



National Rail Passenger Survey

Heathrow Express TOC Report

Spring 2014 (Wave 30)

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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

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.

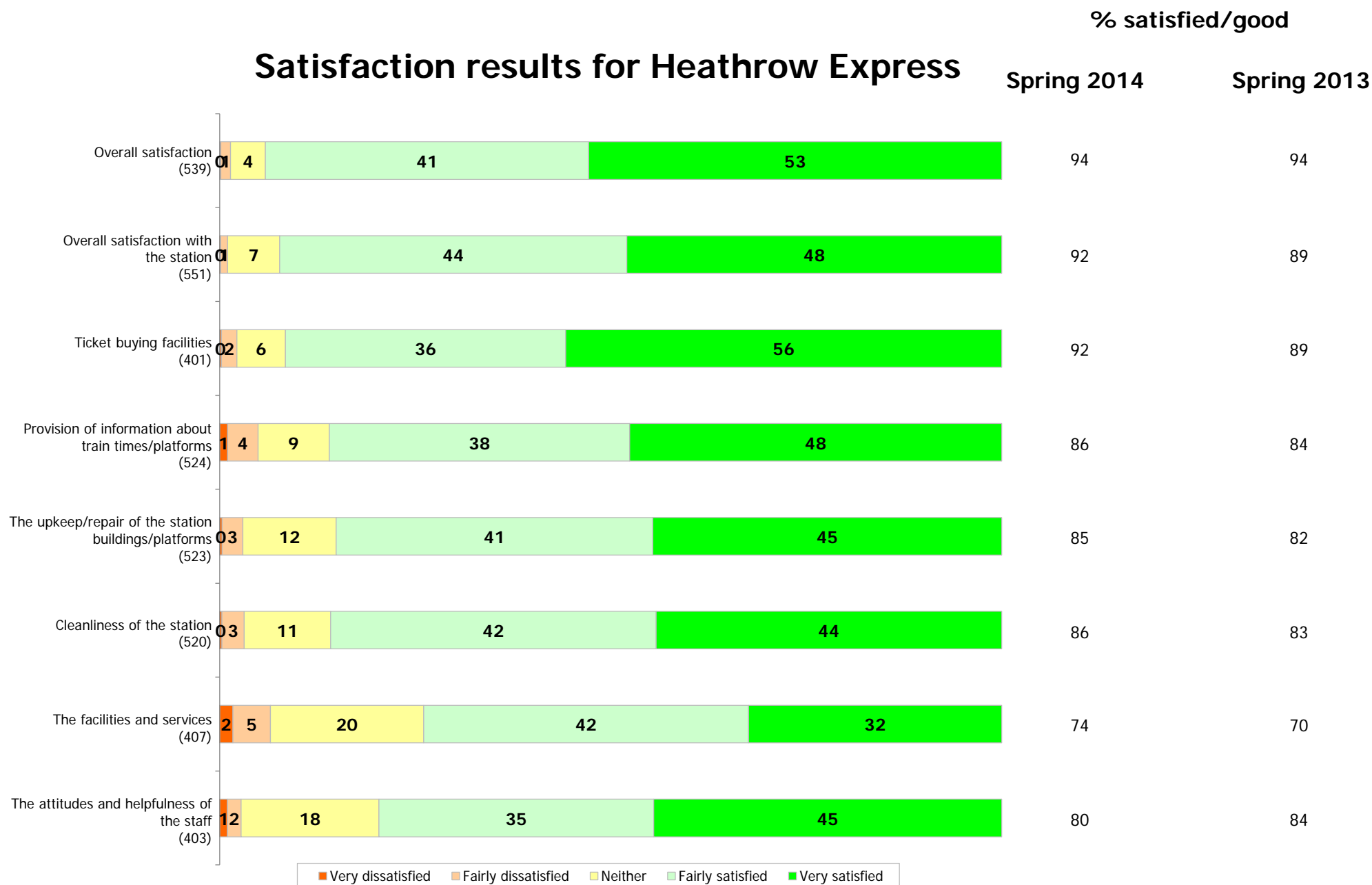
Autumn 2012 (Wave 27)

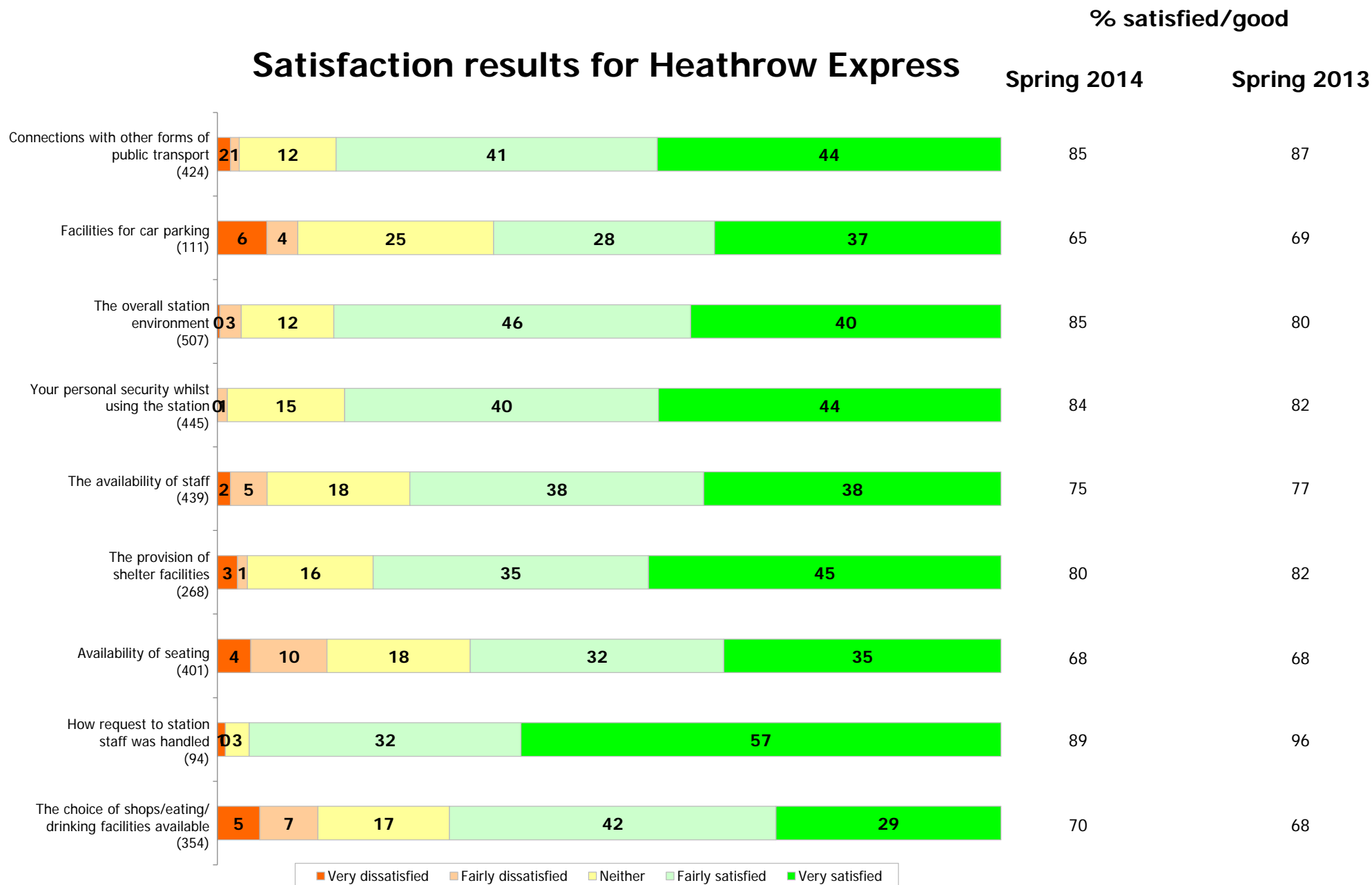
Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

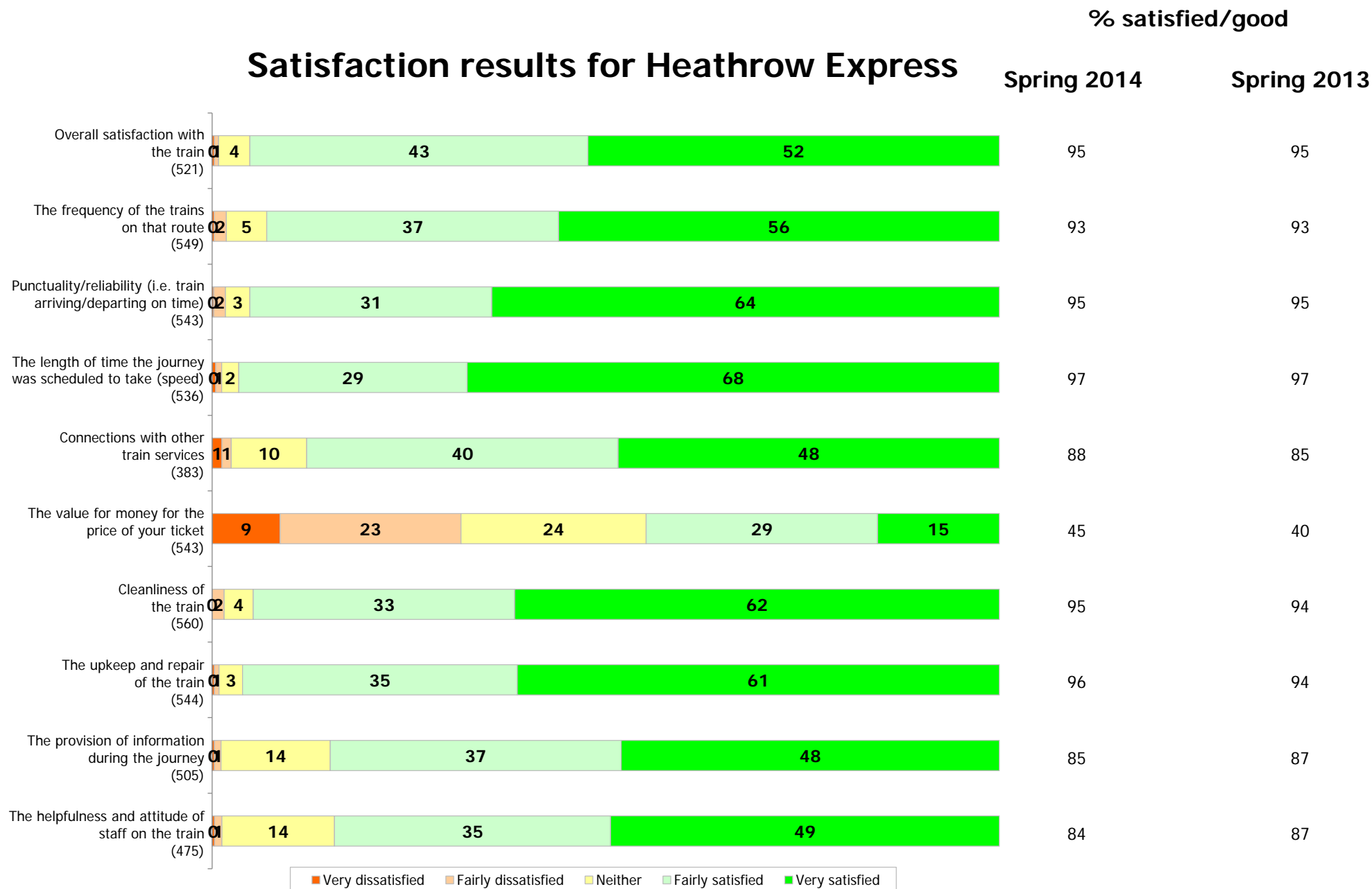
Due to a Network Rail ban on all fieldwork during the Paralympics, NRPS shifts at Network Rail Stations started on 10th September.

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.





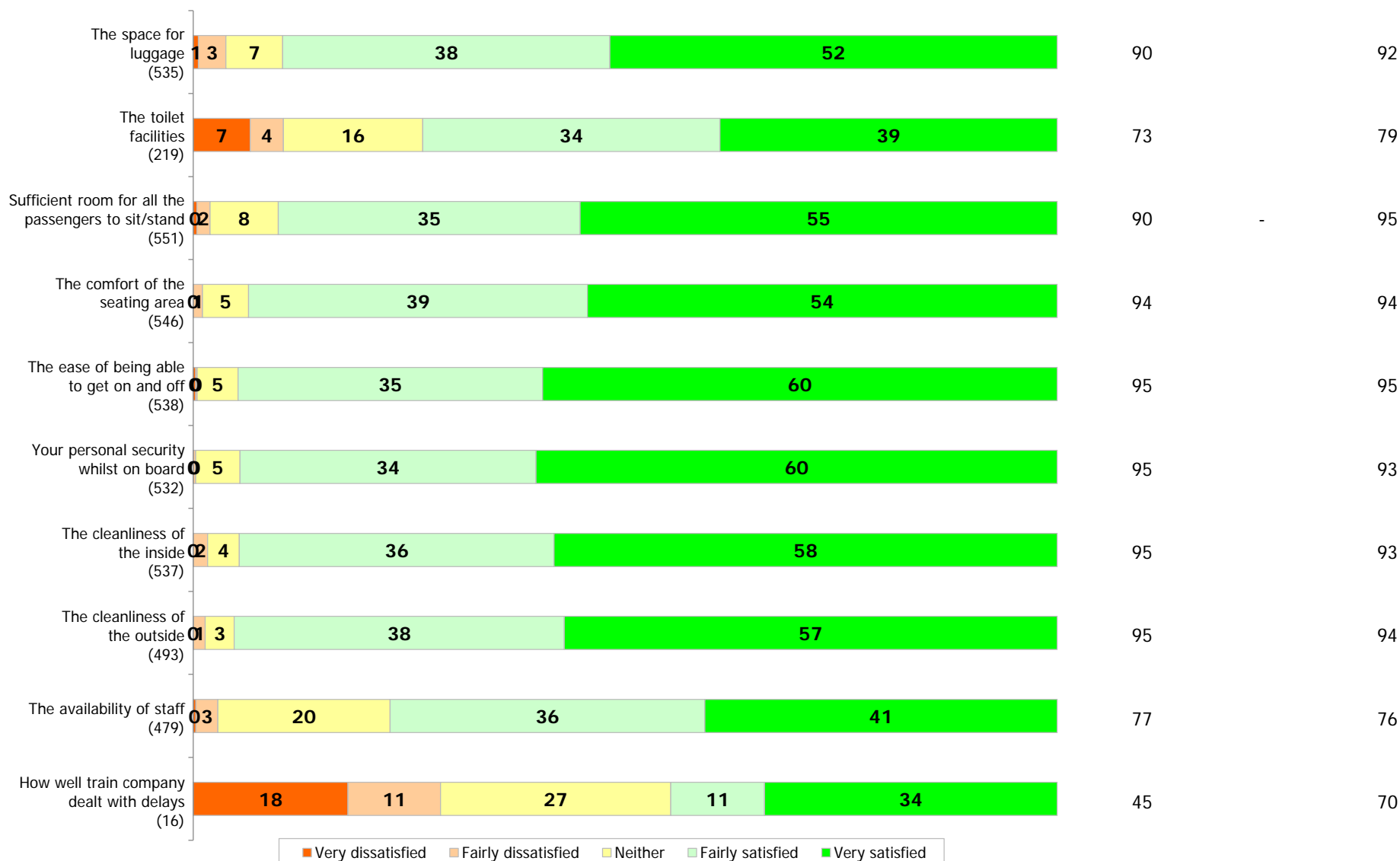


% satisfied/good

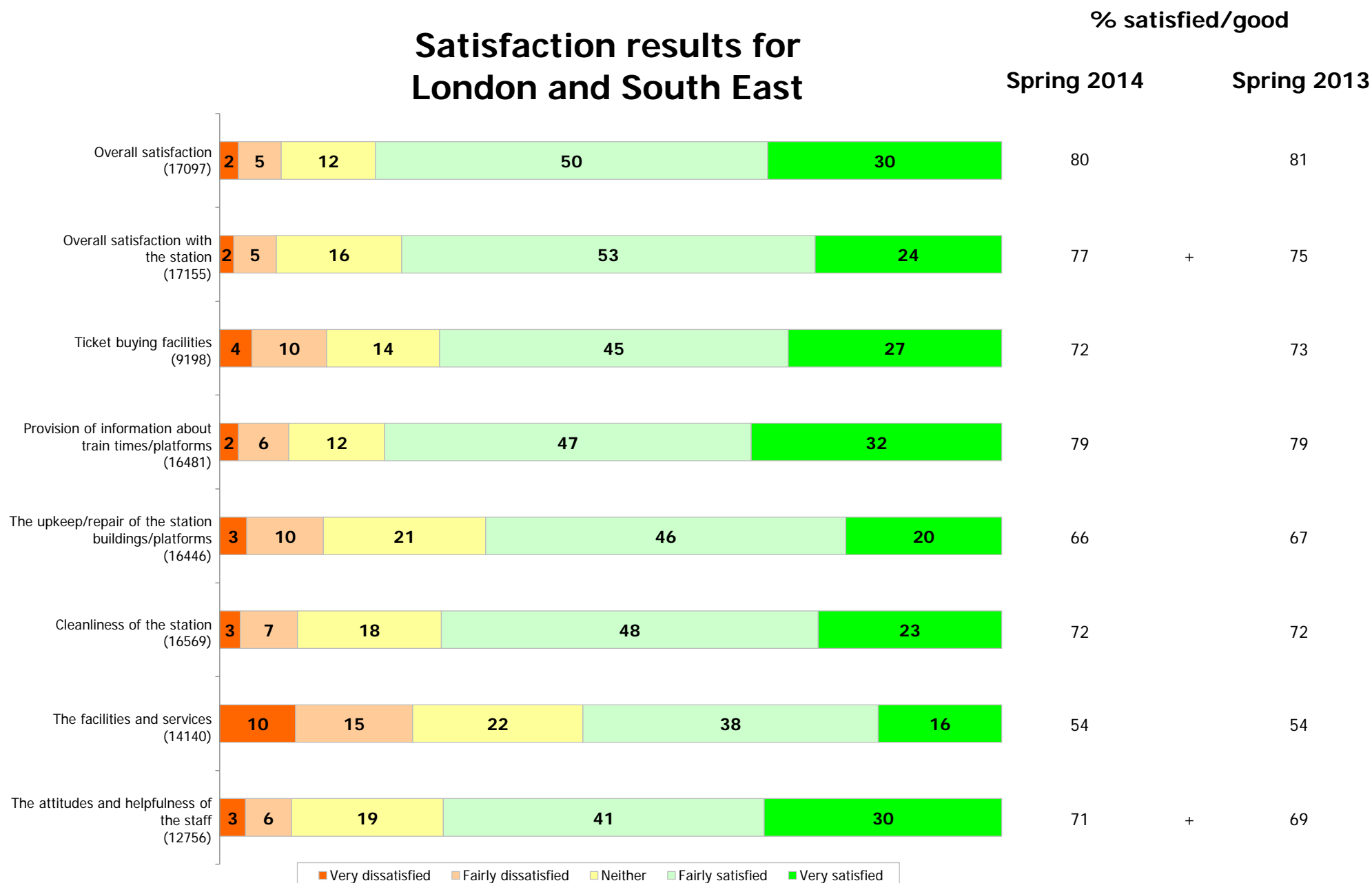
Satisfaction results for Heathrow Express

Spring 2014

Spring 2013



Satisfaction results for London and South East

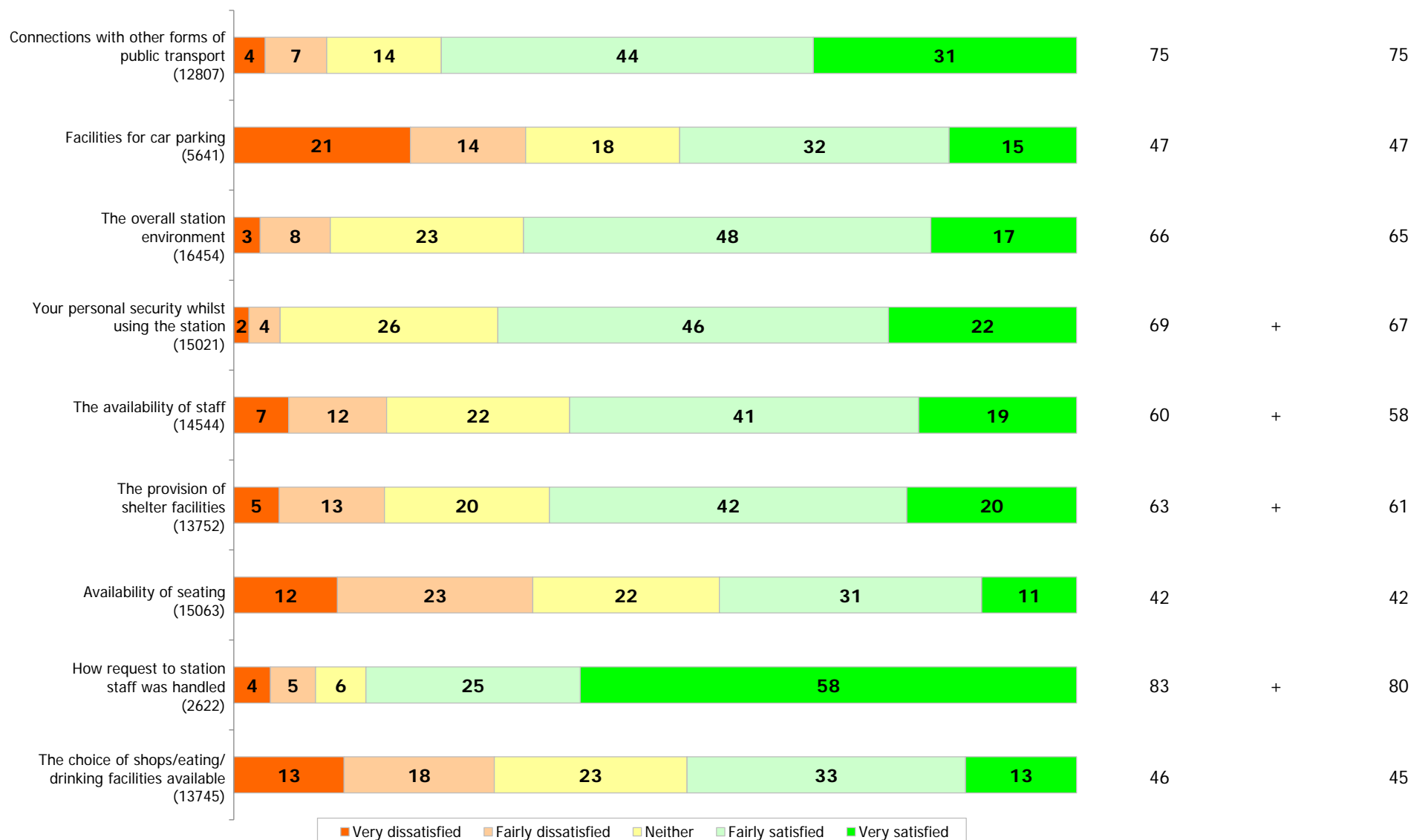


Satisfaction results for London and South East

% satisfied/good

Spring 2014

Spring 2013



Satisfaction results for London and South East

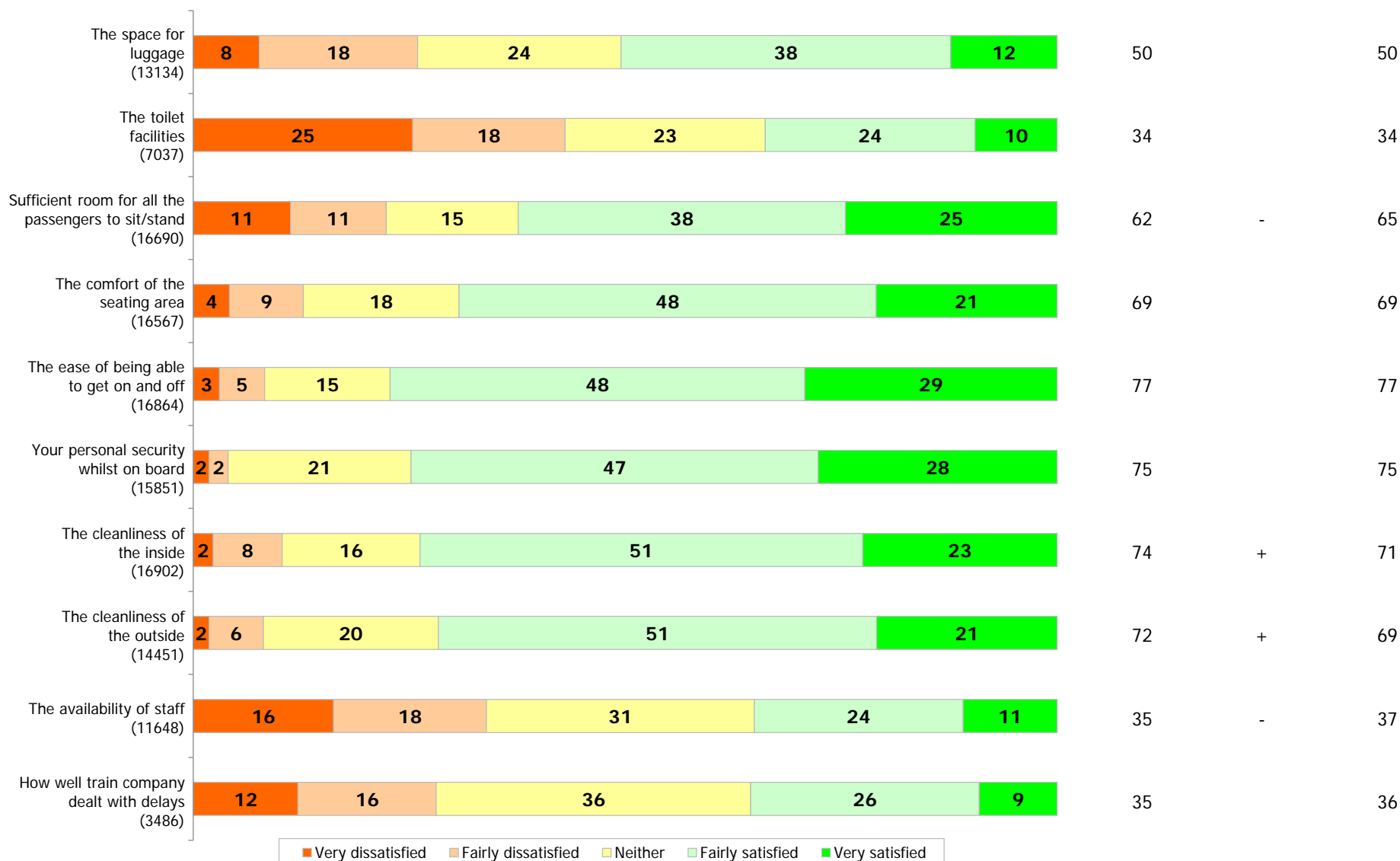


Satisfaction results for London and South East

% satisfied/good

Spring 2014

Spring 2013



Heathrow Express versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	94	80	118%
STATION FACILITIES			
Overall satisfaction with the station	92	77	120%
Ticket buying facilities	92	72	127%
Provision of information about train times/platforms	86	79	109%
The upkeep/repair of the station buildings/platforms	85	66	129%
Cleanliness	86	72	120%
The facilities and services	74	54	138%
The attitudes and helpfulness of the staff	80	71	112%
Connections with other forms of public transport	85	75	113%
Facilities for car parking	65	47	137%
Overall environment	85	66	130%
Your personal security whilst using the station	84	69	122%
The availability of staff	75	60	125%
The provision of shelter facilities	80	63	128%
Availability of seating	68	42	160%
How request to station staff was handled	89	83	107%
The choice of shops/eating/drinking facilities available	70	46	152%
TRAIN FACILITIES			
Overall satisfaction with the train	95	77	123%
The frequency of the trains on that route	93	75	124%
Punctuality/reliability (i.e. the train arriving/departing on time)	95	75	128%
The length of time the journey was scheduled to take (speed)	97	82	118%
Connections with other train services	88	75	118%
The value for money of the price of your ticket	45	41	111%
Cleanliness of the train	95	74	129%
Upkeep and repair of the train	96	74	130%
The provision of information during the journey	85	68	125%
The helpfulness and attitude of staff on train	84	56	151%
The space for luggage	90	50	178%
The toilet facilities	73	34	217%
Sufficient room for all passengers to sit/stand	90	62	145%
The comfort of the seating area	94	69	135%
The ease of being able to get on and off	95	77	123%
Your personal security on board	95	75	126%
The cleanliness of the inside	95	74	128%
The cleanliness of the outside	95	72	133%
The availability of staff	77	35	220%
How well train company deals with delays	45	35	126%

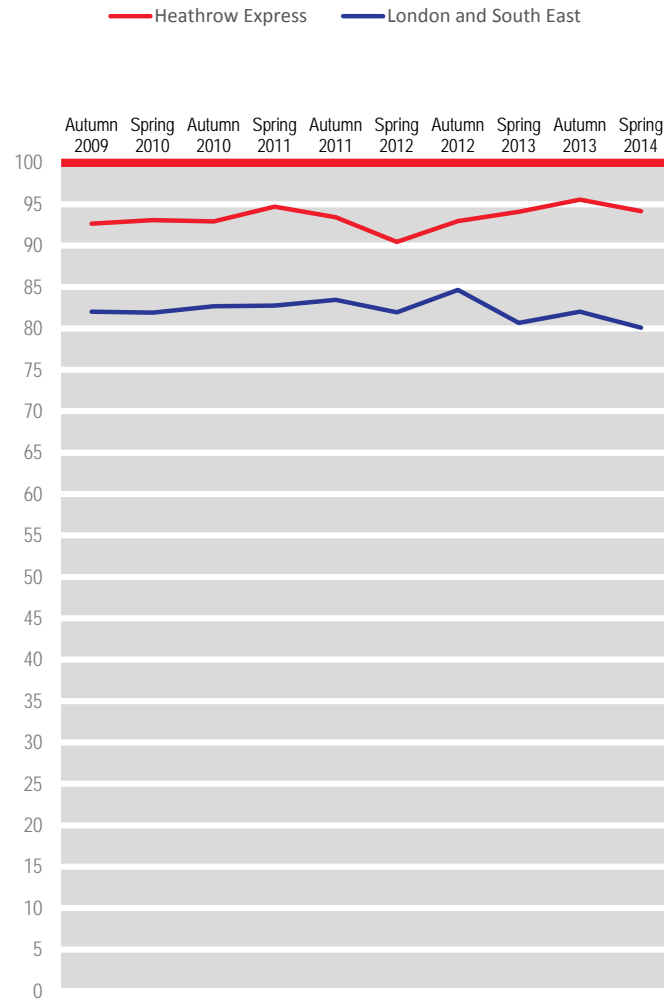
Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction	94
STATION FACILITIES	
Overall satisfaction with the station	92
Ticket buying facilities	92
Provision of information about train times/platforms	86
The upkeep/repair of the station buildings/platforms	85
Cleanliness	86
The facilities and services	74
The attitudes and helpfulness of the staff	80
Connections with other forms of public transport	85
Facilities for car parking	65
Overall environment	85
Your personal security whilst using the station	84
The availability of staff	75
The provision of shelter facilities	80
Availability of seating	68
How request to station staff was handled	89
The choice of shops/eating/drinking facilities available	70
TRAIN FACILITIES	
Overall satisfaction with the train	95
The frequency of the trains on that route	93
Punctuality/reliability (i.e. the train arriving/departing on time)	95
The length of time the journey was scheduled to take (speed)	97
Connections with other train services	88
The value for money of the price of your ticket	45
Cleanliness of the train	95
Upkeep and repair of the train	96
The provision of information during the journey	85
The helpfulness and attitude of staff on train	84
The space for luggage	90
The toilet facilities	73
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	94
The ease of being able to get on and off	95
Your personal security on board	95
The cleanliness of the inside	95
The cleanliness of the outside	95
The availability of staff	77
How well train company deals with delays	45

Percentage satisfaction with aspects of station where boarded

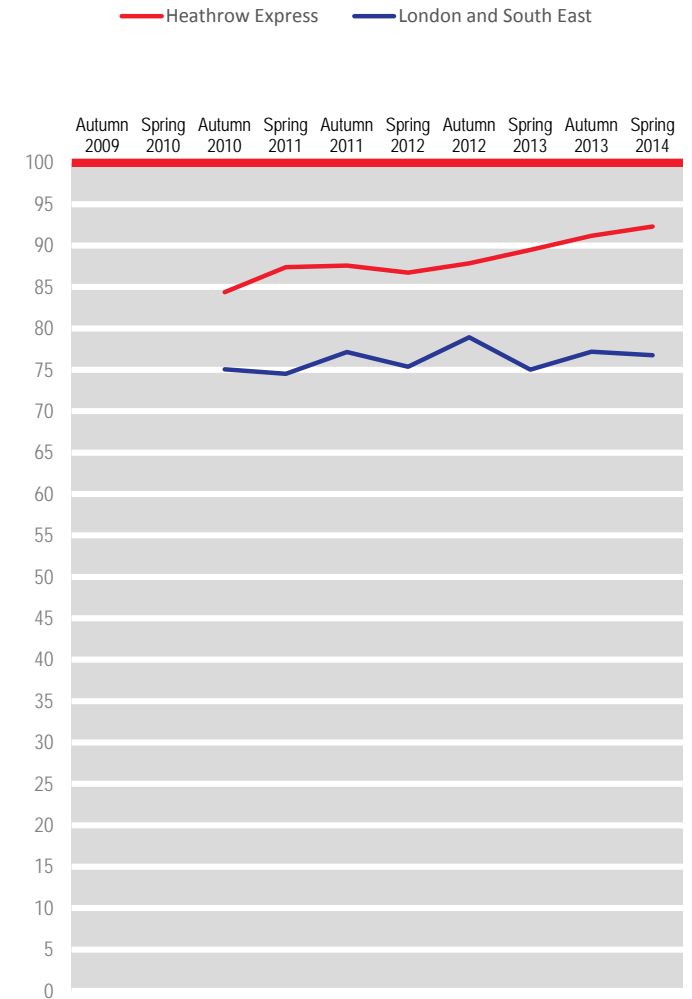
Overall satisfaction

(539)
Percentage of passengers satisfied 2009 to 2014



Overall station satisfaction

(551)
Percentage of passengers satisfied 2009 to 2014

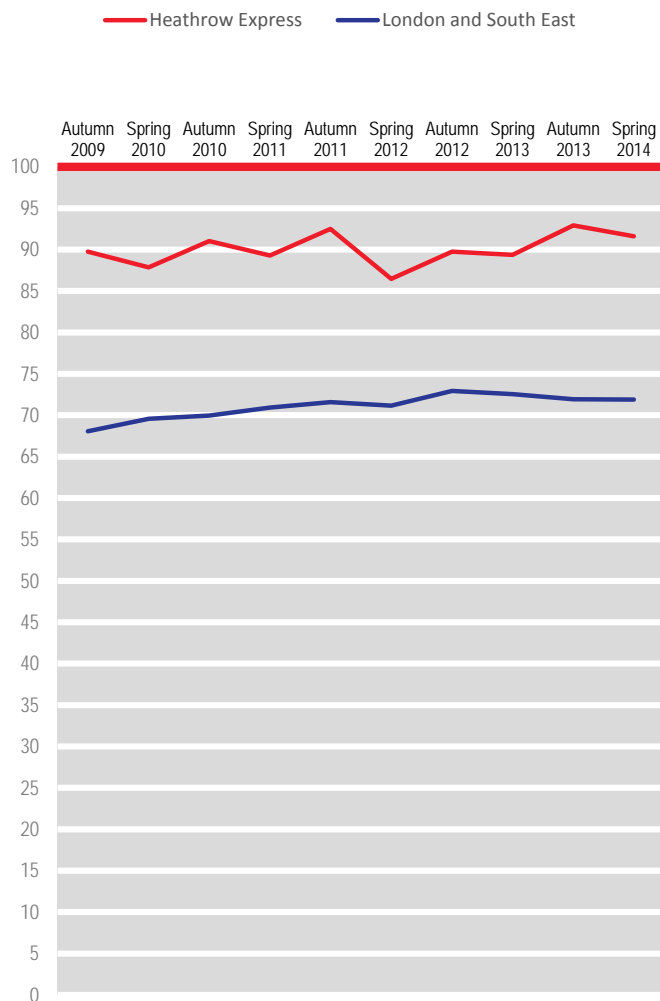


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(401)

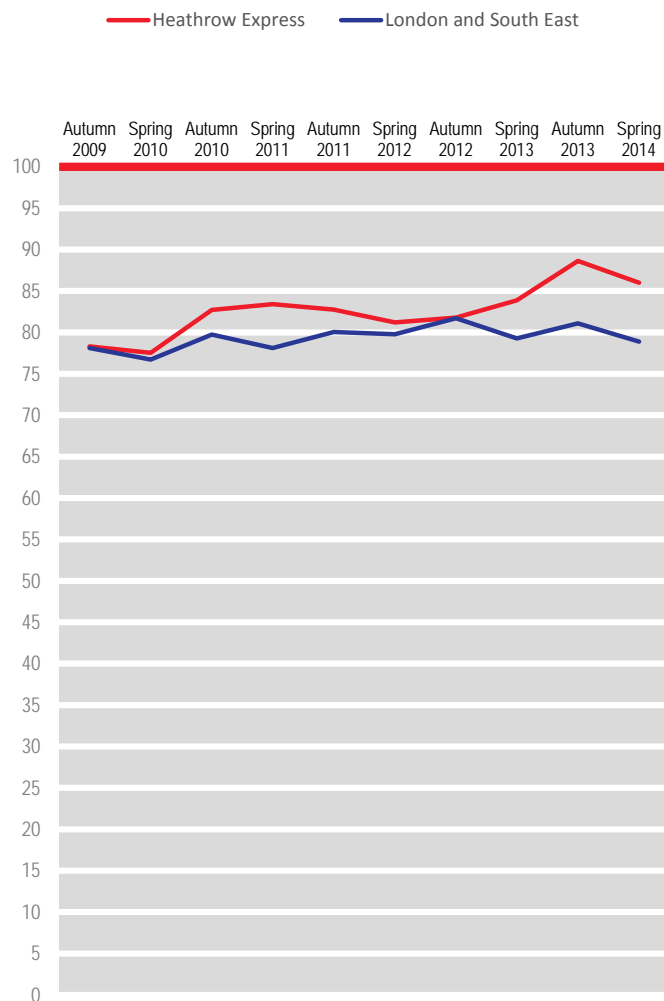
Percentage of passengers satisfied 2009 to 2014



Provision of information about train times/platforms

(524)

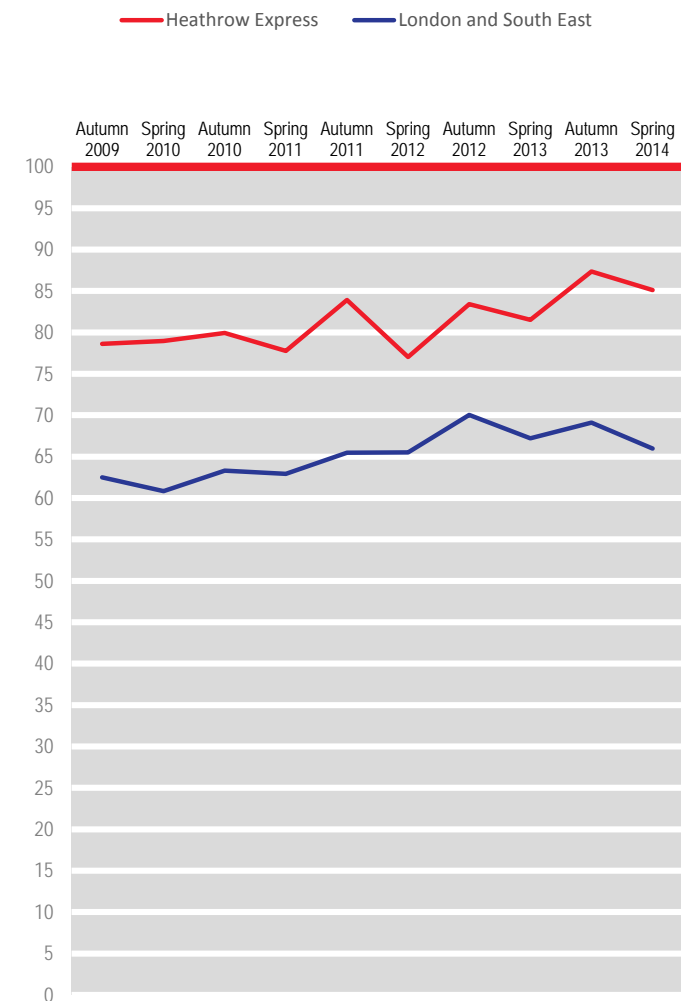
Percentage of passengers satisfied 2009 to 2014



The upkeep/repair of the station building/platforms

(523)

Percentage of passengers satisfied 2009 to 2014

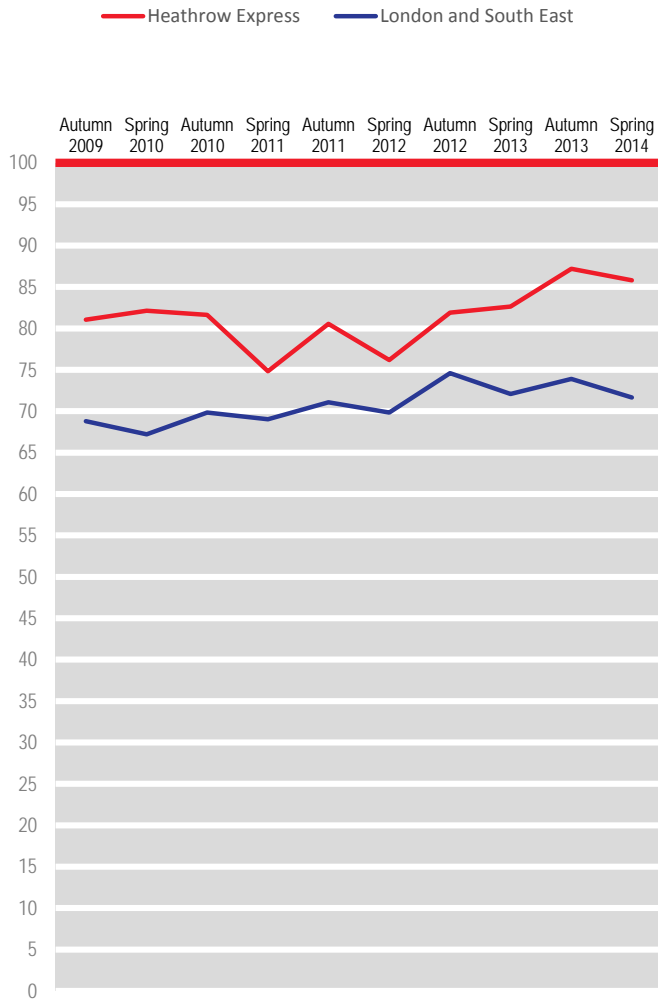


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(520)

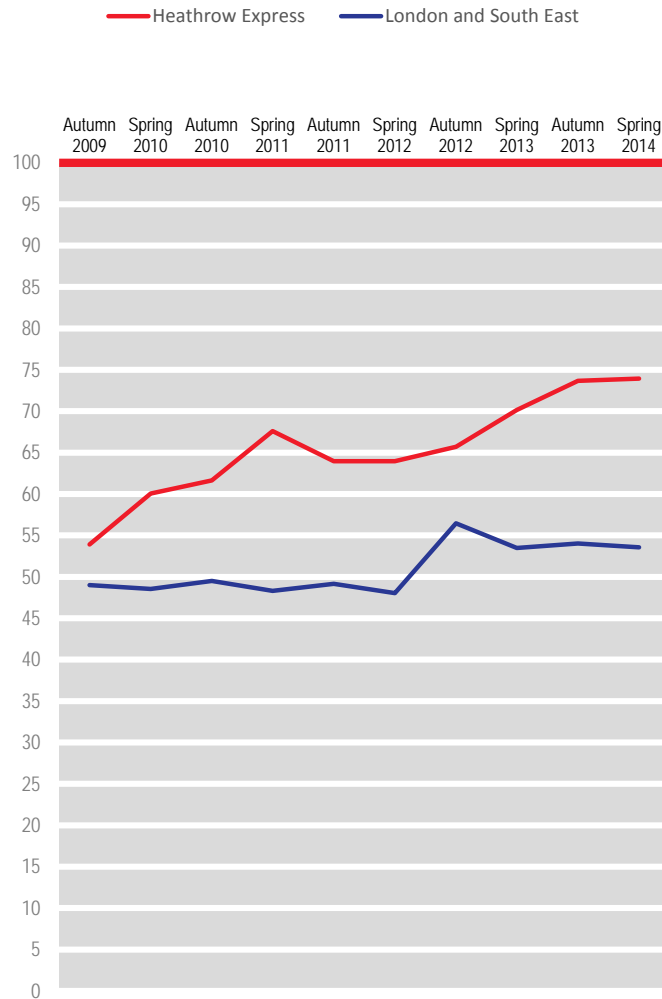
Percentage of passengers satisfied 2009 to 2014



The facilities and services at the station

(407)

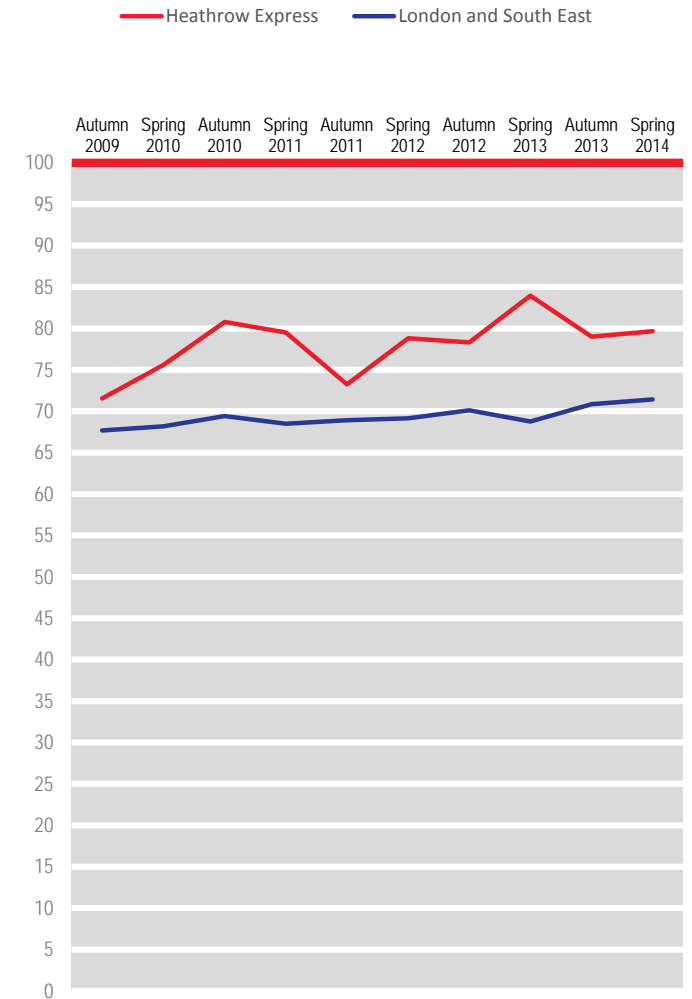
Percentage of passengers satisfied 2009 to 2014



The attitudes and helpfulness of the staff at the station

(403)

Percentage of passengers satisfied 2009 to 2014

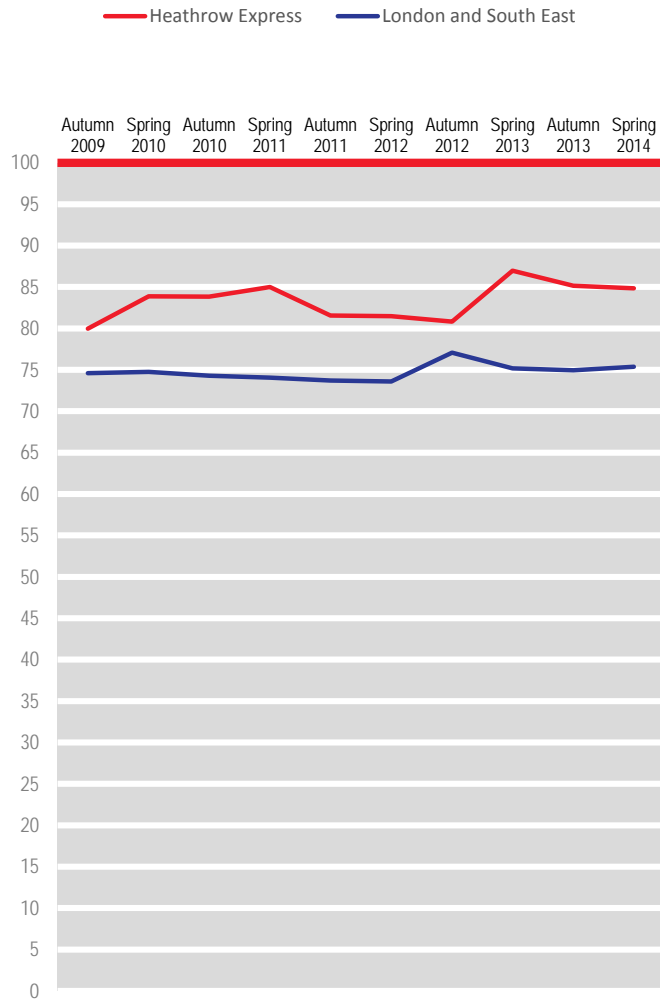


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(424)

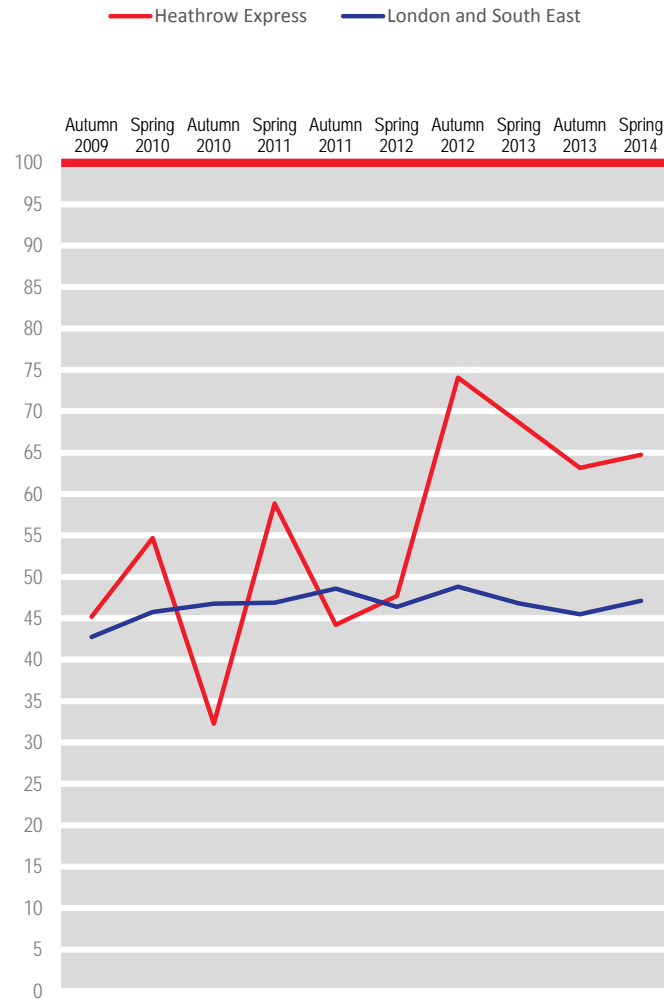
Percentage of passengers satisfied 2009 to 2014



Facilities for car parking at the station

(111)

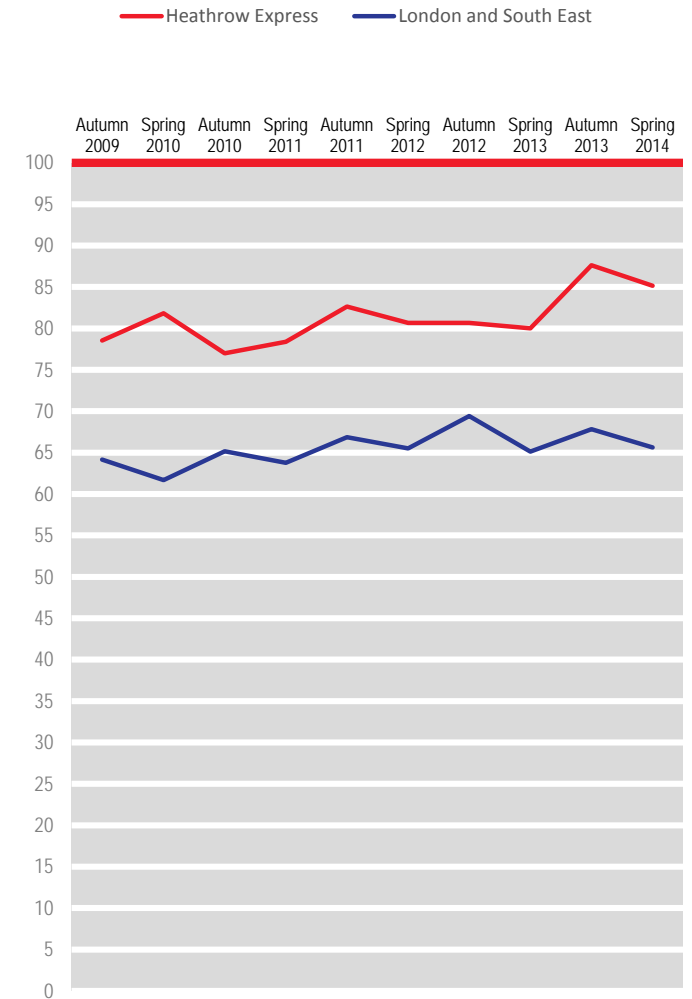
Percentage of passengers satisfied 2009 to 2014



Overall station environment

(507)

Percentage of passengers satisfied 2009 to 2014

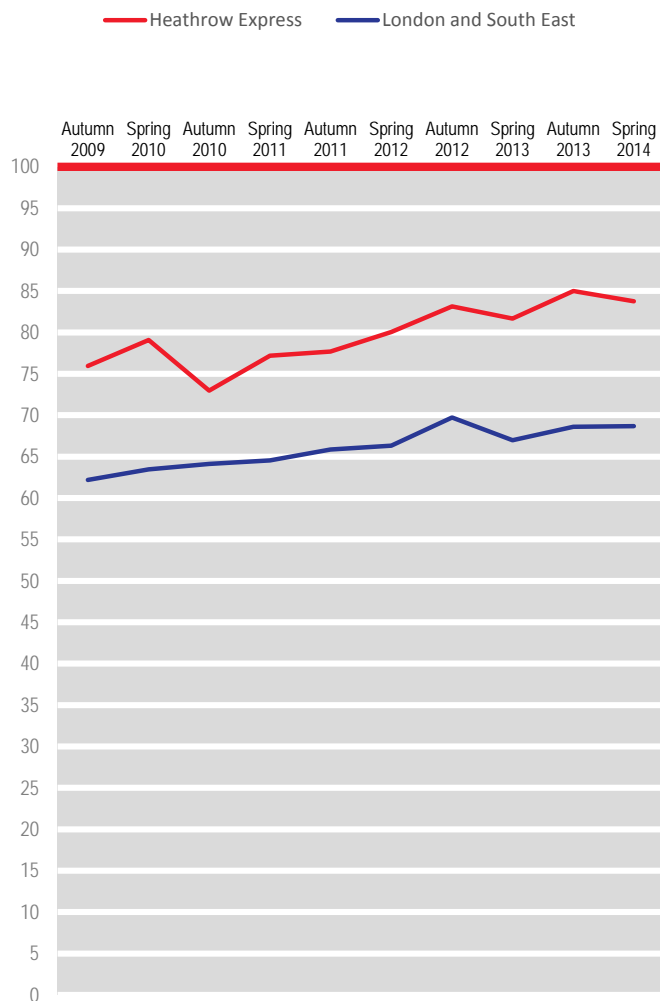


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(445)

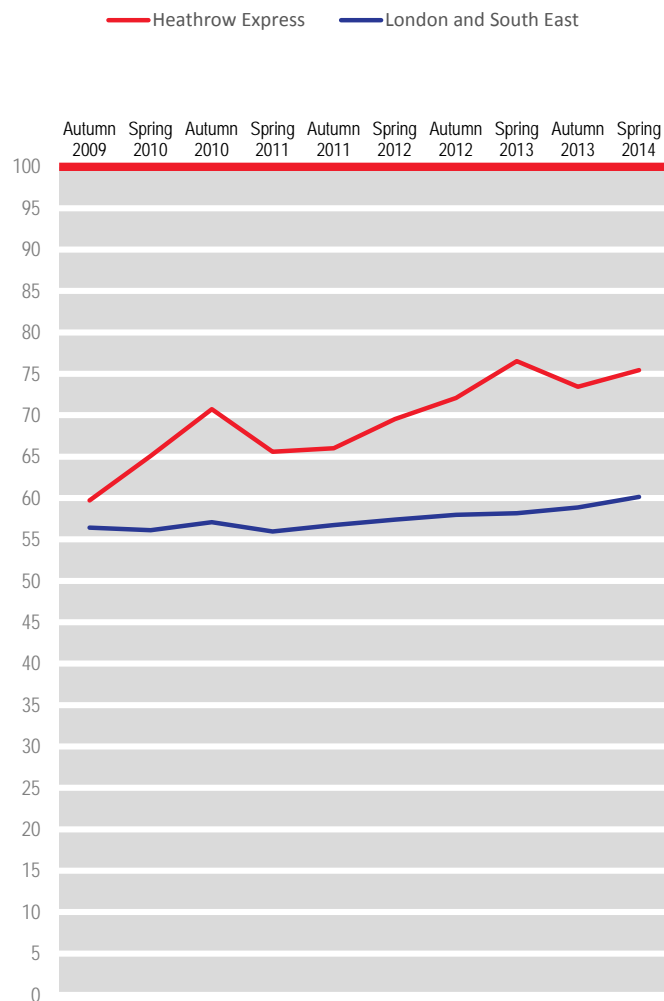
Percentage of passengers satisfied 2009 to 2014



The availability of staff at the station

(439)

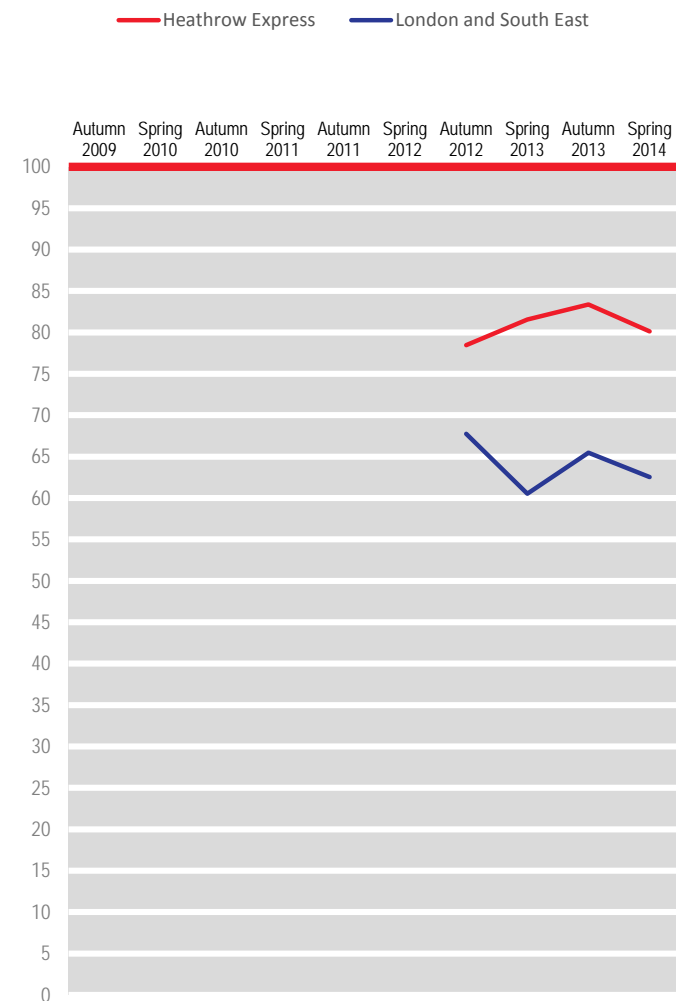
Percentage of passengers satisfied 2009 to 2014



The provision of shelter facilities

(268)

Percentage of passengers satisfied 2009 to 2014

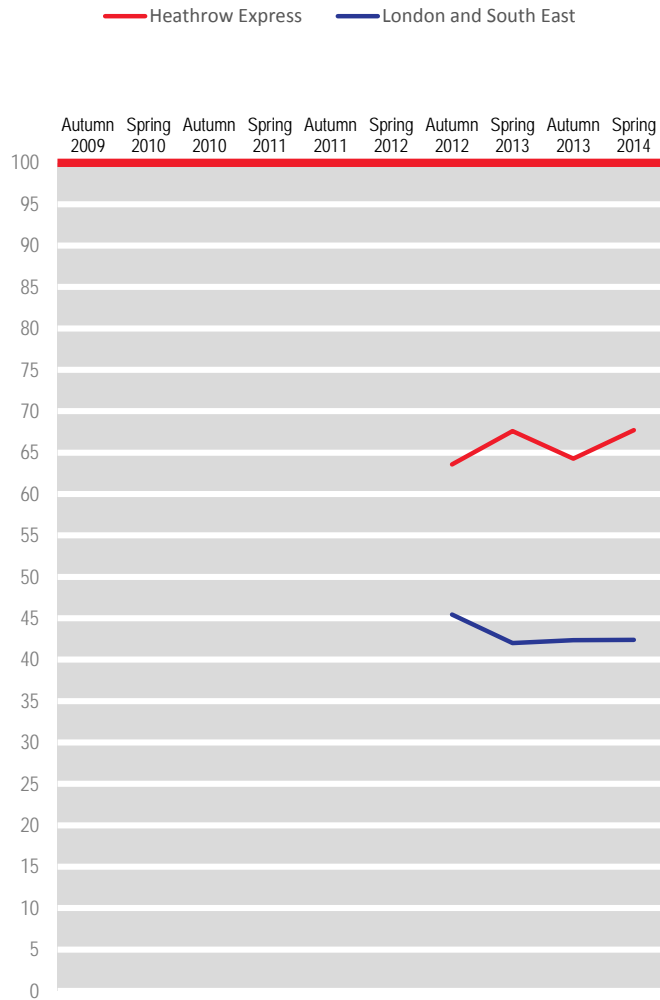


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(401)

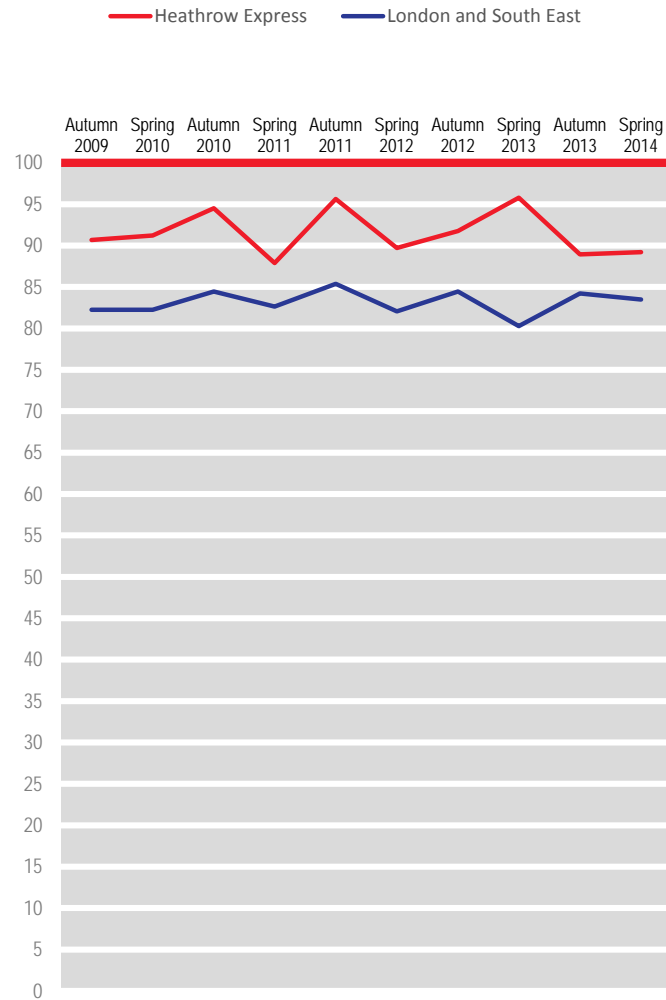
Percentage of passengers satisfied 2009 to 2014



How request to station staff was handled

(94)

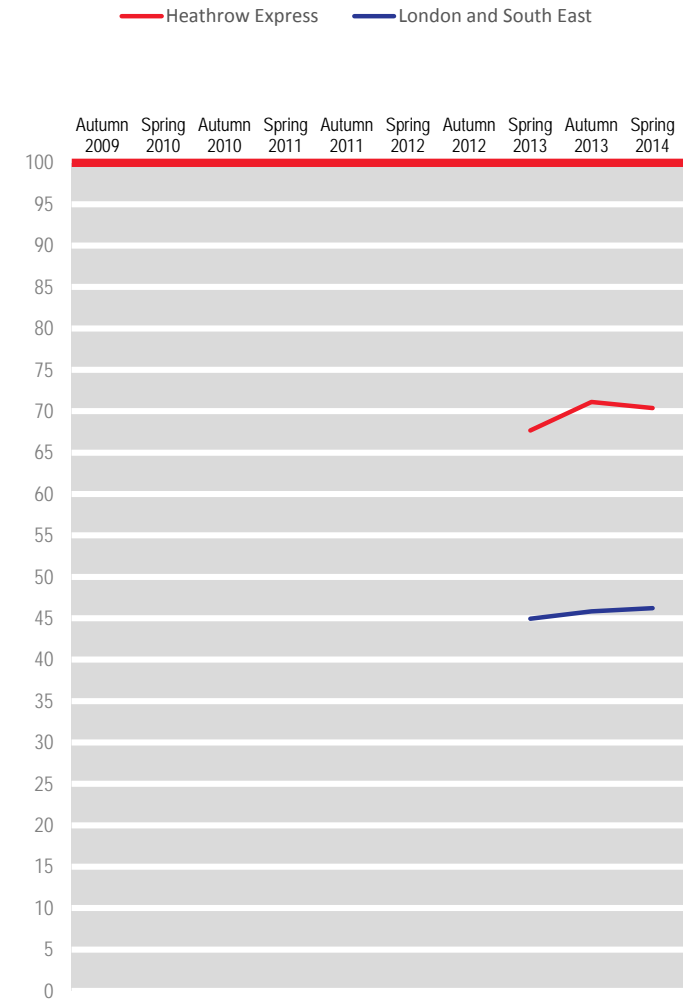
Percentage of passengers satisfied 2009 to 2014



The choice of shops/eating/drinking facilities available

(354)

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

(521)

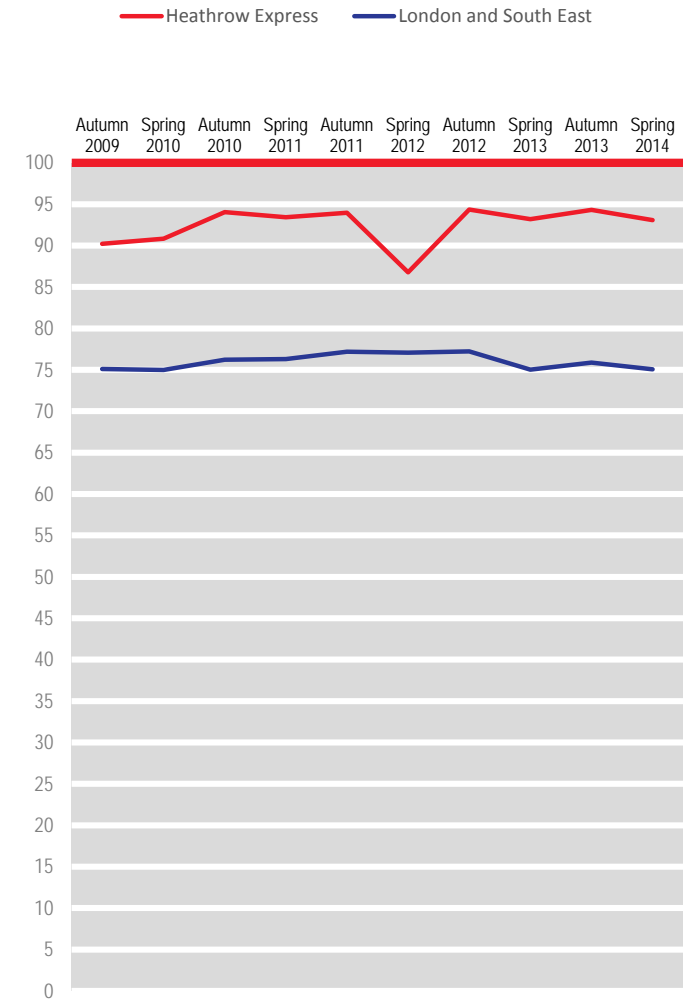
Percentage of passengers satisfied 2009 to 2014



The frequency of trains on that route

(549)

Percentage of passengers satisfied 2009 to 2014

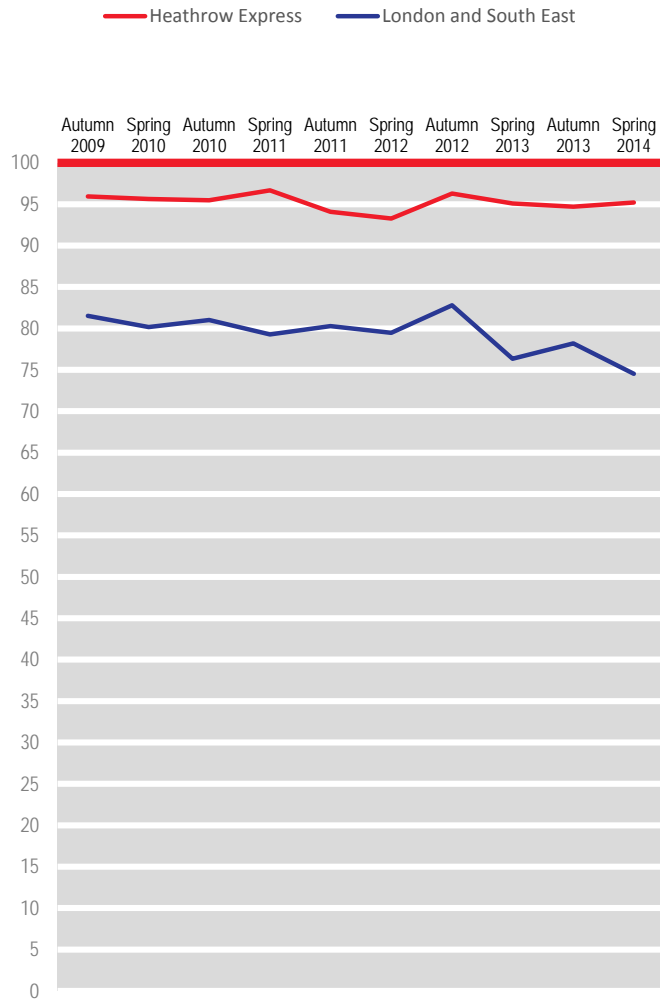


N.B. Benchmarks and targets are only shown for applicable factors

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

(543)

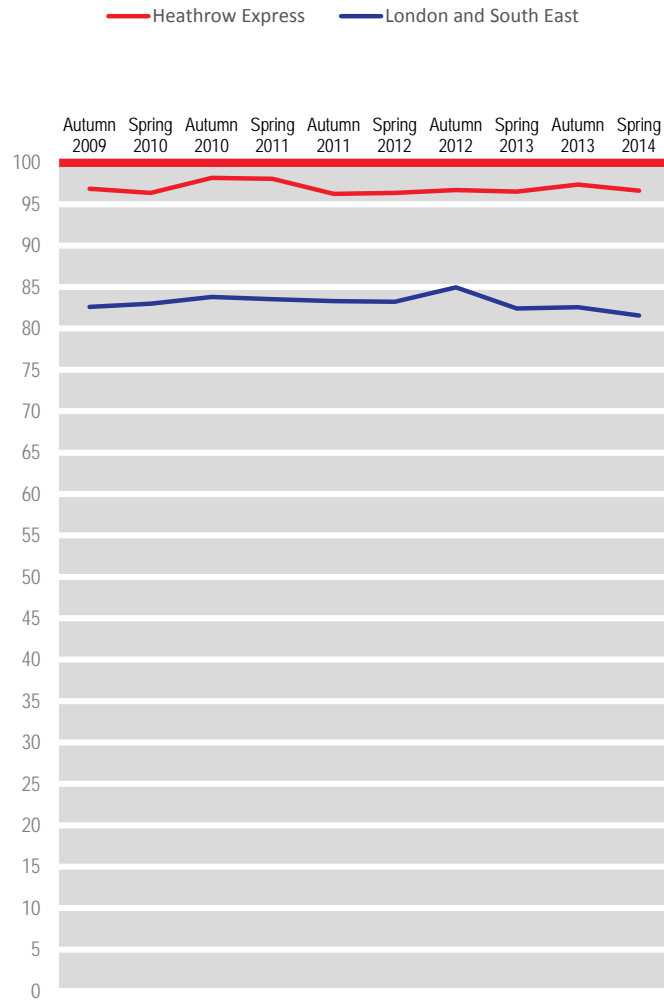
Percentage of passengers satisfied 2009 to 2014



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

(536)

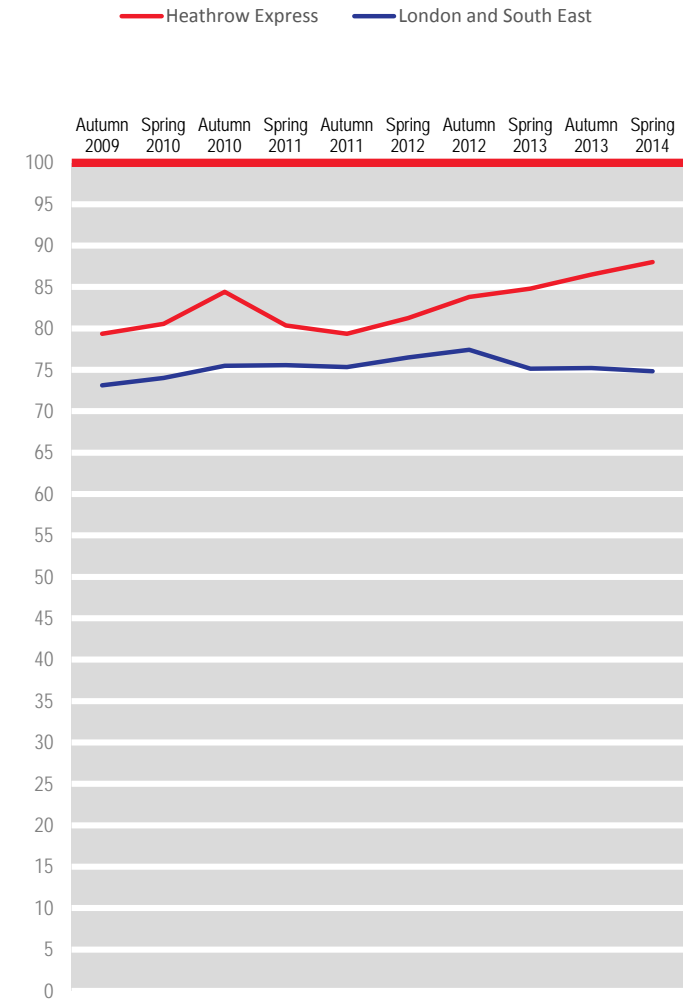
Percentage of passengers satisfied 2009 to 2014



Connections with other train services

(383)

Percentage of passengers satisfied 2009 to 2014

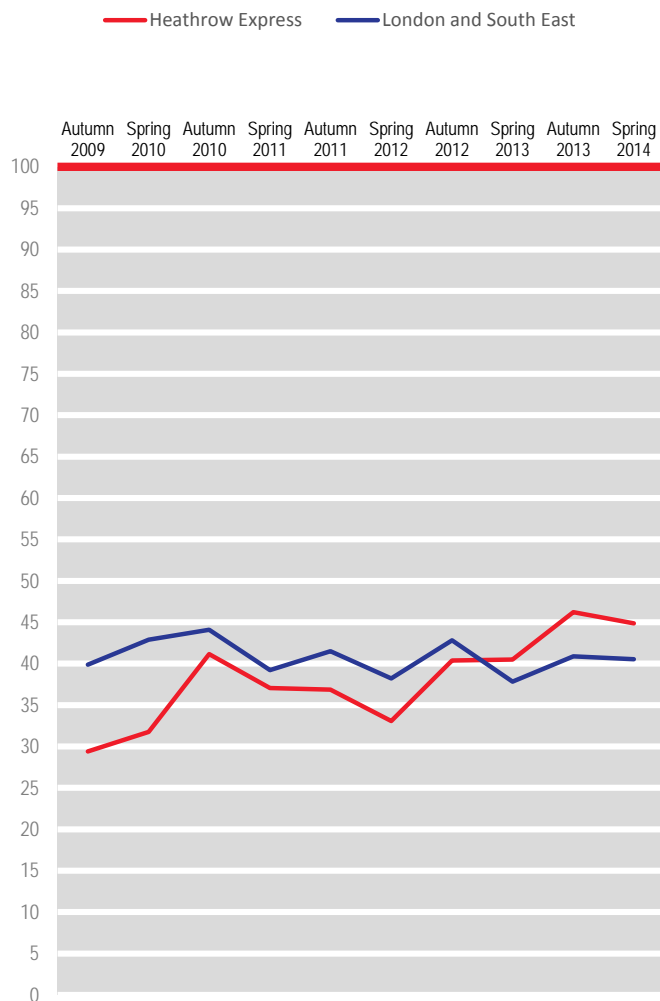


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(543)

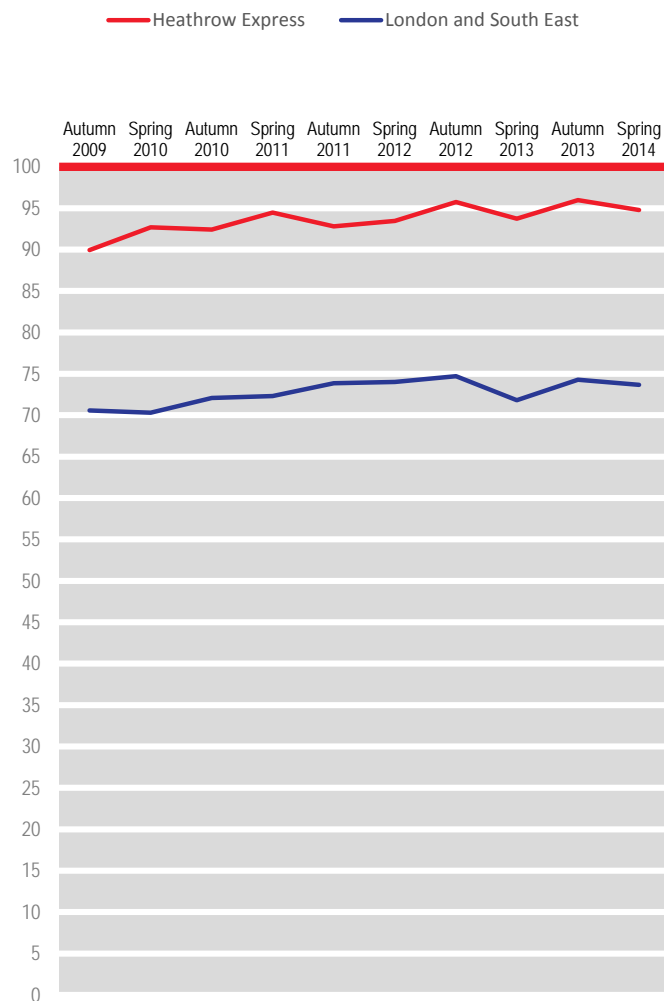
Percentage of passengers satisfied 2009 to 2014



Cleanliness of the train

(560)

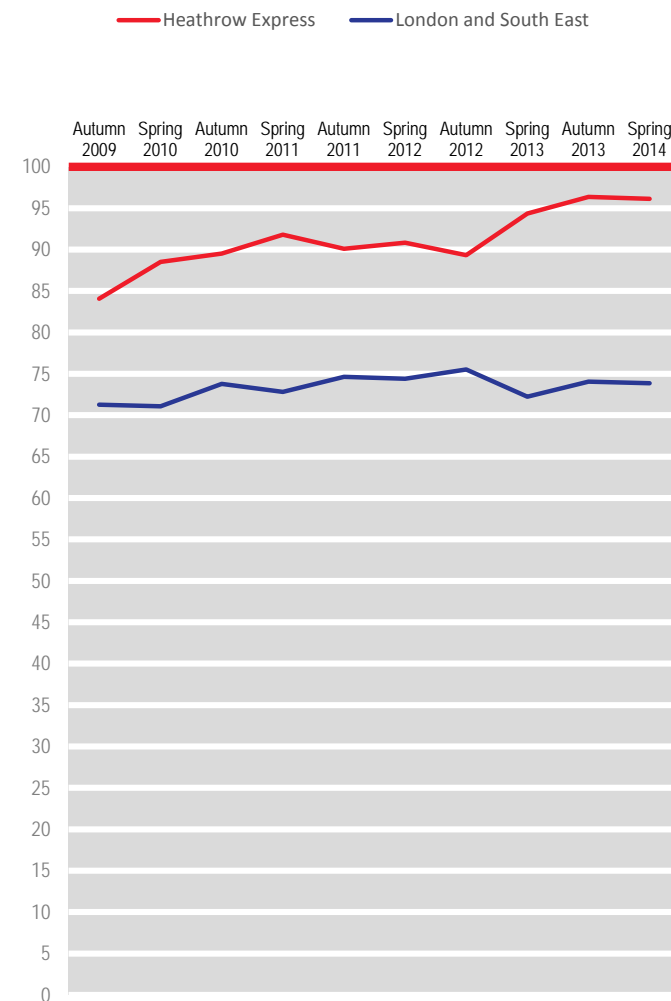
Percentage of passengers satisfied 2009 to 2014



Upkeep and repair of the train

(544)

Percentage of passengers satisfied 2009 to 2014

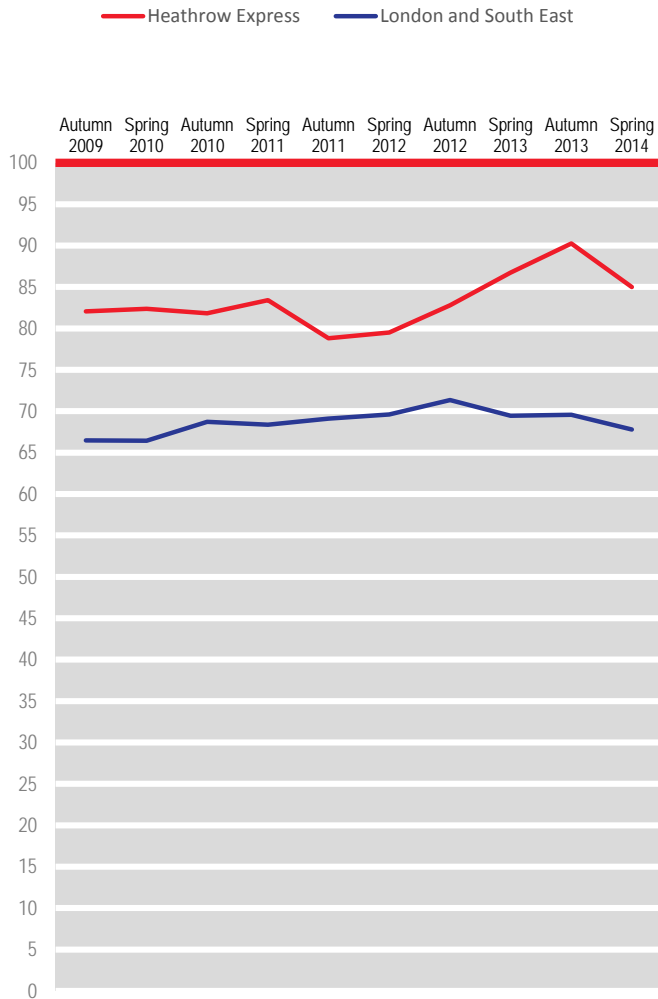


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(505)

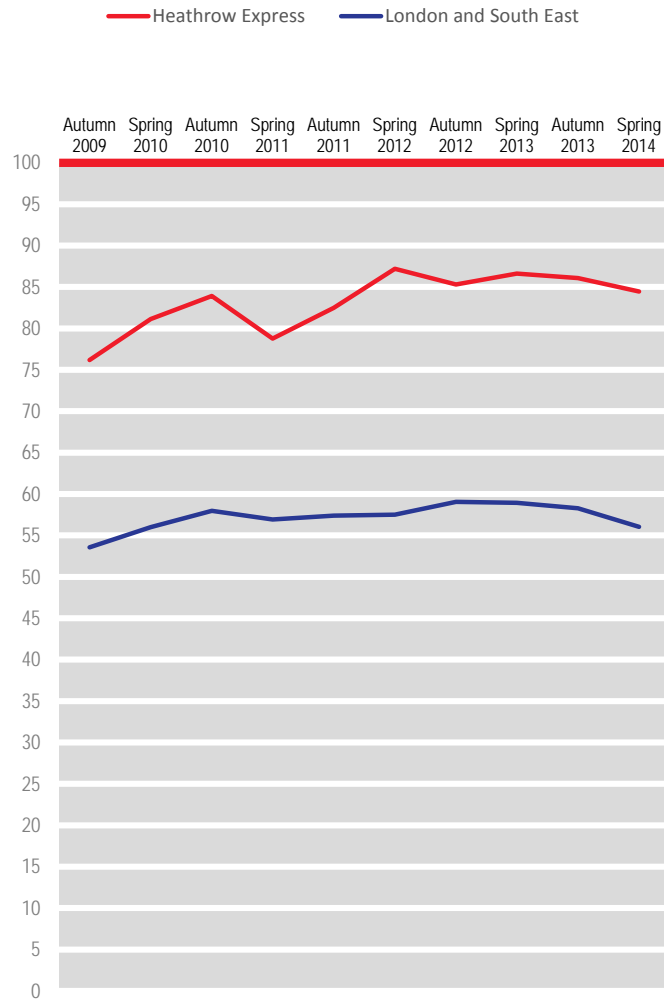
Percentage of passengers satisfied 2009 to 2014



The helpfulness and attitude of staff on the train

(475)

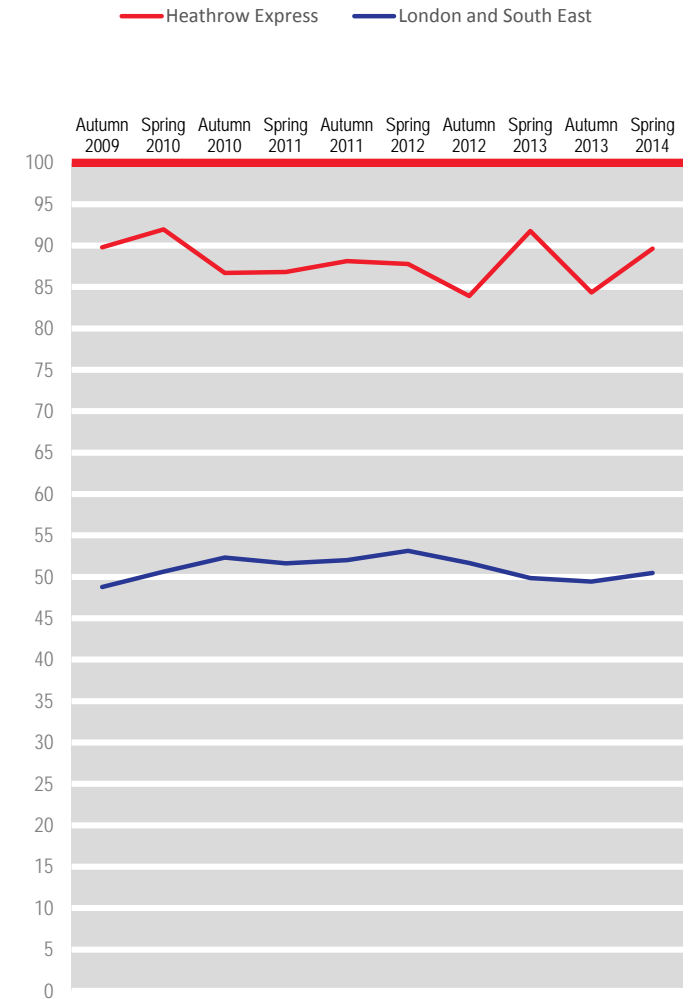
Percentage of passengers satisfied 2009 to 2014



The space for luggage

(535)

Percentage of passengers satisfied 2009 to 2014

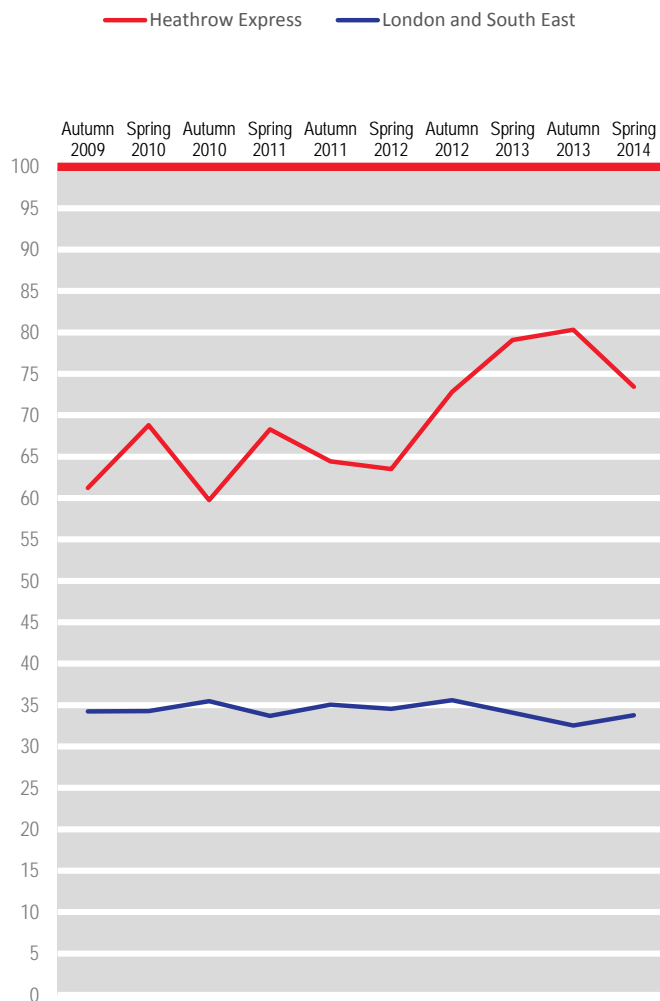


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(219)

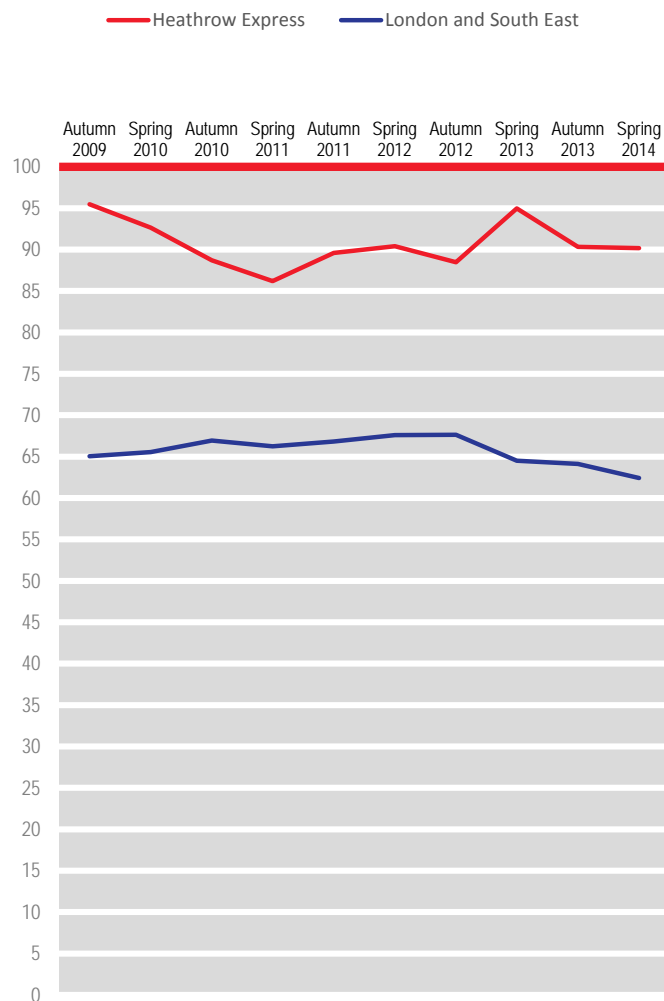
Percentage of passengers satisfied 2009 to 2014



Sufficient room for all the passengers to sit/stand

(551)

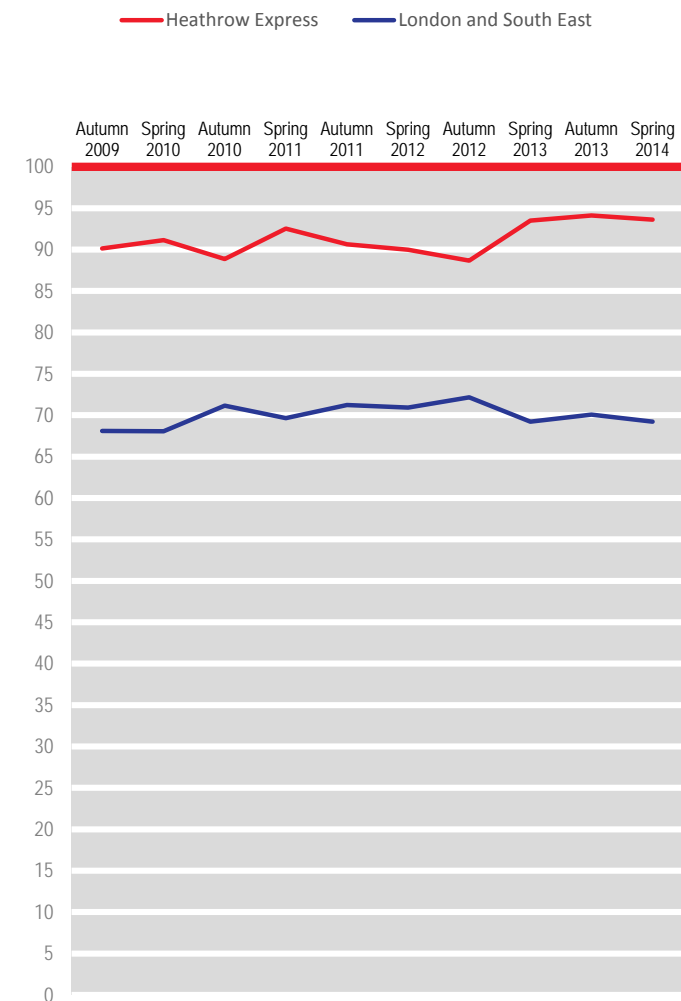
Percentage of passengers satisfied 2009 to 2014



The comfort of the seating area

(546)

Percentage of passengers satisfied 2009 to 2014

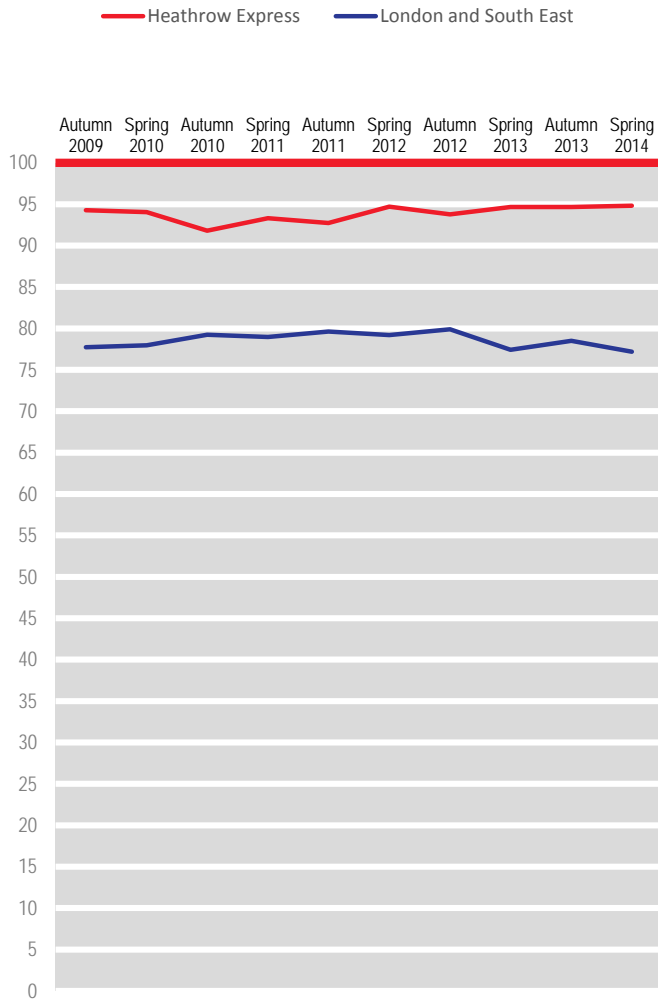


N.B. Benchmarks and targets are only shown for applicable factors

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

(538)

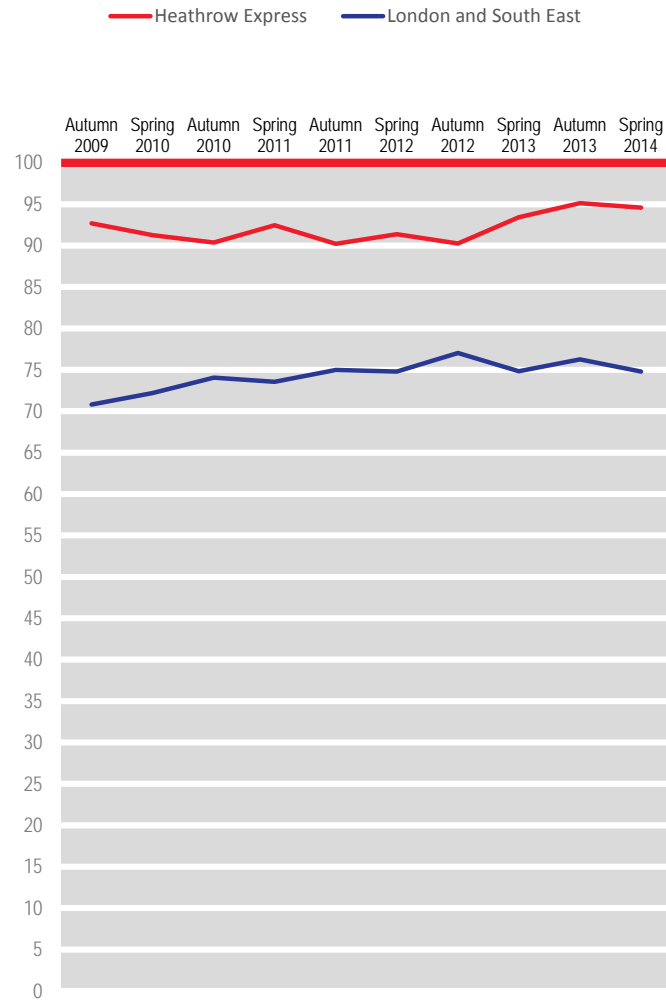
Percentage of passengers satisfied 2009 to 2014



Your personal security whilst on board

(532)

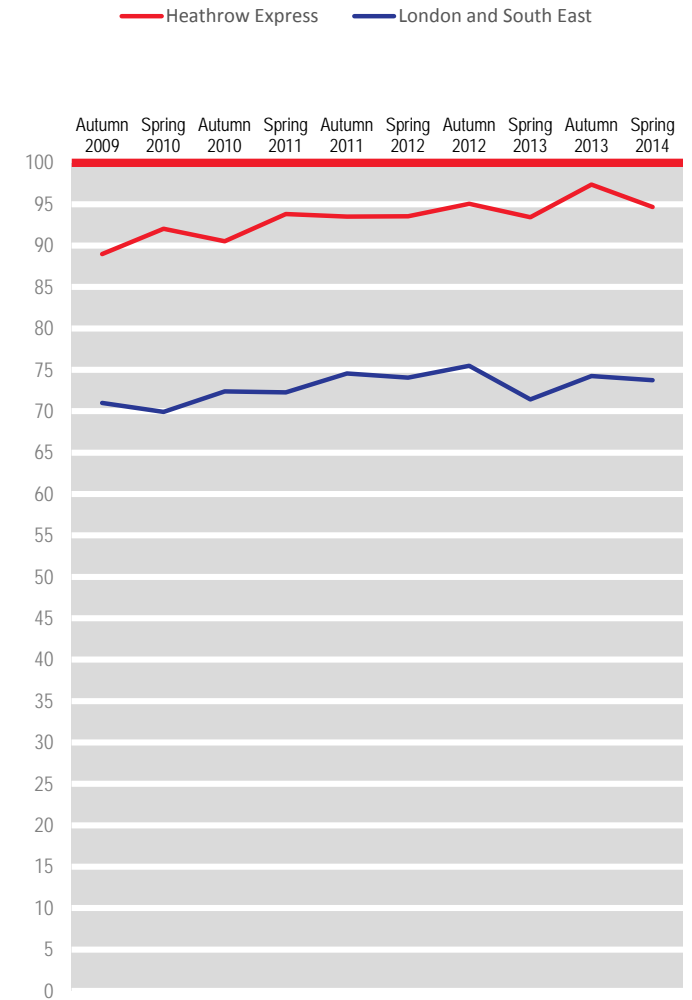
Percentage of passengers satisfied 2009 to 2014



The cleanliness of the inside of the train

(537)

Percentage of passengers satisfied 2009 to 2014

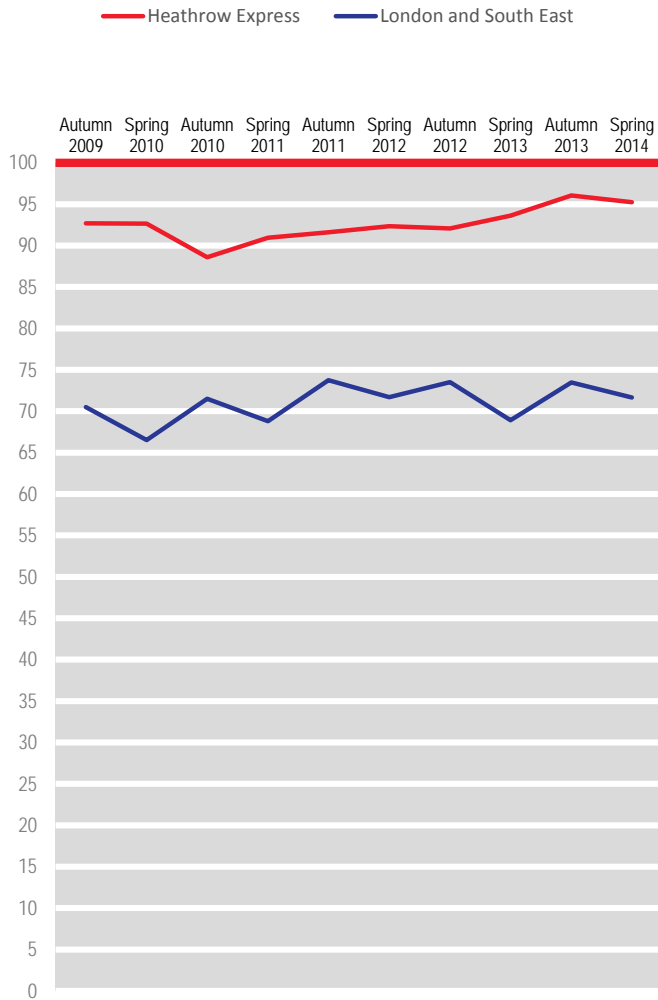


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(493)

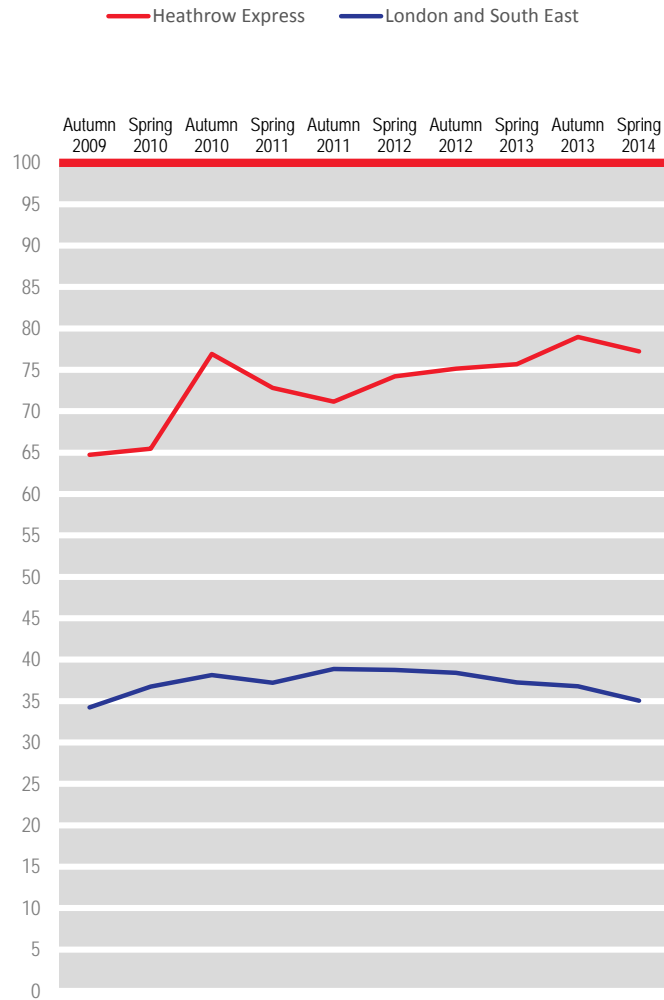
Percentage of passengers satisfied 2009 to 2014



The availability of staff on the train

(479)

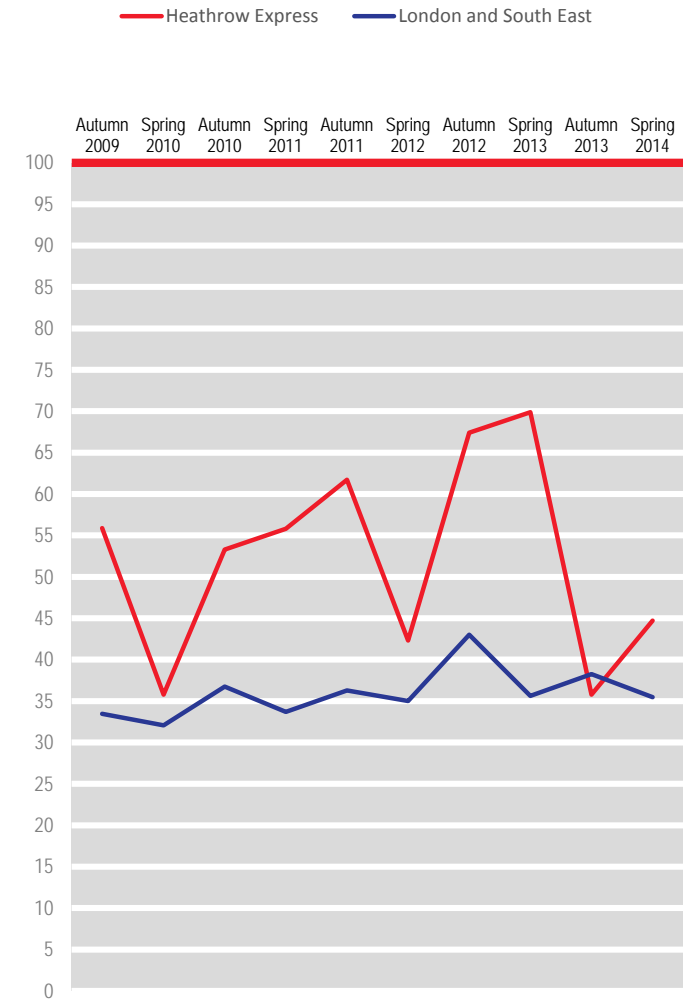
Percentage of passengers satisfied 2009 to 2014



How well train company dealt with delays

(16)

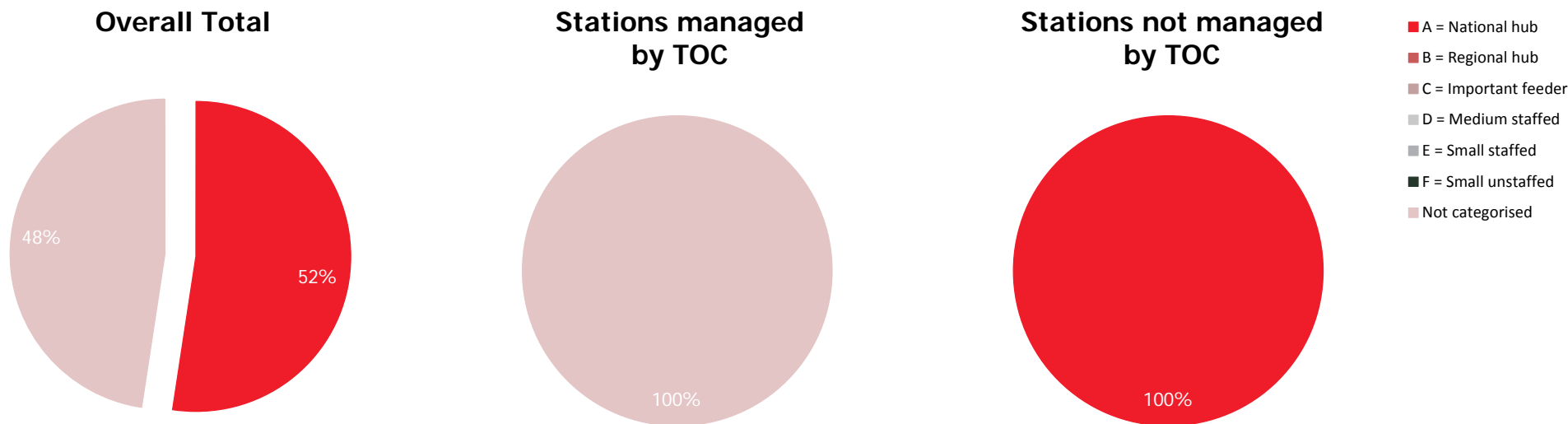
Percentage of passengers satisfied 2009 to 2014



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

Managed versus non-managed stations for Heathrow Express

(% 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	95		90
Ticket buying facilities	94		89
Provision of information about train times/platforms	84		88
The upkeep/repair of the station buildings/platforms	92	+	79
Cleanliness	91	+	81
The facilities and services	75		73
The attitudes and helpfulness of the staff	81		78
Connections with other forms of public transport	87		83
Facilities for car parking	73		57
Overall environment	90	+	81
Your personal security whilst using the station	91	+	78
The availability of staff	75		76
The provision of shelter facilities	82		78
Availability of seating	71		64
How request to station staff was handled	85		94
The choice of shops/eating/drinking facilities available	59	-	78

Heathrow Express London and
South East

Heathrow Express London and
South East

DELAY					
None	90	75			
Minor	3	19			
Major	-	3			
LENGTH OF DELAY					
5 minutes or less	42	42			
6-10 minutes	17	24			
11-20 minutes	13	16			
21-30 minutes	9	7			
31-60 minutes	-	4			
More than 1 hour	-	2			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	36	15	Very well	35	16
Fairly well	12	30	Fairly well	13	29
Neither well nor poorly	23	18	Neither well nor poorly	23	22
Fairly poorly	11	19	Fairly poorly	11	16
Very poorly	18	18	Very poorly	18	17
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	24	15	Very well	27	10
Fairly well	13	30	Fairly well	27	23
Neither well nor poorly	45	21	Neither well nor poorly	38	32
Fairly poorly	-	17	Fairly poorly	-	16
Very poorly	18	17	Very poorly	8	19
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	35	15	Very well	2	5
Fairly well	12	28	Fairly well	41	19
Neither well nor poorly	23	25	Neither well nor poorly	38	26
Fairly poorly	12	15	Fairly poorly	-	16
Very poorly	18	17	Very poorly	18	35

5 5.2 Passenger experience relating to disability

Heathrow Express London and
South East

Heathrow Express London and
South East

DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	-	1
Mobility	1	2
Dexterity	0	0
Learning or understanding or concentrating	-	0
Memory	-	0
Mental health	0	2
Stamina or breathing or fatigue	1	1
Socially or behaviourally	0	0
Other	1	1
None	93	90
No answer	4	2

CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL

Yes, a lot	-	9
Yes, a little	42	42
Not at all	35	46

NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL

Yes	-	2
No	100	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	67	33
Fairly satisfied	20	33
Neither satisfied nor dissatisfied	14	20
Fairly dissatisfied	-	9
Very dissatisfied	-	5

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	-	79
Fairly satisfied	-	12
Neither satisfied nor dissatisfied	-	9
Fairly dissatisfied	-	-
Very dissatisfied	-	-

TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	56	28
Fairly satisfied	39	37
Neither satisfied nor dissatisfied	5	19
Fairly dissatisfied	-	12
Very dissatisfied	-	4

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	63
Fairly satisfied	-	19
Neither satisfied nor dissatisfied	-	18
Fairly dissatisfied	-	-
Very dissatisfied	-	-

Heathrow Express London and
South EastHeathrow Express London and
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	53	43	White	80	86
Female	35	54	Mixed	2	2
			Asian or Asian British	4	4
			Black or Black British	1	4
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	0	1	Commuter	2	52
19-25	4	8	Business	68	15
26-34	20	16	Leisure	30	33
35-44	27	19			
45-54	22	25			
55-59	7	10			
60-64	5	9			
65+	2	11			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	76	66	Yes	27	71
Working Part Time	6	13	No	73	29
Not Working	2	3			
Retired	1	11			
Full Time Student	2	5			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			TIME OF TRAVEL		
Professional/Senior Managerial	64	41	Peak	16	23
Middle Managerial	13	16	Off-peak	84	77
Junior Managerial/Clerical/Supervisory	4	12			
Skilled Manual (With Professional Qualifications/					
Served an Apprenticeship)	2	7			
Unskilled Manual (No Qualifications/Not Served					
an Apprenticeship)	-	2			
Full time student	1	2			
Retired	2	11			
Unemployed/between jobs	-	1			
Housewife/house-husband	0	0			
Other	1	5			
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	10	7
			Yes asked for information	7	7
			Could not find anyone to ask	1	3
			No	80	82
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	86	90
			Yes, at work	79	67
			No	0	4

Heathrow Express London and
South EastHeathrow Express London and
South East

TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	77	85	Better telephone enquiry/booking service	3	9
With other adults 16+	21	12	Better internet enquiry/booking service	19	24
With children aged 0-4	0	1	Better information facilities at stations	10	25
With children aged 5-10	1	1	Better route maps of the rail network	9	20
With children aged 11-15	1	1	Make timetables easier to read	11	23
			Better ticket buying facilities at station ticket offices	7	26
			Better ticket buying facilities at station ticket machines	8	21
			Better promotion when advanced tickets available	16	28
			Other	9	12
			None of these	29	18
TRAVELLING WITH ...					
Heavy/bulky luggage/other large items	49	14			
Pushchair	0	1			
Folding bicycle	0	1			
Non-folding bicycle	0	1			
Dog	0	0			
Wheelchair	-	0			
Helper	-	0			
Mobility scooter	-	0			
None apply	48	82			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	62	9			
Anytime day single/return	16	10			
Off-peak/super off-peak single/return	3	8			
Off-peak/super off-peak day single/return	1	7			
Advance	2	3			
Day travelcard	1	6			
Oyster pay as you go	3	14			
Weekly or monthly season ticket	1	20			
Annual season ticket	1	12			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	-	6			
Other	5	2			
Don't know/no answer	4	2			

Station sample sizes for Heathrow Express

Station	Unweighted
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London Paddington	290
Heathrow Terminal 5	159
Heathrow Airport T123	124

	Annual journeys ('000s)	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	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):

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

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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