



# National Rail Passenger Survey

## ScotRail TOC Report

### Spring 2014 (Wave 30)

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Passenger**focus**   
putting passengers first

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

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

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

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

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

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

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

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

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

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

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

### Spring 2014 (Wave 30)

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

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

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

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

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still trains were still running.

### Autumn 2013 (Wave 29)

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

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

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

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

### Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

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

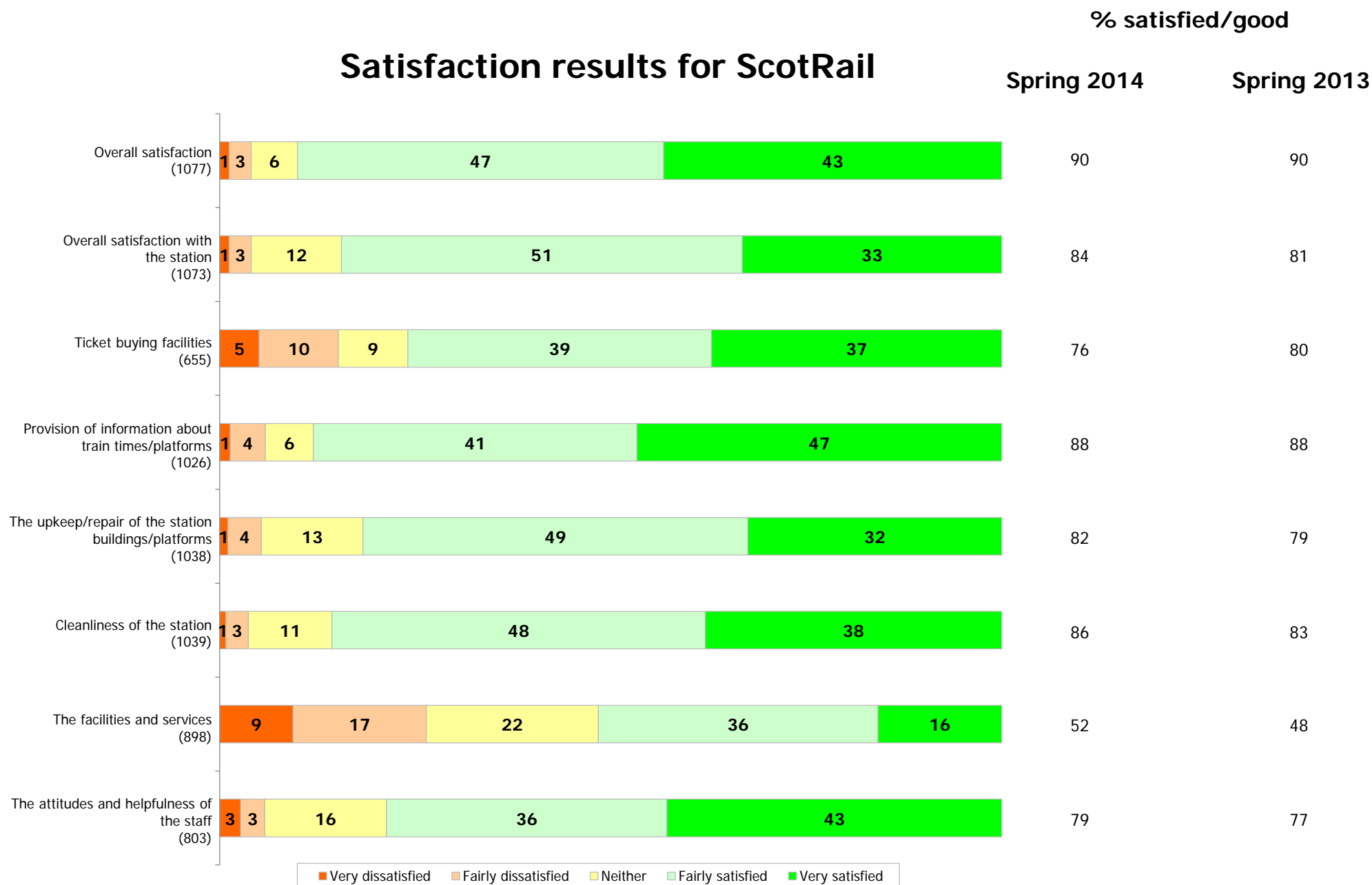
### Autumn 2012 (Wave 27)

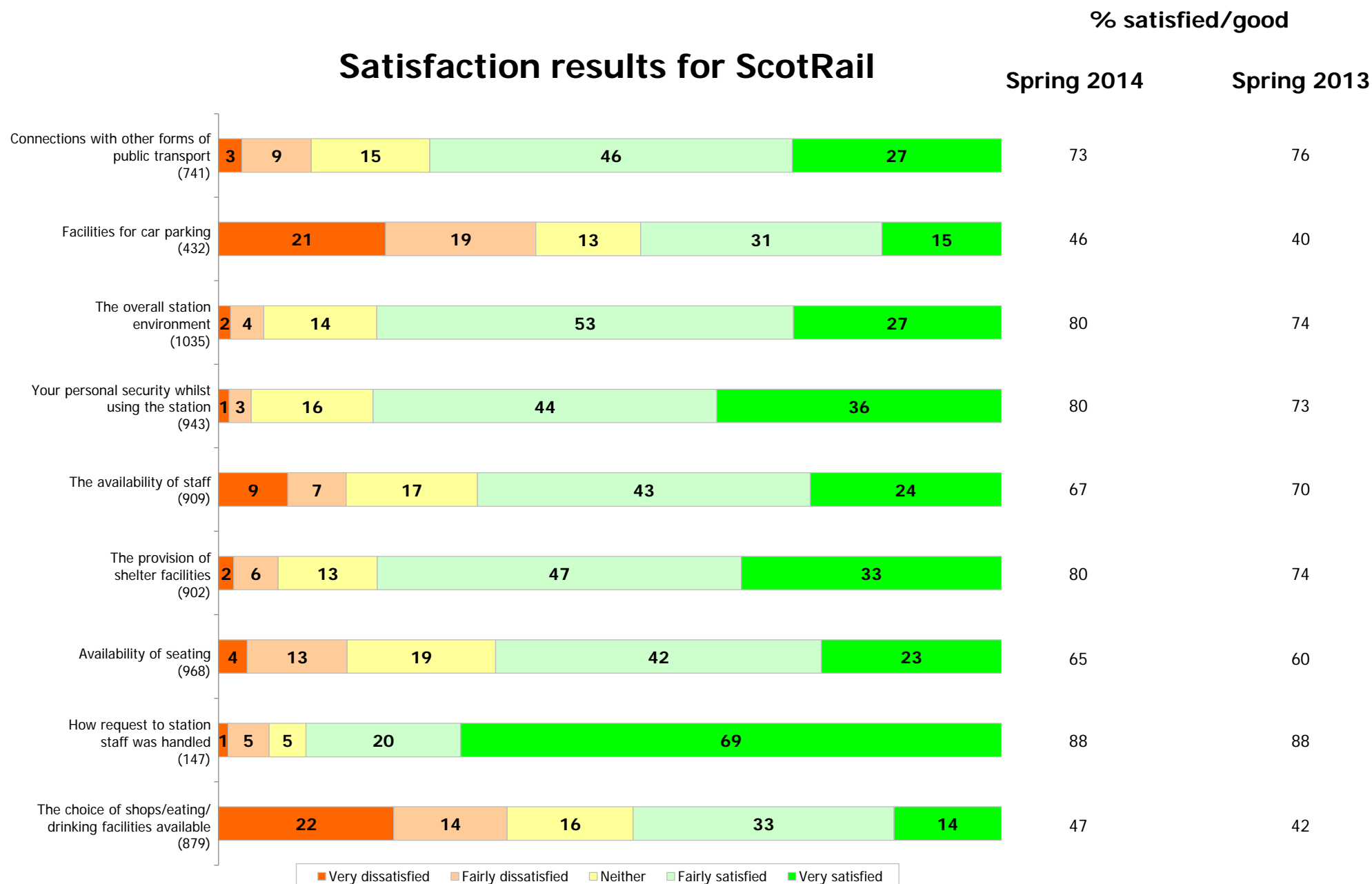
Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

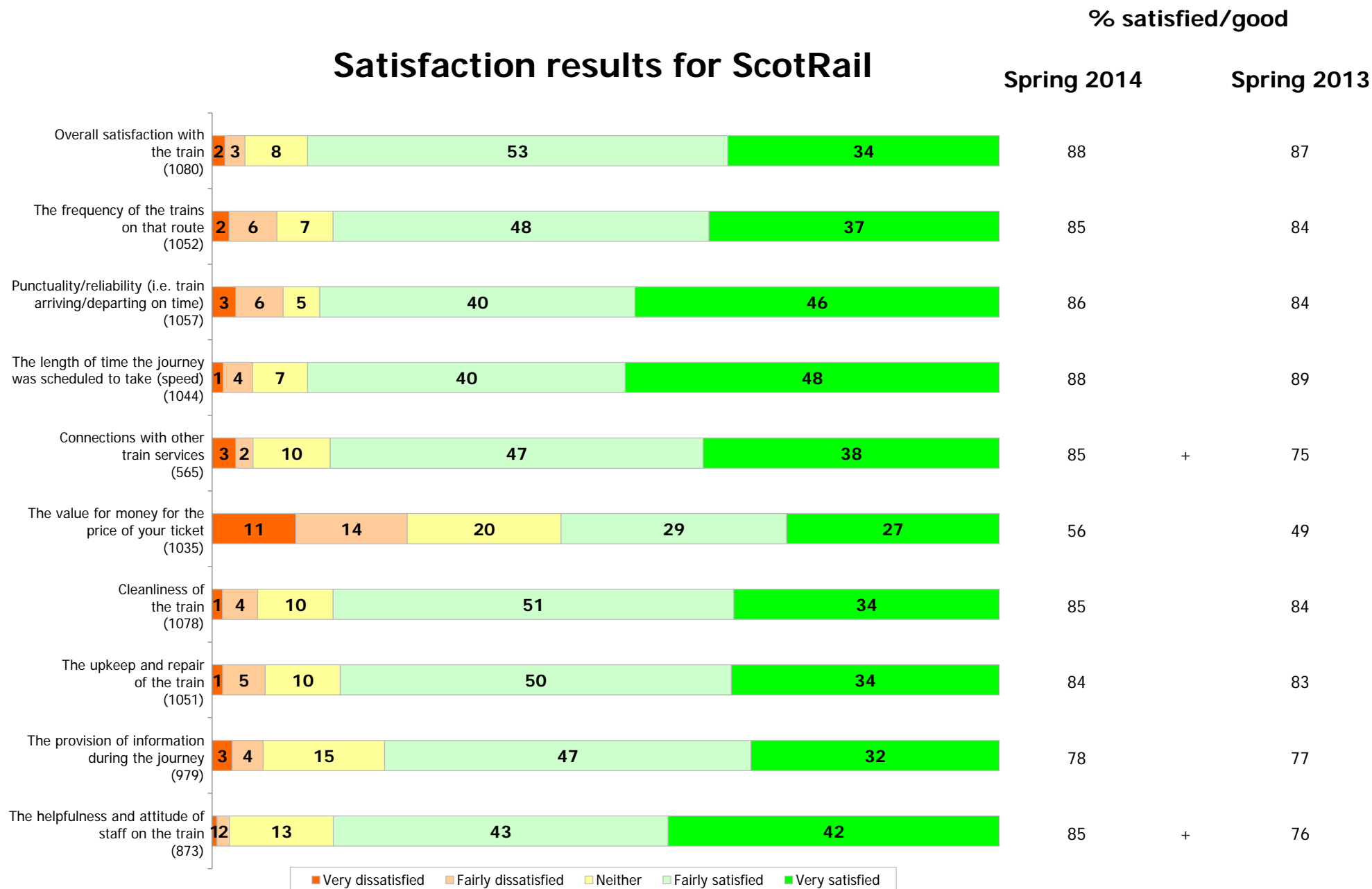
Due to a Network Rail ban on all fieldwork during the Paralympics, NRPS shifts at Network Rail Stations started on 10th September.

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

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







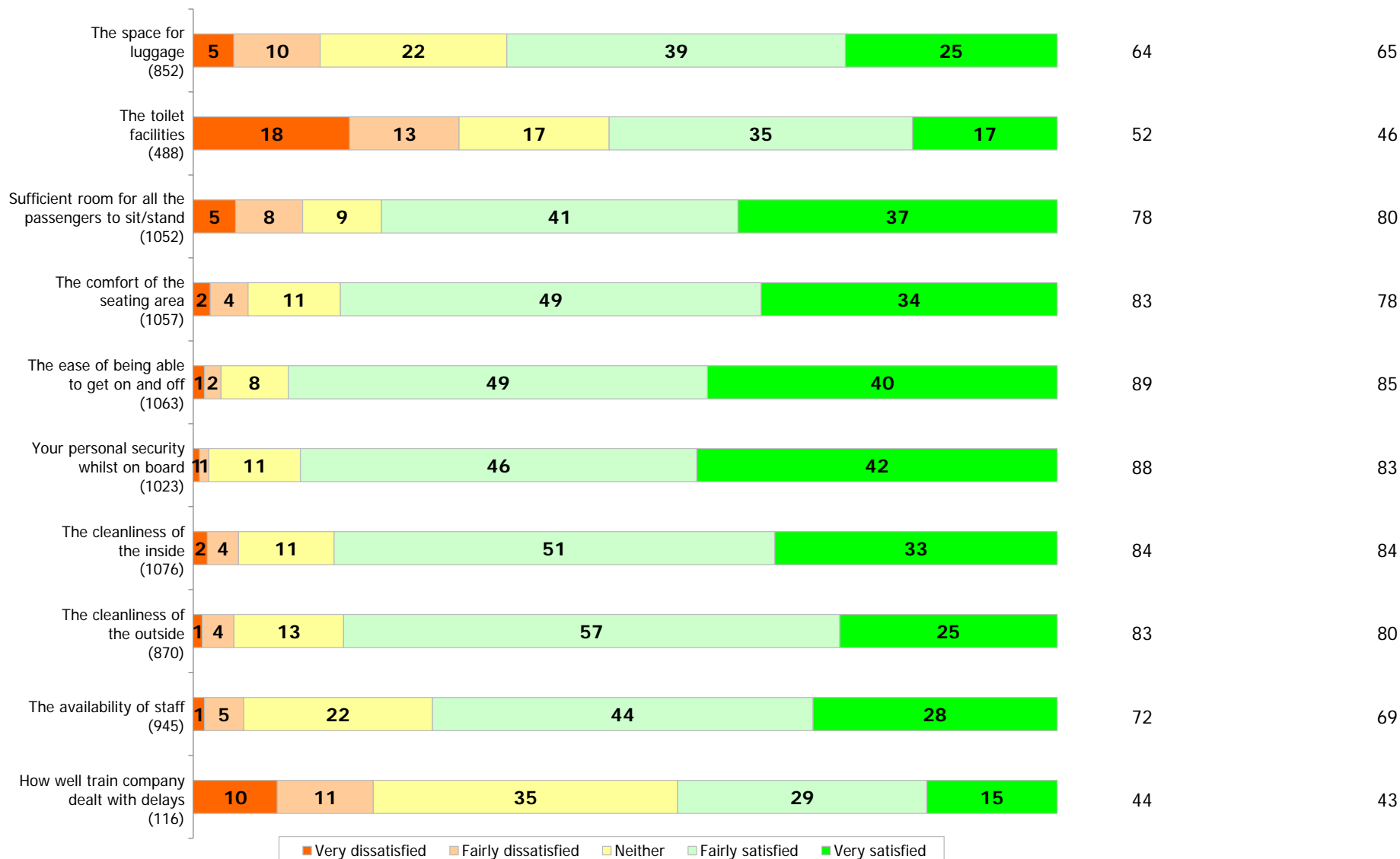


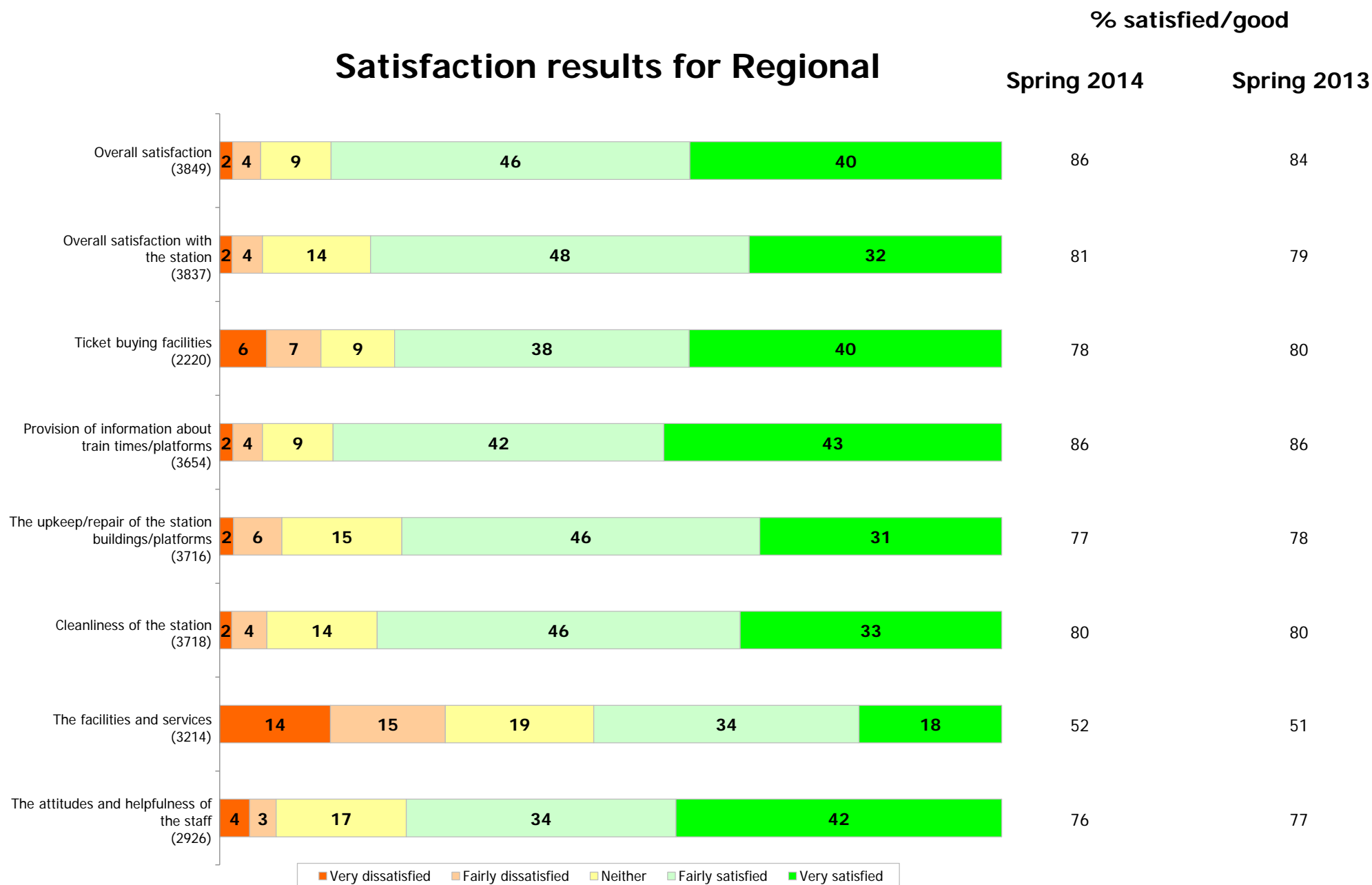
% satisfied/good

## Satisfaction results for ScotRail

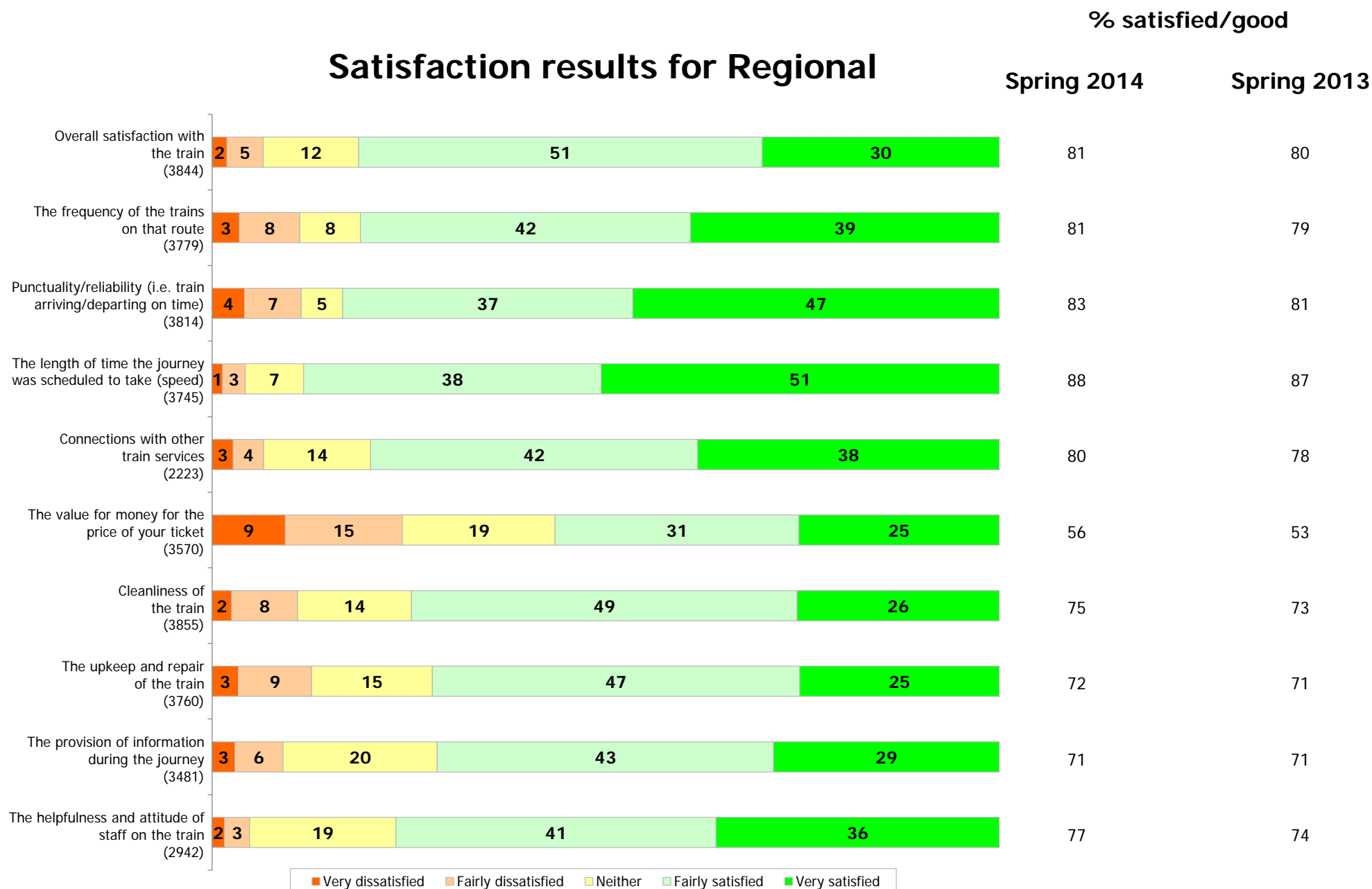
Spring 2014

Spring 2013







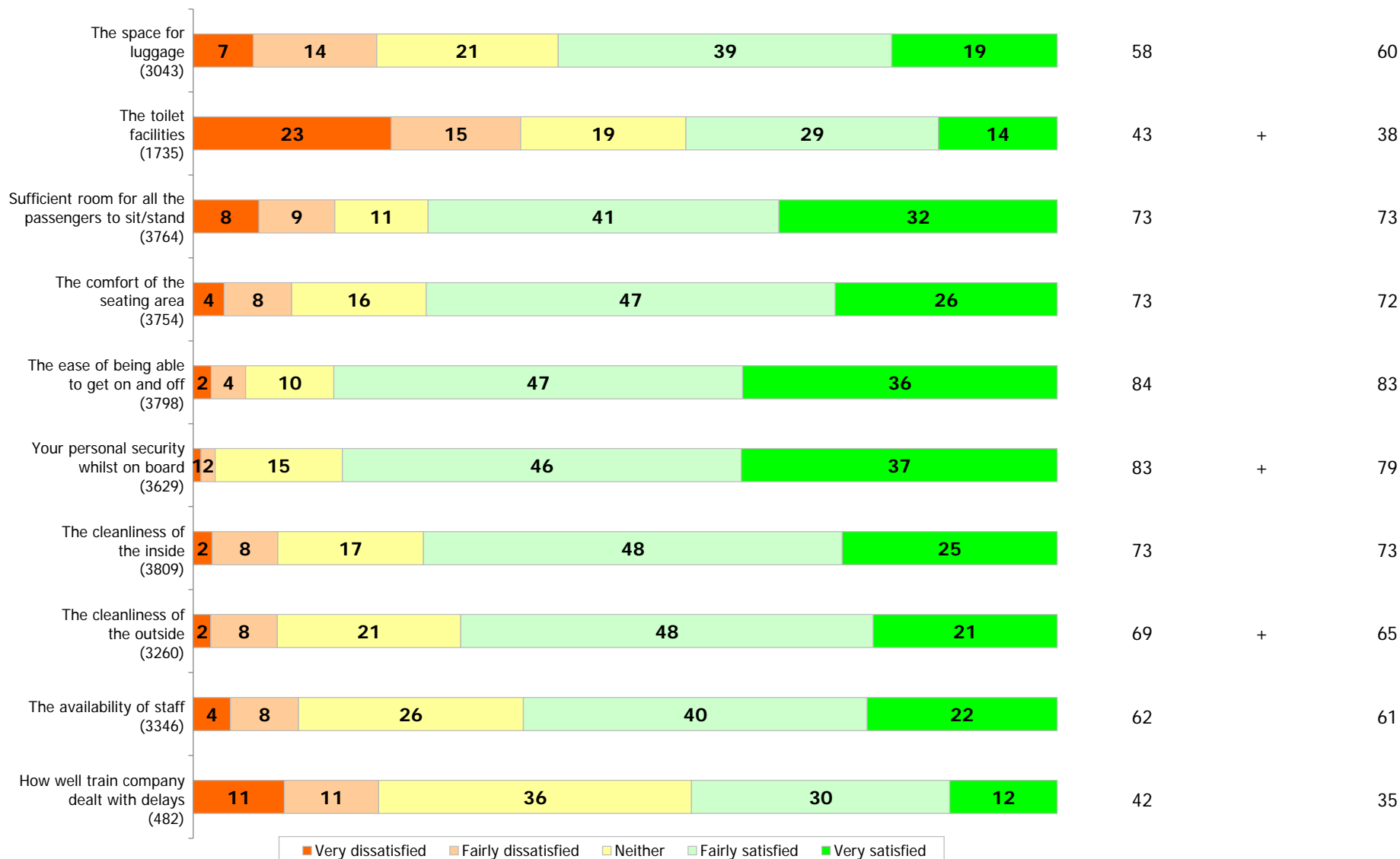


% satisfied/good

## Satisfaction results for Regional

Spring 2014

Spring 2013



## ScotRail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction	90	86	105%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	84	81	105%
Ticket buying facilities	76	78	98%
Provision of information about train times/platforms	88	86	103%
The upkeep/repair of the station buildings/platforms	82	77	106%
Cleanliness	86	80	107%
The facilities and services	52	52	99%
The attitudes and helpfulness of the staff	79	76	103%
Connections with other forms of public transport	73	71	103%
Facilities for car parking	46	52	88%
Overall environment	80	74	108%
Your personal security whilst using the station	80	74	109%
The availability of staff	67	64	104%
The provision of shelter facilities	80	73	110%
Availability of seating	65	59	109%
How request to station staff was handled	88	87	101%
The choice of shops/eating/drinking facilities available	47	43	109%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	88	81	108%
The frequency of the trains on that route	85	81	104%
Punctuality/reliability (i.e. the train arriving/departing on time)	86	83	104%
The length of time the journey was scheduled to take (speed)	88	88	99%
Connections with other train services	85	80	106%
The value for money of the price of your ticket	56	56	99%
Cleanliness of the train	85	75	113%
Upkeep and repair of the train	84	72	116%
The provision of information during the journey	78	71	109%
The helpfulness and attitude of staff on train	85	77	110%
The space for luggage	64	58	110%
The toilet facilities	52	43	121%
Sufficient room for all passengers to sit/stand	78	73	107%
The comfort of the seating area	83	73	114%
The ease of being able to get on and off	89	84	106%
Your personal security on board	88	83	106%
The cleanliness of the inside	84	73	114%
The cleanliness of the outside	83	69	120%
The availability of staff	72	62	117%
How well train company deals with delays	44	42	104%

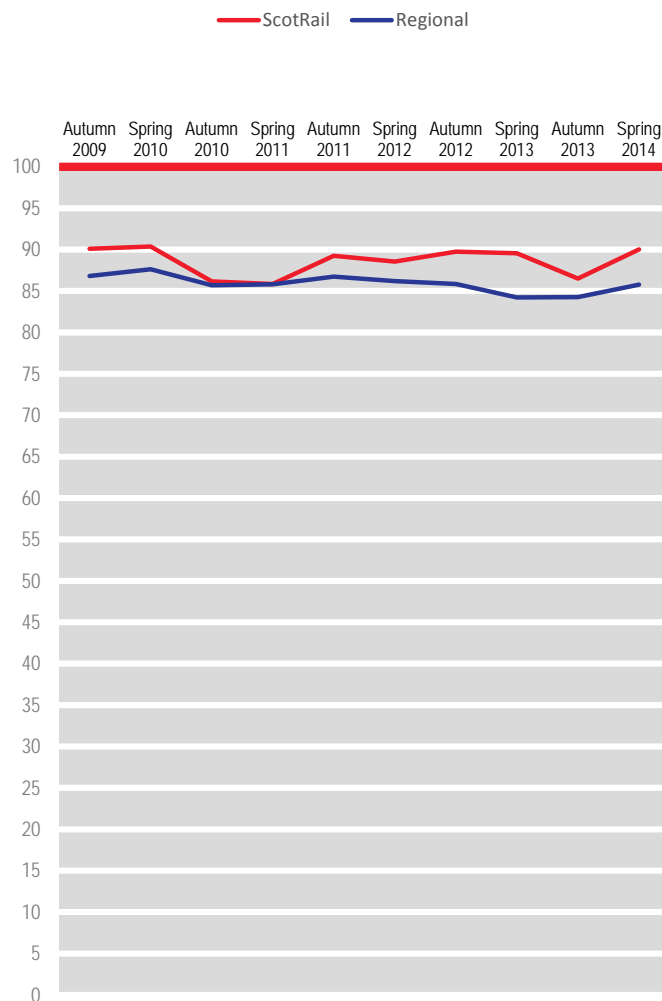
## Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	89	89	91	89
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	81	88	86	82
Ticket buying facilities	78	95	74	83
Provision of information about train times/platforms	87	92	89	87
The upkeep/repair of the station buildings/platforms	78	84	83	84
Cleanliness	79	87	89	86
The facilities and services	61	76	45	57
The attitudes and helpfulness of the staff	81	86	76	85
Connections with other forms of public transport	75	85	73	67
Facilities for car parking	35	87	49	42
Overall environment	72	85	83	80
Your personal security whilst using the station	79	84	81	79
The availability of staff	70	73	66	65
The provision of shelter facilities	68	87	84	80
Availability of seating	53	78	70	59
How request to station staff was handled	84	98	91	92
The choice of shops/eating/drinking facilities available	53	63	44	46
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	85	89	89	88
The frequency of the trains on that route	83	54	87	83
Punctuality/reliability (i.e. the train arriving/departing on time)	91	92	85	83
The length of time the journey was scheduled to take (speed)	88	79	88	89
Connections with other train services	76	76	89	79
The value for money of the price of your ticket	51	69	59	48
Cleanliness of the train	84	72	86	83
Upkeep and repair of the train	86	79	84	77
The provision of information during the journey	80	81	77	78
The helpfulness and attitude of staff on train	82	89	86	78
The space for luggage	57	83	65	70
The toilet facilities	46	56	55	51
Sufficient room for all passengers to sit/stand	69	87	82	76
The comfort of the seating area	77	81	85	85
The ease of being able to get on and off	85	83	91	90
Your personal security on board	83	91	89	91
The cleanliness of the inside	83	79	84	83
The cleanliness of the outside	79	71	84	84
The availability of staff	69	85	74	69
How well train company deals with delays	50	76	44	33

# Percentage satisfaction with aspects of station where boarded

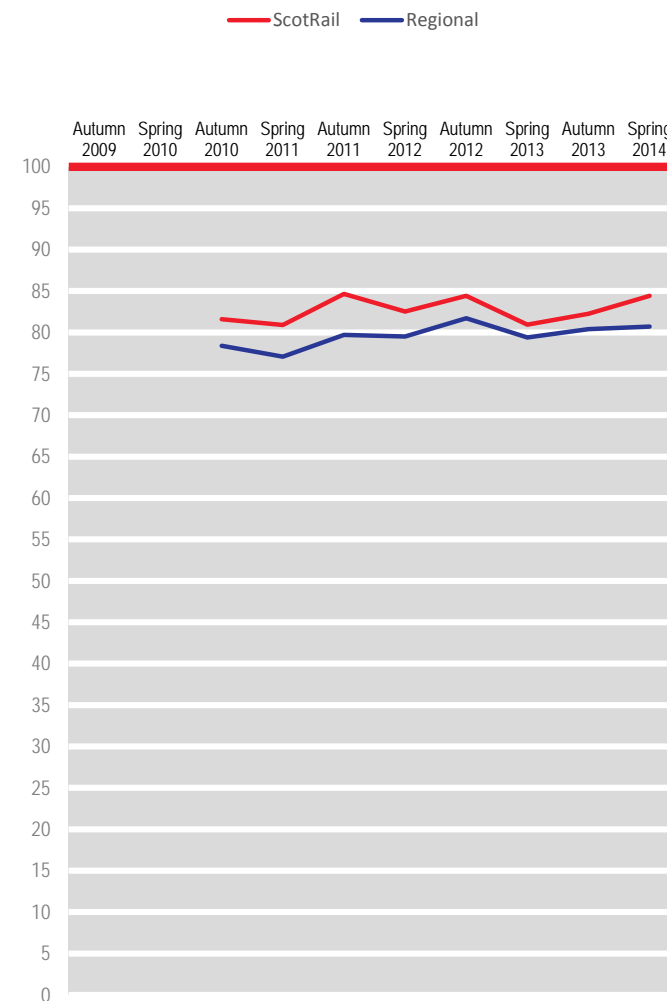
## Overall satisfaction

(1077)  
Percentage of passengers satisfied 2009 to 2014



## Overall station satisfaction

(1073)  
Percentage of passengers satisfied 2009 to 2014



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

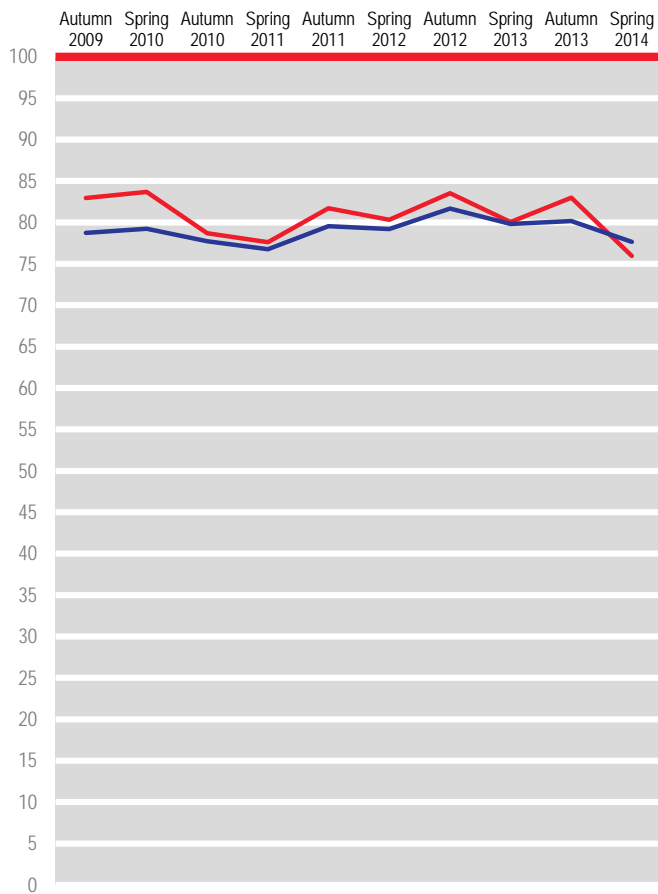


## Ticket buying facilities

(655)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

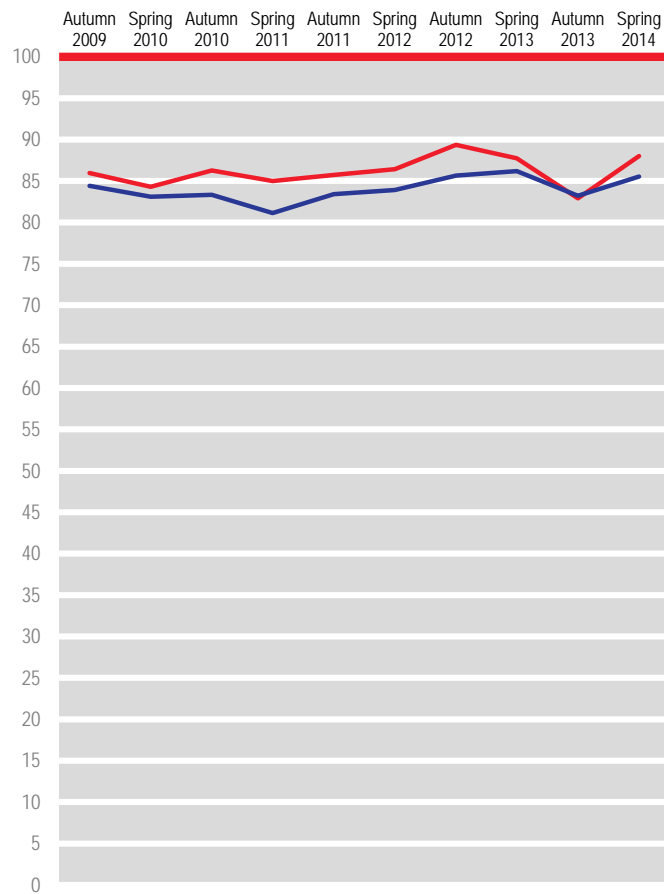


## Provision of information about train times/platforms

(1026)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

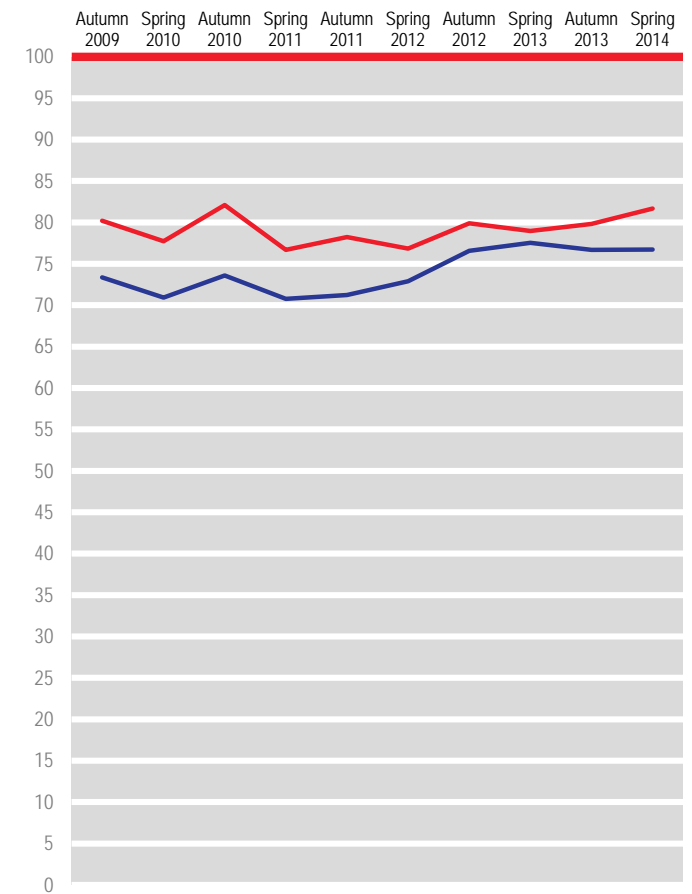


## The upkeep/repair of the station building/platforms

(1038)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

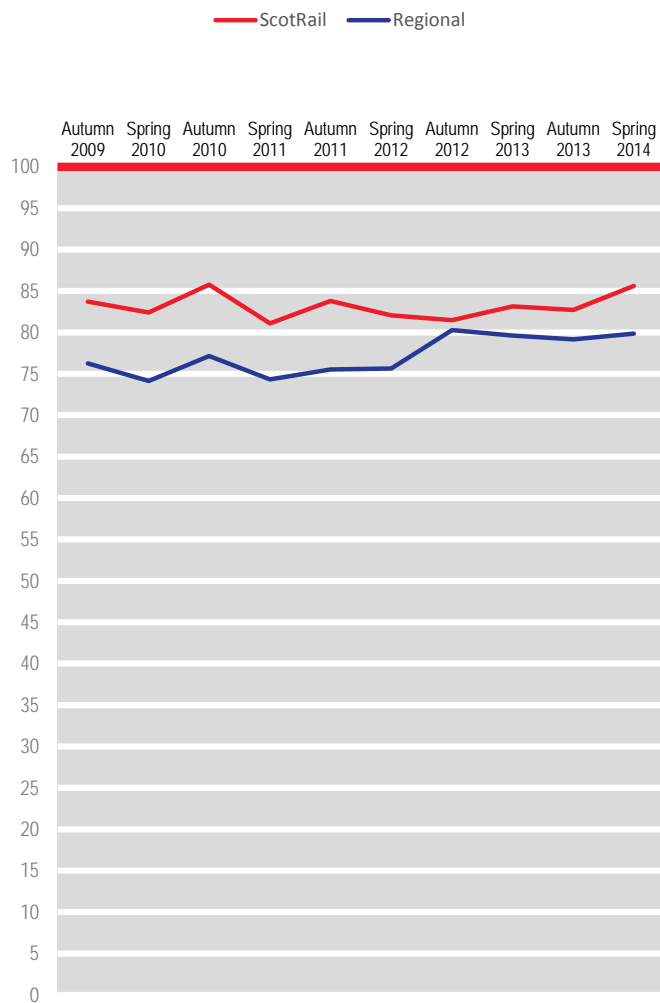


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(1039)

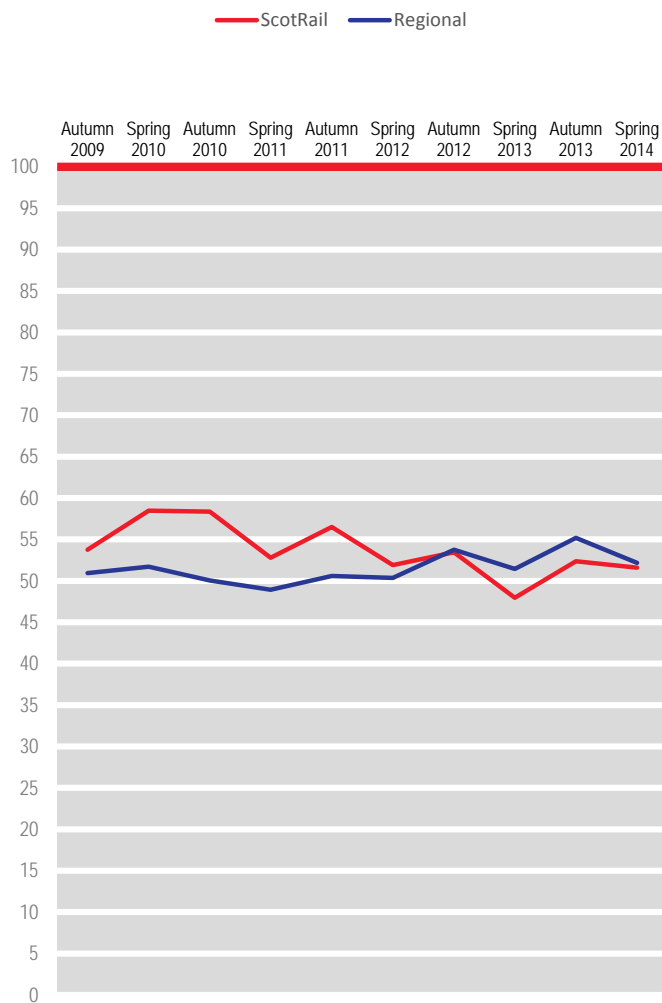
Percentage of passengers satisfied 2009 to 2014



### The facilities and services at the station

(898)

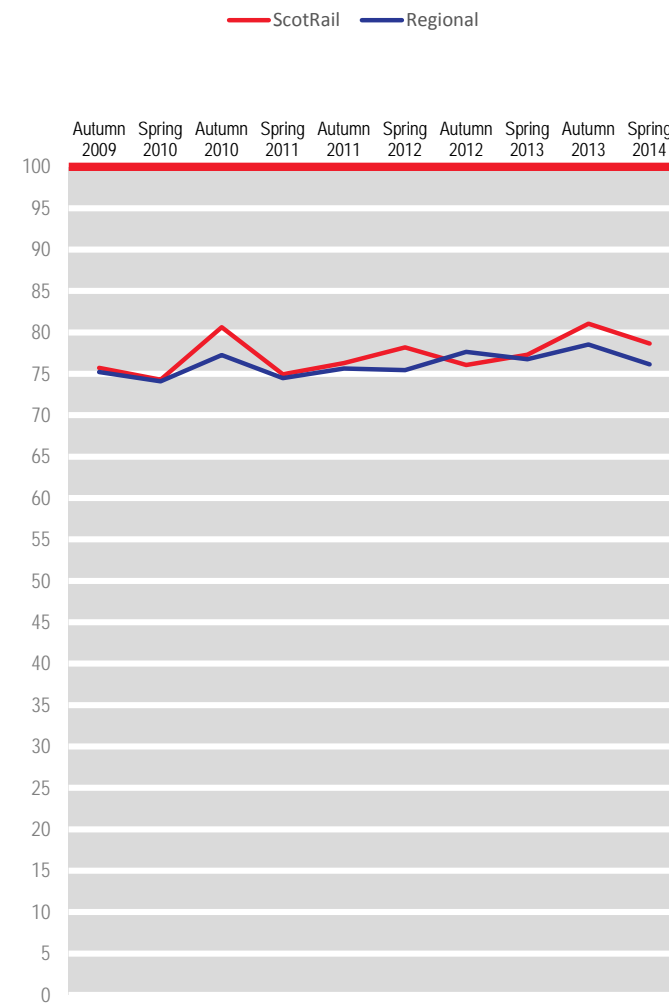
Percentage of passengers satisfied 2009 to 2014



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

(803)

Percentage of passengers satisfied 2009 to 2014

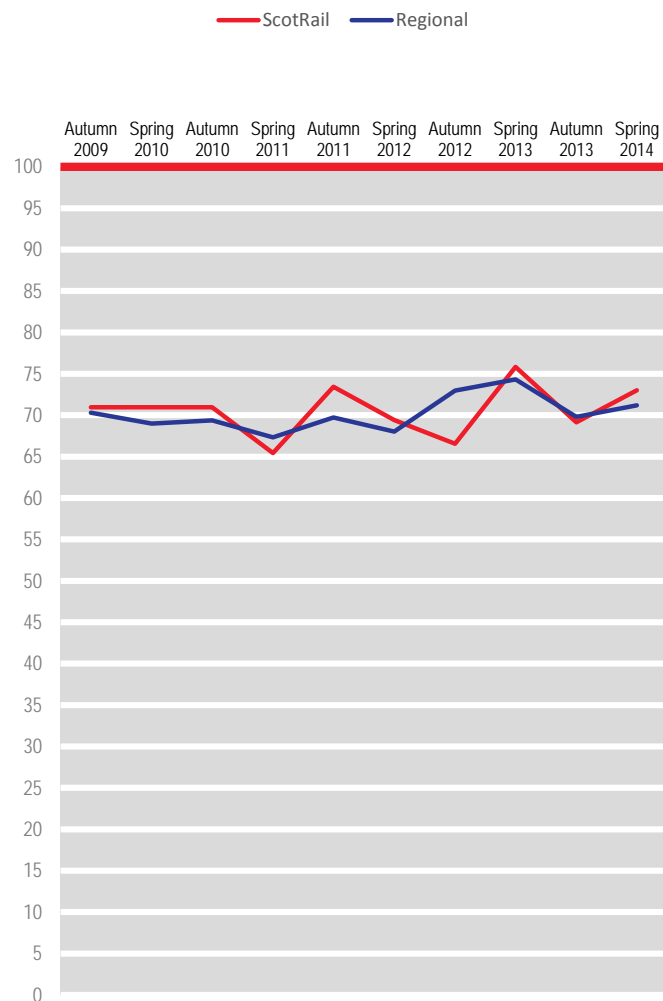


N.B. Benchmarks and targets are only shown for applicable factors

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

(741)

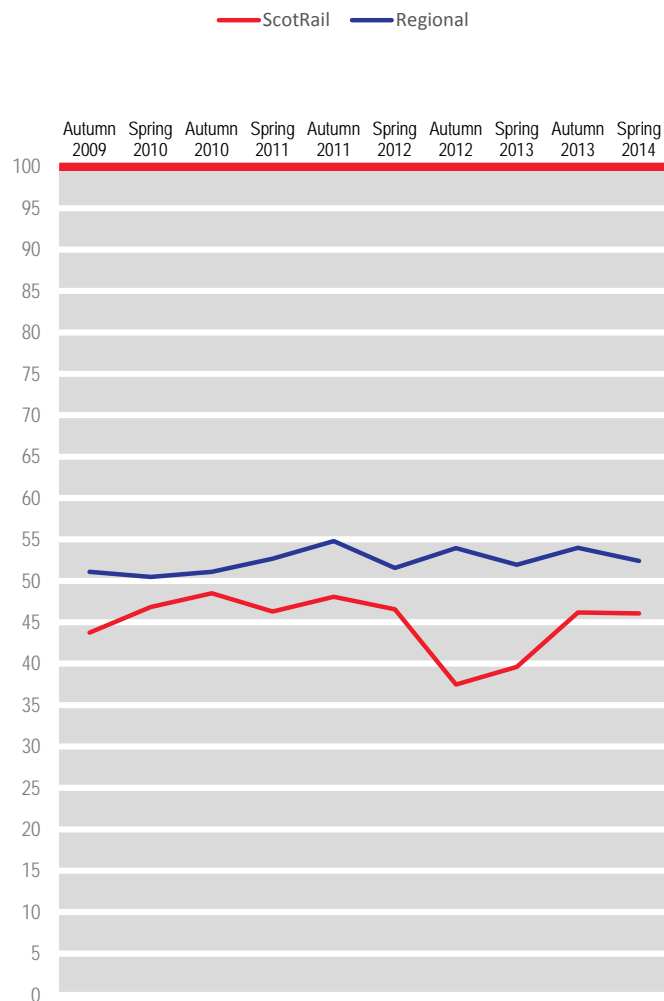
Percentage of passengers satisfied 2009 to 2014



### Facilities for car parking at the station

(432)

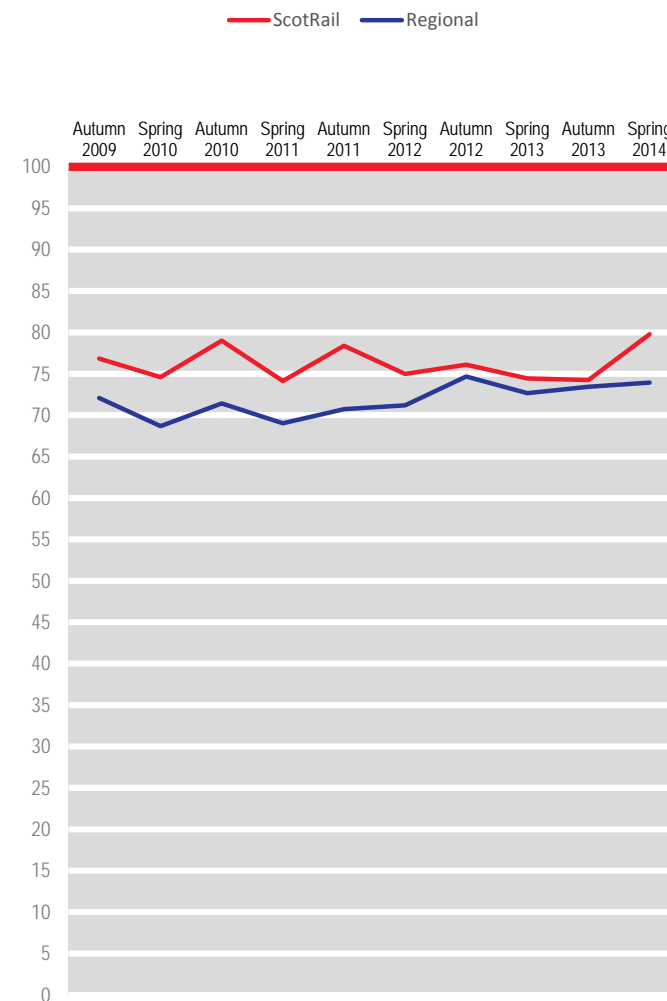
Percentage of passengers satisfied 2009 to 2014



### Overall station environment

(1035)

Percentage of passengers satisfied 2009 to 2014

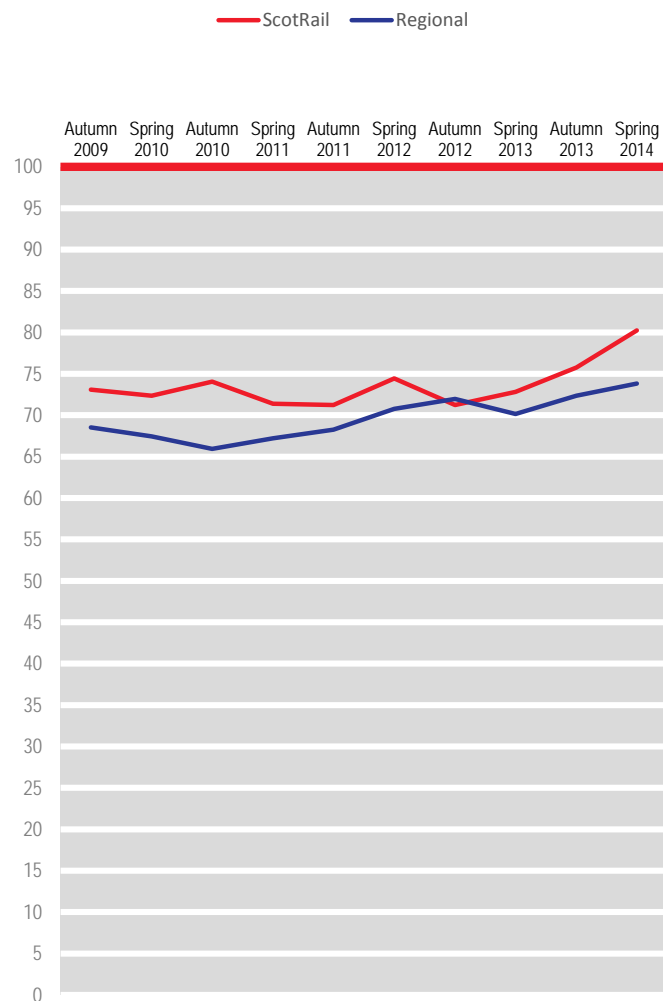


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(943)

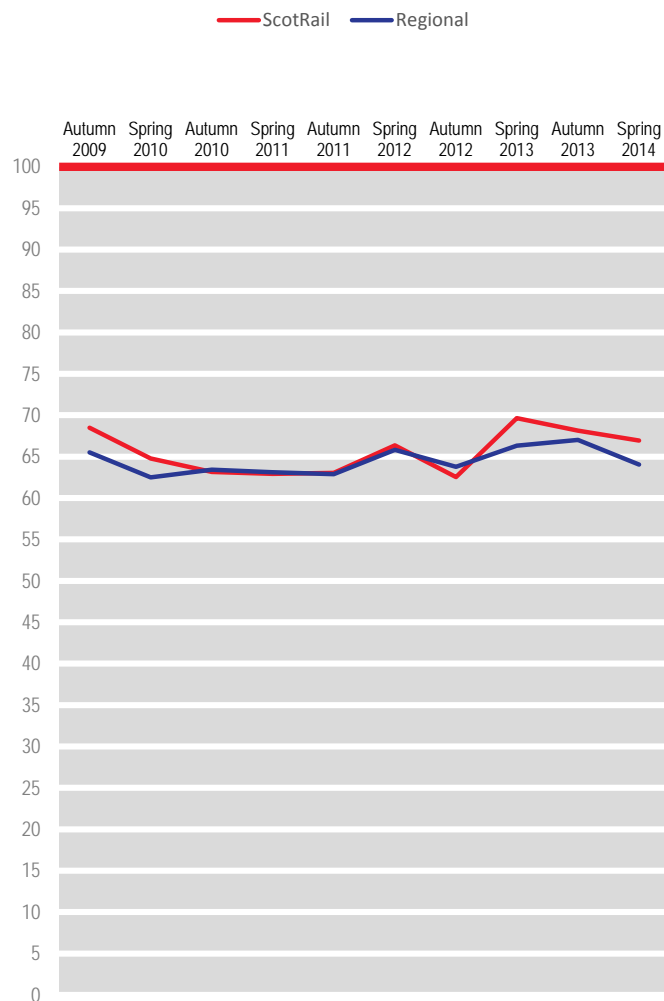
Percentage of passengers satisfied 2009 to 2014



### The availability of staff at the station

(909)

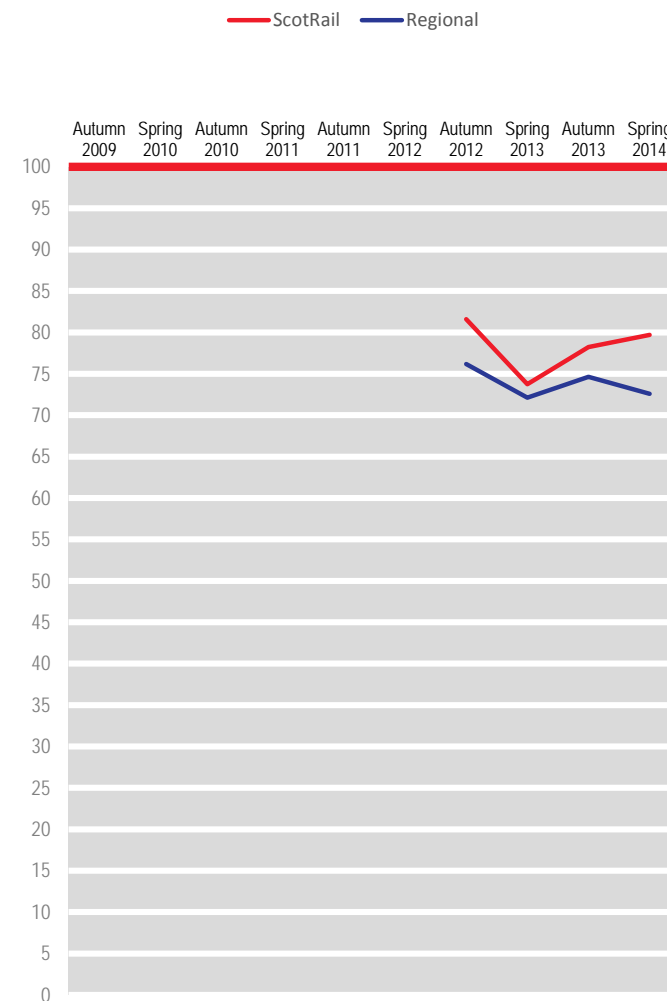
Percentage of passengers satisfied 2009 to 2014



### The provision of shelter facilities

(902)

Percentage of passengers satisfied 2009 to 2014

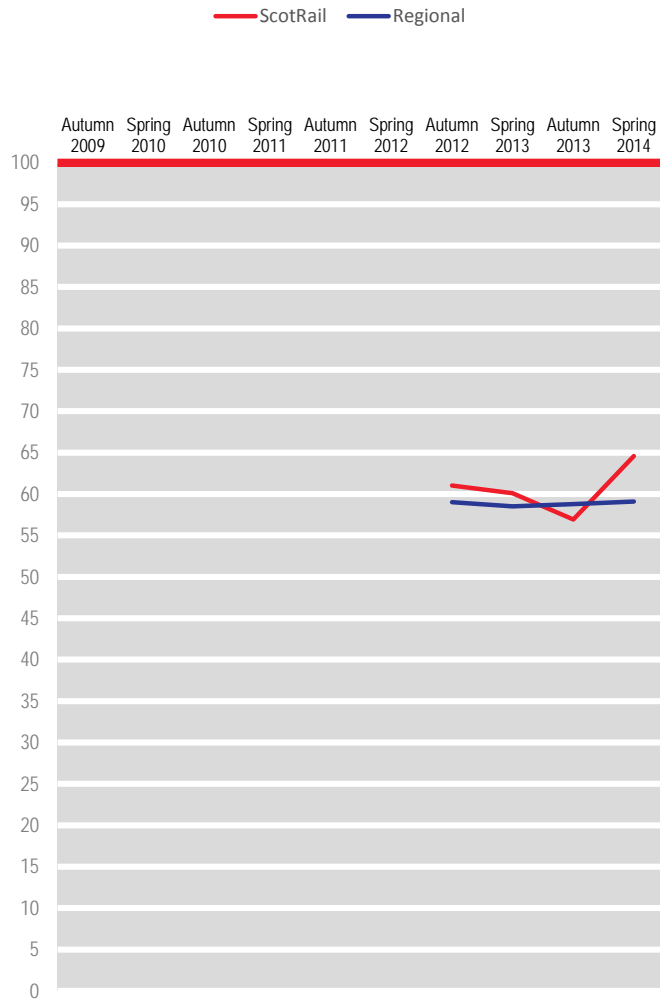


N.B. Benchmarks and targets are only shown for applicable factors

## Availability of seating

(968)

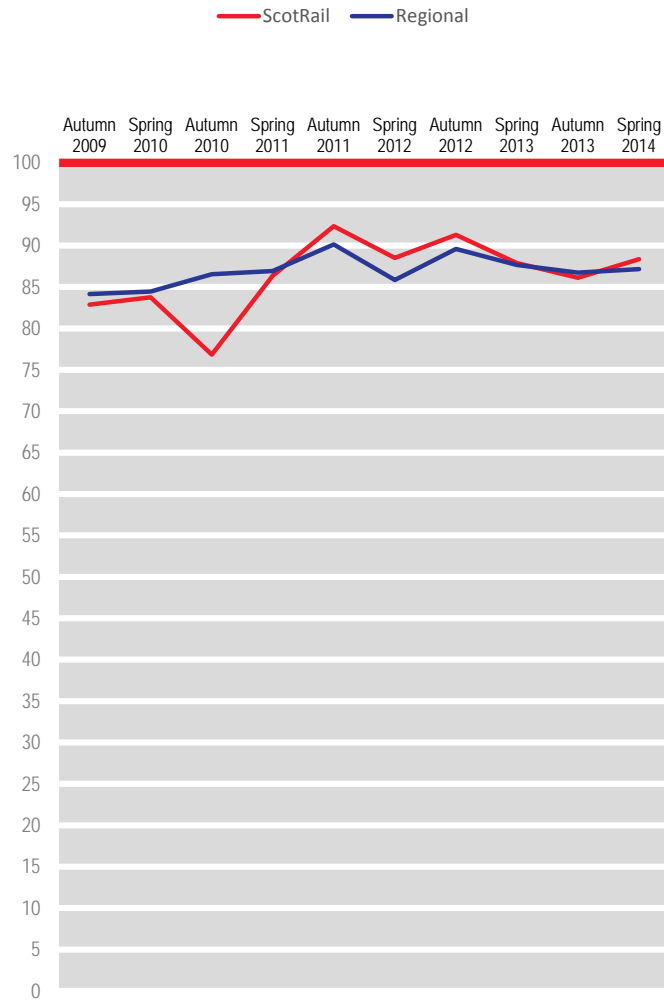
Percentage of passengers satisfied 2009 to 2014



## How request to station staff was handled

(147)

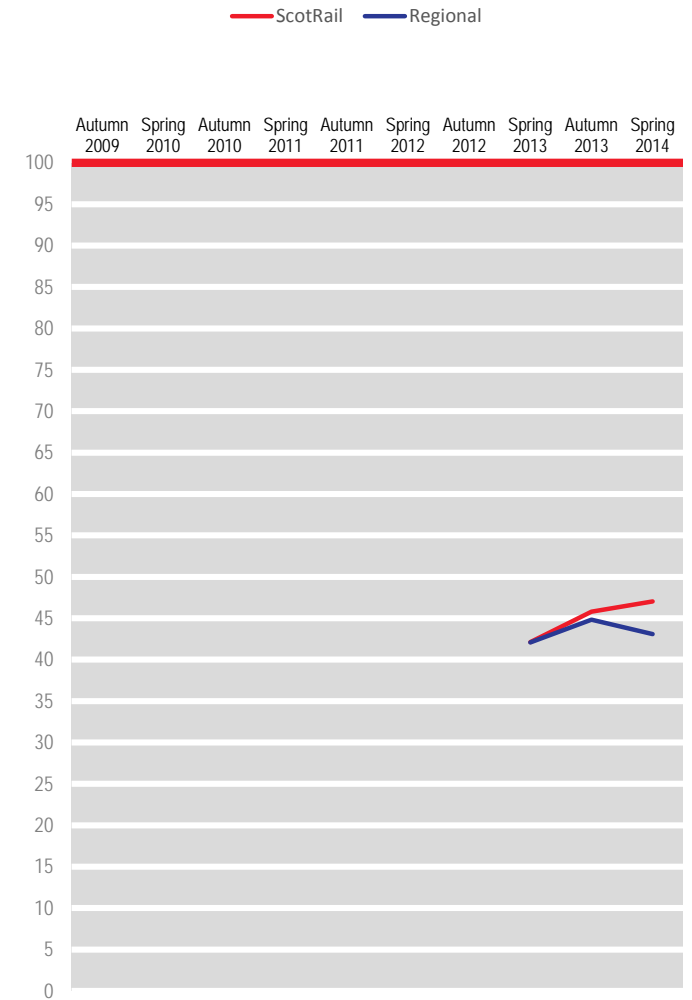
Percentage of passengers satisfied 2009 to 2014



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

(879)

Percentage of passengers satisfied 2009 to 2014



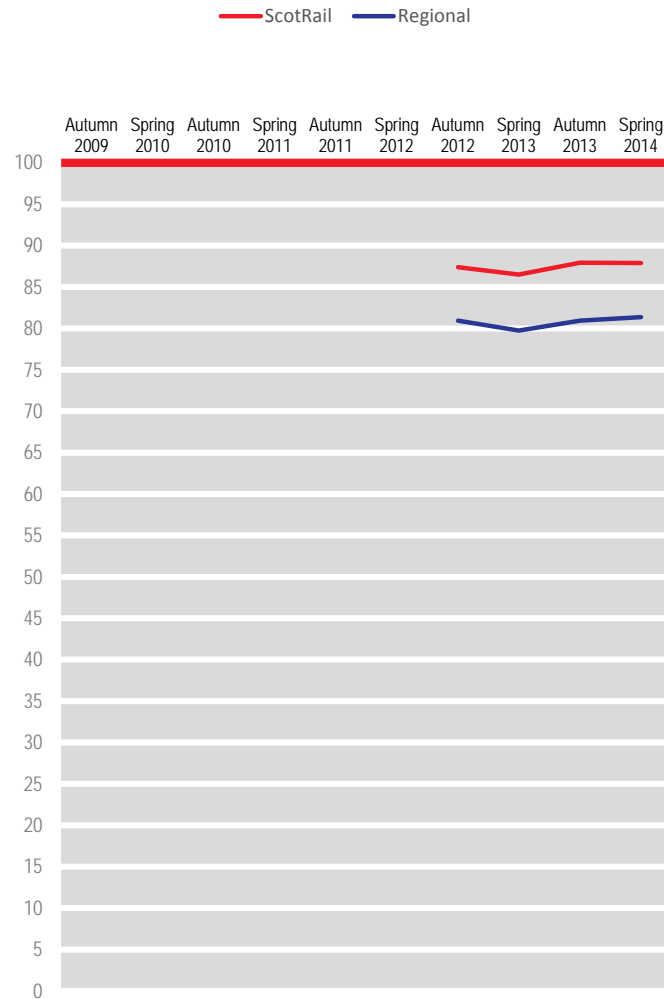
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(1080)

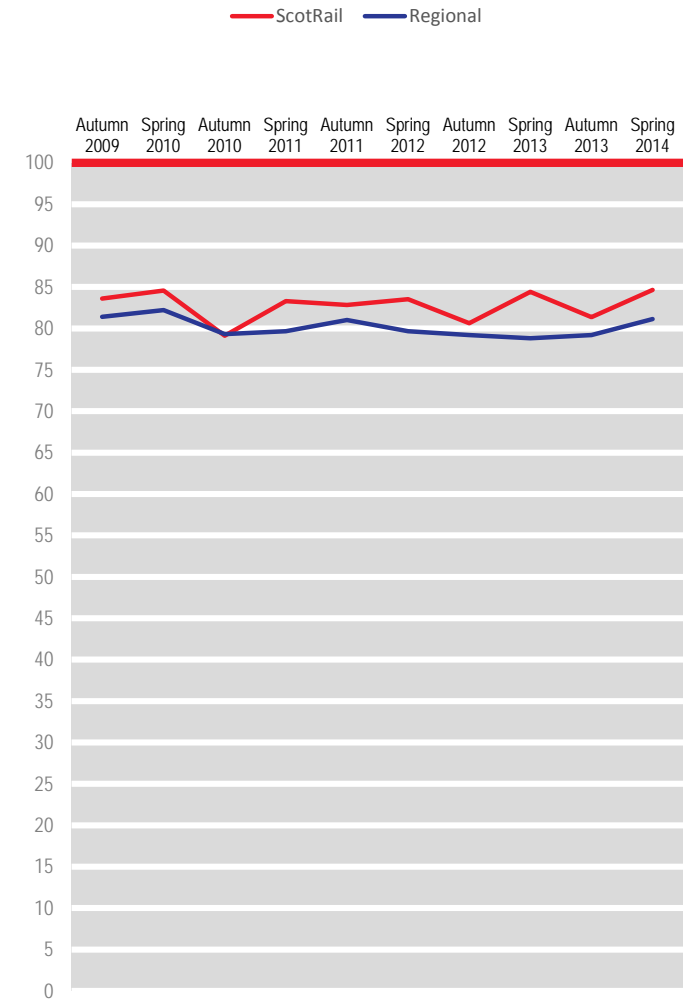
Percentage of passengers satisfied 2009 to 2014



## The frequency of trains on that route

(1052)

Percentage of passengers satisfied 2009 to 2014



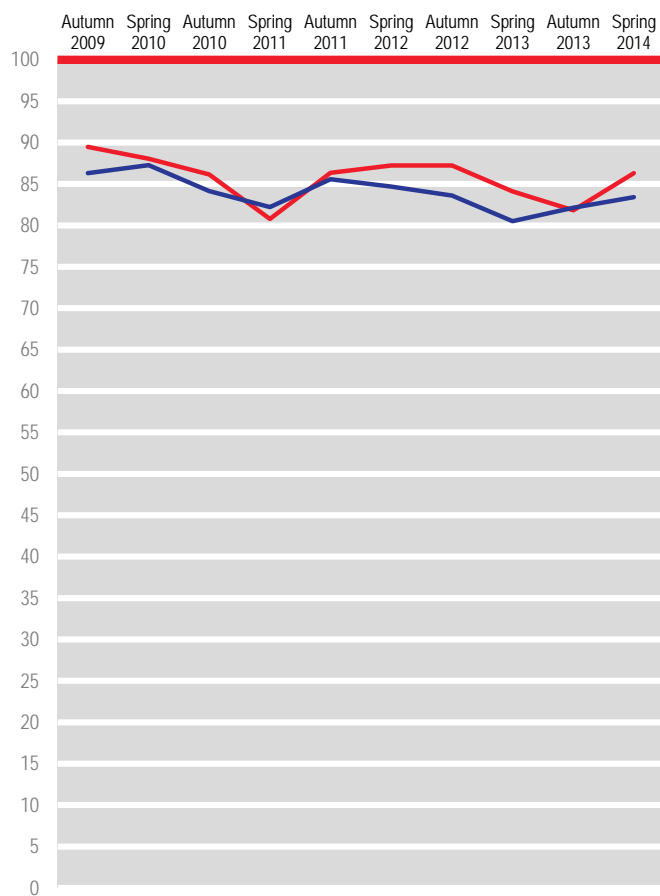
N.B. Benchmarks and targets are only shown for applicable factors

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

(1057)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

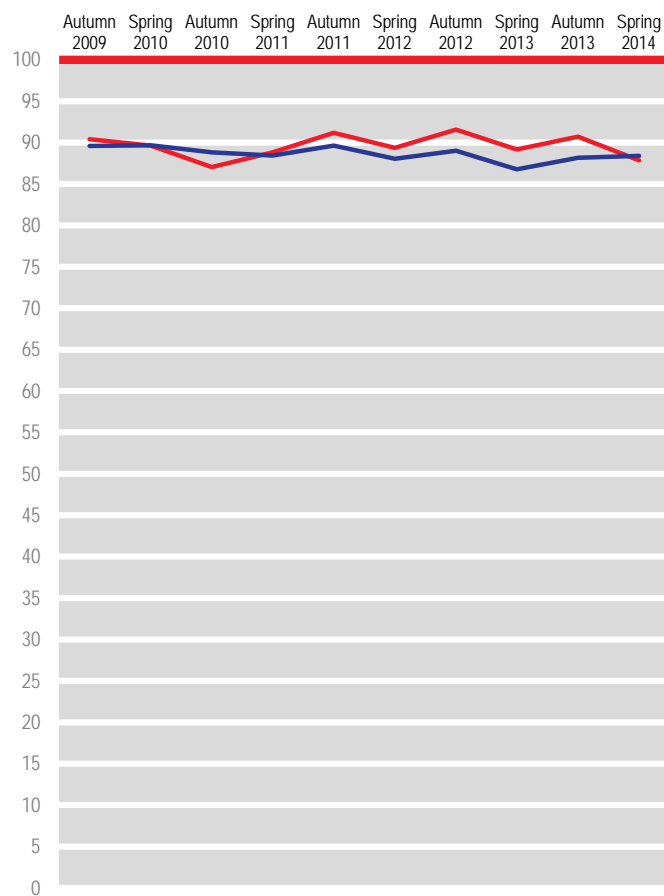


### The length of time the journey was scheduled to take (speed)

(1044)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

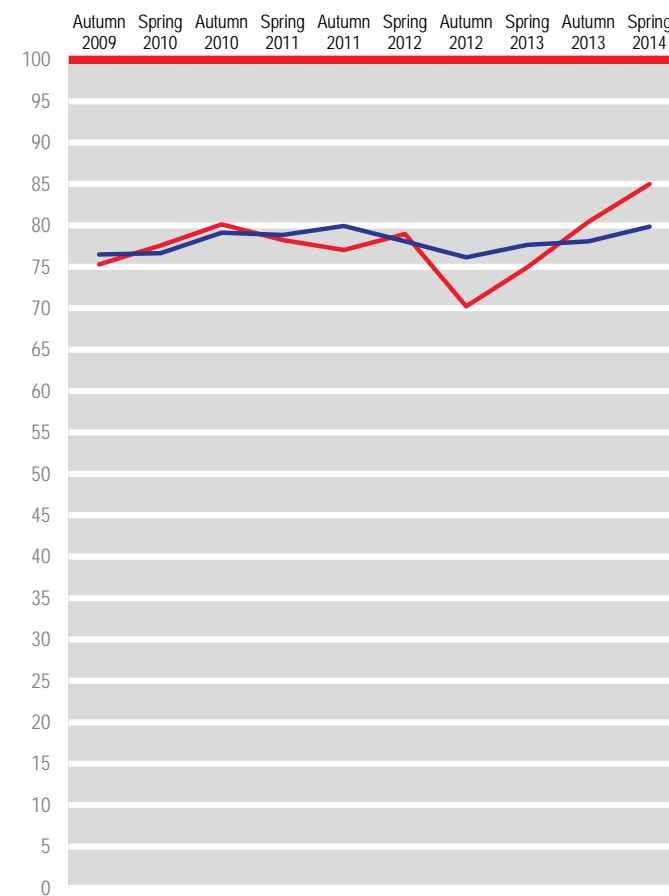


### Connections with other train services

(565)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

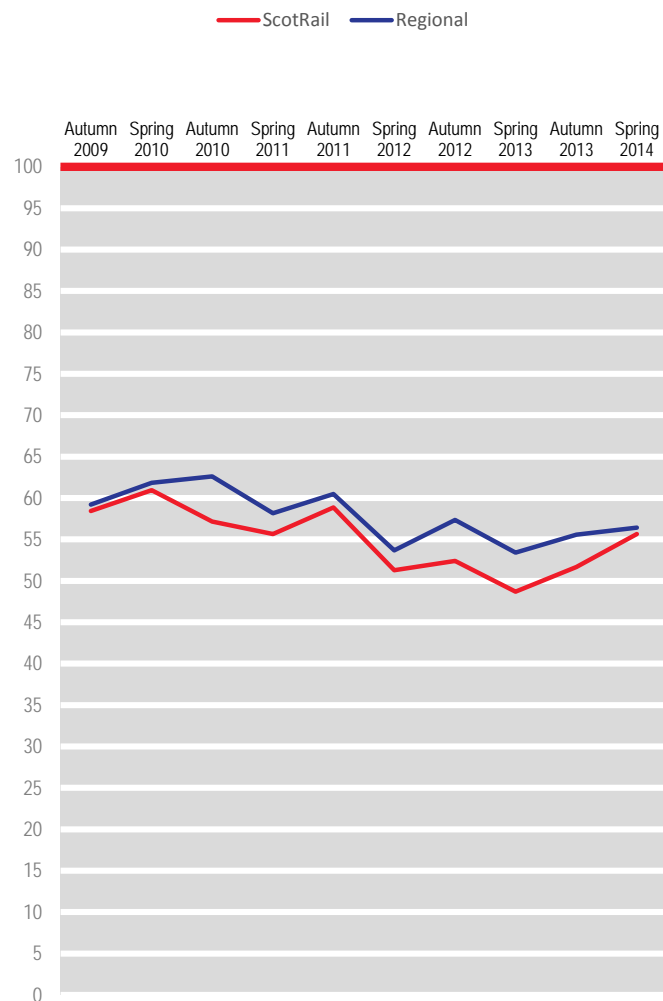


N.B. Benchmarks and targets are only shown for applicable factors

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

(1035)

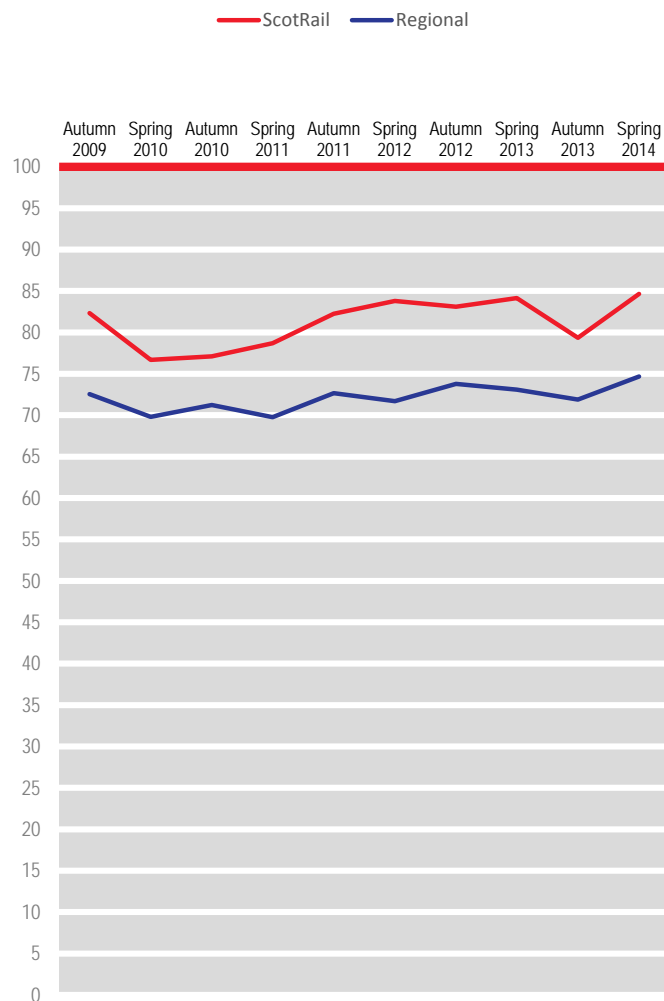
Percentage of passengers satisfied 2009 to 2014



### Cleanliness of the train

(1078)

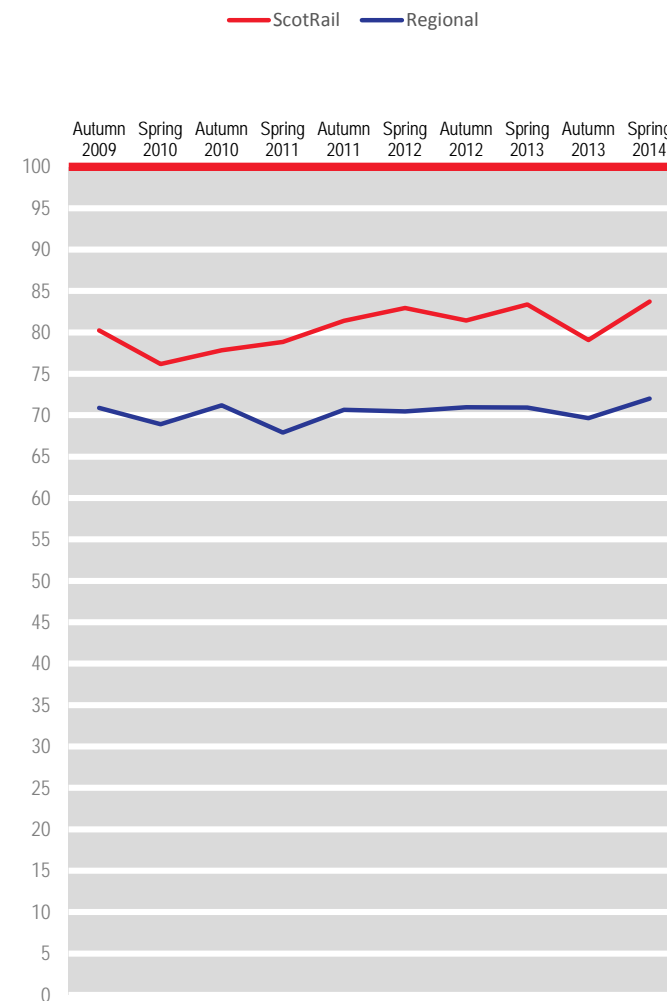
Percentage of passengers satisfied 2009 to 2014



### Upkeep and repair of the train

(1051)

Percentage of passengers satisfied 2009 to 2014



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

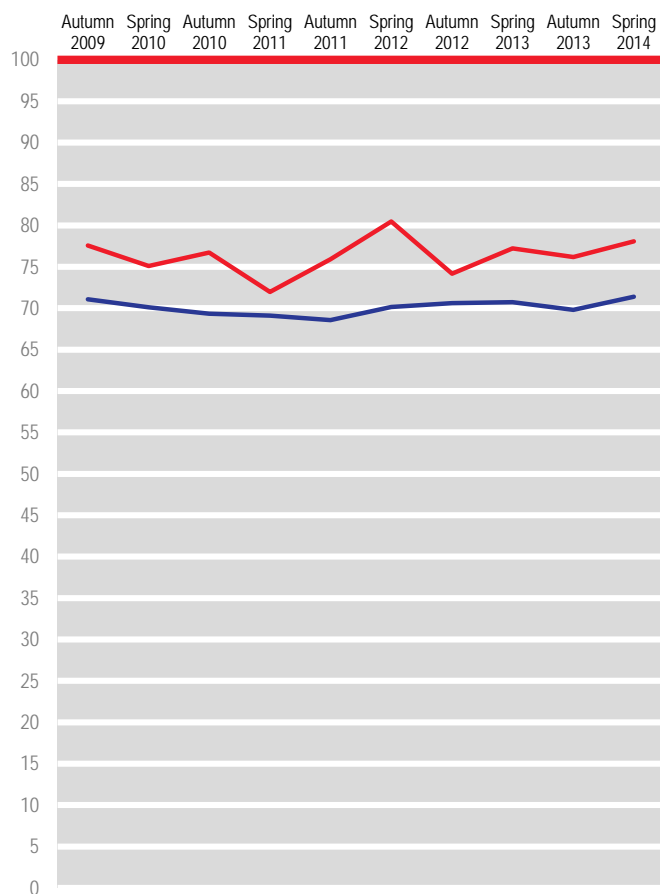


### The provision of information during the journey

(979)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

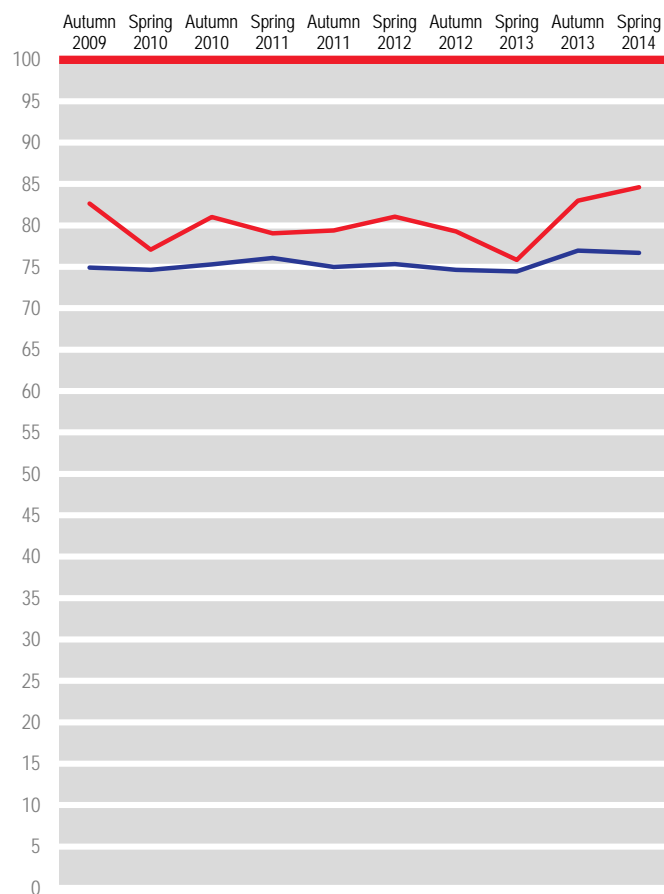


### The helpfulness and attitude of staff on the train

(873)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

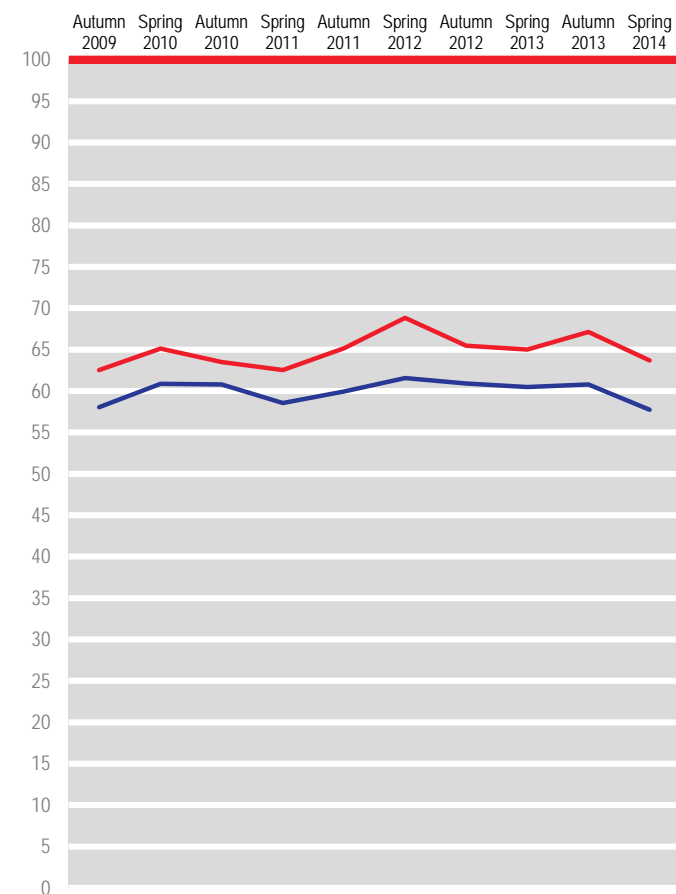


### The space for luggage

(852)

Percentage of passengers satisfied 2009 to 2014

— ScotRail — Regional

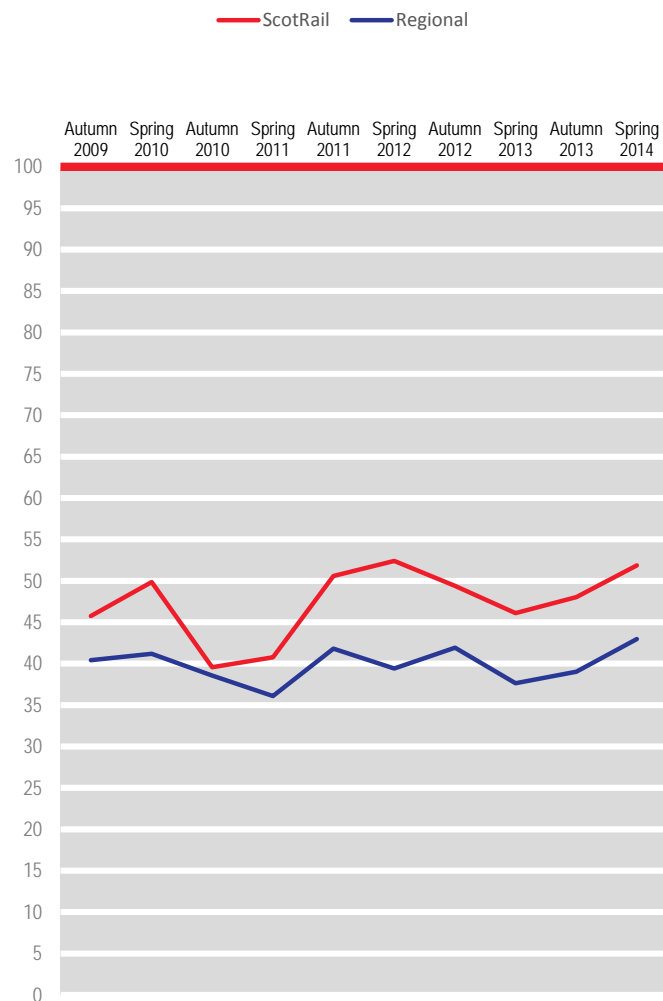


N.B. Benchmarks and targets are only shown for applicable factors

### Toilet facilities on the train

(488)

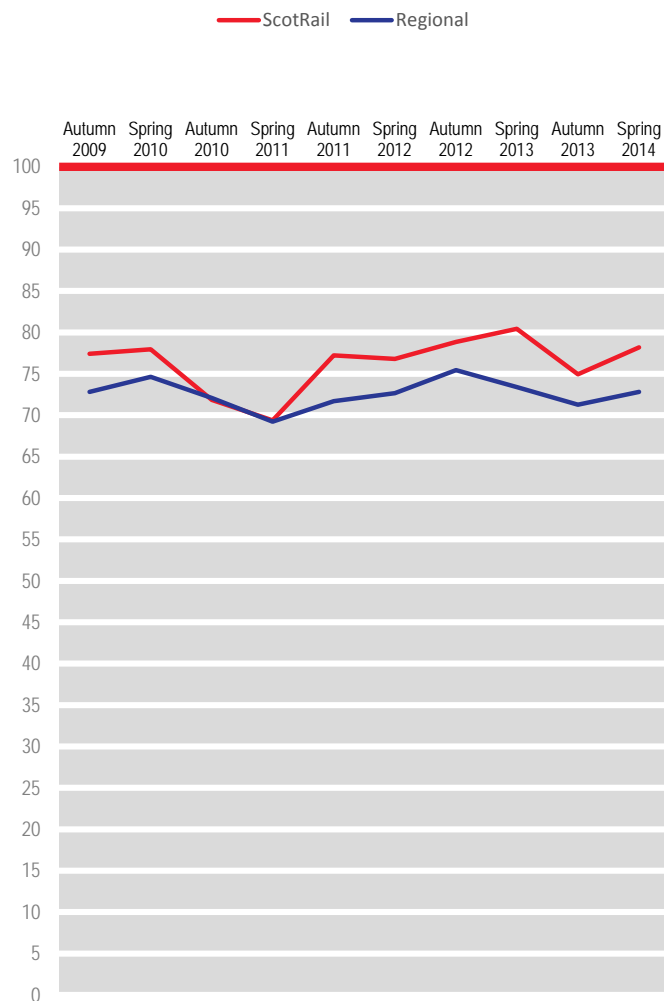
Percentage of passengers satisfied 2009 to 2014



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

(1052)

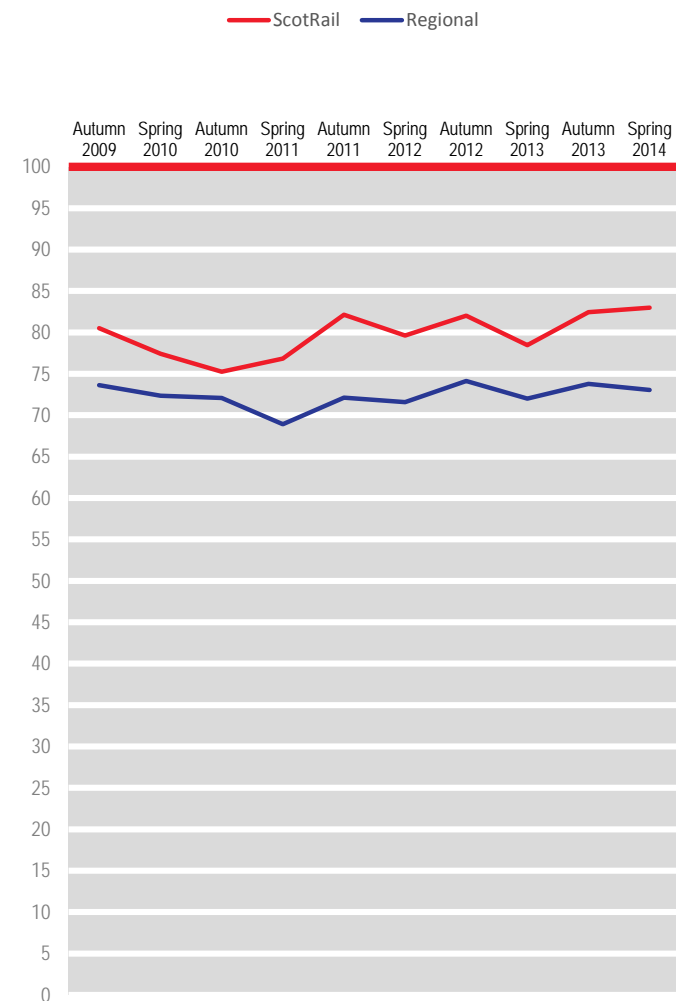
Percentage of passengers satisfied 2009 to 2014



### The comfort of the seating area

(1057)

Percentage of passengers satisfied 2009 to 2014

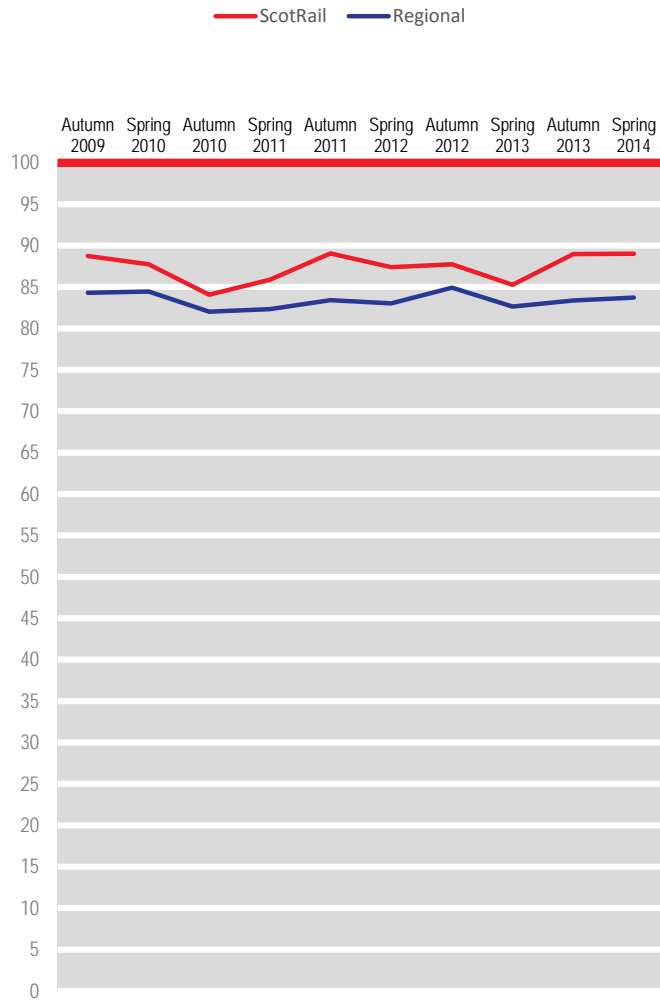


N.B. Benchmarks and targets are only shown for applicable factors

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

(1063)

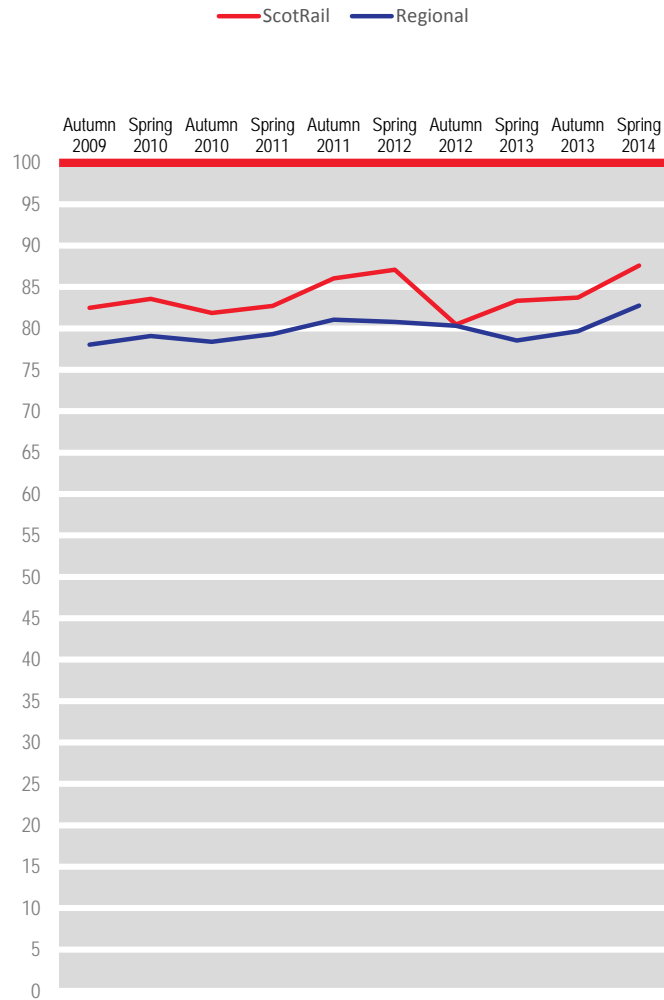
Percentage of passengers satisfied 2009 to 2014



### Your personal security whilst on board

(1023)

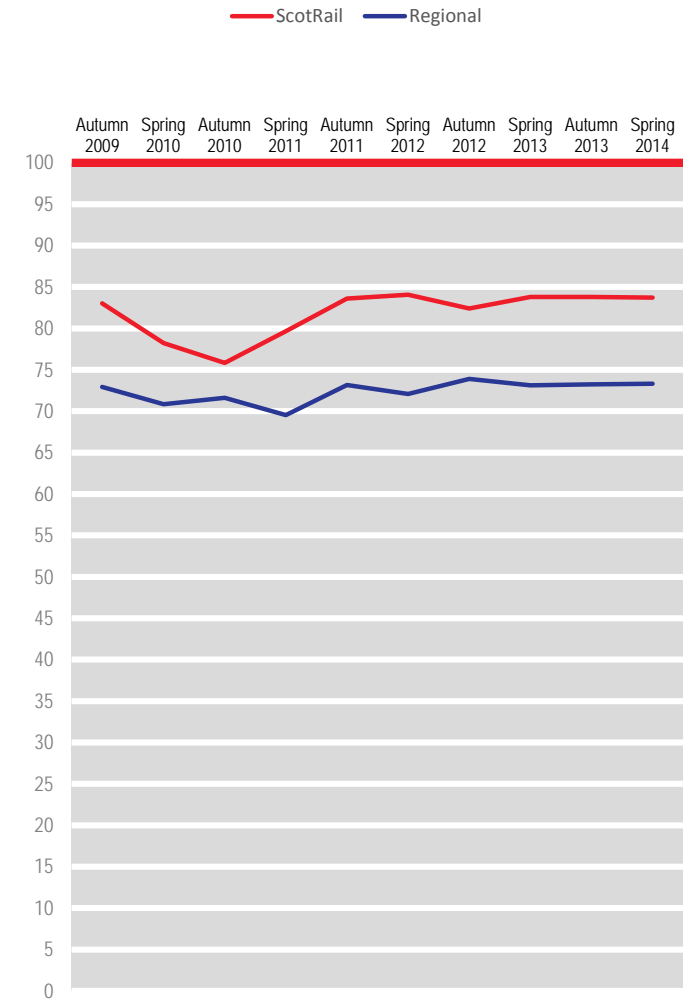
Percentage of passengers satisfied 2009 to 2014



### The cleanliness of the inside of the train

(1076)

Percentage of passengers satisfied 2009 to 2014

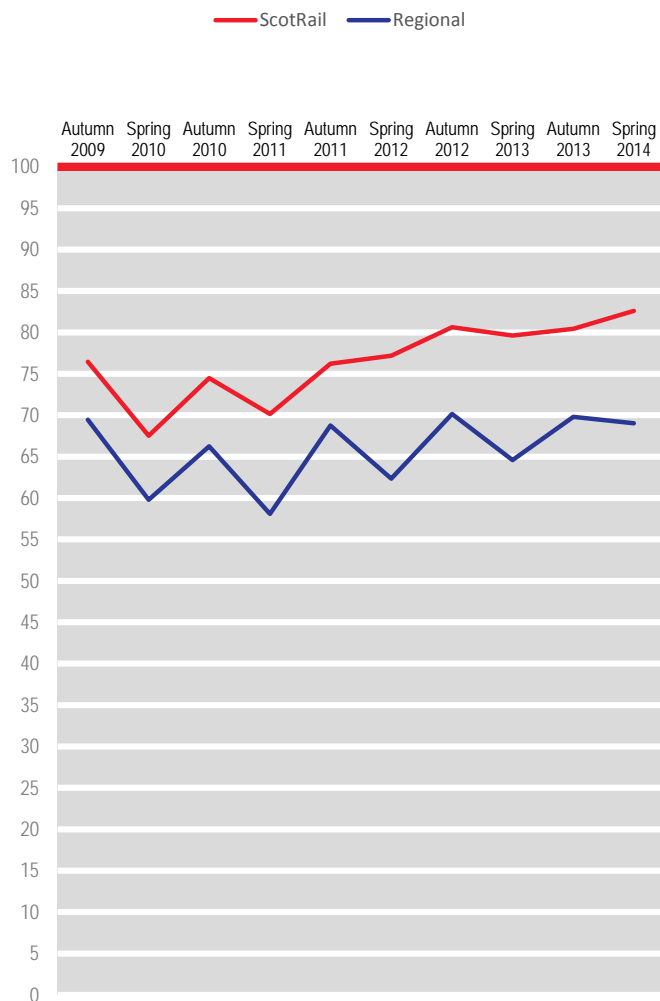


N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(870)

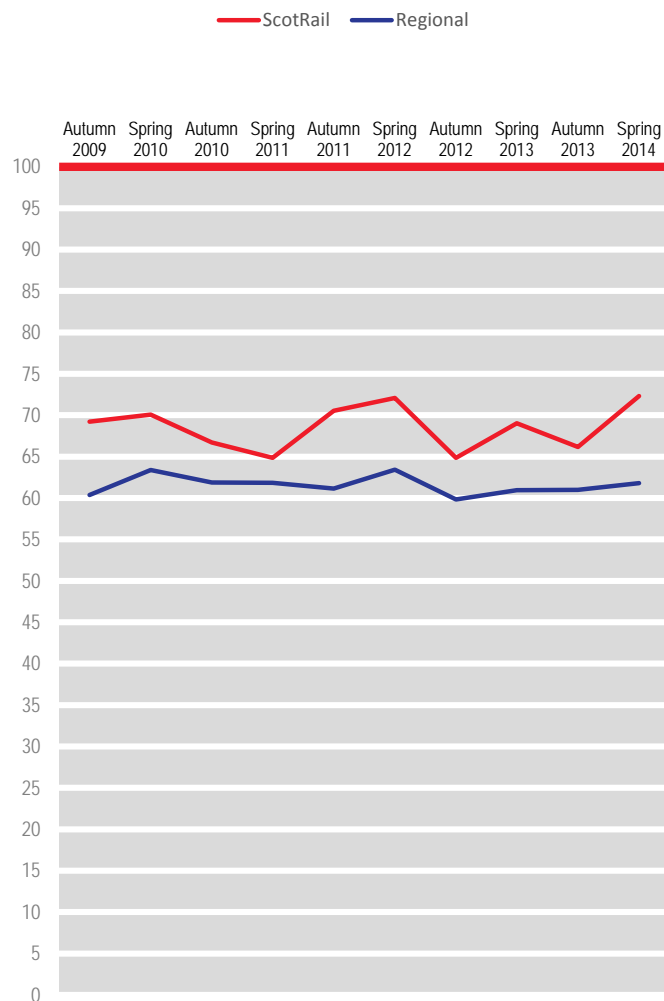
Percentage of passengers satisfied 2009 to 2014



### The availability of staff on the train

(945)

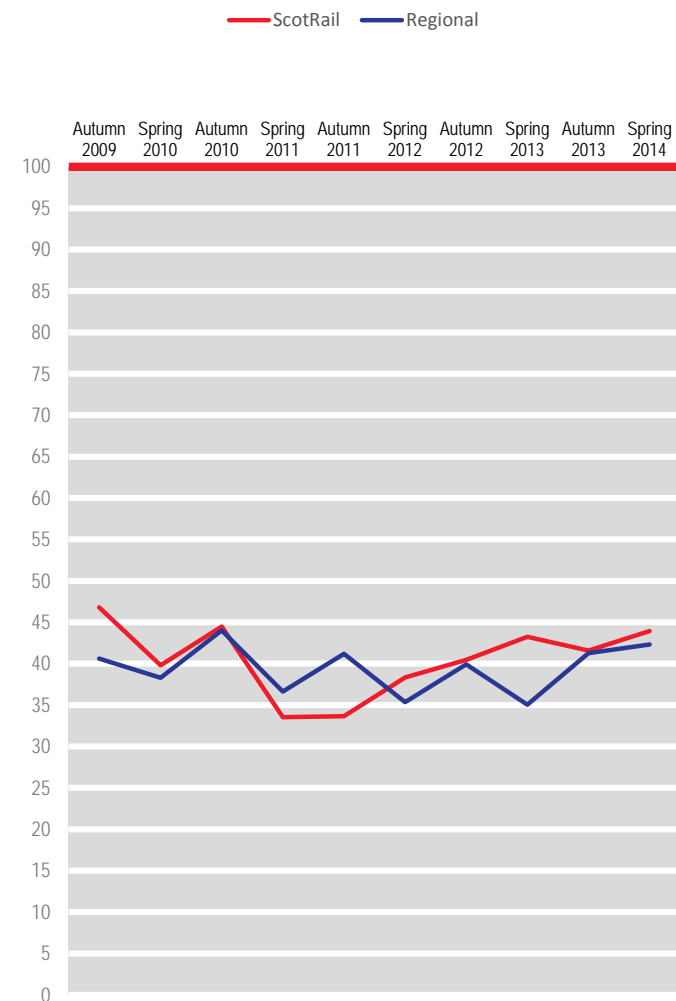
Percentage of passengers satisfied 2009 to 2014



### How well train company dealt with delays

(116)

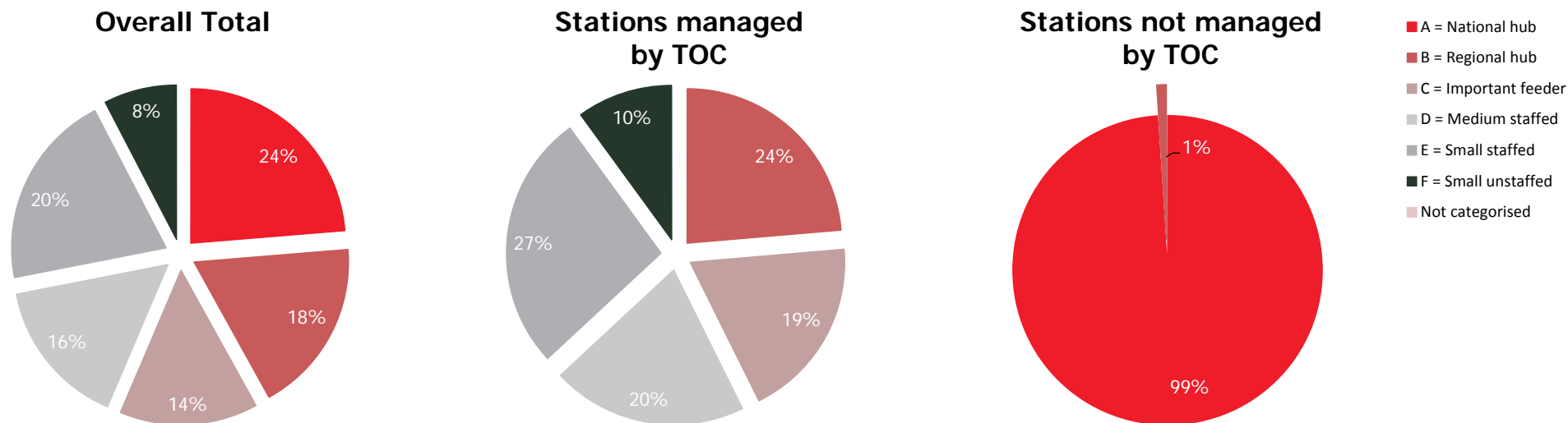
Percentage of passengers satisfied 2009 to 2014



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

## Managed versus non-managed stations for ScotRail

(% 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	83		90
Ticket buying facilities	74		82
Provision of information about train times/platforms	87		90
The upkeep/repair of the station buildings/platforms	80		87
Cleanliness	85		87
The facilities and services	43	-	75
The attitudes and helpfulness of the staff	81		73
Connections with other forms of public transport	72		76
Facilities for car parking	50	+	21
Overall environment	78	-	86
Your personal security whilst using the station	80		82
The availability of staff	65		73
The provision of shelter facilities	80		80
Availability of seating	64		67
How request to station staff was handled	87		91
The choice of shops/eating/drinking facilities available	34	-	78

	ScotRail	Regional		ScotRail	Regional
<b>DELAY</b>					
None	87	84			
Minor	11	13			
Major	1	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	56	54			
6-10 minutes	18	19			
11-20 minutes	12	13			
21-30 minutes	7	5			
31-60 minutes	3	3			
More than 1 hour	0	2			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	16	14	Very well	20	16
Fairly well	32	32	Fairly well	34	35
Neither well nor poorly	19	21	Neither well nor poorly	20	23
Fairly poorly	13	14	Fairly poorly	9	12
Very poorly	20	19	Very poorly	18	15
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	18	15	Very well	12	11
Fairly well	30	31	Fairly well	26	26
Neither well nor poorly	20	24	Neither well nor poorly	31	34
Fairly poorly	13	14	Fairly poorly	8	12
Very poorly	17	16	Very poorly	23	17
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	16	16	Very well	22	11
Fairly well	27	28	Fairly well	12	19
Neither well nor poorly	23	28	Neither well nor poorly	23	28
Fairly poorly	15	13	Fairly poorly	11	12
Very poorly	20	15	Very poorly	32	30

## 5 5.2 Passenger experience relating to disability

	ScotRail	Regional		ScotRail	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	0	1			
Hearing	1	1			
Mobility	3	3			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	1	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	91	89			
No answer	2	2			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	21	9	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	37	41	Yes	1	1
Not at all	43	47	No	99	99
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	43	42	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	22	28	Very satisfied	-	37
Neither satisfied nor dissatisfied	26	17	Fairly satisfied	-	63
Fairly dissatisfied	10	10	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	-	3	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	41	39	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	28	29	Very satisfied	100	100
Neither satisfied nor dissatisfied	23	17	Fairly satisfied	-	-
Fairly dissatisfied	6	11	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	3	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-

	ScotRail	Regional		ScotRail	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	42	43	White	95	94
Female	56	55	Mixed	1	1
			Asian or Asian British	1	2
			Black or Black British	0	0
			Chinese or other ethnic group	2	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	4	3	Commuter	39	38
19-25	10	12	Business	13	10
26-34	18	14	Leisure	47	52
35-44	16	14			
45-54	23	20			
55-59	10	10			
60-64	8	10			
65+	11	16			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	61	53	Yes	68	69
Working Part Time	11	14	No	32	31
Not Working	4	4			
Retired	13	19			
Full Time Student	11	8			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>TIME OF TRAVEL</b>		
Professional/Senior Managerial	32	30	Peak	-	-
Middle Managerial	19	14	Off-peak	-	-
Junior Managerial/Clerical/Supervisory	15	14			
Skilled Manual (With Professional Qualifications/					
Served an Apprenticeship)	7	8			
Unskilled Manual (No Qualifications/Not Served					
an Apprenticeship)	4	3			
Full time student	4	3			
Retired	12	18			
Unemployed/between jobs	1	1			
Housewife/house-husband	0	1			
Other	4	5			
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	5	5
			Yes asked for information	5	6
			Could not find anyone to ask	4	4
			No	84	84
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	89	85
			Yes, at work	54	51
			No	7	10



ScotRail

Regional

ScotRail

Regional

**TRAVELLING ALONE OR WITH OTHERS**

Alone	81	76
With other adults 16+	17	21
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	15	14
Pushchair	0	0
Folding bicycle	0	0
Non-folding bicycle	1	1
Dog	0	1
Wheelchair	0	0
Helper	0	0
Mobility scooter	-	-
None apply	82	82

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	23	22
Anytime day single/return	19	19
Off-peak/super off-peak single/return	8	8
Off-peak/super off-peak day single/return	15	10
Advance	3	4
Day travelcard	0	1
Oyster pay as you go	0	0
Weekly or monthly season ticket	16	14
Annual season ticket	2	4
Special promotion ticket	1	1
Rail staff pass/privilege ticket/police	1	2
Free travel pass (e.g. Freedom Pass)	0	7
Other	8	7
Don't know/no answer	2	2

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	6	8
Better internet enquiry/booking service	21	18
Better information facilities at stations	17	19
Better route maps of the rail network	18	17
Make timetables easier to read	28	24
Better ticket buying facilities at station ticket offices	16	19
Better ticket buying facilities at station ticket machines	19	18
Better promotion when advanced tickets available	33	30
Other	18	14
None of these	21	22

## Station sample sizes for ScotRail

Station	Unweighted	Station	Unweighted
Edinburgh	203	Holytown	3
Glasgow Central	171	Corpach	3
Glasgow Queen Street	150	Kilmarnock	3
Paisley Gilmour Street	56	Dunfermline Queen Margaret	3
Dundee	40	Auchinleck	2
Aberdeen	36	Annan	2
Partick	33	Wallyford	2
Inverness	20	Bridge Of Orchy	1
Argyle Street	20	Arrochar And Tarbet	1
Falkirk High	20	Hairmyres	1
Polmont	20	Spean Bridge	1
Stirling	19	Stewarton	1
Edinburgh Park	18	Crewe	1
Mallaig	18	Banavie	1
Hyndland	18	Drumchapel	1
Stonehaven	18		
Perth	14		
Linlithgow	13		
Inverkeithing	13		
Bearsden	13		
Inverurie	13		
Anniesland	12		
Croy	11		
Rutherglen	11		
Fort William	11		
Musselburgh	11		
Carlisle	10		
Elgin	10		
Haymarket	9		
Kirkcaldy	9		
Charing Cross (Glasgow)	8		
Leuchars	8		
Dyce	7		
Falkirk Grahamston	6		
Burnside	6		
Bishopton	5		
Dumfries	4		
Motherwell	4		

	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



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