



National Rail Passenger Survey

Arriva Trains Wales TOC Report

Autumn 2013

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

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

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

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

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

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

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

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

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

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

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

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)

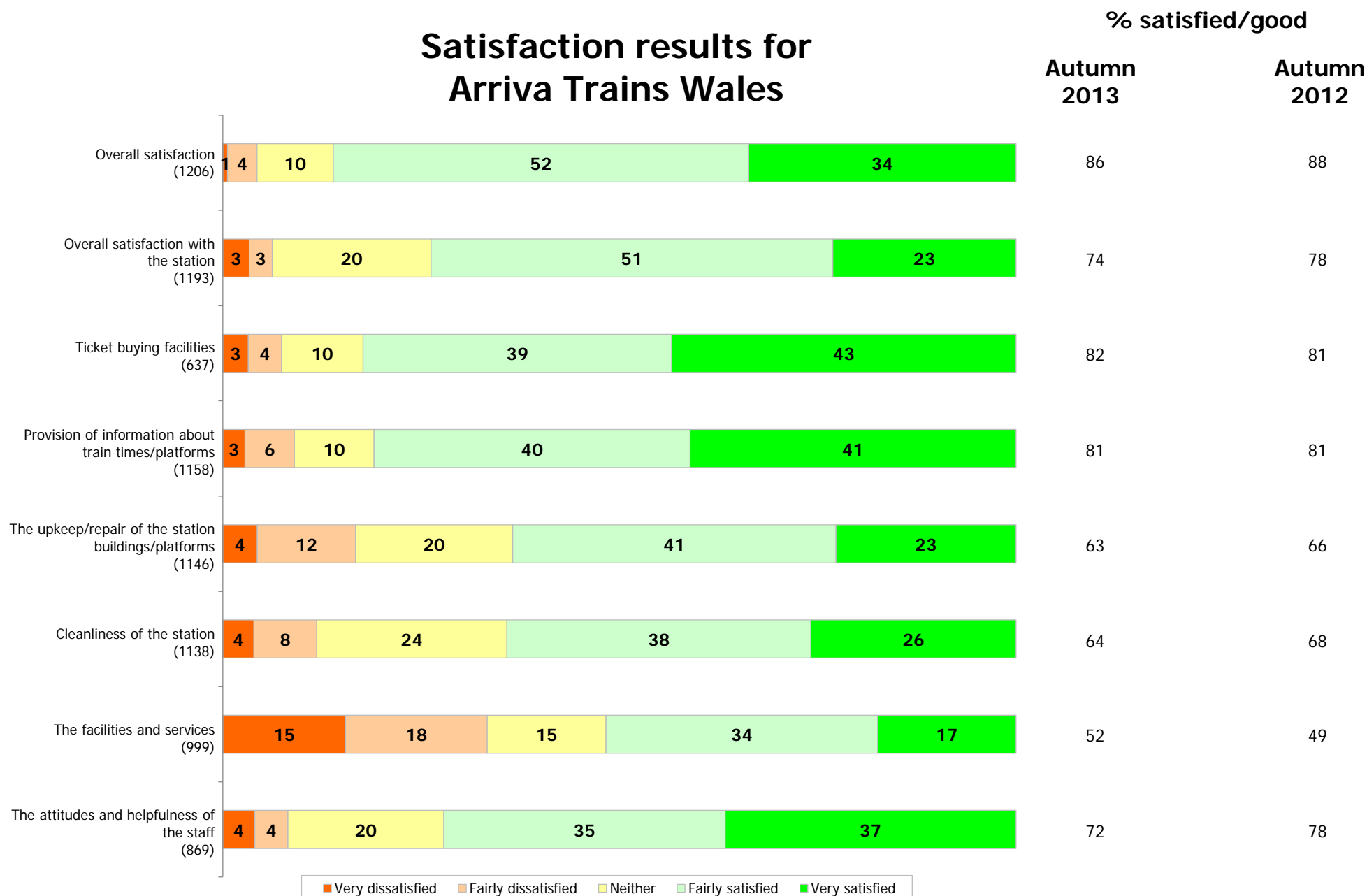
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

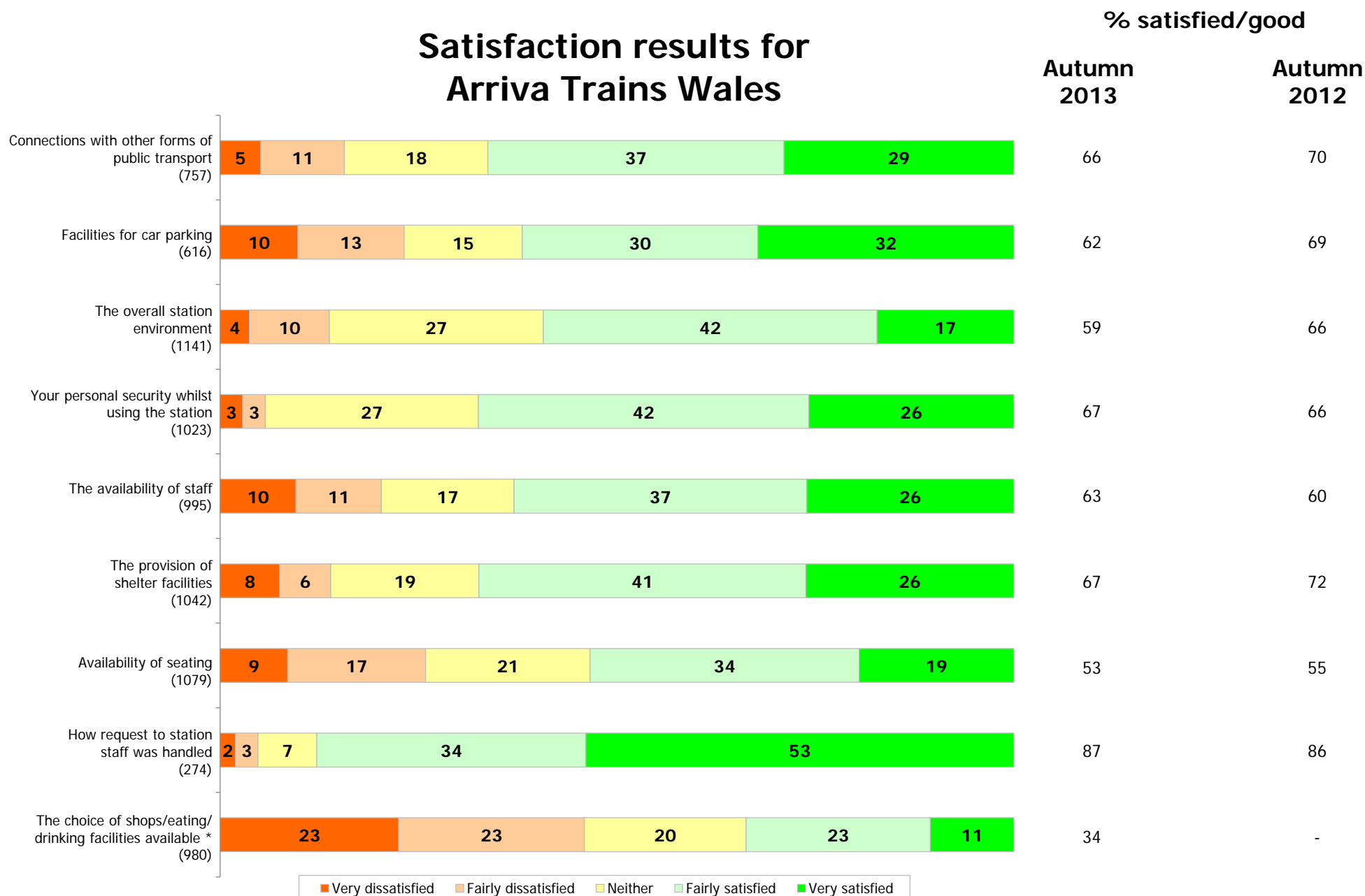
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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 Arriva Trains Wales

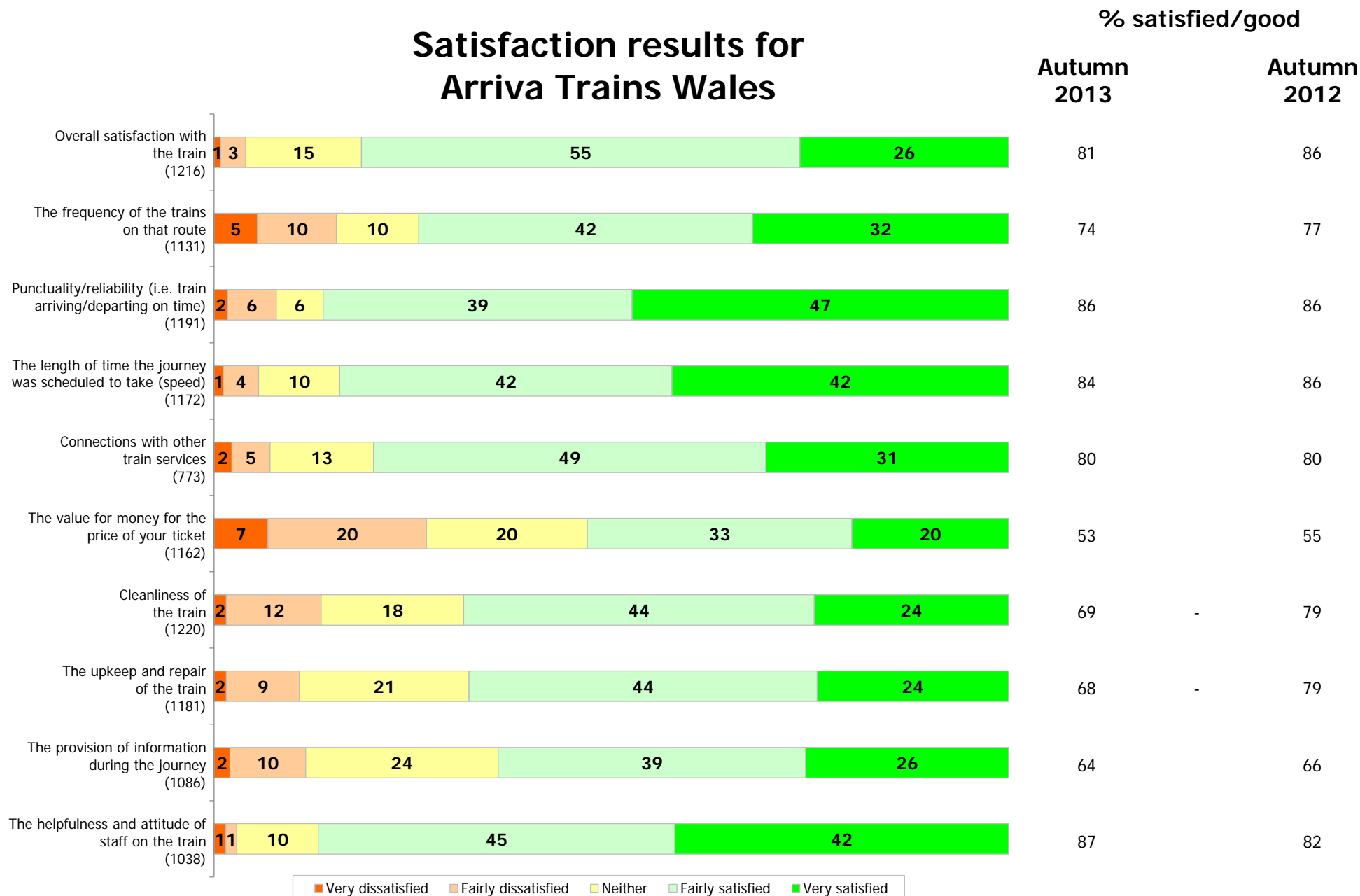


Satisfaction results for Arriva Trains Wales



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

Satisfaction results for Arriva Trains Wales

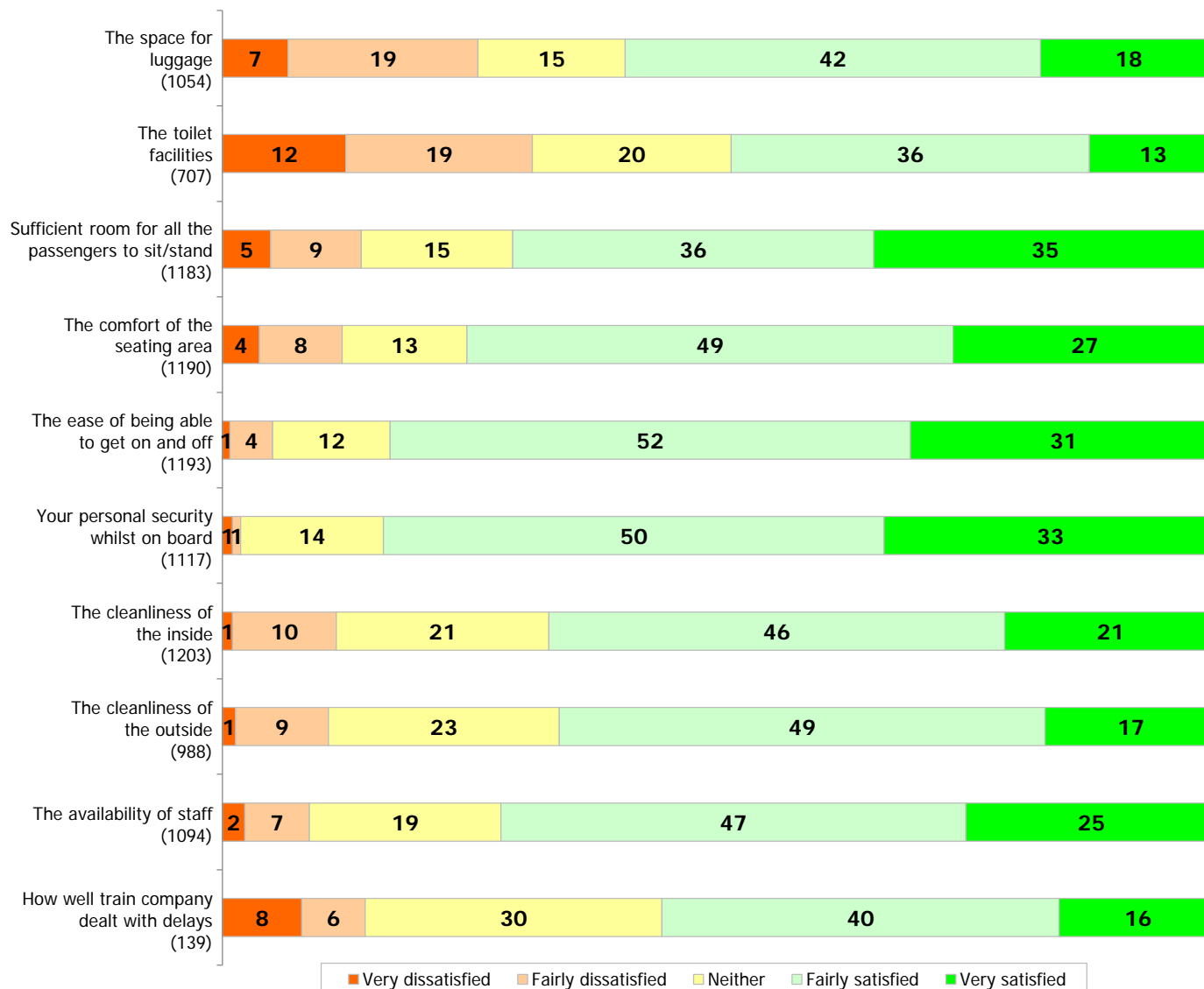


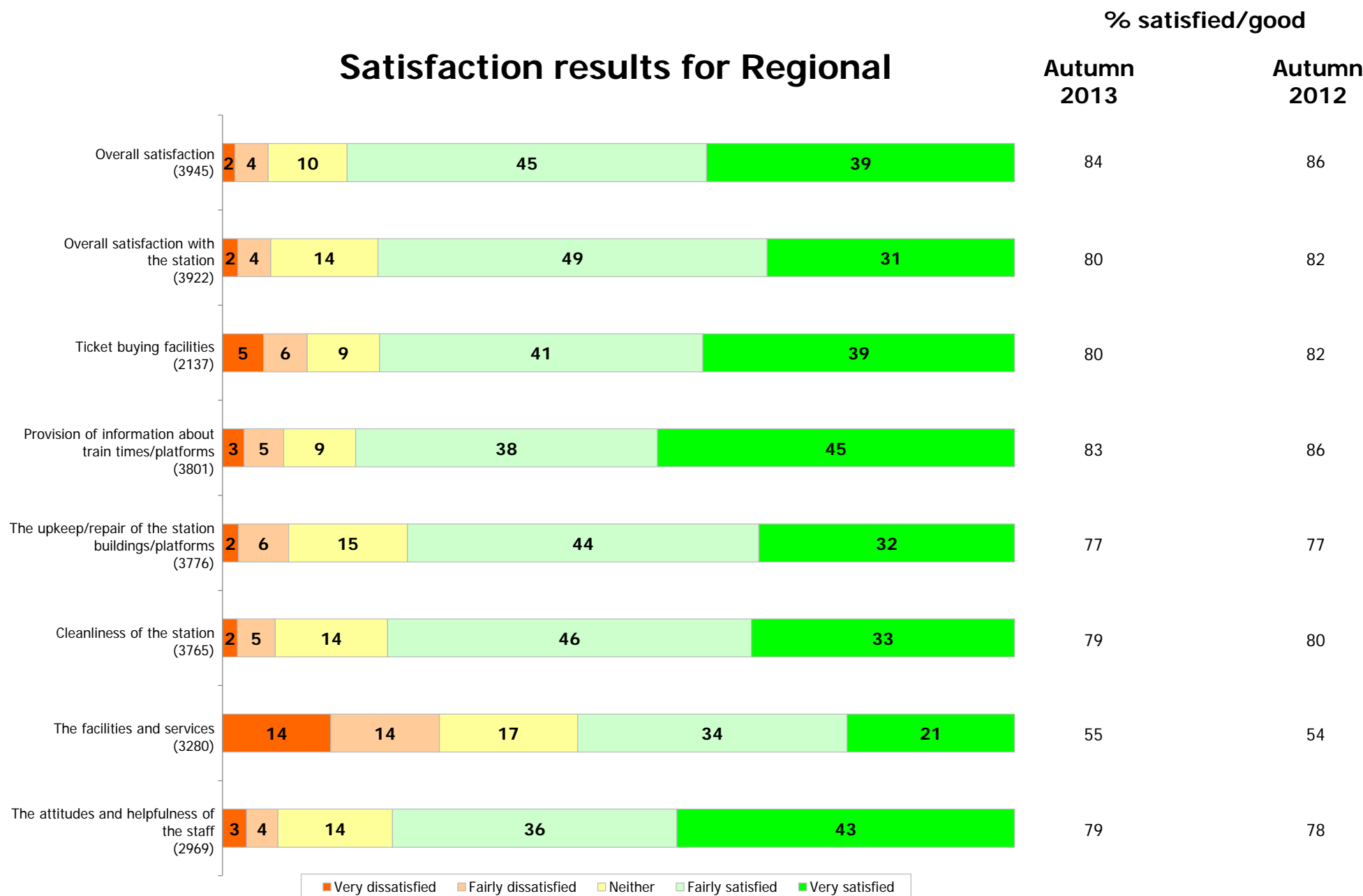
Satisfaction results for Arriva Trains Wales

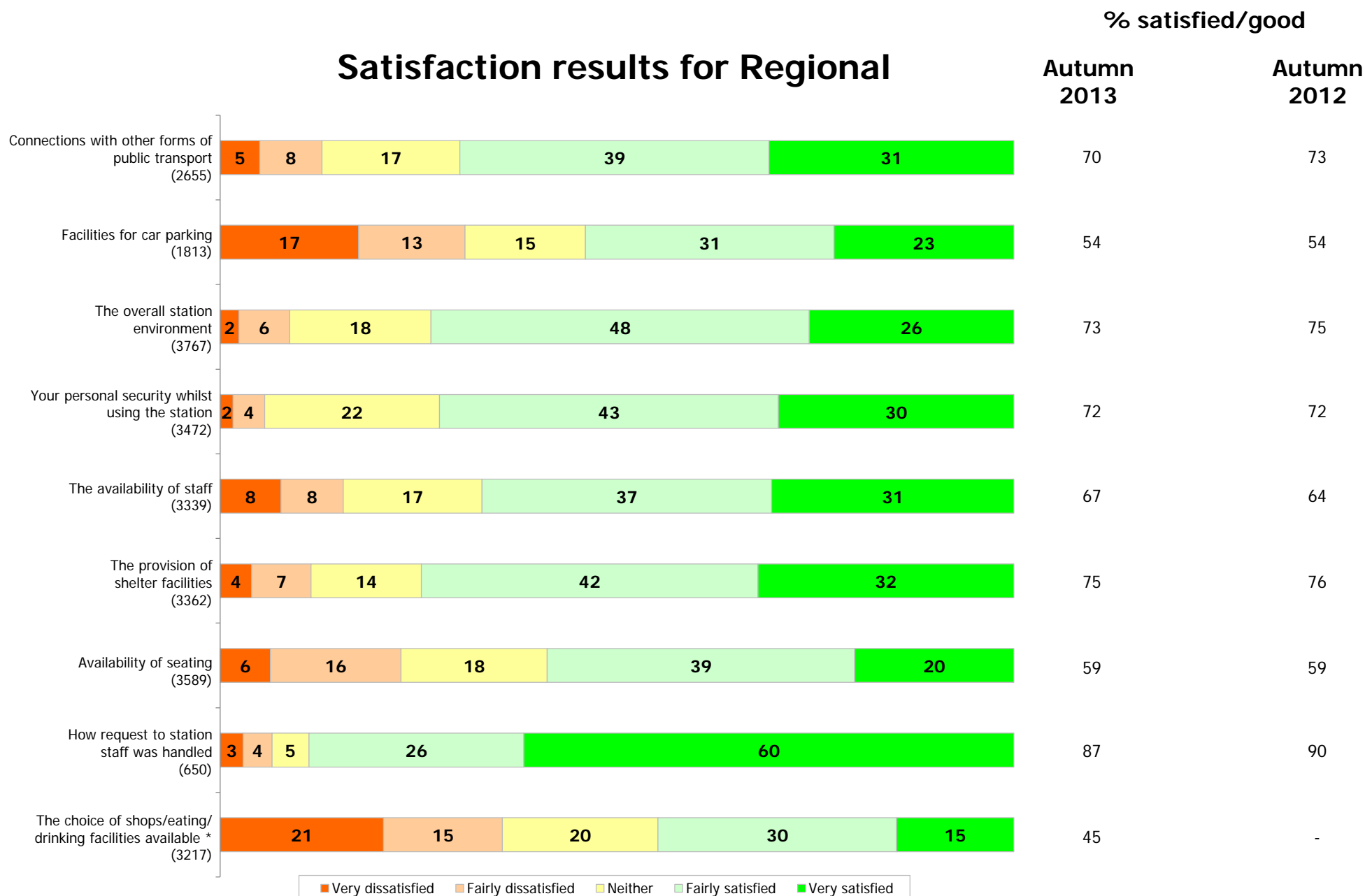
% satisfied/good

Autumn
2013

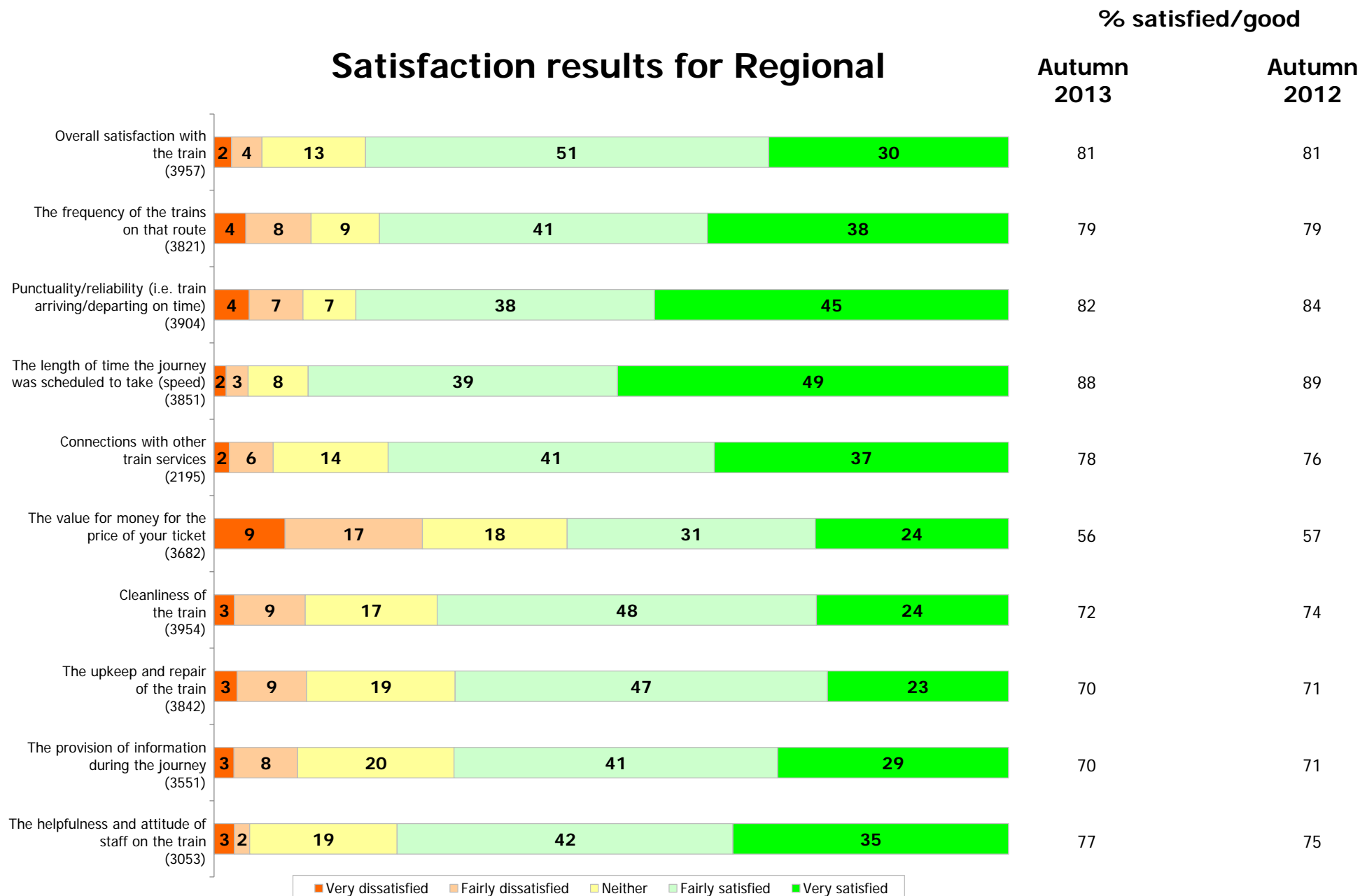
Autumn
2012

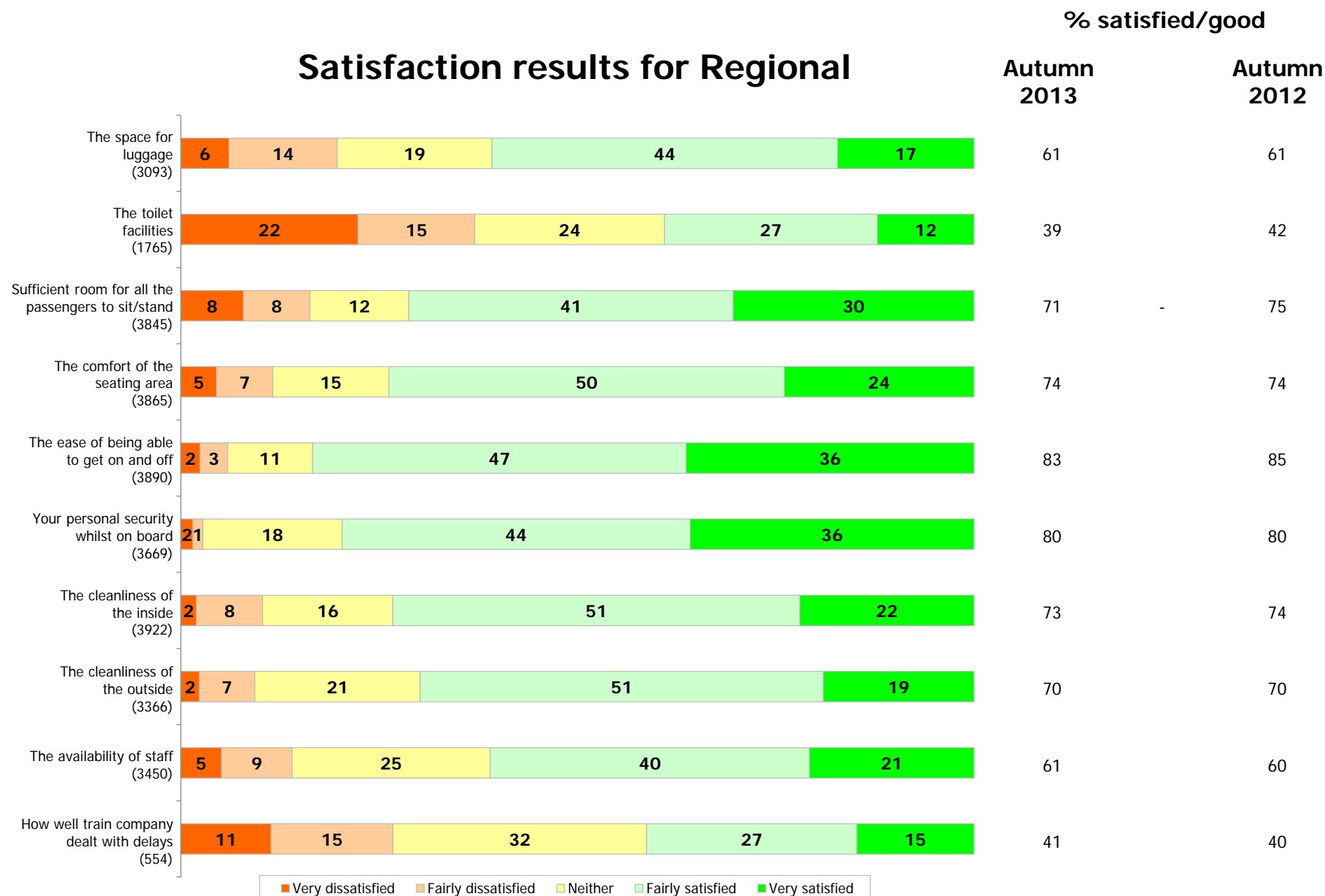






* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012





Arriva Trains Wales versus Regional

	TOC	Sector	TOC Index
Overall satisfaction	86	84	102%
STATION FACILITIES			
Overall satisfaction with the station	74	80	92%
Ticket buying facilities	82	80	103%
Provision of information about train times/platforms	81	83	97%
The upkeep/repair of the station buildings/platforms	63	77	83%
Cleanliness	64	79	81%
The facilities and services	52	55	94%
The attitudes and helpfulness of the staff	72	79	92%
Connections with other forms of public transport	66	70	95%
Facilities for car parking	62	54	115%
Overall environment	59	73	81%
Your personal security whilst using the station	67	72	93%
The availability of staff	63	67	94%
The provision of shelter facilities	67	75	90%
Availability of seating	53	59	91%
How request to station staff was handled	87	87	100%
The choice of shops/eating/drinking facilities available	34	45	75%
TRAIN FACILITIES			
Overall satisfaction with the train	81	81	101%
The frequency of the trains on that route	74	79	94%
Punctuality/reliability (i.e. the train arriving/departing on time)	86	82	105%
The length of time the journey was scheduled to take (speed)	84	88	95%
Connections with other train services	80	78	102%
The value for money of the price of your ticket	53	56	95%
Cleanliness of the train	69	72	95%
Upkeep and repair of the train	68	70	97%
The provision of information during the journey	64	70	92%
The helpfulness and attitude of staff on train	87	77	113%
The space for luggage	59	61	98%
The toilet facilities	49	39	125%
Sufficient room for all passengers to sit/stand	71	71	99%
The comfort of the seating area	75	74	102%
The ease of being able to get on and off	83	83	100%
Your personal security on board	84	80	105%
The cleanliness of the inside	67	73	92%
The cleanliness of the outside	66	70	95%
The availability of staff	72	61	118%
How well train company deals with delays	56	41	135%

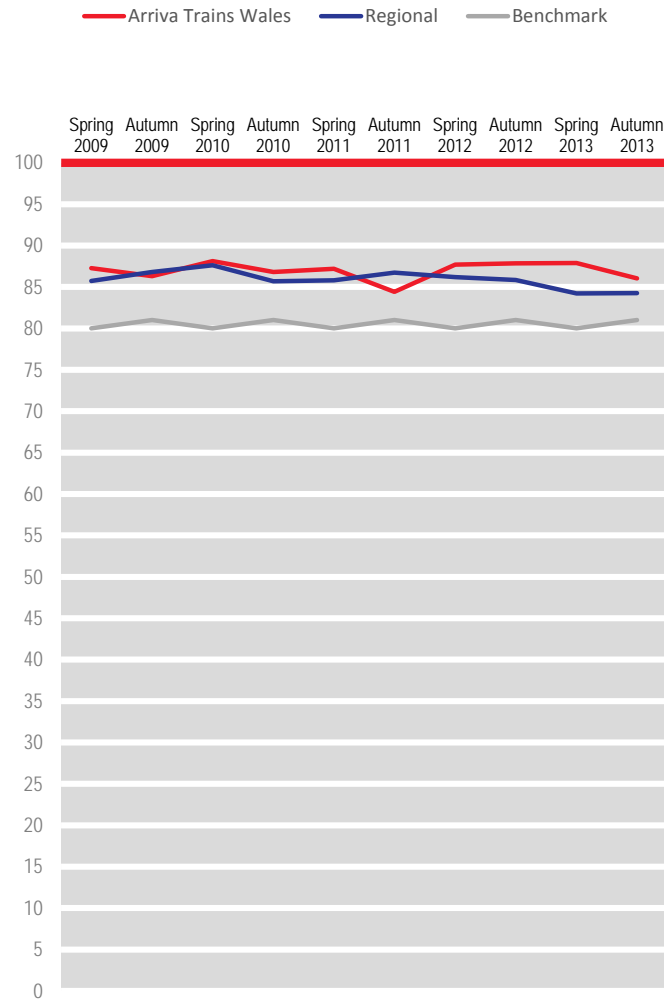
Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	85	88	86
STATION FACILITIES			
Overall satisfaction with the station	78	75	71
Ticket buying facilities	80	80	84
Provision of information about train times/platforms	82	84	80
The upkeep/repair of the station buildings/platforms	69	69	59
Cleanliness	71	72	58
The facilities and services	59	56	45
The attitudes and helpfulness of the staff	77	78	68
Connections with other forms of public transport	72	62	65
Facilities for car parking	52	66	64
Overall environment	69	67	52
Your personal security whilst using the station	72	68	65
The availability of staff	63	63	63
The provision of shelter facilities	72	73	63
Availability of seating	58	59	49
How request to station staff was handled	95	88	83
The choice of shops/eating/drinking facilities available	45	40	22
TRAIN FACILITIES			
Overall satisfaction with the train	83	86	79
The frequency of the trains on that route	63	74	80
Punctuality/reliability (i.e. the train arriving/departing on time)	86	85	87
The length of time the journey was scheduled to take (speed)	77	84	88
Connections with other train services	70	79	88
The value for money of the price of your ticket	53	55	53
Cleanliness of the train	81	79	59
Upkeep and repair of the train	80	76	59
The provision of information during the journey	65	69	62
The helpfulness and attitude of staff on train	83	87	89
The space for luggage	52	65	62
The toilet facilities	52	60	43
Sufficient room for all passengers to sit/stand	69	77	70
The comfort of the seating area	79	79	72
The ease of being able to get on and off	81	82	84
Your personal security on board	82	85	84
The cleanliness of the inside	81	79	56
The cleanliness of the outside	73	77	59
The availability of staff	67	75	74
How well train company deals with delays	50	53	59

Percentage satisfied with aspects of station where boarded

Overall satisfaction

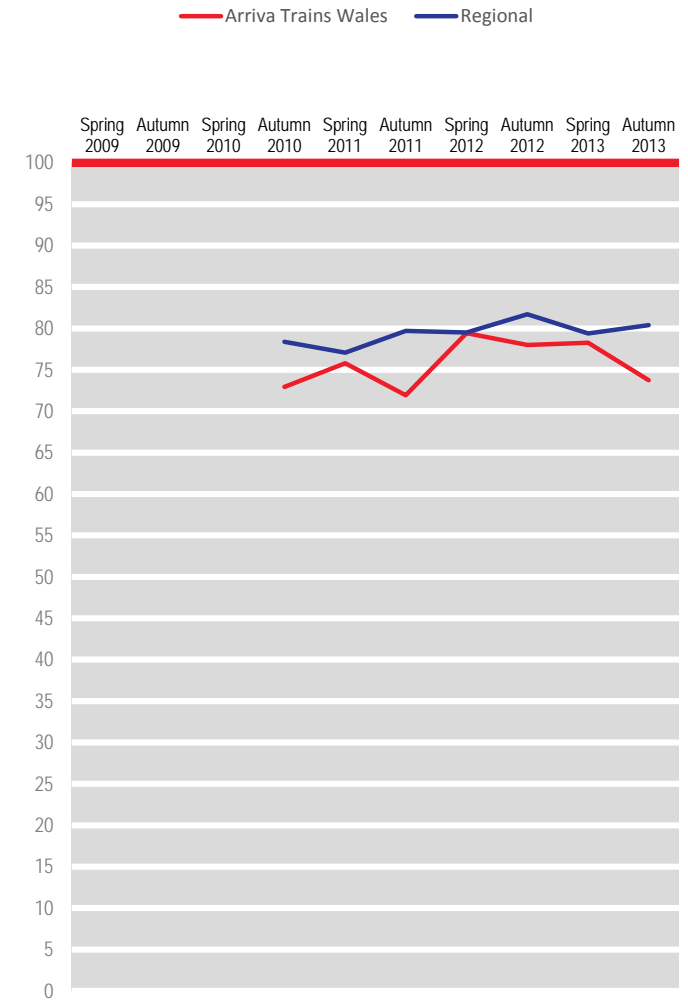
(1206)
Percentage of passengers satisfied 2009 to 2013



Target 81

Overall station satisfaction

(1193)
Percentage of passengers satisfied 2009 to 2013

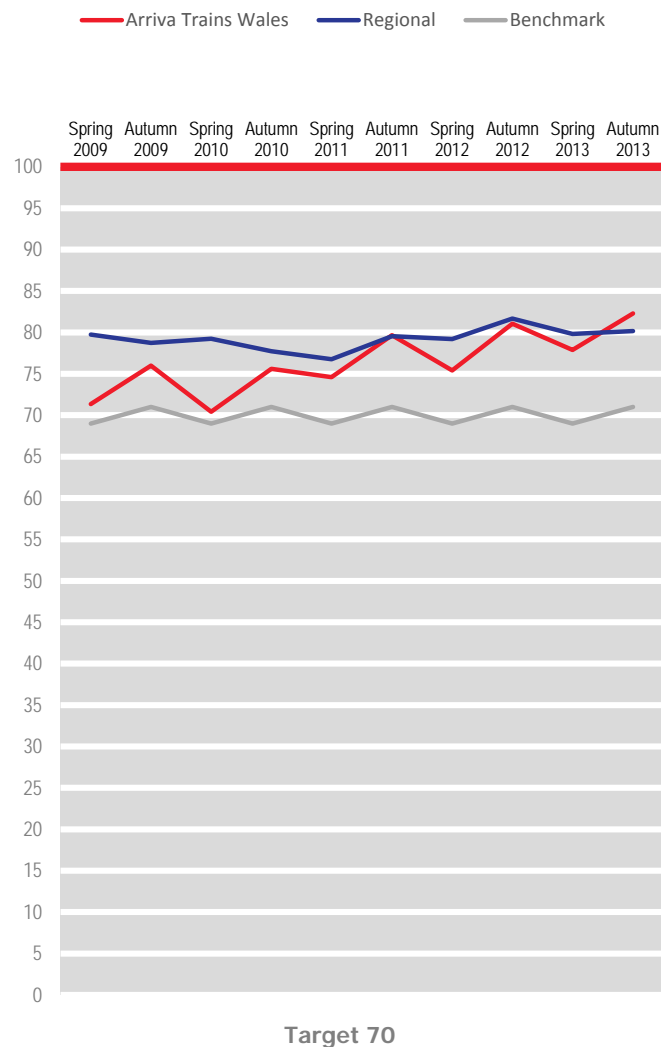


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(637)

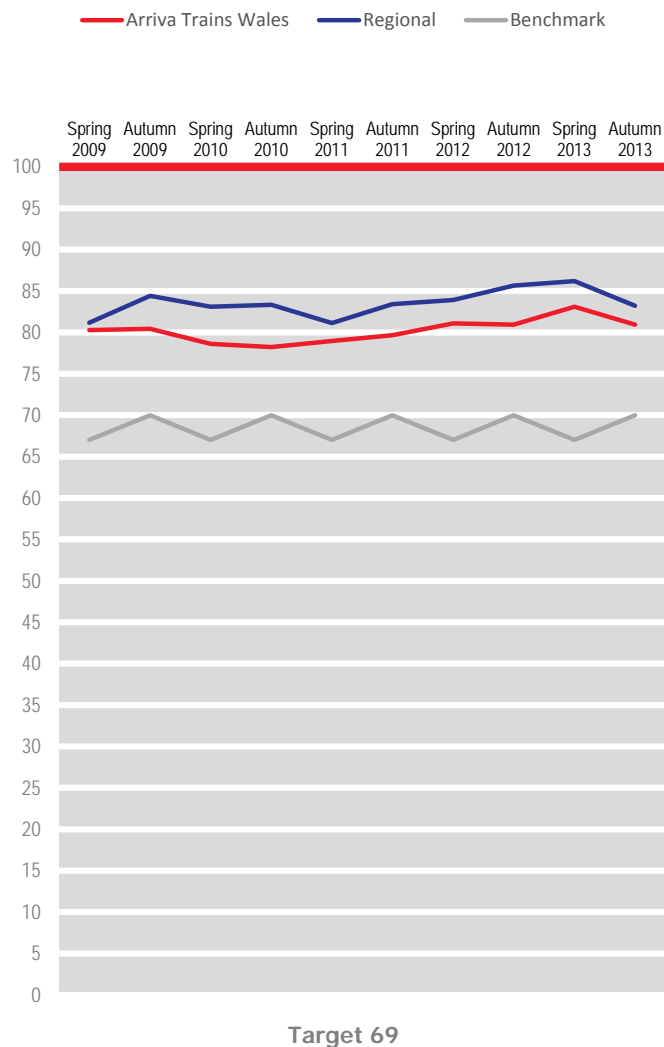
Percentage of passengers satisfied 2009 to 2013



Provision of information about train times/platforms

(1158)

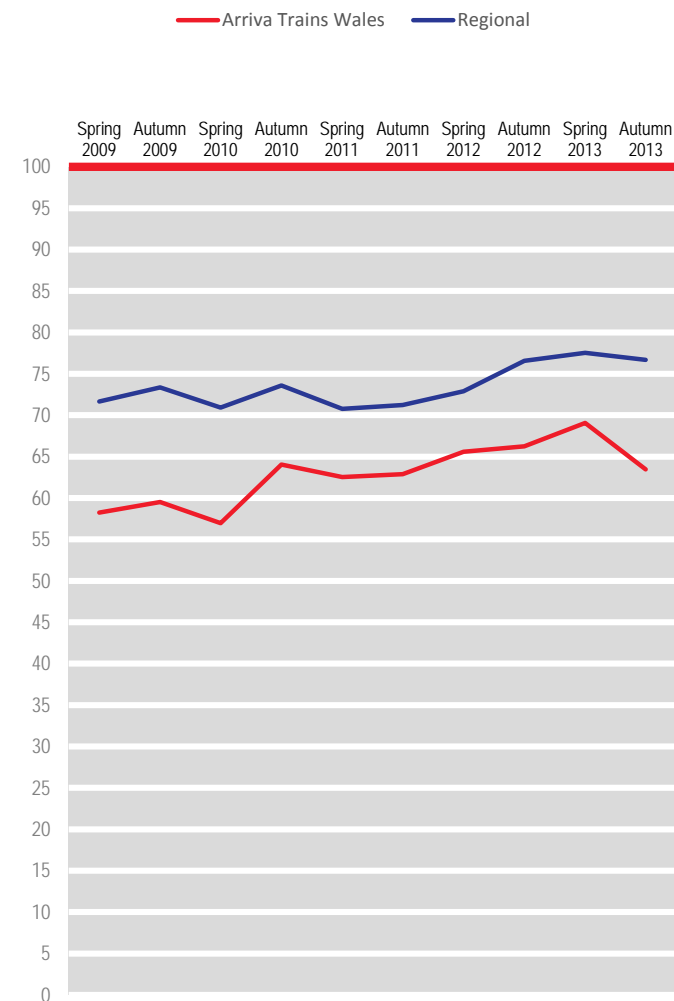
Percentage of passengers satisfied 2009 to 2013



The upkeep/repair of the station building/platforms

(1146)

Percentage of passengers satisfied 2009 to 2013

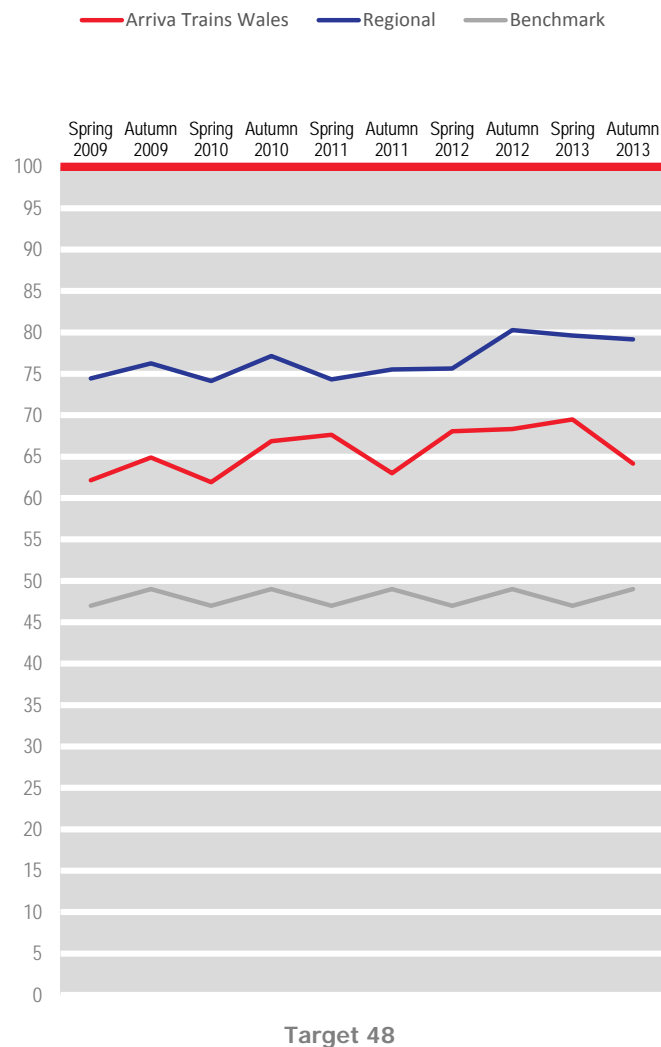


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1138)

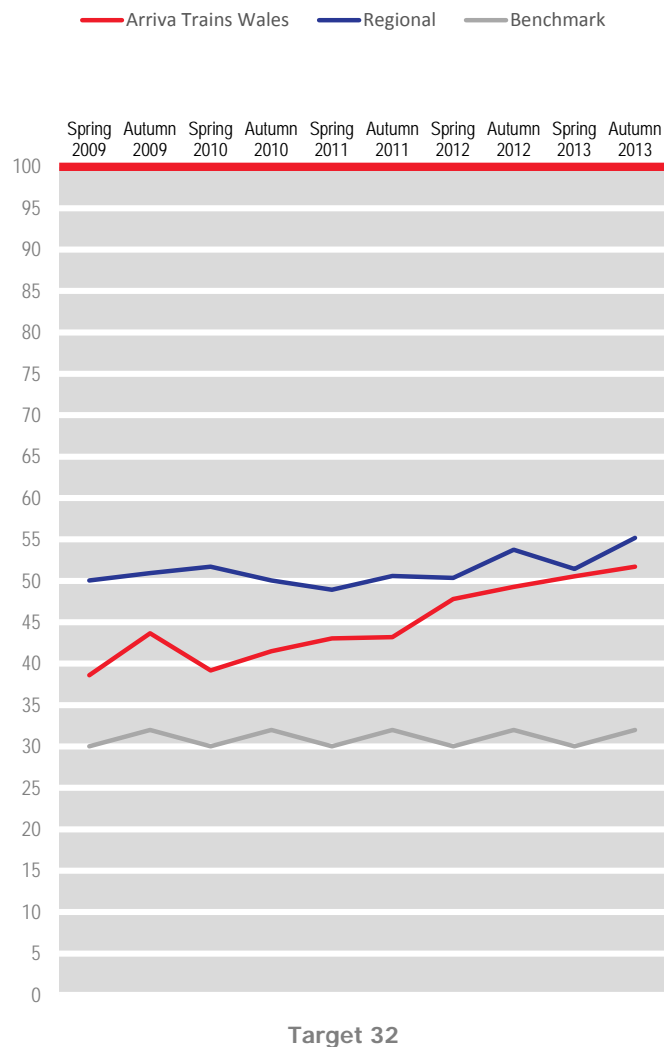
Percentage of passengers satisfied 2009 to 2013



The facilities and services at the station

(999)

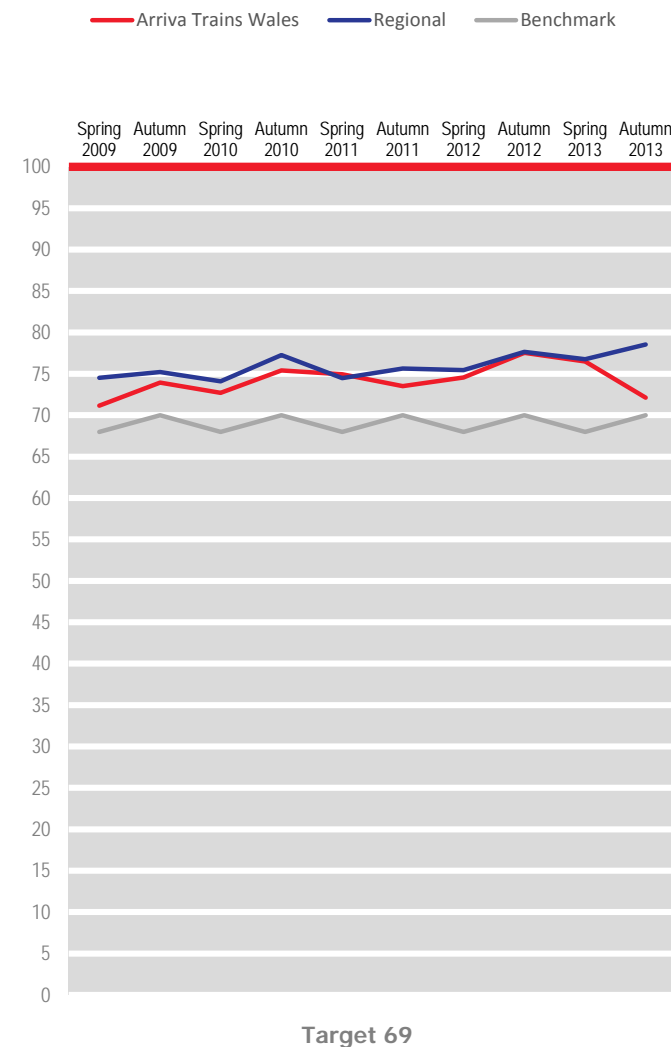
Percentage of passengers satisfied 2009 to 2013



The attitudes and helpfulness of the staff at the station

(869)

Percentage of passengers satisfied 2009 to 2013



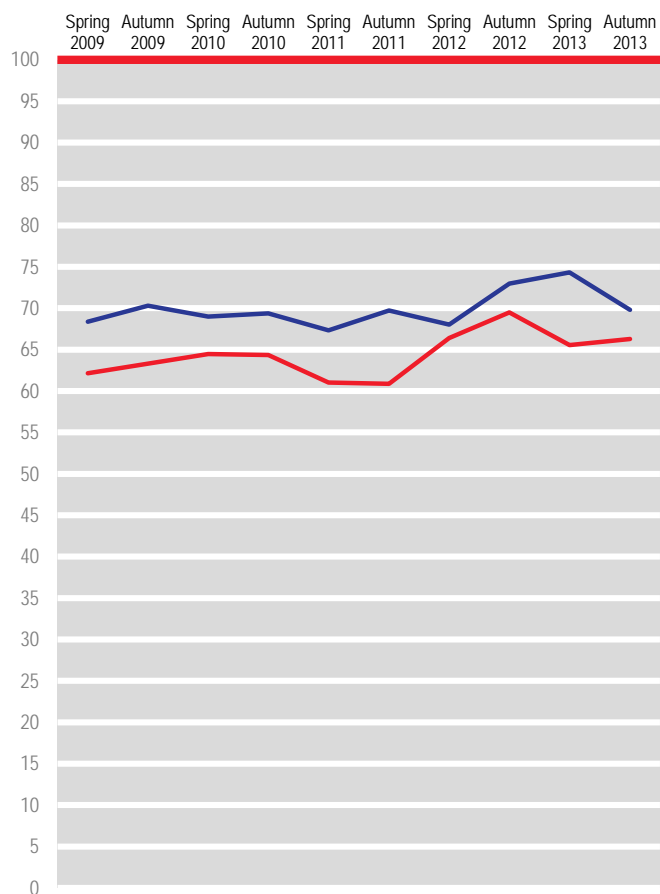
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(757)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

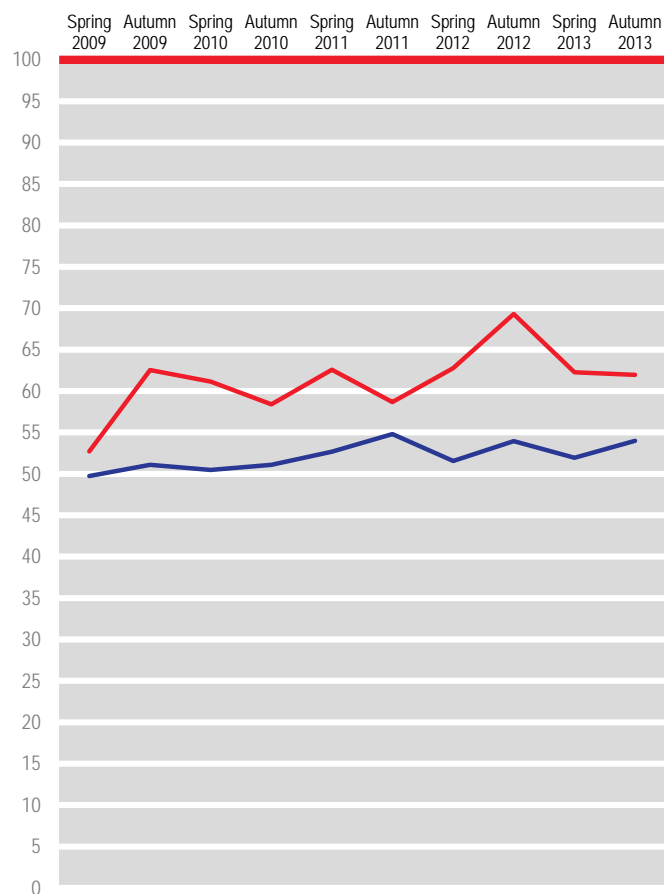


Facilities for car parking at the station

(616)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

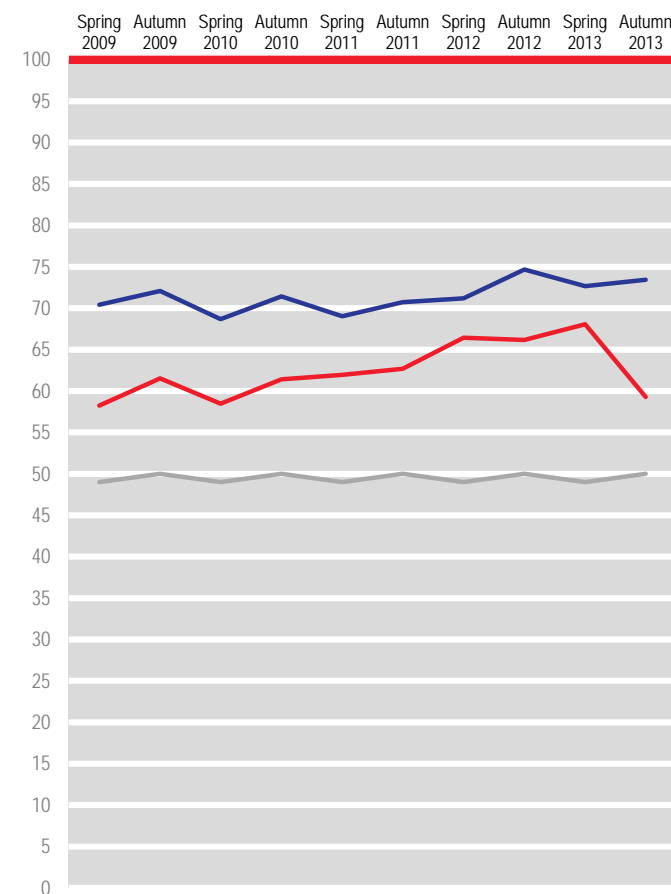


Overall station environment

(1141)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional — Benchmark



Target 50

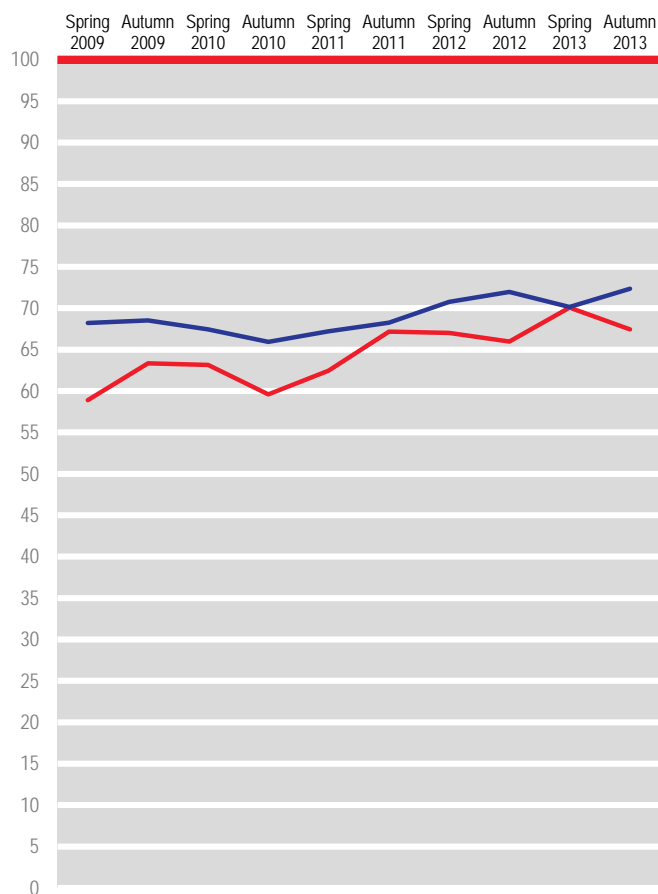
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1023)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

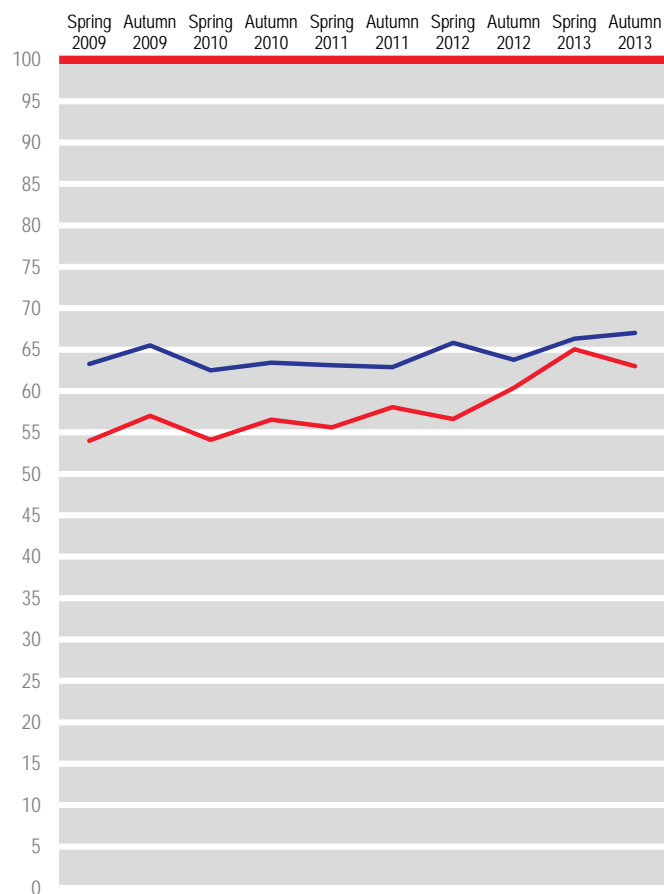


The availability of staff at the station

(995)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

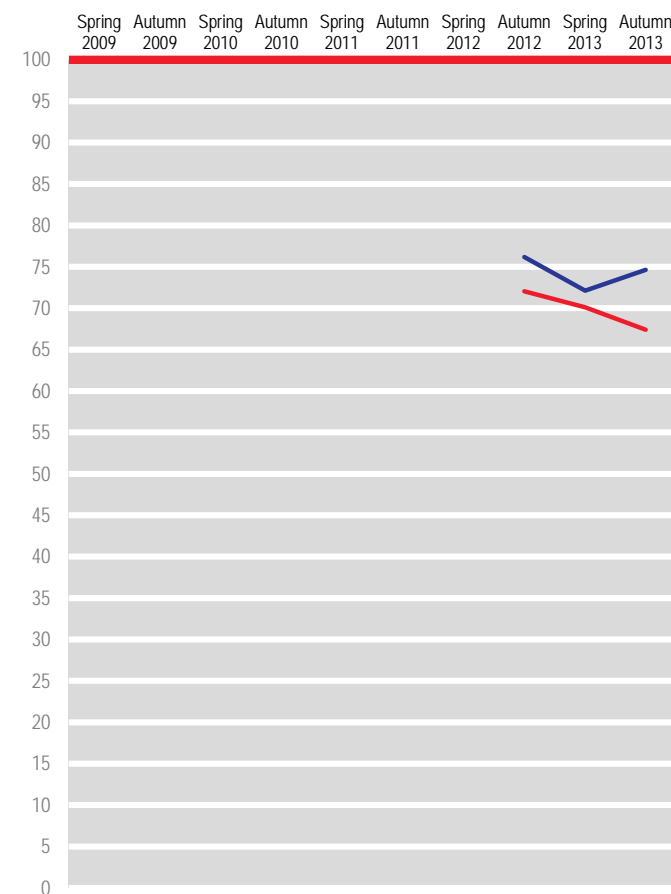


The provision of shelter facilities

(1042)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

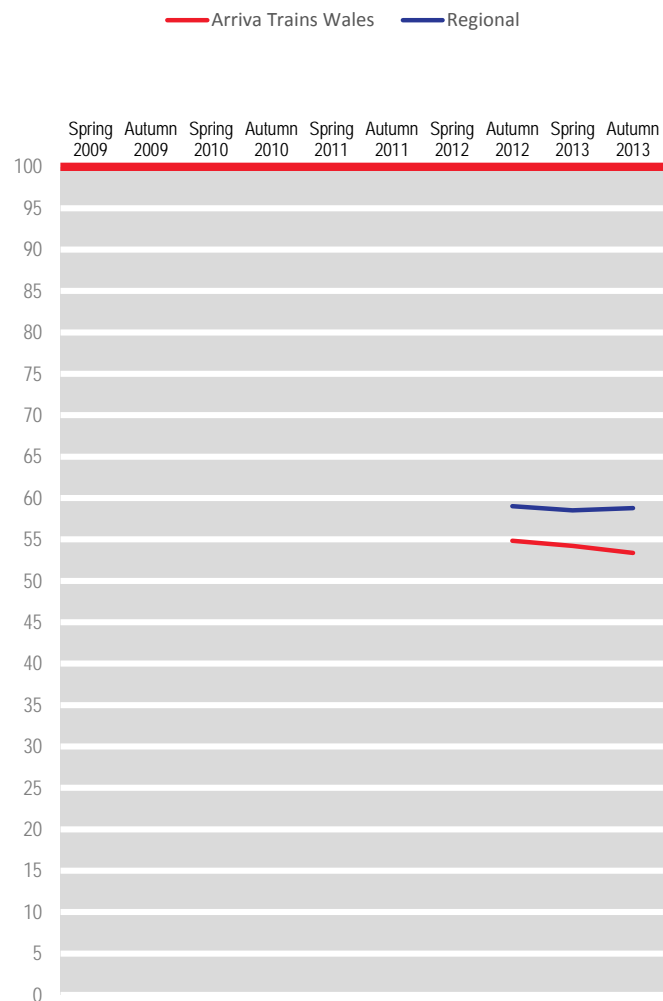


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(1079)

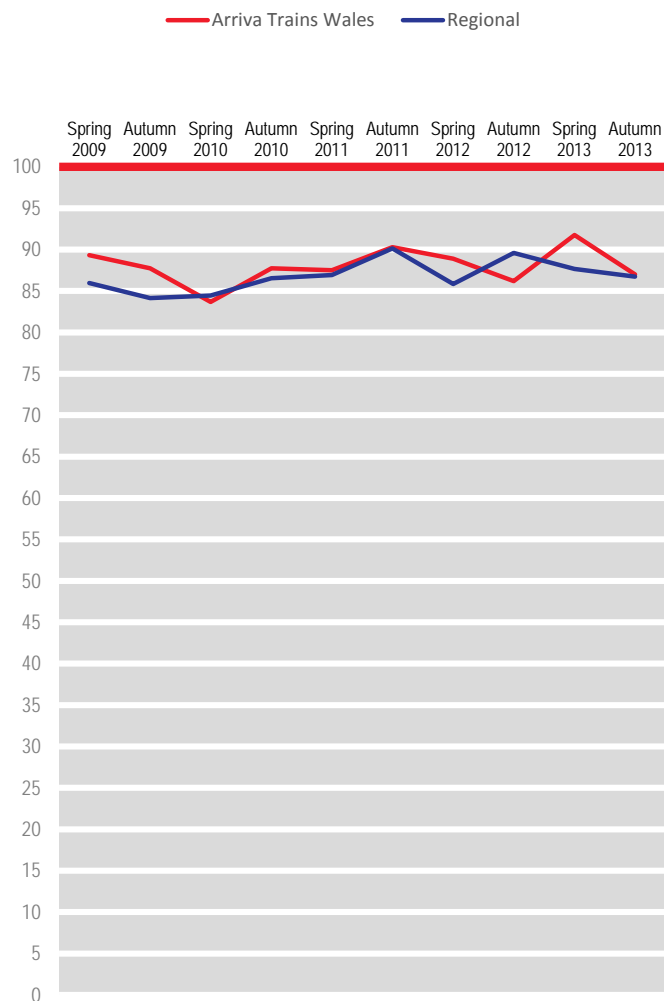
Percentage of passengers satisfied 2009 to 2013



How request to station staff was handled

(274)

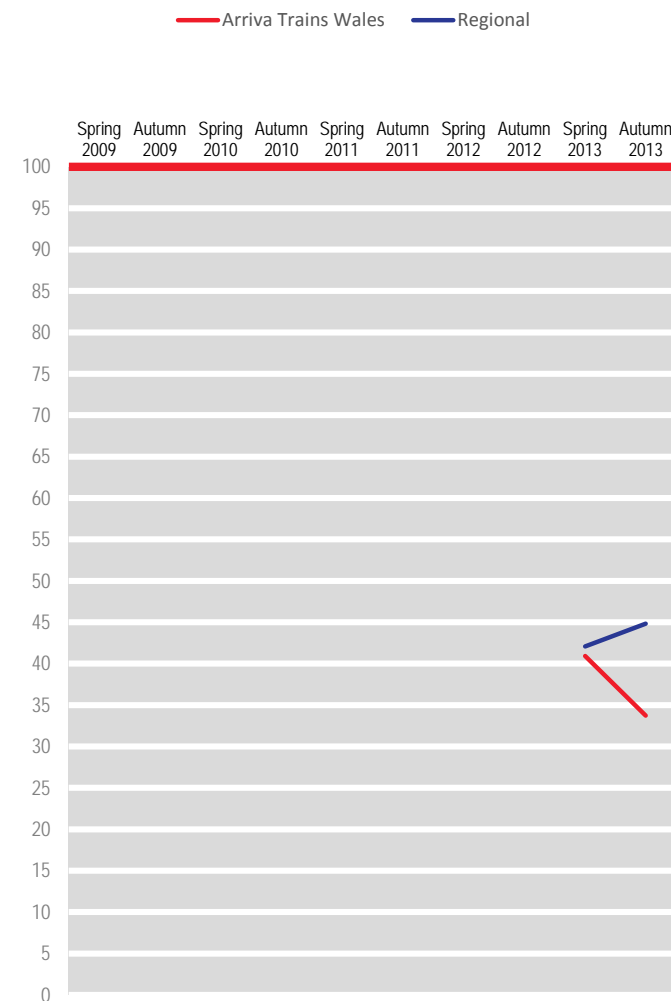
Percentage of passengers satisfied 2009 to 2013



The choice of shops/eating/drinking facilities available

(980)

Percentage of passengers satisfied 2009 to 2013



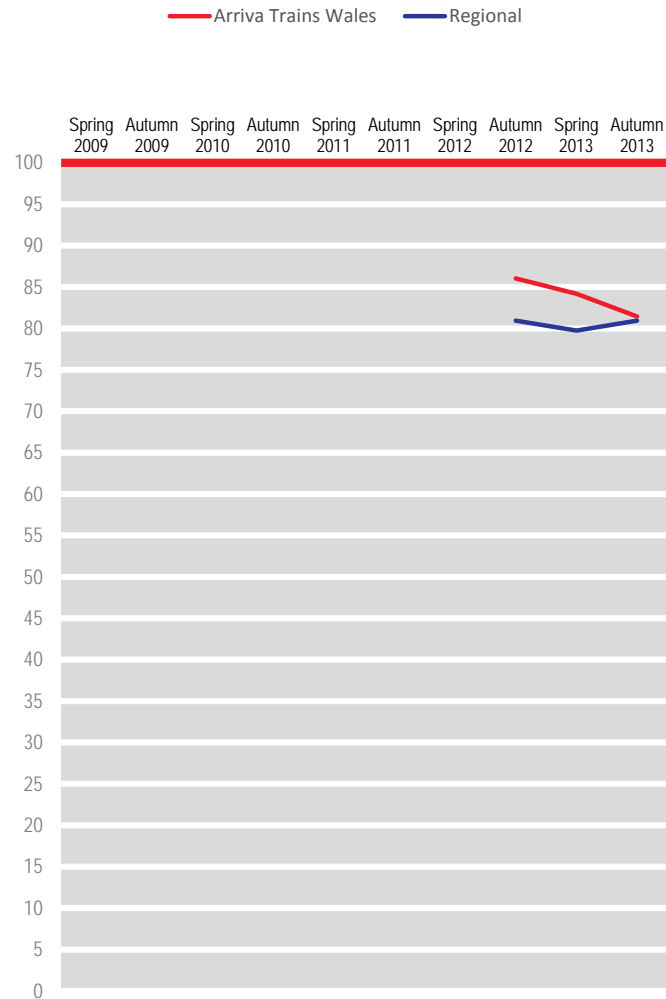
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfied with aspects of the train

Overall satisfaction with the train

(1216)

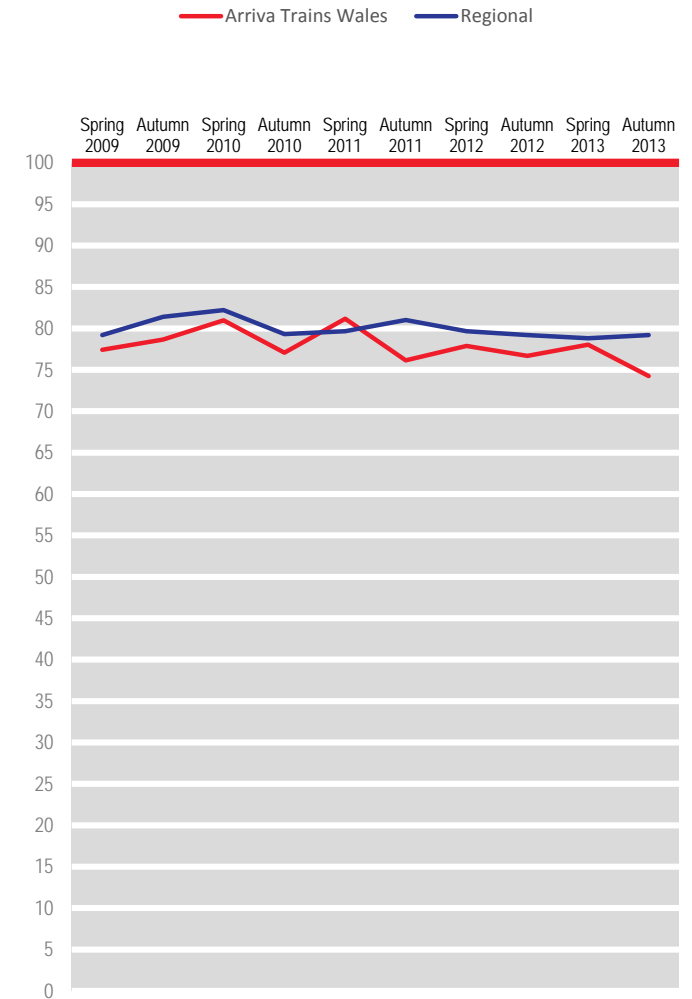
Percentage of passengers satisfied 2009 to 2013



The frequency of trains on that route

(1131)

Percentage of passengers satisfied 2009 to 2013



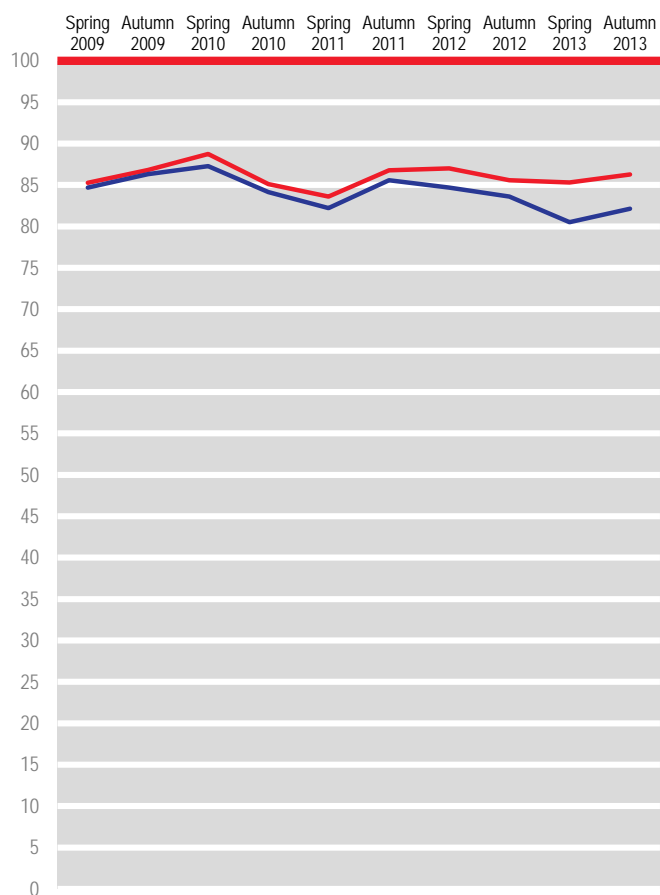
N.B. Benchmarks and targets are only shown for applicable factors

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

(1191)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

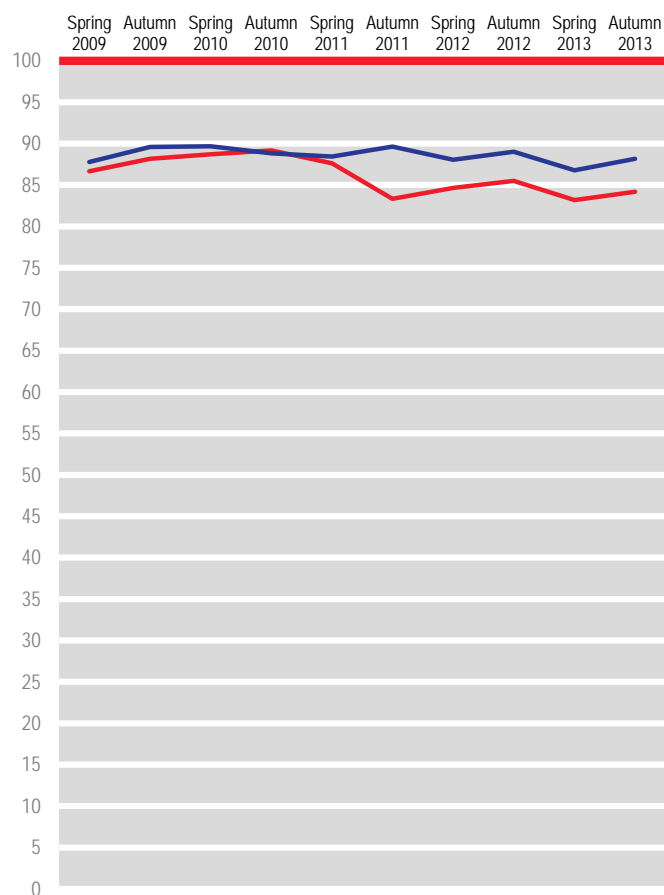


The length of time the journey was scheduled to take (speed)

(1172)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

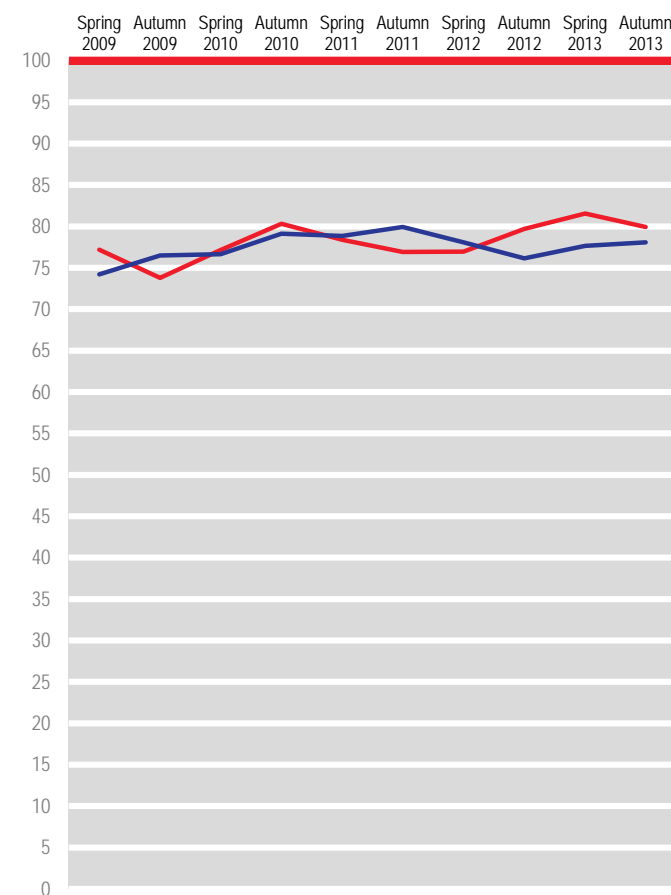


Connections with other train services

(773)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

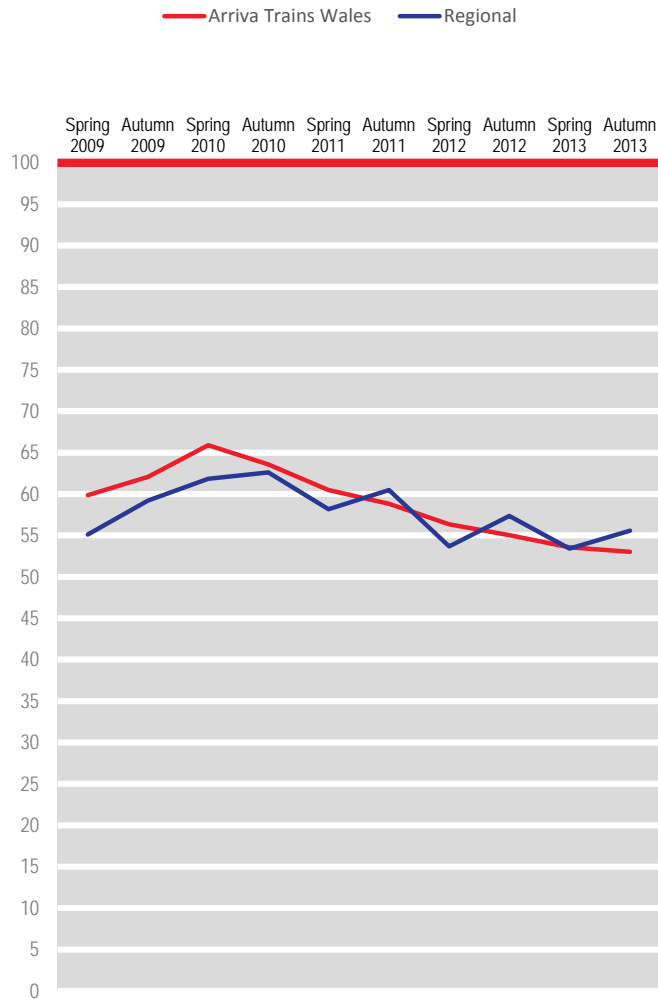


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1162)

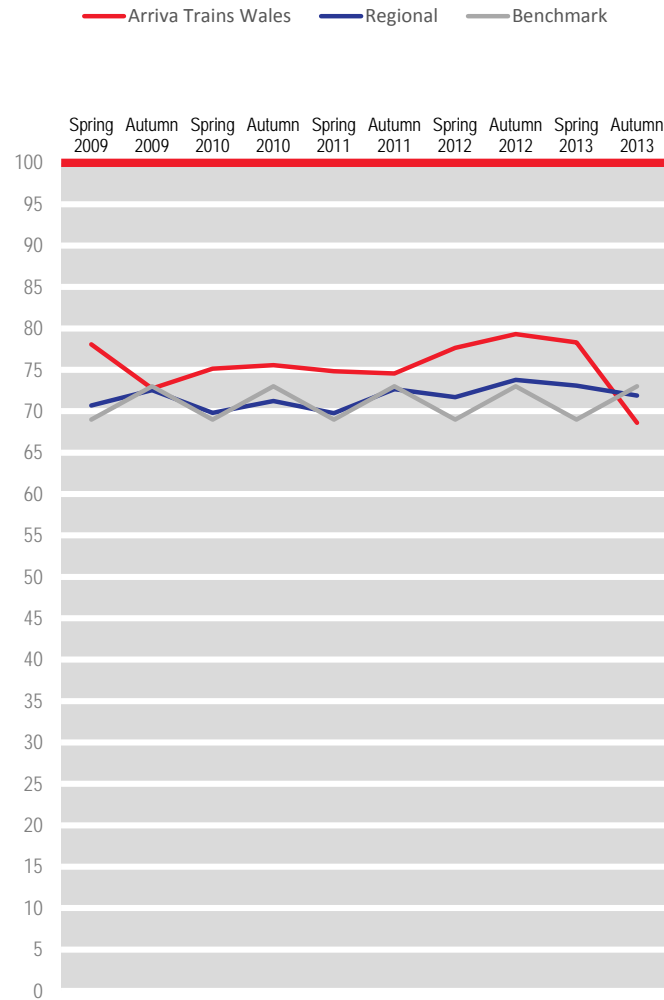
Percentage of passengers satisfied 2009 to 2013



Cleanliness of the train

(1220)

Percentage of passengers satisfied 2009 to 2013

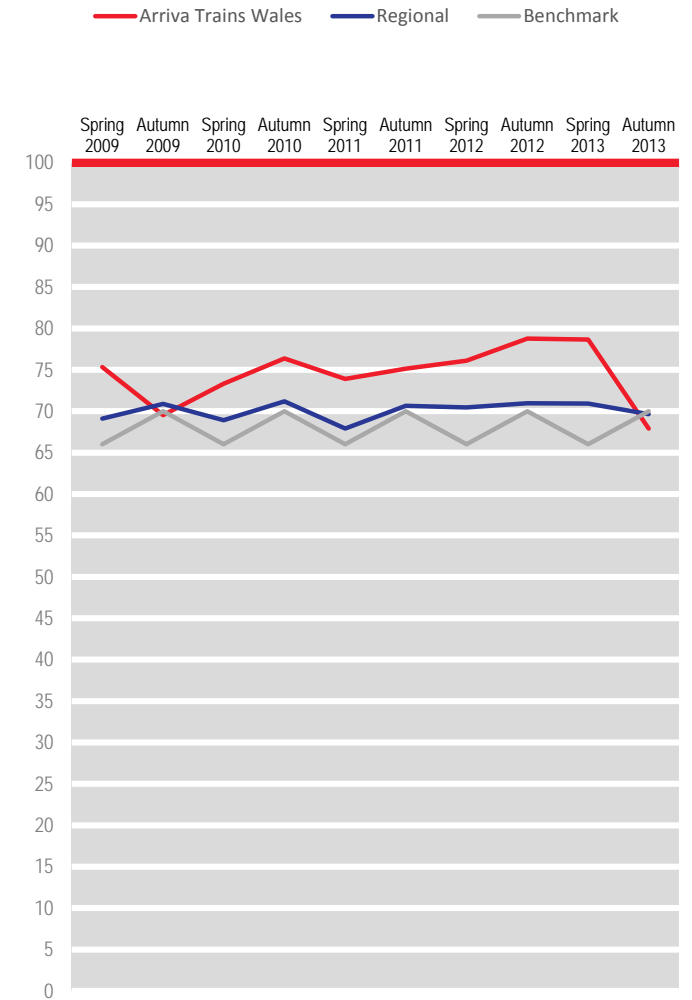


Target 71

Upkeep and repair of the train

(1181)

Percentage of passengers satisfied 2009 to 2013



Target 68

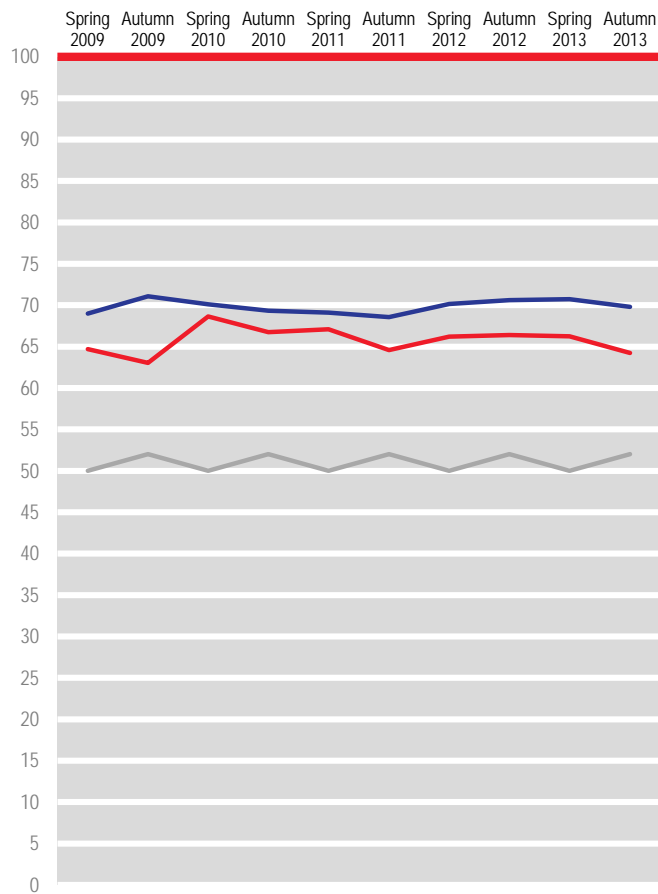
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1086)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional — Benchmark



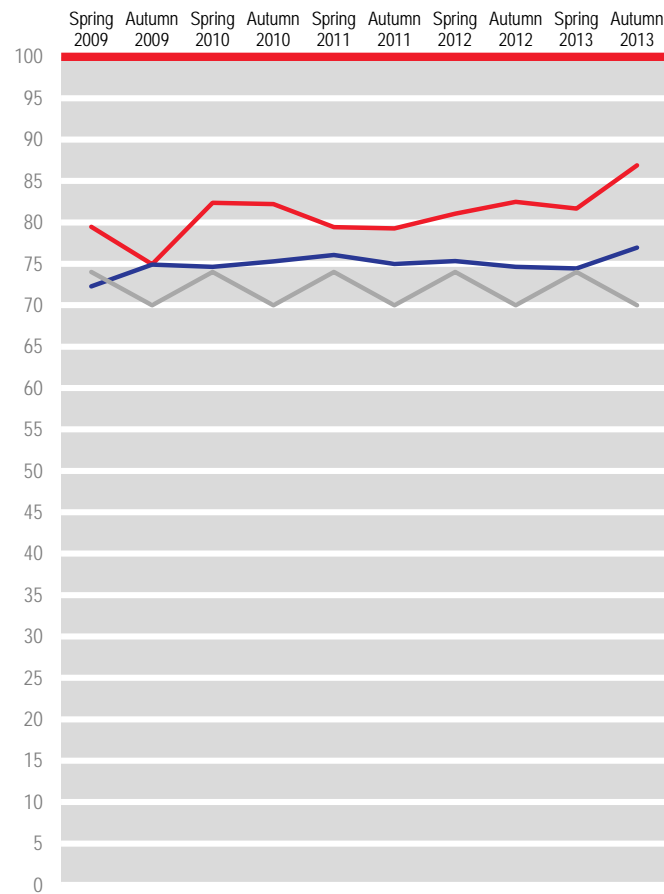
Target 51

The helpfulness and attitude of staff on the train

(1038)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional — Benchmark



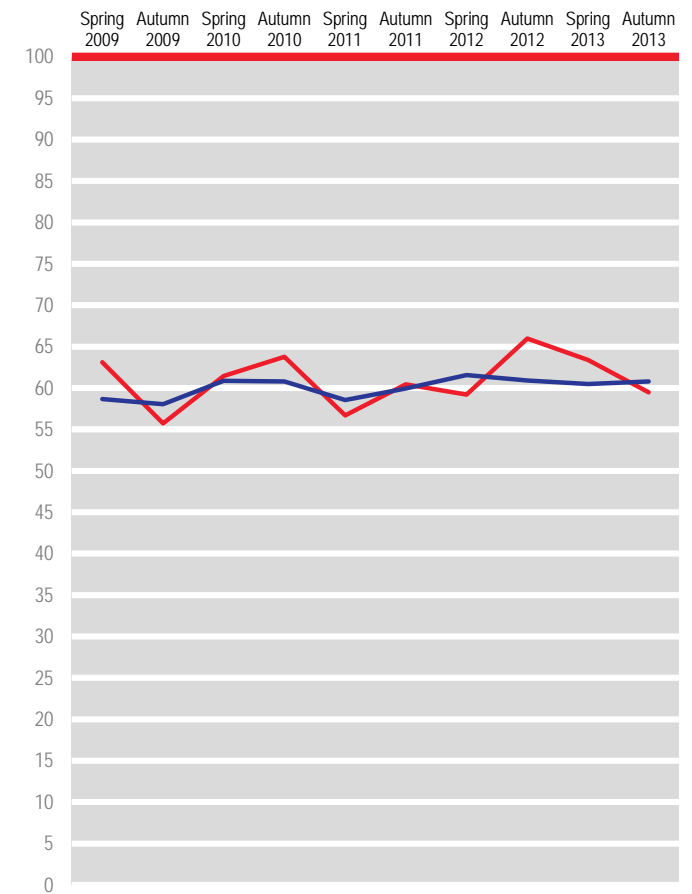
Target 72

The space for luggage

(1054)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

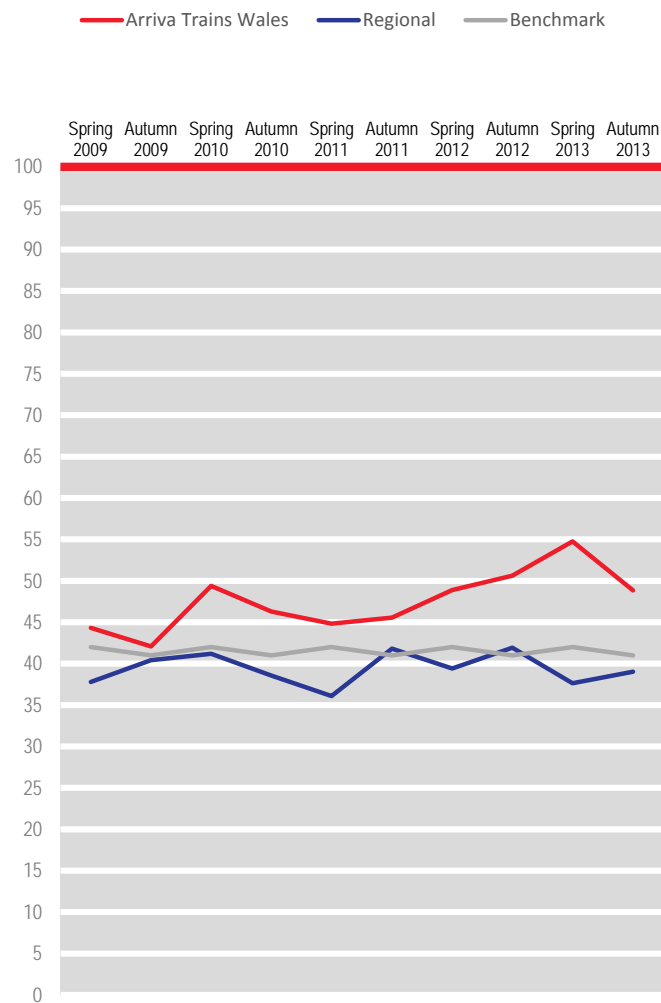


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(707)

Percentage of passengers satisfied 2009 to 2013

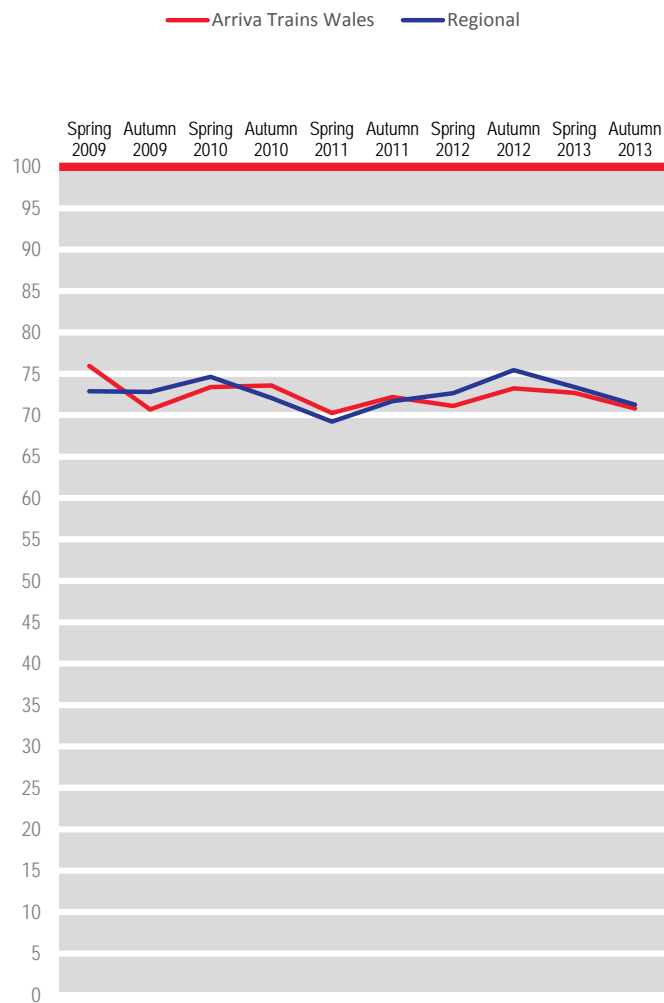


Target 42

Sufficient room for all the passengers to sit/stand

(1183)

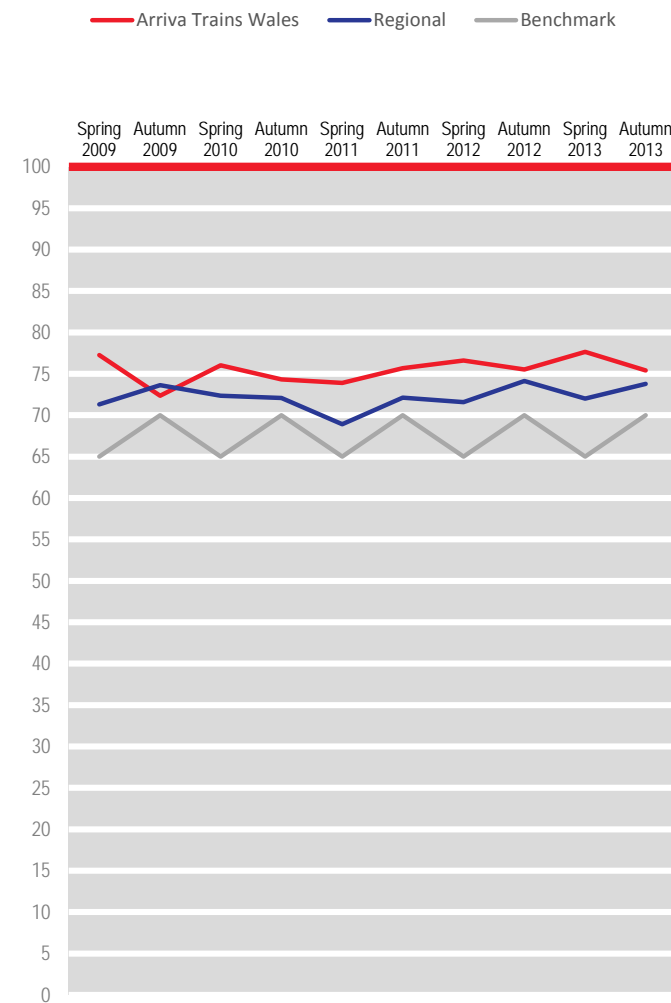
Percentage of passengers satisfied 2009 to 2013



The comfort of the seating area

(1190)

Percentage of passengers satisfied 2009 to 2013



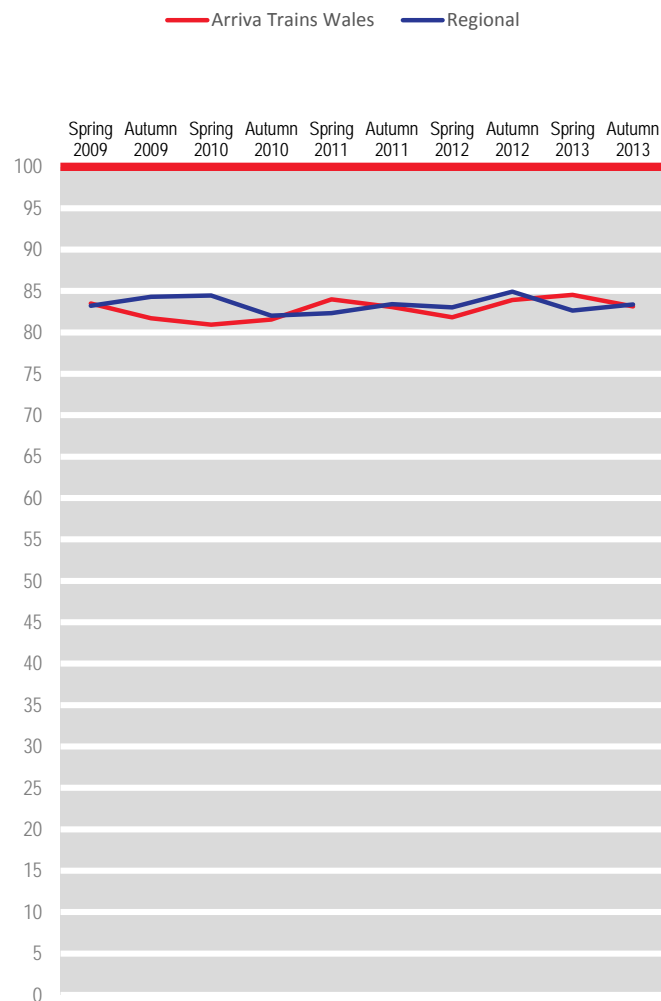
Target 68

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

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

(1193)

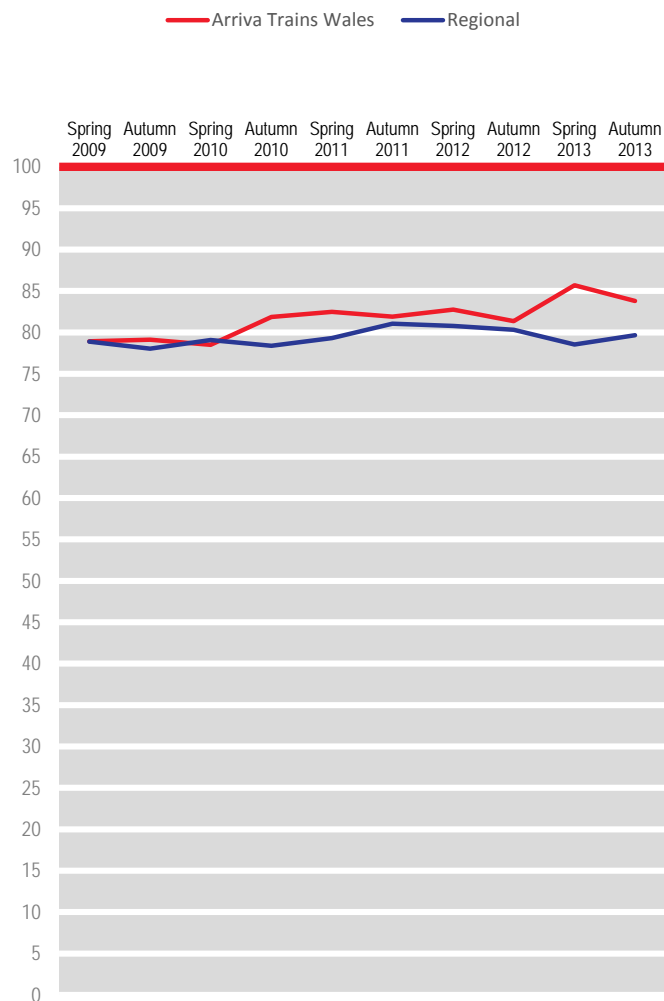
Percentage of passengers satisfied 2009 to 2013



Your personal security whilst on board

(1117)

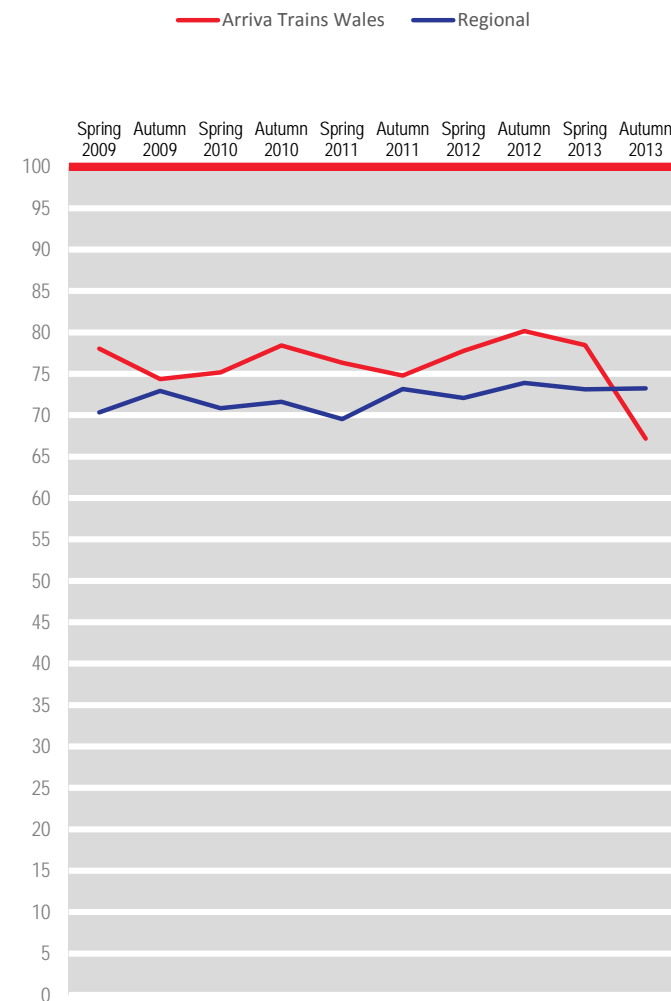
Percentage of passengers satisfied 2009 to 2013



The cleanliness of the inside of the train

(1203)

Percentage of passengers satisfied 2009 to 2013



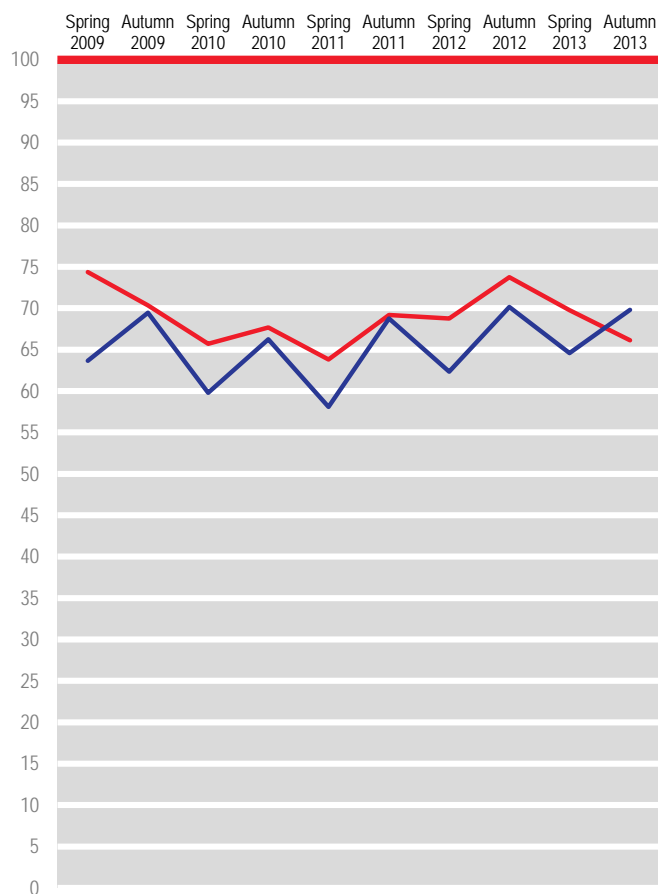
N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(988)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

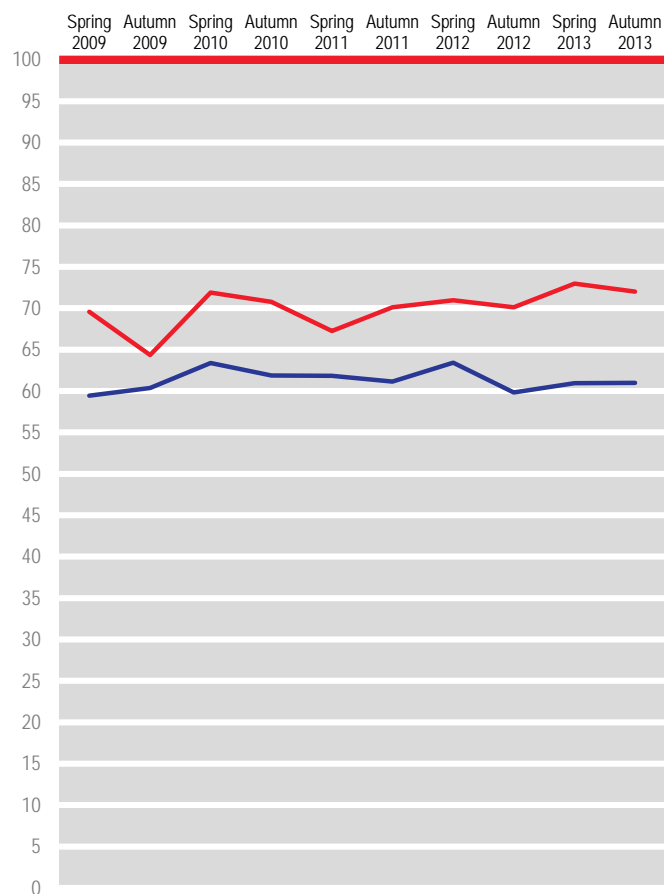


The availability of staff on the train

(1094)

Percentage of passengers satisfied 2009 to 2013

— Arriva Trains Wales — Regional

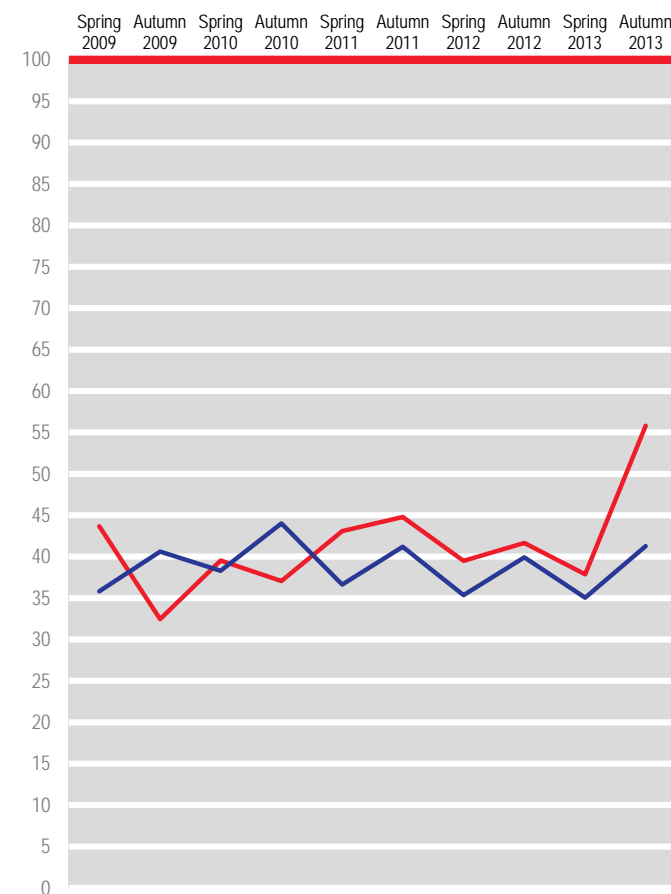


How well train company dealt with delays

(139)

Percentage of passengers satisfied 2009 to 2013

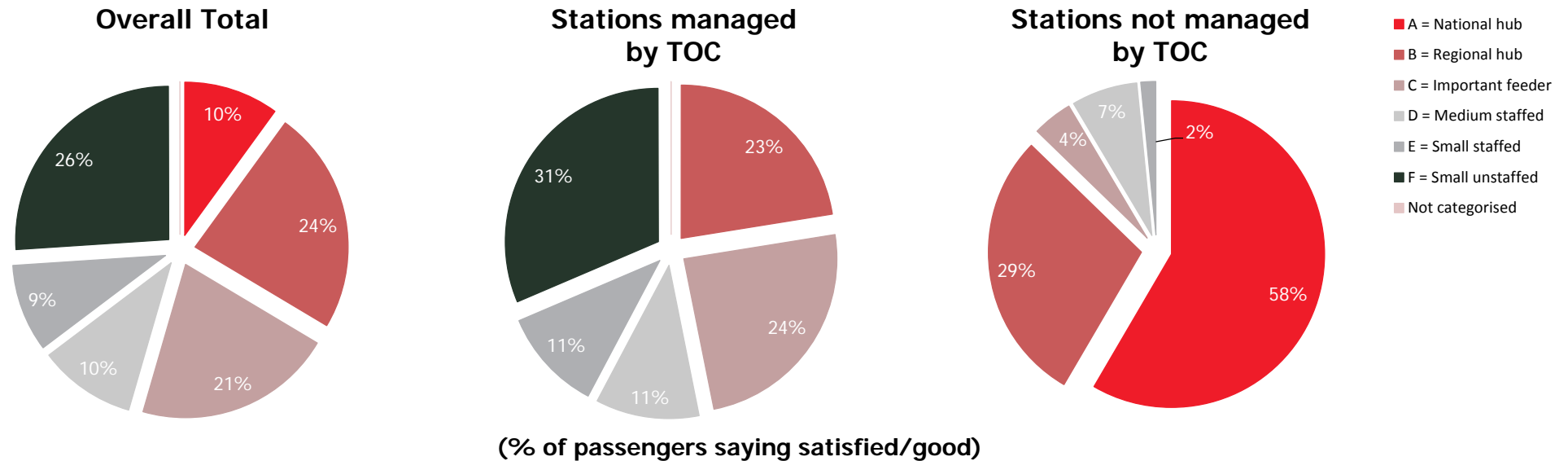
— Arriva Trains Wales — Regional



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

Managed versus non-managed stations for Arriva Trains Wales

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



	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	73		80
Ticket buying facilities	82		82
Provision of information about train times/platforms	81		79
The upkeep/repair of the station buildings/platforms	62		70
Cleanliness	63		72
The facilities and services	49	-	65
The attitudes and helpfulness of the staff	71		76
Connections with other forms of public transport	65		72
Facilities for car parking	63		52
Overall environment	57	-	69
Your personal security whilst using the station	67		71
The availability of staff	63		65
The provision of shelter facilities	66	-	77
Availability of seating	52		58
How request to station staff was handled	86		92
The choice of shops/eating/drinking facilities available	29	-	54

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
DELAY					
None	84	79			
Minor	13	18			
Major	1	2			
LENGTH OF DELAY					
5 minutes or less	37	48			
6-10 minutes	31	23			
11-20 minutes	17	15			
21-30 minutes	1	7			
31-60 minutes	3	2			
More than 1 hour	1	1			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	23	15	Very well	17	17
Fairly well	31	28	Fairly well	37	28
Neither well nor poorly	14	19	Neither well nor poorly	29	24
Fairly poorly	9	14	Fairly poorly	6	11
Very poorly	23	25	Very poorly	10	20
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	25	14	Very well	31	14
Fairly well	29	31	Fairly well	38	26
Neither well nor poorly	26	21	Neither well nor poorly	18	29
Fairly poorly	9	13	Fairly poorly	5	11
Very poorly	10	20	Very poorly	9	20
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	19	18	Very well	5	9
Fairly well	36	30	Fairly well	38	20
Neither well nor poorly	30	24	Neither well nor poorly	13	20
Fairly poorly	5	12	Fairly poorly	5	17
Very poorly	10	16	Very poorly	39	35

5 5.2 Passenger experience relating to disability

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
DISABILITY OR LONG TERM ILLNESS					
Mobility	2	3			
Wheelchair user	0	0			
Hearing	1	2			
Eyesight	1	1			
Speech impairment	0	0			
Learning difficulties	1	0			
Other	1	1			
None	90	89			
Don't know/no answer	3	4			
NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL					
Yes	6	4			
No	94	96			
SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING			TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS		
Very satisfied	67	55	Very satisfied	34	28
Fairly satisfied	20	13	Fairly satisfied	44	43
Neither satisfied nor dissatisfied	13	9	Neither satisfied nor dissatisfied	11	17
Fairly dissatisfied	-	22	Fairly dissatisfied	7	5
Very dissatisfied	-	-	Very dissatisfied	5	7
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	40	39	Very satisfied	21	6
Fairly satisfied	37	32	Fairly satisfied	65	91
Neither satisfied nor dissatisfied	9	18	Neither satisfied nor dissatisfied	14	2
Fairly dissatisfied	9	5	Fairly dissatisfied	-	-
Very dissatisfied	6	7	Very dissatisfied	-	-

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	46	43	White	91	95
Female	51	55	Mixed	1	1
			Asian or Asian British	1	1
			Black or Black British	2	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-25	21	12	Commuter	32	38
26-34	16	12	Business	10	10
35-44	13	14	Leisure	58	52
45-54	24	22			
55-59	7	12			
60-64	7	9			
65+	10	17			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	53	52	Yes	54	66
Working Part Time	13	14	No	46	34
Not Working	6	4			
Retired	13	21	TIME OF TRAVEL		
Full Time Student	12	6	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	28	28	Yes asked for help	10	6
Middle Managerial	14	14	Yes asked for information	13	8
Junior Managerial/Clerical/Supervisory	10	13	Could not find anyone to ask	6	5
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	10	8	No	70	81
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	5	3			
Full time student	4	2	DO YOU REGULARLY USE THE INTERNET		
Retired	15	20	Yes, at home	87	84
Unemployed/between jobs	2	1	Yes, at work	49	53
Housewife/house-husband	1	1	No	9	11
Other	6	5			

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	77	76	Better telephone enquiry/booking service	9	6
With other adults 16+	19	21	Better internet enquiry/booking service	16	16
With children aged 0-4	2	1	Better information facilities at stations	21	17
With children aged 5-10	2	2	Better route maps of the rail network	20	15
With children aged 11-15	2	2	Make timetables easier to read	24	21
			Better ticket buying facilities at station ticket offices	14	14
			Better ticket buying facilities at station ticket machines	13	14
			Better promotion when advanced tickets available	38	33
			Other	15	13
			None of these	19	23
TRAVELLING WITH ...					
Heavy/bulky luggage/other large items	29	15			
Pushchair	0	1			
Folding bicycle	2	1			
Non-folding bicycle	2	2			
Dog	1	0			
Wheelchair	0	0			
Helper	0	0			
None apply	65	80			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	28	20			
Anytime day single/return	24	19			
Off-peak/super off-peak single/return	14	7			
Off-peak/super off-peak day single/return	7	9			
Advance	10	4			
Day travelcard	1	2			
Oyster pay as you go	-	0			
Weekly or monthly season ticket	9	15			
Annual season ticket	1	5			
Special promotion ticket	0	1			
Rail staff pass/privilege ticket/police	1	2			
Free travel pass (e.g. Freedom Pass)	0	7			
Other	2	7			
Don't know/no answer	1	3			

Station sample sizes for Arriva Trains Wales

Station	Unweighted	Station	Unweighted	Station	Unweighted
Cardiff Central	163	Aberdare	3	Whitchurch	1
Swansea	125	Pontlloftyn	3	Danescourt	1
Shrewsbury	88	Pontypridd	3	Porthmadog	1
Manchester Piccadilly	87	Wellington (Shropshire)	3	Pyle	1
Newport (South Wales)	80	Clunderwen	3	Wrexham General	1
Carmarthen	77	Llanhavan	3	Rhiwbina	1
Crewe	58	Smethwick Galton Bridge	3		
Birmingham International	46	Pengam	2		
Hereford	40	Cardiff Bay	2		
Birmingham New Street	38	Pontyclun	2		
Haverfordwest	36	Cathays	2		
Aberystwyth	34	Llanishen	2		
Milford Haven	33	Dingle Road	2		
Stockport	26	Chepstow	2		
Neath	25	Gloucester	2		
Bridgend	22	Chester	2		
Machynlleth	20	Abercynon South	2		
Wolverhampton	20	Tir-Phil	2		
Llanelli	19	Heath High Level	2		
Ludlow	13	Clarbeston Road	2		
Church Stretton	12	Aber	2		
Wilmslow	10	Whitland	2		
Abergavenny	10	Johnston (Dyfed)	2		
Welshpool	9	Coryton	2		
Pembrey And Burry Port	9	Ystrad Mynach	2		
Fishguard Harbour	9	Sarn	1		
Gowerton	8	Severn Tunnel Junction	1		
Telford Central	7	Nantwich	1		
Maesteg	7	Baglan	1		
Warrington Bank Quay	6	Craven Arms	1		
Leominster	6	Garth	1		
Cardiff Queen Street	5	Taffs Well	1		
Port Talbot Parkway	5	Lydney	1		
Cwmbran	4	Caerphilly	1		
Newtown (Powys)	4	Kidwelly	1		
Hengoed	4	Borth	1		
Manchester Oxford Road	4	Lisvane And Thornhill	1		
Bargoed	3	Whitchurch (Glamorgan)	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
	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



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