

National Rail Passenger Survey

Heathrow Connect 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)

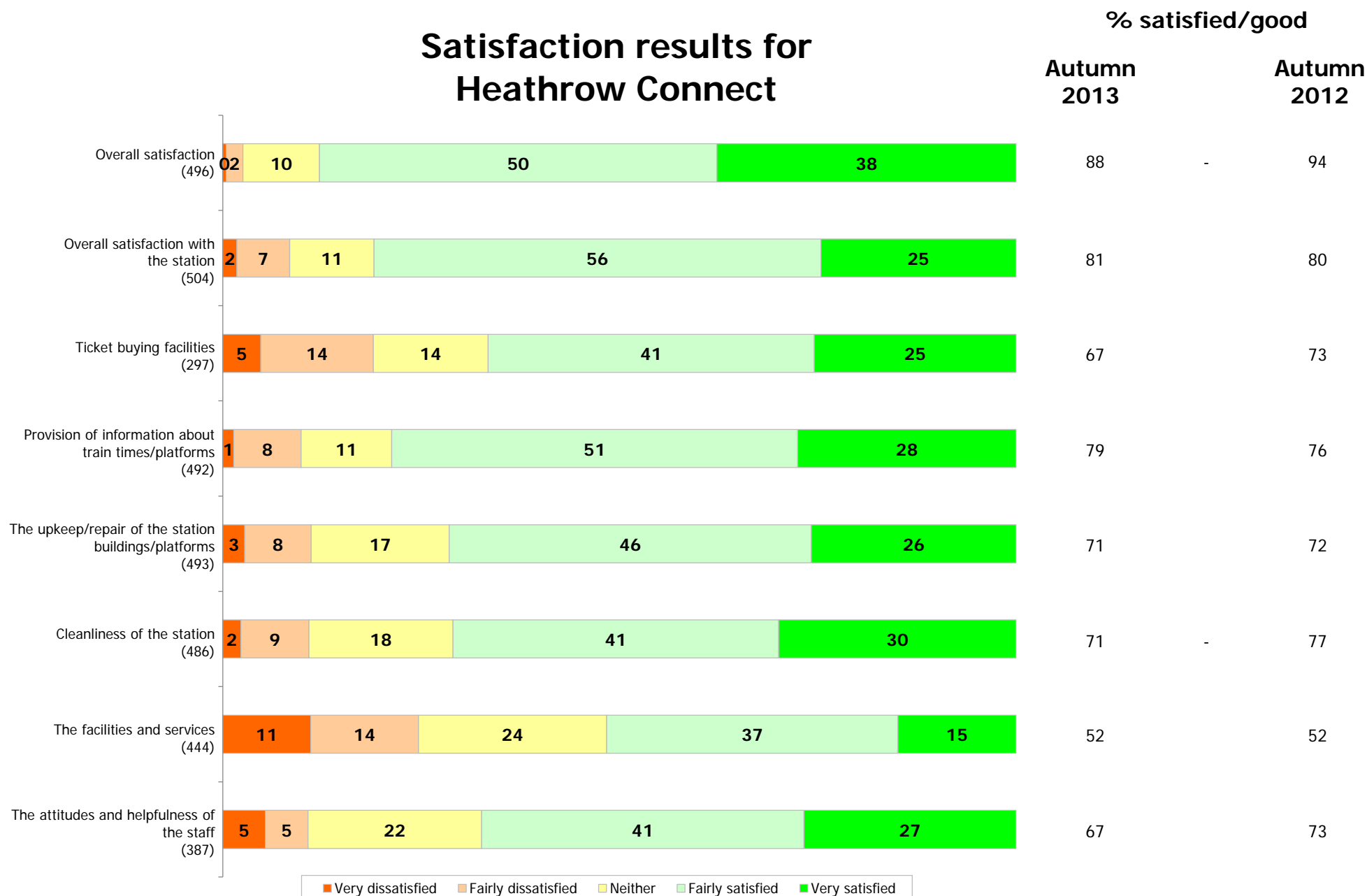
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

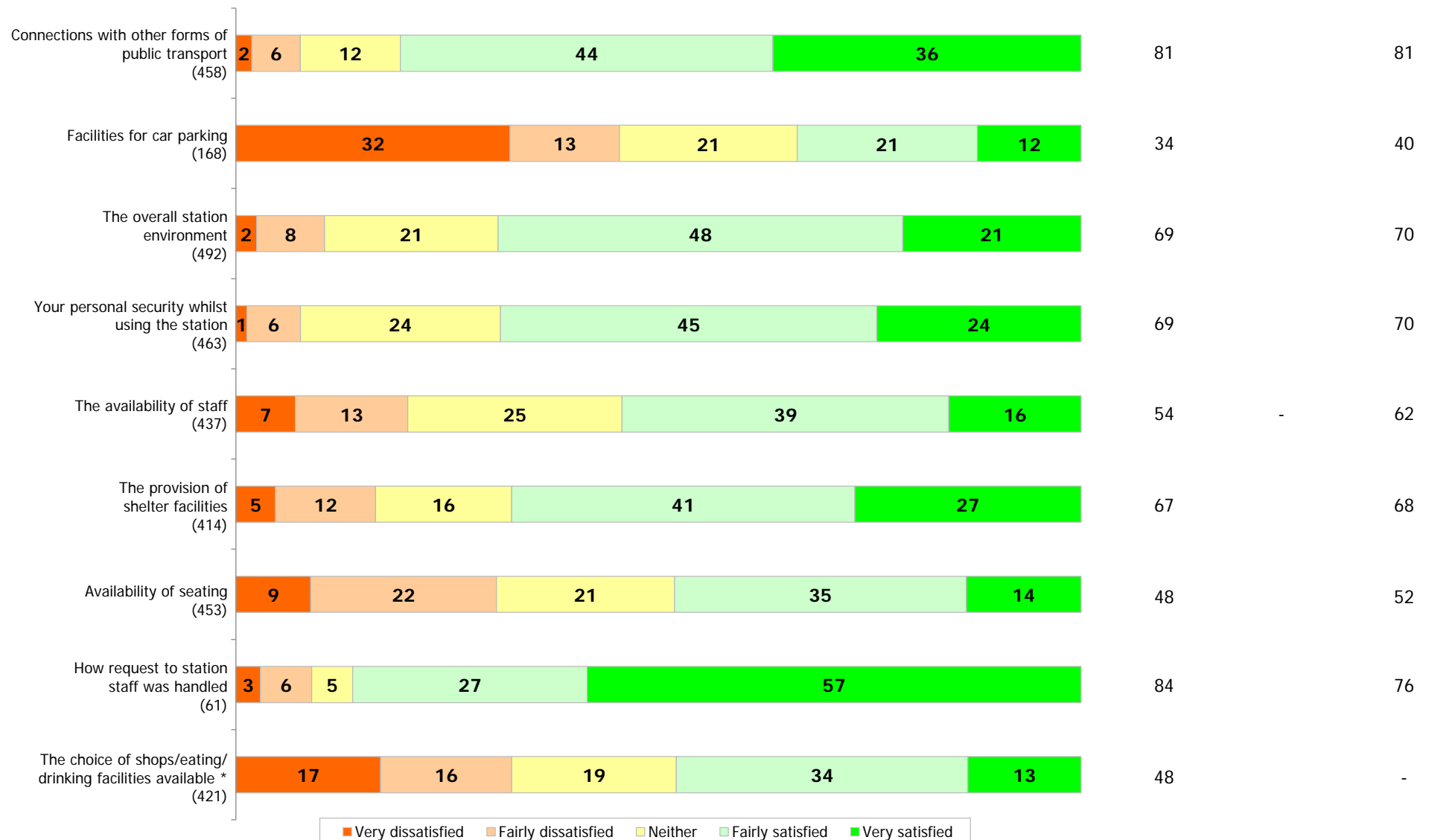
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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 Heathrow Connect

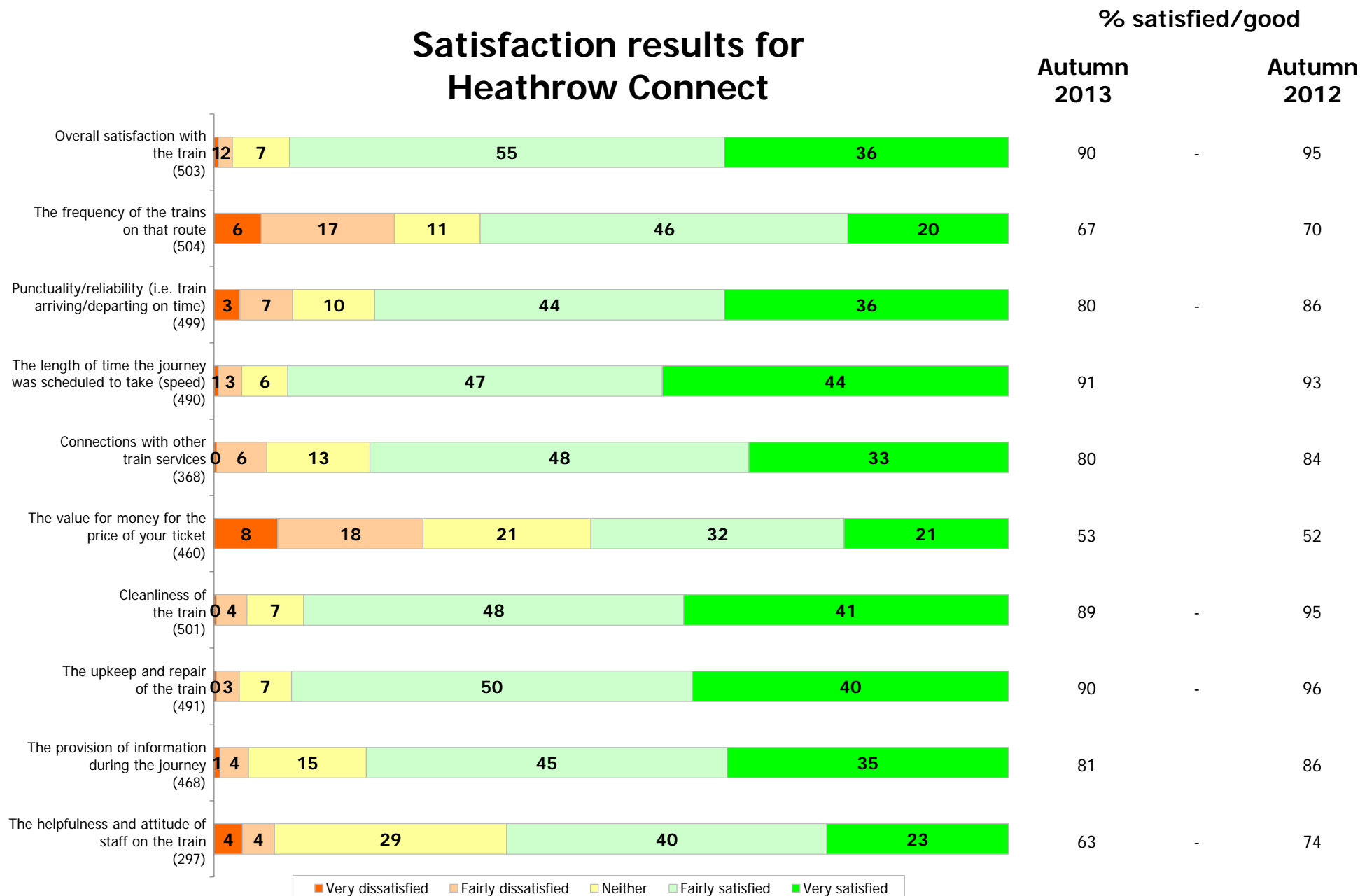


Satisfaction results for Heathrow Connect



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

Satisfaction results for Heathrow Connect

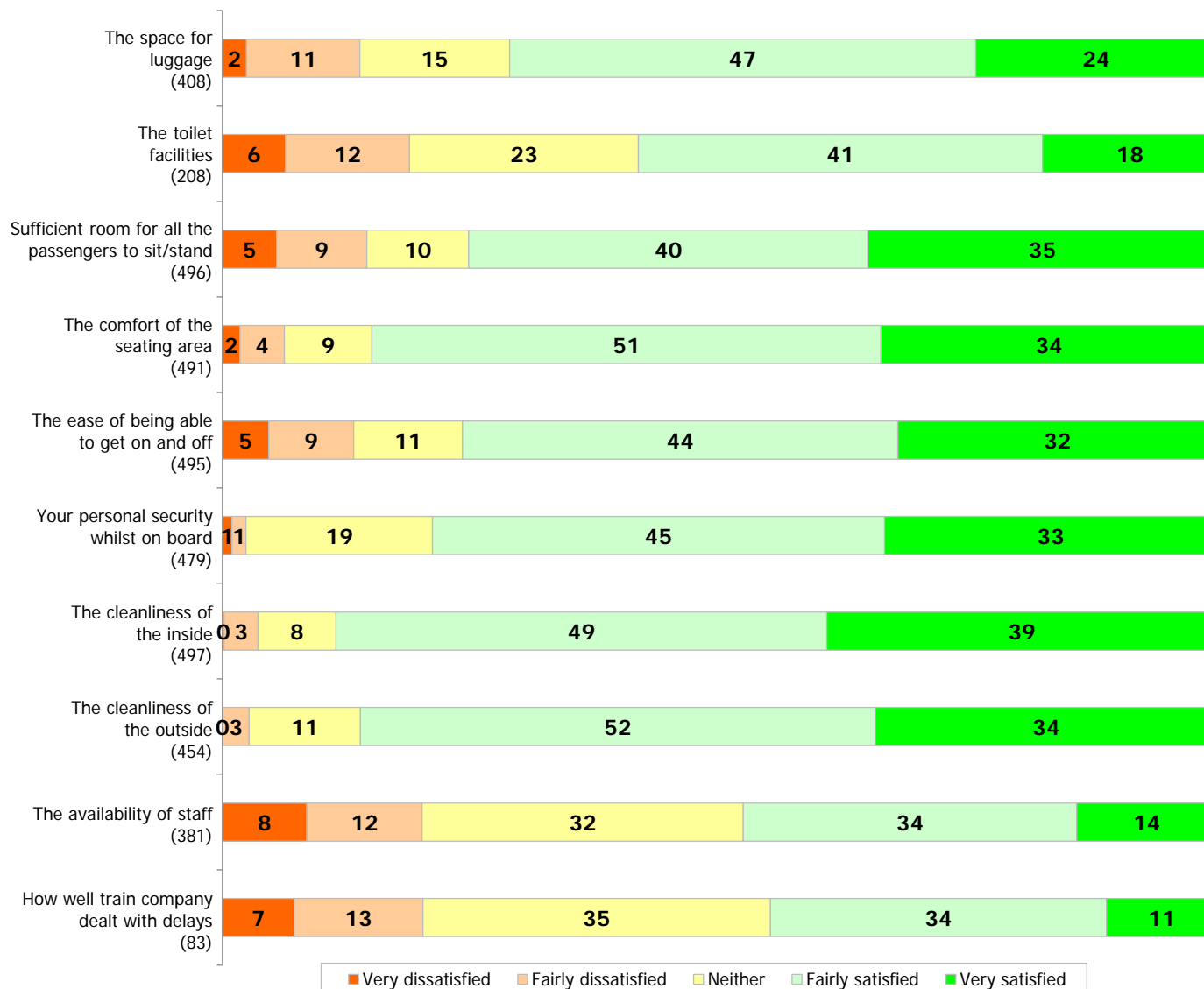


Satisfaction results for Heathrow Connect

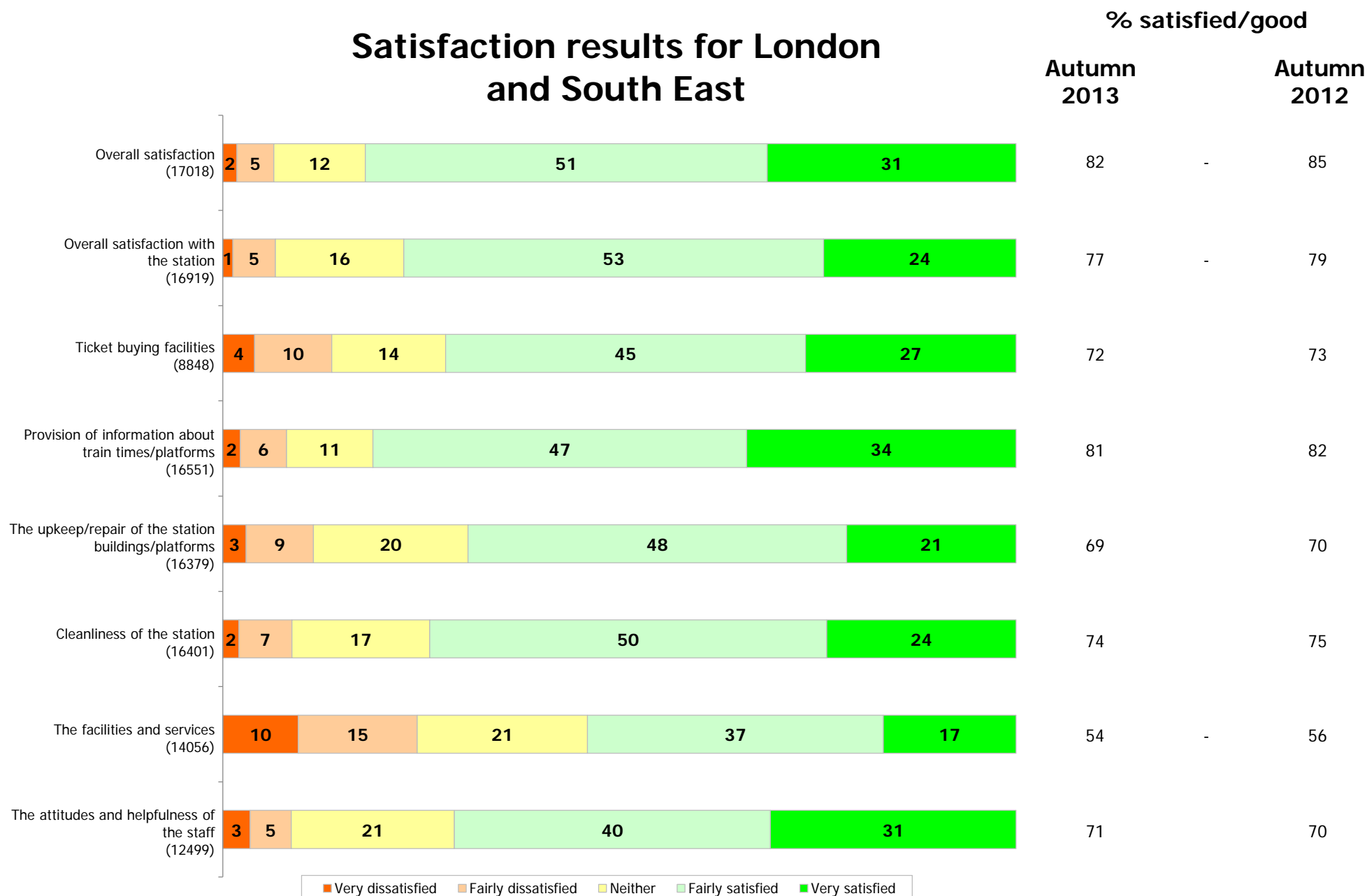
% satisfied/good

Autumn
2013

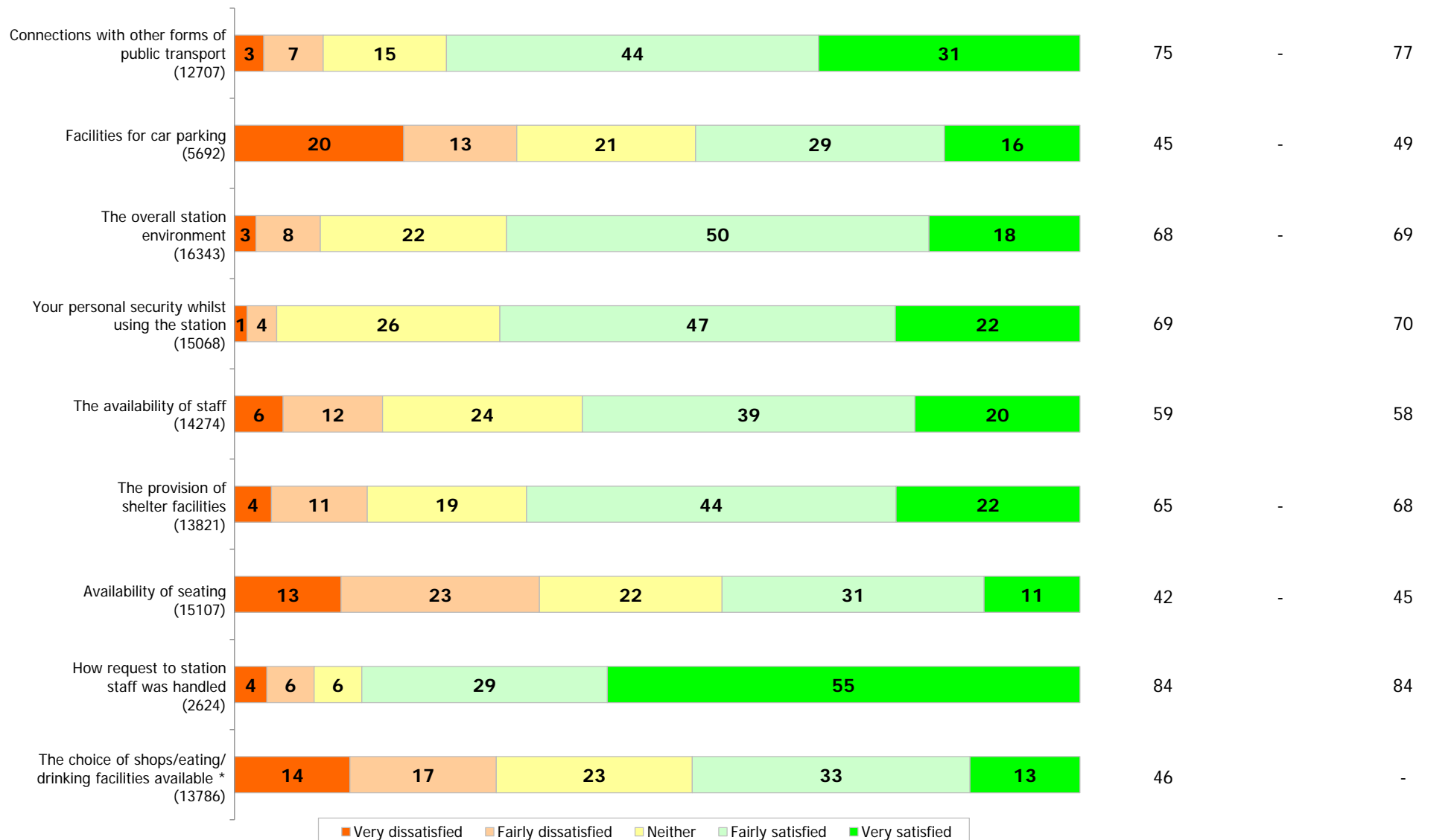
Autumn
2012



Satisfaction results for London and South East



Satisfaction results for London and South East



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

Satisfaction results for London and South East



Satisfaction results for London and South East



Heathrow Connect versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	88	82	107%
STATION FACILITIES			
Overall satisfaction with the station	81	77	105%
Ticket buying facilities	67	72	93%
Provision of information about train times/platforms	79	81	97%
The upkeep/repair of the station buildings/platforms	71	69	103%
Cleanliness	71	74	96%
The facilities and services	52	54	96%
The attitudes and helpfulness of the staff	67	71	95%
Connections with other forms of public transport	81	75	107%
Facilities for car parking	34	45	74%
Overall environment	69	68	102%
Your personal security whilst using the station	69	69	100%
The availability of staff	54	59	92%
The provision of shelter facilities	67	65	103%
Availability of seating	48	42	114%
How request to station staff was handled	84	84	99%
The choice of shops/eating/drinking facilities available	48	46	104%
TRAIN FACILITIES			
Overall satisfaction with the train	90	79	114%
The frequency of the trains on that route	67	76	88%
Punctuality/reliability (i.e. the train arriving/departing on time)	80	78	102%
The length of time the journey was scheduled to take (speed)	91	83	110%
Connections with other train services	80	75	107%
The value for money of the price of your ticket	53	41	128%
Cleanliness of the train	89	74	119%
Upkeep and repair of the train	90	74	122%
The provision of information during the journey	81	70	116%
The helpfulness and attitude of staff on train	63	58	108%
The space for luggage	71	49	144%
The toilet facilities	58	33	179%
Sufficient room for all passengers to sit/stand	75	64	117%
The comfort of the seating area	85	70	121%
The ease of being able to get on and off	76	79	97%
Your personal security on board	79	76	103%
The cleanliness of the inside	89	74	119%
The cleanliness of the outside	86	73	117%
The availability of staff	48	37	129%
How well train company deals with delays	45	38	117%

Building block/route data for Heathrow Connect

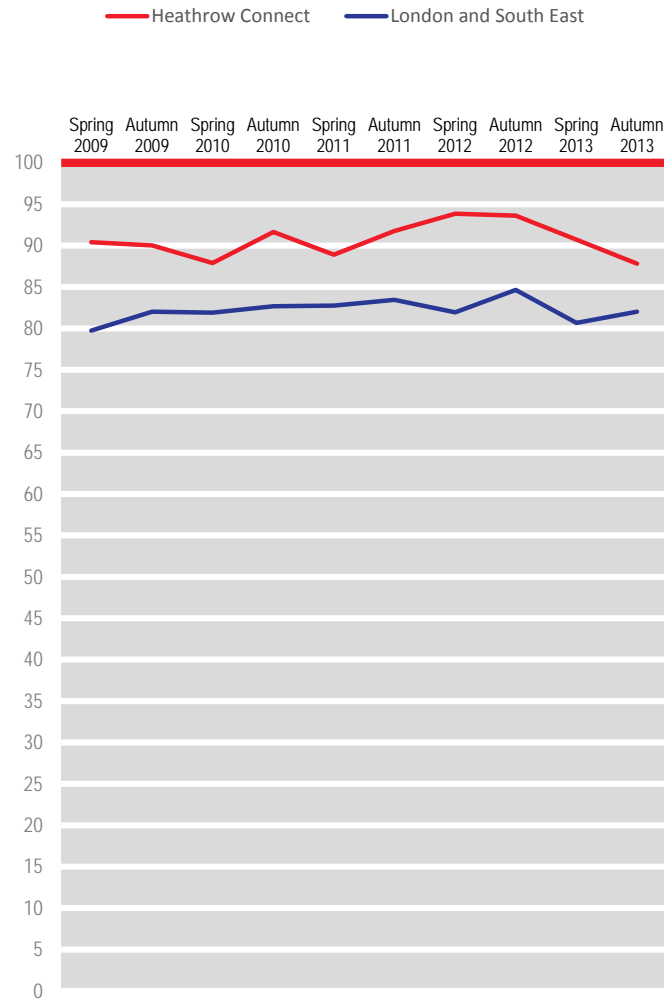
	Heathrow Connect
Overall satisfaction	88
STATION FACILITIES	
Overall satisfaction with the station	81
Ticket buying facilities	67
Provision of information about train times/platforms	79
The upkeep/repair of the station buildings/platforms	71
Cleanliness	71
The facilities and services	52
The attitudes and helpfulness of the staff	67
Connections with other forms of public transport	81
Facilities for car parking	34
Overall environment	69
Your personal security whilst using the station	69
The availability of staff	54
The provision of shelter facilities	67
Availability of seating	48
How request to station staff was handled	84
The choice of shops/eating/drinking facilities available	48
TRAIN FACILITIES	
Overall satisfaction with the train	90
The frequency of the trains on that route	67
Punctuality/reliability (i.e. the train arriving/departing on time)	80
The length of time the journey was scheduled to take (speed)	91
Connections with other train services	80
The value for money of the price of your ticket	53
Cleanliness of the train	89
Upkeep and repair of the train	90
The provision of information during the journey	81
The helpfulness and attitude of staff on train	63
The space for luggage	71
The toilet facilities	58
Sufficient room for all passengers to sit/stand	75
The comfort of the seating area	85
The ease of being able to get on and off	76
Your personal security on board	79
The cleanliness of the inside	89
The cleanliness of the outside	86
The availability of staff	48
How well train company deals with delays	45

Percentage satisfied with aspects of station where boarded

Overall satisfaction

(496)

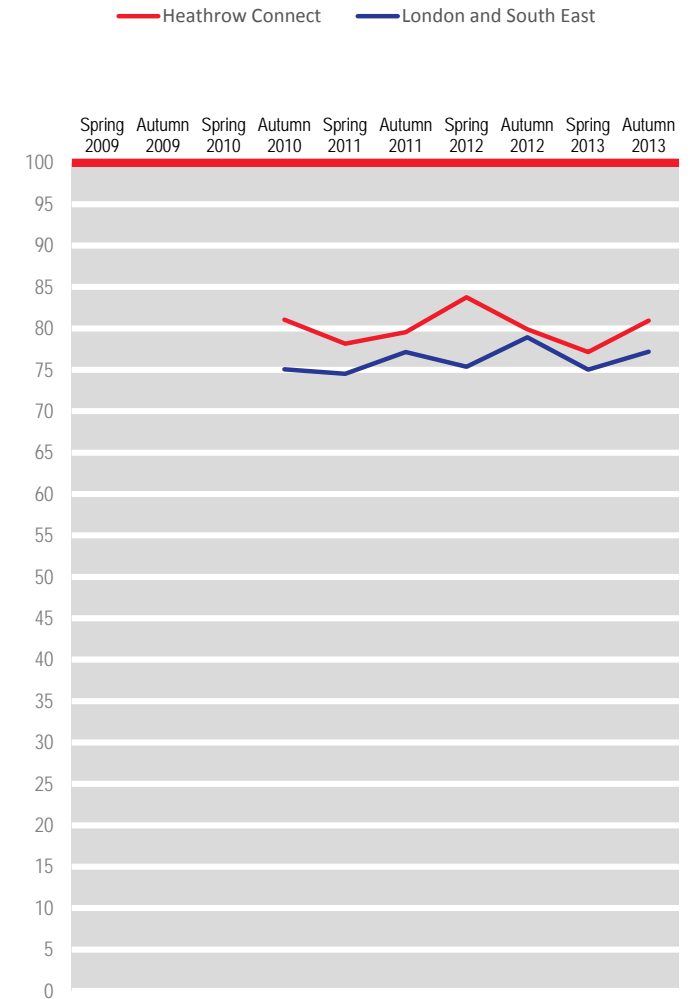
Percentage of passengers satisfied 2009 to 2013



Overall station satisfaction

(504)

Percentage of passengers satisfied 2009 to 2013



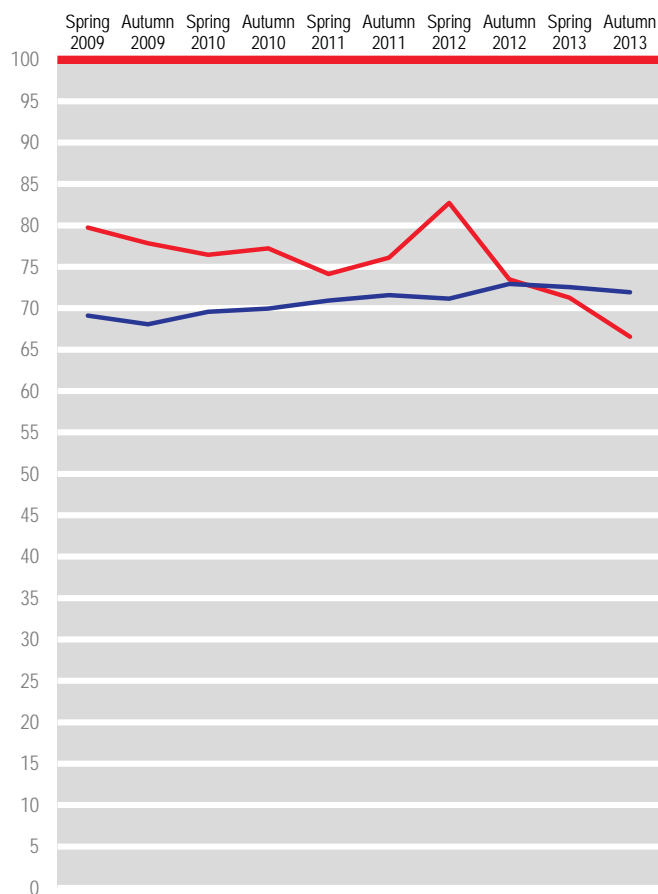
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(297)

Percentage of passengers satisfied 2009 to 2013

Heathrow Connect London and South East

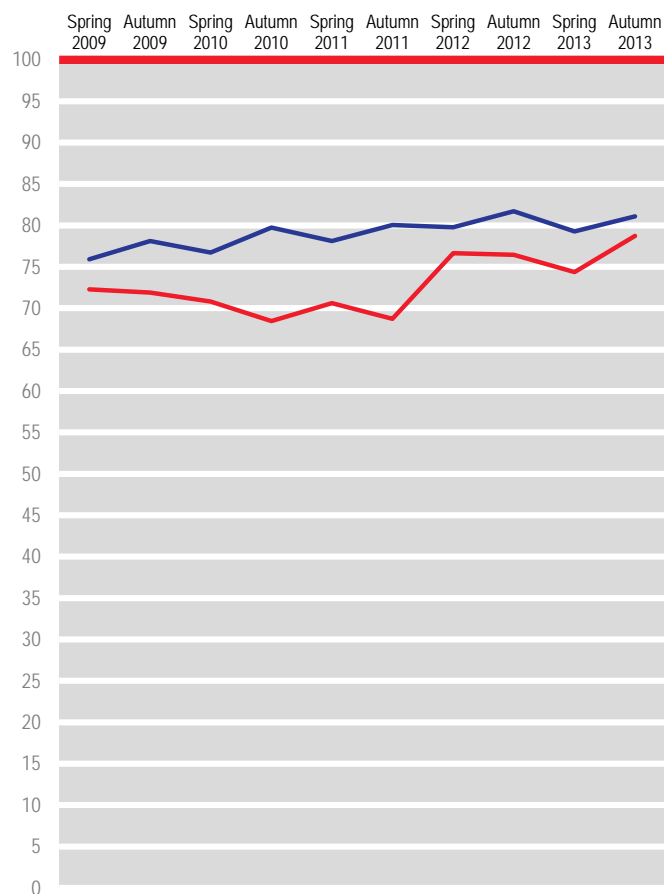


Provision of information about train times/platforms

(492)

Percentage of passengers satisfied 2009 to 2013

Heathrow Connect London and South East

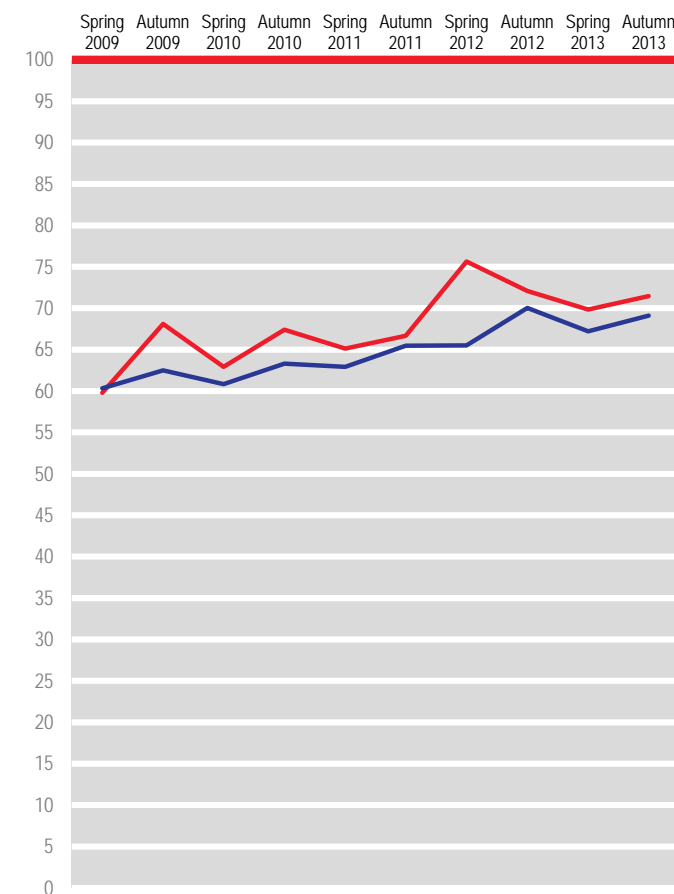


The upkeep/repair of the station building/platforms

(493)

Percentage of passengers satisfied 2009 to 2013

Heathrow Connect London and South East

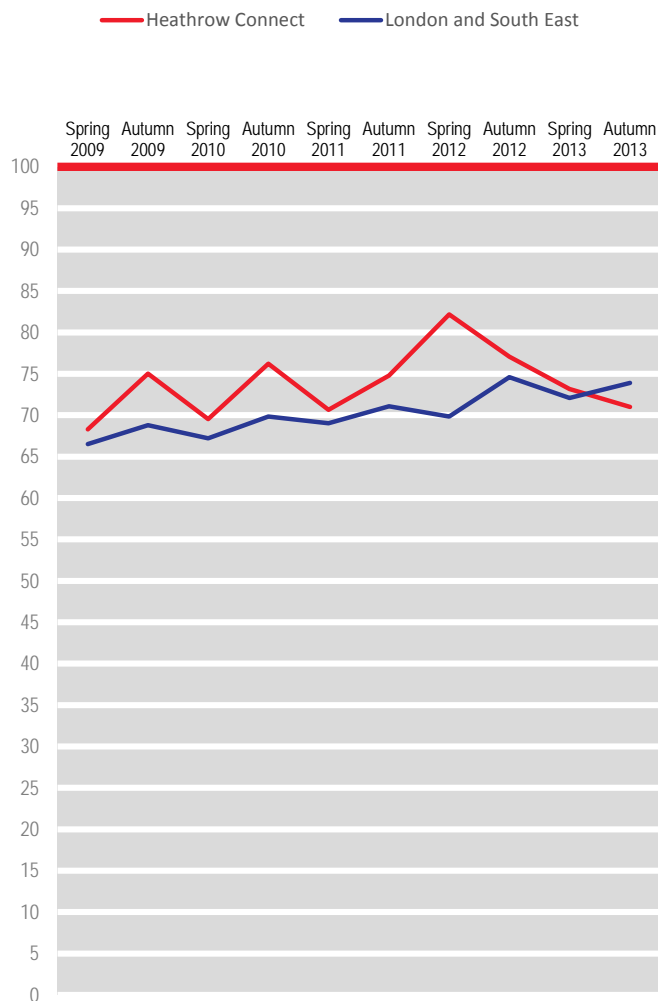


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(486)

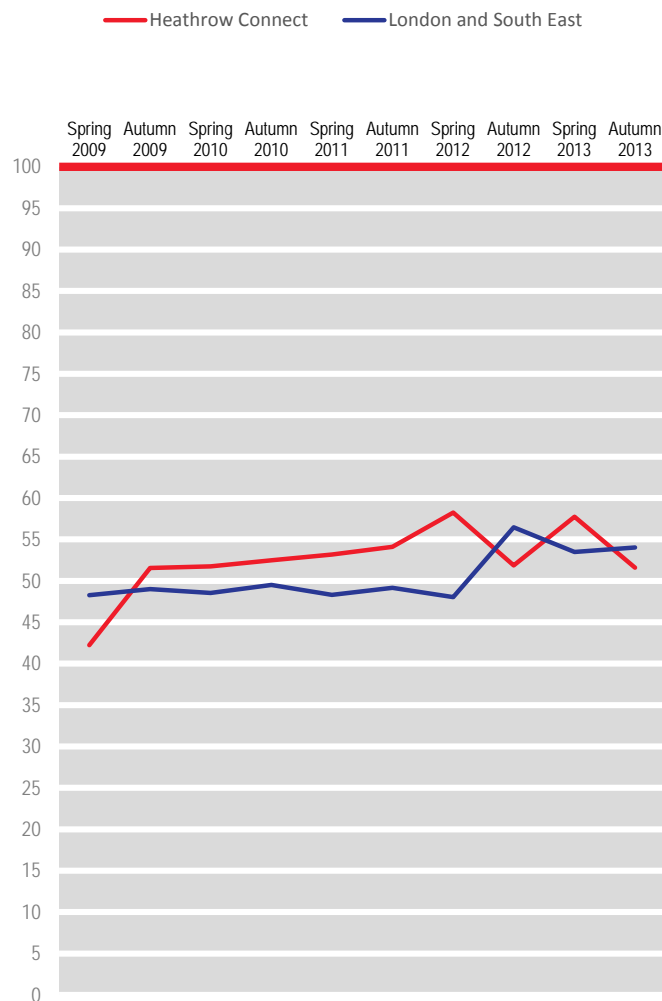
Percentage of passengers satisfied 2009 to 2013



The facilities and services at the station

(444)

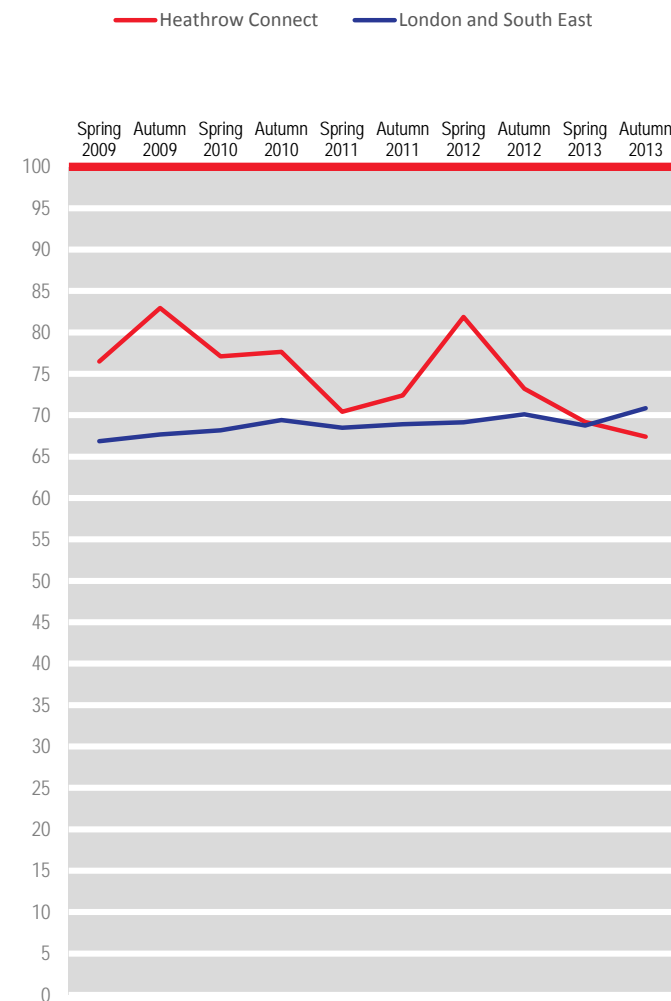
Percentage of passengers satisfied 2009 to 2013



The attitudes and helpfulness of the staff at the station

(387)

Percentage of passengers satisfied 2009 to 2013

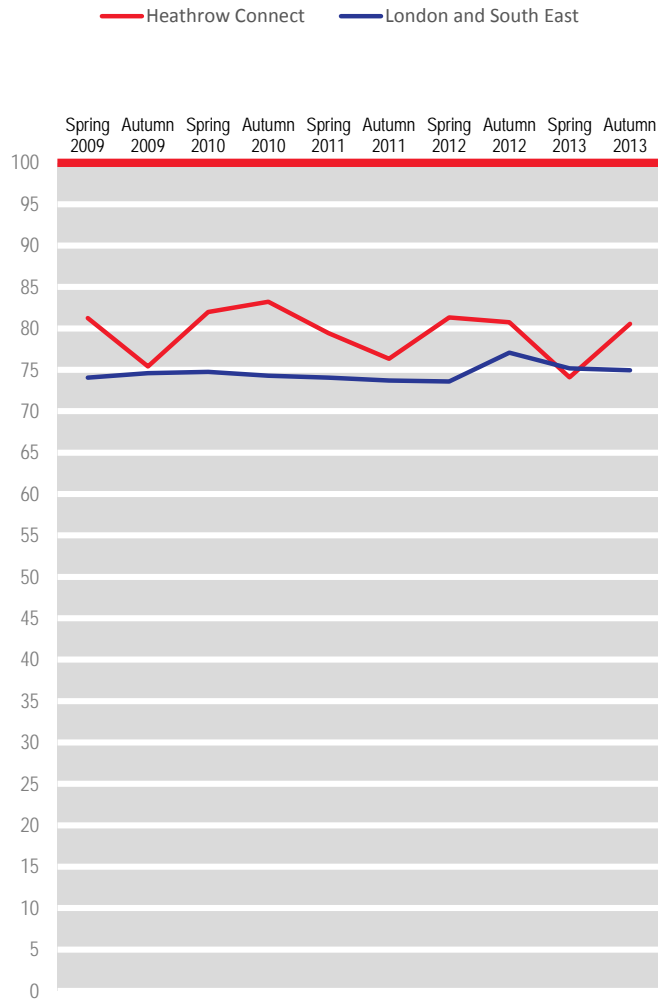


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(458)

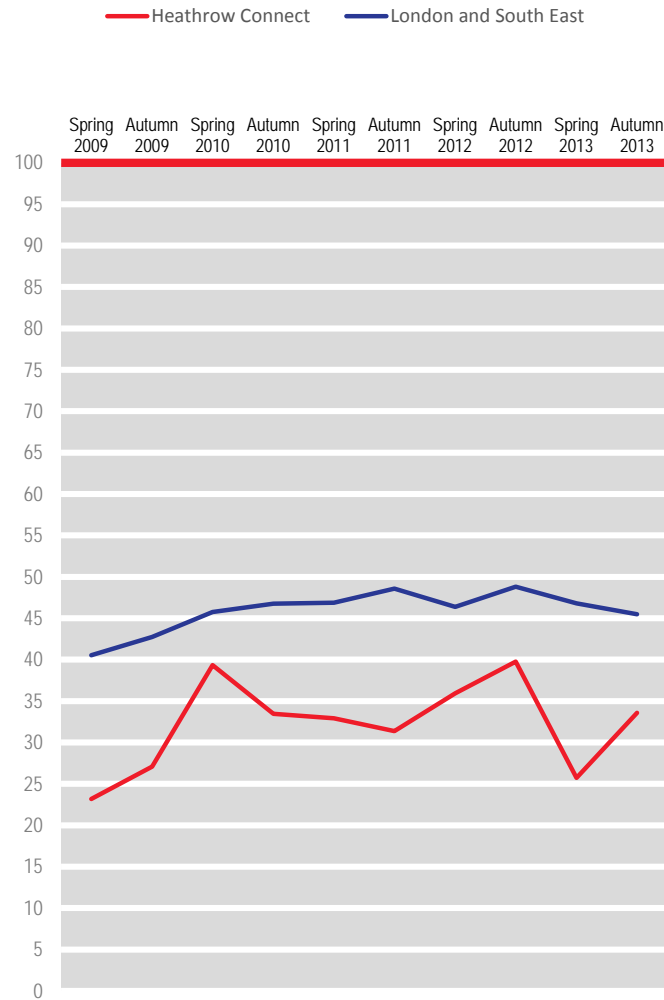
Percentage of passengers satisfied 2009 to 2013



Facilities for car parking at the station

(168)

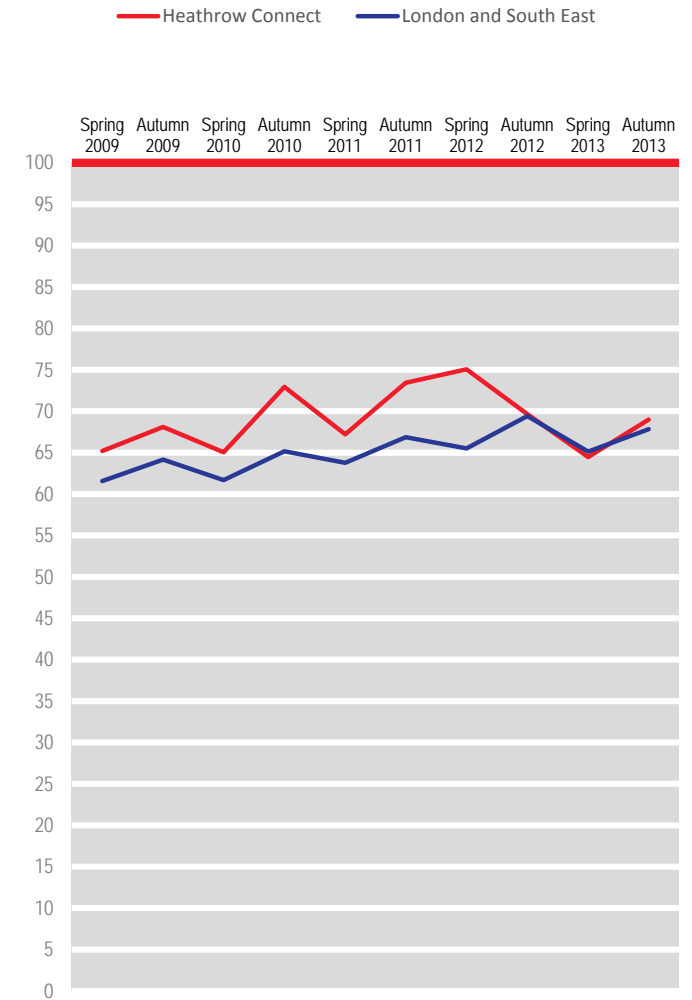
Percentage of passengers satisfied 2009 to 2013



Overall station environment

(492)

Percentage of passengers satisfied 2009 to 2013

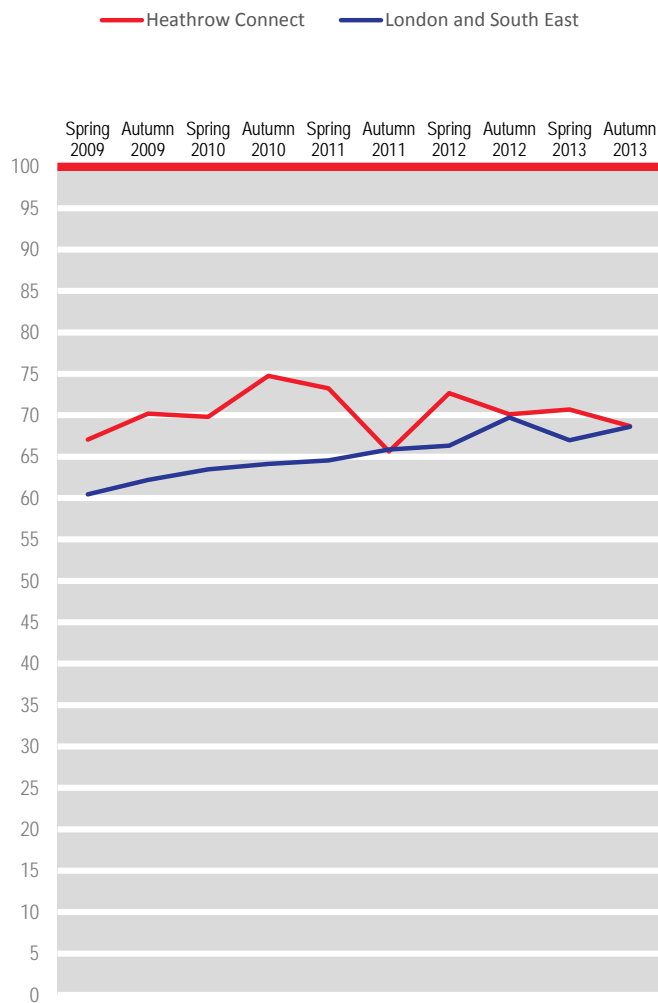


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(463)

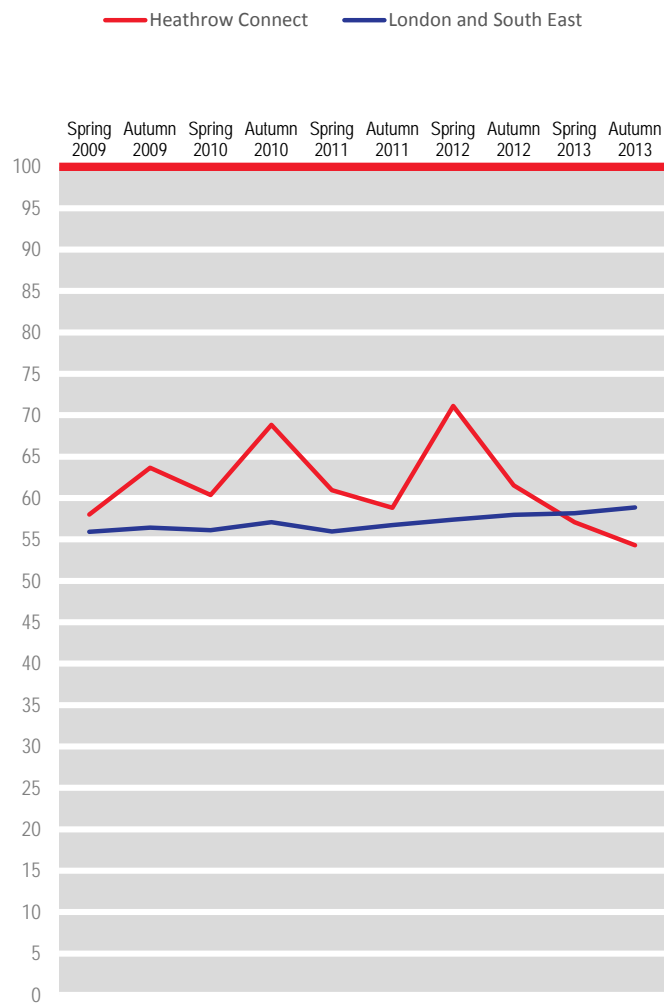
Percentage of passengers satisfied 2009 to 2013



The availability of staff at the station

(437)

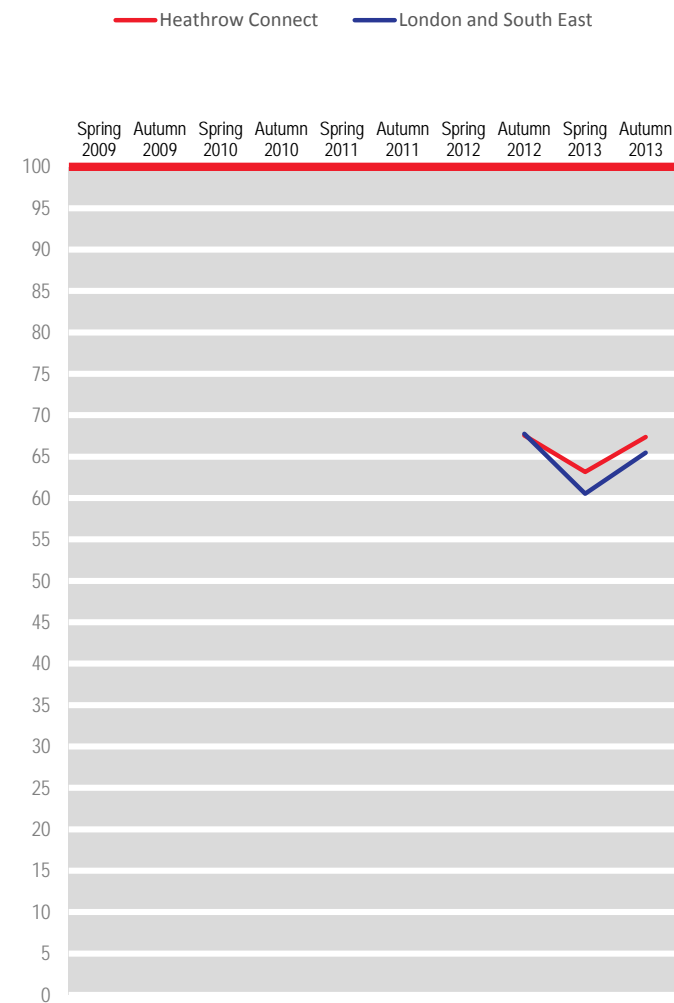
Percentage of passengers satisfied 2009 to 2013



The provision of shelter facilities

(414)

Percentage of passengers satisfied 2009 to 2013

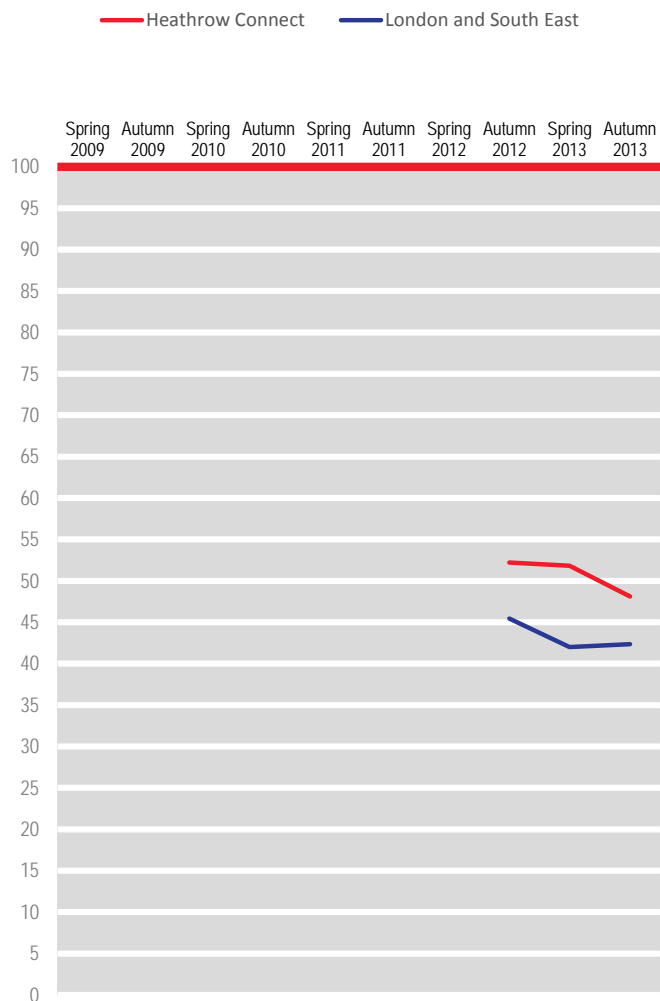


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(453)

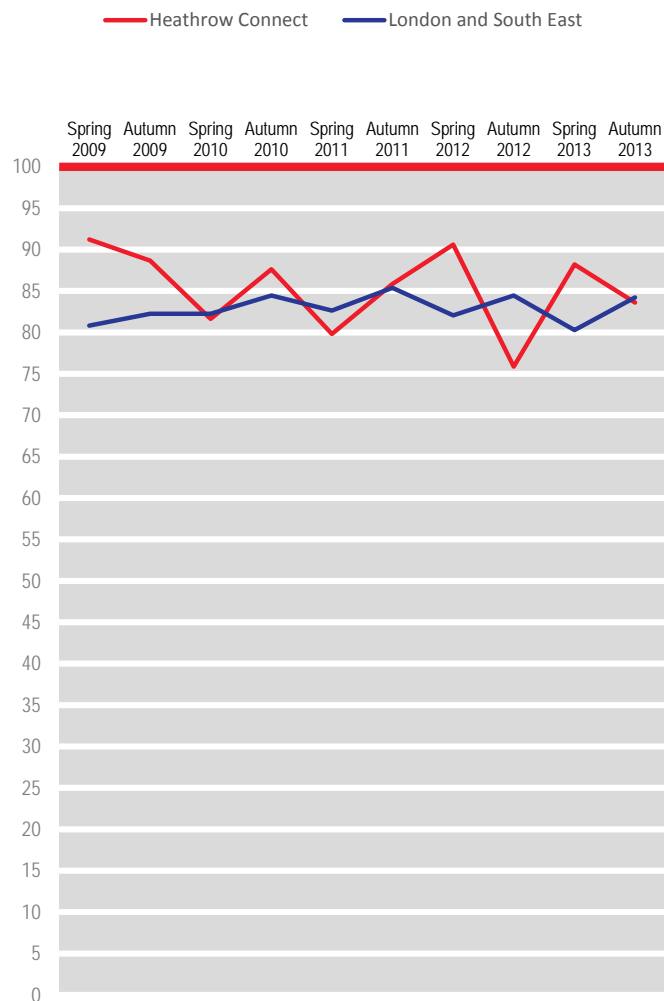
Percentage of passengers satisfied 2009 to 2013



How request to station staff was handled

(61)

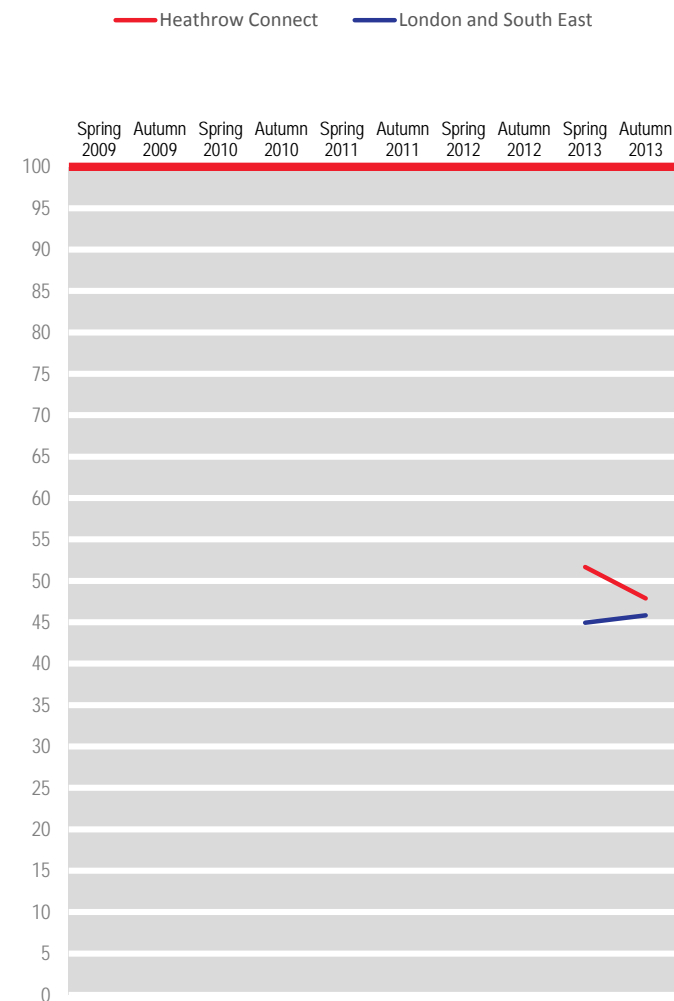
Percentage of passengers satisfied 2009 to 2013



The choice of shops/eating/drinking facilities available

(421)

Percentage of passengers satisfied 2009 to 2013



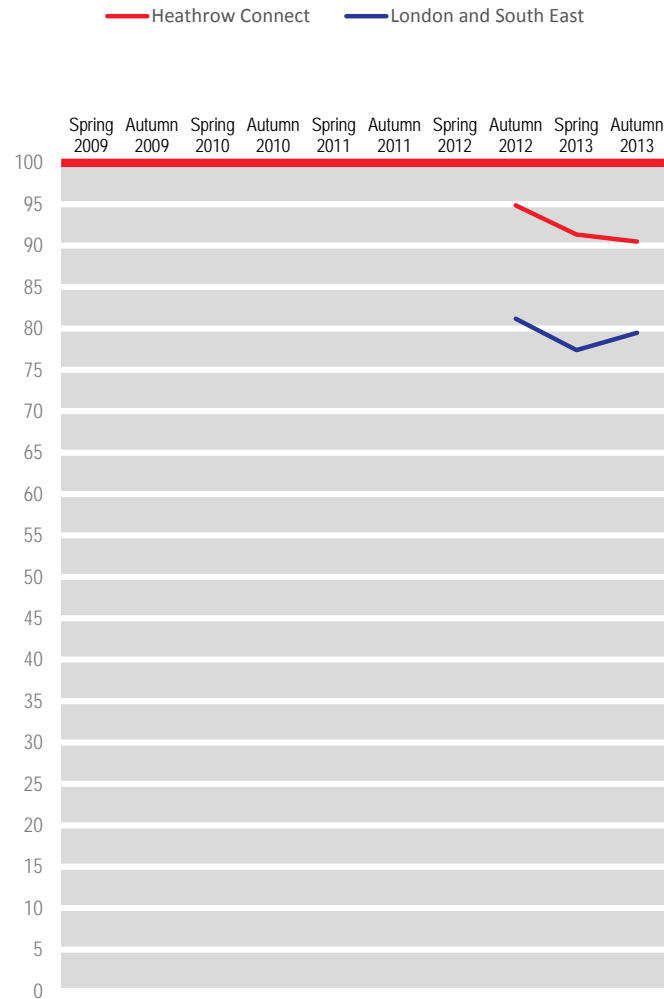
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfied with aspects of the train

Overall satisfaction with the train

(503)

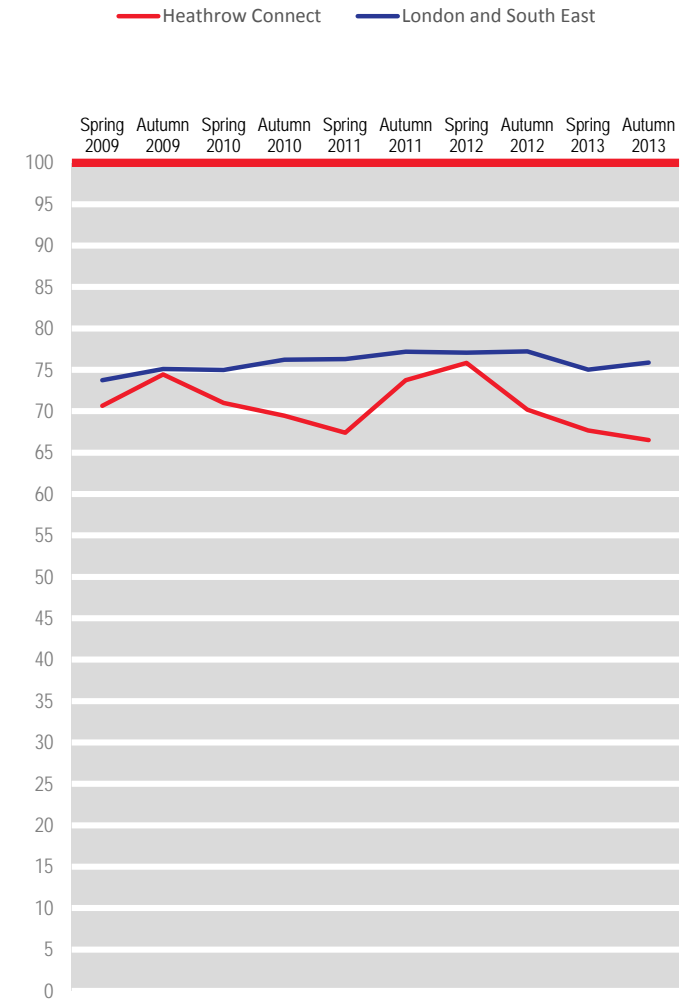
Percentage of passengers satisfied 2009 to 2013



The frequency of trains on that route

(504)

Percentage of passengers satisfied 2009 to 2013



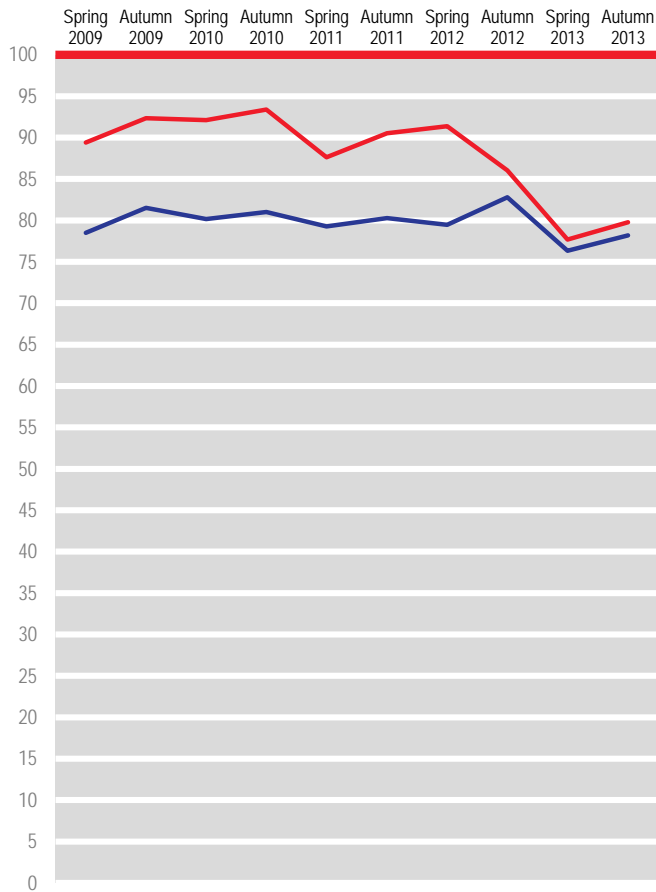
N.B. Benchmarks and targets are only shown for applicable factors

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

(499)

Percentage of passengers satisfied 2009 to 2013

— Heathrow Connect — London and South East

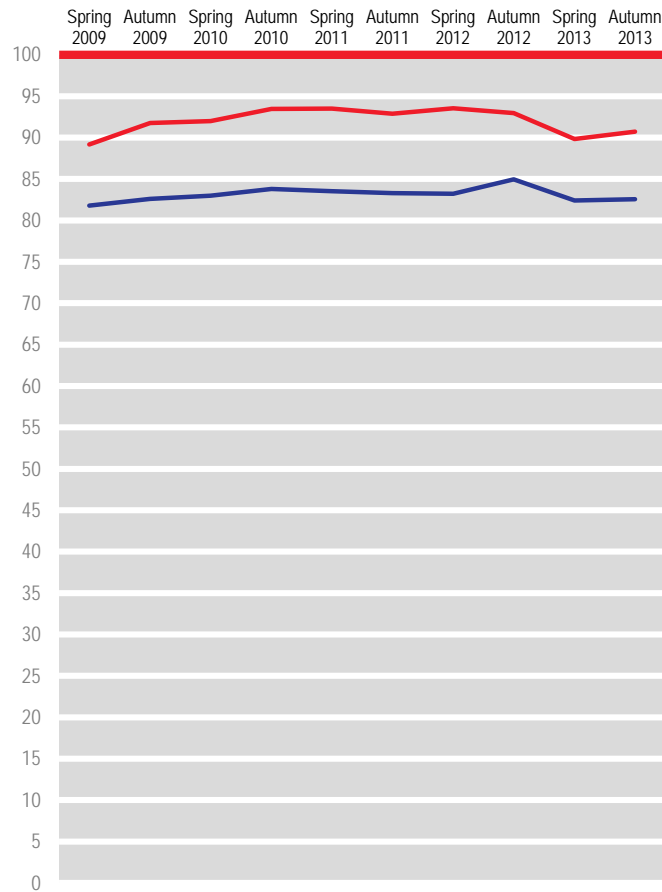


The length of time the journey was scheduled to take (speed)

(490)

Percentage of passengers satisfied 2009 to 2013

— Heathrow Connect — London and South East

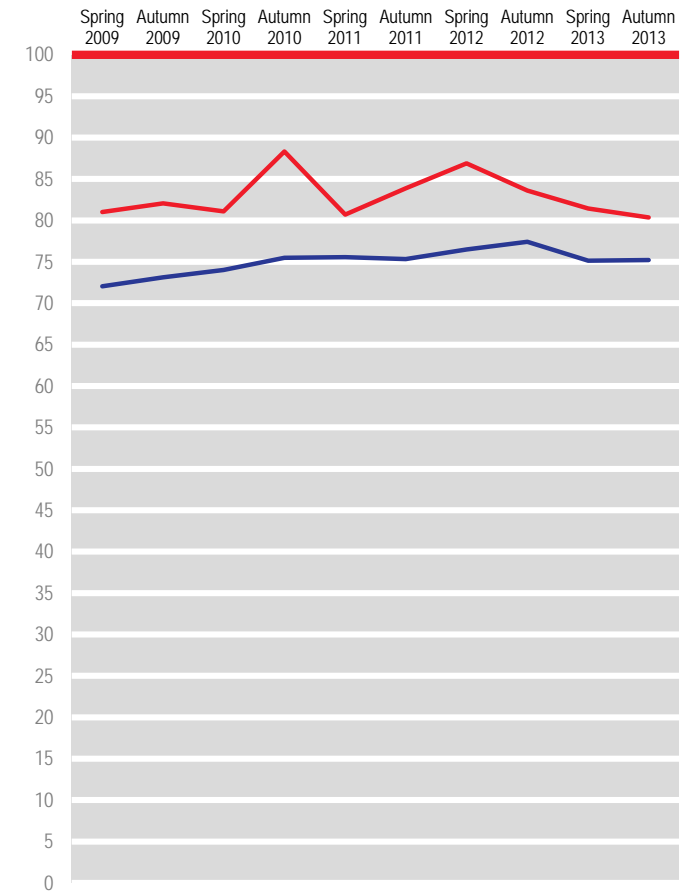


Connections with other train services

(368)

Percentage of passengers satisfied 2009 to 2013

— Heathrow Connect — London and South East



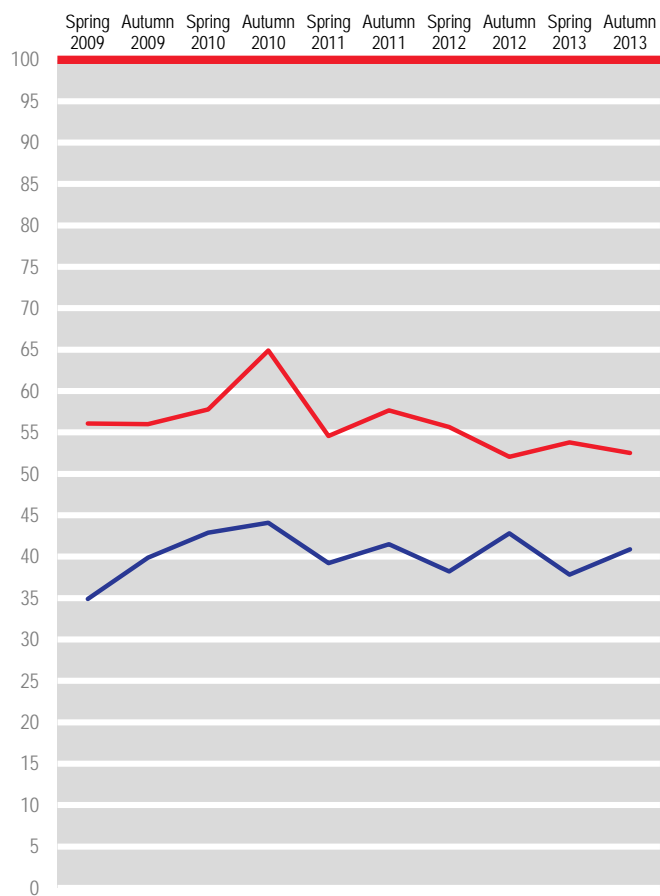
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(460)

Percentage of passengers satisfied 2009 to 2013

Heathrow Connect London and South East

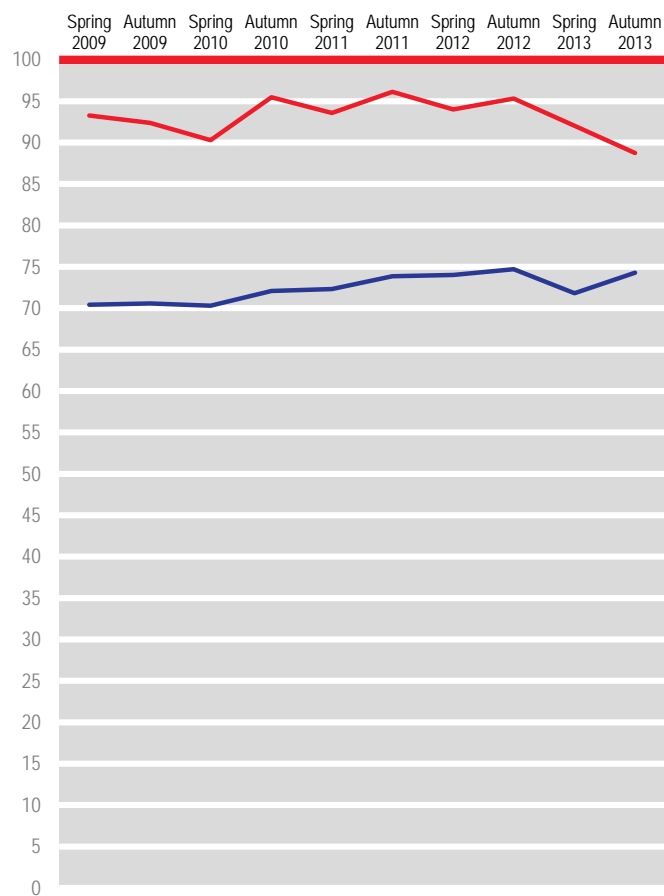


Cleanliness of the train

(501)

Percentage of passengers satisfied 2009 to 2013

Heathrow Connect London and South East

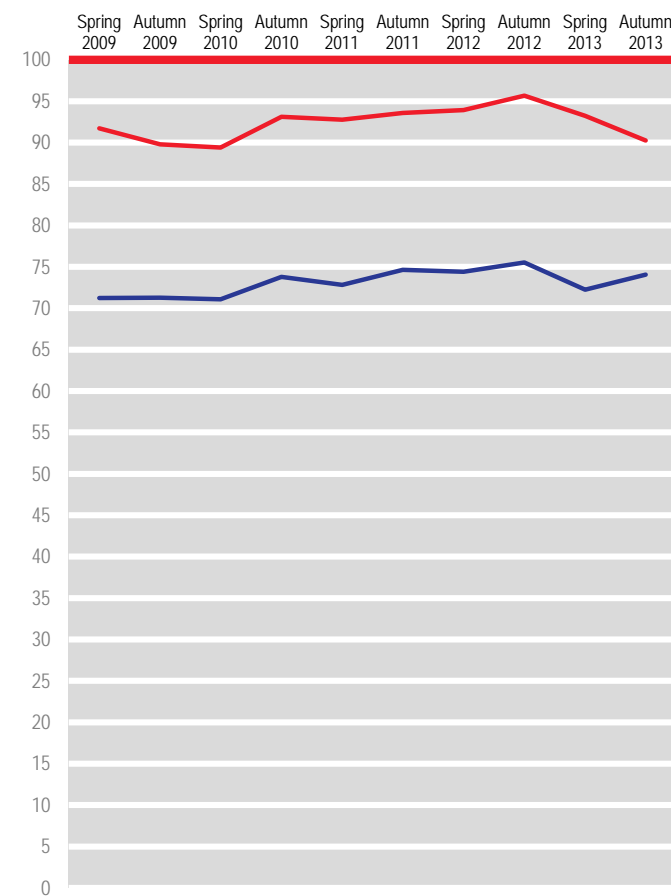


Upkeep and repair of the train

(491)

Percentage of passengers satisfied 2009 to 2013

Heathrow Connect London and South East

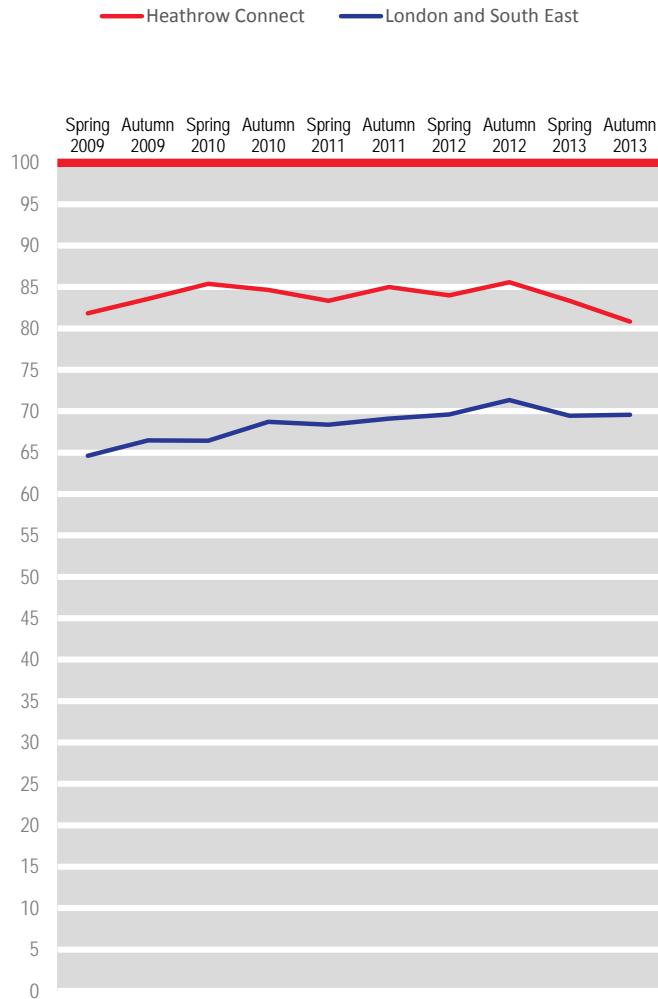


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(468)

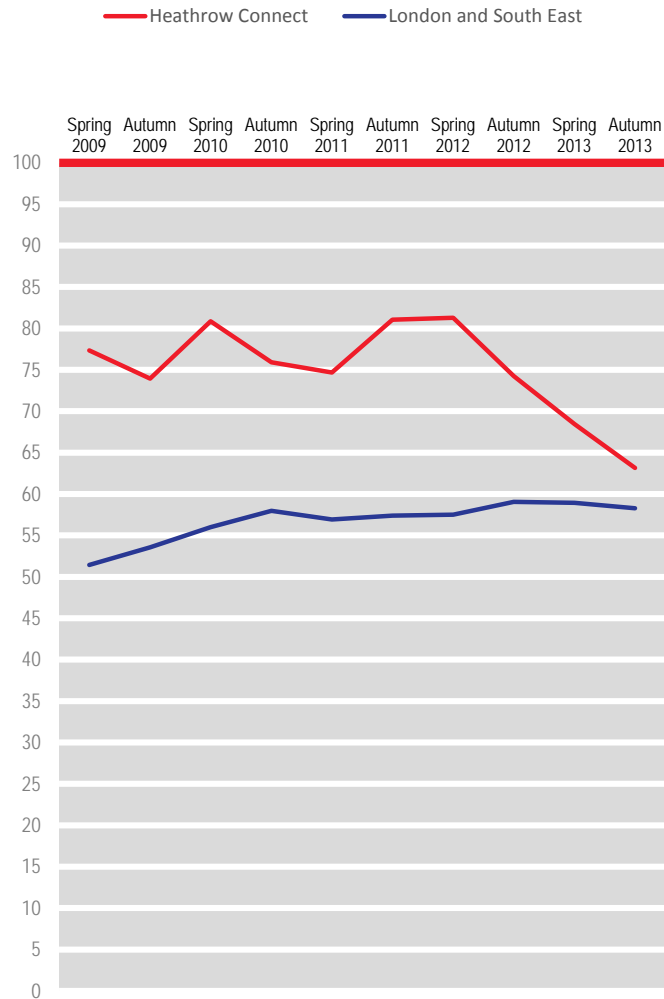
Percentage of passengers satisfied 2009 to 2013



The helpfulness and attitude of staff on the train

(297)

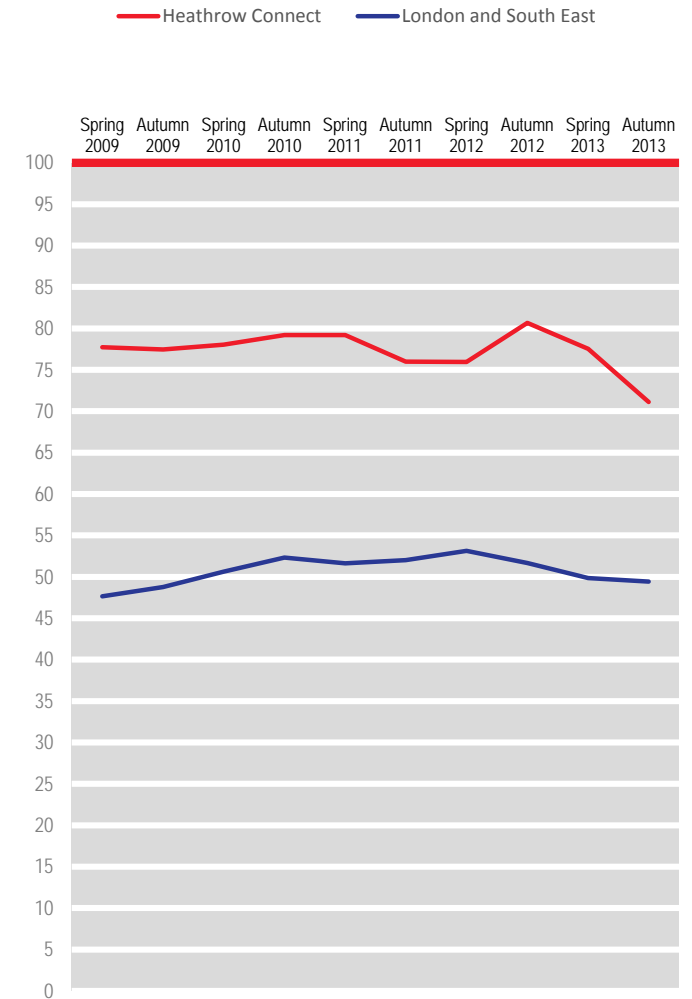
Percentage of passengers satisfied 2009 to 2013



The space for luggage

(408)

Percentage of passengers satisfied 2009 to 2013

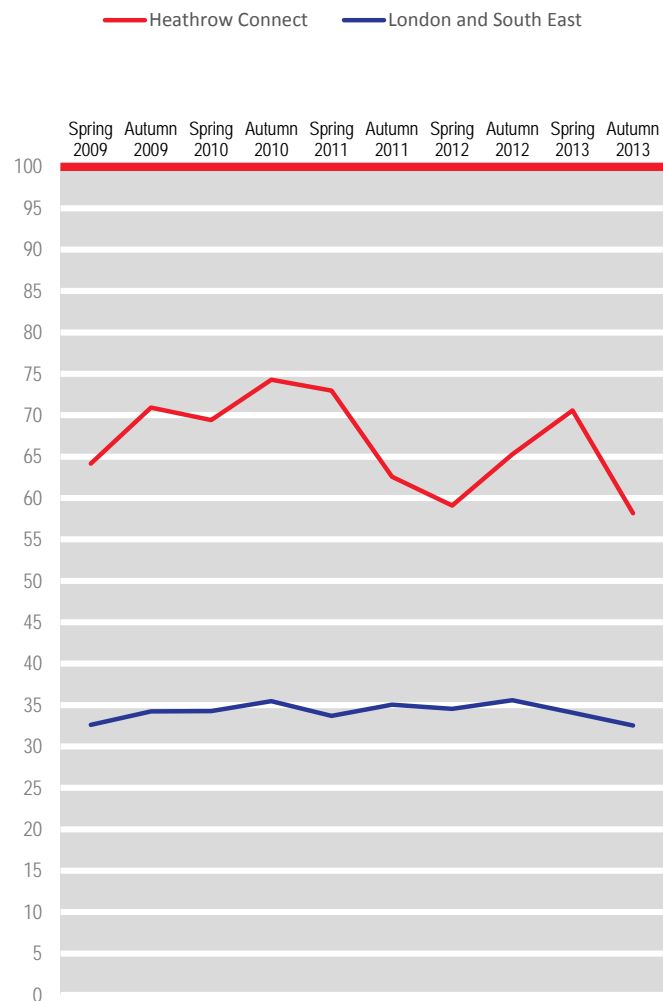


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(208)

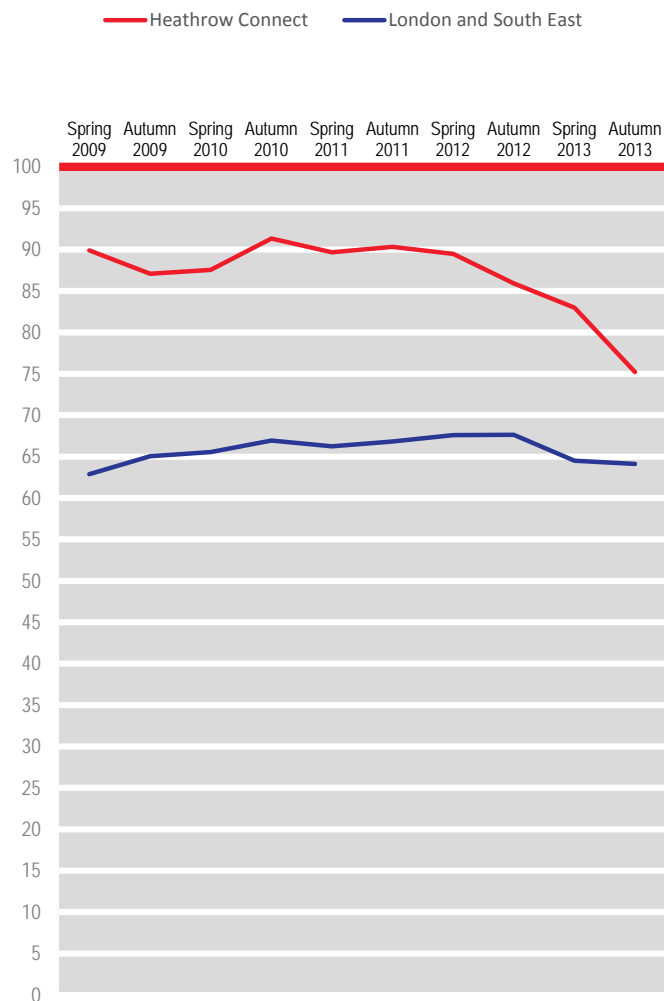
Percentage of passengers satisfied 2009 to 2013



Sufficient room for all the passengers to sit/stand

(496)

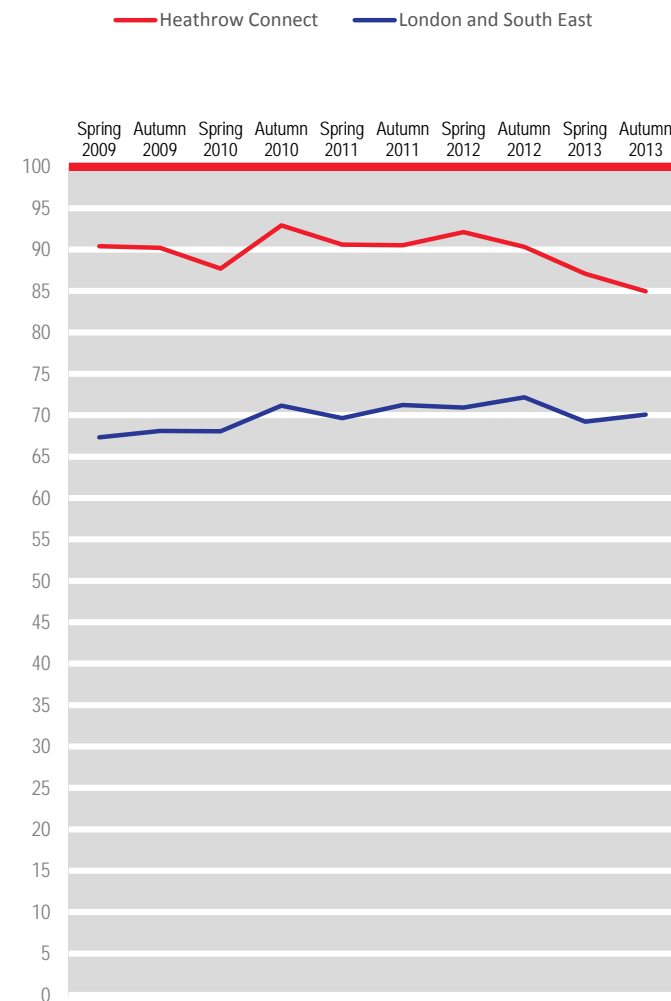
Percentage of passengers satisfied 2009 to 2013



The comfort of the seating area

(491)

Percentage of passengers satisfied 2009 to 2013



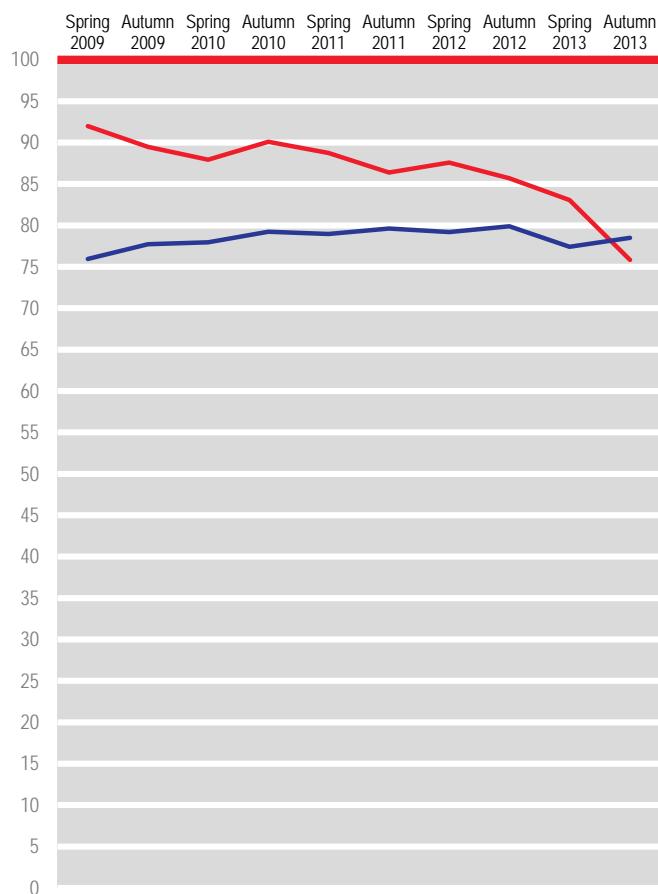
N.B. Benchmarks and targets are only shown for applicable factors

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

(495)

Percentage of passengers satisfied 2009 to 2013

— Heathrow Connect — London and South East

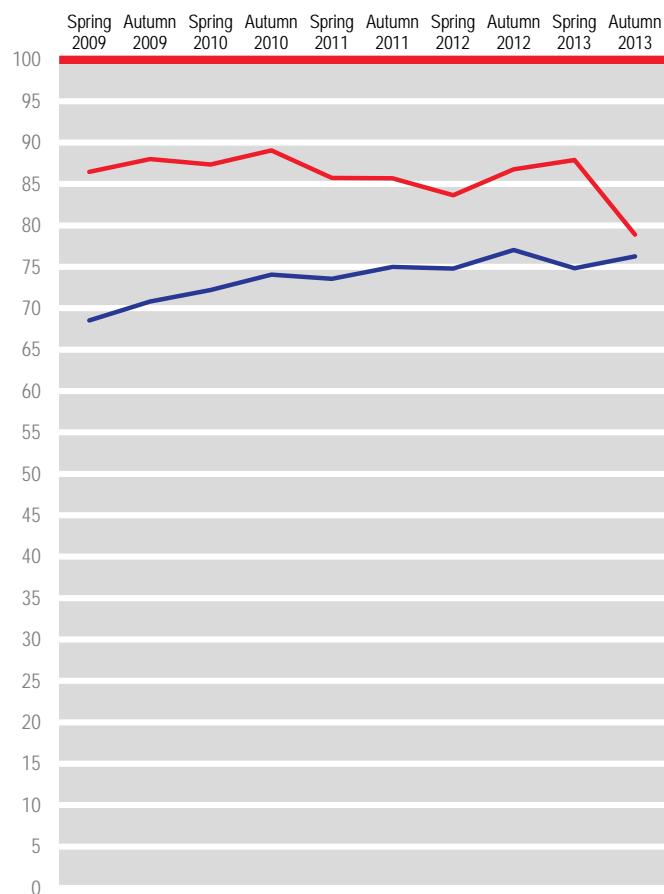


Your personal security whilst on board

(479)

Percentage of passengers satisfied 2009 to 2013

— Heathrow Connect — London and South East

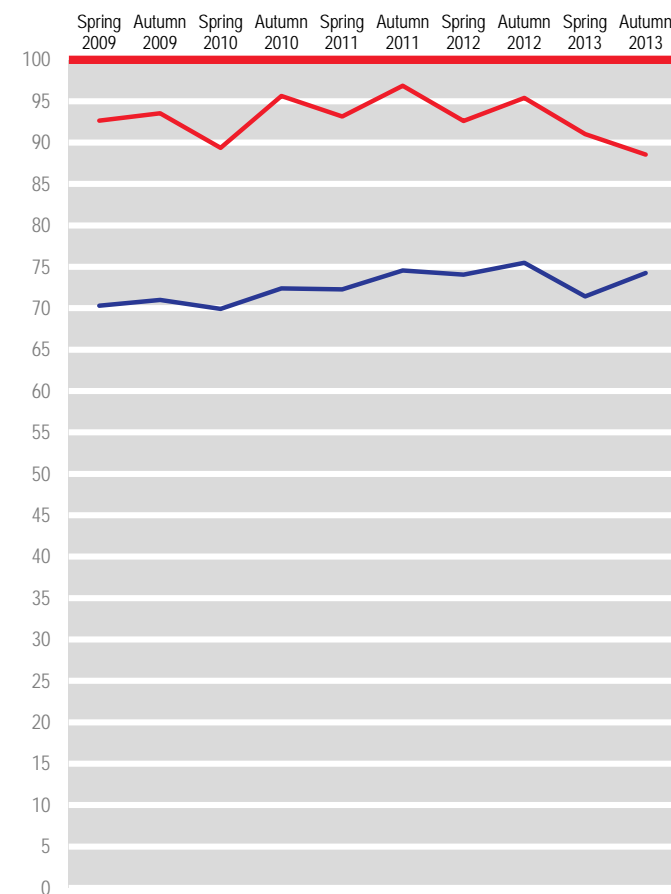


The cleanliness of the inside of the train

(497)

Percentage of passengers satisfied 2009 to 2013

— Heathrow Connect — London and South East

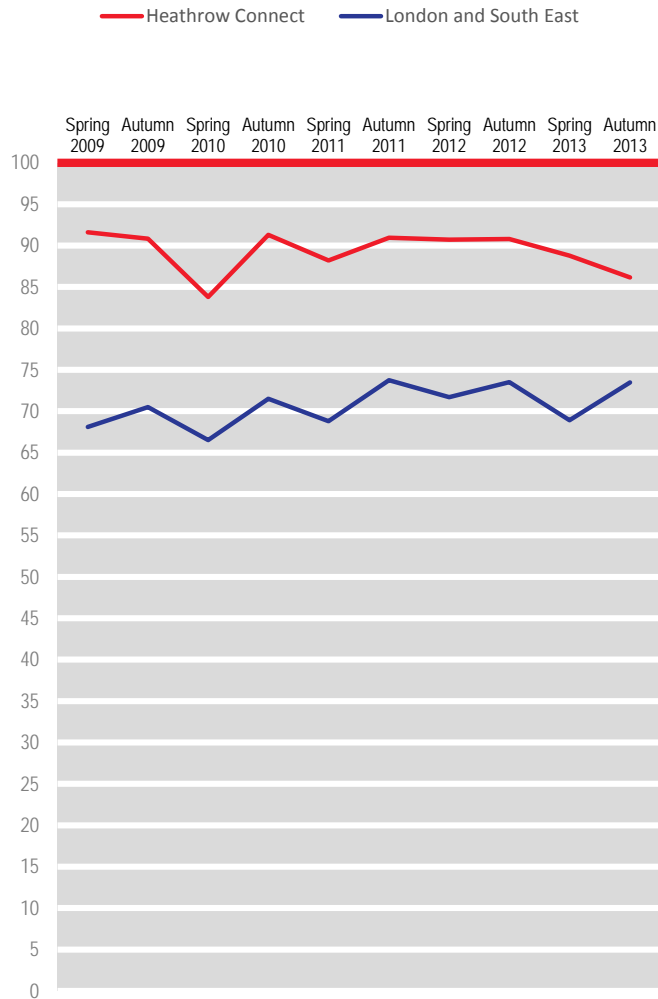


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(454)

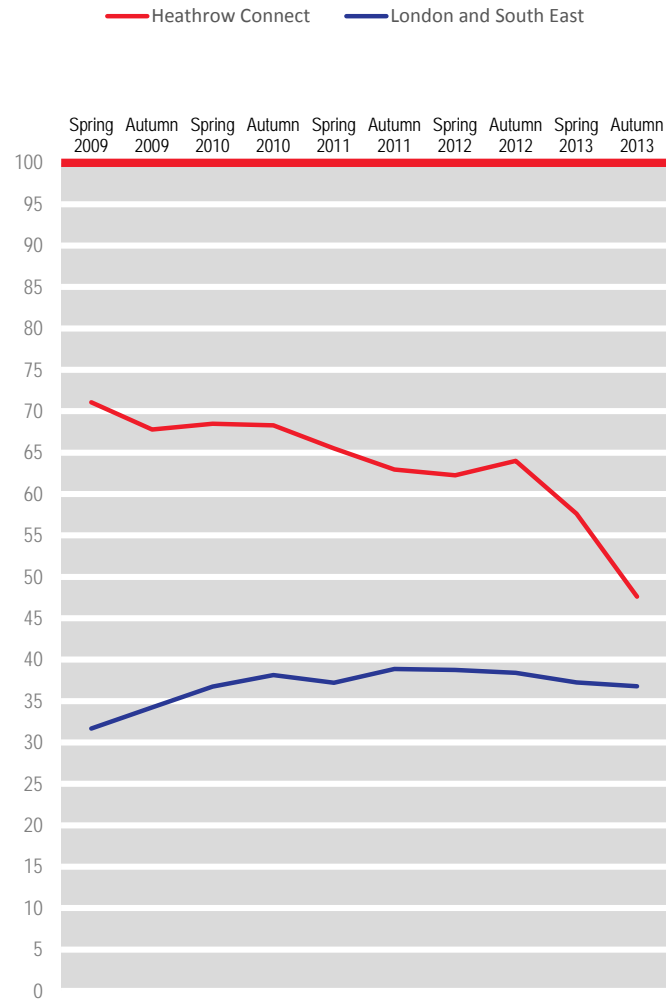
Percentage of passengers satisfied 2009 to 2013



The availability of staff on the train

(381)

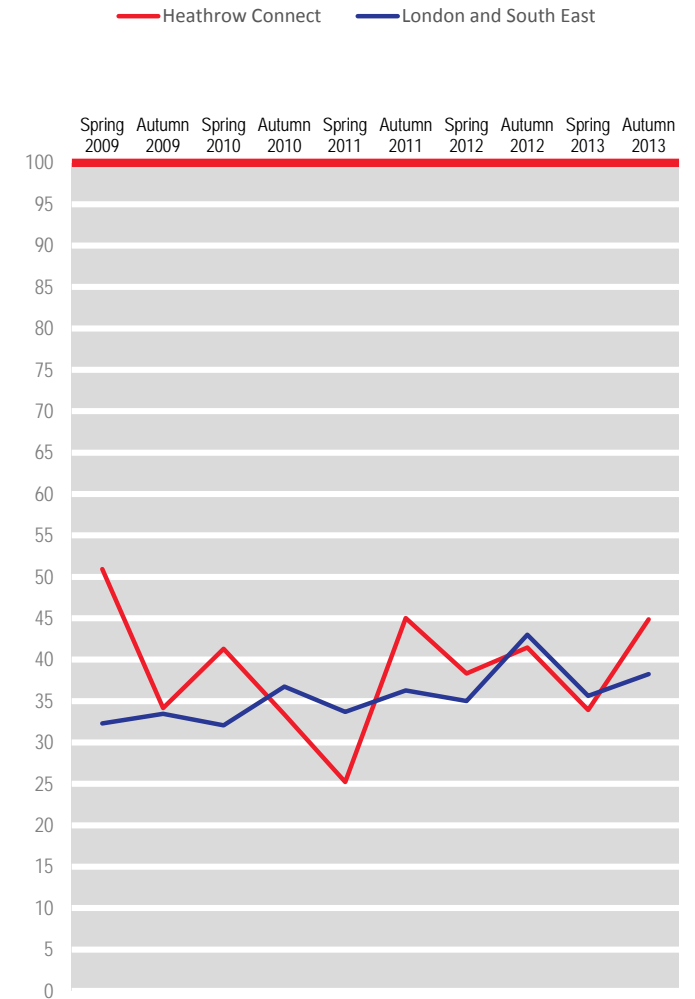
Percentage of passengers satisfied 2009 to 2013



How well train company dealt with delays

(83)

Percentage of passengers satisfied 2009 to 2013

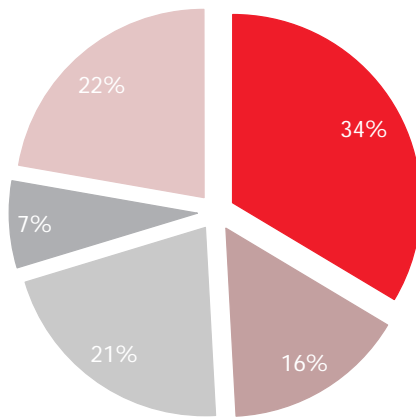


N.B. Benchmarks and targets are only shown for applicable factors

Managed versus non-managed stations for Heathrow Connect

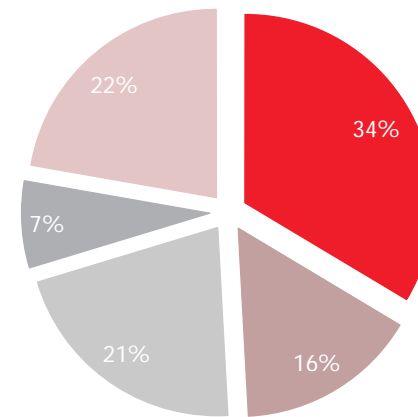
(% of passenger journeys originating from each type of station)

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	-		81
Ticket buying facilities	-		67
Provision of information about train times/platforms	-		79
The upkeep/repair of the station buildings/platforms	-		71
Cleanliness	-		71
The facilities and services	-		52
The attitudes and helpfulness of the staff	-		67
Connections with other forms of public transport	-		81
Facilities for car parking	-		34
Overall environment	-		69
Your personal security whilst using the station	-		69
The availability of staff	-		54
The provision of shelter facilities	-		67
Availability of seating	-		48
How request to station staff was handled	-		84
The choice of shops/eating/drinking facilities available	-		48

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DELAY					
None	79	78			
Minor	14	17			
Major	2	3			
LENGTH OF DELAY					
5 minutes or less	48	40			
6-10 minutes	25	23			
11-20 minutes	14	17			
21-30 minutes	5	8			
31-60 minutes	3	5			
More than 1 hour	1	2			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	13	13	Very well	15	15
Fairly well	42	32	Fairly well	38	34
Neither well nor poorly	16	21	Neither well nor poorly	19	23
Fairly poorly	16	18	Fairly poorly	13	13
Very poorly	14	16	Very poorly	15	15
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	9	15	Very well	7	10
Fairly well	45	32	Fairly well	33	25
Neither well nor poorly	22	23	Neither well nor poorly	33	34
Fairly poorly	11	15	Fairly poorly	12	13
Very poorly	13	15	Very poorly	15	18
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	11	14	Very well	10	6
Fairly well	40	30	Fairly well	15	19
Neither well nor poorly	26	28	Neither well nor poorly	18	29
Fairly poorly	11	14	Fairly poorly	30	16
Very poorly	12	14	Very poorly	26	30

5 5.2 Passenger experience relating to disability

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DISABILITY OR LONG TERM ILLNESS					
Mobility	2	2			
Wheelchair user	-	0			
Hearing	1	1			
Eyesight	1	1			
Speech impairment	-	0			
Learning difficulties	0	0			
Other	1	1			
None	93	92			
Don't know/no answer	3	3			
NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL					
Yes	-	2			
No	100	98			
SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING			TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS		
Very satisfied	-	84	Very satisfied	56	27
Fairly satisfied	-	13	Fairly satisfied	24	39
Neither satisfied nor dissatisfied	-	2	Neither satisfied nor dissatisfied	3	21
Fairly dissatisfied	-	-	Fairly dissatisfied	14	7
Very dissatisfied	-	-	Very dissatisfied	3	6
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	42	30	Very satisfied	-	93
Fairly satisfied	35	37	Fairly satisfied	-	-
Neither satisfied nor dissatisfied	6	19	Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	14	9	Fairly dissatisfied	-	-
Very dissatisfied	3	6	Very dissatisfied	-	7

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	49	44	White	65	86
Female	45	53	Mixed	4	2
			Asian or Asian British	17	4
			Black or Black British	6	4
			Chinese or other ethnic group	4	2
AGE			JOURNEY PURPOSE		
16-25	9	10	Commuter	50	52
26-34	27	18	Business	11	15
35-44	23	19	Leisure	39	33
45-54	15	23			
55-59	8	9			
60-64	6	8			
65+	7	11			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	71	65	Yes	64	69
Working Part Time	10	14	No	36	31
Not Working	5	3			
Retired	6	11			
Full Time Student	4	5			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			TIME OF TRAVEL		
Professional/Senior Managerial	40	42	Peak	-	-
Middle Managerial	17	16	Off-peak	-	-
Junior Managerial/Clerical/Supervisory	15	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	7			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	1			
Full time student	2	2			
Retired	6	10			
Unemployed/between jobs	2	1			
Housewife/house-husband	0	1			
Other	4	5			
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	9	7
			Yes asked for information	7	7
			Could not find anyone to ask	2	3
			No	82	82
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	89	90
			Yes, at work	69	67
			No	3	5

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	81	85	Better telephone enquiry/booking service	7	7
With other adults 16+	14	12	Better internet enquiry/booking service	23	21
With children aged 0-4	2	1	Better information facilities at stations	22	23
With children aged 5-10	2	1	Better route maps of the rail network	17	17
With children aged 11-15	1	1	Make timetables easier to read	22	22
			Better ticket buying facilities at station ticket offices	19	21
			Better ticket buying facilities at station ticket machines	20	19
			Better promotion when advanced tickets available	23	29
TRAVELLING WITH ...			Other	21	15
Heavy/bulky luggage/other large items	23	14	None of these	17	20
Pushchair	0	1			
Folding bicycle	-	1			
Non-folding bicycle	2	1			
Dog	-	0			
Wheelchair	-	0			
Helper	-	0			
None apply	73	82			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	18	10			
Anytime day single/return	6	10			
Off-peak/super off-peak single/return	2	9			
Off-peak/super off-peak day single/return	1	7			
Advance	1	3			
Day travelcard	4	6			
Oyster pay as you go	24	14			
Weekly or monthly season ticket	21	20			
Annual season ticket	11	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	2	1			
Free travel pass (e.g. Freedom Pass)	8	5			
Other	2	2			
Don't know/no answer	1	1			

Station sample sizes for Heathrow Connect

Station	Unweighted
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London Paddington	218
Hayes And Harlington	75
Southall	64
Heathrow Airport T123	62
Ealing Broadway	49
Hanwell	29
West Ealing	21
Heathrow Terminal 4	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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