



# National Rail Passenger Survey

## Northern Rail TOC Report

### Spring 2014 (Wave 30)

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Passenger**focus**   
putting passengers first

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

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

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

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

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

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

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

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

The data for number of journeys and profiles by these variables was generated from ORR data (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](http://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.

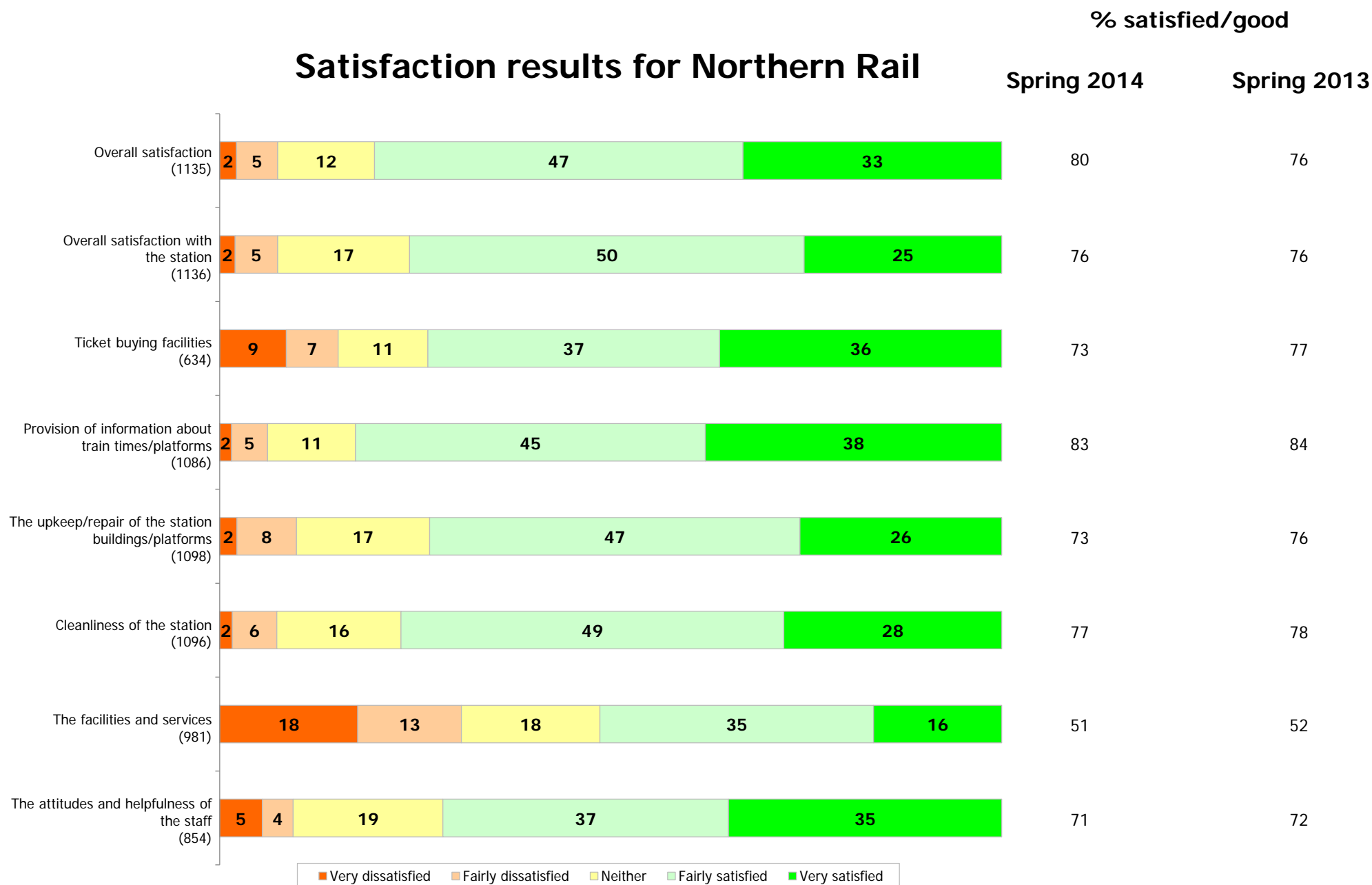
### Autumn 2012 (Wave 27)

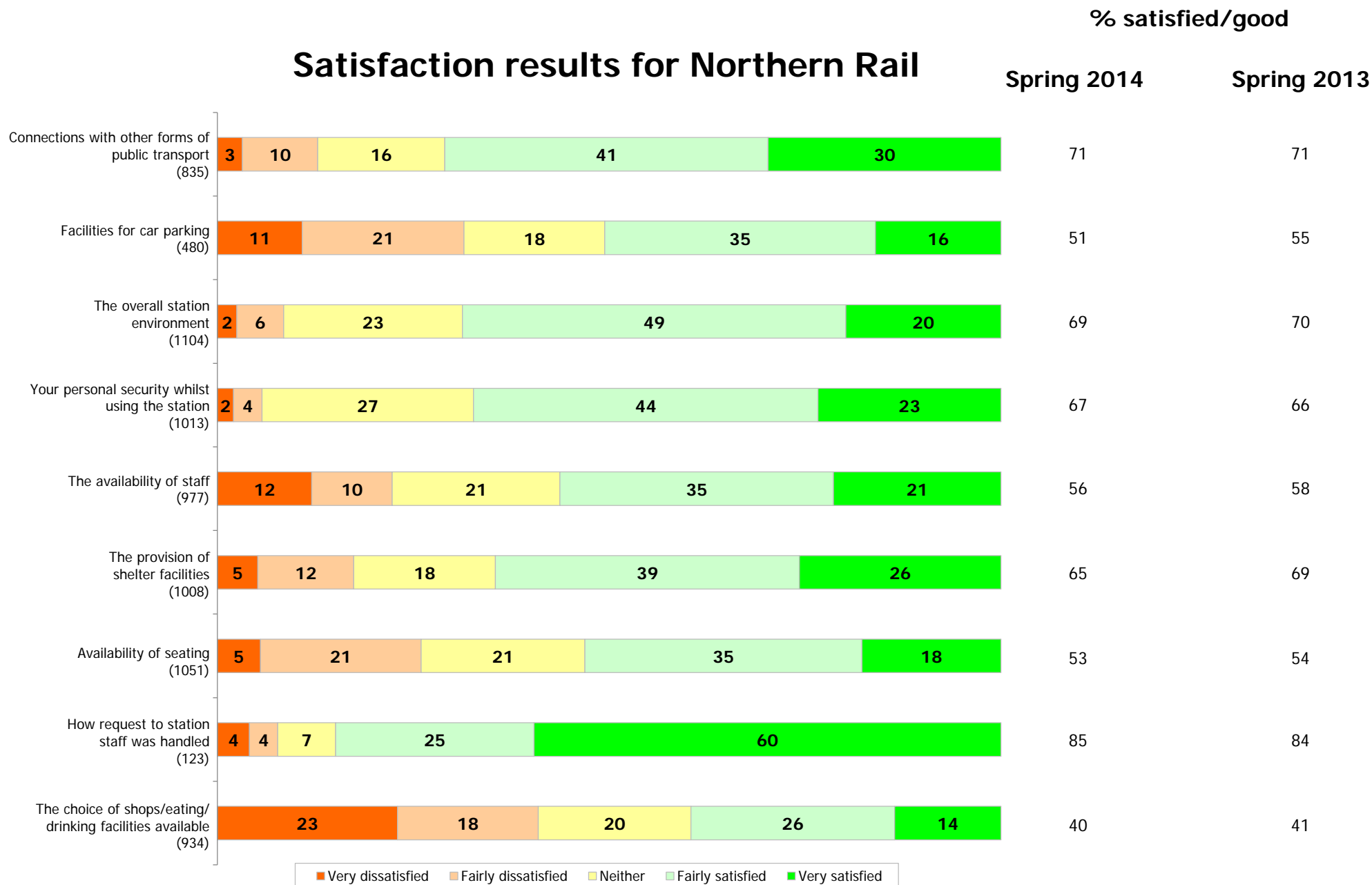
Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

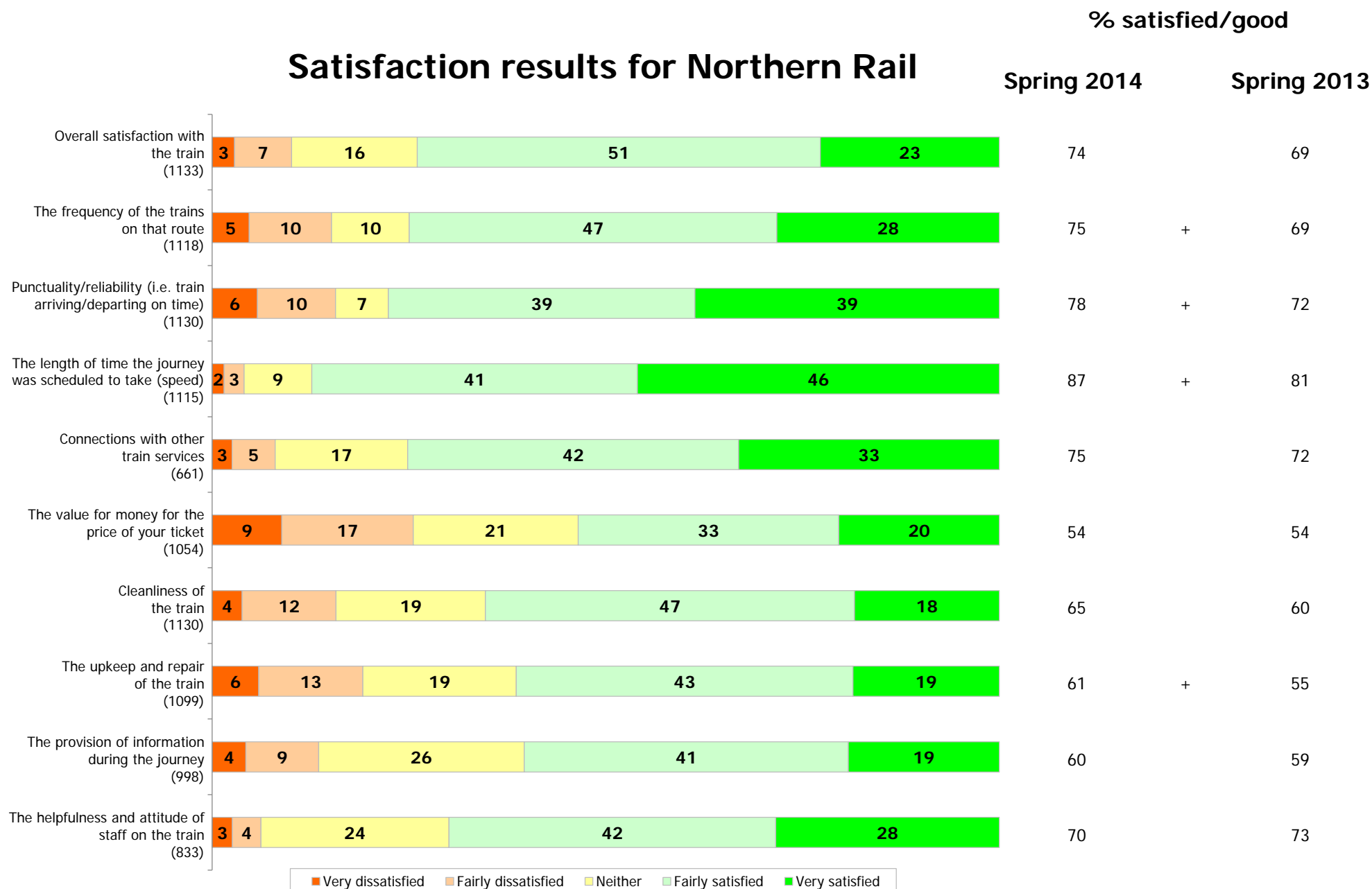
Due to a Network Rail ban on all fieldwork during the Paralympics, NRPS shifts at Network Rail Stations started on 10th September.

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.









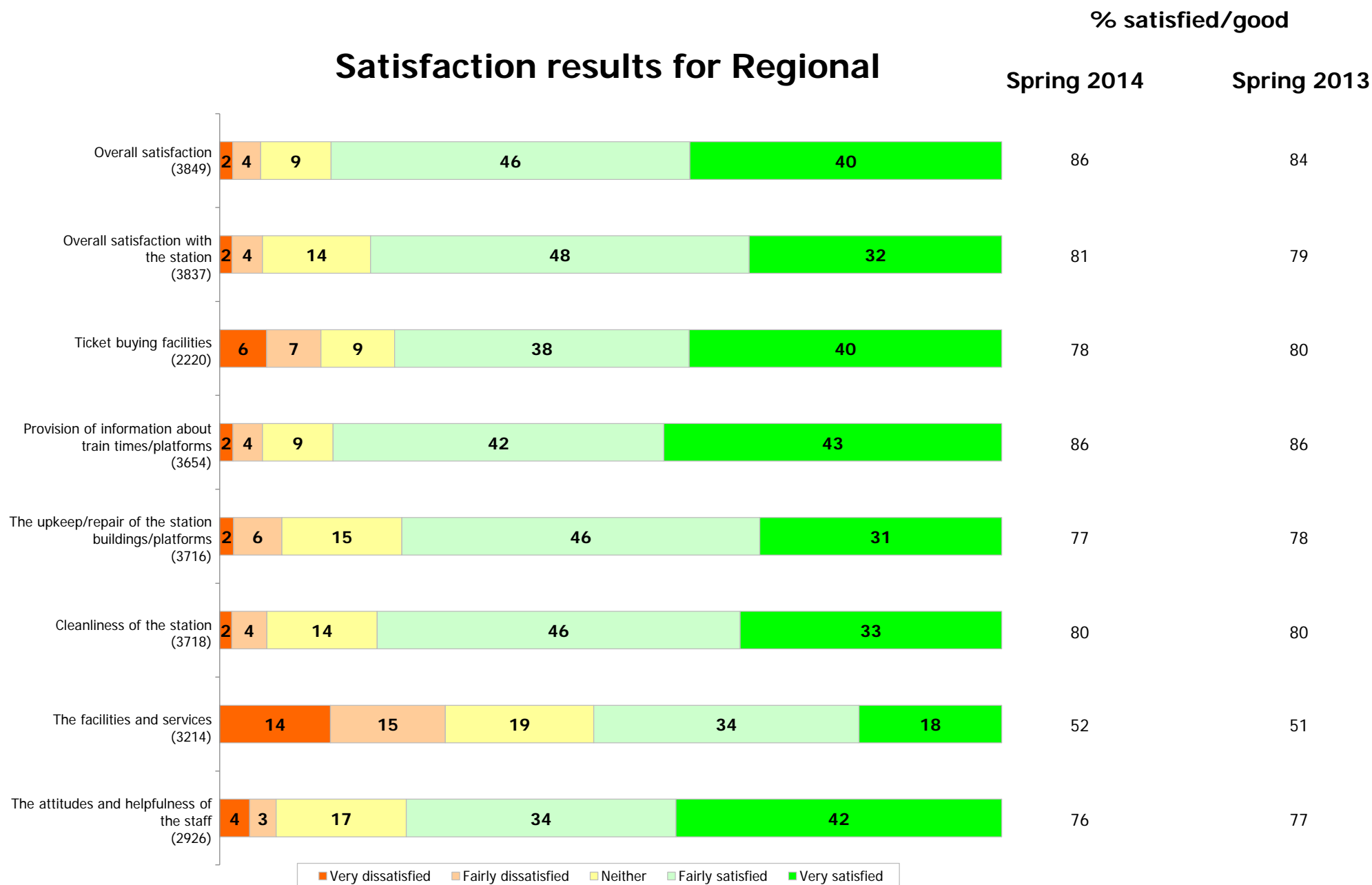
% satisfied/good

## Satisfaction results for Northern Rail

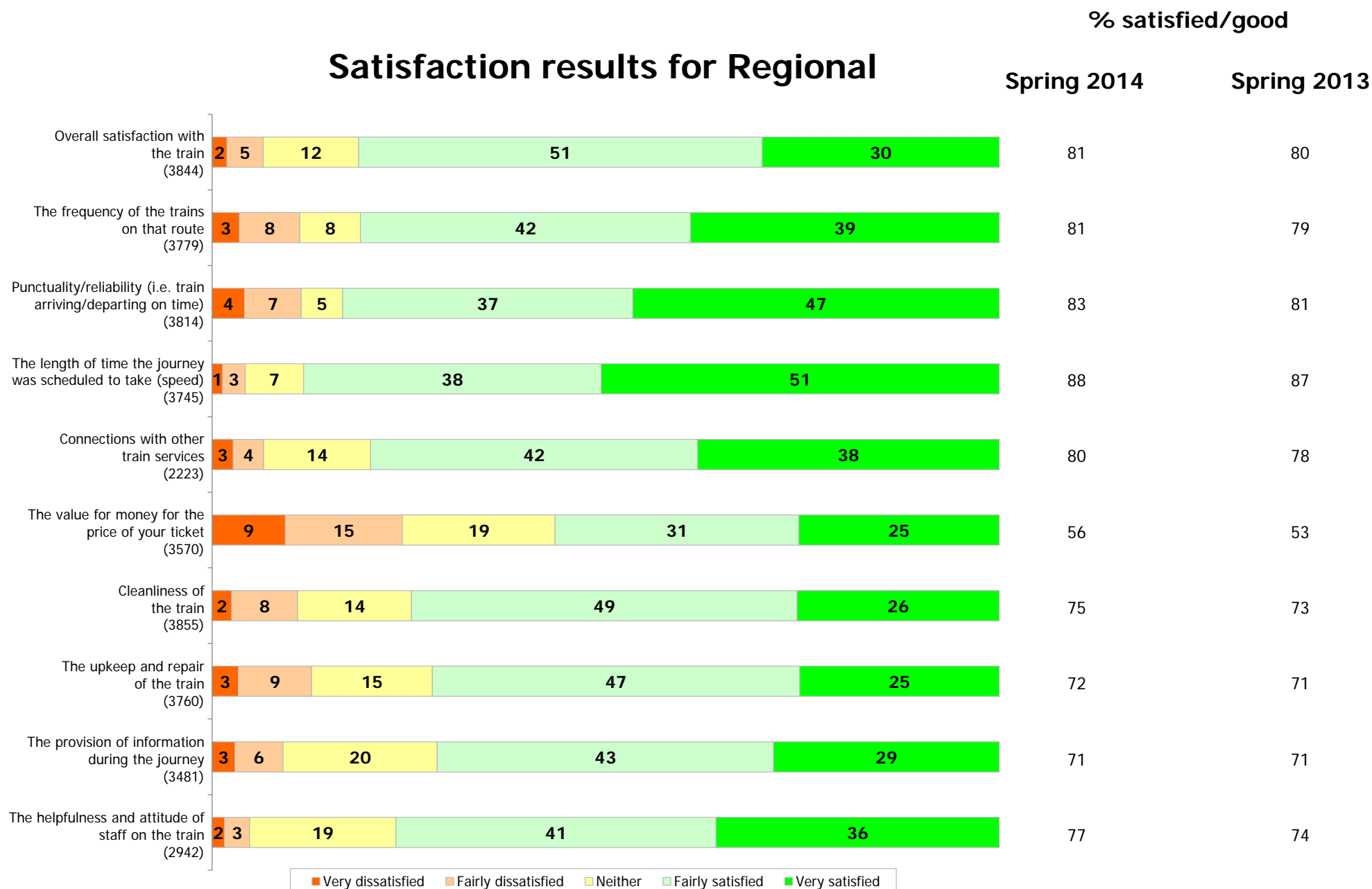
Spring 2014

Spring 2013







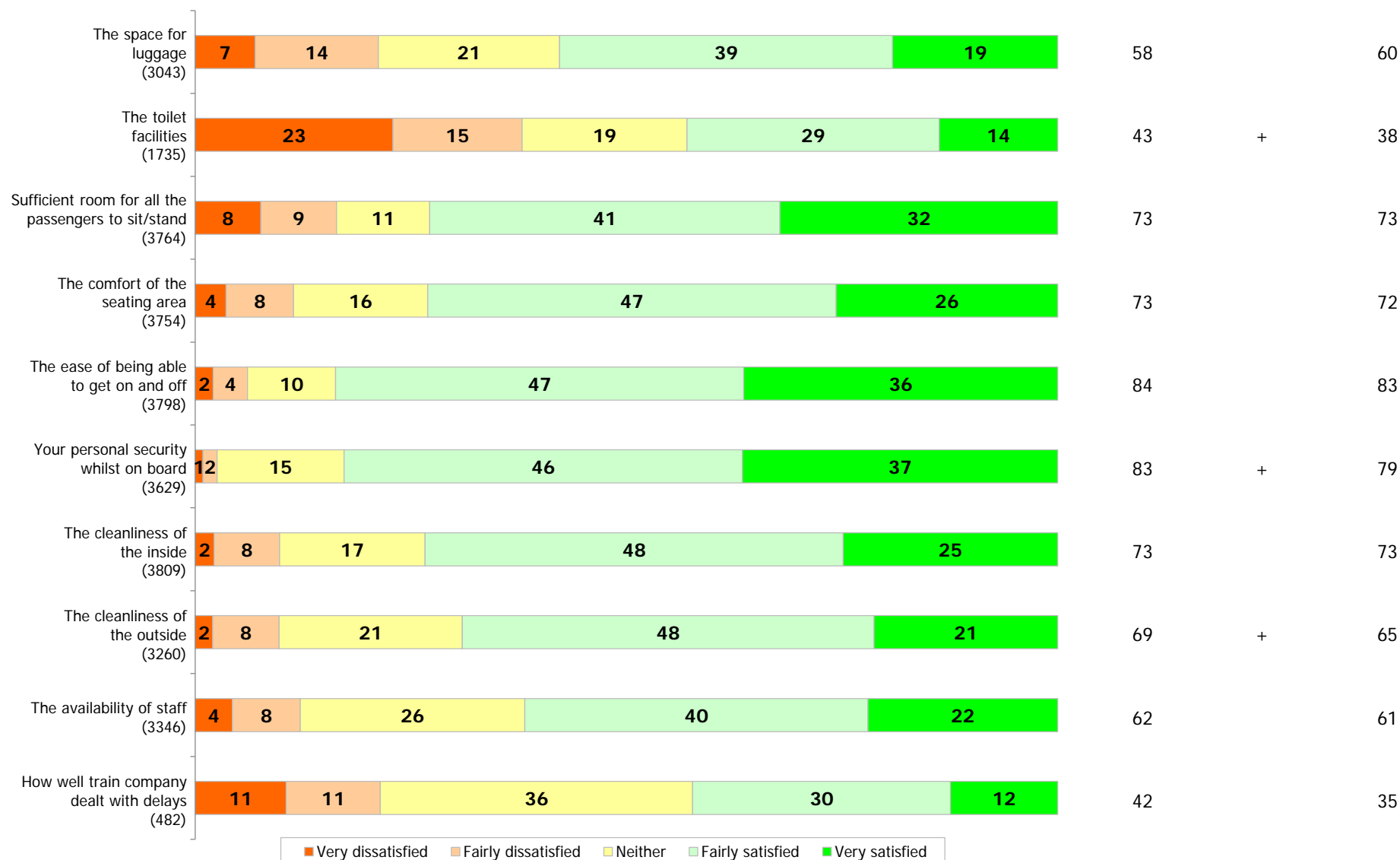


% satisfied/good

## Satisfaction results for Regional

Spring 2014

Spring 2013



## Northern Rail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction	80	86	94%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	76	81	94%
Ticket buying facilities	73	78	95%
Provision of information about train times/platforms	83	86	97%
The upkeep/repair of the station buildings/platforms	73	77	95%
Cleanliness	77	80	96%
The facilities and services	51	52	99%
The attitudes and helpfulness of the staff	71	76	94%
Connections with other forms of public transport	71	71	100%
Facilities for car parking	51	52	97%
Overall environment	69	74	93%
Your personal security whilst using the station	67	74	91%
The availability of staff	56	64	88%
The provision of shelter facilities	65	73	89%
Availability of seating	53	59	90%
How request to station staff was handled	85	87	97%
The choice of shops/eating/drinking facilities available	40	43	92%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	74	81	91%
The frequency of the trains on that route	75	81	92%
Punctuality/reliability (i.e. the train arriving/departing on time)	78	83	93%
The length of time the journey was scheduled to take (speed)	87	88	99%
Connections with other train services	75	80	94%
The value for money of the price of your ticket	54	56	95%
Cleanliness of the train	65	75	87%
Upkeep and repair of the train	61	72	85%
The provision of information during the journey	60	71	85%
The helpfulness and attitude of staff on train	70	77	91%
The space for luggage	53	58	92%
The toilet facilities	42	43	97%
Sufficient room for all passengers to sit/stand	67	73	91%
The comfort of the seating area	63	73	87%
The ease of being able to get on and off	78	84	94%
Your personal security on board	79	83	96%
The cleanliness of the inside	64	73	87%
The cleanliness of the outside	59	69	85%
The availability of staff	56	62	91%
How well train company deals with delays	43	42	100%

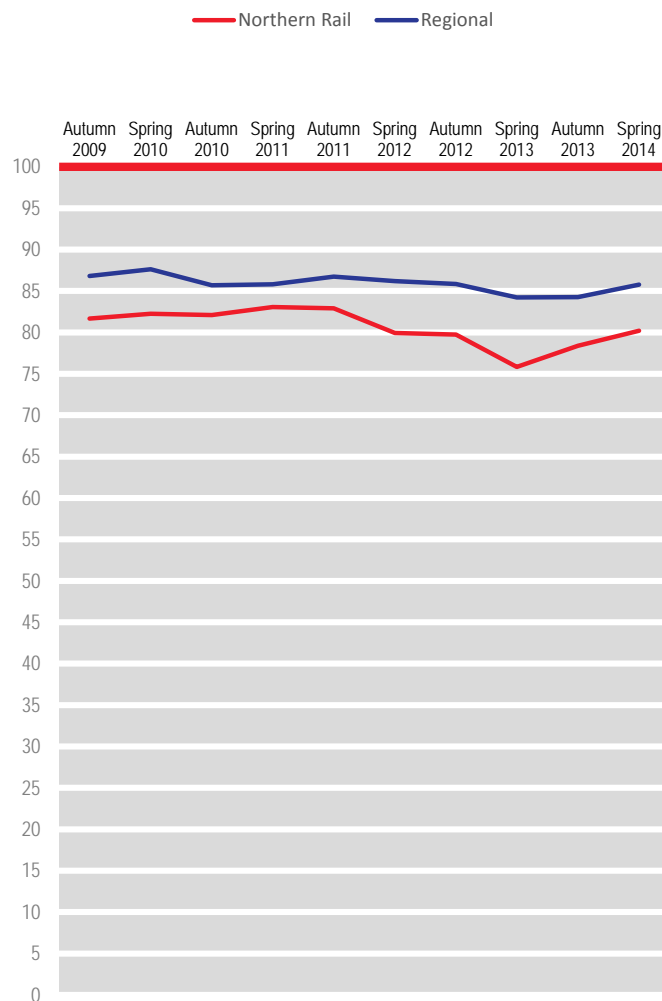
## Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	80	78	88	84	80
<b>STATION FACILITIES</b>					
Overall satisfaction with the station	77	72	92	80	73
Ticket buying facilities	76	68	96	81	71
Provision of information about train times/platforms	83	81	85	82	84
The upkeep/repair of the station buildings/platforms	78	65	84	74	78
Cleanliness	81	71	89	83	77
The facilities and services	48	53	69	52	44
The attitudes and helpfulness of the staff	73	71	81	83	67
Connections with other forms of public transport	64	73	86	61	65
Facilities for car parking	69	44	56	58	50
Overall environment	75	65	86	62	66
Your personal security whilst using the station	76	62	86	70	65
The availability of staff	57	57	68	60	51
The provision of shelter facilities	64	58	79	71	66
Availability of seating	57	43	75	63	54
How request to station staff was handled	85	88	77	78	83
The choice of shops/eating/drinking facilities available	34	39	51	49	35
<b>TRAIN FACILITIES</b>					
Overall satisfaction with the train	71	70	81	82	75
The frequency of the trains on that route	78	75	81	62	75
Punctuality/reliability (i.e. the train arriving/departing on time)	81	73	89	89	77
The length of time the journey was scheduled to take (speed)	85	88	91	82	86
Connections with other train services	81	74	88	74	71
The value for money of the price of your ticket	60	49	65	67	51
Cleanliness of the train	67	58	73	77	69
Upkeep and repair of the train	57	54	65	76	67
The provision of information during the journey	57	53	65	68	67
The helpfulness and attitude of staff on train	75	59	80	81	74
The space for luggage	62	52	53	62	51
The toilet facilities	28	37	48	51	46
Sufficient room for all passengers to sit/stand	74	62	74	79	65
The comfort of the seating area	54	62	68	60	66
The ease of being able to get on and off	82	71	88	83	83
Your personal security on board	81	74	85	79	83
The cleanliness of the inside	67	57	67	74	69
The cleanliness of the outside	61	52	64	65	63
The availability of staff	58	47	66	79	59
How well train company deals with delays	43	41	53	67	38

# Percentage satisfaction with aspects of station where boarded

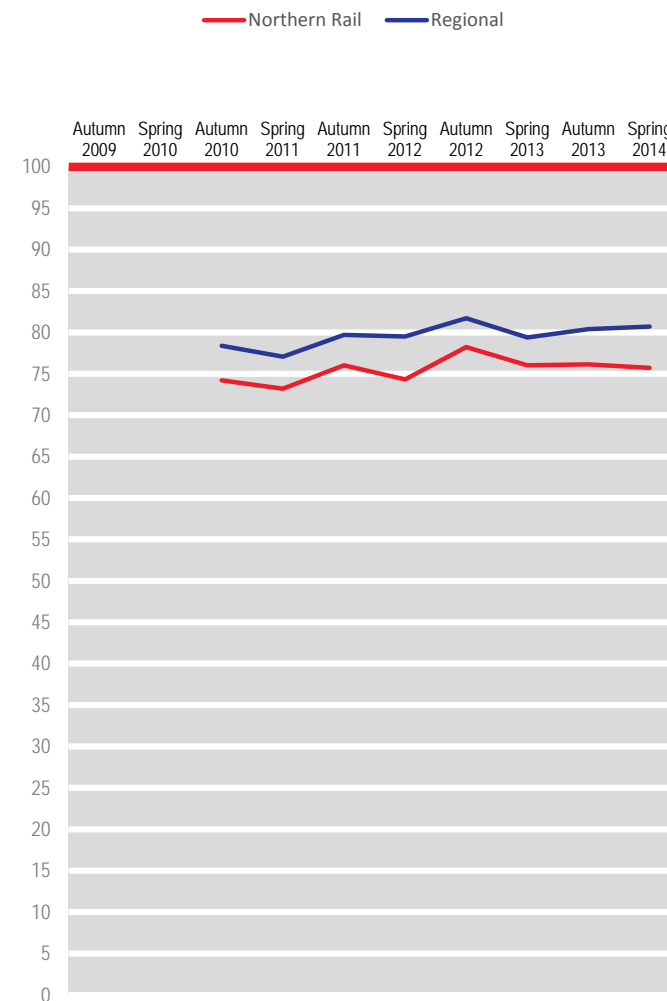
## Overall satisfaction

(1135)  
Percentage of passengers satisfied 2009 to 2014



## Overall station satisfaction

(1136)  
Percentage of passengers satisfied 2009 to 2014



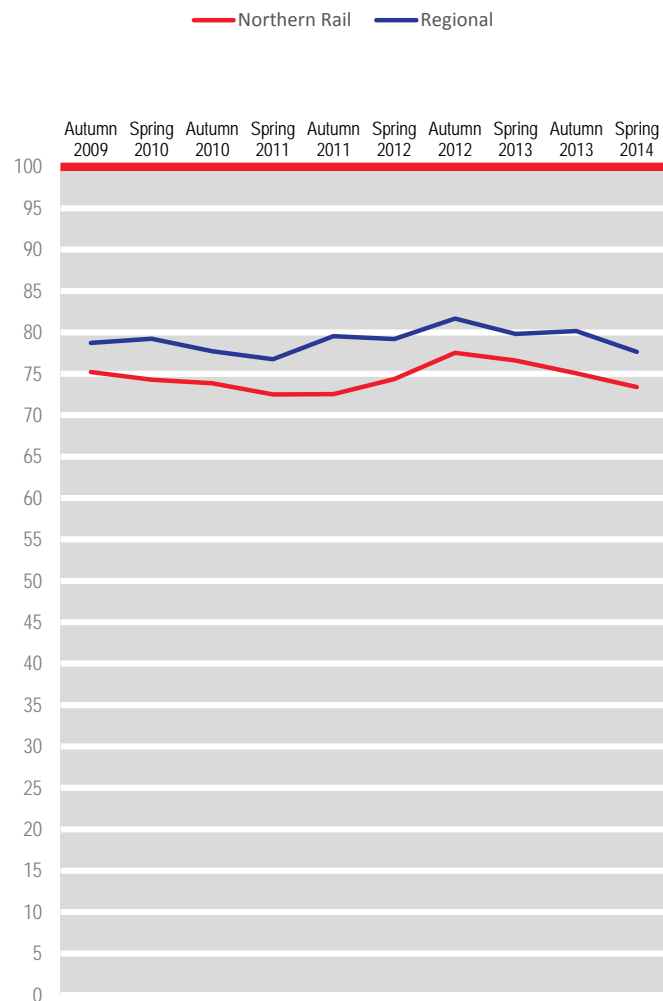
N.B. Benchmarks and targets are only shown for applicable factors



## Ticket buying facilities

(634)

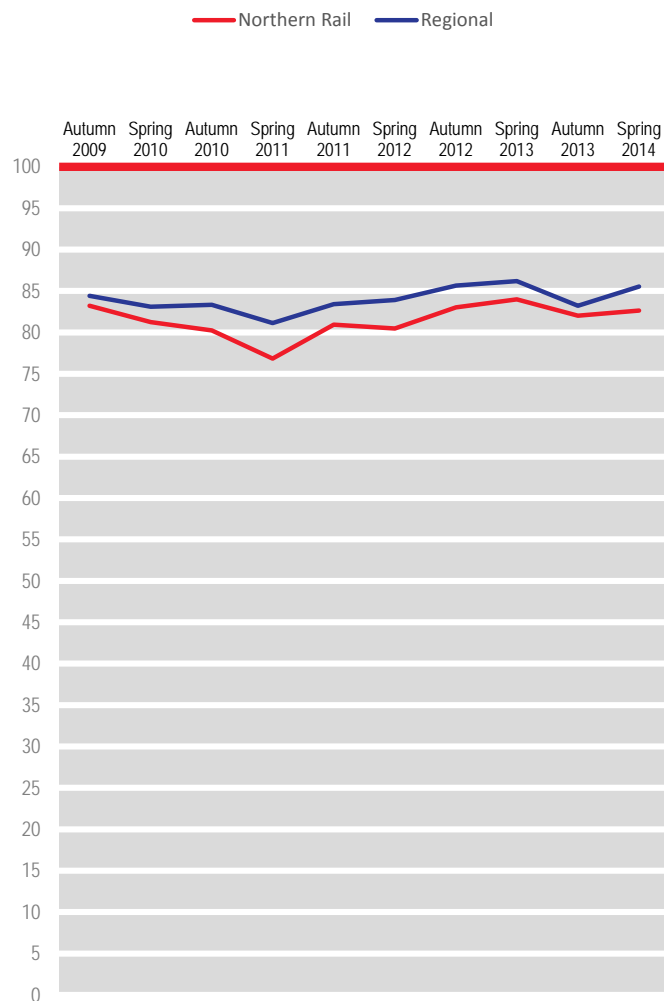
Percentage of passengers satisfied 2009 to 2014



## Provision of information about train times/platforms

(1086)

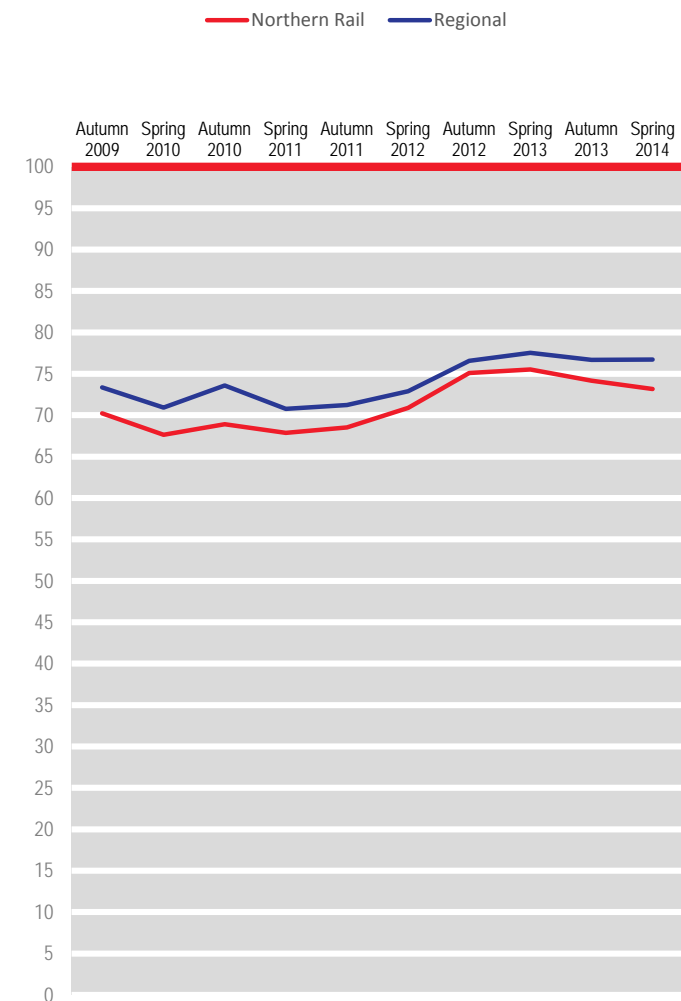
Percentage of passengers satisfied 2009 to 2014



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

(1098)

Percentage of passengers satisfied 2009 to 2014



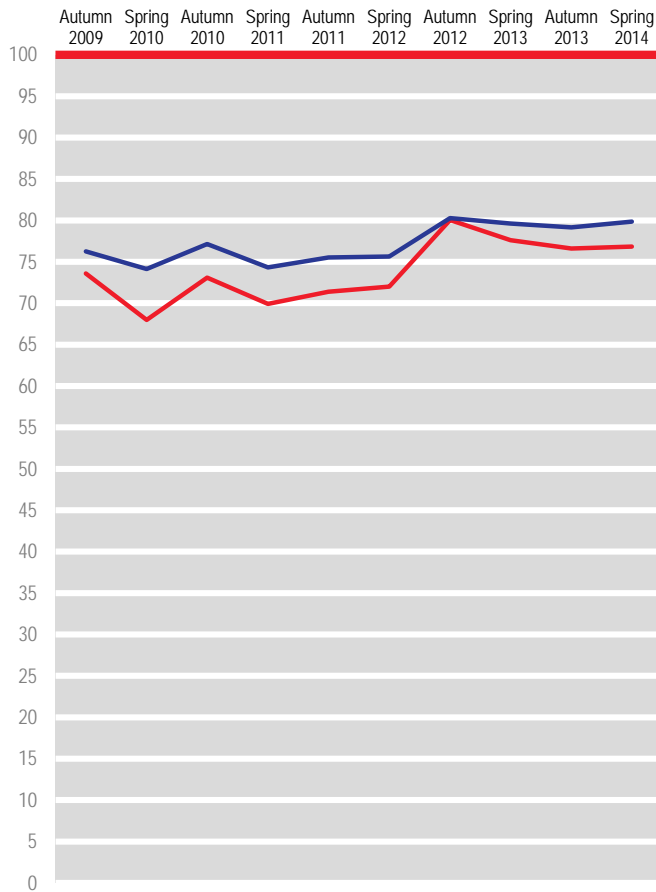
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(1096)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

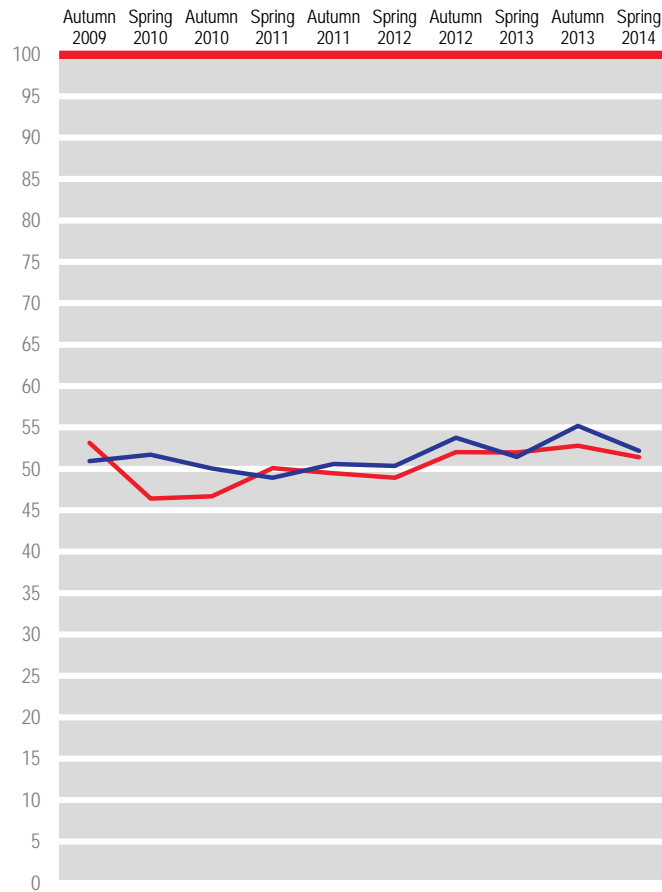


### The facilities and services at the station

(981)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

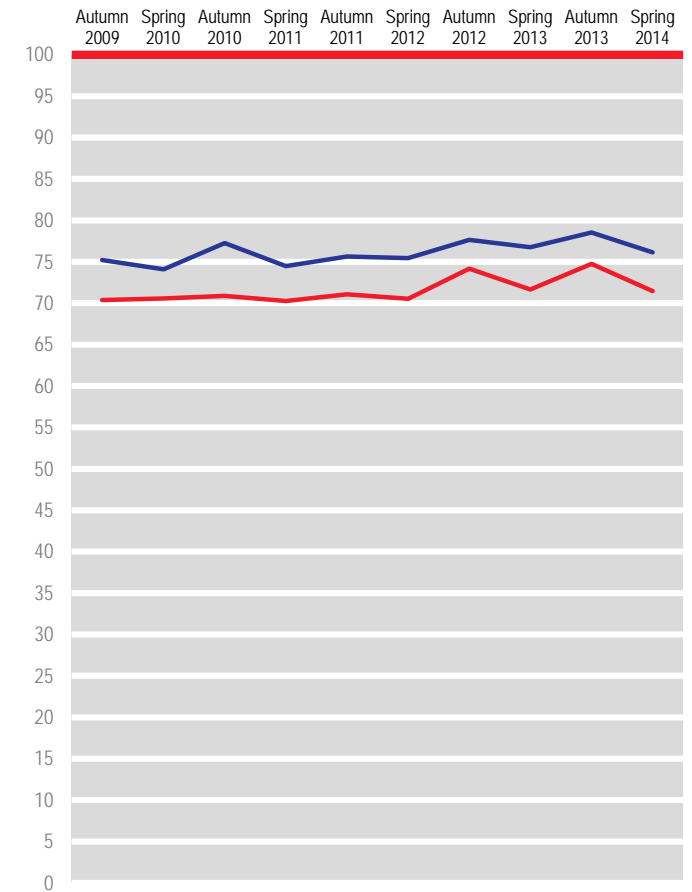


### The attitudes and helpfulness of the staff at the station

(854)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

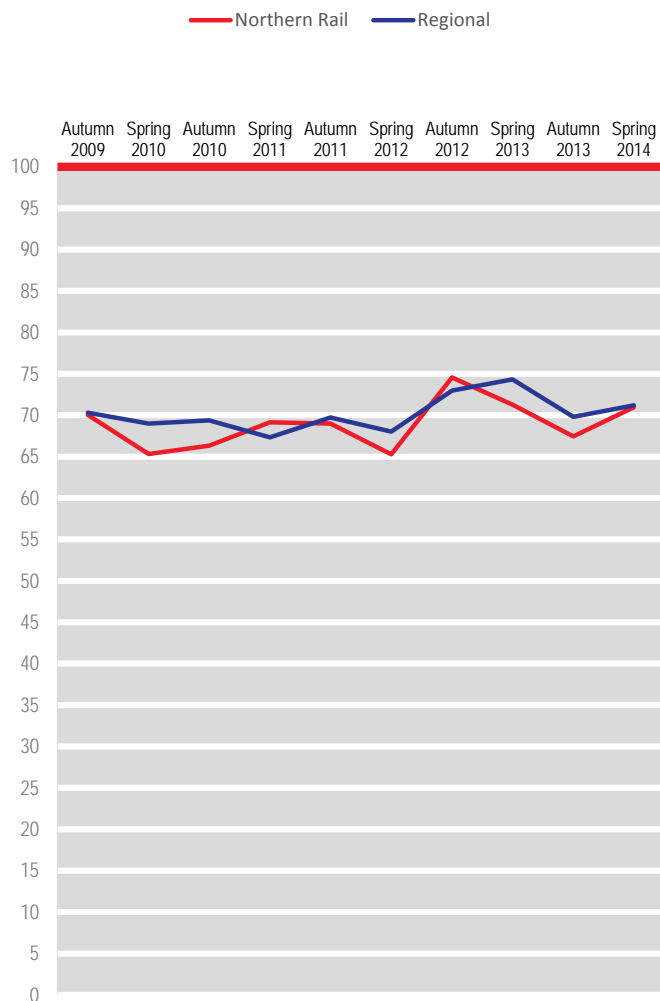


N.B. Benchmarks and targets are only shown for applicable factors

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

(835)

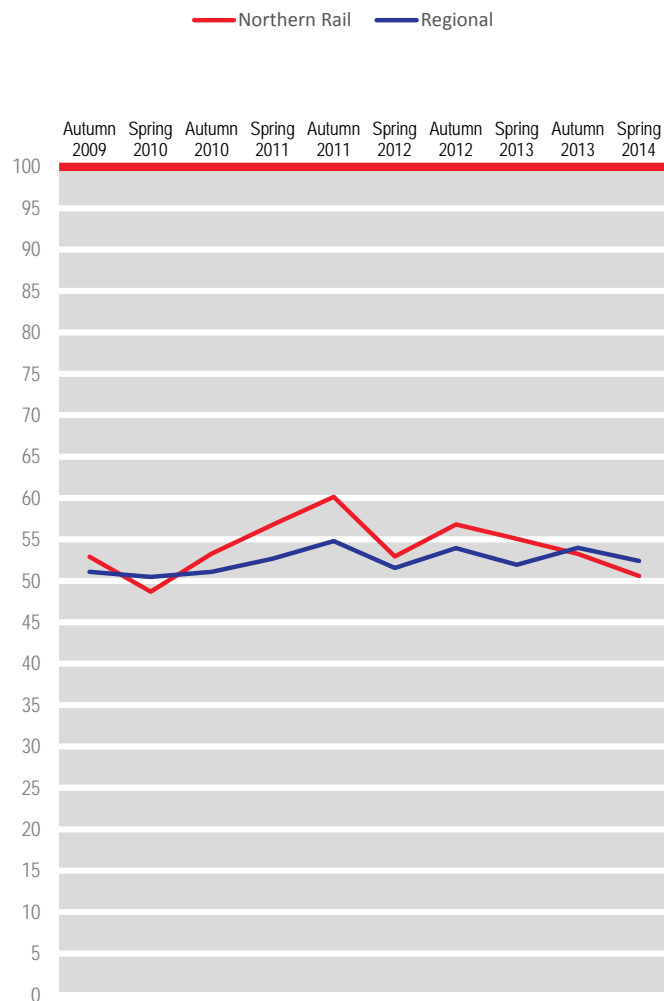
Percentage of passengers satisfied 2009 to 2014



### Facilities for car parking at the station

(480)

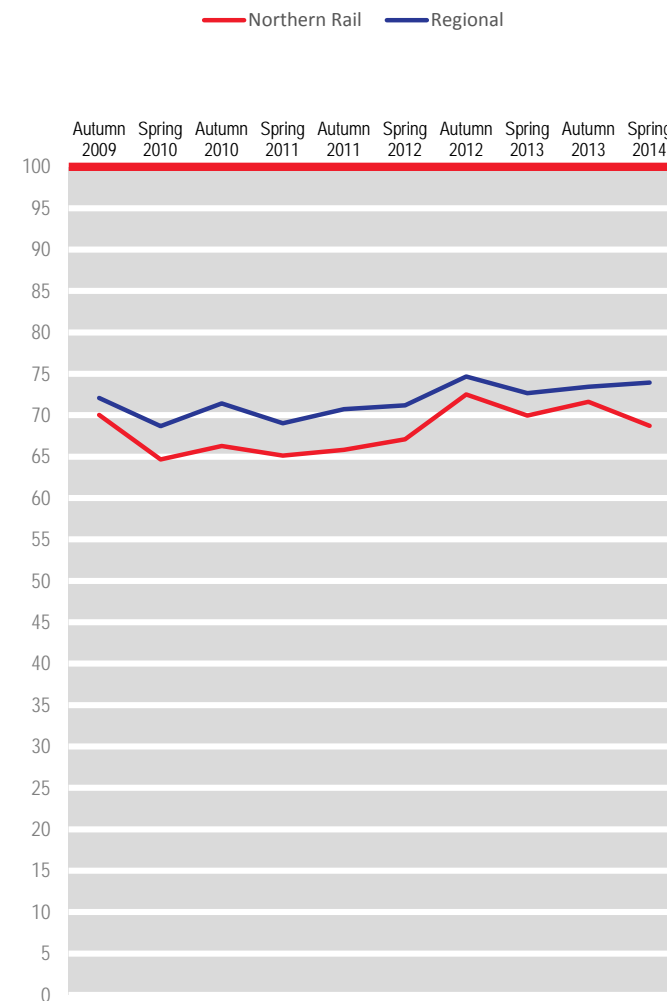
Percentage of passengers satisfied 2009 to 2014



### Overall station environment

(1104)

Percentage of passengers satisfied 2009 to 2014

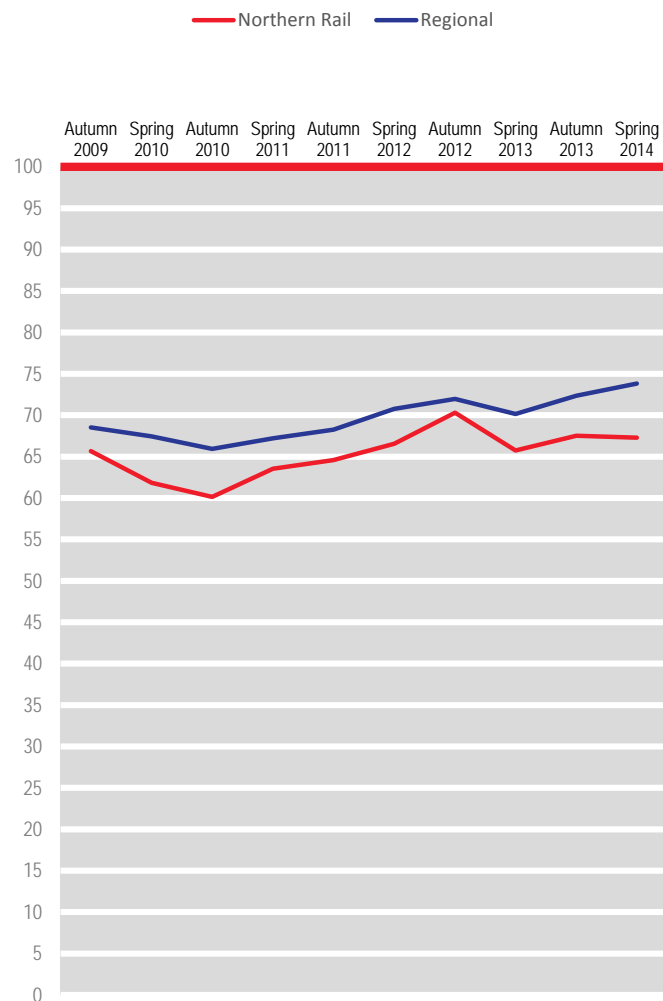


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(1013)

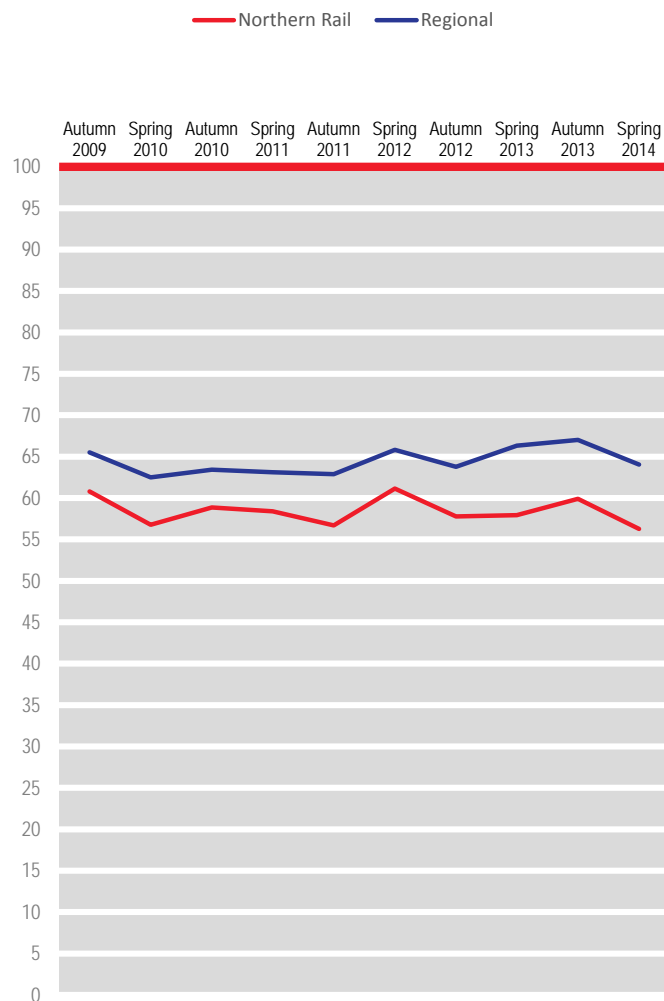
Percentage of passengers satisfied 2009 to 2014



### The availability of staff at the station

(977)

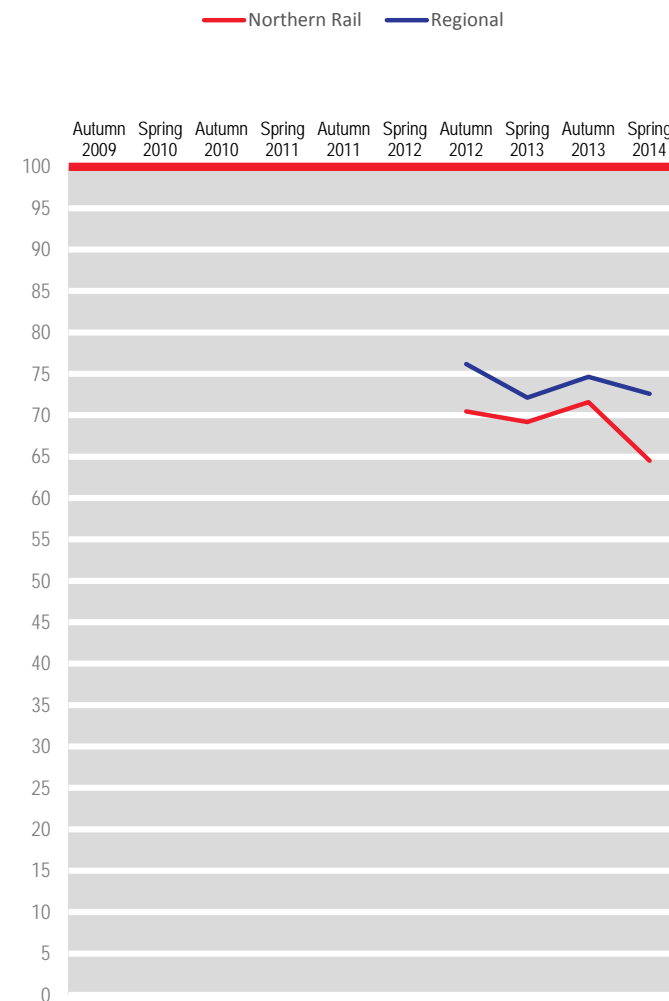
Percentage of passengers satisfied 2009 to 2014



### The provision of shelter facilities

(1008)

Percentage of passengers satisfied 2009 to 2014

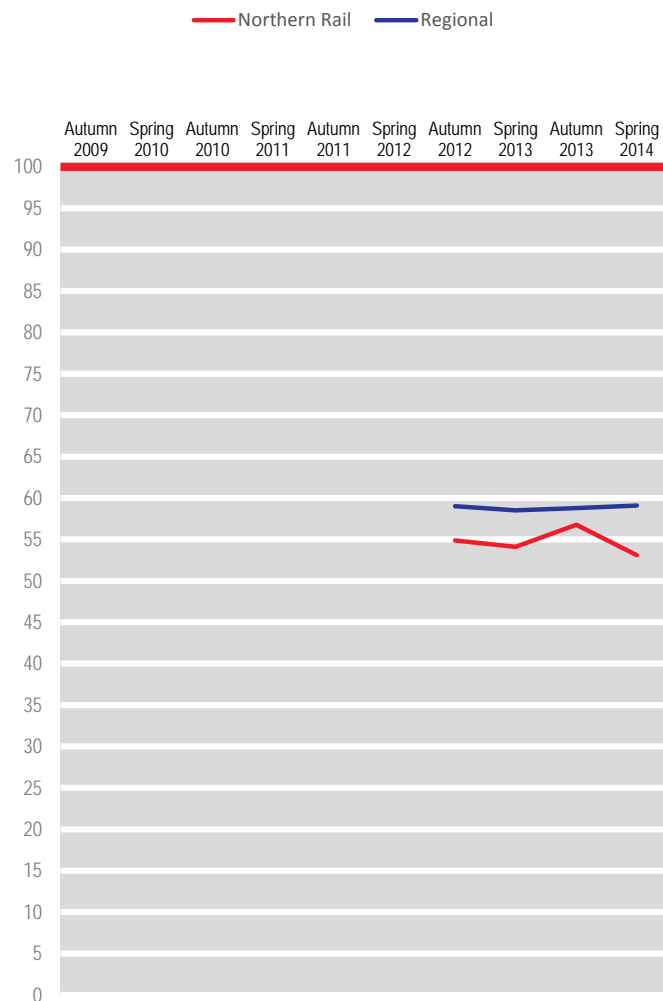


N.B. Benchmarks and targets are only shown for applicable factors

### Availability of seating

(1051)

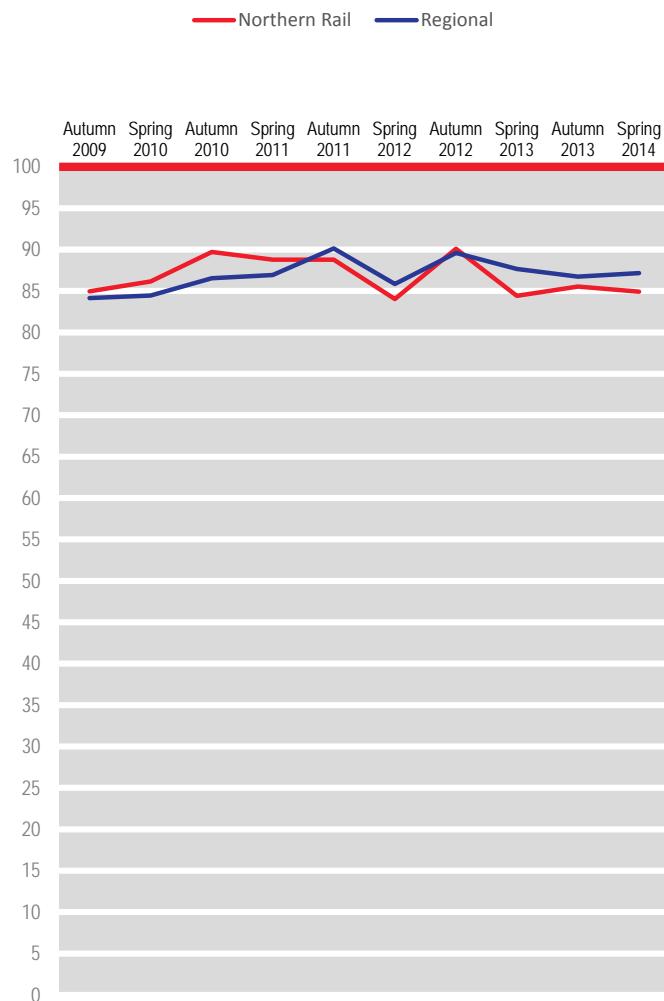
Percentage of passengers satisfied 2009 to 2014



### How request to station staff was handled

(123)

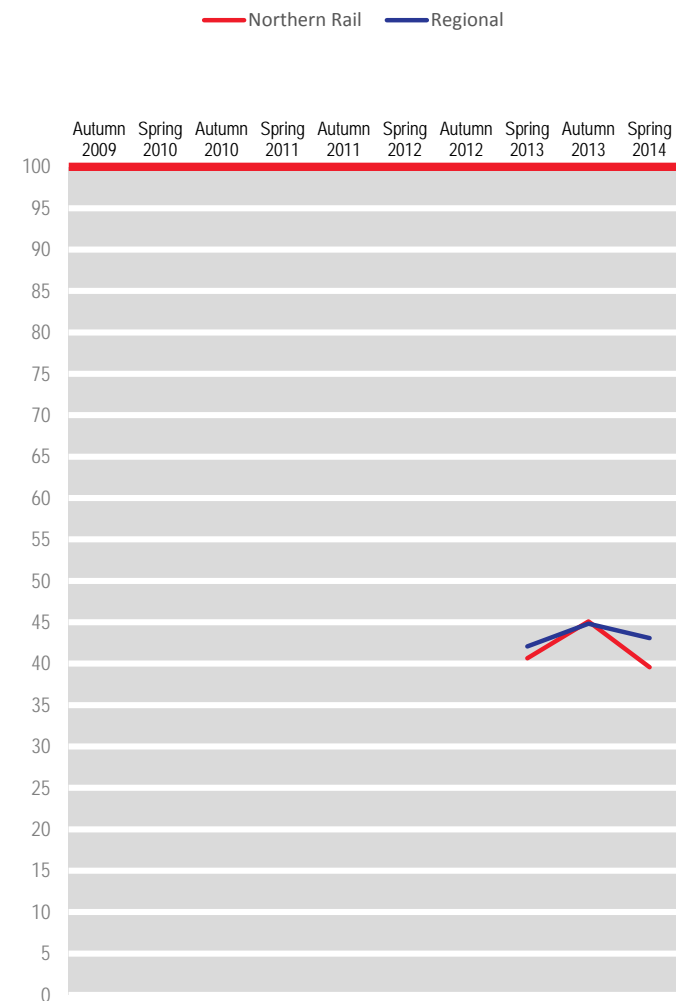
Percentage of passengers satisfied 2009 to 2014



### The choice of shops/eating/drinking facilities available

(934)

Percentage of passengers satisfied 2009 to 2014



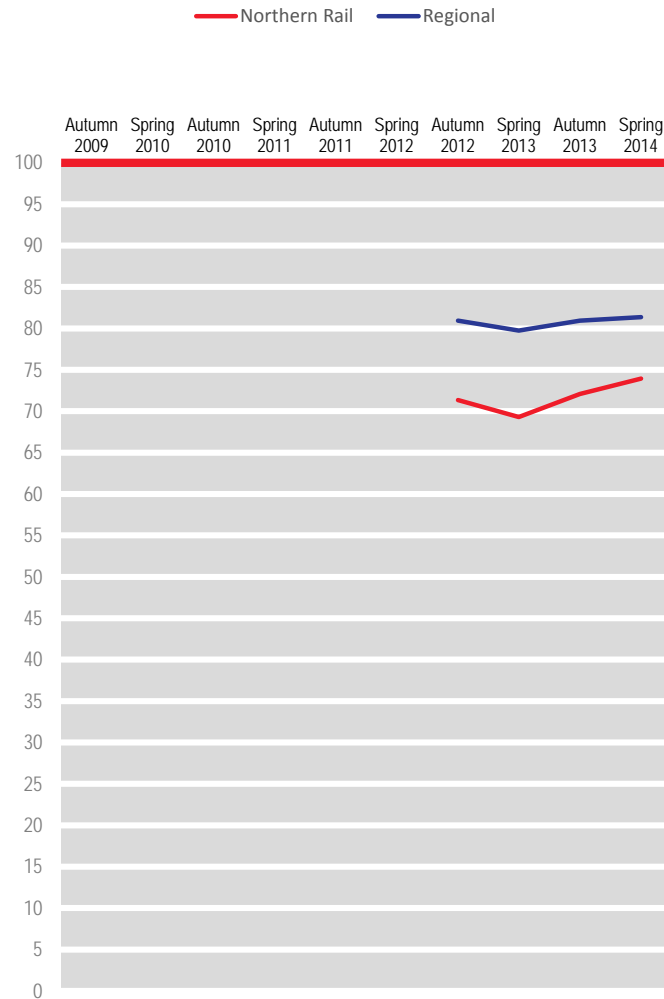
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1133)

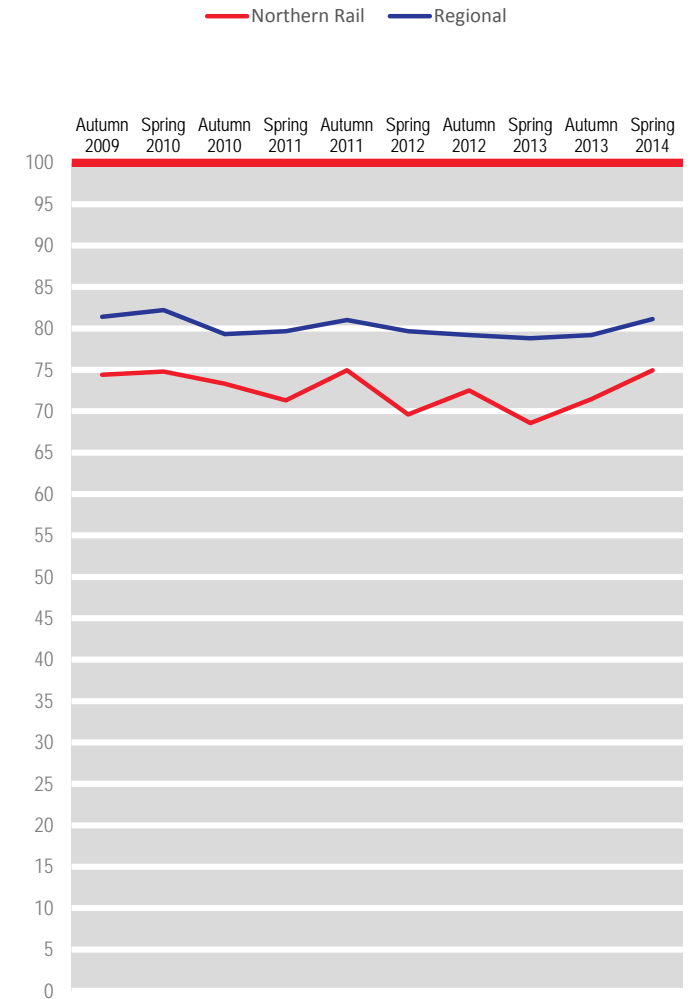
Percentage of passengers satisfied 2009 to 2014



## The frequency of trains on that route

(1118)

Percentage of passengers satisfied 2009 to 2014



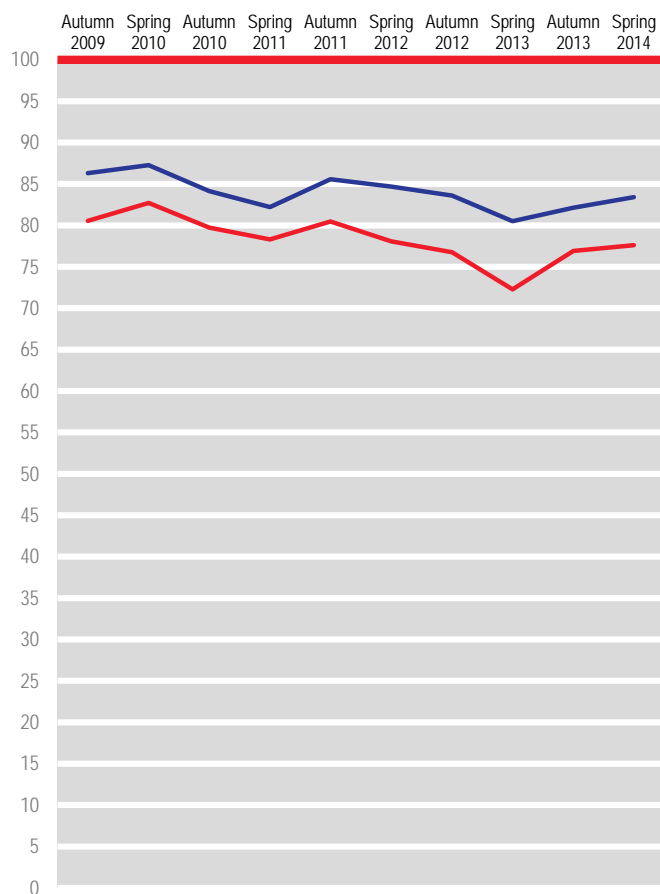
N.B. Benchmarks and targets are only shown for applicable factors

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

(1130)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

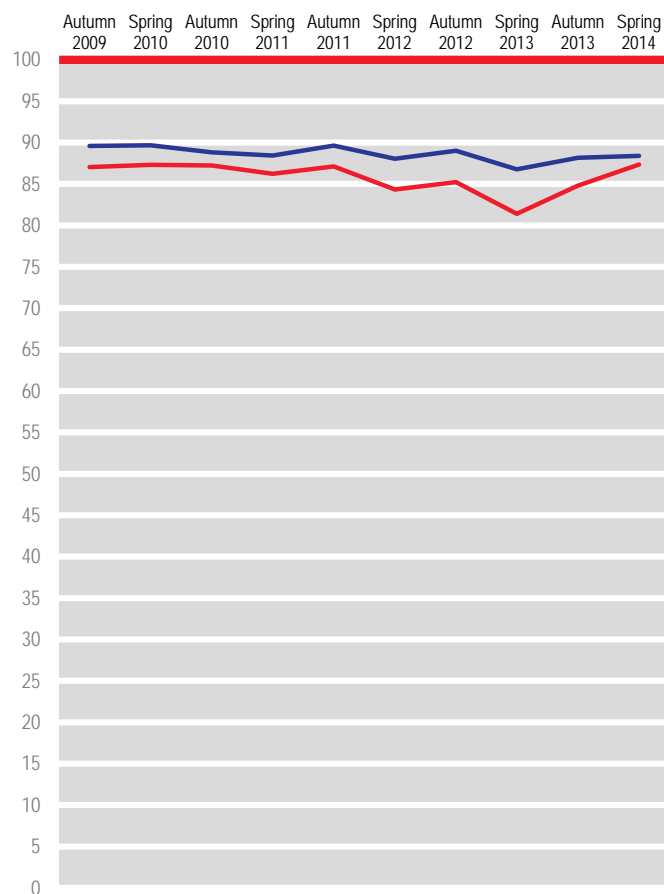


### The length of time the journey was scheduled to take (speed)

(1115)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

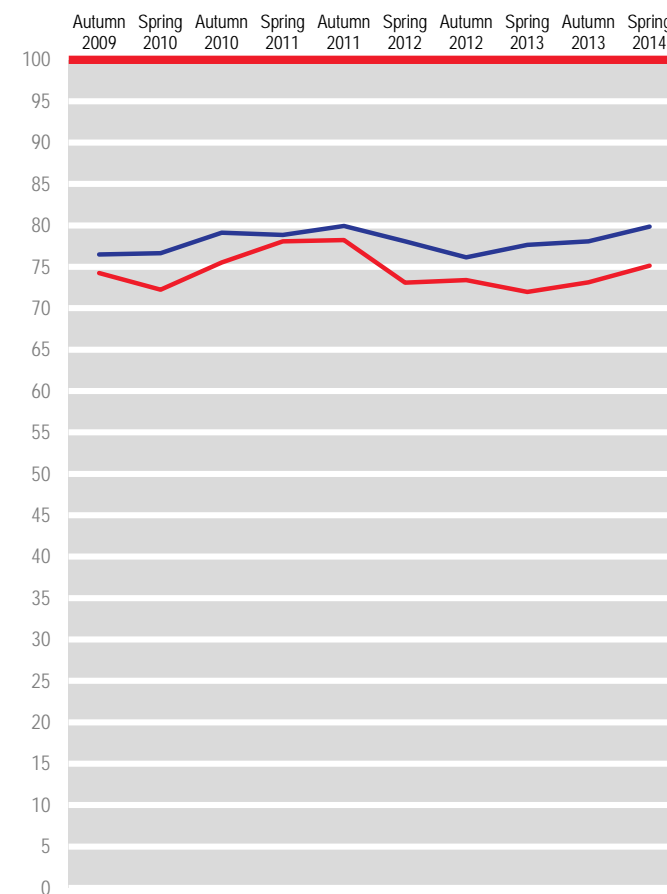


### Connections with other train services

(661)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

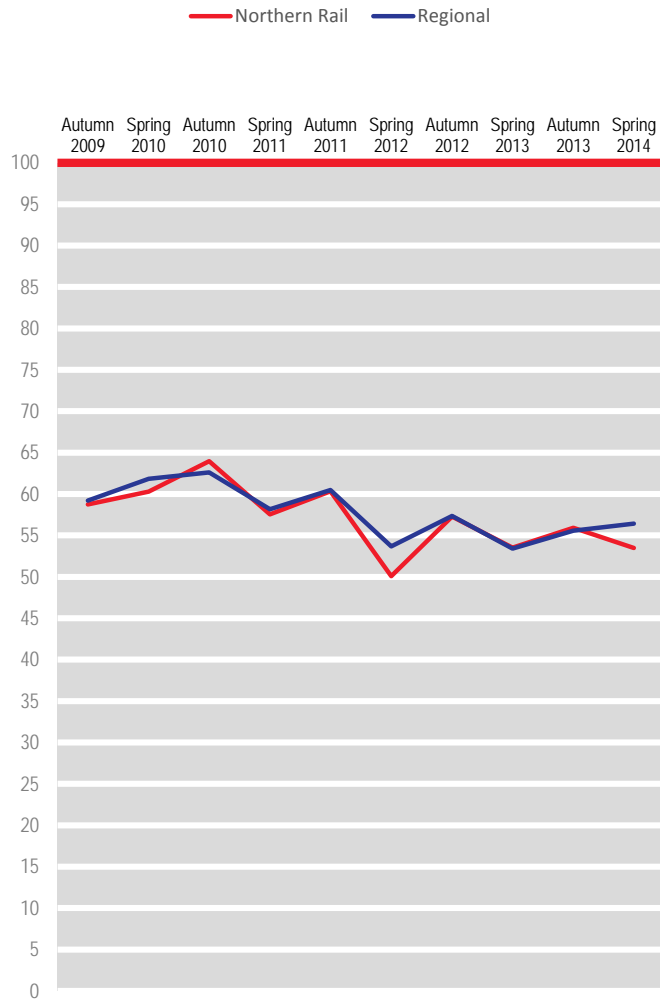


N.B. Benchmarks and targets are only shown for applicable factors

### The value for money for the price of your ticket

(1054)

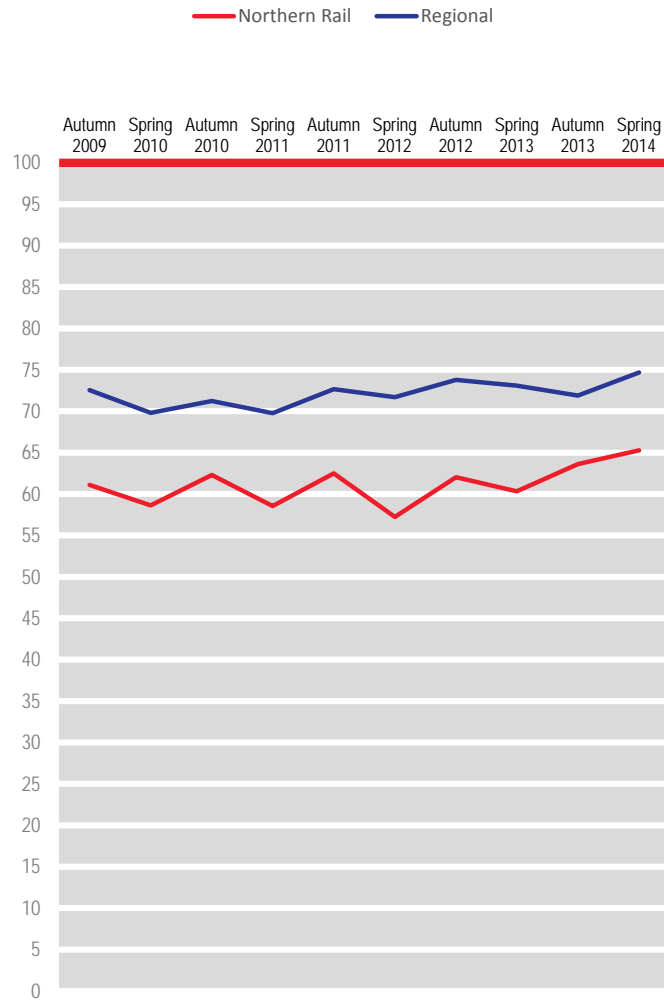
Percentage of passengers satisfied 2009 to 2014



### Cleanliness of the train

(1130)

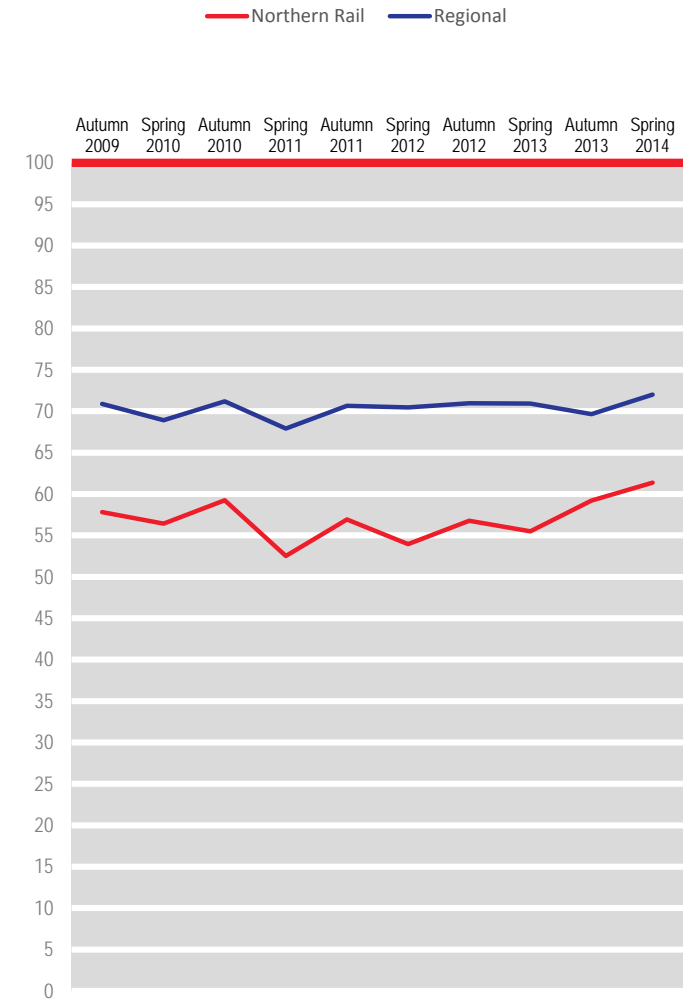
Percentage of passengers satisfied 2009 to 2014



### Upkeep and repair of the train

(1099)

Percentage of passengers satisfied 2009 to 2014



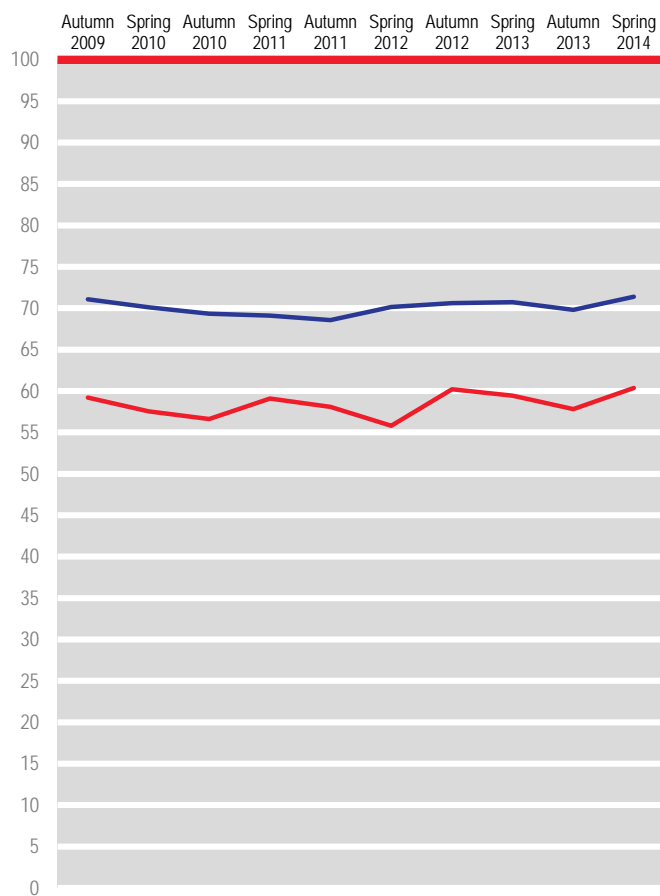
N.B. Benchmarks and targets are only shown for applicable factors



### The provision of information during the journey (998)

Percentage of passengers satisfied 2009 to 2014

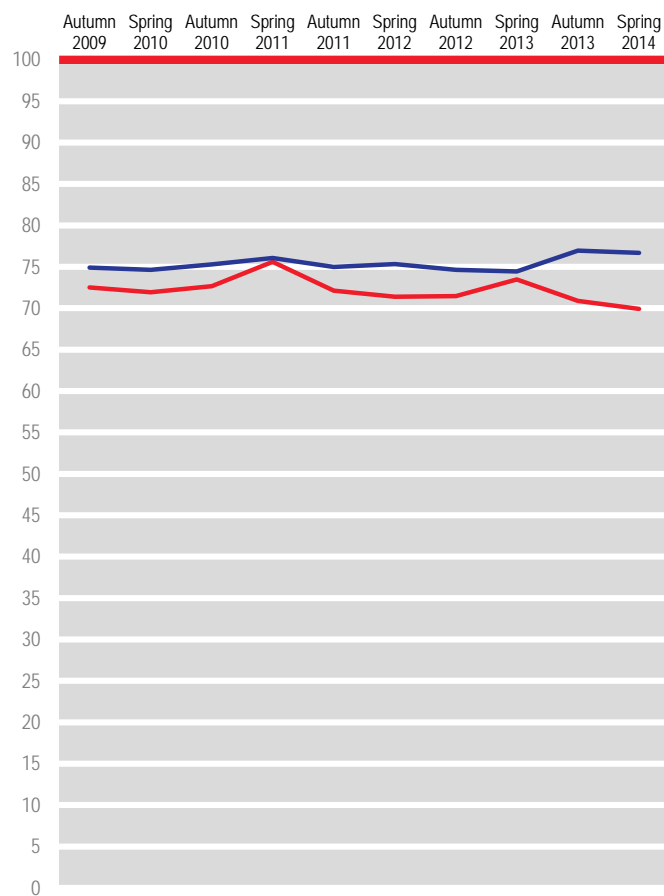
— Northern Rail — Regional



### The helpfulness and attitude of staff on the train (833)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

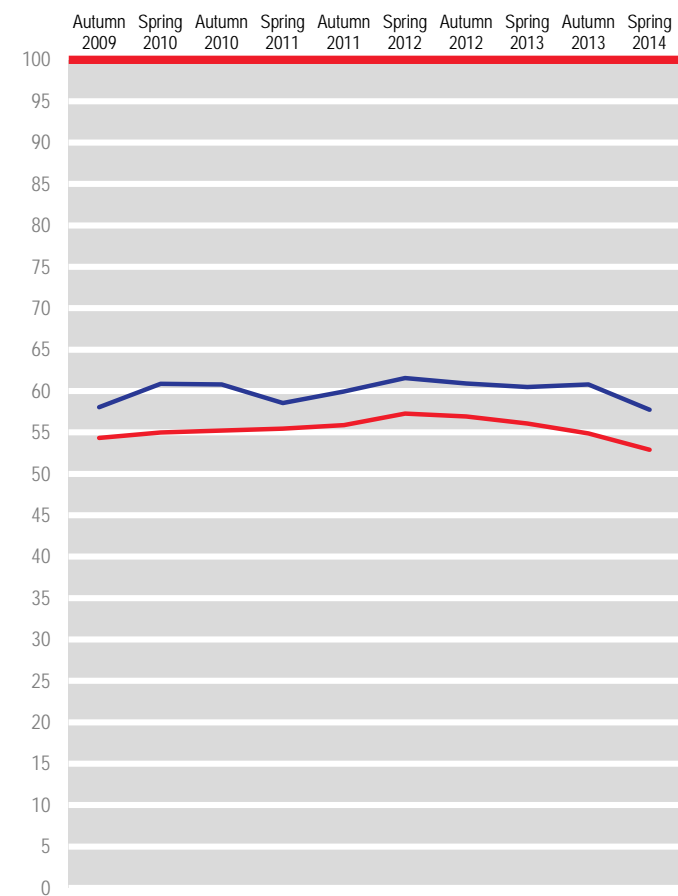


### The space for luggage

(869)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

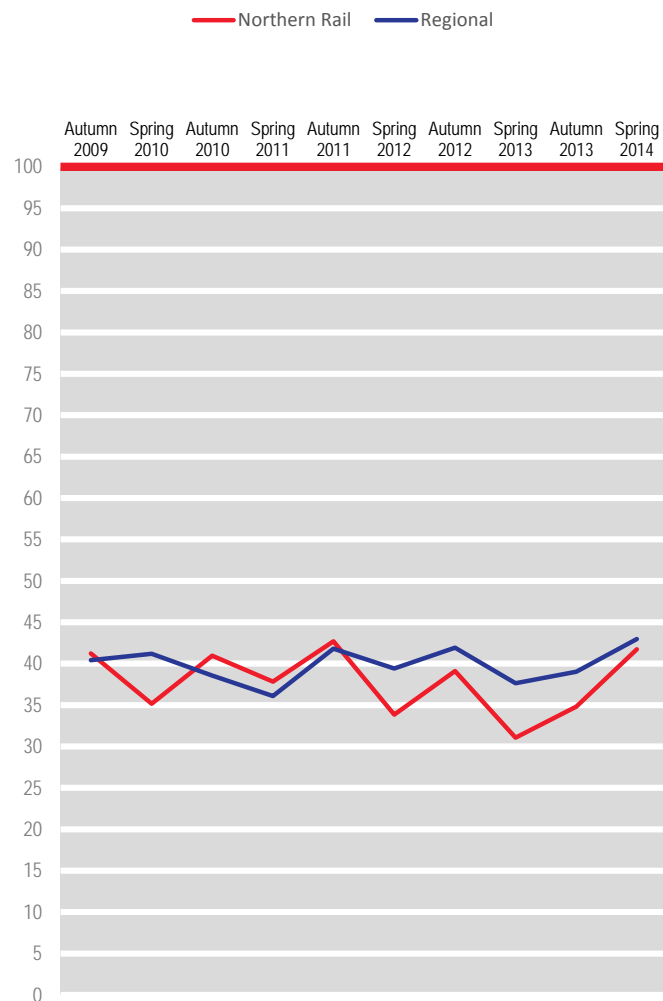


N.B. Benchmarks and targets are only shown for applicable factors

### Toilet facilities on the train

(462)

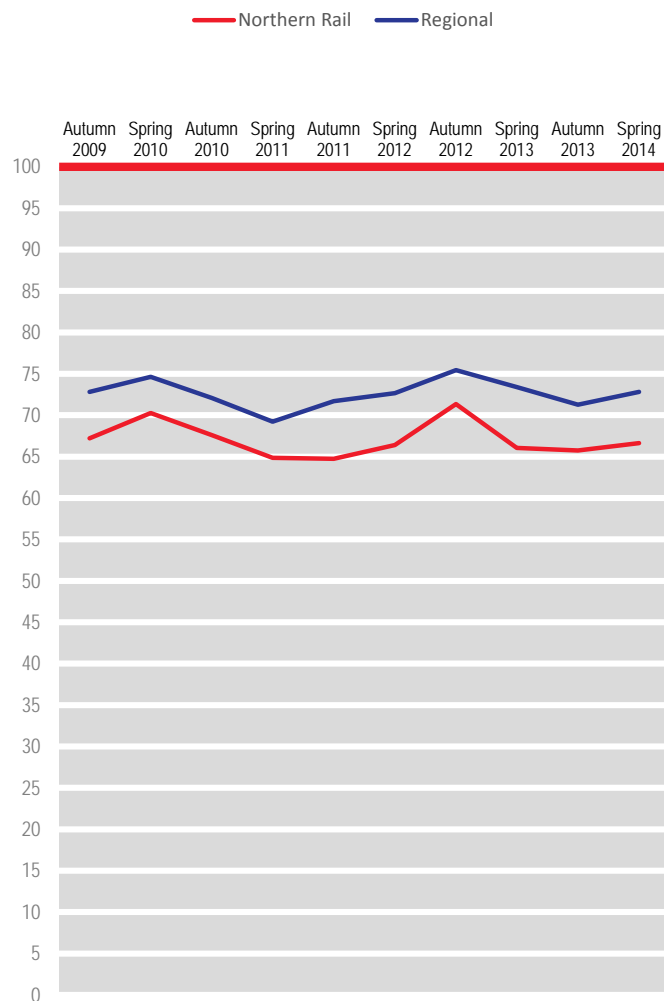
Percentage of passengers satisfied 2009 to 2014



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

(1101)

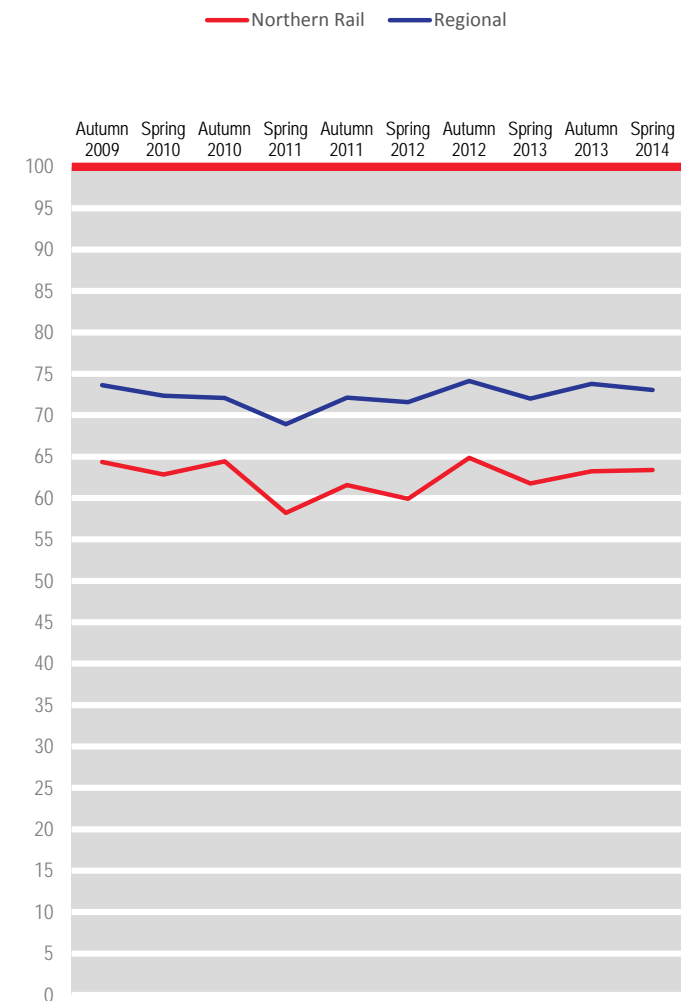
Percentage of passengers satisfied 2009 to 2014



### The comfort of the seating area

(1090)

Percentage of passengers satisfied 2009 to 2014

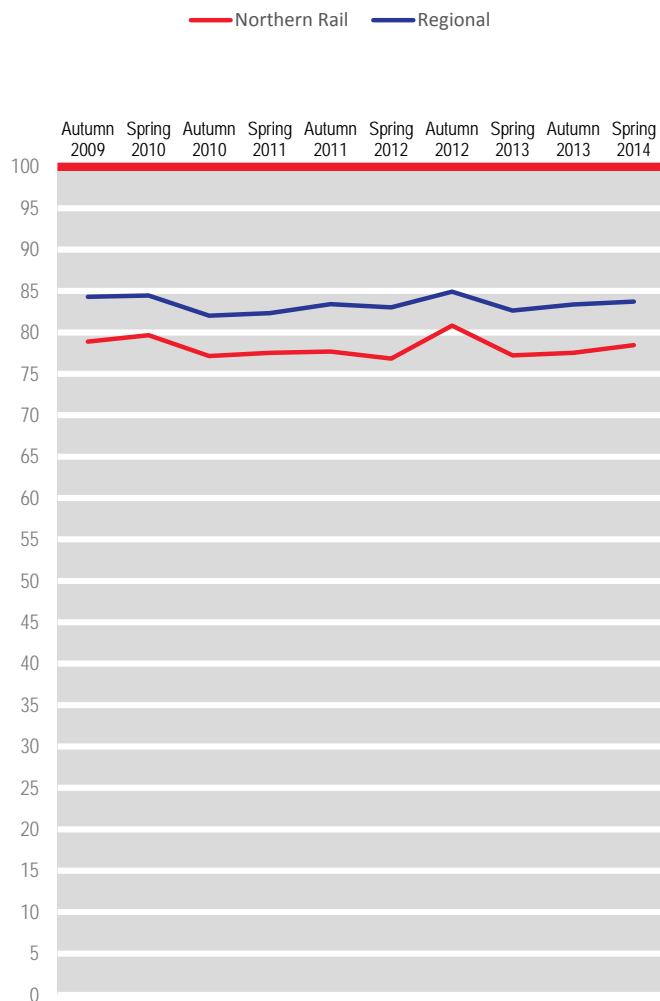


N.B. Benchmarks and targets are only shown for applicable factors

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

(1121)

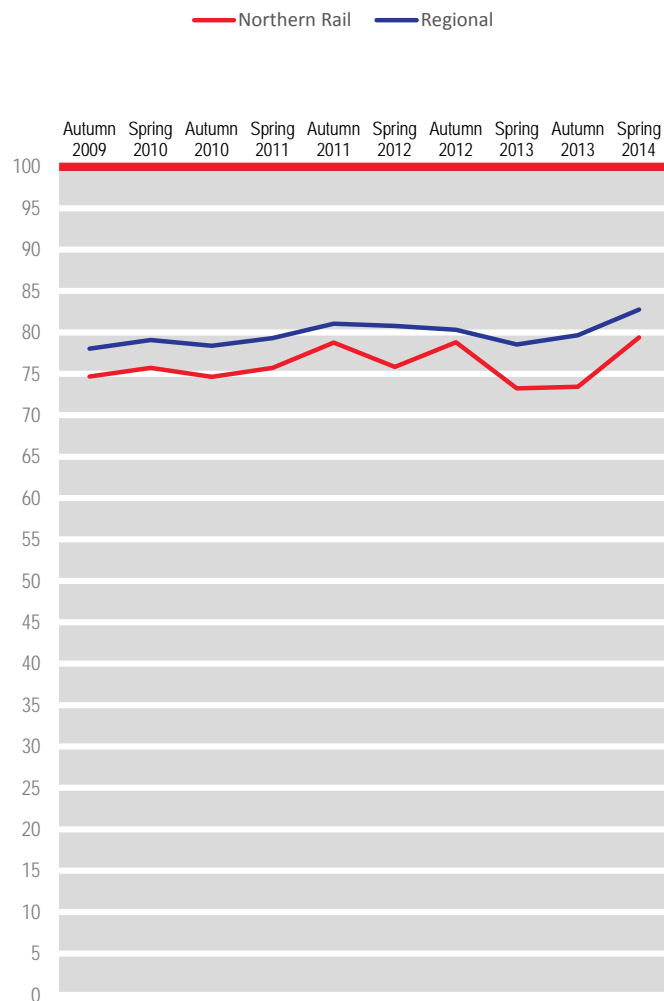
Percentage of passengers satisfied 2009 to 2014



### Your personal security whilst on board

(1061)

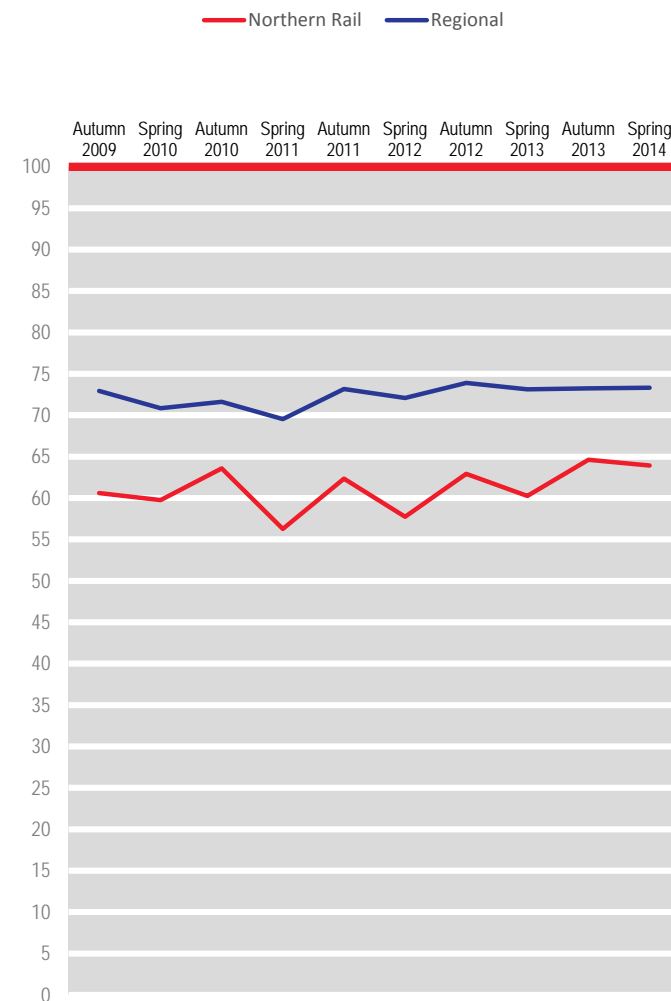
Percentage of passengers satisfied 2009 to 2014



### The cleanliness of the inside of the train

(1109)

Percentage of passengers satisfied 2009 to 2014

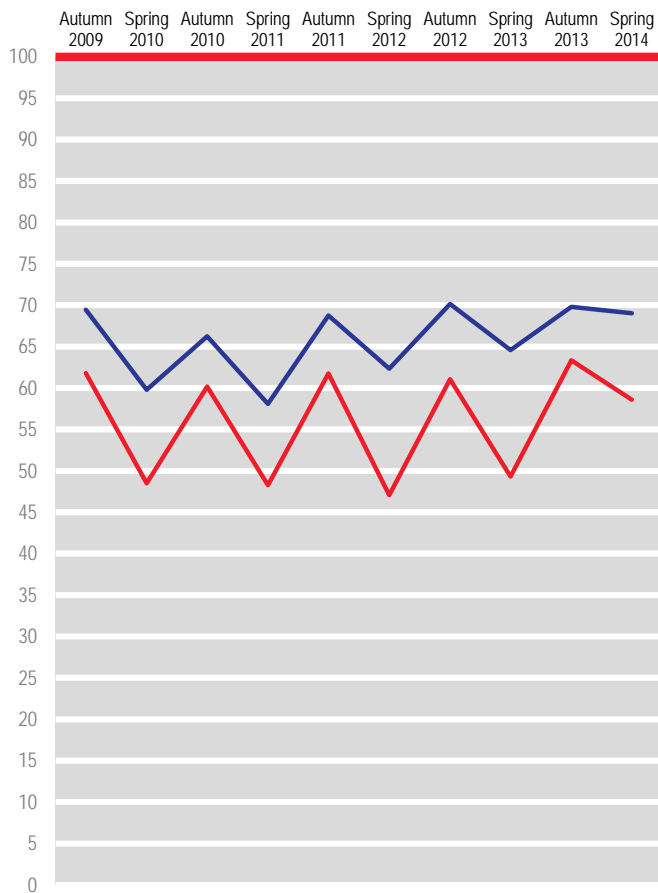


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train (967)

Percentage of passengers satisfied 2009 to 2014

— Northern Rail — Regional

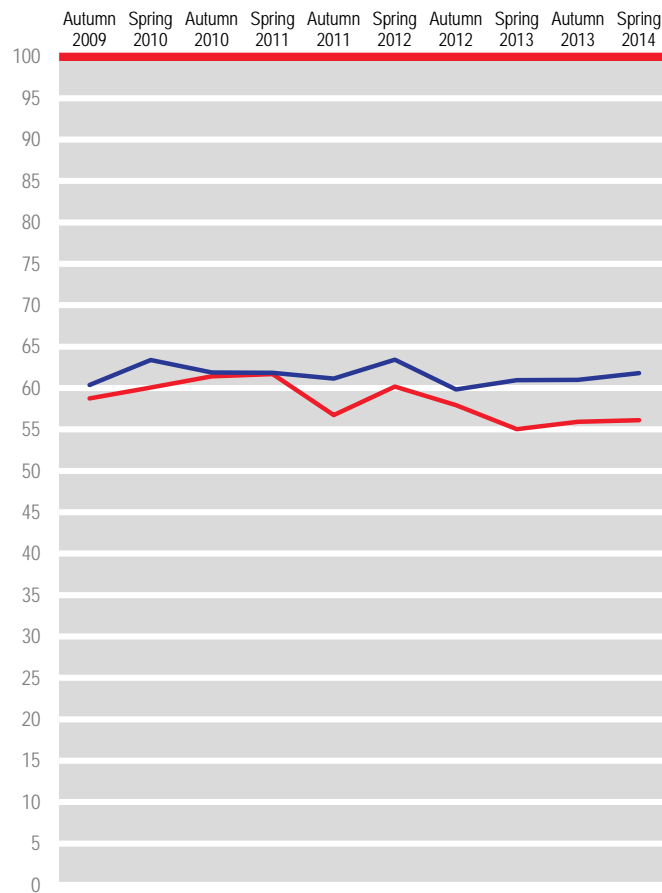


### The availability of staff on the train

(989)

Percentage of passengers satisfied 2009 to 2014

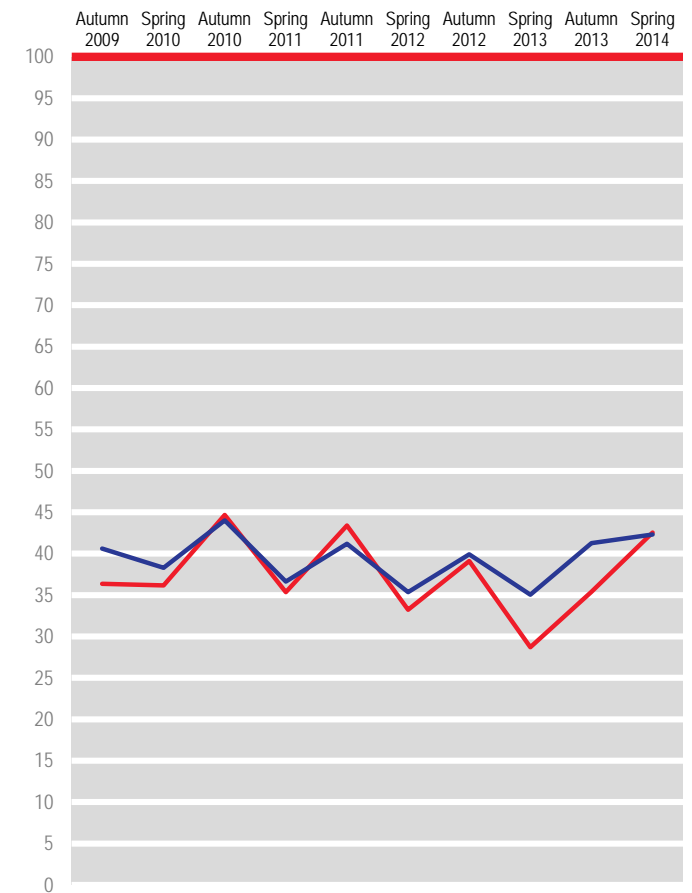
— Northern Rail — Regional



### How well train company dealt with delays (200)

Percentage of passengers satisfied 2009 to 2014

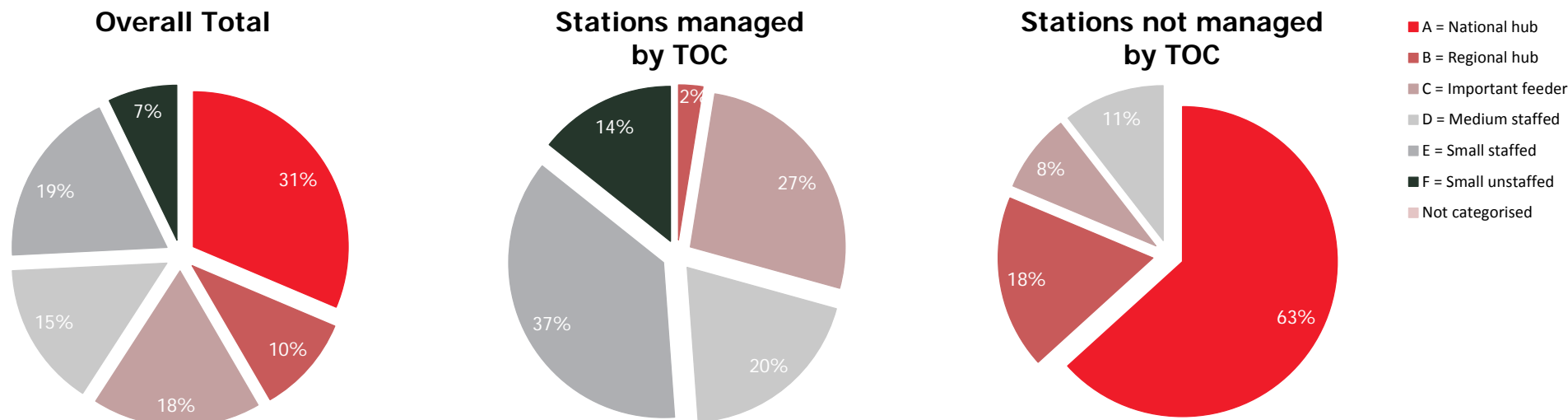
— Northern Rail — Regional



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

## Managed versus non-managed stations for Northern Rail

(% of passenger journeys originating from each type of station)



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	68	-	84
Ticket buying facilities	65	-	83
Provision of information about train times/platforms	78	-	87
The upkeep/repair of the station buildings/platforms	67	-	79
Cleanliness	72	-	82
The facilities and services	28	-	72
The attitudes and helpfulness of the staff	68	-	74
Connections with other forms of public transport	68	-	75
Facilities for car parking	52	-	48
Overall environment	61	-	77
Your personal security whilst using the station	58	-	78
The availability of staff	43	-	70
The provision of shelter facilities	58	-	72
Availability of seating	50	-	56
How request to station staff was handled	84	-	85
The choice of shops/eating/drinking facilities available	14	-	62

	Northern Rail	Regional		Northern Rail	Regional
<b>DELAY</b>					
None	80	84			
Minor	18	13			
Major	2	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	56	54			
6-10 minutes	19	19			
11-20 minutes	15	13			
21-30 minutes	4	5			
31-60 minutes	2	3			
More than 1 hour	2	2			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	14	14	Very well	12	16
Fairly well	33	32	Fairly well	38	35
Neither well nor poorly	20	21	Neither well nor poorly	23	23
Fairly poorly	13	14	Fairly poorly	12	12
Very poorly	21	19	Very poorly	15	15
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	13	15	Very well	6	11
Fairly well	33	31	Fairly well	30	26
Neither well nor poorly	24	24	Neither well nor poorly	36	34
Fairly poorly	14	14	Fairly poorly	11	12
Very poorly	17	16	Very poorly	17	17
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	14	16	Very well	1	11
Fairly well	31	28	Fairly well	26	19
Neither well nor poorly	30	28	Neither well nor poorly	25	28
Fairly poorly	12	13	Fairly poorly	12	12
Very poorly	14	15	Very poorly	35	30

## 5 5.2 Passenger experience relating to disability

	Northern Rail	Regional		Northern Rail	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	1	1			
Mobility	2	3			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	2	2			
None	90	89			
No answer	2	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	5	9	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	45	41	Yes	1	1
Not at all	46	47	No	99	99
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	36	42	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	34	28	Very satisfied	100	37
Neither satisfied nor dissatisfied	15	17	Fairly satisfied	-	63
Fairly dissatisfied	14	10	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	1	3	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	26	39	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	27	29	Very satisfied	100	100
Neither satisfied nor dissatisfied	21	17	Fairly satisfied	-	-
Fairly dissatisfied	17	11	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	8	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-

	Northern Rail	Regional		Northern Rail	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	45	43	White	94	94
Female	53	55	Mixed	1	1
			Asian or Asian British	2	2
			Black or Black British	1	0
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	3	Commuter	38	38
19-25	12	12	Business	9	10
26-34	12	14	Leisure	53	52
35-44	15	14			
45-54	20	20	<b>REGULAR TRAVELLER</b>		
55-59	11	10	Yes	68	69
60-64	11	10	No	32	31
65+	17	16	<b>TIME OF TRAVEL</b>		
<b>WORKING STATUS</b>			Peak	-	-
Working Full Time	54	53	Off-peak	-	-
Working Part Time	15	14			
Not Working	3	4	<b>ASKED FOR HELP OR INFORMATION</b>		
Retired	19	19	Yes asked for help	5	5
Full Time Student	7	8	Yes asked for information	7	6
			Could not find anyone to ask	5	4
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			No	82	84
Professional/Senior Managerial	31	30	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Middle Managerial	13	14	Yes, at home	85	85
Junior Managerial/Clerical/Supervisory	14	14	Yes, at work	53	51
Skilled Manual (With Professional Qualifications/			No	10	10
Served an Apprenticeship)	10	8			
Unskilled Manual (No Qualifications/Not Served					
an Apprenticeship)	3	3			
Full time student	2	3			
Retired	18	18			
Unemployed/between jobs	2	1			
Housewife/house-husband	1	1			
Other	5	5			



	Northern Rail	Regional		Northern Rail	Regional
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	77	76	Better telephone enquiry/booking service	7	8
With other adults 16+	20	21	Better internet enquiry/booking service	17	18
With children aged 0-4	2	1	Better information facilities at stations	21	19
With children aged 5-10	1	1	Better route maps of the rail network	18	17
With children aged 11-15	1	1	Make timetables easier to read	20	24
			Better ticket buying facilities at station ticket offices	23	19
			Better ticket buying facilities at station ticket machines	20	18
			Better promotion when advanced tickets available	30	30
<b>TRAVELLING WITH ...</b>			Other	12	14
Heavy/bulky luggage/other large items	13	14	None of these	22	22
Pushchair	0	0			
Folding bicycle	1	0			
Non-folding bicycle	2	1			
Dog	1	1			
Wheelchair	1	0			
Helper	0	0			
Mobility scooter	-	-			
None apply	82	82			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	21	22			
Anytime day single/return	20	19			
Off-peak/super off-peak single/return	8	8			
Off-peak/super off-peak day single/return	10	10			
Advance	4	4			
Day travelcard	1	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	16	14			
Annual season ticket	5	4			
Special promotion ticket	1	1			
Rail staff pass/privilege ticket/police	2	2			
Free travel pass (e.g. Freedom Pass)	5	7			
Other	5	7			
Don't know/no answer	2	2			

## Station sample sizes for Northern Rail

Station	Unweighted	Station	Unweighted
Leeds	136	Skipton	8
Sheffield	102	St Annes-On-The-Sea	8
Manchester Piccadilly	90	Urmston	7
Liverpool Lime Street	52	Whitby	7
Bradford Interchange	41	Saltburn	7
Middlesbrough	40	Lincoln Central	7
Doncaster	40	Lancaster	7
Manchester Oxford Road	37	Bromley Cross	6
Bolton	36	Keighley	6
York	34	Southport	6
Preston	32	Poulton-Le-Fylde	6
Newcastle	27	Littleborough	6
Blackburn	24	Buxton	5
Manchester Victoria	20	Retford	5
Blackpool North	20	Hull	5
Huddersfield	20	Huyton	5
Altrincham	19	Davenport	4
Barnsley	15	Scunthorpe	4
Bingley	15	Nottingham	4
Stockport	15	Darlington	4
Baildon	15	Salford Crescent	4
Rochdale	13	Liverpool South Parkway	4
Rotherham Central	13	Wigan North Western	3
Manchester Airport	13	Chorley	3
Garforth	13	Huncoat	2
Wigan Wallgate	13	Macclesfield	2
Meadowhall	13	Carlisle	1
Halifax	12		
Wilmslow	11		
Hartlepool	11		
Scarborough	10		
Guiseseley	10		
Castleton	9		
Glossop	9		
Dewsbury	9		
Barrow-In-Furness	9		
Brighouse	8		
Kirkham And Wesham	8		

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>27115</b>	<b>11981</b>	<b>3811</b>	<b>11323</b>	<b>23125</b>	<b>3990</b>	<b>9298</b>	<b>6413</b>	<b>5982</b>	<b>5422</b>
Abellio Greater Anglia	103929	54	18	28	90	10	30	16	27	27
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midlands Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	123887	64	3	33	81	19	22	25	27	26
Merseyrail	44909	37	8	55	80	20	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166197	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27115	11981	3811	11323	23125	3990	9298	6413	5982	5422
Abellio Greater Anglia	2313	44	13	43	86	14	39	14	29	18
Arriva Trains Wales	1097	31	16	53	84	16	36	23	22	20
c2c	1089	71	5	24	89	11	49	23	16	12
Chiltern Railways	1146	45	18	37	87	13	51	14	20	15
CrossCountry	1129	36	21	43	87	13	21	31	26	23
East Coast	1126	17	29	54	82	18	50	10	8	32
East Midlands Trains	1123	35	21	44	85	15	33	30	19	17
First Capital Connect	1805	53	12	35	90	10	41	17	26	16
First Great Western	3050	43	14	43	84	16	27	35	25	13
First TransPennine Express	1092	36	19	45	90	10	20	45	24	11
London Midland	1121	45	10	45	88	12	42	14	28	16
London Overground	1169	58	6	36	84	16	25	14	24	36
Merseyrail	598	51	4	46	87	13	20	55	16	10
Northern Rail	1150	50	7	43	86	14	34	35	19	12
ScotRail	1094	40	11	49	76	24	28	20	31	21
South West Trains	1944	45	10	44	81	19	34	23	12	31
Southeastern	1652	58	8	34	90	10	32	28	18	22
Southern	2179	50	13	38	87	13	31	24	22	23
Virgin Trains	1238	20	33	47	80	20	40	5	25	30

## 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):

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

## How are routes defined

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

### **Abellio Greater Anglia: Intercity**

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

### **Abellio Greater Anglia: Main line**

Journeys on outer suburban Great Eastern services London - Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London - Southend Victoria service.

### **Abellio Greater Anglia: Metro**

Journeys on London – Shenfield metro service

### **Abellio Greater Anglia: Rural**

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

### **Abellio Greater Anglia: Stansted**

Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport where the passenger has an origin or destination of the airport

### **Abellio Greater Anglia: West Anglia Inner**

Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster

### **Abellio Greater Anglia: West Anglia Outer**

Journeys on West Anglia routes London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport.

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

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

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

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

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

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

### **c2c:**

All journeys on c2c

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

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

Journeys on the Manchester Piccadilly - Birmingham New Street route

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

Journeys on the Birmingham New Street - Aberdeen route

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

Journeys on the Birmingham New Street - Bournemouth route

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

Journeys on the Birmingham New Street - Penzance route

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

Journeys on the Birmingham New Street - Stansted Airport route

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

Journeys on the Nottingham - Cardiff Central route

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

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

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

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

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

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

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

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

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

Journeys on the Liverpool - Norwich route

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

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

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

Journeys on the London - Sheffield route

**First Capital Connect: Great Northern**

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

**First Capital Connect: Thameslink Loop**

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

**First Capital Connect: North**

Journeys starting from stations on the route between Farringdon and Bedford

**First Capital Connect: South**

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

**First Great Western: Long distance**

Journeys on long distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First Hull Trains:**

All First Hull Trains journeys

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston - Northampton services

**London Midland: West Coast**

Journeys on London Euston - Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham/New Street

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

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

**London Overground: Gospel Oak - Barking**

Journeys on the Gospel Oak - Barking line

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

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

**London Overground: Watford - Euston**

Journeys on the London Euston - Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas



**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick – London Victoria

**Southern: Sussex Coast**

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

**Southern: Metro**

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

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

**South West Trains: Main line**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

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

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

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

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

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin Trains: Birmingham – Scotland**

Journeys on Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services

**Virgin Trains: London – Wolverhampton**

Journeys on London – Wolverhampton services



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