



# National Passenger Survey TOC Report for Greater Anglia Spring 2013

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

A reply paid envelope is provided for returning questionnaires.

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

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

The data for number of journeys and profiles by these variables was generated from ORR data (2010).

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

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

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

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

For more details of NPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

## Spring 2013 (Wave 28)

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

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

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

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

## Autumn 2012 (Wave 27)

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

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

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

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

## Spring 2012 (Wave 26)

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

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

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

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

## Autumn 2011 (Wave 25)

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

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

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

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

## Satisfaction results for Greater Anglia



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

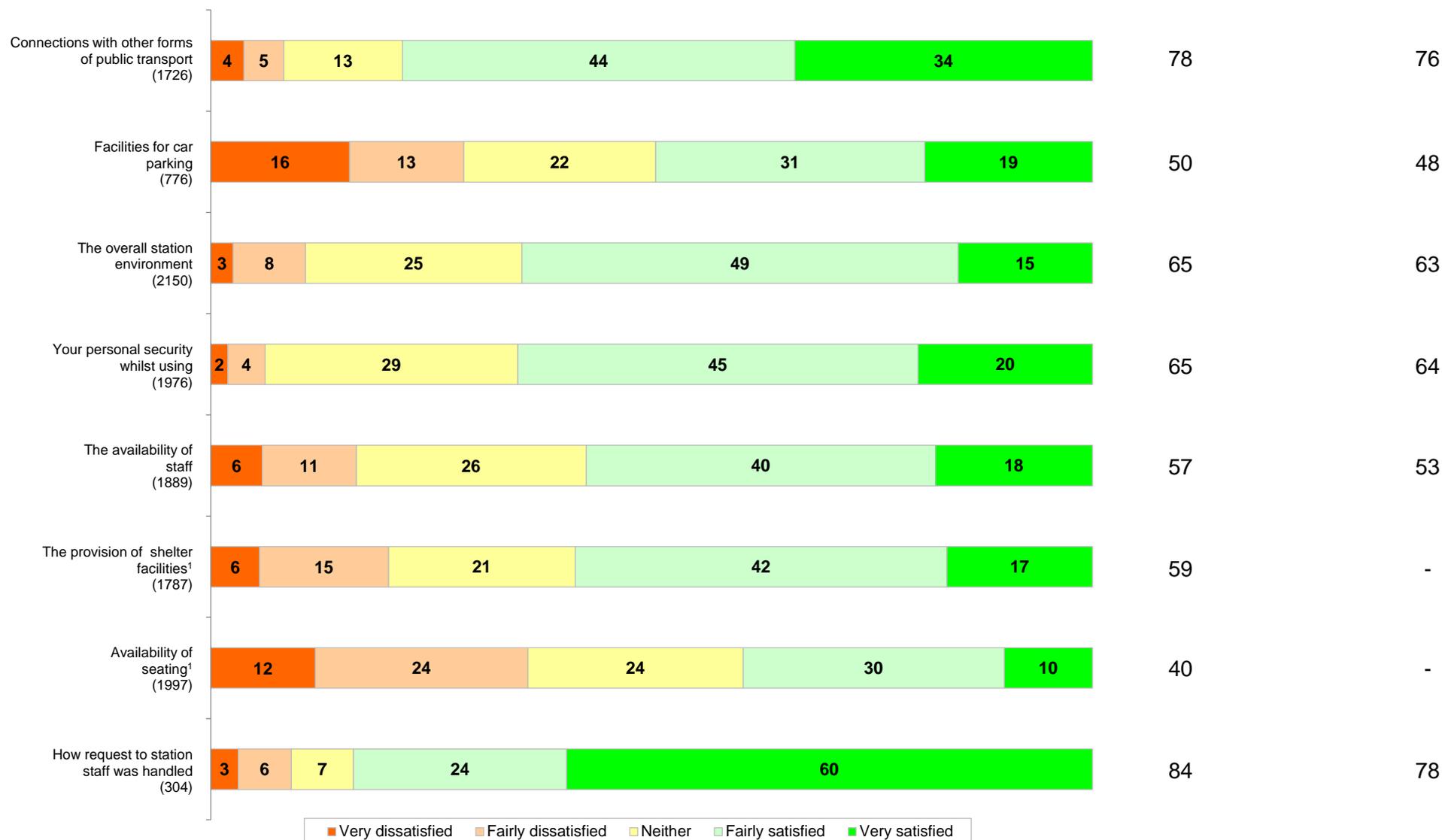
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

Spring 2013

Spring 2012

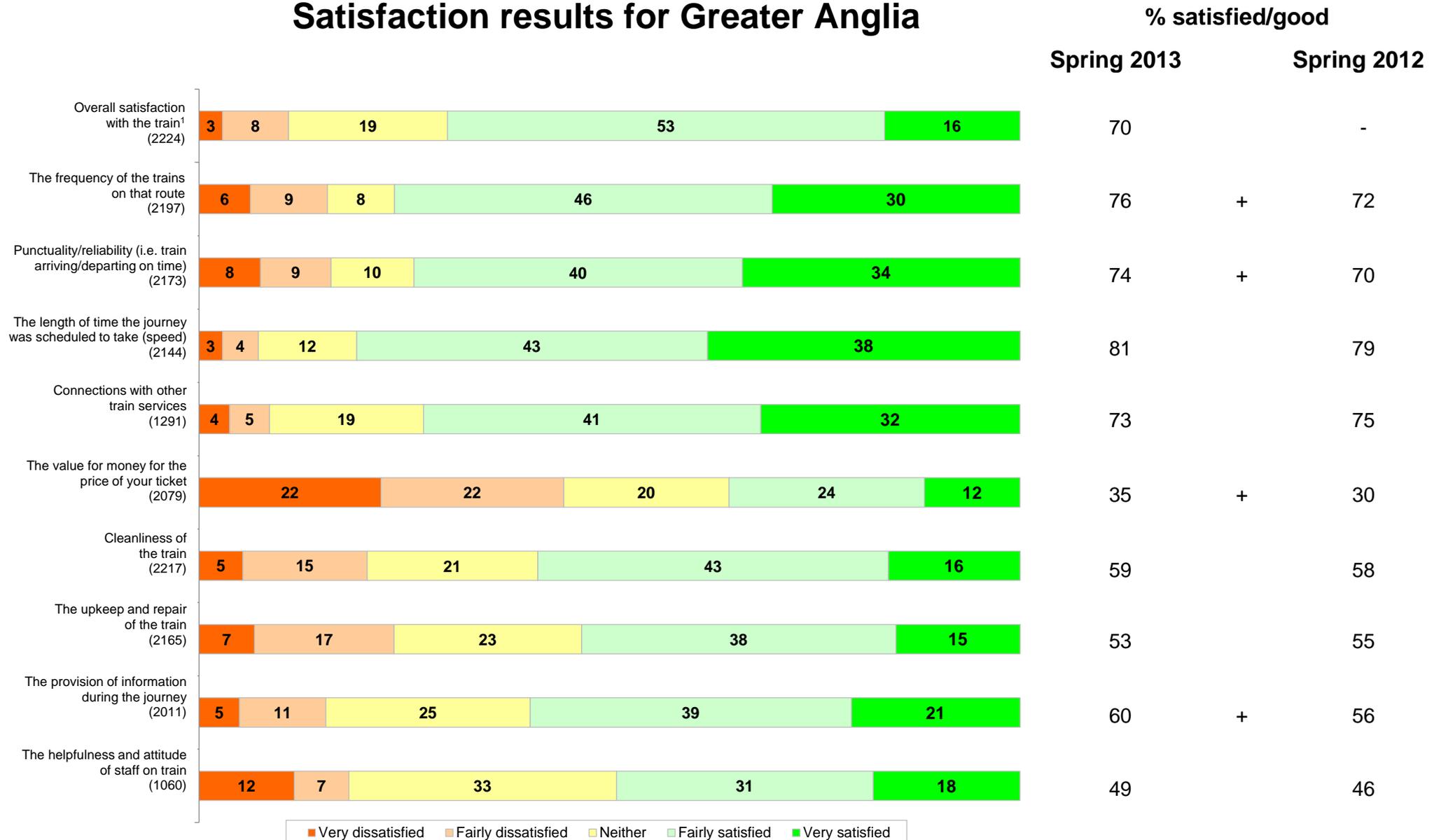
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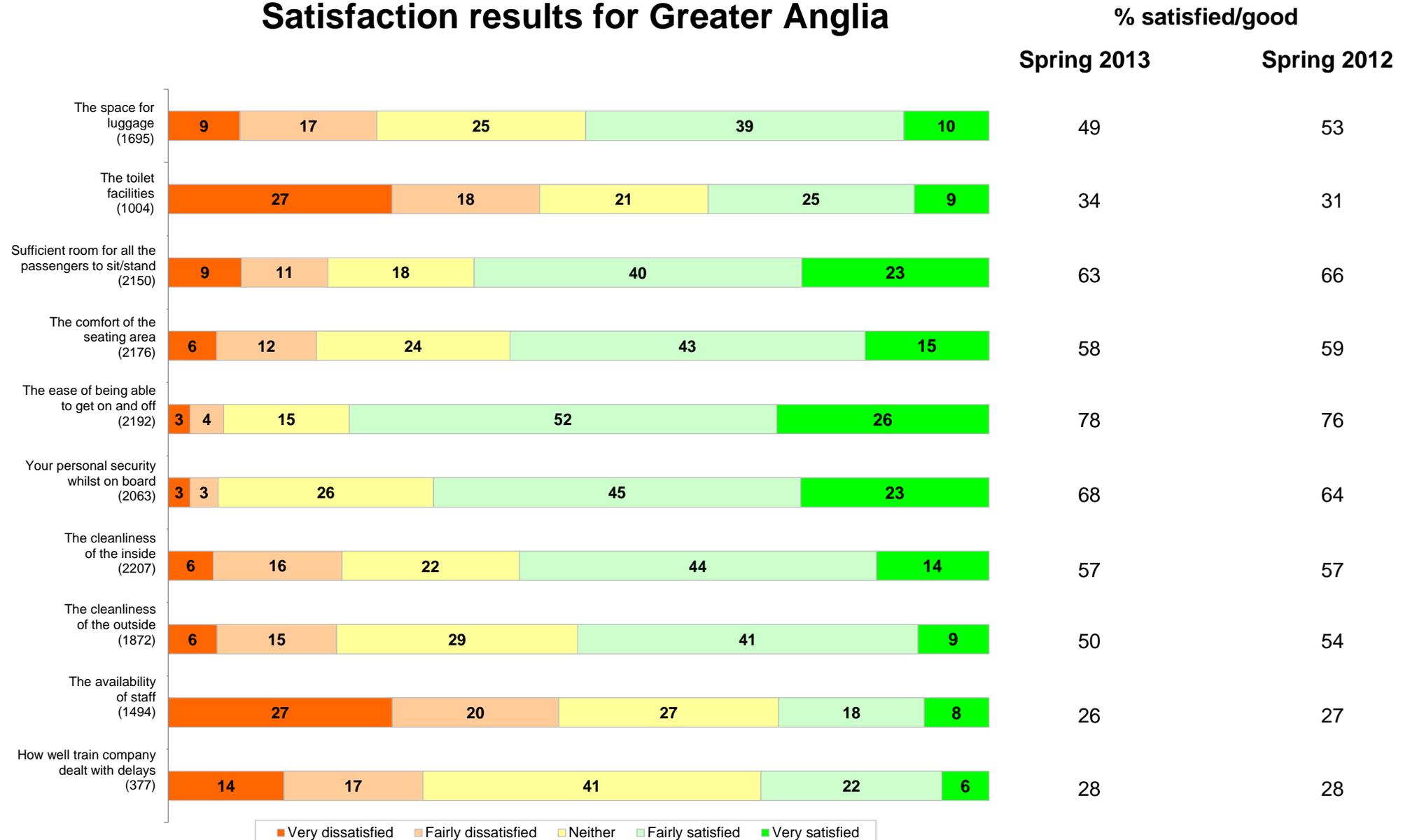
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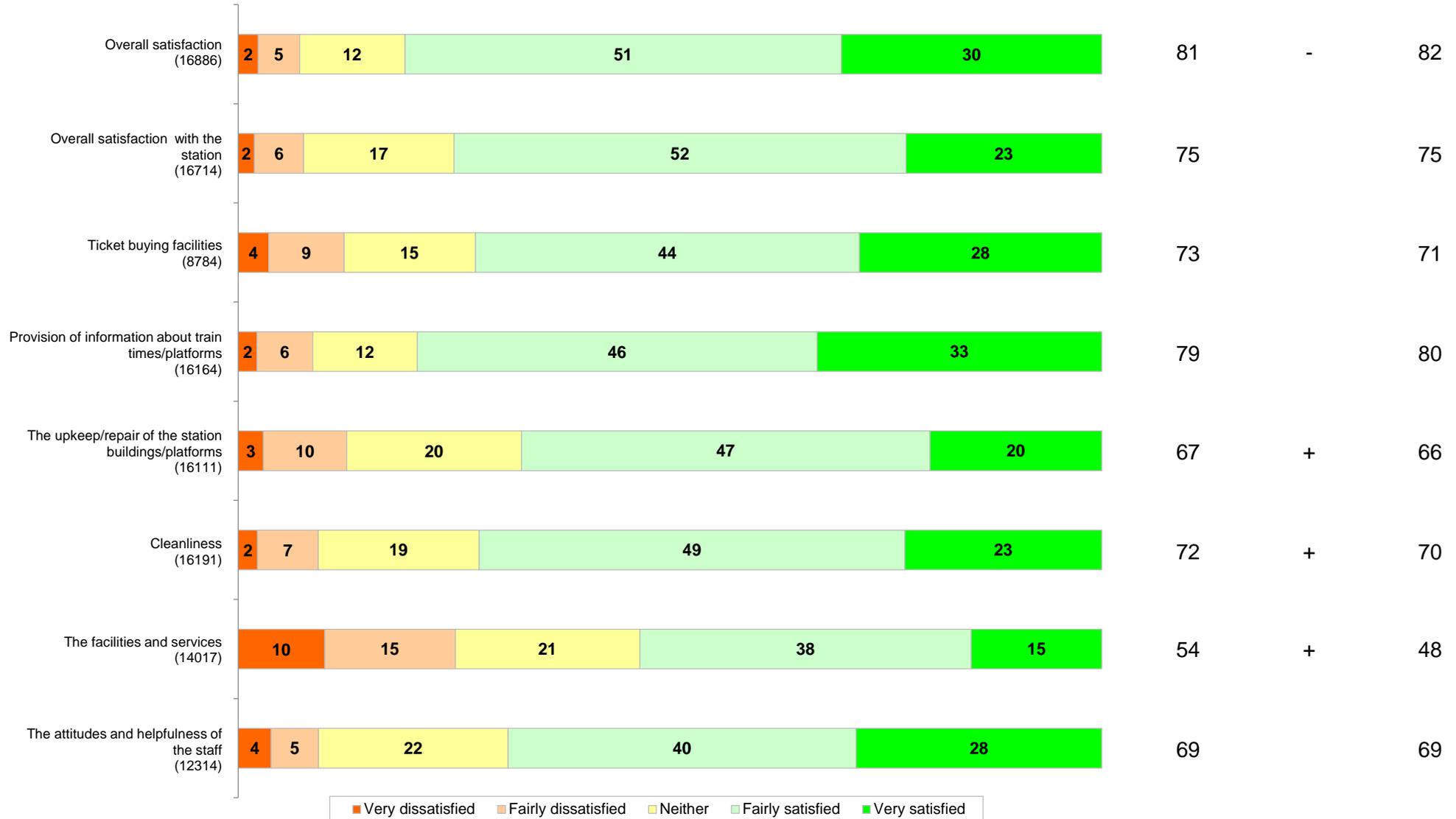
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

### Satisfaction results for London and South East

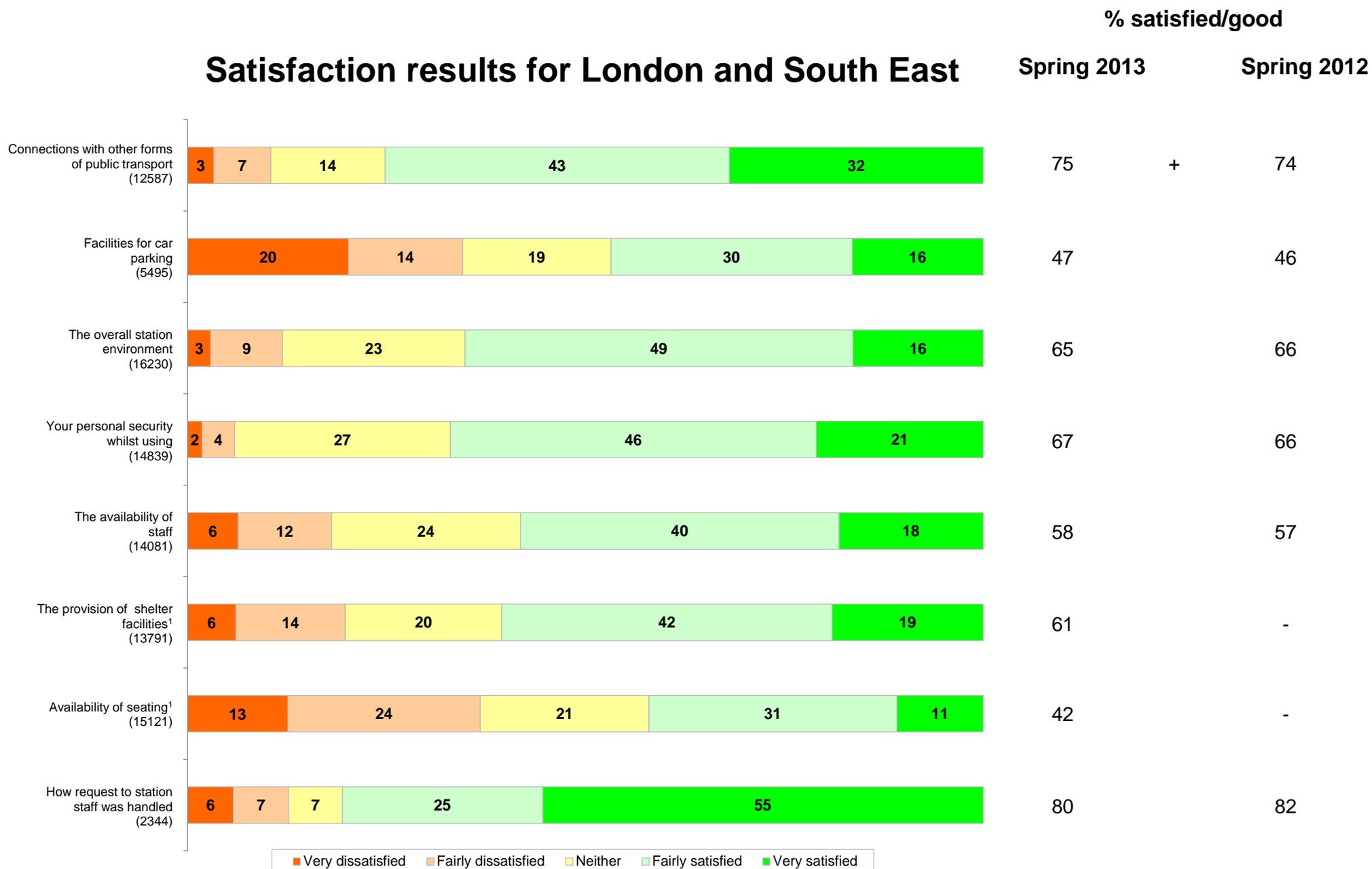
Spring 2013

Spring 2012



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

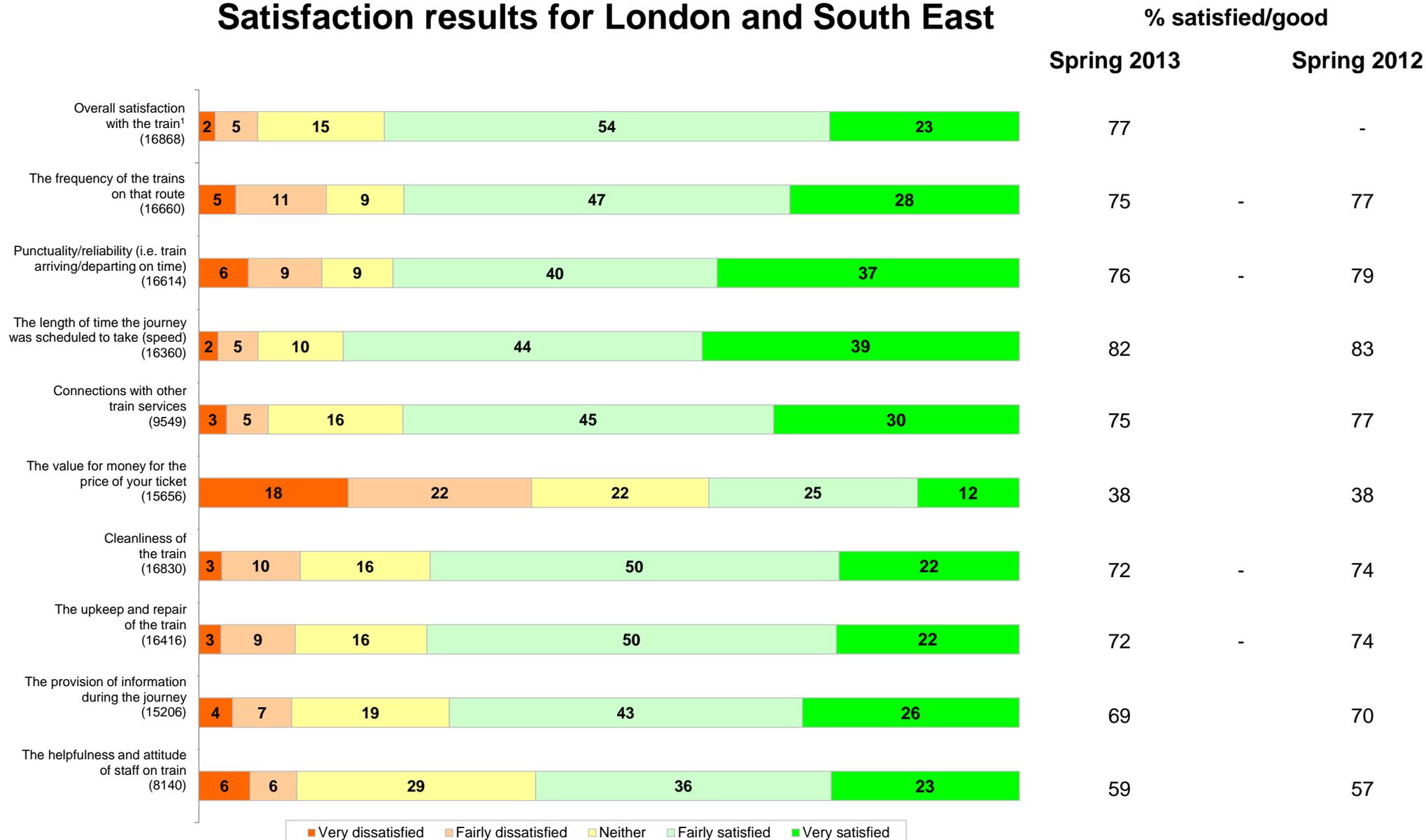
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At 95% confidence level:  
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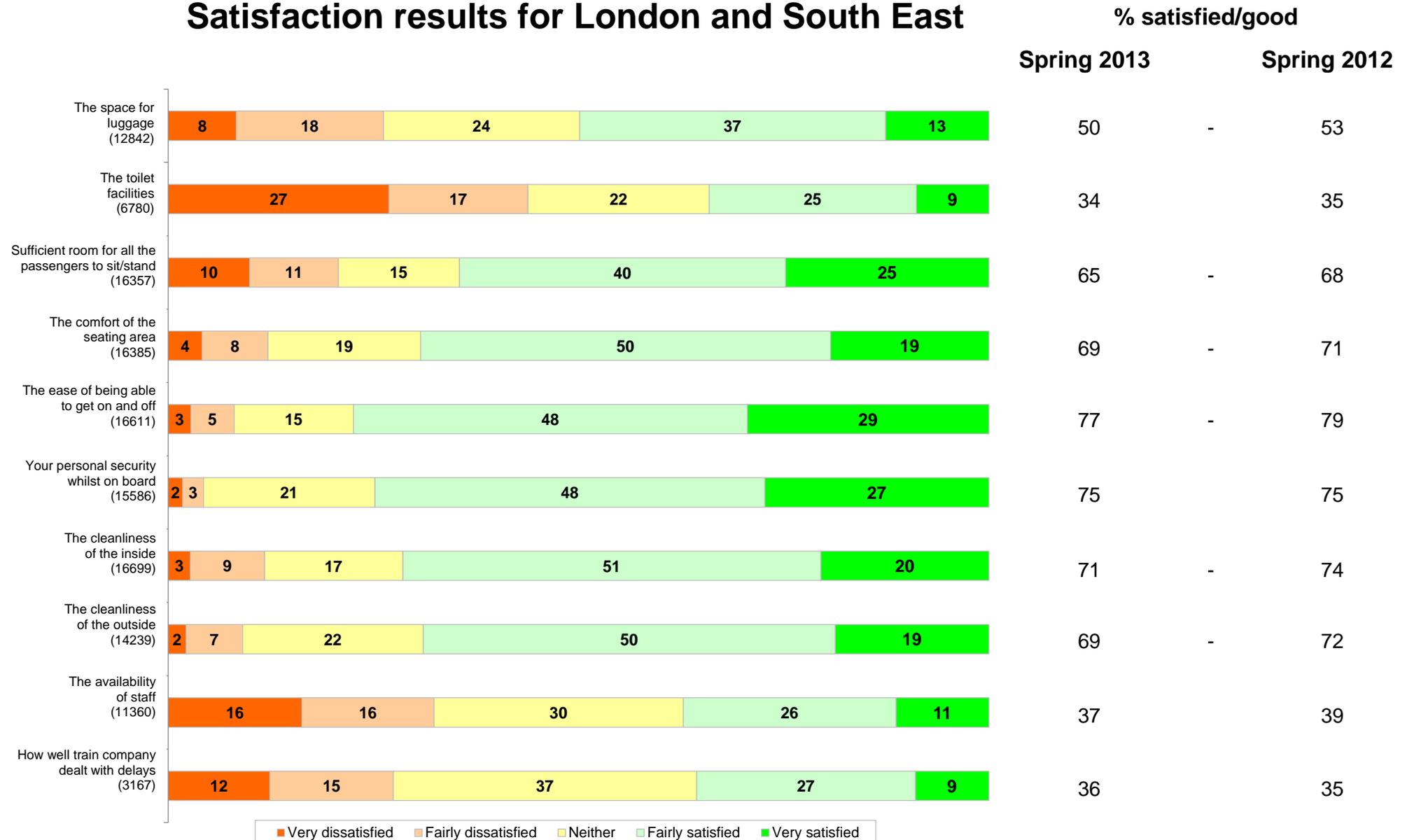
## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



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

## Greater Anglia performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	77	81	95%
Overall satisfaction with the station	75	75	100%
Ticket buying facilities	73	73	100%
Provision of information about train times/platforms	77	79	97%
The upkeep/repair of the station buildings/platforms	68	67	102%
Cleanliness	71	72	98%
The facilities and services	56	54	106%
The attitudes and helpfulness of the staff	67	69	97%
Connections with other forms of public transport	78	75	104%
Facilities for car parking	50	47	106%
Overall environment	65	65	99%
Your personal security whilst using	65	67	97%
The availability of staff	57	58	99%
The provision of shelter facilities	59	61	97%
Availability of seating	40	42	94%
How request to station staff was handled	84	80	104%

## Greater Anglia performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with the train	70	77	90%
The frequency of the trains on that route	76	75	102%
Punctuality/reliability (i.e. the train arriving/departing on time)	74	76	97%
The length of time the journey was scheduled to take (speed)	81	82	98%
Connections with other train services	73	75	97%
The value for money for the price of your ticket	35	38	94%
Cleanliness of the train	59	72	82%
Upkeep and repair of the train	53	72	74%
The provision of information during the journey	60	69	86%
The helpfulness and attitude of staff on train	49	59	83%
The space for luggage	49	50	99%
The toilet facilities	34	34	100%
Sufficient room for all passengers to sit/stand	63	65	97%
The comfort of the seating area	58	69	84%
The ease of being able to get on and off	78	77	101%
Your personal security on board	68	75	90%
The cleanliness of the inside	57	71	80%
The cleanliness of the outside	50	69	73%
The availability of staff	26	37	69%
How well train company deals with delays	28	36	78%

## Building block/route data for Greater Anglia

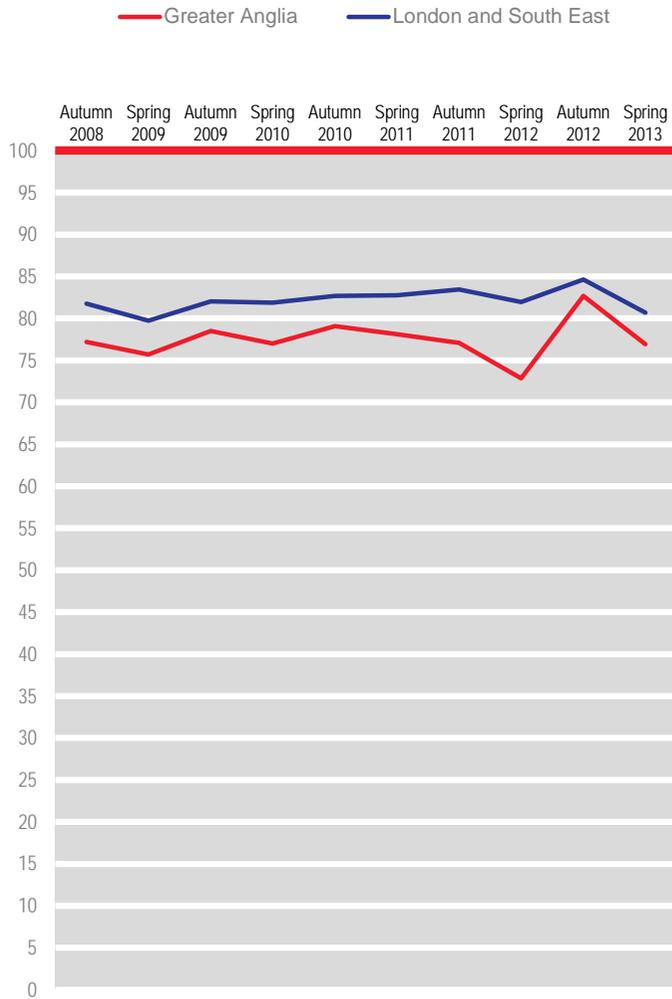
	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	81	75	76	82	86	76
Overall satisfaction with the station	79	80	76	71	76	68
Ticket buying facilities	66	74	73	74	73	73
Provision of information about train times/platforms	72	80	76	72	81	77
The upkeep/repair of the station buildings/platforms	74	75	67	65	65	62
Cleanliness	78	75	69	71	69	67
The facilities and services	60	67	53	49	58	50
The attitudes and helpfulness of the staff	73	65	64	70	71	69
Connections with other forms of public transport	83	84	81	61	74	72
Facilities for car parking	62	50	42	57	49	52
Overall environment	71	74	63	61	58	57
Your personal security whilst using	72	72	58	64	61	65
The availability of staff	62	59	56	54	61	56
The provision of shelter facilities	53	66	57	59	58	56
Availability of seating	33	37	40	53	38	41
How request to station staff was handled	93	86	78	91	89	84

## Building block/route data for Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction with the train	73	70	68	80	90	66
The frequency of the trains on that route	79	70	80	64	83	78
Punctuality/reliability (i.e. the train arriving/departing on time)	75	72	70	81	86	76
The length of time the journey was scheduled to take (speed)	75	78	81	79	82	86
Connections with other train services	67	64	74	73	78	79
The value for money for the price of your ticket	43	30	37	47	17	37
Cleanliness of the train	69	60	51	68	90	56
Upkeep and repair of the train	60	56	45	67	90	50
The provision of information during the journey	73	59	54	71	67	58
The helpfulness and attitude of staff on train	72	47	34	82	57	33
The space for luggage	73	48	41	70	65	44
The toilet facilities	34	33	21	44	78	41
Sufficient room for all passengers to sit/stand	73	61	55	75	73	66
The comfort of the seating area	65	57	48	76	83	61
The ease of being able to get on and off	73	82	74	86	90	77
Your personal security on board	76	73	59	80	86	65
The cleanliness of the inside	71	58	50	66	88	55
The cleanliness of the outside	53	56	42	62	77	47
The availability of staff	52	18	16	73	40	14
How well train company deals with delays	41	31	25	50	11	22

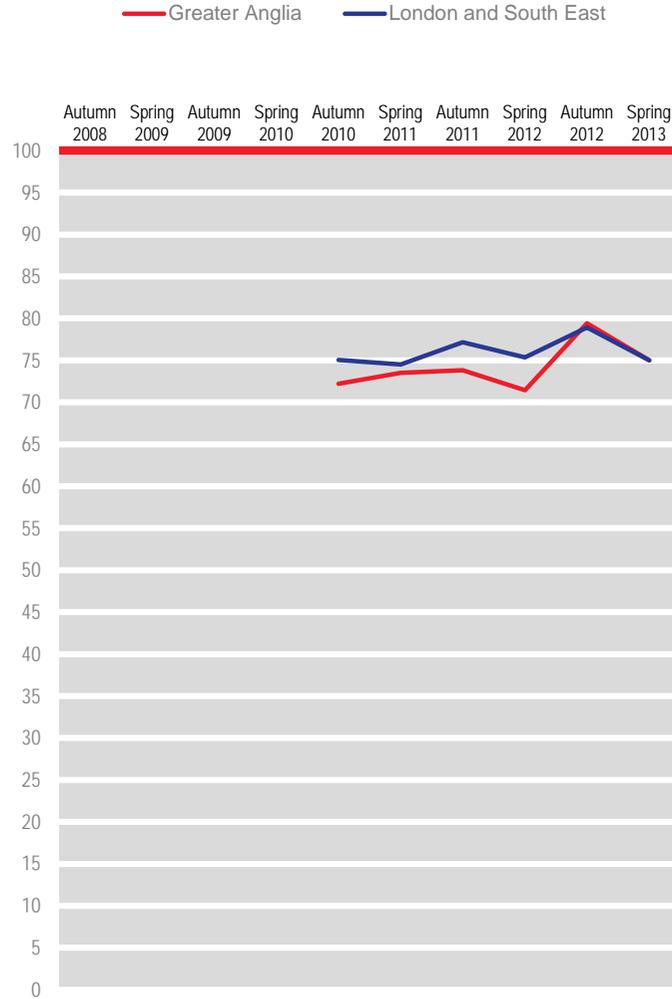
**Overall satisfaction**

**(2221)**  
Percentage of passengers satisfied 2008 to 2013



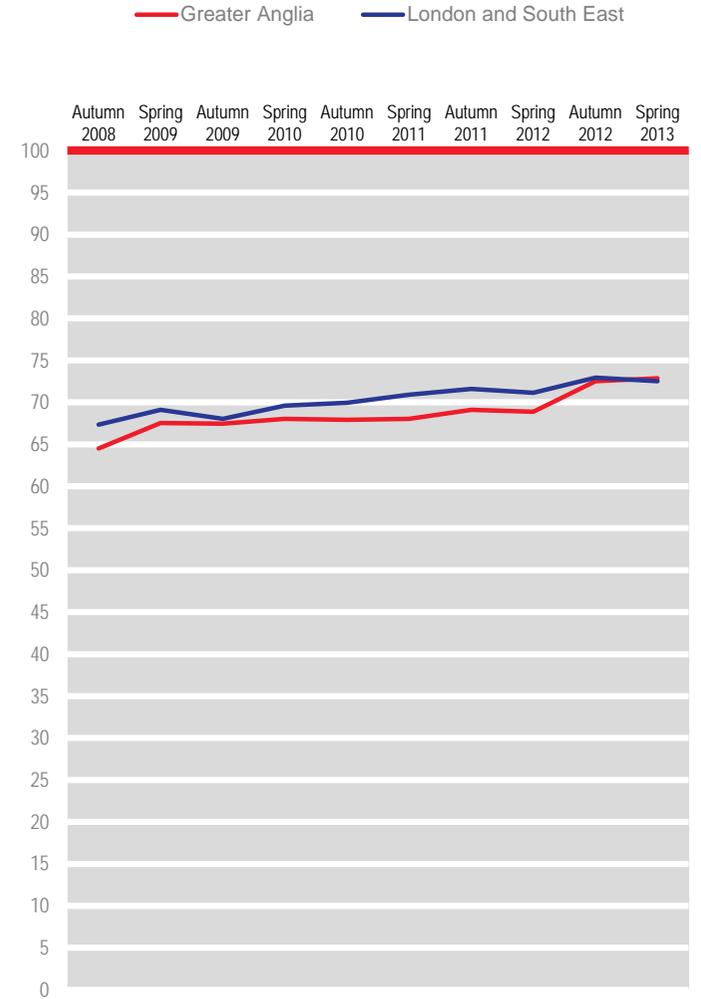
**Overall station satisfaction**

**(2203)**  
Percentage of passengers satisfied 2008 to 2013



**Ticket buying facilities**

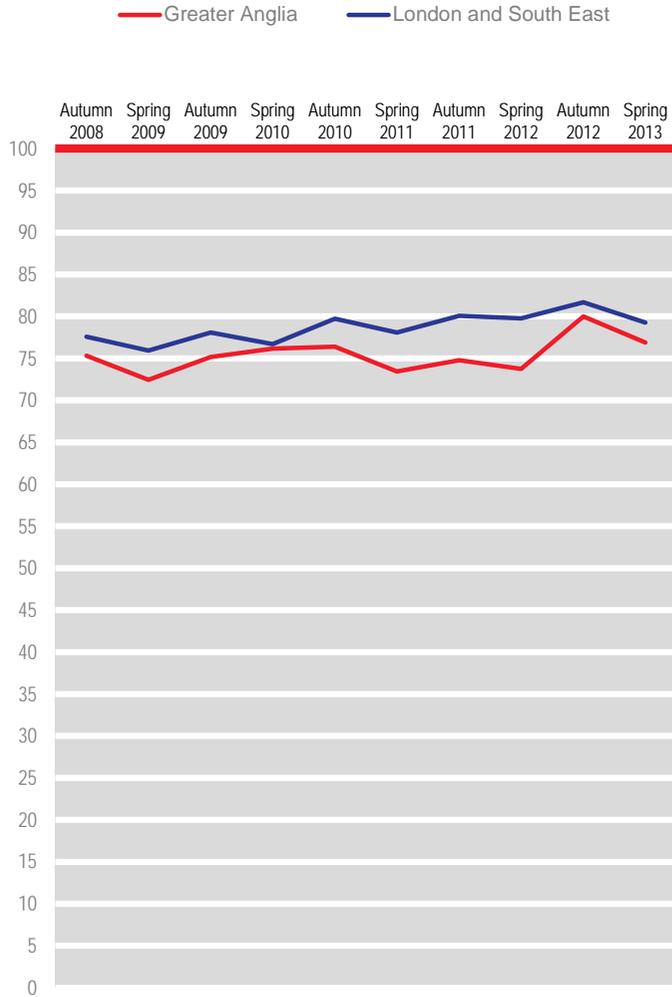
**(1176)**  
Percentage of passengers satisfied 2008 to 2013



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

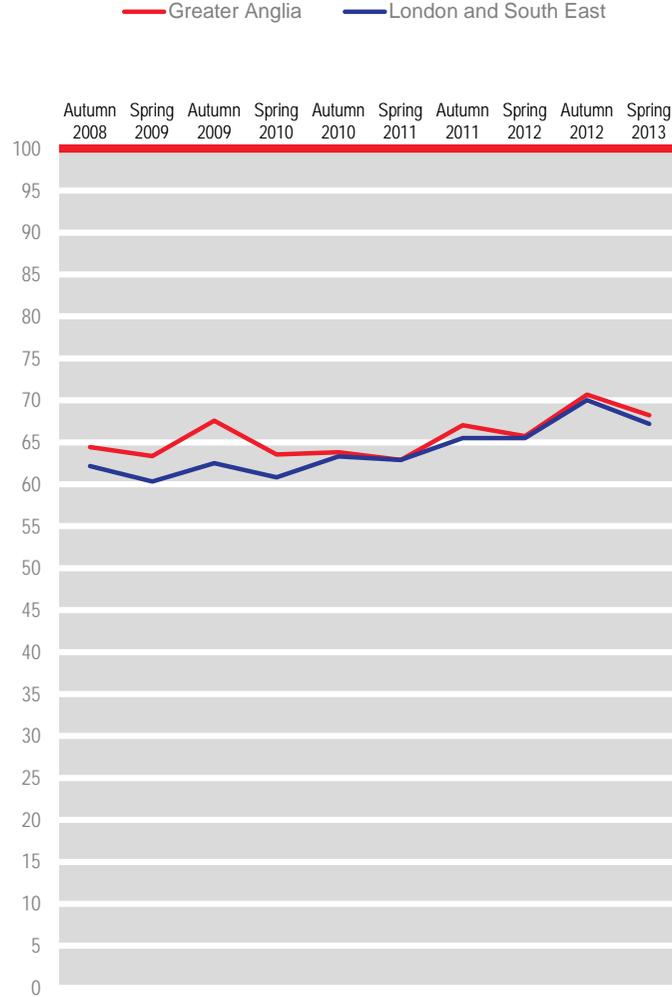
**Provision of information about train times/platforms**

(2121)  
Percentage of passengers satisfied 2008 to 2013



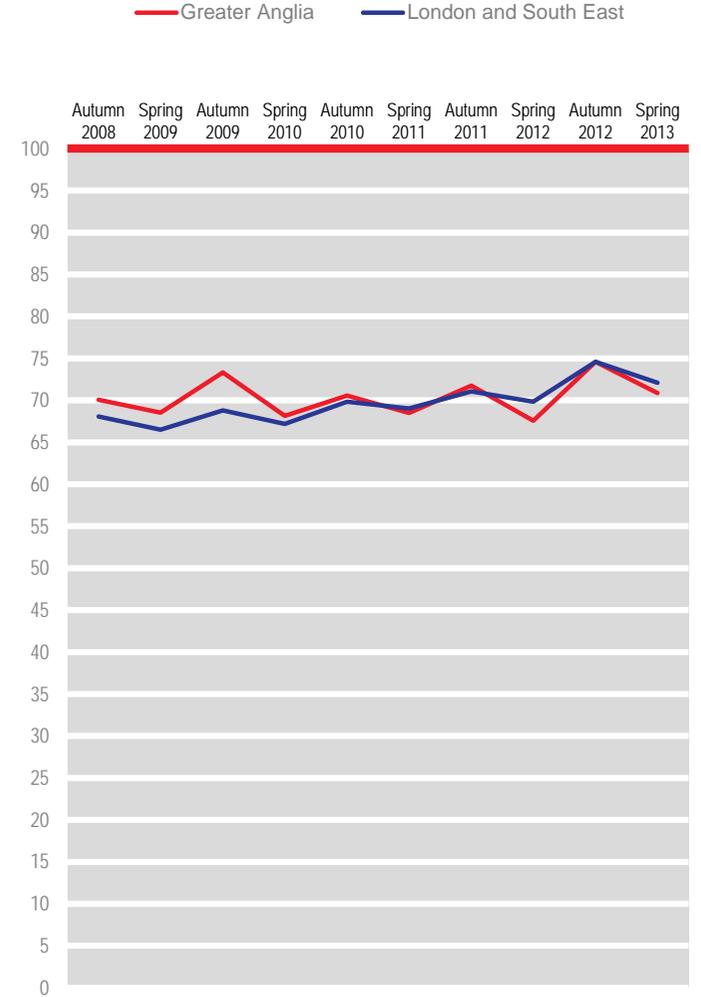
**The upkeep/repair of the station building/platforms**

(2120)  
Percentage of passengers satisfied 2008 to 2013



**Cleanliness of the station**

(2139)  
Percentage of passengers satisfied 2008 to 2013

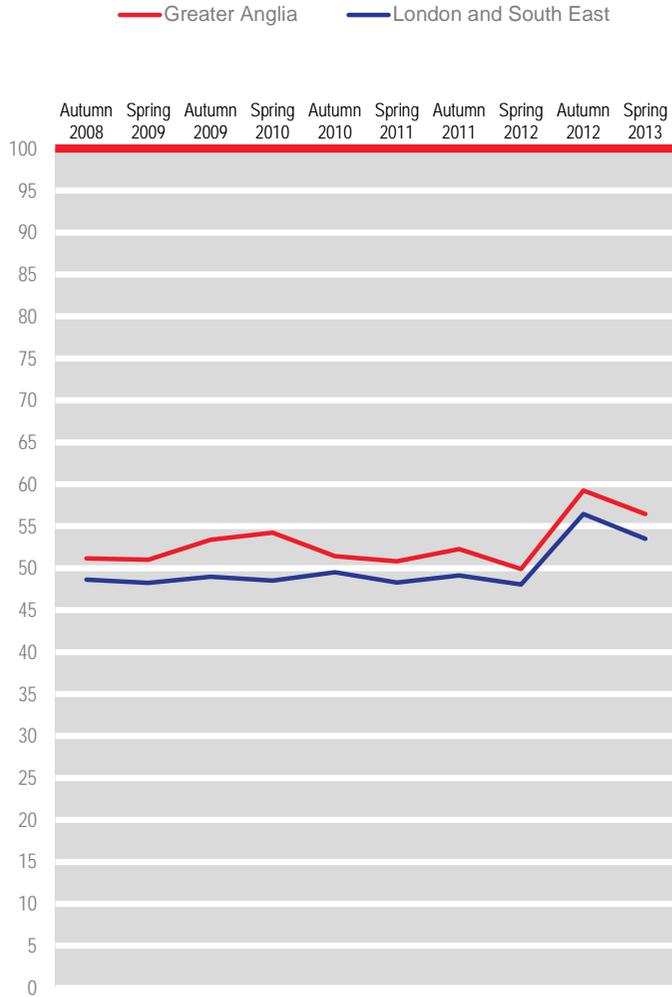


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(1883)

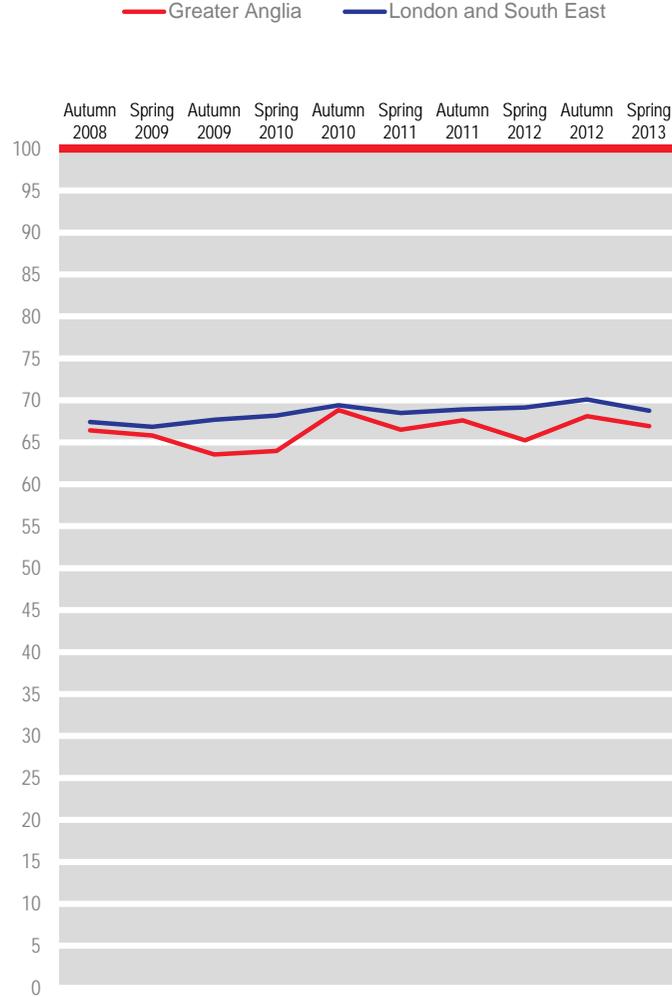
Percentage of passengers satisfied 2008 to 2013



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

(1669)

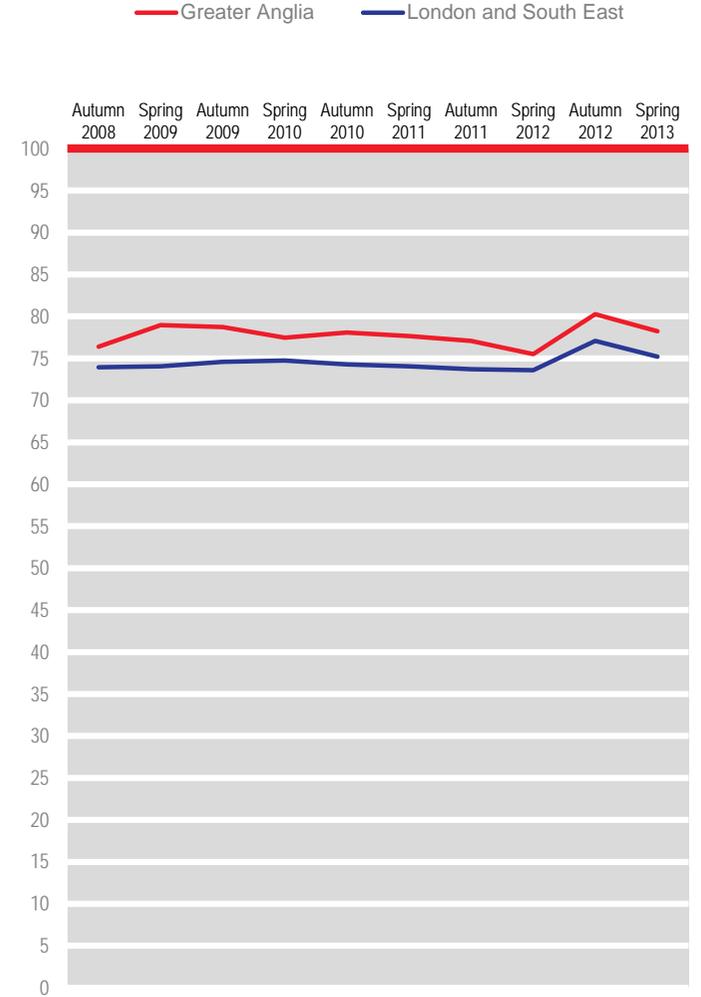
Percentage of passengers satisfied 2008 to 2013



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

(1726)

Percentage of passengers satisfied 2008 to 2013

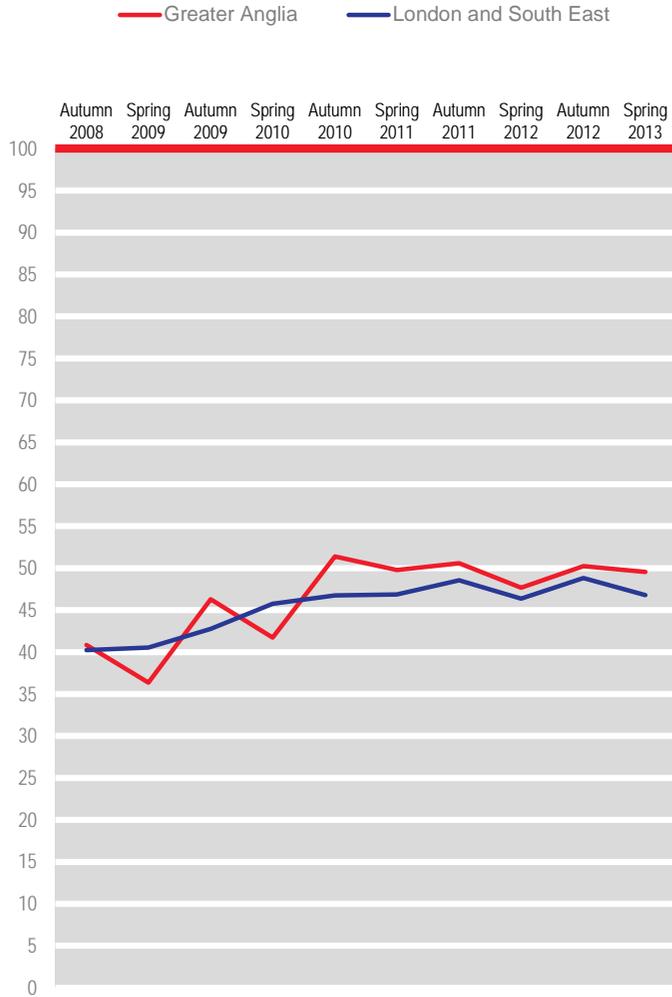


N.B. Benchmarks and targets are only shown for applicable factors

**Facilities for car parking at the station**

(776)

Percentage of passengers satisfied 2008 to 2013



**Overall station environment**

(2150)

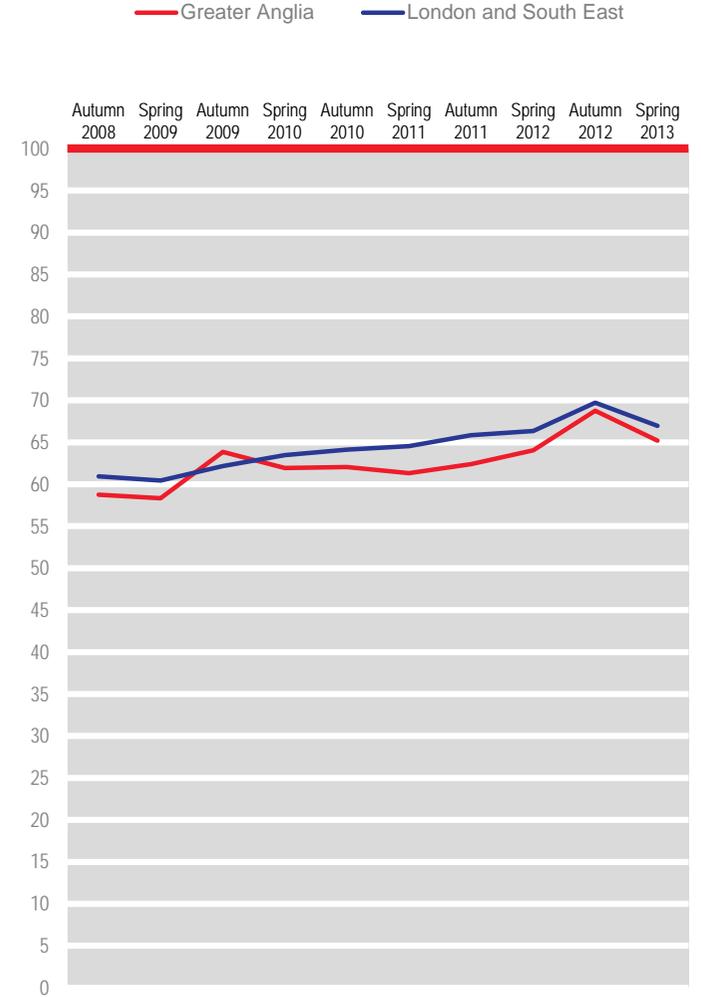
Percentage of passengers satisfied 2008 to 2013



**Your personal security whilst using the station**

(1976)

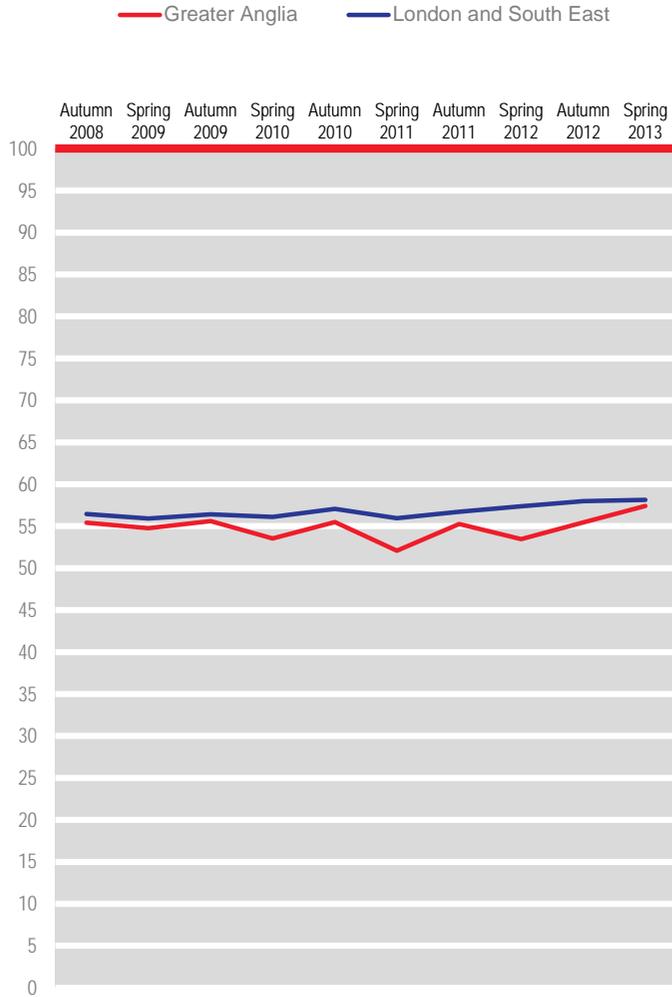
Percentage of passengers satisfied 2008 to 2013



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

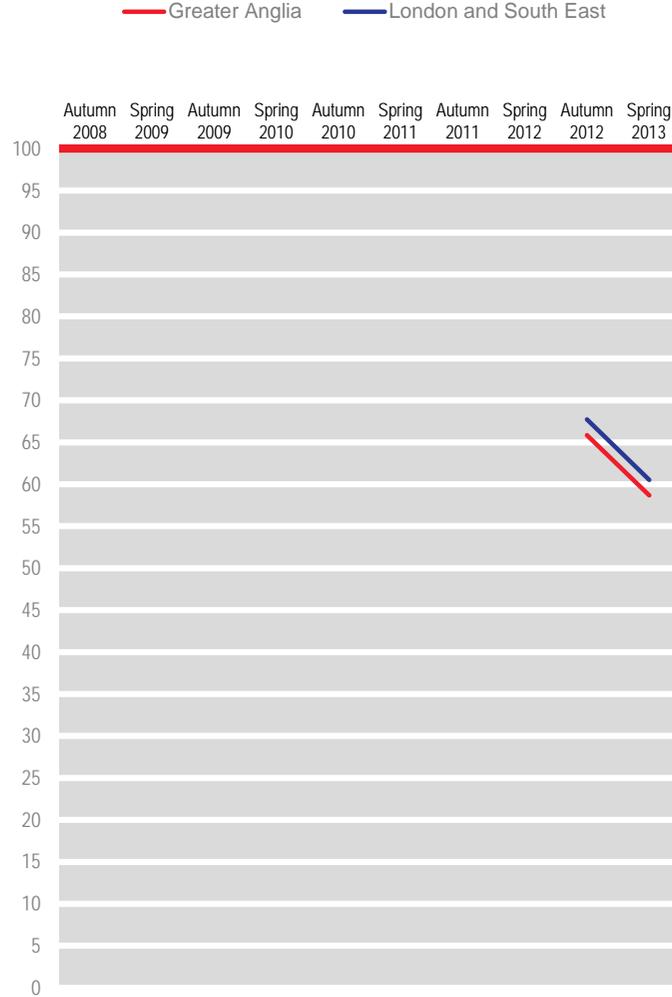
**The availability of staff at the station**

**(1889)**  
Percentage of passengers satisfied 2008 to 2013



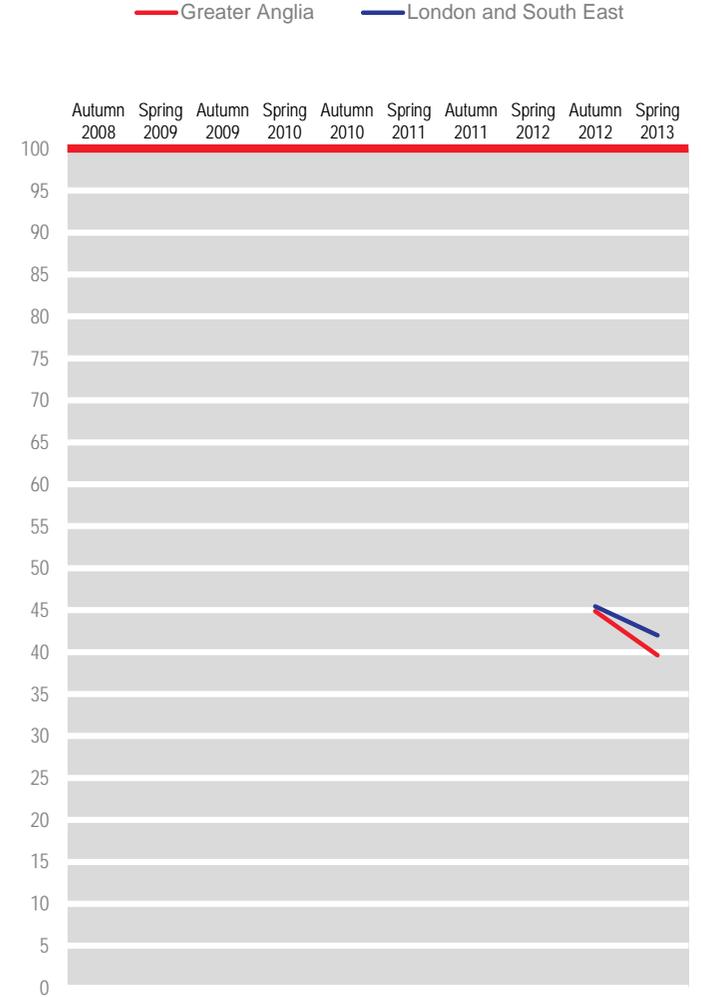
**The provision of shelter facilities**

**(1787)**  
Percentage of passengers satisfied 2008 to 2013



**Availability of seating**

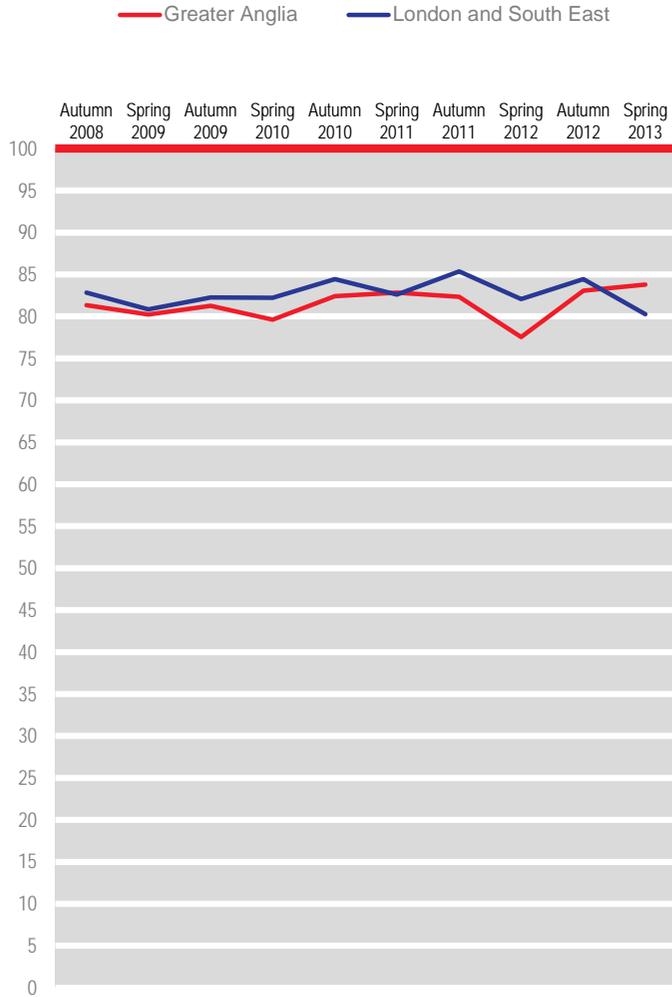
**(1997)**  
Percentage of passengers satisfied 2008 to 2013



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

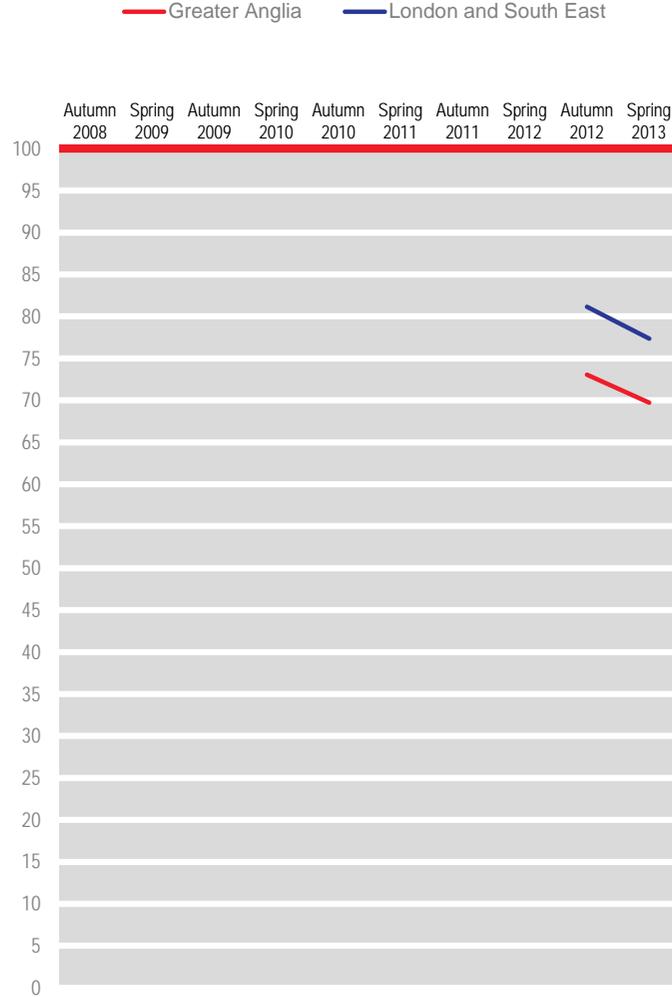
**How request to station staff was handled**

**(304)**  
Percentage of passengers satisfied 2008 to 2013



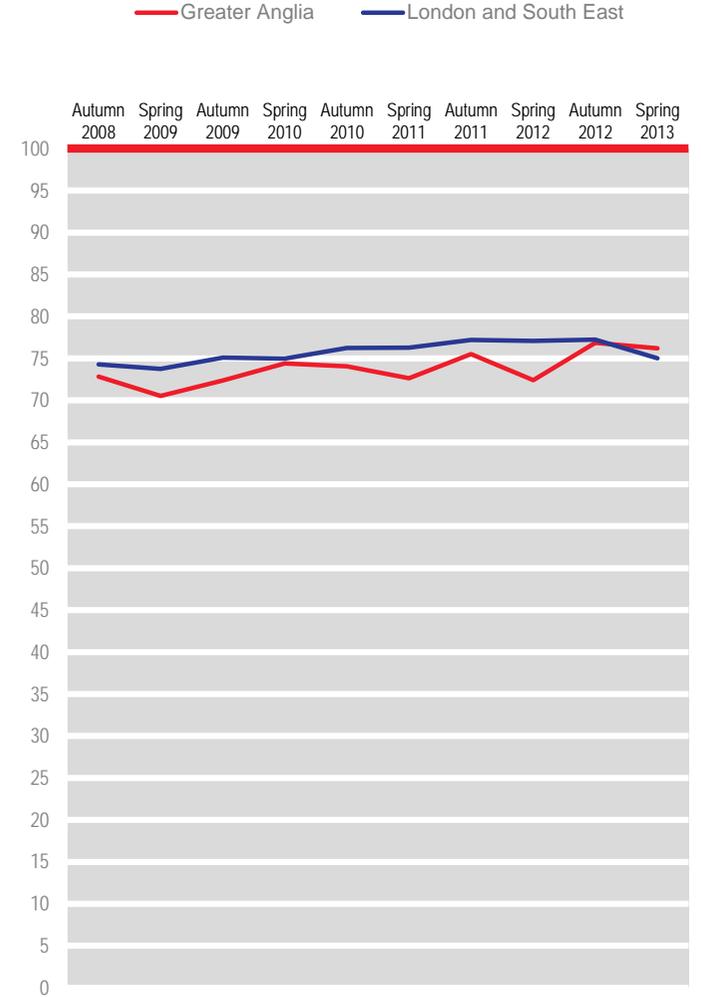
**Overall satisfaction with the train**

**(2224)**  
Percentage of passengers satisfied 2008 to 2013



**The frequency of trains on that route**

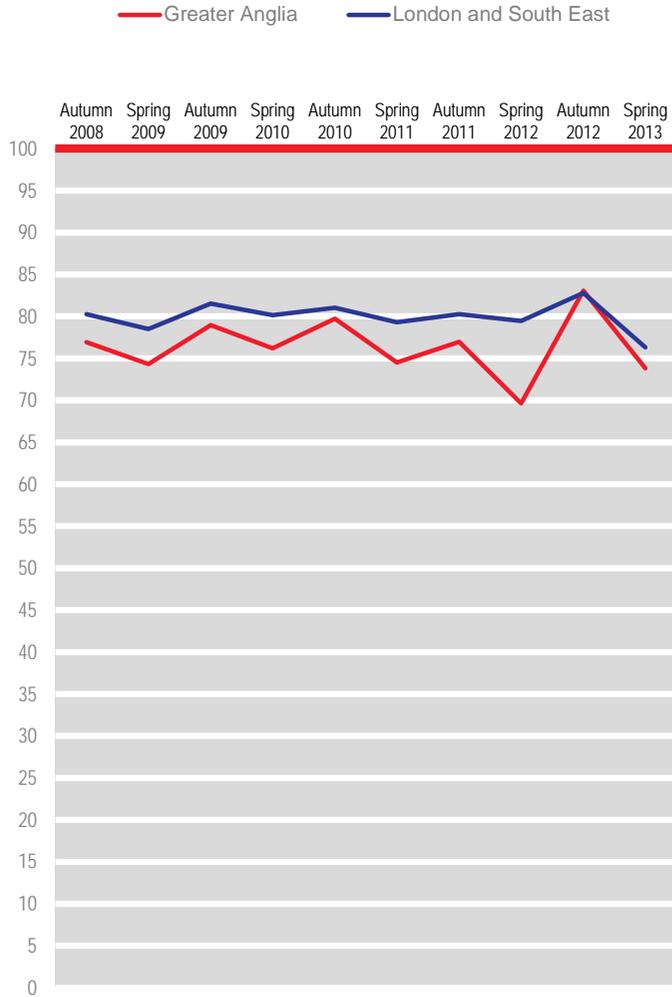
**(2197)**  
Percentage of passengers satisfied 2008 to 2013



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

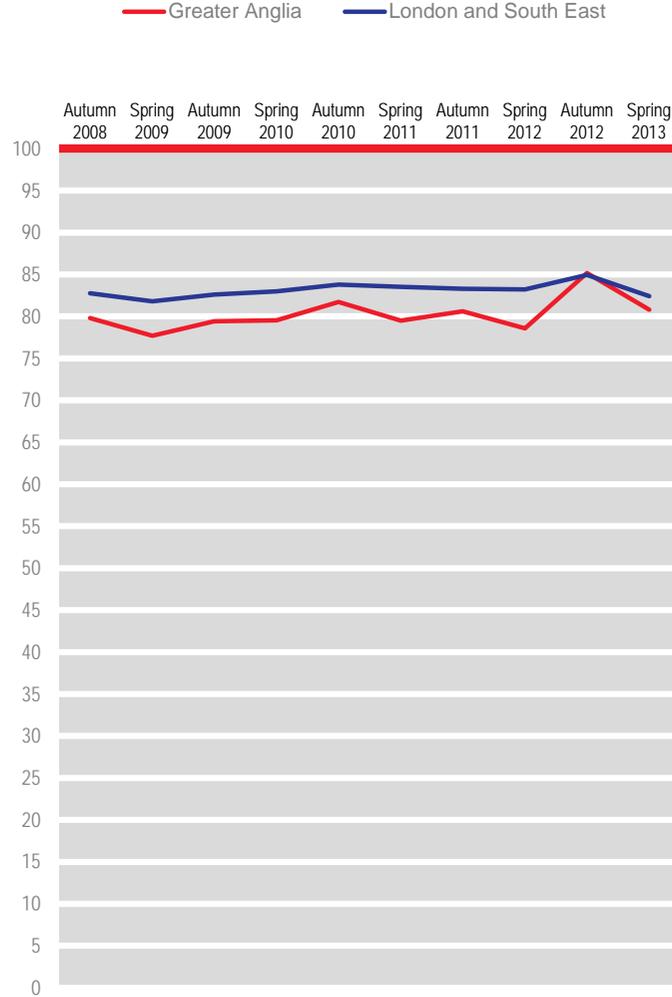
**Punctuality/reliability (i.e. train arriving/departing on time)**

(2173)  
Percentage of passengers satisfied 2008 to 2013



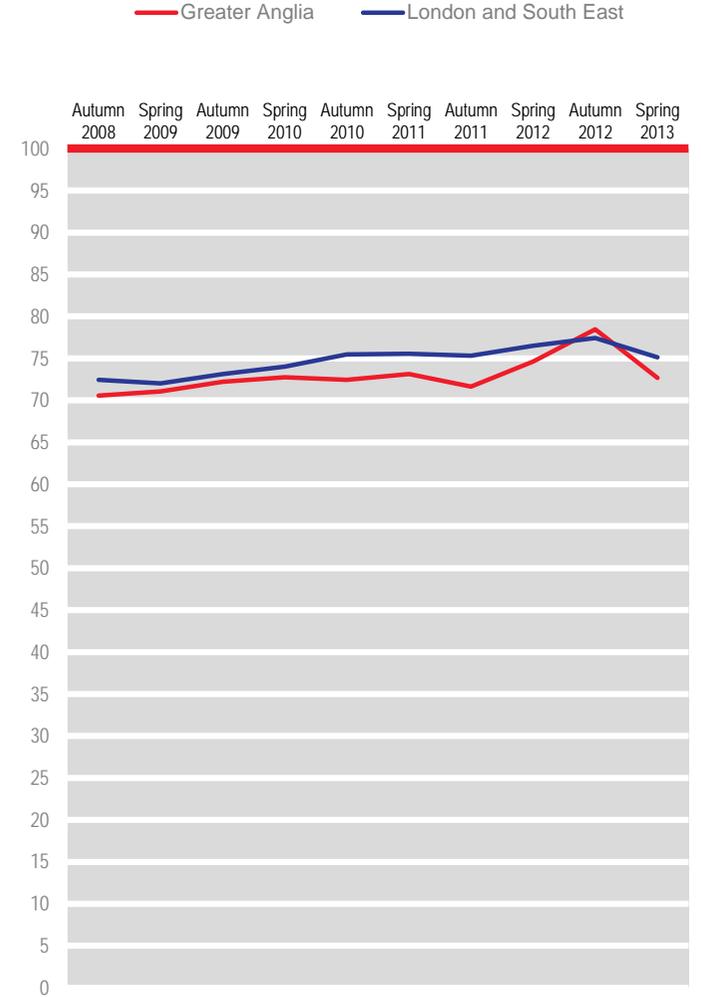
**The length of time the journey was scheduled to take (speed)**

(2144)  
Percentage of passengers satisfied 2008 to 2013



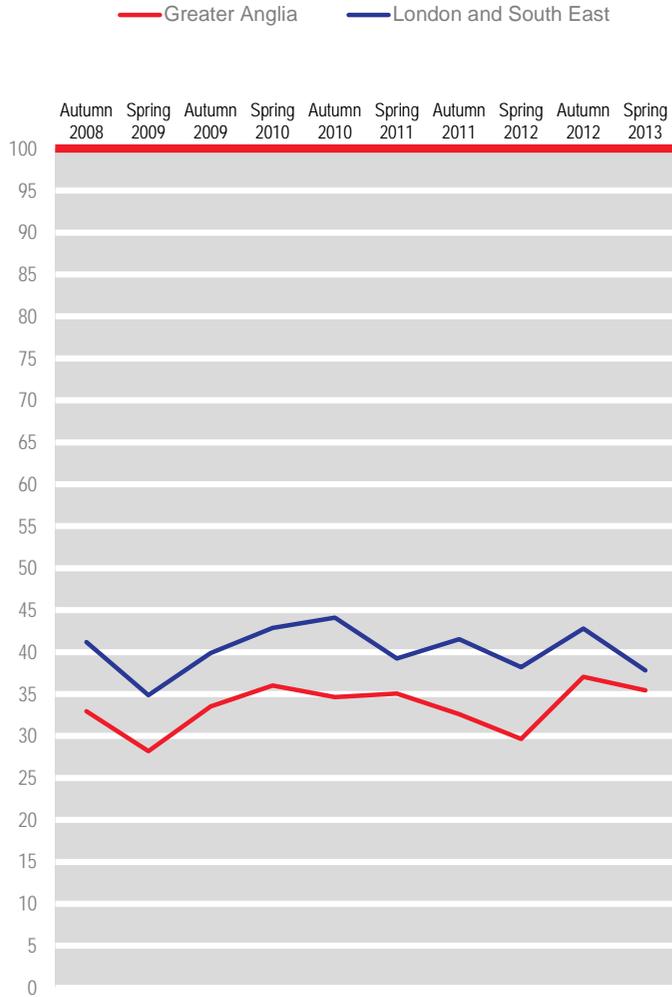
**Connections with other train services**

(1291)  
Percentage of passengers satisfied 2008 to 2013

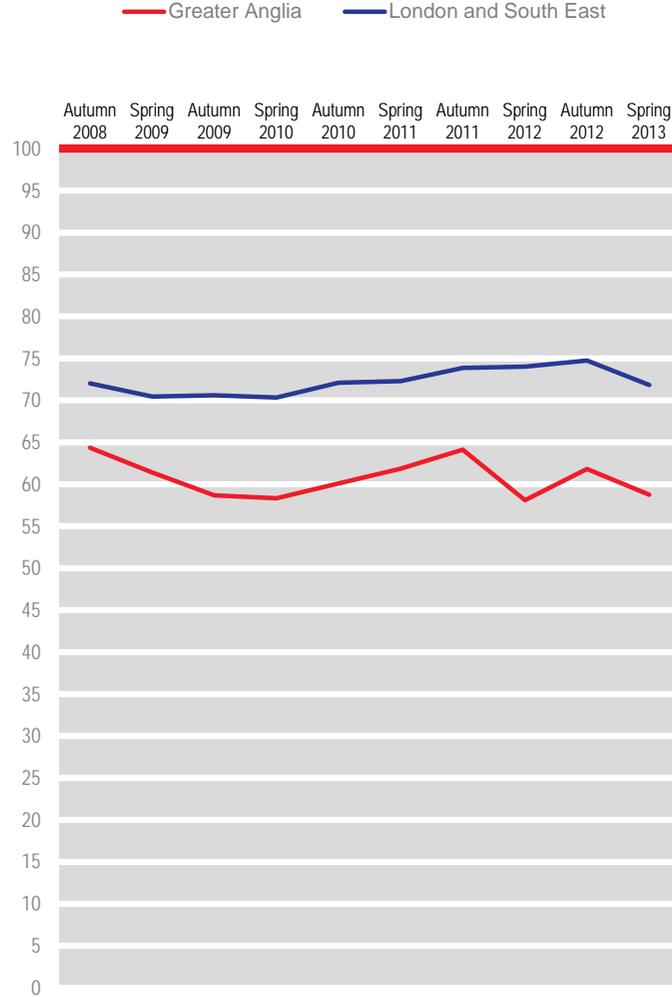


N.B. Benchmarks and targets are only shown for applicable factors

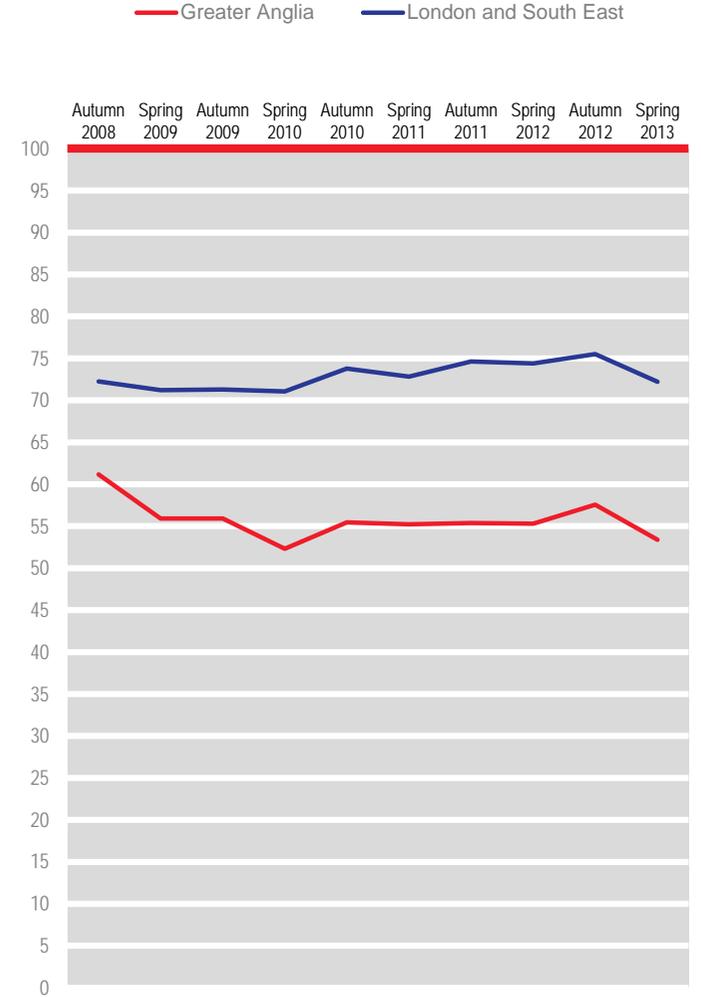
**The value for money for the price of your ticket (2079)**  
Percentage of passengers satisfied 2008 to 2013



**Cleanliness of the train (2217)**  
Percentage of passengers satisfied 2008 to 2013



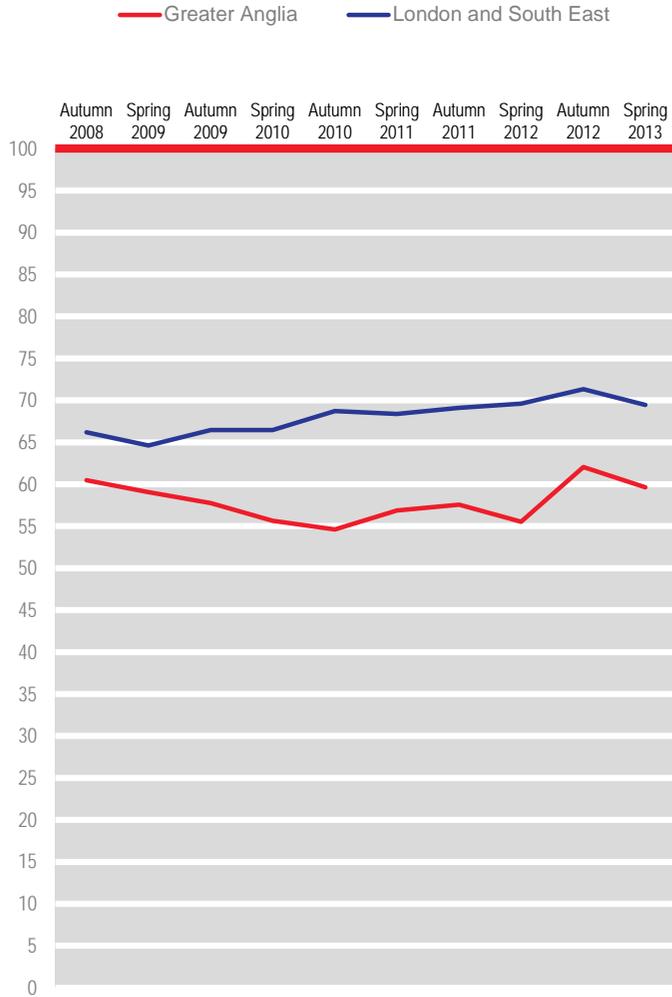
**Upkeep and repair of the train (2165)**  
Percentage of passengers satisfied 2008 to 2013



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

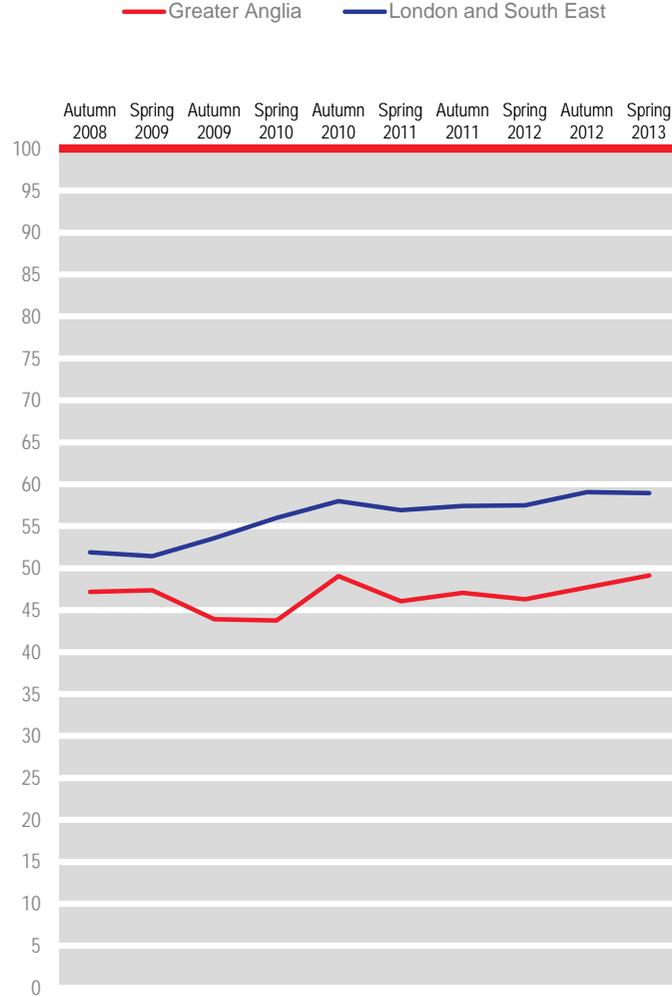
**The provision of information during the journey**

(2011)  
Percentage of passengers satisfied 2008 to 2013



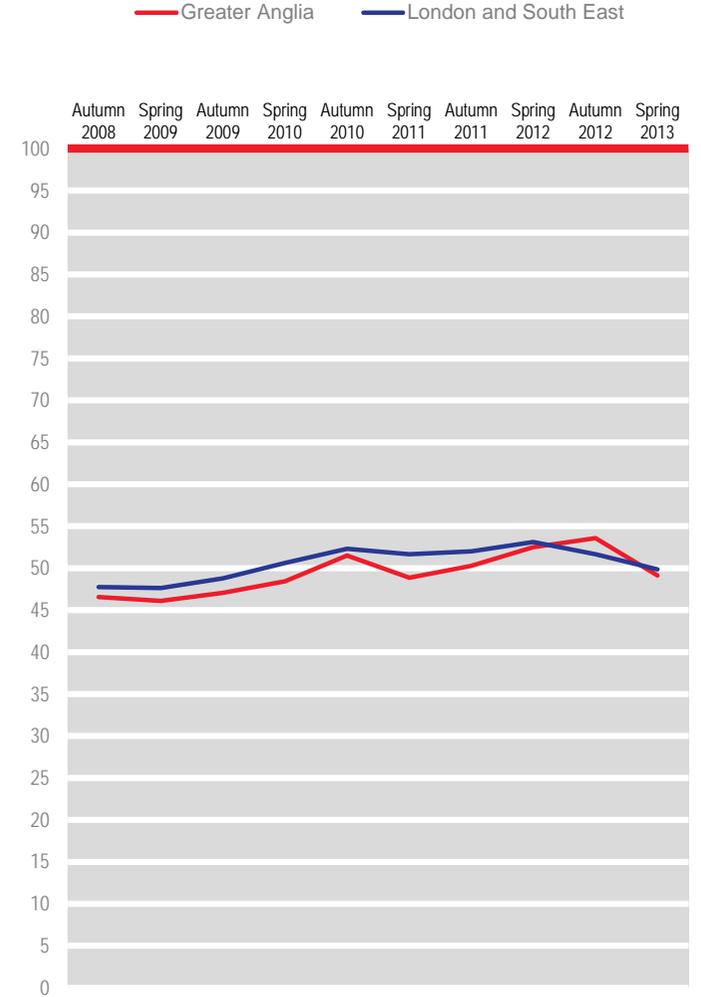
**The helpfulness and attitude of staff on train**

(1060)  
Percentage of passengers satisfied 2008 to 2013



**The space for luggage**

(1695)  
Percentage of passengers satisfied 2008 to 2013

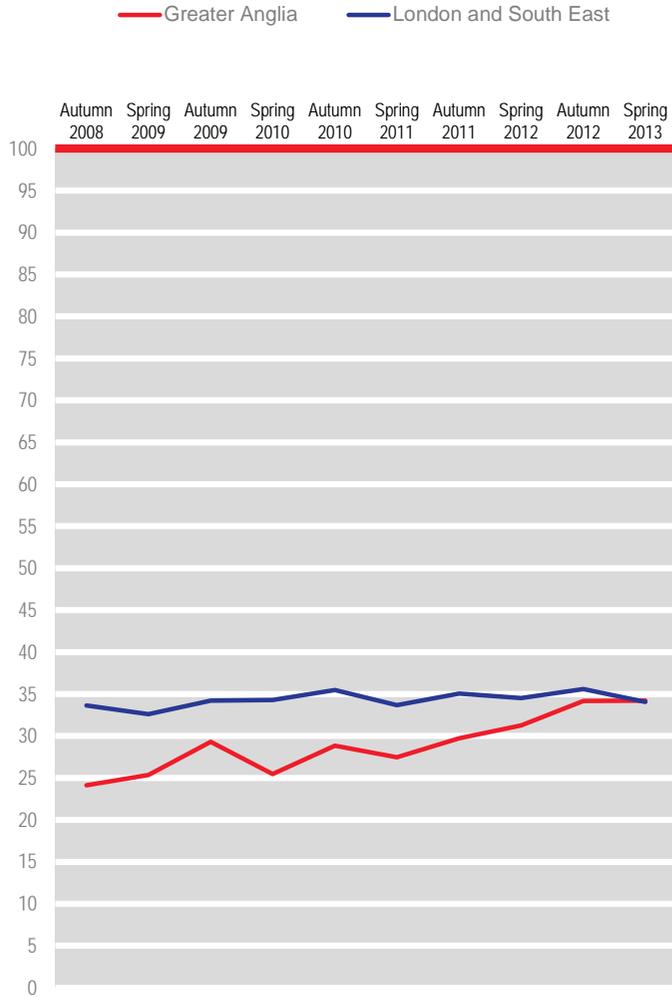


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(1004)

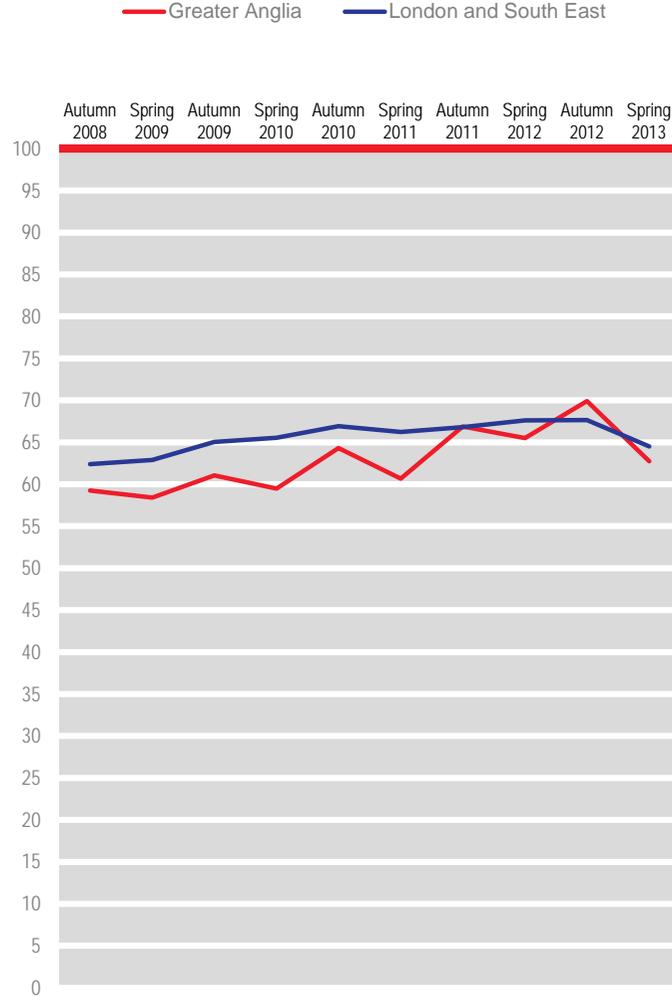
Percentage of passengers satisfied 2008 to 2013



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

(2150)

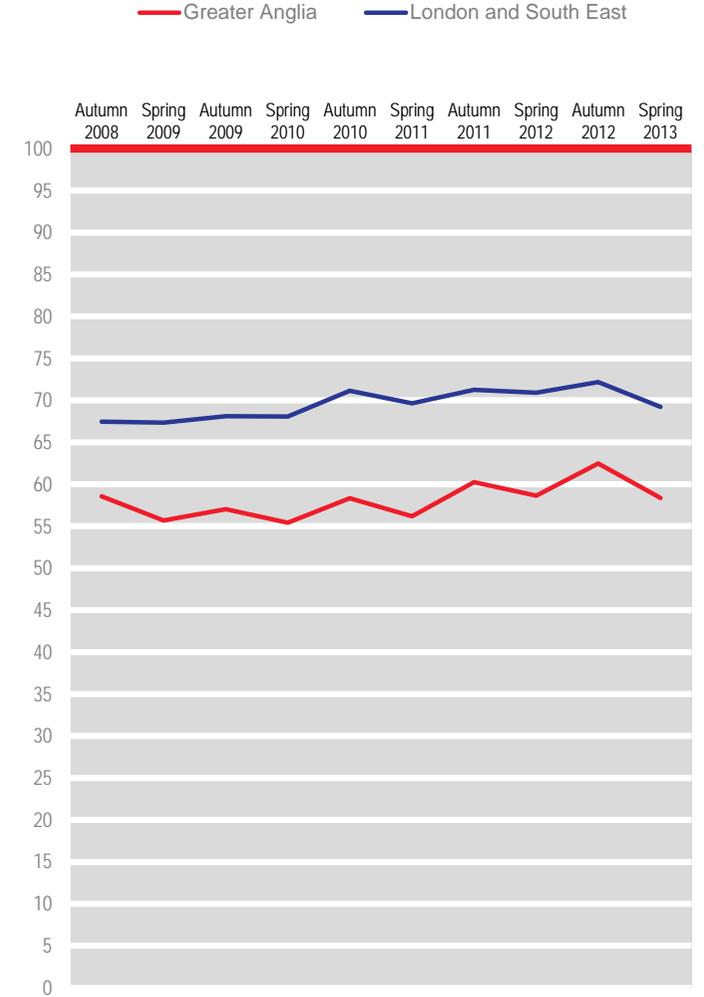
Percentage of passengers satisfied 2008 to 2013



**The comfort of the seating area**

(2176)

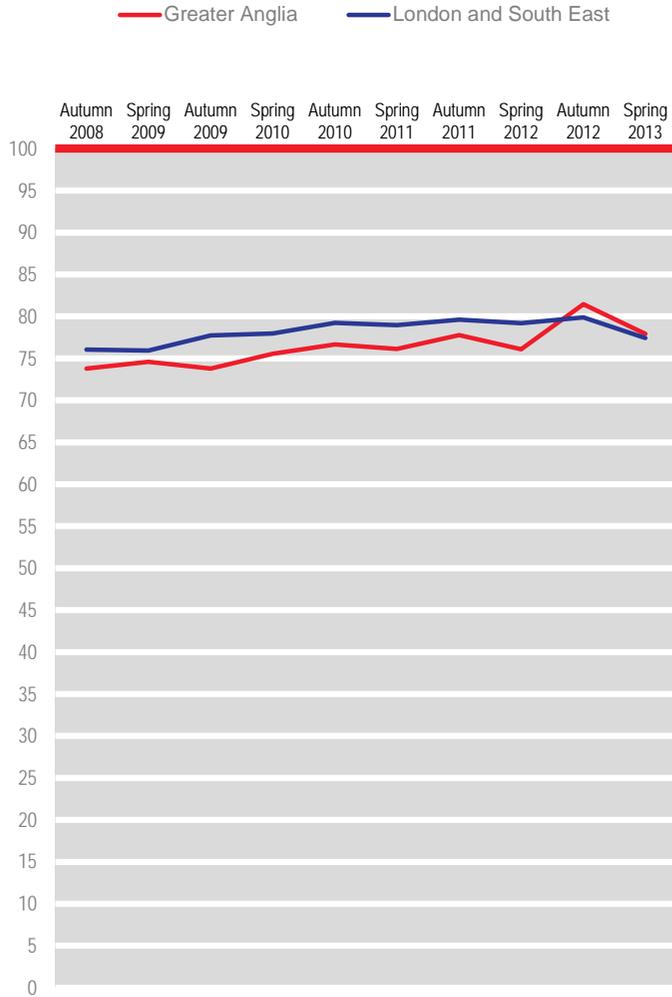
Percentage of passengers satisfied 2008 to 2013



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

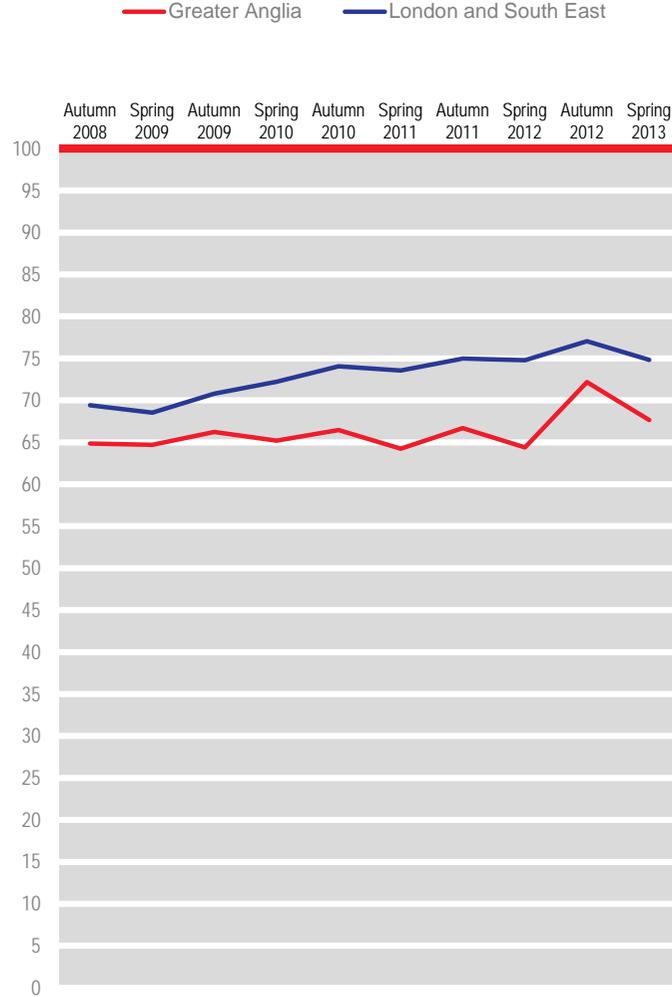
**The ease of being able to get on and off the train**

**(2192)**  
Percentage of passengers satisfied 2008 to 2013



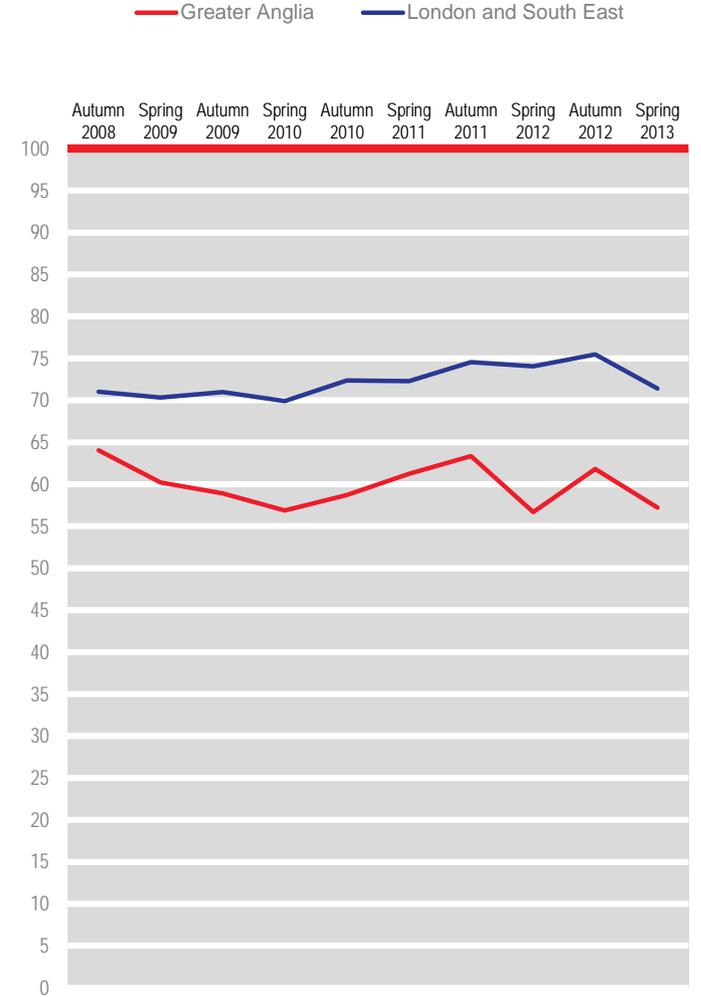
**Your personal security whilst on board**

**(2063)**  
Percentage of passengers satisfied 2008 to 2013



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

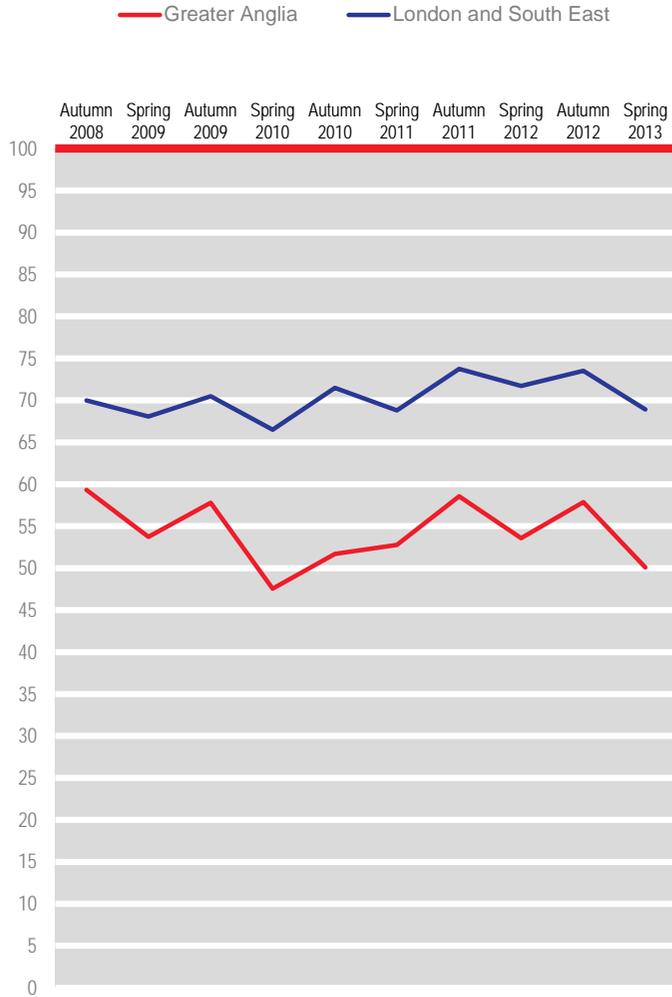
**(2207)**  
Percentage of passengers satisfied 2008 to 2013



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

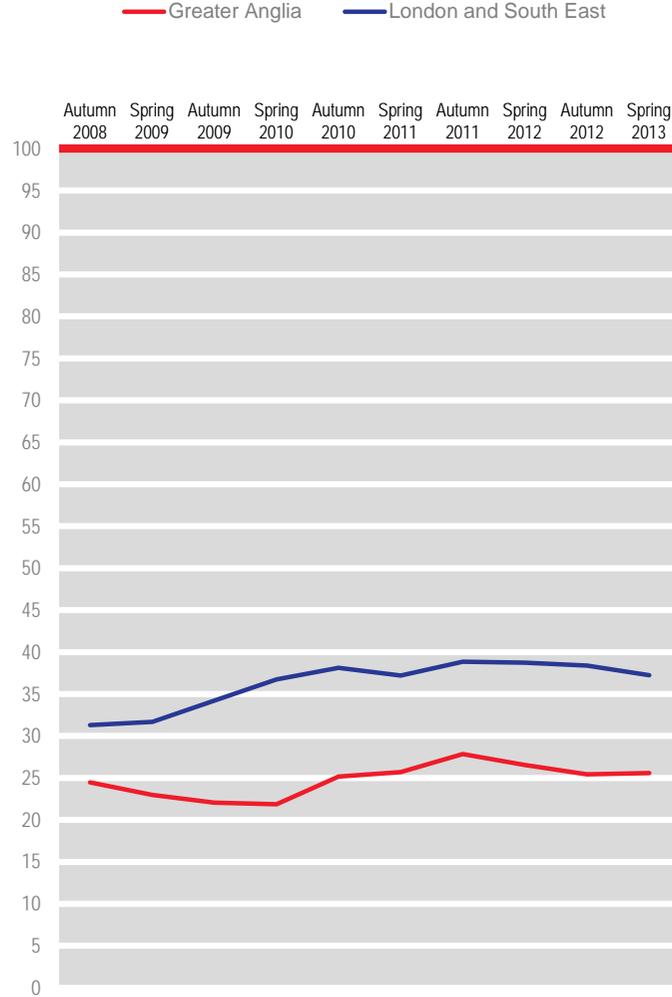
**The cleanliness of the outside of the train**

**(1872)**  
Percentage of passengers satisfied 2008 to 2013



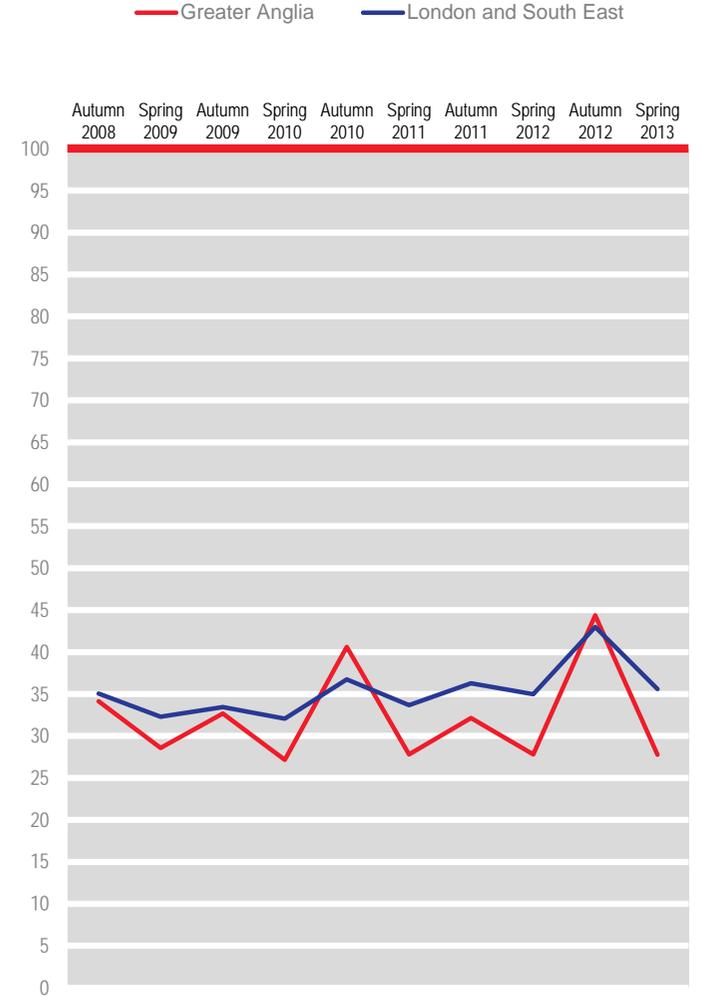
**The availability of staff on the train**

**(1494)**  
Percentage of passengers satisfied 2008 to 2013



**How well train company dealt with delay**

**(377)**  
Percentage of passengers satisfied 2008 to 2013



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

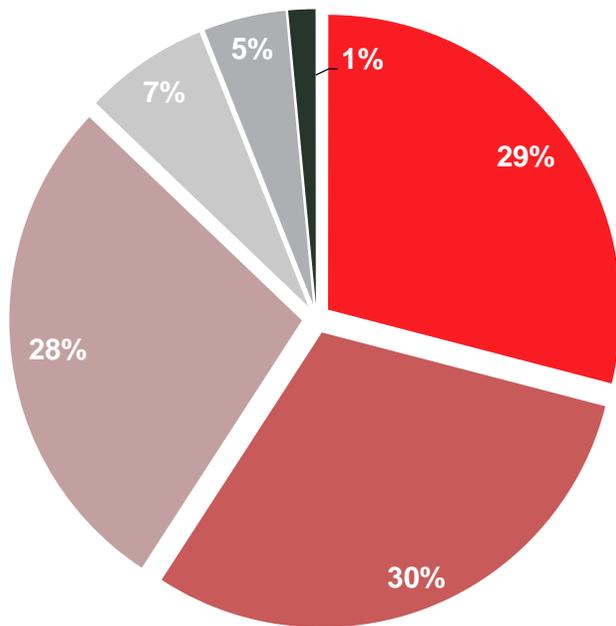
## Managed versus non-managed stations for Greater Anglia

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	70	-	87
Ticket buying facilities	71	-	80
Provision of information about train times/platforms	73	-	87
The upkeep/repair of the station buildings/platforms	63	-	81
Cleanliness	68	-	77
The facilities and services	50	-	71
The attitudes and helpfulness of the staff	71	+	57
Connections with other forms of public transport	72	-	93
Facilities for car parking	52	+	25
Overall environment	59	-	78
Your personal security whilst using	63	-	70
The availability of staff	57		58
The provision of shelter facilities	56	-	71
Availability of seating	45	+	25
How request to station staff was handled	86		78

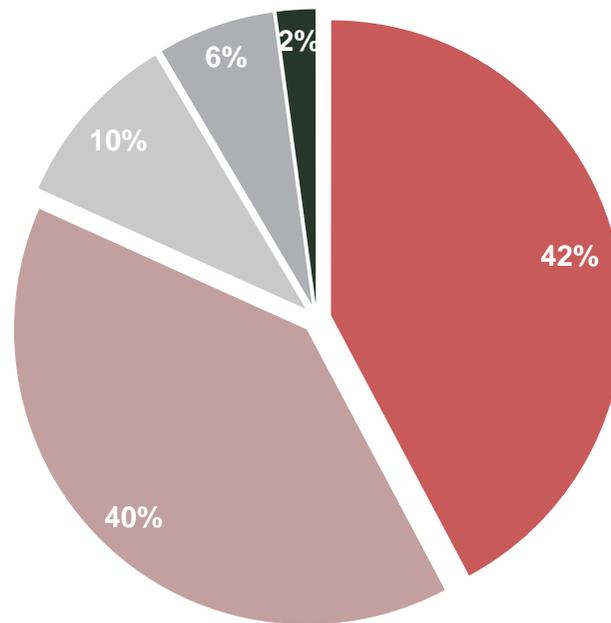
## Managed versus non-managed stations for Greater Anglia

(% Passengers Journeys originating from each type of station)

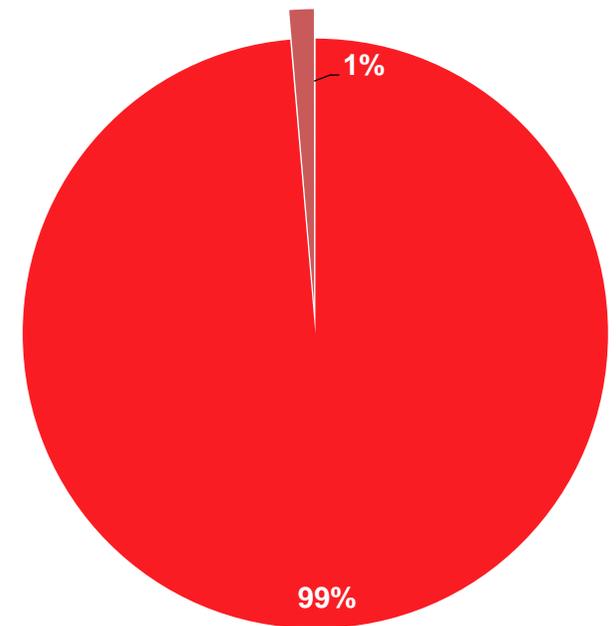
Overall Total



Stations managed by TOC



Stations not managed by TOC



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

## Peak/off-peak satisfaction scores for Greater Anglia

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction	68		63	79		76
Overall satisfaction with the station	78	+	70	74		72
Ticket buying facilities	70		67	74		70
Provision of information about train times/platforms	78		72	77		74
The upkeep/repair of the station buildings/platforms	71		65	68		66
Cleanliness	71	+	63	71		69
The facilities and services	61	+	48	55		50
The attitudes and helpfulness of the staff	57		51	70		70
Connections with other forms of public transport	81	+	72	78		77
Facilities for car parking	51	+	38	49		51
Overall environment	69	+	61	64		63
Your personal security whilst using	64		57	65		66
The availability of staff	58	+	46	57		56
The provision of shelter facilities <sup>1</sup>	68		-	56		-
Availability of seating <sup>1</sup>	28		-	43		-
How request to station staff was handled	80		51	85		82

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

## Peak/off-peak satisfaction scores for Greater Anglia

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction with the train <sup>1</sup>	63		-	72		-
The frequency of the trains on that route	74	+	64	77		75
Punctuality/reliability (i.e. the train arriving/departing on time)	65		58	76		73
The length of time the journey was scheduled to take (speed)	69		65	84		83
Connections with other train services	64		62	75		78
The value for money for the price of your ticket	18		14	40	+	35
Cleanliness of the train	58		54	59		60
Upkeep and repair of the train	51		51	54		57
The provision of information during the journey	52		51	62	+	57
The helpfulness and attitude of staff on train	38		38	53		49
The space for luggage	42		39	51	-	57
The toilet facilities	26		19	37		36
Sufficient room for all passengers to sit/stand	37		36	70	-	76
The comfort of the seating area	42		42	63		64
The ease of being able to get on and off	68		64	81		80
Your personal security on board	65	+	53	68		68
The cleanliness of the inside	55		51	58		58
The cleanliness of the outside	50		47	50	-	56
The availability of staff	16		16	29		30
How well train company deals with delays	17		16	32		34

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

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction	71		72	83	-	84
Overall satisfaction with the station	75	+	72	75		76
Ticket buying facilities	69		66	74		73
Provision of information about train times/platforms	78		76	80		81
The upkeep/repair of the station buildings/platforms	67	+	62	67		66
Cleanliness	71	+	66	72	+	71
The facilities and services	57	+	46	52	+	49
The attitudes and helpfulness of the staff	65		62	70		71
Connections with other forms of public transport	78	+	70	74		75
Facilities for car parking	48	+	42	47		48
Overall environment	68	+	62	64	-	66
Your personal security whilst using	68	+	60	67		68
The availability of staff	57	+	52	58		59
The provision of shelter facilities <sup>1</sup>	60		-	61		-
Availability of seating <sup>1</sup>	30		-	45		-
How request to station staff was handled	77		74	81		83

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

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction with the train <sup>1</sup>	68		-	80		-
The frequency of the trains on that route	72		72	76	-	78
Punctuality/reliability (i.e. the train arriving/departing on time)	69		70	78	-	82
The length of time the journey was scheduled to take (speed)	74		73	85		86
Connections with other train services	69		71	76		78
The value for money for the price of your ticket	22		20	42		43
Cleanliness of the train	67		66	73	-	76
Upkeep and repair of the train	66		64	74	-	77
The provision of information during the journey	63		60	71		72
The helpfulness and attitude of staff on train	51	+	45	61		60
The space for luggage	41		40	52	-	56
The toilet facilities	29		24	36		37
Sufficient room for all passengers to sit/stand	41		39	71	-	75
The comfort of the seating area	55		54	73	-	75
The ease of being able to get on and off	68		68	80	-	82
Your personal security on board	70	+	67	76		77
The cleanliness of the inside	67		66	73	-	76
The cleanliness of the outside	62		62	71	-	74
The availability of staff	27		25	40	-	42
How well train company deals with delays	32	+	23	37		39

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

## Weighted sample profile for Greater Anglia

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	47	48	None	77	75
Female	50	50	Minor	17	19
Not stated	2	3	Major	4	4
			Not stated	1	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	9	11	Yes	73	73
26-34	13	16	No	27	27
35-44	19	19			
45-54	26	25			
55-59	12	10	<b>TIME OF TRAVEL</b>		
60-64	10	8	Peak	21	25
65+	9	8	Off-peak	79	75
Not stated	2	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	54	60	Yes asked for help	8	8
Business	18	17	Yes asked for information	7	8
Leisure	28	23	Could not find anyone to ask	3	3
			No	82	80
			Not stated	2	2

## Weighted sample profile for London and South East

	Spring 2013 %	Spring 2012 %		Spring 2013 %	Spring 2012 %
<b>SEX</b>			<b>DELAYS</b>		
Male	44	45	None	76	80
Female	53	52	Minor	19	16
Not stated	2	3	Major	3	3
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	10	11	Yes	70	70
26-34	17	17	No	30	30
35-44	20	20			
45-54	24	22			
55-59	10	9	<b>TIME OF TRAVEL</b>		
60-64	8	9	Peak	21	19
65+	10	10	Off-peak	79	81
Not stated	2	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	52	53	Yes asked for help	7	8
Business	15	15	Yes asked for information	6	7
Leisure	33	33	Could not find anyone to ask	3	3
			No	83	81
			Not stated	2	2

## Station sample sizes for Greater Anglia

Station	Unweighted	Station	Unweighted
London Liverpool Street	835	Edmonton Green	12
Chelmsford	116	Clapton	12
Ipswich	110	Audley End	11
Norwich	103	Seven Kings	11
Stratford (London)	102	Braintree Freeport	10
Colchester	61	Seven Sisters	10
Manningtree	59	Rayleigh	9
Cambridge	58	Forest Gate	9
Shenfield	55	Peterborough	8
Romford	55	Highams Park	8
Tottenham Hale	55	Marks Tey	8
Witham (Essex)	51	Felixstowe	7
Stansted Airport	46	Great Yarmouth	6
Diss	34	White Hart Lane	6
Stowmarket	30	Rectory Road	6
Harlow Town	29	Ponders End	6
Ilford	28	Ely	2
Wickford	27		
Broxbourne	25		
Harold Wood	23		
Bishops Stortford	22		
Stansted Mountfitchett	20		
Billericay	20		
Bury St Edmunds	19		
Cheshunt	19		
Goodmayes	17		
Melton (Suffolk)	17		
Chadwell Heath	17		
Enfield Town	15		
Gidea Park	15		
Lowestoft	15		
Southend Victoria	14		
Walthamstow Central	14		

## Weighted sample composition for all train companies

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

\* Sample size excludes non-franchised Train Operating Companies

## Unweighted sample composition for all train companies

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

\* Sample size excludes non-franchised Train Operating Companies

## The following are reports produced each wave:

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

## Sector definitions

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

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

## How are routes defined

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

### **Arriva Trains Wales: North Wales**

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

### **Arriva Trains Wales: South Wales**

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

### **Arriva Trains Wales: Valley**

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

### **c2c:**

All journeys on c2c

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

### **CrossCountry: Birmingham - North East and Scotland**

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

### **East Coast: London - Yorkshire**

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

### **East Coast: London - Scotland - North East**

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

### **East Coast: London - East Midlands/East of England**

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

### **East Coast: Non-London journeys**

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

### **East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

### **East Midlands Trains: Local**

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

### **East Midlands Trains: London**

Journeys on the London - Sheffield route

### **First Capital Connect: Great Northern**

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

### **First Capital Connect: Thameslink Loop**

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

### **First Capital Connect: North**

Journeys starting from stations on the route between Farringdon and Bedford

### **First Capital Connect: South**

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

### **First Great Western: Long distance**

Journeys on long distance services

### **First Great Western: London Thames Valley**

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

### **First Great Western: West**

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

### **First TransPennine Express: North**

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

### **First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Greater Anglia: Intercity**

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

**Greater Anglia: Main line**

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

**Greater Anglia: Metro**

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

**Greater Anglia: Rural**

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

**Greater Anglia: Stansted**

Journeys on Stansted Express, not including Stansted Airport stopping trains

**Greater Anglia: West Anglia**

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

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Highbury – Croydon/Clapham**

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

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

**London Overground: Richmond/Clapham Junction – Stratford**

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

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

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

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

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

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

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

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

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

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin Trains: Birmingham – Scotland**

Journeys on Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services

**Virgin Trains: London – Wolverhampton**

Journeys on London – Wolverhampton services

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