



# National Rail Passenger Survey

## Merseyrail 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](http://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.

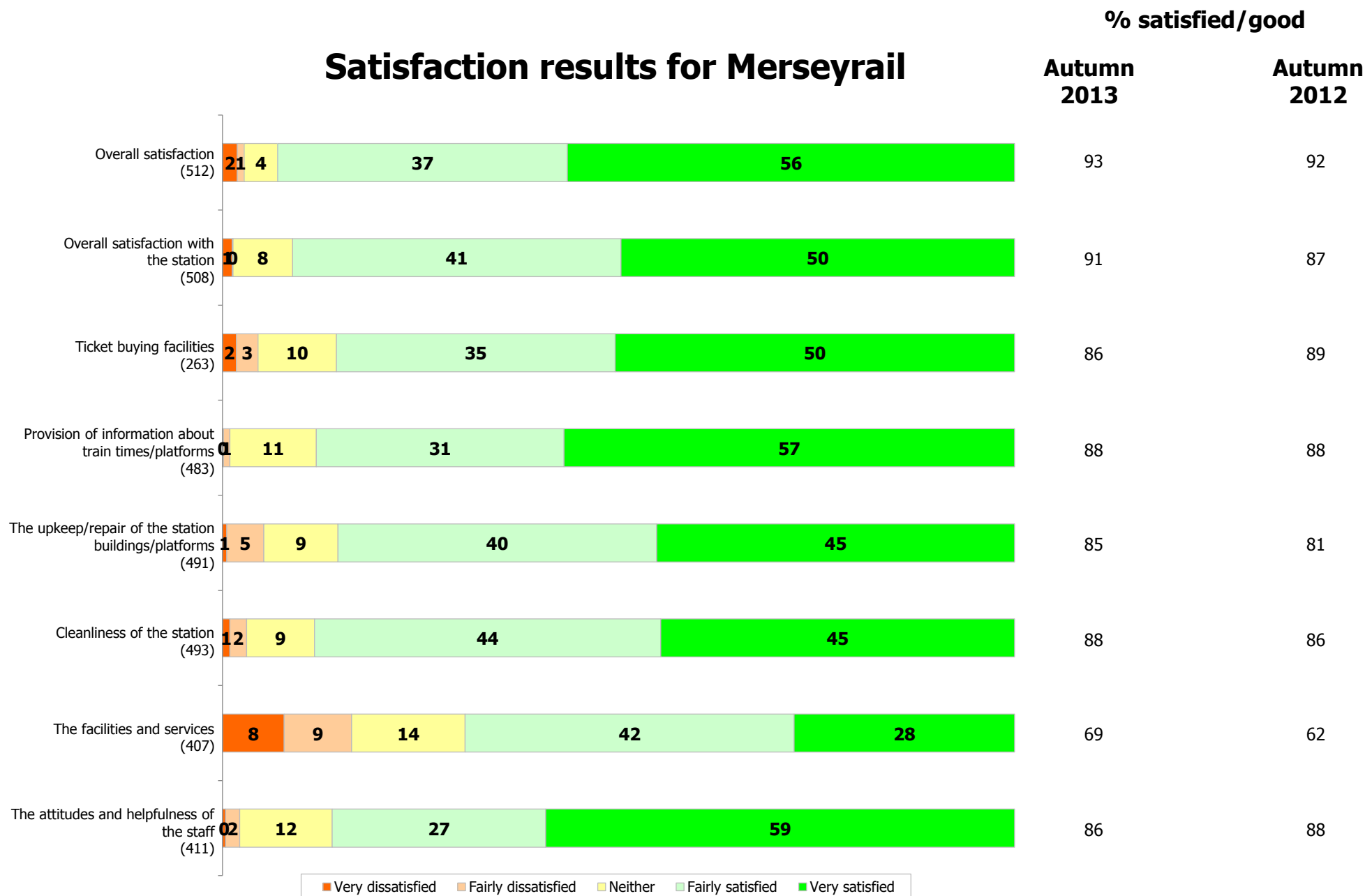
### Spring 2012 (Wave 26)

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.

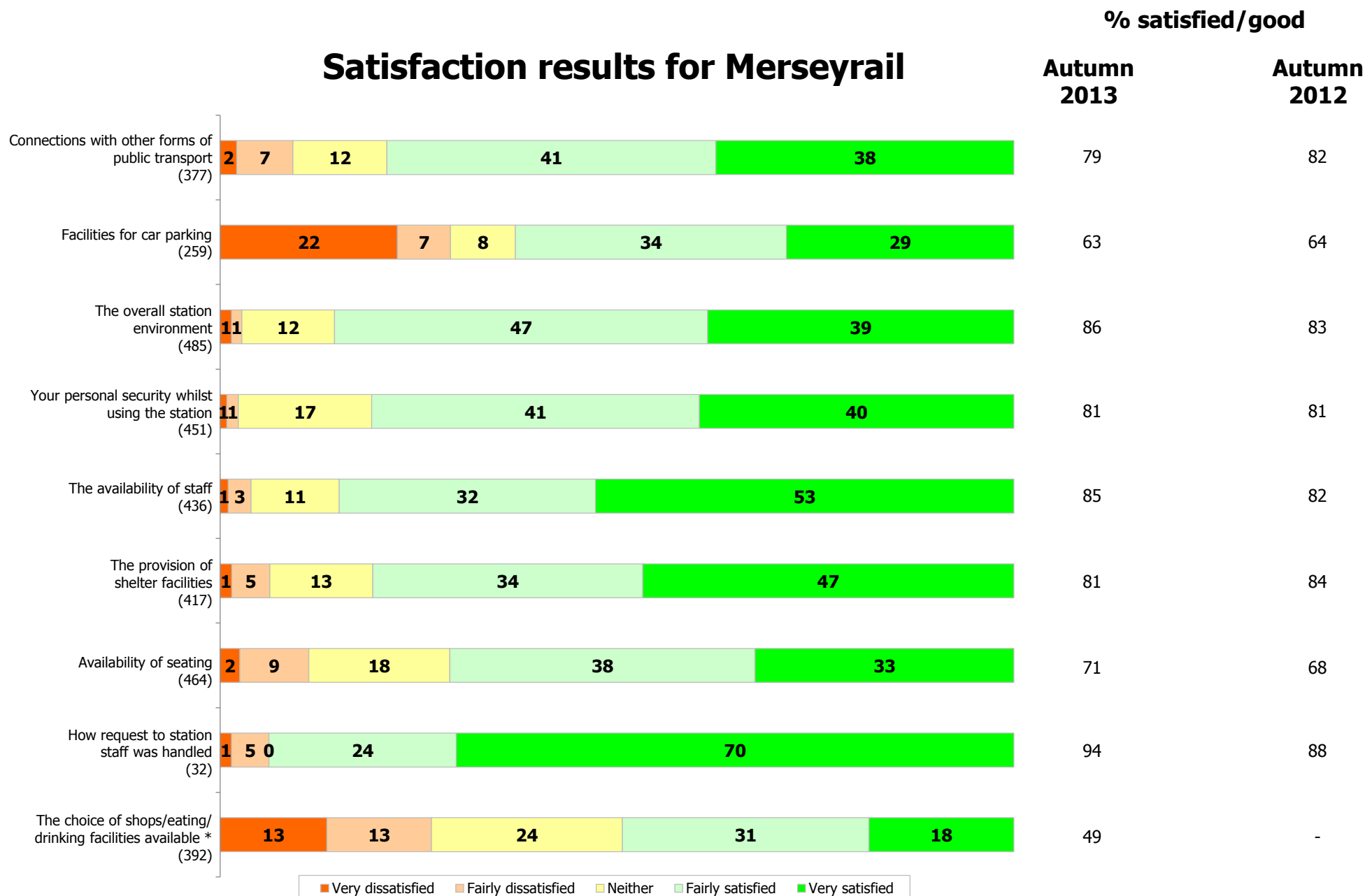
Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

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.

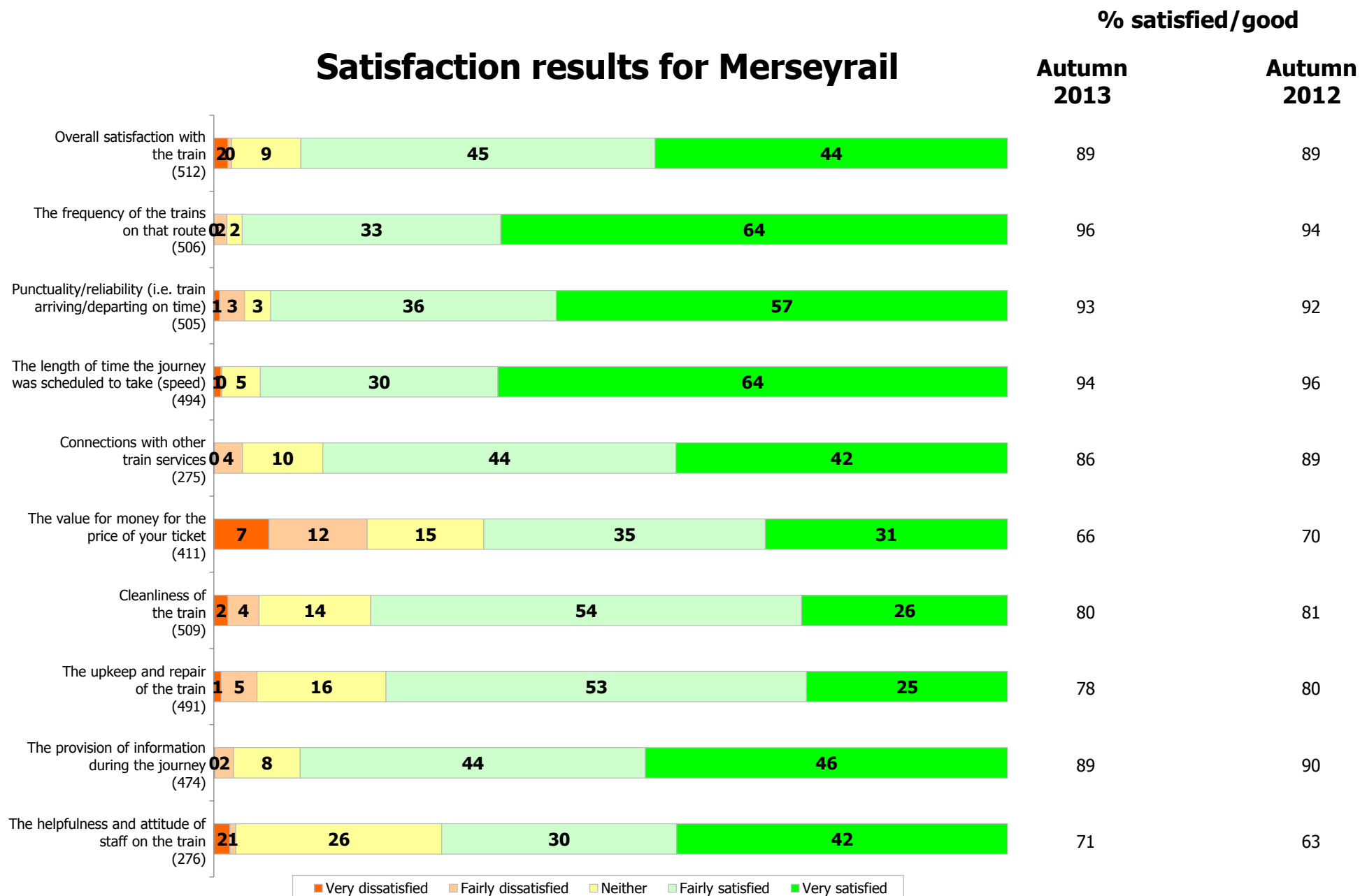


## Satisfaction results for Merseyrail

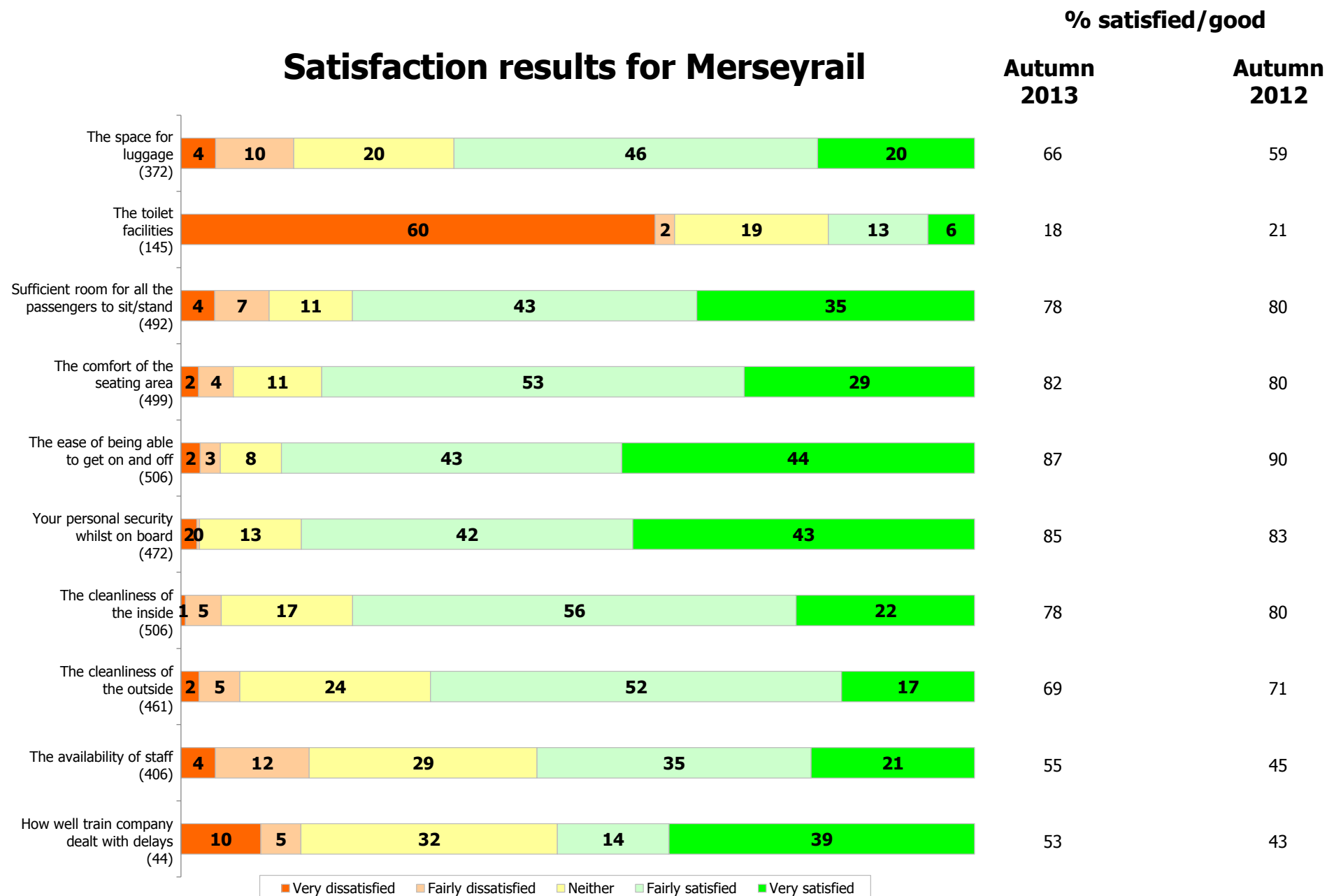


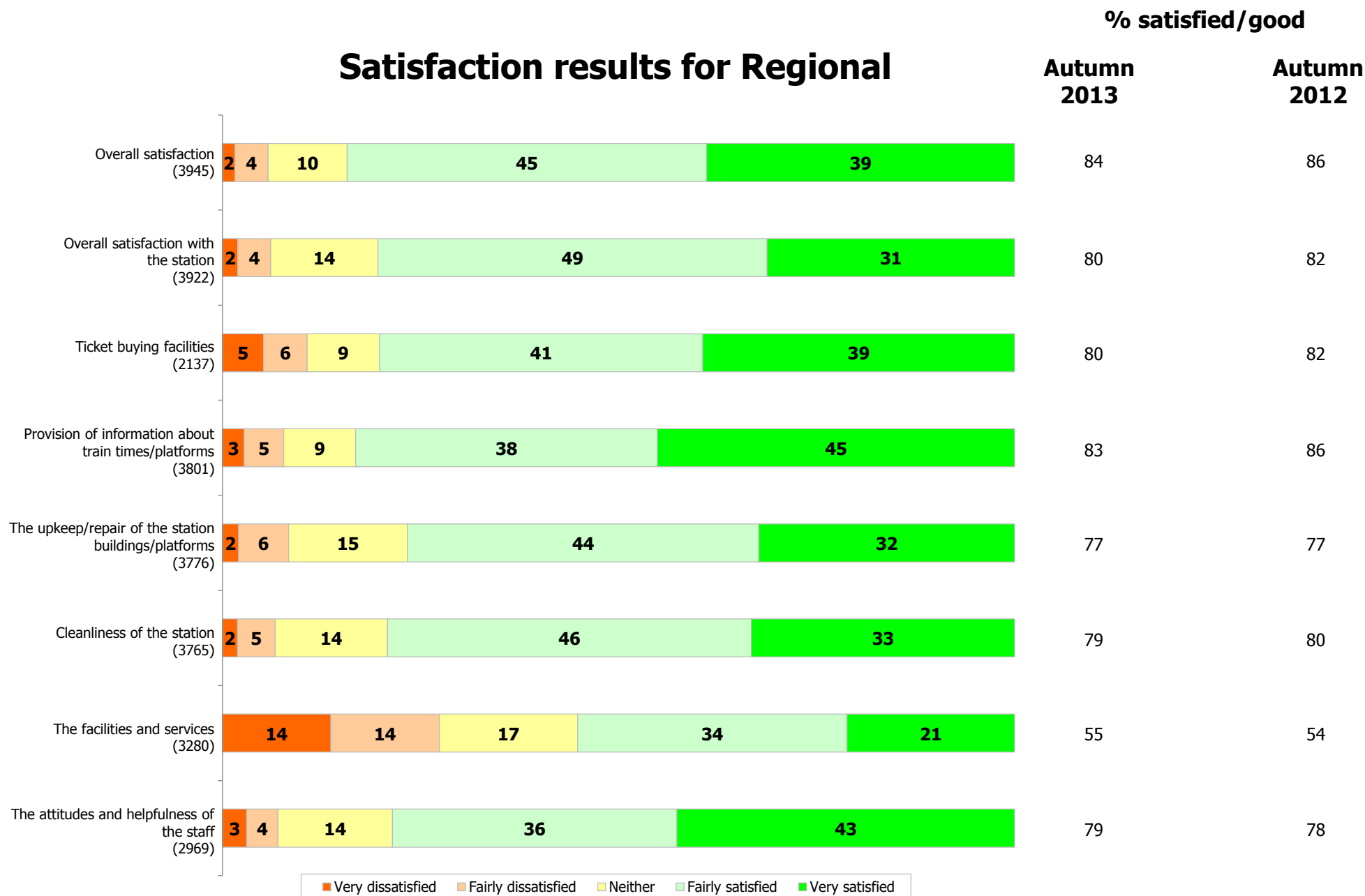
\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

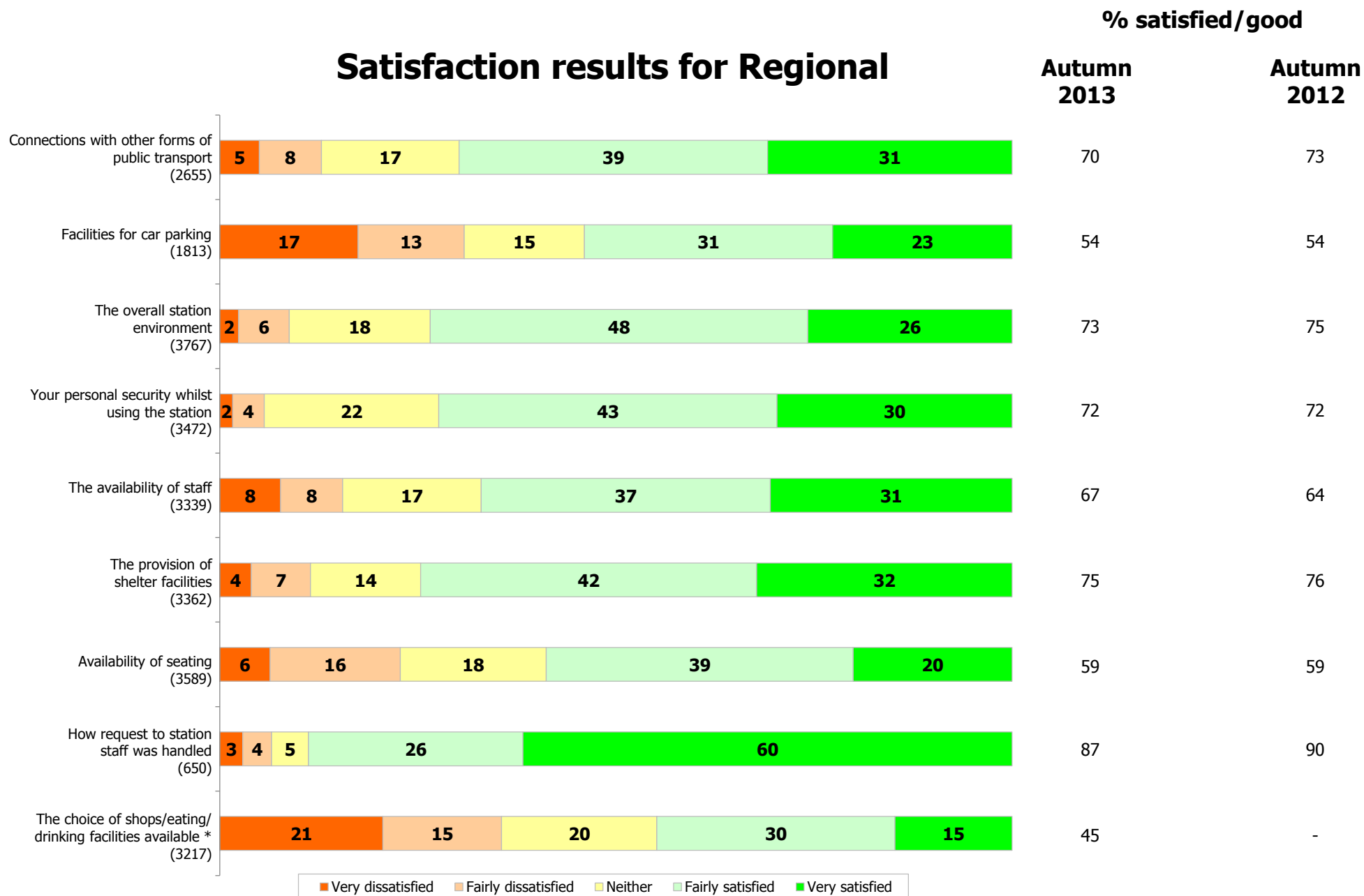




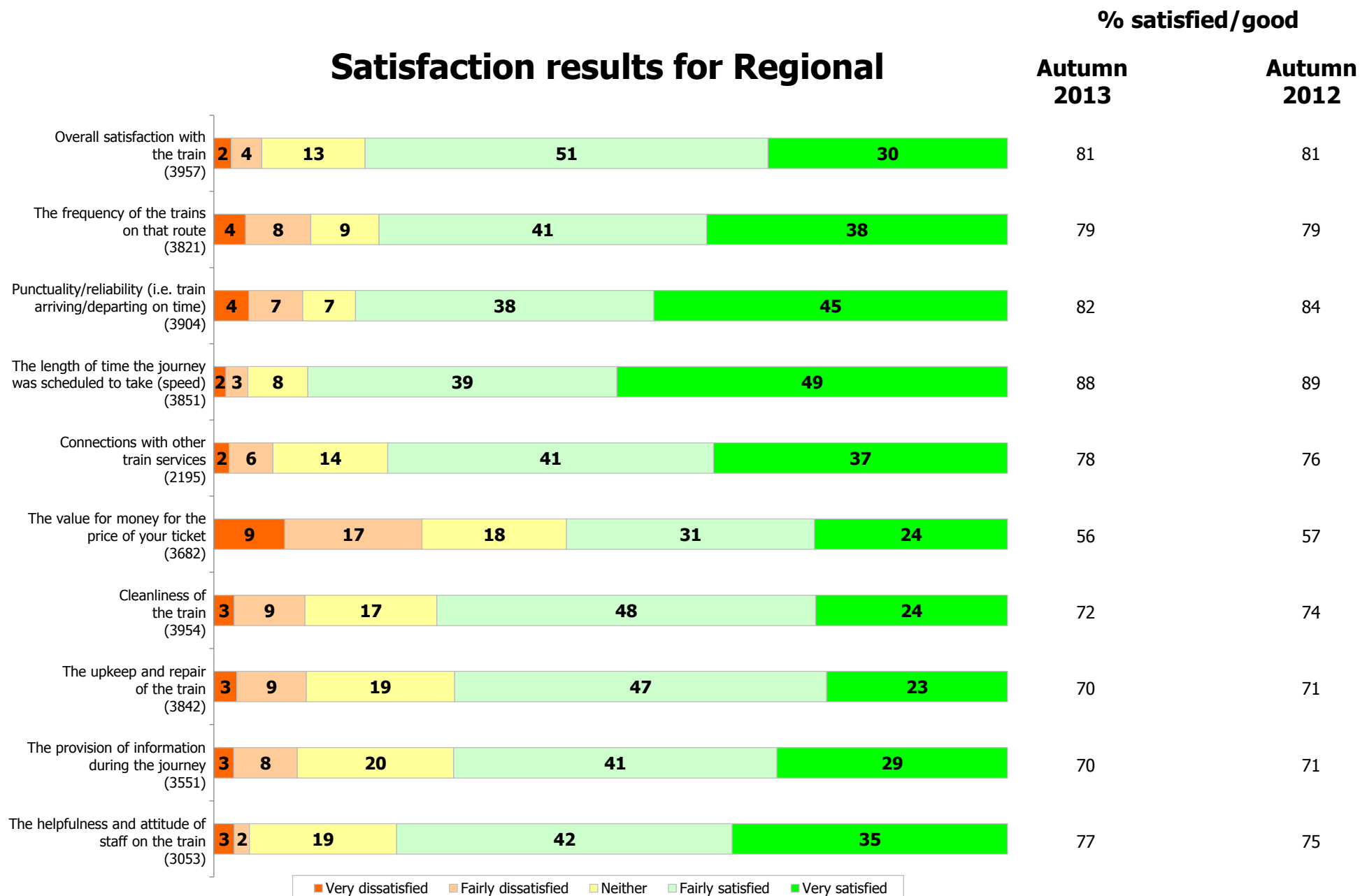


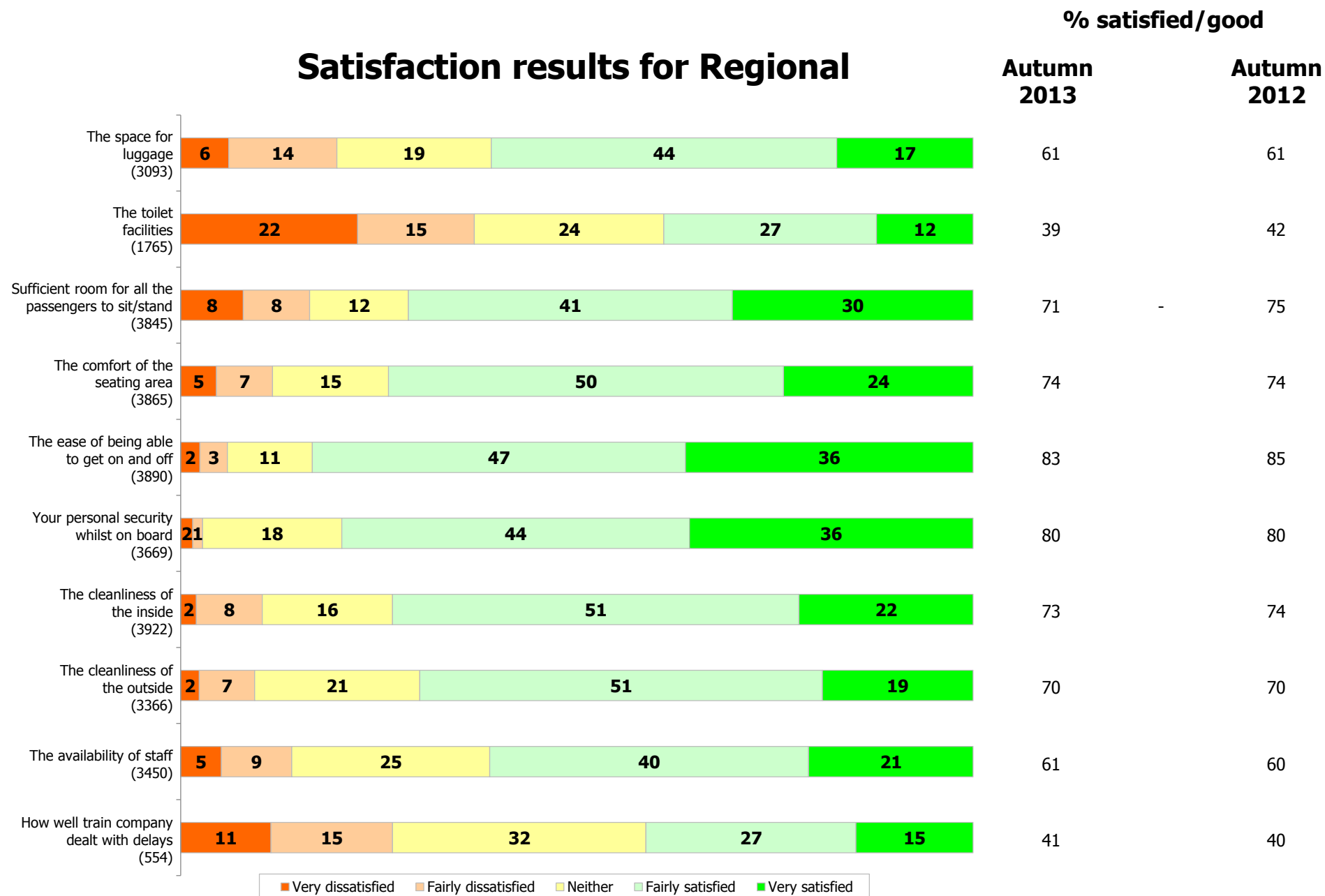






\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012





## Merseyrail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction	93	84	110%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	91	80	113%
Ticket buying facilities	86	80	107%
Provision of information about train times/platforms	88	83	106%
The upkeep/repair of the station buildings/platforms	85	77	111%
Cleanliness	88	79	112%
The facilities and services	69	55	126%
The attitudes and helpfulness of the staff	86	79	110%
Connections with other forms of public transport	79	70	113%
Facilities for car parking	63	54	116%
Overall environment	86	73	117%
Your personal security whilst using the station	81	72	112%
The availability of staff	85	67	127%
The provision of shelter facilities	81	75	108%
Availability of seating	71	59	121%
How request to station staff was handled	94	87	108%
The choice of shops/eating/drinking facilities available	49	45	110%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	89	81	110%
The frequency of the trains on that route	96	79	122%
Punctuality/reliability (i.e. the train arriving/departing on time)	93	82	113%
The length of time the journey was scheduled to take (speed)	94	88	107%
Connections with other train services	86	78	110%
The value for money of the price of your ticket	66	56	119%
Cleanliness of the train	80	72	112%
Upkeep and repair of the train	78	70	112%
The provision of information during the journey	89	70	128%
The helpfulness and attitude of staff on train	71	77	93%
The space for luggage	66	61	108%
The toilet facilities	18	39	47%
Sufficient room for all passengers to sit/stand	78	71	110%
The comfort of the seating area	82	74	112%
The ease of being able to get on and off	87	83	105%
Your personal security on board	85	80	106%
The cleanliness of the inside	78	73	107%
The cleanliness of the outside	69	70	98%
The availability of staff	55	61	90%
How well train company deals with delays	53	41	127%

## Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	92	94
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	93	89
Ticket buying facilities	91	79
Provision of information about train times/platforms	90	86
The upkeep/repair of the station buildings/platforms	92	77
Cleanliness	93	83
The facilities and services	72	66
The attitudes and helpfulness of the staff	85	88
Connections with other forms of public transport	83	75
Facilities for car parking	70	53
Overall environment	91	79
Your personal security whilst using the station	83	78
The availability of staff	85	84
The provision of shelter facilities	86	74
Availability of seating	76	65
How request to station staff was handled	96	91
The choice of shops/eating/drinking facilities available	52	45
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	92	85
The frequency of the trains on that route	96	97
Punctuality/reliability (i.e. the train arriving/departing on time)	89	98
The length of time the journey was scheduled to take (speed)	93	95
Connections with other train services	86	87
The value for money of the price of your ticket	71	61
Cleanliness of the train	83	77
Upkeep and repair of the train	81	75
The provision of information during the journey	86	93
The helpfulness and attitude of staff on train	74	68
The space for luggage	68	63
The toilet facilities	39	4
Sufficient room for all passengers to sit/stand	76	81
The comfort of the seating area	82	83
The ease of being able to get on and off	85	90
Your personal security on board	87	82
The cleanliness of the inside	79	78
The cleanliness of the outside	71	66
The availability of staff	58	52
How well train company deals with delays	47	62

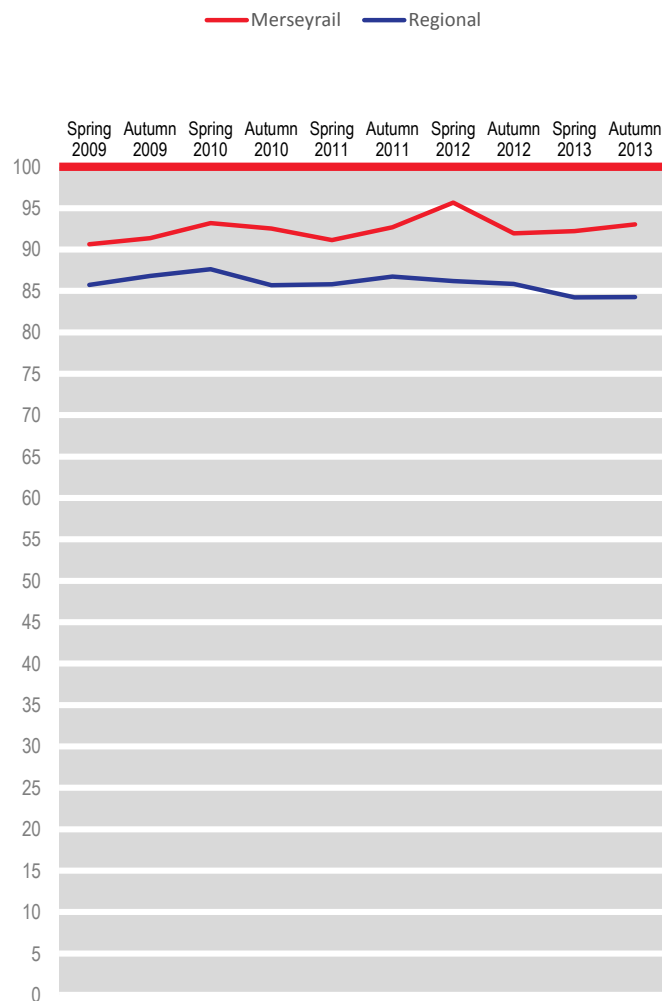


# Percentage satisfied with aspects of station where boarded

## Overall satisfaction

(512)

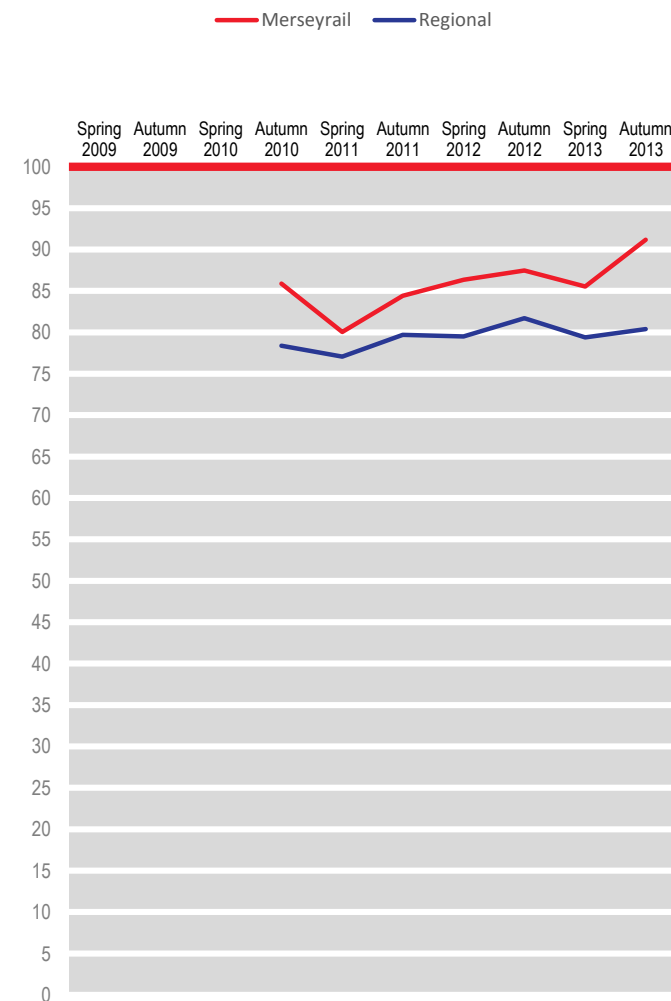
Percentage of passengers satisfied 2009 to 2013



## Overall station satisfaction

(508)

Percentage of passengers satisfied 2009 to 2013

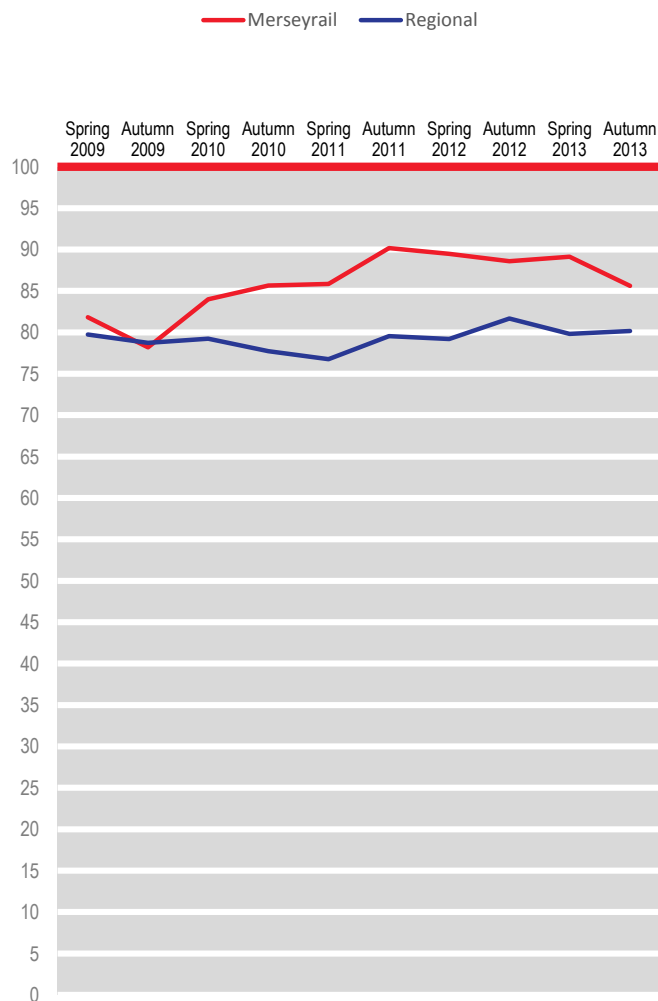


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(263)

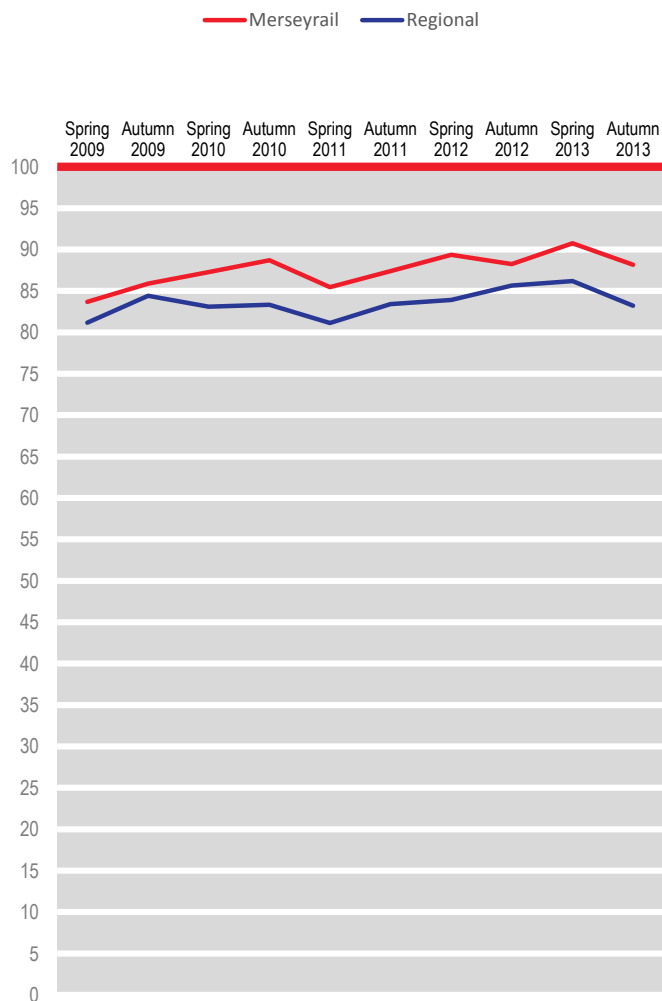
Percentage of passengers satisfied 2009 to 2013



### Provision of information about train times/platforms

(483)

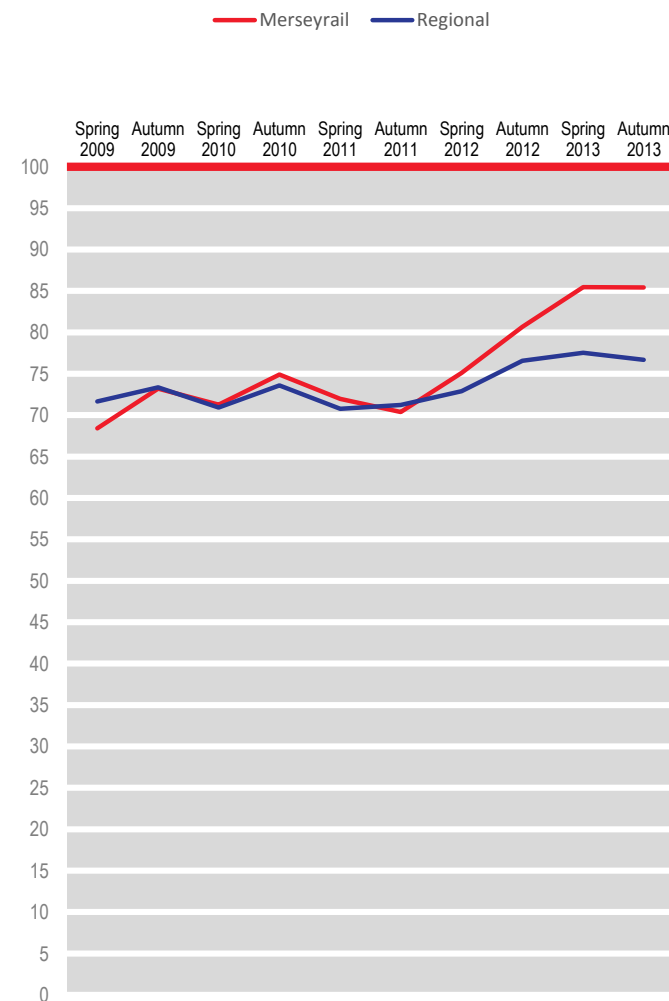
Percentage of passengers satisfied 2009 to 2013



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

(491)

Percentage of passengers satisfied 2009 to 2013



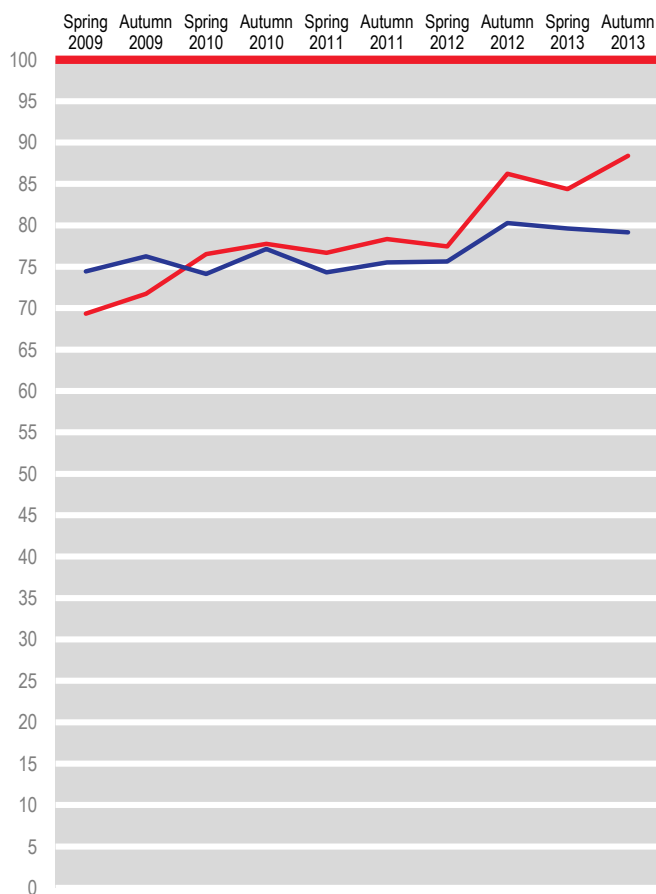
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(493)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

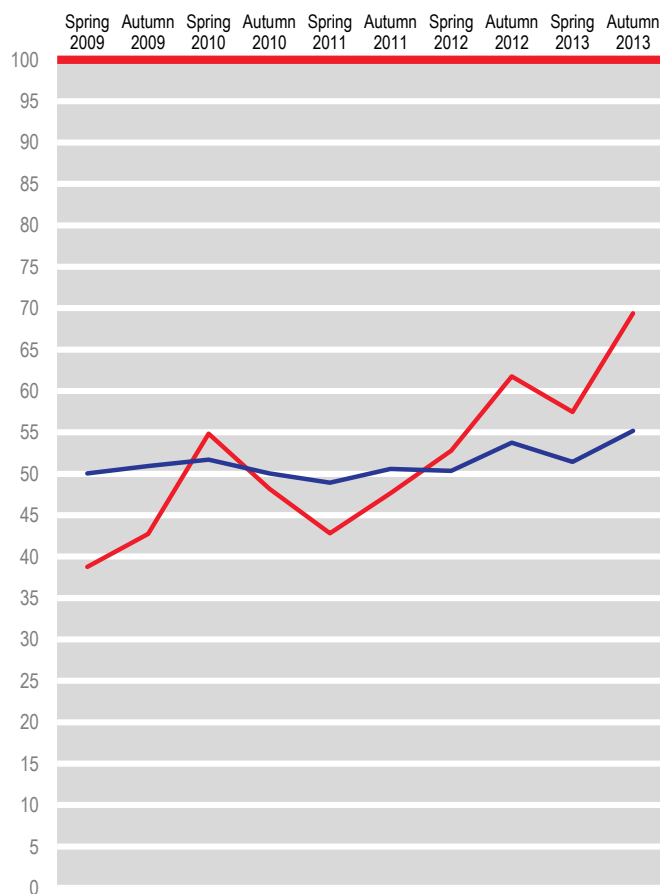


### The facilities and services at the station

(407)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

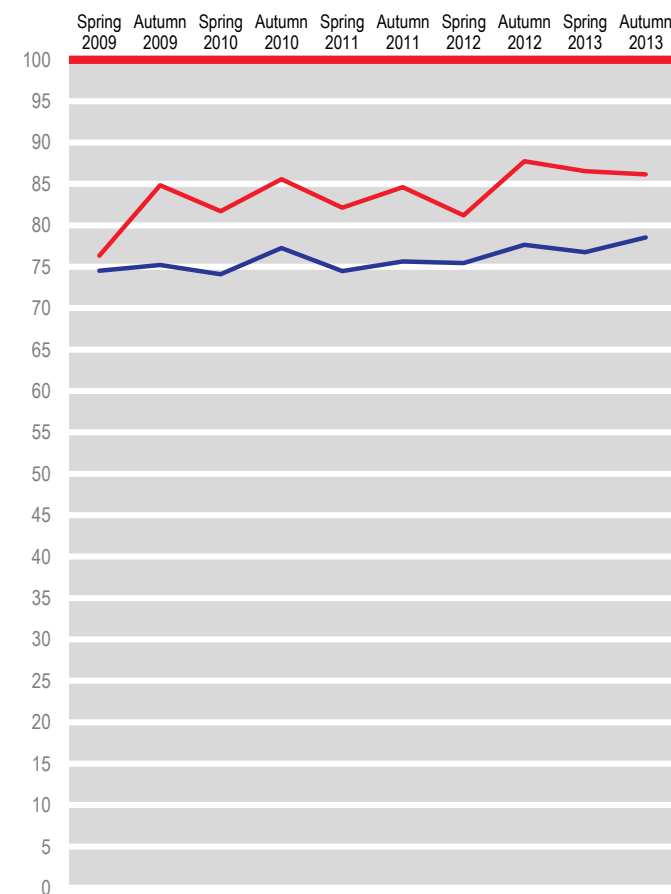


### The attitudes and helpfulness of the staff at the station

(411)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

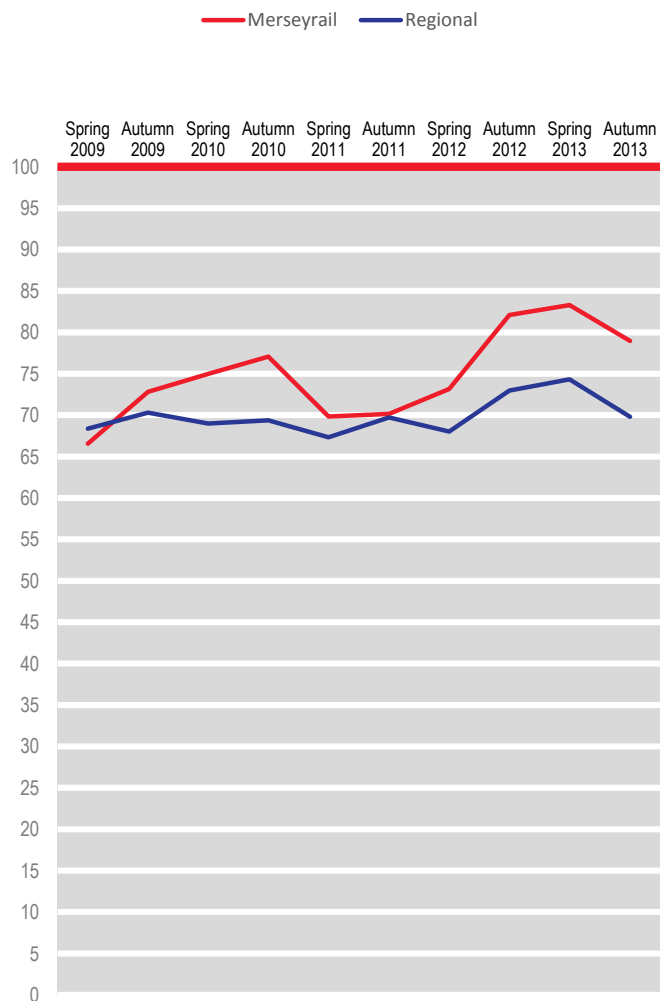


N.B. Benchmarks and targets are only shown for applicable factors

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

(377)

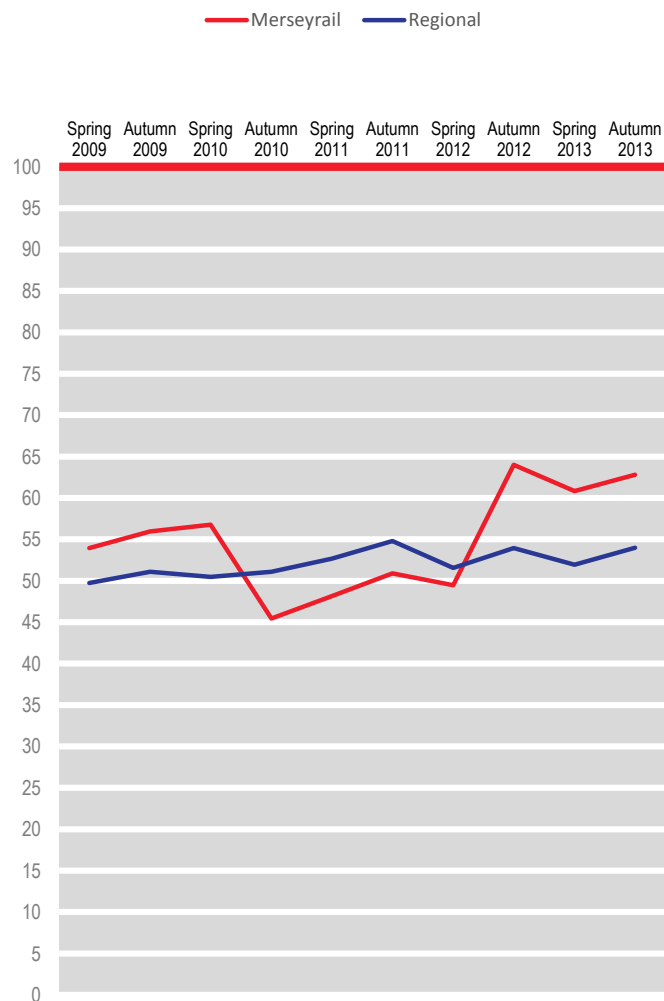
Percentage of passengers satisfied 2009 to 2013



### Facilities for car parking at the station

(259)

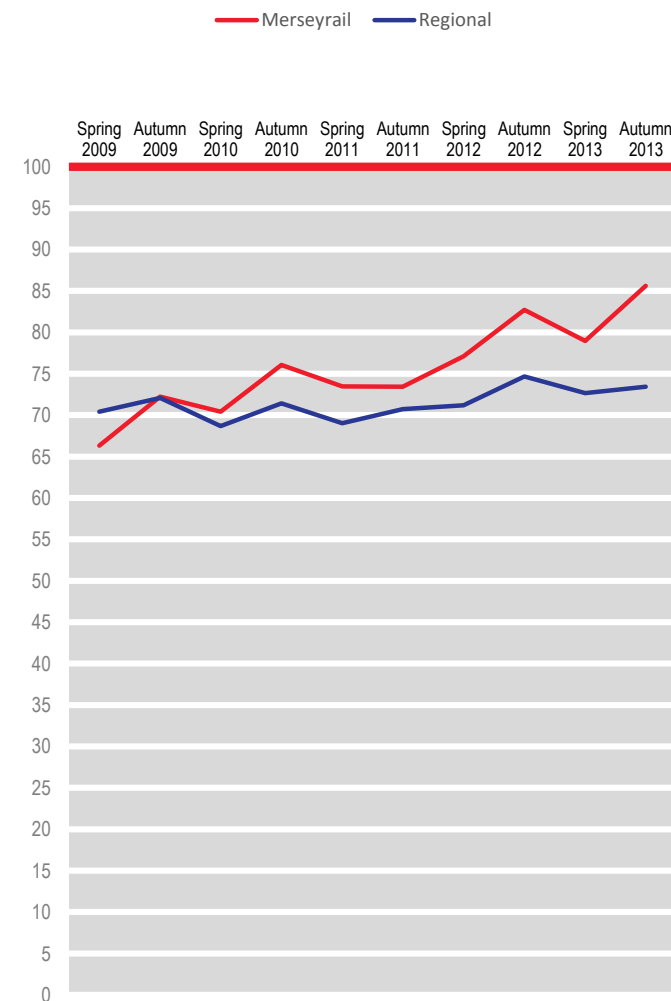
Percentage of passengers satisfied 2009 to 2013



### Overall station environment

(485)

Percentage of passengers satisfied 2009 to 2013



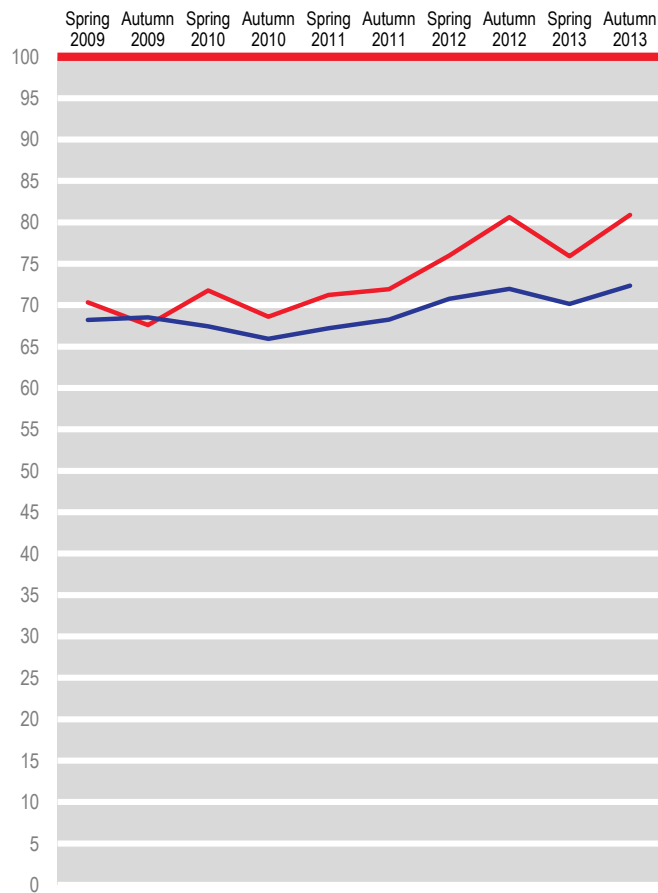
N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(451)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

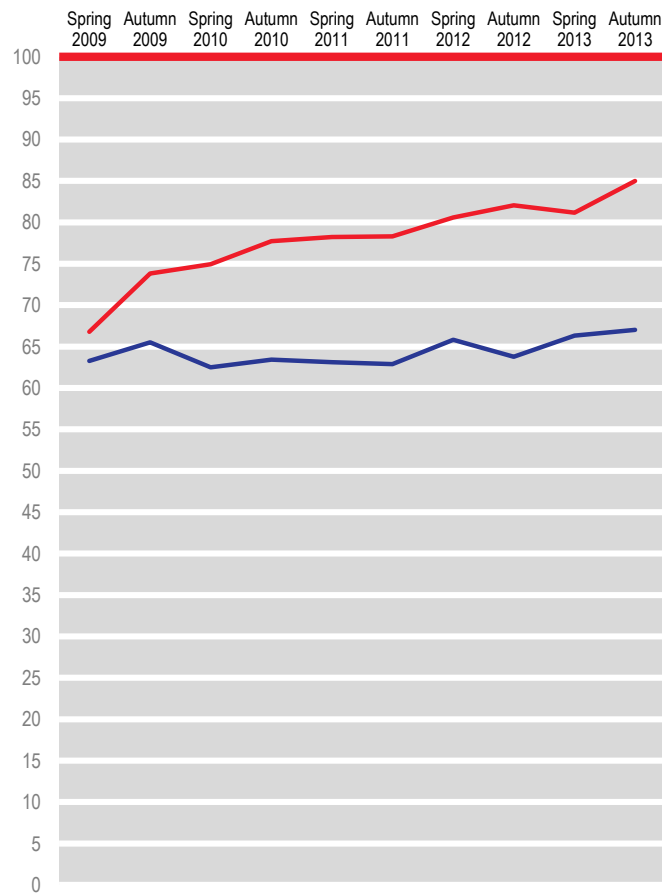


### The availability of staff at the station

(436)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

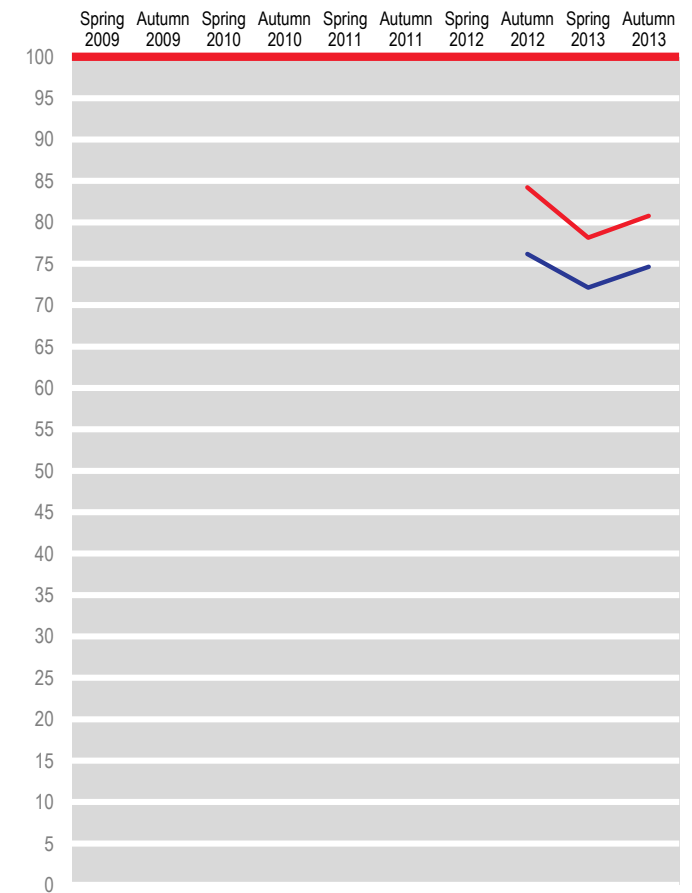


### The provision of shelter facilities

(417)

Percentage of passengers satisfied 2009 to 2013

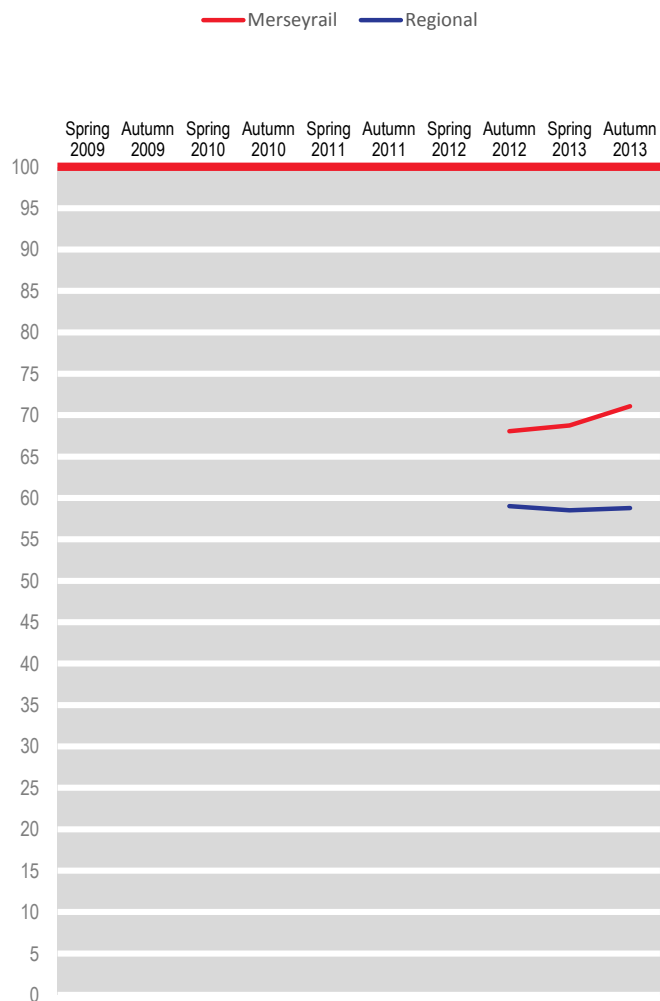
— Merseyrail — Regional



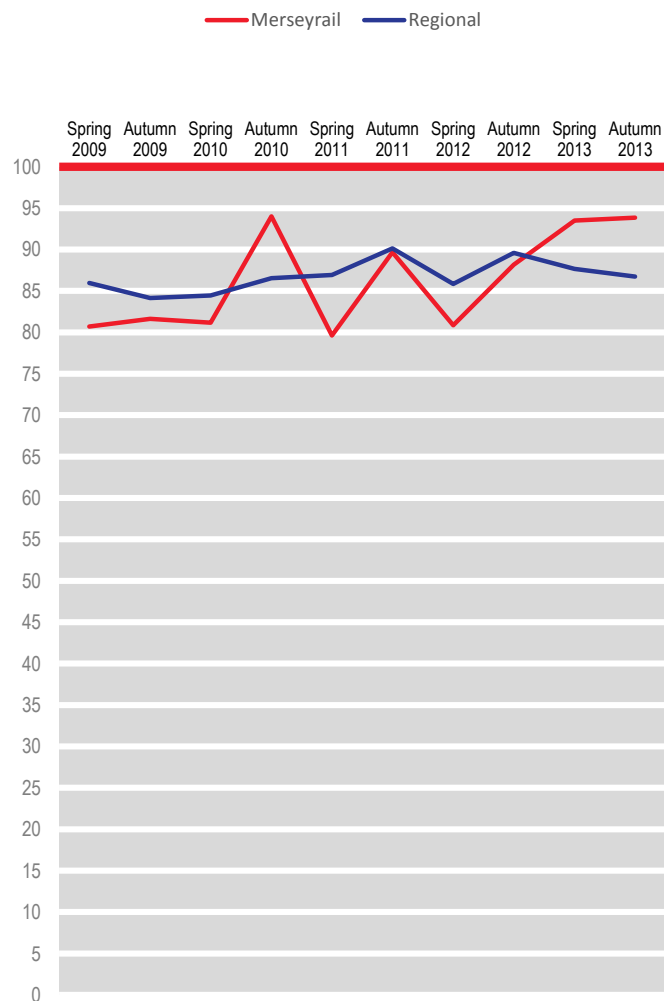
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(464)**

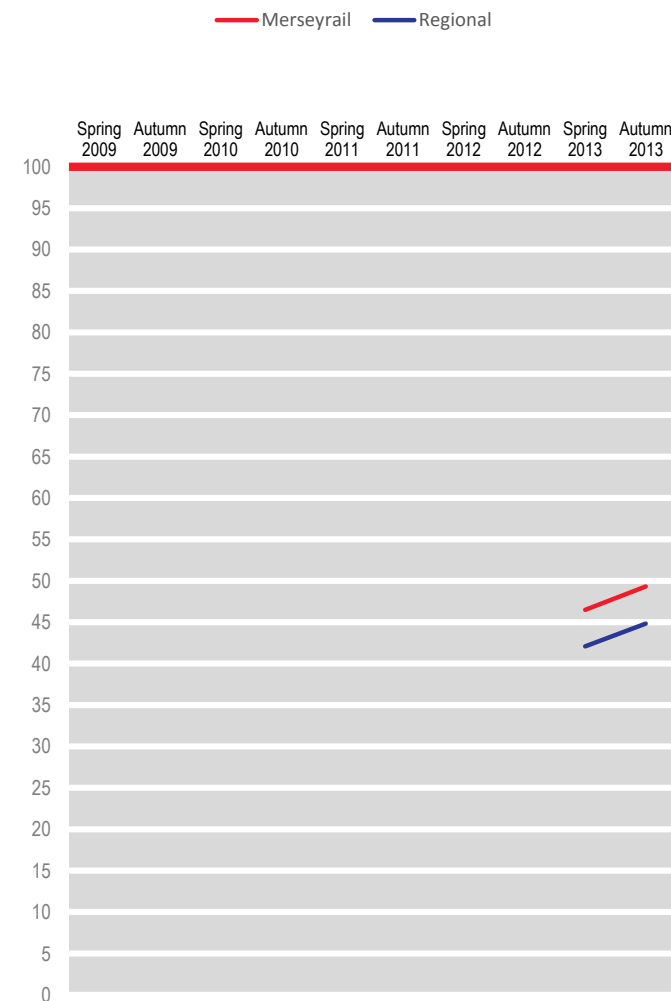
Percentage of passengers satisfied 2009 to 2013

**How request to station staff was handled****(32)**

Percentage of passengers satisfied 2009 to 2013

**The choice of shops/eating/drinking facilities available****(392)**

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

(512)

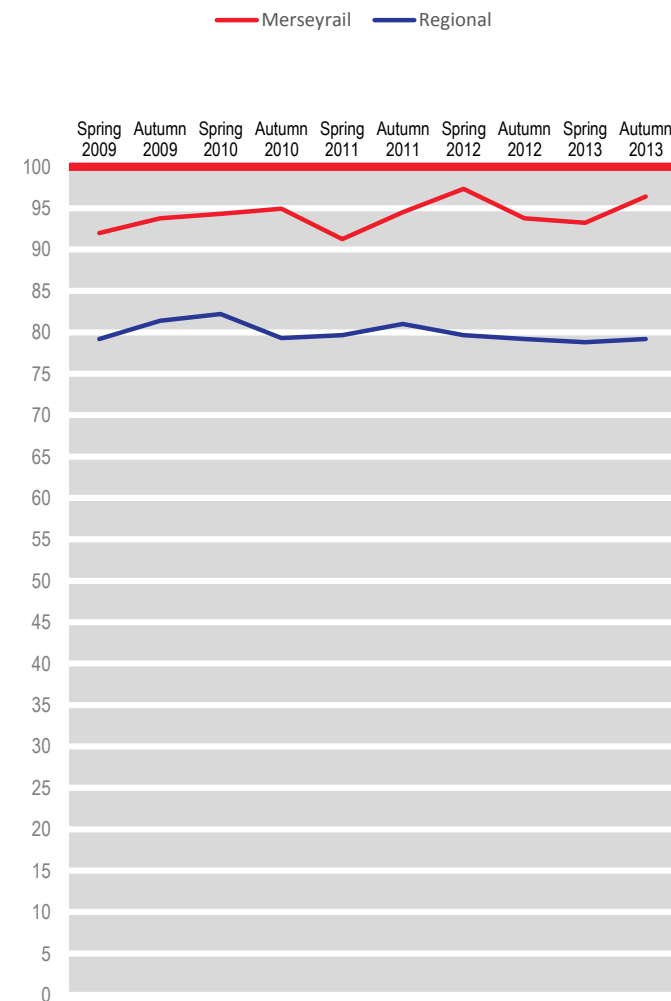
Percentage of passengers satisfied 2009 to 2013



## The frequency of trains on that route

(506)

Percentage of passengers satisfied 2009 to 2013



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

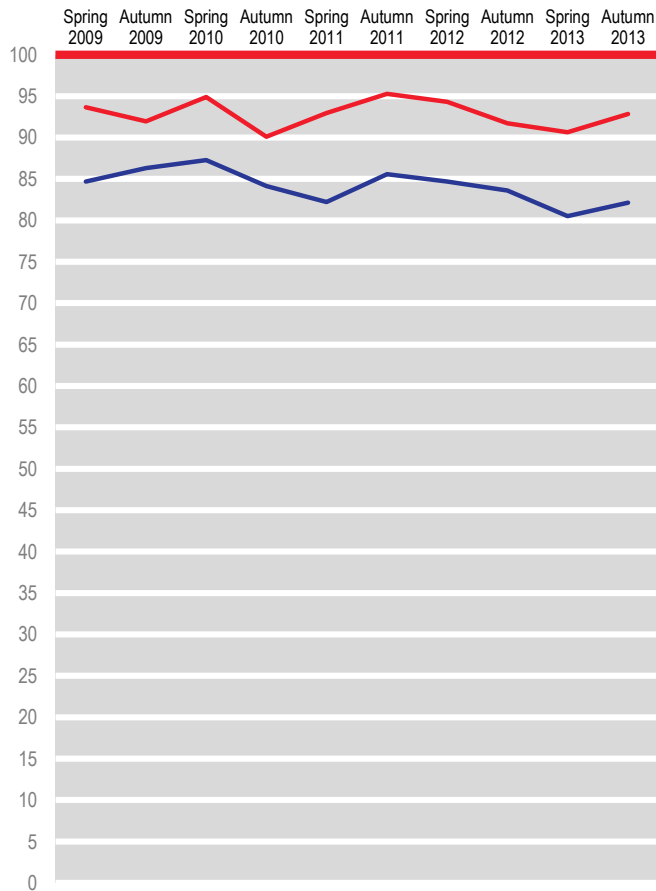


### Punctuality/reliability (i.e. train arriving/departing on time)

(505)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

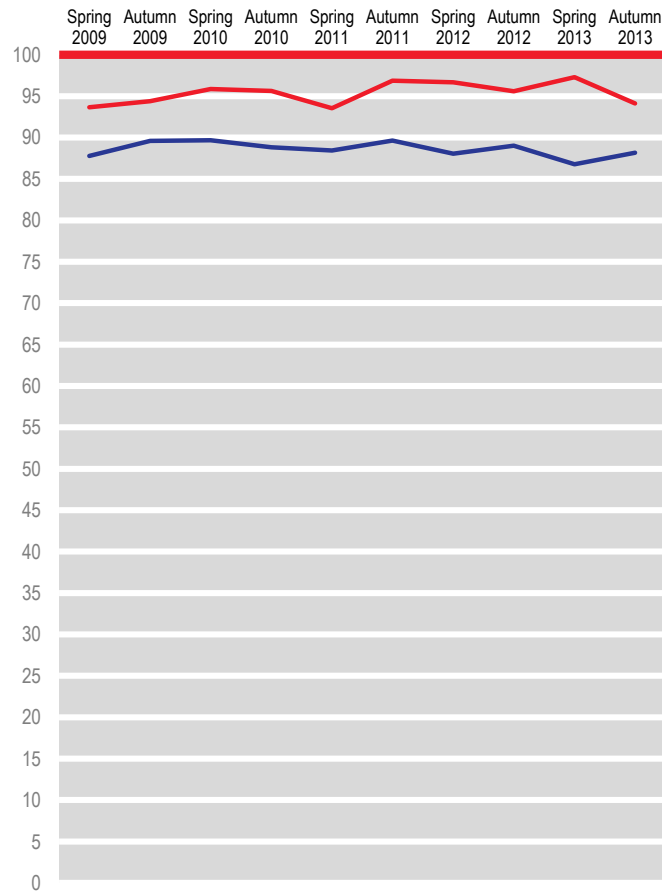


### The length of time the journey was scheduled to take (speed)

(494)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

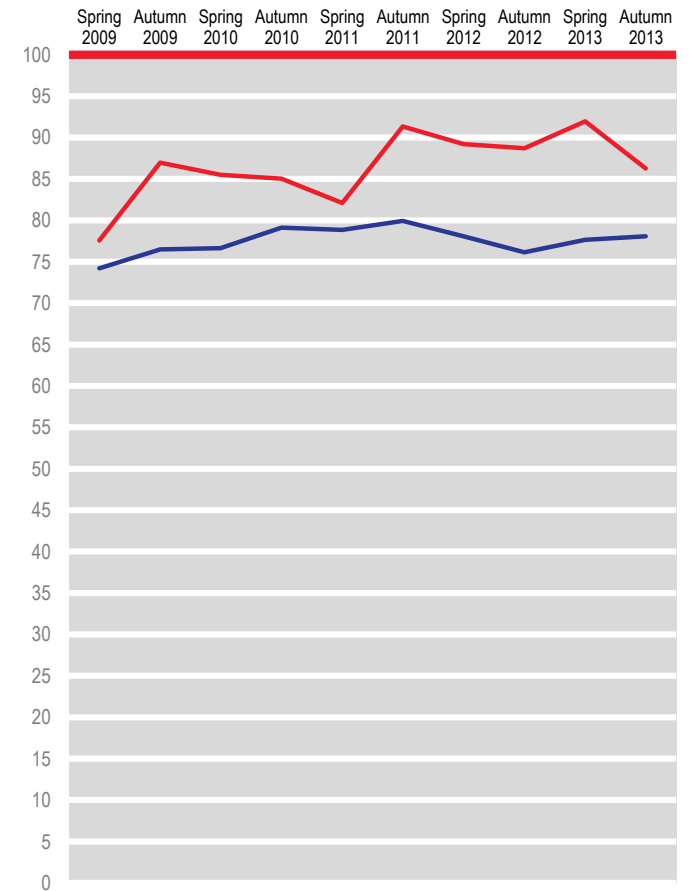


### Connections with other train services

(275)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional



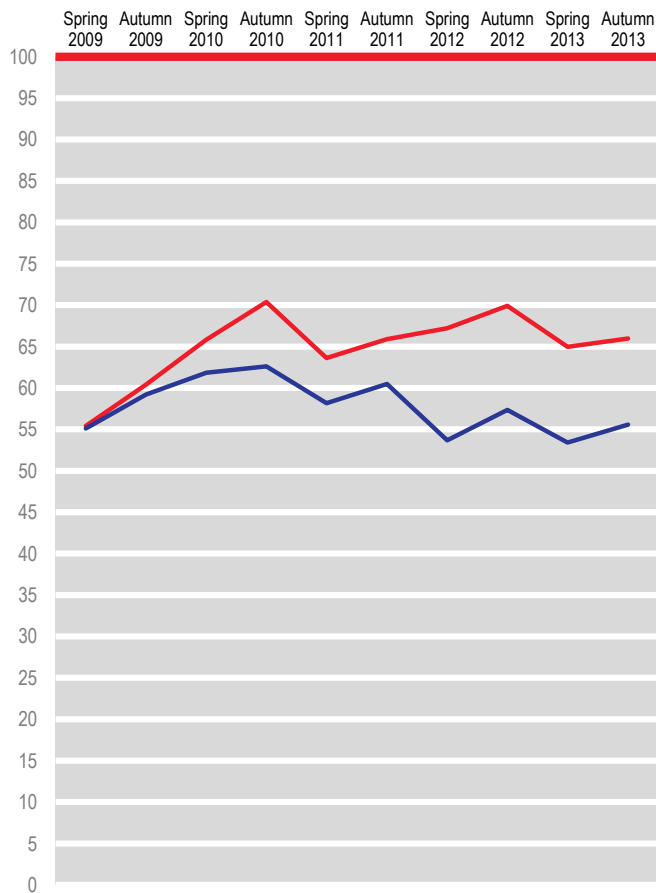
N.B. Benchmarks and targets are only shown for applicable factors

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

(411)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

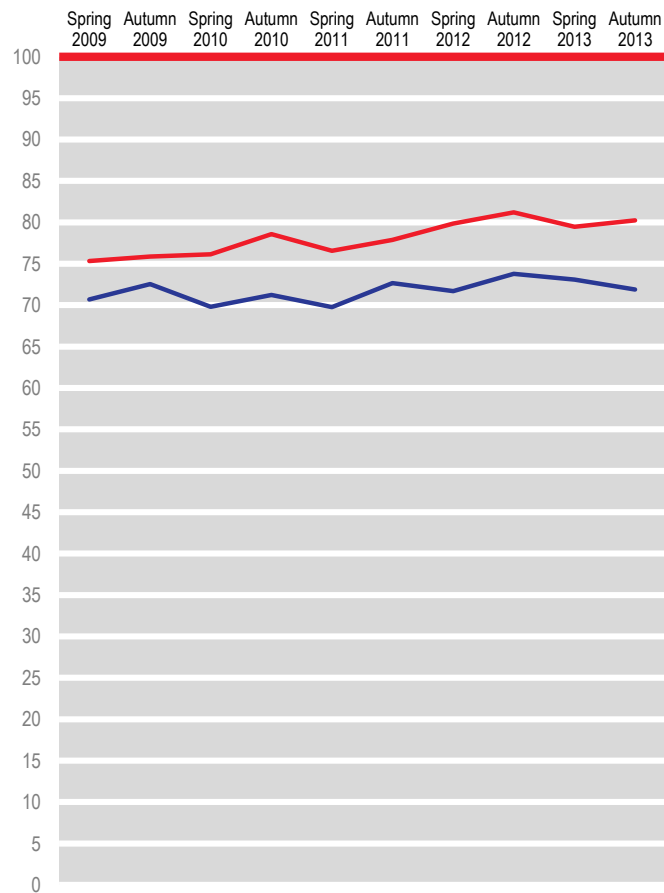


### Cleanliness of the train

(509)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

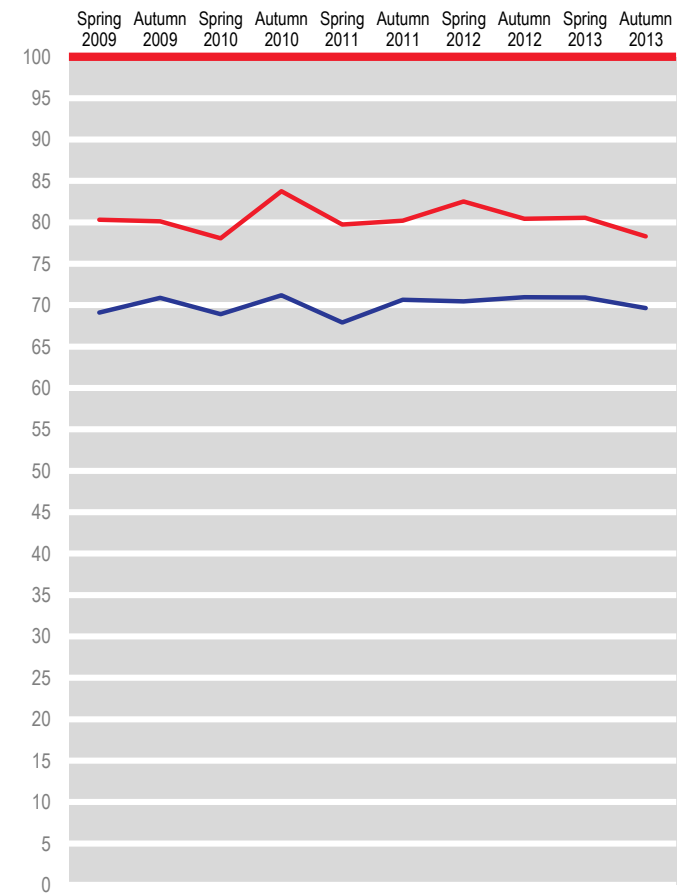


### Upkeep and repair of the train

(491)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional



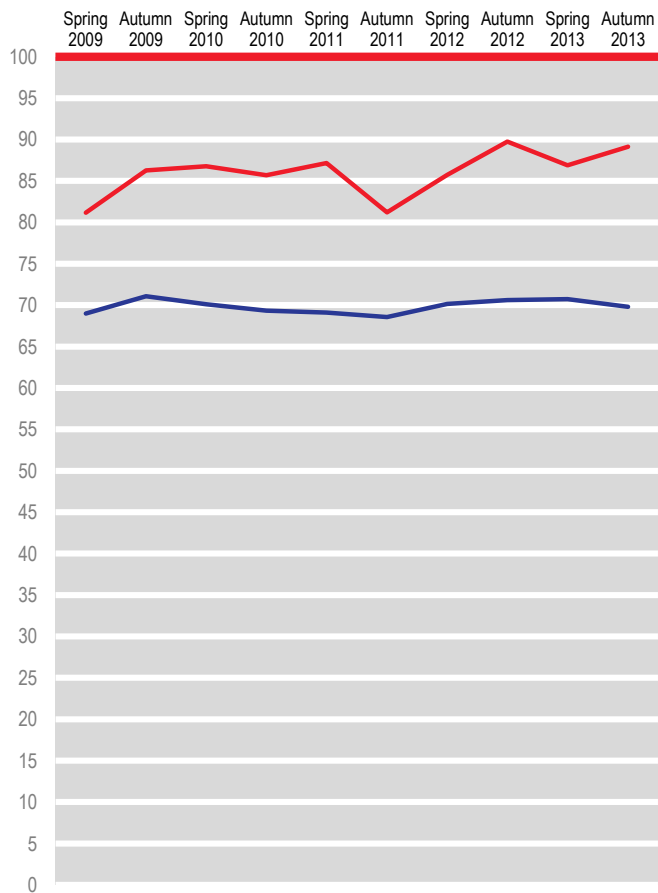
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(474)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

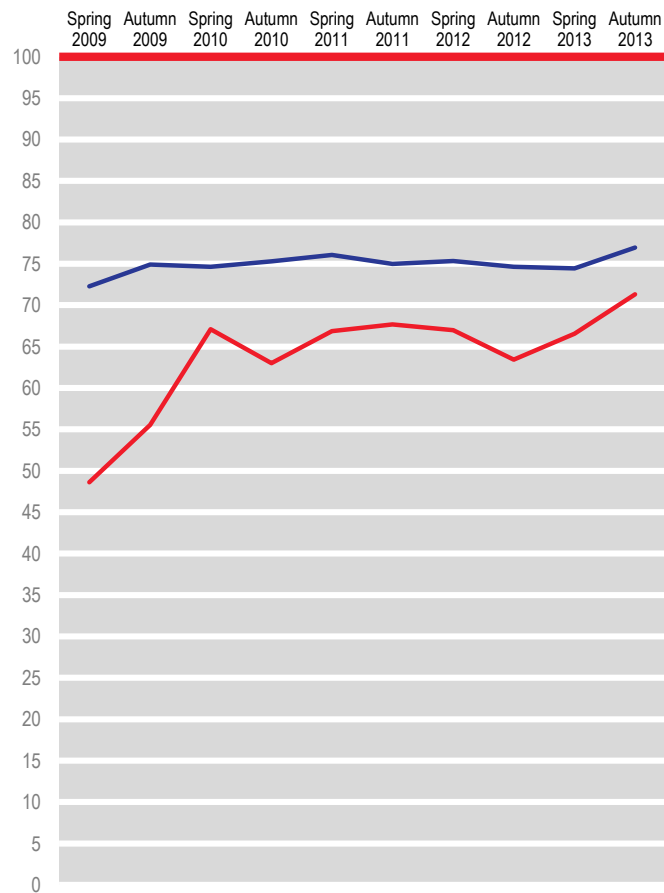


### The helpfulness and attitude of staff on the train

(276)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

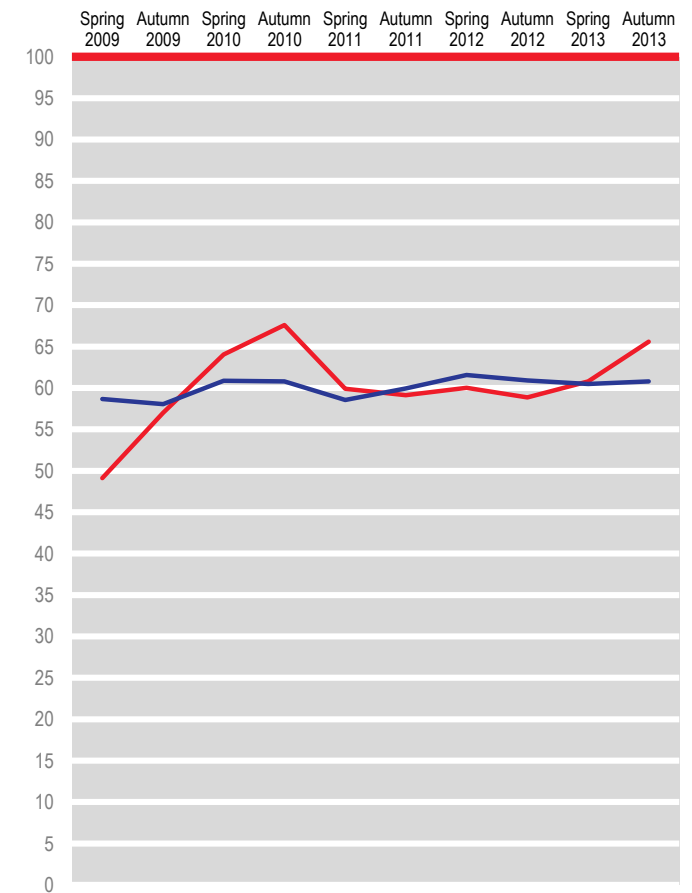


### The space for luggage

(372)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

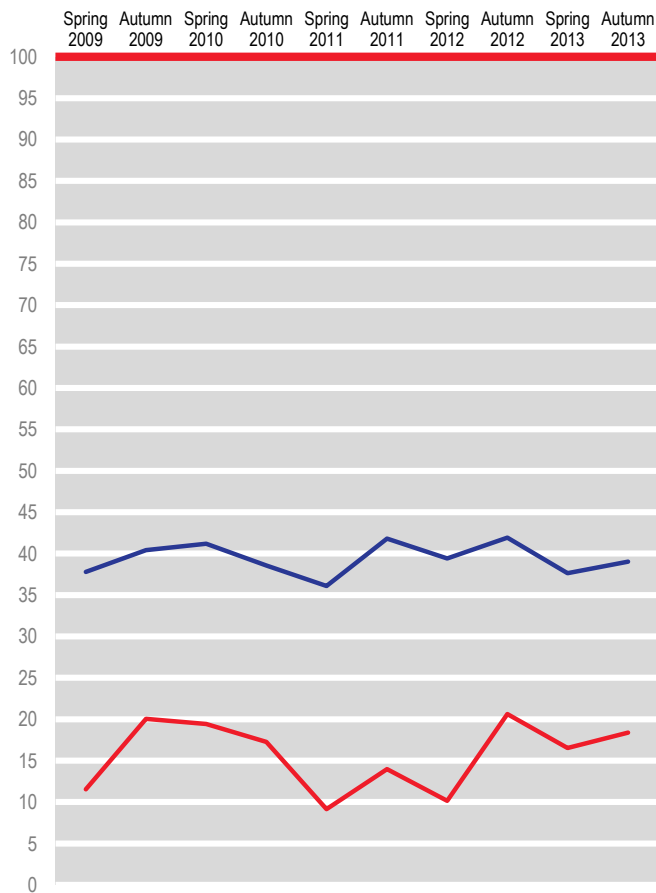


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(145)**

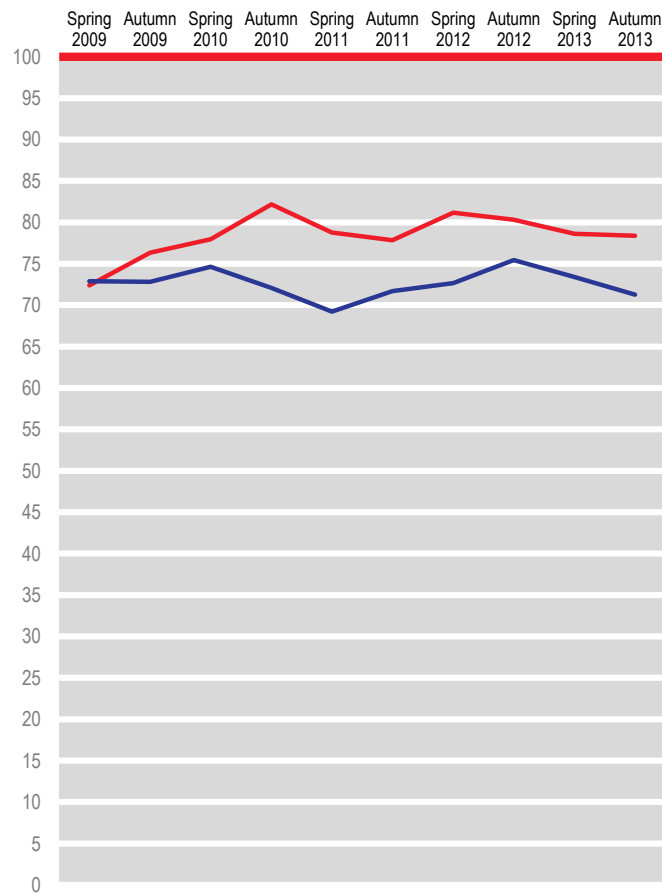
Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

**Sufficient room for all the passengers to sit/stand****(492)**

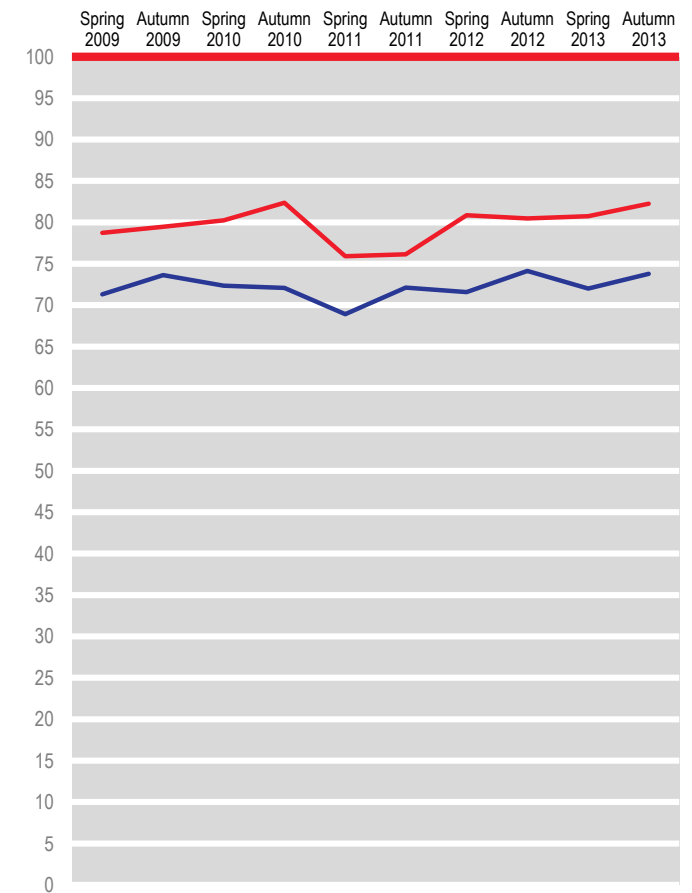
Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

**The comfort of the seating area****(499)**

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional



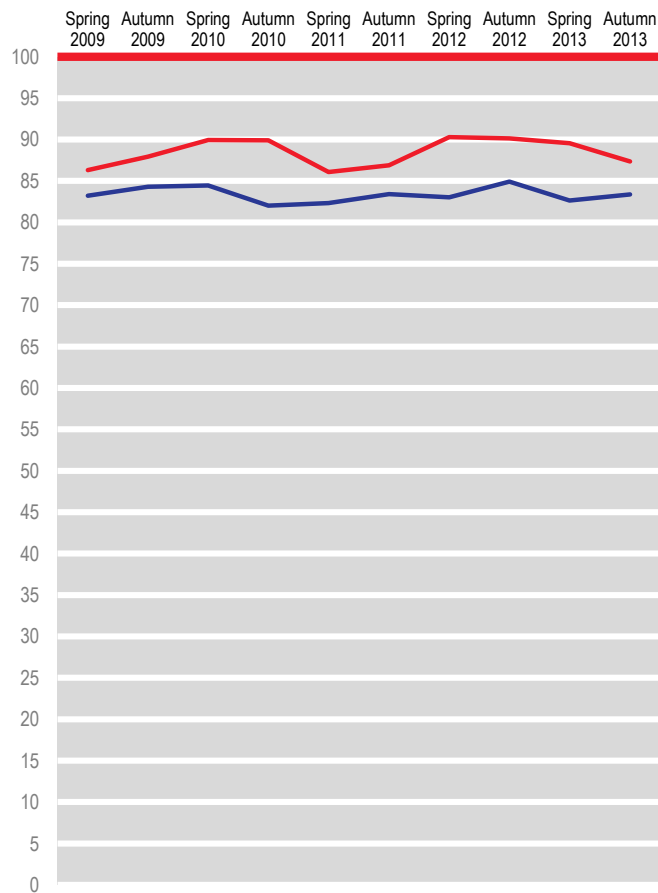
N.B. Benchmarks and targets are only shown for applicable factors

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

(506)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

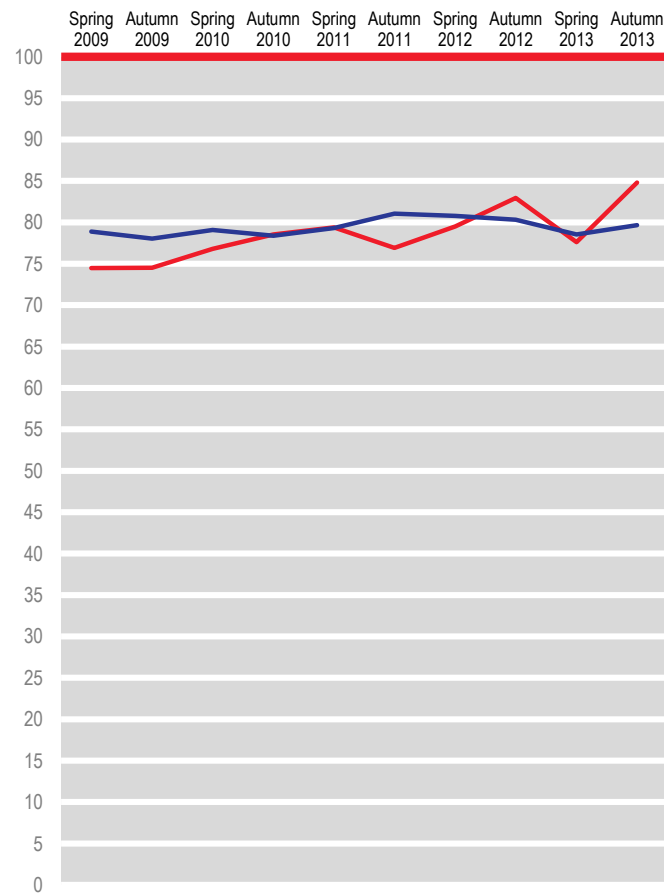


### Your personal security whilst on board

(472)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

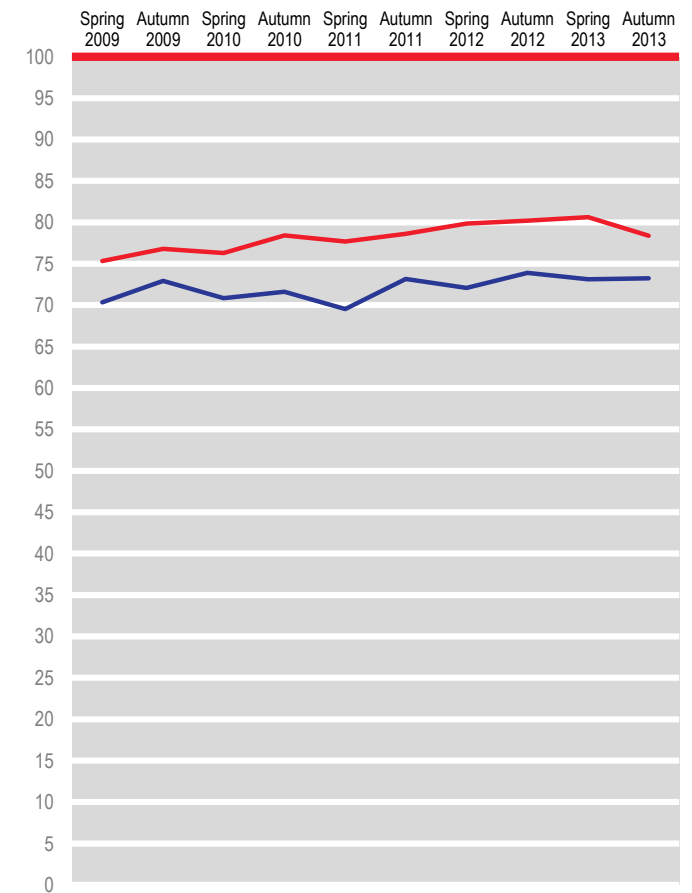


### The cleanliness of the inside of the train

(506)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional



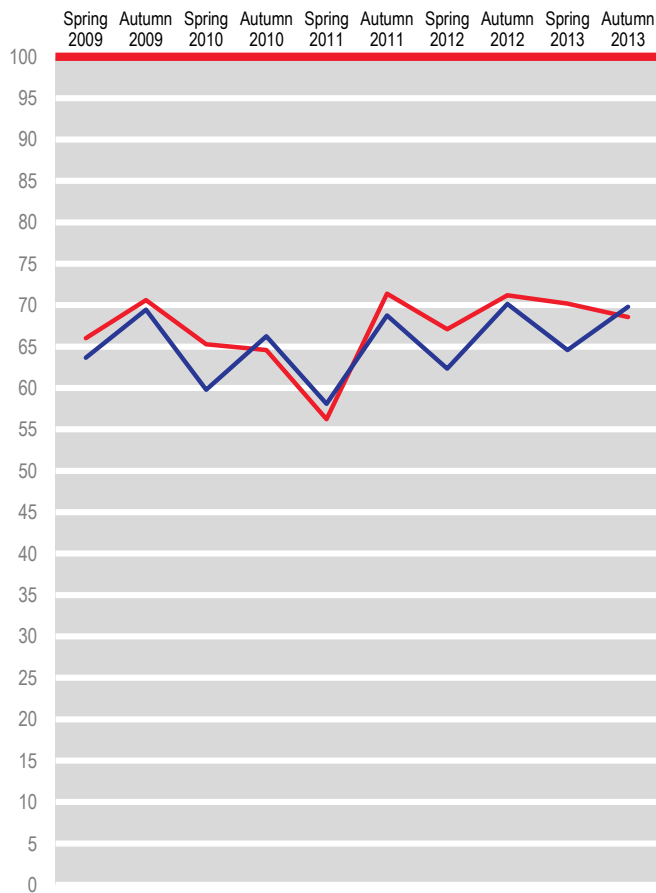
N.B. Benchmarks and targets are only shown for applicable factors

### The cleanliness of the outside of the train

(461)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

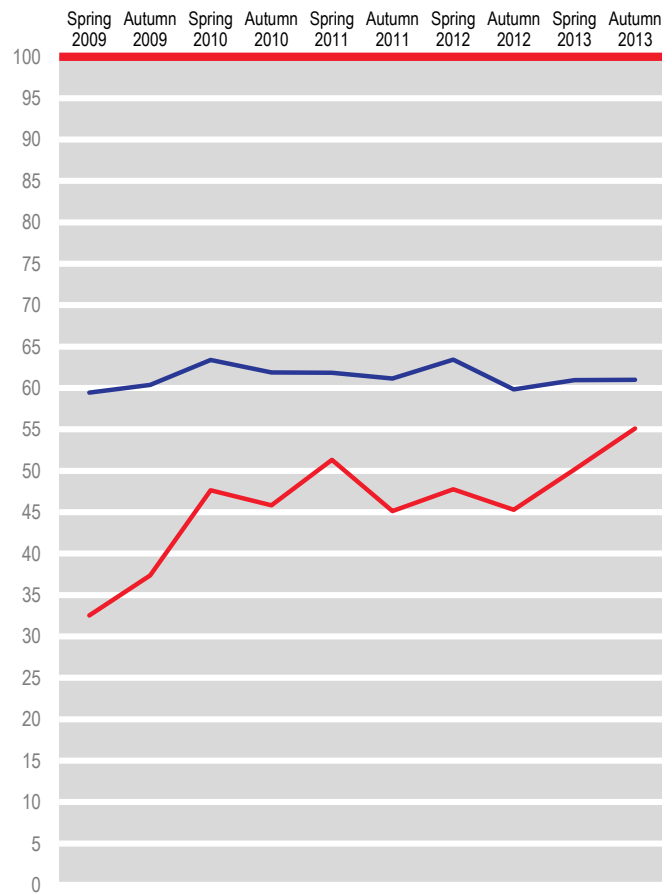


### The availability of staff on the train

(406)

Percentage of passengers satisfied 2009 to 2013

— Merseyrail — Regional

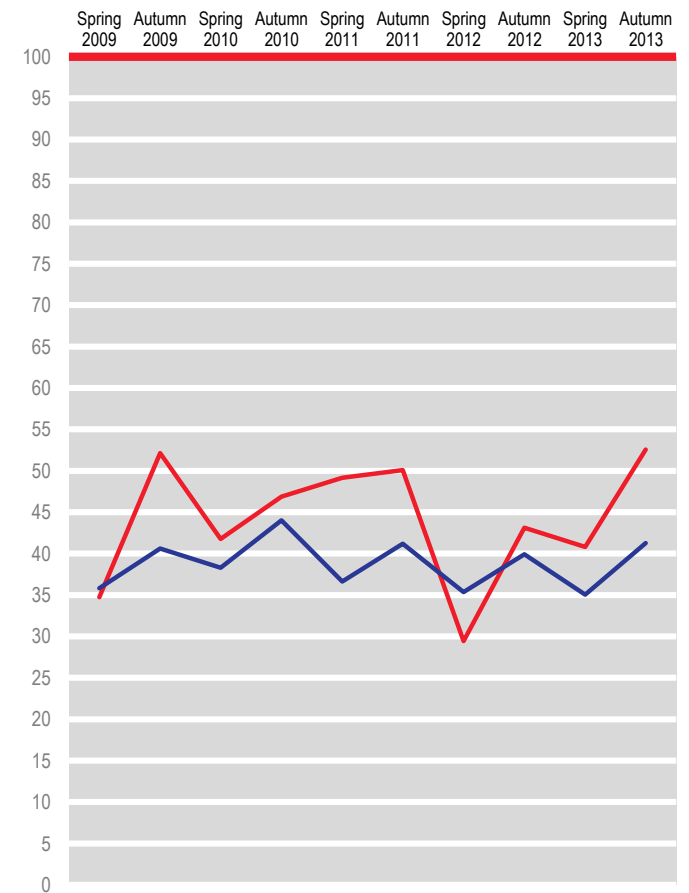


### How well train company dealt with delays

(44)

Percentage of passengers satisfied 2009 to 2013

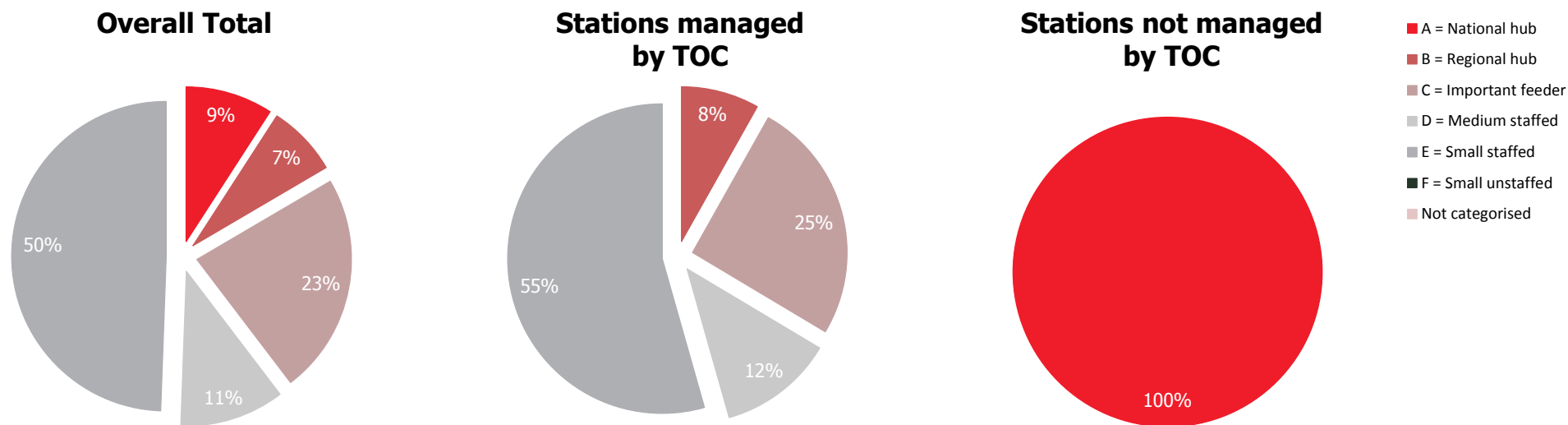
— Merseyrail — Regional



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

## Managed versus non-managed stations for Merseyrail

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



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	92		87
Ticket buying facilities	87		71
Provision of information about train times/platforms	88		86
The upkeep/repair of the station buildings/platforms	86		80
Cleanliness	89	+	79
The facilities and services	69		72
The attitudes and helpfulness of the staff	88	+	71
Connections with other forms of public transport	80		71
Facilities for car parking	65		20
Overall environment	86		82
Your personal security whilst using the station	80		86
The availability of staff	86	+	70
The provision of shelter facilities	81		72
Availability of seating	73	+	54
How request to station staff was handled	97		66
The choice of shops/eating/drinking facilities available	46	-	72



	Merseyrail	Regional		Merseyrail	Regional
<b>DELAY</b>					
None	83	79			
Minor	16	18			
Major	0	2			
<b>LENGTH OF DELAY</b>					
5 minutes or less	54	48			
6-10 minutes	24	23			
11-20 minutes	11	15			
21-30 minutes	-	7			
31-60 minutes	1	2			
More than 1 hour	0	1			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	24	15	Very well	21	17
Fairly well	27	28	Fairly well	27	28
Neither well nor poorly	17	19	Neither well nor poorly	20	24
Fairly poorly	14	14	Fairly poorly	13	11
Very poorly	18	25	Very poorly	19	20
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	18	14	Very well	23	14
Fairly well	30	31	Fairly well	26	26
Neither well nor poorly	17	21	Neither well nor poorly	24	29
Fairly poorly	15	13	Fairly poorly	6	11
Very poorly	20	20	Very poorly	22	20
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	24	18	Very well	28	9
Fairly well	24	30	Fairly well	0	20
Neither well nor poorly	22	24	Neither well nor poorly	26	20
Fairly poorly	13	12	Fairly poorly	20	17
Very poorly	17	16	Very poorly	26	35

## 5 5.2 Passenger experience relating to disability

	Merseyrail	Regional		Merseyrail	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Mobility	3	3			
Wheelchair user	-	0			
Hearing	3	2			
Eyesight	1	1			
Speech impairment	-	0			
Learning difficulties	0	0			
Other	1	1			
None	90	89			
Don't know/no answer	4	4			
<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>					
Yes	16	4			
No	84	96			
<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>			<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>		
Very satisfied	-	55	Very satisfied	52	28
Fairly satisfied	-	13	Fairly satisfied	46	43
Neither satisfied nor dissatisfied	-	9	Neither satisfied nor dissatisfied	2	17
Fairly dissatisfied	-	22	Fairly dissatisfied	0	5
Very dissatisfied	-	-	Very dissatisfied	-	7
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Very satisfied	69	39	Very satisfied	-	6
Fairly satisfied	23	32	Fairly satisfied	100	91
Neither satisfied nor dissatisfied	5	18	Neither satisfied nor dissatisfied	-	2
Fairly dissatisfied	3	5	Fairly dissatisfied	-	-
Very dissatisfied	-	7	Very dissatisfied	-	-

	Merseyrail	Regional		Merseyrail	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	42	43	White	97	95
Female	57	55	Mixed	0	1
			Asian or Asian British	2	1
			Black or Black British	0	1
			Chinese or other ethnic group	0	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-25	6	12	Commuter	37	38
26-34	11	12	Business	8	10
35-44	10	14	Leisure	55	52
45-54	19	22			
55-59	10	12			
60-64	13	9			
65+	29	17			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	44	52	Yes	79	66
Working Part Time	14	14	No	21	34
Not Working	5	4			
Retired	34	21			
Full Time Student	2	6			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>TIME OF TRAVEL</b>		
Professional/Senior Managerial	20	28	Peak	-	-
Middle Managerial	13	14	Off-peak	-	-
Junior Managerial/Clerical/Supervisory	16	13			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	8	8			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	3	3			
Full time student	0	2			
Retired	30	20			
Unemployed/between jobs	2	1			
Housewife/house-husband	0	1			
Other	4	5			
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	3	6
			Yes asked for information	4	8
			Could not find anyone to ask	0	5
			No	90	81
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	71	84
			Yes, at work	44	53
			No	22	11

Merseyrail

Regional

Merseyrail

Regional

**TRAVELLING ALONE OR WITH OTHERS**

Alone	73	76
With other adults 16+	24	21
With children aged 0-4	1	1
With children aged 5-10	1	2
With children aged 11-15	1	2

**TRAVELLING WITH ...**

Heavy/bulky luggage/other large items	9	15
Pushchair	1	1
Folding bicycle	0	1
Non-folding bicycle	2	2
Dog	-	0
Wheelchair	-	0
Helper	0	0
None apply	86	80

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	12	20
Anytime day single/return	16	19
Off-peak/super off-peak single/return	1	7
Off-peak/super off-peak day single/return	3	9
Advance	0	4
Day travelcard	5	2
Oyster pay as you go	0	0
Weekly or monthly season ticket	12	15
Annual season ticket	7	5
Special promotion ticket	0	1
Rail staff pass/privilege ticket/police	1	2
Free travel pass (e.g. Freedom Pass)	26	7
Other	9	7
Don't know/no answer	6	3

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	6	6
Better internet enquiry/booking service	11	16
Better information facilities at stations	10	17
Better route maps of the rail network	10	15
Make timetables easier to read	17	21
Better ticket buying facilities at station ticket offices	9	14
Better ticket buying facilities at station ticket machines	11	14
Better promotion when advanced tickets available	25	33
Other	16	13
None of these	29	23

## Station sample sizes for Merseyrail

Station	Unweighted
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Liverpool Central	108
Maghull	83
Liverpool Lime Street	73
Moorfields	40
Southport	35
Liverpool James Street	30
New Brighton	23
Birkenhead Hamilton Square	15
Birkenhead Park	13
Bromborough	12
Liverpool South Parkway	12
West Kirby	12
Freshfield	11
Brunswick	9
Formby	9
Port Sunlight	7
Bootle New Strand	6
Leasowe	6
Birkenhead Central	6
Birkenhead North	5
Eastham Rake	2

	Annual journeys (‘000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>27156</b>	<b>11372</b>	<b>3887</b>	<b>11897</b>	<b>23342</b>	<b>3814</b>	<b>8845</b>	<b>6167</b>	<b>6186</b>	<b>5958</b>
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):

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

## 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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