



National Rail Passenger Survey

London Overground TOC Report

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 London Overground 5
- 2.2 Train factor results for London Overground 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 London Overground versus London and South East performance 13
- 2.6 Results by route for London Overground 14

3 Passenger satisfaction trend charts

- 3.1 Overall satisfaction and station factor results for London Overground 15
- 3.2 Train factor results for London Overground 21

4 Managed versus non-managed stations

- 4.1 Network Rail categorisation and station factor results for London Overground 28

5 Peak/off-peak satisfaction

- 5.1 Peak/off peak satisfaction for London Overground 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 London Overground versus London and South East 33
- 7.2 Station sample sizes for London Overground 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.

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

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.

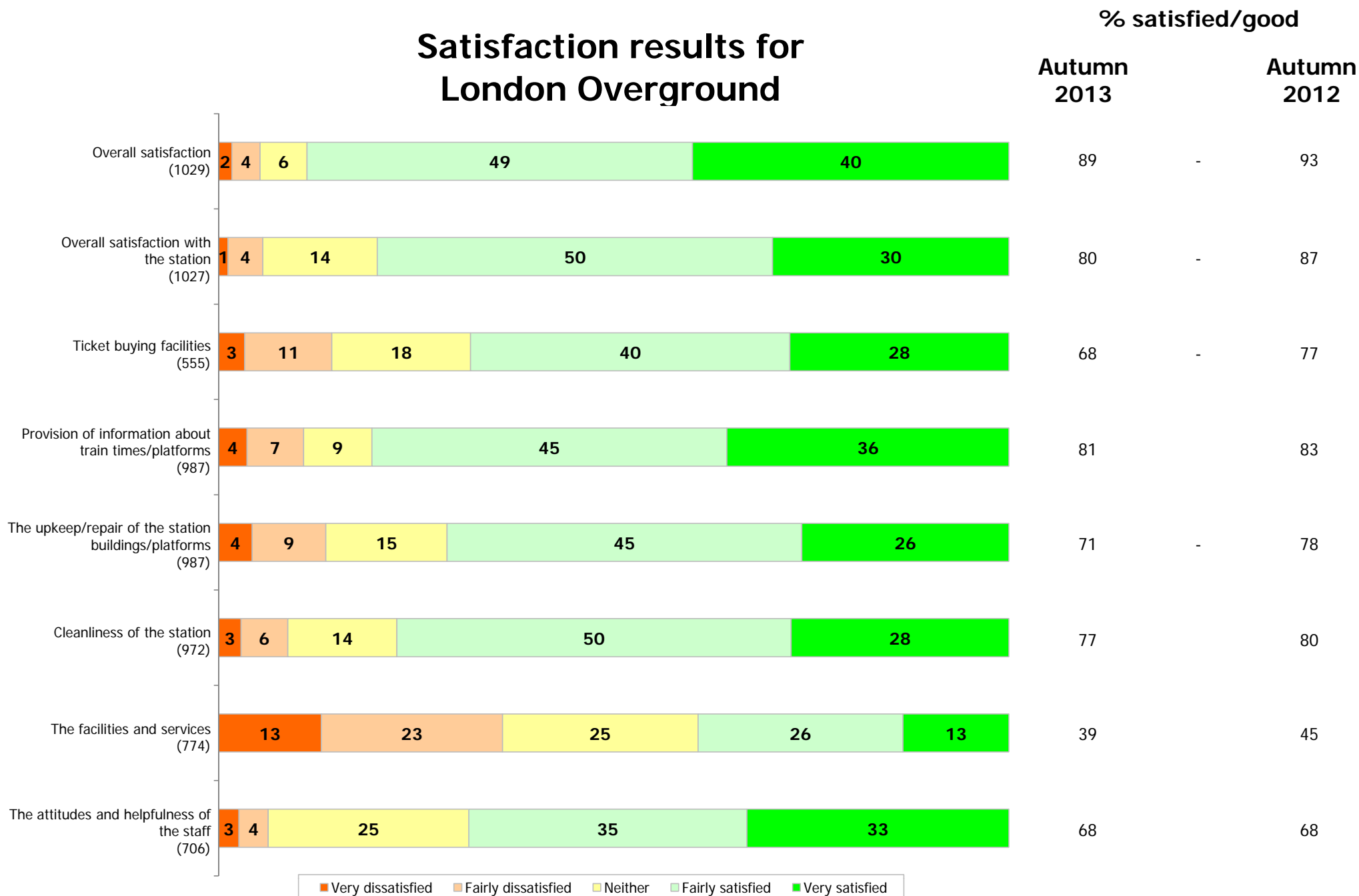
Spring 2012 (Wave 26)

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.

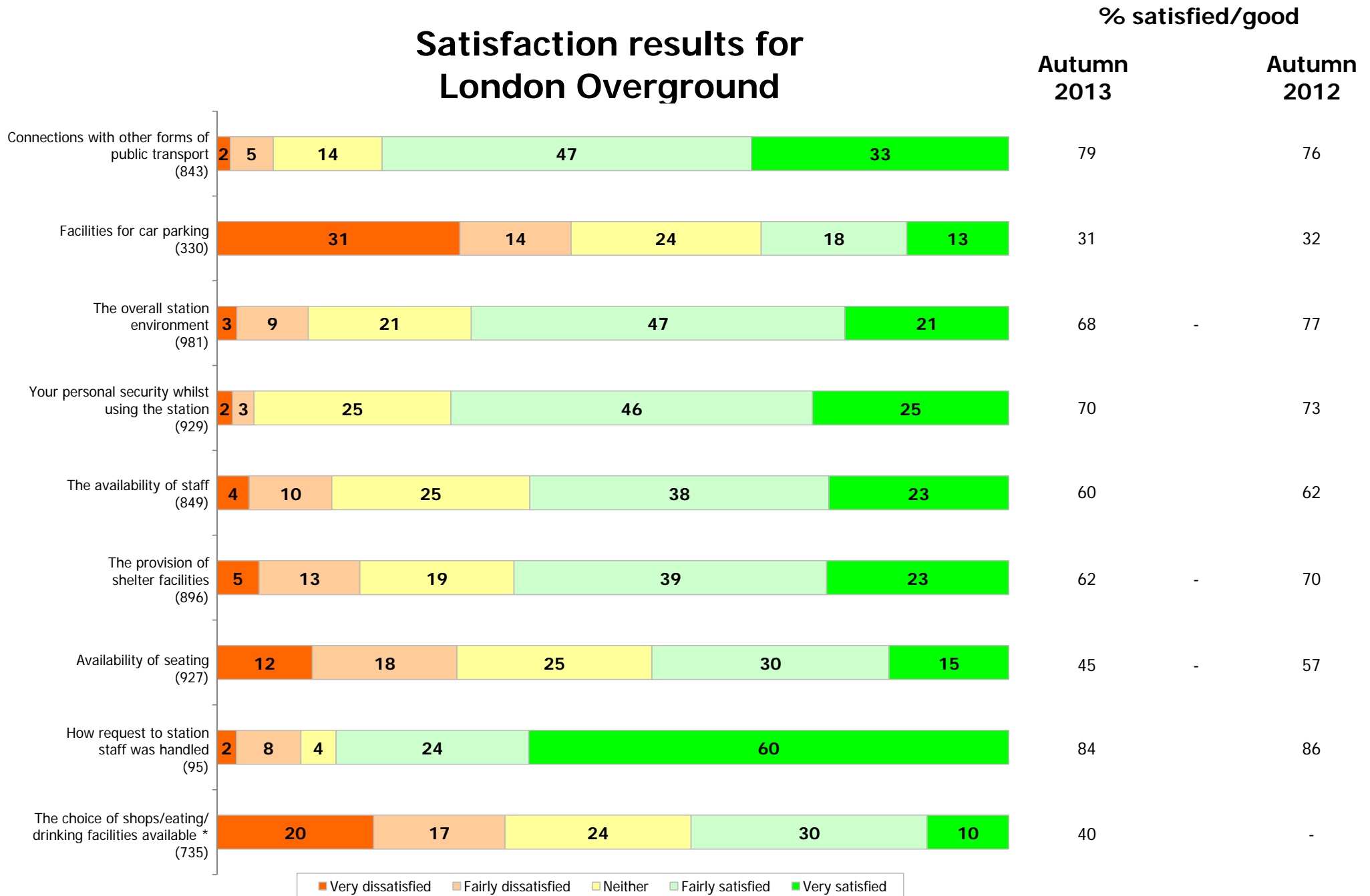
Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

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.

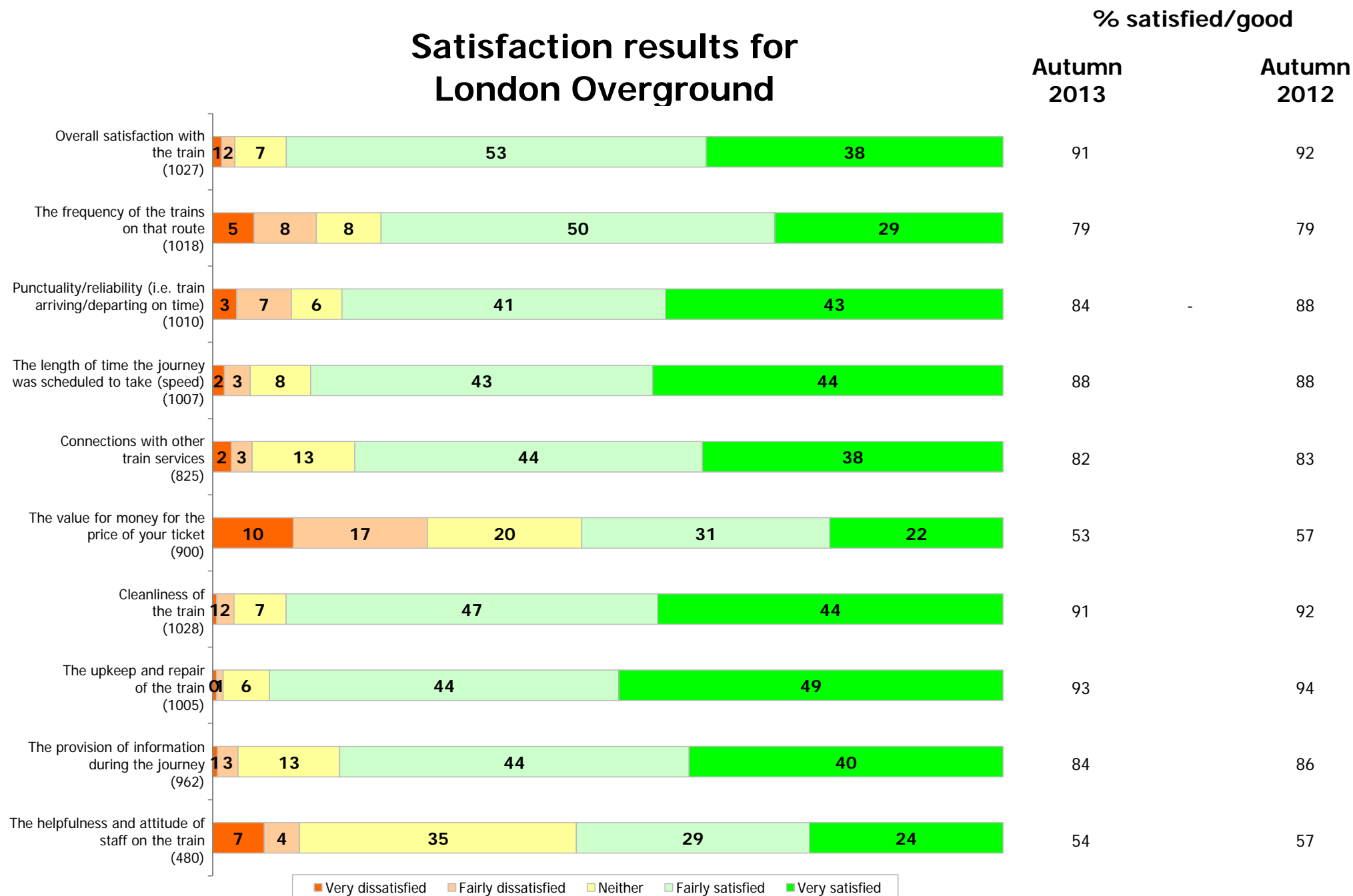


Satisfaction results for London Overground

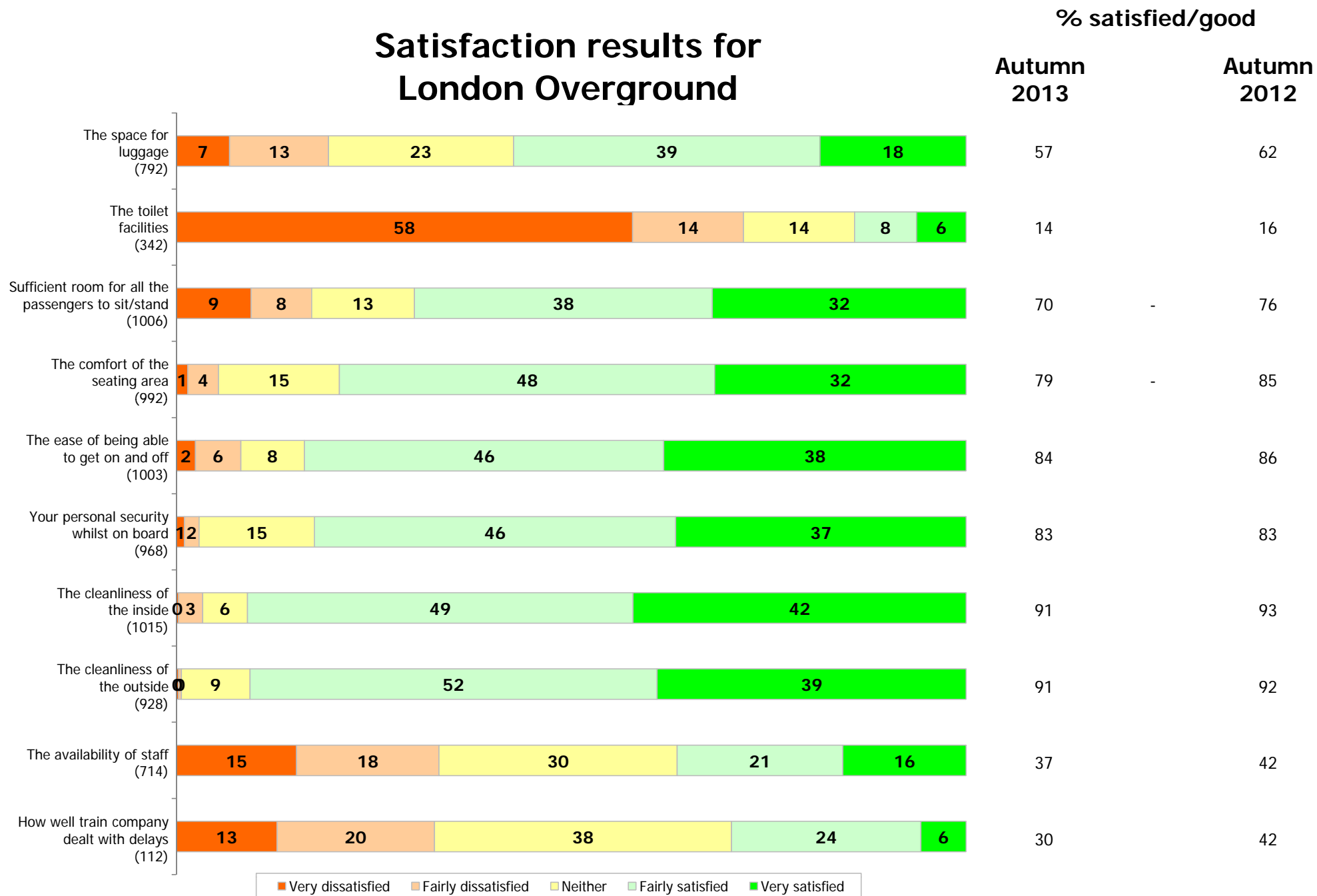


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

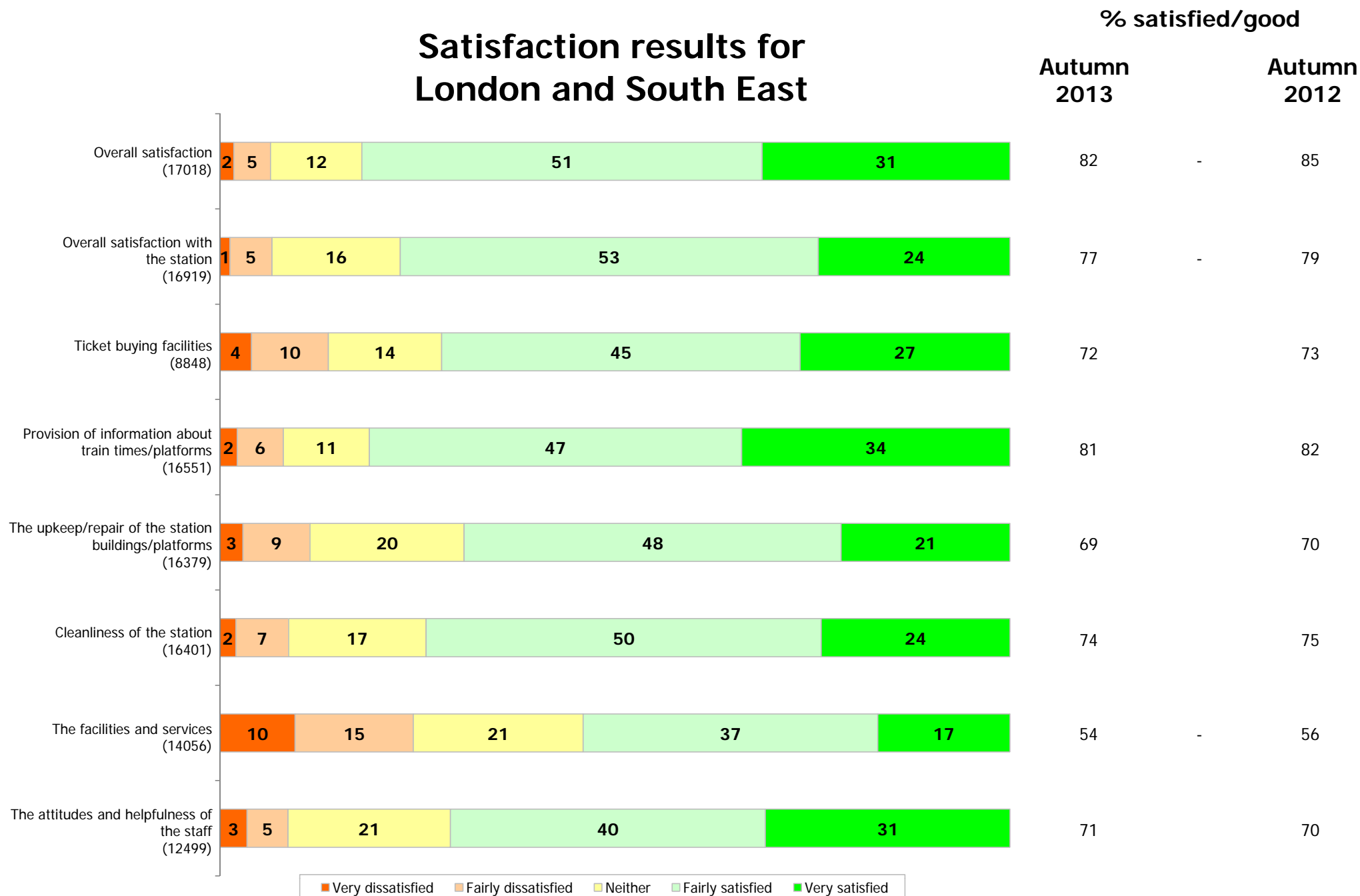
Satisfaction results for London Overground



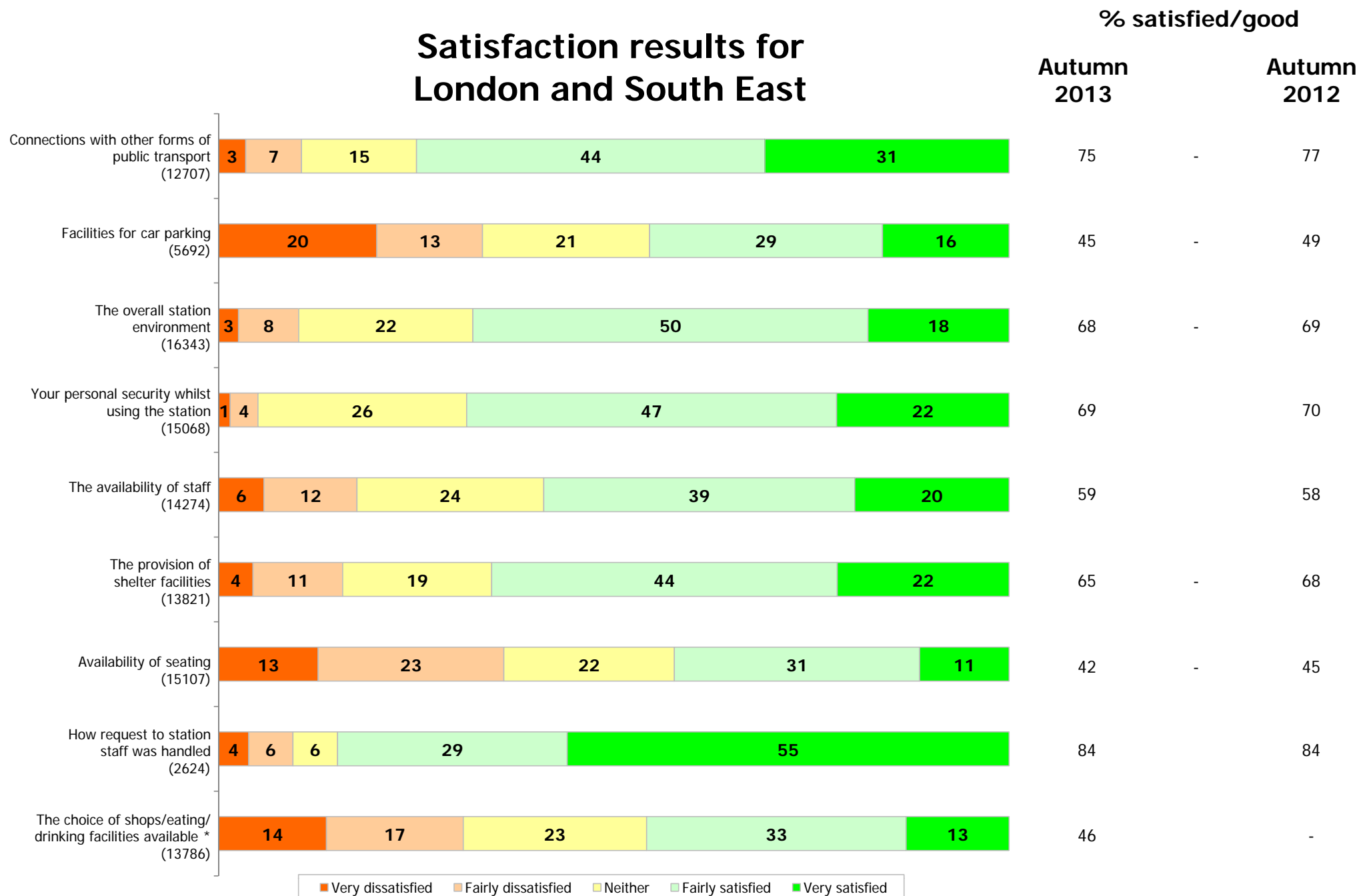
Satisfaction results for London Overground



Satisfaction results for London and South East

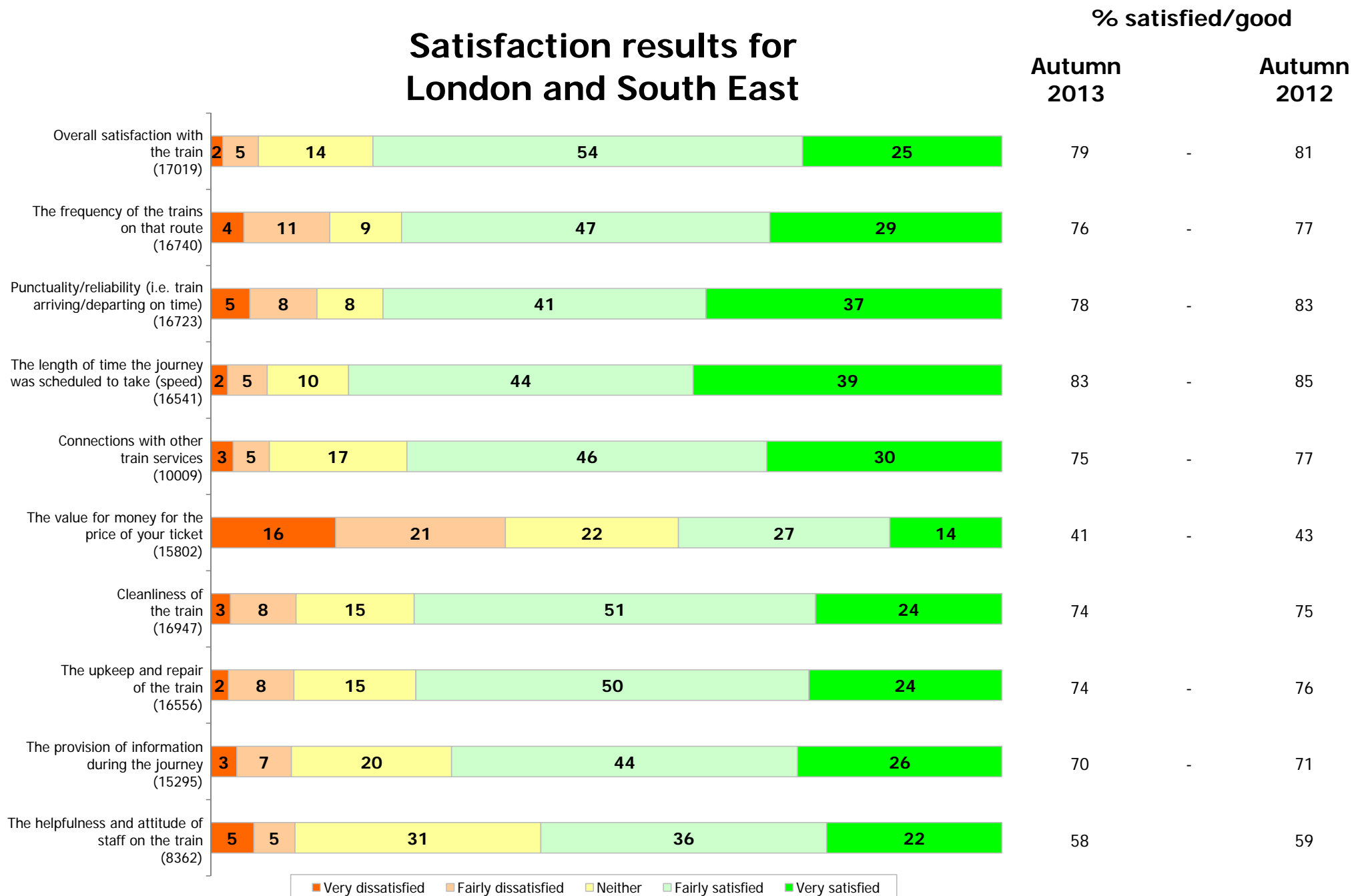


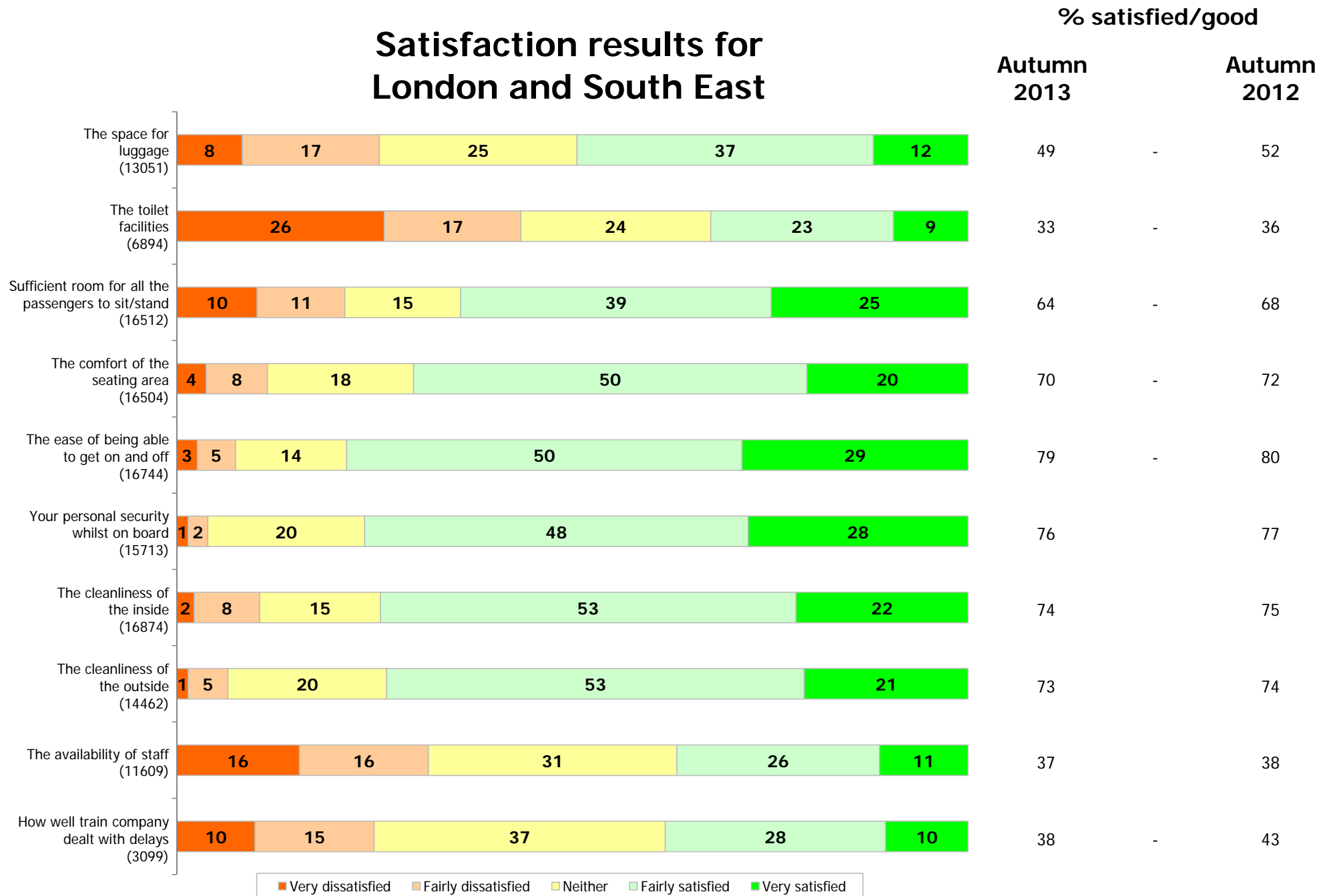
Satisfaction results for London and South East



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

Satisfaction results for London and South East





London Overground versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	89	82	108%
STATION FACILITIES			
Overall satisfaction with the station	80	77	104%
Ticket buying facilities	68	72	95%
Provision of information about train times/platforms	81	81	99%
The upkeep/repair of the station buildings/platforms	71	69	103%
Cleanliness	77	74	105%
The facilities and services	39	54	73%
The attitudes and helpfulness of the staff	68	71	96%
Connections with other forms of public transport	79	75	106%
Facilities for car parking	31	45	69%
Overall environment	68	68	100%
Your personal security whilst using the station	70	69	103%
The availability of staff	60	59	103%
The provision of shelter facilities	62	65	95%
Availability of seating	45	42	106%
How request to station staff was handled	84	84	99%
The choice of shops/eating/drinking facilities available	40	46	88%
TRAIN FACILITIES			
Overall satisfaction with the train	91	79	114%
The frequency of the trains on that route	79	76	104%
Punctuality/reliability (i.e. the train arriving/departing on time)	84	78	107%
The length of time the journey was scheduled to take (speed)	88	83	106%
Connections with other train services	82	75	109%
The value for money of the price of your ticket	53	41	130%
Cleanliness of the train	91	74	122%
Upkeep and repair of the train	93	74	125%
The provision of information during the journey	84	70	121%
The helpfulness and attitude of staff on train	54	58	93%
The space for luggage	57	49	116%
The toilet facilities	14	33	43%
Sufficient room for all passengers to sit/stand	70	64	109%
The comfort of the seating area	79	70	113%
The ease of being able to get on and off	84	79	107%
Your personal security on board	83	76	108%
The cleanliness of the inside	91	74	123%
The cleanliness of the outside	91	73	123%
The availability of staff	37	37	99%
How well train company deals with delays	30	38	78%

Building block/route data for London Overground

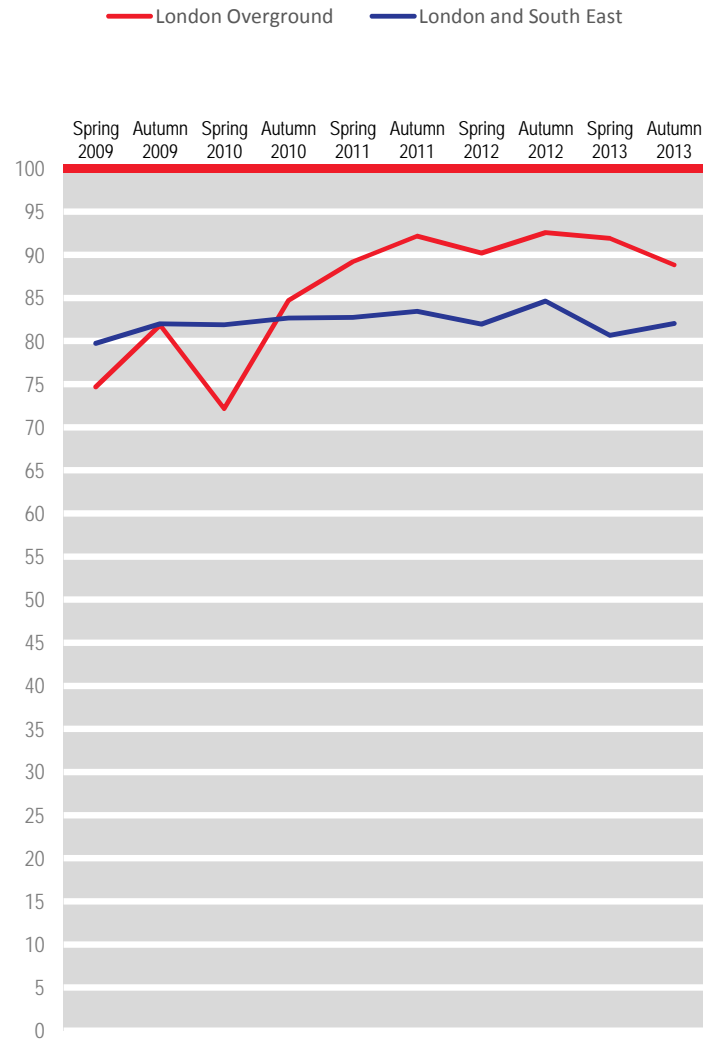
	Gospel Oak to Barking	Richmond/ Clapham to Stratford	Watford to Euston	Highbury to Croydon/ Clapham
Overall satisfaction	89	86	93	91
STATION FACILITIES				
Overall satisfaction with the station	82	80	87	78
Ticket buying facilities	76	71	84	59
Provision of information about train times/platforms	84	79	85	81
The upkeep/repair of the station buildings/platforms	70	72	75	69
Cleanliness	77	80	83	74
The facilities and services	44	45	51	29
The attitudes and helpfulness of the staff	72	72	79	60
Connections with other forms of public transport	74	84	75	75
Facilities for car parking	28	27	47	30
Overall environment	66	69	74	65
Your personal security whilst using the station	61	74	72	67
The availability of staff	63	68	70	49
The provision of shelter facilities	64	61	76	61
Availability of seating	55	41	68	43
How request to station staff was handled	100	75	93	91
The choice of shops/eating/drinking facilities available	36	44	47	34
TRAIN FACILITIES				
Overall satisfaction with the train	89	87	93	94
The frequency of the trains on that route	75	70	78	89
Punctuality/reliability (i.e. the train arriving/departing on time)	88	77	89	89
The length of time the journey was scheduled to take (speed)	86	81	88	95
Connections with other train services	80	79	80	86
The value for money of the price of your ticket	55	51	56	55
Cleanliness of the train	88	89	89	93
Upkeep and repair of the train	90	92	95	94
The provision of information during the journey	86	84	85	83
The helpfulness and attitude of staff on train	64	59	52	43
The space for luggage	68	46	58	69
The toilet facilities	23	14	21	10
Sufficient room for all passengers to sit/stand	67	54	75	86
The comfort of the seating area	84	74	81	84
The ease of being able to get on and off	73	78	84	91
Your personal security on board	73	79	82	88
The cleanliness of the inside	89	90	91	92
The cleanliness of the outside	88	89	92	93
The availability of staff	61	44	30	23
How well train company deals with delays	45	28	32	31

Percentage satisfaction with aspects of station where boarded

Overall satisfaction

(1029)

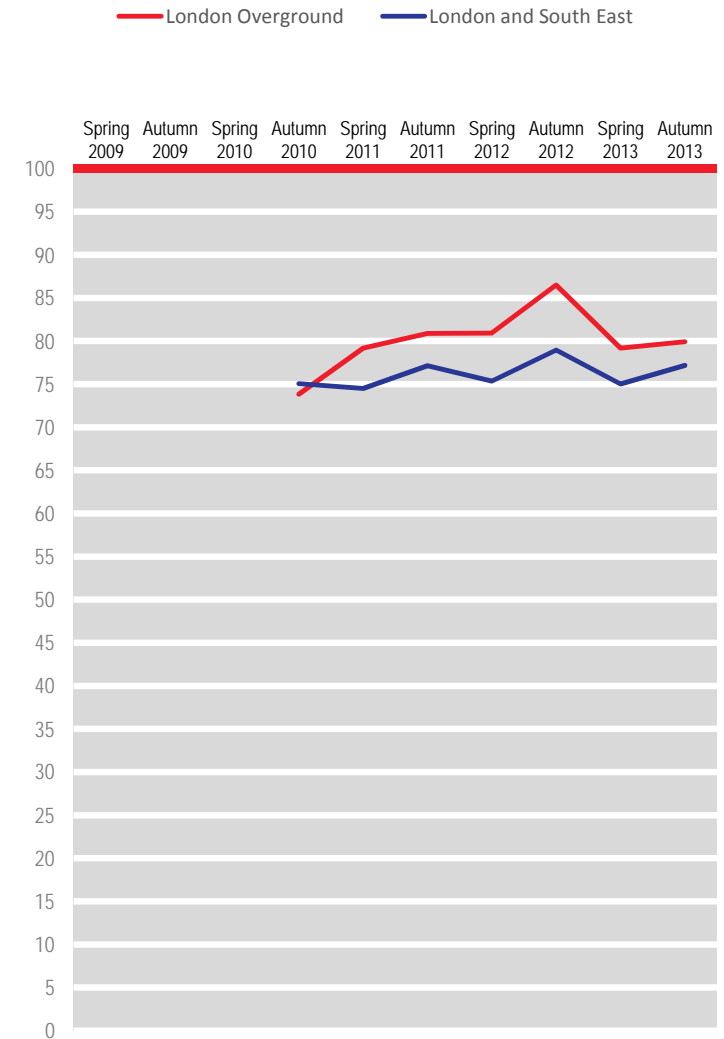
Percentage of passengers satisfied 2009 to 2013



Overall station satisfaction

(1027)

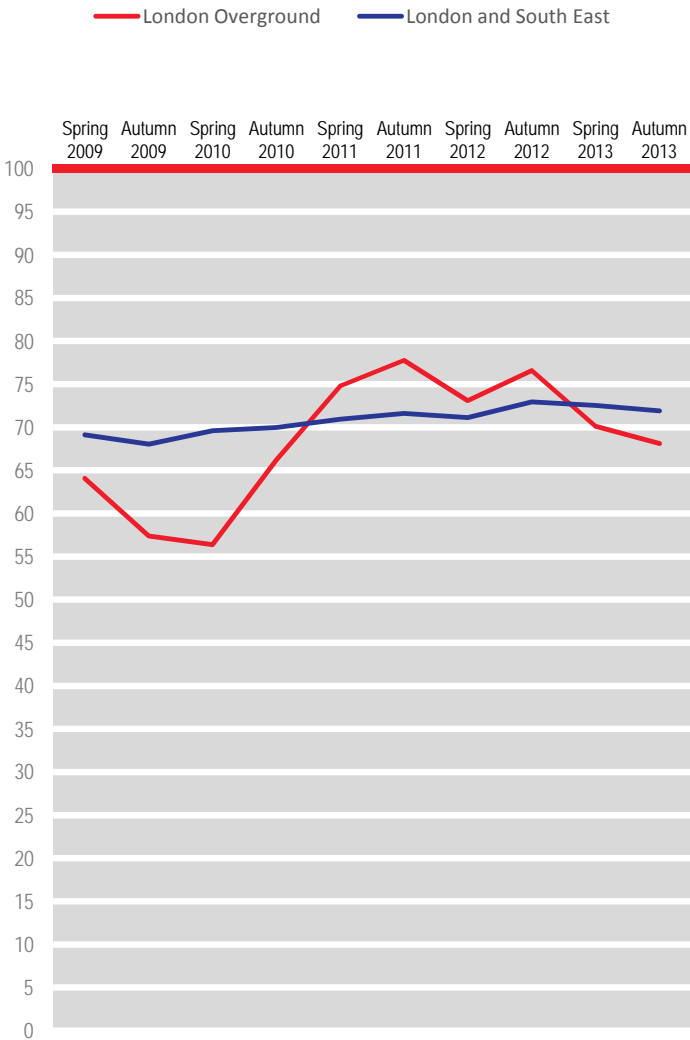
Percentage of passengers satisfied 2009 to 2013



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

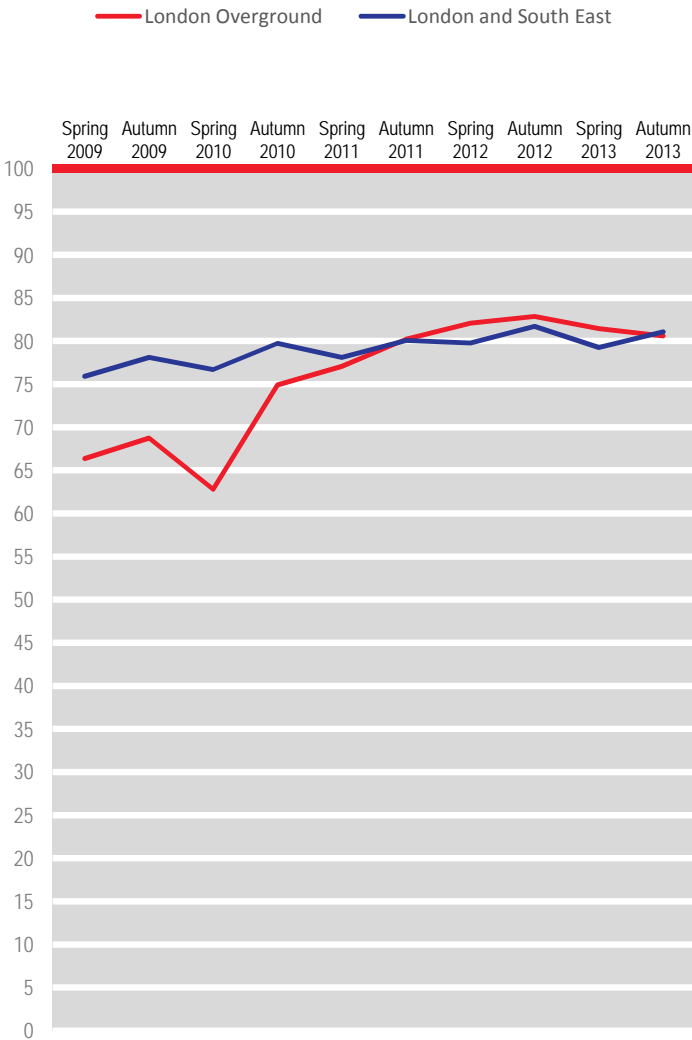
Ticket buying facilities

(555)
Percentage of passengers satisfied 2009 to 2013



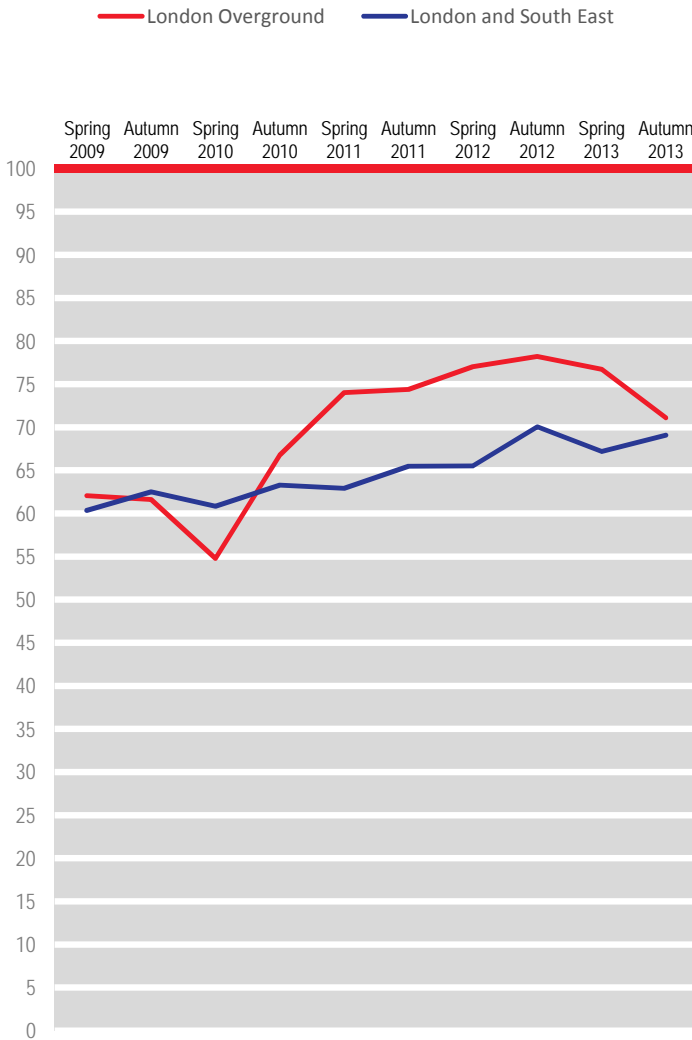
Provision of information about train times/platforms

(987)
Percentage of passengers satisfied 2009 to 2013



The upkeep/repair of the station building/platforms

(987)
Percentage of passengers satisfied 2009 to 2013

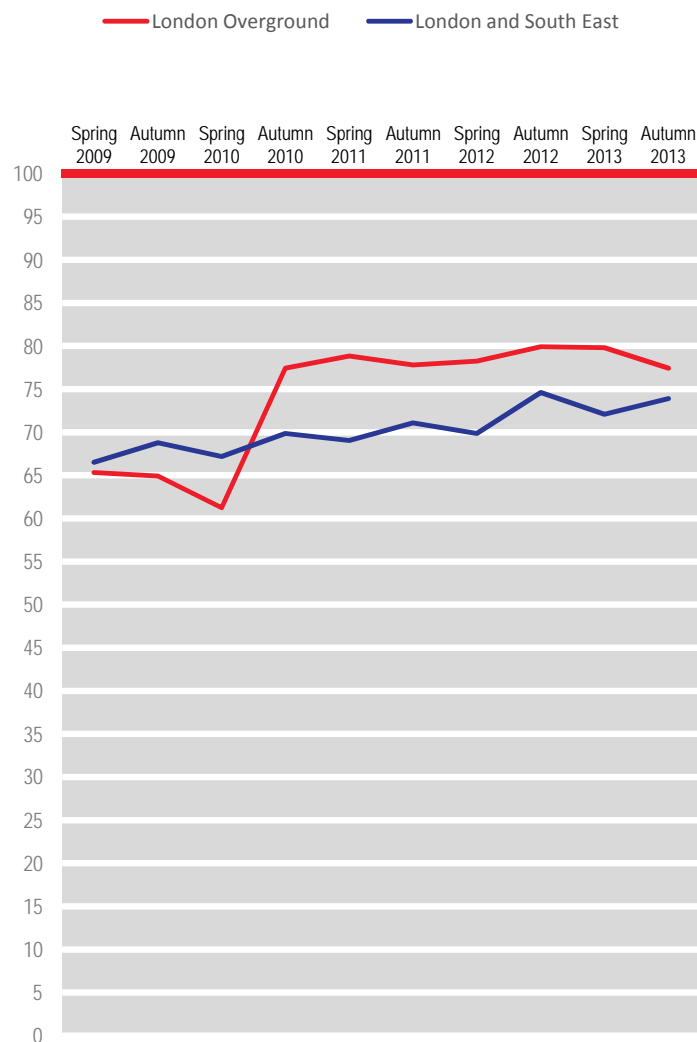


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(972)

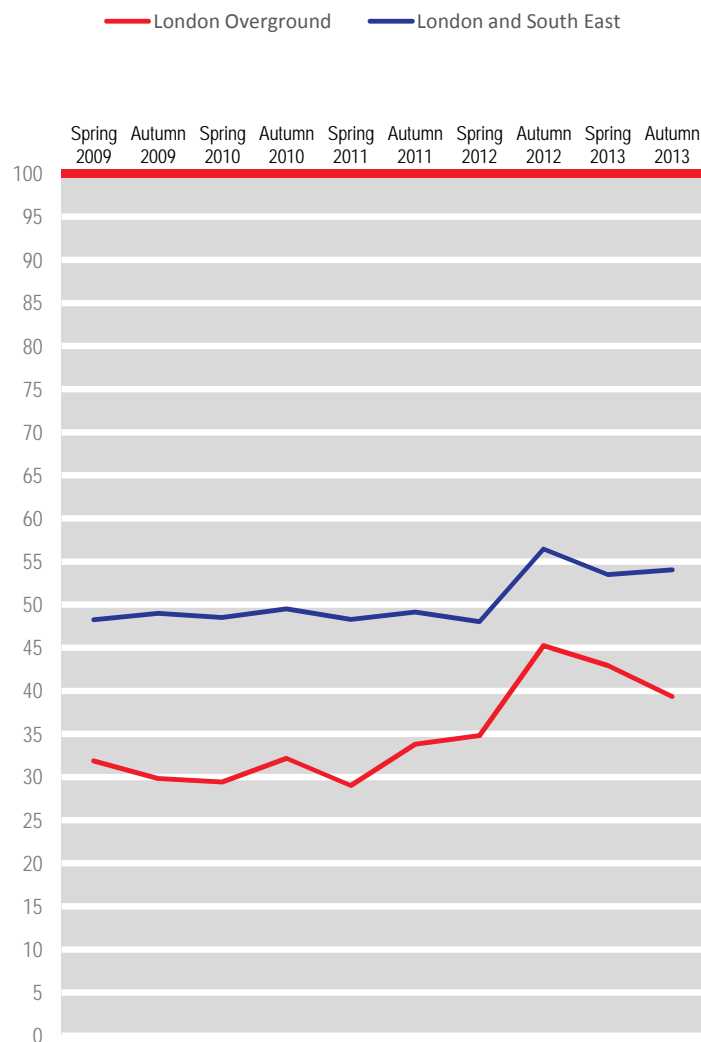
Percentage of passengers satisfied 2009 to 2013



The facilities and services at the station

(774)

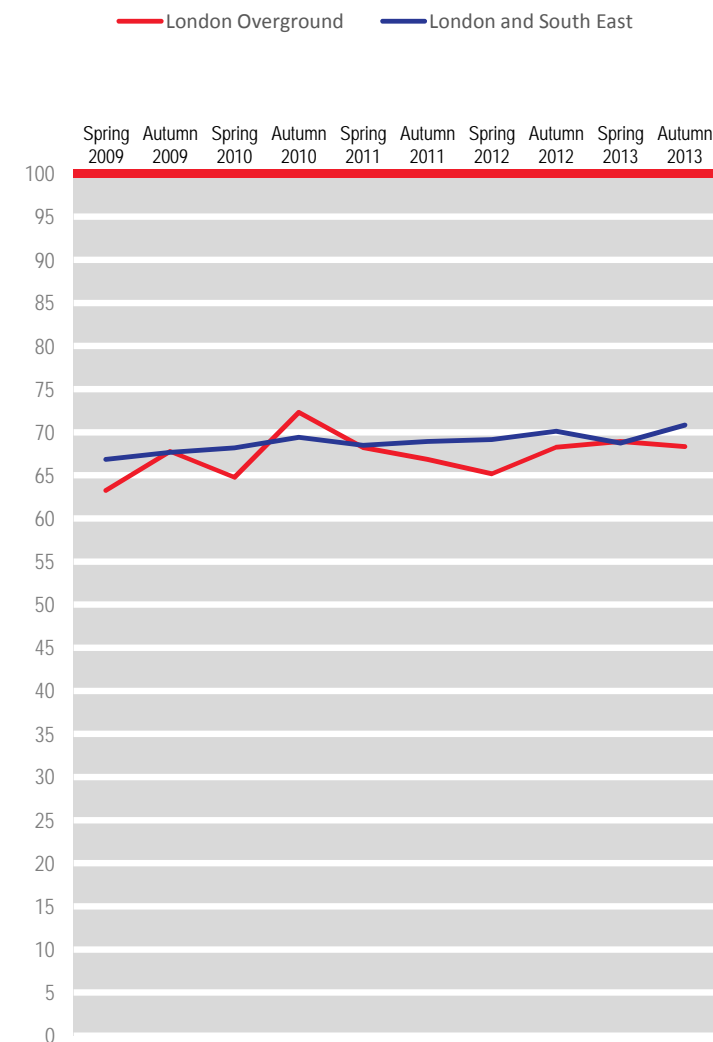
Percentage of passengers satisfied 2009 to 2013



The attitudes and helpfulness of the staff at the station

(706)

Percentage of passengers satisfied 2009 to 2013

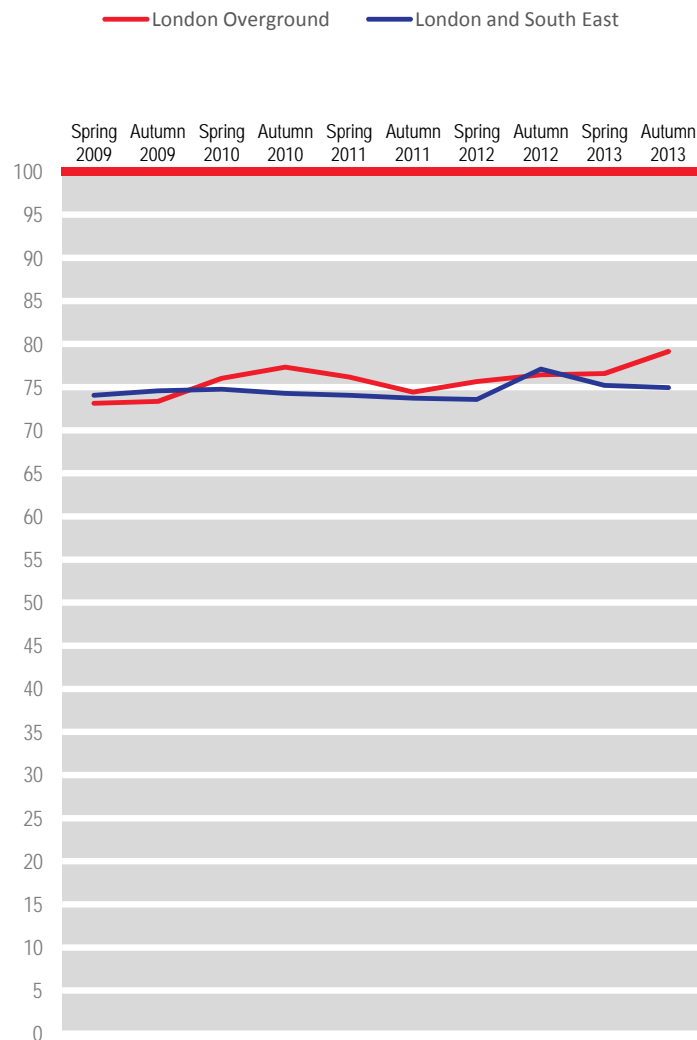


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(843)

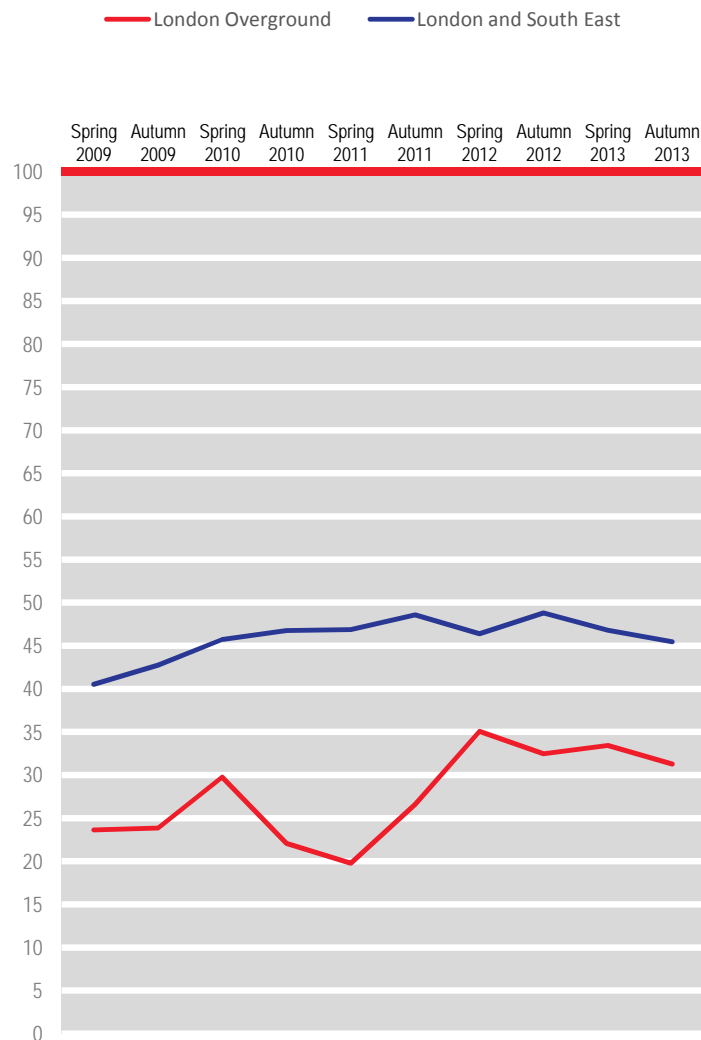
Percentage of passengers satisfied 2009 to 2013



Facilities for car parking at the station

(330)

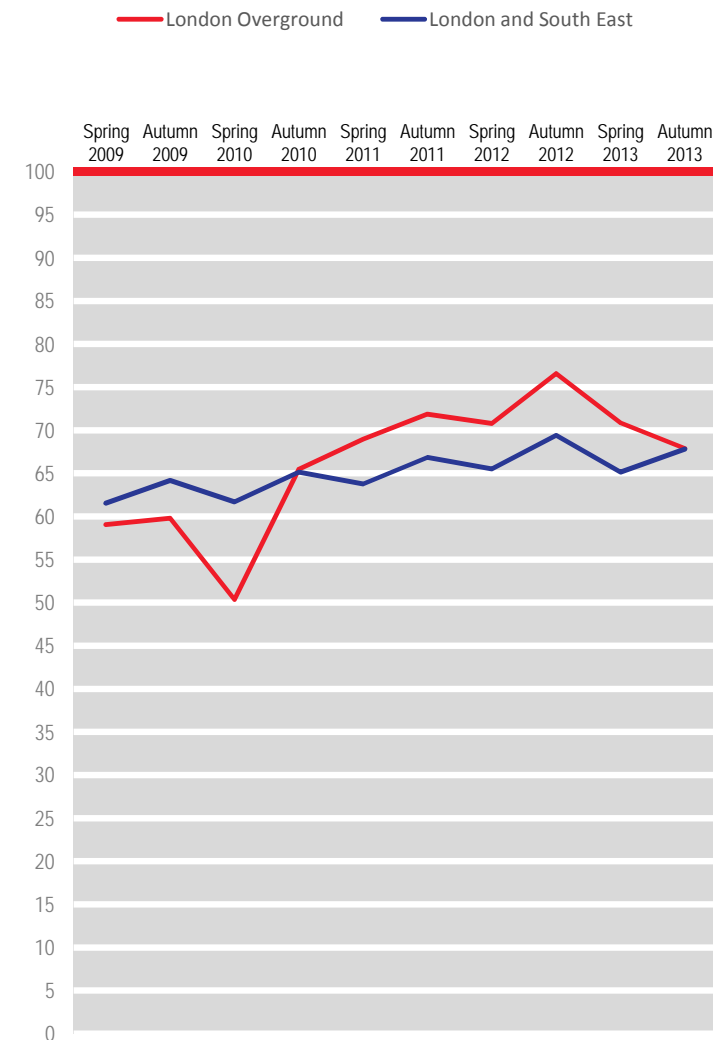
Percentage of passengers satisfied 2009 to 2013



Overall station environment

(981)

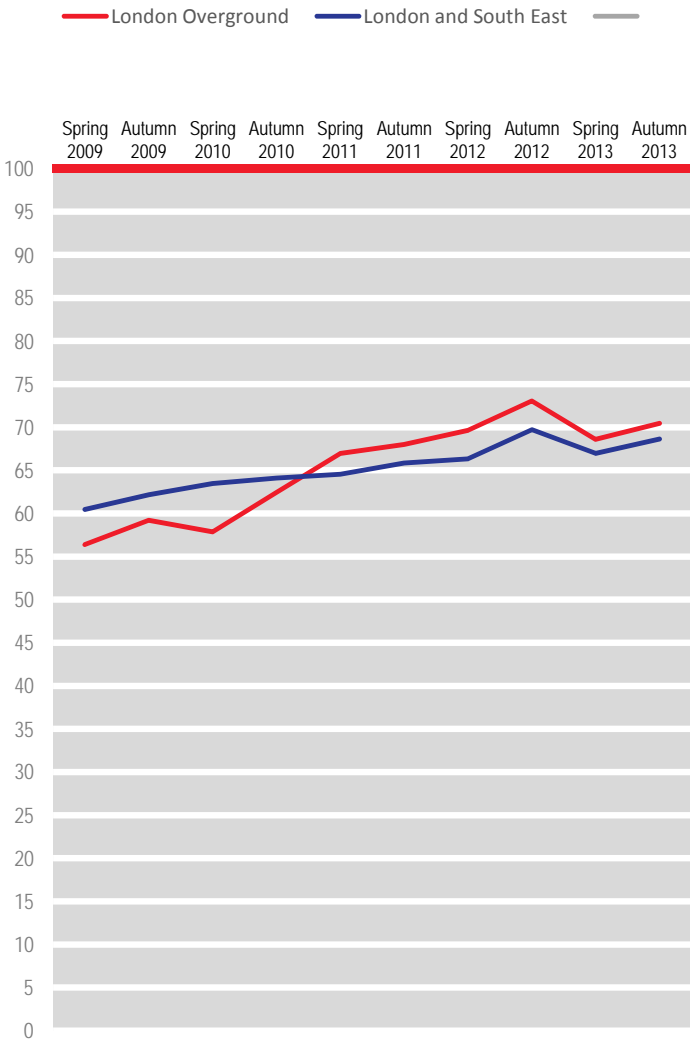
Percentage of passengers satisfied 2009 to 2013



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

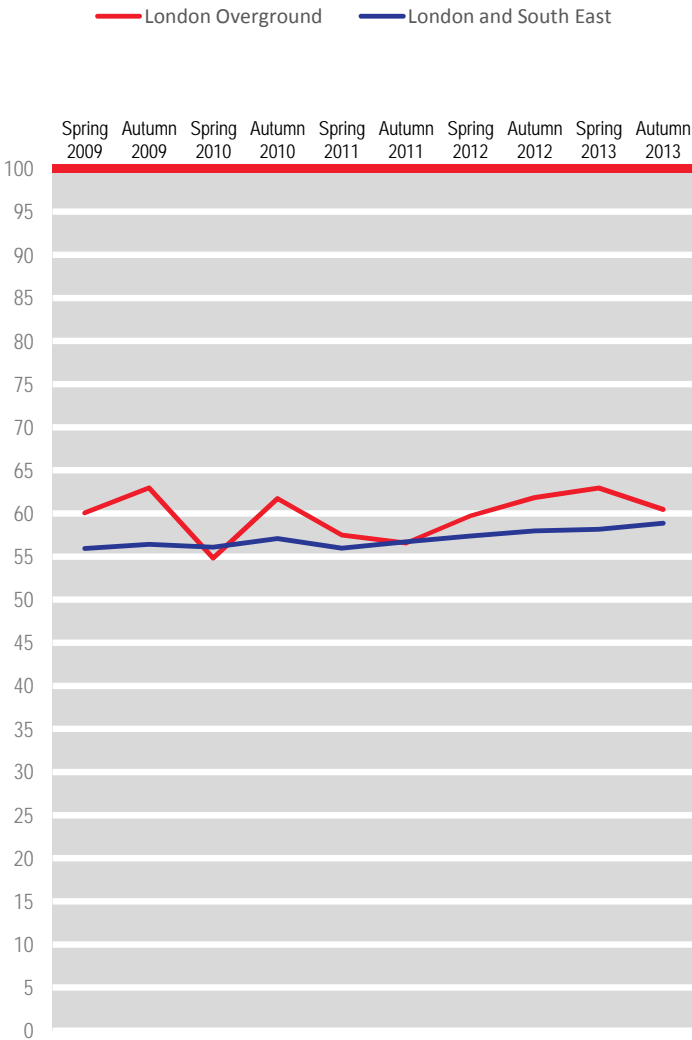
Your personal security whilst using the station

(929)
Percentage of passengers satisfied 2009 to 2013



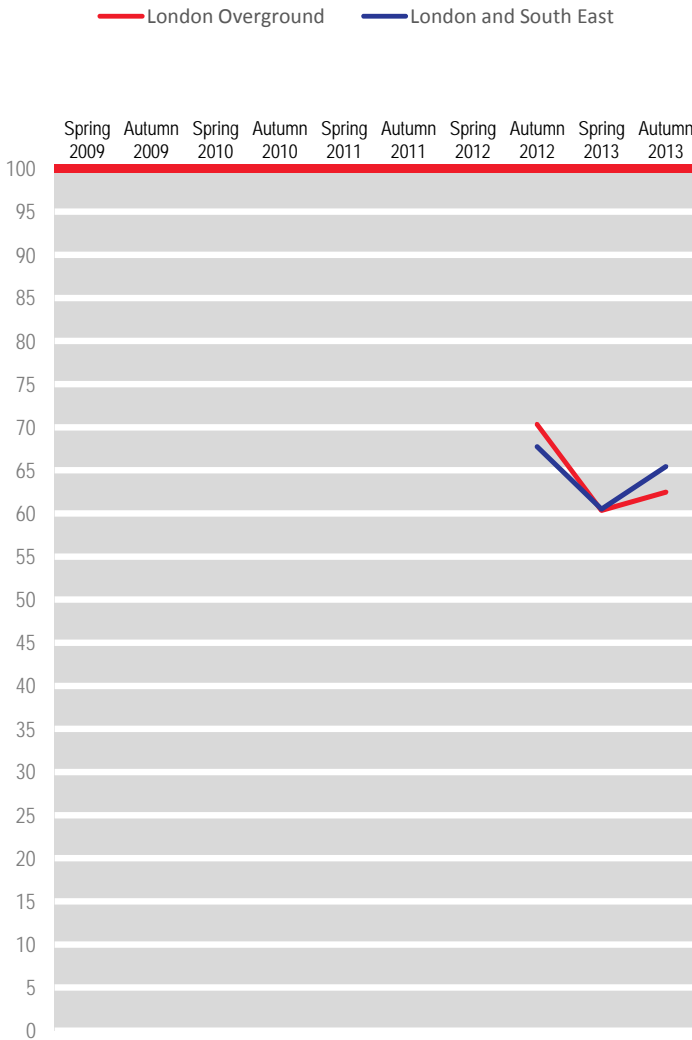
The availability of staff at the station

(849)
Percentage of passengers satisfied 2009 to 2013



The provision of shelter facilities

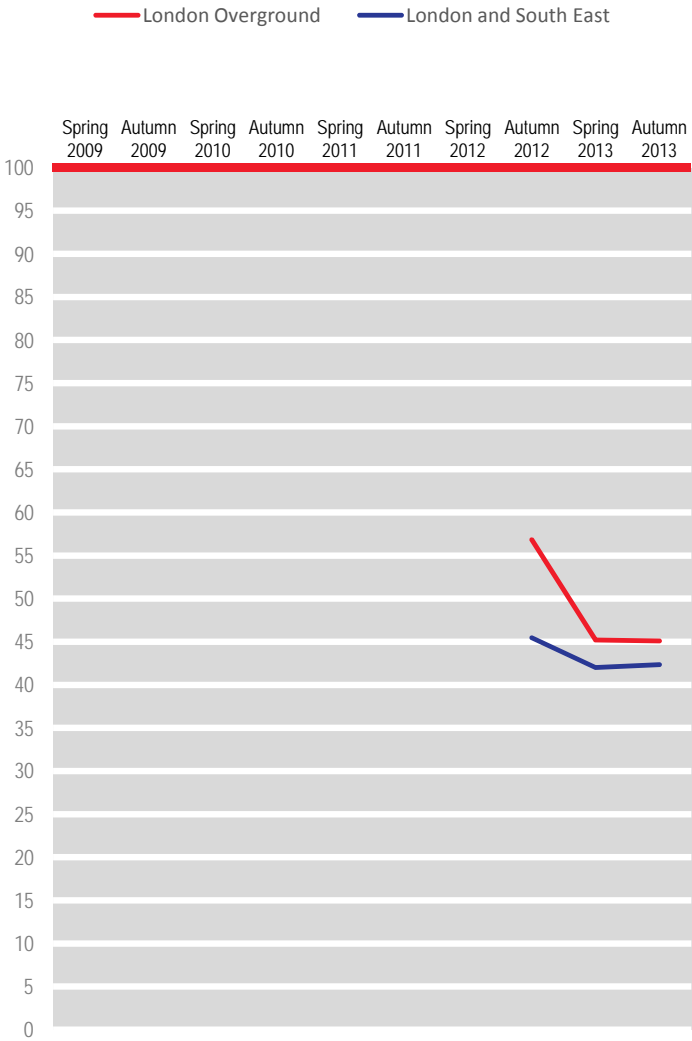
(896)
Percentage of passengers satisfied 2009 to 2013



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

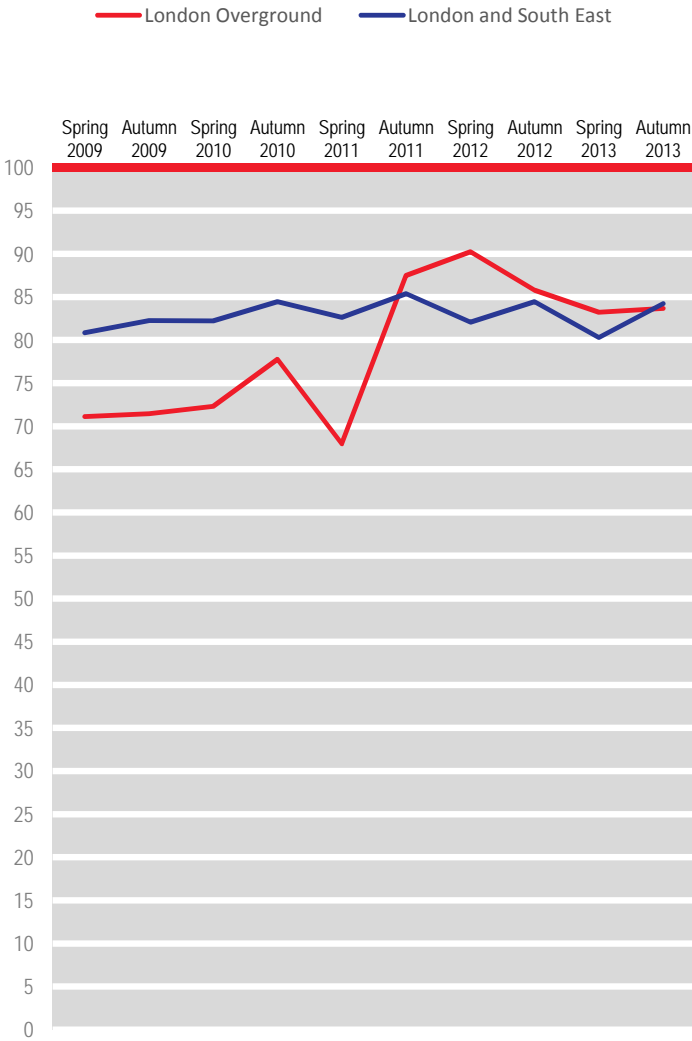
Availability of seating

(927)
Percentage of passengers satisfied 2009 to 2013



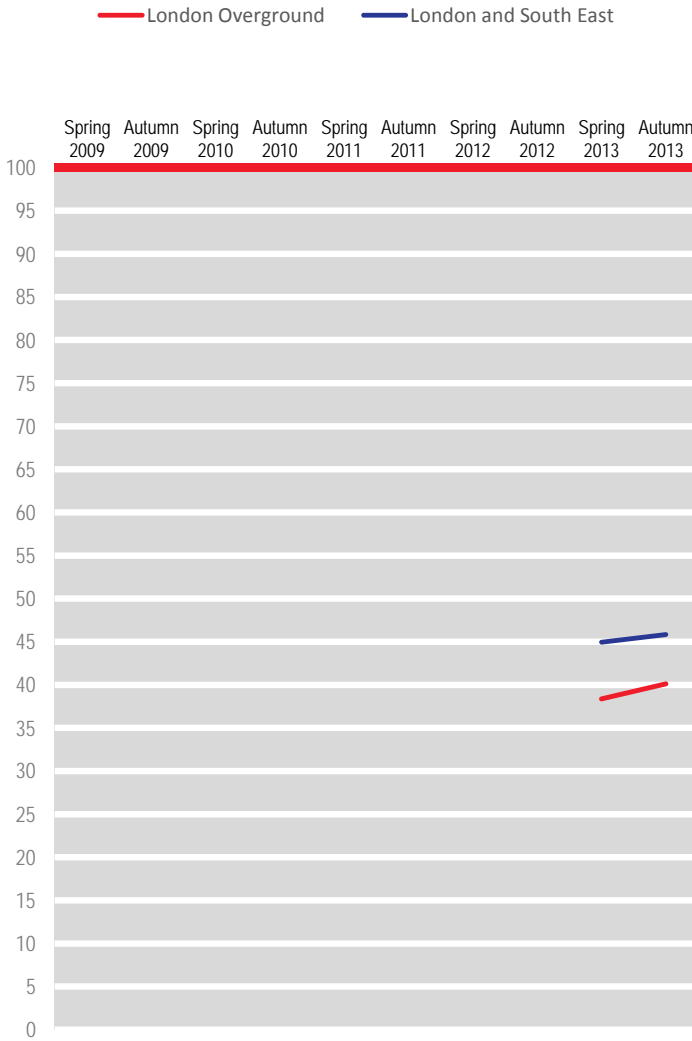
How request to station staff was handled

(95)
Percentage of passengers satisfied 2009 to 2013



The choice of shops/eating/drinking facilities available

(735)
Percentage of passengers satisfied 2009 to 2013

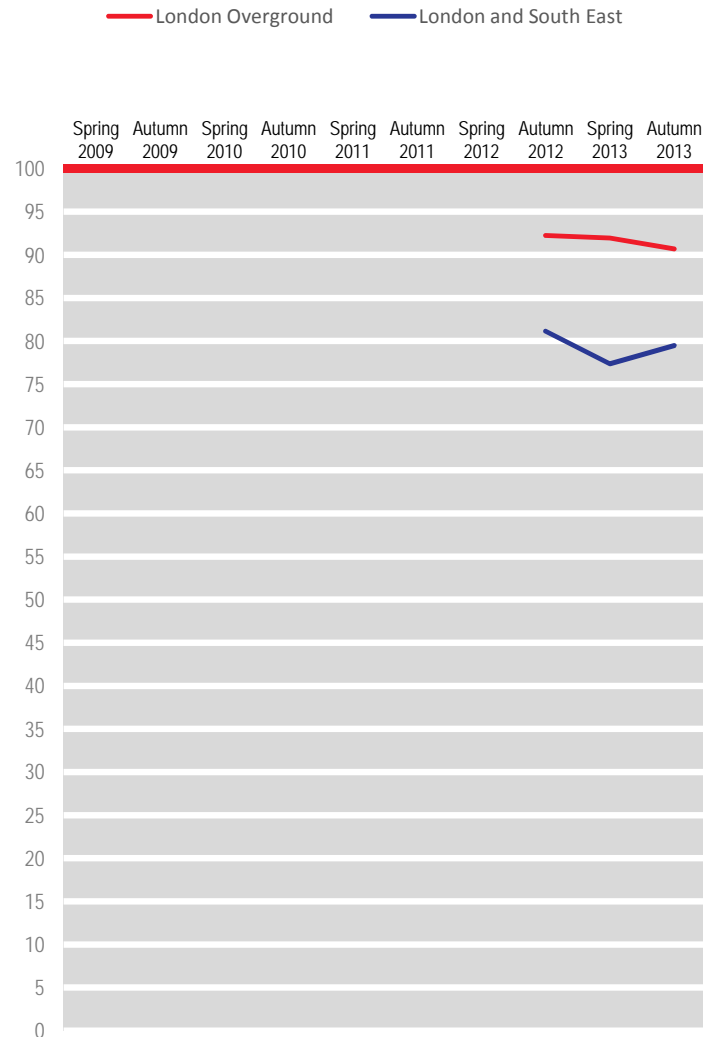


N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

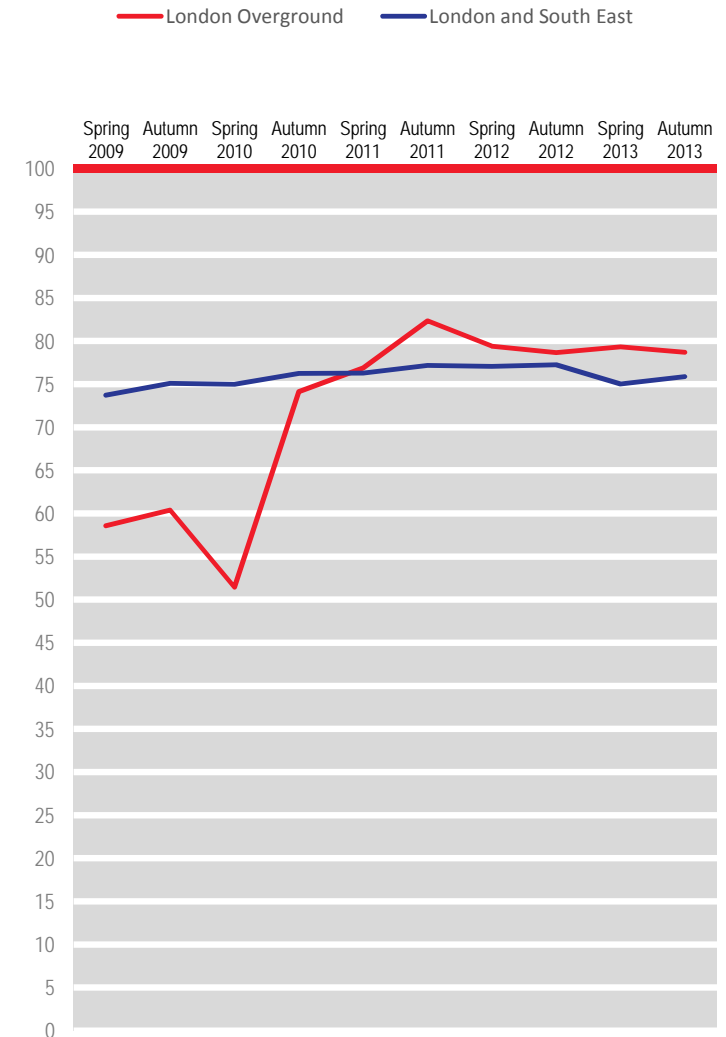
Overall satisfaction with the train

(1027)
Percentage of passengers satisfied 2009 to 2013



The frequency of trains on that route

(1018)
Percentage of passengers satisfied 2009 to 2013

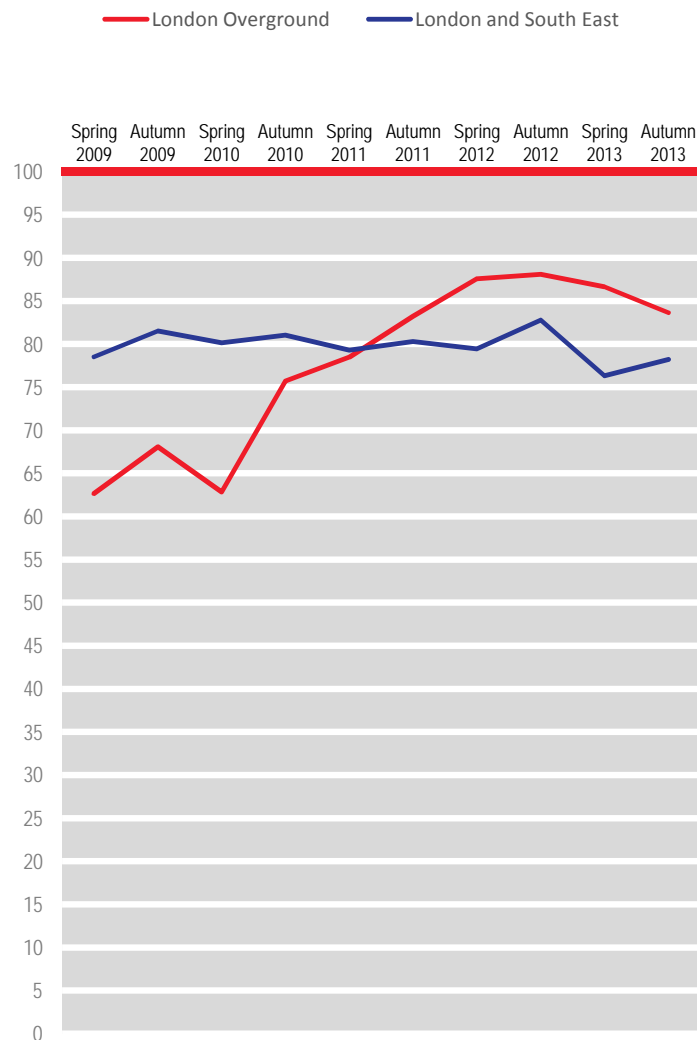


N.B. Benchmarks and targets are only shown for applicable factors

3 3.2 Train factors trend charts

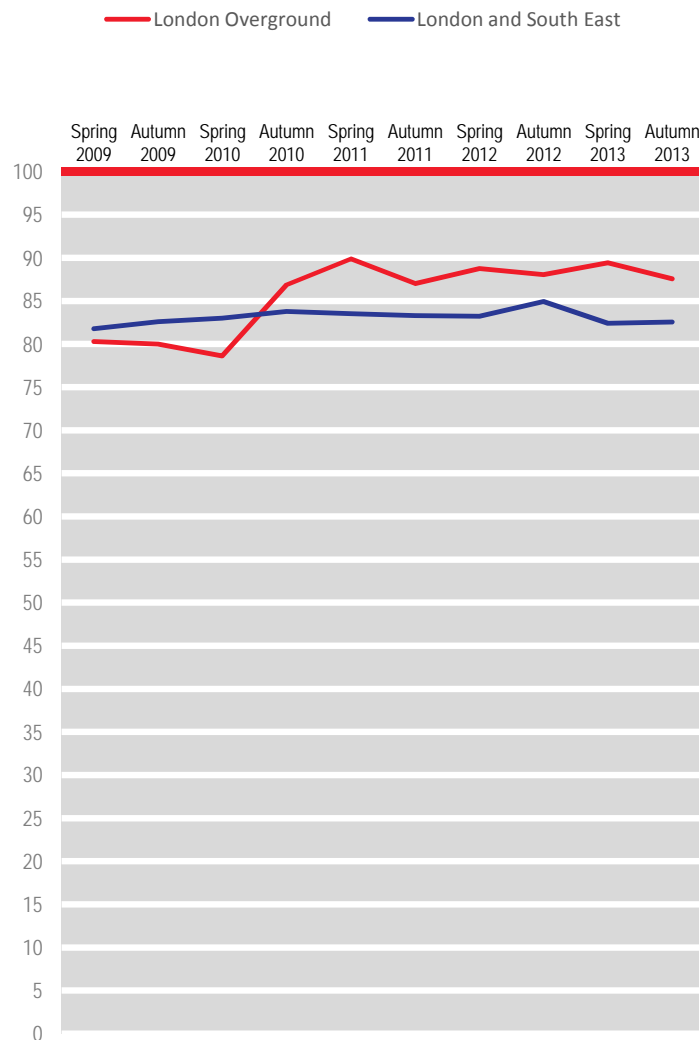
Punctuality/reliability (i.e. train arriving/departing on time) (1010)

Percentage of passengers satisfied 2009 to 2013



The length of time the journey was scheduled to take (speed) (1007)

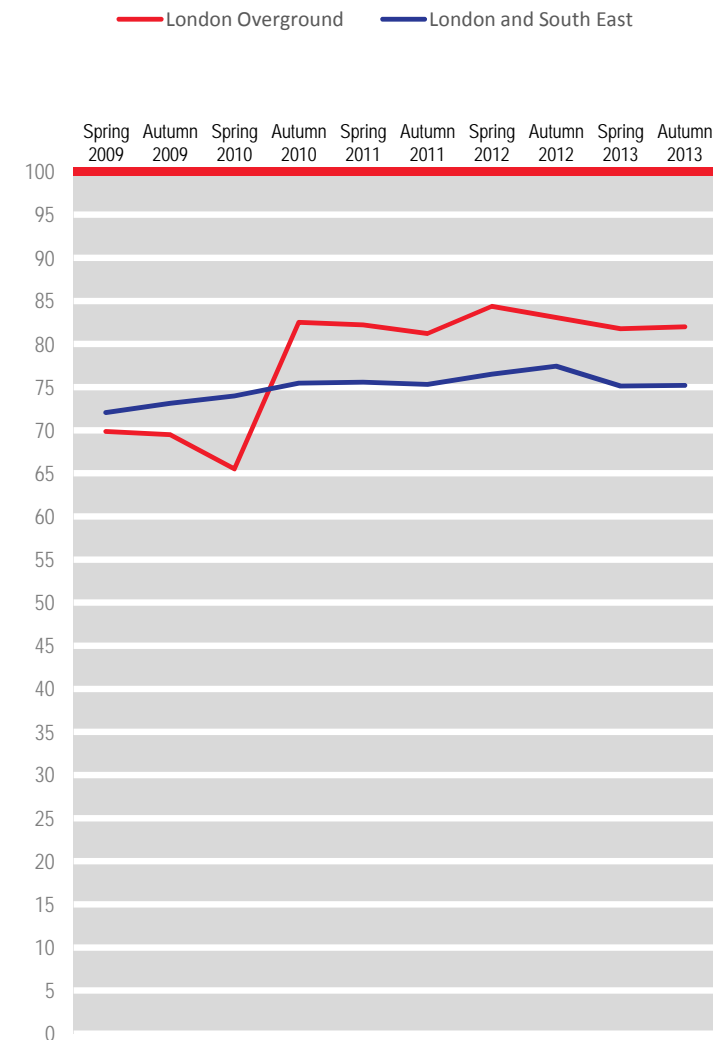
Percentage of passengers satisfied 2009 to 2013



Connections with other train services

(825)

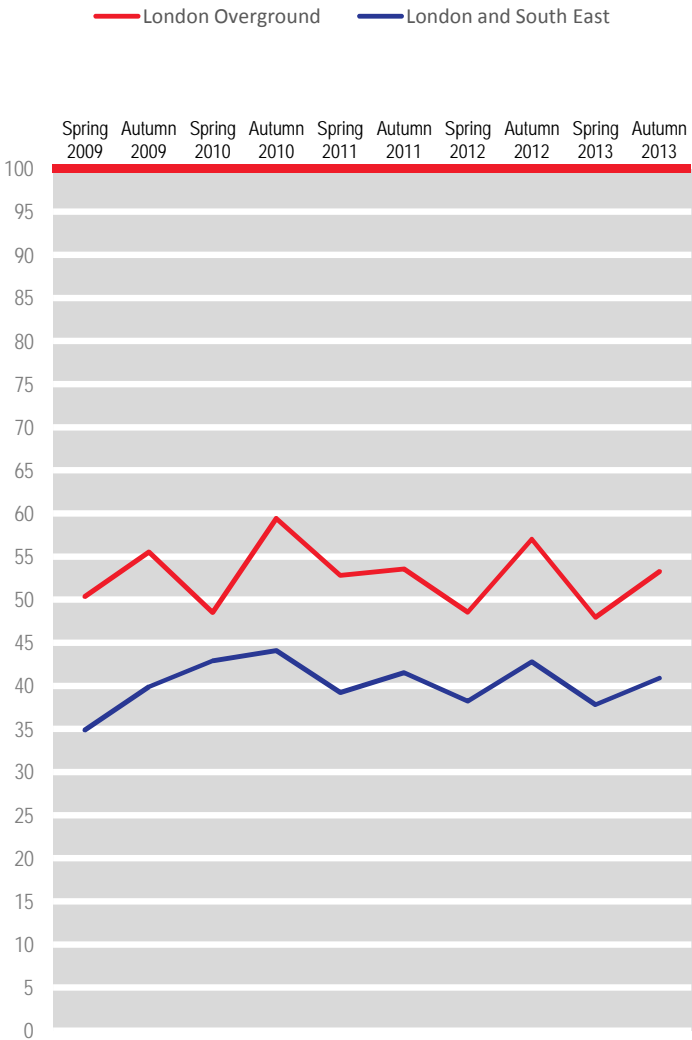
Percentage of passengers satisfied 2009 to 2013



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

The value for money for the price of your ticket (900)

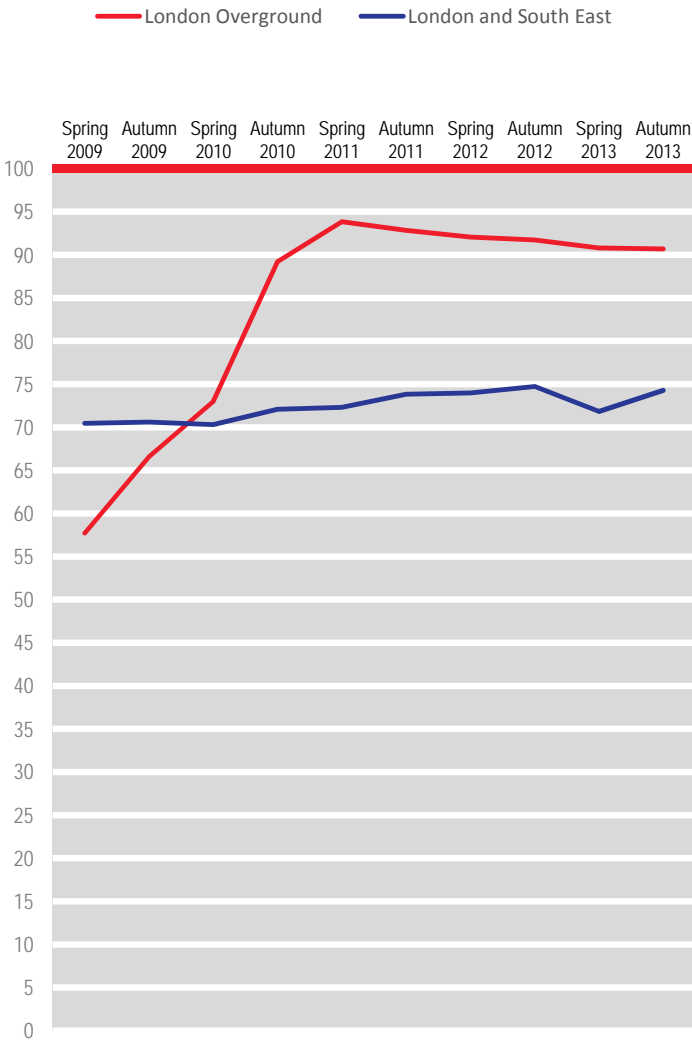
Percentage of passengers satisfied 2009 to 2013



Cleanliness of the train

(1028)

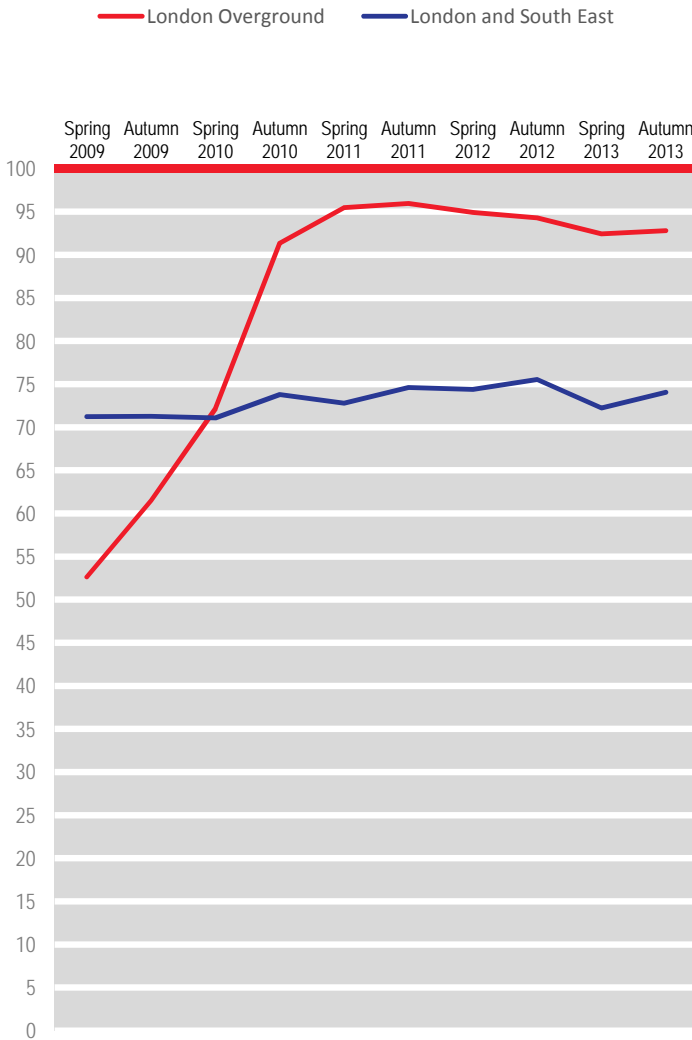
Percentage of passengers satisfied 2009 to 2013



Upkeep and repair of the train

(1005)

Percentage of passengers satisfied 2009 to 2013

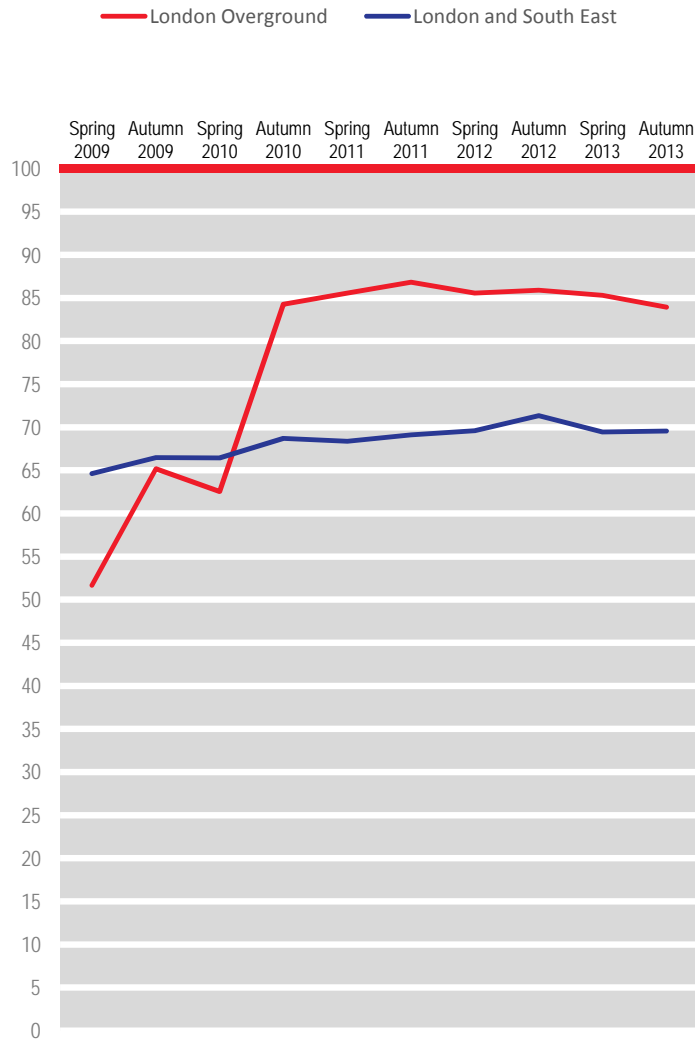


N.B. Benchmarks and targets are only shown for applicable factors

3 3.2 Train factors trend charts

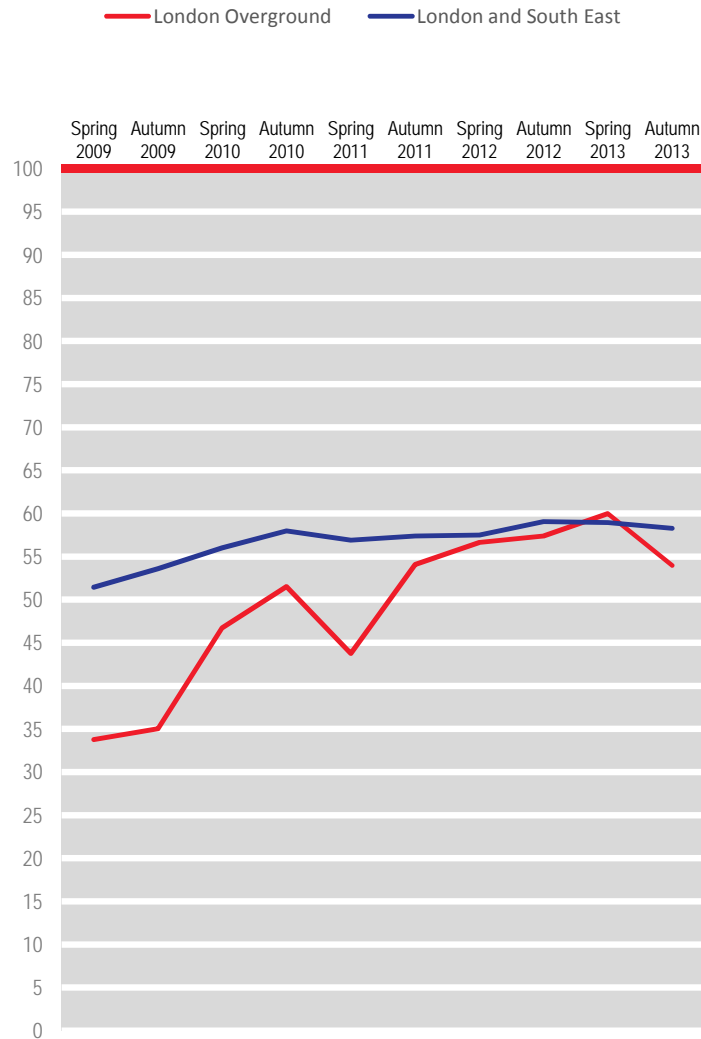
The provision of information during the journey (962)

Percentage of passengers satisfied 2009 to 2013



The helpfulness and attitude of staff on the train (480)

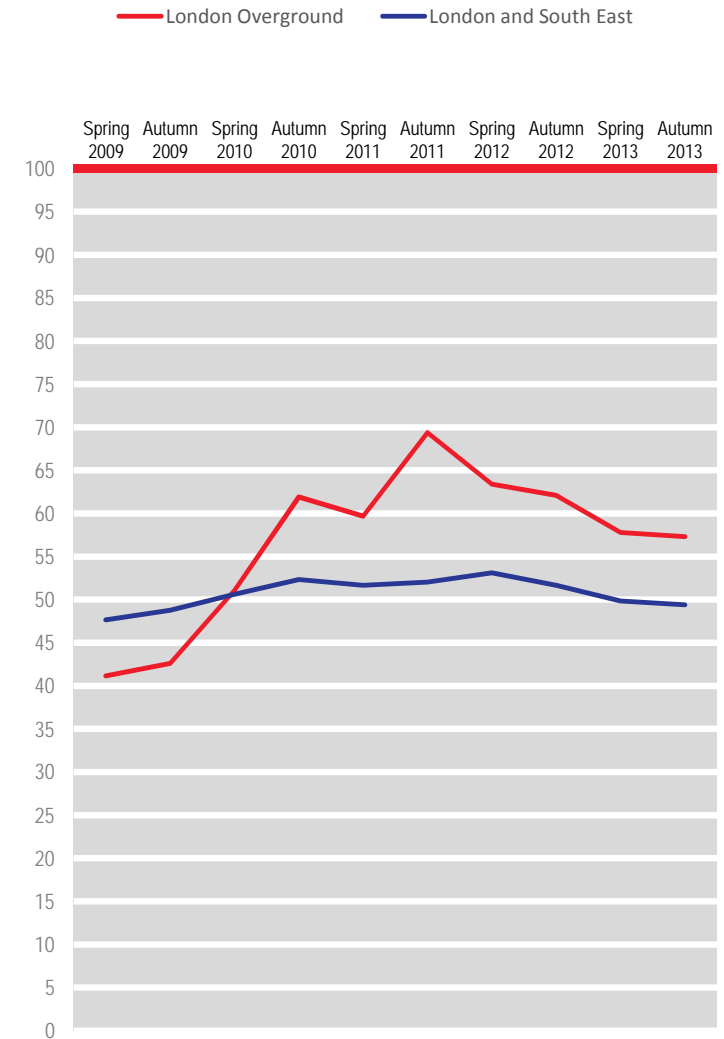
Percentage of passengers satisfied 2009 to 2013



The space for luggage

(792)

Percentage of passengers satisfied 2009 to 2013

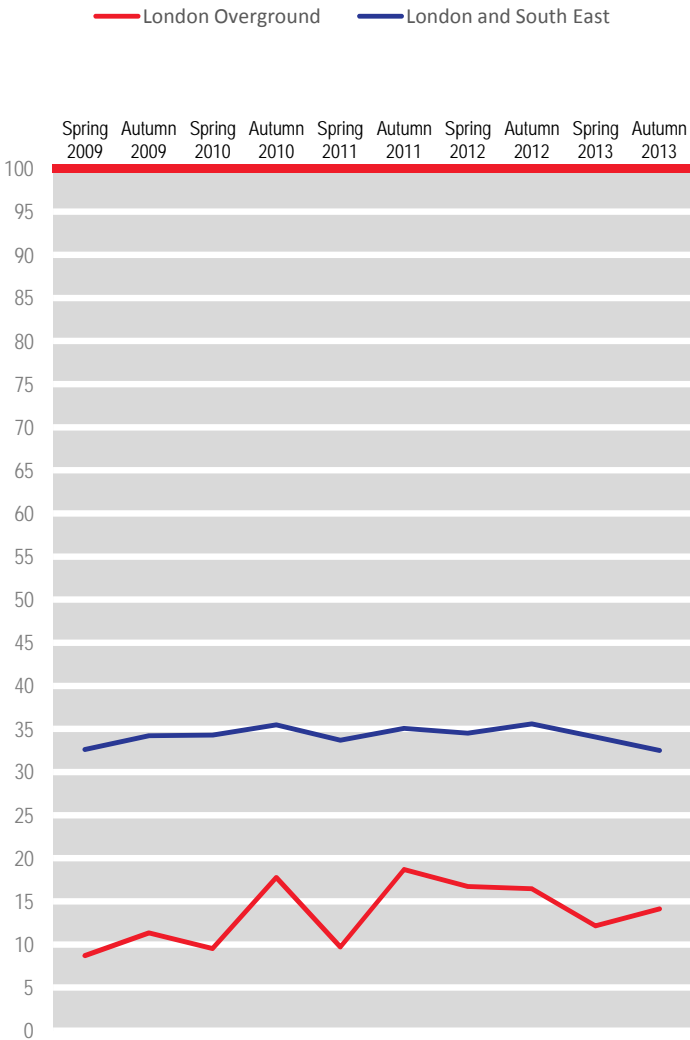


N.B. Benchmarks and targets are only shown for applicable factors

3 3.2 Train factors trend charts

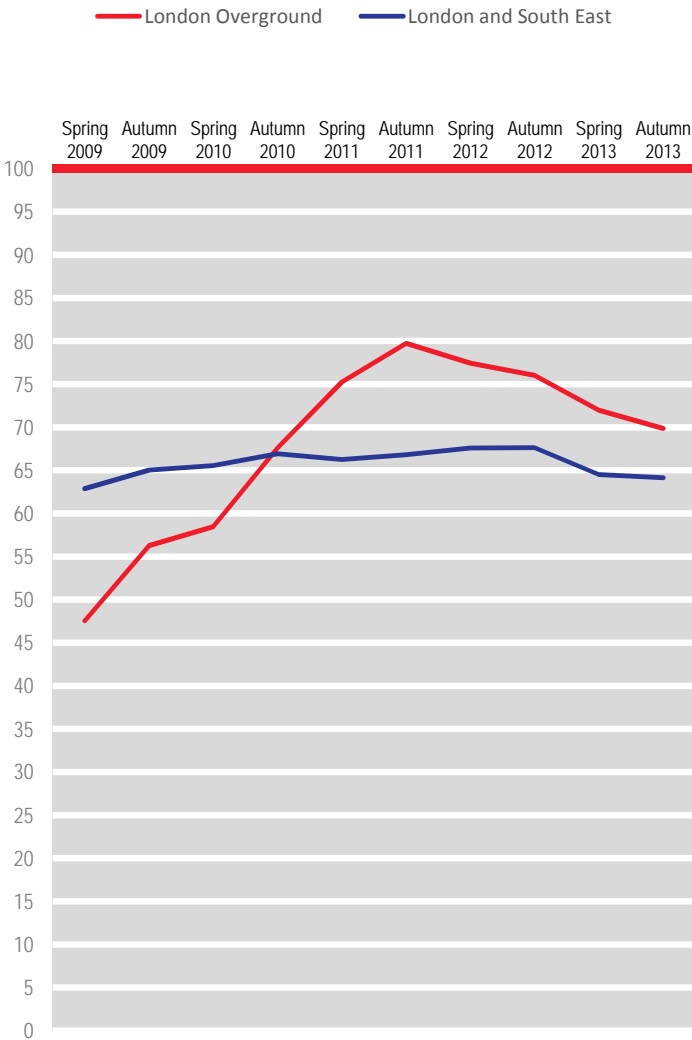
Toilet facilities on the train

(342)
Percentage of passengers satisfied 2009 to 2013



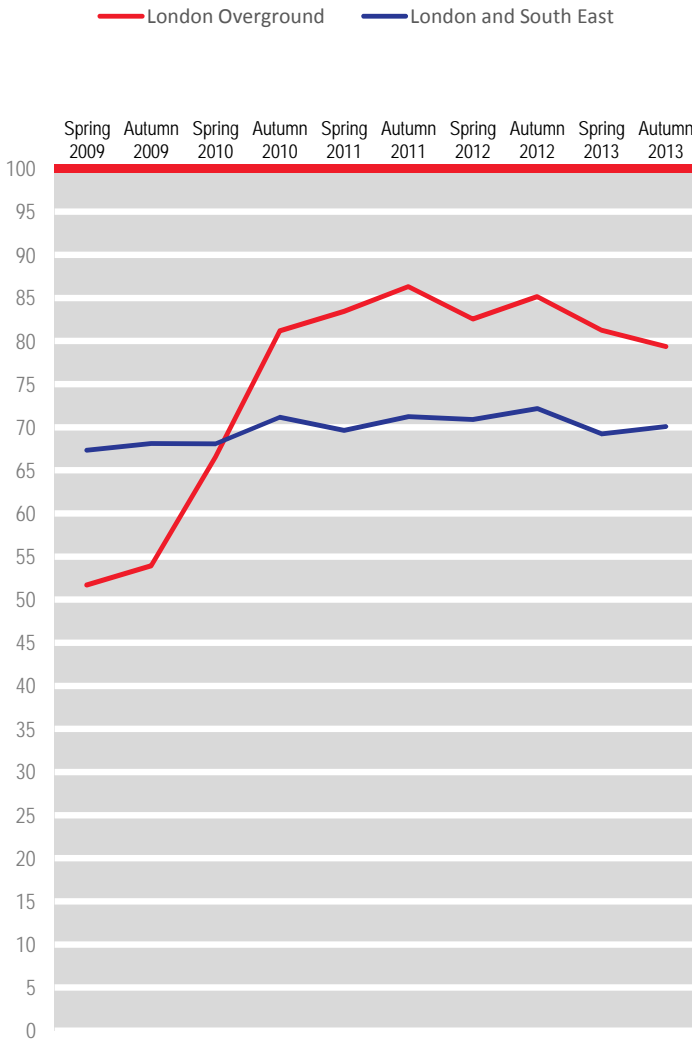
Sufficient room for all the passengers to sit/stand

(1006)
Percentage of passengers satisfied 2009 to 2013



The comfort of the seating area

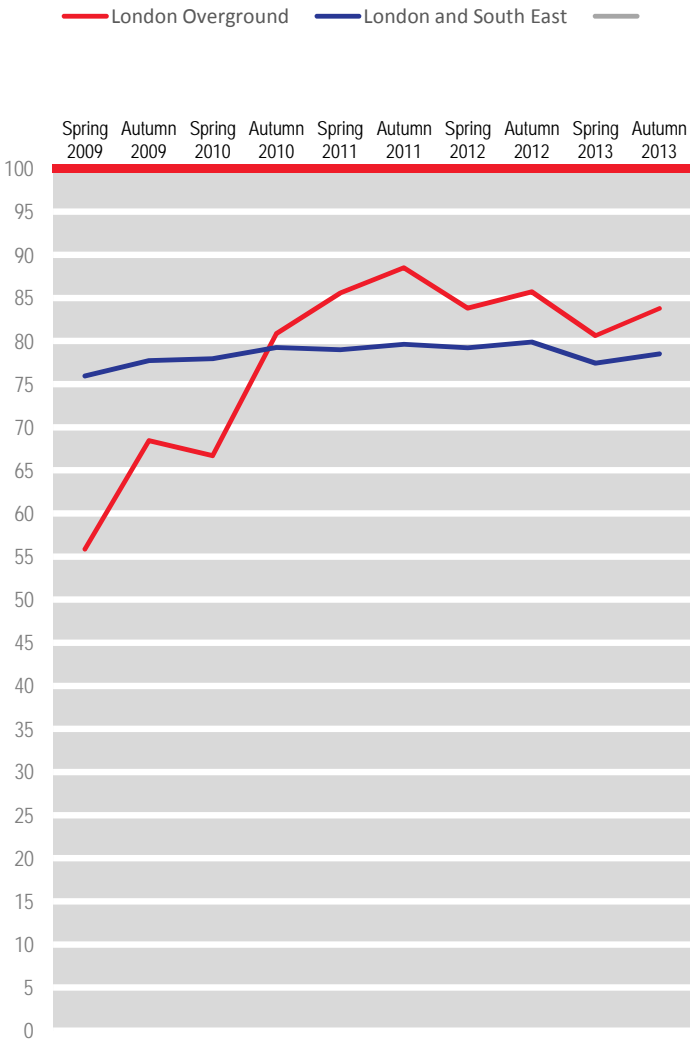
(992)
Percentage of passengers satisfied 2009 to 2013



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

The ease of being able to get on and off the train (1003)

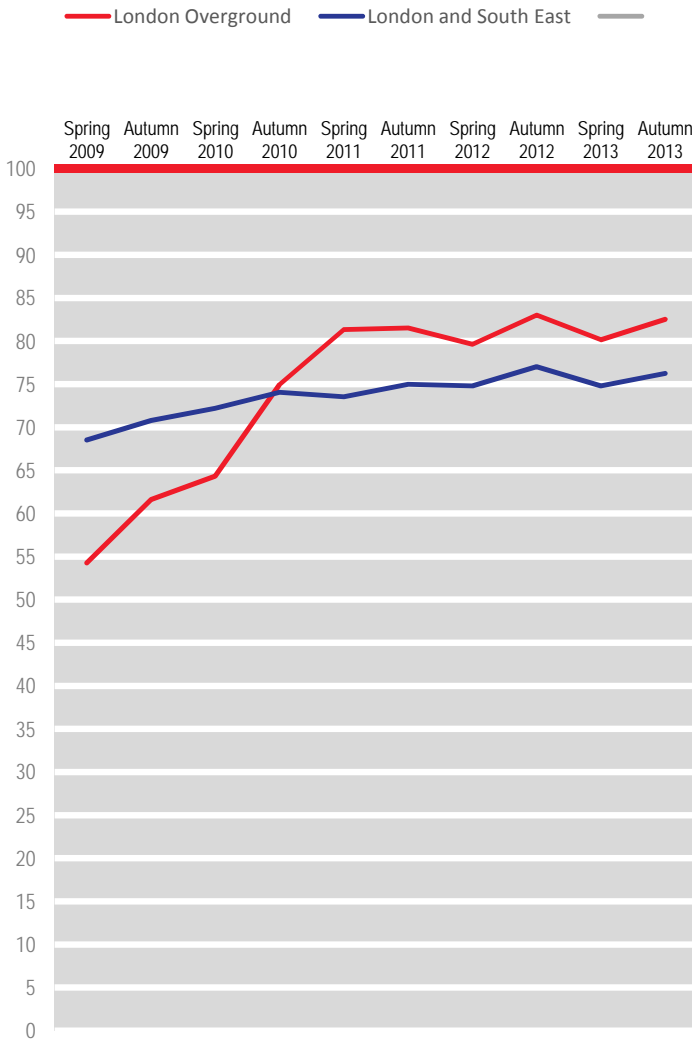
Percentage of passengers satisfied 2009 to 2013



Your personal security whilst on board

(968)

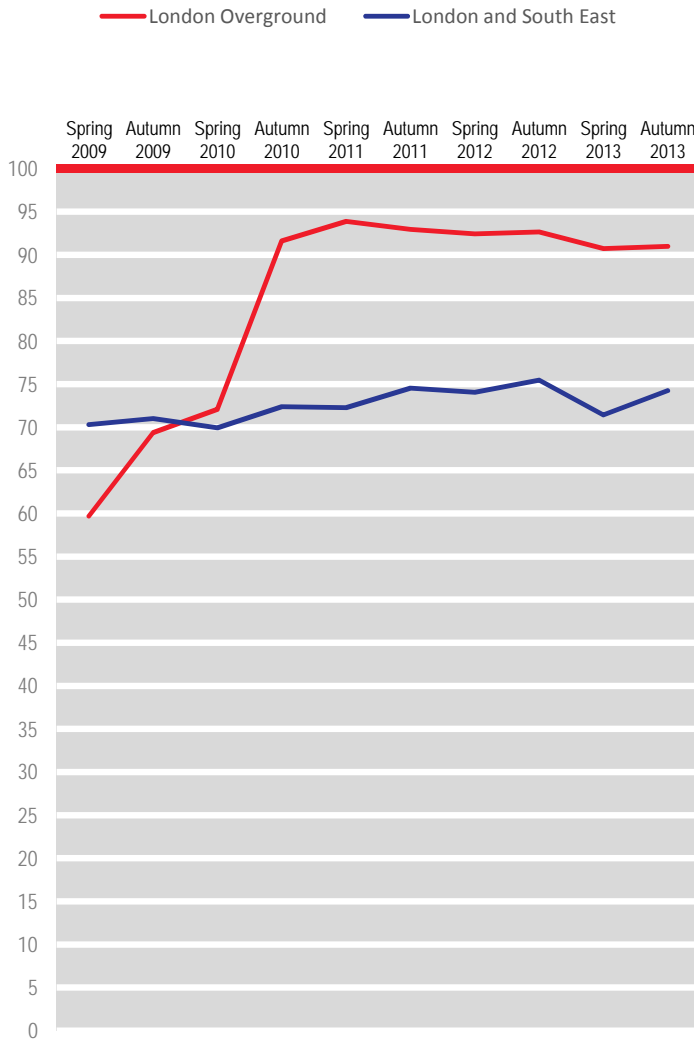
Percentage of passengers satisfied 2009 to 2013



The cleanliness of the inside of the train

(1015)

Percentage of passengers satisfied 2009 to 2013

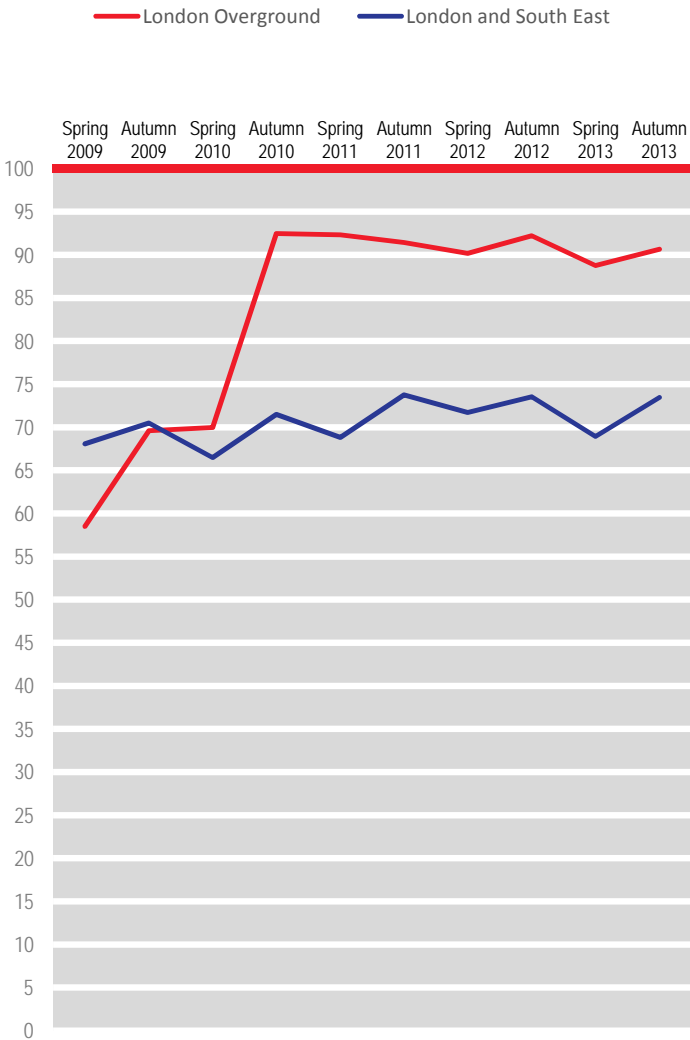


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(928)

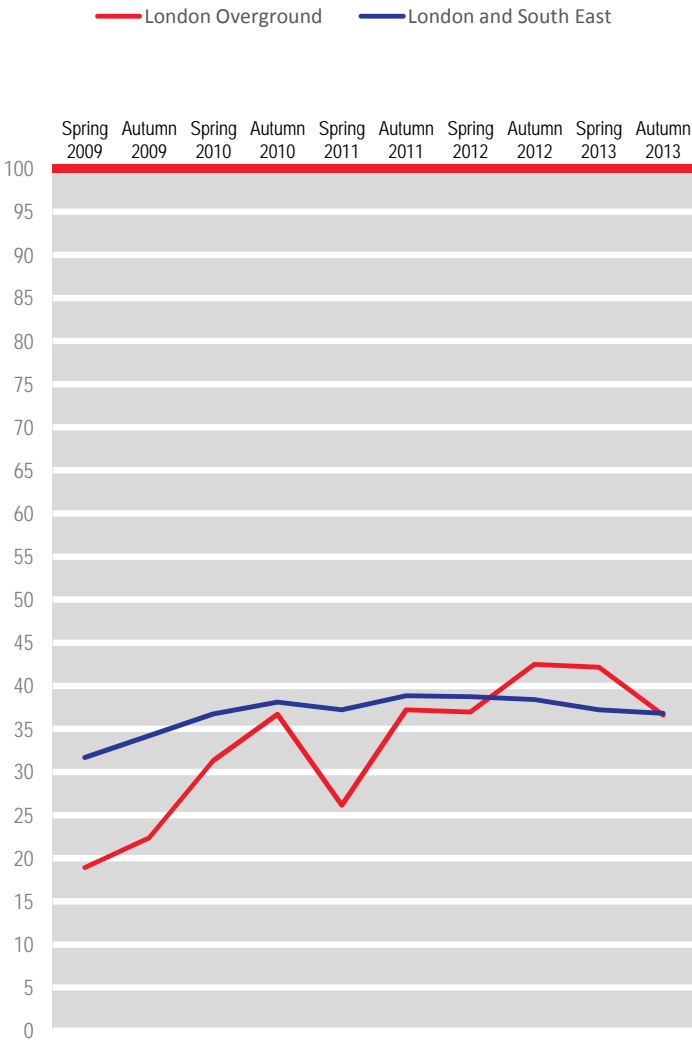
Percentage of passengers satisfied 2009 to 2013



The availability of staff on the train

(714)

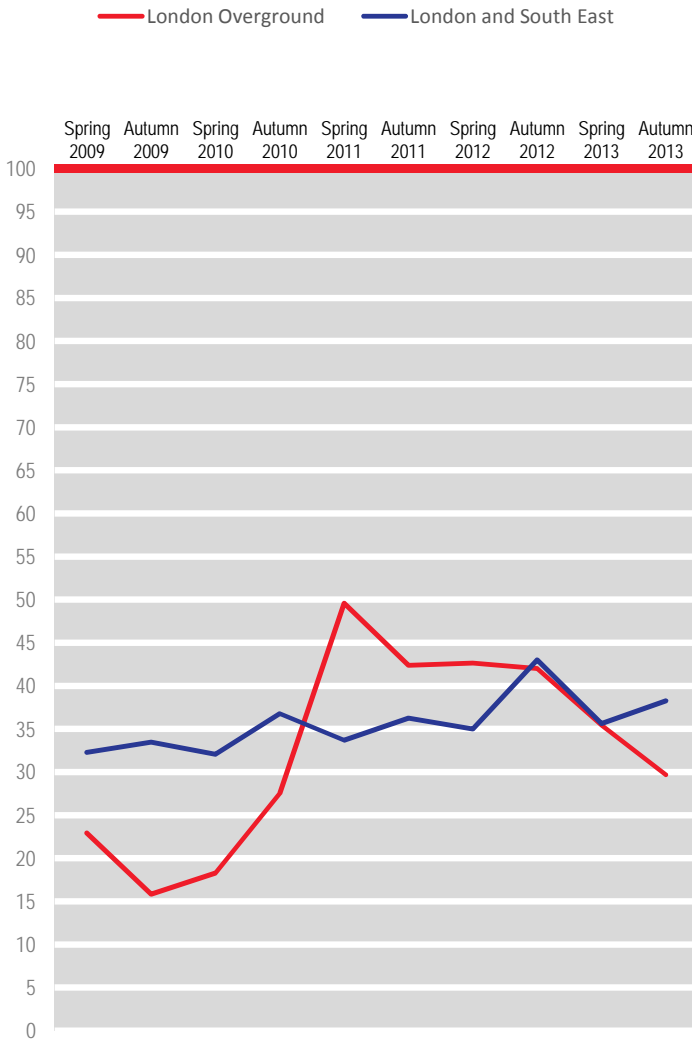
Percentage of passengers satisfied 2009 to 2013



How well train company dealt with delays

(112)

Percentage of passengers satisfied 2009 to 2013

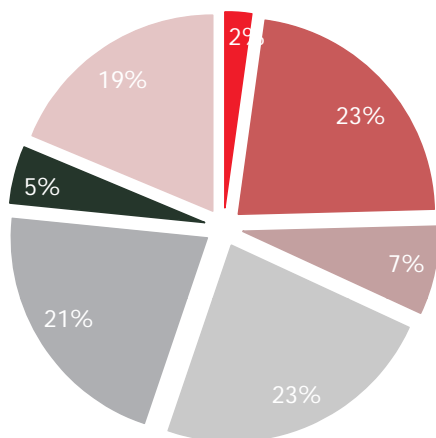


N.B. Benchmarks and targets are only shown for applicable factors

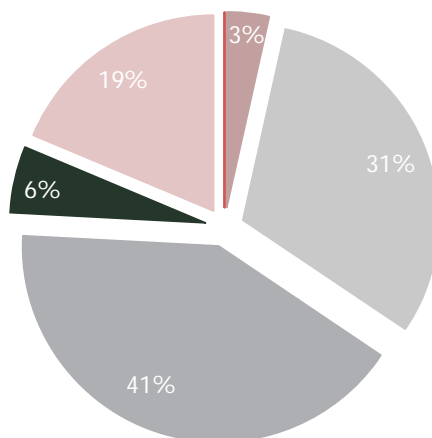
Managed versus non-managed stations for London Overground

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

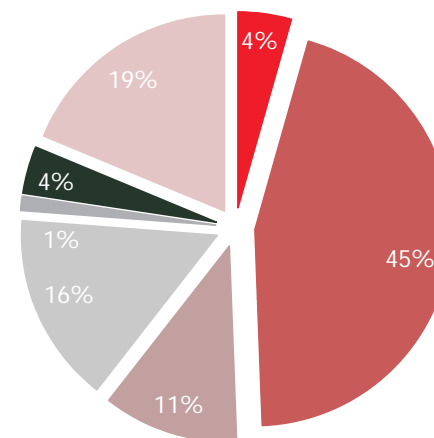
Overall Total



Stations managed by TOC



Stations not managed by TOC



■ A = National hub
 ■ B = Regional hub
 ■ C = Important feeder
 ■ D = Medium staffed
 ■ E = Small staffed
 ■ F = Small unstaffed
 ■ Not categorised

(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	82		78
Ticket buying facilities	70		65
Provision of information about train times/platforms	81		80
The upkeep/repair of the station buildings/platforms	77	+	65
Cleanliness	82	+	73
The facilities and services	34	-	45
The attitudes and helpfulness of the staff	71		65
Connections with other forms of public transport	71	-	87
Facilities for car parking	33		29
Overall environment	72		64
Your personal security whilst using the station	72		69
The availability of staff	66	+	55
The provision of shelter facilities	64		61
Availability of seating	53	+	37
How request to station staff was handled	83		85
The choice of shops/eating/drinking facilities available	32	-	48

London Overground

	Peak			Off-peak		
	Autumn 2013	significant change	Autumn 2012	Autumn 2013	significant change	Autumn 2012
Overall satisfaction	88		96	89	-	93
STATION FACILITIES						
Overall satisfaction with the station	85		96	80	-	86
Ticket buying facilities	89		73	68	-	77
Provision of information about train times/platforms	88		98	80		83
The upkeep/repair of the station buildings/platforms	73		92	71	-	78
Cleanliness	83		82	77		80
The facilities and services	52		71	39		45
The attitudes and helpfulness of the staff	88		80	68		68
Connections with other forms of public transport	76		72	79		76
Facilities for car parking	55		64	31		32
Overall environment	76		73	68	-	77
Your personal security whilst using the station	84		74	70		73
The availability of staff	76		70	60		62
The provision of shelter facilities	79		86	62	-	70
Availability of seating	59		63	45	-	57
How request to station staff was handled	75		100	84		86
The choice of shops/eating/drinking facilities available*	39		-	40		-
TRAIN FACILITIES						
Overall satisfaction with the train	91		99	91		92
The frequency of the trains on that route	60		85	79		79
Punctuality/reliability (i.e. the train arriving/departing on time)	89		99	84	-	88
The length of time the journey was scheduled to take (speed)	79		91	88		88
Connections with other train services	78		92	82		83
The value for money of the price of your ticket	37		45	54		57
Cleanliness of the train	82		88	91		92
Upkeep and repair of the train	96		94	93		94
The provision of information during the journey	90		96	84		86
The helpfulness and attitude of staff on train	40		41	54		58
The space for luggage	48		48	57		62
The toilet facilities	-		69	14		16
Sufficient room for all passengers to sit/stand	58		70	70	-	76
The comfort of the seating area	75		86	79	-	85
The ease of being able to get on and off	86		99	84		86
Your personal security on board	91		94	82		83
The cleanliness of the inside	93		86	91		93
The cleanliness of the outside	94		89	91		92
The availability of staff	21		26	37		43
How well train company deals with delays	61		-	29		42

* 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

	London Overground	London and South East		London Overground	London and South East
DELAY					
None	84	78			
Minor	9	17			
Major	3	3			
LENGTH OF DELAY					
5 minutes or less	33	40			
6-10 minutes	21	23			
11-20 minutes	20	17			
21-30 minutes	10	8			
31-60 minutes	2	5			
More than 1 hour	4	2			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	12	13	Very well	16	15
Fairly well	36	32	Fairly well	28	34
Neither well nor poorly	16	21	Neither well nor poorly	23	23
Fairly poorly	22	18	Fairly poorly	12	13
Very poorly	15	16	Very poorly	21	15
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	13	15	Very well	7	10
Fairly well	30	32	Fairly well	19	25
Neither well nor poorly	20	23	Neither well nor poorly	30	34
Fairly poorly	21	15	Fairly poorly	21	13
Very poorly	16	15	Very poorly	23	18
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	15	14	Very well	5	6
Fairly well	28	30	Fairly well	21	19
Neither well nor poorly	29	28	Neither well nor poorly	20	29
Fairly poorly	13	14	Fairly poorly	28	16
Very poorly	16	14	Very poorly	26	30

London
Overground

London and
South East

London
Overground

London and
South East

DISABILITY OR LONG TERM ILLNESS

Mobility	1	2
Wheelchair user	0	0
Hearing	1	1
Eyesight	1	1
Speech impairment	0	0
Learning difficulties	1	0
Other	1	1
None	95	92
Don't know/no answer	2	3

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

Yes	1	2
No	99	98

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	-	84
Fairly satisfied	-	13
Neither satisfied nor dissatisfied	-	2
Fairly dissatisfied	-	-
Very dissatisfied	-	-

TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	45	27
Fairly satisfied	25	39
Neither satisfied nor dissatisfied	10	21
Fairly dissatisfied	3	7
Very dissatisfied	17	6

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	36	30
Fairly satisfied	31	37
Neither satisfied nor dissatisfied	19	19
Fairly dissatisfied	5	9
Very dissatisfied	8	6

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	-	93
Fairly satisfied	-	-
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	-
Very dissatisfied	-	7

	London Overground	London and South East		London Overground	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	33	44	White	74	86
Female	60	53	Mixed	3	2
			Asian or Asian British	7	4
			Black or Black British	9	4
			Chinese or other ethnic group	2	2
AGE			JOURNEY PURPOSE		
16-25	12	10	Commuter	64	52
26-34	28	18	Business	3	15
35-44	21	19	Leisure	33	33
45-54	17	23			
55-59	6	9			
60-64	4	8			
65+	6	11			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	67	65	Yes	81	69
Working Part Time	15	14	No	19	31
Not Working	3	3			
Retired	5	11	TIME OF TRAVEL		
Full Time Student	5	5	Peak	2	21
			Off-peak	98	79
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	37	42	Yes asked for help	5	7
Middle Managerial	16	16	Yes asked for information	4	7
Junior Managerial/Clerical/Supervisory	15	12	Could not find anyone to ask	2	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	8	7	No	88	82
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	1			
Full time student	3	2	DO YOU REGULARLY USE THE INTERNET		
Retired	4	10	Yes, at home	90	90
Unemployed/between jobs	2	1	Yes, at work	70	67
Housewife/house-husband	1	1	No	3	5
Other	7	5			

London
Overground

London and
South East

London
Overground

London and
South East

TRAVELLING ALONE OR WITH OTHERS

Alone	90	85
With other adults 16+	7	12
With children aged 0-4	2	1
With children aged 5-10	1	1
With children aged 11-15	0	1

TRAVELLING WITH ...

Heavy/bulky luggage/other large items	9	14
Pushchair	2	1
Folding bicycle	1	1
Non-folding bicycle	2	1
Dog	0	0
Wheelchair	0	0
Helper	0	0
None apply	85	82

TYPE OF TICKET USED FOR JOURNEY

Anytime single/return	1	10
Anytime day single/return	1	10
Off-peak/super off-peak single/return	1	9
Off-peak/super off-peak day single/return	1	7
Advance	0	3
Day travelcard	2	6
Oyster pay as you go	40	14
Weekly or monthly season ticket	33	20
Annual season ticket	9	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	2	1
Free travel pass (e.g. Freedom Pass)	7	5
Other	1	2
Don't know/no answer	1	1

POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING

Better telephone enquiry/booking service	8	7
Better internet enquiry/booking service	19	21
Better information facilities at stations	28	23
Better route maps of the rail network	17	17
Make timetables easier to read	23	22
Better ticket buying facilities at station ticket offices	18	21
Better ticket buying facilities at station ticket machines	17	19
Better promotion when advanced tickets available	21	29
Other	15	15
None of these	23	20

Station sample sizes for London Overground

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Euston	95	Kensal Green	7	Surrey Quays	1
Gospel Oak	83	Kentish Town West	7	Honor Oak Park	1
Barking	74	Denmark Hill	7		
Clapham Junction	60	Dalston Kingsland	7		
Richmond (Surrey)	52	Walthamstow Queens Road	7		
West Croydon	34	Wanstead Park	7		
Watford Junction	33	Headstone Lane	6		
Stratford (London)	31	West Brompton	6		
Highbury And Islington	28	Woodgrange Park	6		
Willesden Junction	28	Brondesbury	5		
Watford High Street	25	South Hampstead	5		
Hatch End	23	Kensal Rise	5		
Harrow And Wealdstone	20	Acton Central	5		
New Cross	19	Norwood Junction	5		
West Hampstead	18	Crystal Palace	5		
Carpenders Park	18	Camden Road	5		
Crouch Hill	17	Homerton	5		
Canada Water	17	Rotherhithe	4		
Harringay Green Lanes	17	Caledonian Road And Barnsbury	4		
Blackhorse Road	16	North Wembley	4		
Upper Holloway	15	Harlesden	4		
Dalston Junction	14	Wembley Central	4		
Bushey	12	South Kenton	4		
Leyton Midland Road	12	Peckham Rye	4		
Kilburn High Road	11	Stonebridge Park	4		
Forest Hill	11	Penge West	4		
Hampstead Heath	11	Kenton	4		
Hackney Central	10	Finchley Road And Frognal	4		
Queens Park (London)	10	Leytonstone High Road	3		
Sydenham	10	Shadwell	3		
South Tottenham	9	Anerley	2		
New Cross Gate	9	Brockley	2		
Shoreditch High Street	9	Brondesbury Park	2		
Canonbury	8	Hoxton	2		
Shepards Bush	8	Hackney Wick	2		
Gunnersbury	8	South Acton	2		
Whitechapel	8	Haggerston	2		
Kew Gardens	8	Imperial Wharf	1		

7 7.3 Weighted sample profile

	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

7 7.4 Unweighted sample profile

	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
	Southern
Long Distance Operators	CrossCountry
	East Coast
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
Regional Operators	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



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.