

# National Rail Passenger Survey

## London Overground TOC Report

### 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](mailto: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@bdrcc-continental.com](mailto:rebecca.joyner@bdrcc-continental.com)

Passenger**focus**   
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 London Overground 5
- 2.2 Train factor results for London Overground 7
- 2.3 Overall satisfaction and station factor results for London and South East 9
- 2.4 Train factor results for London and South East 11
- 2.5 London Overground versus London and South East performance 13
- 2.6 Results by route for London Overground 14

## 3 Passenger satisfaction trend charts

- 3.1 Overall satisfaction and station factor results for London Overground 15
- 3.2 Train factor results for London Overground 21

## 4 Managed versus non-managed stations

- 4.1 Network Rail categorisation and station factor results for London Overground 28

## 5 Peak/off-peak satisfaction

- 5.1 Peak/off peak satisfaction for London Overground 29
- 5.2 Peak/off peak satisfaction for London and South East 30

## 6 Passenger experience with service

- 6.1 Passenger experience of delays 31
- 6.2 Passenger experience relating to disability 32

## 7 Sample profile

- 7.1 Sample profile for London Overground versus London and South East 33
- 7.2 Station sample sizes for London Overground 35
- 7.3 Weighted sample composition for all TOCs 36
- 7.4 Unweighted sample composition for all TOCs 37

## 8 Technical appendix

- 8.1 Standard reports produced for NRPS 38
- 8.2 Rail sectors 39
- 8.3 How routes are defined 40

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)

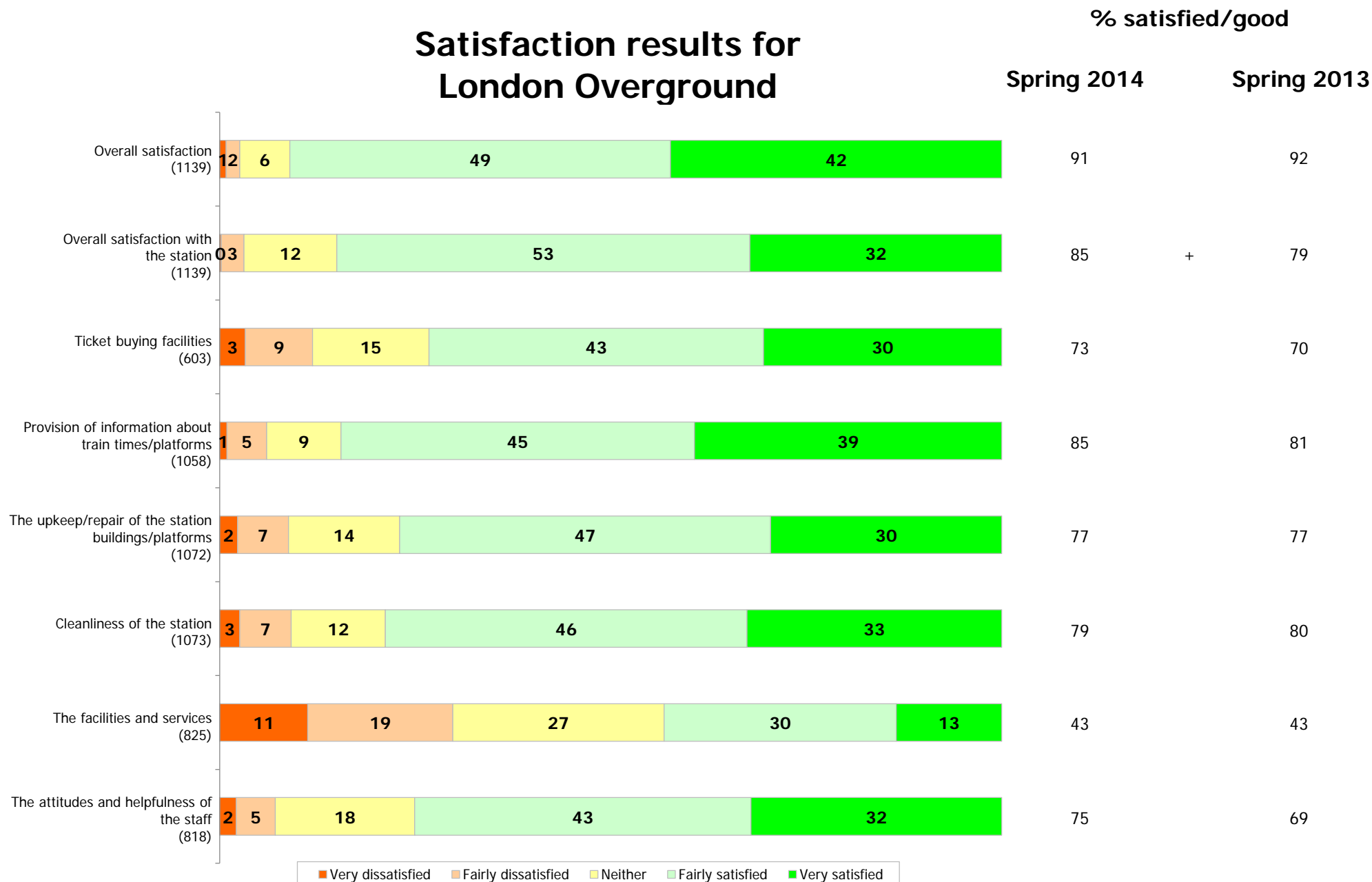
Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

## Satisfaction results for London Overground

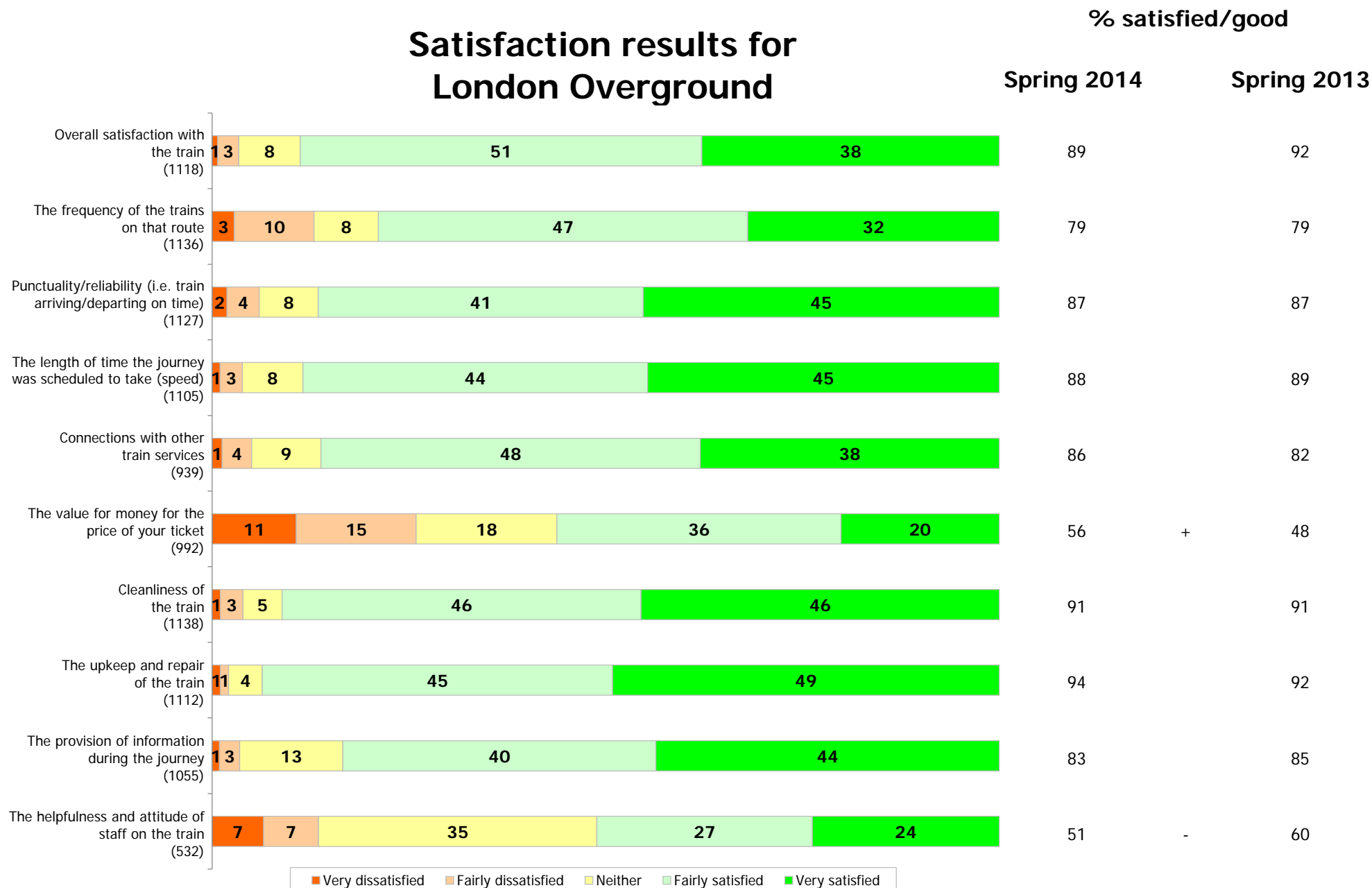


## Satisfaction results for London Overground





## Satisfaction results for London Overground



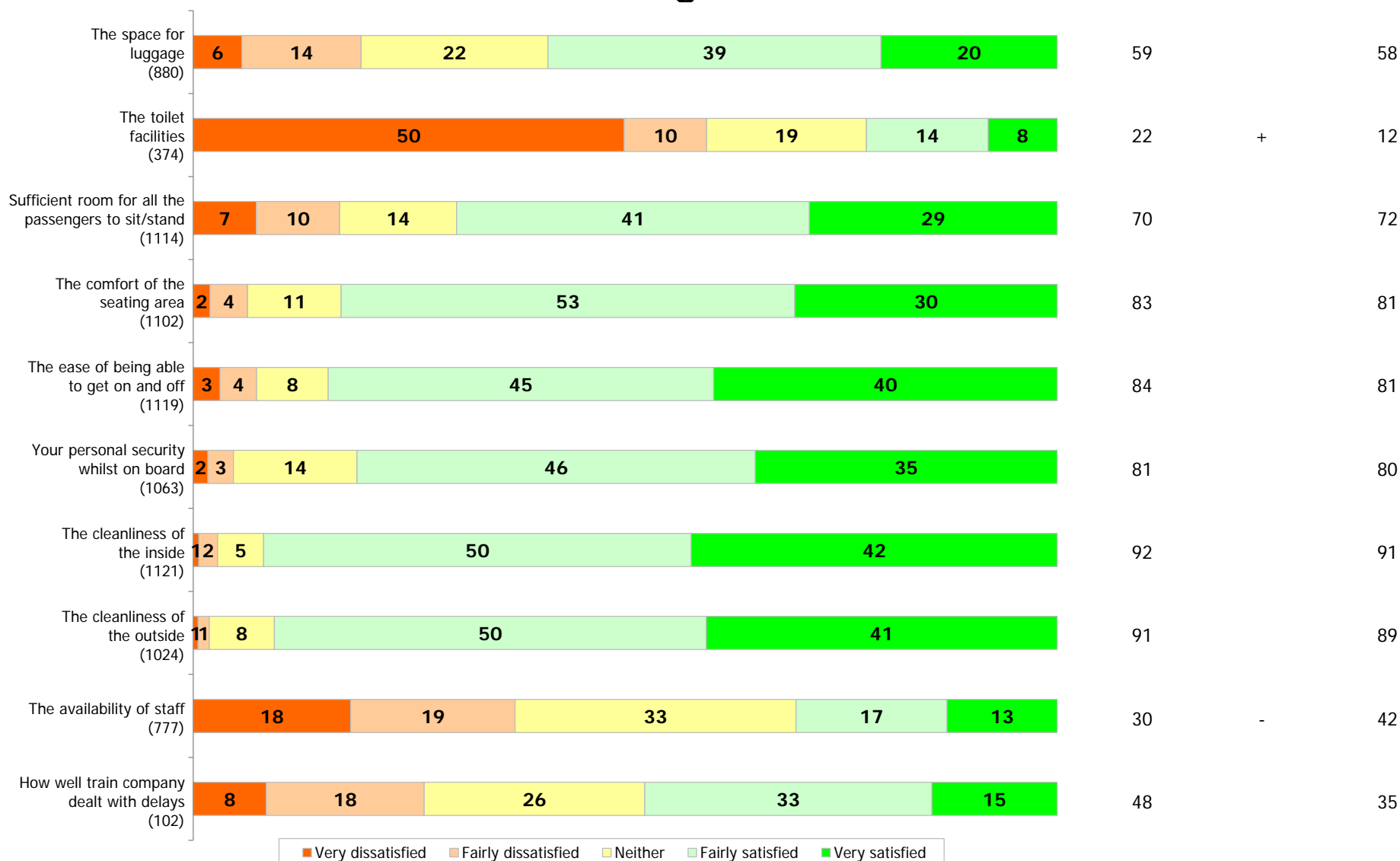


## Satisfaction results for London Overground

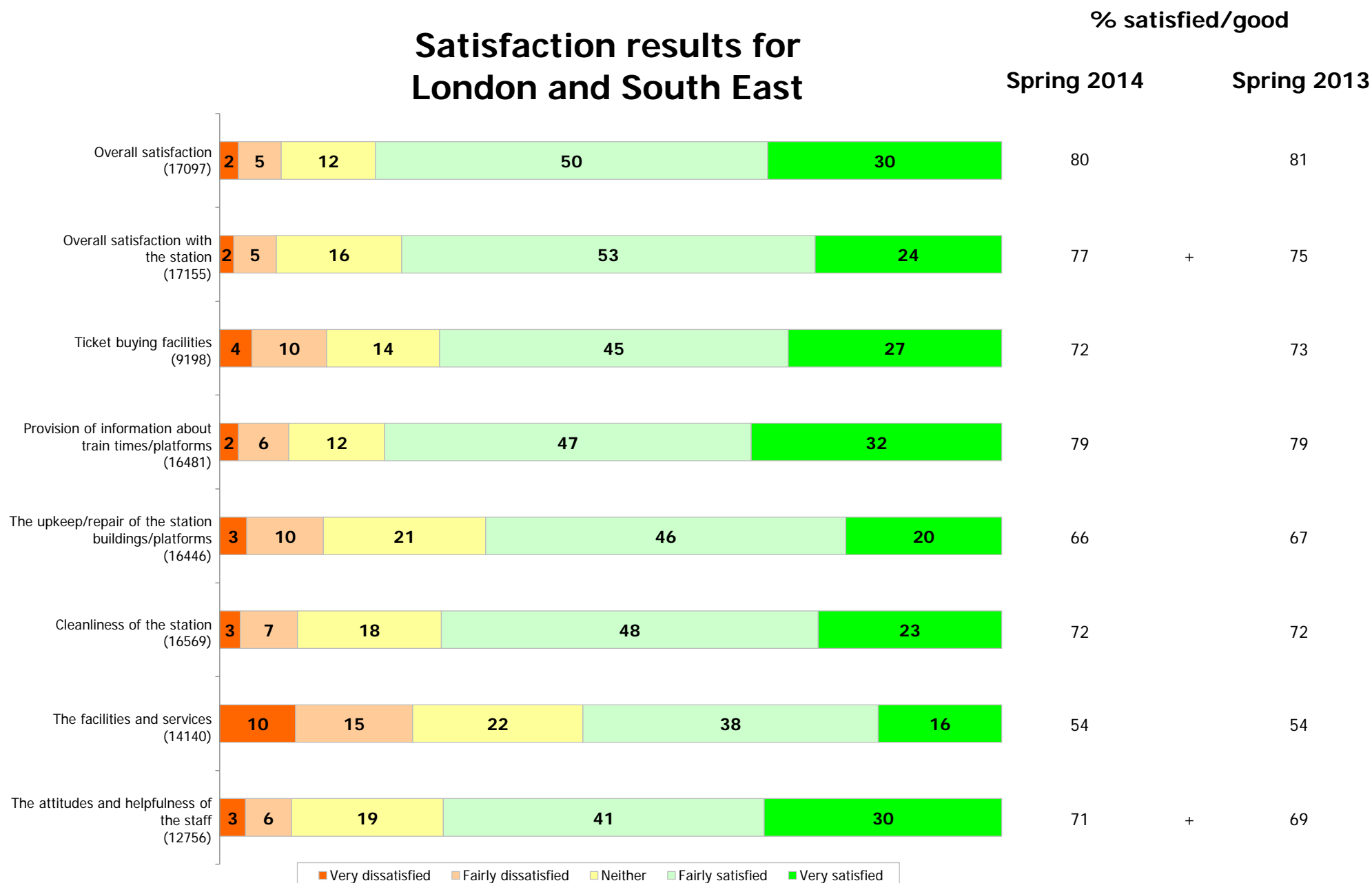
% satisfied/good

Spring 2014

Spring 2013



## Satisfaction results for London and South East

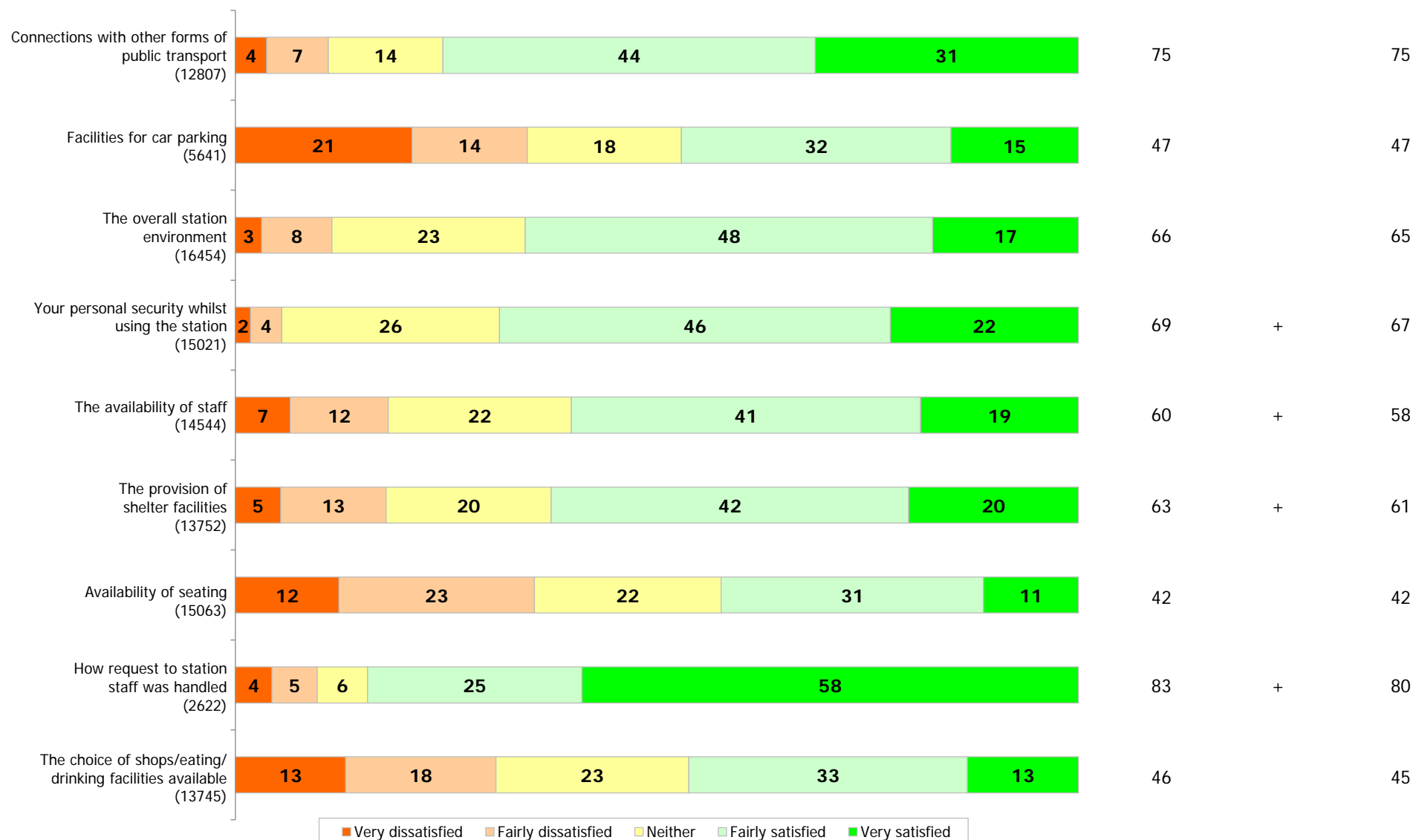


## Satisfaction results for London and South East

% satisfied/good

Spring 2014

Spring 2013



## Satisfaction results for London and South East

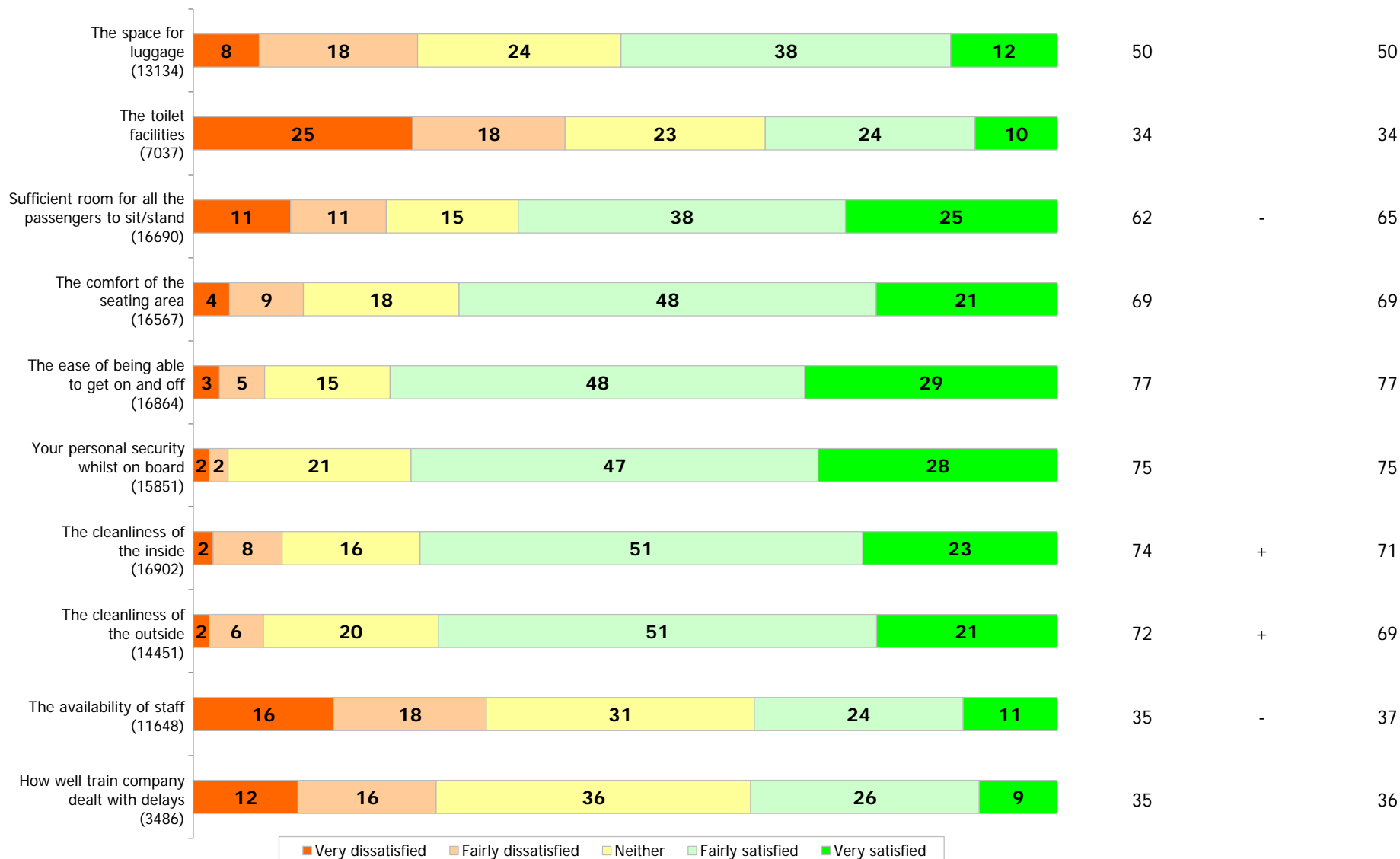


## Satisfaction results for London and South East

% satisfied/good

Spring 2014

Spring 2013



## London Overground versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	91	80	114%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	85	77	111%
Ticket buying facilities	73	72	102%
Provision of information about train times/platforms	85	79	107%
The upkeep/repair of the station buildings/platforms	77	66	117%
Cleanliness	79	72	110%
The facilities and services	43	54	81%
The attitudes and helpfulness of the staff	75	71	105%
Connections with other forms of public transport	81	75	107%
Facilities for car parking	42	47	89%
Overall environment	72	66	110%
Your personal security whilst using the station	76	69	111%
The availability of staff	67	60	111%
The provision of shelter facilities	66	63	105%
Availability of seating	52	42	122%
How request to station staff was handled	78	83	93%
The choice of shops/eating/drinking facilities available	42	46	91%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	89	77	115%
The frequency of the trains on that route	79	75	105%
Punctuality/reliability (i.e. the train arriving/departing on time)	87	75	116%
The length of time the journey was scheduled to take (speed)	88	82	108%
Connections with other train services	86	75	115%
The value for money of the price of your ticket	56	41	139%
Cleanliness of the train	91	74	124%
Upkeep and repair of the train	94	74	127%
The provision of information during the journey	83	68	123%
The helpfulness and attitude of staff on train	51	56	91%
The space for luggage	59	50	117%
The toilet facilities	22	34	65%
Sufficient room for all passengers to sit/stand	70	62	111%
The comfort of the seating area	83	69	120%
The ease of being able to get on and off	84	77	109%
Your personal security on board	81	75	108%
The cleanliness of the inside	92	74	125%
The cleanliness of the outside	91	72	126%
The availability of staff	30	35	86%
How well train company deals with delays	48	35	135%

## Building block/route data for London Overground

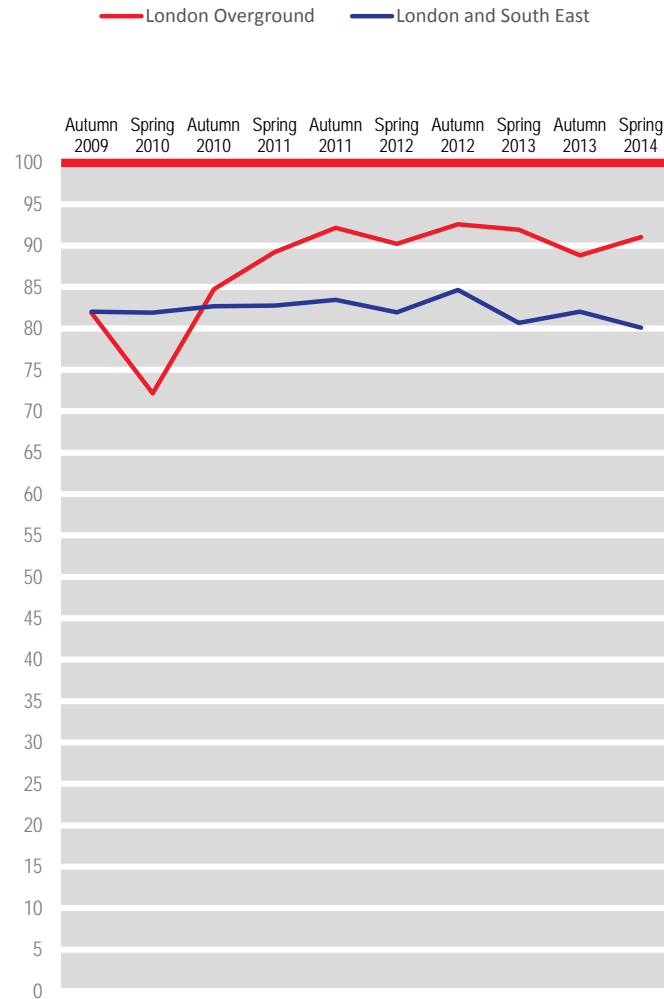
	Gospel Oak to Barking	Richmond/ Clapham to Stratford	Watford to Euston	Highbury to Croydon/ Clapham
Overall satisfaction	92	88	95	93
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	83	84	89	85
Ticket buying facilities	75	70	81	74
Provision of information about train times/platforms	83	87	88	81
The upkeep/repair of the station buildings/platforms	74	75	75	80
Cleanliness	81	77	79	80
The facilities and services	34	43	47	44
The attitudes and helpfulness of the staff	75	81	75	67
Connections with other forms of public transport	80	80	81	81
Facilities for car parking	34	40	48	44
Overall environment	71	70	72	75
Your personal security whilst using the station	75	77	72	76
The availability of staff	65	70	66	63
The provision of shelter facilities	63	59	73	73
Availability of seating	55	46	61	56
How request to station staff was handled	54	83	69	76
The choice of shops/eating/drinking facilities available	35	44	45	41
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	88	85	93	92
The frequency of the trains on that route	75	75	78	84
Punctuality/reliability (i.e. the train arriving/departing on time)	91	86	90	86
The length of time the journey was scheduled to take (speed)	92	86	87	92
Connections with other train services	86	83	83	90
The value for money of the price of your ticket	61	52	55	60
Cleanliness of the train	93	88	90	95
Upkeep and repair of the train	93	92	93	96
The provision of information during the journey	89	83	83	84
The helpfulness and attitude of staff on train	64	52	43	50
The space for luggage	70	52	63	64
The toilet facilities	30	17	28	25
Sufficient room for all passengers to sit/stand	69	59	79	80
The comfort of the seating area	83	78	80	89
The ease of being able to get on and off	84	78	84	91
Your personal security on board	81	77	82	85
The cleanliness of the inside	92	89	90	95
The cleanliness of the outside	92	89	89	93
The availability of staff	52	29	33	28
How well train company deals with delays	57	51	55	43



# Percentage satisfaction with aspects of station where boarded

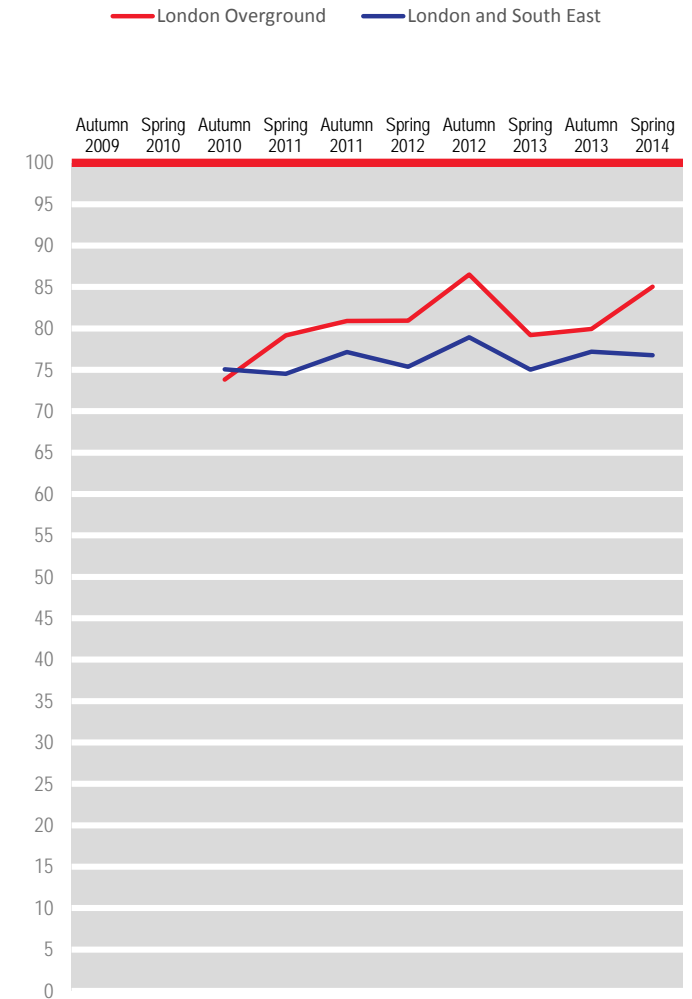
## Overall satisfaction

(1139)  
Percentage of passengers satisfied 2009 to 2014



## Overall station satisfaction

(1139)  
Percentage of passengers satisfied 2009 to 2014

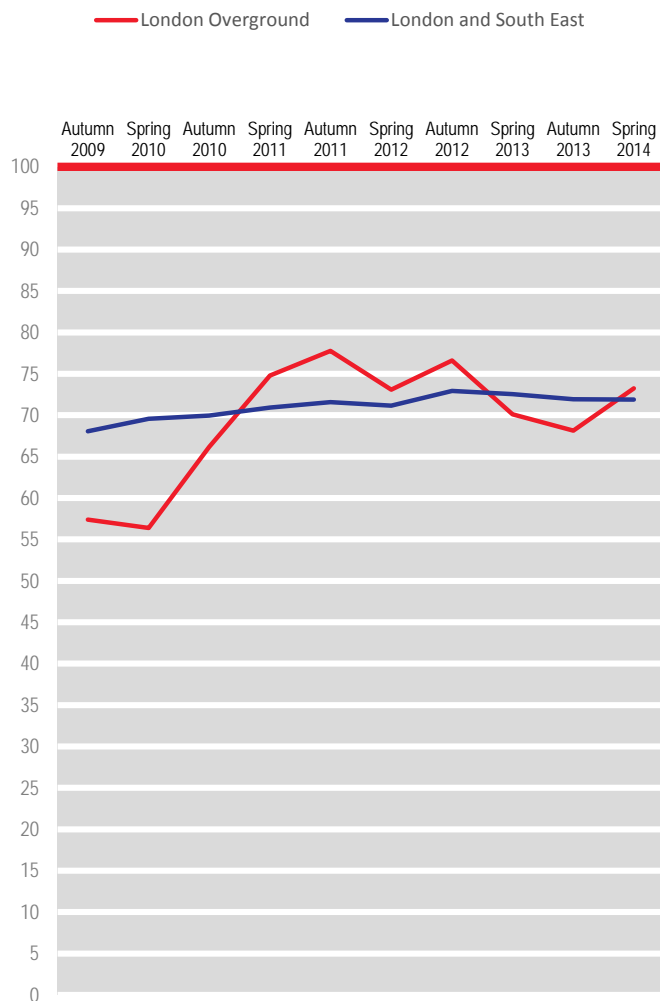


N.B. Benchmarks and targets are only shown for applicable factors

## Ticket buying facilities

(603)

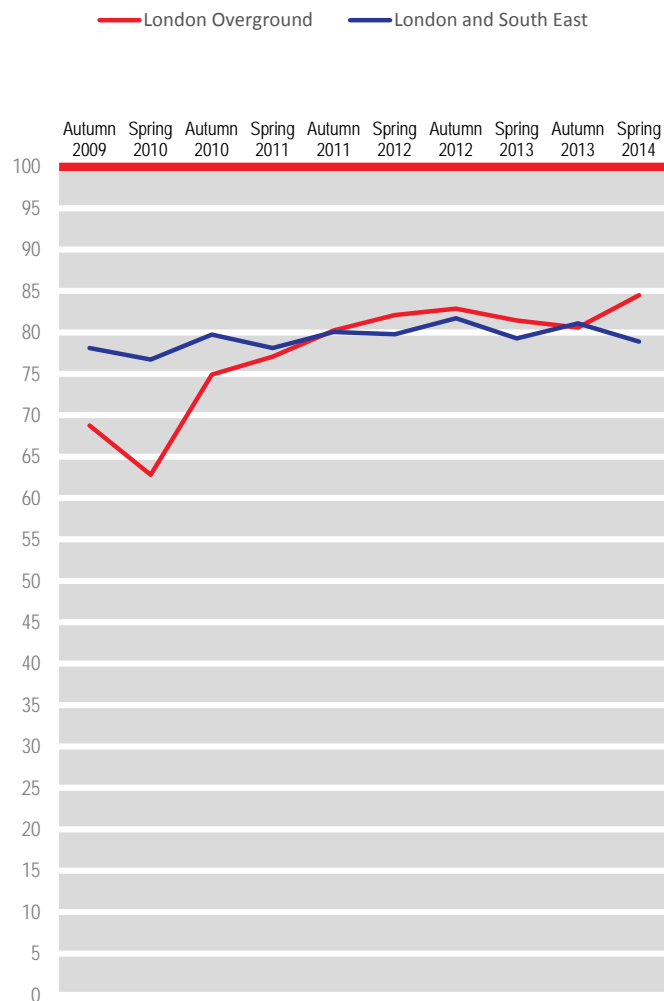
Percentage of passengers satisfied 2009 to 2014



## Provision of information about train times/platforms

(1058)

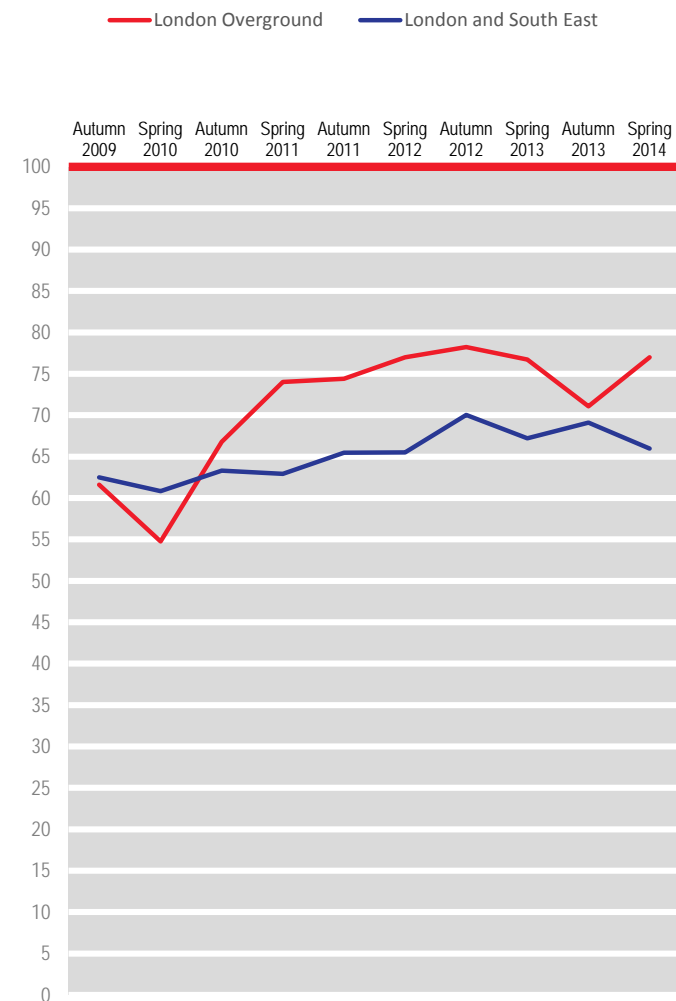
Percentage of passengers satisfied 2009 to 2014



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

(1072)

Percentage of passengers satisfied 2009 to 2014

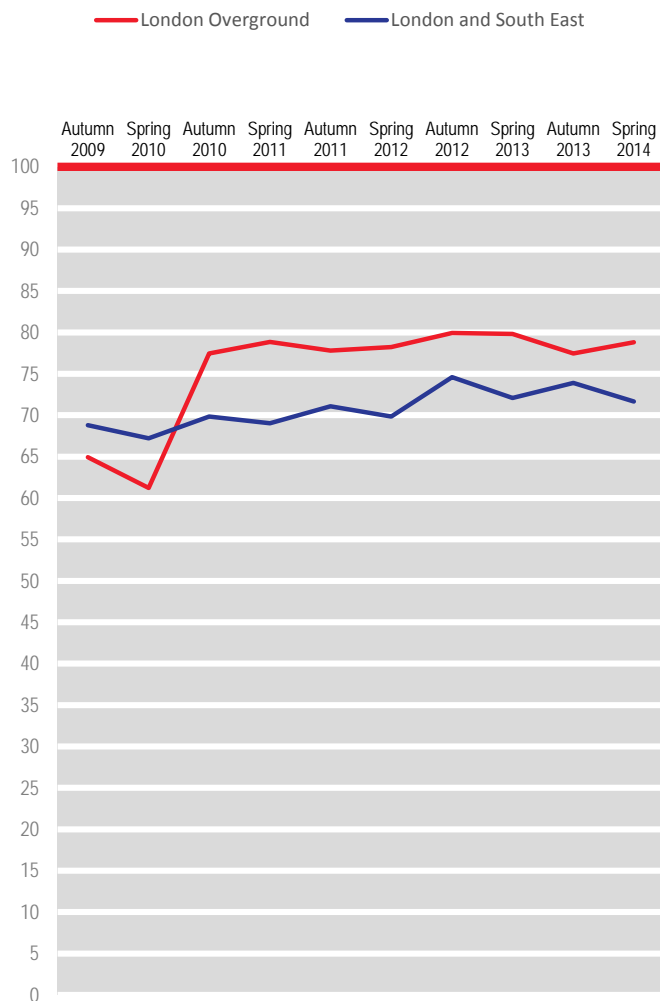


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(1073)

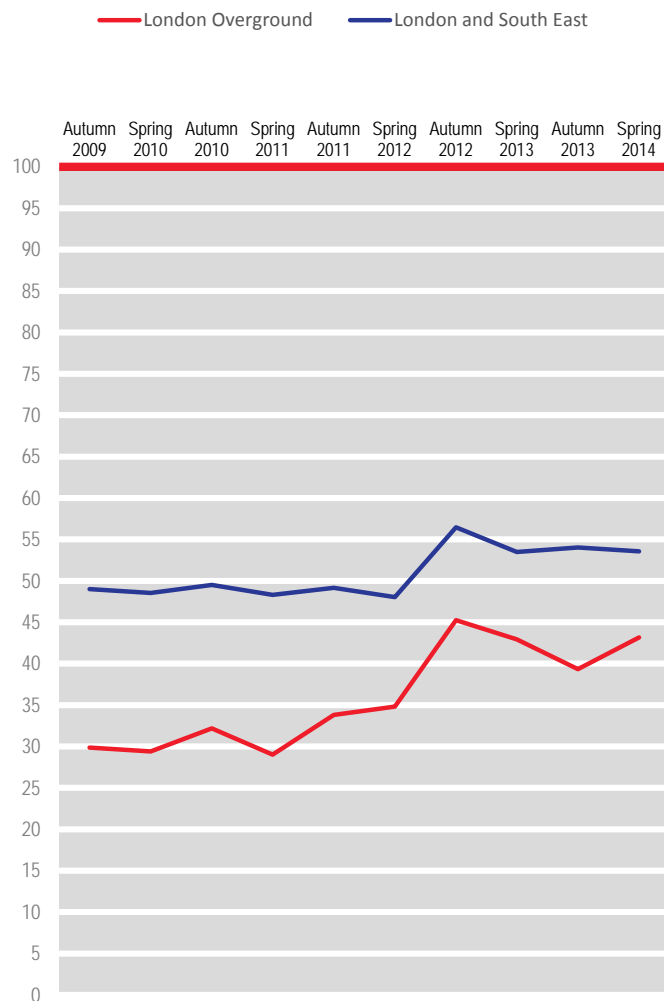
Percentage of passengers satisfied 2009 to 2014



### The facilities and services at the station

(825)

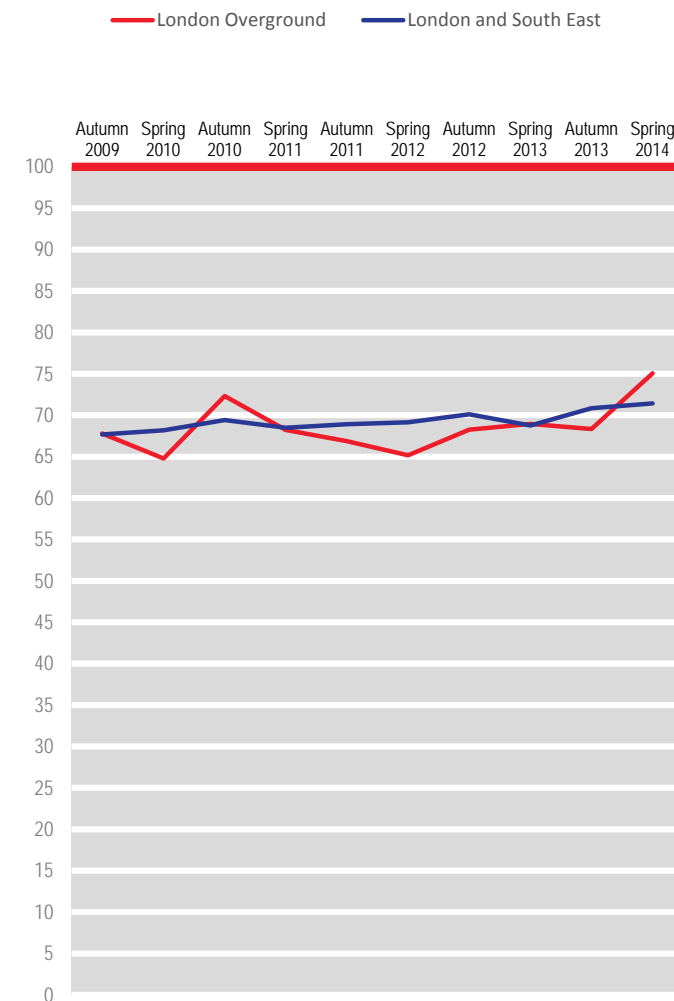
Percentage of passengers satisfied 2009 to 2014



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

(818)

Percentage of passengers satisfied 2009 to 2014

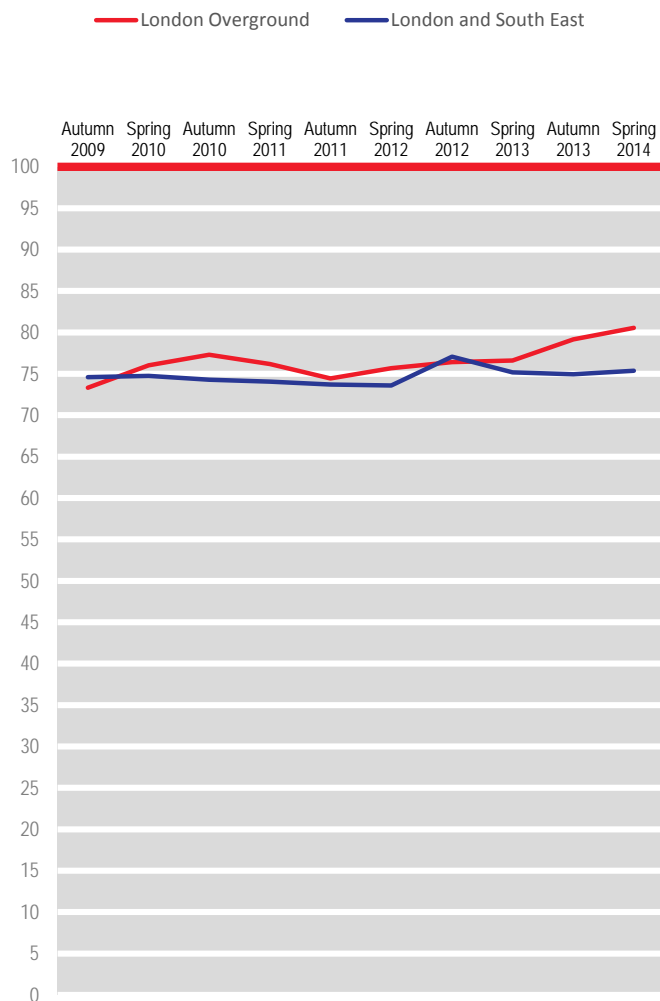


N.B. Benchmarks and targets are only shown for applicable factors

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

(898)

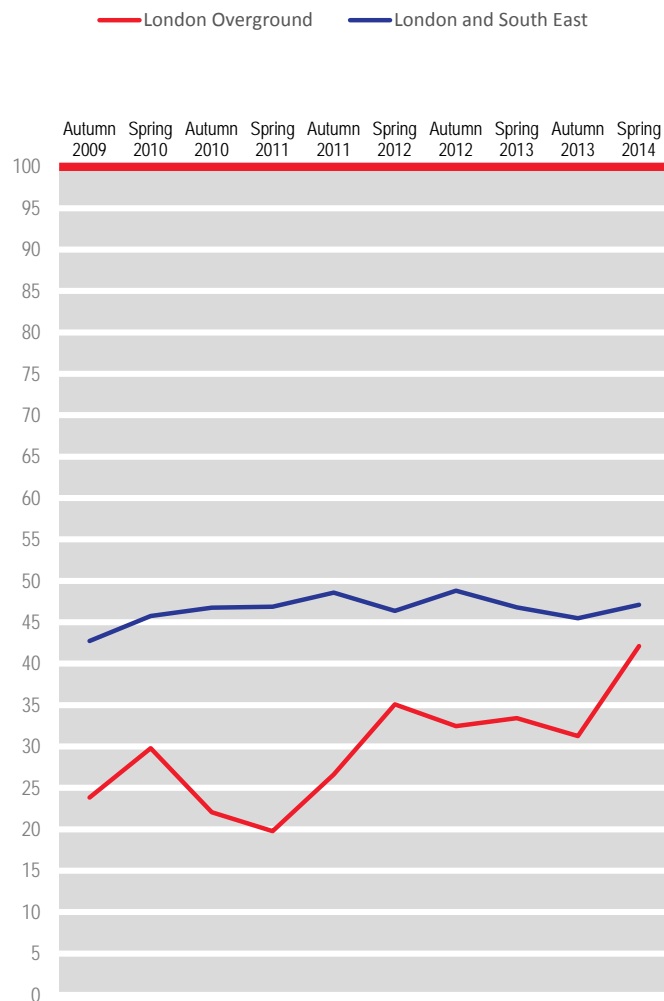
Percentage of passengers satisfied 2009 to 2014



### Facilities for car parking at the station

(329)

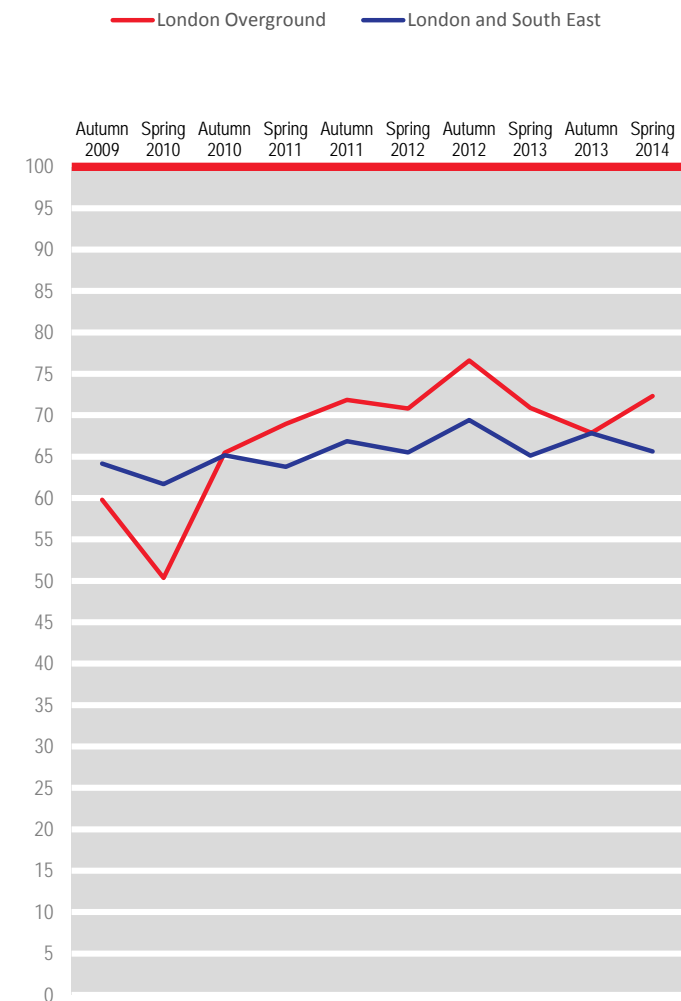
Percentage of passengers satisfied 2009 to 2014



### Overall station environment

(1067)

Percentage of passengers satisfied 2009 to 2014

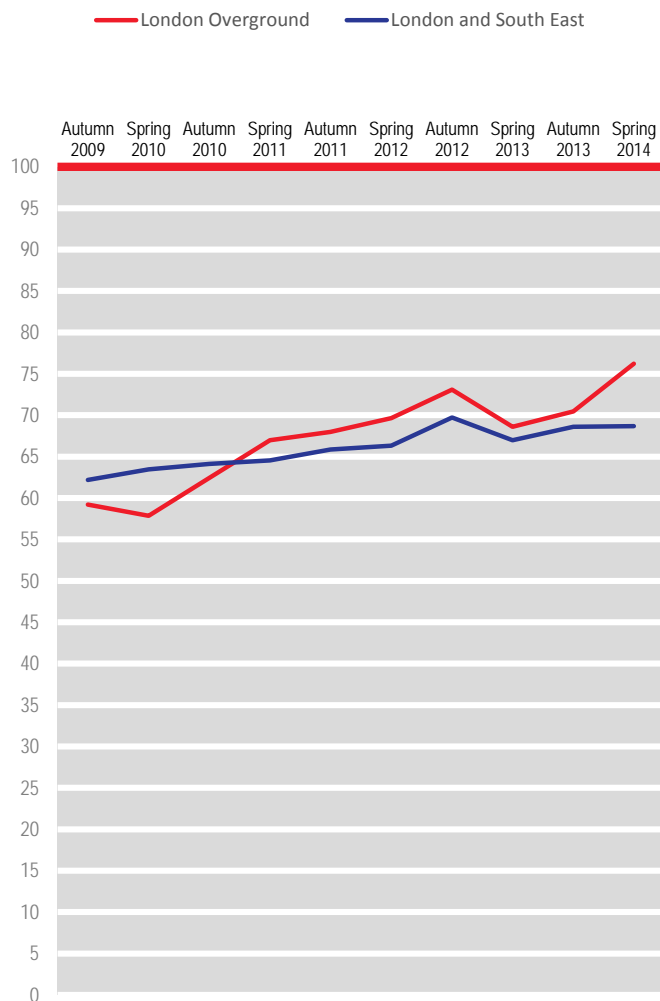


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(999)

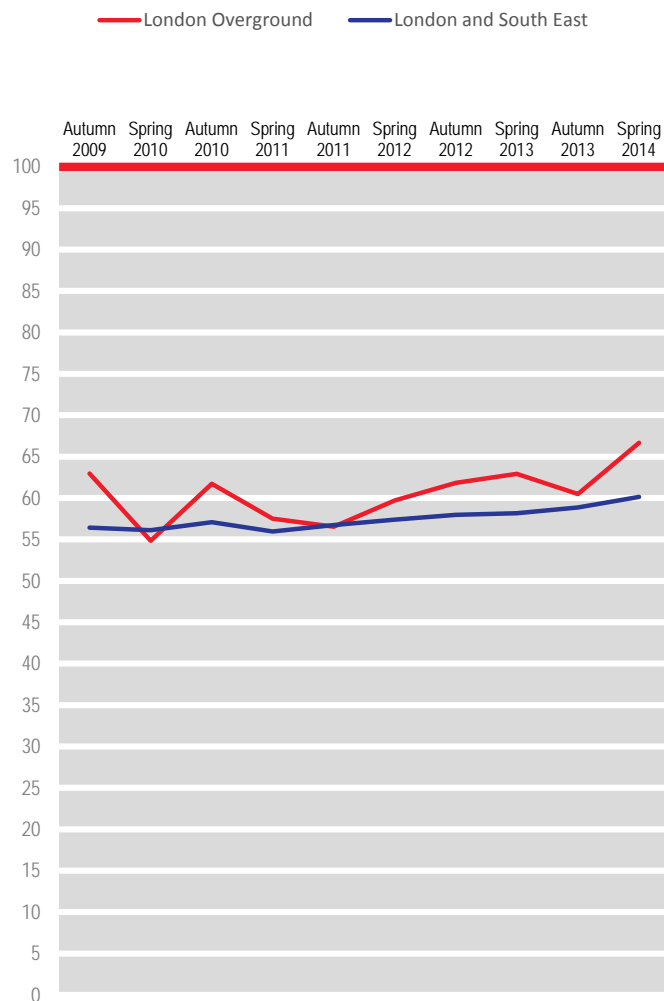
Percentage of passengers satisfied 2009 to 2014



### The availability of staff at the station

(955)

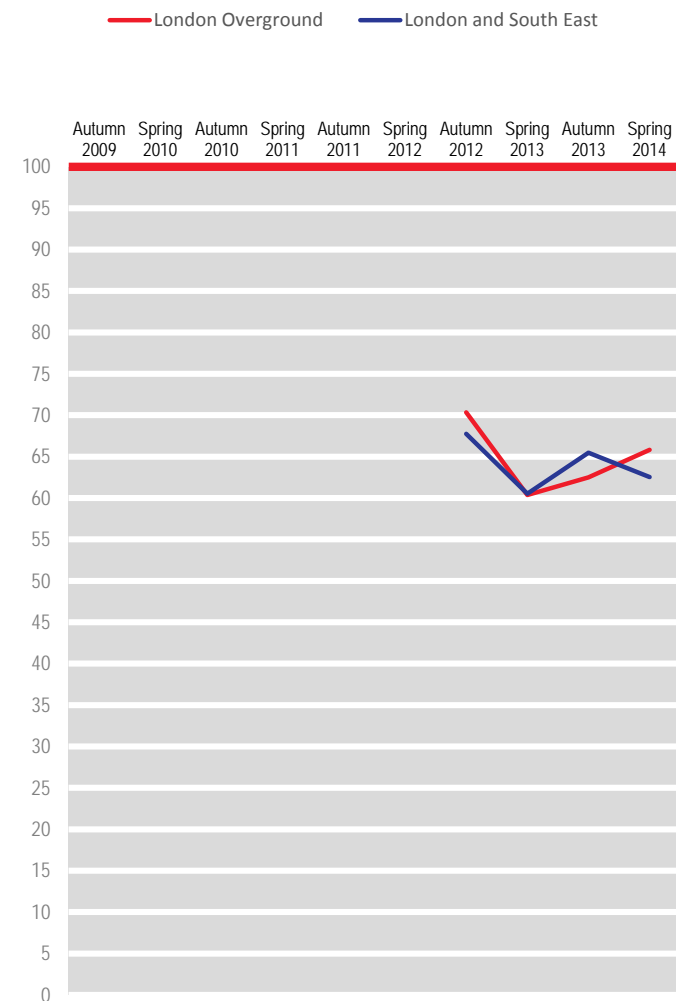
Percentage of passengers satisfied 2009 to 2014



### The provision of shelter facilities

(982)

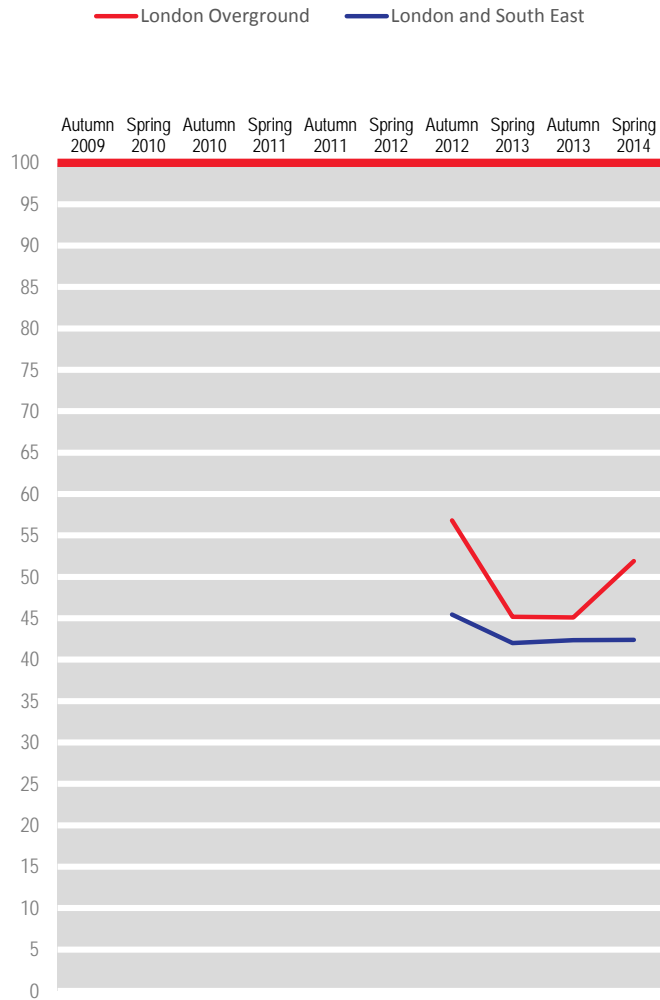
Percentage of passengers satisfied 2009 to 2014



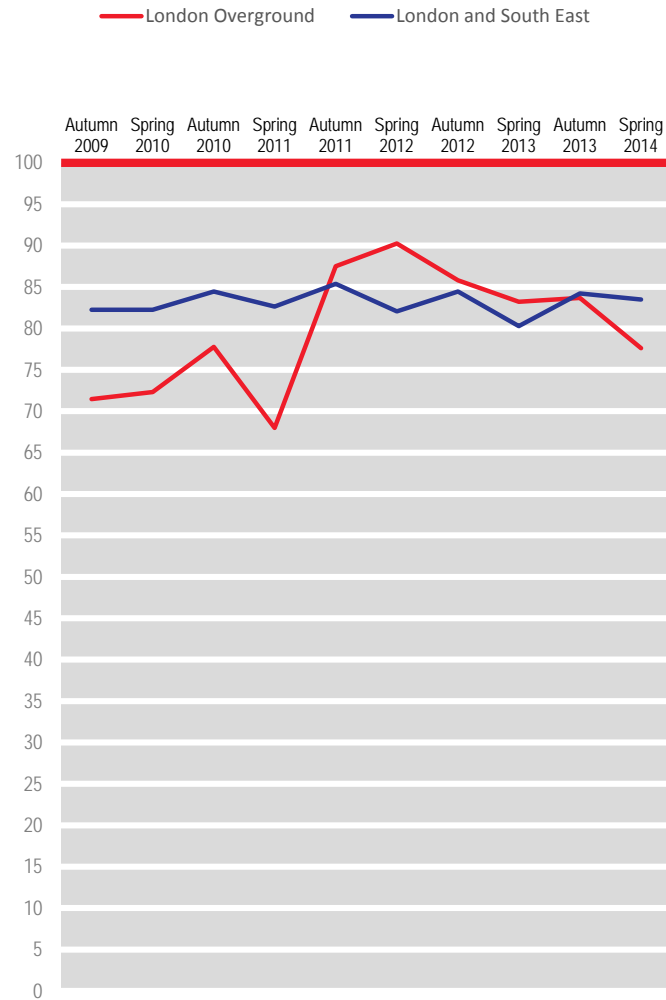
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(1012)**

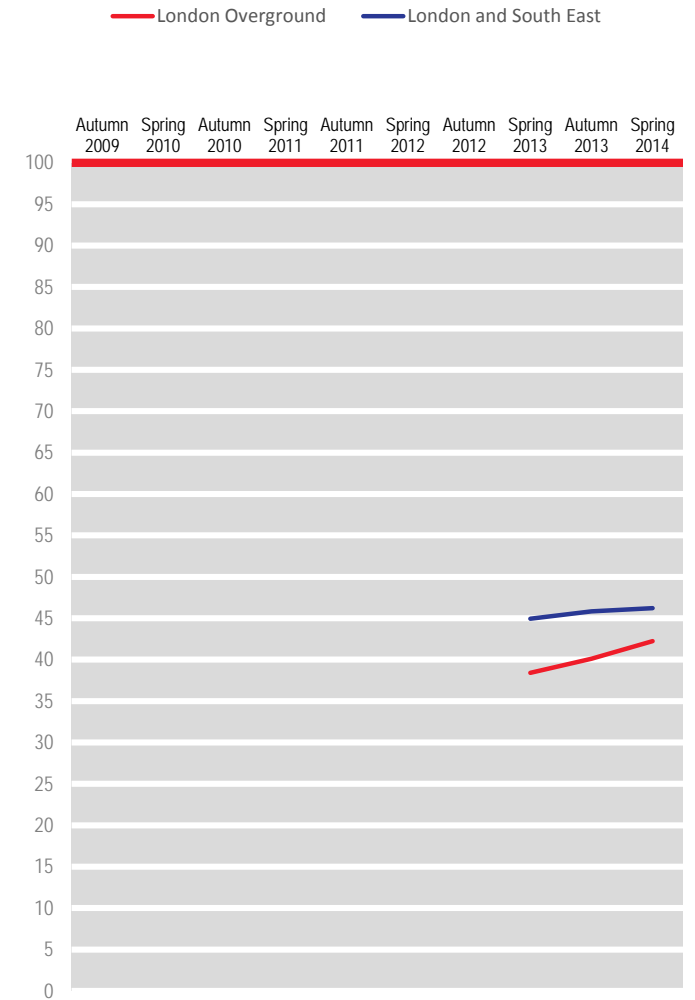
Percentage of passengers satisfied 2009 to 2014

**How request to station staff was handled****(118)**

Percentage of passengers satisfied 2009 to 2014

**The choice of shops/eating/drinking facilities available****(766)**

Percentage of passengers satisfied 2009 to 2014



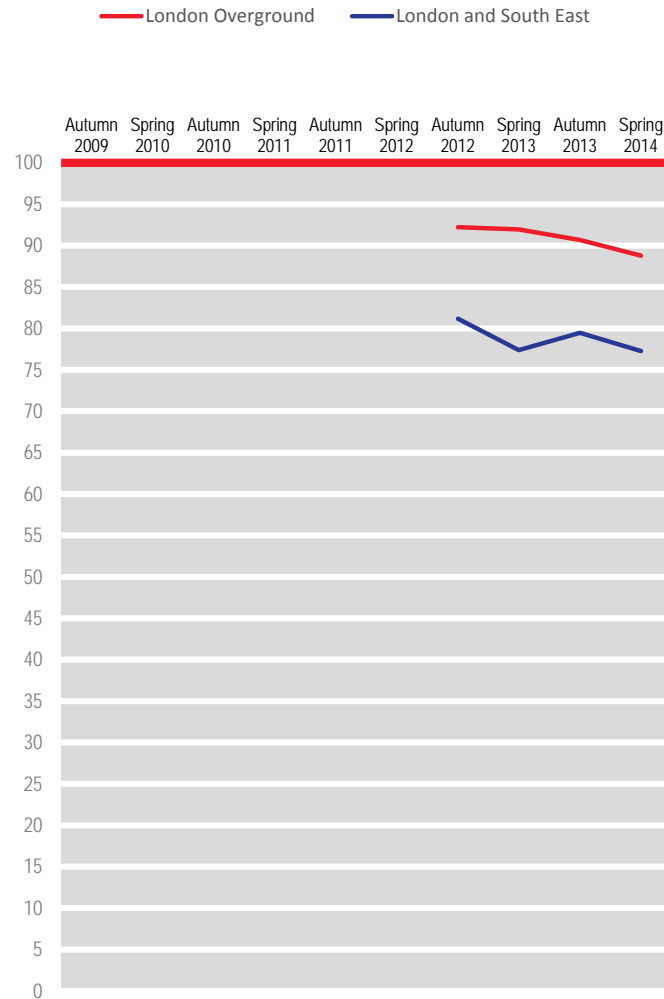
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1118)

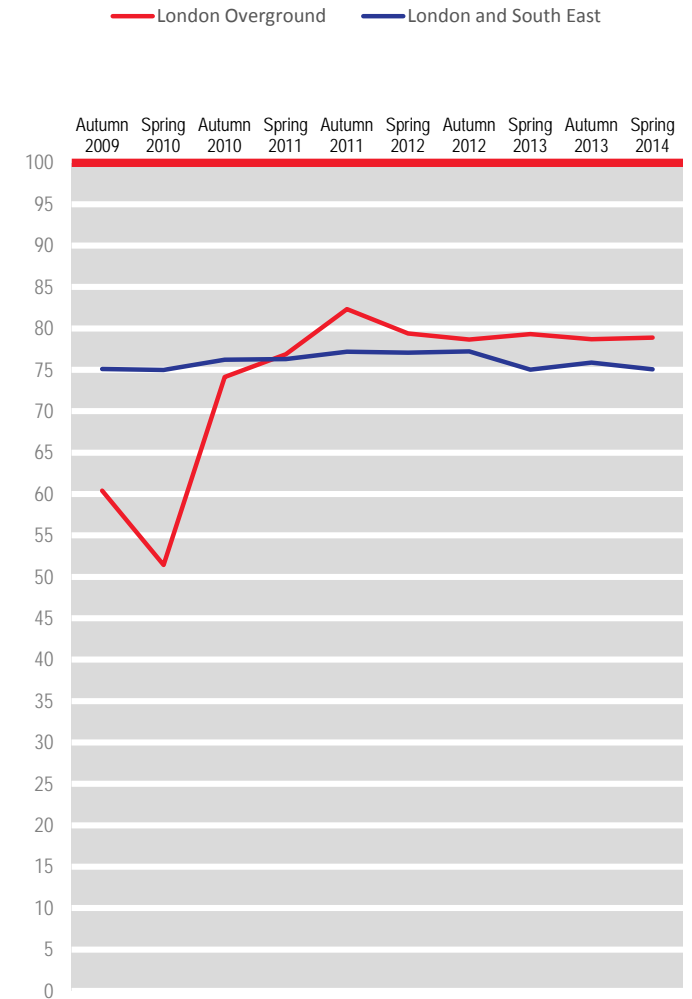
Percentage of passengers satisfied 2009 to 2014



## The frequency of trains on that route

(1136)

Percentage of passengers satisfied 2009 to 2014



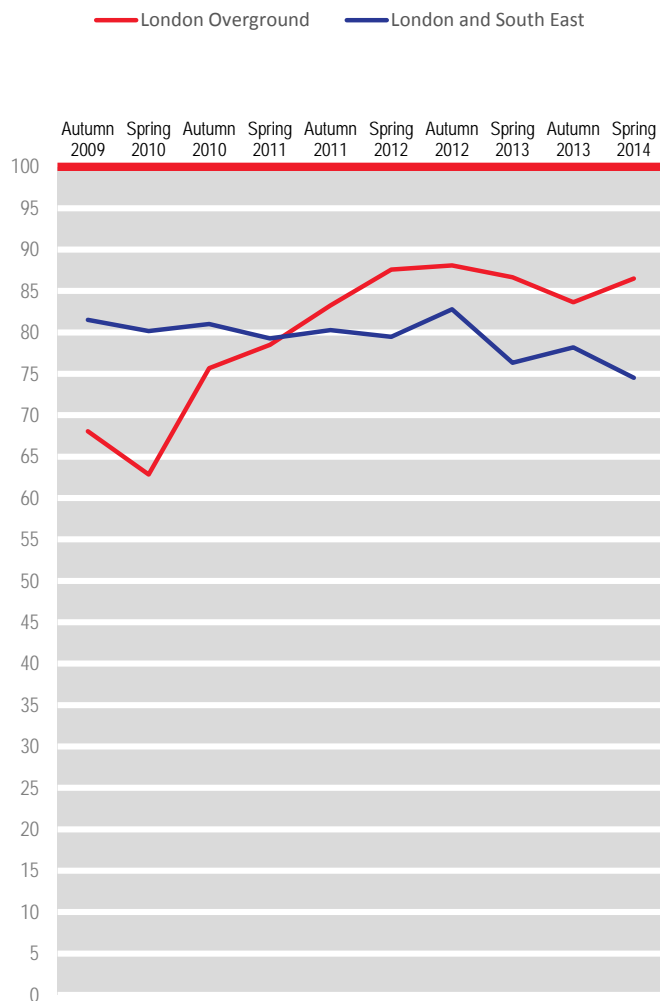
N.B. Benchmarks and targets are only shown for applicable factors



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

(1127)

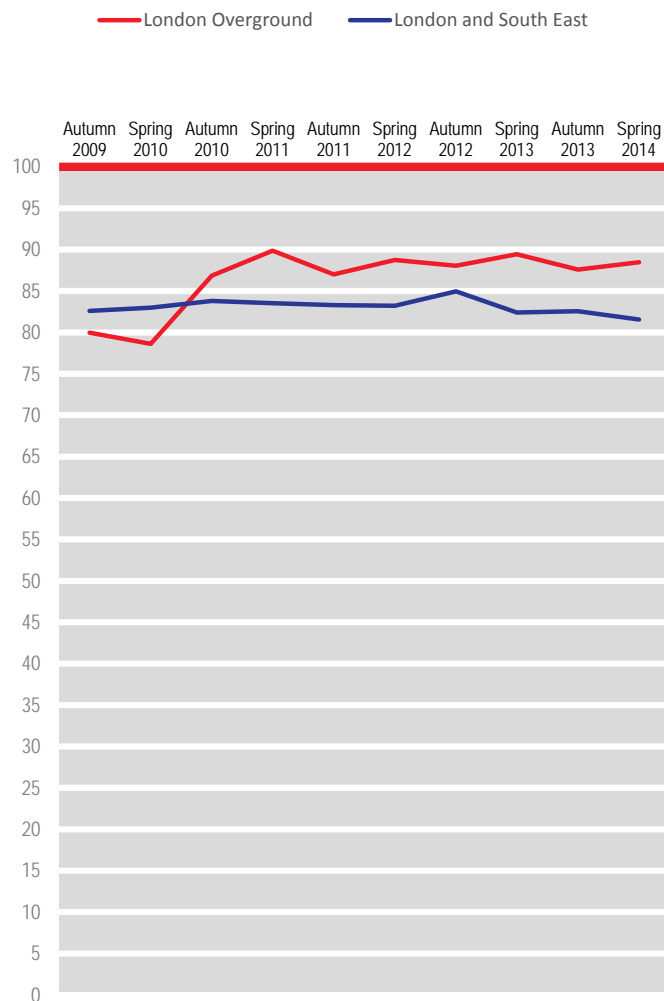
Percentage of passengers satisfied 2009 to 2014



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

(1105)

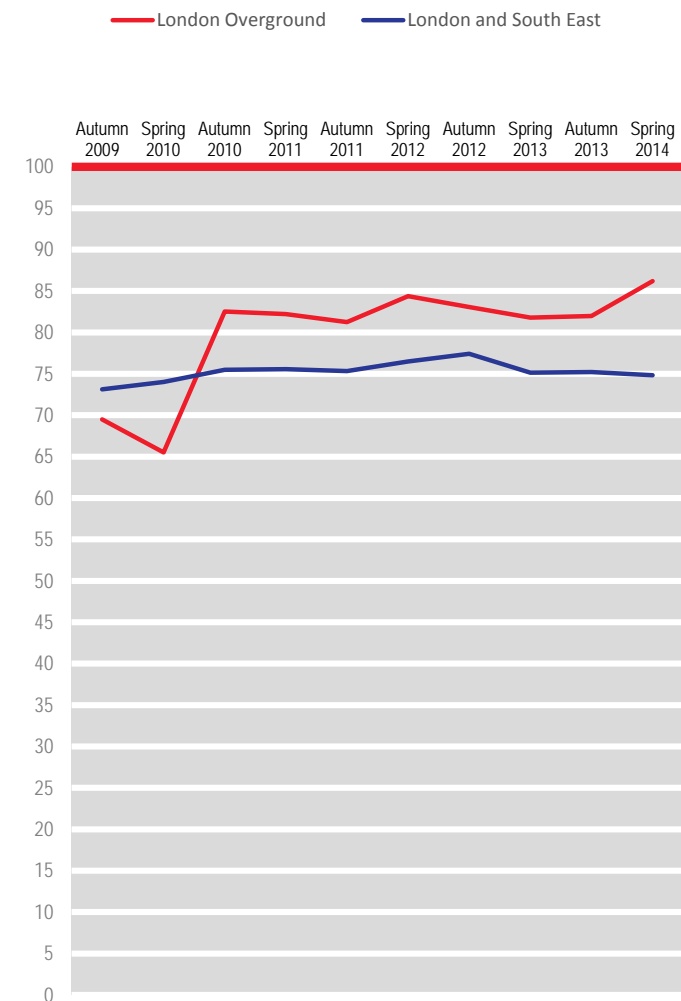
Percentage of passengers satisfied 2009 to 2014



### Connections with other train services

(939)

Percentage of passengers satisfied 2009 to 2014

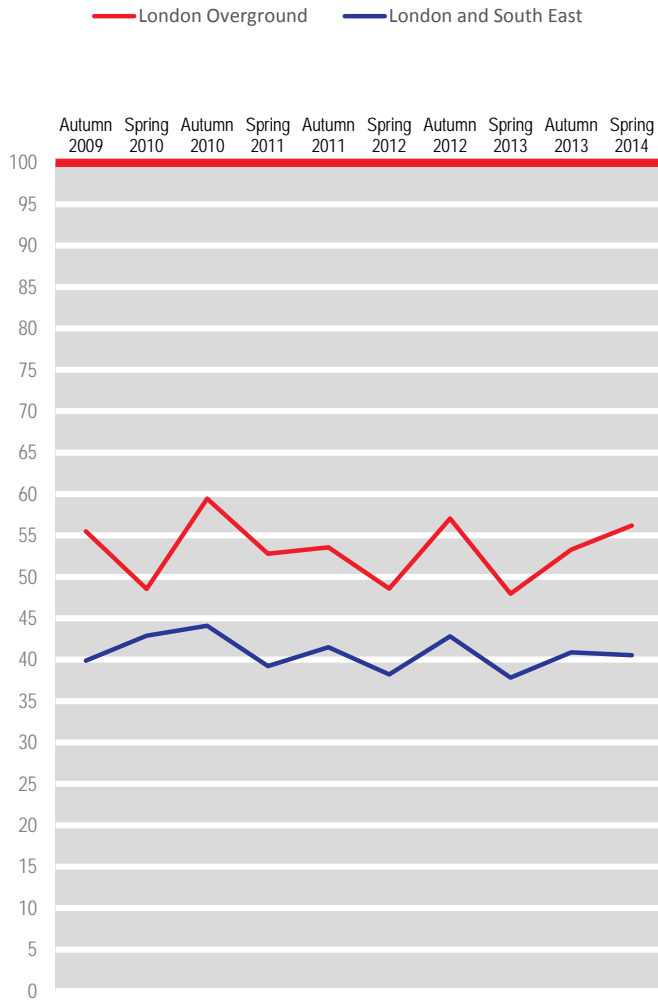


N.B. Benchmarks and targets are only shown for applicable factors

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

(992)

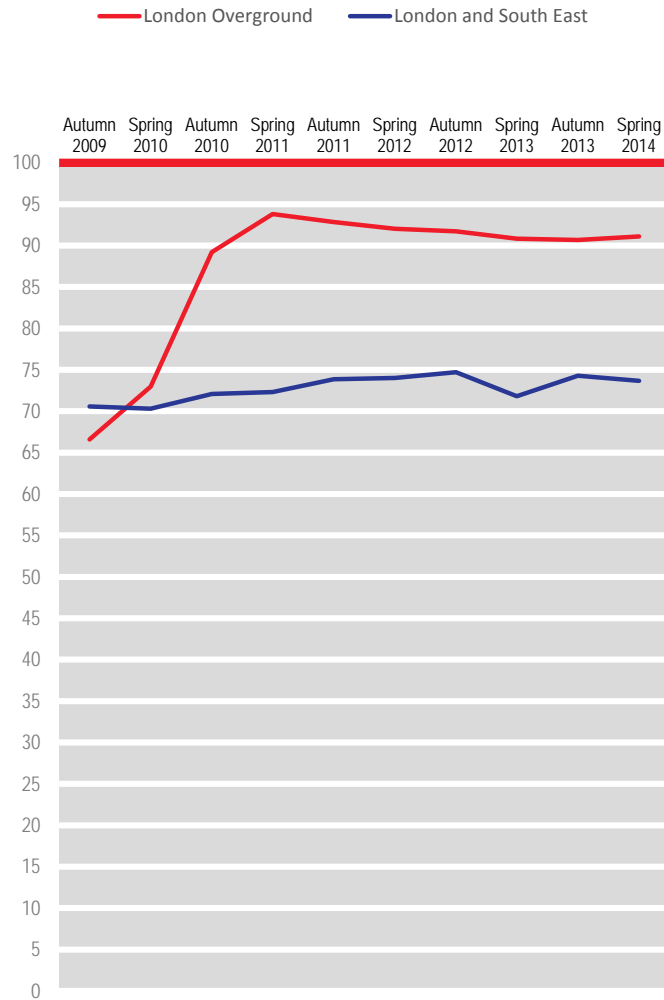
Percentage of passengers satisfied 2009 to 2014



### Cleanliness of the train

(1138)

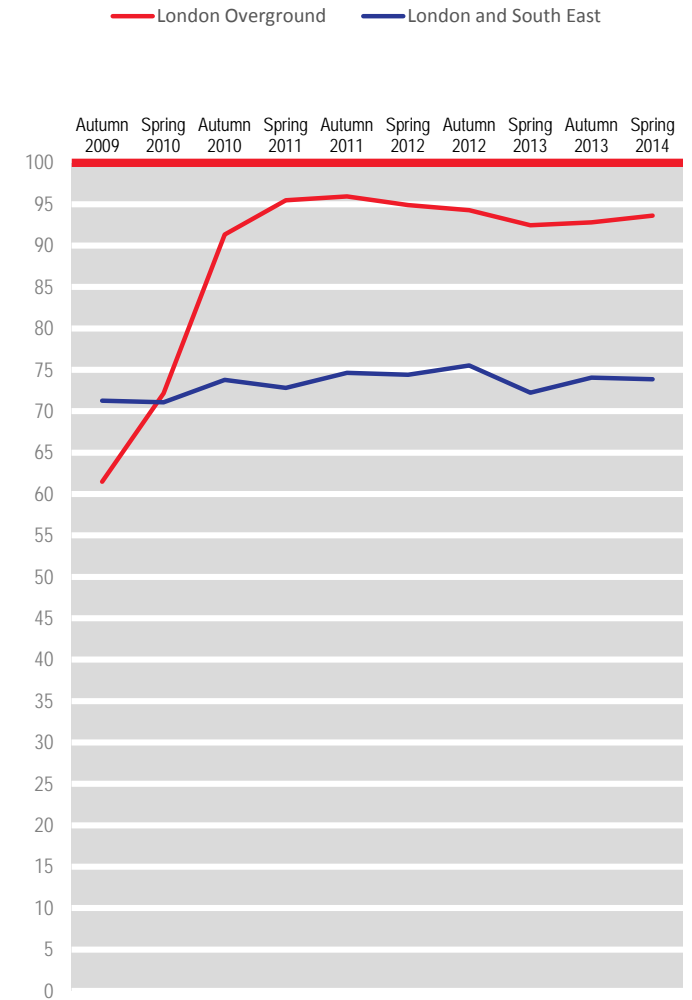
Percentage of passengers satisfied 2009 to 2014



### Upkeep and repair of the train

(1112)

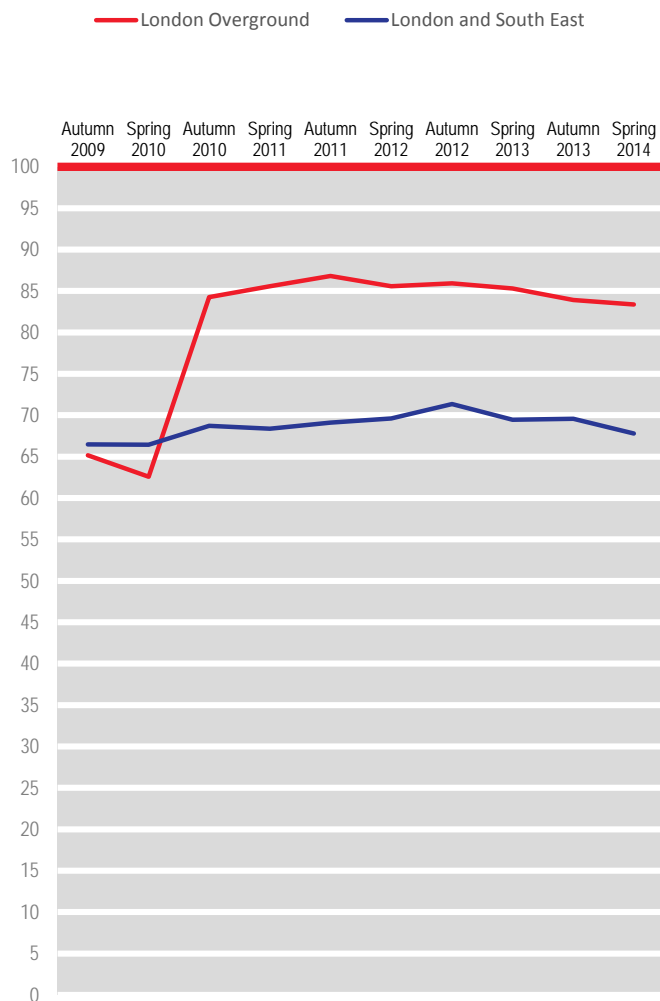
Percentage of passengers satisfied 2009 to 2014



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

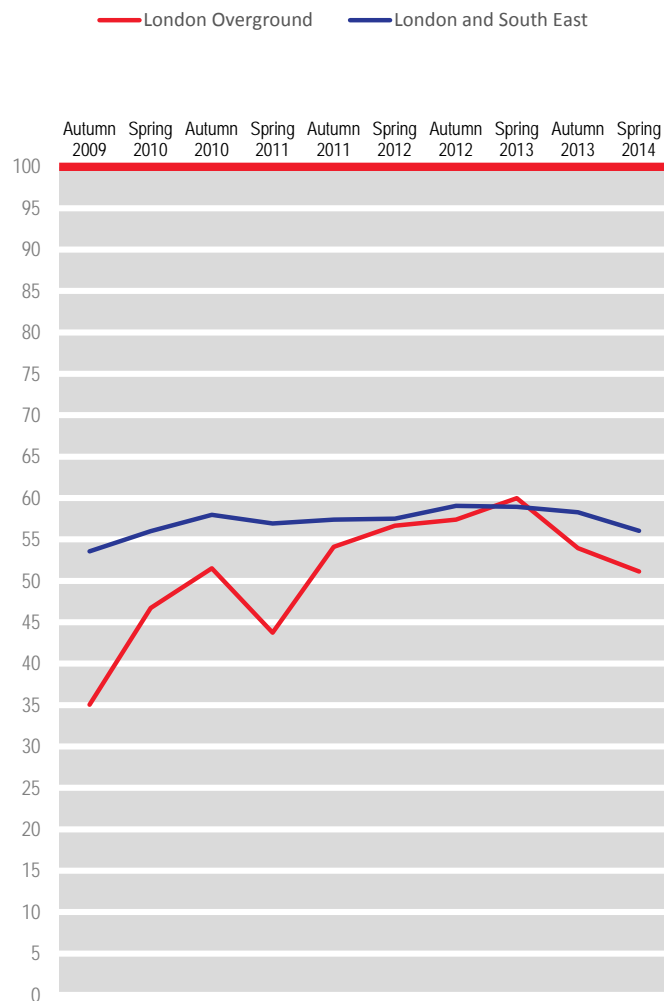
### The provision of information during the journey (1055)

Percentage of passengers satisfied 2009 to 2014



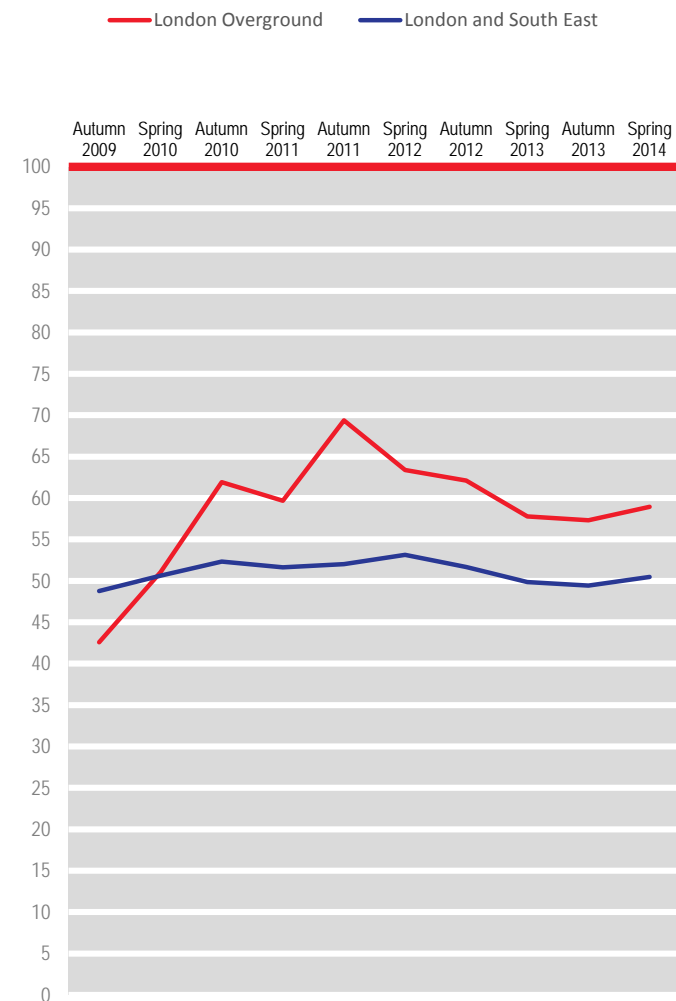
### The helpfulness and attitude of staff on the train (532)

Percentage of passengers satisfied 2009 to 2014



### The space for luggage (880)

Percentage of passengers satisfied 2009 to 2014

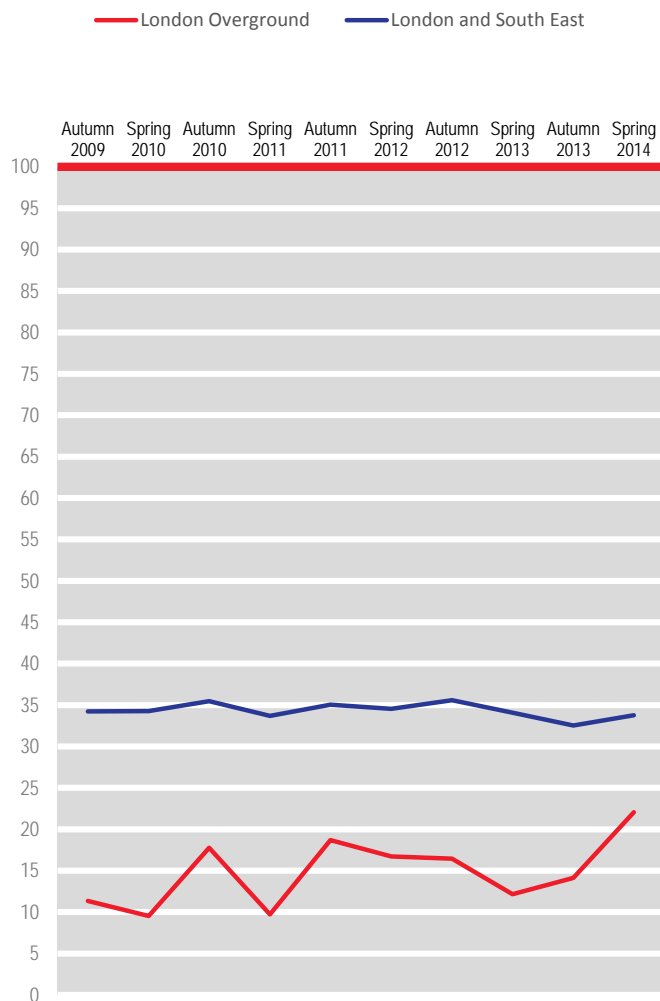


N.B. Benchmarks and targets are only shown for applicable factors

### Toilet facilities on the train

(374)

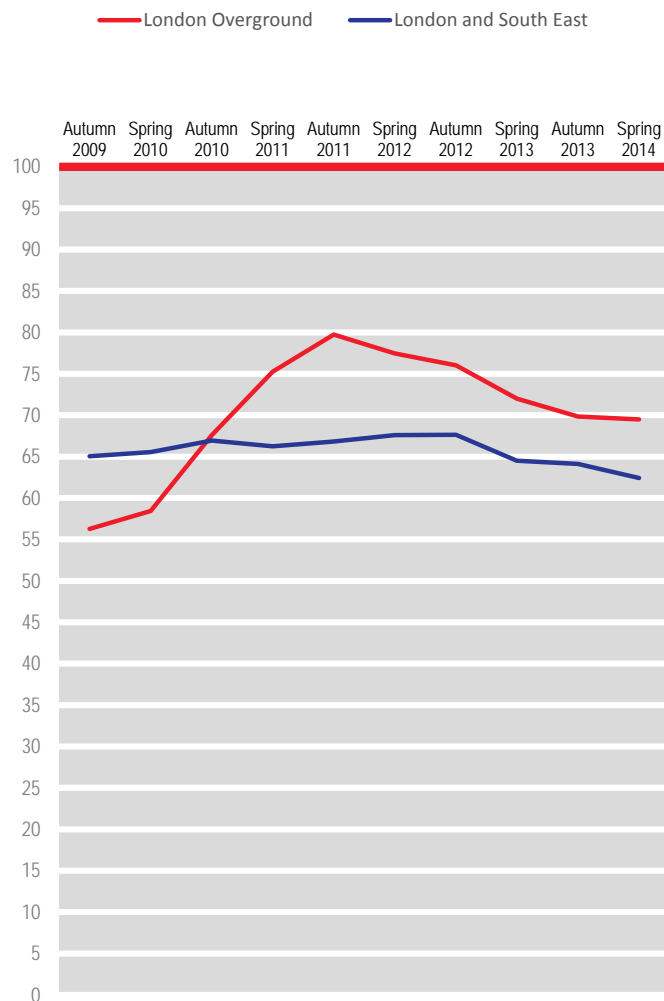
Percentage of passengers satisfied 2009 to 2014



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

(1114)

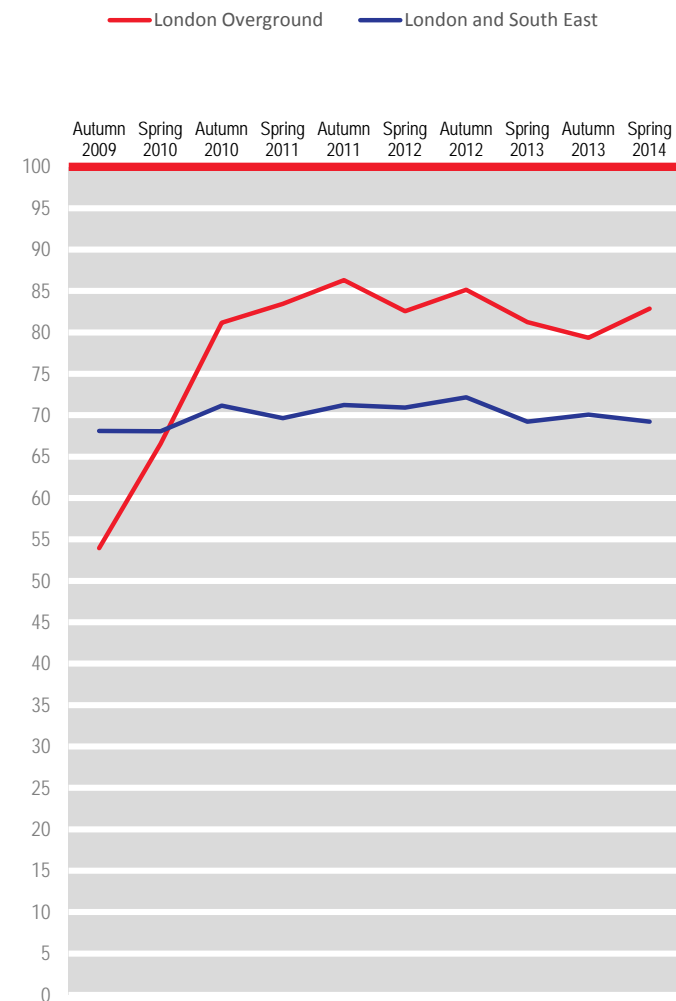
Percentage of passengers satisfied 2009 to 2014



### The comfort of the seating area

(1102)

Percentage of passengers satisfied 2009 to 2014

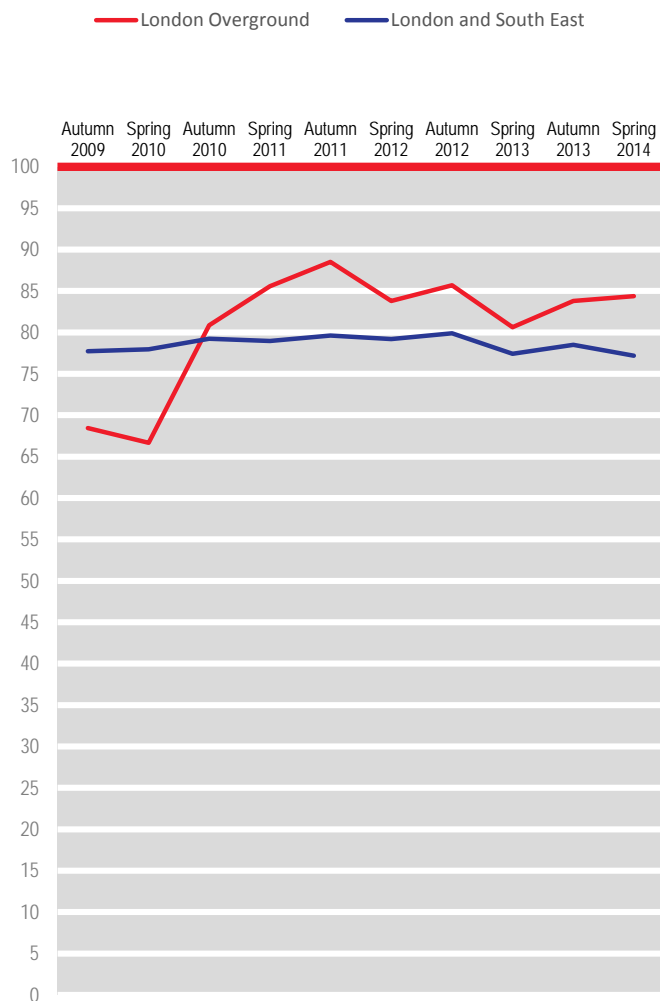


N.B. Benchmarks and targets are only shown for applicable factors

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

(1119)

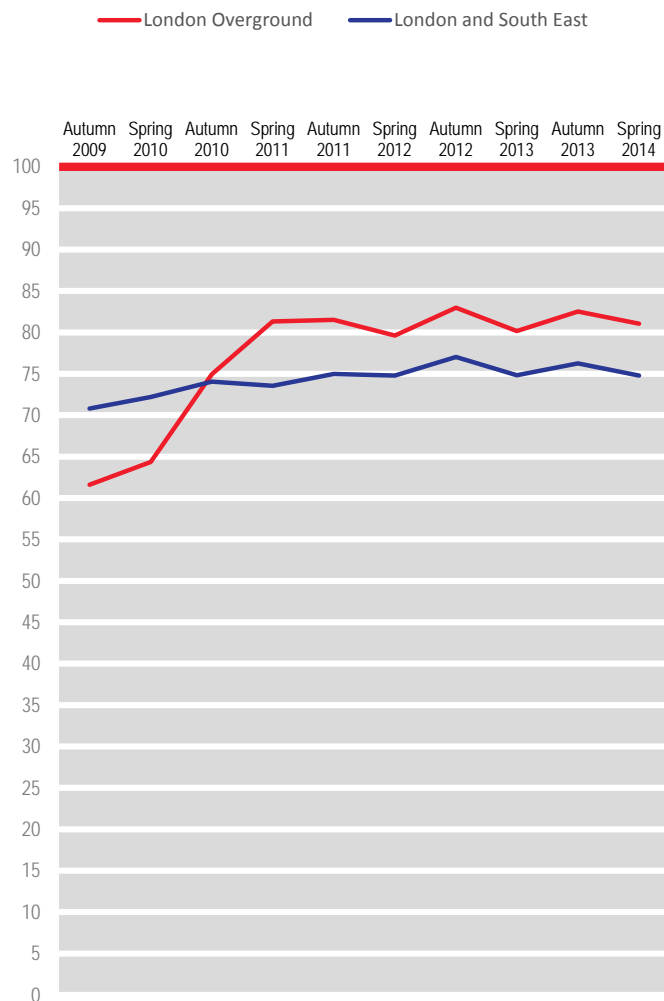
Percentage of passengers satisfied 2009 to 2014



### Your personal security whilst on board

(1063)

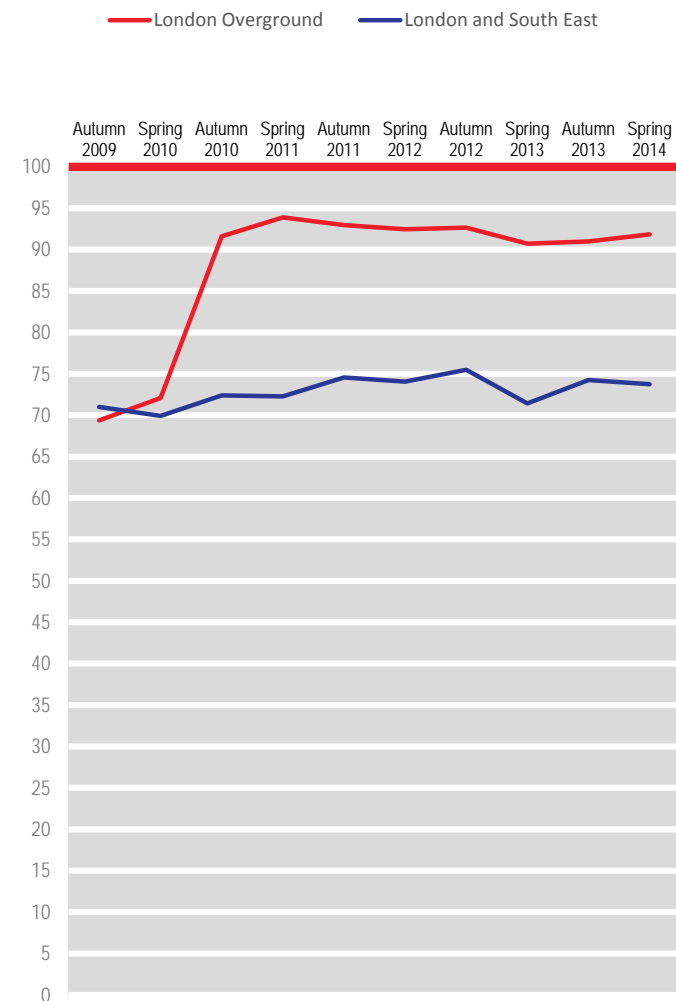
Percentage of passengers satisfied 2009 to 2014



### The cleanliness of the inside of the train

(1121)

Percentage of passengers satisfied 2009 to 2014

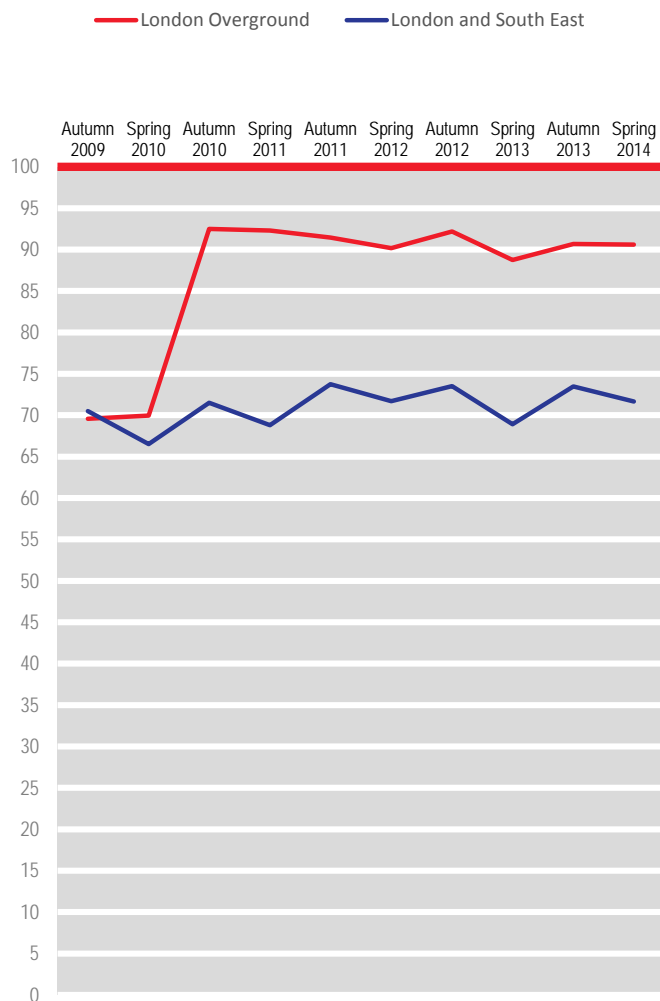


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(1024)

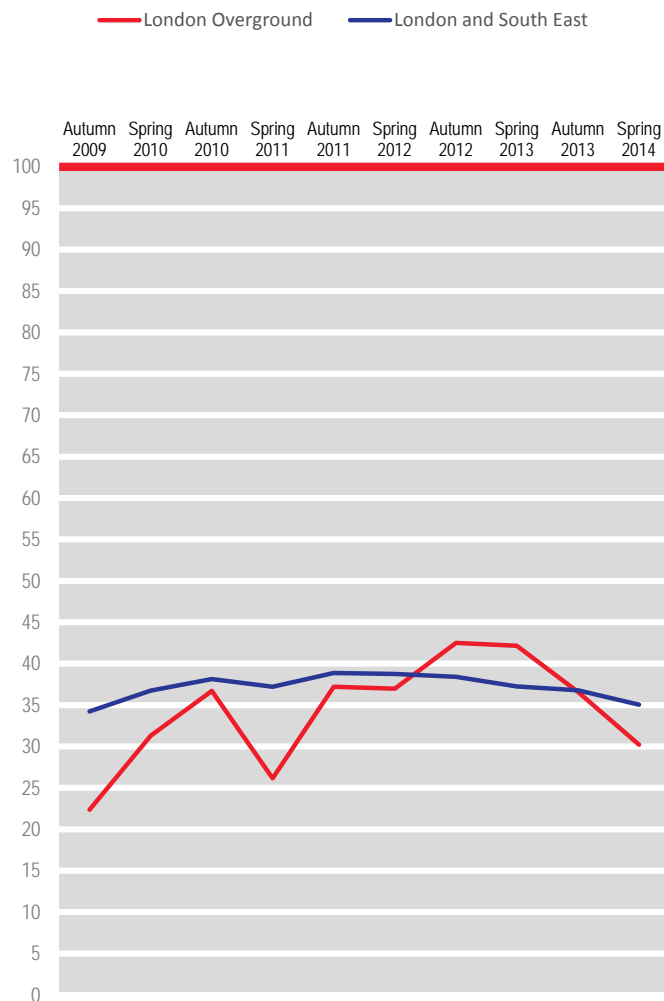
Percentage of passengers satisfied 2009 to 2014



### The availability of staff on the train

(777)

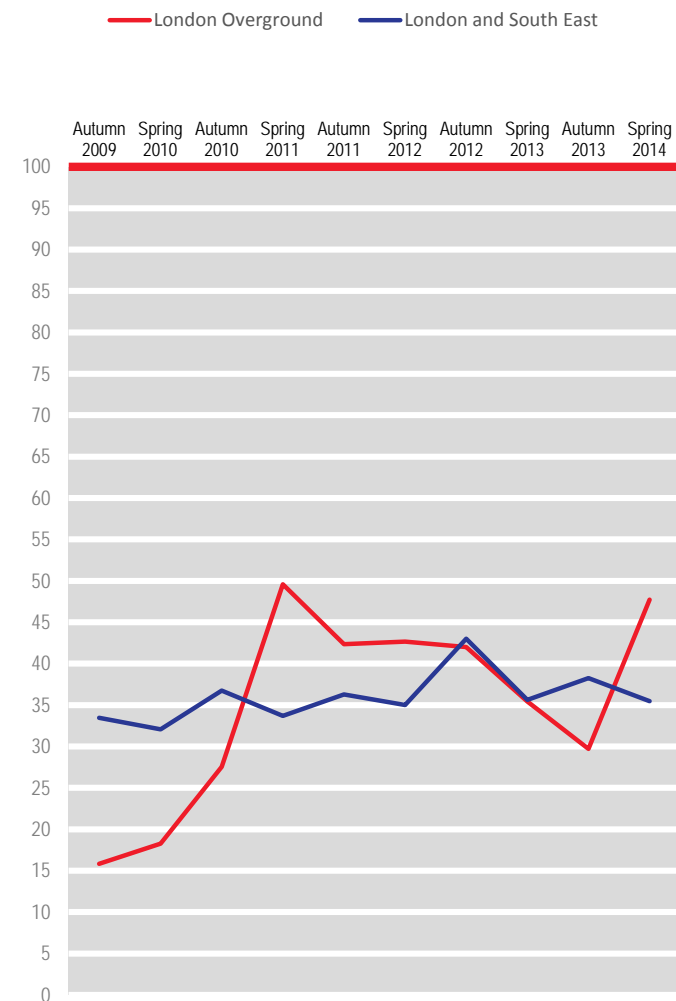
Percentage of passengers satisfied 2009 to 2014



### How well train company dealt with delays

(102)

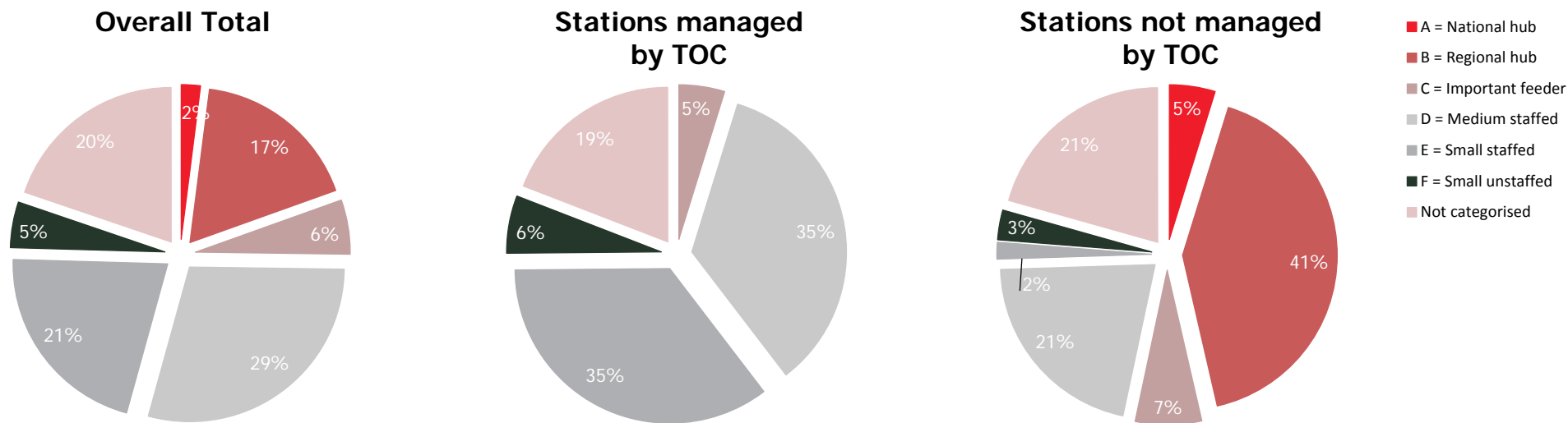
Percentage of passengers satisfied 2009 to 2014



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

## Managed versus non-managed stations for London Overground

(% 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	88		82
Ticket buying facilities	74		71
Provision of information about train times/platforms	86		83
The upkeep/repair of the station buildings/platforms	80	+	72
Cleanliness	82	+	74
The facilities and services	36	-	53
The attitudes and helpfulness of the staff	76		73
Connections with other forms of public transport	78		84
Facilities for car parking	39		47
Overall environment	75		69
Your personal security whilst using the station	76		77
The availability of staff	68		65
The provision of shelter facilities	65		67
Availability of seating	56	+	46
How request to station staff was handled	73		81
The choice of shops/eating/drinking facilities available	35	-	53



## London Overground

	Peak			Off-peak		
	Spring 2014	significant change	Spring 2013	Spring 2014	significant change	Spring 2013
Overall satisfaction	92		87	91		92
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	87		78	85	+	79
Ticket buying facilities	83		69	73		70
Provision of information about train times/platforms	86		74	84		82
The upkeep/repair of the station buildings/platforms	78		69	77		77
Cleanliness	78		71	79		80
The facilities and services	40		51	43		43
The attitudes and helpfulness of the staff	85		69	75		69
Connections with other forms of public transport	83		83	81		77
Facilities for car parking	50		69	42		33
Overall environment	71		62	72		71
Your personal security whilst using the station	78		81	76	+	68
The availability of staff	86		65	66		63
The provision of shelter facilities	68		56	66		60
Availability of seating	60		53	52	+	45
How request to station staff was handled	100		69	77		84
The choice of shops/eating/drinking facilities available	32		47	42		38
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	90		98	89		92
The frequency of the trains on that route	76		67	79		79
Punctuality/reliability (i.e. the train arriving/departing on time)	91		75	86		87
The length of time the journey was scheduled to take (speed)	83		69	89		90
Connections with other train services	77		69	86		82
The value for money of the price of your ticket	44		26	56	+	48
Cleanliness of the train	91		92	91		91
Upkeep and repair of the train	95		95	94		92
The provision of information during the journey	74		90	84		85
The helpfulness and attitude of staff on train	33		47	52		60
The space for luggage	50		58	59		58
The toilet facilities	14		22	22	+	12
Sufficient room for all passengers to sit/stand	63		69	70		72
The comfort of the seating area	80		81	83		81
The ease of being able to get on and off	81		94	84		81
Your personal security on board	84		84	81		80
The cleanliness of the inside	92		91	92		91
The cleanliness of the outside	95		88	91		89
The availability of staff	20		27	30	-	42
How well train company deals with delays	0		26	48		36

## London and South East

	Peak			Off-peak		
	Spring 2014	significant change	Spring 2013	Spring 2014	significant change	Spring 2013
Overall satisfaction	71		71	83		83
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	75		75	77	+	75
Ticket buying facilities	70		69	72		74
Provision of information about train times/platforms	76		78	80		80
The upkeep/repair of the station buildings/platforms	63	-	67	67		67
Cleanliness	71		71	72		72
The facilities and services	55		57	53		52
The attitudes and helpfulness of the staff	67		65	73	+	70
Connections with other forms of public transport	76		78	75		74
Facilities for car parking	43	-	48	49		47
Overall environment	64	-	68	66		64
Your personal security whilst using the station	67		68	69	+	67
The availability of staff	59		57	60	+	58
The provision of shelter facilities	60		60	63	+	61
Availability of seating	29		30	46		45
How request to station staff was handled	77		77	85	+	81
The choice of shops/eating/drinking facilities available	45	-	49	46	+	44
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	68		68	80		80
The frequency of the trains on that route	72		72	76		76
Punctuality/reliability (i.e. the train arriving/departing on time)	66	-	69	77		78
The length of time the journey was scheduled to take (speed)	74		74	84		85
Connections with other train services	68		69	77		76
The value for money of the price of your ticket	25	+	22	45	+	42
Cleanliness of the train	69		67	75	+	73
Upkeep and repair of the train	67		66	76	+	74
The provision of information during the journey	59	-	63	70		71
The helpfulness and attitude of staff on train	47		51	59		61
The space for luggage	39		41	54		52
The toilet facilities	27		29	36		36
Sufficient room for all passengers to sit/stand	38		41	70		71
The comfort of the seating area	54		55	74		73
The ease of being able to get on and off	67		68	80		80
Your personal security on board	68		70	77		76
The cleanliness of the inside	69		67	75	+	73
The cleanliness of the outside	66	+	62	73	+	71
The availability of staff	26		27	38		40
How well train company deals with delays	27		32	39		37

	London Overground	London and South East		London Overground	London and South East
<b>DELAY</b>					
None	87	75			
Minor	10	19			
Major	1	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	48	42			
6-10 minutes	23	24			
11-20 minutes	17	16			
21-30 minutes	3	7			
31-60 minutes	1	4			
More than 1 hour	1	2			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	13	15	Very well	22	16
Fairly well	41	30	Fairly well	36	29
Neither well nor poorly	9	18	Neither well nor poorly	11	22
Fairly poorly	16	19	Fairly poorly	13	16
Very poorly	21	18	Very poorly	17	17
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	14	15	Very well	8	10
Fairly well	38	30	Fairly well	40	23
Neither well nor poorly	12	21	Neither well nor poorly	20	32
Fairly poorly	15	17	Fairly poorly	16	16
Very poorly	21	17	Very poorly	16	19
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	14	15	Very well	10	5
Fairly well	41	28	Fairly well	26	19
Neither well nor poorly	12	25	Neither well nor poorly	17	26
Fairly poorly	17	15	Fairly poorly	17	16
Very poorly	16	17	Very poorly	30	35

## 6 6.2 Passenger experience relating to disability

	London Overground	London and South East		London Overground	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	2	1			
Mobility	3	2			
Dexterity	0	0			
Learning or understanding or concentrating	1	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	2	1			
Socially or behaviourally	0	0			
Other	1	1			
None	88	90			
No answer	2	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>			<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a lot	13	9	Yes	1	2
Yes, a little	39	42	No	99	98
Not at all	45	46			
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Very satisfied	33	33	Very satisfied	-	79
Fairly satisfied	31	33	Fairly satisfied	100	12
Neither satisfied nor dissatisfied	15	20	Neither satisfied nor dissatisfied	-	9
Fairly dissatisfied	13	9	Fairly dissatisfied	-	-
Very dissatisfied	7	5	Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Very satisfied	27	28	Very satisfied	-	33
Fairly satisfied	48	37	Fairly satisfied	100	33
Neither satisfied nor dissatisfied	13	19	Neither satisfied nor dissatisfied	-	20
Fairly dissatisfied	8	12	Fairly dissatisfied	-	9
Very dissatisfied	5	4	Very dissatisfied	-	5

	London Overground	London and South East		London Overground	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	34	43	White	72	86
Female	61	54	Mixed	5	2
			Asian or Asian British	6	4
			Black or Black British	9	4
			Chinese or other ethnic group	2	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	64	52
19-25	12	8	Business	3	15
26-34	26	16	Leisure	33	33
35-44	18	19			
45-54	21	25			
55-59	7	10			
60-64	7	9			
65+	5	11			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	65	66	Yes	79	71
Working Part Time	15	13	No	21	29
Not Working	4	3			
Retired	6	11			
Full Time Student	5	5			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>TIME OF TRAVEL</b>		
Professional/Senior Managerial	37	41	Peak	2	23
Middle Managerial	16	16	Off-peak	98	77
Junior Managerial/Clerical/Supervisory	15	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	8	7			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	4	2			
Retired	6	11			
Unemployed/between jobs	1	1			
Housewife/house-husband	0	0			
Other	6	5			
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	6	7
			Yes asked for information	4	7
			Could not find anyone to ask	2	3
			No	86	82
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	92	90
			Yes, at work	66	67
			No	3	4

	London Overground	London and South East		London Overground	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	87	85	Better telephone enquiry/booking service	10	9
With other adults 16+	9	12	Better internet enquiry/booking service	23	24
With children aged 0-4	1	1	Better information facilities at stations	29	25
With children aged 5-10	1	1	Better route maps of the rail network	21	20
With children aged 11-15	1	1	Make timetables easier to read	24	23
			Better ticket buying facilities at station ticket offices	23	26
			Better ticket buying facilities at station ticket machines	18	21
			Better promotion when advanced tickets available	20	28
<b>TRAVELLING WITH ...</b>			Other	10	12
Heavy/bulky luggage/other large items	12	14	None of these	21	18
Pushchair	1	1			
Folding bicycle	0	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	0	0			
None apply	83	82			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	1	9			
Anytime day single/return	2	10			
Off-peak/super off-peak single/return	0	8			
Off-peak/super off-peak day single/return	0	7			
Advance	0	3			
Day travelcard	3	6			
Oyster pay as you go	40	14			
Weekly or monthly season ticket	31	20			
Annual season ticket	8	12			
Special promotion ticket	-	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	10	6			
Other	1	2			
Don't know/no answer	3	2			

## Station sample sizes for London Overground

Station	Unweighted	Station	Unweighted	Station	Unweighted
Barking	95	Walthamstow Queens Road	9	South Acton	2
Gospel Oak	94	Honor Oak Park	9		
London Euston	76	Hampstead Heath	9		
West Croydon	57	Canonbury	8		
Watford Junction	53	Wanstead Park	8		
Stratford (London)	41	Hackney Central	8		
Highbury And Islington	35	Whitechapel	8		
Richmond (Surrey)	31	Camden Road	8		
Clapham Junction	30	South Hampstead	7		
Blackhorse Road	30	North Wembley	7		
Willesden Junction	29	Dalston Kingsland	7		
Canada Water	25	Leytonstone High Road	7		
Harrow And Wealdstone	25	Kensal Green	7		
Dalston Junction	25	Kenton	7		
Watford High Street	22	Brockley	7		
Crystal Palace	22	Woodgrange Park	6		
Hatch End	21	Brondesbury	5		
Forest Hill	18	Acton Central	5		
Carpenders Park	18	Brondesbury Park	5		
Peckham Rye	15	Shadwell	5		
Queens Park (London)	15	Stonebridge Park	4		
Upper Holloway	14	Anerley	4		
Wembley Central	13	Kilburn High Road	4		
Harringay Green Lanes	13	Kensal Rise	4		
Crouch Hill	13	Kensington Olympia	4		
Bushey	12	Haggerston	4		
Headstone Lane	12	Penge West	4		
Gunnersbury	11	Harlesden	3		
Norwood Junction	11	Kentish Town West	3		
Sydenham	10	West Brompton	3		
Leyton Midland Road	10	Shepards Bush	3		
Hoxton	10	Caledonian Road And Barnsbury	3		
New Cross Gate	10	Finchley Road And Frognal	3		
Shoreditch High Street	10	South Kenton	3		
South Tottenham	10	Homerton	3		
West Hampstead	10	Imperial Wharf	2		
Kew Gardens	10	Denmark Hill	2		
New Cross	9	Surrey Quays	2		



	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
	Southern
<b>Long Distance Operators</b>	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



**Contacts:**

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

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrc-continental.com](mailto:rebecca.joyner@bdrc-continental.com)

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

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto: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.