



# National Passenger Survey TOC Report for Heathrow Express 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 (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.

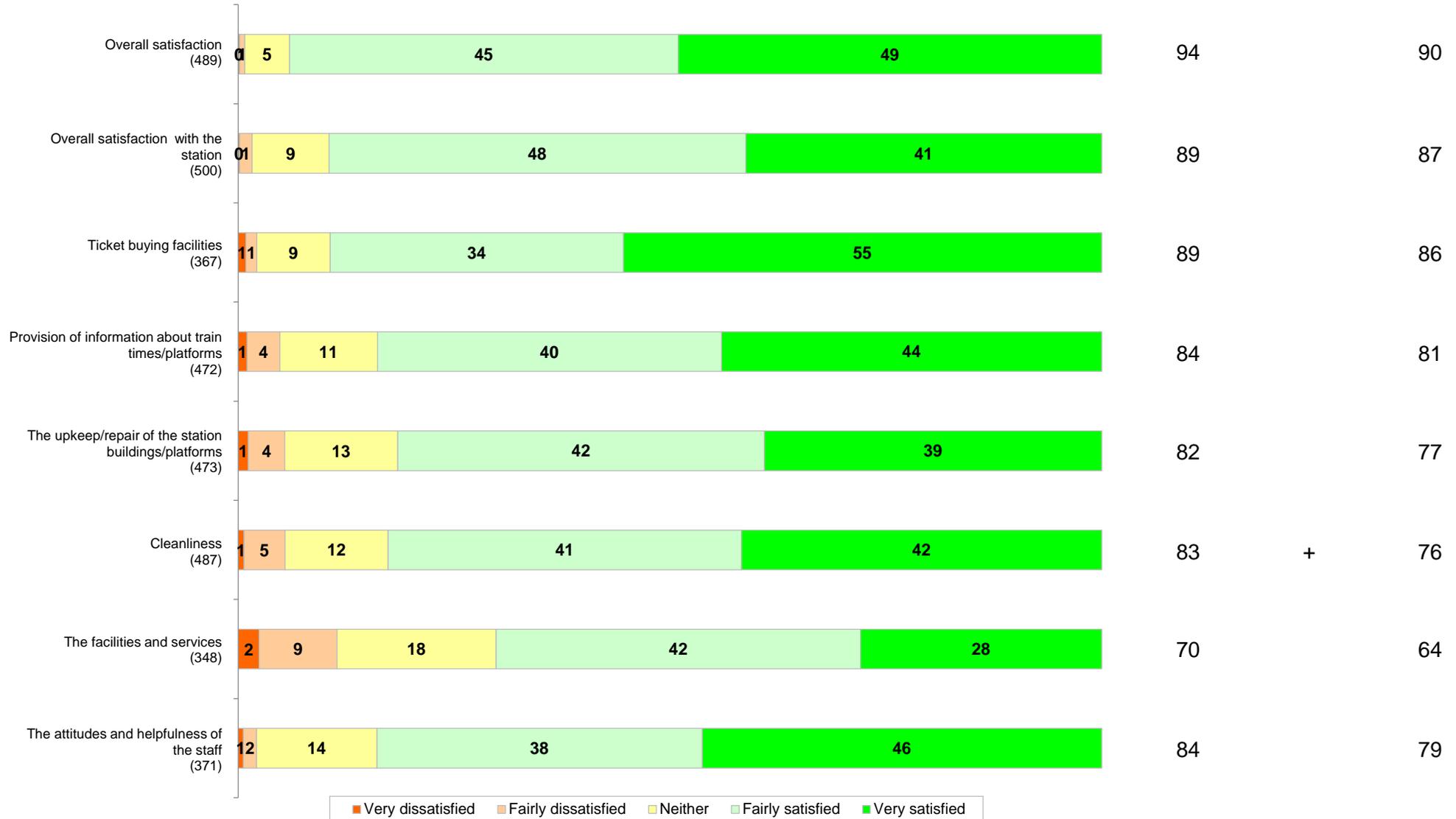
Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

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

### Satisfaction results for Heathrow Express

**% satisfied/good**  
 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

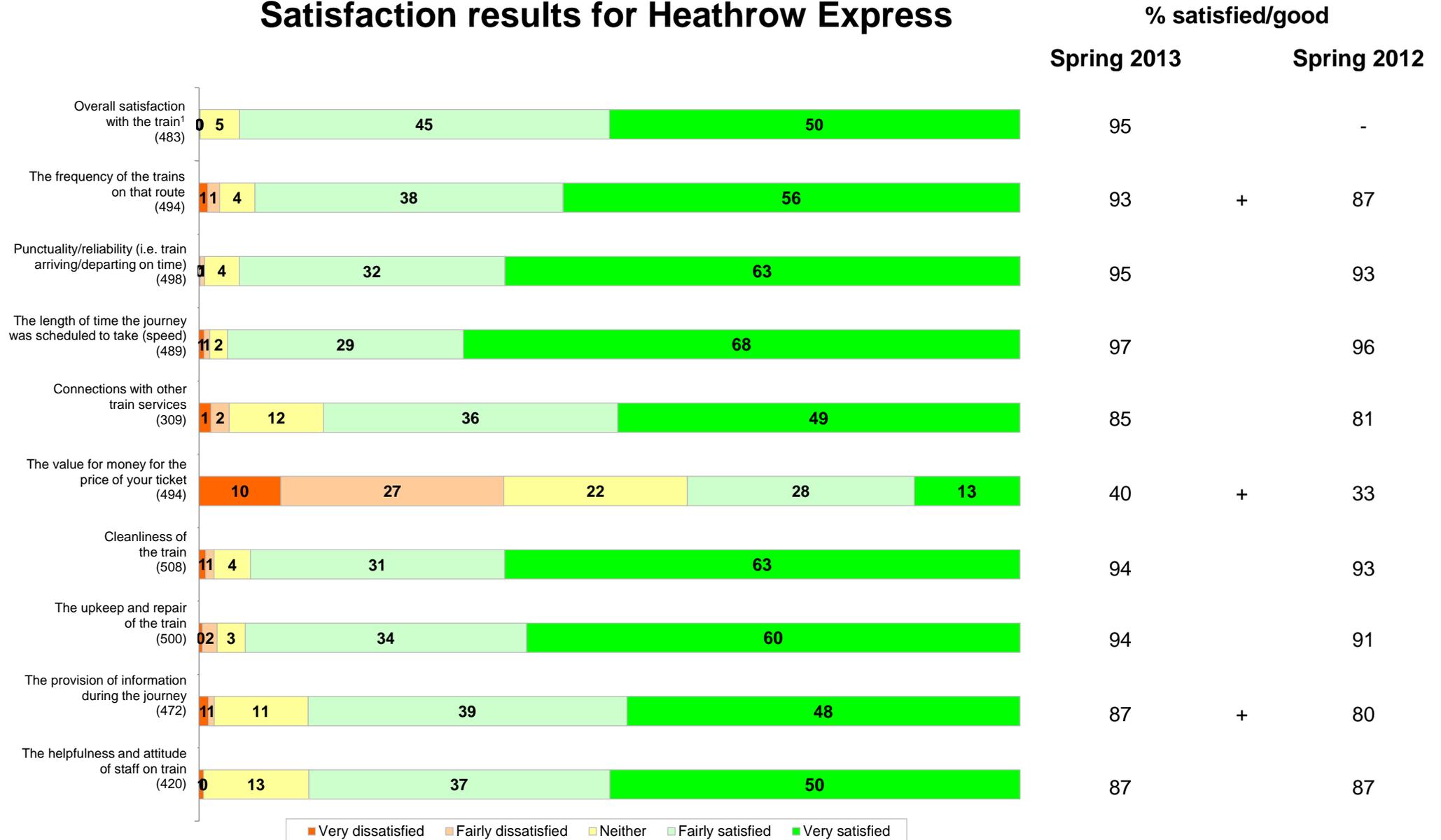
### Satisfaction results for Heathrow Express



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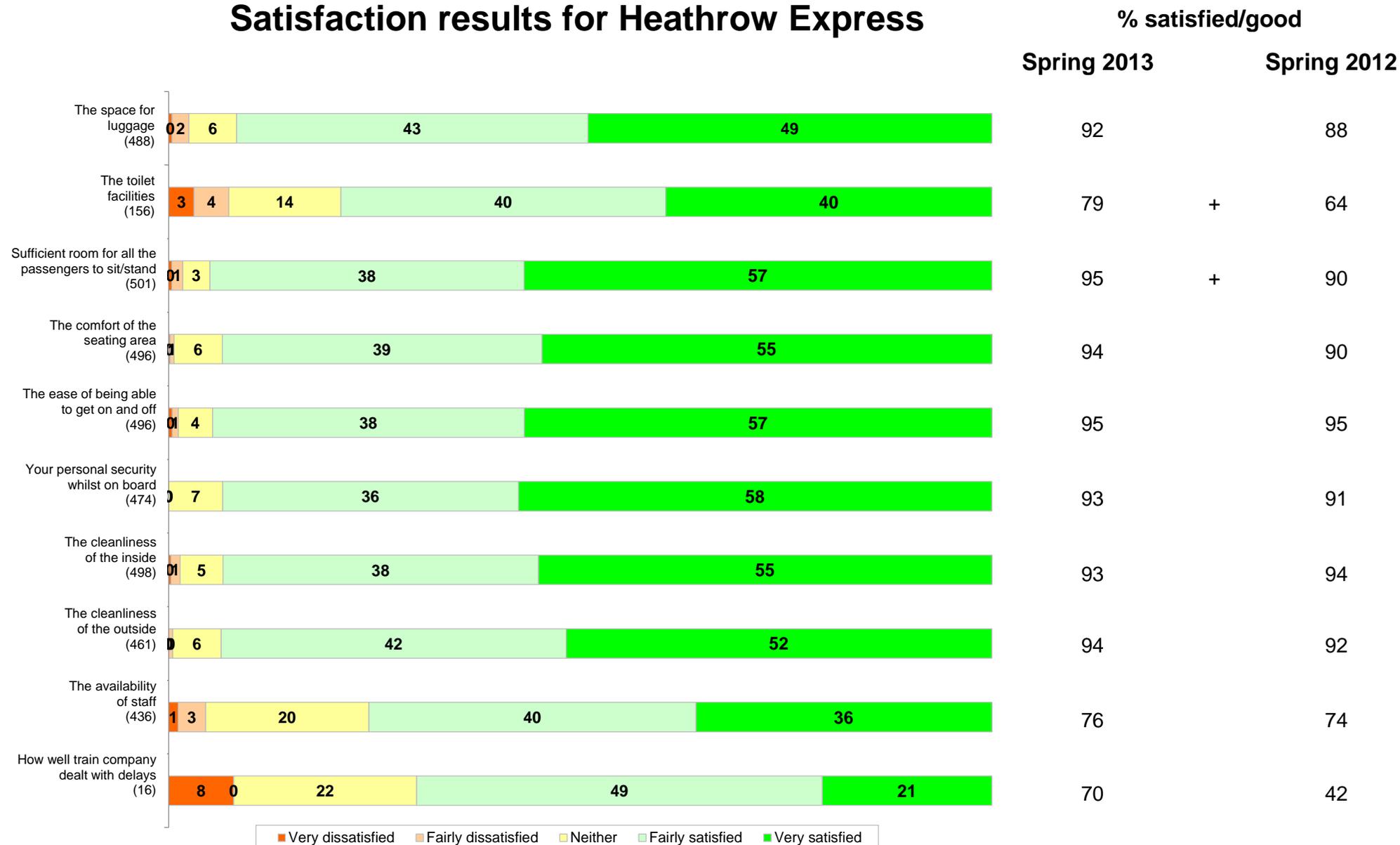
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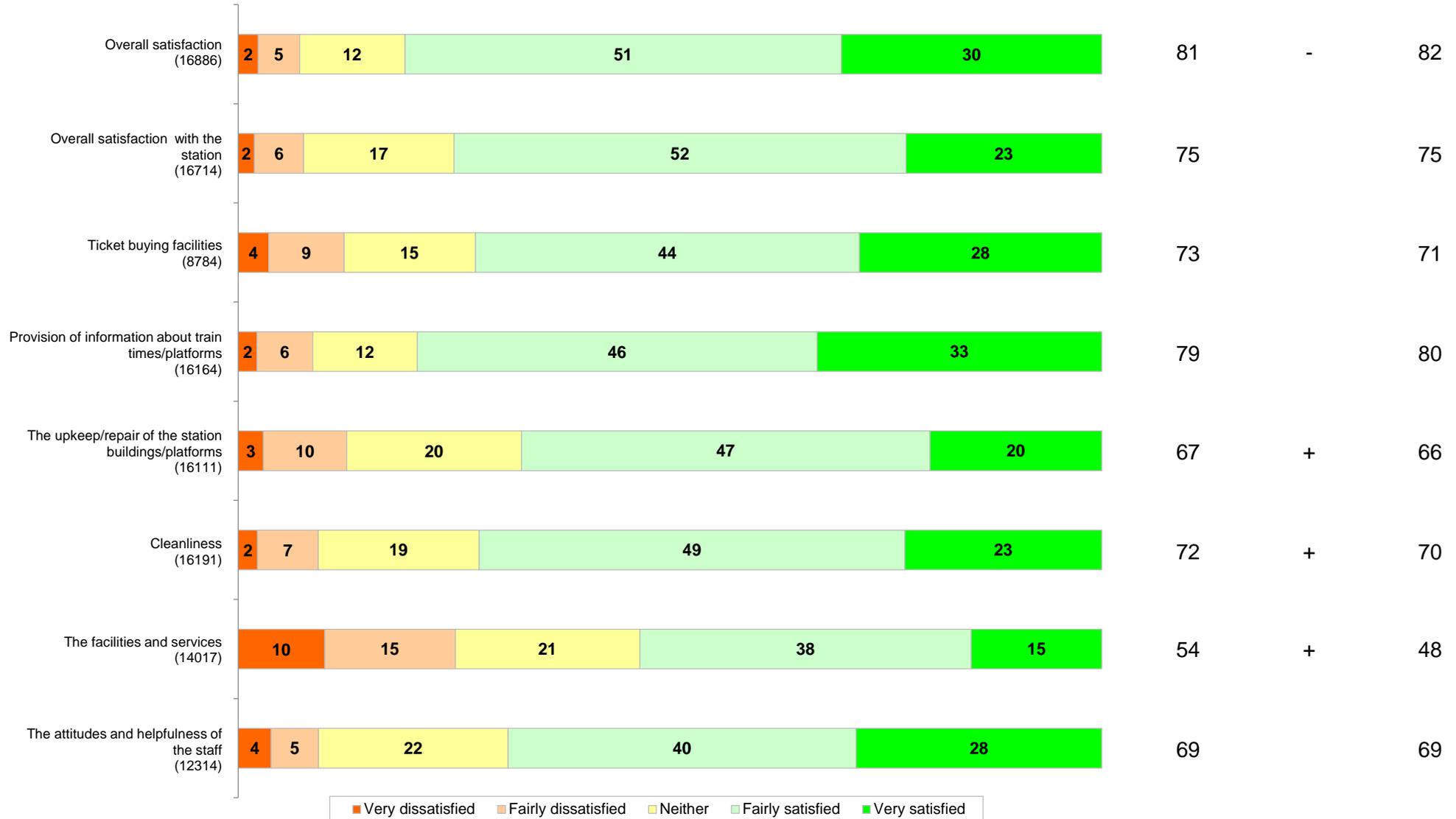
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

Satisfaction results for London and South East

Spring 2013

Spring 2012



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

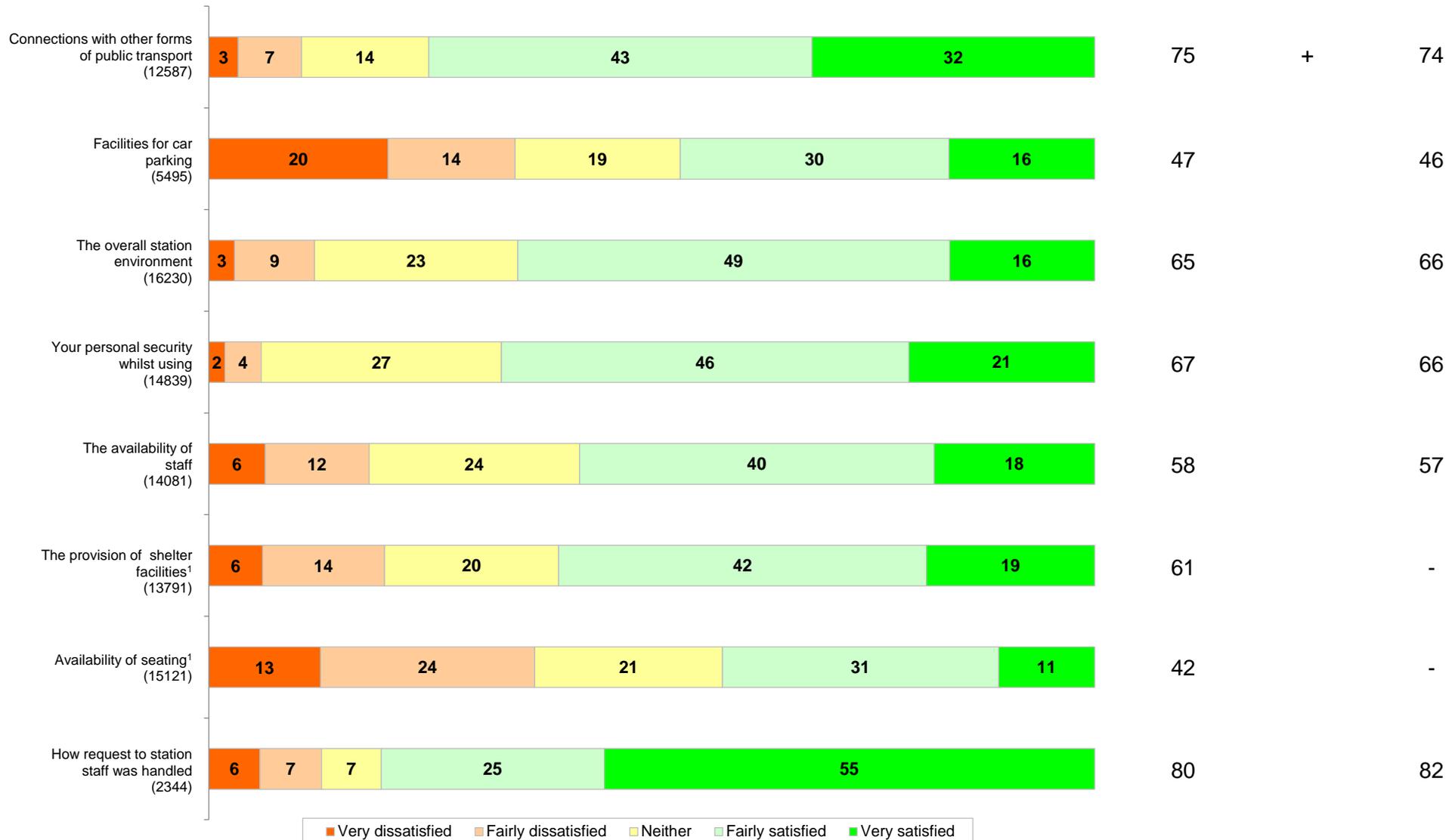
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

Spring 2013

Spring 2012

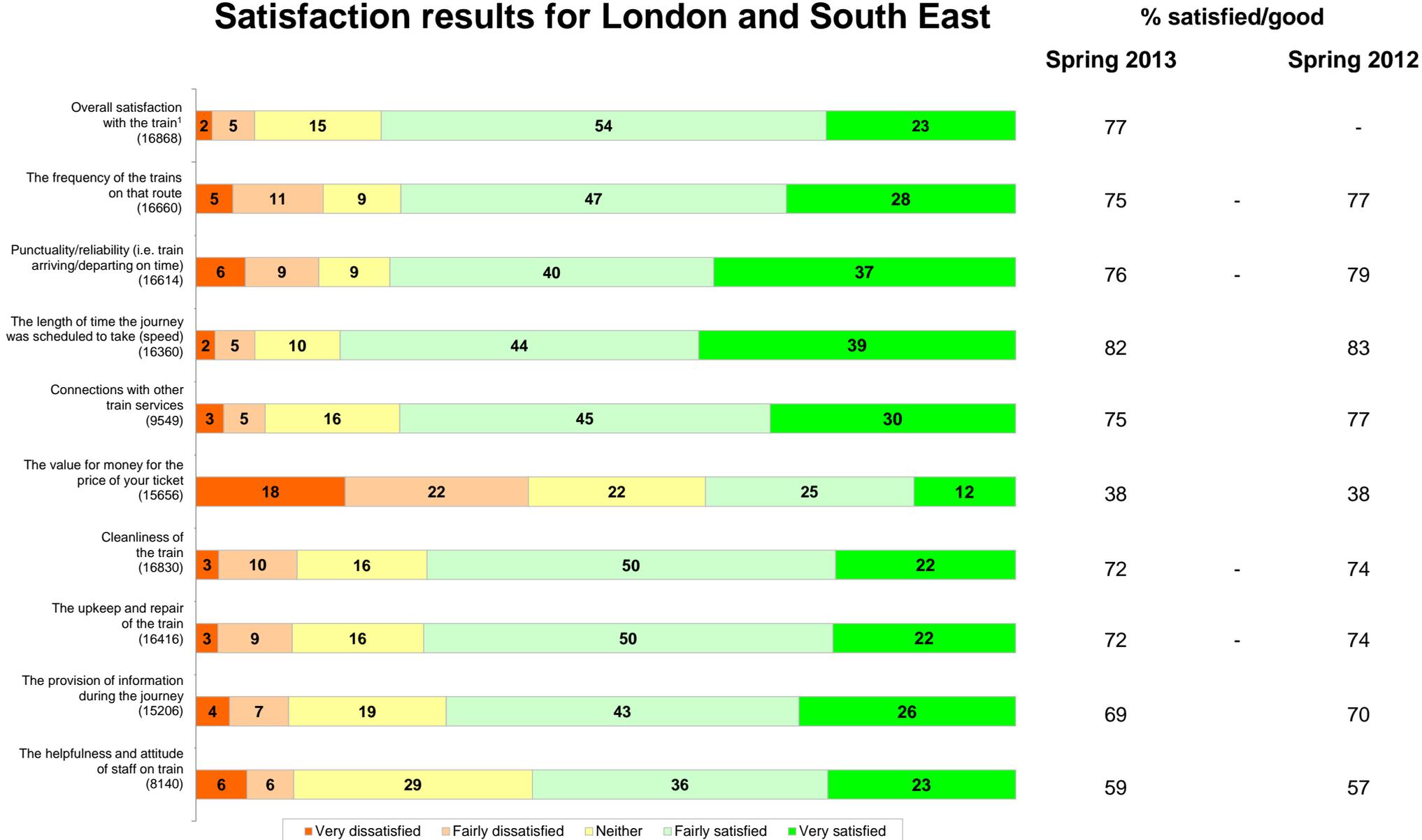
## Satisfaction results for London and South East



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

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

### Satisfaction results for London and South East

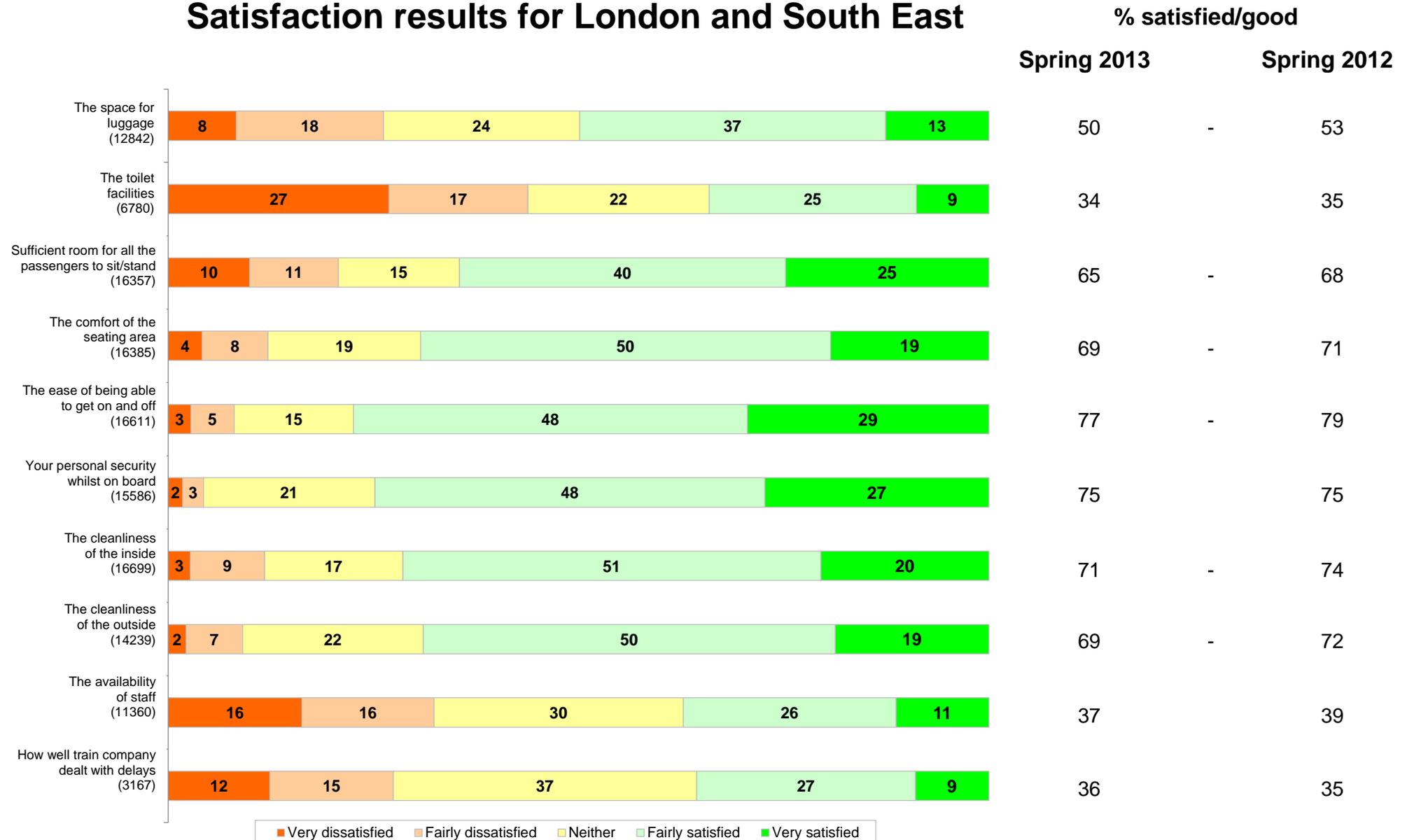


Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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 and South East



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

## Heathrow Express performance versus London and South East

|  | TOC | Sector | TOC Index |
|--|-----|--------|-----------|
| Overall satisfaction                                 | 94  | 81     | 117%      |
| Overall satisfaction with the station                | 89  | 75     | 119%      |
| Ticket buying facilities                             | 89  | 73     | 123%      |
| Provision of information about train times/platforms | 84  | 79     | 106%      |
| The upkeep/repair of the station buildings/platforms | 82  | 67     | 121%      |
| Cleanliness  | 83  | 72     | 115%      |
| The facilities and services                          | 70  | 54     | 131%      |
| The attitudes and helpfulness of the staff           | 84  | 69     | 122%      |
| Connections with other forms of public transport     | 87  | 75     | 116%      |
| Facilities for car parking                           | 69  | 47     | 147%      |
| Overall environment                                  | 80  | 65     | 123%      |
| Your personal security whilst using                  | 82  | 67     | 122%      |
| The availability of staff                            | 77  | 58     | 132%      |
| The provision of shelter facilities                  | 82  | 61     | 135%      |
| Availability of seating                              | 68  | 42     | 161%      |
| How request to station staff was handled             | 96  | 80     | 119%      |

## Heathrow Express performance versus London and South East

|   | TOC | Sector | TOC Index |
|---|-----|--------|-----------|
| Overall satisfaction with the train                                 | 95  | 77     | 123%      |
| The frequency of the trains on that route                           | 93  | 75     | 124%      |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 95  | 76     | 125%      |
| The length of time the journey was scheduled to take (speed)        | 97  | 82     | 117%      |
| Connections with other train services                               | 85  | 75     | 113%      |
| The value for money for the price of your ticket                    | 40  | 38     | 107%      |
| Cleanliness of the train  | 94  | 72     | 131%      |
| Upkeep and repair of the train                                      | 94  | 72     | 131%      |
| The provision of information during the journey                     | 87  | 69     | 125%      |
| The helpfulness and attitude of staff on train                      | 87  | 59     | 147%      |
| The space for luggage   | 92  | 50     | 184%      |
| The toilet facilities   | 79  | 34     | 232%      |
| Sufficient room for all passengers to sit/stand                     | 95  | 65     | 147%      |
| The comfort of the seating area                                     | 94  | 69     | 135%      |
| The ease of being able to get on and off                            | 95  | 77     | 122%      |
| Your personal security on board                                     | 93  | 75     | 125%      |
| The cleanliness of the inside                                       | 93  | 71     | 131%      |
| The cleanliness of the outside                                      | 94  | 69     | 136%      |
| The availability of staff   | 76  | 37     | 203%      |
| How well train company deals with delays                            | 70  | 36     | 196%      |

## Building block/route data for Heathrow Express

Heathrow  
Express

|  |    |
|--|----|
| Overall satisfaction                                 | 94 |
| Overall satisfaction with the station                | 89 |
| Ticket buying facilities                             | 89 |
| Provision of information about train times/platforms | 84 |
| The upkeep/repair of the station buildings/platforms | 82 |
| Cleanliness  | 83 |
| The facilities and services                          | 70 |
| The attitudes and helpfulness of the staff           | 84 |
| Connections with other forms of public transport     | 87 |
| Facilities for car parking                           | 69 |
| Overall environment                                  | 80 |
| Your personal security whilst using                  | 82 |
| The availability of staff                            | 77 |
| The provision of shelter facilities                  | 82 |
| Availability of seating                              | 68 |
| How request to station staff was handled             | 96 |

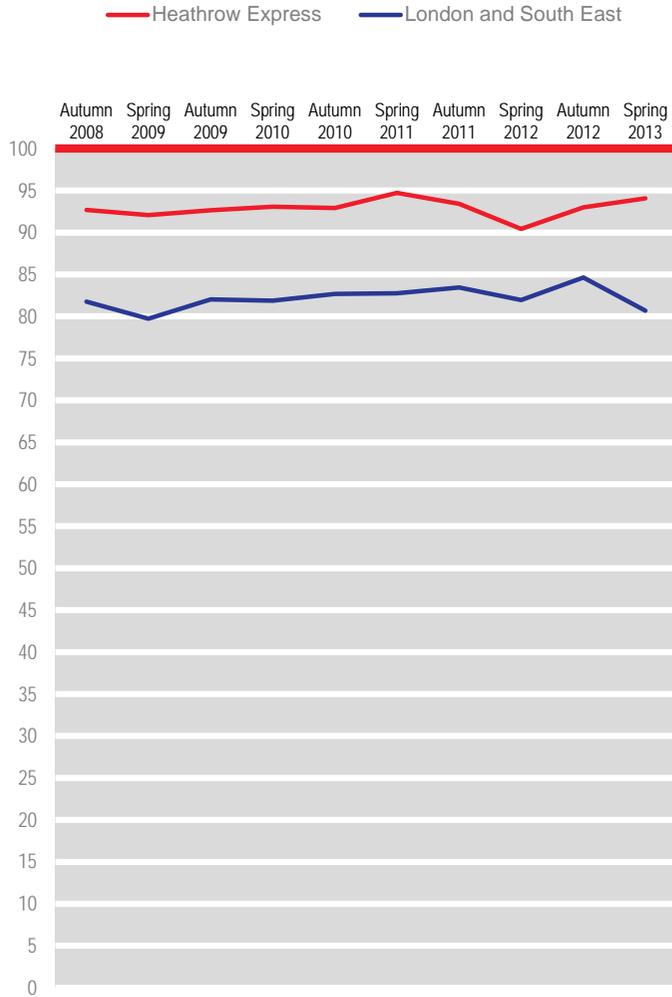
## Building block/route data for Heathrow Express

Heathrow  
Express

|   |    |
|---|----|
| Overall satisfaction with the train                                 | 95 |
| The frequency of the trains on that route                           | 93 |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 95 |
| The length of time the journey was scheduled to take (speed)        | 97 |
| Connections with other train services                               | 85 |
| The value for money for the price of your ticket                    | 40 |
| Cleanliness of the train  | 94 |
| Upkeep and repair of the train                                      | 94 |
| The provision of information during the journey                     | 87 |
| The helpfulness and attitude of staff on train                      | 87 |
| The space for luggage   | 92 |
| The toilet facilities   | 79 |
| Sufficient room for all passengers to sit/stand                     | 95 |
| The comfort of the seating area                                     | 94 |
| The ease of being able to get on and off                            | 95 |
| Your personal security on board                                     | 93 |
| The cleanliness of the inside                                       | 93 |
| The cleanliness of the outside                                      | 94 |
| The availability of staff   | 76 |
| How well train company deals with delays                            | 70 |

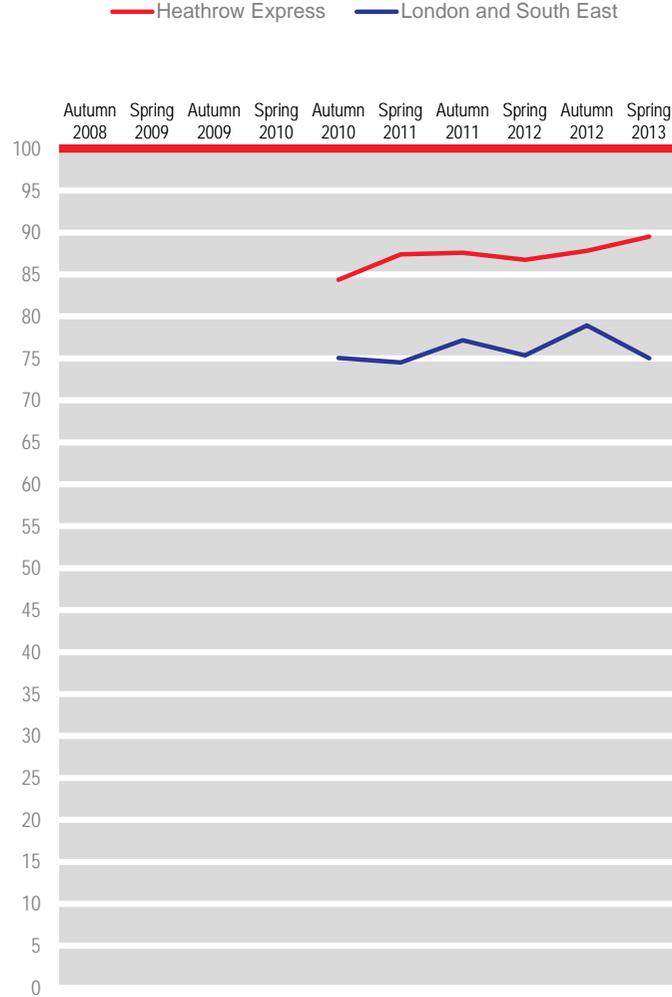
**Overall satisfaction**

**(489)**  
Percentage of passengers satisfied 2008 to 2013



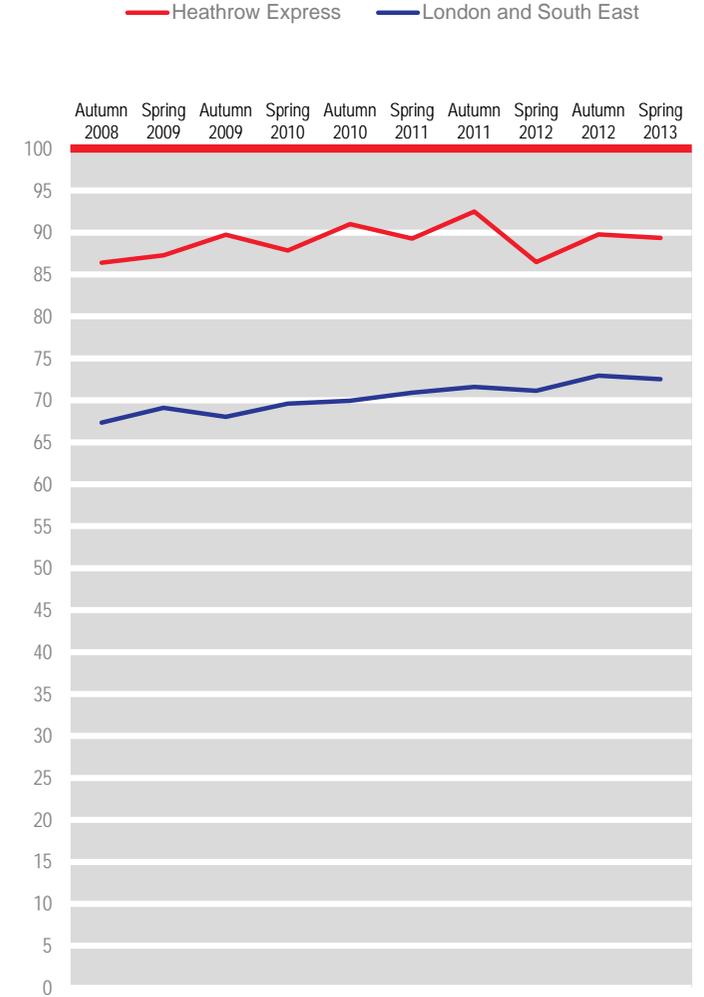
**Overall station satisfaction**

**(500)**  
Percentage of passengers satisfied 2008 to 2013



**Ticket buying facilities**

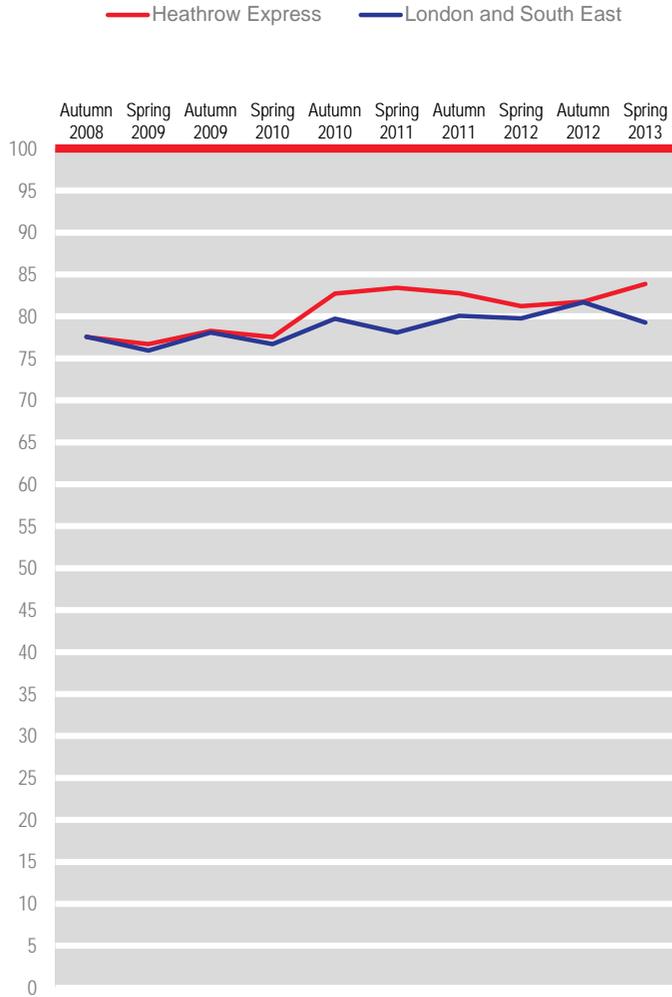
**(367)**  
Percentage of passengers satisfied 2008 to 2013



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

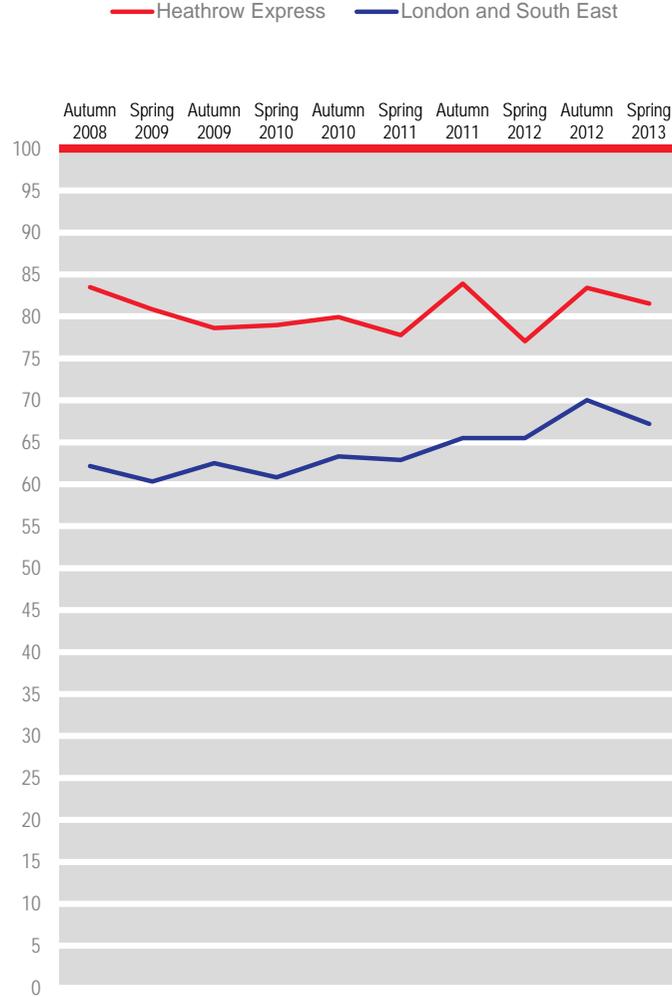
**Provision of information about train times/platforms**

(472)  
Percentage of passengers satisfied 2008 to 2013



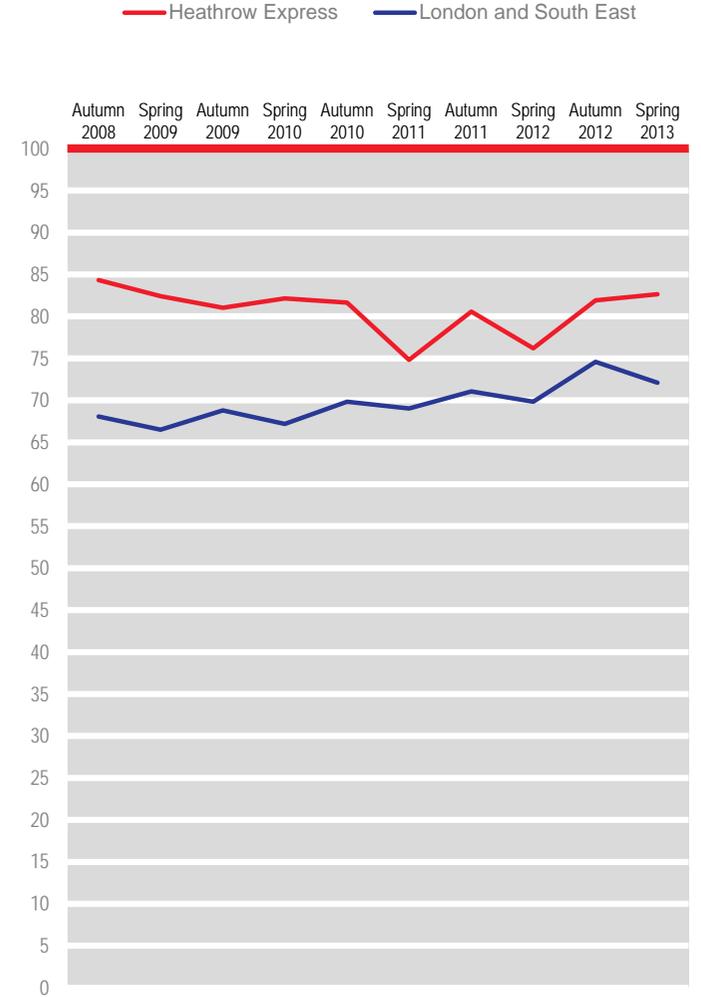
**The upkeep/repair of the station building/platforms**

(473)  
Percentage of passengers satisfied 2008 to 2013



**Cleanliness of the station**

(487)  
Percentage of passengers satisfied 2008 to 2013

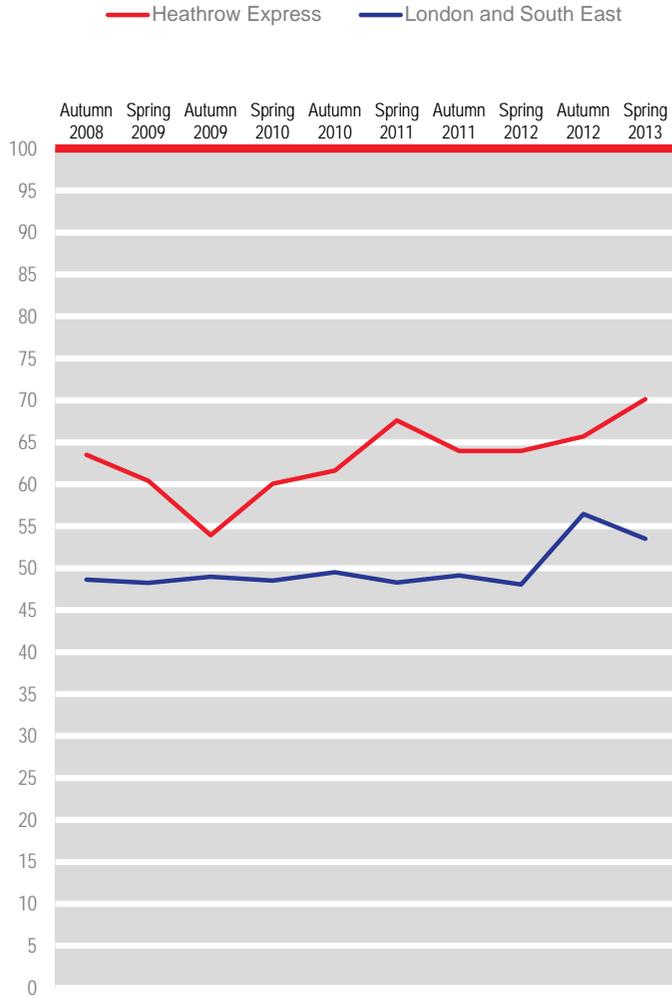


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(348)

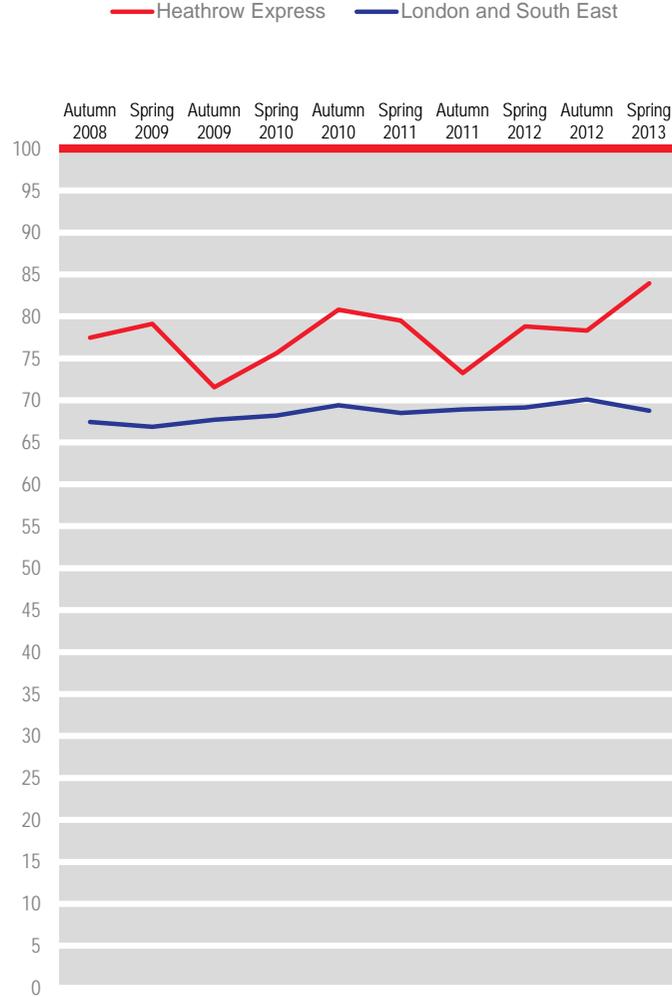
Percentage of passengers satisfied 2008 to 2013



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

(371)

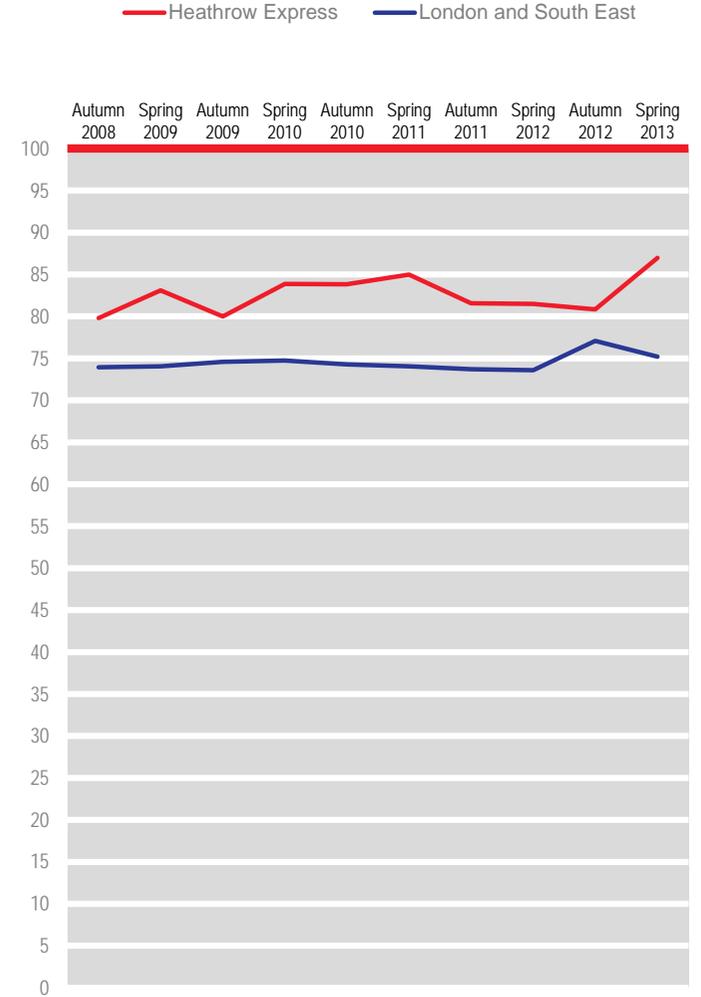
Percentage of passengers satisfied 2008 to 2013



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

(377)

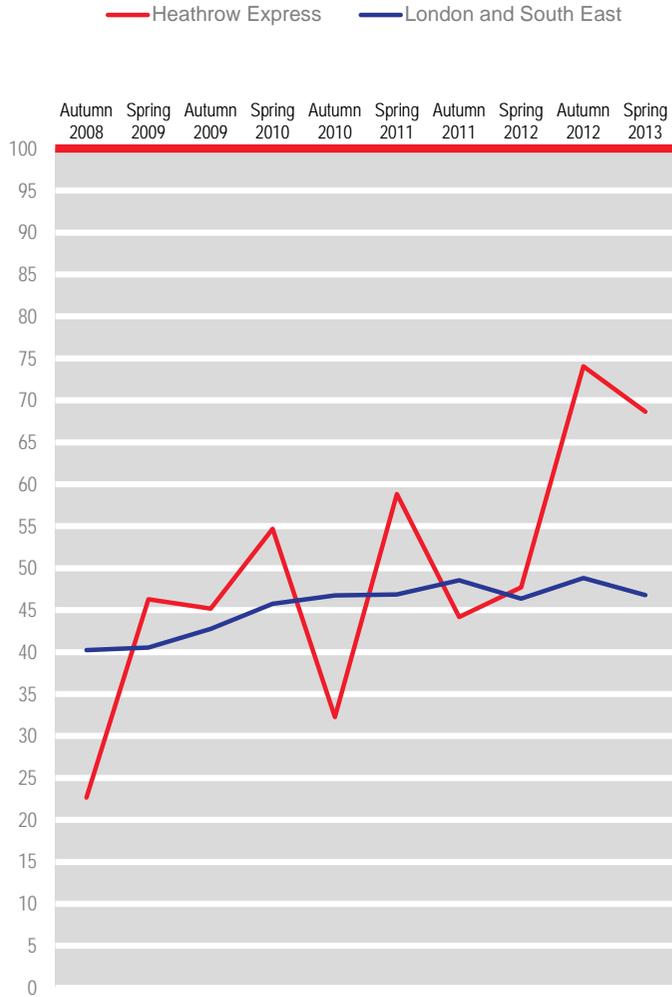
Percentage of passengers satisfied 2008 to 2013



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

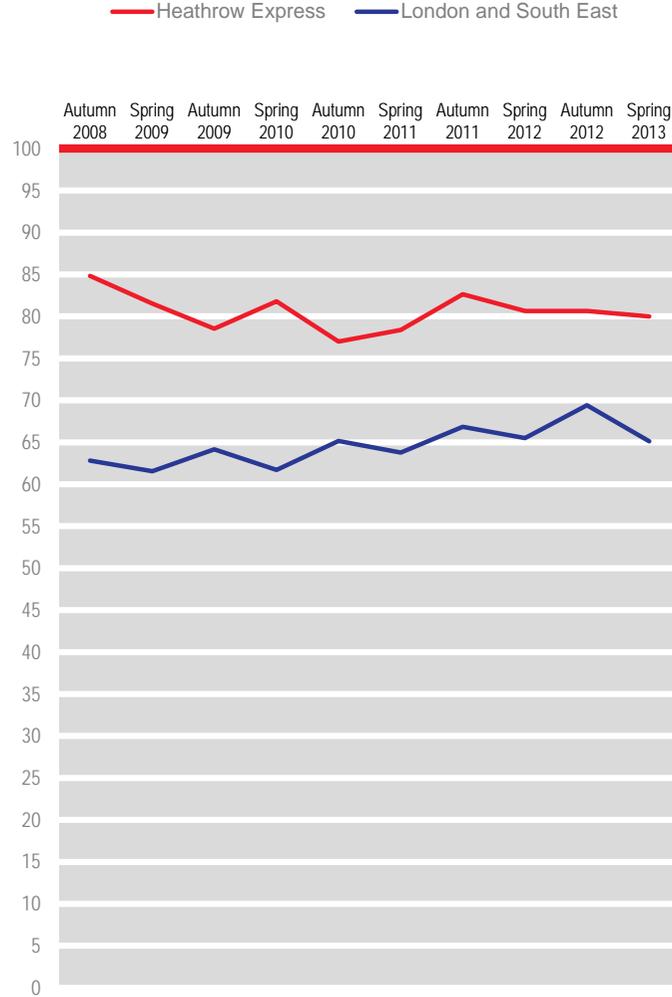
**Facilities for car parking at the station**

**(71)**  
Percentage of passengers satisfied 2008 to 2013



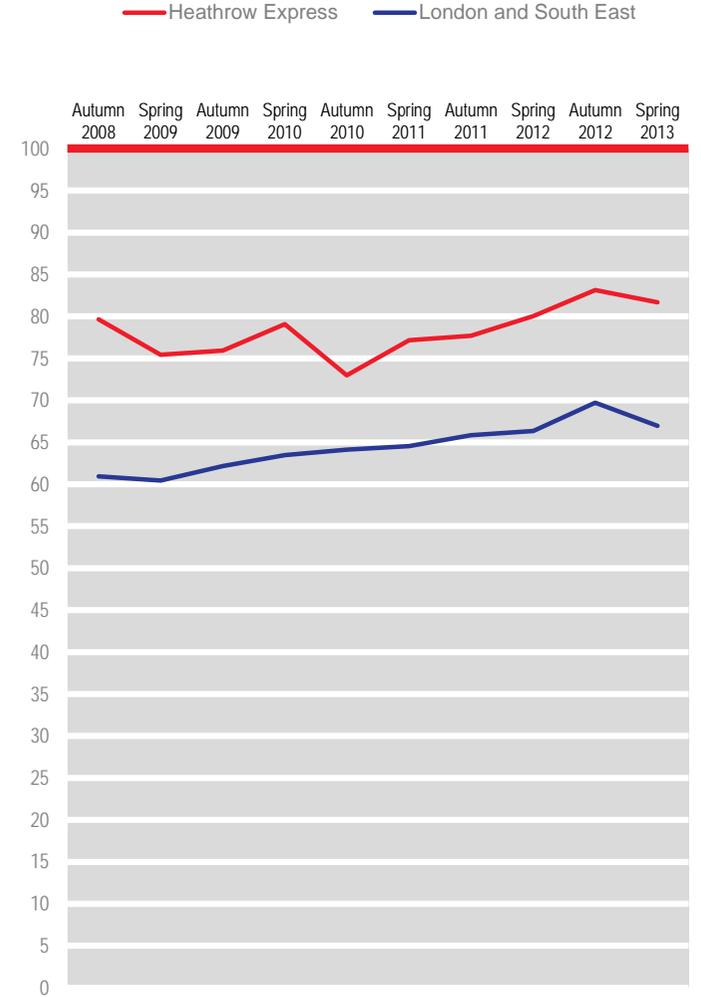
**Overall station environment**

**(469)**  
Percentage of passengers satisfied 2008 to 2013



**Your personal security whilst using the station**

**(404)**  
Percentage of passengers satisfied 2008 to 2013

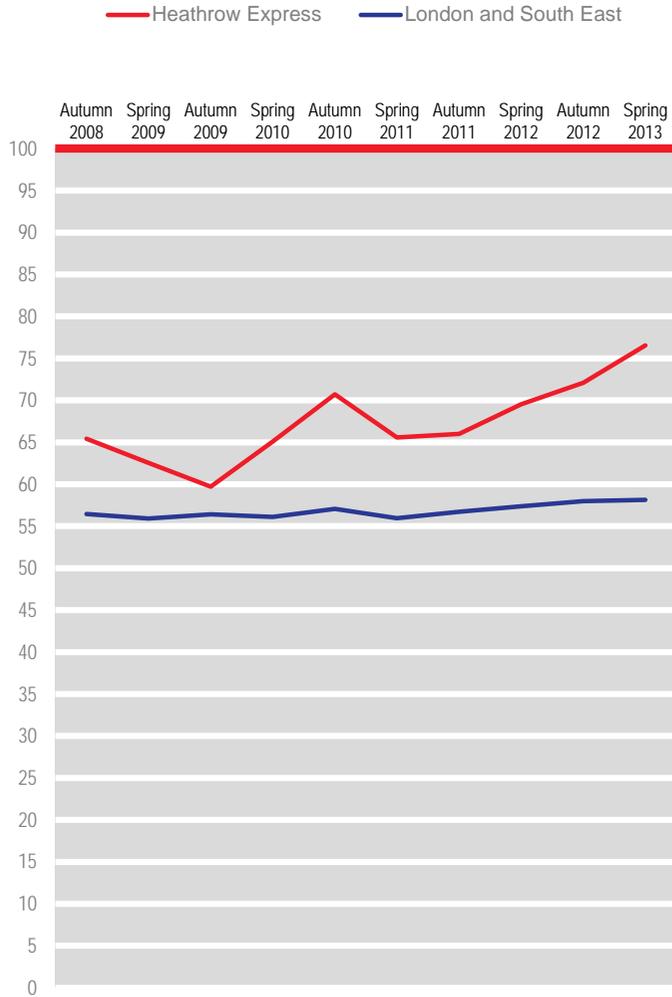


N.B. Benchmarks and targets are only shown for applicable factors

**The availability of staff at the station**

(402)

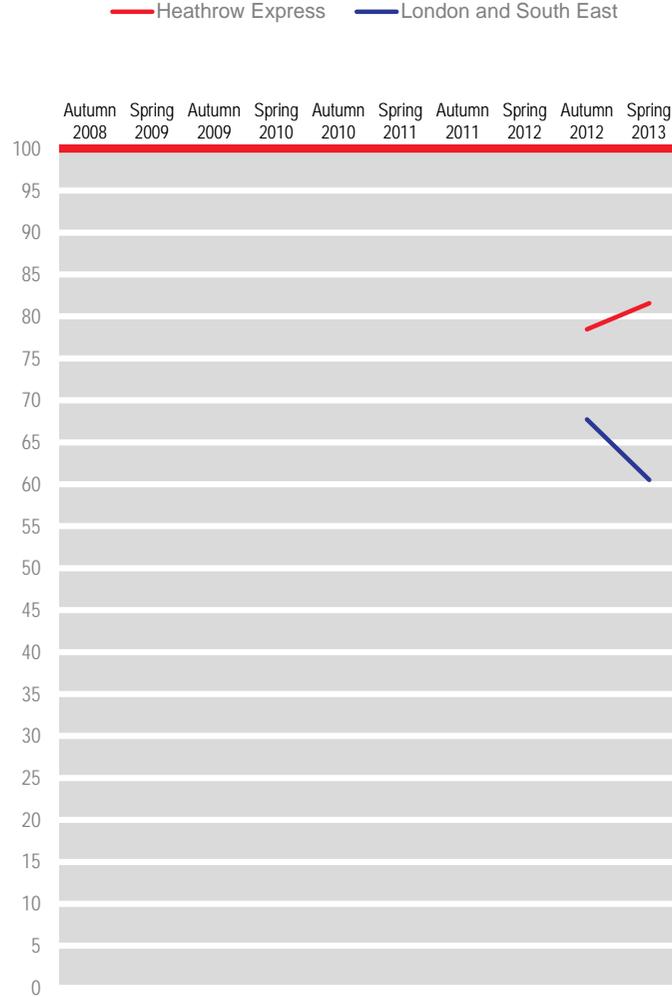
Percentage of passengers satisfied 2008 to 2013



**The provision of shelter facilities**

(250)

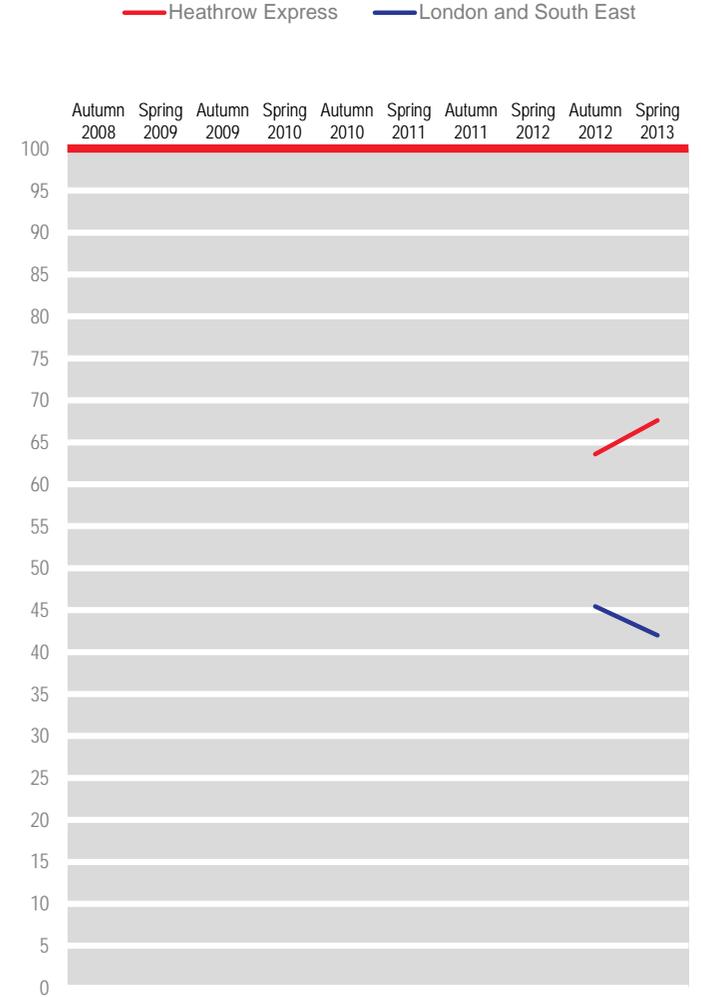
Percentage of passengers satisfied 2008 to 2013



**Availability of seating**

(366)

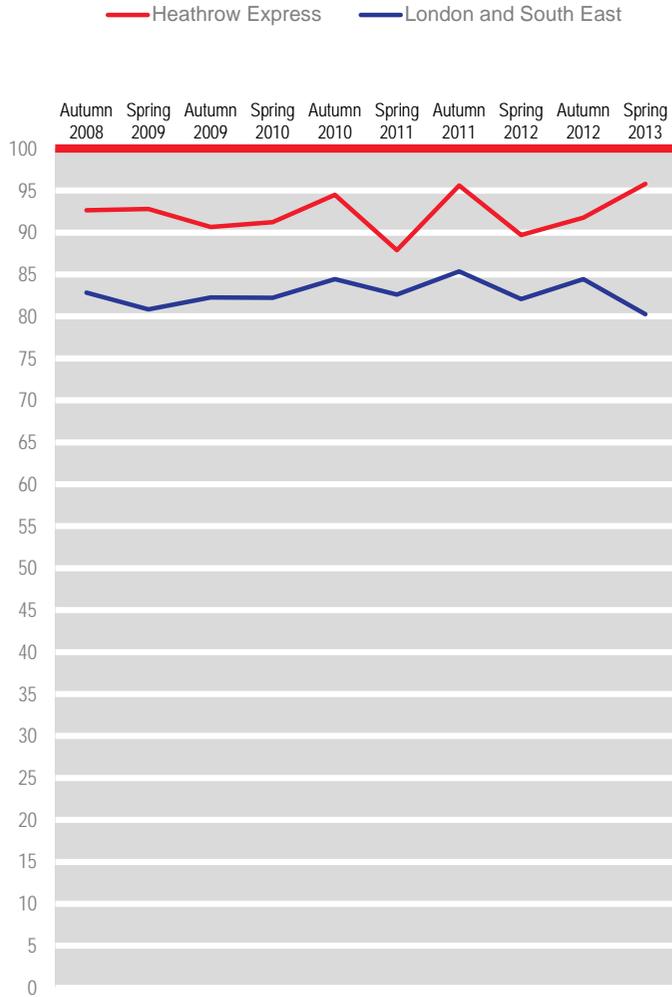
Percentage of passengers satisfied 2008 to 2013



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

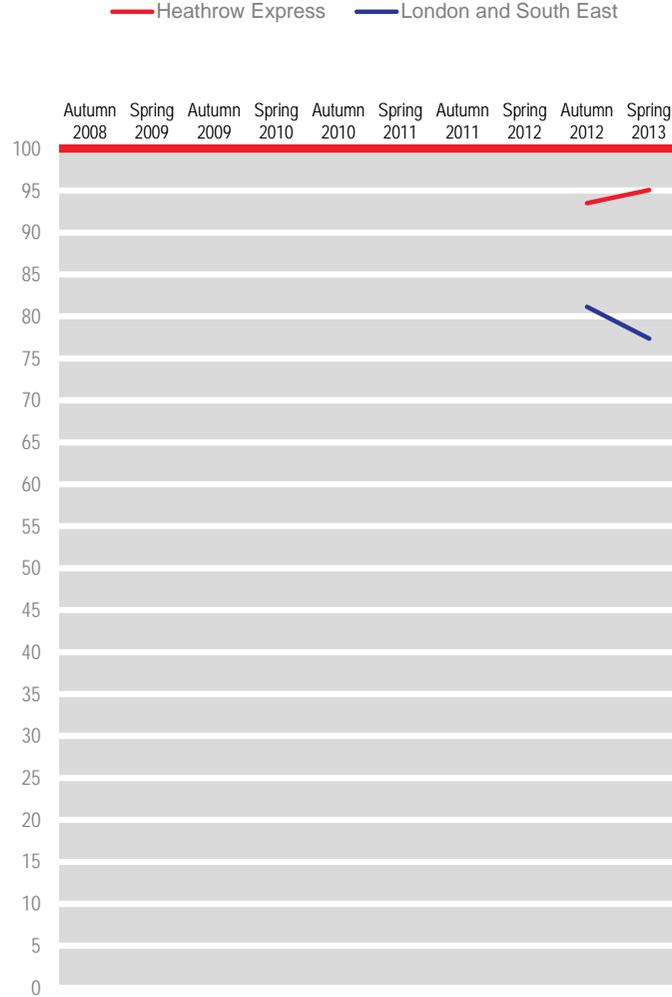
**How request to station staff was handled**

**(111)**  
Percentage of passengers satisfied 2008 to 2013



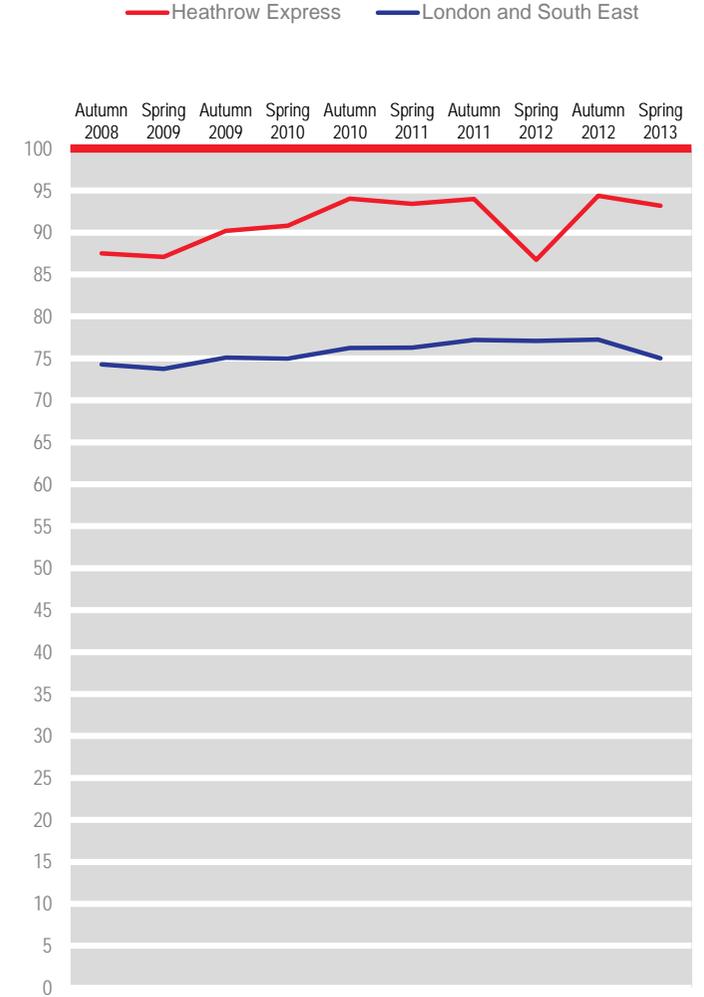
**Overall satisfaction with the train**

**(483)**  
Percentage of passengers satisfied 2008 to 2013



**The frequency of trains on that route**

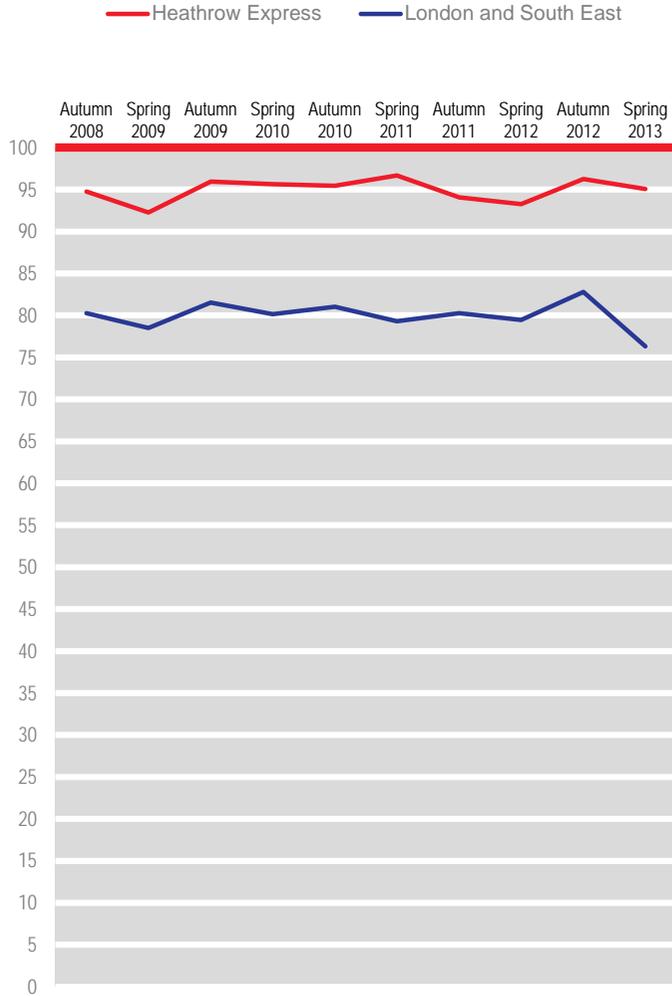
**(494)**  
Percentage of passengers satisfied 2008 to 2013



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

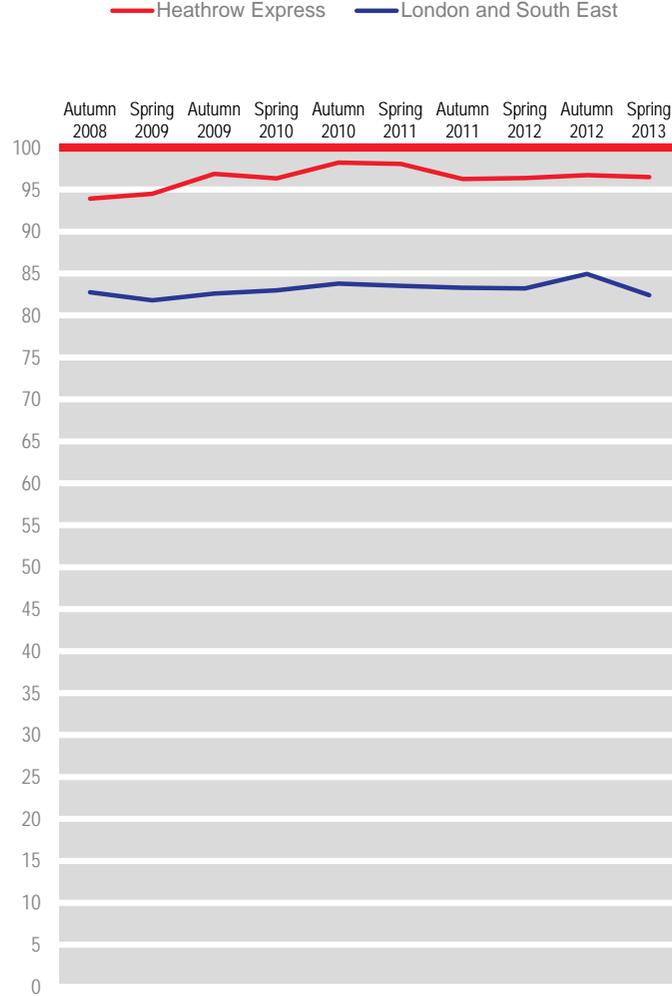
**Punctuality/reliability (i.e. train arriving/departing on time)**

**(498)**  
Percentage of passengers satisfied 2008 to 2013



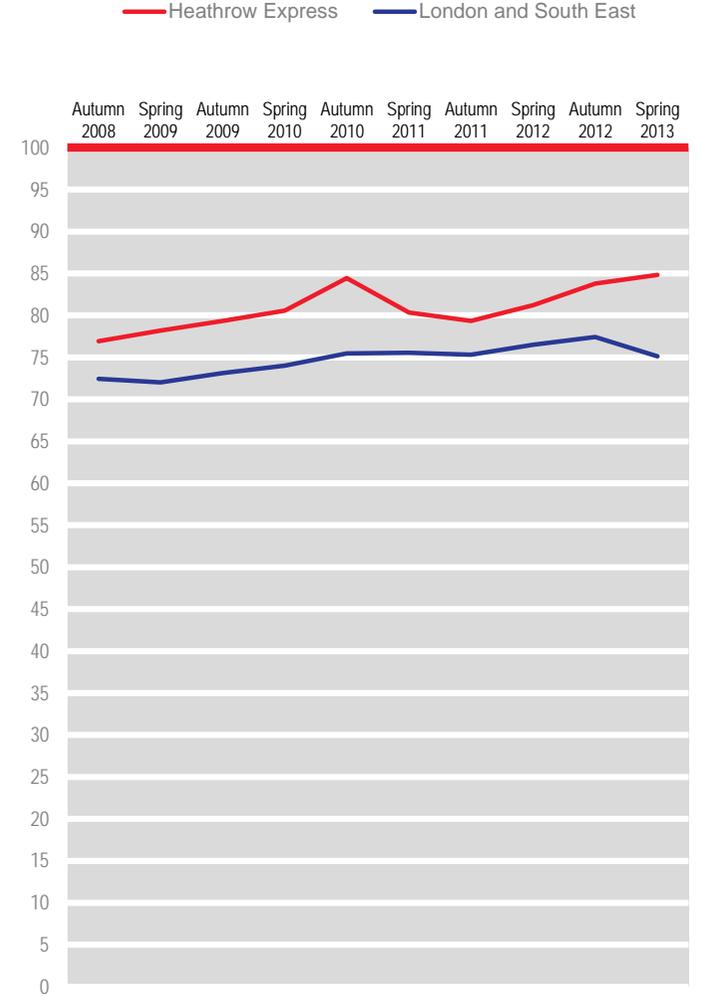
**The length of time the journey was scheduled to take (speed)**

**(489)**  
Percentage of passengers satisfied 2008 to 2013



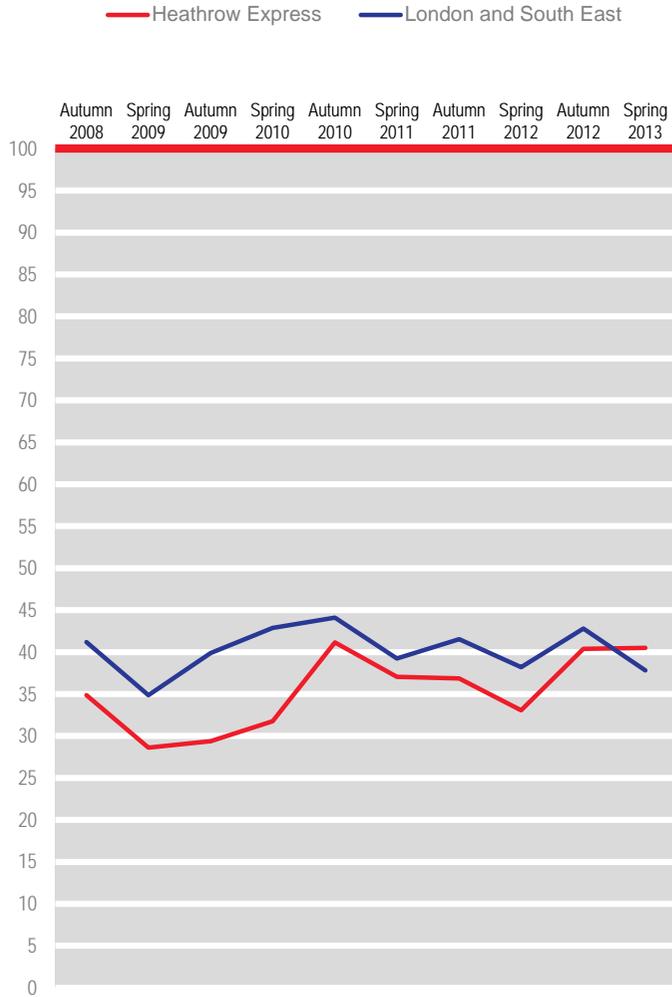
**Connections with other train services**

**(309)**  
Percentage of passengers satisfied 2008 to 2013

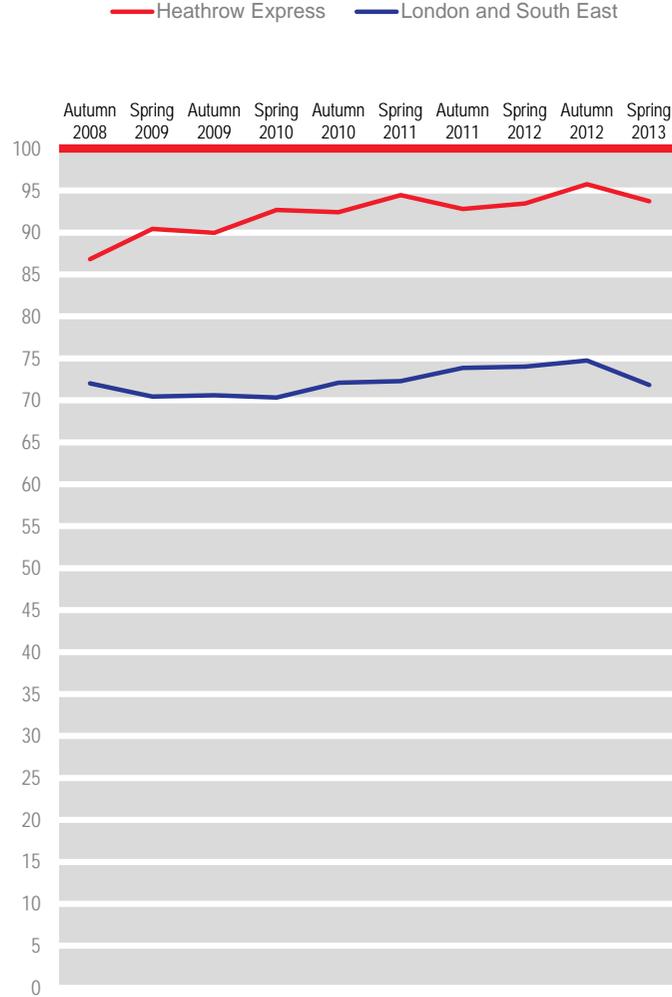


N.B. Benchmarks and targets are only shown for applicable factors

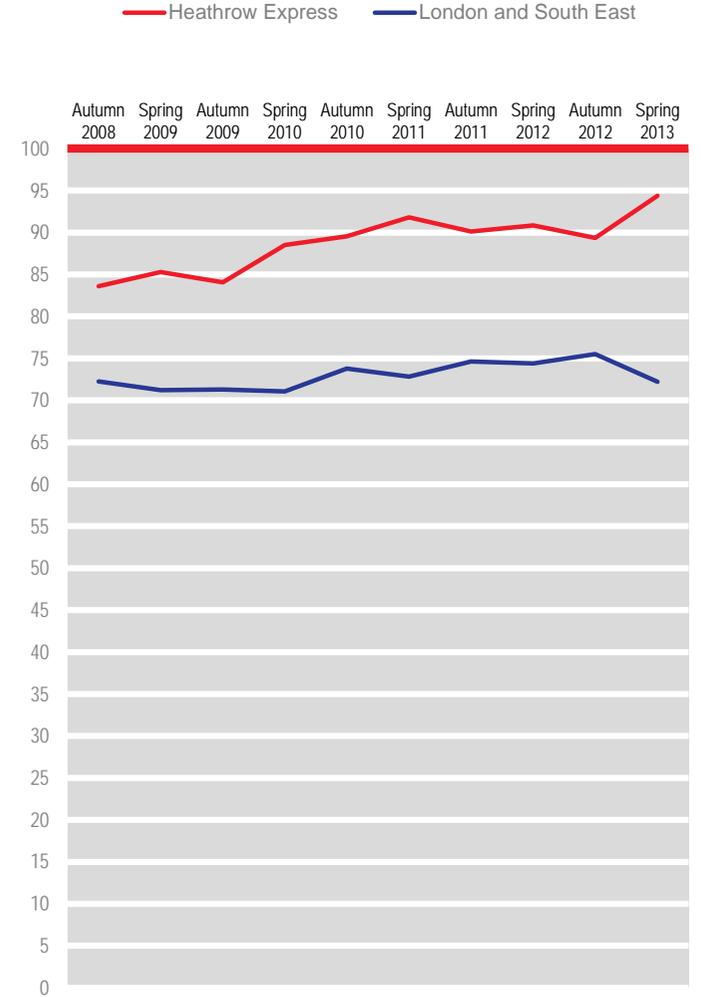
**The value for money for the price of your ticket (494)**  
 Percentage of passengers satisfied 2008 to 2013



**Cleanliness of the train (508)**  
 Percentage of passengers satisfied 2008 to 2013



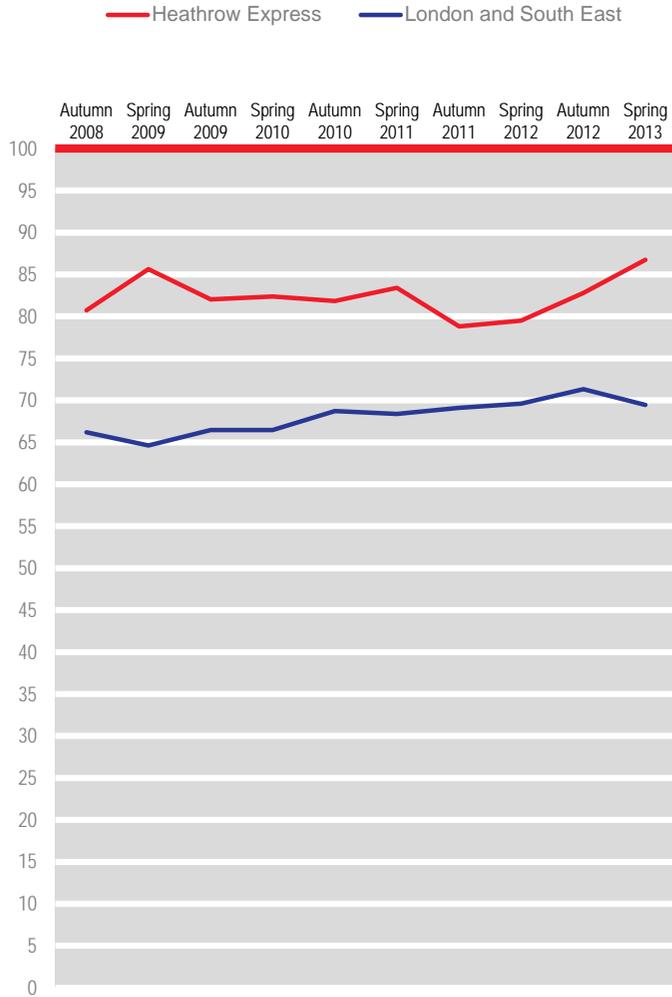
**Upkeep and repair of the train (500)**  
 Percentage of passengers satisfied 2008 to 2013



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

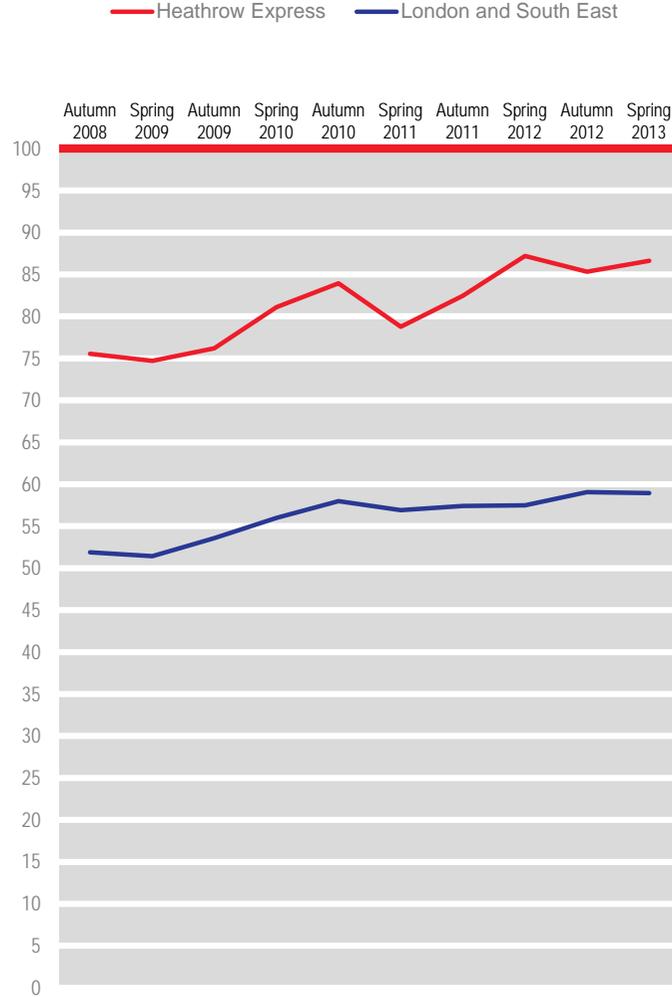
**The provision of information during the journey**

(472)  
Percentage of passengers satisfied 2008 to 2013



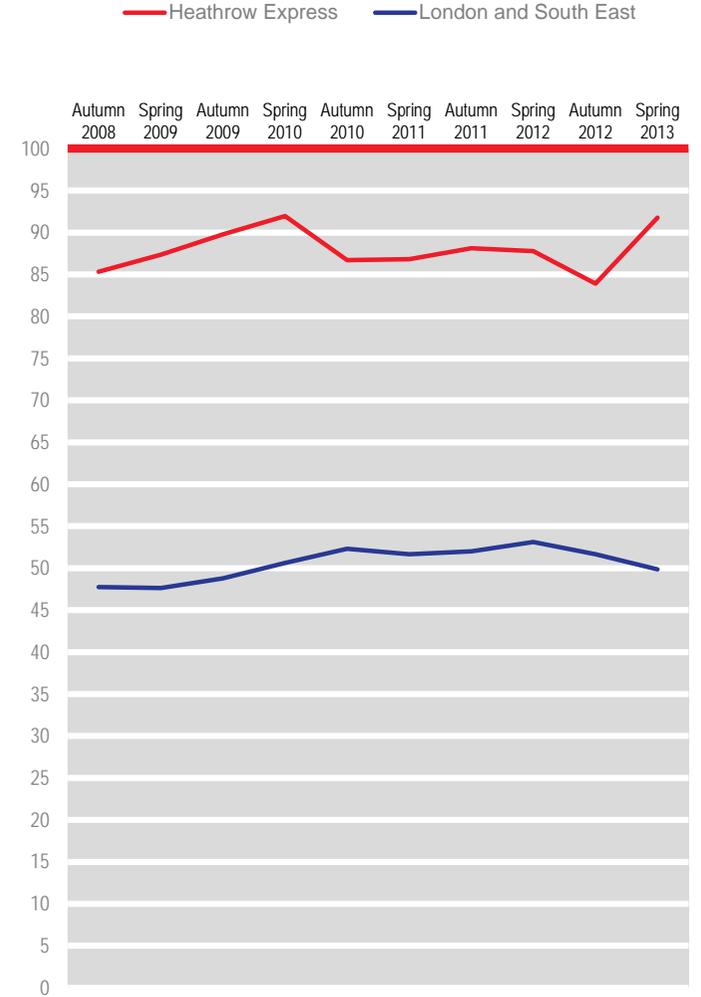
**The helpfulness and attitude of staff on train**

(420)  
Percentage of passengers satisfied 2008 to 2013



**The space for luggage**

(488)  
Percentage of passengers satisfied 2008 to 2013

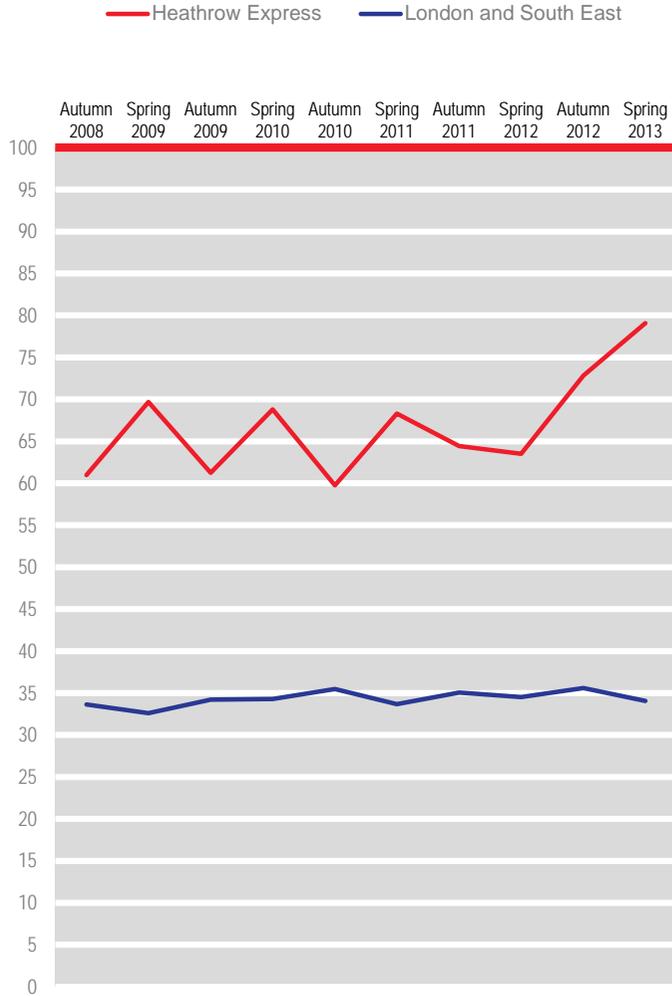


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(156)

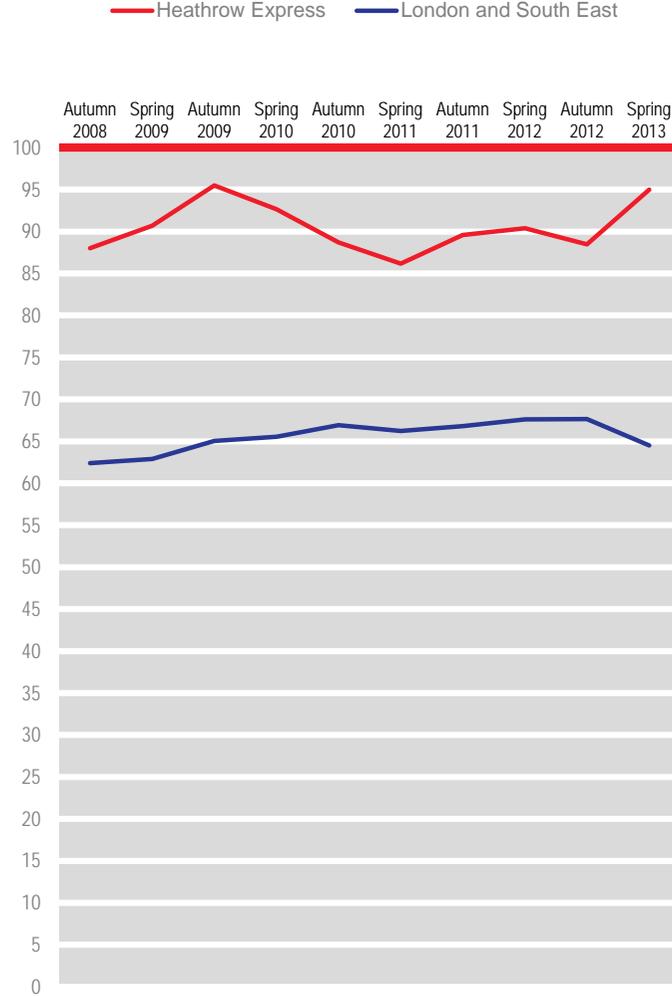
Percentage of passengers satisfied 2008 to 2013



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

(501)

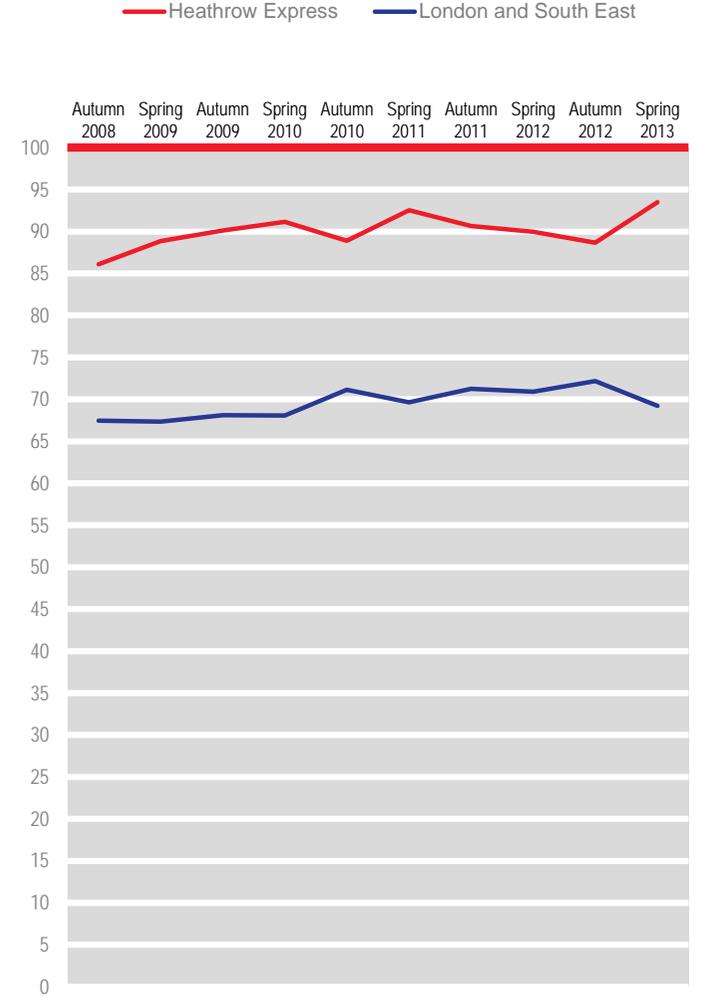
Percentage of passengers satisfied 2008 to 2013



**The comfort of the seating area**

(496)

Percentage of passengers satisfied 2008 to 2013

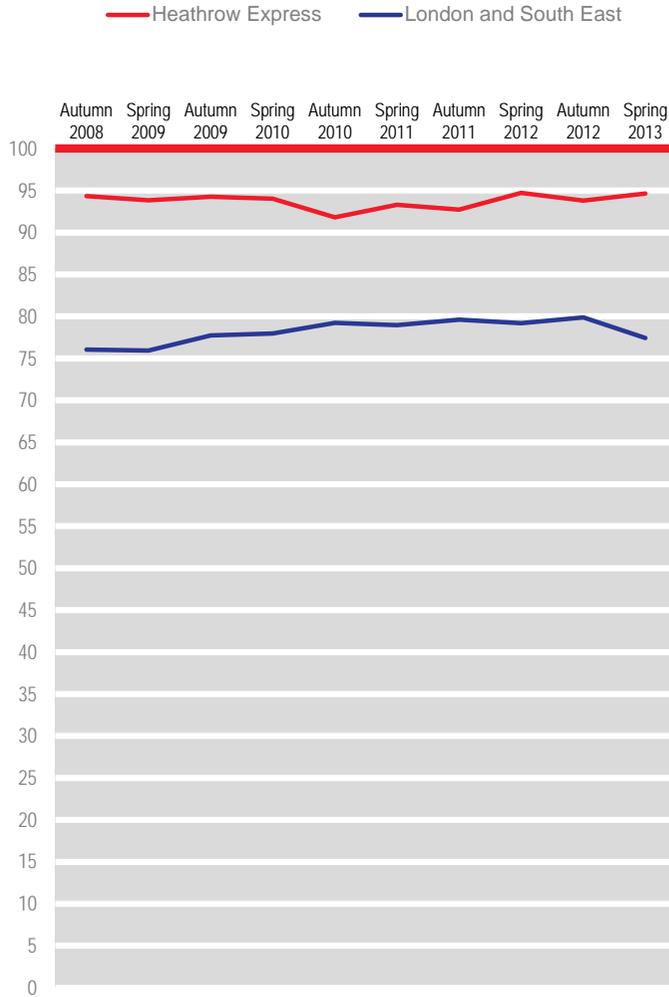


N.B. Benchmarks and targets are only shown for applicable factors

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

(496)

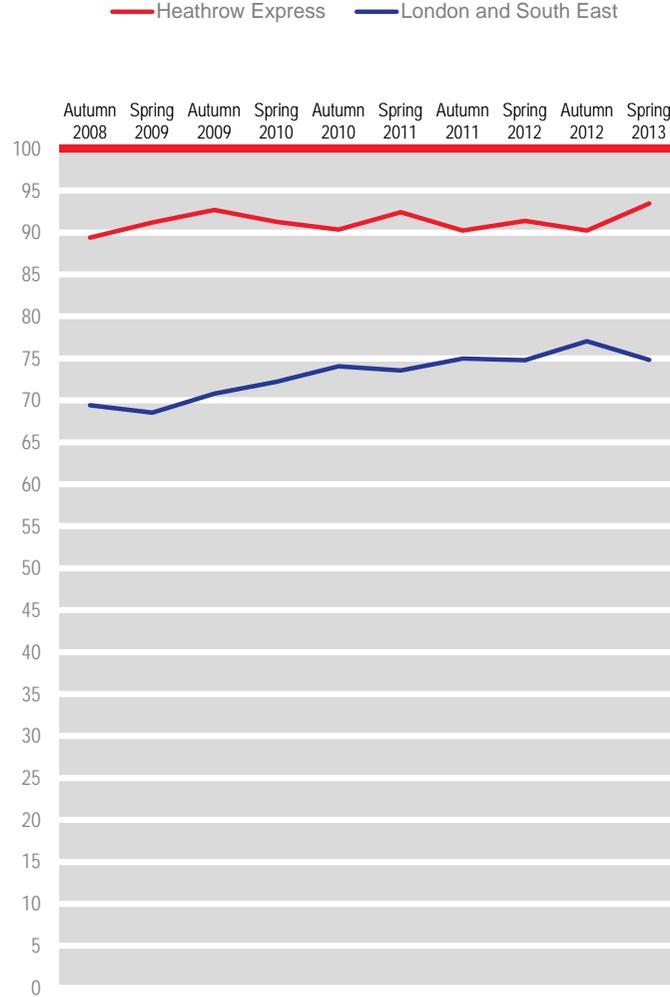
Percentage of passengers satisfied 2008 to 2013



**Your personal security whilst on board**

(474)

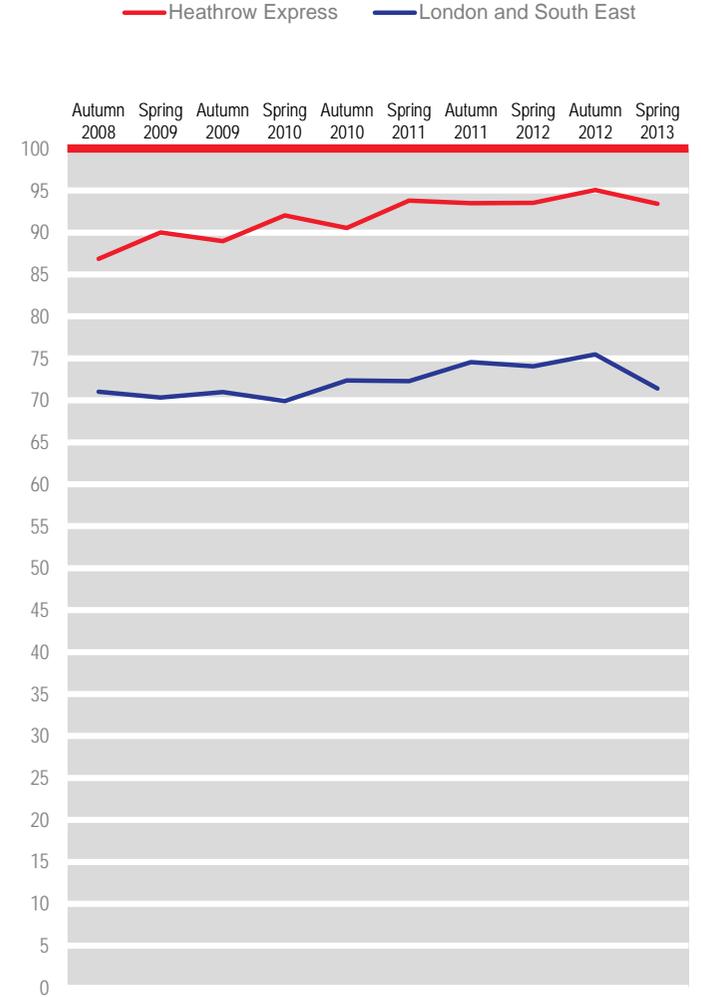
Percentage of passengers satisfied 2008 to 2013



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

(498)

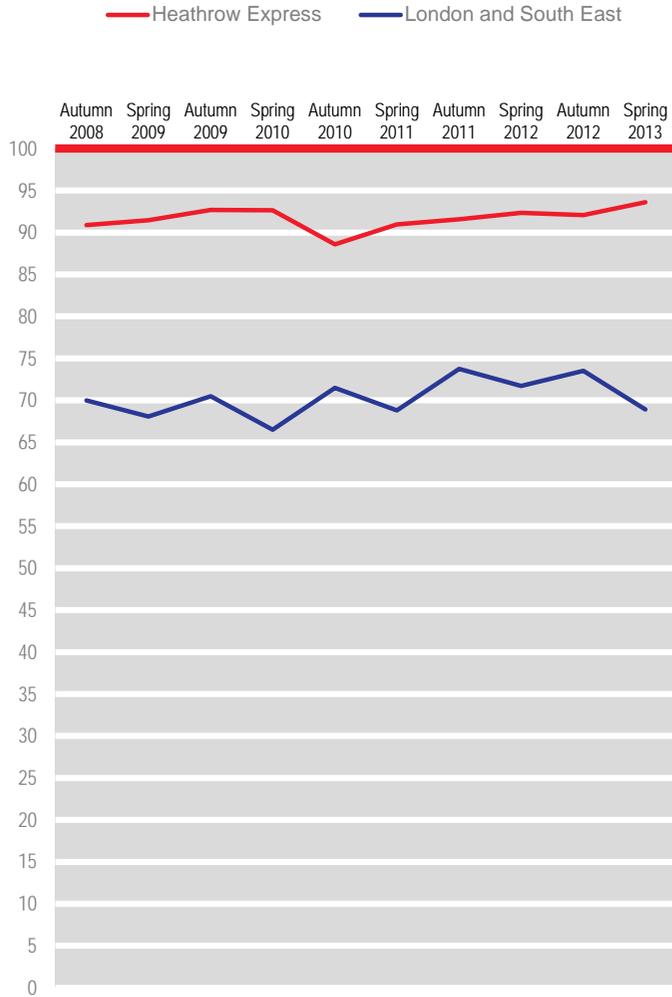
Percentage of passengers satisfied 2008 to 2013



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

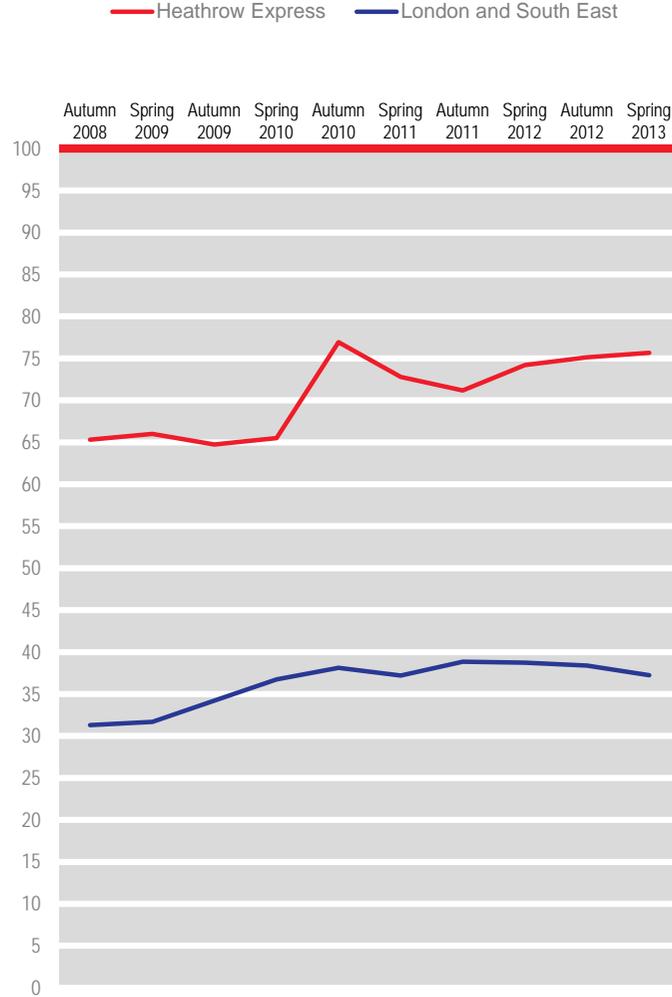
**The cleanliness of the outside of the train**

**(461)**  
Percentage of passengers satisfied 2008 to 2013



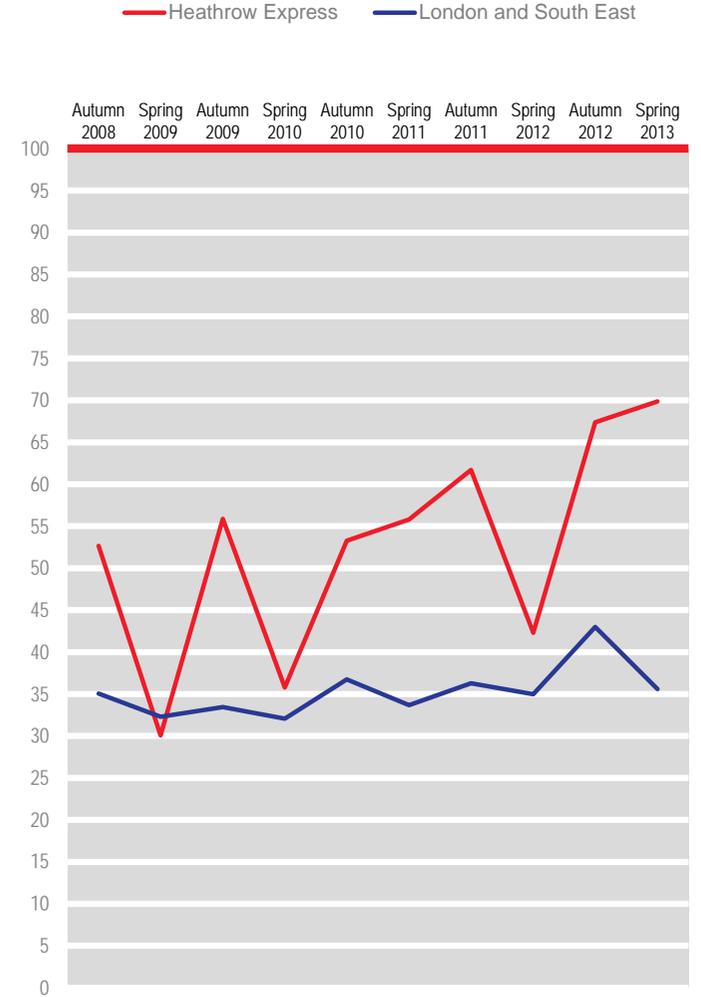
**The availability of staff on the train**

**(436)**  
Percentage of passengers satisfied 2008 to 2013



**How well train company dealt with delay**

**(16)**  
Percentage of passengers satisfied 2008 to 2013



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

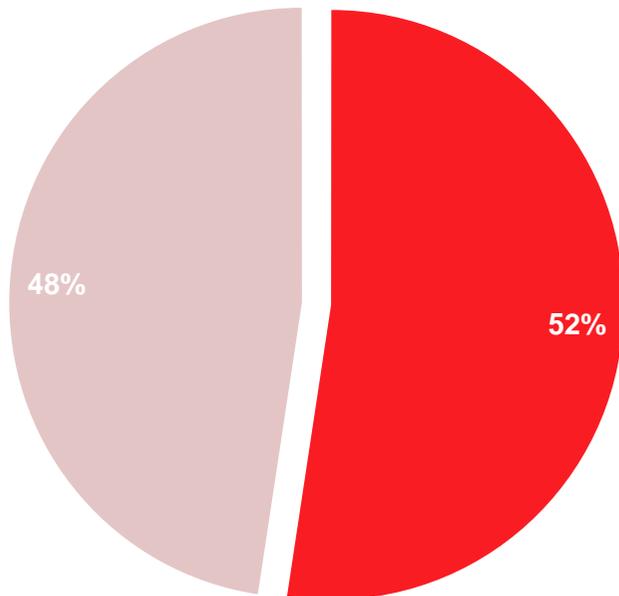
## Managed versus non-managed stations for Heathrow Express

|  | Stations managed by TOC | significant difference | Stations not managed by TOC |
|--|-------------------------|------------------------|-----------------------------|
| Overall satisfaction with the station                | 90                      |                        | 89                          |
| Ticket buying facilities                             | 90                      |                        | 89                          |
| Provision of information about train times/platforms | 81                      |                        | 87                          |
| The upkeep/repair of the station buildings/platforms | 90                      | +                      | 74                          |
| Cleanliness  | 89                      | +                      | 77                          |
| The facilities and services                          | 69                      |                        | 71                          |
| The attitudes and helpfulness of the staff           | 88                      |                        | 80                          |
| Connections with other forms of public transport     | 86                      |                        | 88                          |
| Facilities for car parking                           | 89                      |                        | 46                          |
| Overall environment                                  | 87                      | +                      | 74                          |
| Your personal security whilst using                  | 84                      |                        | 79                          |
| The availability of staff                            | 74                      |                        | 79                          |
| The provision of shelter facilities                  | 91                      | +                      | 74                          |
| Availability of seating                              | 74                      | +                      | 60                          |
| How request to station staff was handled             | 94                      |                        | 97                          |

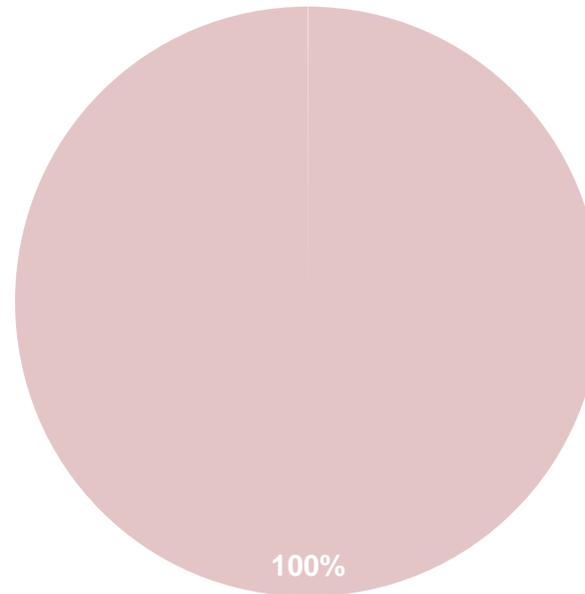
## Managed versus non-managed stations for Heathrow Express

(% Passengers Journeys originating from each type of station)

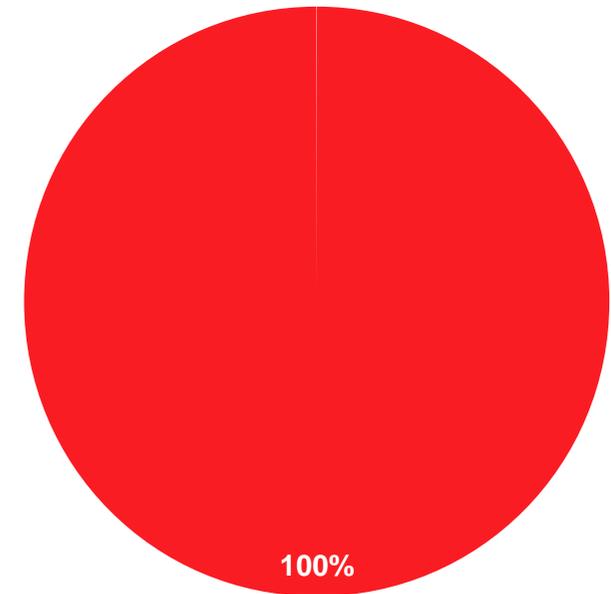
Overall Total



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 Heathrow Express

|                        | Spring 2013<br>% | Spring 2012<br>% |                                      | Spring 2013<br>% | Spring 2012<br>% |
|------------------------|------------------|------------------|--------------------------------------|------------------|------------------|
| <b>SEX</b>             |                  |                  | <b>DELAYS</b>                        |                  |                  |
| Male                   | 58               | 60               | None                                 | 90               | 91               |
| Female                 | 34               | 30               | Minor                                | 4                | 5                |
| Not stated             | 8                | 10               | Major                                | 0                | 1                |
|                        |                  |                  | Not stated                           | 6                | 3                |
| <b>AGE</b>             |                  |                  | <b>REGULAR TRAVELLER</b>             |                  |                  |
| 16-25                  | 4                | 6                | Yes                                  | 26               | 31               |
| 26-34                  | 17               | 19               | No                                   | 74               | 69               |
| 35-44                  | 25               | 23               |                                      |                  |                  |
| 45-54                  | 29               | 24               |                                      |                  |                  |
| 55-59                  | 8                | 9                | <b>TIME OF TRAVEL</b>                |                  |                  |
| 60-64                  | 4                | 5                | Peak                                 |                  |                  |
| 65+                    | 3                | 4                | Off-peak                             |                  |                  |
| Not stated             | 10               | 9                |                                      |                  |                  |
| <b>JOURNEY PURPOSE</b> |                  |                  | <b>ASKED FOR HELP OR INFORMATION</b> |                  |                  |
| Commuter               | 2                | 2                | Yes asked for help                   | 13               | 11               |
| Business               | 68               | 68               | Yes asked for information            | 7                | 8                |
| Leisure                | 30               | 30               | Could not find anyone to ask         | 2                | 1                |
|                        |                  |                  | No                                   | 75               | 77               |
|                        |                  |                  | Not stated                           | 3                | 3                |

## Weighted sample profile for London and South East

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



## 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<br>(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<br>(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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