



National Passenger Survey

TOC Report for ScotRail

Spring 2013

Contacts:

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

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

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

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

Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

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

3 Passenger satisfaction trend charts

- 3.1 Trend charts of all passenger satisfaction results for ScotRail 17

4 Managed versus non-managed stations

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

5 Sample profile

- 5.1 Weighted sample profile for ScotRail 31
- 5.2 Weighted sample profile for Regional 32
- 5.3 Station sample sizes for ScotRail 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.

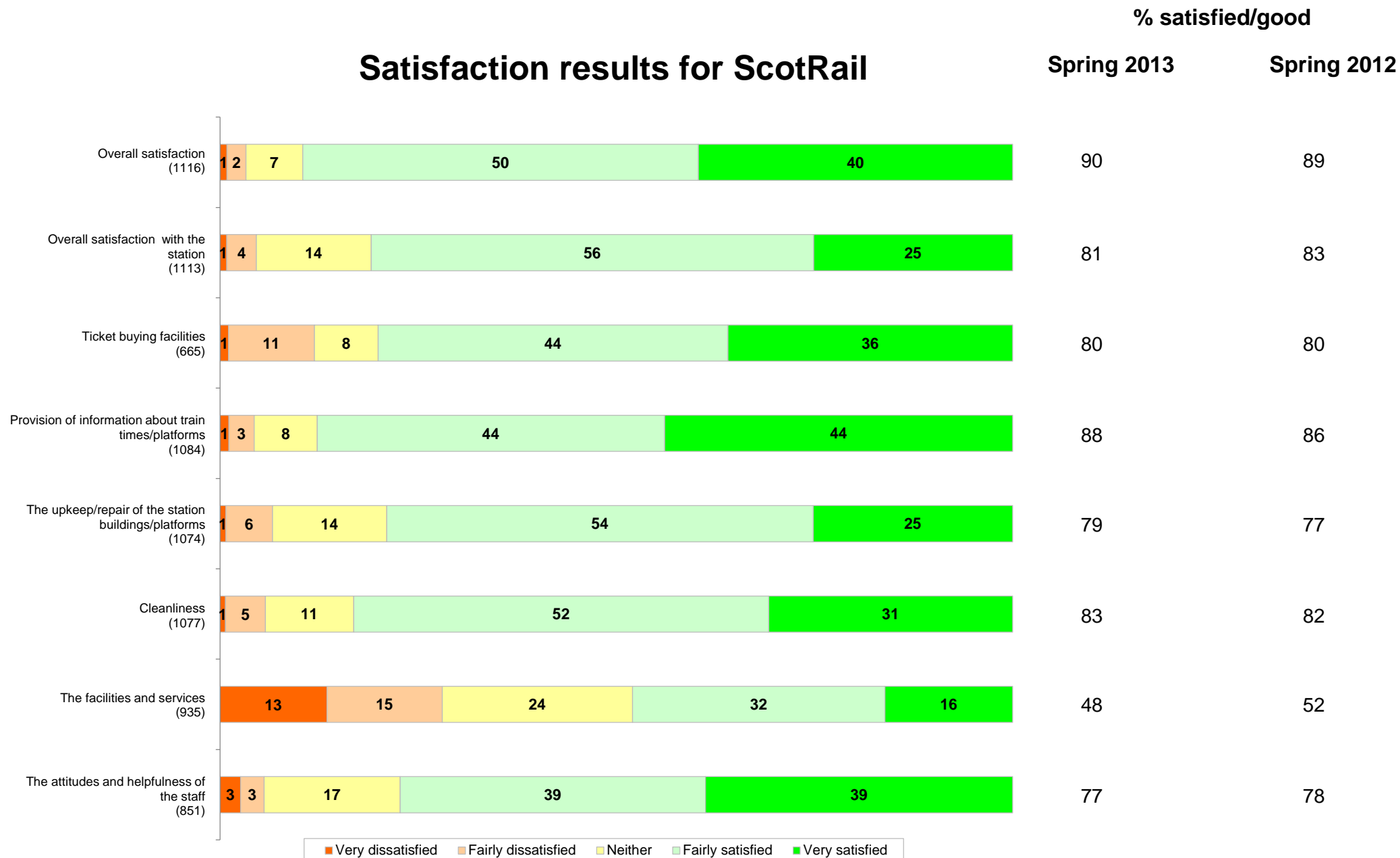
Autumn 2011 (Wave 25)

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.

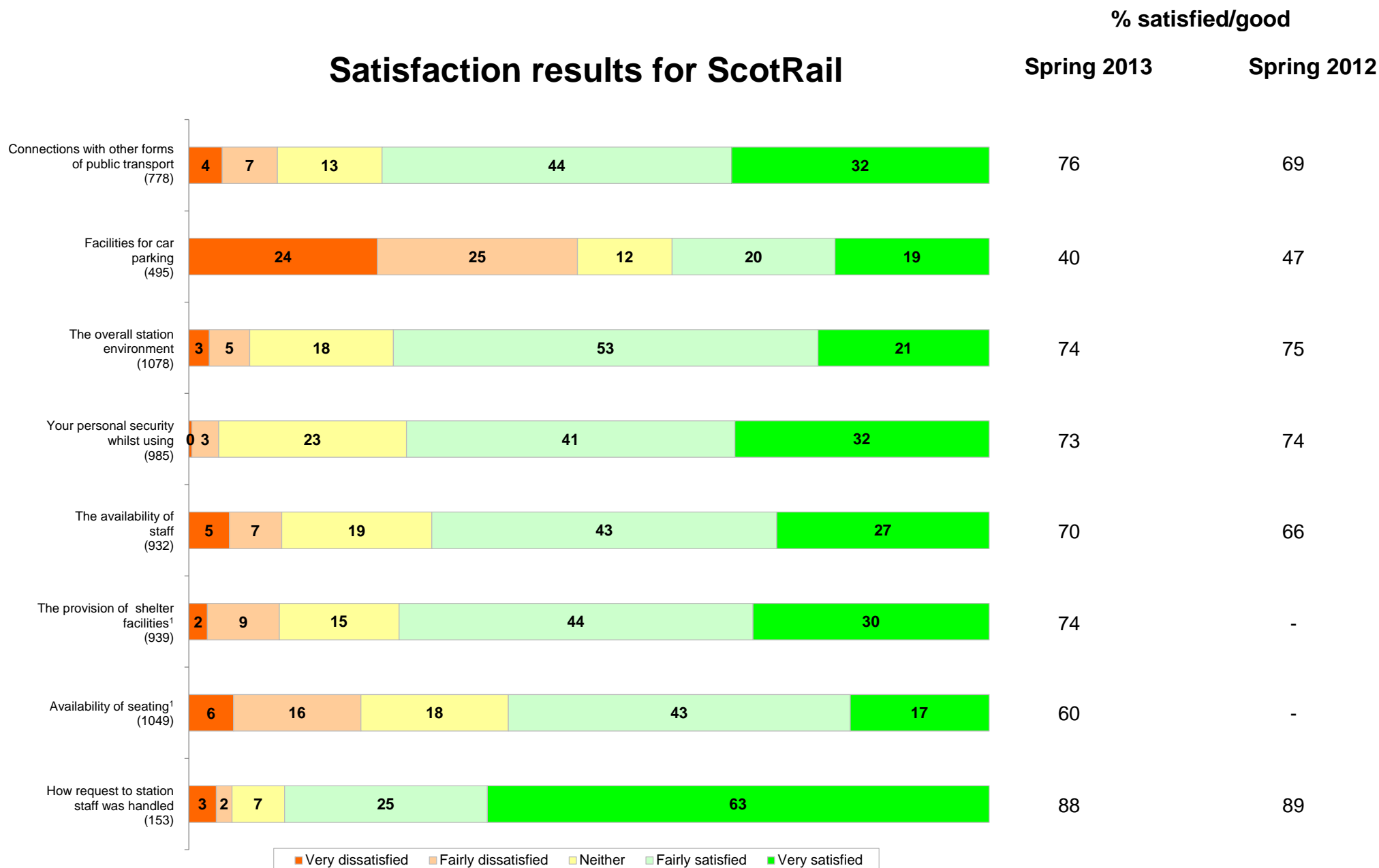
As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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

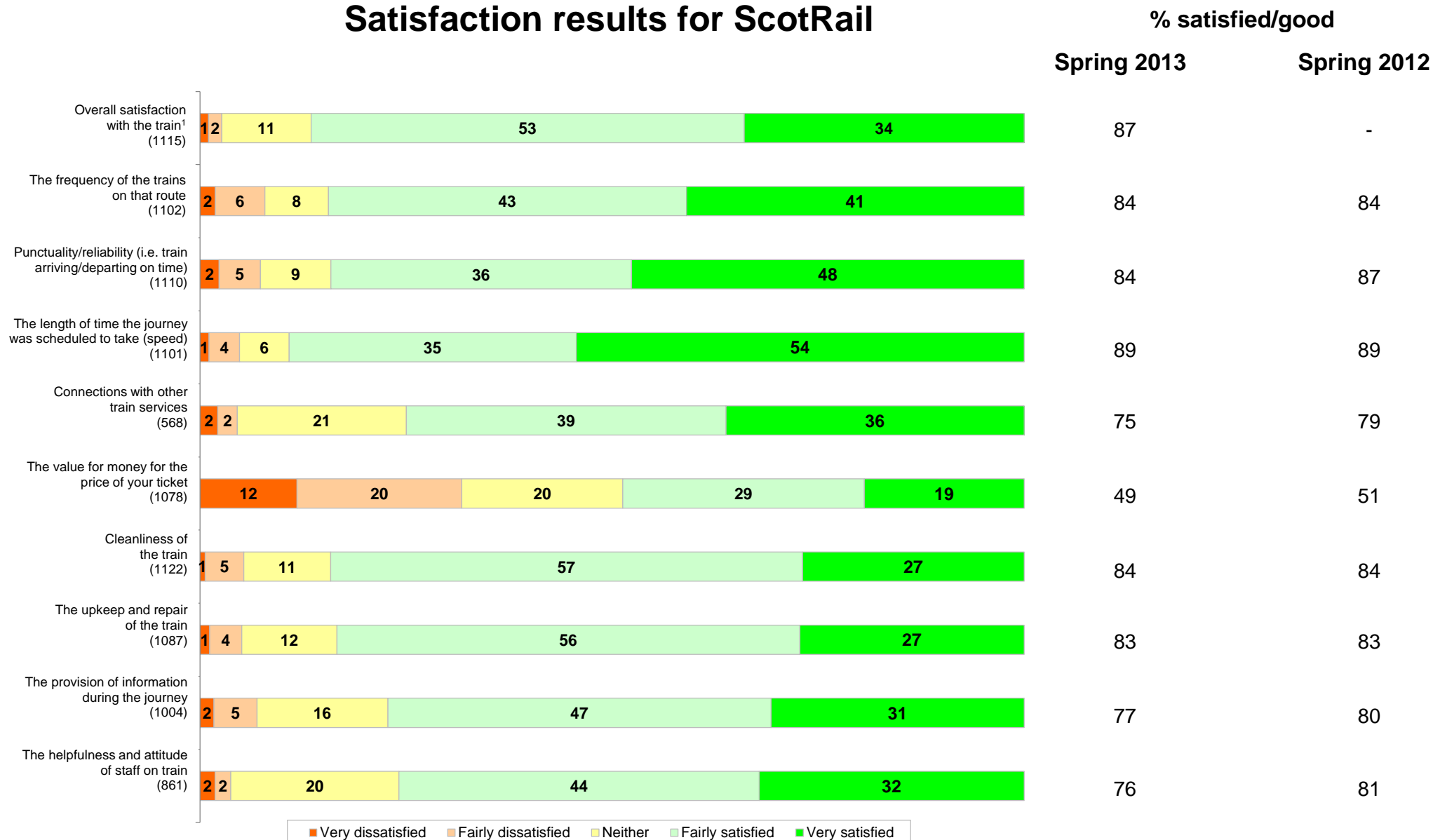
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease



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

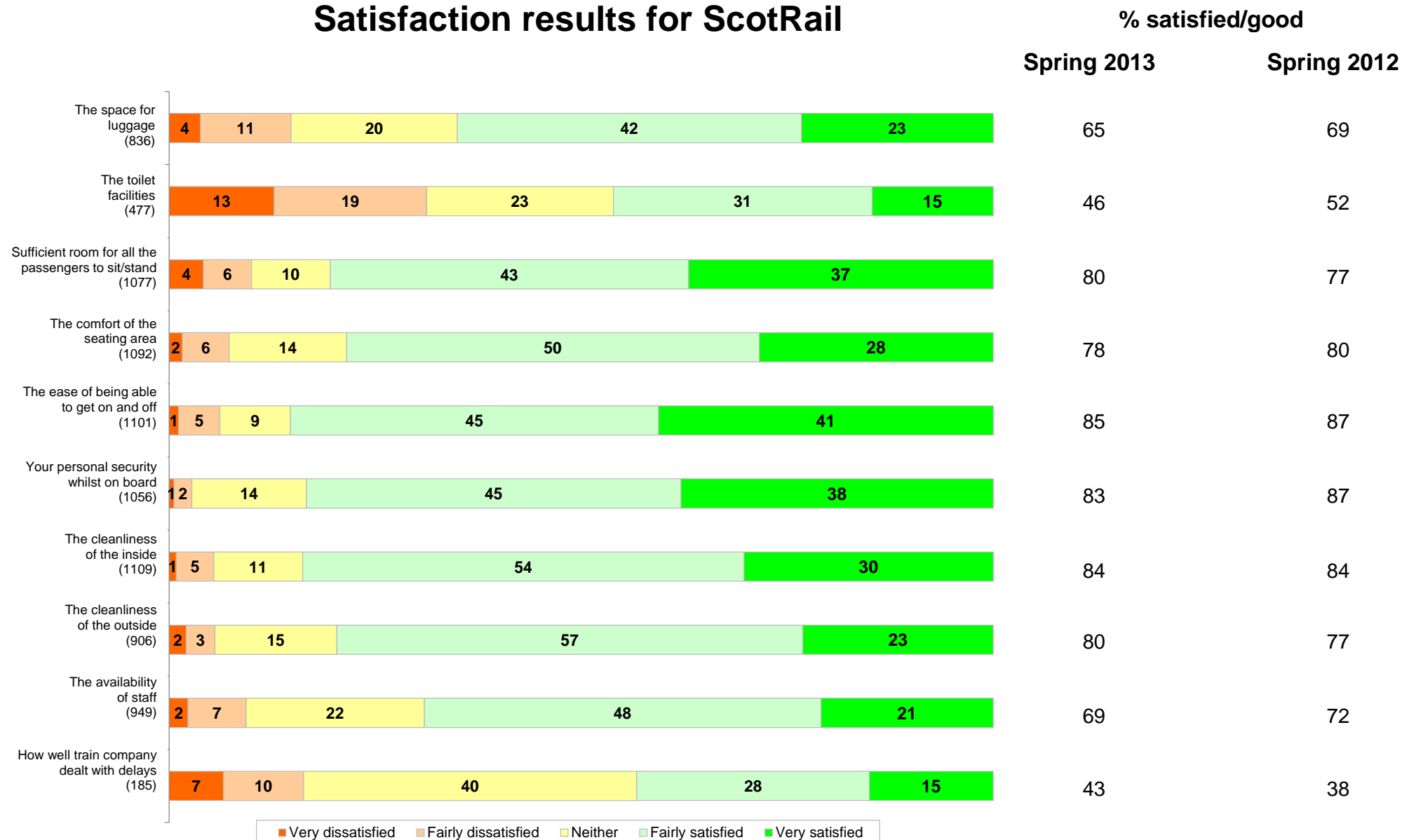
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for ScotRail



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

Satisfaction results for ScotRail



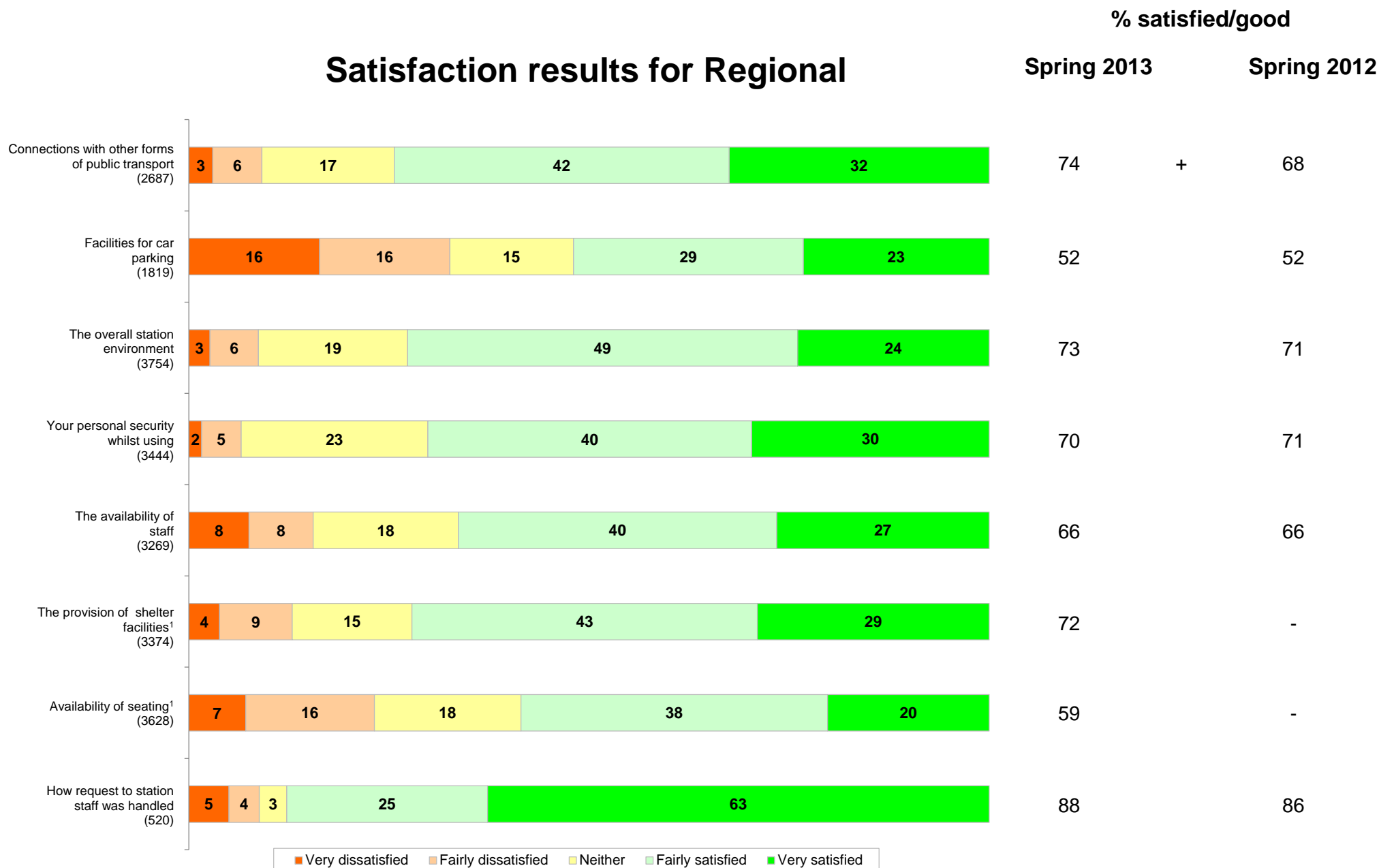
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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



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

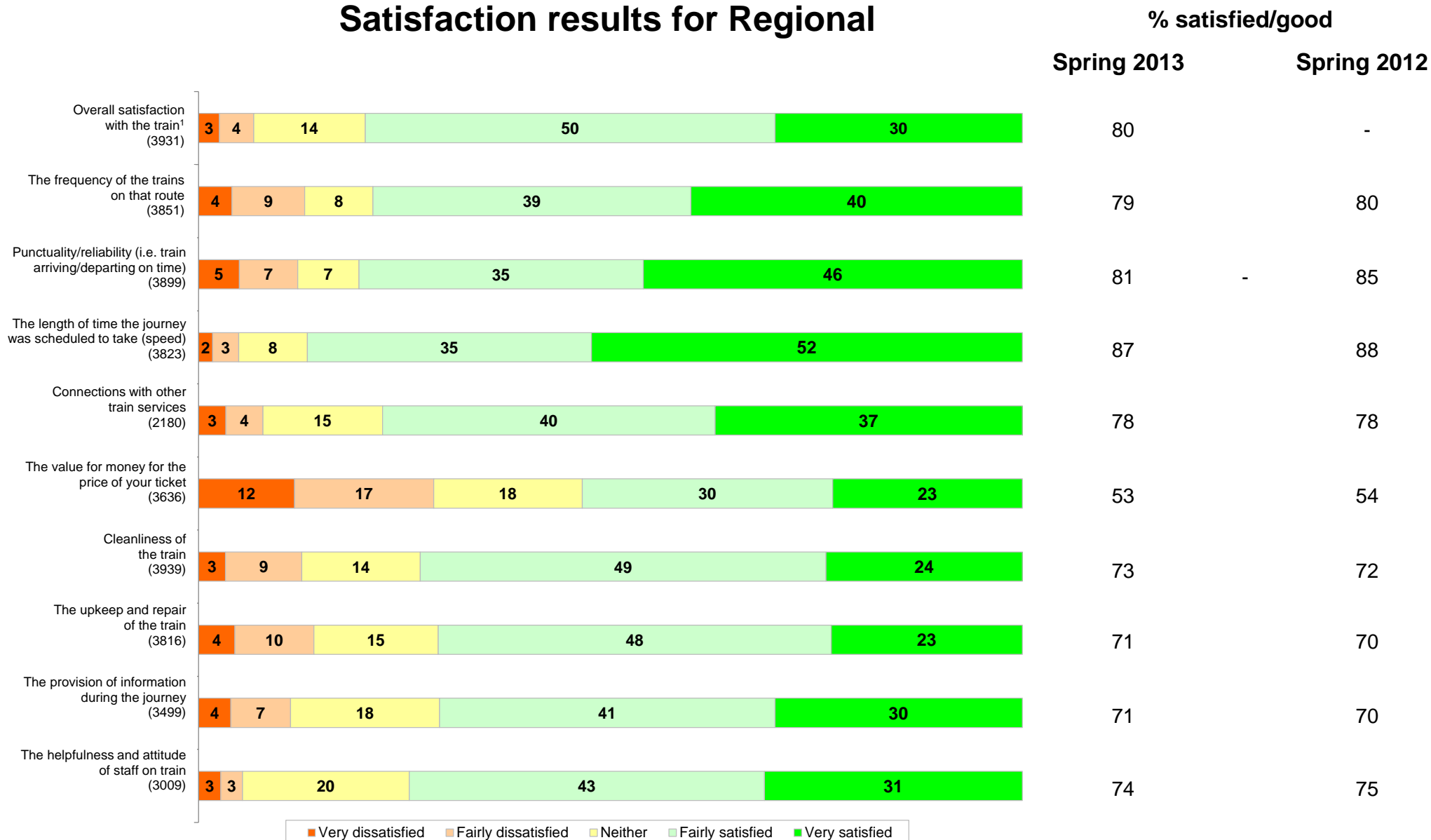
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease



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

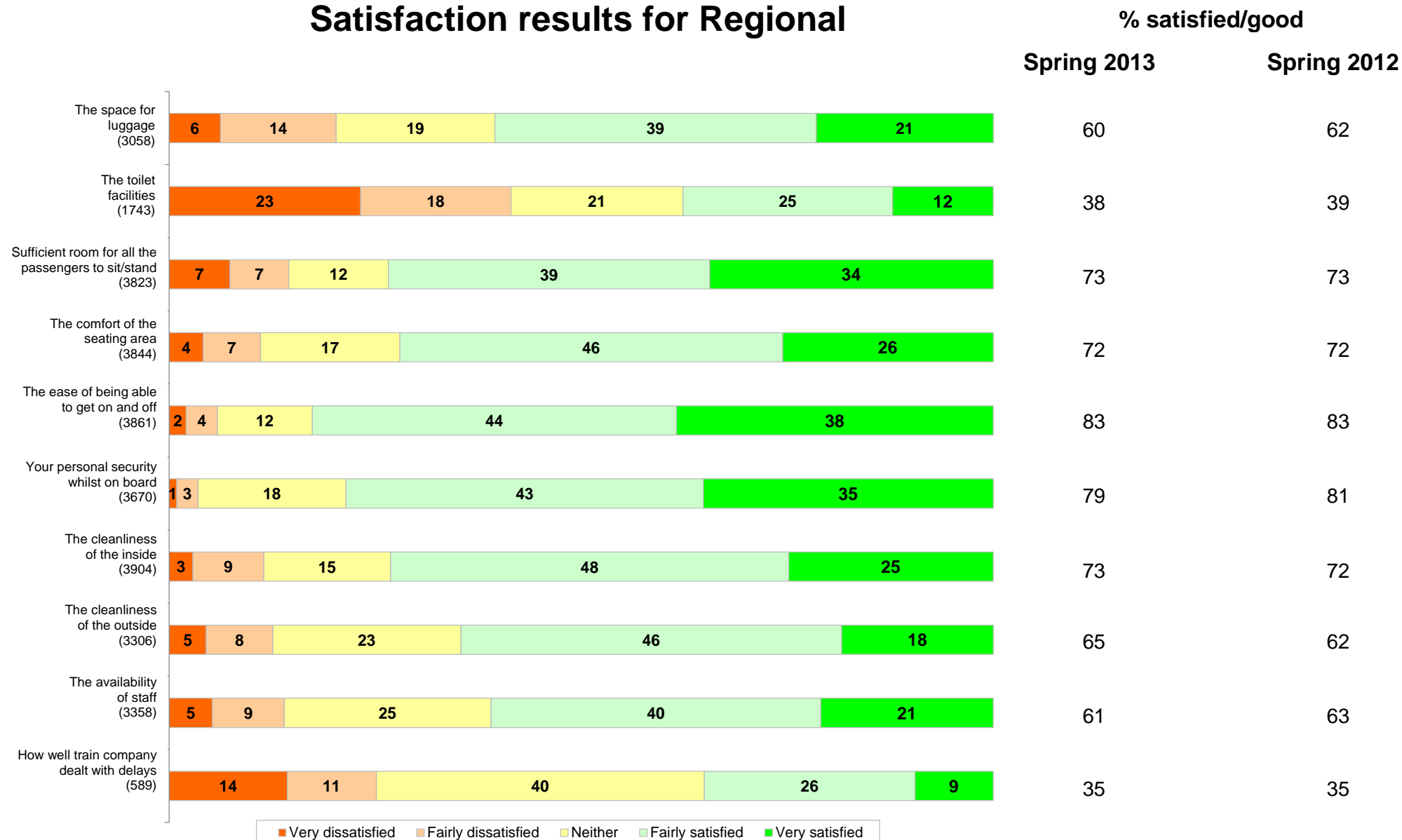
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for Regional



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

Satisfaction results for Regional



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

ScotRail performance versus Regional

	TOC	Sector	TOC Index
Overall satisfaction	90	84	106%
Overall satisfaction with the station	81	79	102%
Ticket buying facilities	80	80	100%
Provision of information about train times/platforms	88	86	102%
The upkeep/repair of the station buildings/platforms	79	78	102%
Cleanliness	83	80	104%
The facilities and services	48	51	93%
The attitudes and helpfulness of the staff	77	77	101%
Connections with other forms of public transport	76	74	102%
Facilities for car parking	40	52	76%
Overall environment	74	73	102%
Your personal security whilst using	73	70	104%
The availability of staff	70	66	105%
The provision of shelter facilities	74	72	102%
Availability of seating	60	59	103%
How request to station staff was handled	88	88	100%

ScotRail performance versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with the train	87	80	108%
The frequency of the trains on that route	84	79	107%
Punctuality/reliability (i.e. the train arriving/departing on time)	84	81	104%
The length of time the journey was scheduled to take (speed)	89	87	103%
Connections with other train services	75	78	97%
The value for money for the price of your ticket	49	53	91%
Cleanliness of the train	84	73	115%
Upkeep and repair of the train	83	71	118%
The provision of information during the journey	77	71	109%
The helpfulness and attitude of staff on train	76	74	102%
The space for luggage	65	60	108%
The toilet facilities	46	38	122%
Sufficient room for all passengers to sit/stand	80	73	110%
The comfort of the seating area	78	72	109%
The ease of being able to get on and off	85	83	103%
Your personal security on board	83	79	106%
The cleanliness of the inside	84	73	115%
The cleanliness of the outside	80	65	123%
The availability of staff	69	61	113%
How well train company deals with delays	43	35	123%

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	86	90	92	85
Overall satisfaction with the station	81	87	80	85
Ticket buying facilities	78	85	80	84
Provision of information about train times/platforms	86	85	90	82
The upkeep/repair of the station buildings/platforms	72	74	83	77
Cleanliness	77	77	86	83
The facilities and services	59	66	40	54
The attitudes and helpfulness of the staff	75	69	78	78
Connections with other forms of public transport	75	84	77	72
Facilities for car parking	40	84	35	52
Overall environment	72	76	76	72
Your personal security whilst using	76	73	71	77
The availability of staff	70	75	70	68
The provision of shelter facilities	68	79	76	72
Availability of seating	50	65	66	54
How request to station staff was handled	87	94	86	97

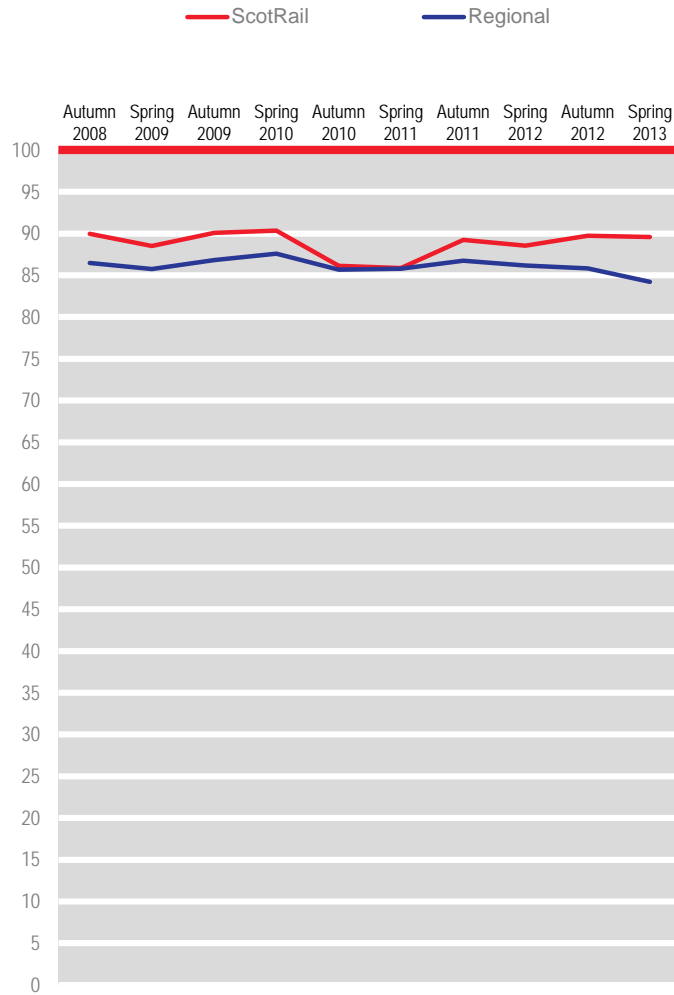
Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction with the train	86	90	88	79
The frequency of the trains on that route	84	64	86	81
Punctuality/reliability (i.e. the train arriving/departing on time)	82	92	85	80
The length of time the journey was scheduled to take (speed)	88	83	90	87
Connections with other train services	77	73	74	78
The value for money for the price of your ticket	46	73	50	43
Cleanliness of the train	87	83	85	76
Upkeep and repair of the train	86	74	85	73
The provision of information during the journey	78	84	78	70
The helpfulness and attitude of staff on train	80	92	74	74
The space for luggage	58	88	68	63
The toilet facilities	51	62	42	44
Sufficient room for all passengers to sit/stand	72	90	86	70
The comfort of the seating area	78	84	79	75
The ease of being able to get on and off	85	88	85	86
Your personal security on board	84	90	83	82
The cleanliness of the inside	83	85	85	77
The cleanliness of the outside	78	79	82	74
The availability of staff	70	85	70	59
How well train company deals with delays	47	62	44	27

Overall satisfaction

(1116)

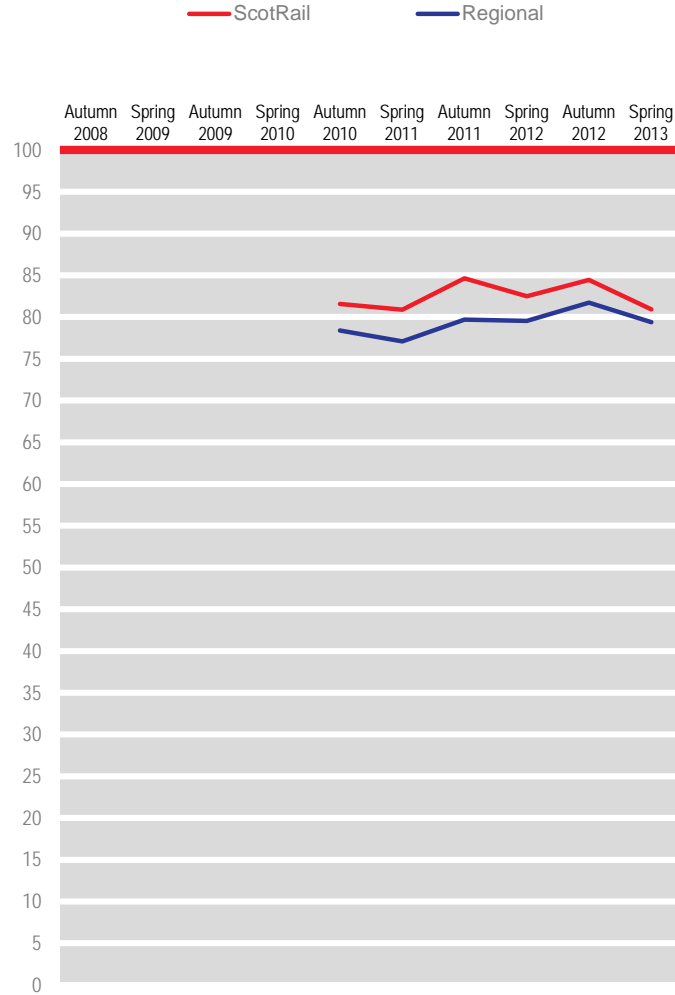
Percentage of passengers satisfied 2008 to 2013



Overall station satisfaction

(1113)

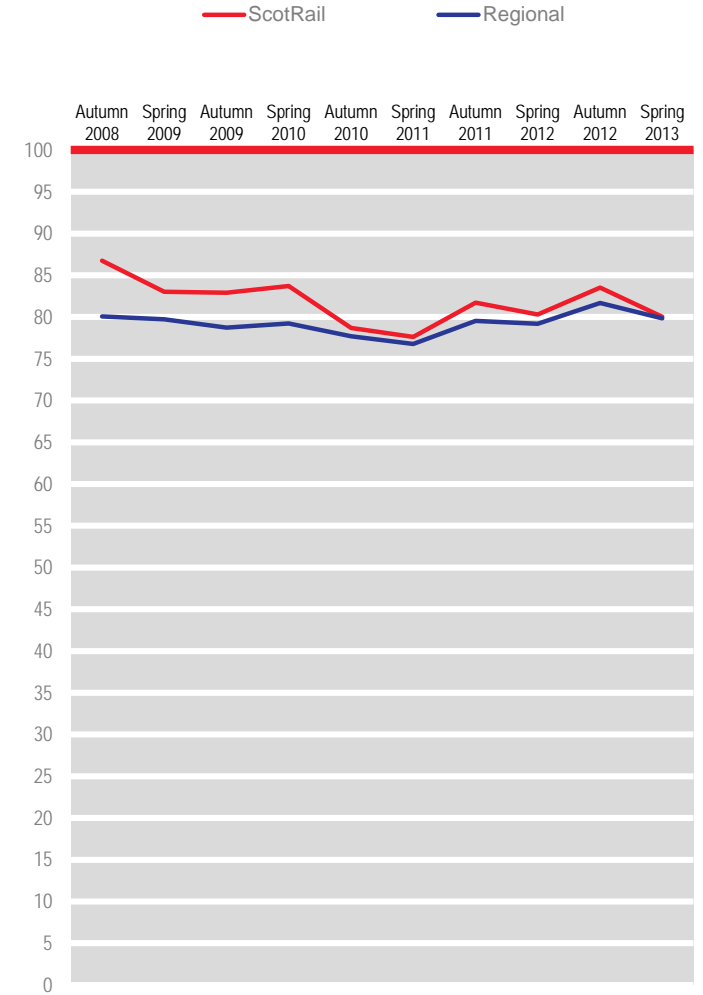
Percentage of passengers satisfied 2008 to 2013



Ticket buying facilities

(665)

Percentage of passengers satisfied 2008 to 2013

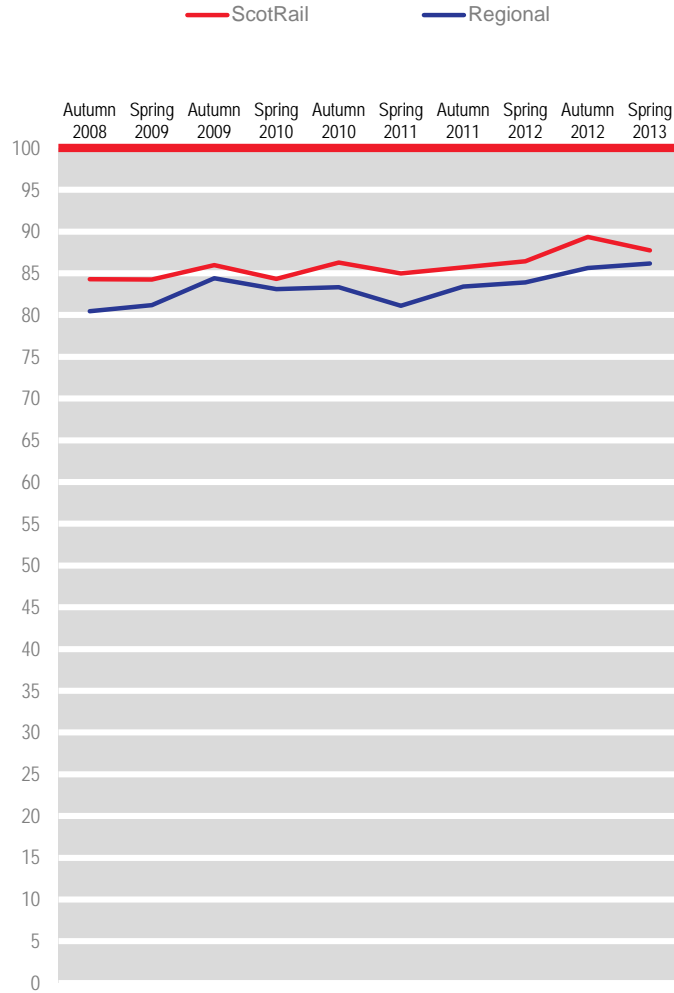


N.B. Benchmarks and targets are only shown for applicable factors

Provision of information about train times/platforms

(1084)

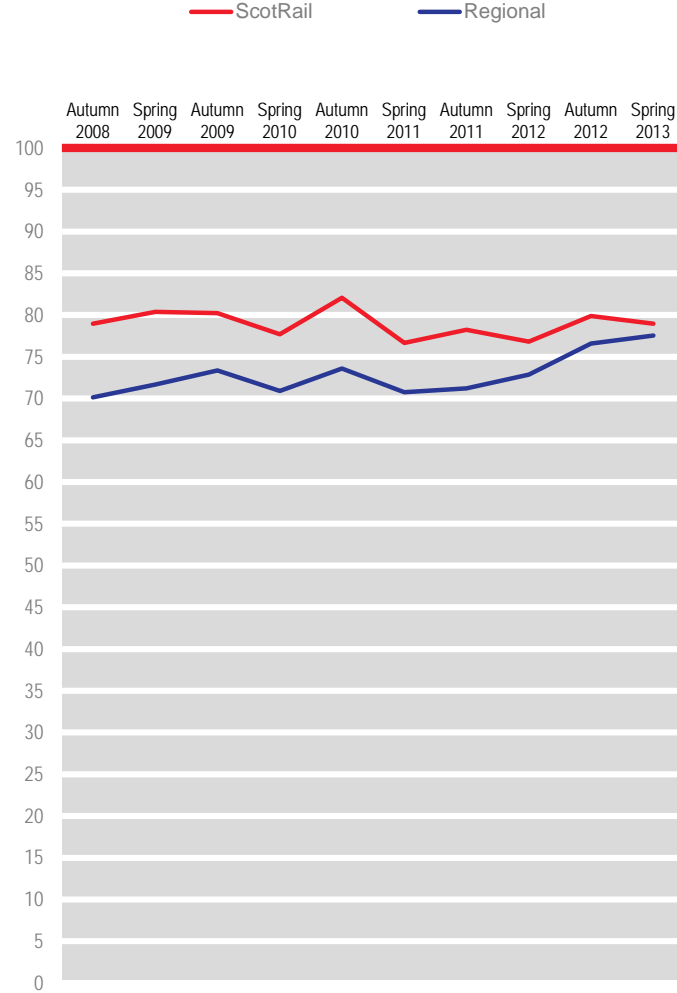
Percentage of passengers satisfied 2008 to 2013



The upkeep/repair of the station building/platforms

(1074)

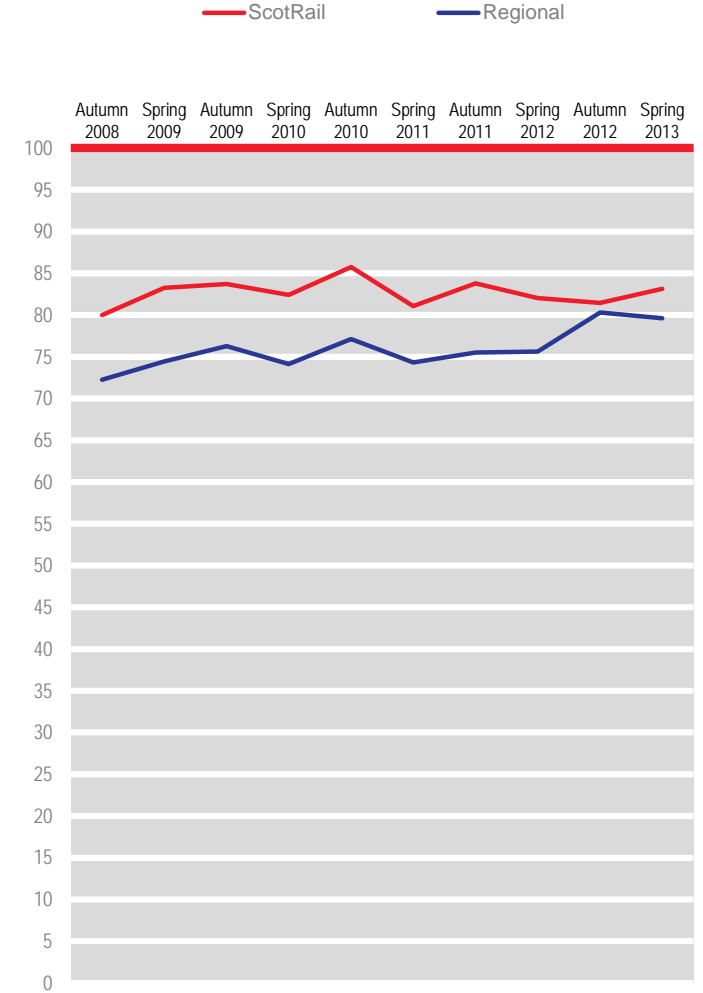
Percentage of passengers satisfied 2008 to 2013



Cleanliness of the station

(1077)

Percentage of passengers satisfied 2008 to 2013

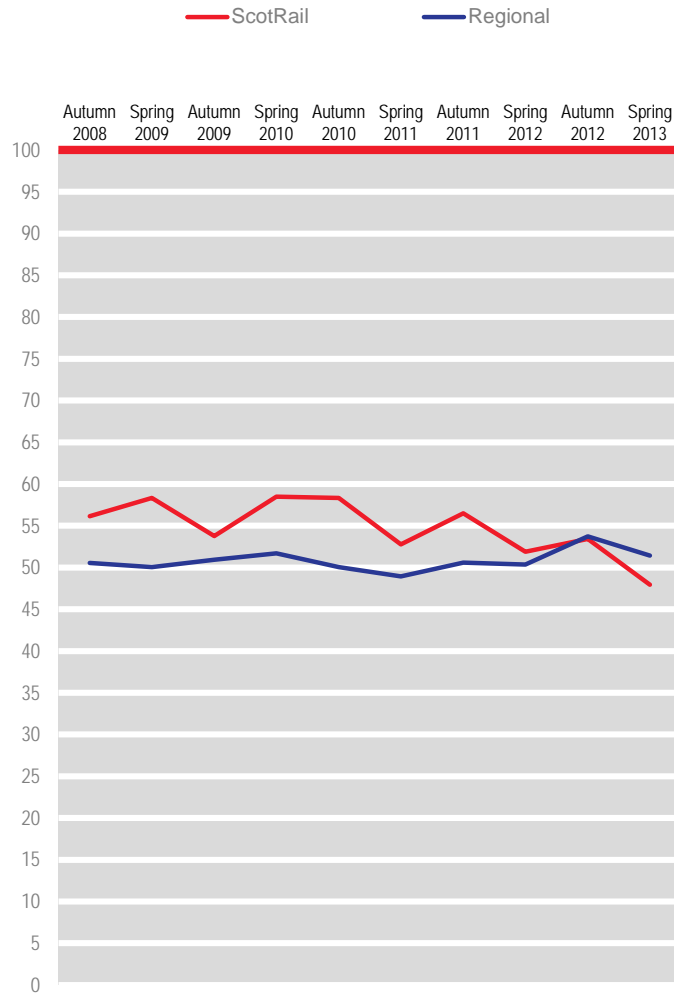


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(935)

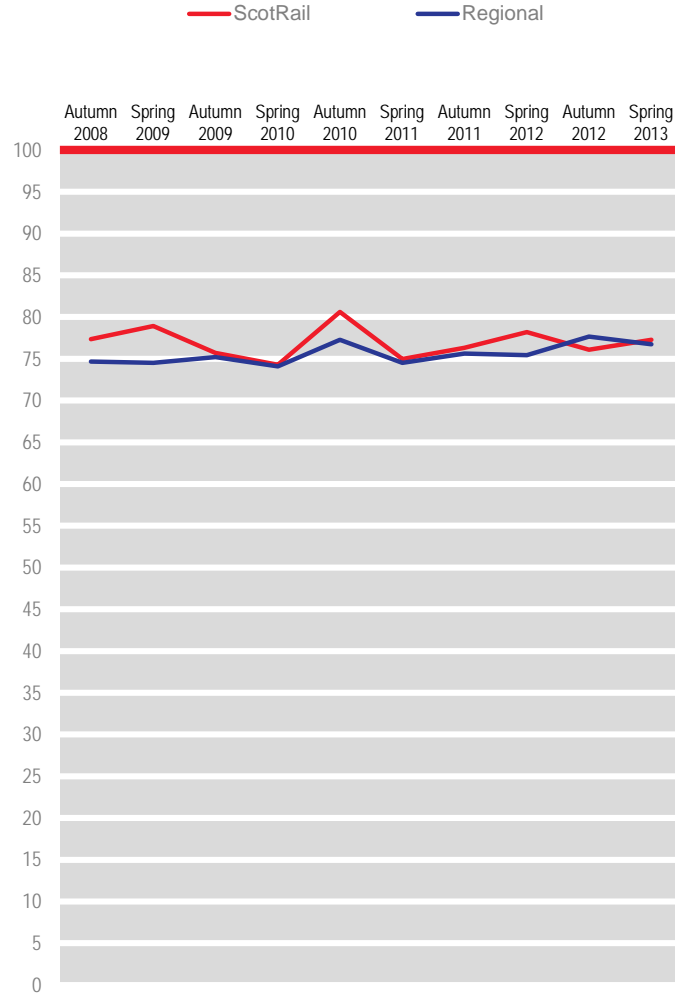
Percentage of passengers satisfied 2008 to 2013



The attitudes and helpfulness of the staff at the station

(851)

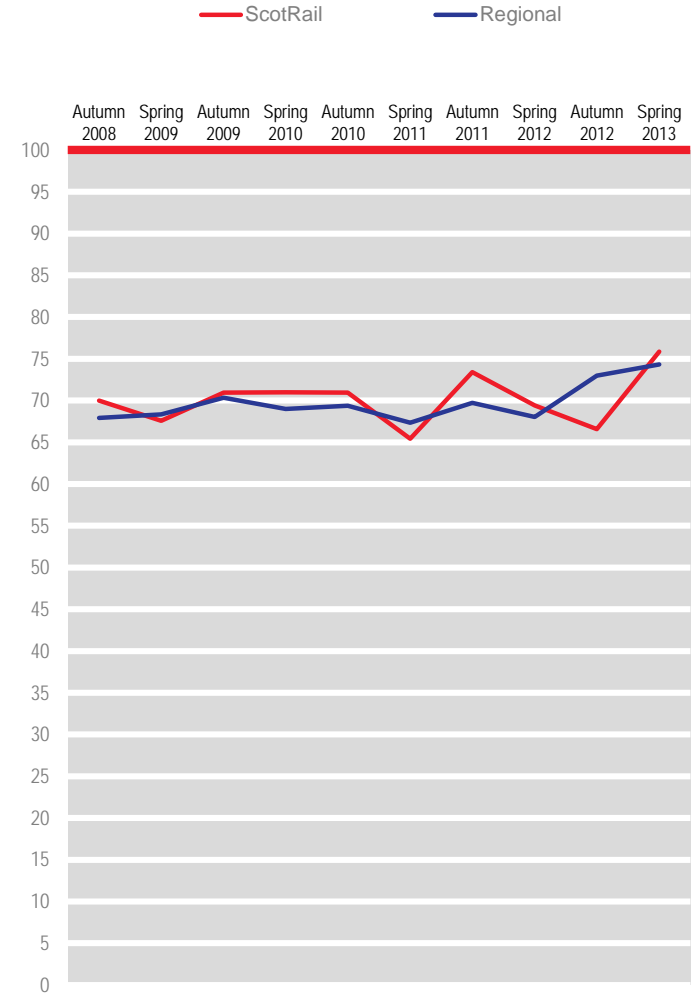
Percentage of passengers satisfied 2008 to 2013



Connections with other forms of public transport from the station

(778)

Percentage of passengers satisfied 2008 to 2013

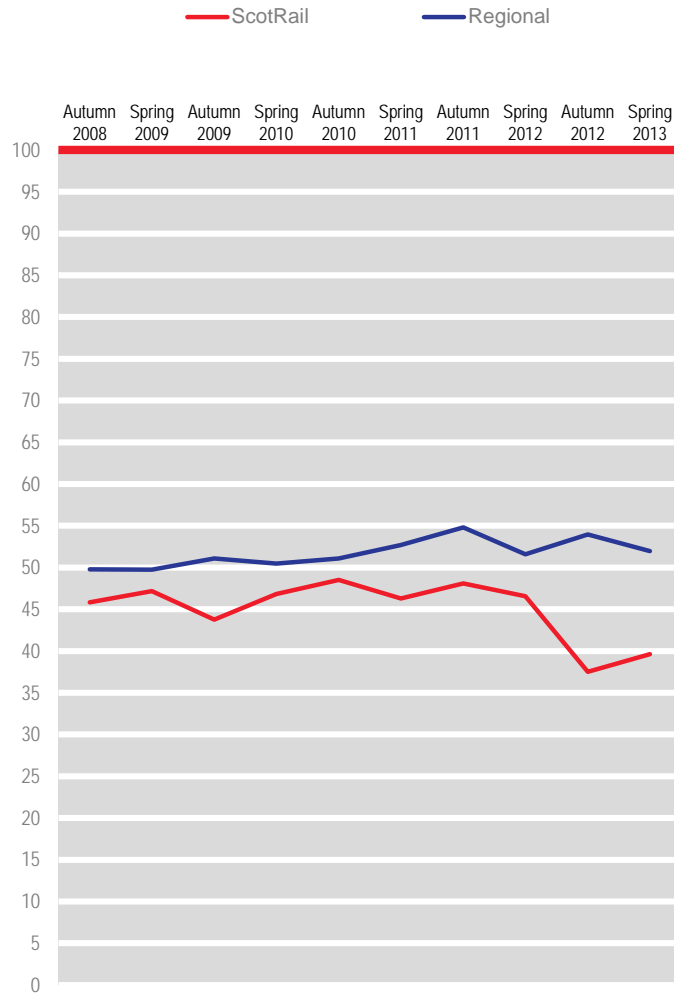


N.B. Benchmarks and targets are only shown for applicable factors

Facilities for car parking at the station

(495)

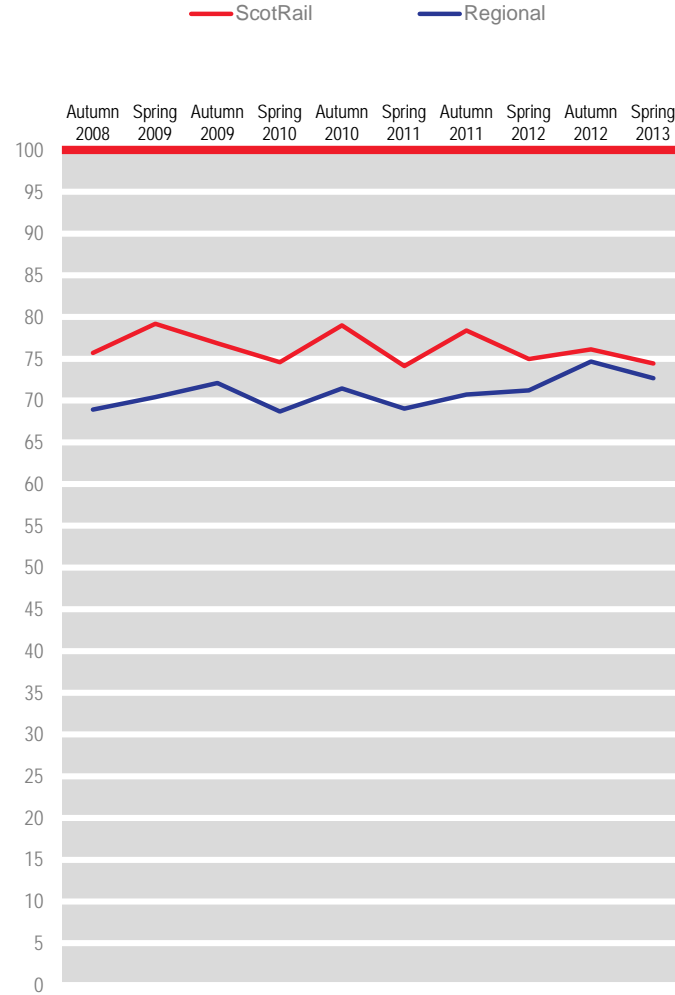
Percentage of passengers satisfied 2008 to 2013



Overall station environment

(1078)

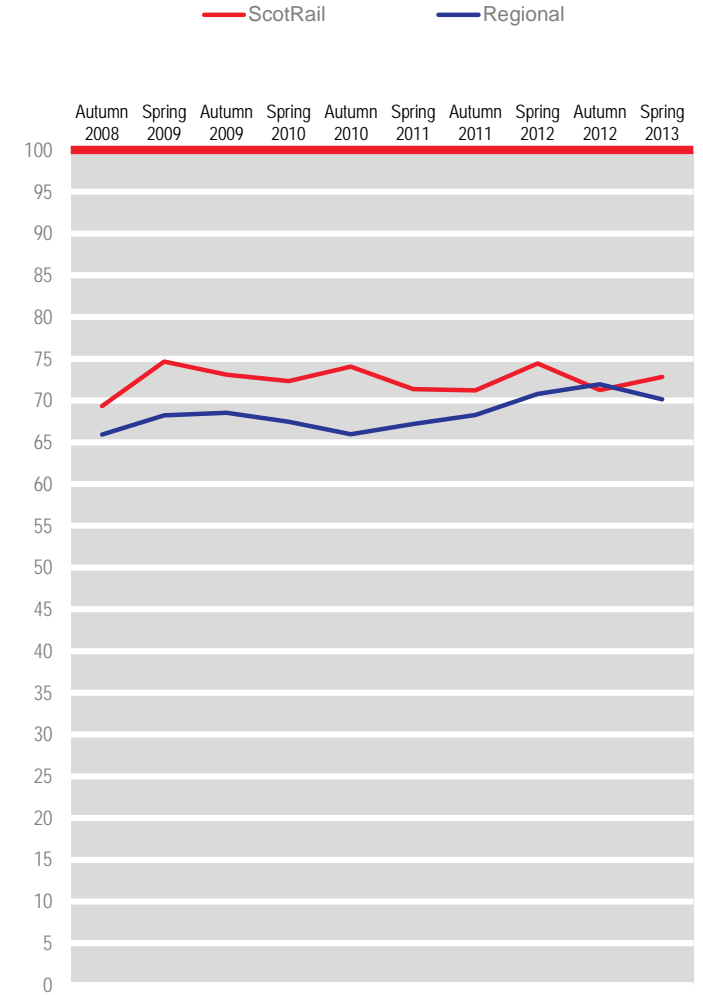
Percentage of passengers satisfied 2008 to 2013



Your personal security whilst using the station

(985)

Percentage of passengers satisfied 2008 to 2013

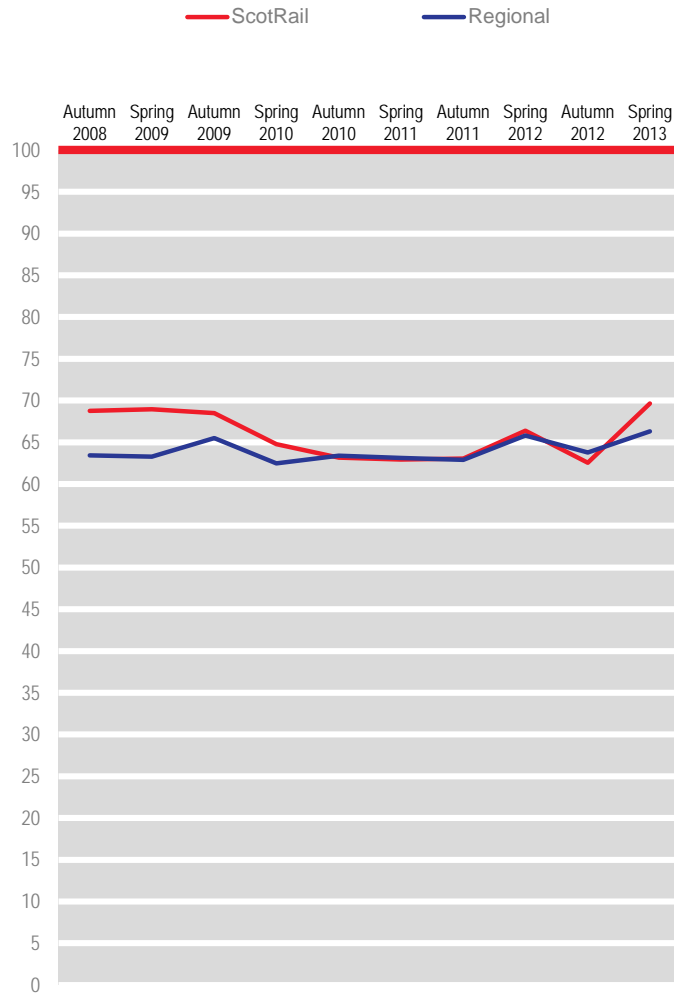


N.B. Benchmarks and targets are only shown for applicable factors

The availability of staff at the station

(932)

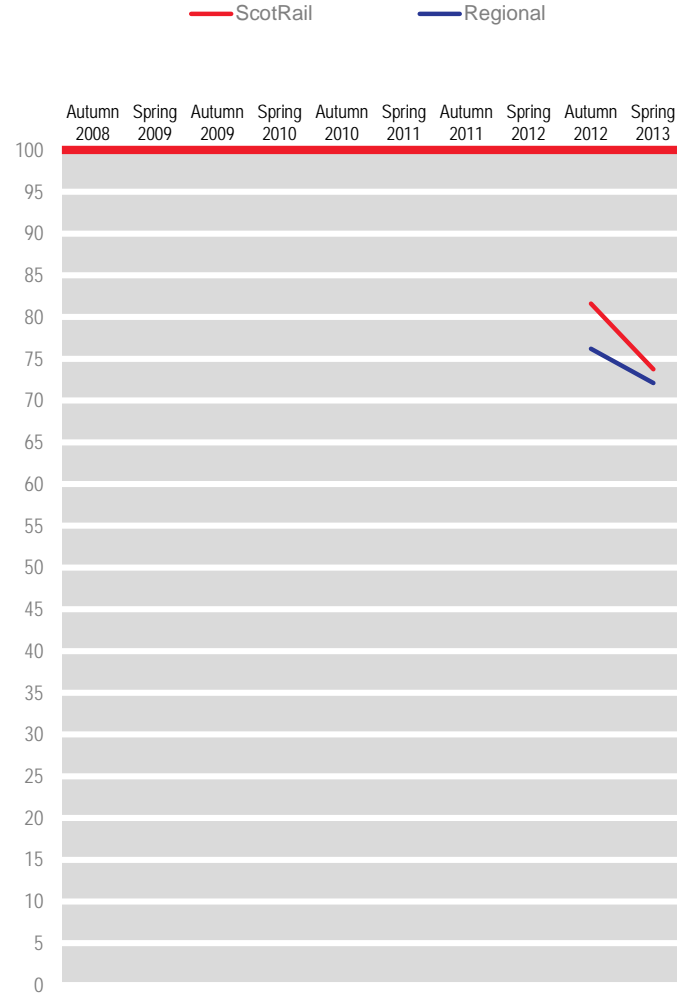
Percentage of passengers satisfied 2008 to 2013



The provision of shelter facilities

(939)

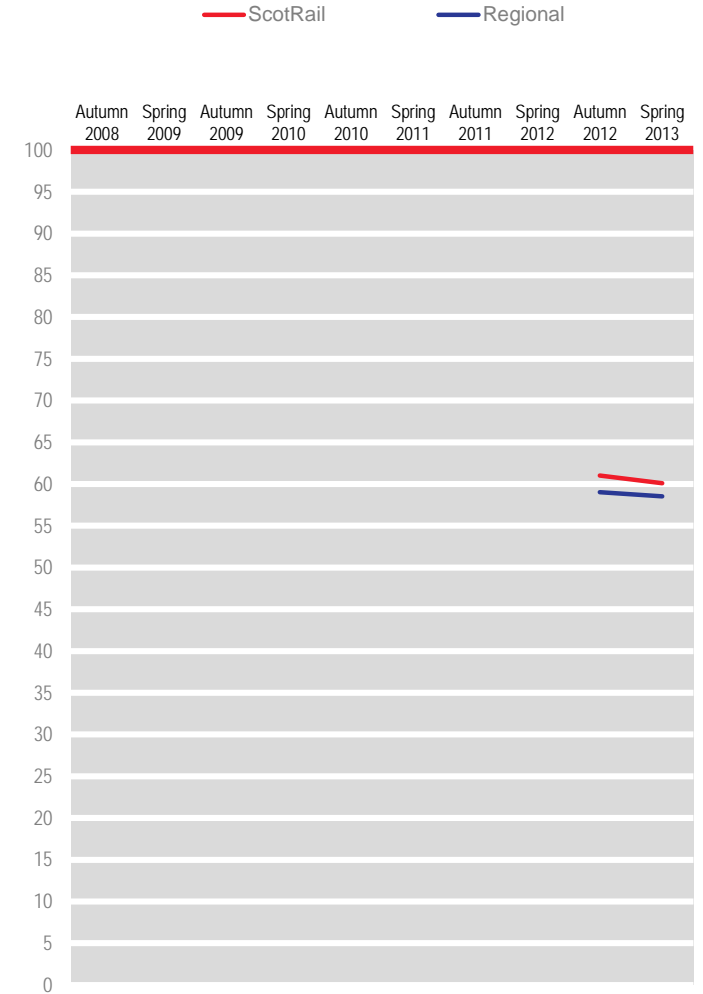
Percentage of passengers satisfied 2008 to 2013



Availability of seating

(1049)

Percentage of passengers satisfied 2008 to 2013

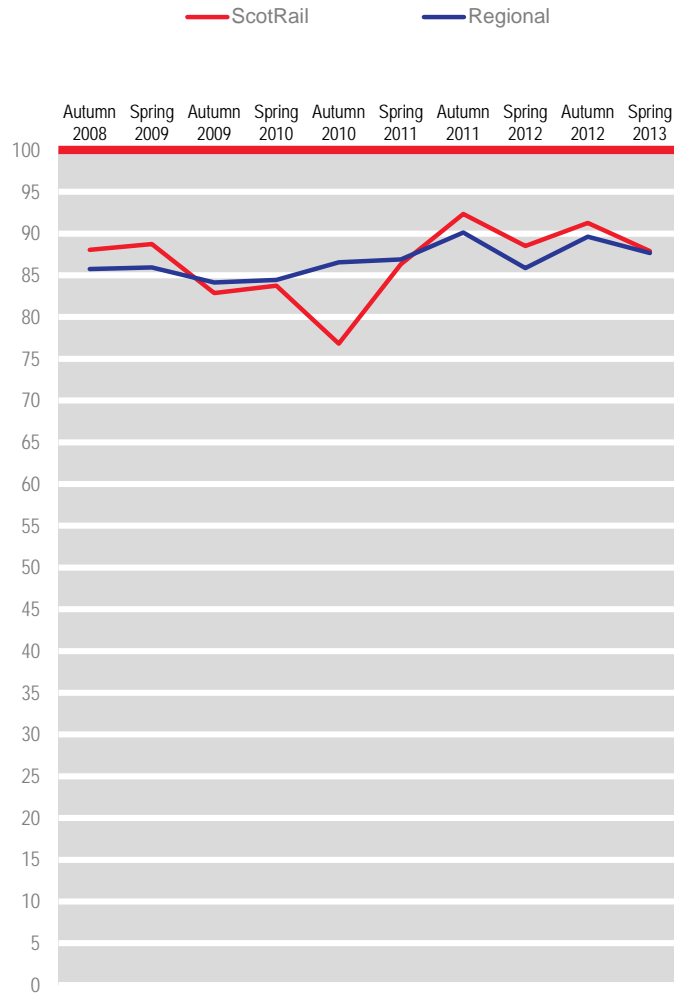


N.B. Benchmarks and targets are only shown for applicable factors

How request to station staff was handled

(153)

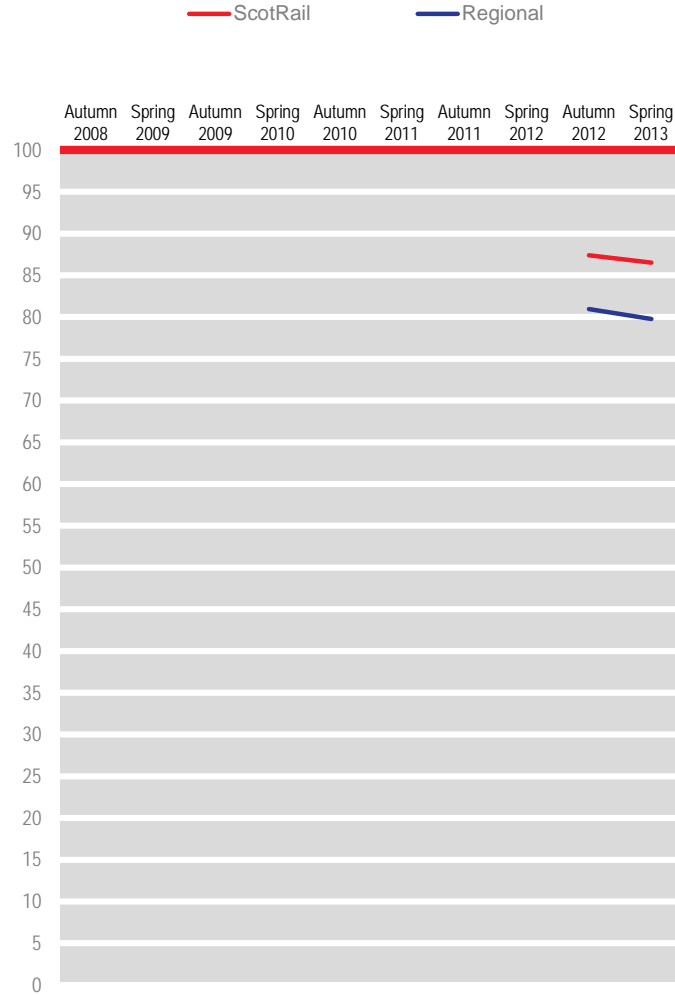
Percentage of passengers satisfied 2008 to 2013



Overall satisfaction with the train

(1115)

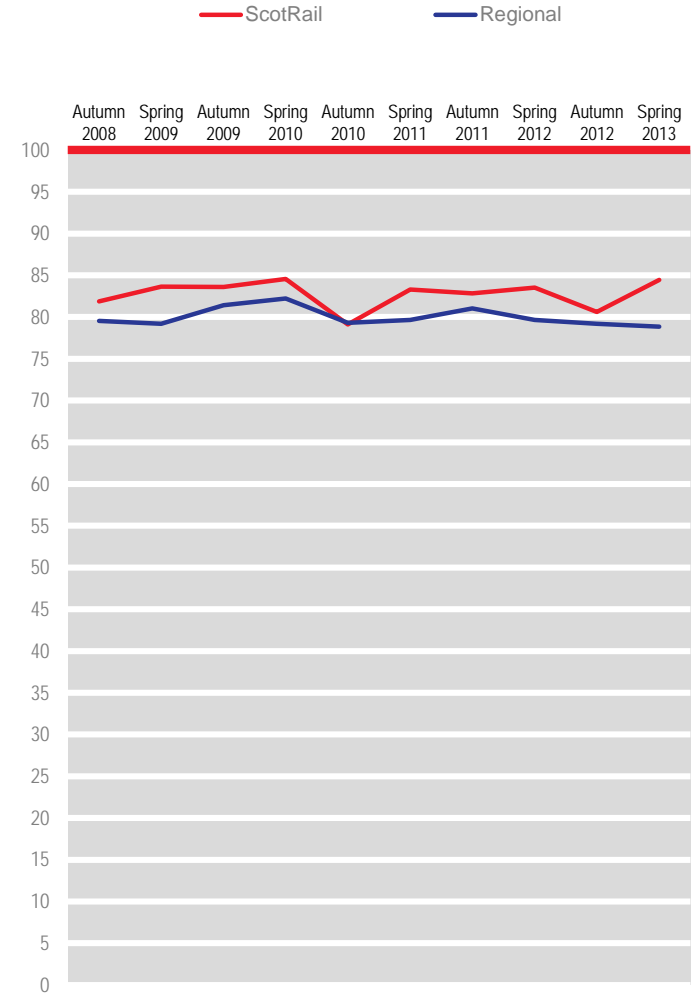
Percentage of passengers satisfied 2008 to 2013



The frequency of trains on that route

(1102)

Percentage of passengers satisfied 2008 to 2013

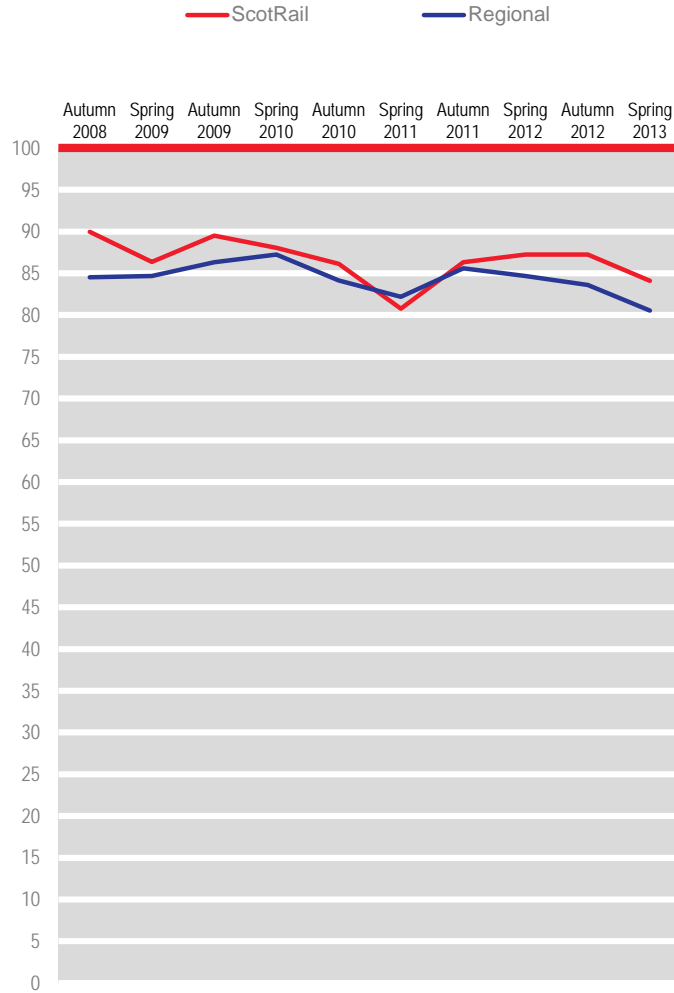


N.B. Benchmarks and targets are only shown for applicable factors

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

(1110)

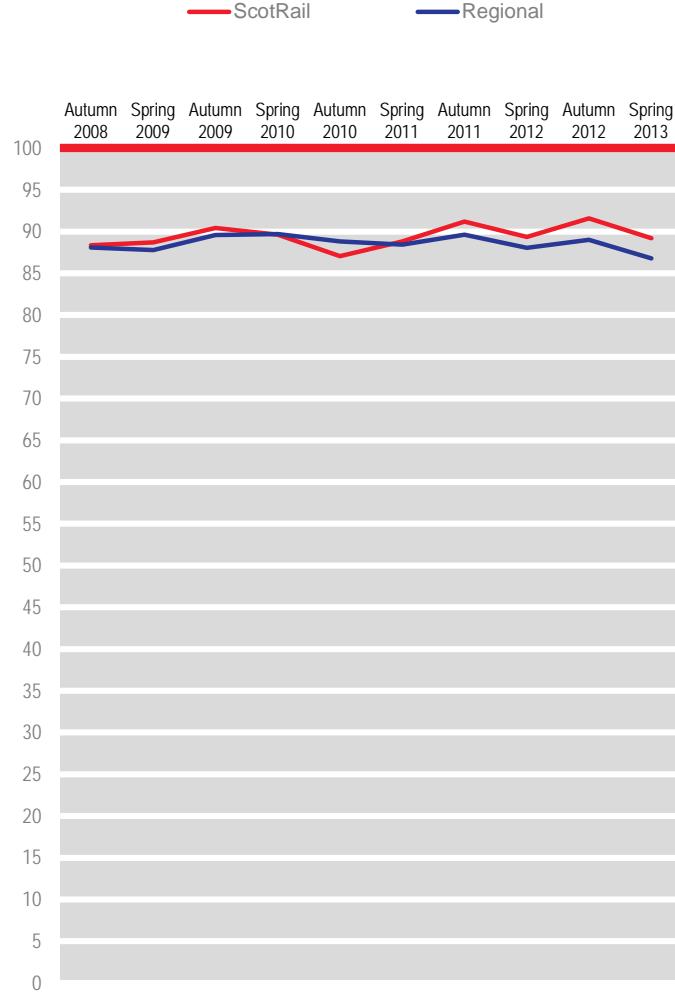
Percentage of passengers satisfied 2008 to 2013



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

(1110)

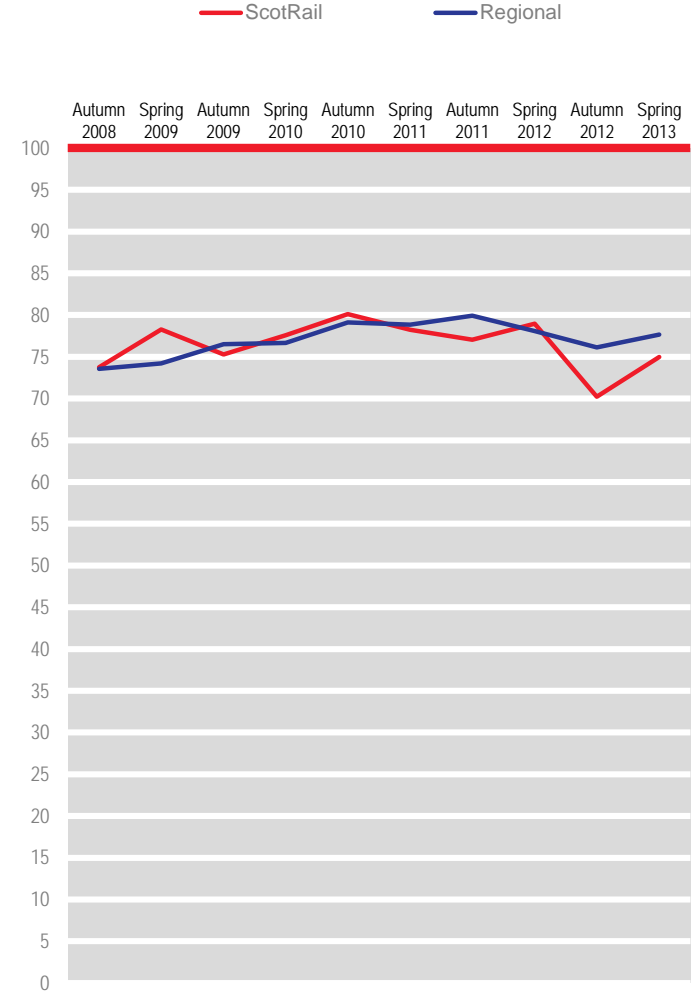
Percentage of passengers satisfied 2008 to 2013



Connections with other train services

(568)

Percentage of passengers satisfied 2008 to 2013

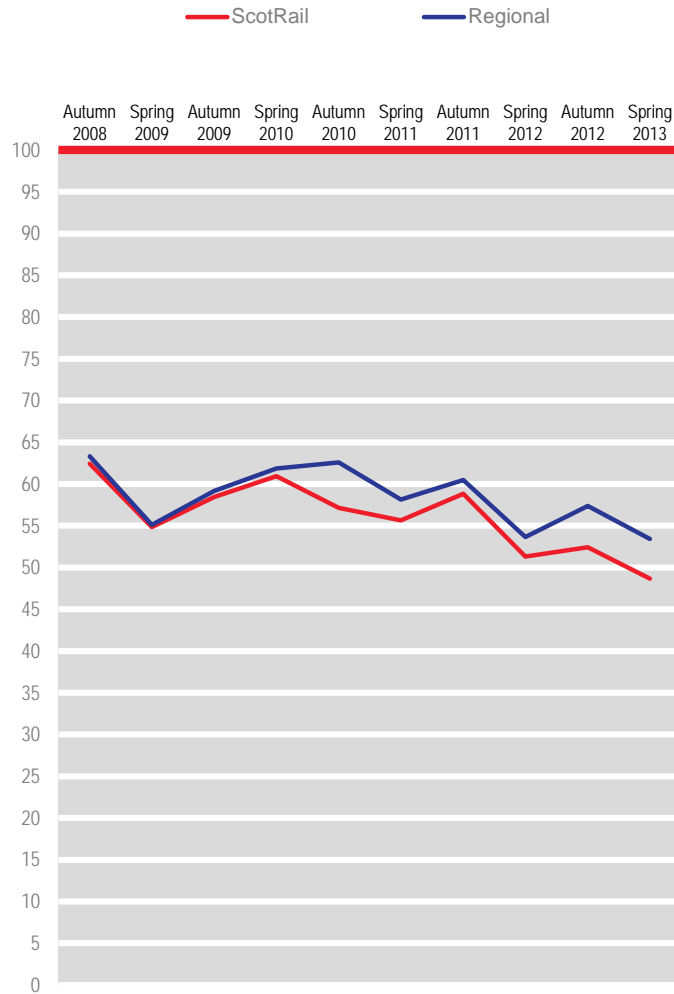


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1078)

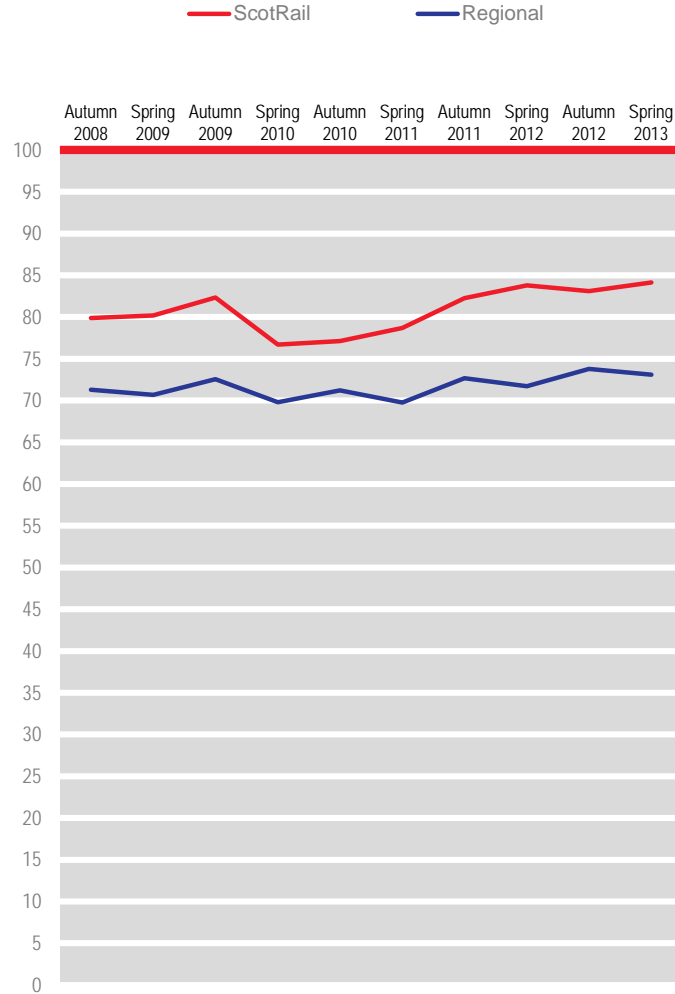
Percentage of passengers satisfied 2008 to 2013



Cleanliness of the train

(1122)

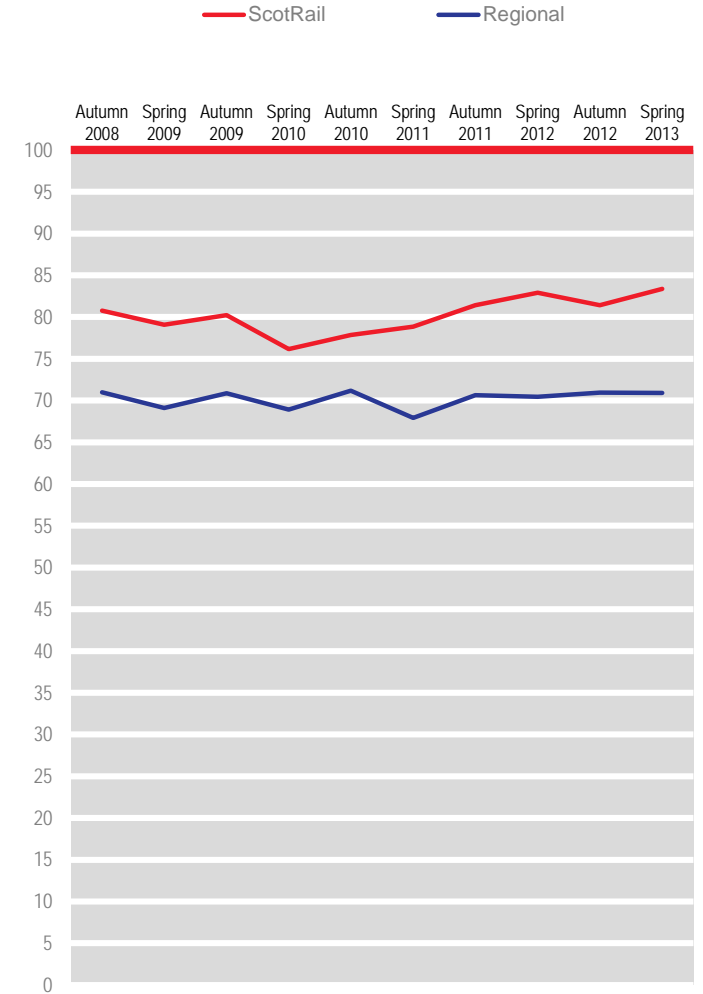
Percentage of passengers satisfied 2008 to 2013



Upkeep and repair of the train

(1087)

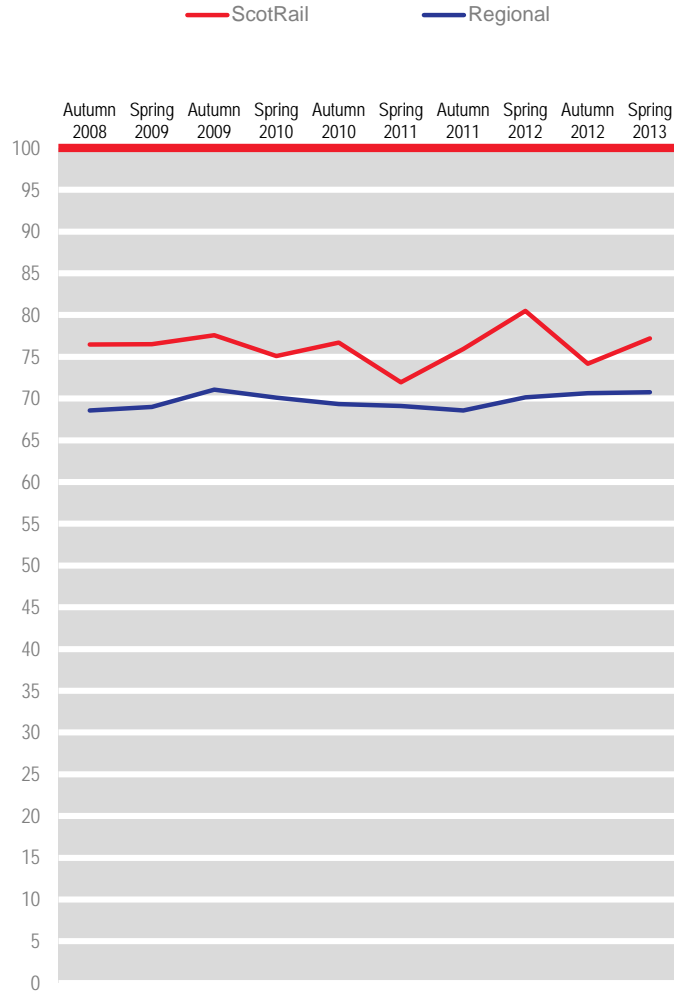
Percentage of passengers satisfied 2008 to 2013



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

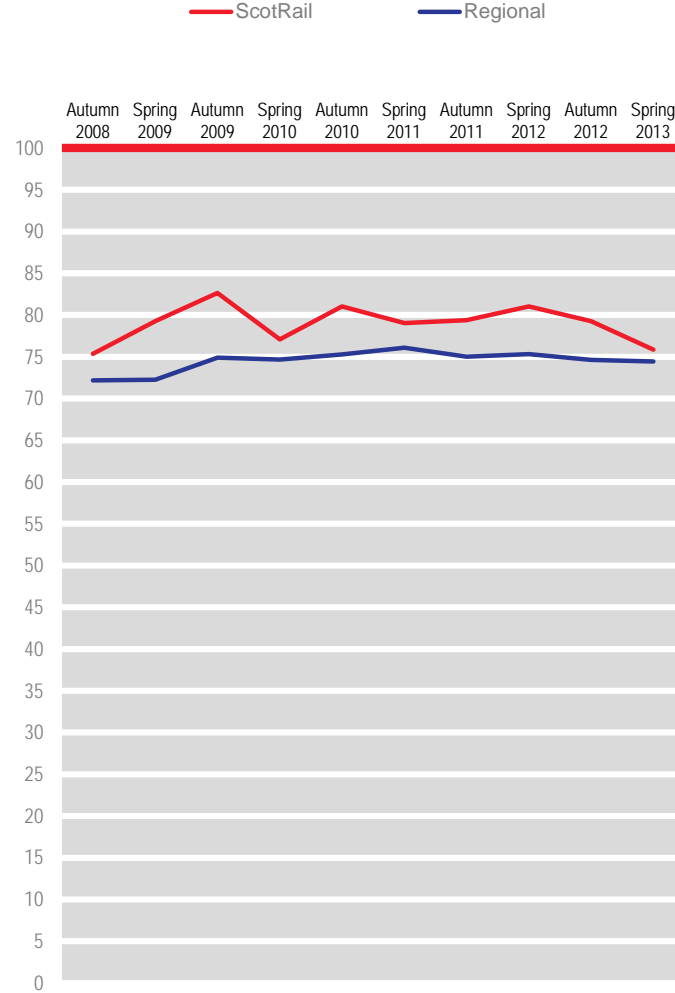
The provision of information during the journey (1004)

Percentage of passengers satisfied 2008 to 2013



The helpfulness and attitude of staff on train (861)

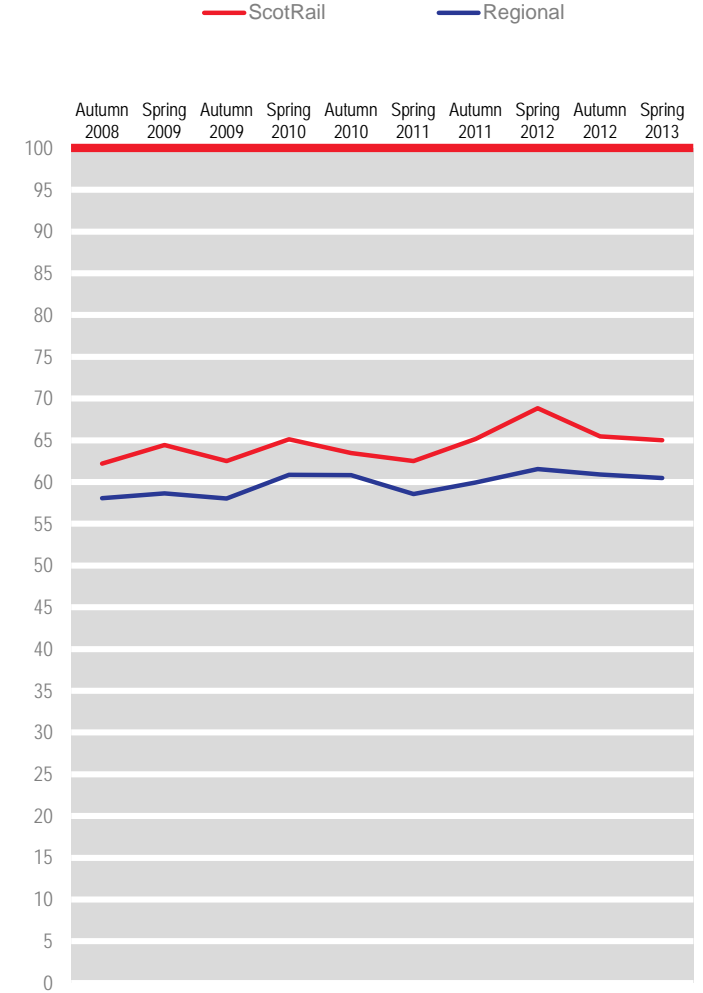
Percentage of passengers satisfied 2008 to 2013



The space for luggage

(836)

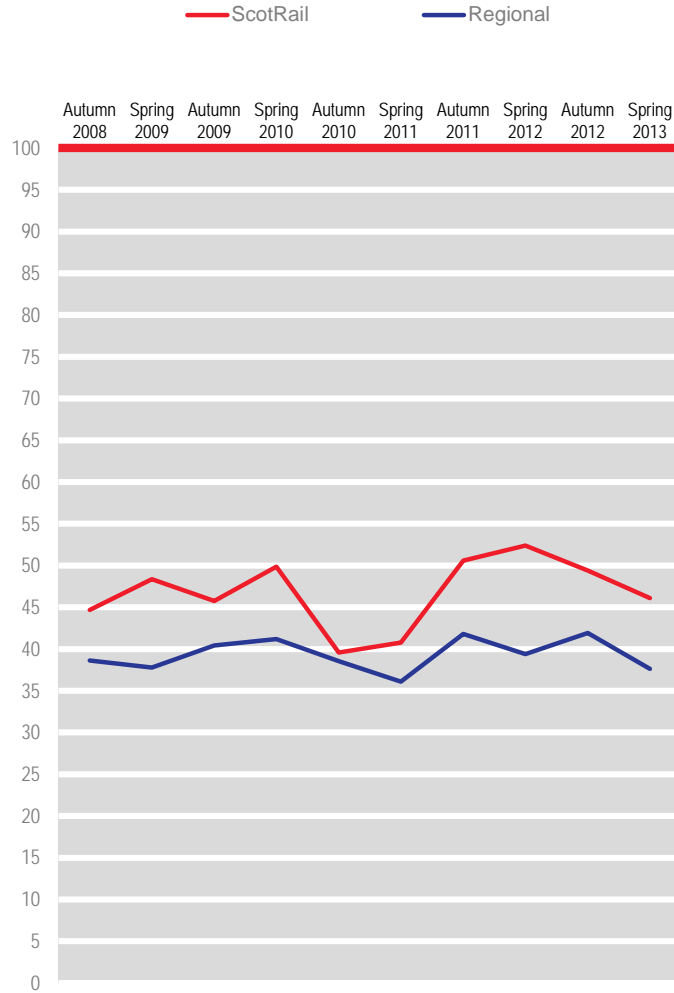
Percentage of passengers satisfied 2008 to 2013



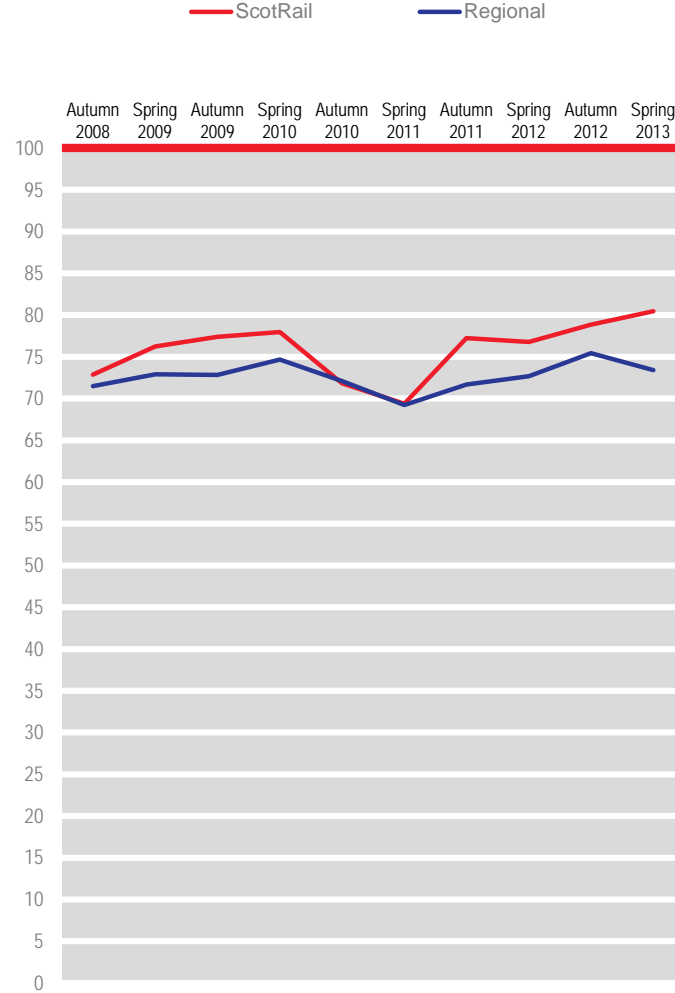
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train**(477)**

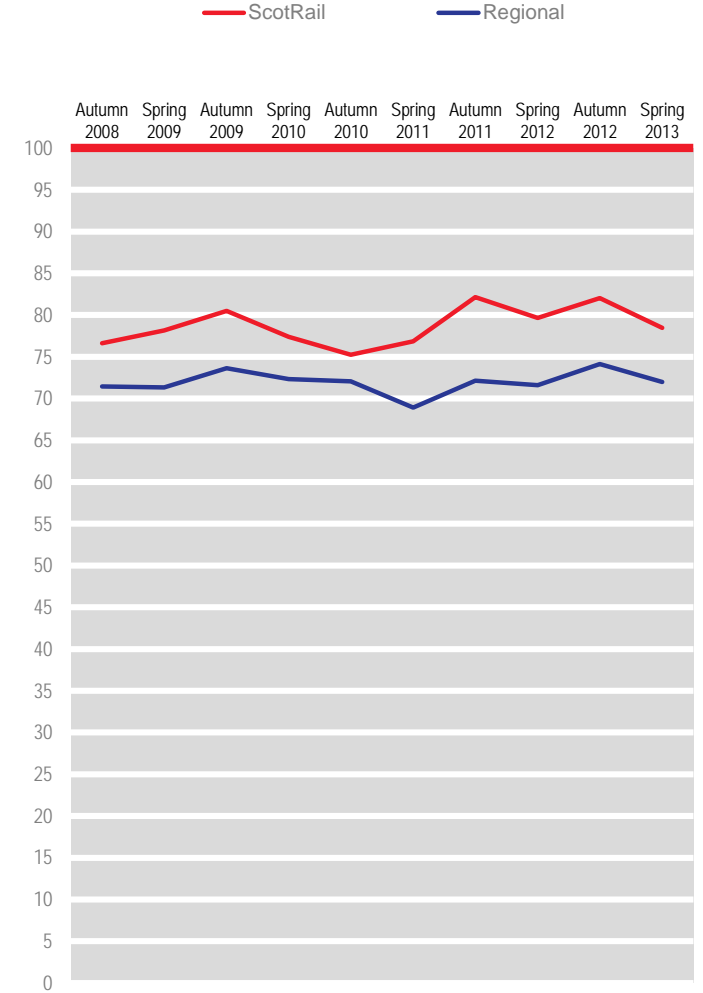
Percentage of passengers satisfied 2008 to 2013

**Sufficient room for all the passengers to sit/stand****(1077)**

Percentage of passengers satisfied 2008 to 2013

**The comfort of the seating area****(1092)**

Percentage of passengers satisfied 2008 to 2013

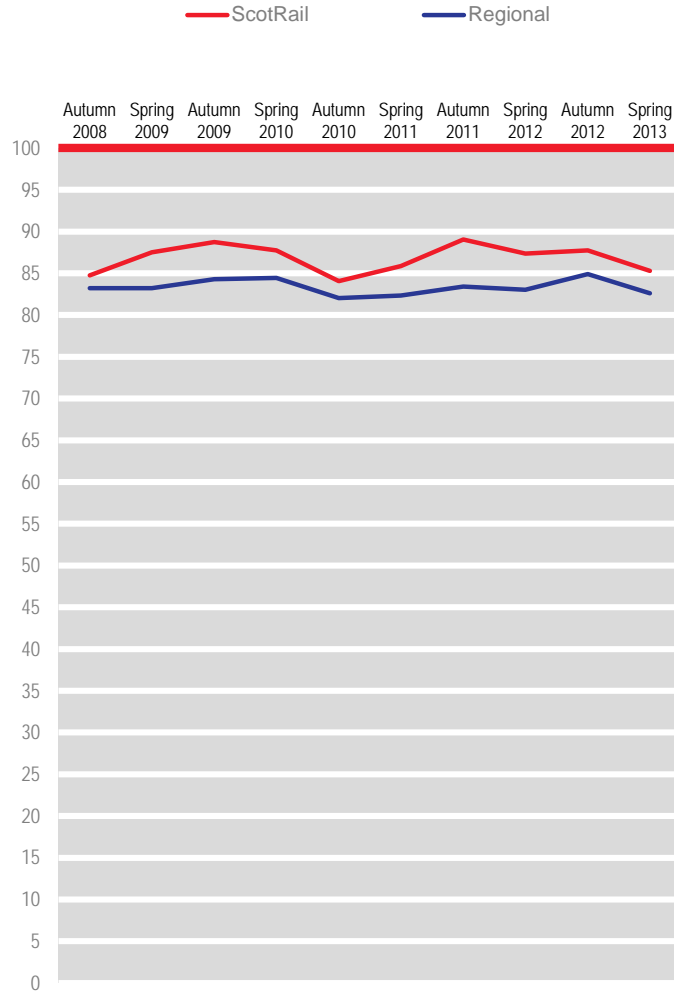


N.B. Benchmarks and targets are only shown for applicable factors

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

(1101)

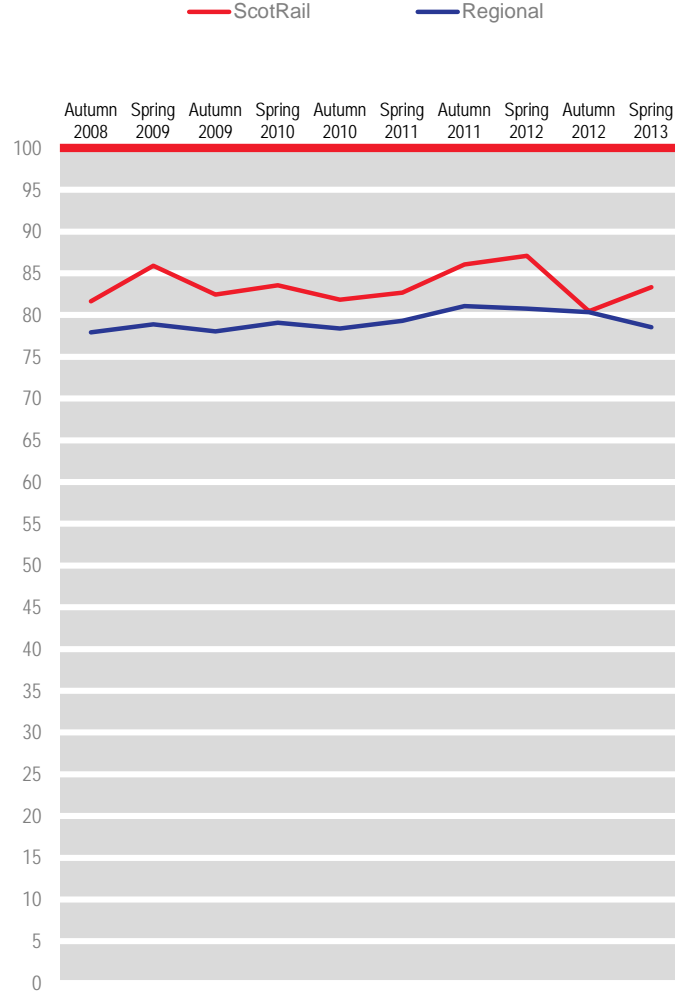
Percentage of passengers satisfied 2008 to 2013



Your personal security whilst on board

(1056)

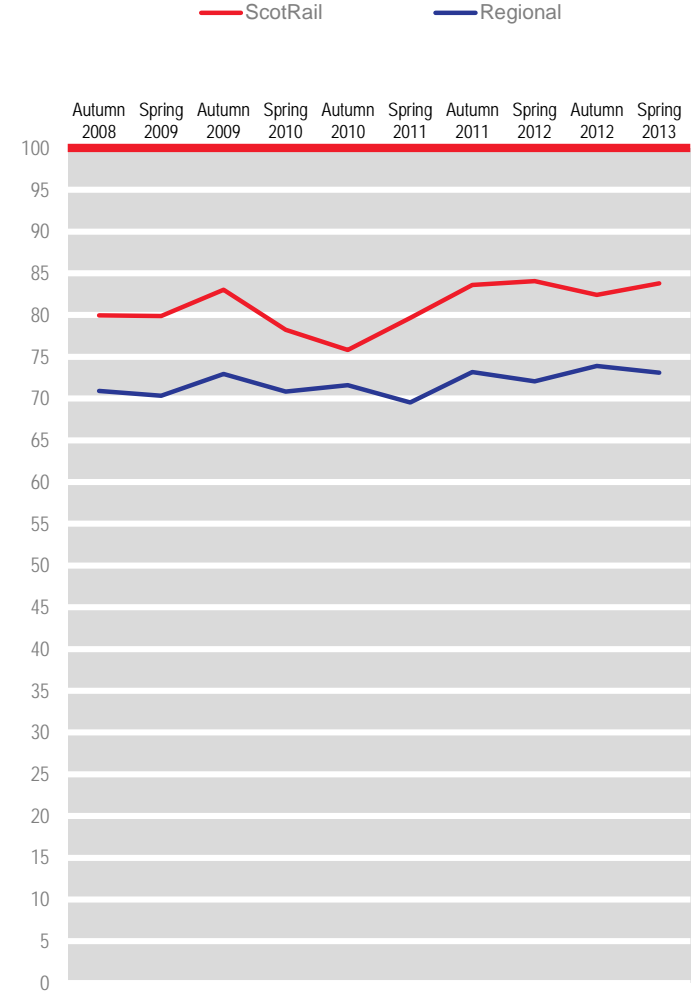
Percentage of passengers satisfied 2008 to 2013



The cleanliness of the inside of the train

(1109)

Percentage of passengers satisfied 2008 to 2013

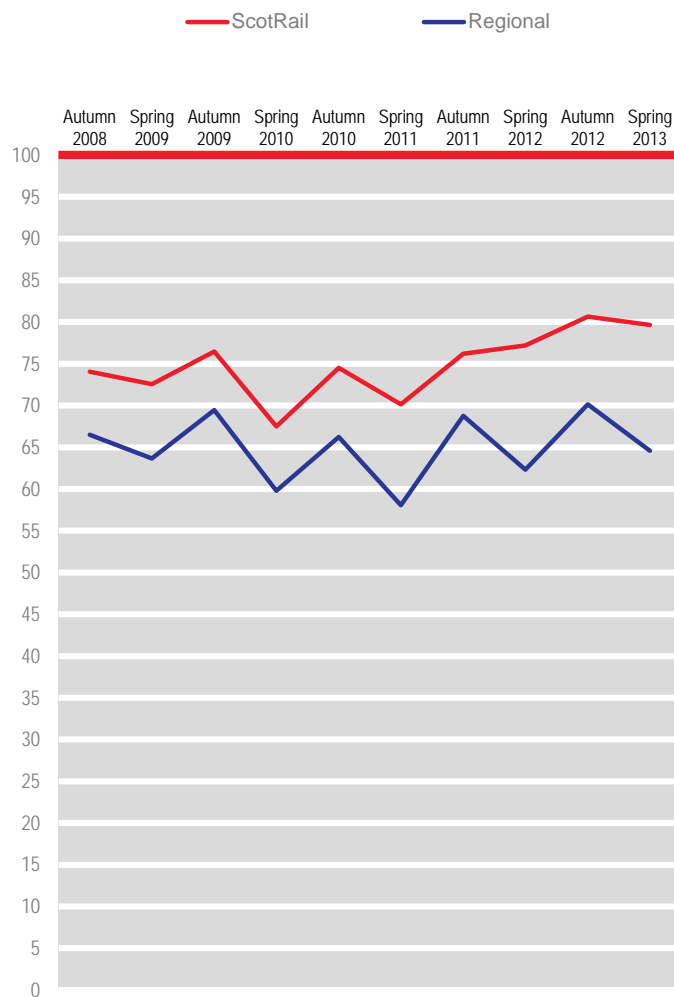


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(906)

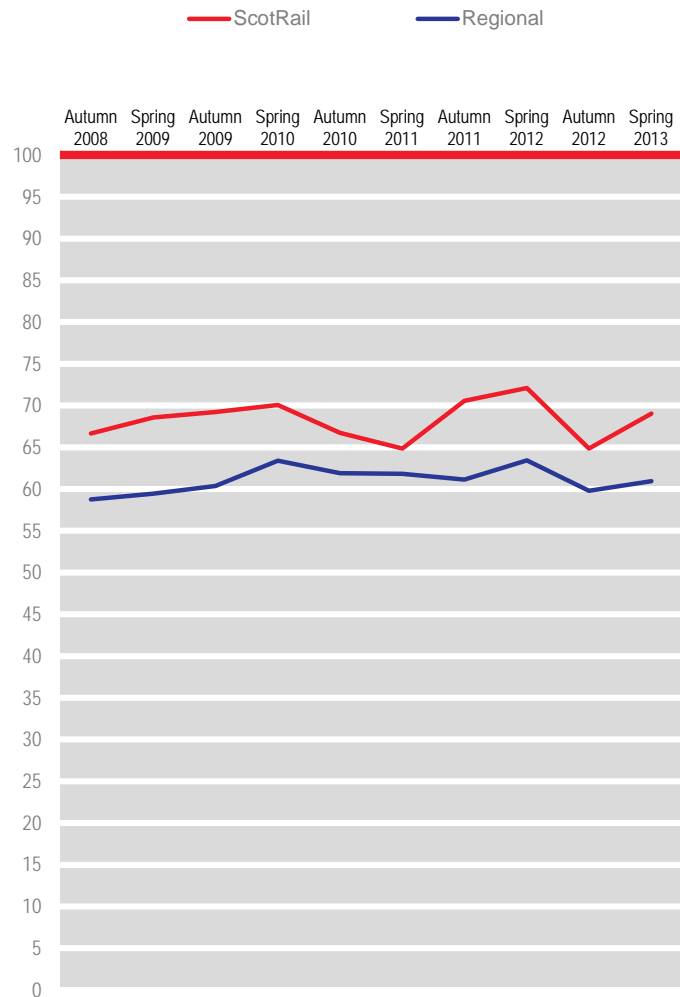
Percentage of passengers satisfied 2008 to 2013



The availability of staff on the train

(949)

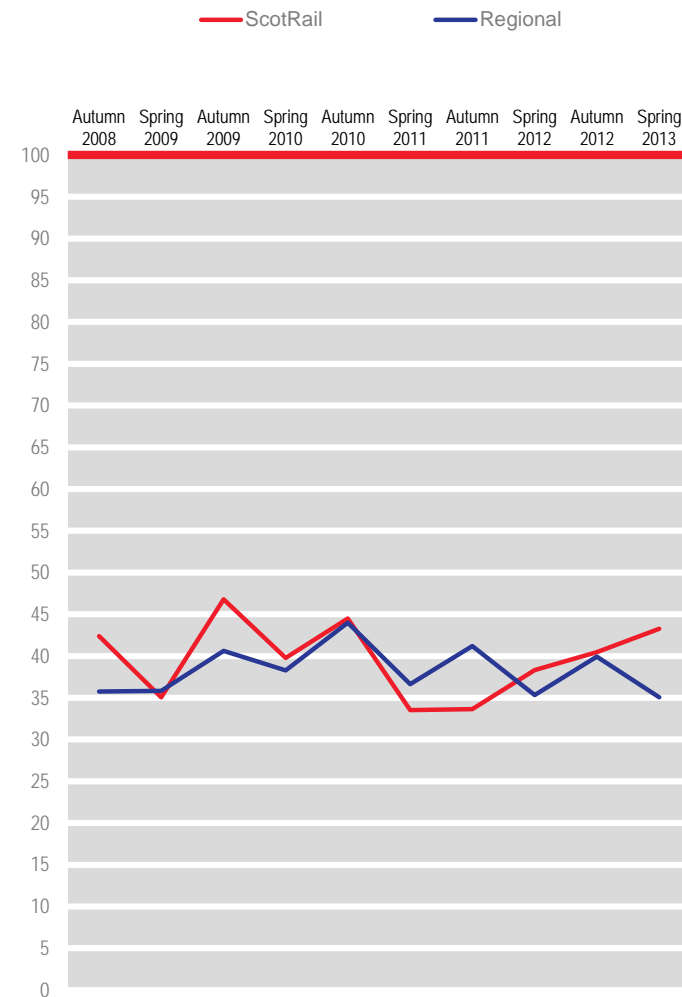
Percentage of passengers satisfied 2008 to 2013



How well train company dealt with delay

(185)

Percentage of passengers satisfied 2008 to 2013



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

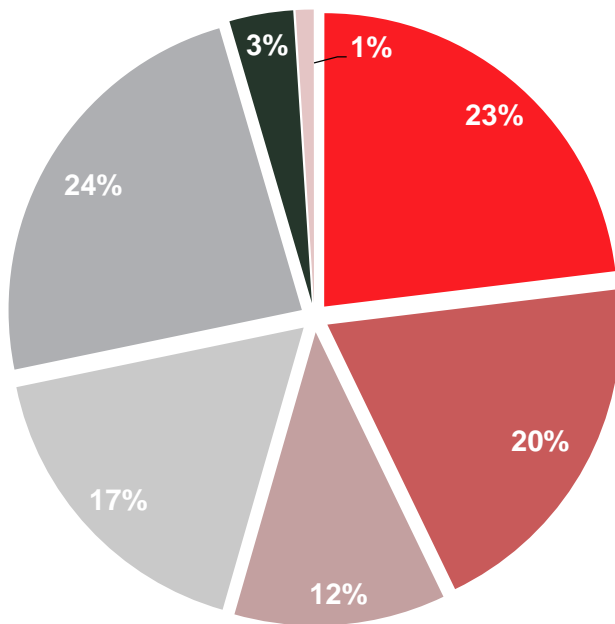
Managed versus non-managed stations for ScotRail

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	79		87
Ticket buying facilities	79		85
Provision of information about train times/platforms	86		92
The upkeep/repair of the station buildings/platforms	79		78
Cleanliness	84		82
The facilities and services	38	-	77
The attitudes and helpfulness of the staff	78		75
Connections with other forms of public transport	74		81
Facilities for car parking	41		33
Overall environment	73		80
Your personal security whilst using	71	-	80
The availability of staff	68		74
The provision of shelter facilities	72		82
Availability of seating	58		67
How request to station staff was handled	87		90

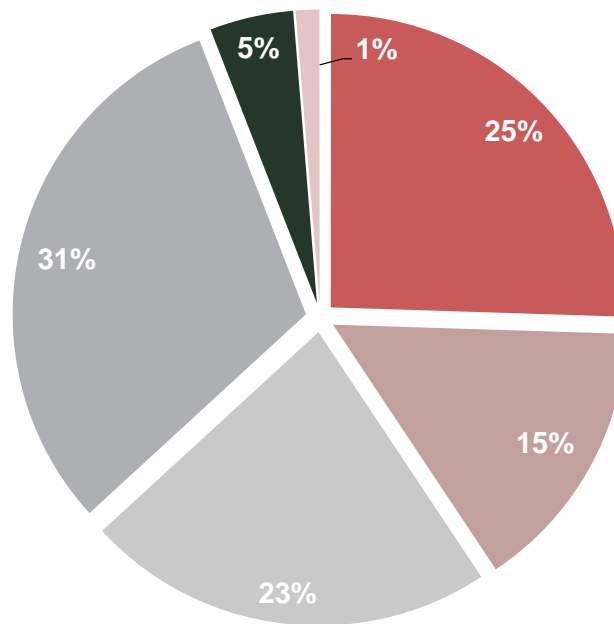
Managed versus non-managed stations for ScotRail

(% Passengers Journeys originating from each type of station)

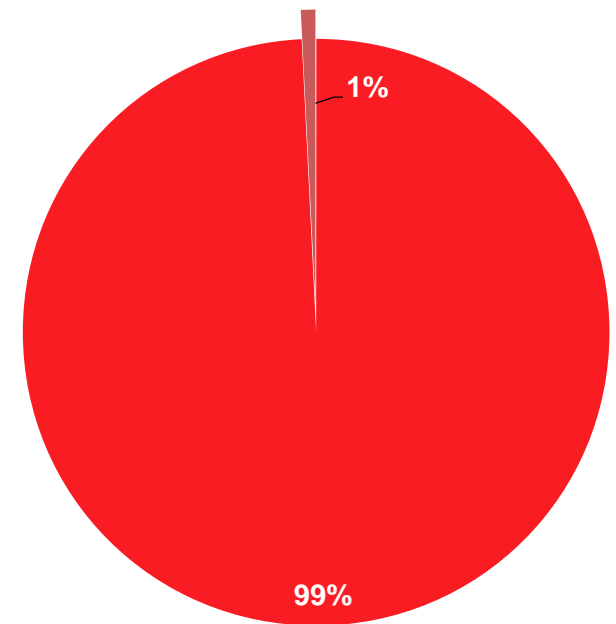
Overall Total



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 ScotRail

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
SEX			DELAYS		
Male	44	39	None	84	84
Female	54	58	Minor	14	13
Not stated	2	3	Major	1	2
			Not stated	2	1
AGE			REGULAR TRAVELLER		
16-25	12	11	Yes	70	65
26-34	11	14	No	30	35
35-44	17	15			
45-54	24	26			
55-59	15	12	TIME OF TRAVEL		
60-64	7	9	Peak		
65+	11	10	Off-peak		
Not stated	2	3			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	39	39	Yes asked for help	5	9
Business	13	13	Yes asked for information	5	7
Leisure	47	47	Could not find anyone to ask	3	4
			No	85	79
			Not stated	3	2

Weighted sample profile for Regional

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

Station sample sizes for ScotRail

Station	Unweighted	Station	Unweighted
Edinburgh	284	Burnside	7
Glasgow Queen Street	157	Falkirk Grahamston	7
Glasgow Central	121	Leuchars	6
Aberdeen	52	Motherwell	5
Dundee	38	Kilmarnock	5
Stirling	29	Wallyford	5
Paisley Gilmour Street	27	Bishopton	4
Falkirk High	23	Elgin	4
Linlithgow	23	Dunfermline Queen Margaret	4
Polmont	22	Inverurie	4
Stonehaven	22	Auchinleck	3
Hyndland	21	Drumchapel	3
Argyle Street	21	Connel Ferry	3
Edinburgh Park	20	Stewarton	2
Perth	18	Glenfinnan	2
Kirkcaldy	17	Ardlui	1
Partick	16	New Cumnock	1
Bearsden	14	Spean Bridge	1
Anniesland	13	Annan	1
Fort William	12	Lochailort	1
Inverness	11	Holytown	1
Haymarket	11	Upper Tyndrum	1
Hairmyres	11	Kirkconnel	1
Inverkeithing	10		
Carlisle	10		
Oban	10		
Croy	9		
Dumfries	8		
Mallaig	8		
Musselburgh	8		
Charing Cross (Glasgow)	8		
Dyce	8		
Rutherglen	7		

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.