



# National Rail Passenger Survey

## South West Trains 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](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)

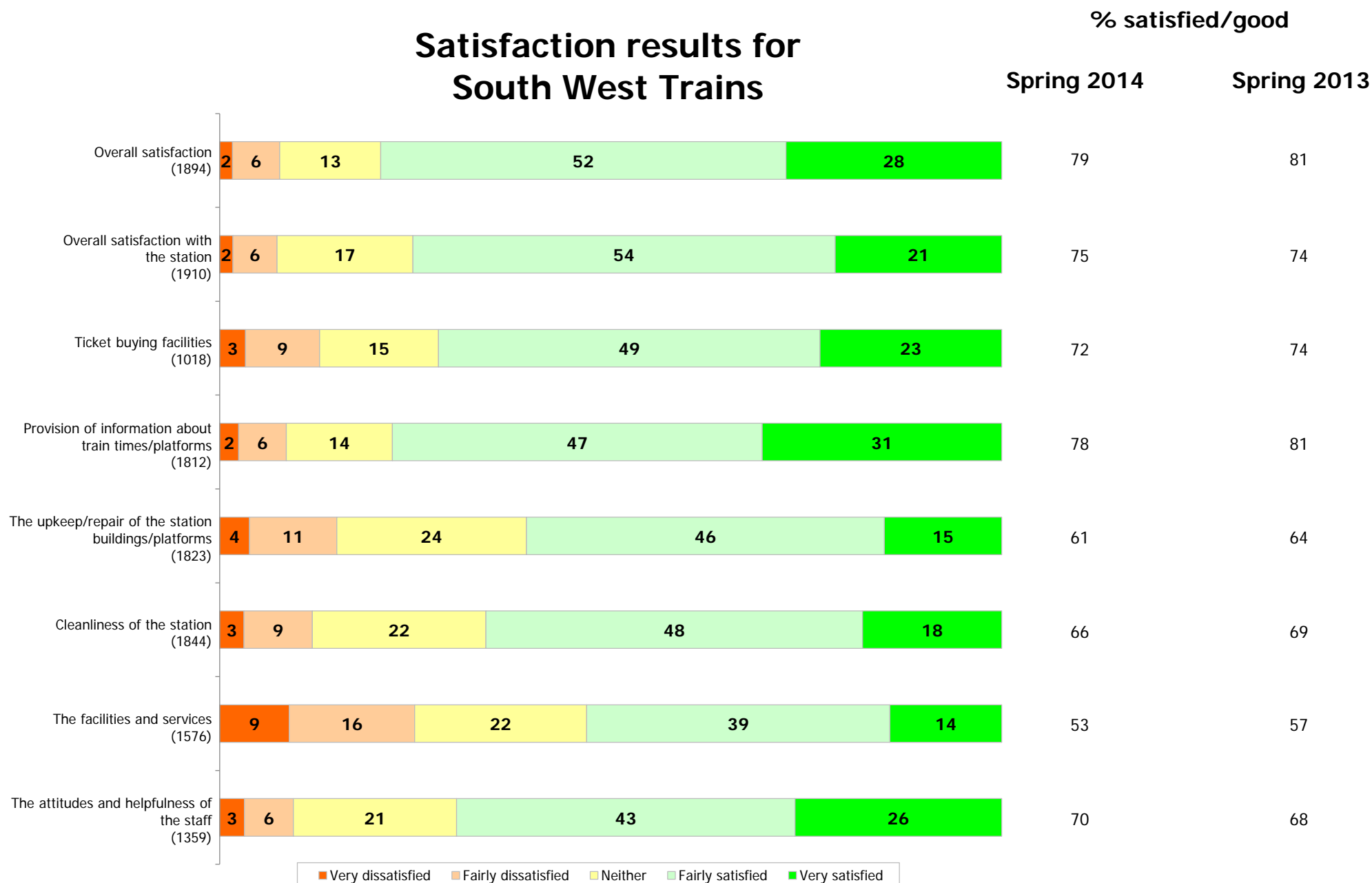
Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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

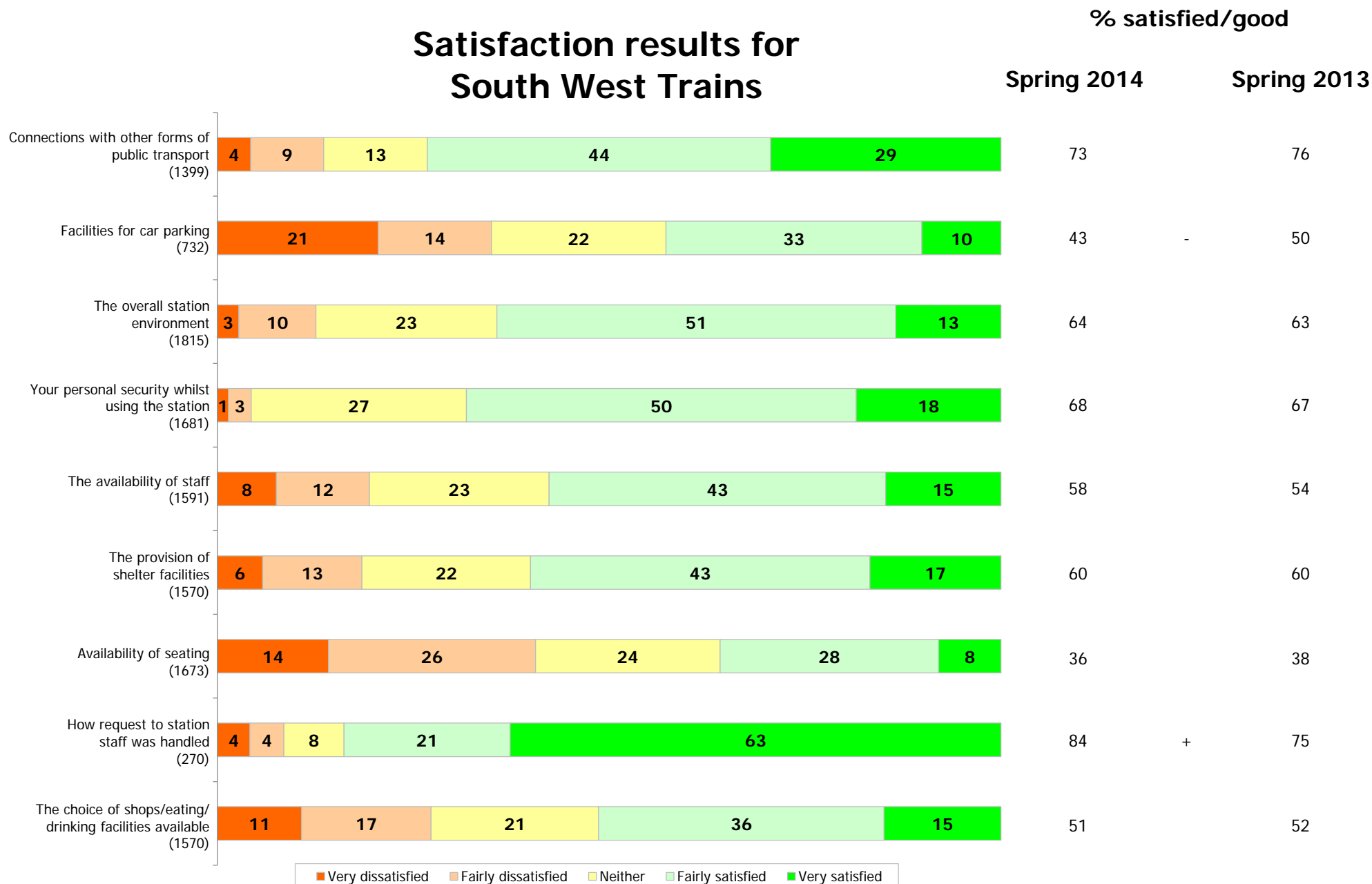
To ensure the data did not potentially include data where respondents answers were possibly biased, a small number of shifts affected by the distribution of gift bags by station staff to respondents with questionnaires were removed from the database and the shifts affected were then replaced.

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 South West Trains

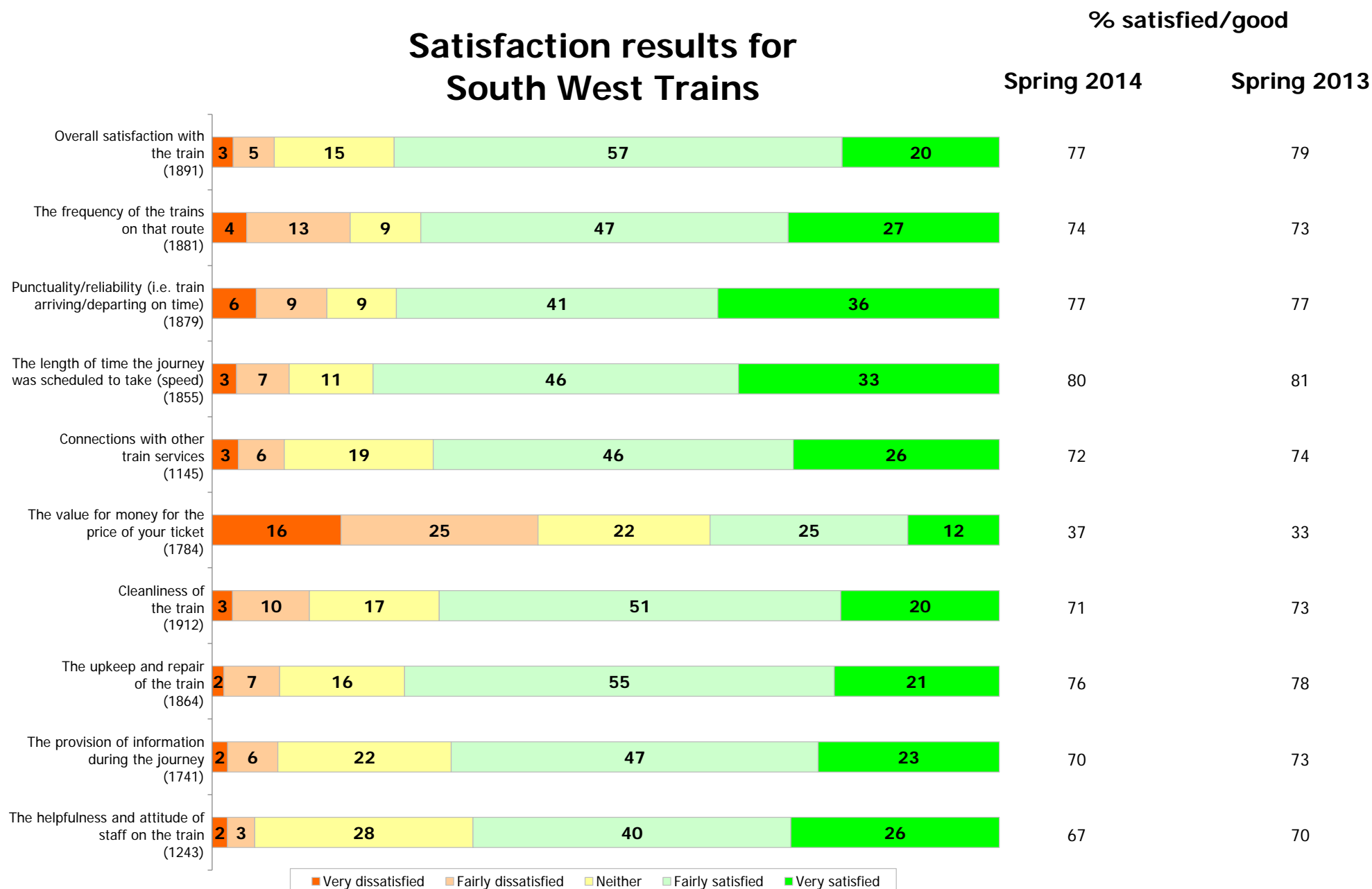


## Satisfaction results for South West Trains





## Satisfaction results for South West Trains



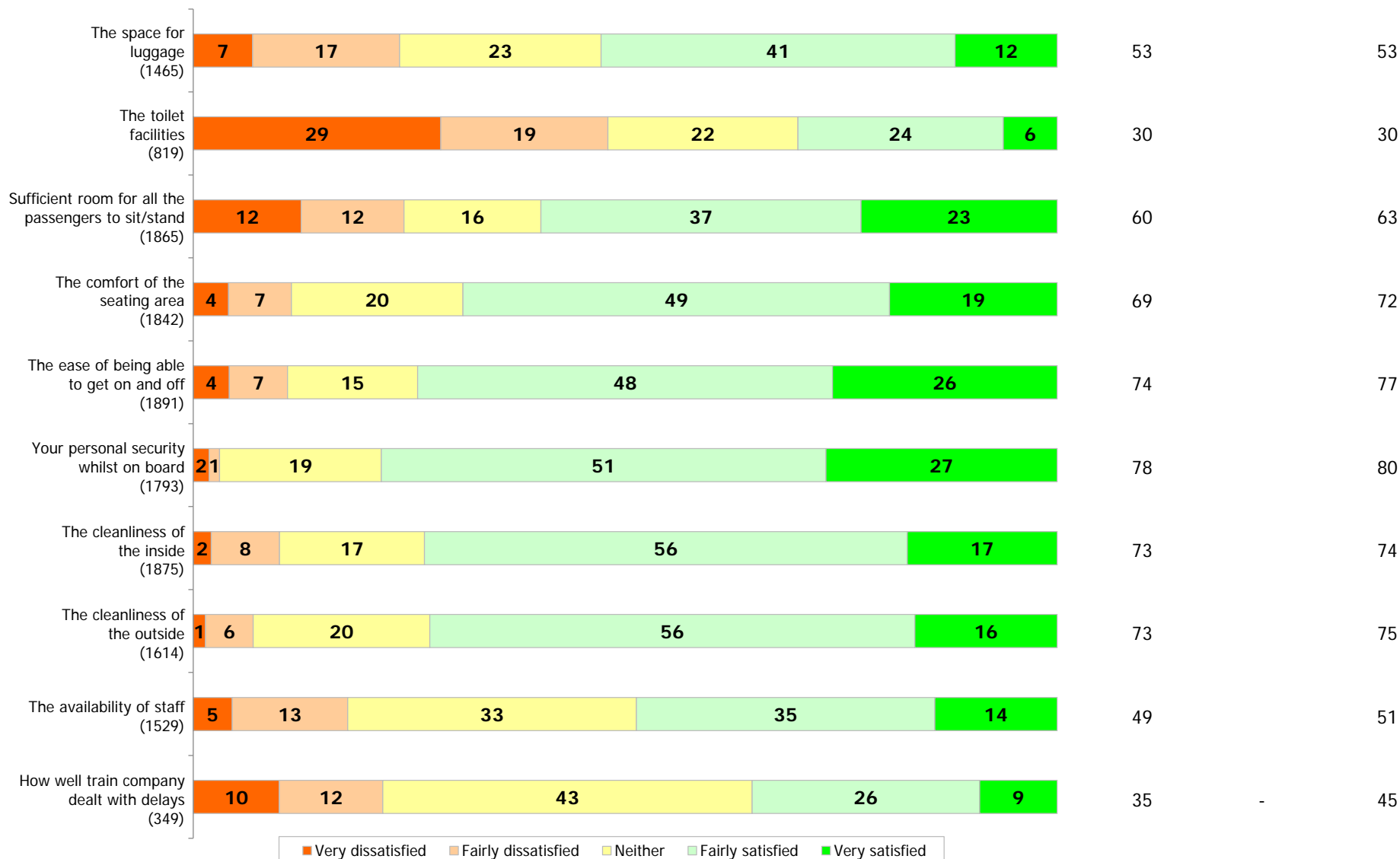


## Satisfaction results for South West Trains

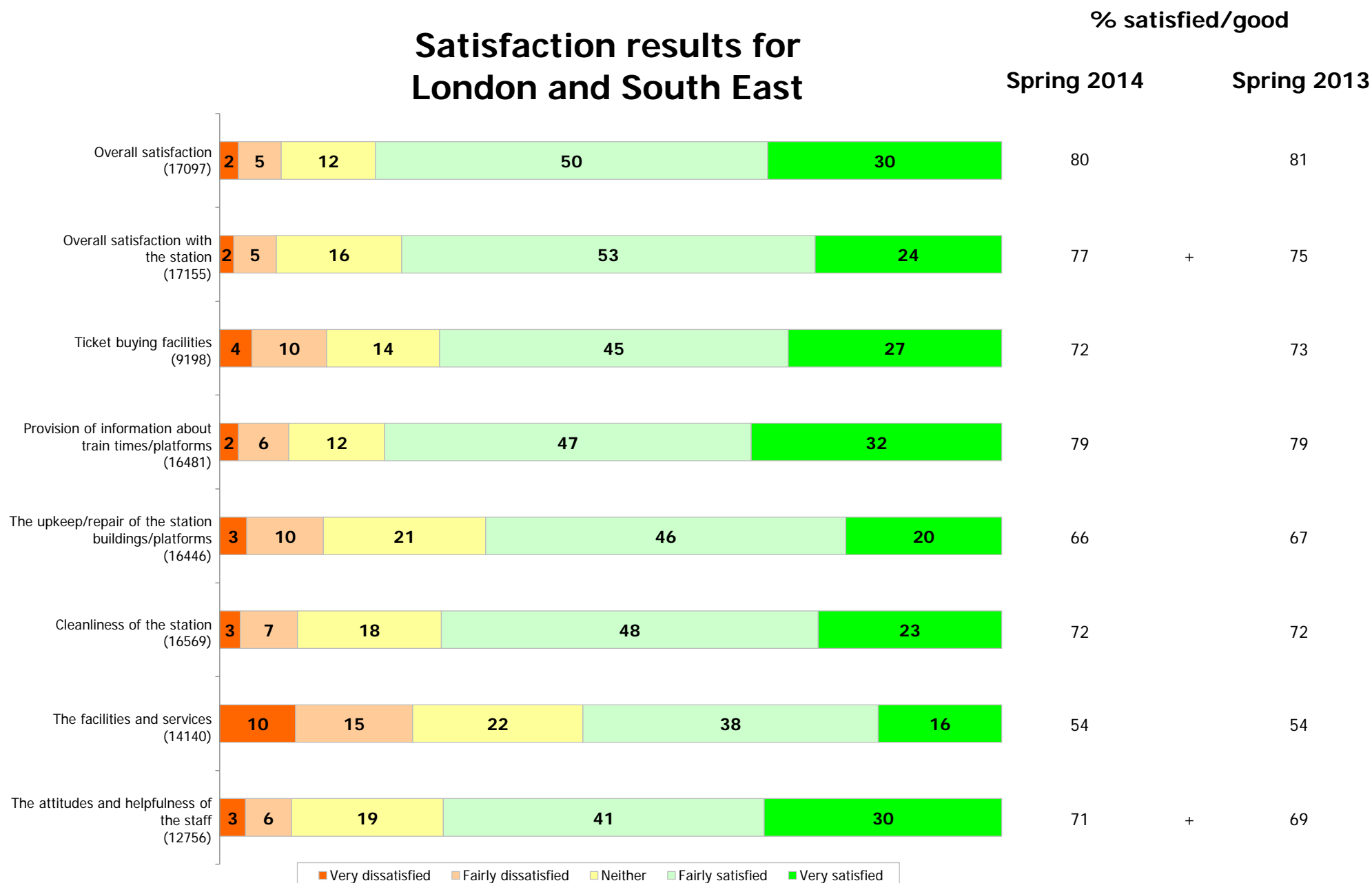
% satisfied/good

Spring 2014

Spring 2013



## Satisfaction results for London and South East

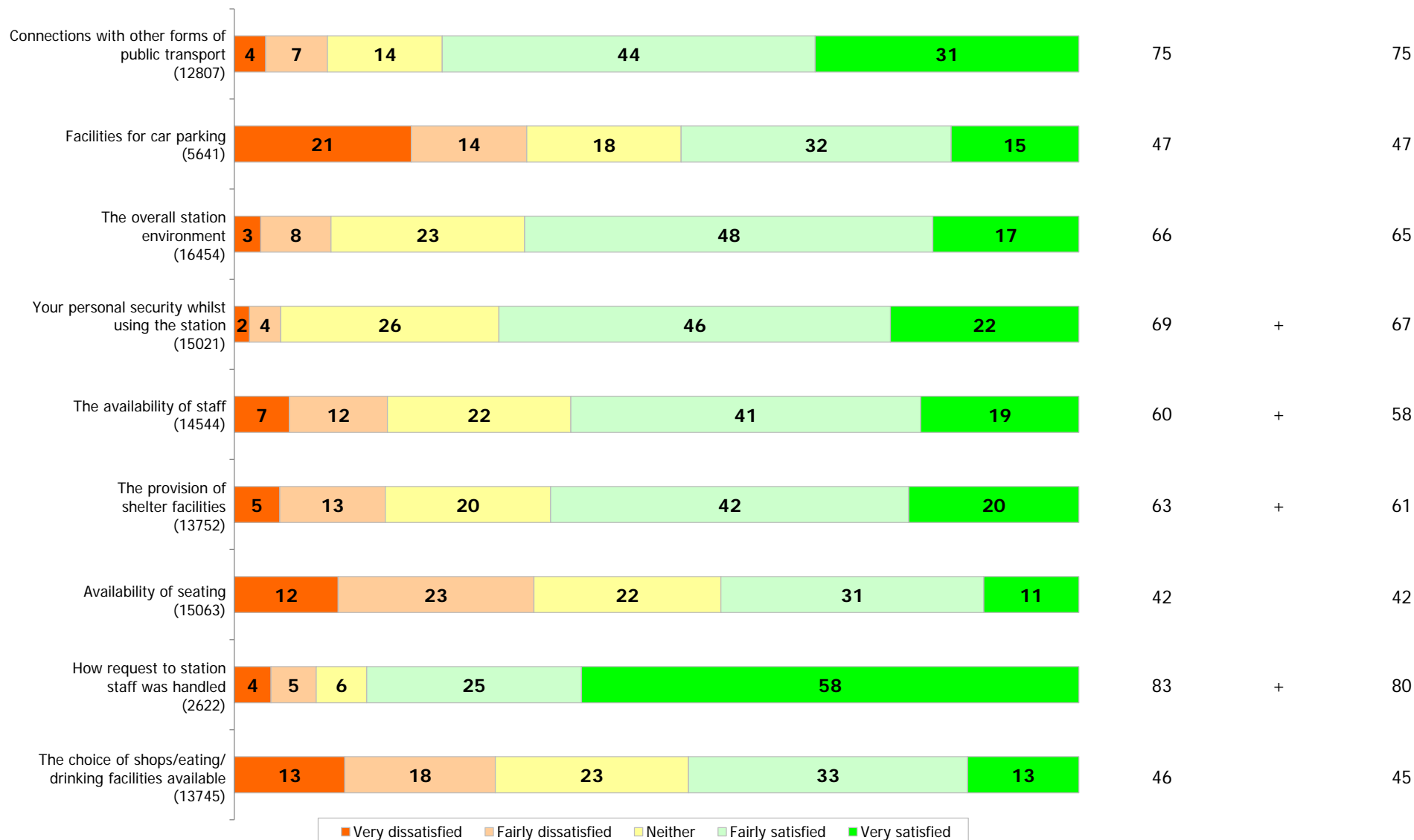


## Satisfaction results for London and South East

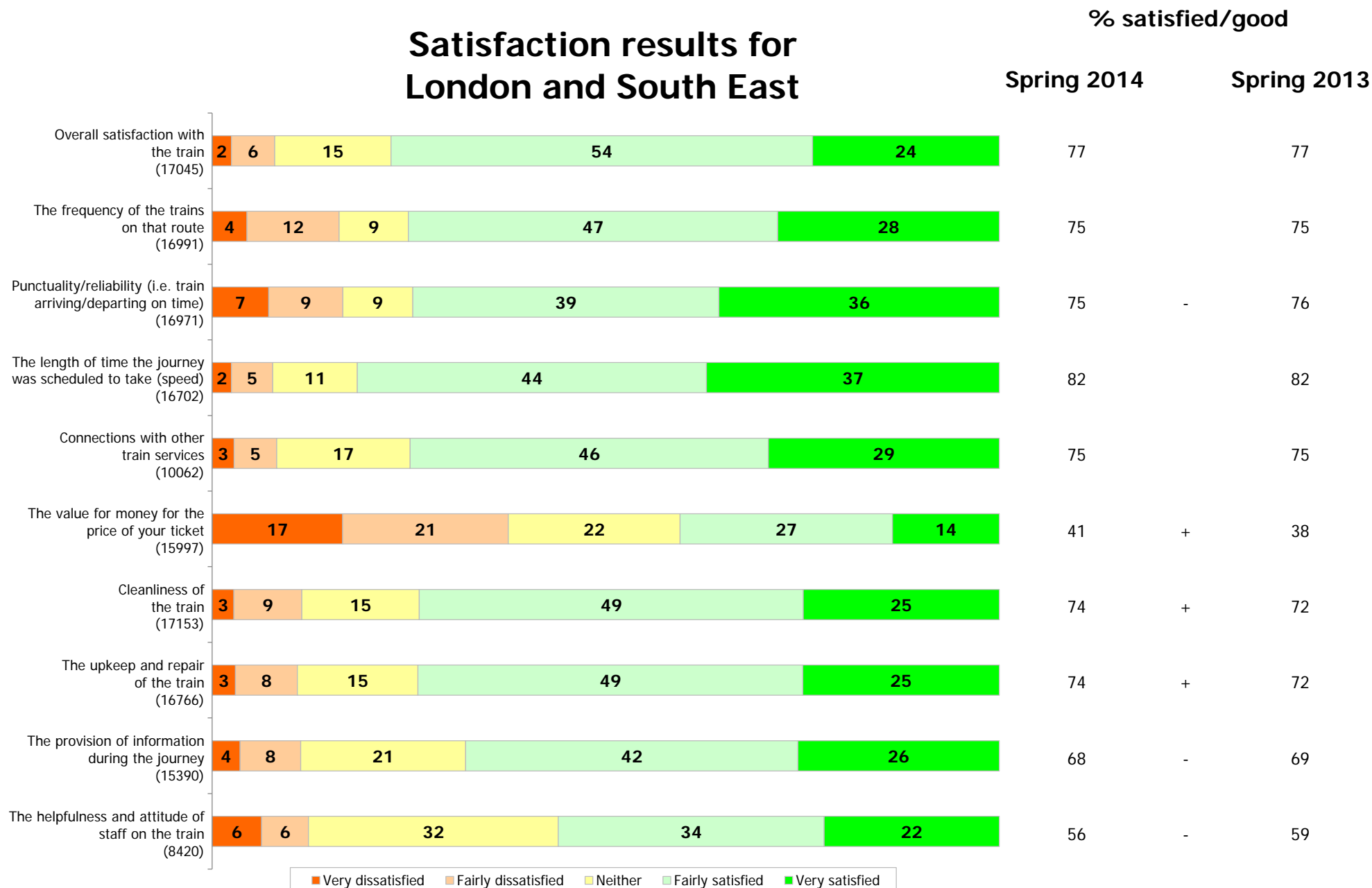
% satisfied/good

Spring 2014

Spring 2013



## Satisfaction results for London and South East

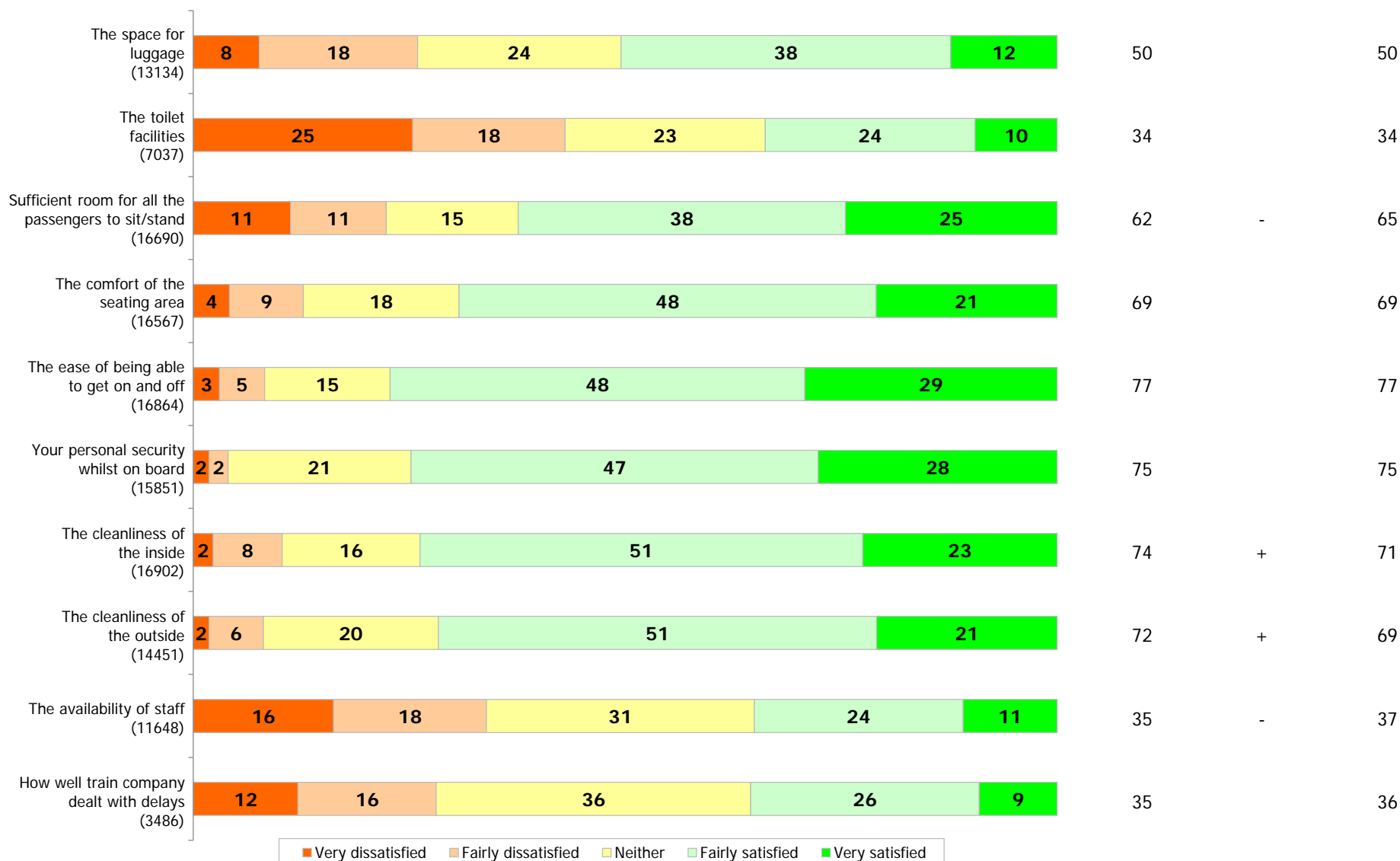


## Satisfaction results for London and South East

% satisfied/good

Spring 2014

Spring 2013



## South West Trains versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	79	80	99%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	75	77	98%
Ticket buying facilities	72	72	100%
Provision of information about train times/platforms	78	79	99%
The upkeep/repair of the station buildings/platforms	61	66	92%
Cleanliness	66	72	92%
The facilities and services	53	54	99%
The attitudes and helpfulness of the staff	70	71	98%
Connections with other forms of public transport	73	75	97%
Facilities for car parking	43	47	91%
Overall environment	64	66	98%
Your personal security whilst using the station	68	69	99%
The availability of staff	58	60	96%
The provision of shelter facilities	60	63	96%
Availability of seating	36	42	85%
How request to station staff was handled	84	83	100%
The choice of shops/eating/drinking facilities available	51	46	111%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	77	77	99%
The frequency of the trains on that route	74	75	98%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	75	103%
The length of time the journey was scheduled to take (speed)	80	82	98%
Connections with other train services	72	75	96%
The value for money of the price of your ticket	37	41	91%
Cleanliness of the train	71	74	97%
Upkeep and repair of the train	76	74	102%
The provision of information during the journey	70	68	103%
The helpfulness and attitude of staff on train	67	56	119%
The space for luggage	53	50	105%
The toilet facilities	30	34	89%
Sufficient room for all passengers to sit/stand	60	62	96%
The comfort of the seating area	69	69	99%
The ease of being able to get on and off	74	77	96%
Your personal security on board	78	75	105%
The cleanliness of the inside	73	74	99%
The cleanliness of the outside	73	72	101%
The availability of staff	49	35	139%
How well train company deals with delays	35	35	100%

## Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West of England
Overall satisfaction	90	80	73	78	91	79	78	80	85
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	79	80	69	72	82	72	72	71	82
Ticket buying facilities	67	74	76	69	84	77	76	60	81
Provision of information about train times/platforms	82	82	77	70	83	71	74	79	92
The upkeep/repair of the station buildings/platforms	70	68	66	52	62	61	48	61	72
Cleanliness	76	73	73	60	69	64	55	59	80
The facilities and services	46	65	53	38	68	55	35	52	60
The attitudes and helpfulness of the staff	79	67	77	69	75	71	73	68	81
Connections with other forms of public transport	65	85	56	74	69	71	57	64	61
Facilities for car parking	78	23	60	51	42	53	33	50	65
Overall environment	65	70	62	61	78	60	53	64	74
Your personal security whilst using the station	62	70	67	69	71	65	70	61	74
The availability of staff	43	62	63	53	63	56	57	49	60
The provision of shelter facilities	78	67	63	53	75	63	56	53	71
Availability of seating	63	26	51	39	45	48	40	37	62
How request to station staff was handled	100	84	86	75	89	89	89	82	93
The choice of shops/eating/drinking facilities available	39	71	31	34	53	40	35	41	37
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	87	77	71	74	92	80	78	79	86
The frequency of the trains on that route	88	75	76	73	90	74	69	73	71
Punctuality/reliability (i.e. the train arriving/departing on time)	91	78	71	75	87	75	76	73	86
The length of time the journey was scheduled to take (speed)	98	77	84	81	77	83	82	80	78
Connections with other train services	78	75	67	72	68	62	76	65	60
The value for money of the price of your ticket	74	39	33	35	53	39	35	31	39
Cleanliness of the train	79	72	72	69	91	75	72	64	78
Upkeep and repair of the train	66	77	76	72	90	79	75	75	72
The provision of information during the journey	67	74	65	68	76	65	67	63	63
The helpfulness and attitude of staff on train	95	75	73	55	69	68	54	63	79
The space for luggage	40	52	52	52	51	48	56	54	48
The toilet facilities	21	35	36	17	35	36	21	31	35
Sufficient room for all passengers to sit/stand	84	59	63	58	81	71	61	53	63
The comfort of the seating area	62	69	73	67	87	74	70	63	70
The ease of being able to get on and off	95	75	80	65	88	84	76	72	87
Your personal security on board	90	78	84	75	88	79	80	75	86
The cleanliness of the inside	70	74	77	69	89	73	70	75	76
The cleanliness of the outside	58	72	66	71	85	59	75	78	72
The availability of staff	90	54	50	42	50	48	40	47	67
How well train company deals with delays	85	38	32	20	49	50	49	33	40

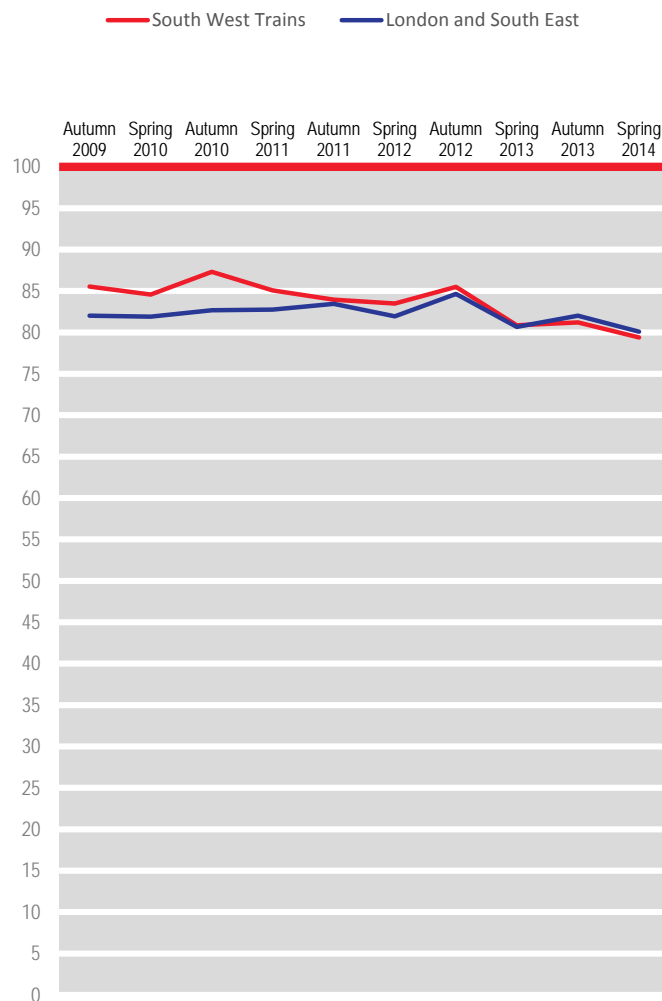


# Percentage satisfaction with aspects of station where boarded

## Overall satisfaction

(1894)

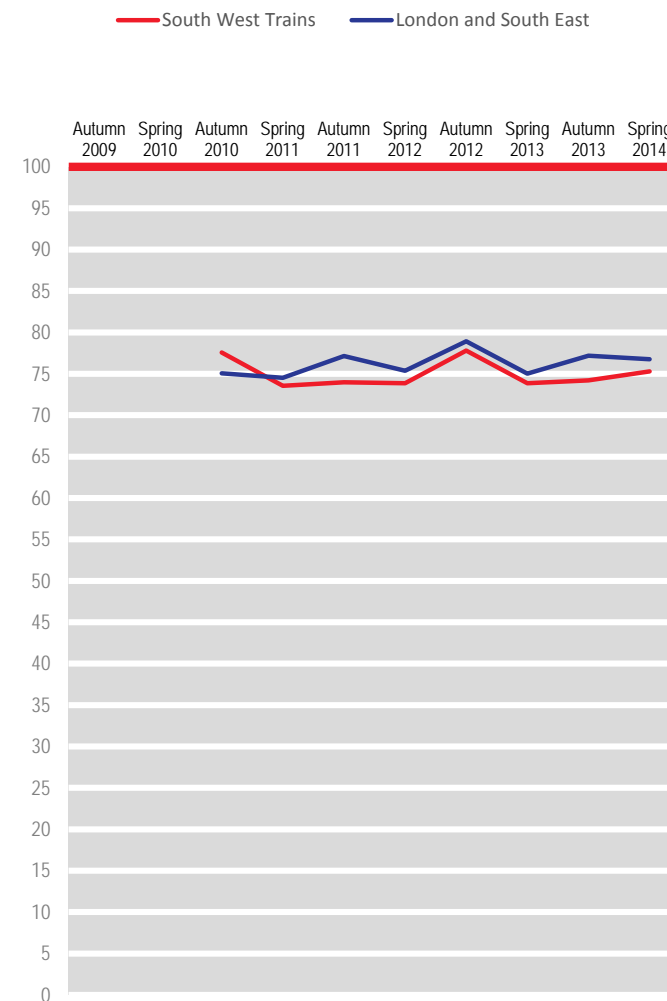
Percentage of passengers satisfied 2009 to 2014



## Overall station satisfaction

(1910)

Percentage of passengers satisfied 2009 to 2014

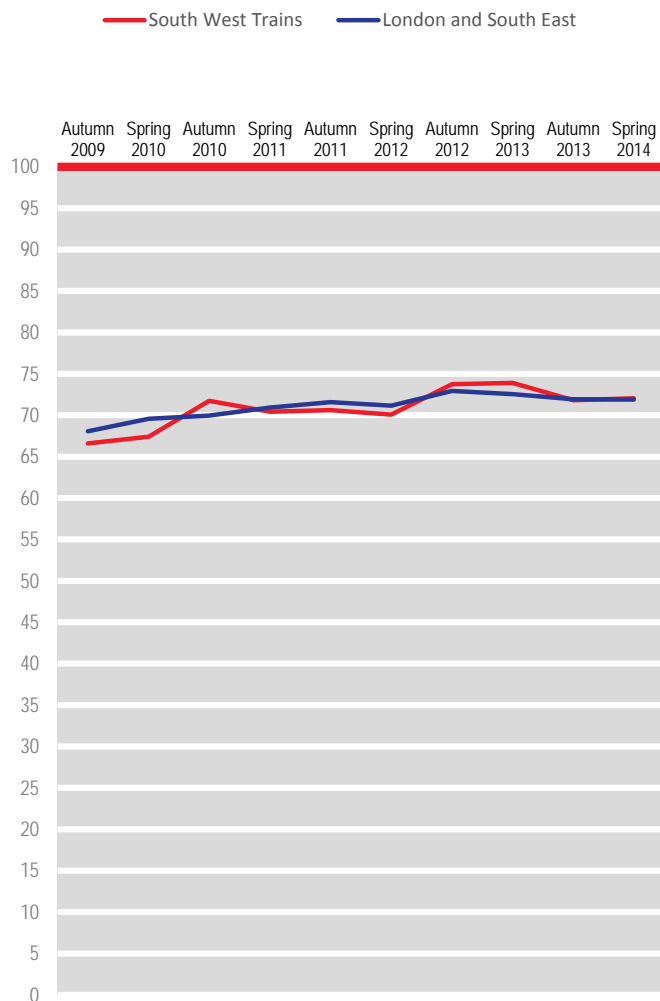


N.B. Benchmarks and targets are only shown for applicable factors

## Ticket buying facilities

(1018)

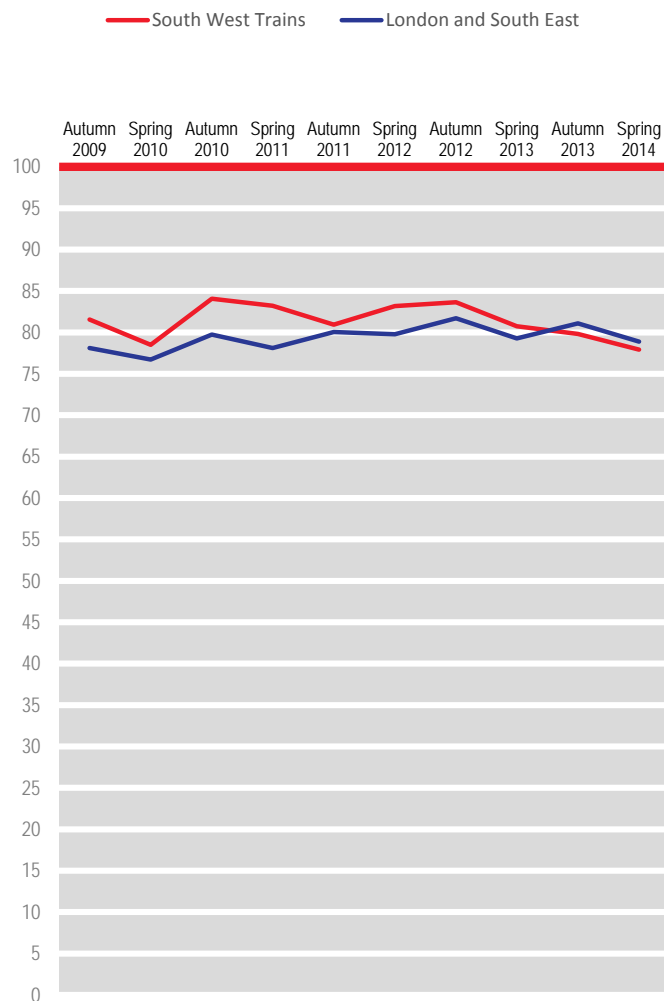
Percentage of passengers satisfied 2009 to 2014



## Provision of information about train times/platforms

(1812)

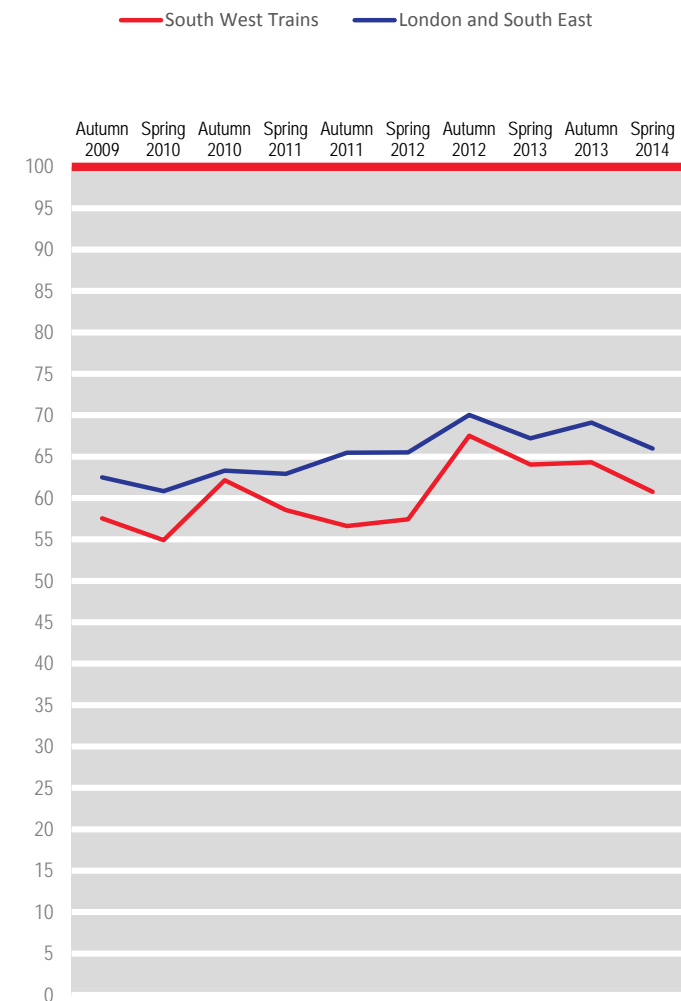
Percentage of passengers satisfied 2009 to 2014



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

(1823)

Percentage of passengers satisfied 2009 to 2014

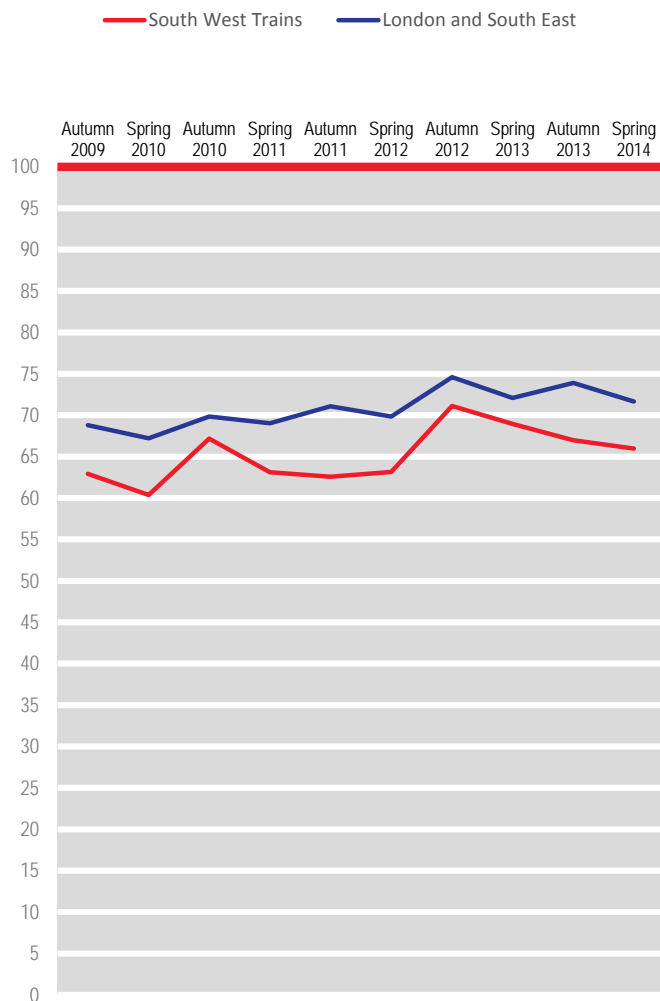


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(1844)

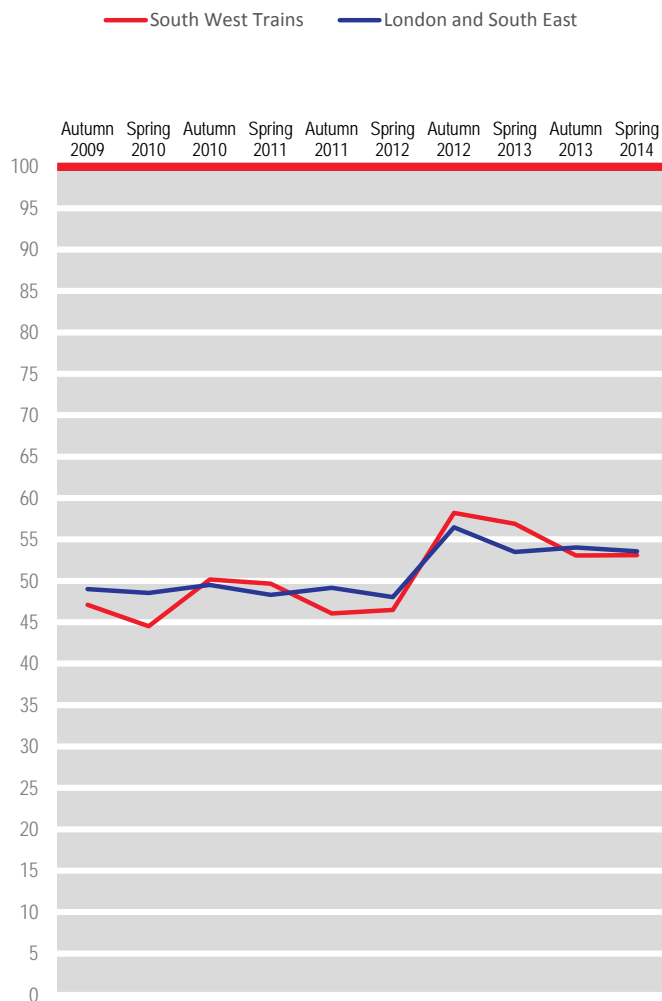
Percentage of passengers satisfied 2009 to 2014



### The facilities and services at the station

(1576)

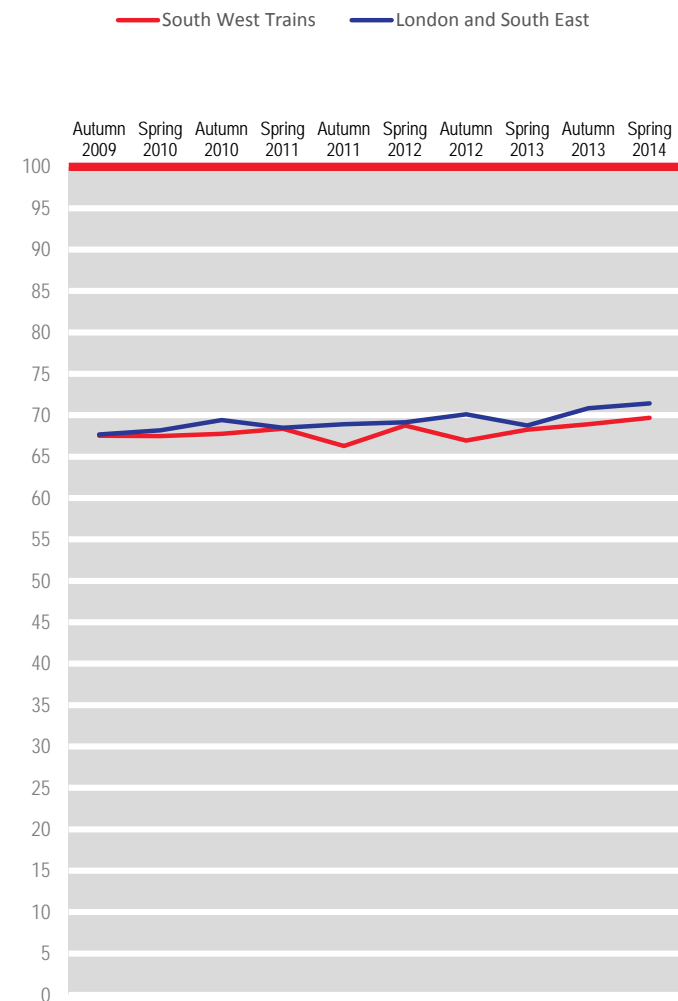
Percentage of passengers satisfied 2009 to 2014



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

(1359)

Percentage of passengers satisfied 2009 to 2014

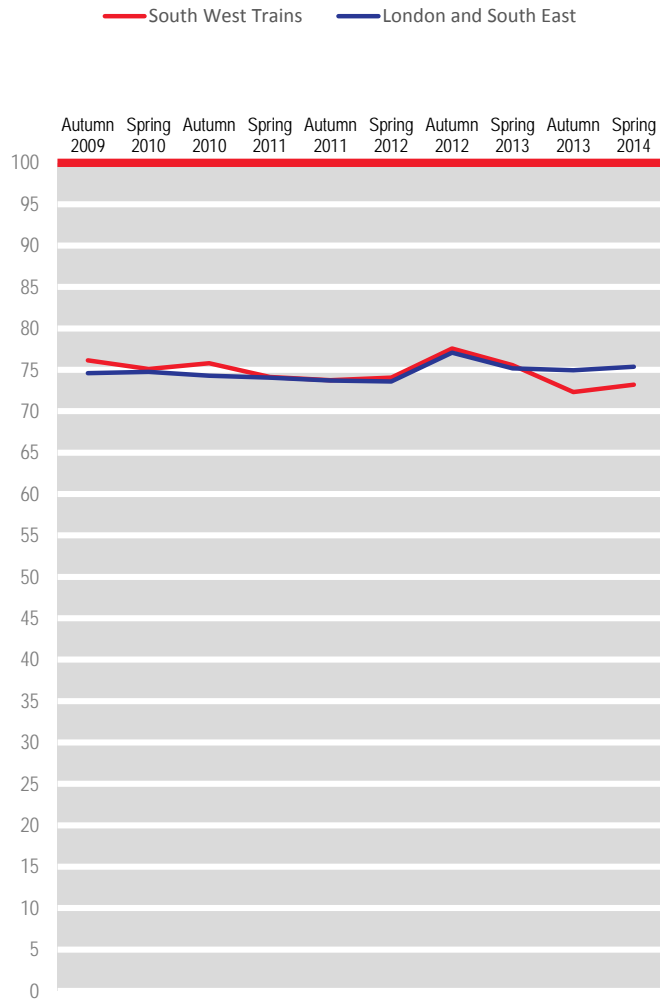


N.B. Benchmarks and targets are only shown for applicable factors

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

(1399)

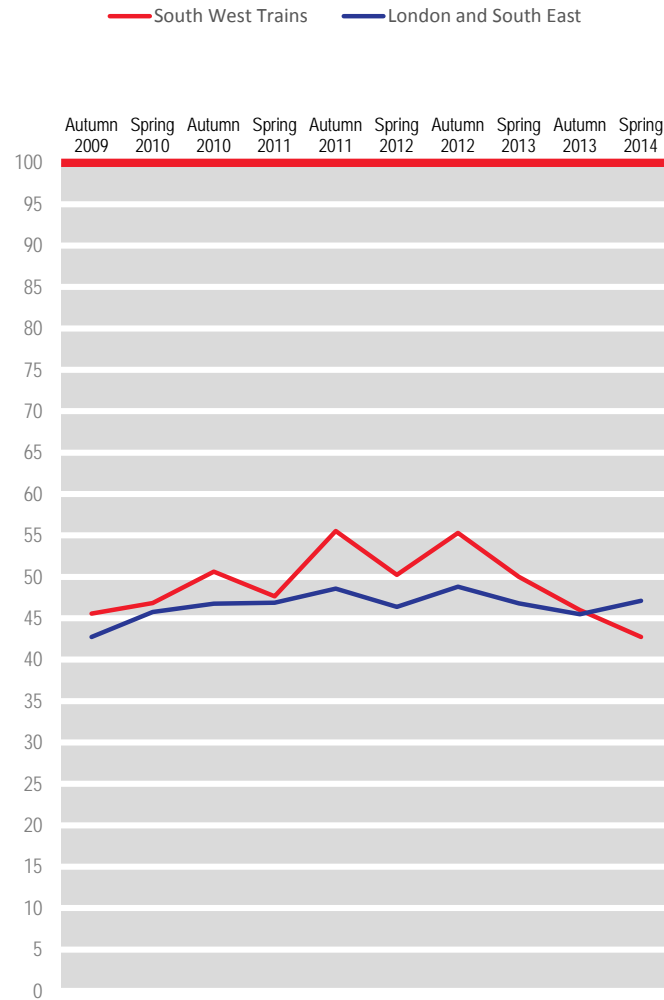
Percentage of passengers satisfied 2009 to 2014



### Facilities for car parking at the station

(732)

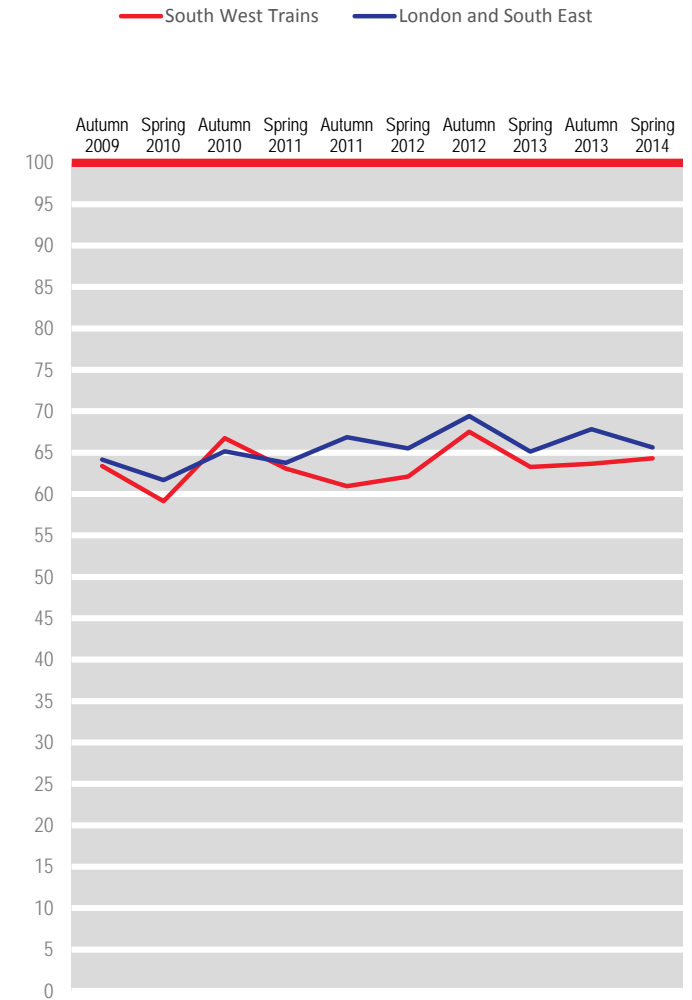
Percentage of passengers satisfied 2009 to 2014



### Overall station environment

(1815)

Percentage of passengers satisfied 2009 to 2014

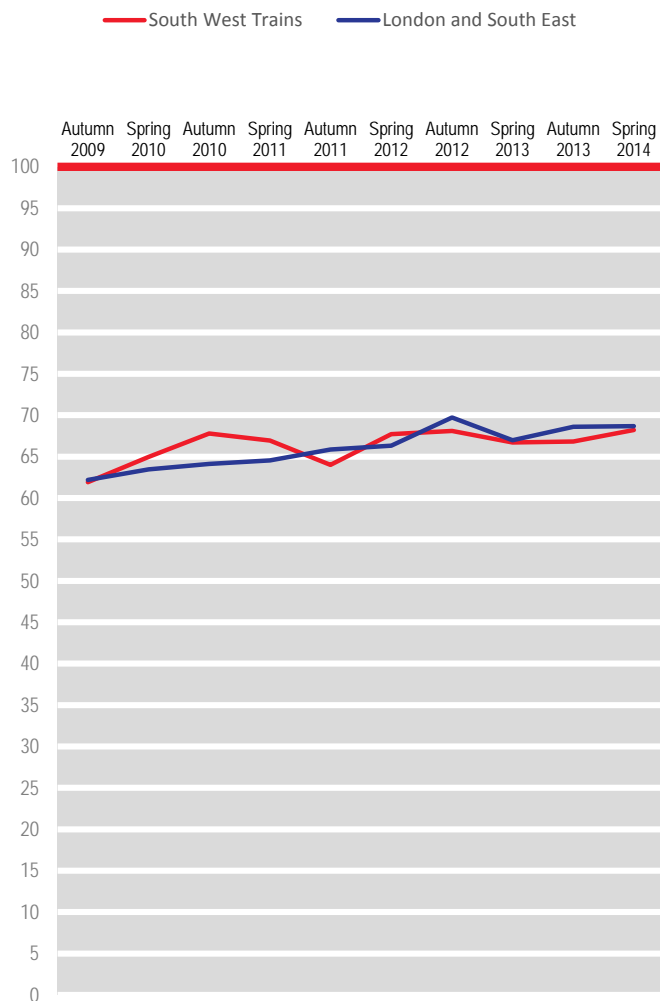


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(1681)

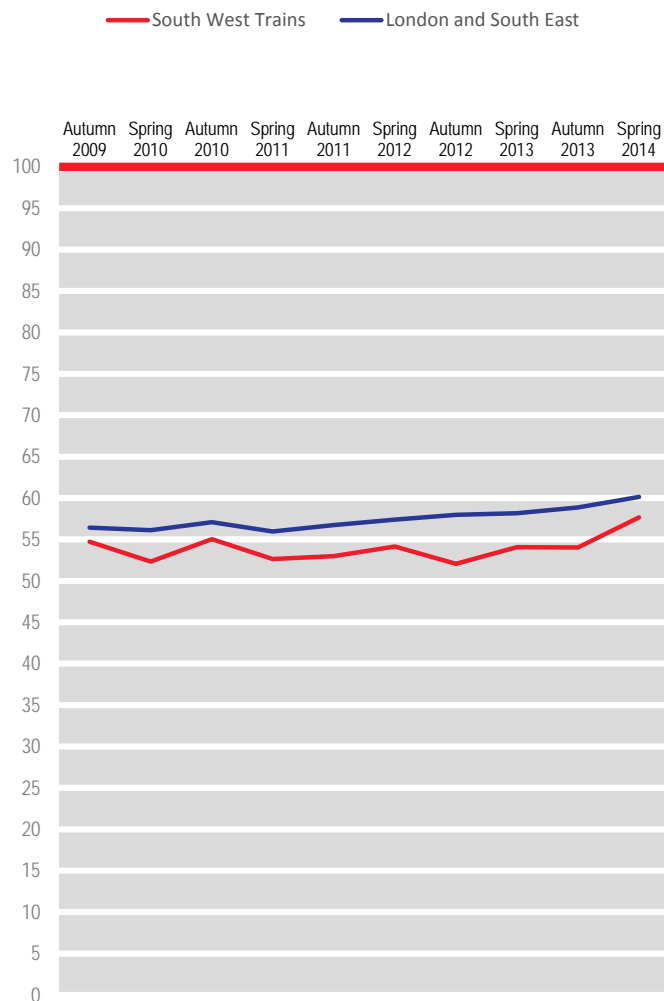
Percentage of passengers satisfied 2009 to 2014



### The availability of staff at the station

(1591)

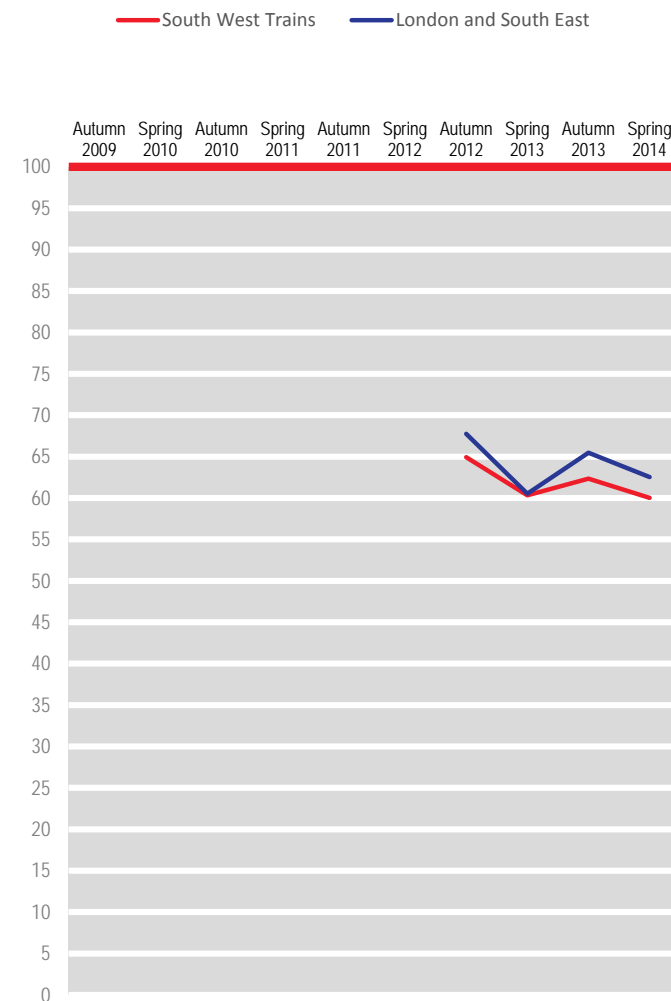
Percentage of passengers satisfied 2009 to 2014



### The provision of shelter facilities

(1570)

Percentage of passengers satisfied 2009 to 2014

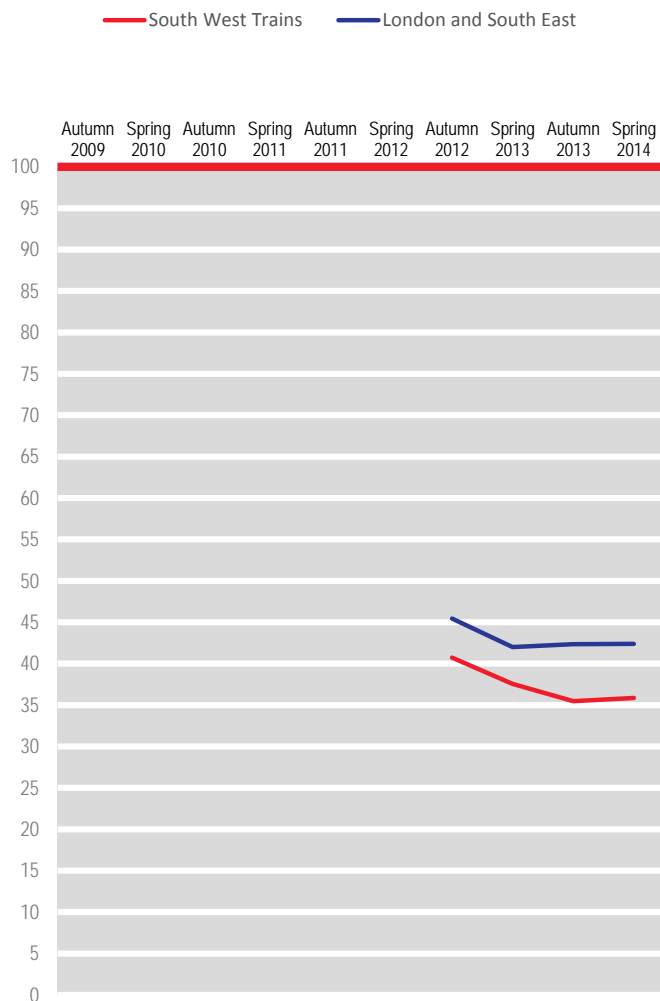


N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(1673)

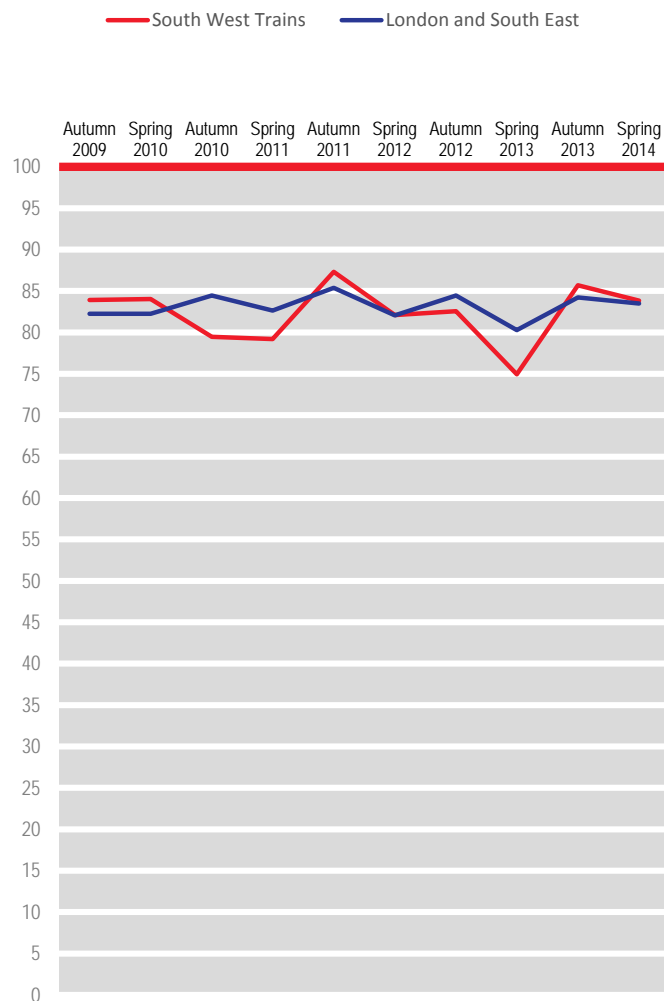
Percentage of passengers satisfied 2009 to 2014



## How request to station staff was handled

(270)

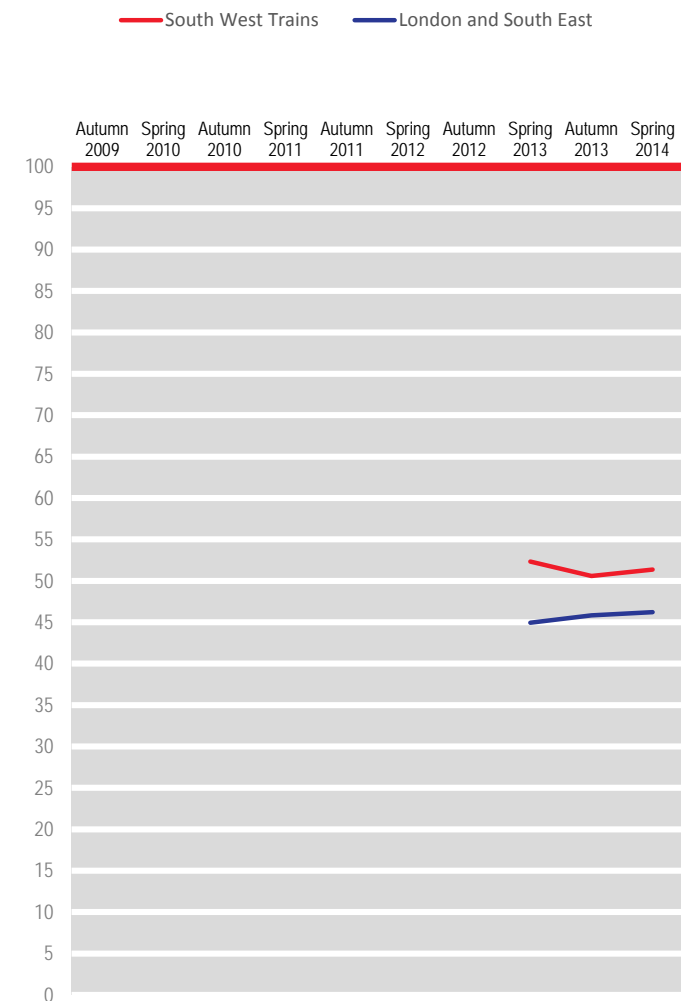
Percentage of passengers satisfied 2009 to 2014



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

(1570)

Percentage of passengers satisfied 2009 to 2014



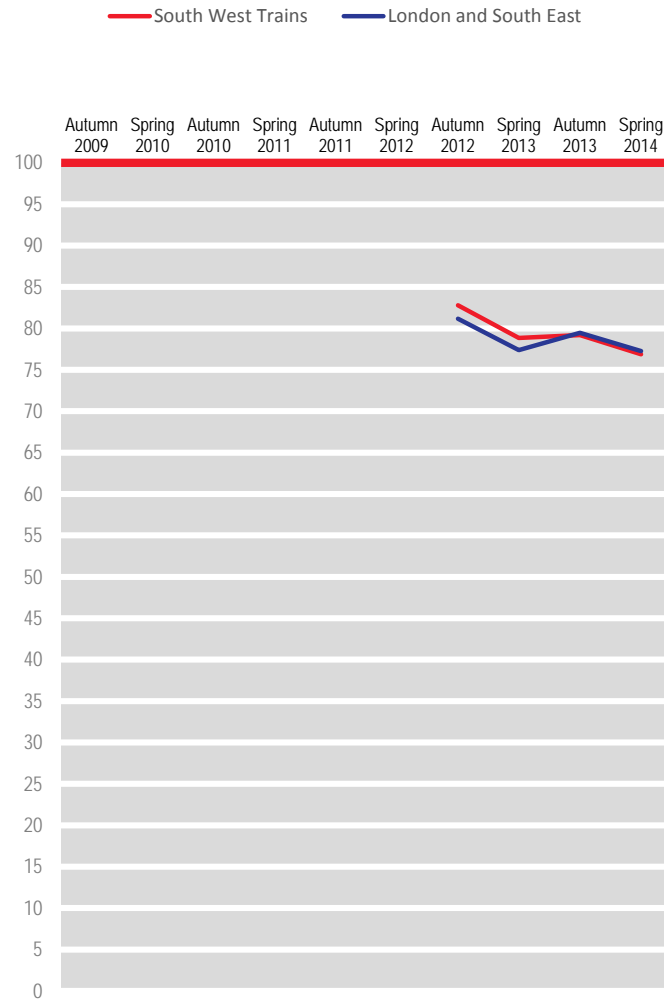
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1891)

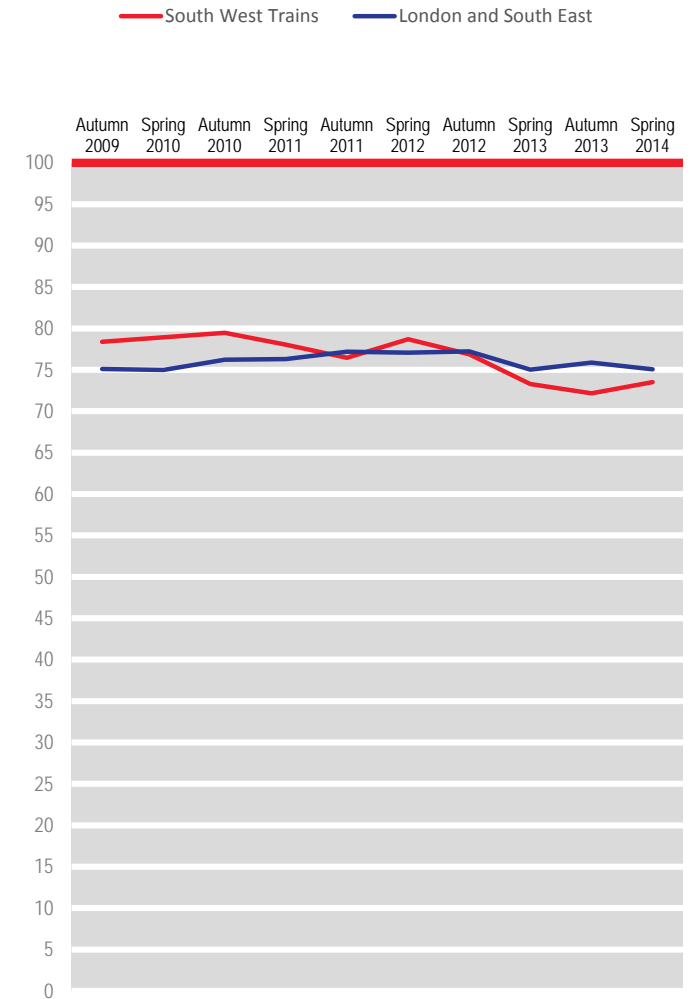
Percentage of passengers satisfied 2009 to 2014



## The frequency of trains on that route

(1881)

Percentage of passengers satisfied 2009 to 2014

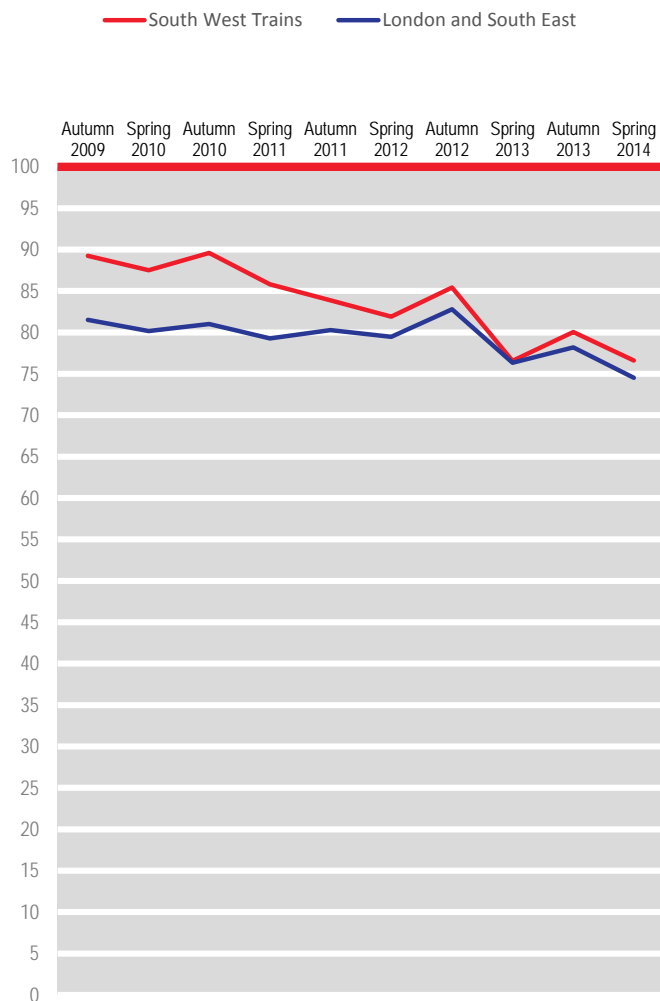


N.B. Benchmarks and targets are only shown for applicable factors



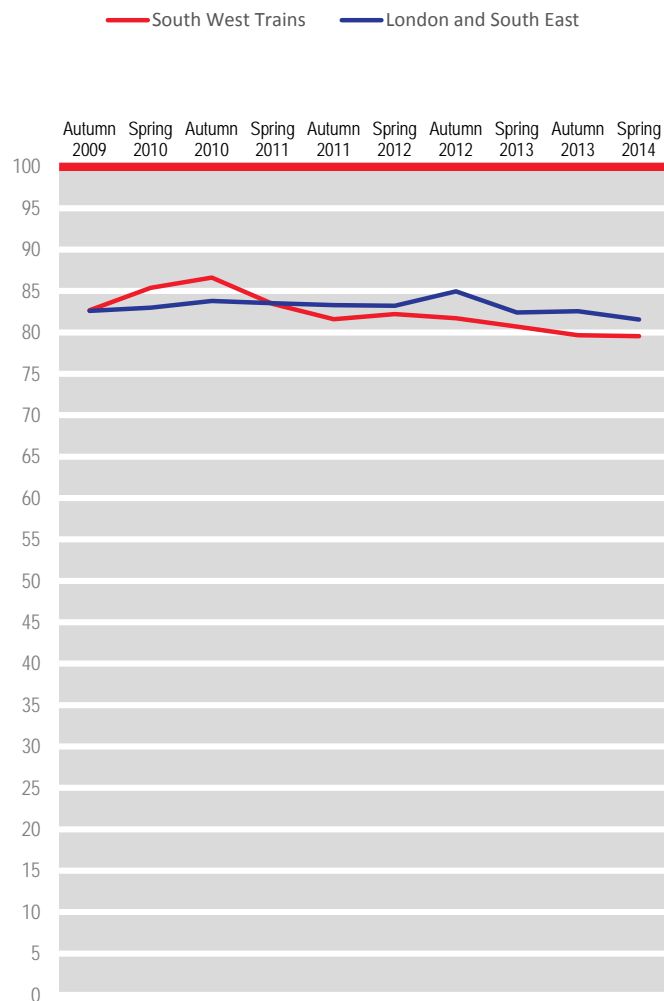
### Punctuality/reliability (i.e. train arriving/departing on time) (1879)

Percentage of passengers satisfied 2009 to 2014



### The length of time the journey was scheduled to take (speed) (1855)

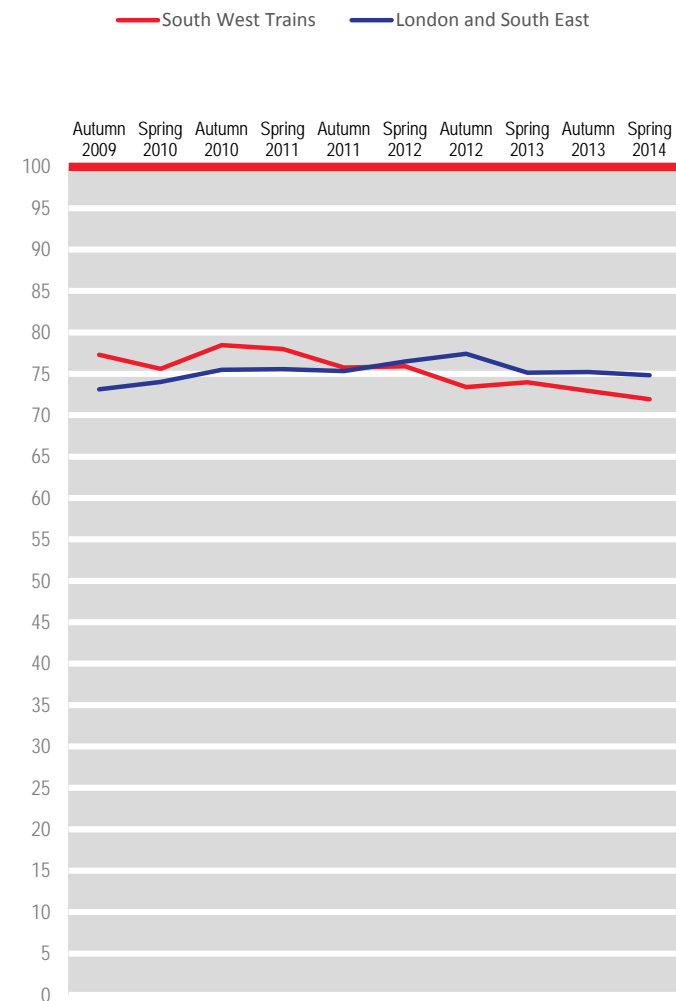
Percentage of passengers satisfied 2009 to 2014



### Connections with other train services

(1145)

Percentage of passengers satisfied 2009 to 2014

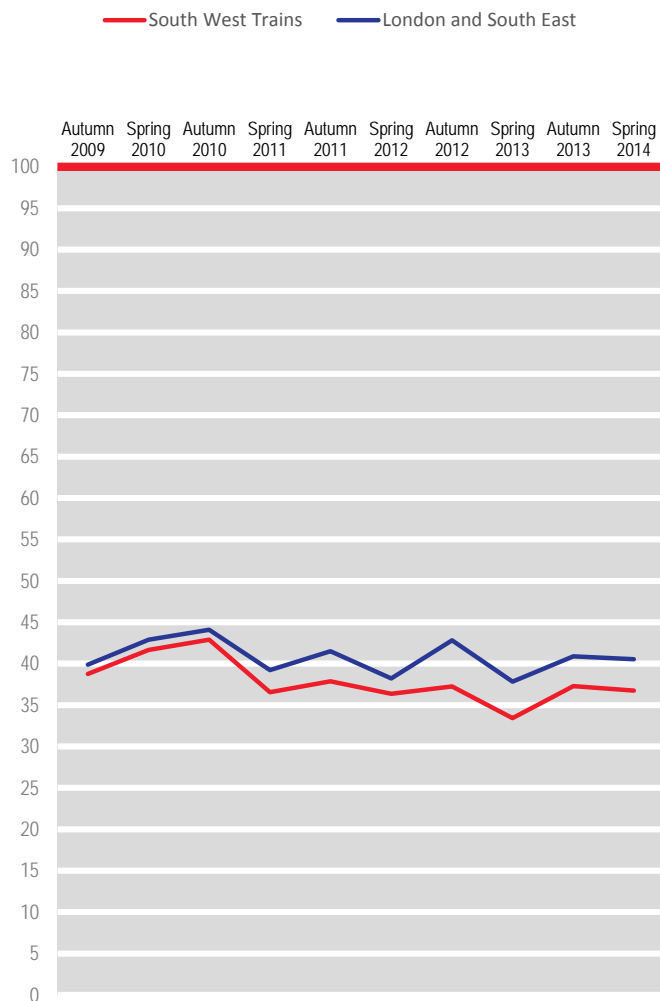


N.B. Benchmarks and targets are only shown for applicable factors

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

(1784)

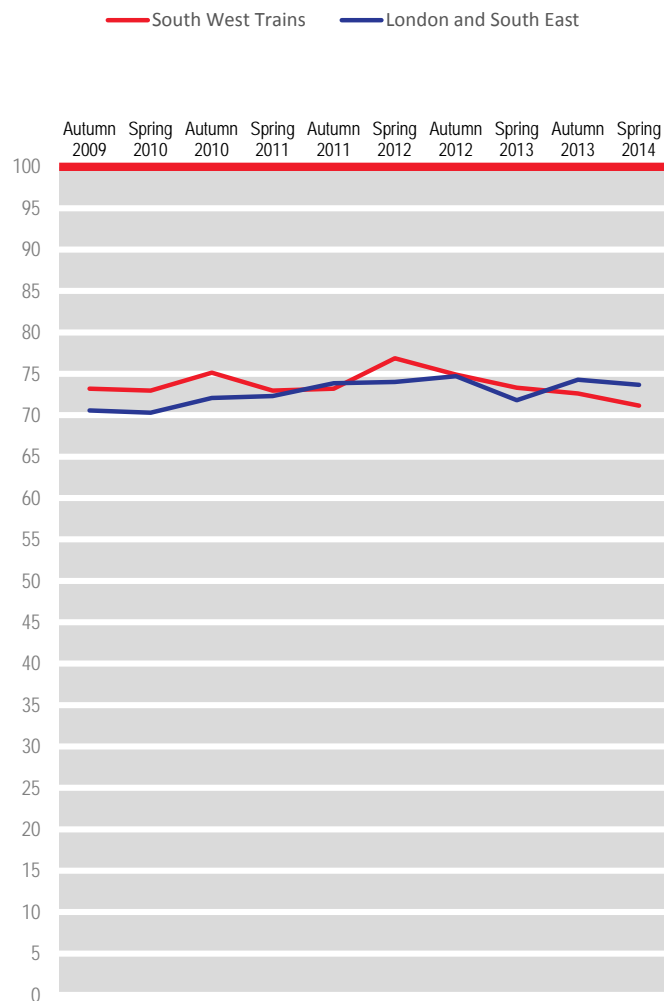
Percentage of passengers satisfied 2009 to 2014



### Cleanliness of the train

(1912)

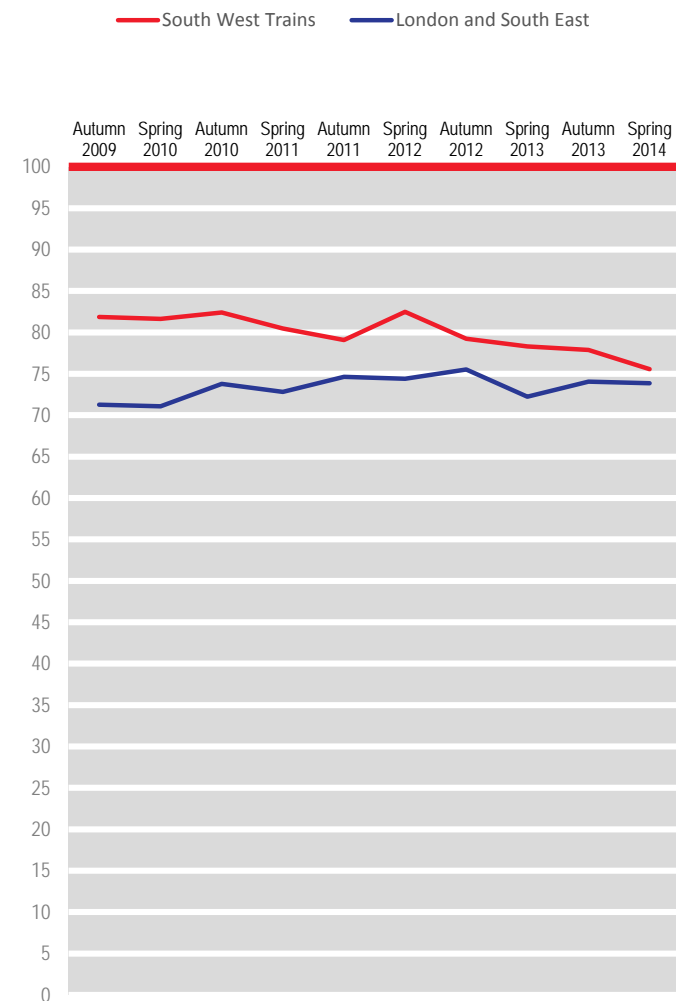
Percentage of passengers satisfied 2009 to 2014



### Upkeep and repair of the train

(1864)

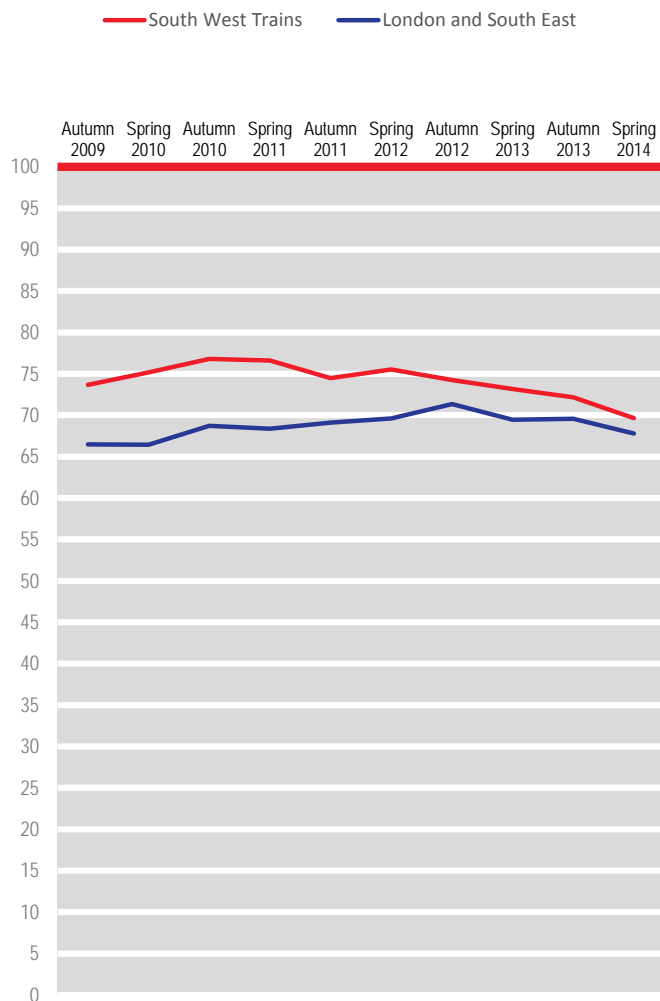
Percentage of passengers satisfied 2009 to 2014



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

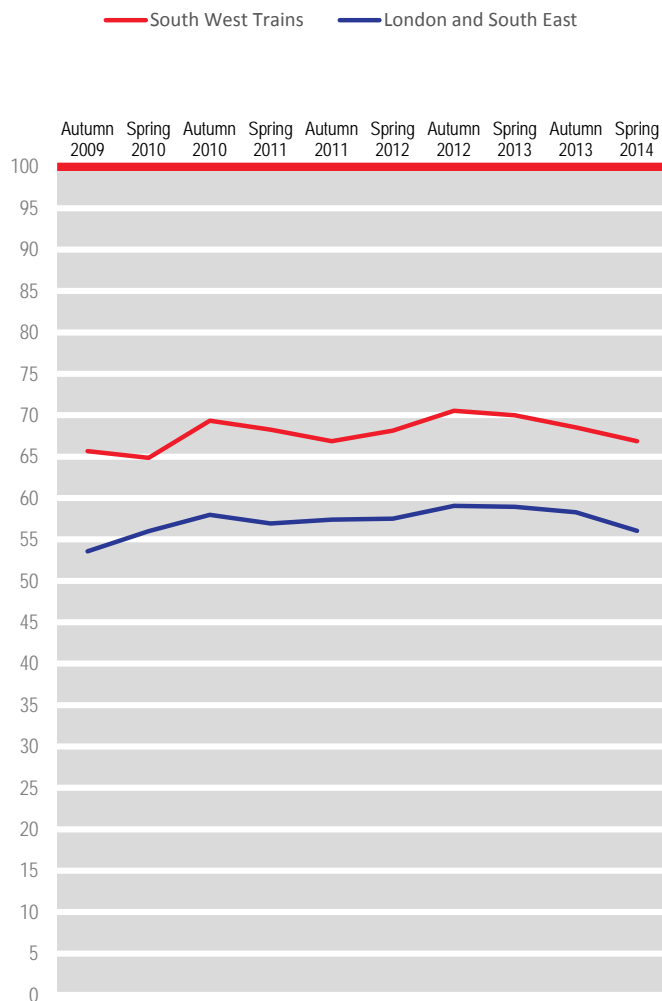
### The provision of information during the journey (1741)

Percentage of passengers satisfied 2009 to 2014



### The helpfulness and attitude of staff on the train (1243)

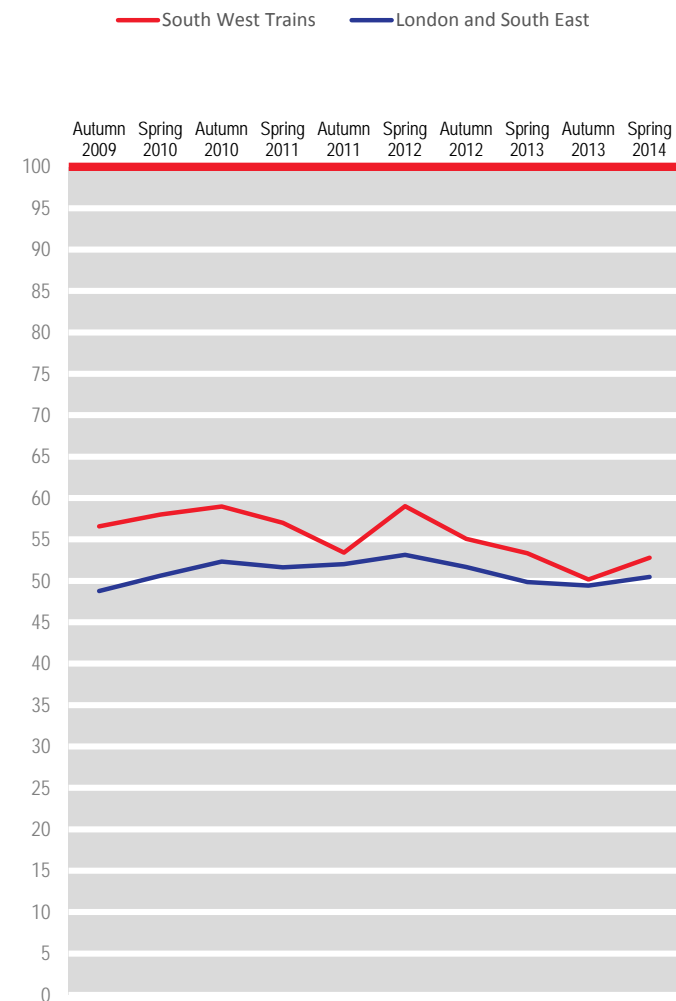
Percentage of passengers satisfied 2009 to 2014



### The space for luggage

(1465)

Percentage of passengers satisfied 2009 to 2014

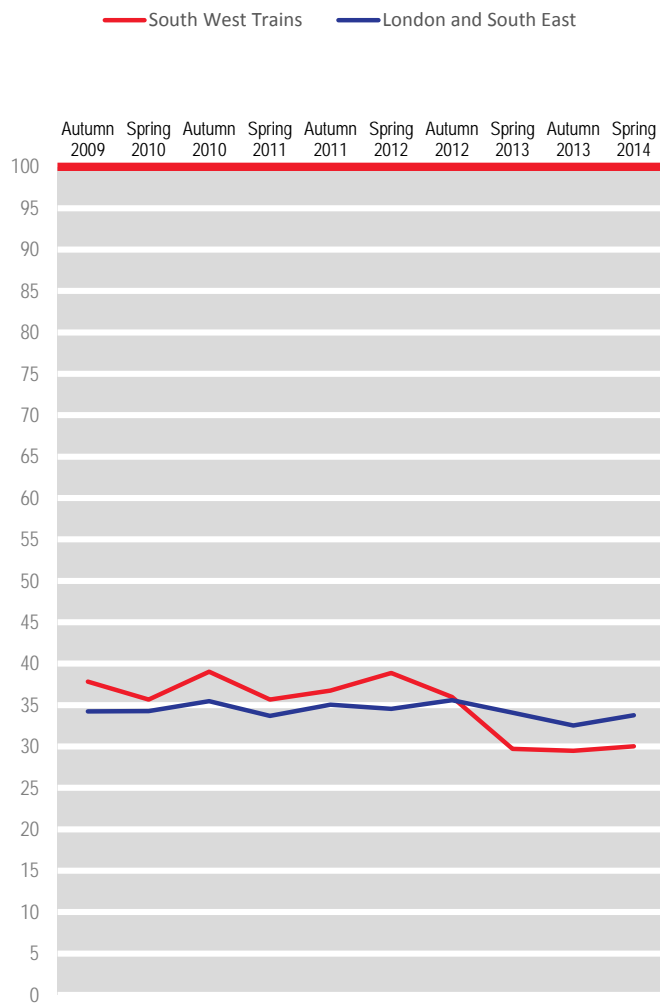


N.B. Benchmarks and targets are only shown for applicable factors

### Toilet facilities on the train

(819)

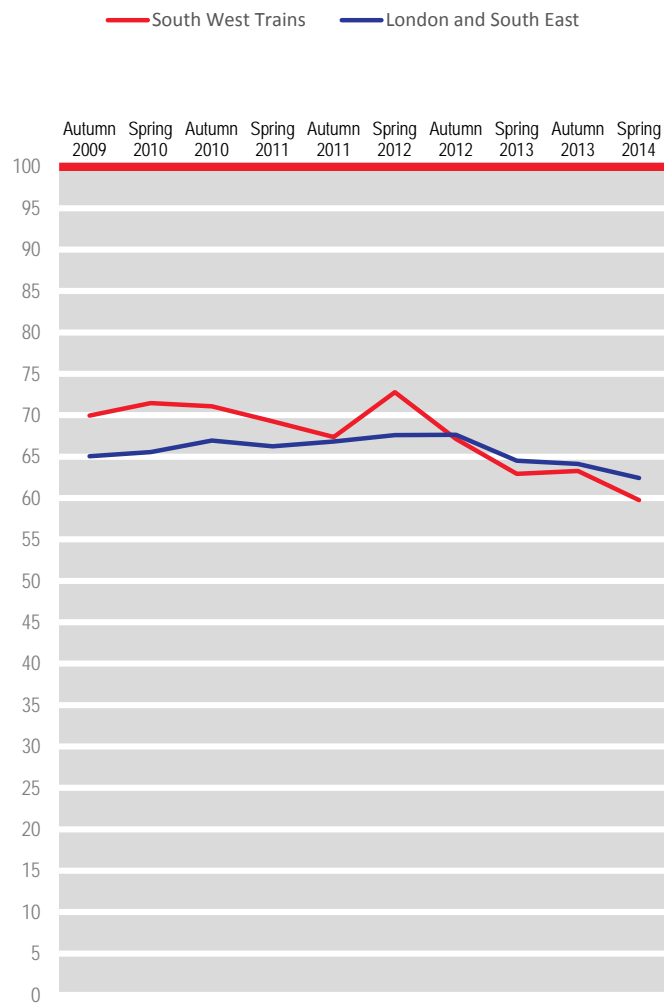
Percentage of passengers satisfied 2009 to 2014



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

(1865)

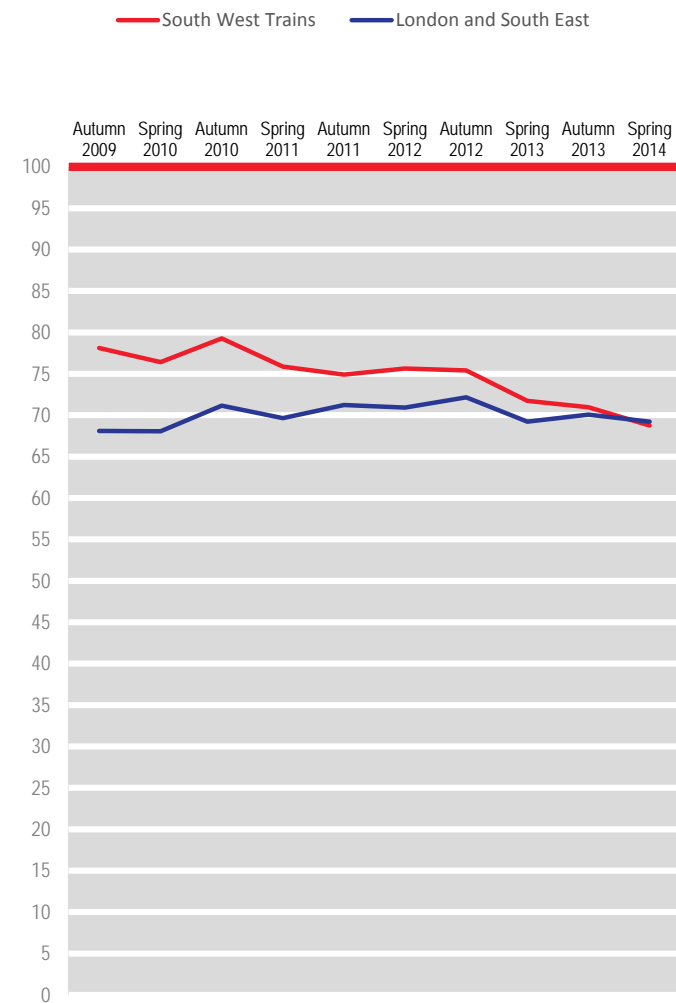
Percentage of passengers satisfied 2009 to 2014



### The comfort of the seating area

(1842)

Percentage of passengers satisfied 2009 to 2014

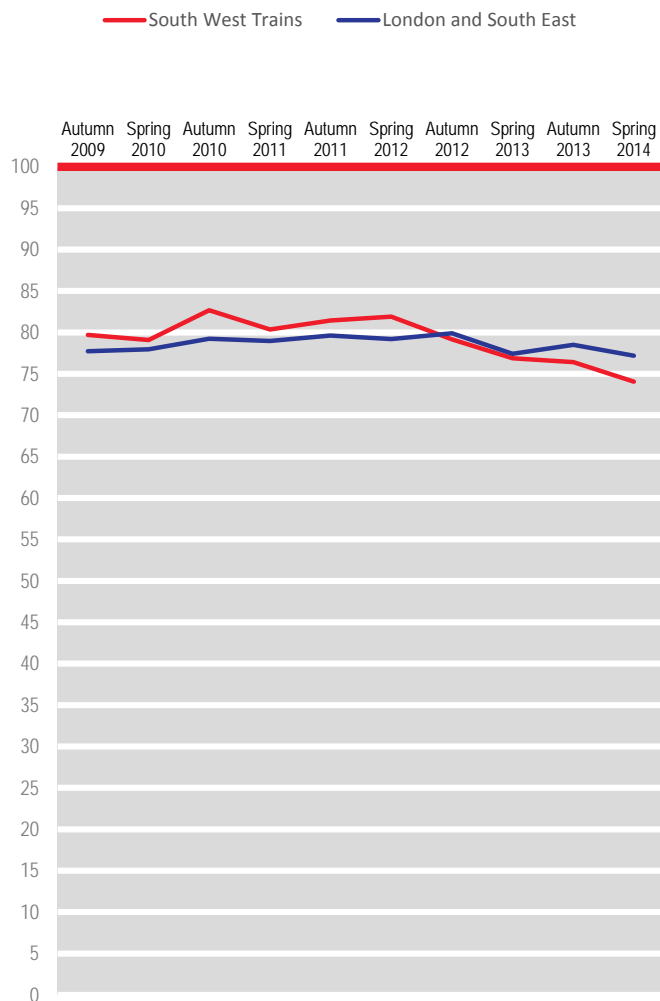


N.B. Benchmarks and targets are only shown for applicable factors

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

(1891)

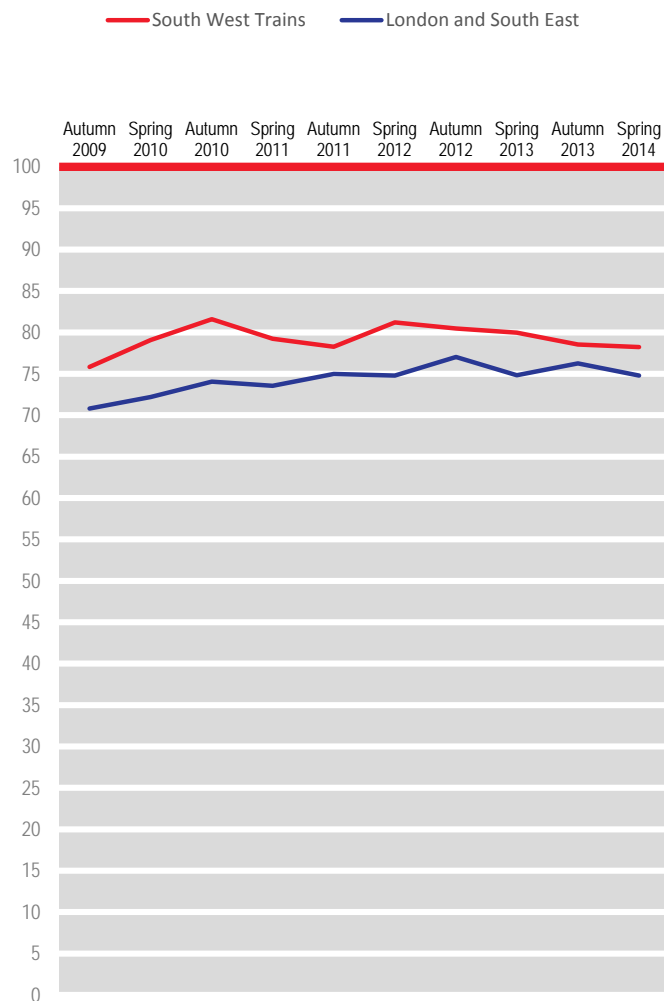
Percentage of passengers satisfied 2009 to 2014



### Your personal security whilst on board

(1793)

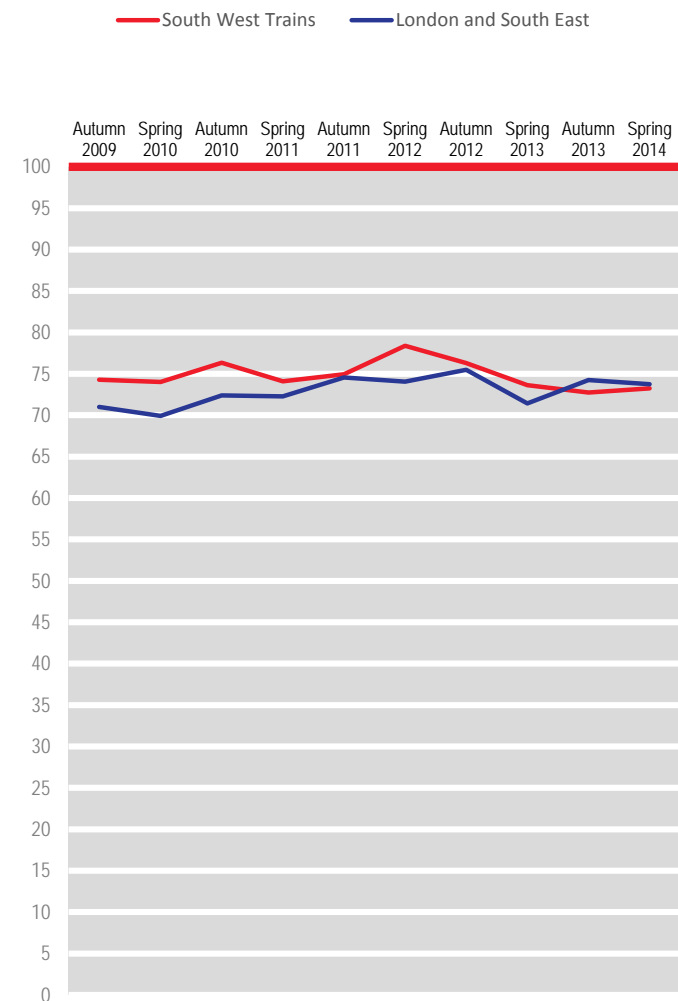
Percentage of passengers satisfied 2009 to 2014



### The cleanliness of the inside of the train

(1875)

Percentage of passengers satisfied 2009 to 2014

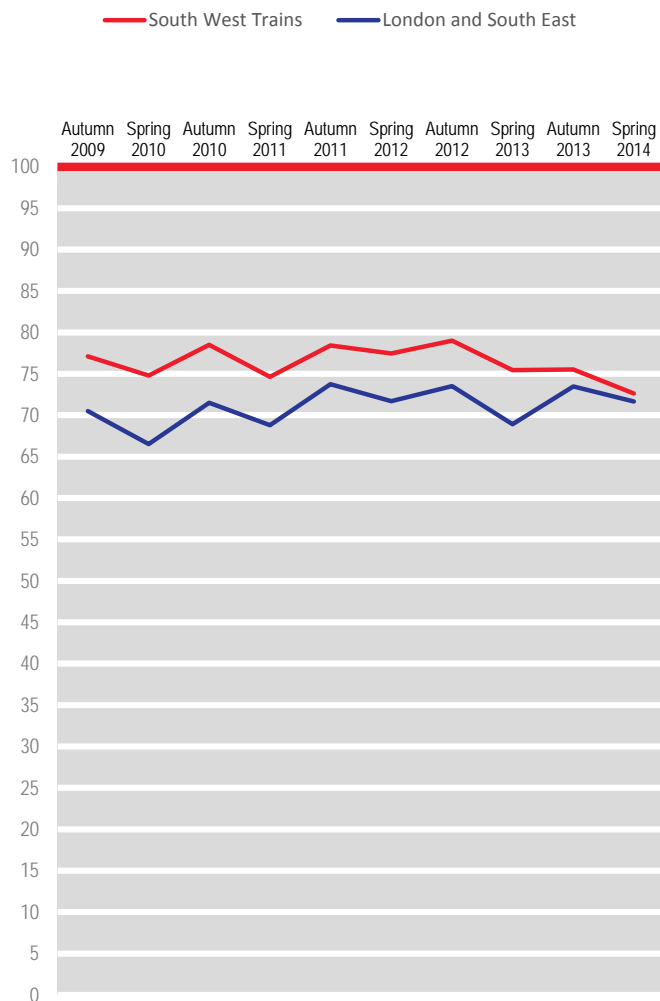


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(1614)

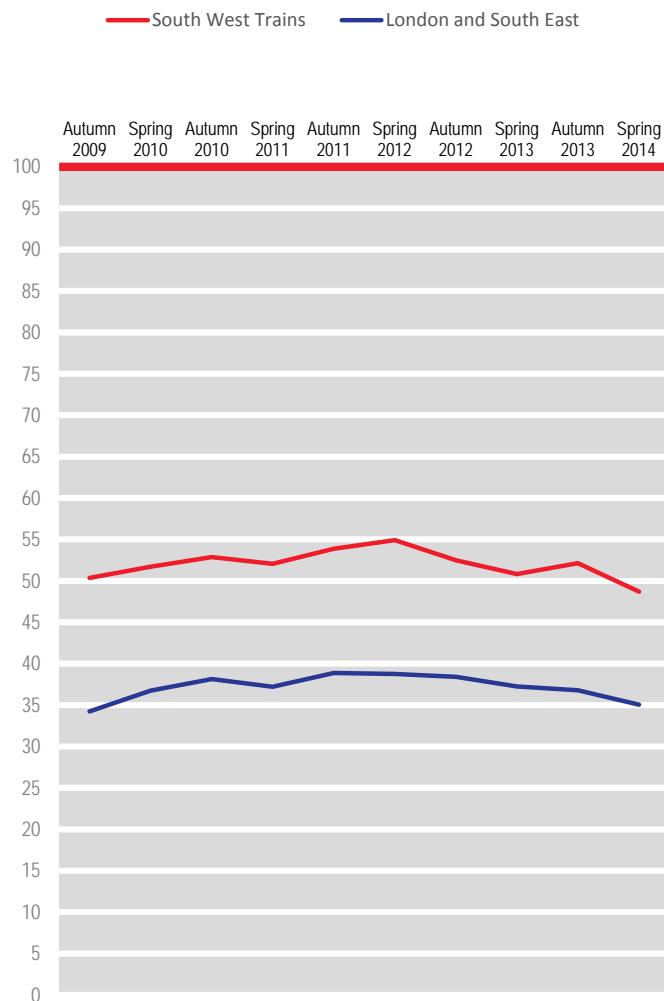
Percentage of passengers satisfied 2009 to 2014



### The availability of staff on the train

(1529)

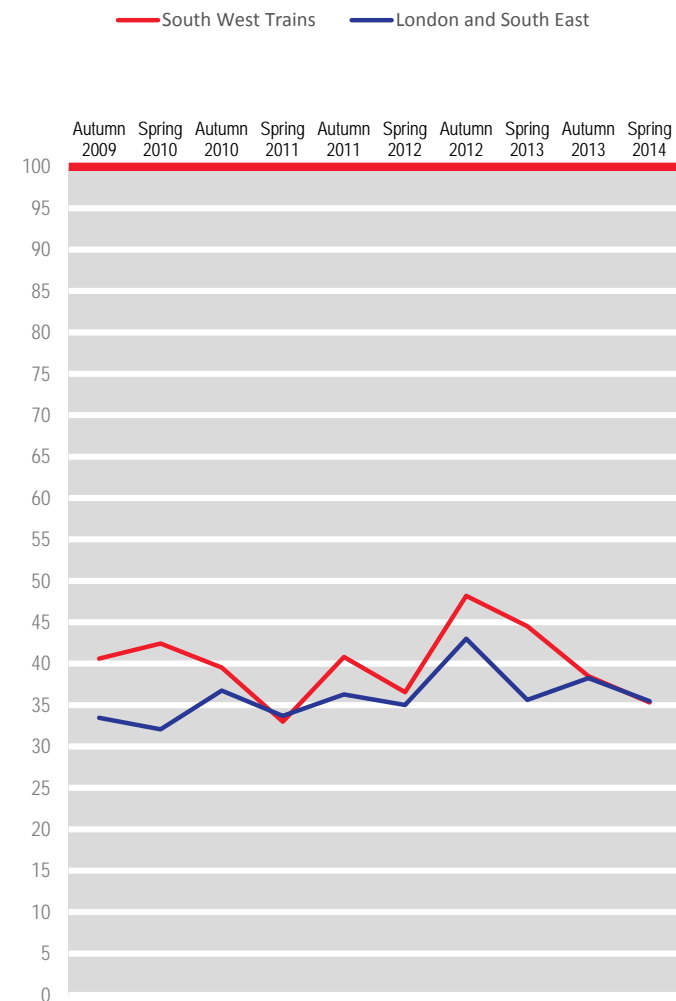
Percentage of passengers satisfied 2009 to 2014



### How well train company dealt with delays

(349)

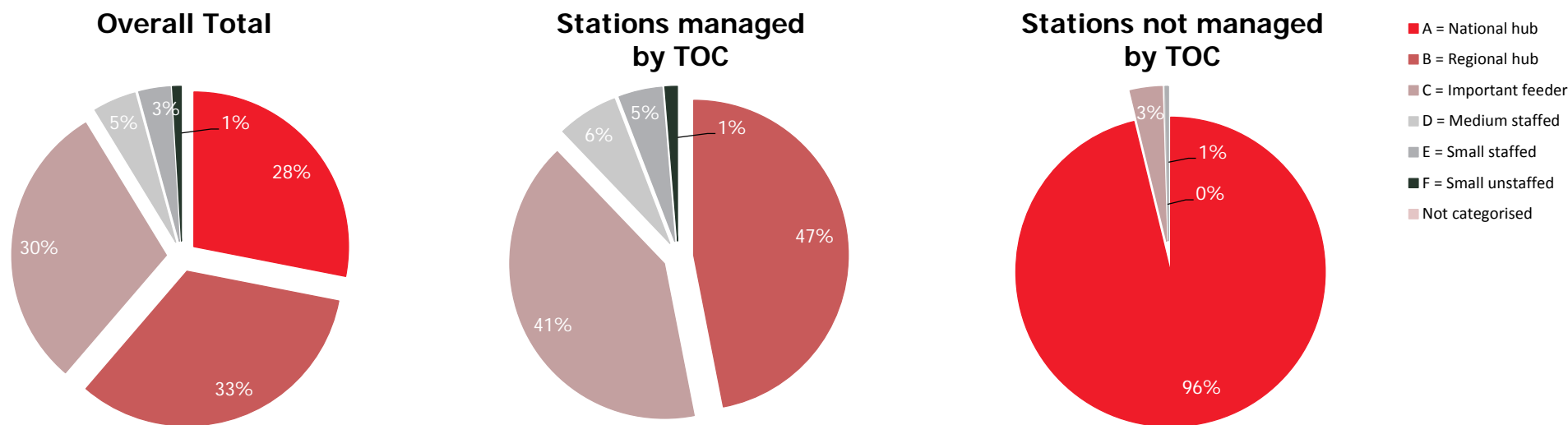
Percentage of passengers satisfied 2009 to 2014



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

## Managed versus non-managed stations for South West Trains

(% 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	70	-	87
Ticket buying facilities	70	-	79
Provision of information about train times/platforms	74	-	87
The upkeep/repair of the station buildings/platforms	53	-	79
Cleanliness	59	-	83
The facilities and services	45	-	72
The attitudes and helpfulness of the staff	70	-	69
Connections with other forms of public transport	67	-	87
Facilities for car parking	44	-	36
Overall environment	58	-	80
Your personal security whilst using the station	66	-	74
The availability of staff	56	-	62
The provision of shelter facilities	56	-	73
Availability of seating	41	+	22
How request to station staff was handled	83	-	85
The choice of shops/eating/drinking facilities available	40	-	77



## South West Trains

	Peak			Off-peak		
	Spring 2014	significant change	Spring 2013	Spring 2014	significant change	Spring 2013
Overall satisfaction	71		72	82		83
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	73		79	76		73
Ticket buying facilities	71		77	72		73
Provision of information about train times/platforms	76		81	79		81
The upkeep/repair of the station buildings/platforms	61	-	71	61		62
Cleanliness	70		75	65		67
The facilities and services	50	-	66	54		54
The attitudes and helpfulness of the staff	66		72	71		67
Connections with other forms of public transport	76		82	72		74
Facilities for car parking	48		59	41		47
Overall environment	64	-	73	64		61
Your personal security whilst using the station	66		71	69		66
The availability of staff	56		56	58		54
The provision of shelter facilities	58		64	61		60
Availability of seating	28		24	38		41
How request to station staff was handled	66		74	87	+	75
The choice of shops/eating/drinking facilities available	50	-	62	52		50
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	66		70	80		81
The frequency of the trains on that route	70		72	75		74
Punctuality/reliability (i.e. the train arriving/departing on time)	71		72	78		78
The length of time the journey was scheduled to take (speed)	70		70	82		83
Connections with other train services	66		67	73		75
The value for money of the price of your ticket	28	+	18	39		37
Cleanliness of the train	72		72	71		74
Upkeep and repair of the train	71		75	77		79
The provision of information during the journey	65		72	71		73
The helpfulness and attitude of staff on train	64		72	68		69
The space for luggage	40		44	57		56
The toilet facilities	19		23	34		32
Sufficient room for all passengers to sit/stand	29		32	69		70
The comfort of the seating area	50	-	58	74		75
The ease of being able to get on and off	56	-	67	79		79
Your personal security on board	67	-	79	82		80
The cleanliness of the inside	71		73	74		74
The cleanliness of the outside	69		74	74		76
The availability of staff	46		48	50		51
How well train company deals with delays	31		43	37		45

## 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

South West Trains London and  
South East

South West Trains London and  
South East

<b>DELAY</b>					
None	77	75			
Minor	19	19			
Major	2	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	51	42			
6-10 minutes	24	24			
11-20 minutes	12	16			
21-30 minutes	6	7			
31-60 minutes	3	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	14	15	Very well	15	16
Fairly well	31	30	Fairly well	27	29
Neither well nor poorly	23	18	Neither well nor poorly	28	22
Fairly poorly	16	19	Fairly poorly	13	16
Very poorly	16	18	Very poorly	16	17
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	14	15	Very well	9	10
Fairly well	32	30	Fairly well	21	23
Neither well nor poorly	28	21	Neither well nor poorly	37	32
Fairly poorly	13	17	Fairly poorly	17	16
Very poorly	14	17	Very poorly	15	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	3	5
Fairly well	27	28	Fairly well	25	19
Neither well nor poorly	30	25	Neither well nor poorly	25	26
Fairly poorly	14	15	Fairly poorly	12	16
Very poorly	14	17	Very poorly	36	35

## 6 6.2 Passenger experience relating to disability

South West Trains London and  
South East

South West Trains London and  
South East

### DISABILITY OR LONG TERM ILLNESS

Vision	0	1
Hearing	1	1
Mobility	2	2
Dexterity	0	0
Learning or understanding or concentrating	0	0
Memory	0	0
Mental health	2	2
Stamina or breathing or fatigue	1	1
Socially or behaviourally	1	0
Other	1	1
None	90	90
No answer	3	2

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

Yes, a lot	4	9
Yes, a little	47	42
Not at all	47	46

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

Yes	1	2
No	99	98

### STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	29	33
Fairly satisfied	32	33
Neither satisfied nor dissatisfied	23	20
Fairly dissatisfied	11	9
Very dissatisfied	6	5

### SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	50	79
Fairly satisfied	-	12
Neither satisfied nor dissatisfied	50	9
Fairly dissatisfied	-	-
Very dissatisfied	-	-

### TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	26	28
Fairly satisfied	35	37
Neither satisfied nor dissatisfied	18	19
Fairly dissatisfied	17	12
Very dissatisfied	5	4

### SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	63
Fairly satisfied	-	19
Neither satisfied nor dissatisfied	100	18
Fairly dissatisfied	-	-
Very dissatisfied	-	-

South West Trains London and  
South East

South West Trains London and  
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	47	43	White	88	86
Female	50	54	Mixed	2	2
			Asian or Asian British	4	4
			Black or Black British	3	4
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	2	1	Commuter	53	52
19-25	8	8	Business	15	15
26-34	16	16	Leisure	32	33
35-44	19	19			
45-54	25	25			
55-59	10	10			
60-64	8	9			
65+	10	11			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	69	66	Yes	71	71
Working Part Time	12	13	No	29	29
Not Working	2	3			
Retired	10	11			
Full Time Student	5	5			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			TIME OF TRAVEL		
Professional/Senior Managerial	43	41	Peak	23	23
Middle Managerial	18	16	Off-peak	77	77
Junior Managerial/Clerical/Supervisory	12	12			
Skilled Manual (With Professional Qualifications/					
Served an Apprenticeship)	6	7			
Unskilled Manual (No Qualifications/Not Served					
an Apprenticeship)	2	2			
Full time student	1	2			
Retired	10	11			
Unemployed/between jobs	0	1			
Housewife/house-husband	1	0			
Other	4	5			
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	7	7
			Yes asked for information	6	7
			Could not find anyone to ask	3	3
			No	83	82
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	92	90
			Yes, at work	70	67
			No	4	4

South West Trains London and  
South East

South West Trains London and  
South East

**TRAVELLING ALONE OR WITH OTHERS**

Alone	87	85
With other adults 16+	11	12
With children aged 0-4	1	1
With children aged 5-10	1	1
With children aged 11-15	1	1

**TRAVELLING WITH ...**

Heavy/bulky luggage/other large items	14	14
Pushchair	1	1
Folding bicycle	1	1
Non-folding bicycle	1	1
Dog	0	0
Wheelchair	0	0
Helper	0	0
Mobility scooter	0	0
None apply	81	82

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	11	9
Anytime day single/return	13	10
Off-peak/super off-peak single/return	10	8
Off-peak/super off-peak day single/return	7	7
Advance	4	3
Day travelcard	6	6
Oyster pay as you go	9	14
Weekly or monthly season ticket	21	20
Annual season ticket	10	12
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	1	1
Free travel pass (e.g. Freedom Pass)	4	6
Other	2	2
Don't know/no answer	2	2

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	8	9
Better internet enquiry/booking service	26	24
Better information facilities at stations	24	25
Better route maps of the rail network	19	20
Make timetables easier to read	20	23
Better ticket buying facilities at station ticket offices	27	26
Better ticket buying facilities at station ticket machines	24	21
Better promotion when advanced tickets available	32	28
Other	12	12
None of these	17	18

## Station sample sizes for South West Trains

Station	Unweighted	Station	Unweighted
London Waterloo	407	Axminster	14
Clapham Junction	181	Ascot	14
Winchester	90	Bristol Temple Meads	13
Exeter St Davids	73	Fareham	12
Wimbledon	67	Ewell West	12
Basingstoke	62	Shepperton	12
Ryde Pier Head	53	Portsmouth And Southsea	12
Worcester Park	49	Cobham And Stoke D'abernon	11
Southampton Central	42	Fleet	10
Staines	35	Queenstown Road Battersea	10
Shanklin	33	Addlestone	9
Salisbury	33	Gillingham (Dorset)	9
Exeter Central	32	Haslemere	9
Earlsfield	31	Godalming	9
Putney	30	Yeovil Junction	9
Sunningdale	28	Wokingham	8
Twickenham	27	Bookham	8
Guildford	26	New Milton	8
Portsmouth Harbour	25	Honiton	7
Vauxhall	24	Romsey	7
Reading	23	Brading	5
Surbiton	22	Brookwood	5
Feltham	22	Fratton	5
Andover	22	Crewkerne	5
Richmond (Surrey)	20	Lake (Isle Of Wight)	5
Bournemouth	20	Sherborne	4
Woking	20	Sandown	4
Southampton Airport Parkway	20	Liss	4
Farnham	19	Bath Spa	4
Ryde Esplanade	19	Pinhoe	3
Brockenhurst	17	Bradford-On-Avon	3
Norbiton	17	Trowbridge	2
Hinton Admiral	17	Ryde St Johns Road	2
Hampton Court	16	Berrylands	2
Havant	16	Feniton	2
Strawberry Hill	15	Swaythling	2
Weybridge	15	Hedge End	1
Kingston	14	Templecombe	1



	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 BirminghamNew 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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