



# National Passenger Survey

## TOC Report for Arriva Trains Wales

### Spring 2013

#### 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  
BDRG Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

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

# 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 Arriva Trains Wales 5
- 2.2 Train factor results for Arriva Trains Wales 7
- 2.3 Overall satisfaction and station factor results for Regional 9
- 2.4 Train factor results for Regional 11
- 2.5 Arriva Trains Wales performance versus Regional 13
- 2.6 Building block/route data for Arriva Trains Wales 15

## 3 Passenger satisfaction trend charts

- 3.1 Trend charts of all passenger satisfaction results for Arriva Trains Wales 17

## 4 Managed versus non-managed stations

- 4.1 Station factor results for Arriva Trains Wales 29
- 4.2 Network Rail categorisation for Arriva Trains Wales 30

## 5 Sample profile

- 5.1 Weighted sample profile for Arriva Trains Wales 31
- 5.2 Weighted sample profile for Regional 32
- 5.3 Station sample sizes for Arriva Trains Wales 33
- 5.4 Weighted sample composition for all TOCs 34
- 5.5 Unweighted sample composition for all TOCs 35

## 6 Technical appendix

- 6.1 Standard reports produced for NPS 36
- 6.2 Rail sectors 37
- 6.3 How routes are defined 38

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.

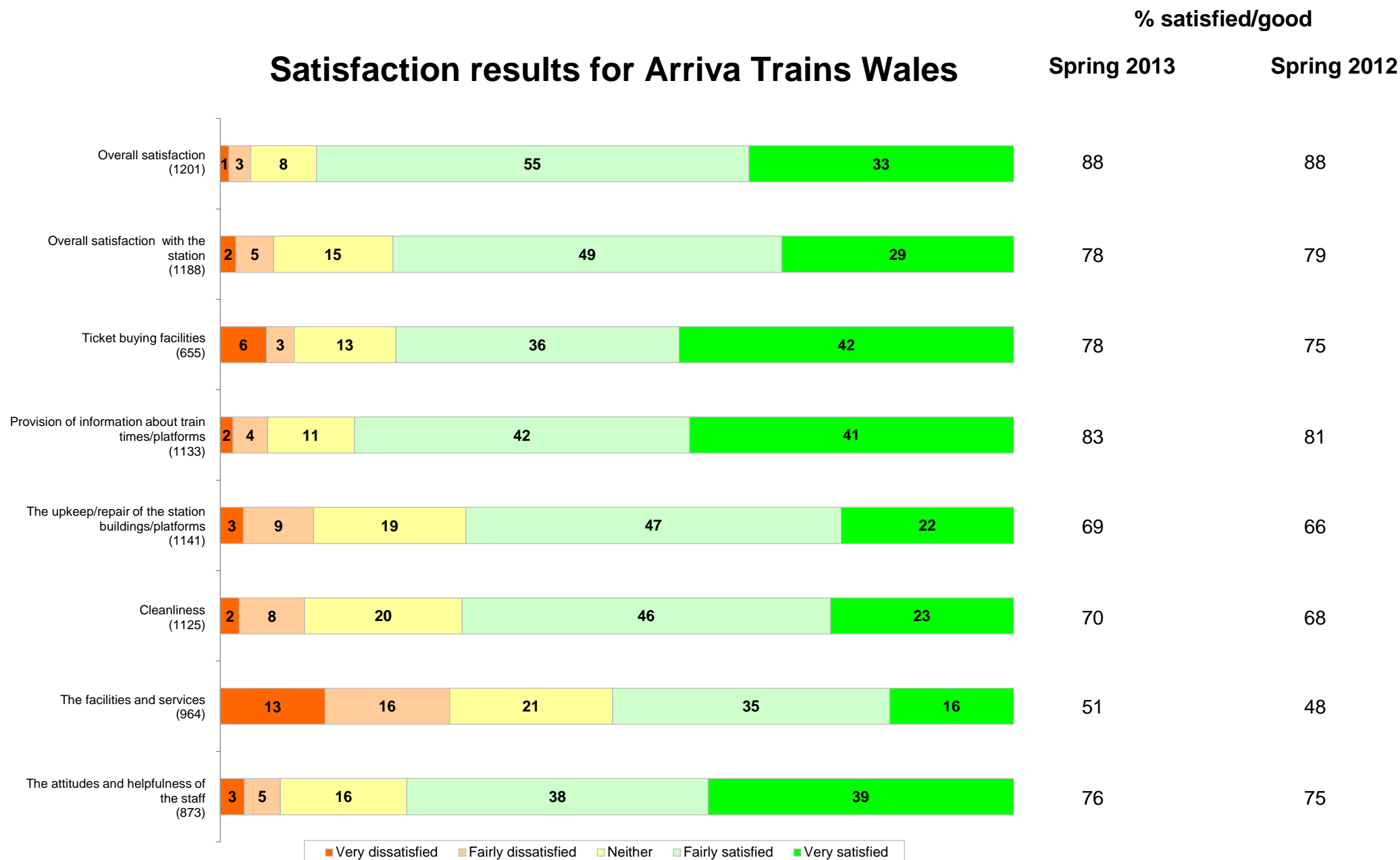
## Autumn 2011 (Wave 25)

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

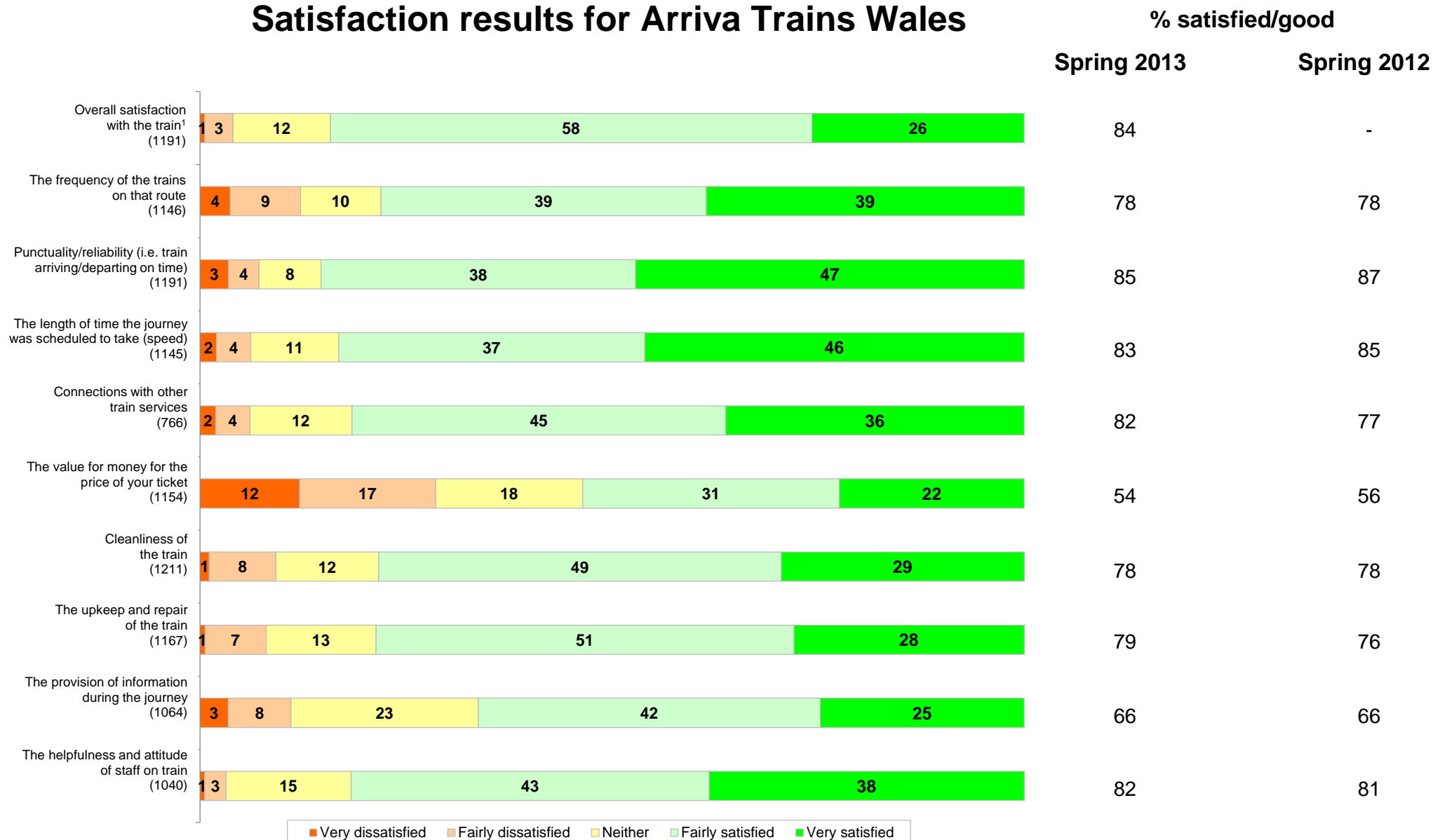
## Satisfaction results for Arriva Trains Wales



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

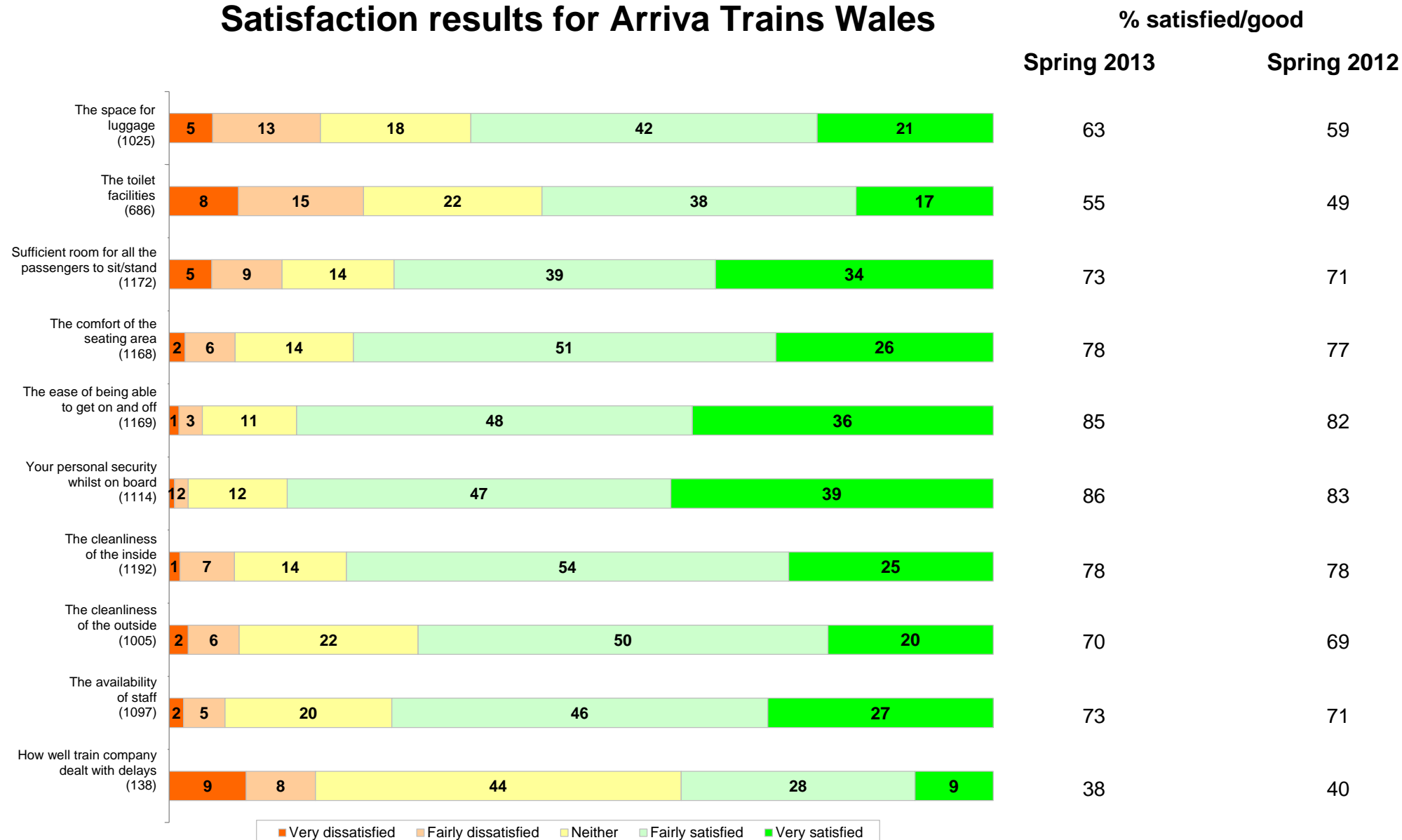
## Satisfaction results for Arriva Trains Wales



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

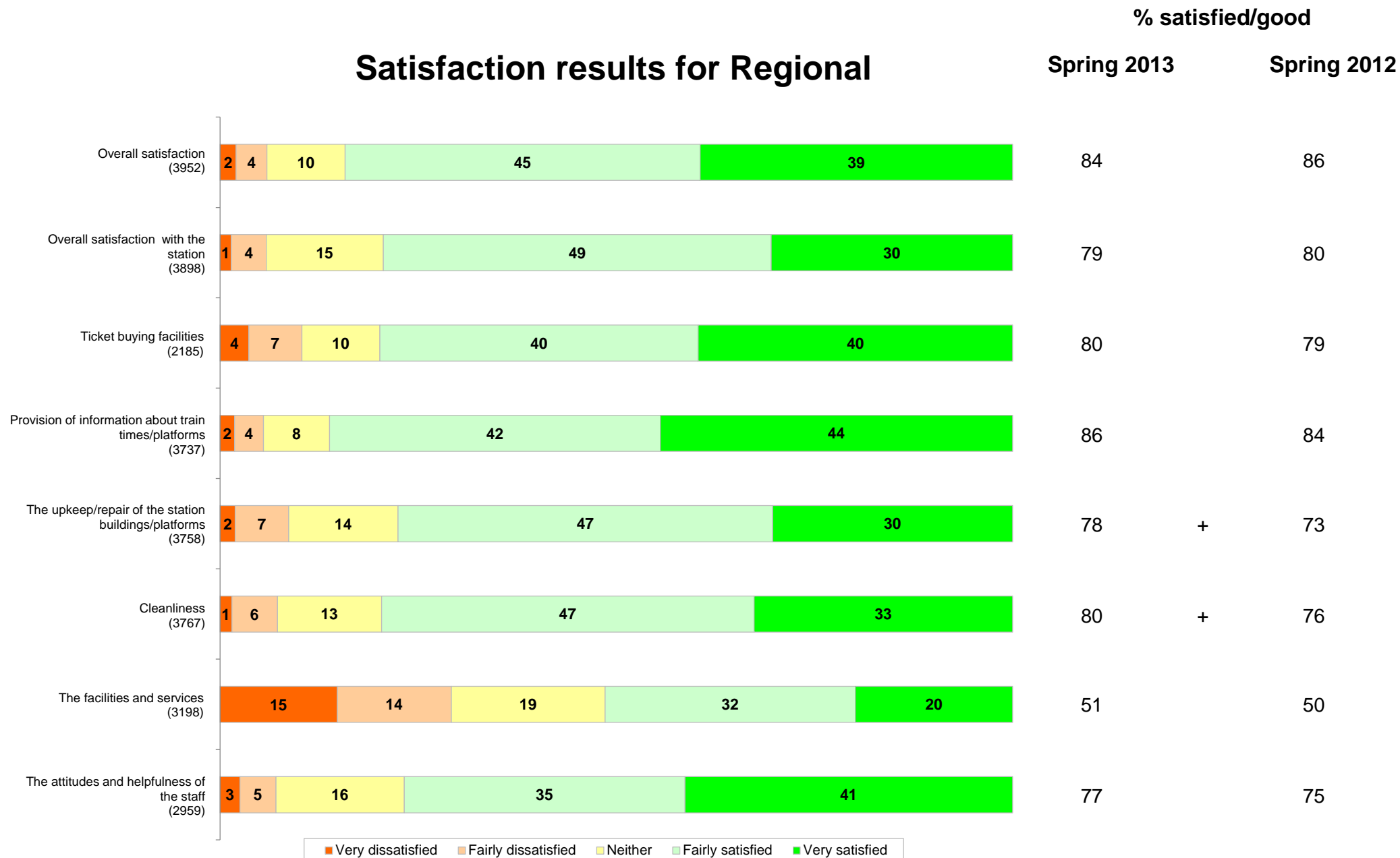


## Satisfaction results for Arriva Trains Wales



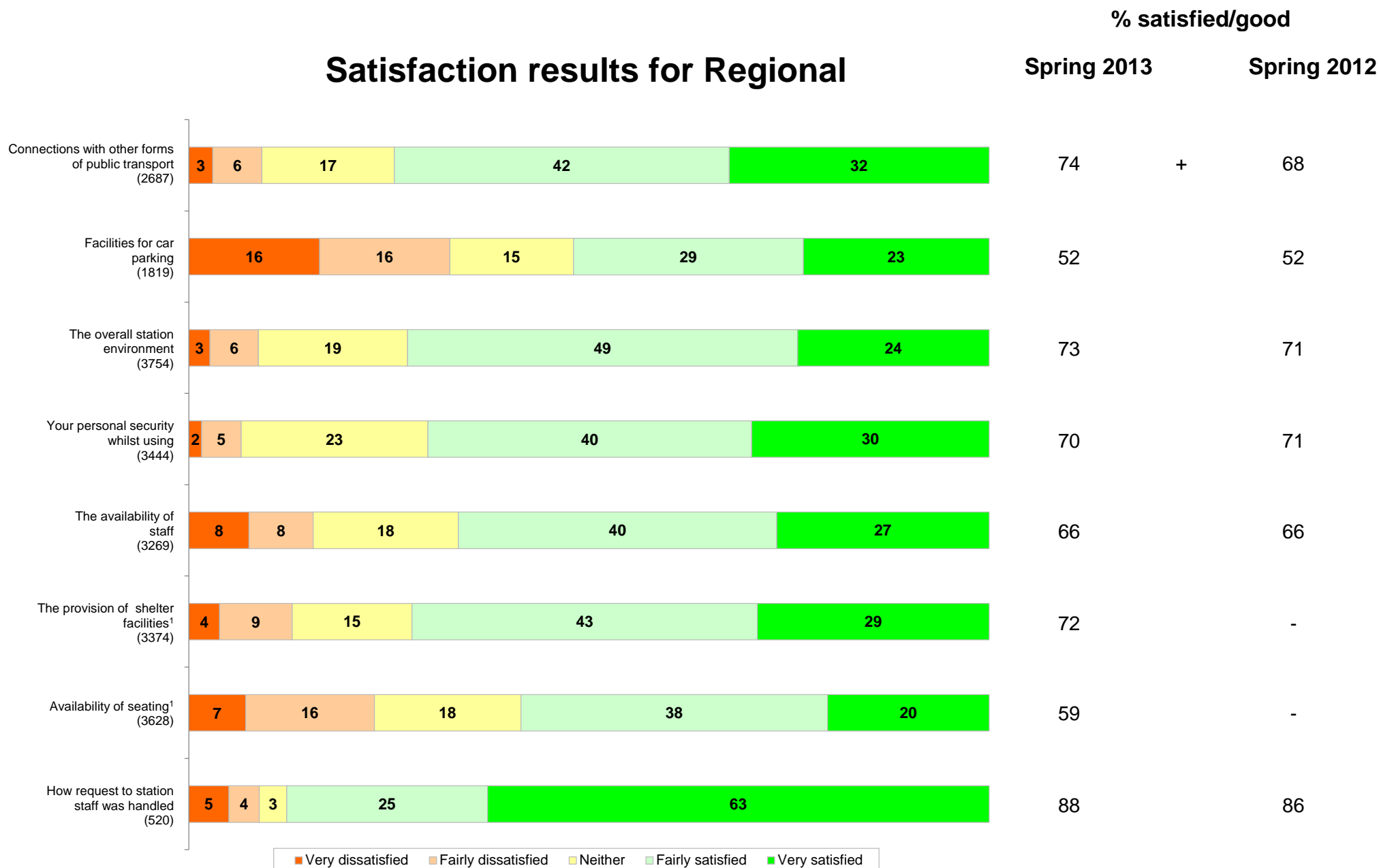
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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



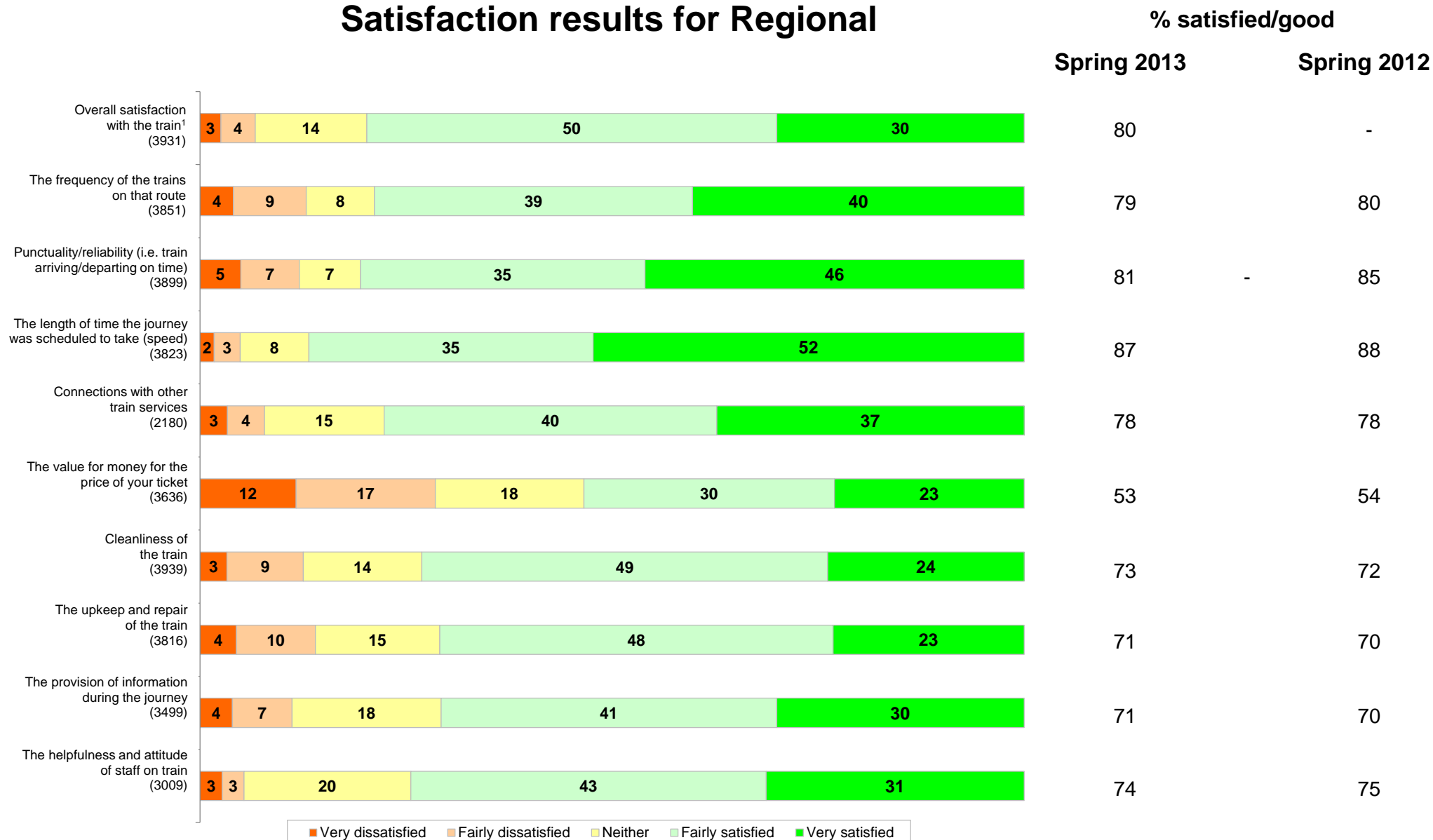
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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



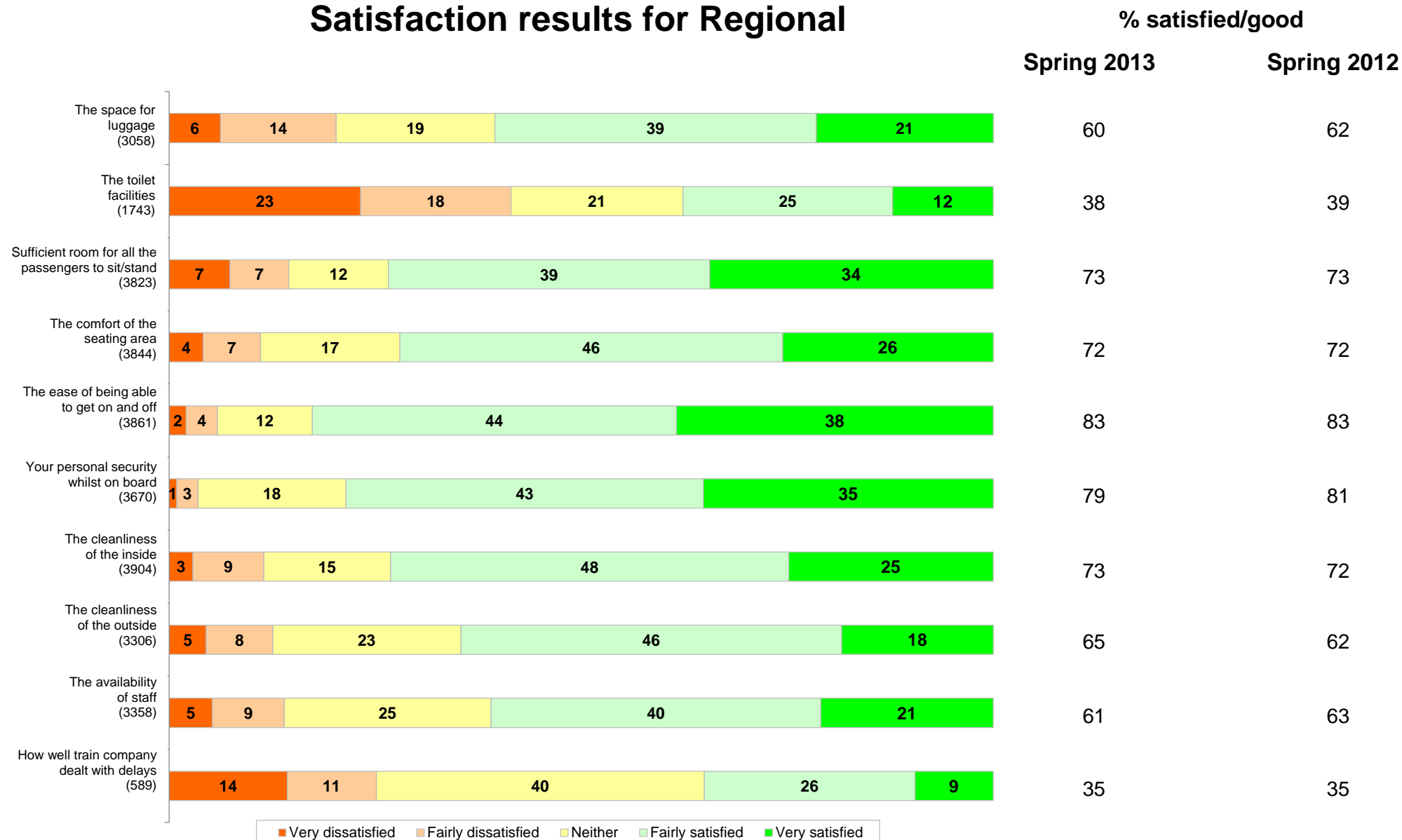
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

## Satisfaction results for Regional



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

## Satisfaction results for Regional



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

## Arriva Trains Wales performance versus Regional

	TOC	Sector	TOC Index
Overall satisfaction	88	84	104%
Overall satisfaction with the station	78	79	99%
Ticket buying facilities	78	80	98%
Provision of information about train times/platforms	83	86	96%
The upkeep/repair of the station buildings/platforms	69	78	89%
Cleanliness	70	80	87%
The facilities and services	51	51	98%
The attitudes and helpfulness of the staff	76	77	100%
Connections with other forms of public transport	66	74	88%
Facilities for car parking	62	52	120%
Overall environment	68	73	94%
Your personal security whilst using	70	70	100%
The availability of staff	65	66	98%
The provision of shelter facilities	70	72	97%
Availability of seating	54	59	93%
How request to station staff was handled	92	88	105%

## Arriva Trains Wales performance versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with the train	84	80	106%
The frequency of the trains on that route	78	79	99%
Punctuality/reliability (i.e. the train arriving/departing on time)	85	81	106%
The length of time the journey was scheduled to take (speed)	83	87	96%
Connections with other train services	82	78	105%
The value for money for the price of your ticket	54	53	100%
Cleanliness of the train	78	73	107%
Upkeep and repair of the train	79	71	111%
The provision of information during the journey	66	71	94%
The helpfulness and attitude of staff on train	82	74	110%
The space for luggage	63	60	105%
The toilet facilities	55	38	145%
Sufficient room for all passengers to sit/stand	73	73	99%
The comfort of the seating area	78	72	108%
The ease of being able to get on and off	85	83	102%
Your personal security on board	86	79	109%
The cleanliness of the inside	78	73	107%
The cleanliness of the outside	70	65	108%
The availability of staff	73	61	120%
How well train company deals with delays	38	35	108%



## Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	84	87	90
Overall satisfaction with the station	75	78	80
Ticket buying facilities	77	82	77
Provision of information about train times/platforms	81	85	83
The upkeep/repair of the station buildings/platforms	68	72	69
Cleanliness	72	74	67
The facilities and services	59	54	44
The attitudes and helpfulness of the staff	75	77	77
Connections with other forms of public transport	70	64	64
Facilities for car parking	60	68	61
Overall environment	68	70	68
Your personal security whilst using	73	72	68
The availability of staff	63	68	65
The provision of shelter facilities	67	72	71
Availability of seating	53	62	52
How request to station staff was handled	93	88	93

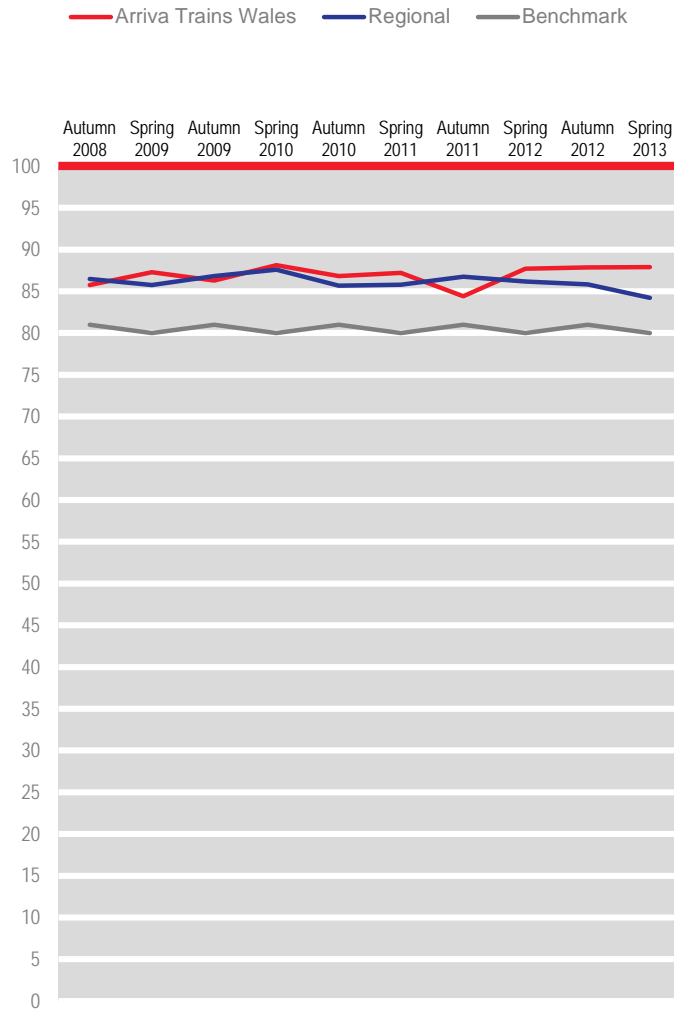
## Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction with the train	84	85	84
The frequency of the trains on that route	66	76	85
Punctuality/reliability (i.e. the train arriving/departing on time)	80	86	88
The length of time the journey was scheduled to take (speed)	76	87	86
Connections with other train services	75	86	83
The value for money for the price of your ticket	54	55	53
Cleanliness of the train	82	82	75
Upkeep and repair of the train	84	83	74
The provision of information during the journey	68	77	62
The helpfulness and attitude of staff on train	80	87	81
The space for luggage	61	70	63
The toilet facilities	54	56	55
Sufficient room for all passengers to sit/stand	70	76	73
The comfort of the seating area	79	78	77
The ease of being able to get on and off	82	84	86
Your personal security on board	86	84	86
The cleanliness of the inside	82	80	76
The cleanliness of the outside	73	73	67
The availability of staff	68	80	73
How well train company deals with delays	44	55	30

## Overall satisfaction

(1201)

Percentage of passengers satisfied 2008 to 2013

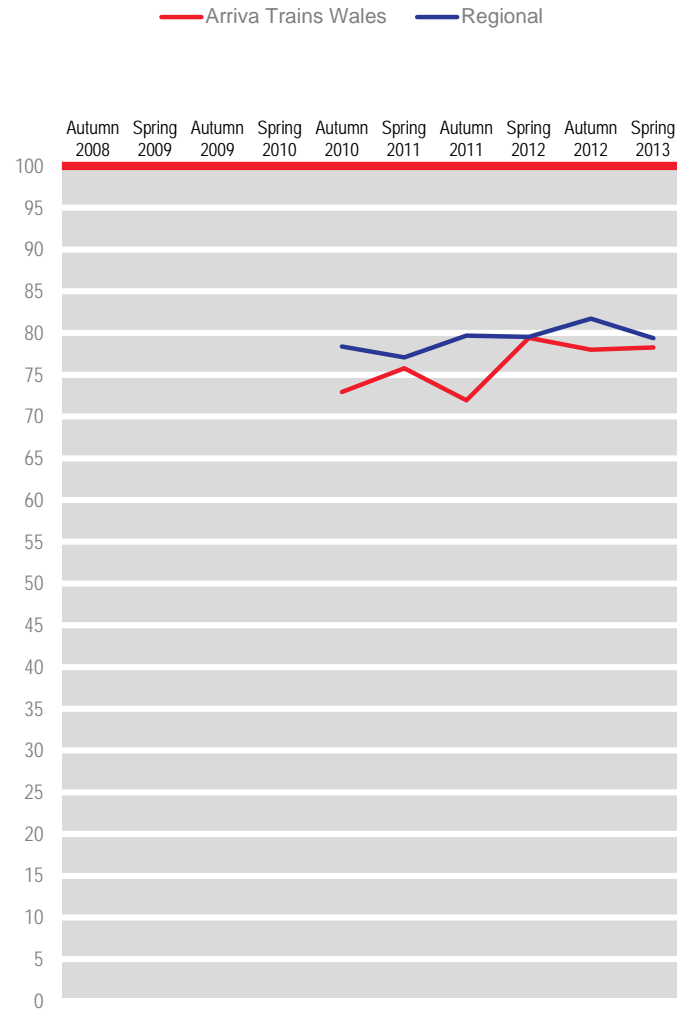


Target 81

## Overall station satisfaction

(1188)

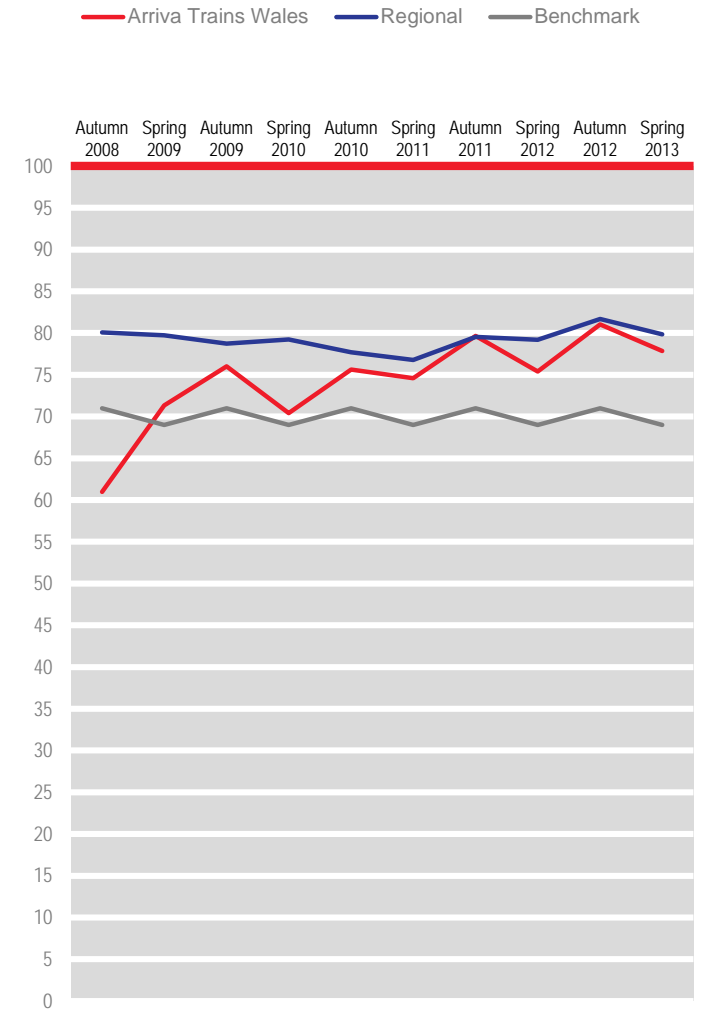
Percentage of passengers satisfied 2008 to 2013



## Ticket buying facilities

(655)

Percentage of passengers satisfied 2008 to 2013

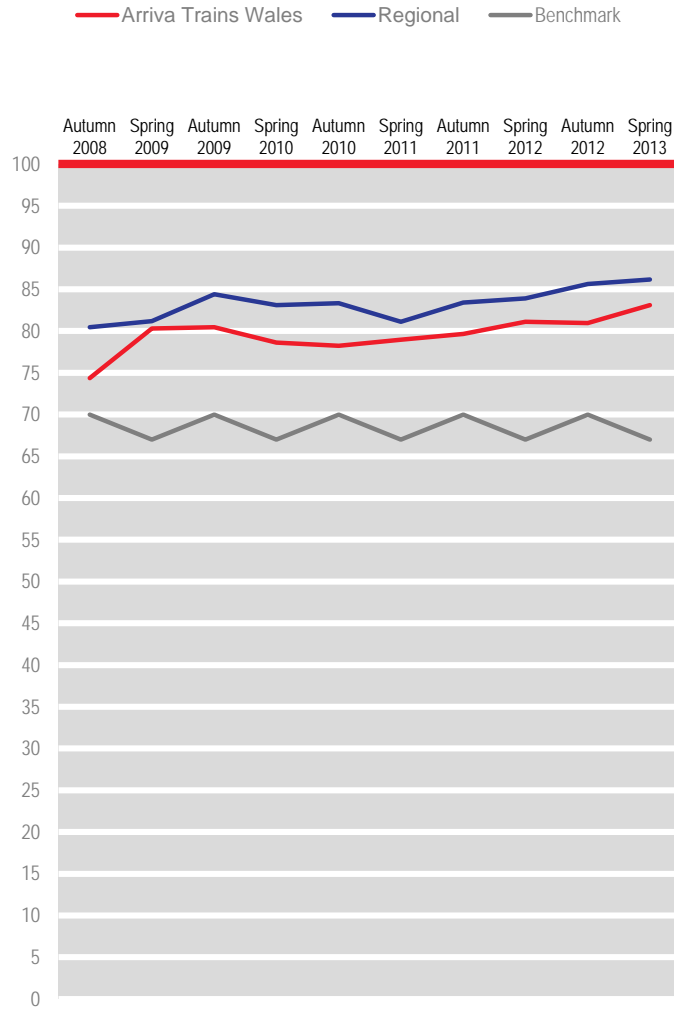


Target 70

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

### Provision of information about train times/platforms (1133)

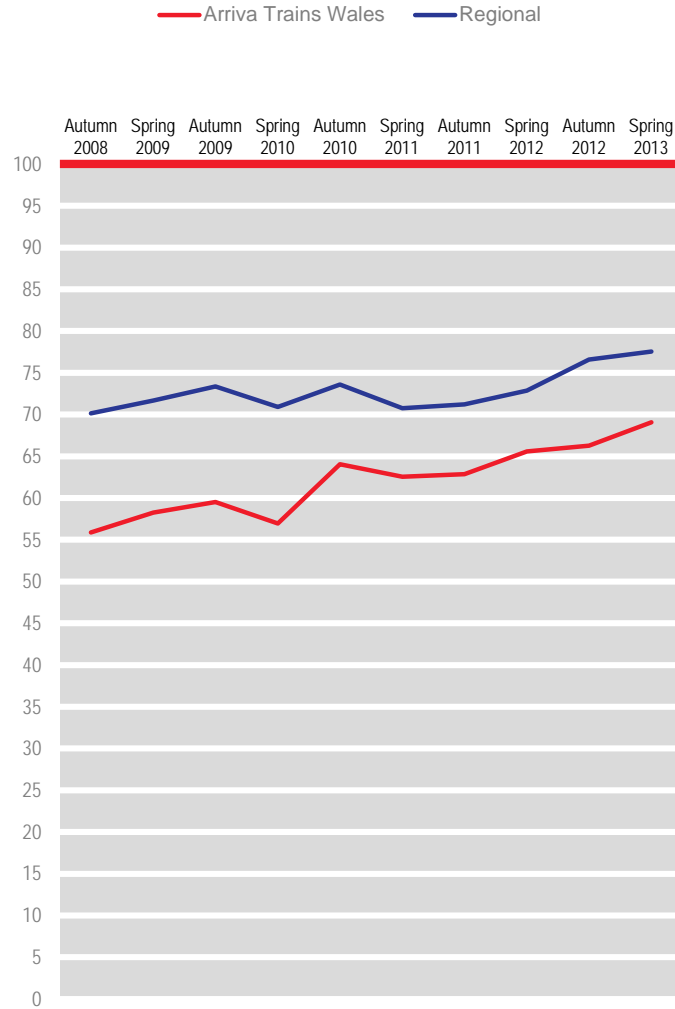
Percentage of passengers satisfied 2008 to 2013



Target 69

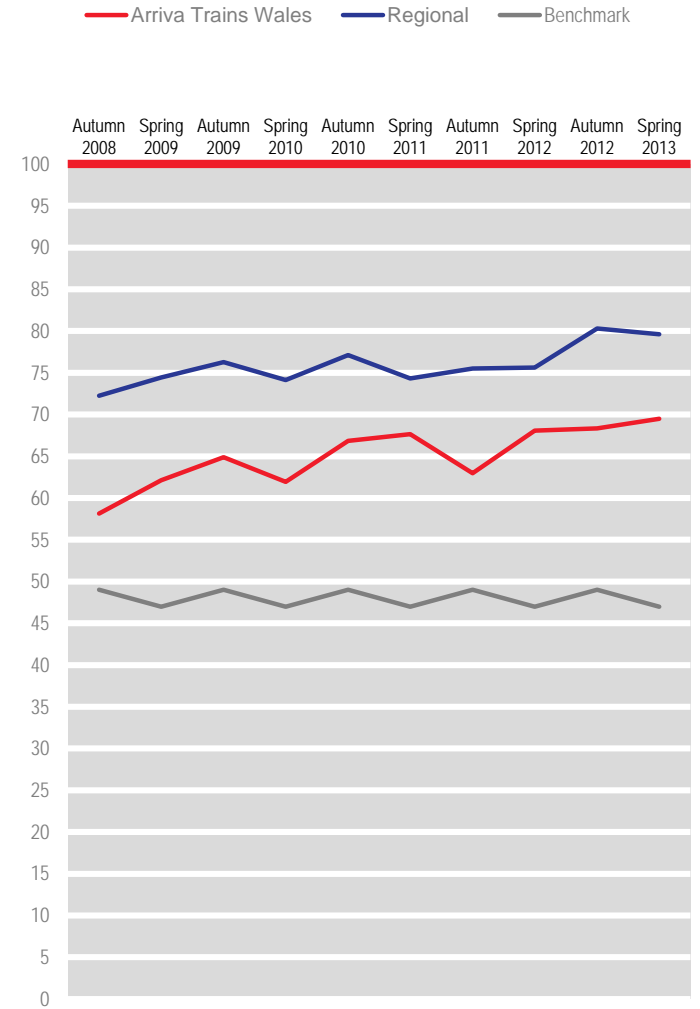
### The upkeep/repair of the station building/platforms (1141)

Percentage of passengers satisfied 2008 to 2013



### Cleanliness of the station (1125)

Percentage of passengers satisfied 2008 to 2013



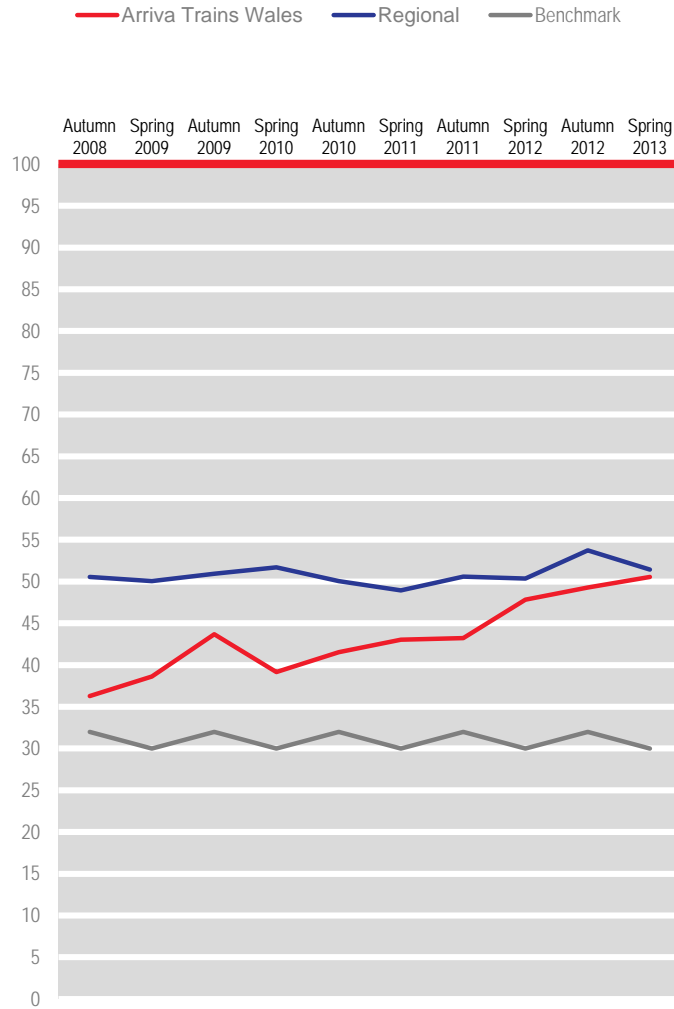
Target 48

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

### The facilities and services at the station

(964)

Percentage of passengers satisfied 2008 to 2013

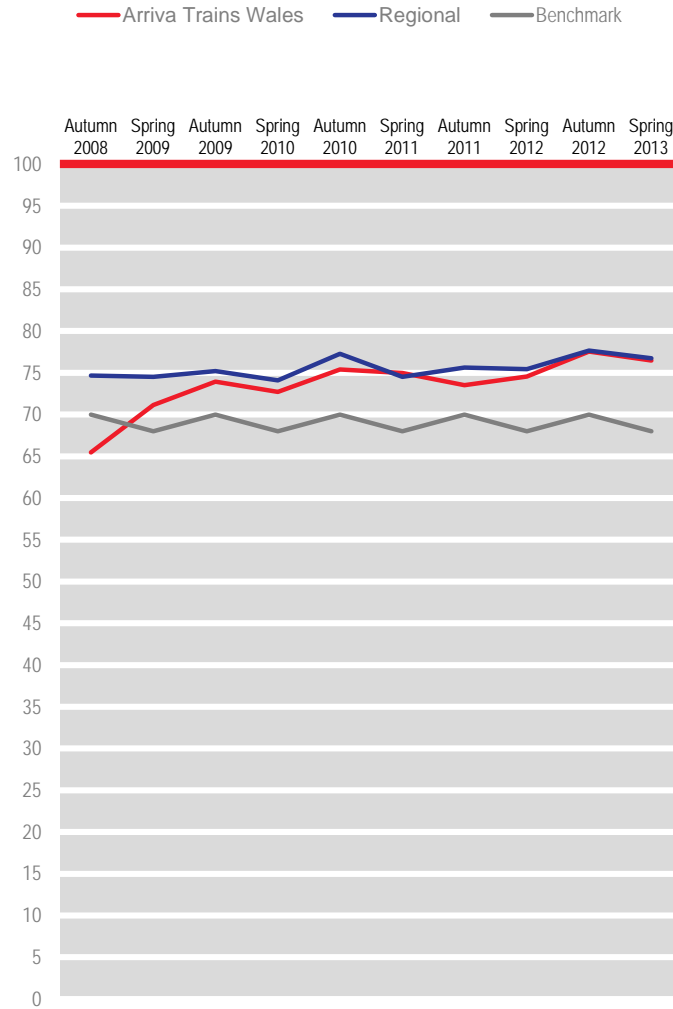


Target 32

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

(873)

Percentage of passengers satisfied 2008 to 2013

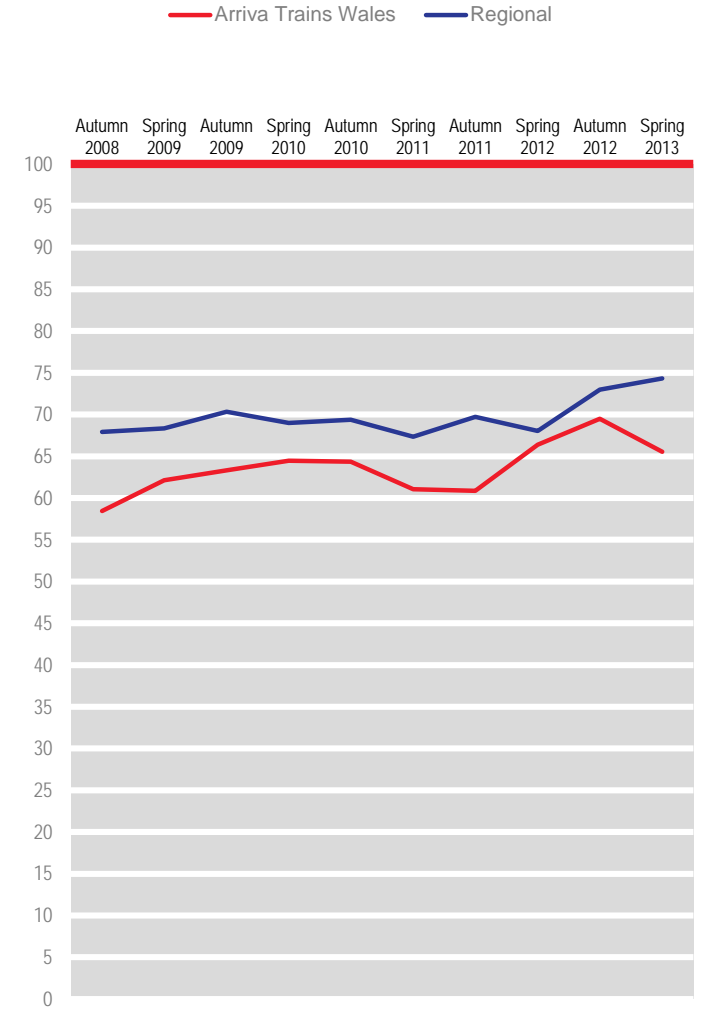


Target 69

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

(744)

Percentage of passengers satisfied 2008 to 2013



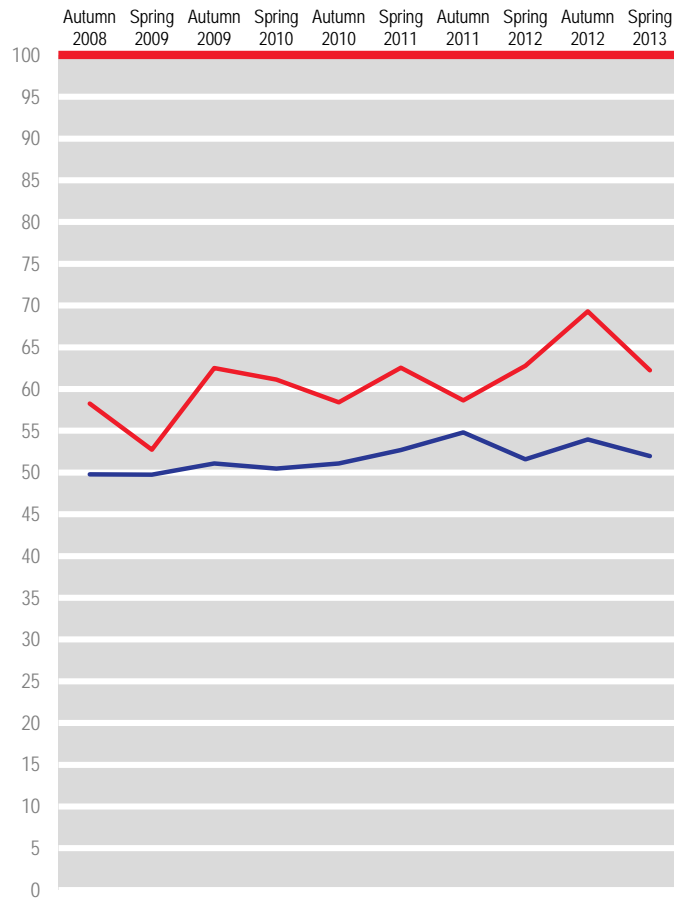
N.B. Benchmarks and targets are only shown for applicable factors

### Facilities for car parking at the station

(634)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

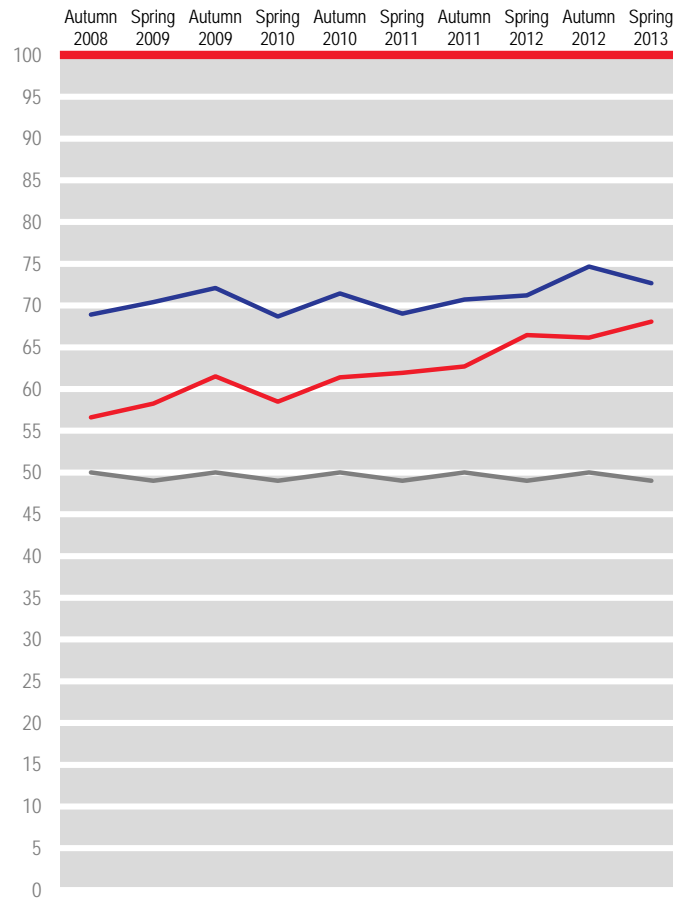


### Overall station environment

(1126)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional — Benchmark



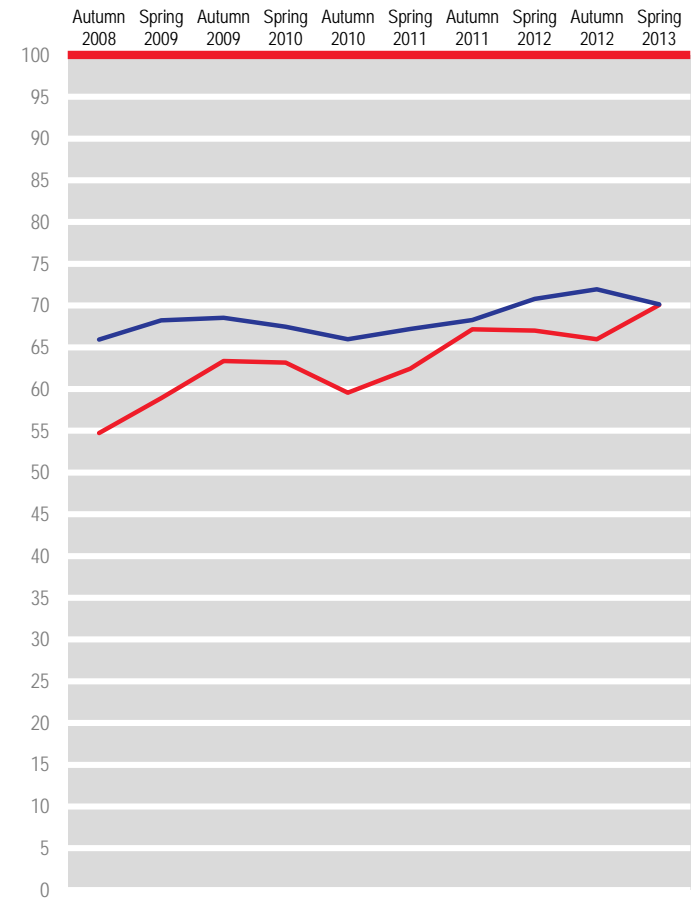
Target 50

### Your personal security whilst using the station

(1032)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



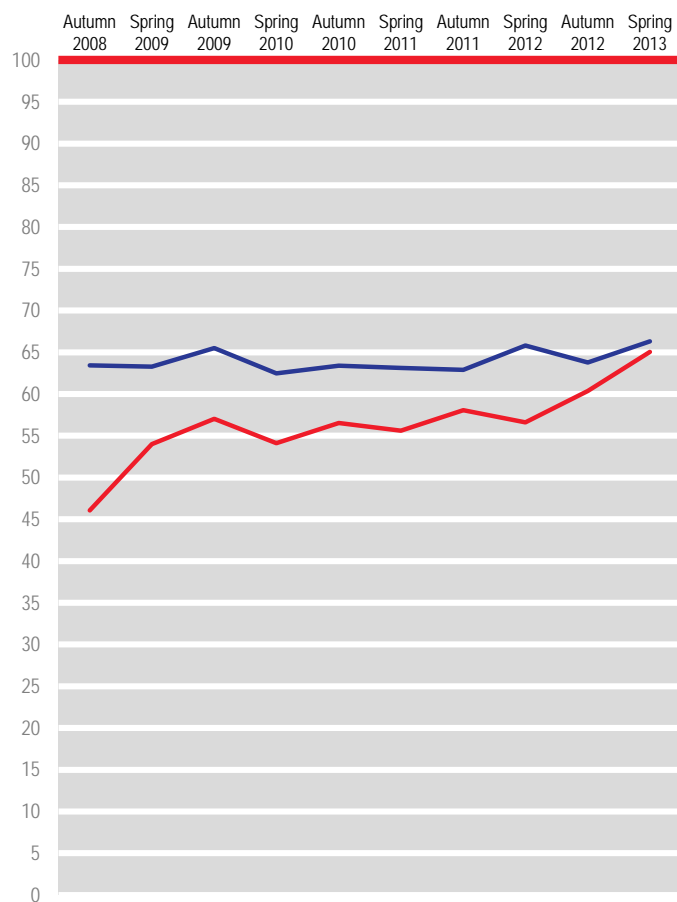
N.B. Benchmarks and targets are only shown for applicable factors

### The availability of staff at the station

(980)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

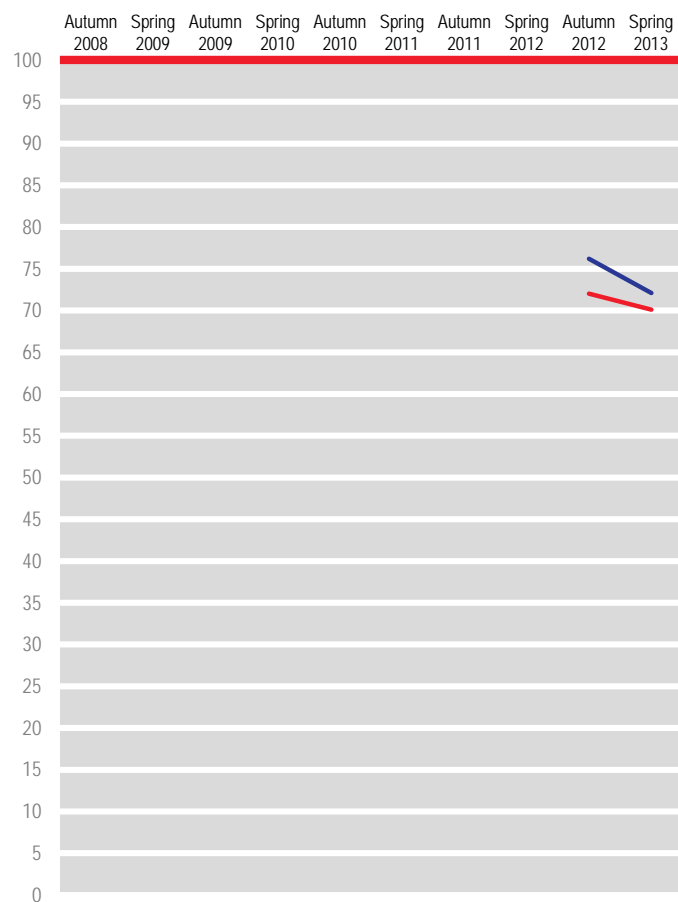


### The provision of shelter facilities

(1060)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



### Availability of seating

(1093)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



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

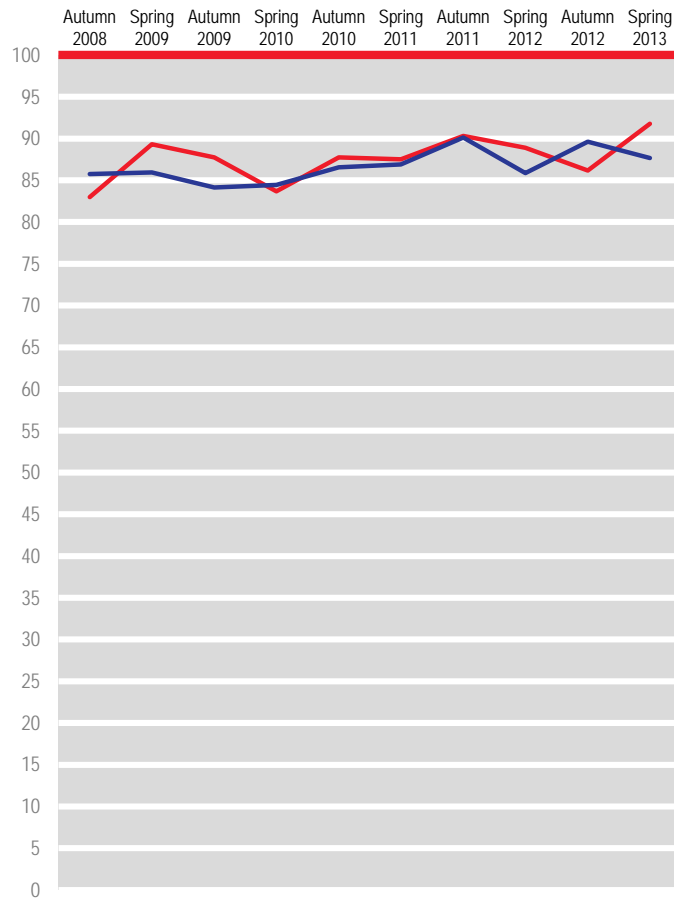


## How request to station staff was handled

(198)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

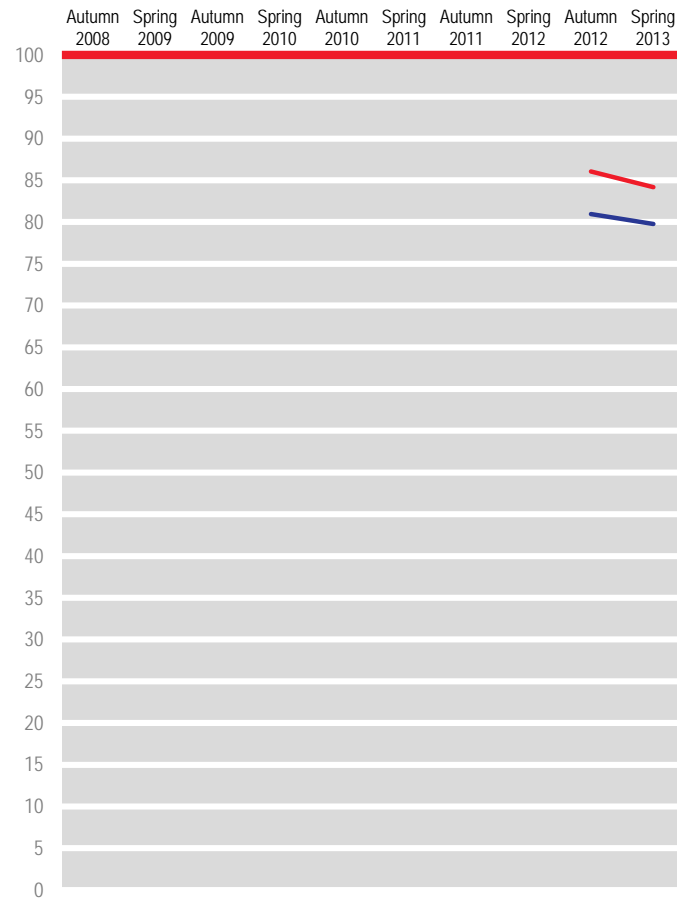


## Overall satisfaction with the train

(1191)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

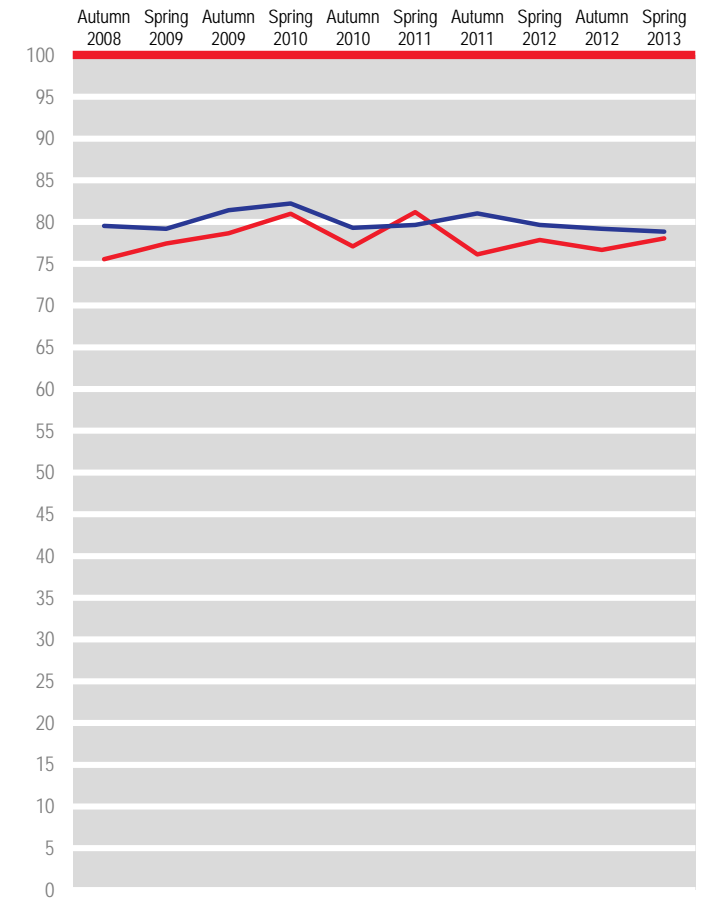


## The frequency of trains on that route

(1146)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



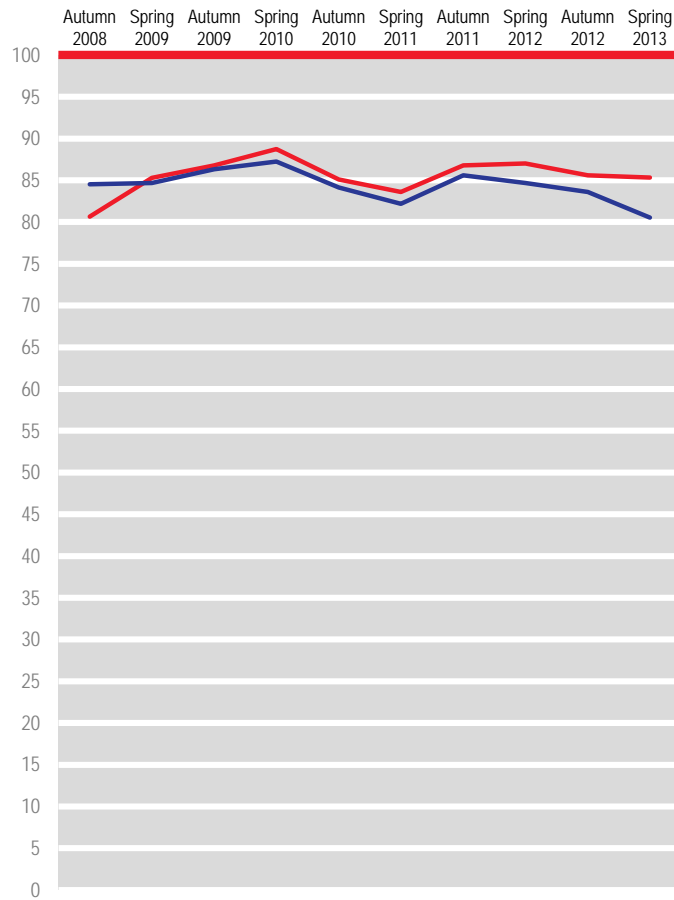
N.B. Benchmarks and targets are only shown for applicable factors

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

(1191)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

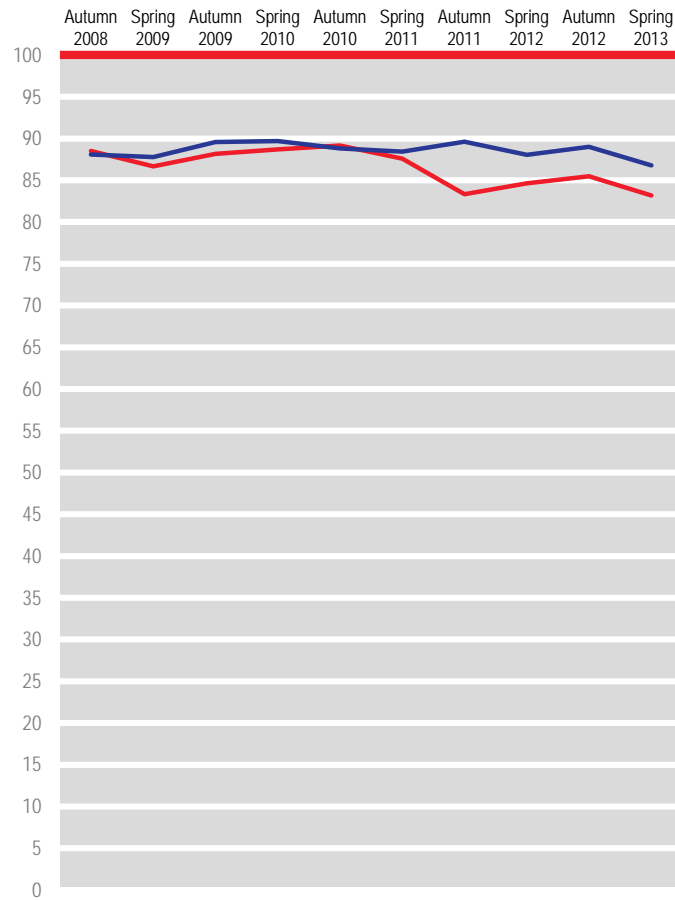


### The length of time the journey was scheduled to take (speed)

(1145)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

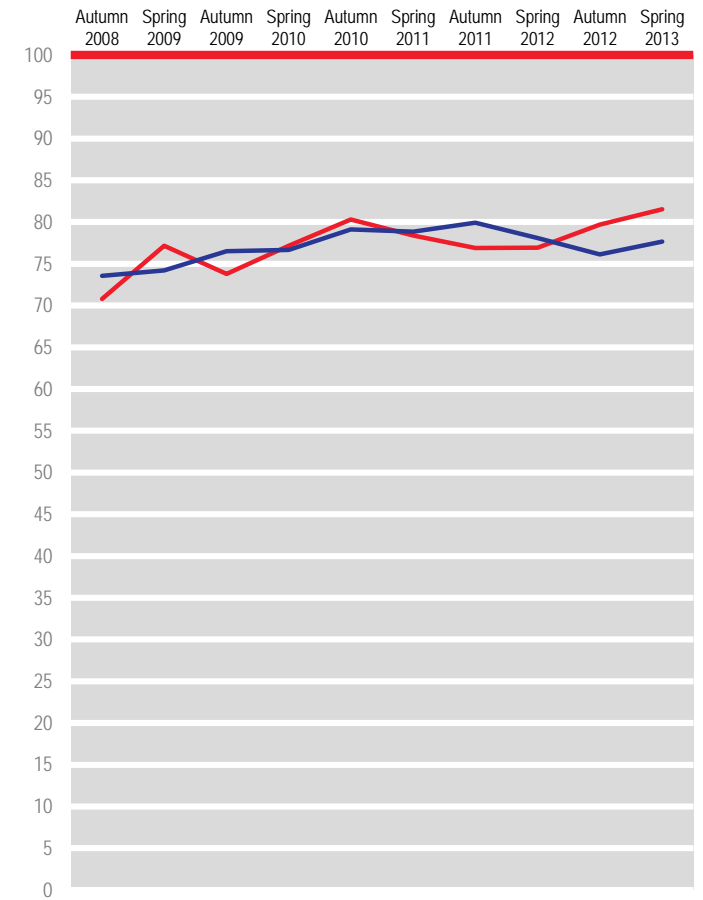


### Connections with other train services

(766)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



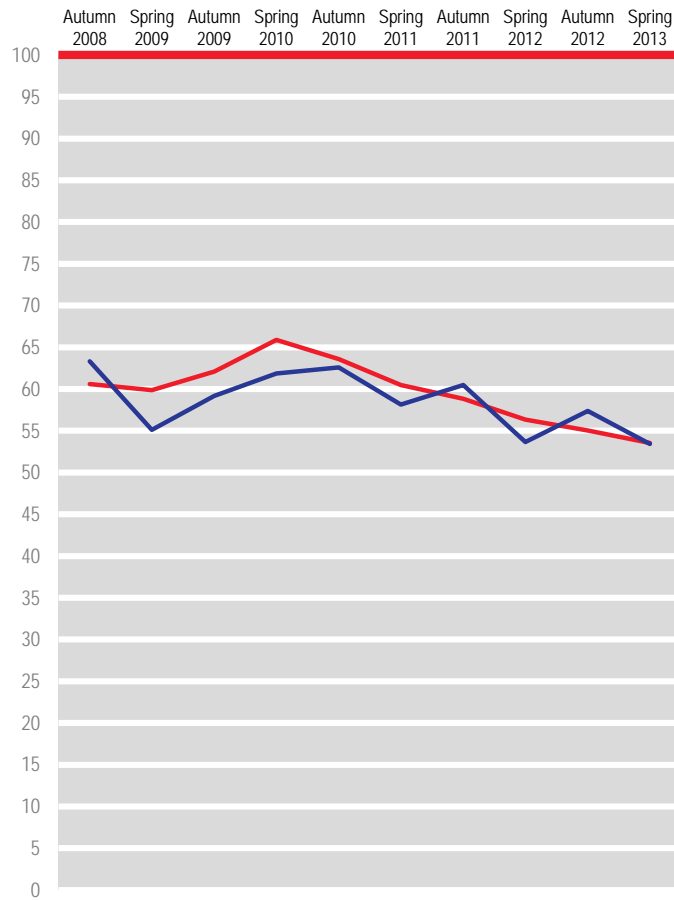
N.B. Benchmarks and targets are only shown for applicable factors

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

(1154)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

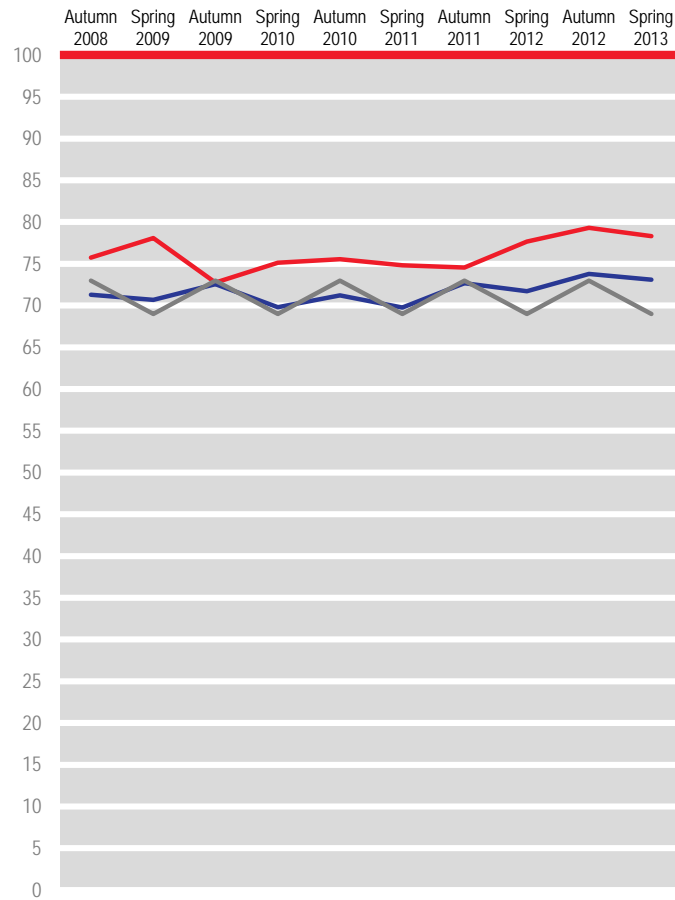


### Cleanliness of the train

(1211)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional — Benchmark



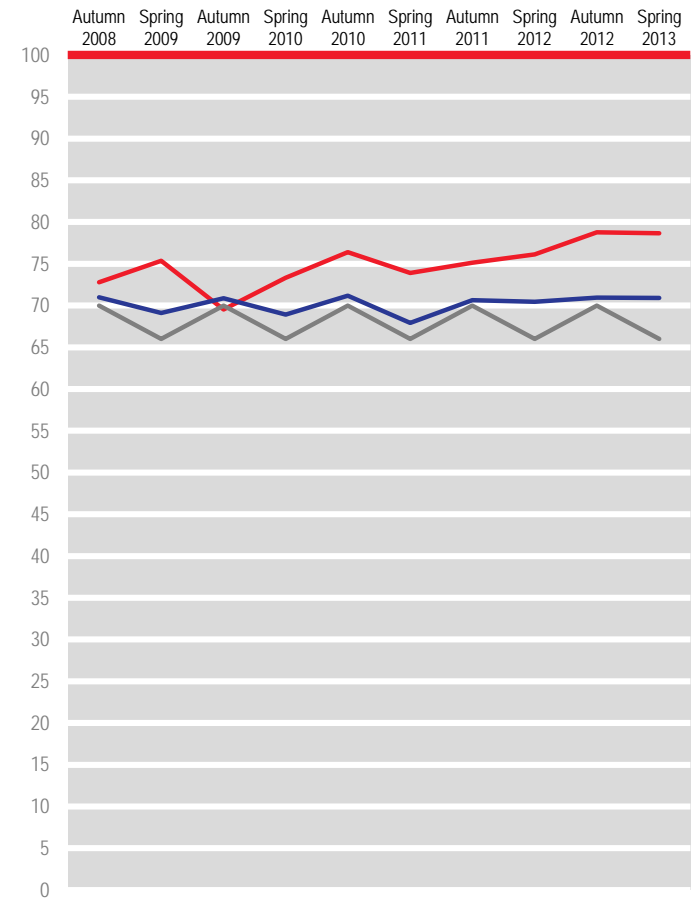
Target 71

### Upkeep and repair of the train

(1167)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional — Benchmark

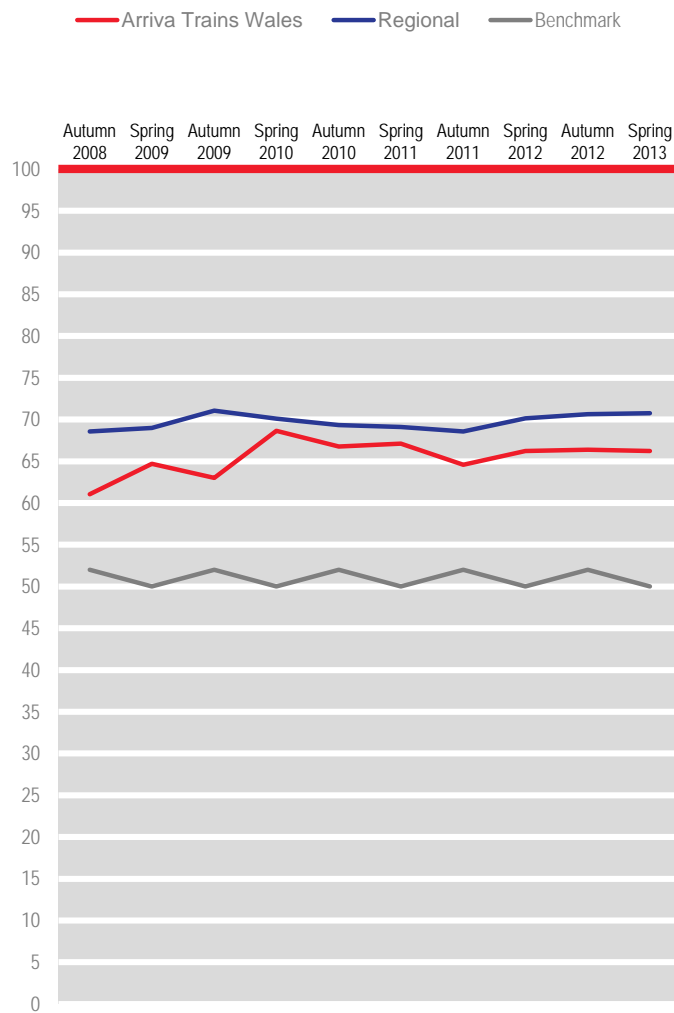


Target 68

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

### The provision of information during the journey (1064)

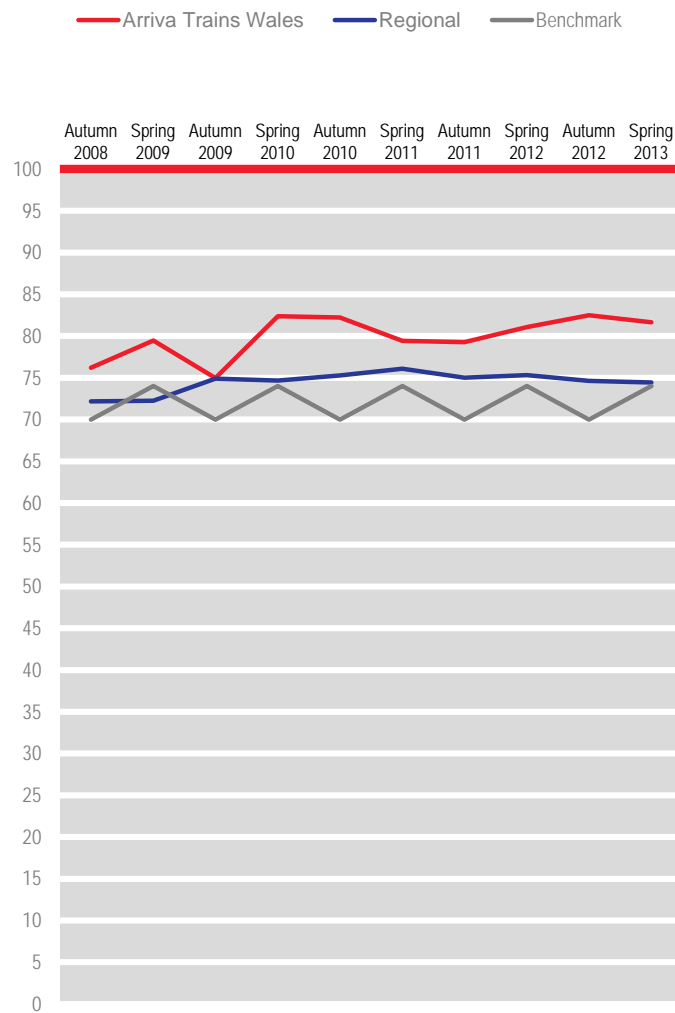
Percentage of passengers satisfied 2008 to 2013



Target 51

### The helpfulness and attitude of staff on train (1040)

Percentage of passengers satisfied 2008 to 2013

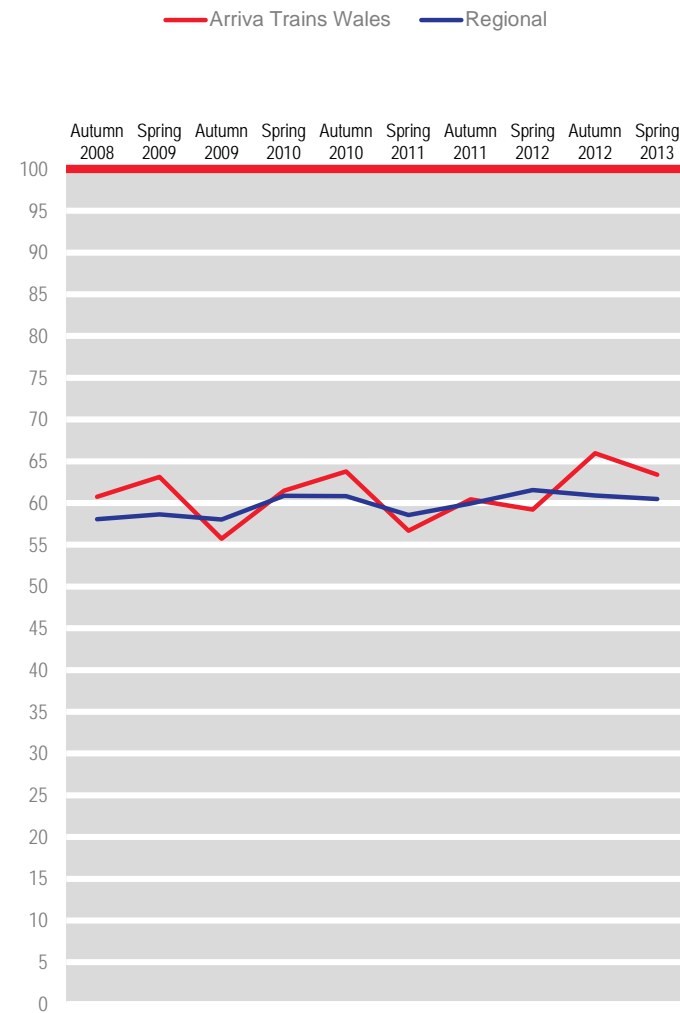


Target 72

### The space for luggage

(1025)

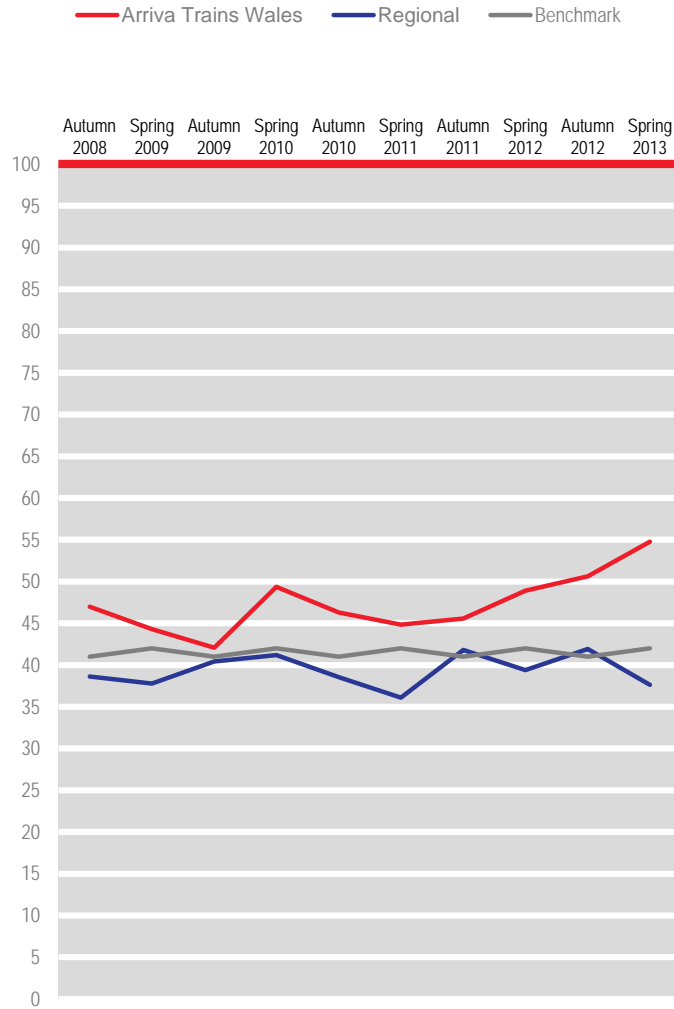
Percentage of passengers satisfied 2008 to 2013



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

**Toilet facilities on train****(686)**

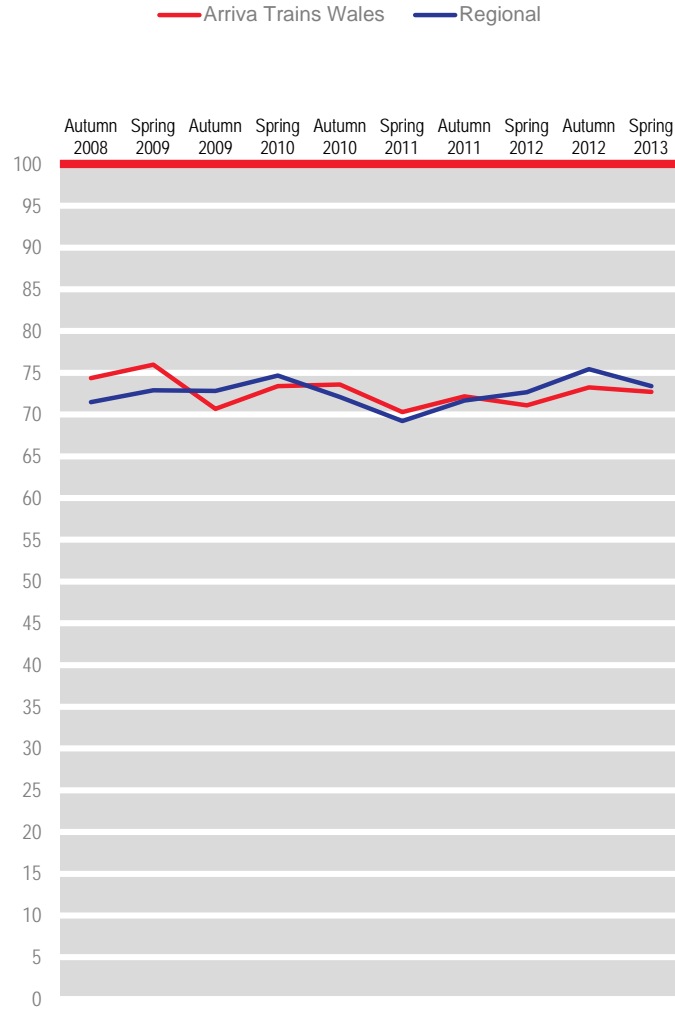
Percentage of passengers satisfied 2008 to 2013



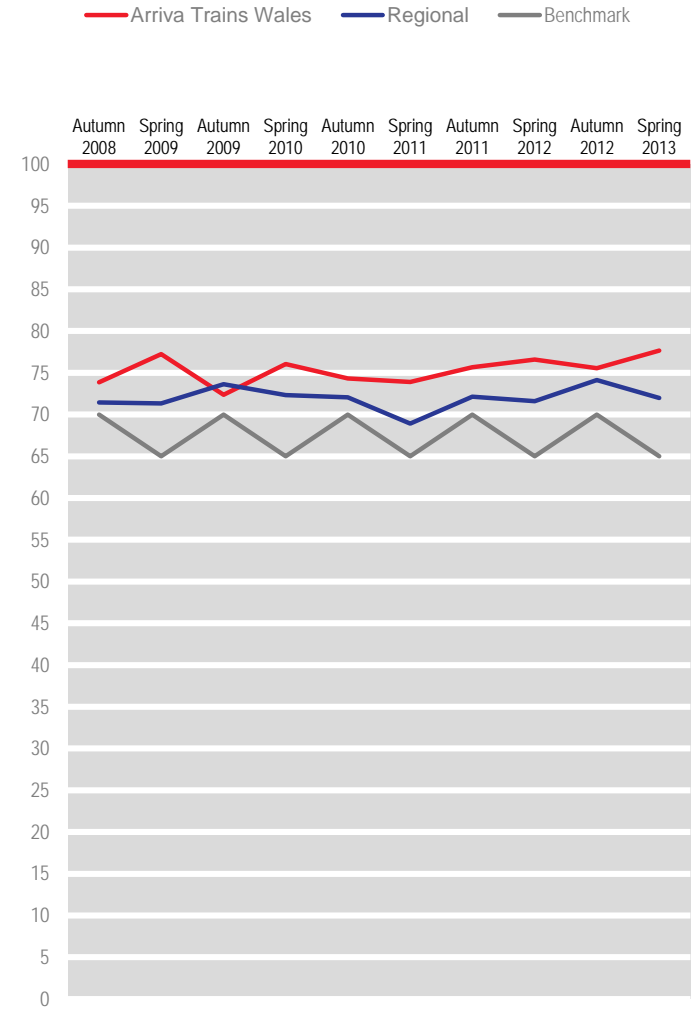
Target 42

**Sufficient room for all the passengers to sit/stand****(1172)**

Percentage of passengers satisfied 2008 to 2013

**The comfort of the seating area****(1168)**

Percentage of passengers satisfied 2008 to 2013



Target 68

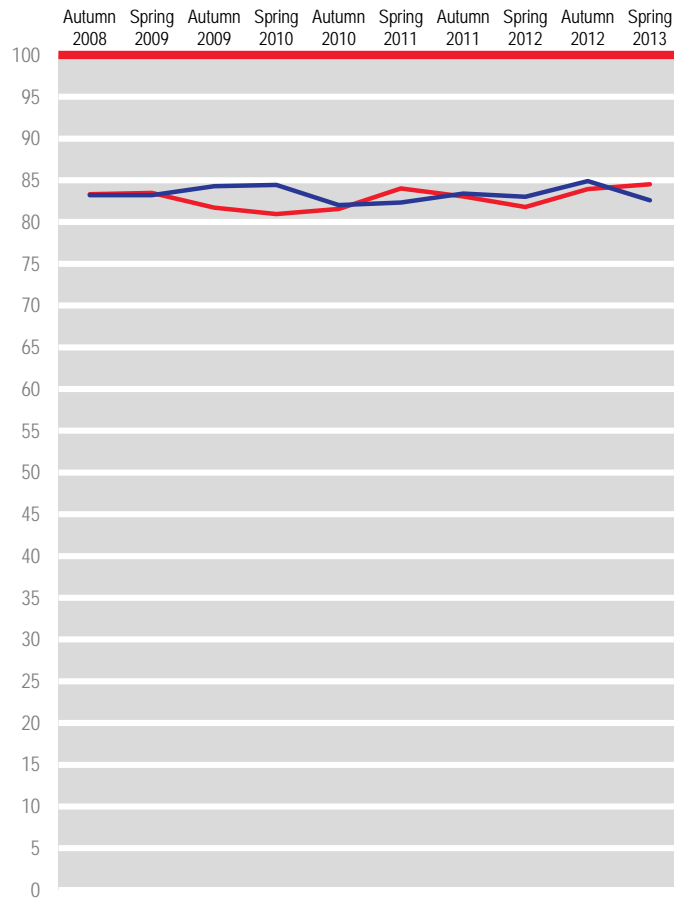
N.B. Benchmarks and targets are only shown for applicable factors

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

(1169)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

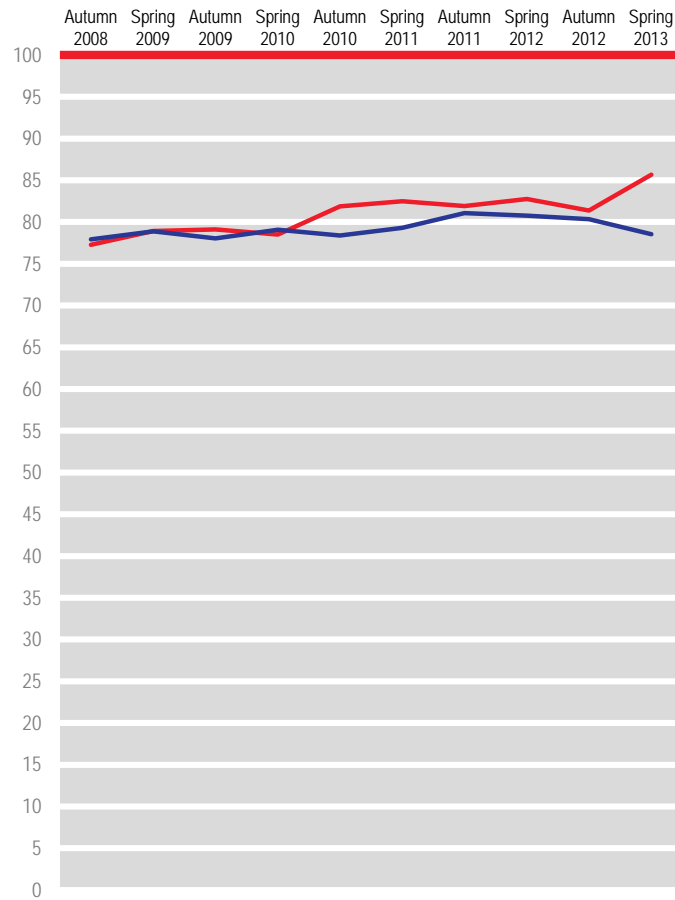


### Your personal security whilst on board

(1114)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

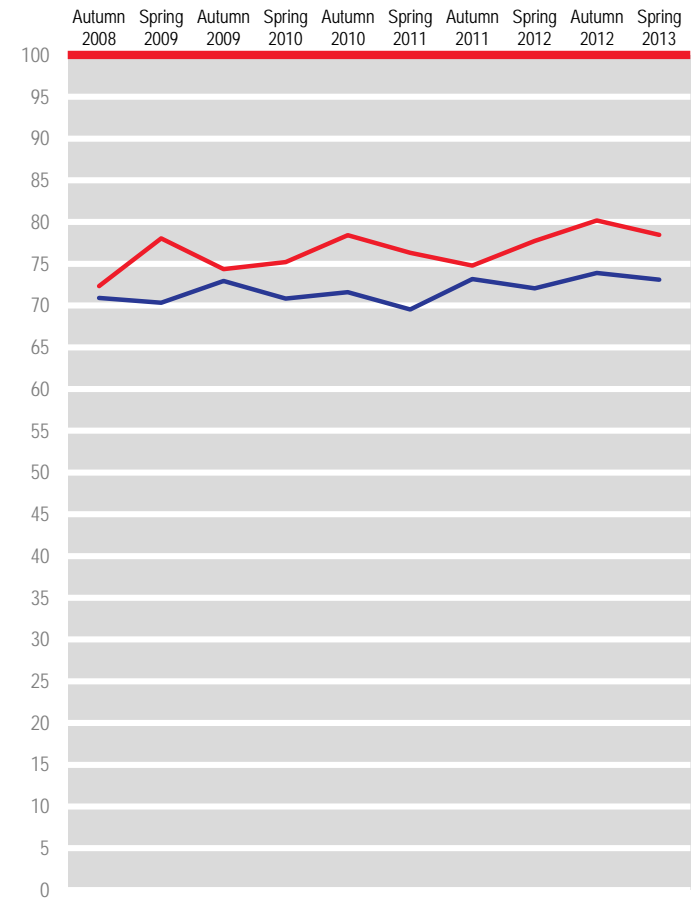


### The cleanliness of the inside of the train

(1192)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



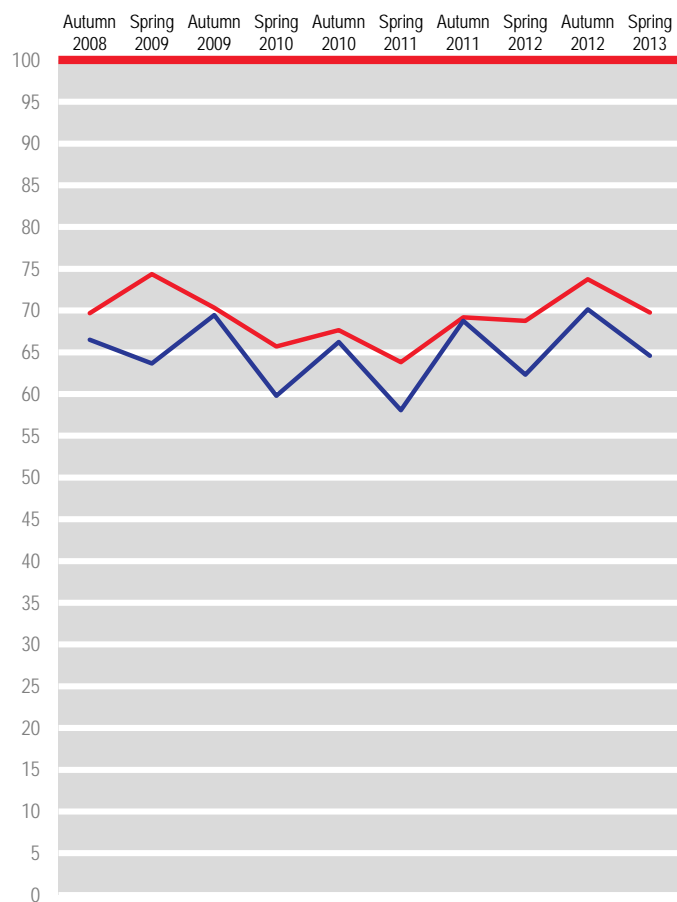
N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(1005)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

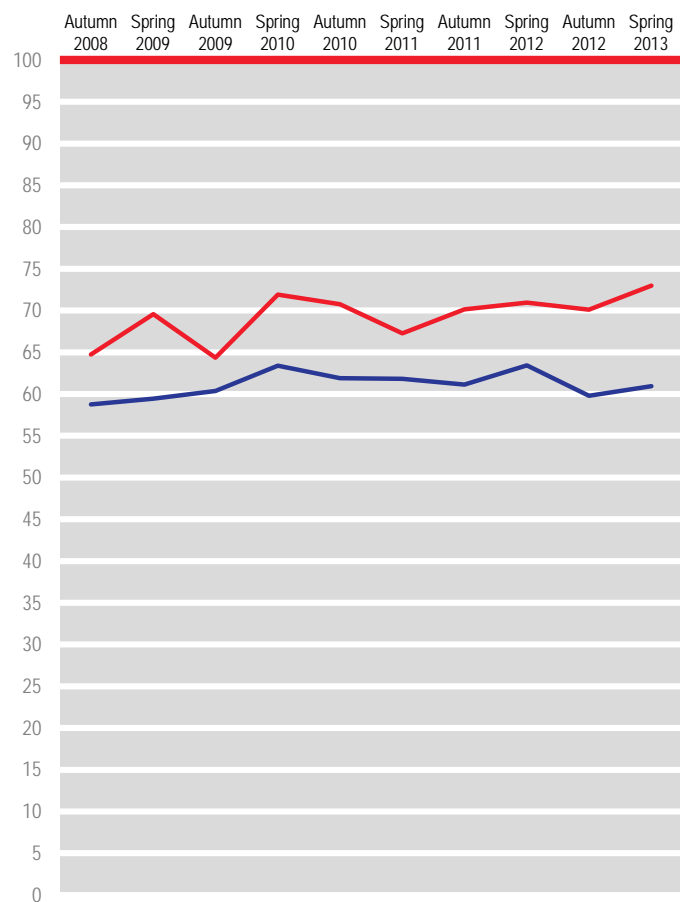


### The availability of staff on the train

(1097)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional

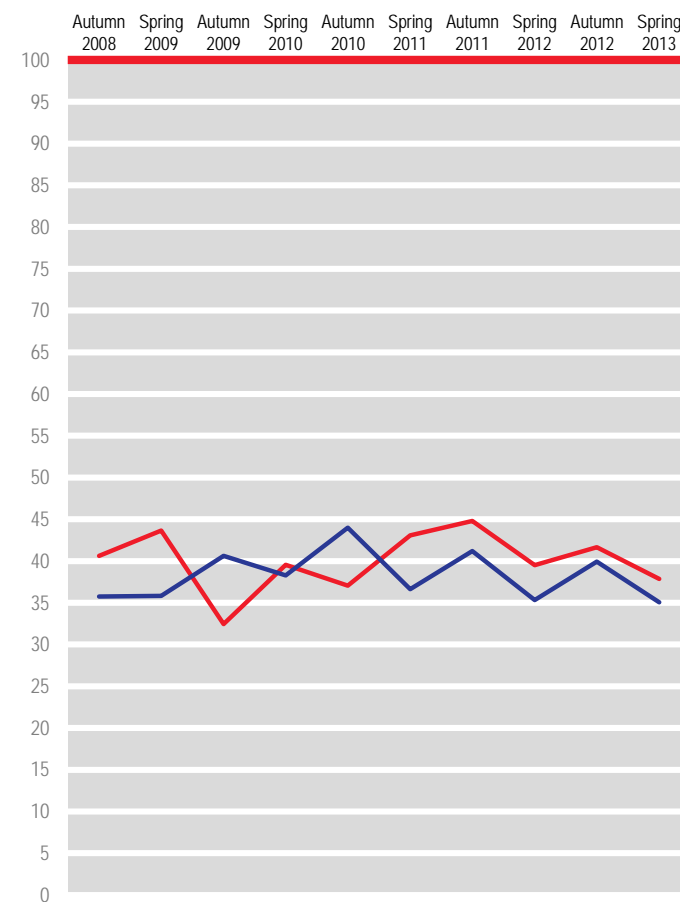


### How well train company dealt with delay

(138)

Percentage of passengers satisfied 2008 to 2013

— Arriva Trains Wales — Regional



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



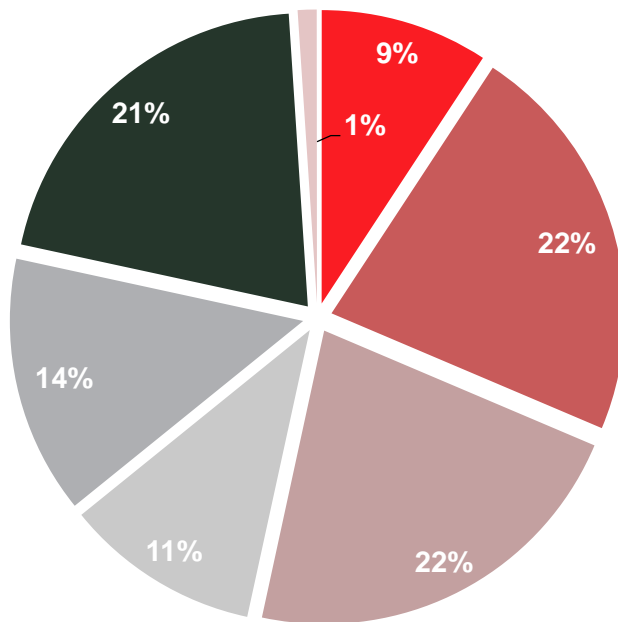
## Managed versus non-managed stations for Arriva Trains Wales

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	79		77
Ticket buying facilities	78		80
Provision of information about train times/platforms	83		85
The upkeep/repair of the station buildings/platforms	68		73
Cleanliness	68	-	78
The facilities and services	47	-	67
The attitudes and helpfulness of the staff	76		78
Connections with other forms of public transport	65		72
Facilities for car parking	62		62
Overall environment	67		73
Your personal security whilst using	70		72
The availability of staff	64		69
The provision of shelter facilities	70		72
Availability of seating	54		54
How request to station staff was handled	91		96

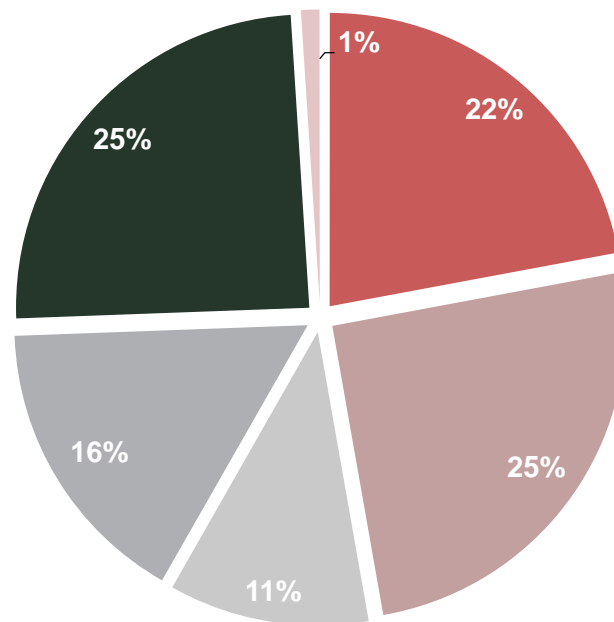
## Managed versus non-managed stations for Arriva Trains Wales

(% Passengers Journeys originating from each type of station)

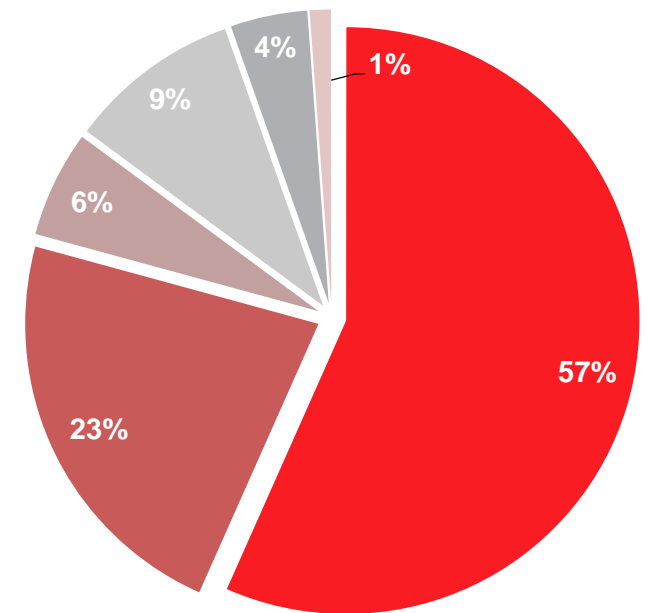
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Small staffed
- F = Small unstaffed
- Not categorised

## Weighted sample profile for Arriva Trains Wales

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	43	40	None	83	86
Female	52	57	Minor	11	11
Not stated	5	3	Major	2	2
			Not stated	3	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	26	21	Yes	54	53
26-34	12	14	No	46	47
35-44	15	12			
45-54	15	18			
55-59	9	9	<b>TIME OF TRAVEL</b>		
60-64	7	9	Peak		
65+	10	14	Off-peak		
Not stated	5	3			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	32	28	Yes asked for help	8	8
Business	10	8	Yes asked for information	7	7
Leisure	58	64	Could not find anyone to ask	3	5
			No	78	78
			Not stated	3	3

## Weighted sample profile for Regional

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	44	42	None	80	85
Female	53	56	Minor	17	13
Not stated	3	2	Major	2	1
			Not stated	2	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	14	13	Yes	68	65
26-34	10	13	No	32	35
35-44	16	14			
45-54	20	21			
55-59	11	11	<b>TIME OF TRAVEL</b>		
60-64	9	10	Peak		
65+	17	16	Off-peak		
Not stated	2	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	38	37	Yes asked for help	6	7
Business	10	10	Yes asked for information	6	6
Leisure	52	53	Could not find anyone to ask	5	4
			No	81	80
			Not stated	3	3

## Station sample sizes for Arriva Trains Wales

Station	Unweighted	Station	Unweighted	Station	Unweighted
Cardiff Central	219	Cheltenham Spa	8	Llanishen	2
Manchester Piccadilly	104	Llanelli	7	Borth	2
Shrewsbury	74	Milford Haven	7	Abercynon South	2
Aberystwyth	58	Barry	7	Ty Glas	2
Crewe	51	Church Stretton	7	Lisvane And Thornhill	2
Swansea	49	Tir-Phil	6	Waun-Gron Park	2
Birmingham New Street	45	Manchester Oxford Road	6	Wellington (Shropshire)	2
Birmingham International	39	Craven Arms	5	Pyle	2
Hereford	29	Chepstow	5	Gloucester	2
Newport (South Wales)	26	Aber	5	Rhyl	2
Stockport	23	Llandudno Junction	5	Cogan	2
Cardmarthen	22	Caerphilly	5	Sarn	2
Cardiff Queen Street	22	Warrington Bank Quay	4	Severn Tunnel Junction	2
Fishguard Harbour	21	Welshpool	4	Llantwit Major	1
Rhymney	20	Pembrey And Burry Port	4	Pwllheli	1
Neath	19	Maesteg	4	Barry Docks	1
Bridgend	18	Bangor (Gwynedd)	4	Quakers Yard	1
Wilmslow	18	Rhiwbina	3	Radyr	1
Wolverhampton	18	Lydney	3	Fernhill	1
Ystrad Mynach	17	Cathays	3	Rhose (Cardiff International Airport)	1
Haverfordwest	16	Aberdare	3	Chirk	1
Newtown (Powys)	15	Gilfach Fargoed	3	Flint	1
Chester	14	Telford Central	3	Ruabon	1
Pontlloftyn	13	Coryton	3	Brithdir	1
Hengoed	13	Pencoed	3	Clunderwen	1
Bargoed	13	Llanhavan	3	Gowerton	1
Pengam	13	Whitland	3	Skewen	1
Abergavenny	12	Penrhiwceiber	3	Harlech	1
Ludlow	11	Cadoxton	3	Mountain Ash	1
Machynlleth	11	Wrexham General	3	Taffs Well	1
Penarth	11	Port Talbot Parkway	3	Nantwich	1
Newton-Le-Willows	9	Fairwater	2	Aberdovey	1
Leominster	8	Merthyr Tydfil	2	Trefforest	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*	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

**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.