

National Rail Passenger Survey

Detailed Technical Survey Overview

Autumn 2013
(Wave 29)



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1. Background

Passenger Focus (and before it OPRAF and the Strategic Rail Authority) set up the National Passenger Survey (now changed to the National Rail Passenger Survey, NRPS) in 1999. The aim of the NRPS was to provide customer views on rail company performance on a consistent basis, so that comparisons could be made between the various companies. Over time, data from the NRPS has been built into the franchising contracts with train companies, making the results an important commercial dimension of running a Train Operating Company (TOC). Given this, the sample design, fieldwork standards and accuracy of assigning journeys to specific TOCs are of the greatest importance. In addition, large enough sample sizes are required for each TOC to ensure that performance changes can be seen in the marketplace.

The first NRPS was run in Autumn 1999 and it has been run twice a year since then. The first seven waves were undertaken by The Oxford Research Agency, until the contract was offered at competitive tender in Autumn 2002. In December 2002, Continental Research (now merged to become BDRC Continental) was appointed to run the survey from Spring 2003 until Spring 2007, and was re-appointed to run the survey for a further four years from Autumn 2007, and again in 2011 for a further 3-4 year contract.

The questionnaire is fairly consistent from one wave to another, with some questions included in just Spring or Autumn waves to limit length. Questionnaire comprehension and completeness is tested periodically via qualitative research, the last such check being in late 2011. This check produced a number of helpful suggestions regarding layout and style and identified a number of small modifications that could be made to the measurement of station and train performance that are covered in NRPS. This document outlines the methodology used in the Autumn 2013 survey, the twenty-second undertaken by BDRC Continental and wave 29 in the overall series. The aim of this document is to provide information on all key aspects of methodology, including all area definitions used to generate analyses.

2. Sample design

2.1 Overview

NRPS uses a two stage cluster sample design for each Train Operating Company (TOC). The first stage sampling unit is a train station, and questionnaires are distributed to passengers departing from that station on a particular day during a specified time period.

Stations are selected for each TOC using a PPS (probability proportionate to size) basis, using the estimated number of passengers departing from that station annually as the size measure. As such larger stations may be selected several times. Days of the week and times of day are then assigned to each selected station, using profiles for different types of station. Sampling points are then assigned to weeks at random during the survey period.

A completely new sampling plan is generated every two years, utilising data on passenger volumes provided by ORR and on journey profiles as supplied by the TOCs. The last time a completely new sample was generated was for the Autumn 2012 wave, using:

- ORR data on station entries and interchanges
- LENNON data on the number of journeys allocated to each TOC
- RailPlanner data on the number of services run by each TOC from each station

These datasets are amalgamated to generate estimates of the number of passengers each TOC attracts from each station it calls at, and this is used as the basis for the sample design. A description of how these three sources of information are used to generate estimates for passenger volumes by TOC at each station, is given in Appendix G.

2.2 Detailed sampling plan

The key principles of the sample design are as follows:

- The railway network is divided into building blocks for each of the current Train Operating Companies. The rationale for this approach is to enable existing, planned and also previous franchises to be measured by combining data from relevant building blocks – and increasingly to allow TOCs to align NRPS results to business units monitored for other, mainly operational and financial metrics. This allows TOCs to compare, for example, actual punctuality measured by PPM with perceived punctuality measured by passengers, for each of these individual business units

- There are now 80 building blocks which are the principal sampling units for the survey. The only TOCs which do not have building blocks are c2c (a fairly simple route structure) and most of the non-franchised (open access) TOCs covered in the survey (in Autumn 2013 these were Grand Central, Heathrow Express, Heathrow Connect and First Hull Trains – although Grand Central does have two building blocks)
- Some of the building blocks are station based, some route based. For the station based blocks, the number of journeys for each station originally calculated for the TOC are assigned to that station in its building block. For route based building blocks, some stations appear in more than one building block. In these situations, passenger volumes are split between building blocks
- Stations are then selected probability proportional to this derived passenger volume figure for each building block. This means that the larger stations will be selected several times and very small stations will have a low probability of selection. When the sampling plan is updated, the small stations selected may therefore vary significantly from the previous plan, whereas the sample of larger stations will tend to be quite consistent
- The sampling plan is completely updated every 2-3 years, with small modifications made to the existing plan in intervening periods. The Autumn 2012 wave of NRPS was the first in the current cycle using a new sampling plan, and a new plan will be used from Autumn 2014.

2.3 Assigning days of week and times of day to selected stations

A day of week is then assigned at random to each shift, in proportion to the day of week profile provided by the TOCs

- All shifts are allocated a three hour duration
- A time of day is then initially assigned, with probability proportional to passenger volumes. The day of week profiles are determined separately for city centre and other stations and separately for weekdays and weekends. The table below shows the time of day distributions that were initially used for this assignment

**Time of day profile of passenger journeys
(derived from Wave 9 NRPS data)**

city centres	%	%	%
Time band	Weekday	Weekend	Total
06:00 – 10:00	8.02	0.33	8.35
10:01 – 13:00	19.48	15.88	35.36
13:01 – 16:00	22.01	5.91	27.91
16:01 – 19:00	25.32	0.37	25.69
19:01 – 22:00	2.52	0.16	2.68
Total	77.35	22.65	100.00

other stations			
Time band	Weekday	Weekend	Total
06:00 – 10:00	48.73	0.51	49.24
10:01 – 13:00	27.93	10.78	38.70
13:01 – 16:00	5.98	0.79	6.77
16:01 – 19:00	4.99	0.04	5.03
19:01 – 22:00	0.26	0.00	0.26
Total	87.88	12.12	100.00

In the Roberts-Miller Review of NRPS undertaken in 2005/6, it was recommended that the time of day profiles were amended to more equalise the number of outward and return journeys. Ever since NRPS started in 1999, a pattern of over representation of outward trips had been observed and initially the profile was around two thirds of reported journeys being outward journeys.

In Wave 9, a number of shifts starting at 7 pm were introduced, as previously all shifts had been completed by that time. As shown in the table below, this made an impact into rebalancing outward and return journeys, reducing the former by around 4% and boosting return journeys.

	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16
Outward	67	66	68	64	63	63	62	64	64	64	64
Return	28	28	29	33	34	34	34	32	33	33	33
One way trip only	4	5	2	3	3	3	3	3	3	3	3
Don't know	1	1	1	1	1	1	1	1	0	0	1

The consultant's recommendation was to move more shifts from morning to evening peak to improve this rebalancing and this was recommended in our 2007 retendering document, with a suggestion to switch 100 shifts from the morning peak to the evening peak period

This change was incorporated into the allocation of shifts to time of day for Wave 17 (Autumn 2007), with approximately 100 shifts moved from the original morning peak time generated by the above procedure to an evening peak time. The result has rebalanced outward and return journeys more, as shown by the table below, with outward journeys in Waves 17 onwards now representing 52-56% rather than the 62-64% in earlier waves. In Wave 27 (the Autumn 2012 wave) a further re-alignment took place to move the outward/return ratio nearer to 50:50). This was partially successful, but was fine-tuned a little further in waves 28 and 29, as shown in the table below.

	w18	w19	w20	w21	w22	w23	w24	w25	w26	w27	W28	W29
Outward	53	54	54	54	54	53	56	55	54	45	46	49
Return	44	42	41	42	42	43	41	41	42	51	49	47
One way trip only	3	3	4	3	3	3	3	3	3	3	4	3
Don't know/no answer	0	1	1	1	1	1	1	1	1	1	1	1

The wave 30 (Spring 2014) sample plan will therefore use the same number of shifts in the mornings and afternoons, as in waves 28 and 29.

2.4 Sample size

Each TOC has a target sample size. Initially, this was set at 500 for each TOC. However, the sample size for all London and South East TOCs was raised to 1,000, to allow separate analysis of peak and off-peak journeys. The complex route structure for Greater Anglia, South Eastern, Southern and South West Trains led to the sample sizes for each of these franchises being increased to 1,500. All long distance services (GNER/East Coast, First Great Western, Midland Mainline, Virgin West Coast, Virgin CrossCountry and TransPennine Express) were increased to 1,000 sample size in 2001.

The ScotRail sample size was increased to 1,000 due to its complexity, whilst Island Line was reduced to 250 and then 100 due to its simplicity. The sample sizes for Heathrow Express, Heathrow Connect, First Hull Trains and Grand Central are 500 each, reflecting a fairly simple operating structure for these open-access TOCs. Sample sizes for Arriva Trains Wales, First TransPennine Express and Northern Rail were set at 750, 1,000 and 1,000 respectively, reflecting the relative complexity of the routes making up these franchises.

Sample sizes for First Great Western, Greater Anglia, First Capital Connect and South West Trains were set at the sum of the sample sizes of their constituent parts (2,750, 2,000, 1,500 and 1,750 respectively) to enable TOC reports for each part of the new franchise to be produced and compared with earlier waves. For example, this was done for original FGW, FGWL, Wessex, Thameslink and WAGN. The sample size for Southern was increased to 2,000 when it absorbed Gatwick Express.

In the Autumn 2011 wave, sample sizes for Arriva Trains Wales and London Overground were increased from 750 to 1,000, to compensate for the increased clustering present with the distribution of questionnaires for these TOCs changing from at-station to on-train (see section 2.7).



2.5 Virtual TOCs

As well as providing data for existing TOCs, NRPS also provides data for a number of “virtual” TOCs. For the Autumn 2013 Wave, these “virtual” TOCs were:

- The three constituent parts of Southern – Sussex Coast, Metro services and Gatwick Express (excluding the extended Gatwick Express service to Brighton which is included in Sussex Coast)
- The three constituent parts of FGW – Long distance, Thames Valley and West
- A number of original TOCs which are now building blocks within larger franchises including Island Line, WAGN and Thameslink
- A combination of Southern and First Capital Connect, looking ahead to the proposed TSGN franchise
- Three new virtual TOCs which come as a result of upcoming changes to the Greater Anglia franchise, including with the introduction of Crossrail:
 - ‘London Overground 2015’, combining existing London Overground services and the West Anglia ‘inners’ which are currently run by Greater Anglia
 - ‘Greater Anglia 2015’, which is the current services run by Greater Anglia excluding the above.

Data is also produced for the six PTE areas in England and Scotland (Centro, West Yorkshire, South Yorkshire, TfGM, Strathclyde and Nexus). Each PTE area except Nexus has a notional target sample of 500 interviews about journeys starting and ending within the PTE area, although no boosts are undertaken to meet these notional targets. The Nexus area is much smaller than the others, and so any journey starting in the Nexus area counts towards the PTE analysis and the target sample size is 250. The TfGM area was redefined in Wave 25 to match that currently being used by TfGM. The definition of which stations fall in each PTE area is at Appendix E. For the first time in Wave 26, PTE data was weighted using the day of week and journey purpose profile produced from aggregating waves 16-25 (following analysis which had shown these weighted profiles to be fairly invariant between waves). This procedure has been continued since.

In wave 29 an additional report, covering the London region, has also been produced. Although not a PTE, this follows similar principles in terms of journeys which are included.

2.6 Weighting

Although the sample is designed to generate the right number of responses from each type of station, differential response rates mean this does not exactly happen in practice. Furthermore, although the sample shifts are allocated to days and times to generate the “right” profile of passengers, weighting is employed to ensure sound estimates that do relate to the TOC as a whole. Finally, the gradual increase in building blocks, often with differential sampling rates, means that weighting is required to correct deliberate sampling imbalances.

An extreme case of this is for South West Trains, where 1500 interviews are conducted on the mainline part of the franchise and 100 on the Island Line. This 15:1 ratio for sampling is then weighted to reflect a 200:1 ratio when weighting to the respective numbers of journeys, meaning that Island Line questionnaires are substantially down-weighted in the results for the overall TOC. Similar considerations apply for other TOCs where building blocks have been used with the consequence that weighted and unweighted sample sizes by building block (and subsequently by station) show increasing divergence.

The questionnaires analysed for each TOC building block are weighted by station size stratum. The data for each TOC is then weighted by:

- weekday/weekend
- journey purpose (Commuter/Business/Leisure),

and grossed up to the estimated number of passenger journeys for that TOC building block. This means that the weighted data for a number of TOCs or building blocks can be simply aggregated (e.g. to generate data for a virtual TOC or a TOC type).

All the data used in this weighting was updated in Summer 2012 in advance of the completely new sample plan generation for the Autumn 2012 wave; the same weighting regime has also been used for Autumn 2013 which was based on the same sample plan. Data from ORR and other sources was used to estimate journeys starting from each station for each TOC, and was sent out by Passenger Focus to each TOC for verification, along with the existing weights for journey purpose and day of week. TOCs updated these figures in some cases (for example the recent introduction of the new stations on the Dalston to Croydon line for London Overground resulted in new weightings by building block, day of week and journey purpose); Appendix E gives the resultant data used in the weighting regime for the main survey in Autumn 2013.

2.7 Questionnaire distribution

The key features of the way questionnaires are distributed are:

- Questionnaires are handed out evenly across a 3-hour interviewing shift, to ensure as wide a spread of passenger types and journeys as possible
- Passengers are given a self-completion questionnaire and a reply paid envelope
- The passenger's name and phone number are taken where permission is granted, for back checking purposes
- For the Spring 2003 wave onwards, the time of giving out the questionnaire was noted as well as the customer's gender and observable age
- Passengers were also asked the purpose of their journey, using the same codes as in the questionnaire itself
- On some shifts, only passengers for a selected TOC are given questionnaires. Apart from on these shifts, questionnaires are given to any passengers about to board a train
- Questionnaires are station specific, with the station name and the TOCs calling at the station pre-printed on the questionnaire (except for the questionnaires distributed on train, where the passenger is asked to tick the station where they boarded the train from a pre-printed list)
- From the Spring 2003 wave onwards, all questionnaires have an 11 digit serial number pre-printed. The first four digits are a station code, the next four a shift code and the final three a sequence number
- This serial number is also printed on the bottom of the front page as a barcode, which is scanned when questionnaires arrive back in the office. This allows us to quickly identify the returns from each shift on a dynamic basis and enables us to quickly identify shifts with low or no returns
- From the Spring 2004 wave onwards, the station name is personalised throughout the questionnaire and all questionnaires are scanned rather than having data punched manually.

All distribution of questionnaires occurs between 06:00 and 22:00, during a three hour shift. The number of questionnaires distributed depends upon the station, day of week and time of day and ranges from 75 at a busy city centre station on a weekday to 15 at a small rural station.

Prior to Wave 17, all interviewing shifts had been at one of the times 06:00-09:00, 07:00-10:00, 10:00-13:00, 13:00-16:00, 16:00-19:00 and 19:00-22:00. In Wave 17, again taking on board one of the recommendations in the NRPS Review, all three hour time periods from 06:00-09:00 to 19:00-22:00 were used. This gives a better spread of journeys across the day and ensures more later evening journeys from 19:00 onwards (as these can now be picked up in shifts commencing 17:00, 18:00 and 19:00 rather than just those commencing at 19:00 as in previous waves).



Some shift times at smaller stations are amended to coincide with train departures e.g. if there are only two or three trains per day.

All shifts for the non-franchised TOCs (Grand Central, Heathrow Connect, Heathrow Express and First Hull Trains) are conducted on trains, as this is the only practical way of ensuring a sufficiently large sample of customers. For the Heathrow TOCs, interviewing on trains between Heathrow and London Paddington also removes the possibility of giving a questionnaire to a passenger making an inter-terminal transit only.

Island Line shifts are also conducted on trains, as the passenger numbers at each station are very low, and in the Autumn 2011 wave, questionnaire distribution was changed from at-station to on-train for two complete TOCs and a small number of building blocks, where on station distribution had been shown to yield low numbers of questionnaires distributed and hence returned. In addition to the non-franchised TOCs and the Island Line, the building blocks now being conducted on train are as follows:

- Arriva Trains Wales (all three building blocks)
- London Overground (all four building blocks)
- Scotrail (rural building block)
- South West Trains (not managed by SWT building block).



2.8 Data verification

Many checks are undertaken on NRPS data, before a questionnaire is allowed to pass through for analysis. Most of these revolve around checking that the journey claimed by the respondent is feasible.

The questionnaire asks the respondent to record where they disembarked from the train they boarded when given the questionnaire (Q1b). The respondent is also asked to list any subsequent stations where they changed trains and their final destination (Q2b/c). There is a need to check that the first leg journey as recorded is feasible and also that the destination of this leg is served by the TOC the respondent claimed to use.

We also code the origin and destination of the train the respondent uses, in addition to where they boarded and left that train. This is appended to the questionnaire data when the journey details are validated on Rail Planner.

When questionnaires are received back from respondents, these initial checks are carried out using the electronic railway timetable, from Rail Planner. The checks that are made are:

- Does a train leave the origin station at the time stated by the respondent?
- If so, is it a service of the TOC defined by the respondent?
- If so, does it call at the station written in at Q1b?
- If so, is this station different from the origin station?
- If so, accept the data. If not, set aside for further investigation
- Does the train terminate at a Central London station and if so, is this before 10:00 on a weekday?

This question is used to define morning peak journeys in the London and South East sector.

The data entry system does not accept any journey that violates any of these tests. Such questionnaires set aside are investigated by the research executive team. (If a stated time is just a minute or two different from a journey which is valid in all other respects (correct TOC, destination called at by train, no other TOC runs a service near this time), then the journey time may be altered and the questionnaire accepted.)

Once the questionnaire has been scanned, a set of reports highlighting potential errors and unusual incidences is produced, which act as final checks that journeys are valid. These reports include identifying any questionnaires where:

- The origin and destination station are not valid for the TOC used
- The origin and destination station are the same
- The origin and destination of the train service itself are not valid for the TOC used



- The origin and destination of the journey are not valid for at least one TOC building block
- The origin and destination of the train are not valid for at least one building block.

From the Autumn 2004 Wave onwards, a question has been added to the questionnaire, to identify if any part of the first leg of the passenger journey was undertaken by replacement bus service, rather than by train. All such journeys are eliminated from the database, so that all journeys monitored by NRPS now include train-only journeys, with no part by replacement bus service. However, the bus replacement journey data is stored and can be analysed outside of the main NRPS database.

Where building blocks are station based, the journey can be assigned to a TOC building block by reference to the TOC and the station where the passenger boarded. Where building blocks are route based, the assignment uses rules based upon the station of boarding and alighting and the origin and destination of the train. If all of these stations can only come from one building block, the assignment is made electronically; if the journey could have been assigned to more than one building block, an exception report is prepared as a prelude to manual assignment of the journey to a building block. The assignment of such journeys to building blocks is then made in conjunction with Passenger Focus.



2.9 Response rates

In the main Autumn 2013 survey (Wave 29)

- 101,922 questionnaires were distributed to fieldworkers for the main NRPS survey (covering both franchised and non-franchised TOCs)
- 94,357 questionnaires were handed out to passengers (a hand out rate of 93%)
- 30,458 questionnaires were returned (a return rate of 32%)
- 29,398 valid questionnaires were used in the NRPS dataset (including both franchised and non-franchised TOCs) – a response rate of 31%
- An additional 13,884 questionnaires were printed for boosts, for Network Rail, First Great Western, Merseytravel, TfGM, Stansted Express
- Of these, 11,865 were distributed to passengers (85%)
- Of these, 3,531 were returned (30%), and 2,752 were used in analysis (23% - the fairly large difference in the number returned and the number used for analysis for these boosts was partly due to stricter criteria for some of the boosted sample definitions).

Of the questionnaires returned but not used in Wave 29 (including both main NRPS and the various boosts):

- 485 were received after the cut off date
- 469 had no time or destination (meaning we could not assign a TOC to the journey)
- 64 were filled in by respondents who did not state their journey purpose, meaning we could not give the response a weight
- 180 had date / time / journey problems not resolved (could not therefore assign the TOC)
- 385 were blank/incomplete surveys
- 159 were out of shift time surveys (the time of the train used by the passenger was inconsistent with the start and end of the fieldwork shift)
- 11 were duplicate surveys
- 4 were filled in for diverted or cancelled trains, which were therefore technically not journeys
- 4 were given to passengers arriving at rather than departing from the station
- 24 were filled in about London Underground services
- 248 were for other reasons

Adding the 2033 questionnaires that were returned but not used increases the overall response rate of the Autumn 2013 survey (including main and boost surveys) to 32%.



3. Derivation of key factors affecting customer satisfaction

3.1 Aspects of rail journeys covered by NRPS

Before the first wave of NRPS was undertaken in Autumn 1999, TORA undertook some preliminary research. The aim of this research was to identify all the issues that passengers felt important to them as part of their rail journeys, so that all such issues could be monitored in NRPS.

This initial research comprised:

- a qualitative element (eight focus groups and seven depth interviews among disabled customers), to generate the list of dimensions passengers viewed as important to them
- a quantitative element (conjoint analysis) to rank these dimensions and identify the most important of them

From this initial research, a list of 25 key factors was derived, and these have been used in all waves of NRPS. Two additional measures, relating to personal security at the station and on the train, were added in Autumn 2002, bringing the total number of factors to 27.

One element of the new contract awarded to Continental Research in December 2002 was a requirement to validate the list of dimensions used since Autumn 1999, and see if it was still relevant. There were two aspects to this:

- Are all the factors currently measured important to rail passengers in evaluating their journeys
- Are there any factors missing from the current list

Two approaches were used to answer this:

- Multivariate analysis was undertaken on all data from Waves 1 to 7, to see how much of the variation in overall journey satisfaction was explained by the 25 factors collected in each of those waves. The notion here was that if most of the variation in overall journey satisfaction was explained by these factors, there were unlikely to be any key missing factors.
- In the event, only around 65% of the total variation in overall journey satisfaction was accounted for, suggesting that other factors might be present
- Further qualitative research was therefore undertaken in May 2003, to try and identify any missing dimensions. Eight focus groups were undertaken, covering leisure, commuter and business travellers and covering urban, suburban and rural locations. The key conclusion was that for frequent passengers, there were no measures on the following:

- Presence of staff on the station
- Presence of staff on the train
- Cleanliness of the outside of the train
- Cleanliness of the inside of the train

These factors have been incorporated into the questionnaire – the cleanliness questions from Autumn 2003 and the availability of staff from Spring 2004 (these availability questions were originally only asked of regular travellers on a route but this was changed to all respondents in the Spring 2004 survey).

Overall satisfaction with the station was added as a new measure in Autumn 2010, to provide a direct overall measure of station performance.

Three new factors were added in Autumn 2012:

- Overall satisfaction with the train
- The availability of shelter facilities at the station
- The availability of seating at the station

The first of these was added to try and understand which of the individual train factors is driving satisfaction with the train element of the journey (just as the overall station satisfaction score has been used to identify which of the station factors drives that). In Spring 2013, 'The choice of shops/eating/drinking facilities available' at the station was also added.

Now that we have a full year's data to include the latest additions, this analysis has been undertaken and is reported on below (at Appendix A).

Overall satisfaction with today's journey is also measured. The full list of the 35 factors used in Autumn 2013 is as shown overleaf.



Full List of 35 factors measured in NRPS:

16 STATION FACTORS:

*Ticket buying facilities

*Provision of information about train times / platforms

The upkeep/ repair of the station buildings/ platforms

*Cleanliness of the station

The facilities and services at the station

The attitudes and helpfulness of the staff

*Connections with other forms of public transport

Facilities for car parking

*The overall station environment

*Your personal security whilst using that station

*How request to station staff was handled

Availability of staff at the station

Overall satisfaction with the station (not used in the multivariate analysis)

The availability of shelter facilities at the station

The availability of seating at the station

The choice of shops/eating/drinking facilities available

20 TRAIN FACTORS:

*The frequency of the trains on that route

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

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

*Connections with other train services

*The value for money for the price of your ticket

*Up keep and repair of the train

*The provision of information during the journey

*The helpfulness and attitude of staff on train

*The space for luggage

*The toilet facilities

*Sufficient room for all the passengers to sit / stand

*The comfort of the seating area

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

*Your personal security whilst on board the train

Availability of staff on the train

Cleanliness of the train (not used in the multivariate analysis)

*Cleanliness of the inside of the train

Cleanliness of the outside of the train

*How well train company dealt with delays

Overall satisfaction with the train (not used in the multivariate analysis)

All the dimensions are rated by respondents on five point verbal scales, either a satisfaction scale or a good/poor scale. There is a final option for did not use/no opinion.

In addition to these measures, the questionnaire monitors many other aspects of passenger journeys, and is shown at Appendix B. At stations in Wales, a Welsh version is offered to respondents.



3.2 Multivariate analysis to derive which journey aspects are most important

Multivariate analysis is now undertaken every wave – nationally, by TOC type and by individual TOC and building block – to determine the relative importance of each factor in influencing overall trip satisfaction.

For the analysis to derive the factors which are important to overall journey satisfaction, all of the factors in the list on the previous page are included, except for “overall satisfaction with the station”, “overall satisfaction with the train” and “cleanliness of the train” (the latter is excluded because it is superseded by the two separate measures for cleanliness of the inside and outside of trains).

Those marked with an asterisk in the list are the significant factors identified from the national multivariate analysis in Wave 28/9 combined. Those emboldened were identified as key from the initial conjoint analysis in 1999. As can be seen, there is considerable consistency in the key drivers of satisfaction, with punctuality being the most important driver of satisfaction.

The full results from this multivariate analysis are shown at Appendix A.

4. Glossary of terms

Certain terms are used throughout the NRPS and these are defined here, for convenience.

Central London stations are any of the following:

Blackfriars	Kings Cross	Paddington
Cannon Street	Liverpool Street	St Pancras
Charing Cross	London Bridge	Victoria
City Thameslink	Marylebone	Waterloo
Euston	Moorgate	Waterloo East
Fenchurch Street		

Journey purpose provides a categorisation of passenger journeys. Journeys are defined as Commuter, Business or Leisure, using the codes at Appendix E.

Peak journeys for journeys in London and the South East are defined as weekday journeys for which the train terminates (or passes through for First Capital Connect) at a Central London station before 10:00 or departs from a Central London Station between 16:00 and 19:00

Shift is a period during which a fieldworker distributes questionnaires to rail passengers

TOC is a Train Operating Company

TOC type classifies each TOC into one of three types, currently as follows:

London & South East	Long Distance	Regional
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
London Midland	Virgin Trains	
London Overground		
Greater Anglia		
Southern		
Southeastern		
South West Trains		

TOC building block is a subset of a TOC for which an independent sample is drawn and for which weighting is applied. Using building blocks allows TOCs to align NRPS data with operational data for sub divisions of their network and also allows new franchise geographies to be assessed before a new franchise commences. Most building blocks are route based although a couple of TOCs use stations to define their building blocks.

Building blocks are being increasingly used to benchmark performance against the (weighted) average for a building block genre e.g. comparing Stansted Express to the average of the airport services genre. There are seven building block genres to which all building blocks have been assigned:

- Short commute
- Long commute
- High speed
- Long distance
- Inter urban
- Rural
- Airport services

Appendix F provides the definition of the genre allocated to each building block.

5. Deliverables

A wide range of reports is produced from the NRPS data each wave. The key reports are defined below:

Report	Produced for
At a glance report	Short summary reports showing headline results
Best in class	A report which determines the best result for any TOC in each TOC type, which is used to set benchmarks
Building block reports	Summary results showing satisfaction for all building blocks for all main NRPS factors
Full report <i>(formerly known as Summary Report)</i>	A report providing trend data for each TOC by wave which is used to generate the Passenger Focus Main NRPS report
Multivariate analysis	Key drivers nationally, for each TOC type and each TOC and for each building block
Personal Security at Stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations included in NRPS
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
Stakeholder report <i>(formerly known as Consultees Report)</i>	A report of summary results produced for all TOCs and a range of Stakeholders
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NRPS during that time period
Tables	Detailed tables for all TOCs showing results for most NRPS questions by age, gender, age, journey purpose, time, day of week and frequency
TOC Reports	Produced for each TOC, virtual TOC and PTE area
Field Report	A document detailing the field operation
Overview Report	This report, outlining the key elements of NRPS
User Guidance Report	A document providing information on sample sizes and statistical reliability

All reports are supplied electronically to Passenger Focus at the end of each wave. The TOC Reports and Stakeholder Report are mainly distributed electronically (though a few are also distributed in hard copy format) to a distribution list mandated by Passenger Focus. SPSS files are also available.

In addition, access to the raw data itself and to the verbatim comments written in by respondents in response to open-ended questions are available online. Please see the Passenger Focus website or at <http://www.NRPSreportal.org.uk/> for further details of this online system. SPSS files are also available.

6. KPIs

The new contract from Autumn 2007 onwards suggested monitoring Key Performance Indicators. We have included here performance against the target sample sizes for each train company for the Autumn 2013 wave.

TOC	Target	W29 sample
Arriva Trains Wales	1000	1251
c2c	1000	1095
Chiltern Railways	1000	1093
CrossCountry	1000	1223
East Coast	1000	1207
East Midlands Trains	1000	1124
First Capital Connect	1500	1557
First Great Western	2750	3140
First Hull Trains*	500	560
First TransPennine Express	1000	1008
Grand Central*	500	623
Greater Anglia	2000	2226
Heathrow Connect*	500	519
Heathrow Express*	500	540
London Midland	1000	1204
London Overground	1000	1062
Merseyrail	500	517
Northern Rail	1000	1219
ScotRail	1000	1046
South West Trains	1750	2062
Southeastern	1500	1672
Southern	2000	2221
Virgin Trains	1000	1229
Total	26000	29,398

TOCs marked * are non-franchised operators included in NRPS, but not part of many of the published results. Target sample sizes were met for all TOCs in Autumn 2013.

7. Appendices

Appendix A

Results of multivariate analysis – drivers of overall journey satisfaction

The % of variance shows how much of the variation in overall passenger satisfaction is explained by that factor. Data is analysed for the two waves in a year combined, to provide a larger sample size for this analysis at TOC level.

The analysis uses the % satisfied (i.e. very plus fairly satisfied) – overall and with each factor – as the input data. Although this has less variance than the full 1-5 scale, it is the % satisfaction that is the key metric and which forms the basis of TOC targets. It therefore makes more sense to base the key driver analysis on this measure rather than the full 1-5 scale.

A little under half (40%) of the variation in overall passenger satisfaction is explained by the rating on punctuality/reliability, making this by far the most important driver of overall satisfaction. Just over half (54%) of the variation in overall dissatisfaction is explained by dissatisfaction with how the train company handled any delays, making this by far the most important driver of trip dissatisfaction.

Train factors remain far more important drivers of passenger satisfaction than station factors.

Where a figure is shown as 0%, this means the factor is a significant driver of overall satisfaction but the percentage variance is below 0.5% (but still above zero).

Where no figure is shown, this means the factor is not a significant driver of overall trip satisfaction.

Drivers of overall journey satisfaction – W28/9 combined

Station factors	National
Ticket buying facilities	0%
Provision of information about train times/platforms	3%
The upkeep/repair of the station buildings/platforms	
Cleanliness of the station	0%
The facilities and services at the station	
The attitudes and helpfulness of the staff	
Connections with other forms of public transport.	0%
Facilities for car parking	
The availability of staff at the station	
The overall station environment	4%
Your personal security whilst using that station	0%
The provision of shelter facilities	
Availability of seating	
The choice of shops/eating/drinking facilities available	
How request to station staff was handled	0%
Train factors	
The frequency of the trains on that route	5%
Punctuality/reliability (i.e. the train arriving/departing on time)	40%
The length of time the journey was scheduled to take (speed)	6%
Connections with other train services	0%
The value for money for the price of your ticket	3%
Up keep and repair of the train	1%
The provision of information during the journey	2%
The helpfulness and attitude of staff on train	0%
The space for luggage	0%
The toilet facilities	0%
Sufficient room for all the passengers to sit/stand	3%
The comfort of the seating area	4%
The ease of being able to get on and off the train	7%
Your personal security whilst on board the train	1%
The availability of the staff on the train	
The cleanliness of the inside of the train	19%
The cleanliness of the outside of the train	
How train company dealt with delays	1%



Drivers of overall journey dissatisfaction – W28/9 combined

Station factors	National
Ticket buying facilities	0%
Provision of information about train times/platforms	1%
The upkeep/repair of the station buildings/platforms	
Cleanliness of the station	
The facilities and services at the station	0%
The attitudes and helpfulness of the staff	
Connections with other forms of public transport.	
Facilities for car parking	0%
The availability of staff at the station	
The overall station environment	1%
Your personal security whilst using that station	
The provision of shelter facilities	
Availability of seating	0%
The choice of shops/eating/drinking facilities available	
How request to station staff was handled	3%
Train factors	
The frequency of the trains on that route	1%
Punctuality/reliability (i.e. the train arriving/departing on time)	16%
The length of time the journey was scheduled to take (speed)	6%
Connections with other train services	1%
The value for money for the price of your ticket	0%
Up keep and repair of the train	0%
The provision of information during the journey	1%
The helpfulness and attitude of staff on train	0%
The space for luggage	
The toilet facilities	
Sufficient room for all the passengers to sit/stand	5%
The comfort of the seating area	1%
The ease of being able to get on and off the train	4%
Your personal security whilst on board the train	1%
The availability of the staff on the train	
The cleanliness of the inside of the train	3%
The cleanliness of the outside of the train	0%
How train company dealt with delays	54%

Q2c: Please write in the names of any other stations at which you changed trains before reaching your final destination:

ALL ANSWER

Q3 Which train company was operating the train which you boarded at London Bridge.

- Southeastern.....
Southern.....
First Capital Connect.....

Other: Please write in

Don't know.....

SECTION 2: YOUR JOURNEY TODAY

Q4 What was the main purpose of the trip you were making when given this questionnaire?

- Daily commuting to/from work
Less regular commuting to/from work
Daily commuting for education (to/from college/school/university)
Less regular commuting for education (to/from college/school/university)
On company business (or own if self employed)
On personal business (job interview, dentist etc.)
Visiting friends or relatives
Shopping trip
Travel to/from holiday
A day out
Sport
Other leisure trip

Q5 And were you on your outward or return journey when you were given a questionnaire?

- Outward
Return
One way trip only

Q6 Were you: *(tick all that apply)*

- Travelling alone
Travelling with children aged 0-4
Travelling with children aged 5-10
Travelling with children aged 11-15
Travelling with other adults 16+

Q7 Were you: *(tick all that apply)*

- Travelling with heavy/bulky luggage/other large items
Travelling with a pushchair
Travelling with a folding bicycle
Travelling with a non-folding bicycle
Travelling with a dog
Travelling with a wheelchair
Travelling with a helper
None apply

Q8a We recognise and acknowledge that the categories below do not cover the full range of disabilities, but do you consider yourself to be disabled by any of the following:
(tick all that apply)

No: None..... Go to Q10
 Yes: Mobility..... Go to Q8b
 Yes: Wheelchair user..... Go to Q8b
 Yes: Hearing..... Go to Q8b
 Yes: Eyesight..... Go to Q8b
 Yes: Speech impairment..... Go to Q8b
 Yes: Learning difficulties..... Go to Q8b

Other: Please write in Go to Q8b

Q8b How satisfied are you that London Bridge station met your needs as a passenger with a long term illness or disability?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8c How satisfied are you that the trains themselves met your needs as a passenger with a long term illness or disability?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8d Did you book assistance with your train company to get on/off the train?

Yes..... Go to Q9
 No..... Go to Q10

Q9 If so, how satisfied were you with the way these arrangements:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
Were dealt with when booking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were carried out on the day.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALL ANSWER

Q10 How did you buy your ticket for your journey today?

In advance - booked over phone..... Go to Q11
 In advance at station..... Go to Q11
 In advance via travel agent..... Go to Q11
 In advance - via the internet/a website..... Go to Q11
 On the day of travel at a station ticket office..... Go to Q12
 On the day of travel from a ticket machine..... Go to Q12
 On the day of travel on the train..... Go to Q12
 Using a season ticket..... Go to Q12
 Stored value smartcard e.g. Oyster..... Go to Q12
 Other methods of purchase..... Go to Q12
 Ticket was organised for me..... Go to Q12
 Ticket sent to mobile..... Go to Q12
 e-ticket..... Go to Q12
 Ticket printed off at home..... Go to Q12

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Q11 When did you buy your ticket for your journey today?

- Today.....
In last week.....
In last fortnight.....
In last month.....
In last two months.....

ALL ANSWER

Q12 How would you rate the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
The information provided about tickets available.....	<input type="checkbox"/>					
The range of tickets available.....	<input type="checkbox"/>					
Ease of ticket purchase.....	<input type="checkbox"/>					

Q13a What type of ticket did you use for your journey from London Bridge?

(note: type of ticket is often shown at the top left of your ticket)

- Anytime Single/Return.....
Anytime Day Single/Return.....
Off-Peak/Super Off-Peak Single/Return.....
Off-Peak Day/Super Off-Peak Day Single/Return.....
Advance.....
Day Travelcard.....
Oyster Pay As You Go.....
Weekly or monthly Season Ticket (including Travelcard/Travelcard on Oyster).....
Annual Season Ticket (including Travelcard/Travelcard on Oyster).....
Special promotion ticket e.g. rover ticket.....
Rail Staff Pass/Privilege Ticket/Police Concession.....
Free travel pass (e.g. Freedom pass).....

Other: Please write in

Q13b Were you aware of any restrictions on the use of your ticket?

- Yes..... Go to Q13c
No..... Go to Q13d
Don't know..... Go to Q13d

ONLY ANSWER Q13C IF YOU SAY YES YOU WERE AWARE OF ANY RESTRICTIONS AT Q13B

Q13c What restrictions were you aware of?

Q13d Is your ticket for your journey today?

- First Class.....
Standard Class.....

Q14 Was your fare reduced because you have any of the following? If so, which one?

- Did not use a railcard..... Disabled Persons Railcard.....
16-25 Railcard..... Network Railcard.....
Senior Railcard..... Forces Railcard.....
Family & Friends Railcard..... GroupSave discount.....

Other: Please write in

NOW WE'D LIKE YOUR OPINION OF LONDON BRIDGE STATION WHERE YOU WERE WHEN GIVEN THIS QUESTIONNAIRE.

Q15 How would you rate London Bridge station for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities (if you bought at that station).....	<input type="checkbox"/>					
Provision of information about train times/platforms.....	<input type="checkbox"/>					
The upkeep/repair of the station buildings/platforms.....	<input type="checkbox"/>					
Cleanliness of the station.....	<input type="checkbox"/>					
The facilities and services at the station (e.g. toilets, shops, cafes etc.).....	<input type="checkbox"/>					
The availability of staff at the station.....	<input type="checkbox"/>					
The attitudes and helpfulness of the staff.....	<input type="checkbox"/>					
Connections with other forms of public transport (e.g. bus, tube, tram, taxi etc.).....	<input type="checkbox"/>					
Facilities for car parking.....	<input type="checkbox"/>					
Facilities for bicycle parking.....	<input type="checkbox"/>					
Your personal security whilst using that station.....	<input type="checkbox"/>					
The overall station environment.....	<input type="checkbox"/>					
The provision of shelter facilities.....	<input type="checkbox"/>					
Availability of seating.....	<input type="checkbox"/>					
The choice of shops/eating/drinking facilities available.....	<input type="checkbox"/>					

Q16 And how familiar are you with London Bridge station?

Very familiar	Fairly familiar	Not very familiar	Not at all familiar	Don't know
<input type="checkbox"/>				

Q17 While at London Bridge station, did you ask staff for help or information?
(tick all that apply)

Yes - asked for help.....	<input type="checkbox"/>	Go to Q18
Yes - asked for information.....	<input type="checkbox"/>	Go to Q18
Couldn't find anyone to ask.....	<input type="checkbox"/>	Go to Q19a
No - didn't need help/information.....	<input type="checkbox"/>	Go to Q19a

Q18 Overall, how satisfied were you with the way your request was handled?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19a If you used ticket gates at London Bridge station, how easy did you find it to use them?

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know/Not relevant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ONLY ANSWER Q19B IF YOU SAY FAIRLY OR VERY DIFFICULT REGARDING USING THE TICKET GATES IN Q19A

Q19b If you found the gates difficult to use, why was that?

Q20 Overall how satisfied are you with London Bridge station?

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
---	---	--	--	--	--

NOW THINK JUST ABOUT THE TRAIN YOU WERE ABOUT TO CATCH WHEN HANDED QUESTIONNAIRE AT LONDON BRIDGE

ALL ANSWER

Q21 Based on your experience on that journey, how satisfied were you with:

	Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	No opinion/ don't know <input type="checkbox"/>
The frequency of the trains on that route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality/reliability of the train (i.e. the train arriving/departing on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time the journey was scheduled to take.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other train services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of the price of your ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22a How would you rate the train you boarded for that journey in terms of:

	Very good <input type="checkbox"/>	Fairly good <input type="checkbox"/>	Neither good nor poor <input type="checkbox"/>	Fairly poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Did not use/no opinion <input type="checkbox"/>
Cleanliness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up keep and repair (condition of seats, walls, tables etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of information during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of staff on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of staff on train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The space for luggage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for all the passengers to sit/stand.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for bicycles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The toilet facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ONLY ANSWER Q22B IF YOU SAY FAIRLY OR VERY POOR REGARDING THE TRAIN TOILET FACILITIES (IN Q22A)

Q22b Please describe the nature of the problem and whether the problem was with a specific toilet (e.g. a disabled persons toilet or all the toilets).

Q23 Specifically thinking about the cleanliness of the train you boarded for that journey, how would you rate it for:

	Very good <input type="checkbox"/>	Fairly good <input type="checkbox"/>	Neither good nor poor <input type="checkbox"/>	Fairly poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Don't know/no opinion <input type="checkbox"/>
The cleanliness of the inside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the outside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Overall, how satisfied are you with the train you boarded for your journey?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 Did you experience any delay either on this train or because the train you had planned to catch there was cancelled? Again, please think only of the train you first boarded at London Bridge station directly after receiving the questionnaire.

No delay..... Go to Q30
 Yes - minor delay..... Go to Q26
 Yes - serious delay..... Go to Q26

Q26 What sort of delay did you experience? (*tick all that apply*)

The train was late departing at the beginning of my journey.....
 The train was late arriving at my destination.....
 The train I had planned to catch was cancelled.....
 Could not get on train as it was overcrowded.....
 Took longer than expected to buy train ticket.....
 Train I took to this station was late and I missed my connection.....
 Crowding at station meant it took a long time to reach my platform and I missed my train.....
 Lack of/poor information caused a delay to my journey.....

Other: Please write in

Q27 How long was your delay?

Hours: Minutes:

Q28 How well do you think the train company dealt with this delay?

Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
<input type="checkbox"/>					

Q29 How well do you rate the train company for each of the following, in relation to the delay that occurred?

	Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
The amount of information provided about the delay.....	<input type="checkbox"/>					
The accuracy of information given about the delay.....	<input type="checkbox"/>					
The usefulness of the information.....	<input type="checkbox"/>					
The speed with which information was provided.....	<input type="checkbox"/>					
The time taken to resolve the problem.....	<input type="checkbox"/>					
The availability of alternative transport if the train service could not continue.....	<input type="checkbox"/>					

WE WOULD NOW LIKE YOU TO GIVE US YOUR OVERALL OPINION OF YOUR JOURNEY TODAY

ALL ANSWER

Q30 Taking into account just London Bridge station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q31 Now thinking about mobile voice and data coverage whilst at London Bridge station and/or travelling on the train. How satisfied were you with the reliability of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Did not use/ don't know
Mobile phone reception for making calls <u>at the station</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile data coverage for accessing the internet/emails <u>at the station</u> ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone reception for making calls <u>on the train</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile data coverage for accessing the internet/emails <u>on the train</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 If you made calls/sent texts during your train journey today, which mobile company did you use?

- 3..... Tesco Mobile.....
 EE..... Virgin Mobile.....
 O2..... Vodafone.....
 Orange..... Other: Please write in
 T-Mobile.....
 Talkmobile.....
- Did not make calls/send texts during the journey today.....

Q33 If you used mobile data services during your train journey today, which mobile company did you use?

- 3..... Tesco Mobile.....
 EE..... Virgin Mobile.....
 O2..... Vodafone.....
 Orange..... Other: Please write in
 T-Mobile.....
 Talkmobile.....
- Wi-fi provided by train company.....
 Did not use mobile data services during the journey today.....

Q34 Would you consider changing to a different mobile operator if they provided better coverage on your train journeys than your current provider?

- Definitely consider Probably consider Probably would not consider Definitely would not consider Don't know/no opinion

Q35 How long were you on the train that you got on at London Bridge station?

Hours: Minutes:

Q36 How often do you make the train journey that you were on today when handed this questionnaire?

- 3 or more times a week..... Go to Q37
 Once or twice a week..... Go to Q37
 1 or 2 times a month..... Go to Q37
 Once every 2-3 months..... Go to Q42
 Once every 6 months..... Go to Q42
 Less often..... Go to Q42
 Never/first time today..... Go to Q42

SECTION 3: FOR FREQUENT USERS OF THIS ROUTE
ANSWER Q37-Q41 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2
TIMES A MONTH

Q37 How long have you been using this route on a regular basis?

- Under 1 year..... 5-9 years.....
 1-4 years..... 10 years or more.....

Q38 How typical would you say today's experience was? Was it ...

- | | | | | |
|--|--|---|---|---|
| Much
better than
usual
<input type="checkbox"/> | A little
better than
usual
<input type="checkbox"/> | About
the same
as usual
<input type="checkbox"/> | A little
worse
than usual
<input type="checkbox"/> | Much
worse than
usual
<input type="checkbox"/> |
|--|--|---|---|---|

Q39 How would you describe a typical trip over the past month?

- | | |
|--|---|
| I always get a seat..... <input type="checkbox"/> | I usually stand and it is crowded..... <input type="checkbox"/> |
| I usually get a seat..... <input type="checkbox"/> | I usually stand and it
is very crowded..... <input type="checkbox"/> |
| There are seats
available but I prefer to stand..... <input type="checkbox"/> | It varies..... <input type="checkbox"/> |

Q40 How satisfied are you with the times when the ticket office is open on this route?

- | | | | | | |
|---|---|--|--|--|--|
| Very
satisfied
<input type="checkbox"/> | Fairly
satisfied
<input type="checkbox"/> | Neither
satisfied nor
dissatisfied
<input type="checkbox"/> | Fairly
dissatisfied
<input type="checkbox"/> | Very
dissatisfied
<input type="checkbox"/> | No
opinion/
don't know
<input type="checkbox"/> |
|---|---|--|--|--|--|

Q41 How often is your ticket checked?

- Too often..... Not often enough.....
 About right.....

SECTION 4: SECURITY ON THE RAILWAY
PLEASE THINK ABOUT ALL THE OCCASIONS IN THE LAST SIX MONTHS (INCLUDING
TODAY), WHEN YOU HAVE TRAVELLED BY TRAIN

ALL ANSWER

Q42 During the last six months, have you had cause to worry about your personal security whilst making a train journey?

- Yes..... **Go to Q43**
 No..... **Go to Q44**

Q43 If you have had cause to worry, what was the reason for your concern? (*tick all that apply*)

AT THE STATION

- | | |
|---|---|
| Lack of station staff <input type="checkbox"/> | Anti-social behaviour by other
people at the station..... <input type="checkbox"/> |
| Lack of police officers..... <input type="checkbox"/> | Saw actual vandalism or
violence on the station <input type="checkbox"/> |
| Lack of other passengers <input type="checkbox"/> | Fear of terrorism..... <input type="checkbox"/> |
| Poor on-station lighting <input type="checkbox"/> | |
| Lack of information <input type="checkbox"/> | |

Other: Please write in

ON THE TRAIN

- | | |
|---|---|
| Lack of on-train staff <input type="checkbox"/> | Anti-social behaviour by other
people on the train..... <input type="checkbox"/> |
| Lack of police officers..... <input type="checkbox"/> | Saw actual vandalism or
violence on the train..... <input type="checkbox"/> |
| Lack of other passengers <input type="checkbox"/> | Fear of terrorism..... <input type="checkbox"/> |
| Poor train lighting <input type="checkbox"/> | |
| Lack of information <input type="checkbox"/> | |

Other: Please write in

ALL ANSWER

Q44 During the past six months, have concerns about your personal security ever prevented you from travelling by train, either forcing you to use another method of transport or not to make the journey at all? *(tick all that apply)*

- No
- Yes - I have travelled by another mode of transport.....
- Yes - I have not made the journey I wanted to.....

The British Transport Police (BTP) is the national police force for the railways providing a policing service to rail operators, their staff and passengers throughout England, Wales and Scotland. When you see police officers and PCSOs (Police Community Support Officers) at stations you use, they will more than likely be working for BTP.

Q45 Prior to this survey, were you aware that BTP existed?

- Yes..... Go to Q46
- No..... Go to Q47

Q46 Taking everything into account, how good a job do you think BTP are doing at London Bridge station?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent | Good | Fair | Poor | Very poor | Don't know |
| <input type="checkbox"/> |

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q47 Which of these potential improvements do you think would be most likely to assist you when planning future rail journeys? *(tick all that apply)*

- Better telephone enquiry/booking service.....
- Better Internet enquiry/booking service.....
- Better information facilities at stations.....
- Better ticket buying facilities at station ticket offices.....
- Better ticket buying facilities at station ticket machines.....
- Better route maps of the rail network.....
- Make timetables easier to read.....
- Better promotion of when advanced tickets will be available.....
- None of these.....

Other: Please write in

Q48 Do you know what your compensation rights are in the event of a delay of more than an hour which was within the rail industry's control?

- Yes..... Go to Q49
- No..... Go to Q50

ONLY ANSWER Q49 IF YOU SAY YES YOU DO KNOW WHAT YOUR COMPENSATION RIGHTS ARE AT Q48

Q49 Please describe in the box below what you believe to be your compensation rights.

Q50 Thinking back over the last six months, have you made a compensation claim following a delayed journey or complained to any of the train companies about their service? *(tick all that apply)*

- No..... Go to Q53
- Yes - claimed for compensation on a weekly season ticket..... Go to Q51
- Yes - claimed for compensation on a monthly or longer season ticket..... Go to Q51
- Yes - claimed for compensation on a single/return ticket..... Go to Q51
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... Go to Q51
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... Go to Q51

IF YES, PLEASE ANSWER Q51 AND Q52 FOR THE MOST RECENT OCCASION

Q51 How satisfied were you with the way your complaint/claim was handled?

- | | | | | | |
|--|--|--|---|---|---|
| Very satisfied
<input type="checkbox"/> | Fairly satisfied
<input type="checkbox"/> | Neither satisfied nor dissatisfied
<input type="checkbox"/> | Fairly dissatisfied
<input type="checkbox"/> | Very dissatisfied
<input type="checkbox"/> | Don't know/No opinion
<input type="checkbox"/> |
| Go to Q53 | Go to Q53 | Go to Q53 | Go to Q52 | Go to Q52 | Go to Q53 |

Q52 Why were you dissatisfied? (*tick all that apply*)

- Insufficient compensation.....
- Inappropriate form of compensation.....
- Time taken to respond.....
- Poor explanation given.....
- Have not yet received a response.....

Other: Please write in

ALL ANSWER

Q53 Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

SECTION 6: ABOUT YOU

IN ORDER TO ENSURE THAT THE RESPONSES OF ALL GROUPS OF PASSENGERS ARE INCLUDED, PLEASE GIVE US THE FOLLOWING DETAILS ABOUT YOURSELF.

Q54 Your age:

- | | |
|---------------------------------------|---------------------------------------|
| 16 - 25..... <input type="checkbox"/> | 60 - 64..... <input type="checkbox"/> |
| 26 - 34..... <input type="checkbox"/> | 65 - 69..... <input type="checkbox"/> |
| 35 - 44..... <input type="checkbox"/> | 70 - 80..... <input type="checkbox"/> |
| 45 - 54..... <input type="checkbox"/> | 81+..... <input type="checkbox"/> |
| 55 - 59..... <input type="checkbox"/> | |

Q55 Are you:

- Male..... Female.....

Q56 Are you:

- Working full time..... Retired.....
- Working part time..... Full time student.....
- Not working.....

Q57 Which of the following best describes the occupation of the Chief Wage Earner in your household?

- Professional/Senior Managerial.....
- Middle Managerial.....
- Junior Managerial/Clerical/Supervisory.....
- Skilled Manual (With professional qualifications/served an apprenticeship).....
- Unskilled Manual (No qualifications/not served an apprenticeship).....
- Full time student.....
- Retired.....
- Unemployed/Between jobs.....
- Housewife/Househusband.....

Other: Please write in

Q58 Do you regularly use the internet (tick all that apply)?

Yes, at home..... No.....
Yes, at work.....

Q59 To which of these ethnic groups do you consider you belong?

White		Black, Arab or Black/Arab British	
British.....	<input type="checkbox"/>	Arab.....	<input type="checkbox"/>
Any other white background.....	<input type="checkbox"/>	Caribbean.....	<input type="checkbox"/>
Mixed		African.....	<input type="checkbox"/>
White and Black Caribbean.....	<input type="checkbox"/>	Any other Black/African/Caribbean background.....	<input type="checkbox"/>
White and Black African.....	<input type="checkbox"/>		
White and Asian.....	<input type="checkbox"/>		
Any other Mixed background.....	<input type="checkbox"/>		
Asian or Asian British			
Indian.....	<input type="checkbox"/>		
Pakistani.....	<input type="checkbox"/>		
Bangladeshi.....	<input type="checkbox"/>		
Chinese.....	<input type="checkbox"/>		
Any other Asian background.....	<input type="checkbox"/>		

Other: Please write in

Please complete the contact details requested below if you would be happy to participate in future research projects about the rail industry:

Name:

Telephone number:

Email address:

Thank you for your help in completing this questionnaire.

Please return it in the envelope provided or use the following Freepost address:

	<p>Passenger Survey Perspective Research Services Ltd FREEPOST (RSKU-SKUZ-TSYG) Kingsbourne House 229-231 High Holborn LONDON WC1V 7DA</p>	
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This survey is being undertaken for Passenger Focus by BDRCC Continental, an independent market research agency based in London. You were handed the questionnaire by an interviewer working for Perspective Research Services, who are part of the same company as BDRCC Continental.

The results from the survey are used by Passenger Focus to take passengers' views into account when representing rail travellers. In addition the data will be provided to the Department for Transport and a range of organisations to help them assess the performance of the train operating companies. To find out more about how the information is used please visit www.passengerfocus.org.uk.

All the answers you provide are entirely confidential and will be combined with those of many other passengers to produce overall figures for each train operating company and to generate regional and national summaries of performance.

If you have any questions about this survey, please feel free to contact Rebecca Joyner at BDRCC 020 7490 9148. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 who will verify our status as a legitimate market research organisation.

Appendix C
Definition of PTE areas

Stations in area: TfGM

ALTRINCHAM	GODLEY	MOSES GATE
ARDWICK	GORTON	MOSSLEY (GREATER MANCHESTER)
ASHBURYS	GREENFIELD	MOSTON
ASHTON-UNDER-LYNE	GUIDE BRIDGE	NAVIGATION ROAD
ATHERTON	HAG FOLD	NEWTON FOR HYDE
BELLE VUE	HALE	ORRELL
BLACKROD	HALL I' TH' WOOD	PATRICROFT
BOLTON	HATTERSLEY	PEMBERTON
BRAMHALL	HAZEL GROVE	REDDISH NORTH
BREDBURY	HEALD GREEN	REDDISH SOUTH
BRINNINGTON	HEATON CHAPEL	ROCHDALE
BROADBOTTOM	HINDLEY	ROMILEY
BROMLEY CROSS	HORWICH PARKWAY	ROSE HILL MARPLE
BRYN	HUMPHREY PARK	RYDER BROW
BURNAGE	HYDE CENTRAL	SALFORD CENTRAL
CASTLETON	HYDE NORTH	SALFORD CRESCENT
CHASSEN ROAD	INCE (MANCHESTER)	SMITHY BRIDGE
CHEADLE HULME	IRLAM	STALYBRIDGE
CLIFTON	KEARSLEY	STOCKPORT
DAISY HILL	LEVENSHULME	STRINES
DAVENPORT	LITTLEBOROUGH	SWINTON (LANCASHIRE)
DEANSGATE	LOSTOCK	TRAFFORD PARK
DENTON	MANCHESTER AIRPORT	URMSTON
EAST DIDSBURY	MANCHESTER OXFORD ROAD	WALKDEN
ECCLES	MANCHESTER PICCADILLY	WESTHOUGHTON
FAIRFIELD	MANCHESTER VICTORIA	WIGAN NORTH WESTERN
FARNWORTH	MARPLE	WIGAN WALLGATE
FLIXTON	MAULDETH ROAD	WOODLEY
FLOWERY FIELD	MIDDLEWOOD	WOODSMOOR
GATHURST	MILLS HILL	
GATLEY	MOORSIDE	

Stations in area: Nexus PTE

BROCKLEY			
EAST BOLDON			
HEWORTH			
NEWCASTLE			
SEABURN			
SUNDERLAND			



Stations in area: Strathclyde PTE

AIRBLES	CLYDEBANK	HAMILTON WEST	NITSHILL
AIRDRIE	COATBRIDGE CENTRAL	HARTWOOD	PAISLEY CANAL
ALEXANDRA PARADE	COATBRIDGE SUNNYSIDE	HAWKHEAD	PAISLEY GILMOUR St
ALEXANDRIA	COATDYKE	HELENSBURGH CENTRAL	PAISLEY ST JAMES
ANDERSTON	CORKERHILL	HIGH STREET GLASGOW	PARTICK
ANNIESLAND	CRAIGENDORAN	HILLFOOT	PATTERTON
ARDROSSAN HARBOUR	CROFTFOOT	HILLINGTON EAST	POLLOKSHAWES EAST
ARDROSSAN SOUTH BEACH	CROOKSTON	HILLINGTON WEST	POLLOKSHAWES WEST
ARDROSSAN TOWN	CROSSHILL	HOLYTOWN	POLLOKSHIELDS EAST
ARGYLE STREET	CROSSMYLOOF	HOW WOOD	POLLOKSHIELDS WEST
ASHFIELD	CROY	HYNDLAND	PORT GLASGOW
AUCHINLECK	CUMBERNAULD	IBM	POSSILPARK & PARKHOUSE
AYR	DALMARNOCK	INVERKIP	PRESTWICK AIRPORT
BAILLIESTON	DALMUIR	IRVINE	PRESTWICK TOWN
BALLOCH	DALREOCH	JOHNSTONE	PRIESTHILL AND DARNLEY
BARASSIE	DALRY	JORDANHILL	QUEENS PARK (GLASGOW)
BARGEDDIE	DRUMCHAPEL	KENNISHEAD	RENTON
BARRHEAD	DRUMFROCHAR	KILMARNOCK	RUTHERGLEN
BARRHILL	DRUMGELLOCH	KILMAURS	SALTCOATS
BEARSDEN	DRUMRY	KILPATRICK	SCOTSTOUNHILL
BELLGROVE	DUKE STREET	KILWINNING	SHAWLANDS
BELLSHILL	DUMBARTON CENTRAL	KINGS PARK	SHETTLESTON
BISHOPBRIGGS	DUMBARTON EAST	KIRKHILL	SHIELDMUIR
BISHOPTON	DUMBRECK	KIRKWOOD	SHOTTS
BLAIRHILL	DUNLOP	LANARK	SINGER
BLANTYRE	EAST KILBRIDE	LANGBANK	SPRINGBURN
BOGSTON	EASTERHOUSE	LANGSIDE	STEPS
BOWLING	EXHIBITION CENTRE GLASGOW	LARGS	STEVENSTON
BRANCHTON	FAIRLIE	LENZIE	STEWARTON
BRIDGETON	FORT MATILDA	LOCHWINNOCH	SUMMERSTON
BURNSIDE	GARROWHILL	MARYHILL	THORNLIEBANK
BUSBY	GARSCADDEN	MAXWELL PARK	THORNTONHALL
CAMBUSLANG	GIFFNOCK	MAYBOLE	TROON
CARDONALD	GILSHOCHILL	MILLIKEN PARK	UDDINGSTON
CARDROSS	GIRVAN	MILNGAVIE	WEMYSS BAY
CARFIN	GLASGOW CENTRAL	MOSSPARK	WEST KILBRIDE
CARLUKE	GLASGOW QUEEN STREET	MOTHERWELL	WESTERTON
CARMYLE	GLENGARNOCK	MOUNT FLORIDA	WHIFFLET
CARNTYNE	GOUROCK	MOUNT VERNON	WHINHILL

CARTSDYKE	GREENFAULDS	MUIREND	WHITCRAIGS
CATHCART	GREENOCK CENTRAL	NEILSTON	WILLIAMWOOD
CHARING CROSS (GLASGOW)	GREENOCK WEST	NEW CUMNOCK	WISHAW
CLARKSTON	HAIRMYRES	NEWTON (LANARKSHIRE)	WOODHALL
CLELAND	HAMILTON CENTRAL	NEWTON-ON-AYR	YOKER



Stations in area: South Yorkshire PTE

ADWICK			
ALTHORPE			
BARNSLEY			
BENTLEY (YORKSHIRE)			
BOLTON-ON-DEARNE			
CHAPELTOWN			
CONISBROUGH			
CROWLE			
DARNALL			
DARTON			
DODWORTH			
DONCASTER			
DORE			
ELSECAR			
HATFIELD AND STAINFORTH			
KIRK SANDALL			
KIVETON BRIDGE			
KIVETON PARK			
MEADOWHALL			
MEXBOROUGH			
PENISTONE			
ROTHERHAM CENTRAL			
SCUNTHORPE			
SHEFFIELD			
SILKSTONE COMMON			
SWINTON (YORKSHIRE)			
THORNE NORTH			
THORNE SOUTH			
THURNSCOE			
WOMBWELL			
WOODHOUSE			

Stations in area: West Yorkshire PTE

BAILDON	MIRFIELD		
BATLEY	MOORTHORPE		
BEN RHYDDING	MORLEY		
BERRY BROW	MYTHOLMROYD		
BINGLEY	NEW PUDSEY		
BRADFORD FORSTER SQUARE	NORMANTON		
BRADFORD INTERCHANGE	OUTWOOD		
BRAMLEY (YORKSHIRE)	PONTEFRACT BAGHILL		
BROCKHOLES	PONTEFRACT MONKHILL		
BURLEY PARK	PONTEFRACT TANSHELF		
BURLEY-IN-WHARFEDALE	RAVENSTHORPE		
CASTLEFORD	SALTAIRE		
COTTINGLEY	SANDAL AND AGRIBRIGG		
CROSS GATES	SHEPLEY		
CROSSFLATTS	SHIPLEY		
DEIGHTON	SLAITHWAITE		
DENBY DALE	SOUTH ELMSALL		
DEWSBURY	SOWERBY BRIDGE		
EAST GARFORTH	STEETON AND SILSDEN		
FEATHERSTONE	STOCKSMOOR		
FITZWILLIAM	STREETHOUSE		
FRIZINGHALL	TODMORDEN		
GARFORTH	WAKEFIELD KIRKGATE		
GUISELEY	WAKEFIELD WESTGATE		
HALIFAX	WALSDEN		
HEADINGLEY	WOODLESFORD		
HEBDEN BRIDGE			
HONLEY			
HORSFORTH			
HUDDERSFIELD			
ILKLEY			
KEIGHLEY			
KNOTTINGLEY			
LEEDS			
LOCKWOOD			
MARSDEN			
MENSTON			
MICKLEFIELD			

Stations in area: West Midlands PTE

ACOCKS GREEN	JEWELLERY QUARTER	WALSALL	
ADDERLEY PARK	KINGS NORTON	WHITLOCKS END	
ASTON	LANDYWOOD	WIDNEY MANOR	
BERKSWELL	LANGLEY GREEN	WITTON	
BESCOT STADIUM	LEA HALL	WOLVERHAMPTON	
BIRMINGHAM INTERNATIONAL	LONGBRIDGE	WYLDE GREEN	
BIRMINGHAM MOOR STREET	LYE	WYTHALL	
BIRMINGHAM NEW STREET	MARSTON GREEN	YARDLEY WOOD	
BIRMINGHAM SNOW HILL	NORTHFIELD		
BLAKE STREET	OLD HILL		
BLOXWICH	OLTON		
BLOXWICH NORTH	PERRY BARR		
BORDESLEY	ROWLEY REGIS		
BOURNVILLE	SANDWELL AND DUDLEY		
BUTLERS LANE	SELLY OAK		
CANLEY	SHIRLEY		
CANNOCK	SMALL HEATH		
CHESTER ROAD	SMETHWICK GALTON BRIDGE		
COSELEY	SMETHWICK ROLFE STREET		
COVENTRY	SOLIHULL		
CRADLEY HEATH	SPRING ROAD		
DORRIDGE	STECHFORD		
DUDESTON	STOURBRIDGE JUNCTION		
DUDLEY PORT	STOURBRIDGE TOWN		
EARLSWOOD (WEST MIDLANDS)	SUTTON COLDFIELD		
ERDINGTON	TAME BRIDGE PARKWAY		
FIVE WAYS	THE HAWTHORNS		
FOUR OAKS	TILE HILL		
GRAVELLY HILL	TIPTON		
HALL GREEN	TYSELEY		
HAMPTON-IN-ARDEN	UNIVERSITY (BIRMINGHAM)		
HAMSTEAD (BIRMINGHAM)			
HEDNESFORD			

Appendix D

Weighting regime: main survey – Wave 28

toc	total journeys	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND
Arriva Trains Wales	28,527,559	32.00	10.00	58.00	81.00	19.00
c2c	36,027,970	67.00	6.00	27.00	86.00	14.00
Chiltern Railways	19,401,533	38.00	25.00	37.00	82.00	18.00
CrossCountry	36,682,858	15.00	28.00	57.00	78.00	22.00
East Coast	18,785,158	10.00	33.00	57.00	76.00	24.00
East Midlands Trains	23,167,391	23.00	28.00	49.00	82.00	18.00
First Capital Connect	107,253,032	44.60	26.10	29.30	86.00	14.00
First Great Western	92,873,060	30.00	20.00	50.00	77.00	23.00
First Hull Trains	720,969	10.00	45.00	45.00	70.00	30.00
First TransPennine Express	24,892,819	24.00	14.00	62.00	78.00	22.00
Grand Central	769,663	5.00	28.00	67.00	71.00	29.00
Greater Anglia	103,929,037	54.00	18.00	28.00	90.00	10.00
Heathrow Connect	3,349,166	50.00	11.00	39.00	71.10	28.90
Heathrow Express	5,750,024	2.00	68.00	30.00	79.00	21.00
London Midland	60,051,427	45.00	14.00	41.00	84.80	15.20
London Overground	123,886,661	64.00	3.00	33.00	81.00	19.00
Merseyrail	44,909,335	37.00	8.00	55.00	80.00	20.00
Northern Rail	106,516,935	38.00	9.00	53.00	76.40	23.60
ScotRail	81,505,997	39.45	13.16	47.39	80.22	19.78
South West Trains	209,610,739	53.00	15.00	32.00	85.00	15.00
Southeastern	162,334,346	61.00	12.00	27.00	90.00	10.00
Southern inc Gatwick Express	166,196,715	50.00	16.00	34.00	90.00	10.00
Virgin Trains	30,195,427	8.00	29.00	63.00	81.00	19.00

Appendix E

Journey Purpose Definition

Detailed description	Journey Purpose
Daily commuting to/from work/college/school	Commuter
Less regular commuting to/from work/college/school	
On company business (or own if self employed).....	Business
On personal business (job interview, dentist etc)	Leisure
Visiting friends or relatives	
Shopping trip	
Travel to/from holiday.....	
A day out.....	
Sport	
Other leisure	

APPENDIX F: Building block genre definitions

HIGH SPEED

EAST COAST – LONDON - YORKS
FIRST GREAT WESTERN – LONG DISTANCE
VIRGIN - LONDON – LIVERPOOL
VIRGIN - LONDON – MANCHESTER
VIRGIN - LONDON - NORTH WALES

VIRGIN - LONDON – SCOTLAND

VIRGIN - LONDON – WOLVERHAMPTON

SOUTHERN – HIGH SPEED

LONG DISTANCE

CROSSCOUNTRY- BIRMINGHAM - NE AND SCOTLAND
CROSSCOUNTRY - BIRMINGHAM - SOUTH COAST
CROSSCOUNTRY - BIRMINGHAM - SOUTH WEST
CROSSCOUNTRY - BIRMINGHAM – STANSTED
FTPE – NORTH
EMT – LIVERPOOL – NORWICH
EAST COAST – LONDON – SCOTLAND/NE

INTERURBAN

ATW - NORTH WALES
ATW - SOUTH WALES
CHILTERN – NORTH
CROSSCOUNTRY - BIRMINGHAM – MANCHESTER
CROSSCOUNTRY - BIRMINGHAM - NOTTINGHAM –CARDIFF
SCOTRAIL – INTERURBAN
FTPE - NORTH WEST
FTPE – SOUTH
LONDON MIDLAND - WEST COAST
NORTHERN - SOUTH & EAST YORKSHIRE
GREATER ANGLIA – INTERCITY
SWT – MAINLINE
VIRGIN - BIRMINGHAM – SCOTLAND
EAST COAST – NON LONDON JOURNEYS

RURAL

ATW – VALLEY
FIRST GREAT WESTERN – WEST

SHORT COMMUTE

C2C
EMT – LOCAL
FCC - THAMESLINK LOOP
SCOTRAIL – STRATHCLYDE
LONDON OVERGROUND – GOSPEL OAK – BARKING
LONDON OVERGROUND – RICHMOND/CLAPHAM
JUNCTION - STRATFORD
LONDON OVERGROUND – WATFORD – EUSTON
LONDON OVERGROUND – DALSTON - CROYDON
LONDON MIDLAND - WEST MIDLANDS
MERSEYRAIL – NORTHERN
MERSEYRAIL – WIRRAL
NORTHERN - MANCHESTER & LIVERPOOL
NORTHERN – TYNE TEES & WEAR
GREATER ANGLIA – METRO
GREATER ANGLIA – WEST ANGLIA
SWT – LONDON
SWT – METRO
SWT – SUBURBAN
SOUTHERN METRO
SOUTHEASTERN - METRO

LONG COMMUTE

CHILTERN – SOUTH
EMT – LONDON
FCC - GREAT NORTHERN
FCC - THAMESLINK NORTH
FCC - THAMESLINK SOUTH
FIRST GREAT WESTERN – LONDON THAMES VALLEY
SCOTRAIL – URBAN
LONDON MIDLAND - LONDON COMMUTER
GREATER ANGLIA - MAINLINE
SOUTHERN - SUSSEX COAST
SWT – PORTSMOUTH
SWT - READING/WINDSOR
EAST COAST – LONDON – EAST MIDS



SCOTRAIL – RURAL

NORTHERN - LANCASHIRE & CUMBRIA

NORTHERN - WEST & NORTH YORKSHIRE

GREATER ANGLIA – RURAL

SWT - ISLAND LINE

SWT - NOT MANAGED BY SWT

SWT - WEST OF ENGLAND

SOUTHEASTERN - MAINLINE

AIRPORT

GREATER ANGLIA – STANSTED

GATWICK EXPRESS

HEATHROW EXPRESS

HEATHROW CONNECT

APPENDIX G:

Methodology for calculating passenger volumes by TOC and station

The following is a description of how ORR data is used to calculate passenger volumes for each TOC at each station in the national rail network.

Step 1

Passenger journey data for each station is taken from the ORR database. This database uses ticket sales data from LENNON supplemented with journey data from a number of other sources that LENNON does not include, principally:

- Journey data from TfL for London Underground stations that offer national rail services
- PTE journeys from sales that are made from sources other than national rail stations.

The data used is number of entries plus number of interchanges. For example, the total annual passenger journeys estimated from London Victoria in 2010 was 39,626,050 (35,127,971 entries and 4,498,079 interchanges).

Step 2

This data is then aggregated for all stations across the rail network and compared to the total obtained by aggregating data for all TOCs as supplied by DfT. In 2010, the station aggregation total was 1,227,778,667, whereas the DfT TOC total was 1,240,218,685. An adjustment factor is calculated for each station so that the station totals add to the TOC totals – this initial adjustment factor is 1.010132134 and the adjusted total for London Victoria is 40,027,546.

Step 3

Data from the electronic timetable is used to count how many services each TOC runs from a station in the four weeks in February each year. This is then profiled, so that we estimate what percentage of the services run from a station are by each TOC. At London Victoria, the % breakdown of services run from the station in 2010 was as follows:

Southeastern	28.07%
Gatwick Express	11.88%
Southern	60.05%

Step 4

These profiles are then applied to the total passenger count for the station derived in step 1. Implicitly, the assumption is that the proportion of journeys by TOC from the station is the same as the proportion of number of services by TOC from the station. For London Victoria, this results in estimated passenger volumes as follows:

Southeastern	11,235,150
Gatwick Express	4,756,615
Southern	24,035,782

Step 5

The total estimated passenger journeys for each TOC is computed by adding up the estimate for each station at which the TOC calls. For Southeastern, this gives a total of 162,471,848 compared to the TOC total of 154,073,470. This produces a TOC scaling factor for Southeastern of 0.94830872. A similar process for Gatwick Express and Southern produces factors of 0.72579627 and 1.08620260 respectively.

Step 6

These factors are then applied, TOC by TOC, to the estimated passenger journeys for each station at which the TOC calls. This gives an updated estimated passenger journeys for the TOC for each station. So at London Victoria, the updated figures are as follows:

Southeastern	10,654,391 (11,235,150 times 0.94830872)
Gatwick Express	3,452,333 (4,756,615 times 0.72579627)
Southern	25,942,024 (24,035,782 times 1.08620260)



A revised estimate for London Victoria is then calculated by adding up these totals - 40,048,747 compared to the original station total of 40,027,546. A station scaling factor for London Victoria is now produced - 0.9994706.

Steps 5 and 6 are then repeated until the process converges in that station factors remain as they were from the previous iteration (TOC totals are preserved in the final run as these are regarded as sacrosanct).

At the end of this process we have a set of estimated passenger journeys for each TOC at each station that adds to the TOC totals and adds as closely as possible to the station totals.

