



National Passenger Survey TOC Report for London Overground 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

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.

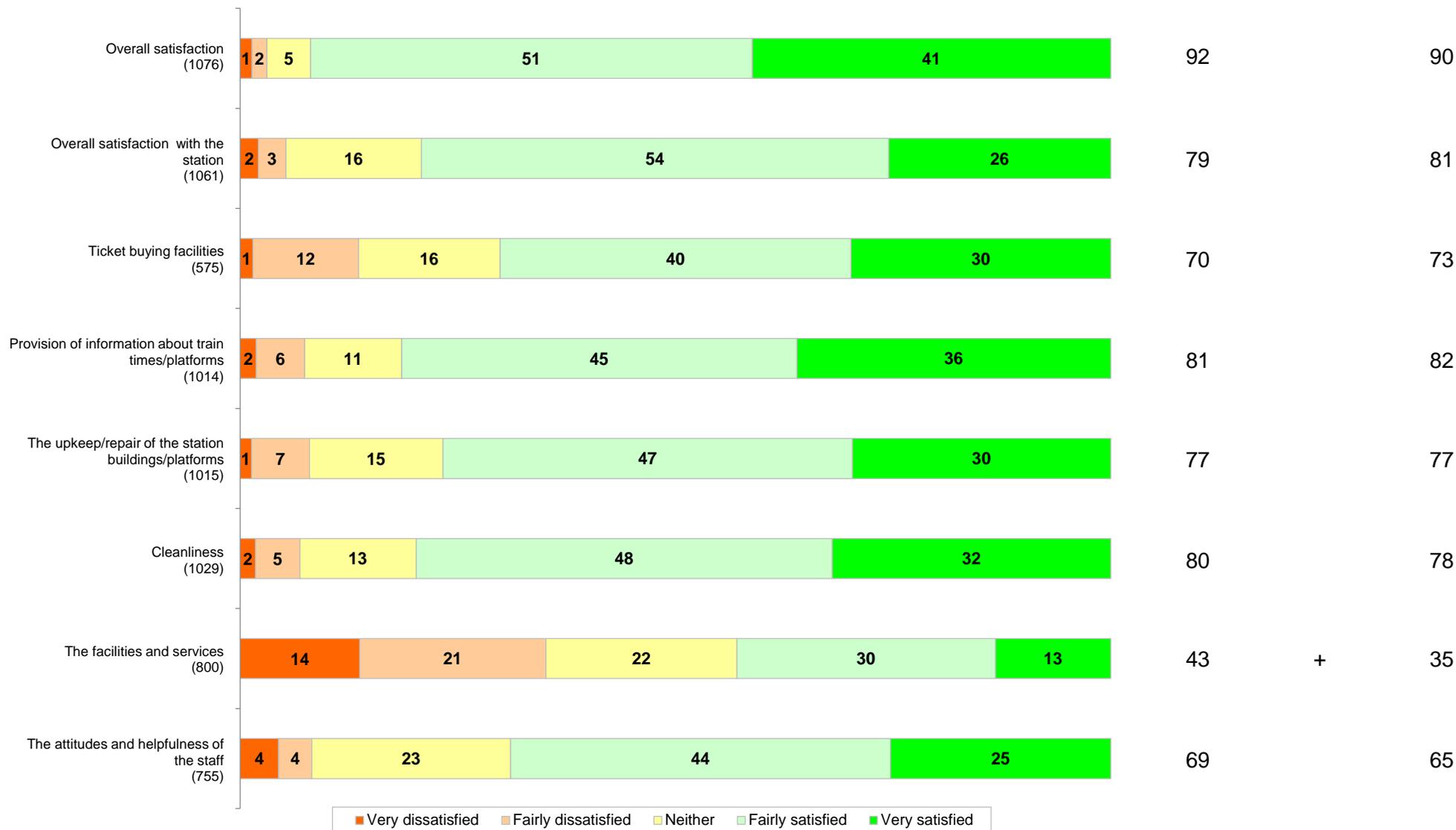
As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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

% satisfied/good

Spring 2013 Spring 2012

Satisfaction results for London Overground



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

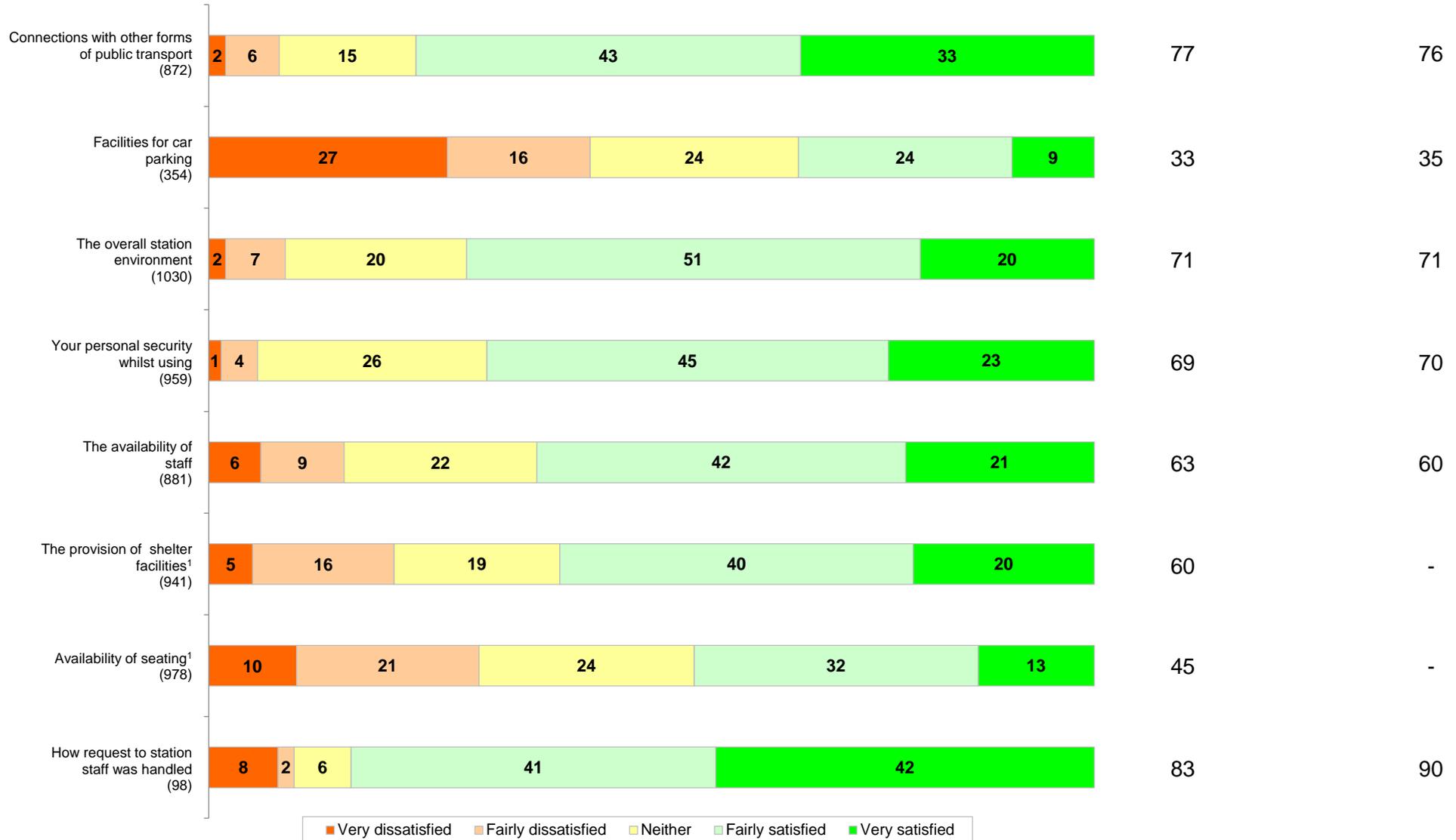
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Spring 2013

Spring 2012

Satisfaction results for London Overground

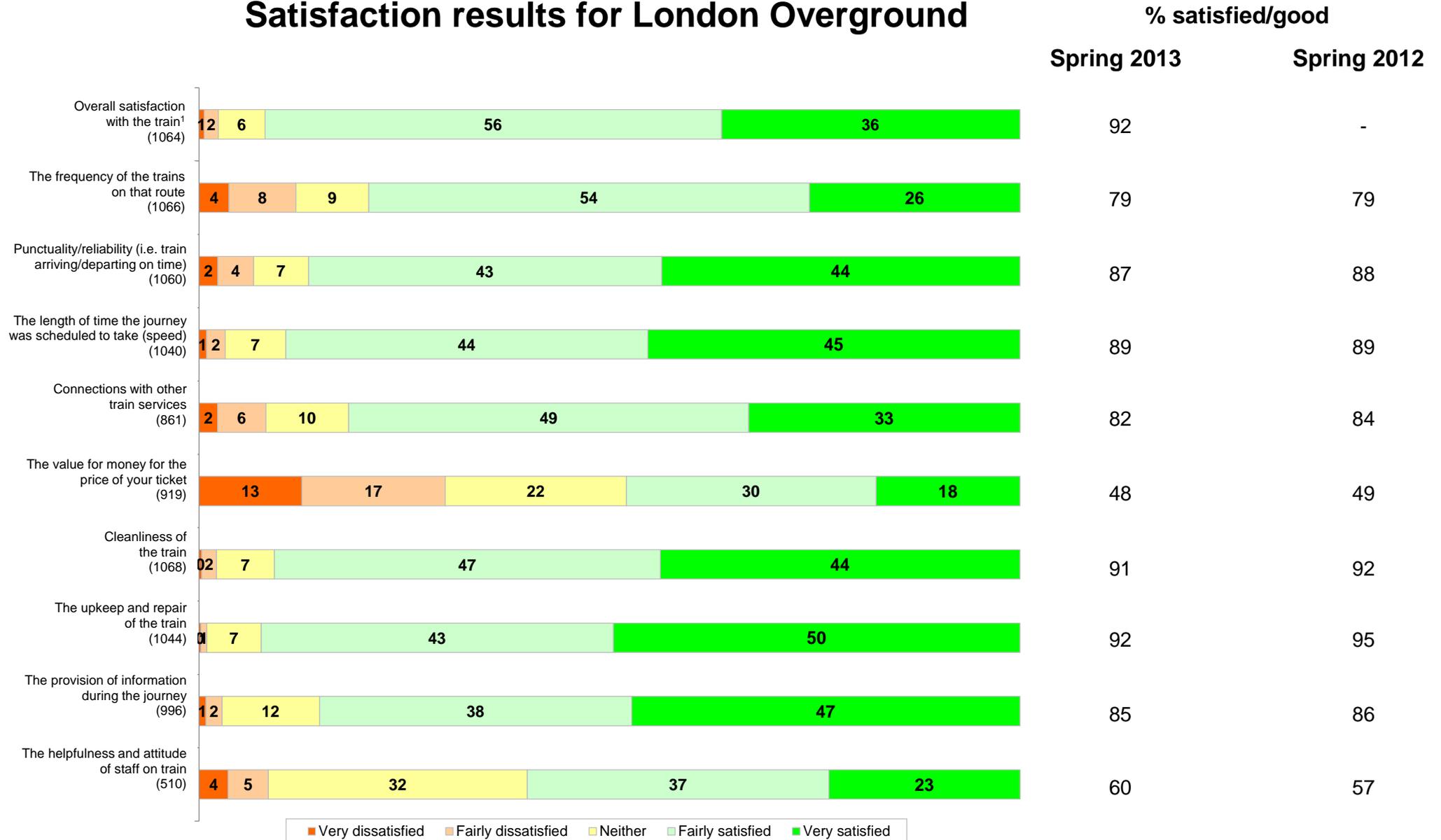


■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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

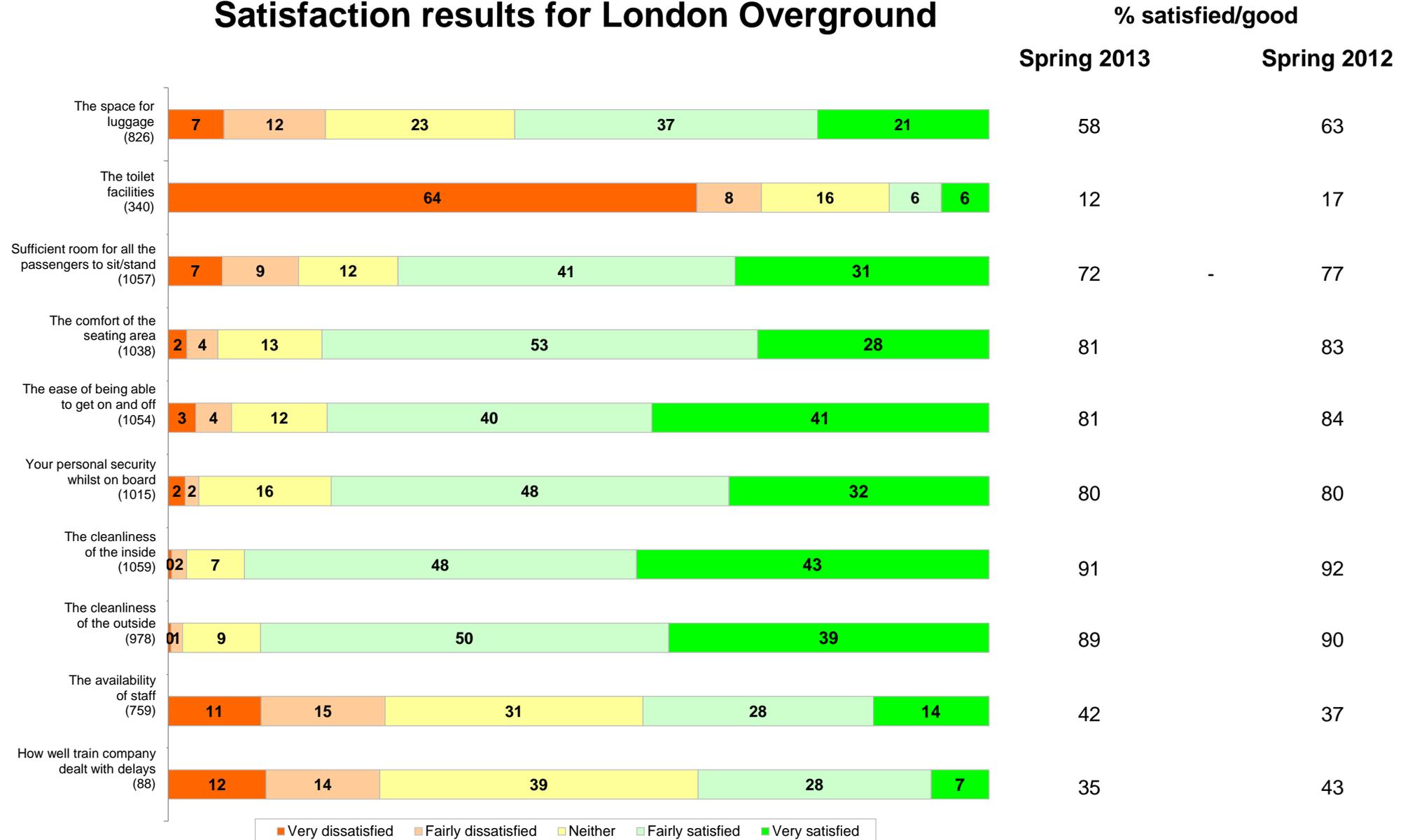
Satisfaction results for London Overground



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Satisfaction results for London Overground



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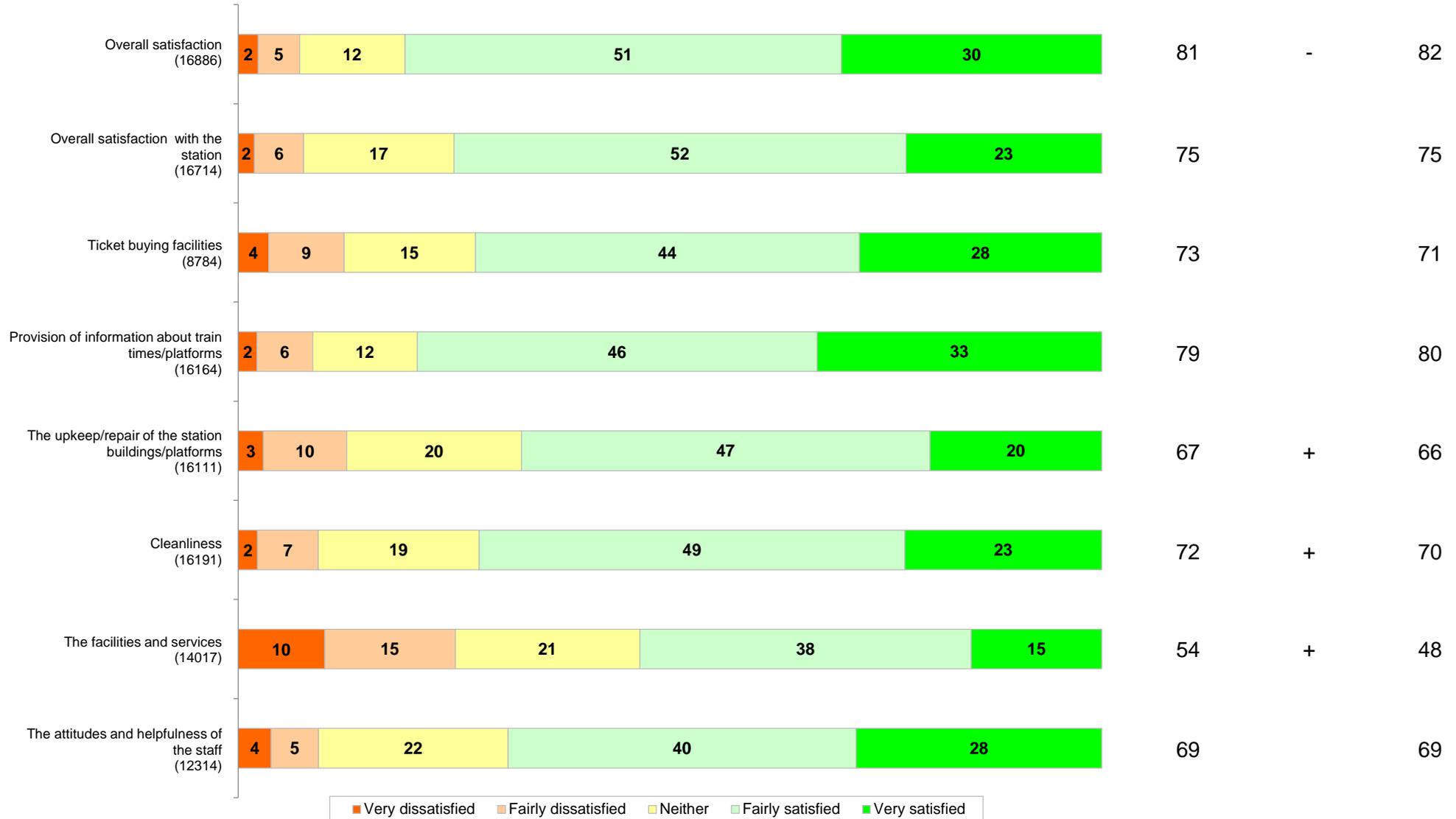
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Spring 2013

Spring 2012



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

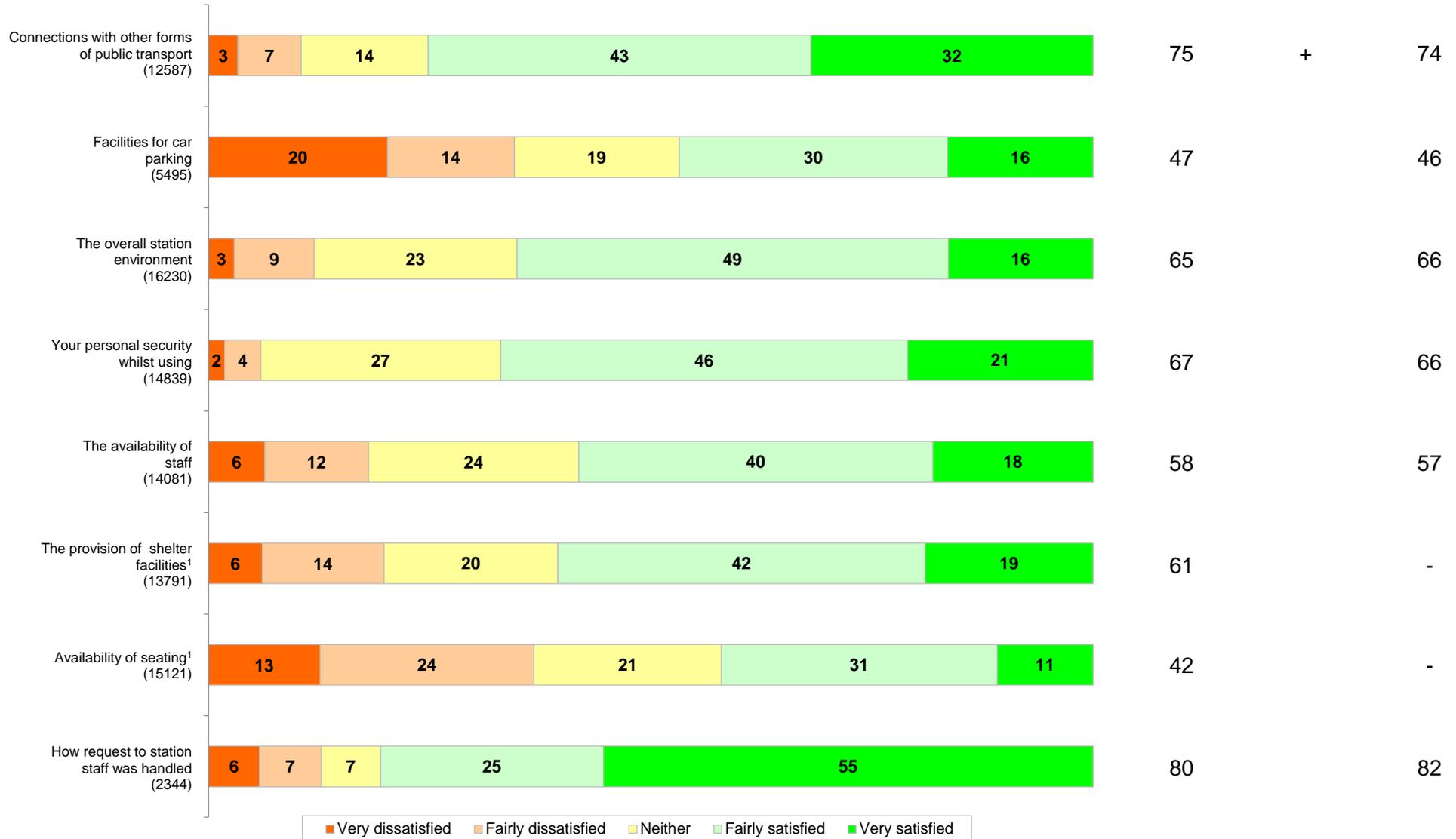
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Spring 2013

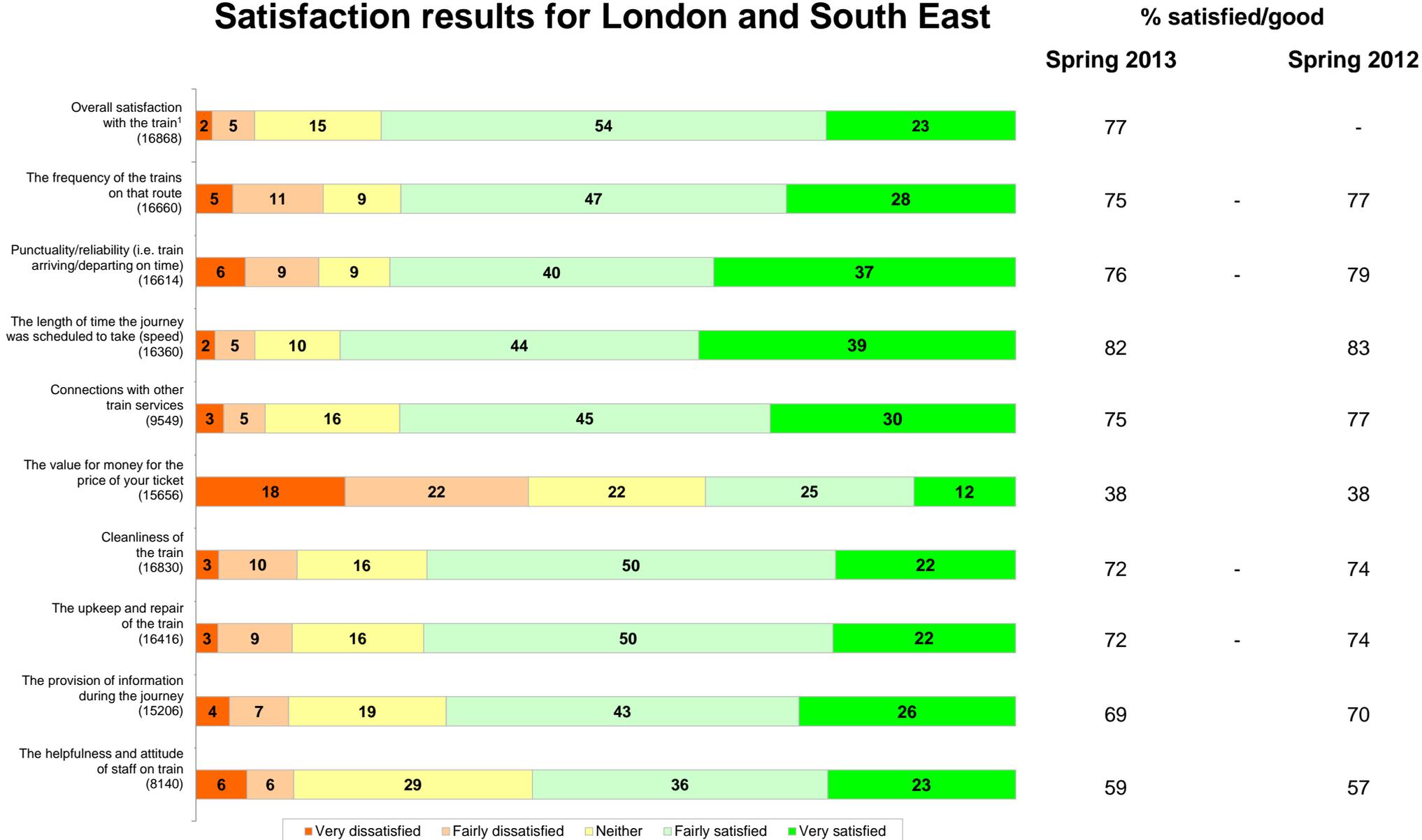
Spring 2012



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

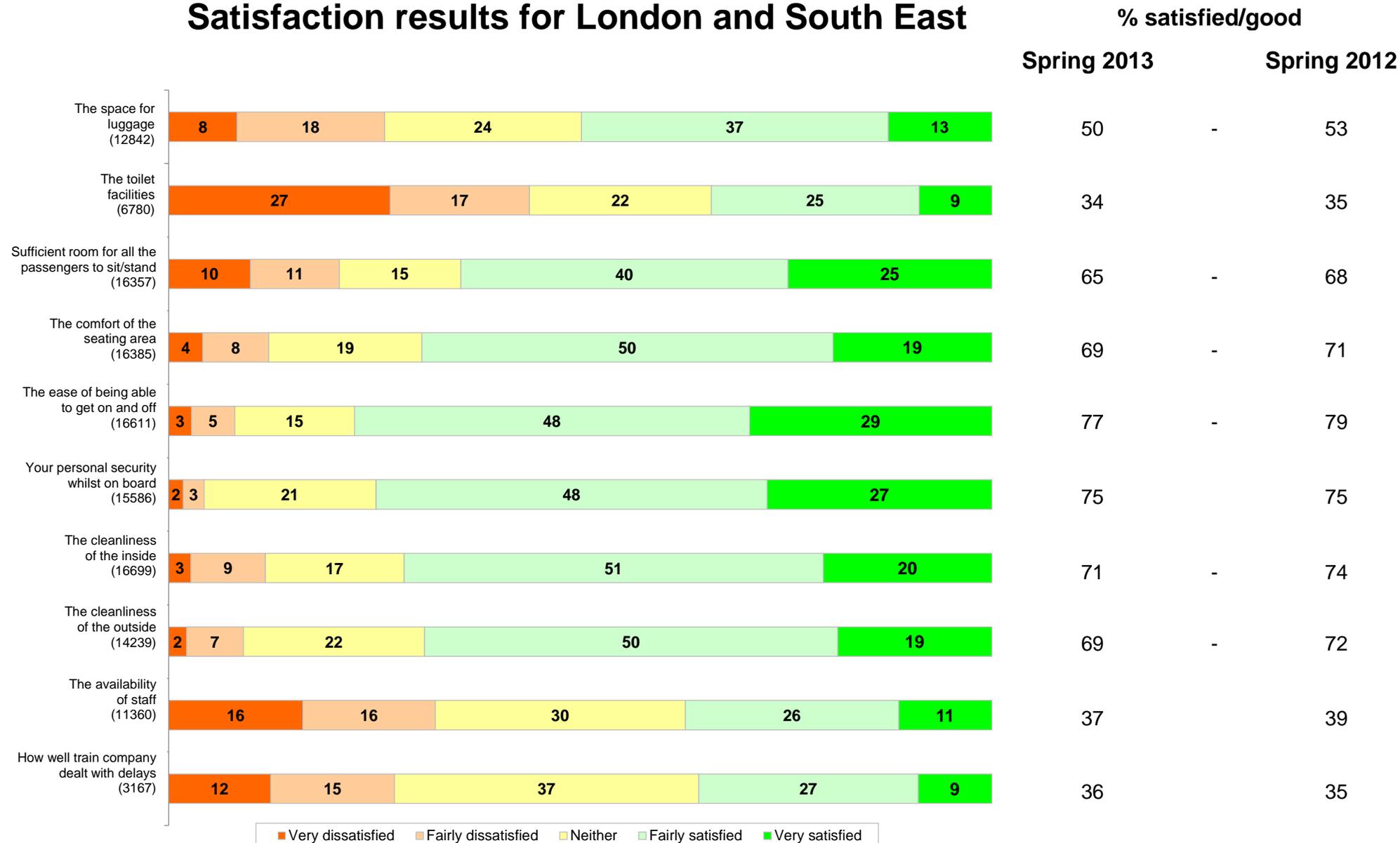


Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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

At 95% confidence level:
 + denotes significant increase
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Satisfaction results for London and South East



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

London Overground performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	92	81	114%
Overall satisfaction with the station	79	75	106%
Ticket buying facilities	70	73	97%
Provision of information about train times/platforms	81	79	103%
The upkeep/repair of the station buildings/platforms	77	67	114%
Cleanliness	80	72	111%
The facilities and services	43	54	80%
The attitudes and helpfulness of the staff	69	69	100%
Connections with other forms of public transport	77	75	102%
Facilities for car parking	33	47	71%
Overall environment	71	65	109%
Your personal security whilst using	69	67	102%
The availability of staff	63	58	108%
The provision of shelter facilities	60	61	100%
Availability of seating	45	42	108%
How request to station staff was handled	83	80	104%

London Overground performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train	92	77	119%
The frequency of the trains on that route	79	75	106%
Punctuality/reliability (i.e. the train arriving/departing on time)	87	76	114%
The length of time the journey was scheduled to take (speed)	89	82	109%
Connections with other train services	82	75	109%
The value for money for the price of your ticket	48	38	127%
Cleanliness of the train	91	72	126%
Upkeep and repair of the train	92	72	128%
The provision of information during the journey	85	69	123%
The helpfulness and attitude of staff on train	60	59	102%
The space for luggage	58	50	116%
The toilet facilities	12	34	36%
Sufficient room for all passengers to sit/stand	72	65	112%
The comfort of the seating area	81	69	117%
The ease of being able to get on and off	81	77	104%
Your personal security on board	80	75	107%
The cleanliness of the inside	91	71	127%
The cleanliness of the outside	89	69	129%
The availability of staff	42	37	113%
How well train company deals with delays	35	36	99%

Building block/route data for London Overground

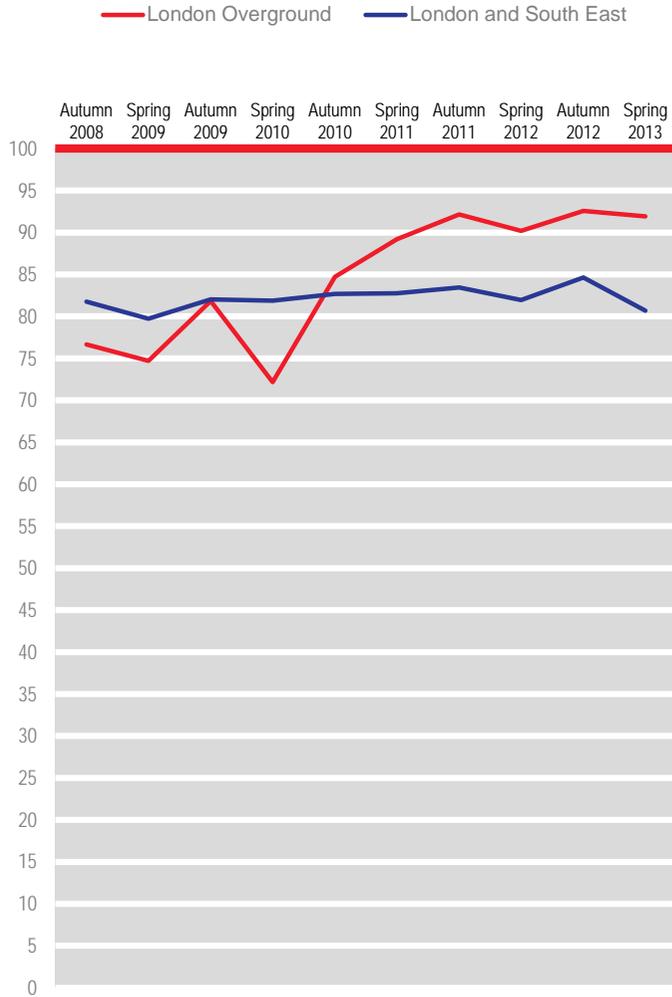
	Gospel Oak to Barking	Richmond/Clapham to Stratford	Watford to Euston	Dalston to Croydon
Overall satisfaction	93	91	91	93
Overall satisfaction with the station	82	81	80	76
Ticket buying facilities	71	73	74	64
Provision of information about train times/platforms	88	82	86	78
The upkeep/repair of the station buildings/platforms	79	76	73	78
Cleanliness	83	81	76	79
The facilities and services	35	45	47	39
The attitudes and helpfulness of the staff	71	68	68	71
Connections with other forms of public transport	80	80	79	70
Facilities for car parking	23	33	50	29
Overall environment	65	71	71	72
Your personal security whilst using	60	72	72	64
The availability of staff	62	67	59	58
The provision of shelter facilities	56	58	65	64
Availability of seating	58	45	57	39
How request to station staff was handled	96	88	82	74

Building block/route data for London Overground

	Gospel Oak to Barking	Richmond/Clapham to Stratford	Watford to Euston	Dalston to Croydon
Overall satisfaction with the train	91	93	90	92
The frequency of the trains on that route	80	79	70	83
Punctuality/reliability (i.e. the train arriving/departing on time)	90	84	88	91
The length of time the journey was scheduled to take (speed)	90	89	84	91
Connections with other train services	84	79	77	87
The value for money for the price of your ticket	55	51	51	42
Cleanliness of the train	92	94	89	87
Upkeep and repair of the train	93	96	89	87
The provision of information during the journey	90	85	84	85
The helpfulness and attitude of staff on train	63	67	45	48
The space for luggage	70	53	65	60
The toilet facilities	21	7	22	14
Sufficient room for all passengers to sit/stand	73	67	81	78
The comfort of the seating area	83	82	80	80
The ease of being able to get on and off	78	76	89	87
Your personal security on board	75	83	80	77
The cleanliness of the inside	90	93	86	89
The cleanliness of the outside	89	91	88	86
The availability of staff	51	52	28	25
How well train company deals with delays	23	19	35	58

Overall satisfaction

(1076)
Percentage of passengers satisfied 2008 to 2013



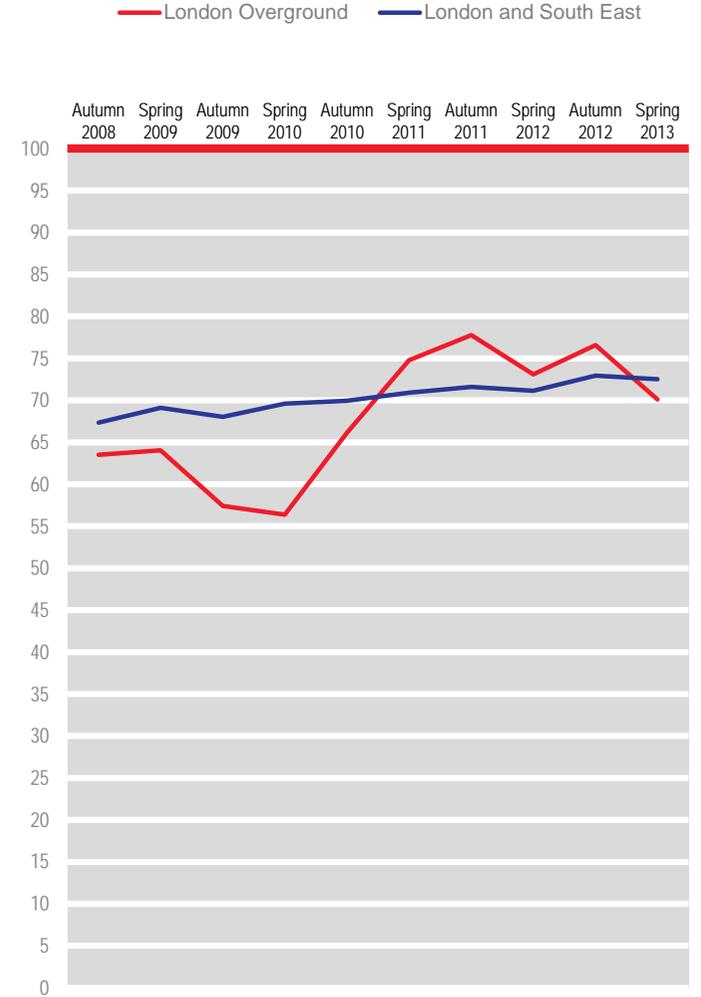
Overall station satisfaction

(1061)
Percentage of passengers satisfied 2008 to 2013



Ticket buying facilities

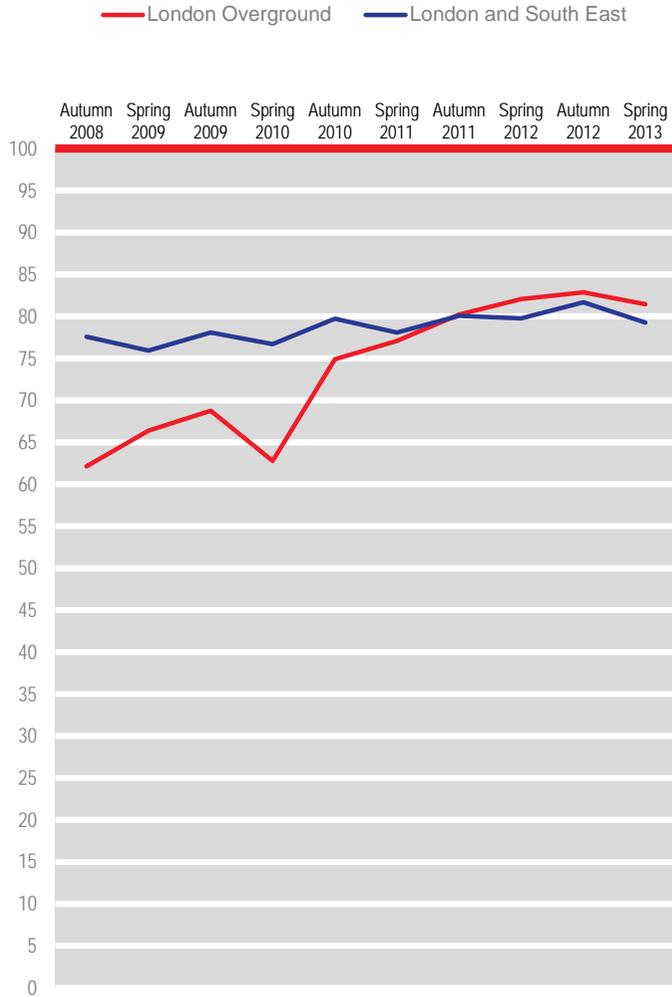
(575)
Percentage of passengers satisfied 2008 to 2013



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

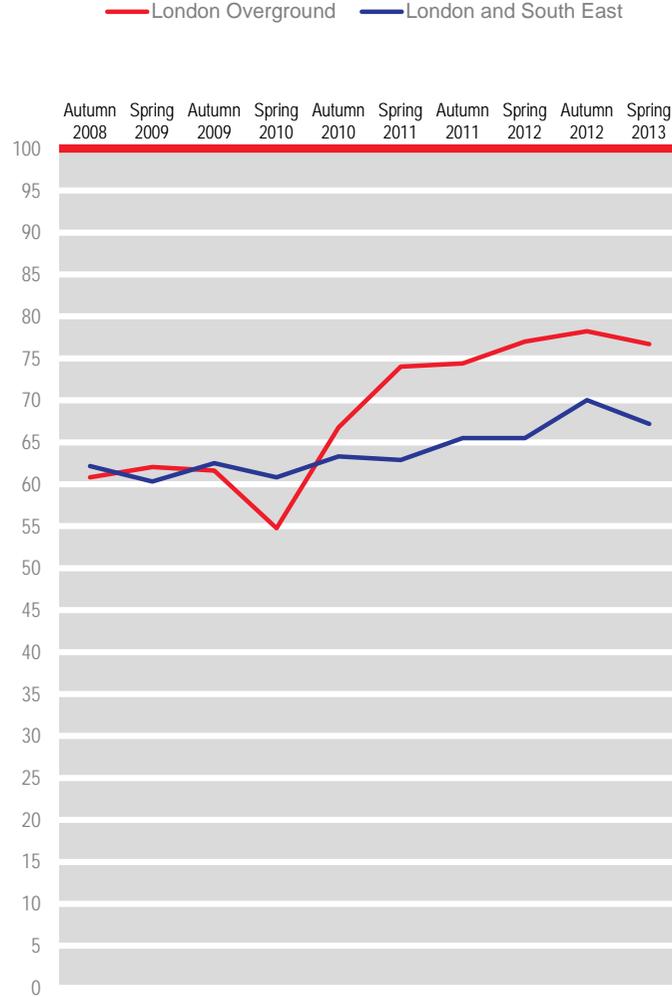
Provision of information about train times/platforms

(1014)
Percentage of passengers satisfied 2008 to 2013



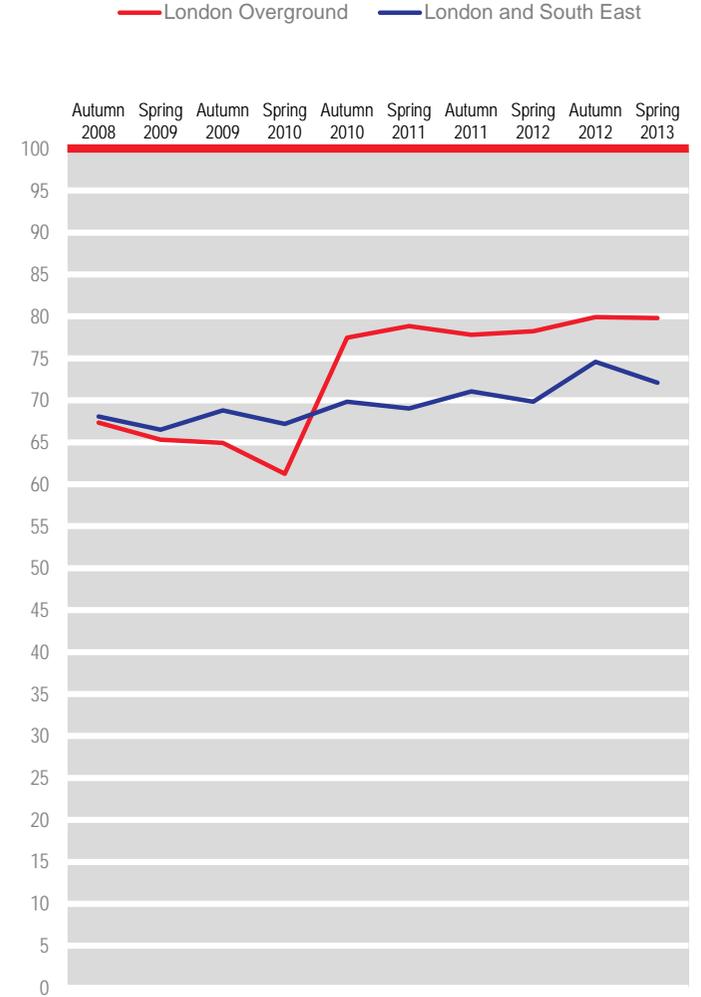
The upkeep/repair of the station building/platforms

(1015)
Percentage of passengers satisfied 2008 to 2013



Cleanliness of the station

(1029)
Percentage of passengers satisfied 2008 to 2013

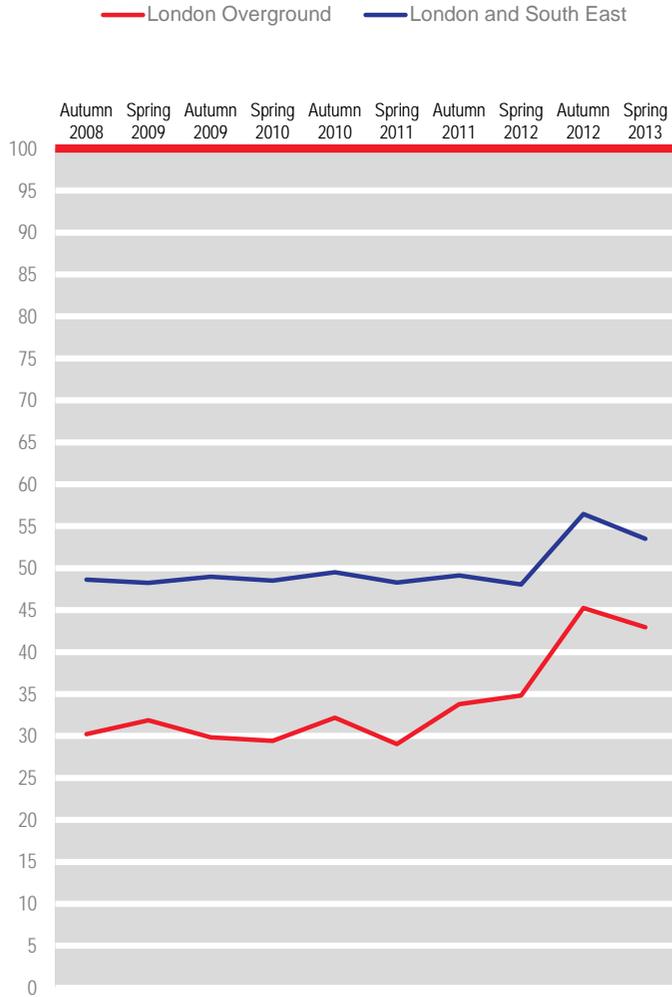


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(800)

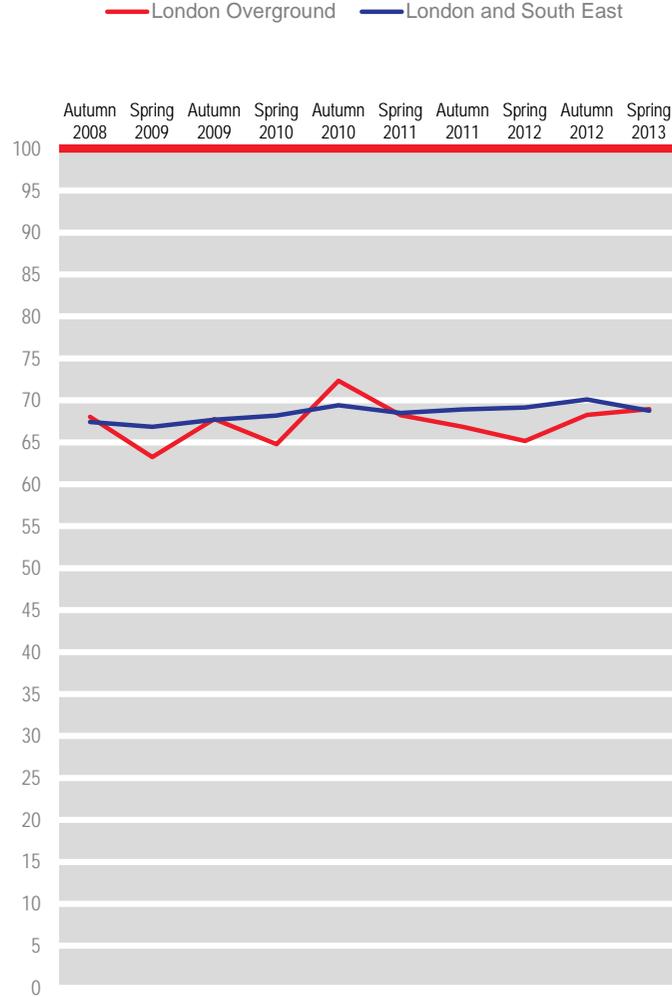
Percentage of passengers satisfied 2008 to 2013



The attitudes and helpfulness of the staff at the station

(755)

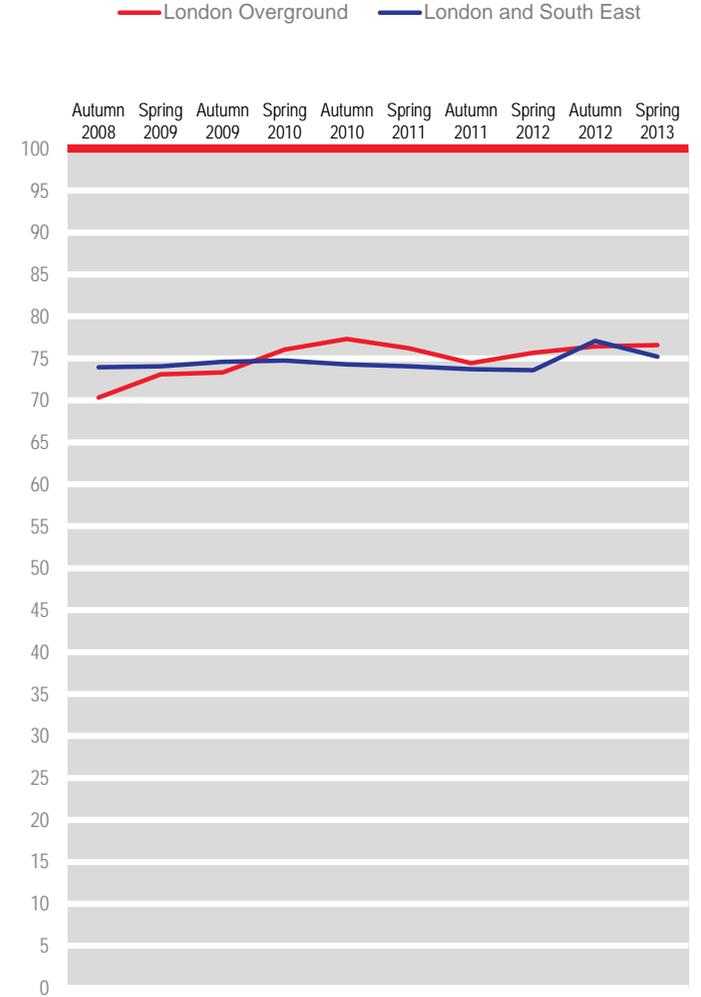
Percentage of passengers satisfied 2008 to 2013



Connections with other forms of public transport from the station

(872)

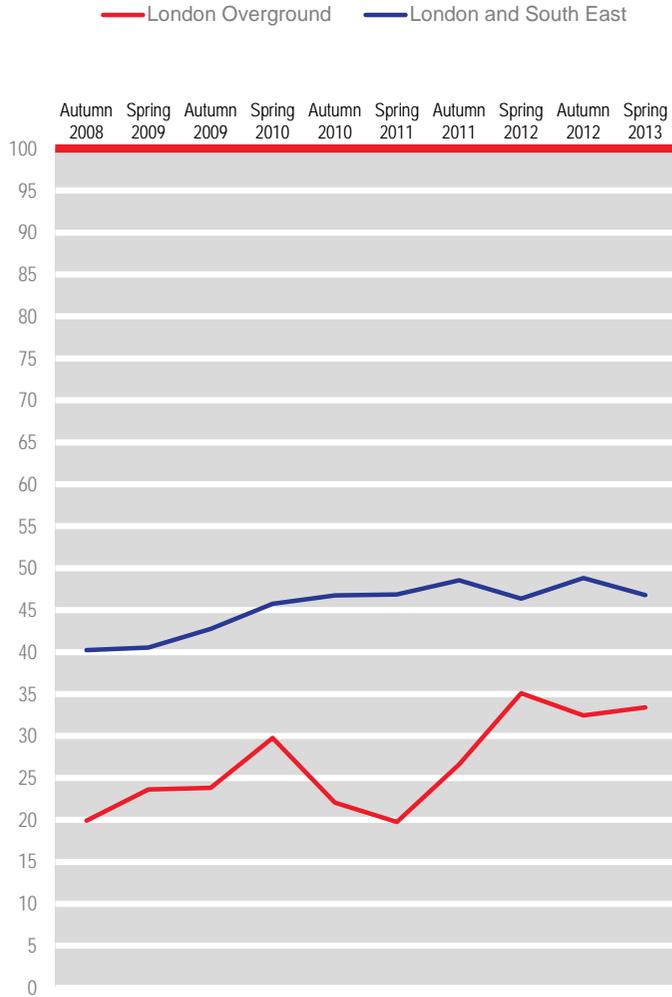
Percentage of passengers satisfied 2008 to 2013



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

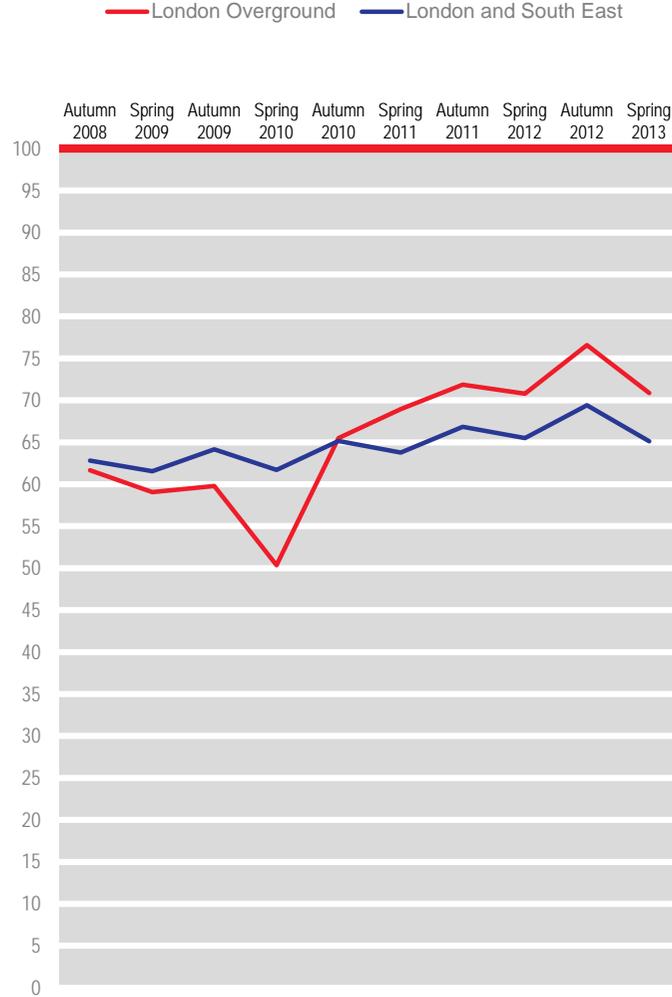
Facilities for car parking at the station

(354)
Percentage of passengers satisfied 2008 to 2013



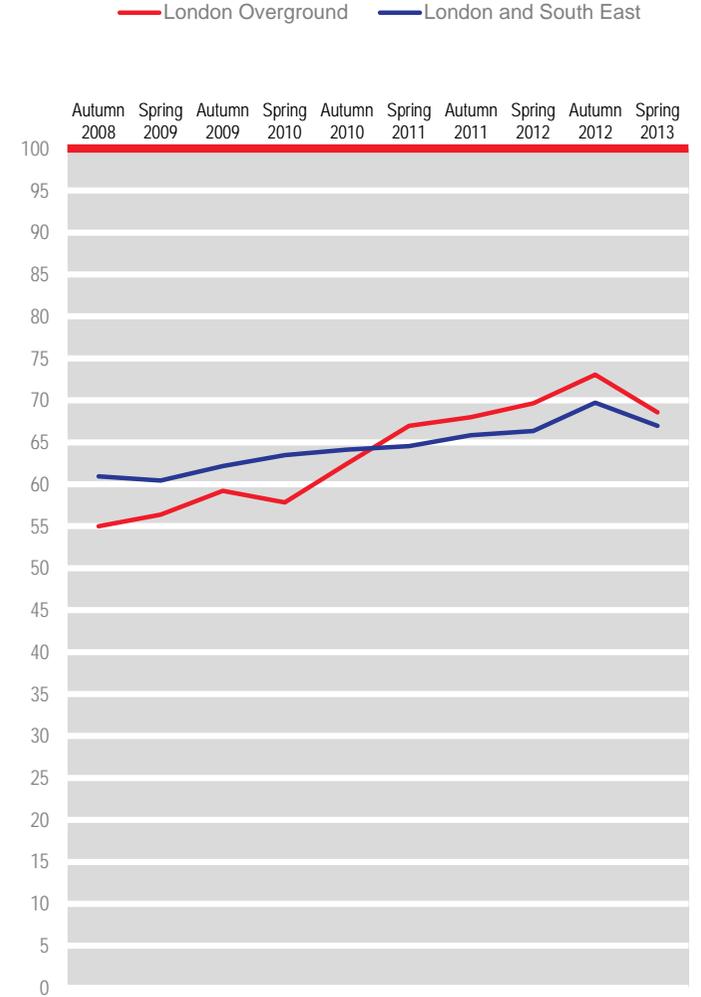
Overall station environment

(1030)
Percentage of passengers satisfied 2008 to 2013



Your personal security whilst using the station

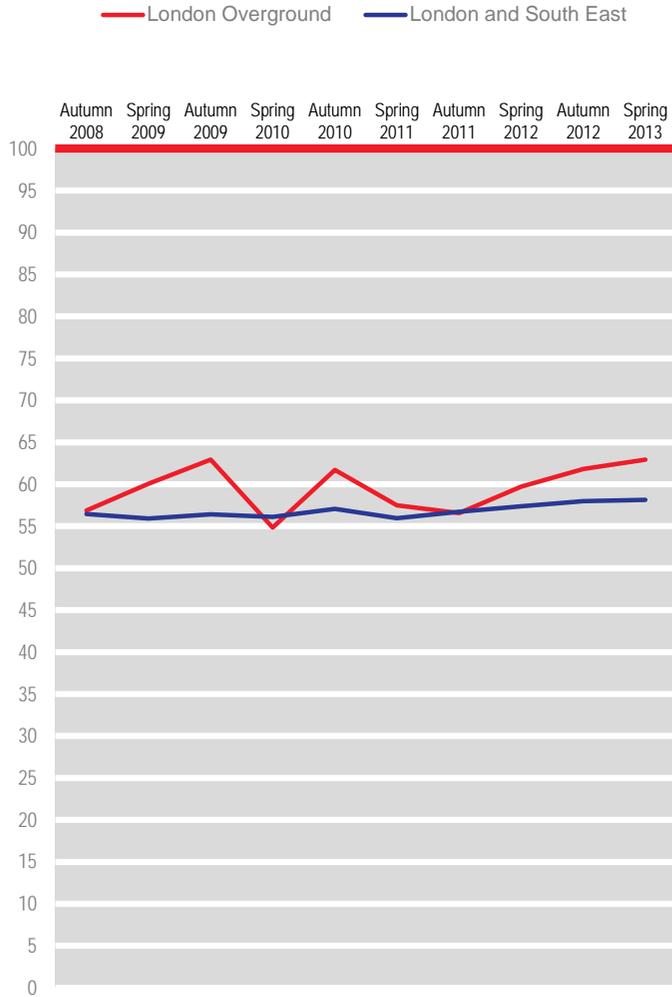
(959)
Percentage of passengers satisfied 2008 to 2013



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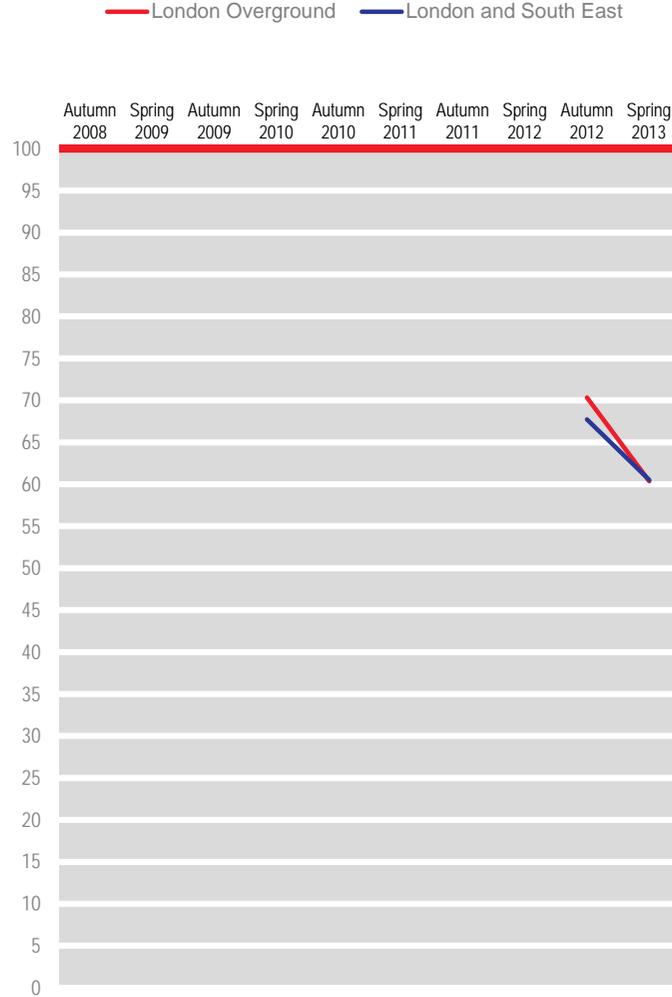
The availability of staff at the station

(881)
Percentage of passengers satisfied 2008 to 2013



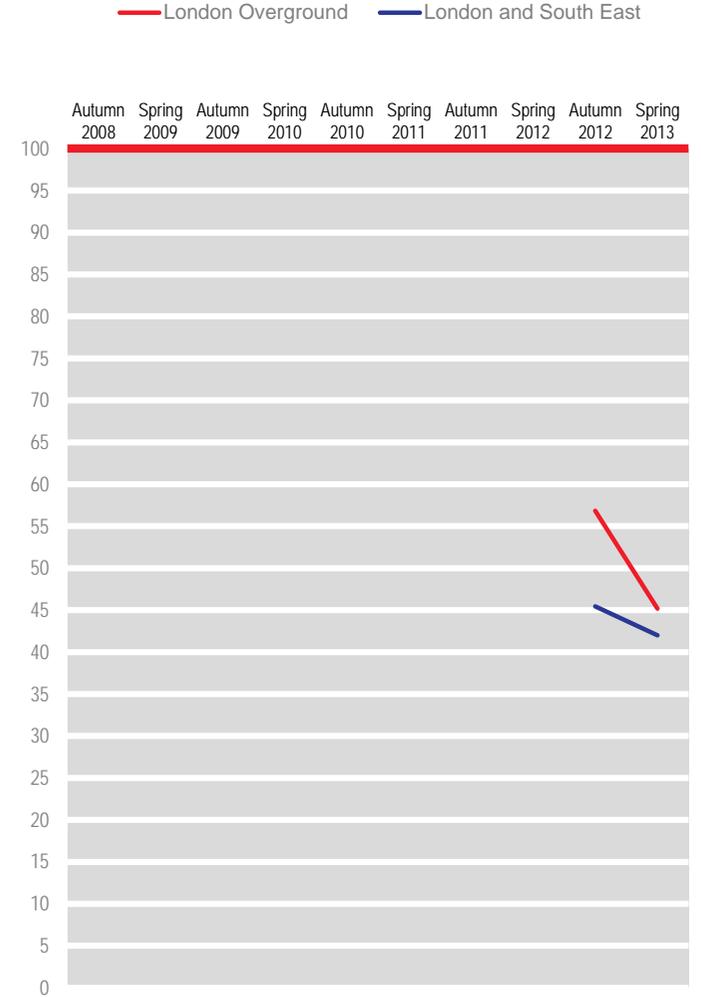
The provision of shelter facilities

(941)
Percentage of passengers satisfied 2008 to 2013



Availability of seating

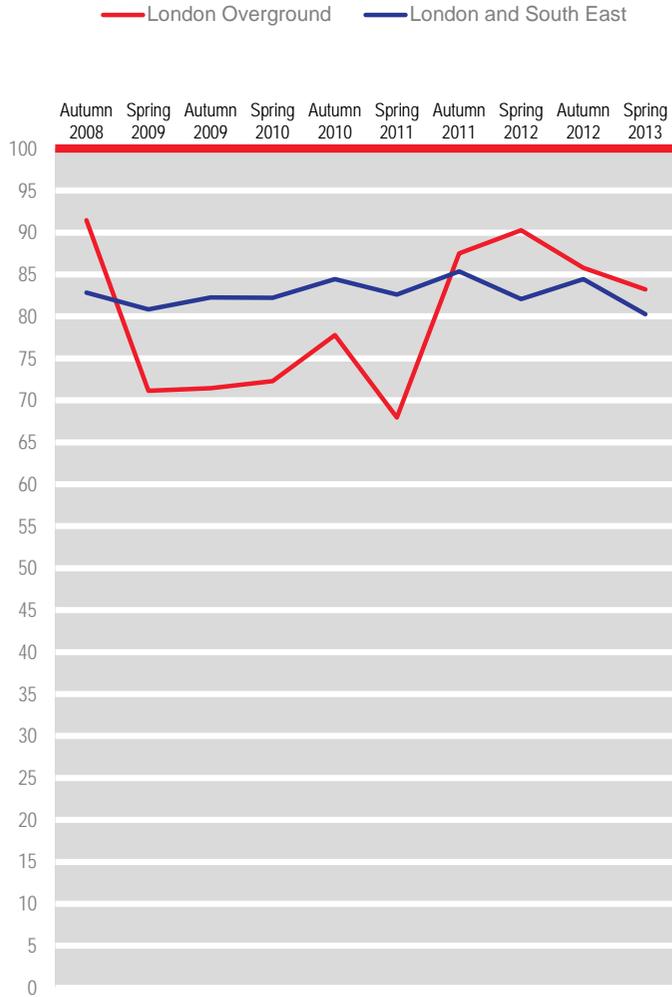
(978)
Percentage of passengers satisfied 2008 to 2013



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

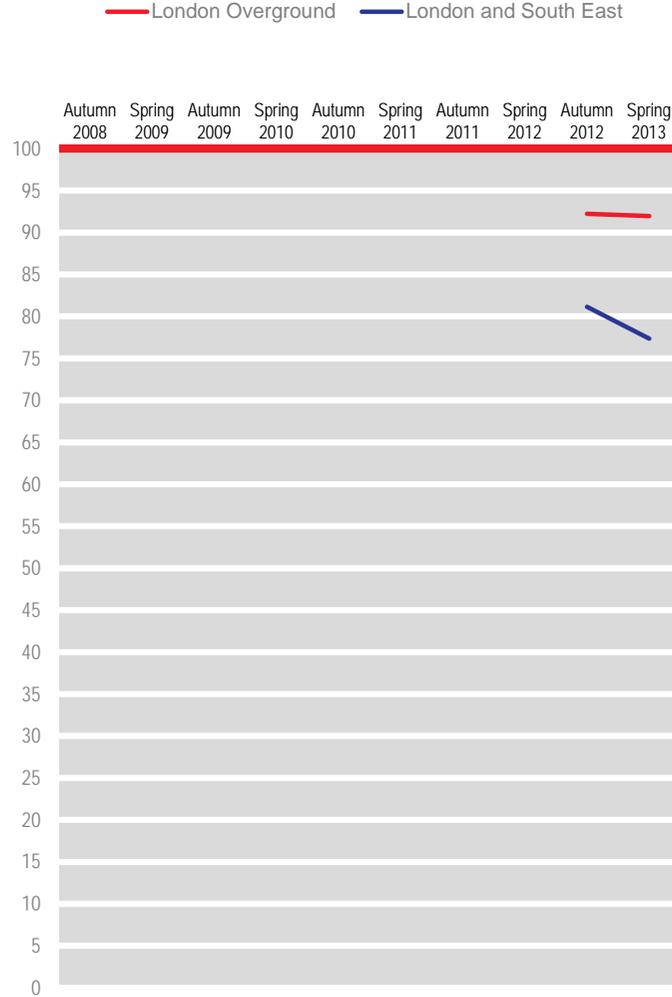
How request to station staff was handled

(98)
Percentage of passengers satisfied 2008 to 2013



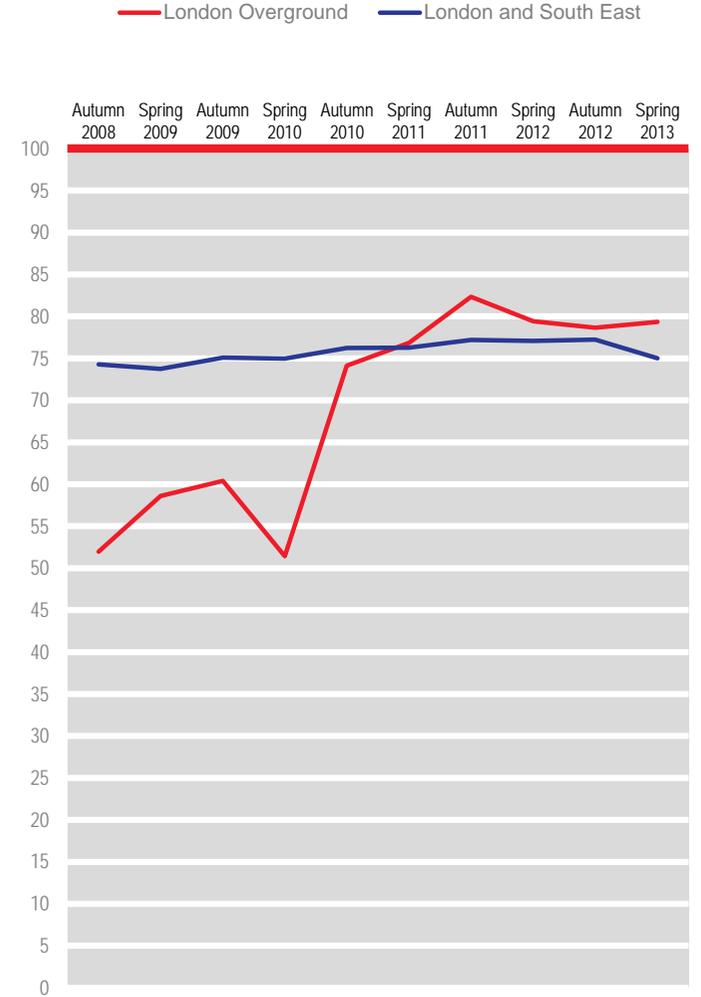
Overall satisfaction with the train

(1064)
Percentage of passengers satisfied 2008 to 2013



The frequency of trains on that route

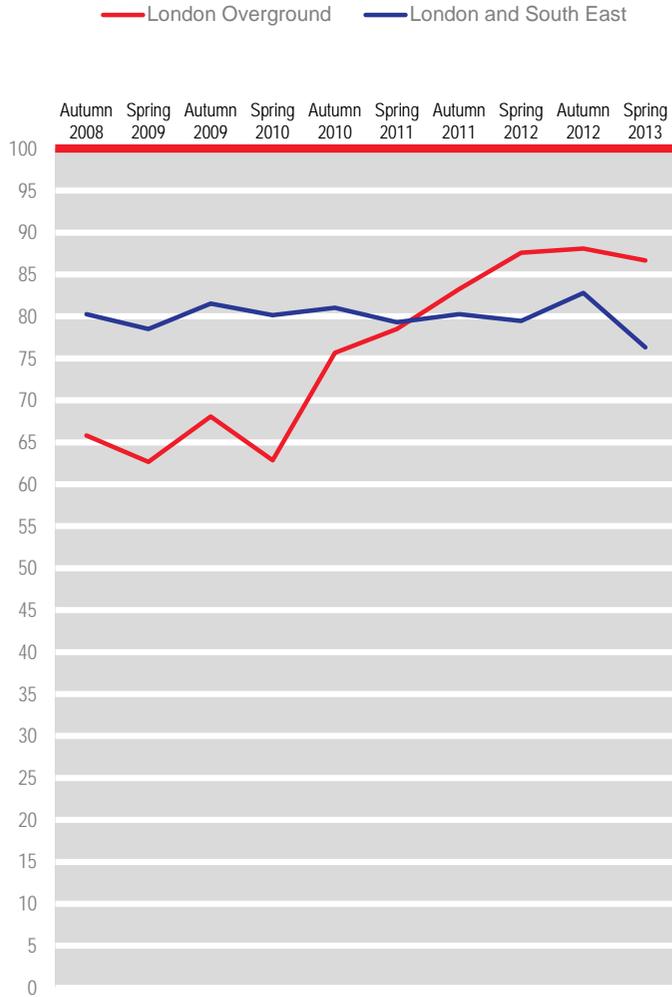
(1066)
Percentage of passengers satisfied 2008 to 2013



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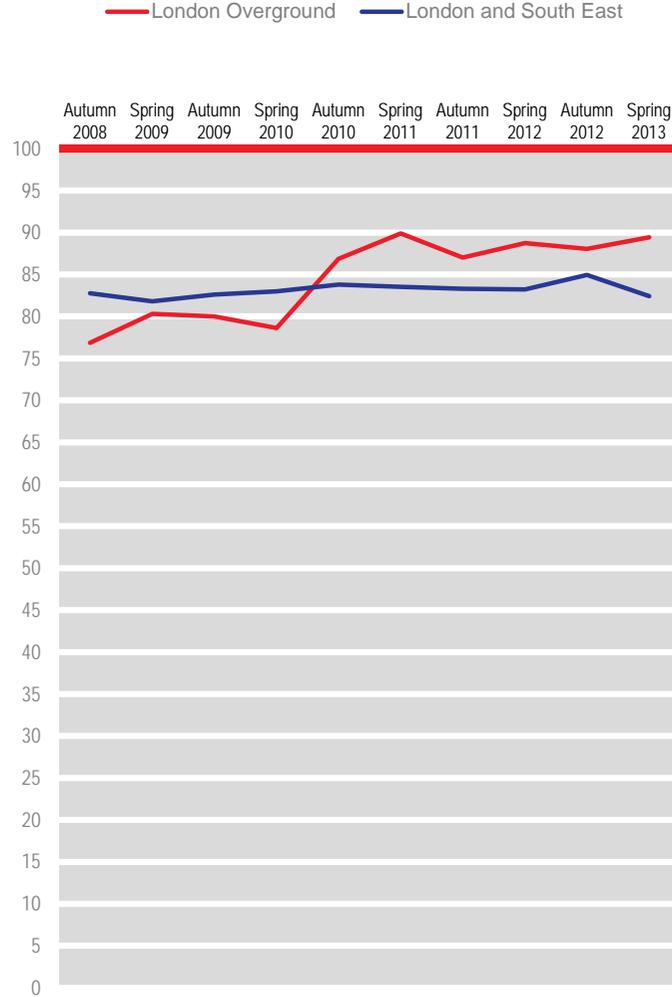
Punctuality/reliability (i.e. train arriving/departing on time)

(1060)
Percentage of passengers satisfied 2008 to 2013



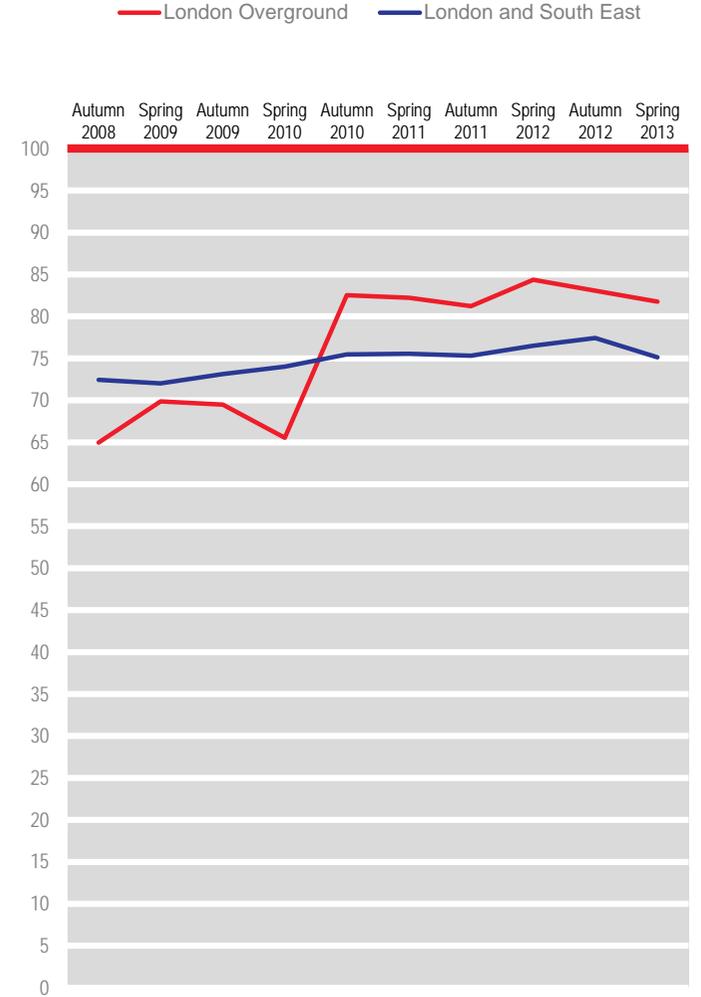
The length of time the journey was scheduled to take (speed)

(1040)
Percentage of passengers satisfied 2008 to 2013



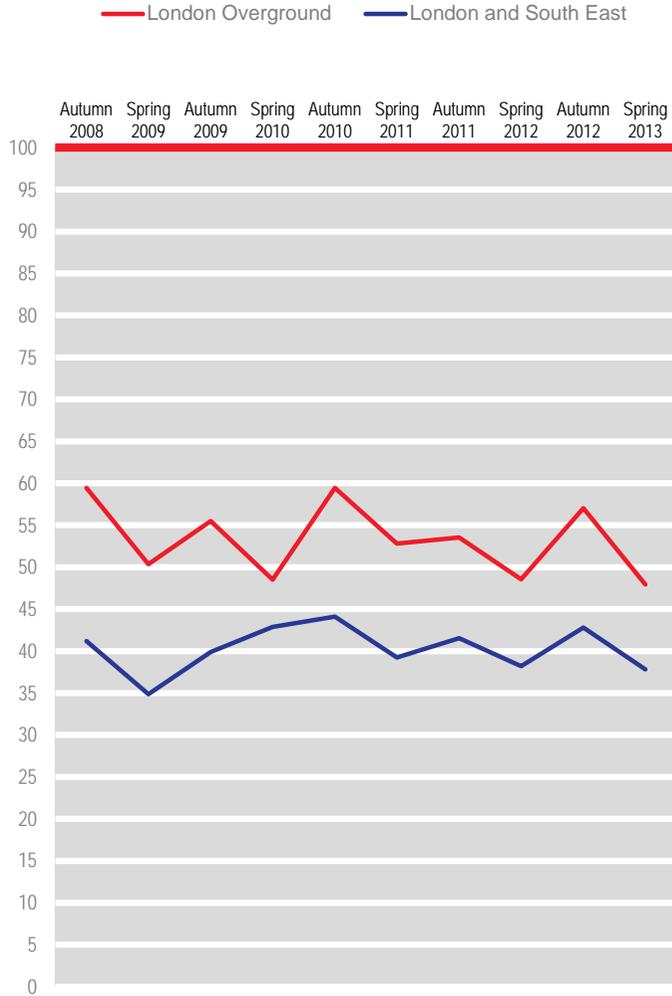
Connections with other train services

(861)
Percentage of passengers satisfied 2008 to 2013

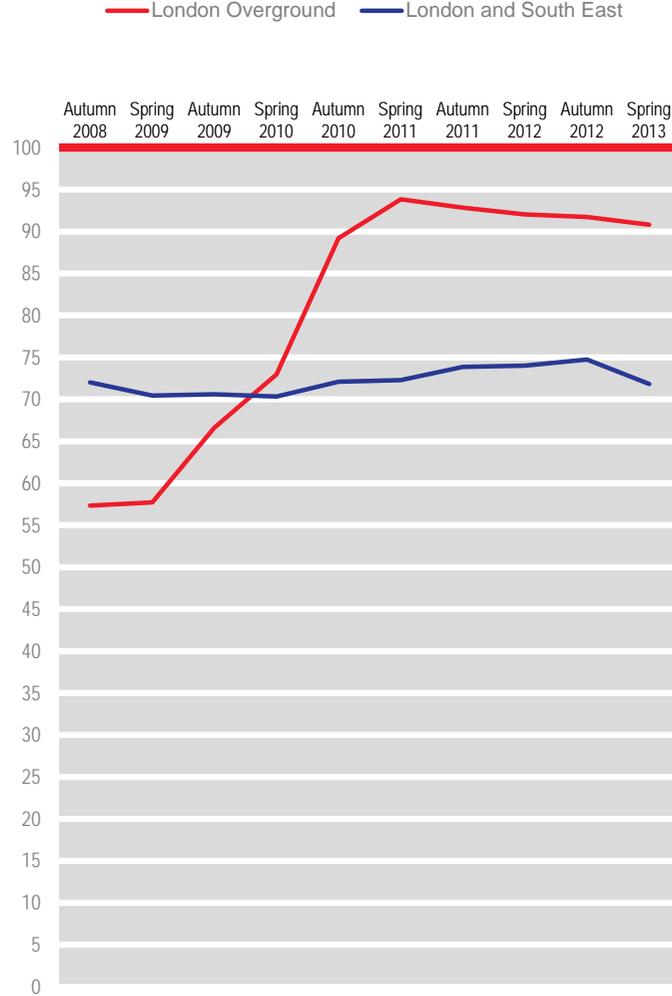


N.B. Benchmarks and targets are only shown for applicable factors

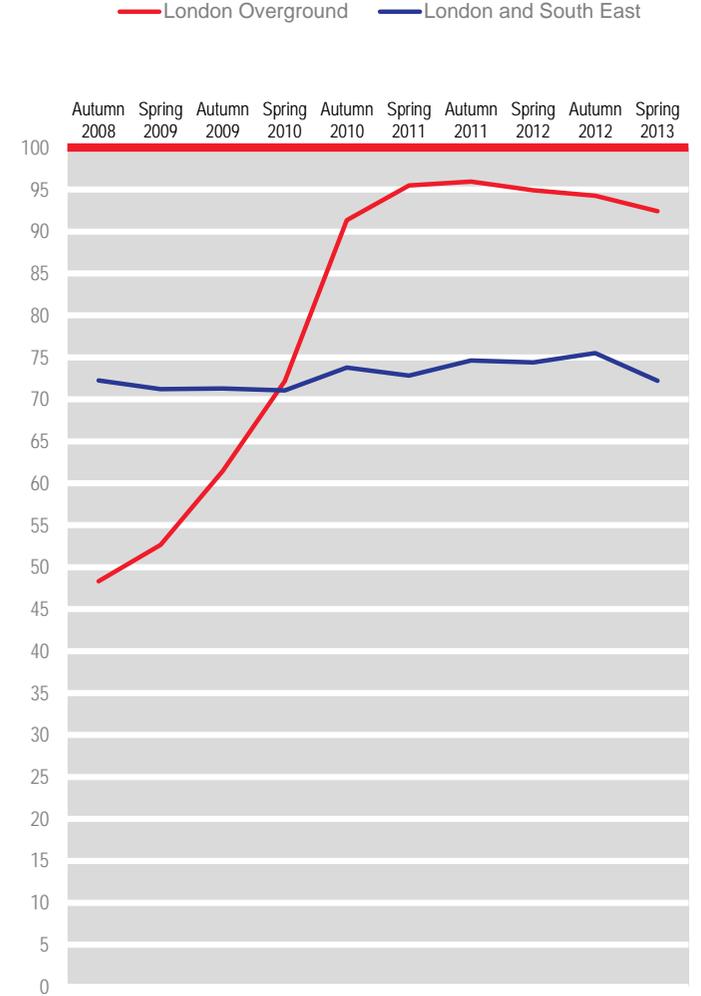
The value for money for the price of your ticket (919)
Percentage of passengers satisfied 2008 to 2013



Cleanliness of the train (1068)
Percentage of passengers satisfied 2008 to 2013



Upkeep and repair of the train (1044)
Percentage of passengers satisfied 2008 to 2013

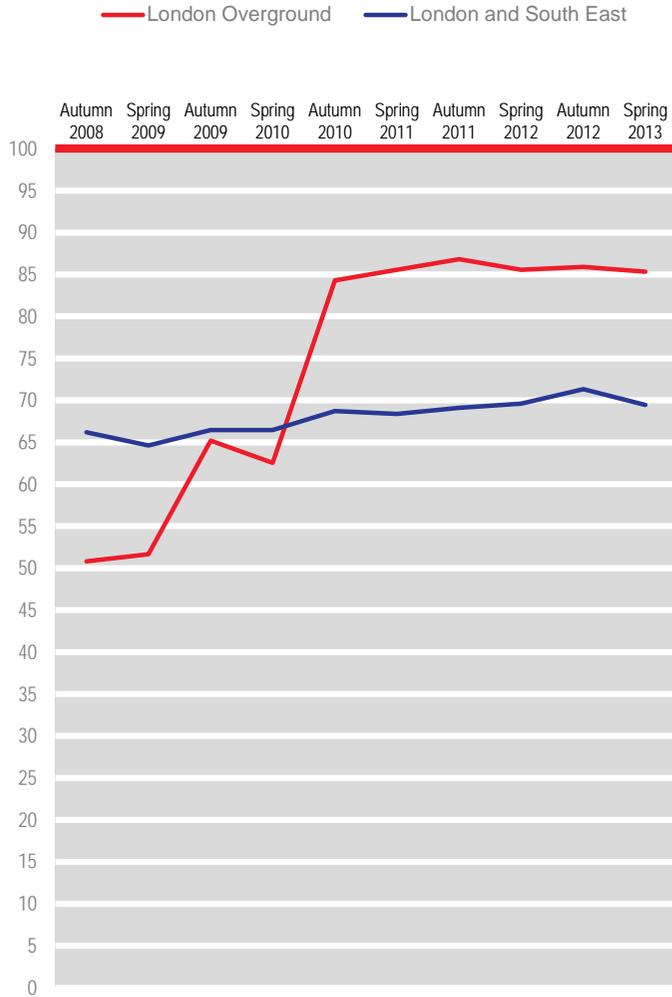


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(996)

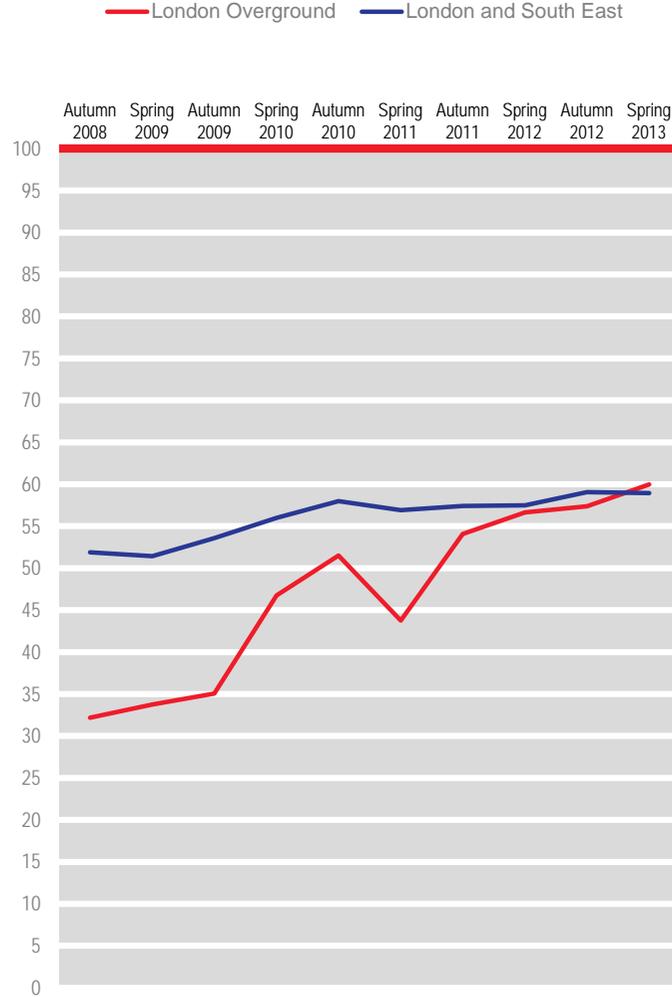
Percentage of passengers satisfied 2008 to 2013



The helpfulness and attitude of staff on train

(510)

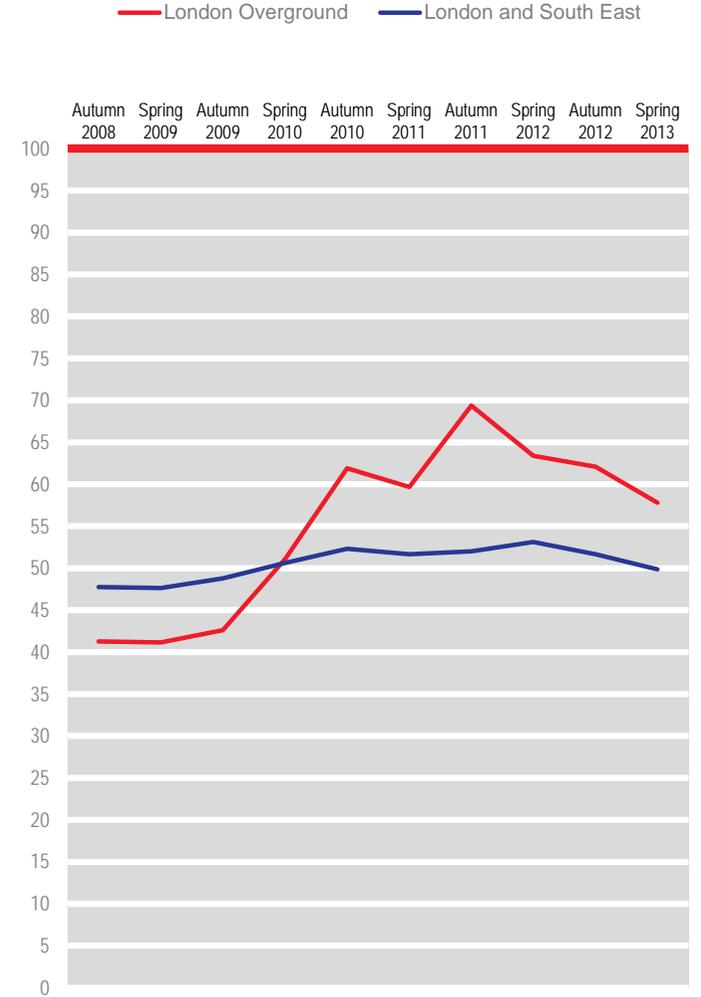
Percentage of passengers satisfied 2008 to 2013



The space for luggage

(826)

Percentage of passengers satisfied 2008 to 2013

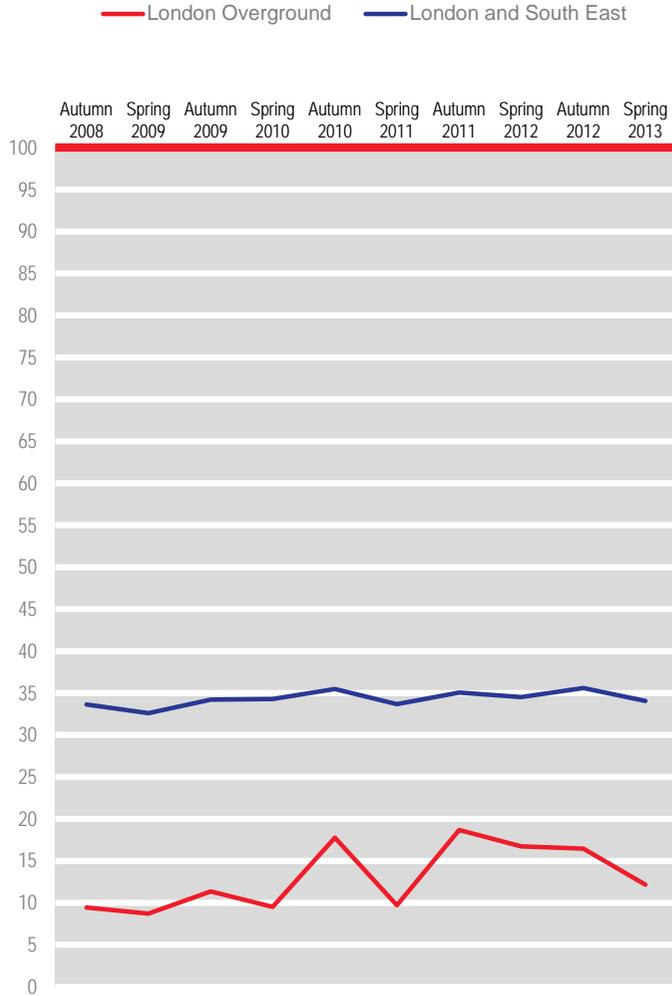


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(340)

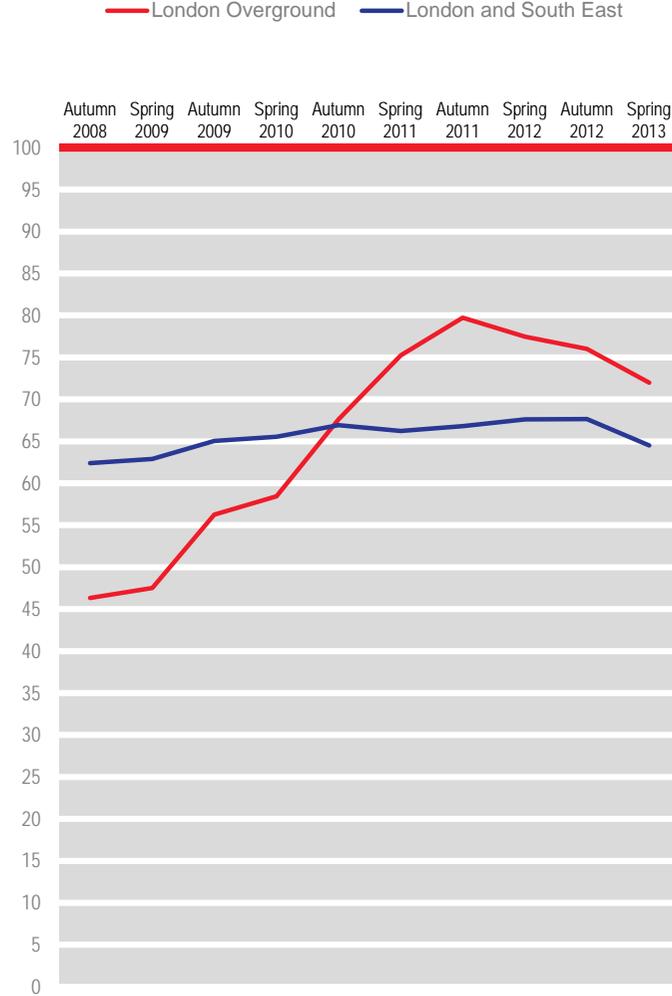
Percentage of passengers satisfied 2008 to 2013



Sufficient room for all the passengers to sit/stand

(1057)

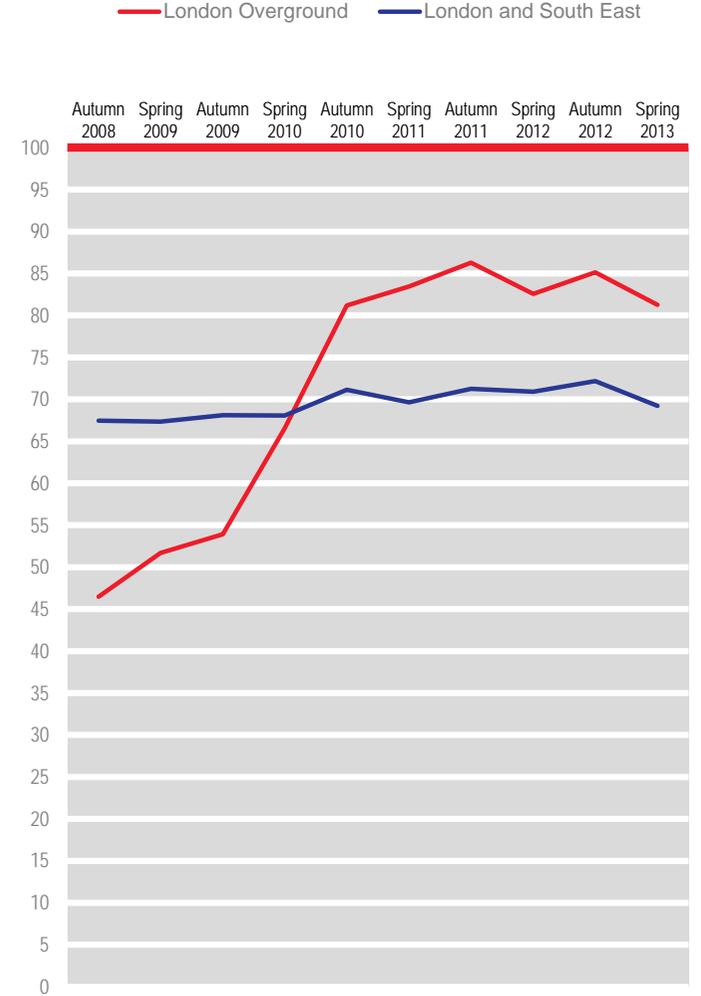
Percentage of passengers satisfied 2008 to 2013



The comfort of the seating area

(1038)

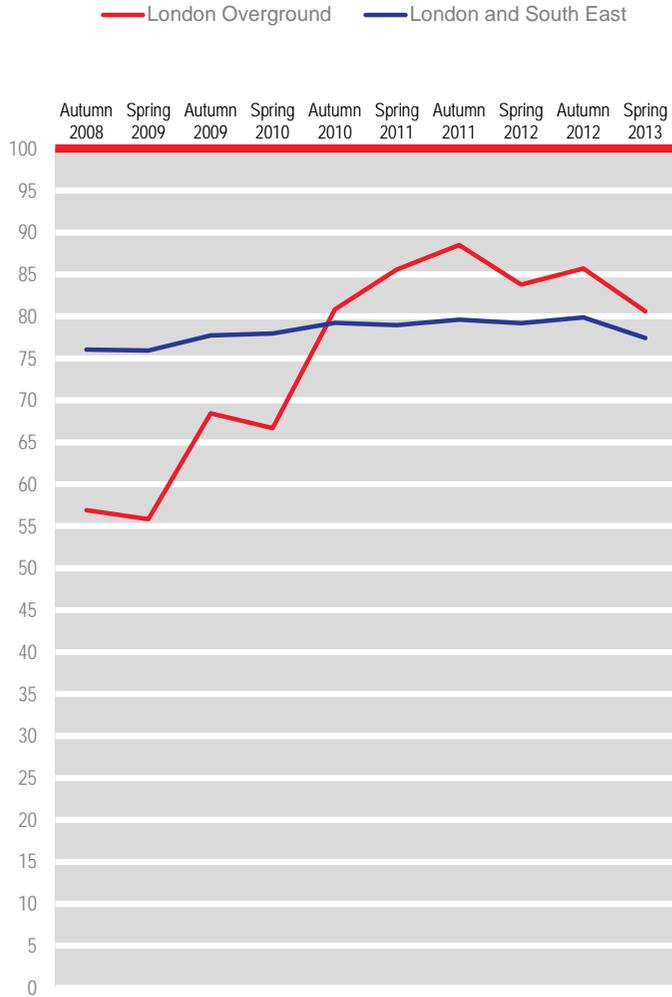
Percentage of passengers satisfied 2008 to 2013



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

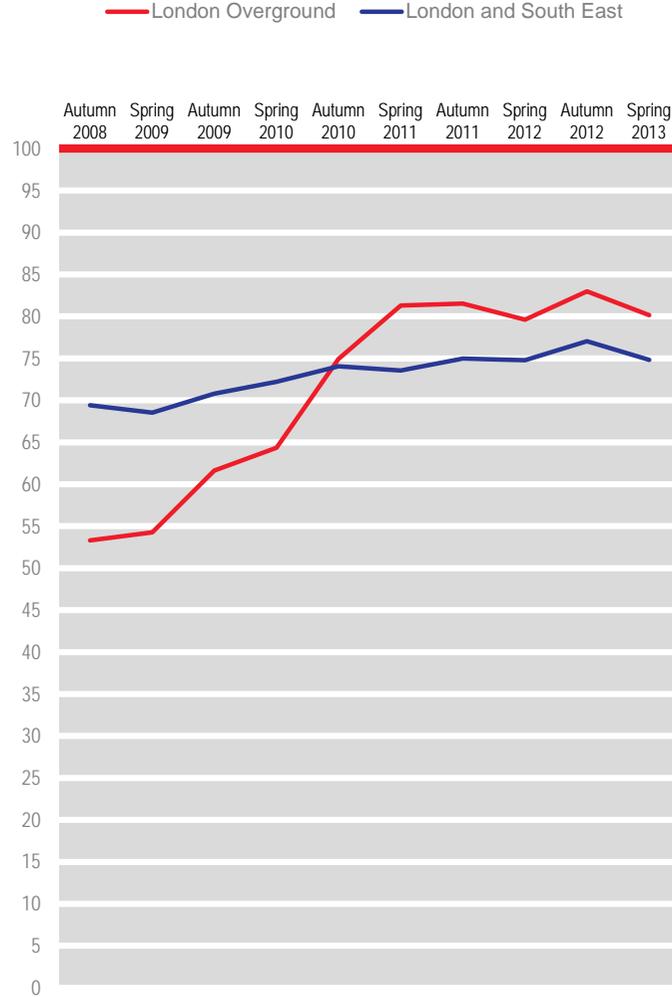
The ease of being able to get on and off the train

(1054)
Percentage of passengers satisfied 2008 to 2013



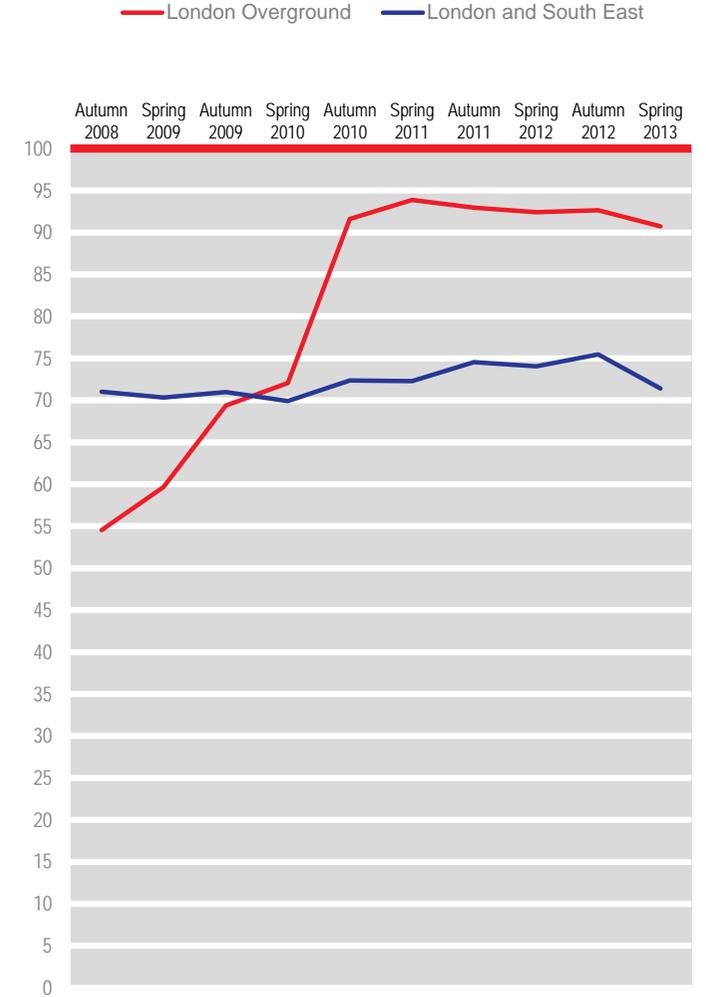
Your personal security whilst on board

(1015)
Percentage of passengers satisfied 2008 to 2013



The cleanliness of the inside of the train

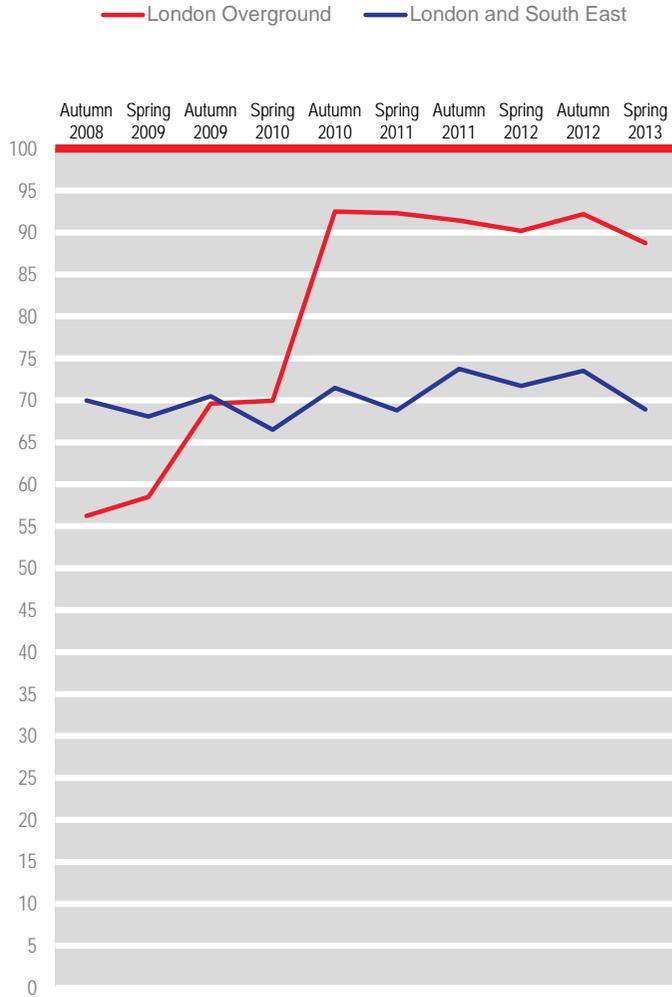
(1059)
Percentage of passengers satisfied 2008 to 2013



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

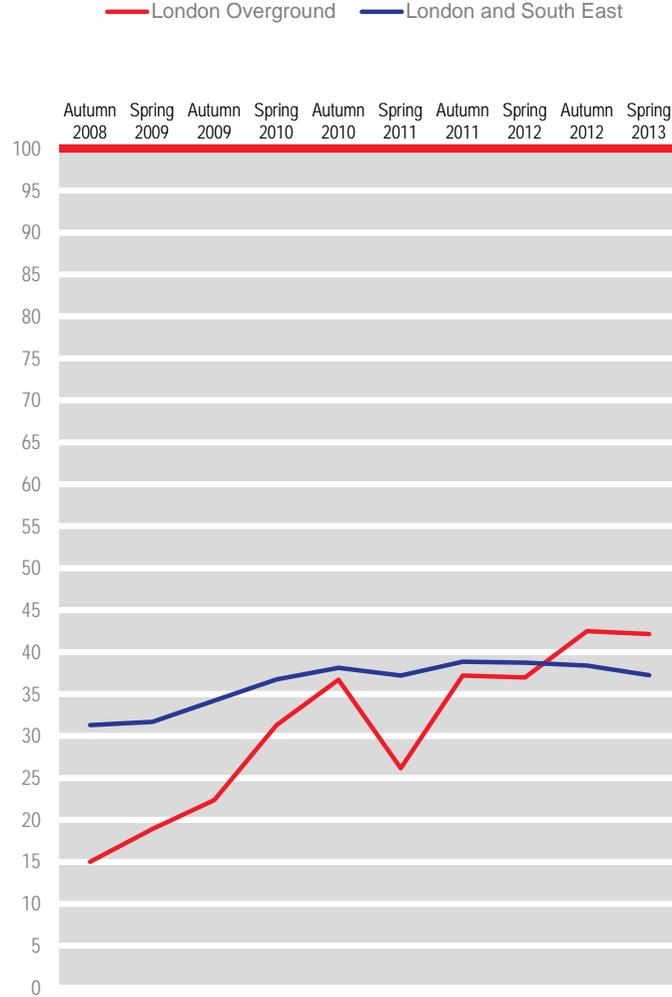
The cleanliness of the outside of the train

(978)
Percentage of passengers satisfied 2008 to 2013



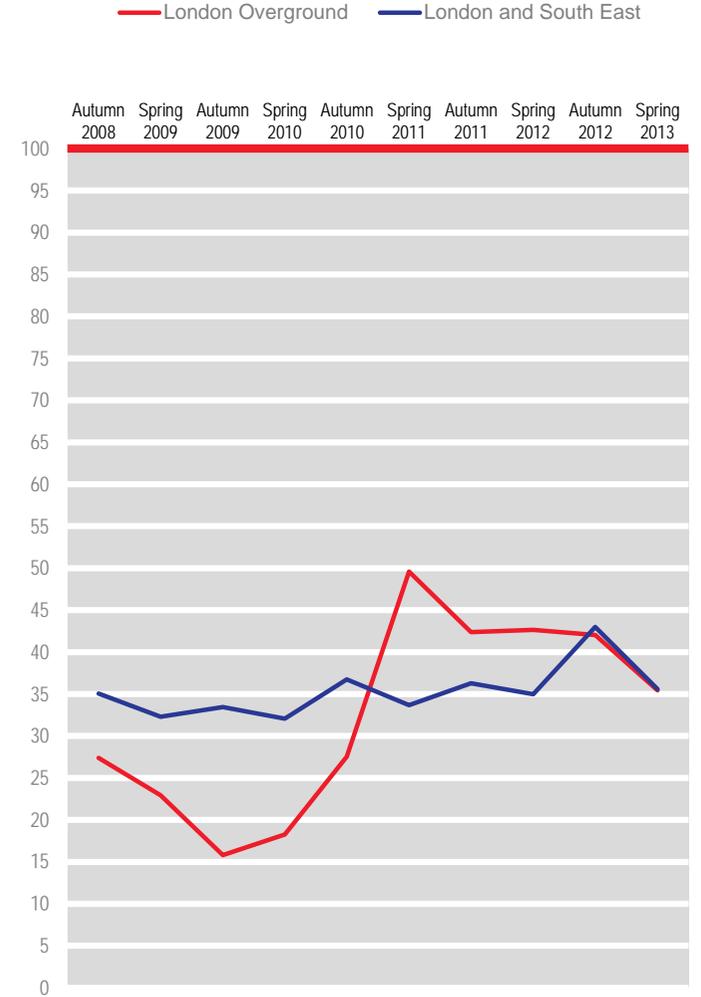
The availability of staff on the train

(759)
Percentage of passengers satisfied 2008 to 2013



How well train company dealt with delay

(88)
Percentage of passengers satisfied 2008 to 2013



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

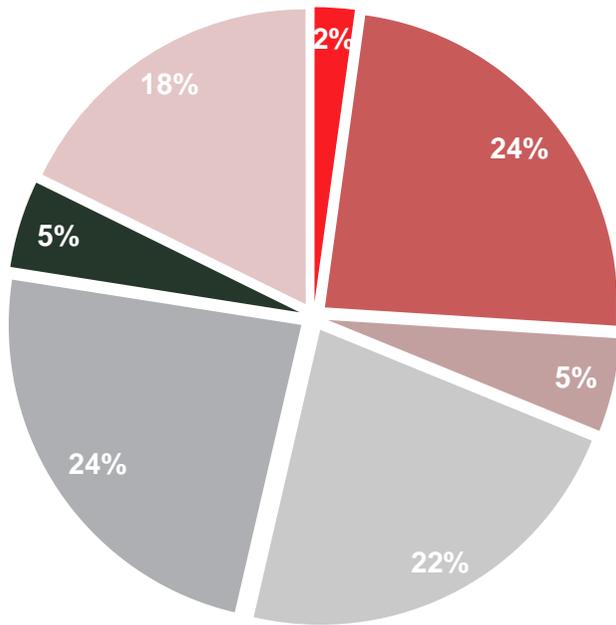
Managed versus non-managed stations for London Overground

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	80		79
Ticket buying facilities	74		67
Provision of information about train times/platforms	84		79
The upkeep/repair of the station buildings/platforms	78		75
Cleanliness	82		78
The facilities and services	35	-	50
The attitudes and helpfulness of the staff	69		69
Connections with other forms of public transport	71	-	82
Facilities for car parking	29		38
Overall environment	70		72
Your personal security whilst using	63	-	74
The availability of staff	67		59
The provision of shelter facilities	55	-	66
Availability of seating	49		42
How request to station staff was handled	85		80

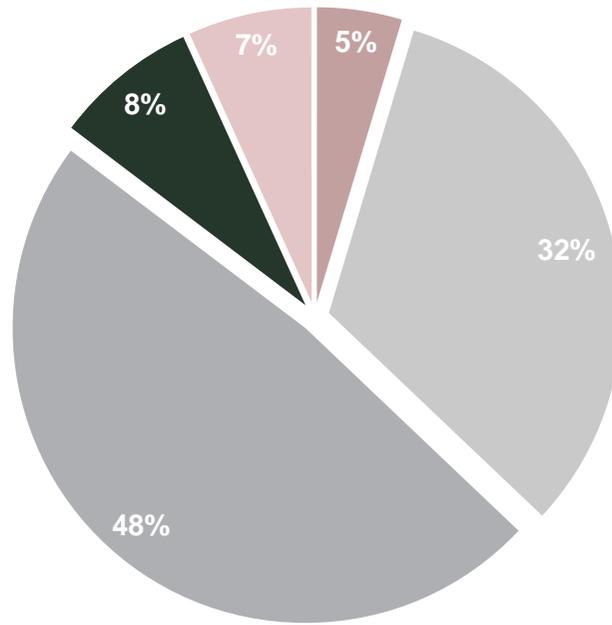
Managed versus non-managed stations for London Overground

(% Passengers Journeys originating from each type of station)

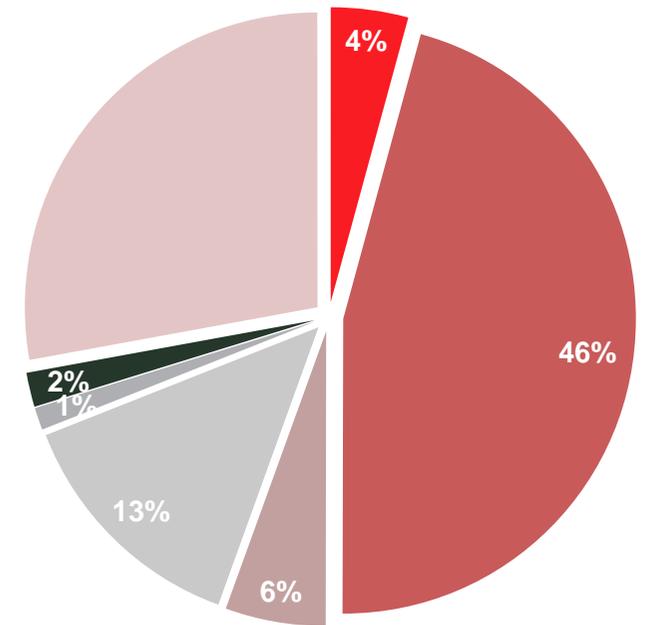
Overall Total



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 London Overground

	Peak		Off-Peak			
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction	87		100	92		90
Overall satisfaction with the station	78		89	79		81
Ticket buying facilities	69		97	70		73
Provision of information about train times/platforms	74		92	82		82
The upkeep/repair of the station buildings/platforms	69		84	77		77
Cleanliness	71		94	80		78
The facilities and services	51		46	43	+	35
The attitudes and helpfulness of the staff	69		74	69		65
Connections with other forms of public transport	83		74	77		76
Facilities for car parking	69		43	33		35
Overall environment	62		82	71		71
Your personal security whilst using	81		77	68		70
The availability of staff	65		78	63		60
The provision of shelter facilities	56		-	60		-
Availability of seating	53		-	45		-
How request to station staff was handled	69		100	84		90

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

Peak/off-peak satisfaction scores for London Overground

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction with the train	98	-	92	92	-	79
The frequency of the trains on that route	67		74	79		79
Punctuality/reliability (i.e. the train arriving/departing on time)	75		87	87		88
The length of time the journey was scheduled to take (speed)	69		84	90		89
Connections with other train services	69		81	82		84
The value for money for the price of your ticket	26		32	48		49
Cleanliness of the train	92		97	91		92
Upkeep and repair of the train	95		98	92		95
The provision of information during the journey	90		89	85		86
The helpfulness and attitude of staff on train	47		29	60		57
The space for luggage	58		77	58		63
The toilet facilities	22		31	12		17
Sufficient room for all passengers to sit/stand	69		92	72	-	77
The comfort of the seating area	81		72	81		83
The ease of being able to get on and off	94		95	81		84
Your personal security on board	84		91	80		80
The cleanliness of the inside	91		98	91		92
The cleanliness of the outside	88		93	89		90
The availability of staff	27		29	42		37
How well train company deals with delays	26		100	36		42

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	60		-	61		-
Availability of seating	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	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 London Overground

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
SEX			DELAYS		
Male	35	41	None	89	86
Female	59	53	Minor	6	9
Not stated	5	5	Major	1	2
			Not stated	3	4
AGE			REGULAR TRAVELLER		
16-25	14	15	Yes	78	80
26-34	25	29	No	22	20
35-44	22	18			
45-54	17	16			
55-59	5	6	TIME OF TRAVEL		
60-64	5	5	Peak	1	1
65+	7	5	Off-peak	99	99
Not stated	4	5			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	64	64	Yes asked for help	3	6
Business	3	3	Yes asked for information	3	2
Leisure	33	33	Could not find anyone to ask	2	1
			No	88	88
			Not stated	4	2

Weighted sample profile for London and South East

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
SEX			DELAYS		
Male	44	45	None	76	80
Female	53	52	Minor	19	16
Not stated	2	3	Major	3	3
			Not stated	2	2
AGE			REGULAR TRAVELLER		
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	TIME OF TRAVEL		
60-64	8	9	Peak	21	19
65+	10	10	Off-peak	79	81
Not stated	2	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
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 London Overground

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Euston	135	Queens Park (London)	8	South Acton	3
Clapham Junction	86	Kilburn High Road	8	South Kenton	3
Gospel Oak	64	Dalston Kingsland	7	Norwood Junction	3
Barking	63	Sydenham	7	Stonebridge Park	3
Watford Junction	51	Hatch End	7	Gunnersbury	2
Highbury And Islington	34	Headstone Lane	7	South Hampstead	2
Stratford (London)	33	Brondesbury Park	7	Hackney Wick	2
Willesden Junction	32	Homerton	7	Kew Gardens	2
West Croydon	31	Kensal Rise	7	Rotherhithe	1
Dalston Junction	30	Kenton	7	Kentish Town West	1
Canada Water	29	Acton Central	7	Harlesden	1
Richmond (Surrey)	27	Leytonstone High Road	7	Anerley	1
New Cross	22	Walthamstow Queens Road	6		
Forest Hill	20	Brondesbury	6		
Harrow And Wealdstone	18	Imperial Wharf	6		
Watford High Street	17	Shadwell	6		
Peckham Rye	16	Hackney Central	5		
Upper Holloway	16	Wembley Central	5		
South Tottenham	16	Surrey Quays	5		
Carpenders Park	15	Honor Oak Park	5		
Shoreditch High Street	14	Hoxton	5		
Crystal Palace	14	Leyton Midland Road	5		
Crouch Hill	13	Finchley Road And Frognal	5		
Shepards Bush	13	North Wembley	4		
Blackhorse Road	12	Brockley	4		
Hampstead Heath	12	Canonbury	4		
Whitechapel	12	Wanstead Park	4		
Harringay Green Lanes	12	Denmark Hill	4		
Bushey	11	Kensal Green	4		
Haggerston	10	Caledonian Road And Barnsbury	3		
West Hampstead	9	Penge West	3		
Woodgrange Park	9	West Brompton	3		
New Cross Gate	8	Camden Road	3		

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commuter	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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