



# National Passenger Survey TOC Report for Southeastern Spring 2013

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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 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.

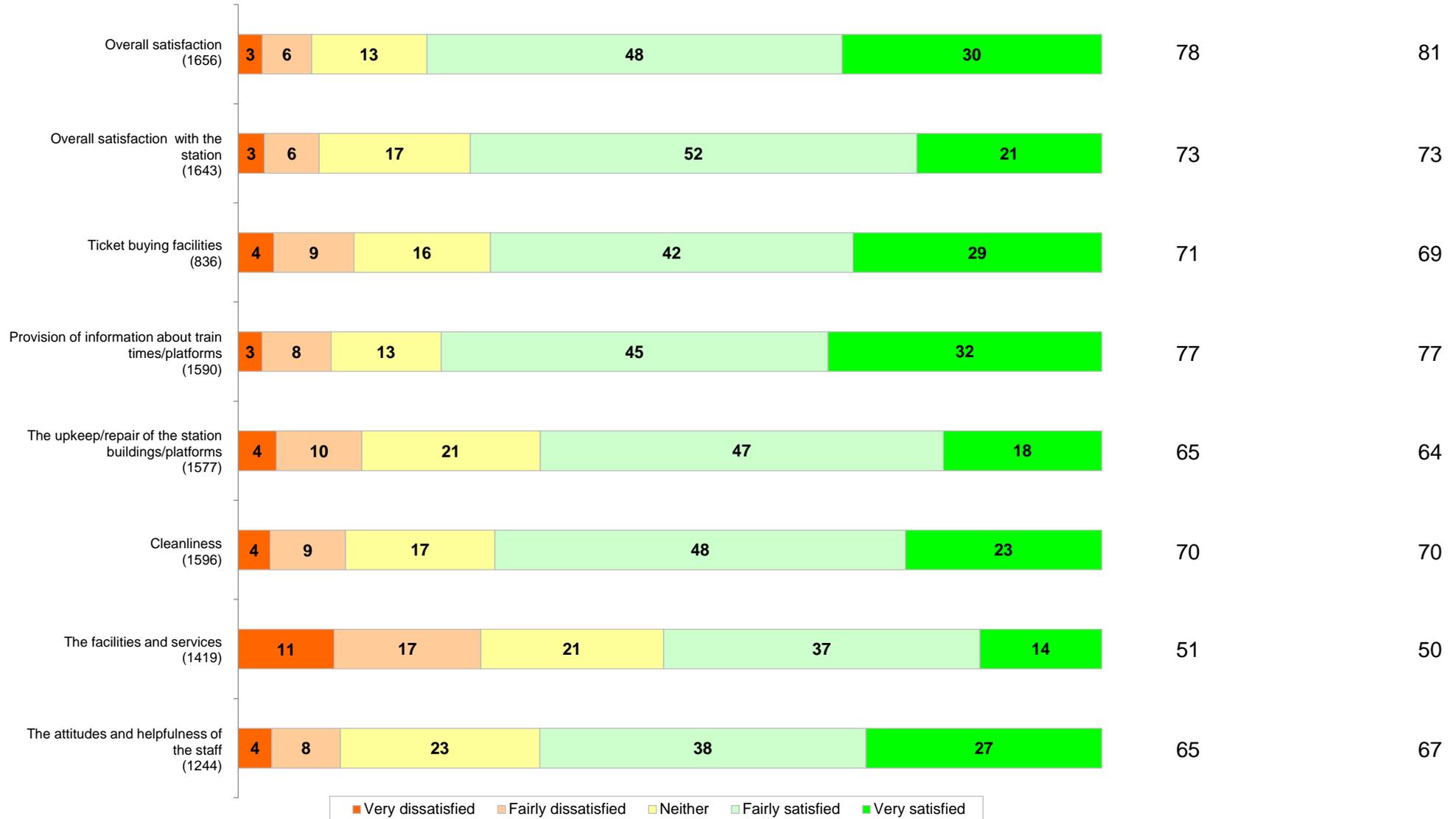
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Spring 2013

Spring 2012

### Satisfaction results for Southeastern



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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

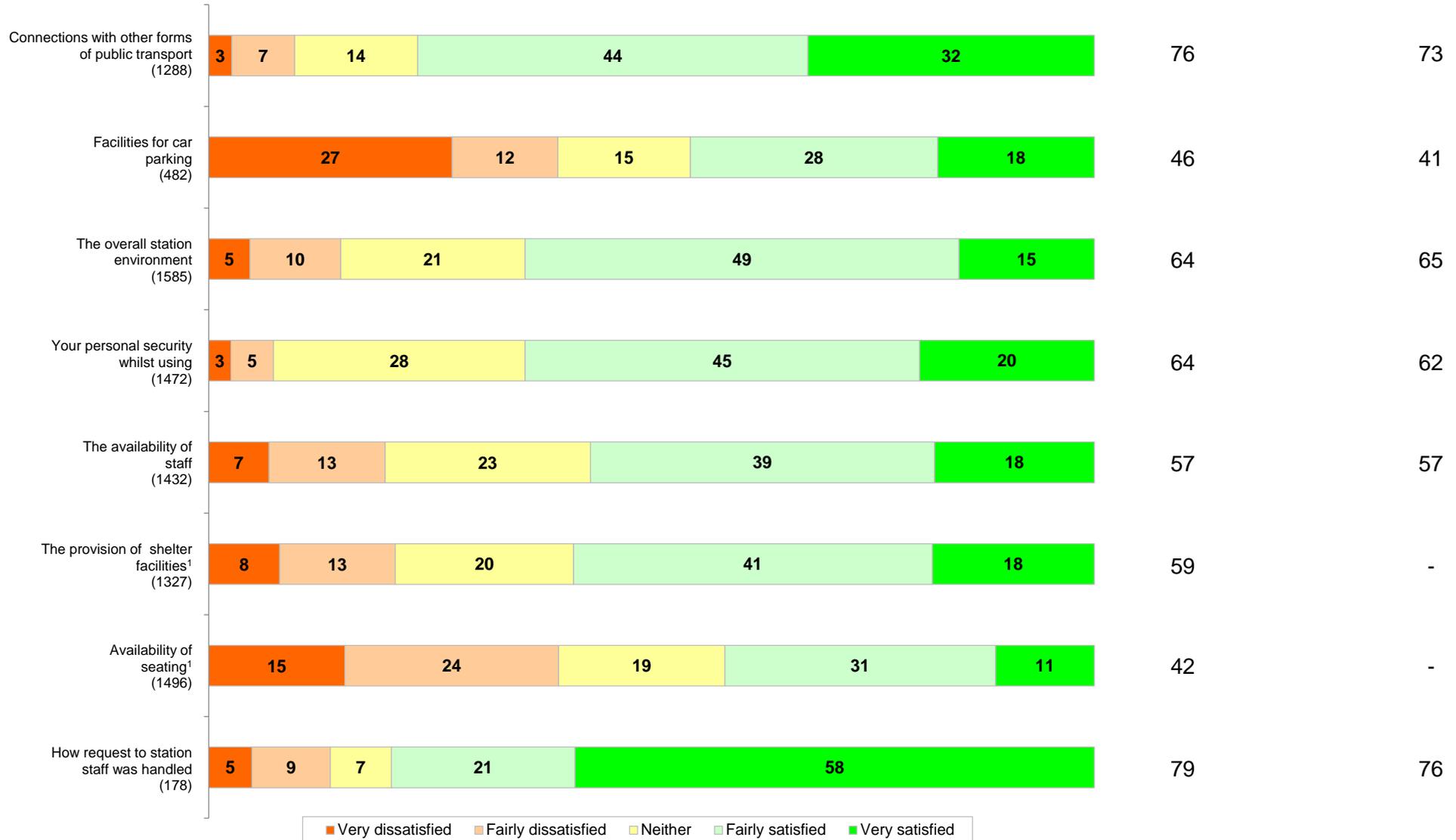
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Spring 2013

Spring 2012

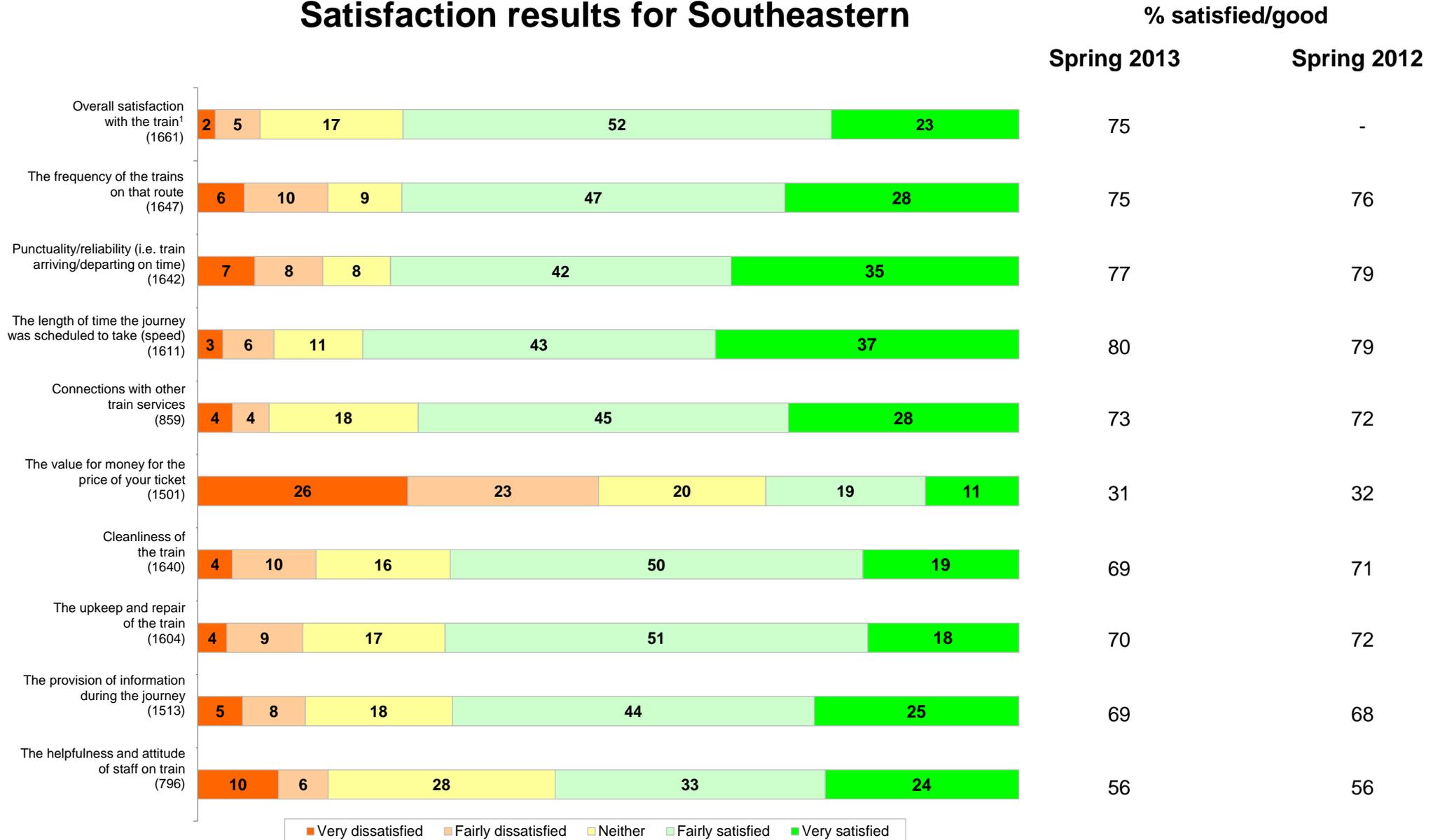
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At 95% confidence level:  
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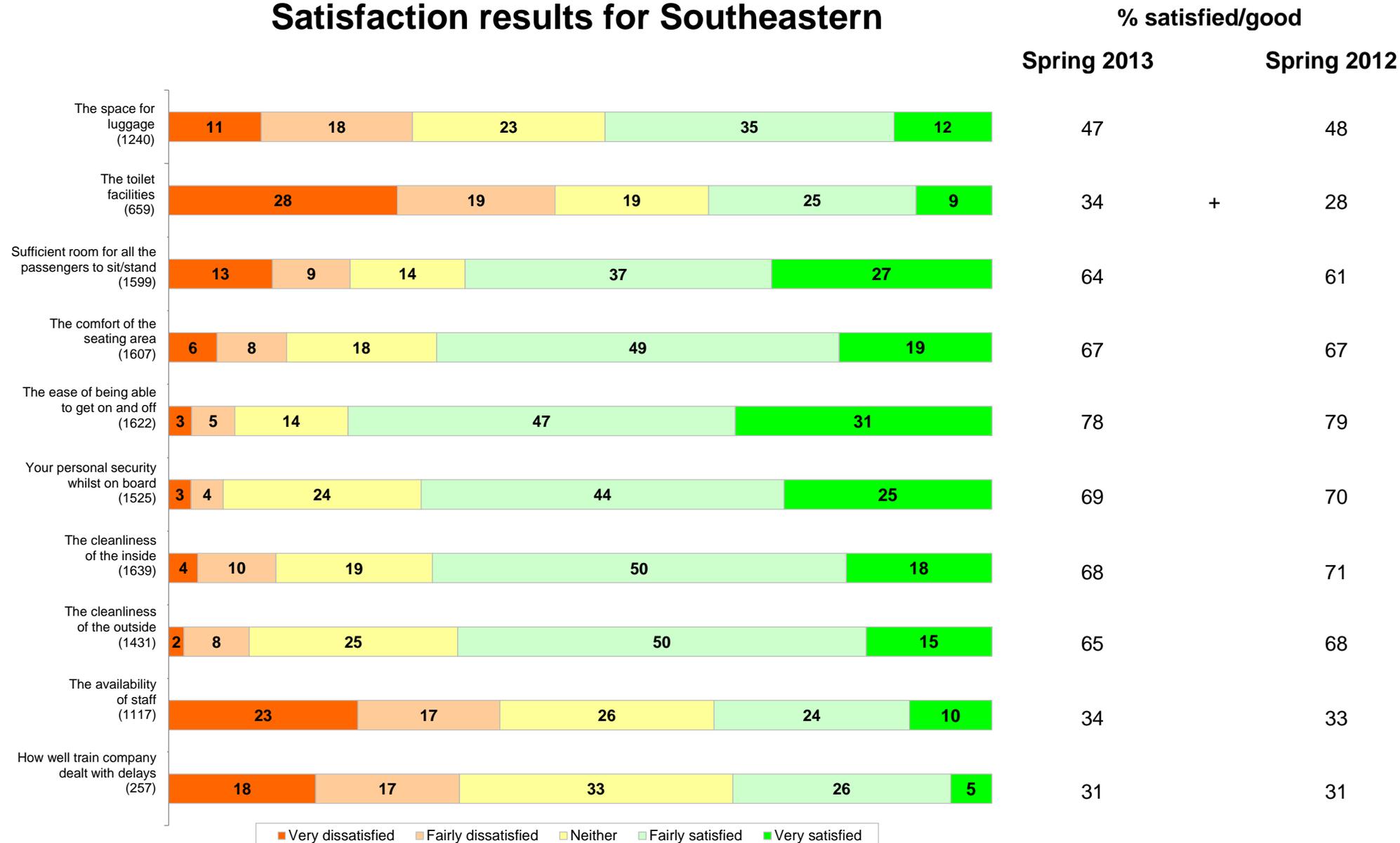
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1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

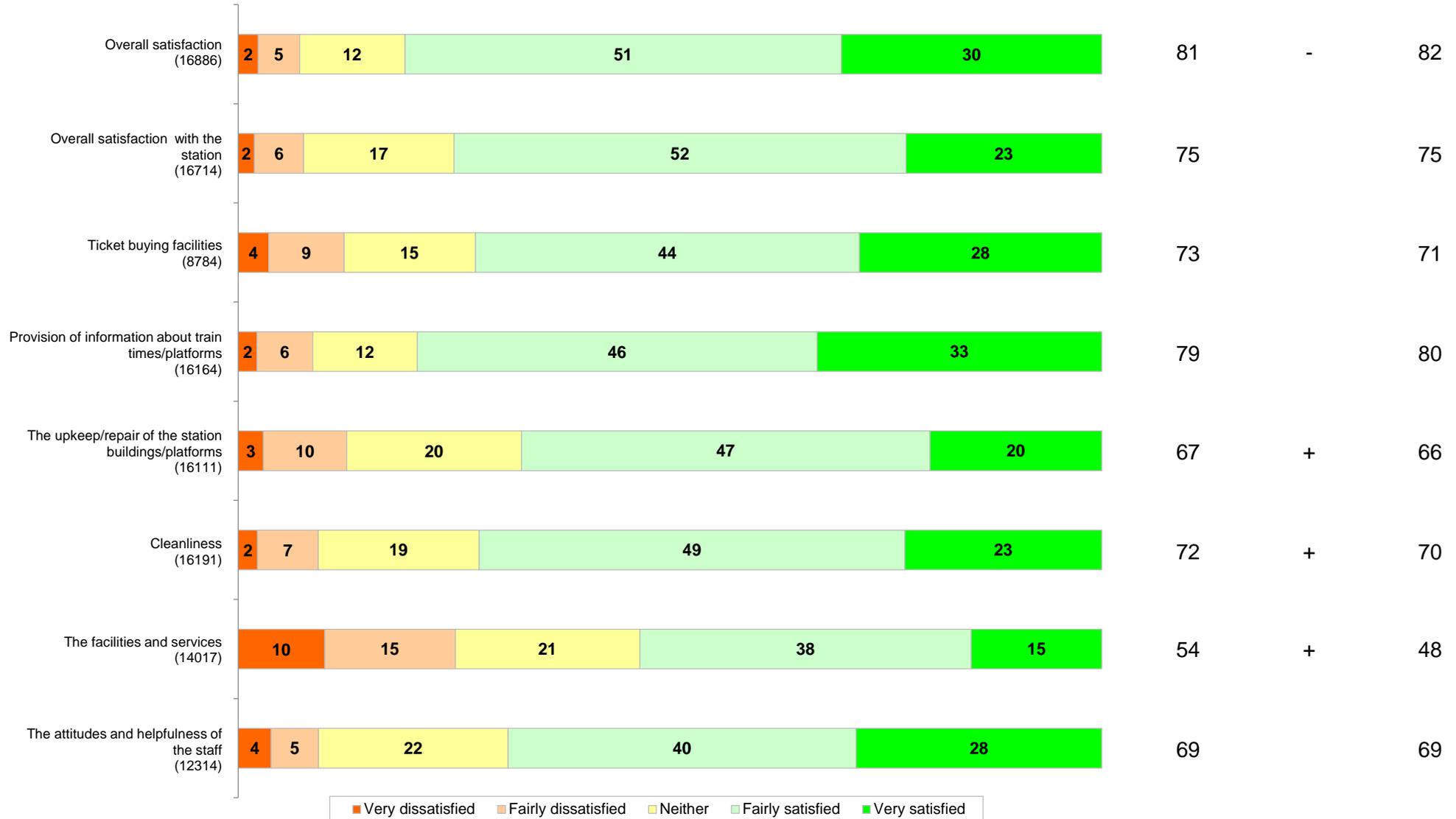
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

### Satisfaction results for London and South East

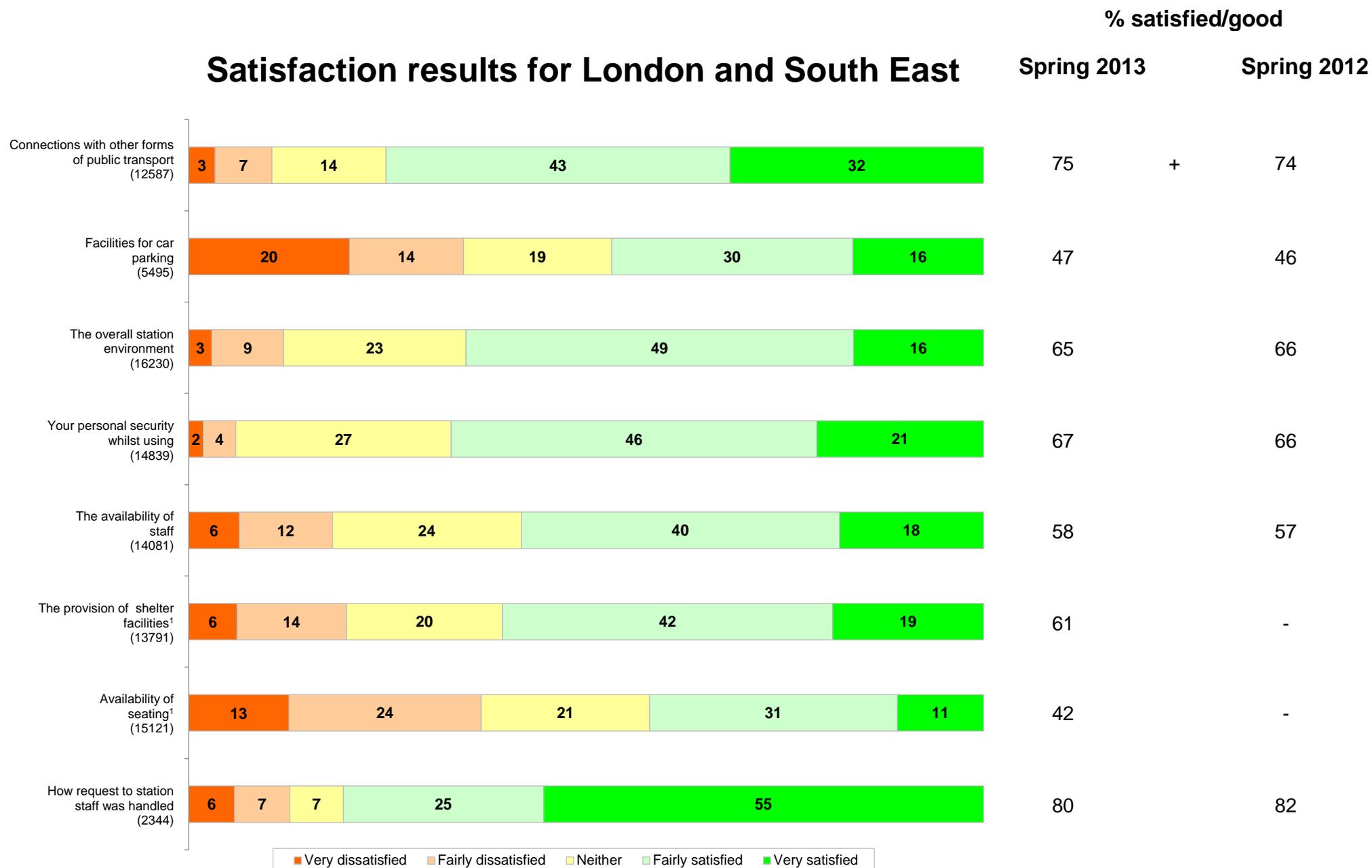
Spring 2013

Spring 2012



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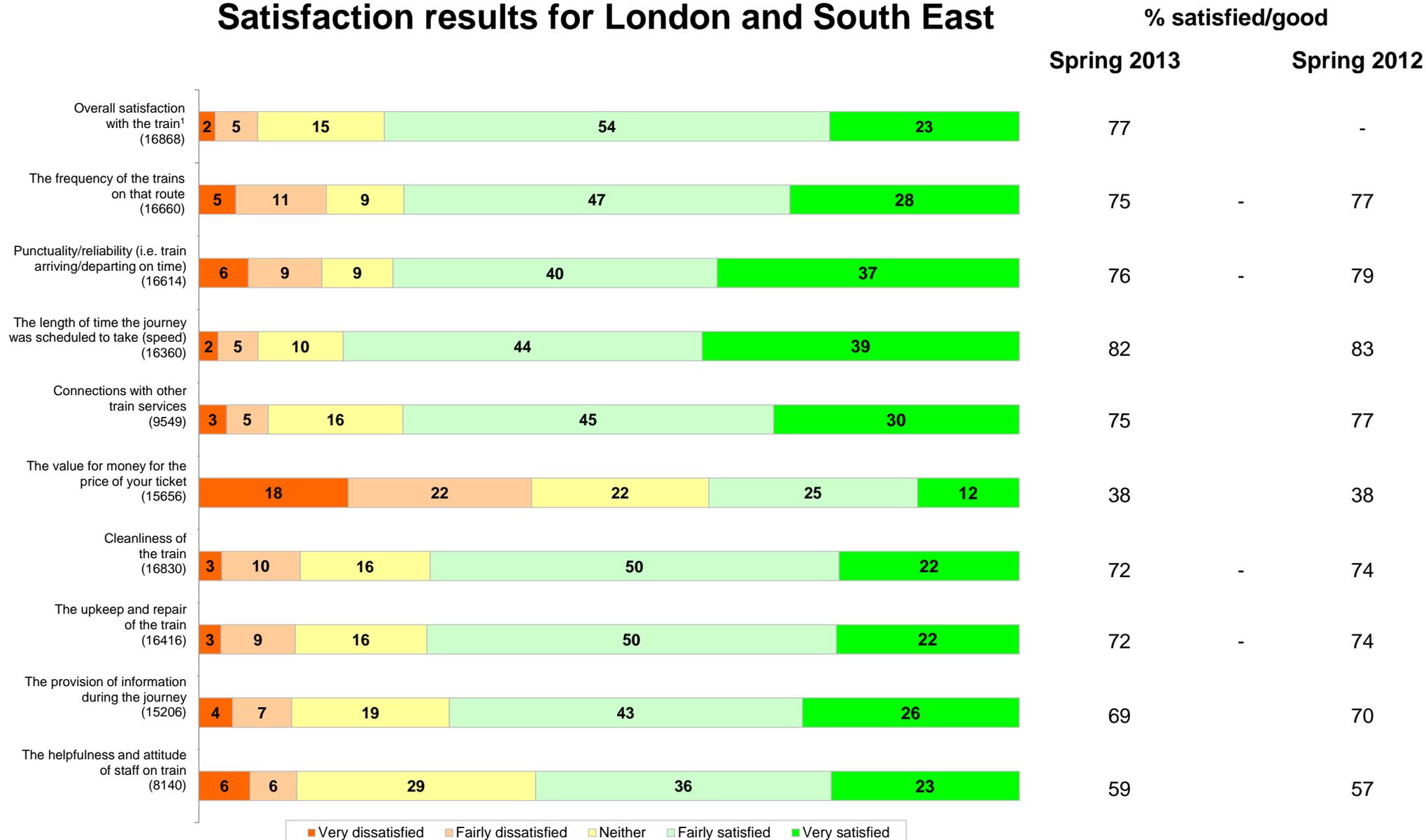
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease



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

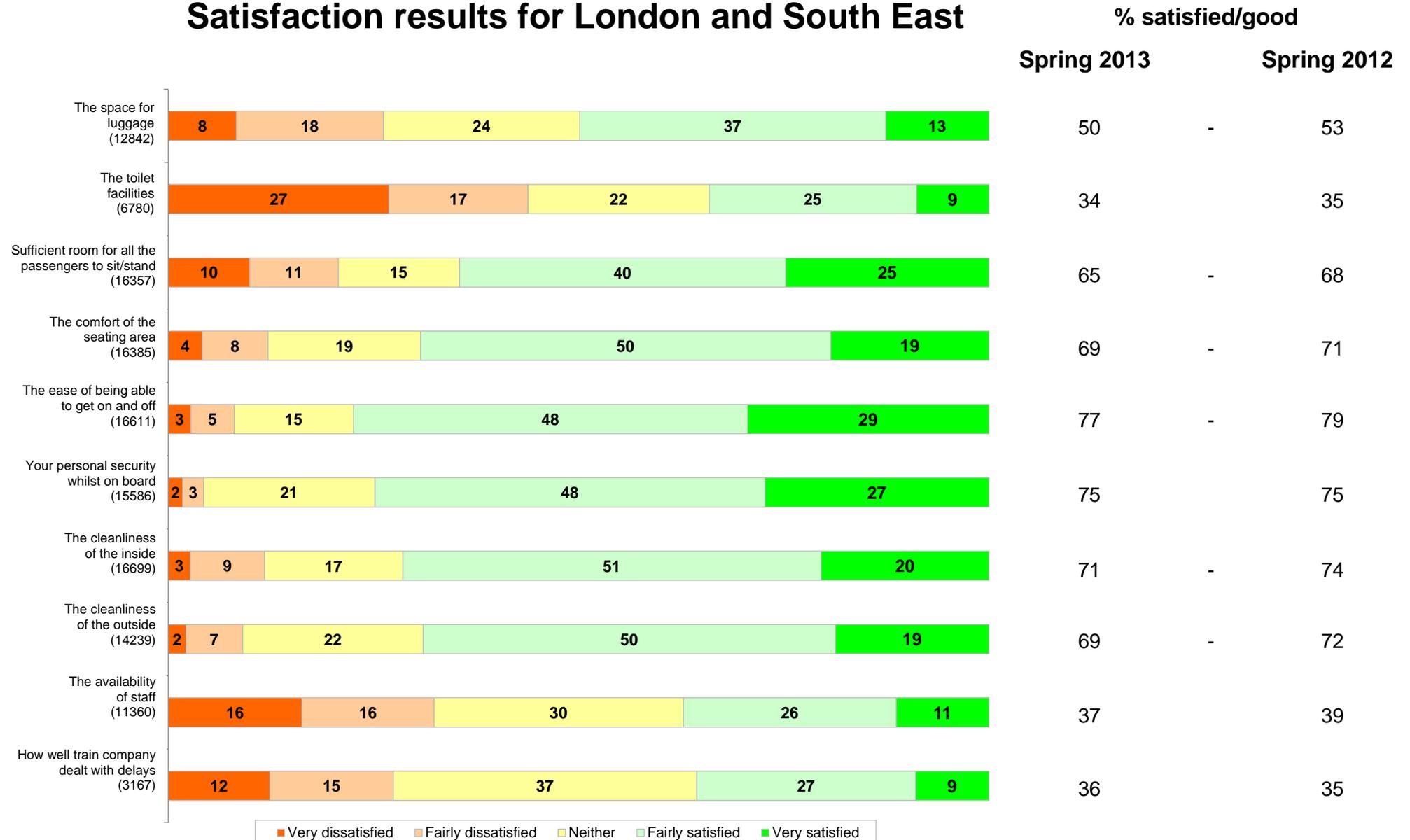
## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



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

## Southeastern performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	78	81	97%
Overall satisfaction with the station	73	75	97%
Ticket buying facilities	71	73	98%
Provision of information about train times/platforms	77	79	97%
The upkeep/repair of the station buildings/platforms	65	67	97%
Cleanliness	70	72	97%
The facilities and services	51	54	95%
The attitudes and helpfulness of the staff	65	69	95%
Connections with other forms of public transport	76	75	102%
Facilities for car parking	46	47	98%
Overall environment	64	65	99%
Your personal security whilst using	64	67	96%
The availability of staff	57	58	98%
The provision of shelter facilities	59	61	97%
Availability of seating	42	42	99%
How request to station staff was handled	79	80	98%

## Southeastern performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train	75	77	97%
The frequency of the trains on that route	75	75	100%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	76	100%
The length of time the journey was scheduled to take (speed)	80	82	97%
Connections with other train services	73	75	97%
The value for money for the price of your ticket	31	38	81%
Cleanliness of the train	69	72	96%
Upkeep and repair of the train	70	72	97%
The provision of information during the journey	69	69	99%
The helpfulness and attitude of staff on train	56	59	96%
The space for luggage	47	50	94%
The toilet facilities	34	34	101%
Sufficient room for all passengers to sit/stand	64	65	99%
The comfort of the seating area	67	69	97%
The ease of being able to get on and off	78	77	101%
Your personal security on board	69	75	93%
The cleanliness of the inside	68	71	95%
The cleanliness of the outside	65	69	94%
The availability of staff	34	37	91%
How well train company deals with delays	31	36	88%

## Building block/route data for Southeastern

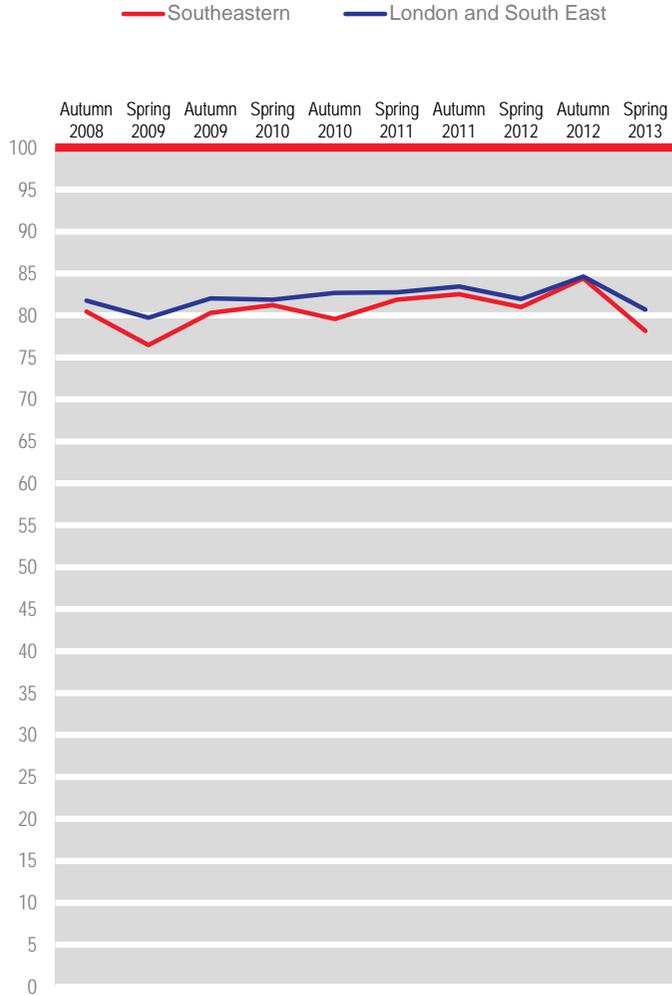
	High Speed	Mainline	Metro
Overall satisfaction	92	83	75
Overall satisfaction with the station	74	76	72
Ticket buying facilities	63	76	69
Provision of information about train times/platforms	77	80	75
The upkeep/repair of the station buildings/platforms	67	67	64
Cleanliness	69	70	70
The facilities and services	56	55	48
The attitudes and helpfulness of the staff	66	68	64
Connections with other forms of public transport	72	76	77
Facilities for car parking	55	60	37
Overall environment	62	66	64
Your personal security whilst using	64	68	63
The availability of staff	62	60	55
The provision of shelter facilities	58	60	58
Availability of seating	39	43	41
How request to station staff was handled	81	79	78

## Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction with the train	91	78	72
The frequency of the trains on that route	79	76	75
Punctuality/reliability (i.e. the train arriving/departing on time)	89	75	76
The length of time the journey was scheduled to take (speed)	87	73	82
Connections with other train services	80	67	74
The value for money for the price of your ticket	40	27	32
Cleanliness of the train	94	70	66
Upkeep and repair of the train	95	72	66
The provision of information during the journey	83	74	65
The helpfulness and attitude of staff on train	81	70	39
The space for luggage	72	45	45
The toilet facilities	70	38	28
Sufficient room for all passengers to sit/stand	85	69	59
The comfort of the seating area	88	70	64
The ease of being able to get on and off	93	85	74
Your personal security on board	85	78	64
The cleanliness of the inside	95	71	64
The cleanliness of the outside	83	61	65
The availability of staff	68	47	21
How well train company deals with delays	41	26	33

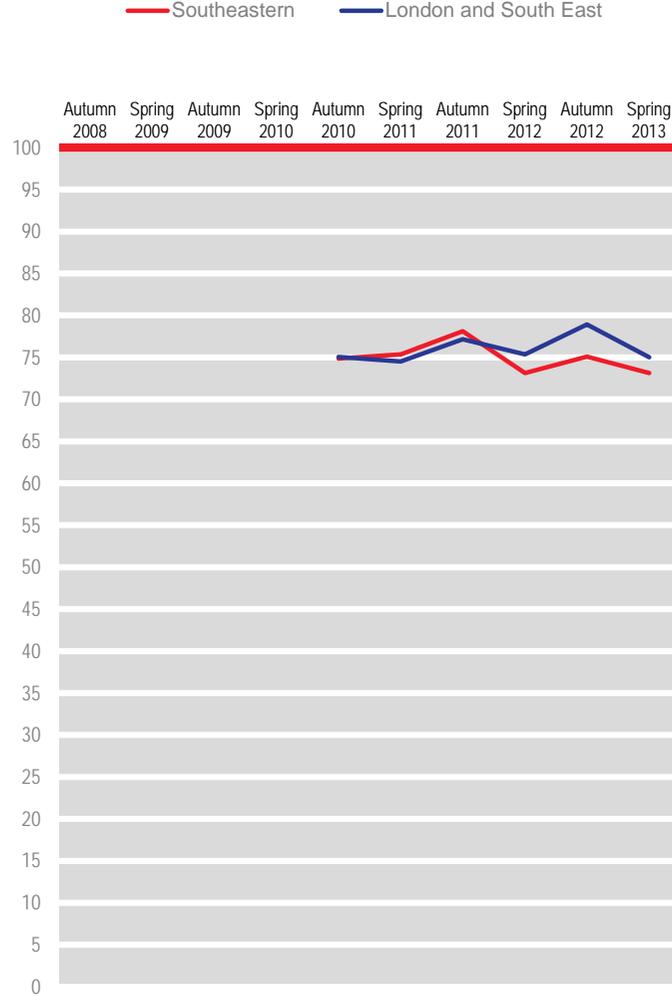
**Overall satisfaction**

**(1656)**  
Percentage of passengers satisfied 2008 to 2013



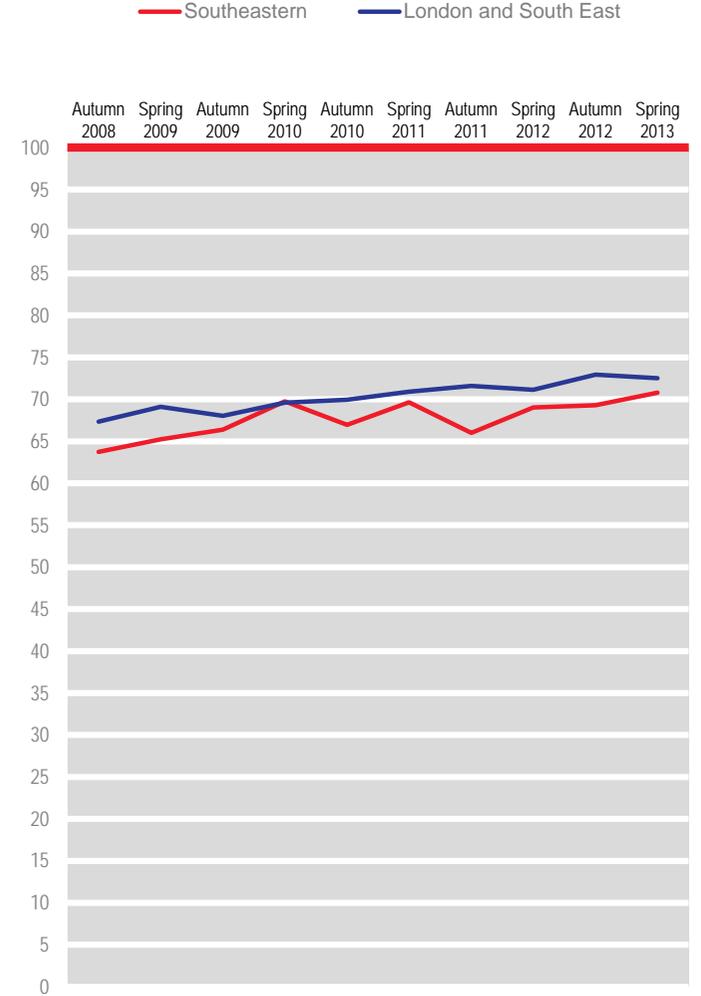
**Overall station satisfaction**

**(1643)**  
Percentage of passengers satisfied 2008 to 2013



**Ticket buying facilities**

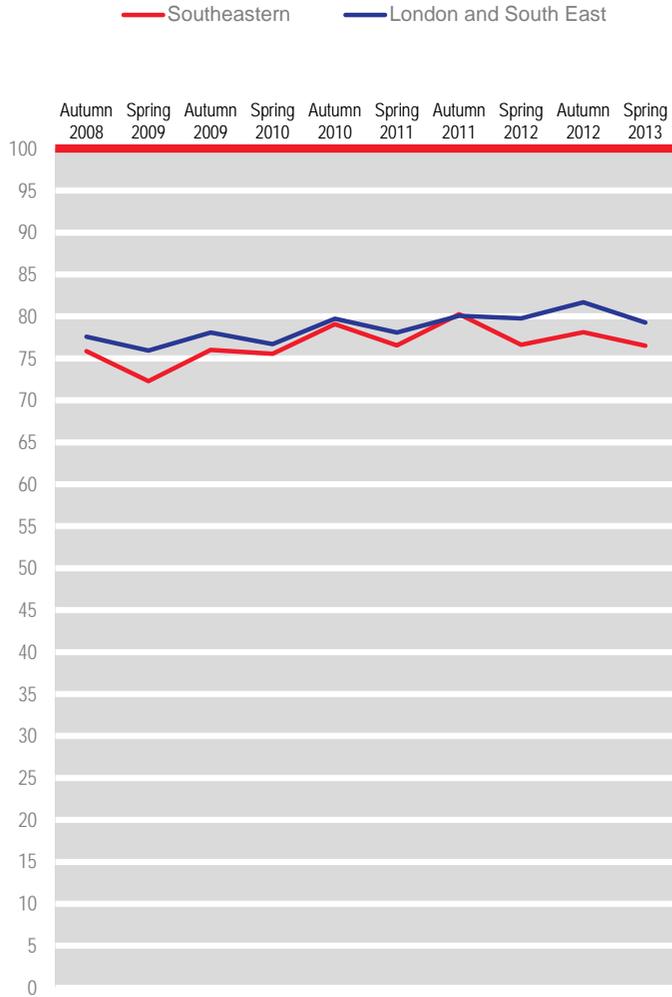
**(836)**  
Percentage of passengers satisfied 2008 to 2013



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

**Provision of information about train times/platforms**

(1590)  
Percentage of passengers satisfied 2008 to 2013



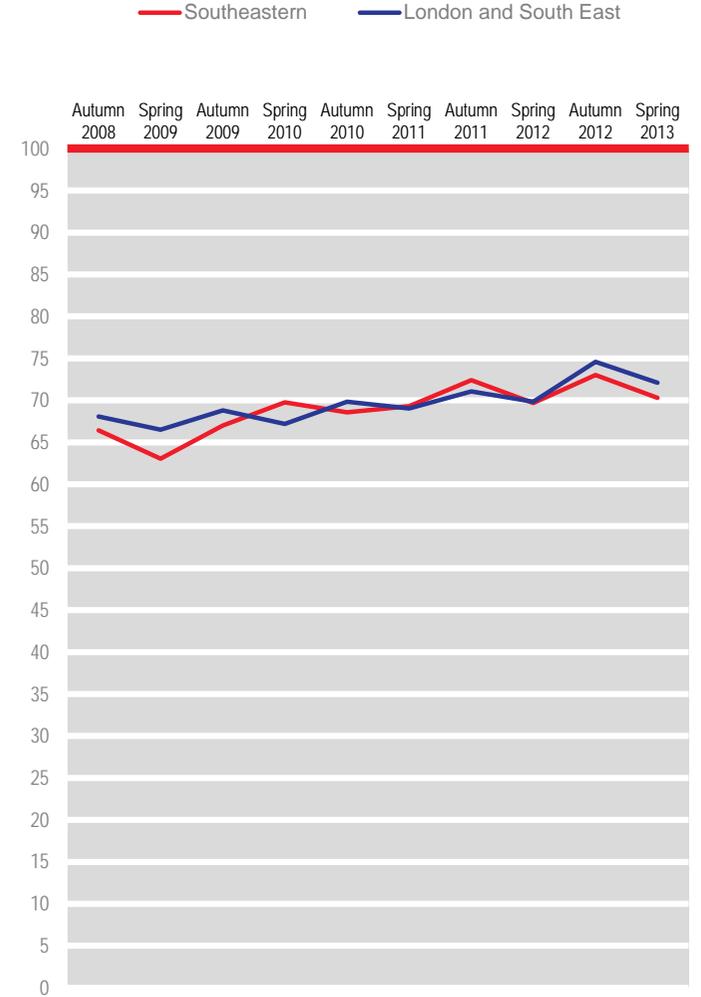
**The upkeep/repair of the station building/platforms**

(1577)  
Percentage of passengers satisfied 2008 to 2013



**Cleanliness of the station**

(1596)  
Percentage of passengers satisfied 2008 to 2013

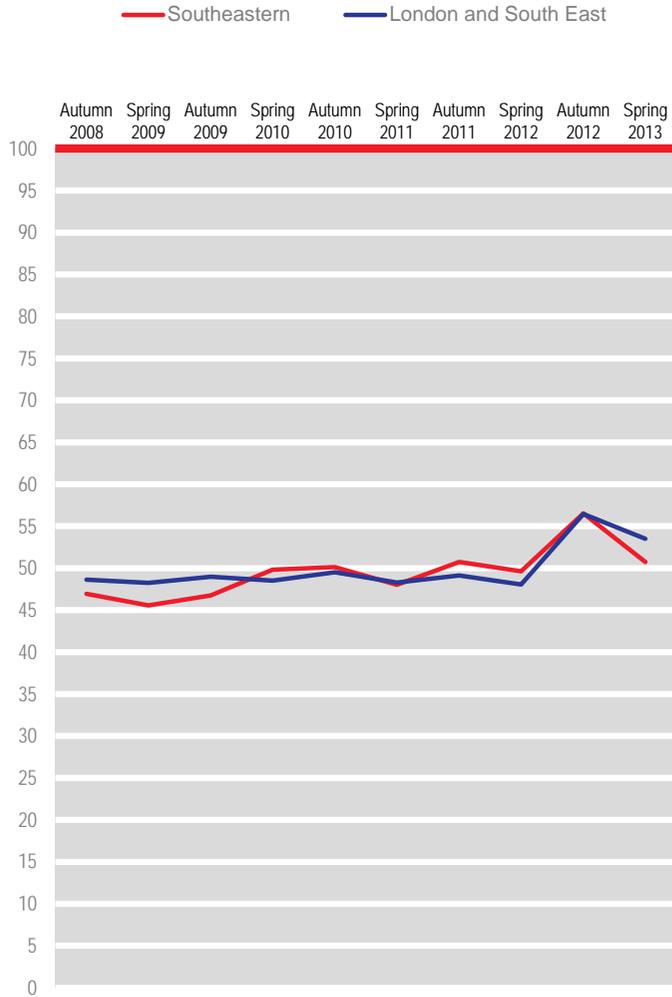


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(1419)

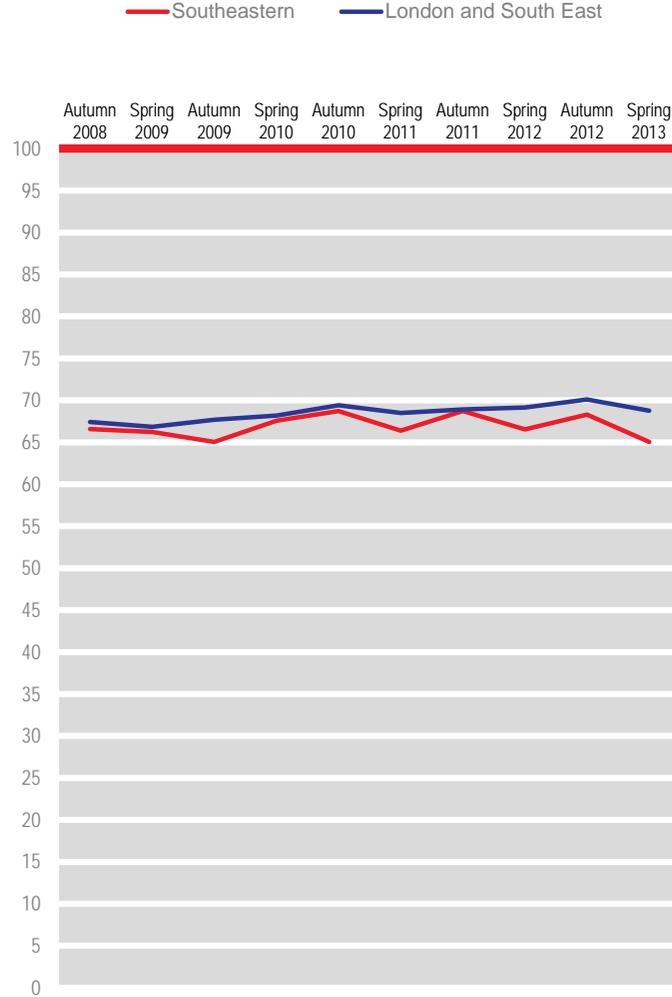
Percentage of passengers satisfied 2008 to 2013



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

(1244)

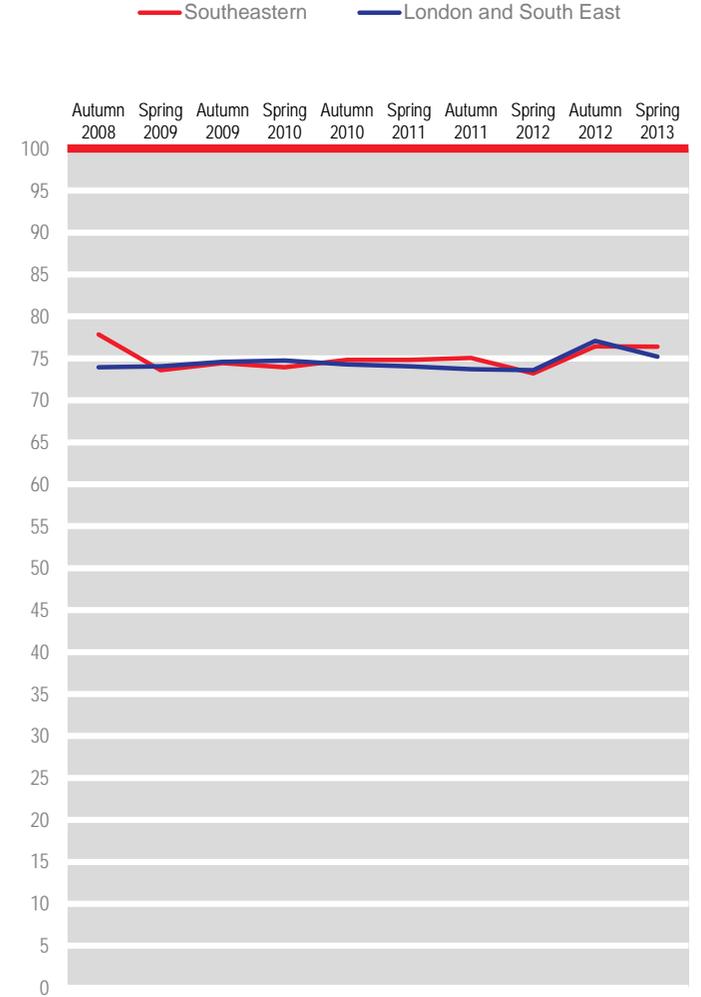
Percentage of passengers satisfied 2008 to 2013



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

(1288)

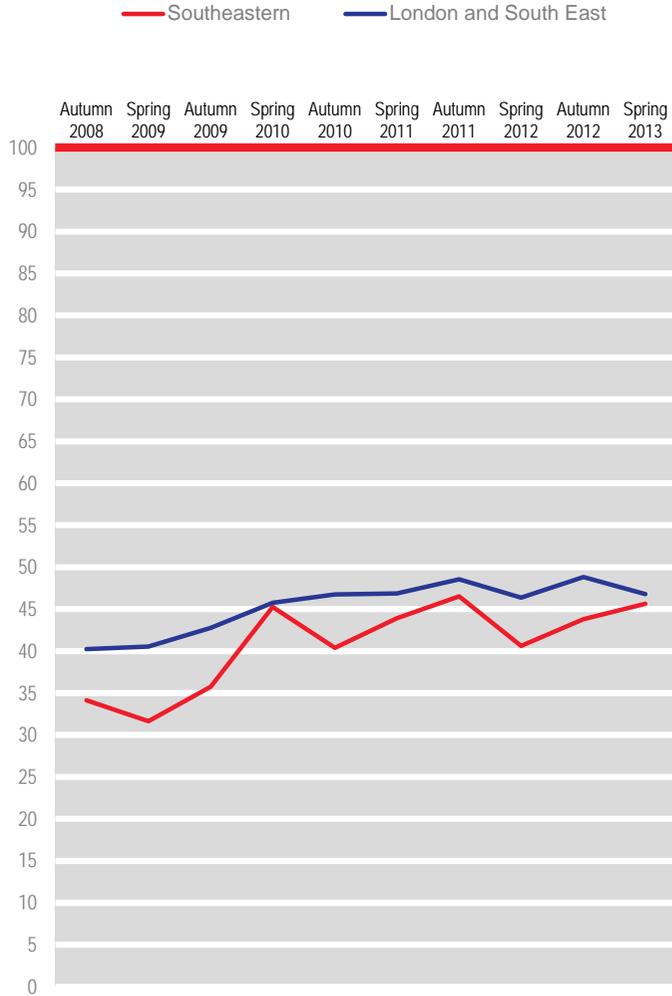
Percentage of passengers satisfied 2008 to 2013



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

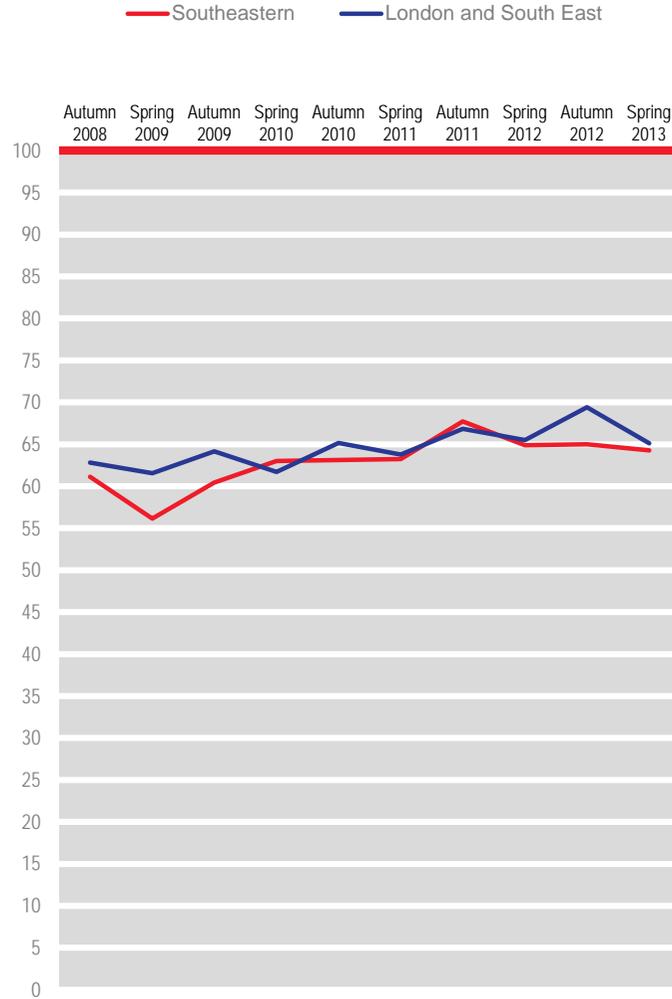
**Facilities for car parking at the station**

**(482)**  
Percentage of passengers satisfied 2008 to 2013



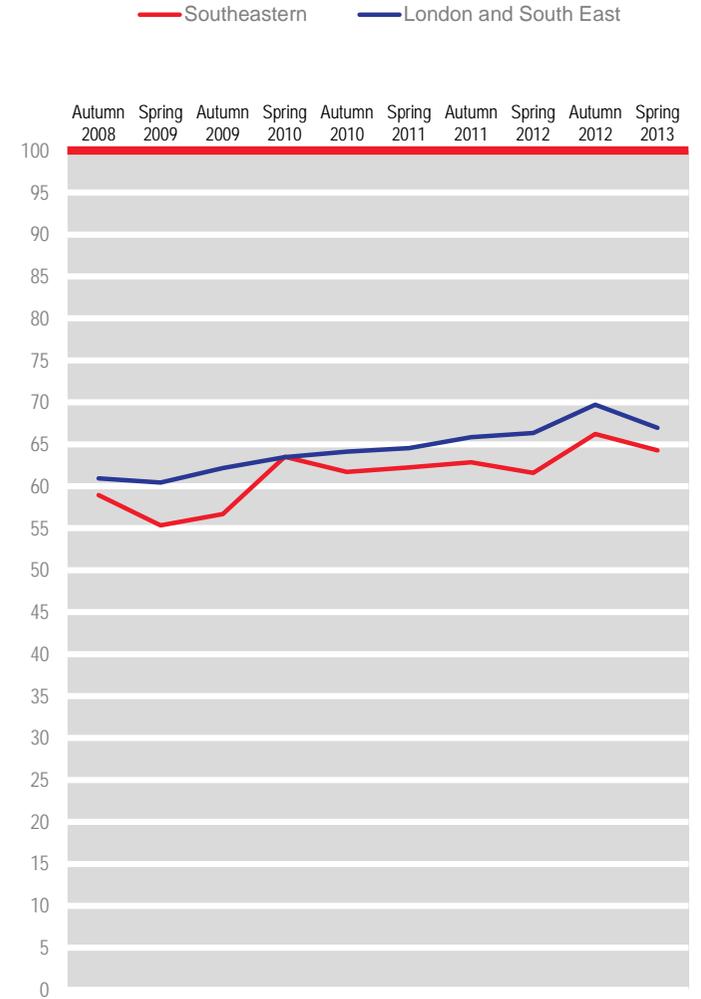
**Overall station environment**

**(1585)**  
Percentage of passengers satisfied 2008 to 2013



**Your personal security whilst using the station**

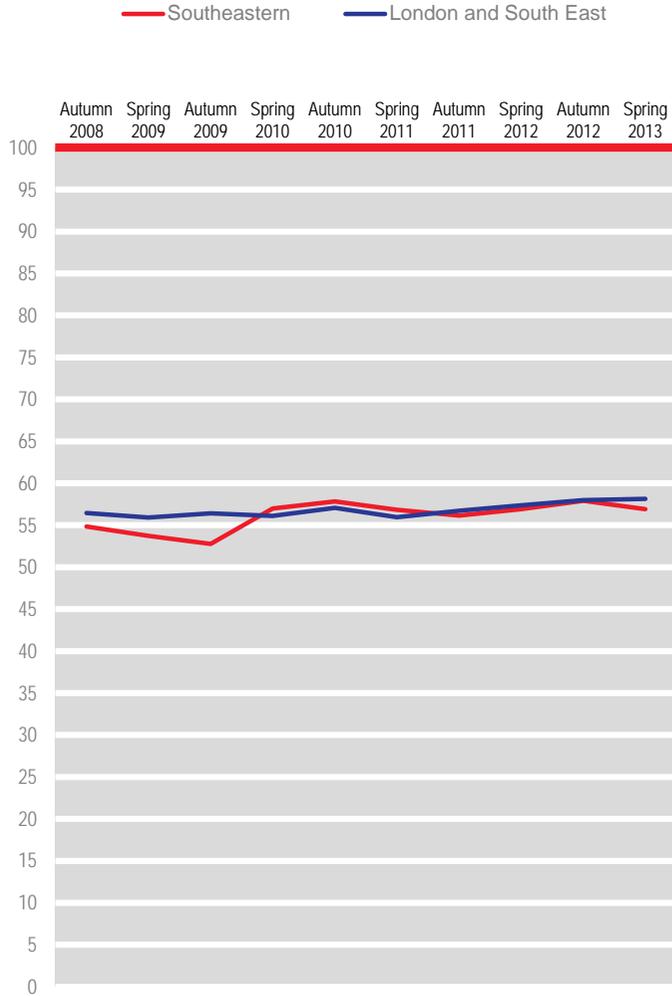
**(1472)**  
Percentage of passengers satisfied 2008 to 2013



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

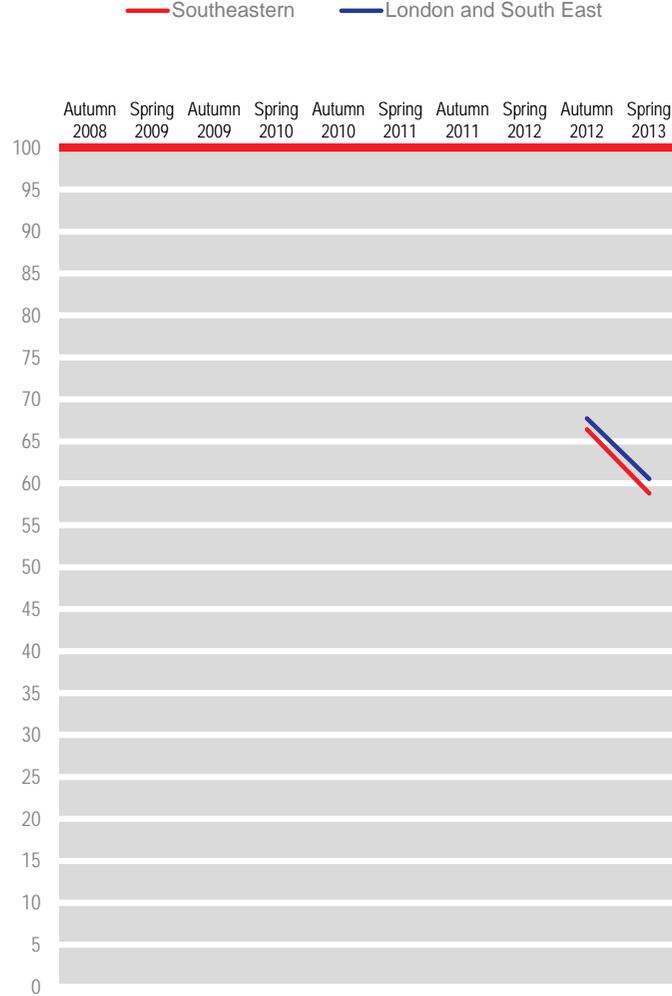
**The availability of staff at the station**

**(1432)**  
Percentage of passengers satisfied 2008 to 2013



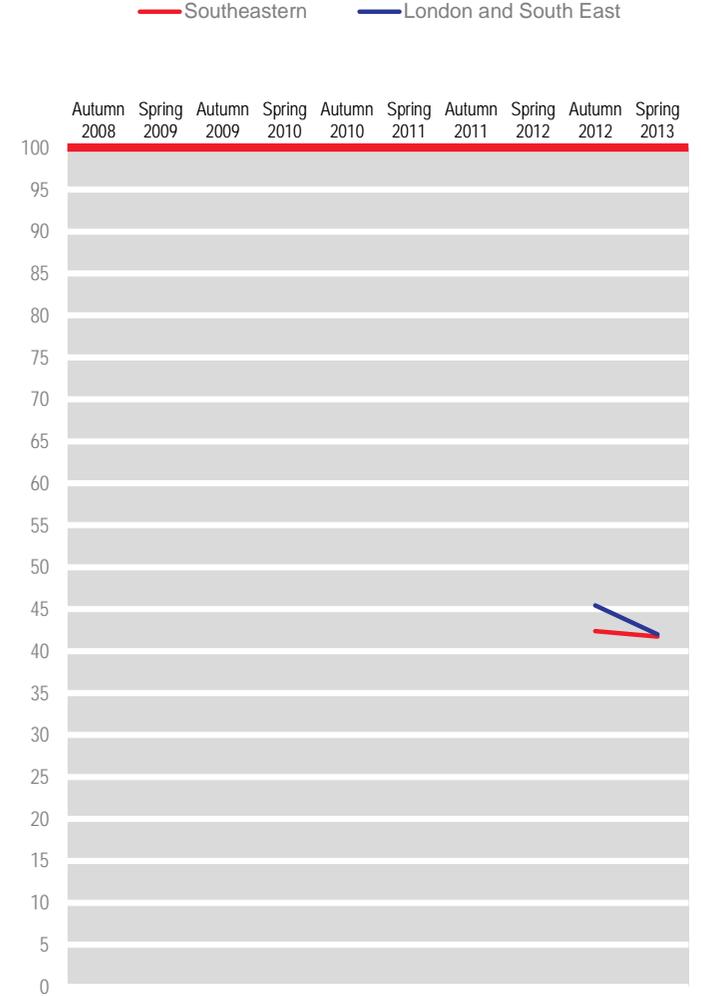
**The provision of shelter facilities**

**(1327)**  
Percentage of passengers satisfied 2008 to 2013



**Availability of seating**

**(1496)**  
Percentage of passengers satisfied 2008 to 2013

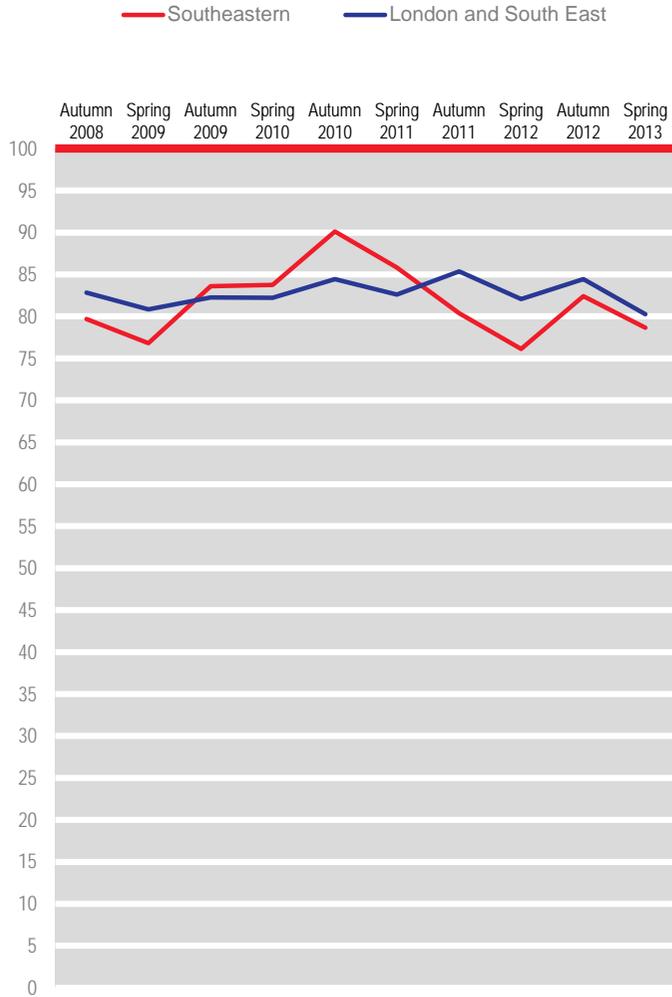


N.B. Benchmarks and targets are only shown for applicable factors

**How request to station staff was handled**

(178)

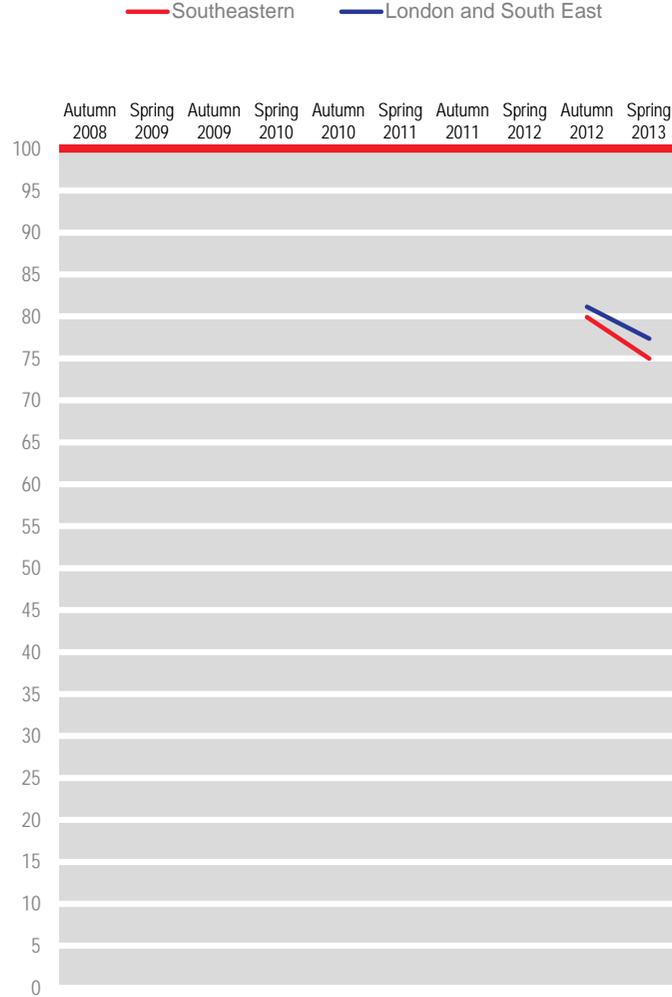
Percentage of passengers satisfied 2008 to 2013



**Overall satisfaction with the train**

(1661)

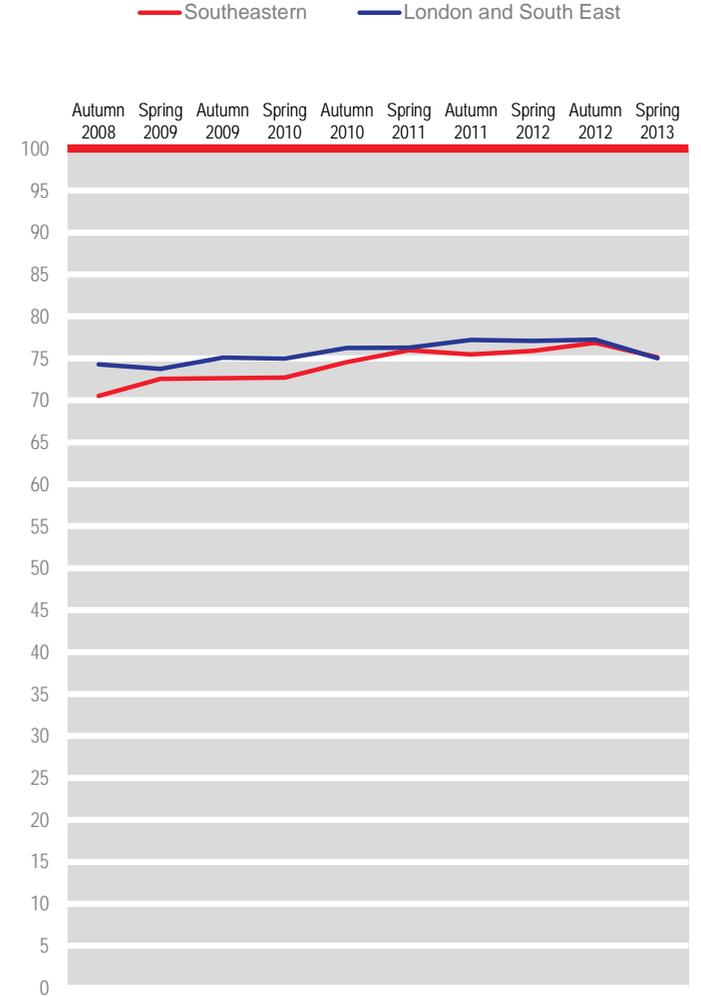
Percentage of passengers satisfied 2008 to 2013



**The frequency of trains on that route**

(1647)

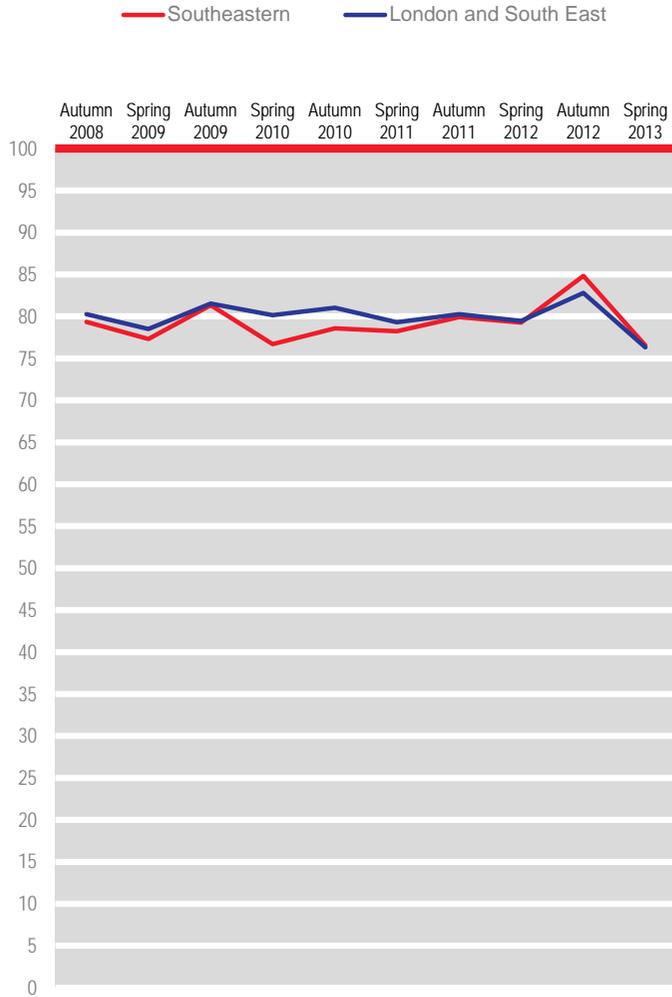
Percentage of passengers satisfied 2008 to 2013



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

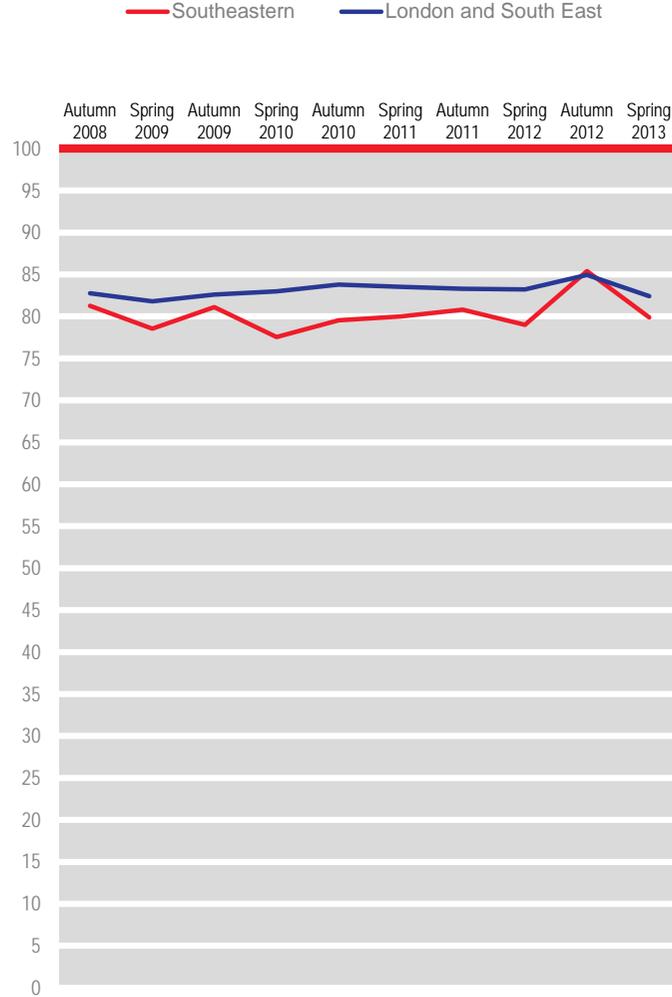
**Punctuality/reliability (i.e. train arriving/departing on time)**

(1642)  
Percentage of passengers satisfied 2008 to 2013



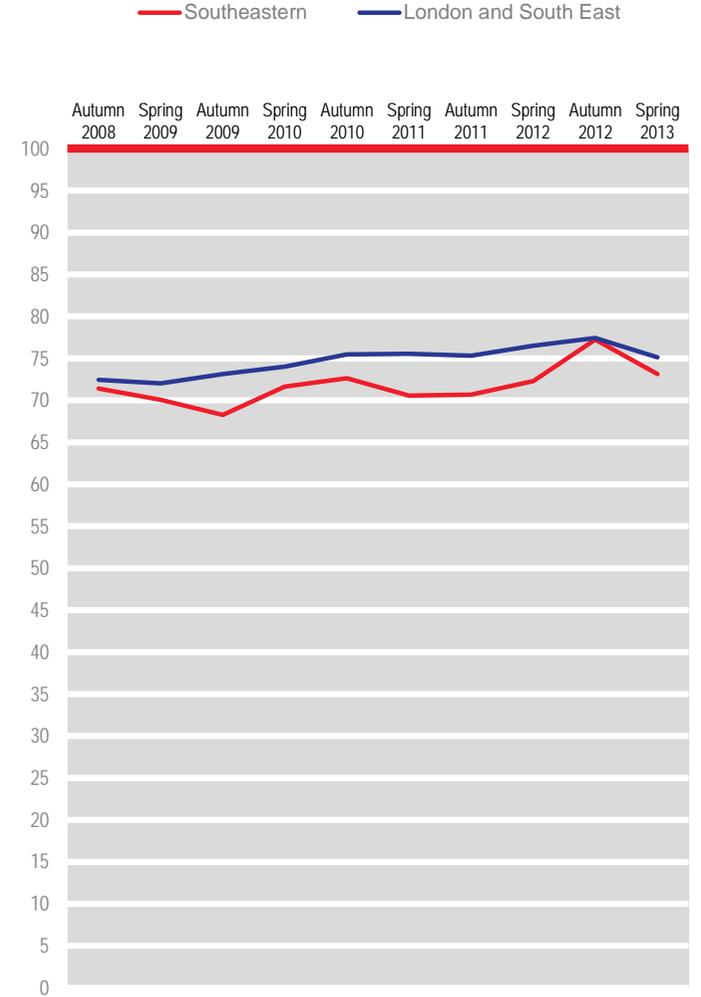
**The length of time the journey was scheduled to take (speed)**

(1611)  
Percentage of passengers satisfied 2008 to 2013



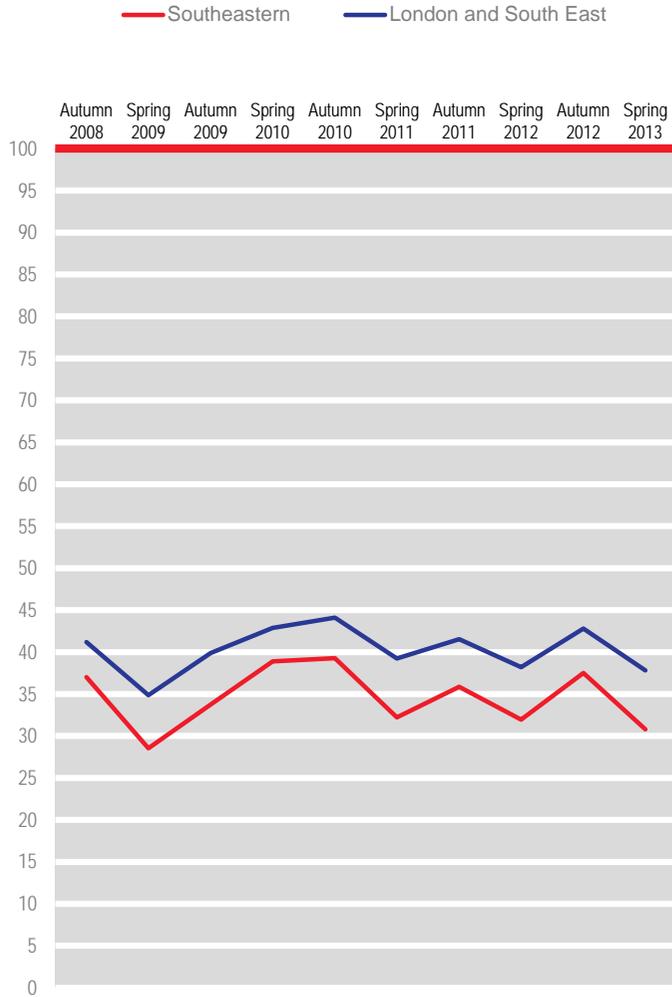
**Connections with other train services**

(859)  
Percentage of passengers satisfied 2008 to 2013

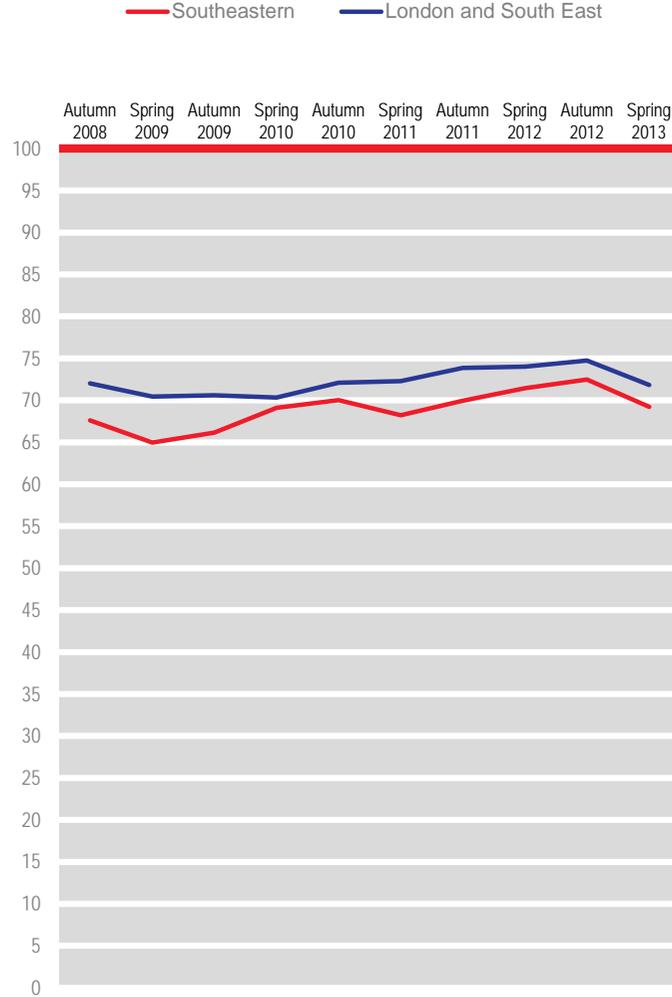


N.B. Benchmarks and targets are only shown for applicable factors

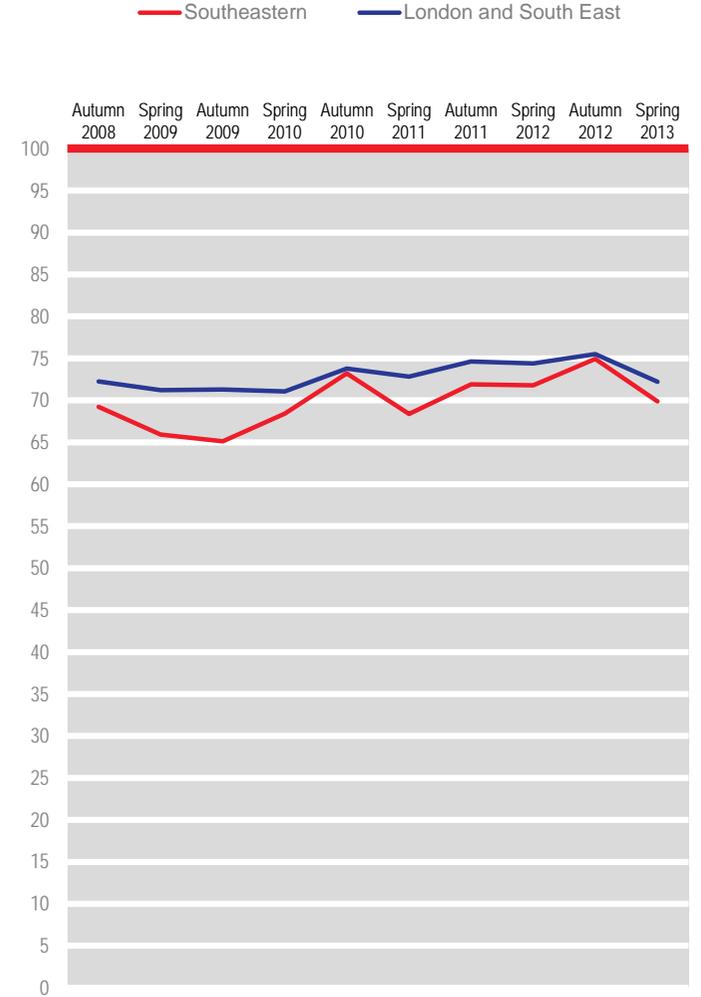
**The value for money for the price of your ticket (1501)**  
Percentage of passengers satisfied 2008 to 2013



**Cleanliness of the train (1640)**  
Percentage of passengers satisfied 2008 to 2013



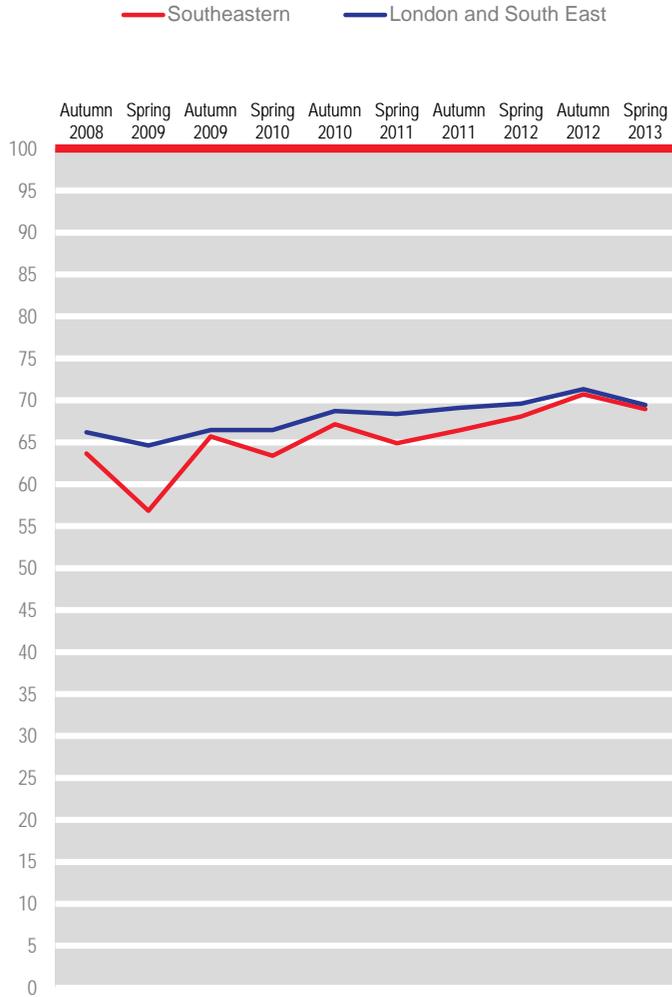
**Upkeep and repair of the train (1604)**  
Percentage of passengers satisfied 2008 to 2013



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

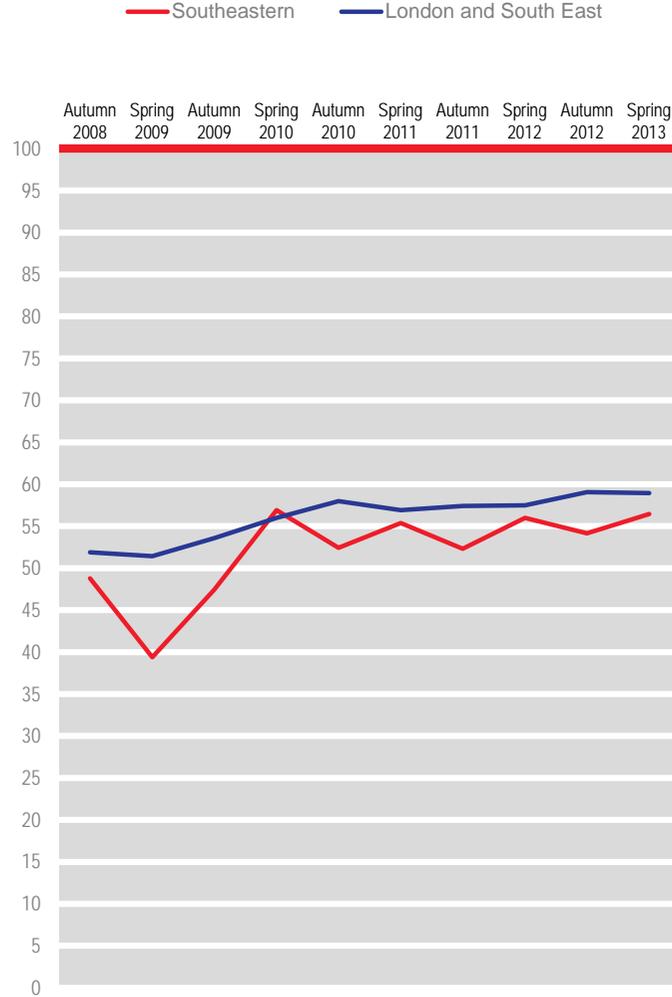
**The provision of information during the journey**

(1513)  
Percentage of passengers satisfied 2008 to 2013



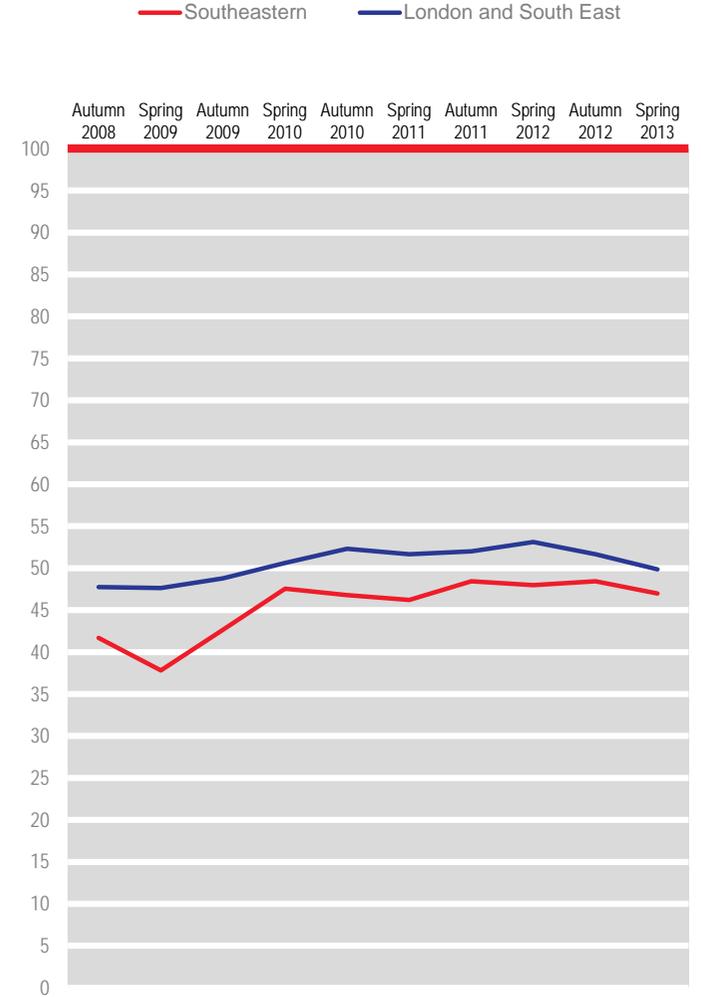
**The helpfulness and attitude of staff on train**

(796)  
Percentage of passengers satisfied 2008 to 2013



**The space for luggage**

(1240)  
Percentage of passengers satisfied 2008 to 2013

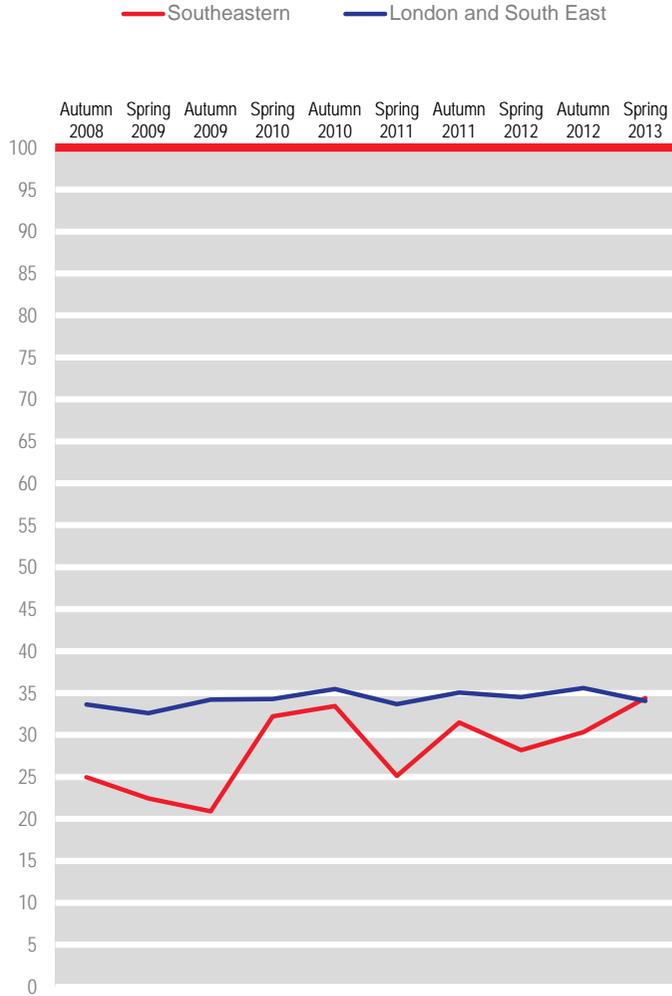


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(659)

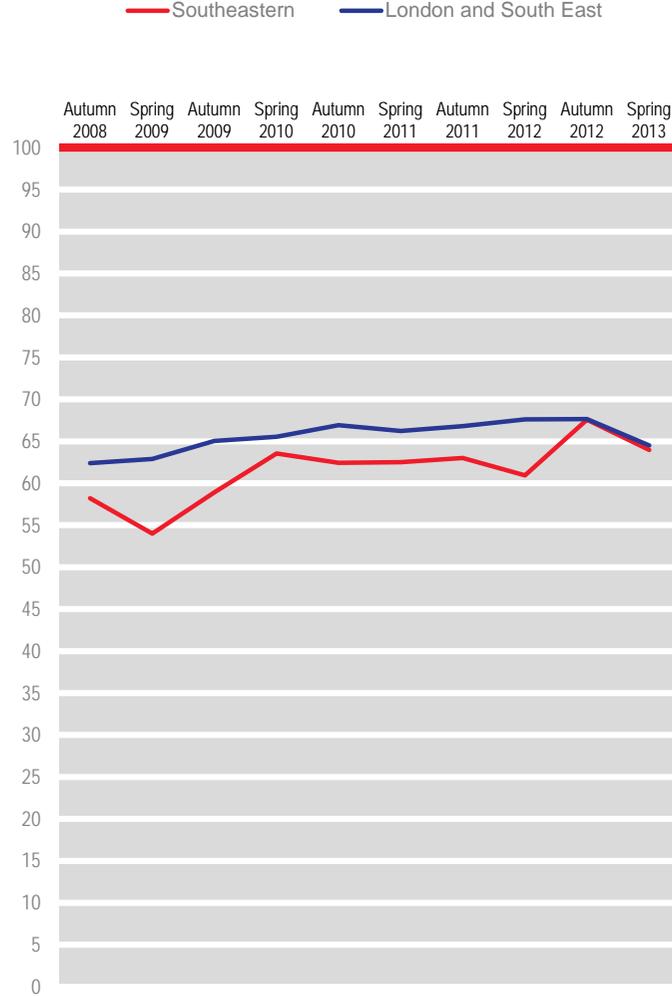
Percentage of passengers satisfied 2008 to 2013



**Sufficient room for all the passengers to sit/stand**

(1599)

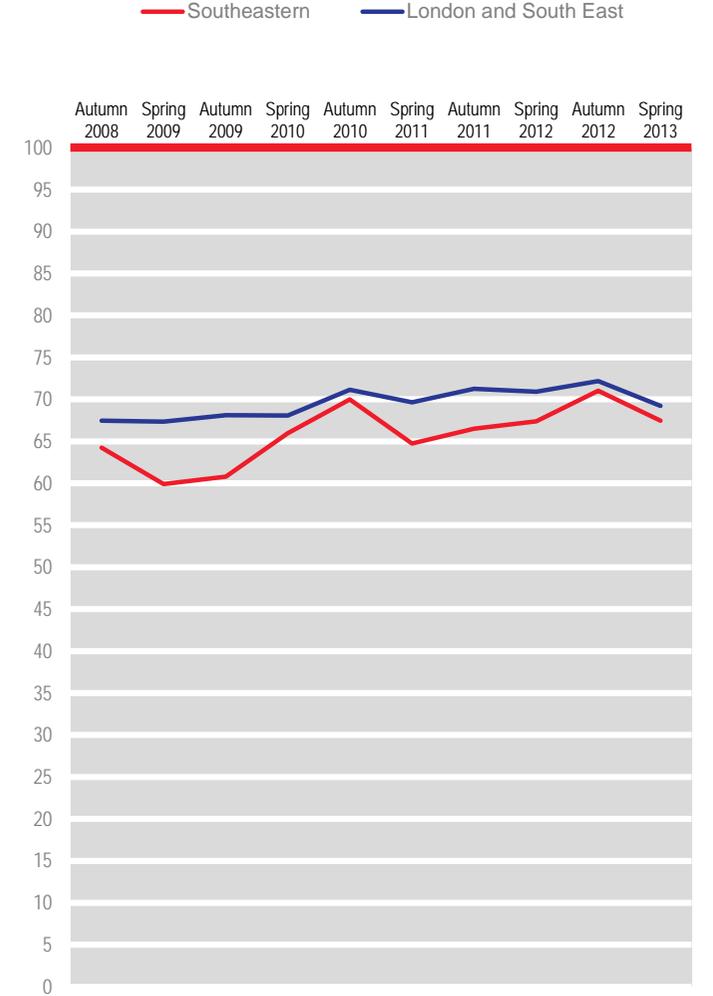
Percentage of passengers satisfied 2008 to 2013



**The comfort of the seating area**

(1607)

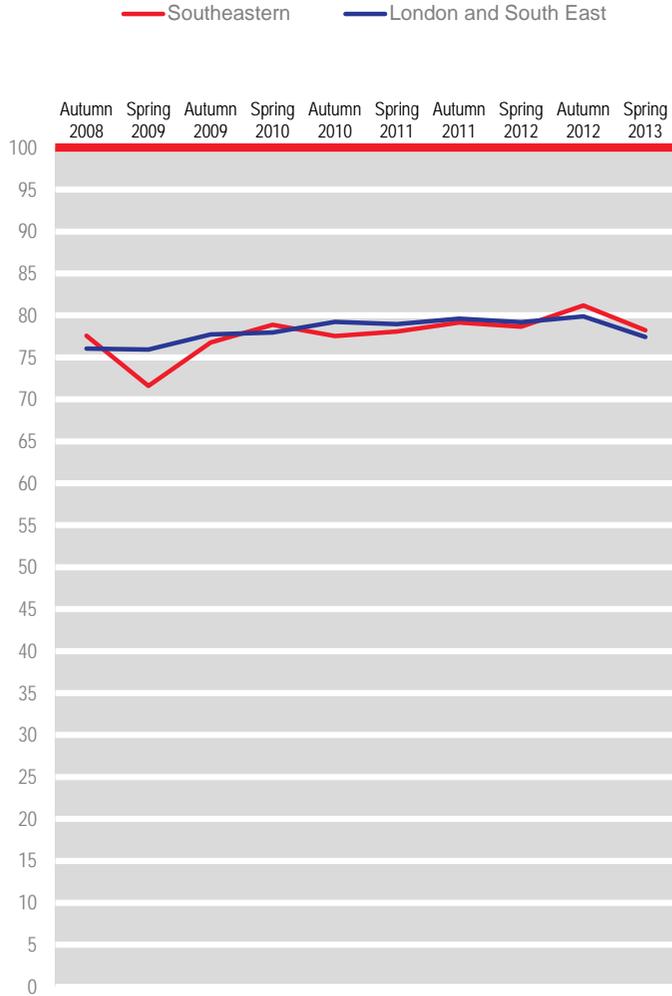
Percentage of passengers satisfied 2008 to 2013



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

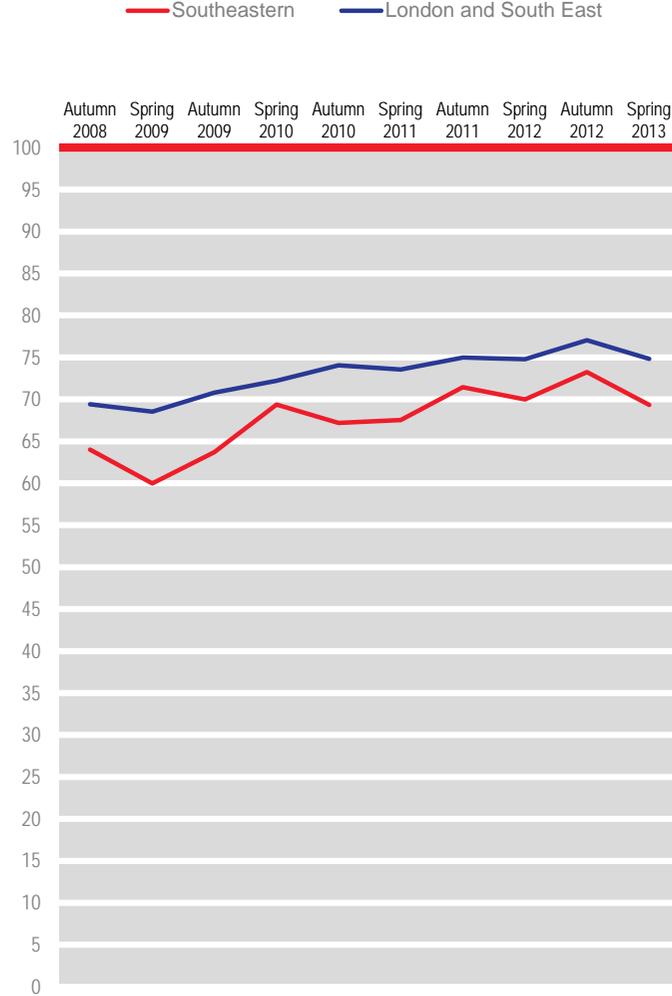
**The ease of being able to get on and off the train**

**(1622)**  
Percentage of passengers satisfied 2008 to 2013



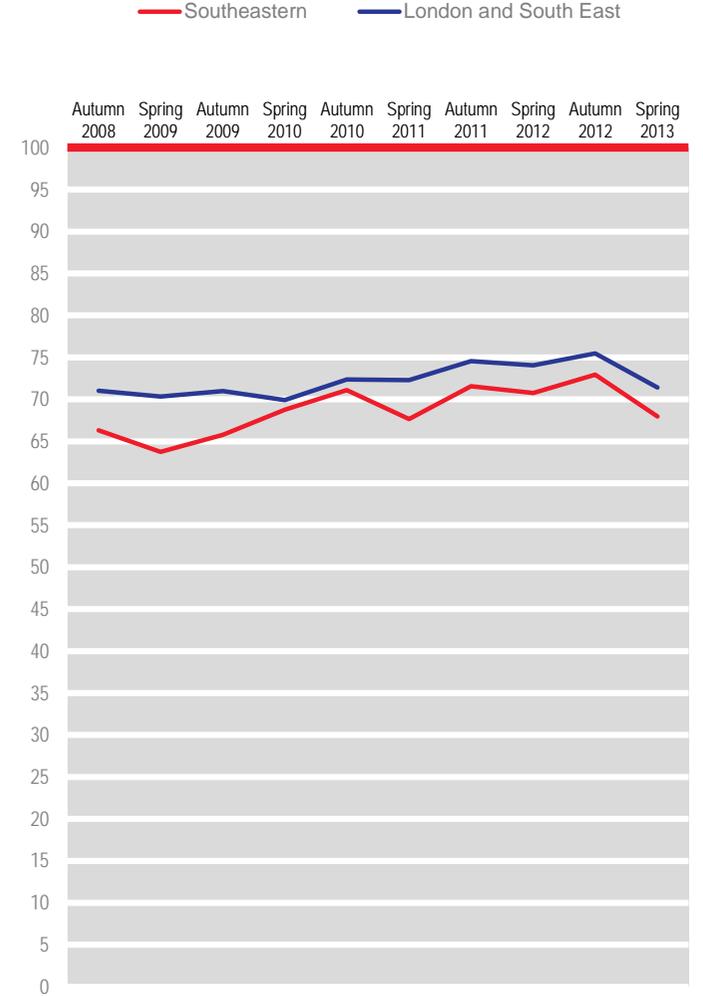
**Your personal security whilst on board**

**(1525)**  
Percentage of passengers satisfied 2008 to 2013



**The cleanliness of the inside of the train**

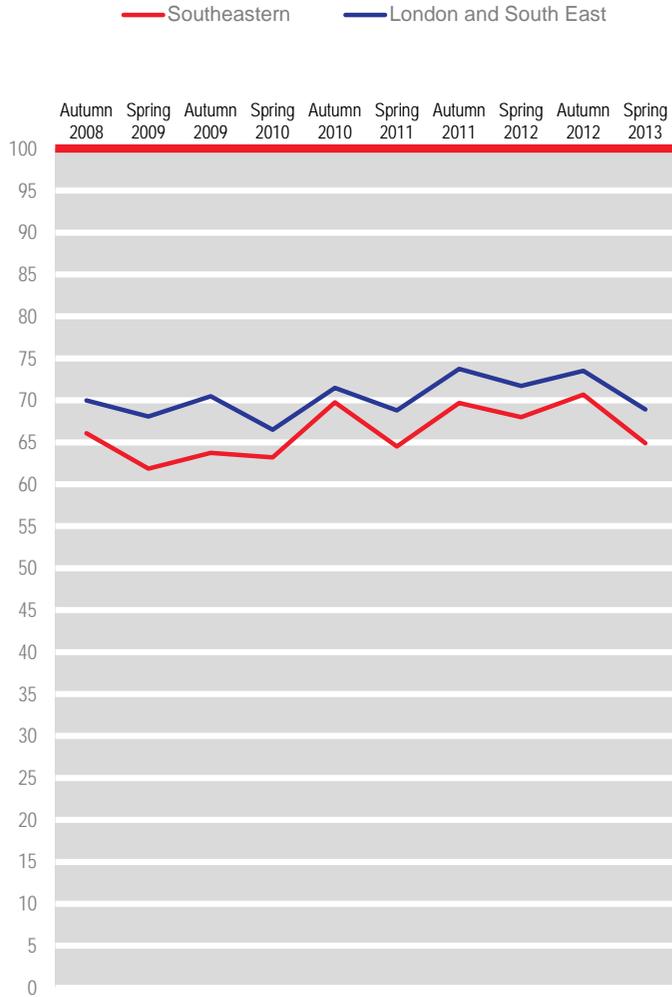
**(1639)**  
Percentage of passengers satisfied 2008 to 2013



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

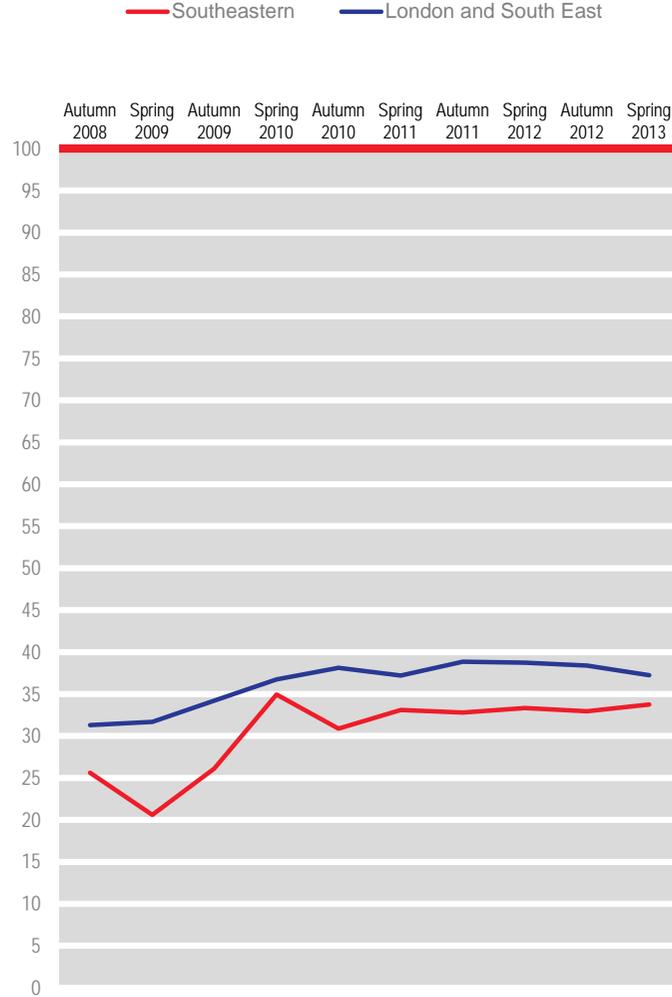
**The cleanliness of the outside of the train**

**(1431)**  
Percentage of passengers satisfied 2008 to 2013



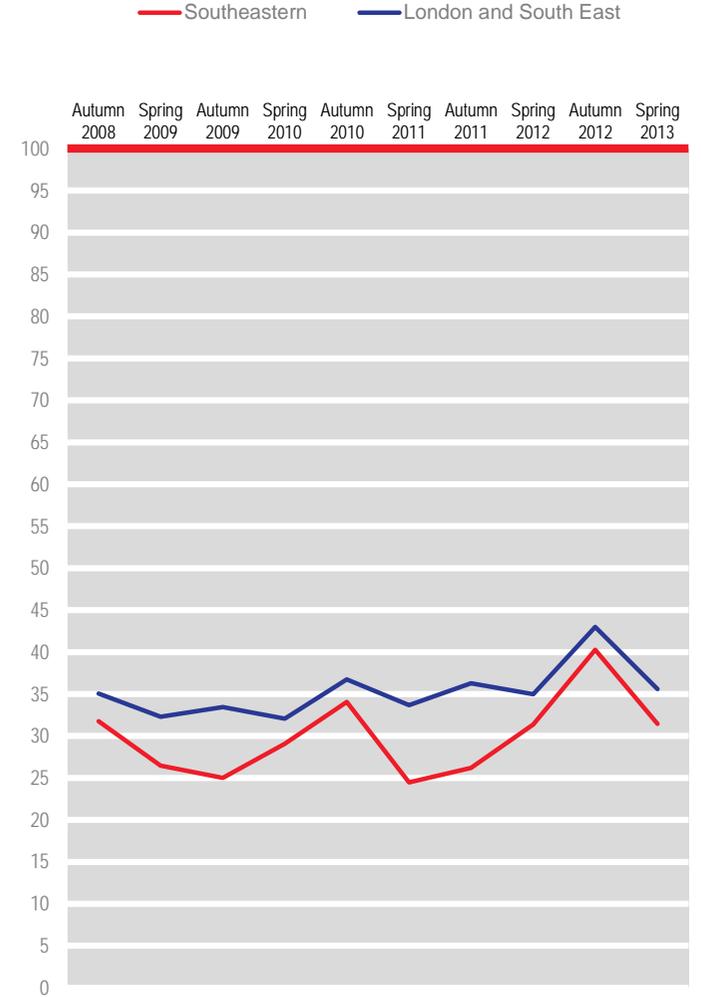
**The availability of staff on the train**

**(1117)**  
Percentage of passengers satisfied 2008 to 2013



**How well train company dealt with delay**

**(257)**  
Percentage of passengers satisfied 2008 to 2013



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

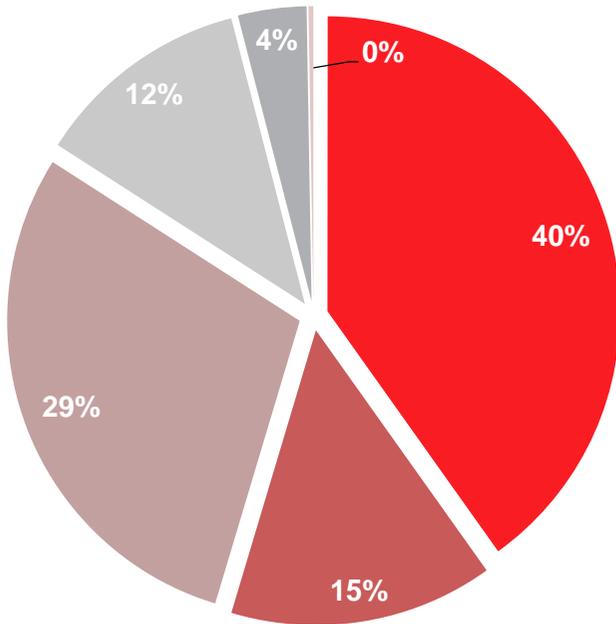
## Managed versus non-managed stations for Southeastern

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	70	-	77
Ticket buying facilities	72		67
Provision of information about train times/platforms	74	-	81
The upkeep/repair of the station buildings/platforms	63		68
Cleanliness	69		73
The facilities and services	45	-	59
The attitudes and helpfulness of the staff	68	+	61
Connections with other forms of public transport	71	-	83
Facilities for car parking	54	+	15
Overall environment	62		67
Your personal security whilst using	62		67
The availability of staff	55		59
The provision of shelter facilities	59		59
Availability of seating	51	+	27
How request to station staff was handled	82		73

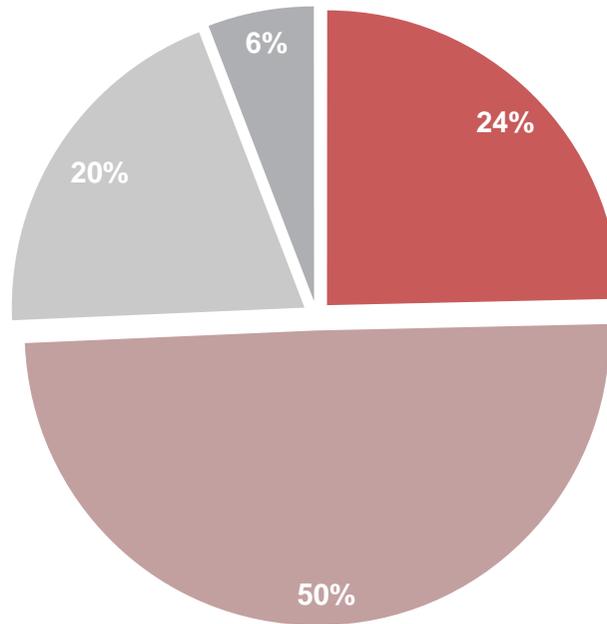
## Managed versus non-managed stations for Southeastern

(% Passengers Journeys originating from each type of station)

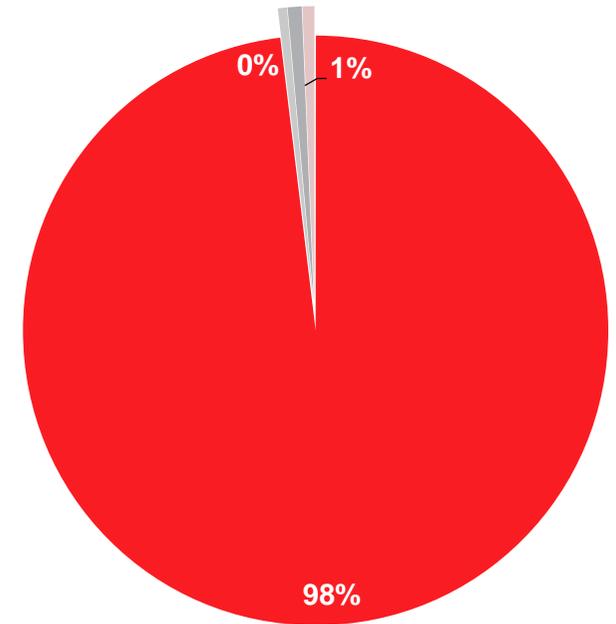
Overall Total



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 Southeastern

	Peak		Off-Peak			
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction	68		72	84		85
Overall satisfaction with the station	71		72	75		74
Ticket buying facilities	63		62	75		73
Provision of information about train times/platforms	74		74	78		78
The upkeep/repair of the station buildings/platforms	63		60	66		67
Cleanliness	67		67	72		71
The facilities and services	52		48	50		51
The attitudes and helpfulness of the staff	62		62	67		69
Connections with other forms of public transport	75		73	77		73
Facilities for car parking	35		34	52		44
Overall environment	64		61	64		67
Your personal security whilst using	66	+	57	63		64
The availability of staff	58		54	56		58
The provision of shelter facilities <sup>1</sup>	53		-	62		-
Availability of seating <sup>1</sup>	29		-	49		-
How request to station staff was handled	77		72	79		77

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

## Peak/off-peak satisfaction scores for Southeastern

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction with the train <sup>1</sup>	67		-	80		-
The frequency of the trains on that route	70		74	78		77
Punctuality/reliability (i.e. the train arriving/departing on time)	67		72	82		83
The length of time the journey was scheduled to take (speed)	73		71	84		83
Connections with other train services	68		70	76		73
The value for money for the price of your ticket	20		17	37		40
Cleanliness of the train	61		62	74		76
Upkeep and repair of the train	64		61	74		77
The provision of information during the journey	61		59	73		73
The helpfulness and attitude of staff on train	50		44	60		61
The space for luggage	41		35	51		55
The toilet facilities	23		17	42	+	34
Sufficient room for all passengers to sit/stand	44	+	36	76		74
The comfort of the seating area	55		56	75		73
The ease of being able to get on and off	68		67	84		85
Your personal security on board	65		63	72		73
The cleanliness of the inside	63		63	71		75
The cleanliness of the outside	58		63	69		71
The availability of staff	28	+	20	37		40
How well train company deals with delays	31		24	32		38

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

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

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction	71		72	83	-	84
Overall satisfaction with the station	75	+	72	75		76
Ticket buying facilities	69		66	74		73
Provision of information about train times/platforms	78		76	80		81
The upkeep/repair of the station buildings/platforms	67	+	62	67		66
Cleanliness	71	+	66	72	+	71
The facilities and services	57	+	46	52	+	49
The attitudes and helpfulness of the staff	65		62	70		71
Connections with other forms of public transport	78	+	70	74		75
Facilities for car parking	48	+	42	47		48
Overall environment	68	+	62	64	-	66
Your personal security whilst using	68	+	60	67		68
The availability of staff	57	+	52	58		59
The provision of shelter facilities <sup>1</sup>	60		-	61		-
Availability of seating <sup>1</sup>	30		-	45		-
How request to station staff was handled	77		74	81		83

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

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

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction with the train <sup>1</sup>	68		-	80		-
The frequency of the trains on that route	72		72	76	-	78
Punctuality/reliability (i.e. the train arriving/departing on time)	69		70	78	-	82
The length of time the journey was scheduled to take (speed)	74		73	85		86
Connections with other train services	69		71	76		78
The value for money for the price of your ticket	22		20	42		43
Cleanliness of the train	67		66	73	-	76
Upkeep and repair of the train	66		64	74	-	77
The provision of information during the journey	63		60	71		72
The helpfulness and attitude of staff on train	51	+	45	61		60
The space for luggage	41		40	52	-	56
The toilet facilities	29		24	36		37
Sufficient room for all passengers to sit/stand	41		39	71	-	75
The comfort of the seating area	55		54	73	-	75
The ease of being able to get on and off	68		68	80	-	82
Your personal security on board	70	+	67	76		77
The cleanliness of the inside	67		66	73	-	76
The cleanliness of the outside	62		62	71	-	74
The availability of staff	27		25	40	-	42
How well train company deals with delays	32	+	23	37		39

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

## Weighted sample profile for Southeastern

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	40	41	None	79	83
Female	58	57	Minor	17	13
Not stated	2	2	Major	3	2
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	8	8	Yes	76	75
26-34	14	15	No	24	25
35-44	19	21			
45-54	27	24			
55-59	11	11	<b>TIME OF TRAVEL</b>		
60-64	10	9	Peak	36	34
65+	10	11	Off-peak	64	66
Not stated	2	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	61	61	Yes asked for help	5	8
Business	12	12	Yes asked for information	6	6
Leisure	27	27	Could not find anyone to ask	2	2
			No	85	82
			Not stated	2	2

## Weighted sample profile for London and South East

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	44	45	None	76	80
Female	53	52	Minor	19	16
Not stated	2	3	Major	3	3
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	10	11	Yes	70	70
26-34	17	17	No	30	30
35-44	20	20			
45-54	24	22			
55-59	10	9	<b>TIME OF TRAVEL</b>		
60-64	8	9	Peak	21	19
65+	10	10	Off-peak	79	81
Not stated	2	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	52	53	Yes asked for help	7	8
Business	15	15	Yes asked for information	6	7
Leisure	33	33	Could not find anyone to ask	3	3
			No	83	81
			Not stated	2	2

## Station sample sizes for Southeastern

Station	Unweighted	Station	Unweighted
London Charing Cross	321	Tunbridge Wells	12
London St Pancras	243	Charlton	12
London Victoria	162	Westcombe Park	11
London Bridge	117	Falconwood	10
Ashford (Kent)	99	Belvedere	9
London Waterloo East	53	Bickley	9
London Cannon Street	51	Petts Wood	9
Orpington	31	Catford	9
Rainham (Kent)	30	New Cross	9
Gravesend	28	Sidcup	9
Dartford	26	Strood	8
Bromley South	25	Erith	7
Battle	23	Ebbsfleet International	6
Sittingbourne	21	Longfield	6
Sevenoaks	20	Folkestone West	5
Abbey Wood	20	Chelsfield	5
Swanley	20	Rochester	5
Herne Hill	19	Bromley North	3
Faversham	19	Peckham Rye	3
Barnehurst	18	Elephant And Castle	2
Tonbridge	18	Bearsted	2
Nunhead	17	Loughborough Junction	1
Chatham	15		
Lewisham	15		
London Blackfriars	15		
Beckenham Junction	15		
Woolwich Arsenal	15		
Denmark Hill	14		
Canterbury West	14		
Eltham	13		
Canterbury East	13		
Gillingham (Kent)	13		
Broadstairs	12		

## 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*	27168	12002	4125	11041	23142	4026	9140	6164	6191	5673
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midlands Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
Greater Anglia	103929	54	18	28	90	10	30	14	28	28
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	102374	64	3	33	81	19	22	26	26	26
Merseyrail	44909	37	8	55	81	19	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166197	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

\* Sample size excludes non-franchised Train Operating Companies

## 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*	27168	12002	4125	11041	23142	4026	9140	6164	6191	5673
Arriva Trains Wales	1248	31	15	54	79	21	30	25	20	25
c2c	1059	72	6	22	93	7	51	20	15	14
Chiltern Railways	1104	41	17	41	86	14	46	16	21	17
CrossCountry	1200	32	21	47	79	21	16	29	28	27
East Coast	1234	17	34	50	86	14	50	9	11	30
East Midlands Trains	1088	38	22	41	87	13	33	28	23	16
First Capital Connect	1762	56	12	32	88	12	27	20	34	19
First Great Western	2996	39	17	44	81	19	31	30	24	14
First TransPennine Express	1190	39	21	40	90	10	18	48	23	11
Greater Anglia	2267	49	12	38	87	13	38	13	23	25
London Midland	1149	51	12	36	89	11	43	18	24	15
London Overground	1111	59	6	35	88	12	28	15	20	37
Merseyrail	557	55	3	41	95	5	23	42	20	15
Northern Rail	1106	50	8	42	85	15	35	33	23	9
ScotRail	1141	43	12	46	77	23	32	13	36	19
South West Trains	2004	47	10	43	85	15	36	22	12	30
Southeastern	1687	57	9	34	89	11	37	26	18	19
Southern	2113	44	14	42	83	17	27	21	27	25
Virgin Trains	1152	21	36	43	82	18	39	9	30	22

\* Sample size excludes non-franchised Train Operating Companies

## 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		

## How are routes defined

The routes have been defined in conjunction with the train companies. By TOC the areas covered by each route are as follows:

### **Arriva Trains Wales: North Wales**

Journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

### **Arriva Trains Wales: South Wales**

Journeys from stations in South Wales, excluding the Valley lines around Cardiff

### **Arriva Trains Wales: Valley**

Journeys starting from the Valley lines around Cardiff, including Cardiff itself

### **c2c:**

All journeys on c2c

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury)

### **CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

### **CrossCountry: Birmingham - North East and Scotland**

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

### **East Coast: London - Yorkshire**

Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

### **East Coast: London - Scotland - North East**

Journeys London King's Cross - Scotland/Newcastle services. Only passengers travelling to or from London

### **East Coast: London - East Midlands/East of England**

Journeys on London - East Midlands/East of England services. Only passengers travelling to or from London

### **East Coast: Non-London journeys**

Passengers travelling (on any route) that are not going to or from London

### **East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

### **East Midlands Trains: Local**

Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

### **East Midlands Trains: London**

Journeys on the London - Sheffield route

### **First Capital Connect: Great Northern**

Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

### **First Capital Connect: Thameslink Loop**

Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

### **First Capital Connect: North**

Journeys starting from stations on the route between Farringdon and Bedford

### **First Capital Connect: South**

Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

### **First Great Western: Long distance**

Journeys on long distance services

### **First Great Western: London Thames Valley**

Journeys on relatively short distance services in and around the Thames Valley

### **First Great Western: West**

Journeys on (generally) short distance rural rail lines in the West of England

### **First TransPennine Express: North**

Journeys on rail lines between Liverpool Lime Street/Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

### **First TransPennine Express: North West**

Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Greater Anglia: Intercity**

London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service)

**Greater Anglia: Main line**

Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

**Greater Anglia: Metro**

Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route and Romford – Upminster

**Greater Anglia: Rural**

Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

**Greater Anglia: Stansted**

Journeys on Stansted Express, not including Stansted Airport stopping trains

**Greater Anglia: West Anglia**

Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Highbury – Croydon/Clapham**

Journeys on the Highbury & Islington – West Croydon and Highbury & Islington - Clapham Junction lines

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

**London Overground: Richmond/Clapham Junction – Stratford**

Journeys on the Richmond – Stratford and Clapham Junction – Willesden Junction/Stratford rail lines

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

Journeys on the central Liverpool – West Kirby, New Brighton, Chester and Ellesmere Port rail lines

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

Shorter distance journeys on predominantly urban rail lines, within urban areas that are not covered by the Strathclyde route

**Southeastern: High speed**

Journeys on high speed trains to/from London St. Pancras

**Southeastern: Main line**

Journeys on (generally) main line routes London – Kent lines

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

Journeys London – Sussex (and beyond), including Gatwick Express extensions between Gatwick Airport and Brighton

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

**South West Trains: Journeys from stations not managed by South West Trains**

Journeys starting from stations not run by South West Trains (not including stations in London)

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin Trains: Birmingham – Scotland**

Journeys on Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services

**Virgin Trains: London – Wolverhampton**

Journeys on London – Wolverhampton services

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