



# National Rail Passenger Survey

## Chiltern Railways 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)

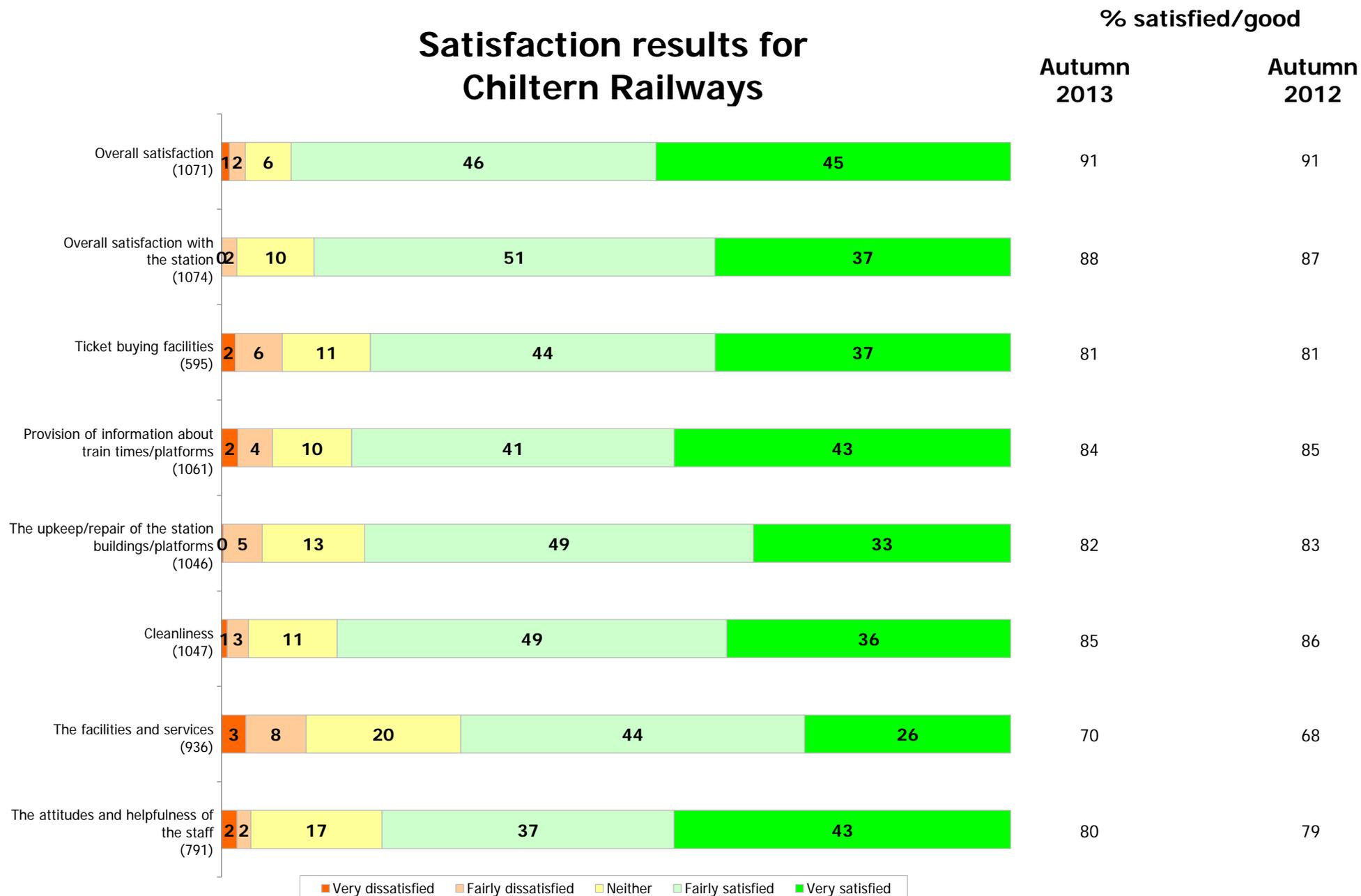
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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 Chiltern Railways

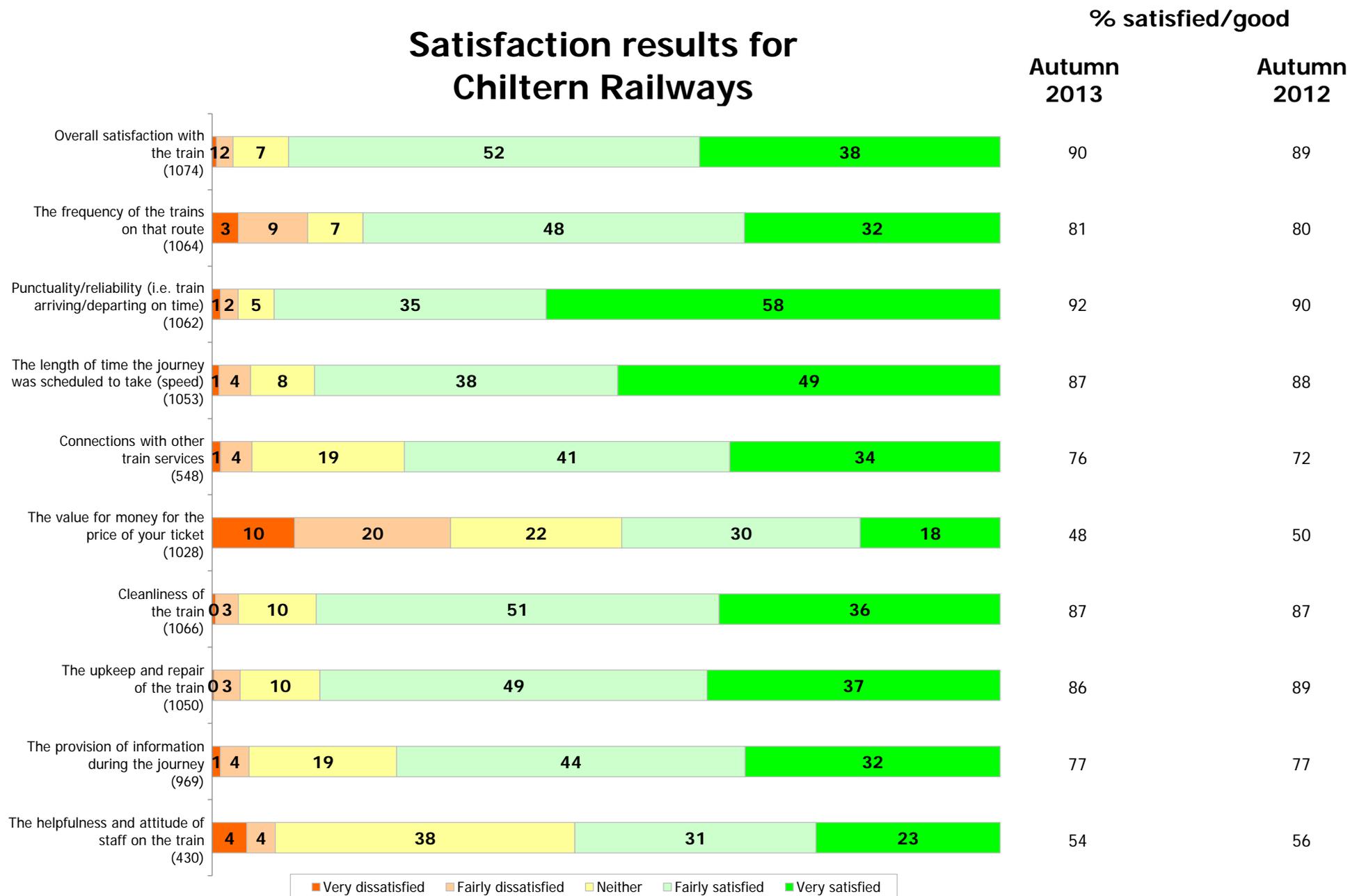


At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Chiltern Railways

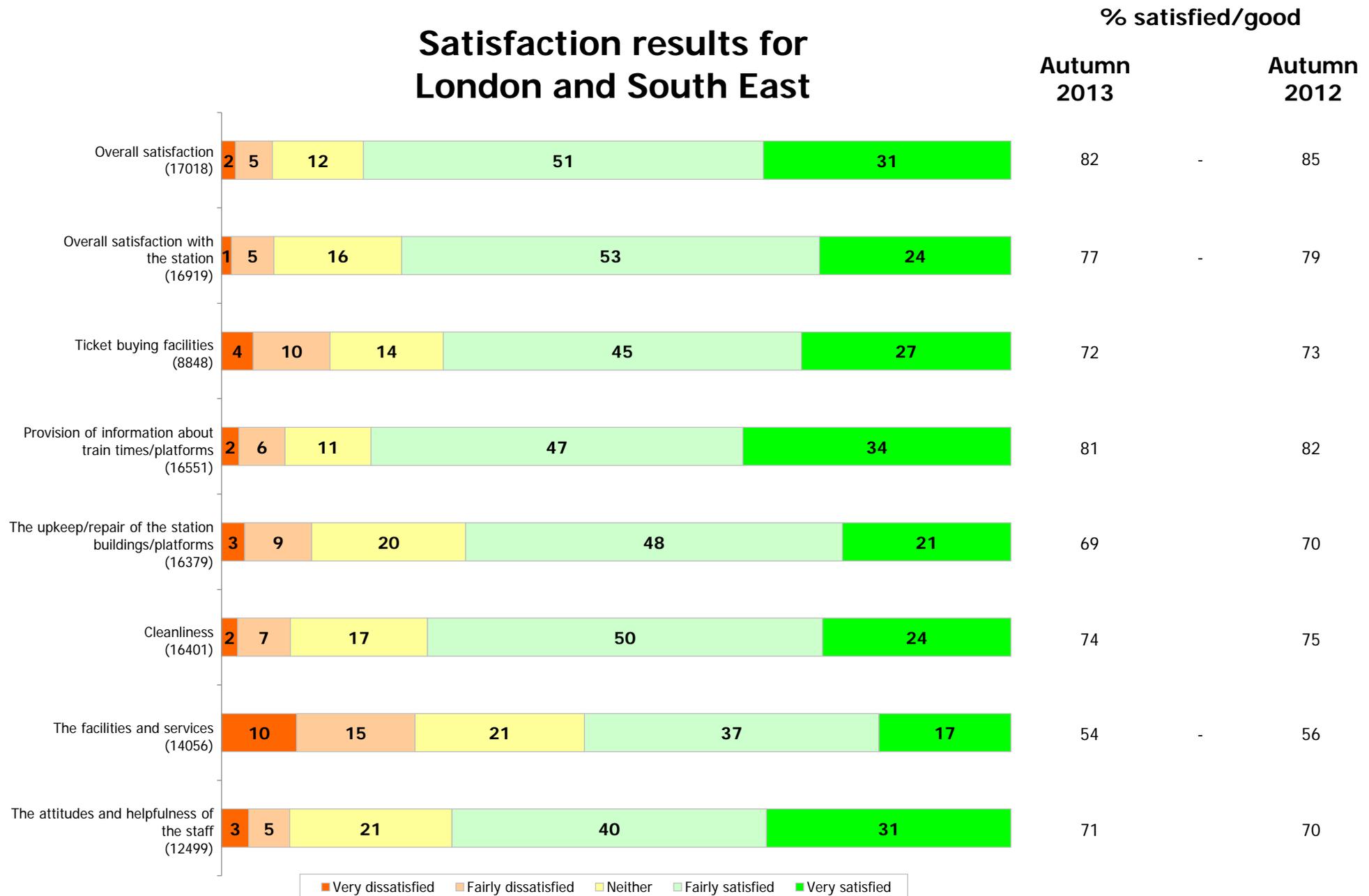


\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

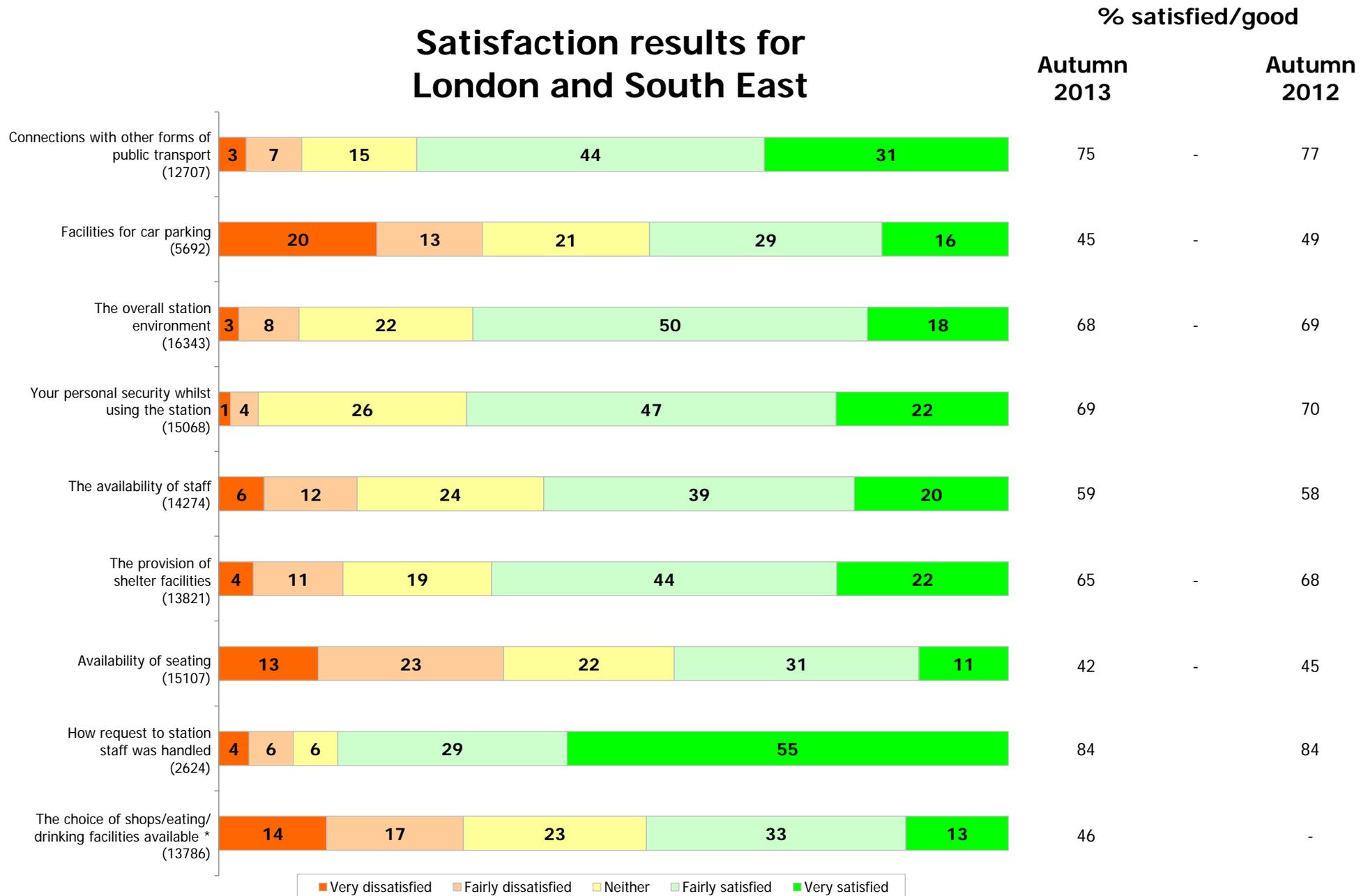




## Satisfaction results for London and South East

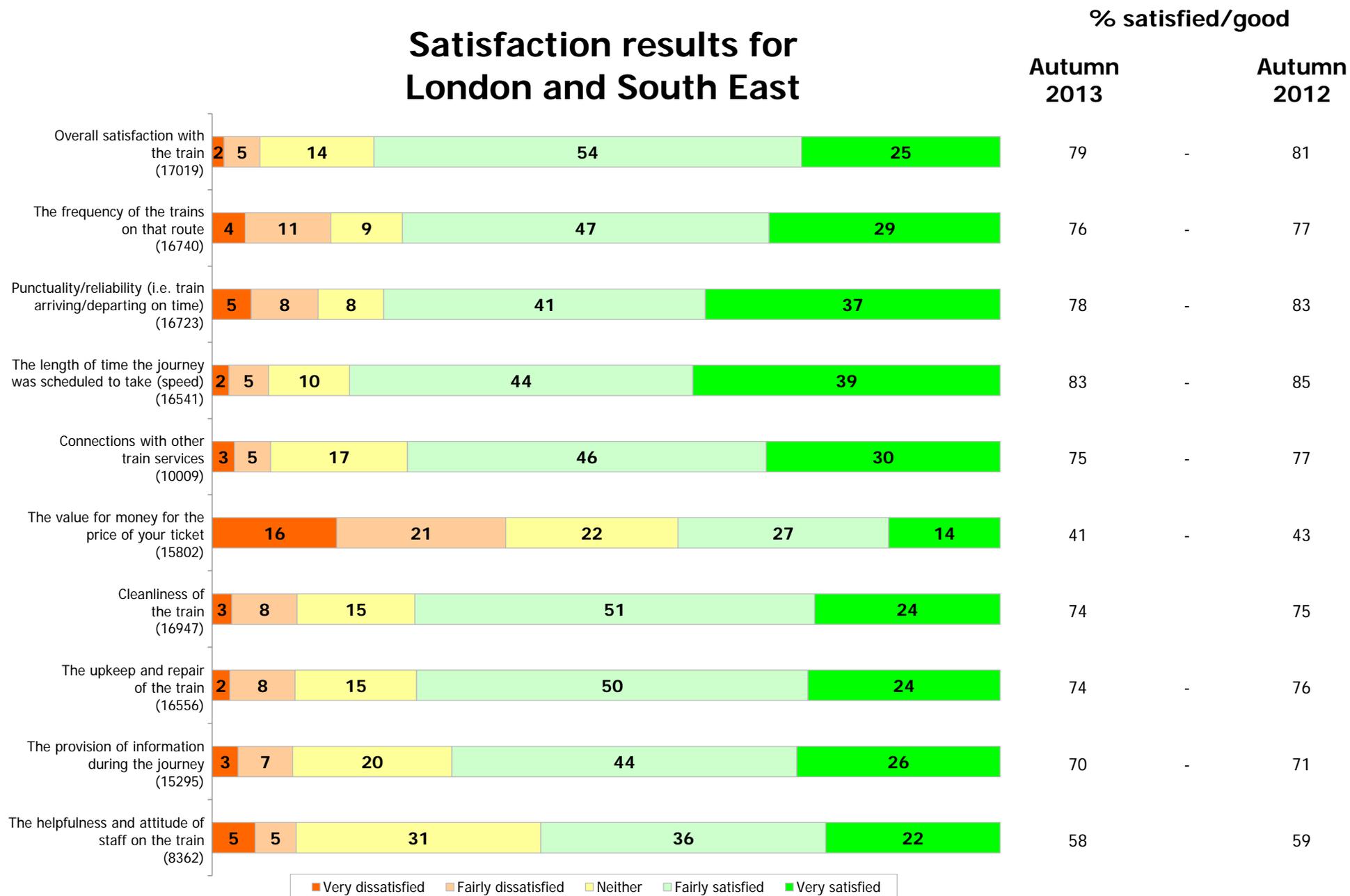


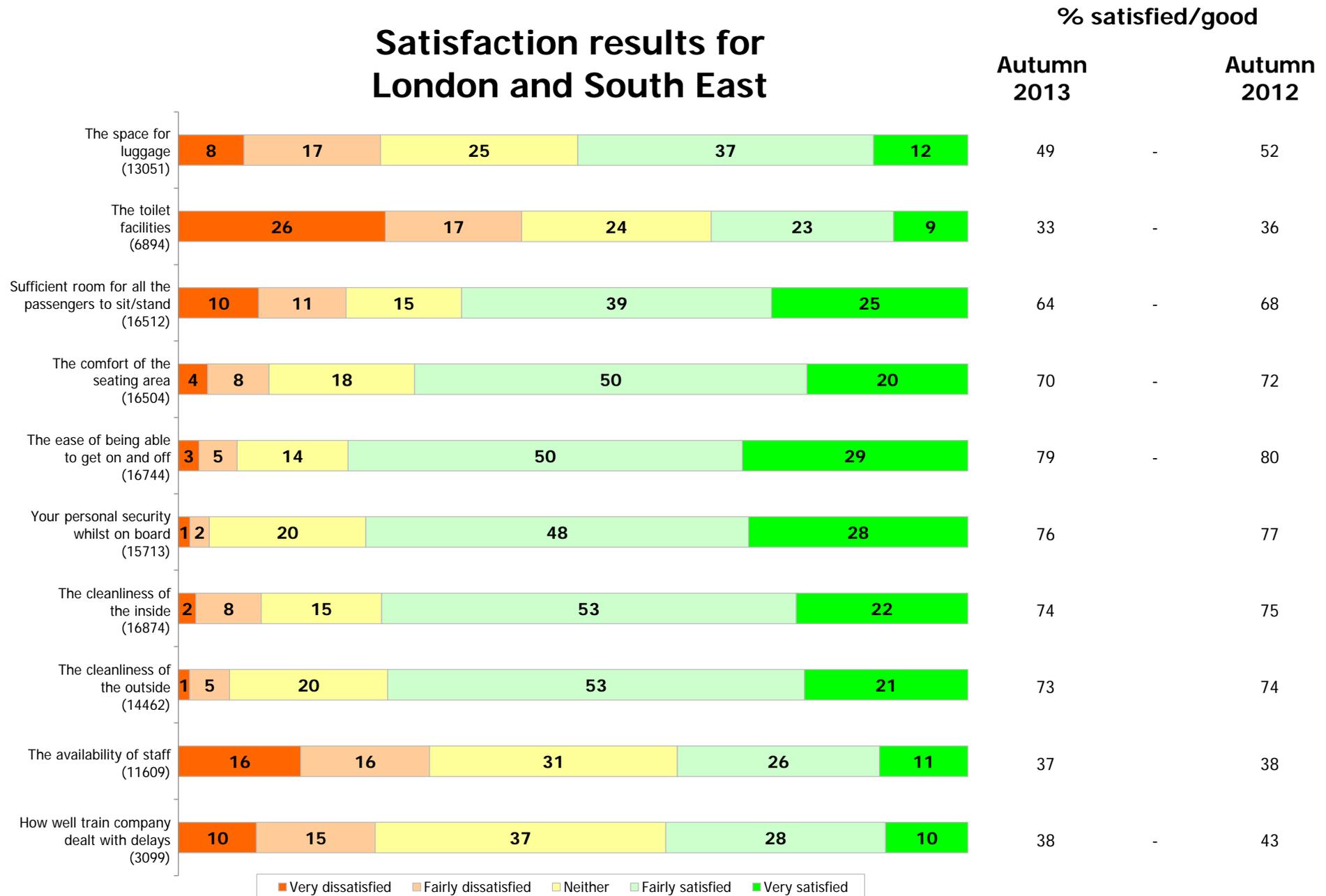
## Satisfaction results for London and South East



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

## Satisfaction results for London and South East





## Chiltern Railways versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	91	82	111%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	88	77	114%
Ticket buying facilities	81	72	113%
Provision of information about train times/platforms	84	81	103%
The upkeep/repair of the station buildings/platforms	82	69	119%
Cleanliness	85	74	115%
The facilities and services	70	54	129%
The attitudes and helpfulness of the staff	80	71	112%
Connections with other forms of public transport	74	75	98%
Facilities for car parking	71	45	156%
Overall environment	83	68	123%
Your personal security whilst using the station	78	69	114%
The availability of staff	69	59	117%
The provision of shelter facilities	77	65	118%
Availability of seating	56	42	132%
How request to station staff was handled	90	84	107%
The choice of shops/eating/drinking facilities available	50	46	108%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	90	79	114%
The frequency of the trains on that route	81	76	107%
Punctuality/reliability (i.e. the train arriving/departing on time)	92	78	118%
The length of time the journey was scheduled to take (speed)	87	83	105%
Connections with other train services	76	75	101%
The value for money of the price of your ticket	48	41	117%
Cleanliness of the train	87	74	117%
Upkeep and repair of the train	86	74	117%
The provision of information during the journey	77	70	110%
The helpfulness and attitude of staff on train	54	58	93%
The space for luggage	59	49	119%
The toilet facilities	52	33	159%
Sufficient room for all passengers to sit/stand	72	64	112%
The comfort of the seating area	81	70	115%
The ease of being able to get on and off	88	79	112%
Your personal security on board	87	76	114%
The cleanliness of the inside	87	74	117%
The cleanliness of the outside	84	73	114%
The availability of staff	32	37	86%
How well train company deals with delays	52	38	135%

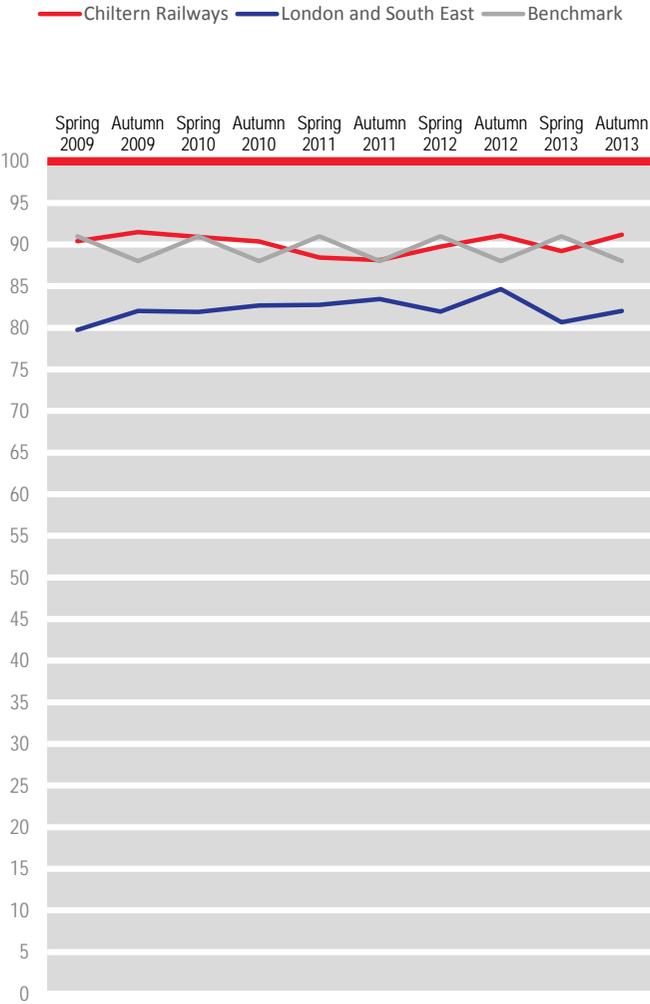
## Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	96	90
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	86	89
Ticket buying facilities	84	81
Provision of information about train times/platforms	84	83
The upkeep/repair of the station buildings/platforms	82	82
Cleanliness	85	85
The facilities and services	69	70
The attitudes and helpfulness of the staff	87	78
Connections with other forms of public transport	65	76
Facilities for car parking	67	72
Overall environment	82	84
Your personal security whilst using the station	79	78
The availability of staff	72	68
The provision of shelter facilities	77	77
Availability of seating	65	53
How request to station staff was handled	91	90
The choice of shops/eating/drinking facilities available	45	51
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	92	90
The frequency of the trains on that route	85	80
Punctuality/reliability (i.e. the train arriving/departing on time)	92	92
The length of time the journey was scheduled to take (speed)	87	87
Connections with other train services	77	75
The value for money of the price of your ticket	67	42
Cleanliness of the train	89	86
Upkeep and repair of the train	89	86
The provision of information during the journey	77	76
The helpfulness and attitude of staff on train	70	44
The space for luggage	68	56
The toilet facilities	59	49
Sufficient room for all passengers to sit/stand	82	69
The comfort of the seating area	88	78
The ease of being able to get on and off	89	88
Your personal security on board	90	86
The cleanliness of the inside	85	87
The cleanliness of the outside	84	84
The availability of staff	51	23
How well train company deals with delays	56	49

# Percentage satisfaction with aspects of station where boarded

## Overall satisfaction

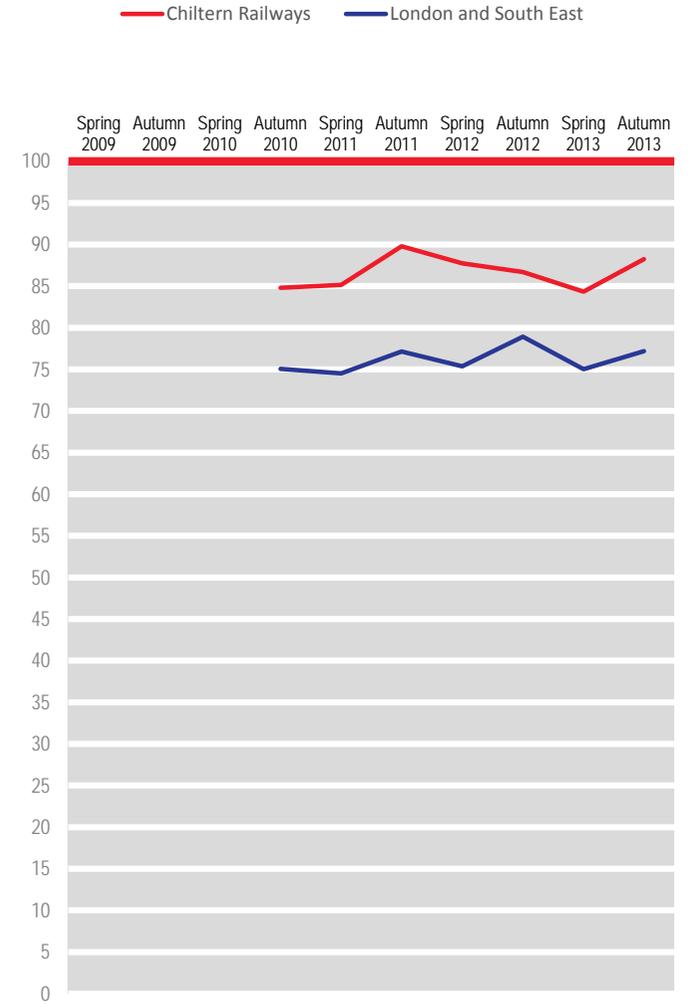
(1071)  
Percentage of passengers satisfied 2009 to 2013



Target 90

## Overall station satisfaction

(1074)  
Percentage of passengers satisfied 2009 to 2013

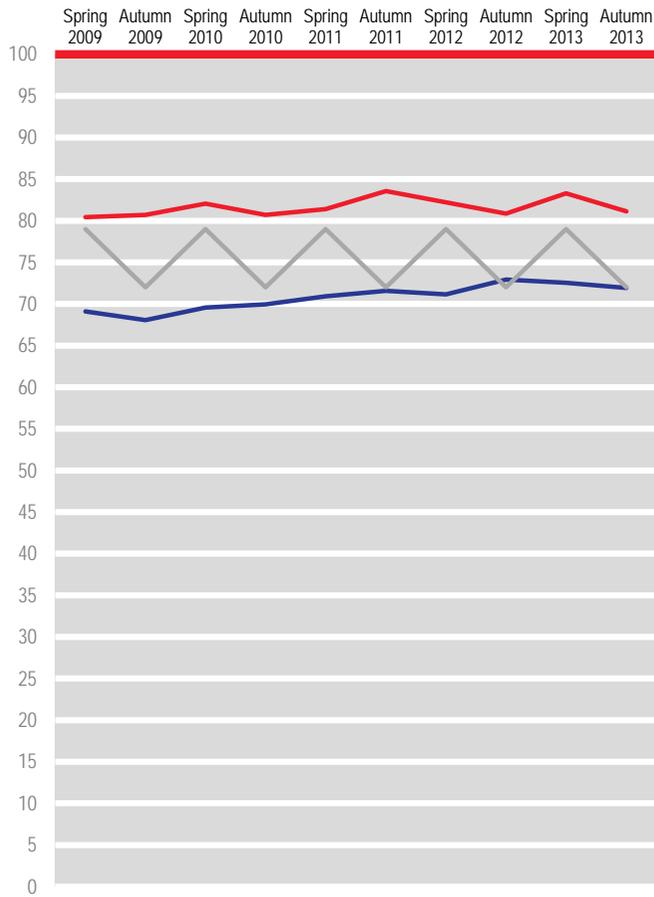


N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

(595)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

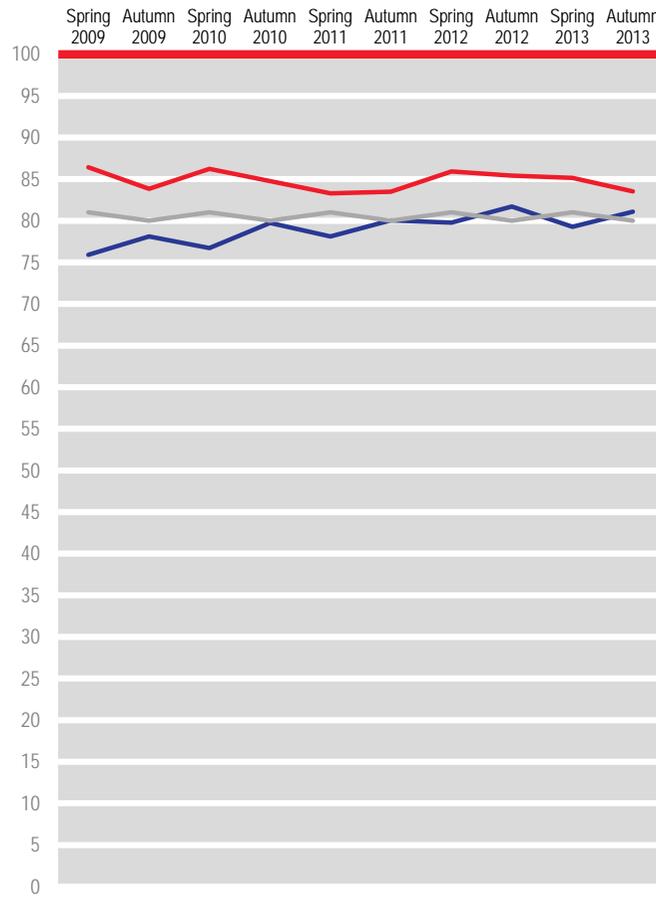


Target 78

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

(1061)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

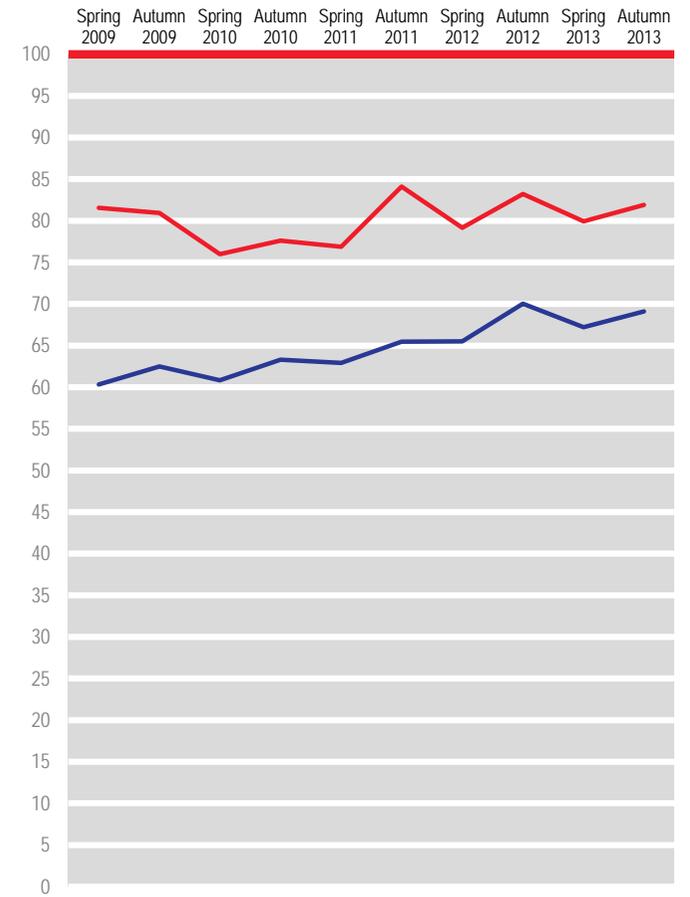


Target 82

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

(1046)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

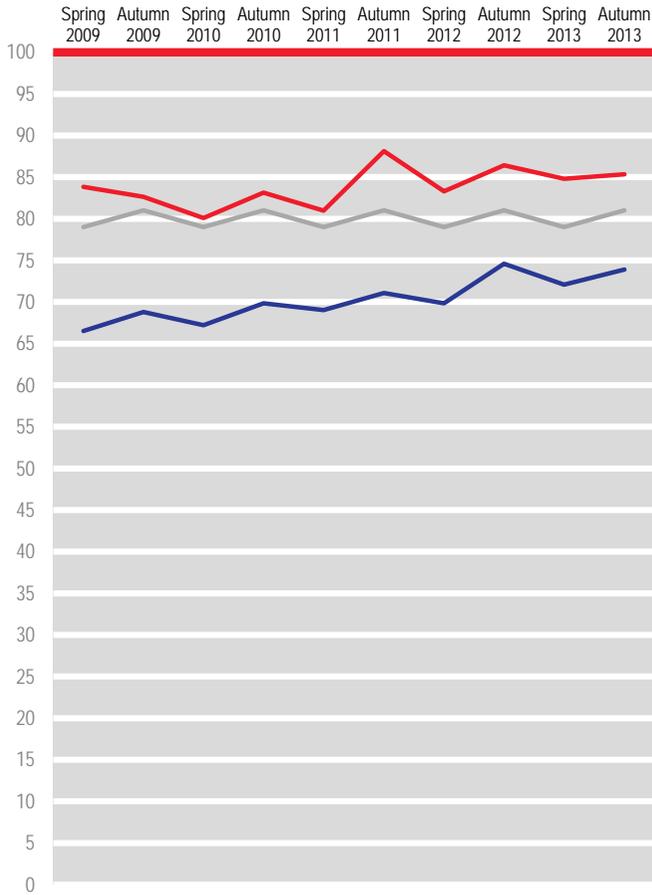


N.B. Benchmarks and targets are only shown for applicable factors

**Cleanliness of the station**

**(1047)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

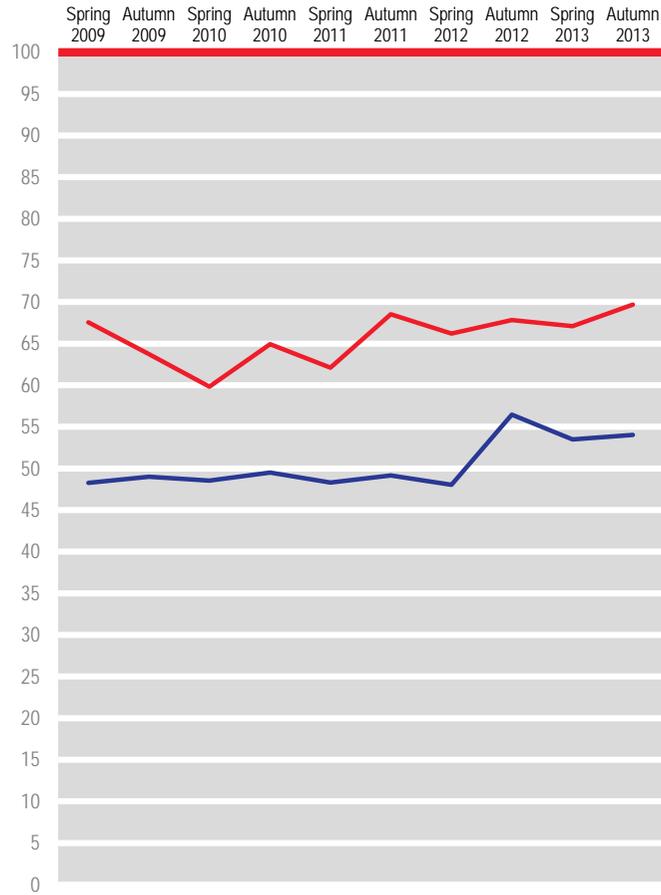


Target 82

**The facilities and services at the station**

**(936)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

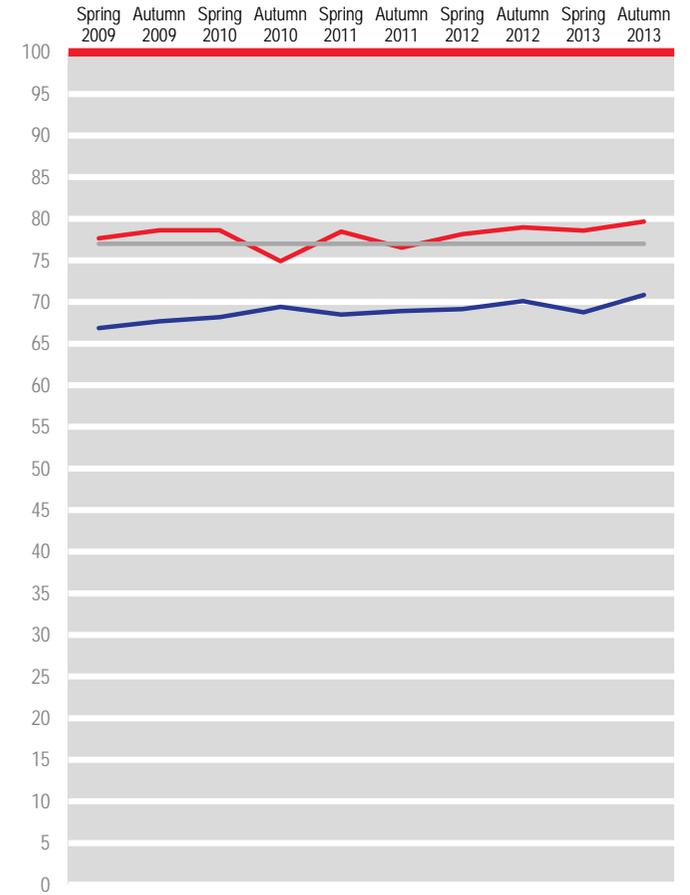


N.B. Benchmarks and targets are only shown for applicable factors

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

**(791)**  
Percentage of passengers satisfied 2009 to 2013

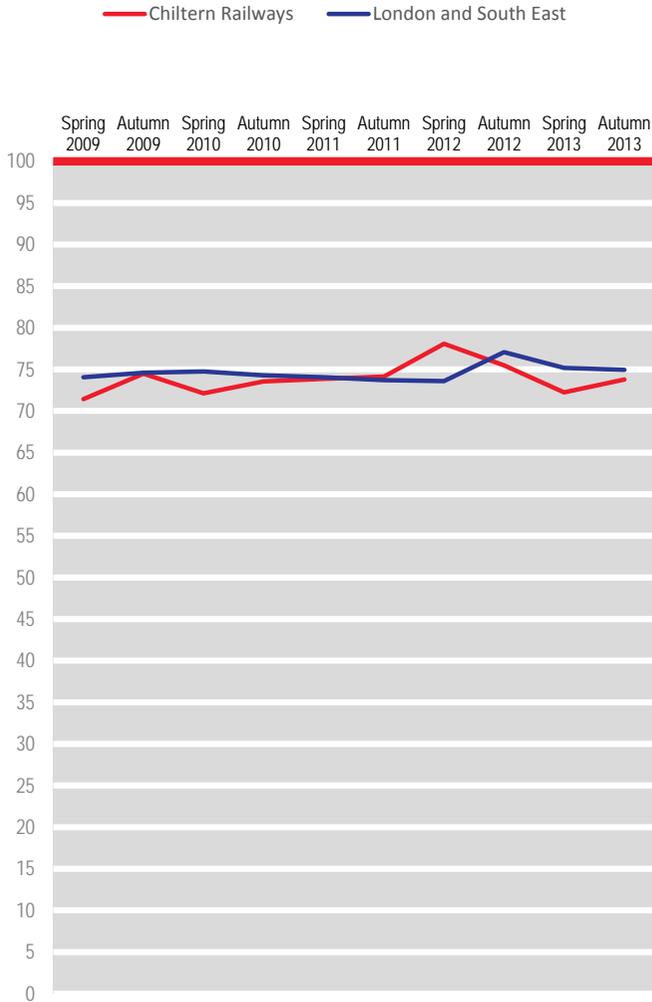
— Chiltern Railways — London and South East — Benchmark



Target 79

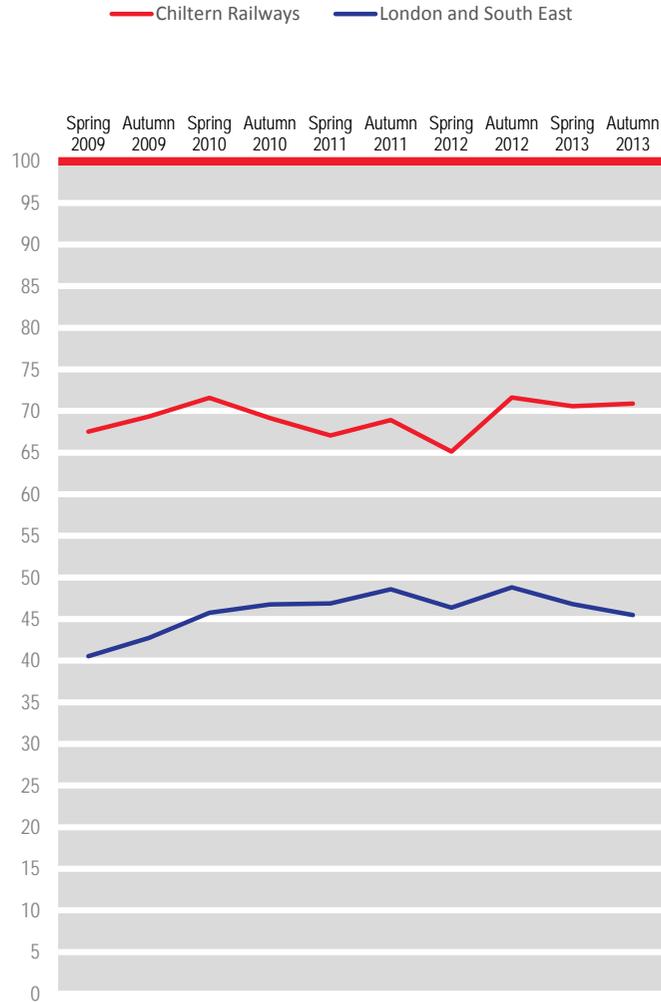
**Connections with other forms of public transport from the station**

**(817)**  
Percentage of passengers satisfied 2009 to 2013



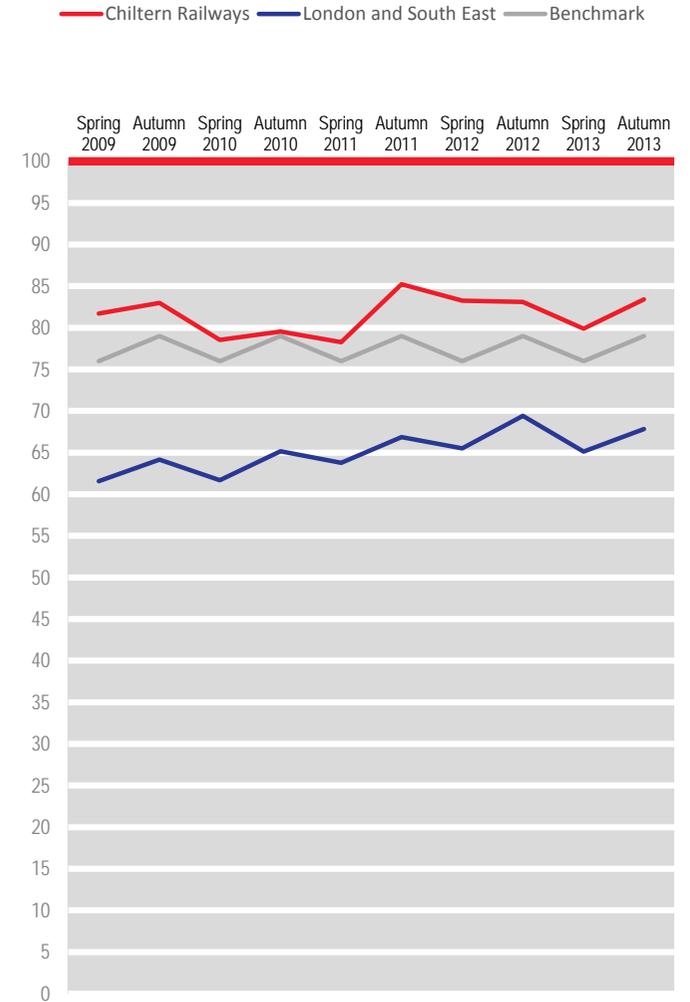
**Facilities for car parking at the station**

**(400)**  
Percentage of passengers satisfied 2009 to 2013



**Overall station environment**

**(1042)**  
Percentage of passengers satisfied 2009 to 2013



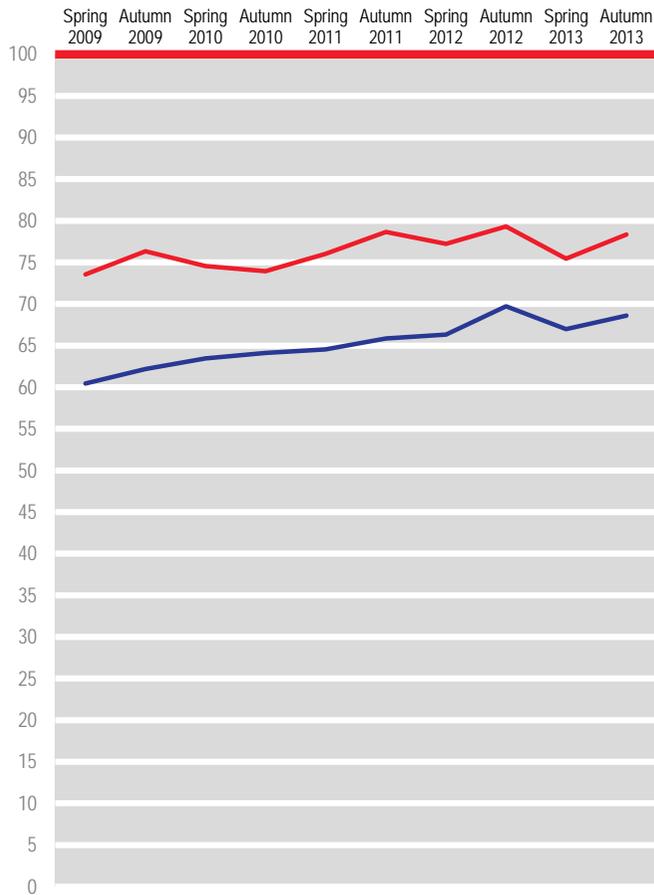
Target 80

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

**Your personal security whilst using the station**

**(960)**  
Percentage of passengers satisfied 2009 to 2013

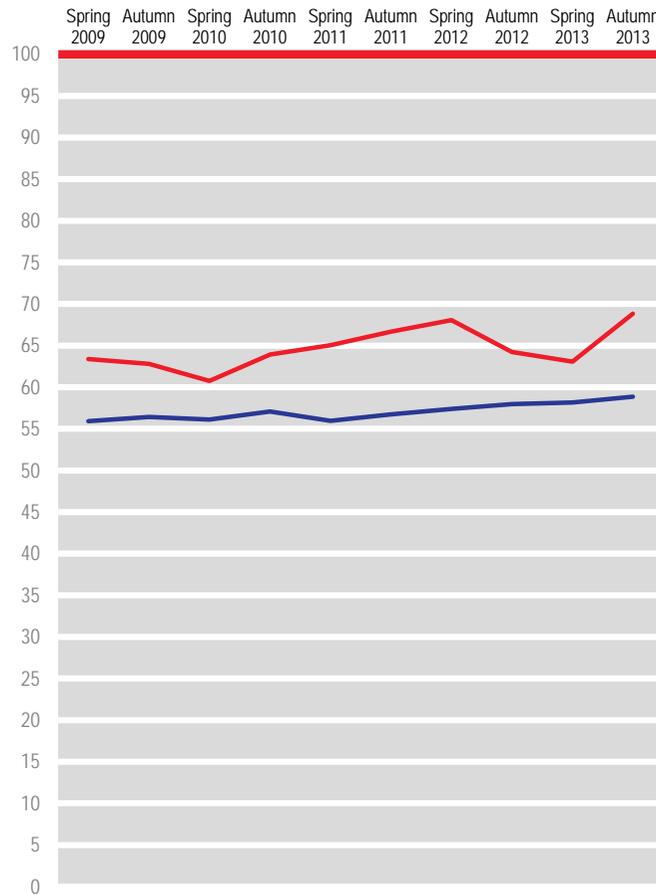
— Chiltern Railways — London and South East



**The availability of staff at the station**

**(869)**  
Percentage of passengers satisfied 2009 to 2013

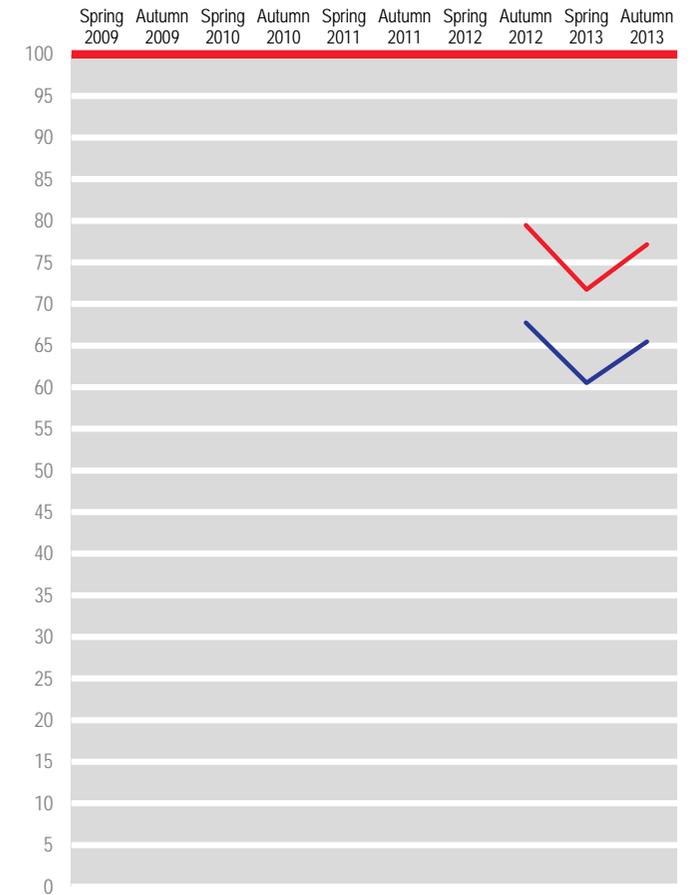
— Chiltern Railways — London and South East



**The provision of shelter facilities**

**(901)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

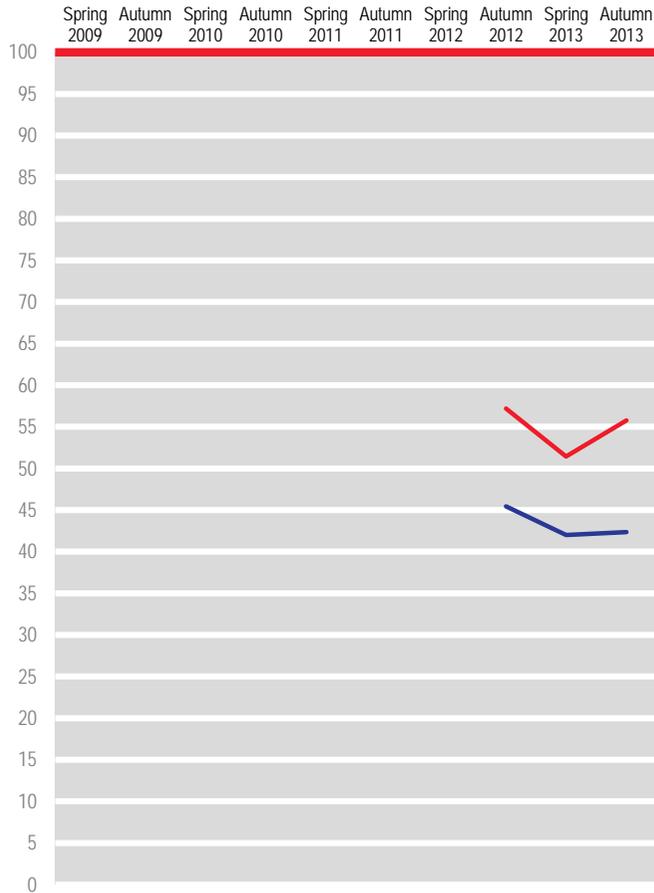


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating

(980)  
Percentage of passengers satisfied 2009 to 2013

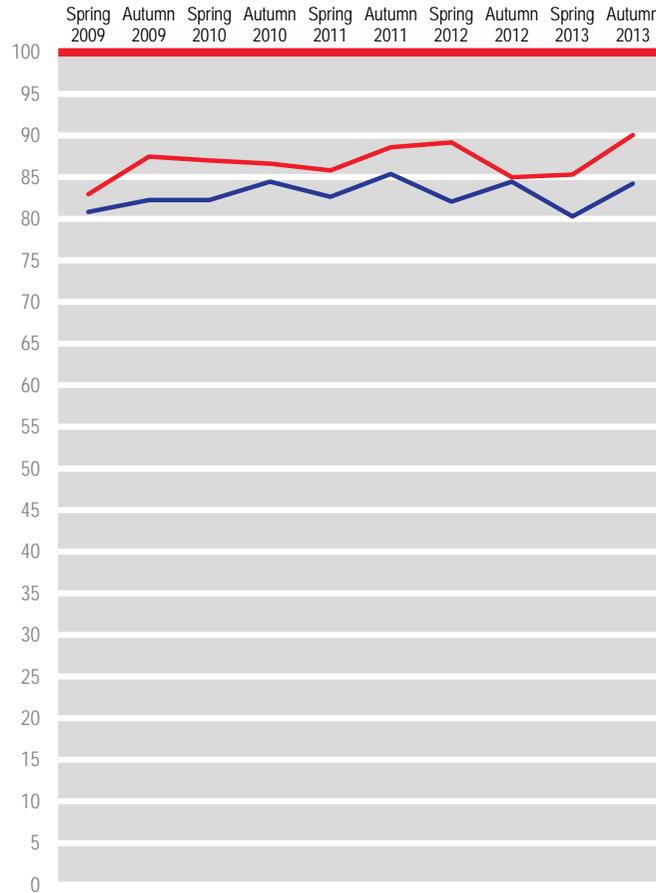
Chiltern Railways London and South East



How request to station staff was handled

(172)  
Percentage of passengers satisfied 2009 to 2013

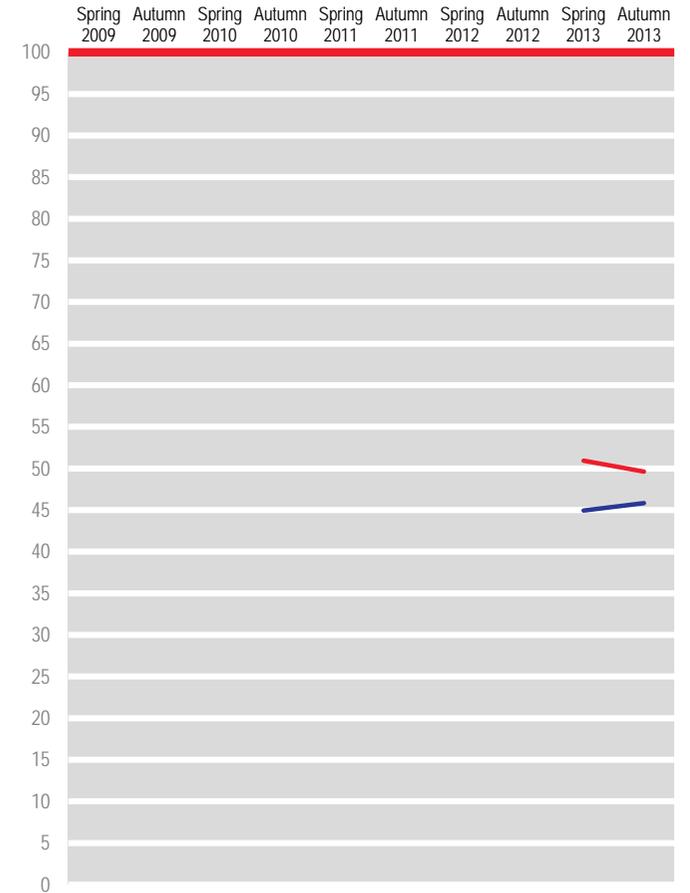
Chiltern Railways London and South East



The choice of shops/eating/drinking facilities available

(895)  
Percentage of passengers satisfied 2009 to 2013

Chiltern Railways London and South East

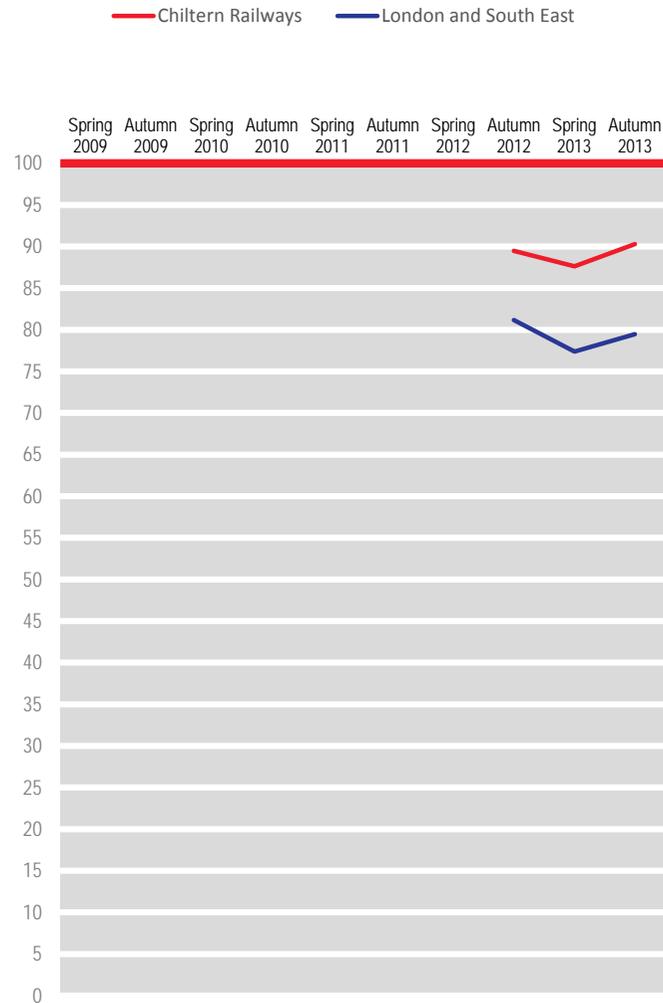


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

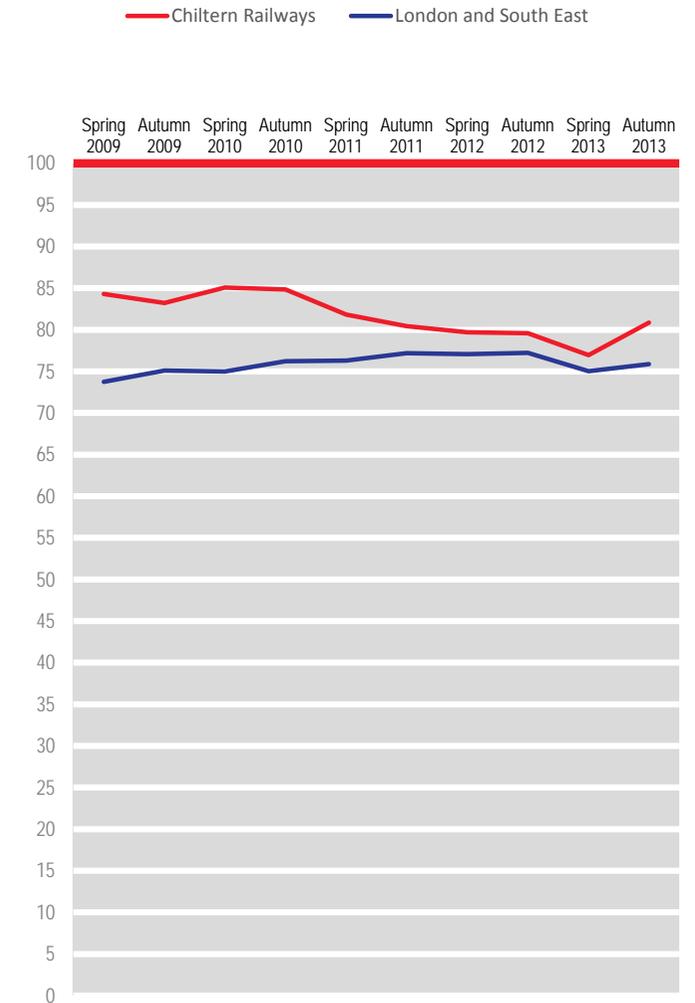
## Overall satisfaction with the train

(1074)  
Percentage of passengers satisfied 2009 to 2013



## The frequency of trains on that route

(1064)  
Percentage of passengers satisfied 2009 to 2013



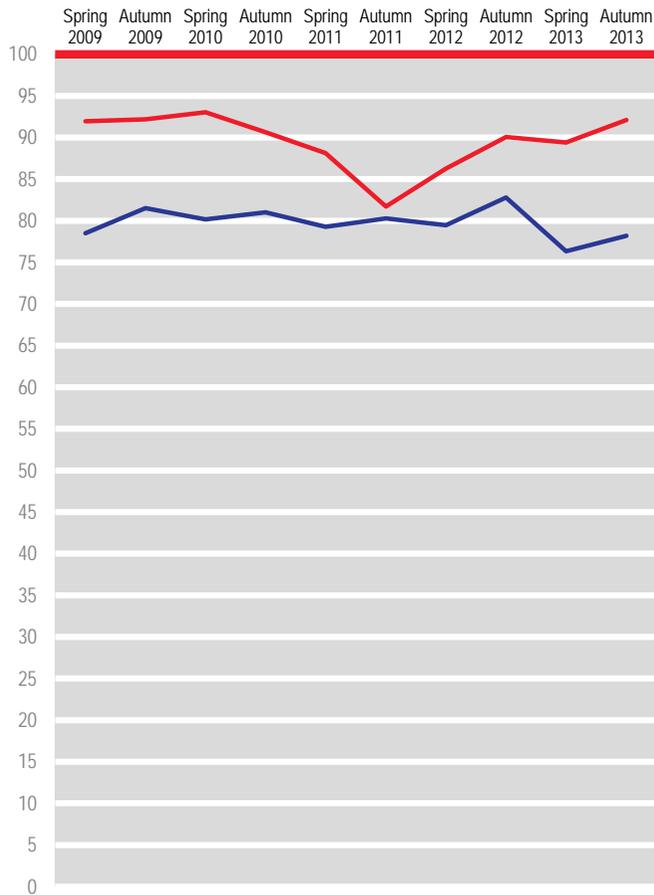
N.B. Benchmarks and targets are only shown for applicable factors

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

(1062)

Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

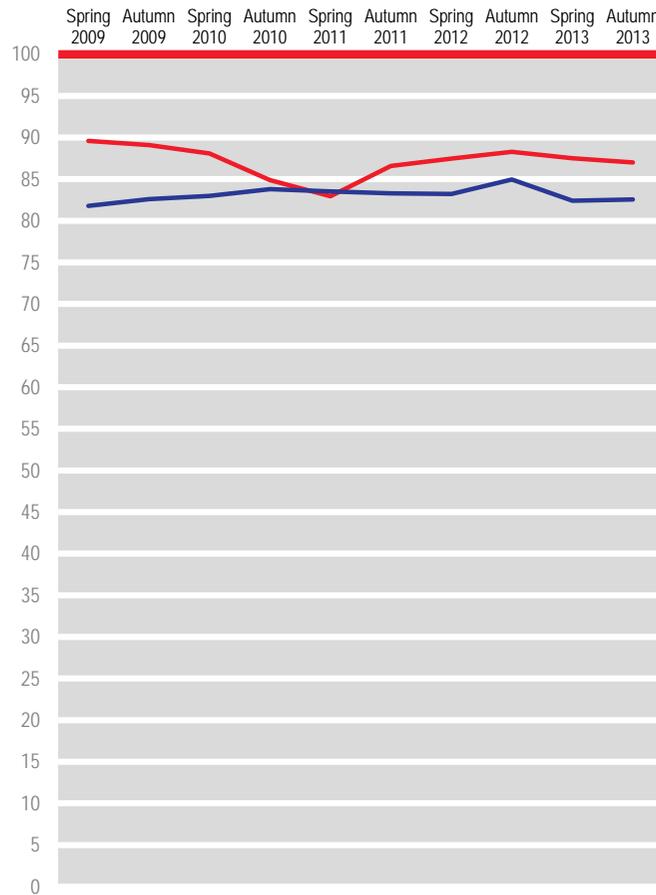


## The length of time the journey was scheduled to take (speed)

(1053)

Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

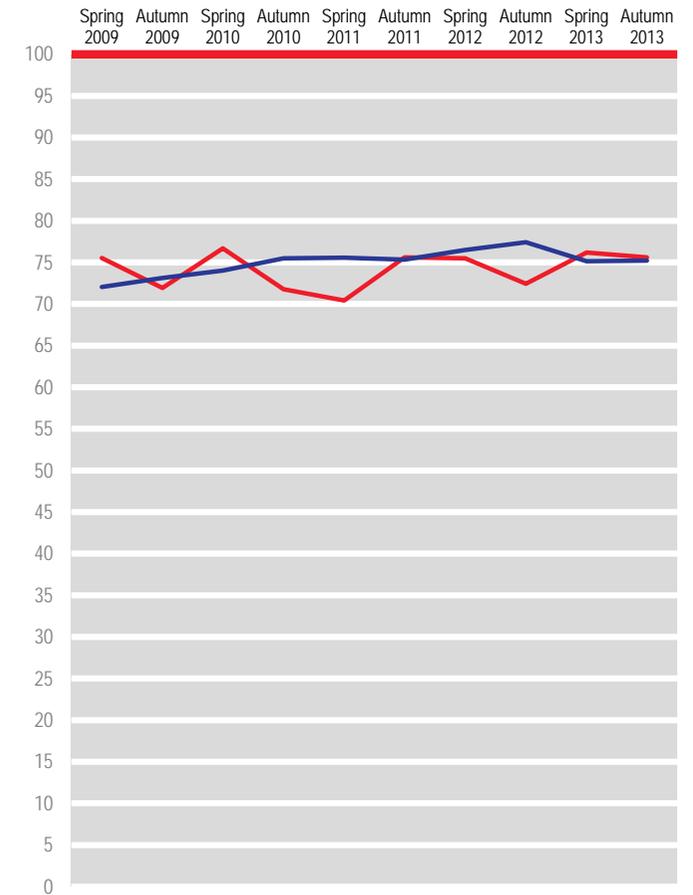


## Connections with other train services

(548)

Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

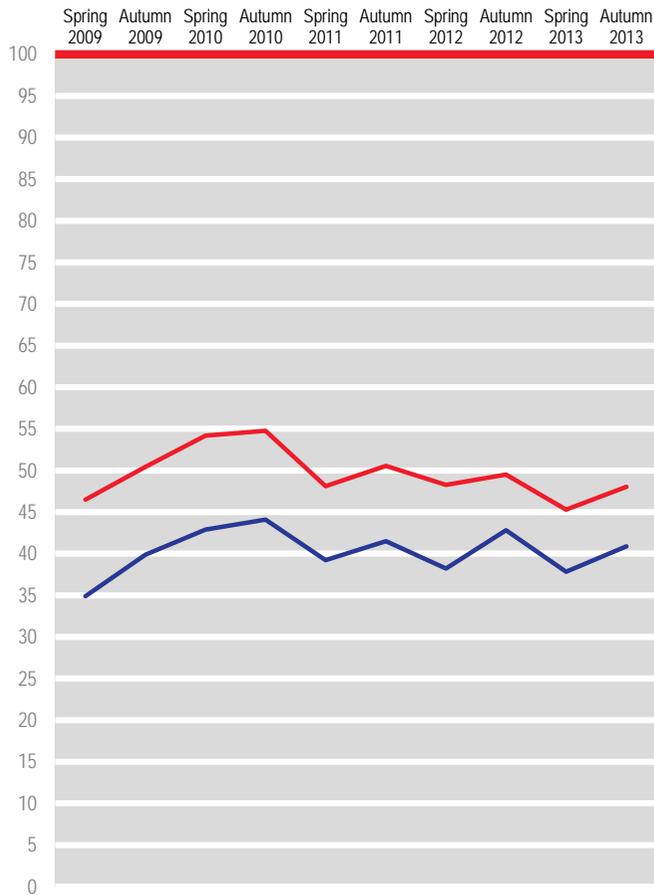


N.B. Benchmarks and targets are only shown for applicable factors

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

**(1028)**  
Percentage of passengers satisfied 2009 to 2013

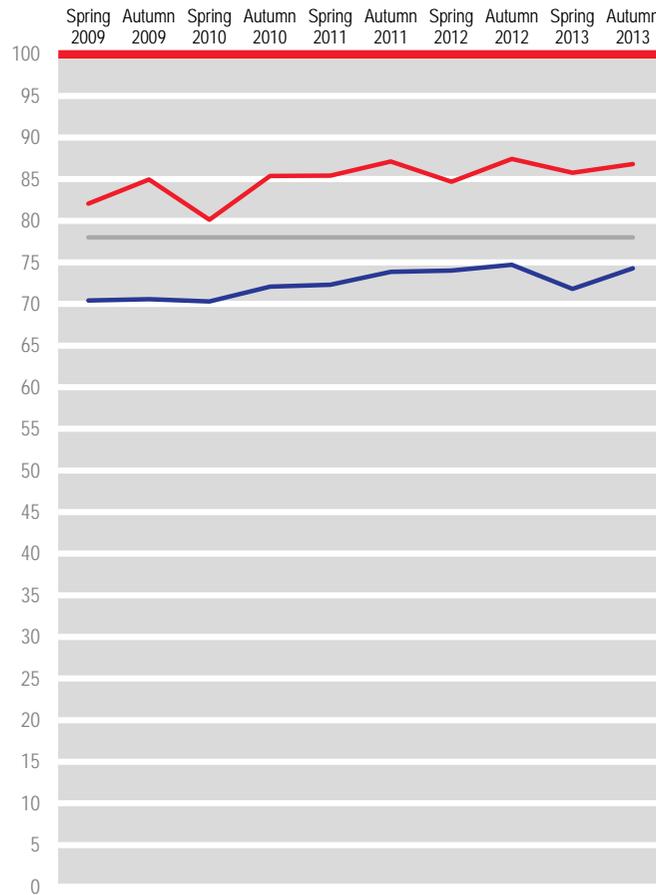
— Chiltern Railways — London and South East



**Cleanliness of the train**

**(1066)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

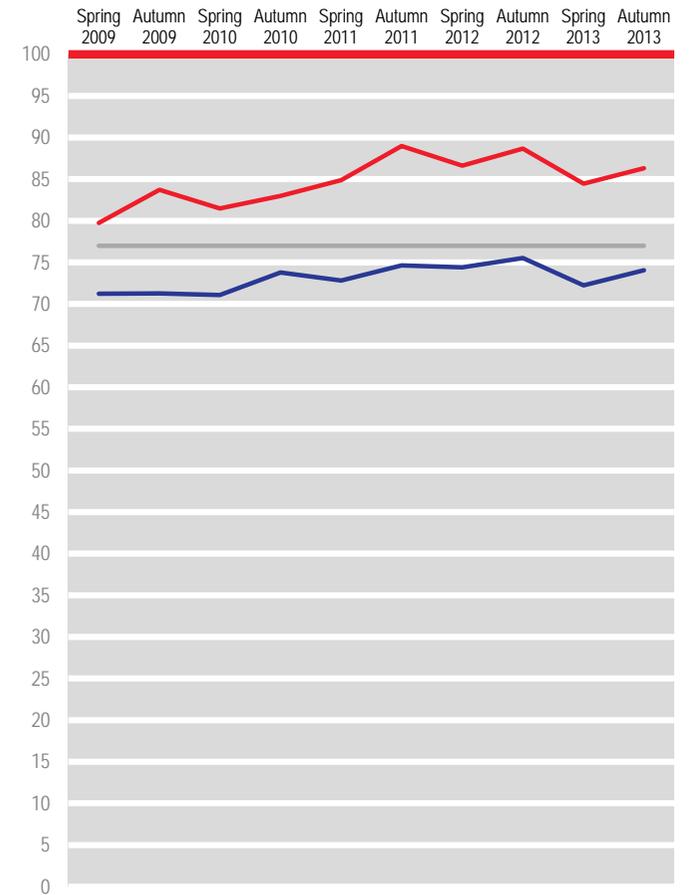


Target 80

**Upkeep and repair of the train**

**(1050)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark



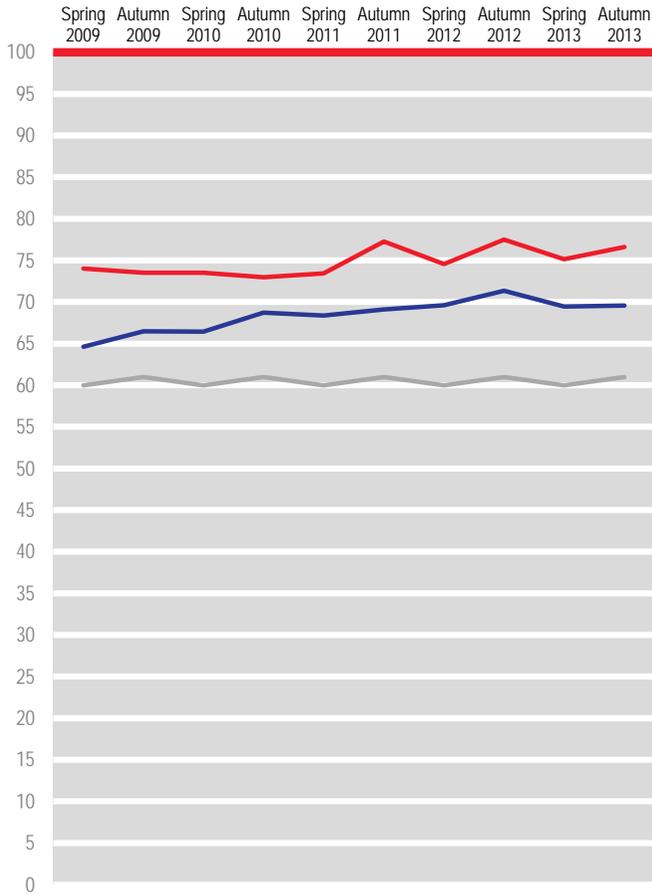
Target 79

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

## The provision of information during the journey

(969)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

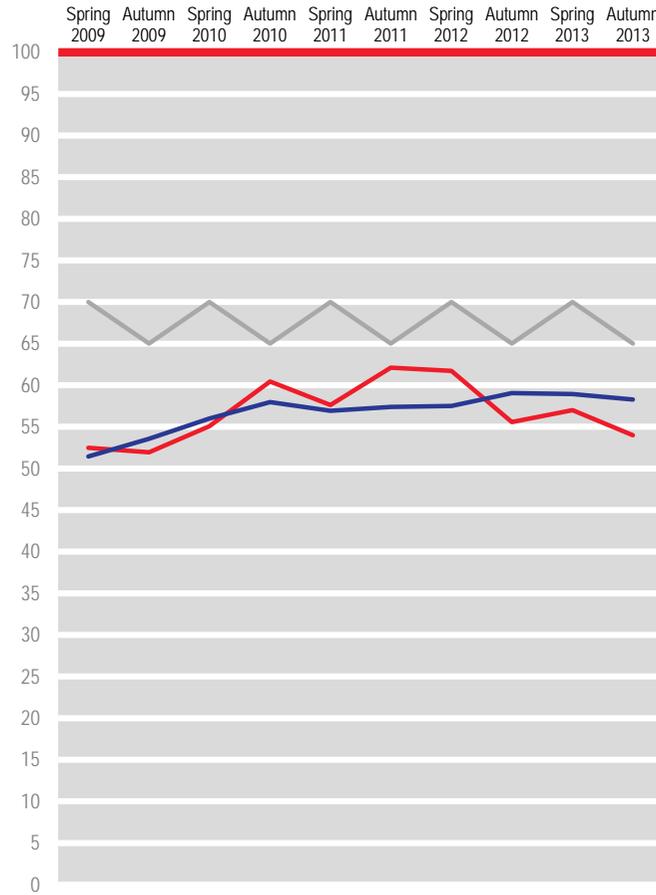


Target 65

## The helpfulness and attitude of staff on the train

(430)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

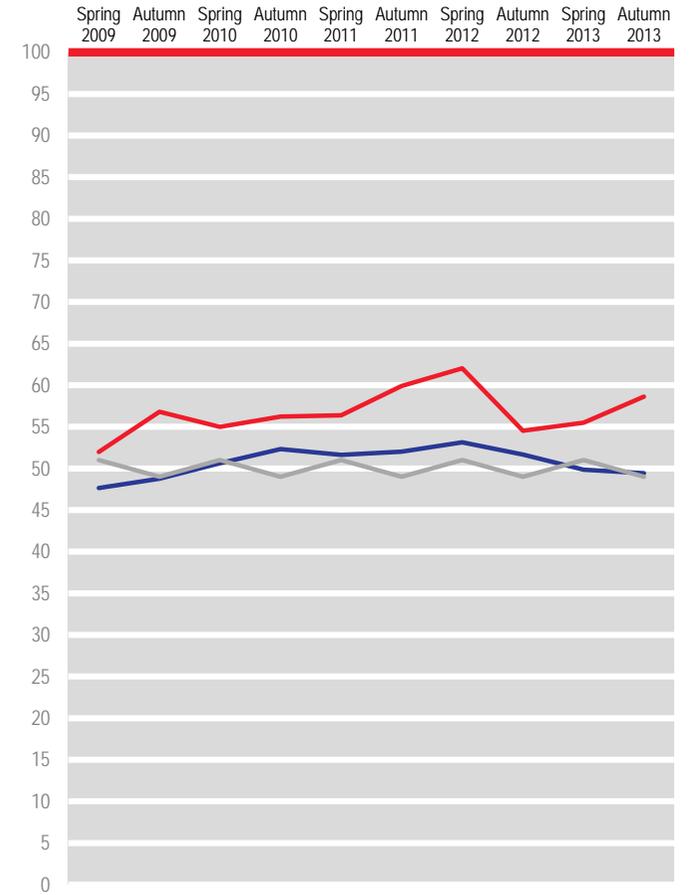


Target 71

## The space for luggage

(787)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark



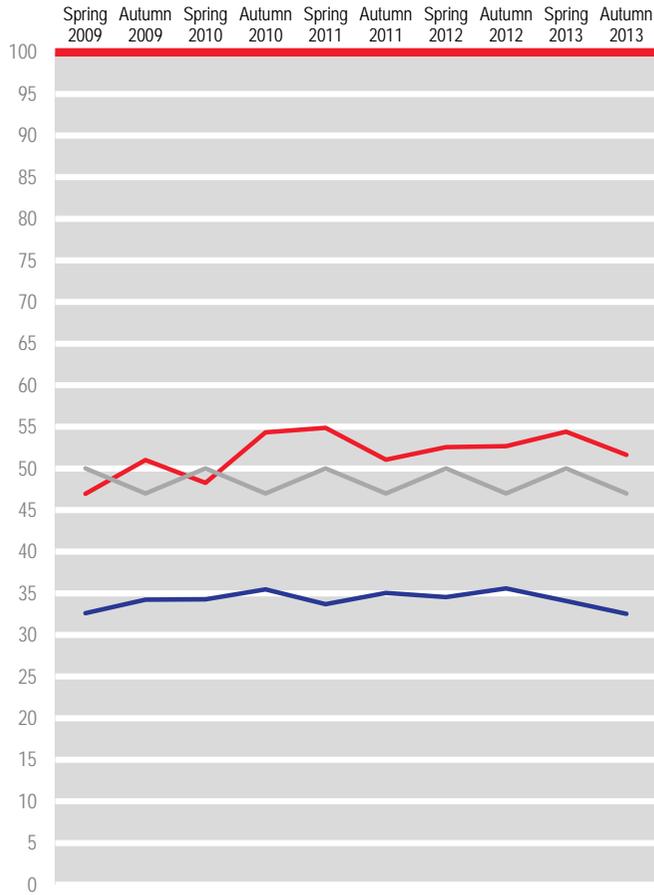
Target 56

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

## Toilet facilities on the train

**(391)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark

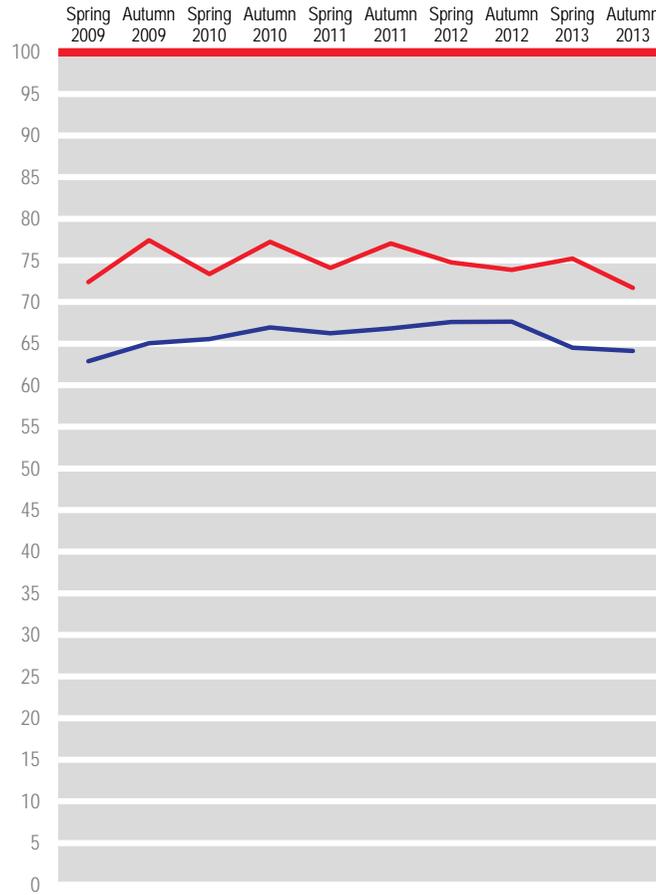


Target 54

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

**(1033)**  
Percentage of passengers satisfied 2009 to 2013

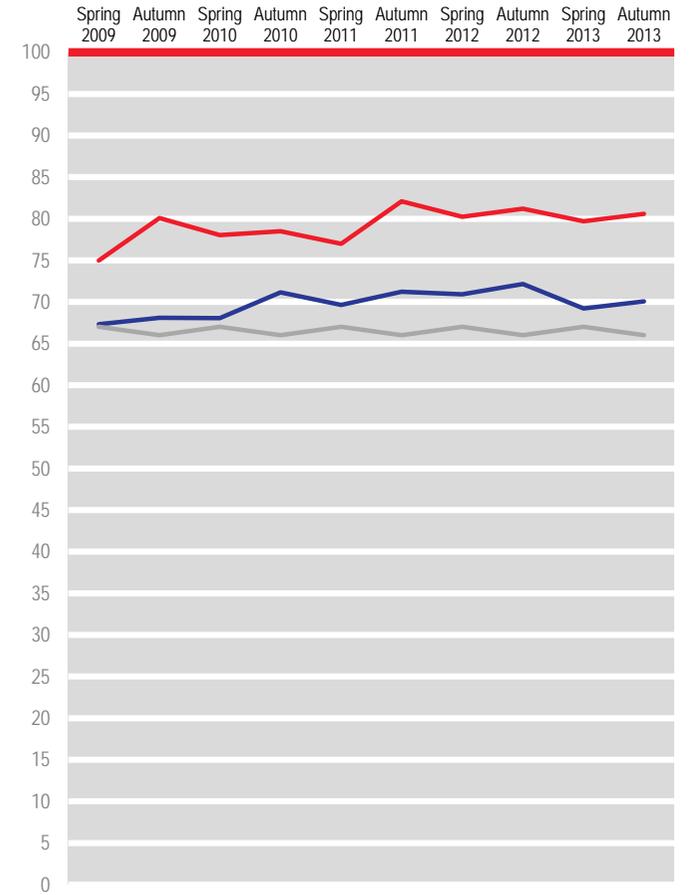
— Chiltern Railways — London and South East



## The comfort of the seating area

**(1045)**  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East — Benchmark



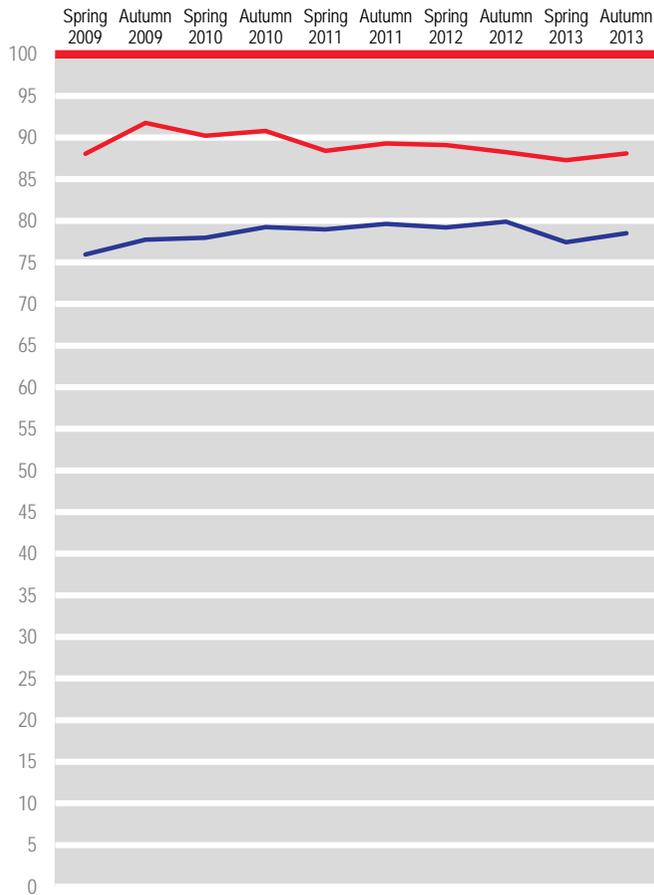
Target 71

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

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

(1050)  
Percentage of passengers satisfied 2009 to 2013

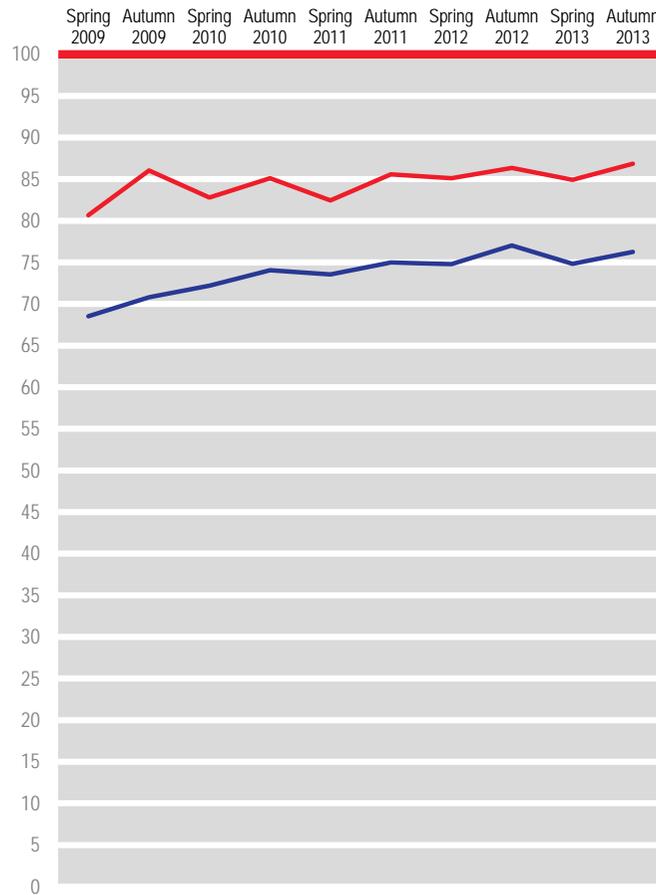
— Chiltern Railways — London and South East



## Your personal security whilst on board

(985)  
Percentage of passengers satisfied 2009 to 2013

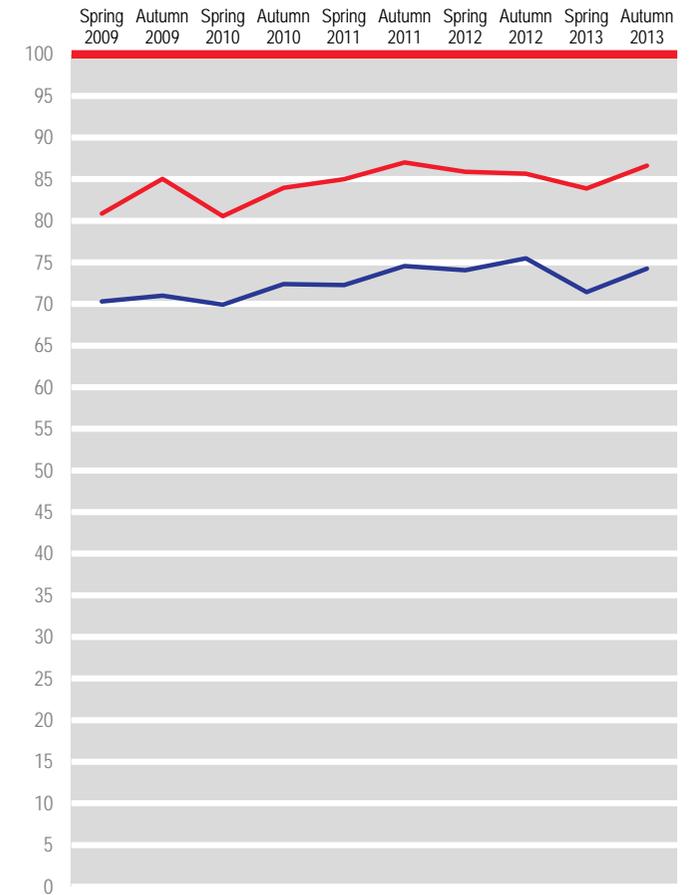
— Chiltern Railways — London and South East



## The cleanliness of the inside of the train

(1060)  
Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

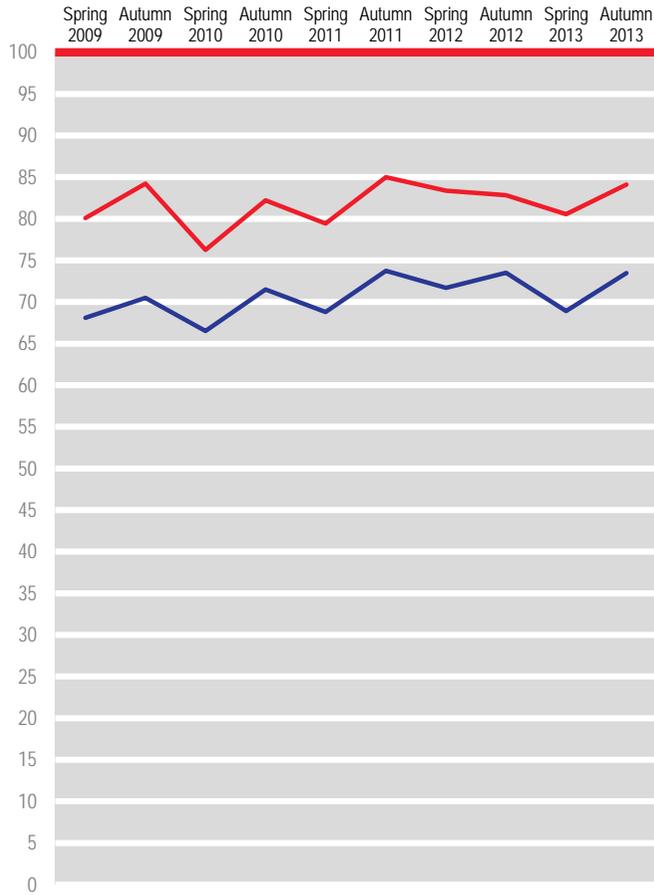


N.B. Benchmarks and targets are only shown for applicable factors

**The cleanliness of the outside of the train**  
(900)

Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

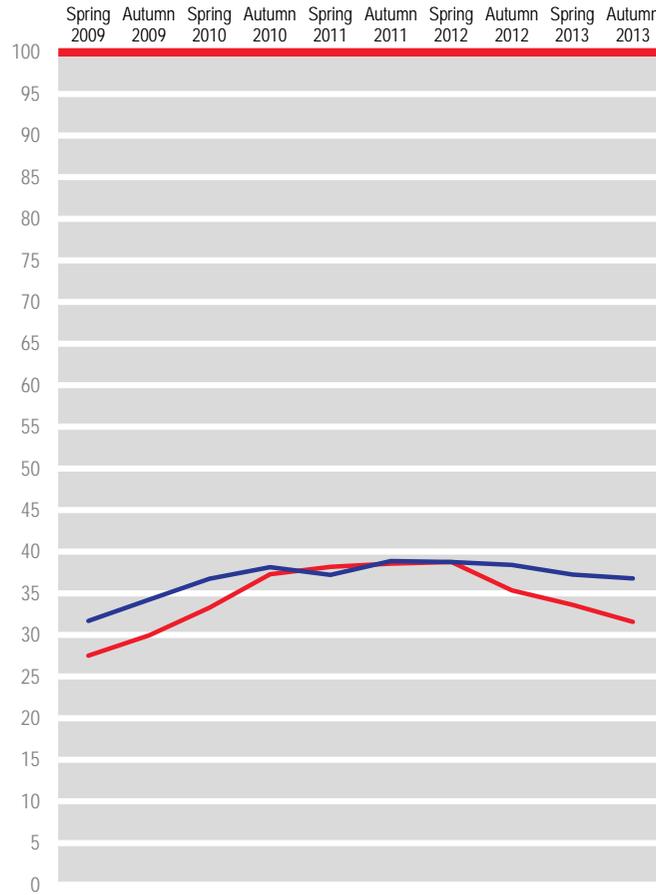


**The availability of staff on the train**

(611)

Percentage of passengers satisfied 2009 to 2013

— Chiltern Railways — London and South East

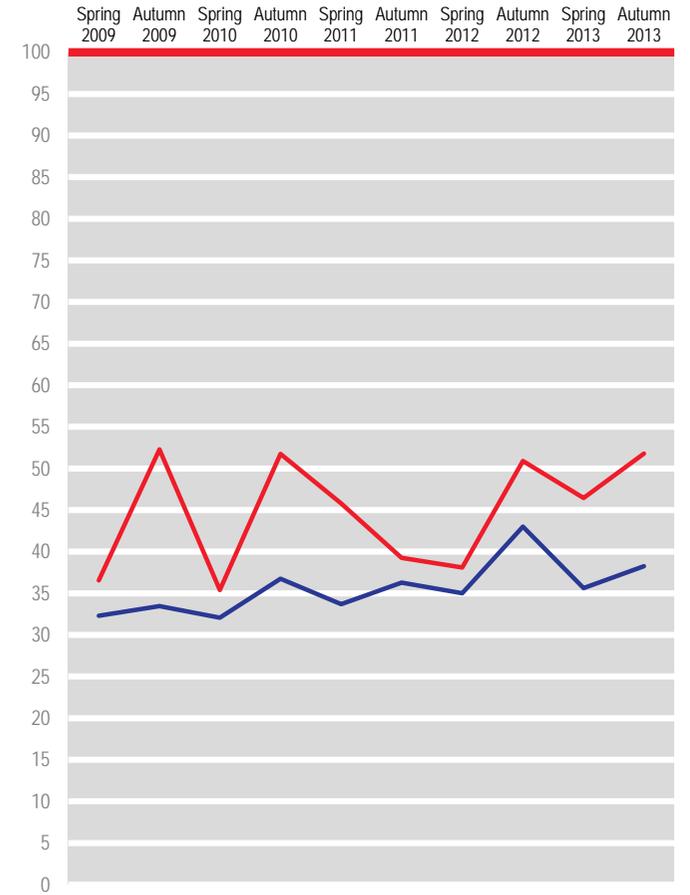


**How well train company dealt with delays**

(87)

Percentage of passengers satisfied 2009 to 2013

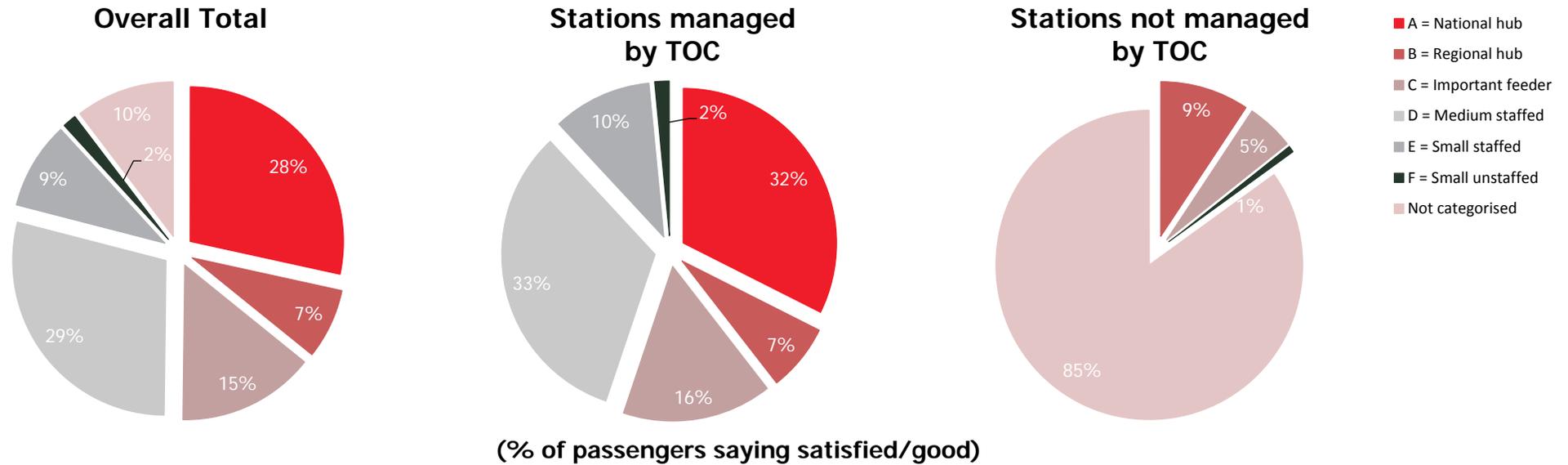
— Chiltern Railways — London and South East



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

## Managed versus non-managed stations for Chiltern Railways

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



	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	89		83
Ticket buying facilities	82		73
Provision of information about train times/platforms	86	+	64
The upkeep/repair of the station buildings/platforms	84	+	64
Cleanliness	86		83
The facilities and services	73	+	46
The attitudes and helpfulness of the staff	79		85
Connections with other forms of public transport	74		76
Facilities for car parking	71		72
Overall environment	86	+	69
Your personal security whilst using the station	78		81
The availability of staff	69		67
The provision of shelter facilities	78		74
Availability of seating	56		55
How request to station staff was handled	89		96
The choice of shops/eating/drinking facilities available	53	+	26

## Chiltern Railways

	Peak			Off-peak		
	Autumn 2013	significant change	Autumn 2012	Autumn 2013	significant change	Autumn 2012
Overall satisfaction	89		88	92		92
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	91		90	87		86
Ticket buying facilities	84		85	80		80
Provision of information about train times/platforms	87		88	82		85
The upkeep/repair of the station buildings/platforms	84		84	81		83
Cleanliness	87		88	85		86
The facilities and services	75		72	67		67
The attitudes and helpfulness of the staff	77		75	81		80
Connections with other forms of public transport	75		71	73		77
Facilities for car parking	68		70	72		72
Overall environment	84		86	83		82
Your personal security whilst using the station	82		80	77		79
The availability of staff	68		67	69	+	64
The provision of shelter facilities	74		79	78		80
Availability of seating	45		46	60		60
How request to station staff was handled	89		88	90		85
The choice of shops/eating/drinking facilities available*	54		-	48		-
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	89		89	91		90
The frequency of the trains on that route	78		79	82		80
Punctuality/reliability (i.e. the train arriving/departing on time)	90		89	93		90
The length of time the journey was scheduled to take (speed)	85		84	88		89
Connections with other train services	76		70	76		73
The value for money of the price of your ticket	34		34	54		53
Cleanliness of the train	89		91	86		87
Upkeep and repair of the train	85		87	87		89
The provision of information during the journey	69		75	80		78
The helpfulness and attitude of staff on train	51		56	55		56
The space for luggage	50		50	63	+	56
The toilet facilities	45		55	54		52
Sufficient room for all passengers to sit/stand	57		57	78		78
The comfort of the seating area	77		75	82		83
The ease of being able to get on and off	84		84	90		89
Your personal security on board	88		90	86		85
The cleanliness of the inside	89		88	86		85
The cleanliness of the outside	84		82	84		83
The availability of staff	29		34	32		36
How well train company deals with delays	54		55	50		49

\* 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

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>DELAY</b>					
None	89	78			
Minor	8	17			
Major	1	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	55	40			
6-10 minutes	15	23			
11-20 minutes	10	17			
21-30 minutes	7	8			
31-60 minutes	3	5			
More than 1 hour	5	2			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	20	13	Very well	26	15
Fairly well	34	32	Fairly well	29	34
Neither well nor poorly	17	21	Neither well nor poorly	17	23
Fairly poorly	14	18	Fairly poorly	13	13
Very poorly	16	16	Very poorly	15	15
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	24	15	Very well	17	10
Fairly well	30	32	Fairly well	28	25
Neither well nor poorly	23	23	Neither well nor poorly	27	34
Fairly poorly	8	15	Fairly poorly	8	13
Very poorly	15	15	Very poorly	20	18
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	24	14	Very well	7	6
Fairly well	27	30	Fairly well	18	19
Neither well nor poorly	25	28	Neither well nor poorly	28	29
Fairly poorly	11	14	Fairly poorly	7	16
Very poorly	13	14	Very poorly	41	30

## 6 6.2 Passenger experience relating to disability

	Chiltern Railways	London and South East	Chiltern Railways	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>				
Mobility	1	2		
Wheelchair user	0	0		
Hearing	0	1		
Eyesight	0	1		
Speech impairment	-	0		
Learning difficulties	0	0		
Other	1	1		
None	94	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	5	2		
No	95	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	37
Fairly satisfied	-	13	Fairly satisfied	29
Neither satisfied nor dissatisfied	-	2	Neither satisfied nor dissatisfied	17
Fairly dissatisfied	-	-	Fairly dissatisfied	13
Very dissatisfied	-	-	Very dissatisfied	4
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>	
Very satisfied	33	30	Very satisfied	100
Fairly satisfied	23	37	Fairly satisfied	-
Neither satisfied nor dissatisfied	30	19	Neither satisfied nor dissatisfied	-
Fairly dissatisfied	6	9	Fairly dissatisfied	-
Very dissatisfied	8	6	Very dissatisfied	-

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	49	44	White	89	86
Female	48	53	Mixed	1	2
			Asian or Asian British	6	4
			Black or Black British	1	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-25	11	10	Commuter	38	52
26-34	13	18	Business	25	15
35-44	21	19	Leisure	37	33
45-54	22	23			
55-59	9	9			
60-64	8	8			
65+	12	11			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	65	65	Yes	60	69
Working Part Time	15	14	No	40	31
Not Working	2	3			
Retired	12	11			
Full Time Student	4	5			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>TIME OF TRAVEL</b>		
Professional/Senior Managerial	49	42	Peak	29	21
Middle Managerial	15	16	Off-peak	71	79
Junior Managerial/Clerical/Supervisory	10	12			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	4	7			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	1			
Full time student	1	2			
Retired	11	10			
Unemployed/between jobs	1	1			
Housewife/house-husband	1	1			
Other	3	5			
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	8	7
			Yes asked for information	8	7
			Could not find anyone to ask	1	3
			No	81	82
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	93	90
			Yes, at work	68	67
			No	4	5

	Chiltern Railways	London and South East		Chiltern Railways	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	80	85	Better telephone enquiry/booking service	5	7
With other adults 16+	18	12	Better internet enquiry/booking service	21	21
With children aged 0-4	1	1	Better information facilities at stations	16	23
With children aged 5-10	1	1	Better route maps of the rail network	12	17
With children aged 11-15	1	1	Make timetables easier to read	18	22
			Better ticket buying facilities at station ticket offices	16	21
			Better ticket buying facilities at station ticket machines	14	19
			Better promotion when advanced tickets available	31	29
			Other	15	15
			None of these	22	20
<b>TRAVELLING WITH ...</b>					
Heavy/bulky luggage/other large items	14	14			
Pushchair	0	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	-	0			
Wheelchair	0	0			
Helper	0	0			
None apply	84	82			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	13	10			
Anytime day single/return	13	10			
Off-peak/super off-peak single/return	12	9			
Off-peak/super off-peak day single/return	7	7			
Advance	6	3			
Day travelcard	14	6			
Oyster pay as you go	9	14			
Weekly or monthly season ticket	12	20			
Annual season ticket	7	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	2	5			
Other	3	2			
Don't know/no answer	1	1			



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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