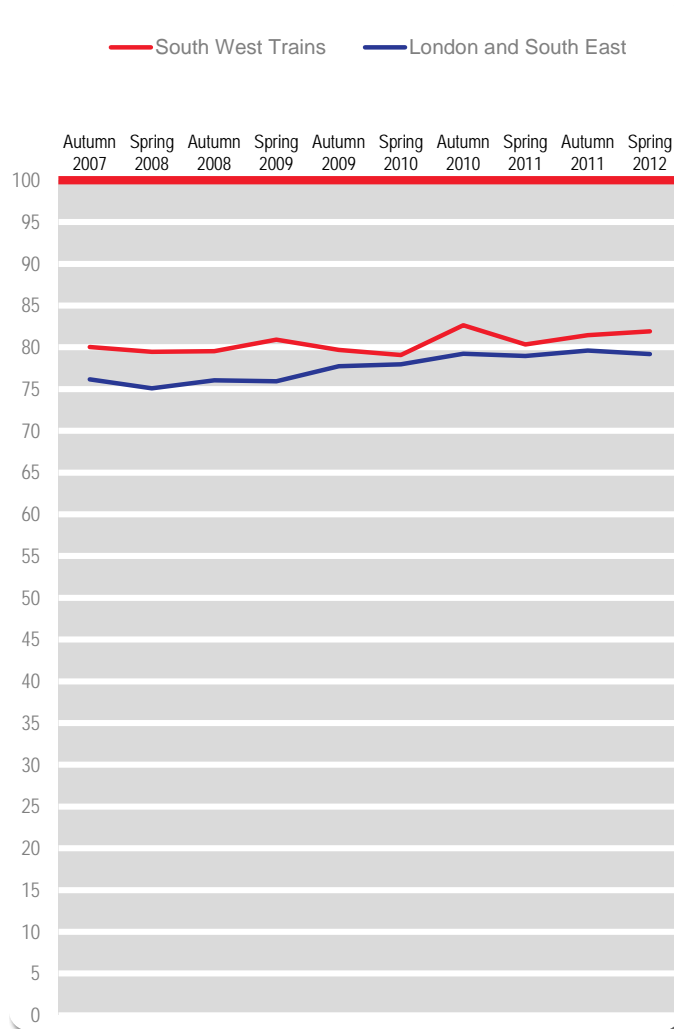


N.B. Benchmarks and targets are only shown for applicable factors

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

(2252)

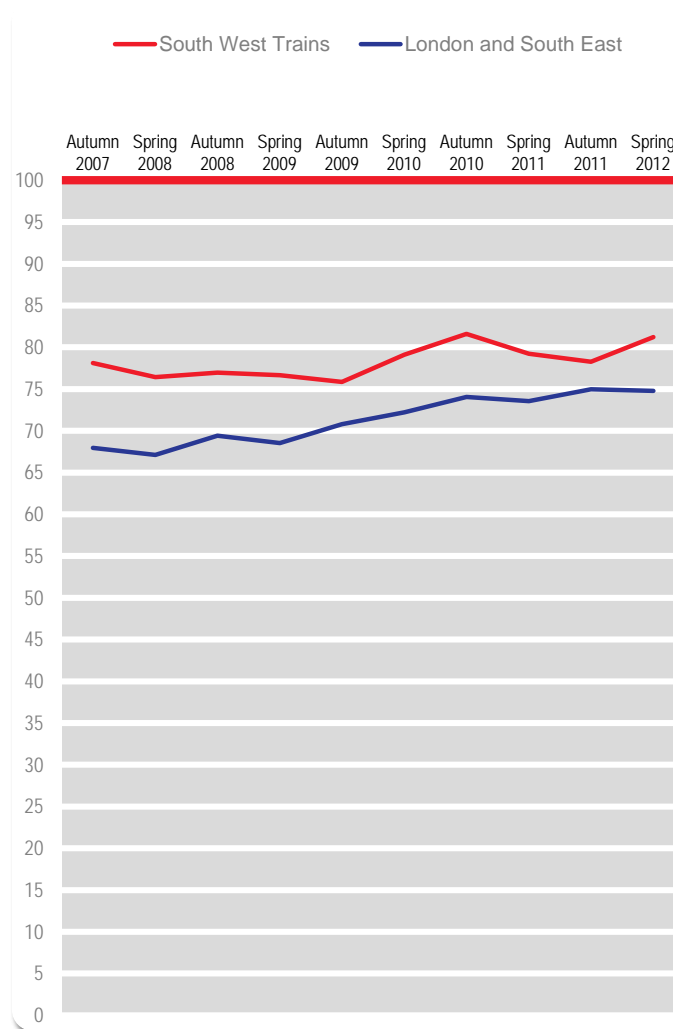
Percentage of passengers satisfied 2007 to 2012



### Your personal security whilst on board

(2142)

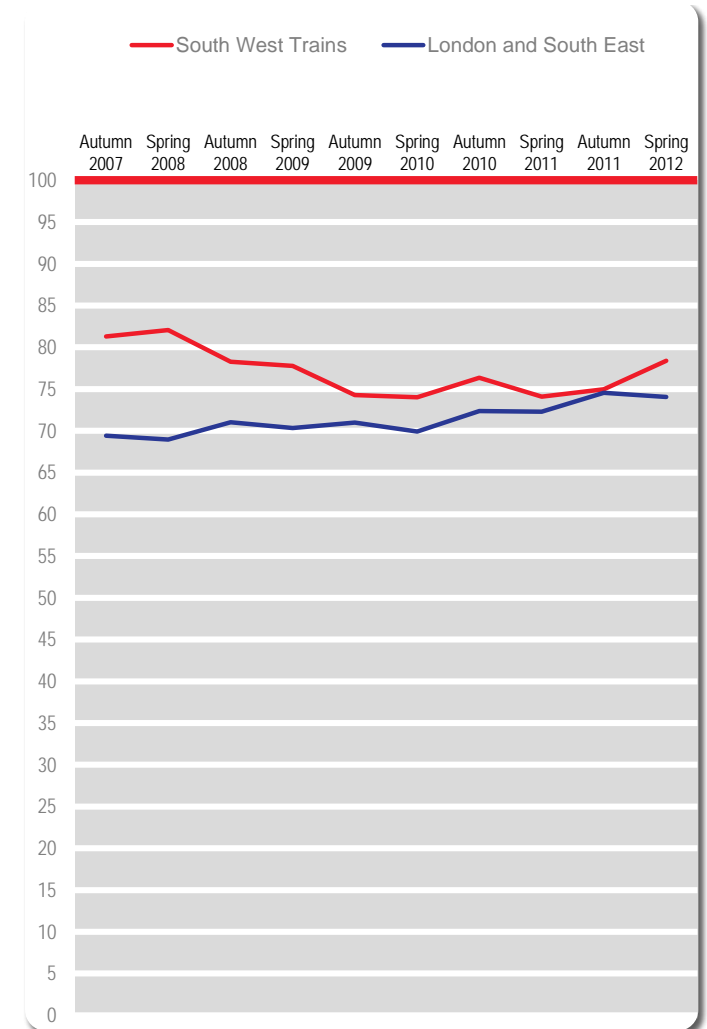
Percentage of passengers satisfied 2007 to 2012



### The cleanliness of the inside of the train

(2270)

Percentage of passengers satisfied 2007 to 2012

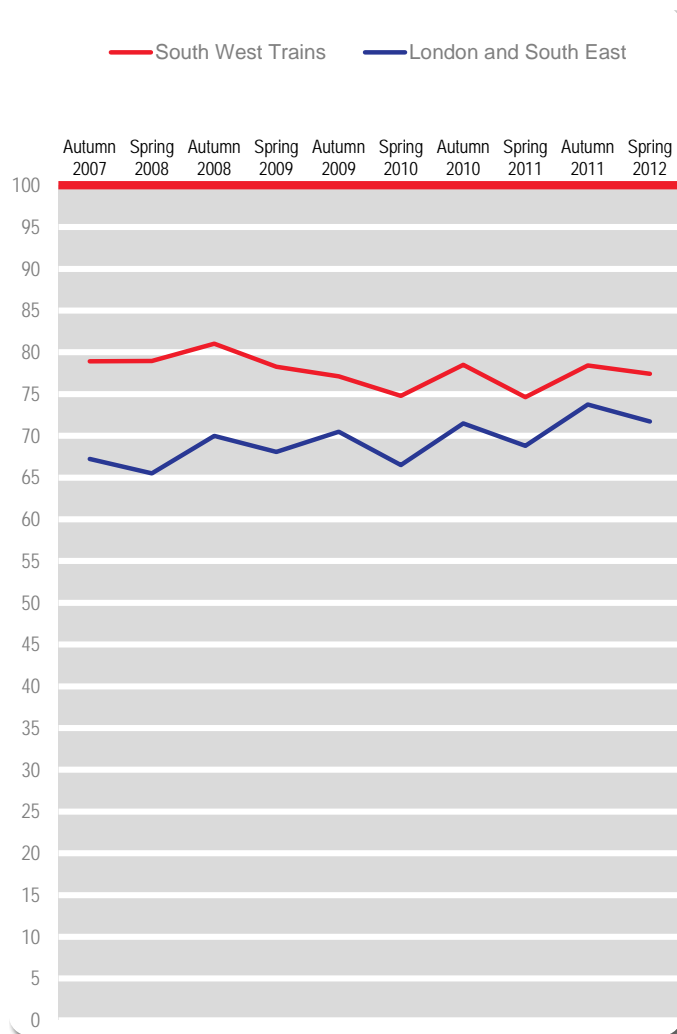


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(1949)

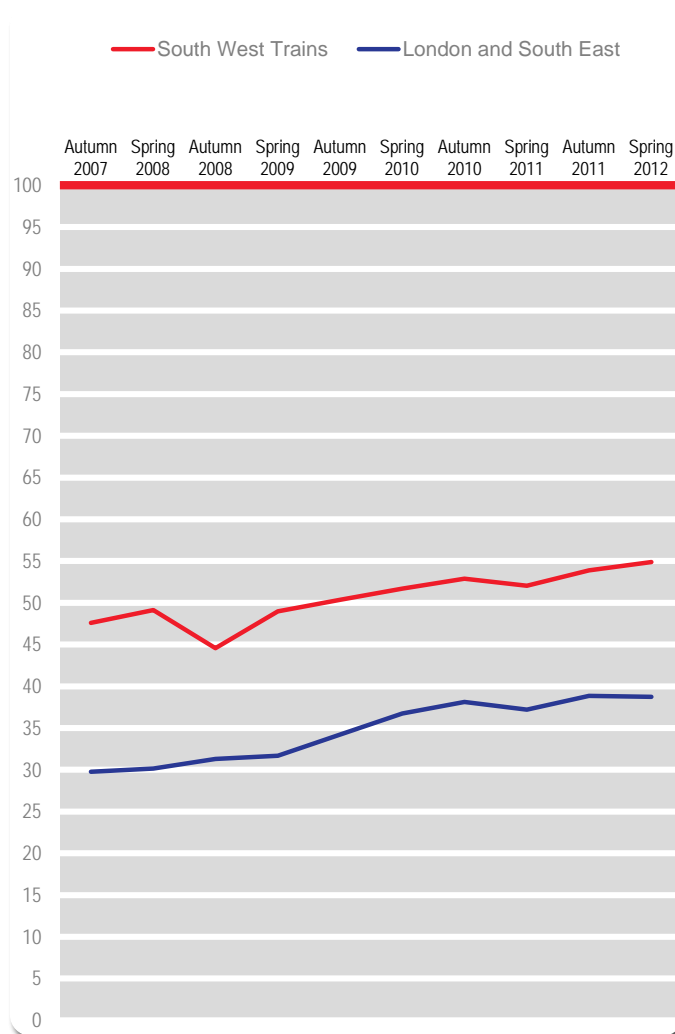
Percentage of passengers satisfied 2007 to 2012



### The availability of staff on the train

(1819)

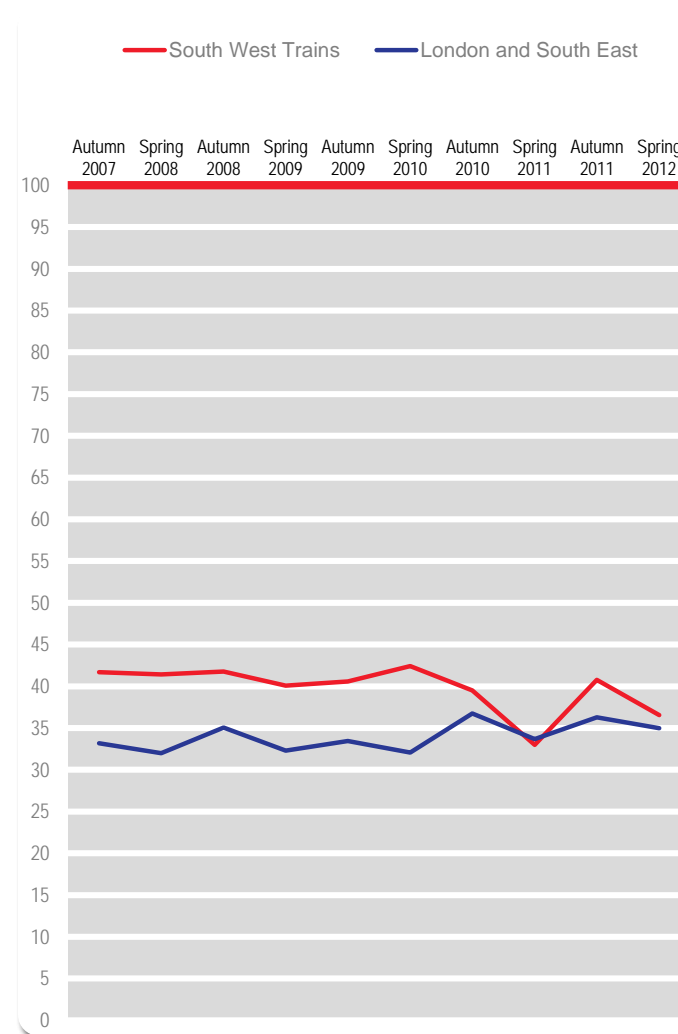
Percentage of passengers satisfied 2007 to 2012



### How well train company dealt with delay

(304)

Percentage of passengers satisfied 2007 to 2012



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

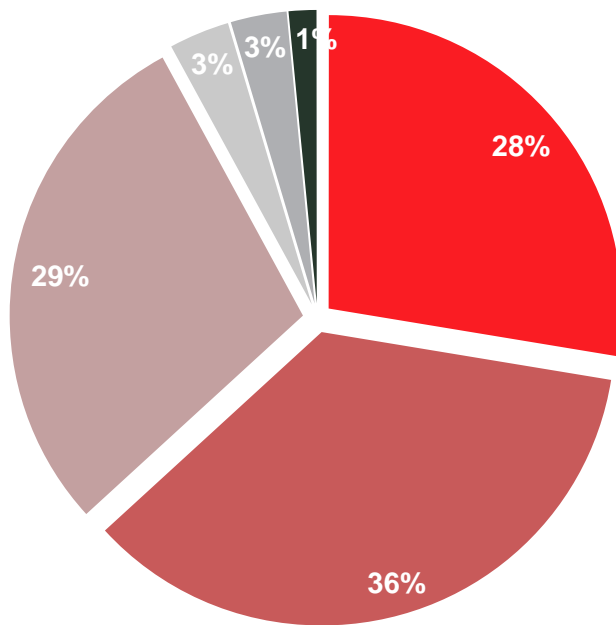
## Managed versus non-managed stations for South West Trains

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	72	-	79
Ticket buying facilities	70		70
Provision of information about train times/platforms	81	-	87
The upkeep/repair of the station buildings/platforms	60	+	51
Cleanliness	64		62
The facilities and services	44	-	52
The attitudes and helpfulness of the staff	70		65
Connections with other forms of public transport	67	-	88
Facilities for car parking	54	+	33
Overall environment	63		59
Your personal security whilst using	67		69
The availability of staff	52		58
How request to station staff was handled	81		84

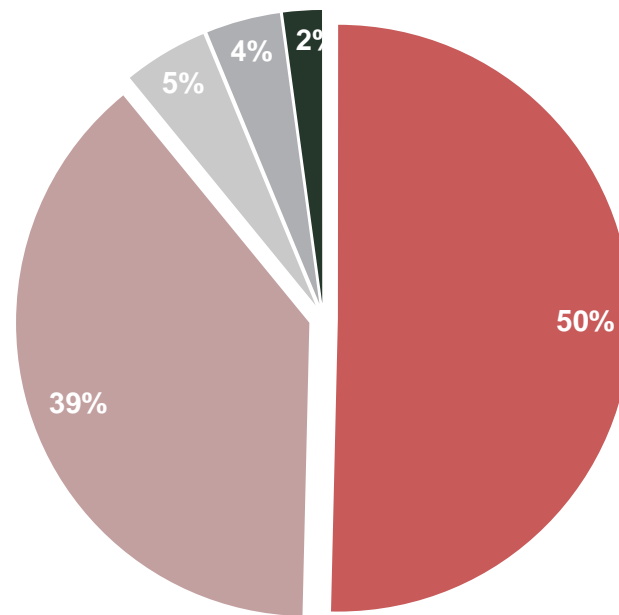
## Managed versus non-managed stations for South West Trains

(% Passengers Journeys originating from each type of station)

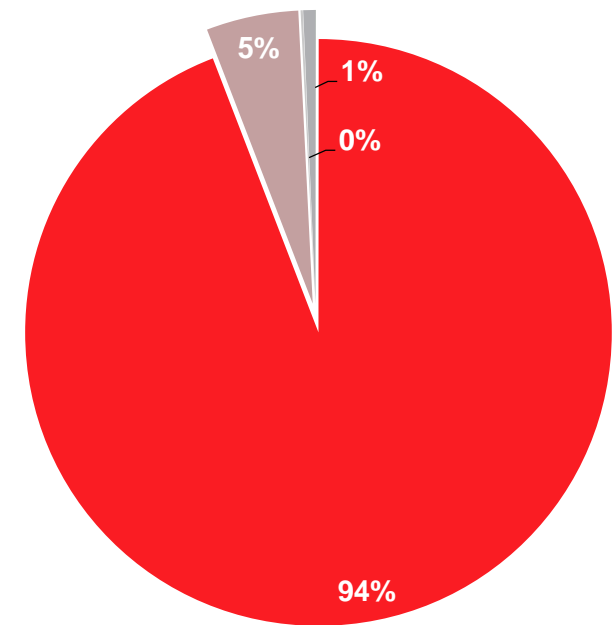
Overall Total



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 South West Trains

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
Overall satisfaction	80		79	84		86
Overall satisfaction with the station	67	-	77	75		73
Ticket buying facilities	66		70	71		71
Provision of information about train times/platforms	81		80	84		84
The upkeep/repair of the station buildings/platforms	55		61	58		58
Cleanliness	58		61	64		63
The facilities and services	36	-	49	48		50
The attitudes and helpfulness of the staff	64		67	70		69
Connections with other forms of public transport	64		71	76		75
Facilities for car parking	41		53	53		46
Overall environment	54	-	64	63		63
Your personal security whilst using	61		64	69		68
The availability of staff	46		46	56		54
How request to station staff was handled	91		75	81		80

\* 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 South West Trains

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
The frequency of the trains on that route	79		79	79		78
Punctuality/reliability (i.e. the train arriving/departing on time)	78	-	87	83	-	86
The length of time the journey was scheduled to take (speed)	73	-	82	84		84
Connections with other train services	76		81	76		77
The value for money for the price of your ticket	20		24	39		39
Cleanliness of the train	72		68	78	+	74
Upkeep and repair of the train	77		75	83		82
The provision of information during the journey	68		72	77		78
The helpfulness and attitude of staff on train	63		65	69		69
The space for luggage	44		45	61		60
The toilet facilities	28		24	41		38
Sufficient room for all passengers to sit/stand	32		37	79		76
The comfort of the seating area	52		58	79		80
The ease of being able to get on and off	74		72	83		82
Your personal security on board	78		75	82		80
The cleanliness of the inside	72		69	79	+	75
The cleanliness of the outside	70		69	79		76
The availability of staff	49		44	56		54
How well train company deals with delays	35		26	37		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 South West Trains

	Spring 2012 %	Spring 2011 %		Spring 2012 %	Spring 2011 %
<b>SEX</b>			<b>DELAYS</b>		
Male	46	44	None	81	85
Female	51	55	Minor	15	13
Not stated	3	1	Major	2	1
			Not stated	1	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	14	10	Yes	67	71
26-34	17	21	No	33	29
35-44	20	20			
45-54	19	23			
55-59	8	9	<b>TIME OF TRAVEL</b>		
60-64	9	8	Peak	13	17
65+	10	8	Off-peak	87	83
Not stated	2	1			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	53	53	Yes asked for help	7	7
Business	15	15	Yes asked for information	7	7
Leisure	32	32	Could not find anyone to ask	4	3
			No	82	83
			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 South West Trains

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Waterloo	430	Farnborough Main	21	Brading	12
Clapham Junction	186	Ewell West	20	Fareham	12
Reading	80	Sherborne	20	Bracknell	12
Surbiton	66	Ryde Esplanade	20	Portsmouth Harbour	12
Wimbledon	54	Hook	20	Weymouth	11
Exeter St Davids	52	Pokesdown	19	Eastleigh	10
Basingstoke	48	Poole	19	Yeovil Junction	10
Southampton Central	44	Fleet	19	Epsom	9
Petersfield	44	New Malden	19	Wokingham	9
Salisbury	44	Honiton	19	Ryde St Johns Road	9
Andover	38	Crewkerne	18	Gillingham (Dorset)	9
Shanklin	34	Egham	18	Southampton Airport Parkway	8
Bournemouth	34	Brockenhurst	18	Templecombe	8
Exeter Central	33	Weybridge	18	Hamble	8
Portsmouth And Southsea	31	Walton-On-Thames	17	Hilsea	7
Raynes Park	31	Ryde Pier Head	17	Totton	6
Winchester	30	Barnes Bridge	17	Lake (Isle Of Wight)	5
Hampton Court	28	Witley	16	Swanwick	5
Worcester Park	27	Staines	16	Kempton Park	5
Woking	26	Ashted	16	Wool	4
Hersham	26	Earley	15	Grateley	4
Vauxhall	25	Axminster	15	Westbury (Wiltshire)	4
Fratton	25	Godalming	15	Tolworth	2
Sunningdale	25	Addlestone	15	Trowbridge	2
Christchurch	25	Whitton	15	Whitchurch (Hampshire)	2
Teddington	25	Strawberry Hill	14	Liphook	1
Richmond (Surrey)	23	Ascot	14	Smallbrook Junction	1
Guildford	22	Dorking	13	Pinhoe	1
Leatherhead	22	Havant	13	Keynsham	1
Twickenham	22	Sandown	13	Feniton	1
Ash Vale	22	Kingston	12	Overton	1

## 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)



**Contacts:**

David Chilvers  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9111  
Email: [dave.chilvers@bdrc-continental.com](mailto:dave.chilvers@bdrc-continental.com)

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QY

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

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