



National Rail Passenger Survey

PTE Report for West Midlands

Spring 2014 (Wave 30)

Contacts:

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

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

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdrccontinental.com

Passengerfocus 
putting passengers first

Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

- 2.1 Overall satisfaction and station factor results for West Midlands 5
- 2.2 Train factor results for West Midlands 7

3 Passenger satisfaction trend charts

- 3.1 Overall satisfaction and station factor results for West Midlands 9
- 3.2 Train factor results for West Midlands 15

4 Sample profile

- 4.1 Sample profile for West Midlands 22
- 4.2 Station sample sizes for West Midlands 23
- 4.3 Station catchment area for West Midlands 24

5 Technical appendix

- 5.1 Standard reports produced for NRPS 25
- 5.2 Rail sectors 26

Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample. Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

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

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

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

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

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.passengerfocus.org.uk

Spring 2014 (Wave 30)

The main fieldwork for the Spring 2014 survey (Wave 30) was undertaken between 2nd February and 13th April 2014. Top up interviews were done within the last three weeks of the fieldwork period.

There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few stations that were closed for all of the fieldwork period.

Southeastern state their services may have been affected by several incidents, in particular the closure of the Hastings mainline, Canterbury West and multiple landslips and incidents across the network.

There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th February.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). 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 trains were still running.

Autumn 2013 (Wave 29)

Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

First Hull Trains results have probably been affected by engineering works and a major power failure on the East Coast mainline during weekend fieldwork.

Results for Southern may have been affected by several incidents, in particular four separate fatalities and a major trespass incident on the Brighton mainline.

A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related issues this wave.

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.

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, NRPS 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.

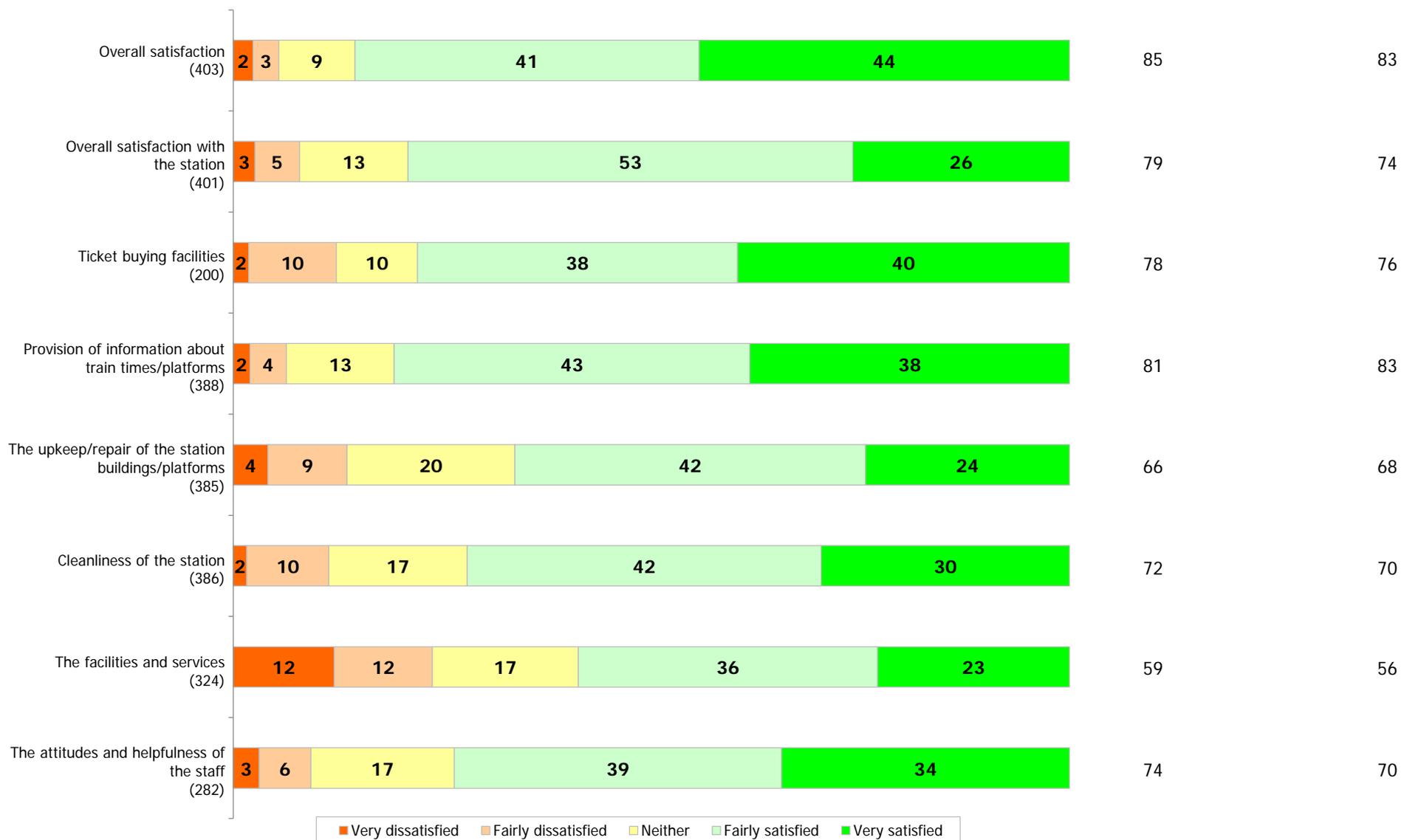
As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

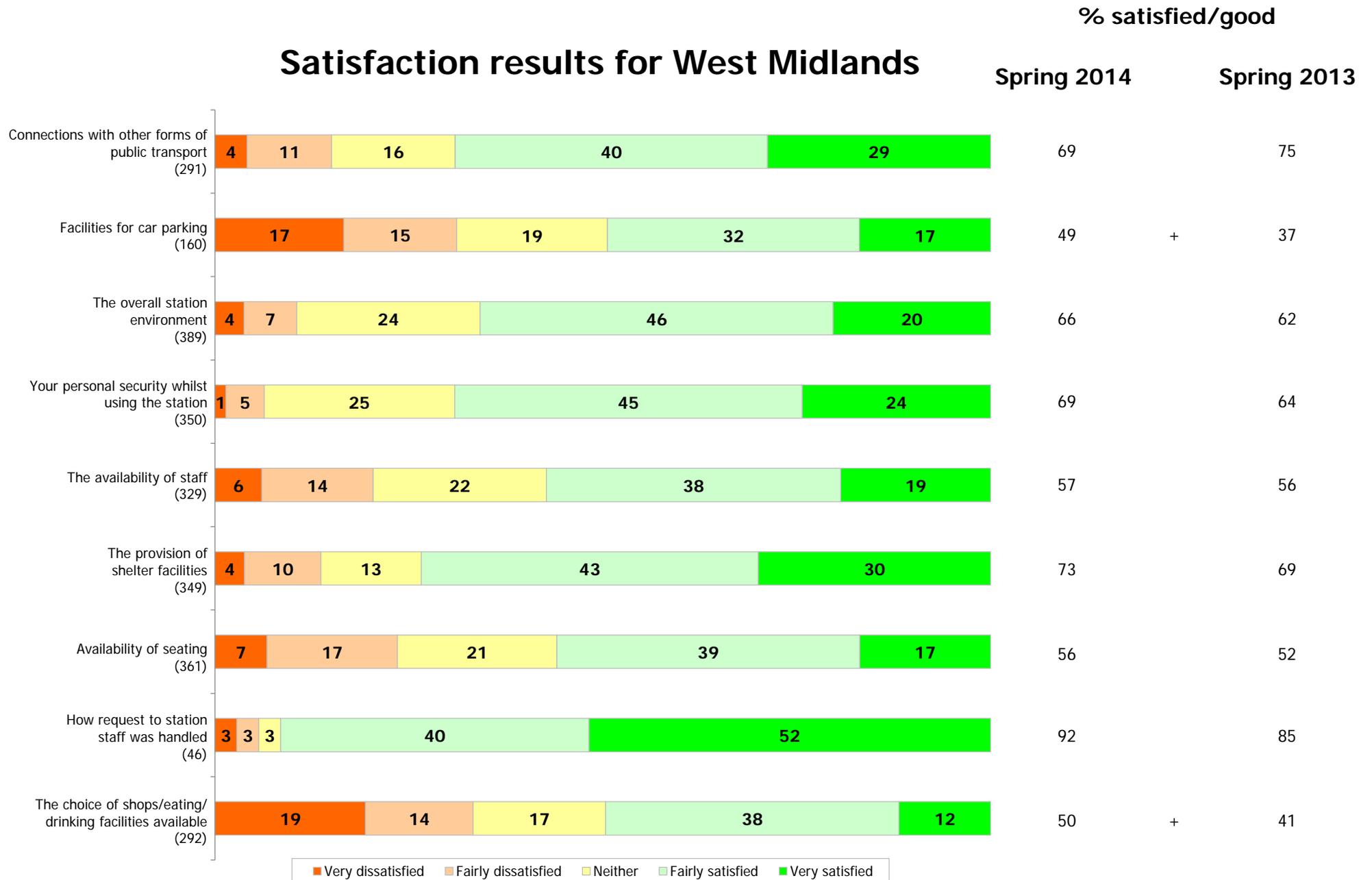
Satisfaction results for West Midlands

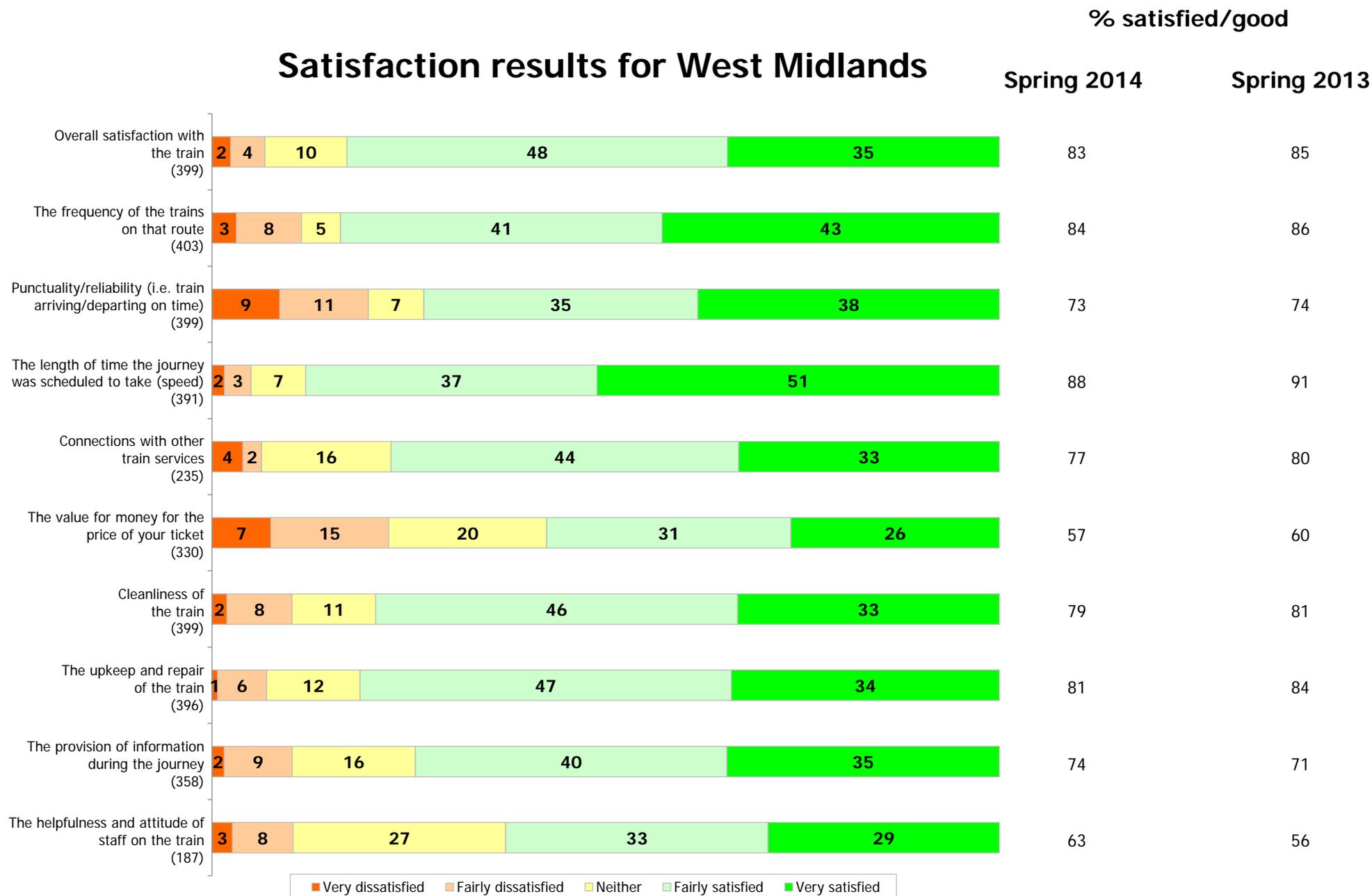
% satisfied/good

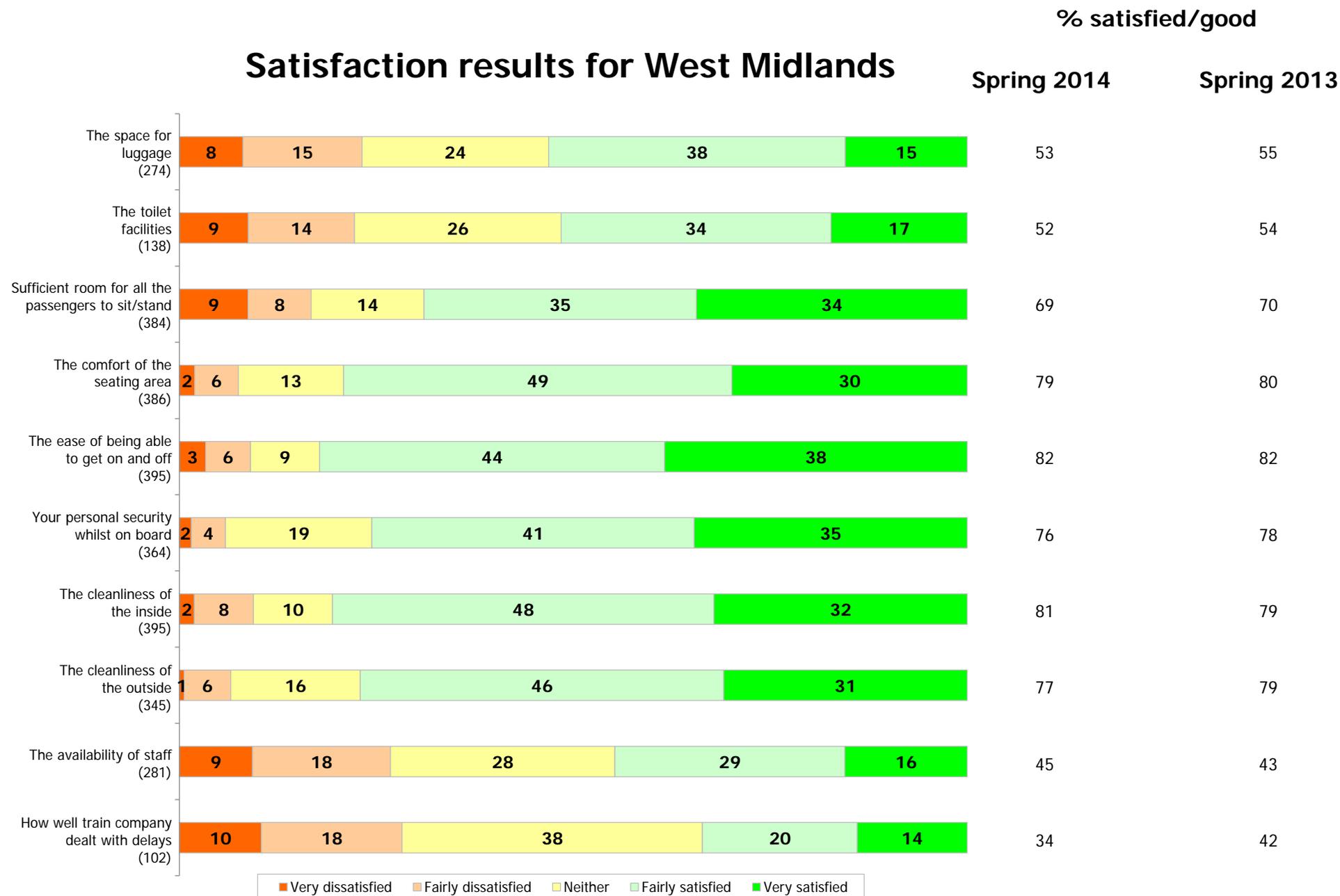
Spring 2014

Spring 2013





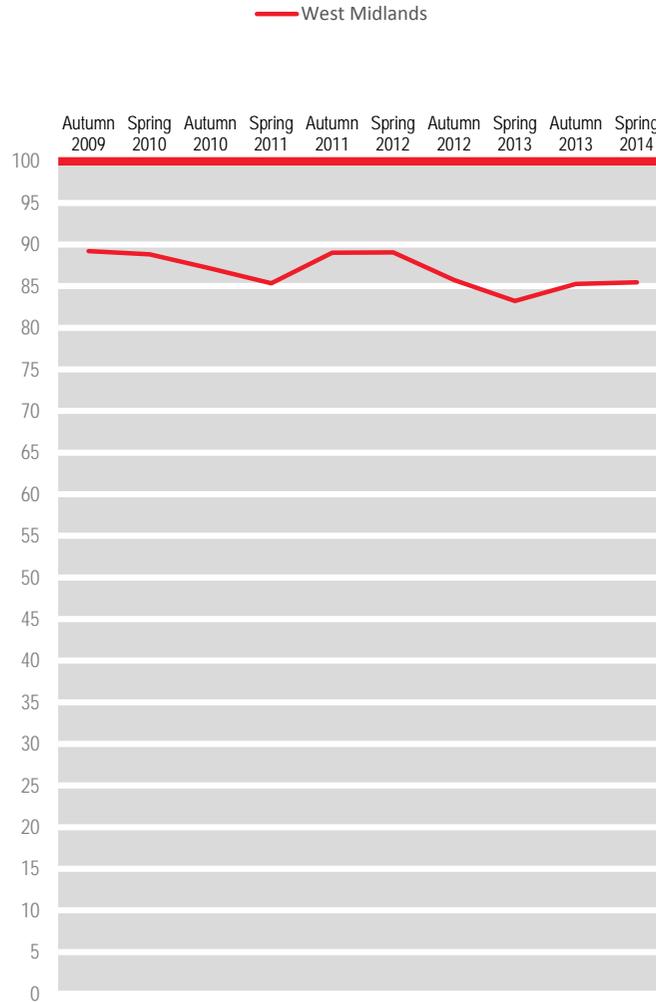




Percentage satisfied with aspects of station where boarded

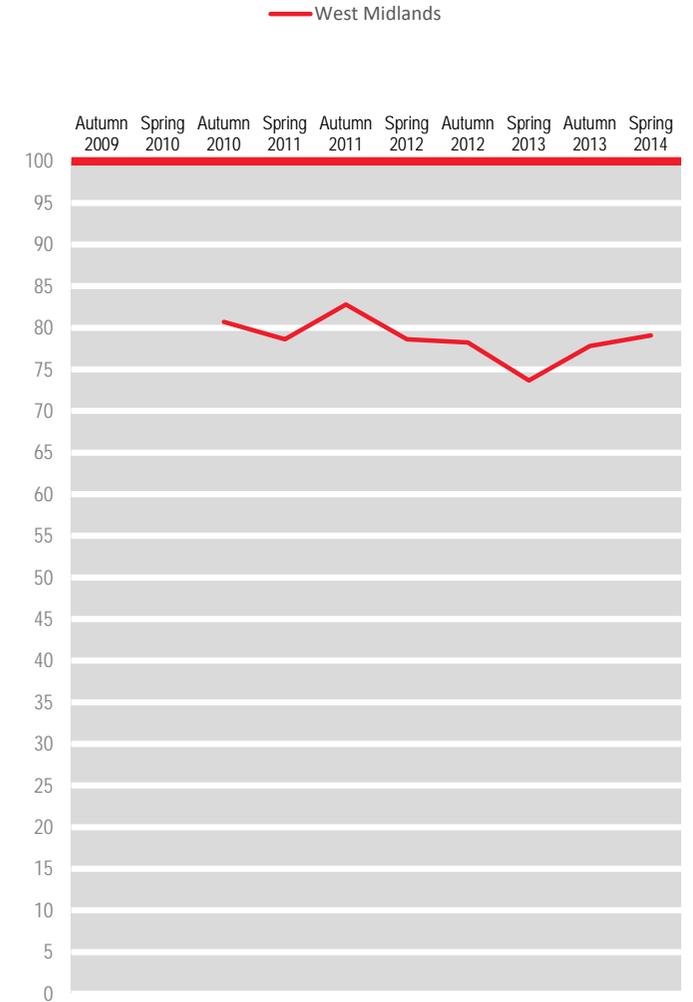
Overall satisfaction

(403)
Percentage of passengers satisfied 2009 to 2014



Overall station satisfaction

(401)
Percentage of passengers satisfied 2009 to 2014

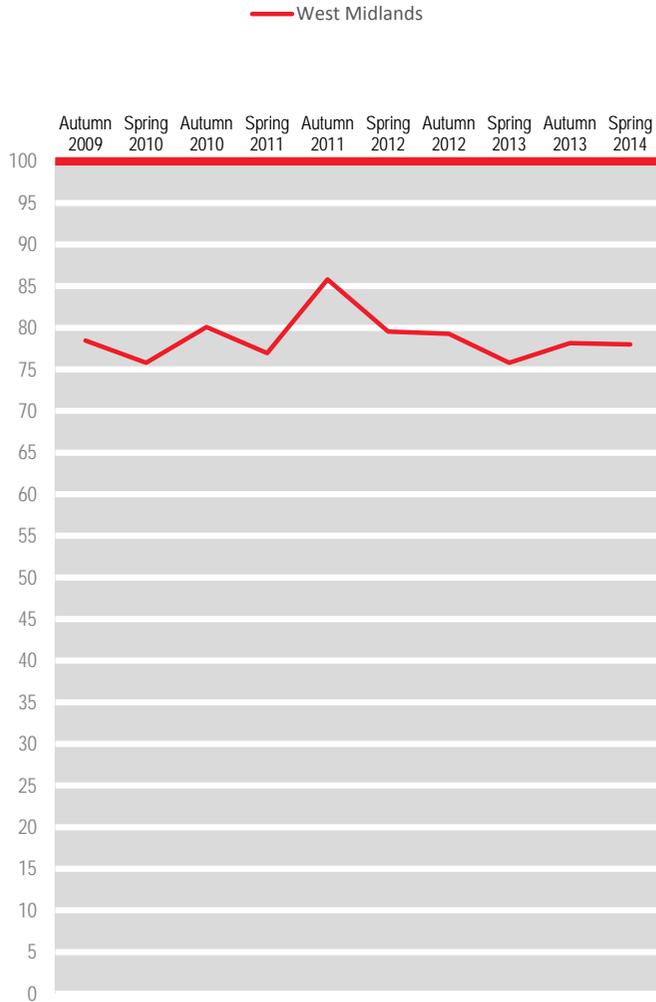


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(200)

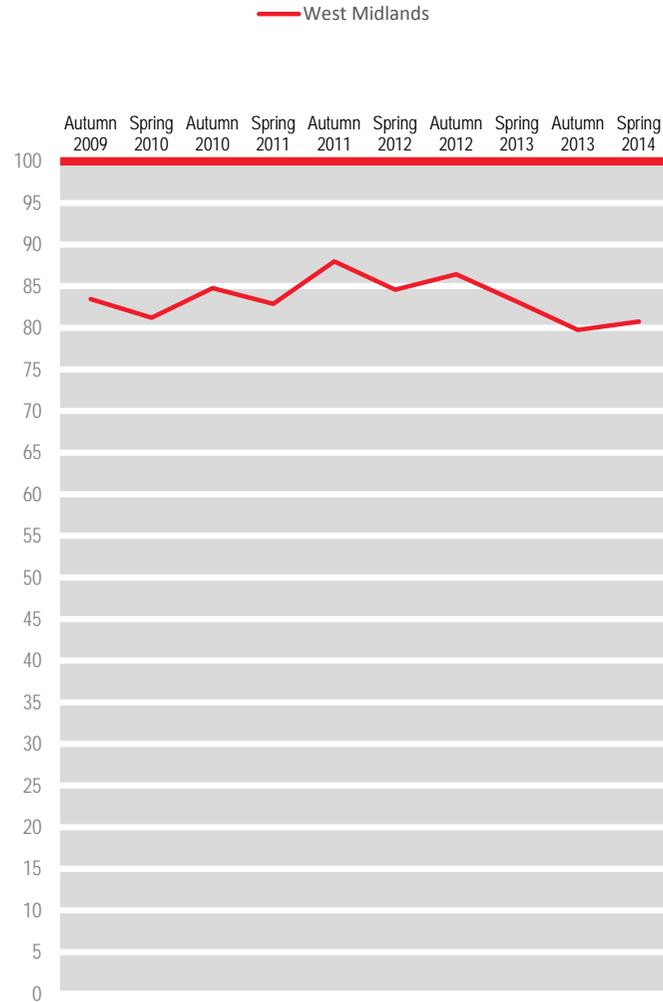
Percentage of passengers satisfied 2009 to 2014



Provision of information about train times/platforms

(388)

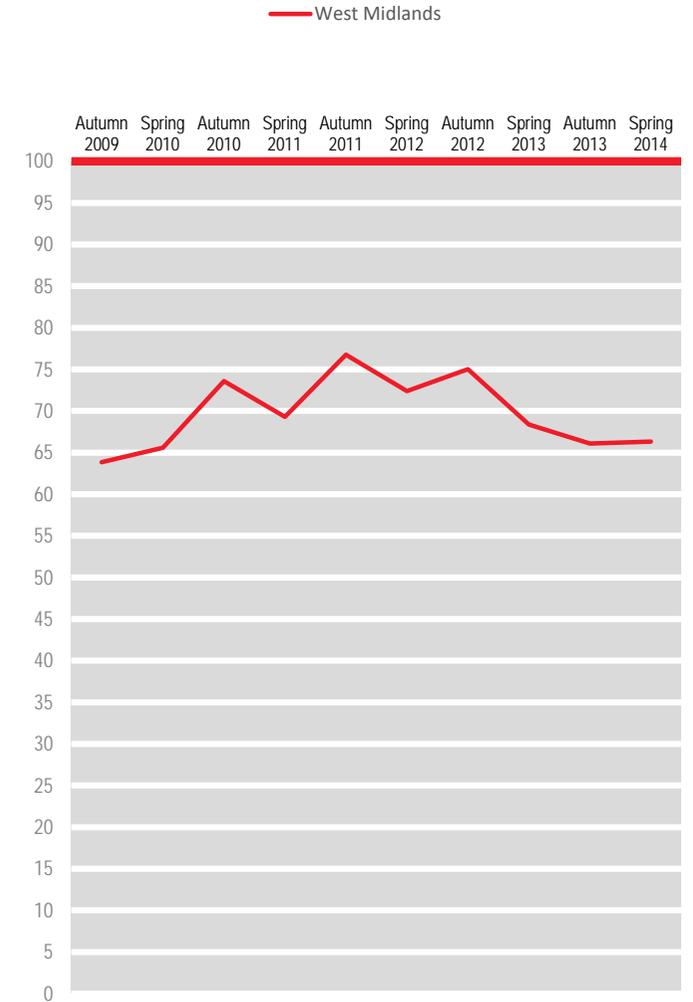
Percentage of passengers satisfied 2009 to 2014



The upkeep/repair of the station building/platforms

(385)

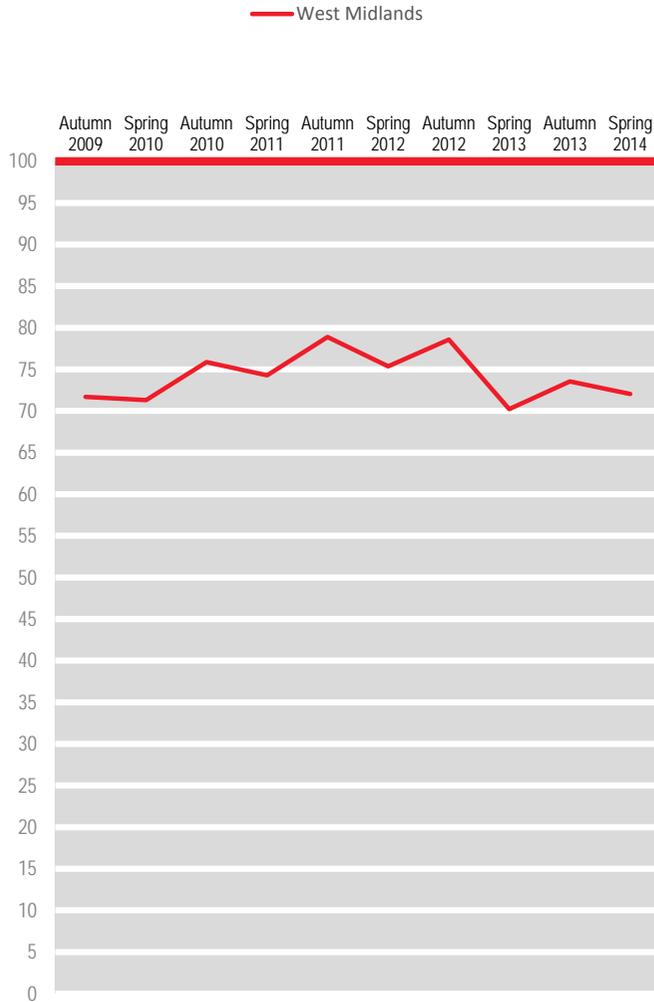
Percentage of passengers satisfied 2009 to 2014



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

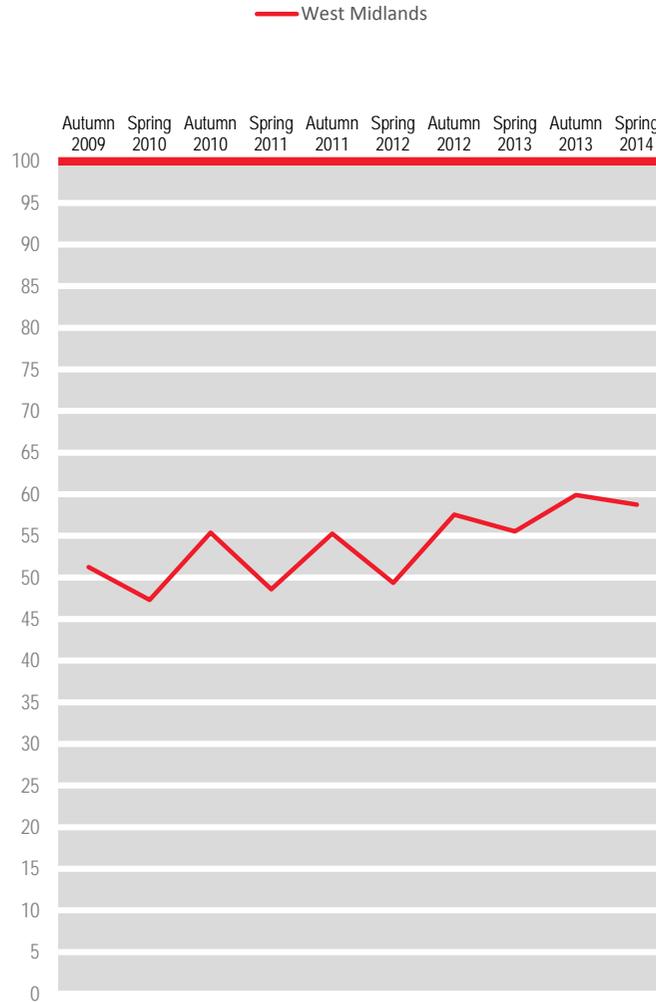
Cleanliness of the station

(386)
Percentage of passengers satisfied 2009 to 2014



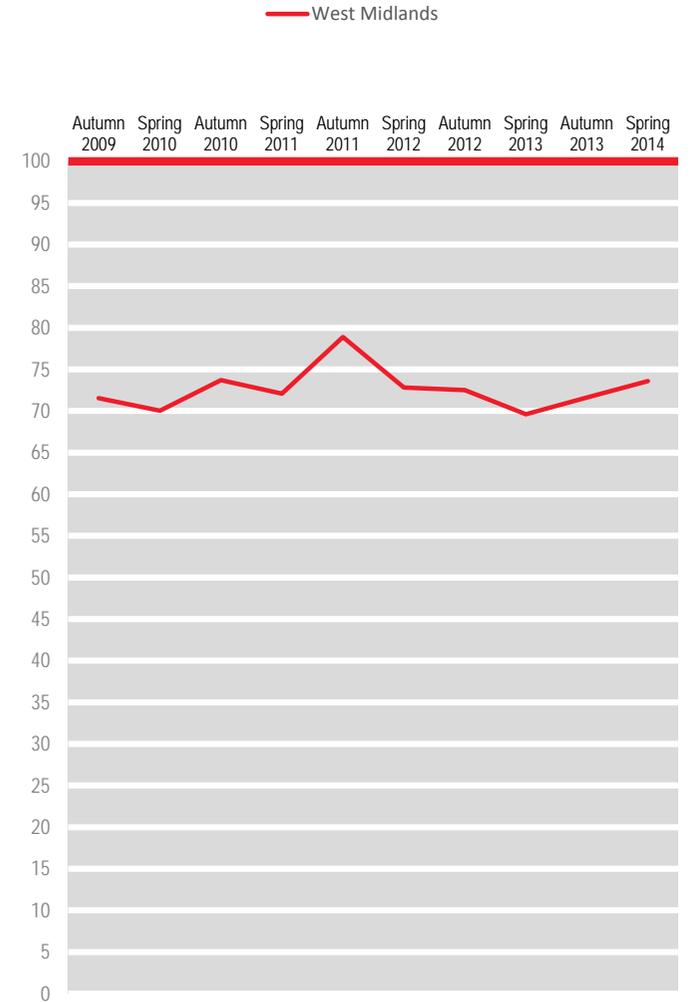
The facilities and services at the station

(324)
Percentage of passengers satisfied 2009 to 2014



The attitudes and helpfulness of the staff at the station

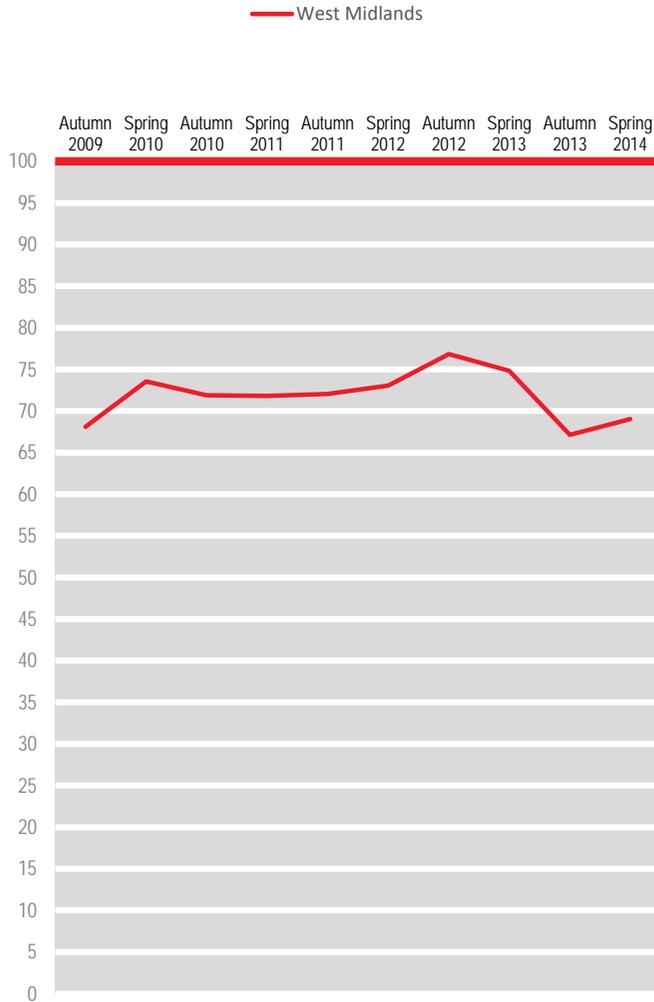
(282)
Percentage of passengers satisfied 2009 to 2014



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

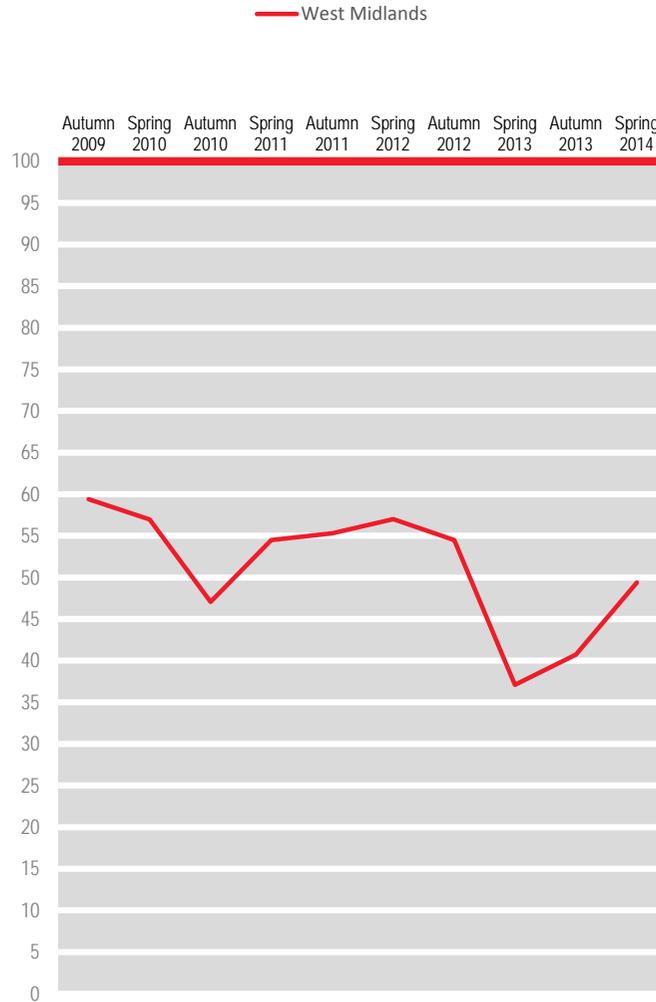
Connections with other forms of public transport from the station

(291)
Percentage of passengers satisfied 2009 to 2014



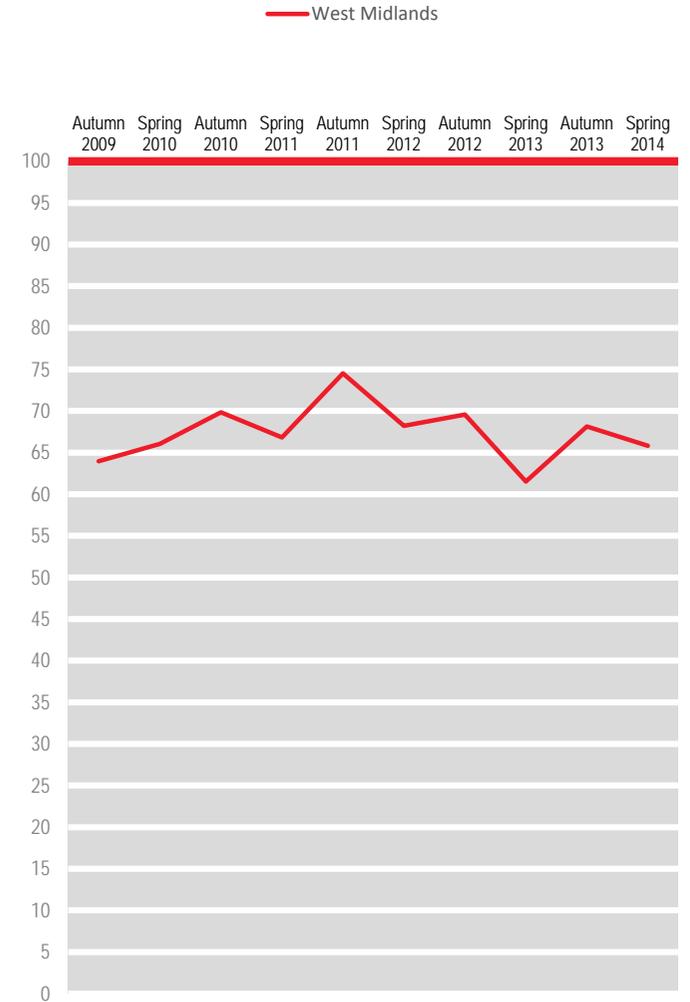
Facilities for car parking at the station

(160)
Percentage of passengers satisfied 2009 to 2014



Overall station environment

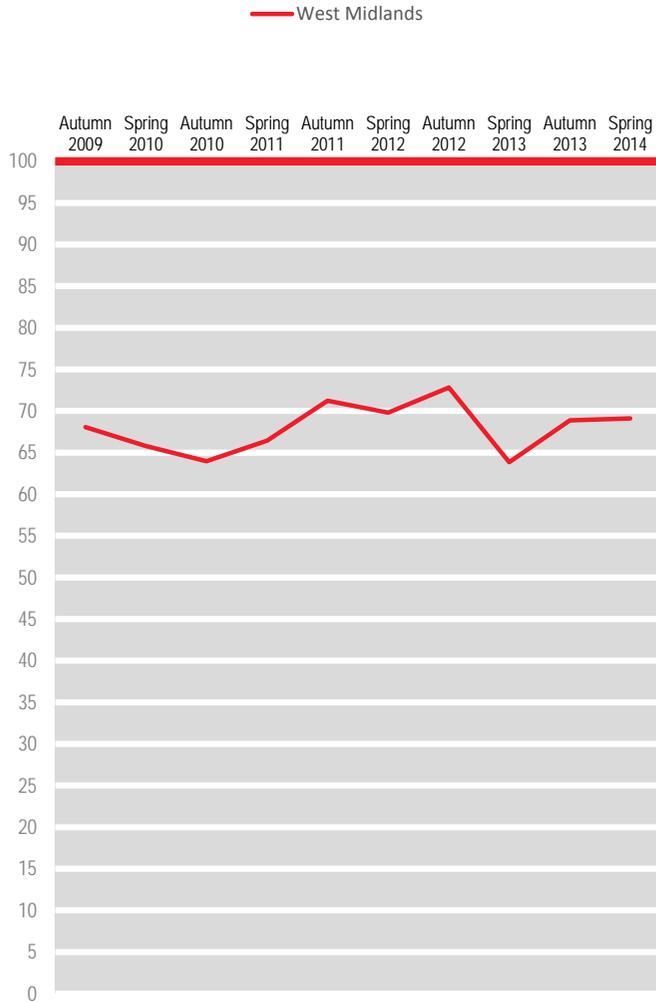
(389)
Percentage of passengers satisfied 2009 to 2014



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

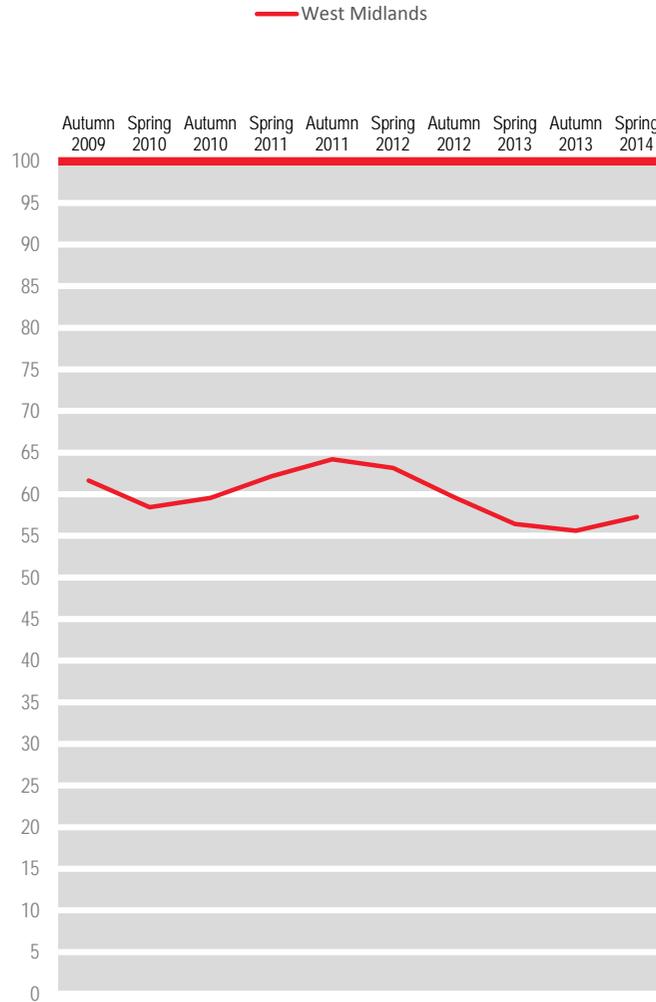
Your personal security whilst using the station

(350)
Percentage of passengers satisfied 2009 to 2014



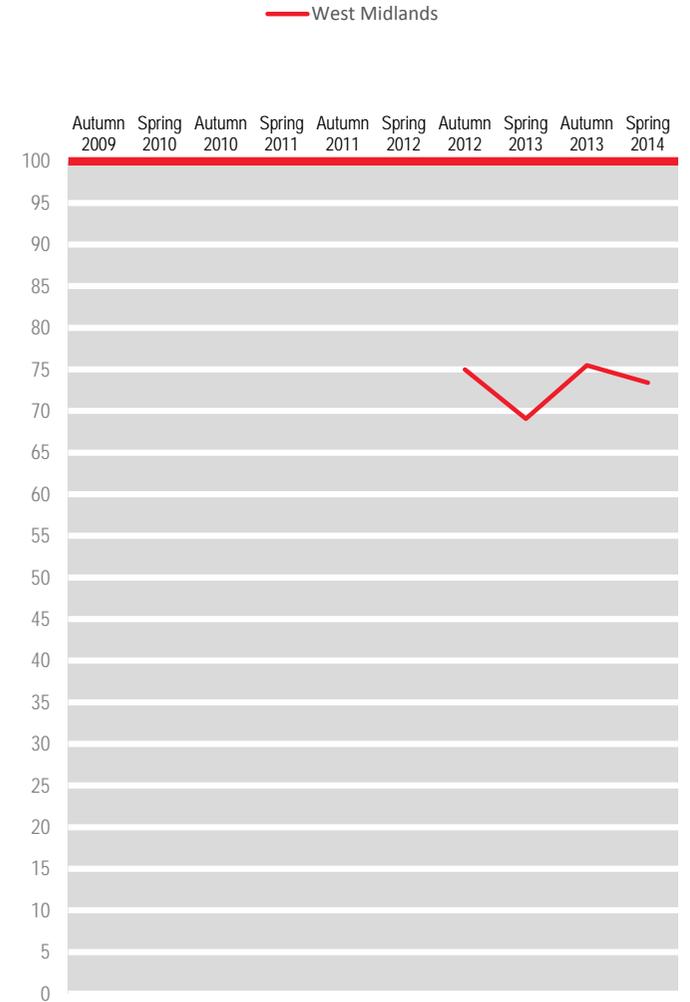
The availability of staff at the station

(329)
Percentage of passengers satisfied 2009 to 2014



The provision of shelter facilities

(349)
Percentage of passengers satisfied 2009 to 2014

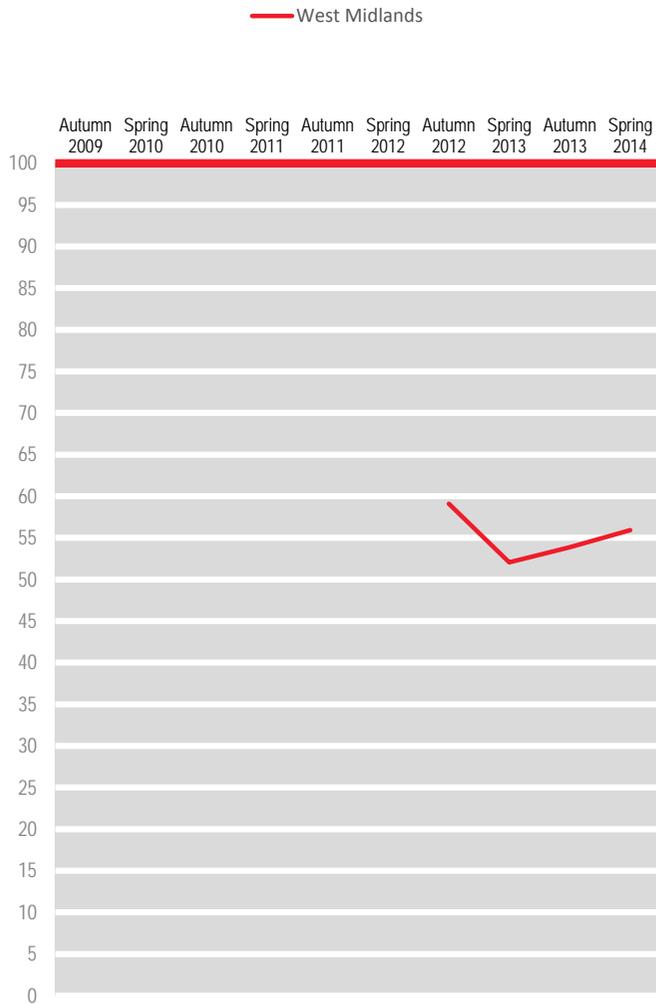


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(361)

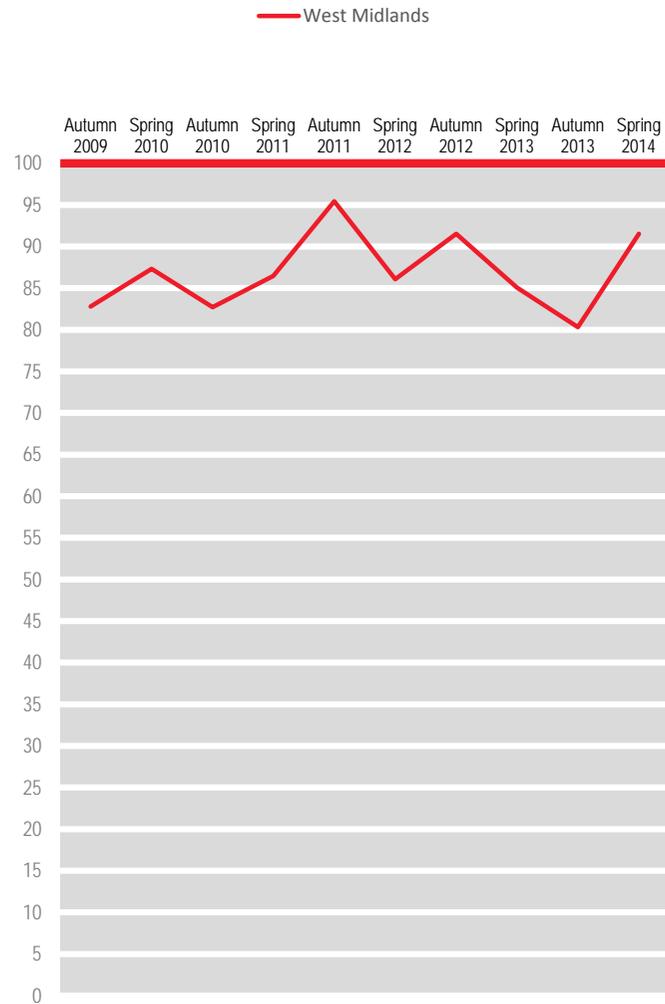
Percentage of passengers satisfied 2009 to 2014



How request to station staff was handled

(46)

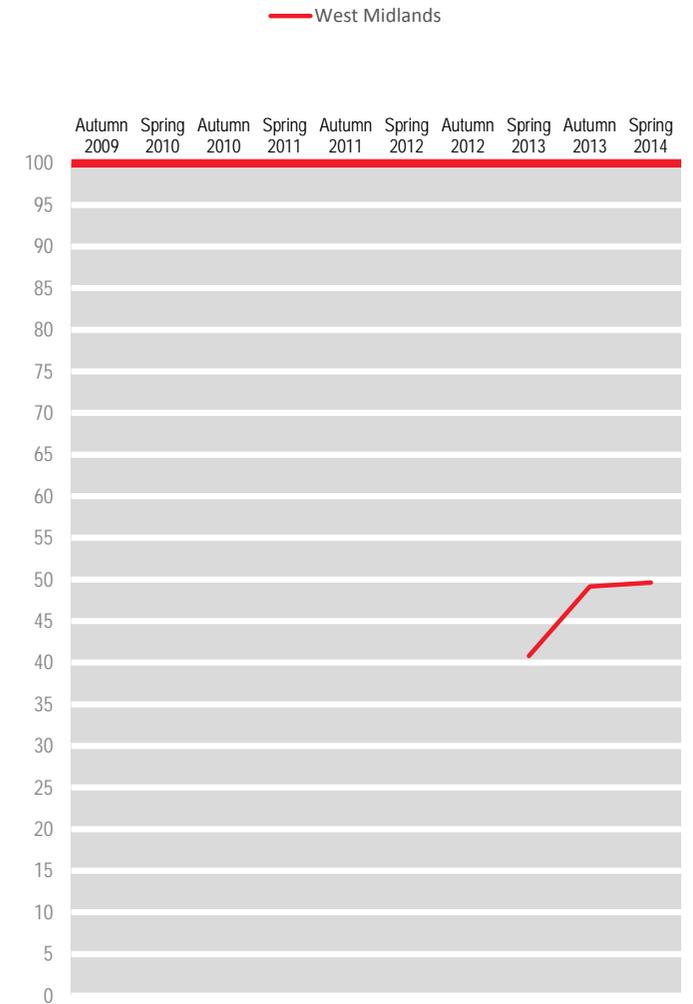
Percentage of passengers satisfied 2009 to 2014



The choice of shops/eating/drinking facilities available

(292)

Percentage of passengers satisfied 2009 to 2014



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

Percentage satisfied with aspects of the train

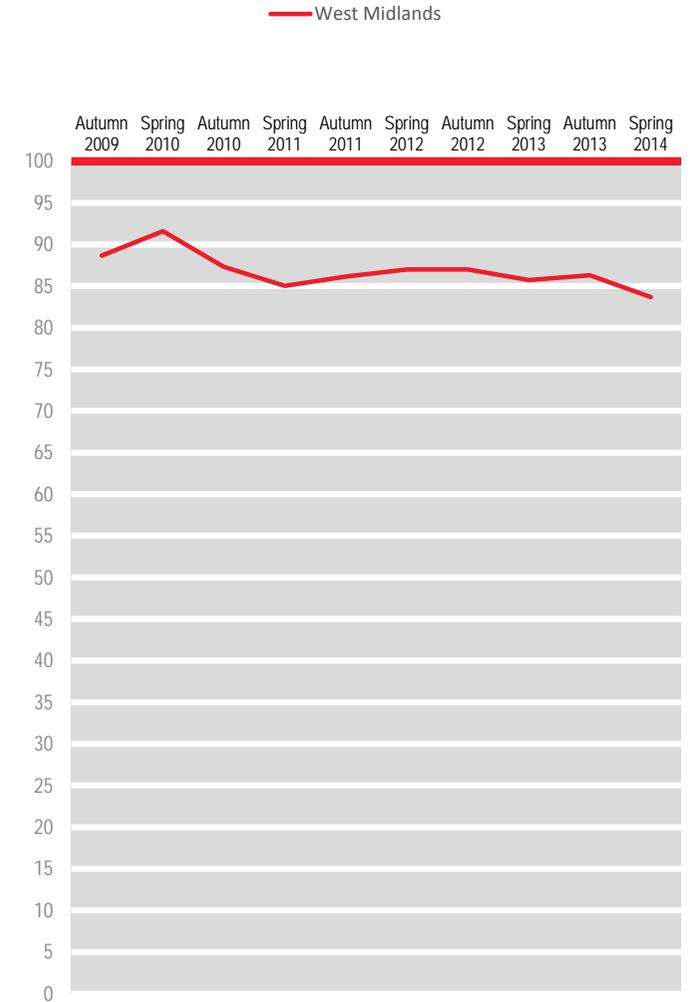
Overall satisfaction with the train

(399)
Percentage of passengers satisfied 2009 to 2014



The frequency of trains on that route

(403)
Percentage of passengers satisfied 2009 to 2014

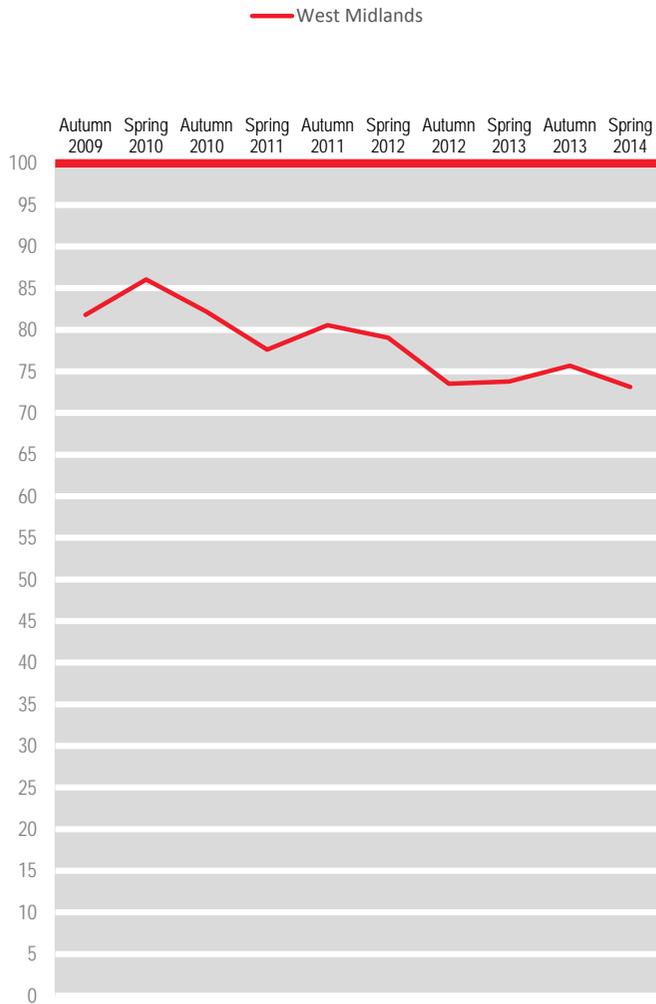


N.B. Benchmarks and targets are only shown for applicable factors

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

(399)

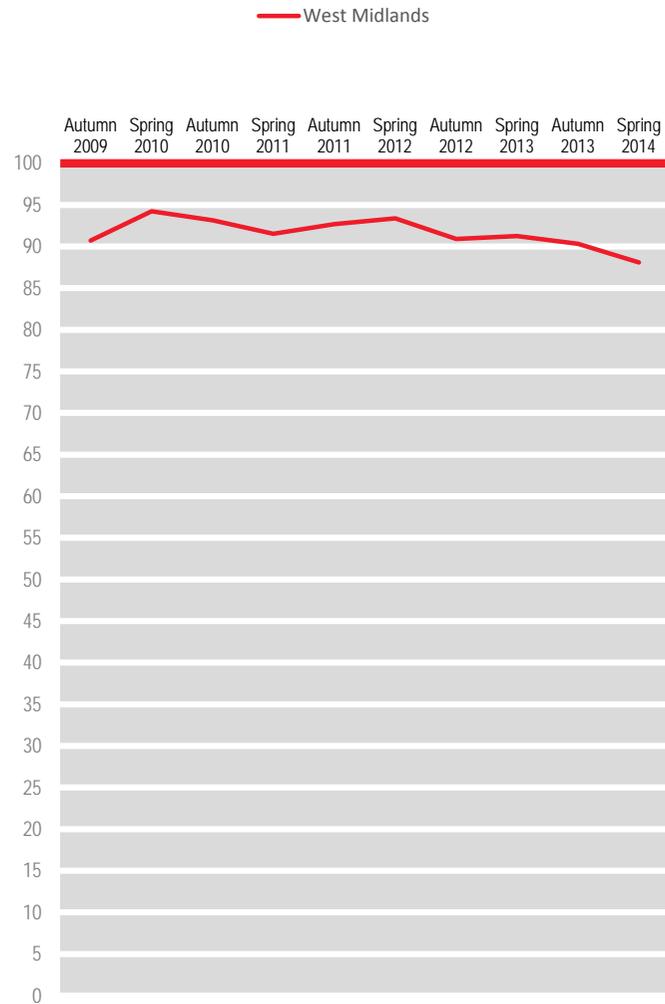
Percentage of passengers satisfied 2009 to 2014



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

(391)

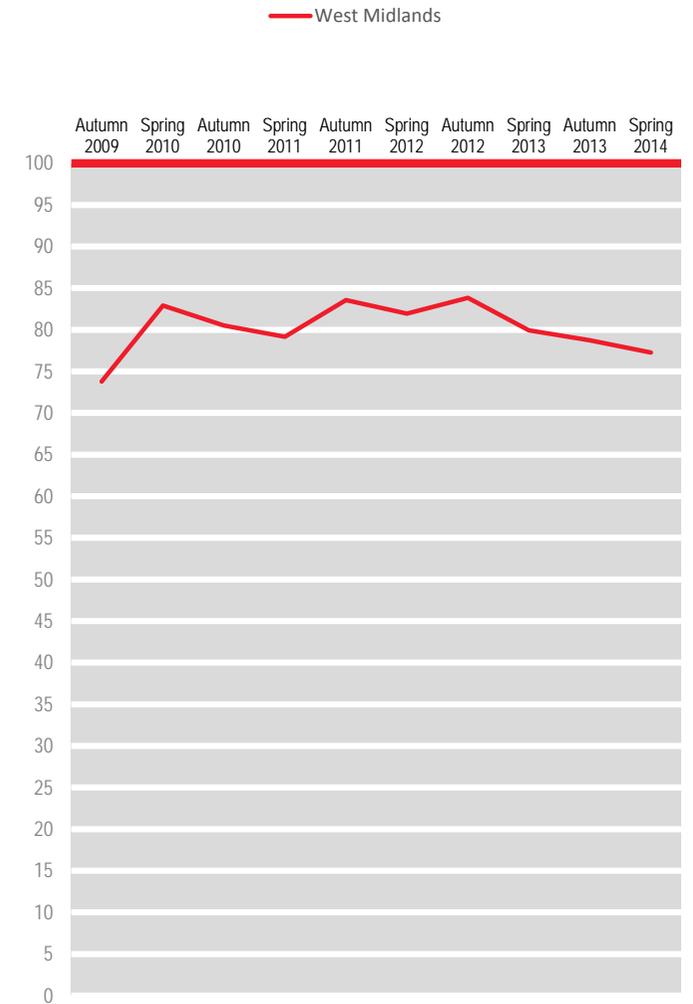
Percentage of passengers satisfied 2009 to 2014



Connections with other train services

(235)

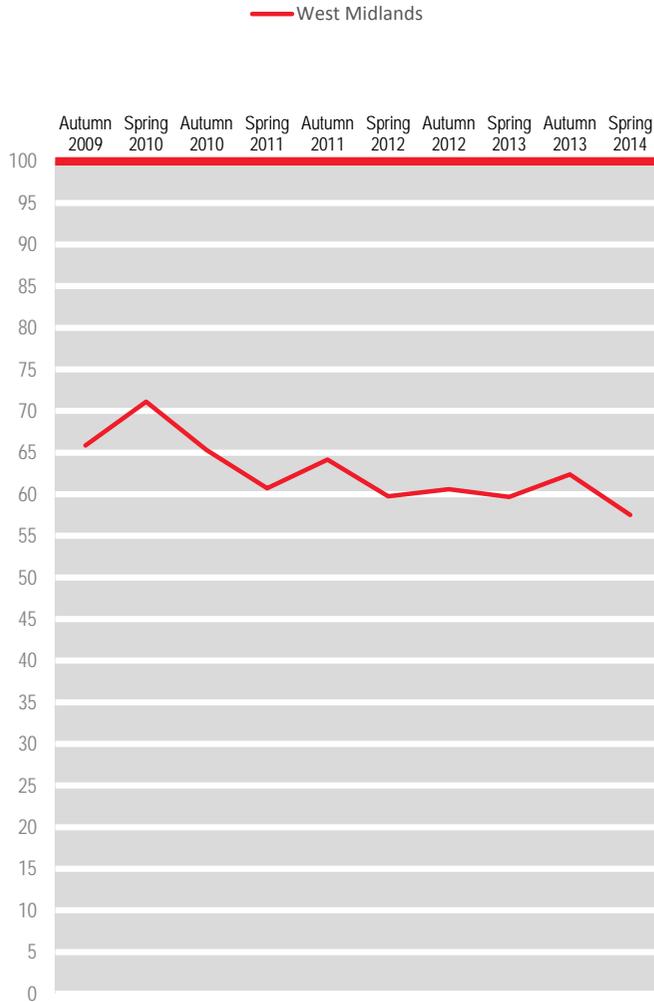
Percentage of passengers satisfied 2009 to 2014



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

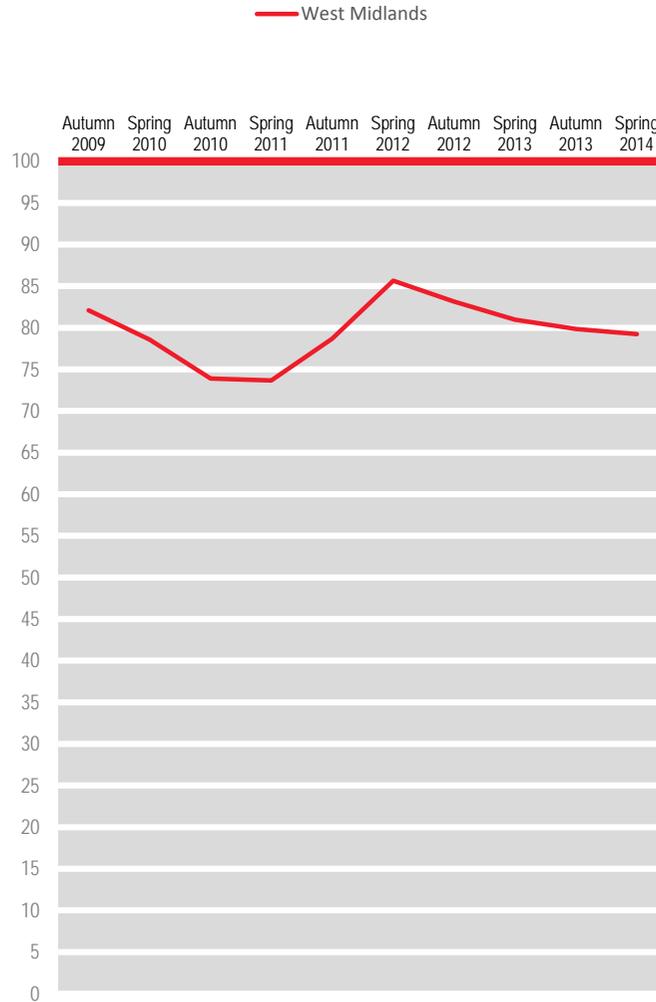
The value for money for the price of your ticket

(330)
Percentage of passengers satisfied 2009 to 2014



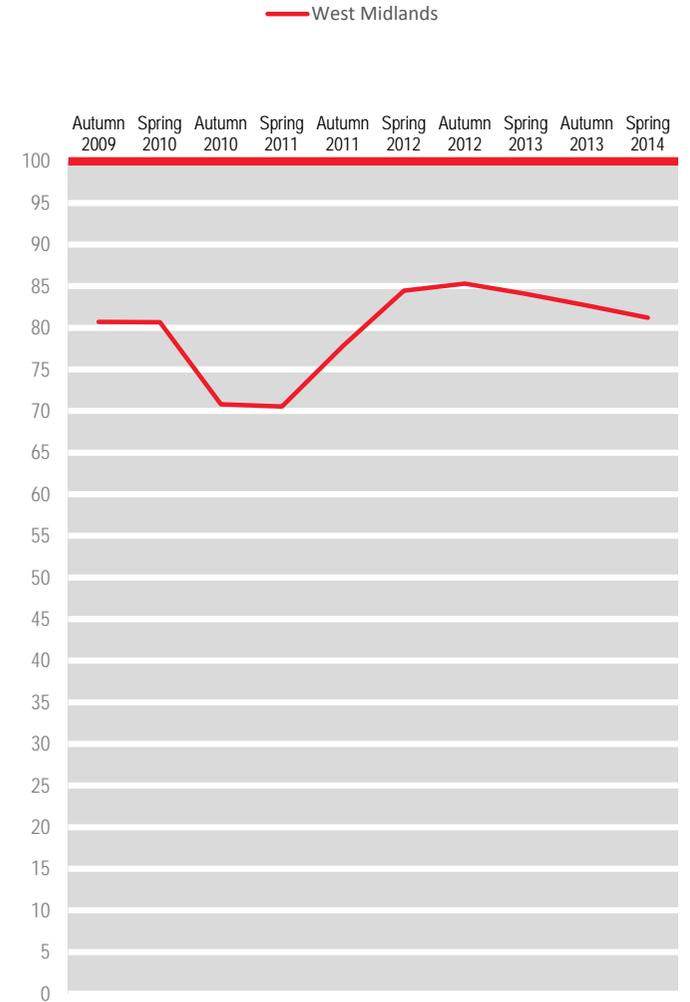
Cleanliness of the train

(399)
Percentage of passengers satisfied 2009 to 2014



Upkeep and repair of the train

(396)
Percentage of passengers satisfied 2009 to 2014

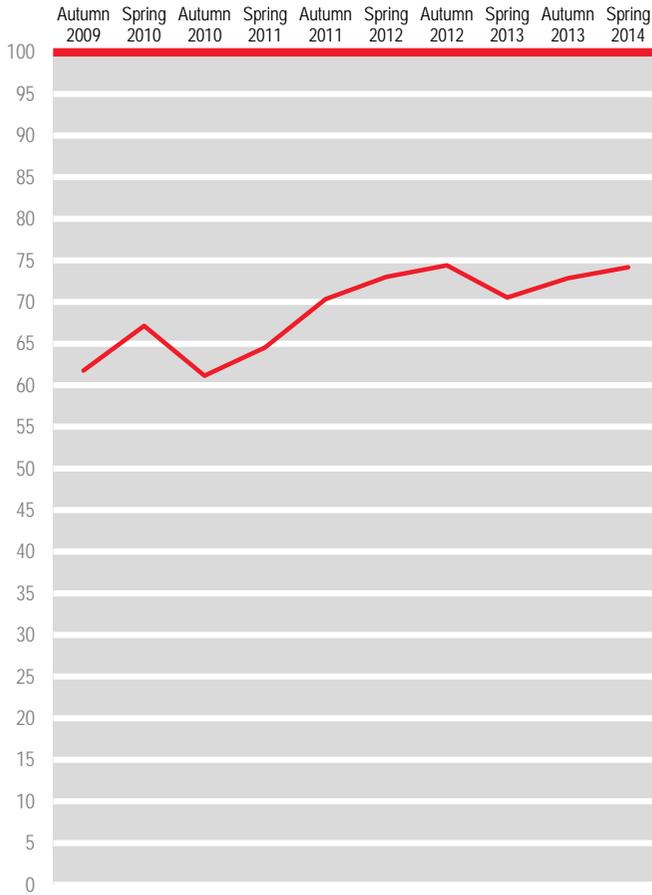


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(358)
Percentage of passengers satisfied 2009 to 2014

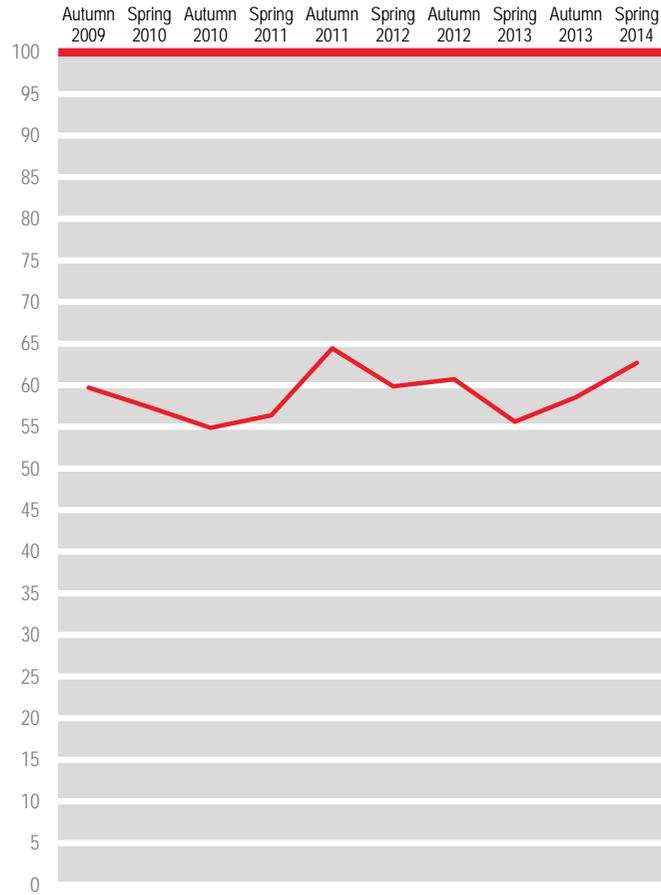
— West Midlands



The helpfulness and attitude of staff on the train

(187)
Percentage of passengers satisfied 2009 to 2014

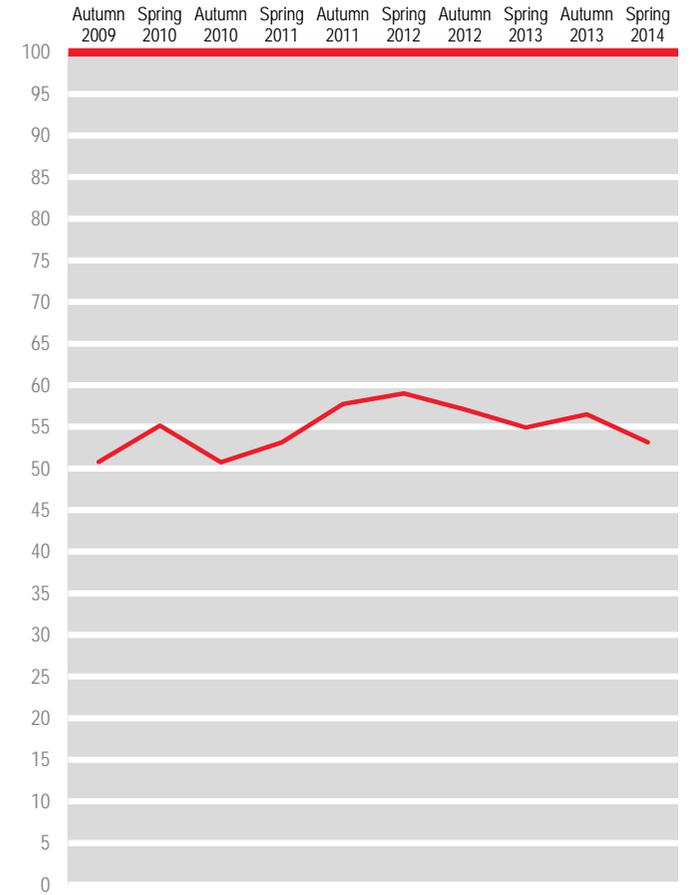
— West Midlands



The space for luggage

(274)
Percentage of passengers satisfied 2009 to 2014

— West Midlands

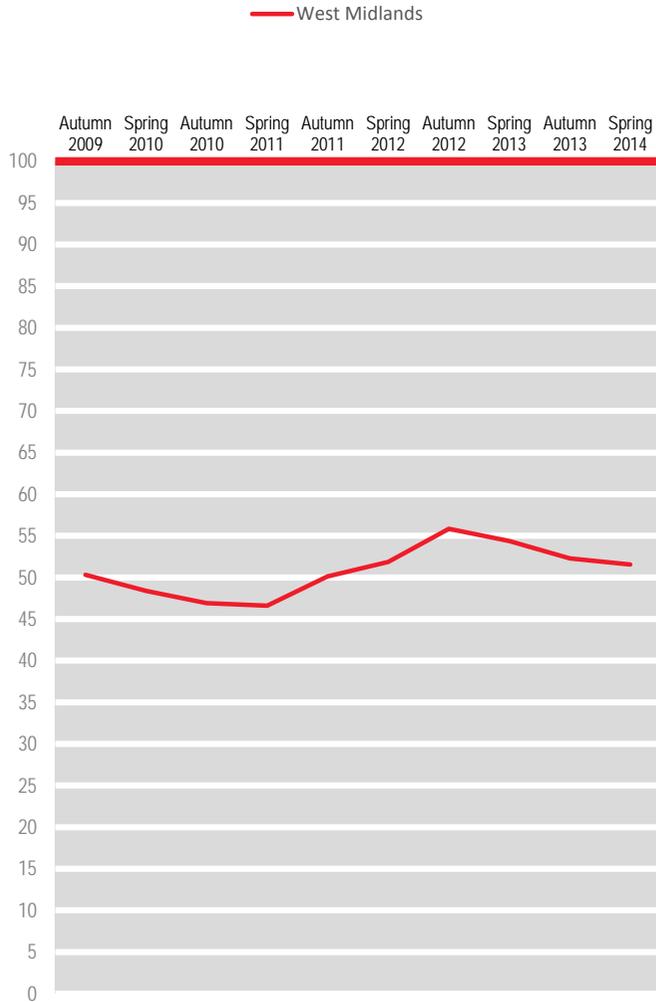


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(138)

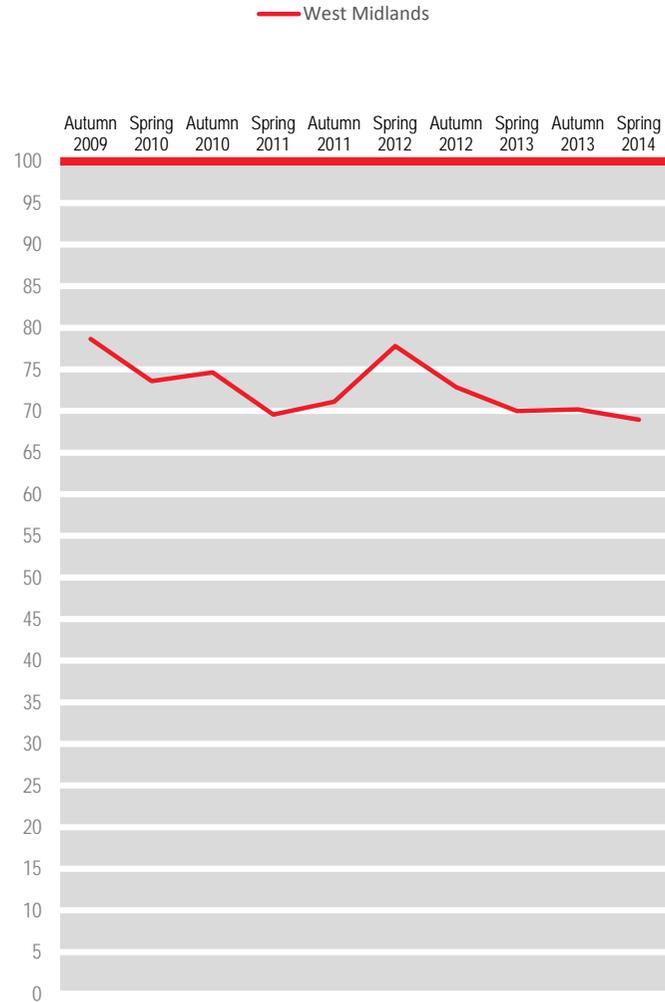
Percentage of passengers satisfied 2009 to 2014



Sufficient room for all the passengers to sit/stand

(384)

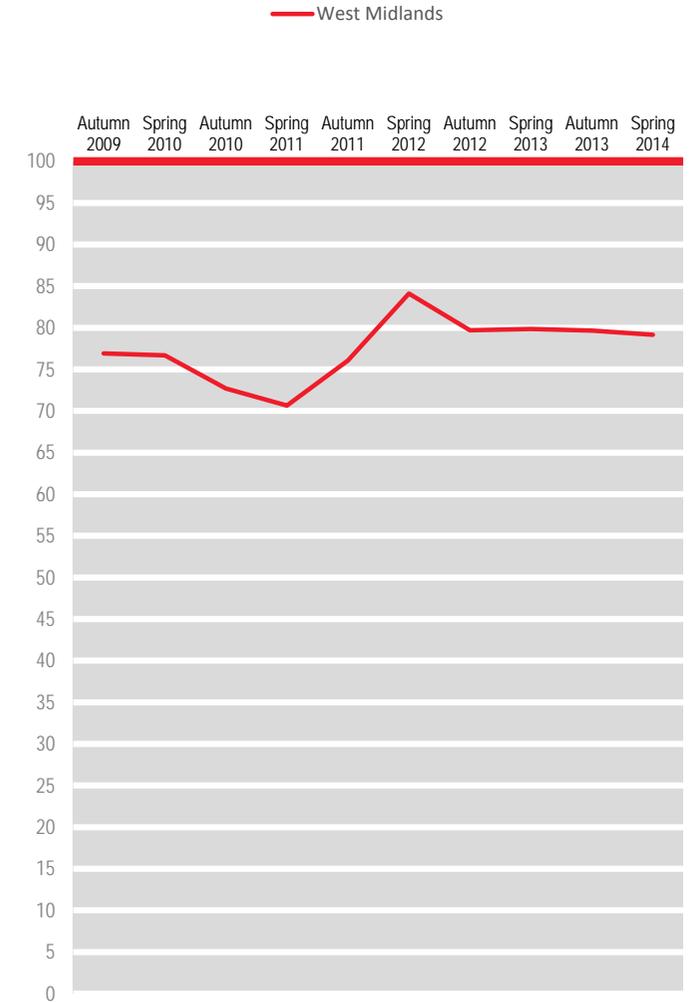
Percentage of passengers satisfied 2009 to 2014



The comfort of the seating area

(386)

Percentage of passengers satisfied 2009 to 2014

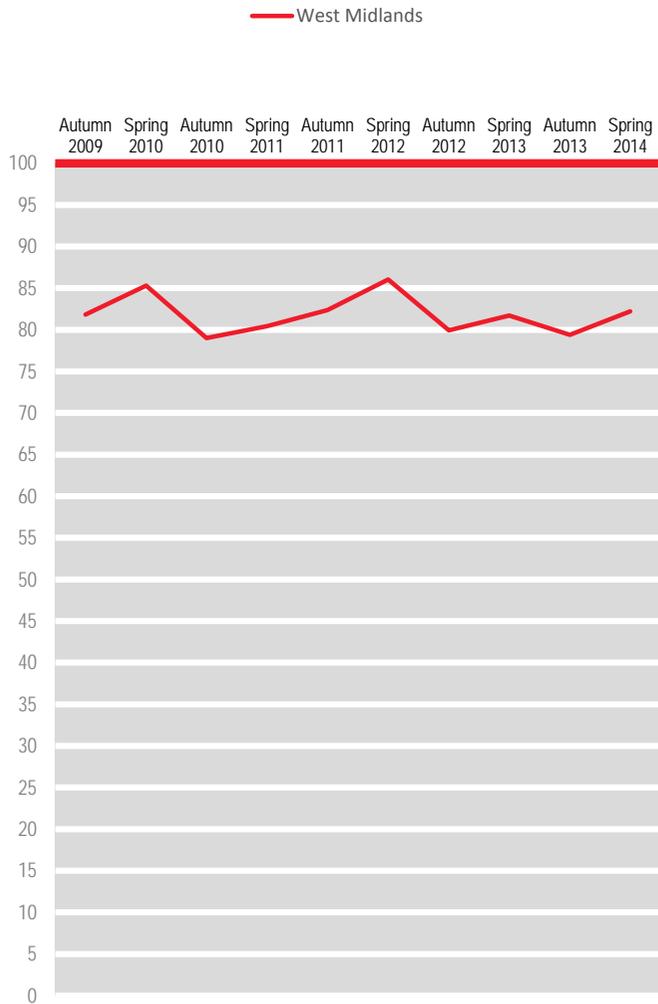


N.B. Benchmarks and targets are only shown for applicable factors

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

(395)

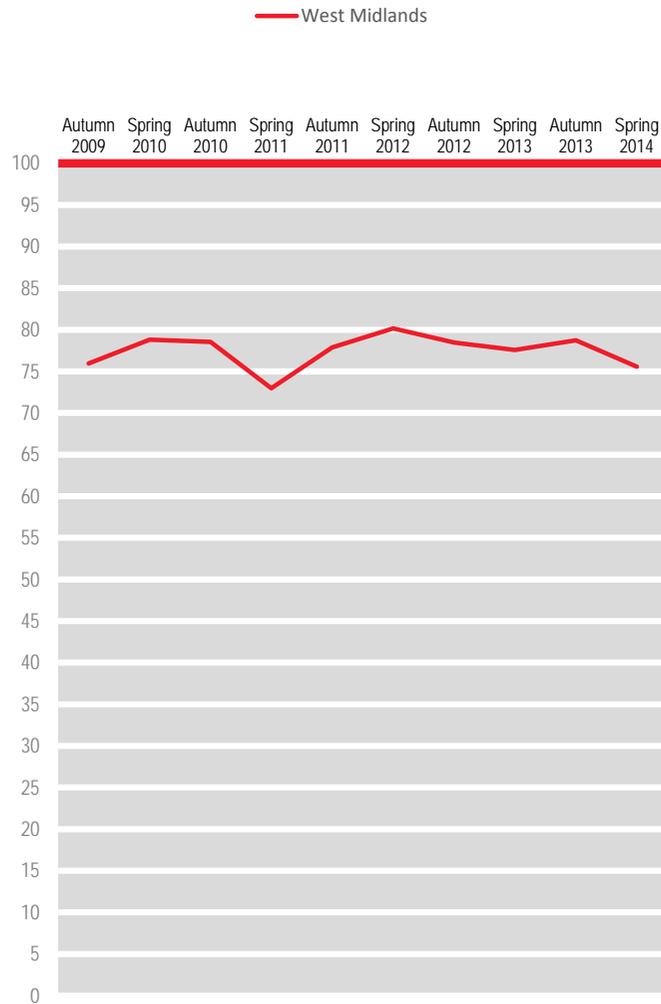
Percentage of passengers satisfied 2009 to 2014



Your personal security whilst on board

(364)

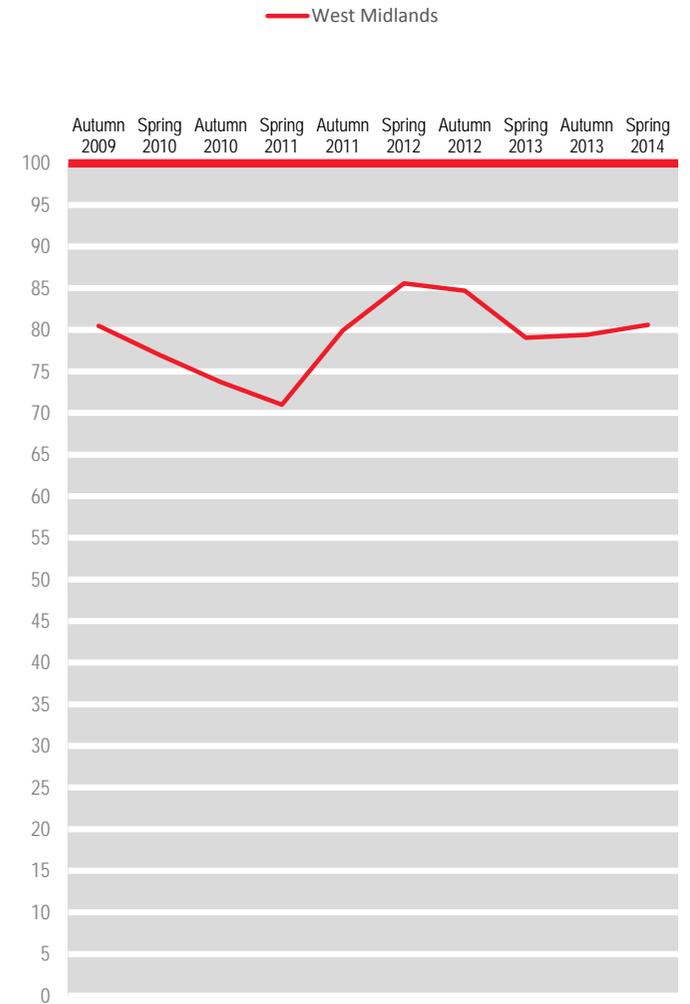
Percentage of passengers satisfied 2009 to 2014



The cleanliness of the inside of the train

(395)

Percentage of passengers satisfied 2009 to 2014

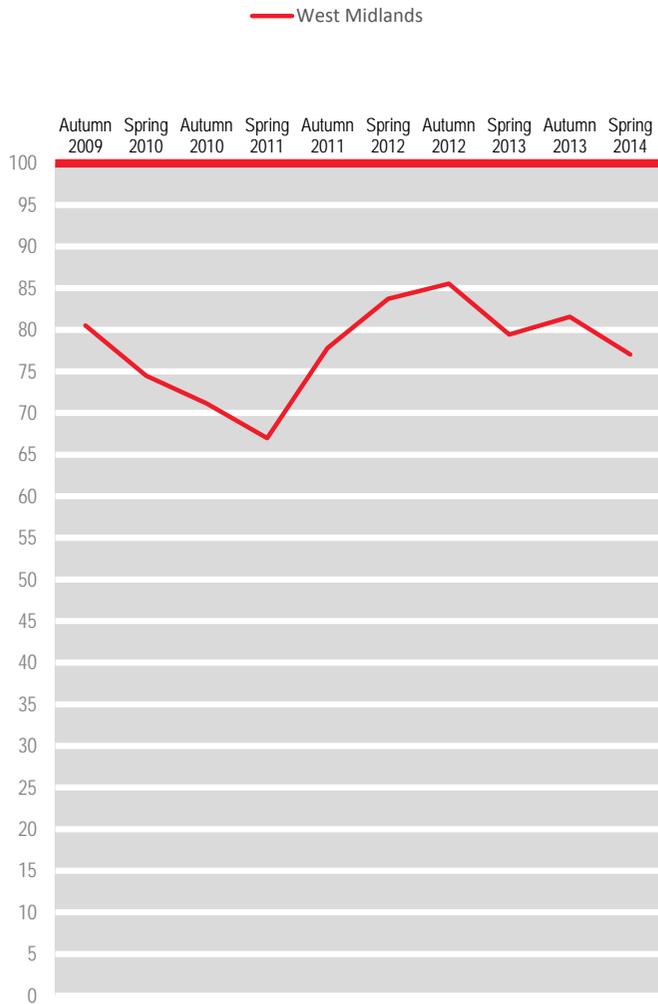


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(345)

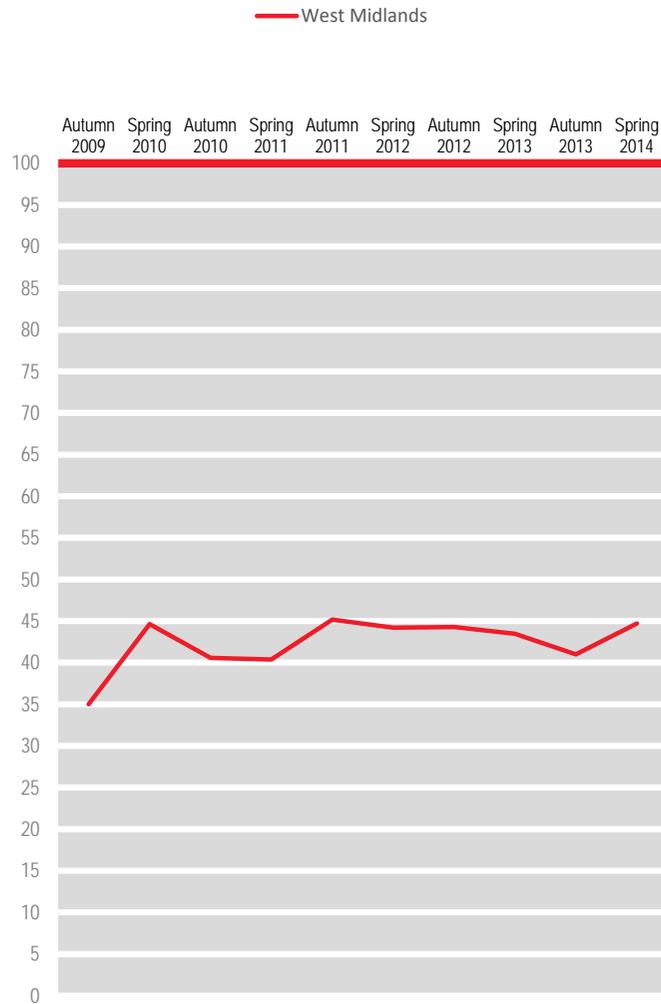
Percentage of passengers satisfied 2009 to 2014



The availability of staff on the train

(281)

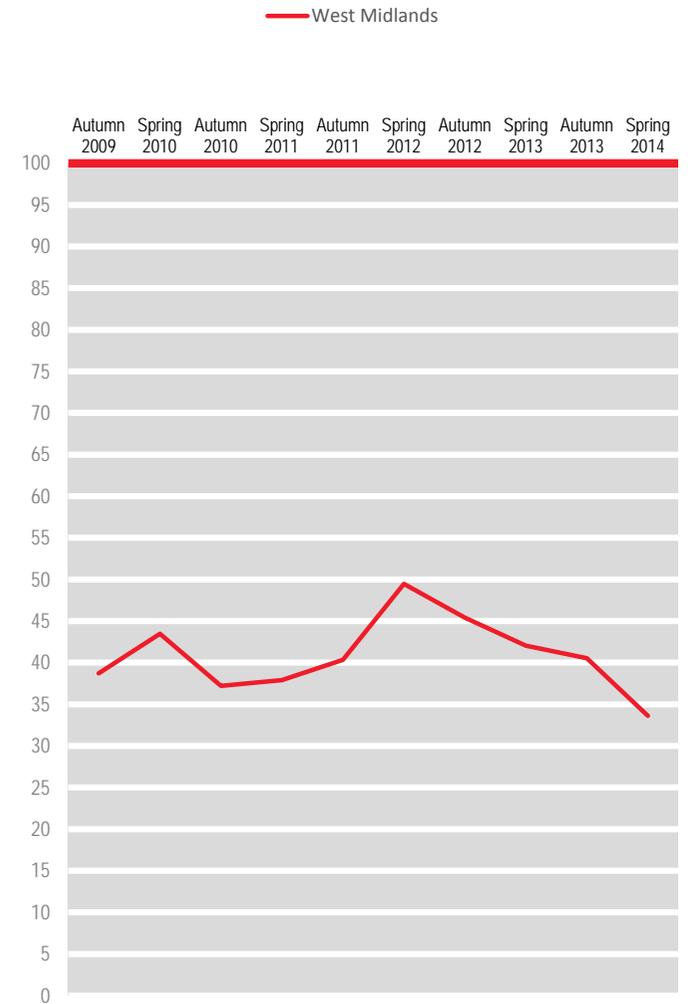
Percentage of passengers satisfied 2009 to 2014



How well train company dealt with delays

(102)

Percentage of passengers satisfied 2009 to 2014



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

	Spring 2014	Spring 2013		Spring 2014	Spring 2013
GENDER			ASKED FOR HELP OR INFORMATION		
Male	41	47	Yes asked for help	5	6
Female	56	51	Yes asked for information	7	6
			Could not find anyone to ask	4	3
			No	82	83
AGE					
16-18	2	-			
19-25	13	-			
16-25	15	11			
26-34	14	12			
35-44	12	15			
45-54	17	18			
55-59	6	10			
60-64	12	13			
65+	22	19			
JOURNEY PURPOSE					
Commuter	38	38			
Business	10	10			
Leisure	52	52			
DELAY					
None	73	74			
Minor	23	22			
Major	3	2			
REGULAR TRAVELLER					
Yes	66	70			
No	34	30			
TIME OF TRAVEL					
Peak	-	-			
Off-peak	-	-			

Station sample sizes for West Midlands

Station	Unweighted
---------	------------

Birmingham New Street	94
Birmingham Moor Street	52
Coventry	34
Solihull	27
Birmingham Snow Hill	26
Birmingham International	23
University (Birmingham)	22
Bournville	19
Canley	17
Dorridge	17
Longbridge	14
Stourbridge Junction	12
Wolverhampton	12
Sutton Coldfield	9
Langley Green	9
Five Ways	9
Erdington	7
Sandwell And Dudley	6
Smethwick Galton Bridge	1

Station catchment area for West Midlands

Station	Station
Acocks Green	Northfield
Adderley Park	Old Hill
Aston	Olton
Berkswell	Perry Barr
Bescot Stadium	Rowley Regis
Birmingham International	Sandwell and Dudley
Birmingham Moor Street	Selly Oak
Birmingham New Street	Shirley
Birmingham Snow Hill	Small Heath
Blake Street	Smethwick Galton Bridge
Bloxwich	Smethwick Rolfe Street
Bloxwich North	Solihull
Bordesley	Spring Road
Bournville	Stechford
Butlers Lane	Stourbridge Junction
Canley	Stourbridge Town
Chester Road	Sutton Coldfield
Coseley	Tame Bridge Parkway
Coventry	The Hawthorns
Cradley Heath	Tile Hill
Dorridge	Tipton
Duddeston	Tyseley
Dudley Port	University (Birmingham)
Earlswood (West Midlands)	Walsall
Erdington	Whitlocks End
Five Ways	Widney Manor
Four Oaks	Witton
Gravelly Hill	Wolverhampton
Hall Green	Wylde Green
Hampton-in-Arden	Wythall
Hamstead (Birmingham)	Yardley Wood
Jewellery Quarter	
Kings Norton	
Langley Green	
Lea Hall	
Longbridge	
Lye	
Marston Green	

The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
Full 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 NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
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	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 NRPS report.
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 Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
TOC Report	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.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

Sector definitions

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

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



Contacts:

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdr-continental.com

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

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

Passenger Focus is the operating name of the Passengers' Council. This survey was published in June 2014. © Passenger Focus 2014.