



National Rail Passenger Survey

South West Trains TOC Report

Autumn 2013

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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 South West Trains 5
- 2.2 Train factor results for South West Trains 7
- 2.3 Overall satisfaction and station factor results for London and South East 9
- 2.4 Train factor results for London and South East 11
- 2.5 South West Trains versus London and South East performance 13
- 2.6 Results by route for South West Trains 14

3 Passenger satisfaction trend charts

- 3.1 Overall satisfaction and station factor results for South West Trains 15
- 3.2 Train factor results for South West Trains 21

4 Managed versus non-managed stations

- 4.1 Network Rail categorisation and station factor results for South West Trains 28

5 Peak/off-peak satisfaction

- 5.1 Peak/off peak satisfaction for South West Trains 29
- 5.2 Peak/off peak satisfaction for London and South East 30

6 Passenger experience with service

- 6.1 Passenger experience of delays 31
- 6.2 Passenger experience relating to disability 32

7 Sample profile

- 7.1 Sample profile for South West Trains versus London and South East 33
- 7.2 Station sample sizes for South West Trains 35
- 7.3 Weighted sample composition for all TOCs 36
- 7.4 Unweighted sample composition for all TOCs 37

8 Technical appendix

- 8.1 Standard reports produced for NRPS 38
- 8.2 Rail sectors 39
- 8.3 How routes are defined 40

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)

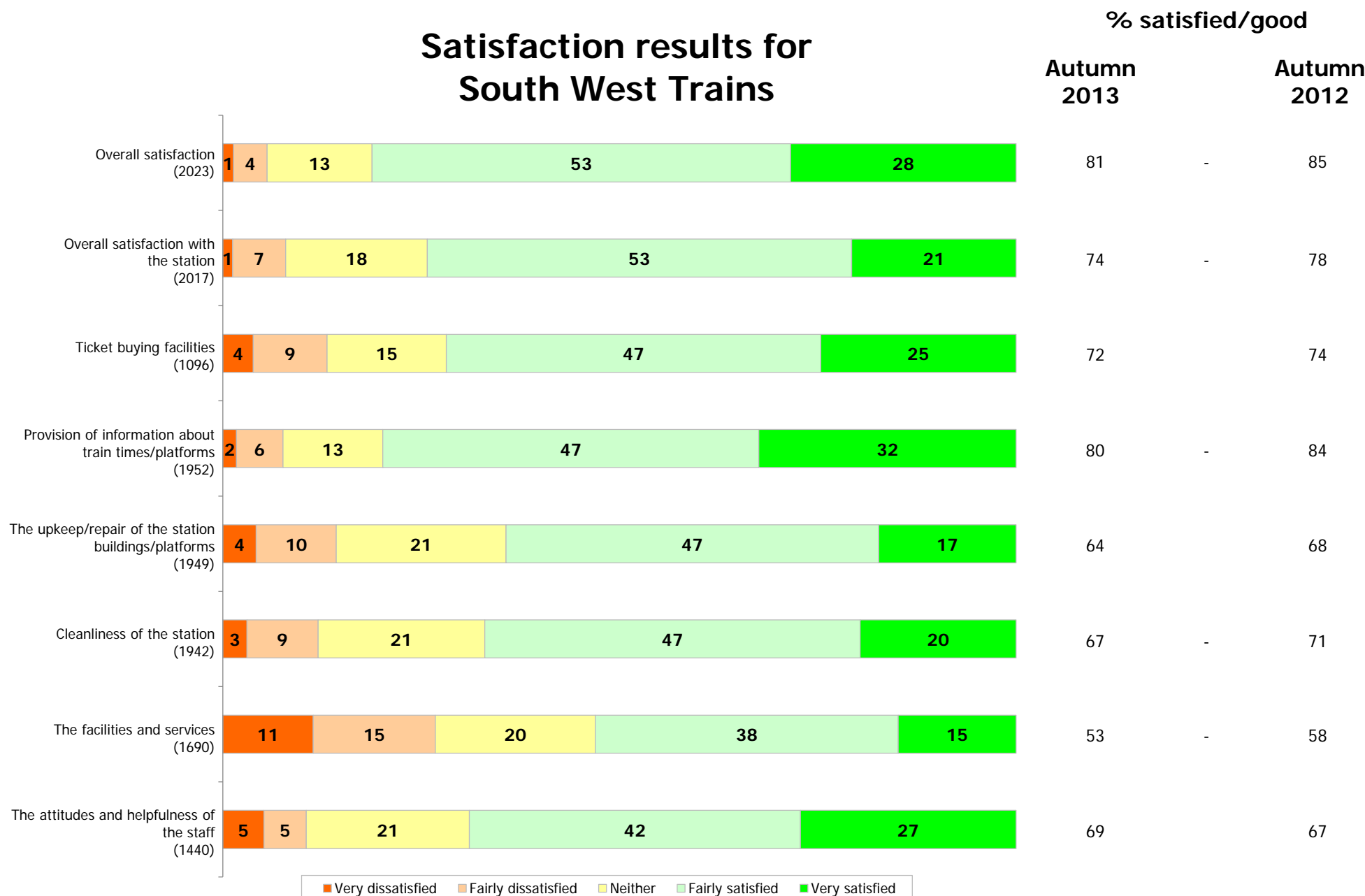
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

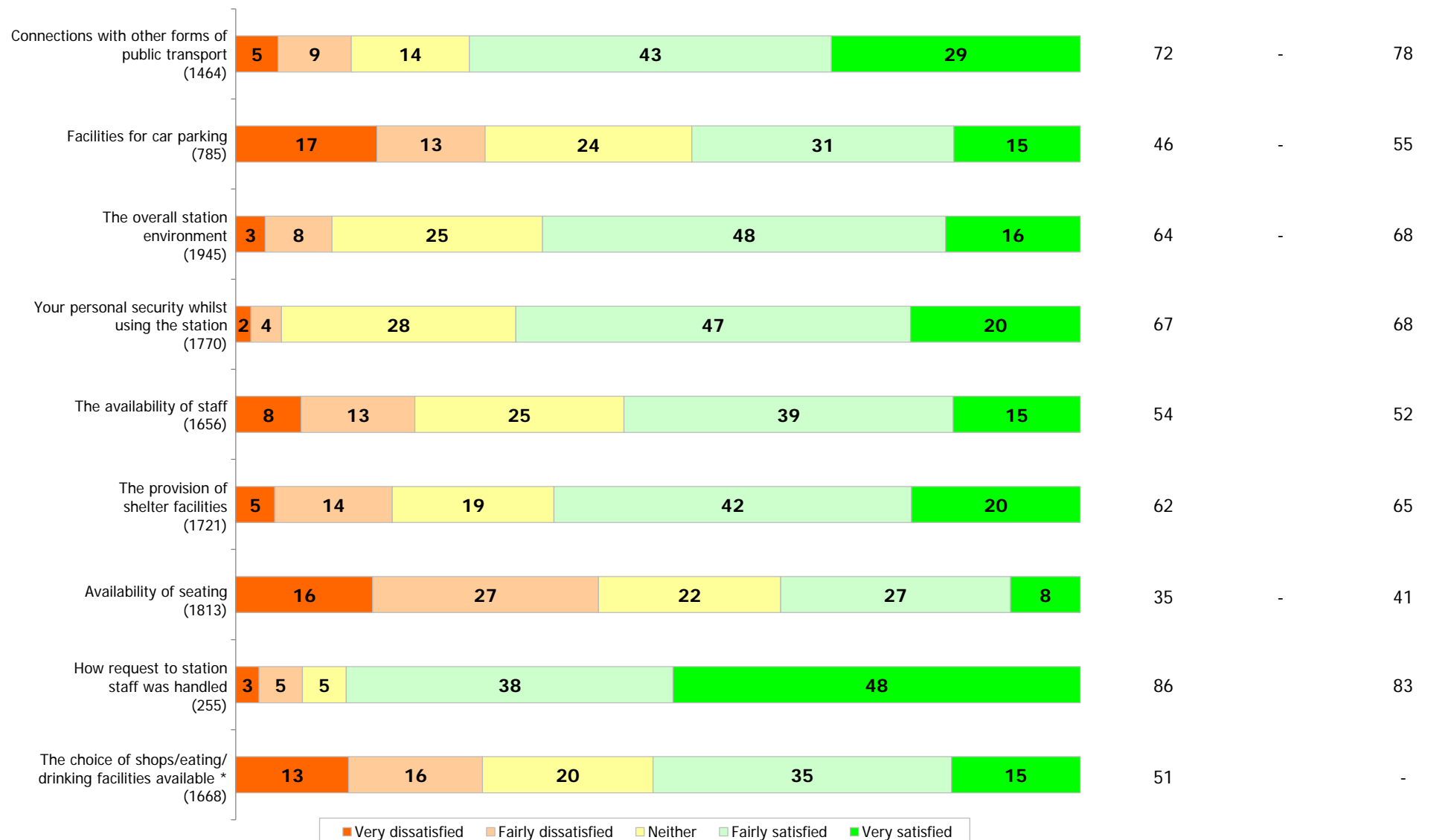
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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.

Satisfaction results for South West Trains

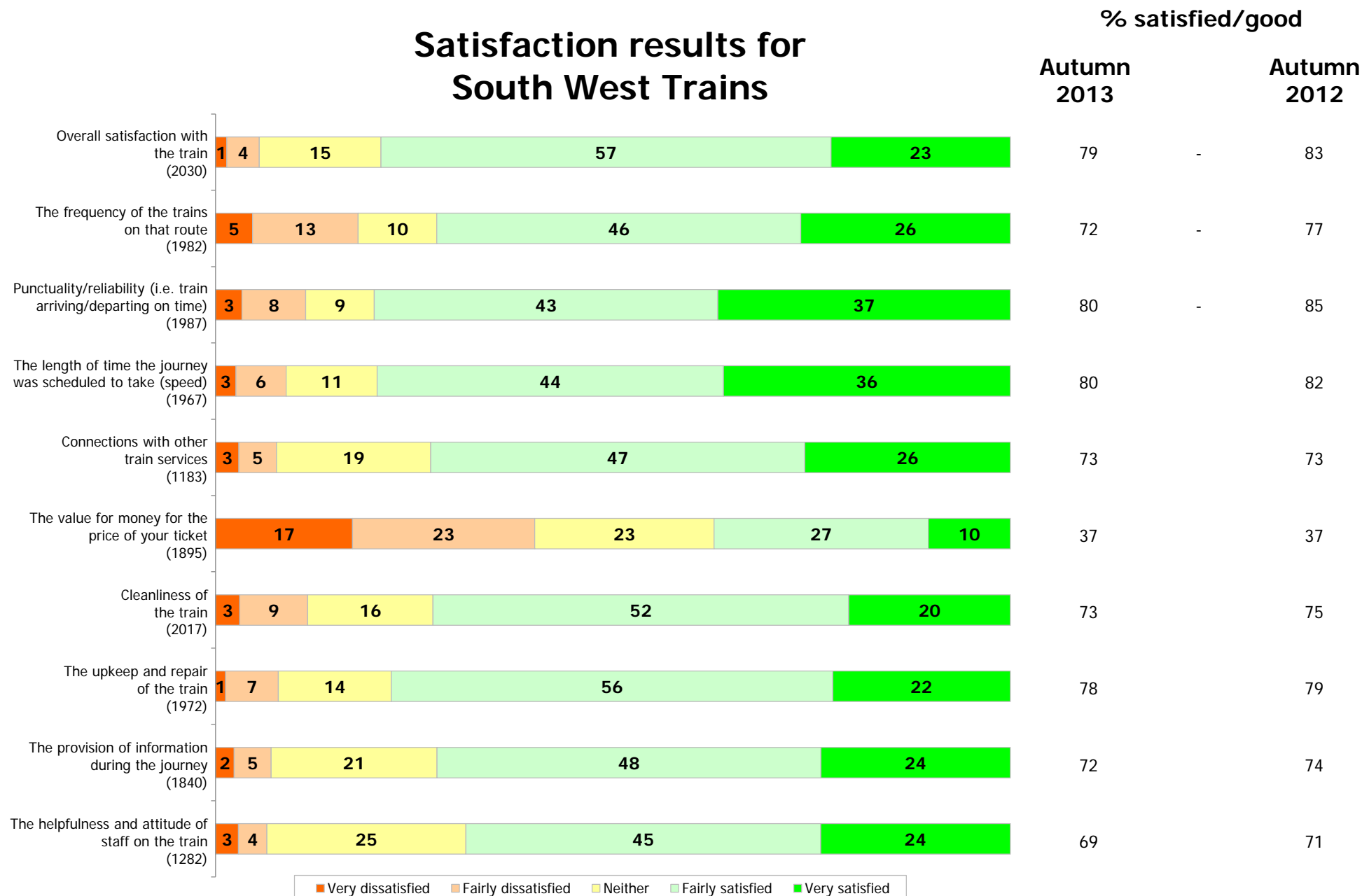


Satisfaction results for South West Trains

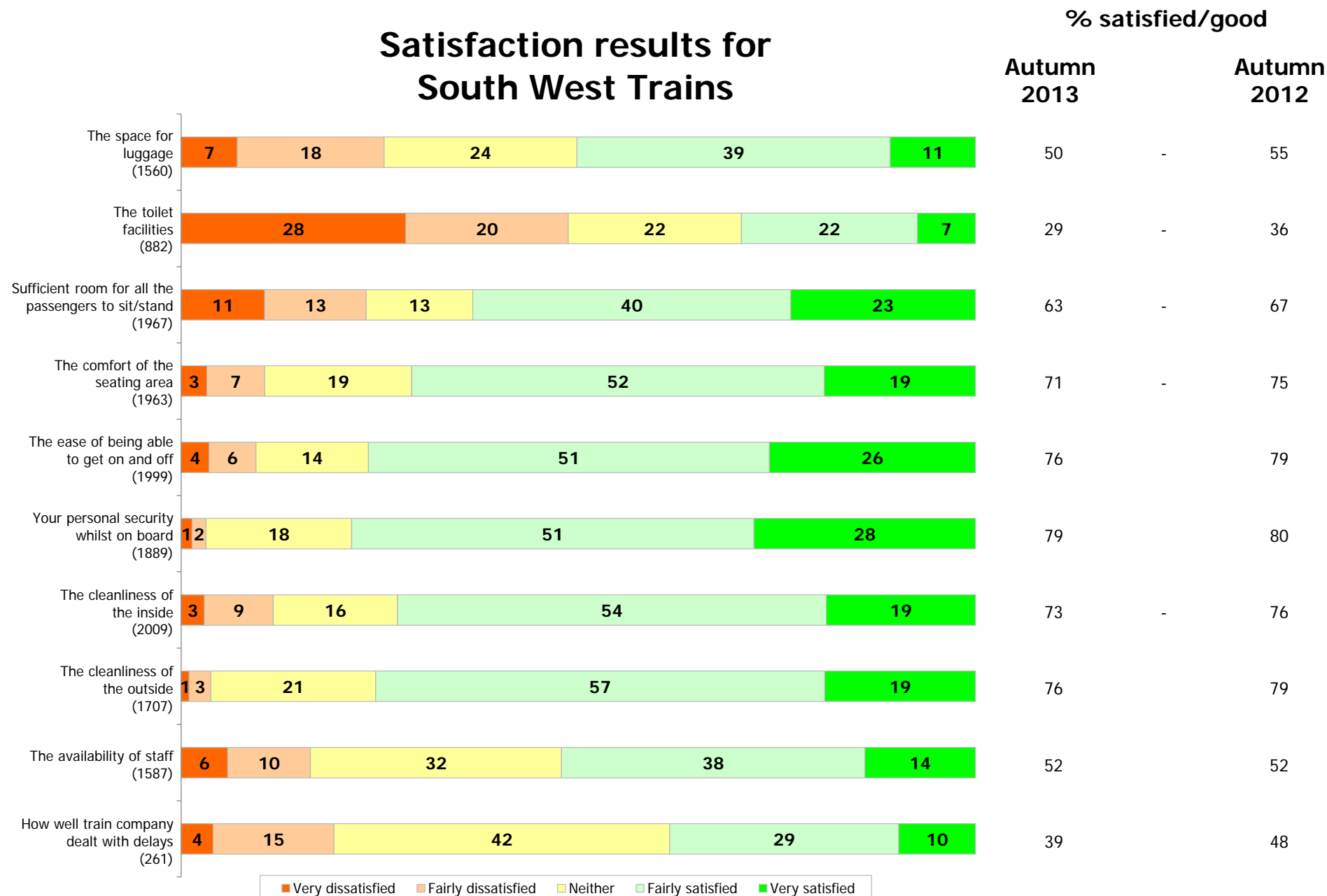


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

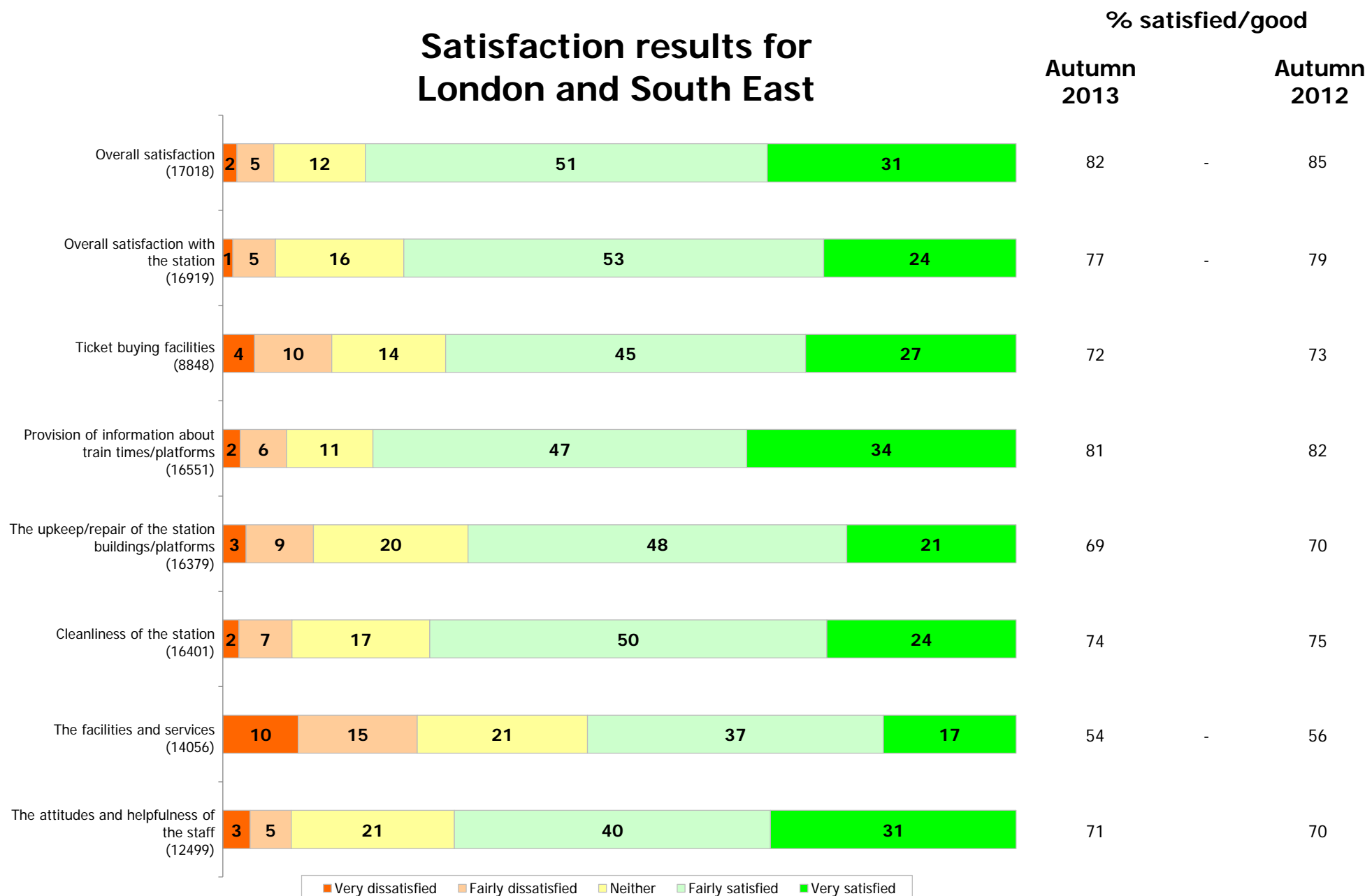
Satisfaction results for South West Trains



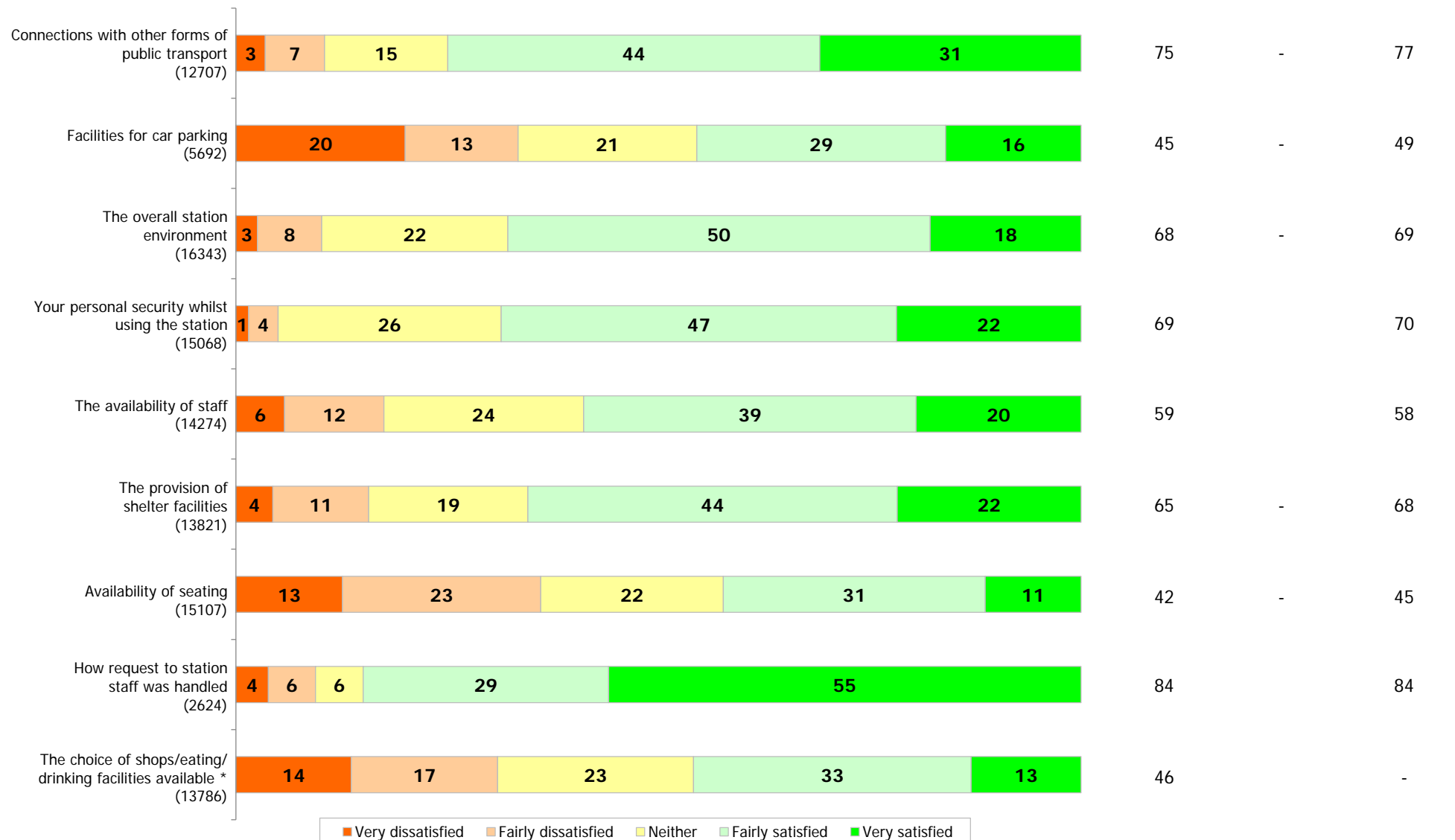
Satisfaction results for South West Trains



Satisfaction results for London and South East

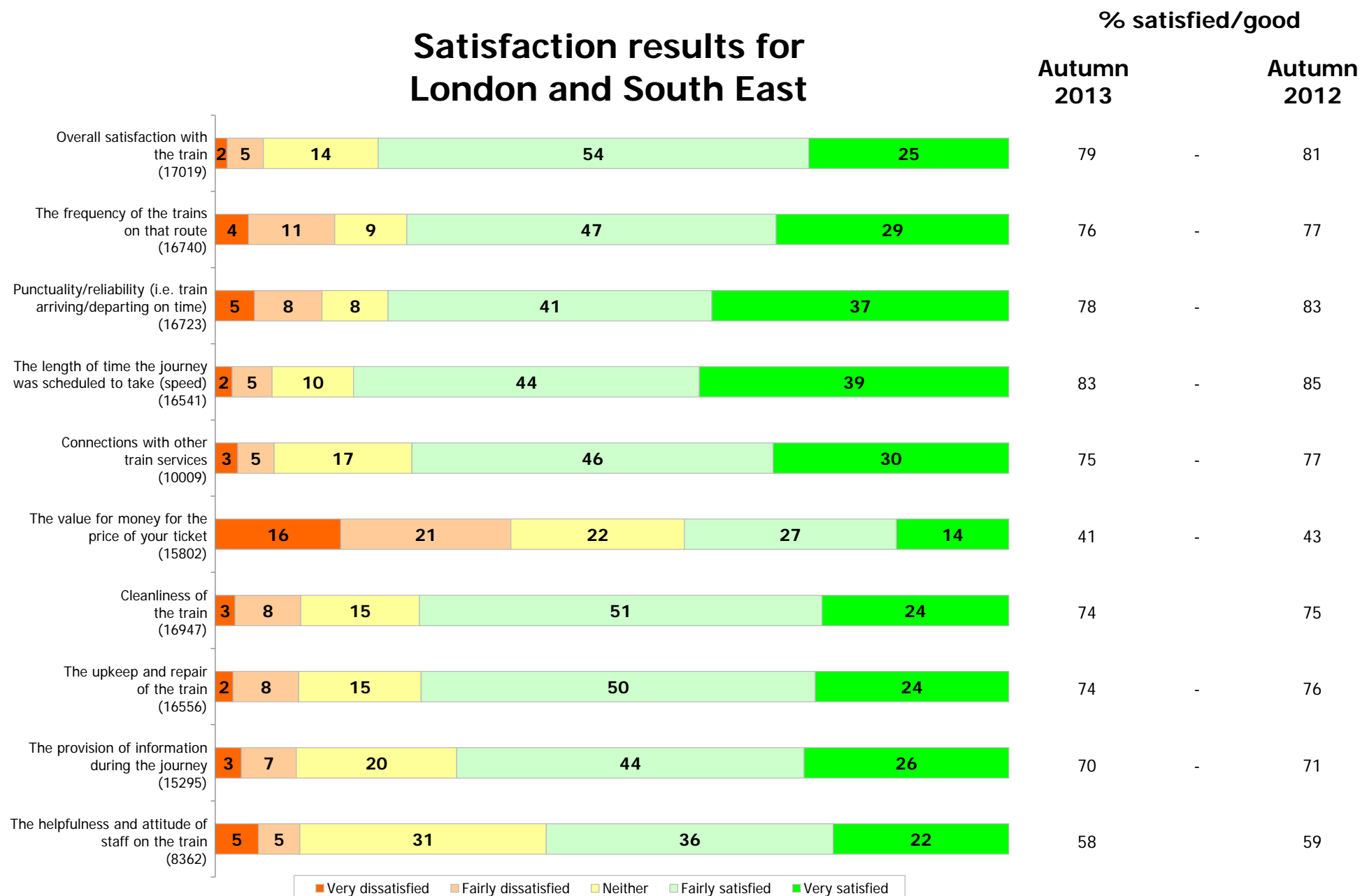


Satisfaction results for London and South East

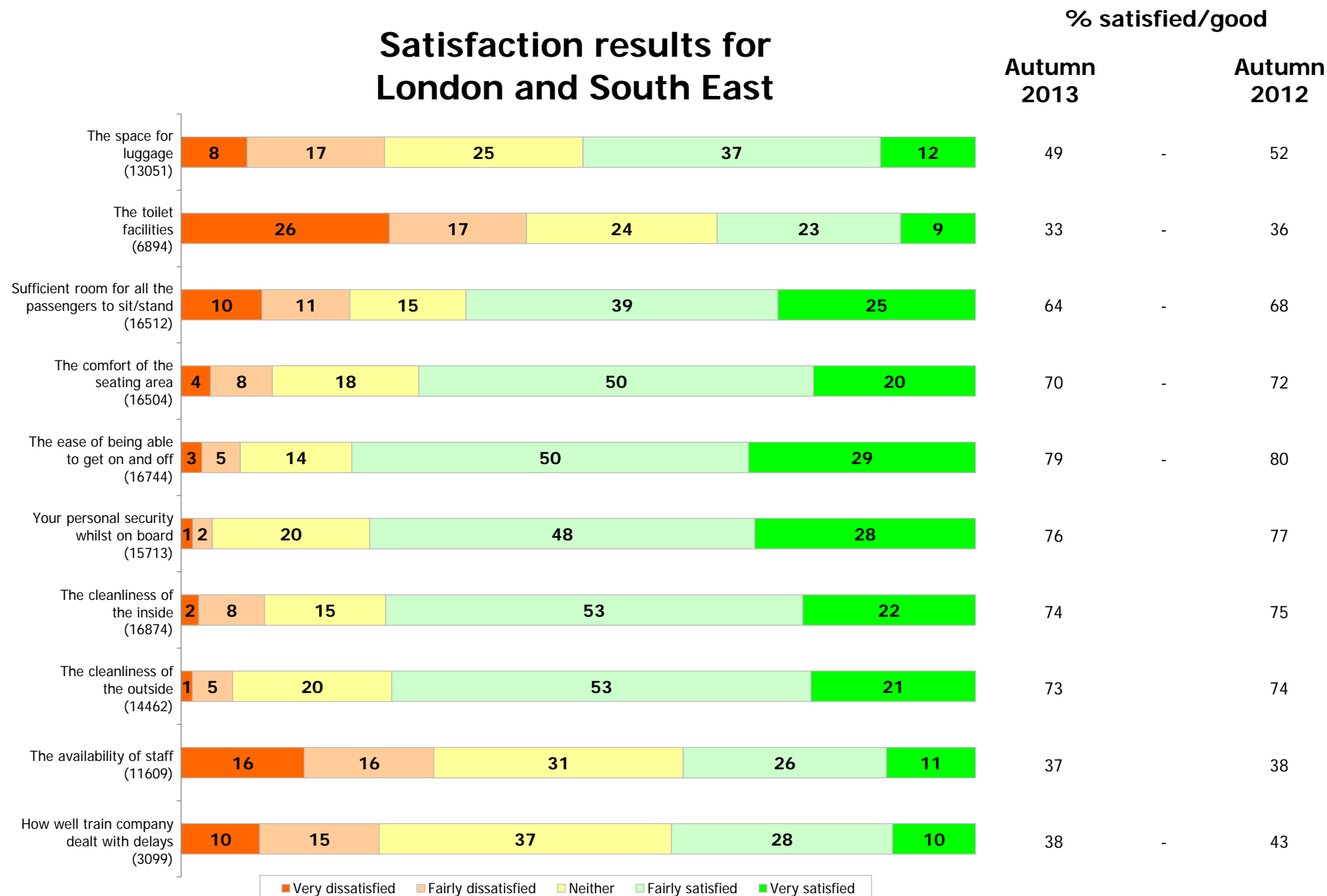


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

Satisfaction results for London and South East



Satisfaction results for London and South East



South West Trains versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	81	82	99%
STATION FACILITIES			
Overall satisfaction with the station	74	77	96%
Ticket buying facilities	72	72	100%
Provision of information about train times/platforms	80	81	98%
The upkeep/repair of the station buildings/platforms	64	69	93%
Cleanliness	67	74	91%
The facilities and services	53	54	98%
The attitudes and helpfulness of the staff	69	71	97%
Connections with other forms of public transport	72	75	97%
Facilities for car parking	46	45	101%
Overall environment	64	68	94%
Your personal security whilst using the station	67	69	97%
The availability of staff	54	59	92%
The provision of shelter facilities	62	65	95%
Availability of seating	35	42	84%
How request to station staff was handled	86	84	102%
The choice of shops/eating/drinking facilities available	51	46	110%
TRAIN FACILITIES			
Overall satisfaction with the train	79	79	100%
The frequency of the trains on that route	72	76	95%
Punctuality/reliability (i.e. the train arriving/departing on time)	80	78	102%
The length of time the journey was scheduled to take (speed)	80	83	96%
Connections with other train services	73	75	97%
The value for money of the price of your ticket	37	41	91%
Cleanliness of the train	73	74	98%
Upkeep and repair of the train	78	74	105%
The provision of information during the journey	72	70	104%
The helpfulness and attitude of staff on train	69	58	118%
The space for luggage	50	49	102%
The toilet facilities	29	33	91%
Sufficient room for all passengers to sit/stand	63	64	99%
The comfort of the seating area	71	70	101%
The ease of being able to get on and off	76	79	97%
Your personal security on board	79	76	103%
The cleanliness of the inside	73	74	98%
The cleanliness of the outside	76	73	103%
The availability of staff	52	37	142%
How well train company deals with delays	39	38	101%

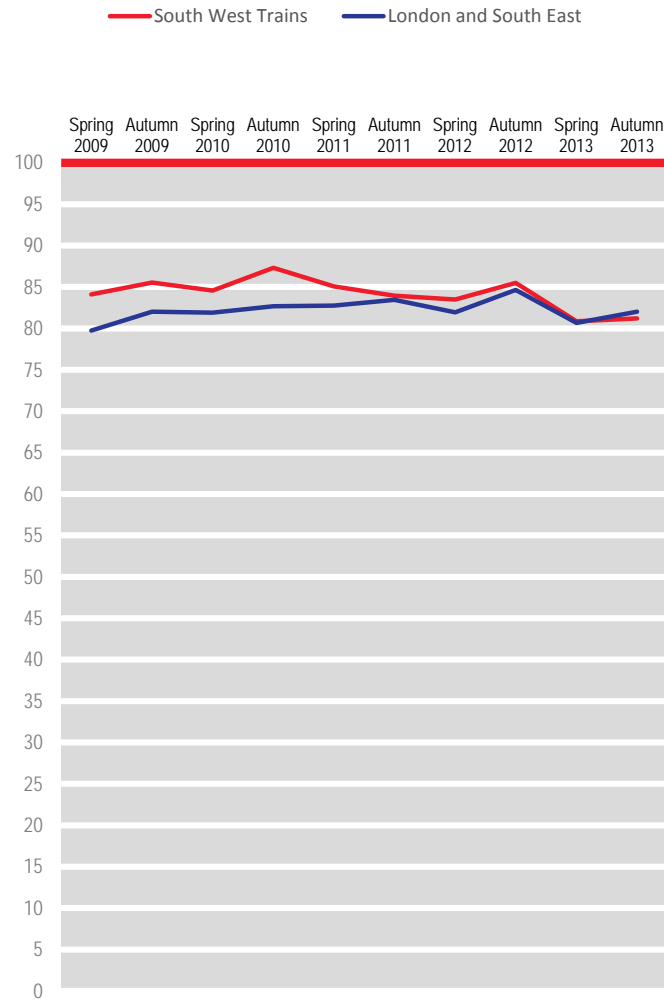
Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West Of England
Overall satisfaction	94	83	90	77	88	80	76	81	91
STATION FACILITIES									
Overall satisfaction with the station	77	79	80	70	91	67	69	66	86
Ticket buying facilities	67	67	75	74	87	74	76	68	87
Provision of information about train times/platforms	81	81	86	77	90	80	73	81	91
The upkeep/repair of the station buildings/platforms	69	69	71	57	68	57	57	64	82
Cleanliness	82	67	73	65	73	61	64	68	80
The facilities and services	57	66	47	46	63	43	35	45	58
The attitudes and helpfulness of the staff	83	66	77	71	86	71	67	66	91
Connections with other forms of public transport	79	83	73	71	82	64	52	61	50
Facilities for car parking	77	23	73	47	68	50	40	54	74
Overall environment	70	68	69	60	72	59	56	61	73
Your personal security whilst using the station	71	65	74	67	85	71	61	70	73
The availability of staff	51	55	55	46	75	60	56	53	64
The provision of shelter facilities	69	66	67	56	72	69	60	61	70
Availability of seating	59	22	52	39	42	45	45	45	64
How request to station staff was handled	100	84	95	76	85	83	90	84	100
The choice of shops/eating/drinking facilities available	48	70	44	34	55	36	28	42	35
TRAIN FACILITIES									
Overall satisfaction with the train	89	82	87	74	90	76	73	80	91
The frequency of the trains on that route	87	75	68	68	85	68	69	72	78
Punctuality/reliability (i.e. the train arriving/departing on time)	98	81	86	83	85	82	67	83	96
The length of time the journey was scheduled to take (speed)	97	79	89	85	79	77	69	83	85
Connections with other train services	97	74	70	79	76	73	65	72	78
The value for money of the price of your ticket	75	39	40	40	44	29	31	32	45
Cleanliness of the train	83	75	77	68	84	79	60	80	86
Upkeep and repair of the train	70	80	78	76	82	77	70	81	81
The provision of information during the journey	65	75	73	68	78	78	72	69	69
The helpfulness and attitude of staff on train	95	74	75	55	66	70	54	76	86
The space for luggage	37	48	48	50	54	46	54	55	58
The toilet facilities	11	29	43	13	49	35	28	40	41
Sufficient room for all passengers to sit/stand	85	63	66	59	77	67	63	66	68
The comfort of the seating area	62	70	78	68	75	68	73	71	79
The ease of being able to get on and off	89	76	83	71	85	77	75	83	86
Your personal security on board	84	78	85	76	79	71	79	81	83
The cleanliness of the inside	78	76	83	66	82	76	60	79	89
The cleanliness of the outside	64	75	83	74	77	71	71	82	83
The availability of staff	90	56	63	42	49	60	40	58	67
How well train company deals with delays	-	35	71	36	50	38	31	47	57

Percentage satisfaction with aspects of station where boarded

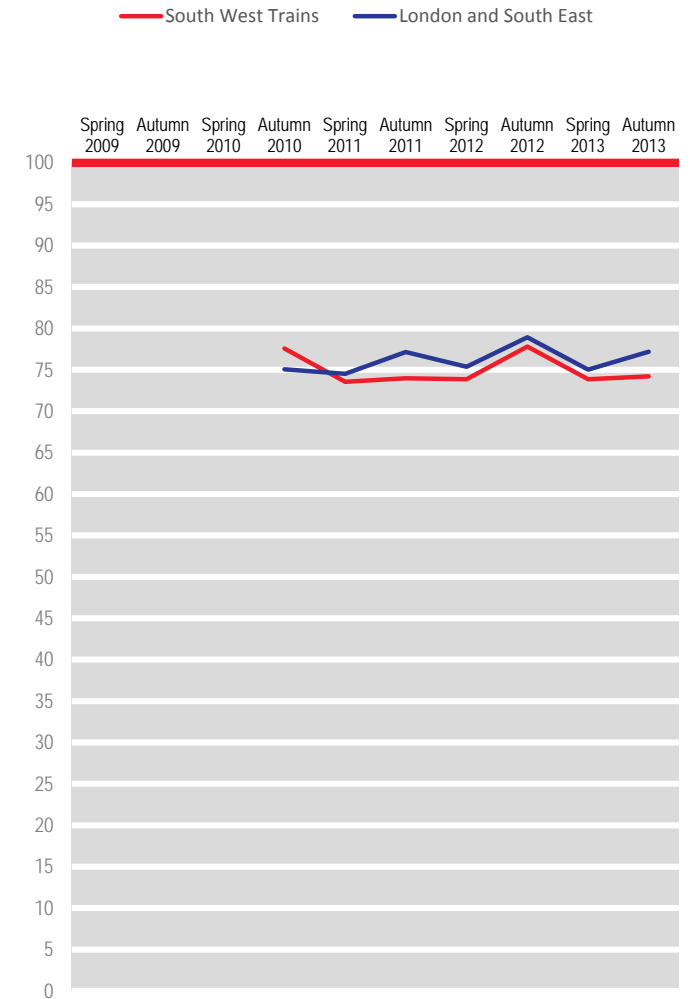
Overall satisfaction

(2023)
Percentage of passengers satisfied 2009 to 2013



Overall station satisfaction

(2017)
Percentage of passengers satisfied 2009 to 2013

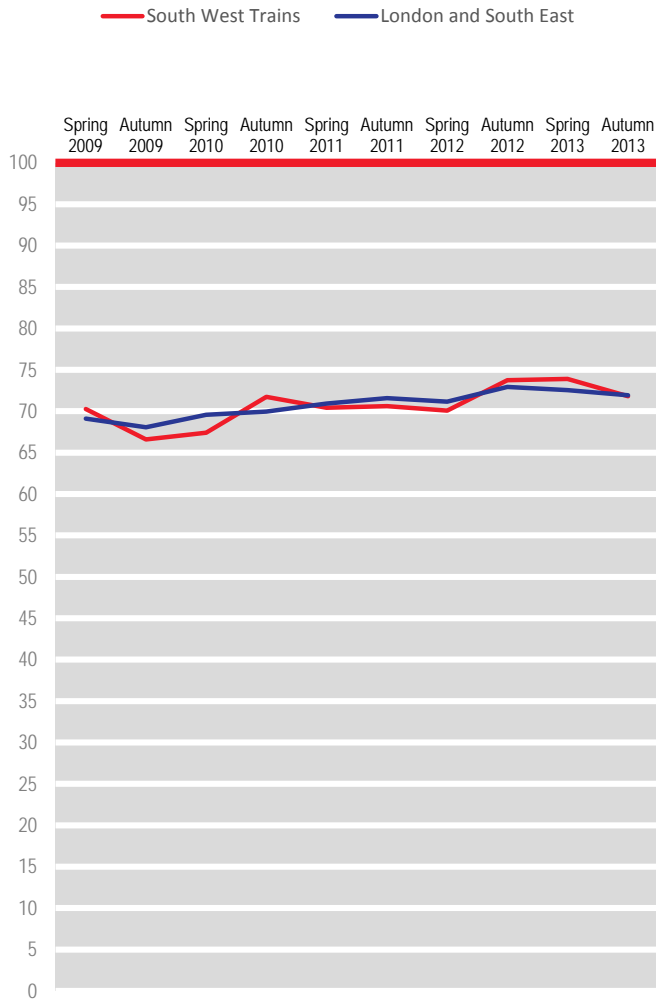


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(1096)

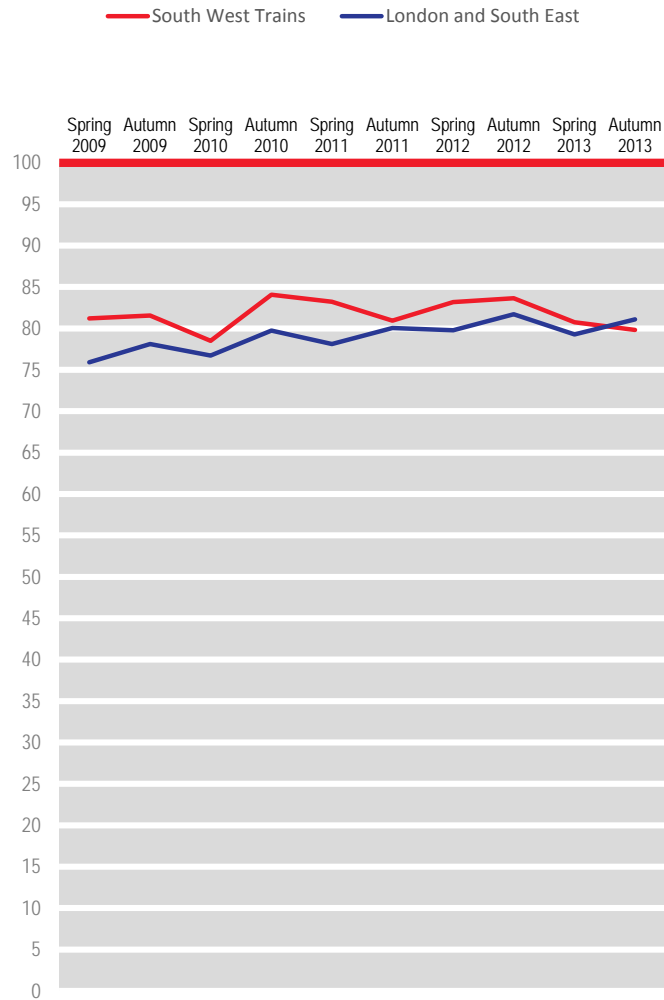
Percentage of passengers satisfied 2009 to 2013



Provision of information about train times/platforms

(1952)

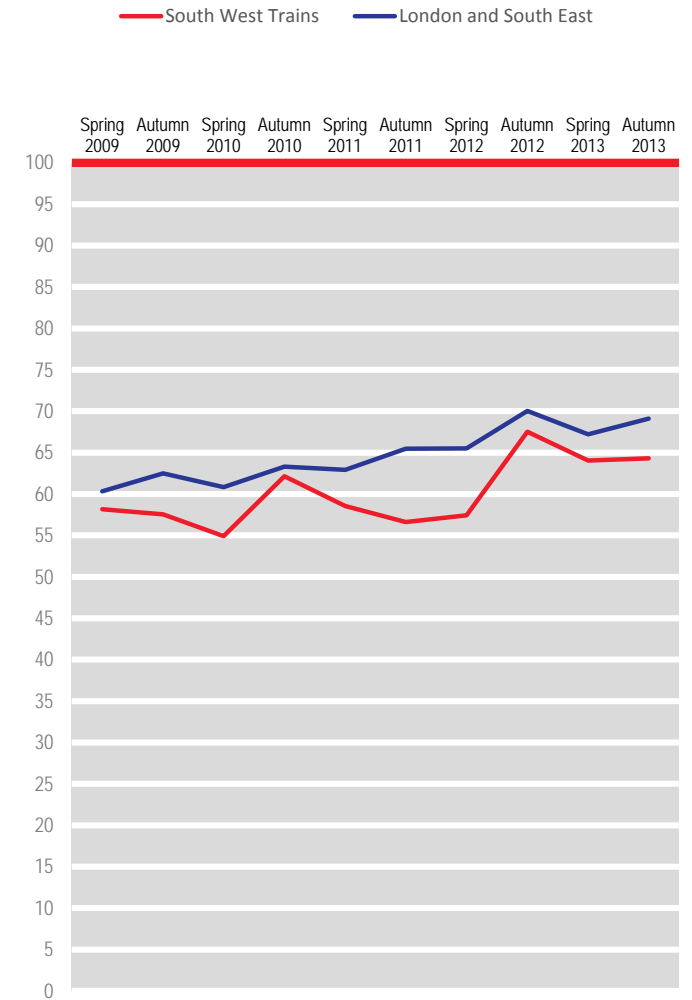
Percentage of passengers satisfied 2009 to 2013



The upkeep/repair of the station building/platforms

(1949)

Percentage of passengers satisfied 2009 to 2013

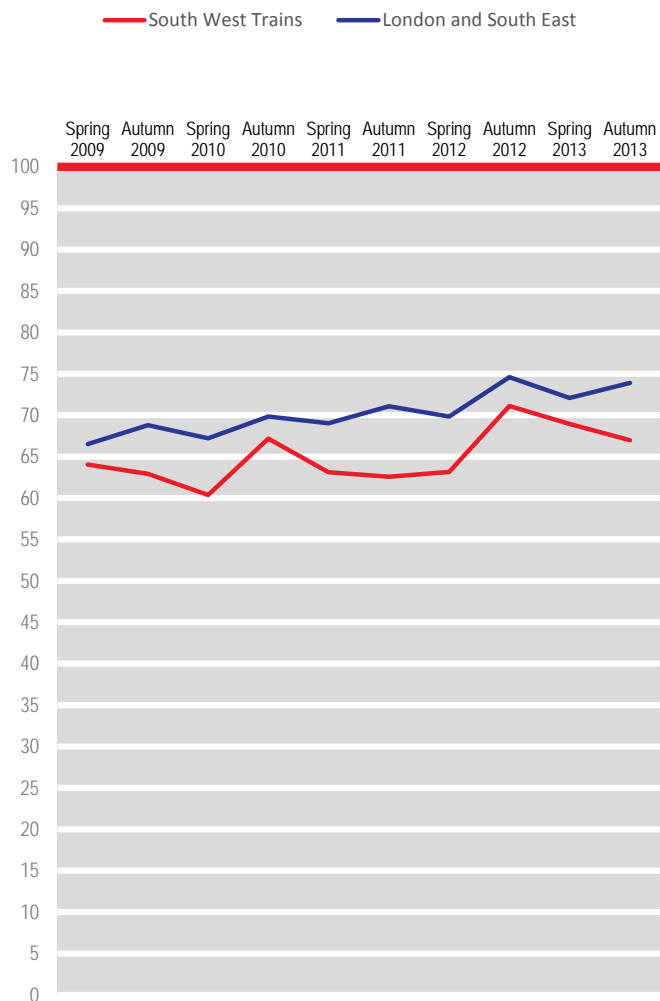


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1942)

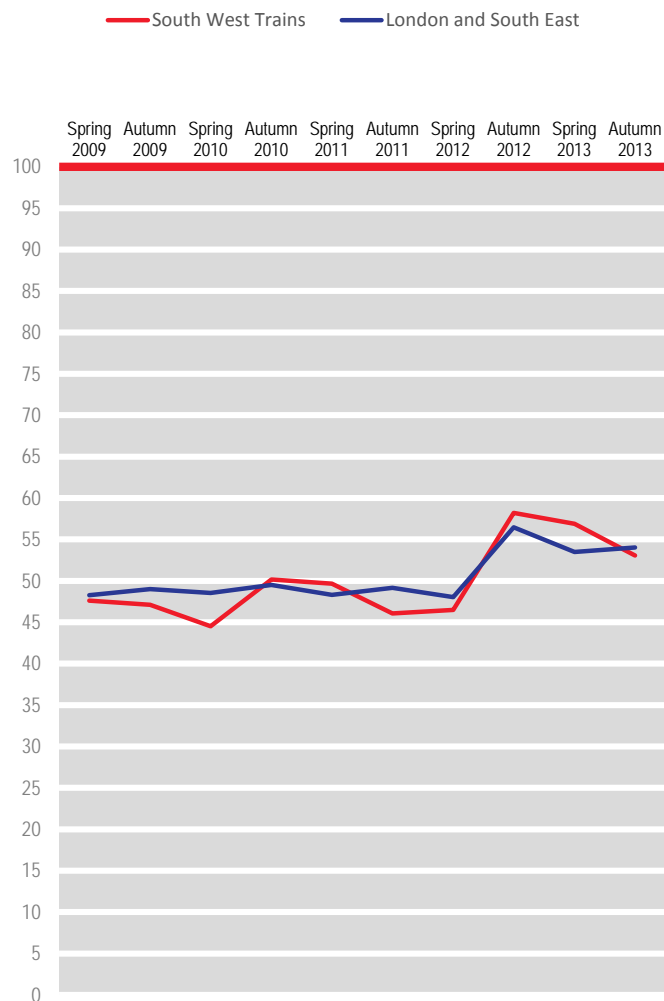
Percentage of passengers satisfied 2009 to 2013



The facilities and services at the station

(1690)

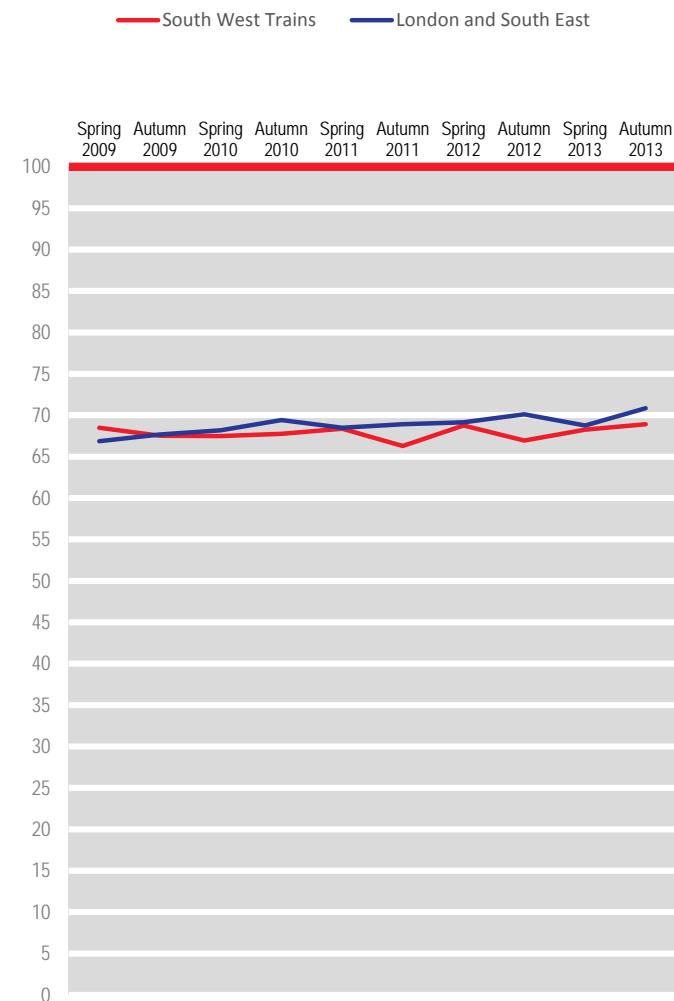
Percentage of passengers satisfied 2009 to 2013



The attitudes and helpfulness of the staff at the station

(1440)

Percentage of passengers satisfied 2009 to 2013

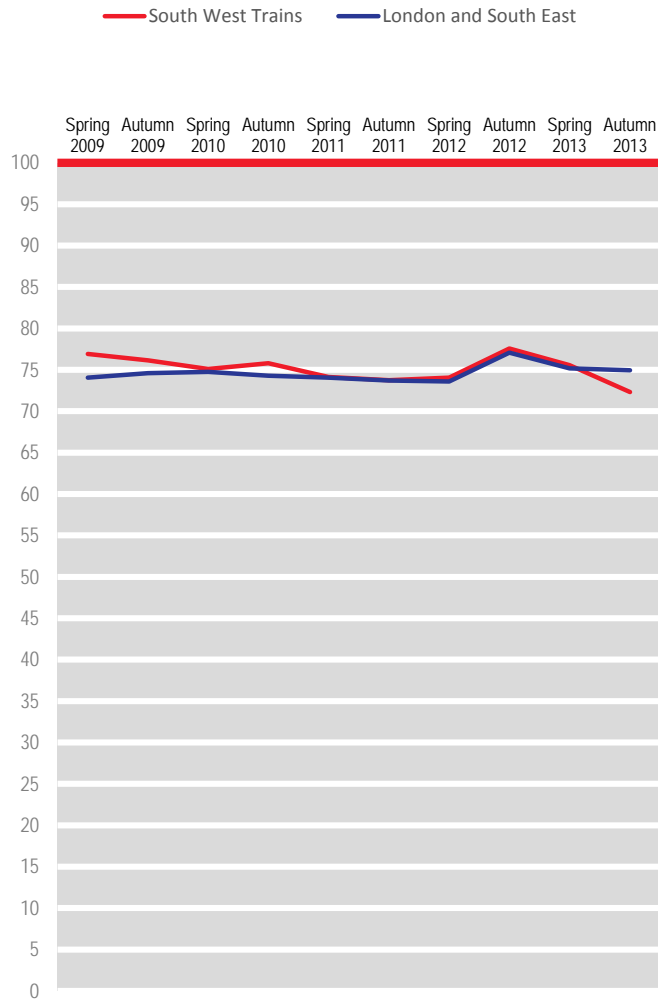


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1464)

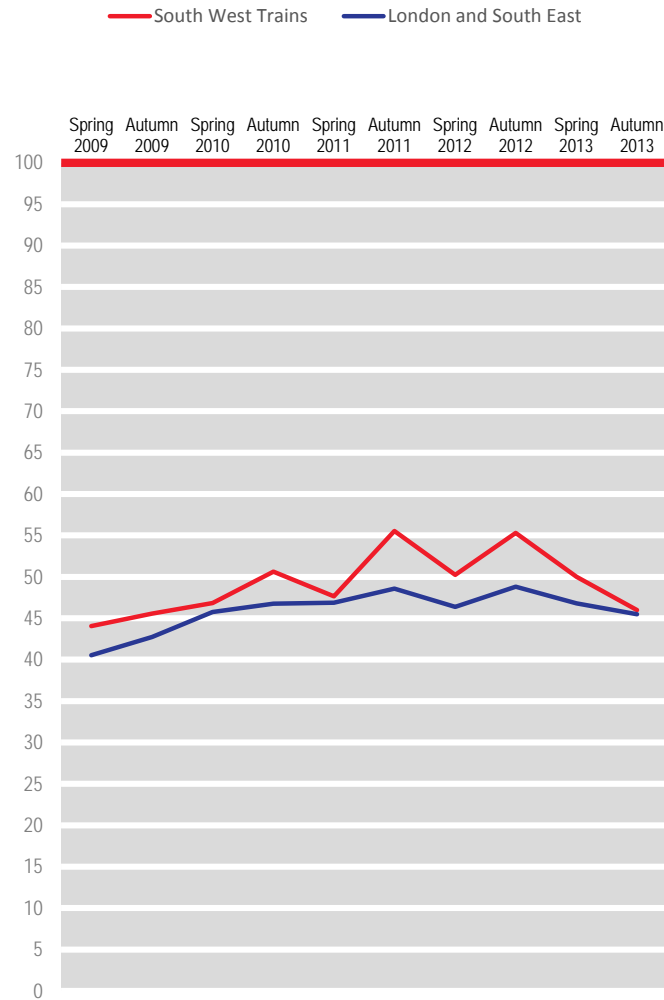
Percentage of passengers satisfied 2009 to 2013



Facilities for car parking at the station

(785)

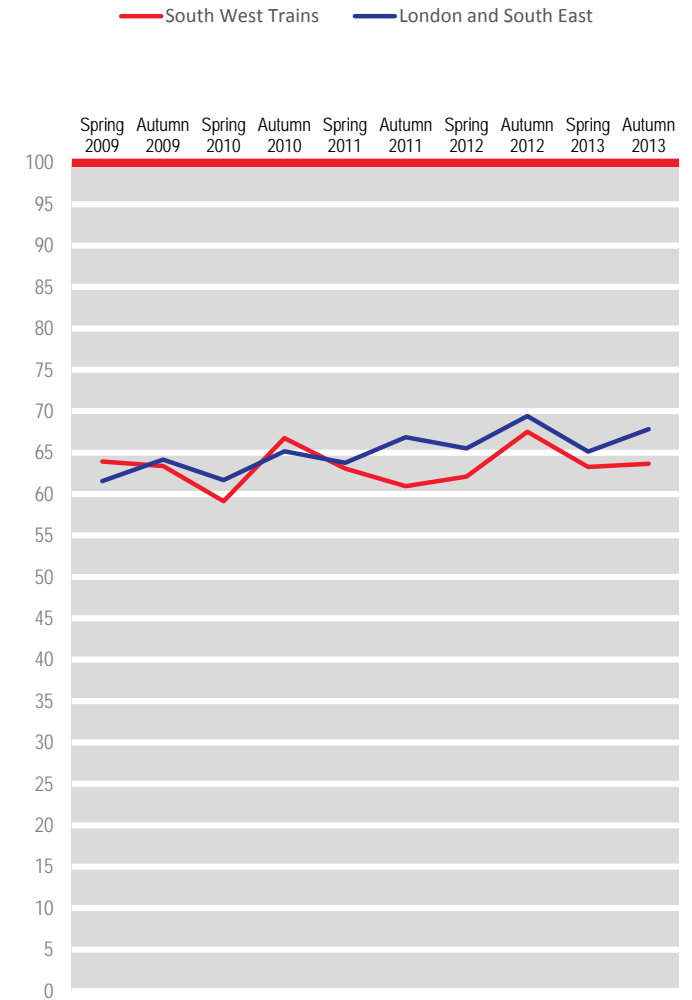
Percentage of passengers satisfied 2009 to 2013



Overall station environment

(1945)

Percentage of passengers satisfied 2009 to 2013

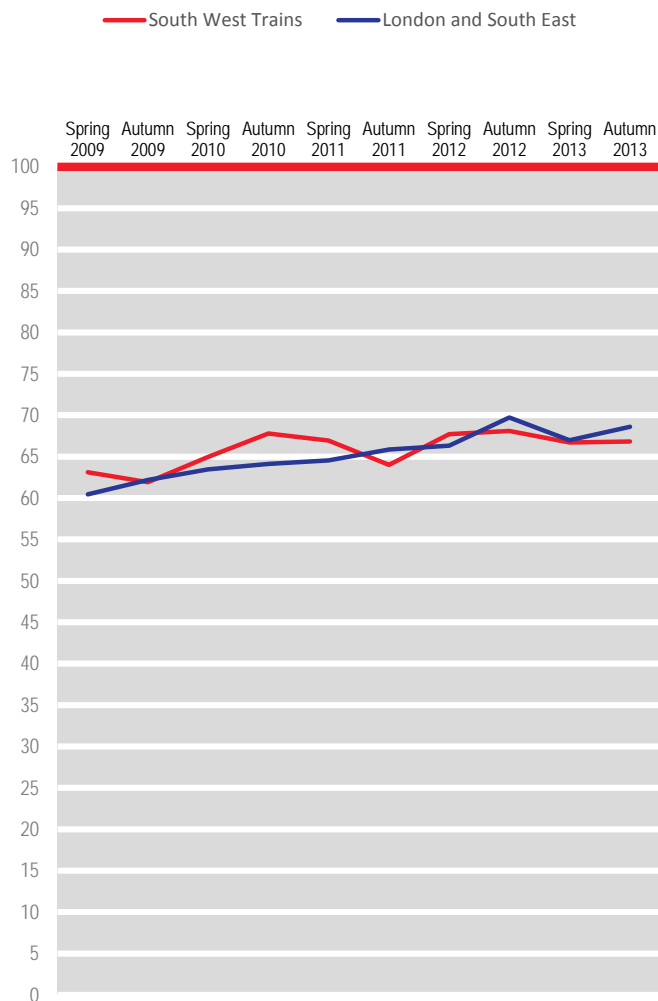


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1770)

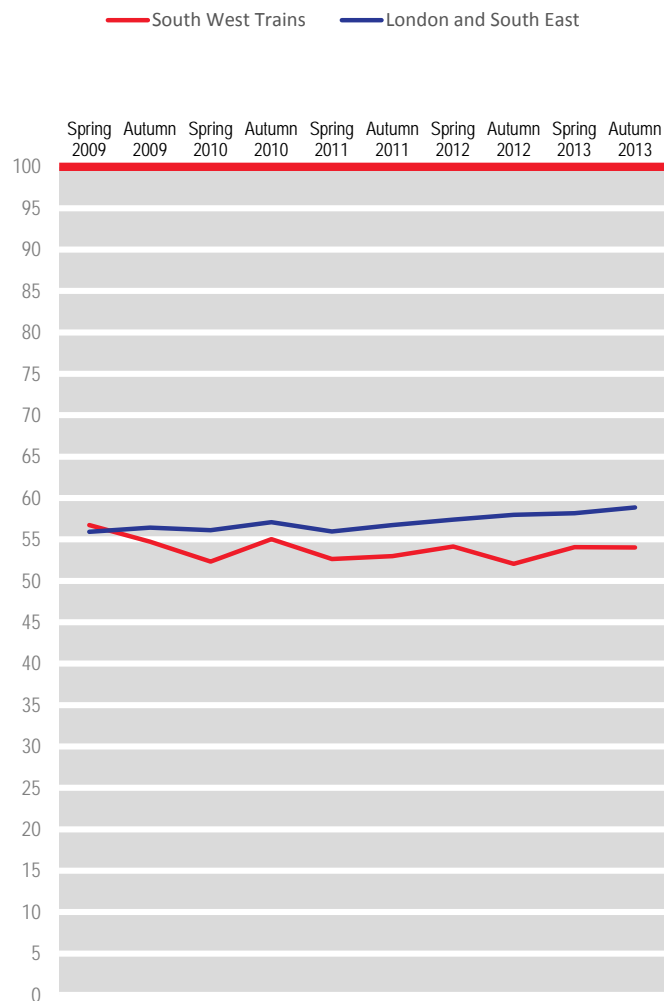
Percentage of passengers satisfied 2009 to 2013



The availability of staff at the station

(1656)

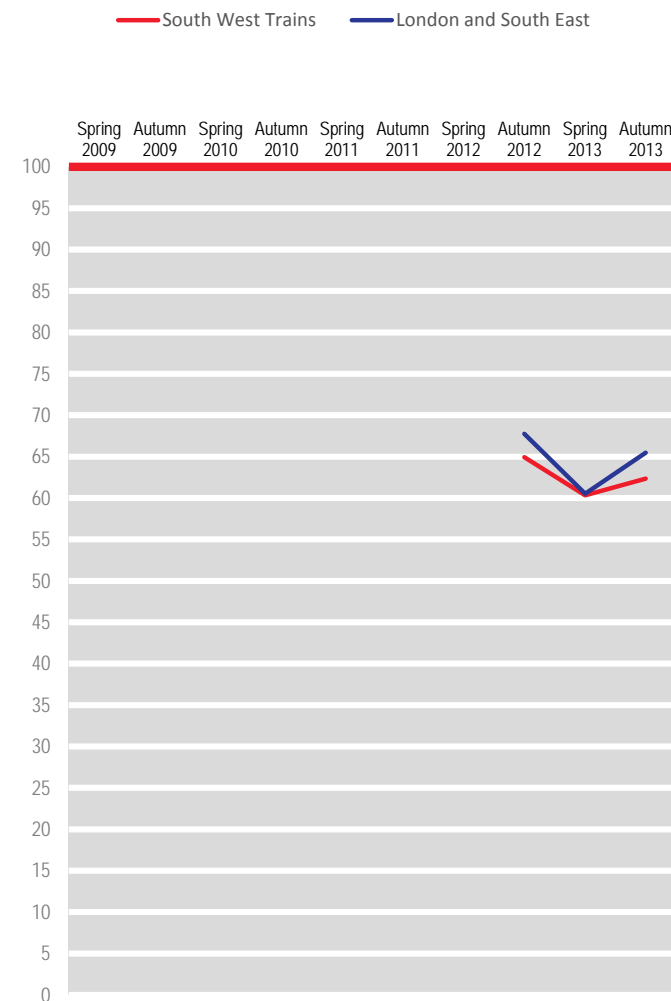
Percentage of passengers satisfied 2009 to 2013



The provision of shelter facilities

(1721)

Percentage of passengers satisfied 2009 to 2013

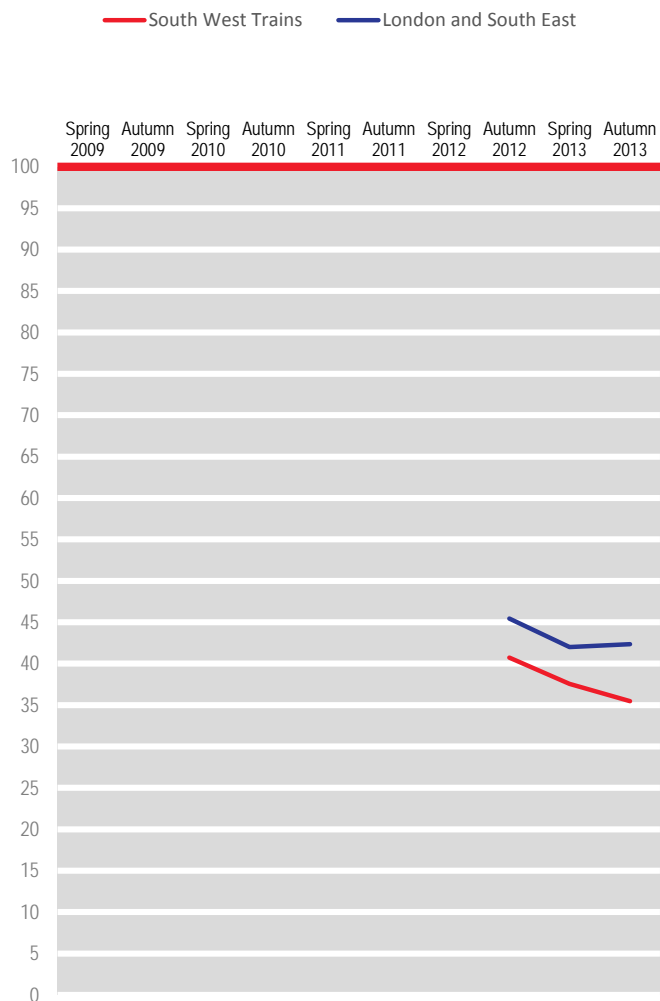


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(1813)

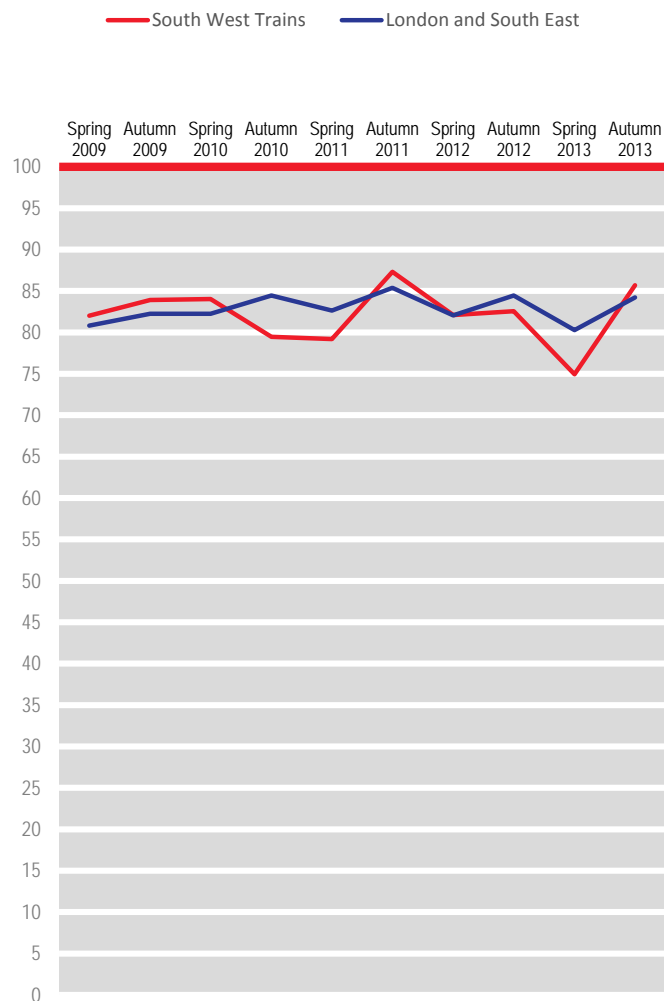
Percentage of passengers satisfied 2009 to 2013



How request to station staff was handled

(255)

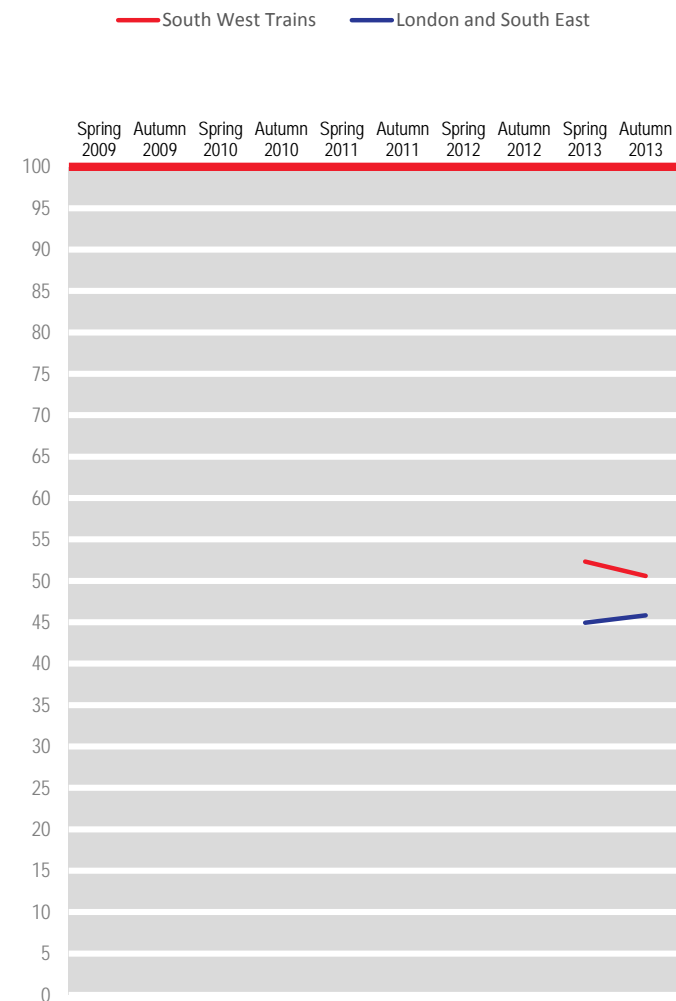
Percentage of passengers satisfied 2009 to 2013



The choice of shops/eating/drinking facilities available

(1668)

Percentage of passengers satisfied 2009 to 2013



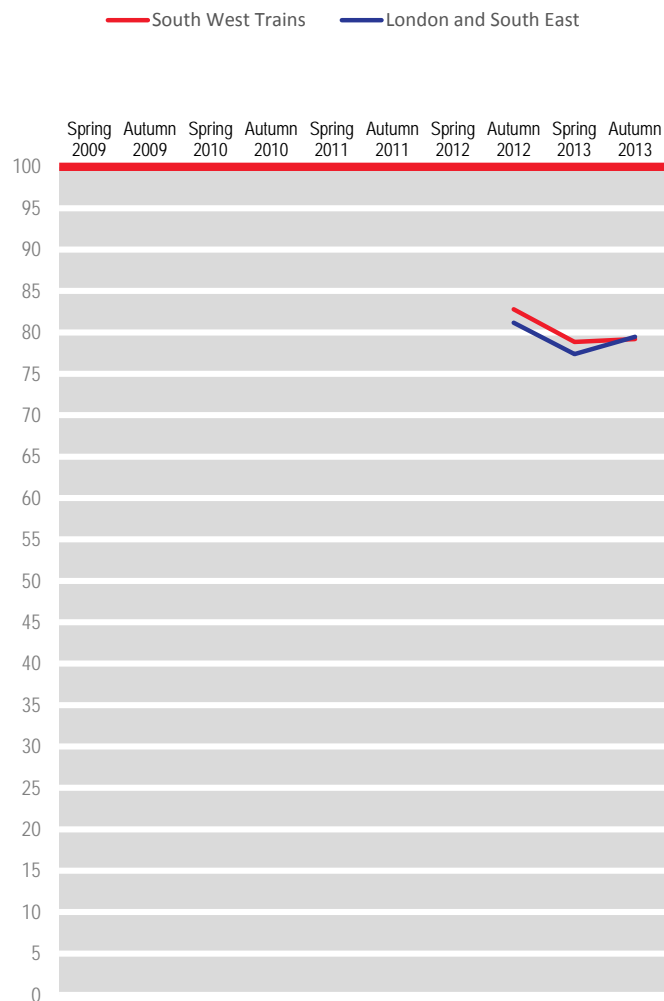
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(2030)

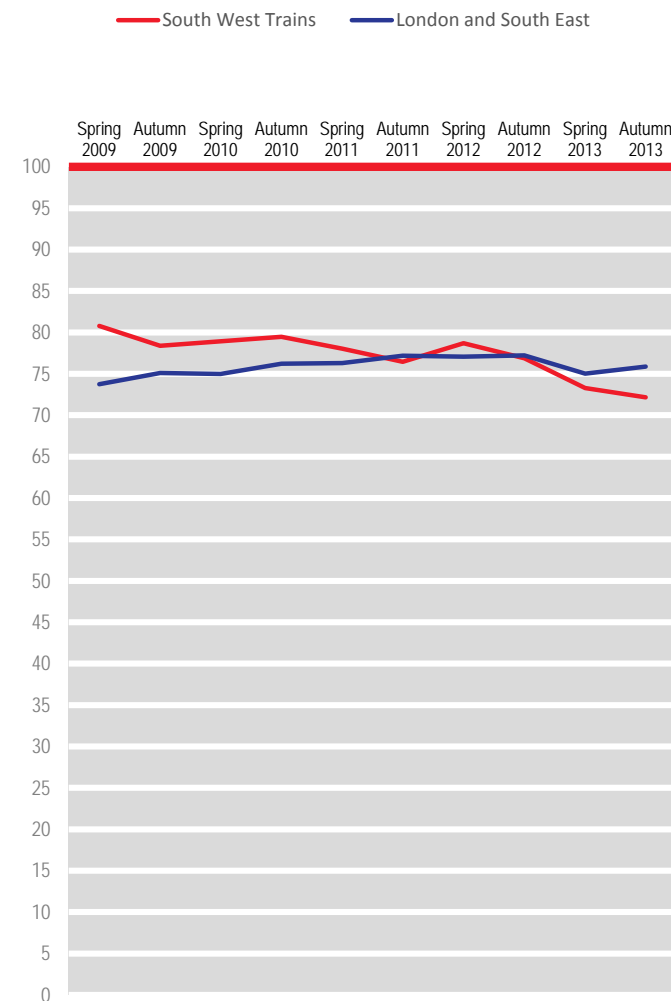
Percentage of passengers satisfied 2009 to 2013



The frequency of trains on that route

(1982)

Percentage of passengers satisfied 2009 to 2013

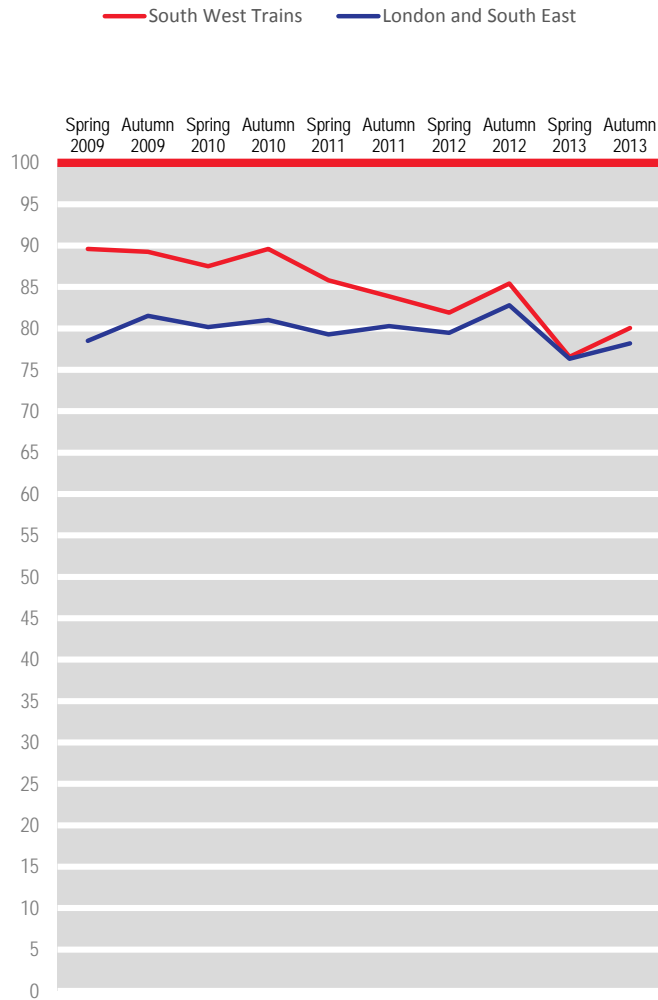


N.B. Benchmarks and targets are only shown for applicable factors

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

(1987)

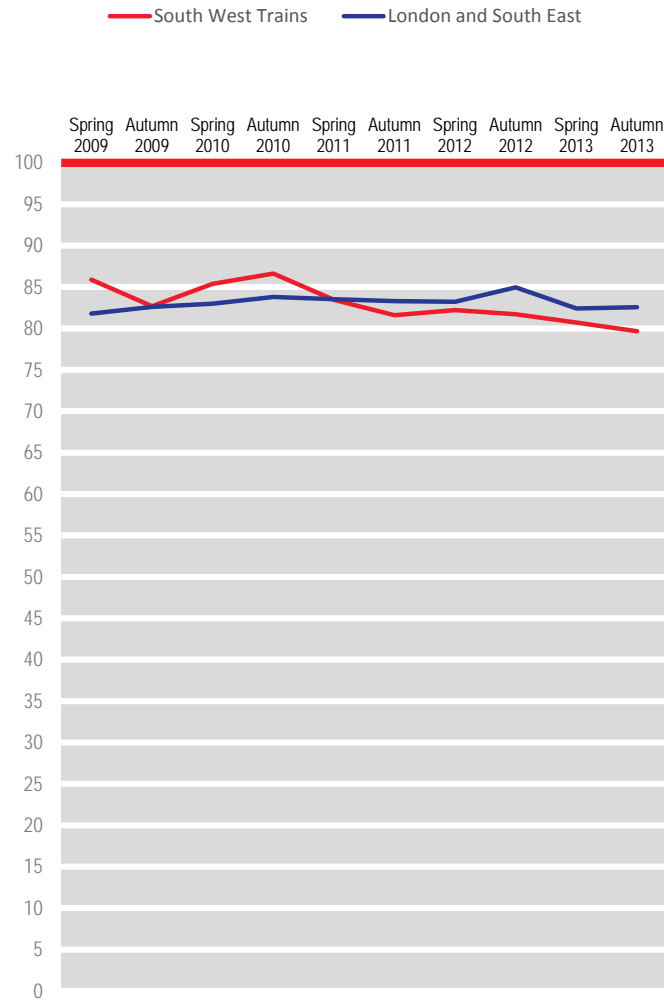
Percentage of passengers satisfied 2009 to 2013



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

(1967)

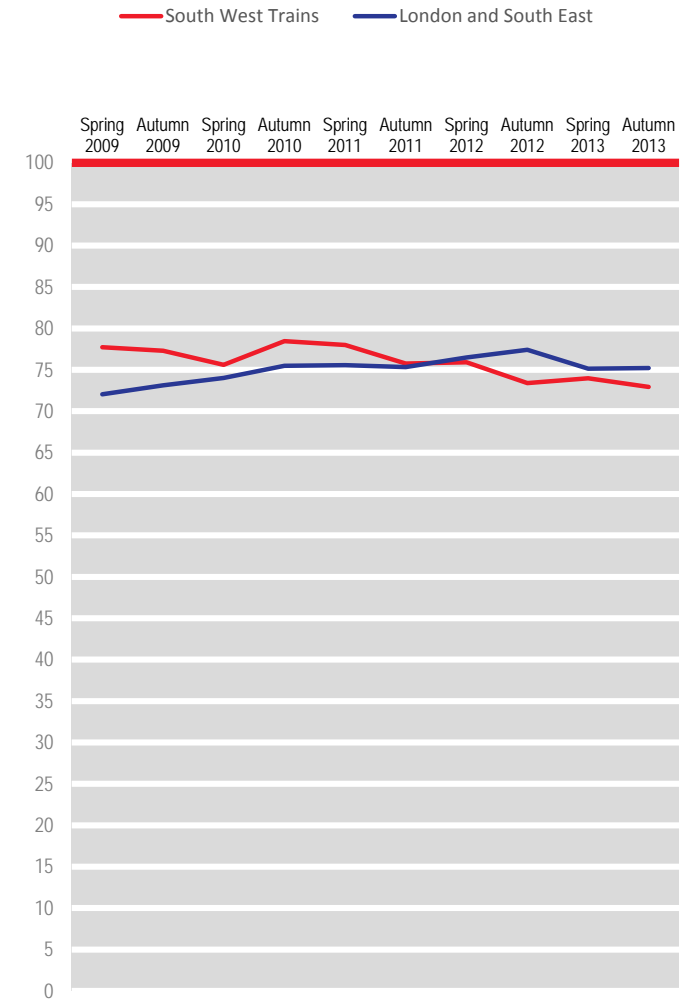
Percentage of passengers satisfied 2009 to 2013



Connections with other train services

(1183)

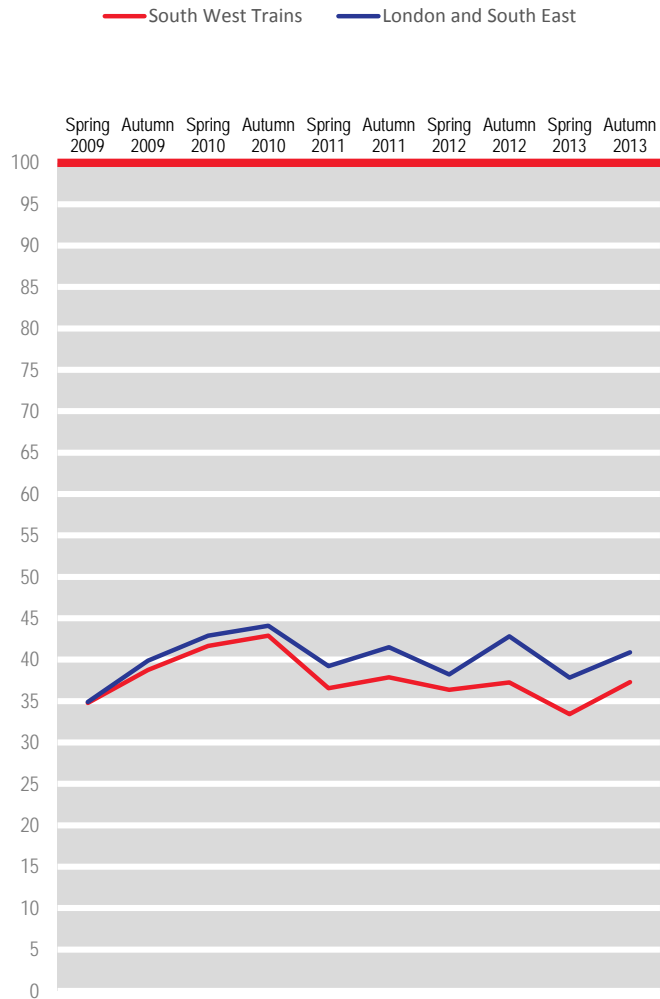
Percentage of passengers satisfied 2009 to 2013



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

The value for money for the price of your ticket (1895)

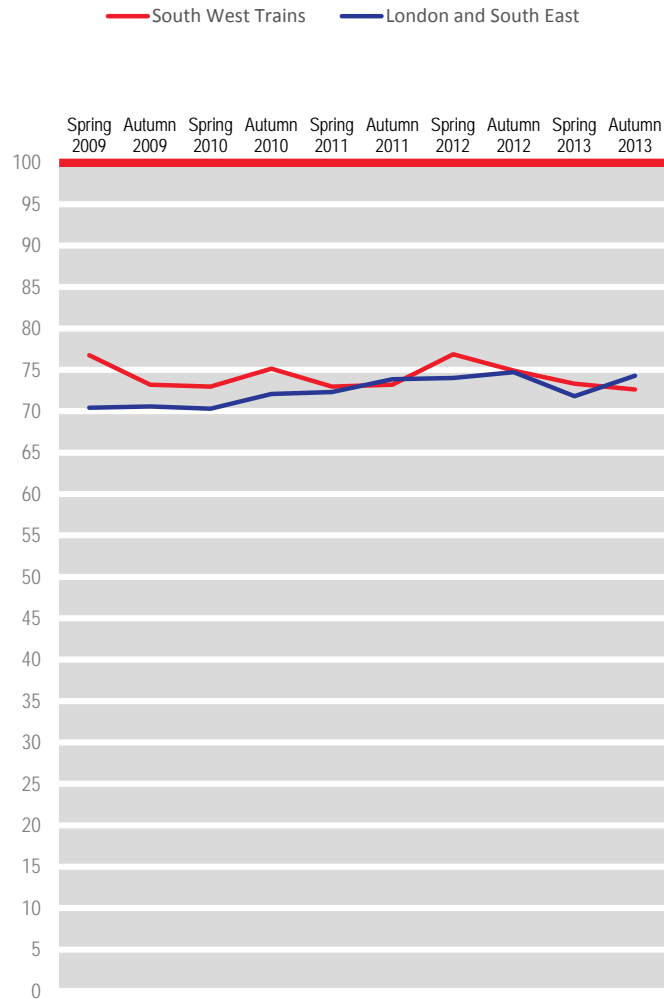
Percentage of passengers satisfied 2009 to 2013



Cleanliness of the train

(2017)

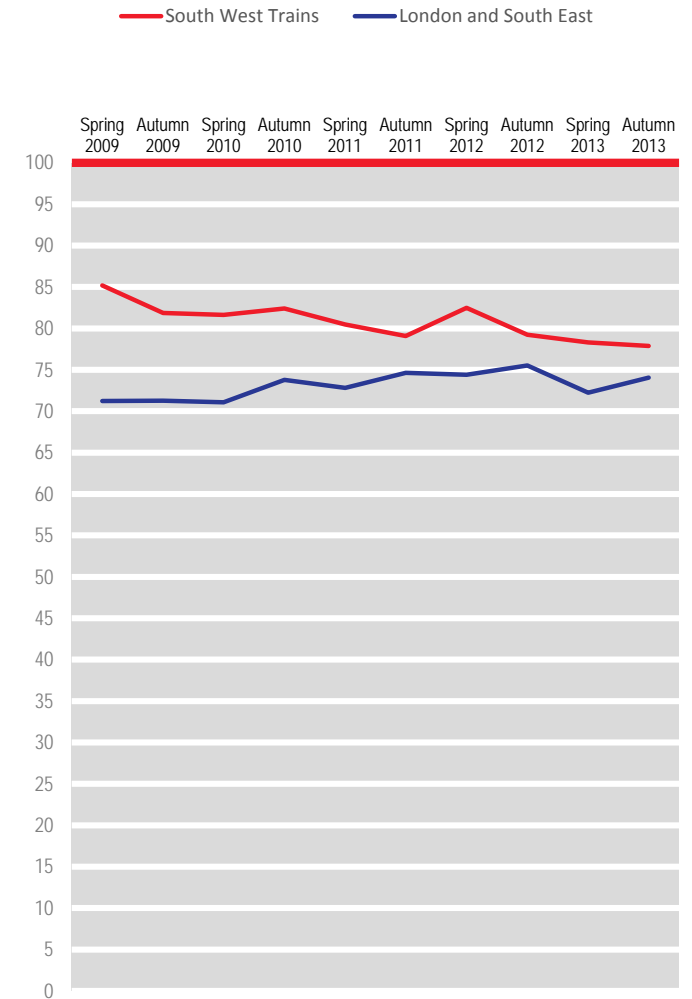
Percentage of passengers satisfied 2009 to 2013



Upkeep and repair of the train

(1972)

Percentage of passengers satisfied 2009 to 2013

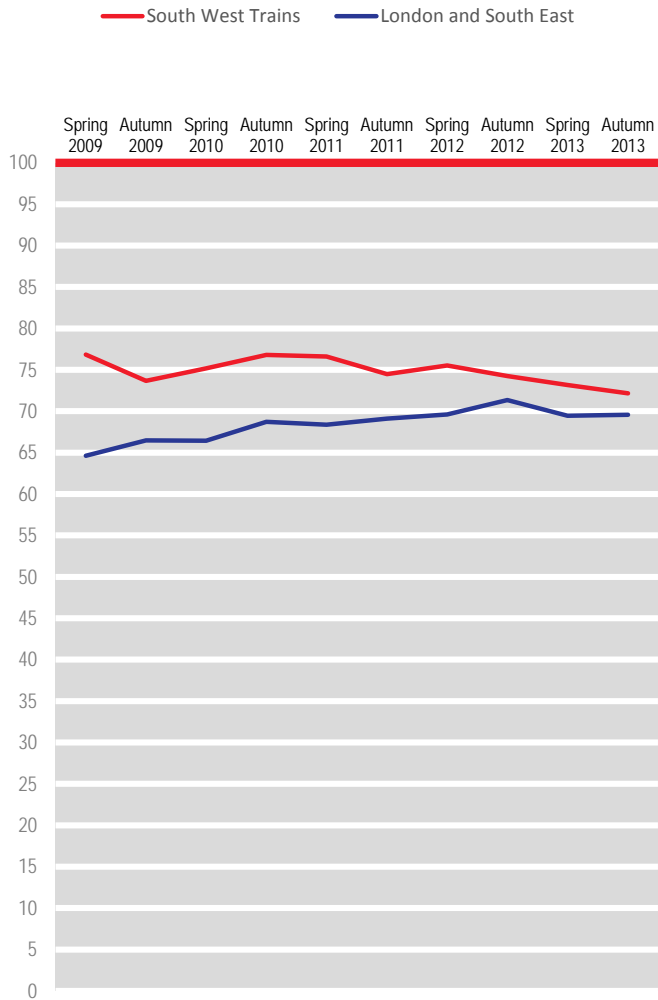


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1840)

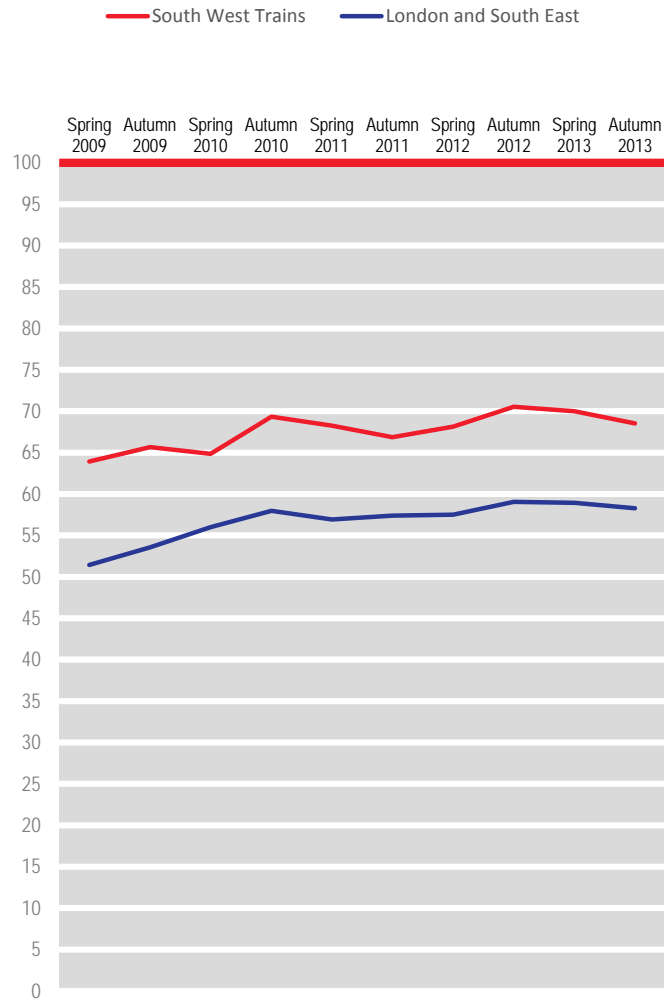
Percentage of passengers satisfied 2009 to 2013



The helpfulness and attitude of staff on the train

(1282)

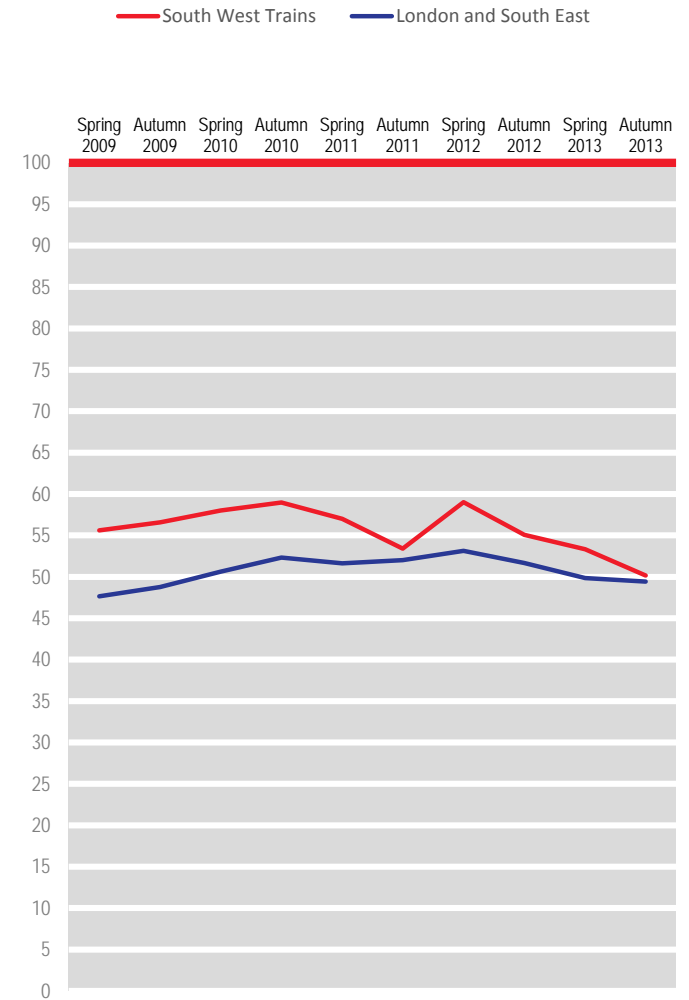
Percentage of passengers satisfied 2009 to 2013



The space for luggage

(1560)

Percentage of passengers satisfied 2009 to 2013

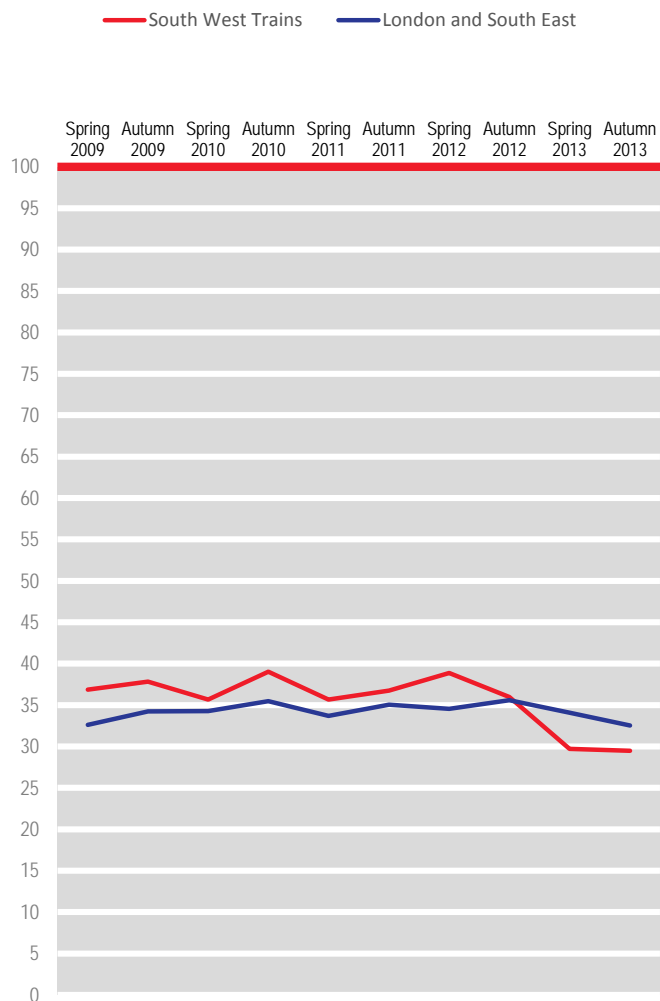


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(882)

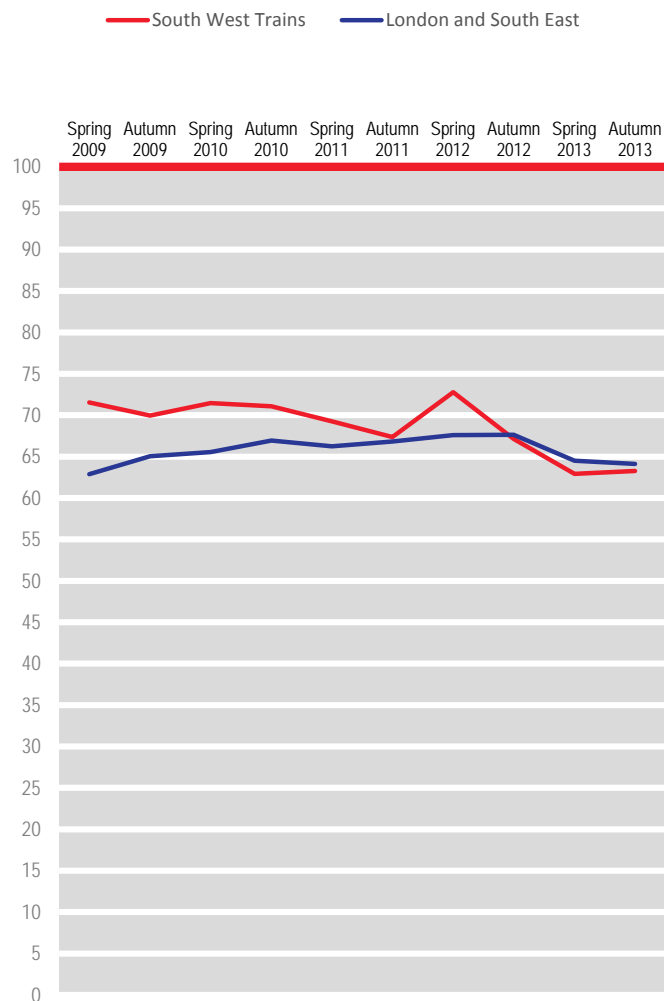
Percentage of passengers satisfied 2009 to 2013



Sufficient room for all the passengers to sit/stand

(1967)

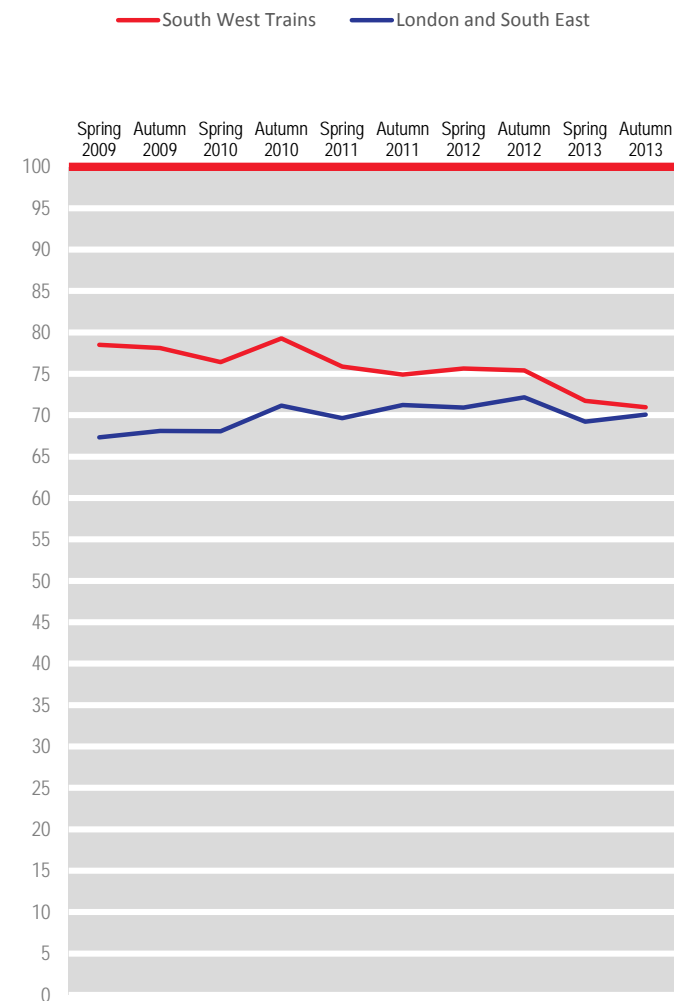
Percentage of passengers satisfied 2009 to 2013



The comfort of the seating area

(1963)

Percentage of passengers satisfied 2009 to 2013

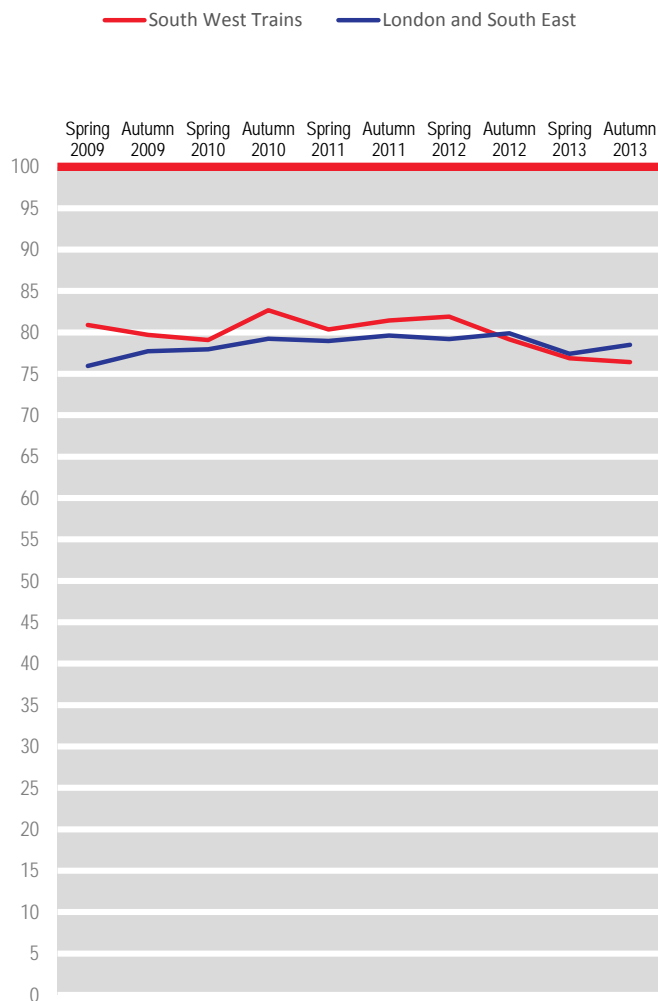


N.B. Benchmarks and targets are only shown for applicable factors

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

(1999)

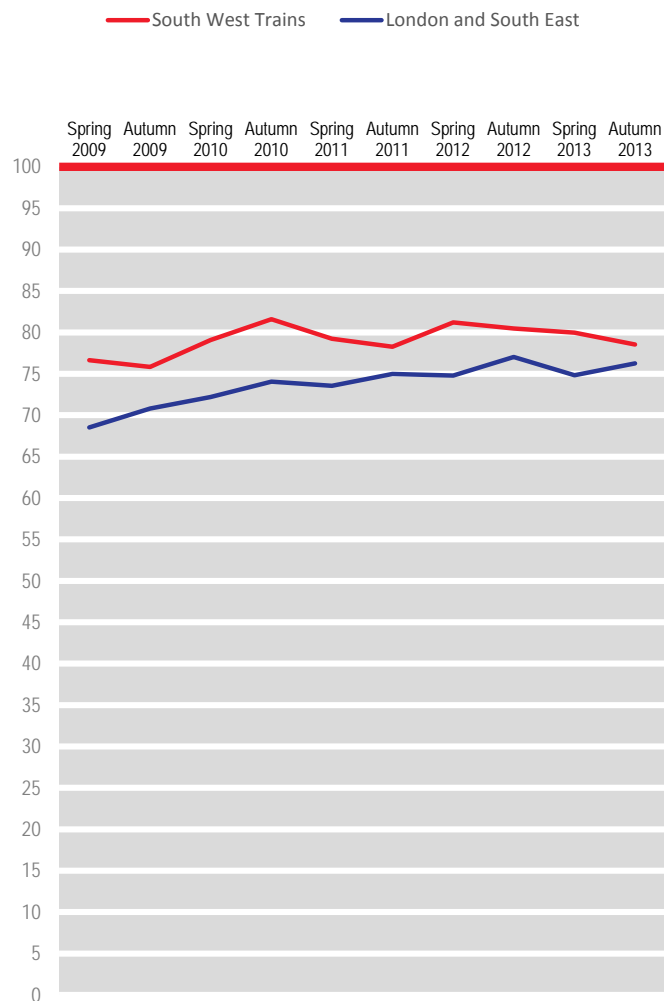
Percentage of passengers satisfied 2009 to 2013



Your personal security whilst on board

(1889)

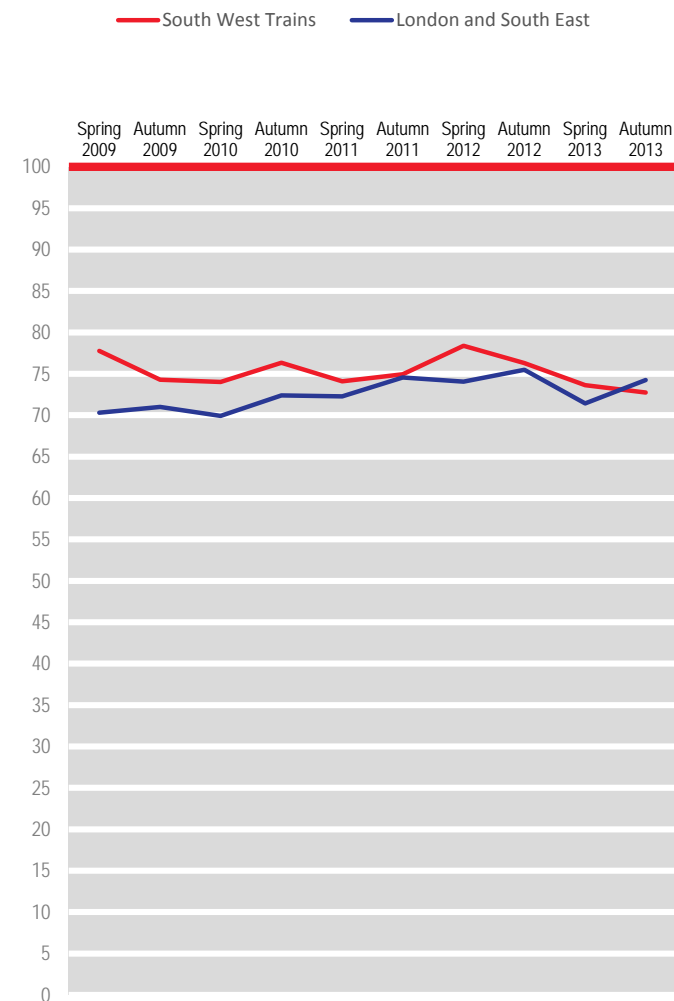
Percentage of passengers satisfied 2009 to 2013



The cleanliness of the inside of the train

(2009)

Percentage of passengers satisfied 2009 to 2013

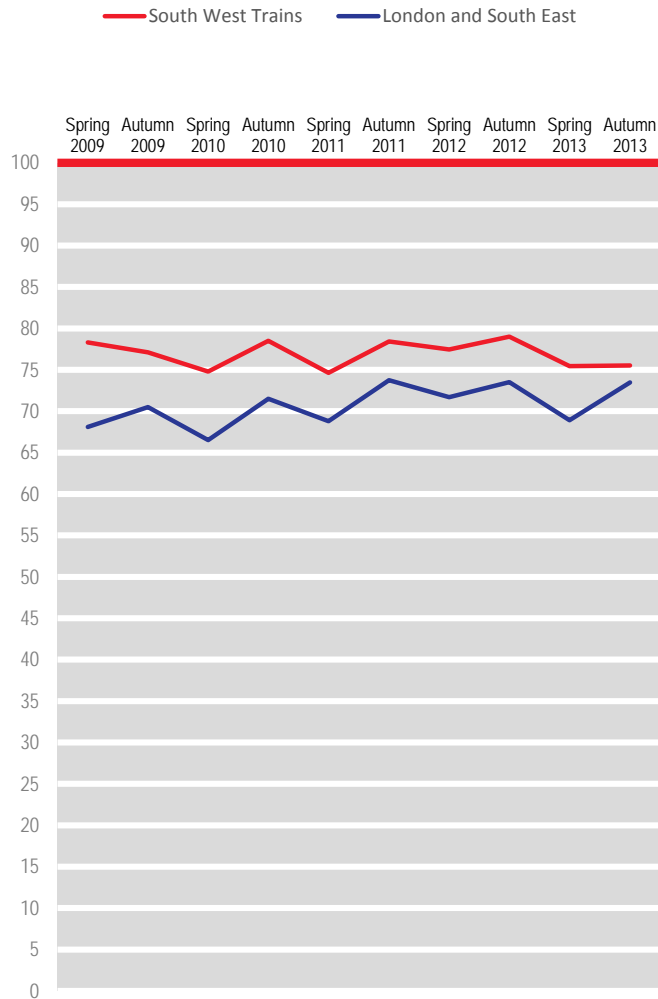


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(1707)

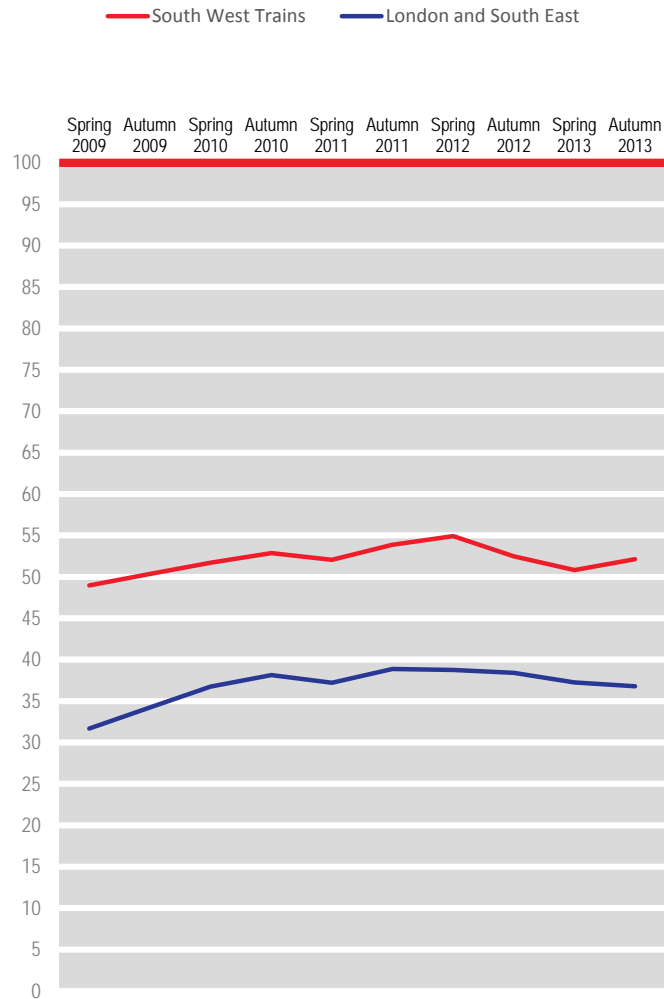
Percentage of passengers satisfied 2009 to 2013



The availability of staff on the train

(1587)

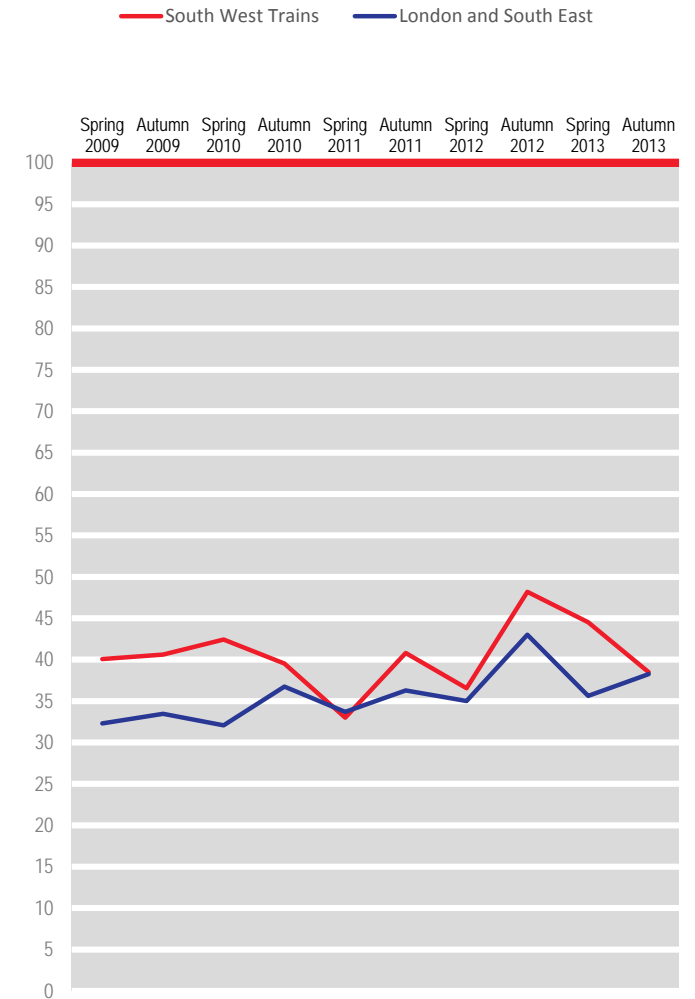
Percentage of passengers satisfied 2009 to 2013



How well train company dealt with delays

(261)

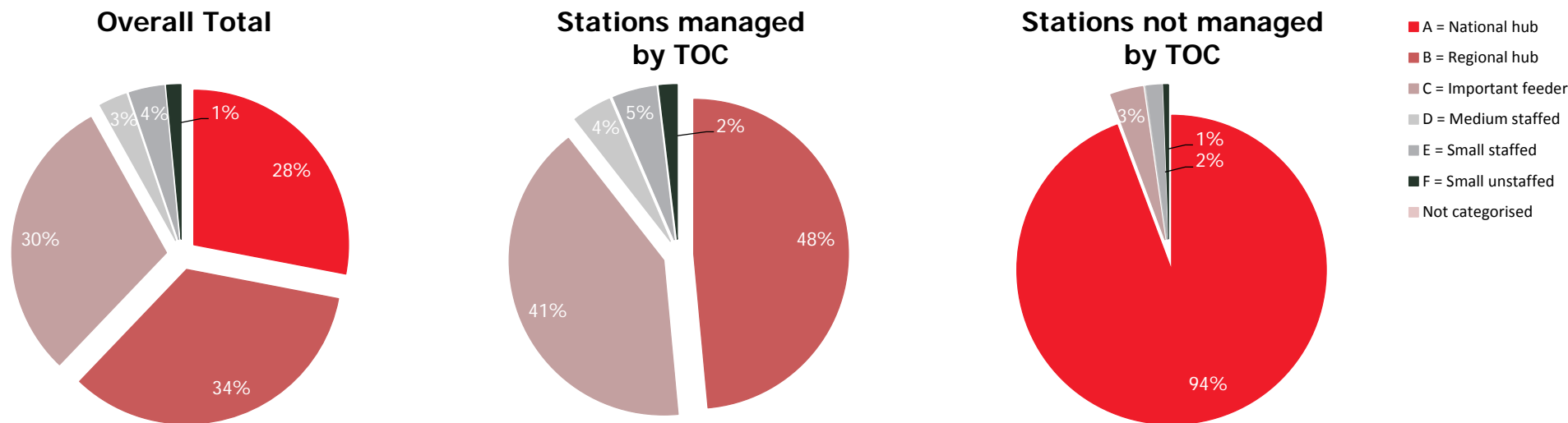
Percentage of passengers satisfied 2009 to 2013



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

Managed versus non-managed stations for South West Trains

(% of passenger journeys originating from each type of station)



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	70	-	85
Ticket buying facilities	72	-	72
Provision of information about train times/platforms	77	-	86
The upkeep/repair of the station buildings/platforms	59	-	77
Cleanliness	64	-	75
The facilities and services	44	-	75
The attitudes and helpfulness of the staff	68	-	72
Connections with other forms of public transport	65	-	88
Facilities for car parking	47	-	39
Overall environment	59	-	75
Your personal security whilst using the station	66	-	70
The availability of staff	53	-	57
The provision of shelter facilities	60	-	70
Availability of seating	42	+	19
How request to station staff was handled	86	-	85
The choice of shops/eating/drinking facilities available	39	-	76

South West Trains

	Peak			Off-peak		
	Autumn 2013	significant change	Autumn 2012	Autumn 2013	significant change	Autumn 2012
Overall satisfaction	73	-	80	83	-	86
STATION FACILITIES						
Overall satisfaction with the station	74		82	74		77
Ticket buying facilities	79		82	70		72
Provision of information about train times/platforms	77	-	87	80		83
The upkeep/repair of the station buildings/platforms	63		71	65		67
Cleanliness	67		75	67		70
The facilities and services	59		58	52	-	58
The attitudes and helpfulness of the staff	73		64	68		68
Connections with other forms of public transport	78		84	71	-	76
Facilities for car parking	48		58	45	-	55
Overall environment	63	-	74	64		66
Your personal security whilst using the station	67		71	67		68
The availability of staff	57		54	53		52
The provision of shelter facilities	57		64	64		65
Availability of seating	25		24	38	-	44
How request to station staff was handled	95		80	84		83
The choice of shops/eating/drinking facilities available*	52		-	50		-
TRAIN FACILITIES						
Overall satisfaction with the train	70		76	81		84
The frequency of the trains on that route	77		81	71	-	76
Punctuality/reliability (i.e. the train arriving/departing on time)	80	-	89	80	-	85
The length of time the journey was scheduled to take (speed)	75		76	81		83
Connections with other train services	75		72	73		74
The value for money of the price of your ticket	29		23	39		40
Cleanliness of the train	74		72	72		76
Upkeep and repair of the train	75		81	78		79
The provision of information during the journey	69		72	73		75
The helpfulness and attitude of staff on train	63		66	70		71
The space for luggage	41		47	52		57
The toilet facilities	24		28	31	-	37
Sufficient room for all passengers to sit/stand	36		40	69		72
The comfort of the seating area	54	-	64	75		77
The ease of being able to get on and off	64		70	79		81
Your personal security on board	74		80	80		81
The cleanliness of the inside	74		74	72	-	77
The cleanliness of the outside	74		78	76		79
The availability of staff	49		47	53		54
How well train company deals with delays	28		53	41		48

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

London and South East

	Peak			Off-peak		
	Autumn 2013	significant change	Autumn 2012	Autumn 2013	significant change	Autumn 2012
Overall satisfaction	75	-	79	84	-	86
STATION FACILITIES						
Overall satisfaction with the station	78	-	80	77	-	79
Ticket buying facilities	71		73	72		73
Provision of information about train times/platforms	81	-	84	81		81
The upkeep/repair of the station buildings/platforms	68		70	69		70
Cleanliness	73		75	74		74
The facilities and services	58		61	53	-	55
The attitudes and helpfulness of the staff	68		66	72		71
Connections with other forms of public transport	77	-	81	74	-	76
Facilities for car parking	43	-	49	46		49
Overall environment	68		71	68		69
Your personal security whilst using the station	70		70	68		70
The availability of staff	59		59	59		58
The provision of shelter facilities	64	-	68	66	-	68
Availability of seating	33		33	45	-	48
How request to station staff was handled	81		76	85		86
The choice of shops/eating/drinking facilities available*	47		-	45		-
TRAIN FACILITIES						
Overall satisfaction with the train	71	-	74	82		83
The frequency of the trains on that route	74		76	76		77
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-	82	79	-	83
The length of time the journey was scheduled to take (speed)	77	-	81	84	-	86
Connections with other train services	71	-	75	76		78
The value for money of the price of your ticket	25		27	45		46
Cleanliness of the train	69		70	76		76
Upkeep and repair of the train	66	-	70	76		77
The provision of information during the journey	61	-	65	72		73
The helpfulness and attitude of staff on train	50		50	60		61
The space for luggage	41		41	52	-	54
The toilet facilities	29		29	34	-	37
Sufficient room for all passengers to sit/stand	42		45	70	-	73
The comfort of the seating area	56		59	74		75
The ease of being able to get on and off	70		72	81		82
Your personal security on board	72		73	78		78
The cleanliness of the inside	69		71	76		77
The cleanliness of the outside	67		68	75		75
The availability of staff	26		28	40		41
How well train company deals with delays	30		30	41	-	46

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

	South West Trains	London and South East		South West Trains	London and South East
DELAY					
None	79	78			
Minor	16	17			
Major	2	3			
LENGTH OF DELAY					
5 minutes or less	54	40			
6-10 minutes	22	23			
11-20 minutes	7	17			
21-30 minutes	5	8			
31-60 minutes	4	5			
More than 1 hour	2	2			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	12	13	Very well	16	15
Fairly well	31	32	Fairly well	33	34
Neither well nor poorly	30	21	Neither well nor poorly	30	23
Fairly poorly	14	18	Fairly poorly	11	13
Very poorly	12	16	Very poorly	10	15
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	17	15	Very well	11	10
Fairly well	29	32	Fairly well	22	25
Neither well nor poorly	34	23	Neither well nor poorly	44	34
Fairly poorly	9	15	Fairly poorly	10	13
Very poorly	11	15	Very poorly	14	18
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	12	14	Very well	5	6
Fairly well	32	30	Fairly well	17	19
Neither well nor poorly	35	28	Neither well nor poorly	40	29
Fairly poorly	12	14	Fairly poorly	16	16
Very poorly	9	14	Very poorly	21	30

6 6.2 Passenger experience relating to disability

	South West Trains	London and South East		South West Trains	London and South East
DISABILITY OR LONG TERM ILLNESS					
Mobility	2	2			
Wheelchair user	0	0			
Hearing	1	1			
Eyesight	0	1			
Speech impairment	0	0			
Learning difficulties	0	0			
Other	1	1			
None	93	92			
Don't know/no answer	3	3			
NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL					
Yes	-	2			
No	100	98			
SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING			TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS		
Very satisfied	-	84	Very satisfied	20	27
Fairly satisfied	-	13	Fairly satisfied	48	39
Neither satisfied nor dissatisfied	-	2	Neither satisfied nor dissatisfied	23	21
Fairly dissatisfied	-	-	Fairly dissatisfied	4	7
Very dissatisfied	-	-	Very dissatisfied	4	6
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	27	30	Very satisfied	-	93
Fairly satisfied	34	37	Fairly satisfied	-	-
Neither satisfied nor dissatisfied	17	19	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	11	9	Fairly dissatisfied	-	-
Very dissatisfied	11	6	Very dissatisfied	-	7

	South West Trains	London and South East		South West Trains	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	46	44	White	87	86
Female	51	53	Mixed	1	2
			Asian or Asian British	5	4
			Black or Black British	3	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-25	11	10	Commuter	53	52
26-34	18	18	Business	15	15
35-44	20	19	Leisure	32	33
45-54	21	23			
55-59	9	9			
60-64	7	8			
65+	11	11			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	66	65	Yes	69	69
Working Part Time	14	14	No	31	31
Not Working	2	3			
Retired	11	11	TIME OF TRAVEL		
Full Time Student	5	5	Peak	18	21
			Off-peak	82	79
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	45	42	Yes asked for help	6	7
Middle Managerial	16	16	Yes asked for information	7	7
Junior Managerial/Clerical/Supervisory	11	12	Could not find anyone to ask	3	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	7	No	83	82
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	1			
Full time student	2	2	DO YOU REGULARLY USE THE INTERNET		
Retired	10	10	Yes, at home	91	90
Unemployed/between jobs	1	1	Yes, at work	69	67
Housewife/house-husband	0	1	No	4	5
Other	4	5			

	South West Trains	London and South East		South West Trains	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	85	85	Better telephone enquiry/booking service	8	7
With other adults 16+	12	12	Better internet enquiry/booking service	22	21
With children aged 0-4	1	1	Better information facilities at stations	21	23
With children aged 5-10	1	1	Better route maps of the rail network	20	17
With children aged 11-15	1	1	Make timetables easier to read	21	22
			Better ticket buying facilities at station ticket offices	21	21
			Better ticket buying facilities at station ticket machines	22	19
			Better promotion when advanced tickets available	32	29
TRAVELLING WITH ...			Other	15	15
Heavy/bulky luggage/other large items	16	14	None of these	17	20
Pushchair	1	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
None apply	79	82			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	13	10			
Anytime day single/return	13	10			
Off-peak/super off-peak single/return	10	9			
Off-peak/super off-peak day single/return	7	7			
Advance	5	3			
Day travelcard	6	6			
Oyster pay as you go	10	14			
Weekly or monthly season ticket	19	20			
Annual season ticket	9	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	4	5			
Other	2	2			
Don't know/no answer	1	1			

Station sample sizes for South West Trains

Station	Unweighted	Station	Unweighted
London Waterloo	344	Sunningdale	17
Clapham Junction	115	Fleet	16
Southampton Central	90	Ryde Esplanade	14
Winchester	66	Farnham	14
Wimbledon	62	Axminster	14
Worcester Park	62	Portsmouth And Southsea	13
Exeter St Davids	60	Brockenhurst	12
Basingstoke	60	Queenstown Road Battersea	12
Ryde Pier Head	57	Hedge End	12
Twickenham	53	Earlsfield	12
Salisbury	52	Southampton Airport Parkway	12
Guildford	47	Kingston	12
Shanklin	46	New Milton	10
Exeter Central	45	Brookwood	10
Putney	44	Addlestone	10
Woking	41	Fratton	9
Portsmouth Harbour	36	Ryde St Johns Road	8
Vauxhall	33	Sandown	8
Bournemouth	31	Gillingham (Dorset)	7
Surbiton	31	Lake (Isle Of Wight)	7
Andover	28	Bookham	6
Hampton Court	27	Cobham And Stoke D'abernon	6
Staines	25	Romsey	6
Feltham	25	Bristol Temple Meads	6
Weybridge	24	Brading	4
Reading	23	Bath Spa	4
Shepperton	23	Bradford-On-Avon	4
Richmond (Surrey)	23	Pinhoe	4
Fareham	22	Yeovil Junction	4
Norbiton	22	Trowbridge	3
Godalming	21	Liss	3
Strawberry Hill	20	Sherborne	3
Honiton	19	Haslemere	3
Wokingham	19	Crewkerne	3
Ascot	19	Hinton Admiral	2
Ewell West	18	Swaythling	2
Berrylands	17	Overton	1
Havant	17	Whimple	1

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27156	11372	3887	11897	23342	3814	8845	6167	6186	5958
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 Midland 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
Greater Anglia	103929	54	18	28	90	10	30	14	28	28
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	81	19	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	27156	11372	3887	11897	23342	3814	8845	6167	6186	5958
Arriva Trains Wales	1251	28	15	57	87	13	32	33	16	19
c2c	1095	71	6	23	94	6	47	23	16	14
Chiltern Railways	1093	40	18	42	87	13	42	18	22	18
CrossCountry	1223	30	23	47	77	23	15	31	25	29
East Coast	1207	15	28	58	82	18	48	8	9	35
East Midland Trains	1124	36	20	44	85	15	34	26	22	18
First Capital Connect	1557	53	10	36	89	11	35	16	29	19
First Great Western	3140	38	15	47	85	15	26	29	28	17
First TransPennine Express	1008	34	20	46	91	9	17	39	29	15
Greater Anglia	2226	48	11	41	86	14	33	16	27	23
London Midland	1204	49	13	39	89	11	41	15	29	16
London Overground	1062	60	6	35	89	11	25	14	26	35
Merseyrail	517	52	5	44	96	4	21	51	16	12
Northern Rail	1219	48	8	44	85	15	38	28	22	12
ScotRail	1046	38	12	49	81	19	27	17	34	22
South West Trains	2062	43	11	46	83	17	34	23	13	30
Southeastern	1672	53	8	39	88	12	34	30	17	20
Southern	2221	44	14	42	87	13	34	19	21	26
Virgin Trains	1229	16	32	52	82	18	34	8	28	30

The following reports are produced each wave:

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

Sector definitions

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

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

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

Greater Anglia: Intercity

London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service)

Greater Anglia: Main line

Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

Greater Anglia: Metro

Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route and Romford – Upminster

Greater Anglia: Rural

Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

Greater Anglia: Stansted

Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport

Greater Anglia: West Anglia

Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

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 WestTrains (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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