



# National Rail Passenger Survey

## First Capital 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](http://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)

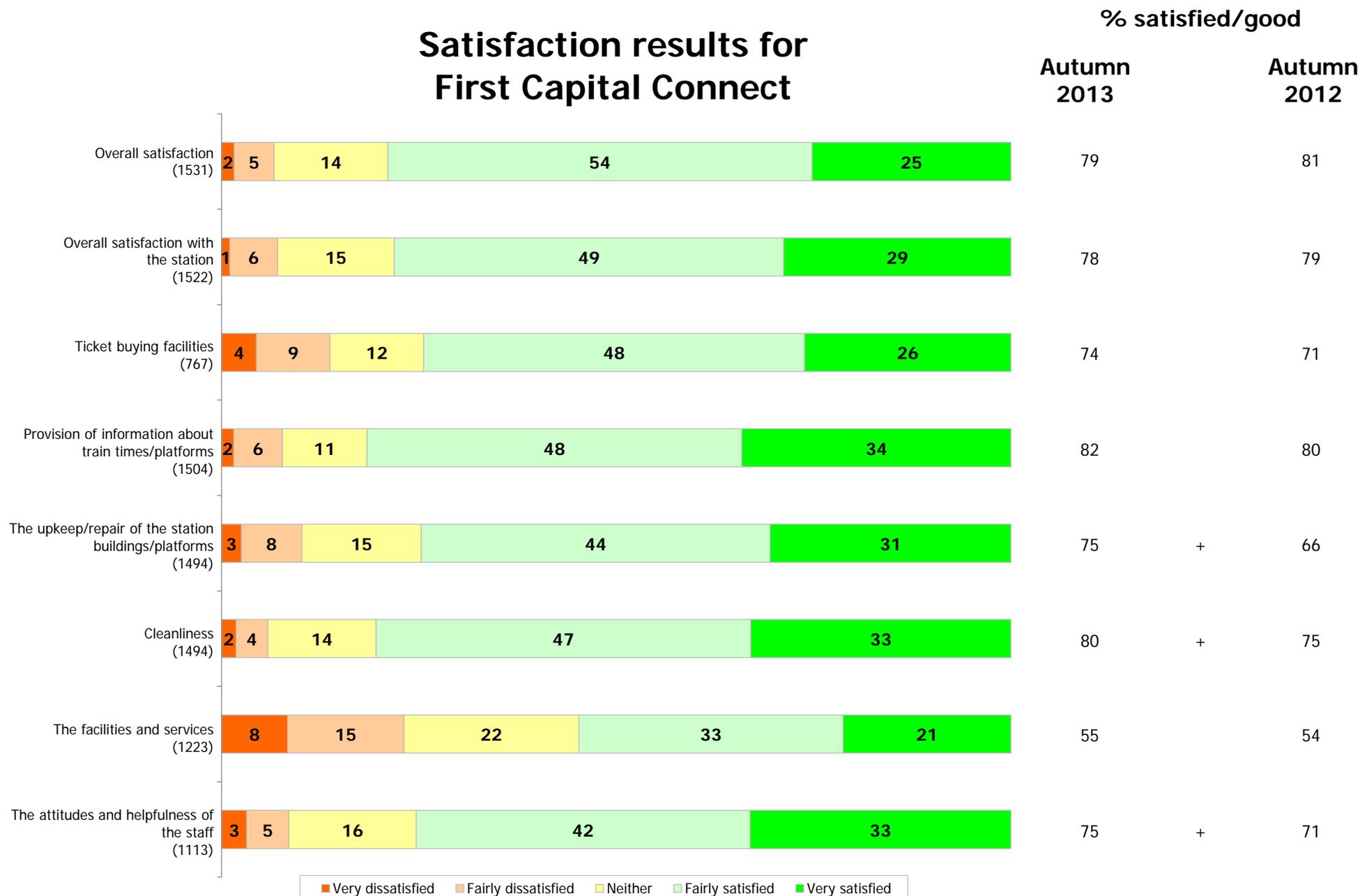
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

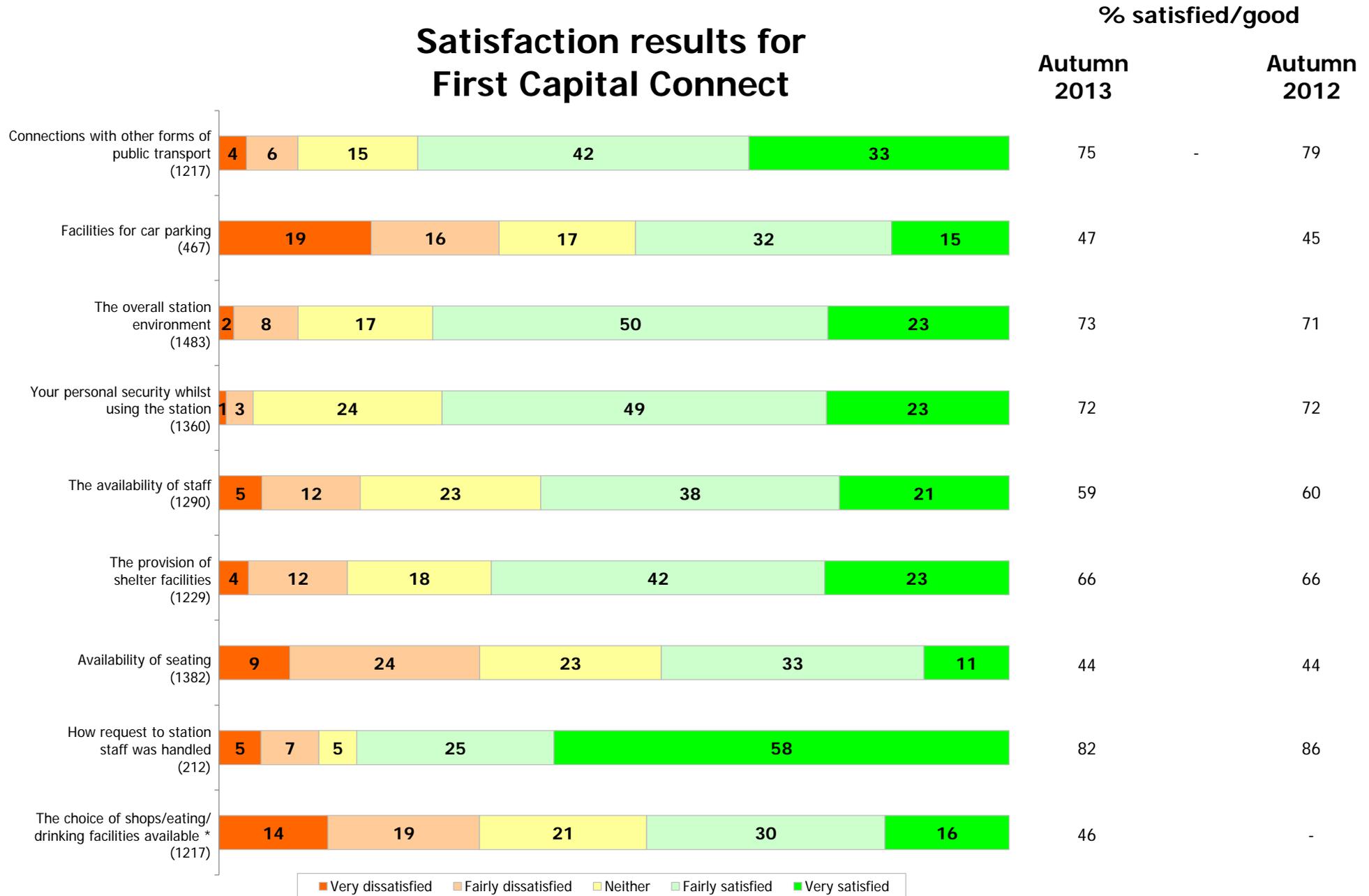
As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

## Satisfaction results for First Capital Connect

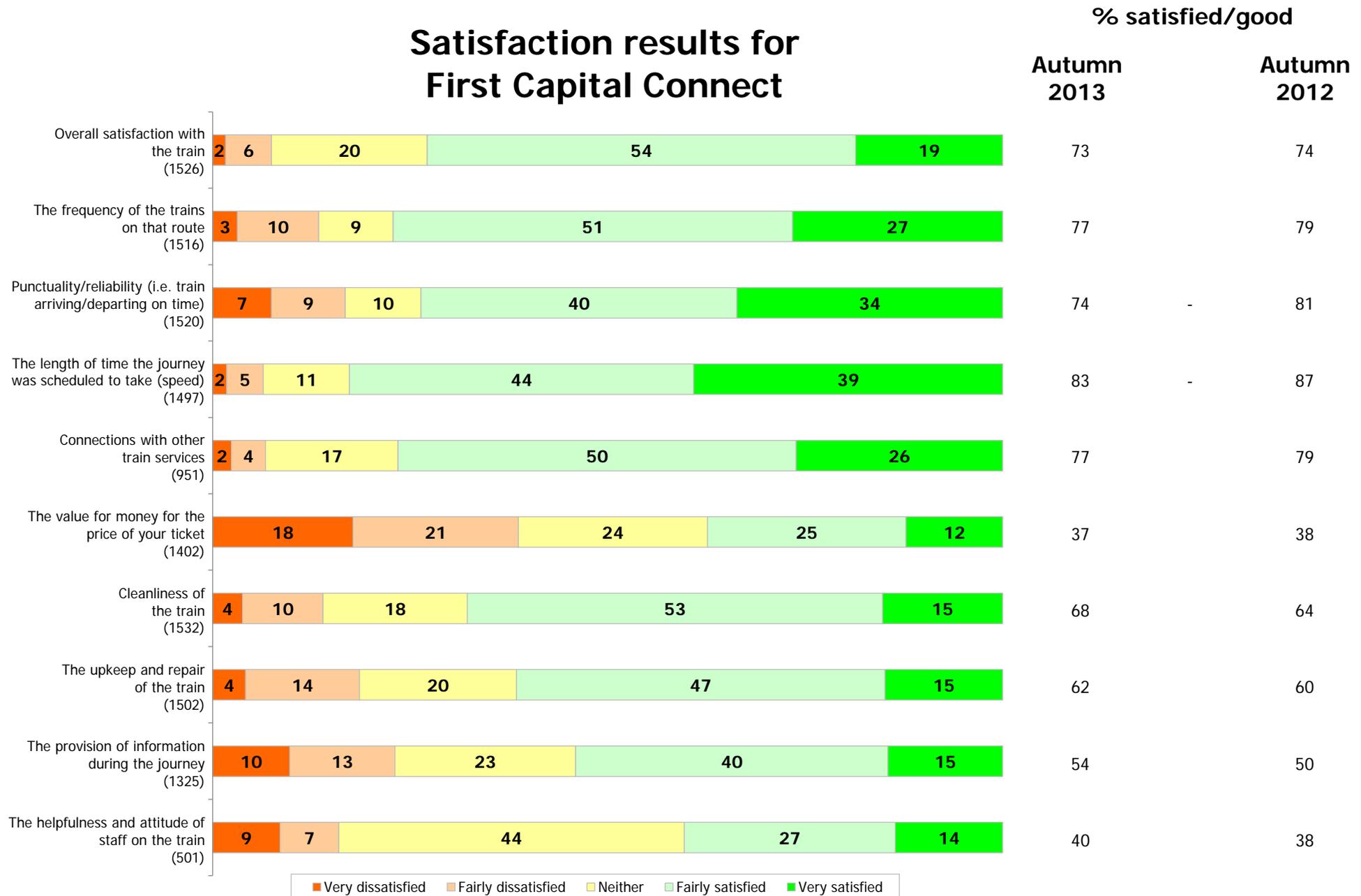


At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for First Capital Connect

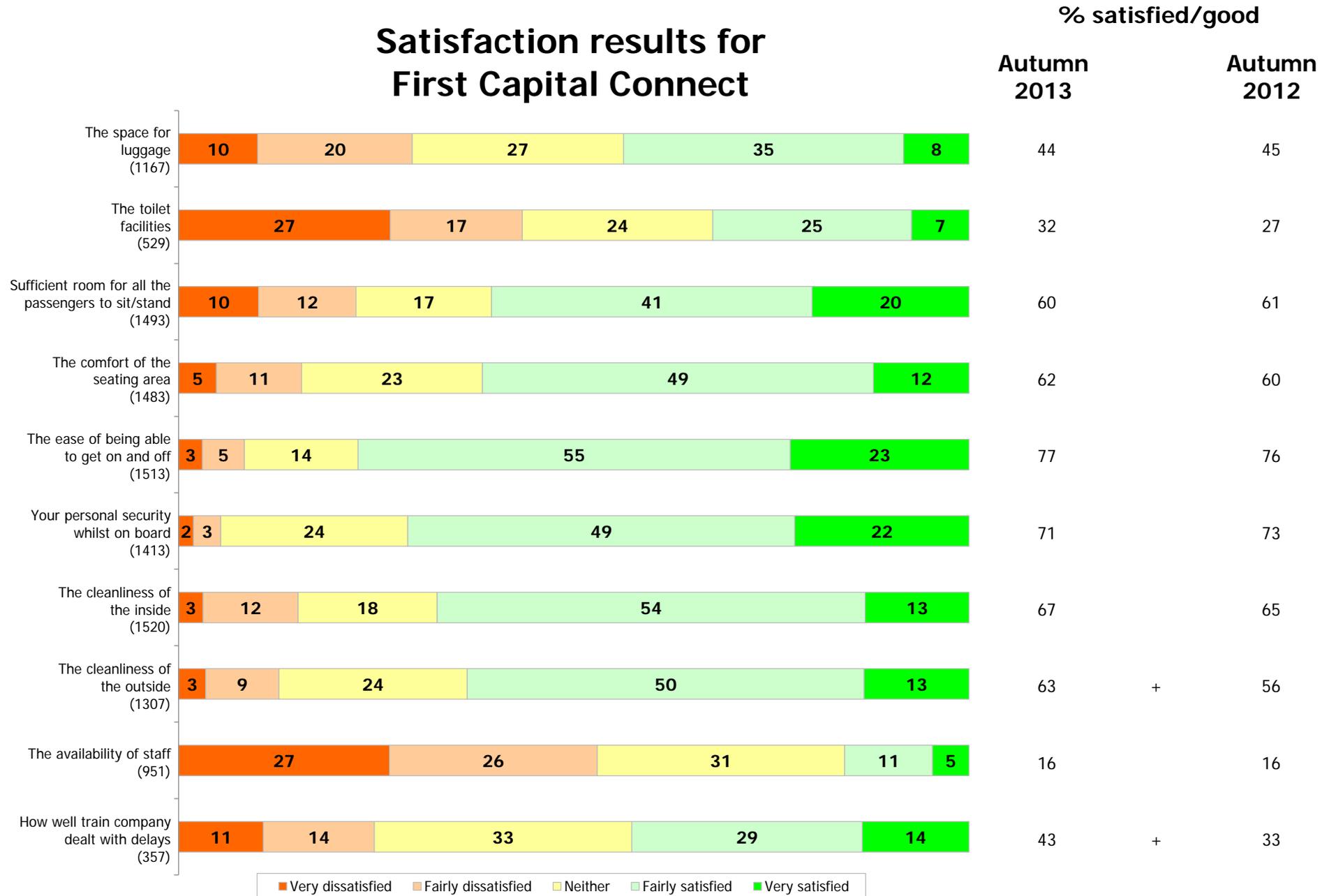


\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

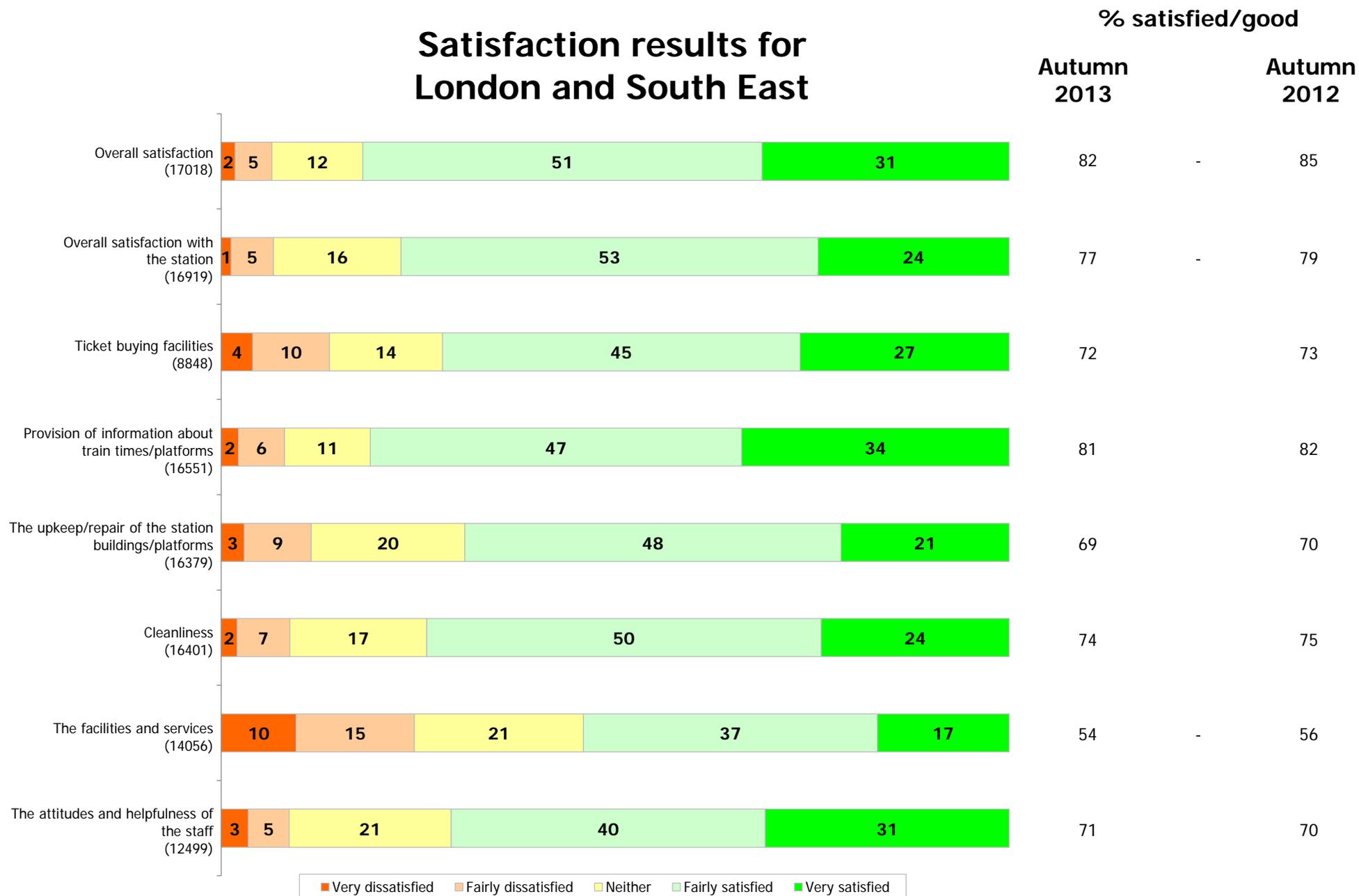


At 95% confidence level:  
 + significant increase  
 - significant decrease

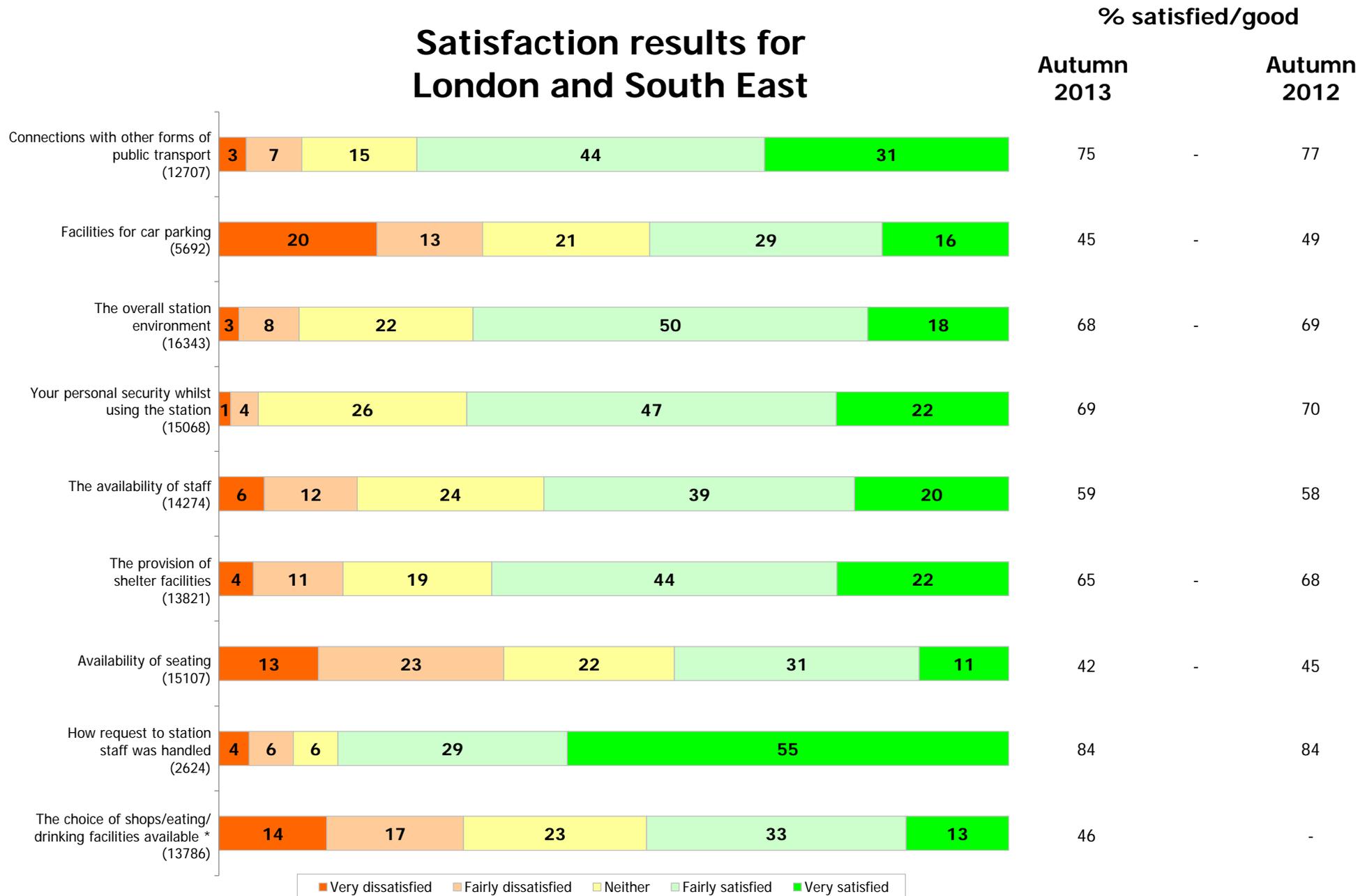
### Satisfaction results for First Capital Connect



## Satisfaction results for London and South East

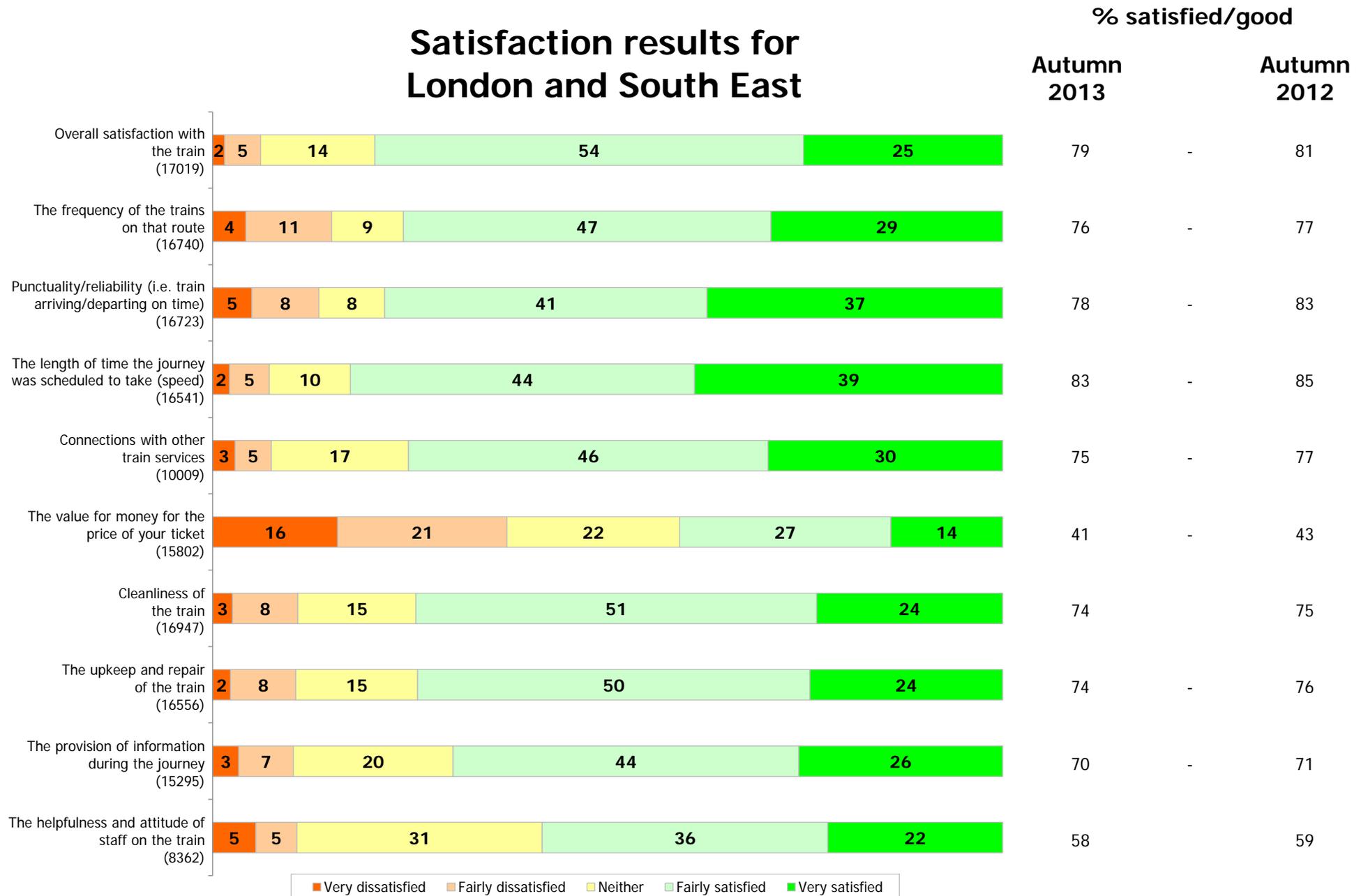


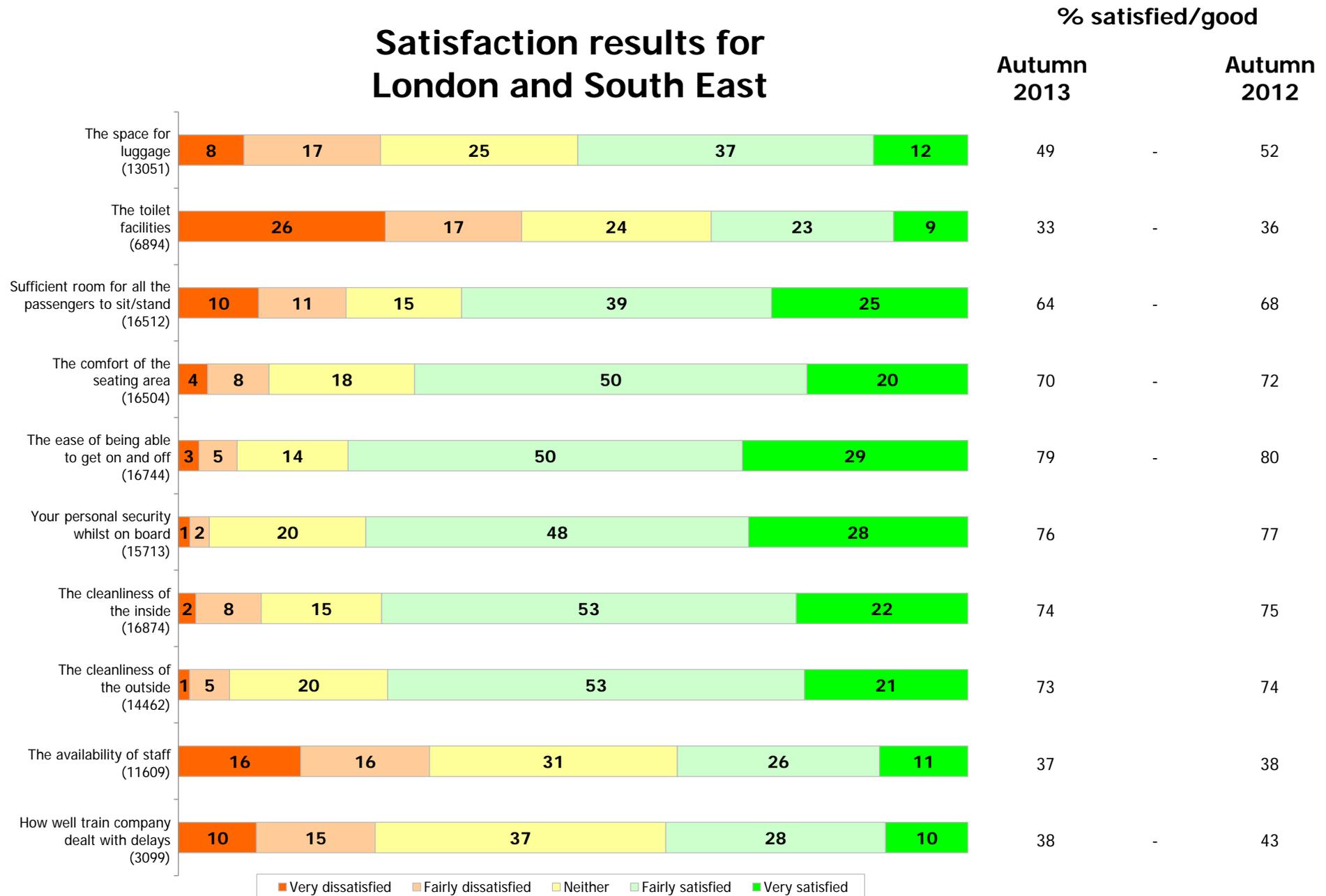
## Satisfaction results for London and South East



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

## Satisfaction results for London and South East





## First Capital Connect versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	79	82	96%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	78	77	101%
Ticket buying facilities	74	72	103%
Provision of information about train times/platforms	82	81	101%
The upkeep/repair of the station buildings/platforms	75	69	108%
Cleanliness	80	74	109%
The facilities and services	55	54	101%
The attitudes and helpfulness of the staff	75	71	106%
Connections with other forms of public transport	75	75	100%
Facilities for car parking	47	45	104%
Overall environment	73	68	108%
Your personal security whilst using the station	72	69	105%
The availability of staff	59	59	101%
The provision of shelter facilities	66	65	100%
Availability of seating	44	42	104%
How request to station staff was handled	82	84	98%
The choice of shops/eating/drinking facilities available	46	46	100%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	73	79	92%
The frequency of the trains on that route	77	76	102%
Punctuality/reliability (i.e. the train arriving/departing on time)	74	78	94%
The length of time the journey was scheduled to take (speed)	83	83	100%
Connections with other train services	77	75	102%
The value for money of the price of your ticket	37	41	91%
Cleanliness of the train	68	74	91%
Upkeep and repair of the train	62	74	83%
The provision of information during the journey	54	70	78%
The helpfulness and attitude of staff on train	40	58	69%
The space for luggage	44	49	88%
The toilet facilities	32	33	100%
Sufficient room for all passengers to sit/stand	60	64	94%
The comfort of the seating area	62	70	88%
The ease of being able to get on and off	77	79	98%
Your personal security on board	71	76	93%
The cleanliness of the inside	67	74	91%
The cleanliness of the outside	63	73	86%
The availability of staff	16	37	43%
How well train company deals with delays	43	38	111%

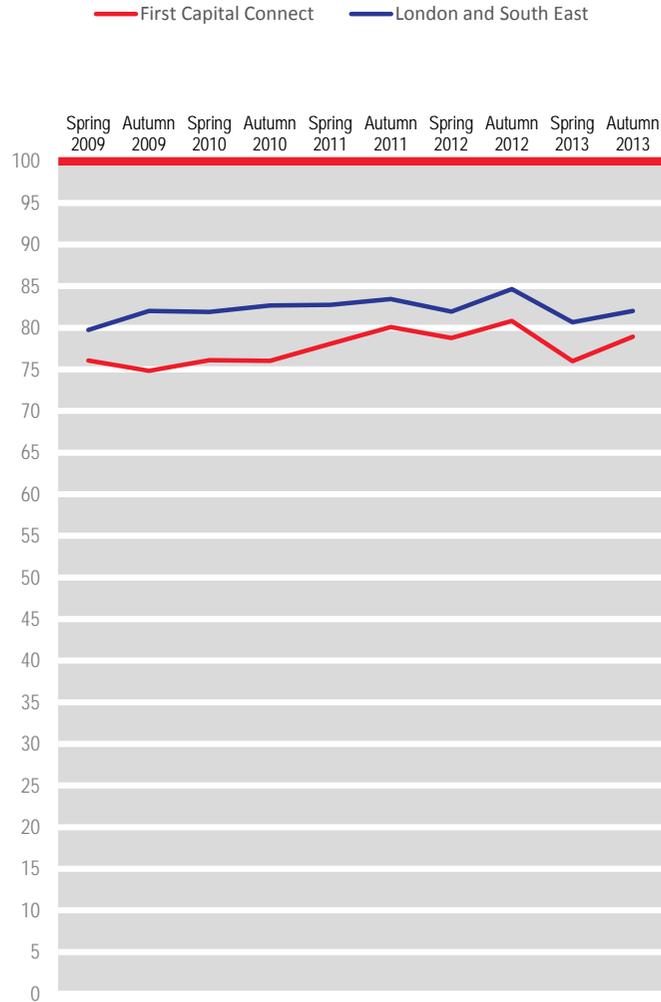
## Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	80	77	80	76
<b>STATION FACILITIES</b>				
Overall satisfaction with the station	78	78	83	68
Ticket buying facilities	75	72	80	63
Provision of information about train times/platforms	83	77	82	80
The upkeep/repair of the station buildings/platforms	75	75	82	59
Cleanliness	81	78	87	68
The facilities and services	55	45	59	52
The attitudes and helpfulness of the staff	76	69	79	69
Connections with other forms of public transport	70	77	81	76
Facilities for car parking	44	27	60	48
Overall environment	72	71	79	66
Your personal security whilst using the station	71	67	75	72
The availability of staff	59	52	63	58
The provision of shelter facilities	64	65	68	66
Availability of seating	44	50	48	28
How request to station staff was handled	84	83	83	79
The choice of shops/eating/drinking facilities available	50	22	50	41
<b>TRAIN FACILITIES</b>				
Overall satisfaction with the train	74	66	75	70
The frequency of the trains on that route	78	66	82	73
Punctuality/reliability (i.e. the train arriving/departing on time)	75	67	74	72
The length of time the journey was scheduled to take (speed)	86	79	80	79
Connections with other train services	77	68	79	77
The value for money of the price of your ticket	35	39	38	41
Cleanliness of the train	69	64	69	66
Upkeep and repair of the train	61	57	64	61
The provision of information during the journey	57	44	50	60
The helpfulness and attitude of staff on train	44	28	33	53
The space for luggage	45	35	46	44
The toilet facilities	29	30	39	31
Sufficient room for all passengers to sit/stand	59	60	63	60
The comfort of the seating area	63	58	62	57
The ease of being able to get on and off	80	70	76	78
Your personal security on board	74	61	69	74
The cleanliness of the inside	69	63	67	65
The cleanliness of the outside	66	57	63	61
The availability of staff	18	11	13	19
How well train company deals with delays	44	38	38	49

# Percentage satisfaction with aspects of station where boarded

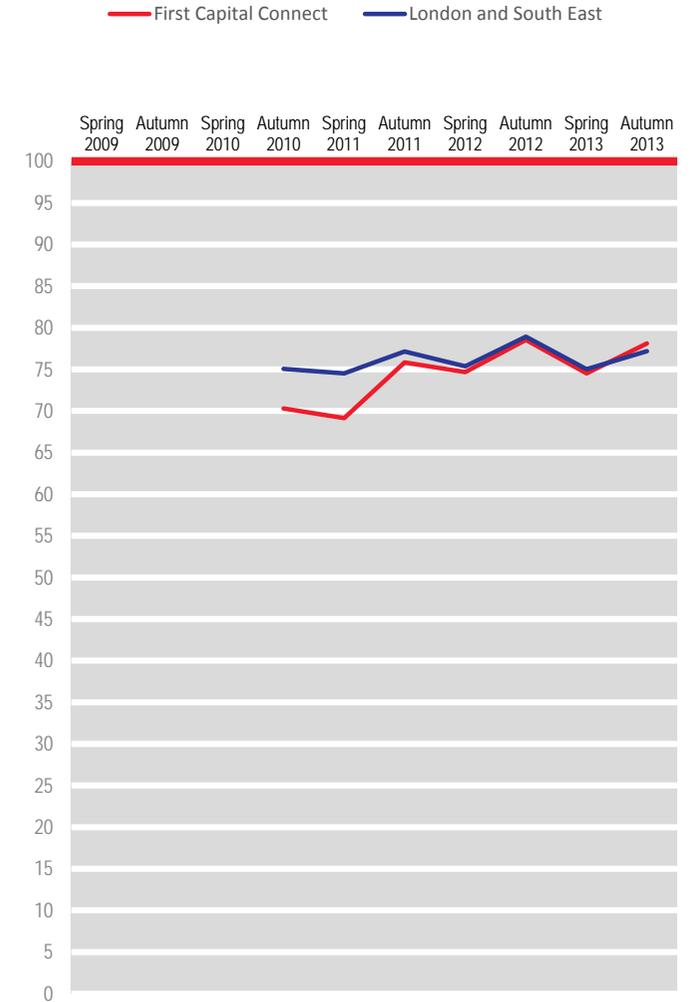
## Overall satisfaction

(1531)  
Percentage of passengers satisfied 2009 to 2013



## Overall station satisfaction

(1522)  
Percentage of passengers satisfied 2009 to 2013



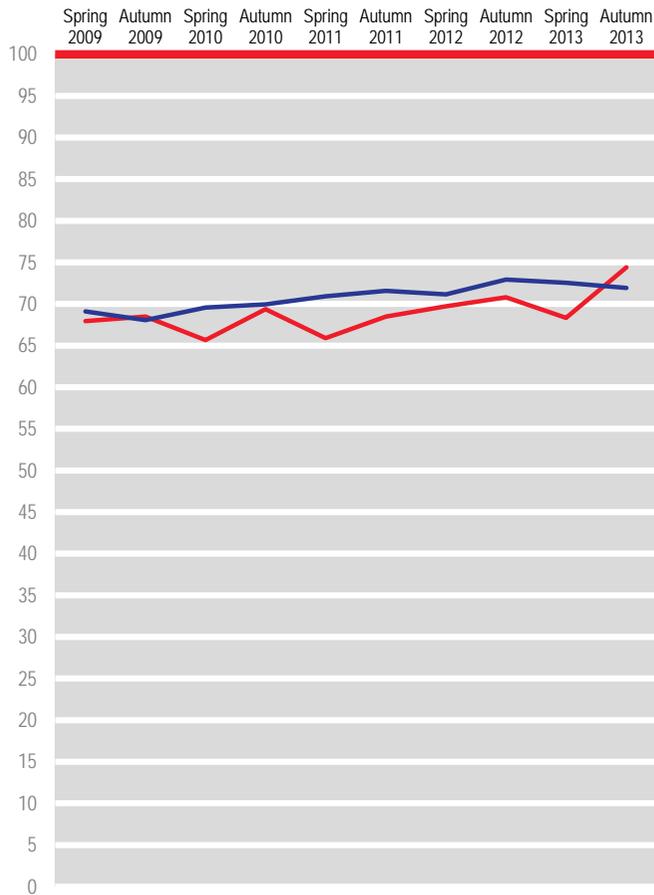
N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

(767)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

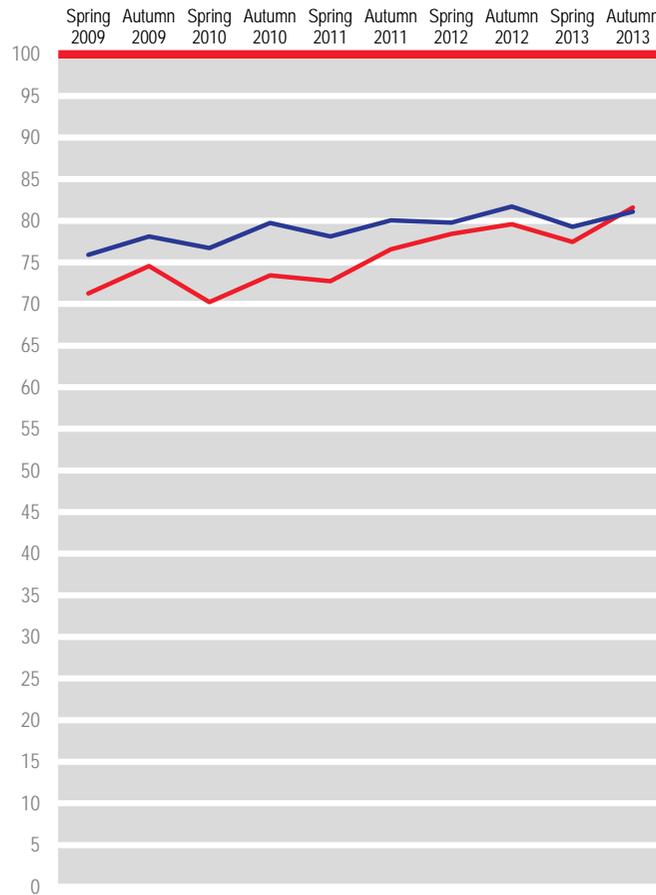


**Provision of information about train times/platforms**

(1504)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

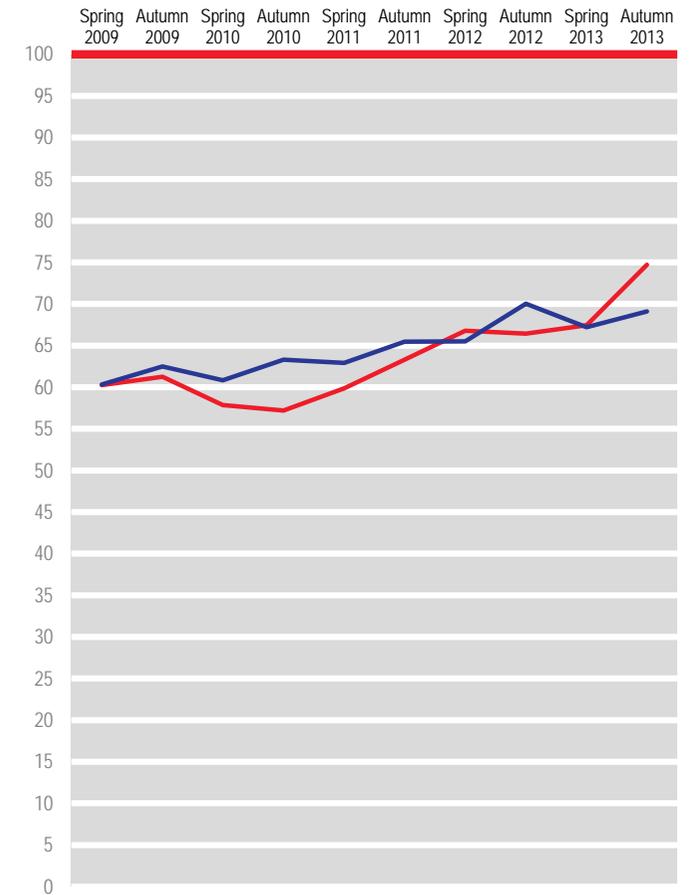


**The upkeep/repair of the station building/platforms**

(1494)

Percentage of passengers satisfied 2009 to 2013

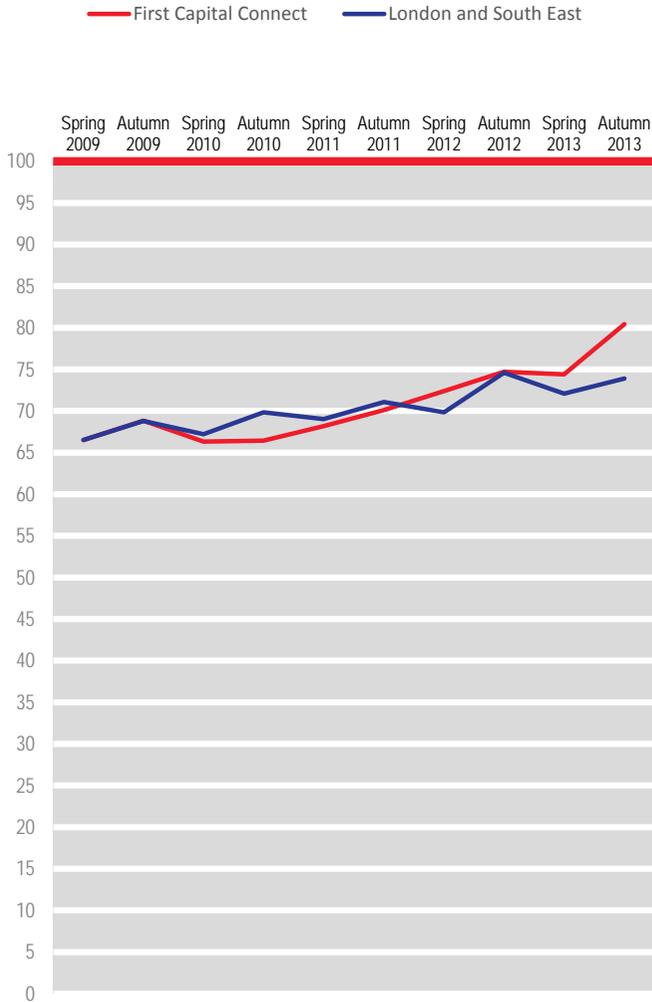
— First Capital Connect — London and South East



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

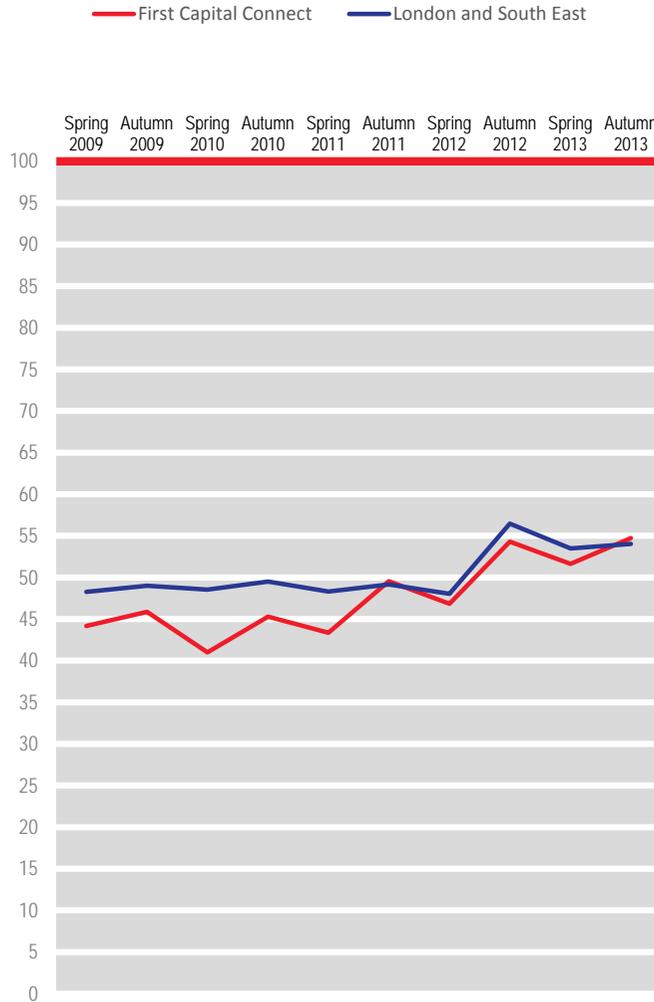
**Cleanliness of the station**

**(1494)**  
Percentage of passengers satisfied 2009 to 2013



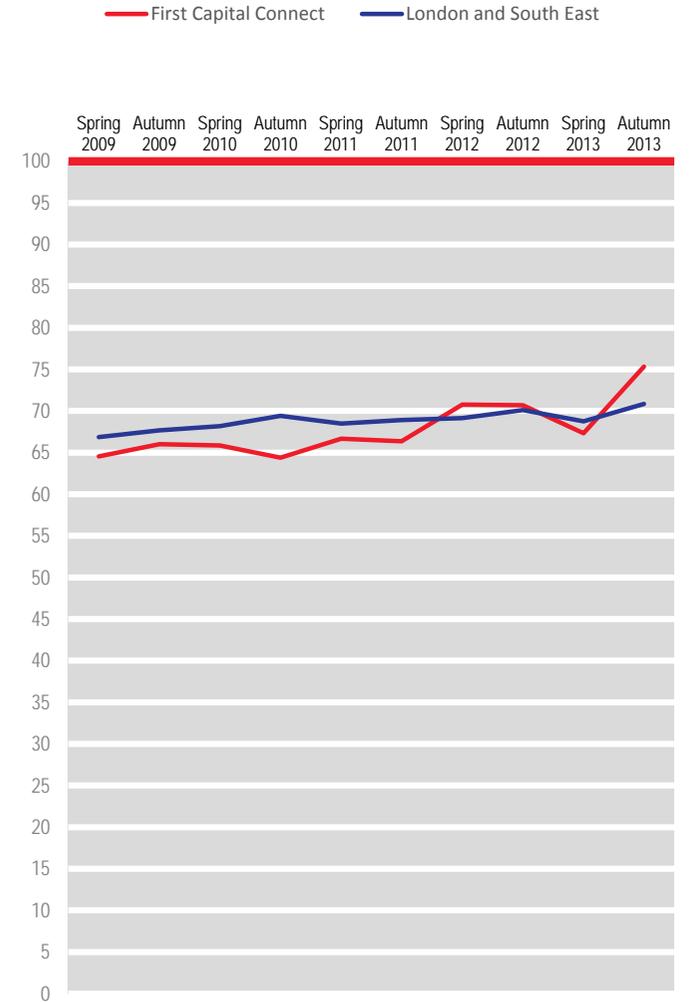
**The facilities and services at the station**

**(1223)**  
Percentage of passengers satisfied 2009 to 2013



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

**(1113)**  
Percentage of passengers satisfied 2009 to 2013

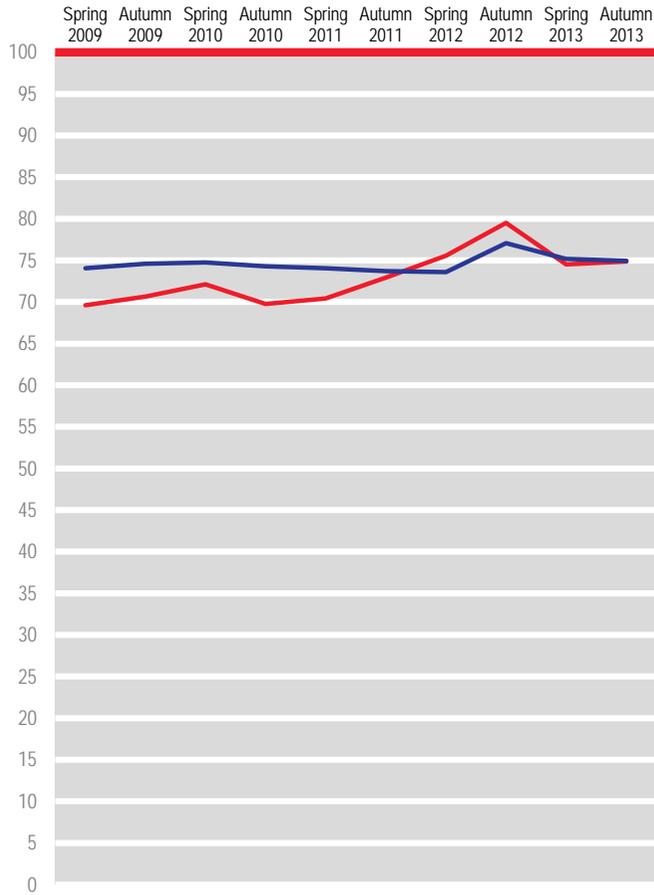


N.B. Benchmarks and targets are only shown for applicable factors

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

(1217)  
Percentage of passengers satisfied 2009 to 2013

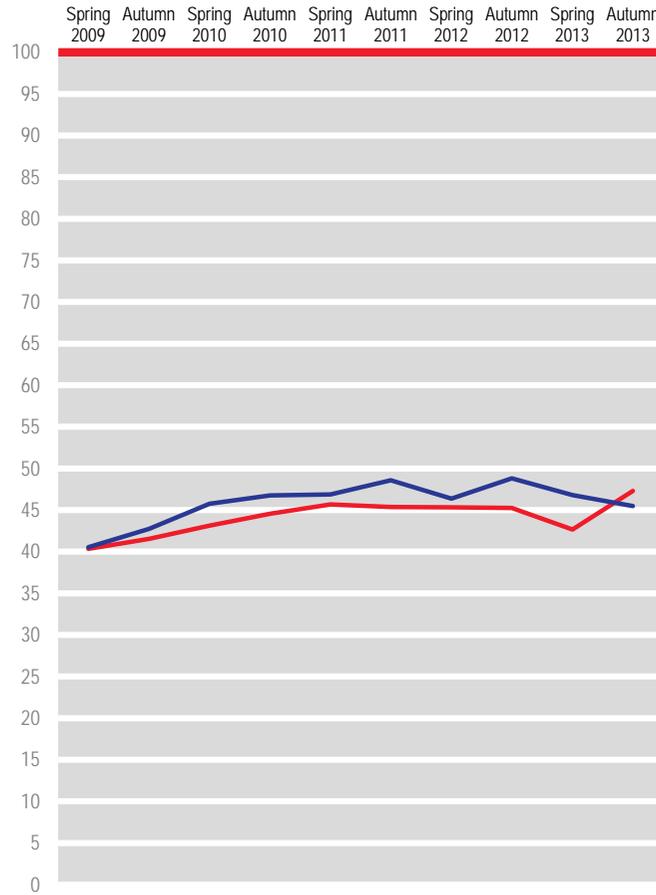
— First Capital Connect — London and South East



## Facilities for car parking at the station

(467)  
Percentage of passengers satisfied 2009 to 2013

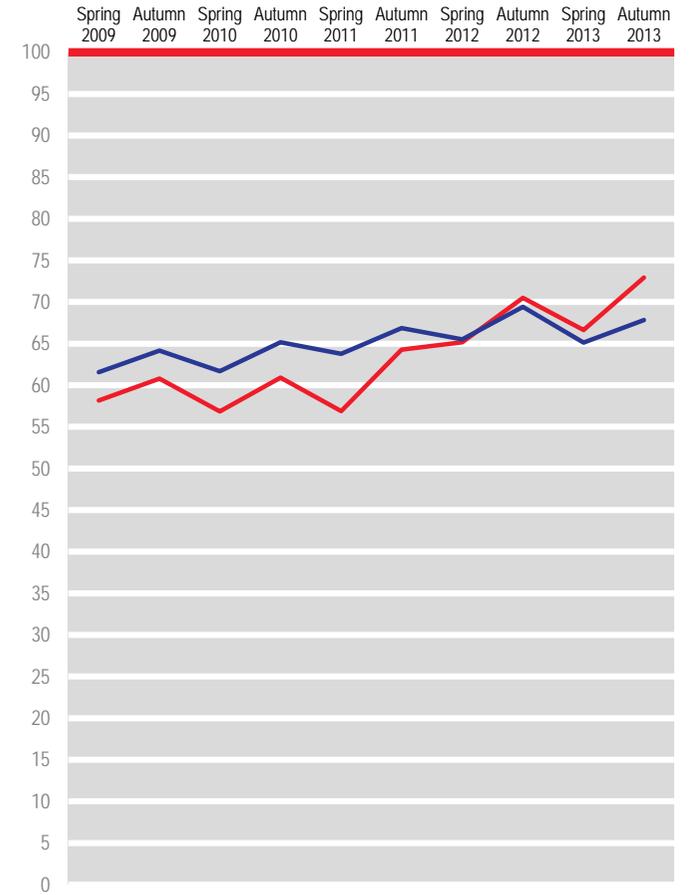
— First Capital Connect — London and South East



## Overall station environment

(1483)  
Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

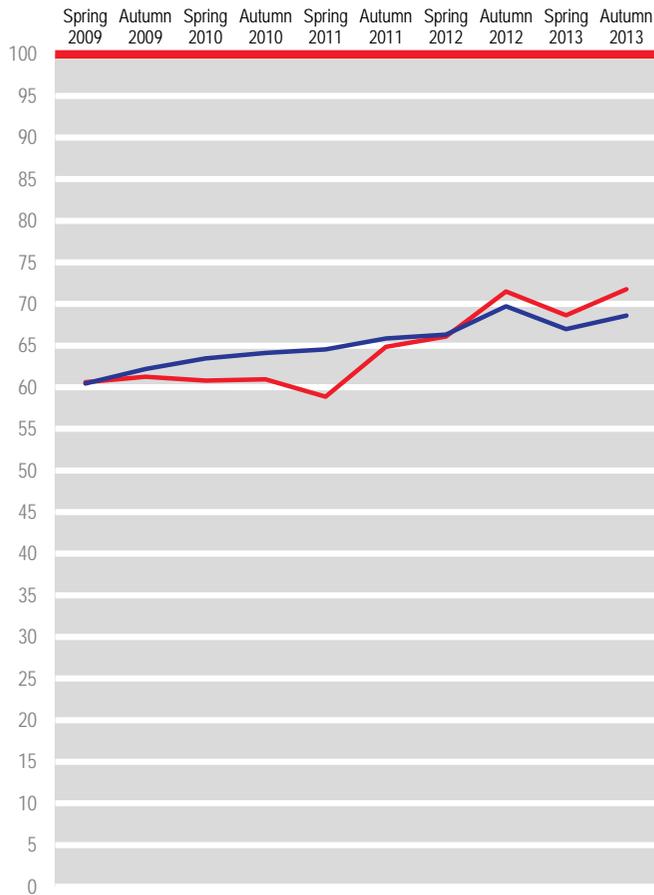


N.B. Benchmarks and targets are only shown for applicable factors

## Your personal security whilst using the station

(1360)  
Percentage of passengers satisfied 2009 to 2013

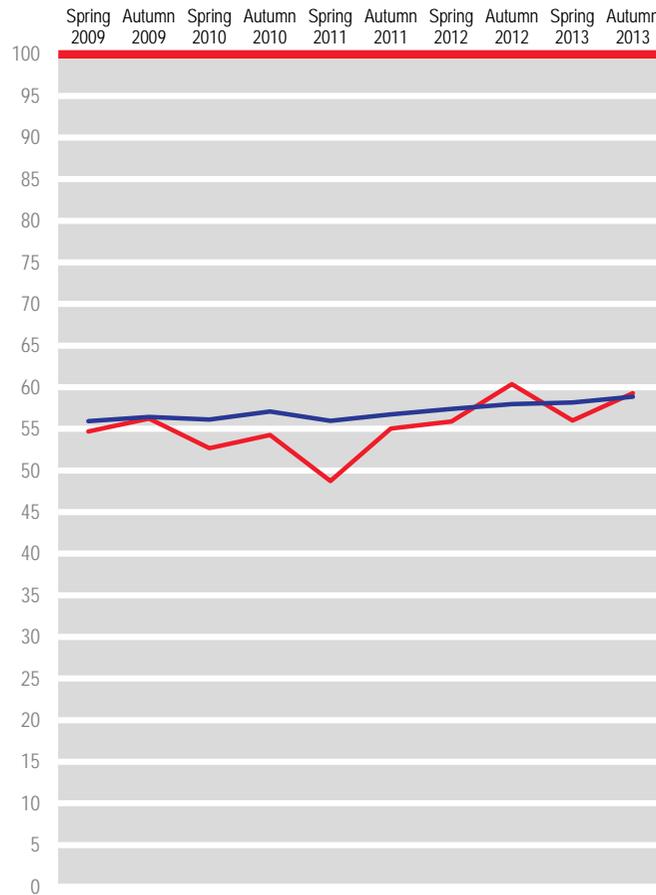
— First Capital Connect — London and South East



## The availability of staff at the station

(1290)  
Percentage of passengers satisfied 2009 to 2013

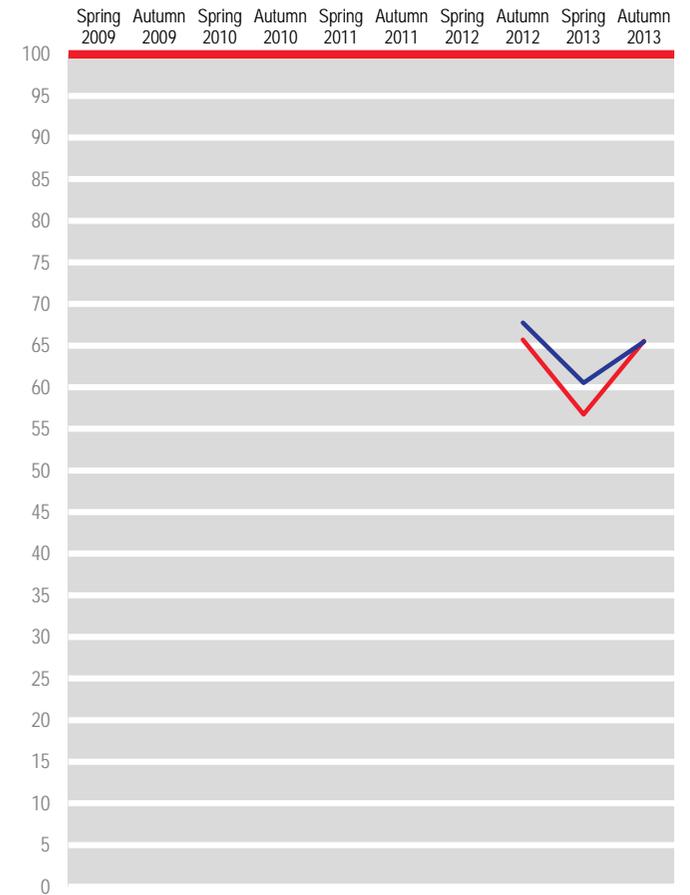
— First Capital Connect — London and South East



## The provision of shelter facilities

(1229)  
Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

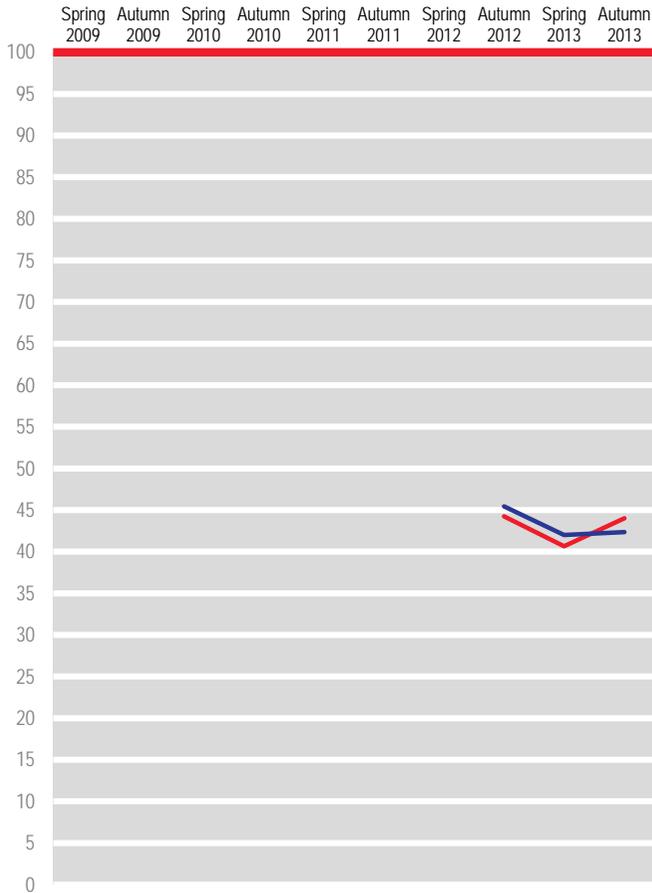


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating**

(1382)  
Percentage of passengers satisfied 2009 to 2013

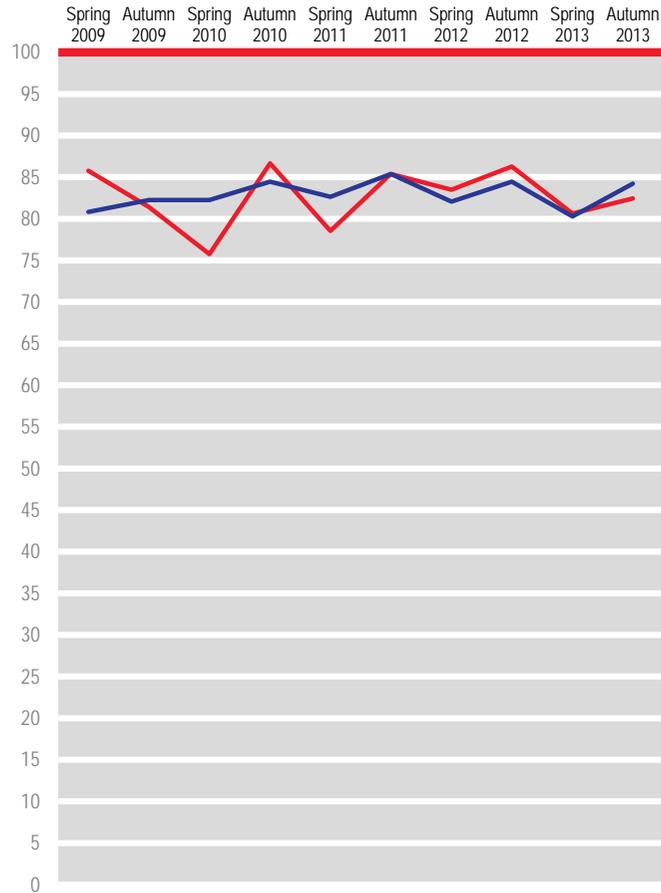
— First Capital Connect — London and South East



**How request to station staff was handled**

(212)  
Percentage of passengers satisfied 2009 to 2013

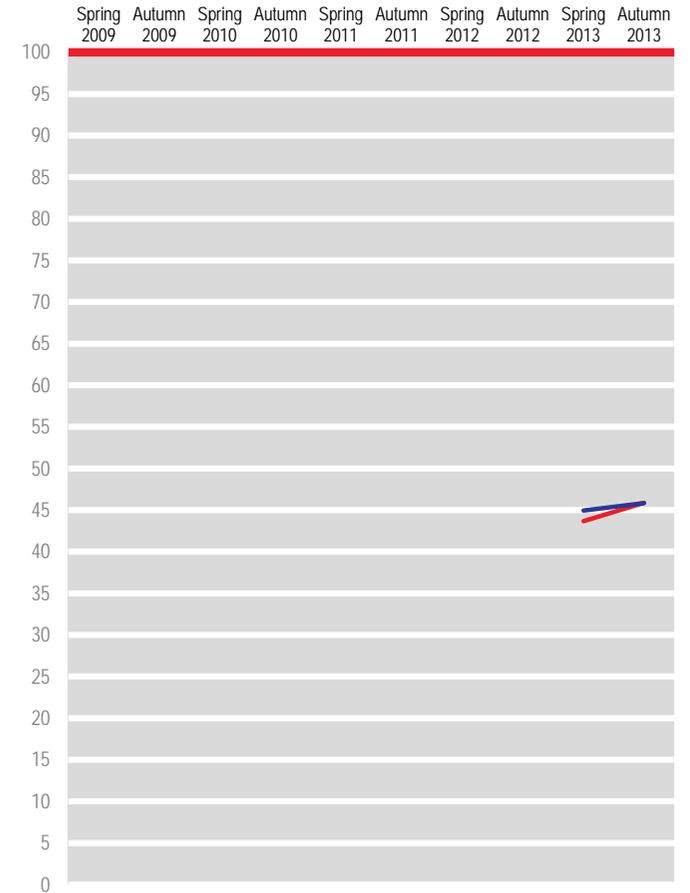
— First Capital Connect — London and South East



**The choice of shops/eating/drinking facilities available**

(1217)  
Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

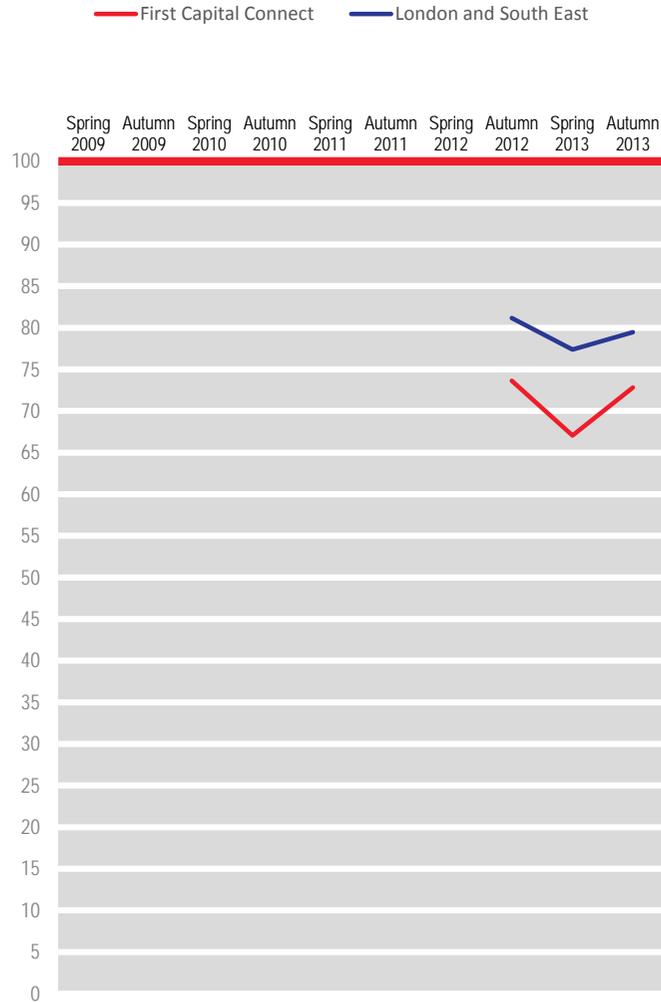


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

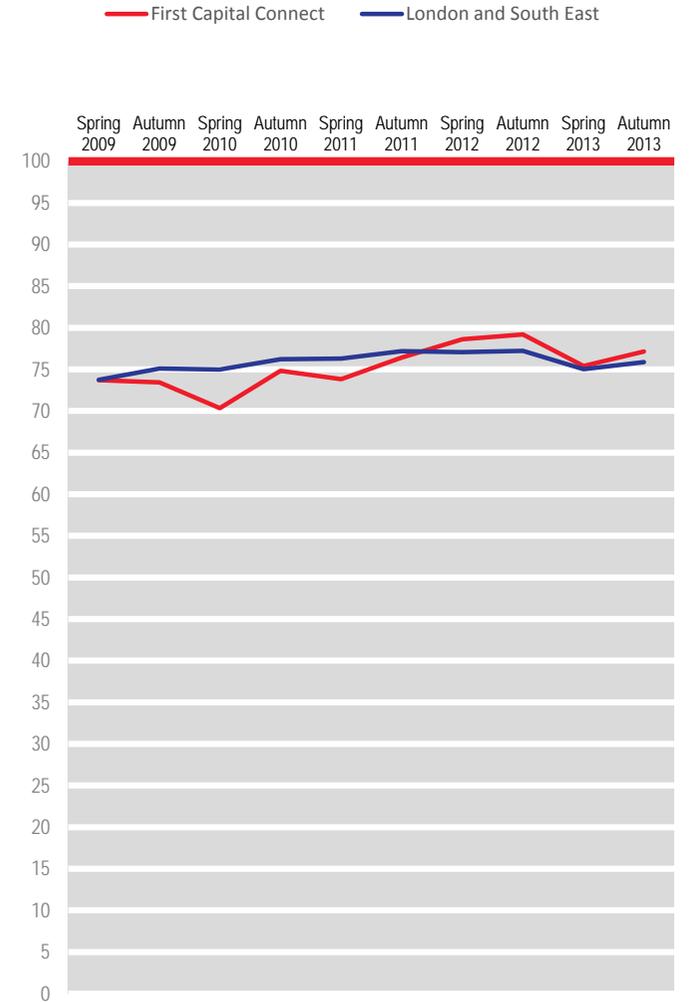
## Overall satisfaction with the train

(1526)  
Percentage of passengers satisfied 2009 to 2013



## The frequency of trains on that route

(1516)  
Percentage of passengers satisfied 2009 to 2013



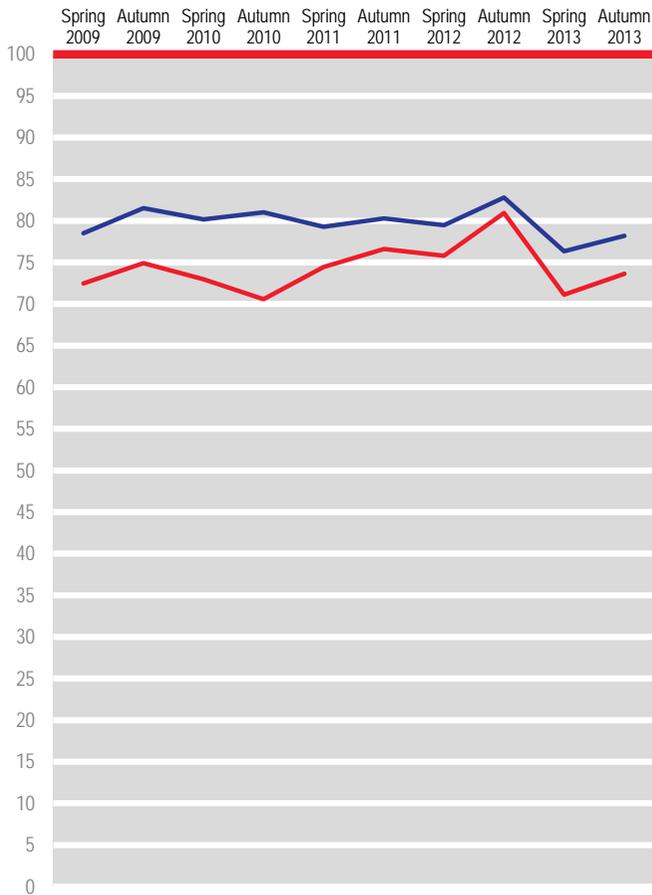
N.B. Benchmarks and targets are only shown for applicable factors

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

(1520)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

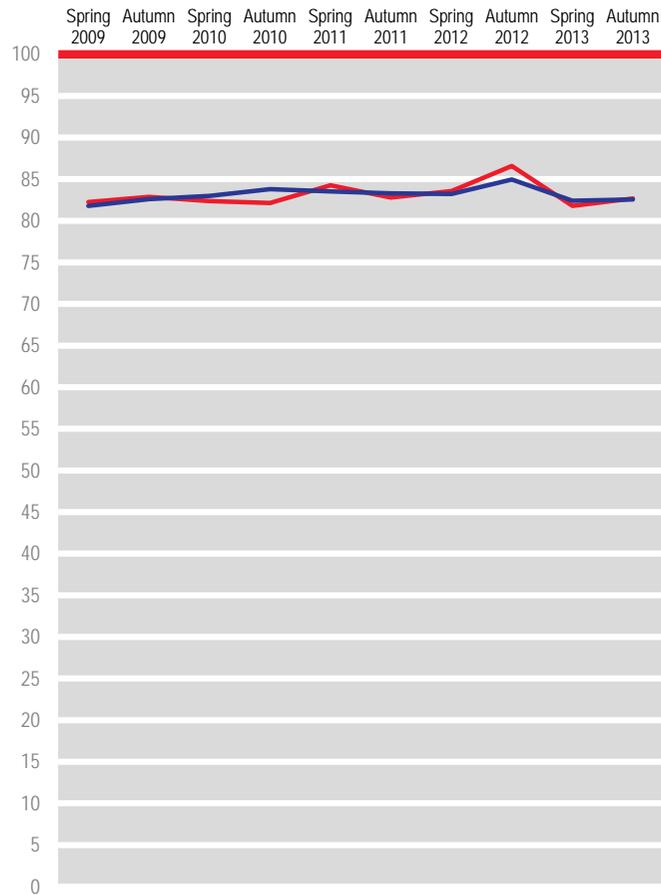


## The length of time the journey was scheduled to take (speed)

(1497)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

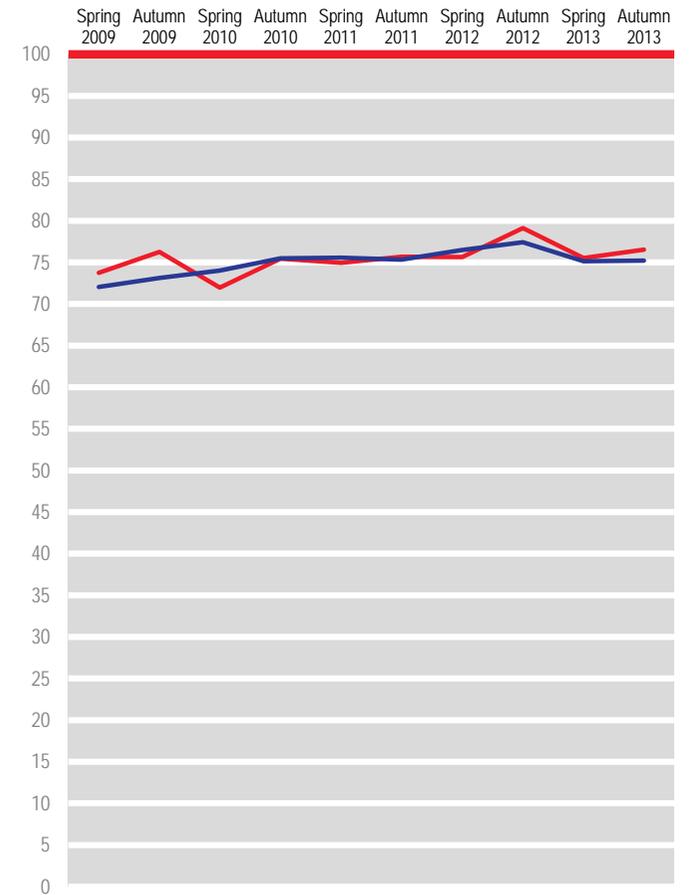


## Connections with other train services

(951)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

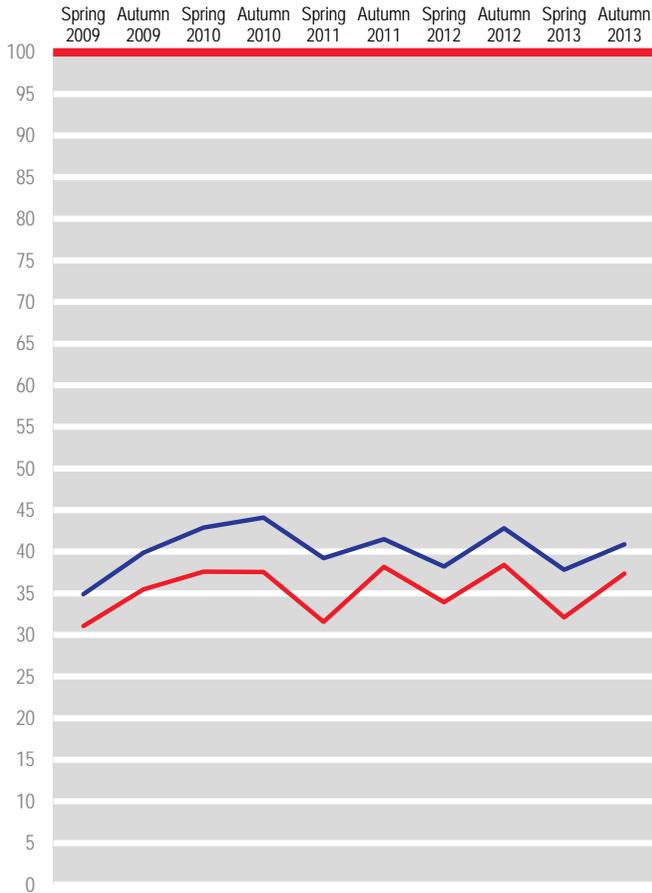


N.B. Benchmarks and targets are only shown for applicable factors

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

(1402)  
Percentage of passengers satisfied 2009 to 2013

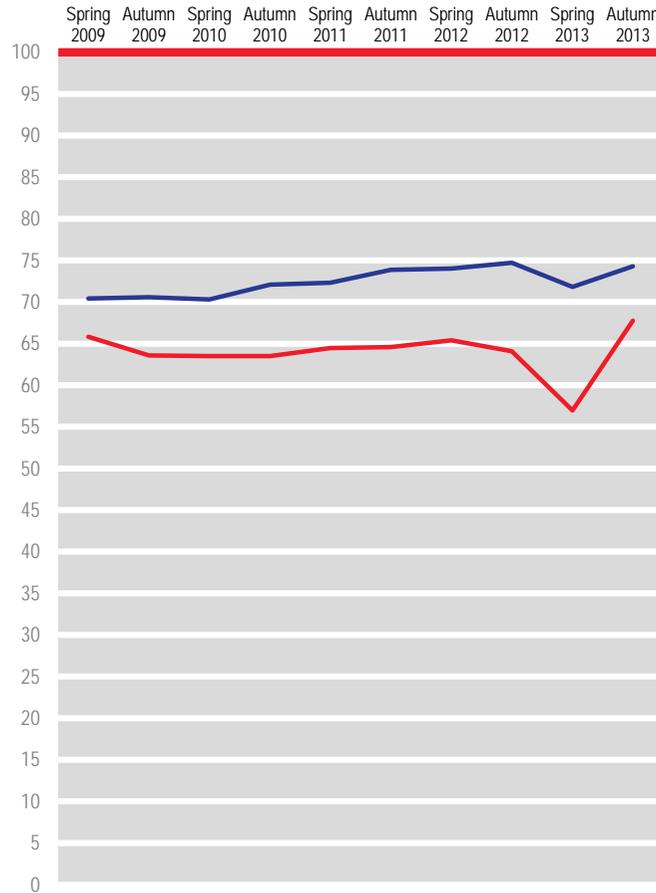
— First Capital Connect — London and South East



**Cleanliness of the train**

(1532)  
Percentage of passengers satisfied 2009 to 2013

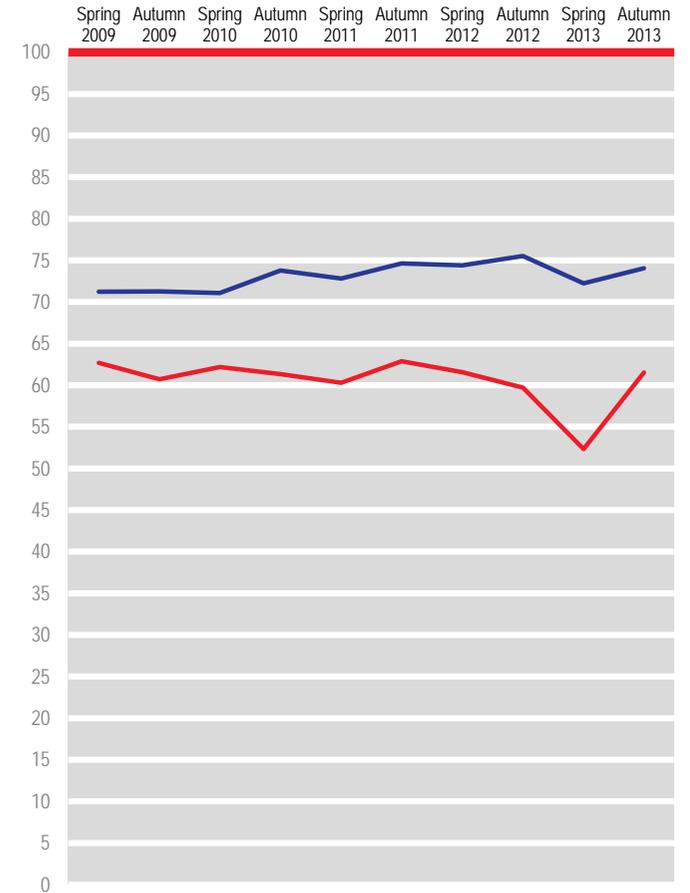
— First Capital Connect — London and South East



**Upkeep and repair of the train**

(1502)  
Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

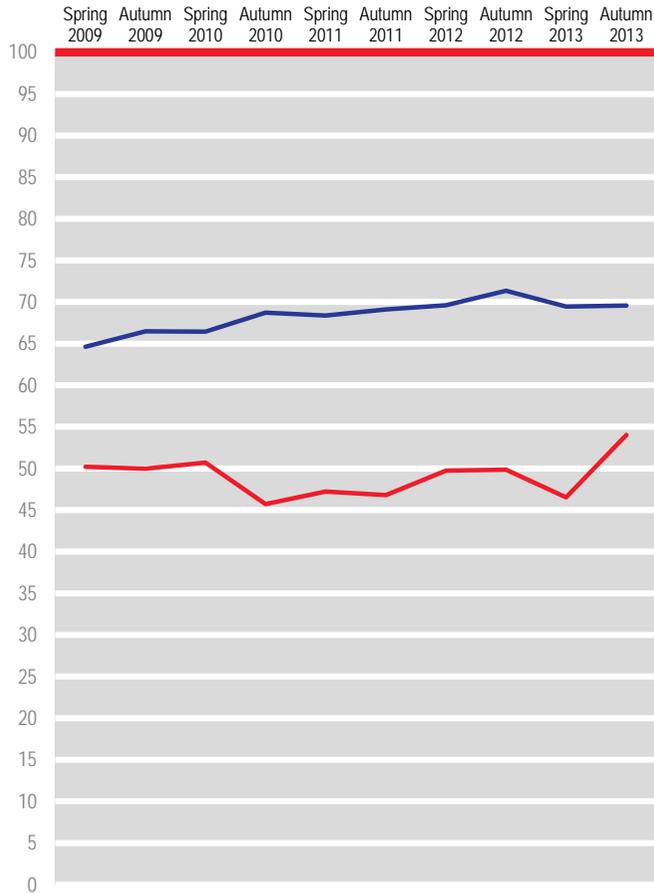


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey (1325)

Percentage of passengers satisfied 2009 to 2013

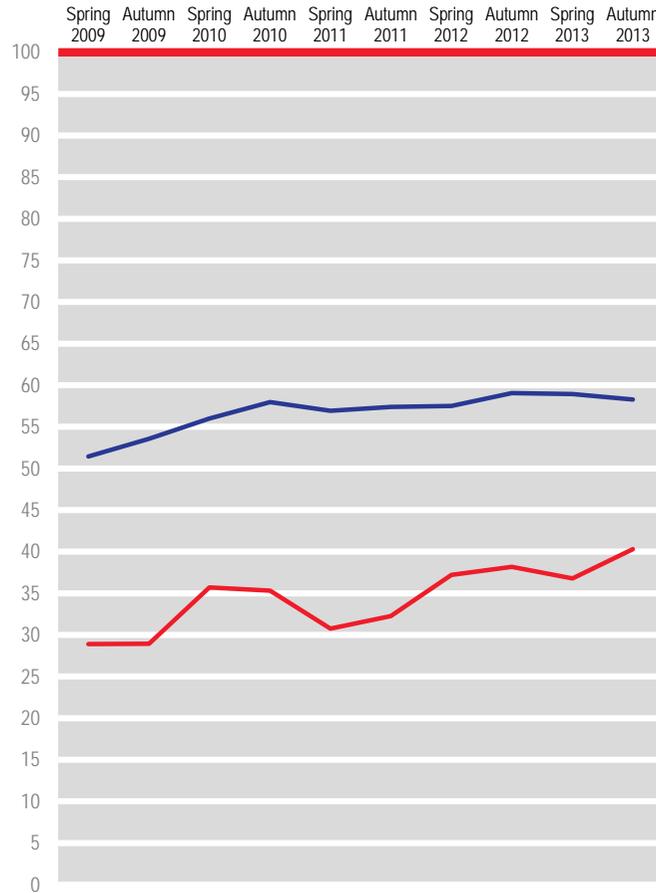
— First Capital Connect — London and South East



## The helpfulness and attitude of staff on the train (501)

Percentage of passengers satisfied 2009 to 2013

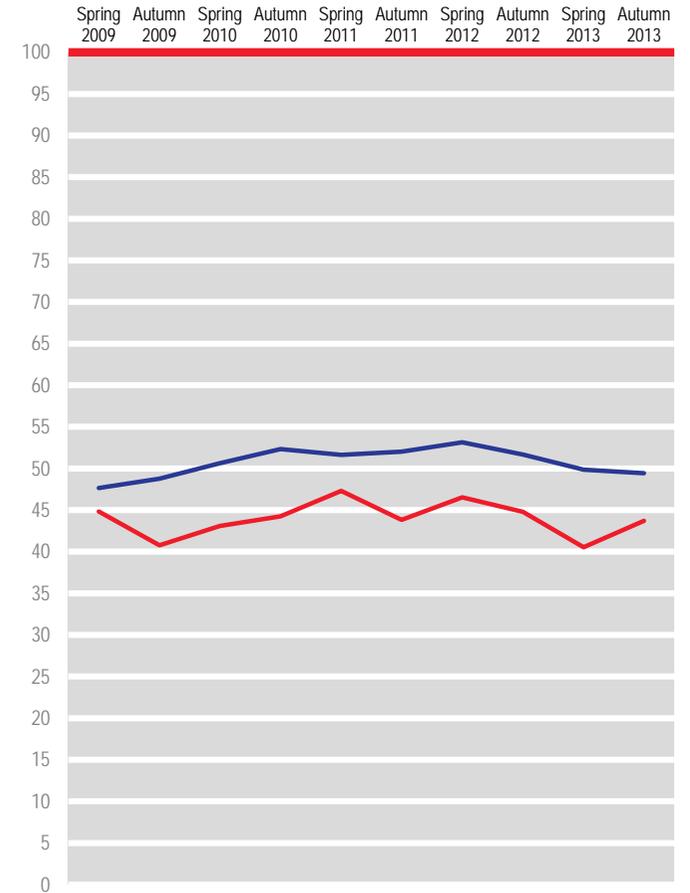
— First Capital Connect — London and South East



## The space for luggage (1167)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

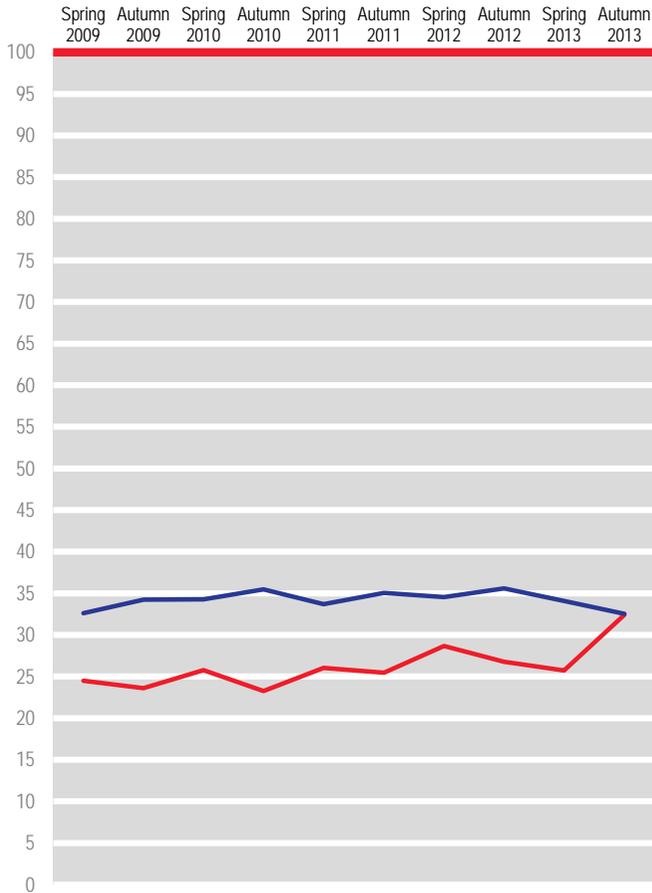


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train**

**(529)**  
Percentage of passengers satisfied 2009 to 2013

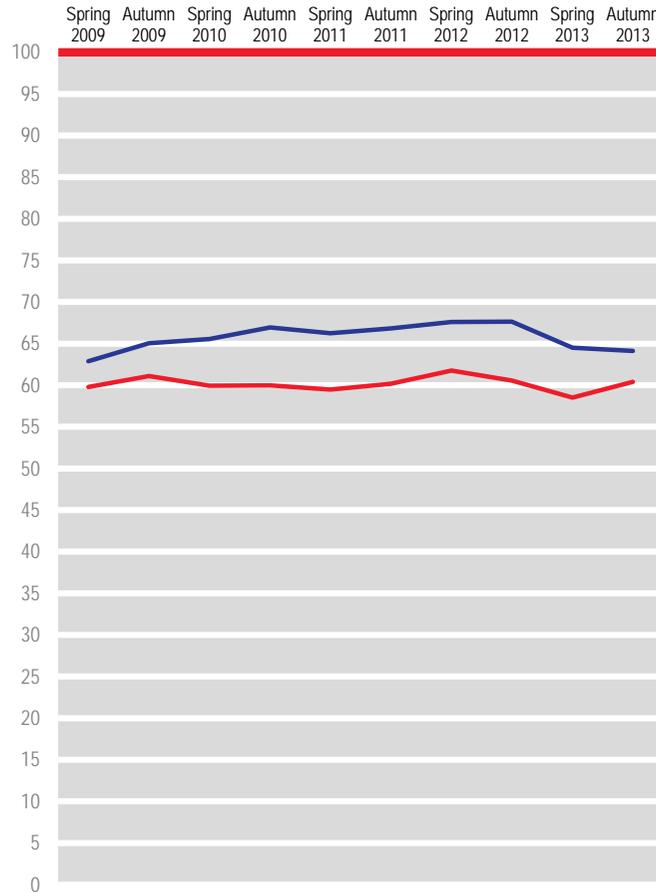
— First Capital Connect — London and South East



**Sufficient room for all the passengers to sit/stand**

**(1493)**  
Percentage of passengers satisfied 2009 to 2013

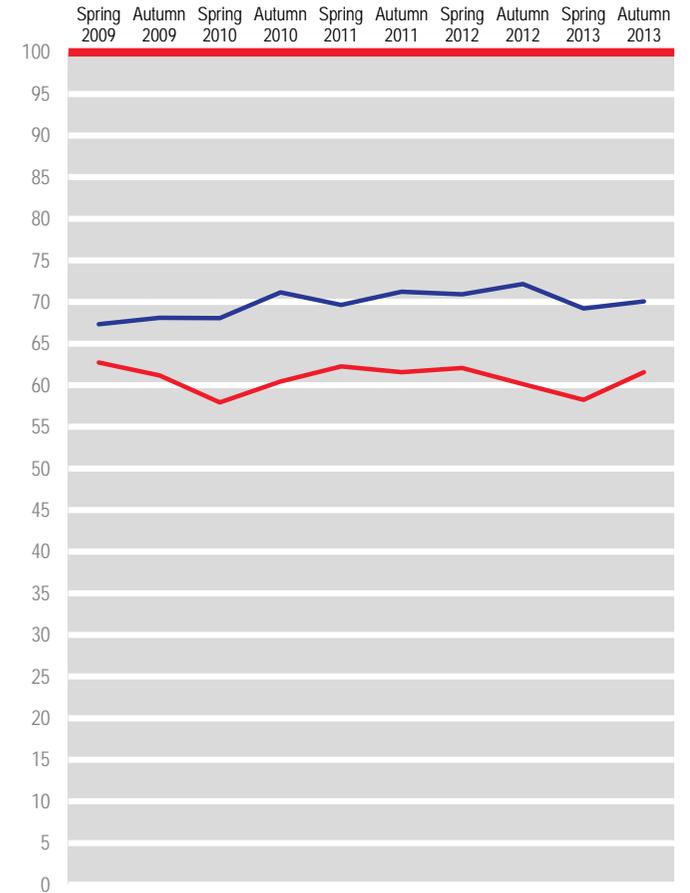
— First Capital Connect — London and South East



**The comfort of the seating area**

**(1483)**  
Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

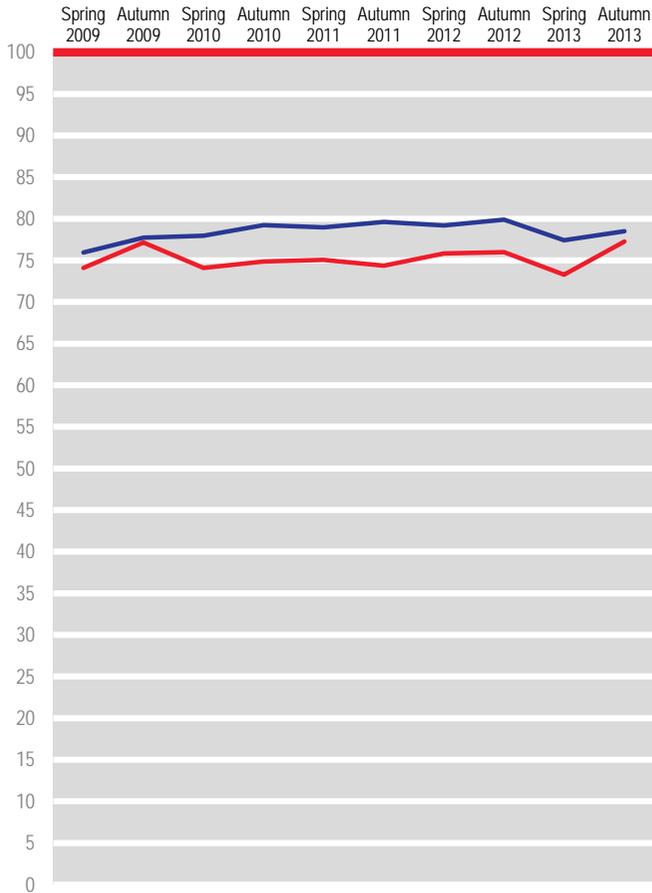


N.B. Benchmarks and targets are only shown for applicable factors

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

(1513)  
Percentage of passengers satisfied 2009 to 2013

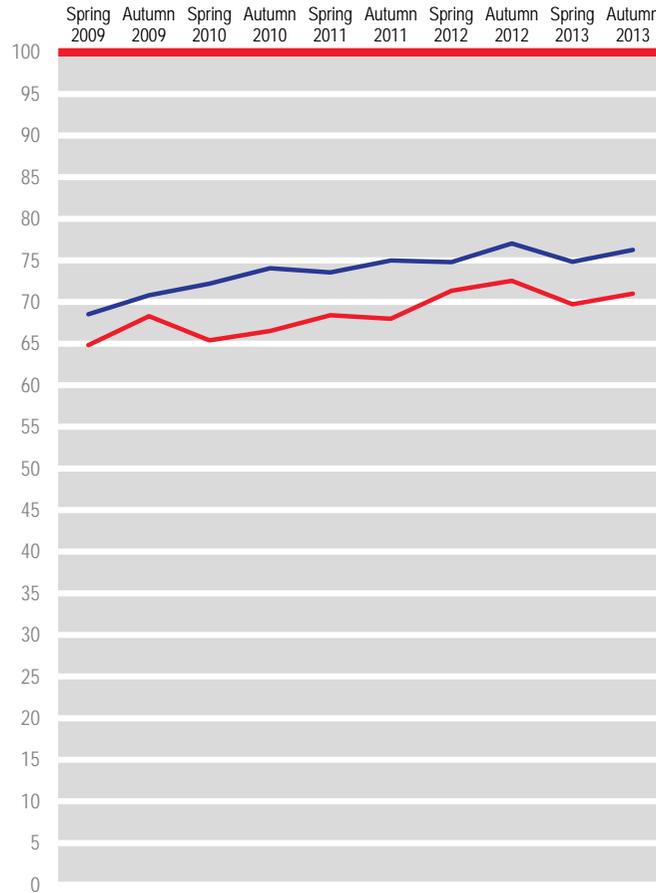
— First Capital Connect — London and South East



## Your personal security whilst on board

(1413)  
Percentage of passengers satisfied 2009 to 2013

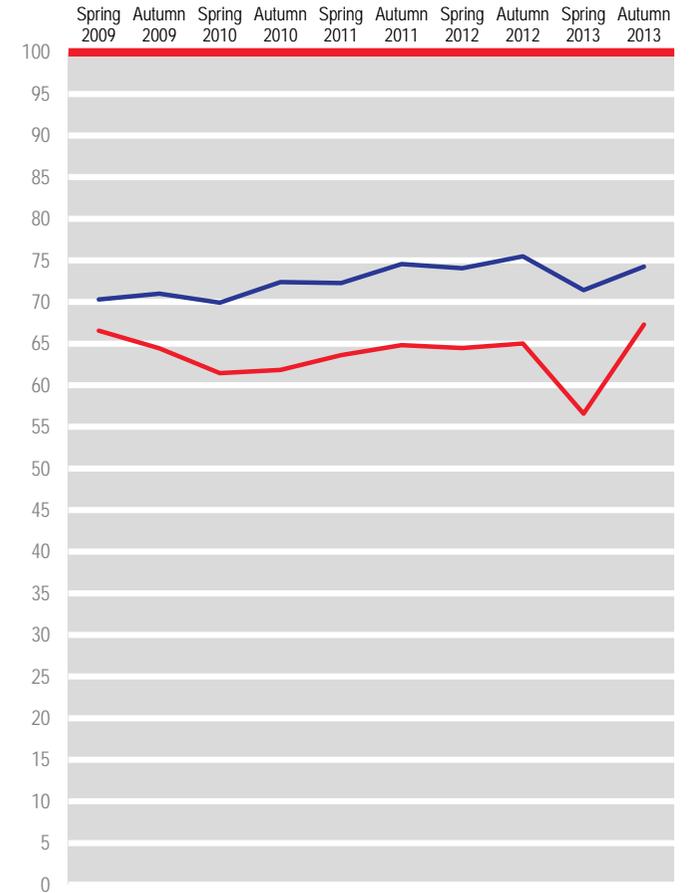
— First Capital Connect — London and South East



## The cleanliness of the inside of the train

(1520)  
Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

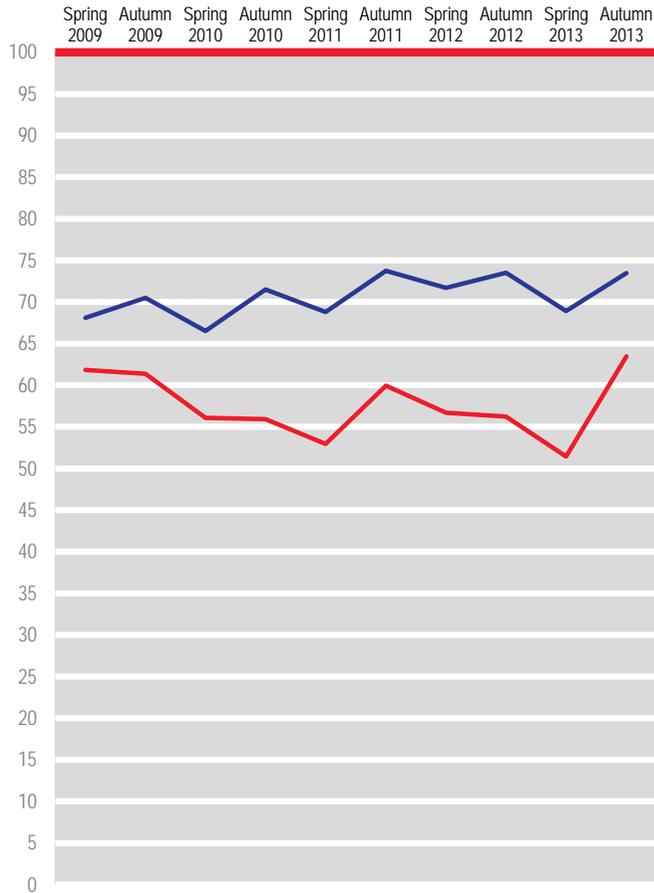


N.B. Benchmarks and targets are only shown for applicable factors

**The cleanliness of the outside of the train**  
(1307)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

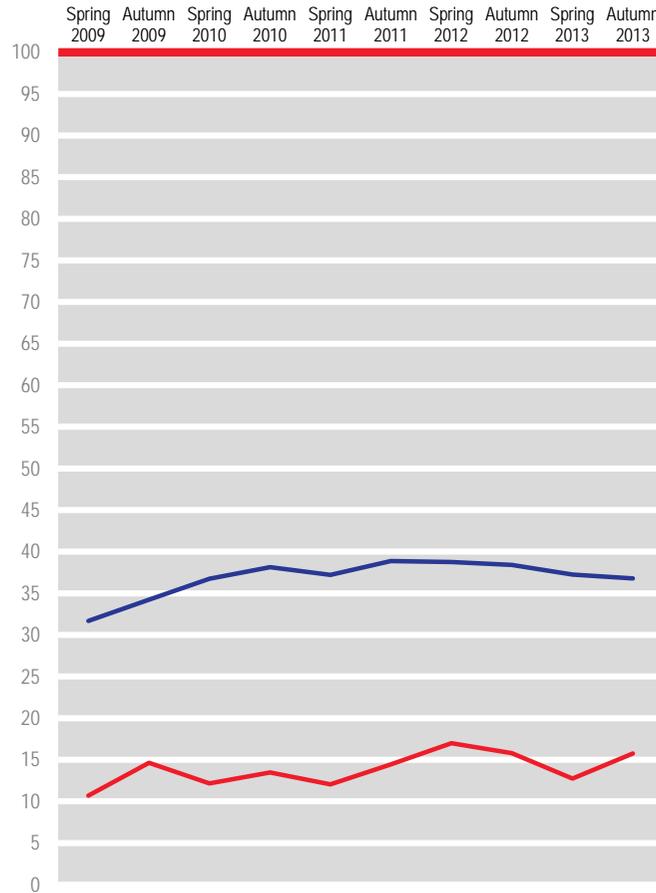


**The availability of staff on the train**

(951)

Percentage of passengers satisfied 2009 to 2013

— First Capital Connect — London and South East

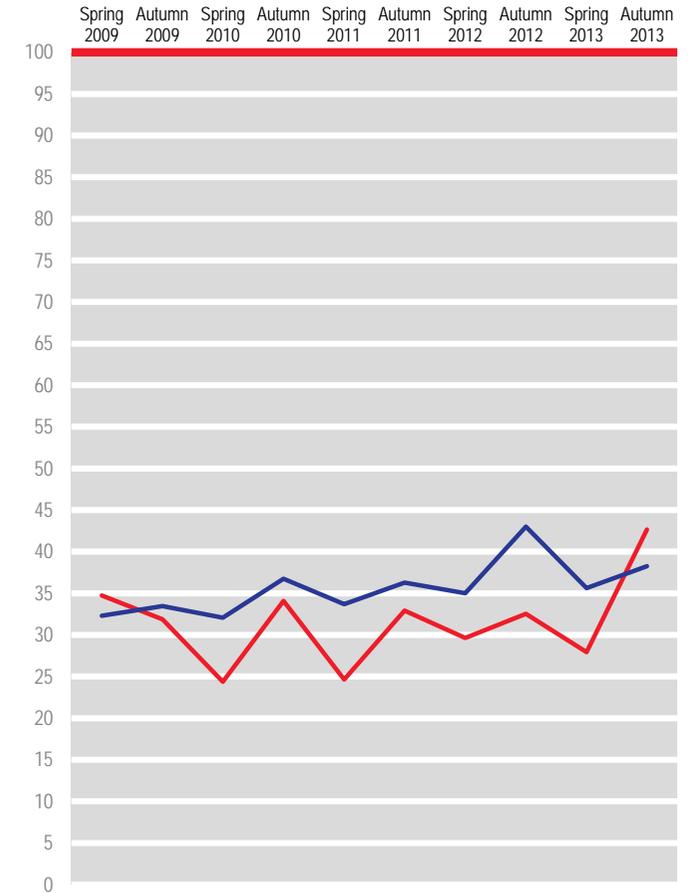


**How well train company dealt with delays**

(357)

Percentage of passengers satisfied 2009 to 2013

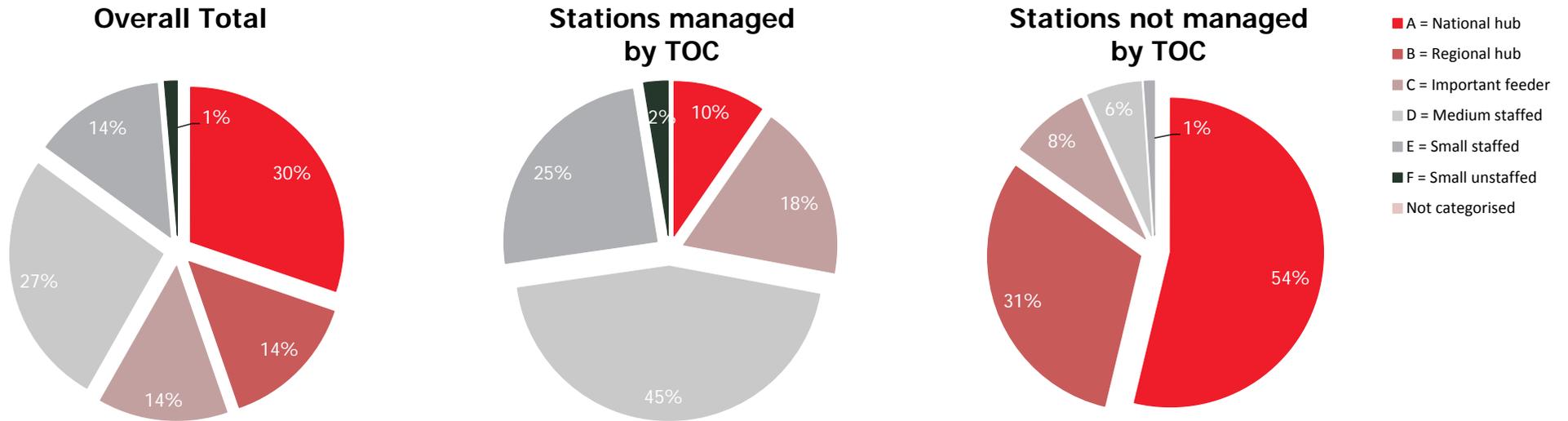
— First Capital Connect — London and South East



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

# Managed versus non-managed stations for First Capital Connect

(% 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	75	-	81
Ticket buying facilities	78	+	70
Provision of information about train times/platforms	82	-	81
The upkeep/repair of the station buildings/platforms	72	-	77
Cleanliness	80	-	81
The facilities and services	40	-	69
The attitudes and helpfulness of the staff	75	-	76
Connections with other forms of public transport	69	-	81
Facilities for car parking	51	+	38
Overall environment	70	-	77
Your personal security whilst using the station	68	-	76
The availability of staff	53	-	66
The provision of shelter facilities	61	-	72
Availability of seating	48	+	39
How request to station staff was handled	82	-	83
The choice of shops/eating/drinking facilities available	27	-	64

## First Capital Connect

	Peak			Off-peak		
	Autumn 2013	significant change	Autumn 2012	Autumn 2013	significant change	Autumn 2012
Overall satisfaction	73		73	81		83
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	82		83	77		77
Ticket buying facilities	72		74	75		70
Provision of information about train times/platforms	83		83	81		79
The upkeep/repair of the station buildings/platforms	77		72	74	+	65
Cleanliness	83		79	80	+	73
The facilities and services	62		65	52		51
The attitudes and helpfulness of the staff	74		69	76		71
Connections with other forms of public transport	73	-	81	76		79
Facilities for car parking	44		54	48		42
Overall environment	77		77	72		69
Your personal security whilst using the station	77		74	70		71
The availability of staff	62		67	58		58
The provision of shelter facilities	67		67	65		65
Availability of seating	39		37	46		47
How request to station staff was handled	74		80	85		87
The choice of shops/eating/drinking facilities available*	53		-	43		-
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	65		66	76		76
The frequency of the trains on that route	76		75	78		80
Punctuality/reliability (i.e. the train arriving/departing on time)	71		76	75	-	83
The length of time the journey was scheduled to take (speed)	77		79	85	-	89
Connections with other train services	72		73	78		81
The value for money of the price of your ticket	22		20	43		44
Cleanliness of the train	62		59	70		66
Upkeep and repair of the train	53		53	65		62
The provision of information during the journey	46		48	57	+	50
The helpfulness and attitude of staff on train	32		37	44		39
The space for luggage	36		38	47		47
The toilet facilities	33		23	32		28
Sufficient room for all passengers to sit/stand	38		41	69		67
The comfort of the seating area	48		50	67		63
The ease of being able to get on and off	69		71	81		78
Your personal security on board	69		71	72		73
The cleanliness of the inside	62		60	69		66
The cleanliness of the outside	57	+	48	66	+	59
The availability of staff	8		11	19		17
How well train company deals with delays	35		24	46		36

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

## London and South East

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

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

	First Capital Connect	London and South East		First Capital Connect	London and South East
<b>DELAY</b>					
None	71	78			
Minor	23	17			
Major	3	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	37	40			
6-10 minutes	25	23			
11-20 minutes	22	17			
21-30 minutes	8	8			
31-60 minutes	3	5			
More than 1 hour	1	2			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	16	13	Very well	16	15
Fairly well	35	32	Fairly well	37	34
Neither well nor poorly	19	21	Neither well nor poorly	25	23
Fairly poorly	14	18	Fairly poorly	10	13
Very poorly	16	16	Very poorly	12	15
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	18	15	Very well	15	10
Fairly well	36	32	Fairly well	29	25
Neither well nor poorly	15	23	Neither well nor poorly	28	34
Fairly poorly	16	15	Fairly poorly	12	13
Very poorly	15	15	Very poorly	15	18
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	17	14	Very well	8	6
Fairly well	34	30	Fairly well	20	19
Neither well nor poorly	24	28	Neither well nor poorly	25	29
Fairly poorly	12	14	Fairly poorly	14	16
Very poorly	13	14	Very poorly	32	30

## 6 6.2 Passenger experience relating to disability

	First Capital Connect	London and South East	First Capital Connect	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>				
Mobility	2	2		
Wheelchair user	0	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		
<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>				
Yes	1	2		
No	99	98		
<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>			<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>	
Very satisfied	100	84	Very satisfied	31
Fairly satisfied	-	13	Fairly satisfied	23
Neither satisfied nor dissatisfied	-	2	Neither satisfied nor dissatisfied	34
Fairly dissatisfied	-	-	Fairly dissatisfied	6
Very dissatisfied	-	-	Very dissatisfied	6
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>	
Very satisfied	40	30	Very satisfied	-
Fairly satisfied	19	37	Fairly satisfied	-
Neither satisfied nor dissatisfied	24	19	Neither satisfied nor dissatisfied	-
Fairly dissatisfied	10	9	Fairly dissatisfied	-
Very dissatisfied	7	6	Very dissatisfied	100
				93
				-
				-
				-
				7

	First Capital Connect	London and South East		First Capital Connect	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	48	44	White	89	86
Female	48	53	Mixed	1	2
			Asian or Asian British	4	4
			Black or Black British	3	4
			Chinese or other ethnic group	2	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-25	10	10	Commuter	45	52
26-34	17	18	Business	26	15
35-44	19	19	Leisure	29	33
45-54	22	23			
55-59	10	9			
60-64	8	8			
65+	11	11			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	66	65	Yes	65	69
Working Part Time	14	14	No	35	31
Not Working	2	3			
Retired	10	11			
Full Time Student	6	5			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>TIME OF TRAVEL</b>		
Professional/Senior Managerial	49	42	Peak	27	21
Middle Managerial	14	16	Off-peak	73	79
Junior Managerial/Clerical/Supervisory	9	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	7			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	1			
Full time student	2	2			
Retired	8	10			
Unemployed/between jobs	1	1			
Housewife/house-husband	0	1			
Other	5	5			
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	7	7
			Yes asked for information	6	7
			Could not find anyone to ask	2	3
			No	83	82
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	94	90
			Yes, at work	72	67
			No	3	5

	First Capital Connect	London and South East		First Capital Connect	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	84	85	Better telephone enquiry/booking service	7	7
With other adults 16+	13	12	Better internet enquiry/booking service	22	21
With children aged 0-4	1	1	Better information facilities at stations	22	23
With children aged 5-10	1	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	29	29
			Other	15	15
			None of these	21	20
<b>TRAVELLING WITH ...</b>					
Heavy/bulky luggage/other large items	12	14			
Pushchair	1	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
None apply	85	82			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	10	10			
Anytime day single/return	13	10			
Off-peak/super off-peak single/return	11	9			
Off-peak/super off-peak day single/return	8	7			
Advance	1	3			
Day travelcard	8	6			
Oyster pay as you go	12	14			
Weekly or monthly season ticket	16	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)	5	5			
Other	3	2			
Don't know/no answer	2	1			

## Station sample sizes for First Capital Connect

Station	Unweighted	Station	Unweighted
London Kings Cross	213	Haydons Road	9
London St Pancras	170	Bedford	9
Brighton	89	Stevenage	9
London Bridge	83	Peterborough	9
London Blackfriars	82	Hackbridge	9
Farringdon	75	Sutton Common	8
St Albans	68	Harlington	6
City Thameslink	66	Denmark Hill	6
Cambridge	58	Burgess Hill	6
Wimbledon	38	Highbury And Islington	5
Enfield Chase	30	Luton	5
East Croydon	29	Haywards Heath	4
Gatwick Airport	27	Bickley	3
Royston	25	Mitcham Junction	2
Flitwick	25	Peckham Rye	2
Harpenden	25	Ely	2
Potters Bar	23	Kings Lynn	1
Streatham	23		
Elstree And Borehamwood	23		
Sutton (Surrey)	20		
Old Street	20		
Letchworth	19		
Hatfield (Hertfordshire)	18		
Finsbury Park	17		
Grange Park	17		
Three Bridges	16		
Mill Hill Broadway	16		
Moorgate	15		
Hitchin	15		
Tulse Hill	15		
Hornsey	15		
West Hampstead Thameslink	14		
Herne Hill	14		
Loughborough Junction	13		
Winchmore Hill	13		
Elephant And Castle	12		
Foxton	11		
Luton Airport Parkway	10		

Sample size	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
<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	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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Passenger Focus is the operating name of the Passengers' Council. This survey was published in January 2014. © Passenger Focus 2014.