



Contacts:

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

Tel: 0300 123 0837
Email: david.greeno@passengerfocus.org.uk

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

Tel: 020 7490 9148
Email: rebecca.hunt@bdrcc-continental.com

Passengerfocus 
putting passengers first

Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

- 2.1 Overall satisfaction and station factor results for Virgin Trains 5
- 2.2 Train factor results for Virgin Trains 7
- 2.3 Overall satisfaction and station factor results for Long Distance 9
- 2.4 Train factor results for Long Distance 11
- 2.5 Virgin Trains performance versus Long Distance 13
- 2.6 Building block/route data for Virgin Trains 15

3 Passenger satisfaction trend charts

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

4 Managed versus non-managed stations

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

5 Sample profile

- 5.1 Weighted sample profile for Virgin Trains 31
- 5.2 Weighted sample profile for Long Distance 32
- 5.3 Station sample sizes for Virgin Trains 33
- 5.4 Weighted sample composition for all TOCs 34
- 5.5 Unweighted sample composition for all TOCs 35

6 Technical appendix

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

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

A reply paid envelope is provided for returning questionnaires.

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

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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

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

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

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

For more details of NPS methodology, visit www.passengerfocus.org.uk

Spring 2013 (Wave 28)

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

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

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

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

Autumn 2012 (Wave 27)

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

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

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

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

Spring 2012 (Wave 26)

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

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

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

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

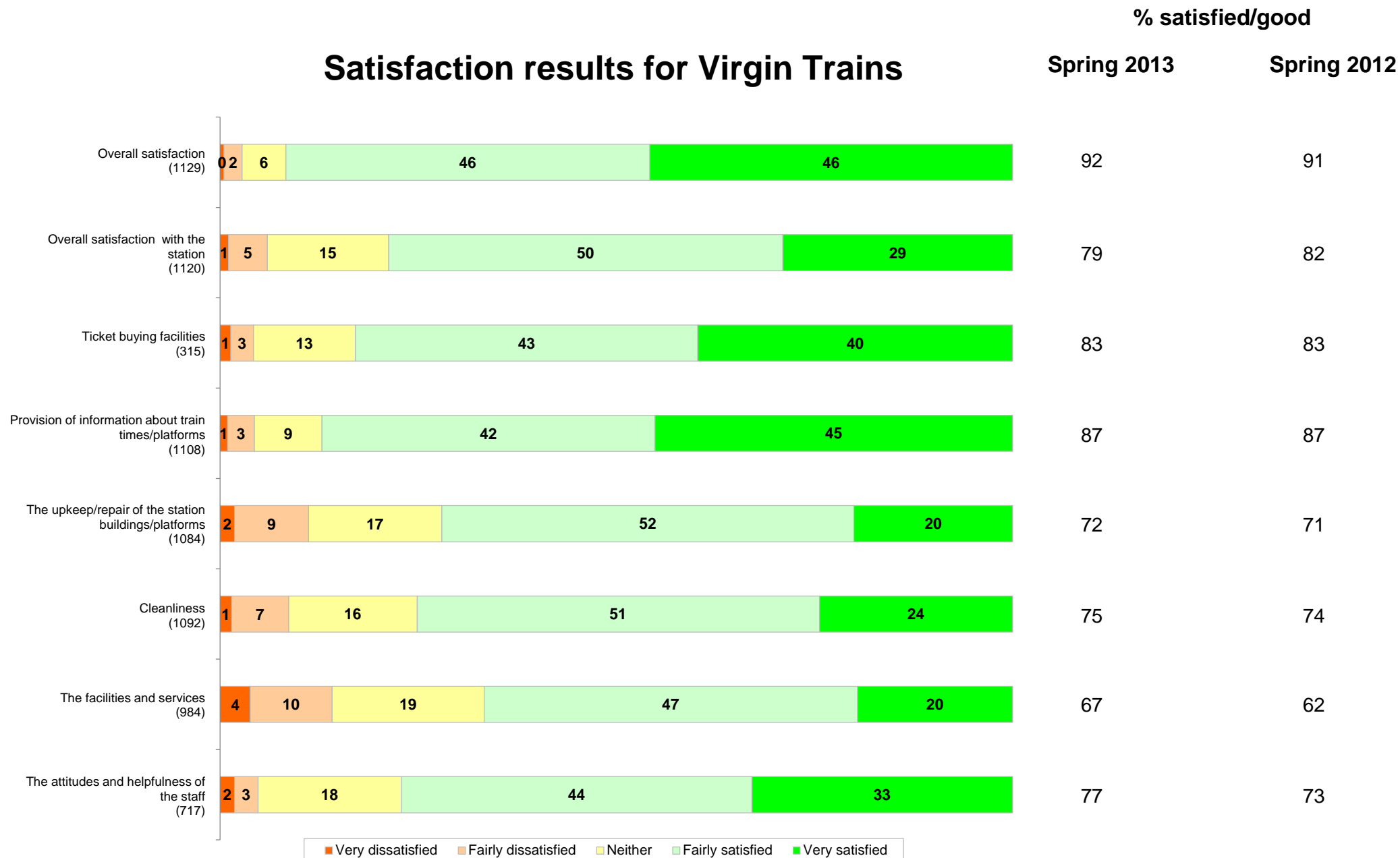
Autumn 2011 (Wave 25)

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

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

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

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



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

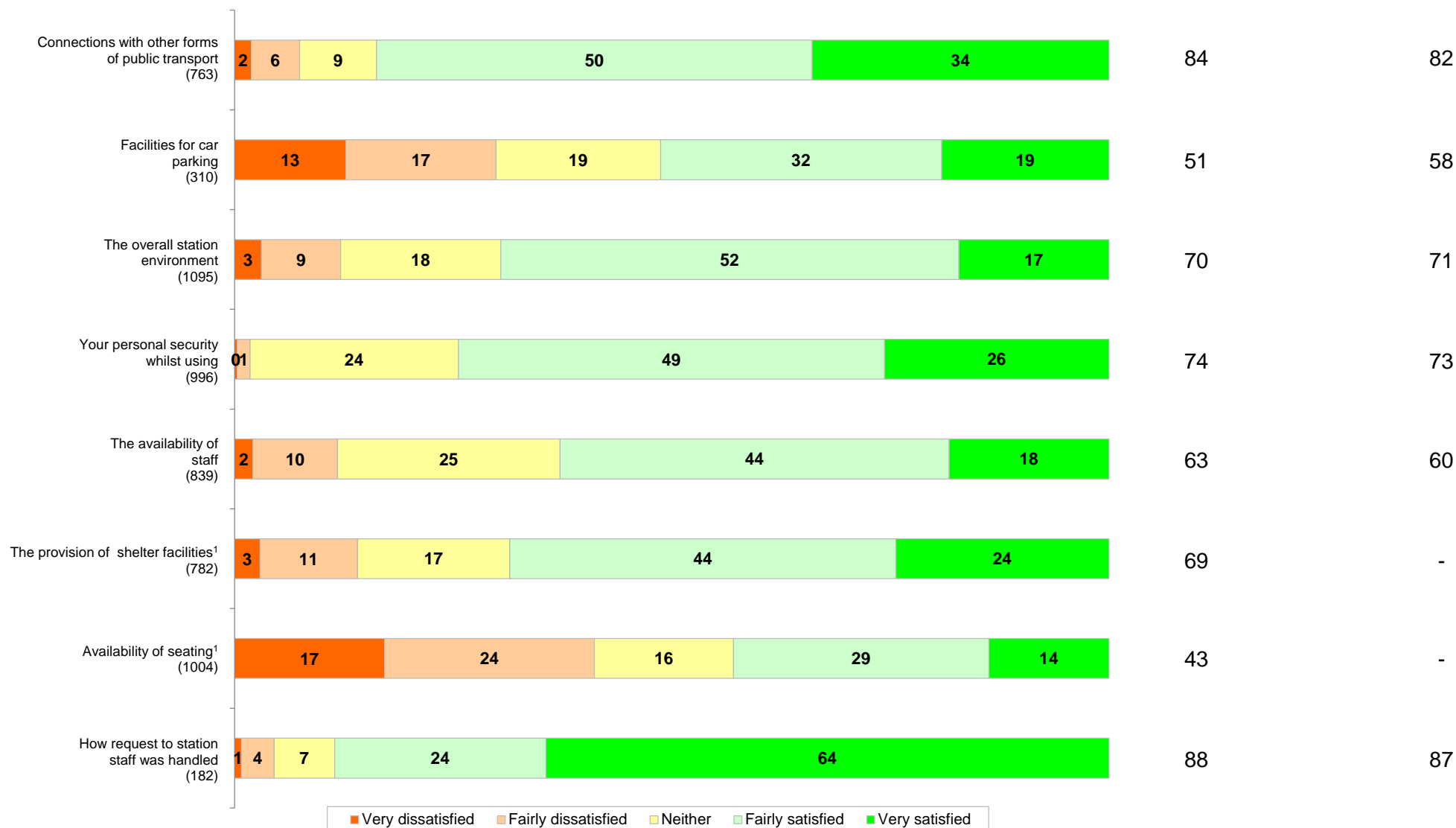
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

Spring 2013

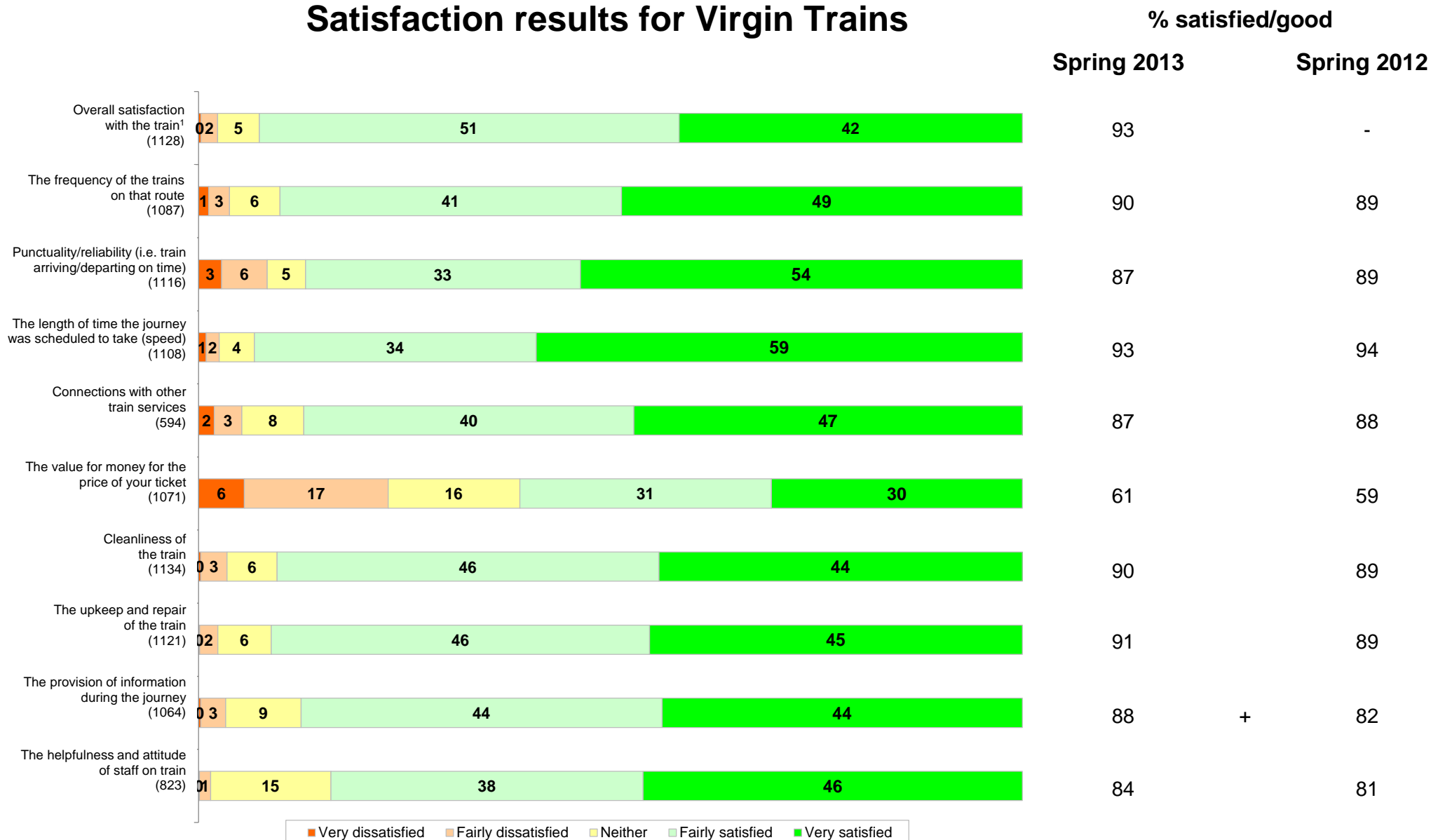
Spring 2012

Satisfaction results for Virgin Trains



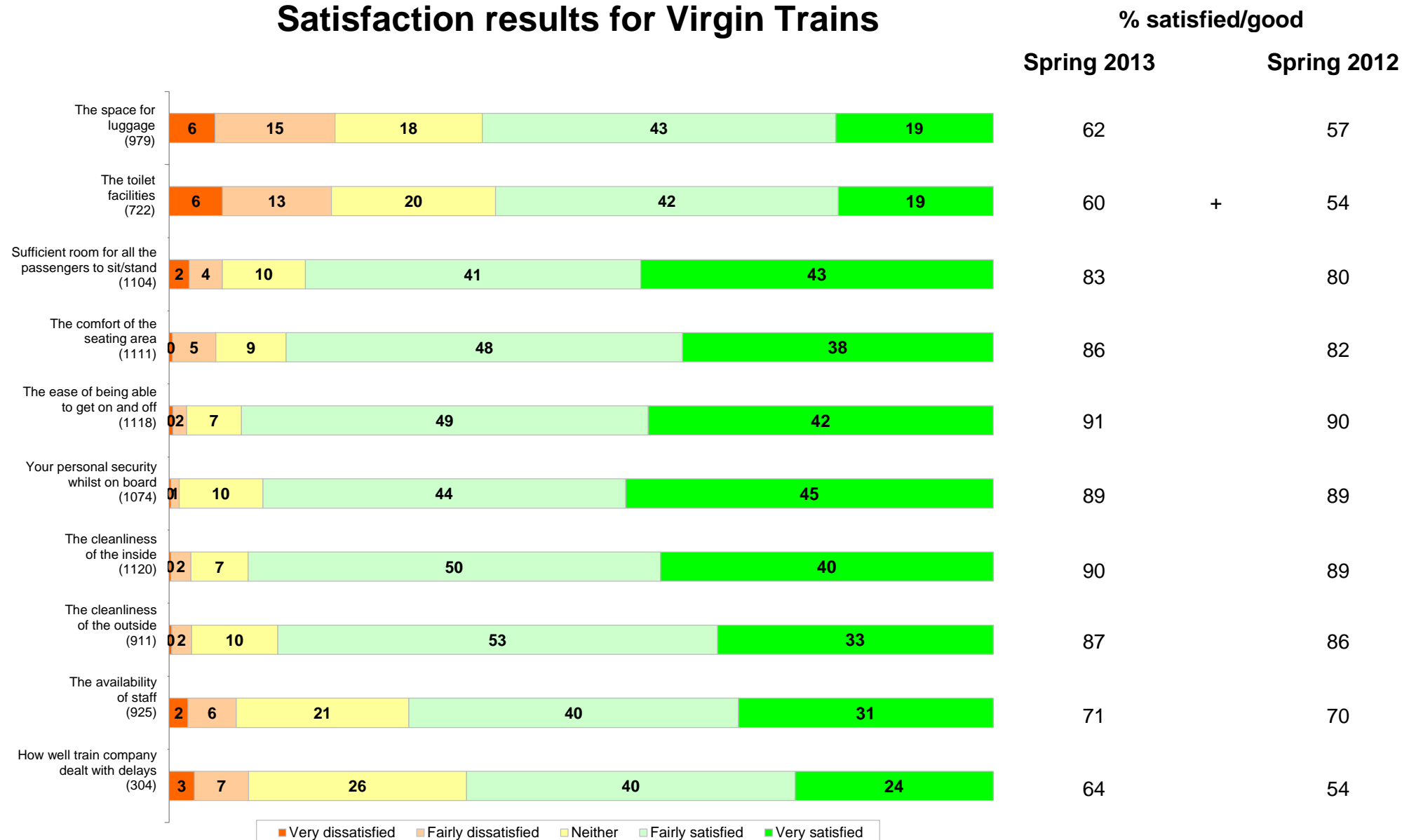
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Satisfaction results for Virgin Trains



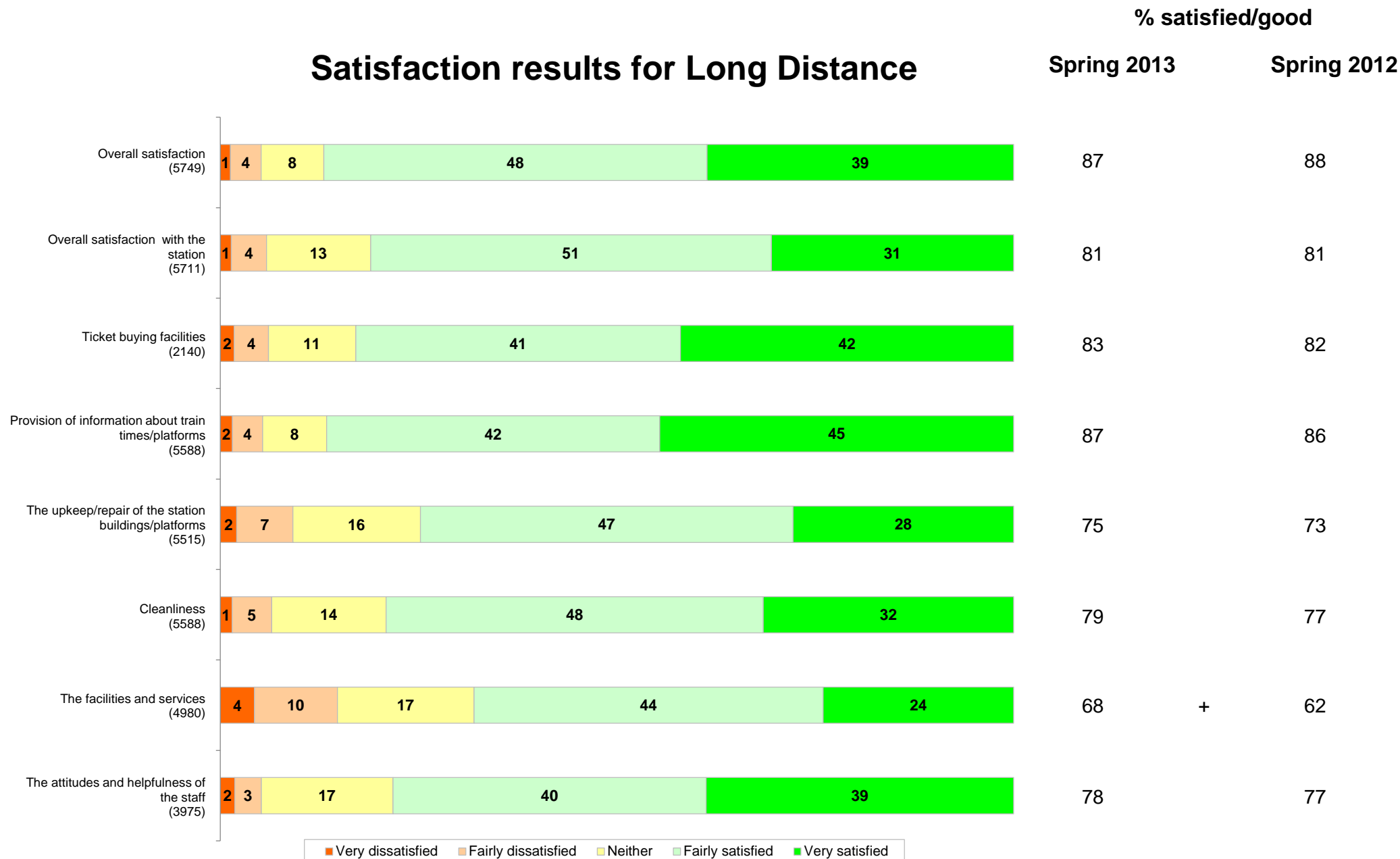
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Satisfaction results for Virgin Trains



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

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



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

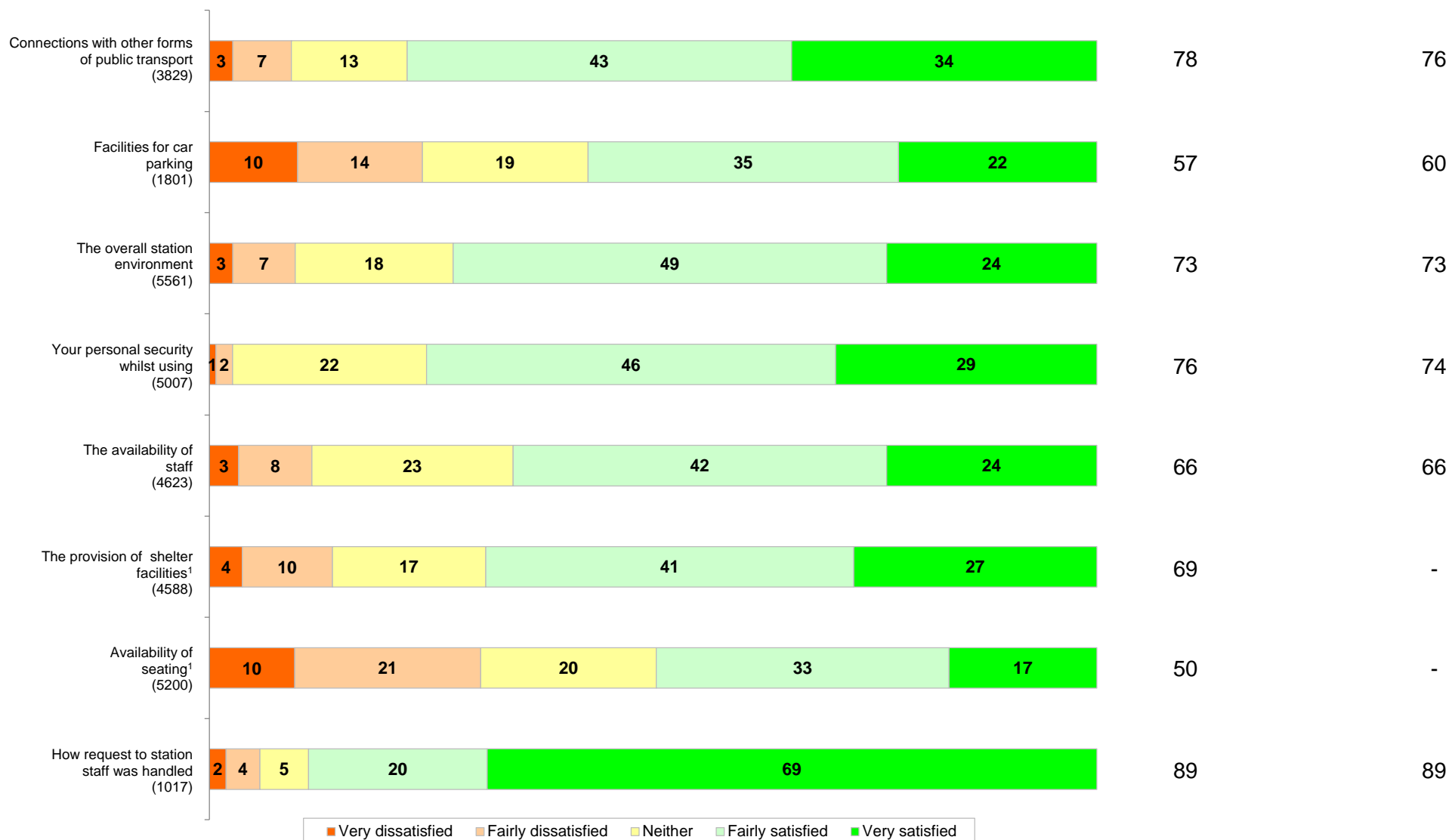
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

Spring 2013

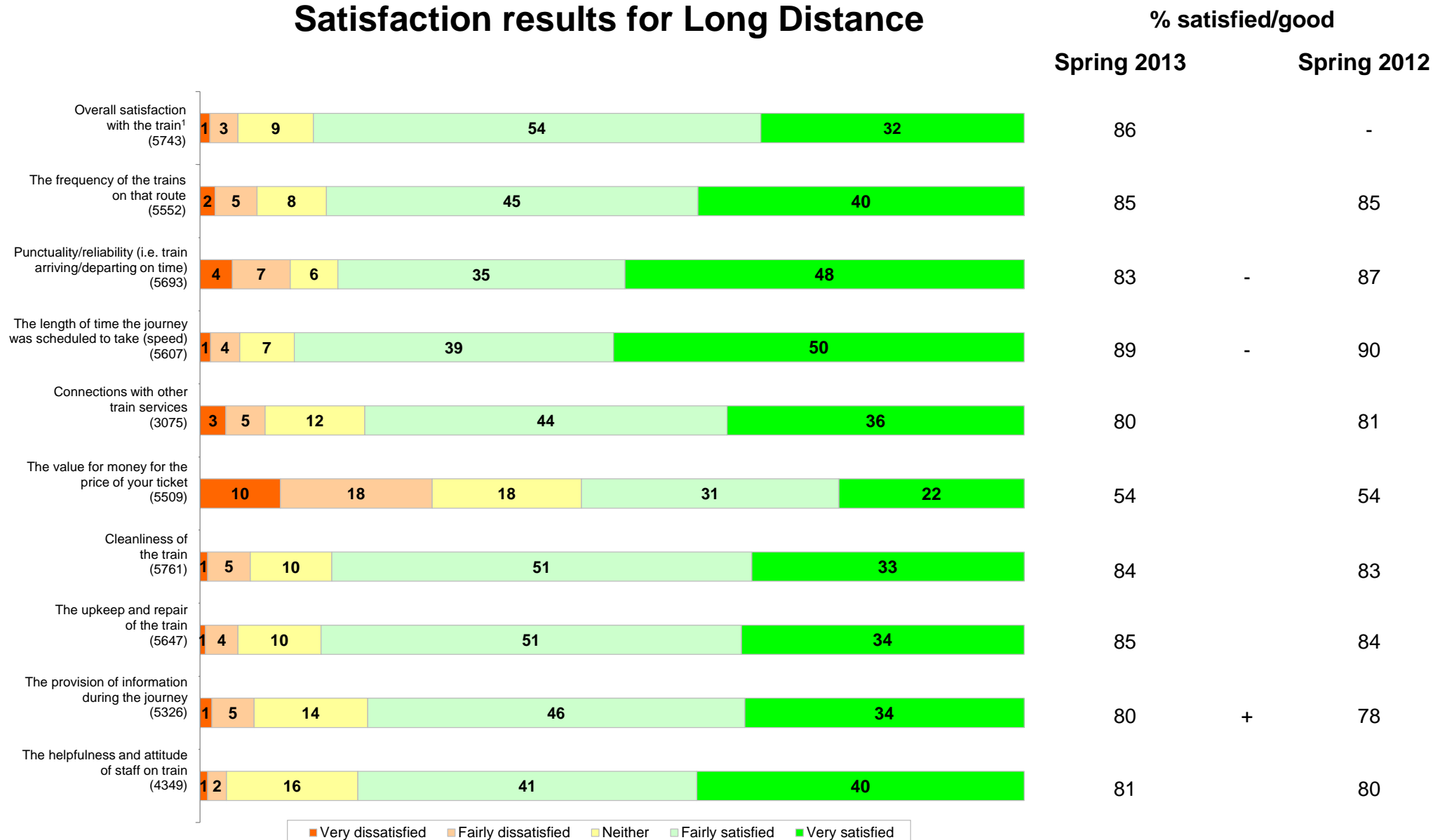
Spring 2012

Satisfaction results for Long Distance



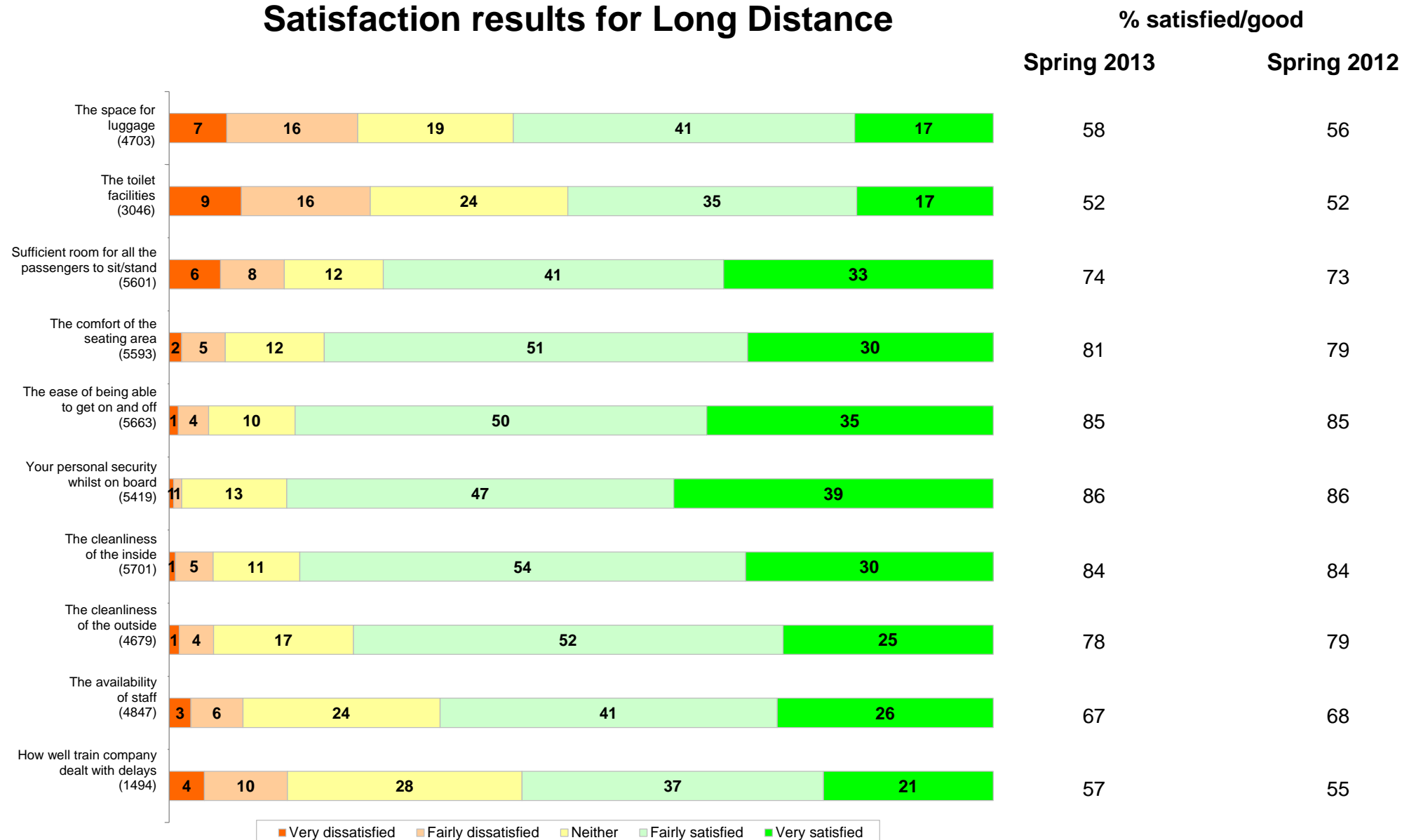
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Satisfaction results for Long Distance



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

Satisfaction results for Long Distance



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

Virgin Trains performance versus Long Distance

| | TOC | Sector | TOC Index |
|--|-----|--------|-----------|
| Overall satisfaction | 92 | 87 | 105% |
| Overall satisfaction with the station | 79 | 81 | 97% |
| Ticket buying facilities | 83 | 83 | 100% |
| Provision of information about train times/platforms | 87 | 87 | 101% |
| The upkeep/repair of the station buildings/platforms | 72 | 75 | 96% |
| Cleanliness | 75 | 79 | 95% |
| The facilities and services | 67 | 68 | 98% |
| The attitudes and helpfulness of the staff | 77 | 78 | 99% |
| Connections with other forms of public transport | 84 | 78 | 108% |
| Facilities for car parking | 51 | 57 | 89% |
| Overall environment | 70 | 73 | 96% |
| Your personal security whilst using | 74 | 76 | 99% |
| The availability of staff | 63 | 66 | 95% |
| The provision of shelter facilities | 69 | 69 | 99% |
| Availability of seating | 43 | 50 | 87% |
| How request to station staff was handled | 88 | 89 | 99% |

Virgin Trains performance versus Long Distance

| | TOC | Sector | TOC Index |
|---|-----|--------|-----------|
| Overall satisfaction with the train | 93 | 86 | 107% |
| The frequency of the trains on that route | 90 | 85 | 106% |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 87 | 83 | 105% |
| The length of time the journey was scheduled to take (speed) | 93 | 89 | 105% |
| Connections with other train services | 87 | 80 | 109% |
| The value for money for the price of your ticket | 61 | 54 | 114% |
| Cleanliness of the train | 90 | 84 | 108% |
| Upkeep and repair of the train | 91 | 85 | 107% |
| The provision of information during the journey | 88 | 80 | 110% |
| The helpfulness and attitude of staff on train | 84 | 81 | 104% |
| The space for luggage | 62 | 58 | 106% |
| The toilet facilities | 60 | 52 | 117% |
| Sufficient room for all passengers to sit/stand | 83 | 74 | 113% |
| The comfort of the seating area | 86 | 81 | 106% |
| The ease of being able to get on and off | 91 | 85 | 108% |
| Your personal security on board | 89 | 86 | 103% |
| The cleanliness of the inside | 90 | 84 | 107% |
| The cleanliness of the outside | 87 | 78 | 112% |
| The availability of staff | 71 | 67 | 106% |
| How well train company deals with delays | 64 | 57 | 112% |

Building block/route data for Virgin Trains

| | Birming -ham to Scotland | London to Liverpool | London to Man- chester | London to North Wales | London to Scotland | London to Wolver- hampton |
|--|--------------------------------|------------------------|------------------------------|-----------------------------|-----------------------|---------------------------------|
| Overall satisfaction | 90 | 94 | 93 | 82 | 94 | 92 |
| Overall satisfaction with the station | 75 | 92 | 85 | 79 | 79 | 72 |
| Ticket buying facilities | 83 | 84 | 79 | 93 | 85 | 83 |
| Provision of information about train times/platforms | 86 | 90 | 88 | 84 | 91 | 85 |
| The upkeep/repair of the station buildings/platforms | 64 | 89 | 79 | 78 | 77 | 62 |
| Cleanliness | 71 | 91 | 82 | 73 | 79 | 66 |
| The facilities and services | 67 | 79 | 74 | 58 | 65 | 60 |
| The attitudes and helpfulness of the staff | 80 | 90 | 79 | 73 | 73 | 74 |
| Connections with other forms of public transport | 92 | 81 | 81 | 88 | 81 | 85 |
| Facilities for car parking | 57 | 51 | 40 | 22 | 56 | 61 |
| Overall environment | 71 | 79 | 79 | 70 | 70 | 59 |
| Your personal security whilst using | 74 | 76 | 81 | 79 | 74 | 69 |
| The availability of staff | 72 | 80 | 67 | 73 | 57 | 53 |
| The provision of shelter facilities | 64 | 70 | 75 | 54 | 68 | 67 |
| Availability of seating | 59 | 45 | 41 | 30 | 48 | 40 |
| How request to station staff was handled | 88 | 93 | 82 | 77 | 84 | 95 |

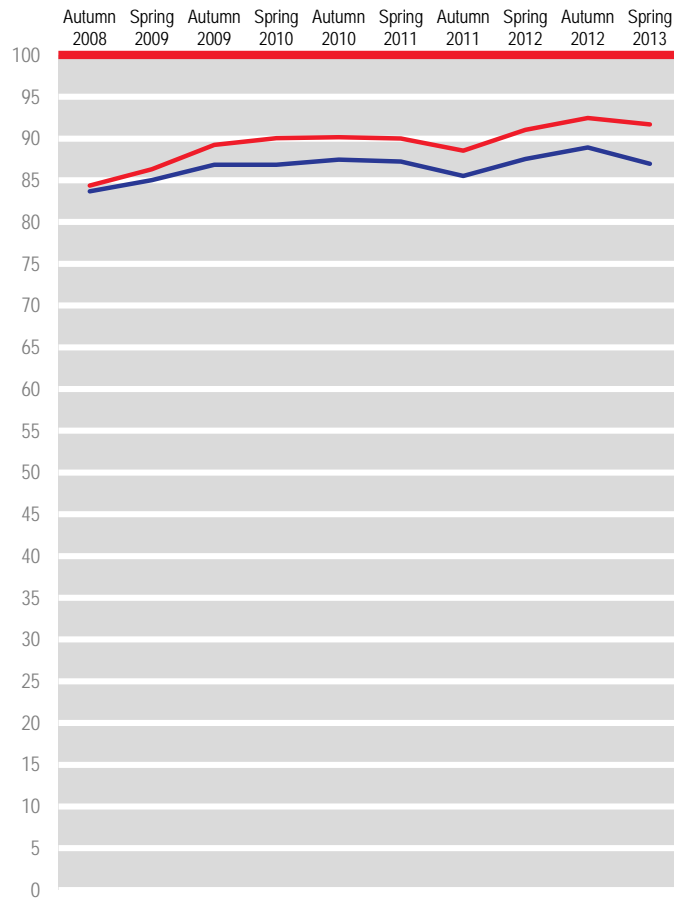
Building block/route data for Virgin Trains

| | Birming- ham to Scotland | London to Liverpool | London to Man- chester | London to North Wales | London to Scotland | London to Wolver- hampton |
|---|--------------------------------|------------------------|------------------------------|-----------------------------|-----------------------|---------------------------------|
| Overall satisfaction with the train | 93 | 94 | 92 | 87 | 93 | 94 |
| The frequency of the trains on that route | 84 | 92 | 91 | 84 | 92 | 91 |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 75 | 93 | 91 | 83 | 88 | 86 |
| The length of time the journey was scheduled to take (speed) | 84 | 96 | 96 | 93 | 92 | 93 |
| Connections with other train services | 87 | 89 | 86 | 86 | 87 | 88 |
| The value for money for the price of your ticket | 52 | 60 | 60 | 55 | 62 | 65 |
| Cleanliness of the train | 90 | 96 | 88 | 80 | 92 | 93 |
| Upkeep and repair of the train | 92 | 94 | 90 | 84 | 91 | 93 |
| The provision of information during the journey | 92 | 91 | 86 | 85 | 87 | 87 |
| The helpfulness and attitude of staff on train | 88 | 88 | 80 | 89 | 88 | 82 |
| The space for luggage | 54 | 66 | 65 | 51 | 64 | 62 |
| The toilet facilities | 54 | 69 | 56 | 46 | 63 | 66 |
| Sufficient room for all passengers to sit/stand | 84 | 93 | 87 | 80 | 85 | 78 |
| The comfort of the seating area | 86 | 92 | 87 | 80 | 83 | 86 |
| The ease of being able to get on and off | 86 | 94 | 92 | 88 | 92 | 92 |
| Your personal security on board | 87 | 92 | 88 | 86 | 93 | 88 |
| The cleanliness of the inside | 92 | 95 | 89 | 84 | 90 | 92 |
| The cleanliness of the outside | 84 | 86 | 85 | 87 | 90 | 88 |
| The availability of staff | 74 | 74 | 69 | 67 | 78 | 68 |
| How well train company deals with delays | 68 | 48 | 55 | 55 | 68 | 69 |

Overall satisfaction**(1129)**

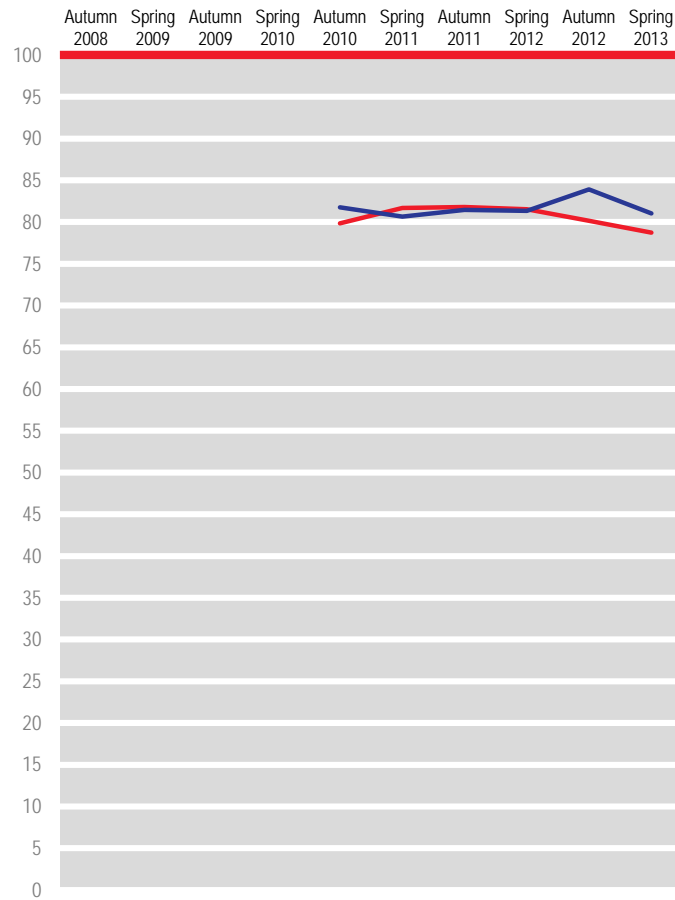
Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

**Overall station satisfaction****(1120)**

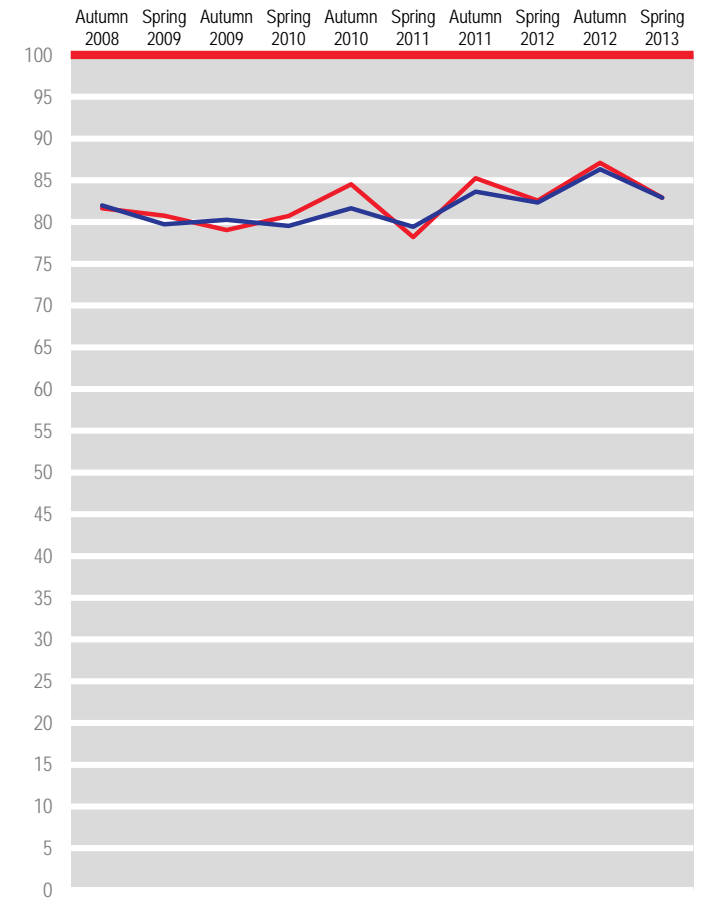
Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

**Ticket buying facilities****(315)**

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance



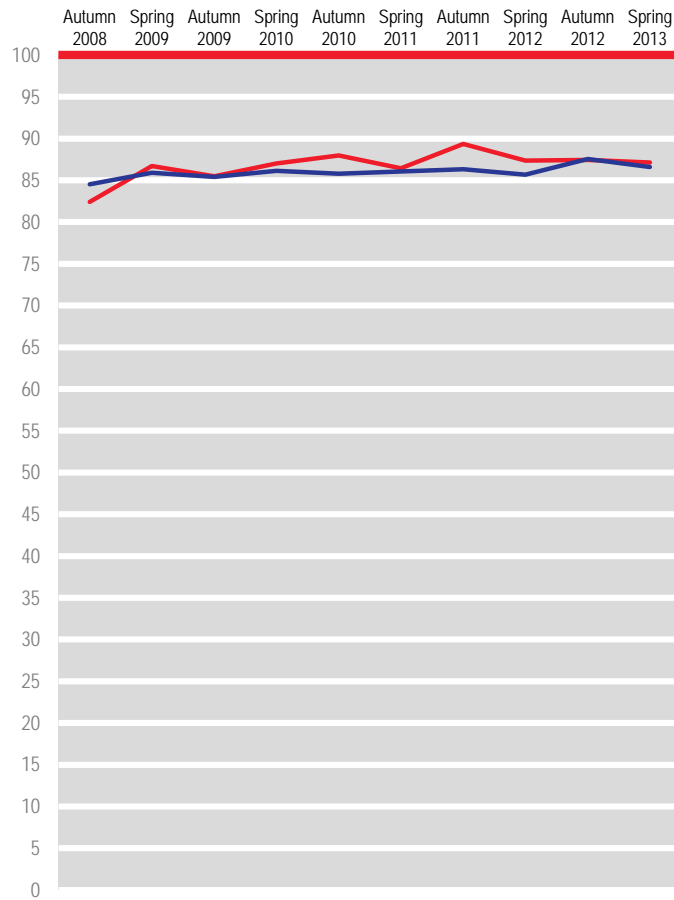
N.B. Benchmarks and targets are only shown for applicable factors

Provision of information about train times/platforms

(1108)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

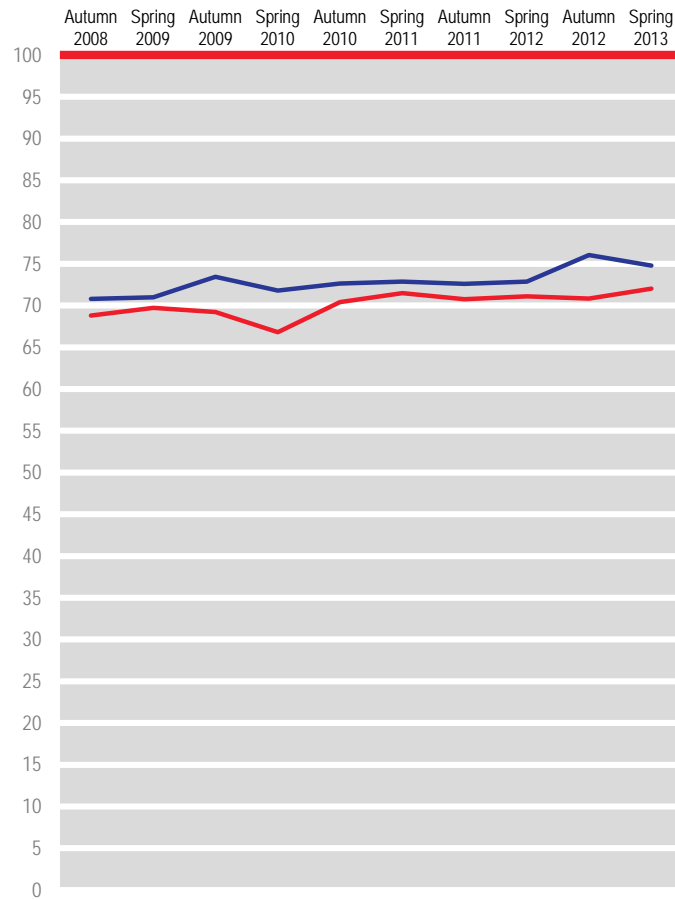


The upkeep/repair of the station building/platforms

(1084)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

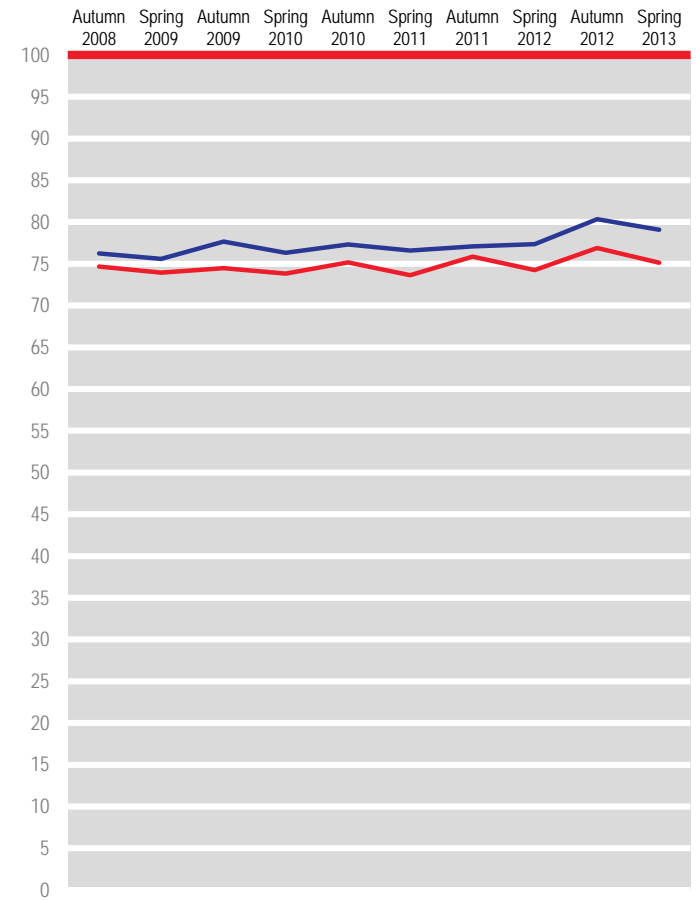


Cleanliness of the station

(1092)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

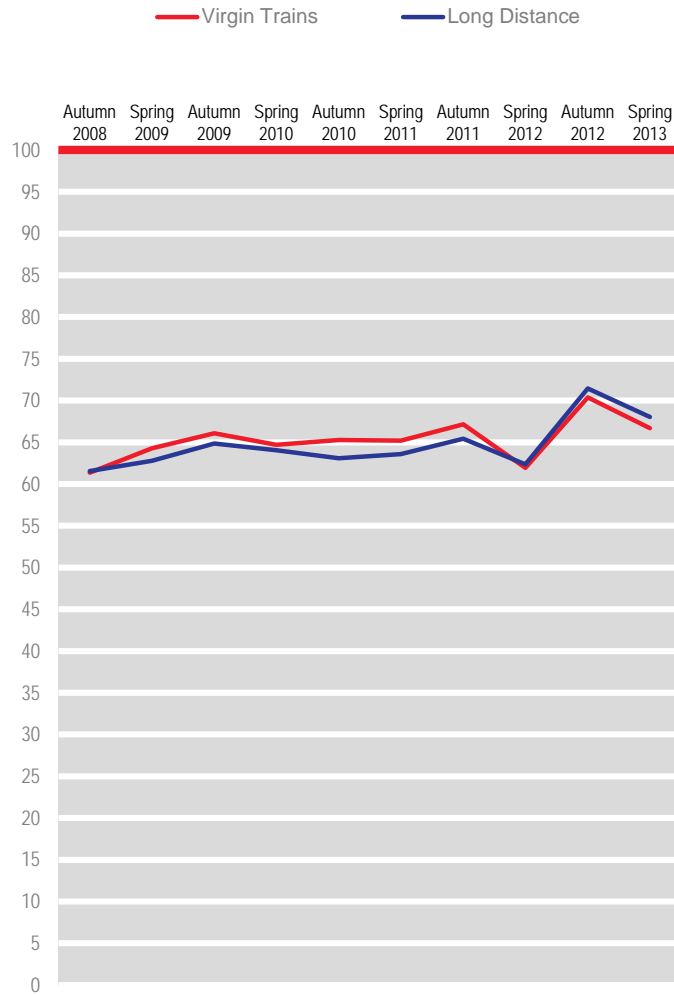


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(984)

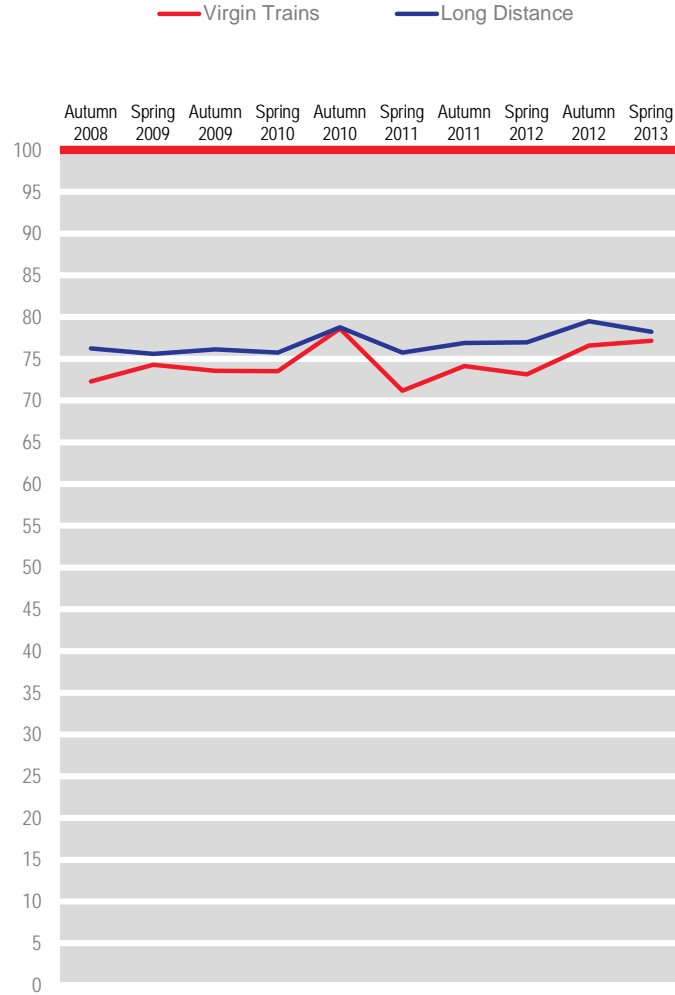
Percentage of passengers satisfied 2008 to 2013



The attitudes and helpfulness of the staff at the station

(717)

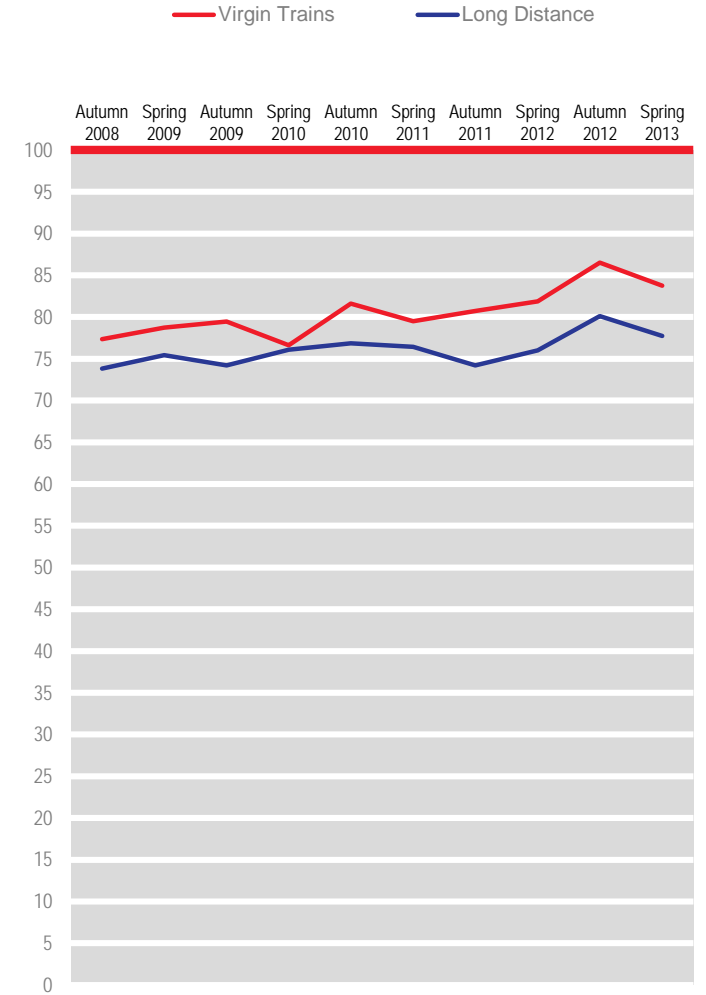
Percentage of passengers satisfied 2008 to 2013



Connections with other forms of public transport from the station

(763)

Percentage of passengers satisfied 2008 to 2013

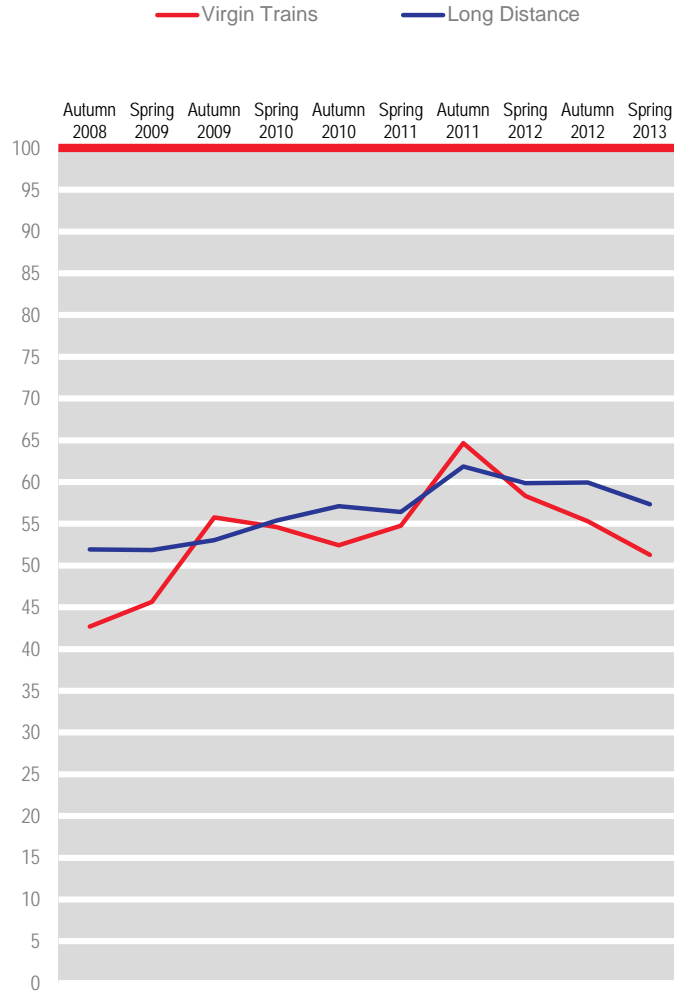


N.B. Benchmarks and targets are only shown for applicable factors

Facilities for car parking at the station

(310)

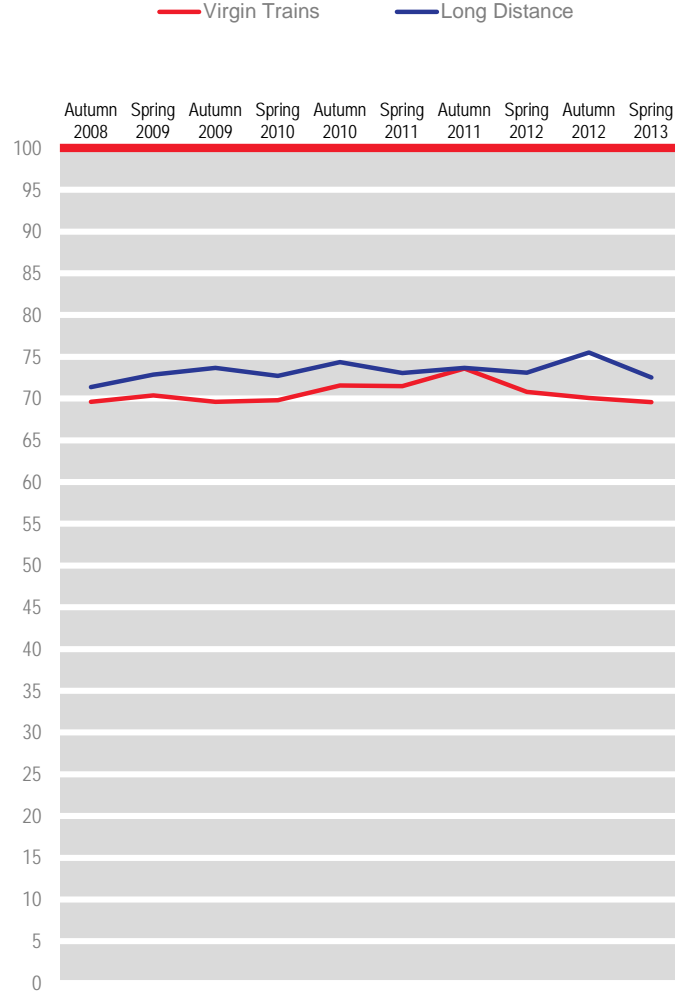
Percentage of passengers satisfied 2008 to 2013



Overall station environment

(1095)

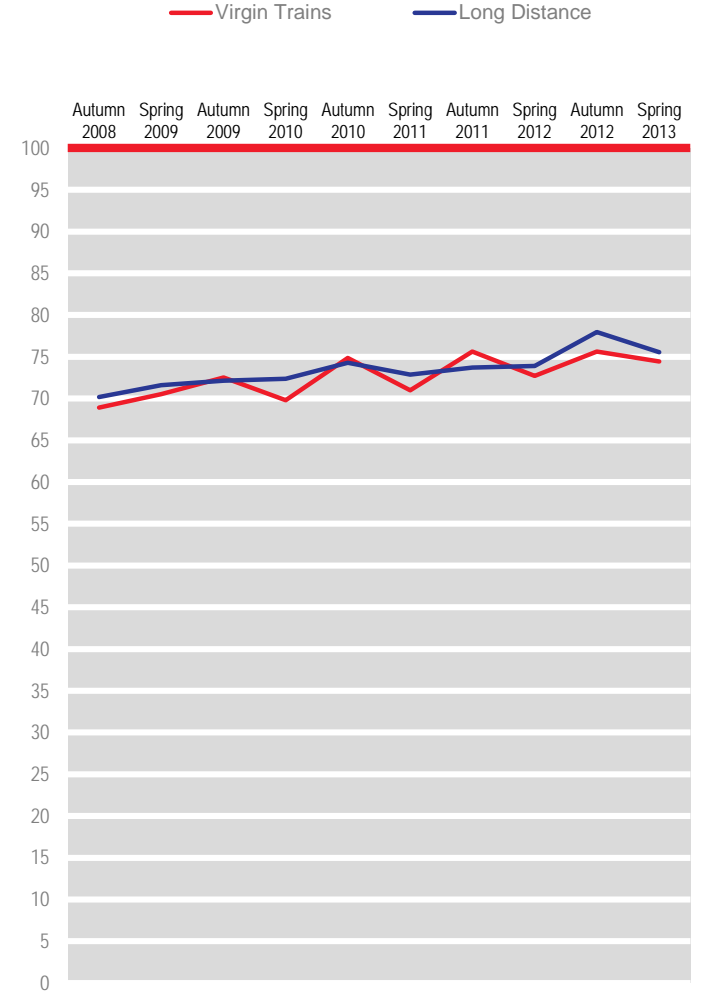
Percentage of passengers satisfied 2008 to 2013



Your personal security whilst using the station

(996)

Percentage of passengers satisfied 2008 to 2013

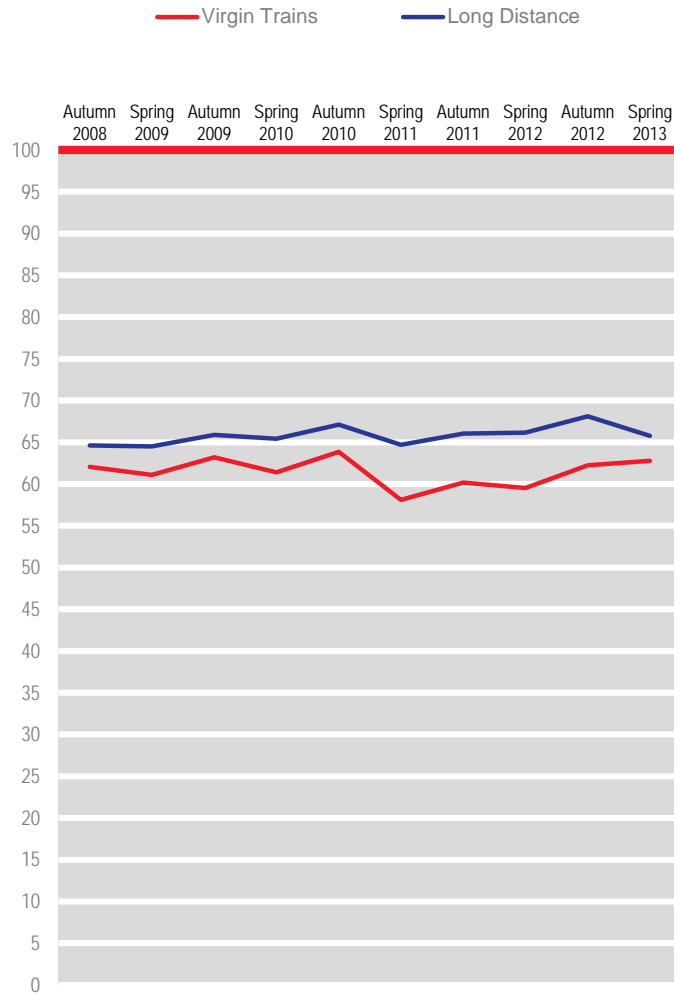


N.B. Benchmarks and targets are only shown for applicable factors

The availability of staff at the station

(839)

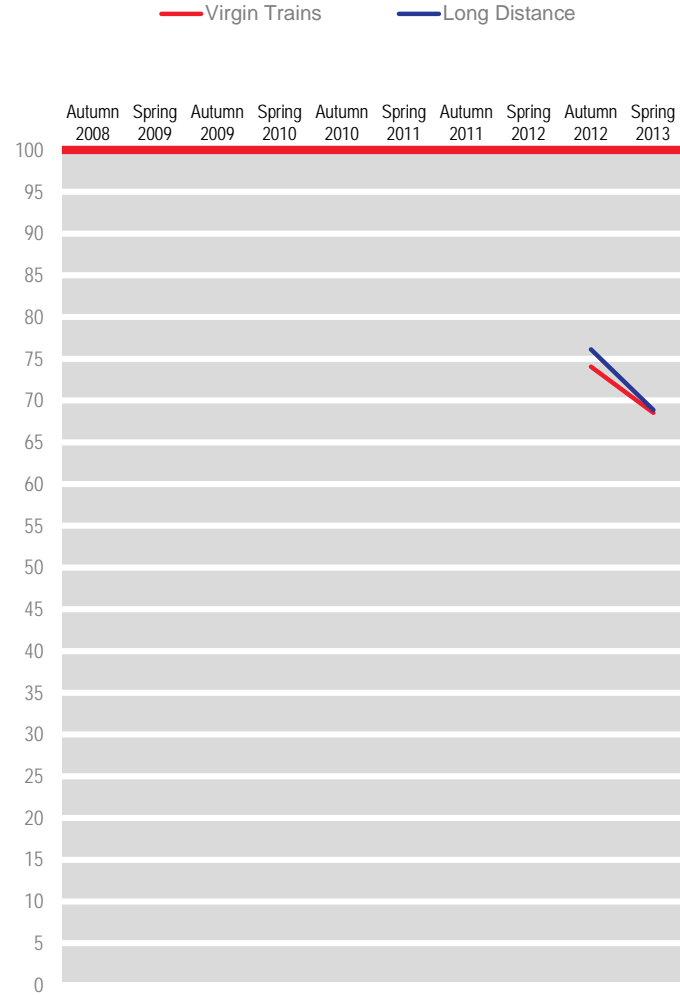
Percentage of passengers satisfied 2008 to 2013



The provision of shelter facilities

(782)

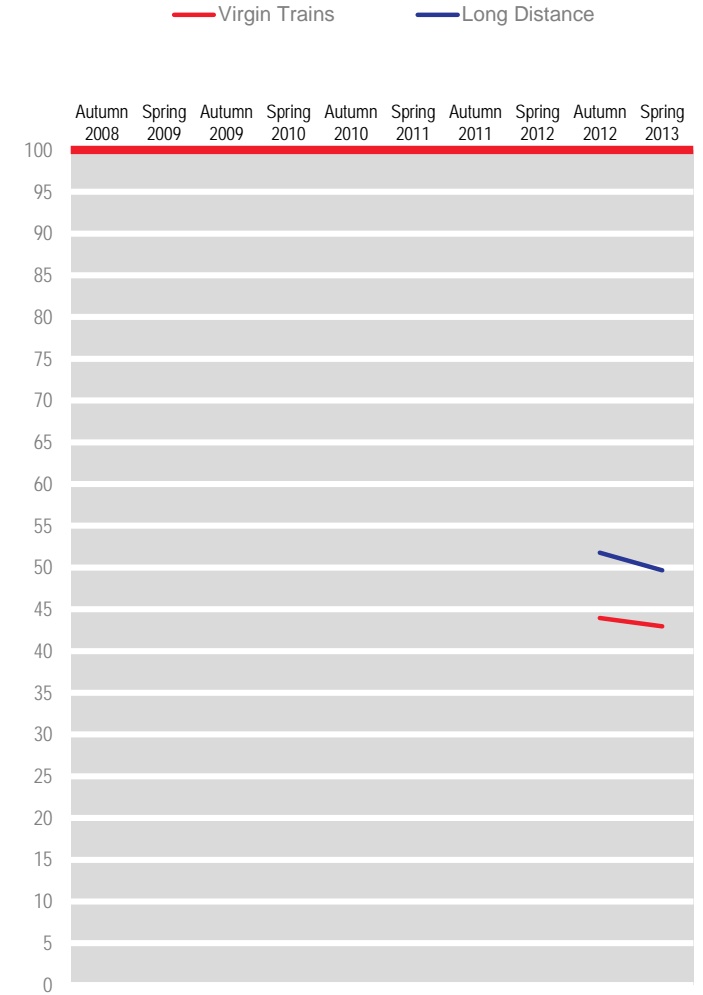
Percentage of passengers satisfied 2008 to 2013



Availability of seating

(1004)

Percentage of passengers satisfied 2008 to 2013



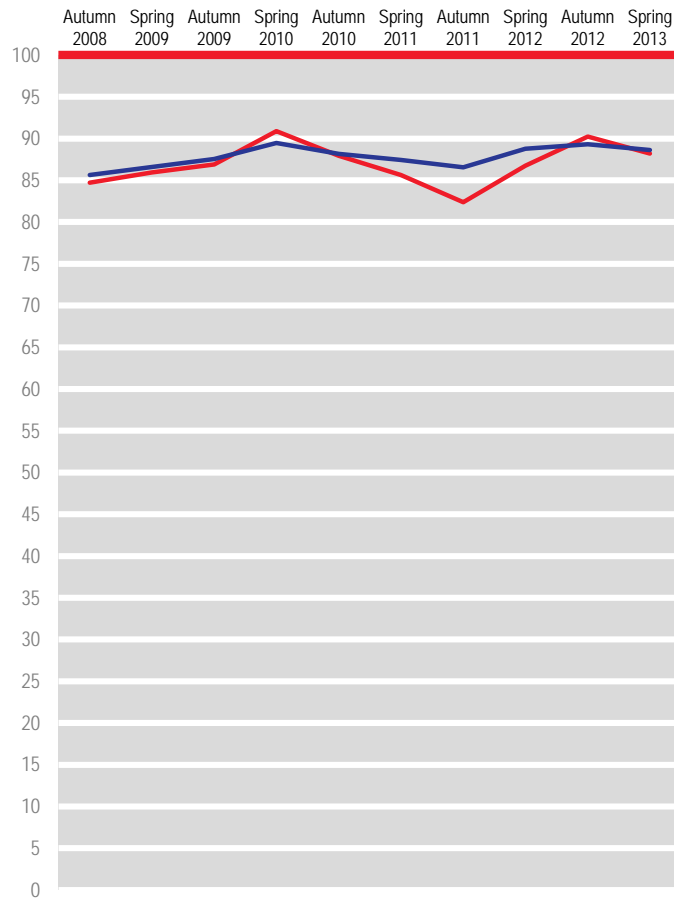
N.B. Benchmarks and targets are only shown for applicable factors

How request to station staff was handled

(182)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

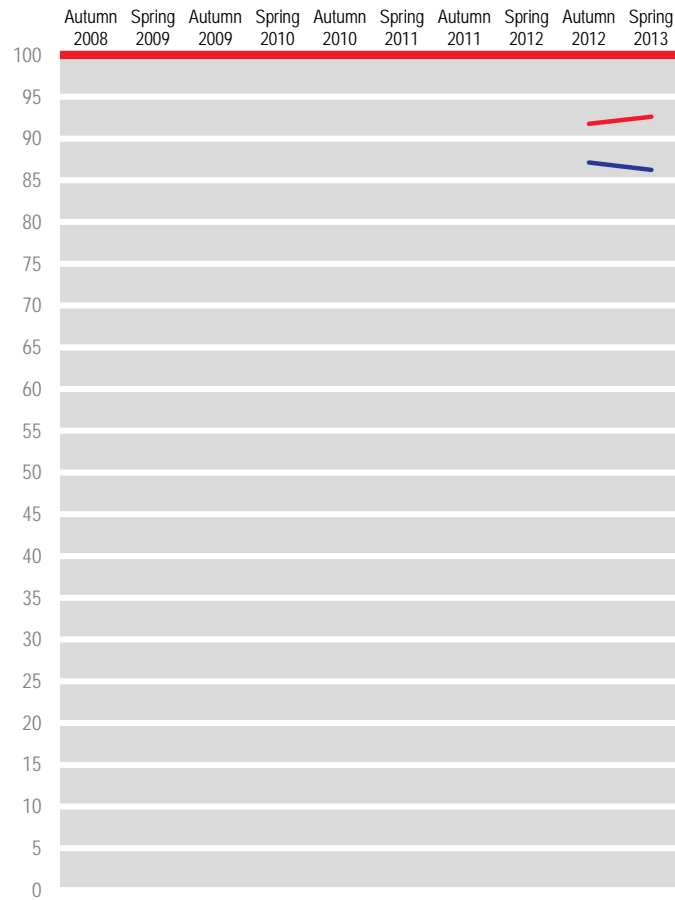


Overall satisfaction with the train

(1128)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

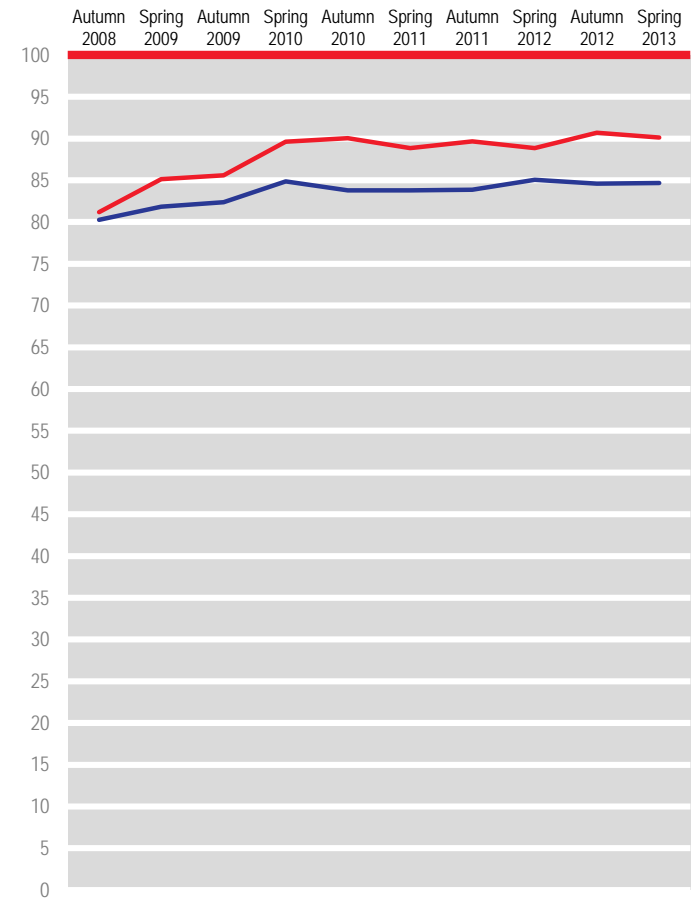


The frequency of trains on that route

(1087)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

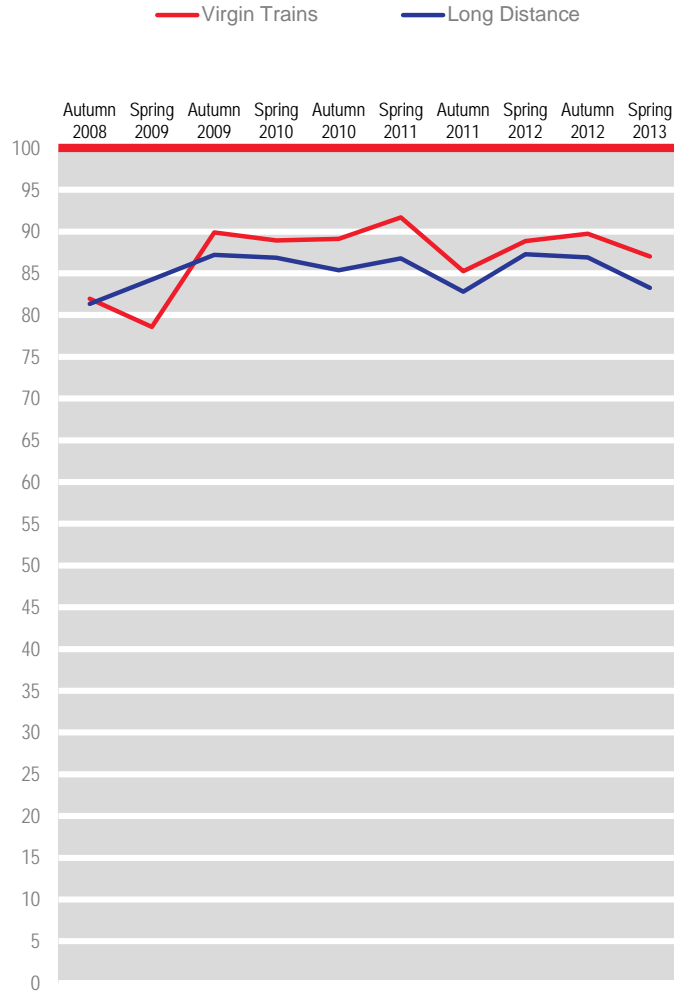


N.B. Benchmarks and targets are only shown for applicable factors

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

(1116)

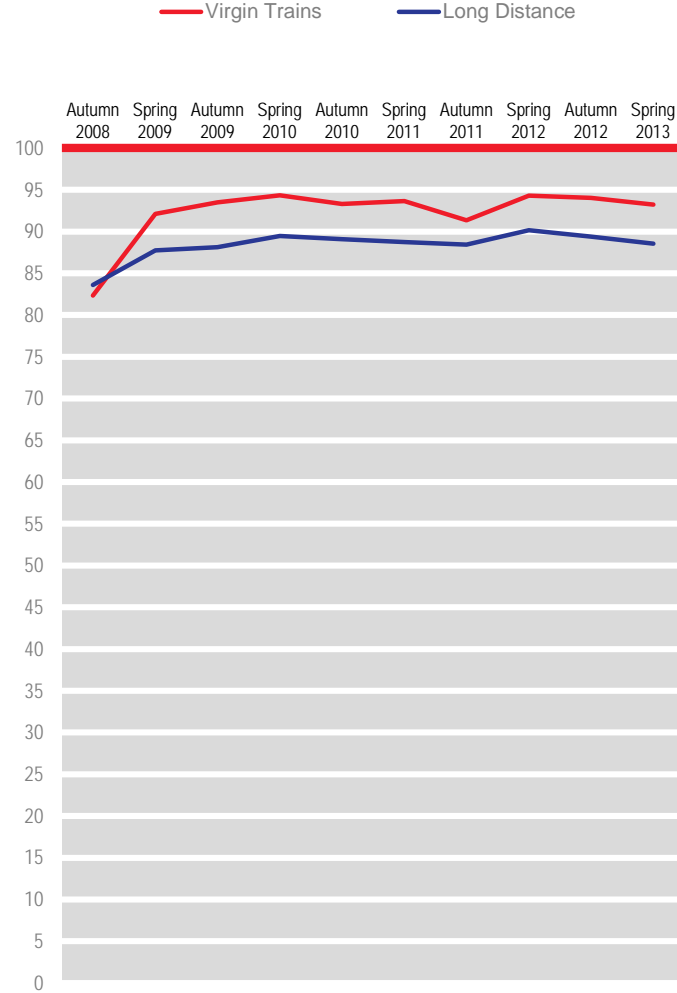
Percentage of passengers satisfied 2008 to 2013



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

(1108)

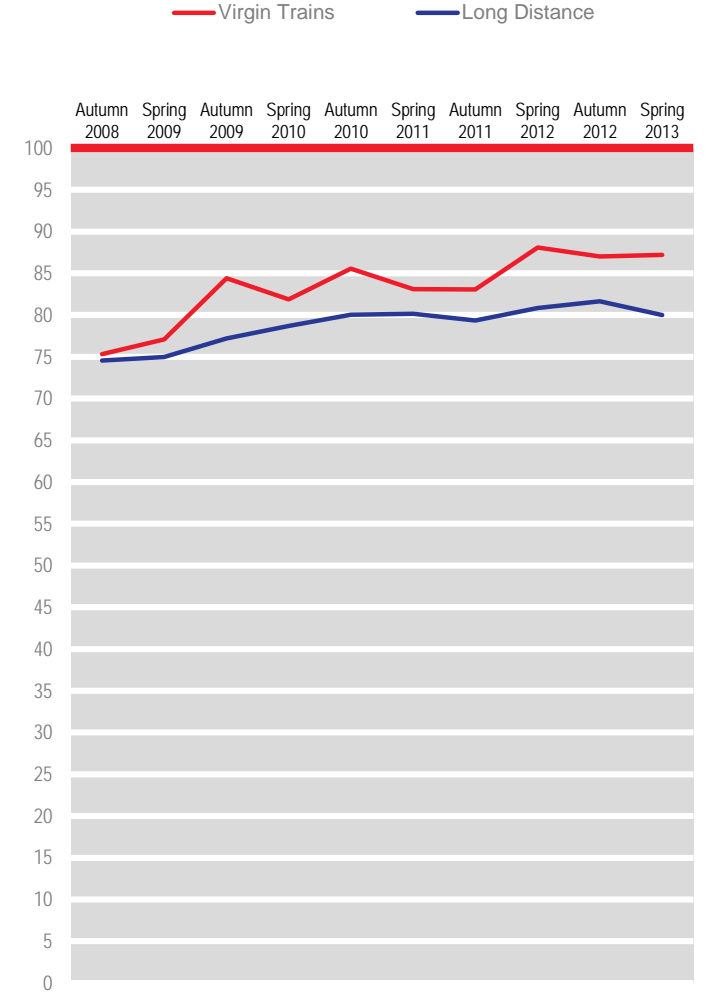
Percentage of passengers satisfied 2008 to 2013



Connections with other train services

(594)

Percentage of passengers satisfied 2008 to 2013



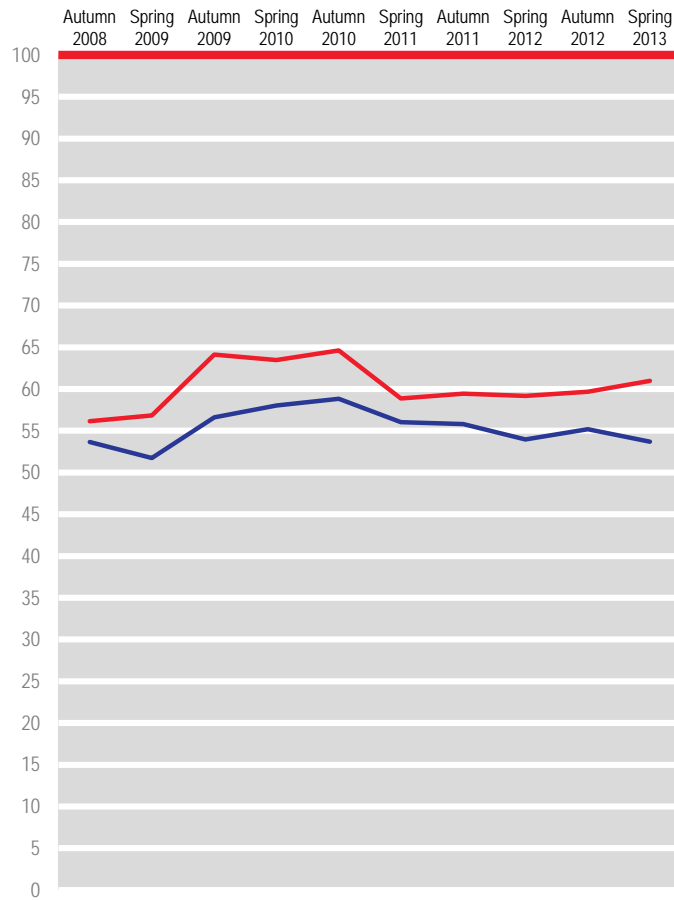
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1071)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

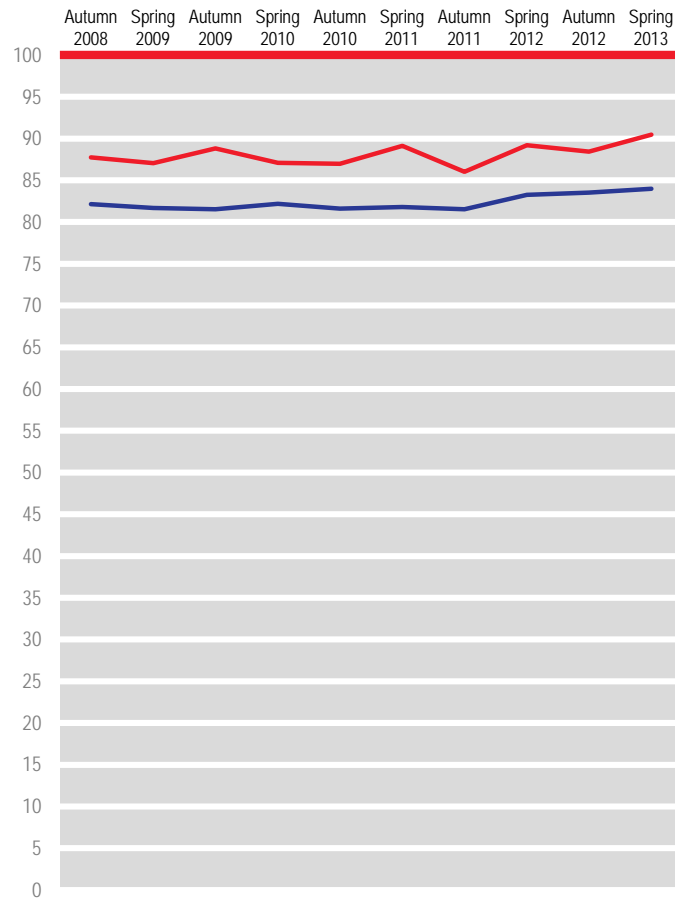


Cleanliness of the train

(1134)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

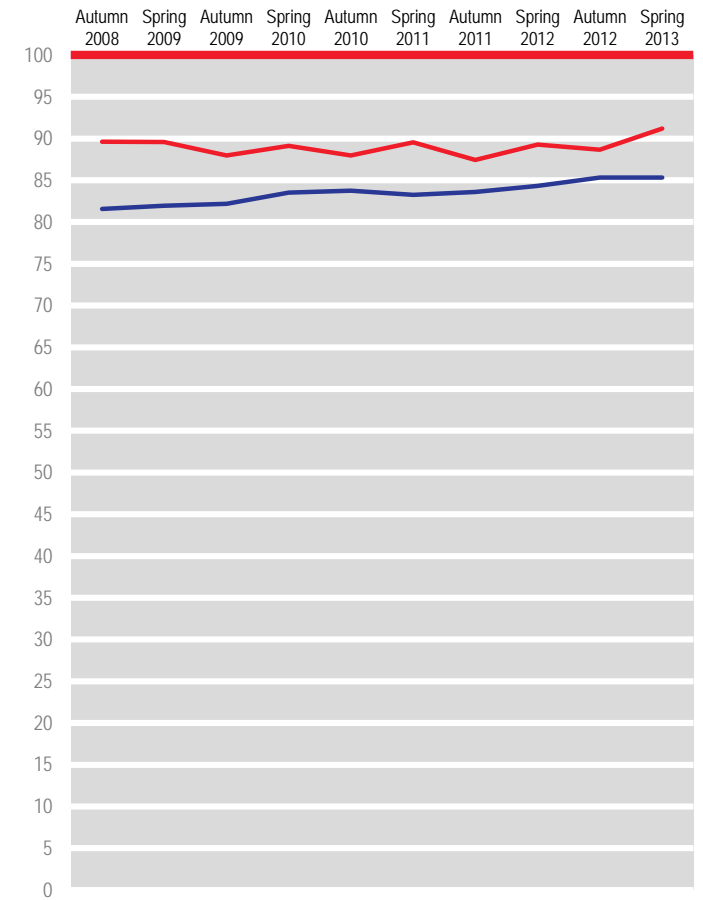


Upkeep and repair of the train

(1121)

Percentage of passengers satisfied 2008 to 2013

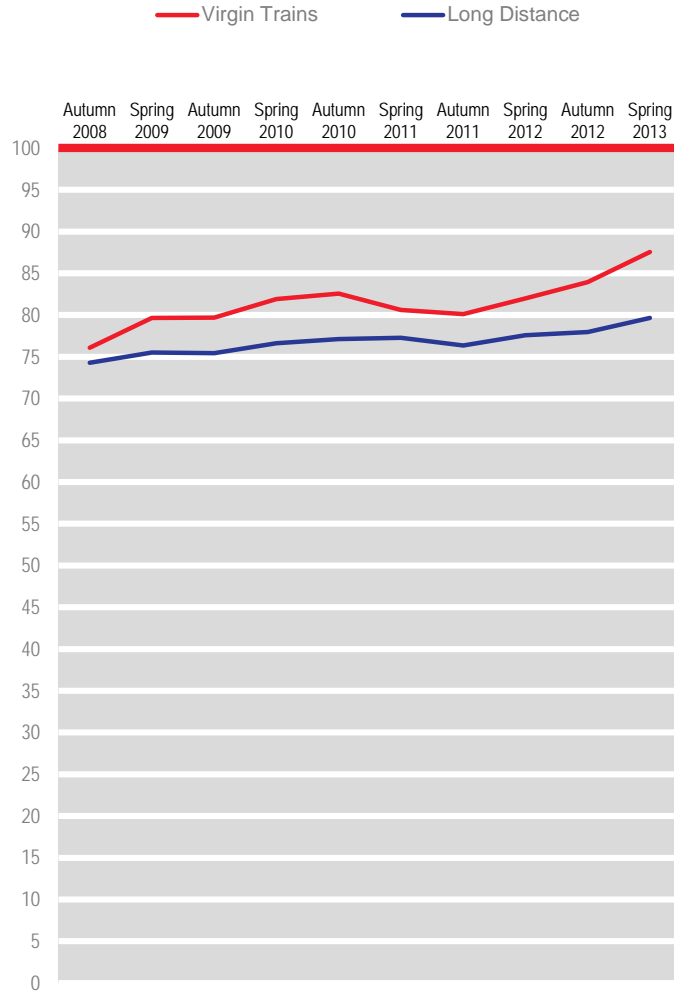
— Virgin Trains — Long Distance



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

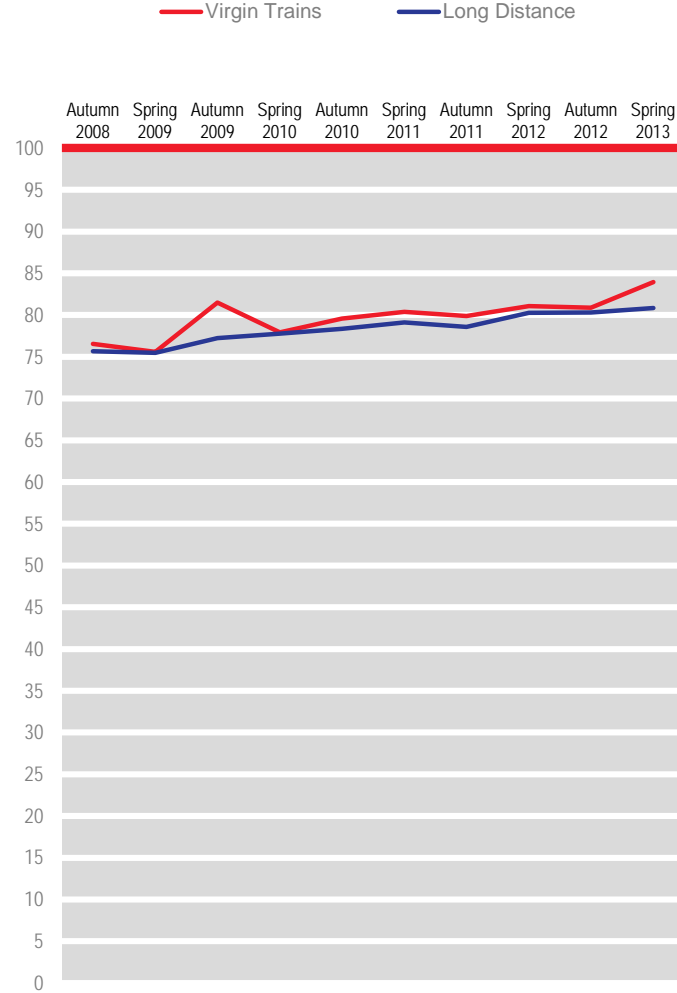
The provision of information during the journey (1064)

Percentage of passengers satisfied 2008 to 2013



The helpfulness and attitude of staff on train (823)

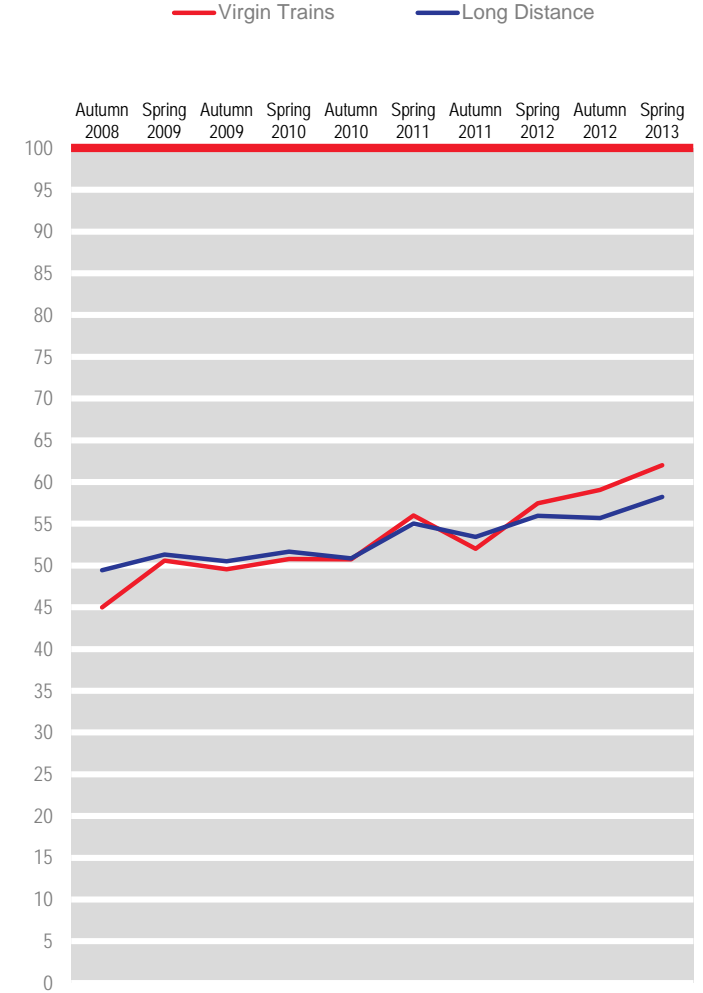
Percentage of passengers satisfied 2008 to 2013



The space for luggage

(979)

Percentage of passengers satisfied 2008 to 2013

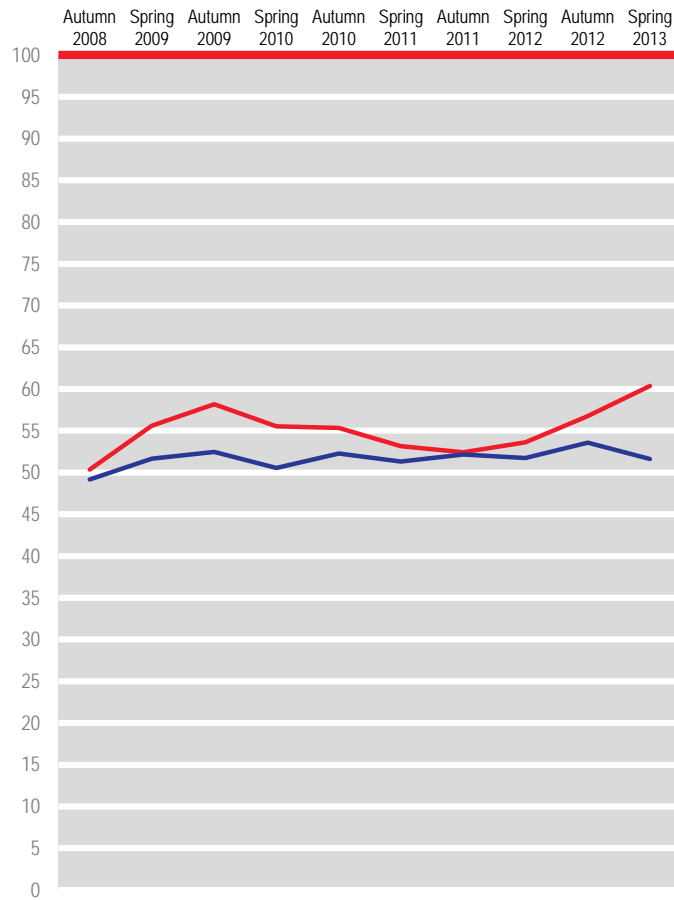


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train**(722)**

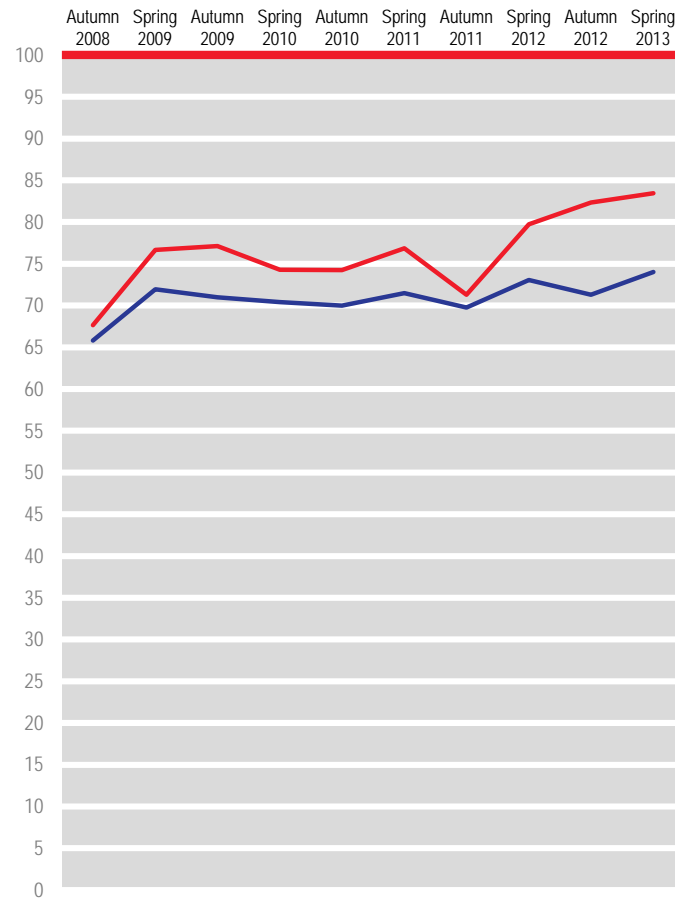
Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

**Sufficient room for all the passengers to sit/stand****(1104)**

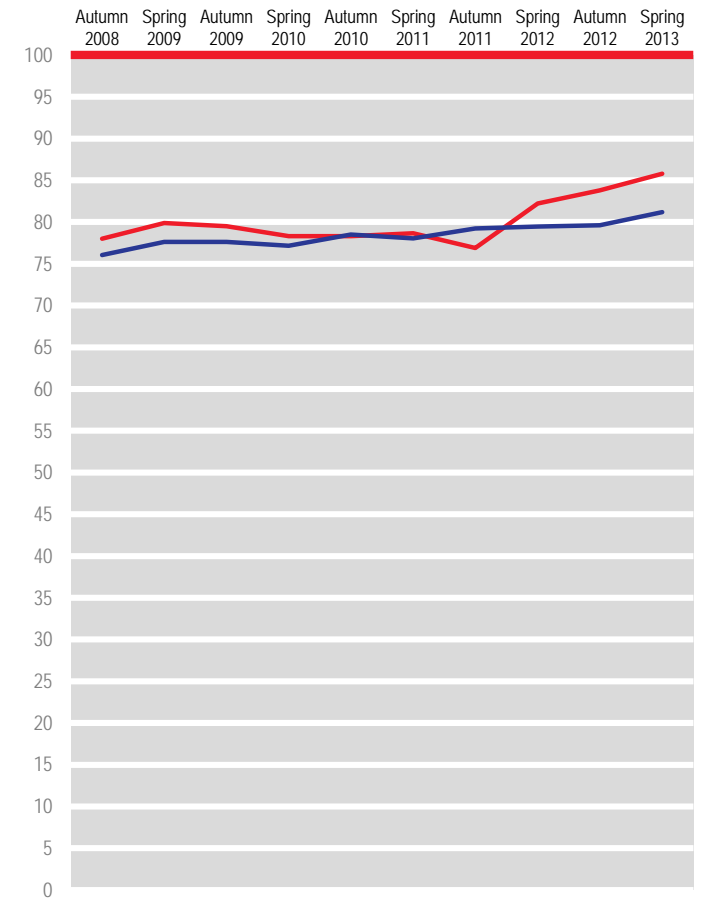
Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

**The comfort of the seating area****(1111)**

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance



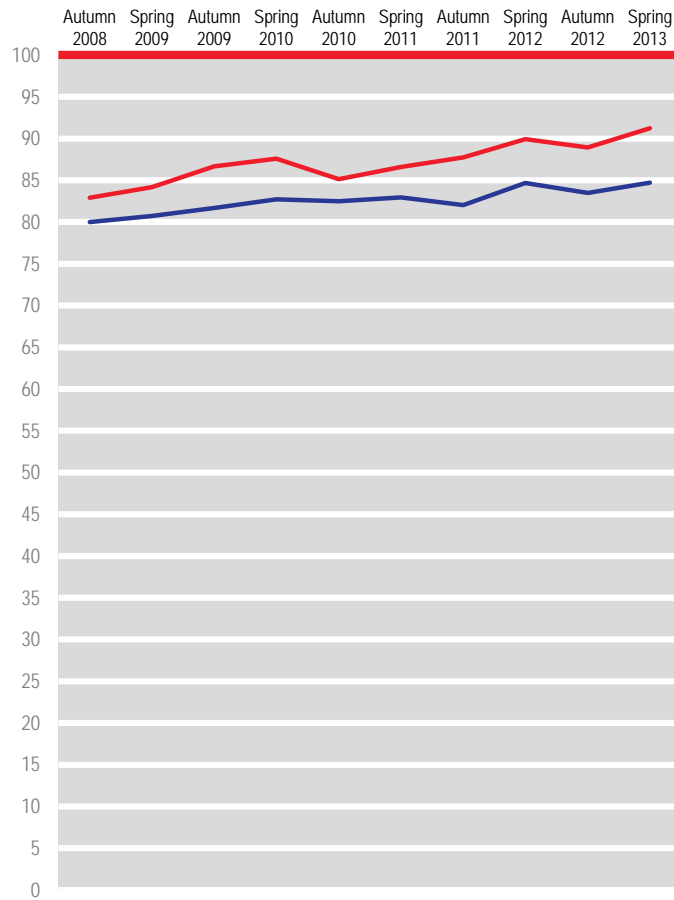
N.B. Benchmarks and targets are only shown for applicable factors

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

(1118)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

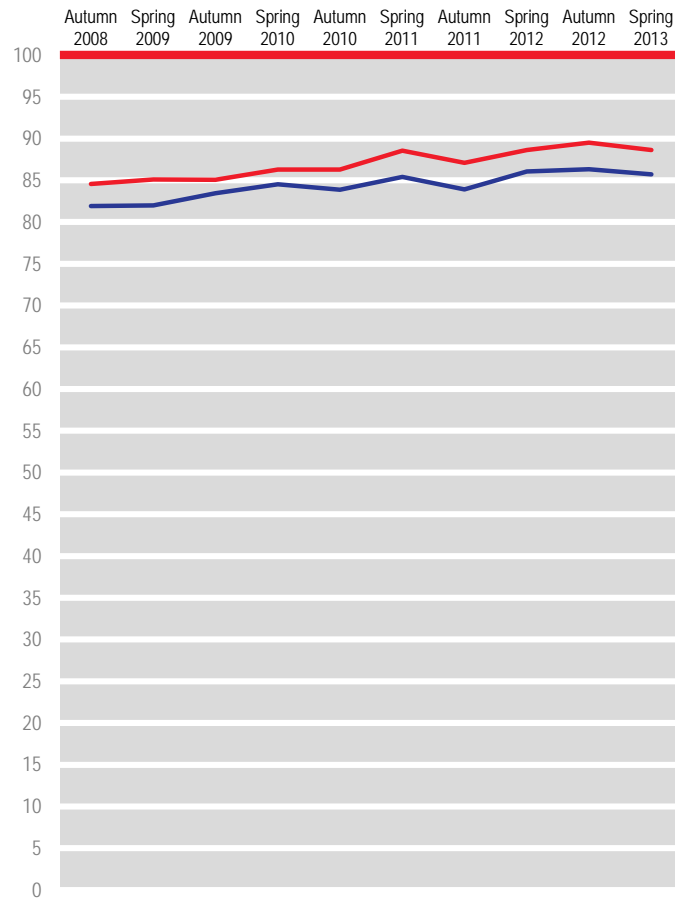


Your personal security whilst on board

(1074)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

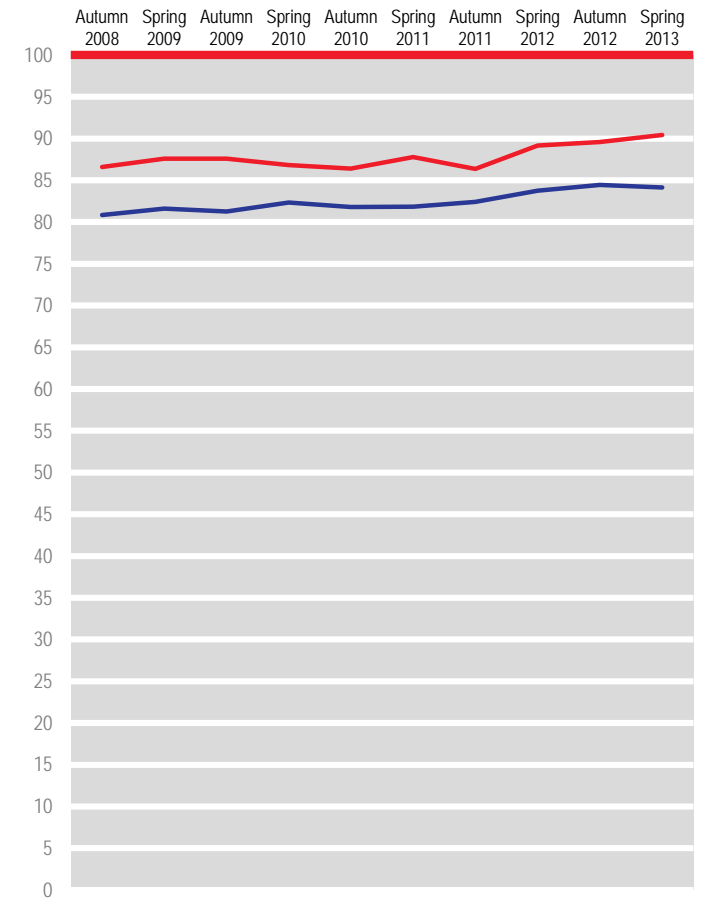


The cleanliness of the inside of the train

(1120)

Percentage of passengers satisfied 2008 to 2013

— Virgin Trains — Long Distance

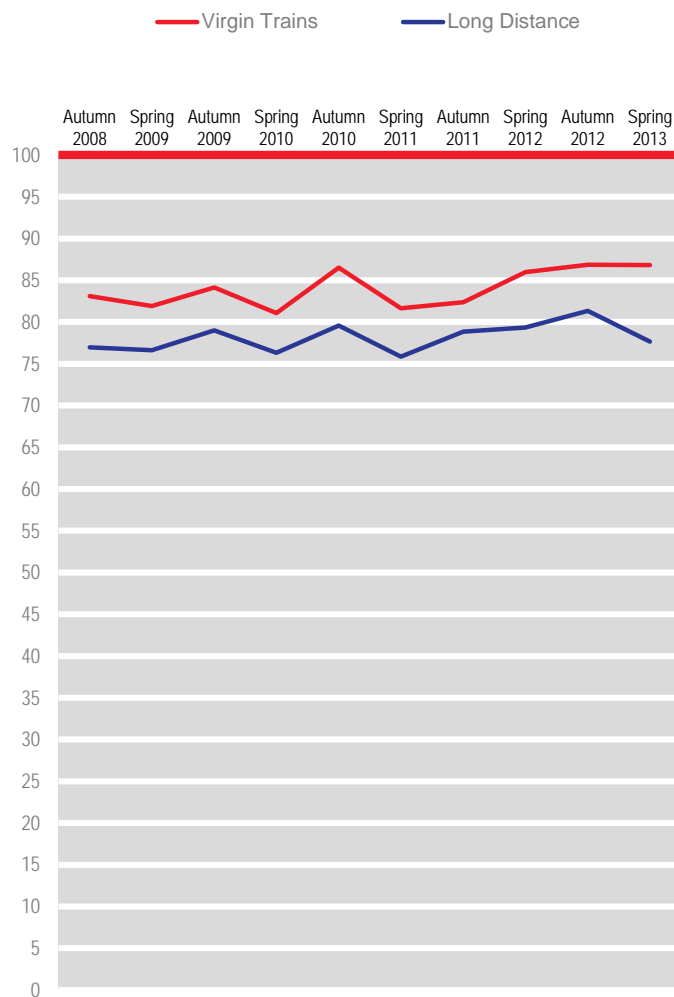


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(911)

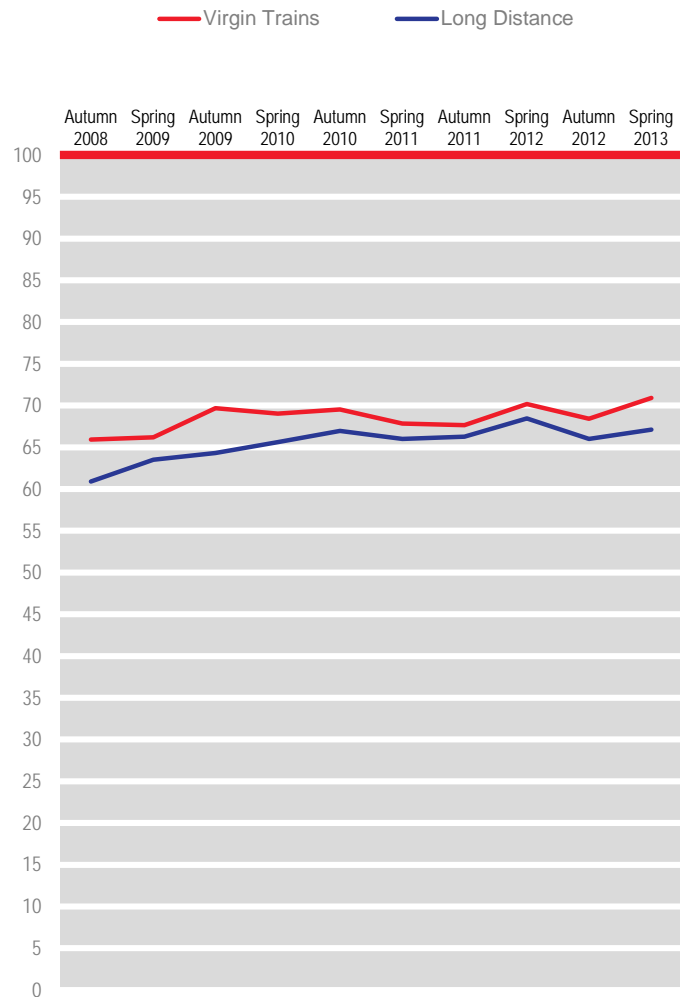
Percentage of passengers satisfied 2008 to 2013



The availability of staff on the train

(925)

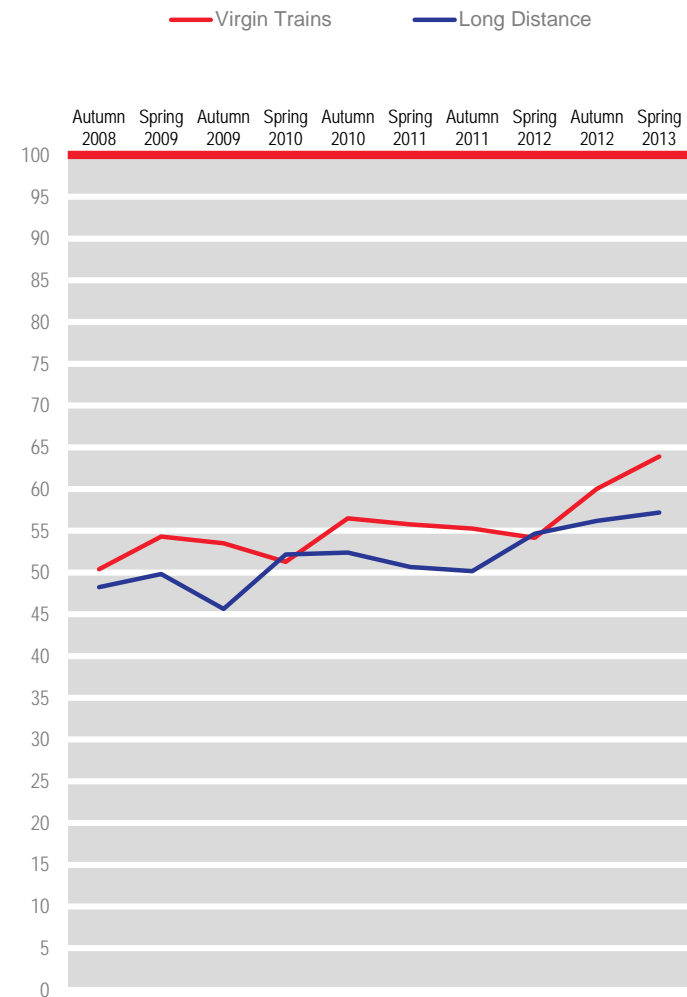
Percentage of passengers satisfied 2008 to 2013



How well train company dealt with delay

(304)

Percentage of passengers satisfied 2008 to 2013



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

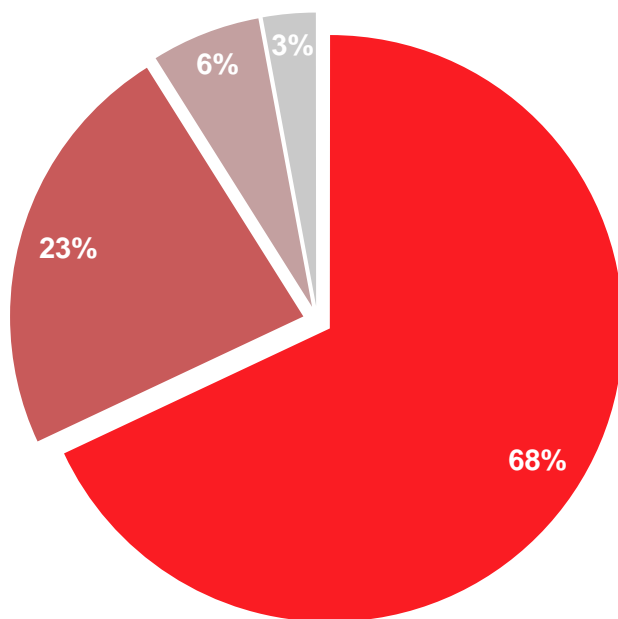
Managed versus non-managed stations for Virgin Trains

| | Stations managed by TOC | significant difference | Stations not managed by TOC |
|--|-------------------------|------------------------|-----------------------------|
| Overall satisfaction with the station | 76 | | 80 |
| Ticket buying facilities | 86 | | 81 |
| Provision of information about train times/platforms | 85 | | 88 |
| The upkeep/repair of the station buildings/platforms | 72 | | 72 |
| Cleanliness | 76 | | 75 |
| The facilities and services | 61 | - | 70 |
| The attitudes and helpfulness of the staff | 80 | | 76 |
| Connections with other forms of public transport | 76 | - | 87 |
| Facilities for car parking | 70 | + | 33 |
| Overall environment | 66 | | 71 |
| Your personal security whilst using | 74 | | 75 |
| The availability of staff | 68 | | 60 |
| The provision of shelter facilities | 68 | | 69 |
| Availability of seating | 64 | + | 32 |
| How request to station staff was handled | 84 | | 91 |

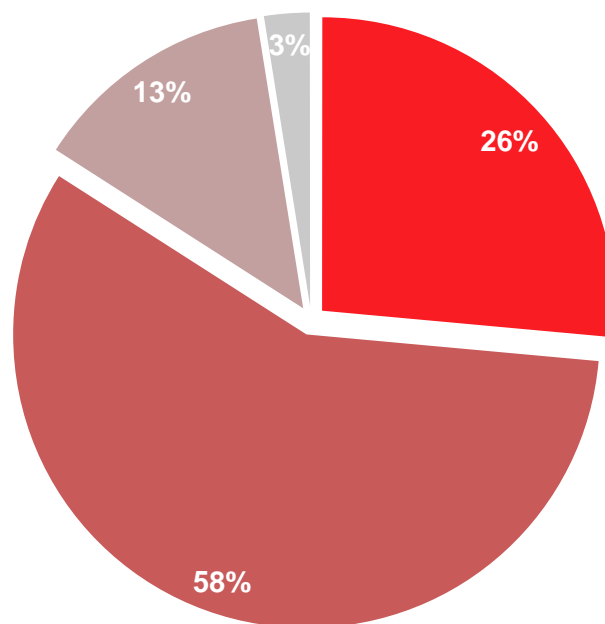
Managed versus non-managed stations for Virgin Trains

(% Passengers Journeys originating from each type of station)

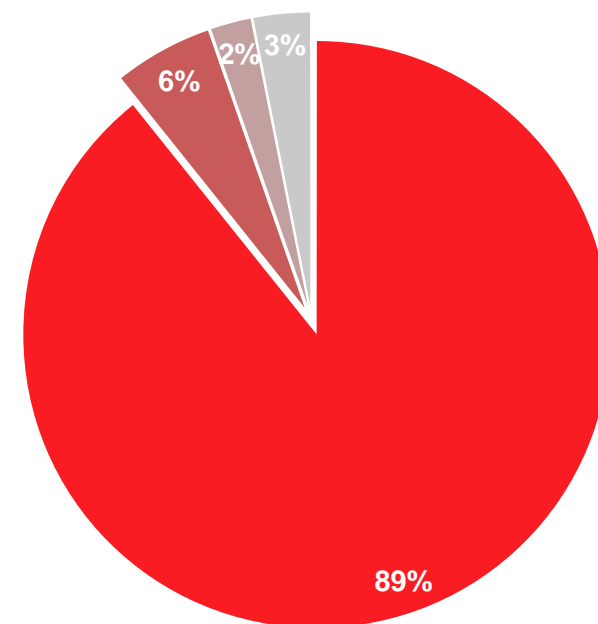
Overall Total



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 Virgin Trains

| | Spring 2013 % | Spring 2012 % | | Spring 2013 % | Spring 2012 % |
|------------------------|------------------|------------------|--------------------------------------|------------------|------------------|
| SEX | | | DELAYS | | |
| Male | 43 | 41 | None | 71 | 79 |
| Female | 55 | 57 | Minor | 25 | 18 |
| Not stated | 2 | 2 | Major | 3 | 2 |
| | | | Not stated | 1 | 1 |
| AGE | | | REGULAR TRAVELLER | | |
| 16-25 | 10 | 11 | Yes | 36 | 37 |
| 26-34 | 14 | 11 | No | 64 | 63 |
| 35-44 | 14 | 16 | | | |
| 45-54 | 23 | 21 | | | |
| 55-59 | 12 | 11 | TIME OF TRAVEL | | |
| 60-64 | 12 | 12 | Peak | | |
| 65+ | 14 | 15 | Off-peak | | |
| Not stated | 2 | 2 | | | |
| JOURNEY PURPOSE | | | ASKED FOR HELP OR INFORMATION | | |
| Commuter | 8 | 9 | Yes asked for help | 8 | 11 |
| Business | 29 | 31 | Yes asked for information | 9 | 8 |
| Leisure | 63 | 60 | Could not find anyone to ask | 2 | 2 |
| | | | No | 79 | 80 |
| | | | Not stated | 2 | 1 |

Weighted sample profile for Long Distance

| | Spring 2013 % | Spring 2012 % | | Spring 2013 % | Spring 2012 % |
|------------------------|------------------|------------------|--------------------------------------|------------------|------------------|
| SEX | | | DELAYS | | |
| Male | 42 | 43 | None | 72 | 81 |
| Female | 56 | 56 | Minor | 23 | 16 |
| Not stated | 2 | 2 | Major | 4 | 3 |
| | | | Not stated | 2 | 1 |
| AGE | | | REGULAR TRAVELLER | | |
| 16-25 | 13 | 14 | Yes | 37 | 38 |
| 26-34 | 13 | 12 | No | 63 | 62 |
| 35-44 | 15 | 16 | | | |
| 45-54 | 21 | 21 | | | |
| 55-59 | 12 | 11 | TIME OF TRAVEL | | |
| 60-64 | 11 | 11 | Peak | | |
| 65+ | 14 | 14 | Off-peak | | |
| Not stated | 2 | 1 | | | |
| JOURNEY PURPOSE | | | ASKED FOR HELP OR INFORMATION | | |
| Commuter | 16 | 17 | Yes asked for help | 11 | 11 |
| Business | 26 | 26 | Yes asked for information | 9 | 10 |
| Leisure | 58 | 57 | Could not find anyone to ask | 3 | 3 |
| | | | No | 76 | 76 |
| | | | Not stated | 2 | 2 |

Station sample sizes for Virgin Trains

[illegible]

Weighted sample composition for all train companies

| | Annual journeys (‘000s) | Journey Purpose | | | Day Of Week | | Station Size | | | |
|----------------------------|-------------------------------|-----------------|----------|---------|-------------|---------|--------------|-------|--------|-------|
| | | Commute | Business | Leisure | Weekday | Weekend | Very Large | Large | Medium | Small |
| Sample size* | 27168 | 12002 | 4125 | 11041 | 23142 | 4026 | 9140 | 6164 | 6191 | 5673 |
| Arriva Trains Wales | 28528 | 32 | 10 | 58 | 81 | 19 | 27 | 21 | 26 | 26 |
| c2c | 36028 | 67 | 6 | 27 | 86 | 14 | 27 | 21 | 24 | 27 |
| Chiltern Railways | 19402 | 38 | 25 | 37 | 82 | 18 | 32 | 15 | 25 | 27 |
| CrossCountry | 36683 | 15 | 28 | 57 | 78 | 22 | 20 | 25 | 28 | 28 |
| East Coast | 18785 | 10 | 33 | 57 | 76 | 24 | 44 | 11 | 16 | 30 |
| East Midlands Trains | 23167 | 23 | 28 | 49 | 82 | 18 | 27 | 21 | 26 | 26 |
| First Capital Connect | 107253 | 45 | 26 | 29 | 86 | 14 | 28 | 18 | 27 | 27 |
| First Great Western | 92873 | 30 | 20 | 50 | 77 | 23 | 22 | 27 | 26 | 25 |
| First TransPennine Express | 24893 | 24 | 14 | 62 | 78 | 22 | 19 | 28 | 27 | 27 |
| Greater Anglia | 103929 | 54 | 18 | 28 | 90 | 10 | 30 | 14 | 28 | 28 |
| London Midland | 60051 | 45 | 14 | 41 | 85 | 15 | 30 | 16 | 29 | 26 |
| London Overground | 102374 | 64 | 3 | 33 | 81 | 19 | 22 | 26 | 26 | 26 |
| Merseyrail | 44909 | 37 | 8 | 55 | 81 | 19 | 23 | 25 | 26 | 26 |
| Northern Rail | 106517 | 38 | 9 | 53 | 76 | 24 | 26 | 22 | 27 | 25 |
| ScotRail | 81506 | 39 | 13 | 47 | 80 | 20 | 27 | 18 | 29 | 26 |
| South West Trains | 209611 | 53 | 15 | 32 | 85 | 15 | 39 | 15 | 15 | 30 |
| Southeastern | 162334 | 61 | 12 | 27 | 90 | 10 | 17 | 31 | 26 | 26 |
| Southern | 166197 | 50 | 16 | 34 | 90 | 10 | 20 | 29 | 25 | 25 |
| Virgin Trains | 30195 | 8 | 29 | 63 | 81 | 19 | 32 | 5 | 33 | 30 |

* Sample size excludes non-franchised Train Operating Companies

Unweighted sample composition for all train companies

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

* Sample size excludes non-franchised Train Operating Companies

The following are reports produced each wave:

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

Sector definitions

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

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

How are routes defined

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

Arriva Trains Wales: North Wales

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

Arriva Trains Wales: South Wales

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

Arriva Trains Wales: Valley

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

c2c:

All journeys on c2c

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry: Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry: Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry: Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry: Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry: Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast: London - Yorkshire

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

East Coast: London - Scotland - North East

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

East Coast: London - East Midlands/East of England

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

East Coast: Non-London journeys

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

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London - Sheffield route

First Capital Connect: Great Northern

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

First Capital Connect: Thameslink Loop

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

First Capital Connect: North

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect: South

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Greater Anglia: Intercity

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

Greater Anglia: Main line

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

Greater Anglia: Metro

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

Greater Anglia: Rural

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

Greater Anglia: Stansted

Journeys on Stansted Express, not including Stansted Airport stopping trains

Greater Anglia: West Anglia

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

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston – Northampton services

London Midland: West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground: Highbury – Croydon/Clapham

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

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

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

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: Birmingham – Scotland

Journeys on Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

Journeys on London – Glasgow/Scotland services

Virgin Trains: London – Wolverhampton

Journeys on London – Wolverhampton services

Contacts:

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

Tel: 020 7490 9148
Email: rebecca.hunt@bdrc-continental.com

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

Tel: 0300 123 0837
Email: david.greeno@passengerfocus.org.uk

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