



**Contacts:**

David Greeno  
Passenger Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

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

Rebecca Hunt  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.hunt@bdrcc-continental.com](mailto:rebecca.hunt@bdrcc-continental.com)

Passenger**focus**   
putting passengers first

# Contents

## 1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

## 2 Key results

- 2.1 Overall satisfaction and station factor results for Merseytravel 5
- 2.2 Train factor results for Merseytravel 7

## 3 Passenger satisfaction trend charts

- 3.1 Trend charts of all passenger satisfaction results for Merseytravel 9

## 4 Sample profile

- 4.1 Sample profile for Merseytravel 21
- 4.2 Station sample sizes for Merseytravel 22
- 4.3 Station catchment area 23

## 5 Technical appendix

- 5.1 Standard reports produced for NPS 24
- 5.2 Rail sectors 25

Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block)

The data for number of journeys and profiles by these variables was generated from ORR data (2012).

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.

This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.

National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

## Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

First Capital Connect results are likely to have been affected by several major service disruptions over 10 days, due to multiple infrastructure failures, which resulted in the cancellation of a significant number of trains.

As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

## Autumn 2012 (Wave 27)

Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a Network Rail ban on all fieldwork during the Paralympics, NPS shifts at Network Rail Stations started on 10th September.

To ensure the data did not potentially include data where respondents answers were possibly biased, a small number of shifts affected by the distribution of gift bags by station staff to respondents with questionnaires were removed from the database and the shifts affected were then replaced.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

## Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

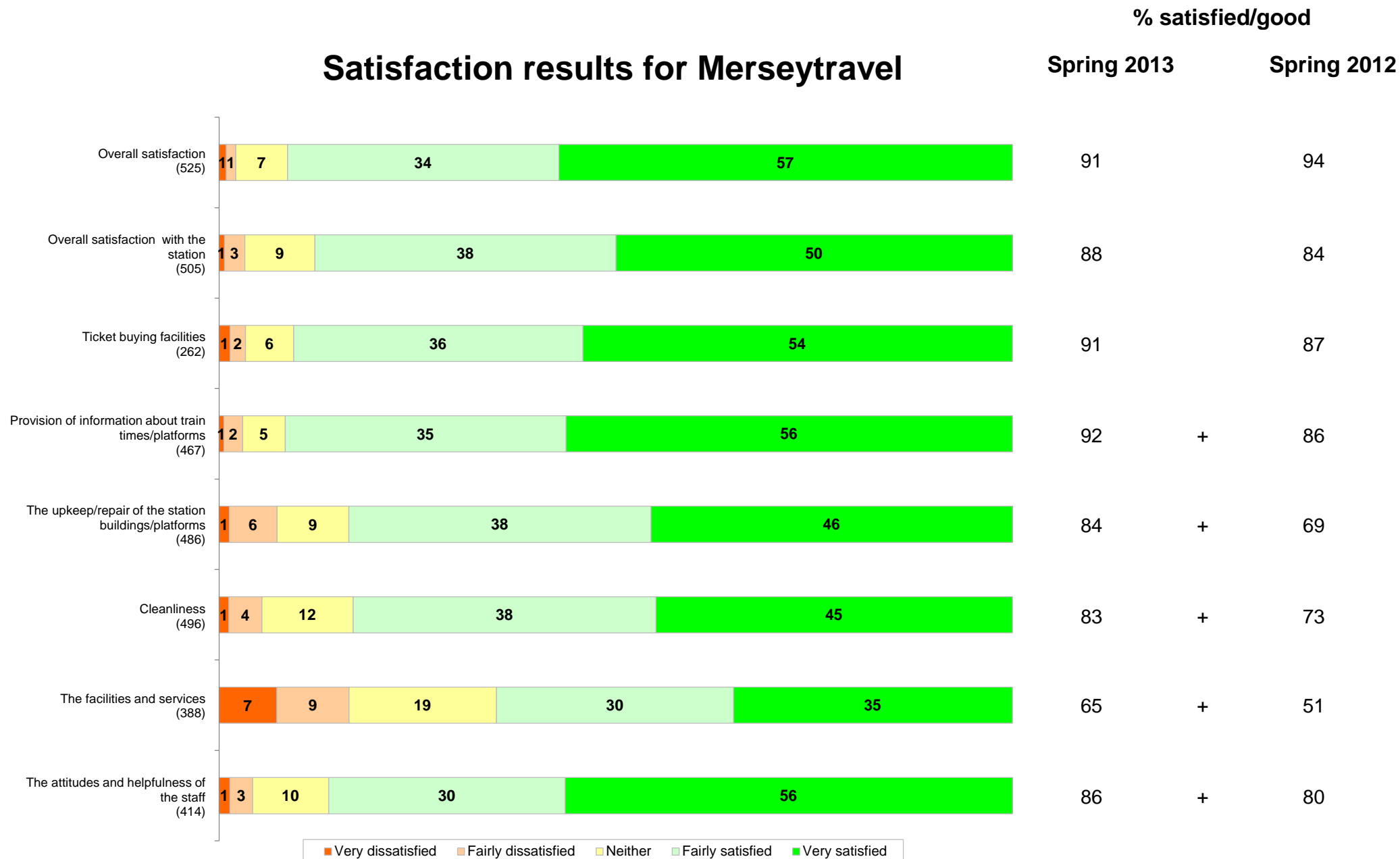
## Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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



1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012



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

% satisfied/good

Spring 2013

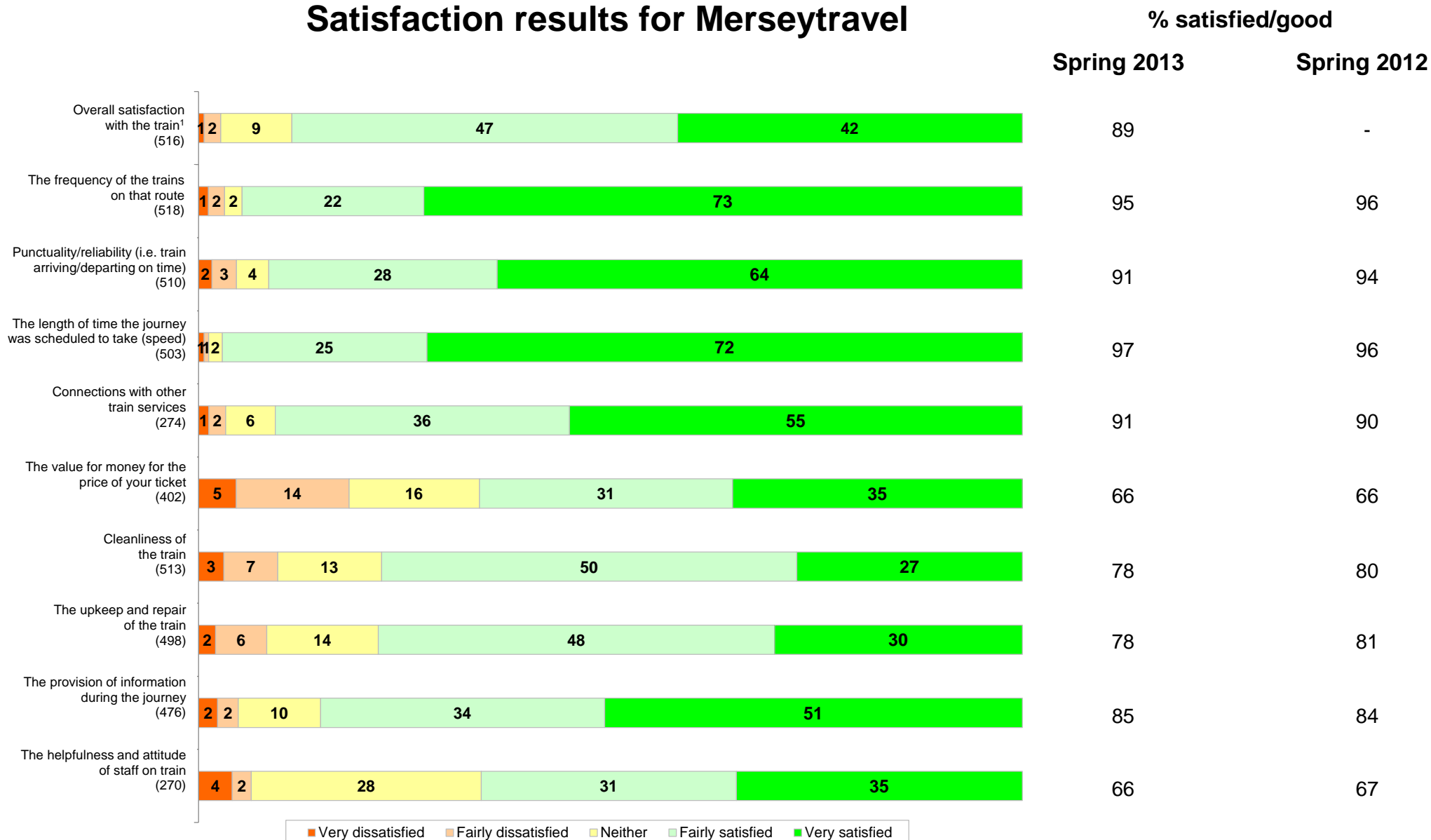
Spring 2012

## Satisfaction results for Merseytravel



1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

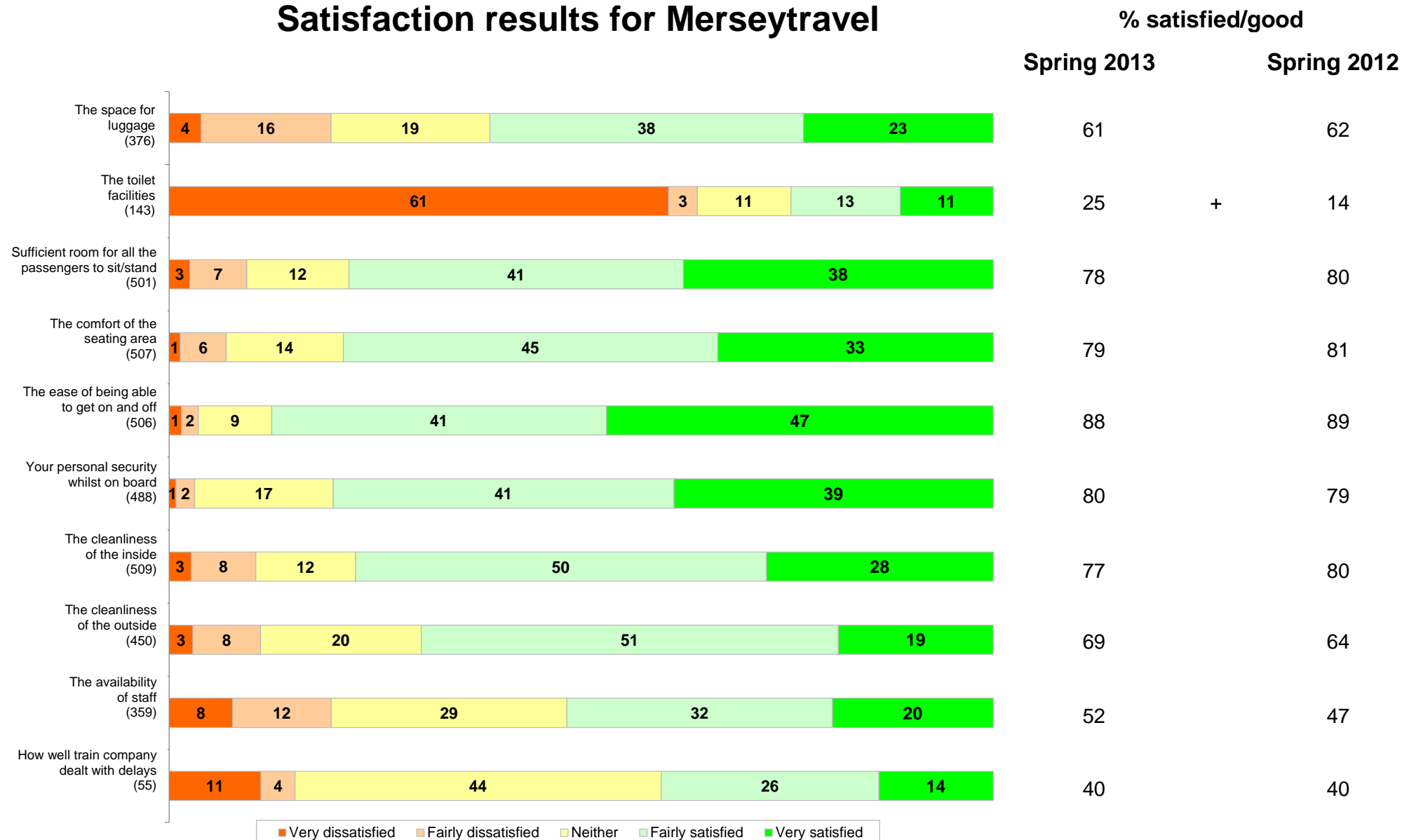
## Satisfaction results for Merseytravel



1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012



## Satisfaction results for Merseytravel

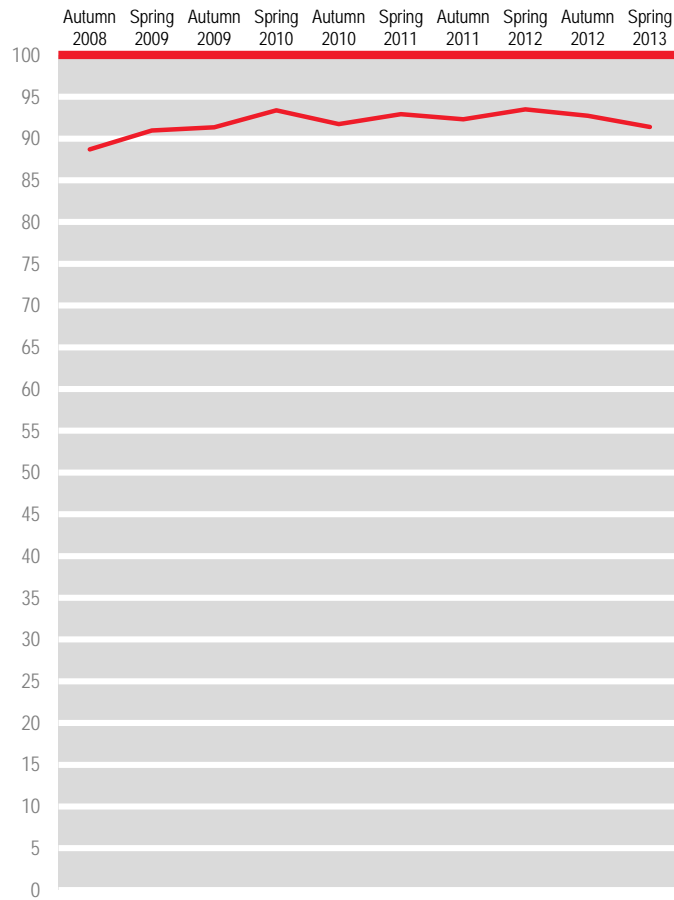


1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

**Overall satisfaction****(525)**

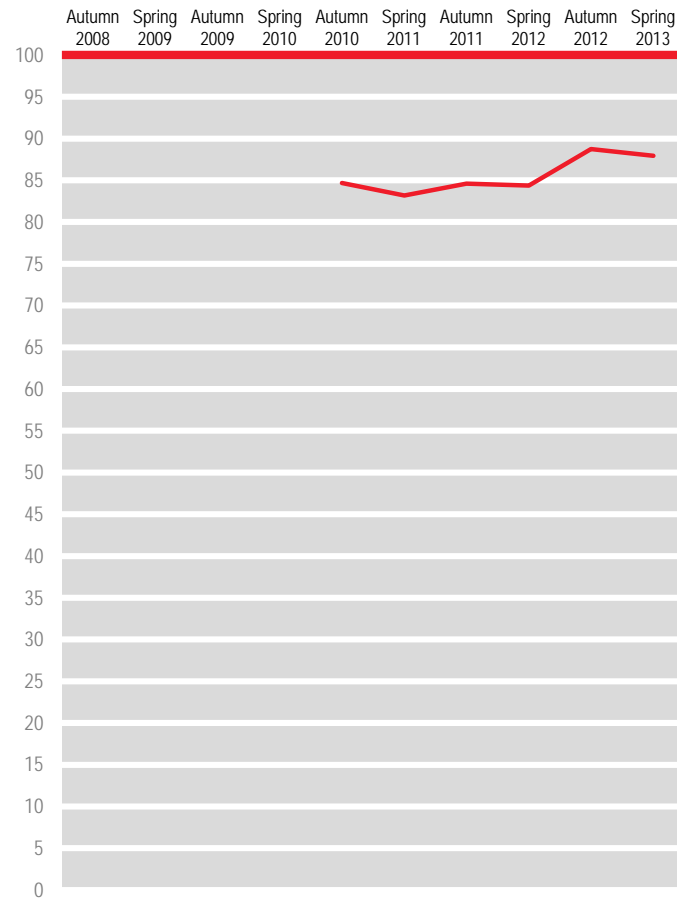
Percentage of passengers satisfied 2008 to 2013

— Merseytravel

**Overall station satisfaction****(505)**

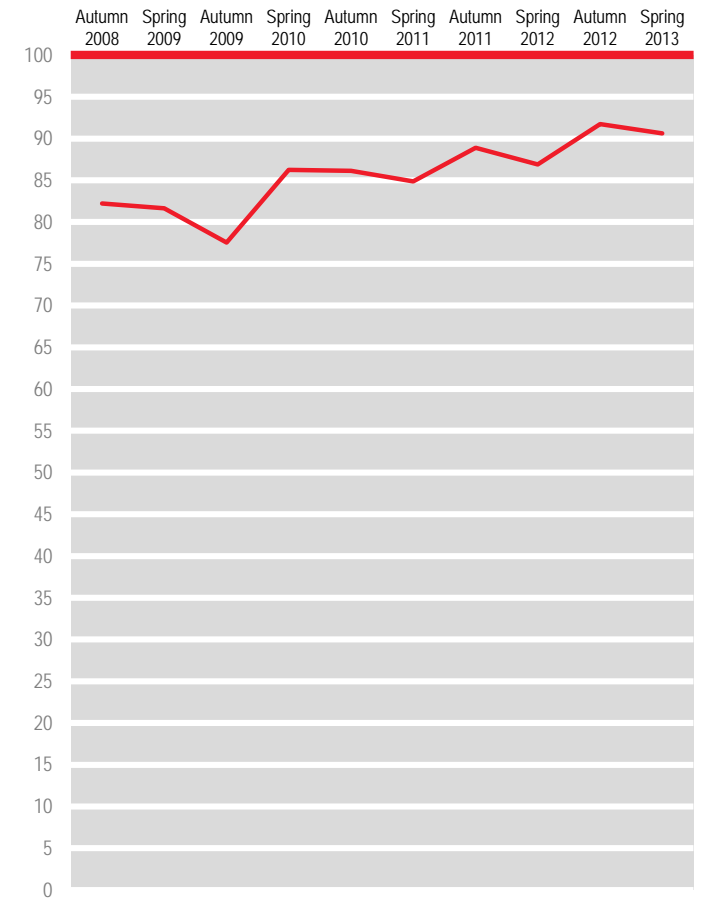
Percentage of passengers satisfied 2008 to 2013

— Merseytravel

**Ticket buying facilities****(262)**

Percentage of passengers satisfied 2008 to 2013

— Merseytravel



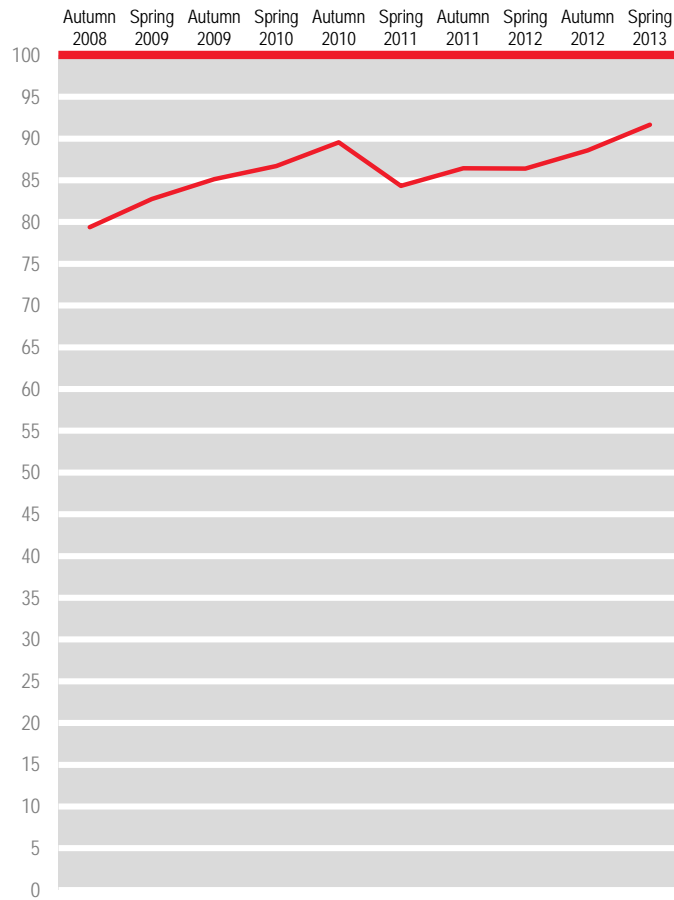
N.B. Benchmarks and targets are only shown for applicable factors

### Provision of information about train times/platforms

(467)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

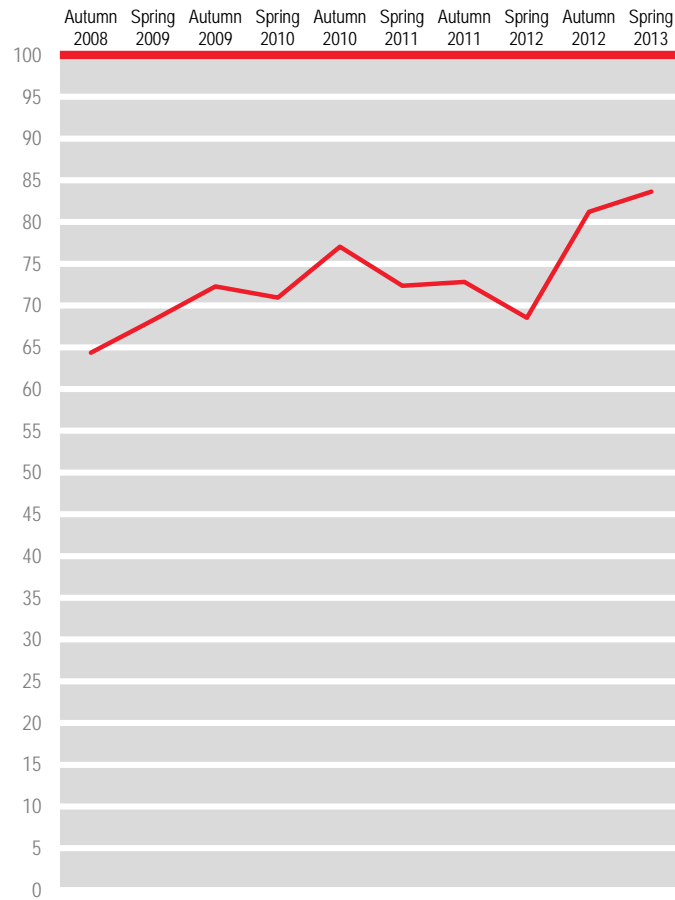


### The upkeep/repair of the station building/platforms

(486)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

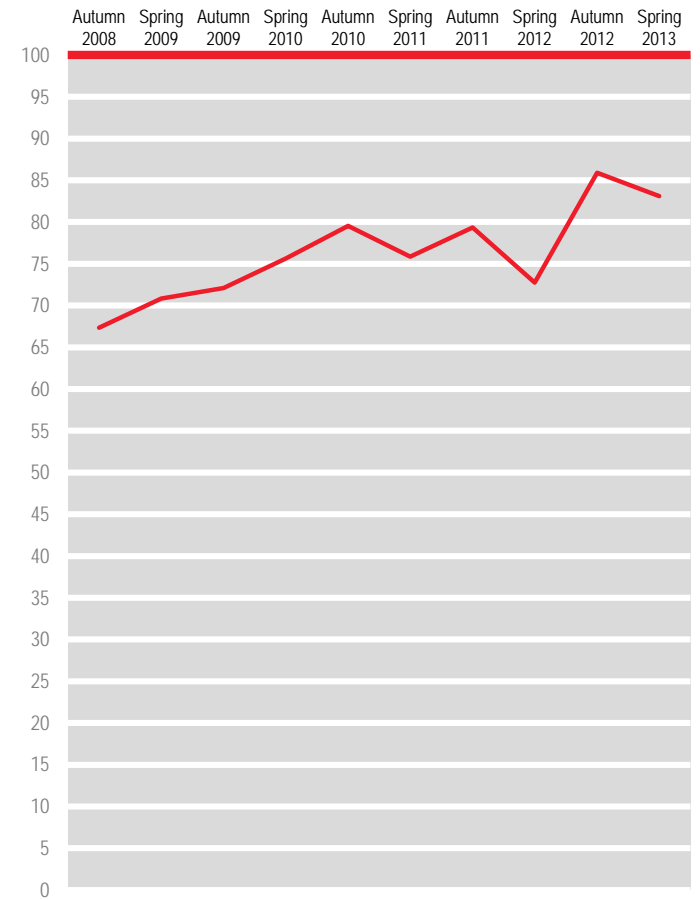


### Cleanliness of the station

(496)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



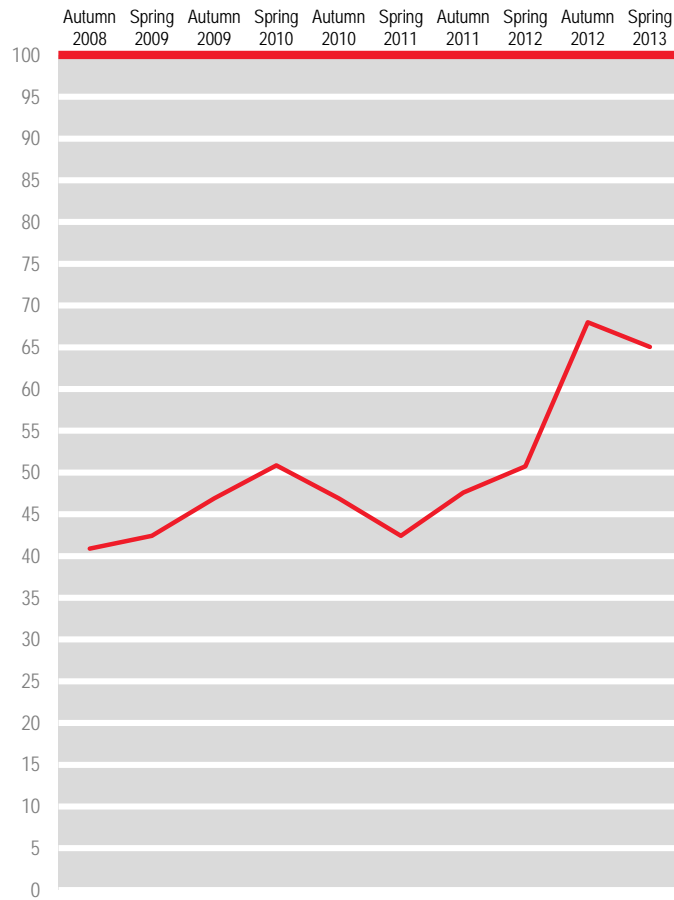
N.B. Benchmarks and targets are only shown for applicable factors

### The facilities and services at the station

(388)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

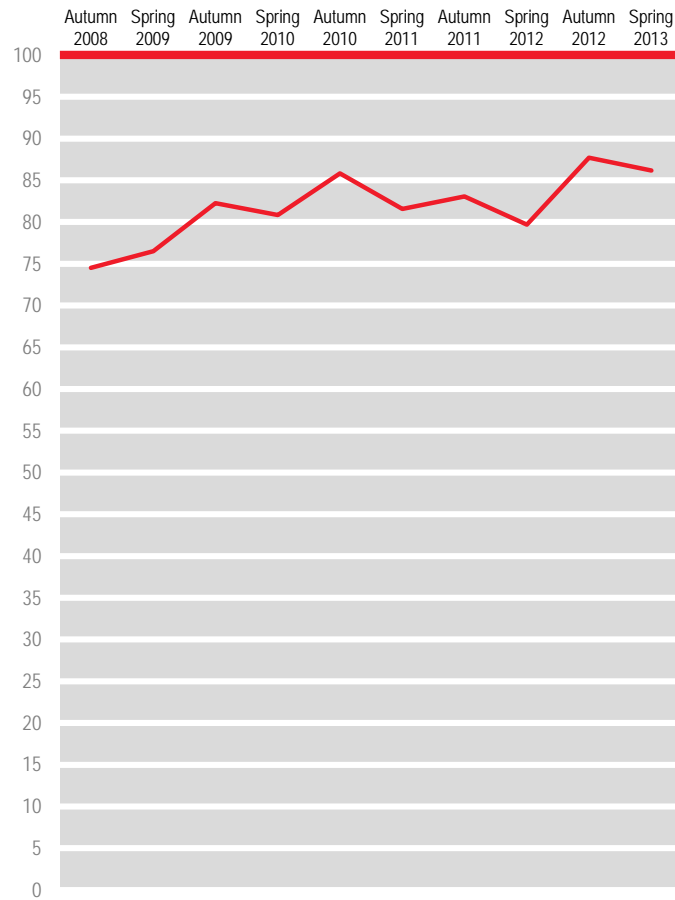


### The attitudes and helpfulness of the staff at the station

(414)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

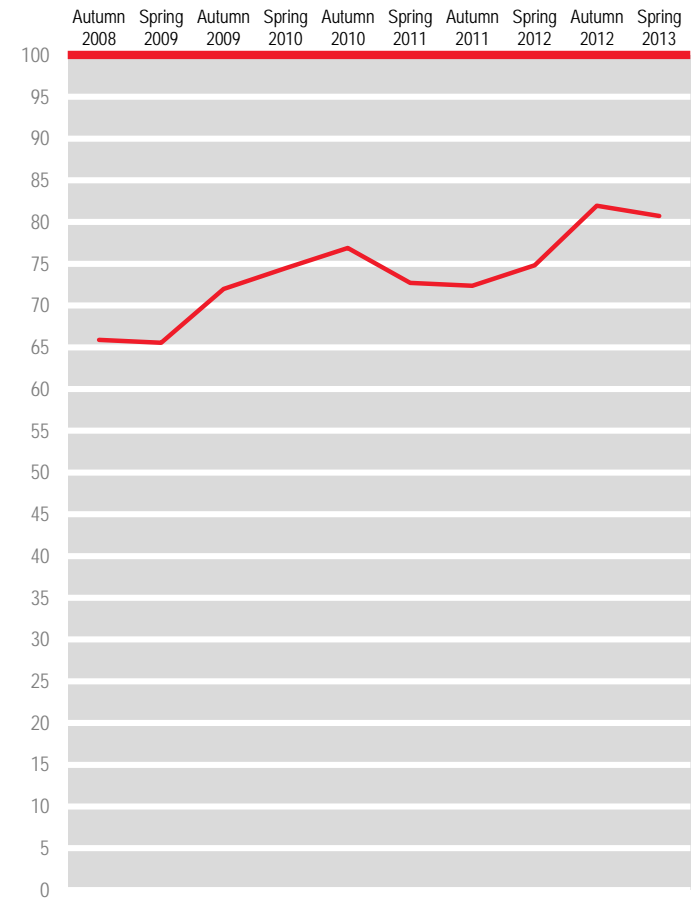


### Connections with other forms of public transport from the station

(379)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



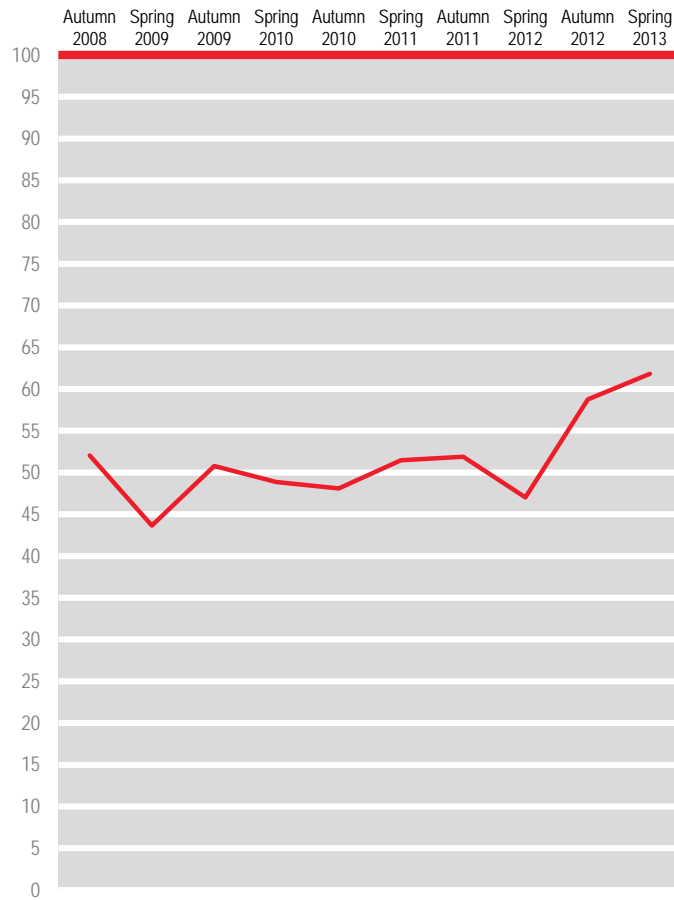
N.B. Benchmarks and targets are only shown for applicable factors

### Facilities for car parking at the station

(243)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

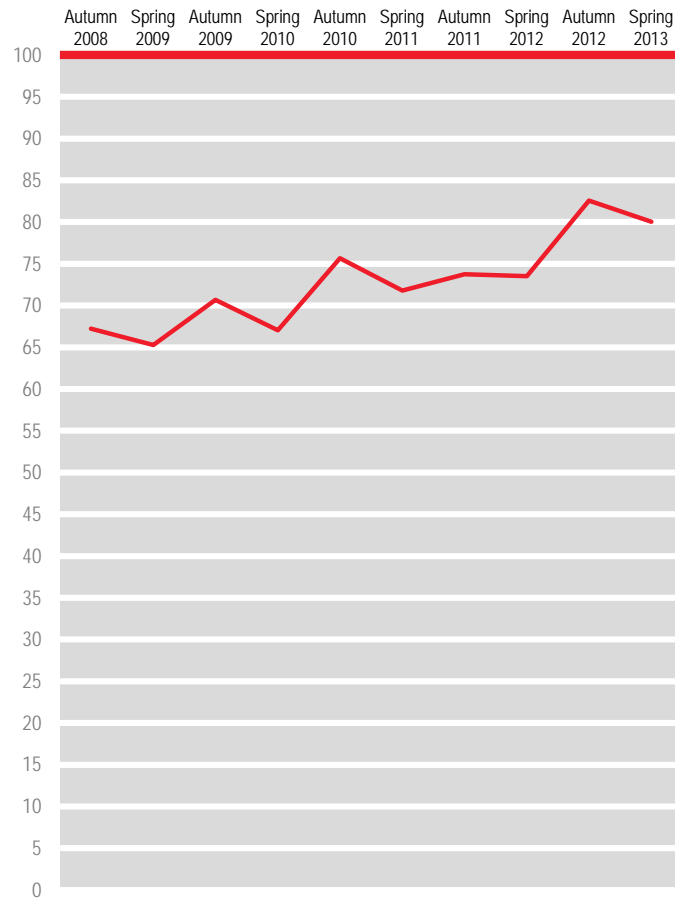


### Overall station environment

(489)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

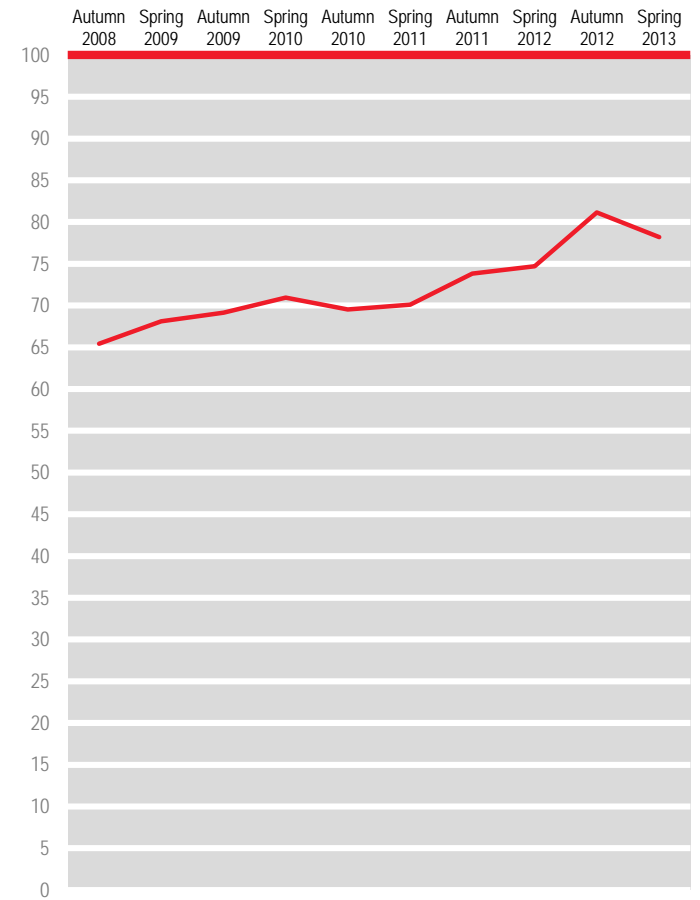


### Your personal security whilst using the station

(456)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



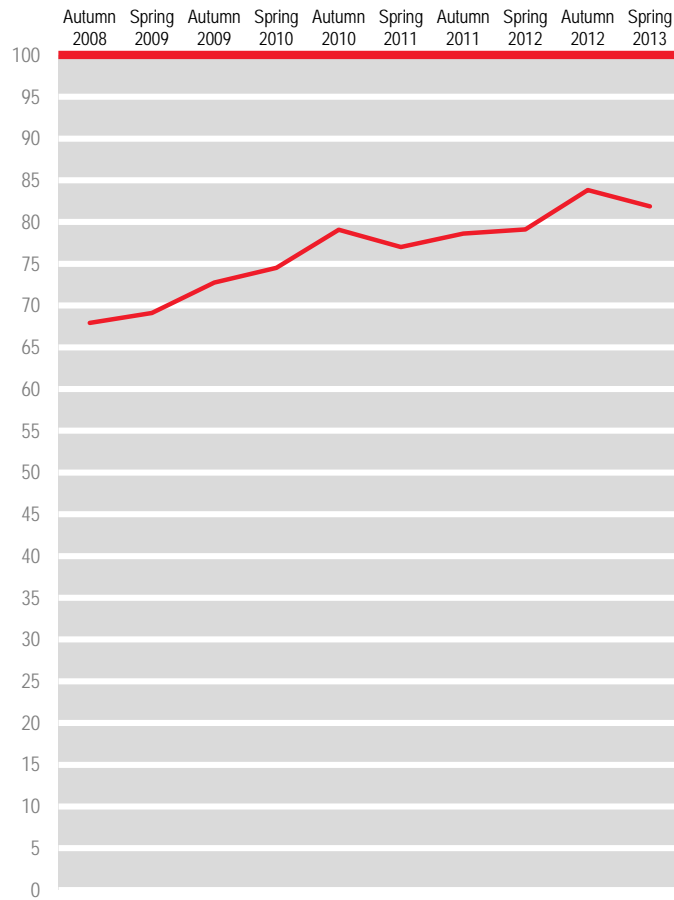
N.B. Benchmarks and targets are only shown for applicable factors

### The availability of staff at the station

(430)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

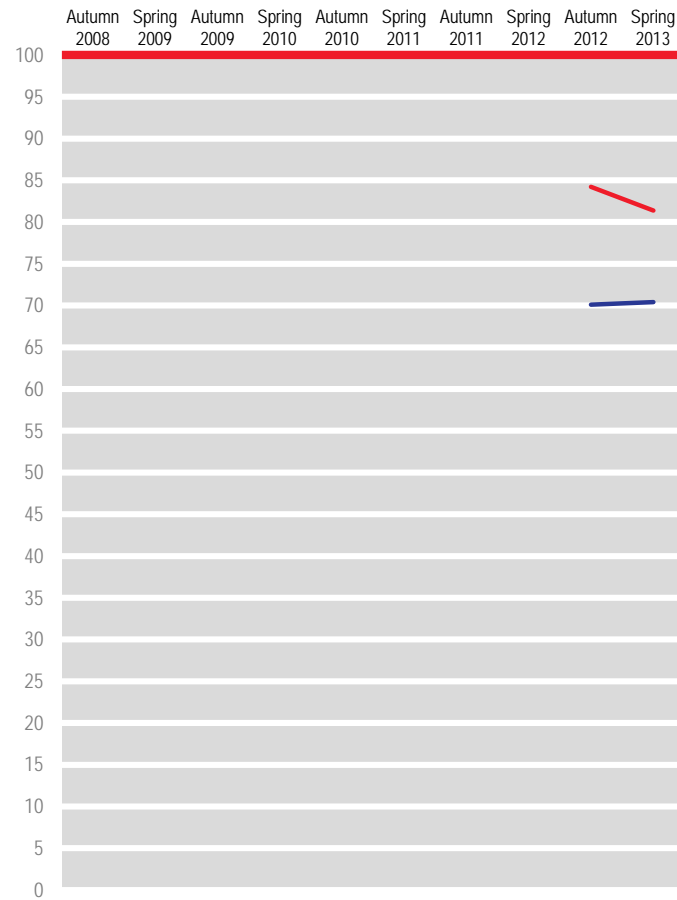


### The provision of shelter facilities

(409)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

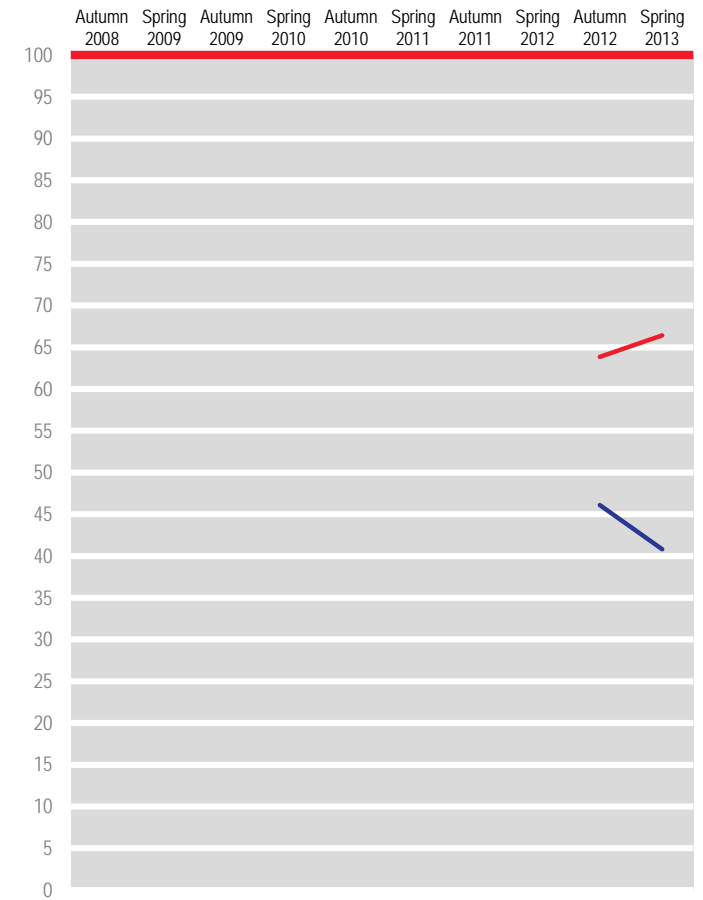


### Availability of seating

(474)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



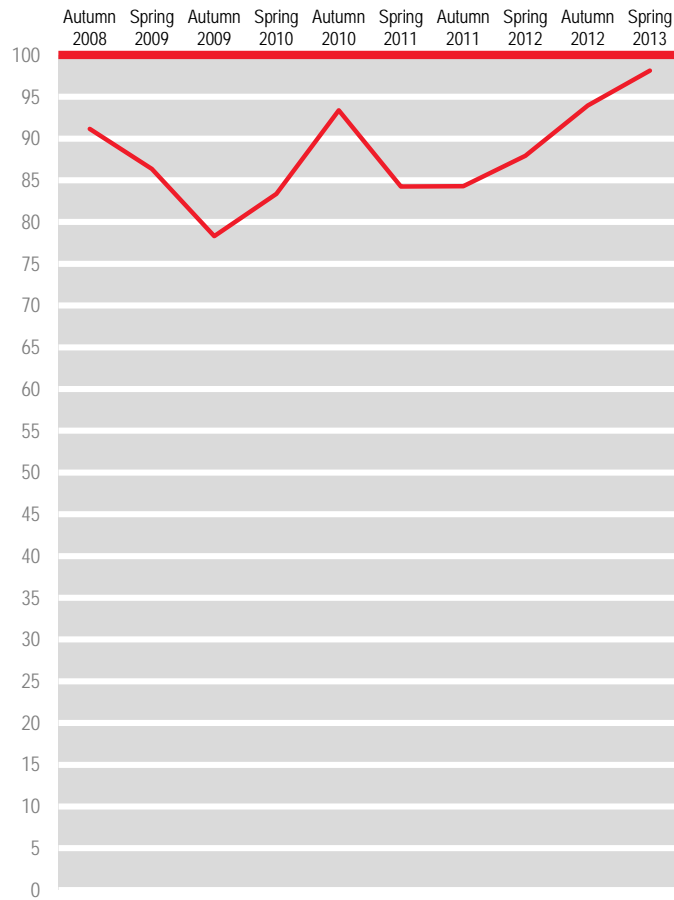
N.B. Benchmarks and targets are only shown for applicable factors

### How request to station staff was handled

(33)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



### Overall satisfaction with the train

(516)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

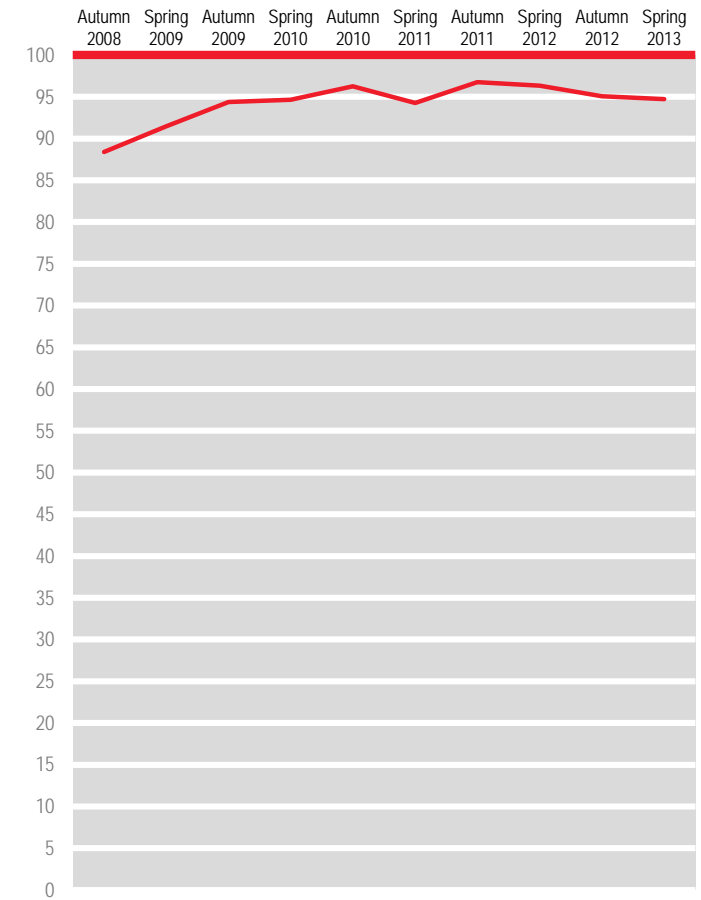


### The frequency of trains on that route

(518)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



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

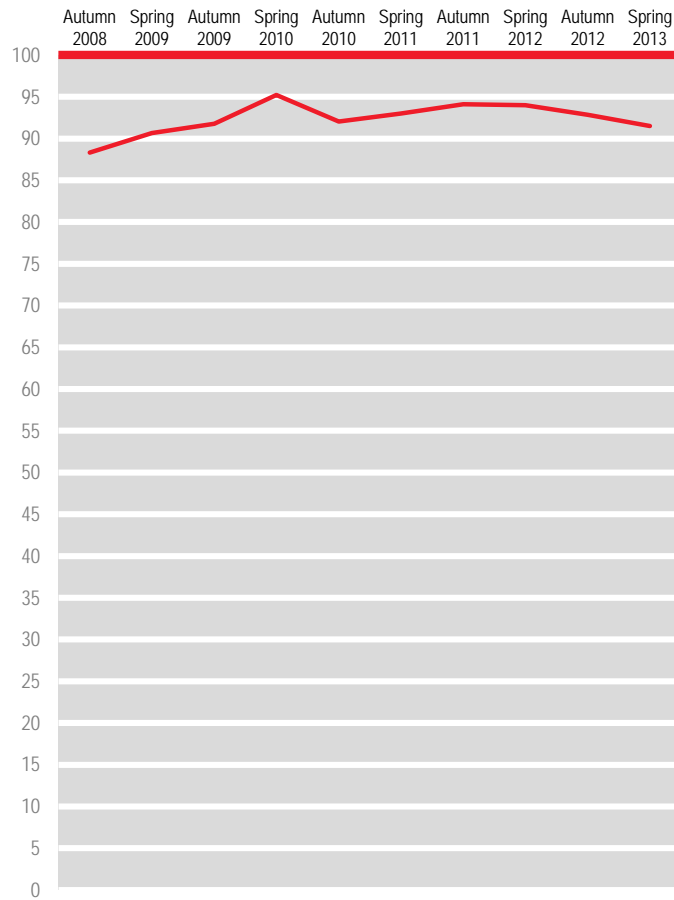


### Punctuality/reliability (i.e. train arriving/departing on time)

(510)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



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

(503)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

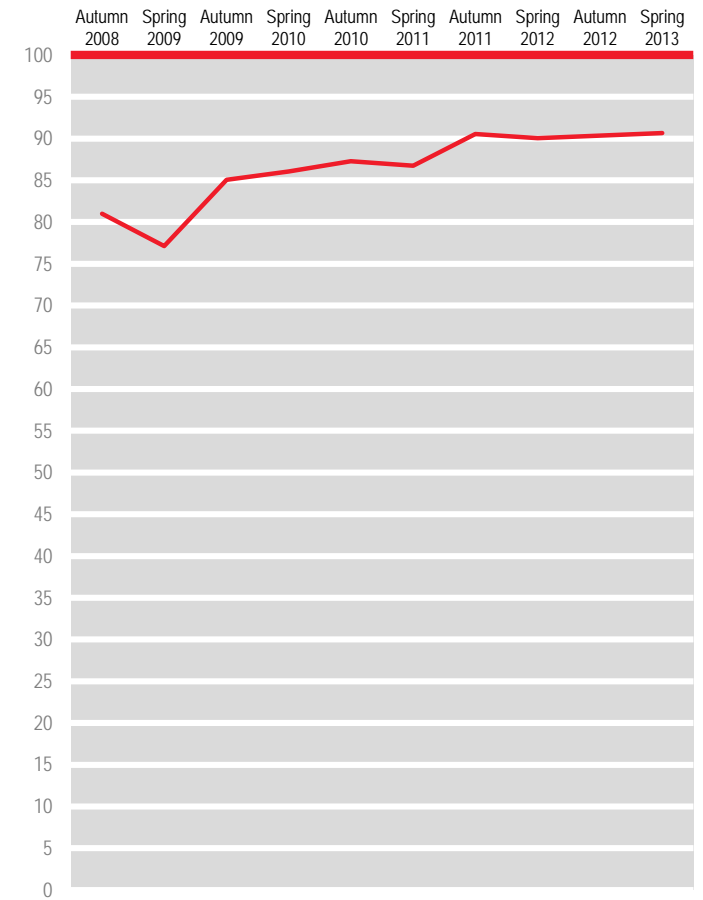


### Connections with other train services

(274)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



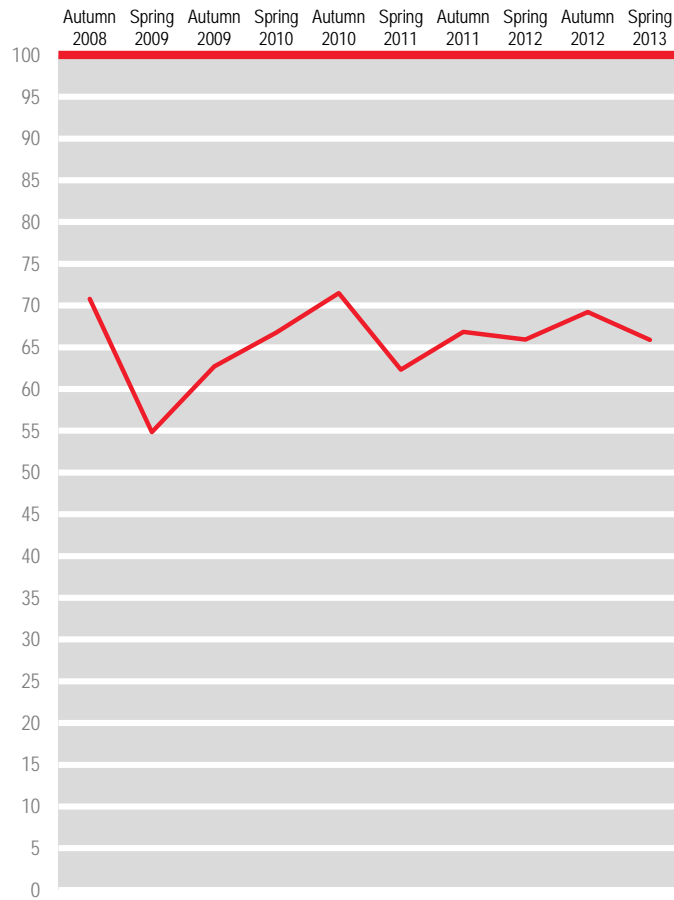
N.B. Benchmarks and targets are only shown for applicable factors

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

(402)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

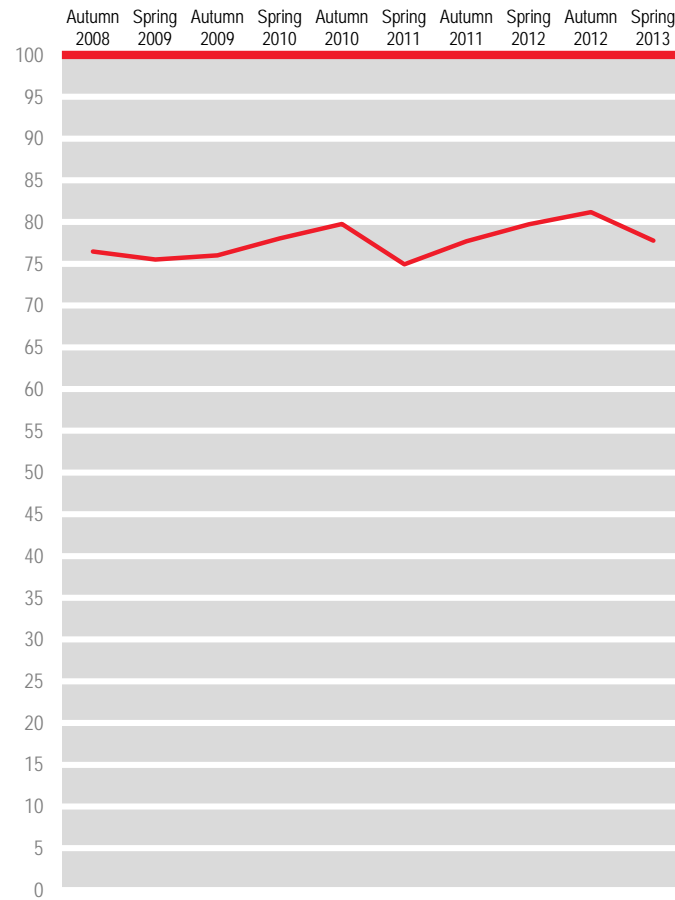


### Cleanliness of the train

(513)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

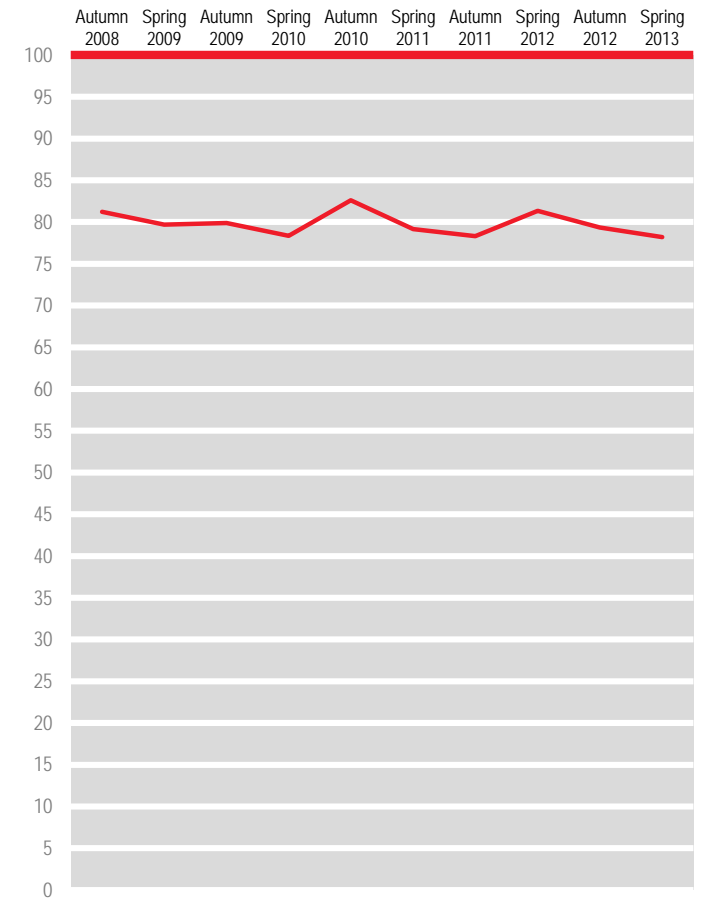


### Upkeep and repair of the train

(498)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



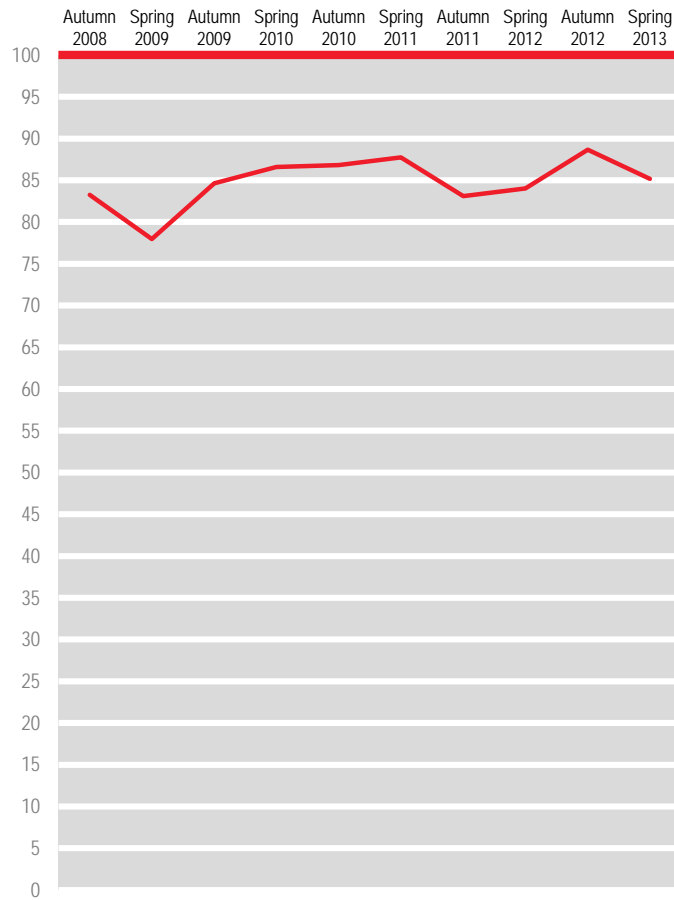
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(476)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

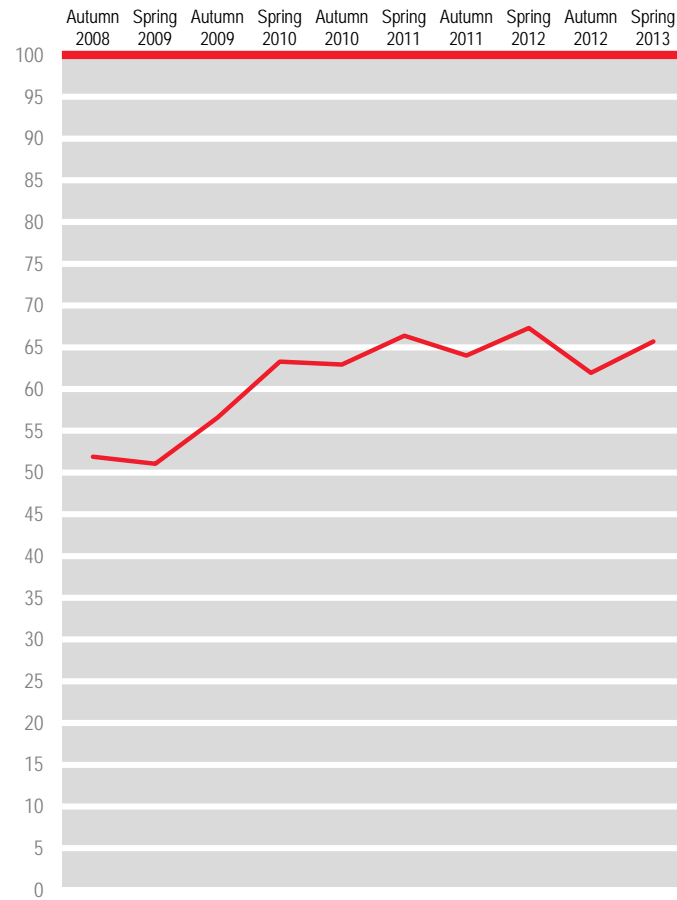


### The helpfulness and attitude of staff on train

(270)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

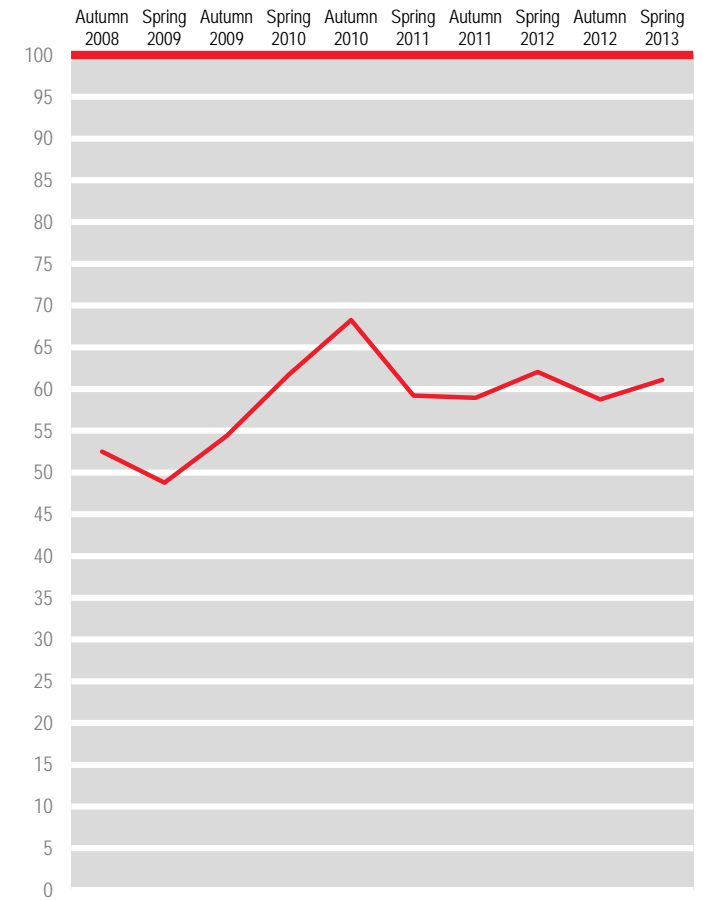


### The space for luggage

(376)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

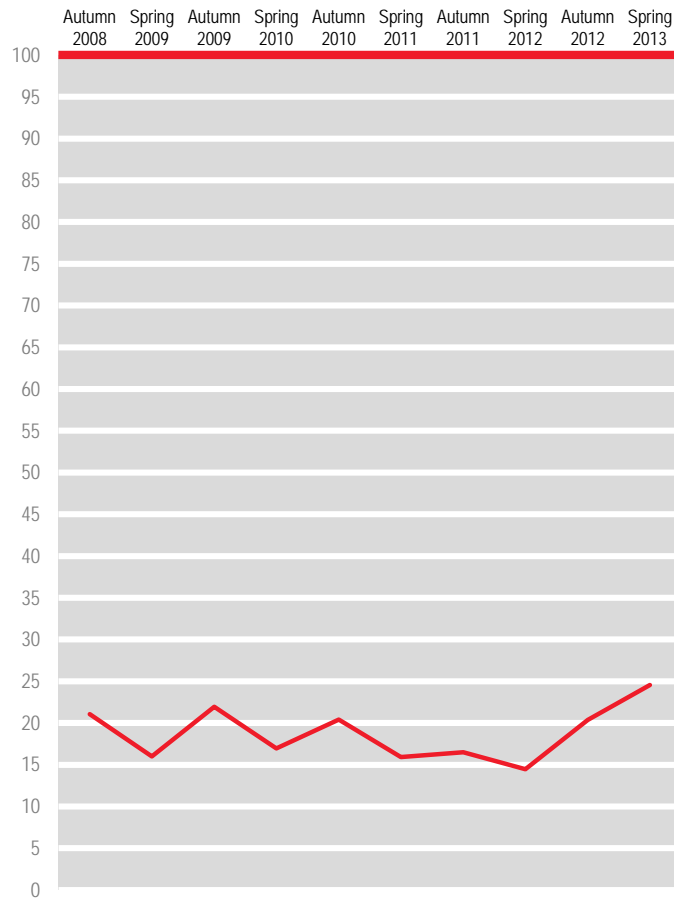


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train****(143)**

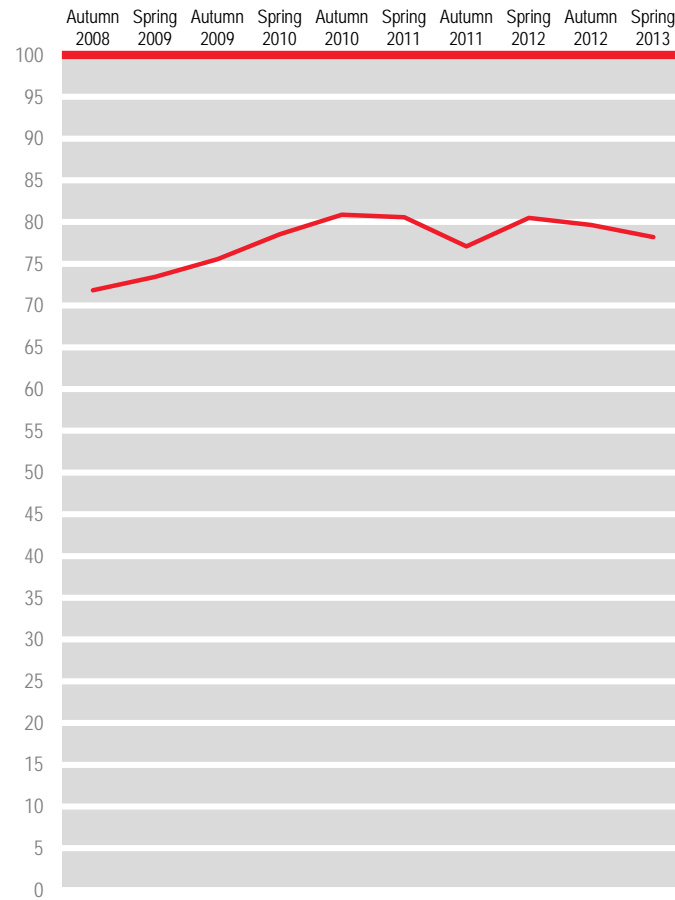
Percentage of passengers satisfied 2008 to 2013

Merseytravel

**Sufficient room for all the passengers to sit/stand****(501)**

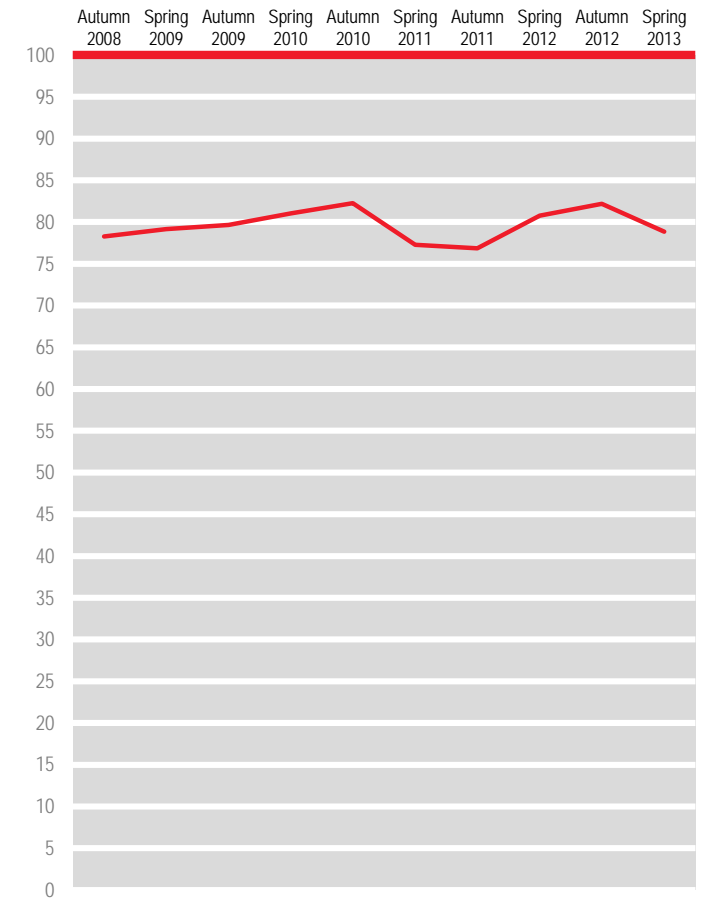
Percentage of passengers satisfied 2008 to 2013

Merseytravel

**The comfort of the seating area****(507)**

Percentage of passengers satisfied 2008 to 2013

Merseytravel



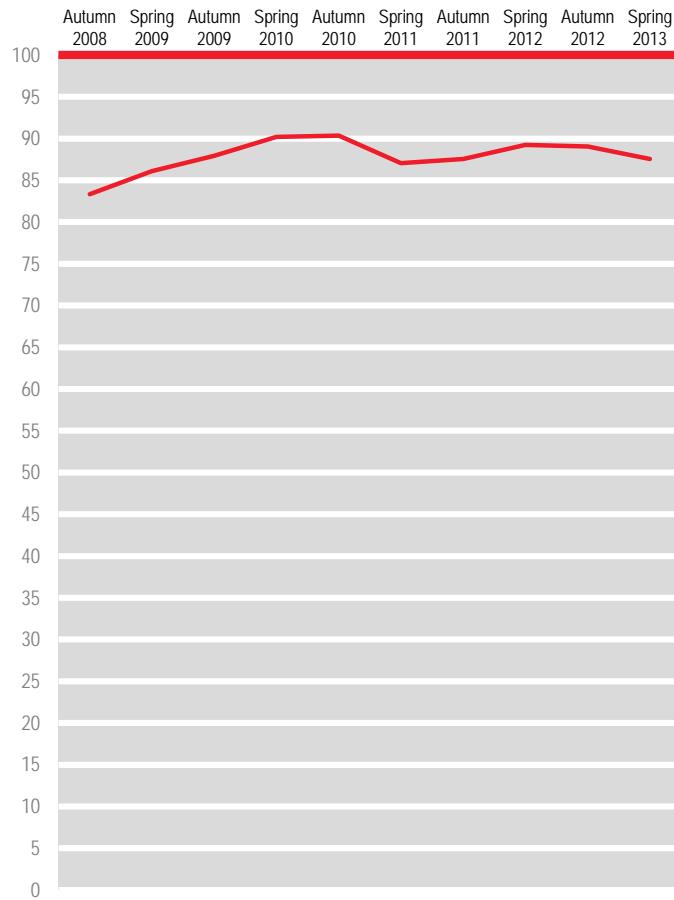
N.B. Benchmarks and targets are only shown for applicable factors

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

(506)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

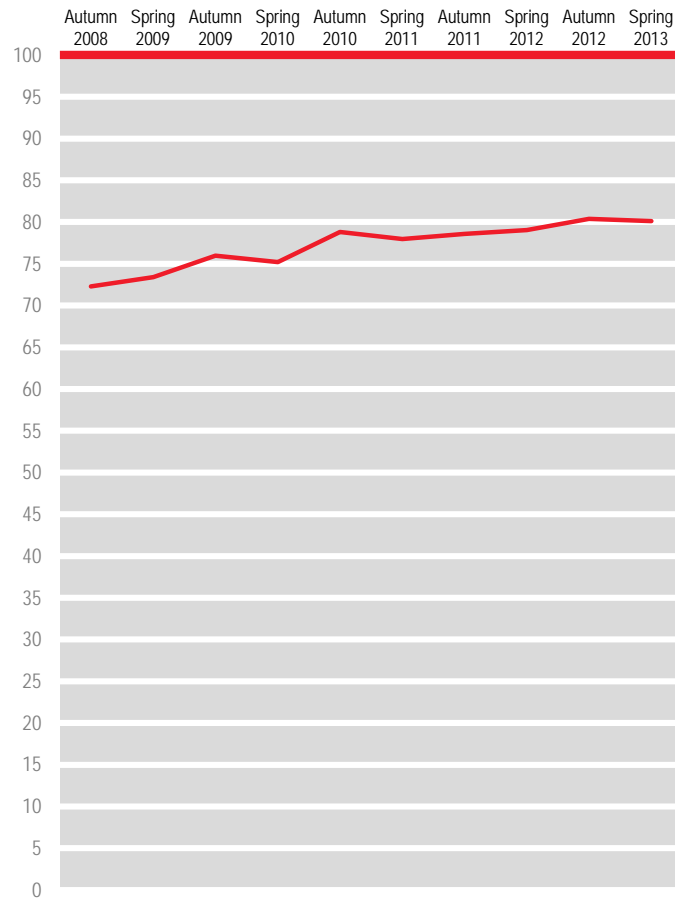


### Your personal security whilst on board

(488)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

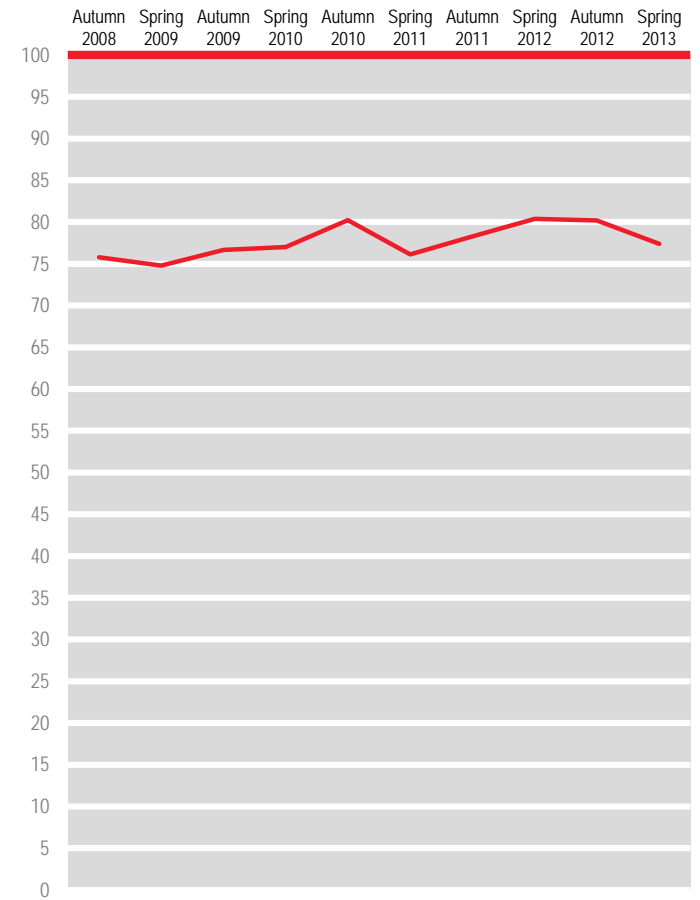


### The cleanliness of the inside of the train

(509)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



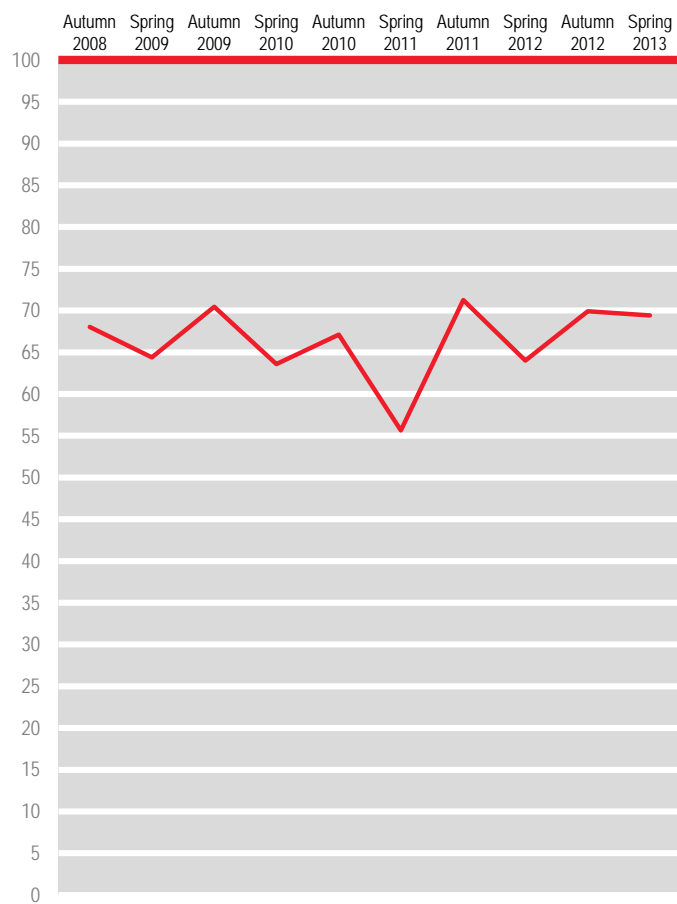
N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(450)

Percentage of passengers satisfied 2008 to 2013

Merseytravel

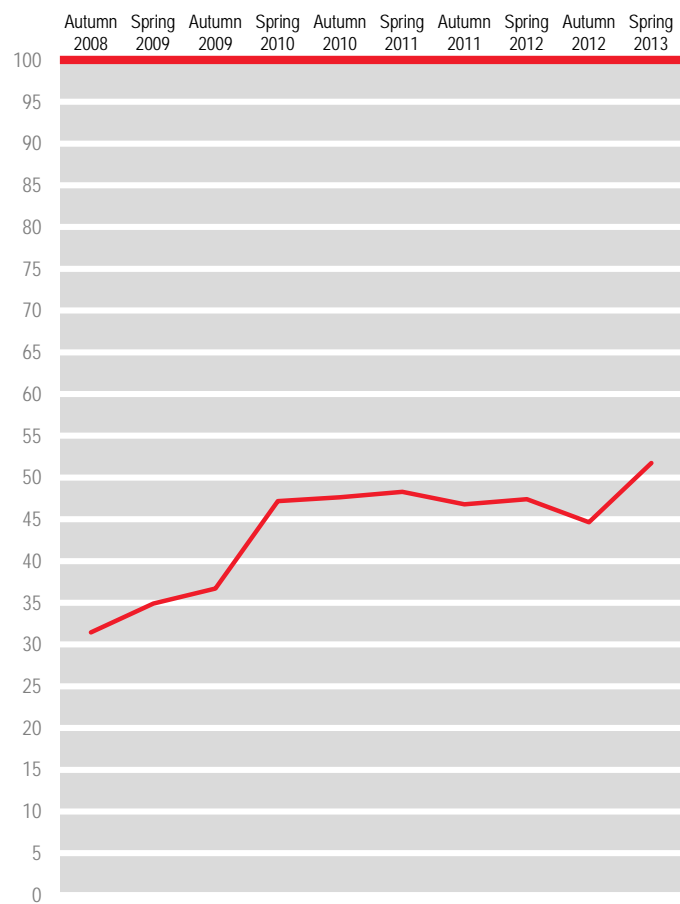


### The availability of staff on the train

(359)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



### How well train company dealt with delay

(55)

Percentage of passengers satisfied 2008 to 2013

Merseytravel



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

## Sample profile for Merseytravel

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	39	44	None	88	92
Female	58	54	Minor	9	6
Not stated	3	2	Major	1	0
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	7	10	Yes	83	77
26-34	8	12	No	17	23
35-44	12	9			
45-54	17	16			
55-59	8	12	<b>TIME OF TRAVEL</b>		
60-64	15	12	Peak		
65+	30	27	Off-peak		
Not stated	3	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	39	39	Yes asked for help	4	4
Business	7	7	Yes asked for information	4	4
Leisure	54	54	Could not find anyone to ask	1	0
			No	88	89
			Not stated	4	3



## Station sample sizes for Merseytravel

### Station Unweighted

Liverpool Central	116
Liverpool Lime Street	68
Maghull	56
Moorfields	54
Liverpool James Street	39
Southport	35
Liverpool South Parkway	19
Freshfield	19
West Kirby	19
Formby	15
New Brighton	14
Brunswick	13
Bromborough	12
Bootle New Strand	11
Birkenhead Hamilton Square	9
Birkenhead Park	8
Port Sunlight	7
Birkenhead North	6
Birkenhead Central	4
Newton-Le-Willows	3
Leasowe	3
Eastham Rake	1
Huyton	1

## Station catchment area for Merseytravel

Station	Station	Station
Aigburth	Hillside	Seaforth and Litherland
Ainsdale	Hooton	Southport
Aintree	Hough Green	Spital
Bank Hall	Hoyle	St Helens Central
Bebington	Hunts Cross	St Helens Junction
Bidston	Huyton	St Michaels
Birkdale	Kirkby	Thatto Heath
Birkenhead Central	Kirkdale	Upton
Birkenhead Hamilton Square	Lea Green	Wallasey Grove Road
Birkenhead North	Leasowe	Wallasey Village
Birkenhead Park	Liverpool Central	Walton (Merseyside)
Blundellsands And Crosby	Liverpool James Street	Waterloo (Merseyside)
Bootle New Strand	Liverpool Lime Street	Wavertree Technology Park
Bootle Oriel Road	Liverpool South Parkway	West Allerton
Broad Green	Maghull	West Kirby
Bromborough	Manor Road	Whiston
Bromborough Rake	Meols	
Brunswick	Meols Cop	
Conway Park	Moorfields	
Cressington	Moreton (Merseyside)	
Earlestown	Mossley Hill	
Eastham Rake	New Brighton	
Eccleston Park	Newton-le-Willows	
Edge Hill	Old Roan	
Fazakerley	Orrell Park	
Formby	Port Sunlight	
Freshfield	Prescot	
Garswood	Rainford	
Green Lane	Rainhill	
Halewood	Rice Lane	
Hall Road	Roby	
Heswall	Rock Ferry	
Hightown	Sandhills	

## The following are reports produced each wave:

Full report (formerly called 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.
Stakeholder report (formerly called Consultees report)	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

## Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
Greater Anglia	Virgin Trains	
London Midland		
London Overground		
South West Trains		
Southeastern		
Southern		

**Contacts:**

Rebecca Hunt  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.hunt@bdrc-continental.com](mailto:rebecca.hunt@bdrc-continental.com)

David Greeno  
Passenger Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

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

Passenger Focus is the operating name of the  
Passengers' Council. This survey was published in  
June 2013. © Passenger Focus 2013.