

National Rail Passenger Survey

PTE Report for SEWTA

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

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

Tel: 020 7490 9148
Email: rebecca.joyner@bdrb-continental.com

Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

- 2.1 Overall satisfaction and station factor results for SEWTA 5
- 2.2 Train factor results for SEWTA 7

3 Passenger satisfaction trend charts

- 3.1 Overall satisfaction and station factor results for SEWTA 9
- 3.2 Train factor results for SEWTA 15

4 Sample profile

- 4.1 Sample profile for SEWTA 22
- 4.2 Station sample sizes for SEWTA 23
- 4.3 Station catchment area for SEWTA 24

5 Technical appendix

- 5.1 Standard reports produced for NRPS 25
- 5.2 Rail sectors 26

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

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.

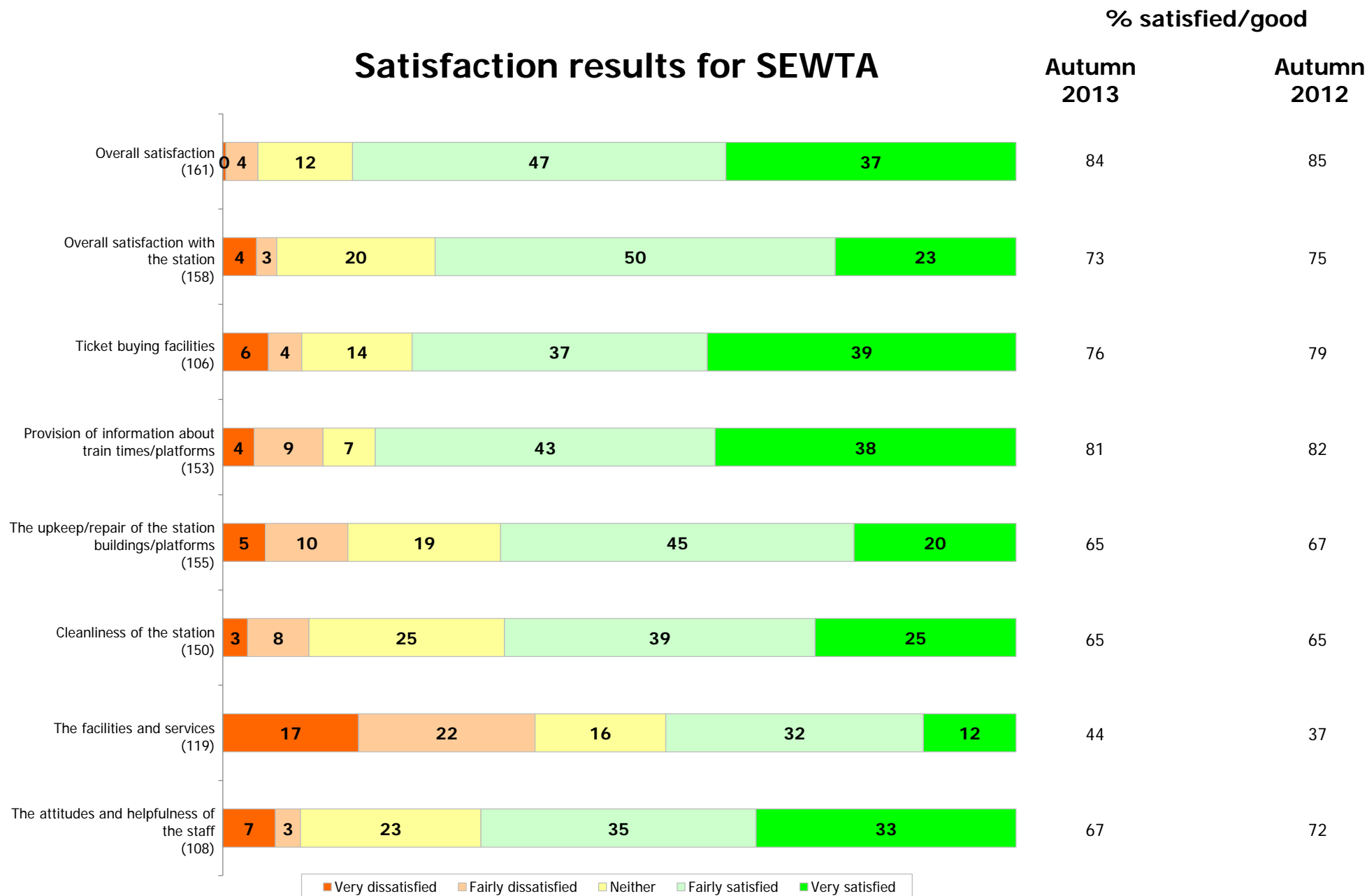
Spring 2012 (Wave 26)

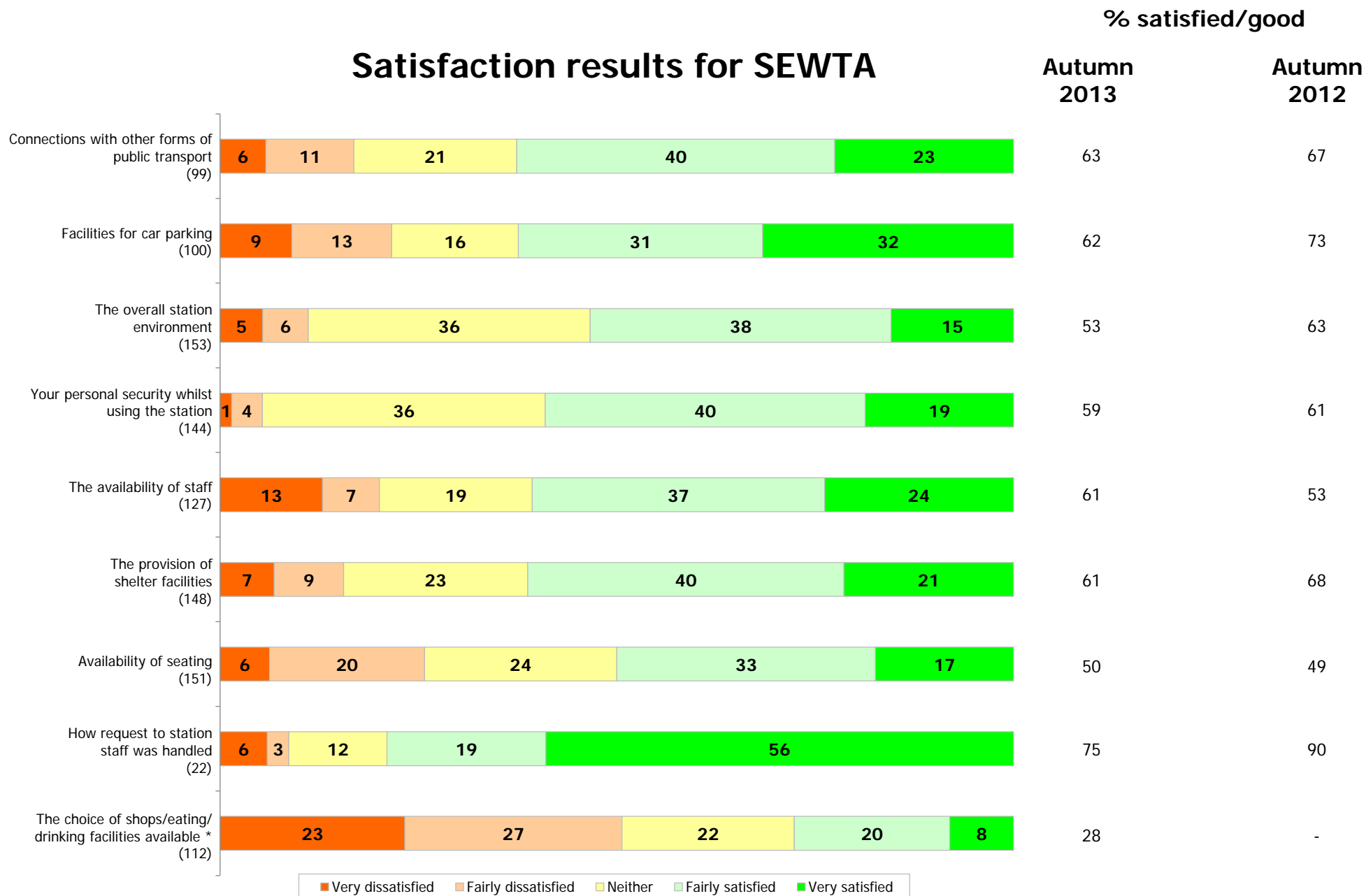
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

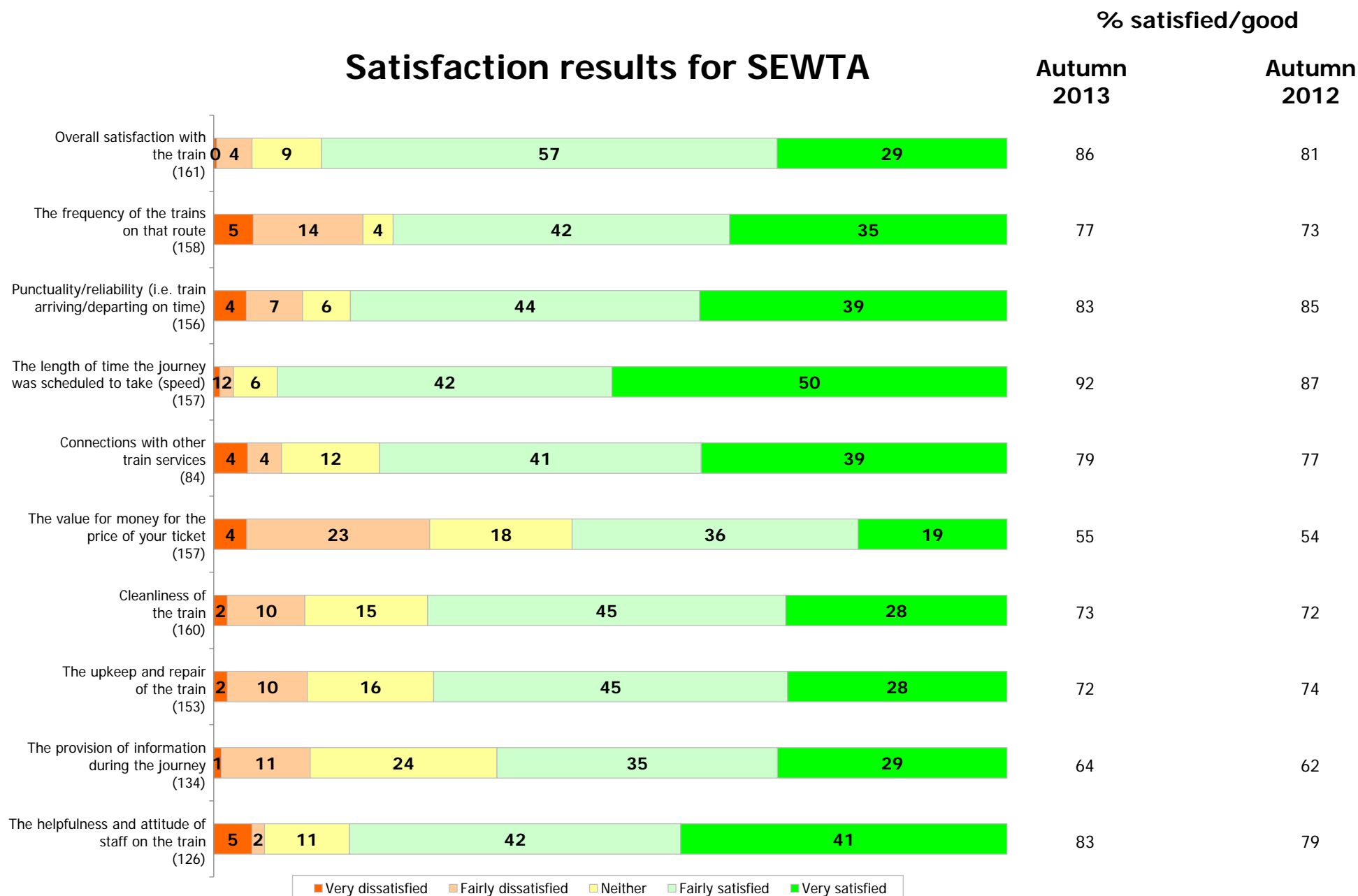
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

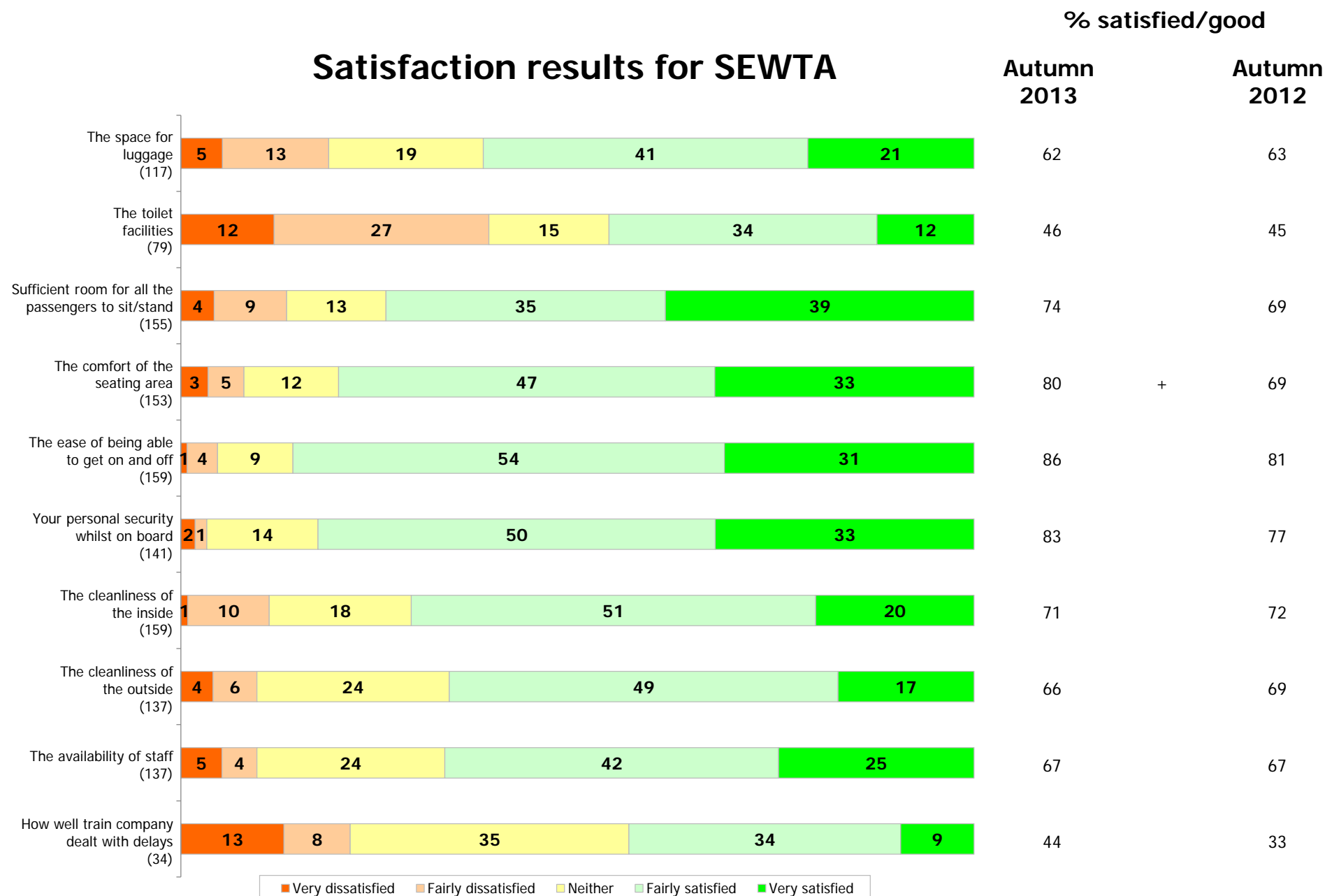
As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.





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

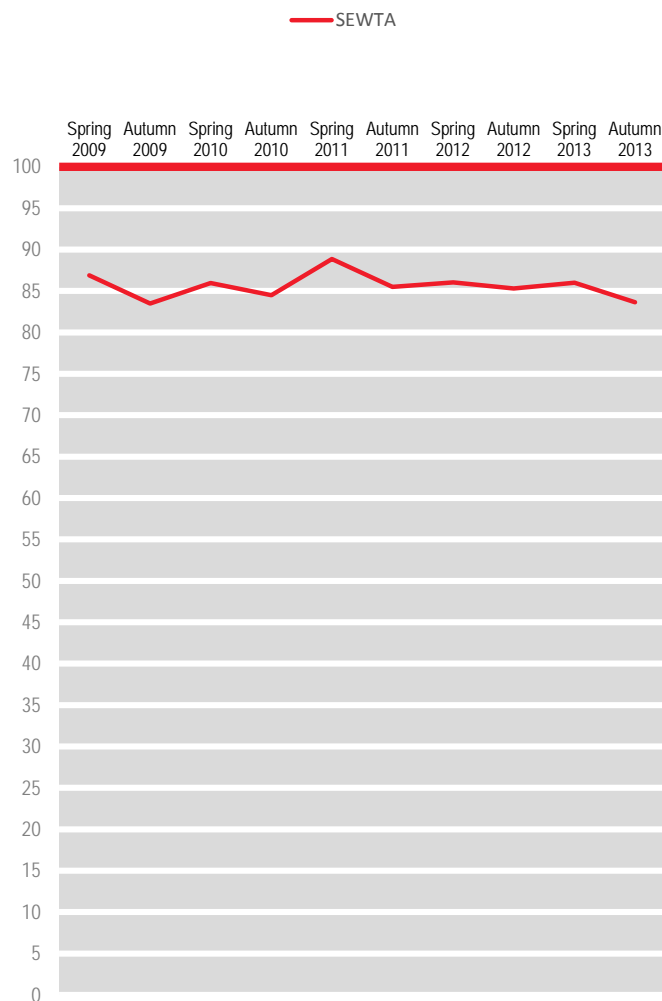




Percentage satisfied with aspects of station where boarded

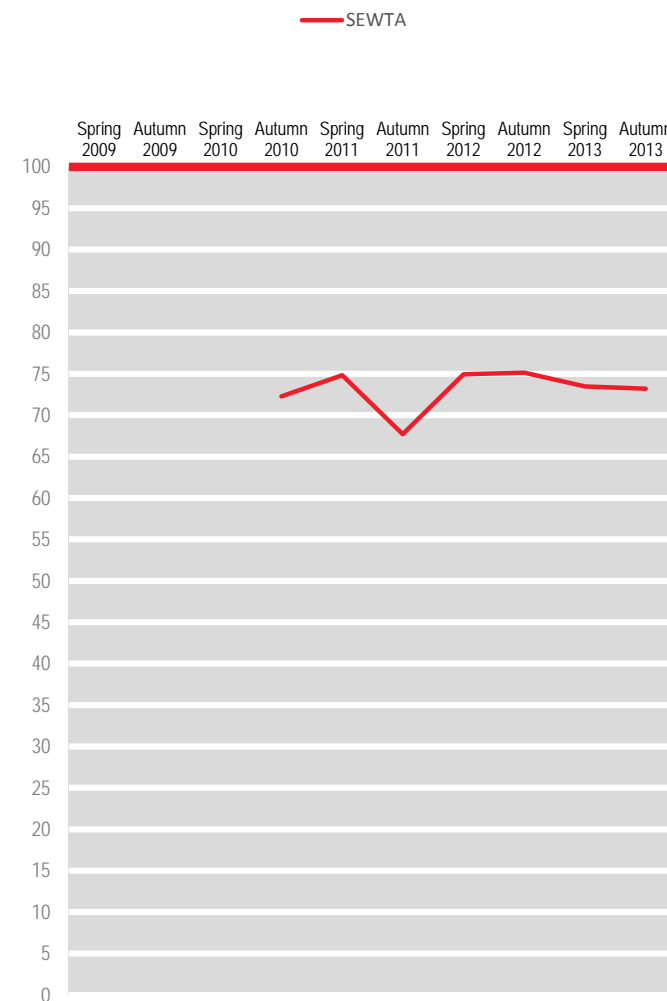
Overall satisfaction

(161)
Percentage of passengers satisfied 2009 to 2013



Overall station satisfaction

(158)
Percentage of passengers satisfied 2009 to 2013

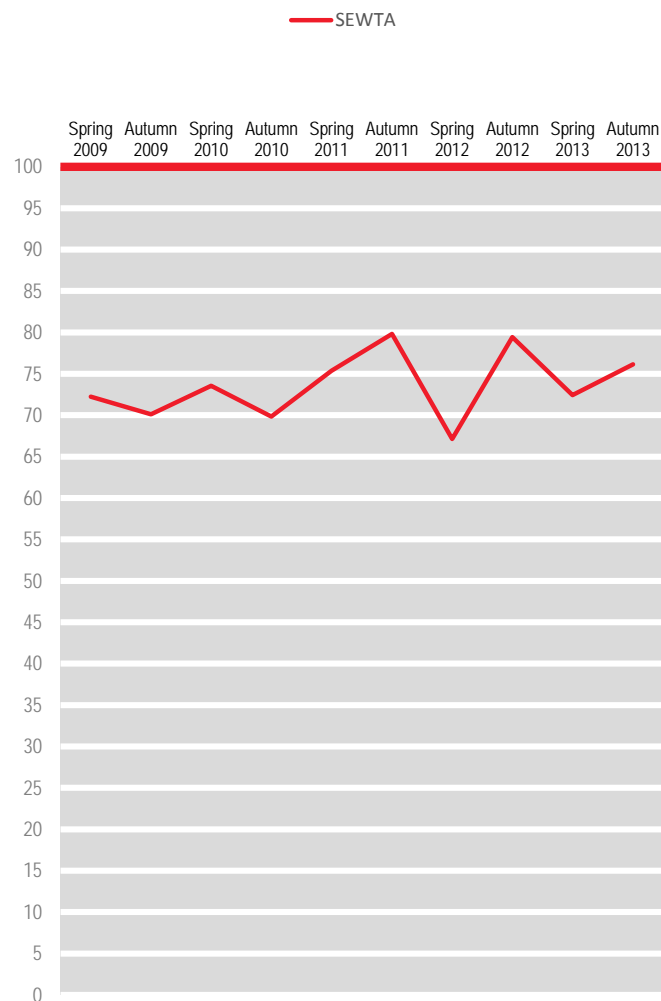


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(106)

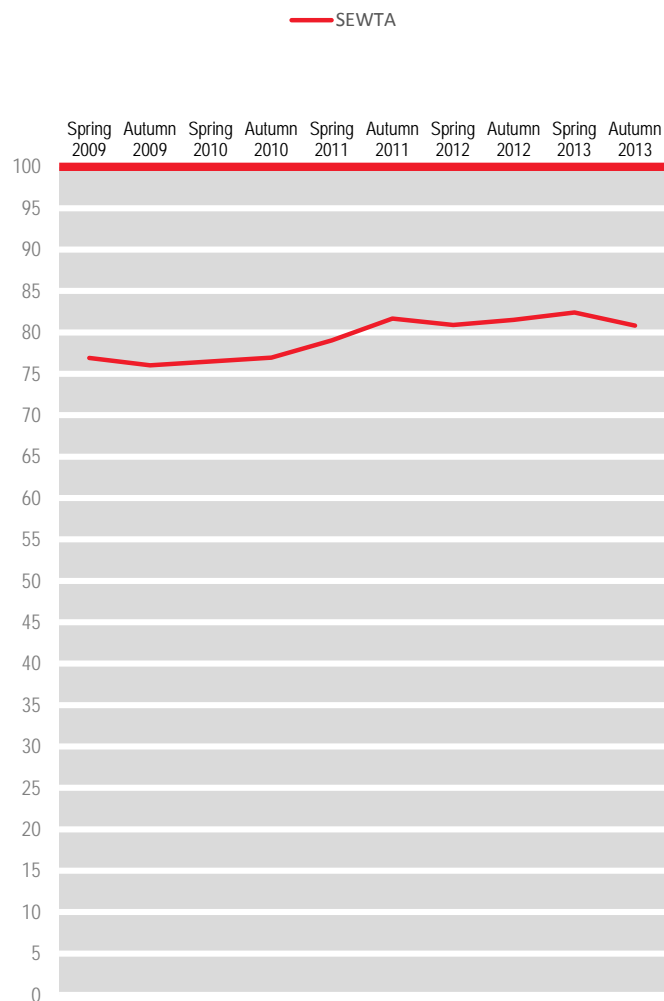
Percentage of passengers satisfied 2009 to 2013



Provision of information about train times/platforms

(153)

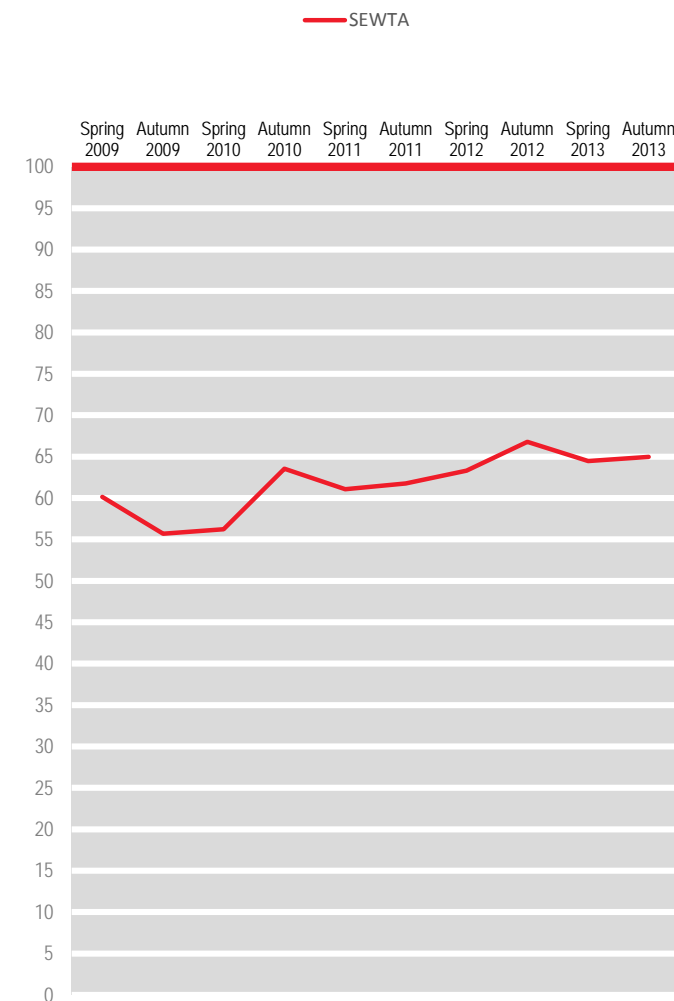
Percentage of passengers satisfied 2009 to 2013



The upkeep/repair of the station building/platforms

(155)

Percentage of passengers satisfied 2009 to 2013

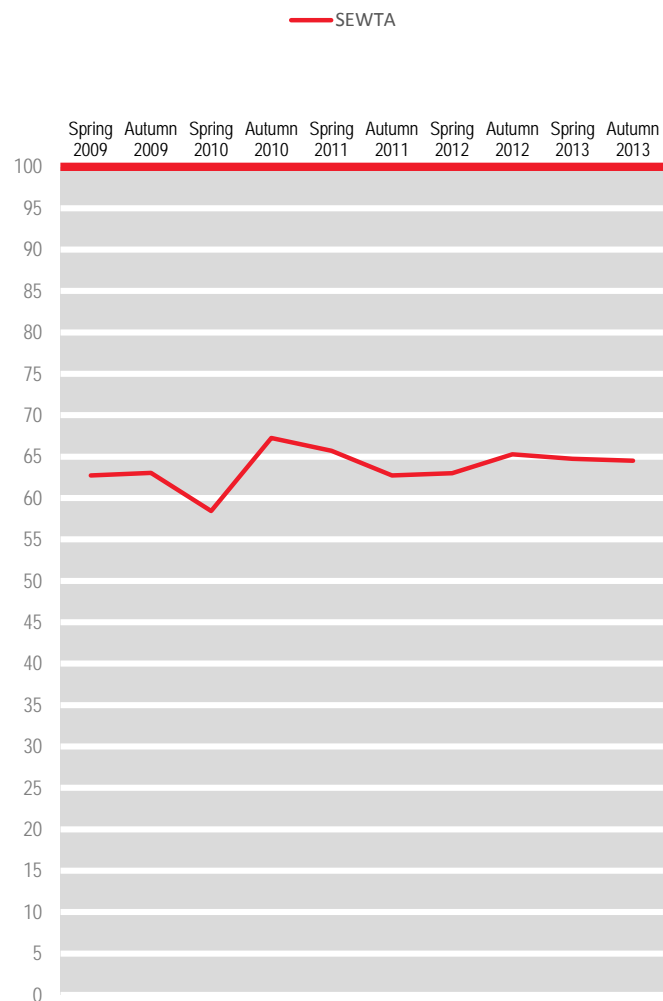


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(150)

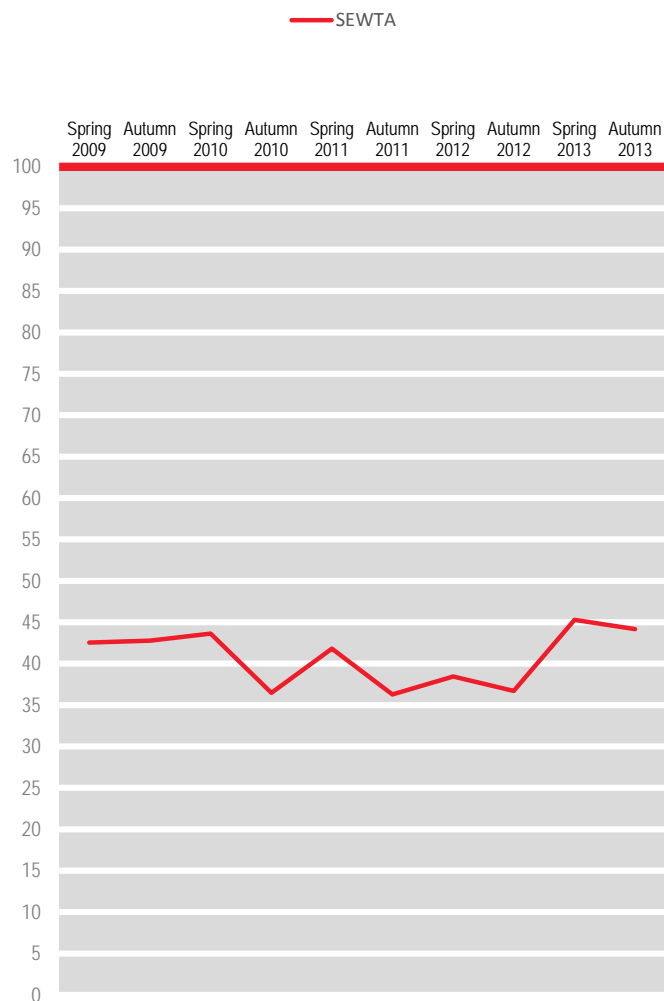
Percentage of passengers satisfied 2009 to 2013



The facilities and services at the station

(119)

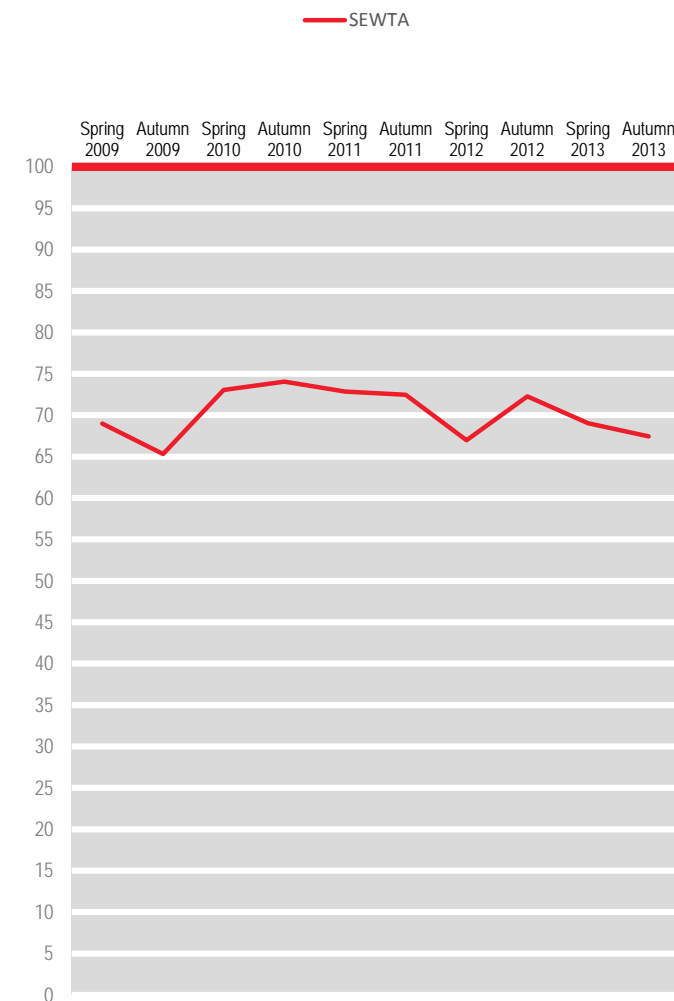
Percentage of passengers satisfied 2009 to 2013



The attitudes and helpfulness of the staff at the station

(108)

Percentage of passengers satisfied 2009 to 2013

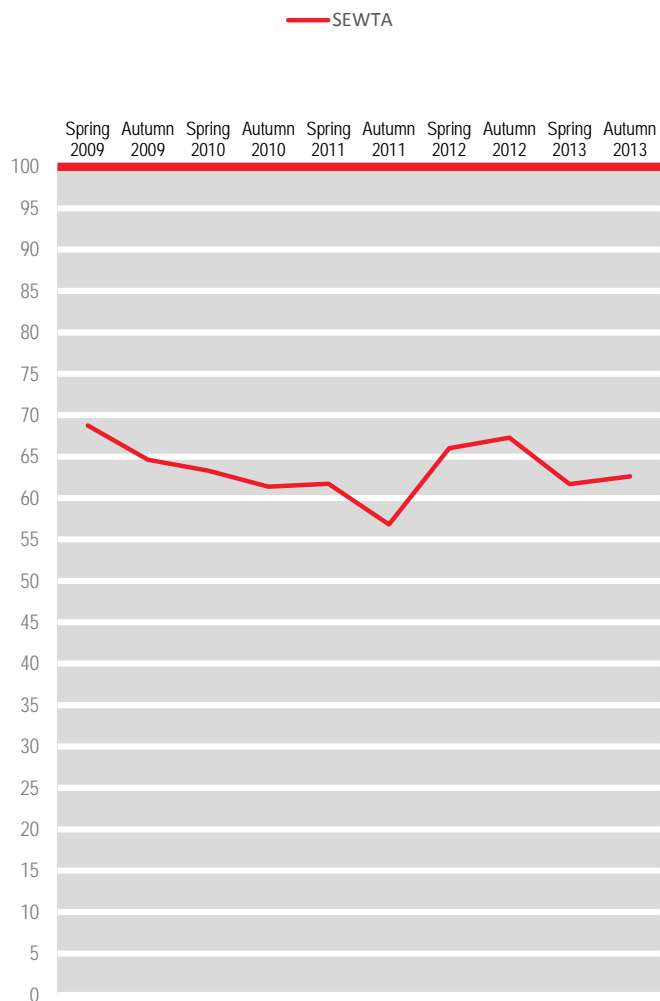


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(99)

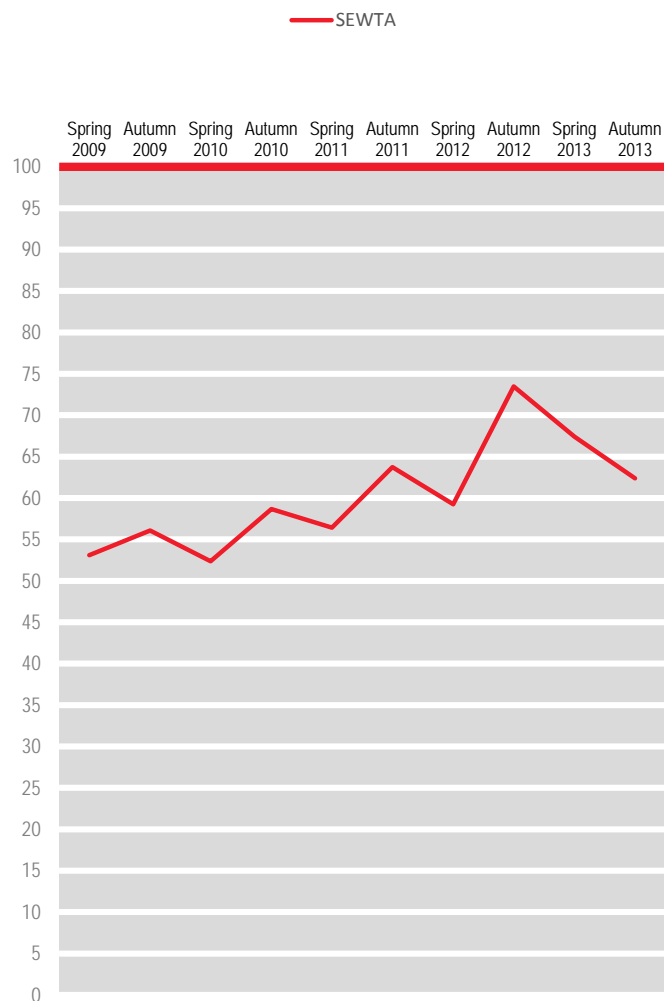
Percentage of passengers satisfied 2009 to 2013



Facilities for car parking at the station

(100)

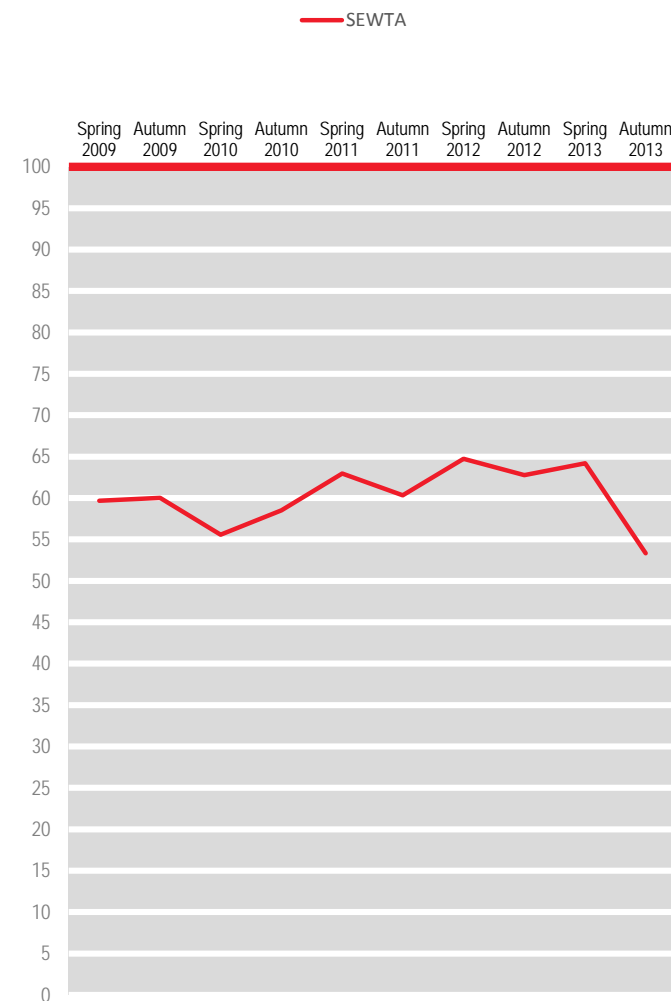
Percentage of passengers satisfied 2009 to 2013



Overall station environment

(153)

Percentage of passengers satisfied 2009 to 2013

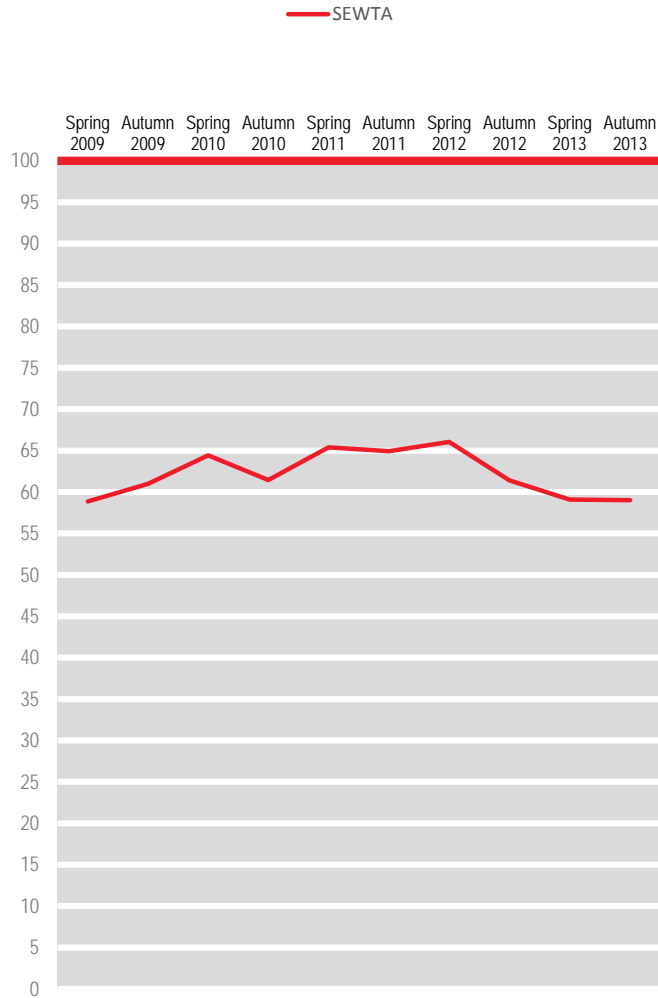


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(144)

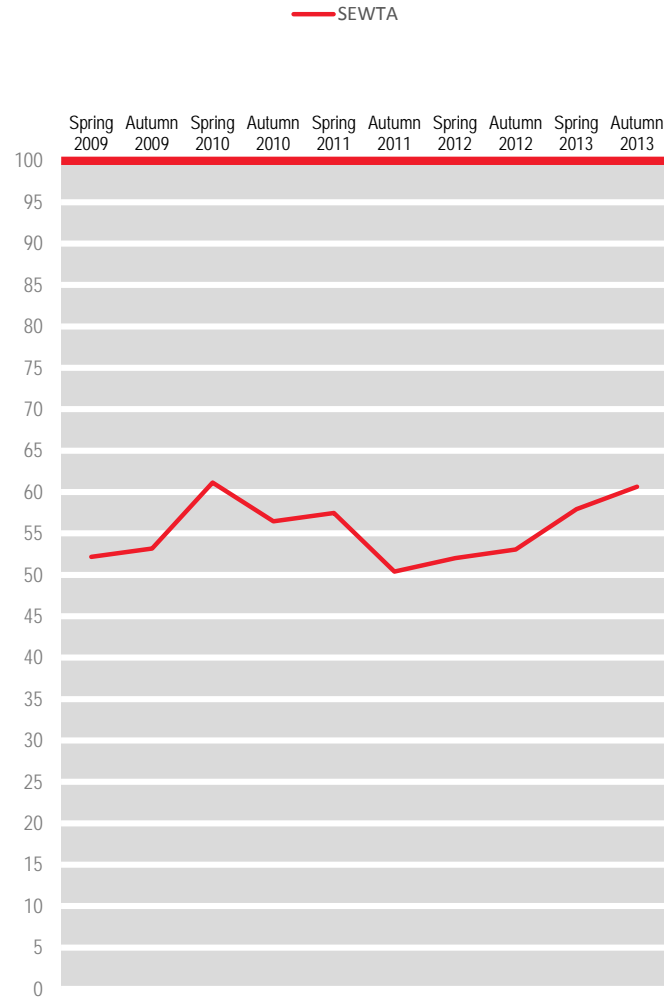
Percentage of passengers satisfied 2009 to 2013



The availability of staff at the station

(127)

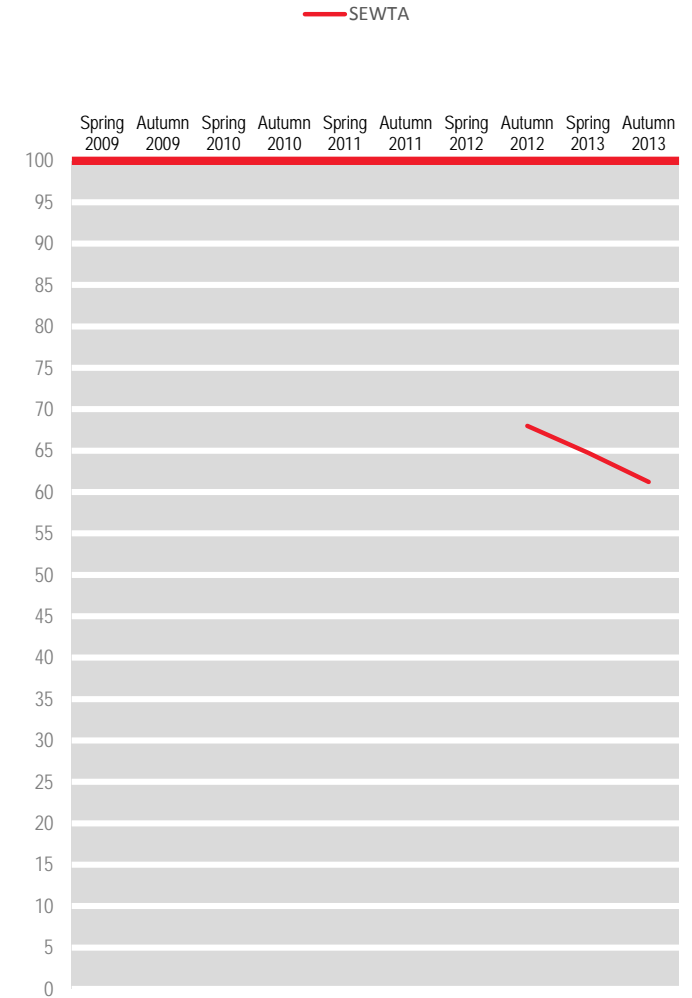
Percentage of passengers satisfied 2009 to 2013



The provision of shelter facilities

(148)

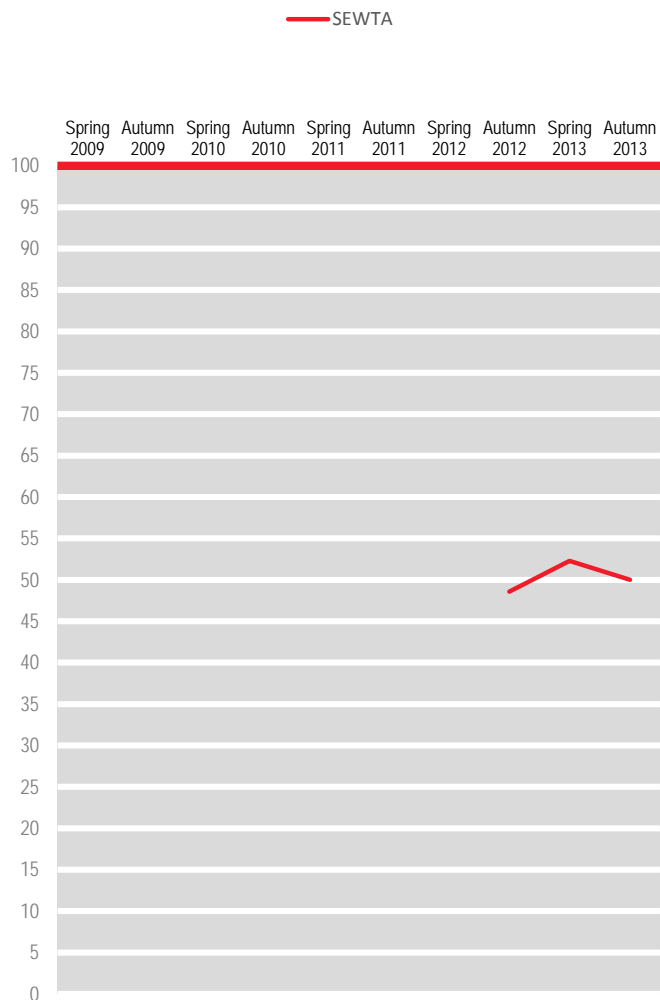
Percentage of passengers satisfied 2009 to 2013



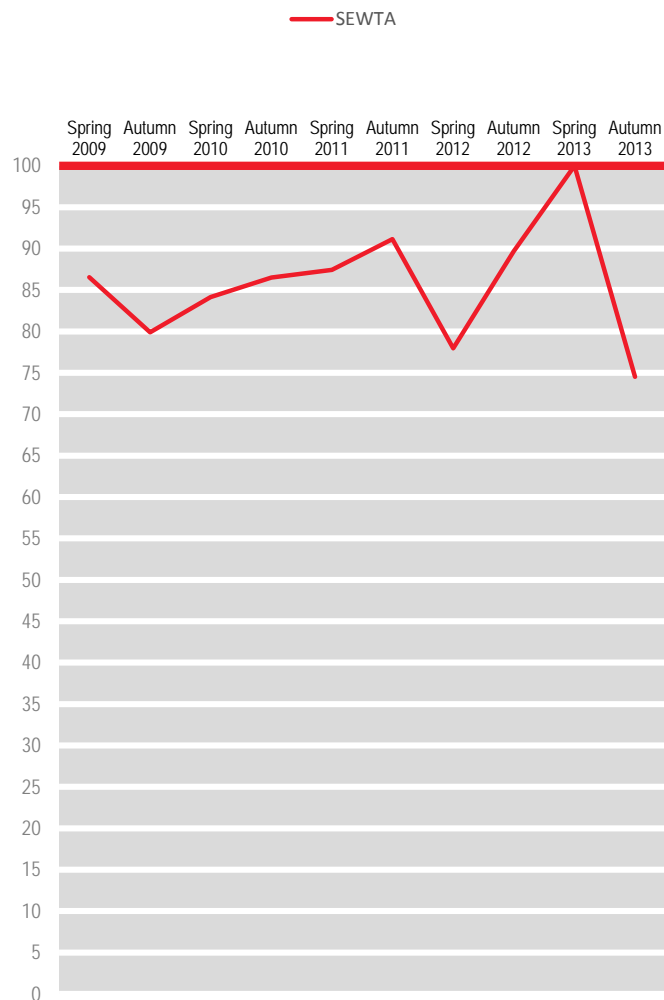
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(151)**

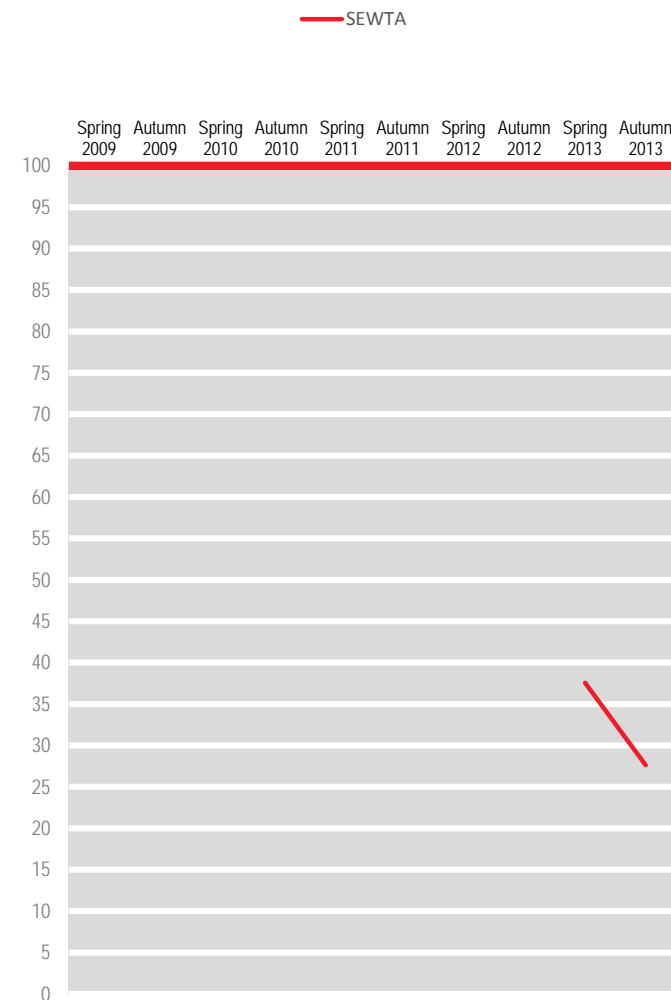
Percentage of passengers satisfied 2009 to 2013

**How request to station staff was handled****(22)**

Percentage of passengers satisfied 2009 to 2013

**The choice of shops/eating/drinking facilities available****(112)**

Percentage of passengers satisfied 2009 to 2013



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

Percentage satisfied with aspects of the train

Overall satisfaction with the train

(161)

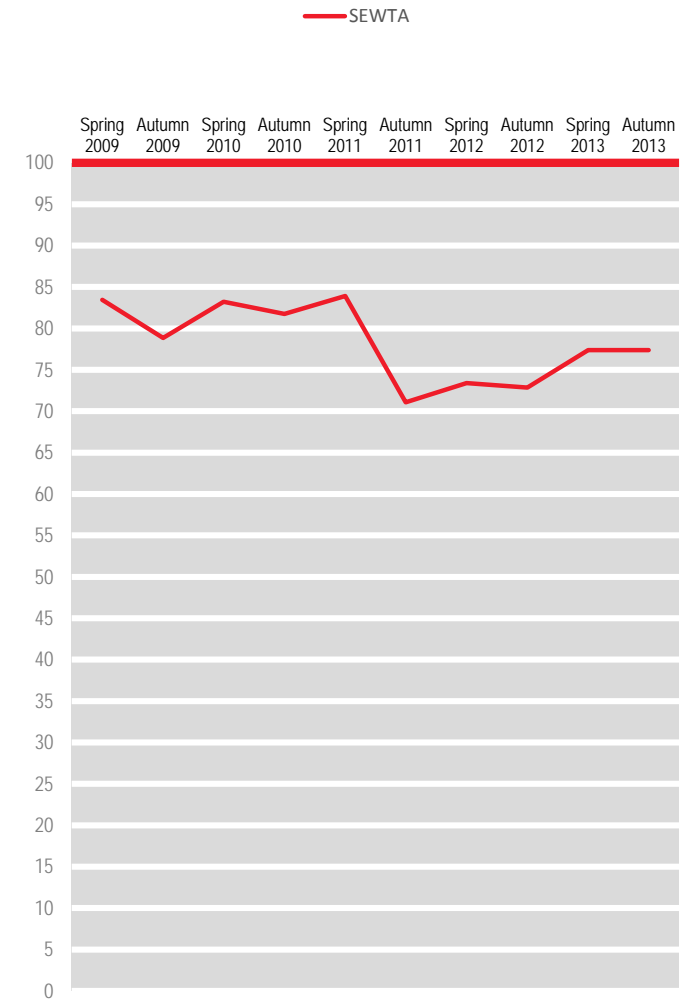
Percentage of passengers satisfied 2009 to 2013



The frequency of trains on that route

(158)

Percentage of passengers satisfied 2009 to 2013

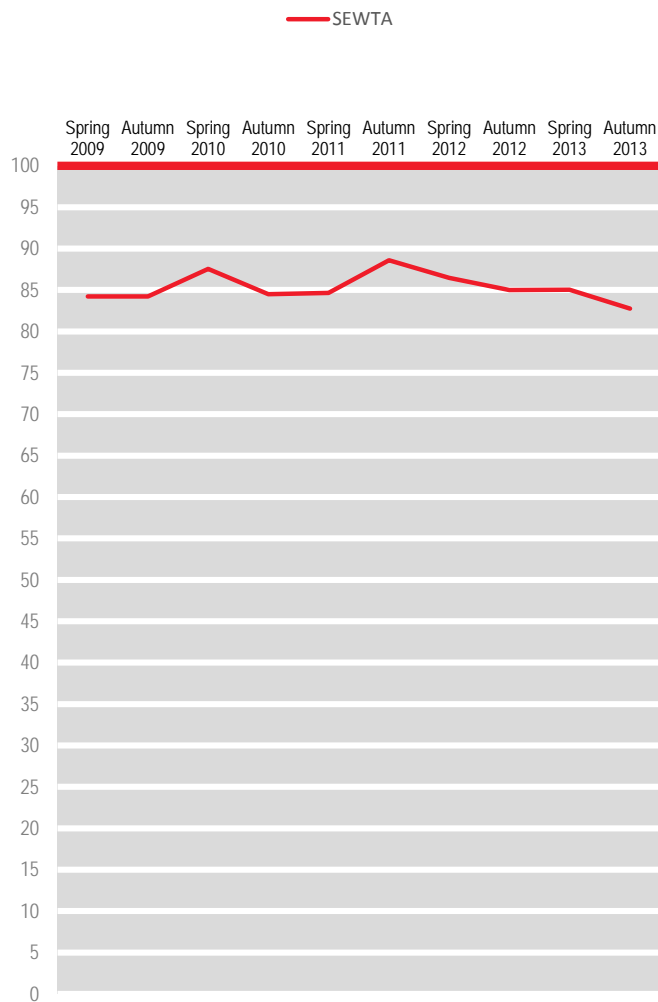


N.B. Benchmarks and targets are only shown for applicable factors

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

(156)

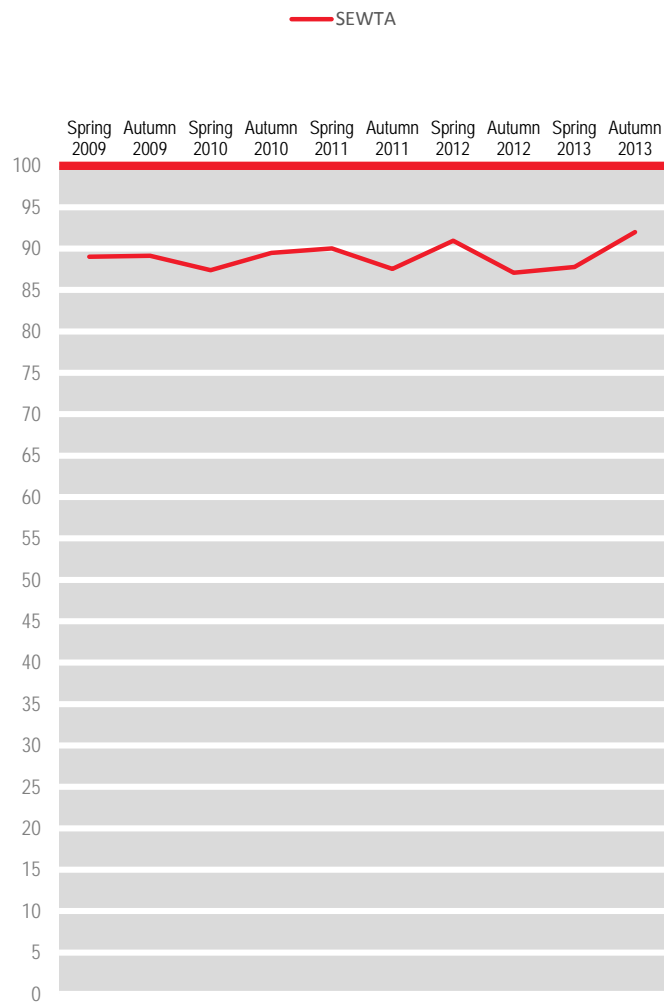
Percentage of passengers satisfied 2009 to 2013



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

(157)

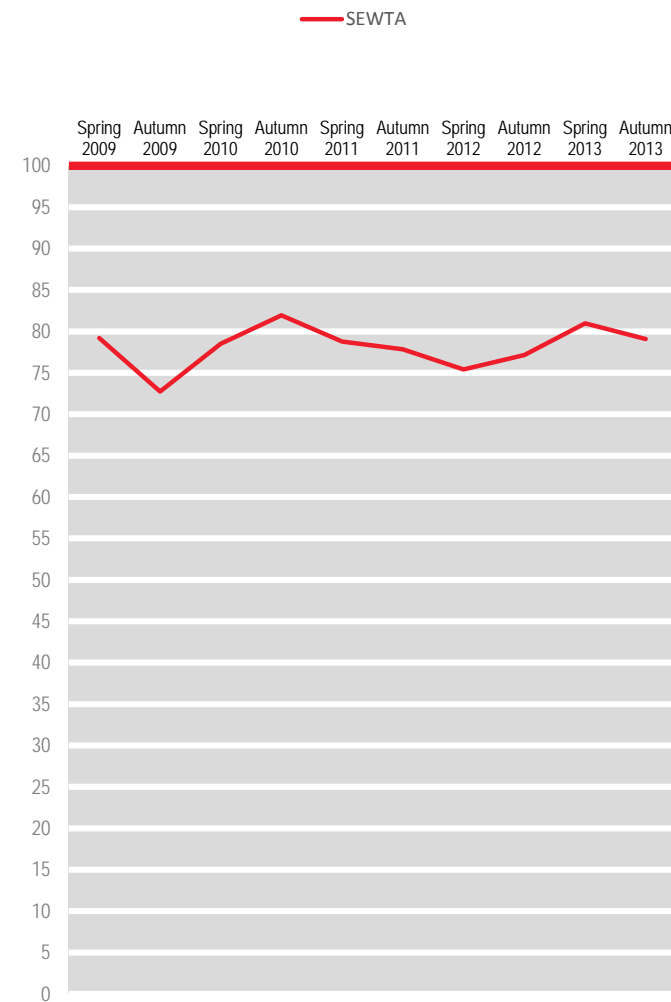
Percentage of passengers satisfied 2009 to 2013



Connections with other train services

(84)

Percentage of passengers satisfied 2009 to 2013

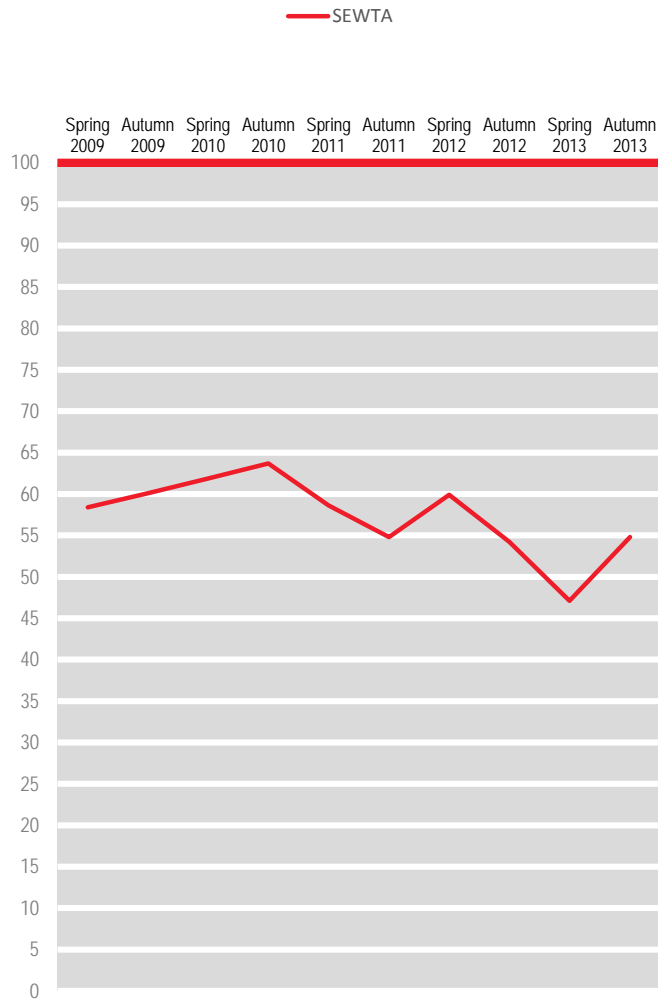


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(157)

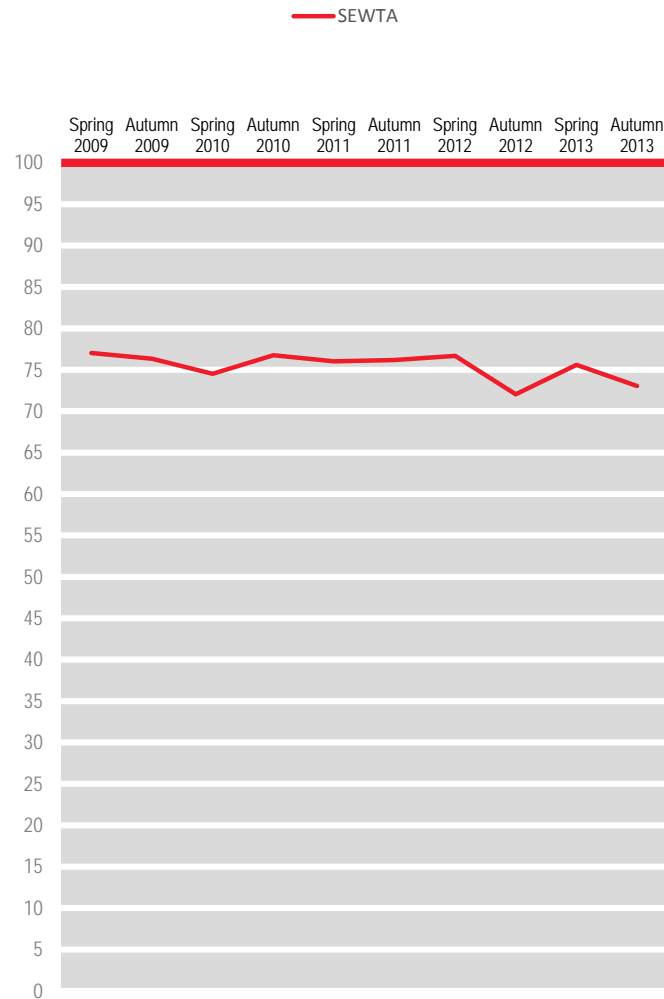
Percentage of passengers satisfied 2009 to 2013



Cleanliness of the train

(160)

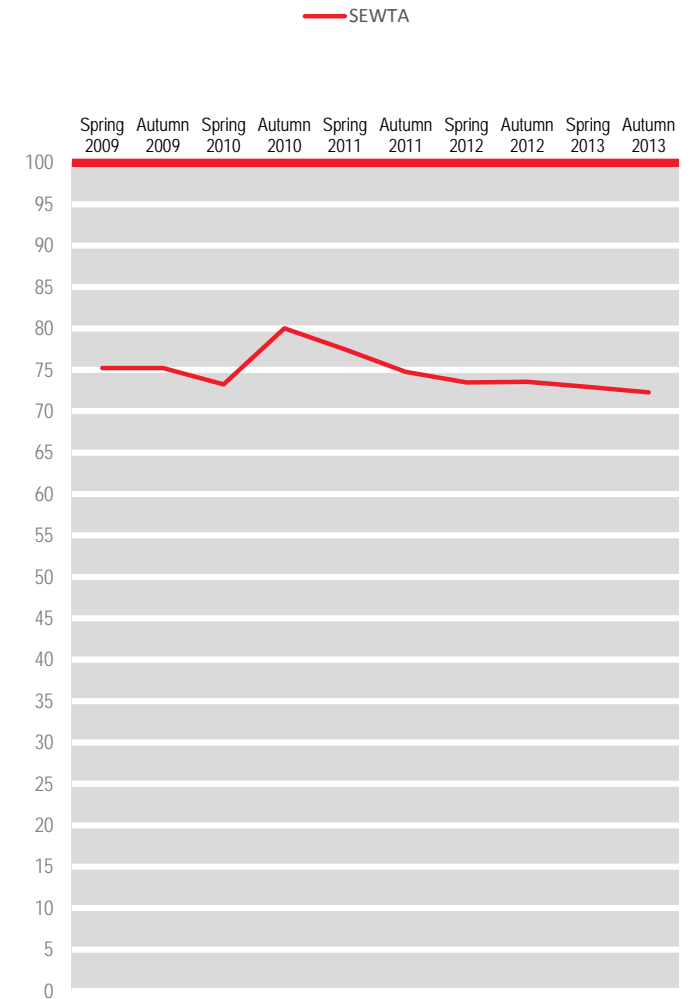
Percentage of passengers satisfied 2009 to 2013



Upkeep and repair of the train

(153)

Percentage of passengers satisfied 2009 to 2013

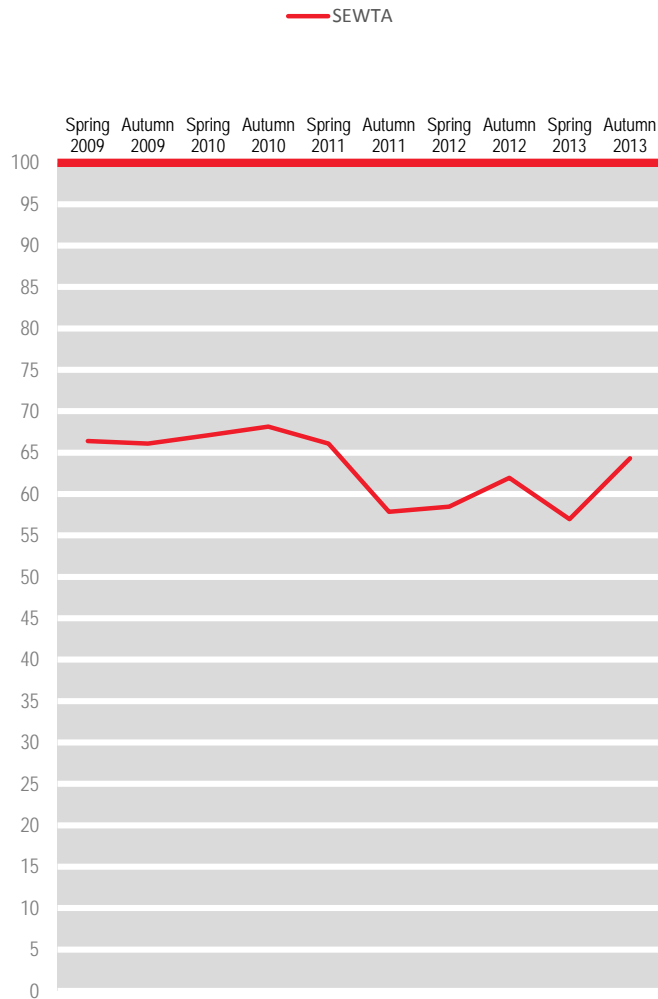


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(134)

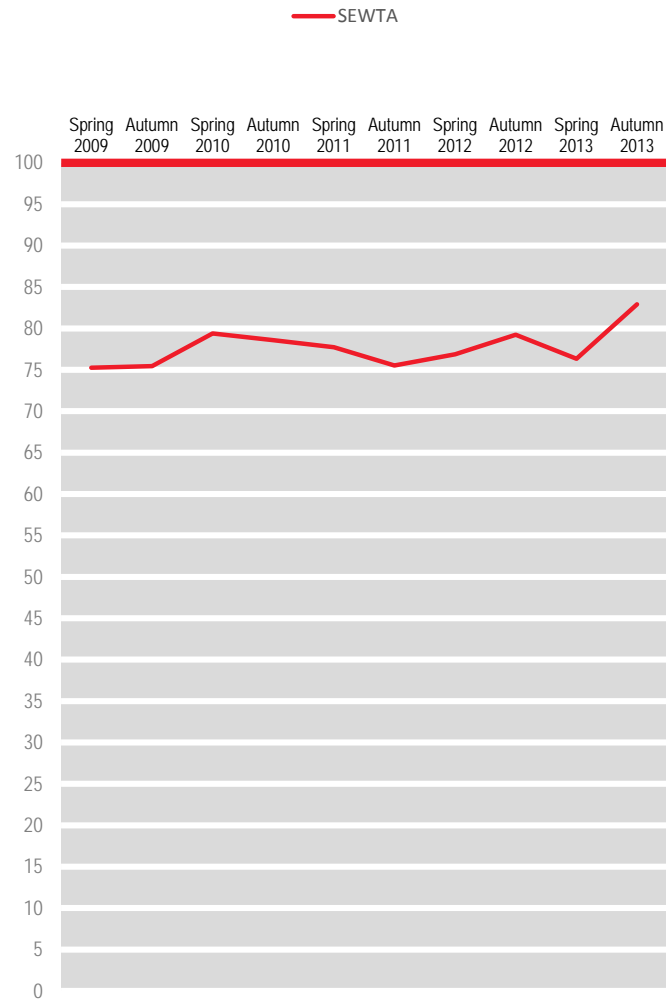
Percentage of passengers satisfied 2009 to 2013



The helpfulness and attitude of staff on the train

(126)

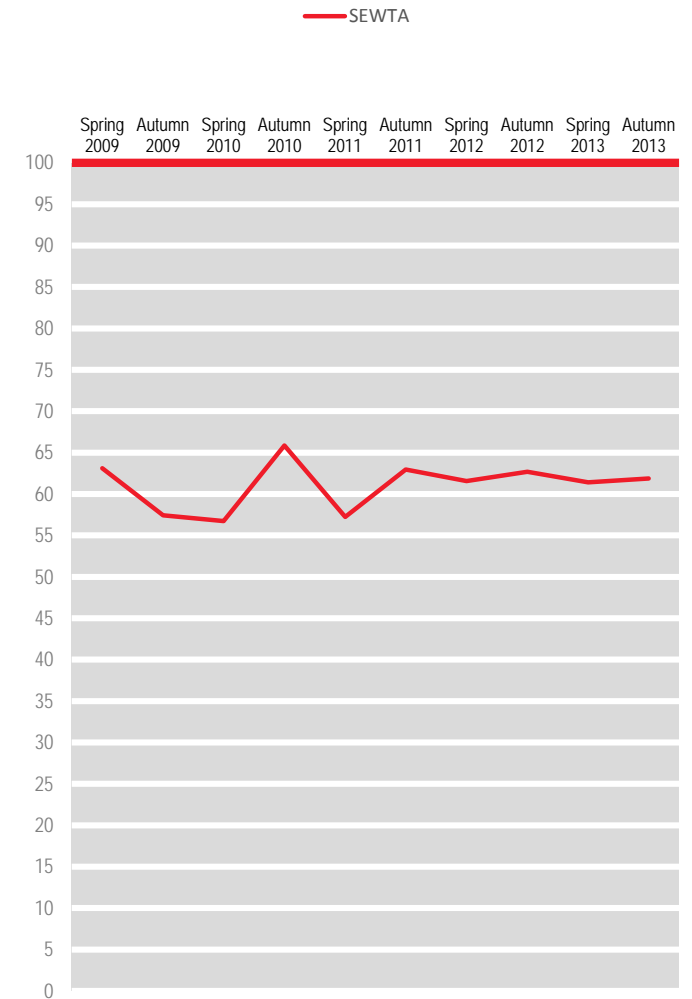
Percentage of passengers satisfied 2009 to 2013



The space for luggage

(117)

Percentage of passengers satisfied 2009 to 2013

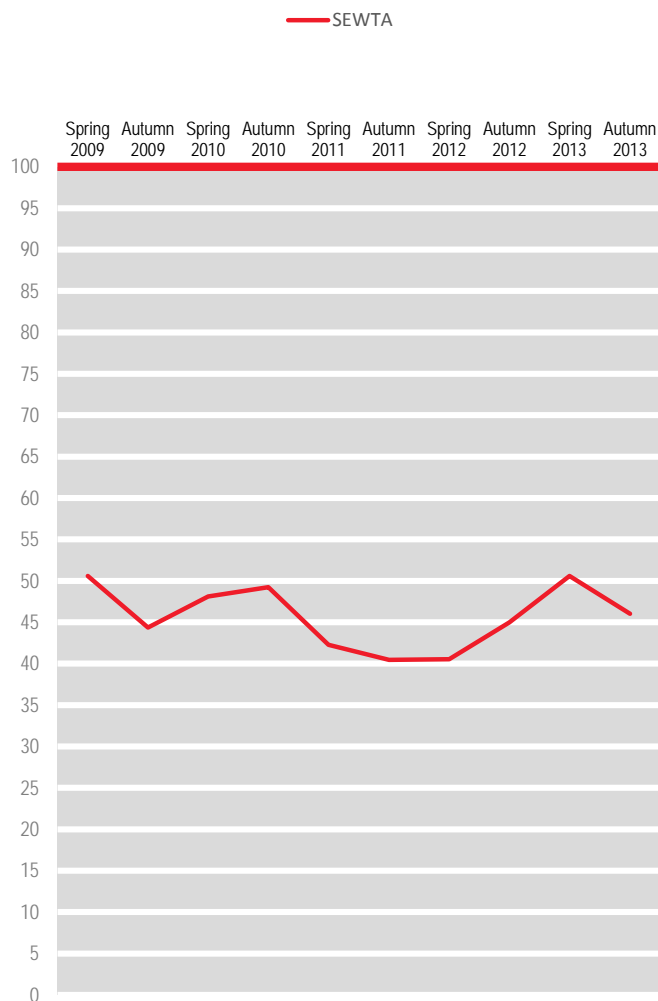


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(79)

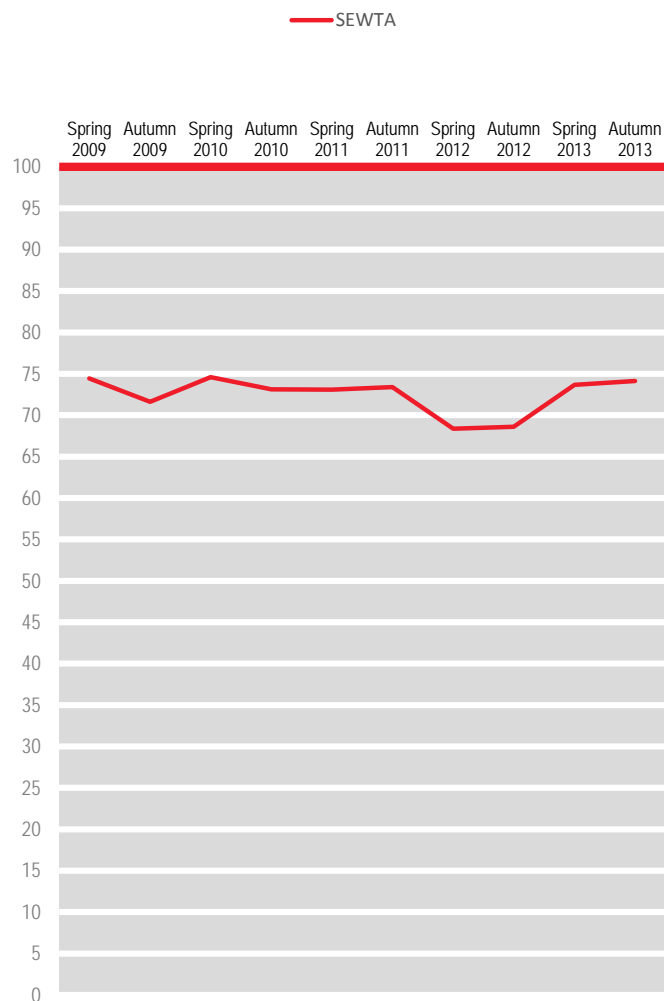
Percentage of passengers satisfied 2009 to 2013



Sufficient room for all the passengers to sit/stand

(155)

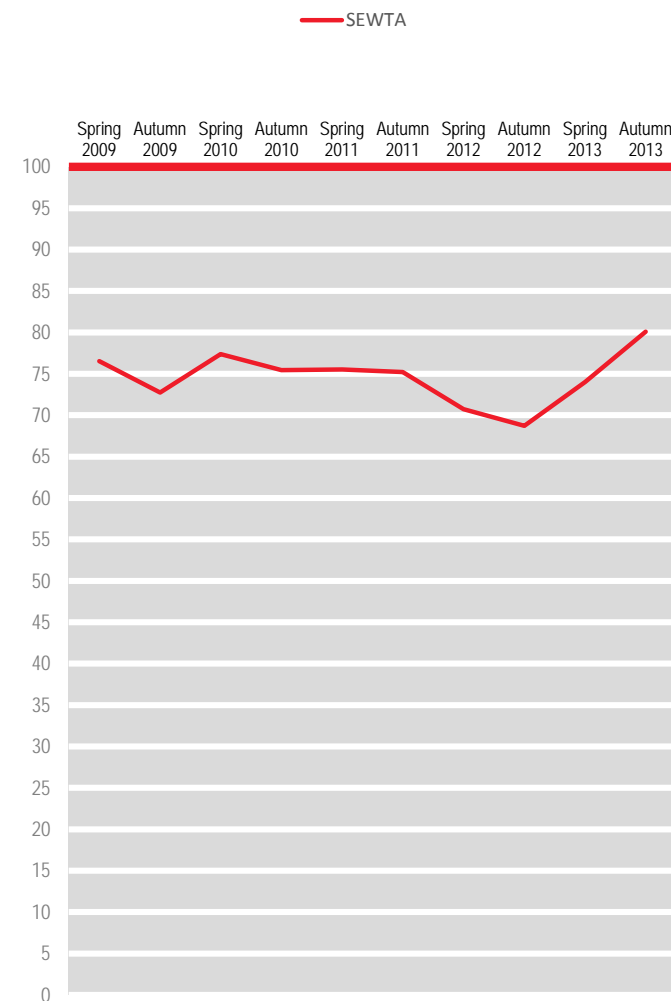
Percentage of passengers satisfied 2009 to 2013



The comfort of the seating area

(153)

Percentage of passengers satisfied 2009 to 2013

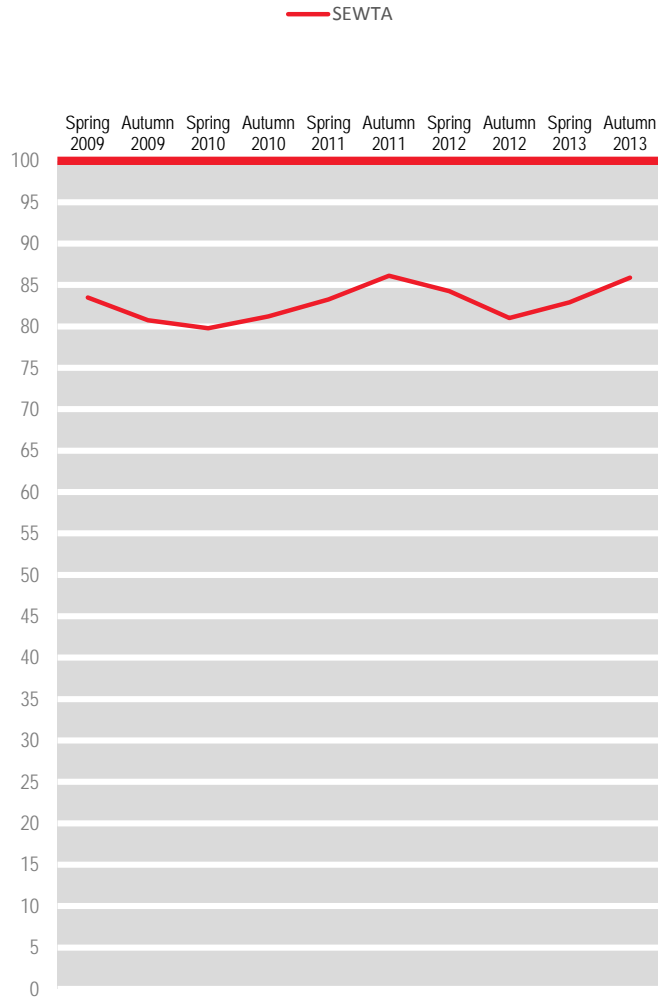


N.B. Benchmarks and targets are only shown for applicable factors

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

(159)

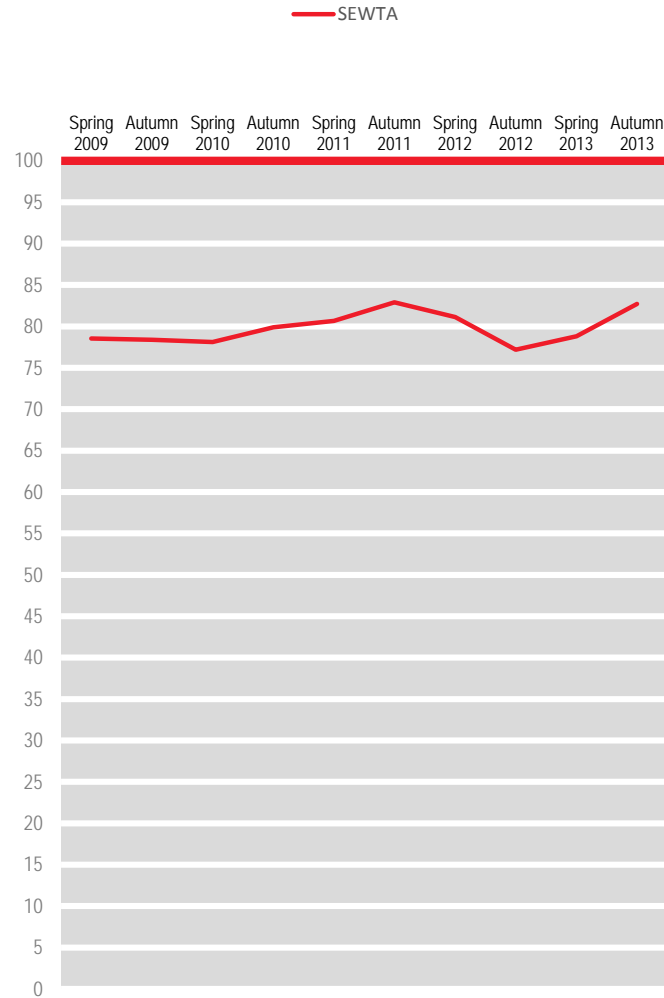
Percentage of passengers satisfied 2009 to 2013



Your personal security whilst on board

(141)

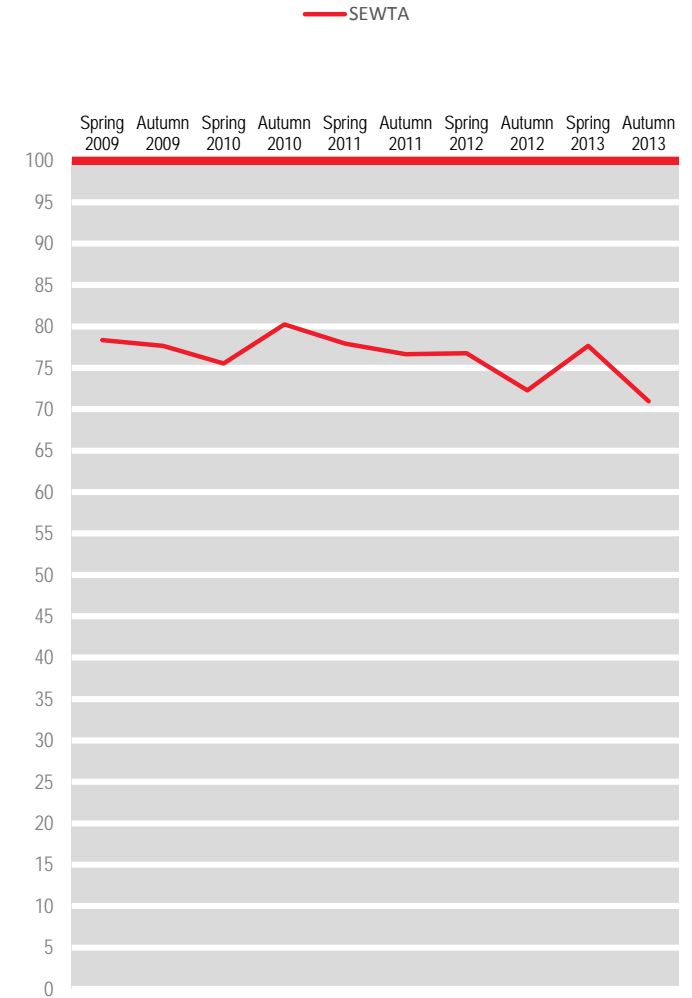
Percentage of passengers satisfied 2009 to 2013



The cleanliness of the inside of the train

(159)

Percentage of passengers satisfied 2009 to 2013

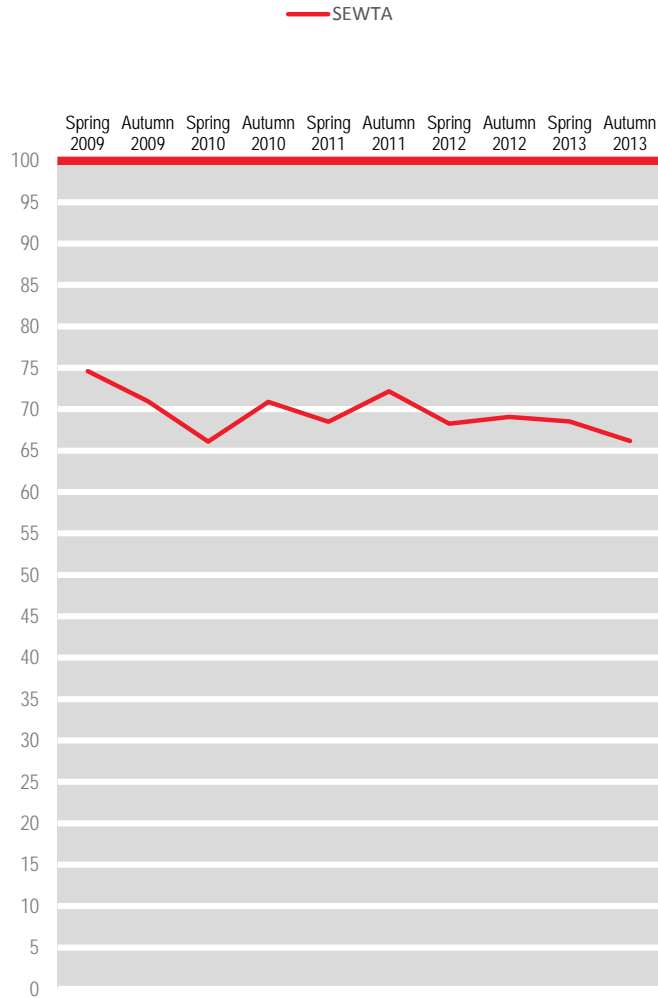


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(137)

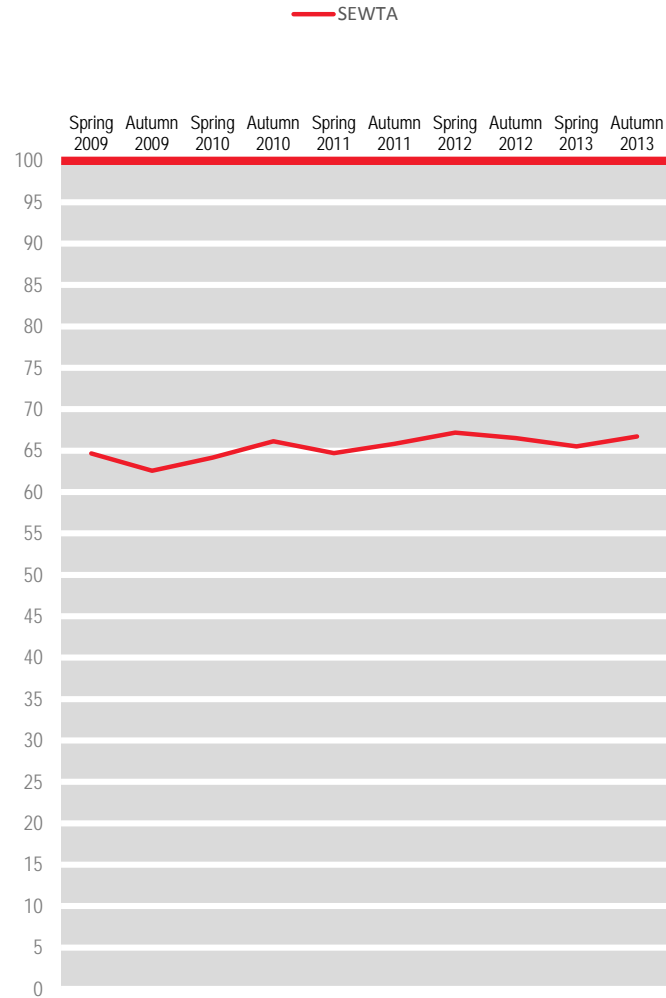
Percentage of passengers satisfied 2009 to 2013



The availability of staff on the train

(137)

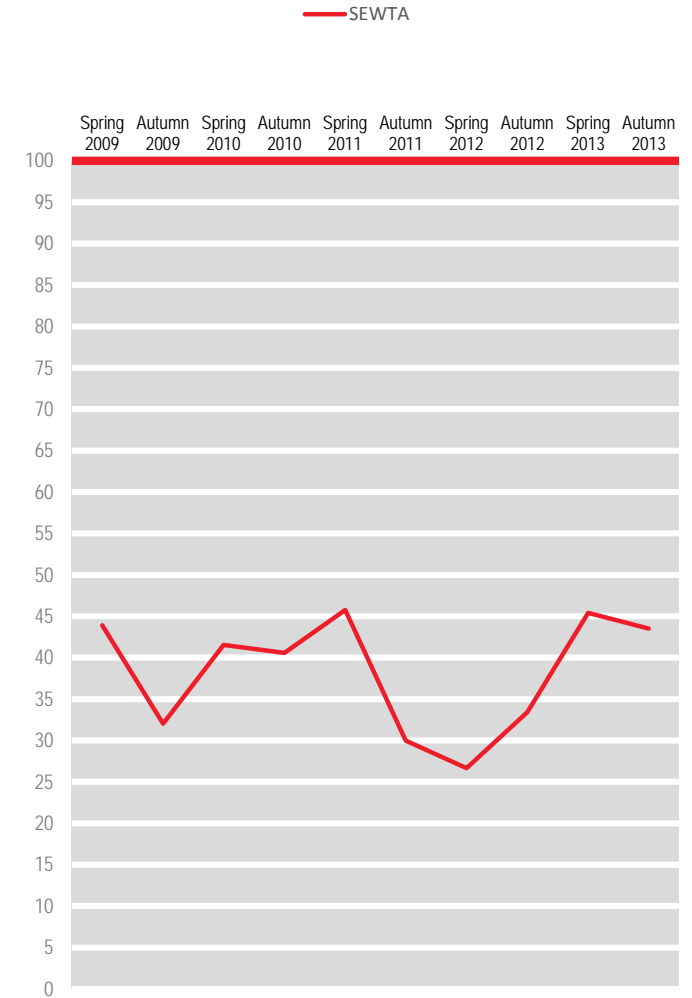
Percentage of passengers satisfied 2009 to 2013



How well train company dealt with delays

(34)

Percentage of passengers satisfied 2009 to 2013



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

	Autumn 2013	Autumn 2012		Autumn 2013	Autumn 2012
GENDER			ASKED FOR HELP OR INFORMATION		
Male	46	44	Yes asked for help	8	6
Female	53	53	Yes asked for information	8	7
			Could not find anyone to ask	7	7
			No	77	79
AGE					
16-25	12	26			
26-34	16	14			
35-44	13	14			
45-54	30	16			
55-59	7	8			
60-64	9	8			
65+	13	11			
JOURNEY PURPOSE					
Commuter	32	32			
Business	11	11			
Leisure	57	57			
DELAY					
None	77	87			
Minor	21	10			
Major	0	1			
REGULAR TRAVELLER					
Yes	69	67			
No	31	33			
TIME OF TRAVEL					
Peak	-	-			
Off-peak	-	-			

Station sample sizes for SEWTA

Station	Unweighted
Cardiff Central	53
Newport (South Wales)	26
Bridgend	20
Maesteg	6
Cardiff Queen Street	5
Hengoed	4
Llanhavan	3
Aberdare	3
Bargoed	3
Pontlloftyn	3
Pontypridd	3
Abercynon South	2
Aber	2
Llanishen	2
Cathays	2
Coryton	2
Pengam	2
Dingle Road	2
Pontyclun	2
Heath High Level	2
Tir-Phil	2
Ystrad Mynach	2
Caerphilly	1
Lisvane And Thornhill	1
Cwmbran	1
Danescourt	1
Pyle	1
Rhiwbina	1
Severn Tunnel Junction	1
Taffs Well	1
Abergavenny	1
Whitchurch (Glamorgan)	1
Chepstow	1

Station catchment area for SEWTA

Station	Station	Station
Aber	Lisvane and	Ton Pentre
Abercynon	Llanbradach	Tondu
Aberdare	Llandaf	Tonypandy
Abergavenny	Llanharran	Trefforest
Bargoed	Llanhilleth	Trefforest Estate
Barry	Llanishen	Trehafod
Barry Docks	Llantwit Major	Treherbert
Barry Island	Llwynypia	Treorchy
Birchgrove	Maesteg	Troed-y-Rhiw
Bridgend	Maesteg Ewenny Road	Ty Glas
Brithdir	Merthyr Tydfil	Waun-Gron Park
Cadoxton	Merthyr Vale	Whitchurch
Caerphilly	Mountain Ash	Wildmill
Caldicot	Newbridge	Ynyswen
Cardiff Bay	Newport (South Wales)	Ystrad Mynach
Cardiff Central	Ninian Park	Ystrad Rhondda
Cardiff Queen Street	Penarth	
Cathays	Pencoed	
Chepstow	Pengam	
Cogan	Penrhiwceiber	
Coryton	Pentre-Bach	
Crosskeys	Pontlottyn	
Cwmbach	Pontyclun	
Cwmbran	Pontypool and New Inn	
Danescourt	Pontypridd	
Dinas Powys	Porth	
Dinas Rhondda	Pyle	
Dingle Road	Quakers Yard	
Eastbrook	Radyr	
Ebbw Vale Parkway	Rhiwbina	
Fairwater	Rhose (Cardiff International Airport)	
Fernhill	Rhymney	
Garth (Mid Glamorgan)	Risca and Pontymister	
Gilfach Fargoed	Rogerstone	
Grangetown (Glamorgan)	Sarn	
Heath High Level	Severn Tunnel Junction	
Heath Low Level	Taffs Well	
Hengoed	Tir-Phil	

The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
Full Report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
Rankings Report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Stakeholder Report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NRPS during that time period.
Tables Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

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



Contacts:

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

Tel: 020 7490 9148
Email: 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

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