



# National Rail Passenger Survey

## PTE Report for Transport for Greater Manchester

### Autumn 2013

#### Contacts:

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

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

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

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

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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)

### Autumn 2013 (Wave 29)

Fieldwork for Wave 29 was undertaken between 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.

As with previous waves, planned and unplanned engineering works/problems meant that some 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 train services running.

### 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.

### Spring 2012 (Wave 26)

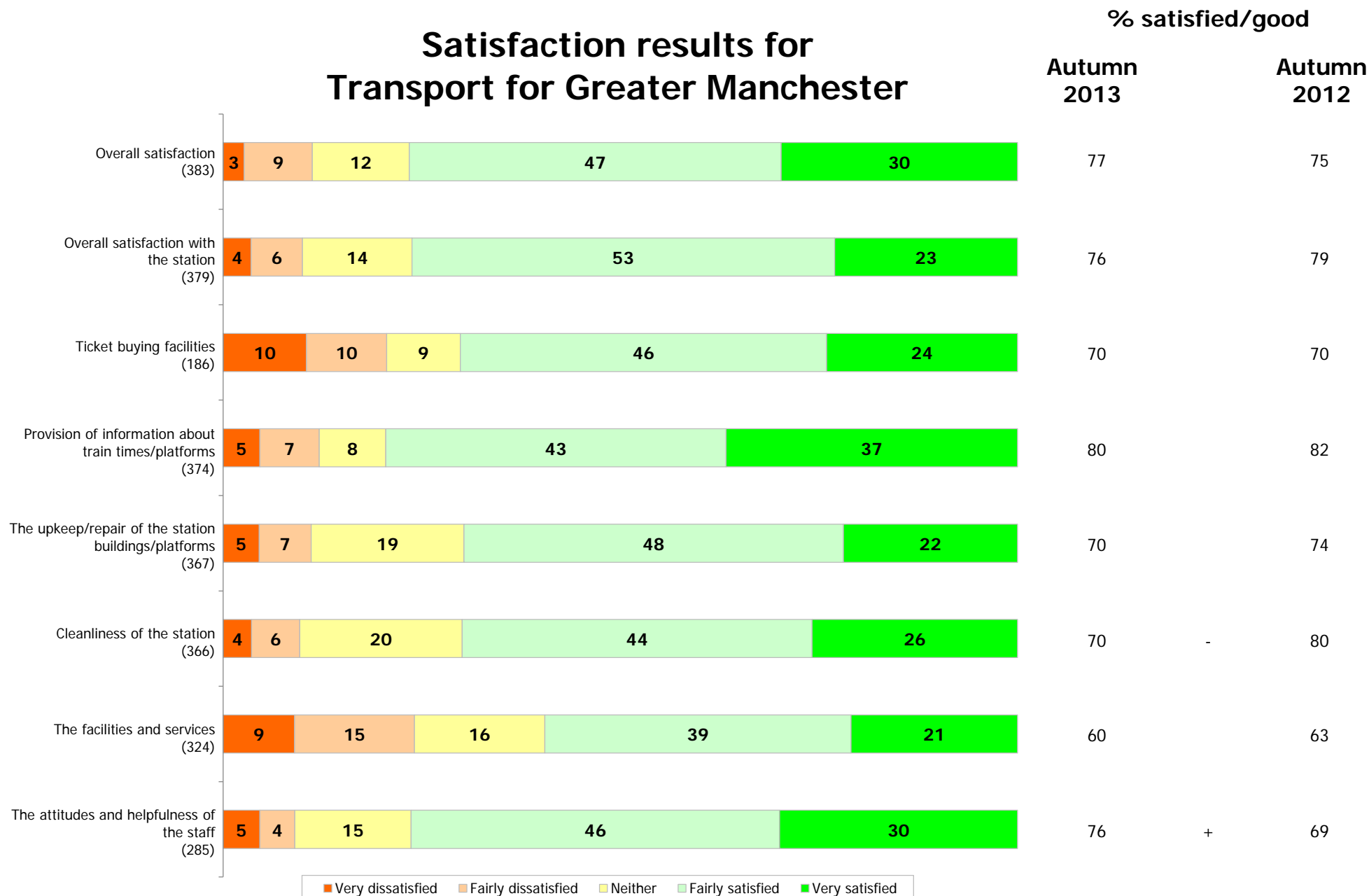
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

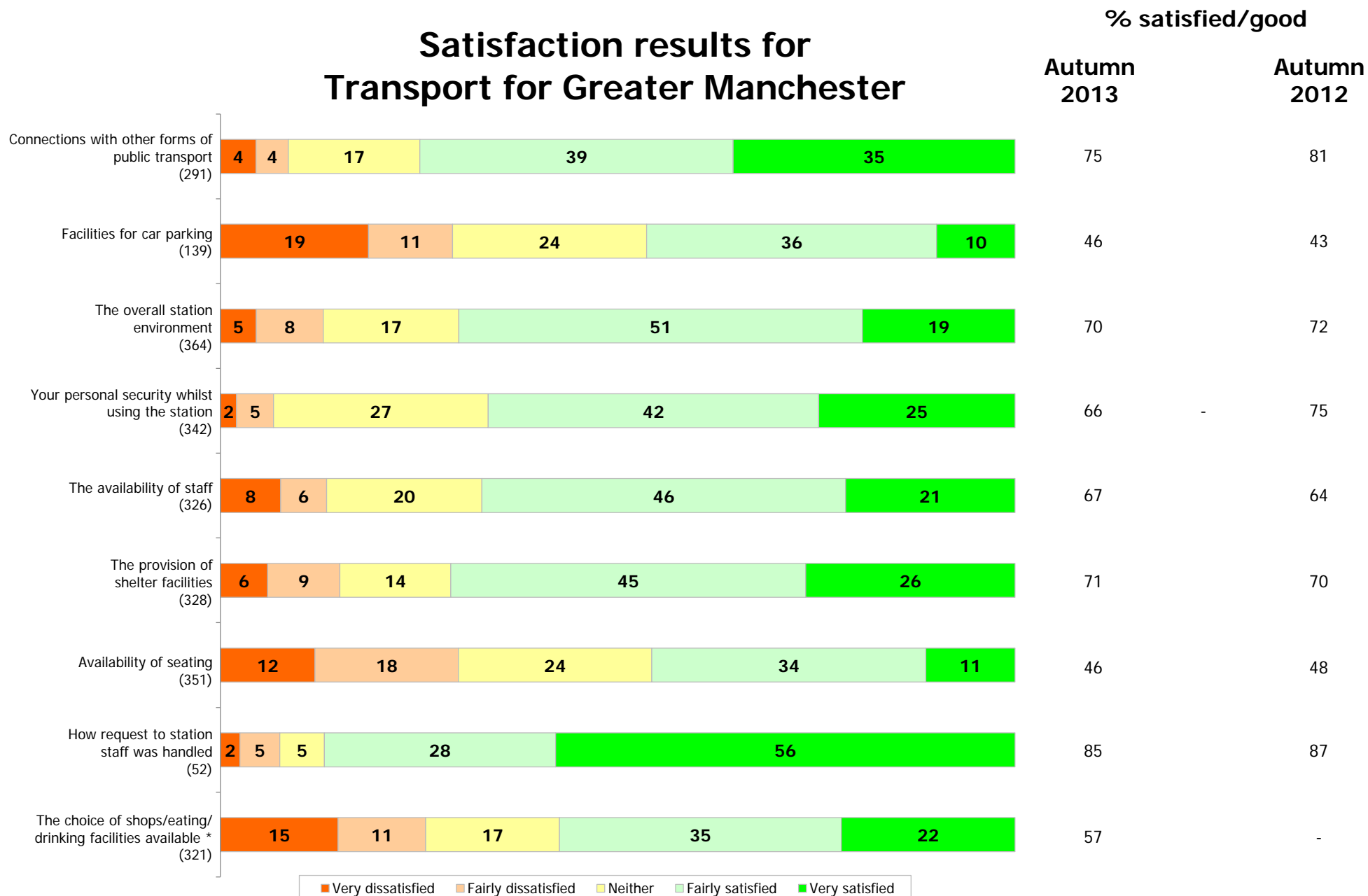
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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 Transport for Greater Manchester

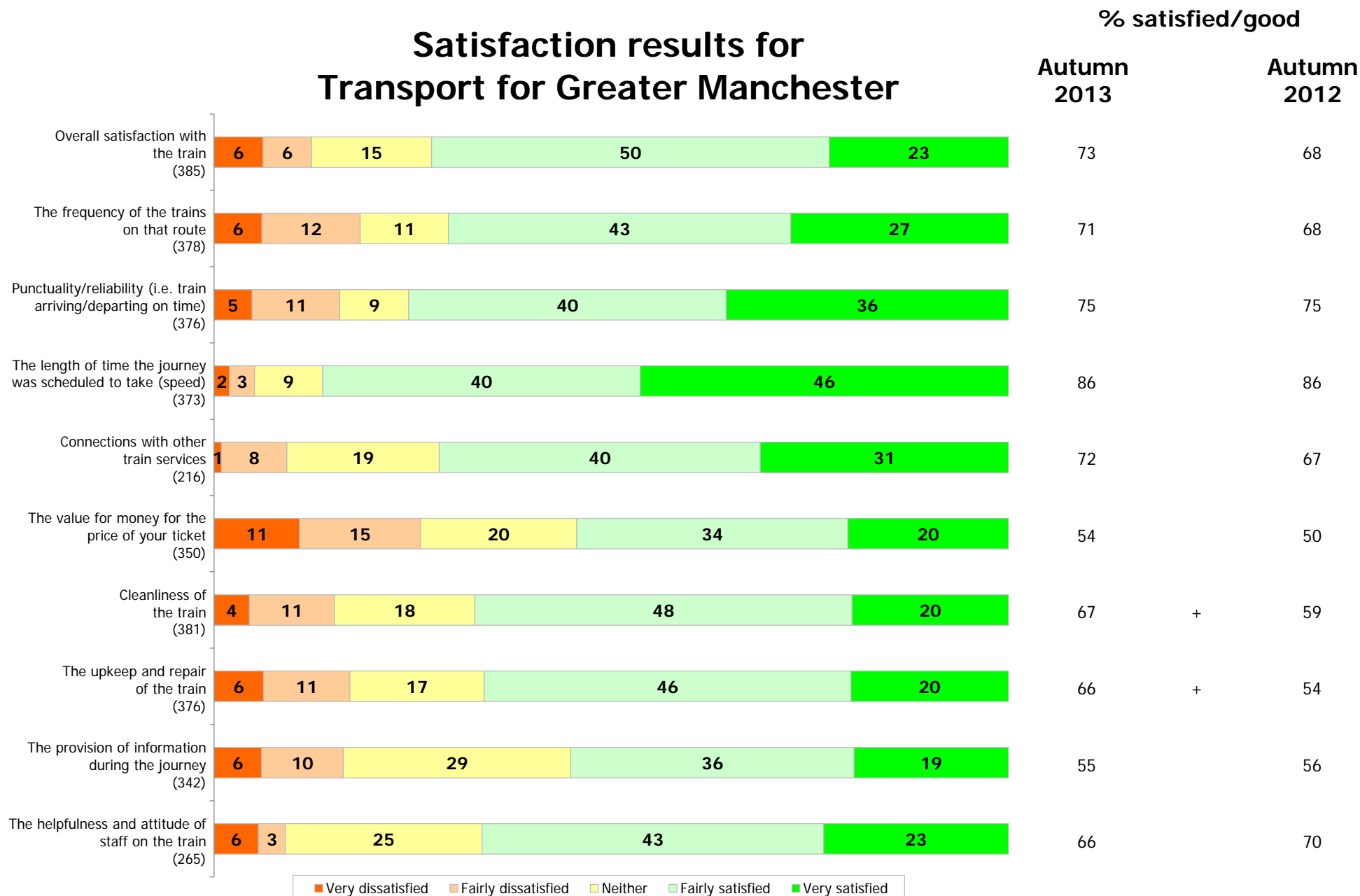


## Satisfaction results for Transport for Greater Manchester



\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

## Satisfaction results for Transport for Greater Manchester



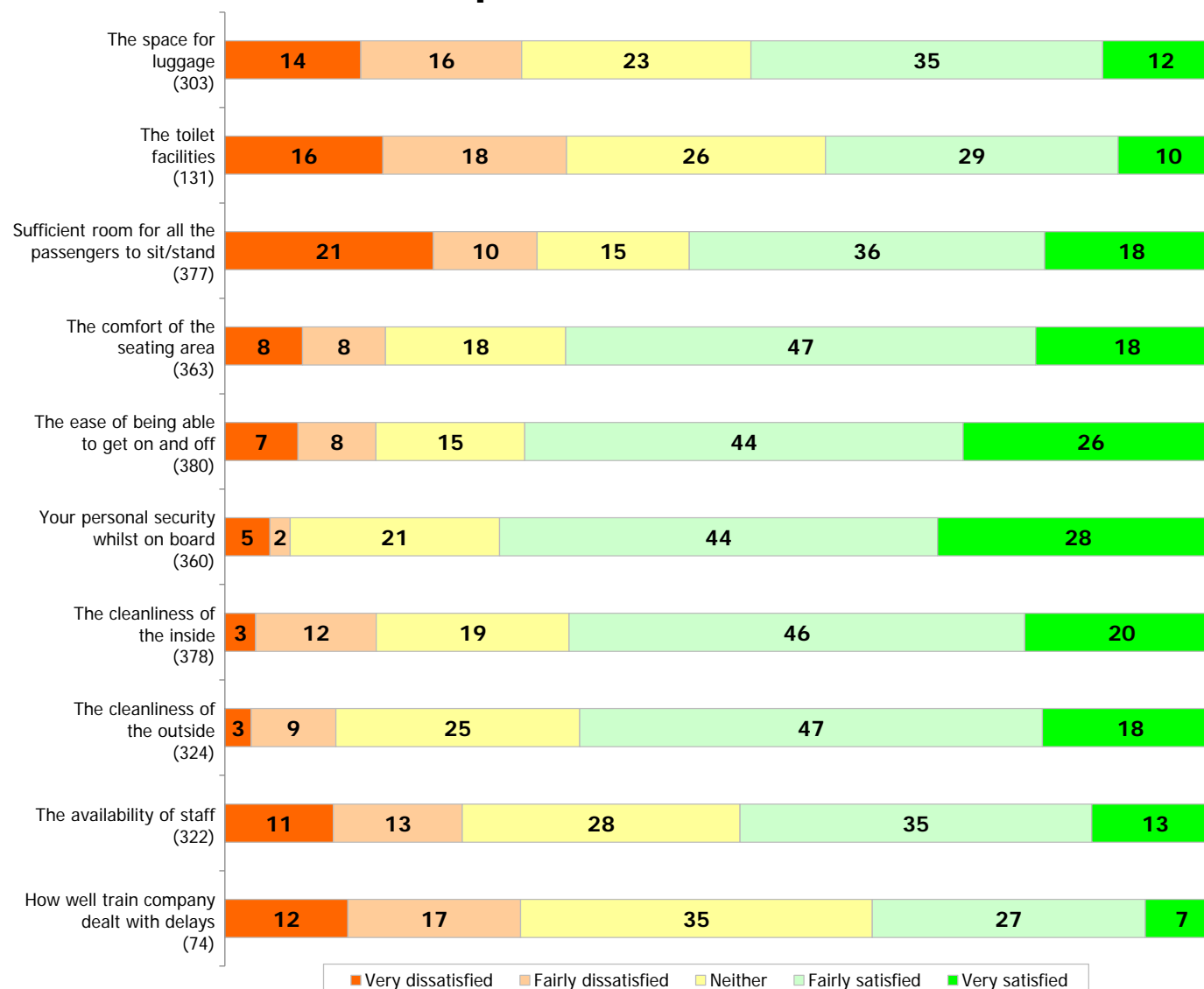


## Satisfaction results for Transport for Greater Manchester

% satisfied/good

Autumn  
2013

Autumn  
2012

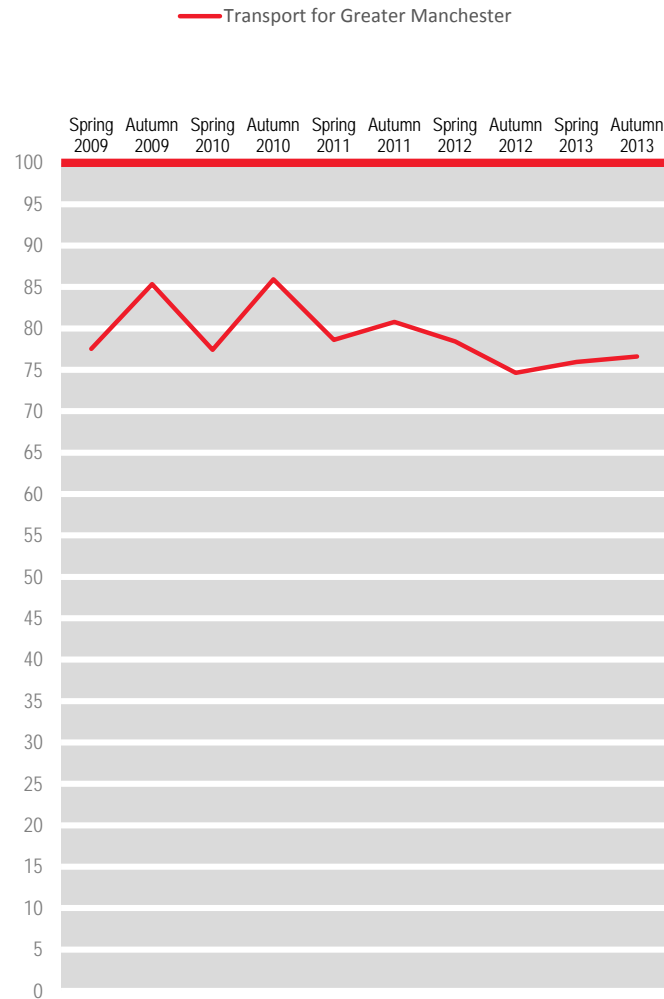


# Percentage satisfied with aspects of station where boarded

## Overall satisfaction

(383)

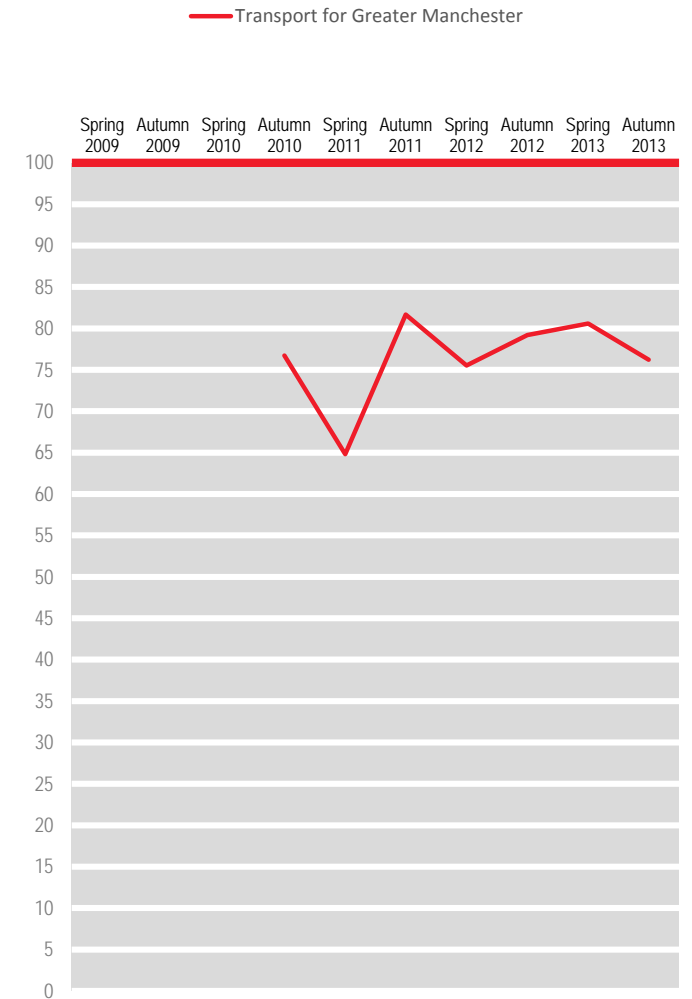
Percentage of passengers satisfied 2009 to 2013



## Overall station satisfaction

(379)

Percentage of passengers satisfied 2009 to 2013



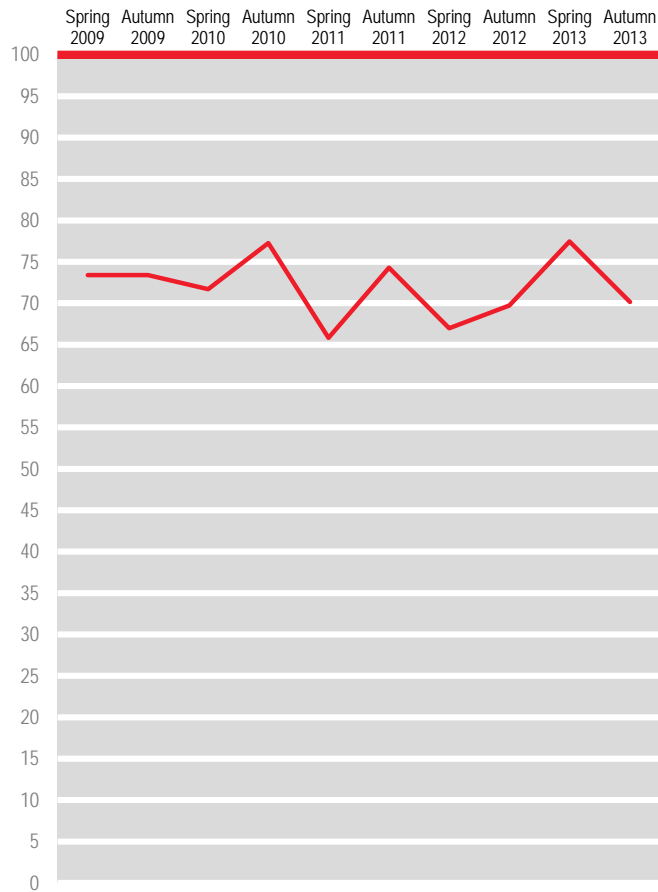
N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(186)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

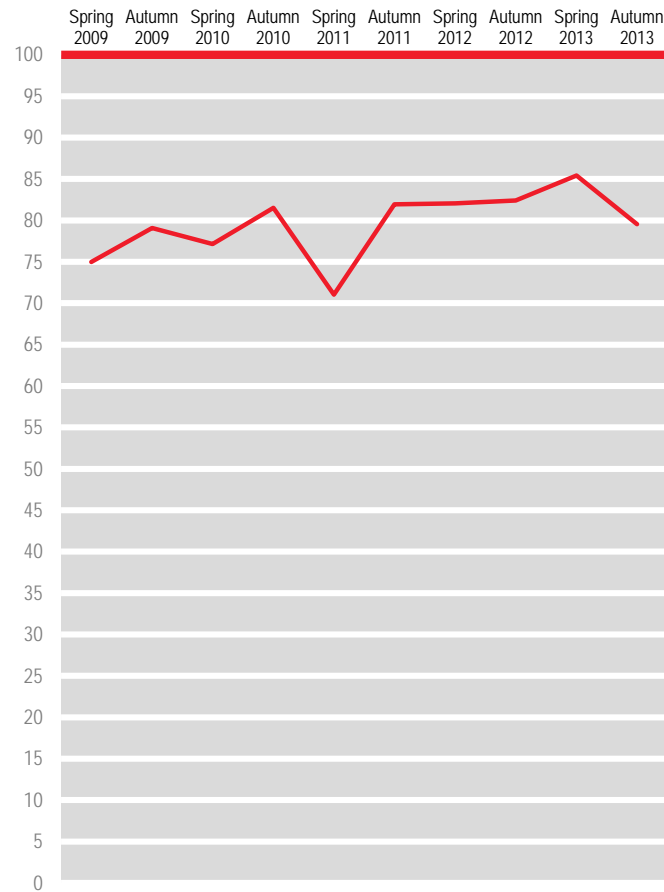


### Provision of information about train times/platforms

(374)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

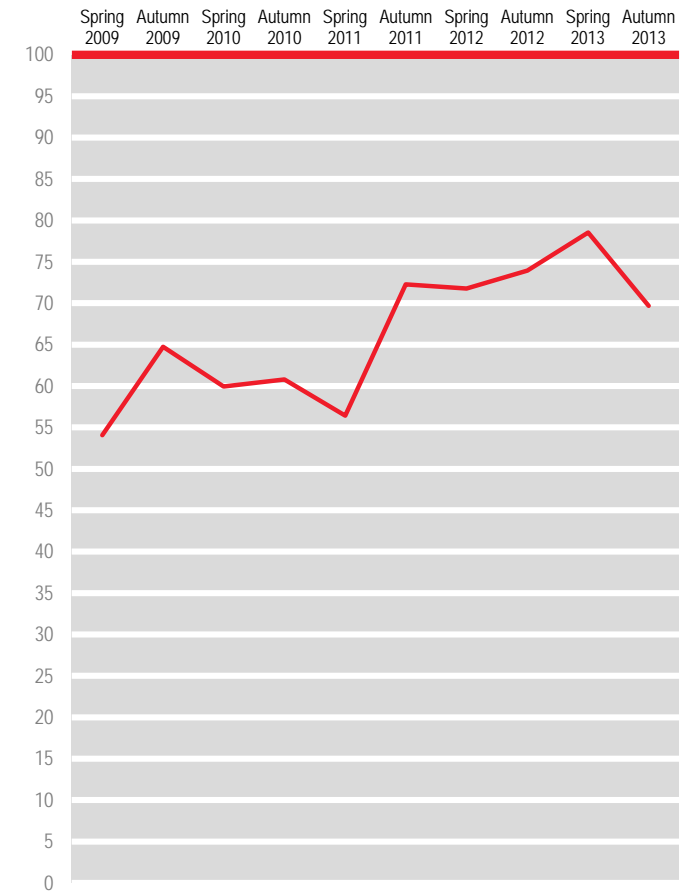


### The upkeep/repair of the station building/platforms

(367)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



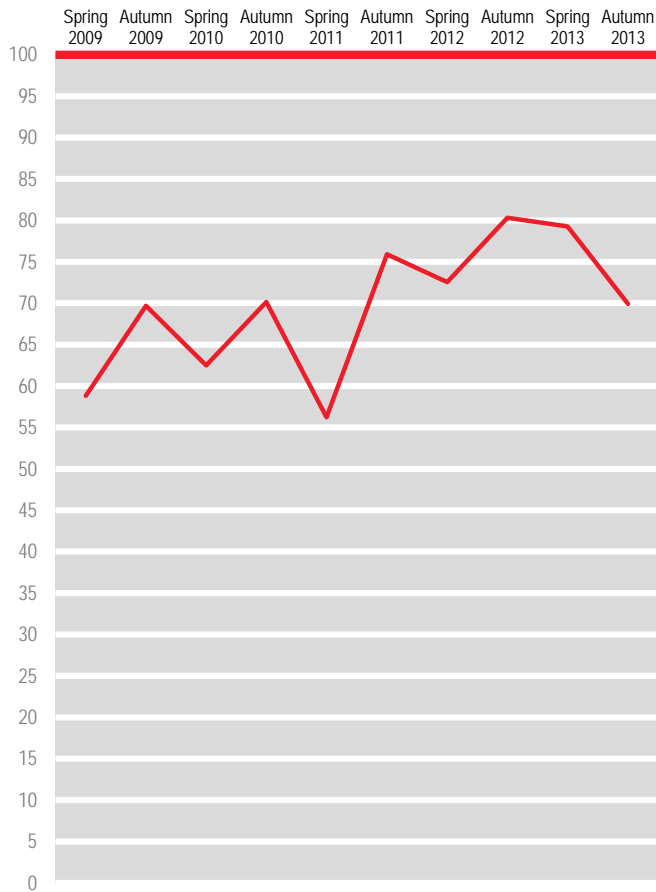
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(366)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

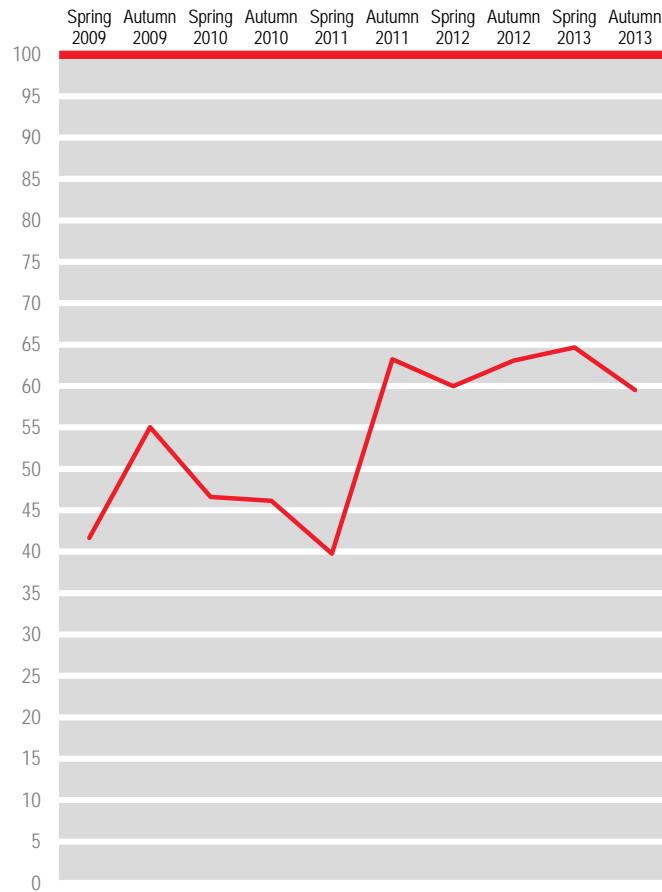


### The facilities and services at the station

(324)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

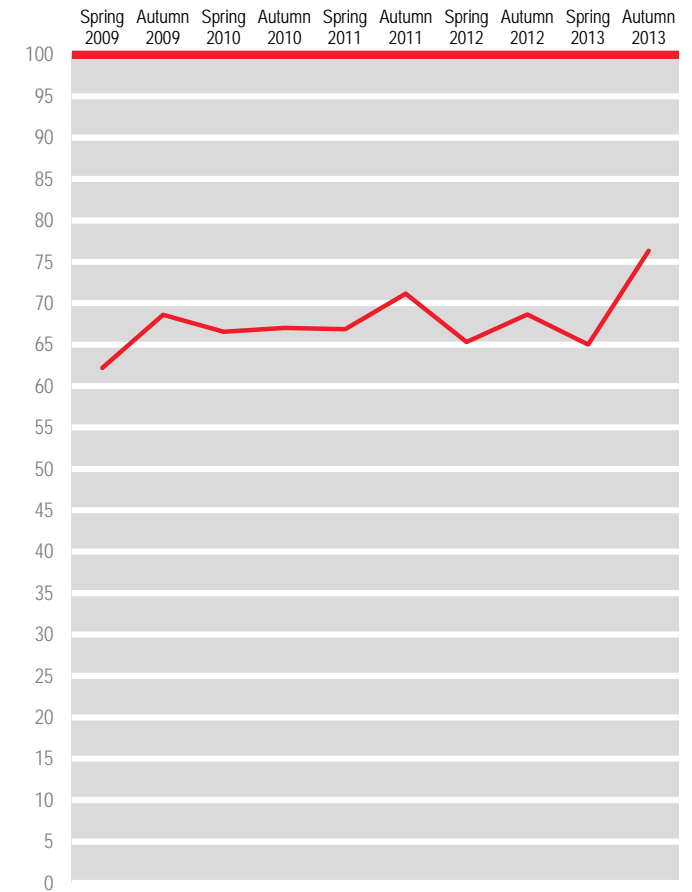


### The attitudes and helpfulness of the staff at the station

(285)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



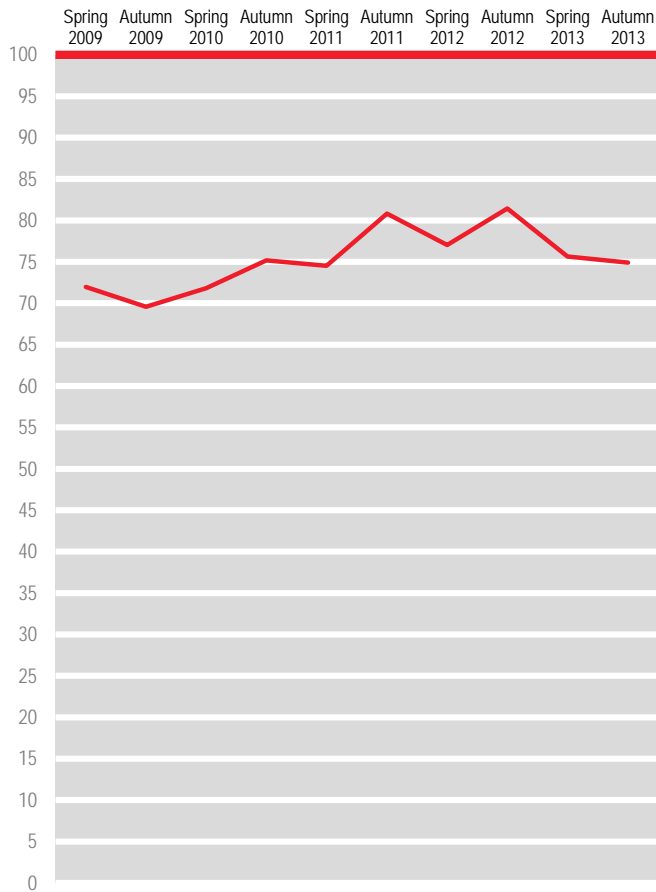
N.B. Benchmarks and targets are only shown for applicable factors

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

(291)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

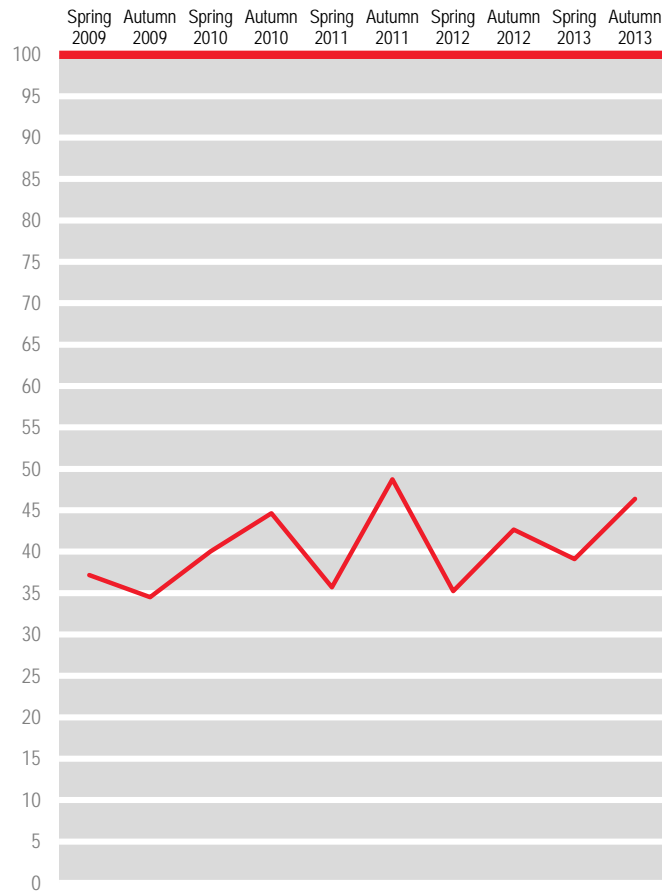


### Facilities for car parking at the station

(139)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

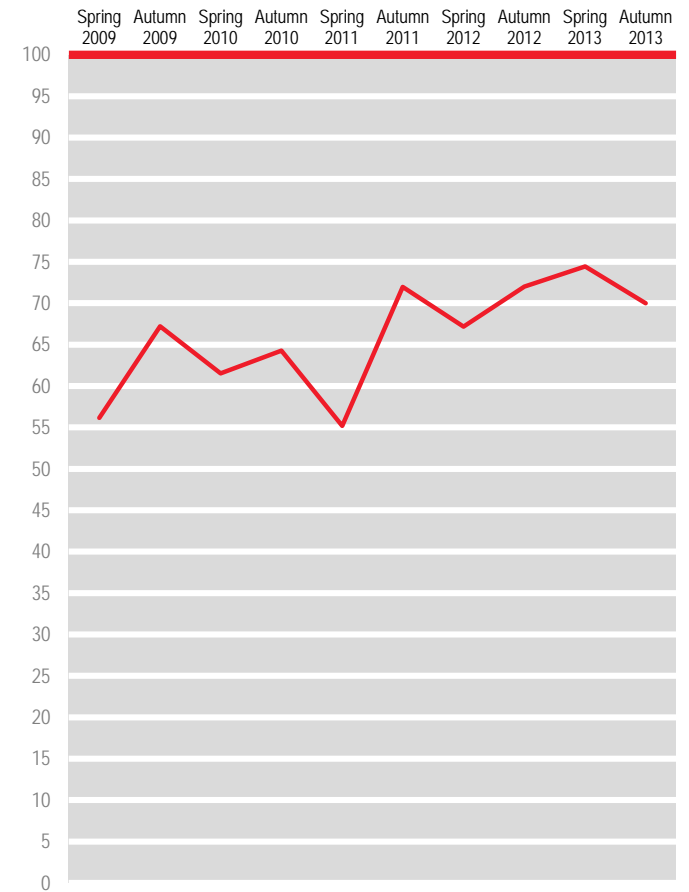


### Overall station environment

(364)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



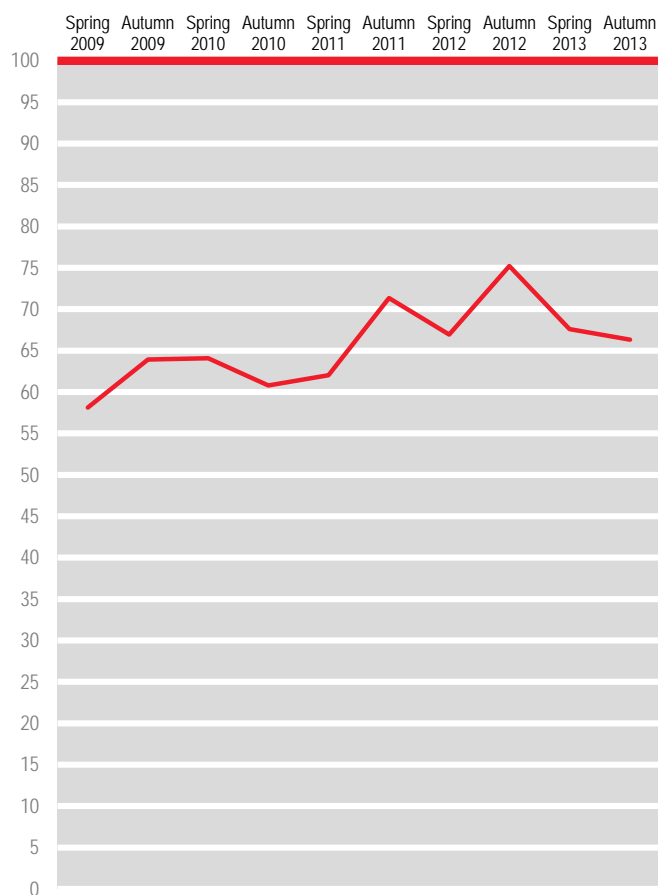
N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(342)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

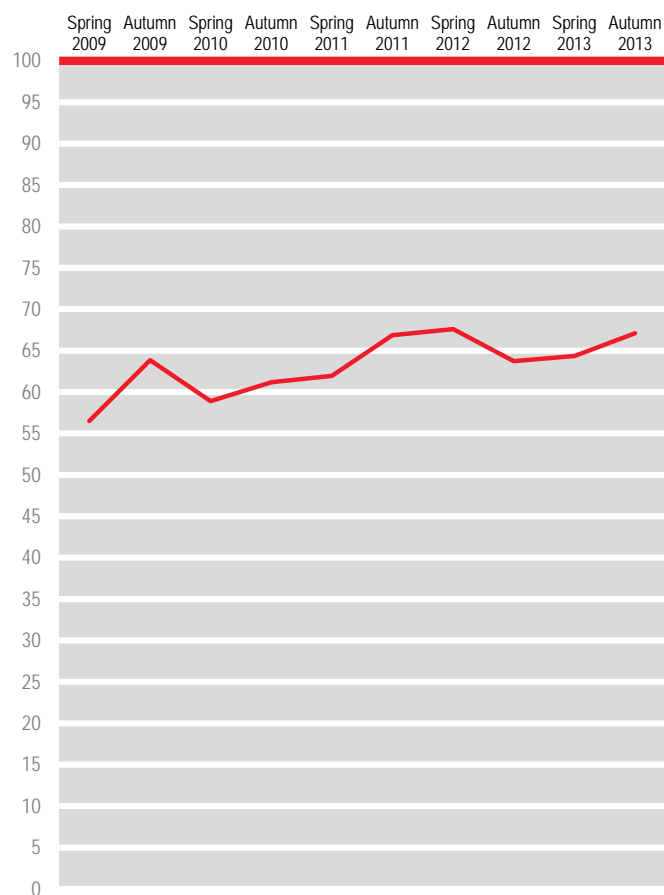


### The availability of staff at the station

(326)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

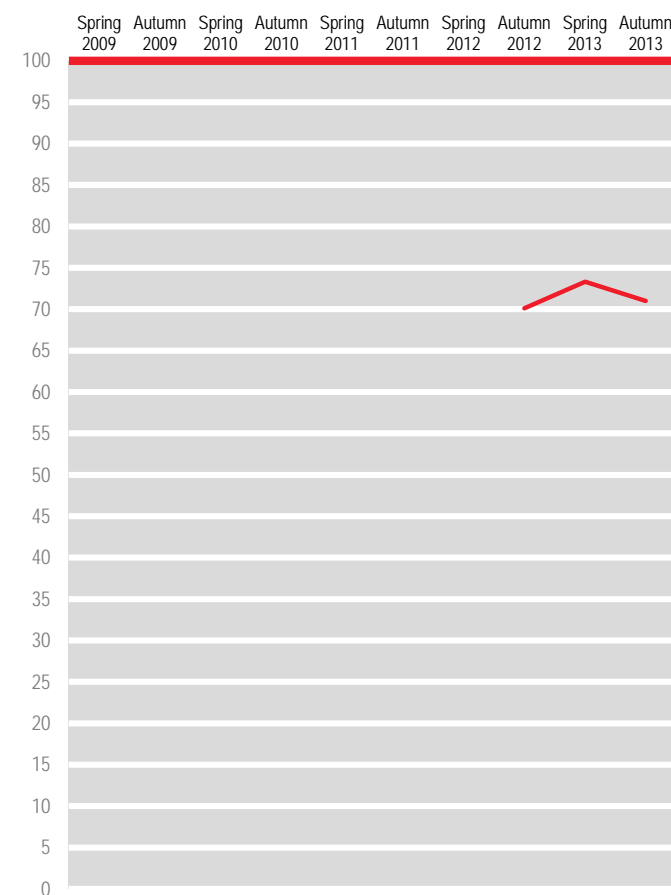


### The provision of shelter facilities

(328)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



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

**Availability of seating****(351)**

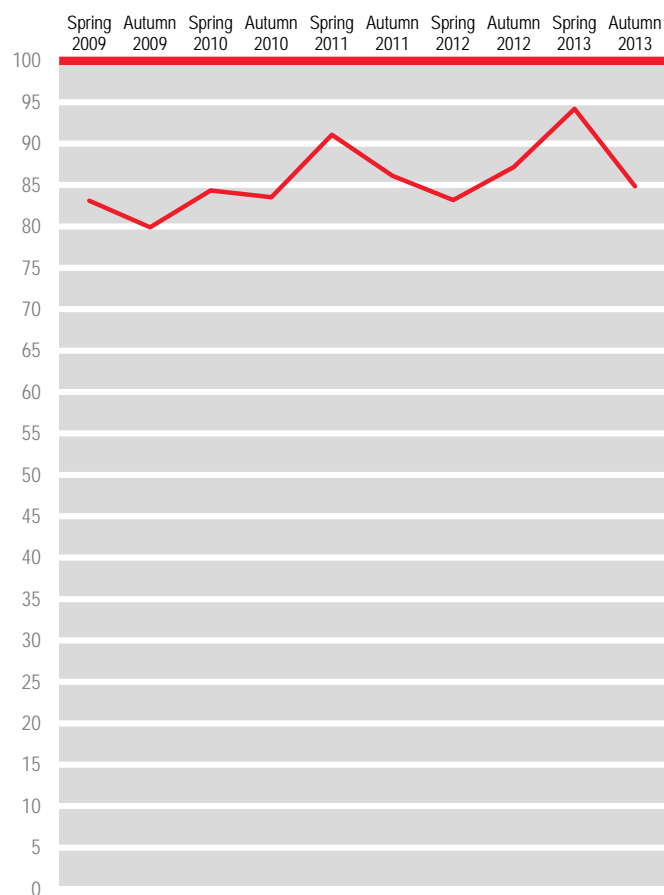
Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

**How request to station staff was handled****(52)**

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

**The choice of shops/eating/drinking facilities available****(321)**

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



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

# Percentage satisfied with aspects of the train

## Overall satisfaction with the train

(385)

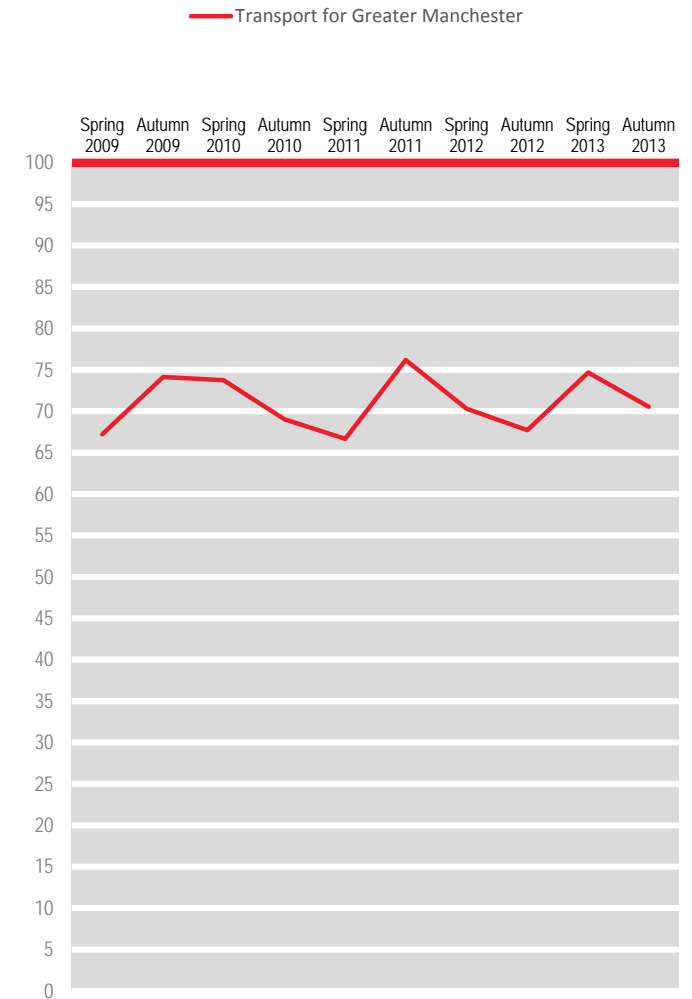
Percentage of passengers satisfied 2009 to 2013



## The frequency of trains on that route

(378)

Percentage of passengers satisfied 2009 to 2013



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

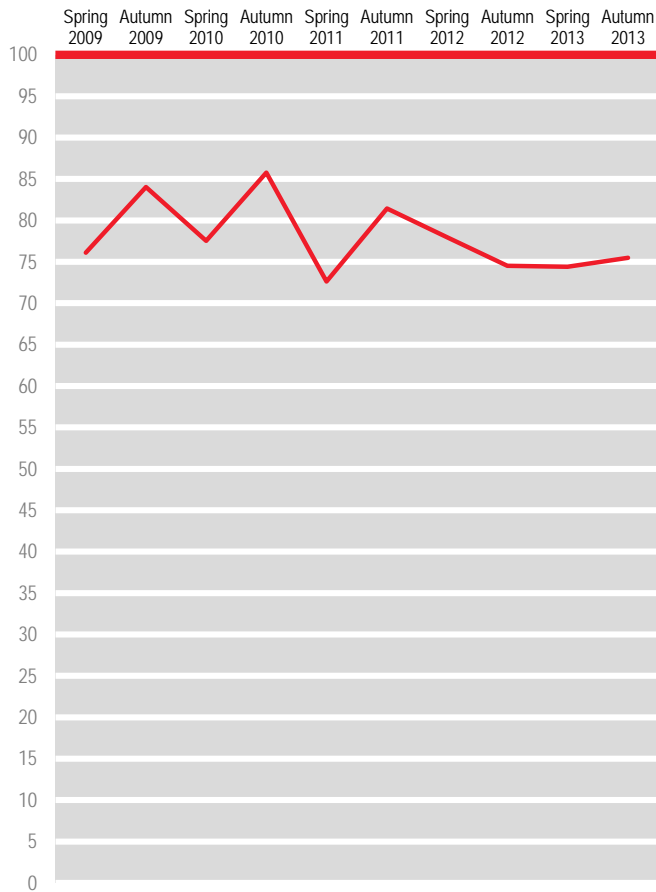


### Punctuality/reliability (i.e. train arriving/departing on time)

(376)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

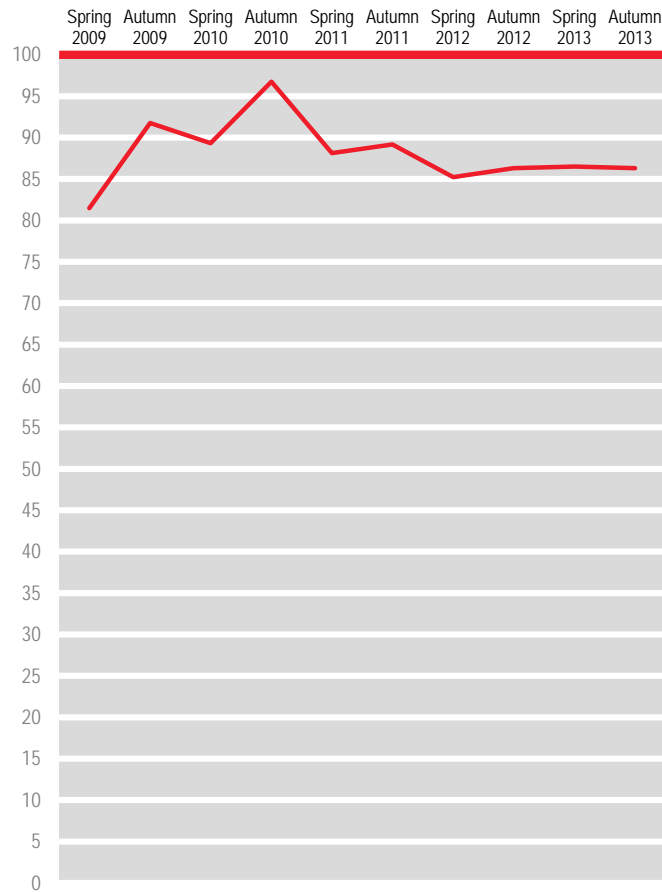


### The length of time the journey was scheduled to take (speed)

(373)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

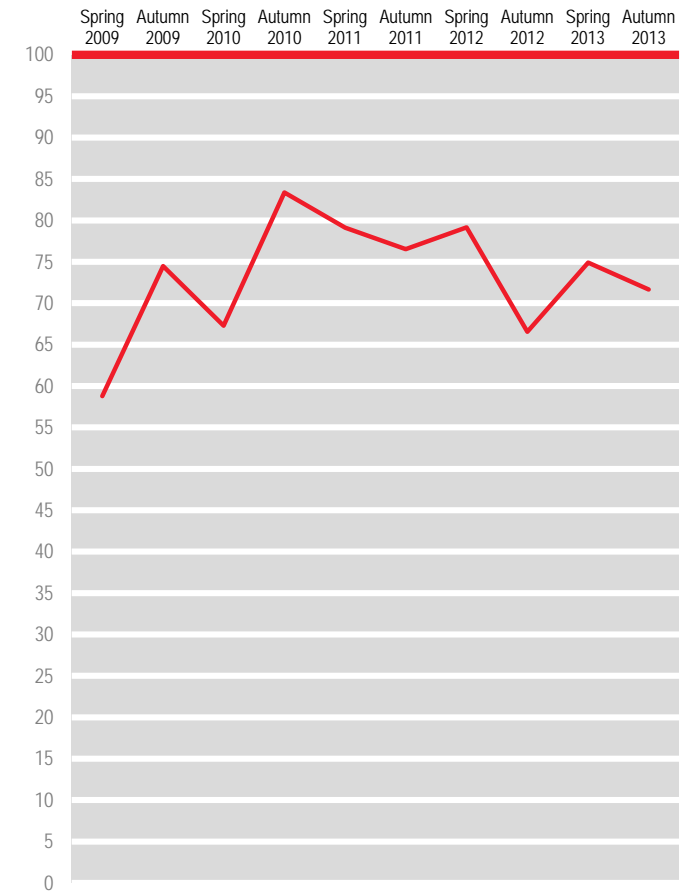


### Connections with other train services

(216)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



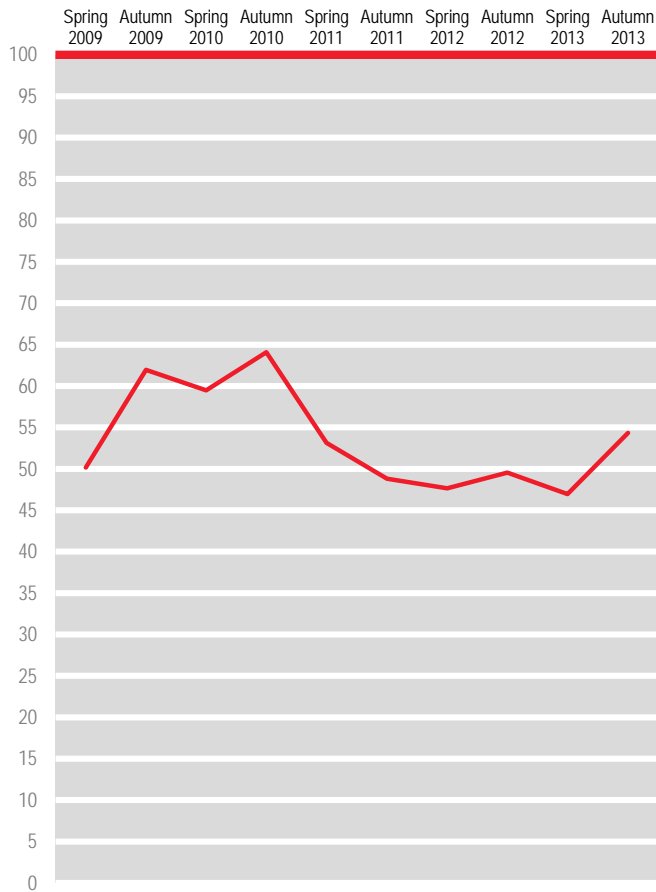
N.B. Benchmarks and targets are only shown for applicable factors

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

(350)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

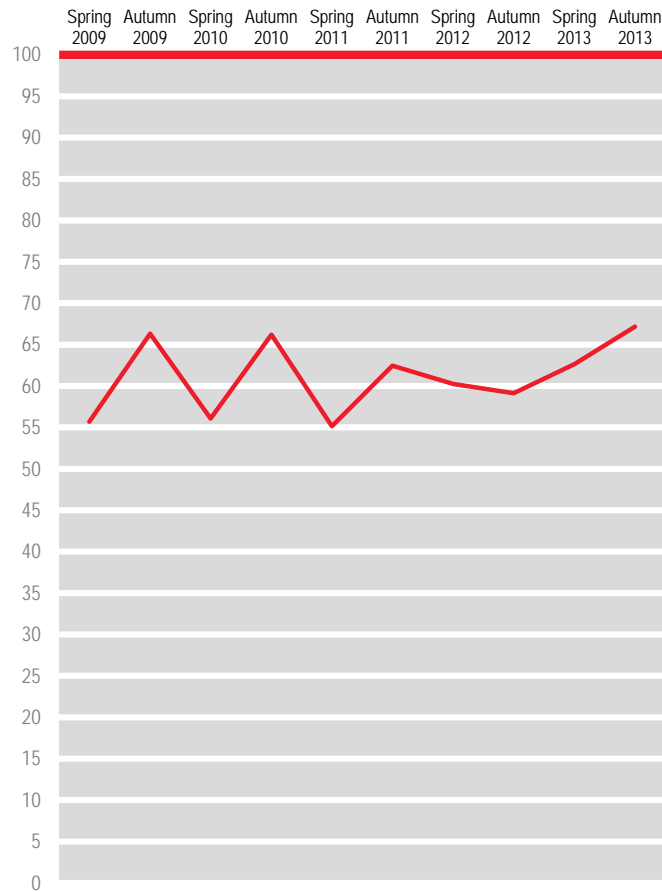


### Cleanliness of the train

(381)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

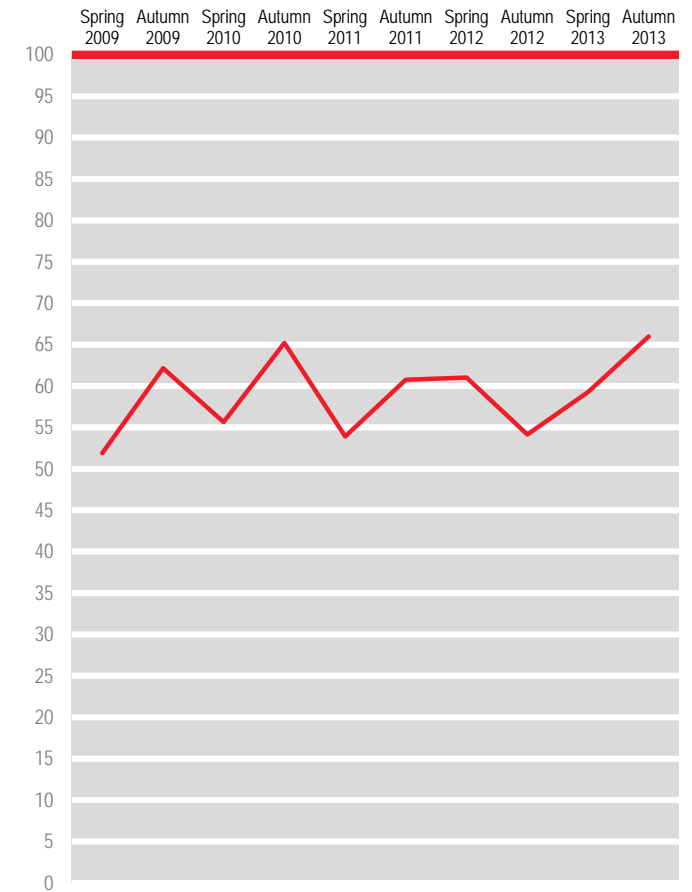


### Upkeep and repair of the train

(376)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



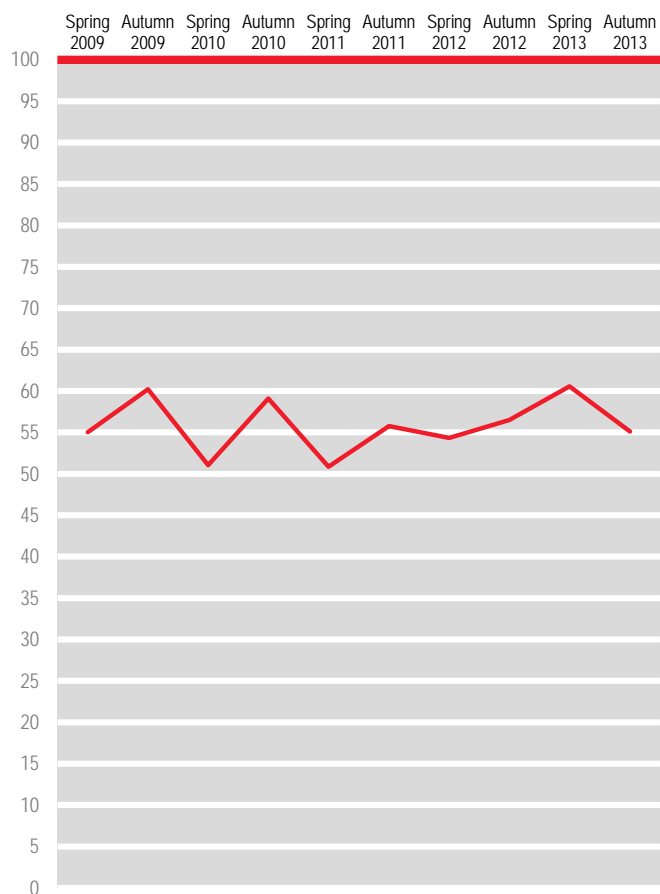
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(342)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

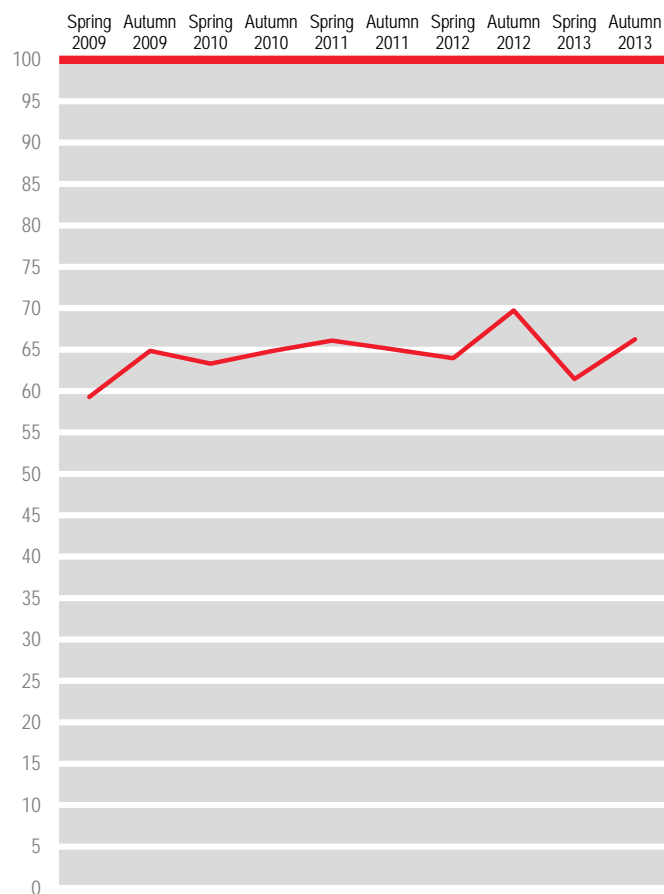


### The helpfulness and attitude of staff on the train

(265)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

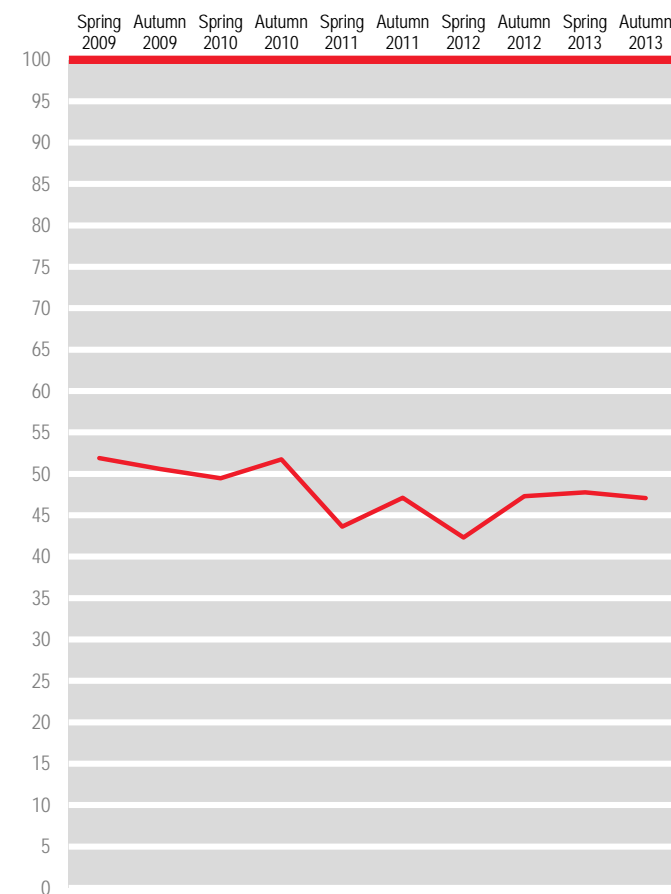


### The space for luggage

(303)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



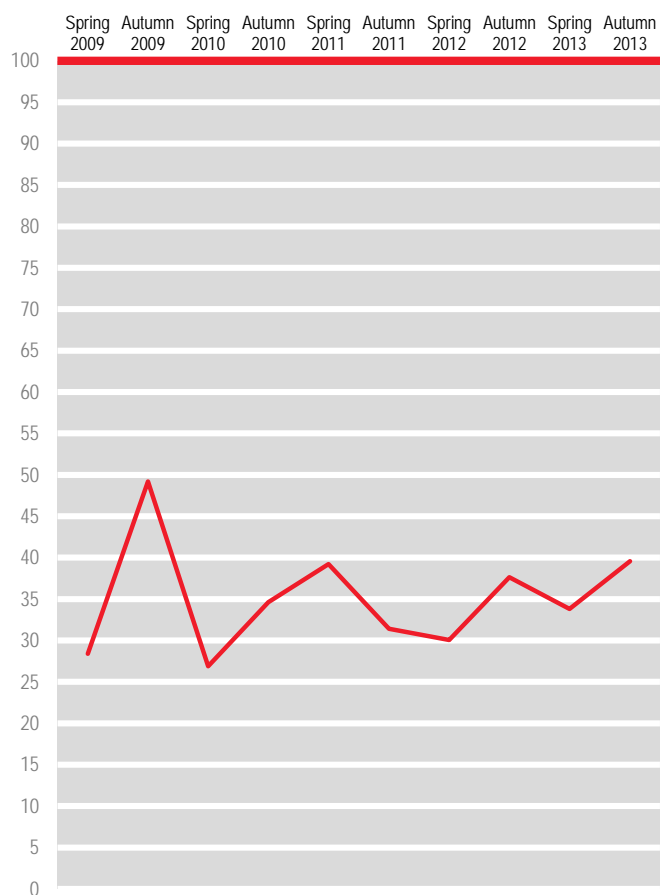
N.B. Benchmarks and targets are only shown for applicable factors

### Toilet facilities on the train

(131)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

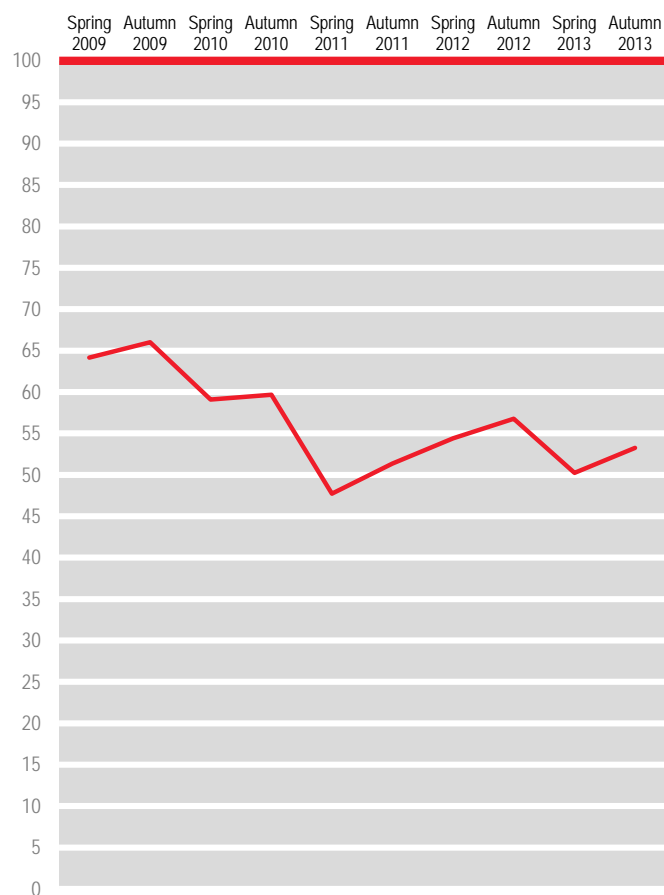


### Sufficient room for all the passengers to sit/stand

(377)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

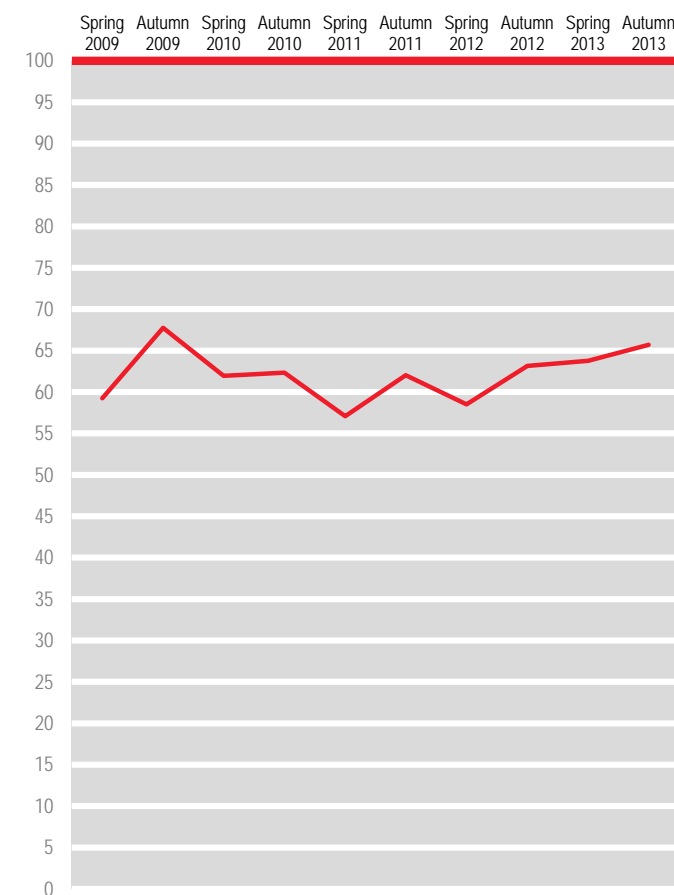


### The comfort of the seating area

(363)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



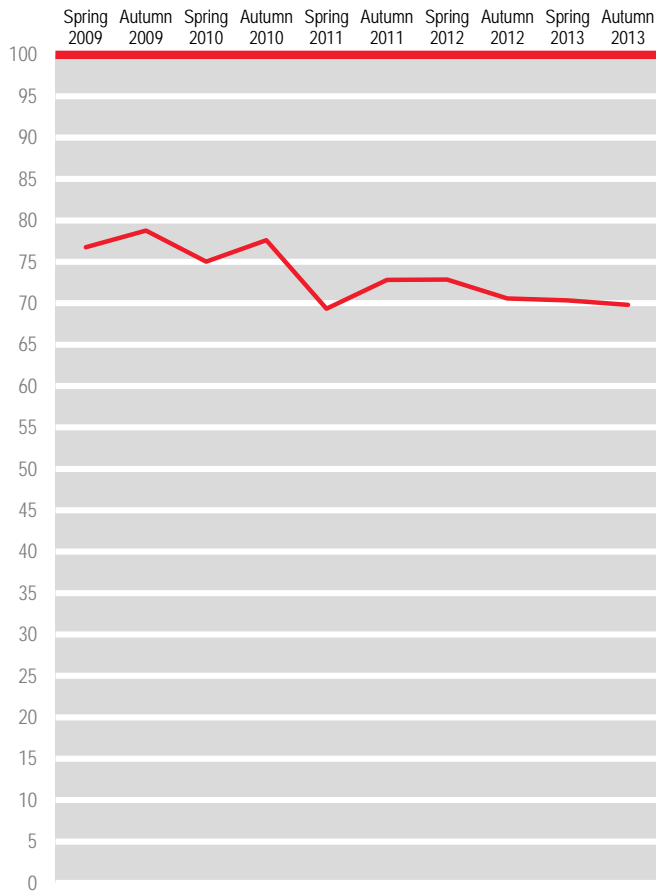
N.B. Benchmarks and targets are only shown for applicable factors

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

(380)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

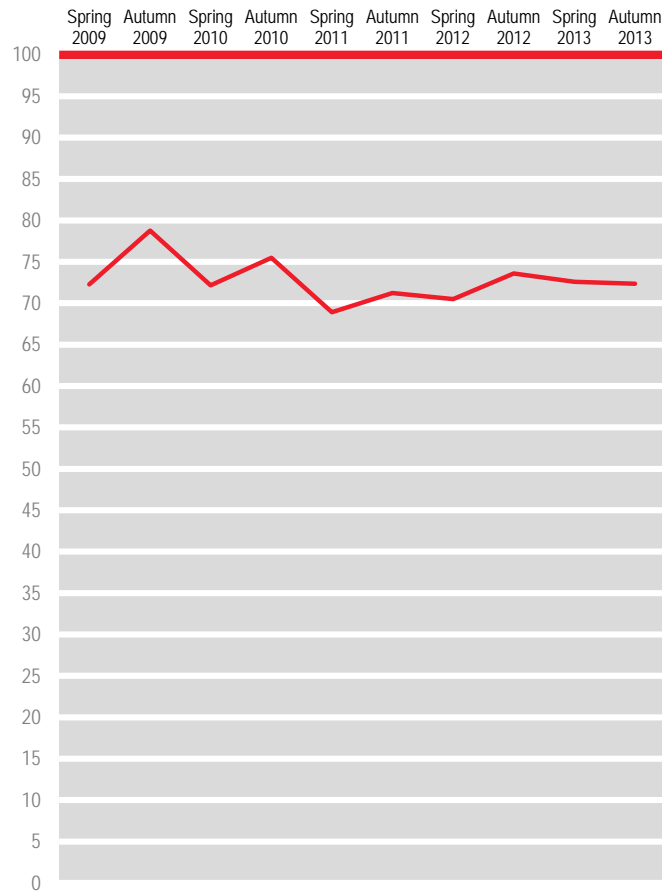


### Your personal security whilst on board

(360)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

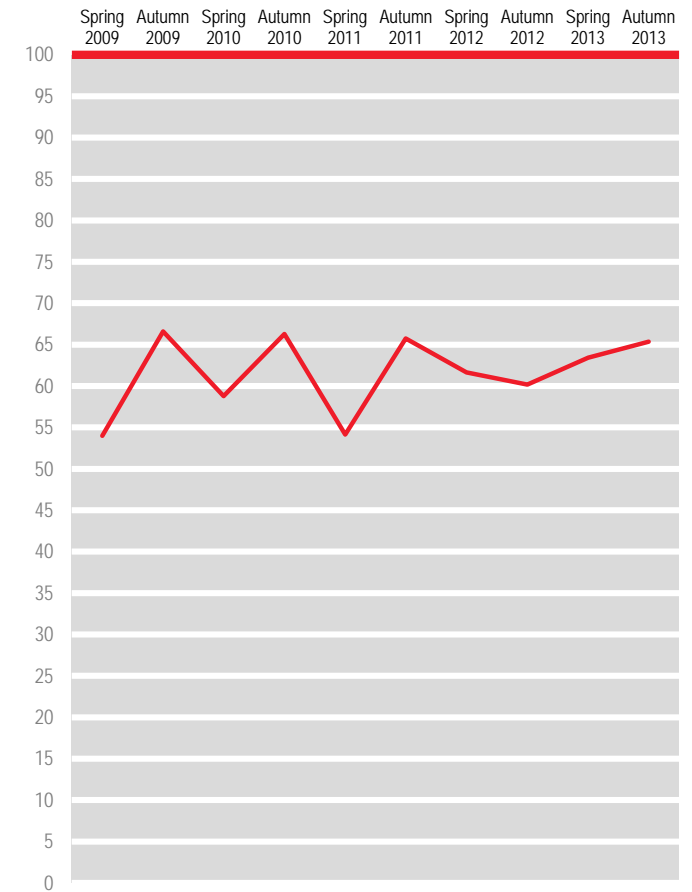


### The cleanliness of the inside of the train

(378)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



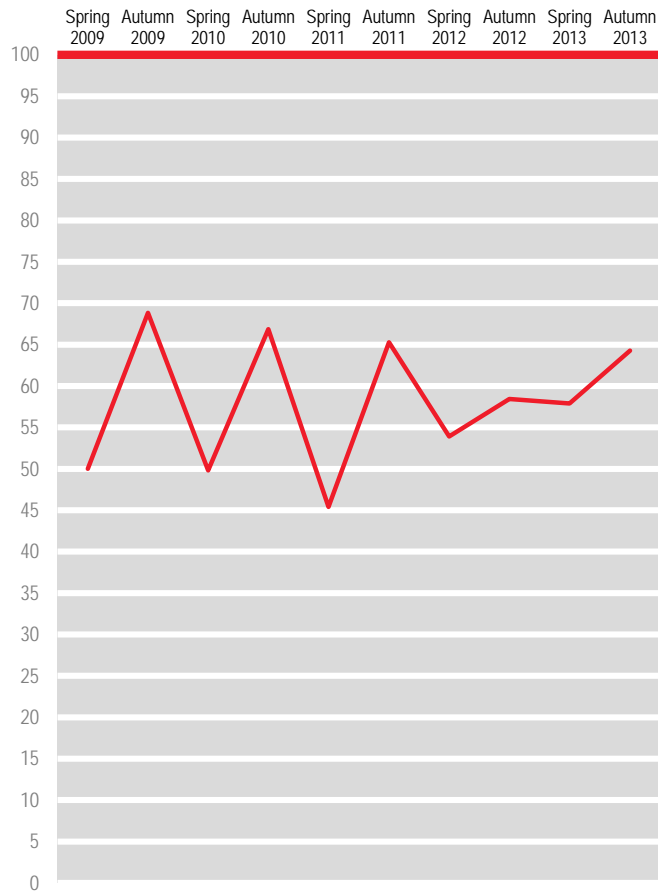
N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(324)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

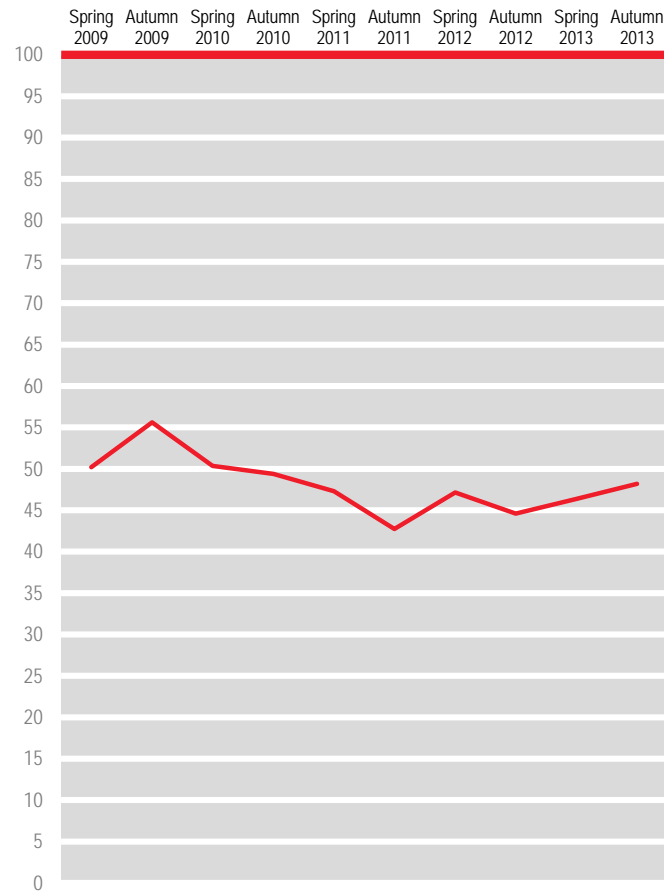


### The availability of staff on the train

(322)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester

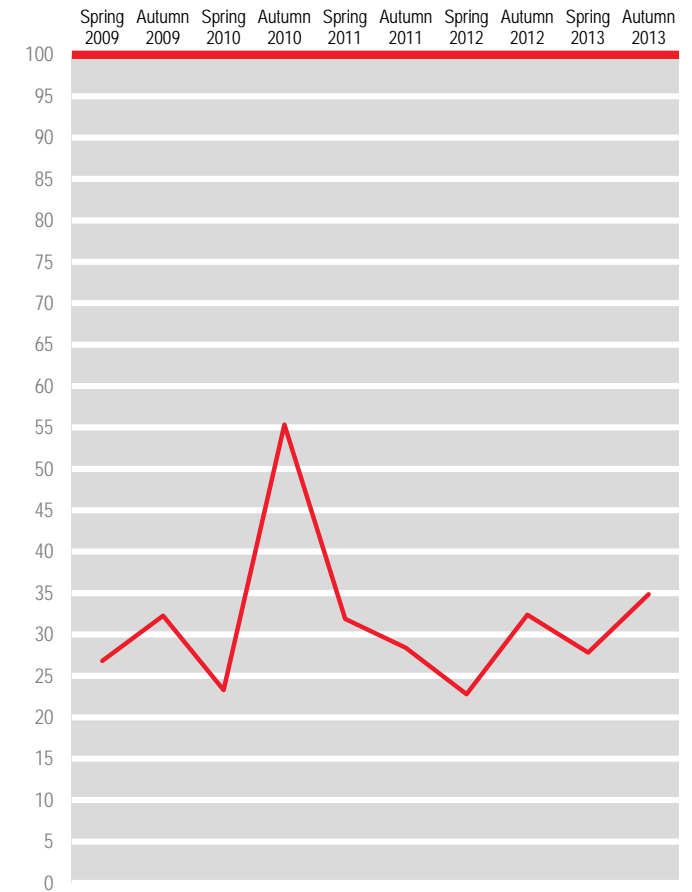


### How well train company dealt with delays

(74)

Percentage of passengers satisfied 2009 to 2013

— Transport for Greater Manchester



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

	Autumn 2013	Autumn 2012		Autumn 2013	Autumn 2012
<b>GENDER</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Male	45	41	Yes asked for help	5	9
Female	52	57	Yes asked for information	9	8
			Could not find anyone to ask	4	1
			No	81	83
<b>AGE</b>					
16-25	14	17			
26-34	12	15			
35-44	14	14			
45-54	21	20			
55-59	11	9			
60-64	10	8			
65+	15	15			
<b>JOURNEY PURPOSE</b>					
Commuter	50	50			
Business	5	5			
Leisure	45	45			
<b>DELAY</b>					
None	75	74			
Minor	22	22			
Major	1	2			
<b>REGULAR TRAVELLER</b>					
Yes	70	67			
No	30	33			
<b>TIME OF TRAVEL</b>					
Peak	-	-			
Off-peak	-	-			

## Station sample sizes for Transport for Greater Manchester

Station	Unweighted
---------	------------

Manchester Piccadilly	162
Manchester Oxford Road	41
Bolton	40
Manchester Airport	19
Stockport	18
Wigan Wallgate	18
Altrincham	17
Manchester Victoria	14
Castleton	12
Littleborough	10
Stalybridge	7
Davenport	7
Urmston	7
Rochdale	7
Salford Crescent	5
Bromley Cross	3
Wigan North Western	1



## Station catchment area for Transport for Greater Manchester

Station	Station	Station
Adlington Cheshire	Frodsham	Mytholmroyd
Alderley Edge	Furness Vale	New Lane
Appley Bridge	Glazebrook	New Mills Central
Ashley	Glossop	New Mills Newtown
Bamford	Goostrey	New Pudsey
Batley	Greenbank	Newton-le-Willows
Bescar Lane	Grindleford	Northwich
Birchwood	Hadfield	Padgate
Blackburn	Halewood	Parbold
Blackpool North	Halifax	Plumley
Bradford Interchange	Handforth	Poulton-le-Fylde
Bramley	Hathersage	Poynton
Brighouse	Hebden Bridge	Prestbury
Broad Green	Helsby	Rainford
Buckshaw Village	Holmes Chapel	Rainhill
Burscough Bridge	Hope	Ramsgreave & Wilpshire
Buxton	Hoscar	Ravensthorpe
Chapel-en-le-Frith	Hough Green	Roby
Chelford	Huddersfield	Runcorn East
Chinley	Huyton	Salwick
Chorley	Kidsgrove	Sandbach
Clitheroe	Kirkby	Sankey
Congleton	Kirkham & Wesham	Slaithwaite
Cottingley	Knutsford	Sowerby Bridge
Cuddington	Langho	St Helens Junction
Darwen	Layton	Styal
Deighton	Lea Green	Todmorden
Delamere	Leeds	Upholland
Delamere	Leyland	Walsden
Dewsbury	Lostock Gralam	Warrington Central
Dinting	Macclesfield	Wavertree Technology Park
Disley	Marsden	West Allerton
Dore	Meols Cop	Whaley Bridge
Dove Holes	Mirfield	Whalley
Earlestown	Mobberley	Whiston
Edale	Morley	Widnes
Edge Hill	Mossley Hill	Wilmslow
Entwistle	Mouldsworth	

## 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>	c2c
	Chiltern Railways
	First Capital Connect
	First Great Western
	Greater Anglia
	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



**Contacts:**

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

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

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

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

Passenger Focus is the operating name of the Passengers' Council. This survey was published in January 2014. © Passenger Focus 2014.